



Guy's and St Thomas'   
NHS Foundation Trust

# Hannah Wicks - Learner Case Study

**Success Story:  
Hannah Wicks**

**Hannah Wicks, 21, completed her Business Administration Apprenticeship through the Trust's Gateway Academy Apprenticeship programme in May 2016. She was placed in the Assisted Conception Unit.**

She says:

"I found out about the apprenticeship programme through a housing association called Family Mosaic. I wanted to get involved as it gave me the chance to learn on the job whilst also earning. Because the NHS is so big, I knew the apprenticeship would open many doors for me in the long run.

At first, I was worried that I would need to understand all the clinical terminology and that it would be too much for me to take in. The biggest challenge for me was in the first few months. You hear a lot of acronyms for systems and medical conditions. It's overwhelming to begin with. But I soon learned the clinical terminology and jargon, and it all became second nature.

My manager had regular 1-1's with me and was always giving me advice on any queries or problems, or informing me who the best person to contact was so that I never felt in the dark about things. My college tutors were also always there to listen to my concerns and help where they could.

**"I never felt like an apprentice, which was important to me. This role definitely broke the stereotype and showed me that apprenticeships are a lot more valuable than most people would think."**

**- Hannah Wicks**



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Through my apprenticeship, I learnt that there are a high number of strict policies that the NHS follows and that it isn't as easy as it looks to work in a hospital environment, regardless of whether it is an admin or a clinical role.

That being said, I also learnt that I should have a lot more faith in myself that I am making the right decisions when thinking on my feet, as there had been multiple times that critical thinking is required.

I really value what the apprenticeship taught me and the things I learnt from it. Not only did I learn a lot about the health sector, but I learnt a lot about myself and what sort of person I am and what career path is best for me.

My apprenticeship had a huge impact on me. It kick started my career and there is no doubt in my mind that I wouldn't be where I am today if it weren't for my apprenticeship. It benefitted my team and department because an extra member of staff meant they were working more efficiently and patients were therefore more satisfied with the service they received. It also helped take the weight off other team members as more duties were being shared.

Overall, it was a great experience and taught me more than I ever expected to learn. I never felt like an apprentice which was important to me, and this role definitely broke the stereotype and showed me that apprenticeships are a lot more valuable than most people would think.

After my apprenticeship ended in May 2016, I moved to a Patient Access Officer role within the Genetics department. Just over a year later in September 2017, I became a Team Leader of the Patient Access team, coordinating the reception staff, appointments team and referrals team. At the same time, I had applied for a higher banded Patient Pathway Coordinator role in the Cardiology team – the roles were processed at the same time - and after I had started my Team Leader role, I found out I was successful for my Patient Pathway Coordinator role.

I couldn't pass up this opportunity and gratefully accepted. It was a very eventful final three months of 2017! But it was all for the right reasons and I am thrilled with my progression.

Without the apprenticeship, I know I wouldn't be where I am today.

In my current role as Patient Pathway Co-Ordinator for the Inherited Cardiac Conditions team, I help the nurses with organising the clinics and I make sure that patients are seen within the time specified on their pathway, and ensure that all the relevant information and test reports are requested from the relevant areas before a patient is seen. I also take on a quality improvement stance and look into how the service and procedures can be made more efficient.

I am new to this role and looking to gain further experience and knowledge from the quality improvement side of things and in the future hope to use this to advance within the NHS and improve processes for other areas.

To anyone considering an apprenticeship, I would say definitely do it! I have no regrets about doing the apprenticeship and would highly recommend it to anyone who is considering it. The experience you gain is immeasurable. Plus it can really take you places and teach you a lot about yourself and where you want to be and the career path you want to take.”



**Hannah Wicks - Former Business Administration Apprentice**



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