



FINANCE AND CLINICAL EDUCATOR

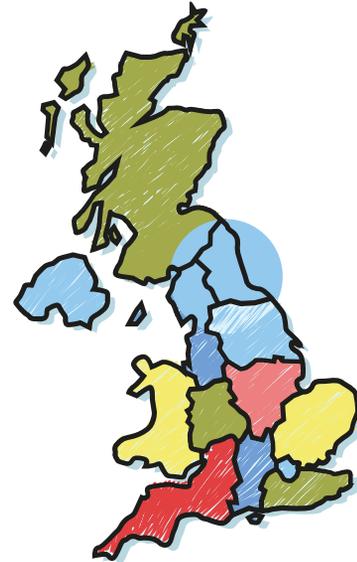
December newsletter

Welcome to our latest FACE newsletter.

The FACE network continues to grow with over 50 Finance and Clinical Educators join in the last 2 months.

We had our latest **FACE network leaders meeting** on 13th November and going forward this will now be called the **FACE Network National Steering Group**. We are keen to make sure that all regions are represented on this steering group and are still looking for representation from the South West, South East, London and East of England regions. If you or any of your colleagues would be interested in being the regional lead in any of these areas and help shape the future of Finance and Clinical Education in the NHS, then please get in touch.

If you haven't already, please register on the [FFF website](#) so we can add you to the FACE network group. In this group you will be able to download resources such as training slides, animations, videos for free. There is also an interactive map so you can see who else is involved in the FACE network in your region.



**REPRESENT YOUR REGION ON OUR
NATIONAL STEERING GROUP**

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Meet the Network

Chris Ellison

Hello, my name is Chris and I'm the Head of Finance for Paramedic Emergency Services, Urgent Care and 111 at North West Ambulance Service NHS Trust (NWAS). I moved to NWAS in April 2017 after spending eight and a half years at Wrightington, Wigan and Leigh NHS Foundation Trust (WWL) which is where I began my NHS career.

During my time at WWL I held a wide variety of positions within Finance (Deputy Financial Controller, Acting Head of Strategic Financial Planning & Development and Divisional Finance Manager) before moving in to Operational Management as Directorate Manager for Scheduled Care within the Medicine Division.

Prior to joining the NHS I spent six years working as an Auditor in the Private Sector, which is where I developed the skills and passion for getting out of the office and away from the computer to understand how everything works 'at the coal face'. I was then fortunate to work under two Directors of Finance at WWL with a similar mind set who promoted the benefits of this to finance staff and actively encouraged it.

I was a key part of the team at WWL who kick started training sessions for clinicians and operational staff to teach them how the NHS finance system worked using 'the NHS Operating Game', which is where I enhanced my passion for close partnership working with non-finance staff.

My FFF journey started with an invitation to join the Close Partnering Delivery Group which includes members with a wide range of professional backgrounds, finance and non-finance. The Group is working on a number of exciting projects, such as the Finance and Clinical Educator (FACE) network, to improve the understanding of NHS finance for clinicians, managers and the public and reduce waste within the system. The support received from both WWL and now NWAS to continue to be involved with FFF has been a blessing, as has the opportunity to meet and work with likeminded colleagues nationally.

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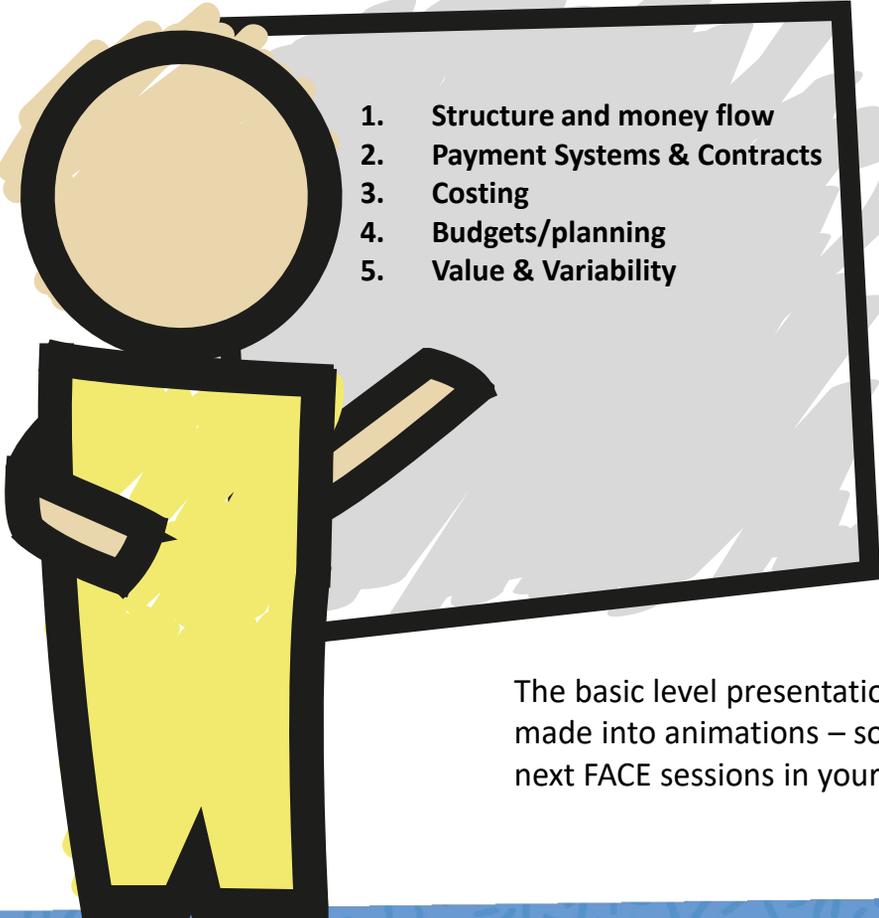
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Resources

A big part of the FACE network involves sharing resources for others to use. If you have any slides, games, animations etc that you would be happy to share with others within the network then it would be great if you could send these through to us at futurefocusedfinance@nhs.net. If you want us to brand these as FFF to anonymise then please let us know.

New Resources Coming Soon!

With the help of the FACE steering group, our new resources are nearly here. These resources will be on the following areas at both basic and advanced levels:

- 
1. **Structure and money flow**
 2. **Payment Systems & Contracts**
 3. **Costing**
 4. **Budgets/planning**
 5. **Value & Variability**

The basic level presentations are also being made into animations – so start planning your next FACE sessions in your organisations.





Meet the Network

Mark Mawdsley

Hello, my name is Mark Mawdsley and I work as Head of Costing and Contracting at Shropshire Community Health NHS Trust. I've worked in NHS finance for thirty years now, in a variety of different roles and organisations though the majority of this time has been in financial management within acute Trusts.

When Future Focused Finance was first announced I have to admit I felt sceptical, I've seen any number of initiatives come and go, often with little impact. However I gave it some reflection and decided that my cynicism made me an ideal person to be involved, and I think I even said this in my application. I figured that if I could be persuaded FFF would deliver real benefit then it would definitely be a good thing, and if not then I would know not to bother with it! I became a Value Maker and was fully enthused by the first event I attended and the colleagues I met and was even introduced to the joys of Twitter.

When the opportunity came up to join the FACE network I jumped at the chance as I have always had an interest in finance training and have a passion for developing engagement with clinical and operational colleagues. Again this introduced me to a network of enthusiastic like-minded colleagues who have been working incredibly hard to develop finance education.

For me FFF and FACE have delivered useful tools and resources but the greatest benefit has been the improved networking and the bringing together of people to share good practice. There is a wealth of experience, knowledge and creativity across the country in the NHS finance function and sharing ideas and approaches is something that can help us all. Nobody wants to reinvent the wheel every time you do something new so if you're interested in improving the service finance provides then I recommend you get involved.



Cross Organisational Working

Derek Stewart arranged with fellow Network Lead Pam Kaur and Akeeban Maheswaran, FFF Close Partnering SRO to present a session on clinical engagement at Northampton General Hospital NHS Trust. The session was presented to the Management Accounts Team, Deputy Director of Finance and a couple of clinicians. This was then followed up by two of the team attending a Medical Leadership Programme session at Pam's organisation, University Hospitals Coventry and Warwickshire NHS Trust.

Lisa Longhurst, Chief Management Accountant, attended both sessions and has written the following blog:

Clinical Engagement Session

Clinical Engagement is a key part of building a successful financial management team and further developing our roles as business partners. The Trust has recently moved to become a clinically led organisation and we have been working to build strong relationships with clinicians to help inform and improve our SLR and business information, as well as ensuring that they are considerate of the financial implications of their clinical decisions.

The Clinical Engagement session held in February was well attended by the financial management team and we also had a couple of clinicians attend the event to provide some insight and to offer their perspective about the interaction between accountants and clinicians in the hospital.

Pam Kaur, Commercial Finance Manager at UHCW NHS Trust and FFF Value Maker and Finance Educator, started the session by providing examples on how at UHCW they had worked on and improved Financial and Clinical Collaboration. Pam talked through the journey that the Trust followed with the overall aim summed up in the tagline 'Clinically driven, financially aware'. She talked through the various approaches they had taken including finance workshops, an e-learning medical leadership programme, using the Kings Fund collaborative toolkit to work with Matrons and other resources that they had utilised that were provided by Future Focused Finance.

This was followed by a talk from Dr Akeeban Maheswaran, an Anaesthetist from UHL NHS Trust who talked about the Finance and Clinical Educator Network and how they are working to improve the delivery of finance training within the medical education programme for trainee doctors, and how best to engage with clinicians when delivering training. He showed us some innovative videos that FFF were developing to deliver financial training and how these helped to engage clinicians in the training.



Cross Organisational Working

The discussions that followed and the event overall really helped the financial management team understand the point of view of the clinicians when approaching finance, and learnt some useful tips as how best to approach clinicians in future. We also gained some ideas as to how we could improve the finance training offered to clinicians, in particular those interested in being Clinical Directors; and how best to support and work with all types of clinicians in their roles when they are making business management decisions.

Medical Leadership Programme

Following on from the Clinical Engagement Session held at NGH, Pam Kaur invited a couple of members of the Financial Management Team to attend the Finance sessions that UHCW NHS Trust delivered as part of their Registrar Leadership Programme. This was a great opportunity to see how finance training could be delivered to registrars who would in the future be looking to take on consultant and clinical leadership roles.

The leadership programme had been running over a number of days and includes lots of different elements. The main finance modules that were covered during the morning that we attended the programme were:-

- NHS Finance – What does it all mean?
- Developing Business Cases and Planning Process at UHCW
- Innovation
- STP (Sustainability and Transformation Plans)

Each of the modules had a different senior officer from the Trust deliver the content and each presentation was really tailored to the audience giving them relevant finance information that they may require to know as a senior clinician within the NHS. For example, a lot of the financial overview discussed the broader context of the NHS but linked the financial position of the NHS with qualitative measures such as procedure cancellations and KPI's such as infection rates and A&E 4 hour targets.

The session on Innovation was particularly inspiring and talked about how investment into developing ideas from clinicians had led to improvements in clinical care as well as having financial benefits and we enjoyed the video included within the session about innovation and idea development.

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Cross Organisational Working

The business planning and STP sessions also gave a really thorough oversight of the financial planning process, what would be required when developing a business cases and how these would fit within the Trust and STP wider financial planning process.

We came away from the day inspired by what we had seen and the engagement from the registrars attending the training, and will now be looking at how we can start delivering our own in-house clinical finance training in a similar format.

This has been a great opportunity for our Trust to share good practice with other organisations and understand their approach in engaging our clinical colleagues.

The FACE network has allowed us to facilitate engagement with a group of proactive individuals who are all looking to demystify NHS finance and ensure that all NHS organisations provide an efficient and cost effective service for all patients throughout the NHS.

Demystifying NHS Finance

FFF Close Partnering SRO AK Maheswaran, has put on a number of teaching sessions across the East Midlands this Autumn as part of the Junior Doctors Leadership and Management course.

The sessions have covered the following:

- Money flow in the NHS and the 5yFV
- Basics of Commissioning
- Basics of NHS payment systems
- Business cases
- Variation/ getting it right first time
- New developments in the NHS (ACOs, STPs etc)

The next session is taking place on Tuesday 19th December at Leicester Royal Infirmary.

If you would like more information or would like to attend please email futurefocusedfinance@nhs.net

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Meet the Network

Tracey Hebblethwaite

Hello my name is Tracey and I am a Finance Manager – Procurement and Projects at Chorley and South Ribble CCG.

I became a Finance and Clinical Educator for Future Focused Finance in January 2015 and only recently in 2017 applied to be a Value Maker as well. The reason I also became a Value Maker is because I believe it's a role that I was already doing every day.

When I first became a Finance and Clinical Educator, I was tasked with holding a lunch and learn to raise awareness within my organisation about Finance. At the Finance and Clinical Educator launch event that I had attended, Liverpool CCG showcased the work they had done in their organisation and gave an open invitation to attend one of these sessions, which I did attend and using their ideas I was able to get our whole finance team involved in developing these ideas into games for our lunch and learn session with them all taking a lead on a game.

The lunch and learn was a success and our Communications department asked if the Finance Team would host a stall at the 2014/15 AGM, which we did and we also attended the 2015/16 and are already working on ideas for the next AGM. We also featured in the first FACE network newsletter.

Other training sessions we have done as a finance team are to our Audit Committee and Joint Executive Team, and we have used resources from Future Focused Finance, like the 'How Money Flows in the NHS' animation by AK.

I have gained great work satisfaction from explaining NHS finances to Clinicians/Budget Managers and seeing them understanding it or as the saying goes the "penny drop". Being a member of the FACE network is a great platform to find out what other areas are doing and to find out about the resources available.



At the launch event I met Kathryn Moorby another newly recruited Finance and Clinical Educator from Lancashire Care Foundation Trust. I was able to work with Kathryn and with support from the North West FSD network to champion Future Focused Finance within our health and social community, by being one of the leaders in organising the Lancashire Value Maker day. The aim of the day was to promote the role of a Value Maker within their organisation how we can share resources. Following this event in January 2017 I applied to be a Value Maker.

With the support of the CFOs' and FSD working group across Lancashire, I am aiming to recruit at least one Value Maker in all the Lancashire NHS organisations. Through these networks we are supporting our Value Makers to attend the September Value Maker Event in London and we are also holding a follow up local event in October.

I am fortunate that I have support from my CFO, Matt Gaunt, to be an active Finance & Clinical Educator and Value Maker and that he promotes our work at the local CFOs network. This is probably why the North West stands out within Future Focused Finance with the number of active Finance & Clinical Educators and Value Makers that we have

Tracey's Top Tips for being a FACE:

1

Be confident on your subject matter

2

Don't feel intimidated by audience status within the organisation

3

Remember you're the Expert

4

Don't be afraid to ask for help

5

Enjoy what you do



FACE 2018 PLANS

Train the Trainer days

With the number of FACE growing in 2018 we will be putting on 4 regional train the trainer events.

- 12th February 2018 – Leeds
- 12th June 2018 – Bristol or Reading
- 18th September 2018 – Birmingham
- TBC November 2018 - London

More details to follow shortly.

Close Partnering Annual Conference

November 2018 will see our first Close Partnering Annual Conference – date to be circulated shortly.

Our Plans as a Network

- Enhance communication of events
- Quarterly temperature check to see what educators want
- Continue to share resources and keep momentum
- Just keep going!