



AHP support workers role in improving the health of the population

Monday 19 June 2023

Welcome

- ✓ Audio disabled - please use the chat box for questions and comments
- ✓ Email: ahp.supportworkforce@hee.nhs.uk
- ✓ Hashtag: [#AHPsupportworkers](#)
- ✓ Menti.com



Menti.com

Code: 2123 1314



Agenda

12:00	<p>Introduction and overview Gaby Ford, AHP Clinical Fellow, Workforce, Training & Education directorate, NHS England</p>
12:05	<p>Public health is everyone's business Linda Hindle, Deputy Chief AHP Officer for England, Office for Health Improvement and Disparities Katrina Kennedy, Associate Director of Allied Health Professionals, Hampshire Hospitals NHS Foundation Trust</p>
12:25	<p>Rob's story Rob Moriarty, Lived Experience Peer Leader, NHS England</p>
12.35	<p>The value and importance of personalised care Chloe Stewart, National Specialist Clinical Advisor in Personalised Care, NHS England Nicola Gitsham, Head of Healthcare Inequalities, Improvement and Personalisation, NHS England</p>
12:50	<p>What good looks like Caroline Delves, Rehabilitation Support Worker - Post Covid Assessment and Support Service, East Sussex Healthcare NHS Trust Joe Maslen, Theatre Support Worker, Imperial College Healthcare NHS Trust Katie Betteridge, Senior Therapy Assistant – Burns & Plastics, University Hospitals Birmingham NHS Foundation Trust</p>
13:10	<p>Q&A All presenters</p>
13:25	<p>Next steps Gaby Ford, AHP Clinical Fellow, Workforce, Training & Education directorate, NHS England</p>
13.30	<p>Close</p>

Overview of the webinar

- The importance of engaging with the UK Allied Health Professions Public Health Strategic Framework for all AHP roles.
- The role of the AHP support workforce guide to embedding public health in practice, AHP support worker competency framework and supportive resources.
- The value and impact of AHP support worker roles within public health benefitting the whole population's health and wellbeing.
- The importance of personalised care creating compassionate and inclusive cultures meeting the needs of individuals.
- Our collective roles and contributions to public health, personalised care, and effectively engaging with people and communities.

What are we trying to accomplish?

The programme has been established to provide national leadership and support on recognising, developing and expanding the non-registered AHP workforce

Our work will ensure that:


1. Patients and service users have access to skilled and consistently well-trained support workers who have a defined role within their team.
2. AHP support workers have access to development structures that provide opportunities to follow rich and rewarding career pathways.
3. Services and systems can address the current variation in support worker roles, banding and progression.
4. Support worker roles can be at the heart of improvements in service delivery and transformation, including new models of care.



NHS
Health Education England

**Allied Health Professions' Support
Worker Competency, Education,
and Career Development Framework**

Realising potential to deliver confident,
capable care for the future



www.hee.nhs.uk We work with partners to plan, recruit, educate and train the health workforce.

Our aim is to have consistent, occupation-specific and sustainable education and career development pathways for AHP support workers, and fair opportunities to access these, implemented by provider services across England by April 2024



Office for Health
Improvement
& Disparities

Public Health is Everyone's Business

Linda Hindle OBE

Deputy Chief AHP Officer and National Engagement Lead for Police, Fire and Ambulance Services

Office for Health Improvement and Disparities

What I plan to cover

Unravelling the language of public health, social justice, health inequalities and environmental sustainability

What this means for AHP practice

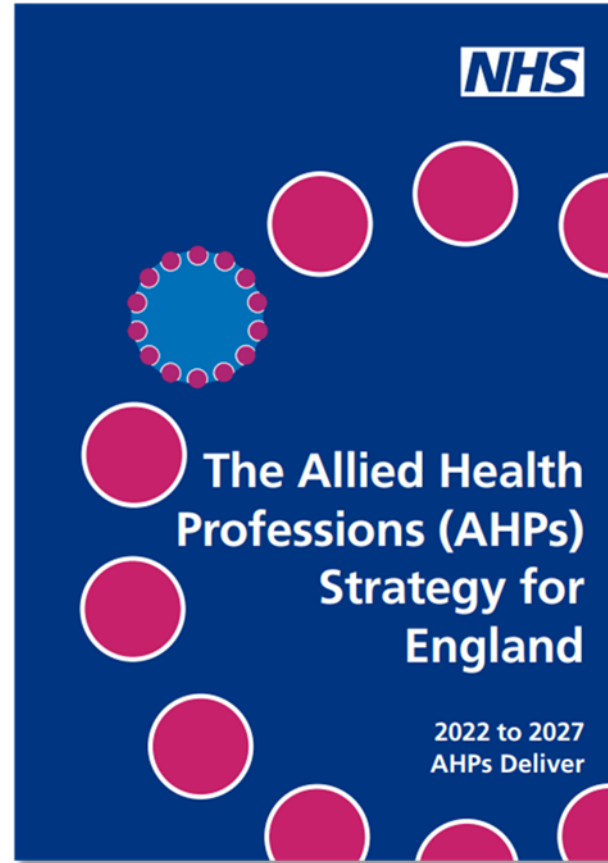
We are doing a lot of this already

What resources are available to help



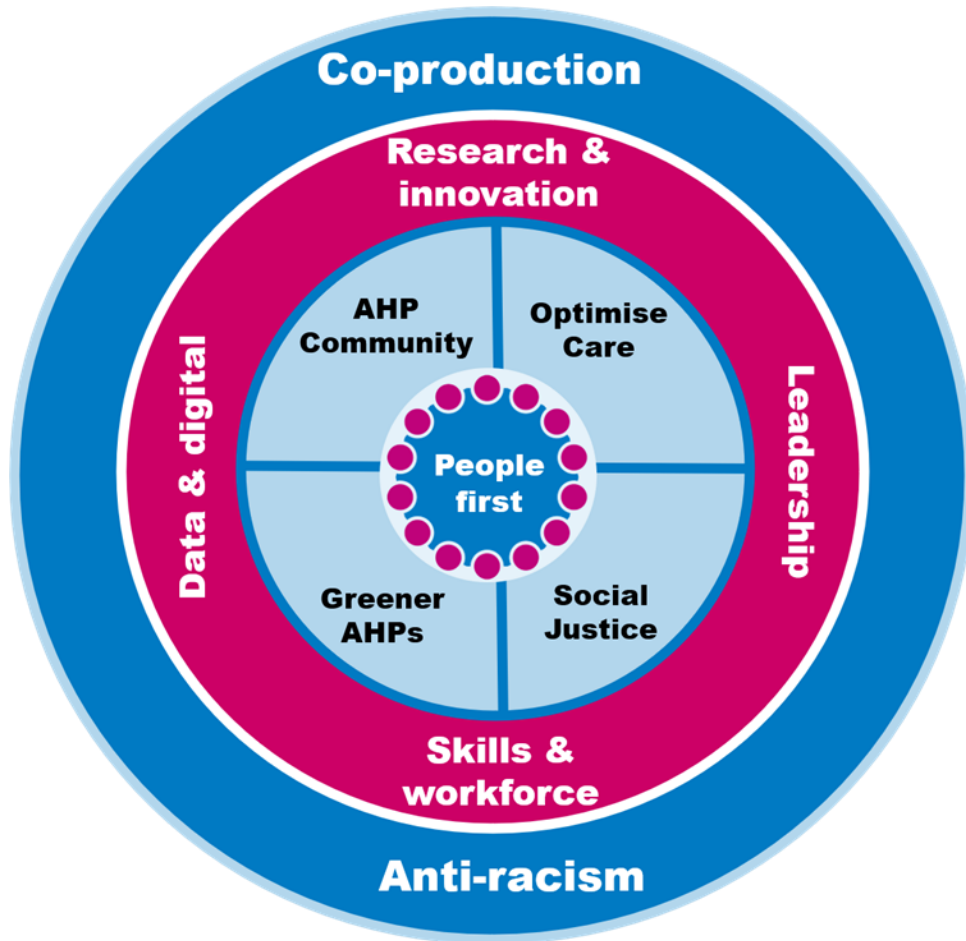


The Allied Health Professions (AHPs) Strategy for England 2022 to 2027: **AHPs Deliver**





The Allied Health Professions (AHPs) Strategy for England 2022 to 2027: **AHPs Deliver**



Key Themes

Four 'Enhanced Foundations'

1. AHPs champion diverse and inclusive leadership
2. AHPs in the right place, at the right time with the right skills
3. AHPs commit to research, innovation, and evaluation
4. AHPs can further harness digital and innovation through data

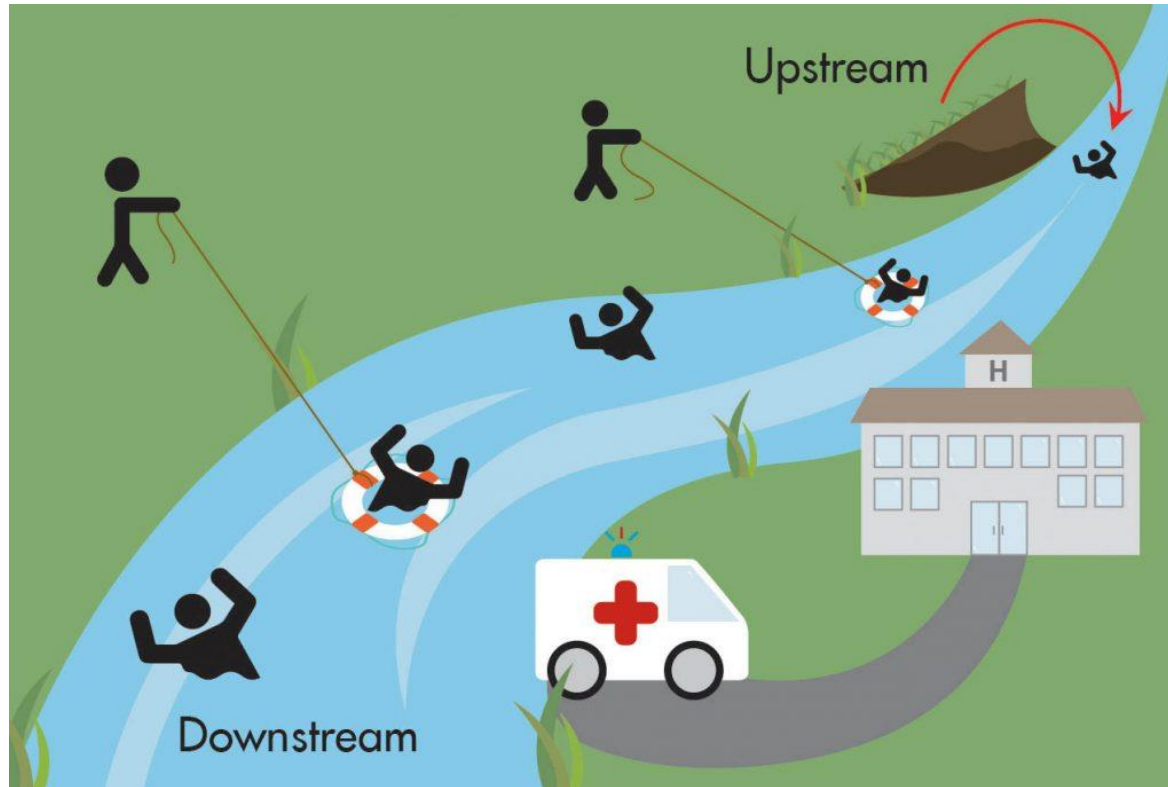
Five 'Areas of Focus'

1. People first
2. Optimising care
3. Social justice: Addressing health and care inequalities
4. Environmental sustainability: Greener AHPs
5. Strengthening & Promoting Allied Health Professions (AHP) community



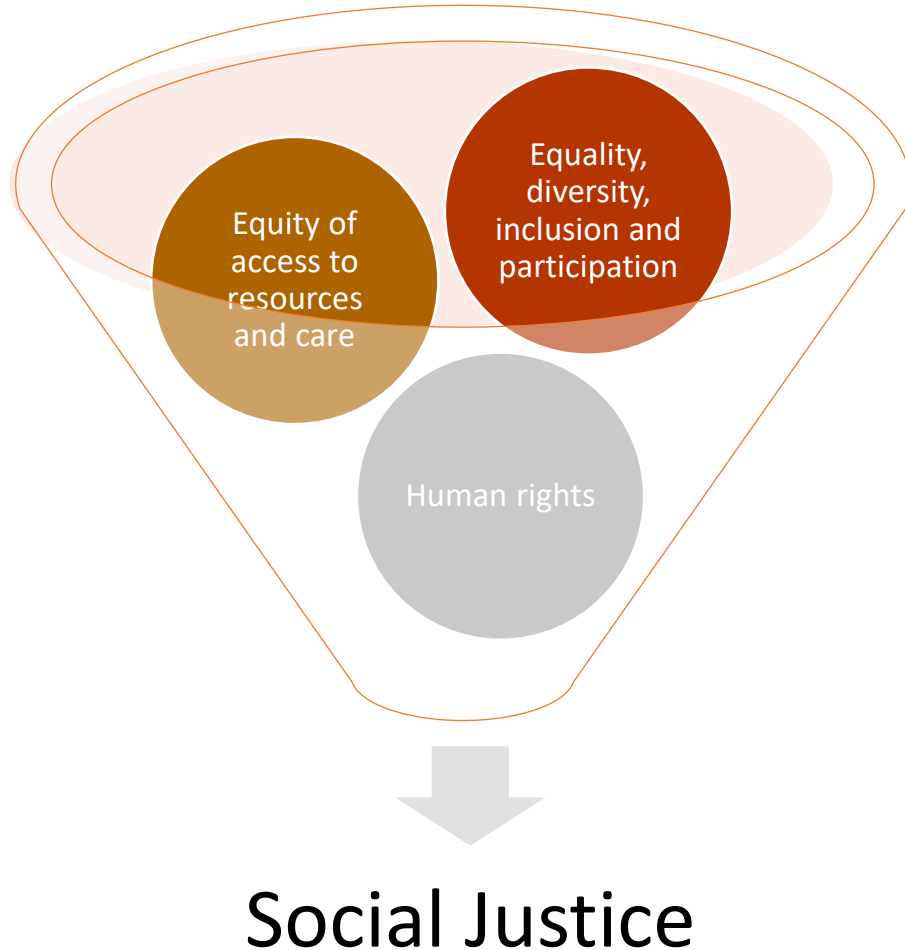
Unpacking the language

Upstream ambitions vs downstream demand



- **The ambitions relating to public health, health inequalities, social justice, personalised care and environmental sustainability overlap and actions in one tend to benefit the others**
- **We are doing a lot already**
- **We can do a lot by focusing on how we do our roles rather than doing additional tasks**

Unpacking social justice



Health inequalities are **avoidable, unfair** and **systematic differences in health** between different groups of people

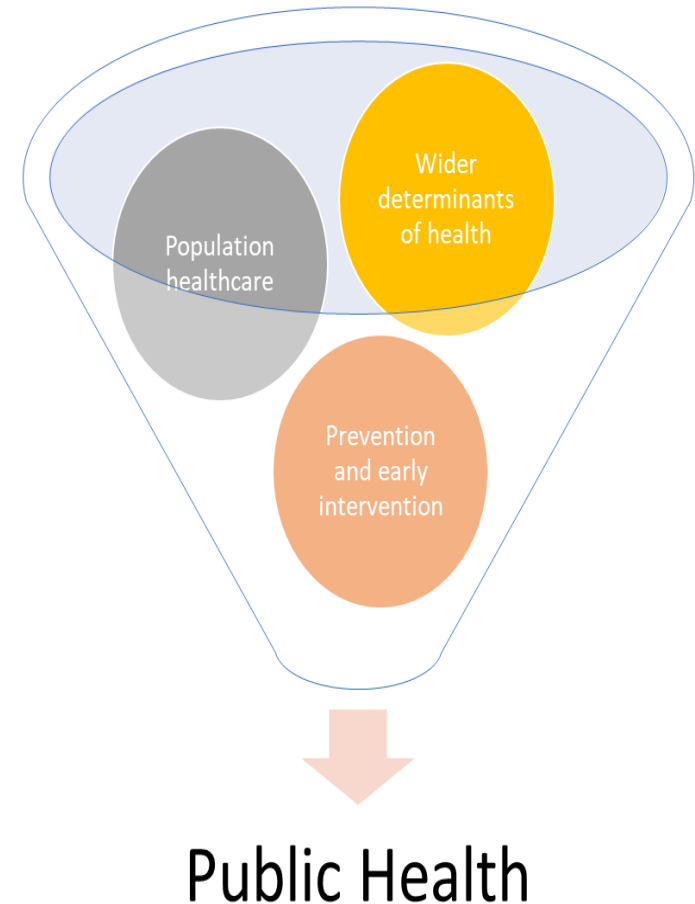
Social Justice is the objective of creating a **fair and equal society** in which each individual matters, their rights are recognised and protected and decisions are made in ways that are fair and honest

Public Health definitions

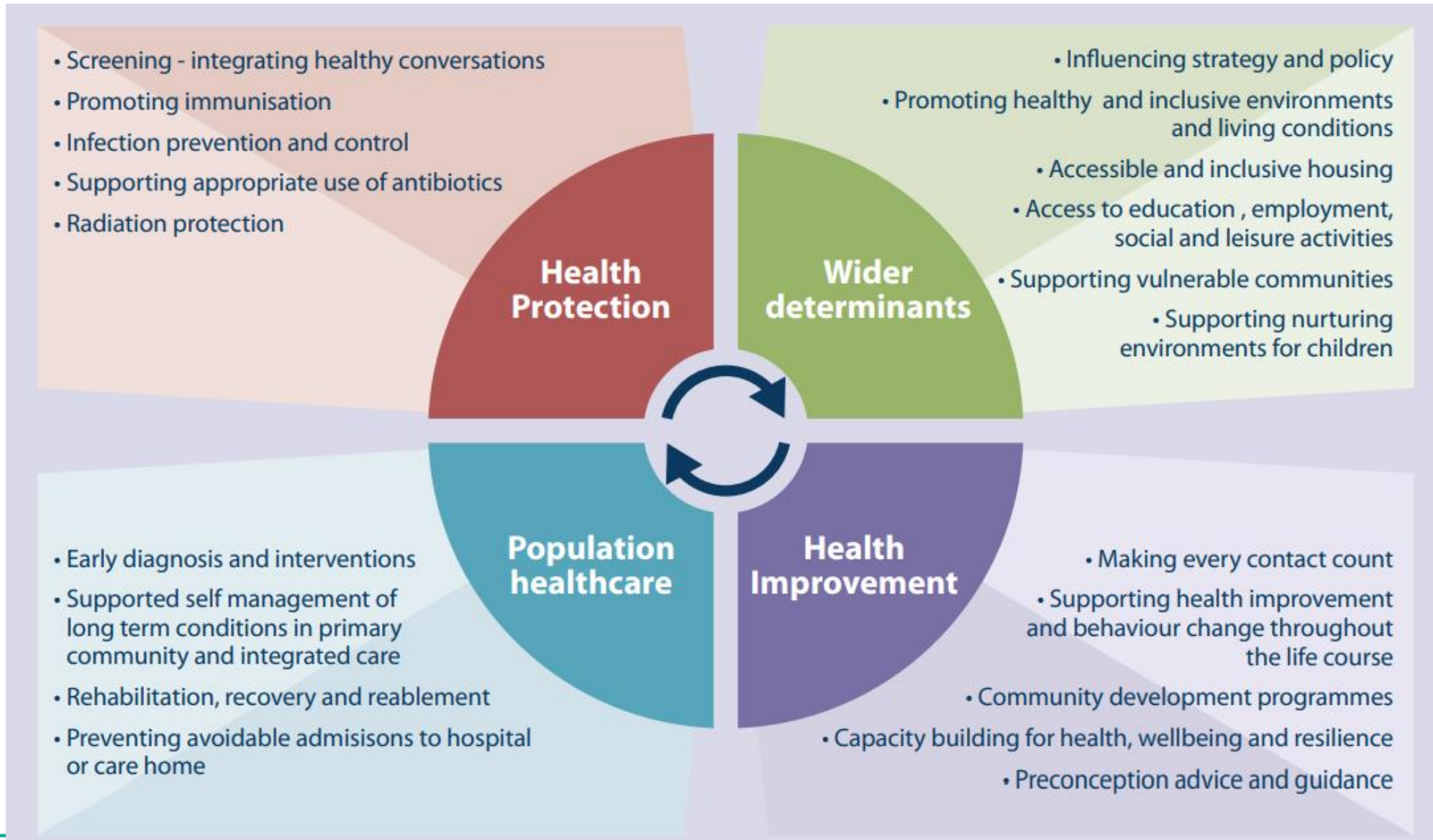
Public health has been defined as "the science and art of **preventing disease, prolonging life and promoting health** through the organized efforts and informed choices of society. - FPH

Population health is an approach aimed at **improving the health of an entire population**. It is about improving the physical and mental health outcomes and wellbeing of people within and across a defined local, regional or national population, while reducing health inequalities. It includes action to reduce the occurrence of ill health, action to deliver appropriate health and care services and action on the wider determinants of health. It requires working with communities and partner agencies.- Kings Fund

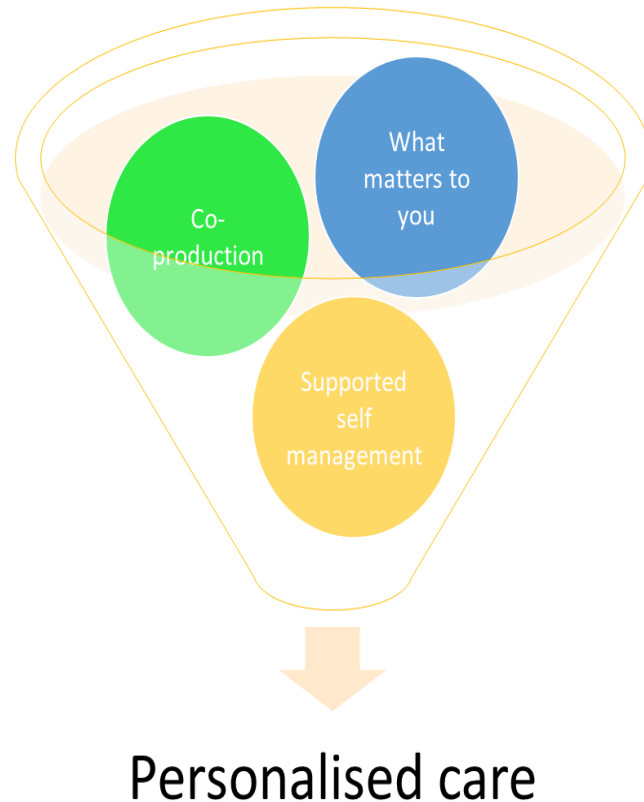
Population health management is a data driven approach to **identifying populations in need**



Public health domains in the context of AHP practice?



Personalised Care

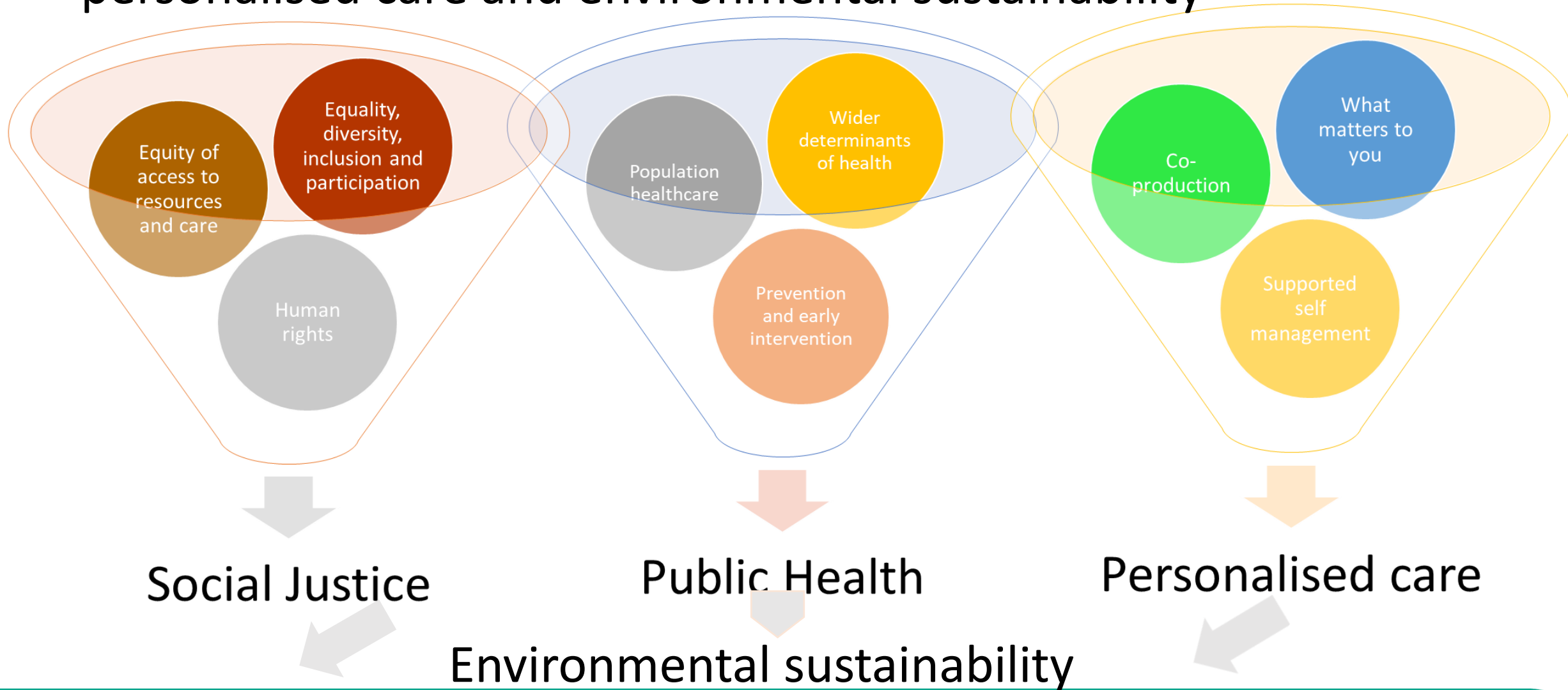


Whole-population approaches to **supporting people of all ages and their carers to manage their physical and mental health** and wellbeing, build community resilience, and make informed decisions and choices when their health changes

a proactive and universal offer of support to people with long-term physical and mental health conditions to build knowledge, skills and confidence and to live well with their health condition

intensive and integrated approaches to **empowering people** with more complex needs to have greater choice and control over the care they receive.

Inter-relationships between public health, social justice, personalised care and environmental sustainability



AHP teams are already acting



Our Ambition – AHPs are recognised as an integral part of the public health workforce

- **Well over 200,000 AHPs and 40,000 AHP support workers in UK**
- **Over 4 million contacts per week**
- **AHPs work across NHS, social care, education, private and voluntary sectors**
- **We work across the life course in a wide range of specialities**



AHPs have the potential to add to virtually every public health priority

Why AHP teams are well placed to improve health and reduce inequalities

We routinely incorporate questioning around healthy lifestyles and wellbeing within our assessments.

Many of us have skills in motivational interviewing and cognitive behavioural therapy.

Our interventions enable us to develop an ongoing relationship and rapport with clients

We provide care closer to home



Checklist for action

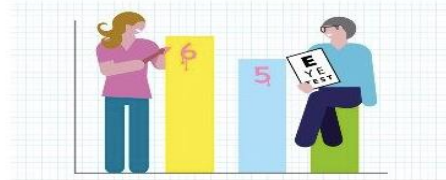
- Understand the health needs of our populations, including subsections who have different health care and access needs**
- Act as early as possible to prevent or reduce the need for complex interventions**
- Ensure equity of access to services and appropriate support to enable equity of health outcomes**
- Consider who you aren't seeing as well as who you are**
- Understand and appreciate the value of diversity of the population and reflect that in the workforce**
- Understand the wider determinants of health and consider referrals to services who can provide wider support**
- Use small scale test and learn to any change**
- Consider the environmental impact of service change**



What we offer AHPs



Allied Health Professions Hub



Reports

A selection of in-depth reports that explore the current position and future of the Allied Health Professions workforce.



Blogs

Our blogs cover research and reports about the Allied Health Professions, written by public health experts.



Case Studies

Our Allied Health Profession case studies show examples of best practice and innovation from across the sector.



Guidance, tools and training

Access a range of guidance and resources to support the work of Allied Health Professionals, including case studies on key programmes and



Evidence

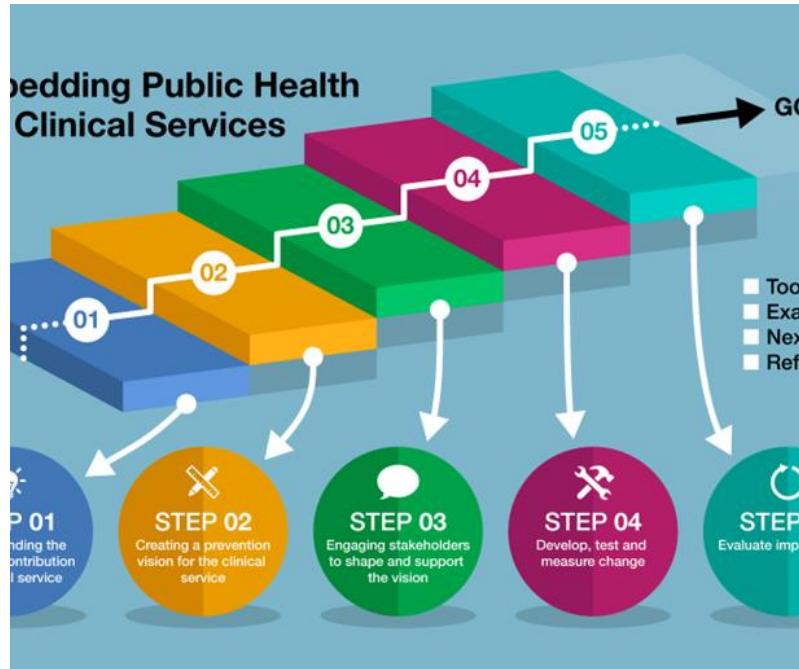
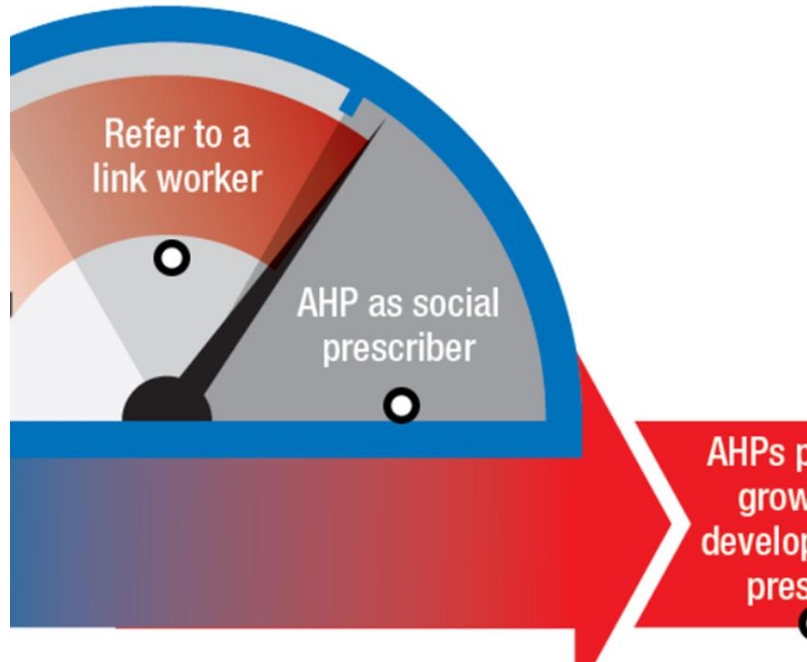
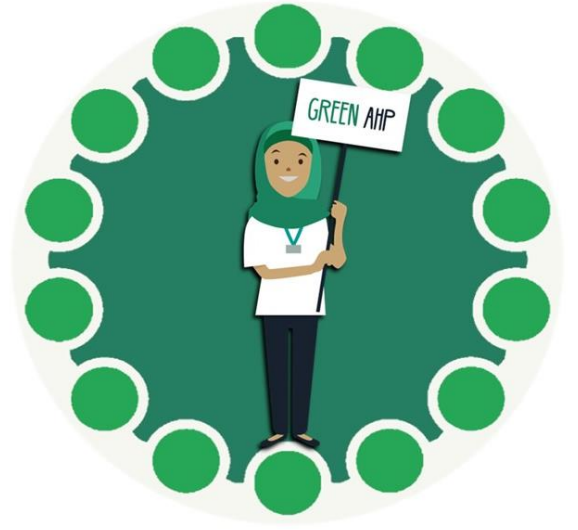
Evidence and evaluation reports have been created and published by various Allied Health Professions on a range of public health areas.



Professional body information

Here you will find links to the Allied Health Professions' trade unions and professional bodies.

<https://www.rsph.org.uk/our-work/resources/allied-health-professionals-hub.html>





THANK-YOU

linda.hindle@dhsc.gov.uk

@hindlelinda

AHP Support workforce guide to Public health

Katrina Kennedy Associate Director of AHP, Hampshire Hospitals NHS Foundation Trust

What I plan to cover

1. Brief explanation of the contents of the guide
2. Impact feedback ideas
3. Take away messages



Competency framework

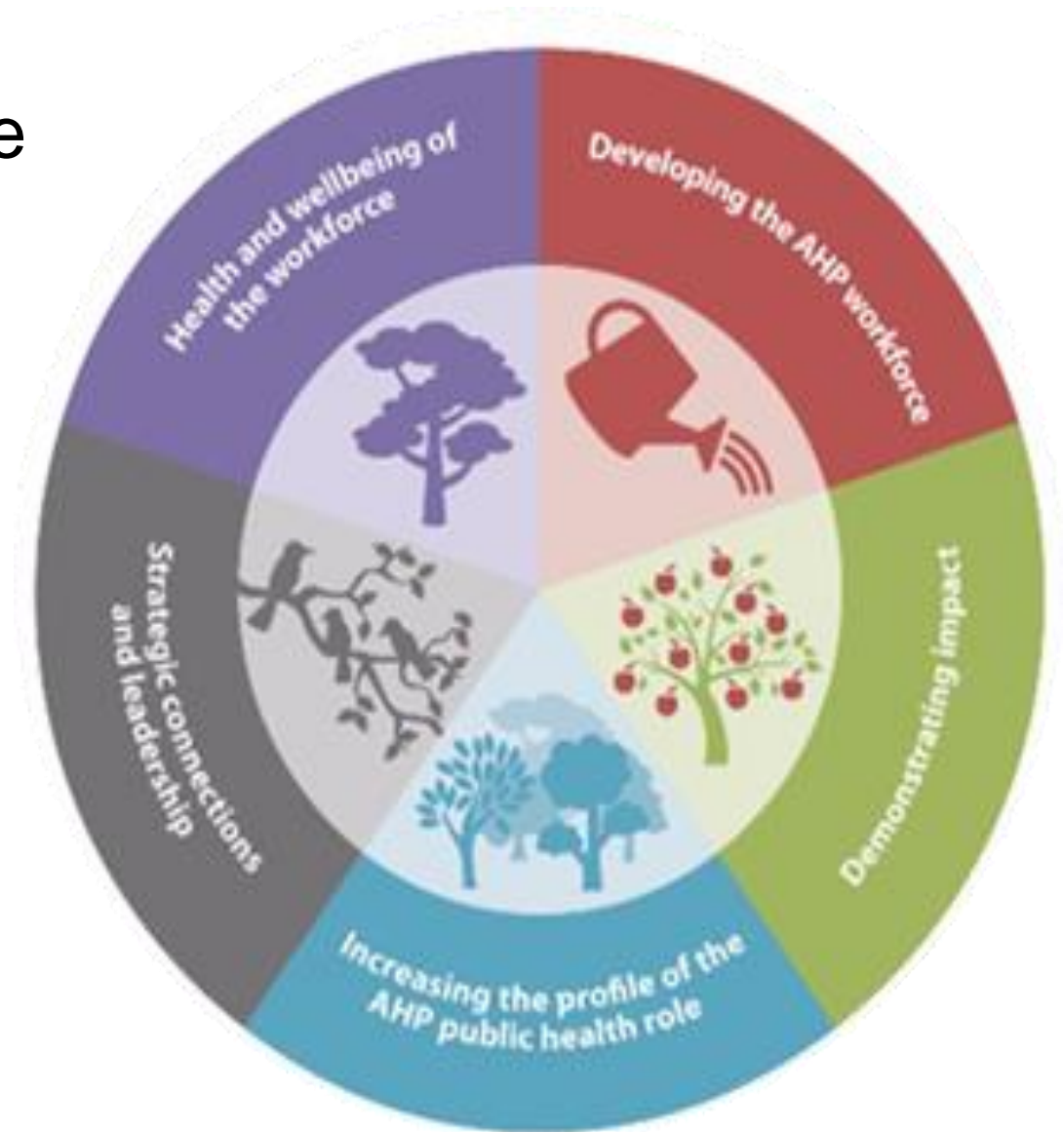
Domain 2

- Person-centred care
- Prevention – wider determinants
- Health promotion – MECC
- Supporting behavioural change

Domain 2: supporting service users Supporting service users and their families throughout their care, promoting health and wellbeing, and understanding the wider health and social care system.			
Competence	Entry level	Intermediate	Assistant practitioner
2.1 Positive relationships	Develops, manages, and maintains positive, appropriate relationships with service users, families and carers, demonstrating respect, kindness, compassion and empathy at all times.		
2.2 Person-centred care	Provides <u>person-centred care</u> and support.	Understands and demonstrates what it means to provide <u>person-centred care</u> , by providing education and resources to support informed decision making, and of respecting individual's decisions. May provide information to service users.	Consistently deploys care, treatment and support strategies to promote and provide person-centred care, including providing information, advice and guidance to service users, carers, families, health professionals and others.
2.3 Prevention	Understands the social, cultural, and economic influences, individual circumstances, behaviours, and lifestyle choices that impact on health outcomes for service users and their families, including health inequalities.		
2.4 Health promotion	Understands the aims and principles of health promotion, protection and improvement and importance of relevant interventions for individual service users and their families, including <u>making every contact count</u> .		
2.5 Supporting behaviour change	Seeks support from a registered practitioner when a service user signals a desire to change their health behaviour.	Understands principles of behaviour change and interventions to prevent ill health and effectively applies these to practice, recognising the individual's right to privacy and choice.	Applies principles of behaviour change within individualised contexts to enable personalised discussion, sensitively communicating complex and/or potentially challenging information to service users if appropriate to facilitate change including through social prescribing.
2.6 Privacy and dignity	Able to identify ways to promote dignity and is aware of individuals' environments and factors that might cause discomfort.		

UK AHP Public health strategic goals

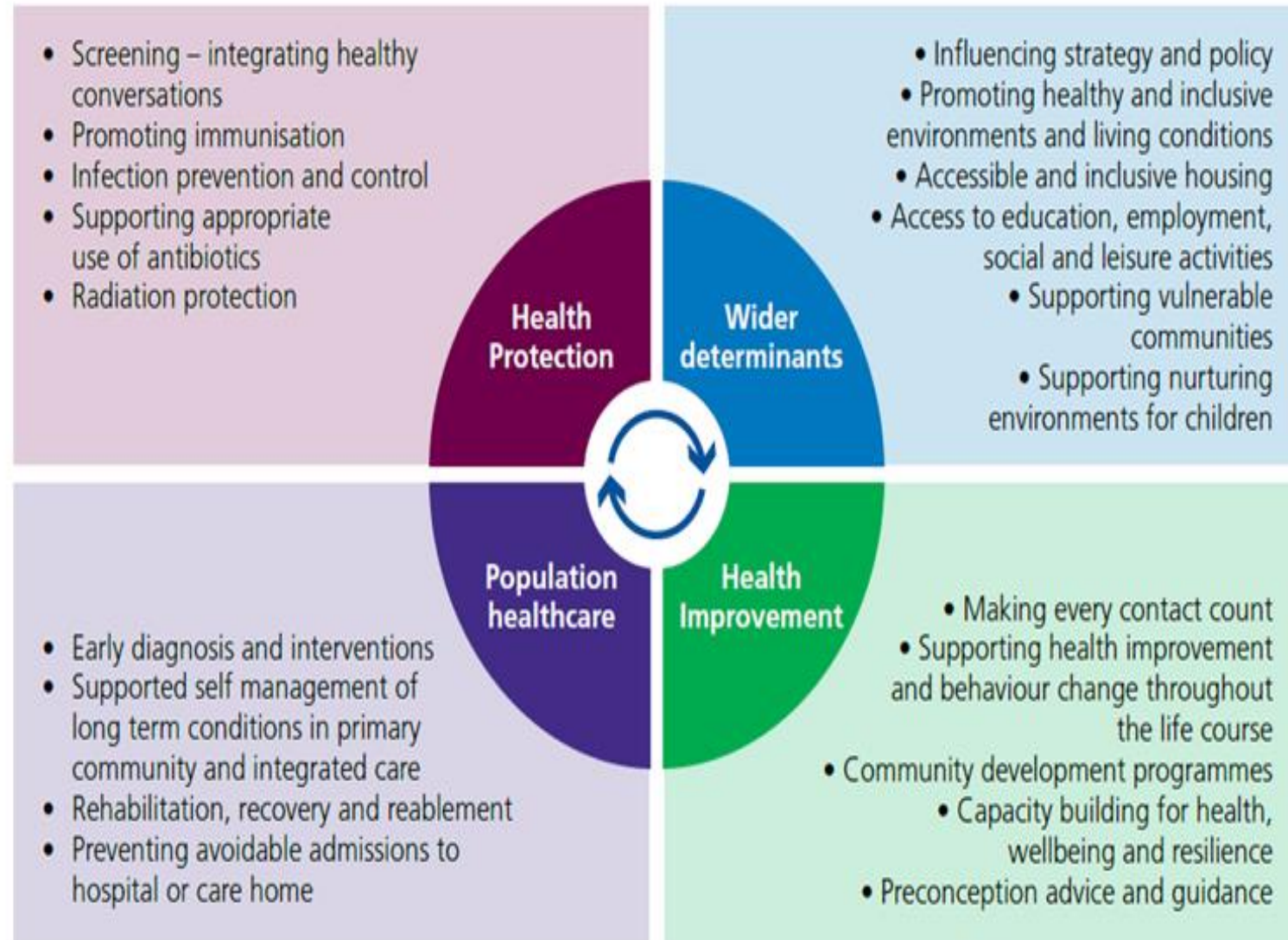
- Developing AHP teams whole workforce
- Promote the contribution of AHP support workforce as core members of health and well being work based services.
- Demonstrating impact – case studies
- Health and wellbeing of the workforce



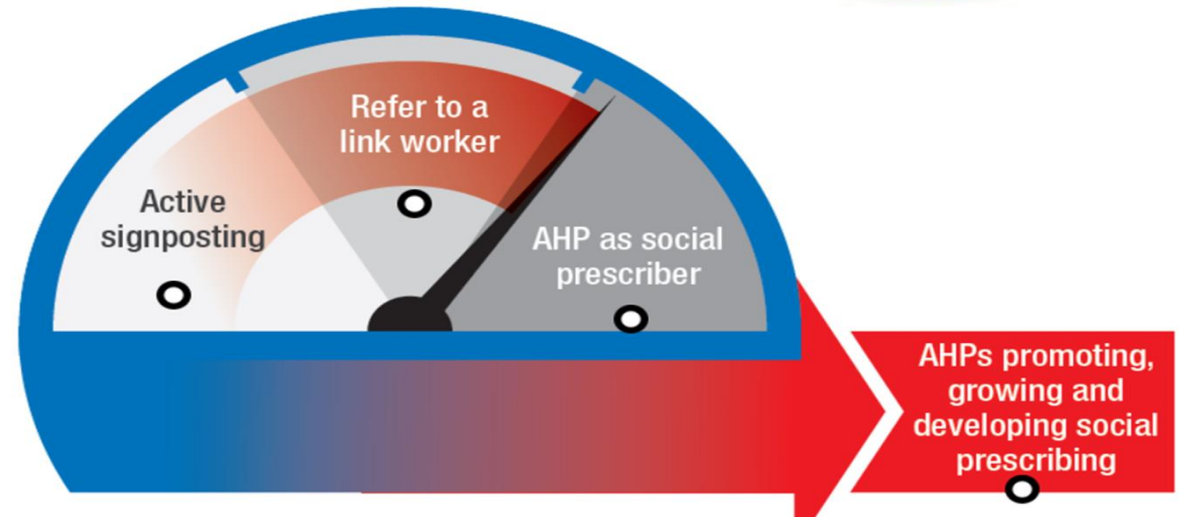
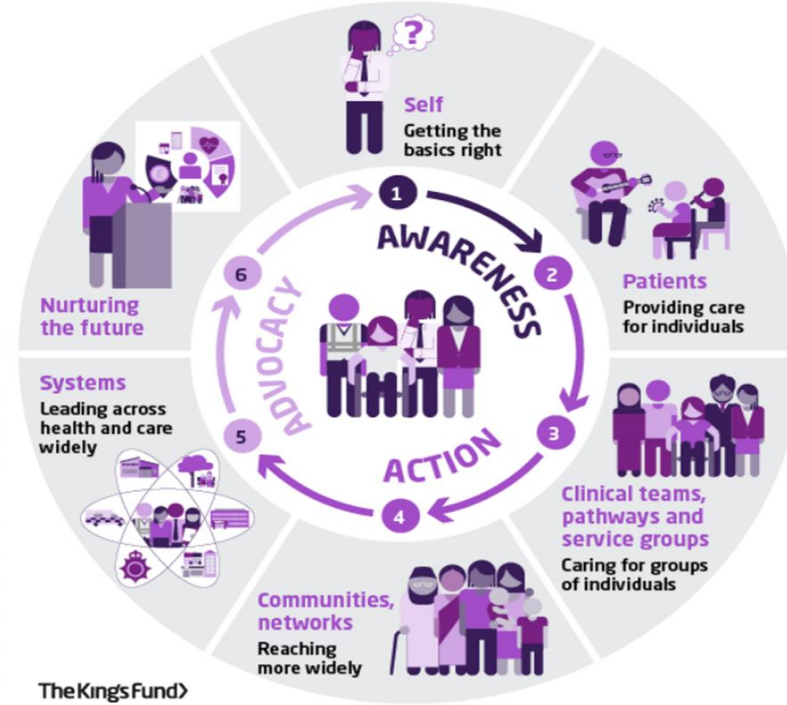
Model of public health - descriptors

Descriptors

- Initial work – Staffordshire University
- Developed further for each profession with support workforce examples
- Final handbook unique for each professional group
- Hosted on RSPH AHP hub



Knowledge, skills, education and training



- NHS Health Careers website
- Healthcare Apprenticeship Standards Online (HASO)
- Career pathways tool
- Apprenticeships toolkit
- Healthcare support worker learning and development roadmap

Figure 7 AHP support workforce public health career pathway



Mad hatters tea party – liberating strategies

- **What have you / are you doing with the guide, if you are struggling to implement or socialise, what help do you need?**
- **How can AHPs and the support workforce be supported to promote an increased focus on preventative care alongside social prescribing and community-based support?**
- **How could I use the “MY ROLE IN TACKLING HEALTH INEQUALITIES” framework to support career and skills development for AHPs from all personal and professional backgrounds?**

Impacts

Mad hatters tea party – liberating strategies

Having explicit/specific work streams around preventative work within the service, health prevention being written into JD's, focus/discussion point in agenda during clinical supervision

I'm inspired and interested to formalise and share wider what is our bread and butter in Learning Disabilities Community Services to address Health in Equalities. It's a good thing that this "just happens" in our service.

I am working on developing teaching within our therapies department to encourage engagement with the guide

Haven't seen the guide yet but we are already incorporating public health, inequalities and sustainability into all of our workstreams as its the right thing to do for human social responsibility

Present it at senior level to encourage discussion/engagement. Undertake some local quality improvement projects to show that the concept works and can be implemented more widely.

Embracing Sustainability in the wider sense, aligning to the triple aim (Health Care Cost), widening engagement, improving diversity in our workforce, having a patient/public voice in our teams/workstreams

Empower support workers to share ideas, listen to ideas, enable Innovation to be heard and promoted, and support colleagues to work in different ways to benefit public health

Thanks! not just a tea party but a 3 course meal of food for thought!

Be more conscious of the amount of paper we use in clinic, car share to and from clinics across the Trust if possible, use the Park and Ride.

1. Therapeutic Radiographer - Joe Maslen “Using technology to passively reduce virus and bacteria levels”
2. Rehabilitation assistant – Margaret Clarke “Physical activity engagement with hard to reach”
3. Therapy practitioner – Katie Betteridge “Burns patient interventions and health inequalities”
4. Orthoptic assistant - Catherine Siemaszko “Enabling Children to thrive with health inequalities – maximizing the potential of sight for young children”
5. Fitness instructor and lead AHP support worker - Arran Miller – “Providing onward social prescribing following an inpatient stay in Acute mental health.”

Take away messages

1. How are you going to use the guide?
2. What are you going to take away from this webinar so far?
3. What changes are you going to make to your practice?
4. **Descriptor Handbook!**

**Allied Health Professions'
Support Workforce**

A guide to embedding public health
in practice

Realising potential to deliver confident,
capable care for the future

www.hee.nhs.uk We work with partners to plan, recruit, educate and train the health workforce.

THANK-YOU

@KatrinaKenn_AHP

A Lived Experience Perspective

Rob Moriarty, NHSE Lived Experience Peer Leader





August 1998

My Story

- 1998: C4/5 Incomplete Spinal Cord Injury
- '99-'01: A-levels (Home): 60 Agency PAs (+ Parents)
- '01-'05: University (Leeds): 7 PAs per year
- '05+: Self-Directed Support
- AHPs: Dietitians, OTs, Osteopaths, Paramedics, Physios, Podiatrists

If you want to read more: www.robmoriarty.co.uk/about



	+ves	-ves
Agency	No employment responsibility or staff recruitment concerns	High staff turnover, cost; Low quality; No privacy
Parents	Better Privacy - No strangers in your home, no cost.	Worse Privacy - Parents/Personal Care; No Independence to be with friends etc.; Limitations with elderly
University	Interviewed/hired from PA pool; Dropped to 7 PAs /yr; Consistency; Flexibility	Reliability; Grey Areas - Personal v academic support
Direct Payments	Basic Needs Covered; Simple Assessment; Means Tested	2 Year assessment period; No flexibility; Nurse/Parent Healthcare dependency; Low PA wage
CHC/PHB	Better PA Wage; Healthcare Training; Physiotherapy/Respite Costs Included; Agency Backup; Not Means Tested; No limit to cover, Absolute Control	Insurance Ambiguity; Training Suppliers Subject to regular review; Difficult to qualify for



Personal Health Budget

- PA Hourly Rate increase
- **Physiotherapy**
- **Healthcare tasks delegated to PAs**
- Holiday/Respite costs
- Agency backup
- Assistive Technology
- Personal Wheelchair Budget: <https://youtu.be/ahgeHqcn7V0?t=230>

Have Things REALLY Changed?

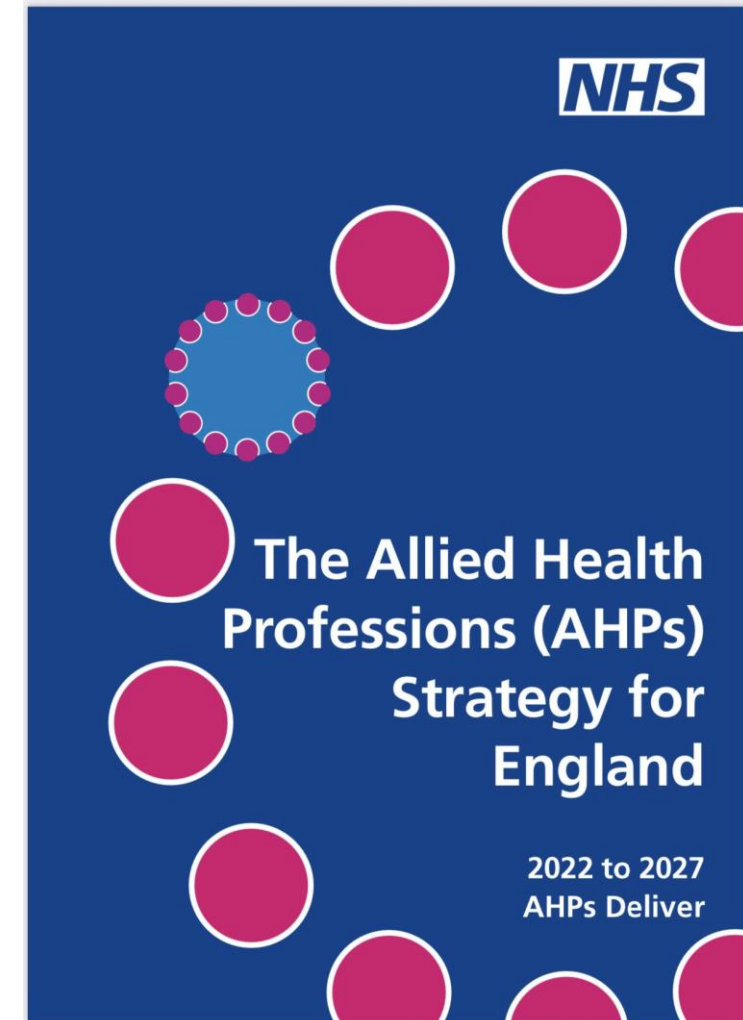




- “Choice, Flexibility and Control”
- “Small changes = BIG impact.”
- Consistency and Simplicity

NHSE Strategic Coproduction Group

- Joined in 2017
- 30+ Core Group of Peer Leaders
- Highlighted Work:
 - NHS Long Term Plan
 - Social Care Covid Vaccine Working Group
 - G7 International Patient Standard
 - Virtual Wards
 - NHS@Home
- AHPs Deliver
 - Personal and professional experience
 - Connector: Anti-racism, coproduction, people first
 - Long term working relationship



Engaging with Lived Experience

“Personalisation has literally made the difference between me being kept ‘just about alive’ and actually ‘having a life worth living’.”





The Value and Importance of Personalised Care

Dr Chloe Stewart, PhD, MSc, National Clinical Advisor Personalised Care/ MSK NHSE

Nicola Gitsham, MBA, MSc, DipCOT, Head of Health Care Inequalities and Personalised Care, NHSE

June, 2023

Before we start...

“What matters to you” what drew you into your role?

Use the chat function to type comments and reflections



What is Personalised Care?

Simply, it means enabling people to have choice and control over the way their care is planned and delivered, based on *'what matters'* to them and their individual strengths, needs and preferences.



What difference does personalised care make?

- **Shared Decision Making** reduces unwarranted variation in treatment and outcomes, and can create better value for individuals and the wider health and care system
- Evidence shows that supporting people to build their knowledge skills and confidence through access to **Health Coaching, Peer Support and Self Management Education** can result in 38% fewer A&E attendances and 18% fewer GP appointments
- 20% of appointments in primary care are for non-medical and social issues, such as loneliness, housing issues and debt. (Torjesen, 2016). **Social Prescribing** connects people to community support and activities to address wider determinants of health, promote self care and reduce pressure on primary care. <https://socialprescribingacademy.org.uk/read-the-evidence/the-economic-impact-of-social-prescribing/>
- 86% of people with **Personal Health Budgets** achieved what they wanted and on average PHBs cost 17% less

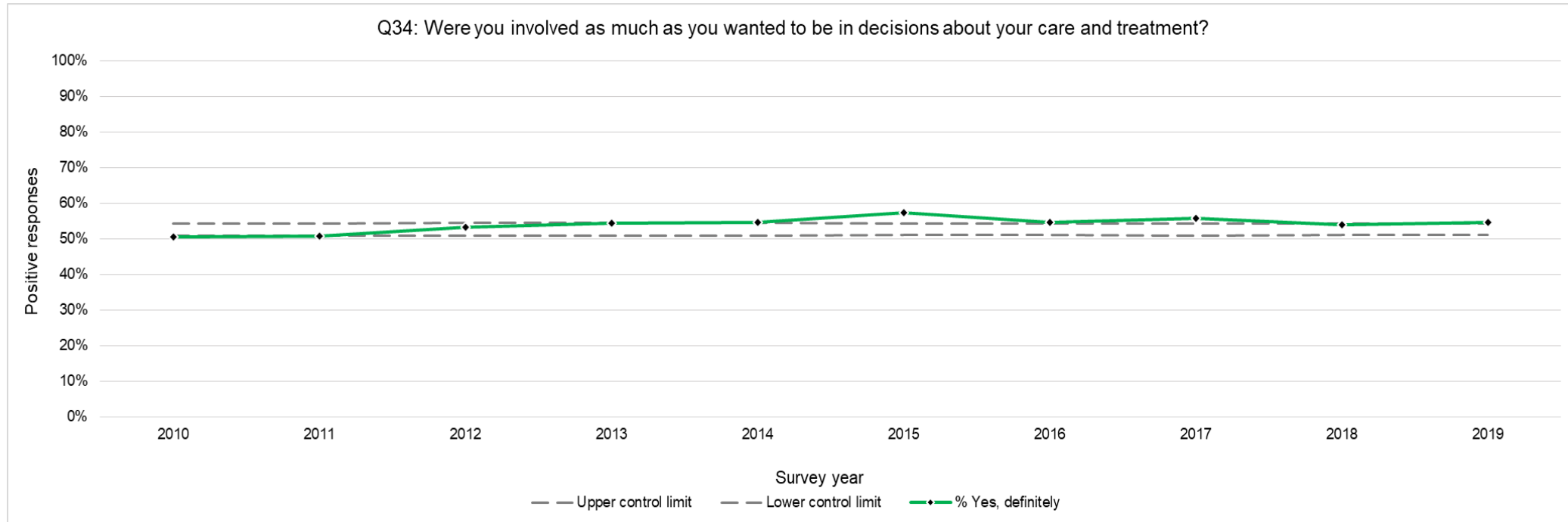


So what? Isn't this happening anyway?

Were you involved in the decisions about your care and treatment?



(CQC PREMs survey ~73k people pa)



2019: 73,015 patients, a response rate of 46%

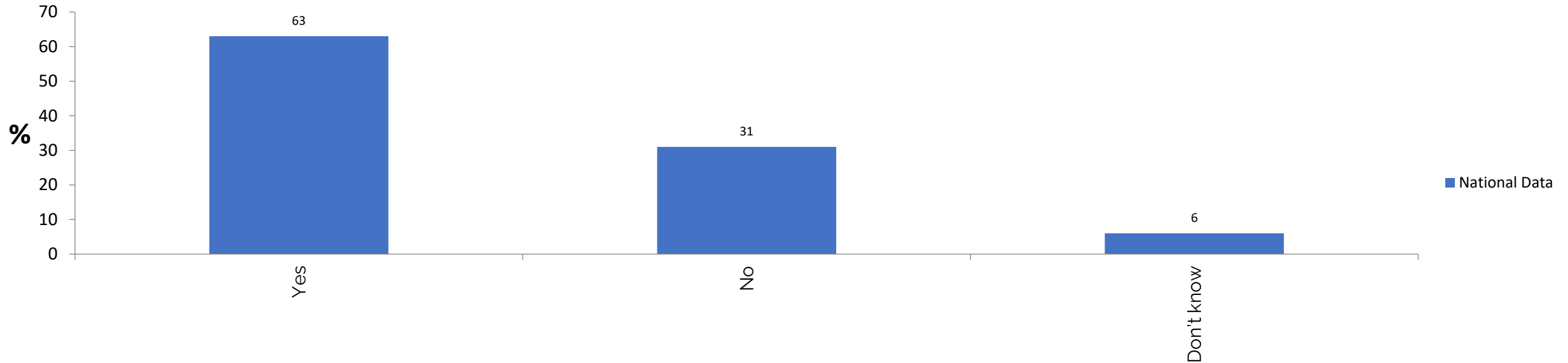
[Data library - NHS Surveys](#)



Showing full results - Q42. Have you agreed a plan with a healthcare professional from your GP practice to manage your condition (or conditions)?

Filters: aged 55 to 64, aged 65 to 74, aged 75 to 84, aged 85 and over

Showing weighted data



Base: Asked of patients who have had a conversation with a healthcare professional about managing their condition(s)

Unweighted Base: National (88,261)

Weighted Base: National (56,547)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q43. How helpful have you found this plan in managing your condition (or conditions)?

Filters: aged 55 to 64, aged 65 to 74, aged 75 to 84, aged 85 and over

Showing weighted data



Base: Asked of patients who have agreed a plan to manage their condition(s). Patients who selected "Don't know" have been excluded

Helpful = Very helpful + Fairly helpful. Not helpful = Not very helpful + Not at all helpful

Unweighted Base: National (53,804)

Weighted Base: National (34,291)

Excluding those who said "Don't know" (weighted): National (729)

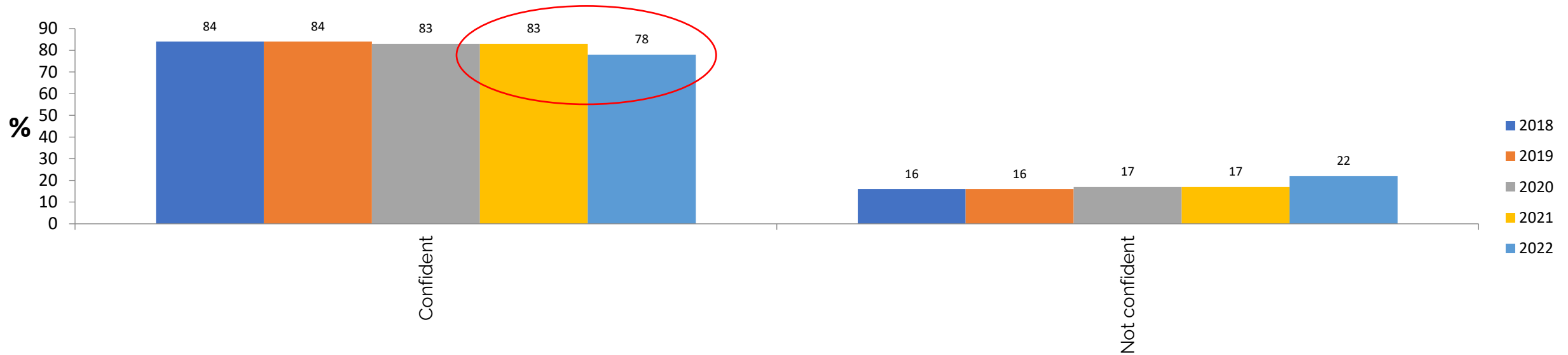
Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.

Showing summary results - Q39. How confident are you that you can manage any issues arising from your condition (or conditions)?

Results showing for National Data

Filters: No filter applied

Showing weighted data



Base: Asked of patients with a long-term condition, illness, or disability. Patients who selected "Don't know" have been excluded

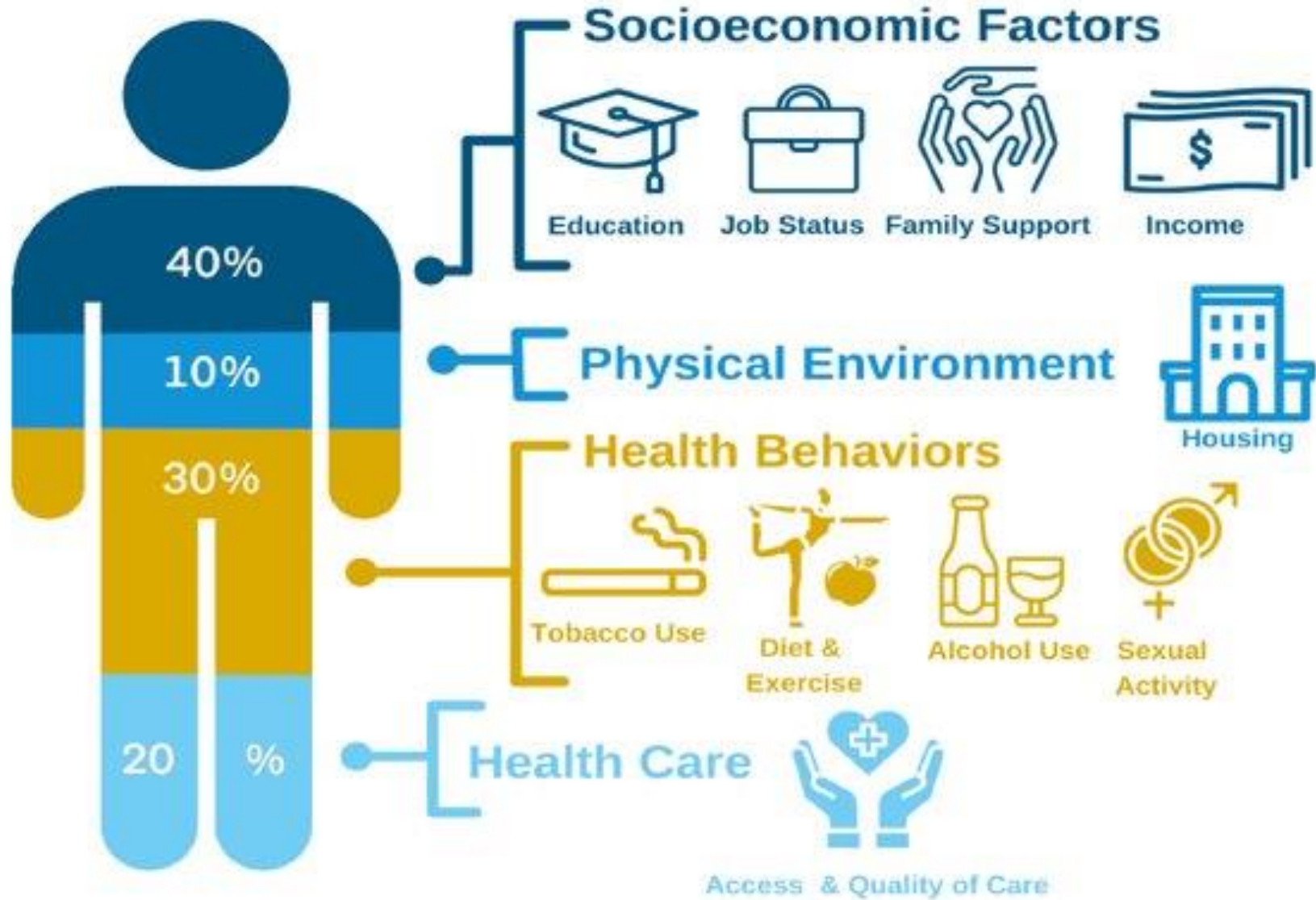
Confident = Very confident + Fairly confident. Not confident = Not very confident + Not at all confident

Unweighted Base: 2018 (414,084), 2019 (422,742), 2020 (404,295), 2021 (442,636), 2022 (382,313)

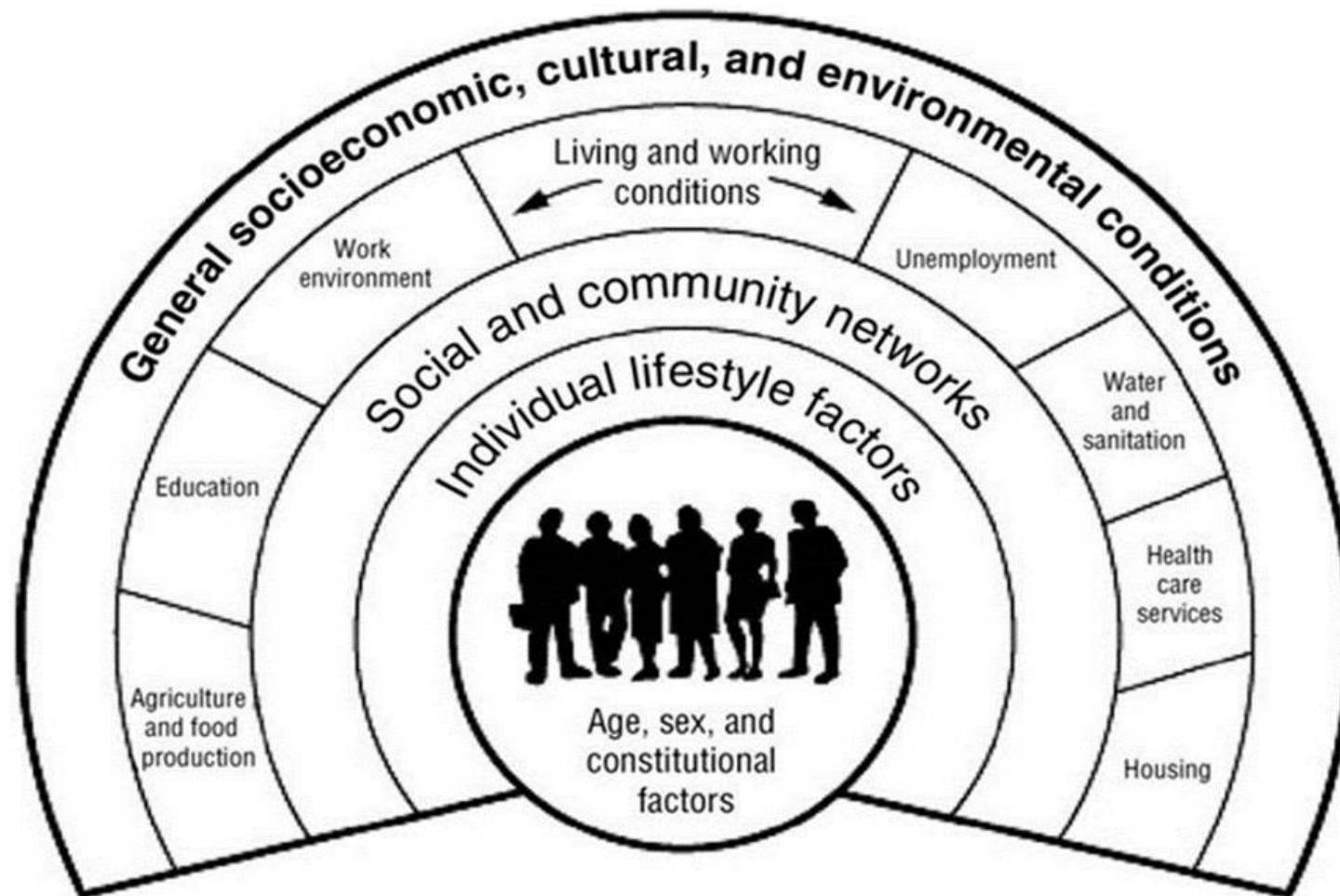
Weighted Base: 2018 (357,889), 2019 (364,684), 2020 (349,711), 2021 (390,598), 2022 (339,295)

Excluding those who said "Don't know" (weighted): 2018 (10,469), 2019 (10,670), 2020 (9,853), 2021 (11,771), 2022 (16,892)

Note: Differences may not be statistically significant, particularly at practice level due to lower numbers of responses.



Health inequalities have many drivers, but also present many opportunities to intervene



Source: Dahlgren and Whitehead, 1991

Personalised Care and Support Planning

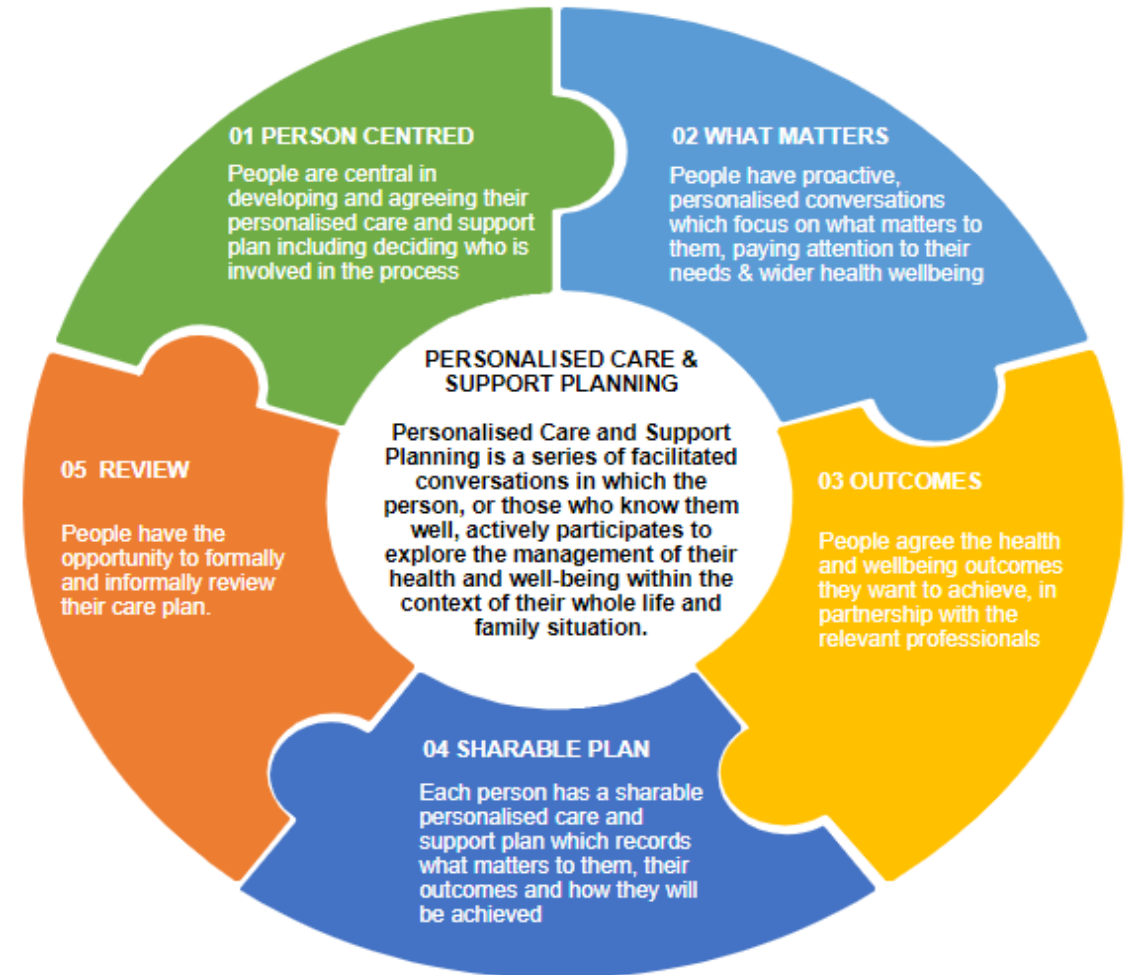


Personalised care and support planning is about having a different kind of conversation about health and care, which is focused on **what matters to the person** as well as their clinical and support needs.

Key Features:

- **Perspective**
- **Process**
- **Plan**

This leads to a single plan that is **owned by the individual** and accessible to those supporting the person.



5 Key Criteria of Personalised Care and Support Planning

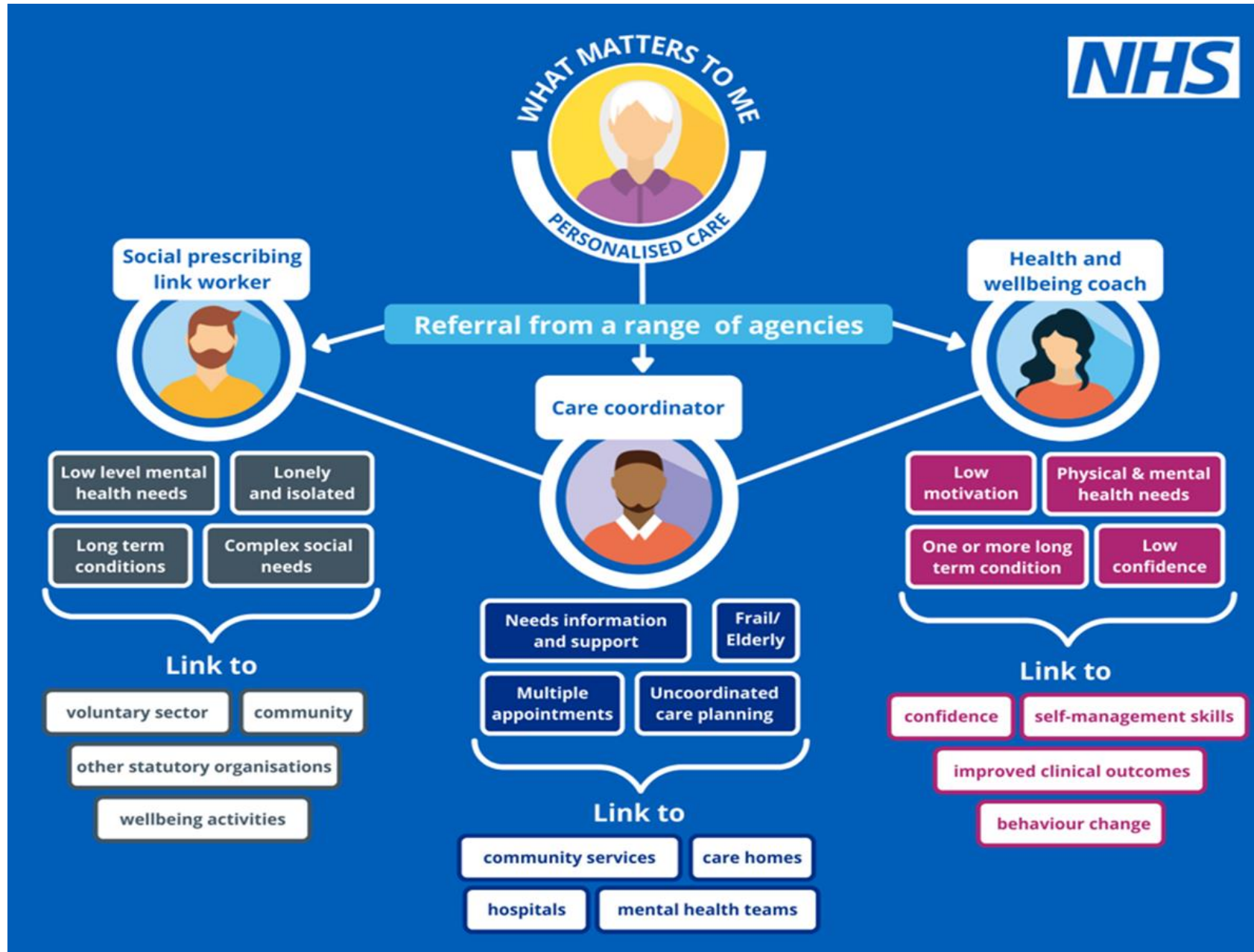


The 5 areas below are the key criteria for counting PCSPs.

1. People are central in developing and agreeing their personalised care and support plan including deciding who is involved in the process
2. People have proactive, personalised conversations which focus on what matters to them, paying attention to their needs and wider health and wellbeing
3. People agree the health and wellbeing outcomes they want to achieve, in partnership with the relevant professionals
4. Each person has a sharable, personalised care and support plan which records what matters to them, their outcomes and how they will be achieved
5. People are able to formally and informally review their personalised care and support plan.

- Click [here](#) for more information about the 5 criteria

The three personalised care roles in primary care

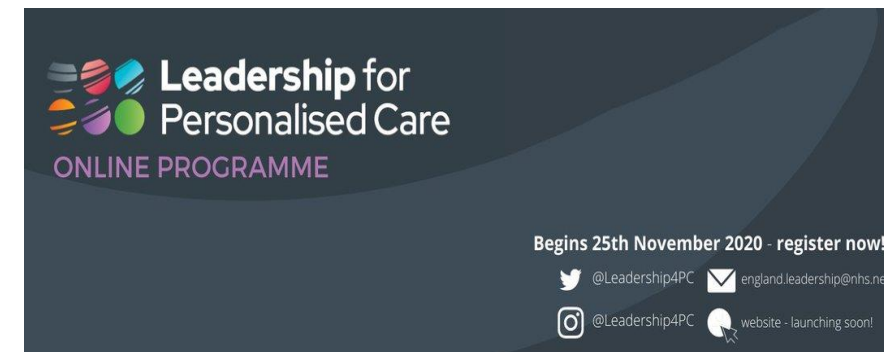


[NHS England » Workforce development framework: social prescribing link workers](#)

<https://www.england.nhs.uk/long-read/workforce-development-framework-for-health-and-wellbeing-coaches/>

<https://www.england.nhs.uk/long-read/workforce-development-framework-for-care-coordinators/>

Training opportunities



Supports health and care professionals to develop knowledge skills and confidence to deliver personalised care

Provides free eLearning and Accredited training providers to deliver training in local areas

Hosts HEE accredited modules for social prescribing link workers, care coordinators and health and wellbeing coaches

Whole team training is available

www.personalisedcareinstitute.org.uk

[Peer Leadership Development Programme](#)

Free personal development programme for people with lived experience
Delivered online via an accessible and interactive learning platform called Future Learn. First three steps work enable people with lived experience of a long-term health condition become peer leaders. Graduates can extend their skills to become peer leader facilitators.

Development of system leadership skills for us all → System leadership in personalised care

Link: <https://twitter.com/Leadership4PC>

What good looks like

Caroline Delves, Rehabilitation Support Worker - Post Covid Assessment and Support Service, East Sussex Healthcare NHS Trust

Joe Maslen, Theatre Support Worker, Imperial College Healthcare NHS Trust

Katie Betteridge, Senior Therapy Assistant – Burns & Plastics, University Hospitals Birmingham NHS Foundation Trust



Q&A panel



Next steps: for everyone

- Share what you have heard today with your teams and colleagues.
- Get involved in work within your organisation, system and region.
- Enable and empower the AHP support workforce in realising their public health potential.
- Review the descriptors handbook which brings to life clinical practice.
- Listen, learn and effectively engage with people and communities.
- Collectively champion the importance and value of the AHP support workforce influencing public health and personalised care.



Thank you

Menti.com

Code: 1964 6662



Additional information

National Programme Lead: Naomi McVey

Academic advisor: Richard Griffin, Professor of Healthcare Management, Kings Business School

National AHP Workforce Lead: Suraiya Hassan

National AHP Workforce Lead: Anne Tucker

National AHP Clinical Fellow: Gaby Ford

National Project Manager: Louise Devlin

National Programme Manager - Apprenticeships: Stacey Robinson / Lucy Hunte

Email: ahp.supportworkforce@hee.nhs.uk

Web: <https://www.hee.nhs.uk/our-work/allied-health-professions/enable-workforce/developing-role-ahp-support-workers>



“AHP support workers provide high quality, life changing care and support - there has never been a more important time to recognise their skills, celebrate their impact, and support their development.”



Naomi McVey MCSP
Regional Head of Allied Health Professions (AHPs)



“Working closely with AHP’s is a great opportunity to gain knowledge and experience. These roles are a great entry into an area you are passionate about. It is never too late for a career change and to do a job you love! I feel very proud to be part of the dietetic team at SWFT, particularly over the last year and working through all the changes brought about by the pandemic.”



Nikki Smith, Dietetic Assistant Practitioner, South Warwickshire Foundation Trust



Thank you

Menti.com

Code: 1964 6662

