

Early Implementer sites

Interim report 1

Introduction

To obtain a picture of the progress being made by the amicus-MSF groups at the Early Implementer sites we asked the following questions;

- 1) Density of members to reps and by department - please identify known gaps.
- 2) % of matching completed - progress on matching, e.g. professional groups/departments matched.
- 3) an overview on backfill i.e. are reps being released to undertake matching etc?
- 4) partnership working - how is this working?
- 5) joint training - is this being made available to sufficient numbers of reps?
- 5) hot issues - what are they, and what action is being taken to resolve problems?

The results are as follows

Aintree

Lead Rep Mike Venny

RO Alice Grosvenor

Main areas of membership (reps) Pathology (6), Pharmacy (3), Speech therapy (1) EBME (2) Estates (1)

1. The Density of reps to members is 1 : 12
2. Awaiting information
3. No major problems at this time

Avon & Wiltshire

Lead Rep Patrick Smuts

RO Patrick Canavan

Main areas of membership (reps) Family of Psychology (7) CPNA (5) Speech Therapy (3) Pharmacy (0) CPHVA (5) Art Therapy (0)

1. For Clinical Psychologists we have around 10 reps for around 150 members. For CPNs we have around 5 reps for about 50 members.
2. It is difficult to get an accurate figure on how much matching has been done. They have split the matching in three phases; nurses first, which they have not yet completed. Information suggests about several hundred done with around 65% success in identifying a match.

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3. Backfill is still a problem and very variable. It reflects the recruitment position i.e. if they find it difficult to recruit in that area they also find it difficult to provide backfill.
4. Partnership very poor.
5. Yes there has been joint training - but there is just not enough people trained.
6. Hot issues? Communication. Getting more people trained and partnership. I am arranging to meet the HR Director and Best Practice Facilitator.

Central Cheshire PCT

Lead Rep Jennie Kay

RO Alice Grosvenor

Main areas of membership (reps) Speech Therapy (2) CPHVA (4)

1. Six reps covering almost 50 members
2. The project lead reported to the JE Leads Event that matching is on target.

City Hospitals Sunderland

Lead Rep Ruth Raynor

RO Karen Reay

Main areas of membership (reps) Pathology (7), Pharmacy (3), Speech therapy (4) EBME (1) Chaplaincy (1) School Nursing (2)

1. Membership of 200+ and rising with 19 reps
2. 50% of the process complete with a 60-70% matching rate (as reported by the E.I. Project leads).
3. Backfill is patchy and not being handled in away that supports the process.
4. As with backfill the Sunderland approach does not meet the standards laid down by the DOH for partnership. The reps have met these problems head on and are looking after the member's interest within a less than accommodating management style.
5. Although the training has been made available the backfill issue has limited the uptake.
6. The pathology RRP and SLT profiles are the major concerns. These concerns are due to the stile of management adopted at Sunderland

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Guys & St Thomas

Lead Rep Stirling Moss

RO Colenzo Jarrett-Thorpe

Main areas of membership (reps) Pathology (8), Pharmacy (10), Medical Physics (2) PCD (0)

1. Currently the ratio of reps to members is about 1-12. With no major gaps evident in the lay structure but some issues in areas with small numbers of members.
2. At the Job Evaluation leads event on the 1st September 03 it was assessed at 60% complete.
3. The amount of backfill, from the amicus view, is that it has improved steadily over time but as most of the jobs that amicus-msf, is the main Union, have yet to be looked at so back fill may become an issue again.
4. This seems in the main to be very robust, management do seem to be making a genuine effort to work in the spirit as well as the letter.
5. All reps willing to undertake the training have had access to the training
6. No major issues at present

Herefordshire PCT

Lead Rep Andrea Lewis

RO Chris Purvis

Main areas of membership (reps) CPHVA (2) Speech Therapy (1?)

Psychology (1)

1. 4 Reps in a membership of just over 40
2. 50% complete with 80 jobs matched and 200 local evaluations to undertake.
3. This is the biggest problem with little or no back fill available
4. With the exception of the backfill the partnership relationship is very good.
5. Access to training was strait forward all matchers trained.
6. The issue of backfill, or lack of, is the main issue. Discussions with management to rectify this are ongoing. The other major issue is the

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lack of a project director due to ill health and personal circumstances.
The lack of psychology profiles is also an issue.

James Padget (Great Yarmouth PCT)

Lead Rep Philip Gilbert

RO Mark Robinson

Main areas of membership (reps) Pathology (8), Pharmacy (1), Speech therapy (1) Med. Illustration (1) CPHVA (0) School Nursing (0)

1. Membership density has increased. New reps in Pathology, Pharmacy and SLTs (PCT). Struggling to find a CPHVA rep. 10 A4C reps.
2. 186 jobs have been completed in the combined PCT/JPH out 350. Mainly nursing, clerical etc. In terms of people they have concentrated on jobs with large number of jobholders.
3. Matching panels are taking place all the time with no reported problems. Locums, etc. have been arranged.
4. Partnership is working in most areas, however there is still the old top down approach from time to time.
5. No problems reported here
6. Payroll issues. In order to calculate the backpay etc on computer by December, they have to be done by October/November. The R.O.'s opinion is that there will be slippage. It appears that the jobs undertaken so far are coming out around the current pay levels. The national lack of progress on producing further profiles is also causing problems.

Issues such as RRP and On Call have not been touched yet. The areas that have little matching/evaluation are traditionally ours.

Papworth

Lead Rep None

RO Ian Maidlow

Main areas of membership (reps) Pathology (1) Pharmacy (1) Theatres (1 NATN) Chaplaincy (1) EBME (1)

1. We continue to have problems at Papworth. Our membership has grown minimally over the last month or so and we believe we have

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A4C reps in the following areas: Pharmacy, Pathology, Theatre Nurses and Medical Electro-Mechanical Technician

2. 350 jobs, 80/94 matched, 155 for job analysis

Papworth is the most challenging E.I -with respect to organising- out of all the E.i.s. We are currently attempting to speak to HR to arrange amicus access to team meetings to push the importance of our members being involved (and thus becoming reps) and to emphasise the working in partnership angle. Hopefully, this will also have a beneficial effect on membership levels.

Southwest London & St George's

Lead Reps Andrea Cohen & Andy Fuller

RO Jennie Bremner

Main areas of membership (reps) Family of Psychology (6) Family Therapy (3) Speech Therapy (1) Pharmacy (1) CPHVA (1) Arts Therapy (4)

Our one lay rep that wishes to take the lead is Andy Fuller, Pharmacy Department South West London and St George's Mental Health Trust.

1. The membership has grown since the beginning of the year with reps literally leaping out of the woodwork! The gaps though are with SLTs no reps as far as I am aware but the NHS Organiser for London and Southern Regions is working very hard to change this. Estates is also a gap (AEEU section) as no rep has made her/himself know to our lead EI Rep yet.
2. Approximately 35% of matching has been completed, Nurses some A&C Grades as well as Estates people. As SWLSG is a mental health trust, the bulk of employees are in the Family of Psychology with no national profiles signed off will be evaluated last along with the Family of Pharmacy.
3. Backfill is quite good at this trust with staff also being paid a set rate of pay (in the cases of where they are p/t and matching is taking place on days when they do not work). Staff side agreed this.
4. Partnership is going well with very positive links with the Chief Exec and the EI Project Director who are keeping a very keen eye/interest on things and dealing with complaints/problems in a positive way.
5. Training is available for all reps. In fact at a recent mental health day hosted by Tina Mackay, Julie Weston from SWLSt George's Mental Health Trust openly invited all reps to become involved, and under go the training etc.
6. Hot issues at this trust are not enough reps to cover the task, looks like the deadline for completion, of December has slipped to early next year but Julie Weston has admitted that even she thinks that this date is

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optimistic! Also, we had an over-enthusiastic Head of Department (Psychology) who was working outside of the partnership agreement and not feeding into the EI Steering Group. This has now been resolved after discussions with Trust Management and the Project Director

West Kent Social Partnership

Lead Rep Sue Bates

RO Sarah Carpenter

Main areas of membership (reps) Family of Psychology (5) Family Therapy (1) Speech Therapy (0) Estates (0) CPNAs (0) CPHVA (0)

1. Membership in family of psychology - around 27 out of possible 150. We have 2 current reps in this department (one clinical psych, one counselling psych), but as from today 4 new A4C reps (one clinical psych, one counsellor, one family therapist and one psychotherapist) and 1 new contact (Clinical psychology management). There are about 50 teams making up this department across a very large geographical trust. Membership in SLT - 3 members out of 5 staff. With one person is acting as contact. Membership in art therapy - 2 members out of 4 staff. One person is acting as contact.
2. In terms of matching, around 50% completion in areas that could match to, e.g. nursing. Problems with CPNs, The specific figures are this 250 Jobs 80 matched and 130-140 local evaluations as there are a lot of 'specialists' who do not match to a profile. Psychology has submitted job descriptions to their managers but they have not been sent on to HR. The feeling seems to be that managers will be looking at them to see if they can be 'grouped'.
3. Some backfill, but not for any of our reps - mainly for Unison. Our reps not really involved in the staff side, but are planning a campaign to assert their existence and recruit new members.
4. Partnership seems to be working, a manager came to the recent EI mental health day. There is a basic fear from staff about the whole process though, so we have fed back how communication can be improved.
5. Have heard no reports of any current problems with training.
6. Hot issues include:
 - Finding out about pay in high cost areas and what the Trust and other EIs have done
 - In psychology areas re-gradings are being put on hold, staff stress levels may be up.

One art therapist may have been matched, as she was phoned up and asked to talk about her job and only at the end of the conversation did she find out this was the matching panel. We are tackling this!

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Recruitment

So far in this campaign there has been an increase in amicus-msf membership across most of the E.I. sites where we had membership (see Early Implementer Site membership Numbers appendix 1). More significant, I feel, is the increase within each group of the number of lay reps in some cases over 400%. (See Early Implementer Site Representative Numbers appendix 2)

Amicus Training

One issue, identified at the very start, which would be key to success is training. So far we have trained 32 A4C reps from Sunderland, Aintree, Guys & Tommy's, SWLSG, and Central Cheshire the training for James Padget and Papworth is in the process of being arranged. At this time we are looking to develop some training for reps around the Review/Appeals process. At regional level we are still working on the education modules at the present.

A Job Evaluation Leads Event

This event was held on the 1st September 03 (appendix 1) and has raised a number of important issues here are some of the most notable

- CPN profile too tight on communication and financial responsibility descriptions Band 5 – mental health qualification difficult
- Qualifications and experience – how do you weigh up the experience that is equivalent to the qualification?
- Need more job analysts

These issues pose some very interesting problems/opportunities for us as a union the lack of job analysts could be one area where we could encourage our members to become involved and bolster the workplace groups.

With three months left before the completion deadline of the 1 December 2003 the consensus amongst our reps is that this deadline cannot be met. The DOH would prefer that this deadline is met but have advised EI Project Team Leads that the objective is to undertake the task of matching properly and it seems end of January 2004 is a more likely date for completion. We have to look at improving our organisation within the E.I.s and looking at what lessons can be learned for full role out in October 2004.