

Case study



From Business Apprenticeship to
Medical Support Secretary
Lauren Oke

*"I really enjoy working
amongst the team as
everyone is very friendly
and supportive"*

After completing my A Levels at Petroc in 2013, I decided to look for an Apprenticeship where I could earn money, as well as gain further qualifications. I had always been interested in a career in Business and Administration and was particularly interested in working for the NHS. When the opportunity came up for an Apprentice Medical Secretary at North Devon District Hospital, I knew that this was a great opportunity for me to begin a career in the NHS.

I started working for the Northern Devon Healthcare NHS Trust in May 2014, aged 18. I completed my Business and Administration Level 2 Qualification and was then offered a permanent post within the Trust as a Medical Support Secretary. I am mainly based in the Trauma and Orthopaedics Department and really enjoy working amongst the team as everyone is very friendly and supportive. My main role involves working closely with Consultants and Doctors, audio typing, handling patient records and speaking to patients on the phone. Within the department, I also have the responsibility of managing the Rota for the Consultants and Doctors, which involves making sure that all their clinical commitments, are cancelled or covered when they are away.

I am currently studying a Business and Administration Level 3 Qualification. On completion of this, I would like to have a look into the possibility of studying a Business and Management Course. I have also recently signed up to complete a Medical Terminology Course.

I would highly recommend studying an Apprenticeship within the Northern Devon Healthcare NHS Trust, as there are several opportunities for progression throughout the organisation. It is also a great way of earning money, gaining experience as well as a recognised qualification.

Lauren Oke