

Company:

NHS Yorkshire and the Humber

Industry:

Health

Website:<http://www.nhs.uk>**Solution:**

Multiple web and database servers

Profile:

Three NHS Trusts with requirements for tailored regional and local training online.

**Overview**

The NHS North West, NHS Yorkshire and the Humber and NHS North East pioneered a venture to provide an open e-learning environment to make tailored staff training more accessible to its workforce at any time, from any location.

With efficiency and expenditure as the main factors influencing their choice of web host, the NHS trusts chose UKFast after a tender process. Since partnering in 2009, UKFast has lived up to, and gone beyond, the Trusts' expectations in terms of uptime, support, flexibility and budget requirements.

Situation

The National Learning Management System (NLMS) is the route by which NHS Staff may access electronic learning materials and is focused on NHS national training objectives and directives as well as continuing professional development.

However, as with any large organisation the requirement for tailored regional and local training is key to the success of eLearning uptake. The NLMS has two key weaknesses in relation to providing this training.

Training content is controlled (added and removed) at a national level – the process for amending such training can be slow. Additionally, locally and regionally produced content must be hosted externally and linked to the NLMS via an interface.

A key objective to the eLearning environment project was for widespread access via open means, anytime.

To this end access via the internet was vital to users being able to efficiently use 'spare' time. In order to work properly, the eLearning Environment required a hosting provider and solution that could provide knowledgeable 24/7/365 technical support to assist in the delivery of training material at all times of the day and night.

It needed a resilient and reliable solution to provide access to training content on demand and the ability to FTP new material quickly and easily.

Finally, The NHS needed a fast, flexible and dynamic consultation to enable initial launch and to change technical requirements as training needs developed.

“Cost saving was important to us. Every penny is being scrutinised at the moment. Our solution allows more than 100 NHS organisations to share content rather than spending on separate servers.”

- A fast, efficient and helpful set-up and 'launch' process
- A reliable website for use, as intended, 24/7/365.
- Comprehensive, helpful and knowledgeable technical support as and when required; engineers answering the phone within 3 rings.
- 100% uptime with servers backed-up as standard.
- Monthly PROtection performance reports on all servers.



Solution

NHS North West and NHS Yorkshire and the Humber joined forces with UKFast after instigating a tender process. They were most impressed by the quality of information UKFast provided in comparison to other entries and, after working with the hosting company on other projects previously, they trusted UKFast to deliver on its promises.

UKFast developed a solution that allowed NHS Yorkshire and the Humber, NHS North West and NHS North East to share web servers for delivering eLearning to NHS Trusts and organisations across the North of England.

Web servers are used to deliver web based eLearning courses via an interface to participants. More than 200 courses can be accessed including clinical and non-clinical offerings such as: medical terminology courses, cervical screening courses, junior doctor induction courses, leadership and management courses and IT skills training.

Two SQL servers provide database capability to power several important NHS websites, including: Mentoring and Coaching Database and Training and Public Health Assessment Tools.

Richard Price, spokesperson for NHS Yorkshire & the Humber, said: "A key requirement for us was 100 per cent uptime guaranteed. UKFast can guarantee this with the set up they have in place.

"Cost saving was also important to us. The fact that our solution allows more than 100 NHS organisations to share content rather than spending on separate servers means we can justify our continued relationship with UKFast. It's one set of servers being paid for and maintained in the region. It also facilitates the sharing of content and reduces duplication."

Benefits

Price says the decision to choose UKFast in 2009 was a good one. Since employing UKFast's services, NHS trusts in the north have benefited from a reliable website which has been launched as intended, with around the clock support from qualified engineers.

The eLearning Environment is of huge benefit to the NHS North West and NHS Yorkshire and the Humber who previously had to dedicate entire days to training staff.

"This facility is of major benefit to aspects of the NHS such as the ambulance service. Instead of taking them off the road for a day, they can sit in lay-bys with a PDA, learning the latest training."

This allows concurrent activity and makes the most of the NHS' limited time and resources.

"Similarly, nurses on late shifts may find that by 3am their patients are asleep. To use their time more effectively, they can now access training materials online, extending their training and boosting their knowledge."

The base of knowledge incorporates information on everything from fire safety to planning to prevent terrorist attacks. It offers savings in relation to cost and time without reducing the quality of training at a time when the NHS must justify all expenditure to the most minute detail.

Only with the speed, reliability and support that the UKFast network and team provide have NHS North West and NHS Yorkshire and the Humber been able to offer this quantum leap forward in local training.

Price says: "I've been nothing but impressed since the initial tender process."

"This facility is of major benefit to aspects of the NHS such as the ambulance service. Instead of taking them off the road for a day, they can sit in lay-bys with a PDA, learning the latest training."

"The technical support at UKFast is second to none. I've been nothing but impressed since the initial tender process."

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