Skills for Health News
East Midlands

August 2010 Edition

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Skills for Health

Welcome to the second edition of the East Midlands quarterly newsletter.

Did you know?...

...29% of the health sector workforce in the East Midlands works in the independent sector.

Union Learning Representative (ULR) Project

Skills for Health is pleased to be working in partnership with Unison, Union Learn and NHS East Midlands on the East Midlands Union Learning Representative (ULR) Project which is now one year into its 18 month project plan.

The project aims to recruit many more ULRs in the region's NHS Trusts and build union capacity to support lifelong learning, the take up of workplace training and development opportunities

Lorraine Mirham, Regional Learning and Development Organiser for the project, has been overwhelmed by the commitment of the ULRs: "Our Project has focussed on NHS Trusts in Northamptonshire, Leicestershire, Derbyshire, Nottinghamshire and Lincolnshire linking ULRs up with Trust training and development staff.

"Since the Project took off, in June last year, a number of new ULRs have been trained and their targeted effort over the last couple of months has been amazing."

Partnership working around learning has reaped benefits over and above increasing the number of ULRs. During Adult Learners' Week Lorraine and her ULR colleagues took the opportunity to further reach out to NHS staff to help make sure they are aware of what's on offer for learning, such as apprenticeships, NVQs and brush up courses in IT, literacy and numeracy.

Several hundred NHS staff took part in a series of Adult Learners' Week events organised by ULRs from Unison health branches across the East Midlands, supported by Lorraine.

The wide range of informal learning activities included circus skills, British Sign Language and Makaton, conversational Gujarati, alternative therapies, Dyslexia awareness, computer skills, fitness advice, health awareness taster sessions and much more. It was smiles all round as staff had fun and had 'a go' at something new.

Skills for Health Announce Regional Roadshow

This autumn, Skills for Health will be holding a series of free roadshows across the UK, the aim of which are to:

- Update you on the latest workforce developments within the health sector
- Provide you with information on a range of tools and services offered by Skills for Health
- Provide you with information and support to deliver the Government's radical reform of the NHS, as outlined in the white paper - Equity and Excellence: Liberating the NHS.

The events are aimed at Directors, Workforce & HR Specialists, Training & Development leads and Clinical Directors. Please **click here** to find out more.

For initial enquiries about the ULR project or for further details and information on how Skills for Health can support your organisation, please contact:

Pippa Hodgson | Regional Director - East Midlands
email: pippa.hodgson@skillsforhealth.org.uk
telephone: 0115 9813572 or 07768 996 014

The project lead for this work at UNISON is Lorraine Mirham, UNISON Regional Office 07984513633 or **email:** l.mirham@unison.co.uk

ABOUT US

Skills for Health is the employer-led Sector Skills Council for the health sector, serving the NHS, independent and voluntary sectors (2.1m employees throughout the UK). Skills for Health was relicensed in 2009 with an 'outstanding' contribution to workforce redesign. We are the authoritative voice on skills issues for the health sector and offer employers proven workforce solutions and tools - with the expertise and experience to use them effectively.

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1) Award winning rostering solution reduces reliance on locums

The North West Rostering Tool (NWR) is already achieving significant savings, with one small cardiology rota cutting their monthly locum cover requirement from 12 hours to zero.

The system allows users to easily manage complex junior doctor rotas and helps cut reliance on locums by helping staff to predict future staffing shortfalls and arrange cover. Working in conjunction with Skills for Health's Doctors Rostering System, it also helps ensure compliance with the European Working Time Directive and New Deal pay arrangements.

The solution, which is being rolled out across 10 trusts in NHS North West and 10 London sites, won the 2010 Healthcare People Management Association Excellence in HRM Award.

The judges singled out the benefits of involving junior doctors in the design and said the tool "delivered an effective solution to a widespread problem" with "the potential to be rolled out far and wide".

- ▷ **To find out more visit www.skillsforhealth.org.uk/rostering**
- ▷ **To arrange a demonstration on how the tool can help you contact your Skills for Health regional or national Director (see page 1).**

Skills for Health and NHS North West NWR Rostering Tool

2) New role greatly reducing pressure on Emergency Departments

Work by Skills for Health to develop the emergency care practitioner role is now paying big dividends to NHS trusts involved in delivering emergency care.

Normally over 75% of 999 calls result in admission to an emergency department. However the effect of using ECPs has been "phenomenal" according to Mark Ainsworth-Smith, consultant ECP at South Central Ambulance Service NHS Trust.

"In some areas of the Trust up to 90% of 999 cases are discharged without needing further emergency care. Emergency departments are the lynchpin of an acute trust, so reducing the pressure on a unit in this way has a major beneficial impact on the whole hospital."

With trusts facing a range of pressures around urgent care, Skills for Health developed a portfolio of competences for emergency and unscheduled care.

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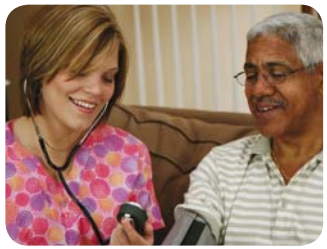
This portfolio describes the performance criteria, knowledge and understanding needed to carry out a specific role effectively, and formed the basis for devising the new role and learning programme for emergency care practitioners (ECPs).

The flexibility of the ECP role means they can be used in a number of ways. In some areas, they attend with rapid response vehicles to all three call categories. Other ambulance trusts use ECPs to staff a clinical support desk that advises on clinical decision making.

▷ **To read more about the role visit www.skillsforhealth.org.uk and search for 'ECP'**

▷ **To find out how the ECP role could help reduce pressures on your Emergency Department, contact your Skills for Health regional or national Director (see page 1).**

3) Best practice roles help dramatically cut waiting times



Nationally Transferable Roles (NTRs) are having a significant impact on productivity says a new evaluation report by Skills for Health.

The report cites examples including:

- The Myocardial Perfusion Stress Testing NTR, which helped North Cumbria University Hospital NHS Trust reduce diagnostic waiting times from 72 weeks to between three to six weeks.
- Dudley PCT's orthopaedic assessment service reduced their orthopaedic referrals to secondary care by 75% using an advanced practitioner role.
- South Devon Healthcare NHS FT transferred eight lists, previously covered by a consultant anaesthetist, to a new advanced practitioner NTR, which has been "particularly cost effective".

The role templates help employers replicate best practice in new role design and ensure that staff have skills and competences that are consistent and applicable to any service in the UK.

Thirty role templates, ranging from advanced and assistant practitioner to administrative and clerical roles, have been developed for the Skills for Health library of NTRs, with the majority focusing on areas that will have the greatest impact on waiting times.

▷ **To read more visit the library at www.skillsforhealth.org.uk/nationally-transferable-roles**

▷ **To arrange a discussion on how the new role templates can help improve your services' productivity and raise quality, contact your Skills for Health regional or national Director (see page 1).**

4) Do you want a range of practical solutions to drive up productivity and quality?

Find out how Cwm Taf NHS Local Health Board reduced staff turnover by 50% in one area and Guys St Thomas NHS Foundation Trust cut some consultant waiting times for first appointments from 10/12 weeks to two weeks.

Our new catalogue is packed with products and services to help you improve service quality and productivity through workforce transformation. They've been developed not just for health sector employers, but with them. So they're robust, tested and proven.

"There is simply no choice but to be more efficient, more flexible, more productive." says Peter Rowe, Chief Executive, NHS Ashton, Leigh & Wigan.

"There's no place for 'not invented here' any more, and we have to be receptive to new ways of working. I was sceptical once but Skills for Health has really helped us deliver."

The catalogue is supported by a range of leaflets full of information on how to get the maximum benefit from the solutions.

- ▷ **To view the online catalogue and leaflets visit www.skillsforhealth.org.uk/catalogue**
- ▷ **To request a hard copy of the catalogue and leaflets email info@skillsforhealth.org.uk**
- ▷ **To discuss your needs, contact your Skills for Health regional or national Director (see page 1).**

5) Skills for Health - coming to your area soon

Skills for Health will be holding a series of free roadshows across the UK over the coming months - sign up to see how we can help you tackle your current key issues.

The sessions will be short but intensive. They'll be hosted by your local Skills for Health regional or national Director and we'll also have a variety of speakers to brief you on specialist issues.

Find out how to:

- develop a more flexible workforce to suit the needs of ever-changing service demands
- create better skilled, more productive teams
- unlock quality & productivity gains through systematic integrated workforce planning.

Skills for Health has a range of products and services that are successfully used by employers across the health sector to deliver services that are responsive to patient need, support quality and productivity and focus on the delivery of cost-effective frontline services.

Helen Kelly, HR Director, NHS Forth Valley says: "Using Skills for Health's tools, we were able to identify the skills and competences our staff require to deliver new models

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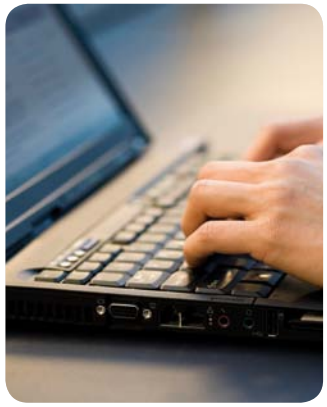
of care. The services are now delivering on everything we set out to achieve - a better patient experience, greater efficiency and better supported staff."

Who should attend?

Directors, senior managers, workforce and HR specialists, clinical leads and training and development leads.

▷ **Click here to sign up.**

6) Understand your future skills needs - new service



Reliable intelligence is a vital part of the skills and workforce planning and development process. Our labour market intelligence gives you everything you need to know about health sector skills in your specific area and the confidence to make informed planning decisions.

We use data drawn from a diverse range of sources to build a comprehensive and robust picture that offers you greater insight into your current and future skills needs

Our nine new regional LMI briefings will be out in August. The reports outline the main features of the health sector labour market and skills base in every region in England. They enable you to make informed workforce planning decisions by helping you:

- understand the employment and skills issues within your region
- identify emerging trends and exploring how they might impact upon your organisation.

We can also provide bespoke, comprehensive intelligence specific to your organisation. We can map a wide range of health demand and employment intelligence to specific geographical locations along with any of your own data. We can combine this with benchmarking information that allows you to compare your organisation against other health sector employers. The results and analysis can then be delivered in the way that best meets your individual objectives.

▷ **To view the reports or find out more visit www.skillsforhealth.org.uk/lmi**

▷ **To find out more about bespoke LMI reports and how they can help you deliver effective workforce planning, contact your Skills for Health regional or national Director (see page 1).**

7) Report highlights value of healthcare volunteers

Healthcare volunteers play a valuable role in the health sector, going well beyond an 'extra pair of hands' and providing a range of valuable services to patients and colleagues, say two new reports published by Skills for Health.

The Hidden Workforce: Volunteers in the Health Sector in England and a partner study for Northern Ireland reflect growing interest in the contribution that volunteers can make in healthcare, as well as providing new evidence on the increasing numbers and range of roles undertaken by volunteers. Further research on this theme is being developed by Skills for Health in Wales, with the Wales report to be published later in the summer.

The research looks to provide a clearer picture of the skills development and management needs of this "hidden workforce".

The reports now available are intended to stimulate debate on skills issues related to volunteering within the health sector and provide new and valuable information on the numbers of volunteers and their contribution. They identify a number of themes for further exploration, including:

- the role of the Volunteer Services Manager and whether this should be developed and made available as a Nationally Transferable Role
- whether qualifications currently available for volunteer managers should be adapted for use in the health sector
- how best to manage volunteers effectively and get the most from this resource.

Skills for Health research manager Lorraine Yeomans said: "Volunteering is generating growing interest within the health sector workforce and this unique study helps to inform and develop the debate around their role and management."

▷ **To view the two report currently available visit www.skillsforhealth.org.uk/researchthemes.**

▷ **To find out how our range of LMI reports can help inform your workforce planning contact your Skills for Health regional or national Director (see page 1).**

8) Helping you make the most of the new qualifications system

Skills for Health is working with awarding organisations and a range of stakeholders across the UK to develop health and social care qualifications for the Qualifications and Credit Framework (QCF).

The QCF aims to establish a qualifications system that is more responsive to employers' and individuals' needs and is easier for all users to understand.

We are redeveloping a number of qualifications including our NVQs and vocationally related qualifications (VRQs). The process is on schedule with new qualifications being accredited throughout 2010.

The Pharmacy qualification that replaces the NVQ will be available in September, the replacement Dental Nursing qualification will be in December and the replacement Health and Support Services qualification in January 2011. A new competence-based qualification for Health Informatics at QCF Level 2 will also be available from September 2010.

▷ **To keep up to date, read our regular progress updates at www.skillsforhealth.org.uk/qcfupdate**

▷ **To find out how the new qualifications can help develop your workforce, contact your Skills for Health regional or national Director (see page 1).**

9) Lobbying for training that meets employers' needs

(From left) Jo North, ALP Skills Champion, Anne Eaton, Director of Standards and Qualifications Strategy at Skills for Health and Graham Hoyle, ALP Chief Executive

Skills for Health is stepping up its work to develop the qualifications that meet healthcare employers' and learners' needs, and secure any potential funding for training.

On 14 July Skills for Health signed a Memorandum of Understanding with the Association of Learning Providers, which represents independent learning providers in England.

The majority of the Association's 508 members are private, not-for-profit and voluntary sector training organisations who deliver government-funded education, skills and welfare-to-work programmes as part of their remit.

Skills for Health will be working with the Association to lobby and work with Government departments, the Skills Funding Agency and other key stakeholders to ensure training for healthcare employers is current, relevant, flexible and delivers on employers' needs.

This training includes newly redeveloped qualifications including the replacement NVQs (see previous item).

Terry Fennell, Regions & Sectors Engagement Manager at ALP said: "We are delighted to be working with Skills for Health on the key qualification and apprenticeship issues that are important to our respective members and stakeholders.

"The MoU signed today will further strengthen the work of both organisations to influence strategy and ensure the changes to the qualifications and apprenticeship landscape are managed and communicated swiftly to our stakeholders in 2010 and 2011."

10) New guide to get the best vocational education and learning

Are you responsible for developing your support staff?

Skills for Health's new *Commissioning high quality vocational education and learning for support staff working in health* provides a framework to ensure you commission the best training and education for staff at career framework levels 1-4.

The guide, developed in England but applicable across the UK, will help you ensure:

- staff have the education and training needed to increase their productivity, deliver high quality healthcare and progress into new roles
- better skills utilisation
- increased motivation and confidence for staff at these levels.

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The guide, developed in England, specifically helps you:

- define the education and training needs for staff in bands 1-4
- choose the right education and training providers
- decide on how learning is delivered
- evaluate the impact, productivity and return on investment.

"This guide will help you make the right decisions when you are commissioning training and development for your support staff," says Emma Wilton, Widening Participation Manager at South Central Strategic Health Authority.

"It's about smarter commissioning with a clear understanding of where your limited finances for training and development can have the biggest impact."

▷ **To read more, visit www.skillsforhealth.org.uk/education-commissioning**

▷ **To find out more about how we can help you develop your support staff contact your Skills for Health regional or national Director (see page 1).**

11) Get your voice heard!

Do policy makers understand your views? Join your local e-panel and get your voice heard.

Every 2-3 months we'll send you an e-survey to ask you what you think on skills issues, what's good and what's bad. It'll only take 15 minutes.

We represent employers' views to advisory and funding bodies and government departments, so we can make your voice heard where it matters.

We'll reflect your views to influence policy makers and develop tools and solutions to help you tackle these challenges.

What you said about your skills concerns

We recently ran a pilot survey to ask what concerns you most about workforce skills issues. We asked you about your concerns, what the barriers are, how they should be addressed, and for your advice to the Government on skills issues.

The key trends you identified were that:

- you remain concerned about improving productivity, existing skills shortages, development of new roles, and how you manage workforce development while also cutting managers
- lack of funding is the major barrier to equipping your workforce with the skills you need
- as well as better funding, your solutions included better management and greater staff involvement
- aside from the need for funding, your key message for policy makers was that training and qualifications must be relevant to the job.

What we are doing about it

The Government has just launched two separate Consultations, to inform their emerging strategies on Skills Policy and Skills Funding. We will represent your views to these Consultations. To ensure we do justice to your views we will run a further survey to focus in on the themes you've identified so far, to clarify both your needs and your messages. We will ensure your views are heard by policy makers. Your views will also shape the services we develop to help you improve skills, productivity and quality of service".

▷ **Just email us at epanel@skillsforhealth.org.uk to say you would like to be part of an e-panel, and tell us your current role.**

12) Data modelling course for workforce planning

Following huge demand, Skills for Health are holding a three day data modelling course in London from September 28 to 30.

Run in conjunction with the University of Leeds, this accredited course is aimed at people involved in workforce planning who need to develop their knowledge and understanding of demand and supply modelling and activity analysis.

There will be the opportunity to learn from expert analysts and planners, and how to access a variety of tools and resources which enable the development of robust, evidence based workforce plans.

On successful completion students will receive 15 credits at Level 7 (Masters Level).

▷ **For more information visit www.healthcareworkforce.nhs.uk/datamodelling**

13) Workforce planning 'train the trainer' two day course

Skills for Health's hugely successful Train the Trainer programme returns this October with a two day course taking place on October 13 and 14 in London.

The course is designed to enable people within healthcare organisations to deliver workforce planning training and engagement events within their locality. By taking part in the course attendees can build the skills they need to engage and empower their colleagues in workforce planning.

Based around a detailed resource pack, the course provides the information and resources needed to deliver an effective introduction to workforce planning workshop. Delivered through a variety of interactive learning and practical exercises, it provides delegates with hands on support and guidance in how to understand and deliver the material, localise content and methods to avoid the potential difficulties involved.

▷ **For more information, visit www.healthcareworkforce.nhs.uk/trainthetrainer**

14) Build your workforce planning capability five day programme

Healthcare staff aiming to develop an understanding of operational workforce planning can sign up to a special five day programme organised by Skills for Health.

The course focuses on four key areas:

- understanding and using an effective framework for integrated workforce planning (Six Steps Methodology)
- utilising workforce data and information effectively
- the role of patient pathway approaches to workforce design and tools to support this process (eg process mapping)
- creative approaches to workforce design and development, including leadership and change management.

This is an accredited programme run in conjunction with Thames Valley University. On successful completion students will receive 20 credits at Level 7 (Masters Level) and consists of three workshops totalling five days in London on 12 October, 16 to 17 November and 11 to 12 January 2011.

▷ **For more information, visit www.healthcareworkforce.nhs.uk/bwpc**