

HeART*

CASE STUDY

The Walton Centre NHS Foundation Trust supports nurses with HeART e-Portfolio



TASKS

The Walton Centre NHS Foundation Trust has high quality patient care at its heart and utilises its resources to support patients and staff in the most effective ways. The Walton Centre received a Gold Investors in People Award in 2014, was awarded a Nursing Times Top Ten award for Nursing Care in 2015, alongside an HSJ award for Rehabilitation Services.

The Trust currently employs over 400 Registered Nurses and planned ahead, when revalidation was identified as a requirement by the NMC, to employ a Revalidation Team to support staff and reduce organisational risk. This coincided with the time that the NMC were delivering Nurse Revalidation guidelines in October 2015.

The Trust reviewed a number of solutions to support nurses revalidating. It was identified that in order to facilitate a both a stream-lined approach for nurses to collect their evidence and for the Trust to have oversight and assurance that nurses were able to practice, an electronic solution was most appropriate. The Walton Centre chose HeART as their online portfolio following rigorous review and demonstration. It is a CQC requirement that Trusts know if their nurses are ready to revalidate, and having an online portfolio facilitates this reporting to Senior Nurse Management and provides assurance.

Once in post, the team, comprising of a Revalidation Lead and an Administration Assistant, apprised themselves of the final documentation which the NMC had produced, and aligned this with the system to ensure suitable provision. The Business Manager from Premier IT was available for a face to face consultation and described the system of HeART and the process of configuring the software to The Walton Centre.

Whilst configuration was taking place to the team's requirements, including inclusion of the Walton Way Values, the team immersed themselves in the Trust and quickly used existing infrastructure to make themselves known to nurses through the hospital. It was a priority to see all nurses whose revalidation was due in the first quarter following the launch of revalidation in April 2016.

Due to the size of the hospital and the geography of the site, the team are able to continue to support nurses through their revalidation journey, seeing people on numerous occasions through to their submission of their online NMC Revalidation Application form and afterwards to assist in any administration issues.

The team are now embedded in the Trust and revalidation is understood to a high level, by not only registrants, but senior managers and support staff.

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Helen Jackson - Professional Lead for Nurse Revalidation
The Walton Centre NHS Foundation Trust

SOLUTIONS

The HeART system was adopted by the Trust and configured and initiated in December 2015. The Trust nurses were given passwords and trained in its use, using group and 1:1 formats. The revalidation team were visible across the wards and departments and undertook targeted identification of revalidatees in advance. A HeART drop-in was set up and tutorials were introduced which explained the NMC requirements and HeART, alongside each other. Roadshows were organised where HeART was explained and a series of workshops have been delivered in 2016.

RESULTS

HeART has provided a pathway to gather information neatly in a format which is easy to understand. HeART continues to be updated on a monthly basis with upgraded and/or new additions to the system. Premier IT have been more than open to suggestions for improvements and are currently working towards implementing some of the Trusts requests.

As HeART is highly adaptable the Revalidation Team have been able to customise the system at will. For example, adding to the input fields as new methods of gaining CPD requirements have been discovered by staff, and having the ability for the System Administrator to switch directly into a user's account. This has resulted in fast and effective resolution of any issues which may have occurred.

PROJECT REFLECTION

The Walton Centre NHS Foundation Trust, originally formed in 1992, and attained Foundation Trust status on 1st August 2009. The Trust is unique to the NHS, as it is the only specialist Neurosciences Trust in the UK. In September 2015, the Trust was announced as an NHS Vanguard which gives us national support to develop our neurology and spinal services further, increasing collaboration between hospitals and improving care for patients across the country.

Based in Liverpool, our catchment population is about 3.5 million and is drawn from Merseyside, Cheshire, Lancashire, Greater Manchester, the Isle of Man and North Wales. In addition, due to an international reputation in some areas of expertise, referrals are received from other geographical areas of the UK. Service delivery is achieved via a 'hub and spoke' system and we have partnerships with 13 NHS trusts across the area we serve.

The range of conditions provided by the Trust include the neurosurgical management of trauma – both head and spinal injuries; tumours of the central nervous system both cranial and spinal; neurovascular diseases; epilepsy (including a full surgical program); movement disorders including the provision of a deep brain stimulation service; neurosurgical management of pain with a particular focus on trigeminal neuralgia; provision of neuro-modulation services; multiple sclerosis; motor neurone disease; chronic neuropathic pain; a comprehensive spinal neurosurgical service; treatment of spasticity; facial pain; headache; migraine; and we also offer a neuro-rehabilitation program.