The Education and Training Working Group

Overview of projects
October 2009 - September 2010
Key aims of the Education and Training Working Group as in the Service Level Agreement of NMCN CEN

• **Encourage and facilitate the involvement of families, children and patient support groups in the network and engage them in service improvement**

• **Identify training needs and facilitate the design, development and delivery of education and training**

• **Provide opportunities to develop knowledge, skills and competencies both for practitioners and service users**
How the work of the education and training group developed

• At the network launch on 17\textsuperscript{th} June 2009 the key themes and discussions highlighted the need of an education group

• Project and events topics are based on priorities identified by parents of children with exceptional healthcare needs and confirmed in discussions with practitioners

• Aim to improve the services for this group of children

• Training for practitioners and sharing best practice
The Group

• The Education and Training Group has a representative membership of 21 parents and practitioners, 7 of these are actively involved in each meeting and progressing the projects. A number of both parents and practitioners have academic, training and education backgrounds.

• The strength of the group is the close partnership working between parents and practitioner members which is evident in the family and child centred focus of the work and remit of the group.

• This group is chaired by Pauline Beirne, an Educational Projects Manager with NHS Education for Scotland (NES). NES has a commitment to support the MCN’s across Scotland in developing an Educational Strategy through Learning Needs Analysis and support.
Work to Date

- The Education Group considers key themes from network discussions and puts together educational events to meet the training needs.

- A key piece of work for the group was the result of identified needs of parents with children with exceptional healthcare needs and their request for the emotional issues around tube feeding to be discussed.

Figure 7. Did healthcare professionals talk to you about the emotional issues related to your child changing to tube feeding?
Work to Date

• A DVD, interviews and reports 'How does it feel' were developed in response by the National Managed Clinical Network for Children with Exceptional Healthcare Needs by Claire Edwards (Training Consultant) and Juliet Rees (Freelance Film Maker).

Parent:
‘I was feeling so confused and sad but no one seemed to recognise that or even ask me how I was feeling. I felt a bit mad at times and thought am I making too much of this? But feeding a baby through an NG tube isn’t natural even if it is necessary, is it?’

Practitioner:
‘I feel others might be better equipped to do this than me but I would welcome some training as would my colleagues I’m sure......I do think there needs to be psychological input for parents within the multi-disciplinary team but it is for all of us working with families to be able to address and provide support’
The DVD:
- was rated as excellent (50%) or good (50%) by attendees of the CEN Education day
- has been viewed online by 181 people
- Has been viewed by 165 people in CEN events
- 19 copies have been requested through the website for training events and to give to parents

The CEN Education Day 24 February 2010
The presentations on the education day were rated by the attendees as excellent (74%) or good (26%).

“I thought the lecturer showed a real understanding of the emotional effect which is great as she is in a good position to pass this on to students”

“Excellent day. Super networking opportunity. Congratulations to all who organised and presented”

“Very useful day. Especially beneficial for parents to be involved and contributing”
The future of the group

• A leaflet to accompany the DVD is currently being developed by parent and practice members of the Education Working group and is due for launch January 2011.

• Look at the need to provide hands-on training to support the ‘How does it feel’ material to increase the confidence of professionals to raise emotions with parents.

• Revisit the priorities originally identified for education and training.

• Plan future Education events for the network.

• We like to hear your feedback.