

The Context NHS Programme

NHS Organisation(s)

- Mid Hampshire PCT (including 8 GP surgeries)
- Surrey-Hampshire Borders
- Winchester & Eastleigh Healthcare Trust
- North Hampshire Hospitals Trust
- Guildford & Waverley Trust
- Frimley Park Hospital Trust
- North Hampshire PCT (including 4 GP surgeries)

Description of Project

The Context Programme is a work-based project providing IT and Essential skills training for 8 hospitals and 12 medical practices across Surrey and Hampshire.

Working alongside Lifelong Learning Advisors, the project managers consult with line managers to identify NHS training needs, and subsequently provide tailor-made courses to address the needs of the whole organisation. Subject specialist staff are also involved during this consultation to ensure the relevance of the content and course materials used.

Diagnostic Screening has been used to identify skills needs, and subsequently training has been offered to develop individual's skills.

SEEDA has provided the majority of the funding to supply this responsive, flexible training programme, led by Basingstoke College of Technology and a partnership of 4 colleges.

The eCab (mobile satellite communications resource) funded by SEEDA, has provided interconnectivity for IT training in remote locations such as medical practices. This has ensured equality of opportunity and flexibility of training delivery - causing minimum disruption to work as staff do not leave the premises.

Benefits to Organisation, Staff and Service Delivery

Training Needs Analyses have been carried out to identify whole organisation and individual needs.

A variety of Contextualised courses have been run, including;

- Essential Literacy skills embedded in IT courses; spelling, punctuation and grammar is developed in the context of various types of text relevant to individual work requirements. IT Key Skills and Adult Literacy qualifications have been achieved. These courses have particularly engaged learners from Facilities and other non-professional areas of the NHS, making them more confident with their communication skills and more effective in the workplace.
- Communication courses have been provided, using materials from the workplace to ensure relevance. Small group teaching has supported individuals on NVQ programmes; individuals develop their underpinning skills to access career development (Skills Escalator).
- Courses have enabled non-professional staff to access Foundation Degree courses, which require level 2 Literacy on entry.

- Numerical skills have been developed for both medical and non-medical staff. In order to support their career progression, care assistants have achieved Adult Numeracy level 2 qualifications, allowing them to qualify for OU Nursing courses.
- Basic Counselling courses are being provided for staff including midwives, lay chaplains, physiotherapists and staff from PALS. This helps provide a better service for the patients and their relatives.
- Medical Terminology courses are running for medical practice receptionists, administrators and medical secretaries new to their posts, resulting in a more efficient and professional standard of work.
- Report Writing, Business Letter Writing and Minute Taking workshops have developed the skills of over 80 NHS staff, many from remote medical practices.
- As a result of completing a Learner Representative course, nine members of NHS staff can act as a mentor in the workplace, supporting and signposting colleagues towards learning opportunities.
- ESOL (English for Speakers of Other Languages)
 - Language support for overseas nurses during their adaptation period; nurses have been helped in areas of verbal communication such as telephone conversations; help with cultural differences, particularly in times of patient/relative stress; preventing misunderstanding by improving familiarity with colloquial English
 - Language support given to overseas staff who have little or no English. This has a marked positive effect upon their abilities to understand instruction, training and direction.

We are also delivering IT-only courses

- Getting Started; An IT course which helps staff use a computer effectively and with confidence. Both medical and non-medical staff from all levels are assessed and then taught the “building blocks” of using a computer. In helping the NHS to meet its National Programme for IT targets, these courses are significantly improving patient care. Staff are more confident about the use of new clinical software and communications are improved, both with patients and colleagues, through email and word processing. All staff are assessed again at the end of the course and signposted on to further appropriate skills development both IT and non-IT.
- One-day PowerPoint workshops are scheduled over the next three months for almost 100 staff. Improved skills in this area are required, and will help to deliver, more effective training and cascading of information through the organisation.