



NHSBT Case Study

When NHS Blood and Transplant wanted to upgrade their desktop equipment they turned to experts QA to implement the upgrade of Windows and Office software and train their workforce.

The Challenge:

NHS Blood and Transplant (NHSBT) were looking for a supplier to support a large migration, moving from an ageing ICT desktop estate delivering a poor user experience. They were keen to source a strategic learning partner to support user adoption following the rollout of Windows 10 and Office 365 across 15 donor centres and to around 4,600 users. QA were chosen to aid the user adoption and provide long term training solutions.

Some of the core issues which needed to be addressed included:

- A large skills gap – not all users were tech-savvy.
- Reverting to old behaviours was a risk – user engagement was a concern.
- Rolling out the desktop to a widely diverse public sector population with regards to geography, skills and working practices.

The Solution:

QA opted to provide a learning solution that went beyond pure windows 10 and Office 365 training delivery. This approach included communications activities, bespoke e-Learning, and floor walking and drop-in session engagement activities. QA also provided the client with a Communications Manager, Project Manager, end-to-end delegate administration team and Business Application trainers.

Continual engagement with users and other key stakeholders through communications activities (provided by a Communications Manager and Administration Team) helped address information concerns and raised awareness of the device deployment and training timeframes.

QA Partnered with NHSBT to create and train a client champion network, providing a legacy support solution and in-house content expertise. All QA and client run events were effectively communicated by the Communications Manager thus maximising attendance and adoption success. They provided floorwalkers to support users 'at desk' on all client sites both during and post rollout to embed new working practices and maximise productivity during the change period. Floorwalkers were tasked with creating a safe environment for less tech-savvy users to learn and ask clarifying questions.

A lead Instructor was also provided to create bespoke digital e-Learning modules and instructor led classroom sessions with aligned training priorities defined by working with client stakeholders. All content options were delivered through either self-service or easy enrolment administration, with emphasis being placed on self-reliance to implement long term effectiveness.

The e-Learning took the form of a digital end-user application training approach, where online technology was used to simulate the software the learners would be using back 'on the job'. This gave them a view of the system functionality as well as performance support. Specialist videos were filmed via Camtasia, a platform that allowed QA to film the desktop environment and showcase key tools in action.

The look and feel of the platform also needed to be considered. The requirement was for an easy to use platform, available on demand and one able to fit the user's needs (so it would be adopted and fully utilised). A modular

approach was chosen as the 'best fit' for the client, this was largely based on colleague specific schedules/shift patterns. Colleagues could use the modular learning in the following ways:

- A Full Course – To run through the modules from start to finish in one sitting, like taking the whole classroom course.
- Self-Paced – Taking modules when it fitted with their schedule, being able to save progress and take other modules when they were next able.
- Troubleshooting – When individuals needed support they could choose a specific module to support them. It was important we included this 'on demand'/troubleshooting support as it ensured continual opportunities for individual learning.

The Outcome:

QA closely monitored the programme and produced presentations which included attendance rates, engagement with different device users and challenges addressed by floorwalkers. The NHSBT Project Team were provided regular data summaries of engagement and the feedback provided by users, trainers and floorwalkers was a good source of business intelligence on common queries and further support needs going forward.

The programme has since been shortlisted for the Computer Technology Product Awards 2018 'Client Project of the Year Award'.

About NHSBT

NHS Blood and Transplant (NHSBT) is an executive non-departmental public body of the Department of Health and Social Care. Established in 2005, it combines the responsibilities of two separate NHS agencies, UK Transplant and the National Blood Service.

Tasked with providing a reliable, efficient supply of blood, organs and associated services to the NHS, the organisation has maintained or improved the quality of the services delivered to patients, stabilised the rising cost of blood and centralised a number of corporate services.

“Working with QA was an extremely positive experience from the Account Management team through to the project managers and developers. Regular communication ensured NHSBT was fully aware of the progress being made and even when internal technical challenges arose, QA support was reliable and dependable. I would have no hesitation in recommending QA as a partner and would happily work with the team on similar projects in future”.

David Marshall
Customer Relationships Manager/Work Stream Lead
NHSBT Desktop Modernisation

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For more information on how QA can help your organisation.