



Staff guidelines for responding to clinical or academic issues raised by UCD BScor HDip Nursing and Midwifery Student(s)

BSc General Nursing

BSc Mental Health Nursing

BSc Children's and General Nursing

BSc Midwifery

These guidelines outline the principles and procedures agreed by UCD School of Nursing, Midwifery and Health Systems (SNMHS) and partner hospitals to direct how issues raised in one service or institution and which pertain more properly to the other, should be addressed. From time to time, students may raise concerns, or make allegations, the nature of which dictates that the primary responsibility for addressing the issues raised, more properly resides with either the academic institution or the clinical service. These may be students' concerns and issues related but not limited to healthcare recipient safety, allegations against clinical or UCD school staff, allegations of poor clinical practice or general allegations against the partner hospital or UCD SNMHS.

Principles of Communication

- Safety of the healthcare recipient and student welfare are the primary considerations at all times.
- Upon notification of a concern, it is the responsibility of either the UCD SNMHS or the clinical service to ensure that the concern is communicated in a timely manner to the appropriate personnel at the appropriate managerial level.
- Formal complaints against another person will require adherence to the relevant university or hospital protocol.
- A feedback loop will ensure that the person who raises a concern or issue is informed as appropriate of the outcome in relation to the raised issues.

Issues raised with UCD SNMHS personnel but primarily residing with clinical service

- When a member of UCD school staff receives information from a student or group of students who raise concerns, s\he will:
 - draw the student(s) attention to these guidelines and
 - follow appropriate communication lines within UCD SNMHS
- The Clinical Placement Coordinator (CPC), Clinical Nurse or Midwife Manager (CNM/CMM), Practice Development Coordinator, CNM 3 or the Director of the Centre for Nurse Education (CNE), the Acting Director/Director of Nursing or Midwifery (ADON, ADOM), as appropriate, will be notified by telephone at the earliest opportunity with details of the nature and full extent of the issues or concerns raised by the student(s).
- The Director of Nursing or Director of Midwifery and the Practice Development Coordinator/CNM 3 or the Director of the CNE will agree procedures as to how major concerns will be investigated and addressed.
- The Practice Development Coordinator/CNM 3 or the Director of CNE will dialogue and agree a course of action with the Associate Dean for Undergraduate Programmes and with the Programme Director of the UCD SNMHS with

information about the steps being taken, including the policies, guidelines or protocols governing the response. The relevant policy, guideline or protocol will inform next steps.

- At intervals, and at the conclusion of all processes, the Director of Nursing or Midwifery and the Dean of Nursing and Head of the UCD SNMHS will be kept informed of progress and outcomes.

Issues raised with clinical service personnel but primarily residing with UCD SNMHS

- When a member of Clinical Service staff receives information from a student or group of students that raises concerns, s/he will:
 - draw the student(s) attention to these guidelines and
 - follow appropriate communication lines within the Clinical Service
- The UCD Programme Director, Personal Tutor, Associate Dean or Dean of Nursing and Programme Director, as appropriate, will be notified by telephone at the earliest opportunity with details of the nature and full extent of the issues or concerns raised by the student(s).
- The Dean of Nursing and Head of the UCD SNMHS and Associate Dean for Undergraduate Programmes will agree procedures as to how major concerns will be investigated and addressed.
- The appropriate in-service policies and procedures for addressing the issue or concern will then be initiated. The relevant policy will inform next steps
- At intervals, and at the conclusion of all processes, the Dean of Nursing and Head of the UCD School of Nursing, Midwifery and Health Systems and the Director of Nursing or Director of Midwifery will be kept informed of progress and outcomes.

