

## Hits and Tips for being an RMO

### Maintain good personal hygiene:

Dressing neatly (with your identity badge and stethoscope) is a very good start for your job. Most of the hospitals have a dress code of either scrubs or a white coat. Try to stick to this all the time.

#### **My Experience:**

In the last hospital where I worked, I was described as the "BEST SMELLING PERSON IN THE HOSPITAL". This was thanks to my collection of good perfumes!

### Smile and never argue:

Be pleasant and always smile whilst seeing your patients or talking to the nurses. Although there will occasionally be times where you will be close to losing your temper and be tempted to argue with the nurses, there is a better way to deal with such situations, and this is to speak to your Ward Manager or Matron. If you are still not satisfied you can contact your MSM or anybody from the NES team.

#### **My Experience:**

There is always a proper way to respond for any issue/problem that arise from your work.

Also using words like "PLEASE and SORRY" will help you come across as polite and will help you get on well in the hospitals.

### If you have any issues with your food and accommodation:

For example, if your room is not cleaned regularly, your shower is not working properly or you are not getting the food you ordered from the canteen etc, please try and speak to the Matron to explain your concerns.

### Goodwill gestures:

When the ward is not too busy (eg. over the weekends), why not try treating the small number of staff with a pizza or try a different take away one night. This will not cost you more than £20, but will help make a few good friends.

### Dos and Don'ts

#### DOs:

- Try answering all your bleeps as soon as possible.
- Maintain patient confidentiality at all times.
- Improve your communication skills by watching the news on television and reading the papers. Good, clear communication will always help demonstrate that you are a good doctor.
- Never hesitate to ask for help when you are stuck. You should always know your limitations at work.
- Please check with the matron first if you wish to bring anyone (eg. partner/friends) to stay in your room/flat.
- Document everything after you have seen a patient. Good documentation is always the best evidence in court and will save you in the event of a trial.

#### DON'Ts:

- Never leave the hospital whilst you are on duty.
- Never argue with people at work. Adopt pleasant and professional manner.
- If you are a smoker, smoke only outside the hospital and never wear scrubs whilst smoking. It is better to inform the ward that you are going out for "fresh air" for 10 minutes. Always ensure that your bleep is in contactable range.
- No Alcohol. At all.
- Never ask your friends or family to visit you in the ward. You can meet them at reception.
- Do not take your mobile phone on the ward.
- Never allow any colleagues into your flat/room, except the cleaners.

### The best way to plan your day:

Be proactive, not reactive. In other words, be a visible part of the nursing team.

For example:

06.00 till 07.00	Wake up
07.00 till 08.00	Read the paper/wash/have breakfast
08.00 till 08.30	Go to the ward
08.00 till 10.00	Bloods
10.00 till 10.30	Tea/coffee
10.30 till 11.30	Ward rounds with proper notes
11.30 till 12.30	Ward jobs/relax
12.30 till 13.00	***FOOD***
13.00 till 14.00	Ward work
14.00 till 16.00	Rest in your room and attend to the ward as required
16.00 till 16.30	Tea/coffee
16.30 till 17.30	Ward work
17.30 till 18.30	***FOOD***
18.30 till 19.30	Bath/shower
19.30 till 20.30	Ward work
20.30 till 22.30	Read/relax/TV etc.
22.30 till 23.30	Ward work
22.30 till 07.00 am next day	Undisturbed sleep if you are organised (or if you are lucky)

By being organised with a daily plan, you will have enough rest whilst being available to the ward regularly. Below we have listed a few more useful tips to help ensure your day runs smoothly:

- Ask your ward staff to use the RMO book for normal non-urgent things. This should save you from getting millions of bleeps an hour.
- Prescribe fluids for all the post op's before you go to bed.
- Organise your work for the next day (new patients, discharges, number of bloods to be done etc).
- Carry a note book or pen and paper to note all the calls you answer.