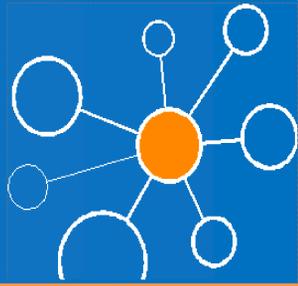


BESPOKE TRAINING PROGRAMME FOR WARD CLERKS

Ward Admin Values & Excellence

Ward Clerk Management Team:

Craig Blakeway, Karen Wheeldon, Lou Jones



1. Background & problem:

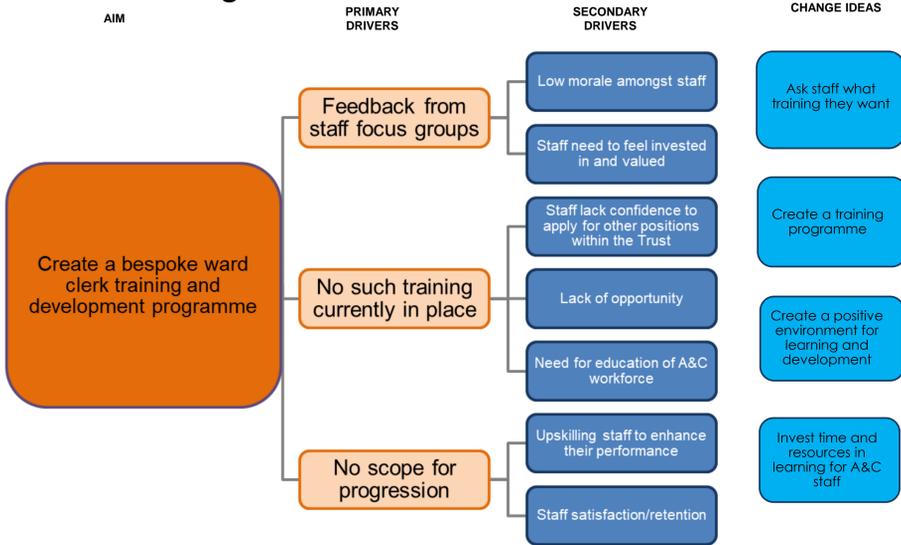
Appraisal feedback indicated that staff feel that there is no scope for progression in the Ward Clerk role: they feel undervalued with little support for developing career prospects within the Trust. They also indicated that they feel isolated within one ward and need to network with peers to share ideas and common issues.

2. SMART Aim:

To improve learning and development opportunities for Ward Clerks by creating a bespoke training programme, with a 20% uptake from a cohort of 98 staff by December 2019



3. Driver Diagram



4. Method:

Held focus group meetings to ascertain training topics required and gauge level of interest. Devised a programme of workshops in line with feedback received from questionnaire completed at focus group meetings. Created bespoke lesson plans by utilising our own skills and knowledge. Contacted subject matter experts to deliver specialist training.

Topics covered

- Touch Typing
- IT Skills
- Minute Taking workshop
- Interview techniques
- CV writing workshop
- End of life and Palliative Care awareness
- Managing of Records Effectively
- Customer Service Skills c
- Medical Terminology
- Resilience and stress awareness
- NHS England structure and funding

5. Results

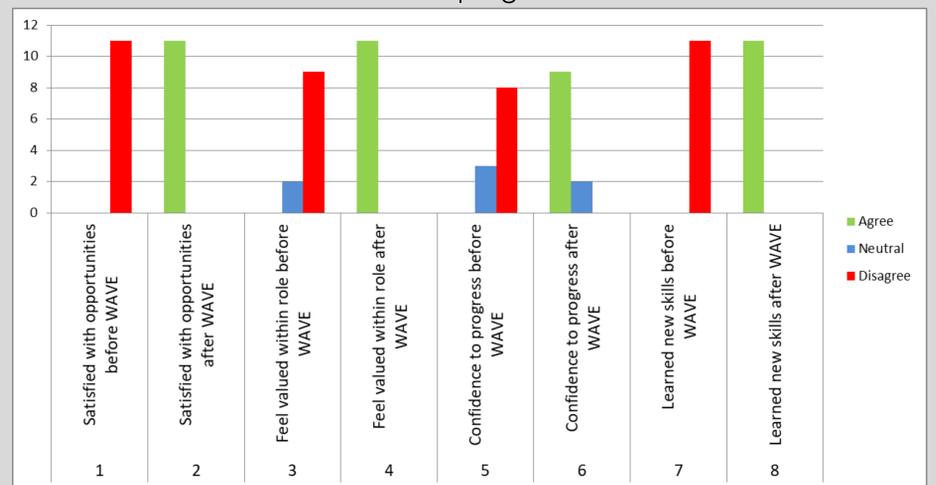
By analysing the data and focus group feedback, we delivered an initial training programme to a cohort of 11 ward clerks from across both sites and various divisions. Feedback was positive for all 10 lessons delivered and on final graduation, very conclusive evidence received with remarks such as "rewarding", "informative", "inspiring" and "beneficial".

WAVE Cohort 1 Graduation – June

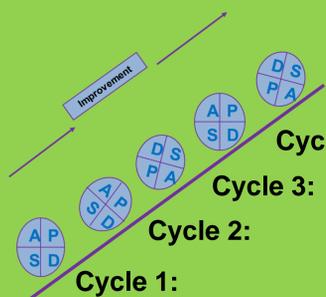


6. Feedback Data

Ward Clerk satisfaction survey before and after completing the WAVE programme



7. Lessons Learnt PDSA Cycle



- Cycle 1:** WAVE Cohort 1: Jan-Jun 19
- Cycle 2:** WAVE Cohort 2 :Sep 19 – Jan 20 – (revised lesson plans, timings)
- Cycle 3:** WAVE Cohort 3 : Jun 20 – Nov 20 – (revise lesson plans, open up to more departments clerks)
- Cycle 4:** WAVE further enhanced training for all previous cohorts

8. Next Steps

Cohort 2 commenced training in September 19, due to graduate January 20 and planning underway for Cohort 3 commencing in June 20.

Next steps for Ward Clerks who have completed the WAVE training programme are/include:-

- Silver QI project
- iAspire course
- Secondment Opportunities
- Job Shadowing
- Confidence to apply for other roles
- Utilising new skills learnt
- Improved networking amongst peers

WAVE Cohort 2 – Day 1 – Sep 19

