



If you want to be proactive and efficient when finding work experience you can call your local GP practices, care homes, hospices or relevant hospital departments. Please ensure you find an appropriate contact number, make sure you don't call any emergency numbers.

Making phone calls to people you don't know is just as intimidating for 20, 30, 40+ year olds as it is for a 16 or 17 year old student. Not many people like picking up the phone to make these types of calls but if you can, it will speed up your work experience search and increase your chances and opportunities. The first step in tackling the nerves is being prepared. You can rehearse this before you make your calls.

We have made a short key questions script that you can use to help you when looking for work experience. Use this as a guide and customise it where necessary.



Operator: Good morning - Thank you for calling Highfield Road GP Surgery - How can I help?

You: Hello - My name is Emily Doe and I am a student at Newcastle Sixth Form College and I am applying to medical school next year. I am calling because I am trying to organise some volunteering or shadowing - Is this something you would be able to help with?



Goal 1:

Can they accept work experience students?

If Yes - The call will likely progress like this...

If No - The call will likely progress like this...

Goal 2:

If yes - How can you arrange this?

You: Oh that's great - Are you currently accepting students at the moment? Or is there an application process we need to go through?

You: Ok - no problem. Is there someone else who deals with the volunteering or work experience? Or are you not taking students on at the moment?

Now you know they do take students for volunteering or placements - Its now about finding out how to arrange it.

Whatever the answer is - Make sure you make a note of how and when you need to apply for it.

You: Ok, I will follow that up today. Do you know how long it takes for applications to be processed? Just so I can make a plan for my work experience diary?

Asking for a time-scale gives you a time you can expect to hear back. If you haven't heard back by this time you can call them back. You will now know they accept students, what their process is and a time-scale. Excellent!

You can now wrap up the call in a polite manner.

Asking a follow up question after the first "No" will allow you to work out what the barrier is. If the barrier is the fact that the person you are speaking to is not the person who deals with this - You can try and find the right person. Or if the barrier is they just don't take students on volunteering or placements then you know you can move on from one.

If you find the right person move over to the "Yes" pathway. If they are not taking students. Be polite and thank you for their time.

You: Ok - thank you for your help. Have a nice day.