

#HEElife

The latest news from Health Education England

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NHS commits to major transformation of mental health care

HEE is playing its role in the biggest transformation of mental health care across the NHS in a generation, pledging to help more than a million extra people and investing more than a billion pounds a year by 2020/21.

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Welcome

by Professor Ian Cumming OBE, Chief Executive

Since the last edition of #HEElife, we've had a busy and very productive period.

In April, HEE welcomed the transfer of resources that will strengthen our role in developing leaders of the future and forecasting and planning a workforce of the future fit for the changing needs of patients. We are bringing under our umbrella the NHS Leadership Academy and the Centre for Workforce Intelligence. Our focus in the next few months will be ensuring a smooth transition, as well as delivering core programmes of work, including refreshing and expanding the Graduate Management Training Scheme and the development of a talent management pipeline, working in partnership with NHS Improvement.

Our Mandate rightly has a focus on mental health and we've already delivered much work in this area. We recently welcomed the independent report from the Mental Health Taskforce, 'The Five Year Forward View for Mental Health' and will work with our partners to support its implementation. Our commitment to supporting transformation of mental health services will build on work already undertaken in local offices and by the Mental Health and Learning Disability programme (see page 6).

We're proud of the role that we are playing in the Five Year Forward View, particularly the work taking place across HEE to support the 'vanguard' sites – with all of our local HEE offices having at least one in their area. We are playing a critical role in working in partnership with the vanguards to advise on and deliver the workforce requirements for each of the sites. We are also now actively exploring how we align our activity with the recently announced footprint for Sustainable Transformation Plans.

HEE is passionate about creating a career pathway that offers progression opportunities and gives job satisfaction to those who want to develop themselves in care roles. We were delighted to receive an overwhelming response to our consultation on a new nursing role recommended in the Shape of Caring Review. Over 1,300 responses were received, many from individual nurses and care assistants working on the frontline and we will be taking a report to our next Board meeting. Thanks to all our stakeholders who participated and shared the consultation with their networks. The Care Certificate provides clear evidence to employers, patients and service users that the



person caring for them has been trained to a specific set of standards and has the skills, knowledge and behaviours to ensure they provide high quality care and support. It's the first time that national minimum training standards for England have been agreed – in itself a fantastic achievement – and I believe it will pave the way for a more robust education and training structure across health and social care. Re-familiarise yourself with the free materials we've prepared to support employers in implementing the Care Certificate (see page 15).

Patient safety is everyone's business but developing a safety culture doesn't happen overnight; organisations need to be in it for the long haul. The independent Commission on Education and Training for Patient Safety – established by HEE, and chaired by Professor Sir Norman Williams – recently published its report making recommendations to HEE on how education and training interventions can actively improve patient safety (see page 6).

HEE is the authoritative voice on workforce issues; we recently established a thought leadership series to establish our senior staff as leaders in their respective fields and place HEE as the agent of change in training and developing the healthcare workforce for patients' needs now and for the future. We're delighted that Lord Willis of Knaresborough, independent chair of the Shape of Caring

Review, will be joining us for the next event, in partnership with the Nursing and Midwifery Council, exploring in more detail the work being delivered around the new nursing role and how the system will need to adapt to future changes (see page 8).

HEE's Chairman, Sir Keith Pearson and I will be visiting our local offices in the next few months to see more of the great work that is taking place across England – we'll be meeting with staff to find out more about their roles and also to hear about the great projects around the country.

In the light of the recent Spending Review, we are proactively preparing for a new policy landscape, so that we are able to face new challenges as they arise. HEE exists to improve the quality of care for patients by ensuring the NHS has the right staff, with the right skills, values and behaviours in the right place, at the right time, in the right numbers. And whatever changes come, keeping that in mind will ensure the next few months are as strong as our last.

Thank you for your continued interest in, and support for, HEE.

Ian

Professor Ian Cumming, OBE, Chief Executive.



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Corporate news

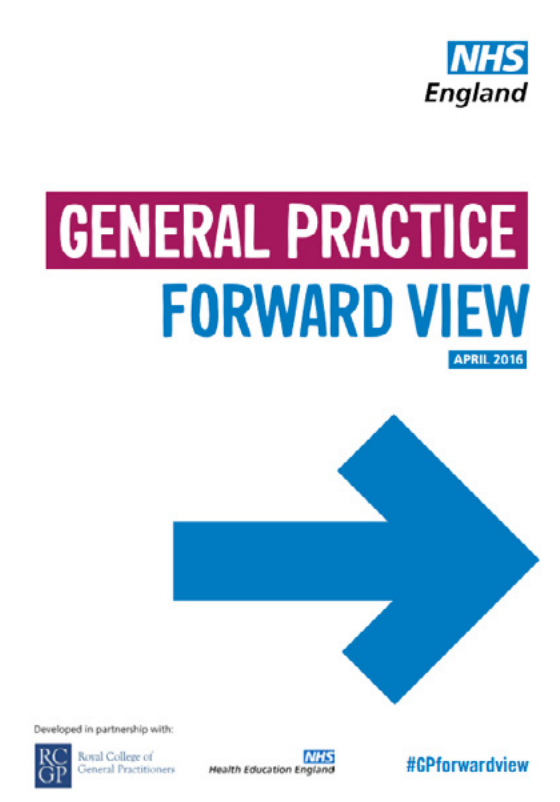
GP Forward View outlined

The [GP Forward View](#) sets out a multi-billion plan designed to get general practice back on its feet, improve patient care and access, and invest in new ways of providing primary care.

Publishing a “General Practice Forward View” - developed with Health Education England and in discussion with the Royal College of GPs and other GP representatives - The NHS would now earmark an extra £2.4 billion a year for general practice services by 2020/21. This means spending will rise from £9.6 billion in 2016/17 to over £12 billion by 2021 - a 14 % real terms increase. This investment will be supplemented by a £500 million national 'turnaround' package to support GP practices, and additional funds from local clinical commissioning groups (CCGs).

Professor Ian Cumming, HEE Chief Executive, said: “We welcome the GP Forward Review announced today and the key role we will play in taking it forward. It builds on the work we are already doing with partners to ensure that we have a skilled, trained and motivated workforce in general practice through initiatives such as the GP Ten Point Plan. This work is helping to build the workforce for the future and develop new models of care.

“The primary care system is at the forefront of the work of the NHS and we need to look at how we can make sure that it continues to meet the challenging health needs of the UK’s population. We want to see innovation and new techniques in order to deliver the best possible service to the patients that we serve up and down the country.”



Download the General Practice Forward View
<http://tinyurl.com/h2nxvos>

NHS commits to major transformation of mental health care

HEE is playing its role in the biggest transformation of mental health care across the NHS in a generation, pledging to help more than a million extra people and investing more than a billion pounds a year by 2020/21.

HEE and NHS England, alongside Public Health England (PHE), Government and other key partners will resource and implement [Future in Mind](#) building on the 2015/16 Local Transformation Plans and going further to drive system-wide transformation of the local offer to children and young people so that we secure measurable improvements in their mental health within the next four years.

This is in response to the final report of an independent taskforce, set up by the NHS as

part of its Five Year Forward View. Chaired by the Chief Executive of Mind, Paul Farmer, it aims to build consensus on how to improve services for people of all ages. The taskforce gives a frank assessment of the state of current mental health care across the NHS, highlighting that one in four people will experience a mental health problem in their lifetime and the cost of mental ill health to the economy, NHS and society is £105bn a year.

The taskforce suggests, and the NHS accepts, investing over £1bn a year of additional funding in NHS care by 2020/21 to reach one million more people – this investment is in addition to the previously announced new funding for children, young people and perinatal care.



New report outlines ambition for the future of education and training for patient safety

A new report setting out the future of education and training for patient safety in the NHS over the next 10 years has been launched.

The report has been produced by the Commission on Education and Training for Patient Safety, which was set up by HEE, and supported by Imperial College. The report sets out ambitions, the case for change, what is working well, including case studies, and where improvements need to be made to make the greatest difference to patient safety both now and in the future.



Find out more about the report on our website.

<http://tinyurl.com/gu9wk4u>



Dementia Core Skills Education and Training Framework

The Dementia Core Skills Education and Training Framework – developed by Skills for Health and HEE in partnership with Skills for Care – is a comprehensive resource to support health professionals and educators working with people living with dementia.

The Framework sets out the essential skills and knowledge necessary for all staff involved in dementia care and will enable organisations to:

- standardise the interpretation of dementia education and training
- guide the focus and aims of dementia education and training delivery through key learning outcomes
- ensure the educational relevance of dementia training
- improve the quality and consistency of education and training provision.

Download the framework from the [Skills for Health Website](#).



HEE launches new lecture series


HEE has kicked off a series of thought leadership lectures aimed at providing expert commentary around training and developing the healthcare workforce for patient needs now and for the future.

In her inaugural lecture 'The challenges facing today's and tomorrow's health workplace', run in partnership with the Royal Society of Medicine, HEE's National Director of Education and Quality and Medical Director, Professor Wendy Reid,

addressed an audience of around 200 students, doctors, policy professionals and members of the public, reflecting on how the medical profession has changed over the last 30 years and how more radical steps could be taken to promote better flexibility in training.



Professor Reid cited the European Working Time Directive as one of the greatest challenges of her time and called for an end to offering young doctors jobs simply to 'fill rotas' so that those outside Certificate of Completion of Training (CCT) programmes feel more valued. She also called for training programme directors or other leaders to promote a more human way of developing professionally – so that doctors can pause, gain experience, reflect for periods of time without there being a 'myriad of rules and regulations' and provided the service to patients is maintained.

A recording of the first lecture is now available on [HEE's YouTube channel](#), while Professor Reid wrote a personal blog - [read on our website](#) 

In May, around 200 people gathered at the Royal College of Obstetricians and Gynaecologists in London to hear from Professor Lisa Bayliss-Pratt, Director of Nursing and Deputy Director of Education and Quality, HEE and Jackie Smith, Chief Executive and Registrar at the Nursing and Midwifery Council (NMC) at the second event in the series exploring the role of both organisations in shaping the nursing and care workforce that patients need today and for the future. Professor Bayliss-Pratt addressed the audience of professions from across health care practice, policy and education on the work being delivered around the new nursing role and how the system will need to adapt to future changes. A video of the event and a blog is available at [HEE's website](#).

New film helps NHS managers respond to safety concerns

We've launched 'Responding to Concerns', an educational film that aims to equip staff with the knowledge, skills and confidence to adequately and safely respond to patient safety concerns. [Watch it here.](#)



New qualifications unveiled to improve the safety of non-surgical cosmetic procedures

HEE has published two reports aimed at improving and standardising the training available to practitioners who carry out hair restoration surgery and non-surgical cosmetic procedures, such as botox, chemical peels and laser hair removal.


Commissioned by the Department of Health, the reports set out qualification requirements for practitioners who perform these types of treatments – regardless of any previous training they might have had or their professional background. These requirements are aimed at ensuring that people are properly trained in the use and application of any products that they use – thereby making sure that patients' safety comes first. This work follows an intensive engagement process with key figures from the cosmetics industry, regulators and professional bodies.

For more information and to read the reports [visit our website.](#)



Refreshed eWIN website now live

eWIN is the NHS workforce information network, providing a repository of valuable workforce indicators, best practice and modelling tools for a variety of user groups.

eWIN now allows benchmarking reports to be sent directly to eligible users. To access the website please visit: www.ewin.nhs.uk 

The website is open to all stakeholders, including NHS and Health and Social Care staff. The site will allow users to keep up to date with new resources including case studies, hot topics, and overviews, focusing on workforce development, efficiency and productivity. The site will enable users to share best practice including challenges, efficiencies and improvements.

In the longer term, we are developing an even further improved eWIN service as part of the [HEE Learning Hub](#) project in 2016.

If you have any queries you can contact the eWIN team at: henw.ewin@nhs.net



Feature focus

HEE's Patient Advisory Forum

HEE's Patient Advisory Forum (PAF) has been working hard to keep patients and people at the heart of all we do. We spoke to HEE non-executive director and PAF Co-Chair, Mary Elford, to hear about what it has achieved since its launch, and what the focus will be on in the future:

"We recruited to a group to influence and inform the HEE Board to ensure its strategic priorities are focused on the needs and priorities of patients and carers. The first time ever in the NHS we recruited to the PAF in a formal way. We received over 100 applications and, from that, interviewed around 40 people. We appointed 18 members who we felt would not only represent patients and carers but also had knowledge of the NHS service, how education and training within the NHS works and where the role is for patient and public engagement. We also recruited them for their varied experience, their values and their understanding of the NHS Constitution.

"We were keen that the PAF members came from a variety of backgrounds. Out of the 18 members, we have some that have worked with HEE in a patient representative capacity for some years; some that have been involved with medical education reform; and some that have been very involved with curricular work within universities. The members bring with them a huge wealth of experience and knowledge of the system and being a patient representative. On the other hand a number of members had no experience of representing patients and joining the PAF was their first opportunity to do this. For example, before joining the PAF, one of our members had just left a senior career in the Royal Navy due to ill health. He has significant understanding of the healthcare system and was very keen to use his skills and his experience to improve healthcare for the future.

"I think it's very good that we have people with and without previous experience of patient representation - they can both challenge us in different ways, ask questions as to why we are making changes and inform our decision making and priorities.

"The PAF has done a significant amount of

work in a short time and has been involved with a number of key programmes, including providing advice and constructive challenge at all stages of developing the Workforce Plan for England 2015/16. PAF members also sit on other HEE Advisory Groups (HEEAGs).

"The PAF is keen to ensure that the development of the existing workforce is high on the agenda, in addition to the future workforce. One of the challenges set by the PAF to HEE is how we can strengthen the role HEE has in continuing professional development (CPD). It is interested in how HEE supports the training of healthcare assistants, receptionists in doctors' surgeries and pharmacy front of house staff, whose role involves close contact with patients.



We received over 100 applications and from that interviewed around 40 people."

"The PAF wants to see HEE promote the NHS Constitution more, recruiting for values and ensuring that we have a workforce that is compassionate. A separate working group was set up, with four HEE Local Education and Training Board chairs: Jenni Ord, Jacqueline Swift, Katherine Riddle and Dame Christine Beasley; and six members of the PAF to both identify what HEE is currently doing to promote the Constitution and how we can spread best practice.



We also need to think about what our role is in developing patient leaders of the future."

A formal report was submitted to the HEE Board in February this year which outlined promotional activities which could take place within HEE and work that could take place through formal relationships with partners. "The PAF was also instrumental in the development of our Framework 15, particularly in helping to define the characteristics of the future patient and what a patient is going to need. Framework 15 is intended to act as a reference point for the system and provide the conceptual framework for how HEE approaches problems and identifies solutions, ensuring our focus remains on the patient.

"Looking forward, one area of focus will be on setting up better connections between our PAF and other patient and public voice groups across the NHS and building a stronger network in order to grow, develop and increase even further the diversity of the patient and public voice that we have access to.

We are looking into how HEE's PAF connects across the system; there is a huge repository of knowledge out there and we need to understand how we can use the data that already exists via other patient voice mechanisms, for example NHS England's Friends and Family Test.

"We also need to think about what our role is in developing patient leaders of the future. We need to have a strong patient and public voice within the NHS and I think we, along with other bodies, have the responsibility to develop people into those roles.

"The PAF has got off to an impressive start and is really demonstrating how it can have a positive impact on HEE's work. There is more to be done and it's great to know we have such an experienced and committed group that we can look to for advice and support."



Campaign news

Come back to nursing campaign

The latest phase of our **#ComeBacktoNursing** campaign, part of the Return to Practice programme, came to a close recently, with some excellent results and attracted marketing industry plaudits.

The campaign, which aims to attract former nursing staff back to the profession by giving them the training and support required for the process, has attracted more than 2,000 nurses into NHS and university-run courses and over 900 of those have since re-registered and gone back into nursing practice and now providing front patient line care. Each returning nurse costs £2,000 to re-train and they can be back providing patient care within three months, compared to the £50,000 and three years it takes to produce a newly-qualified nurse.

A series of videos highlighted personal stories of why people came back into nursing and the support they received. Nicky, a school staff nurse said: "I really benefited from the Return to Practice

course – there was no way I could have returned without doing it. It gave me the confidence to go back and do it all over again. Now the kids have a new mum, because I'm back doing what I love."



I really benefitted from the return to practice course - there was no way I could have returned without doing it."

#ComeBacktoNursing was recently commended by the judges in the Best Public Sector Social Media Strategy category of the Social Buzz Awards 2015, which celebrates the UK's best social media campaigns.

Look out for the next phase of the campaign at <http://comeback.hee.nhs.uk/>



Interactive framework supports specialist learning disabilities workforce

Based on the Generic Service Interventions Pathway, HEE and Skills for Health have developed an interactive framework that makes it easier to understand the development needs of the specialist learning disabilities workforce.

Using an analytical approach, the new tool enables commissioners and providers to develop appropriate education and training for their workforce, based on existing and required competency.

#inspiringleadersinLD

#inspiringleadersinLD is a new campaign to encourage leadership in learning disability services.

The stories of leaders who work across learning disability services will be shared across social media and digital platforms, and a central hub has been created on the HEE website to outline leadership courses and resources that are available.

Use #inspiringleadersinLD to join in the conversation on social media or visit <http://bit.ly/inspiringleadersinLD> to be inspired by the great leaders already making a difference to people's lives.



Use #inspiringleadersinLD to join the conversation on social media or visit <http://bit.ly/inspiringleadersinLD>

Taking forward the Shape of Caring Review

Recommendations put forward in the Shape of Caring review have been accepted by the HEE Board. The Shape of Caring review, 'Raising the Bar', aims to ensure that throughout their careers nurses and care assistants receive consistent high quality education and training which supports high quality care over the next 15 years.

The review, published in March 2015, makes 34 recommendations across eight key themes for HEE and the Nursing and Midwifery Council to improve the quality and flexibility of education and training for registered nurses and care assistants.

The Board also approved a plan to establish a Faculty of Care to support on-going learning and development and provide an expert resource on all matters relating to health and care practice, while championing excellence. From this, a virtual Faculty of Care will be developed to set national standards and competencies that enable individuals to progress, using education as a scaffold for career development and to facilitate workforce transformation.

HEE talked with the nursing, commissioning and higher education community on the Shape of Caring theme and recommendations, with 12 engagement events held across England and a vibrant debate on social media. A video was produced, showing how the events were run.

Professor Lisa Bayliss-Pratt, Director of Nursing and Deputy Director of Education and Quality said: "Throughout, we found a shared perception that the challenges and areas of change outlined by the Shape of Caring review are real and pressing."

We also found, among the wide diversity of people and organisations taking part, a shared prioritisation of patient and public safety and health, and widespread commitment to improvement and innovation that supports this and enables the health and care workforce to meet future pressures and requirements.

Lisa added; "While the detail of this was sometimes the focus of difference and debate, there was overall endorsement of the report, with delegates seeing the Shape of Caring review recommendations as timely, appropriate and useful."

Shape of Caring themes

- Enhancing the voice of the patient and the public
- Valuing the care assistant role
- Widening access for care assistants who wish to enter nursing
- Developing a flexible model
- Assuring a high-quality learning environment for pre-registration nurses
- Assuring high quality, on-going learning for registered nurses
- Assuring sustainable research and innovation
- Assuring high-quality funding and commissioning



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Learning Disabilities Made Clear

Shortlisted for two awards in the prestigious Nursing Times Awards 2015, Learning Disabilities Made Clear aims to increase knowledge and awareness of the issues affecting people with a learning disability.

Resources and toolkits – including communication flash cards, leaflets about understanding autism and dementia, and short films which show a hospital visit from the perspective of a person with a learning disability – have been developed for hospital staff and are freely available online.



visit our website to access:
<http://tinyurl.com/odqxokq>



Don't pay for free Care Certificate resources

Just a reminder that Care Certificate materials are freely available on the HEE, Skills for Health and Skills for Care websites and there is no need to pay for these.

For the latest versions of the Care Certificate free resources click on the following link:

<http://tinyurl.com/jjcb079>



Talent for Care teams up with #OurHealthHeroes

Catriona Curry, National Programme Manager for Talent for Care, writes about why it's important to support those who support us in a recent article published by Skills for Health as part of their #OurHealthHeroes campaign. Read the full article on the Skills for Health [website](#).



Local news

Simulation centre grand opening

An HEE-funded simulation centre is now open at Hillingdon Hospital. The centre is one of only a handful of its type in the country and contains the very latest simulation equipment.

Staff train using two high-fidelity simulation models that can sweat, cry and even speak. Their heart rates, blood pressure and breathing are responsive to

treatment and detect if they have been given the correct amount of medication.

Clinical training sessions are observed and recorded using an advanced audio visual camera system, enabling trainers to provide real-time demonstrations simultaneously in the centre and elsewhere across the country.

Care navigators

HEE held the first of several workshops in North Central and East London to help develop and standardise the role of care navigators - designed to help steer people through complex systems within the NHS.

The workshop looked at a new training programme developed by London South Bank University and commissioned by HEE. Topics discussed included the role and definition of a care navigator as well as the need to define core standards and competencies for this important part of the workforce.

There was a clear appetite amongst our stakeholders for training and education to support this growing role.



Simulation training helps therapists improve care

Human factors, which looks at the fit between an employee and their surroundings, and how this can effect their work, and simulation are being used to help therapists enhance their skills and knowledge in new ways and improve patient care.

Through a series of innovative training activities, Physiotherapist Caroline Ficke and Critical Care Nursing Sister Gabrielle Bignell are putting staff at the Royal United Hospitals Bath NHS Foundation Trust through simulated situations.

They have already trained some 91 physiotherapists, speech and language therapists and occupational therapists and are confident they will have covered everyone in these teams by March this year. They have also trained a further 10 therapists from other local allied NHS organisations.

The two trainers are being funded for their part-time roles by HEE, which is funding a range of simulation fellows across the south west in 2015/16.

Find out more about this programme on our website:
<http://tinyurl.com/greazu2>

Team up

Team Up is a London-wide volunteering programme, which partners trainee doctors and dentists, healthcare students and public health professionals with community organisations to deliver sustainable health and wellbeing projects for disadvantaged communities.



Team Up has brought together over 60 voluntary teams with community organisations to form health education partnerships and complete a number of fantastic projects".

Since the initial pilot in 2012, inspired by the Olympics, Team Up has become increasingly multi-professional with volunteers from a range of healthcare professions now involved, including student nurses, occupational therapists, physiotherapists, midwives, podiatrists and pharmacists.

Since its initiation, Team Up has brought together over 60 voluntary teams with community organisations to form health education

partnerships and complete a number of fantastic projects. You can read an evaluation of the 2014/15 Team Up round, and watch a video of Team Up participants talking about their experiences, [on our website](#).