



MediPro[★]

**Medipro celebrates teaching our
1000th clinician for the East of England
NHS Ambulance Service**



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What our learners have to say

“Constant support and guidance were immediate, from the moment I was assigned my tutor... thank you, I couldn't have done it without you. You're the best.”

- Level Four Learner

“The tutors really helped to push me through my apprenticeship and get everything marked as quickly as possible... and this really helped me to finish my apprenticeship as quickly as I could.”

- Level Four Learner

‘During the internship I had various tutors that marked course work. However, feedback was more critical about what they wanted to see and what was missing. I've never had to write with index/referencing before my course so learning how to write an essay was challenging especially given there was so many essays to the apprenticeship. It's also a skill I'm using as part of my paramedic course and my tutor taking the time to explain Harvard References and when they should be used etc. has been very beneficial.’

- Level Four Learner

Programmes Overview

BACKGROUND

Since 2018, MediPro has taught over 1200 ambulance clinicians for the East of England Ambulance Service. The programmes that we design and deliver need to match their requirements without impacting their resources.

Our dedicated East of England Ambulance Service learners span the entire clinical pathway, including Level Three Ambulance Support Workers, Level Four Associate Ambulance Practitioners, and Level Six Paramedics. Of these, over 300 learners also undertook their CERAD blue light driving course with us.

We're very proud of our learners' success rates, **with 82% passing first time.**

Apprenticeship Results

87% retention rate

83% of non-transferred learners
pass within the planned
end date

94.7% of students complete the
Upskill Programme on time, in
the 12-month time frame

One-third of learners
receive a distinction

How we support learners to become skilled clinicians

“Apprentices benefit from tutors who are inspiring role models.” - MediPro Ofsted report, March 2024

As the largest independent pre-hospital education centre in the UK, MediPro has the capacity, resources, tutors, and facilities to fully support learners across their whole journey.

This ranges from teaching vital skills and setting coursework to arranging multidisciplinary visits and encouraging them to achieve their very best.

Our tailored approach means we can easily work with learners in ways that suit them, such as adapting courses, creating support plans, supporting mental well-being, and catering for learning differences and students' needs. We also have dedicated safeguarding support.

What's more, all the learning we provide is mapped not only to the qualifications but also to the Statutory Core Skills Training Framework and Care Certificate standards that are expected by the CQC.

In 2022/2023, the national apprentice achievement rates for the health, public services and care industry were just 52.4%. MediPro achieved 85.9%.

Working alongside the East of England Ambulance Service

We have vital monthly meetings to keep the East of England team up to date. This helps the Service understand how their staff are progressing and is an opportunity to discuss the need for early interventions.

We have a consistent history of successful intervention when a learner falls behind, getting them back on track and engaged in their studies.

What's more, every learner uses an interactive learning platform which makes learning content engaging and means the syllabus is easy to follow. This is another chance for the East of England Ambulance Service to follow learner progress and participate in reviews.

Case Studies

Any learner can face challenges while they study. We strive to help them succeed by designing programmes that truly work for them. Read on to find out more in the examples below.

Case Study #1

LEARNER CHALLENGE: BALANCING LEARNING AND OPERATIONAL DUTIES

For even the most dedicated learner, working and studying is a balancing act. It's vital for our learners to be supported, giving them every opportunity to succeed in both their work and studies.

SOLUTION: EFFECTIVE USE OF CLASSROOM TIME

To support our level three learners, we designed a programme where all theoretical knowledge and coursework could be completed within the allocated classroom time.

This means that they do not have the burden of completing coursework while in operational duties and can still gain their recognised, accredited qualification.

We have now completed 130 non-apprenticeship funded learners at level 3 with a success rate of 98%.



Case study #2

“Apprentices develop into effective ambulance practitioners and grow in confidence as they learn both on and off the job” - MediPro Ofsted report, March 2024

LEARNER CHALLENGE: CONFIDENCE IN REAL-WORLD SCENARIOS

A one-size-fits-all approach, with only standard classroom teaching, doesn't allow all learners to achieve their full potential. We want learners to feel prepared and confident in their roles.



Solution: Enhancing the learning experience

Being exposed to new, real-world situations and learning from experts is key to becoming competent, confident clinicians.

So, our team takes learners on collaborative visits and to multi-agency exercises. For example, a visit to the fire brigade saw learners working with their staff in practical exercises around accident extrication. Taking part in a major incident exercise based around a marauding terrorist attack developed learners' understanding of the triage process as well as decision-making under stress.

We also have lectures from midwives, mental health practitioners and pharmacists to enhance the learning experience. These activities help to develop the learners' understanding of their subject areas, increase their confidence in challenging scenarios, and prepare them for further study and work, such as a level six paramedic course.



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TRANSFER OF APPRENTICESHIP LEARNERS

During the summer of 2021, Medipro was approached by Health Education England and the ESFA to support a large group of apprentices from the East of England NHS Ambulance Service. These apprentices were unable to complete their apprenticeship after their previous provider lost its contract due to a poor Ofsted rating.

Initially, it was estimated that 666 apprentices needed assistance, consisting of a mix of Level 3 Emergency Support Workers and Level 4 Associate Ambulance Practitioners. The apprentices were at different stages in their learning plans, with many already past their planned end dates.

Despite the disruption, the apprentices remained employed, and their employer was highly motivated to ensure they could continue their apprenticeship. The apprentices were seen as crucial to the ambulance service's workforce plan and the safety and well-being of the East of England community.

The main challenge was re-engaging learners, as some had become disconnected from the apprenticeship pathway. Re-contacting them and reassessing their learning needs was urgent but complicated due to their wide geographical spread, their operational roles as clinical responders, and the use of a paper-based portfolio system for evidence collection.

Through close collaboration with the employer's management teams and sustained effort, we determined that 465 apprentices were eligible, suitable, and eager to continue their apprenticeship, making them eligible for transfer to us. Learners were transitioned to our online portfolio system, enabling us to track their progress and manage their data more efficiently. An additional benefit was that learners gained easier access to tutors via the LMS, allowing tutors to provide timely feedback, which was automatically recorded within the system.

Most of the apprentices had already completed the majority of their required "off-the-job" hours and only needed support to finish their coursework. Nonetheless, we established a facility with classrooms and study areas in the East of England to provide a stable base for learners who preferred a dedicated study space, especially when preparing for their End Point Assessment (EPA).

As of this writing, 400 apprentices have successfully completed their programs, with the majority doing so within a year of joining us. We achieved an 88% retention rate, and 70% of learners earned a Distinction or Merit in their EPA. Ofsted recognised that many of our learners, including those in this group, went on to continue their education and applied for paramedic courses.

This project presented an unprecedented challenge, requiring the fortitude and dedication of both our staff and the learners. Ultimately, it benefited the East of England region by ensuring a qualified and competent workforce of ambulance clinicians to serve the community.

'She really helped to push me through my apprenticeship and get everything marked as quickly as possible. I was really feeling stressed prior to having her as a tutor as I had previously had multiple ones that weren't very efficient... but when she became my tutor, I had my work marked within a matter of days and this really helped me to finish my apprenticeship as quickly as I could.'

'I found my tutor to be nice, kind and reassuring. Always there to help when it's needed. Think she's made a massive difference. She worked extra hours to have my work completed. Always very quick to respond.'

Working with us

100% OF OUR EMPLOYERS WOULD RECOMMEND US

We are on the Register of Apprenticeship Training Providers (previously called the Apprenticeship Provider and Assessment Register) and are rated 'Good' by Ofsted.

This means funding for courses can come through the employer's apprenticeship levy, thus freeing up funds for other much-needed areas in ambulance services.

Get in touch

For more information about working with our MediPro team, please get in touch with Kirsty Wharton.



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