

North West Streamlining Success Stories

- **Workstream:** Core: Training
- **Sub Region:** Greater Manchester



Improved Staff Experience Story - from a New Starter

What challenges were there?

Having to repeat mandatory training at induction was a bone of contention for many new starters. If they joined from another trust, core skills training had to be re-done, even if the staff member was still compliant. This created a poor employee experience from day one and wasted the time both of new starters and the HR team.

Laura Middleton, a graduate of the NHS Graduate Scheme in Health Informatics was all too familiar with this issue. Working on the graduate scheme meant she had to move trusts on three occasions and every time Laura was required to resit the training that she'd just completed six months before, despite being fully compliant still.

"I was so full of dread at doing the mandatory training again. It took up time. I worked down in Essex at a community health provider when I did the mandatory training initially. When I moved to another Trust, I had to do it again."

- Laura Middleton, Assistant Business Manager (Performance) at Stockport NHS Foundation Trust

What was the streamlining aim?

A key goal of the North West Streamlining team was to tackle this issue and look at how training competencies could be effectively recorded and shared in ESR via the pre-hire Inter-Authority Transfer (IAT) process, removing the need for mandatory training repeats at induction. The Streamlining team developed a strong network of HR colleagues from trusts across Greater Manchester, enabling them to share good practice around this issue.

What was achieved?



This networking has ensured trusts now accept core skills competencies for new starters via the pre-hire IAT process. This has helped trusts to restructure the induction programme and make cost savings by removing duplication around training. On-boarding is a more positive experience for new starters and compliance rates remain high.

Laura Middleton's recent experiences reflect this. Her next move in December 2018 was very different; she was so pleased she tweeted about it.

"When I moved to Stockport NHS Foundation Trust, someone had blocked out a day in my diary for training. I logged in but it was all there, so I didn't have to waste eight hours. The new system is much better. It means I can get stuck in and do other stuff. It saves so much time, particularly for junior doctors on rotation. Rather than battling with IT and doing unnecessary training, staff can get out in the trust."

- Laura Middleton, Assistant Business Manager (Performance) at Stockport NHS Foundation Trust

When Laura mentioned her experience to colleagues working for another NHS employer, they spread the word to their HR teams. As a result, they didn't have to repeat mandatory training at induction.

Want to find out more?

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North West Streamlining Team Success Stories

