



NHS MTU Booking and Setup Guide

NHS Connecting for Health has appointed PC Coaching to provide mobile training units (with or without trainers) to Trusts and SHAs across England. The agreement with NHS CFH simplifies booking mobile training units to support your NPfIT rollout or ECDL requirements. It also ensures that all of the mobile training units, our policies and procedures have been quality assured and approved for use across the NHS – as well as benefiting from discounted, nationally agreed pricing.

PC Coaching support every step of the deployment of the mobile training unit. Once you have called us or submitted a Booking Request form, the PC Coaching NHS account team will work closely with you to confirm the best type of unit for your requirements, advise you of availability and provide any support necessary. The stages of the booking process are as follows:

1. Submitting a Booking Request

The initial stage is to either submit an online booking request form or to call our NHS account team.

This will help us to gather some basic information such as the type and quantity of MTUs required and any additional requirements such as N3 connectivity and trainers. This also helps us to prepare a written quotation.

2. Pricing

We will send you an estimate based on the details provided. The agreement with NHS CFH has established a discounted pricing structure including further discounts for longer - term bookings.

The pricing structure is simple and easy to follow. The components are:

- A daily rate based on the type of MTU and the duration of the booking
- Moving charges to deliver, setup and remove the MTU
- Any extras such as trainers, generators, toilet facilities etc.

3. Project Initiation Meeting

The next step is usually to arrange an initial meeting with you to discuss the project. This meeting will typically involve a member of the PC Coaching NHS account team and:

- Education training and development representative

- Trust IT representative
- Estates representative
- LSP implementation representative

The aim of this initial meeting is to identify roles and responsibilities and highlight any areas that need to be addressed prior to deployment.

4. Procurement

Once all of the aspects of the deployment have been finalised, a Purchase Order needs to be raised to guarantee the booking.

Because there is a framework agreement in place with NHS CFH, this is easily done.

The Setup process is as follows:

5. Site Survey

A site survey is prepared for all sites to be visited covering issues such as site access, power and data connectivity, health & safety and security. There will be slightly different requirements and space needed depending on the type of unit.

We work with your estates team to establish the best place to locate the MTUs and draw up detailed plans including identifying the location for power and data connectivity. Where these facilities aren't available we will work with the trust's local contractors to have them installed.

6. Deployment

Part of the site survey process will have determined all of the issues concerning site access.

Due to space constraints on many sites, it is often less disruptive and more practical to deploy the MTU outside of normal working hours.

The PC Coaching operations team will deliver the MTU to the correct location at the agreed time and ensure that everything is working correctly and connected before leaving the site.

7. IT Setup

The IT setup will depend on the nature of the project but as much as possible is conducted before the mobile training unit is delivered to site.

When the MTU is going to be connected to the N3 Spine, the PCs need to be built identically to the PCs used in static classrooms or identically to the standard desktop image of the trust.

This is achieved by providing the local IT team with a PC identical to the model and type that will be provided with the MTU. It is then returned to PC Coaching and the image replicated to all the PCs on the MTU.

If the MTU is going to be connected to the N3 Spine there may be some minor configuring required when it is

delivered on site and connected for the first time. A member of PC Coaching's Technical Team will be on hand, when the MTU is delivered, to work with the local IT team to finish and thoroughly test the IT setup.

Naturally, full technical support and backup is provided in accordance with the service levels that have been agreed with NHS CFH.

8. Trainer Preparations and Handover

PC Coaching can provide trainers or we can work with locally appointed trainers. Where the latter is the case, there will be a trainer induction session(s) planned to familiarise them with the operation of the MTU and provide support on using the various training tools provided. All of the MTUs and the onboard tools have been designed and selected with ease of use in mind.

During the trainer induction every aspect of the MTU operation is covered and checked off. This includes not only the day-to-day operation of the unit such as power up procedures and use of training tools but also troubleshooting and a health and safety brief.

Each type of MTU has a full set of documentation and reference guides that will be handed over during the trainer induction.

Finally, all of the onboard inventory will be checked and signed off.

9. Ongoing Support

For the duration of the booking, a helpdesk service is provided to answer any questions or support issues that may arise.

Great effort has been placed into ensuring the reliability of every aspect of the MTUs, however, in the event of a problem arising, full onsite support is included as part of the hire agreement. This includes carrying a full set of replacement equipment onboard that can quickly be changed over to minimise any impact on training time.

PC Coaching also provide national technical support, enabling us to rapidly address any issues that require a technician to make a site visit. We also carry a large inventory of replacement parts for every type of MTU in the fleet, to minimize any down time.

10. Post Project Support

PC Coaching will conduct a review session at the conclusion of the booking to help share best practice and learning points with other trusts that may be embarking on similar projects.

As part of our agreement with NHS CFH we will provide data on every aspect of our operation and quality of service.

And as part of our process of ongoing improvement we are keen to hear from everyone who has been involved with the project – especially trainers and delegates. Many of the innovations and improvements that we have made to the fleet has come from these contributions.

Contact Details

For more information on the Booking and Setup process please call our NHS Team on **0845 665 0733**.

This framework agreement has been set up by NHS CFH. For more information contact **etd.info@nhs.net**.