

## Meet Stephanie

Porter



### What do they do?

As a porter you can work all around a hospital moving patients and delivering medicines to the right wards.

Every day Stephanie takes and collects patients to and from the x-ray department. Patients are either in a wheelchair or a hospital bed on wheels.

### Best thing

Stephanie enjoys getting to know the patients. Just having a chat and a laugh can make them feel better.

### Three top tips

You will enjoy this job if you are:

1. friendly and helpful
2. physically fit for lifting, walking, pushing, etc.
3. able to follow instructions carefully

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Lydia

Receptionist



### What do they do?

Receptionists are often the first people NHS patients see. They welcome people to a hospital, health centre or local GP surgery, for example.

Lydia used to work in a hospital before moving to her local GP surgery. She books appointments, enters patients' details onto computer systems and answers phones and queries from patients and other staff.

### Best thing

You're unforgettable! Even in a large hospital, everyone passes by your desk, so they know who you are.

### Three top tips

You will enjoy this job if you:

1. are confident using the phone
2. are patient and understanding
3. can work with all types of people

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Richard

Children's nurse



### What do they do?

Nurses work with people of all ages and backgrounds in a variety of places, such as patients' homes, communities and hospitals.

Richard is a children's nurse but there are also nurses specially trained to work with adults, people with learning disabilities or with mental health problems. Some work on wards while others work in A&E.

### Best thing

Richard enjoys being around children and young people, and making a positive difference to their lives.

### Three top tips

You will enjoy this job if you are:

1. a good listener
2. able to easily make people feel comfortable
3. able to carry out many tasks at once

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Francesca

Accident and emergency doctor



### What do they do?

Francesca works in the accident and emergency department of a hospital. She cares for and treats emergency patients as quickly as possible. This may involve anything from broken legs to major accidents.

Francesca never knows who will come through the door next!

### Best thing

Francesca likes meeting lots of interesting patients every day and working with lots of people.

### Three top tips

You will enjoy this job if you:

1. like making quick decisions
2. work well in a team
3. can stay calm under pressure

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Katie

Diagnostic radiographer



### What do they do?

Katie works as a diagnostic radiographer at her local NHS hospital. She uses a variety of different methods to take pictures, or images of the insides of peoples' bodies.

For example, she might take an x-ray of a child's leg and see that it is broken. She tells the doctor and other members of the team what she has found so the patient can be treated.

### Best thing

Katie likes that she works with nearly all the departments in the hospital including A&E.

### Three top tips

You will enjoy this job if you are:

1. interested in technology
2. very safety aware as you will need to handle equipment carefully
3. patient and understanding

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Oscar

Housekeeper



### What do they do?

Oscar works on a hospital ward. He helps make sure it is clean and safe, and an attractive place for patients. For example, he:

- checks there are clean bed sheets and they are stored in the right place
- prepares snacks and drinks
- reports faults
- talks to and reassures patients

### Best thing

Oscar likes being part of the ward team and coordinating the catering and cleaning.

### Three top tips

You will enjoy this job if you are:

1. friendly and like working with others
2. able to take responsibility for your own work
3. physically fit for moving, lifting and cleaning

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Joe

Laundry assistant



### What do they do?

Joe helps make sure that hospital departments have stocks of clean uniforms and linen, such as sheets and towels. He collects them, sorts them, cleans them and delivers them.

Clean linen is an important part of healthcare as dirty linen that has not been cleaned correctly can spread infection.

### Best thing

Joe likes that the job keeps him physically active.

### Three top tips

You will enjoy this job if you are:

1. able to follow instructions carefully
2. very health and safety aware
3. able to work in a team

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Lynn

Chef



### What do they do?

Lynn works in a hospital kitchen. She ensures hundreds of patients receive healthy, nutritious meals.

She manages a team of assistant cooks and kitchen staff. Some patients have special dietary requirements so she makes sure these meals are prepared separately.

### Best thing

Lynn is really interested in food and loves cooking. She loves that she can help people who are unwell at the same time.

### Three top tips

You will enjoy this job if you are:

1. interested in food and cooking
2. willing to work in hot, noisy conditions
3. keen to provide good customer service

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Luke

Healthcare assistant



### What do they do?

Luke works in a hospital but healthcare assistants can work in the community too. Luke works under the guidance of a nurse. He looks after the needs of patients.

For example, he:

- washes and dresses patients
- makes beds
- helps them move around
- serves meals
- makes sure patients are comfortable

### Best thing

Luke loves caring for patients and watching a person improve during their stay in hospital.

### Three top tips

You will enjoy this job if you are:

1. cheerful and friendly
2. willing to be hands-on with patients
3. willing to do personal care tasks

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Bynvant

Surgeon



### What do they do?

Bynvant makes use of a wide range of knowledge and skills to perform surgery. Surgery can be needed for lots of different reasons. For example, to fix broken limbs, remove tumours or to transplant an organ.

Surgeons also have an important role to play in A&E departments when emergency surgery is needed.

### Best thing

Bynvant enjoys the atmosphere in the operating theatre and working closely with other people.

### Three top tips

You will enjoy this job if you:

1. can lead a team, even under pressure
2. are calm and reassuring
3. are always willing to learn about new technology

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Matt

Anaesthetist



### What do they do?

Anaesthetists work in many different areas of the hospital.

Matt is responsible for providing anaesthesia to patients for operations.

Once patients have received anaesthesia, they fall unconscious or lose feeling in part of their body. This is so they don't feel any pain during the operation.

### Best thing

Matt likes that every day is different and he gets to work with all kinds of patients.

### Three top tips

You will enjoy this job if you:

1. can make quick decisions
2. can work under pressure
3. like learning about new techniques and treatments

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Rob

Theatre nurse



### What do they do?

Rob mainly works in the hospital's operating theatre and recovery area. He works with patients of all ages and is involved in each stage of a person's operation. For example, he:

- gives them information before the operation
- works with the surgeon to provide instruments and needles during the operation
- offers the patient care and support after the operation

### Best thing

Rob likes helping a patient through an operation and giving them the confidence that all will be well.

### Three top tips

You will enjoy this job if you:

1. have great attention to detail
2. can concentrate for lengthy periods of time
3. can react quickly in an emergency

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Jordan

Operating department practitioner



### What do they do?

Jordan works mainly in her local hospital's operating theatre and has a range of responsibilities. For example, she:

- helps the anaesthetist give general anaesthetic before an operation
- prepares all the necessary instruments and equipment for the operation
- is responsible for the instruments and equipment during the operation
- monitors patients after the operation

### Best thing

Jordan loves being part of a team where her input is valued.

### Three top tips

You will enjoy this job if you are:

1. cheerful and friendly
2. willing to be hands-on with patients
3. willing to do personal care tasks

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Luca

Phlebotomist



### What do they do?

Luca takes blood samples from patients and ensures they are delivered safely to the laboratory for testing. Blood samples help diagnose illness.

Patients may be nervous about having their blood taken, so he needs to reassure them and put them at ease.

### Best thing

Luca enjoys being part of a life-saving medical team, and meeting all sorts of people every day.

### Three top tips

You will enjoy this job if you are:

1. willing to be hands-on with patients
2. careful and orderly
3. able to put patients at ease

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Saghar

Biomedical scientist



### What do they do?

Saghar works in a laboratory in her local hospital. She uses high-tech medical equipment to carry out a range of tests on patients' blood.

The work of a biomedical scientist is extremely important to many hospital departments. They check for a range of diseases. They also carry out tests for patients who need emergency blood transfusions.

### Best thing

Saghar always wanted to do something that made a difference and is happy that she can use her scientific skills to help people.

### Three top tips

You will enjoy this job if you:

1. like science and lab work
2. are able to concentrate on detailed tasks
3. can explain complicated things clearly

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Amy

Pharmacist



### What do they do?

Amy works in a hospital but pharmacists can work in other places too like a health centre or GP surgery.

Amy is an expert in medicines. Medicines are the most common treatments offered to NHS patients to make them better. She works as part of a team to make sure patients receive the most effective ones.

### Best thing

Being a pharmacist isn't about sticking labels on medicine boxes. There's much more to it than that. Amy really enjoys using her knowledge of medicines to help others.

### Three top tips

You will enjoy this job if you are:

1. responsible
2. accurate and methodical
3. good at explaining things clearly

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Tyiba

Patient transport  
service driver



### What do they do?

Tyiba drives a patient transport service vehicle which is a specially designed ambulance used for non-emergencies. She drives people to hospital, clinic and home.

There are jobs for other drivers in the NHS too who deliver goods and supplies.

### Best thing

Tyiba loves driving! She thinks it's a bonus to be able to help people while doing it.

### Three top tips

You will enjoy this job if you:

1. like driving
2. are able to navigate an area using sat navs or maps
3. have good customer service skills, especially when dealing with patients

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Lauren

Orthotist



### What do they do?

Lauren provides a range of aids to correct problems in people's nerves, muscles or bones.

### Best thing

She loves seeing children learning to walk and become independent, and there's nothing better than seeing a patient walk out of clinic with a smile on their face!

### Three top tips

You will enjoy this job if you are:

1. willing to work with messy materials
2. able to work with people who are upset
3. able to work quickly and carefully

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Peter

Physiotherapist



### What do they do?

Peter works with people to help with problems that affect their movement.

For example, a patient might find it difficult to walk after a serious illness or after breaking their leg. He creates special exercises for them to help. Sometimes he uses massage and other techniques too.

### Best thing

Peter was so happy when he saw a lady walk who had been told she would never walk again.

### Three top tips

You will enjoy this job if you are:

1. happy to be hands-on with patients
2. able to motivate people
3. physically fit as the work can be demanding

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Memory

Practice nurse



### What do they do?

As a general practice nurse, Memory works in a GP surgery.

On a typical day, she helps patients with a range of minor illnesses like coughs and colds. She also gets to do other things like manage and dress wounds and give flu jabs. If patients have diabetes, she discusses blood test results with them.

### Best thing

Memory loves that her job has a lot of variety and that no two days are ever the same.

### Three top tips

You will enjoy this job if you are:

1. good at making decisions
2. highly organised
3. a problem solver

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Isma

Health records staff



### What do they do?

Each NHS patient has a record of all their treatment and care which has to be accurate and up to date.

Isma works in a team that is responsible for organising, updating and storing records. This can be either a paper record or an electronic one – or a mix of both. If there is an urgent request from A&E, she drops what she is doing and gets those records immediately.

### Best thing

Isma likes the fact that if anyone gets too busy in the team, they help one another out.

### Three top tips

You will enjoy this job if you:

1. have good IT skills
2. are accurate and organised
3. are confident using the phone

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Tanya

General practice doctor (GP)



### What do they do?

A GP is usually the first person you go to see when you have something wrong with you.

Tanya sees a number of patients who have all sorts of conditions. She offers advice and treatment. If a patient needs specialist care, she organises a hospital appointment for them. Once she finishes at the surgery, she does home visits.

### Best thing

Tanya thinks treating patients and helping to keep them healthy is the most rewarding thing ever.

### Three top tips

You will enjoy this job if you are:

1. really interested in working with people
2. good at listening and talking to people
3. interested in running a business

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Pete

Dietitian



### What do they do?

Pete advises people about their food and nutrition. He helps them make informed and practical choices. For example, he might plan a suitable diet for someone who has diabetes, is overweight or has an allergy.

A dietitian aims to encourage sensible decisions around food for a healthier lifestyle.

### Best thing

Pete enjoys being a part of a patient's journey and seeing the positive results at the end of it.

### Three top tips

You will enjoy this job if you are:

1. interested in science and food
2. interested in people and their lifestyles
3. a positive and motivating person

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Emerson

Orthoptist



### What do they do?

Emerson works in a community health centre although orthoptists can also work in a hospital.

He helps people with eye problems such as squints or double vision. He works with patients of all ages. Treatments can include eye patches, glasses or eye exercises.

### Best thing

The most rewarding part for Emerson is seeing how grateful patients are for his help and care. He loves seeing an improvement in a child's vision after he has done patching.

### Three top tips

You will enjoy this job if you are:

1. interested in science
2. willing to work alone or in a team
3. able to work with adults or children

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet Kerry

Podiatrist



### What do they do?

Podiatrists like Kerry treat and prevent foot and leg problems.

People tend to think podiatrists just cut toenails and deal with verrucas. In reality, they look after a wide range of problems that they first notice in the feet. They are trained to spot problems early.

### Best thing

Kerry gets a lot of pleasure from keeping patients mobile. She enjoys helping them get on with their daily life.

### Three top tips

You will enjoy this job if you are:

1. happy to handle other people's feet
2. able to interact well with other people
3. willing to work alone or in a team

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Stephanie

Health trainer



### What do they do?

Stephanie helps people understand how their behaviours might be affecting their health. She supports individuals to create a health plan. The health plan sets out goals to improve their health.

She supports people in different ways. For example, through healthy eating, exercise, losing weight and drinking sensibly.

### Best thing

Stephanie finds her job very rewarding. She thinks it's because the one-to-one work is so personal. She enjoys helping people achieve their goals.

### Three top tips

You will enjoy this job if you:

1. want to help people to stay healthy
2. like working closely with others
3. have a positive and supportive attitude

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](https://stepintothens.nhs.uk/primary)

## Meet Elisha

Paramedic



### What do they do?

Paramedics respond to 999 and 111 calls.

In the past, paramedics provided emergency treatment and transported patients to hospital in an ambulance. As a modern day paramedic, Elisha assesses patients, diagnoses problems and provides treatment, often in the patient's own home. Not everyone needs to be taken to hospital.

### Best thing

Most of all, Elisha loves the feeling that she's helped others in their moment of need, whether it's a patient having a heart attack or an elderly patient who's fallen over and just needs a helping hand to stand up.

### Three top tips

You will enjoy this job if you are:

1. able to understand a situation quickly
2. calm in stressful situations
3. confident and reassuring

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)

## Meet more people

who work for the NHS



### What do they do?

There are more than 350 different jobs in the NHS, so we couldn't include them all.

The people you have met on these job cards are just some of the 1.5 million people who work for the NHS doing all these different jobs.

### Best thing

With so many roles to choose from in the NHS, there really is a job to suit everyone.

### Top tips

You may be surprised at how many people you know who work for the NHS – asking people about their work is one of the best ways to find out what it's really like to do a particular job.

Together we can  
make a difference!

[stepintothens.nhs.uk/primary](http://stepintothens.nhs.uk/primary)