



## Carol Given

Outpatients  
Department Sister  
Antrim Area Hospital

### What does your job entail?

My job entails the smooth and safe running of Outpatients clinics Monday to Saturday to ensure safe and effective care. We cover a wide spectrum of disciplines within Outpatients leaving staff highly skilled in carrying out and completing various procedures within the department. We also have nurse led venesections and IV Biologics. My job entails staff & student management and support. It is my job to ensure that we work to policies and procedures ensuring high standards are maintained within the department. Our clinic schedules change daily so this involves organised management to ensure a quality service is provided.

### How did you get into this line of work?

I was moved on a change list from ward A3 to Outpatients Department (OPD) around 17 years ago. I worked as a Band 5 until six years ago when I acted up as the Band 7. I then commenced a Band 7 in Ballymena Health and Care Centre (BHCC) & Mid-Ulster Hospital (MUH) OPD, accepting a permanent Band 6 and then as a Band 7 on these sites. I transferred back to OPD in Antrim Area Hospital (AAH) in March 2022 due to a retirement.

### Outline your career to date

I trained in Queen's, Altnagelvin which was the last year Queen's were based there. When I qualified in September 2002, I worked in ward C3 renal & GI when I then moved to ward A4 which was rheumatology and stroke. I then moved back to ward C3 which had moved to A3. I had a back injury on the ward and was then moved on change list to Outpatients and I haven't looked back. In my time in Outpatients, it has evolved into a service with day cases, IV Biologic therapies, nurse led venesections, phlebotomy service, etc giving OPD nurses greater nursing skills. I completed a Dermatology Studies 3 module course in Queen's increasing my knowledge and skills for skin conditions and I can complete minor surgeries. Within AAH OPD I worked on ophthalmology clinics. When I moved to BHCC & MUH OPD I led my team within the Regional Ophthalmology service for NHSCT in BHCC and the Cataract Service in MUH OPD to establish the services.

### Tell us about your qualifications and training

Diploma in Adult Nursing QUB, Common Foundation Programme in Nursing. Dermatology course QUB and I have completed management courses with Royal College of Nursing (RCN).

### What qualities are required for your job – personal and professional?

Effective communication, organisation, and being calm in a crisis. Clinical knowledge and skills for specialities and how to run Outpatients clinics i.e., dermatology, ophthalmology, rheumatology, ENT, breast, surgical, cardiac, neurology, renal, IV Biologics, venesections, IV course, management courses, etc.

### What is the best advice you have ever received?

We are all human and never be scared to ask for help.

### Tell us an interesting fact about yourself

I am ambidextrous which makes it easier for me to complete procedures.

### Who has inspired you most in your life?

My parents have had a huge impact and the lead nurse who was also my ward sister when I first qualified.

### What advice would you give your 16-year-old self?

There is no point in worrying as there is always a way to move forward regardless of how difficult situations can be.