



Choose and Book Training to Maximise IT Investment

When the NHS developed a revolutionary new IT system, it was faced with the problem of ensuring comprehensive end-user take-up of the new technology in order to deliver the planned benefits. The NHS chose Atos Healthcare as one of two training service providers to develop and deliver a multi-million pound training campaign across a variety of NHS locations.

NHS
Connecting for Health

Atos ™
Healthcare

Introduction

In October 2003 Atos Healthcare was awarded a five-year contract to design, implement and manage an electronic booking service called Choose and Book, delivered through NHS Connecting for Health. Choose and Book revolutionises the old booking system by allowing patients to choose their initial hospital or clinic appointment and book it during their appointment with their GP if they wish, or later on the phone or via the Internet.

The challenge

An integral component of our challenge was to develop on-site training courses that effectively explained and promoted the benefits of the new Choose and Book system to doctors, nursing and administrative staff working in hundreds of hospitals and GP practices in the London, Southern, North West & West Midlands NHS regional clusters. The training courses had to be created and delivered within strict timescale and budget limitations. Just as importantly, they had to demonstrate successful understanding of the new system in order to maximise the take-up of Choose and Book across all three regional clusters.

Our solution

The sheer scale of the project required a substantial number of trainers, peaking at 150 during the most intense phase. And each and every trainer had to be thoroughly versed in the Choose and Book IT application so that they could deliver a range of courses to suit the requirements of the different staff roles accessing the system.

Our solution was presented to Strategic Health Authorities as a 'catalogue of services' from which individual courses could easily be ordered.

The result was a 'menu' of relevant training services that maximised cost-effectiveness whilst also offering bespoke solutions for each regional cluster. The scope of the training included a wide range of courses from new-user training to more detailed, role specific sessions.

We quickly established a Programme Management Office located in each cluster; key stakeholders were identified and communication strategies devised. Training sessions were scheduled with NHS staff on a one-to-one or group basis as appropriate. We worked with both end-users and nominated NHS trainers, who were coached and mentored by our Training Services Team, and who continued the training process after completion of the programme.

A crucial factor was training flexibility to suit an enormous range of GP and hospital staff work schedules. We created a training resource database so that requests could be reviewed, assessed, and then assigned to a training resource.

A six-week plan of events was installed in the database in order to maximise trainer utilisation. And by also carefully monitoring the Choose and Book technology roll-out we ensured training was offered on a 'just-in-time' basis. Programme evaluation was produced on a monthly basis detailing delegate satisfaction and comments.

The benefits

We delivered the programme to timescale and budget, training over 30,000 NHS employees. Our evaluation indicates that effective scheduling achieved a 93% trainer utilisation rate, ensuring a high return on project investment.

Post-campaign evaluation shows that the courses were highly effective in ensuring the successful take-up of the newly launched Choose and Book system.

Appointments made through Choose and Book have increased steadily as millions of patients experience the personal benefits it delivers. By October 2006 there had been one million referrals to specialist care using Choose and Book. By November 2008 this figure had risen to over 12 million referrals.

Our training services

The NHS and many other organisations choose us for their training requirements because we can provide:

- > Over 5,000 experienced trainers with full UK coverage
- > In depth market sector knowledge
- > Flexible learning and training solutions based around classroom, e-learning, coaching and mentoring delivery methods
- > End-to-end delivery solutions including training administration, programme management, effectiveness analysis and reporting
- > Existing courses that can be tailored to client needs, achieving substantial pricing benefits
- > Use of robust processing methodology including Prince 2 Project Management and ISO9001/TickIT.

Next steps

If you would like to know more about our Training Services, please call +44 (0)20 7830 5444 or email BPO@atosorigin.com

The services referred to herein were delivered by the Training Services Team of Atos Origin, which Atos Healthcare is a division of.