

NELETN Major Trauma Education Guide

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Introduction

Each year within the London Trauma system, 25% of severely injured and 35-40% of moderately injured patients are taken primarily to Trauma Units. Therefore nurses, AHPs and clinical staff working in these units require training and support to ensure they are equipped to manage these patients. It is the responsibility of each Trauma Unit within NELETN to ensure that their staff are trained accordingly. The Network is committed to supporting all its Trauma Units in ensuring their staff groups are trained to the standard outlined in this document. In order to achieve this, NELETN will strive to:

- Ensure all Trauma Units are supported to train all Nurses and Allied Health Professional's to relevant standard as outlined by the National Major Trauma Nursing Group (NMTNG).
- Support and encourage all Trauma Units to plan and implement a Level 1 nursing course, mapped against the level 1 competencies set out by the NMTNG.
- Support and encourage all Trauma Units to develop bespoke study days relevant to their staff needs for example, Trauma Team Members, Older Trauma etc. and offer these out to the Network should they so wish.
- Support and encourage all Trauma Units to ensure staff caring for spinal injured patients are trained and competent to do so.
- Support and encourage all Trauma Units to ensure staff caring for children with traumatic injuries are trained to APLS standard.
- Encourage links between Trauma Units to plan, develop and implement training courses to support staff to achieve competence.
- Encourage the sharing of knowledge within the Network to aid development of training programmes to support staff to achieve competence.
- Develop bespoke courses for the Network to support learning in areas where local training is limited.
- Have a dedicated Trauma Nursing Lead to support and guide Trauma Units in achieving relevant educational standards for nursing staff.
- Have a dedicated Rehabilitation Lead to support and guide Trauma Units in achieving relevant educational standards for Allied Health Professionals.



Nursing

The National Major Trauma Nursing Group (NMTNG) have developed educational and competency standards from Junior Nurse/AHP through to Advanced Clinical Practitioner in the wide range of trauma settings. These competencies should be used as a benchmark to work by with their achievement as a standard to work towards. A minimum of 8 hours face to face trauma education per year for all nursing and allied health professionals who are part of the trauma team is recommended (NHS England, 2013).

For reference, throughout this document the competencies discussed have been written and designed by the National Major Trauma Nursing Group (NMTNG). For more information on the NMTNG and to find all their relevant competencies outlined, please visit their website at www.nmtng.net. Here you will find details on how to join the NMTNG via their new app, which includes access to all of the necessary competency documents and much more.

Adult Emergency Nursing

Competencies

There are 3 levels of standards of competency for nurses to work towards (figure 1). Each Trauma Unit should evidence the following at each peer review:

- That all nursing/AHP staff caring for a trauma patient should have attained the competency and educational standard of level 1
- That TU's must have a nurse/AHP available for major trauma 24/7 who has successfully attained or is working towards the adult competency and educational standard of level 2

Levels 1 - 3 adult and paediatric educational and competency standards		
Level	Educational standard	Competency standard
Level 1	Has attended a trauma educational programme, such as: Trauma Immediate Life Support (TILS) ATLS observer ETC nurse/AHP observer In-house trauma education programme	Assessed as competent in all domains of the NMTNG competency framework at level 1.
Level 2	In addition to level 1:	In addition to level 1:
	Successful completion of a recognised trauma course: Advanced Trauma Nursing Course (ATNC) Trauma Nursing Core Course (TNCC) European Trauma Course (ETC) When undertaken as a full provider only.	Assessed as competent in all domains of the NMTNG competency framework at level 2.
	Or	
	Successful completion of a bespoke trauma course which has been assessed as compliant, by peer review, in meeting the NMTNG curriculum and assessment criteria.	
Level 3	In addition to level 2:	In addition to level 2:
	Advanced Clinical Practitioner (ACP): Masters level education in advanced practice to at least PGDip level	Successful completion of and credentialing by the Royal College of Emergency Medicine - Emergency Care Advanced Clinical Practitioner Curriculum and Assessment.

Figure 1. (NMTNG, 2016)

It must be noted that attending a course/study day alone is not sufficient to measure competency, it is the additional assessment of competence in practice which is also required. Trauma Units should be able to provide evidence of competency assessment in practice, such as copies of completed competency documents. NELETN acknowledges that new staff into post may not have been trained/competency assessed. The standard outlined by the



NMTNG is – Level 1 competence achieved within 12 months of commencing work in an Emergency Department. This is in addition to the 12-month preceptorship period (NMTNG, 2016)

Level 1

It is the responsibility of each Trauma Unit to either develop their own in-house Level 1 trauma education programme or to source an education programme within the Network for staff. All Trauma Units should provide a Level 1 study day/course to Emergency Nurses on a yearly basis. The day should be mapped against the NMTNG competency framework. Competencies can be signed off during the study day and by working alongside the Nurse with the department using discussion and observation of skills.

Staff Group: All Emergency Nurses caring for trauma patients (Band 5 and above) within 12 months of commencing in the Emergency Department

Courses: The following courses are recognised as Level 1 courses by the NMTNG in terms of theory. However local assessments are still required in the workplace to support this:

- Advanced Trauma Life Support (ATLS) observer https://www.rcseng.ac.uk/education-and-exams/courses/search/advanced-trauma-life-support-atls-provider-programme/
- European Trauma Course Nurse/AHP observer http://www.europeantrauma.com/
- Trauma Intermediate Life Support or in-house education programme

Trauma Care Foundations in Trauma course https://www.traumacare.org.uk/

Level 2

Staff Group: Senior Emergency Nurses (Band 6 and above) within 36 months of commencing in the Emergency Department

Courses: The following courses are recognised as Level 2 courses by the NMTNG:

- Advanced Trauma Nursing Course (ATNC) http://www.atnclearning.org.uk
- Trauma Nursing Core Course (TNCC) http://www.traumanursing.org.uk/en/
- European Trauma Course (ETC) http://www.europeantrauma.com/ When undertaken as a full provider only

The Royal London Hospital has a level 2 course entitled 'Nurse One' which was peer reviewed in October 2020.

Please note that attending these courses as an observer do not meet the standard and therefore are not counted as equivalence.

Level 3

Staff Group: To be considered Level 3 competent, the Nurse/AHP must be educated either to

- The level of Advanced Clinical Practitioner
- A MSc in advanced practice to at least PGDip

This is in addition to attending a Level 2 course as outlined above.

Paediatric Emergency Nursing

Paediatric Nurses working in the Emergency Department are required to attain Level 1 competence within 12 months of starting in the department (NMTNG, 2016). As per Adult

Emergency Nursing, Level 1 competence is the responsibility of the Trauma Unit and can be attained via a trauma educational programme such as 'TILS' (figure 1).

The Major Trauma Services Quality Indicators for adult and paediatric settings state that there must be a registered paediatric nurse/AHP who has attained the level 2 education and competency standard available for paediatric major trauma patients 24/7. The competencies follow the same NMTNG guideline as with Adult Nursing (figure 1).

Currently, for Paediatrics the only Paediatric course recognised as a Level 2 course is:

Advanced Paediatric Life Support (APLS) <a href="https://www.rcpch.ac.uk/education-careers/courses/rcpch-endorsed-course/advanced-life-support-group-alsq-advanced-life-support-group-advanced-life-

The National child mortality database published a report in July 2023, with a new recommendation relevant to Major Trauma Networks. Recommendation 3: Develop and deliver regular education and training events, including simulation-based training, on children and young people presenting with penetrating injuries and cardiothoracic emergencies including damage control surgical training for all on-call surgical consultants. This should be delivered to all clinical teams involved in the care of major trauma patients.

Paediatric Advanced Trauma Skills Course

There is 1 course currently running throughout the year from The Royal London MTC which would support the above recommendation. It runs over 2 days and is suitable for the whole MDT looking after Paediatric trauma patients. Details can be found here https://www.patsc.co.uk

Adult Ward Nursing

Level 1

The NMTNG propose the following regarding Adult Ward nursing in trauma: There should be a ward-based nurse involved in the care of adult trauma patients 24/7 who has attained the competency standard of Level 1 (as described in the National Major Trauma Nursing Group guidance, 2016). The NMTNG (2018) state that staff should achieve competence within 12 months of commencing work in a clinical area that cares for major trauma patients.

Trauma Care After Resus (TCAR) and Paediatric Care After Resus (PCAR)
 At present, there is no accredited major trauma ward skills course. However, work ongoing since 2020 has brought the Trauma Care After Resus (TCAR) course to the UK from the USA. The course is currently run virtually over 2 days and has been adapted for UK audiences. Although not currently accredited, NELETN recommends this course for both Nurses and AHPS working on the wards and caring for trauma patients going forward. Details of the course can be found here: https://tcarprograms.visionem.org/

The NMTNG have recently started work on their adult ward e-learning package which will be available online as soon as the first few modules have become available. For more information on the NMTNG and to be alerted when these are available, please visit their website at www.nmtng.net. Here you will find details on how to join the NMTNG via their new app, which includes access to all the necessary competency documents and much more.



Children and Young People

Currently there is no nationally recognised course available for Children's Nurses caring for trauma. However, NELETN and the NMTNG acknowledge there are internal courses/study days and University based courses/study days that can support learning. In terms of meeting competence, it is up to the TU to decide the most appropriate method of learning for each Nurses individual need. The NMTNG (2018) state that staff should achieve competence within 12 months of commencing work in a clinical area that cares for major trauma patients.

- Paediatric Care After Resus (PCAR) Work ongoing since 2020 has brought the Paediatric Care After Resus (PCAR) course to the UK from the USA. The course is currently run virtually over 2 days and has been adapted for UK audiences. Although not currently accredited, NELETN recommends this course for both Nurses and AHPS working on the wards and caring for trauma patients going forward. Details of the course can be found here: https://tcarprograms.visionem.org/
- Paediatric Advanced Trauma Skills Course. There is 1 course currently running throughout the year from The Royal London MTC which would support the above recommendation. It runs over 2 days and is suitable for the whole MDT looking after Paediatric trauma patients. Details can be found here https://www.patsc.co.uk

Adult Critical Care Trauma Nursing

The competencies are for use by all critical care facilities that receive trauma patients. It is up to each facility to identify which competencies are relevant and achievable as there may be variance between TU's. It is recognised by the NMTNG that some areas highlighted may be rarely seen so may need to be assessed using simulations or discussion. The NMTNG (2018) state that staff should achieve competence within 12 months of commencing work in a clinical area that cares for major trauma patients.

Trauma Care After Resus (TCAR) and Paediatric Care After Resus (PCAR)
 At present, there is no accredited major trauma critical care skills course. However, work ongoing since 2020 has brought the Trauma Care After Resus (TCAR) course to the UK from the USA. The course is currently run virtually over 2 days and has been adapted for UK audiences. Although not currently accredited, NELETN recommends this course for both Nurses and AHPS working on the wards and caring for trauma patients going forward. Details of the course can be found here: https://tcarprograms.visionem.org/

Paediatric Critical Care Trauma Nursing

The competencies are for use by all paediatric critical care facilities that receive trauma patients. It is up to each facility to identify which competencies are relevant and achievable as there may be variance between TU's. It is recognised by the NMTNG that some areas highlighted may be rarely seen so may need to be assessed using simulations or discussion. The NMTNG (2018) state that staff should achieve competence within 12 months of commencing work in a clinical area that cares for major trauma patients.

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both Nurses and AHPS working in critical care and caring for trauma patients going forward. Details of the course can be found here: https://tcarprograms.visionem.org/

 Paediatric Advanced Trauma Skills Course (PATSC)2 day course aimed at the MDT caring for Paediatric trauma patients with talks on subjects such as thoracotomy and traumatic cardiac arrest. Details of the course can be found on their website here: www.patsc.co.uk

Other Trauma Education

Stand-alone study days

NELETN is committed to shared learning and encourages Trauma Units to support neighbouring TU's with education programmes. NELETN will endeavour to help guide and support TU's in order to develop relevant programmes of learning. If your TU is running a bespoke study day and you would like to share this with the Network, please contact anna.sweeney@nhs.net or Hannah.kosuge@nhs.net if you would like us to share this information on your behalf.

Study days that are recommended within the Network are:

Advanced Paediatric Trauma – a day of simulation-based training to develop knowledge and skills required to care for paediatric trauma patients (please contact specific institution for staff suitability)

Trauma Team Members – a realistic trauma team assembles on the day with the students playing the role they would do in clinical practice (suitable for medical staff, Nurses, ODP/ODA's and radiographers)

Trauma Team Leaders – knowledge and skills gained from attending a trauma provider course will be developed into those required to be an effective trauma team leader (suitable for Doctors or Senior Nurses)

Older Trauma – a day of simulation-based training to develop knowledge and skills required to care for elderly trauma patients (please contact specific institution for staff suitability) Traumatic Brain Injury - training to nursing and AHP staff on the management of patients following traumatic brain injury.

Network learning opportunities

Paediatrics

Paediatric mornings delivered virtually on a quarterly basis run by Hannah Kosuge and Meena Patel. The mornings cover a wide range of topics and are suitable for all members of the MDT caring for Paediatric patients. If you would like to be added to the invite list, please email andrea.smith8@nhs.net

Older persons

Older trauma meetings held regularly throughout the year encompassing case studies from the Network and talks relevant to current issues relating to older persons trauma. To be added to the invite list, please email andrea.smith8@nhs.net



Simulation

In order to develop learned skills through education programmes, it is vital to maintain this through practice. Simulation/moulage is an important tool to aid this and can also develop teamwork, highlight any issues and identify any need for further training. NELETN will endeavour to support any Trauma Units needing assistance developing a simulation programme.

WingFactors

WingFactors is an educational organisation borne from Project Wingman; working in collaboration with the NHS to develop human factors training within simulation. To find out more, visit their website at https://wingfactors.co.uk/

Webinars

Trauma Care

Trauma Care holds webinars on a variety of trauma-based subjects. These can be watched for free and count towards CPD hours. For further information on past and future webinars, please follow the link here https://www.traumacare.org.uk/webinars

Trauma Lates

Trauma Lates are part of the Trauma Science and Care of the Injured Patient Programme (TSCIPP) and are run by The Centre for Trauma Sciences (C4TS). Anyone with a clinical background is welcome to attend the sessions. To be added to the mailing list, please email tscipp@qmul.ac.uk. The website for Trauma Lates is here:

https://www.c4ts.gmul.ac.uk/education-outreach/trauma-lates

CPDme

This is an app to be downloaded to a smart phone and has different packages that can be signed up to. Their 'Basic plan' is free and enables you to watch webinars related to trauma as well as build a CPD diary. More details can be found at cpdme.com

<u>Training videos</u>

NELETN

A variety of training videos on various subjects such as Vascular Injuries and Pregnancy in Trauma can be found on the NELETN website at neletn.nhs.uk/network-videos

I MTS

The London Major Trauma System have devised some short clinical animations on key priorities for managing common trauma presentations such as Traumatic Brain Injuries and Solid Organ Injuries. They can be found at www.c4ts.qmul.ac.uk/london-trauma-system/clinical-animations

<u>Podcasts</u>

The PTN

The Peninsula Trauma Network have designed a website for their Level 1 trauma course with podcasts on subjects such as Traumatic Cardiac Arrest and Primary Survey. They also have a



couple of Videocasts on Radiology in trauma. To access these resources please visit https://theptn.co.uk

Conferences

Trauma Care

Yearly UK wide conference offering trauma education and discussion by UK wide medical personnel open to all members of the MDT. More information can be found at www.traumacare.org.uk

London Trauma Conference

4-day conference hosting speakers and delegates from around the world on key issues in cardiac arrest, trauma and pre-hospital care. More information can be found at www.londontraumaconference.co.uk

Spinal Cord Injury

SCI link workers

There are 2 clinical link workers for the Adult and CYP spinal cord injury patient pathway for the North London area. They will come out to individual TU's to offer training and support in various aspects of SCI patient care. They can be contacted on bartshealth.scilinkworkers@nhs.net and more information on the project can be found at https://sites.google.com/view/londonsciproject/home

Moving and handling of the spinal injured patient study day

Run by the MTC and includes teaching on manual handling as well as collar/brace fitting and A&P. For more information, please contact Valerie.phillips1@nhs.net

elearnSCI.org

e-learning website on the management and rehabilitation of individuals with spinal cord injury for all relevant roles. The website can be found here: www.elearnsci.org

Spinal Injuries Association (SIA)

There is a section on the SIA website dedicated to virtual training sessions for Healthcare Professionals. The website can be found here: https://www.spinal.co.uk/learn/healthcare-professional-study-days/

Post Graduate Education

For those who would like to explore further education in trauma the following institutions offer the following courses in trauma care.

Queen Mary University of London

QMUL runs a range of MSc programmes with trauma components including:

- MSc Trauma Sciences
- MSc Trauma Sciences (Military and Humanitarian)
- MSc Orthopaedic Trauma Science
- MSc Emergency Medicine and Resuscitation



• MSc Prehospital Medicine

For more information, search the MSc title here: https://search.qmul.ac.uk/s/search.html?collection=queenmary-coursefinder-pg&query=&sort=title

City University

City University run a Level 7 course aimed at ICU Nurses caring for trauma patients the details of which can be found below:

Major Trauma: critical care patient management

https://www.city.ac.uk/prospective-students/courses/professional-development/level-7-major-trauma-critical-care-patient-management#



Allied Health Professionals

As a group of many professions, each having very separate core training & educational needs, the training requirements & priorities for AHP's working in trauma are complex. For example, the training needs of a dietitian working in Trauma are very different to that of an OT or Neuro Psychologist. In addition, therapists tend to gravitate to one of the subspecialties rather than become an overall 'trauma' therapist. e.g., SLT in Neurology & Neurosurgery, within which they will see some trauma.

For this reason, it's difficult to develop an overarching course like TCAR or TORCH that would appeal across the board. That being said, there are definite benefits for therapists who work with trauma patients on a regular basis undertaking such courses as TCAR which may provide elements of trauma specific education that may not be covered elsewhere.

In addition, the following short courses, training and education are available for AHP's. If there is a topic that you feel is not covered that the network could assist with, please contact anna.sweeney@nhs.net and Hannah.kosuge@nhs.net, who would be keen to discuss additional training needs.

Major Trauma Rehabilitation Training

Aimed at AHPs working with trauma patients across a variety of settings and held over 3 days. For more information, please contact Natalie Marroney at Natalie.marroney@nhs.net

Course resources can be found here: https://www.c4ts.qmul.ac.uk/education-and-training/trauma-education-and-training-for-therapists

Queen Marys Hospital Roehampton Amputation Training

Either a 2 day or 4 day course run once a year for Nurses and AHPs working with amputees on a regular basis. For more information, please contact sarah.smith2@stgeorges.nhs.uk

Trauma Care After Resus (TCAR) and Paediatric Care After Resus (PCAR)

Work ongoing since 2020 has brought the Trauma Care After Resus (TCAR) course to the UK from the USA. The course is currently run virtually over 2 days and has been adapted for UK audiences. Although not currently accredited, NELETN recommends this course for both Nurses and AHPS working on the wards and caring for trauma patients going forward. Details of the course can be found here: https://tcarprograms.visionem.org/.

Feedback has been individually sought from therapists who have attended TCAR to ascertain its appropriateness. This feedback can be shared on request.

Spinal Injuries Association (SIA)

There is a section on the SIA website dedicated to virtual training sessions for Healthcare Professionals. The website can be found here: https://www.spinal.co.uk/learn/healthcare-professional-study-days/



elearnSCI.org

e-learning website on the management and rehabilitation of individuals with spinal cord injury for all relevant roles. The website can be found here: www.elearnsci.org

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There are 2 clinical link workers for the Adult and CYP spinal cord injury patient pathway for the North London area. They will come out to individual TU's to offer training and support in various aspects of SCI patient care. They can be contacted on

<u>bartshealth.scilinkworkers@nhs.net</u> and more information on the project can be found at https://sites.google.com/view/londonsciproject/home

Moving and handling of the spinal injured patient study day

Run by the MTC and includes teaching on manual handling as well as collar/brace fitting and A&P. For more information, please contact <u>Valerie.phillips1@nhs.net</u>

Post Graduate Education

For those who would like to explore further education in trauma, Queen Mary University of London runs a range of MSc programmes with trauma components including:

- MSc Trauma Sciences
- MSc Trauma Sciences (Military and Humanitarian)
- MSc Orthopaedic Trauma Science
- MSc Emergency Medicine and Resuscitation
- MSc Prehospital Medicine

For more information, search the MSc title here:

https://search.qmul.ac.uk/s/search.html?collection=queenmary-coursefinder-pg&query=&sort=title

St George's Therapies Courses

St George's runs regular therapies based training programmes. Information can be found on their webpage at https://www.stgeorges.nhs.uk/service/therapies/therapies-courses/

Bridges self-management after brain injury

An innovative 5 step virtual workshop for all working with patients following brain injury. More information can be found on their webpage at

https://www.bridgesselfmanagement.org.uk/5-stage-workshop/workshop/



Medical Staff

Doctors are expected to ensure that they have the necessary skills to carry out the duties expected of them and to retain those skills by engaging in regular CME at an appropriate level. This is reviewed through the Appraisal process - or ARCP for trainees.

Trauma Units should identify those trainees that require current trauma competencies to complete their role. This may include ATLS / APLS or TTM / TTL courses for trainees in Emergency Medicine, Anaesthetics/ICM, General Surgery, Orthopaedics, Paediatrics or other specialties that might contribute at a specific site (Neurosurgery, Cardiothoracics, Vascular, Elderly Care).

Trauma Units should identify those senior doctors that require current trauma competencies to complete their role. This may include ATLS / APLS / TTL courses for Emergency Medicine, Anaesthesia/ICM, Paediatrics or DCS/DCOS for General Surgery, Orthopaedics. This should be identified through Job Planning and resources made available for skills retention.

Various targeted training opportunities are made available ad hoc through the trauma network, many of these are cost free or subsidised/funded at network level, but there should not be an expectation that NELETN will provide all the training required for the maintenance of operative competency across all sites and specialties.

- Advanced Trauma Life Support (ATLS) <a href="https://www.rcseng.ac.uk/education-and-exams/courses/search/advanced-trauma-life-support-atls-provider-programme/?gclid=EAlalQobChMlkOjh3PSo8AlVkLrtCh2Vpg4YEAAYASAAEglwjvD_BwE
- Advanced Paediatric Life Support (APLS)
 https://www.alsg.org/coursedates/courseview.php?coursetype=APLS
- Trauma Team Members Course (TTM) <u>RLH_SIM_ADMIN@bartshealth.nhs.uk</u>
- Trauma Team Leaders Course (TTL) RLH_SIM_ADMIN@bartshealth.nhs.uk
- TALONS (Trauma London Surgery) is an interactive, scenario-based surgical webinar series focusing on life threatening injuries and damage control techniques (vascular/organ/structural injuries rather than orthopaedic trauma).
 It is delivered by experienced trauma surgeons from the LMTS with a focus on real-life cases and surgical approaches. TALONS is free to all surgical trainees, middle grades and any surgeons managing polytrauma patients see https://www.londontraumaschool.com/ for more information
- TORCH: TRAUMA ORCHESTRATION OF CONTINUING HEALTHCARE
 Aimed at CT1-3 or ST3-6 delivering on-going care to injured patients. The TORCH
 course will teach you how to lead, coordinate and cohere the care that complex
 polytrauma patients require post-critical care.
 see https://www.londontraumaschool.com/ for more information



Neurotrauma Imaging Course based at RLH for radiology consultants and trainees.
 Provides an approach to CT imaging interpretation.
 https://www.londonneuroradiologycourses.com/copy-of-spinal

Post Graduate Education

For those who would like to explore further education in trauma, Queen Mary University of London runs a range of MSc programmes with trauma components including:

- MSc Trauma Sciences
- MSc Trauma Sciences (Military and Humanitarian)
- MSc Orthopaedic Trauma Science
- MSc Emergency Medicine and Resuscitation
- MSc Prehospital Medicine

For more information, search the MSc title here: https://search.qmul.ac.uk/s/search.html?collection=queenmary-coursefinder-pg&query=&sort=title



Prehospital

Bespoke Visits

Frank Chege is LAA's Patient Liaison nurse and can help to organise training and/or debriefs. He can help teams to understand when and why a patient is bought to a TU, rather than an MTC. To arrange a visit Frank is happy to be contacted directly on f.chege@londonsairambulance.org.uk

For any other queries regarding Prehospital education, please contact Mark Faulkner, Consultant Paramedic for the London Ambulance Service on mark.faulkner4@nhs.net

TARN

It is a national requirement that every TU and MTC submit data to the Trauma Audit Research Network (TARN). The TARN coordinator role can be fulfilled by clinical or non-clinical staff and is met in various successful ways throughout the network.

TARN activity was suspended nationally in June 2023 following a cyber attack at the time of publishing all TARN activity, training and resources remain unavailable and a new trauma data registry is being developed.

Until such time that training and resources are reinstated, all queries can be directed to our Network Coordinator, andrea.smith8@nhs.net