

Points 18 and 20 (Training and development)

All staff including F & G staff have their training needs assessed (via Appraisals and Personal development plans) annually. These, in turn are collated, within, and by Directorates and feed into a formal, Trust Wide training plan: http://www.training.hantspt.nhs.uk/documents/TrainingPlan_2008-9.doc. Any training identified but not yet provided (see www.training.hantspt.nhs.uk for current prospectus) is addressed and training either developed or commissioned.

All staff have electronic access to the prospectus (all courses have aim, objectives and KSF information), e-booking and personal records. Whilst there was a training moratorium in place for F & G staff, as soon as they joined HPT, their training needs were addressed in a timely manner and all staff have had the same training opportunities as HPT staff since the transfer.

All courses are developed in conjunction with clinical experts and user/carer involvement. At times, this is via patient surveys, risk reports, user carer group or via personal experience of service users and carers. Training in customer care, risk and complaints are addressed via specific courses, there are a large number of courses where these topics are covered or reinforced within the stated objectives, helping to underpin the importance and value of these areas to our staff.

Courses, and attendance of staff, are regularly monitored and reported to senior management and evaluations used to improve quality and delivery methods.

In addition to the annual training plan annual Directorate reports are used to produce an Trust Education Development & Training report each year, reporting upon and reflecting upon the previous year, highlighting areas of excellence and risk areas.