

The Mid Yorkshire Hospitals NHS Trust puts training first with RPA accelerated eLearning registrations



The Mid Yorkshire Hospitals
NHS Trust

Providing acute services to over half a million residents across Wakefield and North Kirklees, it's crucial that staff working across The Mid Yorkshire Hospitals NHS Trust's three hospitals have access to all of the necessary training resources. As part of an ambitious 12-month pilot, a key focus of the Trust was to automate its eLearning registration process – ensuring healthcare workers can access learning as quickly as possible.

The Challenge

In order to ensure proper use of its clinical systems, the Trust provides virtual eLearning via the Digital Learning Solution (DLS) for its wide range of healthcare staff. To provide access to the DLS, the Training Team completes registration for each user within the Learning Management System (LMS), creating unique login details and course enrolments for every account.

Registration requests are often received in large batches, from both internal and external staff members. Including registrations received from temporary locum and agency staff, the team can often process hundreds of registrations at any one time.

The original process

Before implementing Robotic Process Automation (RPA), the Training Team processed all of its registration requests manually, between core working hours. The process was as follows:

- A team member would log into the LMS to register each learner individually
- The generated registration ID for each learner was then recorded
- The learner was then enrolled into each required online course, one by one
- Registration confirmation and login details were then manually emailed to each learner upon completion

Key Benefits

24/7 processing of eLearning registrations

Relief of resource and time demands

Elimination of repetitive, monotonous tasks

Reduction in account errors

Increased capacity for training

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Not only is it a big timesaver for the team, and an improvement for their mental health as they don't have to sit and do all of this manually – but it also provides them with more time to provide extra courses and training to staff. It just frees up a lot of time, it's actually quite amazing.
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Gareth Cinnamon, Digital Programme Manager



What wasn't working?

While uncomplicated, the manual nature of the process meant registration would take around five minutes per learner – with a full cohort of 200 registrations taking the team around 1.5 days to complete. The process was repetitive, making it prone to errors and negative impacts on staff mental health.

As the team is also responsible for the full delivery and facilitation of all training across the Trust, the original DLS registration process was a resource-heavy task. It's estimated that, within the time it would take to complete 200 registrations, each team member could have delivered three 90-minute training classes.

The Solution

As part of its search for a more efficient DLS registration process, the Trust decided to automate a portion of its requests - alongside four other admin automation projects within the same 12-month pilot period. Using [NDL Automate](#), it designed a streamlined approach that would first be applied to doctor DLS registrations on a testing basis, before it was then deployed for all other healthcare staff.

All registration requests are populated into a database, where a bot then automatically creates a unique account for each learner with the required information. The process was further improved during the pilot phase - based on the learner's job title, the bot can now enrol learner's onto only the relevant eLearning courses.

Successfully completed registrations trigger an automatic email to learners, providing them with account confirmations and login details. Where bots detect errors, such as duplicate accounts in the LMS, cases would be flagged to the Digital Learning Team for further investigation – reducing errors and failed registrations overall.

During a test, a doctor's account was enrolled from registration request onto four required eLearning courses. The bot completed the task and sent a confirmation email within 1 minute and 29 seconds - same process took an experienced administrator 5 minutes and 24 seconds, resulting in **a time reduction of 72.5%**.



During a time that our organisation and the whole NHS is under great pressure, this has made a great difference to team morale.



Belinda Self
Digital Training Team Leader



The Benefits

Since implementing the new automated process, a full cohort of 200 DLS registrations is now **completed within 90 minutes, as opposed to one and a half days** by the Digital Learning Team. Not only does this mean internal healthcare staff have quicker access to a number of important learning resources - but locum and agency workers too.

With the reduction of repetitive and monotonous tasks, the Digital Learning Team has observed positive mental health and wellbeing impacts, as well as an increased capacity to deliver training, improving both employee and patient experience.

What's Next?

Following the success of the automated DLS registration process, alongside the Trust's numerous other pilot projects, the Trust continues to identify new projects for digital transformations. To learn how RPA could benefit your public sector organisation, don't hesitate to [get in touch](#) with the team – and make sure to read more about our Digital Evolve Transformation Platform in action, over on the [Success Stories](#) page.

