

CASE STUDY: STRATEGIC APPROACH TO INTER-PROFESSIONAL LEARNING IN STOCKPORT

Stockport NHS Foundation Trust (Stockport FT) has developed a strategic approach to inter-professional learning (IPL) in practice. Work initially began in 2007, when the Trust was invited to be a pilot site for Manchester Metropolitan University's 'IPL Champions' Group'. A 'champions' model approach was implemented at Stockport, with a clear structure of champions identified at different levels within the organisation. In 2008, the Trust established the 'Stockport IPL Champion's Forum'.

This is a partnership between Stockport FT, Manchester Metropolitan University (MMU), Pennine Care NHS Trust and Stockport Metropolitan Borough Council (SMBC) and brings together IPL champions from all disciplines within both the acute and community services. The IPL champions promote and cascade all relevant information to their local teams. The IPL forum is held three times a year and plays a significant role in the Trust's strategy to develop a more co-ordinated approach to IPL in practice.

Through the forum, it has been possible to map all pre-registration student placements and identify common times when the students are out on practice. A range of IPL workshops have also been developed which are held each term. These provide an excellent opportunity for students

to learn with and about each other. An important part of the strategy has been the development of an 'IPL Toolkit for Mentors and Educators', which helps to ensure a consistent approach across all health and social care settings. In February 2012, the first joint Stockport IPL Conference was launched and attended by 60 staff members. Feedback and evaluation from the conference were excellent and the Trust intend to hold this conference bi-annually.

Key Outcomes

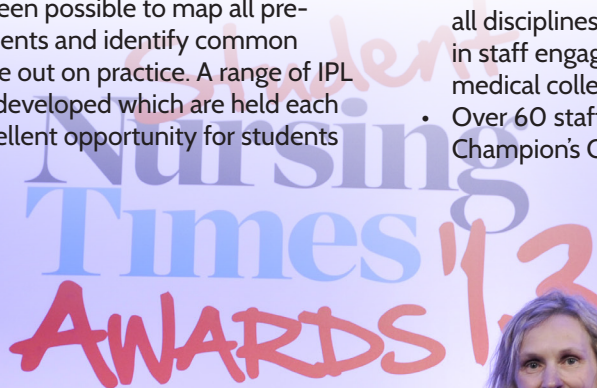
Recognition

- Stockport NHS Foundation Trust (in partnership with MMU) were awarded the 'Student Nursing Times Partnership of the Year Award' 2013, for their IPL developments.



High engagement

- The Trust now has over 30 IPL champions, representing all disciplines, and this has led to a significant increase in staff engagement with IPL developments, including medical colleagues who are also fully engaged
- Over 60 staff attended the first Stockport IPL Champion's Conference in 2012



Positive Evaluations

- In 2010, a survey was held with service users on their perceptions of IPL in relation to pre-registration students. Twenty two replies were received, of which ten people stated that teamwork between the different services was 'very good' and twelve stated it was 'good'. The survey included questions and qualitative answers, such as:

Q. "What matters to you most when thinking about the staff or services who are involved with your care and how they work together"

"They tell each other about me!"

"I like to think that everyone involved in my welfare are co-ordinated and are working together for my benefit"

"Good communication with me and each other"

- Very positive evaluations were received at all IPL workshops, consultation events and the IPL Conference; these are used to guide future developments. Quotes from staff, students and service users included:

"This is a positive 'can do!' forum! The group works in partnership to ensure quality experiences for both patient and learner" (IPL champion)

"Very informative! I feel I have learnt something new and have a better understanding of the importance of collaborative working!" (student nurse following IPL Workshop)

"What matters most?...That they tell each other about me!" (service user)

"It was good to share different views and perspectives from different professional backgrounds...I will now consider the other professionals roles and aims - for the sake of the service user!" (social work student following IPL workshop)

Service Improvements

- It is difficult to measure what impact this approach has had upon service improvements at present, since, as has been well researched, it is very difficult to capture specific outcomes, which can be proved to be a direct result of IPL in practice. However the Trust have now developed a response template that students are asked to complete following an IPL workshop, in the hope this will provide evidence of actual changes in practice which will be measurable and which will capture key outcomes

Background

Stockport NHS Foundation Trust provides hospital and community health services for children and adults in Stockport and the High Peak, as well as community health services across Tameside and Glossop. The Trust was one of the first foundation trusts in the country and has around

17,500 members, as well as employing over 5,700 staff. The Trust incorporates Stepping Hill Hospital (Stockport), Shire Hill Hospital (Glossop), the Devonshire Centre for Neuro-rehabilitation (Stockport) and The Meadows Palliative Care Centre (Stockport). Our community services are delivered from 24 locations in Stockport and 17 locations across Tameside and Glossop. It also runs Swanbourne Gardens in Cheadle Heath, which provides overnight breaks for children and young people, between the ages of 5-16 with severe learning disabilities and additional health needs.

Stockport NHS Foundation Trust's IPL developments were introduced in order to meet both local and national drivers, including:

- national priorities to develop IPL within healthcare professions (CAIPE, 2012; DH, 2013; DH, 2012; DH, 2010; DH 2008; DH 2008; DH 2003; NMC,2010).
- NHS North West key role outcomes for practice education facilitators (2008).
- DOH and NMC guidance for the pre-registration curriculum (NMC 2010).
- to facilitate the development and sustainability of IPL in health and social care settings (CAIPE)

IPL has also been recognised as an essential component of practice learning, in order to ensure that future practitioners are equipped with effective skills, knowledge and values for contemporary practice, including improved service delivery to patients and clients. (DH 2001).

Key Aims

The principles behind the IPL strategy at Stockport FT aim to meet the following elements of the Quality, Innovation, Protection and Prevention (QIPP) Challenge:-

- ensure effective, high quality placements across all health and social care settings, which will provide students with the essential collaborative working skills, and thereby also improve the quality of future patient/client care
- embed IPL as an integral component of all practice placement experience in Stockport, by adopting an innovative approach that uses a new IPL toolkit across all health and social care settings to ensure a more strategic and co-ordinated approach to IPL
- increase productivity by ensuring greater understanding of each profession to further enhance collaborative working (including appropriate, timely referrals)
- increase the opportunities for IPL for both staff and pre-registration students within practice settings
- equip students with the knowledge and skills required to make full and appropriate use of local public health resources for their patients/clients, and ensure a preventative approach to care

Key Stages of Setup

2007

- Practice education facilitators (PEFs) and SMBC education leads held initial meetings

2008

- Initial educator and mentors' consultation and student consultation

November
2008

- IPL forum established

from 2008

- Regular IPL workshops established

2009

- IPL conference at Salford and Edge Hill Universities

2010

- IPL poster presentation at Manchester Metropolitan University (MMU)

2011

- Presentation at MMU Greater Manchester IPL Conference

February
2012

- First Stockport IPL Conference

September
2012

- Stockport IPL champions integrated with Stockport NHS Foundation Trust

January 2013

- Medical IPL champions join the IPL forum

April 2012

- Presentation at North West Practive Education Facilitators Conference in Preston

May 2013

- Student Nursing Times Awards winner of "Partnership of the Year" award

How It Works

A champions' approach has been implemented, with a clear structure of identified champions at all levels in the organisation.

- IPL Champions' Forum meets three times a year, where champions from all services can meet together to share good practice and develop new joint initiatives. The IPL champions then promote and cascade all relevant information to their local teams.
- A range of IPL workshops are delivered throughout the year by practice education facilitators and/or specialist practitioner staff. Students from all disciplines are invited to attend these workshops each term.
- An IPL toolkit has been developed for use by all health and social care teams, to ensure a co-ordinated approach to IPL in practice, and to provide a whole range of resources, activities and information to support educators/mentors to help their students to meet IPL objectives.
- A bi-annual IPL conference is held, to share good practice across all health and social care organisations in Stockport.

Four presentations were given at North West conferences and two inter-professional conferences in Manchester.

- Formal meetings are held with the community dean to develop IPL workshops as a formal 'sign-up' option for medical students, mapped to their curriculum (to the NME module)



The Stockport IPL logo is a tree, which was chosen as it represents 'development and growth'. The coloured circles represent the different disciplines working together, with the patient and student in the centre. It also becomes the 'I' of IPL.

Resources

- 3.2 whole time equivalent practice education facilitators were funded by NHS North West. These posts are now funded via Health Education North West. A successful bid for PCT quality monies was achieved to fund initial resources for IPL toolkits.
- An initial agreement was reached by heads of service to allow staff resource time to attend IPL meetings
- Staff resources are required to facilitate IPL workshops as well (as negotiated with local managers)
- Additional funding was required for IPL conferences, which were jointly funded by SMBC, Community Health Stockport, and Stockport NHS Foundation Trust

Key Challenges

- **Staff and students needed to develop a 'felt need' for IPL**
This was achieved by holding consultation events for both mentors/educators and students, in order to gain their initial perceptions of IPL. Personal invitations were sent to identified champions for the initial consultation event, as well as other local IPL events and conferences. This aimed to increase their knowledge and experience of IPL in practice, and also to reduce barriers to IPL.
- **A 'one-size' approach doesn't meet all services needs and requirements**
It was crucial to listen to and understand the real issues and barriers in practice. This was achieved through the initial consultation events, and is on-going through the IPL forum. Presentations to update heads of service are also delivered as required. The IPL toolkit includes a range of activities and workshops to suit different learning styles and also ensures a flexible approach to IPL in practice.
- **Limited time and resources**
A champions' approach was developed to ensure that the best use of staff time and resources was achieved. Also, the development of the IPL toolkit enables the educators/mentors to achieve effective time-management by providing a range of ready-to-use activities. These include; discussion points, questionnaires, 'top-tips' for educators/mentors, further information, and reflection tools, which staff can use with the student (or the student can work on independently)

Key Learning

- Effective 'change-management' principles were essential to the development of this new initiative. For example, early consultation with staff/students, including consultation with service users.
- It was important to create a 'felt need' for IPL, if staff were going to fully engage with the IPL agenda.
- Although the Trust's vision was to develop a more co-ordinated approach to IPL in practice, it was important to realise early on in the project, that a 'one-size' approach doesn't fit all. A variety of different learning materials and activities/resources were therefore developed to help promote IPL in all practice settings.
- It was crucial to be aware of different terminology used by the various professions, and to ensure that any used was inclusive of all disciplines.

Sustainability

- An IPL toolkit has been developed to ensure that a readily-available, standardised resource pack is available for all educators/mentors in practice. This includes an initial 'checklist', which all educators/mentors will complete with each student at the beginning of their placement
- The IPL toolkit is also available electronically on a central point of access for all services (via Trust microsites), and can therefore easily be updated and adapted as required
- IPL Champion's Forum is held three times a year in each academic term
- All health and social care student placements have been mapped, in order to identify common times in practice, to inform planning of the Trust's IPL activities
- A range of IPL workshops/activities are planned each term

Next Steps

- Links will be strengthened with medical and non-medical colleagues across all community and acute settings (including non-NHS organisations)
- A further Stockport IPL Conference is planned in 2014, for all medical and non-medical colleagues

- There will be further development of structured spoke experiences, following patient journey pathways and the introduction of a new template to encourage reflection on patient journey spoke experiences
- IPL dementia workshops for students will be developed, and a pilot will enable students to access three full days training in dementia care
- Further IPL workshops will be planned, based on current NHS priority areas (e.g. Francis Report findings)

Supporting Material

The following resources are available as an appendix to this case study:

- **Appendix 1** - 'Opening Doors' presentation, providing background to the first stage of our IPL developments.
- **Appendix 2** - 'Finding the Key' - outlining the second stage to our IPL developments.
- **Appendix 3** - Organisational structure for IPL in Stockport
- **Appendix 4** - The Stockport Story Powerpoint - outlining the story of our IPL developments at Stockport
- **Appendix 5** - Stockport IPL Toolkit for Educators and Mentors.



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