**TRANSCRIPT 13**

**P13**: Participant 13

**R**: Researcher

R: Good day, sir.

P13: Good day.

R: How are you today?

P13: I’m fine thanks, how are you?

R: I’m good, thank you. Thank you for honoring the appointment to come and take a part in the study. I really appreciate you taking your time. Uh the title of the study is “An exploration of support needed by nursing students to develop their professional dignity’. As a reminder the term professional dignity ‘it is the manner in which a professional person views him or herself integrated with a manner in which other people view him or her as a professional person. One has a professional dignity when one views oneself as a professional person of value integrated with others view of a person as a valuable professional person’. Do you understand the term?

P13: Yes

R: Uh before we start, I’m going to summarise the contents of the information leaflet as we have already gone through that. Uh the aim is to assist me as a researcher to understand the support that you require for you to develop your professional dignity, and then there are no uh benefits, direct benefits to you, it will benefit the group that is coming after you. You are welcome to come and view the study results, findings once the study is published, we can call you to come and view if you want us to. There are no risks involved however if you feel like some of the questions or some of the uh the experiences that you went through as you relate them, they are making you to have mental distress, then we are going to have to refer you to the student counselling department at the college or if you prefer we can refer you to the public hospital for counselling…and you are allowed to stop once you feel that you are feeling uh distressed. I t is a voluntary participation, you are not going to be paid for taking part in the study and as a result you also can withdraw at any time during the interview without any effects on you or your studies. The interview is going to be audio-taped, do you give permission for that?

P13: Yes I do give consent to that.

R: Ok. Confidentiality, it will be maintained. Your name will not be appearing anywhere on the study findings or the study itself or during the interview, it will not be mentioned…uh do you still agree to continue with the interview?

P13: Yes, I still do.

R: Ok sir, thank you. What support do you need from others to feel dignified as a nursing student?

P13: Others being?

R: Others being the people that are involved in you taking part as a professional person, the lecturers, the professional nurses, the doctors, everyone…

P13: I’d say the support need like they should be patient with us, and they should understand that we are still studying, we do not know each and every single thing so whereby we come across…we encounter challenges. They should understand and be supportive in terms of offering rectification knowledge. Patience, respect and understanding, that’s the support we need most of our time.

R: Patience, respect and understanding is the support that you require. What support do you need from lecturers specifically to assist you in developing your professional dev…dignity?

P13: From the lecturers…

R: Yes, sir…

P13: So far, they are doing a good job…

R: mm

P13: I believe they are most of the time they are offering all the support they can offer, they should just keep up the good work

P13: When you say, ‘they are offering all the support they can offer’, can you elaborate further on that?

P13: Ok, they are…whenever we encounter challenges, we call and then they respond, and when we also don’t understand they assist in understanding and at facilities when we encounter issues they do come and advocate for us. So, most of the time they are supportive enough.

R: Ok, um what support do you require from the professional nurses during WIL to help you with developing your professional dignity?

P13: From the nurses…

R: Yes, professional nurses…

P13: Um I would, we would like to hear their expertise such…they are always in clinical, they have encountered the challenges and also, they have the strategies on how to uh strategise around those challenges. So, most of the time we need knowledge from them, knowledge and simulation where necessary and that they should at least give us their time and not consider us as workforce because at the facilities we usually neglect our objectives, prioritizing the nurses’ duties.

P13: So, when you are neglecting your priorities as a nursing student, your objectives and prioritizing the nurses needs, how does that make you feel?

P13: Uh…usually it will depend on the ward which one is placed at…at the medical ward uh even if like sometimes as a nurse you have to be selfless, sometimes you just have to sacrifice you just catch up for the sake of saving lives. So, yah in most of the time in medical wards is understandable like there’s no…we can’t blame anybody, we just have to give our all because even the staff themselves they cannot cope…so when it comes to saving lives uh that come first, patients come first and then we’ll catch up later.

R: mm…ok sir, so what support do you need from other members of the multidisciplinary team to assist you in developing your professional dignity?

P13: Uh…in terms of professional dignity they should uh most of the time like nurses are blamed for everything, so at least other members of the multidisciplinary team they should respect nurses, and not just assume each and every problem that arises in the ward is the nurses’ fault. They should at least understand and put themselves in the nurses’ point of view perspective and shoes, maybe they will understand that not everything is our fault.

R: So, when you say nurses do you include student nurses?

P13: Yes, most of it, yes.

R: So, when you feel you are not…you are being blamed as nurses for everything that happens in the ward, how do you cope?

P13: Uh we remain professional, like other people’s behavior or treatment doesn’t have to dictate on how we should behave…yes, we feel bad but is not like something like it’s something that will affect us, it’s just uh demoralizing but we ca cope, we can handle it.

R: How do you cope?

P13: We don’t uh take it personal…

R: mm

P13: We try to understand, and we try to explain to them what’s the problem at hand and if they don’t understand that’s up to them…but we don’t uh…we don’t let how their treatment dictate, we don’t allow their treatment to control how we should behave and stuff like we don’t take it emotionally.

R: mm…so other members of the multidisciplinary team besides the doctors, how would you like them to assist you?

P13: Um I don’t see we need much assistance from them because basically we are…most of the time we are the ones who are assisting them.

R: No, I mean assisting you in terms of you developing your professional dignity?

P13: Ok, they could share their expertise for example the…when it comes to recovery of the patient, they can at least maybe share their expertise and their recommendations maybe towards orthopaedic patients, they share their expertise.

R: Can you elaborate more on ‘share expertise’, what do you mean by that?

P13: Uh well we as nurses our duties are general most of the time and their duties are more specialized, a dietician specializes on diet, and we as nurses usually our knowledge on that is not extensive compared to theirs so if they can take us around and explain their expertise in that regard because as nurses most of the time we don’t have that extensive knowledge because we are not specializing with dietetics for example and they do specialize so they can assist in that manner.

R: Ok, what you are saying is that they should um share the knowledge to assist you to understand?

P13: We do understand but a as a nurses like we are not way focused on dietetics so at least maybe if they share what they believe is more important when it comes to dietetics for example.

R: Ok, so meaning communicate with you.

P13: Yes, effective communication.

R: Effective communication, ok sir. So, how do you think uh this support will assist you, from others…will assist you in developing your professional dignity?

P13: Uh, how will it assist?

R: Yes

P13: Ok, like if in certain times, patients like to ask questions that uh we are not fully aware, like we don’t have answers to those questions…maybe a patient will ask you something that should be answered by their doctor, so if other members, professions uh effectively communicate with us, we will also be effective…we will also be able to effectively give feedback to patients and then it will contribute to our professional dignity, because as a profession…a professional somebody when one enquires something, they expect a straightforward answer, but then most of the time we just give excuses because we don’t have that knowledge and our professional dignity in that way is a little bit altered because we are considered as people who don’t know their job…but then if we effectively communicate with others, we will be able to at least be able to maintain our professional dignity by effective communication.

R: So, when you feel that you are being taken as ‘people who don’t know’ how does that make you feel and how do you cope?

P13: Uh, well it makes me feel a little bit inquisitive because they have the right to ask, and as nurses most of the time we are…we are the only professions that spend most of the time with patients so, I feel like obliged to know. I feel like yah as nurses we are the advocates for the patients so we should know at least, like answering a person, giving a patient an ‘I don’t know’ answer, it doesn’t seem professional from my perspective.

R: So, you don’t feel professional…

P13: (nods)

R: …ok, um how do you cope when you don’t feel professional about the situation?

P13: Mm…I will introspect on the issue and try to find answers and give feedback to the patient.

R: How so? Can you elaborate in detail?

P13: Uh depending on what the patient is enquiring about, if maybe she’s enquiring about her appointment then I will consult other senior nurses and the doctor and usually they like to ask about when are they getting discharged, so I would read the file, get to understand their diagnosis and how the treatment plan is been going so far, evaluate and then try to find answers.

R: Ok sir, so where do you think the support should start?

P13: The support?

R: Yes sir.

P13: (silence)

R: To assist you in developing your professional dignity, should it start at the college, should it start at the uh health facilities or should it start with you?

P13: Uh it starts actually at the facilities.

R: Would you explain further?

P13: Uh being a profession…is also an internal value, you have to understand your duties and take commitment and uh most of the time…why I say facilities is because we’ve come across or encounter most of the issues pertaining to professional dignity at the facilities, not really at the college…

R: mm

P13: at the facilities is where we kept all various treatment, sometimes positive sometime excessively negative…

R: Would you care to explain when you say ‘excessively negative’ experiences and positive experiences?

P13: Mm negative experiences, at some clinics we once had a verbal fight with this uh one of the nurses in front of a patient, so that’s the bad experience, it was very unprofessional and everybody was led by emotions…and then positive experiences well in certain facilities, like they supervise everything we do and they ensure that we are at the safe environment at the safe space to do what we have to do effectively, and they will never force us to engage on anything that we are not comfortable about. They…the… what they prioritize uh our outcomes more than their duties.

R: So, when you are at the facilities or units where there are positive outcomes, how does that make you feel?

P13: It makes me like feel like I’m a nurse not just a student. Certain facilities like Refentse clinic, you feel like you are a valuable member of the team, you will not you will not even feel like you are a student. You will be consulted tentatively, even they will communicate with you with respect full dignity, you will never be undermined in that facility.

R: Ok sir, so do you believe that as a nursing student you are getting enough support from the professional nurses during WIL and also from the lecturers to develop your professional dignity?

P13: Question number 7…

R: No, its not uh according to the guide, its just I’m following up on what you’re saying, so I’m asking do you believe that as a nursing student you are getting enough support from the professional nurses during WIL and also from the lecturers to develop your professional dignity?

P13: Yes, but not all…not at all facilities…

R: mm

P13: at certain facilities well, I do not want to mention names but at certain facilities its trouble after trouble and then at certain facilities like they are supportive, they prioritize our outcomes…like they are doing everything acc…as expected, as how a student should be treated and at other facilities is otherwise.

R: Ok sir, so with the lecturers do you feel that you are getting enough support to develop your professional dignity?

P13: Yes, from the lecturers I do feel they are giving enough support.

P13: How so? Can you elaborate further.

P13: Uh whenever we encounter challenges, we consult with them, and they will respond. We have never maybe reported a problem and it was not attended and then we can also request appointments maybe if we don’t have full clarity, maybe simulation was not enough, they come at the facilities and simulate again.

R: mm

P13: So, that’s how like the support…uh there’s enough support, and they also always go an extra mile for us, try uh…they always, they also even do research sometimes for us on various strategies on how to approach certain skills.

R: Ok sir, so when they do that, you find it more assistive in developing your professional dignity?

P13: Yes. At least we exp…there are people who consider us, who take us serious and at least we feel belonging.

R: Ok sir. So, how do you, um cope when you are at clinical facilities and you get positive support from multidisciplinary team members, not only nurses but multidisciplinary members?

P13: How do I cope?

R: mm

P13: Well, I can say that I cope well, and I feel motivated…most of the time from the doctors rounds uh they…they include us on the discussion, and they explain to us where we don’t have…where we don’t like we don’t understand, so yah we feel valued. So, it contributes to encouragement, its motivational.

R: Ok, so it uh what you are saying is that you cope very well when you are being taken and acknowledged?

P13: Yes.

R: Ok, um how do you think the support from others will assist you in developing your professional dignity?

P13: Support from others?

R: mm

P13: From other multidisciplinary team?

R: mm

P13: Since we all work towards a common goal, uh with their support we can reach that common goal of ensuring that the patient recovers, and everything will go…will go towards the best interest of the patient.

R: uh can you describe support, when you say ‘with their support’ can you go a little bit deeper?

P13: With their support?

R: Yes, you’re saying ‘with their support’ you can go an extra mile.

P13: Ok, uh usually like it depends by you say a positive support the doctor will uh start from the beginning or explain the condition of the patient and we are nurses we are not familiar with medical terms, so he or she will make uh the explanation a little bit lighter to our level and explain uh what has been done so far and the plan also explaining medication purpose, the choice of medication and all that. So, it…it supports us as nurses to uh we fully understand the patient, when we understand what we are dealing with, it’s always uh…uh the interventions and the aim, the objectives always succeed.

R: Ok, so if I understand you’re saying that if the doctor involves you, it makes you to better understand and implement better.

P13: Yes.

R: Ok sir. What else can you uh add in terms of the support that you require to develop your nursing…your professional dignity?

P13: The support we require?

R: Yes, anything else that you can add.

P13: I would say that we require that our opinions be considered…both at clinical and also at the college…if we are at least consulted on certain things and we are allowed to give our inputs, it will make our lives a little bit easier.

R: Ok sir…um we’ve come to the end of our interview. Thank you for taking time to participate, your inputs are valuable and will also assist in the uh understanding of the phenomenon as well as being disseminated to the clinical facilities as well as the nursing education institutions. Uh anything that you would like to add or ask before we conclude?

P13: Uh so far, I’m satisfied, I’m well. Are you satisfied with how I answered, or you feel like I should have…

R: No, I’m satisfied. You answered to the best of how you would like to relate.

P13: Ok. No questions then.

R: Ok. Thank you, sir. I hope you have a nice day further.

P13: Thank you.

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