



Health & Social Care
Information Centre

IT Skills Pathway Annual Survey Report 2014

Winter 2014

Contents

1	EXECUTIVE SUMMARY	3
2	INTRODUCTION	4
3	HIGH LEVEL SUMMARY	4
4	SURVEY QUESTIONS	5
5	SURVEY RESULTS	6
5.1	OVERALL RESPONSE (Q1, Q2, Q3)	6
5.2	ORGANISATION SIZE (Q4)	6
5.3	SATISFACTION WITH SERVICES/PRODUCTS PROVIDED (Q5).....	7
5.4	COMMENTS (Q6)	14
5.5	TRAINING NEEDS (Q7)	16
5.6	TRAINING METHODS (Q8)	18
5.7	ORGANISATIONAL TRAINING CAPABILITY (Q9).....	19
5.8	FUTURE PRODUCT DEVELOPMENT (Q10)	20
6	APPENDIX 1	21

1 Executive Summary

This is the second year that the IT Skills Development Team has sent a survey to all centres using the IT Skills Pathway. A total of 296 centres were invited to answer a range of questions divided into three main areas:-

- Centre Demographics
- Views on Current Performance relating to Products and Services
- Future Provision

118 centres responded to the survey.

The results of the survey demonstrate that there is both a high level of satisfaction with the products currently provided and a significant need for their continued provision. There is also strong evidence to support continued investment in new products.

In brief the survey highlighted:-

- There was an overall 95% satisfaction rate with products and services (45% of respondents were totally satisfied across all areas).
- Almost 60% of respondents utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 10% of respondents stated they would be able to fund their own IT Skills programme

In a very small number of cases, respondents indicated they were dissatisfied with one or more aspects of what is provided. In each case this has been followed up with the individual and, where appropriate, processes and future practices have been modified (the details of which are included within this report).

The team are clearly very pleased with overall levels of satisfaction amongst our customers which we believe reflects our commitment to providing an excellent service. It is our intention to continue to look at ways to improve things still further, even where areas are already performing very well.

2 Introduction

In Autumn 2014, 296 centres were invited to respond to a survey asking them for their views on a range of subjects relating to the NHS IT Skills Pathway.

These questions were generally split into three categories:

- Centre Demographics
- Views on Current Performance relating to Products and Services
- Future Provision

The purpose of the survey was to gather data from key stakeholders which would then be used to assist the IT Skills Pathway Team with the future planning and provision of its service.

3 High Level Summary

- The results of the survey demonstrate that there is both a high level of satisfaction with the products currently provided and also a strong need for their continued provision, and for continued investment in new products.
- There was a **95%** satisfaction rate with products and services
- Responses were received from 118 organisations
- Almost 60% utilise the IT Skills Pathway Tracking System as their primary or only source of training
- Only 10% of respondents stated they would be able to fund their own IT Skills programme
- These results will be used to modify the services provided where appropriate and will also inform decisions about the development of future learning modules

4 Survey Questions

The full survey can be found at: - <http://www.surveymonkey.com/s/NPQS76W>

10 questions were asked, these are summarised below.

Question number	Question	Purpose
1	What is your name?	Establish who the respondent was
2	What is your job role?	Establish the respondent's job role
3	Organisation Name	Establish the respondent's organisation
4	Approx. number of people you provide training services for	Establish the size of the respondent's organisation
5	Views on the services provided (broken down into 12 categories)	Establish the current levels of satisfaction/dissatisfaction with the service provided and to make improvements where necessary
6	Comments on question 5	Space for respondents to make further comments where they were dissatisfied
7	% of learners requiring training at various levels	To identify the level and quantity of future IT training in organisations
8	Learning provision methods	To identify the extent to which the IT Skills Pathway Tracking System is utilised as part of overall provision
9	Range of capability statements	To identify how necessary central funding, support, provision and national standards are to local NHS centres
10	Future product development	To identify the priorities for any future developments (subject to funding and procurement)

5 Survey Results

Below, the survey results are broken down into sections for each of the questions posed, sometimes using tables and at other points using charts. A full [list of charts](#) is available at the end of the document.

5.1 Overall Response (Q1, Q2, Q3)

Of the 296 surveys sent out, a total of 118 responses were received (40%). Further analysis shows that the highest percentage of responses (68%) came from the most active centres.

5.2 Organisation Size (Q4)

Reponses were received from a wide variety of organisations (in terms of size) - see the table below for full breakdown.

Organisation size	Responses
0-500	13
501-1000	8
1001-2000	14
2001-5000	41
5001-10000	30
Over 10000	12
Total Responses	118

5.3 Satisfaction with services/products provided (Q5)

The following tables display the levels of satisfaction overall and also for individual services/products. **NB All figures are rounded to the nearest whole percentage point.**

As can be seen, the levels of satisfaction are fairly consistent across all areas - where a service/product is above or below the average score for that area it is indicated in red or green although care should be taken with these colours. For example a red score for 'Slightly Satisfied' could be because there were a larger than average amount of respondents that were 'Fairly' or 'Totally Satisfied'.

We have produced a short list of how we intend to improve or maintain the level of each service offered. These appear after the table for each product/service area.

Overall Satisfaction	Score	%
N/A	2	2%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	3	3%
Slightly Satisfied	6	5%
Fairly Satisfied	51	45%
Totally Satisfied	51	45%

How satisfied are you with Diagnostic Assessments?

	Score	%
N/A	18	16%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	2	2%
Slightly Dissatisfied	0	0%
Slightly Satisfied	3	3%
Fairly Satisfied	40	36%
Totally Satisfied	48	43%

How satisfied are you with Videos?

	Score	%
N/A	34	31%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	3	3%
Fairly Satisfied	31	28%
Totally Satisfied	40	37%

- Additional communications are being produced to highlight ways to overcome local technical problems with running assessments
- Training Videos now added to the learners menu screen to assist learners

- Videos will continue to be produced for future learning materials
- Video ratings will be reviewed on a regular basis. Where they are scoring below average they will be replaced with better examples

How satisfied are you with Elearning?

	Score	%
N/A	3	3%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	2	2%
Fairly Satisfied	44	39%
Totally Satisfied	62	55%

How satisfied are you with Consolidation Exercises?

	Score	%
N/A	32	29%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	10	9%
Fairly Satisfied	31	28%
Totally Satisfied	38	34%

- Additional communications are being produced to highlight ways to overcome local technical problems with running learning materials
- Training Videos have now been added to the learners menu screen to assist learners

- Specific feedback on Consolidation Exercises will be collated and content revised accordingly

How satisfied are you with Post Learning Assessments?

	Score	%
N/A	11	10%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	5%
Fairly Satisfied	48	43%
Totally Satisfied	46	41%

How satisfied are you with IT Skills Website?

	Score	%
N/A	6	5%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	2	2%
Slightly Dissatisfied	2	2%
Slightly Satisfied	7	6%
Fairly Satisfied	47	42%
Totally Satisfied	48	43%

- Additional communications are being produced to highlight ways to overcome local technical problems with running post learning assessments
- Training Videos now added to the learners menu screen to assist learners

- Refresh of site content and navigation currently being planned
- Monthly reviews of website are scheduled

How satisfied are you with Tracking System?

	Score	%
N/A	5	5%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	1	1%
Slightly Satisfied	9	8%
Fairly Satisfied	43	39%
Totally Satisfied	53	48%

How satisfied are you with User Groups?

	Score	%
N/A	39	41%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	2	2%
Slightly Satisfied	7	7%
Fairly Satisfied	33	35%
Totally Satisfied	13	14%

- Monthly training webinars for centres administrators are publicised in monthly bulletin
- Training Videos for administrators have been produced and are in the process of being added to the Resources Tab within the Tracking System

- Dates for next round of meetings already being planned
- Northern Ireland User Group dates to be displayed alongside dates for England
- Option of User Group for Scotland offered
- Where new user/centre books onto session this will be identified and content adapted accordingly

How satisfied are you with Central Team Support?

	Score	%
N/A	14	13%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	0	0%
Slightly Satisfied	6	5%
Fairly Satisfied	35	32%
Totally Satisfied	56	50%

How satisfied are you with Webinars?

	Score	%
N/A	21	19%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	3	3%
Fairly Satisfied	40	36%
Totally Satisfied	47	42%

- Monthly review meetings looks at the service provided and new suggestions/comments are reviewed and actioned as appropriate
- Monthly service planning meetings with supplier continue
- “You said, We did...” now a regular feature at user group meetings

- WebEx software instructions are available for all centres prior to attending sessions
- Where there are difficulties accessing, one to one mini test sessions are offered

How satisfied are you with Morecambe Bay?

	Score	%
N/A	48	43%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	1	1%
Slightly Dissatisfied	0	0%
Slightly Satisfied	4	4%
Fairly Satisfied	27	24%
Totally Satisfied	32	29%

How satisfied are you with Communications?

	Score	%
N/A	9	8%
Totally Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Slightly Dissatisfied	3	3%
Slightly Satisfied	3	3%
Fairly Satisfied	39	35%
Totally Satisfied	58	52%

- IT Skills Pathway team now have access to the Service Ticket system so additional support can be offered where appropriate
- November monthly bulletin to include articles on how and where centres can best get the support they need
- Monthly service planning meetings with supplier continue
- “You said, We did...” now a regular feature at user group meetings

- Communications Tracker in operation
- Team continue to look at better ways to use Social Media alongside (never replacing) existing communications

5.4 Comments (Q6)

Where any respondent scored an area as any degree of dissatisfied, they were invited to explain this by way of text comment. The table below is a list of all the relevant comments made, the area of concern and the subsequent action taken.

Comment	Category	Action Taken
<i>I find you can't get anywhere on the IT Skills website, I can't seem to get access to the eLearning from there and have to physically send my learners links to the eLearning rather than direct them to the website</i>	IT Skills Website	Explained to centre manager her approach was correct and that nothing was missing - she was happy with this response.
<i>I have been told by my team that the elearning / site is really unreliable at the moment</i>	Elearning IT Skills Website	Spoke with centre and addressed concerns. A story will be added to a future monthly bulletin encouraging centres to raise tickets and also stress the need to ensure technical specifications are configured correctly locally (Shockwave and Trusted Internet sites).
<i>We have lots of Shockwave errors and find the site really slow in the afternoon</i>	Elearning	A story will be added to a future monthly bulletin encouraging centres to raise tickets and also stress the need to ensure technical specifications are configured correctly locally (Shockwave and Trusted Internet sites).
<i>I did not receive communications about the upgrade for the new diagnostics so we were using the old one</i>	Communications	Previous centre manager hadn't notified us of new manager - hence not receiving bulletins and alerts. Now added to distribution lists. Spoke with new centre manager and explained to them - happy with outcome.
<i>Videos still don't work on new style menus Level 1 - raised ticket many weeks ago, still no solution</i>	Videos	Service log reviewed. The item was not resolved as the centre did not respond to a request to supply information by the service desk.
<i>Diagnostic assessments are long and crash rather frequently. I tell students to go straight to the learning</i>	Diagnostic Assessments	Centre contacted. Learning and Post Learning assessments being completed without problems - centre has chosen to not undertake diagnostic assessments but is happy with the elements they use.

Comment	Category	Action Taken
<i>When the system crashed recently we were advised to sign up to Facebook as this gave more up-to-date info on system outages. I don't think this is appropriate, there should be a better way of letting users know there's a problem</i>	Communications	Spoke to centre and clarified exactly what had been communicated at the time (that Facebook was in addition to email alerts - not a replacement). Centre happy with outcome.
<i>Found as a first time attendee little introduction or context was given - I still don't know how to access any systems for example</i>	User Groups	Respondent attended the user group before having ever accessed the system or user training webinar. They hadn't booked to attend so we couldn't identify a brand new user was attending. Now subsequently booked on a training webinar.
<i>Our students have had issues with the system crashing and/or not providing relevant outcomes. Often this happens when 80% through a diagnostic assessment. Unfortunately, I have been unable to discuss this with the teams and therefore our student's use of the system has been limited and frustrating</i>	Diagnostic Assessments Post Learning Assessments Tracking System	Phone call with centre manager. Problems will be collated so they can be explored further. A story will be added to a future monthly bulletin encouraging centres to raise tickets and also stress the need to ensure technical specifications are configured correctly locally (Shockwave and Trusted Internet sites).
<i>There are never scheduled visits to Northern Ireland within the correspondence although Paul Comac has now arranged this</i>	User Groups	Agreed with attendees that future groups will fall in line with England meetings. Monthly bulletins will display dates for Northern Ireland meetings alongside others.
No text response provided (followed up via survey response)	Webinars	Technical issue with WebEx meant the user was unable to access the webinar for 15 minutes. Happy with the content of the webinar however.

5.5 Training Needs (Q7)

Respondents were given the option of choosing a percentage level of their staff that **still require training** for each IT skill level. Based on the average size of the organisations that responded to the survey (4650 staff¹) over 500,000 staff have been identified that require further IT skills at one level or another.

The results breakdown is shown below.

What % of the learners you are responsible for training still require training at Entry Level

	Score	%
0-10%	34	33%
11-25%	40	39%
26-50%	23	23%
51-75%	3	3%
76-90%	2	2%
91-100%	0	0%

What % of the learners you are responsible for training still require training at Level 2

	Score	%
0-10%	6	6%
11-25%	18	17%
26-50%	36	34%
51-75%	31	29%
76-90%	10	9%
91-100%	5	5%

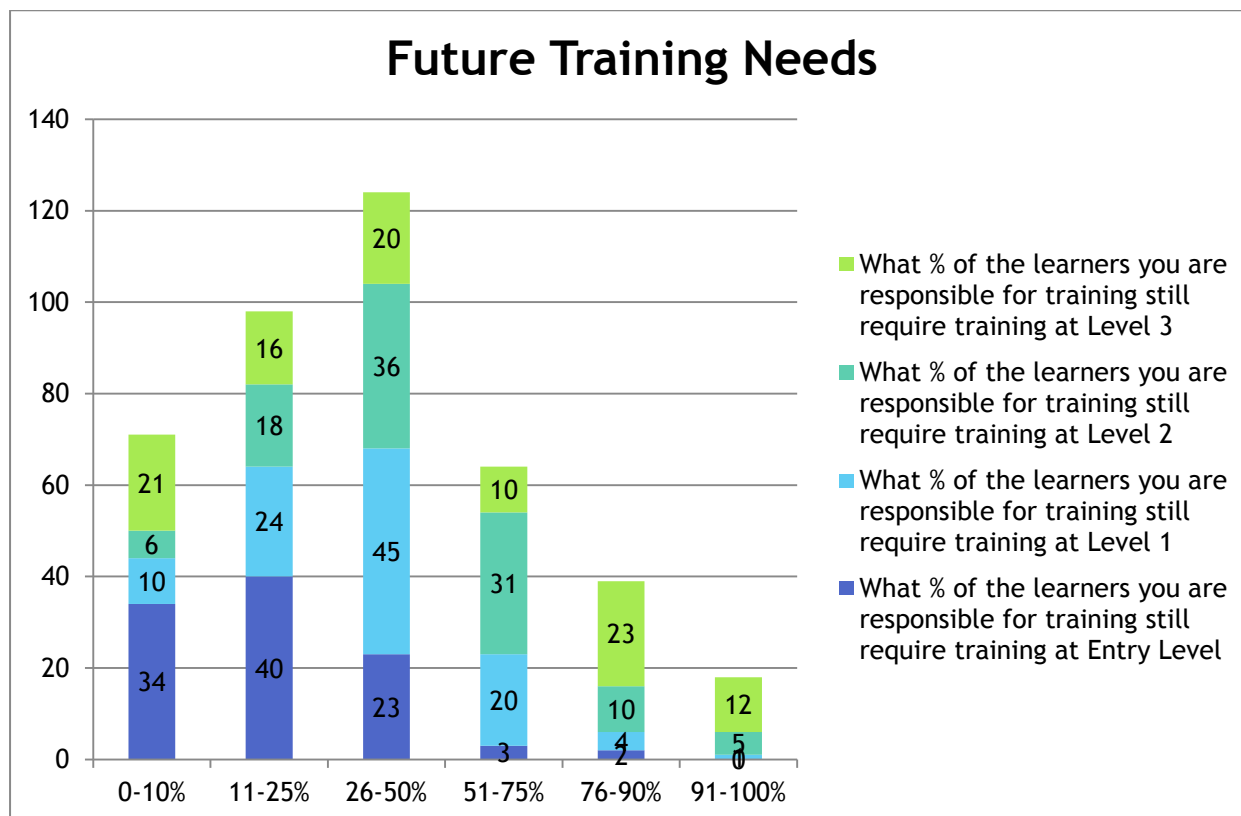
What % of the learners you are responsible for training still require training at Level 1

	Score	%
0-10%	10	10%
11-25%	24	23%
26-50%	45	43%
51-75%	20	19%
76-90%	4	4%
91-100%	1	1%

What % of the learners you are responsible for training still require training at Level 3

	Score	%
0-10%	21	21%
11-25%	16	16%
26-50%	20	20%
51-75%	10	10%
76-90%	23	23%
91-100%	12	12%

¹ Average based on 118 organisations with a combined total of 548,750 staff (at mid-point on each scale) = 4650 staff per organisation.

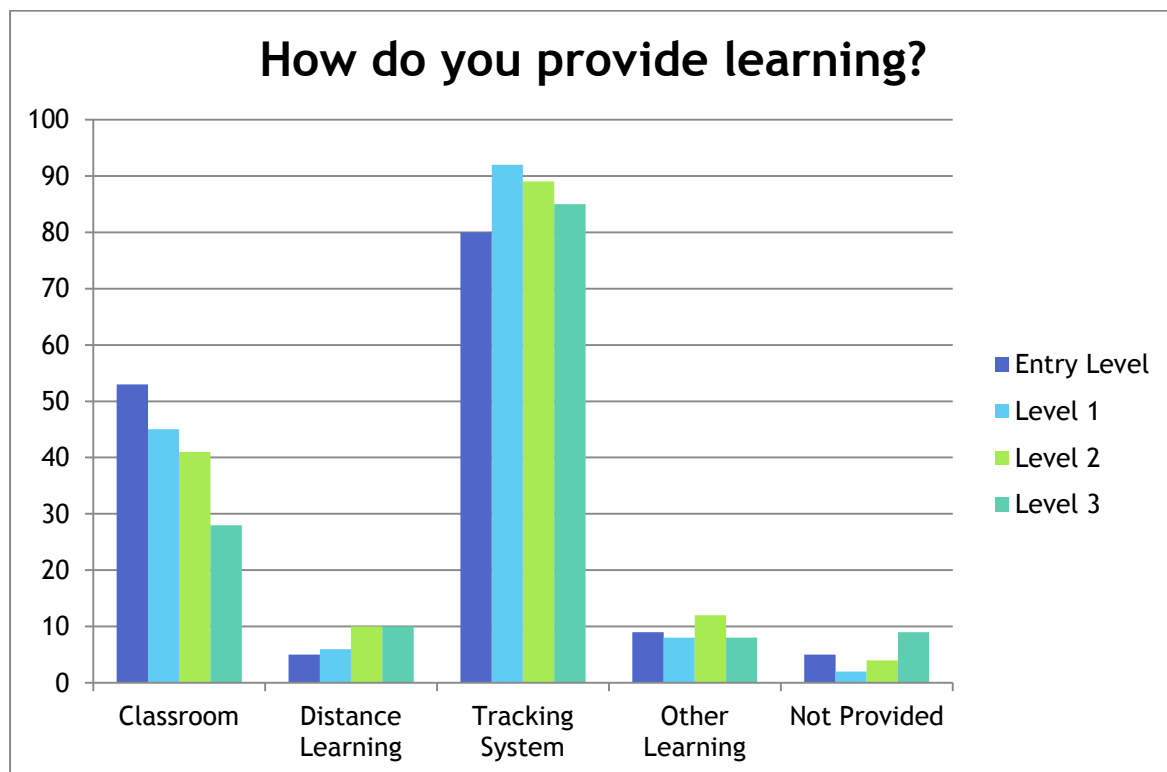


The above chart demonstrates that, whilst diminishing slightly², there is still a considerable need to provide staff with basic, entry level skills. There is still a **significant need** for higher level skills training at levels 1, 2 & 3.

² Compared to results from 2013 survey

5.6 Training Methods (Q8)

Training is provided to staff using a range of methods with more organisations utilising the IT Skills Pathway Tracking System than any other individual learning method. The training methods adopted are roughly equal across the learning levels - the notable exception being the obvious need for more face to face for entry level learning.



5.7 Organisational Training Capability (Q9)

The respondents were provided with a balanced range of positive and negative statements regarding national standards, central funding, central learning provision and central support.

As can be seen, the positive statements about central standards, funding, provision and support far outweigh the other statements.

Which of the following statements do you agree with?

Responses

<i>My organisation does not provide me with funding for external elearning development for MS Office and essential IT skills</i>	87
<i>Having a central team to assist us with the use of the IT Skills Pathway products is essential</i>	89
<i>Central funding is essential - we would not be able to deliver IT training to a sufficient standard without it</i>	73
<i>We like knowing that we work to a national standard</i>	92
<i>Being able to network with other centres is important</i>	73
<i>I would not be able to offer training to the same standard if central team didn't exist</i>	61
<i>My team DO NOT have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT skills</i>	65
<i>My organisation would not fund an alternative IT training programme</i>	65
<i>We are only funded to deliver training on clinical systems. The central provision is all we have for generic IT skills training</i>	47
<i>My team have the ability, skills and resources to develop our own in-house elearning for MS Office and essential IT skills</i>	28
<i>My organisation provide me with funding for external elearning development for MS Office and essential IT skills</i>	6
<i>If there was no central provision, we would fund our own programme instead</i>	12
<i>Local standards are more important that national standards</i>	4

5.8 Future Product Development (Q10)

Centres were asked to rank a range of potential future developments from 1 to 8 in order of usefulness.

Combing the top four scores for each product, training for Cloud Computing, Touch Typing, Use of Social Media and MS Project are the most popular choices.

In contrast to the 2013 survey there is a significantly increased interest in developing Office 2013 products.

Rank the following potential developments in order of usefulness

Rank	1	2	3	4	5	6	7	8	Top 4 Score
Touch Typing	23	10	12	16	8	7	8	21	61
Mobile device	12	11	14	11	10	12	18	17	48
Social Media	9	15	15	14	16	15	10	11	53
The Cloud	15	24	13	11	15	14	10	3	63
Project	6	12	14	21	15	17	13	7	53
Publisher	5	9	13	16	22	18	19	3	43
Office 2013	17	10	13	11	10	11	13	20	51
Access	18	14	11	5	9	11	14	23	48

6 Appendix 1

