IT Skills for........ Managers

NHS

Garry Schulz is the Improvement & Development Manager at Newcastle upon Tyne Hospitals NHS Foundation Trust. His day to day duties involve extensive use of Microsoft Office products to an advanced level – particularly Microsoft Excel. We caught up with Garry to find out how getting training and certification via the NHS IT Skills Pathway has assisted not only him, but his colleagues in Service Improvement and also the wider Trust workforce. Garry takes up the story.

"A large part of my day is spent using IT especially Excel for data analysis. Up until recently I was entirely self-taught and whilst I knew what I knew, I wanted to get some formal training to find out what else the software could assist me with. I found out that my Trust was able to offer training to an advanced level so, having agreed this with my line manager, I enrolled."

At his induction with the IT Training department at the Trust, Garry was supplied with workbooks that meant he could study at his own pace and time. Starting with Excel he also completed learning in Word, PowerPoint and Outlook. By passing the Excel and Word exams at "Expert" level, he is now certified as a Microsoft Office Master.

Garry also made use of the supplied practice exam software. Speaking about this he said *"Booking in for the practice tests gave me a deadline to work towards with my learning and they were also very useful preparation for the live exams. Obviously the questions aren't the same as the ones in the live exam, but they give you a great idea of the type of things to expect. They also get you used to the exam environment and help develop exam technique"*

> *"I now know that I'm doing things the best way they can be done"*

Having undertaken learning and passed the exams, Garry says he now has greater confidence when using Office software. *"I now know that I'm doing things the best way they can be done. I'm also able to create things like Pivot Tables much more quickly and systematically than I had done previously."*

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

(Continued from page 1)

Garry is also saving his colleagues within the Trust time as well as himself. *"Previously I needed to request data from the Information Team in a specific format. Now I can simply get the raw data from them and do the rest myself."*

So how else is the training helping Garry and the Trust?

A large amount of Garry's time is spent visiting various areas within the Trust and assisting staff with improving the efficiency and effectiveness of their services. Whilst there, Garry is often able to pass on simple tips on better ways to do everyday Office tasks to staff. He also finds that he is in greater demand within his own team for advice on how to do things in Office.

"By suggesting even just small improvements to the staff I meet will mean they are more efficient and productive. Ultimately this reduces the time being spent on back office tasks within the Trust. This saved back office time can be reinvested into quicker, more appropriate, better patient care."

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So finally, what does Garry think about staff undertaking IT Training within the NHS?

"I think anyone that uses a computer should undertake some IT training that is appropriate to their work. I'm sure that increased productivity with ensue as a result"

DID YOU KNOW?

In a recent survey of over 3000 Learners that undertake Microsoft Office Skills Training:

- 97% of respondents state that what they have learned will help them with their day to day tasks
- 91% stated that partaking in the programme has increased their productivity in the workplace
- 99% would recommend the programme to their colleagues

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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