

Talent for Care in Primary Care – NENE Clinical Commissioning Group

Quality Checkers

Nene CCG commissioned VoiceAbility and supported the training and development of the Quality Checker Service in 2014. The aim of the service is for an 'expert' – someone who has a learning disability and has used learning disability services - to engage with our health funded clients to explore their support package and establish from theirs and the clients perspective; what's working/not working and what improvements can be made as a result of the expert's recommendations. By providers (and commissioners) listening and acting, we plan to drive up the quality of care and demonstrate that we are using patient experience and feedback to this end. This initiative demonstrates that the CCG is committed to the following:

- Providing employment opportunities for people with a learning disability - promoting their inclusion as a valued workforce and demonstrating the CCGs continued efforts to promote a diverse workforce.
- Support the training and development of the quality checkers to enable them to have individual careers. There have been some examples of how this work has resulted in permanent employment for people with a learning disability
- Meet our commitment to have on-going public engagement and feedback from people with a learning disability

There is evidenced based research that a Quality Checker Service can produce improved outcomes and financial savings'

For more information click this link and go onto the quality checker tab. <http://www.neneccg.nhs.uk/learning-disability-commissioning-building-together/>

CCG Lead: Sue Freeman, TEL: 01604 651100

Talk Out Loud

The Talk Out Loud anti-stigma programme where young people work with NHS ambassadors to promote positive emotional wellbeing; destigmatise mental health and offer peer support in their schools and communities. Their work includes the annual county wide anti-stigma day with videos, high street takeovers, balloon launches, school assemblies and other awareness raising. They support social media campaigns via Twitter, Facebook and Instagram. In addition, throughout the year, they help shape a number of our services and comms across emotional wellbeing and mental health services.

The young people have been trained in first aid with Healthwatch, commissioning processes, interview techniques and they have also chaired conferences and workshops with the mentoring of a former teacher, an NHS Communications Professional and an NHS Commissioner. They have received mentoring from commissioners, finance, nurses, CAMHS professionals, Educational Psychologists and engaged with a number of services.

Talk Out Loud has enabled us to:

1. Broaden the ways into training and employment in the NHS to attract more young people.
2. Increase the chances for people to try new experiences of working in the NHS.
3. Engage more staff to act as NHS Ambassadors who can promote NHS careers to schools, colleges and local communities.

Many young people have gone on to pursue a University Education in the fields of psychology, public service administration. The programme enables young people to experience strategic and operational issues facing the NHS and our patients, and provides an opportunity for them to explore career options while making a real difference.

For more information, please see <http://www.talkoutloud.info/default.aspx>

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Providing Student Nurse Placements for Learning Disability Nurses

Nene and Corby CCG employ four Learning Disability Strategic Health Facilitator Nurses. They work with primary and secondary care services to reduce health inequalities for people with learning disabilities. They actively work with the University of Northampton to provide placements for students who are training to be a registered learning disability nurse. Providing student nurse placements within the CCG is a unique experience where the student isn't involved in hands on care but is exposed to how services are commissioned, developed and implemented and the adjustments that need to be made to ensure generic health services can meet the health needs of people with learning disabilities.

This type of student placement provides the opportunity for our nurses of the future to experience different roles and types of services in the NHS that they wouldn't ordinarily be exposed to. This broadens their knowledge of the NHS and will influence the decisions they make in their future career.

CCG Leads: Emma Baross and Siouxie Nelson, TEL: 01604 651100

Project workers with learning disabilities with the Acute Hospitals

The Learning Disability Strategic Health Facilitators who are employed by Nene and Corby CCG and are based in the Acute hospitals have successfully recruited part time project workers to assist them with their role. Both project workers have a learning disability and are involved with delivering Learning Disability Awareness training to all hospital staff, ensuring learning disability patients have a hospital passport completed and carrying out some quality checks about 'reasonable adjustments' being made to the care to ensure that people with learning disability have their health needs met.

This initiative demonstrates that the CCG and their providers are committed to the following:

- Providing employment opportunities for people with a learning disability - promoting their inclusion as a valued workforce and demonstrating the CCGs continued efforts to promote a diverse workforce.

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