	<b>Electronic Transmission of Prescriptions – Release 2 Training &amp; Guidance Strategy</b>			
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## Electronic Prescription Service Release 2 Training & Guidance Strategy

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Stakeholder	Channel for review
GP User Group	User Group Meetings/Via Email
Pharmacy User Group	User Group meetings/Via Email
National NHS CFH ETD Leads	National ETD Meetings/via Email/conference call/NASP Meetings
Cluster ETD Leads	Cluster ETD Meetings/via Email/National ETD Meetings
NHS CFH ETP Team	Team Meetings/Email

**Approvals:**

This document requires the following approvals.

Name	Signature	Title	Date of Approval	Version
Tim Donohoe		Group Programme Director	01/08/07	0.10
Ian Lowry		ETP Programme Manager		
Susan Grieve		Principal Pharmacist DH	12/09/07	0.12

**Document Status:**

This is a controlled document.

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Additional information about the Electronic Prescription Service, including guidance materials can be found at [www.connectingforhealth.nhs.uk/eps](http://www.connectingforhealth.nhs.uk/eps) .

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## 1 EXECUTIVE SUMMARY

Release 2 of the EPS brings changes to existing business processes for prescribers and dispensers. The NHS CFH ETP Programme team will produce national guidance products which will inform end users about the service and introduce the changes to business processes for prescribers and dispensers that will be introduced in Release 2.

The national team will also be responsible for:

- Building upon existing relationships and collaborative working with system suppliers and pharmacy organisations;
- Ensuring that system specific EPS training materials are produced by suppliers and reviewed in the Common Assurance Process (CAP)
- Supporting NHS organisations in the delivery of EPS training materials;
- Maintaining close links with the NHS CFH ETD Programme.

The training strategy for Release 2 of the Electronic Prescription Service is a high level framework which encapsulates the approach to training design, development, delivery and evaluation linked to the intended outcomes and benefits of the programme. The strategy will be used as a basis for planning training activities to support EPS R2 initial implementation and nationwide deployment.

## 2. INTRODUCTION

This document outlines the national strategy for training and guidance to support the implementation of Release 2 of the Electronic Prescriptions Service in England.

## 3. DOCUMENT PURPOSE

The purpose of this document is to define the EPS Release 2 training and guidance strategy which encompasses the following:

- How the end user training needs were determined
- The responsibilities of the Key Stakeholders involved;
- The training and guidance products that will be developed by the EPS Team
- The training resources, channels and methods of training delivery
- The training evaluation and assessment process
- The management Information and training reporting mechanisms
- How EPS training will integrate with the national NHS CFH Education Training and Development programme and Primis+.
- Outline of the training element in the Common Assurance Process (CAP)

### **3.1 Intended Audience**

This document is aimed at everyone involved with training for the Electronic Prescription Service in England, including:

- National ETP team members
- SHA/PCT Training Leads
- ETD Leads
- NASP training leads
- LSP Training Leads
- System suppliers
- EPS Implementation Leads

## **4. DEVELOPMENT APPROACH**

### **4.1 Consultation**

The training strategy for Release 2 of EPS has been developed following consultation with key stakeholder groups including:

- EPS Pharmacy User Group;
- EPS GP User Group;
- SHA ETD Leads;
- National Choose and Book Training Lead
- National ETD team
- National ETP team
- NASP Training leads

### **4.2 Dependencies**

The Training approach for EPS Release 2 will be heavily linked to the following key documents and strategies.

- NHS CFH ETP Communications and Stakeholder Engagement Strategy for Release 2. (Stakeholder awareness training and patient guidance material will be covered in this strategy)
- NHS CFH ETP Implementation Strategy for Release 2
- Gap Analysis of “As Is” business processes and R2 Business processes
- EPS Release 2 Decision log

#### 4.3 Further considerations

- GP Supplier of Choice (GPSoC)
- National Programme for IT Local Ownership Programme (NLOP)
- National Evaluation Tool

### 5. OBJECTIVES OF EPS R2 TRAINING

#### 5.1 EPS Training Pre-requisites

- Training pre-requisites are clearly defined minimum performance standards for each individual learner prior to participation in any systems training within the NHS CFH Programme.

**The key training pre-requisites of EPS release 2 Training are that end users:**

- Have the ability to use a computer at a basic level (ECDL could be used as a standard if required)
- Have an underpinning understanding of the legal and ethical requirements relating to the use of computers and personal data and information sharing in the NHS including Data Protection Act, Information Governance, Patient confidentiality, implications of electronic records, consent, Caldicott principles.
- Have a basic knowledge of Freedom of Information Act and its implications.
- Are familiar with chosen IT software
- Understand EPS Release 1 functionality and are aware of the benefits of EPS R1 and R2 for all key stakeholders including GPs, pharmacists and patients.
- Are able to use their NHS photo smartcard to access NHS CFH compliant systems;
- Are able to identify and match patients using the PDS matching functionality on their chosen system.

**The key Training pre-requisites of EPS Release 2 Training are that end user Trainers (SHA,PCT and Software supplier trainers):**

- Have a sound knowledge of the EPS Release 1
- Have knowledge of the programme objectives and the business processes

- Have an excellent knowledge of the software solution

Trainers should identify their own requirements and apply self directed learning via the [www.cfh.nhs.uk/eps](http://www.cfh.nhs.uk/eps) website.

## 5.2 EPS Training Objectives

The key training objectives for EPS release 2 are to ensure that Trainers and end users:

- Understand the key functionality/business model of EPS Release 2
- Are aware of the scope of the EPS R2 and its impacts on GP practices, community pharmacy and patients;
- Have received any system specific training from the system supplier.
- Are able to implement the changes to prescribing and dispensing processes required, in line with guidance documentation.

## 6. TRAINING NEEDS

Training Needs Analysis (TNA) is the process by which training and development needs are identified. The purpose of the TNA is to outline how the programme objectives will be realised through the delivery of Training.

The EPS R2 Training needs analysis has been undertaken by the National ETP Training Team.

### 6.1 TNA Methods

Training needs have been identified using the following methods:

Method
<ul style="list-style-type: none"><li>• Group discussion &amp; workshops at GP User group meetings</li></ul>
<ul style="list-style-type: none"><li>• Job Analysis/On the job evaluation/Task Analysis</li></ul>
<ul style="list-style-type: none"><li>• Business change analysis/Mapping of current “As is” processes against future projected processes.</li></ul>

### 6.2 Software Functionality

There is no user interface to the central EPS database; instead each prescribing and dispensing system has been enhanced to comply with the EPS. Each system therefore functions according to its own proprietary design and its specific training requirements must be determined by the system supplier and/or LSP responsible for implementing the software.

**6.3 Groups of users to be trained - the following Stakeholder groups will require EPS training/Guidance:**

GP Practice	Community Pharmacy	System Suppliers	NHS CFH	Other external Organisations
<ul style="list-style-type: none"> <li>• Prescribers – GPs and other prescribers including nurse Prescribers.</li> <li>• Practice administrative staff participating in the support of the prescribing process.</li> <li>• Practice Managers.</li> <li>• Dispensing Practises</li> </ul>	<ul style="list-style-type: none"> <li>• Pharmacists including locums (Qualified)/(Pre registration) *</li> <li>• Pharmacy Technicians.</li> <li>• Counter Staff.</li> </ul>	<ul style="list-style-type: none"> <li>• GP System Suppliers (Training Leads)</li> <li>• Pharmacy system suppliers (Training Leads)</li> </ul>	<ul style="list-style-type: none"> <li>• ETD Cluster Leads</li> <li>• Primis+ Facilitators</li> <li>• National Service Desk</li> <li>• Service Management</li> <li>• Information Governance</li> <li>• Implementation Leads</li> <li>• Communications and Stakeholder Engagement</li> <li>• Business Change Leads (SI)</li> <li>• NHS Business Services Authority (NHSBSA), Prescription Pricing Division (PPD)</li> </ul>	<ul style="list-style-type: none"> <li>• CPPE</li> <li>• BMA</li> <li>• GPCIT</li> <li>• Locum Agencies</li> <li>• NPA</li> <li>• DH</li> </ul>

## 7. EPS TRAINING RESPONSIBILITIES

Responsibilities for EPS Training have been divided into the following stakeholder groups:

- National Responsibilities
- Local responsibilities
- System Supplier responsibilities
- Other NHS Organisation responsibilities
- Other non-NHS Organisation responsibilities

### 7.1 National responsibilities

The ETP Programme will provide the following for Release 2 of the EPS:

- Development and provision of generic guidance products for EPS Release 2 to be provided on the website in a timely manner to relevant stakeholders.
- Maintaining and updating training and guidance Materials to ensure that users have access to the most up to date material at all times.
- Development, support and maintenance of cooperative working relationships with GP and Pharmacy system suppliers and pharmacy organisations regarding the design and delivery of EPS training.
- Support throughout the CAP process to be offered to GP and pharmacy system suppliers developing EPS training materials for R2.
- Co-ordination of EPS training activities and materials at a national level with the NHS CFH Education Training Department (ETD) programme.
- The provision of training and a knowledge base for the NHS CFH National Service Desk (NSD) managed by Fujitsu.
- Updated training materials for the corporate Induction for new staff members joining NHS CFH.
- Provision of TTT for helpdesk staff.
- The delivery of EPS R2 awareness training internally within NHS CFH
- Design and develop an EPS related case study for inclusion in the Training solutions delivered by the Primis + Facilitators

### 7.2 Local responsibilities

Local responsibilities are as follows:

- To determine the requirement for the ETP programme team support at local events to enable trainers to deliver EPS training materials;

- To review the training materials provided by the ETP programme, and ensure trainers make appropriate use of them for local end user training where required;
- To quality assure the EPS training delivered locally, according to national ETD standards;
- To include EPS training materials and training information statistics within scope of the cluster Learning Management System (LMS) or alternative recording system;
- To maintain records of trainers who can provide cascade training on EPS;
- To ensure that any NHS primary care trainers delivering EPS training and awareness session are working in line with the NHS CFH ETD Training standards ETD S 3.0;
- To ensure EPS training is amalgamated into the wider ETD activities for the NHS CFH National Programme for IT within the cluster;
- To ensure that Trainers are fully informed of any EPS Training and guidance updates and are using the most up to date materials throughout the deployment.

### **7.3 System Supplier Responsibilities (GP System Suppliers/Pharmacy System Suppliers/Local Service providers)**

The ETP Programme will provide generic training materials for EPS Release 2 to all GP and Pharmacy system suppliers. The system supplier's organisations are required to:

- Assess the training requirements for EPS relating to their system;
- Develop training materials and guidance products to support the identified training requirements for their system.
- Work with the ETP national team to ensure that all materials produced relating to the EPS are quality assured and have the appropriate visual identifiers/identity.
- Provide the ETP Programme team with information regarding the quality assurance of training that is delivered to EPS end users through training evaluation processes.
- Provide ETP team with management information statistics relating to number of individuals trained on EPS R2.
- To ensure that trainers are fully informed of Training and guidance updates and are using the most up to date materials throughout the deployment.

- To ensure that generic national EPS training and guidance materials are incorporated into own guidance materials where necessary.
- Provide the necessary Training materials required in line with the Common Assurance Process in a timely manner.

#### **7.4 Other NHS responsibilities**

Primis+ have a 4 year contract with NHS CFH and their aim is to support and improve patient care through the use of clinical systems.

- Primis+ facilitators to ensure that they have knowledge about EPS R2
- Work with ETP team to design and develop a new module for EPS Release 2 to be delivered as part of the Primis + suite of Training solutions
- Primis+ to incorporate and deliver an EPS related case study in the suite of Primis+ solutions.
- Primis+ facilitators to deliver TTT for cascade Trainers
- NHS CFH Education Training Department (ETD) team to develop e-learning EPS learning solution to be hosted on the NHS CFH EPS website

#### **7.5 Professional Bodies responsibilities:**

Professional bodies may wish to update documentations such as SOP's, Code of Ethics and Continuing Professional Development (CPD) guidance to incorporate information on EPS Release 2.

## **8 EPS Release 2 TRAINING AND GUIDANCE MATERIALS**

### **8.1 EPS Release 2 Generic Training and Guidance materials produced by National team**

The ETP Programme team will produce the following training and guidance materials to support EPS release 2, If more materials are identified these will be produced by the national team where necessary.

- EPS R2 Training and Guidance Strategy (this document)
- EPS R2 rolling PowerPoint presentation
- EPS R2 Implementation guidance
- EPS R2 Business process guidance
- EPS R2 Training Evaluation document

Generic training materials will be distributed to all GP and Pharmacy system suppliers and to NHS CFH Cluster ETD leads by direct email.

All generic Training and guidance products will be available to download/print or save via the [www.connectingforhealth.nhs.uk/eps](http://www.connectingforhealth.nhs.uk/eps) website.

The guidance related to the reimbursement process will be provided by the PPD and the Department of Health through the currently established mechanisms of:

- The Drug Tariff
- The PPD and DH Websites.
- Endorsement Guidance available on the PPD website (links to be provided from the EPS web site)

The guidance related to the smartcard process will be provided by the Registration Authority.

## **8.2 EPS Release 2 Training and Guidance material produced by GP system suppliers, Pharmacy System Suppliers and Pharmacy Chains**

GP and Pharmacy system suppliers will be required to produce/incorporate the following materials to support EPS release 2:

- Software specific User guides/Training manuals
- Incorporate Generic NHS CFH EPS R2 Guidance in Documentation.

## **9 QUALITY ACCEPTANCE CRITERIA**

### **Quality Acceptance Criteria for Training and Guidance products**

All EPS Release 2 training materials, developed nationally, will use the layout of the generic training materials developed by the ETP programme which complies with NHS CFH ETD standards.

Appendix C outlines the NHS CFH ETD training quality standards that will be used as a guideline.

EPS generic materials produced by the ETP programme team will be reviewed by the appropriate stakeholders to assure fitness for purpose and approved by the Group Programme Director.

All EPS Release 2 generic training and guidance materials will be published on the EPS website [www.connectingforhealth.nhs.uk/eps](http://www.connectingforhealth.nhs.uk/eps). System specific EPS release training materials will also be published to the EPS website providing agreement is obtained from the system supplier.

All products will be evaluated and assessed for quality during the Common Assurance Process (CAP)

## **10. TRAINING DELIVERY AND RESOURCES**

### **10.1 Training Methods**

- National guidance products will be made available on system supplier's websites and professional GP and pharmacist websites to encourage continuing professional development.
- National guidance products can be used by end users for self directed learning and will also be integrated into system supplier's user guides and Training manuals.
- General awareness and overview of the business processes can be delivered in seminar style events/training events and conferences at national/cluster/SHA and PCT level.
- E – learning module will be available on the EPS website for self directed learning.

## **11. TRAINING EVALUATION**

The purpose of evaluation is to establish whether the training is implemented in a manner that meets the training objectives.

The objectives of the training evaluation for EPS R2 are to ensure that:

- Quality, effectiveness and impact of the training are measured continuously
- Training Needs Analysis and training design is continually revisited and amendments made where necessary
- Training is delivered to meet the business requirements.

The evaluation process will aim to measure the quality, effectiveness and impact of the following areas;

- Training programme (Content/Approach/methods/materials)
- Trainers (Style/Approach/knowledge/skills/expertise)

Course Logistics (Course Administration/equipment/venue) is out of scope.

A national NHS CFH Evaluation tool is currently being developed and may be available for EPS Release 2.

### **11.1 Post Training Evaluation Instruments**

#### **Evaluation level 1 - Reaction**

Evaluation forms – These are on-line forms/surveys that are completed on the same day as training has taken place, and can be a hard copy if required. These forms record the immediate reaction to the training event and will record participant’s views on the training programme and the Trainer delivering the solution.

**Evaluation level 2/3 – Learning and Transfer to the workplace –**

Telephone Surveys/Face to face Interviews – conducted 2-4 weeks after training has taken place and R2 of the service is operating to assess the learning that has taken place and the transfer of skills and knowledge into the workplace.

**11.2 Evaluation Roles and Responsibilities**

Evaluation Instrument	Responsible developing	for	Responsible for reporting
Evaluation form	National Team		Trainer (NHS or System supplier)
Telephone Survey	National Team		National Team
Face To Face Interview	National Team		ETD Lead/National Team

**12. MANAGEMENT INFORMATION AND REPORTING**

The following Management information will be collected:

Information	Responsible collection	for	Responsible for reporting
No of sites that have received training	System team	Supplier/ETD	ETP team
No of users at each site that have received training	System team	Supplier/ETD	ETP team
Evaluation	System team	supplier/ETD	ETP team
Interview/Survey	ETP Team		ETP team

## **12.1 Reporting Mechanisms**

It is proposed that information on the number of sites that have received training and the number of end users trained per site will be recorded on the tracking database.

Post Training Evaluation Information should in the first instance be recorded using an on line form to enable straightforward analysis by the national team. Interview and survey results will be captured by the national team using a standard Excel spreadsheet.

## **13. INTEGRATION WITH OTHER NHS PROGRAMMES**

### **13.1 Education Training and Development Programme**

Training activities for the EPS service must integrate with and adhere to the standards defined by the NHS CFH Education Training and Development (ETD) Programme.

The ETP programme will facilitate this by:

- Developing and maintaining good working relationships with the NHS CFH ETD team
- Building relationships with other NASP and LSP training leads, to ensure the integration of EPS training with other National Programme training activities;
- Meeting the quality standards defined by NHS CFH ETD Programme for training materials and events.

### **13.2 Other NHS CFH Primary Care Programmes**

The ETP Programme team will work with the training leads of other NHS CFH primary care programmes to ensure that training for general practice and community pharmacy is integrated where possible. Integrating training for NHS CFH programmes enables:

- Local NHS training leads to make best use of scarce NHS training resources; and
- The impact of training for multiple NHS CFH programmes on general practices to be minimised.

## **14 DISABILITY AND DISCRIMINATION**

The purpose of this section is to ensure that end users with special needs or disabilities are provided with equal access to Training and guidance material is

appropriate to their needs. It is assumed that each SHA will already have an established policy for meeting the requirements of the Disability Discrimination Act (DDA) and had measures in place to ensure that access to learning is fully available. In line with the NHS ETD Standards (Disability and Discrimination 10.0)

**It is important to ensure that the following areas are addressed:**

- Training for systems implementation must meet the policy requirements already established in the workplace
- Staff with special needs or disabilities must be provided with the same level of training as other staff
- Staff with special needs must be provided with training that takes into account their needs by providing additional support where necessary

## **15. SUMMARY**

For Release 2 of the Electronic Prescription Service (EPS) the NHS CFH Electronic Transmission of Prescriptions (ETP) team will ensure that:

- Training materials and guidance products will be developed by the NHS CFH ETP Programme;
- The Training resources, channels and methods of training delivery are defined.
- An evaluation and assessment process are developed and implemented.
- Management Information and training reporting mechanisms are in place.
- Links maintained with key stakeholders
- Train the trainers training developed and delivered
- A quality assurance framework is implemented.

## Appendix A - EPS Guidance Products for Release 2

The following is a list of suggested ETP guidance products for Release 2.

As there are a variety of stakeholder groups that will require EPS R2 guidance, it is suggested that a modular approach to guidance development is adopted. Each guidance document should include sections that focus on the requirements of the stakeholder groups it is associated with in the table below.

Guidance Document	Format	Dissemination Channel	Stakeholder Focus				
			System Supplier	PCT	Patient	Prescriber	Dispenser/ Pharmacy Organisation
<b>EPS R2 Implementation Guidance</b>	Document	NHS CFH EPS website	<b>x</b>	<b>x</b>			
Guidance Document	Format	Dissemination Channel	System Supplier	PCT	Patient	Prescriber	Dispenser/ Pharmacy Organisation
<b>EPS R2 Training Strategy</b>	Document	NHS CFH EPS website	<b>x</b>	<b>x</b>			

<b>EPS R2 Training Strategy Overview</b>	Presentation	NHS CFH Website					
<b>EPS R2 business Process Guidance</b>	Document	NHS CFH EPS website	<b>x</b>	<b>x</b>		<b>x</b>	<b>x</b>
<b>EPS R2 PPT Overview</b>	Presentation	NHS CFH EPS website	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>	<b>x</b>
<b>EPS R2 Evaluation Documents</b>	Document	NHS CFH EPS website	<b>x</b>	<b>x</b>		<b>x</b>	<b>x</b>

## Appendix B - Glossary of Terminology

The many National Programme products, services and organisational groups referred to in this document mean that abbreviations are sometimes needed. This short glossary of some of the key terms is set out in alphabetical order, showing both the full title and a brief definition of the term.

Full title	Abbreviation/ Term	Definition
Choose and Book	CAB	System that will allow patients, in partnership with health and care professionals, to book first outpatient appointments at the most appropriate date, time and place for the patient.
Electronic Prescription Service	EPS	Electronic Prescription Service will allow prescriptions (including those for repeat dispensing) generated by GPs and other prescribers to be transferred electronically between prescribers, dispensers and the reimbursement agency.
Electronic Transmission of Prescriptions	ETP	The ETP programme will create and implement the Electronic Prescription Service (EPS) and then integrate it with the NHS Care Records Service (NHS CRS).
European Computer Driving Licence	ECDL	The European Computer Driving Licence is the European-wide qualification which enables people to demonstrate their competence in computer skills. ECDL has been accepted by the NHS (in England) as a reference standard. See: <a href="http://www.ecdl.nhs.uk">www.ecdl.nhs.uk</a>
Implementation	Implementation	This covers the activities required to be carried out locally to deliver the National Programme products and services. The implementation stages are Initiate, Local Design, Prepare for Go Live, Go Live and Support.
Local Service Provider	LSP	Responsible for making sure the new systems and services delivered through the National Programme meet local requirements and are implemented efficiently.
National Application Service Provider	NASP	A supplier selected to provide one of the national solution services.
National Network for the NHS	N3	The National Network for the NHS (N3) will provide IT infrastructure, network services and broadband connectivity to meet NHS needs now and into the future.
National Programme for IT	NPfIT/National Programme	The National Programme for IT, delivered by NHS Connecting for Health, is an initiative of the Agency which focuses on the key developments that will make a significant difference to improving the patient experience and the delivery of care and services.

Full title	Abbreviation/ Term	Definition
NHS Care Records Service	NHS CRS	This is the public facing terminology for the electronically stored health care records for patients. It will be held partially at a national level on the National Data Spine and partly at a local level by the Local Service Providers (LSPs).
NHS Connecting for Health	NHS CFH	An agency of the Department of Health. Its primary role is to deliver new, integrated IT systems and services to help modernise the NHS and ensure care is centred around the patient.
Primary Care Trust	PCT	Local NHS organisation responsible for the commissioning, administration and performance management of healthcare within a defined locality.
Registration Authority	RA	Any entity that is appointed by the Executive of a legal NHS organisation as being responsible for the identification and authentication of applicants.
Strategic Health Authority	SHA	A Strategic Health Authority is a body that is usually established for the purposes of providing a service to the rest of the NHS. It is part of the NHS and is subject to many of the same requirements as other health authorities. The functions and obligations of an SHA are set out in legislation; SHAs are therefore accountable to Ministers and Parliament.

## Appendix C – Overview of the Education, Training and Development (ETD) Standards

The standards are a set of documents outlining best practice around planning, developing, delivering and evaluation of training rollouts.

They have been developed through review and drawing together of current best practice in the NHS, and have been approved by a group representing key NHS CFH stakeholders.

The purpose of the standards is to help achieve consistency of quality around training in the NHS and to support national evaluation and reporting activities.

The standards have been developed to support the ETD community and to assist cross Trust and Strategic Health Authority working. It is important to note that the ETD standards are not a mandated way of working that organisations and suppliers must adhere to. Instead, they offer a standard way of working for organisations and teams delivering training activity, and are intended to be

adopted in order to raise the overall quality and consistency of training. Many organisations will already have similar standards in place - it is not the intention to replace these or supersede them with these new ETD standards.



### **1.1.1 An outline QA framework for national ETD**

General guidelines for Quality Review and Assurance of training products and activities.



### **1.1.2 Trainer Standards, Prerequisites & Qualifications**

Basic skills and knowledge seen as prerequisites for ETD individuals supporting NHS CFH implementation activities.



### **1.1.3 End User Prerequisites for Training**

Basic ICT skills and knowledge, found to be vital prerequisites for individuals attending NHS CFH training activities.



### **1.1.4 Training Strategy**

An outline of the information and approach that should ideally be taken in developing a training strategy.



### **1.1.5 Training Rooms**

Some common areas that should be considered to ensure that training facilities are fit for purpose.



### 1.1.6 [Materials Design & Management](#)

Suggests how the design and management of training materials should be approached.



### 1.1.7 [Training Management](#)

Describes training management activities which would be expected to support a local deployment of NHS CFH systems.



### 1.1.8 [Moving to 'business as usual'](#)

Outlines the process of moving education, training and development project activities in order establish them as a 'normal' business process.



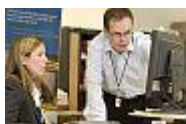
### 1.1.9 [Disability and Discrimination](#)

Suggested approach to follow in order to comply with the Disability and Discrimination Act (DDA1995).



### 1.1.10 [Training Needs Analysis](#)

Best practice and guidance to support Training Needs Analysis (TNA) activity and the production of the associated TNA Report.



### **1.1.11 Evaluation & Assessment**

Activities required for developing the evaluation and assessment element of the training.



### **1.1.12 Implementation Training Plan**

Activities required for creating the Training Plan for the implementation of a systems training programme.



### **1.1.13 Training and Supporting Trainers**

Guidance for "train the trainer" roles, suggesting ways they might be supported in what is often a virtual team environment.