

# Education Team Development Service



**Service Specification**

**February 2016**

**2.0**

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# 1. Introduction and Background

The Education Team Development Service (ETDS) has, since its formation, provided intensive, high quality interventions to postgraduate medical educational teams in a range of settings when faced with challenges affecting performance. The need to ensure a multi-professional approach aligned to the wider Health Education England corporate agenda with focused support to the postgraduate deans regarding their Responsible Officer functions necessitated a review of the design of the service. In October 2014 the Education Team Development Service (ETDS) Review Steering Group was created to review the service provided.

The ETDS review sought the views of a number of stakeholders, with the aim of assessing the current model, and to suggest modifications to provide a revised format for delivery. The aim of the review was to ensure the new model provided appropriate support to education and training providers in London, as well as providing a mechanism to deal with the remediation of concerns. The revised service will be developed to ensure support for local education providers (LEPs) whilst also encouraging them to take additional responsibility for educational improvements with their learning environments.

This service specification defines the core elements of the service and has been developed following engagement with members of the ETDS Review Steering Group and with additional input from the postgraduate deans.

## 2. Service Specification

### 2.1 Purpose

The purpose of the ETDS is to support teams of clinical teachers across the NHS in London in delivering high quality post-qualification training, in the interests of patient safety and improved quality of health care.

### 2.2 Scope

The scope of the ETDS as defined in this service specification is as follows:

- Responsible for the provision of this service specification across HEE's local teams in the London and South East Geography: HEE SL, HEE NWL, HEE NCEL.
- HEE KSS can access the service through an established reimbursement system.
- Responsible for the provision of this service specification across all health professions and learning environments.

### 2.3 The Service

The ETDS will provide expert guidance to the postgraduate deans (or their representatives) where significant challenges are identified within multi-professional training environments. Areas requiring support from ETDS could include:

- clinical educators,
- clinical teams,
- organisations providing clinical education and training

The service design is 'hub and spoke'. The 'hub' provides (a) assessment, advice and guidance and (b) a prescription of educational interventions' with clearly defined expected outcomes. The prescription of 'educational interventions' is delivered by providers of 'spokes' identified, commissioned and engaged by Trusts. The hub will be led by the service lead and will comprise of four to five core team members who will work on a freelance basis. The core team members will possess knowledge and experience in

healthcare education, leadership, management, organisational and human resource management, and educational commissioning. Hub members who are not salaried employees of HEE will need to hold public indemnity cover. The service lead will be responsible for identifying hub team members through a transparent recruitment process.

The need for multiprofessional support for clinical education teams is clear but it is acknowledged that uniprofessional support may also be needed in some situations. Clarification of when multi or uniprofessional support is needed will form part of the initial assessment.

Direct intervention from the ETDS will be limited to the assessment phase. In exceptional circumstances the ETDS may be contracted by the LEP to deliver the prescribed educational intervention.



**Figure 1 – Hub & Spoke Schematic**

The focus of the service is to support senior clinical educators to deliver high quality training and education according to the local team's requirements. The service:

- i. Aims to ensure access to time-limited support for senior educators from training providers in London and the South East to help them resolve issues themselves, as opposed to providing on-going hands-on support.

- ii. Offers a clear assessment of needs and prescription of educational interventions with clearly defined action plans and expected outcomes. The Senior Responsible Officer (SRO) from HEE's local team may ask the ETDS to review progress if deemed necessary.
- iii. Offers, as part of the assessment, one to one supervision sessions for senior educators and, on request, meetings with other team members and/ or trainees, as well as places on centrally delivered training sessions on skills development regarding challenges that educational teams in clinical settings encounter.
- iv. Offers a handover meeting to providers if requested by the LEP.
- v. Offers in exceptional circumstances, if agreed by HEE's local team SRO and the LEP SROs, direct delivery of coaching and central provided training sessions, as part of the prescription where suitable providers are not available.

The LEP SRO will normally be the Medical or Nursing Director or a Board level senior executive.

### 2.4 Key deliverables

Key deliverables for the service include:

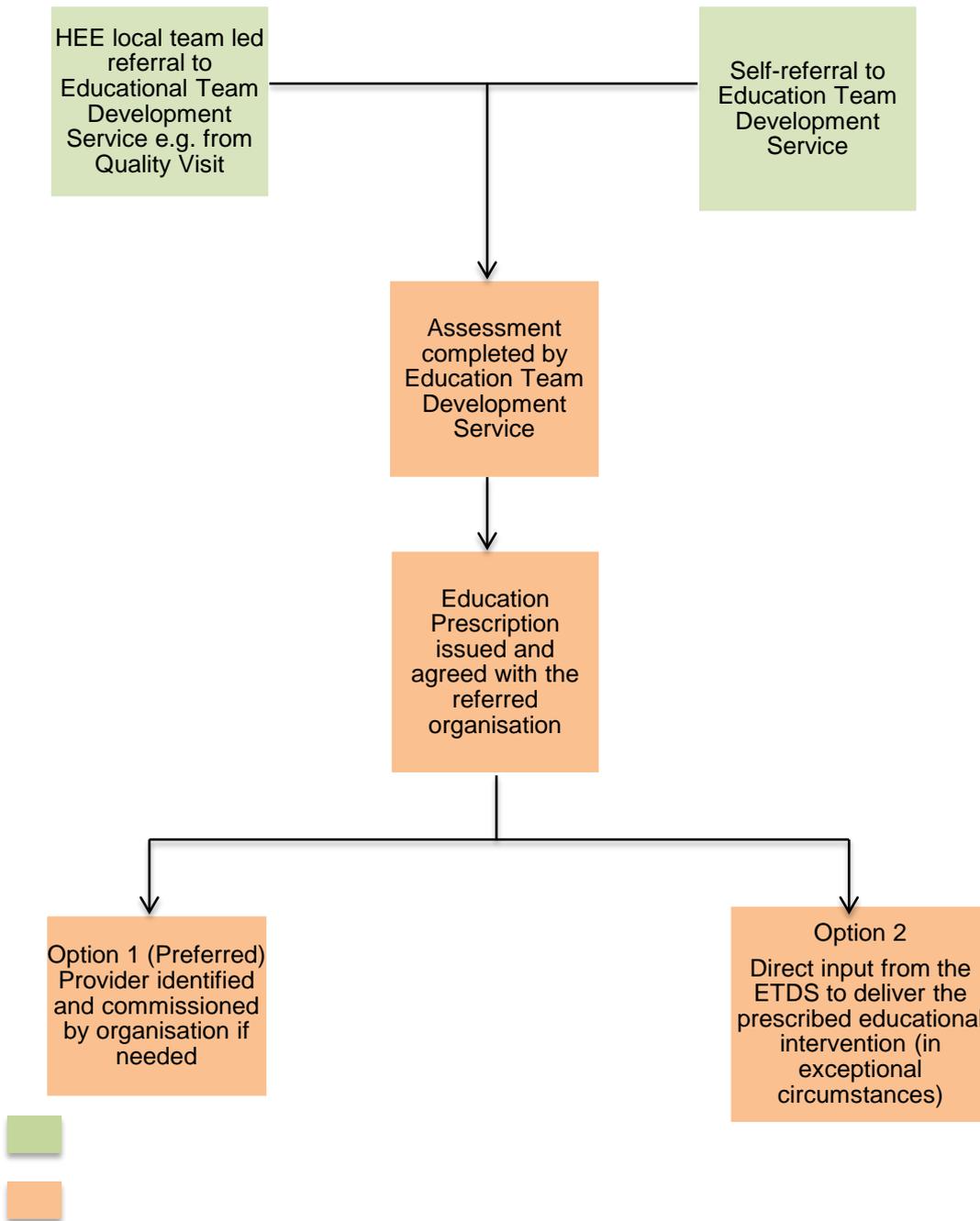
- Initial review completed within one month of a request being received
- A clear prescription of educational interventions, if needed, agreed by HEE's local team and LEP SROs within six months (from the date of the first on-site meeting) and responsibility for implementing the prescription handed over to the LEP SROs.

### 2.5 Accessing the service

Senior educators and executive directors can access the service on a self-referral basis for the initial assessment and prescription.

Executive directors from LEPs may be encouraged to access the service by a postgraduate dean or other HEE local team SROs in specific situations e.g. where there is a high risk of trainees being withdrawn (see diagram 2: ETDS referral pathway below).

Figure 2 – ETDS Referral Pathway \*



\*see section 3 for details of governance mechanisms

## 2.6 Commissioning of Providers

Trusts will be responsible for identifying, contacting and contracting any providers independently, and for undertaking any local due diligence required in ascertaining provider suitability to deliver the prescription. For legal reasons, HEE cannot itself provide recommendations or lists of potential providers. HEE will accept no legal responsibility in relation to the agreements entered into between Trusts and individual providers.

If the ETDS needs to deliver a prescription as in point 2.3 above, an agreement between the LEP and the Professional Development Department will be drawn up to clarify funding and management arrangements. Otherwise involvement of ETDS will be funded by HEE local teams.

### 3. Governance

The ETDS is part of the Multiprofessional Faculty Development service within the Professional Development team. Professional Development provides pan-London services funded by HEE's three local teams in London and is hosted by HEE NWL. HEE KSS can access Professional Development services through an established reimbursement system. The services therefore operate within HEE's governance framework and Professional Development's local governance arrangements to ensure appropriate accountability for public funds.

The ETDS is accountable for any projects it leads with an education provider to the appropriate HEE local team Senior Responsible Officer (SRO) or their representative for the duration of the ETDS's engagement with the LEP.

After the initial review, the LEP key contact will ensure that the LEP SRO agrees to the involvement of ETDS in the assessment phase. The ETDS will also inform the pan-London Head of Quality for information and ensure that the relevant HEE local team SRO approves ETDS involvement. Once the HEE local team SRO has authorised a project, the ETDS lead will contact, if appropriate, all the relevant educators to obtain necessary background information for the project including Lead Providers, Heads of School(s), Trust Liaison Deans and senior non-medical colleagues in Higher Education Institutions or Trusts of the services activities as appropriate.

On completion of the assessment the aims, measurable objectives and an estimated timeline for the ETDS's involvement will be drafted with the key contact for the local provider which will form the 'prescription'. The prescription will be shared with the HEE local team SRO, who is responsible for approving its implementation. The approval process will need to ensure that ETDS projects focus on education so clear boundaries between clinical and educational issues are maintained.

The LEP is responsible for identifying, contracting, managing and funding the involvement of a provider. The ETDS lead will also ensure that one to one coaching, and any centrally delivered training that may be required are provided.

A brief written report will be submitted by the ETDS lead to the relevant HEE local team and LEP SROs and Head of pan-London Quality every three months outlining progress against objectives and raising any issues or concerns. Issues or concerns arising in between reporting periods will be raised directly with the relevant HEE local team SRO. Any patient safety issues will be escalated to the relevant postgraduate dean/ SRO immediately. Where the team is working mainly with non-medical teams, the three monthly report will be sent to the relevant senior non-medical representative and HEE's pan London Head of Quality.

The rationale for this approach is to ensure:

- There is clear, transparent communication between the ETDS, the LEP they are working with, the HEE local team SROs, and the pan-London Head of Quality and the relevant HEE local team head for non-medical commissioning regarding the support being provided and any issue that may affect patient, trainee or student/ learner safety.
- Information flows meet the Responsible Officer and regulatory requirements.
- HEE NWL is able to account for the appropriate use of public funds required to support this work
- The outputs, impact and benefits of the work of the service can be demonstrated and evaluated ensuring added value to service users.

#### Costs

HEE will meet the costs of the assessment by ETDS and the formulation of a prescription. LEPs will need to meet the cost of implementation as in 'option one' (preferred option). If the Trust is unable to find a suitable provider engagement of ETDS to deliver the prescription will be on the basis of clear charges and payment mechanisms.