Everyone Matters:

Views, experiences and perceptions of working across sectors

Dr Nancy El-Farargy
Wednesday 25 February 2015
NHS Education for Scotland  @NHS_Education

The benefits of boundary spanning for health and social care
‘the gathering’, @gatherscotland, #g2015, 25-26 February 2015, SECC, Glasgow

[Reduced Summary]
We are a national special health board working in partnership with our stakeholders to provide education, training and workforce development for those who work in and with NHSScotland.

Our vision is
Quality Education for a Healthier Scotland

Our mission is
Education that enables excellence in health and care for the people of Scotland

Our values are
Care and compassion
Dignity and respect
Openness and responsibility
Quality and teamwork
We are committed to Scotland’s health service values and we aim to ensure that staff are supported through education.

We cater for the NHSScotland workforce, which currently consists of approximately 160,000 members.

We have approximately over 12 years of supporting the workforce.
Doing it Once for Scotland

Spreading and Sustaining Quality

Doing it Once for Scotland
sharing the learning globally
Our Strategic Framework

“Education is a strong force for positive change, supporting improved outcomes for people through a well-developed workforce, with the right skills, knowledge and behaviours to provide new models of care across traditional public service boundaries…

This framework represents our contribution to public service reform and more integrated health and social care by ensuring frontline staff are equipped to deliver the best possible care.”

Lindsay Burley, Chair
Malcolm Wright, Chief Executive

Our Strategic Themes

Our framework is centred on five broad strategic themes.

1. An excellent workforce
   Consistent evidence-based excellence in education for improved health and care.

2. Improved quality
   Education for improving quality to enhance patient safety and people’s experiences of services.

3. New models of care
   Education for models of care to support the 2020 Vision.

4. Enhanced educational infrastructure
   Innovative educational support infrastructure covering people. Technology and content.

5. An improved organisation
   Enhancing the capacity and capability of our staff to give their best and achieve their potential.
### Scottish Government National Outcomes

<table>
<thead>
<tr>
<th>WEALTHIER &amp; FAIRER</th>
<th>SMARTER</th>
<th>HEALTHIER</th>
<th>SAFER &amp; STRONGER</th>
<th>GREENER</th>
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<tbody>
<tr>
<td>We live in a Scotland that is the most attractive place for doing business in Europe</td>
<td>We realise our full economic potential with more and better employment opportunities for our people</td>
<td>We are better educated, more skilled and more successful, renowned for our research and innovation</td>
<td>Our young people are successful learners, confident individuals, effective contributors and responsible citizens</td>
<td>We live longer, healthier lives</td>
</tr>
<tr>
<td>We have tackled the significant inequalities in Scottish society</td>
<td>We have improved the life chances for children, young people and families at risk</td>
<td>We live our lives safe from crime, disorder and danger</td>
<td>We live in well-designed, sustainable places where we are able to access the amenities and services we need</td>
<td>We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others</td>
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<td>We value and enjoy our built and natural environment and protect it and enhance it for future generations</td>
<td>We take pride in a strong, fair and inclusive national identity</td>
<td>We reduce the local and global environmental impact of our consumption and production</td>
<td>Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it</td>
<td>Our public services are high quality, continually improving, efficient and responsive to local people’s needs</td>
</tr>
</tbody>
</table>

- “We are better educated, more skilled and more successful, renowned for our research and innovation.
- Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
- We live longer, healthier lives.
- Our public services are high quality, continually improving, efficient and responsive to local people’s needs.”

“Our public services are high quality, continually improving, efficient and responsive to local people’s needs.”

- Person-centred
- Values-Driven
- Assets-Based
- Prevention
- Partnership
- People
- Performance

We will respond to the needs of the people we care for, adapt to new improved ways of working, and **work seamlessly with colleagues and partner organisations**.

We will continue to modernise the way we work and embrace technology.

We will do this in a way that lives up to our core values.

**Together, we will create a great place to work and deliver a high quality healthcare service which is among the best in the world.**

2020 Workforce Vision: Five Priorities

1. Healthy organisational culture
2. Sustainable workforce
3. Capable workforce
4. Integrated workforce
5. Effective leadership and management

The Public Bodies (Joint Working) (Scotland) Act 2014 provides a framework to support improvements in the quality and consistency of health and social care services through the integration of health and social care in Scotland.

- Greater integration and partnership working.
- Increased focus on wellbeing and prevention.
- Greater self control of care.

We need to develop the health and social care workforce with partners across health and social care, including the third and independent sectors.
Health and Social Care Integration

NHS Scotland
Workforce: 159,748

Scottish Social Services
Workforce: 189,670


Approximately 74 types of engagements – of varying breadth, quality and collaboration – with approximately 40 third sector organisations have been documented\(^1\).

\(^1\) The number of organisations currently stand at approximately 90 (Nov 14).
Example Case Studies

• Strong partnership with Alzheimer Scotland to deliver training, education and workforce development in relation to Scotland’s National Dementia Strategy.

• Scottish Council for Voluntary Organisations (SCVO) – supporting engagement and joint working with the third sector:
  • Get Involved – MILO resource
  • Awareness raising
  • Educational and learning opportunities
Engagement and Collaborative Working

Emergent Actions:
• Strategic engagement processes.
• NES promotion, learning exchange and awareness raising.
• Internal and external communications.
• NES-wide accessible database.
• Partnership working and shadowing.
• Continuation of existing and successful partnerships.

Actions Progressed:
• Engagement with SCVO.
• Discussion of the use of the MILO resource (*Get Involved*) with our contractor groups.
• Sharing the learning from the AHP Career Fellowship Scheme.
• NES Educational Governance.
• Discussion with the NES Educational Leadership Group.

What are your Views, Experiences and Perceptions of Cross-Sector Working?

Working Across Sectors: Views, Experiences and Perceptions

Greater integration of public services in Scotland is a key driver of the Public Service Reform agenda.

The focus is on stronger organisational relationships that deliver better services for patients and the public; with prevention, self-management, and community based approaches at the core. This requires the full engagement of the statutory health sector, the social care sector and the voluntary sector in the planning, design and delivery of public services.

This questionnaire aims to explore your views, experiences and perceptions of working across various sectors. It also aims to review practical examples and educational provision in the area.

Your input is very much appreciated, and completion of the survey will take approximately 10 - 15 minutes.

For further information, you may contact Dr Nancy El-Farargy

NES Privacy and Data Protection

- Gain an understanding of the views and perceptions of those in the service.
- In line with the principles of the 2020 workforce vision.
What Would Support you in Working across and with Different Sectors?

Commitment to wider partnership needs to be at all levels - sometimes statutory sector leads can fail to recognise the importance of real engagement at all stages of planning.

[Nurse, NHSScotland Territorial Board]

A culture:
- with shared expressed vision and values, targets and objectives, outcomes to be achieved.
- which values difference rather than seeing it as a barrier.
- where there is more trust and openness...

[Project Lead, NHSScotland Special Health Board]
Working in Partnership
Quality at Scale

- The workforce is critical to delivering the vision for health and social care in 2020 and beyond:
  - Quality of care
  - Health of the population
  - Value and financial sustainability
- Identify high impact actions
- Aims to improve quality at scale – ripple effect

Integrated ways of working into practice.
Developing the Right Conditions

- The focus is on developing the right conditions for an integrated workforce.
  - Planning for populations
  - Planning resources
  - Embedding all staff – across sectors – in the processes of service planning, investment and provision
  - Strong leadership
Thank You

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