IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY

IT Skills for……..
Health Professionals

NHS

Candice Niven is a Physiotherapist at Northumbria Healthcare NHS Trust. In this interview, she describes how the NHS IT Skills Pathway has assisted her with her day to day work.

How do your duties involve the use of Microsoft Office/Windows?
As well as treating patients we have to develop patient information leaflets, induction packages for new staff and develop assessment tools.

Do you use Microsoft Office/Windows regularly?
I use Office every day at work and am often on the computer writing leaflets or writing letters as well as writing up post-op protocols. Primarily I use Word, but recently we started delivering exercise classes and we capture the outcome measure that have scores that we review to ensure the class is working. I therefore needed to learn how to use Excel so that I could interpret those statistics.

What did you already know about the NHS IT Skills Pathway before taking the course?
I had never had any formal IT training before taking the course but always knew there was more to learn so wanted to improve my knowledge by taking the course.

How did you hear about the NHS IT Skills Pathway?
I learned about the programme initially through the IT Department as I had previously attended a few training sessions with them. I spoke to the IT Training Manager regarding what was available as I had identified this in my personal development review and I then booked onto the programme.

> *"I had never had any formal IT training before taking the course but always knew there was more to learn so wanted to improve my knowledge by taking the course."*

Tell us how you went about learning?
After booking onto the course I was given a workbook for 3 months on loan. Within the workbook there was a CD and it was primarily self-directed learning which I did occasionally at work but mostly at home. There were also workshops available and I attended 3 workshops in that period and then I had a mock exam towards the end which was a timed exam. That gave me an idea as to whether I was ready to take the proper exam.

For more information about the NHS IT Skills Pathway, please visit our website at:

http://www.cfh.nhs.uk/systemsandservices/icd/itskills/pathway

Alternatively you can email us at:

it.skills@nhs.net

MOST Microsoft Office Skills Training

CANDICE NIVEN, Physiotherapist
North Tyneside General Hospital

(Continued from page 1)

What was the experience like?

I felt a bit nervous throughout the exam experience but I always feel under pressure. I had been given good advice by the trainer prior to the exam and he had said to leave the difficult questions until the end so you knew how much time you had left to think about the more taxing questions. Overall I felt the exam went well and made me realise how much I had actually learnt through the whole experience.

After taking the exam I found out straight away whether I had passed it and it was all very quick and easy. I was very excited that I passed the exam because it has always been a goal of mine to improve my IT knowledge and the application of those skills.

"For the last couple of years I've been wanting to improve my skills in Microsoft Word and Excel and as the trust has been able to provide this at no cost I have been able to carry this out and it has been a great experience and I have thoroughly enjoyed it."

Now that you've taken the course, how does it help you?

The skills have helped me since doing the exam because, for example, creating patient information leaflets has always involved a lot of time within the physiotherapy department. I am involved in a trust wide group which involves a lot of meetings and emails and had I known about 'track changes' that would have reduced the timescale drastically to try and create the leaflets. As opposed to many emails we could have used one document and made the corrections within that one document. We can now apply that knowledge and improve our productivity.

What would be your message about NHS ELITE/NHS MOST to other staff across the NHS?

For the last couple of years I've been wanting to improve my skills in Microsoft Word and Excel and as the trust has been able to provide this at no cost I have been able to carry this out. It has been a great experience and I have thoroughly enjoyed it and I would like to thank the Trust for the opportunity.

What are the next steps for you in terms of IT learning?

After I had completed the Word module I was then keen to progress and Excel is next on my list. In fact I'm half way through completing that module as this can be applied to many aspects of my work including auditing classes and getting information back from that to check that we are progressing our service. After that, who knows! I will have to look and see what's on offer.

The NHS IT Skills Pathway covers the full range of competencies for users of IT, from basic through to advanced levels. It has been developed in partnership with the NHS to provide an officially recognised route of learning and certification for the whole workforce.

Its purpose is to encourage everyone working within the NHS to review their current IT skills and knowledge against the national standards, determine what their skill gaps are and then identify their future training requirements based on the products that are available.

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http://www.cfh.nhs.uk/systemsandservices/icd/itskills/pathway