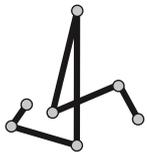


Allied Health Professions Scotland Consensus Statement on Quality Service Values



**Allied Health Professions
Scotland Consensus
Statement on
Quality Service Values**



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The Scottish Government
St Andrew's House
Edinburgh
EH1 3DG

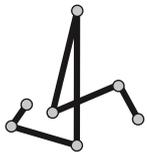
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Introduction

The Consensus Statement on Allied Health Professions Scotland Quality Service Values has been developed in partnership with the Allied Health Professions Federation Scotland, the AHP Directors Scotland and the Scottish Government.

This Consensus Statement is a significant, strategic step in the development, for the first time, of Allied Health Professions quality service values in Scotland. The plan to develop a Consensus Statement on AHP Quality Service Values is contained in the Scottish Government's National Delivery Plan for the Allied Health Professions in Scotland 2012-2015 (Chapter 5: Maximising workforce engagement and development).

The AHP Quality Service Values are regarded as a unifying basis for the significant contribution of all the Allied Health Professions to integrated service delivery to achieve the 2020 Vision.

Statement of need

There are 13 Allied Health Professions in Scotland representing 11,000 plus individual professionals. The thirteen professions are Arts therapists (Art, Music, Drama), Dieticians, Occupational therapists, Orthoptists, Paramedics, Podiatrists, Prosthetists and Orthotists, Physiotherapists, Radiographers (diagnostic and therapeutic), Speech and Language therapists.

Each of the Allied Health Professions is guided by their professional body and has unique clinical and professional standards. Many of these standards contain value based statements. Whilst these offer good

examples of individual practice to draw on, until now there has been no single statement of core, common service values which transparently brings the Allied Health Professions together in partnership.

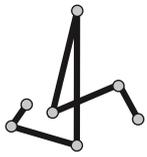
Many service users and other stakeholders across the sectors of health, social care, education and criminal justice as well as the third and independent sectors, are uncertain about who Allied Health Professionals are, how they deliver services and the quality outcomes they add value to.

This Consensus Statement brings together, for the first time, the minimum, collective service values of the Allied Health Professions into one clear statement and clarifies for service users what they can expect from Allied Health Professionals and Allied Health Professional service providers.

Purpose of the Quality Service Values

The Consensus Statement clearly sets out:

- the core quality service values which are transparent and common across all Allied Health Professions.
- the minimum quality service values the people of Scotland should expect from Allied Health Professions services and from individual Allied Health Professionals.
- a framework which will support the integral identity of the title Allied Health Professional whilst respecting the uniqueness of each Allied Health Profession.
- a value base which links to and is supportive of the long term strategy for health and social care and other sectors.



- a framework in which Allied Health service provision can be observed, discussed, protected and improved.

Using the AHP Quality Service Values

Consensus on AHP Quality Service Values has been created to support AHPs from across sectors to focus on quality improvement. The importance of the Quality Service Values centres on how they are used to drive and enhance quality at the point of care; that AHPs and AHP service providers constantly strive to enhance the way they engage with people who use their services about their expectations and perceptions of quality. In this way, the AHP Quality Service Values can be used to support AHP systems and services as well as individual AHP practice to be accessible and person-centred at the point of care.

Policy context and strategic reference points

Allied Health Professionals are collectively recognised in the 2020 Vision and Strategic Narrative as having an important role to play in the transformation of health and social care services. The AHP Quality Service Values support AHPs from graduate level and above, across sectors, and are aligned with the Scottish Government 2020 Workforce Vision core values of care and compassion, dignity and respect, openness, honesty and responsibility, quality and teamwork.

Each of the AHP Quality Service Values can be viewed in accordance with the Triple Aim and the six Quality Outcomes as described in the Route Map to the 2020 Vision for Health and Social Care (Appendix 1).

Further strategic links are incorporated under each Quality Service Value. This is not intended as a definitive list but provides connection to key, overarching strategic documents and policy with relevance to Health, Social Care, Local Authorities and Third and Independent Sectors.

Guide to the AHP Scotland Quality Service Values

The AHP Scotland Quality Service Values are grouped under 7 Quality Dimensions – dark blue text box. In addition each of the Quality Service Values is written from the perspective of what service users can expect from the Allied Health Professionals and Allied Health Professional service providers – green text box.

Each of the dimensions and Quality Service Values are supported by a rationale and a list of the key strategic links which have informed the Quality Service Values.



Professionalism

Allied Health Professionals will demonstrate professionalism as defined by HCPC (Health and Care Professions Council) and Professional Body Codes of Conduct at all times and at all points of a service user's journey.

Rationale: People who use our services wish to be treated by staff who are competent – both technically and interpersonally – and demonstrate professionalism.

Service users can expect the Allied Health Professionals (AHPs) and AHP service providers to provide a professional service at all times.

Strategic Links:

- Scottish Government Professionalism paper, 2012.
- HPC (now HCPC) Professionalism in Healthcare Professions, 2011.
- Allied Health Professional Bodies Codes of Professional Conduct.
- Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.

2020 Vision Quality outcome – Positive experience.



Responsive

Allied Health Professionals will identify what matters most to service users and will use this information to guide service provision and outcomes.

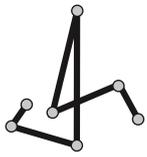
Allied Health Professional services will support provision of equitable, quality care and support to all service users, across service users' contexts and in accordance with evolving care and support pathways.

Rationale: AHPs are committed to working in partnership with service users and their local communities to provide services which are responsive and relevant to what service users tell us matters to them most.

Service users can expect to receive equitable, quality care from AHPs and AHP service providers in accordance with evolving care and support pathways and which is responsive to their individual needs and what matters to them most.

Strategic Links:

- Quality Improvement Hub Person-Centred Health and Care Collaborative Programme.
 - Quality Improvement Hub HIS (Health Improvement Scotland) Patient Experience Programme.
 - Public Bodies (Joint Working) (Scotland) Bill (2013).
 - The National Delivery Plan for the Allied Health Professions in Scotland, 2012-2015.
 - NHS Scotland Local Delivery Plan Guidance 2012/13.
 - Local Authority Single Outcome Agreements.
 - Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.
- 2020 Vision Quality outcomes - Positive experience, Independent living, Effective resource use.



Rationale: There should be no avoidable injury or harm to people from the services they receive. The health, safety and wellbeing of service users and staff should be paramount in the design and delivery of services.

Safe

Allied Health Professionals will work within their professional and individual scope of practice.

Allied Health Professional services will provide individuals of appropriate skill and expertise to support all stages and level of need of the service user's journey.

Allied Health Professionals will provide services in a range of environments and situations and will seek to ensure that these are risk assessed and fit for purpose for all service users and staff.

Service users can expect Allied Health Professionals (AHPs) to work ethically and within their scope of practice and level of competence. Service users can also expect AHPs to adhere to their professional code of conduct.

Service users can expect AHP services to be provided and/or facilitated by appropriately trained staff according to their level of need.

Service users can expect the AHPs to provide their services in safe and appropriate environments and to work in partnership with all service users to achieve this for all stages of the service user's journey.

Strategic Links:

- Scottish Government Staff Governance Standard, 2012.
 - Patient Rights (Scotland) Act, 2011.
 - HCPC Standards of Proficiency.
 - Allied Health Professional Bodies Clinical Guidance and Standards.
 - Scottish Patient Safety Programme.
 - Local Authority Single Outcome Agreements.
 - Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.
- 2020 Vision Quality outcome - Services are safe.



Inclusive

Allied Health Professionals will provide accessible information, support and advice to enable all service users, their families and carers to engage in equal partnership in their care and support pathways.

Allied Health Professionals (AHPs) will develop their use of telecare, telehealth and technology, as it becomes available, as integral approaches to increasing choice, access and improved outcomes for service provision. AHPs will continue to build access to secure, shared information systems and networks across sectors which support integrated care.

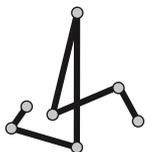
Rationale: Allied Health Professions are committed to developing strong networks across sectors which support service users with the information they need and recognise them as partners in their health, care and support decisions.

Service users can expect Allied Health Professionals (AHPs) to provide them with accessible sources of information about their health, wellbeing, health care and support services, processes and decisions which will allow them to be involved as fully as possible in their care and support pathways.

Service users can expect AHPs to advance their use of technology, telecare and telehealth, as it becomes available to them, for the benefit of the service user towards increasing the choice, range and efficiency of services delivered.

Strategic Links:

- Public Bodies (Joint Working) (Scotland) Bill, (2013).
 - Social Care (Self-Directed Support) (Scotland) Act 2013.
 - Right Here, Right Now – Taking co-production into the mainstream, NESTA 2010.
 - The Equality Act 2012 (Specific Duties) (Scotland) Regulations 2012.
 - Scottish Centre for Telehealth Strategic Framework (2010-2012).
 - Patient Rights (Scotland) Act 2011.
 - Quality Improvement Hub Person-Centred Health and Care Collaborative Programme.
 - Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.
- 2020 Vision Quality outcomes – Effective resource use, Healthier living.



Person-centred Care

Allied Health Professionals (AHPs) will positively promote and demonstrate commitment to enabling supported self management and self-directed support as determined by the needs and capacities of their service users.

Allied Health Professionals will work in partnership with service users to build capacity and facilitate access to services in their local communities.

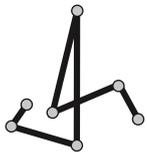
Rationale: The Allied Health Professions are ideally placed to support self-management and person-centred care in the context of service user preference for efficient and effective service delivery.

Service users can expect Allied Health Professionals to work in partnership with them to enable access to services within health, social care and their local communities which will support them to self- direct and self- manage their health and social care needs.

Strategic Links:

- Quality Improvement Hub Person-Centred Health and Care Collaborative Programme.
- The Alliance: People Powered Health and Wellbeing.
- Social Care (Self-Directed Support) (Scotland) Act 2013.
- Rehabilitation, Re-ablement and Recovery SCSWIS (Social Care and Social Work Improvement Scotland) 2011.
- Right Here, Right Now – Taking co-production into the mainstream, NESTA 2010.
- LTCAS (now The Alliance) Gaun Yersel! The Self Management Strategy for long term conditions in Scotland, Scottish Government, 2008.
- Supporting people to self-manage; Education and training for Healthcare practitioners NES 2012. Supporting Self Management; Learning resource, NES 2012.
- Patient Rights (Scotland) Act 2011.
- Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.

2020 Vision Quality outcomes – Positive experience, Independent living.



Rationale: Allied Health Professionals are committed to developing the evidence base for the services they provide and to providing services which are based on best available evidence and best practice.

Effective

Allied Health Professionals will deliver services based on best available evidence and best practice within the bounds of available resources.

Allied Health Professionals will continue to contribute to developing the evidence base for their services.

Service users can expect Allied Health Professional services to be based on best available evidence and best practice within the bounds of available resources.

Strategic Links:

- HIS (Health Improvement Scotland).
 - SIGN (Scottish Intercollegiate Guidelines Network).
 - NICE (National Institute for Clinical Excellence).
 - The Cochrane Library (since 2009).
 - Allied Health Professional Bodies Clinical Guidelines.
 - HCPC Code of Conduct.
 - Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.
- 2020 Vision Quality outcomes - Services are safe, Effective resource use.



Engaged

Allied Health Professionals will have access to support from profession specific professional and clinical leadership and supervision on a regular basis to support professional development planning and clinical practice and will be provided with opportunities for continuing professional development which meets HCPC (Health and Care Professions Council) registrant and professional body requirements.

Services will promote a culture of accountable, compassionate leadership and quality improvement for all levels of service delivery.

Rationale: Staff who feel supported and engaged will go on to provide high quality care to service users and to be creative in how services are developed and care is delivered. The Allied Health Professions are committed to developing their capacity and capability in leadership and quality improvement methodologies.

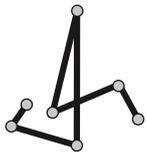
Service users can expect Allied Health Professionals to engage in continuing professional development to maintain the high level of competency and skill appropriate to the services they provide.

Service users can expect care to be based on strong principles of accountable, compassionate leadership and quality improvement.

Strategic links:

- Scottish Government Everyone Matters: 2020 Workforce Vision, 2013.
- Leadership agenda, NES Education Strategy.
- Scottish Government Professionalism paper, 2012.
- Scottish Government, NHS Scotland Staff Governance Standard 4th Edition, June 2012.
- Scottish Government 2011-13 Staff Experience in NHS Scotland Literature Review.
- Scottish Government 2011-13 Staff Experience in NHS Scotland Long Term Recommendations.
- The National Delivery Plan for the Allied Health Professions in Scotland, 2012-2015.

2020 Vision Quality outcome - Engaged workforce.



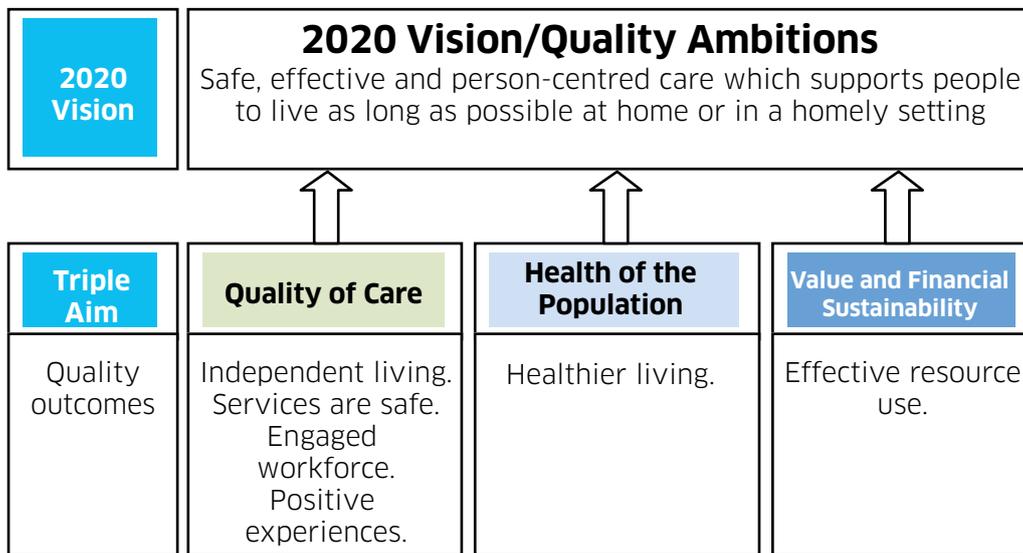
Appendix 1

Route Map to the 2020 Vision for Health and Social Care

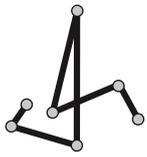
The Route Map describes priority areas for action for pursuing our 2020 Vision for high quality sustainable health and social care services in Scotland in three domains:

1. Quality of care
2. Health of the population
3. Value and financial sustainability.

These domains are often referred to as the 'Triple Aim'.



Source: Adapted from People at the Centre of Health and Care, Person Centred Health and Care Collaborative 2013, p20



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http://www.nesta.org.uk/publications/reports/assets/features/co-production_right_here_right_now

NICE (National Institute for Clinical Excellence).
<http://www.nice.org.uk/>

Professional Bodies Codes of Professional Conduct, Professional Body Clinical Guidelines.

See individual websites for each of the Allied Health Professions:

<http://www.baat.org/> Art Therapists

<http://www.scpod.org/> Chiropodists and Podiatrists

<http://www.bda.uk.com/> Dieticians

<http://badth.org.uk/> Drama Therapists

<http://www.bamt.org/> Music Therapists

<http://www.cot.co.uk/> Occupational Therapists

<http://www.orthoptics.org.uk/> Orthoptists
<https://www.collegeofparamedics.co.uk/home/> Paramedics

<http://www.csp.org.uk/> Physiotherapists

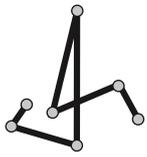
<http://www.bapo.com/> Prosthetists and Orthotists

<http://www.sor.org/> Radiographers (Diagnostic and Therapeutic)

<http://www.rcslt.org/> Speech and Language Therapists

Quality Improvement Hub NHS Scotland: HIS (Health Improvement Scotland) Patient Experience Programme

<http://www.qihub.scot.nhs.uk/>



Quality Improvement Hub NHS Scotland:
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Approved%20PDF.ashx](http://www.nhs24.com/AboutUs/NHS24Board/~media/NHS24/AboutUs/NHS%2024%20Board/Strategic%20Planning/SCT%20Strategic%20Framework%20v12%20Board%20Approved%20PDF.ashx)

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2020 Workforce Vision 2013
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Summary\)%20-%2029.6.12.doc.](http://www.knowledge.scot.nhs.uk/media/CLT/ResourceUploads/4020445/Staff%20Experience%20Long-Term%20Recommendations%20((with%20Exec%20Summary)%20-%2029.6.12.doc)

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Network).
<http://www.sign.ac.uk/>

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[http://www.thecochranelibrary.com/
view/0/index.html](http://www.thecochranelibrary.com/view/0/index.html)

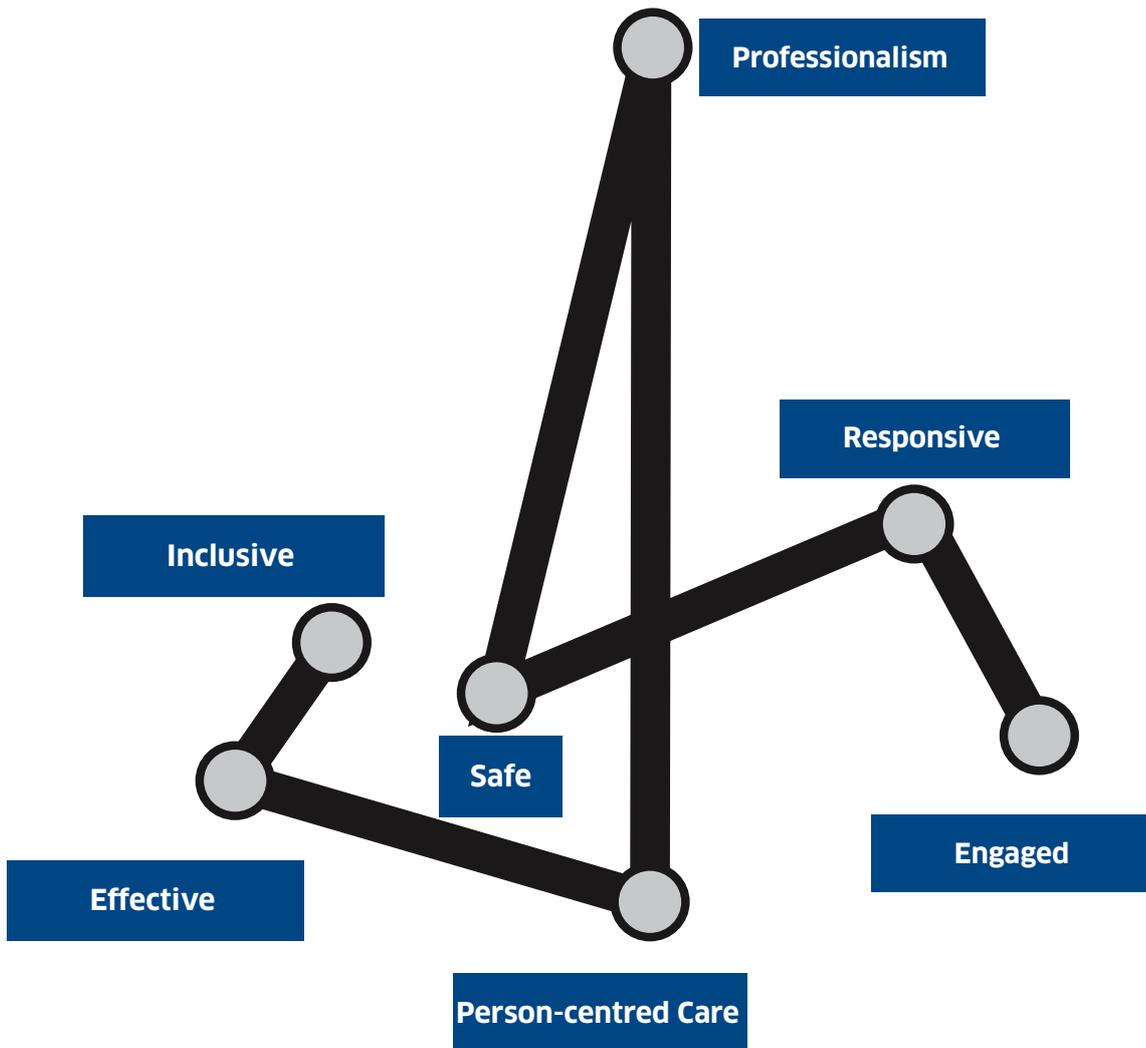


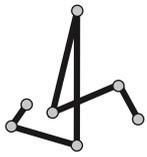
The Alliance: People Powered Health and Wellbeing

www.alliance-scotland.org.uk

Video clips relating to AHP Quality Service Values

<http://www.youtube.com/playlist?list=PL0jU0weyFTbyMBOoeFVhACR4nIdOTyVLX>





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