NHSP Local manager mentorship guidance

1. Introduction

In addition to the training and support from the NHSP Programme, a new NHSP local manager will require support and mentorship from experienced peers. This should be sourced through the regional support network.

This document provides guidance for NHSP local managers providing support and mentorship to a new NHSP local manager.

2. Resources

NHSP operational guidance and associated appendix guides
Specifically:
Chapter 2 education and training
Chapter 3 roles and responsibilities
Chapter 4 clinical governance
Chapter 5 equipment
Chapter 6 patient journey from screen to referral
Chapter 7 data and reports
Chapter 8 national IT system
Local programme management tasks
Reports guidance
E-Learning for Healthcare
National IT system resources

3. Mentorship sections:

Screening babies

Following commencement of employment, a new local manager will need mentor support to:

- follow the new screener training pathway
- understand NHSP screening protocols
- understand NHSP equipment protocols and quality assuring equipment
- understand principles of Family friendly working in NHSP
- understand informed consent and risk factors
- understand the process for equipment repairs and ordering consumables

The new local manager may require support to gain sufficient supervised screening to prepare for the observed structured clinical exam (OSCE)
National IT system

A mentor should discuss, demonstrate and support the new local manager in use of the training and live national IT systems including:

Basic principals of:
- data entry
- screener electronic data quality (SEDQ)
- screen outcome, follow up and patient status
- professional contacts
- printing proformas and letters
- creating screening and audiology appointments
- viewing screening results
- re-assigning a test result
- understanding matched and unmatched results
- deferring screen outcomes
- using the shared patient journey searches

Advanced principals of:
- searching to quality assure the local programme
- sharing and transferring records
- downloading screening waveforms
- understanding when manual result entry is appropriate
- managing incomplete data imports
- monitoring screen referrals
- exporting and interrogation of data

Managing a screening team

The NHSP programme team does not provide management training. Management training should be sourced locally. Most NHS Trusts provide in-house training for managers or look up Leadership development programmes.

Mentors should discuss the points below and demonstrate how they put detailed recommendations from the NHSP service specification and advice from the NHSP programme team into practice in their local programme. Whilst sharing best practice from their regional support network group.
- holding effective screening team meetings
- monitoring competences using national reports and national IT data
- carrying out competency assessments using the performance observation checklists located within pages of the Level 3 Diploma for health screeners guidance
- screeners CPD, providing training updates and improving performance of the team and of individuals
- managing rotas to maximise coverage and cost effectiveness
- finding information and resources to train a new screener
- training admin staff to support you them in their role
- effective working with the NHSP team leader
Clinical governance

Mentors should discuss the points below and demonstrate how they put detailed recommendations from the NHSP service specification and advice from the NHSP programme team into practice in their local programme. Whilst sharing best practice from their regional support network group.

- understanding your role in quality assuring the local service and the NHSP local programme management tasks
- understanding information from national reports
- understanding information from NHSP Trends
- reporting to commissioners and area screening and immunisation teams
- reporting to service providers and CHSWG
- producing an annual report (for inclusion in the antenatal and newborn screening report)
- relationships with and reporting to the regional screening quality assurance services (SQAS)
- identifying potential risks
- putting failsafes in place
- monitoring failsafes
- evidencing monitoring failsafes
- preparing for quality assurance reviews
- managing incidents and near misses
- audit and parent satisfaction surveys

Multidisciplinary working

Mentors should discuss the points below and demonstrate how they put detailed recommendations from the NHSP service specification and advice from the NHSP programme team into practice in their local programme. Whilst sharing best practice from their regional support network group.

- identifying the wider NHSP team and stakeholders
- effective CHSWG working: what is expected of the LM
- working with the AN/NB screening co-ordinator
- working with Audiology Services – effective communication
- NHSP awareness training for new midwives, health visitors (in Hospital sites), medical staff on maternity ward and NICU staff
- annual training updates for existing midwives, health visitors (in Hospital sites) medical staff on maternity wards and NICU staff
- providing feedback for stakeholders and key staff