

APPRENTICE CASE STUDY

BECOME AN NHS APPRENTICE

SARAH ELEY'S JOURNEY



OFFICE MANAGER TO APPRENTICE HEALTH CARE ASSISTANT

SARAH shares the reasons for choosing an apprenticeship, what she has learnt and advice for future apprentices

At the age of 50 years old, Sarah Eley joined the Trust in July 2015 to complete a Level 2 Health Apprenticeship as an Apprentice Health Care Assistant in our Ophthalmology at Cromer Hospital.

Sarah had previously been working as a Customer Service Manager in Norwich and then she made the decision to follow her heart and work in healthcare – she hasn't looked back since!

Here, Sarah gives details of her experience as an Apprentice and offers advice to anyone considering

an Apprenticeship with the Norfolk & Norwich University Hospital NHS Foundation Trust.

Why did you decide to complete an Apprenticeship?

After my son left for university, I decided that I wanted to do something for me. I wanted to do something more fulfilling with my life rather than working in an office.

I had already attended a pre-nursing course at West Suffolk Hospital over 30 years ago, so knew this was an area I wanted to work in.

How has the Apprenticeship benefited you?

I felt so much happier working at Cromer Hospital. I felt I was a valued member of a wonderful team who are always there to help and support me.

I was growing in confidence all the time in my role and I was keen to complete my Apprenticeship and help others to do the same.

I was developing my skills set to include theatre work and really enjoying the patient interaction.

APPRENTICE CASE STUDY

BECOME AN NHS APPRENTICE

SARAH ELEY'S JOURNEY

Are you doing something that you have always wanted to or has the Apprenticeship opened your eyes to new occupations?

I have always wanted to work in healthcare, but had been unable to, so I really relished my Apprenticeship at Cromer and I look forward to furthering my career here.

Did you come across any challenges or difficulties and, if so, how did you deal with them?

I had one "challenging" clinic incident – it was swiftly dealt with when mentioned to a senior member of staff. I felt very supported by all the staff here at that time.

What are your future plans?

I would like to continue working at Cromer Hospital and am considering studying for an Assistant Practitioner post.

What advice would you give to future Apprentices?

Go for it! I wish I had done this years ago. There is nothing more rewarding than having a patient give you a sincere and heartfelt thank you because they know you really care!

After speaking to Sarah about completing her Apprenticeship in 2016, we have since caught up with her in January 2018 how she is getting on.

Have you taken up any further qualification?

Since completing my Apprenticeship last year, I am currently now studying for my Level three Diploma in Health Care.

What position / role are you currently in?

I am currently a Nursing Assistant in

Allies DPU Cromer Hospital, where I really enjoy working.

Have you mentored any Apprentices in your department?

I am currently helping to mentor our current Apprentice.

In January 2019, Sarah was part of the national 'Fire It Up!' Apprenticeship campaign and featured in a video promoting apprenticeships being for all ages!



NEXT STEPS →

If you feel inspired by Sarah's story and are thinking of considering an apprenticeship but are unsure of what may be suitable for you, why not get in contact with our team to gain a wider insight into what the Norfolk and Norwich University Hospital can offer you?

Speak to our Apprenticeship Team: ☎ 01603 286231

Apply for an Apprenticeship at 📄 www.jobs.nhs.uk

Research our Trust at 📄 www.nnuh.nhs.uk