NHS Education for Scotland

Nursing and Midwifery Practice Educator

National Network (NES PENN)

Annual Report 2015/16
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Foreword

The practice educator (PE) role was created by NHS Education for Scotland in 2010 with the PEs coming into post in June 2011. The aim of the role is to bring learning and development resources closer to practice for nurses and midwives that are directly relevant to their role in clinical care. The role has become embedded in local, regional and national networks to enable sharing of experience and expertise across the practice education infrastructure.

This report reviews the significant achievements of the role in 2015/16, demonstrating how well the PEs have responded to a developing health policy and professional standards landscape. In 2015, the Nursing and Midwifery Council (NMC) revalidation was just such a priority requiring significant organisational support from NES and the PEs. Subsequently, this report not only provides examples of how the PEs have supported the wider education activities of NHS boards in accessing, facilitation and evidencing of learning related to revalidation.

Reading this report confirms that PEs have a commitment to ensuring that nurses and midwives have access to and utilise in their practice evidence based learning resources. As you move through its pages, I’m sure you’ll agree that PEs are making a very strong contribution to helping staff deliver safe, effective and person-centred care.

Dr Lesley Whyte
Associate Director for Nursing and Midwifery
NHS Education for Scotland
1. Welcome and Introduction

Welcome to the NHS Education for Scotland (NES) Nursing and Midwifery Practice Educator National Network (NES PENN) annual report. This is the 3rd report produced by the practice educators (PEs) which provides an update on our national, regional and local NHS board activities.

We are delighted that we have been provided greater opportunities to work collaboratively within our national network and alongside our clinical and education colleagues within the NHS boards. These collaborative activities illustrate the value of NES and NHS boards working in partnership to strengthen the existing practice education infrastructure. There are sixteen practice educators (PEs) employed by NES and hosted within the 14 NHS boards across Scotland. The [nursing and midwifery practice educators interactive map](#) will provide you with more information of where we are based in Scotland.

The national network of PEs (commonly known as NES PENN) works to enhance nurses and midwives’ capability and capacity to access learning and evidence that underpins the delivery of quality in practice (Scottish Government 2010, Scottish Government 2013, NES 2014a). The recent [National Clinical Strategy for Scotland](#) (Scottish Government, 2016) states it is essential that nurses and midwives are able to engage in life-long learning and adapt to changing patient need in order to continue to meet the evolving demands on health services. Supporting this is a key aim of the role, with an emphasis on those nurses and midwives in direct care giving roles at level 5 and 6 of the [post registration career development framework](#).

While the main focus of the PEs work lies with the above staff group, the network is a flexible workforce who responds to both national policy, and professional and education drivers and priorities.

Specific education activity is determined by NHS board priority, but the underpinning purpose, to bring learning closer to the workplace, is a cornerstone approach at the heart of what PEs do and is evident throughout our practice and this report.

We hope that you find the report informative and useful and that you enjoy reading it.
2. **NHS Education for Scotland’s National Network of Practice Educators: Supporting NHS Education for Scotland’s Strategic Themes**

Within the NES Nursing, Midwifery and Allied Health Professionals (NMAHP) Directorate the national network of PEs forms part of the practice education infrastructure and supports delivery of objectives across a number of the programmes of work (Figure 1). Working across the programmes provides a unique perspective of the individual work streams. This provides the opportunity to act as a conduit between NES and NHS boards.

Fig1:NES Programmes of Work (NES, 2014b) ([Nursing and Midwifery Strategy 2014-2017](#))

The value of the engagement opportunities that occur through the hosted employment model, enables PEs to hear practitioners’ views and experiences first hand regarding the utilisation and effectiveness of NES resources in real time. This, coupled with the links with the programmes of work in NES, facilitates sharing of information about emerging educational priorities, informs the development process and supports the implementation and embedding of NES educational resources.

Selected case examples of activity demonstrating the range and type of collaborative activity that the network supports across the various programmes of work and NHS boards are explored further in the following sections. These case examples are denoted by this symbol 🌟
We have used the NES strategic themes (NES, 2014a) to structure the report and to highlight examples of our activity during 2015. The themes are:

- An excellent workforce: Consistent evidence-based excellence in education for improved health and care.
- Improved quality: Education for improving quality to enhance patient safety and people’s experience of services.
- Enhanced educational infrastructure: Innovative educational support infrastructure covering people, technology and content.

Within this section, our work is presented as case examples with relevant “fast facts” supporting our achievements.

2.1 An Excellent Workforce

The PEs contribution to the NES strategic theme of an excellent workforce is evidenced through our significant education activities relating to revalidation. This has ensured developing resources to support revalidation based on practitioners’ needs and providing feedback from practitioners that has informed the development of ePortfolio. To demonstrate this, we will present activity on the following:

- Supporting NMC revalidation (NMC, 2015).
- NES Nursing and Midwifery career long ePortfolio.

2.1.1 Supporting NMC Revalidation

- We contributed to the consultation, echoing feedback received through our interaction with registrants.
- We facilitated educational development sessions for the NMC revalidation pilot in Scotland.
- We used our network to share awareness, experiences and resources to assist NHS boards maintain pace with NMC changes.
- We supported key leads and individuals within NHS boards to implement NMC revalidation.
- We delivered education to support practitioners to meet the requirements.
- We received recognition for our role in supporting revalidation.

The PE contribution towards NES wider work is evidenced through our significant role in supporting nurses and midwives’ understanding of NMC revalidation and The Code (NMC, 2015). The flexible and collaborative nature of the PE network produced a timely response to support requests ranging from awareness raising
and deepening practitioners' understanding of the requirements, to participating in operational and strategic revalidation groups within NES and NHS boards. Originating in the early stages of the pilot phase, to the launch of the current NMC revalidation process, PEs supported practitioners beyond their own NHS boards where PE capacity was limited, and at the NES regional revalidation events. These events were open to NMC registrants, educators and managers from the NHS, care home, social care, independent and voluntary sectors.

In their own NHS boards, PEs worked in conjunction with clinical education staff, practice education facilitators (PEFs), care home education facilitators (CHEFs) and NES practice education co-ordinators (PECs) to develop and deliver learning materials supporting all aspects of revalidation including the confirmer role, reflective discussions and portfolio building. These learning materials were added to a suite of resources accessible via the Revalidation Community of Practice housed on the NES Knowledge Network. The value of this contribution is seen in the following feedback from the Scottish Government and practitioners:

“This last year has been a testing one in terms of undertaking a comprehensive approach to planning and piloting the proposed NMC model of revalidation, and here at Scottish Government we have been greatly assisted by NES, and particularly our Practice Educator colleagues... Practice education was essential in informing, supporting and of course, educating staff through a multitude of awareness-raising sessions so that they were confident in engaging with the pilot ...aside from the pilot work, a national approach to supporting skills development and the availability of information for all those interested in NMC Revalidation has been greatly supported by Practice Education colleagues...NES Practice Educators have risen to the challenge that revalidation brings; they have supported registrants across the NHS and bring a degree of welcome professionalism and support; I look forward to continuing to work to embed revalidation in 2016 and beyond with a team of such dedicated and professional colleagues”

Donna O'Boyle, Professional Regulatory Adviser, Chief Nursing Officer's Directorate

Feedback from Practitioners Who Attended the NES Facilitated Regional Revalidation Events

Feedback from Practice
“I wanted to thank you for presenting the talk on Revalidation and ePortfolio this morning. I chatted with some of the staff later and the feedback was very positive. They now seem a little less anxious and a bit happier about using the system. I think they appreciated the relaxed approach and uncomplicated way in which the session was delivered (I know I did”).

“The revalidation process felt quite daunting before attending a session; I now feel well informed and intend to keep a reflective journal and progress with my ePortfolio”.

“I have required extra help to prepare for Revalidation, particularly with reflective writing/recording and really appreciate the Practice Educator’s support”.

“Gave clear direction to revalidation and practical examples and signposting”.

“Information given at an appropriate level, followed logical sequence allowing me to build on my own knowledge base”.

“Dispelled myths, made it clear where to start with revalidation”.

2.1.2 Embedding The Code (NMC, 2015)

The central role that The Code (NMC, 2015) plays in revalidation has provided opportunities for PEs to encourage nurses and midwives to explore the link between The Code (NMC, 2015) and professional practice.

➤ We delivered workshops to increase awareness of The Code (NMC, 2015).
➤ We encouraged meaningful engagement with The Code through our revalidation activities.

In NHS Tayside the PE developed and delivered interactive educational sessions on The Code (NMC, 2015) targeting staff in rural settings. The sessions, which encouraged examination of key principles of The Code (NMC, 2015) and of statements concerning professional standards of practice and behaviour were attended by 146 nurses and midwives.

In NHS Fife the PE developed and delivered workshops using ‘role play’ to raise awareness of accountability and NMC fitness to practise processes simulating real fitness to practise hearings. Practice development facilitators and PEFs co-facilitate these sessions with the PE. During the workshops, practitioners question witnesses and cross examine the nurse accused of misconduct and decide on a sanction based on their knowledge of The Code.
“Excellent day, really made me think about The Code and my own accountability”. – Band 5 Nurse

“Excellent. Every nurse should attend this session”. – Charge Nurse

“Great session, really made me think about how I am actually using The Code in my day to day practice” – Community Nurse

2.1.3 ePortfolio

- We increased awareness of NES Nursing & Midwifery ePortfolio through internal communication networks and promotional activity.
- We supported practitioners to access ePortfolio through the development of resources and delivery of interactive workshops.
- We facilitated practitioners to use ePortfolio to support their Revalidation, delivering bespoke sessions.
- We informed development of the ePortfolio resource based on our interactions with practitioners.

NHS Education for Scotland’s (NES) Nursing & Midwifery Career Long ePortfolio, recognised by the Scottish Government as the tool of choice, supports nurses and midwives to obtain and provide evidence of feedback on their practice and their learning and development. As well as challenging our ways of thinking about how practitioners develop and improve their practice, revalidation has also refocused the emphasis of recording evidence of learning; moving beyond the acquisition of knowledge, to the application and outcome in practice. Effective recording of CPD evidence can significantly help reduce the frustrating data burden for nurses and midwives. Capturing and recording appropriate multipurpose evidence that can be used for appraisal reviews, objective setting, personal development planning and revalidation, reduces duplication and can strengthen practitioners’ evidence for appraisal, particularly when elements such as feedback and reflection are used.

The PEs have played an integral part in the further development of ePortfolio and supporting practitioners’ access to ePortfolio and other supporting resources such as

The network has also developed, delivered and evaluated ePortfolio user sessions in remote, rural and urban boards to encourage and enable staff to build their evidence for both revalidation and career-long learning. In remote areas this has included the development of podcasts, WebEx, video conferencing and user guides to ensure equity of both access and information amongst the staff groups, while still supporting staff who require more intensive support on one to one basis.
In NHS Greater Glasgow and Clyde, the PEs facilitated focused interactive sessions in computer clusters across the board aimed at supporting practitioners who have chosen to use ePortfolio to record and store their revalidation evidence. These sessions are an ongoing activity from the PEs.

In NHS Forth Valley the PE collaborated with the local eHealth team to deliver training around using ePortfolio for revalidation. The opportunity to capitalise on the motivation of staff previously reluctant to engage with online resources, was seen as a win-win situation in achieving the longer term aim of supporting the eHealth agenda.

In NHS Borders the PE developed a quick reference tool for using ePortfolio for revalidation. This resource was so well received it is now a published promotional resource. Click here to view.

Promoting the use of NES Nursing and Midwifery Career long ePortfolio has been a fundamental part of the PEs work in 2015 and, as seen in the graph below (Figure 2), these efforts have helped the number of ePortfolio accounts rise considerably in a period of approximately 22 months.

![Graph showing increase in ePortfolio accounts](image)

**Figure 2**: No. of nursing and midwifery ePortfolio accounts in Scotland (December 2015)

“Practice educators have played a significant role in the implementation of the NES Nursing and Midwifery ePortfolio across Scotland to support NMC revalidation. They have planned, developed, co-ordinated and delivered education and awareness of ePortfolio in
collaboration with NHS boards. They are monitoring education, numbers of accounts and ePortfolio usage to inform local action plans and national statistics. They have informed the national development of ePortfolio functionality as part of digital transformation to ensure ePortfolio meets user needs now and in the future”.

Ann Rae and Belinda Emmens, Nursing and Midwifery ePortfolio Team, NES

2.2. Improved Quality

A key outcome in contributing to the NES strategic theme of **Improved Quality** has been increased access to national learning resources and up to date evidence to inform person-centred practice. This has included activity linked to supporting personal and professional development for effective leadership. This section therefore will focus on:

- Person-centred Care.
- Access to national learning and evidence based resources.
- Leadership.

### 2.2.1 Person-centred Care

- We supported the use and development of **Values-Based Reflective Practice (VBRP)**. This also has included training PEs to become VBRP facilitators within the team to support Values Based Reflective Practice both within the network and nationally.
- We enabled nurses and midwives to access and use Effective Practitioner to support the development of key areas of clinical practice.
- We facilitated delivery of Health Literacy education **The Health Literacy Place**
- We delivered education using the **NES Compassionate Connections** resource and promoted wide use across professions.

🌟 The PE in NHS Orkney collaborated with the local clinical education facilitator to deliver learning sessions on record keeping, assessment and person centred care planning. This was in response to a recommendation from Healthcare Improvement Scotland for Care of Older People in Acute Hospitals and Healthcare Environment Inspectorate to improve documentation and record keeping. The majority of hospital based registered nurses in NHS Orkney attended the record keeping workshop and about two thirds of in-patient nursing staff attended the care planning workshop. The Effective Practitioner **Effective Record Keeping** activity was used to support the learning.
NHS Ayrshire and Arran used the NES Compassionate Connections resource to support improvement activity and highlighted learning needs within the board. A group of key people, led by the head of midwifery services and including the PE, NES Compassionate Connections PE and five trained Compassionate Connections facilitators, developed and delivered interactive workshops.

Over 300 nurses, midwives and health care support workers (HCSW) participated in the workshops which demonstrated how a compassionate person-centred approach to care improves clinical outcomes and the health and wellbeing of vulnerable pregnant women, newborns and infants. This resource is now firmly embedded within the PDP programme of both midwifery and paediatric services throughout the board. There has been a lot of interest from other parties who see the transferability of the resource into other professional groups i.e. dentists, radiographers etc.

2.2.2 Access to National Learning and Evidence Based Resources

- We increased access to Knowledge Management resources.
- We promoted awareness of NES Healthcare Associated Infection resources and influenced local policy to promote engagement.
- We supported engagement with the Effective Practitioner resource to enhance practice.

Knowledge into Action (K2A) aims to build the capacity of health and social services staff to bridge the gap between knowledge and practice, so that they can apply evidence based knowledge in decisions and actions, to improve services, and contribute to better outcomes for individuals and communities. The Knowledge into Action cycle has been adopted by NHSScotland Knowledge Services as a model for supporting the implementation of knowledge from published evidence and
practitioner experience to support decision making. PEs play an integral role in promoting access to the various resources developed to support this agenda including: knowledge broker services, knowledge sharing technology and actionable knowledge resources to support clinical decision making.

Forty key staff across NHS Shetland participated in five inter professional learning workshops which demonstrated a range of online resources to support Knowledge into Action (K2A). These workshops were jointly developed by the PE, NES Knowledge Services, clinical development facilitator, medical director, and the AHP practice education lead. These enabled practitioners to access and use evidence summaries available through BMJ, Dynamed, EBSCO host Nursing Plus and Rehabilitation Reference Centre and the National Evidence Search and Summary service and provision pilot for Island boards.

The NES Helping others to facilitate learning in the workplace: A Practical Guide (2012) has been a key resource that PEs have used to support the further development of educational capacity within the boards. The toolkit is a flexible resource that provides information and practical guidance on preparing healthcare professionals and service users or carers, who may be involved in facilitating inter-professional learning (IPL), uni-professional learning or service user/carer education in the workplace. As seen below, the PEs in NHS Lothian have been particularly active in working in conjunction with their board colleagues supporting the use of this resource. Impact evaluations of the programmes run in NHS Lothian have shown that participants have been able to confidently apply their learning from this programme to directly improve their practice. The positive evaluations have led other PEs to introduce and support the implementation of this resource throughout the country.

PE’s in NHS Lothian planned and delivered seven cohorts of train the trainers workshops that helped others to gain or build on existing knowledge and skills. In excess of one hundred nurses, midwives and allied health professionals attended the sessions. Participants have been able to further develop their existing knowledge and skills related to: writing aims and learning outcomes, aligning learning aims, learner needs, evaluation and assessment methods and managing diverse groups of learners. Some participants have now undertaken further education e.g. Post Graduate Certificate in Education or have since obtained a specific role in education.

Sixteen NES Effective Practitioner work-based projects were taken forward during 2014/2015, with their local PE providing tailored support for project leads and teams. Further information on past and current projects is available on the Effective Practitioner Projects Page. The Effective Practitioner resource is aligned with the Post registration/ Postgraduate and CPD programme of work and is a national initiative providing work-based learning support for NMAHPs in Scotland. It assists
practitioners to deliver the 2020 Vision (Scottish Government, 2011) and meet the Quality Ambitions of person centred, safe and effective care (Scottish Government, 2010). PEs support teams and individuals to use the wide range of Effective Practitioner resources to enhance care delivery.

NHS Highland’s PE supported the Compassionate Connections PE to work with midwives to use Effective Practitioner person centred learning resources to improve their approach to record keeping. The project enabled improved communication and understanding of how to apply person-centred approaches in practice.

NHS Fife’s PE supported others in Service Redesign using a number of learning resources including:

- Effective Practitioner self-assessment tool and conflict management learning activities.
- ePortfolio to evidence learning.
- Post Registration Career Development Framework.

Project participants developed a better understanding of the charge nurse role and improved communication processes through the establishment of a charge nurse forum.

The NES HAI Education team provide a suite of HAI educational programmes, online short courses and training resources. Joint working between NHS Lothian Infection Control and Prevention teams, the NES HAI team and Practice Educator created opportunities to embed and sustain the use of these resources. Delivery and dissemination of NES education resources at a number of HAI Staff Drop in events across hospital and community areas of practice took place in 2015. Further to this, the resources are now incorporated into NHS Lothian’s HAI Education Strategy and mandatory training for all staff.

“The Practice educator has been instrumental in both raising our awareness of specific NES resources related to Healthcare Associated Infection and in the procurement of informative leaflets and workbooks for staff to take away and engage with. Our Health Board has now run 15 events in a variety of community and acute hospital settings, and at each event the NES resources and information have been very well received. I hope collaboration with the NES Practice Educators continues to develop in the future.” - Lindy Manson, Team Leader.

2.2.3 Leadership
We facilitated clinical leaders to use the Effective Practitioner resource to develop self-awareness and skills for effective leadership.

We supported development and delivery of education for local Leading Better Care programmes NHS Scotland Leading Better Care website

Fast facts

- NMAHP Leadership development programmes have been developed and delivered by PEs in NHS Highland, NHS Grampian, NHS Orkney, NHS Western Isles, NHS Lanarkshire, NHS Shetland

NHS Western Isles held an annual Priority Training Day. The PE helped to develop and deliver a documentation learning session which reached 139 registered nurses. The Effective Practitioner Record Keeping resources were highlighted and used to enable staff to give feedback on their record keeping standards. The key learning focused on effective feedback and recording evidence in documenting care however participants were encouraged to consider how they could also use the feedback to support revalidation.

2.3 Enhanced Educational Infrastructure

Key outcomes in contributing to the NES strategic theme of Enhanced Educational Infrastructure has been the use of technology to promote collaboration and communication across other education roles, and increased awareness and engagement of the nursing and midwifery PE role.

2.3.1 Facilitating Engagement with the Infrastructure

- We acted as a knowledge brokers supporting development and use of Knowledge Network and the Community of Practice to promote collaboration and communication and facilitated and promoted points of access for local dementia champions to engage with dementia resources.
- We presented a themed paper at the 26th International Networking for Healthcare Education Conference (NET) September 2015 and a poster highlighting the role and impact of the NES PENN at the RCN Education Forum March 2015.
- We have worked across regional sites and other special health board to ensure equity of access to PE support.
The PE in NHS Grampian worked with NES Knowledge Services, the local Improvement Advisor and OPAH/HIS working group. Acting as a knowledge broker the PE facilitated the setting up of a Community of Practice to support collaborative communication between the group. This enabled the group to progress work in response to their recent OPAH report. The key activity of using the Knowledge Network raised awareness of all Knowledge Services resources and the potential for use of the Community of Practice across the board.

In NHS Greater Glasgow and Clyde, the close working relationship between the Alzheimer Scotland Nurse Consultant, dementia champions and the PEs continued in 2015 with the development of a local intranet site to support access to current information on dementia, policy and shared learning. Links to the national resources developed by NES and other electronic learning platforms were also created. The site is open to all staff in NHS Greater Glasgow & Clyde and was officially launched to coincide with the delirium guidelines publication. As well as current information on dementia, the site also contains:

- A Dementia Champions page incorporating a directory of their names and work location and any presentations or posters that have been presented at events.
- A dementia news page including any local team newsletters e.g. Emergency and Medicine teams.

The feedback on the site has been very positive. It is very much the foundation of a bigger agenda within NHS Greater Glasgow and Clyde but it allows practitioners to access the information that has potential to enhance development, insight and ultimately the journey of the person with dementia. The future for the site looks to incorporate crossover between dementia and specialist area e.g. pain management, tissue viability etc. with strong links to educational resources. There is also a view that the site requires to branch out, potentially with a public facing element.

2.3.2 Raising Awareness of the Practice Educator Role

As part of wider engagement and raising awareness of both the role and NES educational resources there was PE representation at the 26th International Networking for Healthcare Education Conference (NET) September 2015. Two PEs were accepted to present a themed paper highlighting the successful outcomes of delivering the ‘Facilitating Learning in Practice’ programme highlighted previously.
As well as sharing effective practice, this was an opportunity to provide an example of how PEs use and integrate NES learning resources such as the Train the Trainers’ toolkit helping others to facilitate learning in the workplace: A Practical Guide (NES, 2012). In addition, supporting the NES exhibitor stand enabled the PEs to engage with a range of conference delegates in raising awareness of the role of NES, the Practice Educator role and the wide range of available NES learning resources, whilst signposting to key resources relevant to their area of practice.

2.3.3 Working as a Wider Network

Over 2015, working with NES practice education coordinators, we have supported areas beyond our host boards, including NHS Golden Jubilee National Hospital, NHS The State hospital and NHS National Services Scotland, specifically in relation to revalidation and ePortfolio. This has been achieved through our continued development as an effective team and network and also our knowledge and use of technology to facilitate remote working while maintaining effective communication and collaboration. This has enabled us to be a robust national resource providing a flexible response to stakeholder needs.
3. Looking Forward

2016-17 promises to be an exciting year for the NES PENN. While it may seem as though the nursing and midwifery profession has been on the revalidation path for some time now, we have recently entered a new phase of the journey and with it the great potential for the team to engage with NES and host boards to strengthen, promote and embed continuous professional development. Health and Social Care Integration is also beginning to offer opportunities to work in new and creative ways across the different sectors, sharing experience and learning together to get the best outcomes for the people using health and care services. Over the next few months there will be further opportunities for the PEs to be actively involved in the NES NMAHP programmes of work. This will not only serve to better integrate the NES PENN and objectives across the wider nursing and midwifery team, it will also assist in further developing the collective knowledge and skills of the national network to the benefit of the NHS boards.

Since introduction of the posts the national network has continued to develop. This time has afforded us with a wealth of invaluable knowledge and experience that we can utilise in our role. During this year, we will be reviewing our current ways of working to ensure our practice is effective and efficient in achieving the desired outcomes for NES and our key stakeholders. As a team we are enthused by the changes on the horizon and welcome with optimism, the new and creative ways in which we will be able to influence the embedding of quality education in practice.
4. References


