

Jonathan Edgar

Clinical Support Technician - a case study



Jonny began his career as a prosthetic technician working for Opcare at the limb fitting centre in Belfast 19 years ago. Before this, he worked as a mechanical engineer and many of the skills he acquired whilst doing this role were transferable to his work in prosthetics. In 2012 he took on additional duties as the health and safety representative and then in 2018 he was offered the role of Clinical Support Technician (CST). In his role as a CST, Jonny has face-to-face appointments with patients whose prostheses need repairing and he can see up to four patients per day depending on the demand. He ensures the clinical environment is suitable for the patient, he helps them into the clinic room and, if necessary, he helps them to don and doff their prosthesis. He discusses directly with the patient the issues they are having with their prosthetic limb, and he carries out all

the necessary repairs whilst the patient waits. Should the patient communicate that they are having a socket fit or alignment issue, Jonny will liaise with the prosthetist to arrange a prosthetic review appointment. If he becomes aware that the patient has a skin problem or a wound, he can suggest they are seen by an appropriate member of the multi-disciplinary team. The CST role means patients do not have to wait for an appointment with their prosthetist who, for this type of repair, would bring the limb into the workshop to have the repair carried out. This role cuts out the "middleman" which provides a much more efficient service for the patient.

Jonny likes the extra responsibility associated with this role and he enjoys interacting with patients and seeing first-hand the impact his work has on their lives. He has a much better understanding of the patients, their needs, and how invaluable his work is.

