
Having PCT

Case study

CIS UCQ Information Governance module

Project summary

- Having PCT selected CIS UCQ eHealth essentials module on Information Governance to prepare staff for challenges associated with their RiO deployment
- ICT teams lead a cascade training programme to ensure ongoing effectiveness of the training programme
- Selected staff attended a two day train the trainer course
- All delegates successfully completed the Information Governance module

Background

Having PCT covers the London Borough of Having, approximately 20 miles from central London. The Trust Headquarters is based at St George's Hospital, Hornchurch. There are eight community clinics and health centres across the Borough along with the Disablement Services Centre based at Harold Wood Hospital, which serves London and neighbouring counties as well as the Having area. Having PCT now also includes Outer North East London Community Services providing services in both the boroughs of Redbridge and Waltham Forest.

Amongst the many challenges presented by the health care modernisation agenda is the need for large scale training capable of achieving sustainable transformational change and benefits. The Information Communications and Technology (ICT) Department includes IT Trainers, Project Leads, Clinical Transformation Leads, System Configuration Leads and Smartcard Managers who form the Application Support and RiO project teams. As part of their systems implementation work, these teams need to ensure that PCT staff are aware of good Information Governance practices especially in light of the recent Ombudsman report, Baby P. and Darzi's vision to ensure better information for better health. This also supports the PCT's commitment to training staff to ensure they fully understand the Information Governance agenda.

The ICT teams have demonstrated an approach of 'Leading from the front' by undertaking training before rolling out an educational programme to the wider health community. To ensure the training is meaningful, the team at Having chose the CIS UCQ eHealth essentials module on Information Governance. This module utilises taught material, exercises, discussion and scenarios to provide a highly practical course. It is designed to educate staff in the safe handling, protection and sharing of patient information consistent with the law, local policy and the NHS Information Governance Toolkit.

Like many NHS organisations, the team from Having face the pressures of moving to eHealth, and as a result are familiar with the challenges this presents including organisational change and the shift in culture which often bring major challenges. Working in a health environment can also present highly complex and sensitive issues, so it is critical for staff to understand the implications of better information and information sharing.

The challenge

Training large numbers of staff is never easy, and can often be expensive. With useful tools such as e-learning it is possible to deploy large scale 'just in time' training. However, with the impact presented by major organisational change, key staff may also need to achieve a higher level of practical attainment in order to be an authority on the subject, and to share knowledge to help those employed by the PCT in the front line. Selecting a team of staff who can carefully roll out such a programme is vital to ensuring the ongoing effectiveness of the training programme in order to gain benefits that will result in improved patient safety through better information governance.

The solution

The ICT teams, comprising IT Trainers, Project Leads, Clinical Transformation Leads, System Configuration Leads and Smartcard Managers were identified as the team to take up the challenge of cascading training to the organisation in association with the deployment of RiO, the new patient record system. This approach was agreed

to be the best solution for raising awareness of this important subject and to share new knowledge and tools. Undertaking the CIS UCQ eHealth essentials module on Information Governance meant each individual would sit a two day train-the-trainer course resulting in an assessment on Information Governance. The training comprised learning about real experiences and was backed up by reading, practical exercises and discussion.

The team could be reassured that successful completion of the programme would result in a recognised award underpinned by the NHS, the UK Council for Health Informatics (UKCHIP) and the National Awarding body NCFE providing useful evidence for Personal Development Plans (PDP's). All attendees passed with flying colours. If appropriate to individual learning plans the programme also creates the unique opportunity to access CPD or a variety of higher education programmes, including Foundation Degrees or Health Informatics through the universities which recognise the CIS UCQ.

The benefits

CIS has provided practical training and assessment based on real events and learning. The advantage of using an accredited programme of learning which can be tailored and delivered to staff means health Trusts or communities can incorporate their own policies and experiences to ensure the training is relevant, practical and award achievable.

Wider use of the module has meant several Trusts including Havering, have accessed Joint Investment Funding through the widening participation agenda which has significantly reduced costs. This makes CIS an effective training solution and a viable, affordable, large scale training proposition.

'CIS has ensured that staff understand their responsibilities under the Information Governance Toolkit and it is evident that the team which attended the training are now using new knowledge and skills in their day to day work. CIS helped cover practical topics vital to our roles resulting in a recognised award to support individual personal and professional development'.

Rob Lavender,
Application Support Manager, ONEL Community Services / NHS Havering
St George's Hospital, Hornchurch

Ideal is now working in collaboration with five universities to support CIS UCQ students to access higher education programmes in support of lifelong learning. This ensures the requirements of NHS Trusts, together with individual staff development needs, are addressed and met cohesively and holistically within the framework.

For more information on how our CIS UCQ framework can benefit individual and organisational development please email enquiries@idealts.co.uk.