

Night Before Workshop:

- 1) Prepare scrubs night before, ensuring they are free of creases ready to wear on arrival to school. This includes scrub top, scrub bottoms, suitable footwear (Smart trainers are acceptable) and bottom layer t-shirt for females
- 2) Check estimated travel time from the hotel location to school, ready for a suitable wake up time in the morning

Morning of Workshop:

- 1) Check intended travel route for any unexpected traffic/diversions.
- 2) Arrive at school **1 hour before** session starts (leave extra travel time in case of traffic and finding parking space)
- 3) Before entering reception ensure you know the teachers name of who you are scheduled with and what year group you are seeing and also the vehicle registration
- 4) Enter reception with a smile and inform receptionist of the organisation (Medical Mavericks) and who you are (Your name).
- 5) If you are asked to wait – DO NOT use your phone. Receptions of schools have many awards and displays they are proud of take your time to look at these.

You should have ready:

- *Vehicle Reg*
- *DBS*
- *Photo ID*
- *Name badge*
- *Clean uniform*
- *Smile*

- When meeting teacher be sure to shake hands
- Ask teacher about vehicle access, if there is a closer location to park the van whilst unpacking
- If allocated room is not on the ground floor, if there is access to a lift
- First thing to do in room is look for plug sockets – science labs are great, classrooms OK, halls plugs on stage, and around, sports halls can be trickier.
- There should be at least 10 tables – science lab fixed benches are fine.

Setting up Workshop – PRESENTATION IS EVERYTHING:

Unpack trunk and laminated A3 sheets. **Placing items together that are in order of:**

Table 1 - Blood Pressure (two chairs will be needed at this table)

Table 2 - Pulse Oximeter and Temperature and Stethoscopes

Table 3 - Ultrasound machine and ultrasound gel (blue roll and rubbish bag will be needed at this table, near plug socket)

Table 4 – ECG (laptop & printer) (Will need one chair and also be placed near plug socket)

Table 5 - Andy Arm (**AWAY FROM PATHOLOGY GOGGLES**)

Table 6 – Vein Scanner & Pulse doppler

Table 7 – Pathology goggles (**AWAY FROM ANDY**)

Table 8 – Key Hole Surgery (near plugs too if possible so kindles can be charged).

Table 9 – Reflex Hammer & Tuning Fork

No Table – Ophthalmoscope – see notes on next page

Height Chart on Floor – see notes on next page

OPTIONAL EXTRAS IF NEEDED / Longer sessions / Want to Show Off!

Table 10 & 11 – Mess with your head x 4

Table 12 - Peak flow and Spirometer with cardboard tubes

*(Rubbish bag will be needed near this table for cardboard tubes)

Other kit available: Capillary Microscope, respiration rate, skin suturing

Other Kit / Extra Notes / Presentation

Height chart to be placed somewhere safe, ideally way from door and pathology goggles. Make sure feet end of height chart is towards wall, to help save female dignity when getting up and off floor.

Banner stands x 3 to be placed around the room.

Do not leave Ophthalmoscope out on its own. A member of staff should always have this and walk round with it offering to take eye pictures. Students can have a go under your supervision, but if used on their own there is a risk the battery can drop out and break!

Don't allow students to put their own phones in the bracket if compatible as they usually have screen protectors on these do not fit and can get damaged. They are allowed to take a picture of the phone image.

Place the trunk and boxes out of sight or in corner of room – nice and tidy!

Personal belongings out of sight / behind desk.

ONCE SET UP TAKE A PICTURE AND QUICK 360 VIDEO OF THE ROOM FOR FUTURE REF: see CustomerJourney

Charging Deck

The first layer of the trunk is the Charging Deck. This where all of our chargers and batteries are kept for charging. We have set this up as teams kept losing plugs which were VERY expensive! Plus, missing plugs causes problems for charging when teams pick up kit from each other.

No plugs = no charging = we look like fools!

1st Rule of the Charging Deck: don't remove any plugs from the deck! Everything must be charged on the deck!

In the deck is a multi-plug extension lead along with the following plugs & kit:

- Battery Charger – for AA and AAA batteries
- iPad for ultrasound
- Temperature Probe & pulse oximeter
- Vein Scanner – blue & pink versions
- Wireless charging pad for ultrasound probe
- Ophthalmoscope Charging Pod for Ophthalmoscope battery
- *Vein Scanner Charging Pod – blue version
- iPad / iPhone 6 charging cable & plug
- Ophthalmoscope Pod Plug (original Welch Allyn worth + £150!!!) / or Amazon version
- USB-C Cable & Plug for wireless charging pad
- Micro USB plug & cable for Blue Vein Scanner Pod
- Charging Pack for Pink Vein Scanner

Important Notes:

- Please put RECHARGABLE batteries in the battery charger! (Green / White Amazon batteries or Ikea LADA batteries (white / brown).
- Kindle chargers for KeyHole Surgery must be kept INSIDE the keyhole boxes. Don't leave them behind!

***** REMEMBER TO PICK UP ALL PLUGS AND CHARGERS WHEN PACKING UP!*****

Running the Workshop

- As students enter the room, greet students and hand out 'Medical Mavericks Work Booklet' asking students to have a pen ready for the session
- Starting the session off by introducing yourself and your team member with a short overview of who Medical Mavericks are and our objectives

- **BEGIN WORKSHOP OVERVIEW**

In this section you will run through the Medical Mavericks booklet, explaining and demonstrating each piece of clinical equipment informing students of jobs that are related

- **WORKSHOP BEGINS**

- Engage with students & offer help to those struggling
- Ensure booklets are being filled out
- Keep the room tidy (pick up tubes and blue roll)
- Check ECG sheets and electrode tabs
- Check ECG screen and setting – multiple ECGS on the screen at same time
- Walk around with iPhone retina scanner

- During the workshop, take pics for socials & get teacher certificate signed by the students (doing it this way reduces graffiti and guarantees most students sign) – ***Customer Journey Section for more info!***

Feedback Forms

Some books require us to collect feedback from students on a paper feedback form. You'll see these bookings described as being an NCOP booking. An NCOP hub has funded the workshop and requires some feedback on the day. Please hand out the feedback forms at the end of the workshop and collect them back from students when they have finished. Please leave 3-4 minutes at the end of the workshop to complete this task. Collect all of the forms from the day in a pile and put them in one of the plastic wallets with a note on which school they are from.

**TIDY & RESET ROOM AFTER EACH SESSION Repeat this process for each session
PRESENTATION IS EVERYTHING !**

CUSTOMER JOURNEY, SOCIALS & PR

“It’s not what you say or what you do, it’s how you make someone feel that makes them remember you!”

We do lots of work before a visit to make sure the school know everything they can expect. Our emails & marketing materials are high quality, and we want to continue that theme as we leave at the end of the day.

Before a workshop:

School will have received a video from me showcasing what we will be doing to show to their students. It is customised for their school – makes it special.

During a workshop

We need 6 to 10 pictures / video clips from the day. Send them to Tim for our socials.

Some pictures don’t require students to be in them EG selfie of team, pics of room set up etc

Some pics can be of student’s hands, recordings, data from kit.

At start of day, talk to teacher about the photos you want to take. Explain how we use them and that we don’t actively take pics of students faces. If that is possible, that is great! If not, we stick to hands and kit only. I like to talk to teacher at start of day so they know what we have our phones out for. If there is a group we can do a selfie with, that would also be great!

See quick check list on trunk:

- School Logo / Tie Colours (blazer / sign etc)
- Outside School Gate / Front Entrance
- Selfie in room – by banner stand / On Stage?
- Shots of kit x 3-5
- Certificate signed
- Videos of kit x2-3 (ECG, andy needle, eye scan, keyhole (front and back))

Send to xxx on WhatsApp over lunch time xxx - TBC

Top Tip!!!

Give one member of the team the role of taking the pics.

Pick one session to focus on getting the snaps – probably 2nd or 3rd session. Should only take 5-10minutes to complete this task.

Put Certificate next to a station where one of the team will be based EG Andy Injections or iPhone Scan. Ask students to sign it once they have had their turn.

End of the Day - Teacher

At some point after the final workshop, hand over the Thank You Pack to your teacher. If they are not around, hand over to reception. This includes:

- Signed Certificate
- Thank you card written and signed by you! (in yellow envelope)
- Copy of Big Book of Brilliant Body Parts
- A1 Career Map Poster

End of Day – Head

There will also be a set of framed certificates for the school. They certify the school is an official Medical Mavericks School! This also includes a letter to the head about our visit and asks them to help spread the word. At the end of the day, hand the certificate envelope to the head via reception or their PA.

Potential PR on the Day

We are actively promoting our work and school visits to the local press, radio and TV to help boost both our and the school's profile.

With anyone taking photos for school or for press, suggest some good shots to take:

- Andy the injection arm
- Set up an iPhone shot with a picture that has already been taken
- Vein Scanner on skin
- Shot of the ECG screen
- Trying keyhole surgery

Key message if anyone asks about what we do:

We're here to help showcase the amazing range of careers in the NHS so that students can make the right decisions about their career paths. We don't just need doctors and nurses, we need physiologists, biomedical scientists in labs, engineers and computer scientists! It is all about inspiring the next generation of scientists and what impact they can make on society through working in the NHS.

We will give you a heads up if a school you are visiting has been promoted to the local press. Not every school is promoted as we can't keep promoting schools in the same region.

End of Day - Workshops

To help us all keep track of kit and not lose anything, we also need you to take **4 pictures** when packing down. These will be uploaded into the Team Feedback form at the end of the day.

The pictures are of:

- Bottom layer of trunk – ECG layer
- Middle Layer of trunk – Med Kit
- Top layer of trunk – Charging Deck
- All kit together – trunk, consumables box, keyholes, pathology goggles, banners, workbooks, trolley

Here's the basic run down of packing up.

- Pack away equipment efficiently and correctly into boxes / trunk – taking pictures of each layer as complete
- Monitor number of worksheets and ECG sheets in line with the upcoming workshops on the week and note if you need any on your feedback form
- Tidy room removing all rubbish, wipe tables down e.g. table with Andy and Andy's arm
- Do one final walk around the room to check you have everything – checklist on trunk!
- Ensure the kit is working to be used the day afterwards (any issues – leave on staff feedback form)
- Be sure to thank teacher and hand over certificate, thank you card, book & poster! (**See Customer Journey Section**)
- Sign out at reception, handing over any visitor badges & Headteacher Certificate on the way
- Pack away car/van neatly ready for next day / team
- *Complete Team Daily Feedback Form via link below / google form

(Note equipment that needs replacing or consumables that need replenishing).
Also note anyone that you meet, if the teacher is pregnant or has an upcoming birthday – also include this on your feedback form

KEY WEBLINKS AND FORMS

- Team Daily Feedback Form: medmav.co.uk/staff-feedback
(Pictures to send: Room layout & 4 x kit pics).
 - Expenses Form at end of week: Milage, Days Worked, Additional Expenses Incurred (parking, tolls etc): Medmav.co.uk/expenses
 - Online videos to use in workshops where needed
 - medmav.co.uk/videos or www.medicalmavericks.co.uk/presentation
 - Poster Resources for Teachers: www.medicalmavericks.co.uk/free-resources
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Notes for hotel arrival and stay

If driving to another destination such as a B&B – please call ahead with your estimated arrival time

When you can, please park safely and in view of CCTV cameras in a car park for extra security

Please keep van tidy by emptying rubbish bag and van doors/dashboard at the end of each day

Remove ultrasound from Van and keep in your room

In winter months, take laptops and ultrasounds into hotel.