Foundation Year E-portfolio Feedback Survey: Update on Findings

Background

The HEE Foundation Training Year E-portfolio was launched in August 2021. It has been evolving since, with new functionalities developed and added over time.

In March 2022, Health Education England (HEE) commissioned an external reviewer to conduct a user satisfaction survey to gather feedback and generate insight into the E-portfolio for trainee pharmacists.

The purpose of this survey was to understand how users were finding the platform, to inform and support future developments.

HEE have reviewed the recommendations and findings from the survey and have begun work to enhance functionalities, including exploratory discussions with the developers of the E-portfolio.

This document provides:

- A summary of the recommendations from the survey findings (actioned and in progress)
- Next steps

Actioned recommendations

1. **Earlier access to the E-portfolio**

- The registration process was streamlined in 2022/23 to ensure trainees and their supervisors were given access to the E-portfolio as early as possible. As of October 2022, we are pleased to report that the following users have access to HEE Portfolio across England:

    o 80% of trainee pharmacists registered with the GPhC to undertake their Foundation Training Year in England
    o 1,182 designated supervisors and 101 new education programme directors/educational leads.
    o Education programme directors who already had access to the E-portfolio from 2021-22 have also been connected to their new trainees.

2. **E-portfolio access for educational programme directors/educational leads**

- All registered Educational Programme Directors/Educational Leads now have read-only access to their trainees' E-portfolio to enable them to support Designated Supervisors and Trainee Pharmacists

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- E-portfolio orientation sessions were introduced earlier into the start of the 2022/23 training year
- Dates were advertised earlier for the 2022/23 cohort of trainees and designated dupervisors than 2021/22. The sessions are currently ongoing and more information of dates and how to log in to the drop sessions can be found on the HEE webpage.

In progress

Several recommendations gathered from the survey are in progress. These include:

- Enhancing the Absence Log function with the following:
  - The addition of Bank Holidays as a reason for leave
  - Splitting the overall absence figure to allow designated supervisors to complete the GPhC progress review forms easily
  - Displaying leave by chronological date and not date entered
- Enhancing Foundation Training Progress Reviews – clarifying expectations for users
- Enhancing 'save' options to ensure that the platform does not time out and prevent users losing work
- Improving understanding, use and functionality of the HEE Assessment Strategy and activities within the E-portfolio
- Developing Champion Training

HEE are exploring the following survey recommendations with the E-portfolio providers, the Royal Pharmaceutical Society working with Axia Digital:

- Reviewing the user dashboards to maximise its functionality and to reduce duplication
- Improving the workflow within E-portfolio to:
  - include staging of evidence
  - enable users to upload attachments easily
  - provide clearer mapping of evidence
  - enable trainee pharmacists to delete evidence prior to submitting for assessment/review
- Further development of the outcome matrix, to make it more intuitive – to streamline designated supervisors' sign-off process for GPhC Learning Outcomes
- Simplifying the current Learning Needs Analysis and Personal Development Plan tools
- Reviewing current resources, including the E-portfolio user guides, to ease user understanding of the E-portfolio and facilitate access to technical information
- Improving communication functions within the E-portfolio

Next steps

HEE will keep in touch with E-portfolio stakeholder volunteers from across all sectors of pharmacy, to help inform and support future developments.

E-portfolio orientation sessions have been organised to help navigate through the E-portfolio and help answer questions. More information available on the HEE webpage.