



West Midlands Education Innovation and Notable Practice

**SERVICE IMPROVEMENT LEARNING AND TEACHING IN THE
UNDERGRADUATE NURSING AND PHYSIOTHERAPY CURRICULA**

2010 - 2011



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UNIVERSITY OF BIRMINGHAM

Overview:	Case study of how nursing and physiotherapy students are being prepared to engage with the concept and principles of service improvement in preparation for post registration practice.
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The National Health Service Modernisation agenda and subsequent health policy have identified the crucial role of health professionals in delivering and maintaining quality services, however, in the past health care students have not always been adequately prepared to undertake this activity.

In order to address this Alistair Hewison from nursing and Clive Liles from physiotherapy have worked with the NHS Institute for Innovation and Improvement as phase III partners in a national project involving 32 universities, to introduce Service Improvement into the BNurs and BSc Physiotherapy Curricula.

Between 2009-2011 the module content of the Professional Development (year 2 shared Module) was updated and modified to incorporate this new material in a Problem Based Learning Format. The theme of Service Improvement is then explored further in the Transition to Professional Practice (BNurs yr 3) and Practice Evaluation and Service Development (BSc Physiotherapy year 3) modules.

Students have further opportunities to develop and consolidate this work in shared inter-professional symposia in this final year of their programmes, where they identify an area of practice and develop a proposal for a Service Improvement project. Staff provide feedback and critical commentary on the feasibility of the student plans.

This initiative involved the establishment of a Steering Group which included two nursing students, Nutmeg Mokwena and Helen Lavelle, and academic staff to help ensure the changes made addressed the dual needs of the learners and the NHS.

The students now experience a team-based learning experience incorporating the use of rigorous quality improvement approaches to develop the skills they need to improve services for patients. This work has been reported at one national and two international conferences.