

Celebrating inspirational AHP support workforce



Health Education England



12th December 2022

Welcome

- ✓ Slides and recording will be shared via HEE website
- ✓ Audio disabled - please use the chat box for questions and comments
- ✓ Hashtag: **#AHPsupppportworkers**
- ✓ Menti.com



Agenda

12:00	Introduction and overview Gaby Ford, AHP Clinical Fellow, National AHP Support Workforce Programme, Health Education England
12:05	Lead AHP support worker career journeys Luke Capon, AHP support workforce lead, North West Anglia NHS Foundation Trust Marisa Murphy, AHP support workforce lead, Hampshire Hospitals NHS Foundation Trust
12:20	Bill's story Kimberley Leonard, Podiatry assistant, Royal Devon University Healthcare NHS Foundation Trust
12:25	Regional reflections Andrea Morgan, Workforce development lead – South West, Health Education England Tomas Ince, AHP workforce fellow – London, Health Education England Charlann Oakley, AHP Clinical Fellow– East of England, Health Education England Grace Smith, Regional AHP Workforce Fellow- South East, Health Education England Seema Rughani, AHP Faculties and Support Workforce Fellow – Midlands, Health Education England Gareth Cornell, Regional Workforce Lead (AHP) North West, Health Education England Rachel Spink, AHP Clinical Fellow - North East and Yorkshire (NEY) Region, Health Education England
12:45	Showcasing brilliance – national case studies Jaya Venayak, Paediatric Dietetic Support Worker, Newcastle upon Tyne Hospitals NHS Foundation Trust Rujeko Mada, Associate Practice Educator for support workers (AHP & HCSWs), Solent NHS Trust Katie Betteridge, Senior Therapy Assistant – Burns & Plastics, University Hospitals Birmingham NHS Foundation Trust Mary Jolayemi, Band 5 support worker educator, Barking, Havering and Redbridge Hospitals NHS Trust
13:05	Becoming the best 'you': a story of ladder, or rivers? Caroline Poole, Professional Head of Allied Health Professions, NHS England
13:15	Making the NHS the best place to work awards 2022 Beverley Harden, National AHP lead, Health Education England Naomi McVey, National AHP support workforce lead, Health Education England
13:30	Close Gaby Ford, AHP Clinical Fellow, National AHP Support Workforce Programme, Health Education England

Overview of the webinar

Exemplar lead AHP support worker career journeys

A panel of support workers answering questions around their case studies chaired by a support worker


Sharing regional excellence from across all 7 regions of England

Service user story highlighting the impact of support workers on patient care

Keynote session on career progression and becoming the best 'you'

Presentation to the winners of the making the NHS the best place to work awards 2022


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



Health Education England

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

Realising potential to deliver confident, capable care for the future

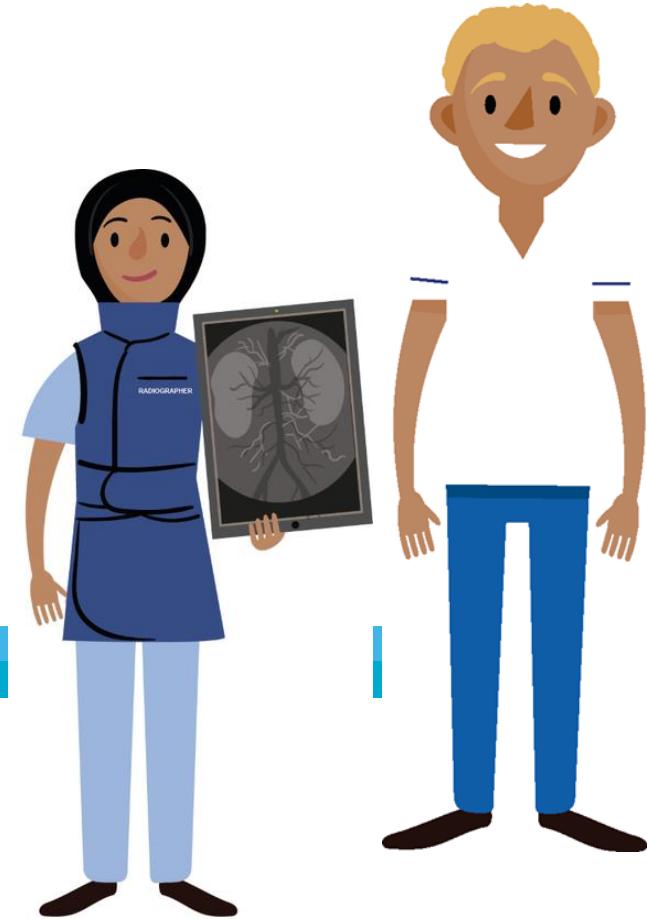


www.hee.nhs.uk We work with partners to plan, recruit, educate and train the health workforce.

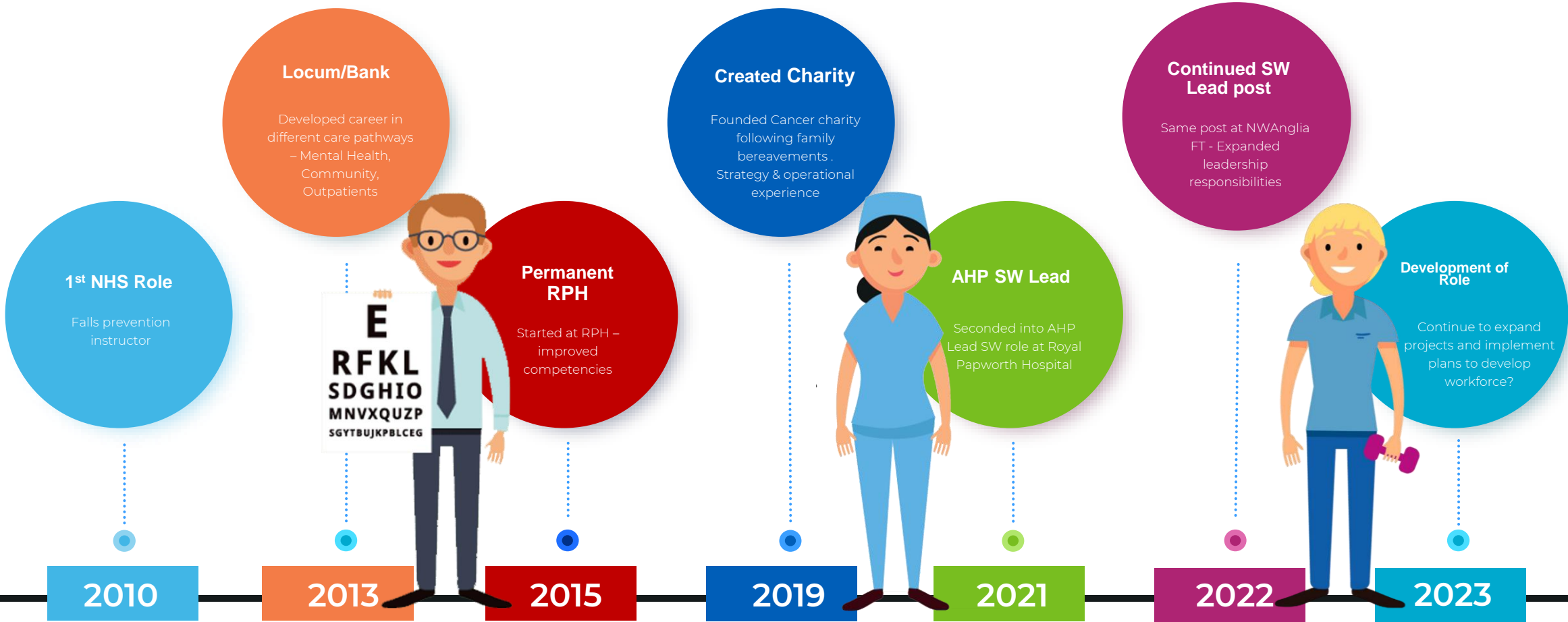
Lead AHP support worker career journeys

Luke Capon, AHP support workforce lead, North West Anglia NHS Foundation Trust

Marisa Murphy, AHP support workforce lead, Hampshire Hospitals NHS Foundation Trust



Luke Capon - AHP Support Worker Lead Journey



Marisa Murphy
Radiology Assistants Team Lead
Career Pathway



Hampshire Hospitals
NHS Foundation Trust

HCSW in nursing homes

HCSW in OPD

O 'levels

BTEC national Diploma in Science (Health studies)

Learning Disability support worker with SCOPE
Senior Learning disability support worker with SCOPE

RDA HHFT

Maths and Arithmetic

Care certificate

English

Higher Learning Teaching assistant (Level 3)

RDA Coordinator

Biology

CACHE Level 3 Diploma for the Children and Young People's workforce

Community HCSW

RDA and Porter Team Lead

Chemistry

Mental health First Aider

LSA in infant school
HLTA

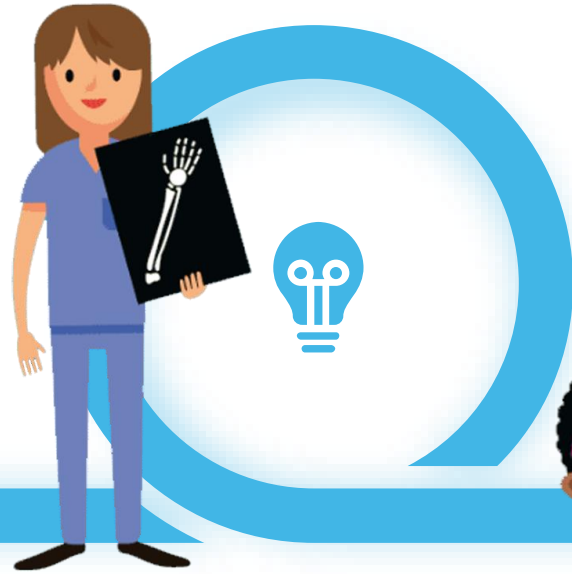
AHP Support workforce lead (secondment)

Geography

Functional skills
Level 2
Maths

Level 3 Team leader/supervisor apprenticeship (HHFT)

AHP Support Worker Lead Role



What led you to going for this role?



What next for you?



What opportunities has this role created?

What personal development opportunities have you taken?



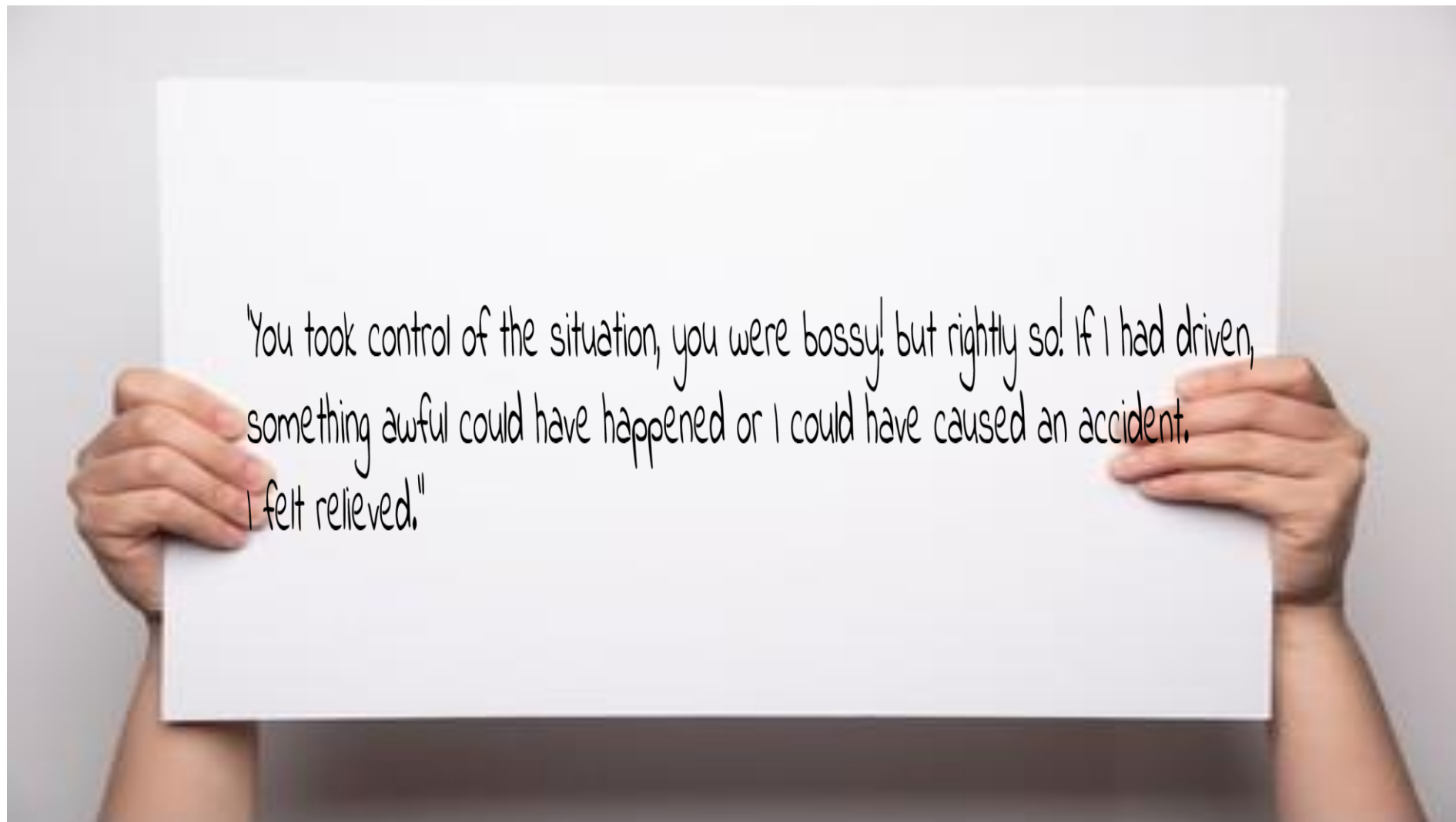
Bill's story

**Kimberley Leonard, Podiatry assistant, Royal Devon University Healthcare
NHS Foundation Trust**





"I was coming in to have my feet done and when i got there, I felt unwell. I felt sick, giddy, sweaty and my chest was burning. I knocked on the door and said "I'm sorry but I can't stay and wait, I think I need to go" Thats when you said "no you don't, come and sit" you sat me down quietly and called the ambulance."





Regional Reflections

Andrea Morgan, Workforce development lead – South West, Health Education England

Tomas Ince, AHP workforce fellow – London, Health Education England

Charlann Oakley, AHP Clinical Fellow– East of England, Health Education England

Grace Smith, Regional AHP Workforce Fellow- South East, Health Education England

Seema Rughani, AHP Faculties and Support Workforce Fellow – Midlands, Health Education England

Gareth Cornell, Regional Workforce Lead (AHP) North West, Health Education England

Rachel Spink, AHP Clinical Fellow - North East and Yorkshire (NEY) Region, Health Education England



Co-designed with AHP Support Workers



Co-delivered with AHP Support Workers

South West AHP Massive Regional Event- Co-Production



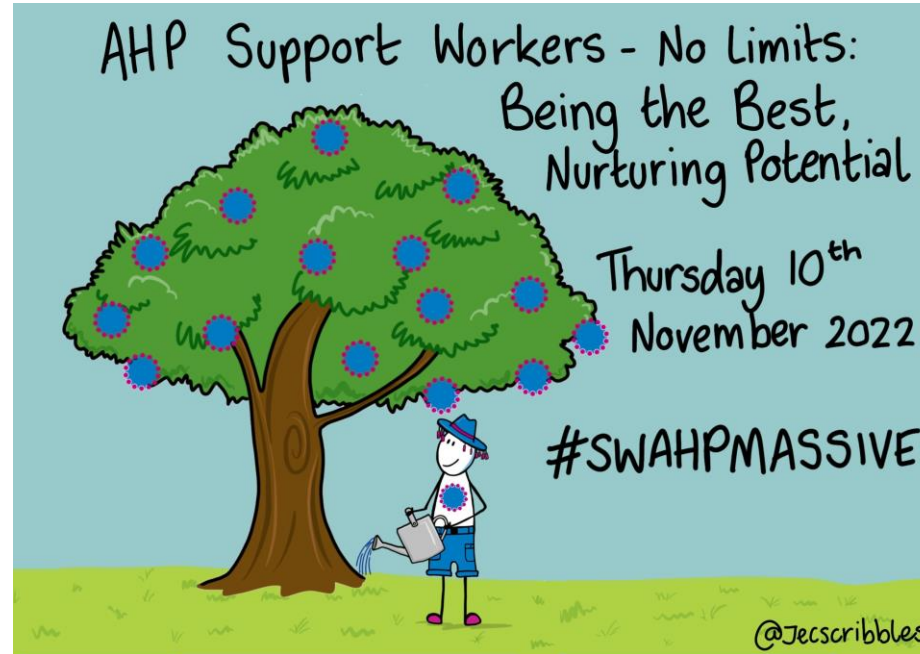
Lightning talks delivered and facilitated by AHP Support Workers

Key note and guest note addresses facilitated by AHP Support Workers



Networking sessions facilitated by AHP Support Workers

Branding and marketing designed and promoted by AHP Support Workers



"I am passionate about developing support workers. By being involved with co-producing and co-presenting the event, I wanted to encourage those who are looking to progress to actively seek opportunities, as band 4 working is NOT your career ceiling!"

-Simon Woods, Therapy Technician, Co-design and Co-delivery Team

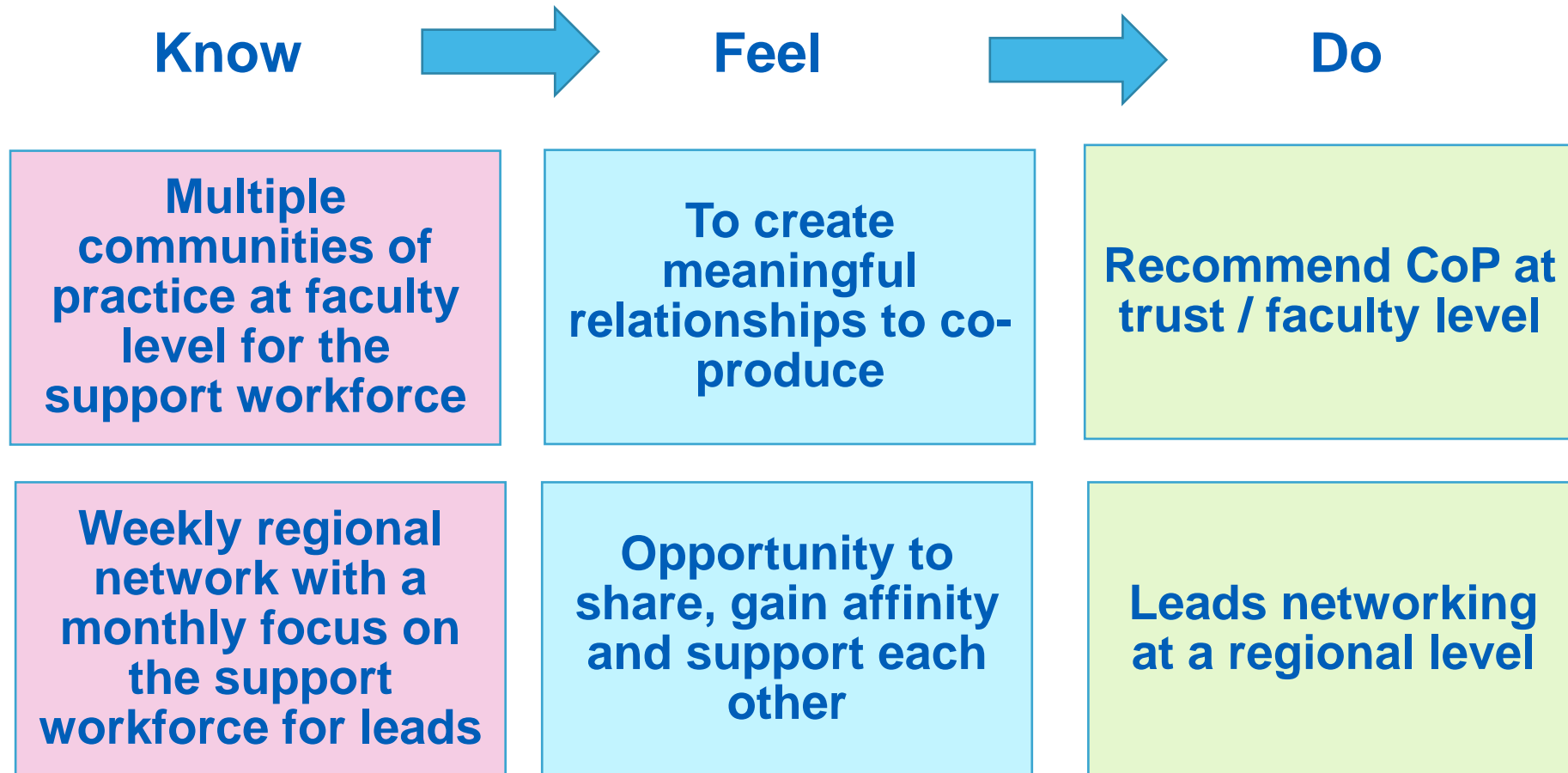
"This experience made me feel really empowered, invested, and dedicated... I often felt that conferences are mainly aimed at senior registered staff members, now I am really excited to see the cultural shift and acknowledgement of Support Workers across all professions including AHPs. Now Support Workers are not only talked about but involved in actions and delivering projects and conferences!"

-Agnieszka Waligora, Senior Rehab Assistant, Co-design and Co-delivery Team

"I have worked as a support worker for the last 20 years, so It was hugely important for me to help design an event specifically for support workers, Quoting Richard Griffin "we are not just support workers!"

-Katie Clive, Therapies Assistant Practitioner, Co-design and Co-delivery Team

Communities of Practice & Networks in London CAPITAL AHP



Additional CIC Funding

- Community interest companies (CIC's) also known as Social enterprises
- 3 in East of England
- Work closely with providers in the systems and carry out NHS work
- Funding of 12k to engage in AHP Support workforce agenda

Overcoming Barriers

- Unforeseen issues and some additional recruitment challenges
- Struggled to recruit to posts
- Support from the region

Variety of Approaches

- Tailored to the needs of the area
- Combination of funds to create full time post over 2 areas (1 CIC and 1 provider)
- Faculty post
- Posts feed into faculties

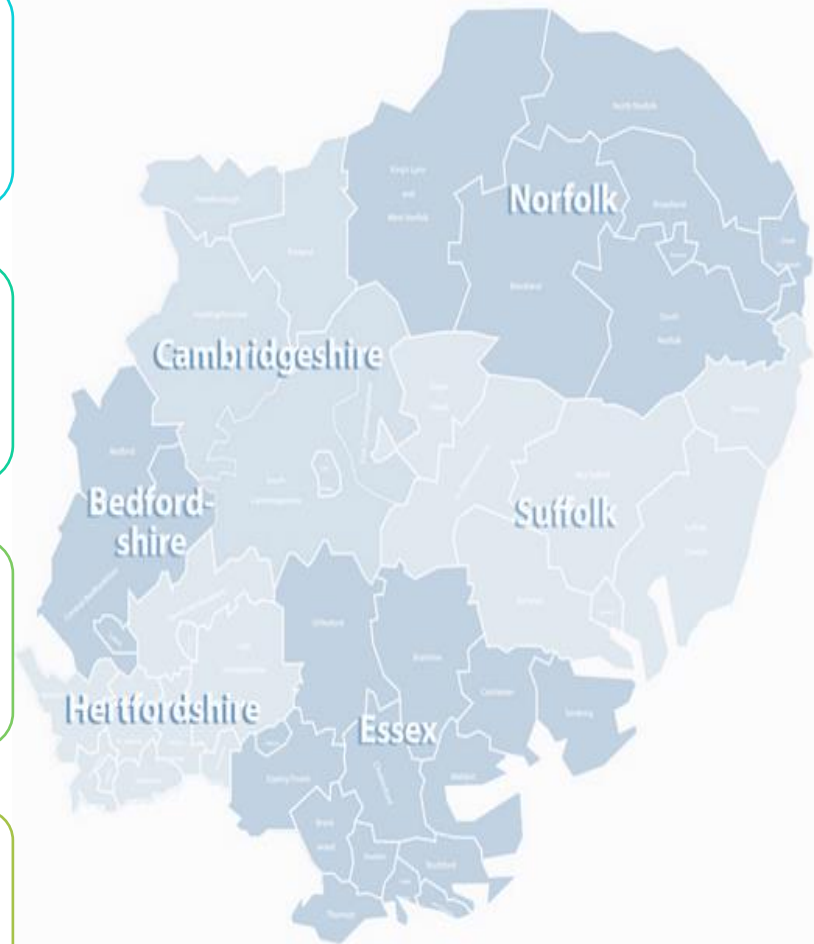
Connections

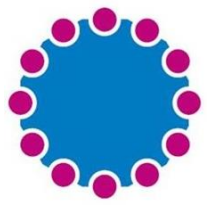
- Connecting with Established AHP SW Leads in the region
- Sharing learning and resources and peer support
- Included in regional communications and resources such as COP, teams channel and updates

The Way Forward

- Looking forward to outcome of work over the next few months
- Working with the rest of the region to co produce webinars and celebration in the new year

East Of England





South East



AHP SW Leadership Roles

- Lead Support Worker roles – impact being felt
- AHP SW Learning & Development Officers
- Trust SW voice meetings & SW champion forums
- Training opportunities being collated for easy access including leadership development
- Dudley College designing HDA leadership level 3 course
- AHP SW Internships with the AHP Faculty - opportunity to develop wider skills in leadership, networking, service improvement and project work
- Band 6 Support Worker JD/PS to lead on Support Worker education facilitation



Greater Manchester ICS example

- Worked in partnership with Leap Further
- Collation of case studies
- Design and launch of interactive digital platform
- Enabling Potential programme – series of workshops for support workers

For further information, contact paula.breeze@mft.nhs.uk

Explore development opportunities

Category: Occupational therapy | Level: Level 2 | Within: 20 miles | Of: Bolton

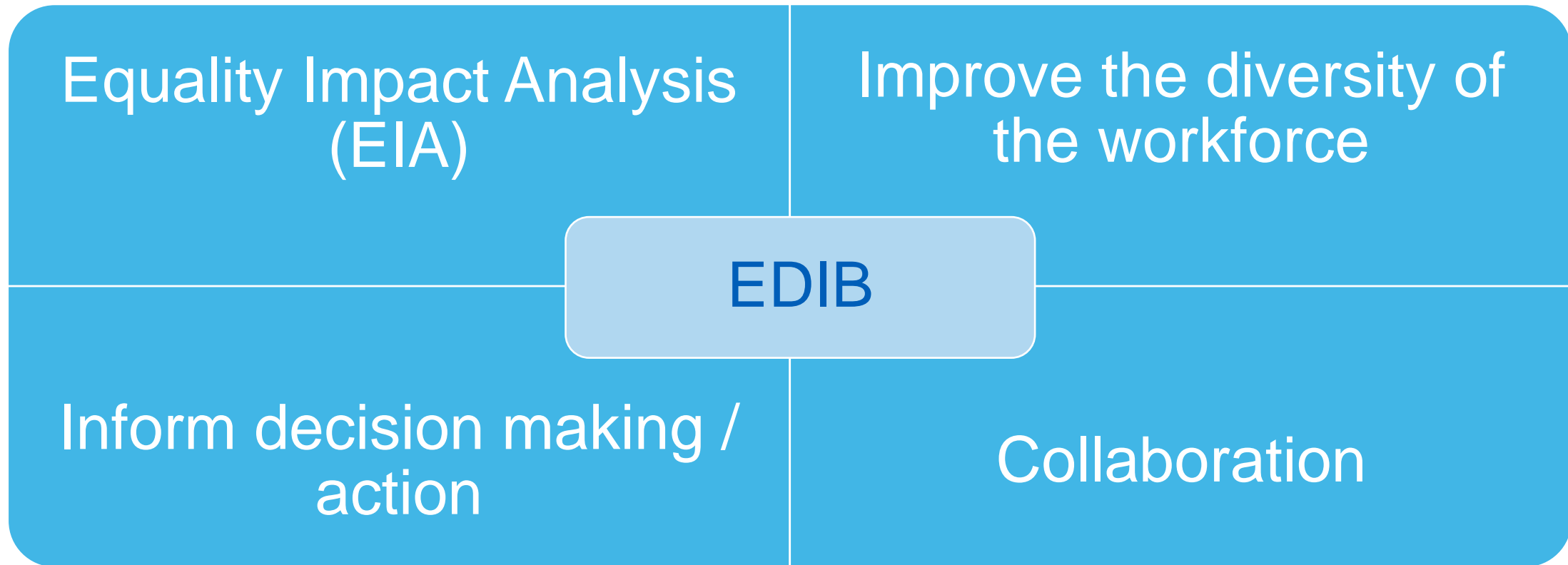
9 opportunities

Ut congue, leo quis tristique tempor, libero erat luctus nisl
Bolton
Nullam eu diam magna. Integer interdum, neque vitae fermentum cursus, nibh dui ullamcorper...

Ut congue, leo quis tristique tempor, libero erat luctus nisl
Bury
Nullam eu diam magna. Integer interdum, neque vitae fermentum cursus, nibh dui ullamcorper...

Ut congue, leo quis tristique tempor, libero erat luctus nisl
Rochdale
Nullam eu diam magna. Integer interdum, neque vitae fermentum cursus, nibh dui ullamcorper...

NEY Regional HEE AHP Support Workforce Programme



Showcasing Brilliance

Jaya Venayak, Paediatric Dietetic Support Worker, Newcastle upon Tyne Hospitals NHS Foundation Trust

Rujeko Mada, Associate Practice Educator for support workers (AHP & HCSWs), Solent NHS Trust

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Mary Jolayemi, Band 5 support worker educator, Barking, Havering and Redbridge Hospitals NHS Trust



National AHP Support Workforce Case Studies



Health Education England





Becoming the best 'you': a story of ladder, or rivers?



Caroline Poole
Head of Allied Health Professions
NHS England



Tributaries, rocks, driftwood, white water rafting, still pools



**WE
ARE
FAMILY**



SPECIALIST
Skilled. Experienced. Trusted.



Is Spanish easier than French?



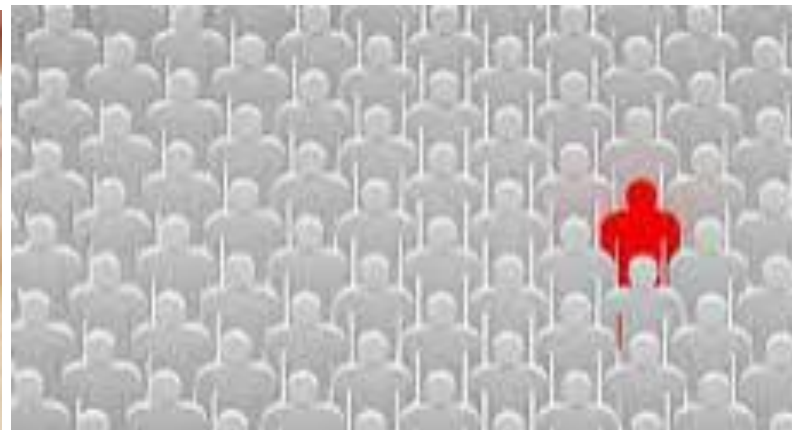
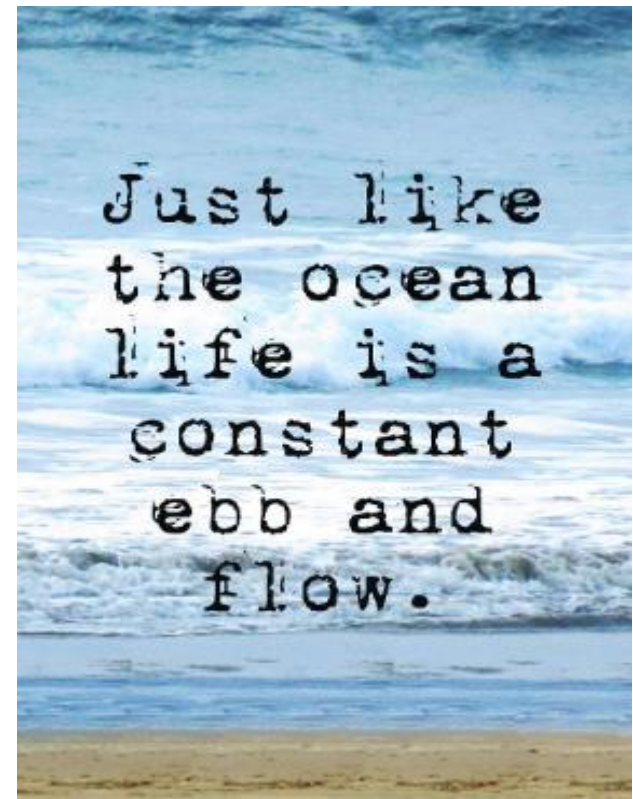
A-LEVELS



NHS
England



If I were to talk to my younger self





Thanks for listening



Caroline Poole

**Head of Allied Health Professions
NHS England**

 **@carolineNHS**

Suggested brief further reading: [Busting the career ladder myth | Zapier](#)

Making the NHS the best place to work awards 2022

Beverley Harden, National AHP lead, Health Education England

Naomi McVey, National AHP support workforce lead, Health Education England



Quotes

She's a very good listener – you can tell she really listens and hears you

He is a huge asset to our team, a wonderful colleague and a dear friend which we are privileged to share each day with

One patient recently described her as, “the person that made things happen and got things done”

An excellent support worker role model and her passion and desire to put patients first is an inspiration for others - both registered and unregistered

She is quite simply my right-hand woman and has amazing initiative

She constantly amazes me with her dedication and passion to the role and challenges me to look further at what we can do differently to meet the needs of the children we work with

Positive, compassionate & inclusive award

This award celebrates someone who demonstrates the behaviour and values of the NHS positively contributing to a culture of compassion, inclusion, and respecting diversity whilst recognising safe and healthy teams.



Shortlisted Nominees:

Janice Loose
Rebecca Williams
Gabriella Armstrong
Julie Galbally
Phillipa Watson
Helen Ramsey
Lydia Daley

June Worley
Megan Morris
Rachel Green
Hannah Jakeway
Katarzanya Trowjanowska
Eleanor Smith
Kasia Broda

Runners up



Winner



Reaching your potential award

This award recognises outstanding contribution to research, service improvement and / or quality improvement initiatives. They are able to work within complex arenas developing both their own skills and those of colleagues to improve the care they provide to the populations they serve.



Shortlisted Nominees:

Lorraine Mangan
Jaya Venayak
Simon Woods
Caroline Fowkes
Ciara Smalley
Zanya Petken
Jess Bailey

James Deady
Kathryn Whiteley
Leanne Raybould
Lorna Rogers
Jeanette Menton
Graham True
Leanna Brown

Runner up



Leanne Raybould

Winner



Zanya Petken

Special mention to Leanna Brown

Leanna has saved her Trust over £30,000 per year on unnecessary feeding equipment orders and VAT



Outstanding leadership award

This award celebrates someone who values and demonstrates inclusive, empathetic outstanding leadership. They are self aware whilst being an excellent role model striving to inspire and develop others with a clear line of sight to patient care.



Shortlisted Nominees:

Mary Jolayemi

Josie Hamilton

Lorraine Squire

Lorraine Allchurch

Rugova Ahmeta

Clare Wren

Paula Wheeler

Joe Maslan

Valerie Colville

Emma Sessa

Emma Busby

Sarah Welsh

Anthony Browne

Nichola Roden

Runner up



Emma Busby

Winner



Special mention to Anthony Browne

Anthony is a 'quiet leader'.
“They say great leaders step back while their colleagues say, ‘look what we’ve achieved’ and I would say this was true of Anthony”.



Supporting our people award

This award recognises outstanding contribution to person centred care demonstrating respect, kindness and compassion. They are an advocate for promoting health and wellbeing undertaking collaborative work with wider health and social care systems.



Shortlisted Nominees:

Physiotherapy technician team by Christine Hawley

Robert Minter

Babak Rafiei-taghanaki

Tracie Mitchinson

Daniel Mofina

Simon Billingsley

Caroline Thorpe

Christine Guildford

Massarrat Haniff & Syd Dawson

Natalie Bull

Carol Daniels

Sarah Pryce

Claire Abbott

Margaret Clarke

Runner up



Margaret Clarke

Winner



Special mention to Daniel Mofina

Daniel “liaised with family to find out that a now nonverbal patient previously loved Shakespeare and reading. Daniel then obtained a Shakespeare book and read this to his patient which made a huge difference to her well-being and consequently her engagement in therapy was much improved”.



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Code: 7792 8733



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 Clinical Fellow: Gaby Ford

Project manager: Loretta Achiekwelu

National Programme Manager - Apprenticeships: Lucy Hunte

Email: ahp.supportworkforce@hee.nhs.uk

#AHPSupportWorkers

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

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#AHPsupportworkers




Health Education England




“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)



Health Education England



“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



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