

# Experiences of the Hospital European Exchange Programme “HOPE”

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Trust Board paper E

## Executive Summary

This staff story focuses upon the Deputy Head of Contracts who completed the HOPE Exchange Programme in May 2018, spending four weeks exploring the Portuguese Health System at the Hospital Center of São João “CHSJ”, Porto, Portugal.

The HOPE Programme is a European exchange programme for hospital managers, the programme is supported by the NHS Leadership Academy in the UK and provides an opportunity for organisations to both send and receive participants.

## Background

The HOPE exchange programme has been in place for over 35 years and is organised by the European Hospital and Healthcare Federation, an international non-profit organisation created in 1966. One of the basic objectives of HOPE is to promote the exchange of knowledge and expertise within the European Union and to provide training and experience for hospital and healthcare professionals.

The exchange programme offers the opportunity for healthcare managers, or clinicians with a managerial role, to visit another country for four weeks, to explore specific learning objectives. Approximately 150 healthcare professionals across 27 countries take part in the exchange each year. This culminates in an international conference which brings together participants as well as other healthcare professionals to explore the exchange’s annual theme and share best practice.

The NHS Leadership Academy supports the programme on behalf of the UK, with the UK usually hosting eight participants in three English hospitals and sending eight UK participants on the programme abroad. The NHS Leadership Academy this year has requested applications from organisations to become host organisations. The Trust has not previously hosted any participants.

### Vicki Turner, 2018 HOPE Participant, CHSJ Portugal

Vicki joined the NHS in 2009, when she started the NHS graduate management programme. Since the scheme, her experience in the NHS has predominantly been focused in contract management in acute providers, with the last two years, as Deputy Head of Contracts in the UHL Contracts and Commissioning team. Having completed her Masters in 2012, Vicki was looking for a new professional challenge and found the HOPE exchange programme advertised on the NHS Leadership website. The programme attracted her because she felt it was a unique opportunity to explore another health system in a similar way to the opportunities she had to explore the NHS through the graduate scheme.

Vicki applied to become a participant in Portugal because of the similarities to the healthcare system in the UK and was placed in CHSJ, Porto, one of the largest specialised acute hospitals in Portugal. The programme theme for 2018 was patient participation and she explored this with seven colleagues from across Europe, accumulating in her presenting these findings at the conference in Stockholm.

The programme provided Vicki not only with a comparator to another health system but an insight into the contracting model and commissioner/provider relationship in Portugal. Since returning she has been able to

share this learning with colleagues, responding to specific questions they had asked her to research. Whilst in Porto, she also had the opportunity to share how UHL contract for services, to support a proposal CHSJ made to commissioners. The experience has given her a network of colleagues both in Portugal and across Europe and reinforced the reasons she joined the NHS and UHL.

#### **What has been the benefit to UHL in participating in the HOPE exchange programme?**

- Opportunity to expand the hospital network across Europe
- Sharing best practices and experiences with colleagues from different health systems
- Ability to develop and motivate staff members involved

#### **What has been the benefit to the individual participant?**

- Increased understanding of other healthcare and hospital systems across Europe
- Has learned new ideas and best practice and for sharing with colleagues
- Gained a network of health professionals across Europe
- Reaffirmed belief in the NHS and UHL values.

#### **Feedback from Manager; Lucy Wall Manager for Vicki Turner**

Vicki undertook a vast amount of research in order to present her rationale for being part of the Hope Programme, this led her to the choice of Portugal due to the similarities between our health systems. This evidence and her enthusiasm to undertake the programme made the decision easy by myself to support this request. Since returning Vicki has fed back on her experience and clearly made links to what works well in Portugal and how we can maybe learn from this, equally I believe it has also affirmed her belief in the NHS. The programme allowed Vicki to meet lots of health care professionals across Europe and she has developed a strong Network of friends/colleagues. She was also chosen to present back her findings in Stockholm to an audience of over 200. The programme has given Vicki a fresh approach to work and broadened her knowledge and skills which she has actively passed on to her colleagues at UHL.

#### **How can we extend the benefits to be realised across UHL?**

- There is the opportunity to apply to the NHS Leadership Academy for status as a host organisation. This would involve UHL providing hospital accommodation for two participants for four weeks per year and nominating a lead to organise the programme.

#### **Input Sought**

The Trust Board is asked to:

- Receive and listen to the staff's story.
- Support and promote staff's participation in HOPE exchange programme
- Consider acting as a host organisation for future HOPE exchange participants

**For Reference**

1. The following objectives were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Not applicable
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Not applicable
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Not applicable
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following governance initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related Patient and Public Involvement actions taken, or to be taken:

No Patient and Public Involvement issues identified as part of this staff story

4. Results of any Equality Impact Assessment, relating to this matter:

No equality issues identified as part of this patient story

5. Scheduled date for the next paper on this topic: Not applicable

6. Executive Summaries should not exceed 1 page. The paper does comply

7. Papers should not exceed 7 pages. The paper does comply