



Health Education England

Training Hubs Key Performance Indicators (KPI)

Implementation and Delivery Guidance 2022/23

Audience: Regional Office Leads, Training Hub Local Office Leads, Training Hubs

Final Version April 2022

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1. Purpose

This national guidance has been written for local teams to support contract mobilisation. The key performance indicators (KPIs) are defined as part of the national specification for Training Hubs.

2. Introduction

The NHS Long-Term Plan recognises that Primary and Integrated Care Training Hubs are key enablers for the delivery of primary care workforce plans. The remit of an Integrated Care System (ICS) level Training Hub is to bring together education and training resources from NHS organisations and community providers, as well as local authorities. ICS level Training Hubs are your 'go to' place for any information about primary care workforce, education, and development. Every practice and Primary Care Network (PCN) will have access to Training Hub resources. You can find [more information](#) on the Health Education England website

3. Training Hub sustainability

KPIs have been introduced as part of a formal procurement process. Health Education England (HEE) will be investing up to £135m over a five-year period. Successful providers responded to the tender specification and outlined how they intend to deliver as part of the evaluation criteria.

The national specification was written with colleagues, taking views through a dedicated task and finish group with regional attendance. All feedback has been considered and where appropriate used to develop this guidance.

KPIs are focused on the following requirements:

Workforce planning support:

1. PCNs and their provider partners to undertake effective workforce planning to inform ICSs, regional and national workforce plans.
2. As part of working with ICSs/ICBs to support the delivery of their people functions, education, and training.
3. Deliver consistent training opportunities across primary care and professions to support population health and learner needs.
4. Provide and/or support education, training, and retention programmes.

Placements:

5. Actively work with practices and PCNs to develop placement opportunities, which meet the needs of learners and programmes.
6. Work with educational providers and HEE quality team(s) to ensure all placements meet the appropriate professional standards required and are

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aligned to the HEE quality framework, enabling learners to develop the capabilities required.

Sustainability:

7. Ensure funding secured through HEE, is appropriately used for primary care education and training, overseen through effective governance.
8. Establish appropriate and flexible primary care education infrastructure, which includes leadership, educator, and programme management roles.

Communication and stakeholder management:

9. Have a clear and proactive communication strategy that articulates HEEs vision for Training Hubs working across an ICS footprint outlined in the specification.

System development:

10. Ensure appropriate resources are in place with support, to provide a consistent level of education and training.

3.1 Process and governance

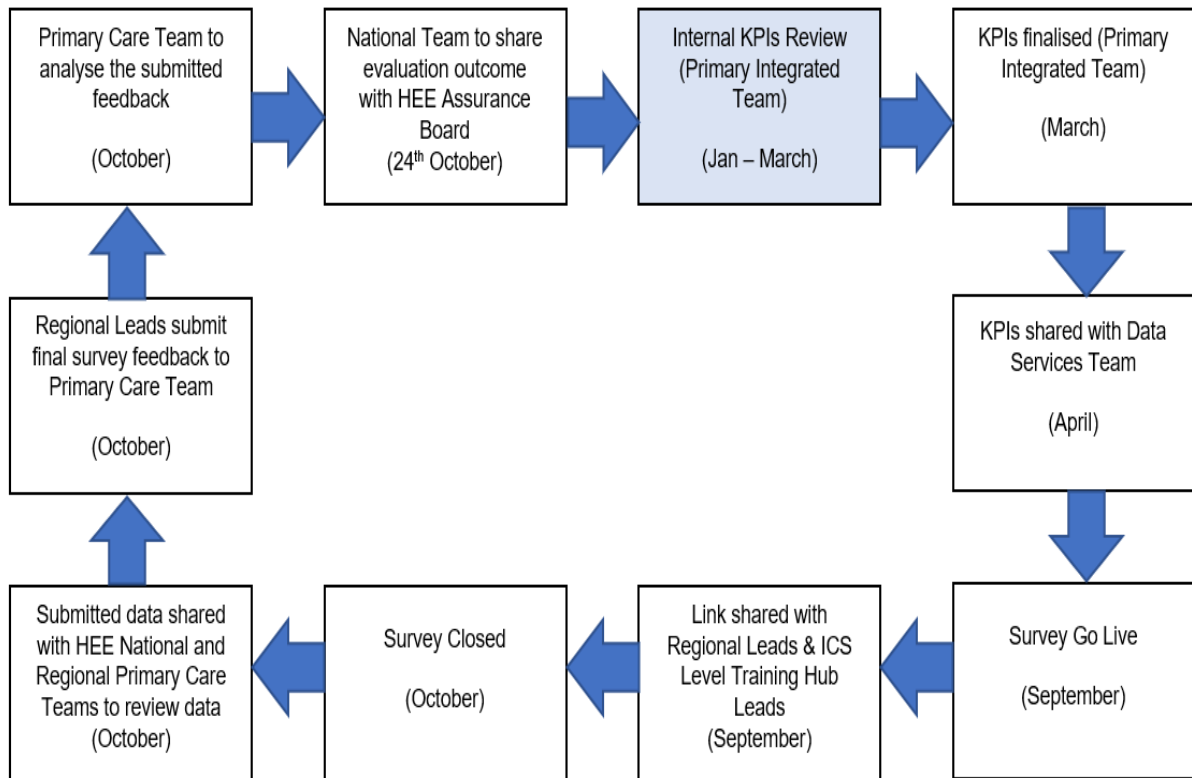
The following process is outlined to ensure there is appropriate governance and a reporting process/mechanism for the national Primary and Integrated Care team. Standard reporting through national governance is outlined in the specification.

Training Hubs governance is delivered by regions working through their Primary Care School reporting back to the Training Hub Delivery Group and the Primary and Integrated Care Assurance Board. The KPIs are the reporting mechanism to assure delivery of the national specification. Surveys should be completed by Training Hubs to provide context with support from regional staff.

The process of collecting KPIs has been approved through the National Data Services Team using an e-collection tool. This will enable HEEs national team to co-ordinate, capture and monitor progress as well as provide guidance and support when and where needed. This is outlined in Figure 1 below.

Figure 1.

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The following information provides additional details and clarity about the process:

- KPIs will be collected every 6 months
- Regions will need to establish who will complete the survey depending on the Training Hub delivery model
- Regions will need to establish baselines for specific questions
- Regions will be given an opportunity to review direct submission of a KPI survey before it is submitted to the national team to provide further context if required
- Overall national survey results will be presented through the National Training Hub Delivery Group and the Primary and Integrated Care Assurance and Delivery Board.

3.2 KPI clarification

The following KPIs are included in the specification. Training Hubs are required to complete a narrative for each question to provide further detail. Clarification may be requested based on feedback and discussions with regions.

1. **KPI:** % of PCNs offered support on workforce planning, advice, and identification of needs for patients and populations.

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Baseline: Regions to establish a baseline date with an ambition to meet 100% coverage by year 3.

Clarification: Training Hubs are expected to offer support on workforce planning for the benefit of patients and population. Training Hubs will need to share examples they have used across the regions. This may include dedicated workshops or the use of workforce planning tools. Many KPIs are dependent on system requirements around workforce planning and the Training Hub offer. It is important to note that Training Hubs will need to demonstrate what support they offer, although not all PCNs will take it up.

- 2. KPI:** % of nurses and allied health professions (AHP) staff offered continuing professional development (CPD) funding.

Baseline: Regionally determined.

Clarification: Training Hubs are required to demonstrate how they will support the workforce to access CPD although not all will take it up. This may be through investing, planning (understanding the needs of the workforce) and promoting relevant CPD events across a system. Other examples could include sending emails outlining any opportunities available or providing relevant webinars.

- 3. KPI:** % increase of nurses and AHP staff take-up of CPD funding.

Baseline: To be regionally determined based on previous year's figures.

Clarification: Looking at data extracted from the baseline date to see if there is a decrease in the number of workforce accessing CPD. A summary of the reasons why, could be inserted in the comments section of the survey. Please note that this funding is agreed annually and stated in the national specification.

- 4. KPI:** % of primary care workforce offered training provided by the ICS Training Hub.

Baseline: Total number of workforce in post using National Workforce Reporting Service (NWRS) data from the baseline date.

Clarification: Number of ICS agreed workstreams promoted and delivered or commissioned through Training Hubs. There will not be a requirement to deliver training to all the workforce as there will be many interdependencies, such as type of training, sources of funding, etc.

- 5. KPI:** Breakdown of professions undertaking training.

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Baseline: List of all professions in primary care as of the baseline date, to be regionally determined.

Clarification: Includes those on the additional roles reimbursement scheme (ARRS) clinical and allied health profession (AHP) roles listed on the [Health and Care Professions Council \(HCPC\)](#) website.

6. KPI: Number of non-clinical apprenticeships supported across primary care.

Baseline: Year 1, % to be determined by regions, based on current baseline figures and growth projections across an ICS footprint for primary care, year 2 and year 3, to be determined.

Clarification: There are many interdependencies within this KPI including apprentice employer responsibilities. Understanding needed around how Training Hubs support the take-up of non-clinical apprenticeships across primary care. This could include transferring levy or signposting to places such as the [Health Apprenticeship Standards Online](#) (HASO) website or accessing further support from HEE Apprenticeship Relationship Managers.

7. KPI: Number of clinical apprenticeships supported across primary care.

Baseline: Target to be determined by regions, based on current baseline figures and growth projections across an ICS footprint for primary care.

Clarification: There are many interdependencies within this KPI including apprenticeship employer responsibilities and an understanding around how Training Hubs can support the take-up of clinical apprenticeships across primary care. This could include transferring levy or signposting to places such as the [HASO website](#) or accessing further support from HEE Apprenticeship Relationship Managers.

8. KPI: % of PCNs utilising Knowledge and Library Services (KLS)

Baseline: Target to be determined by regions based on access to Knowledge and Library Services

Clarification: The [NHS Knowledge and Library Hub](#) connects healthcare staff and trainees to a significant range of high-quality knowledge and evidence resources, services, tools, and databases. Accessed using NHS [OpenAthens](#) (either sign in or register) or through your local NHS Health library. Some Training Hubs have access to dedicated primary care KLS specialists. The ambition is for all Training Hubs to promote utilisation of the Knowledge and Library Services.

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9. KPI: Training Hubs have an equality, diversity, and inclusion (EDI) strategy with an operational plan to support the ICS EDI strategy.

Baseline: ICS plans – regions to provide local context.

Clarification: Training Hubs can only influence the education and training section of an ICS strategy. The response for this question will be a narrative.

10. KPI: Training Hubs to deliver education and training activity based on ICS plans to reduce health inequalities.

Baseline: ICS strategy on reducing health inequalities.

Clarification: The response for this question will be a narrative. Training Hubs are requested to scope and implement requirements based on ICSs working closely with relevant organisations.

11. KPI: Number of EDI events to support the ICS EDI strategy.

Baseline: To be determined by the regions.

Clarification: The number of EDI events held per region. The purpose and aims of any events will require system engagement and an understanding of the key educational priorities to be addressed. Some of these events could be raising awareness or formulating the ICS EDI strategy from a primary care perspective.

12. KPI: Engage with HEEs Differential Attainment (DA) Leads to access the support toolkit and guidance on reducing differential attainment.

Baseline: Regionally dependant.

Clarification: Training Hubs are requested to work with HEE regional staff to access support and guidance from DA leads including the [DA toolkit](#). This KPI will drive better understanding around how Training Hubs can support the reduction of differential attainment.

13. KPI: Training Hubs are expected to demonstrate their process for dealing with complaints and quality concerns to include

- a) Number of quality concerns raised.
- b) Number of complaints received.

Baseline: To be determined by Training Hubs.

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Clarification: Quality data is available through the National Education and Training Survey (NETS). In addition, Training Hubs are required to provide information about how they collect, report and deal with any concerns, complaints, or issues.

14. KPI: % of placements increase.

Baseline: 10% +, to be determined by regions based on current placement approval, data, and growth projections across an ICS footprint for primary care.

Clarification: Training Hubs are working with HEE local offices to increase placement capacity at scale, through the recognition of learning environments, some at PCN level for the multi professional workforce. This KPI focuses on the number of new training programme or university course placements required. These will only be placements facilitated by the Training Hub and may not include groups such as GP trainees where Training Hub involvement is limited.

15. KPI: All professions to be offered practice placements.

Baseline: Region to determine.

Clarification: This KPI focuses on the range of professions that Training Hubs work with. Support for practices taking on learners from a variety of programmes through practice placements. These include all ARRS roles (where educational placement is required), AHP learners and GP places (where appropriate). The HEE quality management process to increase learning environments and educators supports this KPI to approve multi professional learners at scale.

16. KPI: Compliance with regulatory standards and HEE Quality Framework.

Baseline: Percentage of placements facilitated by the Training Hub meeting standards within the HEE Quality Framework.

Clarification: Assurance that the HEE process for recognition of learning environments and educators has been followed. All placements should comply with professional regulatory standards and the HEE Quality Framework.

17. KPI: % increase in the number of approved educators and supervisors.

Baseline: To be determined by regions based on the number of trained and approved supervisors. Total number of educators in post from the baseline date.

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Clarification: Aligned to the HEE quality management process for primary care. This will also include recognition of roadmap verification supervisors for the first contact practitioners (FCP) programme.

18. KPI: Number of educators and supervisors who have attended educational update training provided by Training Hubs

Baseline: To be determined by Training Hubs and regions.

Clarification: It will be important to consider what update training can be provided for educators and supervisors. Training Hubs are encouraged to signpost or deliver relevant training where appropriate. This KPI will identify what training the Training Hubs are involved in (scoping, delivering, or signposting.)

19. KPI: % of PCNs who are actively engaged in promoting new roles and how new ways of working in primary care can support population health needs.

Baseline: Target to be determined by regions.

Clarification: Requires both narrative as well as numeric data. The intention is to monitor active engagement with PCNs around the understanding of new roles and how they can support new ways of working in primary care around population health needs. Examples could include providing delivery of fellowship programmes, supporting transition into primary care, or helping the rollout of the FCP career roadmaps.

20. KPI: Number of newly qualified health professionals who are supported to take up a primary care role.

Baseline: To be determined by regions.

Clarification: This KPI has many interdependencies, but this is specific where Training Hubs have worked to support learners and trainees who have then been employed - post qualification into primary care. It is expected that some of this information is kept by the Training Hub, with further opportunity to work with employers to understand how they have supported the transition into primary care. This will usually apply to GPs, nurses, and physician associates (PAs).

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4.0 FAQs

Q: Who is responsible for completing and sharing the KPI survey and how will this work with Training Hubs who employ HEE staff?

A: There will be a designated member of staff who will collect contact information from regional leads to complete the survey. Where different employment models apply, regions will need to work through the Primary Care School.

Q: Can you outline what specific professions or job roles are referred to?

A: This applies to all roles working in Primary Care. This will be based on the needs of the Integrated Care System.

Q: How are Training Hubs held to account?

A: Training Hubs are accountable through Primary Care Schools for the organisation, educational governance, and quality management of clinical placements. They are required to report back to the Training Hub Delivery Group and the Primary Care Assurance Board. Locally, they are accountable to the workforce implementation group (WIG) or equivalent. There is more information on [how training hubs work](#) on the website.

Q: Can a KPI be changed?

A: No. These KPIs were included within the tender specification that contract providers signed up to.

Q: What if a Training Hub does not meet all the requirements?

A: KPIs are a mechanism of reporting data. There are many interdependencies that can impact a Training Hubs ability to deliver, and it is important that these are considered as part of reporting. A narrative section will be available to complete where additional information can be provided to add clarity and context. There may be occasions where a Training Hub has been unable to meet some of the KPIs and it is expected that regional leads will work closely with the Training Hub to establish delivery against the KPIs.

Q: How do you plan to review Training Hub data

A: Qualitative answers will be collected in conjunction with quantitative data to provide an overall narrative for the data. Regional leads are expected to update targets and provide local context. Final responses will be fed back to the national team.

Q: What platform will be used to collect all the data and who is responsible for submission?

A: Designated Training Hub leads will receive a link from the Data Services Team to access the online survey. The data submitted by the regions and Training Hubs will be collected via an e-platform.