

Norfolk County Workforce Group

Connected

8 April 2010 Issue 1

April Conference

**Connect and Transform Services
Through Workforce Change.**

Wensum Valley Hotel, Norwich

Wednesday, 21 April 2010



Delegates from Annual Conference, Oct 2009

The aim of the conference is to improve understanding of required workforce changes, spread good practice and identify predominate themes for agencies to take back

The primary objectives are to:

- Discover practical solutions to ways of working smarter.
- Share practical experiences of effective integrated working.
- Explore ways of transforming services in line with NHS Norfolk's and NHS Great Yarmouth & Waveney's commissioning strategies.
- Help shape the future direction of travel for the local healthcare workforce.
- Network with other health and social care colleagues.

Future conferences include:

**Modernising Education Delivery,
16 June 2010**

**Norfolk CWG Annual General
Conference,
20 October 2010.**

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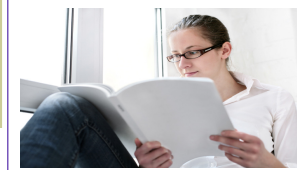
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Norfolk Apprenticeship Scheme

The apprenticeship framework is a fantastic tool in the Trusts succession planning strategy. After an impressive first year we are increasing our target of NHS apprentices during 2010/11 from 120 to 180. We want a young person to be proud to say 'I am a Norfolk NHS apprentice' and aim to market the brand offering more opportunities for people to consider careers in the NHS in Norfolk & Waveney.

Following the achievements of the first year, CWG submitted an entry for the Apprenticeship of the Year, Employer of the Year Award, designed to publicly recognise the successes and benefits of apprenticeships across the region and celebrate outstanding contributions made by individuals and organisations. We have been selected as regional finalists with the Regional Awards Ceremony taking place on 18th May.

Watch this space.



About us....

The Norfolk County Workforce Group (CWG) team sits within the Workforce Directorate of NHS Norfolk, located on the top floor at Lakeside 400. The CWG is a devolved function of NHS East of England, hosted by NHS Norfolk. We lead on the workforce agenda across NHS Norfolk and NHS Great Yarmouth and Waveney.

The CWG is a stakeholder organisation led by a steering group which includes NHS Trust and PCT members, NHS East of England and attendees from Norfolk Social Services, Skills Funding Agency, Skills for Health, trade unions and education providers. The group is chaired by NHS Norfolk's Chief Executive Julie Garbutt and consists of a small team led by NHS Norfolk's Director of Workforce Ian Tegerdine as the Workforce Lead. We are funded through a devolved Multi-professional Education and Training budget from the NHS East of England Workforce Deanery.

Our vision is to build a productive workforce that delivers safe, effective and responsive services that are consistent with the strategic direction set out by NHS Norfolk and NHS Great Yarmouth and Waveney service commissioners. We aim to do this through:

Shaping our workforce educating our people transforming lives

- Working with Further Education and Higher Education Institutions and Practice Education Facilitators (PEFs) to look at education provision for health service staff
- Working to achieve excellence in workforce planning and education commissioning to modernise the workforce to meet future challenges and overcome skill shortages.
- Building up a system which is capable of leading workforce change and addressing workforce hotspots through improved education commissioning and governance to support the redesign of services in priority areas.

Further information can be found on our website:
www.norfolk.nhs.uk/county-workforce-group

Meet the team



Ian Tegerdine

CWG Workforce Lead & NHS Norfolk Director of Workforce

Leads on the overall CWG workforce agenda and ensures alignment of the countywide workforce strategy with NHS Norfolk's and NHS Great Yarmouth & Waveney's service commissioning strategies.



Gabi Trojan

Workforce Programme Manager

Manages the CWG management team, the stakeholder steering group, its subgroups and its programme of workforce activities.



Paula Balls

Learning & Development Lead

Leads on the development of education strategies across the county and is responsible for building capacity and capability in clinical placements.



Ken Lentini

Workforce Planning & Information Lead

Leads on the development of corporate workforce intelligence and information systems and supports development of workforce planning capability.



Dawn Turnbull

Business & Contract Manager

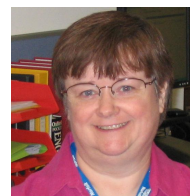
Performance manages contracts with education providers (especially the UEA) and other workforce investments across the county.



Jan Stroud

SWIFT Projects Programme Manager

Manages a programme of workforce development projects funded through SWIFT across Norfolk's health and social care community.



Anne Doggett

Workforce Administrator

Provides administrative support to the CWG management team and the stakeholder workforce steering group and its subgroups.

Shaping our workforce, educating our people, transforming lives

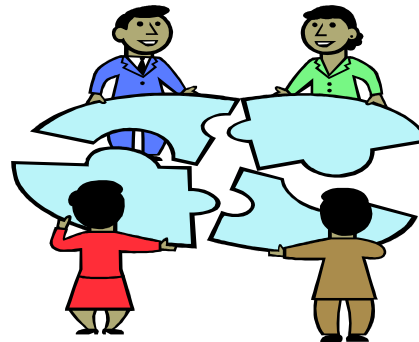
Workforce planning

Collaborative Workforce Planning with Providers

The CWG team met with trust planners and human resources directors in March and April 2010 to kickoff the annual workforce planning cycle. The main themes of these discussions were:

- Reducing pre-registration education numbers.
- Planning and implementing skill mix shifts from registered staff to staff on pay bands 3-4 through conversion of posts and level 1-4 development (including Assistant Practitioners and Apprentices).
- Implementing community-based service delivery strategy.
- Integrating workforce planning into business units.
- Adopting a scenario planning approach to cope with uncertainties.
- Aligning plans with service commissioning strategies and efficiency programmes.
- New planning return tool to be delivered for April 2010 - simpler design geared toward ease of data gathering.

The workforce return cycle will be similar to last year, i.e.:



- Trusts prepare and provide returns to CWG in June 2010
- CWG and trusts will meet again in July to review their returns
- Trusts provide revised returns (if necessary) to CWG in August 2010
- CWG provides consolidated report to SHA in September 2010

For further details email Ken Lentini: Ken.Lentini@Norfolk.NHS.UK

Quality Assurance Framework (QAF)

As part of the contract monitoring process the Multi Professional Deanery commissioned a quality assurance and enhancement process designed to compliment the current monitoring processes in Health Care and Higher Education. The Annual Quality Review of the University of East Anglia and its practice partners in Norfolk using the East of England Quality Assurance Framework (QAF) processes concluded in February 2010.

The panel assessed the education provision against the three measures

- Management of quality and risk
- Recruitment and retention
- Partnership

The panel were assured that quality and risk are being effectively managed and there is a prospect of this being maintained into the future.

Measurement of the improvement or deterioration of recruitment and retention was not possible using the key performance indicators this year, as only two quarter's data was available in the new format. Currently the retention is very good and the panel congratulated the partnership on having the best overall retention figures in the East of England in the two quarters reported to date in 2009.

The partnership was considered effective, with the partnership contributing to the overall achievement of the required standard. The panel stated that it was apparent at the review visit that the relationship between partners at the meeting is sound and the partners reported that the review process has further improved their relationship.

Many examples of good partnership working were cited at the review, which included:

- Supporting students with disability and special needs across the UEA and practice settings which exemplifies a unified approach to risk assessment and support.
- Targeted and shared strategies to address clinical placement areas where student attrition is rising.
- Good communication between UEA and partners regarding post registration students who are experiencing difficulties and require extensions or mitigation.
- Involvement of partners in recruitment and selection of students.

Overall, the partners were commended for:

- Producing the overall lowest attrition in the East of England
- The partners (CWG, Trusts, UEA) honest and open approach to the review process
- The partners (CWG, Trusts, UEA) frankness about highlighting areas of concern
- The input from the Dean of Student Office at UEA
- Examples of good practice in supporting students with dyslexia being carried from the UEA policy into Norfolk NHS organisations policies.

SWIFT Projects

Delivering workforce changes through SWIFT

The Strategic Workforce Investment Funds for Tomorrow (SWIFT) is an investment of just under £4m funded by NHS East of England. Over the past 2 years this has financed a series of innovative projects designed to deliver workforce changes in line with the commissioning strategies of NHS Norfolk and NHS Great Yarmouth and Waveney. The projects will be delivered in partnership by NHS Norfolk, NHS Great Yarmouth and Waveney and Norfolk County Council.

The first phase of SWIFT projects is nearing completion and the second phase is underway. The following are an indication of some of the project areas:

Establish an Advisors learning network for the workforce of advisors working with patients with long term conditions (LTC). The project will create a standardised advisor competency based framework and will also work with NHS Great Yarmouth & Waveney in the expansion of their LTC website across the region for patient and professional navigation.

Inform unpaid carers of all training available to them across Norfolk, how they can access funding for training and replacement care when training. This project will identify any gaps in training and will drive to raise the profile of carers and the essential job they do. Two articles have been published in the press to date.

Provide palliative care training to all care and nursing homes in Norfolk to facilitate fewer patient hospital admissions at end of life. The project will also encourage



collaboration between GPs and care home managers in end of life care planning and will set up a virtual training site for the promotion and administration of palliative care training in Norfolk.

Inform health professionals of the new drive to personalise health and social care via the Personalisation Agenda (including initiatives such as Personal Budgets, Personal Health Plans and Personal Health Budgets, etc)

Identify the skills and training required by the mental health workforce delivering services to adults of working age (18+) in Norfolk to meet national and local strategic aims.

Enhance minor injury skills in Primary Care, enabling GP practices and appropriate community providers to treat more patients locally, reducing the number of hospital visits for minor injuries.

Develop the Health Visitor role in the implementation of the Healthy Child programme.

Further details can be found on our website:

www.norfolk.nhs.uk/county-workforce-group/projects/swift

PEFs join the CWG



Lynne Fanning, Jane Fraser, Helen Shiach
Helen Murray, Rob Green, Judith Davies

The Norfolk Practice Education Facilitator (PEF) is a regional team of registered healthcare professionals from various disciplines. The professions represented (nursing, midwifery, occupational therapy, radiography, physiotherapy) reflects the multi-professional nature of the service they provide. They work in partnership with local healthcare employers, voluntary and independent sectors and Higher Educational Institutions to assist in developing high quality learning environments, alongside giving support and guidance to individuals who supervise and assess learners in practice.

PEFs are hosted by an acute, mental health or primary care trust and are also affiliated to the higher education institutes within that county. They offer support to all placements providers including: NHS Trusts, prisons, GP surgeries, private, voluntary and the independent sectors.

Contact us

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Information within this newsheet will be available in large print on the CWG website