

HEE London and South East Pharmacy

Workforce and quality day – Outputs and Next Steps

“The openness and enthusiasm in the room was palpable”

It was a real pleasure to welcome colleagues from across the system to our workforce and quality day at the end of November 2019. We were delighted to be able to share with you some of the work we have been doing over the last year as a HEE LaSE Pharmacy team, along with creating space for colleagues from across the region to share and spread innovative practice. Outlined below you will find a brief summary of the discussions had across the day, and next steps that we will be working on over the coming months.



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Crowdsourcing



Our [crowdsourcing exercise](#) at the end of the day revealed 9 big asks the system had of HEE for the coming months:

1. Facilitate further cross sector working and sharing of work and innovations.
2. Further facilitate sharing of good practice and innovation.
3. Further promote Pharmacy careers and Pharmacy generally across both HEE and other NHS organisations.
4. Work collaboratively across the system to develop training for “one pharmacy workforce for the “system””.
5. Develop better support and development opportunities for our ATO workforce.
6. Work to develop a foundation programme for newly qualified pharmacy technicians.
7. Provide further regular updates on pharmacy technician IET plans.
8. Work to empower staff to voice concerns and design solutions to problems building on the idea of “improvement” huddles.
9. Work to develop a “training passport” to support integration of training across different sectors.

What we are doing to support these asks:

Sharing of good practice, innovation and empowering staff:

- We have started to explore “hub” solutions to host innovative and good practice from across the region. We will be collecting examples of good practice through our local faculty group reports, network days and at various other forums in Spring 2020 with a view to collating these in a central hub in early summer 2020.

Pharmacy Careers:

We have established a pharmacy careers programme, which will support the generation of specific content and media that can be used to showcase pharmacy careers systemwide. This programme has three main workstreams and the outputs:

- **Workstream 1** – Development of a suite of pharmacy resources and products to showcase pharmacy careers
- **Workstream 2** – Promotion of pharmacy careers in schools, colleges, careers fairs and similar events.
- **Workstream 3** – Widening Access.

Pharmacy Technician Foundation developments

Nationally, HEE in partnership with APTUK co-commissioned an analysis of early career pharmacy technicians’ roles to underpin an UK wide foundation education framework to standardise career development.

Cross Sector Working:

This is a busy area and over the coming months we will be working with colleagues regionally and nationally to:

- Lead the implementation of the pre-registration pharmacy technician integrated pilot across London and KSS from Spring 2020 in collaboration with the pharmacy integration fund (n=16 places across the region)
- Train pharmacy technicians on the Primary Care Pharmacy Education Pathway as part of a pilot to support integration of roles into primary care (n=8 for region as part of Jan cohort).
- Work with partners to increase the number of pre-registration pharmacist places in the region that will include a GP placement for 21/22
- Develop the infrastructure that will underpin a new foundation training programme for pharmacists in England to ensure all pharmacists are able to work across the full range of healthcare settings.
- Within the scope of these workstreams there is the potential to explore streamlining induction processes and developing a single, transferrable process to track development, e.g. a 'training passport'

Supporting the non-registered workforce:

- We recognise the contribution of the non-registered workforce to service transformation and it will be an area of focus moving forward.

Key takeaways and next steps from the World Café Sessions

Primary Care and Community Pharmacy

Enhancing Quality in Education and Training in Primary care and Community Pharmacy

- We have established a task and finish group with stakeholders from different sectors to better define expectations around quality in Primary Care and Community Pharmacy. Feb 2020

Pharmacy Technicians

Key asks of HEE were:

Support with workforce transformation and funding

- There are no changes to salary support for technicians for 20/2021 and any future changes will be considered as part of the HEE Education and Funding Reform Programme.
- We will be working with NHS and other employers to support them to use the apprentice levy from September 2020.

More focus on the Technician Career Pathway

- Will be captured as part of the Technician foundation framework and developing pharmacy careers programme. (Spring 2020)

Pre-Registration Pharmacists

Multisector training and commissioning of integrated training models.

- This is a key objective to be covered by the HEE LaSE Pre-registration Pharmacist programme, with input from the regional pre-registration Pharmacist programme board who meet on a quarterly basis

Closing the gap between pre-registration training and foundation

- This workstream straddles both the pre-registration and foundation pharmacist programme and is a key focus for both, along with being a key consideration for developing future national and regional training programmes

Foundation Pharmacists

- Outputs from the foundation pharmacist world café session have been fed into the regional scoping work for foundation pharmacist training. Katie Reygate has been leading this regionally and will be updating colleagues across London and KSS regarding how this is progressing over the coming months.

Advanced Clinical Practice

- We will be establishing an Advanced Clinical Practice programme regionally to better support development of pharmacy professionals both at an advanced level, and also those undertaking roles as advanced clinical practitioners.
- In the first instance, we will be reviewing the learning from current ACP pilots across the region, and using this, along with input from stakeholders regionally to co-produce a more cohesive regional

ACP Pharmacy strategy. (Summer 2020).

Communications and Engagement

We heard that colleagues can sometimes be overwhelmed by the amount of email correspondence from HEE LaSE, that calendar invites would be preferable for meeting information and updates, and to consider better using virtual means for communicating with stakeholders in future.

- We have been busy working on improving our communication strategy and you will have hopefully already noticed less emails from individual team members, a more steady flow on information from the HEE LaSE central inbox, the use of calendar invites for events and an increase in the use of the [@HEE LaSEPharm Twitter](#) account to communicate and share information.

Quality and Governance in Education and Training

- We are also in the process of finalising our quality strategy and this will be available for review on the HEE LaSE Pharmacy Website (March 2020). The key workstreams are:
 - Optimisation of external Quality Processes
 - HEE LaSE Pharmacy internal quality process assurance
 - Workforce Transformation and Innovation.
- What we are working on now:
 - We have established a task and finish group to review the TRAS process for learners at all levels and across different sectors.

- We will be reviewing the trainee survey reports and aiming to align more closely with the HEE [National Education and Training Survey \(NETS\)](#).
- We are in the process of exploring how best to share innovative practice as highlighted initially as part of LFG reports and will be collating examples from across the region as part of this years LFG submission process.

EPD Development

- Based on feedback from the EPD world café, we have established a task and finish group to review EPD leadership and development, revise the EPD framework and improve the orientation process for EPD's. This group will be meeting over the coming months and feeding back its findings in May 2020.

Clinical Leadership in Practice

A wide range of leadership development and support opportunities were discussed.

- Do HEE recommend accredited leadership courses? Support navigating the vast array of options would be welcome.
- Moving forward, could HEE LaSE hold a central repository of leadership resources plus feedback from patient groups and sharing of leadership challenges
- Do courses and development opportunities alone create good leaders and behaviors, and what role does department, organisation, system culture play in this?

We will be working through the above in the coming months, firstly via our EPD task and finish group, but also further by looking at how we embed leadership development across all pharmacy workforce career development,

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