

CASE STUDY

NHS Ayrshire & Arran

Learning Management System, including learnPro Course Booking System, Scorecard, e-Portfolio and STARS

- ✓ TAILORED LEARNING FOR NHS NEEDS
- ✓ REAL-TIME COMPLIANCE VISIBILITY
- ✓ EFFICIENT, AUTOMATED REPORTING
- ✓ SUPPORTING SAFER PATIENT CARE



OVERVIEW

Our journey began in 2007, when learning leads from across Scottish Health Boards were invited to review presentations from three LMS providers. At the time, we were using an off-the-shelf system that delivered low staff engagement despite significant cost.

We selected learnPro because of its commitment to building a solution tailored to our specific needs. Working in close partnership, we developed and implemented an LMS designed to support the evolving educational, learning, and statutory requirements of the NHS, while positioning us for the demands of 21st century learning.

Over the years, learnPro has continued to listen and respond to the unique needs of our organisation, consistently delivering new features and enhancements that add value across the Board.



CHALLENGE

The core problem was that the existing Learning Management System was not meeting organisational needs. It was an off-the-shelf product that required significant financial investment but delivered low staff engagement and limited reporting and flexibility. As a result, it struggled to support the diverse and evolving educational, training, and statutory requirements across NHS Boards.

A critical operational need was ensuring compliance with mandatory training. The previous system made it difficult to effectively track, manage, and report on completion rates, creating risks around regulatory compliance and staff readiness and potential impact on patient care.

There was also a clear need for greater control over content. The incumbent system did not allow organisations to easily create or adapt their own learning materials, limiting responsiveness to local priorities and emerging requirements.

The challenge, therefore, was to implement a more flexible and collaborative solution, one that could be tailored to organisational needs, enable the development of in-house learning modules, improve staff engagement, and provide robust tools to manage and evidence mandatory training compliance, while supporting modern learning demands.



SOLUTION

Implementation – The Solution

NHS Ayrshire & Arran is a semi-rural health board comprising 2 General Hospitals, 8 Community Hospitals, approximately 286 GP practices, 99 community pharmacies, 190 general dental practices and 50 optometry practices.

The organisation needed an accessible, intuitive learning platform that could support a diverse workforce, including users with limited IT skills, while improving the management and reporting of Mandatory and Statutory Training (MAST).

learnPro met these requirements through a suite of integrated tools. The **Scorecard** functionality enables managers to assign, monitor and report on MAST compliance using real-time dashboards and RAG reporting, supporting oversight from team level to organisational level. The **Course Booking System** module captures and reports on face-to-face training alongside digital learning, ensuring all learning interventions are managed within one platform.

learnPro Lab Advanced provides a user-friendly authoring environment for creating engaging, accessible learning content. Personalised access and automated Monthly Summary Alerts encourage staff ownership of learning and support ongoing compliance.



"The success of the initiative has been driven by managers embracing new ways of working and making full use of the platform's capabilities. Their engagement has helped unlock efficiencies across the organisation."

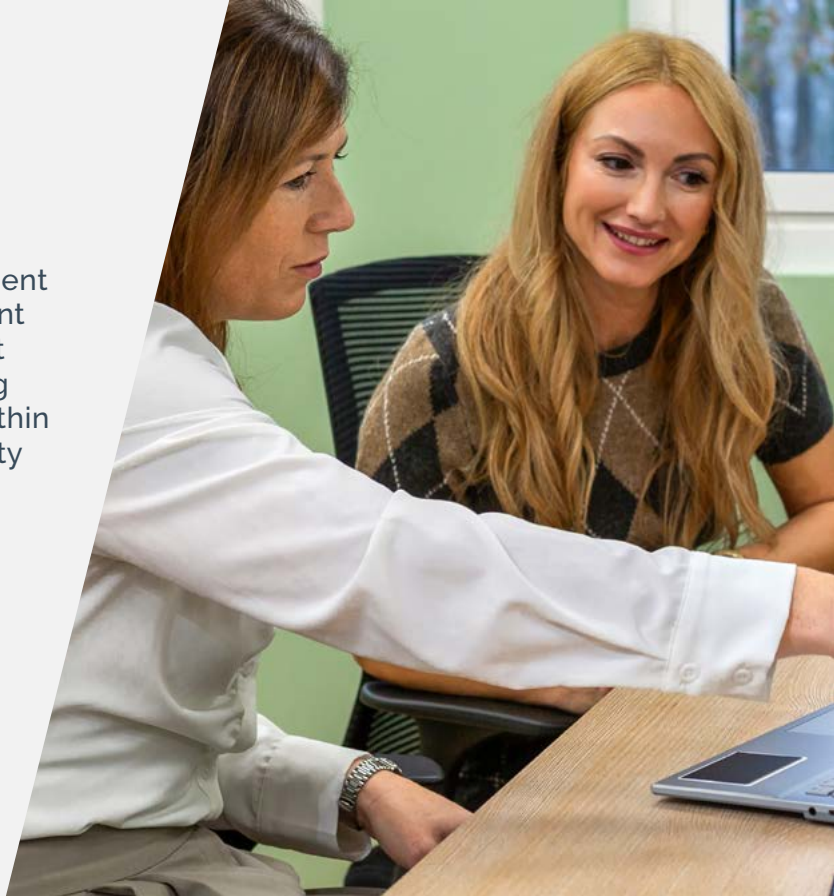
Shirley Lindsay,
L&D Advisor, NHS Ayrshire & Arran

VALUE

Scorecard has transformed learning management across the organisation, giving managers instant access to the information they need to support staff development and compliance. By bringing learning, monitoring and reporting together within learnPro, managers can oversee training activity locally without relying on spreadsheets or requesting data from multiple sources.

Managers can assign, monitor and manage both corporate and role-specific training, providing real-time visibility of compliance and workforce development across their teams. This has streamlined reporting, reduced administrative burden and significantly improved MAST compliance.

The success of the initiative has been driven by managers embracing new ways of working and making full use of the platform's capabilities. Their engagement has helped unlock efficiencies across the organisation.



*As Shirley explains,
"Our managers can plan, monitor,
and follow through on their team's
ambitions locally, and we've eliminated
the need for them to maintain endless
spreadsheets and send requests for
data up and down the line."*

INNOVATION

STARS – Standards Assessment Recording System

Shirley and her team are now working on a new functionality within learnPro, called the Standards Assessment Recording System (STARS).

"It's a tool that enables educators to manage competencies that are required for staff to carry out their role safely and effectively", she says.

"It enables monitoring and reporting on progress. Up until now, this has all been on a paper system, so you can imagine how difficult it was to track! STARS will show RAG score progress on all competencies, so managers can see at a glance how staff progress is looking. ICU is currently implementing it, and the combination of interest and enthusiasm has snowballed into other parts of the system."

RESULTS

✓ Enhanced training capability

All training interventions, including e-learning, classroom and competency-based training, are managed through one platform. Linked to individual accounts and organisational structures, the Scorecard function enables managers to monitor, track and oversee learning activity effectively.

✓ Improved safety

Both MAST and role-specific training compliance are monitored and managed, ensuring staff are fit to practice and a high level of patient care is maintained.

✓ Enhanced compliance and assurance

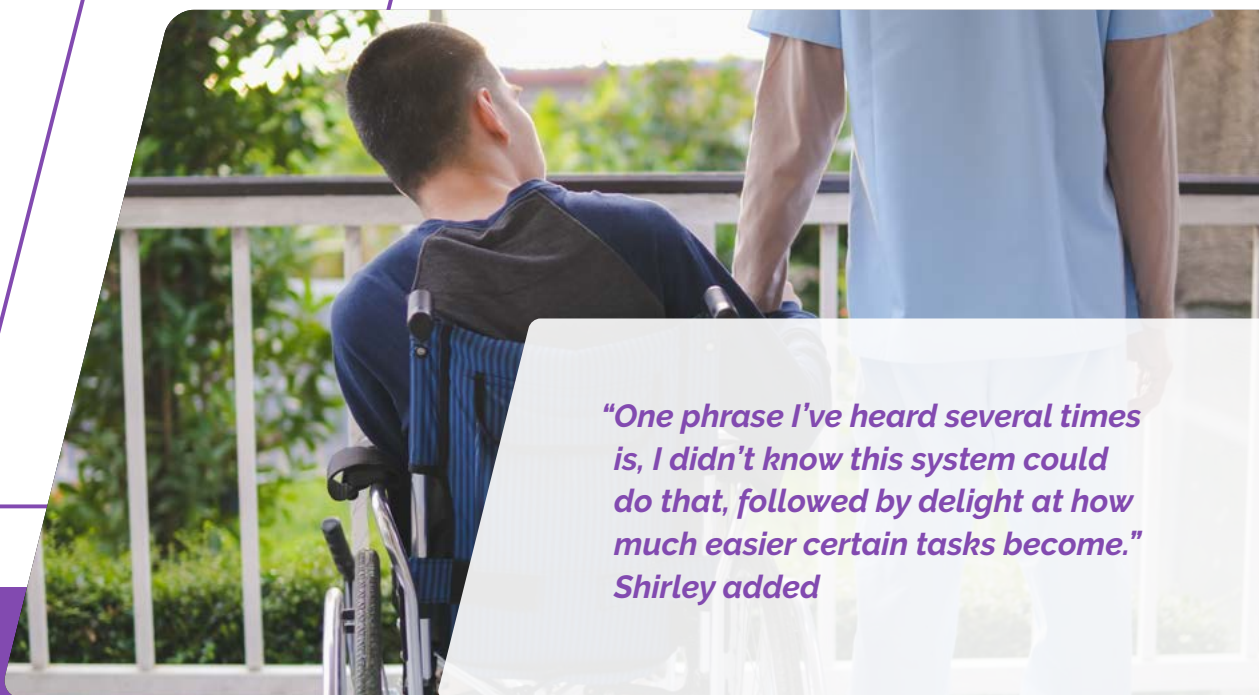
Corporate compliance for core mandatory modules rose to over 85% for the whole organisation.

✓ ROI

learnPro delivers ROI by reducing training and administration costs through automation and digital learning, while improving compliance, audit readiness, workforce development and performance. It streamlines processes, reduces duplication, frees staff time and enhances operational efficiency and care quality.

✓ Other

- Managers have autonomy over staff compliance and can see this at the click of a button.
- Eliminates the need for countless number of spreadsheets to be updated and maintained.
- Customer Service is excellent and most issues arising are resolved within a 2-hour time frame.
- learnPro is a continuously evolving system, consistently advancing to keep pace with the rapidly changing digital landscape.



"One phrase I've heard several times is, I didn't know this system could do that, followed by delight at how much easier certain tasks become."
Shirley added



Learn More.

Want to see how LearnPro Group can support your organisation? Get in touch to schedule a call or request a product demo.

email: hello@learnprogroup.com
website: learnprogroup.com/learnpro-lms