



Northumbria Healthcare

NHS Foundation Trust

Meet the apprentice

We are introducing to you **Hollie Kendall**, a Healthcare Support Worker apprentice at Northumbria Healthcare NHS Foundation Trust



How did you get your apprenticeship?

I completed my A-Levels and started working as a sales assistant whilst applying to study Midwifery at University. Unfortunately, due to lack of healthcare experience my application was unsuccessful. I then came across the Healthcare Support Worker apprenticeship which I thought would be a great way to advance my skills and gain first-hand experience working in the NHS before reapplying to University. I applied through the NHS jobs website and it was a really easy and straightforward process.

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What is the study model like and what type of things have you been doing in your off-the-job learning?

I work from 9.00am-5.00pm Monday to Friday, which equates to 37.5 hours a week. During these hours we get two half-days of study and we can go to the library to work on our assignments and workbooks. I have been to different training sessions including basic life support, British sign language and listened to talks from the Head Mortician and other specialist nurses. I also got the opportunity to shadow lots of different healthcare professionals in their role of providing healthcare. My examples include: watching colposcopy treatments, hysteroscopes and botox clinics.

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What has been the hardest part?

There is a lot to learn very quickly which at times can be challenging. However, the fast pace environment helps you build on an array of skills and paves the way for you to become a better healthcare professional. Mistakes are also crucial for learning and are often the best way to learn and improve, building on your professional development.

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What has been the best part?

The best part has been meeting new people, who all have the same passion to provide excellent care and compassion to the general public. Feeling a valued member of the team encourages you at work, to be at your best and to have a positive impact on those you are providing care for.

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What do you hope to do next?

I hope to continue to develop my skills throughout my next placement and then progress to studying Midwifery at University, in which my time as an apprentice excels my learning.

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What tips do you have for people who want to do the same apprenticeship as you?

If working in healthcare is something you've been thinking about for a while and you want to gain invaluable experience and skills working on the front line of the NHS, then go for it! You have nothing to lose.