

## NPP 'Recruit and Retain' final conference



'Recruit and Retain' conference participants (from left): Tom Daly, HSE / Director General of CAWT; Cllr. Alex Baird, Chairman, Fermanagh District Council; Arlene Foster, MLA, Minister for Enterprise, Trade and Investment; Bernie McCrory, Chief Officer, CAWT; Prof. Andrew Sim, Project Director, NHS Western Isles Scotland; Wesley Henderson, Project Manager and Joe Lusby, Deputy Chief Executive, Western Health and Social Care Trust.

Minister for Enterprise, Trade and Investment, Arlene Foster, MLA, opened the final conference of the Northern Periphery Programme (NPP) 'Recruit and Retain' project held in Enniskillen. 'Recruit and Retain' is an international partnership project established to develop solutions to the persistent challenges of attracting and retaining high quality personnel into public sector services in remote rural areas.

Financed by the European Regional Development Fund, the conference was jointly organised by CAWT and the Centre for Rural Health in Inverness, Scotland. Project participants from Ireland/Northern Ireland, Canada, Greenland, Iceland, Norway, Scotland and Sweden attended the event to discuss solutions initiated by the project. Such initiatives included the development of a website [www.recruitandretain.eu](http://www.recruitandretain.eu) to promote awareness of the project, further education courses such as Masters degree programmes, skills training in remote areas, promotional films and professional exchange programmes. The main focus of the project has been on healthcare, as it is often one of the largest employers in smaller towns and rural areas. The project has also taken into consideration the wider public service sector.

In her opening address, the Minister said: *"As a public representative for a rural constituency, I recognise the key role that access to good quality infrastructure and services can play in ensuring that highly skilled professionals chose to locate and remain in remote and rural areas. That is one of the reasons why my Department has invested and continues to invest in the development of telecommunication networks and extending the quality and reach of broadband services here."* The project is scheduled to complete in June 2014 and the conference focused on sharing the evidence-based solutions developed and actions to bring the project to a successful conclusion.

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### Inside this Issue

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## European Union INTERREG IVA Project Update

### CAWT Diabetes Project

The CAWT Diabetes Project was delighted to welcome Maria Jose Doval Tedin, from the European Commission in Brussels and Paul Boylan from the Special EU Programmes Body to view the Pre-Pregnancy Care clinic taking place in the Southern Health and Social Care Trust's South Tyrone Hospital in Dungannon recently.

As a result of this cross border EU INTERREG IVA funded project, Pre-Pregnancy Care clinics have been established in 14 health service sites across Northern Ireland and the border counties of Ireland. This collaboration is enabling information and expertise to be shared between the clinics and across both jurisdictions. To date 392 women with diabetes have benefited from attending the Pre-Pregnancy Care clinics, within the eligible area of Northern Ireland and the border counties of the HSE. Commenting on her visit to the project, Maria Jose Doval Tedin, Programme Manager with the European Commission said: *"I was particularly impressed by what I saw during my visit, both in terms of the dedication of the staff involved and in the tangible impact that the project is making on the lives of women from both sides of the border. This type of practical cross-border collaboration reflects many of the key objectives of European Territorial Co-operation as it encourages regions from different EU Member States to work together and learn from each other."*



Standing from left: Linda Matthews, Clinical Nurse Specialist, HSE DNE; Paula Clarke, Director of Performance and Reform, SHSCT; Brid Farrell, Consultant in Public Health Medicine, PHA; Pauline Dunlop, HR and Workforce Mobility Manager, CAWT and Brigid McGinty, Programme Manager, CAWT. Front row from left: Joan Earley, Diabetes Specialist Dietitian, HSE DNE; Diane Cromwell, Diabetes Specialist Dietitian, SHSCT; Maria Jose Doval Tedin, Programme Manager, European Commission; Claire Black, Diabetes Specialist Nurse, SHSCT; Paul Boylan, INTERREG IVA Programme Manager, Special EU Programmes Body and Emma Meneely, Project Manager, CAWT Diabetes Project.

Also part of the CAWT Diabetes Project is the well-regarded CHOICE structured education programme for young people with diabetes and their families. To date 2,932 people, which includes children with diabetes and their parents / carers, have attended CHOICE programmes across Northern Ireland and in the border region. Both programmes are being independently evaluated to determine their future development after the EU funding period for the project.

**Contact: Emma Meneely, Project Manager** t: 00 44 (0)28 3741 4377 e: [emma.meneely@southerntrust.hscni.net](mailto:emma.meneely@southerntrust.hscni.net)  
w: [www.cawt.com/diabetes](http://www.cawt.com/diabetes)

### CAWT Cross border Workforce Mobility



Karen O'Brien, Women and Children's Directorate, Western Trust who recently received the Associate Certified Coach (ACC) credential from the International Coach Federation along with Marianne Walsh, HR (former Project Manager).

**Coaching and Mentoring:** Having received the *Excellence in Coaching Award* by the Irish Institute of Training and Development in February 2014, the project has received a further accolade by being *highly commended* in the Learning and Organisational Development category of the CIPD Awards in May 2014. Over 1,100 staff from across the partner organisations have availed of coaching to date and feedback has been extremely positive. Furthermore, coaches from the Connect Network are currently working towards achievement of their Associate Certified Coach (ACC) credential with the International Coach Federation, which requires a substantial level of high quality coaching experience. Several coaches from the network have already achieved this qualification and the project is currently supporting a cohort of the remaining coaches through this process which will enable them to achieve the credential by September 2014. Staff within the CAWT partner organisations of the HSE, the Health and Social Care Board, Business Services Organisation, the Public Health Agency and the Southern and

Western Health and Social Care Trusts who want to find out more about the Coaching and Mentoring service or to book a session should log on to <http://www.hseland.ie/connectcoachingandmentoring>

**Contact: Pauline Dunlop, HR & Workforce Mobility Manager** t: 00 44 (0)28 7127 2100  
e: [Pauline.Dunlop@westerntrust.hscni.net](mailto:Pauline.Dunlop@westerntrust.hscni.net) w: [www.cawt.com/mobility](http://www.cawt.com/mobility)

CAWT Development Centre, Riverview House, Abercorn Road, Londonderry, BT48 6SB

T: +44 (0)28 7127 2100

F: +44 (0)28 7127 2105

E: [cawtinfo@westhealth.n-i.nhs.uk](mailto:cawtinfo@westhealth.n-i.nhs.uk)



## European Union INTERREG IVA Project Update

### CAWT Acute project

**Patient Safety Programme:** Following the successful delivery of the pilot cross border Patient Safety Programme in 2012/13, CAWT is supporting a second programme which commenced in Jan 2014. This programme is being facilitated by the HSC Safety Forum in collaboration with the Health Service Executive (HSE) and the Royal College of Physicians of Ireland. There are 24 participants in total from the CAWT partner organisations. A key objective of the programme is to develop a core group of individuals within the Health and Social Care systems on both sides of the border who are capable of leading service improvements focused on patient safety and quality within their own organisations. It will also contribute to the development of future trainers in the area of patient safety / quality improvement. Participants will plan and run a quality improvement project, in line with their organisational objectives. **Ophthalmology service:** The Louth County Hospital Ophthalmology service in Dundalk is progressing well. Geraldine Forrester joined the team as Clinical Nurse Manager in April 2014. The total number of patients treated from 1 January to 31 March 2014 is 313. **Home Help Workers Training:** A number of Donegal-based Home Help Workers are scheduled to receive certificates in June, having successfully completed a new two-module FETAC Level 5 course in Health Care Skills.

**Contact: Linda Saunderson, Programme Manager** t: 00 44 (0)28 6862 8740  
e: [linda.saunderson@westerntrust.hscni.net](mailto:linda.saunderson@westerntrust.hscni.net) w: [www.cawt.com/acute](http://www.cawt.com/acute)



At the launch of the 2nd Patient Safety Programme are (front): Bridget Clarke, General Manager, Cavan & Monaghan Hospital. Middle row (l to r): Paddy Rooney, Asst. Manager, Letterkenny General Hospital; Levette Lamb, Northern Ireland HSC Safety Forum and Dr Ahmed Khan, Consultant Paediatrician, SHSCT. Standing: Anne Keenan, Pharmacy Manager, WHSCT.

### Citizenship for People with Disabilities



Carol Sproule, Practice Nurse, Dr Linda King, Susan Young, Practice Manager Castleberg GP Practice and Amy Byrne, CAWT Citizenship for People with Disabilities Project.

In recent months, Castleberg GP Practice in Co. Tyrone and Stranlar GP Practice in Co. Donegal were supported to modify their premises and make practical changes, in line with best practice, to facilitate people with disabilities as part of the CAWT Community Awareness Programme in the Strabane and Donegal Council areas. Commenting, Dr King from Castleberg GP Practice said: *"Our participation in this cross border programme has given us a unique opportunity to improve our patient services. For example, disability awareness training has made our staff more confident in dealing with patients with physical, learning or sensory disabilities. We have upgraded our signage and access, both externally and within the practice building. All these changes, both small and big, are already making a significant difference to the health and well-being of our patients, particularly those with disabilities."*

**'Change A Little Change a Lot' Awards:** In March, 30 organisations who had successfully completed the 'Change a Little Change a Lot' Disability Accessibility programme were awarded with a Bronze, Silver or Gold award at an event in the Millennium Forum in Derry - Londonderry. The Awards are an initiative of the Community Awareness Programme and was jointly funded by the Public Health Agency as part of the UK City of Culture Programme 2013 and by the EU's INTERREG IVA Programme through CAWT. Disability Action supported the organisations to identify access barriers and make changes, whilst Media Box assisted with the showcasing of their achievements. To read about the successful organisations and to view photographs of the Awards, go to the 'Change A Little Change A Lot' website at: [www.changealittlechangealot.co.uk](http://www.changealittlechangealot.co.uk)

**Contact: Edel O'Doherty, Deputy Chief Officer** t: 00 44 (0)28 71272100 e: [Edel.ODoherty@westerntrust.hscni.net](mailto:Edel.ODoherty@westerntrust.hscni.net)  
w: [www.cawt.com/citizenship](http://www.cawt.com/citizenship) and [www.changealittlechangealot.co.uk](http://www.changealittlechangealot.co.uk)



## News and Events

In the picture: NPP Programme 'Recruit and Retain' project final conference in Enniskillen



Selection of photographs from the EU Northern Periphery Programme 'Recruit and Retain' project final conference held in Enniskillen. 1. Project attendees from NHS Western Isles, Scotland (Lead Partner). 2. Conference organisers and participants pictured with Minister for Enterprise, Trade and Investment, Arlene Foster, MLA (front row, 3rd from the left). 3. Recruit and Retain Project Manager, Wesley Henderson briefing Arlene Foster, Minister for Enterprise, Trade and Investment. 4. Norwegian delegation.



The [CAWT Annual Progress Report 2013](#) gives a comprehensive overview of the performance of the 12 cross border projects within the 'Putting Patients, Clients and Families First' programme. The report acknowledges the commitment made by hundreds of health and social care staff, managers and clinicians to cross border activity from the HSE, the Health and Social Care Board, the Public Health Agency and the Southern and Western Health and Social Care Trusts.

Also highlighted is the strong partnerships developed with the Community and Voluntary sector who have enabled the projects to reach into many communities and groups which has positively impacted on reducing health inequalities and promoting social inclusion.

Film clips of a selection of EU INTERREG IVA projects can be accessed on the [CAWT partnership You Tube site](#).

Next issue of CAWT in Action: **September 2014**