

IT Skills Development E-bulletin

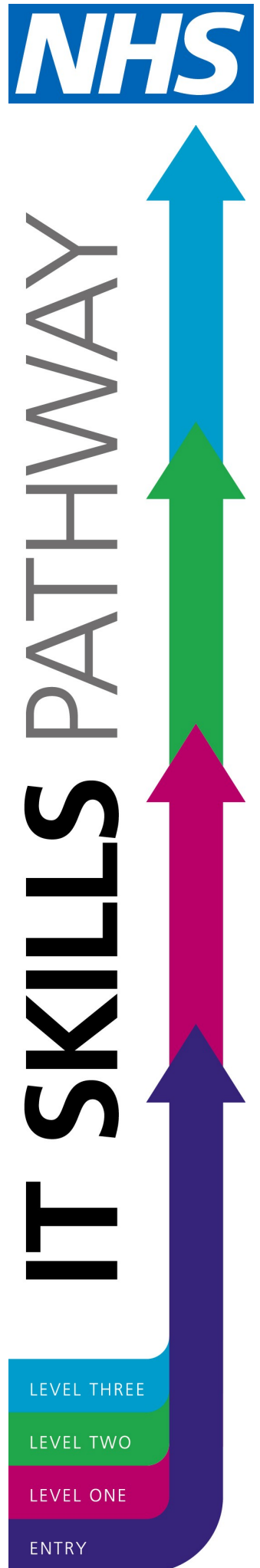
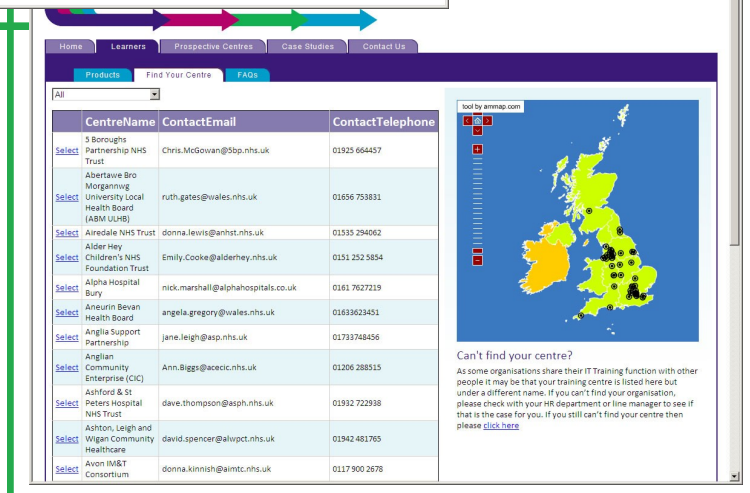
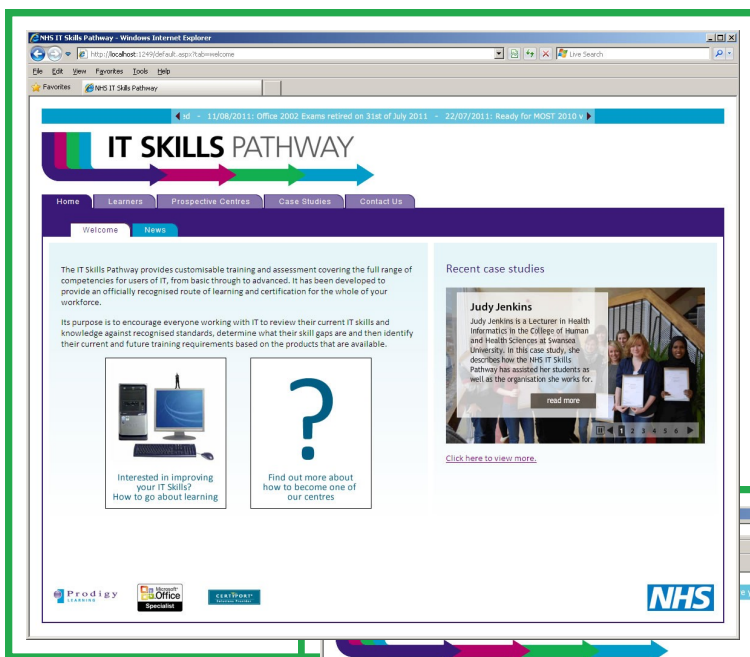
New IT Skills Pathway website coming soon!

We are in the process of finalising a new website which will be up and running on 20 June and will cover all of the IT Skills Pathway in one easy to use site. This site will include access to the IT Skills tracking system so you can get all of the information, learning and resources from one place.

The new website is being produced in conjunction with Morecambe Bay, who produce our learning materials, has the same look and feel to the IT Skills Tracking System and uses our new design style and colour pallet.

Here are some more things to look out for when the website goes live:

- Rolling news banner
- Information for learners, including a detailed centre map
- Information about the products that are available
- FAQs
- Benefits
- Case studies



Centre of Excellence - Special Bulletin



Congratulations to United Lincolnshire Hospitals NHS Trust on becoming our first NHS MOST Centre of Excellence for 2012! Glen Howard, Business Change and IT Training Manager at the Trust told us how his team went about reaching the landmark of 100 exam passes for the year.

What are your learners saying about MOST?

We have a quote from one of our trainers in our internal newspaper - John Smith, our first MOS Master: "It's great that the Trust offers this type of training for people like me who want to develop their IT skills. I have worked really hard to learn all of the information needed to pass all seven of the exams. I have really enjoyed taking part and would recommend the training to any other member of staff".

Generally the feedback has been extremely positive with users citing how much this helps with their jobs and how much they have enjoyed being able to study in their own time. One user said "I've caught the bug! I want to do all the exams now". It seems to be a mode of training that learners enjoy, combining flexibility, support and the right level of material.

What's the quickest way to get set up with MOST?

It helps to have good technical support to deal with firewall, setup and general technology issues at the start. At first it looks intimidating, but as soon as someone takes their first exam, everything falls into place. Once started, it is low maintenance and very easy to support users through their learning. Our advice is just to go for it!

"One user said "I've caught the bug! I want to do all the exams now"."

We have found that being flexible in enabling staff to practice at times which are convenient to them and their work, such as lunchtimes and at the beginning or end of the day has been very helpful as has having a trainer available to answer questions and provide support. Some people require minimal support and others a little more, but from a service provision perspective the gains are large from a relatively small input.

(Continued on page 3)



Pictured from left to right are – Tracey Thrift, Assistant Director of ICT Programmes; Mike Forrest-Leigh, IT Trainer; Jane Thorn, IT Trainer; Lucy Hampstead-Taylor, IT Trainer; Derek Hendrie, Senior IT Trainer; Jenny Johnson, IT Trainer; Tanya Richmond, IT Trainer; Glen Howard, Business Change and IT Training Manager.

(Continued from page 2)

How did you promote MOST within your organisation?

We did some initial awareness raising in Trust communications as well as on our IT Training Intranet site. We also took a flyer with an explanation of MOST to all areas and had a booth in the staff canteen several times to talk to staff and provide information. We promote success in the Trust newspaper and we always get enquiries after these have been published. We have found word of mouth from people who have enjoyed the course to also be very effective.

"It's about ensuring staff know MOST is available, what it is and how to access it, and when they do, being responsive and supportive."

What's your top tip for reaching 100 exams?

We have a committed training team who feel strongly that MOST provides an excellent service to the Trust. Everyone is passionate about MOST, helped by completing the programme themselves as part of their own development. We accommodate users' needs and recommend the course to everyone whether it is another Microsoft session or clinical training which they have attended. It's about ensuring staff know MOST is available, what it is and how to access it, and when they do, being responsive and supportive.

We have also organised scheduled sessions where users have been able to work at their own pace, but have the support of an experienced Trainer. They have also benefitted from the support of other learners working on the material at the same time.

From a manager's perspective, the credit is with having an excellent and passionate team. Their enthusiasm is infectious and the dedication to our learners is second to none.



NHS IT Skills Pathway now on LinkedIn

We are pleased to inform you that we are now using LinkedIn. For those of you who don't know, LinkedIn is a business related networking site which allows people to make connections with current or past work colleagues and also with groups and organisations that may be of interest.

LinkedIn is quite different to the other social networking sites we are currently using like Facebook and Twitter, it has lots of features that we hope to make use of such as setting up polls and discussion areas to gauge opinions from our stakeholders.

For example we can consult with you all about what you'd like to see at the autumn user groups or perhaps find out if you'd like to see any different marketing materials.

If you would like to join in our discussions then join our group by searching for us 'NHS IT Skills Pathway' or using [LinkedIn](#).

IT Skills Pathway design group

The members of the IT Skills Pathway design group come from different backgrounds in the NHS and are all from centres that deliver some or all elements of the IT Skills Pathway.

Members join to offer their own perspectives and find being involved a rewarding experience. The opportunity to influence the direction and content of the materials that are produced is a key driver for why they give up a day a month to contribute.

We spoke with some of the members to find out why they give up their time and what they get out of it:



Sarah Edwards is a Senior IT Specialist Trainer working for Shropshire Community Health NHS Trust. "I find the design group stimulating and interesting, where ideas are shared and debated with enthusiasm to ensure that the best solution is found for the NHS as a whole and at a local level."

Julie Davidson is the Head of IT Education, Training & Development at NHS Manchester. "I have been involved with the Design Group since its inception some considerable time ago. I joined because I wanted an opportunity to try and shape the service/products available to incorporate features and functions which I thought would be beneficial to everyone, including centres, trainers and most importantly learners."



Richard Lupson is the team leader for IM&T Training at The Health Informatics Service (THIS) hosted by Calderdale & Huddersfield NHS Foundation Trust. "I am pleased to have been a small part of developing flexible delivery of customisable courses and I am very excited about current developments"

Amanda Mooney is the IT Training Manager for Bolton NHS Foundation Trust. "The group has members from quite diverse areas, and this proves very useful when looking at how particular learning solutions will work."



I'd like to give the final word to Julie who has been part of the group since its inception:

"working on the design group has proved to be highly rewarding both personally and professionally; it has enabled

NHS MOST:

No. of exams completed in March 354

No. of exams completed since 1st July 2011 3816

Top MOST centres:

- 1 Derbyshire HIS
- 2 United Lincolnshire Hospitals
- 3 South Tees Hospitals NHS Trust
- 4 East Lancashire Hospitals NHS Trust
- 5 Newcastle Upon Tyne Hospitals NHS Foundation Trust
- 6 Dudley PCT
- 7 Humber Mental Health
- 8 Calderdale & Huddersfield NHS Foundation Trust
- 9 Leeds Teaching Hospitals Trust
- 10 Norfolk Community Health and Care NHS Trust

Top ELITE centres:

- 1 Lewisham NHS Trust
- 2 Oxford Health NHS Foundation Trust
- 3 Wrightington Wigan & Leigh NHS Foundation Trust
- 4 Portsmouth Hospitals NHS Trust
- 5 Croydon Health Services NHS Trust
- 6 Norfolk Community Health & Care NHS Trust
- 7 Ridgewood Centre, Surrey & Borders Partnership
- 8 NHS Grampian
- 9 North East Lincolnshire Care Trust Plus
- 10 Northumbria

NHS ELITE:

No. of learners in March 1030

No. of learners accessing since 1st July 2011 8463

me to become involved in a national programme, to meet individuals who have become good friends as well as colleagues in addition to providing me with opportunities to undertake work which I would never have done otherwise. I do not deny that the work involved has been challenging sometimes in terms of managing my day-to-day job/workload but the pros definitely outweigh the cons!"

If you'd like the opportunity to see the materials first and to influence their content then why not join the design group? Contact us by email it.skills@nhs.net

Contact us:

Email: it.skills@nhs.net
Web: www.cfh.nhs.uk/systemsandservices/icd/

