



Informatics Merseyside

“ We needed an innovative and personalised approach that would give staff the flexibility to learn at a time that was convenient to them, and in a way that suits their needs. ”

John Llewellyn, Head of Informatics Development, Informatics

BUSINESS CHALLENGE

Hosted by Mersey Care NHS Trust, Informatics Merseyside provides information management and technology (IM&T) services to the local health and social care economy. Informatics Merseyside is responsible for providing quality-driven services that link strategy and innovation to clinical and business need.

To meet the highly specialised training needs of its workforce, Informatics Merseyside wanted to complement the training currently offered with a learning and development programme specifically geared towards the field of informatics and individual staff needs. Additionally, Informatics Merseyside is under constant pressure to improve quality while lowering cost, making it imperative that any new training was cost effective and yet also addressed the lack of flexibility inherent in traditional training approaches.

ABOUT INFORMATICS MERSEYSIDE

Informatics Merseyside is an NHS shared service providing Information Management and Technology (IM&T) services to NHS partner organisations and customers across the regional health and social care economy. Hosted by Mersey Care NHS Trust, Informatics Merseyside (formerly known as the North Mersey Health Informatics Service) went live in 2006 and delivers a range of services including informatics transformation and development, infrastructure and IT operations management to circa 15,000 users in order to deliver ‘health grade IT’ to support high quality and efficient care delivery.

HOW SKILLSOFT HELPED

Informatics Merseyside utilised Skillsoft’s eLearning system to give staff access to an online catalogue of training; a library of specialist resources and mentoring support which was tailored to their particular functional roles.

In a pilot programme, staff were given access to development opportunities including ITIL, Prince2, customer service and technical topics such as Cisco and HTML. Training pathways were developed to give individual staff members access to the appropriate skills development and training they need to perform. These pathways were then mapped to staff Personal Development Plans and every learner’s training journey is monitored and recorded within Skillsoft.

KEY METRICS


86% 86% of personnel involved in the pilot felt their knowledge and skills had increased as a result of the new training

89% 89% believed it help them achieve key Personal Development Plan milestones

Informatics Merseyside was crowned winner of the much-coveted ‘Staff Development Award’ by the Informatics Skills Development Network (ISDN)

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