

Case Study: Person Shaped Support and Primary Development - Brownlow Hill Medical Practice and Enhanced Training Practice

Summary

Placement Development between Primary Care and a Health & Social Care organisation

- Primary Care Organisation – Brownlow Group Practice and Enhanced Training Practice
- Multi Local Organisation – Health and Social Care Organisation– Person Shaped Support (PSS)

Brownlow Group Practice and Person Shaped Support (PSS) have worked in partnership with the North West Placement Development Network (NWPDN) to develop an increase in access to Primary Care placement opportunities. The objective of this unique placement development was to design a placement that has the scope to provide the student with insight and learning across primary, social care and the wider public health arena. This has been identified as a key opportunity for pre-registration student nurses from all fields, including the Integrated programme for Nursing and Social Work. The exposure to health, social care and public health elements provides

an excellent opportunity where the student can gain knowledge and skills linked to an integrated approach to patient centred care. Both Brownlow Group Practice and PSS have a strong teaching and learning ethos which lends itself to supporting student nurses. Adopting a hub and spoke approach the student will spend 50% of their placement in each organisation. This is managed and supported by the mentor and educator within each organisation.

The placement will provide exposure and learning opportunities for students to support the development of the right skills, in the right place. This will ensure they are fit for purpose and able to deliver care within a transformed health care system of the future. It will also address the need to ensure all student nurses experience a primary care and community placement as part of their training, thus developing the workforce for the future.

This placement explores the concept of joint hub placements between two organisations for pre-registration student nurses as part of their degree programme. A bespoke placement model was designed which utilises a cluster arrangement between Brownlow Enhanced Training Practice and PSS to address the challenge of supporting nursing students in a social care placement. As part of nursing placements learners require a qualified mentor to offer support, guidance and assessment against key outcomes. This innovative placement overcomes these issues as it allows access to a mentor whilst providing social care knowledge and understanding from a Social Work Educator. The aim is to improve the breadth of learning and create a more holistic nurse at qualification.

An agreement has been made between Brownlow Group Practice to share the student tariff therefore ensuring that PSS receive 50% of the funding. The pilot will be evaluated with a view to increasing capacity for this particular structure of placement between Brownlow Enhanced Training Practice and PSS in the future.

Key Outcomes

- Highly integrated primary care systems that emphasise continuity and co-ordination of care and are associated with better service user outcomes
- Joint hub approach that can be rolled out across primary care and social work organisations

Background

Brownlow Group Practice provides General Medical, Student Health and Homelessness services across four sites in and around Liverpool City Centre to 32,000 registered patients. Brownlow Group Practice has a large Practice nursing team who have a vast range of experience and knowledge in clinical assessment; they are therefore able to assess, manage and treat a wide range of medical conditions. Brownlow Group Practice is an Enhanced Training Practice, helping pre-registration health care students have greater access to Primary Care placements. The recent workforce data capture exercise, undertaken in primary care across the North West, has served to strongly illustrate the need for action to improve the attraction, recruitment and retention of healthcare workforce to the general practice setting. Pressures of both capacity and capability in general practice have historically hindered systematic engagement with healthcare training. This has resulted in healthcare students (and in some cases, postgraduate trainees) gaining little exposure to primary care offering little opportunity to harness and assure future workforce supply.

PSS work with all groups, ages and backgrounds in local communities, hoping to recognise when people are in need. Their role is to find new and practical ways to help them get the most from life; this could be at home, in their families, in their health and wellbeing or within their wider support networks. PSS influence health, social care and community services both locally and nationally, through innovative approaches that make a real difference to peoples' lives.



The Health and Social Care Transformation Agenda, and the need for inter-professional working in pre-registration students encouraged the setup of the project; it also supports the workforce planning for primary care.

Nationally across CCGs recent workforce analysis has highlighted a problem in recruiting to practice nurse vacancies, as nurses need to have an understanding of the widening transforming agenda. Due to previously limited availability of primary care placements, students don't access these areas as part of their training; therefore do not consider practice nursing as a career option upon qualification. This placement also addressed the previously limited access to primary care settings for student nurses.

Key Aims

- To increase access to primary care placements
- To raise student awareness about the Health and Social Care Transformation Agenda
- To raise student awareness regarding the Public Health Agenda
- To improve communication between health and social care organisations thus leading to improved patient outcomes and care
- To make health and social joint working the norm, rather than a new idea

Key Stages of Set-up

The NWPDN had been working with PSS for a couple of months prior to the development of the Enhanced Training Practice (ETP) to explore opportunities for health care students. When Brownlow Group Practice secured the bid for the ETP, the NWPDN saw this as an ideal opportunity to pilot a joint placement between a health and social care organisation.

The NWPDN met with both organisations to discuss the learning opportunities and how these would be of benefit to a student nurse on placement. The NWPDN toolkit (see Appendix 1) was utilised to support and capture information from the discussion within this meeting. The toolkit is a placement development tool designed to assess the inter-professional learning opportunities within a healthcare environment. It contains information such as the practice / organisation profile, a directory of spoke visits and a quality monitoring tool.

As part of the nursing curriculum, the pre registration nursing students adopt a hub and spoke approach to their learning outcomes whilst in their allotted placement area. From the initial meeting a joint hub and spoke model was created that highlighted numerous opportunities for the students to pursue whilst on placement. A hub placement is the main placement a student is allocated to; a spoke is classified as an area the student can visit for experience for shorter periods. With this development both organisations become a shared hub with the student spending 50% of their time in each. It was identified that to meet students' clinical outcomes their placement should start and end with time with their nurse mentor. The rest of the placement would be flexible to allow the student to follow a service user journey. It was suggested that the student choose a service user who was registered at Brownlow Group Practice that also accessed services at PSS and that this would act as a template for the student placement.

An example student placement template (See Appendix 2) was developed for the purpose of the first student.

The placement was audited by a lecturer from one of the local Higher Education Institutions (HEIs). This gave an opportunity for both organisations and the HEI to ask questions and clarify details on placement structure, student outcomes and allocations.

How it Works

Learners are highly encouraged to map a service user / patient journey whilst on placement. It is suggested that they choose a patient that accesses services at PSS, and are also registered with Brownlow Group Practice. This will make the placement more meaningful, and also help the learner achieve their outcomes and build their portfolio of evidence. Mapping a service user / patient journey allows the HEI to appropriately allocate students based on where the student is in their programme, and match this to what learning outcomes the student still need to achieve. Further to this it gives the student the chance to explore all available opportunities on placement, expanding their knowledge and experience.

A template timetable was created spanning both organisations. This outlined how the learner placement would run whilst offering the flexibility to allow the student to follow a service user journey.

The experience will be evaluated by learners whilst on placement. This will be used to feedback to both organisations and make changes to future placements to improve practice and collaborative working.

Resources

The most significant resource to support this project is the time of the staff involved. This is made up of:

- Link lecturer – provides the placement team and student guidance in relation to the overall placement, learning outcomes and any other concerns. The link lecturer also delivered an in-house Supporting Learners In Practice (SLIP) training workshop for staff at PSS.
- Practice Education Facilitators (PEFs) – provide support to both mentors and students. PEFs also delivered an in-house mentor update for the nurse mentor at Brownlow to minimise the impact on clinical services.

- The Placement Development network supported the development of the placement and offered time to explore opportunities for learners and draft example timetables for both organisations
- Health Education North West (HENW) offered funding for both mentorship courses which run over a fourteen week period and backfill costs for training and mentor updates. Typical costs for the mentorship course vary dependant upon which HEI the mentor wishes to study at ranging from £500-800 per applicant. Backfill costs have been arranged on an individual basis with the Enhanced Training Practices.
- Liverpool CCG team supported the provision of placements and also fund the development of mentors within Brownlow Group Practice.

Key Challenges

- Time out of clinical practice for nurses to access mentorship courses. This was overcome by HENW providing back fill money for all training and the flexibility of Brownlow General Practitioners who allowed mentors to access training and courses. To minimise impact on clinical services, HEIs and PEFs have offered to deliver SLIP training and mentor updates in house.
- The student tariff is usually paid to the Hub placement, students will be allocated to Brownlow Group Practice. However, the tariff will be split 50:50. This is a local arrangement between both organisations.
- Finding a service user that accesses both organisations. This will be overcome by learners being supported by the mentor and educator and a flexible student timetable.
- No previous experience of shared placements between two organisations which are so different. As student nurses require a mentor as part of their clinical assessment this limits access to organisations like PSS where there are no qualified nurses in place. This development allows access to a mentor whilst facilitating learning from an organisation with a breadth of experience and knowledge.

- Majority of practice nurses had an out of date mentorship qualification and the NWPDN needed to negotiate with these nurses on the benefits of completing a new mentorship course.

Key Learning

- It was vital for both organisations to understand the structure of the placement and how a learner would access both organisations to achieve their learning outcomes
- A draft timetable was developed to facilitate understanding
- Communication between all parties was critical to ensure that the placement was a success
- Encountered difficulties with out of date mentorship qualifications as clarification was needed from all HEIs clarifying what was regarded as within date and what nurses would need a new qualification. This has now been passed to the Education Standards Meeting to ensure standardisation across Cheshire & Merseyside

Sustainability

The placement is currently in its pilot stage and awaiting the first student allocation in May. Following this, the placement will be evaluated by all involved parties including the learner.

The plan is to use the same placement structure in other primary care practices and social work organisations in the future.

Next steps

- Complete pilot
- Evaluate placement with all parties
- If successful, increase capacity within this placement
- Roll out to other primary care practices

Supporting material

- Appendix 1 – NWPDN Toolkit
- Appendix 2 –Draft Placement Timetable

Further links

NWPDN website

<http://www.uhsm.nhs.uk/academy/nwpgdn/Pages/home.aspx>

Brownlow Group Practice

<http://www.brownlowhealth.co.uk/>

Person Shaped Support

<http://www.psspeople.com/>

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