



# Case study: Bradford Teaching Hospitals NHS Foundation Trust

## PAS TRAINING ROLL-OUT IN BRADFORD

Four PC Pods were utilised by Bradford Teaching Hospitals NHS Foundation Trust (BTHFT) after a recommendation from NHS Connecting for Health (NHS CFH), which has appointed PC Coaching as sole provider of MTUs and trainers across England.

The two-year framework agreement, managed by NHS CFH's Education, Training and Development Programme, addresses the training facility shortage across the NHS for end user training delivery, in an initiative designed to strengthen support for the National Programme for IT (NPfIT).

### Need

- As part of its Patient Administration System (PAS) implementation within the National Programme for IT, BTHFT needed to train 800 end-user staff over a six-week period.
- Maximising training time, minimising disruption to staff work schedules and keeping down costs were key criteria.

### Solution

- Supplementing the two BTHFT training rooms, four PC Pods were sited at two locations – three at Bradford Royal Infirmary and one at St Luke's Hospital.
- Training (e.g. view only, inputting) encompassed the understanding and implications of the PAS, and its impact relating to the system's resulting business change considerations. Trainees were able to access and use the PAS in a safe training environment.
- The intensive training programme focusing on how to use the new PAS was implemented for staff with a broad spectrum of roles – medical secretaries, admin, ward, clinical, A&E and clinical coders.
- Eight trainees and one trainer were onboard each PC Pod, which was in use all day, four days a week during the six week training programme.

### Result

- Training programme ran smoothly and within designated timeframe.
- Staff valued the comfortable, well-equipped PC Pod learning environment.
- PC Pods located on-site meant delegate attendance was high, work routines were not disrupted (off-site locations would make it far harder to release staff for such effective training), training time maximised.
- BTHFT concerns regarding on-site security were adequately addressed by the PC Coaching service team.

Dave Griffith, Project Manager – Information Services at BTHFT:

**“Without the PC Pods, we wouldn't have achieved such effective training of so many staff in such a short time frame. It's been many years since we've trained so many people and the PC Pods enabled us to do it – even given the extremely tight timescale to which we were working.”**