

# Quality Improvement and Performance Framework (QIPF)

Health Education East of England

WINTER 2014/15

*'Quality at the heart of all that we do..'*

## Welcome

Dear Colleagues,

In my role as Post Graduate Dean I would like to welcome you to the winter edition of the QIPF newsletter. Since the last issue there has been a lot of activity in relation to the Quality and Performance Reviews (QPR) for a number of our Trusts and we are also gearing up for the Annual Review Meetings (ARM) of our six university partners. There is some specific information within this newsletter for the HEIs regarding the upcoming ARM process which I hope you find useful.

It was also gratifying to note that following the October submission of the Dean's Report to the GMC our responses were rated as 98%, 100% and 100%. Well done to everyone who is involved in putting this report together and assuring the GMC of our quality monitoring standards.

Meeting with a wide range of staff, as part of these processes, continually demonstrates the great work that our educators do in ensuring that our trainees and students have a high quality learning experience. This means that the patients they care for are receiving high quality care, despite the considerable workload pressures that I know a number of our Trusts are under.

We continue to review the QIPF and the QPR processes so that all our stakeholders can be confident that we are ensuring a high quality learning environment. for our trainees, students and learners. As part of this improvement process we will be developing the approach for the quality management of our community provider organisations over this year, and I look forward to updating you about this in the next newsletter.

Dr Jonathan Waller, BSc, MD, FRCP  
Postgraduate Dean (Head of Education and Quality – Medical Programmes)



## Celebrating East of England Success

The Celebrating Success awards ceremony was organised to recognise and celebrate the achievements of healthcare professionals in the east of England and was attended by 240 colleagues from across the region. The event was a joint celebration of the NHS Leadership Recognition Awards and the Quality in Education and Training Awards. Over 470 nominations were received from 66 organisations in the region. 57 finalists were selected for outstanding contributions to patient care and service excellence.

If you haven't caught up with the award winners there is a full list in the celebrating success programme and informative and inspirational videos can be found on the HEEoE website. [Click Here](#)

Some more good news stories can be found here <https://www.youtube.com/watch?v=PWbc1TY1uSM>



## Focus on Bands 1 to 4 Programme



The Talent for Care is setting a national strategic framework for the development of the support workforce in the NHS. Support workers (typically those in roles banded 1-4) make up around 40% of the NHS workforce, provide around 60% of direct patient contact, and yet do so with no more than 5% of the national training budget. The Talent for Care seeks to improve the education, training and development opportunities available to support staff and recognise the great work they do. By doing so it will improve quality of care for patients whilst increasing the flexibility and efficiency for organisations.

The Talent for Care national strategic framework was approved by the HEE Board and well received by the national Social Partnership Forum towards the end of 2014; it is available [here](#), and will be formally launched in March 2015. The framework focuses on three strategic themes of work:

**Get In – opportunities for people to start their career in a support role.** The Get In work is closely linked with the national *Widening Participation* work also being led by HEE, and involves extensive work to help people of all ages and backgrounds to start their careers through entry into support roles, with a particular focus on young people aged 16-24. We have recently secured a contract with *Inspiring the Future*, who will work to increase the number of NHS staff volunteering in local schools to talk about their job role, and are hoping to secure another contract to work with employers to encourage recruitment of more young people.



**Get On – supports people to be the best they can be in the job they do.** The Get On work recognises the value of the support workforce and their substantial contribution to patient care and service delivery. All new Health Care Assistants and Adult Social Care Workers will be expected to achieve the new Care Certificate from April 2015, giving them a minimum level of training to assure the quality of care they are able to provide. Steering groups have submitted draft standards to the Department of Business, Innovation and Skills for Health Care Assistant, Senior Health Care Assistant and Assistant Practitioner apprenticeships under the [Trailblazer reviews](#), with final submission due in February. We also have representation on the steering groups for apprenticeships in Finance and HR, which are both progressing. We are also working with the National Skills Academy for Health to increase the number of apprenticeships in Primary Care.

The Bands 1–4 National NHS apprenticeship target for 2014/15 is 12721 new starters. Current recruitment for the first three quarters is 10509 giving a percentage to target figure of 82.6%. Here in the EoE our target is 1609 for the year, with 1152 apprentices joining the organisation to date. It is anticipated that EoE will achieve 77% of its target by year end. In 2015/16 the target for the EoE will be 1810 and the overall National target will be a considerable 19375.

**Go Further – provide opportunities for career progression, including into registered professions.** The Go Further work focuses on simplifying and opening up opportunities for those with the potential and desire to progress beyond a support role. A Career Progression Framework has been developed and will shortly be circulated for consultation, setting out the progression pathway from pre-employment through to registered nursing. A new Bridging Programme will give those with vocational qualifications the study skills necessary for entry into Higher Education, and a series of webinars are currently being held to help employers understand more. We are also increasing the number of commissions for part-time study, and looking at development of Higher Apprenticeships to enable people to progress.

For more information about the Talent for Care, please visit the [website](#) or contact [hee.talentforcare@nhs.net](mailto:hee.talentforcare@nhs.net).

Catriona Curry

**National Programme Manager – The Talent for Care**

## Welcome

Welcome to the Quality Improvement and Performance Framework (QIPF) Education Provider section. This is to introduce a series of news emails that will be sent to you once a fortnight by HEEOE.

The aim is to keep HEIs and stakeholders informed about the 2015 framework for the evaluation of programmes commissioned or supported by Health Education East of England. This section and subsequent newsletters will provide HEIs and partner trusts with the information that they will need to participate fully in the process.

The QIPF is a revised quality process and in 2015 it continues to assure the education it commissions and delivers on behalf of Employers providing NHS commissioned care in the East of England. The newsletters will highlight key dates and processes as well as giving clarification and information on helpful resources.

We are keen to ensure the newsletters provide the information that you need and want. Comments on content of the newsletter should therefore be sent to: [lynsey.poole@nhs.net](mailto:lynsey.poole@nhs.net)

## Important Timeline adjustments

Information for Universities in relation to the process is laid out in the QIPF handbook. Please make yourself and your colleagues aware of the revised timetable:

Step 6 (page 15) states that the panel pre ARM meeting takes place on the 30 March, this is actually a two day meeting which takes place on the **30 and 31 March**.

Step 7 (page 15) states that evidence requests, where required, will be issued by 30 March and additional evidence must be provided no later than 09 April. However this will not be possible as the evidence requests will not be known until the end of the second day of the pre meets on 31 March. Therefore evidence requests will be issued on **31 March** and evidence must be provided no later than **4pm on Friday 10 April**.

Apologies for the timeline amendments

## Self-assessment is coming!

Please be ready for the Self Assessments and Assessments of Partners. A word copy of the qualitative KPIs was issued to Education Providers and Employers by the Education Commissioning Team on **26<sup>th</sup> January 2015**, alongside the programmes for which RAGs and comments will need to be supplied. This will allow partners to start to compile the evidence in preparation for the electronic KPIs issued via the Business online system. Please be aware that the Qualitative KPIs and the evidence required have changed in

2015. Full details relating to the completion of the assessments are available on page 29 of the handbook.

The Education Commissioning Team will issue a log in and access to the Electronic version of the KPIs on **16<sup>th</sup> February 2015**. These need to be completed by **2<sup>nd</sup> March 2015**. Full operational instructions will be issued and the commissioning team can help colleagues with technical difficulties. Queries relating to technical support should be sent to: [catherine.sanderson1@nhs.net](mailto:catherine.sanderson1@nhs.net)

## Student survey information is published

The pre-registration students were surveyed between 6<sup>th</sup> October and 14<sup>th</sup> November 2014. All local HEIs were sent the link to be distributed to students on all pre-registration programmes at each HEI funded by HEEOE including Oral Health students. Students in all years and all levels of programmes were asked to complete the survey. Students provided feedback anonymously. For the first time students were asked to provide a friends and family score for learning both in HEIs and on placement.

4,227 students (57.2%) responded to questions relating to learning at HEIs, on placements and learning on the placement circuit.

All HEIs are able to access their University's feedback and the Performance Hub is in the process of putting together trust reports.

Any access problems relating to Business objects should be sent to: [lester.manners@nhs.net](mailto:lester.manners@nhs.net)

## Where can I get more information?

All Education Providers and Employers have been sent a copy of the QIPF handbook. Colleagues can also look on line at: [https://www.eoedeanery.nhs.uk/page.php?page\\_id=2775](https://www.eoedeanery.nhs.uk/page.php?page_id=2775)

Look out for the next update in an ebulletin which will have more details of QIPF developments

### Timetable of Annual Review Meetings

University of East Anglia	21/04/2015
University of Hertfordshire	24/04/2015
Anglia Ruskin University	29/04/2015
University Campus Suffolk	30/04/2015
University of Bedford	06/05/2015
University of Essex	08/05/2015

## Library Quality Assurance Framework

### East of England on show at the Sally Hernando Award for Innovation in NHS Library and Knowledge Services

All Trainees, and Health Professionals whether medical or non medical need to have access to the latest information regarding patient care, innovative practice or medical procedures. This information is provided by The NHS Library and Knowledge Services (LKS) funded by HEEoE and led by Professional Advisor Imrana Ghumra.

The LKS provide important evidence for clinical and management decision making and as such these services are required to be Quality Assured. Service managers self assess their services using the [NHS Library Quality Assurance Framework](#) (LQAF). It is a tool to enable a robust quality assessment of NHS Library/Knowledge Services. As part of this process Service Managers are asked to identify examples of innovation within their service under the following headings (Marketing, Organisational, Process and Product Innovation).

This year HEEoE submitted 6 entries to be judged at the **Sally Hernando Award for Innovation** along with 2 entries as initiatives and all submissions were highly credited. For the full story click [here](#). Innovations will be published on the website in February. Well done to everyone at HEEoE who took part.

For further information, please contact [Imrana Ghumra](#), Professional Advisor, Library & Knowledge Services at Health Education East of England

- Case Study—"Librarians out of their comfort zone": When colleagues from Basildon & Thurrock attended a national conference in Barcelona [http://www.libraryservices.nhs.uk/document\\_uploads/Staff\\_Development/Conference%20write-up](http://www.libraryservices.nhs.uk/document_uploads/Staff_Development/Conference%20write-up)

### Forthcoming Quality Performance Review Visits

Trust	DATE	Trust	DATE
Ipswich Hospital NHS Trust	27th January 2015	Norfolk & Suffolk NHS Foundation Trust	19th June 2015
Cambridgeshire University Hospitals NHS Foundation Trust	24th February 2015	Luton & Dunstable Hospital NHS Foundation Trust	3rd July 2015
Mid Essex Hospital Services NHS Trust (Broomfield)	12th March 2015	East & North Hertfordshire NHS Trust	16th July 2015
Norfolk & Norwich University Hospitals NHS Foundation Trust	7th May 2015	Hinchingbrooke Health Care NHS Trust	September 2015

### Next issue due

Please contact Fiona Sampson on 01223 596901 or email [fiona.sampson@nhs.net](mailto:fiona.sampson@nhs.net) with any comments, articles or suggestions for the next issue of the QIPF Bulletin. Thank you

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