

WE ARE THE NHS

People Plan



action for us all



Published



What's inside?



Introduction

[Page 8](#)



Part 1 New ways of working and new ideas

[Page 21](#)



Part 2 Looking after our people

[Page 31](#)



Part 3 Being part of the NHS

[Page 58](#)



Part 4 New ways of working and running care services

[Page 83](#)



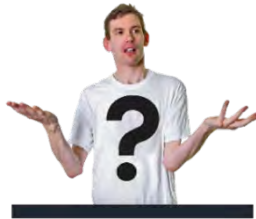
Part 5 - Growing for the future

[Page 99](#)



Part 6 - Supporting our people for a long time

[Page 130](#)



Would you like to take part?

[Page 134](#)



This Easy Read document is **139 pages long**.

We do not expect you to read every page!

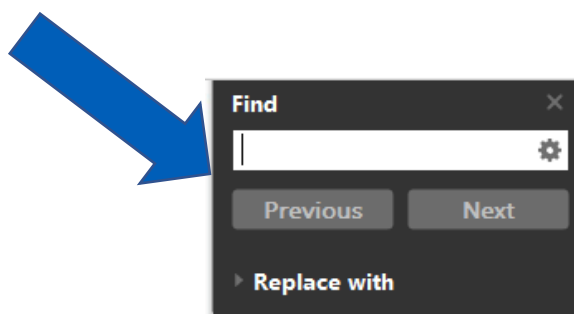


If you are reading this on a computer

and there is a topic you want to find out more about, for example **training**.



Look for the **magnifying glass** at the top of the screen.



This opens a **search window** where you can write the topic that interests you into the search bar.

1,300,000



We are **1.3 million** people that work for the NHS.

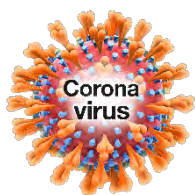


We are **lots** of different people.

We have all kinds of experience and we have done lots of different things.



We are the NHS!



A lot of the **photos** in this document were taken before **coronavirus**.



So people in the photos are close together and **are not social distancing**.

Thank you



Our People Plan 2020 to 2021
was written by:

NHS England and NHS Improvement

- **NHS England and NHS Improvement**

NHS
Health Education England

- **Health Education England**



- with help from lots of people who work for the **NHS** and in health care and social care.



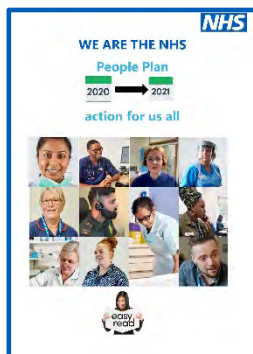
A big **thank you** to everyone who worked with us.



In the rest of this document we are going to call it **Our People Plan 2020 to 2021**



We look forward to making sure everyone gets the **support** they need.



Our **People Plan** shows us:



- what we need to do by **March 2021**



- what we need to do to **support NHS** workers now and in the future.



Introduction



In **June 2019**

NHS England and NHS Improvement



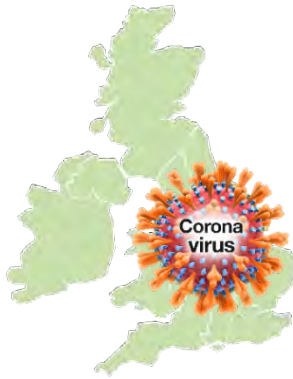
NHS England and NHS Improvement and **Health Education England**



wrote a report called the **Interim People Plan**.



The **Interim People Plan** was already helping NHS workers to get more **support** at work.



Then **coronavirus** changed everything.



A lot of people died.



NHS workers worked very hard.



The public **clapped for NHS workers**



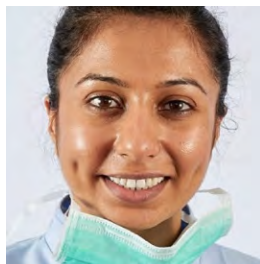
NHS workers are **more important** than ever before.



Our People Plan 2020 to 2021 explains:



- what **NHS** workers can expect from their leaders and from each other by **March 2021**



- what needs to be done to support **big changes** to the **NHS**.

- the **important things** that all **NHS** workers must do:

- to make an organisation that **everyone** feels part of

- to employ **more workers**



- to give workers **more training**



- to find **new ways to work together**



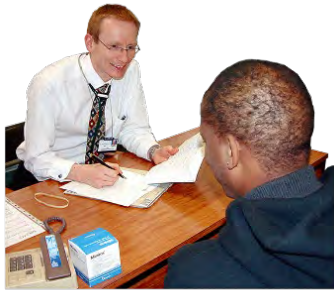
- to run a **very good care service** for patients.



The **NHS** is many people in different jobs:



- people working in **hospitals**



- people working at **GP practices**



- people working at **dental surgeries**



- people working at **pharmacies**



- **eye doctors.**

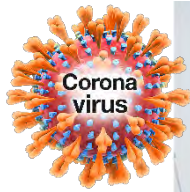


The **NHS** runs better services by working closely with:

- social services
- local councils
- charities
- health organisations.

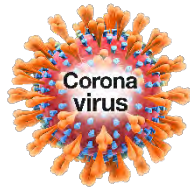


Unpaid **carers** and **volunteers** make a big difference to the work of the **NHS** too.



What NHS workers need

NHS workers have been under a lot of pressure since **coronavirus**.



There could be more problems with **coronavirus** in the future.



We need to **look after** all **NHS workers** and make sure they do not work too hard.



The **NHS** needs:



- more people in **training** and education



- **more people** working for our services



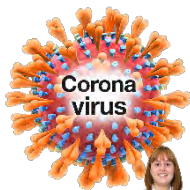
- **more people** doing different jobs on **computers**



- **more people** who want to:
 - work for the **NHS**
 - stay working for the **NHS** for a long time



- to show that it is an organisation that **cares for everyone**.



NHS workers managed **coronavirus** by:

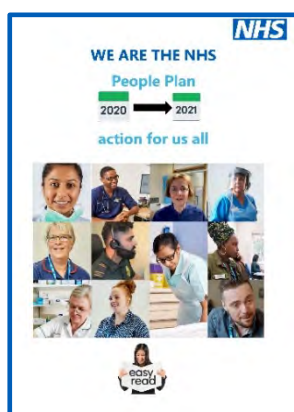
- working well **together**



- coming up with **new ideas**.



We must learn from this work and **change** how we work across the **NHS**.



To make this happen we would like local **NHS** organisations to write their own **People Plans**.



Any **Local People Plans** should be:

- about the support **NHS** workers will get
- written with social care and public health organisations.





Local People Plans will be checked by **People Boards**.

People Boards are a group of NHS workers and experts that come together to make decisions.



The **Local People Plans** will be updated when things change.



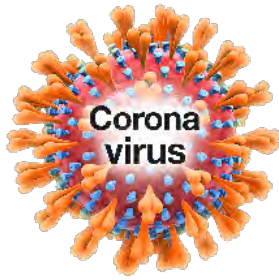
Because of **coronavirus** the NHS did more to:

- support social care organisations including **care homes**



- support workers to return to **healthcare** and **social care jobs**

This work is still happening.



If there is a new **coronavirus** outbreak the **NHS** will give social care organisations more support if they need it.



What we need to do now and in the future



Our People Plan 2020 to 2021 says how we are going to support **NHS** workers **this winter** and **next spring**.



We will:

- employ **more workers**



- make sure everyone gets the training they need in the future.



Next, we look at the **6 parts** of the **People Plan 2020 to 2021**.



Part 1

New ways of working and new ideas



In **Part 1** we look at some of the changes to the **NHS**.



Health and wellbeing of NHS workers



There has been a lot of support for teams and organisations across the **NHS**.



We started the **Carers Passport**:

- for **NHS** workers who are **unpaid carers**



- to make sure **unpaid carers** get the support they need.



Public and private organisations made donations to the **NHS**.



Working together



Because of **coronavirus NHS** workers had to change:

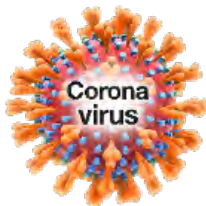
- how they worked
- how services for patients were run.



Looking at inequality



Inequality is when people are treated **unfairly** because of who they are.



Coronavirus has shown us that we need to make sure people are treated more **fairly**.

For example, **Black Asian and Minority Ethnic people** are more at risk from coronavirus than other people.



NHS leaders have worked hard so that **Black Asian and Minority Ethnic** NHS workers can have their say.

Flexible working



Flexible working means working different hours and working different ways.



More teams have been working online during **coronavirus** which has meant:

- more work gets done
- more people going to meetings
- there is less travel and less pollution.
- workers have time to do other jobs.





Health advice by video



Health advice has changed. For example, in **June 2020**:

500,000



- **half a million** video calls to get health advice from GPs were made

2,300,000



- **Two million three hundred thousand** people asked for health advice online.



More **NHS** workers are working from home for a few days a week.



People working for the NHS

More people have come back to work for the **NHS** after leaving.



Students have supported patients while they are still training.



NHS workers have been moved to busy hospitals.

1,500



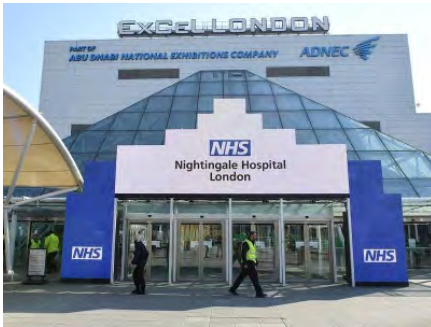
More than **one thousand five hundred** medical workers joined the new **Coronavirus Service**, which is part of **NHS 111**.



The **Coronavirus Service** is for callers with serious **coronavirus** symptoms.



New ideas and new jobs



NHS workers moved into new jobs:

- Healthcare scientists worked at the new **Nightingale hospitals**.
- Physiotherapists on **Intensive Care Units** were trained to check if someone has breathing problems.



Physiotherapists work with patients who are ill or injured, using exercise.



Support for care homes

Every care home in England was supported by the **NHS**.



Volunteering

A lot of people have volunteered to work with the **NHS**.



Thousands of **NHS Volunteer Responders** have supported vulnerable people with **coronavirus**.



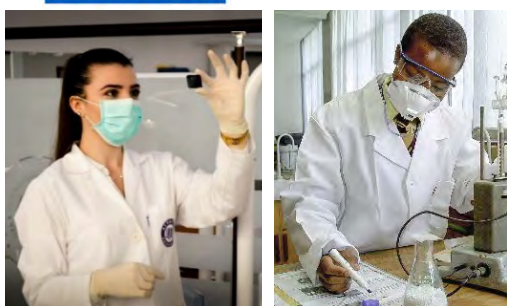
We have given volunteers work to match their skills.



Research

NHS workers have played a big part in **coronavirus** research.

NHS



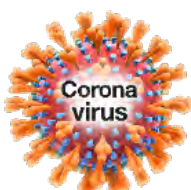
For example, **NHS workers** and **scientists** are working closely together



on **Recovery** the world's biggest coronavirus research project.



Medical workers are running a **7-day** service to find patients who can take part in the trial.

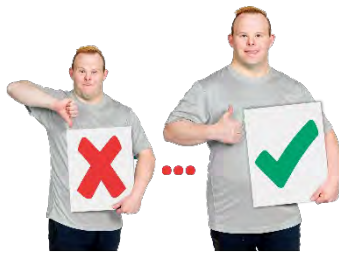


NHS

We are still learning from our work on **coronavirus** but have already seen big changes across the **NHS**.



When local services **find a good way to work**, we should try to do this across the **NHS**.



This will help to make **NHS** services **even better**.



From **September 2020** we will know if the **People Plan** is helping to make **NHS** services better.



Part 2

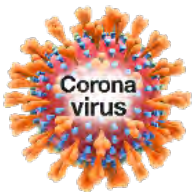
Looking after our people



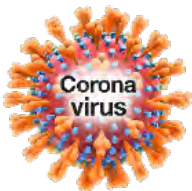
The **NHS** runs very good care services for patients.



We need to keep **NHS** workers safe and well too.



We found better ways to work during **coronavirus** and want to carry on working like this in the future.



But it has been hard work to manage **coronavirus**. A lot of **NHS** workers are tired.



We must get more **NHS** workers to ask for help when they need it.

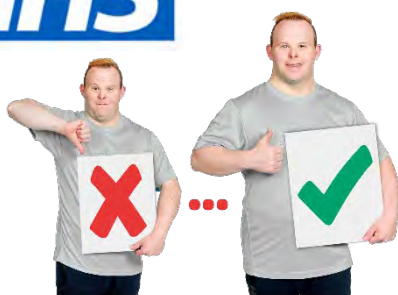


Our NHS People Promise

The **NHS People Promise** is a promise we make to each other:



- to work together



- to make the **NHS** better for everyone.



Ideas in the **NHS People Promise** came from **NHS** workers who told us:



- what they care about
- how it could be better to work at the **NHS**.



We will work hard to reach **Our People Promise** by **2024**.



From **March 2021**, the annual **NHS Staff Survey** will ask for feedback about **Our People Promise**.



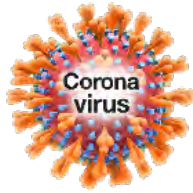
The **NHS Staff Survey** will help us find out if **NHS** workers think we have reached **Our People Promise**.



When we reach **Our People Promise** the **NHS** will be:

- one big team
- an organisation that brings out the best in everyone.





Support during coronavirus

During **coronavirus** **NHS** workers supported each other by:

- holding team meetings to talk about how you feel
- making **space for team members** to rest and feel better after working hard.



The public and businesses gave the **NHS** a lot of support.

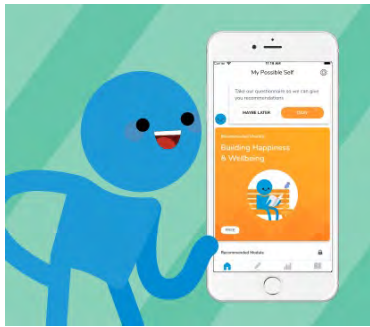


Across the country **NHS** workers got:

- phone and text support



- support if a family member or friend died from **coronavirus**



- free use of mental health and wellbeing apps such as **My Possible Self**



- guide for key workers on having **difficult chats** with their children



- **online support** from experts.



There was extra support for:

- **Black Asian and Minority Ethnic** workers
- people with **mental health issues**
- people thinking about **ending their life.**





We wrote a **guide for managers** about:

- one-to-one **support**
- **online information** about how teams can work under pressure
- **training** to talk about mental health problems.



Go to www.people.nhs.uk for more information



We are safe and healthy

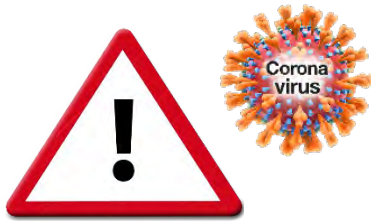
It is very important that **NHS** workers are **safe and healthy**.



At the start of **coronavirus** **NHS** workers had to be very **brave** to go to work.



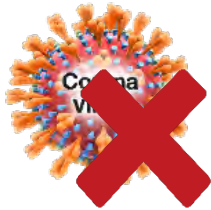
NHS organisations must work hard to make services better that **NHS** workers say they care about.



Risk from infection

Everything should be done to:

- stop infection
- make sure workers can **socially distance**
- provide care differently so that it **stops infection**.





Protecting staff

NHS workers should have **Personal Protective Equipment (PPE)** and get training to use it.



Flu vaccines



All **NHS** workers who work with patients should get the **flu vaccine**.



Public Health England will check how many **NHS** workers have had a **flu vaccine**.



Checking vulnerable workers



All **NHS** organisations should carry out **risk assessments** of vulnerable workers:



- **Black Asian and Minority Ethnic** workers



- workers that need extra **support.**



Then **NHS** organisations should carry out **risk assessments** on other workers.



Support to work at home

Employers should make sure NHS workers who work from home:

- are **safe**
- get **support**
- use the **right equipment**.



Holidays

Employers should make sure that NHS workers take their **holidays**.



Bullying and harassment

All employers:

- should stop workers being **harassed** or **abused**



- should have workplaces where everyone is **respected**.



By March 2021 there will be a guide about:

- respecting workers
- a workplace where everyone enjoys to work.



Violence against workers

NHS leaders should **stop violence** at work.



NHS workers should never worry about getting hurt at work.



A government agreement says action must be taken against anyone who is violent against **NHS** workers.



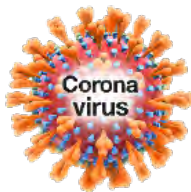
By December 2020 there will be a new agreement that says how the **NHS** is going to protect its workers.



The health and wellbeing of NHS workers



It is important that all **NHS** workers get the **support** they need to do their jobs.



We must carry on with the same support that **NHS** workers got during **coronavirus**.



NHS workers should expect their organisation to:

Have a wellbeing guardian

A **wellbeing guardian** is someone who will:



- check the **health** and **wellbeing** of **NHS** workers



- **speak up** when things are good or bad.



- make sure that leaders support **all NHS** workers.



Support all workers

NHS workers should get **free** car parking at work during **coronavirus**.



NHS workers should get support to use **different transport**.



Hospitals should support **NHS** workers to **cycle to work**.



Have safe spaces

NHS workers should have a room where they can go to relax.



Support workers who are stressed

NHS workers should get support if they are stressed.



We will carry on with the **National Health and Wellbeing Programme**, which was set up during **coronavirus**.



We will:

- support the mental health of **NHS** workers



- make sure **NHS** workers get medical treatment.



Support NHS workers when they are ill

NHS workers should:

- get support when they are off work because they are ill



- get support when they go back to work



We will try out new types of support to help **NHS** workers stay well and in work.



Support NHS workers to stay fit

NHS workers should be able to do **activities** at work to stay fit, even if they work at a desk.



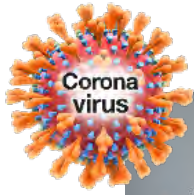
Support NHS workers to take a break

NHS workers should:

- get support to cut down **stress**
- know when to **take time off** from work.



Leaders should make sure this happens.



We work flexibly

The **NHS** should support the **flexible working** that started during **coronavirus**.



Flexible working will help to make other workers want to carry on working for the **NHS**.



Flexible working is about when we work, where we work and how we work.



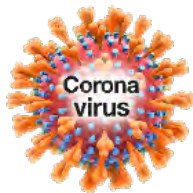
From **2011** to **2018**



over **fifty-six thousand** people left the **NHS** because they did not have **flexible working**.



We do not want more **NHS** workers to leave.



A lot of **NHS** workers are also unpaid carers and **coronavirus** has changed how they work.



When **NHS** workers know the **hours** they work it is easier for them to care for someone.



For **flexible working** to happen managers need to talk to their team.



NHS organisations should do the following:



Make all jobs flexible



All NHS organisations should try to make **all jobs flexible**.



From **January 2021**, all jobs will have **flexible working** at:

NHS England and NHS Improvement



- NHS England and NHS Improvement


Health Education England

- Health Education England.



From **September 2020**

NHS England and NHS Improvement



- NHS England and NHS Improvement


Health Education England

- Health Education England



will work with the **NHS Workers Council** to write a guide about **flexible working**.



Make flexible working a normal part of work



All **NHS** workers should talk about **flexible working** when:

- they start a new job
- at the yearly meetings with their manager.



There should be **flexible working** for all jobs.



Flexible working for new jobs

It is a good idea to offer **flexible working** from the first day of a new job.



Support for flexible working

NHS board members should support **flexible working**.



We will find out how many new jobs have **flexible working**.



E-rostering

We will support more organisations to have **e-rostering**.



E-rostering is a flexible rota that means **NHS** workers can use their computer to:

- book holidays
- change the hours they work for **12 weeks**.



Flexible working for GPs

We will increase the number of GPs that can do **flexible working**.



NHS
Health Education England



Flexible working for junior doctors

By **March 2021**, **Health Education England** will make **training** for junior doctors more flexible.

By **March 2023** all junior doctors will be able to do **flexible training**.



Support for carers

The new **Working Carers Passport** will support workers to talk to their manager about the **unpaid carer work** they do.



NHS organisations will work out the best way to support working carers.



What NHS workers can do

Two groups of **NHS** workers play a big part in the **People Plan 2020 to 2021**:



Human Resources workers:

- find new staff
- employ staff
- train all staff.



Organisational development workers make patient care better by supporting **NHS** workers to do a really good job.



By **March 2021** **NHS** leaders and experts and the **Chief People Officer** will write a report about this work.



The job of the new **Chief People Officer** is to manage everyone who works for the **NHS**.



Part 3

Being part of the NHS

In **Part 3** we explain:



- how we will make everyone in the **NHS** feel like they are part of **one big team**.



- how workers feel that the **NHS** is a **fair** organisation



- how we will **listen** to **NHS** workers and act on the things they tell us



- how we will support **leaders** to make the **NHS** an organisation that cares for everyone.



The **NHS** will care for everyone



The **NHS** was set up to support everyone in the same way.



If we treat **Black Asian and Minority Ethnic** workers fairly it will make the **NHS** a better organisation with better workers.



After recent **Black Lives Matter** protests, it is more important than ever that the **NHS** is a **fair** and **equal** organisation.



We want the **NHS** to be a better workplace for **Black Asian and Minority Ethnic** workers.



We do not want any **violence** or **bullying** in the **NHS**.



An **NHS** workforce that looks like the local community means a **better patient service**.



How a patient or **NHS** worker looks means they can be **treated differently** to others.



Work that the **NHS** has done recently has led to more **Black Asian and Minority Ethnic** leaders.



A group called the **NHS Race and Health Observatory** will look at how patients, local people and **NHS** workers can be healthier.



The **Workforce Disability Equality Standard** tells us about the health problems of **NHS** workers with disabilities and long-term health problems.



NHS workers who say they are **LGBTQ+** did not want to report their **sexual orientation** or gender.



Sexual orientation describes how you feel about others you love or are attracted to.



LGBTQ+ stands for Lesbian Gay Bisexual Transgender Queer and Others.



From now on **treating everyone fairly** must be as important as patient safety.



We will take action on these areas:



Employing new workers

By October 2020, the way we employ new **NHS** workers must be fair.



This important work will be supported by training and **NHS** workers in charge.



Talking about health and wellbeing



From **September 2020** in **health and wellbeing talks** managers will talk to their team about **treating everyone fairly**.



This will give managers good ideas for making **NHS** services **better and fair**.



Leaders from different backgrounds



All **NHS** organisations must write a report



that shows how many **Black Asian and Minority Ethnic** people work for the **NHS**.



From **September 2020**, we will check that:



NHS workers in charge and board members represent everyone who works for the **NHS**.



Finding out who has been disciplined



Black Asian and Minority Ethnic NHS workers are more likely to be **disciplined**.



A worker is **disciplined** when they cause a problem or break the rules at work.



By **31 December 2020**, we want over half of all **NHS** organisations



to lower the number of **Black Asian and Minority Ethnic NHS** workers who get **disciplined**.

NHS England and NHS Improvement



NHS England and NHS Improvement will check who gets **disciplined**.



Staff networks



Staff networks are groups of staff that work together on different workplace issues.



By December 2021 staff networks should help to make decisions in all **NHS** organisations.



Staff networks have a lot of experts on **how to treat everyone fairly.**



So **boards** and **teams of people in charge** should listen to them.



Staff networks should work with other organisations.



Information and training



NHS England and NHS Improvement



From **October 2020**, **NHS England and NHS Improvement** will put out information:

- to support positive talks about **race**
- to support each other about treating everyone fairly





All **NHS** training on **treating everyone fairly** will be updated.



Who is responsible?



By March 2021 there will be a new standard



for every **NHS** board member.



The standard says the chief executive should lead on **treating everyone fairly**.



And that **NHS** workers in charge should work hard to make sure **NHS** organisations **treat everyone fairly**



Checks by other organisations



By March 2021 the **Care Quality Commission** will check:



- what **NHS** organisations have done about **treating everyone fairly**



- how this has helped **NHS** workers and patients.



Speaking up



NHS England and NHS Improvement



By March 2021, **NHS England and NHS Improvement** will:



- start training for:
 - **Freedom to Speak Up Guardians**
 - experts in **treating all races the same.**



Freedom to Speak Up
Guardians speak up for other
NHS workers.



- get more **Black Asian and Minority Ethnic** workers to train as **Freedom to Speak Up Guardians**.



Making sure workers can speak up

NHS workers should feel safe to say what they think.



When they are worried, they should speak up.



When we find a better way to do something, we should share it with others.



All our voices can help to make the nation healthier.



We also need to:

- listen
- help each other when things get difficult
- do new things when we can.



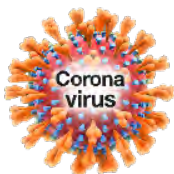


Many **NHS** workers, mostly **Black Asian and Minority Ethnic** workers think:

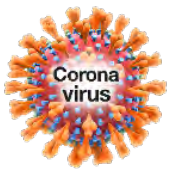
- they **cannot** speak up
- they **are not** listened to.



We should listen to **NHS** workers and act on the good **ideas** they have.



Coronavirus has shown us how important it is to **listen** to **NHS** workers.



**People
PULSE**

We started the **NHS People Pulse** to find out how workers managed during **coronavirus**.



We will:

- update the **2020 NHS Staff Survey** to get feedback



- get primary care workers to complete the **NHS Staff Survey** this autumn



- have a new **NHS Staff Survey** every **3 months** until **March 2022**.



NHS workers need to know:

- that they can speak up
- that they will be listened to.





It is important that **NHS** workers know their ideas are helping to make services better.



NHS workers in charge, board members and managers will get support to make this happen.

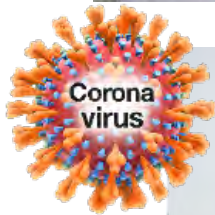


We will get more workers to complete training courses, for example the **Just and Learning Culture** training courses.



Leaders that care about everyone

The **NHS** has very good workers who are in charge.



At the start of **coronavirus clinical leaders** were very important.



Clinical leaders are any **NHS** workers who take the lead.



We want to see more **clinical leaders** all over the **NHS**.



NHS workers who are in charge should be kind and support **NHS** workers to work together and have great ideas.



Good people in charge can help to make the **NHS** better.



So we need to give **people in charge** and **managers** better support.



The new **NHS Leadership Compact** will explain how we do this.



This is how we are going to support **people in charge**.

Support for people in charge



From **September 2020**, **NHS England and NHS Improvement** will offer new support for **people in charge**, for example:



- **training** about treating everyone fairly



- **action learning** for people in charge who work in health and social care.



Action learning is about people learning new things by doing them.



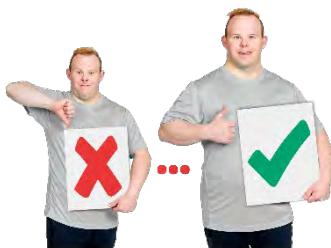
Clinical leaders



We will work with an organisation called **Faculty of Medical Leadership and Management** to:



- increase the number of **clinical leaders** each year.



- look at ways to make health services better.



By December 2020, NHS England and NHS Improvement will make sure



that more **Black Asian and Minority Ethnic NHS** workers are in charge.



Online training for managers



By **January 2021**, there will be free online training courses for all **NHS** managers.



A management training course will start too.



Online information for NHS workers in charge



By April 2021 all training for **NHS** workers in charge will be online and updated to include issues about treating everyone fairly.



New rules



In October 2020, NHS England and NHS Improvement will support new **NHS** board members.



Better leaders



Department
of Health &
Social Care

We are working with the
**Department of Health and
Social Care**



on a new standard for **NHS**
workers in charge.



Support for NHS workers in charge

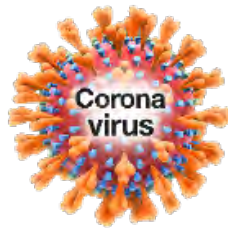


By March 2021, we will look
at the best ways to support
NHS workers in charge.



Part 4

New ways of working and running care services



Coronavirus has shown us that we need to:



- make good use of the **skills** of all **NHS** workers including volunteers



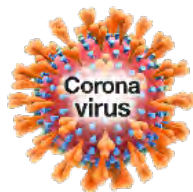
- make the best use of everyone's **skills** to run a **very good patient service.**



NHS workers changed how they worked quickly.

New teams with the same skills:

- worked really well together
- worked closely with social care workers.



Support during coronavirus



At the start of **coronavirus** **NHS** workers needed to know that their new jobs were safe and legal.



For example, we made sure there were enough **NHS** workers in wards when there was a lot of **coronavirus** patients.



Universities and other organisations:

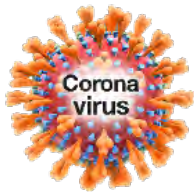
- came up with new ways to do **coronavirus** tests
- supported working on computers at home across the **NHS**.



Charities supported patients to leave hospital so that **NHS** workers could do more emergency work.



Giving our teams more skills



Since **coronavirus** the **NHS** has changed quickly to support patients.



This was possible with bigger teams.



In the future **NHS** organisations will:

Support new **NHS** workers



NHS organisations should use the new guide about starting **NHS** workers in their **new job**.

Give workers more skills



We want **NHS** workers to get **more skills**, to do better work and get better jobs.



We will work with **local universities** and **colleges** to support **NHS** workers to learn new skills.



Health Education England:

- will offer a national qualification on **critical care** for different health professionals such as nurses

- is working with **medical colleges** and organisations

so that the work trainees do during **coronavirus** helps them get their medical qualification.



Use technology to learn

Health Education England started an **online training course** for health and social care workers.

The programme includes:

- new ways of working
- **video advice** from GPs
- working out how serious a medical problem is
- **learning at home** for intensive care workers.



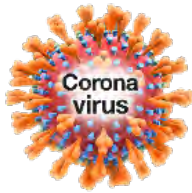


Increase the skills of GPs

NHS
Health Education England



In July 2020, **Health Education England** put out the **Future Doctor** report which looks at:



- the skills doctors needed during **coronavirus**



- the training **NHS** doctors will need in the future.



NHS
Health Education England

By **March 2021**, **Health Education England** will make sure the training course is ready.



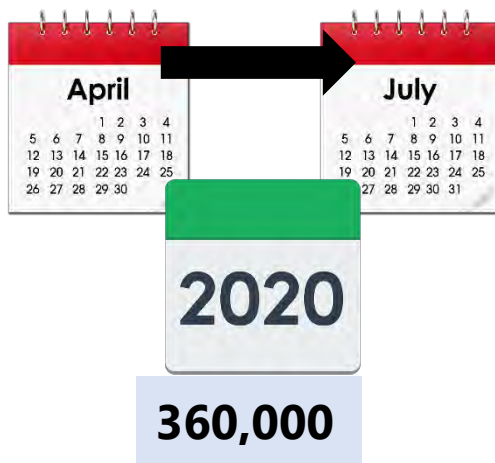
Train primary care teams

By **March 2021**, **Health Education England** will set up training for the new bigger primary care teams.



Supporting volunteers

Volunteers have given patients a lot of support during **coronavirus**.



From **April** to **July 2020**



over three hundred and sixty thousand members of the public became **NHS Volunteer Responders**



We want to carry on making it easier for people to work for the **NHS**.



St John Ambulance set up the **NHS Cadets** for 14 to 18-year-olds to get first aid training to support patients.



Being an **NHS Cadet** is a new way to work with the **NHS**.

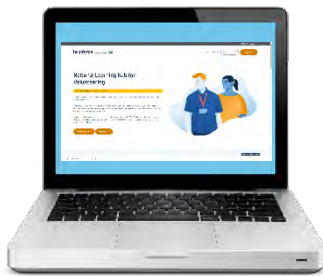
10,000



By 2023 we want **ten thousand** young people to become **NHS Cadets**.



NHS organisations will look at these areas:



Training for volunteers

Health Education England started the **National Learning Hub for Volunteering** to support all volunteers.



Getting paid work for volunteers



We need to:

- work out how volunteers can support **NHS** services to get back to normal
- give volunteers the chance to get paid work with the **NHS**





- get **paid work** for volunteers from different groups, such as people with a learning disability.



Getting young people to work for the NHS



We want more **NHS** workers to be **NHS Ambassadors**.



NHS Ambassadors are **NHS** workers who work with school children and young people:

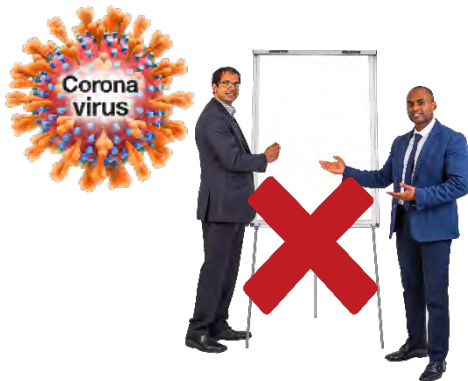
- to tell them what the **NHS** does



- to get them to think about a career with the **NHS**.



Training our people for the future



When **coronavirus** started, a lot of **NHS** training stopped, as it was more important to support patients.



Now we can think about:

- **training** for all **NHS** workers.
- how **training** can help our teams to do lots of different tasks





- how different skills can be used in different **NHS** jobs.



By **March 2021** there should be:

- plans to train more medical workers in hospitals.



- plans to support students and trainees that worked during **coronavirus**.



Training as you work



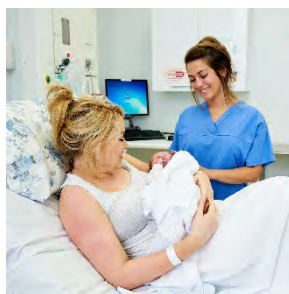
By **March 2021** all **NHS** workers should have



the **time** and **information** to train while they work.



The **NHS** can spend **£1000** per person over **3 years** on



nurses, midwives and other health professionals to train as they work.



Support for medical jobs

NHS
Health Education England

£10,000,000



Health Education England
will spend **ten million**
pounds to:



- train more **nurses**,
midwives and other health
professionals



- have more jobs that use
computers.



More online learning

By **March 2021**, **Health Education England** will make more online training available.



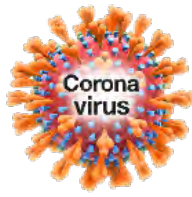
From **January 2021**, several universities will run a **nursing degree** using **blended learning**.



Blended learning is a mix of online training and classroom training with a teacher.



This will make it easier for **new nurses** to train on their **computer**.



There has been a lot of interest in nursing since **coronavirus**.



Health Education England will find out if **blended learning** can be used for other jobs.



Part 5 Growing for the future

In **Part 5** of **Our People Plan 2020 to 2021** we explain:



- how we are going to support people to have a **career** in the **NHS**



- how we are going to make the **NHS** workforce **bigger** and **better**.



- how important it is that we find new **NHS** workers in the **UK** and **other countries**



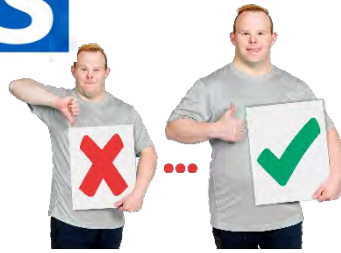
- how we are going to support workers to **return** to the **NHS** after they left.



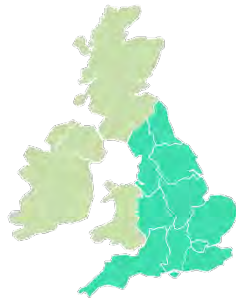
- how the **NHS** can:
 - **change** how we work



- **employ** more workers.



Making NHS services better



We urgently need more **NHS** workers in lots of different jobs across **England**.



Then we can carry on running a **good patient service**.



Since **coronavirus** a lot more people want to work for the **NHS**.



More people **have come back** to work for the **NHS** after leaving.



But we would like **more people to return** to the **NHS**.



More people want to work for the NHS



The new **Health Careers website** has had a record number of visits.



A lot of people want to do these **NHS** jobs:

- **nurse**
- **paramedic**, who usually leads an ambulance team
- **radiographer**, who treats people with cancer



- **high-intensity therapist**, who works with people who are anxious or depressed.



We have had a lot of job applications from:

- people living in the UK



- 18-year-olds



- people with disabilities



- people with a low income.



Lots of people in their **40s** and **50s** signed up to be nurses and mental health nurses.



Health Education England

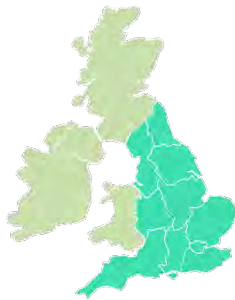
By **March 2021** we will work with **Health Education England** and the government



to train and employ more **GPs, nurses** and **primary care workers**.



More NHS workers



By **March 2021** we will work out which **NHS** jobs we need the most and where we need them.



Mental health

There will be training for:



- thousands more **mental health workers** to support children and young people



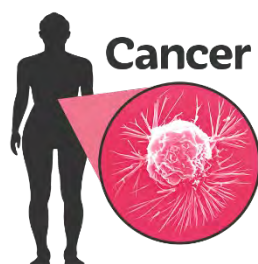
- **mental health doctors** to work in places where they need them the most
- **mental health nurses**



300



By **March 2021** **three hundred** support workers will join mental health teams.



2021

NHS

Health Education England

Cancer

In **2021 Health Education England** is going to

850



run training for **eight hundred and fifty** specialist workers who treat cancer.

350

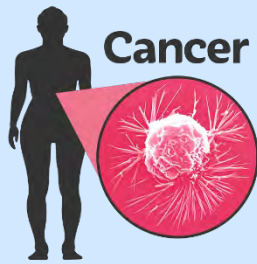


Three hundred and fifty nurses will get **grants** to become **cancer** specialists.

58



Fifty-eight scientists will get grants to do an **oncology** qualification.



Oncology is about prevention and treatment of **cancer**.



There will be **training** for more cancer support workers.



400



Clinical training

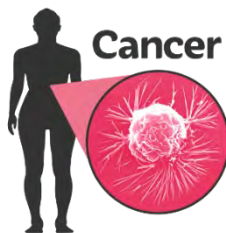
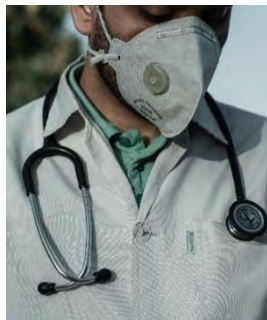
By March 2021 four hundred people will go on clinical training.



NHS
Health Education England

More specialist doctors

By **March 2021** **Health Education England** will support



trainee doctors to become **GPs** and work in areas such as cancer.



More medical training at universities

NHS
Health Education England

Health Education England is working with universities.



5,000



By **September 2020** over **five thousand** students will start studying for a job in nursing or healthcare.



More pharmacists

Over the next **five years** we will train more pharmacists.



Training for pharmacists will start **summer 2021**.

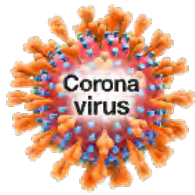


Employing new workers

The **NHS** needs to employ **new workers** in all jobs and professions.



Lots more people want to work for the **NHS**.



And lots more people are looking for work because of **coronavirus**.

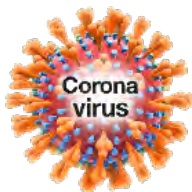


We need new workers for:

- **NHS** Test and Trace



- a very big winter **flu vaccine** campaign



- possibly a **coronavirus vaccine campaign** too, if the vaccine is ready.



We will:

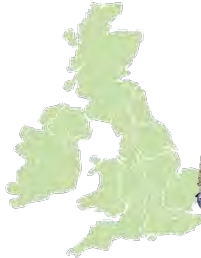
- employ people who live in the UK



- employ people from around the world



- get workers to return to the **NHS**.



Employing UK workers



More local workers

We need to employ more **clinical support workers** and get more people to have a career in healthcare.



More apprenticeships

There should be more **apprentices** in all **NHS** jobs.



NHS apprentices:

- can do lots of different jobs
- get a national qualification.



26,000



More primary care workers

By **March 2024** primary care organisations will have the money to employ **twenty-six thousand** more **NHS** workers.



Employing NHS workers from around the world



Employing more nurses

We will work with organisations **outside the UK** to employ more nurses.



More workers from the rest of the world



We are working with the **government** to employ workers from other countries.



English language training

NHS
Health Education England



By **March 2021** **Health Education England** will start online English language training and tests.



Promoting the NHS around the world



Health Education England

By **March 2021** we will work with the **government** to promote **Health Education England** to workers all over the world.

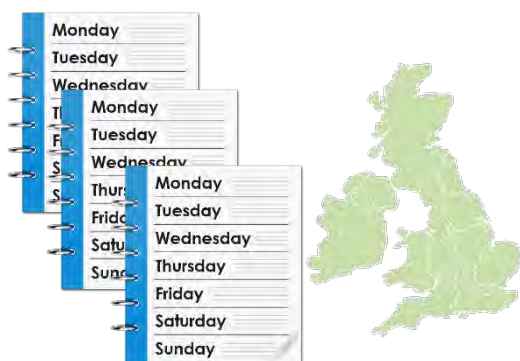


Health and Care Visa

The new **Health and Care Visa** came out in **August 2020**.



The **Health and Care Visa** will make it easier for qualified health workers to work for the **NHS** or social services.



Workers will know within **three weeks** if they can work in the UK.



Returning to work for the NHS

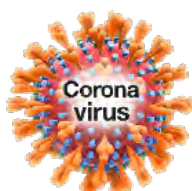


Getting people to work for the NHS again



Until **March 2021** we will work hard to:

- get more people to work for the **NHS** again.
- support workers who returned to the **NHS** during **coronavirus** and want to carry on working in healthcare





- get returning workers to go on the register.



- support workers to find full-time work.



- support the **thousands** of **nurses** and **healthcare workers** who returned to the **NHS** to carry on their work.



NHS
Health Education England



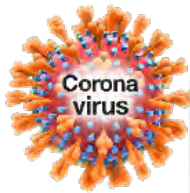
Support for workers to return to practice

By **March 2021** **Health Education England** is going to run a project to support **doctors** to work full time.

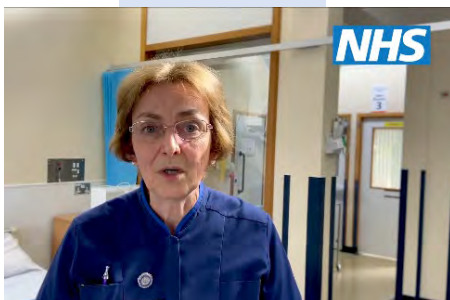
Similar projects are planned for **nurses**, health professionals, **GPs** and pharmacists.



65,000



10,000



Getting more people to do medical work

In **March 2020** we:

- contacted over **sixty-five thousand** doctors, nurses, midwives and pharmacists who had not worked for the **NHS** since **2017**.

- invited all the workers to go on the **NHS** register for temporary workers during **coronavirus**.

At the time of writing **over ten thousand** workers have had their qualifications checked and started working for the **NHS** again.

5,000



About **five thousand** workers want to carry on working in health and social care.



Keeping workers at the NHS

The **NHS** needs to change so that workers want to stay with us for a long time.



This is what the **NHS** will do:

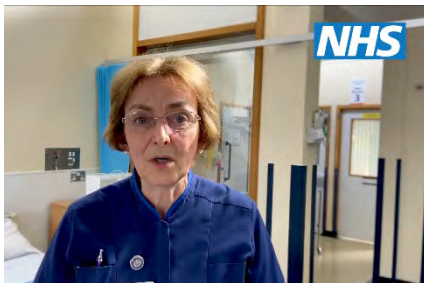


More jobs

There should be more jobs in the **NHS** that match the skills of workers.



Lots of jobs in the **NHS** do not work directly with patients such as **NHS 111**, teaching and research.



Keeping over 55s at the NHS

The **NHS** needs workers who are over **55 years old** to stay at the **NHS**.

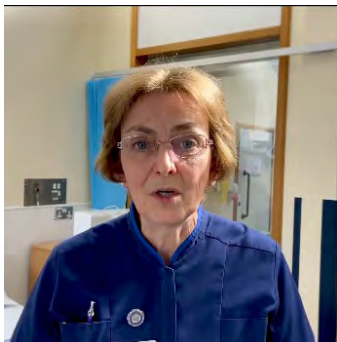
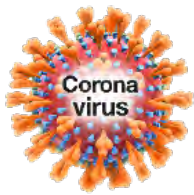


When workers are **40 years old** and **55 years old**, they should talk to their manager about their job and their pension.

Benefits for workers



The **NHS** must make sure all workers returning to work or retiring know the new pension benefits.



During **coronavirus** retired **nurses** and **doctors** on a pension could return to the **NHS** and work as many **hours** as they want.



NHS workers on a pension can work more than **two days** a week.

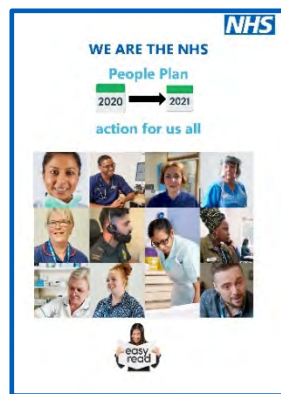


Keeping people in primary care

The **NHS** should support more **GPs** to carry on working for the **NHS**



through the new GP contract, which starts **summer 2020**.



Support to keep staff

The **People Plan 2020 to 2021** programme starts **summer 2020**:



- it will help to make **NHS** organisations better places to work.



- it includes online information for staff and organisations.



Working together

We need to change how we provide health and social care and fill the most important jobs first.



The **NHS** has worked closely with social care during **coronavirus**, for example:



- the government's care homes support plan



- support for workers to return to the health and care sector.



The **NHS** will work closely with social care to plan for more **coronavirus** cases this winter.



The government's **Infection Control Fund** has increased the number of nurses.



The **NHS** can help to increase **jobs** and **money** in local areas.



NHS and healthcare organisations can support people who have been unemployed for a long time to get back to work, through:



- volunteering



- targeted jobs, employing people in places where jobs have been unfilled for a long time



- apprenticeships.



Changing who works for the NHS



Planning services

The **NHS**:



- needs a good plan to get the best work from all **NHS** workers.



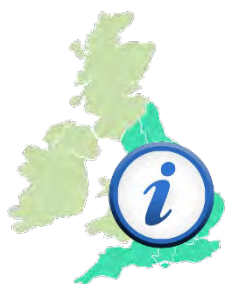
- needs to change services when more patients need them.



Support for planning

We will work with **Health Education England** to:

- find out the kind of training we need to do
- find out how to change the workforce



Collecting information

By **March 2021** we will have better information about **NHS** workers across the country.



Guides about changing the workforce

By **March 2021** we will update guides about how to change the **NHS** workforce.



More NHS staff across England

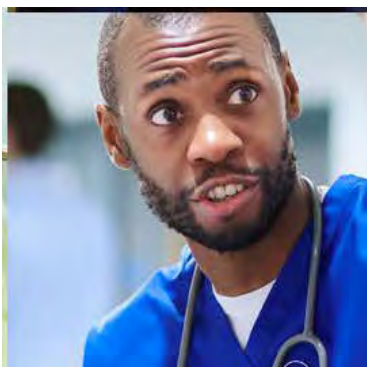


Employing staff

There should be more ways for people to work for the **NHS**:



- volunteering
- apprenticeships
- medical work
- office work



- **secondments**, when you have the chance to try another role in the **NHS**



Employing local people

The **NHS** should employ more people from:

- schools
- colleges
- universities
- local communities.



NHS Bank



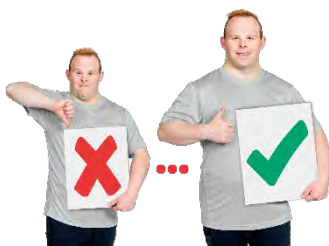
By **March 2021** the **NHS** should employ more **NHS Bank** workers.



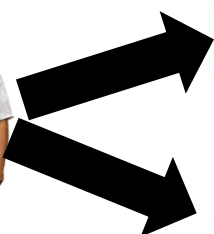
The **NHS Bank** gives **NHS** workers the chance to do different jobs.



It **costs less** to employ staff from the **NHS Bank** than from job agencies.



By **March 2021** the **NHS Bank Programme** will be better and will have more workers signed up.



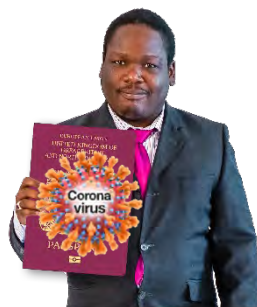
Working at different NHS organisations



It should be easier for **NHS** workers to work at different **NHS** organisations.

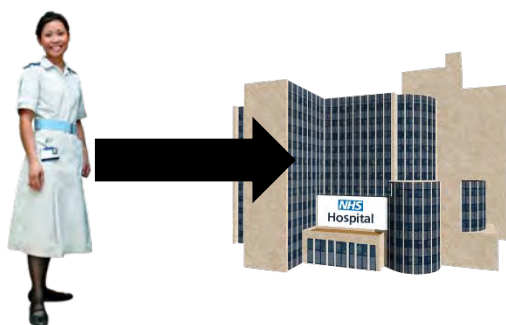


A guide to support this work has been written about sharing **information** and **training**.



Digital workers passport

In **winter 2020** we will try out the **Coronavirus Digital Workers Passport**, which:



- makes it easier for temporary **NHS** workers to move to another **NHS** organisation



- keeps a lot of personal information on an **NHS** worker's smartphone.

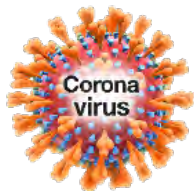


Part 6

Supporting our people for a long time



Our People Plan 2020 to 2021 explains what all **NHS** workers can do by **March 2021**.



Coronavirus has led to big changes across the **NHS**.



Key workers have been recognised for the important work they do.



We need to change things quickly and:

- do more work to increase the number of **specialist medical workers**



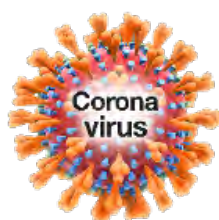
- change the way we **train** medical staff in a modern **NHS**.



After the **government** sets the new **NHS** budget.



we will put out an action plan for **April 2021** to **March 2022**.



We need to plan for the next wave of **coronavirus** cases this **winter**.



The **NHS** and other organisations have worked hard this year.



We must carry on supporting each other and provide a **good patient service.**

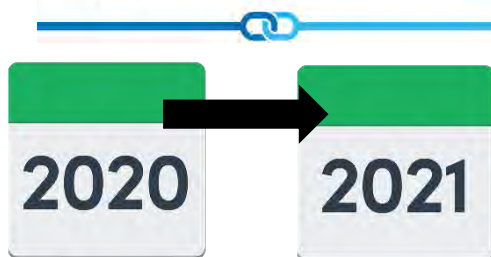


Tell us what you think



We want to find out what **NHS** workers think.

NHS England and NHS Improvement



This year and into **2021** we will be talking to **NHS** workers about **Our People Plan 2020 to 2021**:



- at online meetings



- in discussion groups that include people from other organisations
- at **NHS** workers meetings.



Would you like to take part?

Would you like to tell us what you think in:



- online meetings?



- discussion groups?
- **NHS** workers meetings?



Please email us at:
england.ournhspeople@nhs.net



What next?



We need to do more to make the **NHS** more **up to date** and **flexible**. For example:



- get more people to work in **specialist areas** such as scanning services



- change the way we **train medical workers**



New documents explaining what we are going to do will come out later in **2020** or **2021**.



Before the documents come out, we need to set the new **NHS budget**.



The documents will tell you how we are planning to make the **NHS better** for **NHS** workers.

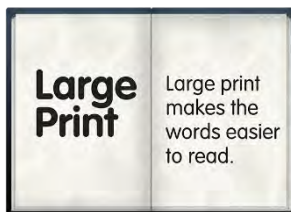


Would you like this document in:

- **audio?**



- **Braille?**



- **large print?**



please email

nhsi.peopleplancomms@nhs.net



www.england.nhs.uk/ournhspeople

