



# Barnet Community Education Provider Network

## Empowering the health and care workforce in Barnet



## What is Barnet CEPN?

Barnet Community Education Provider Network (CEPN) is a group of 30 organisations working together to improve training for everyone providing health, care and wellbeing services in Barnet. The network has been working together since 2014, focusing on the workforce in primary care and the community.

The network's vision is:

*We will work collaboratively across all boundaries with the shared vision of improving the value of education and training to those providing clinical and social care to the population of Barnet. We will respond to the needs of the workforce, current and future, to enable them to deliver exceptional patient care. Our activities will have a clear focus on patient outcomes and the patient experience. We will work efficiently and sustainably. We will quality assure the work we do. Every member of the workforce will be respected and empowered to fulfil their potential as we believe that a valued workforce delivers excellent care.*

The main things that the network does are:

- planning the types of workers needed
- recruiting new health and care workers for Barnet
- providing training for new and existing workers
- making sure the training available is good quality
- working at strategic level to bring organisations and policies together

# What has Barnet CEPN achieved?

In 2015/16, Barnet CEPN had significant achievements, including:

## 1. Increasing the accessibility of training

- supporting **94 learning events with 1,393 places**, a significant increase from the past
- recruiting **16 healthcare support worker apprentices**
- facilitating **16 student nurse placements** in primary care
- facilitating **28 medical student placements** in primary care
- reducing duplication of training topics by coordinating across organisations
- increasing awareness of the education and training available, with **86% of workers saying they are now aware of the training available** in Barnet
- increasing signposting to education and training by developing a website and promoting training via emails and staff newsletters
- increasing awareness of the role of the CEPN, with 73% of workers surveyed saying they know quite a bit about the CEPN or feel fully informed about it

## 2. Improving how workers feel

- helping professionals empower service users for self-care, with **nine out of ten participants in a learning programme saying their knowledge about supporting self-care increased**
- building trust amongst professionals, with **77% of workers saying they now trust others to provide a good pathway** for service users
- increasing the extent to which professionals feel valued, which may ultimately impact on morale and retention

## 3. Improving integration of services

- offering **83 multiprofessional training sessions** (increased from 38 in 2014/15)
- increasing workers' understanding of each other's roles, as evidenced by survey feedback from training sessions
- increasing the amount of **joint working** and integrated provision of care

## 4. Improving the quality of care

- supporting a more seamless journey for service users by helping teams **learn how to work together** throughout the patient journey
- fostering **strategic partnerships** between organisations

*“The CEPN has given everyone the confidence to work together and be more open to collaborative working.”*

*“The CEPN provides a sense of energy and positive focus ... It provides a catalyst for joined up working.”*

# Examples of CEPN programmes in 2015/16

## **Working with schools**

The CEPN ran a careers fair attended by 91 students. 74% of attendees said they found out about jobs in health and social care that they did not know existed. Separate educational sessions were run for 61 parents to help them care for common minor conditions. This empowers people to self-manage and recognises them as a key part of the 'workforce' supporting health and wellbeing.

## **Apprenticeships for healthcare support workers**

Barnet had the highest number of apprentices recruited in all of the North Central and East London area. As part of this, the CEPN recruited 16 apprentices to train as healthcare support workers and is testing a new approach, whereby apprentices spent six months in a primary care practice and six months working in community services.

## **Healthcare support workers academy**

Barnet CEPN developed an academy to increase morale amongst healthcare support workers. This is unique because it includes workers from care homes, primary care and community care. The academy offers workshops and networking events.

## **Medical student placements**

UCL Medical School paired medical student cohorts of four to six students with seven GP registrars in their final year. The registrars delivered a curriculum for medical students over eight days. The total number of placements in 2014/15 was 72 and in 2015/16 it was 89, a 23.6% increase. Mid way through placements, 96% said they would recommend general practice to their peers and 57% said they were likely or very likely to consider a future career in general practice.

## **Student nurse placements**

The network also focused on increasing student nurse placements in primary care. The CEPN audited the number of nurse mentors, contacted experienced nurses to act as mentors and increased promotion of nursing placements via higher education institutes. As a result there has been an increase in nurse mentors, an increase in nurse placements (16 in 2015/16 versus 5 in 2013/14) and an increase in practices hosting nurse placements (10 in 2015/16 versus 0 in 2013/14).

## **Multiprofessional collaborative learning groups**

In 2015/16 a total of 72 multiprofessional learning group sessions were run, where professionals came together to learn about specific topics and joint working. This reached 97% of Barnet GP practices and a wide range of health and social care professionals. 85% of participants said they had an increased awareness of local resources as a result of the sessions, 95% said they felt more empowered to support self-management, 93% had greater understanding of others' roles and 90% felt that the sessions gave them more confidence to work across sectors.

## **Multiprofessional learning groups targeting pharmacists**

Multiprofessional learning groups were also set up in the evenings to attract pharmacists and others that may find it difficult to attend training during the day. In 2015/16 a total of seven evening sessions were run covering three topics, with 81 attendees. Before and after surveys showed increased knowledge about the topics, confidence applying it in practice and confidence working with others. A follow up survey found that people had made changes to their day to day work as a result of what they learnt.

### Continuing professional development for nurses and healthcare support workers

The CEPN commissioned 43 continuing professional development study days and modules for practice nurses and healthcare support workers. 44% of practice nurses and 60% of healthcare support workers in Barnet accessed this training. A database has been developed to track which practices and professionals are accessing training, to ensure all have an opportunity to take part.

### Training lay people as health champions

The network tested an innovative programme to help lay people be valued as part of the health and care workforce. Ten people were trained as health champions. Of these four are actively providing support in primary care practices, seeing 27 patients in 2015/16.

### Wound care training for primary care nurses

Six primary care nurses completed theoretical training about wound care and two also completed practical training with specialist nurses. As a result of the training primary care nurses said they felt more able to choose the right treatment that is cost effective. Workshops were also run with stakeholders to plan next steps and an audit of wound care was undertaken.

*“The CEPN is breaking down barriers both between professions but also internally in practice. It’s bringing stakeholders together. It’s about working together for the benefit of the patient.”*

## Learn more

Our website lists training opportunities and local events. You can book on courses directly at [www.cepn.barnetccg.nhs.uk](http://www.cepn.barnetccg.nhs.uk)

If you want to learn more about Barnet CEPN or any of our programmes, email [Barnet.CEPN@nhs.net](mailto:Barnet.CEPN@nhs.net)

We are always open to new members. Any organisation that wants to work together to plan and support the health and care workforce can be a member.

Apprentices undergoing training

