

Walsall Hospitals NHS Trust, Wolverhampton City PCT

Training staff across multiple agencies to use the Single Assessment Process

Project summary

- SAP implementation across West Midlands region
- Training required for a wide range of users over multiple agencies
- Ideal successfully completed a pilot training project and established a process for implementing SAP across the region

Walsall Hospitals NHS Trust and Wolverhampton City PCT are members of the West Midlands Regional SAP Group which is responsible for implementing SAP across the West Midlands region.

The Single Assessment Process, introduced in the National Service Framework for older people, aims to make sure older people's care needs are assessed thoroughly and accurately, but without procedures being needlessly duplicated by different agencies.

The challenge

Within the West Midlands, SAP needs to be used by different agencies including:

- Hospital staff
- Community care
- General Practitioners
- Social Services
- Laboratory diagnostic

This presents particular issues for training because of the:

- Many staff locations
- Different organisations involved
- Different job roles
- Need to ensure all staff are using the system

The SAP computer system is a web based application to be used by all staff as part of the Single Assessment Process. West Midlands Regional SAP Group wanted to ensure that all staff were competent to use the new system before going live across the region.

The West Midlands Regional SAP Group decided to carry out a pilot project to test the feasibility of rolling out the SAP computer system across the entire region.

The solution

Ideal Training was asked to recommend a solution to the problem of training such a wide ranging group of staff from multiple agencies.

Ideal Training worked with West Midlands Regional SAP Group staff to establish the different categories of staff who require training and the type of training each category of staff should receive.

Ideal Training delivered the training to users at locations throughout the West Midlands, both in small groups and individually.

Staff were assessed on their competency to use the new SAP system based on their job role and their role in the process.

Benefits

The West Midlands Regional SAP Group benefited from Ideal Training's experience and expertise in delivering training to healthcare staff. This enabled the following objectives of the pilot project to be met:

- All staff were given appropriate training on the new SAP computer system
- Training and assessment was based on job role and role within the Single Assessment Process
- The pilot project was successfully completed and a process for implementing SAP across the West Midlands was established

West Midlands Regional SAP Group has indicated that Ideal Training staff will be involved in the full rollout of the SAP computer system across the West Midlands.