Community Education Provider Networks (CEPNs) – Improving education and workforce planning for primary care:

30 November 2016

Presented by:
Andrew Lyon-Lewis, Magdalena Wood,
Dr Helen Rochester, Paul Jeffrey,
Dr Martyn Hughes

Working together to achieve better health and wellbeing
## Outline of our workshop

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<th>Setting the scene (HEE and SWAHSN)</th>
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<th>Dr Andrew Eynon-Lewis and Magdalena Wood</th>
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<tr>
<td>Cornwall CEPN – priorities, update to date, plan ahead</td>
<td>10 min</td>
<td>Paul Jeffrey</td>
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<td>Devon CEPN - priorities, update to date, plan ahead</td>
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<td>Somerset CEPN - priorities, update to date, plan ahead</td>
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<td>Dr Martyn Hughes</td>
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<td>Q&amp;A An opportunity for everyone to input into each CEPN with ideas – post its on a flipchart</td>
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Community Education Provider Networks (CEPNs)

A CEPN is a partnership of primary care organisations that coordinate education and workforce planning. Commissioned by Health Education England, South West Academic Health Science Network is facilitating the establishment of CEPNs across Cornwall, Devon and Somerset in a programme of work from April 2016 until March 2018.

Core Functions

Support for workforce planning and development to respond to local needs and enable the redesign of services within primary care and the community to better support general practice.

Improve education capability and capacity in primary and community settings through the development of multi-professional educators and the creation of additional learner placements.

Improve education quality and governance and act as a local coordinator of education and training for primary and community care to support general practice.

Impacts/Outcomes

- Joined up infrastructure
- Robust workforce planning for the future
- Increased education capability and capacity
- Consistent education quality
- Combined negotiating power
- Developing new roles to support new ways of working
- Transforming workforce development
- Better outcomes for patients and the public
Building on primary care sustainability work streams and a Sustainability and Transformation Plan (STP)
Paul Jeffrey
Project Manager Cornwall CEPN
Lead Practice Nurse NHS Kernow CCG
Progress to date 1

- Successful bid to host CEPN in STP footprint supported by partners
- CEPN project manager appointed
- Building networks with Primary Care and Education Providers
- PGP development programmes set up in 24 practices
- Introduction to leadership and management course and retirement workshops delivered
- Initial development work on National framework Practice manager and receptionist education
- Assisting with management and running of Cornwall Primary Care rolling programme of education
- Website pages for CEPN
- HESW funded courses
Progress to date 2

• Appointment CEPN administration project support officer (3 days) Dec 2016
• CEPN Steering Group identified, Inaugural meeting Dec 2016
• Project initiation forms and process devised and decision matrix drafted
• CEPN project manager representing Primary Care on STP and CEG workforce, making every contact count (MECC) workgroups and SW Primary Care steering group.
• Coaching for staff
Cornwall CEPN
Organisational Structure

- Kernow Health CIC Board
  - Project support officer PT
    - Coordination
    - Planning
    - Expert Advice
  - CEPN steering group
    - Projects
    - Work programme
  - CEPN project manager
    - Coordination
    - Planning
    - Expert Advice
  - STP Workforce Group
    - North subgroup
    - East subgroup
    - Mid subgroup
    - Carrick subgroup
    - Kerrier subgroup
    - Penwith subgroup
  - Local projects / work streams
    - Practice clusters
    - Integrated teams
Cornwall CEPN priorities

1. Identify the General Practice future workforce needed to care for our population.
2. Learning needs analysis
3. Link personal development plans (PDPs) generated from the annual appraisal system to education provided
4. Develop Practice Manager and reception training in line with GPFV
5. Morph Practice Nurse Website into CEPN site for all staff
6. Recruitment, retention and retirement
7. Develop and engage with potential leaders of the future.
8. Share good practice across all of Primary care
9. Raise profile of Practice Nursing as a career
10. Explore e-learning systems
Workforce

Retention
Clinical supervision, Appraisals
Career pathway
Mentoring / Coaching
Terms and conditions

Recruitment
Planning ahead
Jobs fair
Student placement
Apprenticeships

Redesign
Workforce Analysis
Learning needs
New models of working
New Roles

Retirement
Flexible retirement
Part time working (in different role)
Workforce

- Recruitment and retention
- Doctors and Nurses
- PM training
- Clerical receptionist training
- Apprenticeships
- New Roles
  - Clinical pharmacist
  - Physicians assistant
  - Para medics
  - Nurse practitioners
  - Community coordinators
  - Health coaches
  - Physio
  - Mental health therapists
  - Wave 2 pharmacy bid.
Education

Cornwall Rolling Programme

58 Practices Paid in out of 64
31 courses organised by Rolling programme (640 places attended)
Access to 19 other courses (- 50 courses in total). funded by rolling programme.
Total people attending RP courses in 2015-16 - 736
Travax subscription included
Challenges

• Workforce that is already working to capacity
• Linking all the development strands CEPN NHSE HEE
• Hard to recruit to professional roles especially trained nurses.
• **An ageing workforce, particularly in Practice and Community Nursing.**
• GP and Practice Nurse Workforce Crisis
• Lack of clear structured career pathways
• **Linking learning resource with workforce future needs**
• A workforce that is restricted by organisational boundaries.
• A workforce that is disconnected by geography and technology.
• Disparity between care and health sector employee T&Cs
• Readiness to change
• Poor quality facilities (Infrastructure)
• Fragmented services in the Community
• **NO MORE MONEY!**
Retirement

Population Pyramid for NHS Kernow Nurses
HESW University funded places

- Community and Primary Care
- Multi-Professional Foundation Programme for Advancing...
- Leadership and Innovation
- Palliative Care
- Dementia
- Enhancing end of life
- Long term conditions
- Supporting the needs of the frail older person in the...
- Evidence-informed Decision Making
- Clinical decision making and disease management
- Asthma & COPD
- Family Planning & Womens Health
- Diabetes
- Non Medical prescribing is managed by University of west of...
Next steps

• Work with locality groups and provider partners to identify the shape of the future workforce and educational needs
• Identify training needs for receptionist and practice managers and locate a supplier to deliver.
• Set agenda for first CEPN steering group, agree ToR and process of progressing projects within finite resources.
• Link and promote “time for care” innovator events
• Build team of ambassadors to represent Primary Care locally
• Develop Practice Nurse strategy and Clinical Practice Educators
• Link with “Get In” project and local organisation represented at local job fairs
• Identify and bid for other educational funding stream at scale and pace
• Continue to build relationships within the network
Dr Helen Rochester
Devon CEPN Steering Board Member
GP Training Programme Director
Health Education South West
Devon CEPN

- **Julie Croze**  Practice Manager & Deputy CEO, Exeter Primary Care
- **Trevor Avis**  Chair, Haytor Health
- **David Bearman**  Chair, Local Pharmacy Committee
- **Vanessa Crossey**  Practice Nurse Lead, NEW Devon CCG
- **Roland Gude**  Strategic Director, Sentinel Healthcare CIC
- **Helen Rochester**  Training Programme Director, HESW
Priority Work Streams

Activity Areas aligned with Devon STP;

• Standardise E-learning provider
• Provide “Go to” website
• Support Health Navigation Training
• Increase Student Nurse Placement Capacity
• Develop HCA Training Resources
Successes

- Inter-professional Focused Steering Group
- Leadership GP Trainees
- Increased Practice Nurse Placements
- Health Navigation Training Funding
- Motivational Interviewing Training
Challenges

“all members should consider the whole primary care system”...avoiding silos

Promoting CEPN form and function

Change and acronym fatigue

Resources
Next steps

Inter professional training events and partnership working

Commissioning website in collaboration with Kernow Health

Reference group for SW area
SOMERSET CEPN

Dr Martyn Hughes
Somerset GP Education Trust
Somerset CEPN - Believes that

• The **workforce** is the **main asset** of the NHS in Somerset
• Developing this workforce as individuals and as teams through **education** and training is the **major lever** for improving the quality of patient care.
• The provision of effective **education** and support for continuing professional development in the community has a significant **positive influence on** maintaining and growing the **workforce** and its capacity.
• **All individuals** of the workforce **want to develop** their qualities through education and training in order to be more competent and confident in their work and to progress their development and careers.
• Individuals will be **helped** in this by having **access** to best education and training, **calibration** with peers, **feedback** on performance, **opportunities to apply** learning and learn from experience and **environments which are conducive** to self-care and personal development.
• **When varied professionals learn together** it widens individual horizons, enhances teamwork and **improves patient experience**, safety and outcomes.
Somerset CEPN – Main Priorities

• Establish effective administration, management and governance
• Improve access to learning activities, resources and opportunities
• Increase educational capacity relevant to community & primary care workforce
• Support workforce development and enable service redesign
• Develop a faculty of multi-professional educators
Establish effective administration, management and governance

Achievements so far:
Build on SGPET’s achievements, structure, processes and relationships to quickly establish an office with required skills, systems and resources

Plans for coming 1-2 years:
Develop model for human, time and financial costs associated with planned multi-professional learning activities

Challenges:
Identify how far the development of SCEPN can extend without constructive cooperation “threatening” individual organisations
Improve access to learning activities, resources and opportunities

Achievement so far:
Advertise all SCEPN educational activities on SGPET and associated websites

Plans for coming 1-2 years:
• Develop comprehensive contact lists so that invitations can be targeted to appropriate localities, professional groups and teams
• Extend on line booking from existing SGPET members to all SCEPN learners
• Increase locum workers access to local work based learning

Challenges:
• Encourage all employers to support workforce access to relevant SCEPN activities
Increase educational capacity relevant to community & primary care workforce

Achievement so far:

Establish a year programme of SCEPN commissioned and organised education activities

Plans for coming 1-2 years:

• Enable an increase in work based multi-professional learning
• Identify how SCEPN can support the CPD and recertification requirements for individual professional groups while increasing involvement in multi-professional learning

Challenges:

Work with all relevant health, social care and education organisations and groups to identify existing relevant education and training resources and identify how these can be signposted and accessed.
Support workforce development and enable service redesign

Achievement so far:

- Two multi-professional workshops about End of Life Care organised for each of the five Federation areas.
- Half day workshops about Diabetes held for HCAs in community care and HCAs in general practice
- Increased multi-professional participation in existing SGPET study days and update courses

Plans for coming 1-2 years:

- Federation based multi-professional workshops about dementia care
- Consultation skills workshops for practice nurses and other non-GP clinicians in Bridgwater
- Course in West Somerset for HCAs in community care
- Course for developing general practice receptionists as healthcare navigators in West Somerset
- Course in Frome to help GPs develop skills in supervision of other clinicians
- Programme of educational activities based on 10 High Impact areas of Realising Time for Care

Challenges:

- Work with Universities to increase general practice experience in training of nurses and other NHS clinicians
Develop a faculty of multi-professional educators

Achievement so far:
Involve existing SGPET GP educators in SCEPN activities

Plans for coming 1-2 years:
• Appoint replacement SGPET practice nurse educator/s to expanded SCEPN role
• Work with Somerset GP Training Programme to hold joint activities for GP Educational Supervisors, Practice Nurse Mentors and other primary care teachers. This will include Practice Nurse mentors attending some GP Trainer workshop meetings and a Somerset Study Day for Primary Care Teachers and Trainers.
• Identify, from Somerset’s other health and social care providers, educators who are interested, able, supported (and perhaps contracted) to contribute to SCEPN’s work.
• Work to increase number of practice nurse mentors in each Federation
• Work with Severn School of Primary Care to establish Somerset GPST3 scholar post in multi-professional education for 2017/18 and 2019/18

Challenges:
Achieving a succession of champions and educational leaders
Discussion

• 12 minutes
Contact details

Magdalena Wood
magdalena.wood@swahsn.com
Regional Project Manager – Community Education Provider Networks (CEPNs)
Cornwall, Devon and Somerset
07399 498853
01392 247903
Thank you