**Story 1: Niall Mc Cann**

“I was walking around the clinic, carrying out my normal duties. I was observing the patients, to monitor their change in health and reaction to the treatments that was being administered. I ensure that the facilities are clean and having the important responsibility of communicating with the patients and care providers. I write up a list of days and times for when the patient must take their medication, giving it to both the patient and their care provider. Throughout the day I update the information of the patients of those that I have met during the day. However, I also update the patient information belonging to that of the older nurse. Her IT skills are of a poor level and on top of that, her eyesight isn’t great either, making it difficult for her to read information on the computer screen. It is more productive for me to update her patients’ information for her as I am faster and my IT skills are better, allowing the senior nurse to get back to work.”

Niall Mc Cann:   
33 y/o nurse at Ulster Medical Clinic. Feels system needs updated to assist those with disabilities and to improve efficiency. Enjoys spending time with family in addition to travelling the world hiking in his spare time.  
Spent the last four years at the clinic and has gained valuable experience.  
Wife and One child currently on the way.

**Story 2: Jemma**

“I am a senior nurse within the clinic. I help doctors develop treatment plans and strategies based on patient symptoms and medical history, providing the doctor with a complete understanding of the patient’s needs. I collect the blood pressure of the patient and carry out respiratory checks. My role also involves preparing equipment/instruments for the doctor and assist with procedures. I also regularly change dressings on wounds, apply treatments and administer drugs. After treatment is complete and the patient allowed the leave, I must update the information of that patient. My IT skills are not great and it is difficult to see where I am entering information due to my bad eyesight. A junior nurse has kindly offered to do this task for me but I really want to do it myself and not overburden him with my work.”

Jemma Hutchinson:

42 y/o nurse at Ulster Medical Clinic.  
Working at Clinic for the last ten years.  
Has Three children, Daughter Michaela (7) and sons Peter (14) and Steven (8)  
Enjoys spending time with family and sewing/knitting in her spare time as well as reading.