

Enhanced Data Management and Improved Administration of HR, Learning and Development



“The installation of our PathFinder system has provided us with a cost effective solution to our integrated HR and training needs. The system is simple to use, reliable and tailored specifically to the needs of our trust. It’s scaleable and the system has the capability to offer a much wider range of benefits in the longer term. The system also has the capability to be easily integrated with other key NHS initiatives.

James Walters Human Resources Manager Hillingdon Primary Care Trust

James Walters is HR manager at the Hillingdon Primary Care Trust (PCT), he has a senior role in a team of eleven HR and Learning and Development specialists alongside a number of seconded project staff.

The department’s main responsibilities are recruitment and employee life cycle, case management, workforce planning and reporting and learning and development.

Hillingdon Primary Care Trust (PCT), based in Yiewsley, Nr Uxbridge, is the lead local health organisation responsible for NHS services in the community with approx 17 community based sites and 800 staff ranging from nurses based in local schools to specialists in public health.

The Trust is a leading partner in health and social care organisations in Hillingdon and works closely with the borough council, voluntary organisations, Hillingdon Hospital, and the public to provide health and social care to a population in the region of 250,000.

Hillingdon Primary Care Trust (The PCT) is committed to creating and sustaining an organisation where all staff have access to training and development opportunities, to develop new skills and ways of working to underpin changes in the access to and quality of healthcare delivery.

The PCT is monitored and accountable to the Strategic Health Authority. Hillingdon PCT is ultimately accountable to the Secretary of State for Health.

“The integration of the new HR function is very beneficial as we now work from one central data source maintained by HR and training within their respective areas but feeding into one total workforce package”

**James Walters
Human Resources Manager
Hillingdon Primary Care Trust**



In 2005 Hillingdon PCT identified a requirement to strengthen their mandatory training provision. It was imperative that any investment into education and training supported the service objectives of the organisation, and that contractual obligations and incentives supported quality, efficiency and effectiveness, whilst maximising the educational opportunities for the greatest number of staff

AccessAcademy was chosen to provide a system that could meet these needs because they offered a cost effective integrated solution with upgradeable functionality for future development and scalability. AccessAcademy began working with the project team at Hillingdon Health Economy in May 2005 initially to provide them with a training management and booking system to meet their requirement to strengthen mandatory training provision. The system remit widened however during the implementation phase at the request of the PCT to include a bespoke HR module, as their existing HR system did not have the capability to meet ongoing needs, and they wanted a system with the ease of use and functionality of the PathFinder system.



AccessAcademy - UK
Workforce Optimisation Solutions



The Benefits of the New Training and Booking System

Staff now receive instant feedback on course bookings through the automated email functionality of the system and course information is readily available. The system automatically notifies line managers when a member of their team does not attend a course ensuring immediate follow up and rebooking which is especially important for mandatory training. The system can automatically generate certificates of course completion for candidates which they can retain to substantiate their training record if requested.

Reporting Functionality

The reporting requirements at department, authority, and government level are continuously changing and the integrated reporting function offers us the capability to make these changes effortlessly. We can now automatically upload required data for interrogation by the Strategic Health Authority and the Department of Health which we were struggling to achieve prior to installing the system. Within three months of implementing the system we had validated all workforce data and we received a letter of commendation from the Authority recognising our progress.

The benefits of the HR system

“Employee records are now up to date and hold the relevant information due to our close involvement in the development and build of the new system. The availability of accurate data and the ability to easily extract data held within the system through the PathFinder reporting module has been really beneficial in supporting our workforce planning activities. From the level of reports that we now get from the system we were able to identify that in one area of the PCT almost 50% of the workforce were due to retire in the next five to ten years. With the current freeze on recruitment this would have caused immeasurable problems longer term. However I am now able to take remedial steps based on the supporting data to ensure that we have developed a strategy to address this issue.”

Administration

Due to the high levels of automation within the system we have reduced the time spent on administrative tasks by up to 40% which we can now spend progressing more relevant areas of the department. This has also had a positive effect on job satisfaction within the department as they can now focus on the key elements of their role instead of performing tedious administration tasks. Prior to installing the system we had to use the services of specialist resources to manually input data from a paper based system to meet our reporting criteria – by investing in the new PathFinder system this is no longer required and it is now a simple procedure which is carried out within the department.

System Security

The new system meets all the standards set out in the authority’s information security policy and has full audit trail capabilities through its hierarchical access structure. User access levels are defined by job role and each user is given a unique user name and password. The system is hosted on the authority’s intranet on its own dedicated server and security is managed by the Authority’s IT department. AccessAcademy have an automated back up facility in the event of any loss of data.

Regulatory Compliance

The system enables us to track mandatory training and automatically follows up DNAs (did not attend). It also provides a full audit trail of compliance training to support any regulatory reporting requirements. A key responsibility of our department is ensuring that all relevant professional registrations are kept up to date. This is a mammoth task however the new system enables us to track registration renewals much more effectively.

Our Relationship with AccessAcademy

AccessAcademy have been very supportive throughout the whole process and have worked closely with all members of the project team to develop a system that is tailored exactly to the needs of the PCT. During the implementation process if there were any issues the team were always close by and maintained regular contact.

The Future

We are now moving towards a self service way of working and starting to understand the benefits of using web based technology to offer the department improved functionality, record keeping and data management. The system has the capability to offer a much wider range of benefits in the longer term - including learner access for self learning, integrated assessments and a virtual learning environment to support blended learning and mentoring initiatives. Our familiarity and recognition of the benefits of using the PathFinder system will pave the way for the forthcoming introduction of other web based systems within the NHS such as the ESR (Electronic Staff Record), Choose and Book, and the EPS (Electronic Prescription Service).

