

# School of Medicines Optimisation

Yorkshire and the Humber

## Strategic Plan 2016 - 2019



### The School of Medicines Optimisation

Developing people  
for health and  
healthcare

[www.hee.nhs.uk](http://www.hee.nhs.uk)

Health Education England (HEE) working across Yorkshire and Humber has established a new multi-disciplinary School of Medicines Optimisation.

## Foreword by Head of School

Professor Liz Kay



Our strategic plan summarises what we see as the key challenges for education and training of all staff that support the care of people and their carers' with medicines. It sets out what our role should be - as the School of Medicines Optimisation - in responding to those challenges - on behalf of patients and the public and learner practitioners in Yorkshire and the Humber.

Medicines Optimisation is about helping people to get the best outcomes from their medicines. It describes systems and processes used by staff, working in health and social care, which ensure that people receive the best possible care with medicines. It is all about collaboration between professionals and patients to enable safe and effective use of medicines.

This new School will develop Medicines Optimisation skills within the wider workforce who prescribe, dispense or administer medicines. It aims to equip both the current and future workforce with the right knowledge, skills, values and behaviours to ensure support for patients and carers in all care settings, in line with the HEE mandate.

The School has been developed as part of the wider schools' structure within Health Education England, in Yorkshire and Optimising Education about Medicines

Humber. This is a multi-disciplinary school; we will respond to the need for education and training about medicines for a wide range of staff.

The School aims to provide, leadership and advice, quality assurance of learning, support for workforce transformation and innovation in education. The School is not, in itself, a provider of education for staff or patients and the public, rather it will advise on the future supply of adequately trained workforce, and quality assurance of education and training. We will work collaboratively with the other HEE workforce Schools, the professional Regulators and education providers such as higher education institutions, professional leadership bodies, the Centre for Pharmacy Postgraduate Education and others.

In our strategic plan we give our mission and our vision and we describe the context in which the School will operate. This document sets out some of the challenges we see for the School and the implications for the workforce in developing Medicines Optimisation skills.

There are four key themes to our work;

- promoting the importance of skills in Medicines Optimisation;
- putting the person - both patient and learner - at the centre of what we do;
- delivering effective leadership to commissioning and quality assurance in education about medicines optimisation;
- celebrating successes and innovations - helping everyone to keep pace with the leading edge.

By working with colleagues in Yorkshire and Humber to achieve these aims, we seek to make a positive contribution to patient safety

and to encourage improvements in medicines' use and the care delivered by healthcare professionals, in all care settings.

## Our mission

*We will ensure that the people of Yorkshire and Humber are supported in all aspects of medicines' use by staff in health and social care, who have the right skills, knowledge and behaviours achieved through the best possible provision of education and training in Medicines Optimisation.*

## Our vision

Working together we will ensure a competent workforce that supports people in our community to get the best from their medicines.

## Our values

The values of HEE underpin our work. Those specific to our School are:

- Person centred
- Collaborative
- Innovative
- Accountable
- Accessible

## What we do

Working to the HEE mandate, we:

- advise HEE on the future supply of an appropriately trained Medicines Optimisation workforce including current and future NHS health and social care staff.
- advise HEE on workforce planning and the future supply of an appropriately trained pharmacy workforce.
- advise service providers on quality assurance of the provision of education and training in Medicines Optimisation.
- are a point of contact and provide specialist advice about education and training in Medicines Optimisation, seeking to continuously improve its provision to benefit the care of patients with medicines.

## What outcomes do we seek?

We aim to carry out our functions efficiently and effectively so that we can make our contribution

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to patient care and we seek the following outcomes:

- ensuring that Medicines Optimisation education and training for the multi-professional health and social services workforce in Yorkshire and the Humber meets quality standards and is continuously improved in response to feedback.
- providing advice on the strategic risks in commissioning Medicines Optimisation education and training and in pharmacy workforce planning.
- ensuring that learners in Medicines Optimisation in Yorkshire and The Humber have the best possible experience.
- leading a financially sustainable School and ensuring the best use of funding for HEE.

## Who are we?

A multi-professional team, networked to a virtual faculty of champions across Yorkshire and Humber. You can read more about the School on our website

<https://hee.nhs.uk/hee-your-area/yorkshire-humber/education-training/school-medicines-optimisation-pharmacy>

## Our strategic approach

The context for the School is to build on the work undertaken by the Pharmacy Development Unit - which focussed on pharmacy technicians, pharmacy assistants, pharmaceutical scientists - and pharmacist education - funded by HEE over the past 10 years. Recognition of the importance of Medicines Optimisation has grown during this time.

We recognise the value and importance of collaboration between the wider healthcare team including doctors, nurses, Allied Healthcare Professionals, the pharmacy team and social services in enabling patients to get the best possible care with medicines. Much progress has been made in education for all staff. But there is much more to be done and this strategic

plan reflects the context of the importance of Medicines Optimisation and the priorities for the next 3 years.

### **Promoting the importance of skills in Medicines Optimisation;**

We recognise that the concept of Medicines Optimisation is not widely understood by patients, the public and many professionals.

We will support people to develop their understanding and ensure that healthcare professionals are best equipped to support patients' issues in dealing with their medicines.

We will do this by involving people in sharing their experiences in using medicines, by encouraging and supporting staff in all relevant organisations and from a range of backgrounds to develop their existing skills and professionalism. By signposting to the provision of education and training for the future Medicines Optimisation workforce we will help to ensure that all staff have up to date knowledge and skills to provide the best possible care with medicines.

### **Putting the person - both patient and learner - at the centre of what we do;**

Patient and public involvement is fundamental to our approach to advising on education and training for all professionals in Medicines Optimisation - we will involve people who use medicines to develop our thinking about the education and training of staff in all care settings. We will support learners, participating in Medicines Optimisation education, to have their voices heard about their learning experiences and use this information and feedback to enhance the learning opportunities for all future workforces.

### **Lead effective commissioning and quality assurance in education about Medicines Optimisation;**

We will be a point of contact for all staff seeking development, and advise colleagues in other Schools in HEE about Medicines Optimisation. We will advise on developing the workforce

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needed for the future through efficient and cost effective provision of education. Over time we will develop modernised processes for workforce planning and development through the School.

We will seek best value for money such as through use of simulation and thus keep costs as low as we can. We will work with quality assurance colleagues and use the HEE quality assurance tools to support providers of education to review and evaluate their activities and so that those in receipt of training have an optimal experience with focus on continual improvement.

### **Celebrating success in Medicines Optimisation - enabling everyone to keep pace with the leading edge.**

There is much to celebrate in Medicines Optimisation - about the way in which services are changing - but continual development is required to ensure that patient and public needs are met in the future. These needs are dependent upon the skills of the workforce. It is our responsibility to listen to patients and the public and to learners in the NHS and social care sector and with this knowledge to continuously shape development of the workforce to ensure an adequate supply of appropriately trained staff to meet everyone's needs. Provision of care with medicines is changing, with care moving closer to patients' homes, and professionals will thus be working increasingly closely together and with local authorities and with social care providers.

Celebrating success and innovation and sharing best practice will enable practitioners everywhere across Yorkshire and the Humber to learn from each other; the best will support the development of the rest.

Our multi-professional approach will further enhance collaborative team work between health and social care workforces with a joint focus optimising patient care with medicines.

## Our key strategic aims for 2016 to 2019

Our strategic plan for 2016 - 9 sets out the key aims for the School of Medicines Optimisation that will drive our work for the next 3 years.

We will focus on outcomes for patients, the public and learners. We will be open and transparent in the way we work, welcoming feedback to enable us to be efficient and effective.

### Strategic aim 1

**Providing Leadership and advice through engagement** – *so we do the right thing, meeting the needs of health and social care providers*

We will be a single point of contact for all Medicines Optimisation workforce issues within Yorkshire and Humber. Our networks will engage with patients and the public, staff in NHS primary and secondary care sectors, social services and education providers and commissioners, and national networks and professional / regulatory bodies. We will advise locally on all issues relating to the future supply of an appropriately trained pharmacy workforce.

We will

- Provide health and social care system-wide leadership through engagement of patients, volunteers, carers and family to influence the Medicines Optimisation agenda, connecting across wider networks and raising the profile to attract funding.
- Provide information through targeted communication to enable learners to find the education and training they need and to be signposted to resources for career development.
- Enable practitioners to build on the work of their peers through showcasing of good practice.

- Provide tools and advice to support workforce planning of the pharmacy team.
- Provide advice about workforce initiatives affecting current and future pharmacy practice to those leading education and training provision, including national initiatives e.g. NHS England GP pharmacist training program, and local Sustainability and Transformation Plans. We will advise about provision of education for the whole pharmacy team and the implementation of pharmacy workforce training reforms.
- Provide advice about developing future workforce to meet public health needs, such as 'flu vaccination and antimicrobial stewardship.

### Strategic aim 2

**Quality Assurance of Learning** – *to ensure quality training that motivates and enables staff to help patients*

We will work with the Quality Team to support the quality assurance of workplace learning, ensuring that learners gain the best experience and that they are best able to support patients and the public in Medicines Optimisation.

- Through implementation of the HEE Quality Framework, which is responsive to learners, trainees and organisations, we will provide advice about outcome driven quality assurance and tools to enable qualitative evaluation of learner experience.
- We will support benchmarking of hosted training providers and placements to enable continuous improvement.
- We will ensure that training is competency based, accredited, assured and evaluated to ensure efficient and effective use of funding.
- We will co-ordinate the local education and training infrastructure e.g. pre-registration pharmacy technician training scheme, the Clinical Pharmaceutical Science Program and support others to



develop Yorkshire and Humber-wide programmes.

### **Strategic aim 3**

**Workforce Transformation** - *to meet the needs of all health and social care providers and their service users*

To support the changing needs of our population, we will work with providers of care and HEE to support the development of new roles. We will advise on the underpinning education, training and assessment needed for these roles in all care sectors and professions.

We will

- Advise on development within the multidisciplinary team about new roles to best support Medicines Optimisation in all care settings.
- Develop an education strategy for the pharmacy workforce, which defines career pathways and supports innovation in the management of medicines and the optimisation of care for individual patients. This will include the use of technology in learning.
- Establish programmes of learning, tailored to the needs of the Medicines Optimisation workforce, involving multi-sector and multi-professional staff, including pick and mix modules to support more portfolio working, and ensuring staff in all care settings are accommodated within the university based courses. This should enable more staff to access more modular - based training which they can complete at their own pace.
- Facilitate multi-professional learning, enabling nursing, medical and pharmacy teams in all care settings to practice Medicines Optimisation in integrated processes with the patient at the centre of their care.

- Advise on Medicines Optimisation training for volunteers, carers and family members such that they are best enabled to support patients with medicines' care needs.
- Provide strategic advice and leadership on legislative and regulatory matters to determine workforce needs such as non-medical prescribing.

### **Strategic aim 4**

**Education Innovation** - *so we are maintaining and enhancing skills and teaching effectively*

Through listening to feedback and seeking out innovative techniques, we will advise on cost effective provision of education in innovative ways to enable staff to develop to reach their full potential.

We will

- Embrace effective use of technology to meet the needs of individuals and different staff groups. Examples include modular based e learning programs such as the Standardised Computerised Revalidation Instrument for Prescribing and Therapeutics and the HEE Medicines Management e learning series.
- Explore the greater use of clinical skills and simulation for Medicines Optimisation training and involve lay and patient representatives in this where we can.
- Focus on improving safe use of medicines and reducing medication errors through modernisation and innovation in training to prescribe, to supply and to administer medicines.
- Develop transportable and recognised qualifications across all sectors especially for non - registered staff groups.

- Sign post learners to existing training materials and ensure these are readily available

## Concluding remarks

This School seeks to facilitate a virtual network of committed staff across all the workforce disciplines throughout Yorkshire and Humber with the overall aim of enhancing patient outcomes of care with medicines through the best trained and supported workforce.

In providing this strategic plan for the first 3 years of operation, the new School of Medicines Optimisation has laid down its mission, vision, values and strategic objectives. This plan is supported by a detailed Operational Plan for 2016/17 which more specifically summarises the work streams for the year ahead, which are underpinned by this strategy.

Please continue to feedback your thoughts about workforce development priorities which will improve safe use of medicines.

Professor Liz Kay  
Head of School of Medicines Optimisation  
October 2016.

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