One Day Rostering Master class – programme outline for facilitators

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| **Time** | **Content** | **Activity**  | **Key Issues to be covered** | **Equipment** |
| 8.55 am | Registration |  |  | Register  |
| 9.00 am | Welcome/ Introduction*(15 mins)*  | **Presentation by JT*** Programme overview (slide 2)
* Learning outcomes (slide3)

*Encourage staff to identify additional learning outcomes they wish to achieve by the end of the day* | * *Emphasise high participation expectation of the day*
* *Masterclass has been designed for staff to share good practice and improve rostering practice in line with policy requirements*
 | Laptop/Projector |
| 9.15 am | Nursing Workforce – Planning & Monitoring *(25 mins)*  | **Presentation by JT*** Nursing Workforce – Planning & Monitoring (slide 4)
* Overview of national NMWWP Tools, why this is being run annually, the NMWWPT process and the importance of triangulation (slide 5,6,7 & 8)
 | * *Acknowledge challenges associated with nursing workforce issues*
* *Reference to current CNO/SEND context*
 | Laptop/Projector |
| 9.40am  | Financial GovernanceLocal Monitoring *(25 mins)*  | **Presentation by:JT + LN*** Discuss each point (slide 9)
* Re-emphasise roles/ responsibilities and accountability for financial governance
* Provide an overview of local system in place to monitor financial governance
* Emphasise the importance of the SCN role for financial governance
 | * *Describe local arrangements to assist SCN to understand funded establishment and how workforce issues are monitored*
* *Improved understanding of local financial governance arrangements*
* *SCN responsible and accountable for efficient and effective resource management at ward level*
* *Identify potential areas for improvement in terms of own/ team development*

*Opportunity for SCN & CNs to clarify roles/ responsibilities and development needs. Facilitators should earmark issues that emerge to link this with groupwork later or as suggested ‘actions/ next steps’*  | Laptop/Projector |
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**Morning** continued……….

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| **Time** | **Content** | **Activity**  | **Key Issues to be covered** | **Equipment** |
| 10.10 am  | How do we know there are problems with rostering?*(30 mins)*  | **Presentation by LN*** Discuss the evidence demonstrating that there are problems with Rostering (slide 10)

**Group work:ALL*** Reflect on and discuss common rostering problems
* Discuss how problems were resolved

 (slide 11)  | * *Evidence is provided by staff: self-assessment results/ requests for nurse bank usage/ unplanned leave/ NMWWPT*
* *Impact of rostering issues evident by others – visitors to wards/ inability to engage in wider practice and service development work*
* *Emphasise effective rostering to meet the needs of the service is challenging*
* *Prompt staff to reflect on own rostering practice*
 | Laptop/ProjectorFlipchart paper/pens |
| 10.40am | Comfort Break  |
| 10.55 am | Predicted Absence Allowance (PAA)*(30 mins)*  | **Presentation by JT + LN*** Overview of PAA (slide 13)
* Problems of applying PAA (slide 14)

**Group work: ALL*** Reflect on and discuss application of PAA and current rostering practice
* Discuss how PAA is monitored locally

 (slide 15) | * *Identify the different leave totals under PAA*
* *Prompt staff to reflect on current rostering practice and identify development needs*
* *Facilitate discussion regarding local systems for improving monitoring/ compliance with PAA*
* *Emphasise SCN Workforce Planning Toolkit – maybe useful to access staffnet link (slide 14)*
 | Laptop/ProjectorFlipchart paper/pens |
| 11.25 am | Monitoring and Escalating Guidance *(10 mins)*  | **Presentation by LN*** Discuss each point (slide 16)
* Re-emphasise roles/ responsibilities and accountability for monitoring and escalating concerns (slide 17)
 | * *Improved understanding of the monitoring and escalation process*
* *Clarify roles and responsibilities*
 | Laptop/Projector |

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| **Time** | **Content** | **Activity**  | **Key Issues to be covered** | **Equipment** |
| 11.35 am | What supports/ resources are available?*(20 mins)*  | **Presentation by LN**Overview of policy/ resources (slide 18)* Discuss each point
* Encourage group to share experiences of accessing/ use of available supports/ resources
* HR policies key issue that links into the next session
 | * *Prompt staff to reflect on current rostering practice and identify development needs*
* *Prompt staff to consider their team capacity for effective rostering and staff development needs to improve rostering practice of the nursing team*
 | Laptop/ Projector |
| 11.55 am | Human Resources – Policies*(45 mins)*  | **Presentation and facilitated discussion by HR - TBC*** Overview of Frequently Asked Questions (slide 19) and circulate handout
 | * *Improved understanding of HR Policies and the SCN role for resource efficiency and managing staff governance.*
 | Laptop/ProjectorHR - FAQ |
| 12.40pm | **Lunch**  |
| 1.10 pm  | Rostering Policy and Rostering Rules *(80 mins)*  | **Presentation by JT*** Discuss each point (slide 21)
* Emphasise why there was a need for policy and guidance to be developed (slide 21)
* Roster rules (slides 23/24)

**Group Work:ALL*** Review and discuss actual rosters in relation to efficient resource management
* Discuss application of Roster Rules (slide 25)
 | * *Increase awareness of strategic resource management issues*
* *Discuss each point on slides 23/24 in turn*
* *Increase efficient resource management and identify SCN accountability.*
* *Near the end of the session prompt staff to look at the copy of their own roster that they brought with them and consider the rostering rules.*
 | Laptop/ProjectorRoserting Rules handoutScenarios |
| 2.30 pm | SSTS & BOXI*(60 mins)*  | **Presentation by SSTS Team:*** Demonstrate SSTS and BOXI functionality
 | * *SSTS/BOXI functions can be used to assist SCNs to monitor PAA and manage resources*
 | Internet access |
| 3.30 pm  | **Comfort break** |

**Afternoon session continued........**

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| **Time** | **Content** | **Key Issues** | **Key Issues to be covered** | **Equipment** |
| 3.45 pm  | Next Steps *(45 mins)*  | **Group discussion by facilitators*** Recap on previous sessions and encourage staff to ask any questions (slide 26)

**Group Work: ALL*** Review learning from the session and identify improvements required regarding current rostering practice (slide 27)
* Identify further training/ education required
 | * *Identify any themes emerging from previous sessions and raise as generic issues for the group to discuss.*
* *Prompt staff to feedback one action point in terms of improving rostering practice (post-it note method)*
* *Allow time for staff to discuss content of the day*

*Facilitators collate feedback re specific training/ education issues noted*  | Post-it notes  |
| 4.30 pm | Evaluation*(30 mins)*  | **Presentation by JT*** Discuss each point (slide 28)
* Follow-up questionnaire in 3 months
* Summarise themes of the day and any immediate follow-up actions
* Distribute evaluation forms for completion
 | * *Re-state links with NWWPT and plan to measure rostering practice against baseline data*
* *Emphasise the important for staff to complete follow-up impact evaluation*
 | Evaluation forms |
| 5pm | **The End**  |