

Case Study: Implementing e-KSF in Middlesbrough PCT

Introduction

Middlesbrough started the process of developing NHS KSF post outlines in May 2005. All services were invited to attend one of a series of workshops in which representatives of or all of the staff group could attend and participate in the development of post outlines for their posts on paper. Following each workshop the information was transferred into e-KSF.

During each workshop staff were informed about e-KSF and informed that the expectation was for all staff to use the site to record evidence, objectives and PDPs in the near future.

Training Roll-Out

KSF leads/administrators from 3 organisations met together to develop an e-KSF training session that could be used across all local NHS organisations.

From January to March 2006, Middlesbrough PCT ran e-KSF training sessions for all reviewers in the organisation. The KSF co-ordinator also used the sessions to ensure information on the management structure was accurate. (78% of reviewers attended one of these sessions.) e-KSF training has now been incorporated into the PDR Reviewer training and staff attending are instructed on how to use e-KSF to record a review meeting.

The KSF co-ordinator followed up the e-KSF training sessions meeting managers / reviewers individually to assist them in assigning post outlines and refreshing their knowledge of how to use the site to record KSF reviews and PDPs.

A series of e-KSF walk-in sessions have been set up across the PCT in a variety of locations (e.g. PCT HQ / Community Hospitals / Satellite units) to support staff in recording their KSF review evidence, objectives and PDP on the site. It is hoped that by encouraging staff to “pop in” to a walk in session and input their own information that staff may overcome their anxieties and worries about using an electronic system to record information traditionally recorded on paper.

Resources

People:

The resources that Middlesbrough PCT has to implement KSF and e-KSF are: -

- A KSF Co-ordinator supported by Learning and Development Consultant, Agenda for Change Project Team and Head of HR.
- A part time administrator supported the writing of Post Outlines on e-KSF for the first 6 months.
- Two staff side representatives supported the initial Post Outline development workshops in 2005.
- An IT trainer supported the delivery of the e-KSF training sessions in 2006 with some additional support from other volunteers that had also been trained by the national e-KSF Team.
- There is also an active KSF sub group whose membership comprises of staff from HR, Nursing, AHP, IT and staff side.

Equipment:

The organisation has an IT training suite and a number of non designated computers in a variety of locations called 'Learning Access Points' – these are going to be used for the ongoing walk-in sessions.

Methods of Implementation

The following outlines the methods used in implementation of the e-KSF to date: -

- Maximum participation in post outline development
- Regular information in the staff newsletter
- Attendance at key management meetings
- Regular updates for the Head of HR
- Attendance at staff team meetings
- Individual appointments with all reviewers / managers
- Training sessions
- Walk in sessions
- KSF sub group
- Prompt delivery of any action required by managers / staff re: KSF
- Prompts and reminders to managers when action is required of them.

Measurement of Success

- Staff are booked to attend the walk in sessions
- Staff request support / information re: using e-KSF
- Staff are using e-KSF to record their information
- The system is starting to generate reports and useful information

A short example of e-KSF in practice:

A physiotherapy Team Leader who attended the e-KSF training workshops admitted that she did not like using computers and was not a very competent computer user. Following the session she stated that she really liked e-KSF and could see the benefits. After working with her to set up her site the KSF Coordinator contacted the Physiotherapist to recommend the Walk in Sessions for her staff. The physiotherapist replied that she had already assisted her staff to use e-KSF had been able to record information easily with her Rehabilitation Assistants. She also went to say:

"I find e-KSF very easy to use and because of this it makes me more willing to do my staff appraisals and joint review sessions. Also with KSF being linked to gateways we can all see how it benefits us financially to do it!

Finally, using KSF can help us to gather our evidence and show Continuing Professional Development."

If you have a case study or any short examples showing the benefits of e-KSF within your organisation please contact us at info@e-ksf.org