

## Appendix 6 – Learning resources (to support para 4.43 of the New GP Contract)

Para	Issue	What does this mean	Support
4.43 I	Use and manage clinical and administration information systems including data entry and retrieval	Staff member has ICT skills appropriate to their job. This will differ for: <ol style="list-style-type: none"> <li>1. receptionists</li> <li>2. medical secretaries</li> <li>3. clinicians</li> </ol>	<p>Primary Care Information Service (PRIMIS) modules <a href="http://www.primis.nhs.uk">www.primis.nhs.uk</a></p> <p>There are various methods of training e.g. systems based, identifying skills gaps by the use of tools such as e-skills passport. These are approaches used for end user skills/competency development – see notes ii and iii (below)</p> <p>e-skills uk –(IT sector skills) <a href="http://www.e-skills.com">www.e-skills.com</a></p> <p>European Computer Driving License (ECDL) <a href="http://www.ecdl.nhs.uk">www.ecdl.nhs.uk</a></p> <p>IBT/OCR – see note i (below) <a href="http://www.ocr.org.uk/OCR/WebSite/docroot/qualifications/qualificationhome/showQualification.do?qual_oid=2102&amp;site=OCR&amp;oid=2102&amp;server=PRODUCTION">www.ocr.org.uk/OCR/WebSite/docroot/qualifications/qualificationhome/showQualification.do?qual_oid=2102&amp;site=OCR&amp;oid=2102&amp;server=PRODUCTION</a></p> <p>ITQ2 <a href="http://www.e-skills.com/cgi-bin/wms.pl/556">www.e-skills.com/cgi-bin/wms.pl/556</a></p> <p>Clinical classification training (NPfIT) <a href="http://www.connectingforhealth.nhs.uk/training/sas">www.connectingforhealth.nhs.uk/training/sas</a></p> <p>Local further/adult education colleges.</p>
II	Understand clinical nomenclatures and classifications	This may be most appropriate for any member of staff dealing with the coding of clinical information	<p>PRIMIS <a href="http://www.primis.nhs.uk">www.primis.nhs.uk</a></p> <p>Information about Clinical codes can be accessed via NHS Information Authority (NHSIA) website <a href="http://www.nhsia.nhs.uk">www.nhsia.nhs.uk</a>.</p> <p>A Health Informatics degree is being developed by the NHSIA and the Modernisation Agency which will, in due course, be run by the Standards and Professionalism arm of the emerging Health and Social Care Information Centre, the latter which comes into being on 1 April 05.</p>

III	Ensure data quality	This covers:	<p>PRIMIS  <a href="http://www.primis.nhs.uk">www.primis.nhs.uk</a>  Information Governance Toolkit  <a href="http://nww.nhsia.nhs.uk/infogov/igt/">http://nww.nhsia.nhs.uk/infogov/igt/</a>  The Information Governance Education Recognition (TIGER)  <a href="http://www.tiger-infogov.org/">www.tiger-infogov.org/</a>  Changing workforce - 'clinical coders' to take on audit, quality assurance/ training and development  <a href="http://www.nhsia.nhs.uk/clinicalcoding/pages/nccq.asp">www.nhsia.nhs.uk/clinicalcoding/pages/nccq.asp</a>  Health Social Care Information Centre  ( <a href="http://www.ic.nhs.uk/">http://www.ic.nhs.uk/</a> )  Health Informatics National Occupational Standards  <a href="http://www.skillsforhealth.org.uk">www.skillsforhealth.org.uk</a>  National Clinical Coding Qualification  <a href="http://www.nhsia.nhs.uk/clinicalcoding/pages/nccq.asp">www.nhsia.nhs.uk/clinicalcoding/pages/nccq.asp</a>  Professional awards in IM&amp;T (Health)  <a href="http://www.nhsia.nhs.uk/informatics/pages/dprofessionalism.asp">www.nhsia.nhs.uk/informatics/pages/dprofessionalism.asp</a></p>
		<p>4. location of data entry</p> <p>5. preparation interpretation storage retrieval and presentation</p>	

IV	Implement change management strategies to enable a move from paper to electronic records	This will include: Summarisation prep for entry Timescales, arrangements etc. storage for paper records, project management, leadership	<p>PRIMIS  <a href="http://www.primis.nhs.uk">www.primis.nhs.uk</a>  ECDL  <a href="http://www.ecdl.nhs.uk">www.ecdl.nhs.uk</a>  Professional awards  <a href="http://www.nhsia.nhs.uk/informatics/pages/dprofessionalism.asp">www.nhsia.nhs.uk/informatics/pages/dprofessionalism.asp</a>  Annual Accolade Awards  <a href="http://www.nhsia.nhs.uk/informatics/pages/dprofessionalism.asp">www.nhsia.nhs.uk/informatics/pages/dprofessionalism.asp</a>  Sharing Best Practice  <a href="http://www.nhsia.nhs.uk/def/home.asp?">www.nhsia.nhs.uk/def/home.asp?</a>  <a href="http://www.scimp.scot.nhs.uk/">http://www.scimp.scot.nhs.uk/</a></p>
V	Manage risks associated with IT dependant environment including disaster recovery, operational continuity	Conducting risk assessment Security of practice Back up arrangements Scenarios “what to do if...” etc Responsibility	<p>PRIMIS  <a href="http://www.primis.nhs.uk">www.primis.nhs.uk</a>  Information Governance Toolkit  <a href="http://www.nhsia.nhs.uk/infogov/igt/">http://www.nhsia.nhs.uk/infogov/igt/</a>  ECDL  <a href="http://www.ecdl.nhs.uk">www.ecdl.nhs.uk</a>  Information Business Technology (IBT) – see note i (below)  Y2K contingency planning – see note v (below)  Health Informatics National Occupational Standards on Skills for Health Website – see note iv (below)  NHS Knowledge and Skills Framework – Department of Health Website  <a href="http://www.dh.gov.uk">www.dh.gov.uk</a></p>
VI	Develop and implement workforce strategies for summarisation etc.	Identify workforce requirements Liaison with PCT etc	<p>A number of skills gap analysis toolkits are available including  PRIMIS  <a href="http://www.primis.nhs.uk">www.primis.nhs.uk</a>  ECDL  <a href="http://www.ecdl.nhs.uk">www.ecdl.nhs.uk</a></p>

VII	General	<p>Para 4.43 training and development opportunities will vary nationally but the support listed (see right) should be able to assist with developing para 4.43 skills</p>	<p>Where available, PCT ICT helpdesks/departments  Clinical system suppliers  £150 Individual Learning Accounts – see note viii (below)  PCT funded IT courses  Adult/further education colleges  Multi-disciplinary team working  GP practice team building, developing new partnerships through a focus on improving data quality: ensure sharing of GP and administrative data management skills perhaps linking to clinical priorities. Utilising practice staff knowledge and experience to spot errors in recording of data etc.  Agenda for Change  <a href="http://www.dh.gov.uk/AgendaForChange/fs/en">www.dh.gov.uk/AgendaForChange/fs/en</a>  Knowledge and Skills Framework  <a href="http://www.dh.gov.uk/KnowledgeandSkills">www.dh.gov.uk/KnowledgeandSkills</a>  Core Dimensions as well as Information and Knowledge Dimensions can be used effectively as part of the  PCT/Practice development  These guidelines</p>
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## **1.1.1 Notes**

### **1.1.1.1 (i) Information Business Technology (IBT) user qualification by OCR**

[www.ocr.org.uk/OCR/WebSite/docroot/qualifications/qualificationhome/showQualification.do?qual\\_oid=2102&site=OCR&oid=2102&server=PRODUKTION](http://www.ocr.org.uk/OCR/WebSite/docroot/qualifications/qualificationhome/showQualification.do?qual_oid=2102&site=OCR&oid=2102&server=PRODUKTION)

### **1.1.2 (ii) e – skills describes itself as –**

*“e-skills UK acts as the voice of employers on IT, Telecoms and Contact Centres to create the skills environment that businesses need to be productive and competitive. The job of e-skills UK is to ensure that the skills employers need are the skills employers get”* [www.e-skills.com/](http://www.e-skills.com/)

### **1.1.3 (iii) e-skills – skills and qualifications**

<http://www.e-skills.com/cgi-bin/wms.pl/139>

### **1.1.4 (iv) [www.skillsforhealth.org.uk/](http://www.skillsforhealth.org.uk/)**

Skills for Health – Health Informatics National Occupational Standards

### **1.1.5 (v) Year 2000 – contingency planning.**

An electronic copy is not available but a paper copy can be order with the information provided on the web-site.

[www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT\\_ID=4009770&chk=lfiz%2Bh](http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4009770&chk=lfiz%2Bh)

### **1.1.6 (vi) Qualities and Outcomes Contract – link to DH website, which leads to electronic pdf.**

[www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/PrimaryCare/PrimaryCareContracting/PrimaryCareContractingArticle/fs/en?CONTENT\\_ID=4088692&chk=pPhvrh](http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/PrimaryCare/PrimaryCareContracting/PrimaryCareContractingArticle/fs/en?CONTENT_ID=4088692&chk=pPhvrh)

### **1.1.7 (vii) SNOMED CT**

[www.nhsia.nhs.uk/snomed/pages/ct\\_snomed.asp](http://www.nhsia.nhs.uk/snomed/pages/ct_snomed.asp)

### **1.1.8 (viii) Individual Learning Account**

[www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/LearningAndPersonalDevelopment/PrePreRegistration/PrePreRegistrationArticle/fs/en?CONTENT\\_ID=4031393&chk=eOXoXa](http://www.dh.gov.uk/PolicyAndGuidance/HumanResourcesAndTraining/LearningAndPersonalDevelopment/PrePreRegistration/PrePreRegistrationArticle/fs/en?CONTENT_ID=4031393&chk=eOXoXa)