

# **Service User/Carers contribution to Value Based Recruitment in a Pre-registration Adult Nursing Programme**

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# Political Drivers

- The patients' voice is becoming more powerful, especially in service development and delivery (Department of Health 2008).
- Their engagement endorsed in the National Health Service (NHS) Constitution (DoH 2009), and Liberating the NHS (DoH 2010).  
Recognising need for the NHS to utilise the voices of its users in assessing the quality of the care provided, acknowledging that individuals are best placed to judge their experiences.
- Impact upon pre-registration education. NMC highlight one of its core standards for education is that Higher Education Institutions (HEI's) clearly demonstrate how service users/carers contribute to both programme design and delivery (NMC 2010).
- Increased focus on value based recruitment.
- A re-focus on values within the NHS was one of the areas identified in the Francis Report (2013). In 2014, Health Education England (HEE) published their Value Based Recruitment Framework in which they articulate how future recruitment of healthcare practitioners will focus on how applicants' individual values and behaviours align with the core values of the NHS Constitution (DoH 2009).
- HEIs are expected to comply with the guidance published from HEE as 50% student nurse programmes are based in healthcare settings.

# Value Based Recruitment

- “VBR is an approach to help attract and select students, trainees and employees, whose personal values and behaviours align with the NHS values outlined in the NHS Constitution. This approach aims to ensure that the NHS has the right workforce, with the right skills, in the right numbers, with the right values, to support effective team working and deliver excellent patient care and experience” (NHS Employers 2015)



## WORKING TOGETHER FOR PATIENTS

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Patients come first in everything we do. We fully involve patients, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of patients and communities before organisational boundaries. We speak up when things go wrong.

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## RESPECT AND DIGNITY

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We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest and open about our point of view and what we can and cannot do.

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## EVERYONE COUNTS

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We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste opportunities for others.

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## COMMITMENT TO QUALITY OF CARE

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We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.

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## COMPASSION

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We ensure that compassion is central to the care we provide and respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for patients, their families and carers, as well as those we work alongside. We do not wait to be asked, because we care.

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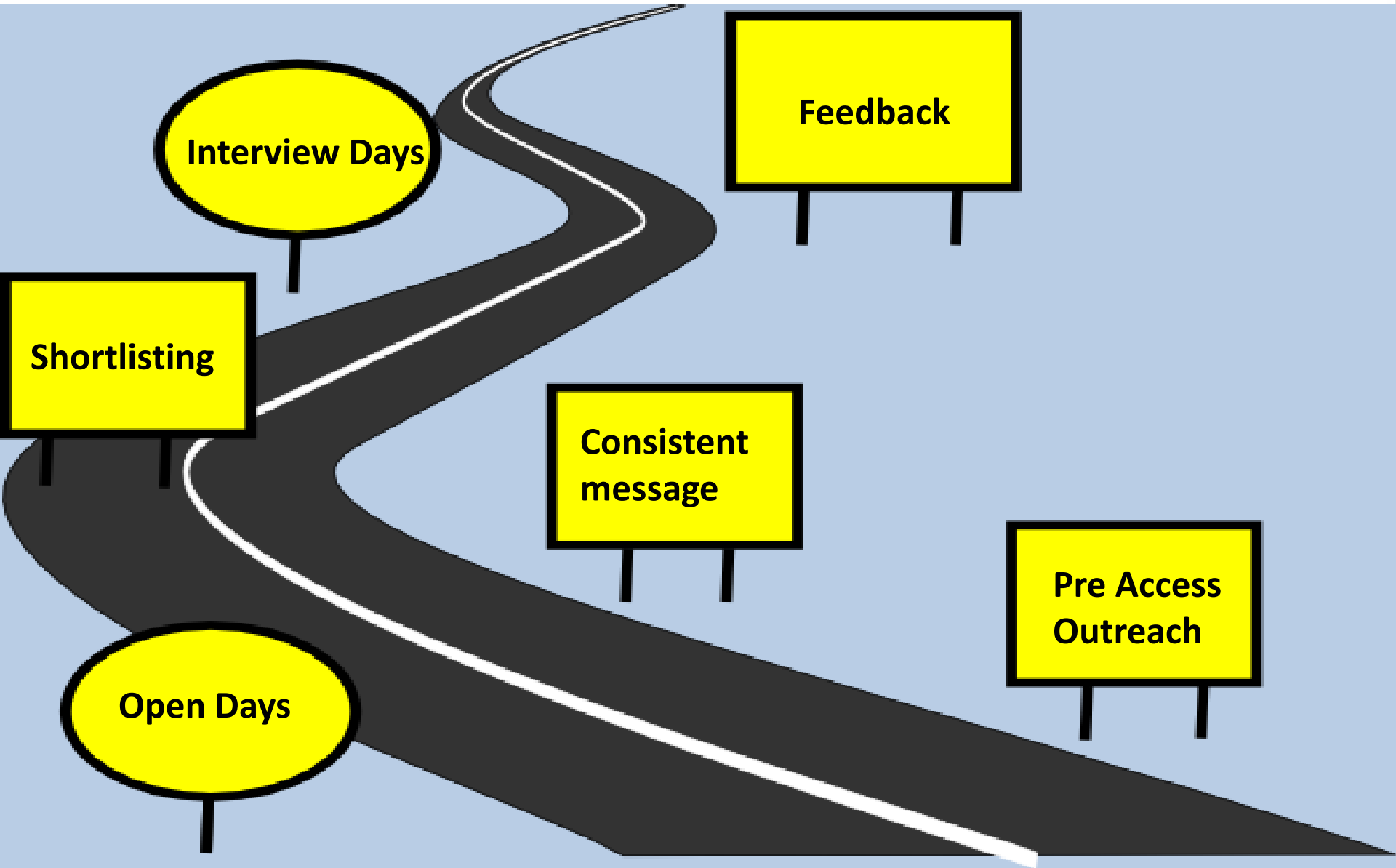
## IMPROVING LIVES

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We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.

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# The Application Journey



# A re-design of the Adult Pre-registration interview experience

- Reviewing our admissions process in light of the requirements of values based recruitment
  - We decided we would like to include service users/carers more formally into our recruitment process.
  - There is a long established link with service users within the university (coordinated by 2 part time designated staff), including engagement in curriculum development/review, delivery of education as well as assisting us in the past in designing interview questions. In addition, service users and carers have been successfully engaged in social work interviews at the university for a number of years; however the numbers of candidates are very small.
  - We sought inspiration from a study by Rhodes & Nyawata (2011) who evaluated involvement of service users in the recruitment of ninety child health and adult field nursing students and we wondered if we could implement that within our adult student nursing programme which interviews several hundreds of candidates each year.

# Preparing SU/Carers for their role

- Discussion with SU/Carers Co-ordinators at BU
- Recruitment and selection of SU/Carers
- Training
- Initial and on going support and monitoring

# Interview Process

## Pre Interview Review

- Personal Statement
- References
- Education (Attainment & Current)
- Employment
- WP Flags

Group Interview  
What do you see?  
SU/Carer, Academic & Practice  
Assess against Values  
in NHS Constitution (10 Marks)

1:1 Interview  
Academic & Practice Partner  
(20 Marks)

Feedback  
Them to us  
Us to Them

Those with Potential  
Specific feedback  
written and/or verbal.





# Future

- Health Education Wessex has provided us with £10,000 to formally evaluate the changes made with regards to VBR and in particular SU/Carer role within it.
  - Evaluate applicant feedback on interview day
  - Explore SU/Carers experiences of participation
  - Explore Academic/Practice Partners views on SU/Carer engagement in selection process.
- To examine the potential impact of VBR on attrition and Fitness to Practice
- Dissemination event
- Looking to expand further SU/Carer engagement in the process
  - SU/Carer Involvement in face to face interviews
  - further training and development for those who are interested



# Questions.....

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