

# Programme and applicant guide

*For potential hosting organisations of*  
***The HOPE European Exchange Programme***

*7 May – 5 June 2018*

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## Programme overview

<b>Programme title</b>	HOPE European Exchange programme
<b>Length of programme</b>	One-month exchange
<b>Time commitment</b>	Period of the exchange (7th May – 5th June 2018) plus two half-day sessions for the Local Coordinator (9 February 2018 and 19 October 2018)
<b>Out of office days</b>	Local Coordinator only - 0.5 before the exchange (February 2018) and 0.5 after the exchange (October 2018)
<b>Programme dates</b>	7 May – 5 June 2018

### Overview

The HOPE European Exchange programme offers the opportunity for healthcare managers, or clinicians with a managerial role, to visit another country and to exchange ideas and experiences with healthcare professionals and to experience a different culture and healthcare system.

During their month long stay at their host organisation, participants will see how another healthcare system is structured and be able to consider the similarities and differences when compared with their home system. Participants come from a variety of professional and cultural backgrounds and will look to share their own insights as well as learn from best practice in your organisation.

### Background

The HOPE Exchange Programme continues to flourish after more than 35 years and offers exceptional value as a tool for sharing good practice and providing both personal and professional development.

The Exchange is organised by HOPE, the European Hospital and Healthcare Federation, an international non-profit organisation created in 1966. The NHS Leadership Academy is pleased to support the programme on behalf of the UK.

One of the basic objectives of HOPE is to promote the exchange of knowledge and expertise within the European Union (EU) and to provide training and experience for hospital and healthcare professionals. This programme aims to lead to better understanding of the functioning of healthcare and hospital systems within the EU and neighbour countries by facilitating co-operation and the exchange of best practices.

Approximately 150 healthcare professionals across 27 countries take part in the exchange each year. This culminates in an international conference which brings together participants as well as other healthcare professionals to explore the exchange's theme and share best practice.

### Learning

The HOPE Exchange Programme offers an incredible opportunity for both personal and professional development. By welcoming healthcare professionals from other systems, your organisation will be challenged to look at things differently, broaden your horizons, and expand your networks. You'll be encouraged to identify and highlight best practice in your own organisation and learn from the experiences of your participants to ensure your staff are stimulated to innovate and foster an exchange of ideas and best practice beyond the exchange period.

## Organisation suitability and eligibility

Hosting organisations are usually NHS Trust/Foundation Trusts or Clinical Commissioning Groups, though other types of healthcare organisations are also encouraged to apply. Participants will come from different countries and probably have different professional backgrounds and interests, maximising the opportunities for learning.

You may also want to consider sharing hosting duties with another organisation in your area, even if just for a few days of the exchange. For example, a foundation trust may want to partner with a mental health trust or CCG to help give participants a more varied experience while also building your own networks further.

The programme is for you if:

- Your organisation is interested in expanding your networks and learning from a different health system
- Your organisation is interested in sharing best practices and experiences with colleagues from a different health system
- You're able to nominate a Local Coordinator who will be responsible for putting together the programme itinerary for participants and serve as their key contact before and during the exchange
- You're able to provide suitable accommodation for visiting participants during the length of the exchange period with you (from 8th to 30th May 2018)
- You're able to provide additional support such as IT access and subsidised meals, where possible.

## Fees and funding

Hosting organisations in each country provide accommodation as well as some additional support (such as access to internet and some subsidised meals) for participants. Most travel and other living expenses, as well as the conference fee to the international Agora conference which closes the exchange period, are the responsibility of the participant.

Potential costs you should consider as a hosting organisation are:

- Travel of your Local Coordinator to London for hosts meeting with National Coordinator before the exchange (9 February 2018)
- Accommodation to minimum standards for the period of hosting for each participant (further information below)
- Free or subsidised meal (or voucher) per day for each participant
- Travel cost to meet participants at station or airport, as agreed with participants
- Local costs of transporting participants between programme sessions/sites if required
- Travel of your Local Coordinator to London for post-exchange hosts meeting with National Coordinator (19 October 2018)

## Accommodation

Accommodation is extremely important, and should be provided at a minimum standard. This means that participants should:

- Have their own room. This may be in an NHS residence such as that used by medical or nursing staff, or where this isn't available, a local hotel or apartment

- Not be expected to share bathroom facilities but where this is unavoidable, sharing should be with a maximum of three people of the same sex
- Ideally have access to cooking facilities to avoid the need to eat out every day. As a minimum, participants should expect to be able have breakfast before leaving their accommodation (please also see Meals section below)
- Be accommodated in a safe area of the hosting town where travel by public transport in the surrounding area is easily possible.

Accommodation is only required from 8th to the 30th of May 2018.

### Access to IT

Participants will be away from their friends and family, as well as their day-to-day roles, for approximately a month while on the exchange. To help ensure they don't feel isolated, the following access to IT should be provided:

- Access to the internet each working day during their stay. This may be at the healthcare host or through local authority arrangements such as the local library, which may offer free access. Access to WiFi would be preferred
- As much of their day will be pre-programmed, participants should ideally be able to access the internet both during the day and in the evening/at weekends. Where this is not possible, hosts must make every effort to accommodate the participants between programmed work
- Access to e-mail (in line with your organisation's policy). We'd suggest that nhs.net be used to offer e-mail access both within and outside of the healthcare organisation as this can easily be restricted at the end of the programme.

### Meals

The personal expense to participants for providing meals during the full length of the exchange can quickly add up. To help ease this for them, we ask hosting organisations to provide the following:

- At least one meal (or voucher) a day, either free or subsidised
- Access to cooking facilities within their accommodation where possible to avoid the need to eat out every day (suitable access to cutlery and cooking equipment should also be provided)

Where participants are expected to eat most other meals in a healthcare facility, (perhaps due to the location of the organisation and accommodation), these meals should be provided at staff rates. Even hospital restaurants can be expensive over time.

### The role of the Local Coordinator

As the primary contact from your organisation for participants prior to and during the exchange, the Local Coordinator plays a vital role in the exchange programme. They oversee the development of the specifics for each participant's programme within the organisation, which should meet the requirements of the HOPE Exchange Programme theme for the year as well as participants' specific interests. Local Coordinators will work the UK National Coordinator to build the programme and ensure the exchange is a success both for hosting organisations and participants.

## Structure of the programme in the UK

Participants will arrive in London on Sunday 6 May 2018, where they will meet the UK National Coordinator as well as their fellow participants for a two-day induction session. They will have an opportunity to:

- Get to know each other
- Gain confidence in regularly speaking in English
- Gain an understanding of the structure of the NHS
- Familiarise themselves on the theme of the HOPE Exchange Programme for 2018.

Participants will then make their way to their hosting organisations from the afternoon of Tuesday 8 May 2018, where they will meet their Local Coordinators and stay for approximately four weeks. Finally, they will return to London for their closing session with the National Coordinator on the evening of 30 May 2018.

## Application

The application form is available to download from our website at [www.leadershipacademy.nhs.uk/programmes/hope-programme/](http://www.leadershipacademy.nhs.uk/programmes/hope-programme/). Completed forms should be submitted to [hope@leadershipacademy.nhs.uk](mailto:hope@leadershipacademy.nhs.uk) in either PDF or Word format. If submitting in Word format, please ensure that electronic signatures are used. If submitting in PDF, please ensure you retain any papers with original signatures and keep them in a safe place in case these are required by the UK National Coordinator.

Remember that your statement of commitment will also need to be signed off by the nominated Local Coordinator, as well as your Chief Executive. You should make sure you give yourself ample time to secure both signatures.

## Application checklist

Use this checklist to ensure that you've taken all the necessary steps to complete and submit your application.

- ☐ Read and understood the programme and applicant guide
- ☐ Checked all the programme dates and understood that 100% attendance is required
- ☐ Spoken with and have the support of your Chief Executive/senior team to take part in the programme
- ☐ Identified organisational learning goals and included this within the 'Interest' section of the application
- ☐ Researched and understood the costs involved
- ☐ Filled in all of your organisational details accurately
- ☐ Secured sign off by your nominated Local Coordinator and Chief Executive
- ☐ Submitted your application form before the deadline (31 October 2017)

## Next steps

After submitting your application, you may be contacted by the UK National Coordinator to discuss your application or requested participant profile (if applicable).

Applicants will be notified in late December/early January about whether or not they've been accepted as a hosting organisation. If successful, your organisation will be contacted with further information about the participants to be placed with you during the exchange.

If any of your contact details change, please notify the Academy as soon as possible at [enquiries@leadershipacademy.nhs.uk](mailto:enquiries@leadershipacademy.nhs.uk).

### **Maximising the exchange**

Organisations can maximise their investment in the programme by encouraging staff members to apply as participants travelling abroad. To find out more, please visit our website at [www.leadershipacademy.nhs.uk/programmes/hope-programme](http://www.leadershipacademy.nhs.uk/programmes/hope-programme) and register your interest as a potential participant for further information.

### **Further support**

If you'd like to talk to us, we'd be more than happy to help you. Please feel free to contact us using the details below:

0113 322 5699

[enquiries@leadershipacademy.nhs.uk](mailto:enquiries@leadershipacademy.nhs.uk)

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