

# APPRENTICES SUPPORTING THE FRONT LINE COVID-19 EFFORT: A CASE STUDY



## Meet April Mills a Widening Participation Apprentice at Brighton General Hospital.

April is employed as a Business Administration apprentice, her job role is within the Education and Training team within the Sussex Community NHS Foundation Trust.

April's typical responsibilities include supporting her manager with the admin and delivery of the Care Certificate and apprenticeship agenda.

We spoke to April about how her apprenticeship has prepared her to support her employer and patients at this challenging time.

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## How has your role changed as a result of COVID-19?

Since Covid-19 our team has had to deliver daily live streams, in which we demonstrate how to do clinical observations.

My role has two sides to it. I either act as a patient whilst my manager demonstrates staff how to take temperature, blood pressure, pulse and respiration, and pulse oximetry or I take note of everybody who has tuned in to watch the live stream and answer any questions and queries.

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## How are you feeling about this? Do you feel your apprenticeship has helped you to prepare for these unprecedented times?

I feel fine with the change in my role as it gives me a sense of achievement that we are potentially helping staff update their skills in case they are deployed back to clinical roles.

My business administration apprenticeship has also helped me learn about Skype as prior to this I did not use virtual meetings as a way of communicating.

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## How will your experiences contribute to your apprenticeship and learning when you return to programme?

I think this experience will broaden my knowledge of how to set up virtual meetings via Skype, Microsoft Teams and Zoom.

I believe, going forward, these applications will be more commonly used as a way of communicating with colleagues far and wide,

I will definitely use my new skills and try to incorporate them into my working day.

For apprenticeship updates, resources and guidance related to Coronavirus (Covid-19) please visit [HASO](https://haso.org.uk).



<https://haso.skillsforhealth.org.uk/>