The work of NHS Education for Scotland

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A very warm welcome to our summer issue of NES fOCUS. Once again we are delighted to present a wide range of the exciting and innovative work underway across and throughout our professional directorates, supporting the education training and development of a quality NHSScotland workforce.

We have articles on: NES’s first mobile app, for dental prescribing which was launched in April; the May launch of the Scottish Medical Education Research Consortium supporting quality research on medical workforce and workplace learning; and the innovative use of drama and gaming in the development of the midwifery workforce and much more.

We also provide an update on the long awaited decision on the consolidation of NES’s three current Edinburgh locations into one - Westport 102 in the city centre. As well as financial savings, moving to one office will bring additional benefits including removal of travelling time between offices for meetings and enhanced team working across staff based in Edinburgh.

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In addition, you can follow or like us on our social media platforms.
App-solutely Fabulous!
Dental Prescribing App is a first for NES and SDCEP

The first NES smartphone app for Dental Prescribing was launched in April by the Scottish Dental Clinical Effectiveness Programme (SDCEP) and immediately received several five star ratings on Apple’s App StoreSM.

Working within the NES Dental Directorate, SDCEP supports improvements in the quality of dental care by providing user-friendly guidance on priority topics for oral healthcare in Scotland. For each topic, a group with particular interest and expertise in that area works with the SDCEP team to evaluate research evidence and other relevant information and to develop recommendations on best practice. Of key importance to SDCEP’s work is that the guidance presents information in a manner that is easy to access and understand and so enables its implementation by dental teams.

The Dental Prescribing app is based on SDCEP’s recently published Drug Prescribing For Dentistry guidance. This spiral-bound A5 booklet brings together advice specific to dental prescribing from the British National Formulary (BNF) and British National Formulary for Children (BNFC), and also includes advice on the management of medical emergencies. The two editions of this guidance that SDCEP has published, in 2008 and 2011, have been very well received by the dental profession both in Scotland and beyond. Building on this success, the Dental Prescribing app is structured in the same way as the printed guidance, with advice on managing patients classified by clinical condition.
The app has several additional features. Search and Favourites functions allow the user to quickly find what they are looking for, and to bookmark frequently viewed screens. It also includes numerous direct links to the BNF website for essential drug interaction information and, importantly, it will be updated with changes in drug prescribing information that occur periodically.

SDCEP’s Director, Professor Jan Clarkson, explains that SDCEP is keen to explore new ways of delivering guidance to the dental profession in Scotland and beyond.

SDCEP looks to employ innovative approaches to all aspects of guidance development, including dissemination, and we felt that the Drug Prescribing For Dentistry guidance would translate very effectively to the app format. With the launch of this app, a first for NES and SDCEP, our guidance can be accessed in a way that users increasingly expect to be available. We are very pleased with the feedback so far and I’m sure that, like the printed guidance, the app will help dentists make the right decisions when considering prescribing for their patients.

Samantha Rutherford was the SDCEP lead for the development of the app, in collaboration with Dundee-based company Waracle. She added:

“We’re not expecting dentists to be checking their phones in the surgery but to use the app when reviewing notes and to keep up to date with the latest advice. Information on drug prescribing changes all the time and, as apps are so easy to update, we thought this was a great opportunity to evaluate the technology as a means of disseminating guidance. Some dentists work in multiple locations, so the information can now be very easily carried with them. We think the app will also be useful for trainees and undergraduate students.”

The app is intended to be a tool to help enhance patient care. Working with its research arm TRiaDS (Translation Research in a Dental Setting) SDCEP will review the app’s uptake and usage to assess the educational impact of this novel guidance format. Initially, the app is available for Apple devices and SDCEP will monitor demand for access using other mobile platforms.

With a focus on primary care, SDCEP has published guidance on a range of topics including conscious sedation, instrument decontamination, emergency care, dental caries in children, oral health assessment and review and patients taking bisphosphonates. SDCEP also maintains an online Practice Support Manual, which provides advice on management and organisation within dental practices. Currently, SDCEP is developing guidance on the management of acute dental problems and periodontal care.

Dr David Felix, Dean for Postgraduate Dental Education at NES, said:

“By providing guidance to facilitate the adoption of evidence-based practice, SDCEP makes an important contribution to the modernisation of dental services in Scotland. I am sure that this novel way of delivering prescribing guidance will appeal to the dental profession and will improve the quality of patient care.”
Nursing and midwifery across Scotland have now joined their medical, dentistry and pharmacy colleagues on the NHS ePortfolio platform. The NMAHP directorate and ePortfolio team in NES have worked together to adapt the ePortfolio to meet the specific needs of nurses and midwives.

It provides a valuable means of storing information for professional and career development and can be used for:

- KSF development review
- maintaining professional registration
- job applications
- supervisory meetings
- career development

Request an account by emailing eportfolio.nm@nes.scot.nhs.uk

Please provide your name, email address, profession(s), and where you currently work in Scotland.

(Also tell us if you mentor pre-registration student nurses or midwives to access a useful section for evidencing annual update and triennial reviews).

How you use the Nursing and Midwifery Career-long ePortfolio is entirely up to you.
May 2012 saw the launch of the NES/University of Dundee Medical Education Research Consortium to support high quality research on medical workforce and workplace learning in Scotland.

The Consortium was launched by Michael Matheson MSP, Minister for Public Health, during NES’s Annual Medical Conference at the Edinburgh International Conference Centre.

In his launch address, Michael Matheson said:

“Medicine operates in a dynamic environment, and we must ensure medical education keeps pace. I am therefore delighted to have been asked to announce that today sees the launch of the Scottish Medical Education Research Consortium.

This innovative consortium is the result of collaboration between NES, the University of Dundee and others to provide a focus for research in medical education across Scotland.

The Medical Education Research Consortium has been formed following a competitive bidding process between NES and two centres at the University of Dundee: the Centre for Medical Education and the Health Informatics Centre. Co-applicants for the work include staff at the University of Aberdeen and Glasgow University. Staff from other medical schools in Scotland are also involved. Over the next three years the consortium will work to develop two substantial programmes of research in medical education looking at issues of workforce and workplace learning.

The Consortium will also undertake substantial data management work including the analysis and dissemination of the increasingly complex national quality management information and workforce data. This evidence base will provide effective support for the research programmes, as well as supporting NES and its Postgraduate Deaneries in their work to improve the quality of medical education in Scotland.

The launch formed part of NES’s Medical Conference. Following the first national conference held at Heriot Watt University in 2011, this year’s event included representation from all those involved in medical education and training, whether trainees and trainers, undergraduate students and teachers, managers, working in primary care, secondary care, universities, postgraduate deaneries, or medical royal colleges.

For more information on the day, read the article on the second National School of Medical Education conference in this issue.
Playing for Real

Drama and Serious Computer Gaming combine to support the development of NHSScotland’s Maternity Care Workforce

Midwives in Scotland are benefitting from innovative approaches to learning and development, including serious computer gaming and visual software. These new approaches support education in Neonatal Resuscitation, while participation in interactive drama can demonstrate and celebrate the key role midwives play in public health and health promotion.

These new approaches were showcased to staff at events in Dundee, Glasgow and Inverness during March 2012.

Helene Marshall, Director NES’s Scottish Multiprofessional Maternity Development Programme (SMMDP), explained:

"Serious games are designed to solve a problem. Although serious games can be entertaining, their main purpose is to train. The technology is also referred to as ‘game-learning’. There is a considerable body of evidence to prove that regular play has a beneficial impact on spatial awareness and coordination. Customised and sophisticated simulation systems are already widely employed within medical training and are becoming an equally popular training and education tool for other healthcare specialties."

Neonatal resuscitation is a complex task that requires specialised knowledge and skills. These skills are taught and practised in simulation based courses. Practitioners may be called on infrequently to carry out resuscitation, therefore they need opportunities to practise these skills and test their knowledge regularly, so that they can act quickly and appropriately, when these skills are required. This serious neonatal game will take the gamer through a number of realistic scenarios, in hospital, community and home birth settings; they will interact with the game and make decisions which will be similar to real life resuscitation situations.
Playing for Real

Midwives who supplied stories on which the drama is based provided an invaluable backdrop for the creation of the play and an insight into how to work effectively with parents, commenting:

Instead of telling women what they should do, I worked with them to find small steps that they could manage hoping that this would change behaviour in the future.

What I discovered was that there were a whole lot of reasons why women might not give up (smoking) and some of them had never crossed my mind before. The problem was never that they did not have enough information. What they needed was support in identifying small manageable steps and encouragement to keep going.

I don’t think we realise how skilled we are at that (Public Health) because we do it day in, day out. I think it’s a fundamental part of our job.

Working with 3mrt, the SMMDP are piloting gaming technology to help midwives and other members of the maternity team maintain their skills in neonatal resuscitation and is planning to make the material available online in June. It will also be available as a mobile app.

In addition, interactive drama was used in the event to demonstrate and celebrate the key role midwives play in public health and health promotion, through the work they do every day and through the opportunities they have to influence the long term health and wellbeing of women and their families.

Midwives attending the events watched actors play out a drama developed from stories given by midwives in clinical practice, describing their real life experiences of giving care to vulnerable women.

Sandra Smith, an Educational Project Manager in NES, explains:

“Developed in collaboration with Forum Interactive, the stories introduce a couple facing difficult life struggles who discover that they are going to have a baby.

The various scenes set the context of the woman’s relationship with her partner, her family circumstances, and how she feels (and how her partner feels), about the pregnancy. They establish some of the things that may or will get in the way of the mother’s and baby’s health and wellbeing and explore the many opportunities midwives have to influence the lives of families in both planned and unplanned ways.”

For further information, please contact: Sandra Smith, Educational Projects Manager sandra.smith@nes.scot.nhs.uk
A strategic initiative, to develop a systematic and coordinated approach to the implementation of human factors expertise and interventions in NHSScotland has been established by NES in partnership with Health Improvement Scotland (HIS).

The term human factors is used to describe non-technical skills such as communications, decision-making, teamwork and system related factors including equipment design, risk identification and incident investigation. Another way to view human factors is in terms of the limitations of human performance and the development of interventions and ways of working that can overcome these limitations by making it easier to do the right thing.

NES in partnership with HIS hosted a human factors strategic event, bringing together academic and clinical experts in human factors, and representatives from professional bodies and Scottish Government. The event provided an opportunity to consider the benefits of a human factors approach and to identify key actions and priorities to support embedding of human factors principles in NHSScotland workforce development.
A human factors approach is applicable at many levels - organisation, environment, team, individual – and elements such as culture, leadership, hazards, distractions, noise, fatigue and stress are all considered to have an impact on patient safety. Evidence suggests that around eighty per cent of patient safety incidents have links with human factors. High risk industries such as the airline, oil and nuclear power routinely embed a human factors approach in staff training and working practices and can demonstrate improved quality, safety and a reduction in unintended harm.

A human factors short life working group has been established which includes representation from NES, HIS, NHSScotland, and human factors experts. A number of workstream themes have been identified which include developing a common human factors language and communications approach, engaging with Health Board leaders to develop a shared understanding of the impact of human factors and benefits of a strategic approach, and integrating human factors into workforce education and everyday health care.

Planning is underway to pilot new and existing human factors educational interventions including e-learning, formal teaching and work-based learning. This represents the first phase of a strategic approach to integrate human factors into education and training across NHSScotland, providing a greater understanding of the factors limiting human performance, and helping to make it easy for staff to do the right thing every time.

More information about Patient Safety education, training and research can be found on the NES website Patient Safety pages.

For further information, please contact: Philip Cachia philip.cachia@nes.scot.nhs.uk
The Post Registration Career Development Framework provides support and direction for the continuing development of nurses, midwives and allied health professionals (NMAHPs). It identifies key aspects of practice transferable across discipline specific and speciality groups. The Framework is unique as it provides, for the first time, a consistent benchmark for all NMAHPs.

The Post Registration Career Development Framework is a web resource based on levels 5-9 of the Career Framework for Health. It provides a visual tool that helps individuals plan their career development more easily. Practitioners can use the Framework to identify both their own development needs and those of others. The Framework can be accessed at [www.careerframework.nes.scot.nhs.uk](http://www.careerframework.nes.scot.nhs.uk).

References


For further information, please contact: Maggie Grundy | maggie.grundy@nes.scot.nhs.uk
In the middle of February, we received approval from John Swinney, Cabinet Secretary for Finance, Employment and Sustainable Growth, to acquire a commercial leasehold property in a city centre location in Edinburgh to accommodate our operational activities currently located in three premises in Edinburgh - Thistle House, Rose Street and the Lister (which currently houses our South East Postgraduate Medical Deanery).

He agreed to this as a result of the detailed workforce planning and business needs assessment we undertook to identify space needs; the way in which we worked closely with staff to minimise space needs beyond Scottish Futures Trust recommendations, and the fact that we had carried out an options appraisal on the Scottish Government surplus property options available in Edinburgh which did not identify a suitable solution.

This was a very welcome decision which will enable us finally to resolve our legacy property issues in Edinburgh. In moving to one central location, we are reducing office accommodation by 35%. In addition, consolidating our Edinburgh properties in one office will generate efficiency savings of £700k per annum. As well as financial savings, moving to one office will bring additional benefits including removal of travelling time between offices for meetings and enhanced team working across staff based in Edinburgh.

On 26 April, our Board approved the recommendation that our preferred location would be 102 West Port. We are now at a stage of detailed negotiations with the landlord and our plan is to have moved into West Port by early December 2012. Clearly, this is a time of major change for staff in our three Edinburgh offices since the move to our new single office will also find all of us in an open plan environment, with desk and facility sharing being the norm. We will be communicating closely with staff over the next few months to make the move and associated new working practices as trouble-free as possible.

This rationalisation of our Edinburgh offices is, of course, part of our wider property strategy and forms the blueprint for future moves in the remainder of our locations at the appropriate time.
Introduction of CPD opportunities for pharmacy technicians

On 1 July 2011 pharmacy technician registration with the General Pharmaceutical Council (GPhC) became mandatory as did the requirement to undertake a minimum of nine CPD entries per year using the GPhC CPD online recording system. In order to support pharmacy technicians in recording their CPD, NES Pharmacy introduced a wide selection of local direct learning events across Scotland as part of the NES Pharmacy Annual Programme for 2011 - 2012.

“This was the first NES evening I have been to and I found it really interesting and will definitely be attending more in the future”

Learning event attendee feedback

Local pharmacy technician facilitators organised three evening sessions in each Board area covering topics such as CPD, Smoking Cessation, the Chronic Medication Service, Patient Safety and Palliative Care. Many pharmacy technicians from community, hospital and primary care settings attended the evenings with the Highland area video conferencing their events to delegates in Shetland, Orkney and the Western Isles. Feedback from the sessions was encouraging with pharmacy technicians saying it provided an ideal opportunity to support their CPD as well as networking with other pharmacy technicians from different care settings.

“Really informative session with an excellent speaker”

Learning event attendee feedback

As a result of this exciting new initiative, the number of local evening sessions has been increased in the NES Pharmacy Annual Programme for 2012 - 2013 with a core topic on Falls Prevention being delivered in all Board areas.

“Overall the course was informative and a nice relaxed atmosphere for learning”

Learning event attendee feedback

For further information, please contact: Val Findlay | val.findlay@nes.scot.nhs.uk
NES Pharmacy and The Partnership (an educational resource to support GP Continuing Professional Development (CPD) in the West of Scotland) organised a joint workshop for GPs and pharmacists practising in a community and primary care setting to discuss the concept of Mindful Prescribing, encouraging self reflection on personal practice.

One of the NES corporate objectives is to ‘Deliver our aims through a connected organisation’. Interprofessional working and learning supports this objective. In March 2012, NES Pharmacy and The Partnership organised a joint evening workshop for GPs and pharmacists practising in a community and primary care setting.

To encourage interprofessional learning, the choice of topic had to be relevant to both GPs and Community Pharmacists. The concept of Mindful Prescribing was considered highly topical in terms of local initiatives and priorities, and in tune with the ambitions of the Quality Strategy.

Mindful Prescribing is: “A patient-centred approach to evidence based medicine; taking into account all patient factors such as age, multiple morbidities and other medicines, rather than treating individual disease states.”

The overall aim of the course was to encourage self reflection on personal practice, while increasing the awareness of the roles and responsibilities of other primary healthcare professionals, and identifying opportunities to work more closely together.

The learning outcomes for the workshop were to:-

- understand the key drivers which lead to polypharmacy
- be aware of the risks / benefits associated with taking multiple medicines
- appreciate the importance of taking a patient centred approach to prescribing medication
- identify barriers and solutions within practice which will support mindful prescribing.
The programme set the scene through three short presentations from different areas of practice by an expert in polypharmacy, a pharmacist and a GP.

Dr Graeme McPhee, Consultant in Medicine of the Elderly at the Southern General Hospital in Glasgow opened the workshop with a thought provoking presentation, introducing the concept of mindful prescribing. He shared real patient examples to illustrate the complexities of care in the elderly and challenges in polypharmacy.

Alpana Mair, a pharmacist in NHS Lothian and the Therapeutic Partnership Lead for the Scottish Government, highlighted various polypharmacy projects undertaken by pharmacists in NHS Highland, Tayside and Lothian. She described the potential roles of pharmacists in supporting GPs in providing pharmaceutical care to the frail elderly.

Dr David Cunningham, a practising GP in Irvine and a NES GP associate advisor for CPD then explored the concept of a wider primary care team - GPs and pharmacists working together. Sharing his own experiences, David described the opportunities and barriers to closer working relationships between GPs and pharmacists, prompting thought around the practicalities of providing joined-up high quality patient care on a daily basis.

Delegates then discussed a series of clinical case studies in mixed groups of pharmacists and GPs, facilitated by subject experts. The discussions were varied and groups were encouraged to discuss the concepts of mindful prescribing in relation to their own practice. Key learning from the session was highlighted during a final opportunity to engage with the presenters.

The feedback from the evening was positive and indicates that delegates found that the opportunity to discuss the topic with other professionals was helpful for their learning and practice.

This course highlights the opportunity for GPs and pharmacists to learn together. As a result of this success we plan to run another two interprofessional events in the autumn / winter on Hypertension, and Naloxone and Drug Related Deaths.
Second national Scottish Medical Education Conference
Edinburgh International Conference Centre, 1 May 2012

This conference was organised by NES to bring together a wide range of key stakeholders involved in all aspects of medical education and training from across Scotland, the UK and overseas, and to provide them with an opportunity to meet, network and hear about current issues in medical education in Scotland, across the UK, and overseas.

In keeping with the partnership approach which characterises the Scottish health service, the event included representatives from the universities, the medical royal colleges and faculties, the service – medical directors and directors of medical education, the General Medical Council, and the BMA, as well as trainees and trainers from primary and secondary care across Scotland.

The meeting took place in the year of the 10th anniversary of the establishment of NES, and provided us with an opportunity to publicly launch a research consortium which has been established between NES and the University of Dundee to provide a focus for Scottish research in medical education. See the article on the Medical Education Research Consortium in this issue.

In an opening plenary session, delegates were welcomed to the meeting by Dr Lindsay Burley, NES Chair, the Michael Matheson MSP, and Minister for Public Health addressed delegates, and Mr Malcolm Wright NES CEO reviewed the first 10 years of NES. Professor David Greenaway, spoke on the important UK Review of the Shape of Training which he is chairing, and Dr Nick Busing, President of the Association of Faculties of Medicine of Canada, told us about the Canadian review of training.

Clockwise from top left: Lindsay Burley, Michael Matheson, Malcolm Wright, Stewart Irvine
A range of plenary sessions covered key topics in medical education including research in medical education, the important interface between undergraduate and postgraduate education, the GMC’s project to recognise and approve trainers, the challenge of integrating service delivery and training, remote and rural education and training, and issues of concern to trainees.

A series of parallel sessions run jointly by the Medical Royal Colleges and the NES Specialty Training Boards, allowed delegates to hear about issues relevant to their own specialty.

In a closing plenary session, Professor John Iredale addressed clinical academic training, and Professor David Sowden talked about the many changes currently taking place in England. Lastly, Dr Mike Watson, who recently retired as Director of Medicine for NES reviewed the lessons learned from his time at NES, and highlighted challenges for the future.

For further information, please contact: Jennifer McColgan
jennifer.mccolgan@nes.scot.nhs.uk
NES Board Meeting

NES Board business meetings are held throughout the year and are open to the public. The meetings normally begin at 10.30am and last 2 - 3 hours.

Anyone interested in attending a Board business meeting should contact David Ferguson, Board Services Manager, on 0131 313 8002 or via:
david.ferguson@nes.scot.nhs.uk

The Board business meeting dates from now until March 2013 are set out below. Details of the venues will be publicised in due course, with the majority of the meetings likely to take place at Thistle House, 91 Haymarket Terrace, Edinburgh.

2012
- Thursday 2 August
- Thursday 13 September
- Thursday 25 October
- Thursday 6 December

2013
- Thursday 24 January
- Thursday 14 March

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different format required?
This resource can be made available, in full or summary form, in alternative formats and community languages.

Please contact us on 0131 313 8061 or email altformats@nes.scot.nhs.uk to discuss how we can best meet your requirements.