



DELIVERING  
OUTSTANDING  
CARE AND  
EXPERIENCE



RECRUITING,  
DEVELOPING AND  
RETAINING OUR  
WORKFORCE



AN ANCHOR  
IN OUR  
COMMUNITIES



WORKING TOGETHER  
WITH LOCAL HEALTH  
AND SOCIAL  
CARE PROVIDERS



DELIVERING  
LONG-TERM  
SUSTAINABILITY



Information pack for the post of

EPR Training Manager

Division of Corporate

November 2023



GOOD TO  
OUTSTANDING



## Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.



**Hannah Coffey**  
**Chief Executive Officer**

## Job Description

<b>JOB TITLE</b>	EPR Training Manager
<b>GRADE</b>	7 (subject to banding approval)
<b>HOURS OF WORK</b>	37.5
<b>DEPARTMENT</b>	EPR Programme
<b>BASE</b>	Your primary base will be Peterborough City Hospital however travel between NWAngliaFT Hospital sites will be required. A mix of onsite and remote working should be expected.
<b>RESPONSIBLE TO</b>	Workstream Senior Project Manager
<b>ACCOUNTABLE TO</b>	EPR Programme Director

## Background and Context

North West Anglia NHS Foundation Trust is embarking on a large-scale transformational change with the implementation of a core electronic patient record system (EPR).

This will transform the way we care for our patients – by replacing most of the Trust’s clinical systems with a single digital record to manage patient interactions. The EPR is an ambitious programme and is an opportunity to improve how we work as a team, make care safer and support staff to spend time on the things that make the biggest difference to patients.

The impact of this change is not underestimated and the EPR programme team will need to ensure significant attention and focus is given to embedding digital skills across the Trust, ensuring our staff remain engaged and supported on the journey.

- 1.1 In the early phase of the programme one of the post holder's primary responsibilities will be to establish feasibility of a Smart Digital Academy, that will underpin and provide a solid digital skills foundation for those impacted by the change.
- 1.2 The post holder will also be responsible for the creation, implementation, and maintenance of the Trust's EPR Training Strategy and Plan, enabling successful implementation and adoption.
- 1.3 The role will be responsible for developing the training strategy from the beginning, using their understanding of complex training implementations, and exercising personal judgement to interpret requirements.
- 1.4 The role is responsible for delivery of all programme training including developing, structuring, and scheduling training plans to enable successful implementation and adoption of the Trust EPR.

**Smart Digital Care**

**EPR Programme Organisation Breakdown Structure (OBS)**

**EPR Programme SRO and Chief Digital Information Officer**  
Geraldine Wingfield-Hill

**EPR Programme Director**  
Robyn Tolley

**COIO**

**CNIO**

**Head of PMO and Deputy EPR Programme Director**  
Jamie Smithson

**Readiness Workstream**  
Senior Project Manager  
Laura Jones

**Technical Workstream**  
Programme Manager  
Marc Grisenthwaite

**Deployment Workstream**  
Senior Project Manager  
Charlotte English

**Head of PMO and Deputy EPR Programme Director (Jamie Smithson):**

- Grid Project Support Officer BS FTE 1.0
- Procurement PM Paul Kendrick FTE 1.0
- Grid Project Support Officer BS FTE 1.0
- Finance Joanna Cuthbert FTE 1.0
- Grid Business Analyst BS FTE 1.05
- Admin Manager Penny Wylie FTE 1.0
- Admin Support Matt Wylie BS FTE 1.0
- HR Support Bettina Marie Fitzharris BSC FTE 1.0
- PSD Sheryl Abbott BS FTE 1.0
- Benefits Manager Una Garrett FTE 1.0
- SRO/ Risk SBA/B FTE 1.0
- Prog Co-ord BS FTE 1.0
- CSD SBA FTE 1.0

**Readiness Workstream (Laura Jones):**

- EPR Business Change Manager J WTE
- EPR Communications Specialist Team
- Senior EPR Business Change Analyst SBA WTE
- EPR Training Manager J WTE

**Technical Workstream (Marc Grisenthwaite):**

- Data Quality Project Manager Simon Atkinson
- Grid Data Analyst BS FTE 1.0
- Enterprise Architect BS FTE 1.0
- Grid Data Analyst BS FTE 1.0
- Grid Cyber BS FTE 1.0

**Deployment Workstream (Charlotte English):**

- BA Theatre BS FTE 1.0
- BA Pharmacy BS FTE 1.0
- BA Outpatients BS FTE 1.0
- BA Inpatients BS FTE 1.0
- BA General BS FTE 1.0
- BA ED BS FTE 1.0
- BA Maternity BS FTE 1.0
- EPR Testing Manager J WTE

### **3.0 Main Duties and Responsibilities**

- 3.1 Support and champion digital transformation and the EPR journey across the Trust.
- 3.2 In collaboration with key stakeholders including the Trusts, CNIO, CCIO, Transformation Team, Organisational Development Team, Clinical Systems Operations Manager and the Informatics Training and Support team, facilitate the development and delivery of an NWAngliaFT digital workforce training strategy and plan for each of the different clinical and non-clinical professional groups.
- 3.3 Identify and analyse stakeholders, understanding their interests, concerns, and levels of influence, and develop tailored strategies accordingly.
- 3.4 Develop a formal training needs analysis framework to identify skills gaps and link to personal digital development plans (clinical and non-clinical). The post holder will plan and coordinate a Trust wide training needs and skills gap analysis
- 3.5 Assess feasibility and formalise a proposal to establish a Smart Digital Academy within the Trust, which comprises the following key responsibilities.
- 3.6 Develop the proposal to cover purpose, cost, timescales and plan, resource and accommodation requirements and gain the necessary approvals to enact.
- 3.7 Using project management skills to plan and coordinate the tasks required to deliver the Smart Digital Academy
- 3.8 Ensure a robust communication plan is developed to support the implementation and feed into the overall EPR programmes communication plan to ensure messages are managed effectively and stakeholders are kept informed.
- 3.9 Develop and track key performance indicators (KPIs) related to the effectiveness of the Smart Digital Academy
- 3.10 Define the Service model and ensure successful transition to BAU and operational ownership.
- 3.11 Lead or facilitate workshops and/or deliver presentations appropriate to the scope of the role
- 3.12 Support the scoping and implementation of a learning management system for the EPR programme
- 3.13 Develop and track key performance indicators (KPIs) for the delivery of EPR training
- 3.14 Lead on the development, structuring and scheduling of a training delivery framework and plan for the whole organisation, covering both implementation and longer-term business as usual training activity.
- 3.15 Be responsible for the continued refinement and adjusting of plans based on programme and Trust needs.
- 3.16 Be responsible for reporting on all aspects of EPR training strategy, policy, and delivery.
- 3.17 Management responsibility for production of high-quality training collateral, manuals and exercises delivered through a variety of media.

- 3.18 Work with colleagues across the Trust to adapt policies and procedures to fit with new processes and implement these. Provide expert advice to policy development processes as required.
- 3.19 The post holder will work autonomously with the support of line manager for matters requiring escalation
- 3.20 Management of the EPR training team in accordance with Trust guidelines
- 3.21 Lead on evaluation of EPR training, using outcomes to further develop and refine training plans and delivery.
- 3.22 Monitor progress against plans and escalate variances in a timely manner.
- 3.23 Prepare appropriate status reports for the Senior Workstream Project Managers and EPR Programme Director highlighting progress towards targets, identifying issues/risks, developing, and proposing recommendations/contingencies for their successful resolution.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the post holder.

## Working at our Trust

### A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



### B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery



- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

### **C. Your responsibilities to the Trust, our patients and staff**

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

#### **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

#### **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

#### **Data Protection**



You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

### **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

### **Customer Care**

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

### **Values**

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

### **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

### **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

### **Confidentiality**

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

### **Safeguarding the welfare of children and vulnerable adults**

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

### **Mandatory Training**

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

### **Raising issues of Concern**

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.