

BOARD MEETING

19 March 2009
Item No 09/03/13

| Nursing and AHP Strategy Performance Update Feb 2009 | |
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| 1. Introduction | |
| <p>In June 2008 Darlington PCT board approved the Nursing and Allied Health Professionals Strategy 2008-2011 and associated action plan. The attached paper provides the quarterly update about progress made against the performance framework.</p> | |
| 2. Implications and Risks | |
| <i>Will there be a significant impact on patients or patient care?</i> | <i>Yes – services will be improved.</i> |
| <i>Are there any financial implications to implementing this item?</i> | <i>Yes – potentially, however the majority of expenditure will be through the existing budgets.</i> |
| <i>Will there be an impact on Equality, Diversity or Human Rights?</i> | <i>Yes.</i> |
| <i>Does this item form an essential part of quality or performance standards e.g. Healthcare Commission, NHS Litigation Authority? If yes, detail which standard.</i> | <i>Standards for Better Health NHSLA Risk Management Standards for PCT's</i> |
| 3. Recommendation | |
| <p>The Board is requested to receive this report and note the excellent progress made.</p> | |
| 4. Submitted by: | |
| Author: | Pat Wilkinson |
| Title: | Clinical Development Lead |
| Sponsoring Director: | Linda Templey, Director of Nursing, AHPs and Patient Safety |
| Date: | March 2009 |
| 5. Purpose of the Paper | |
| Information sharing x | Development/discussion <input type="checkbox"/> |
| | Decision/action <input type="checkbox"/> |

Nursing and AHP Strategy Performance Update Feb 2009

1. Introduction

NHS Darlington board receives a quarterly update on the implementation of the Nursing and Allied Health Professionals Strategy 2008-2011. This update relates to the progress made since October 2008 in achieving the specific actions outlined in the framework.

The performance framework has been updated and specific action targets that have planned completion dates by March 2009 have been colour coded using a traffic light system. Green – target achieved, amber – target on course to being achieved, red – target unlikely to be achieved within time period.

2. Implications and Risks

The implementation of this strategy has a direct impact on patient care and provides assurance that the workforce has the necessary training and governance to deliver services that are fit for purpose.

The Nursing and Allied Health Professionals Strategy 2008- 2011 is divided into seven themes and the achievements made to date are outlined below. Further details are provided in the updated performance framework, (appendix 1)

Theme 1: Safety, Quality and the Patient Experience

The review of the top 20 policies is progressing well, with only four policies left to review. Training has been commissioned to provide front line staff with the knowledge to understand the new legislation regarding advanced decisions to refuse treatment.

Training on incident reporting and risk management has commenced, this training includes the use of the new incident reporting system “safeguard”. This will ensure the new incident reporting system is implemented in all service areas and will be in operation on 1 April 2009. Once installed and populated the system will allow the production of comprehensive and more accessible reports.

Training is being provided to support the new syringe driver policy following the introduction of a standardised type of syringe driver being used across the trust.

Children’s services are trialing a “touch-screen” patient satisfaction instrument to record patient experiences.

PALS/Complaints feature on the induction programme for all new employees of NHS Darlington giving the message of roles and importance of addressing patient queries/concerns/complaints, and use of feedback received positively to improve services to patients and their experiences. Similarly this message is conveyed in customer care training packages delivered to staff (non-mandatory) training but linked with KSF objectives) and with any awareness raising with staff groups.

Within the prison environment PALS/Complaints have attended Prisoner (Healthcare) Consultative Committee meetings within HMP Frankland on a regular basis to advise of PALS and Complaints process and mechanisms for feedback. This is to be introduced within HMP Durham. Within HMP Low Newton this has been advised as being offered to prisoners but not taken up and at HMYOI Deerbolt PALS have met and talked with the Consultative Committee representatives.

Theme 2: Essence of Care

A lead for Essence of Care was appointed, and due to commence work with the Trust in January 2009. Unfortunately the person appointed withdrew their acceptance of the post at the end of December 2008. Interviews for this post will take place in March 2009. In the absence of a lead, a steering group, with terms of reference has been established under the leadership of the professional development team. Work is progressing on implementing the benchmarking audits and providing workshops and training. Despite two recruitment attempts the clinical audit posts remain vacant, therefore the development of an audit programme has been delayed.

Policies that have been reviewed reflect Essence of Care principles.

The induction programme and policy is in the process of being updated by human resources and organisational development and will include Essence of Care. Dates have been set to audit the privacy and dignity benchmark.

The PCT has entered the Health and Social Care Awards to celebrate the Trust's achievements in the successful implementation of the Focus on Food and Nutrition Now campaigns.

Record keeping training is continuing, with good uptake from all service areas and is evaluating well. The clinical records management group has reviewed its terms of reference and now includes representation from each clinical service group. The clinical record keeping policy is in the process of being updated to include guidance regarding the development of clinical documentation. It also includes the minimum standards required for record keeping, with reference to paper based and electronic clinical records, including diaries. Record keeping audits of paper and electronic records, including diaries are planned following the implementation of this updated policy.

Theme 3: New ways of working

TPP/ SystmOne is currently being used by District Nurses and Health Visitors in all areas except Durham Dales. This area is expected to be completed by April 2009.

Plans to deploy to Allied Health Professionals, Tier 2 services and School Nurses will be implemented after this date.

A clinical lead has been seconded to work with the directorate of Nursing, AHPs and Patient Safety to ensure that TPP/ SystemOne has the necessary clinical templates to ensure its effectiveness for adult services.

Clinical champions who were appointed by NHS County Durham have been involved in service reviews undertaken by the commissioners. Clinical staff are currently engaging with NHS county Durham on the development of multi disciplinary clinical pathways, including Type II Diabetes and End of Life care.

Theme 4: Future Career Development

All existing staff posts have a Knowledge and Skills Framework (KSF) outline utilising eKSF. "At Learning" training to support eKSF is underway. All staff will be able to update their own eKSF which will record evidence to support continual professional development.

Clinical supervision training to support the clinical supervision policy is being implemented by the clinical development team. Thirty trainers have been trained to deliver clinical supervision training in their clinical areas. Clinical supervision groups are now taking place. Heads of service will ensure clinical staff are undertaking clinical supervision through the KSF appraisal process. An audit tool is also being developed.

Theme 5: Education, Training and Development

The electronic version of the training directory is expected to be complete by March 2009, staff are currently able to download a paper copy of the directory.

Training profiles have been developed for existing staff, training profiles need to be developed for new posts that have recently been developed.

A number of working groups have been established and a range of learning initiatives are being implemented using the Learning In The Workplace (LITW) principles. Examples include the accreditation of an extended "Safeguarding Children" programme, the development of a Non-Medical Prescribing Conference with a central theme of patient safety, as well as an open learning programme for support staff in Long Term Health Conditions. Future projects will introduce leadership development for clinical staff, developing motivational interviewing skills for targeted services and developing competency frameworks for nursing and AHP services. In addition, training programmes in relation to service development in specialist, childrens and adults functions are underway. Through its explicit links with organisational strategies, LITW will ensure that learning, education and training activities underpin the delivery of the core roles of the PCT whilst developing the capacity and capability of the clinical workforce.

Theme 6: Public Health and Health Improvement

The Nursing and AHP workforce will be scoped as part of the Public Health Improvement Workforce Strategy and Implementation programme. The Competencies required to address health inequalities and improve health will result in the production of a baseline public health skill set. This is being led by a Project coordinator as part of a regional programme to scope the wider public health workforce.

Theme 7: Healthcare Associated Infection

Training is to be provided about the new clinical waste policy once ratified.

A lead and project manager have been identified to monitor performance standards in accordance with "Essential Steps to Safe Clean Care". Audits are underway across all clinical services.

In conclusion this paper and the attached action/implementation plan demonstrate that excellent progress has been made in implementing the Nursing & Allied Health Professionals strategy. There is a positive correlation between the progress made against the targets in relation to improving patient safety and experience.

3. Recommendations

The Board is asked to receive this feedback and provide comments.

4. Sponsor Director

Linda Templey, Director of Nursing and Patient Safety

Purpose of the Paper

Information sharing Development/discussion Decision/action

| Version | Date | Summary | Owners Name | Approved |
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