

## *Consultation Response Form*

**NHS Education for Scotland (NES) is consulting stakeholders on the new Strategy for 2019-2024. This is our key reference document which sets out our future direction for the next five years.**

To help ensure that we are focussing on the right priorities during this critical period of service transformation, we welcome your views on the suggested vision and mission statements, and areas of strategic focus set out in the document.

The questionnaire should take no more than 15 minutes to complete, and responses are welcome by close of business on **Friday 18 January 2019**.

Please indicate whether you are responding as an individual or as an organisation.

All responses can be completed online at:

<https://response.questback.com/nhseducationforscotland/NESStrategy>

Alternatively, completed responses on this form can be submitted by email to: [NES.Planning@nes.scot.nhs.uk](mailto:NES.Planning@nes.scot.nhs.uk).

Should you have any additional comments or would like to discuss further, please contact: [NES.Planning@nes.scot.nhs.uk](mailto:NES.Planning@nes.scot.nhs.uk).

Thank you for your cooperation and support.

*NHS Education for Scotland uses the personal data you provide for the purposes associated with our responsibilities for health workforce management development, including the administration of courses, monitoring training programmes, surveys and circulating information relating to relevant development opportunities.*

*For further information, please see:*

<http://www.nes.scot.nhs.uk/privacy-and-data-protection.aspx>

*You can contact the Data Protection Officer at NHS Education for Scotland, via email to [foidp@nes.scot.nhs.uk](mailto:foidp@nes.scot.nhs.uk) or via post to The Data Protection Officer, Westport 102, West Port, Edinburgh, EH3 9DN.*

## Consultation on the draft NHS Education for Scotland Strategy 2019-2024

### Date

Tuesday, 15 January 2019

### A: Response

*\* Mandatory question*

#### 1) Please indicate whether you are responding as an individual or as an organisation.

- This is an individual response. (Please now go to question 2.)
- This is an organisational response. (Please now go to question 4.)

## **B: About You**

*\* Individual response*

### **2) Please indicate your main organisational setting.**

Select...

Other (please specify – type here)

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### **3) Please indicate your job title or role.**

Select...

Other (please specify – type here)

(Please now go to question 6.)

## **C: Your Organisation**

*\* Mandatory question*

*\* Organisational response*

### **4) Please identify your organisation.**

General Pharmaceutical Council

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*\* Mandatory question*

*\* Organisational response*

We may contact you to discuss your response further.

### **5) Please provide your name and/or your contact details of the organisation that you are responding on behalf of.**

Lynsey Cleland, Director for Scotland  
Lynsey.cleland@pharmacyregulation.org

## **D: Our Vision and Mission**

Our Vision is “A sustainable workforce for a healthier Scotland”.

### **6) Please provide your views on the Vision statement.**

We support this vision

(Maximum 4000 characters)

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Our Mission is “High quality education, infrastructure and workforce support that enables excellence in health and care for the people of Scotland”.

### **7) Please provide your views on the Mission statement.**

We support this Mission statement

(Maximum 4000 characters)

## **E: Our Strategic Intent**

Having the right numbers of skilled, trained and supported staff, in the right place, at the right time, and in the right roles, is essential to providing high quality health and care services which address health inequalities and encourage people to take more responsibility for their own health and well-being.

NES's ambition is for health and care services where people can easily access, process, and understand the information they need where and when they need it, where people are confident using technology and where staff are supported by systems that release time for care. We want to see a workplace where learners are valued and supported to develop their practice and their careers through excellent educational support. We want to ensure that health and care careers are progressive, flexible and full of possibilities to help us attract and retain the workforce we need. We want to improve employment choices for people at all stages in their careers, including those who have taken a break and want to return to work. We also want to ensure that we have the right number of undergraduates in the healthcare disciplines in Scotland, and that they have the best possible experience. We need our undergraduate curricula to be relevant to the changing needs of services, and to retain as many graduates as possible to progress to post-qualification roles in Scotland.

NES's work will be increasingly informed by data analysis, evidence and impact assessment. We will provide high quality advice on intakes to undergraduate and postgraduate programmes, recruitment, progression and retention. We will also retain a focus on reviewing and improving our organisation and our performance, ensuring that we are an exemplar in employment practices and achieve the staff governance standard.

### **8) Please provide your views on our strategic intent for 2019-2024.**

We support these proposals.

(Maximum 4000 characters)

## F: Our Five Areas of Focus

9) Please indicate your views on the following five areas of focus for 2019-2024.

	Very relevant	Relevant	Neutral	Not relevant	Not relevant at all
1. A high-quality learning and employment environment	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. National infrastructure to improve attraction, recruitment, training and retention	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Education and training for a skilled, adaptable and compassionate workforce	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. A national digital platform, analysis, intelligence and modelling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. A high performing organisation (NES)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10) Please feel free to add any comments on our five areas of focus for 2019-2024; including any areas we haven't covered.

[Click or tap here to enter text.](#)

(Maximum 4000 characters)

## **G: Our Cross-Cutting Principles**

The five areas of focus are underpinned by the following six cross-cutting principles:

- Promoting equality and diversity to ensure an inclusive approach which helps reduce inequality
- Working in partnership with stakeholders and demonstrating leadership
- Providing digital access to learning, services and information anywhere at any time
- Planning and measuring our activities to understand their impact
- Focussing on quality and encouraging innovation to achieve growth and success
- Ensuring actions and decisions are subject to oversight through effective accountability and governance

**11) Please feel free to add any comments on our six cross-cutting principles.**

We support these principles

(Maximum 4000 characters)

## **H: Our Outcomes**

### **1. A high-quality learning and employment environment**

- a) More consistent, modern and flexible employment experiences
- b) High quality training programmes and placement learning
- c) Meaningful career conversations, appraisal and educational portfolios
- d) Excellent people infrastructure for workplace learning
- e) Improved opportunities to access learning
- f) More accessible and flexible resources for remote and rural learners
- g) Improved employee and trainee feedback, engagement, and health and well-being
- h) Best value national administrative systems which enable flexible working and release time

### **12) Please provide your views on the above outcomes.**

We support these outcomes and believe they align with the outcomes we want to help achieve through our regulatory functions.

We have recently introduced new initial education and training standards for pharmacy technicians and are currently consulting on new initial education and training standards for pharmacists. As part of these standards we set requirements for pharmacy education and training providers to help us assure the quality of education and training programmes and the learning environment.

Through our MOU with you we look forward to continuing to work in close collaboration to develop and deliver our respective roles and ambitions in relation to the quality of the learning environment for pharmacy professionals.

(Maximum 4000 characters)

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### **2. National infrastructure to improve attraction, recruitment, training and retention**

- a) Improved promotion of career opportunities in health and care and easy access to information
- b) Better career opportunities for young people and support workers
- c) Widened access to higher education and improved recruitment in key areas
- d) Higher education outcome agreements that meet the needs of health and care

- e) Sufficient education and training capacity to meet future workforce needs
- f) Clear career progression routes for all roles
- g) Effective support for staff returning to work or retraining

**13) Please provide your views on the above outcomes.**

We support these outcomes.

(Maximum 4000 characters)

## Cont. H: Our Outcomes

### 3. Education and training for a skilled, adaptable and compassionate workforce

- a) Learner-centred CPD programmes which keeps practitioners up to date
- b) Enhanced roles to support service re-design and a better skill mix
- c) Well-developed multi-disciplinary teams
- d) A caring and compassionate workforce
- e) High-potential individuals developed with the right values and behaviours to operate across boundaries
- f) Leadership and management development at all levels
- g) A culture of continuous improvement embedded in everyday practice
- h) Excellence in clinical practice and safe models of care
- i) More accessible employment and training services, resources and information
- j) Less duplication of learning resources

#### 14) Please provide your views on the above outcomes.

We support these outcomes and feel that these align with the outcomes we want to help achieve through our regulatory functions.

We believe the professional knowledge, attitudes and behaviours of the people providing health and care services offers the best assurance to the public. Our standards and regulatory approach are designed to help promote an environment in which professionalism can flourish and ensure the pharmacy team are equipped to work flexibly alongside other health and care professionals to respond with confidence to the changing needs of the population and deliver safe, effective care now and in the future.

(Maximum 4000 characters)

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### 4. A national digital platform, analysis, intelligence and modelling.

- a) A national digital platform with a coherent architecture
- b) The ability to rapidly introduce and scale up new technologies based on consistent standards
- c) Improved access to information, data analytics and intelligence
- d) Improved capability and capacity in our specialist digital workforce
- e) A workforce with up to date skills to deliver digitally enabled services
- f) Accessible, accurate and linked national workforce data for planners and decision-makers

**15) Please provide your views on the above outcomes.**

We support these outcomes.

Within our own organisation we are building on our data, information, intelligence and insight capability to help us and others better understand and effectively respond to risks in pharmacy, as well as encourage improvements in the sector and provide greater assurance to patients and the public about the quality and safety of pharmacy services.

We look forward to continuing to collaborate with you as we develop our respective work plans in this area to ensure we effectively share and respond to the data, information and intelligence we hold.

(Maximum 4000 characters)

## **Cont. H: Our Outcomes**

### **5. A high performing organisation (NES)**

- a) A positive and flexible employment experience for NES staff
- b) Improved training, organisational development and quality improvement capacity and capability
- c) A NES culture of innovation, improvement and shared responsibility
- d) A digitally enabled NES
- e) Effective accountability and governance and a sustainable NES

### **16) Please provide your views on the above outcomes.**

We support these outcomes

(Maximum 4000 characters)

## I: Our Way

\* *NES only*

'Our Way' guides our behaviour, the decisions we make and the way we treat people. We always aim to be effective, respectful and engaging when working together and with others.

Our 'ways of working' are:

- Care for those we work for and those we work with
- Respect and value one another
- Be open, listen and learn
- Take responsibility and lead by example
- Look ahead and be creative
- Respond appropriately and effectively
- Work together to a clear and common cause
- Deliver excellence

**17) Please feel free to add any comments on our 'ways of working'.**

[Click or tap here to enter text.](#)

(Maximum 4000 characters)

## **J: Any Additional Comments**

### **18) Please feel free to add any additional comments on the draft NHS Education for Scotland Strategy 2019-2024.**

The GPhC welcomes the opportunity to comment on the draft NES Strategy 2019-2024. We support your proposed vision, mission and key areas of focus for the coming 5 years and see many analogies between your aims and our own strategic priorities.

We are in the third year of our 2017-2020 strategic plan and are currently developing a 10-year vision and strategy to enable us to deliver efficient, effective responsive regulation that is relevant to the changing healthcare environment.

We recognise that we are one part of a wider system that ensures people receive safe and effective care from pharmacy and maintains public trust in the profession. As we develop our own strategy for the next 10 years we look forward to continuing to work alongside NES and a wide range of other key stakeholders within pharmacy and the wider health and care sector to deliver our respective aims and ambitions.

(Maximum 4000 characters)

## Thank you for your input

Please send this completed form to: [NES.Planning@nes.scot.nhs.uk](mailto:NES.Planning@nes.scot.nhs.uk).

Alternatively, you can complete your responses online at:  
<https://response.questback.com/nhseducationforscotland/NESStrategy>.

Please do not hesitate to contact [NES.Planning@nes.scot.nhs.uk](mailto:NES.Planning@nes.scot.nhs.uk) should you have any further comments or would like to stay informed with future developments.