

Hannah Greenway, Physical Health Occupational Therapist, shares her learning from the Flying Start NHS programme

I began my career as an Occupational Therapist (OT) in Dumfries and Galloway and was half way through the Flying Start programme when I moved to NHSGGC.

Having undertaken and completed the Flying Start programme, looking back, initially I probably related more to the clinical practice and leadership pillars in line with my discipline and career. Now, I'd say it's the Evidence, Research and Development pillar, especially patient feedback.

We didn't have any way of getting feedback within our department, so I was involved in developing a formal pathway, requesting feedback from patients or a relative, a couple of days before discharge. It was about making feedback accessible for everyone, patients felt that they were being listened to and also they wanted to tell staff about the good care they had but didn't always know how to share it.

Before this, I never really thought about using feedback for my CPD but it is part of my learning and I do now, just last week I got an email praising me about a referral I made and I am now using that. As well as getting patient feedback and thank you cards, I also get feedback from colleagues, which I really like and realise how important it is. I have also been able to use this feedback to develop my practice.

By working through Flying Start, my portfolio evidence has helped me with my TURAS Appraisal and has enough in it to get me through the HCPC process. The programme has been helpful, I still think about the 4 pillars, it's a good basis and structure to follow and it still helps me navigate my way around my learning. I think Flying Start has made me more confident. It has set me up well in my first year of practice, especially with CPD, and having protected study time helped me with my CPD which fitted in with the programme. I also used this time to meet/communicate with my facilitator, who worked on a different site. We kept in regular contact through emails. She was a mental health OT and I am in physical health. This actually helped us to understand each other's roles.