

Resource Pack 37 – Knowledge, Skills and Training Survey

One of the core aims of cluster development is to identify what knowledge and skills the cluster stakeholders want to develop in order to progress the planning, integration and collaboration to deliver services on behalf of the patients. This training and skills survey may be helpful in identifying development needs.

Please tick ONE box to indicate your level of confidence in the overall topic and ONE box as to whether you would like some training / support to develop your understanding.	How confident are you overall?				Would you like training	
	N/A	Not at all	Slightly	Very	Yes	No
Planning & Local Understanding of Need						
Information : Can you look at activity information and draw conclusions about what is useful to investigate further? Can you focus on variation rather than data?						
Integrated Medium Term Plan : Do you know what the Health Boards priorities for service development and delivery are and how to influence this in future years?						
Public Health : Do you have an overall understanding of the needs and issues facing your local population and where to focus your energy to reduce inequalities?						
Integration						
Stakeholders : do you understand the roles of different stakeholders who deliver care within the Locality, their priorities and influences?						
Negotiation / Influencing : Do you know how to communicate when there is a difference of opinion and move towards a mutually beneficial consensus?						
Team working & decision making : have you considered how you move from a group to a team, and what support						

you may need to become an increasingly effective Locality?						
Workforce mapping and development needs : do you understand the development needs of the workforce in the Cluster and what the key risks to workforce are for the future and how to mitigate them?						
Quality Improvement						
Access : Do you really understand your access, whether this makes patients go elsewhere, how to map what you need and options to resolve?						
Choosing well : do you understand the Choose Well campaign and how to align it to Cluster plans / what support is available to support this?						
Pathway Mapping : Do you know how to map a clinical pathway from beginning to end, identify the problems and redesign it?						
Business Case Development: do you know how to pull a business case together, how to present it and enable shifts in service/funding to happen						
Project Management : do you know how to manage a project to ensure it delivers on time, within budget and for the highest positive impact?						
Peer Review : how well do you communicate with each other to review information, outcomes and experiences in order to identify opportunities for improvement?						
Referral Review : Do you know how to discuss referrals in a team, draw conclusions and make appropriate changes?						

Risk Stratification : do you know how to identify key groups of patients who would benefit from a more planned approach to their care, do you do this in an integrated way?						
Governance : do you know how to manage conflicts of interest, and what governance you need as a Cluster to stay safe and legal?						
Risk : do you know how to spot, manage and mitigate risks?						