



# NES: The Basics





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# About Us

## Who we are and what we do

NHS Education for Scotland (NES) is a national Special Health Board. We support NHS services to the people of Scotland through the development and delivery of education and training for all those who work in NHSScotland. Our Headquarters offices are in Edinburgh and we also have regional offices in Aberdeen, Dundee, Edinburgh, Glasgow and Inverness.

We work in partnership with local Health Boards, education providers and other bodies to ensure that all members of NHSScotland staff are equipped with the skills and knowledge to provide excellent care for the people of Scotland.

We support education and training for NHSScotland in several ways. Where required, we deliver training courses directly, but we also support Health Boards and individual healthcare staff by funding learning opportunities, commissioning universities and colleges to offer courses, or by providing resources to enable high quality learning in the workplace.

As a service organisation, we continually consult with our key clients – NHSScotland Boards – to ensure that we are offering the best, most

appropriate service to meet their training and education needs. A thorough understanding of the strategic needs and priorities of NHS Boards, along with knowledge of the needs at an operational level, enables us to prioritise and target our investment in educational support efficiently and productively.

We have established a range of mechanisms for communicating and consulting with NHSScotland Boards to underpin this highly responsive and proactive approach:

- ✳ a structured engagement process, linking senior managers within each NHS Board with a senior point of contact in NES
- ✳ an extensive network of links between our staff and staff across the wide range of clinical and non-clinical professional groups
- ✳ active involvement in regional groupings including those dedicated to workforce planning and service planning.

With a clear focus on supporting excellent healthcare for the people of Scotland, we involve service users in our work where possible. Lay people help us ensure that the patient experience is at the forefront of our work and makes a

significant contribution to educational quality. We are accountable to the Scottish Government for how we consult health service users and have benefitted from the involvement of the public in areas such as the quality assurance of postgraduate medical education, engagement with young people on health priorities and patient group representation in a range of educational initiatives.

We also work in partnership with a wide range of UK and Scottish organisations including Higher Education Institutions, Scotland's Colleges, Medical Royal Colleges, the Nursing and Midwifery Council (NMC), the Health Professions Council (HPC), the Health Foundation, Scottish Funding Council (SFC) Skills for Health, COSLA, Skills Development Scotland, Scottish Social Services Council.

This basic guide to NHS Education for Scotland provides essential information about our work and the different ways that we do it. To find out more, there are contact details at the end of each section and at the end of the brochure. Our website is also an excellent source of the most current information:  
[www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)



## Vision and Mission

Our vision is Quality Education for a healthier Scotland

Our mission is to provide educational solutions that support excellence in healthcare for the people of Scotland.

## Values

Everything we do is based on eight fundamental ways of working:

- \* be open, listen and learn;
- \* work together with others to benefit patients;
- \* look ahead and be creative;
- \* always aim for quality and excellence;
- \* promote equality and value diversity;
- \* understand and respond quickly and confidently;
- \* work to a clear common cause; and
- \* give people power and lead by example

## What is a Special Health Board?

NHSScotland delivers health services through 14 Regional Boards, each responsible for meeting the needs of its local population. The basis of this structure is a commitment to improving the overall quality of care offered to patients, their carers and families in Scotland.

Special Boards are designed to provide services Where organising them on a cross-Scotland basis brings clear advantages including:

- \* economies of scale
- \* making the best possible use of skills and experience
- \* consistency of approach
- \* providing the volume/level of activity required to maintain skills and provide a cost effective solution
- \* enabling NHSScotland to participate more effectively in international discussions and developments within a particular subject
- \* NHSScotland has to work with or act on behalf of UK-wide regulatory bodies, particularly on issues of where the Scottish Government has responsibility

You will find out more about Special Health Boards here: [http://www.show.scot.nhs.uk/organisations/special\\_hbs.html](http://www.show.scot.nhs.uk/organisations/special_hbs.html)



## Our funding and how we use it

We are funded by the Scottish Government Health Directorates. This funding includes:

- \* covering the basic salaries of some groups of staff such as doctors, dentists, psychologists, pre-registration pharmacists and clinical scientists whilst they are in postgraduate training
- \* supporting the Nursing, Midwifery and Allied Health Professions practice education infrastructure within NHS Boards
- \* supporting management, leadership and finance training
- \* payment of Medical and Dental ACT (Additional Costs of Teaching) to cover the costs incurred by NHS Boards in training undergraduate students

Taken together, these elements account for over 86% of our total budget. The balance of our budget is committed to the provision, management and administration (including recruitment) of training for the trainees whose salary costs we meet, plus other groups such as Nurses, Midwives and Allied Health Professionals, Optometrists, and Administrative, Clerical and Support staff. This includes payments to NHS Boards to support training infrastructure such as Training Programme Directors for medical training, and Practice Education Facilitators for Nurses, Midwives and Allied Health Professionals; the provision of the Knowledge Network and e-Library; dental outreach teaching centres and the development of educational frameworks and materials in response to Scottish Government policy.

We also deliver a wide range of educational activities to support Board workforce needs, Scottish Government policy as well as gaps in current provision. Some of these initiatives continue year on year whilst others we manage over financial year ends to cover projects that last between one and three years.



# Strategic Objectives

Following extensive external and internal consultation, we have set the following objectives for 2011-2014:

1. We will deliver consistent evidence based excellence in education for improved care.
2. We will ensure best use of the Additional Costs of Teaching (ACT) funding.
3. We will continue to build co-ordinated joint working and engagement with our partners.
4. We will provide education in quality improvement for enhanced patient safety and people's experience of services.
5. We will develop our support for workforce redesign.
6. We will provide integrated education to support models of care which are closer to people in their communities.
7. We will support education in partnership that maximises shared knowledge and understanding.
8. We will develop flexible, connected and responsive educational infrastructure which covers people, technology and educational content.
9. We will establish a performance structure which connects individual performance to our objectives.
10. We will improve the sharing of knowledge across our organisation.



# Developing NHSScotland Staff

## Administrative & Support Services

We support the development of appropriate learning opportunities for all staff in NHSScotland. As part of this goal, we work with a wide range of partners, from NHSScotland Health Boards to training providers, to establish a framework of support for learning and development for staff working in Administrative Services and Support Services. A wide range of professional groups is encompassed within these services areas, and this new framework will provide support for these individual professional areas as well as for development across job families.

Developed from information gathered from senior managers, line managers and staff across NHSScotland, the new framework will provide a wide range of resources to help address the learning needs of the approximately 50,000 people working in these areas. Examples of projects being undertaken within this framework include:

- \* The development of education frameworks for staff in Catering and Porter Services
- \* The development of professional networks for staff in the various Administrative Services job families, to encourage the sharing of learning and expertise
- \* Support for the identification and development of career pathways for staff in Support Services and Administrative Services
- \* Support for management skills training for staff in these groups
- \* Improved access to quality-assured learning opportunities, including vocational and professional qualifications
- \* The development of mechanisms for sharing information about learning opportunities across NHSScotland

- \* The development of a capability framework to support essential administrative skills for Administrative Services staff in Agenda for Change Bands 1-4

## The National Leadership Unit

Leadership is central to the delivery of effective healthcare and to driving up the quality of care and services provided by NHSScotland. The importance placed on developing leadership capability and capacity is recognised in the NHSScotland strategy for leadership development, *Delivering Quality through Leadership* (published in June 2009). The National Leadership Unit (NLU) is responsible for the implementation of this strategy through taking a national approach to leadership development and ensuring that this is fully aligned with local development activity. The NLU works closely with Health Boards and other public sector partners to deliver on its five key strategic development priorities:

1. Work with partners to drive cultural change in support of the delivery of high quality services. For example, in contributing to the Collaborating for Outcomes in Public Services (COPS) programme, a cross-public sector leadership programme.
2. Build leadership and organisational development capacity and capability. For example, working with the national network of Board Organisational Development Leads and establishing a national register of executive coaches to support an executive level coaching service.
3. Develop current leaders and teams. For example through provision of: a Framework for Chief Executive Development including

opportunities for development across public services; a Framework for Executive & Senior managers' development; development support to the senior HR community; and, Managing for the Future, a collaborative approach to the development of senior managers across Boards.

4. Nurture the supply of future leaders. For example: Delivering the Future, a leadership development programme which aims to identify senior clinical leaders and prepare them for roles at Board, regional and national level; General and Financial Management Training Scheme, a national scheme aimed at building leadership capacity across NHSScotland by bringing in up to eight trainees each year.
5. Evaluate the impact of leadership development. For each area of work, an evaluation strategy is identified at the planning stage.

The Finance Training & Support Unit (FTSU) is incorporated within the NLU. It aims to embed a positive culture of learning into finance teams across the NHS in Scotland and to provide access to training and development opportunities to all team members. FTSU is responsible for sourcing or delivering the following development activities for members of the finance community: professional training; CPD & lifelong learning; secondments and project work; coaching & mentoring; and, supporting local and national change and implementation through Area Development Managers (ADMs).





## Allied Health Professions



- Arts Therapies**
- Dietetics**
- Occupational Therapy**
- Orthotics and Prosthetics**
- Orthoptists**
- Physiotherapy**
- Speech & Language Therapy**
- Radiography (Diagnostic and Therapeutic)**
- Podiatry**



Our AHP team is committed to providing sustainable educational solutions for workforce development across the range of AHPs in collaboration with our partners, including NHS Boards, other professional groups, education providers and the voluntary sector.

Following wide consultation with partners and stakeholders, an integrated education strategy for AHPs has been developed. The core objectives will form the basis of our operational plans. Core work streams include:

- \* the AHP Practice Education Facilitation (PEF) programme which supports a Scotland wide AHP practice education infrastructure enhancing the workplace as a rich environment for learning and development.

The programme supports local, regional and national priorities such as accreditation of work based learning and the ongoing implementation of pre-registration practice placement agreements.

- \* the AHP Career Fellowship Scheme which enables individuals and /or teams to participate in learning activities to support career development and enhance service provision and patient care.

Other examples of our work include:

- \* supporting the AHPs across the Career Framework for Health, including *Flying Start NHS™*, Effective Practitioner, clinical academic careers
- \* implementation of the AHP framework for higher national certificates (HNC) for AHP healthcare support workers progressing to assistant practitioners
- \* promoting opportunities for student AHPs to learn with and from those who use their services e.g. A 'Day in the Life of'
- \* supporting the development of clinical leadership for senior AHPs who have a role in leading or developing teams using the Senior AHP Education and Development Framework

Contact for further information: Sonya Lam,  
Director Allied Health Professions:  
[sonya.lam@nes.scot.nhs.uk](mailto:sonya.lam@nes.scot.nhs.uk)

## The Dental Team

We work closely with all members of the dental team, providing educational support to NHS practitioners throughout their careers. Our Dental Directorate helps to provide the education underpinning the increasingly important role of dental care professionals. Core work for the Directorate includes continuing professional education for dentists and Dental Care Professionals, Vocational Training for Therapists, Vocational and General Professional Training for newly qualified dentists, and co-ordinating specialist training for hospital dentists. The Dental Directorate helps to provide the education underpinning the increasingly important role of dental care professionals.

In addition to our core work, new educational initiatives have been developed and introduced as a result of the Dental Action Plan, *Improving Oral Health and Modernising NHS Dental Services in Scotland*. Many of these initiatives, detailed below, will help up-skill the dental workforce and will become core business for the Directorate. Examples of new work include:

- \* continued development of undergraduate oral health therapist training
- \* pre-registration training of orthodontic therapists
- \* educational infrastructure for *Childsmile* [www.child-smile.org.uk](http://www.child-smile.org.uk)

- \* roll-out of accredited qualifications for dental receptionists and practice managers
- \* induction training for dental nurses
- \* increasing outreach provision for dental and oral health therapy students.

In addition, a variety of schemes will be updated to help ensure that trained dental professionals are equipped with the skills necessary to work within the NHS in Scotland. These schemes include:

- \* remote and rural training fellowships to enable dentists to provide a wider range of treatments locally in rural areas.
- \* the Keeping In Touch Scheme (KITS) will allow practitioners who are taking a career break to keep their knowledge up to date

- \* the Return to Work Scheme will allow practitioners who have not worked for sometime to return to clinical work in a controlled and supervised manner
- \* courses for overseas qualified practitioners to allow experienced dentists to more quickly adapt to working within NHSScotland.

Contact for further information: Dr Jim Rennie,  
Dean of Postgraduate Dental Education:  
[jim.ennie@nes.scot.nhs.uk](mailto:jim.ennie@nes.scot.nhs.uk)





## Doctors

NES is directly responsible to the Scottish Government Health Directorates for the postgraduate education and training of over 5,500 doctors in the training grades. In addition, we play a significant role in the education of undergraduate medical students, through the distribution and performance management of the medical additional costs of teaching (ACT) funding.

The delivery of postgraduate medical education and training is managed through our four Scottish Postgraduate Deaneries (North, East, South East and West). The four Postgraduate Deans, and the Directors of Postgraduate Practice Education are all NES staff, and are accountable for the overall management of and quality management of training programmes both within the individual Deaneries and across Scotland.

The complexity of the task is considerable. Trainees are distributed across the four Deaneries. In addition, there are some 57 separate specialty curricula, leading to a recognised Certificate of Completion of Training (CCT) and some 33 recognised sub-specialty programmes. These curricula are being delivered in educational environments in primary and secondary care which are under the control of the fourteen territorial NHS boards, following curricula developed and promulgated by some 15 medical royal colleges and faculties, and their agencies.

## Healthcare Chaplains

Finally, the whole exercise is subject to statutory external regulation by The General Medical Council (GMC).

The introduction of Modernising Medical Careers (MMC) in 2006-07 significantly changed the training of junior doctors both in Scotland and across the UK. The two year foundation programme has defined curriculum and assessments to demonstrate that doctors have achieved a satisfactory standard of clinical competence. It also provides a period for a doctor to choose potential options for specialist training.

Completion of foundation training is followed by a period of specialist training culminating in the award of a Certificate of Completion of Training (CCT). Entry to specialist training is competitive, with entry to the first stage of specialty training being competed for in an annual recruitment round. In total, there are approximately 5,500 doctors in training in Scotland at any one time, 1,600 of whom are in foundation programmes. NES has responsibility for the educational implementation of MMC in Scotland (referred to as Scottish Medical training), and full details are on available at [www.scotmt.scot.nhs.uk](http://www.scotmt.scot.nhs.uk)

Contact for further information: Dr Mike Watson,  
Director of Medicine: [mike.watson@nes.scot.nhs.uk](mailto:mike.watson@nes.scot.nhs.uk)

Spiritual Care is person-centred care. It enables an individual to make the best use of all their personal and spiritual resources in facing and coping with the doubts, anxieties and questions which arise in a healthcare setting and often accompany ill health and suffering. The need for acceptance, for self worth and the search for meaning are often important aspects of spiritual need.

Healthcare Chaplaincy is a service provided to patients, their carers and staff within the healthcare setting which involves sharing and meeting their existential, spiritual, religious and pastoral needs. Chaplains are trained to serve appropriately the needs of those of different faiths, of different denominations and of those with no faith.

Healthcare Chaplains are increasingly understood as health professionals and members of the multi-professional team. NES has produced some significant documents:

- \* A Multi Faith Resource for Healthcare Staff
- \* Standards for NHSScotland Chaplaincy Services.
- \* Spiritual and Religious Care Capabilities and Competences for Healthcare Chaplains.

These documents have been warmly welcomed

and endorsed by the Chaplaincy Associations UK wide.

- \* A new certificate in healthcare chaplaincy has been commissioned from Glasgow University who are presently preparing it, using the capability framework.
- \* Revised guidance on spiritual care and chaplaincy within NHSScotland has also been produced and is in consultation mode before going out to Health Boards for action. This guidance underlines the growing professional standards within chaplaincy, the responsibility of all in the NHS to deliver an appropriate level of spiritual care and the need for education, research, regulation and adequate management and resources to provide the service.

As well as providing spiritual care for the health service community, chaplains are facilitators who enable people of all faiths or none to receive the spiritual or religious care they need from the person or faith/belief community of choice.

Further information from: Ewan Kelly, Programme Director, [ewan.kelly@nes.scot.nhs.uk](mailto:ewan.kelly@nes.scot.nhs.uk)

## Healthcare Scientists

Our Healthcare Science programme oversees training programmes for the healthcare science workforce to ensure a sustainable fit-for-purpose workforce supply for NHSScotland. Our interests are derived from the Scottish Government's Action Plan for Healthcare Science (2007) and includes:

- \* Leadership development of Healthcare Science (HCS) staff
- \* Provision of national learning initiatives to support Scottish Government policy
- \* New roles for Healthcare Science staff
- \* Building an education development infrastructure to support Healthcare Science staff locally

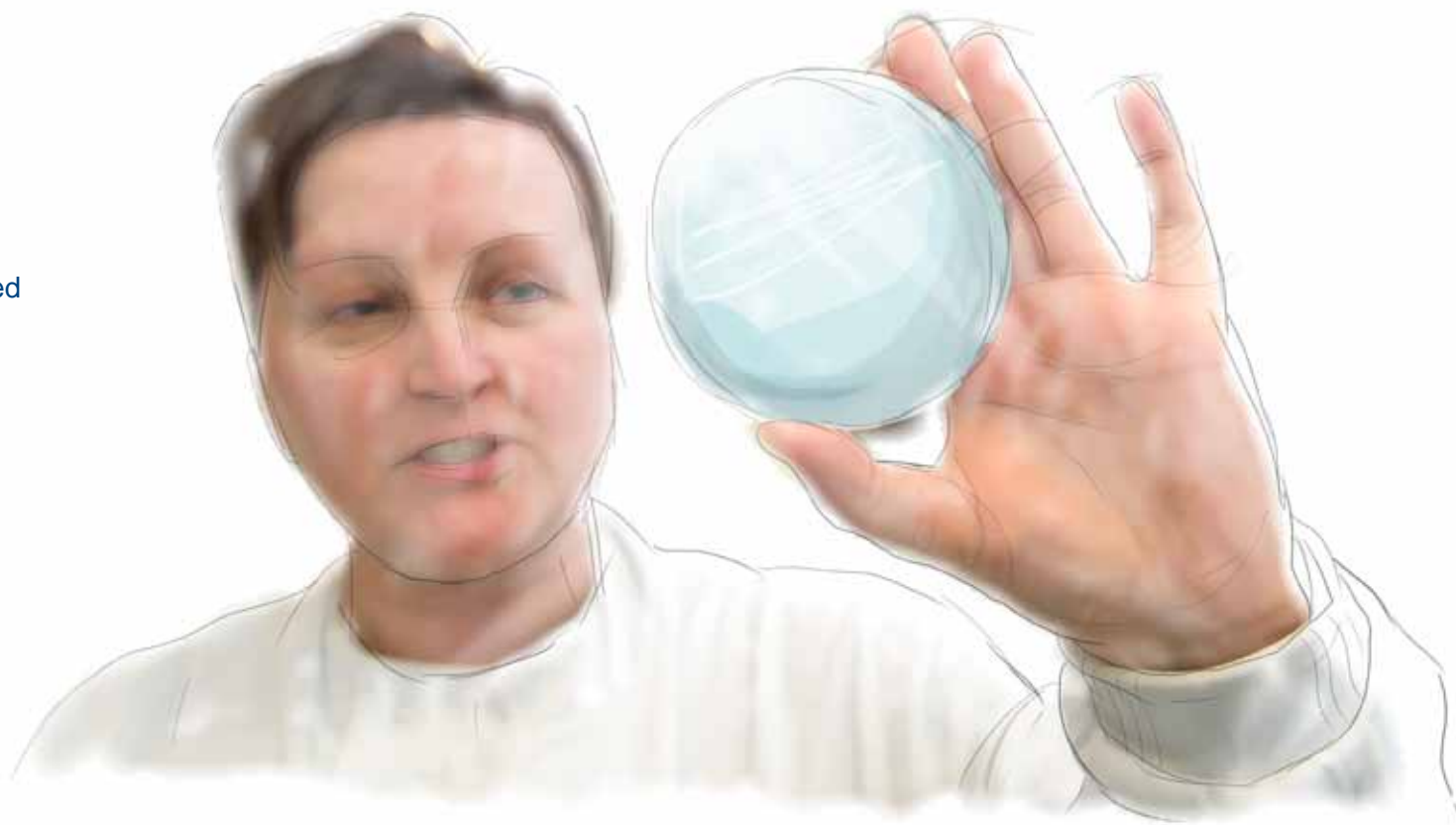
Our remit covers the three HCS divisions: life sciences, physical sciences and physiology. Within each, a range of scientific staff deliver healthcare science. Some HCS staff are regulated by the Health Professions Council – others by voluntary registers. There are approximately fifty scientific sub-specialties contained within these three divisions.

The Healthcare Science programme includes legacy responsibility for the Audiology and

Biomedical Science modernisation projects of the mid 2000s. We also direct the Clinical Scientist supernumerary training scheme in Scotland with an annual intake of 23 postgraduate trainees onto four year programmes. NES Healthcare Science supports higher specialist clinical scientist training and, from 2010, we supported other practitioner-level staff undertake post- registration training. In 2010 NES Healthcare Science is contributing

towards approximately 140 frontline HCS staff through a mix of direct salary or training awards. At a UK level we represent NHSScotland in the formulation of approaches to Modernising Scientific Careers.

Further information from: Dr Rob Farley,  
Healthcare Science Programme Director:  
[robert.farley@nes.scot.nhs.uk](mailto:robert.farley@nes.scot.nhs.uk)



## Nurses and Midwives

The directorate supports workforce development by investing in continuing professional development and enhancing the quality of educational provision for nurses and midwives. Role development, practice learning and support for career development are key priority areas in helping practitioners meet the challenging demands they face. Examples of our work include:

### Pre-registration Nursing and Midwifery Education:

- \* Overseeing the performance and outcomes of designated pre-registration nursing and midwifery programmes at six universities on behalf of the Scottish Government Health Directorates
- \* Working with Universities to enhance pre-registration education through a range of activities to support recruitment, selection and retention of students, sharing best practice in education and supporting the development of new programmes.

Supporting post-registration education and development across the NHS Career Framework for Health including:

- \* *Flying Start NHS™*, a national development programme for all newly qualified nurse and midwife to support the transition from student to registered practitioner

- \* Early Clinical Careers Fellowships
- \* *Effective Practitioner* initiative to support nurses, midwives and AHPs at levels 5 & 6 of the Career Framework for Health
- \* *Leading Better Care* programme for Senior Charge Nurses
- \* Advanced Nursing Practice Succession Planning
- \* A Career and Development Framework for Neonatal Nurses in Scotland (in partnership with the Scottish Neonatal Nurses Group).
- \* *Midwifery 2020 –Delivering Expectations* - focusing on the outcomes of this programme lead by the Scottish Government on behalf of the 4 countries.
- \* Development of a framework for Clinical/ Academic careers

Developing healthcare support staff is a key priority and this includes:

- \* Continuous development of the Health Care Support Worker (HCSW) toolkit which provides information and learning resources for HCSWs, managers and staff.
- \* Support for NHS Boards and staff for the implementation of the HCSW Induction Standards and Codes of Conduct.

To ensure access to education and learning close to practice, we continue to build the practice

education infrastructure of mentors, practice education facilitators, practice educators and co-ordinators as well as working with colleagues in other NES Directorates to explore inter-professional practice-based support.

We provide a range of tools and resources including:

- \* tools to support role development e.g. advanced practice, developmental learning needs analysis, service needs analysis tool.
- \* learning resources for nutritional care and development of Nutrition Champions
- \* e-portfolio for mentors

Working with our partners and stakeholders across health and social care we support workforce development as part of major policy initiatives such as improving quality, Child Health, Mental Health, learning disabilities, long term conditions, palliative care and the care of older people.

Contact for further information: Helen Mackinnon, Director, Nursing, Midwifery and Allied Health Professionals: [helen.mackinnon@nes.scot.nhs.uk](mailto:helen.mackinnon@nes.scot.nhs.uk)



## Optometry

NES Optometry up-skills Scottish Community Optometrists who provide NHS care under the General Ophthalmic Services (GOS) contract, to enable them to provide high quality eyecare and to improve the ocular health of patients throughout Scotland.

In 2006, Optometrists agreed a new contract with the Scottish Government Health Department (SGHD) which encourages the profession to take a more active part in primary eyecare of non-sight threatening eye disease. This is a quite different approach to the more limited contract that is in force in the rest of the UK. To support the change in working practice, the Scottish Government made new funding available to support the professional development of GOS contracted Optometrists. NES Optometry has been actively developing a structured programme of optometric training for all Community Optometrists in Scotland who provide NHS care.

Further information from: Donald Cameron, Programme Director – [donald.cameron-opt@nes.scot.nhs.uk](mailto:donald.cameron-opt@nes.scot.nhs.uk) or Dr Janet Pooley, Programme Director – [janet.pooley@nes.scot.nhs.uk](mailto:janet.pooley@nes.scot.nhs.uk)

## Pharmacy

We are the national UK centre for Continuing Pharmaceutical Education in Scotland. We provide an education and training programme including face-to-face courses, distance learning, video conferencing, open learning opportunities and specially commissioned courses for hospital and community pharmacists working within NHSScotland, incorporating a number of methods to allow maximum flexibility and contact. Some examples of education and training are:

- \* responsibility for pre-registration pharmacist training across Scotland
- \* provision of training resources to help pharmacists implement new services such as the Minor Ailments Service (MAS), Public Health Service (PHS) and the Chronic Medicine Service across Scotland
- \* support for training pharmacists to become independent prescribers
- \* development of national standardised training for over 2000 community pharmacists across Scotland to provide pharmaceutical care for chronic conditions such as rheumatoid arthritis and COPD; this included educational evening sessions and the creation of pre-reading

materials, course information, course activity booklets, a DVD presentation of the main lecture and post course assessment

- \* development of high quality distance learning courses, on a wide range of topics including child protection, substance misuse, mental health, and diabetes
- \* development of a Scottish vocational training scheme for newly qualified hospital pharmacists
- \* continuing professional development for pharmacy support staff

Contact for further information: Dr Rose Marie Parr, Director of Pharmacy:  
[rosemarie.parr@nes.scot.nhs.uk](mailto:rosemarie.parr@nes.scot.nhs.uk)



# Psychology

The Directorate has two main purposes:

- \* to commission and deliver training for psychologists for the NHS in Scotland ensuring that they are equipped to support the wider workforce to deliver psychological care
- \* to increase the skills of the wider NHS workforce in psychological care

We work in partnership with NHS Boards, brokering their collaboration with Universities, to ensure that the training we commission meets recognised academic standards and professional training requirements and is responsive to changing NHS service needs.

In recent years we have more than doubled training capacity, modernised training pathways, and invested in educational infrastructure to support clinical practice education in the workplace.

Some key developments include:

- \* clinical psychology trainees locally employed and managed in 12 NHS Boards; flexible training contracts enabling trainees to be employed part-time in areas of local service need after a year of full time training, accessing the remaining requirements for their professional training on a part-time basis;
- \* masters level to equip psychology graduates with the competences required to be safe and effective practitioners in areas of service need i.e. - delivery of evidence-based psychological

therapies for adults presenting with common mental health problems in primary care and - early interventions for children and young people i.e. early years and early in the problem cycle.

- \* network of local tutors complementing clinical tutors
- \* linking the training of health psychologists to health improvement initiatives.

## Psychological Therapies and Interventions

Psychological factors are important to achieving Government policy objectives for physical and mental health and wellbeing across the lifespan. Delivering good quality psychologically informed care is everyone's business in the NHS. Our Psychology Directorate has a key role in supporting the Government's commitment to increase the availability of evidence-based psychological therapies for all age groups in a range of settings and through a range of providers and in multidisciplinary education and training more broadly.

We work in partnership with NHS Boards to increase the capacity within the multi-disciplinary workforce to deliver evidence-based psychological therapies to recognised standards and to ensure that the design and delivery of training for therapists is matched to service need and

sustained in practice with appropriate governance arrangements.

Psychology contributes to understanding human factors in healthcare and health service delivery. We are particularly well placed to disseminate psychological knowledge and skills through its multidisciplinary educational agenda, particularly when that specialist expertise may not be widely accessible locally in NHS services.

We are exploring a variety of ways of contributing to NES cross-cutting workstreams in patient safety, management of long term conditions and the Quality Strategy.

Some key developments include:

- \* Network of local Psychology Therapy Training Coordinators
- \* Establishment of the Psychological Interventions Team focusing on referral pathways and thresholds, general education resources to help meet the HEAT target and specific resources focusing on forensic, trauma, older adults and alcohol
- \* Foundation supervisor training, with modality/profession specific bolt-ons
- \* Researching new ways to assess clinical competences

Contact for further information: Judy Thomson, Director of Training for Psychology Services: [judy.thomson@nes.scot.nhs.uk](mailto:judy.thomson@nes.scot.nhs.uk)

# Taking a multi-disciplinary approach

This section gives brief details on some of the other initiatives and projects which have become an integral part of our business and which reflect our multi-disciplinary approach.

## Child Health

The NES team works on a wide range of projects based on Service needs and Scottish Government directives aimed at ensuring that individuals working in the NHS in Scotland will be better placed to provide age appropriate and safe healthcare to children and young people across Scotland.

The main drivers for this important workstream are the Scottish Government policy documents, *Better Health, Better Care*, the *National Delivery Plan for Specialist Children's Services in Scotland* and the *Early Years Framework*. However, underpinning all initiatives in this workstream are the values and principles of "Getting it Right for Every Child" (GIRFEC).

A fundamental element of the Child Health workstream's success is collaborative activity with a wide range of partners such as healthcare professionals, the Scottish Government, Children's Managed Clinical Networks and children and young people themselves. In addition we have been building strong partnerships with colleagues in the social care and education sectors.



Some examples of our wide and ever growing range of support include:

#### *Education for staff working at or towards advanced practice level*

Modules have been developed in collaboration with Higher Education Institutes to support paediatric advanced practice for nurses and allied health professions. This ensures that practitioners working with children and young people at, or towards, an advanced practice level, have access to education which will provide the knowledge and skills to develop and provide enhanced services. The Scottish Paediatric Advanced Practice Network, set up by the Child Health team, enables practitioners to access and share evidence based research and education.

#### *Children and Young People's Services Managed Knowledge Network*

This is a web resource for NHSScotland staff working with children and young people. The network facilitates education and enables practitioners to find, share and use knowledge based education online. It can be accessed at [www.knowledge.scot.nhs.uk/child-services](http://www.knowledge.scot.nhs.uk/child-services)

#### *Education for staff working with acutely ill and injured children and young people*

This supports healthcare professionals working with acutely ill and injured children and young people have access to a wide range of educational solutions, ensuring that staff are equipped with the appropriate level of skills and knowledge, as identified within the

twenty

Emergency Care Framework (2006). Education has been developed and delivered at core and intermediate level and recommendations made for education to support the small volume of staff working at specialist level.

An on-line skills maintenance programme has also been developed to support the sustainability of the core level education.

*Involving Children and Young People:* The NES Young People's Public Partnership Forum (PPF): was the first of its kind in Scotland. Established in 2006, it aimed to ensure that the views of young people were heard, their rights understood and respected. Their involvement greatly enhanced the development of education for staff working with children and young people.

Following positive evaluation, the management of this group has been transferred to NHS Health Scotland. This means that two Special Health Boards are now able to benefit from this valuable resource and offers group members wider engagement with health related issues affecting children and young people.

## Early Years

The aim of this initiative is three-fold:

1. To embed *Getting it Right for Every Child* (GIRFEC) in all NES education for the Early Years Workforce.

2. To contribute to the creation of an educational culture where sectors share common skills, knowledge and values across sectors.
3. Support cross-agency policies through planned educational initiatives.

An award at Scottish Credit and Qualifications Framework (SCQF) Levels 7 and 8, based on core knowledge skills and learning across Health and Social services has been designed, piloted and evaluated. GIRFEC methodology was used to design this award and central to the content is the positioning of the child at the centre of all care, close involvement of family, use of a shared professional language and supporting early and effective intervention.

The education was originally designed to support staff from the "Health and Wellbeing in Schools" demonstration sites but has proved very popular with staff from other areas and sectors and is now being rolled out throughout Scotland.

New components of the workstream relate to Specialist Services for Children and Young People and to the Early Years Agenda.

Further information from Mary Boyle, Programme Director: [mary.boyle@nes.scot.nhs.uk](mailto:mary.boyle@nes.scot.nhs.uk)

## Educational Development and Resources

We play a leading role in education for NHSScotland and provide numerous services and resources to support learning in Health Boards and other organisations. The following sections describe some of the services provided by our Educational Development Directorate which contribute to effective education and excellent healthcare.

## Research

We invest in educational research and development to provide sound evidence on which to base the education and training activities to meet the needs of all staff within the NHS. To this end we conduct and commission research into numerous aspects of healthcare education to ensure that our work is fully informed by the experience of others. Educational research also enables us to link with areas of educational excellence beyond the NHS and to encourage innovation within.

We have a comprehensive educational research strategy which is supported by robust governance to ensure our projects are relevant, will lead to useful conclusions and are conducted to the highest ethical standards.

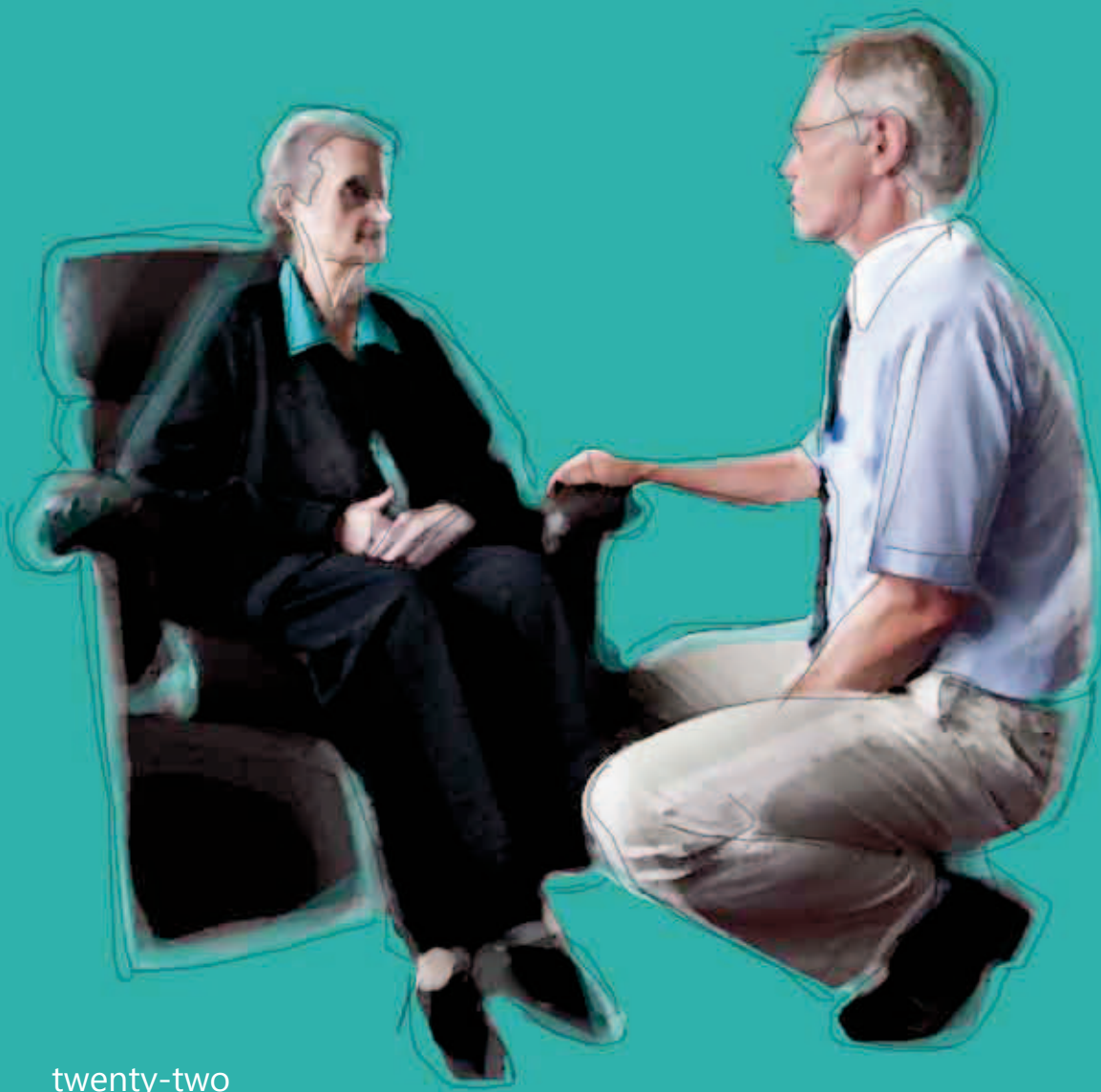
## Knowledge Services

Our Knowledge Services Group (KSG) provides national leadership, resources and tools to widen access to knowledge and promote competence in its use, to help to improve Scotland's health and healthcare.

The key resource delivered by our Knowledge Services Group is *The Knowledge Network*. *The Knowledge Network* is a national online knowledge service, providing high quality knowledge support for healthcare staff and partner agencies to underpin effective health care delivery and support the patient journey. *The Knowledge Network* provides access to a wealth of resources including electronic books and journals, guidelines, policy documents, patient information, evaluated web resources and interactive learning opportunities. It also provides tools to enable users to keep up to date and to share resources and experience. *The Knowledge Network* reaches beyond the clinical professions to administrative, clerical and support staff as well as to partners in the social care and voluntary sectors. It extends the traditional 'library' service of books and journals to support evidence based practice, the sharing of knowledge and experience, and e-Learning.

Visit the website to find out more: <http://www.knowledge.scot.nhs.uk/home.aspx>





## e-Education

e-Education is an important area of development for NES. It encompasses knowledge services and access to educational content but is also the system that supports an individual's learning. This involves the use of an e-Portfolio system which has progressively been rolled out for use by all medical trainees and indeed for a number of other professional groups.

Our e-Education strategy outlines our commitment to a vision and action plan to ensure that e-Education supports staff, patients and the wider public to maximise benefit to patient care. It is based on a series of Service-wide consultations and builds on foundations provided by our work in this area to date, for example, the e-Portfolio, the Doctors Online Training Scheme (DOTS), the NHSScotland *Knowledge Network* and a wide range of e-Education content spread throughout our website.

We will continue to collaborate across local and national levels, exploiting the potential of new and emerging learning technologies within the context of sound educational principles and our broader framework of educational support.

## Health Protection

Health Protection is one of the three branches of public health and has an ever increasing profile with issues such as pandemic flu and E. coli 0157 most recently having been in the public eye. NES, in partnership with Health Protection Scotland (HPS), continues to progress the development of a cohesive, integrated and progressive approach to workforce education development in health protection. The joint NES/HPS programme of work to achieve these objectives is split into three main areas:

1. Continuing the implementation of the National Framework for Workforce Education Development in Health Protection – such as Development of a competency framework for staff working in Hepatitis C services- in support of the Scottish Governments Hepatitis C Phase II Action Plan for Scotland
2. Developing and rolling out educational packages in specific health protection topics; production of training materials for health protection practitioners in support of the implementation of the Public Health etc (Scotland) Act 2008
3. Participating in the definition and implementation of European, UK and Scottish knowledge, skills and competencies requirements through a variety of ways including the National Immunisation Education Advisory Group to support the ongoing training and education of staff involved in immunisation programmes

Further information from: Bob Parry, Associate Director : [Robert.Parry@nes.scot.nhs.uk](mailto:Robert.Parry@nes.scot.nhs.uk)

## Healthcare Associated Infection (HAI)

NES leads a multi-disciplinary educational initiative to respond to the Government's Action Plan to reduce the risk of Healthcare Associated Infections to Patients Staff and Visitors.

We also lead the Cleanliness Champion programme which was developed in response to a Ministerial directive issued in 2002 and launched in 2003. While originally designed for hospital-based NHS staff, the programme now embraces all professions and disciplines across the wider healthcare system including primary care, the Scottish Ambulance Service and is embedded in the undergraduate training of dentists, doctors, nurses.

An educational model has emerged which at its core demonstrates partnership working with other key stakeholders such as Health Protection Scotland, Health Facilities Scotland and NHS Quality Improvement Scotland.

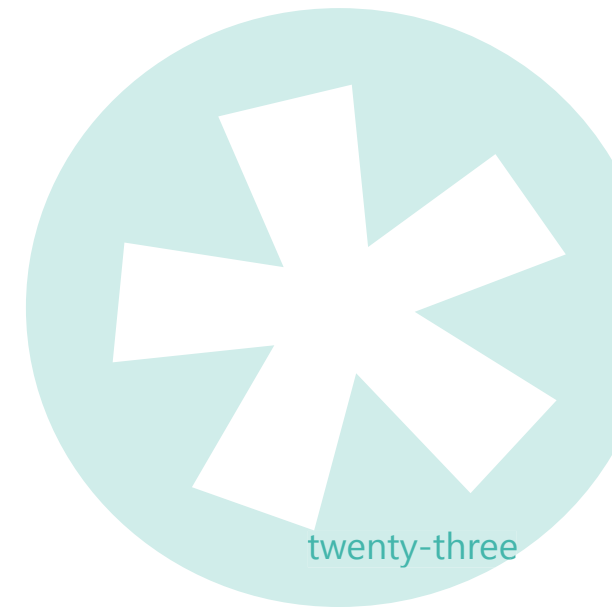
Our key areas of work include:

- \* sourcing, developing and supporting educational opportunities for Specialist Infection Control Teams, Infection Control Managers and Antimicrobial Teams
- \* education on HAI for Decontamination staff, Domestic services staff and Health Protection Practitioners

- \* a series of short courses and training tools to support organism specific infections such as: MRSA, Clostridium difficile and Catheter Related Bloodstream Infections.
- \* education to support improvements in antimicrobial stewardship

Our work is aligned to the Scottish Patient Safety Agenda and the HAI team at NES is also involved with the Scottish Government's Tissue Viability Agenda, Hepatitis Action Plan and the work of the Scottish Antimicrobial Prescribing Group.

Further information from: Helen Maitland, Programme Director (HAI): [helen.maitland@nes.scot.nhs.uk](mailto:helen.maitland@nes.scot.nhs.uk)





## Mental Health

Our mental health work programme is focused on progressing a programme of work to support the implementation of *Rights, Relationships and Recovery* – the action plan arising from the National Review of Mental Health Nursing in Scotland and *Delivering for Mental Health* – the mental health delivery plan.

Key areas of our work include values and recovery focused practice, children and young peoples' mental health, older peoples' mental health and increasing access to psychological therapies via a multi-professional educational strategy.

## Mental Health, Learning Disability and Dementia

The key objectives for our work are to:

- \* work with local, regional and national workforce planners and workforce developers, and lead clinicians, to provide appropriate educational solutions to support workforce development
- \* maximise opportunities for an inter-professional, and interagency education and training
- \* support the development of educational infrastructure within the service:
- \* encourage and support the development of managed knowledge networks and communities of practice

These workstreams aim to support sustainable change across the system and ensuring that education and training are accessible to NHSScotland staff and also to partner agencies in both the social care and third sectors providers.



## Learning Disability

*Same as You* remains the central policy in Scotland for driving improvements in the care and services for people with a learning disability. Key areas of our learning disability work include education to support staff who work with people with a learning disability and complex needs and also ensuring that staff working in acute services can meet the needs of people with a learning disability.

## Dementia Care

Scotland's National Dementia Strategy was launched in 2010 and NES, in partnership with the Scottish Social Services Council, is taking forward the educational actions arising from the strategy.

Further information from Geraldine Bienkowski: [geraldine.bienkowski@nes.scot.nhs.uk](mailto:geraldine.bienkowski@nes.scot.nhs.uk) or  
Susanne Forrest at: [susanne.forrest@nes.scot.nhs.uk](mailto:susanne.forrest@nes.scot.nhs.uk)

## Patient Safety and Quality Improvement

Continuous quality improvement is part of NES core business and is embedded already in many of our existing activities. We have a number of specific workstreams that relate directly to delivering the six priorities identified by patients and their families that they expect from the NHS - caring and compassionate staff; clear communication; effective collaboration; a clean and safe environment; continuity of care; clinical excellence.

These include:

- ✳ support to achieve consistent professional educational standards across NHSScotland
- ✳ delivery of quality-assured evidence for practice
- ✳ provision of clinical skills training programmes to promote patient safety and reduce healthcare associated infections

Further information from: Professor Brian Durward, Director of Educational Development: [brian.durward@nes.scot.nhs.uk](mailto:brian.durward@nes.scot.nhs.uk)

## Remote and Rural Healthcare Educational Alliance (RRHEAL)

The Remote and Rural Healthcare Educational Alliance provides education support solutions for the remote and rural NHSScotland workforce across Scotland. RRHEAL works to ensure that inclusive, affordable and accessible education programmes and packages are developed that meet the needs of all healthcare staff in all areas of Scotland. RRHEAL works closely with the remote and rural health boards and a range of education partners to link remote and rural workforce priority education needs with education providers.

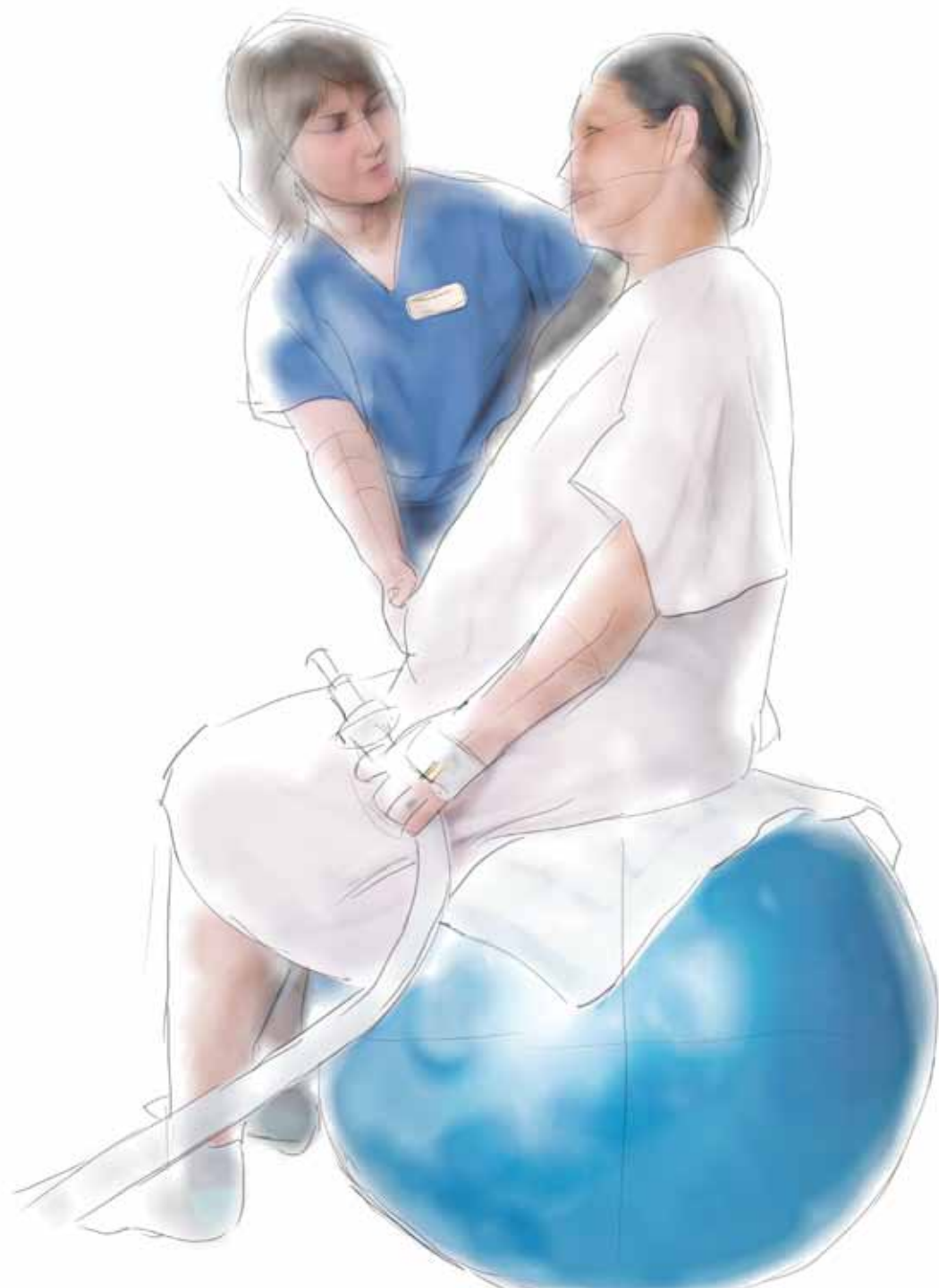
Further information from: Pam Nicoll, [pam.nicoll@nes.scot.nhs.uk](mailto:pam.nicoll@nes.scot.nhs.uk)

## Scottish Multiprofessional Maternity Development Programme

The Scottish Multiprofessional Maternity Development programme aims, through a network of local trainers, to provide local, affordable, post-registration courses to all professionals in the maternity team. These courses provide additional knowledge, skills, competencies and confidence to provide improved maternity care for women and their babies across Scotland.

In addition to this we provide training for non maternity professionals in emergency maternity care: this is designed to support health care professionals in the remoter parts of Scotland, to equip them to respond to emergencies arising in pregnant or newly delivered women and their babies.

Further information from: Bob Parry: Associate Director [robert.parry@nes.scot.nhs.uk](mailto:robert.parry@nes.scot.nhs.uk) / Helene Marshall; [helene.marshall@nes.scot.nhs.uk](mailto:helene.marshall@nes.scot.nhs.uk)



# How do I find out more?

The NES website is your 24-hour window to NES – [www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)  
You will be able to find detailed information on our work throughout the site.

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