

case study



client

County Durham and Darlington Priority Services NHS Trust

problem

To assist NHS Primary Care Trust in standardising the version of Outlook used in their Doctors Practices throughout the region.

To deliver training on the transition of X400 email system to SMTP.

To produce documentation in style of a booklet to be issued to each practice. To deliver to all practices by Feb 2004

solution

A Project Manager was assigned by IT Training Solutions to assist the roll-out and worked closely with the Project Implementation Team at the Trust to ensure a smooth transition from the X400 email system to the SMTP system.

The NHS PCT's booked the sessions for staff in 2 hour slots, taking into account geographical locations and travel times for the ITTS trainers. An average days training would involve 4 training sessions being booked and taking a maximum of 3 people per session.

result

A trial week of training was performed at the start of the project to allow both trainers and the Project Implementation team at the trust to assess if training content would be achievable in time allowed. As a result of this, documentation produced by ITTS was then revised to suit quality and quantity

Following on from the trial all ITTS Trainers were introduced to the Project Implementation team and the PCT's, training plans were developed and schedules could now be confirmed and issued

Training was delivered and achieved successfully within the given timescale. Additional training on MS Word, MS Excel & Outlook was requested by the trust to use up remaining training days, as PCT's found interest was low due to other work commitments within Practices.

As a result 397 members of County Darlington and Durham NHS Trust were trained.

