



### ***Ethos and Values***

University of Glasgow Undergraduate Medical School has a well-established Simulated Patient Programme which uses Actors and Volunteer Patients. These two groups contribute to training medical students in different ways but have communication skills teaching at their core.

Volunteer Patients play an essential role in the training of Medical Students in the early years of the curriculum. They work with students, tutors and the Medical School as part of the Vocational Studies programme. Involvement with Volunteer Patients helps students develop a patient-centred approach from the very start of their training.

The core values of the Simulated Patient Programme are **RESPECT, CLEAR COMMUNICATION and PROFESSIONALISM.**

We are committed to **EQUALITY, DIVERSITY and INCLUSION (EDI)** and **TRAINING AND DEVELOPMENT.**

### ***In Vocational Studies Sessions...***

1. Volunteers, tutors and students should work together, valuing each other's contributions.
2. Volunteers should recognise that students may have different ranges of experience and that they are learning and developing skills for the future.
3. Students and tutors should recognise that volunteers are giving up their time freely and bring their own, unique, perspectives to their volunteering.
4. Feedback from volunteers should be as comprehensive as possible, fair and measured, delivered in a supportive and constructive manner.
5. Students should listen to and reflect upon the feedback provided by the volunteers.
6. Tutors should incorporate the volunteer's feedback into the group discussion and allow the volunteer to participate in the group discussion.
7. Group discussion should allow the feedback to be further analysed and debated, in an open minded way.
8. When working with the volunteer patients, students should display the professional behaviours expected in a clinical setting.
9. Volunteers should adopt a professional approach to their work with the medical students, following instructions given in the brief and trying to ensure consistency in delivery of role-play scenarios.
10. The Vocational Studies Team and the Lead for Simulated Patients are happy to discuss any issues that may arise, or are unresolved, during a Vocational Studies session.

### ***Working with the University of Glasgow Undergraduate Medical School...***

1. Volunteers should have a clear means of contact with the administration team.
2. Volunteers should receive timely communication regarding dates, times, venues, scenarios and emergency contacts.
3. At each session, arrangements for refreshments and lunch should be clearly explained to the volunteers.
4. Volunteers should have their travelling expenses processed as quickly as possible.
5. Volunteers should communicate with the Medical School as soon as possible if they are unable to attend a session.
6. Volunteers should receive a yearly training update, including EDI training.
7. New Volunteers should be supported in their development, including a basic training session, mentoring and shadowing.
8. The Medical School will endeavour to accommodate any specific mobility or access needs of Volunteer Patients.
9. The Volunteer Patient Charter will be reviewed and updated on a regular basis.
10. The Vocational Studies Team and Lead for Simulated Patients will deal fairly and efficiently with complaints or issues raised by any parties involved in the Simulated Patient Programme.