

Authority Requirements

Training: GPsoc

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1 Training Requirements

1.1 Training Quality Standards

The Supplier shall follow the training standards developed in the NHS Connecting for Health Education Training and Development (ETD) programme for delivering the GPSoC Services. The full training standards documents are available via the NHS CFH web-site at www.connectingforhealth.nhs.uk/etdstandards.

1.2 Training Quality and Audit

In accordance with the Quality Management obligations outlined in the GPSoC Framework Agreement, the Supplier shall be responsible for quality management in respect of the training services delivered. The Supplier shall on reasonable request provide the Authority with evidence showing how the training standards developed in the NHS Connecting for Health ETD programme and referred to below have been adopted and implemented in the provision of the GPSoC training services provided.

1.3 Training Requirements Overview

The Suppliers shall:

- supply the GPSoC Services in accordance with the Enhanced Terms and Conditions and in such a way so as to ensure that general practitioners, receptionists, Practice nurses and associated Practice staff will be able to use the Supplier's GPSoC Compliant System(s) in compliance with the Joint General Practice Information Technology Committee of the General Practitioners Committee and Royal College of General Practitioners 'Good Practice Guidelines for General Practice Electronic Patient Records' dated June 2005.
- complete all the activities required to successfully deploy the GPSoC Compliant System at each Practice including the training required to enable the Practice to make effective use of the GPSoC Compliant System at the relevant GPSoC Compliance Level.
- set out the Training Services that it will offer in addition to the training provided as part of the Core Services.
- describe the services offered including the nature of the training, whether it will be provided at the Practice or elsewhere, the number of training days required and the measures for demonstrating the effectiveness of the training provided and including the specific scope and quantity of key elements of the service
- ensure that those of its personnel who fulfil the Supplier's obligations under the Framework Agreement are suitably skilled and experienced in accordance with Good Industry Practice.

Each of the deliverables in section 1.4 of this document shall be produced and maintained by the Supplier. The deliverables shall be developed for every Practice, with the exception of the Training Strategy deliverable which can be developed once to support multiple deployments. Training materials may also be developed once where appropriate and the Supplier shall recognise that some may then require local tailoring by the practice to ensure they are fit for purpose.

Where subsequent deployment activities take place with a Practice, e.g. simple Release, the Supplier shall ensure that the existing deliverables are refreshed to reflect the current state of the Practice and the implications of the changes being introduced. In cases where the deployment results in more significant changes to the functionality of the system or the ways in which the Practice operates, or more than 12 months has passed since the last deployment activity at that Practice, the Supplier shall redevelop all the deliverables outlined above to reflect the current state of the Practice and the implications of the changes being introduced.

1.4 Requirements

In performing the activities and producing the deliverables set out below, the Supplier shall comply with the requirements set out below. Each NHS CFH ETD standard has been given a code with, for example, the code for 'Trainer Standards, Pre-requisites and Qualifications' being ETD S3.0. These codes are cross-referenced throughout the standards documents.

Success criteria are included as a means of providing a transparent set of criteria to enable stakeholders to assess the quality of each deliverable.

Requirement	Deliverable	Key quality / success criteria for the deliverable *
<p>Training strategy development</p> <p>Suppliers shall provide an overall training strategy which sets out the approach to training design, development, delivery and evaluation and which is linked to the intended outcomes and benefits of the programme in accordance with ETD S 5 A.0</p>	<p>Training strategy (showing link to benefits / business case)</p>	<ul style="list-style-type: none"> ▪ All the intended outcomes and benefits have been identified and the strategy clearly identifies training's contribution to these. ▪ The nature of the proposed training interventions to be used has been clearly detailed and these are comprehensive and appropriate for GP practises. ▪ the language and expressions used in training documentation should be aligned with the language and expressions of the programme/s
<p>Training Needs Analysis</p> <p>Suppliers shall provide adequate information about releases and tools to measure skills gaps in order to enable the practice to carry out training needs analysis in accordance with ETD S 11.A0 in respect of the following groups at each Practice:</p> <ul style="list-style-type: none"> • general practitioners; • receptionists; • Practice nurses, and, • associated Practice staff <p>Suppliers shall provide information and tools to enable the training needs analysis identifies for each group the current level of competencies and the competencies required to use the Supplier's GPSoC Compliant System(s) in compliance with the Joint General Practice Information Technology Committee of the General Practitioners Committee and Royal College of General Practitioners 'Good Practice Guidelines for General Practice Electronic Patient Records' dated June 2005.</p> <p>Based on the above, Suppliers shall agree with each practice how the training needs analysis will be conducted.</p> <p>Suppliers shall, from the results of this needs analysis, clearly identify for the practice the specific training interventions required to address the gap between the current and required level of competencies in terms of</p>	<p>Provision of information and tools to enable training needs analysis to take place.</p> <p>Training needs analysis approach documented and agreed with each practice.</p>	<ul style="list-style-type: none"> ▪ Enablement of the practice to deliver effective TNA, with TNA results utilised by Supplier to identify specific training interventions required.

Requirement	Deliverable	Key quality / success criteria for the deliverable *
<p>the knowledge and skills needed for each group at the GP Practice.</p>		
<p>Training design and management</p> <p>The Supplier shall ensure that all training materials used are fit for purpose, up to date and accurate in accordance with ETD S 7.0. The Supplier shall ensure that course materials are wherever possible easily customisable by the local practice to reflect local procedures.</p>	<p>Training materials (including but not limited to trainer materials, participant materials, quick reference and/or other suitable stand alone user support materials such as elearning and online resources)</p>	<ul style="list-style-type: none"> ▪ Suitable training materials have been prepared for all user groups that include local processes and have been agreed / signed off with the local GP Practice. ▪ The system used for tracking and storing the materials has clear version control, indicates the intended audience for the materials and has the capacity to support the work activities. ▪ Materials are up to date. ▪ Materials comply with established applicable standards (e.g. DDA).
<p>Training quality review, evaluation & assessment</p> <p>The Supplier shall complete evaluation and assessment of all training activities in accordance with ETD S 12.A0 to ensure that training is clearly linked to project benefits and expected outcomes, meets the objectives of the training as identified in the Training Strategy, and complies with any regulatory and national standards.</p>	<p>Training evaluation reports and action plans</p>	<ul style="list-style-type: none"> ▪ Feedback has been sought from all trainers and trainees. ▪ Evaluation covers all stages of the training process. ▪ Evaluation assesses the extent to which the benefits have been realised. ▪ 'SMART' action plans are drawn up in respect of all issues identified. ▪ System used for recording and reporting on training activities is able to store and report on all of the required information.
<p>Training and supporting trainers and training personnel (including ensuring they have the necessary skills and experience)</p> <p>The supplier shall ensure that its personnel possess the necessary knowledge, skills, experience, qualifications and attitude / aptitude as set out in ETD S 3 in respect of the training activities they undertake and the basic computer skills as set out in ETD S 4.0.</p>	<p>Record of training personnel training and development</p>	<ul style="list-style-type: none"> ▪ Records in respect of all trainers have been completed and maintained against the criteria in ETD S 3, ETD S 4.0, in respect of system and process training and

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<p>The Supplier shall ensure that trainers have been appropriately trained themselves and are supported during training activities in accordance with ETD S 14.0.</p>		<p>on-going development.</p> <ul style="list-style-type: none"> ▪ Trainers have received training and been assessed as competent to train the system prior to assignment. ▪ Support to trainers is provided on a regular basis including access to updated materials and other tools required to complete their work.
<p>Delivery of training</p> <p>The Supplier shall create a Training Plan for the implementation in accordance with ETD S 13 A0. This plan should cover the design, development, delivery, evaluation and support of the systems training programme, in particular:</p> <ul style="list-style-type: none"> • Timing – schedule of tasks, durations, start dates and end dates for completion of the Training Project, with internal and external project dependencies indicated and key milestones which form the critical path within the Training Project. • Resources – including clearly defined role / responsibility descriptions • Facilities – the physical and technical infrastructure components required to support the completion of the Training Project • Data –outline of the data management processes for the Training Project • Project Controls –descriptions of Issue, Risk and Change Control management processes, etc. • Communications – details of communication required in respect of training • Quality – the specific quality measures in respect of training • Integration – description of how the dependencies within the Training Project and the dependencies external to the Training Project (e.g. within the specific GP Practice) are managed. <p>Where training is delivered on supplier premises, the Supplier shall ensure that the facilities and IT used in the delivery of training comply with the standard identified in ETD S 6.0, in particular that all Health and Safety requirements are met. Suppliers must comply with the Disability and Discrimination Act (DDA1995) in respect of all training activities. Standard ETD S 10.0 provides further guidance in this area.</p> <p>The Supplier shall ensure that appropriate assessment of training takes place to confirm that the</p>	<p>Implementation Training Plan</p> <p>Training completion report (including details of individuals trained, assessment results and feedback)</p>	<ul style="list-style-type: none"> ▪ The training plan covers all the areas stipulated and has been agreed / signed off by the GP Practice. ▪ The plan has been flexed as required during implementation to ensure all trainees have been adequately trained. ▪ The facilities and IT used in the delivery of training comply with the standard identified in ETD S 6.0, in particular all Health and Safety and Disability and Discrimination Act (DDA1995) requirements have been met. ▪ Assessment of all trainers and trainees has been completed and recorded. ▪ Assessment is fair and accurately determines whether the trainer / trainee is competent to use the system correctly and, in the case of trainers are competent to train the system.

Requirement	Deliverable	Key quality / success criteria for the deliverable *
<p>required levels of competency at the GP Practice have been reached and record the results. The Supplier shall record feedback on the training to assist in the compilation of evaluation of the training and action plans. Feedback and assessment data should be delivered to each practice to form part of the record of staff training.</p>		
<p>Hand-over of training to 'business as usual' (as appropriate) Where on-going training in the system, for example for new users, is not offered as an additional service, the Supplier shall ensure transfer of the training materials etc to those responsible for continuing the training, such that the GP Practice has all the necessary materials etc. to establish the training activity as a 'normal' business process. ETD S 9.0 provides further guidance in this area.</p>	<p>Training hand over report</p>	<ul style="list-style-type: none"> ▪ The GP Practice has agreed / signed-off that they have all the materials they require to complete the training in the future. ▪ BAU is successfully managed by the GP practice.
<p>Training Environment Integration with TraMS Suppliers shall ensure that every Spine compliant product has an associated training environment that is integrated with the Training Messaging Service (TraMS).</p>	<p>A training environment integrated with the Training Messaging Service (TraMS).</p>	<p>Training environment established and integrated with the Training Messaging Service (TraMS).</p>

* For most of the areas above, more detail on the key quality / success criteria is set out in the associated standard for that area.