

HOT TOPIC: How AHP's ARE WORKING DIFFERENTLY TO SUPPORT TRANSFORMATION OF SERVICES IN THE NORTH WEST

Allied Health Profession (AHP) services are often perceived as being Monday to Friday 9am to 5pm services. Anecdotally there is evidence that services have already undergone modernisation and have moved away from this model; however there is limited evidence to support this. There is also the perception that AHPs are managed and delivered in professional silos. Again anecdotal evidence is that AHPs are working in inter and multi-professional teams, but little evidence is available to support this view. This project explored how AHPs are working in different ways to develop and transform services and service delivery. Following extensive engagement across the North West AHP Network, case studies were developed that fulfilled the following criteria: delivering services over seven days, working in integrated teams across professions or organisations, innovative service delivery models and implementation of new roles at bands 1-4 or advanced practice level.

Within this work programme one of the key pieces of work was in relation to Allied Health Professionals and the Service Transformation Agenda. This piece of work was commissioned to investigate this and fits well with the NHS 5 year forward view published in 2014.

Context

The practices demonstrated by the services featured in the case studies are representative of current national innovations. There are services demonstrating seven day service delivery, integration across professions and organisations – including health and social care, 'discharge to assess' innovations and work around emergency care both in community and in emergency departments.

Background

In 2012 the North West Allied Health Professions Workforce Board undertook a comprehensive baseline evaluation of Allied Health Professions in the North West. This review included numbers of staff employed, age profile of staff, vacancies and information relating to new roles and new ways of working. The outcome of this review was instrumental in defining the board's 3 year work programme for the period April 12 to March 15.



Findings

The findings from the project were that Allied Health Professionals are:

- Embracing new technology
- Working across organisational boundaries
- Working flexibly over 7 days
- Developing and evaluating new roles and services
- Developing new skills
- Retaining a strong focus on delivering patient centred care
- Introducing elements of generic working whilst maintaining a strong professional identity
- Embracing new ways of working

The information in the case studies can be used to support others in making changes to their services and also provide information about AHP activity in the North West.

Useful Links/ Resources

Case studies profiling the featured services are available from the following links:

Assistant & Advanced roles in Radiography. Countess of Chester Hospital

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-assistant-advanced-roles-radiography

In-patient Occupational Therapy and Physiotherapy Team. University Hospital of South Manchester

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-occupational-therapy-and-physiotherapy

Integrated Assessment Team. University Hospital of South Manchester

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-integrated-assessment-team

Community Occupational Therapy Service. Salford City Council/ Salford Royal Foundation Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-community-occupational-therapy-service

Crisis Response. Pennine Acute NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-crisis-response-team

Proactive Elderly Care Team. Lancashire Teaching Hospitals NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-proactive-elderly-care-team

Adult Community Speech and Language Therapy Team. Lancashire Teaching Hospitals NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-adult-speech-and-language-therapy-team

Integrated Community Care Teams. Cheshire and Wirral Partnership Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-integrated-community-care-teams

Aintree at Home Team. Aintree University Hospital NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-aintree-home-team

Teleswallowing Project. Blackpool, Fylde and Wyre Hospitals NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-teleswallowing-project

Rapid Response Team. Blackpool, Fylde and Wyre Hospitals NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-rapid-response-team

Integrated Therapy Teams. East Lancashire Hospitals NHS Trust

http://www.ewin.nhs.uk/tools_and_resources/ahps-working-differently-integrated-therapy-teams

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