

CASE STUDY

East and North Kent Training Hub



**Operations, Business and Project Management
and Administration Contract**

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AN INTRODUCTION TO TRAINING HUBS

Training Hubs were introduced in response to the general practice forward view to meet the changing needs of the workforce. Formerly known as Community Education Provider Network (CEPNs), Training Hubs are local networks designed to develop and deliver a multi professional workforce, to sustainably improve the primary and community care workforce that in turn results in improved patient care.

THC Primary Care was commissioned to establish East and North Kent Training Hubs from scratch and provide business operations, project management and administrative support to deliver against the network's core functions.

The core functions for East and North Kent Training Hubs covered:

Workforce planning - To support the understanding and coordination of the health and social care workforce across the system.

Placement capacity - To expand, develop and manage existing and future placement capacity to create innovative and high-quality clinical placements for learners.

Recruitment and Retention - To support and promote the expansion of the primary care workforce

Support educational programs - To develop the wider workforce and integrated care.

Clinical placement tariff - To enable workforce planning, placement co-ordination and quality management through the active management of clinical placement tariff.

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WHAT DID THC PRIMARY CARE DO?

The Training Hubs were a brand-new initiative that had to deliver real outcomes and meet strategic objectives to fulfil the Kent and Medway strategic plan.

THC ensured that the strategic objectives, were at the forefront of everything they did. Even when implementing the smaller tasks, that enabled the day to day running of the network, THC ensured everything was done to deliver against the overall goals.

Over 5 years, THC successfully:

- Created the two networks from scratch and built them to become fully functioning and well-established to support over 180 general practices.
- Built strong relationships and collaborated with multiple stakeholders, whose buy-in was vital to progress the formation of the networks. These key stakeholders ranged from Clinical Commissioning Groups, Sustainable Transformational Partnerships, General Practices, Universities and other training providers, Kent Local Pharmaceutical Committee, Kent Local Medical Committee and Health Education England - Kent, Surrey and Sussex.
- Developed and implemented the network governance which incorporated reporting structures, business plans, communication and engagement policies, terms of reference, memorandums of understanding, financial management processes, quality and educational policies, conflicts of interest protocols and educational committee panels.



- Managed a budget of £3.5million.
- Supported the introduction of over 130 new job roles including:
 - Pharmacists
 - Physiotherapists
 - Paramedics
 - Physician Associates
 - Social Prescribers
 - Pharmacy Technicians
 - Nurse Associates
- Wrote winning funding proposals of which received a commendation for our Advanced Clinical Practitioner Bid.
- Created communications and engagement strategies to raise the Training Hub profile including building websites, sending regular e-newsletters, managing social media channels and producing high quality brochures.
- Managed the Primary Care Workforce Education Panels approving education requests and liaising with universities and training providers.
- Supported the management of large-scale events such as Protected Learning Time events.
- Managed the GP First Five Programmes.
- Acted as the first port of call for all Training Hub enquiries providing excellent service.



WHAT DID THEY SAY?

"THC has collaboratively worked with the East Kent Training Hub to support and guide the Primary Care workforce in regard to up-skilling, leadership, and health wellbeing. THC has supported the organisation of large events such as Protected Learning events. THC has successfully developed the website for the Training Hub maintains effective communication with the practices.

The THC staff are extremely polite and supportive, and nothing is ever too much for them, they are a pleasure to work with."

**Sara-Jane Kray, Primary Care Workforce Development Lead,
NHS Kent and Medway Clinical Commissioning Group**

"Just a quick note to say thank you so much for all your help and support with the Training Hub and its many projects. Your organisational skills are utterly amazing and PLT's would not have been possible without the THC team."

**Philly Adams, Primary Care Workforce Development Lead,
NHS Kent and Medway Clinical Commissioning Group**

"THC has played an important role in bringing together stakeholders in the North Kent area to form and support the Training Hub. You have helped to improve communication and provided an administrative function the has helped us with the organisation and planning of training events as well as our operational meetings. A big thank you from me for helping to bring North Kent Training Hub to where we are now."

**Caroline McBride, Primary Care Workforce Lead, NHS Kent and Medway
Clinical Commissioning Group**



WHO ARE THC PRIMARY CARE?

At THC Primary Care our mission is to improve the delivery of your projects, networks and business performance in Primary Care, to save you time, money and stress.

Our project management and consultancy services provide hands-on help to deliver your project or ongoing initiative.

We can support you if you need help with your primary care workforce project, Training Hub, Primary Care Network or with implementing a GP Federation clinical service.

WANT TO FIND OUT MORE?

Get support for your project, business or initiative.

Contact Tara on:

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The Business of Healthcare Podcast

Tara looks behind-the-scenes at the business side of healthcare sharing her own project management and leadership insights.

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