

## Training and Education in Ipswich and East Suffolk



investing in people ... improving health outcomes



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Since our inception, training and education, learning and development have been fundamental to delivering our vision and priorities as well as to upholding our values.

In Ipswich and East Suffolk, training and education is not a 'bolt on', it's a building block. And most importantly, we believe it's everybody's business.

Training and education, learning and development – individually and collectively - are vital to patient safety and high quality services.

This leaflet describes some of our current programmes and ambition for the future.

If you are interested in any aspect or have additional ideas, please do get in contact; we're keen to keep learning ...



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Chair, Clinical Lead



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### Patients and the public

Self care is one of our clinical priorities. Being supported in developing knowledge about how you can stop yourself from getting unwell and/or to manage your condition is empowering.

Self care was the focus of our second major stakeholder event in May 2013. Since then we've produced and distributed booklets about common childhood illnesses, positive parenting and keeping healthy and happy in later life.

We've produced and distributed leaflets on athletes foot and fungal nail infections, constipation, coughs and colds, hay fever, head lice, indigestion, insomnia, leg cramps, threadworm, vaginal thrush, vitamin D and hay fever treatment in children.

We've also produced dietary advice leaflets for adult patients with diabetes, diverticular disease and inflammatory bowel disease.



Healthwatch and our Health and Wellbeing Board members have been vital partners in developing and delivering this programme.

### Clinical leadership across primary and secondary care

Over the last two years we have been dedicated to building a new set of relationships with our local clinical leaders – at Ipswich Hospital and Norfolk and Suffolk Foundation Trust, in particular. We've done this through clinical networks and the Clinical Quality Improvement Task Force, focused on the 'wicked clinical issues in our system'. In 2013 we will launch our Clinical Leaders programme, which will bring together clinical leaders from across our system to focus on both developing our leadership acumen together and, at the same time, creating new solutions to the financial, demographic and structural challenges we face.

### Primary care

Since September 2012 we have run monthly training and education sessions. Every month we learn something new about how to deliver the best outcome and the programme has grown and adapted as a result. Currently, one month we focus on a key clinical topic and invite a lead clinician to present the latest evidence and treatment. This is followed by six speed dating topics, where clinicians present vital information and take questions from six groups. Our programme has included clinical presentations on dermatology, mental health, diabetes, cardiology and osteoporosis amongst others. In the second month we debate a big commissioning issue – the future of primary care in October and the future of urgent care in December. Our GP members provide key facts based upon their patients' experience of using the system along with receiving their views on system improvements. This feedback is gathered from our GPs through discussion and debate and is used to contribute to future service delivery plans. These events also provide our GP members with an opportunity to discuss topics and issues that are acute/top of their local agenda and to share best practice with others.

We also offer training to prescribing clerks. This course consists of an intermediate and an advanced training session, and is held every 6 months. The training provides information on legal aspects on prescriptions and highlights areas where prescribing clerks can have an impact on medicines management. The training is held as an interactive workshop and facilitates sharing of best practice across our area.

Training is also provided for practice nurses on a variety of clinical topics. These sessions are delivered by peers with a special interest in the topic or by leads clinicians. Recent subjects have included asthma and COPD, and dressings and wound care. The sessions provide an update on the latest evidence as well as providing a forum for sharing best practice.



### Our staff team

Mandatory training provides the backbone of our programmes for staff but we go far further than this .

Nine of our staff are engaged in regional leadership programmes and eight in the liberated leadership programme. Two staff away days are held each year with our colleagues from West Suffolk CCG and each month we have a staff 'lunch and learn' session from which we learn from an expert and one another.

Training and education starts from initial appointment with each new staff member having a 'buddy' and the opportunity to meet and have coffee with the chief officer. An appraisal is set within the first month with a set of clear objectives and an opportunity to have a coach or mentor.

An initiative that our staff are really proud of is So Active. This is an organisation that manages activities and projects using sport and leisure activities to help people with the physical and mental health. Our staff give their skills and time to support this programme, learn something new and have some fun!



### Governing Body and Clinical Executive

Our GP community began its journey towards clinical commissioning over five years ago. Since then we have invested in a series of facilitated development sessions, to understand national policy and local context as well as to develop our vision, mission, values and priorities. We have grown our leadership and facilitation skills, completed vital training in equality and diversity, communications & media handling. Many members have also taken up offers of coaching through national and Area Team programmes. In November 2013 we were awarded Governing Body of the Year by Health Education East.

### The CCG online

Much of our training and education is face to face but we know that this is not everyone's preferred style and sometimes time is a constraint. In July 2013 we launched an on-line training portal 'Staff Pathways'. The portal allows our practice staff to access key training from Skills to Health including Safeguarding Children and Adults, Health and Safety, Equality and Diversity, Fire Safety, Manual Handling and Infection Control.

Practice Managers are given extra functionality to enable them to monitor the training that their staff are completing, as well as advising when training is due.

Future developments include additional training modules, the ability to download certificates and improvements to the reporting function.



Got an idea? Want to know more?

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NHS Ipswich and East Suffolk Clinical Commissioning Group