

## Service overview

# Ideal services for London Cluster Trusts deploying RiO

Ideal is the UK's leading provider of health systems support services to the NHS. Our exclusive focus on the healthcare market and our team of experienced health systems professionals makes us best placed to provide the high quality and cost effective support needed for health systems implementations.

### Focused support

Our focus is on addressing a Trust's short term capacity issues, whilst building Trust capability and self sufficiency. The services we provide span the following areas of expertise:

- Interim staffing
- Consultancy
- Training courses

We have supported more than 80 NHS Trusts in the UK who have deployed RiO, Cerner, iSoft TPP, PACS and many more. Our support spans each of the deployment work streams, including

- Early stage engagement
- Project planning and management
- Business and clinical transformation
- Training
- Back office
- Go live support

### Scalable and flexible support

The scalability and flexibility of our approach can help our clients to reduce the overall cost of a project as we operate a "flexible resource pool" and have in depth understanding of "what is required when" within the project lifecycle.

This means that our clients only pay for the resources they need when required, avoiding the high overhead costs of recruiting, training and managing permanent teams. This proves especially cost effective when there are delays to projects or when the scope needs to be altered.

### Ideal's RiO trainers

One of our core services is in the provision of health systems trainers. Ideal is accredited by BT and LPfIT as part of the Health Training Pool in London for the delivery of RiO training and have provided interim RiO trainers and training support to Trusts for a number of years.

All of our trainers undergo rigorous vetting and selection processes prior to working with us and they continue to receive ongoing training and development. Our Quality Management System is designed to monitor their progress and they are regularly assessed in line with IITT best practice, to ensure our high training standards are maintained.



Ref RiO London cluster 1109V1

t.Head Office 01483 453508 t.Leeds Office 0113 390 6022 t.London Office 020 7953 7258 e.enquiry@idealts.co.uk www.idealts.co.uk

### Interim staffing

In addition to trainers, we have provided Trusts with experienced and professional interim staff throughout the project lifecycle across the full range of workstreams.

We supply the appropriate staff with the relevant experience that have all been carefully vetted and selected through our strict recruitment process, this naturally includes taking up references and CRB clearance. Our pool of health professionals include staff who can work with you in the following roles:

- Programme managers
- Project managers
- Data migration specialists
- Change managers
- Training leads
- RA agents and managers
- Testers
- Back office support staff
- Go live support staff

### Consultancy support

Over the last four years, Ideal has worked with a number of NHS Trusts across the UK to help prepare for, plan and manage the implementation of new systems to ensure organisational readiness.

We have worked with clients at each stage of the project lifecycle ranging from early engagement, offering business case authorship and ratification, through to providing executive briefings, clinical transformation, and business process re-engineering expertise, as well as support during and after Go Live.

Our consultancy is designed to compliment the activities required by the LSP or vendor organisation as a minimum, but is tailored to fit individual Trust requirements.

*“Ideal has an excellent reputation as a top class training provider working exclusively in the health sector. With their experience and demonstrable track record in delivering IT training solutions to NHS organisations, Ideal was the clear choice for BT and Connecting for Health”*

**Jenny Craggs, Training Lead for NHS Connecting for Health**

### Training courses

Ideal provides a wide range health informatics training solutions to healthcare organisations, to enable the development of skills for all staff involved in managing, planning, implementing, supporting or using health systems.

We work with our clients to identify any specific skills gaps and then resolve shortfalls through the delivery of relevant training. Our training delivers long term internal capability whilst also supporting the immediate goals and targets of each organisation.

Training is delivered by our experienced professional trainers who are experts in their subject area. They are extremely effective communicators and can contribute valuable, practical health informatics experience.

All of our courses are designed specifically for the healthcare sector and many of the individual elements of our training courses can be customised to suit either the requirements of a particular audience or to meet a specific skills gap.

**For more information about our services or to arrange a visit from one of our experienced team, please contact Matt Pain on 01483 453508 or [matt.pain@idealts.co.uk](mailto:matt.pain@idealts.co.uk).**

### Course areas

Some of the course areas we cover include:

#### Management training

Business planning  
Programme management (MSP)  
Project management  
PRINCE2  
Change management  
Benefits management  
Service management  
Information governance

#### Technical training

ISEB and ITIL certified courses  
Network skills, SQL and XML  
CRS, PAS and PACS Design and Build and Back Office Applications  
N3, DICOM, HL7 and SNOMED-CT

#### User training

RiO, Cerner Millennium, iSoft, TPP, Choose and Book  
PACS, RIS  
ECDL, Elite