



SONIC HEALTHCARE  
UK



**Sonic Healthcare UK**  
Education & Training  
Report - 20/21

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# Introduction

I am pleased to introduce the 2020-21 Education and Training Annual Report. I have seen this report grow since I first joined the organisation in 2016 and taking the chance to reflect and remind ourselves of all our achievements is incredibly rewarding.

We have continued to respond to the challenges Covid-19 has brought and 2021 moved training within Sonic Healthcare UK forward by creating a formal Learning and Development team. As the Head of Learning and Development, my team includes a Learning and Development Coordinator and an E-Learning Developer and Coordinator, to support with the creation of content on Sonic Learn. We work together to support personal development in all stages of employment across all aspects of the organisation.

Despite Covid-19 impacting on the number of external courses available, we have continued to support our employees on various courses. This summer we approved record numbers of funding for staff wishing to undertake master's degrees, which enable them to take the next step in their career as a Biomedical Scientist.

I'm particularly proud of how we responded to the unique challenge of training and onboarding a new workforce for the Covid-19 testing laboratory, notably with the innovative use of instructional videos.

Everyone in the Sonic Healthcare UK Education Faculty hopes you enjoy reading about the education and training achievements of our staff and recognise the additional triumph of these happening during such a challenging time.



**Wendy Leversuch**  
Head of Learning & Development



# Training Investment

We have a dedicated training budget, available to support staff in their current and future roles. Sonic Healthcare UK consists of multiple separate groups:

- HSL (Health Services Laboratories) - a partnership with UCLH and the Royal Free providing pathology services to UCLH, the Royal Free, North Middlesex, Barnet and Chase Farm NHS Hospitals
- LNWH (London North West University Hospitals) provides pathology services to Northwick Park, Ealing and Central Middlesex Hospitals
- TDL (The Doctors Laboratory) provides pathology services for a range of private hospitals including BUPA, BMI, Ramsey and HJE hospitals, in addition to many private clinics

Sonic Healthcare UK committed approximately £110,000 spend on staff development and training. Unfortunately, the pandemic has impacted on the number of external training and conference opportunities available for our staff.

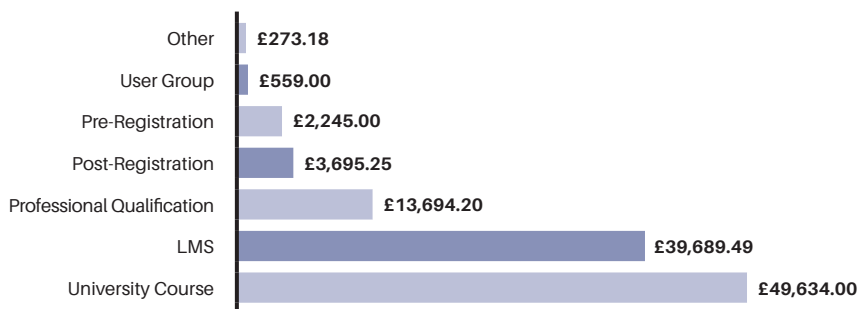
Our investment in staff learning and development can be broadly broken down into categories ranging from:

- Investment in our Learning Management System (LMS)
- Attendance at user group meetings
- Completion of university courses such as MSc
- Pre and post HCPC registration courses
- The use of external companies to deliver training
- Attendance at a range of national and international conferences

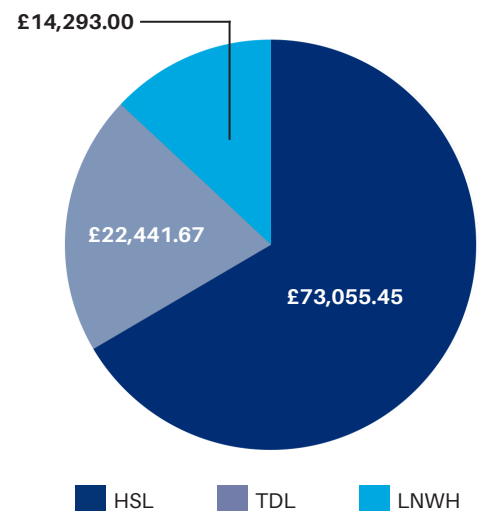


Training underway in the Surge Lab

## Total Spend by Category



## Total Spend Across the Group



# Professional Portfolios

## Biomedical Scientist Training Portfolios








Professional training qualifications are vital to developing a highly skilled workforce. We are delighted to support training that achieves HCPC registration as a Biomedical Scientist through the IBMS registration portfolio and post-registration training through the IBMS Specialist diplomas. We consider these training qualifications vital to developing a highly skilled workforce. Over the course of our last year, we have supported the following:

### Pre Registration

**Total Registration Portfolios Supported | 49**




### Post Registration

**Total IBMS Specialist Diplomas Supported | 54**

-  Biochemistry | 3
-  Haem & Hospital Transfusion | 15
-  Blood Sciences | 8
-  Immunology | 2
-  Virology | 1
-  Cellular Pathology | 10
-  Microbiology | 15

**Total BBTS Specialist Certificates Supported | 12**

**Total IBMS Certificates of Expert Practice Supported | 16**

-  Quality Management | 2
-  Training | 9
-  Leadership & Management | 5



Staff at North Middlesex University Hospital RRL



STP Clinical Trainee, Banke Ajayi-Obe



## Nurcan Gunebakan | BMS (Biochemistry)

Nurcan started her journey with Sonic Healthcare UK back in 2019 as a Middlesex University placement student completing the IBMS registration portfolio within the Clinical Biochemistry department at Northwick Park Hospital. She is currently practicing as a Biomedical Scientist and working on the IBMS specialist portfolio in Clinical Biochemistry.

*“The training and support I have received from my training officer and team members have enabled me to advance in my professional development. The hands-on experience and dynamic nature of the lab have provided me with many opportunities to challenge myself and progress within the department. Upon the completion of the specialist portfolio, I hope to further my knowledge and undertake an MSc in Biomedical Sciences.”*

## Support Staff Portfolios

We recognise the importance of developing our support staff and look to complete their IBMS Certificate of Achievement portfolios which guide and assess the development of skills that underpin the biomedical science workforce.



### Natalia Zapata | COA Part I

Congratulations to Natalia Zapata who has successfully completed her first IBMS portfolio and has received the IBMS Certificate of Achievement Part I. The IBMS Certificate of Achievement is designed for biomedical science support staff working in laboratory services. The qualification comes in two parts. Both are portfolio-based professional vocational qualifications that guide and assess the development of skills that underpin the biomedical science workforce. They enable individuals to demonstrate their knowledge and skills and evidence their laboratory training.

Upon completion, they can apply to join the Science Council registers as either a Registered Science Technician (RSci Tech) or a Registered Scientist (RSci) (Certificate of Achievement Part I or II respectively). Natalia says she is enormously grateful for the opportunity and encouragement she has received from the company and in particular from her Training Officer, Lorna Ineh-Igiehon. She's now got her sights set on becoming a Registered Scientist (RSci) when she completes the second part of the portfolio. Head of Learning and Development, Wendy Leversuch added, "Natalia is the first person in the department to do this and I'm very grateful she was willing to work with us as we all learned how to support this portfolio. Natalia worked really hard during a very trying time and produced a portfolio of evidence she can be very proud of. We are hoping to get more staff working through these portfolios, and I know Natalia will be sharing her experiences with her colleagues and helping them."

## Clinical Scientist Training

Over the course of this year, we have supported eight clinical scientist training portfolios in clinical genetics for HCPC registration as a Clinical Scientist via the Association of Clinical Scientists (ACS) route. Trainee clinical scientists compile a portfolio of evidence of work-based learning over a four-year period. Sonic Healthcare UK have also welcomed our first STP trainee in clinical biochemistry.



### Banke Ajayi-Obe | STP Clinical Trainee (Biochemistry)

Banke started working at the Halo in 2021 and will complete her training to become a HCPC registered clinical scientist, via the NHS Scientist Training Programme (STP), with us. She works closely with the Clinical Scientists in our Manual Chemistry department; however, she will work within other sites and departments to become competent at reporting and interpreting biochemistry test results. As part of her training, Banke is studying for a fully funded MSc in Clinical Science (Blood Science) at the University of Manchester.

*"I am really excited to continue my training and development. The company and all of its staff have made me feel very welcome and are providing me with the tools to develop my career. I am looking forward to the journey ahead!"*

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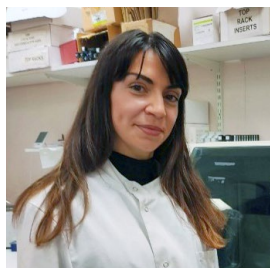
# Medical Training

At Sonic Healthcare UK, we provide training for all junior doctors in pathology specialties in North Central London and in some specialties, the whole of London and the South East of England. There are more than 300 pathology trainees in the sector with about 50-100 placed in our laboratories across various disciplines at any one time. As our more specialist laboratories provide services to the NHS outside our region, we frequently have placements for trainees from other deaneries. The training we provide is vital for ensuring that the NHS workforce is up to date and able to deliver the pathology services needed in the future. Additionally, we train clinicians in other specialties who need to understand how to utilise laboratory data in the clinical management of their patients on the frontline.

Our Head of Medical Training, Dr Keith Gomez, is responsible for overseeing the training of hundreds of trainee doctors and ensuring that the teaching provided aligns with the specialty requirements set out by the medical royal colleges.

Training has been disrupted during the pandemic as many junior doctors and trainers were deployed to focus on frontline clinical services. However, this has led to innovations in working patterns and training delivery such as the development of online training resources. Feedback on these developments has generally been very positive. Access to training has been widened as trainees don't have to travel across London to a training centre and recorded sessions may be viewed on demand.

There are, however, some instances where face-to-face training is essential, particularly core bench work. For example, morphology training needs very high-quality images produced by a powerful, high-resolution camera and HSL worked with clinicians to ensure that training needs were met whilst keeping everyone safe.



## Dr Rita Peralta | Clinical Research Fellow

The Covid-19 pandemic has presented many challenges for laboratory working but it has also provided a fertile environment for research. From early on it became clear that Covid-19 infection was associated with an increased risk of thrombosis. As the mechanism involves immune cells and the inflammatory response in the lungs, the process has been referred to as immune-thrombosis.

Dr Rita Peralta was a clinical research fellow in the haemophilia centre at the Royal Free Hospital at the start of the pandemic. In collaboration with scientists in the HSL coagulation laboratory, the University of Surrey and UCL, a biobank was utilised to collect samples from patients hospitalised with Covid-19 at the Royal Free to see if biomarkers of haemostasis, endothelial activation and inflammation could be correlated with severity of the illness, mortality and risk of thrombosis. The study measured 108 biomarkers and 18 coagulation proteins alongside routine haematological and biochemical assays in patients, stratified using a WHO clinical severity score.

Results showed that inflammatory biomarkers peaked between days 15 to 28 of infection. Increased levels of biomarkers of global endothelial dysfunction and acute inflammation were strongly correlated with disease severity. Dr Peralta identified specific biomarkers that correlated positively and negatively with thrombosis and mortality. She is carrying out further analyses of this data which is now being prepared for publication.

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# Apprenticeships

We continue to grow our apprenticeship offerings across the organisation, and have partnered with additional education providers to expand the qualifications we are able to support. We're currently supporting apprenticeships in the following:

- Level 3 Business Administration
- Team Leadership
- Operations Manager
- Warehouse Operative
- Level 3 IT - Information Communications Technician
- Laboratory Technician
- Degree Apprenticeship in Applied Biomedical Science

We are also very excited to share that our first two degree apprentices graduated in June 2020 with both getting excellent degrees. In the future they will be working for us as fully qualified Biomedical Scientists. Our second cohort of five degree apprentices started in September 2020 and we will be recruiting more degree apprentices for the 2021 academic year.

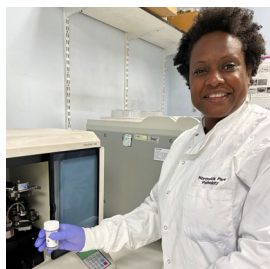
Working alongside the University of Westminster this programme of learning gives staff the opportunity to gain an IBMS accredited degree while working full time in one of our laboratories. It also includes completion of the IBMS registration portfolio, so that staff graduate with HCPC registration as a Biomedical Scientist. All apprenticeships give staff the unique opportunity *"to earn while they learn"*.



## Vincenzo Bellucci | BMS (Biochemistry)

Vincenzo completed a degree apprenticeship in Applied Biomedical Sciences. His journey to this point started in 1997, when he first became an MLA. Since then, he's taken on further responsibilities, like the role of Medical Technical Officer (MTO) back in 2013. "I wanted to run analysers and learn how they worked, I wanted to progress and develop."

The apprenticeship allowed him to overcome the lack of a formal science degree which had previously stopped him from becoming a Biomedical Scientist. Sonic Healthcare UK was supportive throughout, always giving the space and time to complete his studies, and the apprenticeship itself provided a unique opportunity for Vincenzo to learn in a way that simply didn't exist elsewhere. "There's no way I could have done the degree by myself. There was no part-time degree I could do - this was one of the only ways to do it". Since finishing the course and becoming an HCPC registered Biomedical Scientist, Vincenzo has already started a new job at our UCLH Rapid Response Lab and is really enjoying it. "It's what I've been aiming for the last four or five years."



## Sonja McLaggan | MLA (Histology)

Sonja McLaggan works at our Northwick Park site as an MLA in Histopathology. She joined the organisation in 2016 in the Histology office and then successfully applied to become an MLA just before the pandemic started in March 2020. Sonja is our first Laboratory Technician Apprentice and is due to complete her apprenticeship in December 2022. She chose to do an apprenticeship as "I want to progress in terms of career and expand my knowledge to the next level - this apprenticeship seems to be a good opportunity for me".

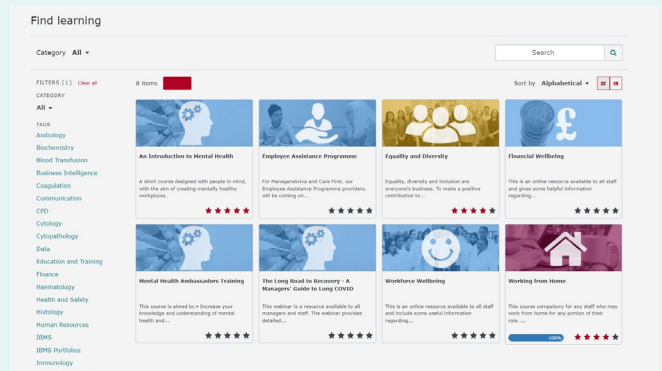
The apprenticeship was challenging at the start: "I must admit, I struggled initially as I have not been in education for quite some time, and it was a rocky start. I admit to feeling anxious in the beginning and was worried about handing in work. I wasn't sure if I could do it or not, but my tutors realised I found it challenging and gave me so much support and guidance. My manager, Rajesh Nalluri has also been incredibly supportive and helpful and ensures I have time during the week to complete assignments etc. I am pleased to say I have gotten good marks so far for my work and everything is much better than it was."

# Corporate Training

## Staff Wellbeing

The impact of Covid-19 resulted in an increased focus on our staff wellbeing and we developed multiple courses to ensure staff were aware of and could access a range of support options.

Additionally, we launched a new health and wellbeing strategy and policy for the organisation that helps identify five key areas where staff can seek support to manage their wellbeing. The support and information around this area of work supplements the Education and Training Faculty's resources available to staff. Moreover, we ran additional training for our mental health ambassadors and developed wellbeing courses ranging from how to work from home to emotional, physical and financial wellbeing.



Sonic Learn Website

## Bite-Size Learning

Despite not being able to deliver much face-to-face training, we continued to provide our excellent programme of Soft Skills courses which are available for staff to book onto via our Sonic Learn Learning Management System (LMS) and are delivered online. We encourage all staff who are new to supervisor roles to complete a suite of courses covering various HR processes.

Workshops include:

- Absence Management
- Interview Skills
- Disciplinary Procedure
- Annual Joint Reviews
- Recruitment
- Maternity, Paternity and Shared Parental Leave
- Telephone Training

We are continuing to expand the courses available, and during Covid we launched two new workshops:

- **Managing Situations Informally** - Enabling staff who manage others to learn how to manage situations informally and understand when they need to move to a more formal route.
- **Managing Difficult Conversations** - Managers are sometimes hesitant to engage in difficult conversations because they are not sure how to approach employees. This workshop supports staff who supervise others and sometimes need to have difficult conversations.

We also introduced support to our workforce through the pandemic, with a move to remote working for many of them. We introduced a mandatory 'Working From Home' online learning course in July 2020 for all staff working from home as a result of the pandemic. It soon recorded 84% of all feedback being good or excellent, with 91% of respondents stating their knowledge had improved as a result of the course.

## Preparing to Lead Programme

After the success of the first Preparing to Lead course, which is a talent management programme for next generation leaders, we had planned to deliver it again in 2020 but it was delayed to 2021 due to Covid-19. See page 9 for a first hand account of Julie Dilling's experience of the course.



## Julie Dilling | RRL Manager, UCLH

"In 2019 I was accepted on to the first "Preparing to Lead" cohort. At the time, I was the SRA Manager at Northwick Park Hospital running a team of 44 covering a busy 24/7 service across two sites and the course provided an opportunity to learn more about effective leadership. Little did I know then that this course was the start of a huge change in my career; not only would I gain knowledge, skills and personal development but also form strong friendships and connections that give me support and counsel today.

I must admit initially it was like any other course. I thought I would turn up, learn a little, reflect a little and get a certificate - however this was not like other courses! We were first put into small groups, which became our very close-knit working party. The days were also separated into two distinct segments which focused on different activities. In the mornings we discussed the theory and practice of different management/leadership/relationship tools. Then in the afternoon we attended smaller groups called Action Learning Set (ALS) which had a facilitator that explored the practical application of the skill or theory covered in the morning workshop. Crucially, these sessions focused on relating the topic to my work, my current situation and experiences. It was these afternoon sessions that I felt developed my skills, understanding and confidence.

We covered a wide range of topics on styles of leadership: developing resilience, conflict, working cultures, dealing with complexity and ambiguity. Then a final session was a 'Dragons Den' where small teams pitched an idea to a panel of executives. My team pitched a Mentorship programme, which was selected and is up and running today. It was a Sonic first and both David Byrne and Rachael Liebmann are participating mentors.

One major positive element of this course was that it introduced me to fantastic people who work in all areas of the group. People who, under normal circumstances, I would not get the opportunity to work with. We really have a great bunch of people working here who are open, honest, show integrity, hardworking, kind, clever, respectful, hilarious, fun.

During the course a new HSL Sample Reception General Area Manager role was advertised. I applied and in May 2019, this was my first successful step into an operational managerial position. This role had an overarching responsibility to work with all the RRLs and I was able to share best practice across the company. I felt I was able to move into this wide-reaching role as I was involved in several other projects previously, where I gained experience in other disciplines. When the new Cervical Screening Service (CSL) went live in early December 2019 I was asked to support with recruitment and 'go live' in 2020, but the pandemic happened in April 2020 which changed many priorities. In collaboration with Brent and Harrow CCGs, I coordinated the set-up of the first community testing Covid hubs for care homes in London. In November 2020 I showcased this work in a poster at the BMJ Conference - Leaders in Healthcare 2020, under the category for leading across systems and organisations. In August 2020, I was supporting the HALO and UCLH teams when sample volumes were surging and more recently March 2021, firstly seconded, then becoming the new RRL Manager for UCLH at 60 Whitfield Street.

Each step I have taken has pushed me out of my comfort zone, but the skills I have learnt, combined with the wealth of support and encouragement from my mentors and peers has enabled me to complete each challenge. I don't think I could have been as successful, had so many positive experiences, if it wasn't for this course starting that journey."



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# Staff Achievements & Career Development

Once again, our staff have excelled, participating in education programmes and research projects. We are delighted to showcase some of our staff's achievements from the past 12 months.



## Naina Chavda | Blood Sciences Operations Manager

"I started at Middlesex Hospital in 1988 to set up a test for Immune Monitoring for HIV. This was my first taste of working under pressure with new assays as I had a year to do this or I would be unemployed! Thankfully, I was successful and went on to create a number of Flow Cytometric tests for diagnosis of Haematology malignancies.

By this time, Middlesex Hospital had been merged with UCH and the Flow Cytometry department also grew in terms of the screens offered. We were one of the first labs to start 4 colour analysis and develop an assay for whole blood and bone marrow processing.

The department was always at the fore front of keeping up to date with modern techniques and using resources well. In 2015, HSL was formed, and work had started on consolidation of Immunophenotyping testing sites, with an aim to bring all services onto one site. There were five services to merge, from equipment to staff! I was successful in securing the role of Flow Cytometry Manager and charged with helping to design the new lab, managing procurement and verification of equipment, and finally moving all processes into one site. One of the reasons I was successful in securing this role was the fact that I had managed and implemented a state-of-the-art technique called Duraclone testing, which streamlined processes that led to financial improvements.

In 2019 I took part in the 'Preparing to Lead' programme which allowed me to develop further various skills as part of my own development.

In 2022 HSL, in partnership with UCL, were awarded a contract by the Department of Health and Social Care (DHSC) to set up a Covid-19 Pillar II testing laboratory to cope with the national demand of PCR testing. The lab was being built and I was successful in securing the role of Operational Manager. It was not only a brand-new laboratory, but more than 70 new staff all needing training; 17 PCR analysers and 18 cabinets all needing verification and there was a 24/7 service to implement. It was a great project management team that supported me and in six weeks we went live. I had an extremely challenging year, but the staff were phenomenal and together we made it a successful operation. We could eventually boast the best TAT nationally, as well as the site of choice for VIP sample testing.

My experience of setting up a 24/7 service with large volumes of samples gave me the knowledge I required to secure my current role as Blood Sciences Operations Manager. I feel that since 2015, Sonic Healthcare UK have given me all the resources and help that I needed to excel in all the fields I have worked in. I feel they have valued my abilities and allowed me to grow and learn and have supported me with a huge collection of experienced managers and directors, who have mentored me and directed me to progress. I think Sonic Healthcare UK values progress and exceptional service to the patient."



## Shazia Yasin | Head of Biochemistry, NMUH

“The past 24 months brought challenges to both the laboratory and the staff. However, I had not realised the challenges that lockdown would bring to training and how much I would personally grow from learning through delivering training during these tough times.

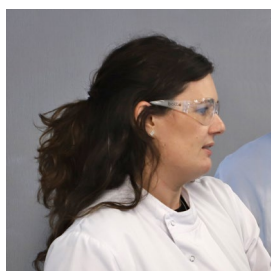
We saw the same challenges like all areas with sickness, isolation, furlough plus the need to adapt to the constantly changing government requirements. This was combined with the pressure to keep the service going and train staff quickly on new processes and the Covid testing and analysers that had just been verified.

Staff who had been used to coming in and carrying out their daily routine tasks, were now being trained and competence tested to do new tasks that they had never been considered for before. They also had to be mentored to change their attitude to learning and to be more flexible.

We saw a natural hesitation from staff as globally we knew very little about Covid and had some trainees who were initially concerned to handle Covid samples and work on Covid testing platforms. We carried out risk assessments and health and safety measures had been put in place to keep everyone safe but I had to change my normal approach to training on these sections. I involved trainees in audits to collect evidence for their health and safety section of the registration portfolio specifically on Covid-19, adapting my style of training. Getting them more involved helped them realise the practice was safe. Training meetings were held safely more than one metre apart or via Zoom, which was a whole new learning experience as it meant learning about a new platform.

We supported any trainees who were on furlough, ensuring that they could still continue with their learning which, at times needed a few nudges! Other trainees who were in work, were working hard, sacrificing family time and holidays away. I had to learn to change my approach to these meetings and put a focus on wellbeing, as well as monitoring progress of training. I also had to quickly learn that I had to be stronger and more emotionally resilient for myself and the trainees so was very thankful when wellbeing courses were available on Sonic Learn for all to access.

The growth hasn't just been for the trainees within the department who have developed into professional well trained registered Biomedical Scientists, but also for myself as I have had to learn to grow into more of an adaptive, situational and a more resilient trainer and manager.”



## Bree James | Lead BMS, The Halo Building

“I started at the Royal Free in 2014 as a band 6 BMS and TUPE'd to HSL in 2015. As an experienced BMS I was given the opportunity to play a major role in setting up the new Rapid Response Laboratory at the Royal Free Hospital where I spent two months verifying the Biochemistry analysers, training staff and writing documentation for the new analysers. This experience led me to be asked to assist in the implementation of the North Middlesex and Barnet Hospital RRLs where I was asked to train staff and provide support for the staff during the go-live weeks. I became the Biochemistry lead at the Royal Free in 2016.

I have been given numerous training opportunities in this time including completing my MSc at Greenwich University which was supported by HSL. I was able to complete a project that assessed new equations to calculate LDL in the Biochemistry laboratory. I have also been given the opportunity to attend the Preparing to Lead course, where I gained valuable skills to assist my day-to-day life as a manager. I have attended many short learning courses within the company, including those provided by Sonic Australia and bite-sized learnings. All of the skills learnt have led me to my current position as Lead Biomedical Scientist of the Automated Blood Sciences Laboratory at the Halo building.”

# COVID-19 Surge Laboratory

In 2019 HSL, in partnership with the UCL, was awarded the contract to deliver Covid-19 testing to the London community and an office floor in the Halo building was repurposed as a Covid-19 laboratory.

This created the challenge of not only recruiting a new workforce but also ensuring they were trained and competent. This would have been challenging in a normal world but had the added complication of doing this while the laboratory was being built.

The solution was twofold - incorporating e-learning as part of the training and using an empty laboratory space in UCL as a practice environment.

An online course was created on Sonic Learn which included a series of instructional videos demonstrating each stage of the Covid-19 test. The emphasis was on making sure every aspect was perfect. As well as meeting the exacting standards of UKAS, the nature of the test and the virus also required some specific DHSC requirements. Trainees were assessed after watching each video, reinforcing all the key points and ensuring they had been understood.

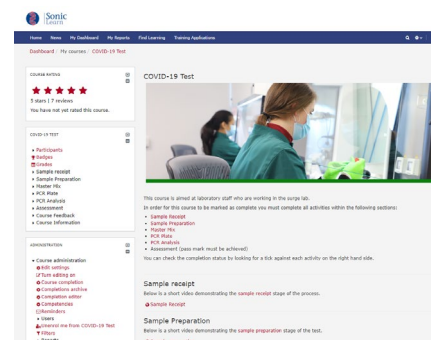
Once new starters had completed the online course, they then attended a training session in a practice environment where they could try out the techniques they had seen in the videos and get used to working with the necessary health and safety procedures and equipment.

The use of videos enabled all new starters to receive a consistent, high standard training experience and the practice environment allowed them to put what they had learned into practice in a safe place.

The laboratory operates 24/7 running approximately 12,000 tests a day.

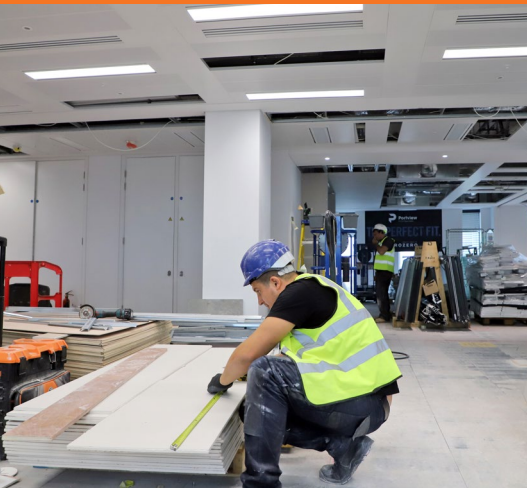


Screenshot from the "Master Mix" Training Video



Covid-19 Course on Sonic Learn

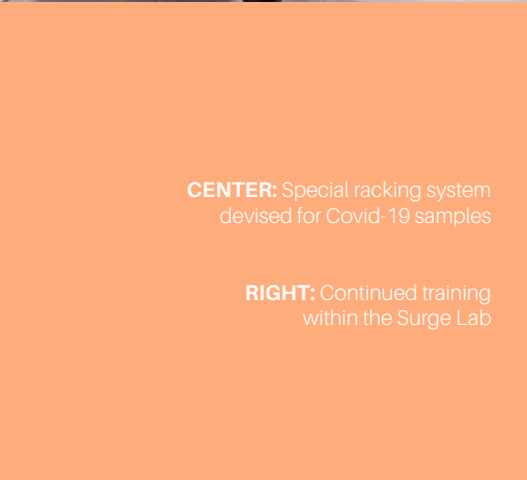




**LEFT:** Building work underway at Halo Building, Level 9



**CENTER:** First wave of training begins at the UCL training facility



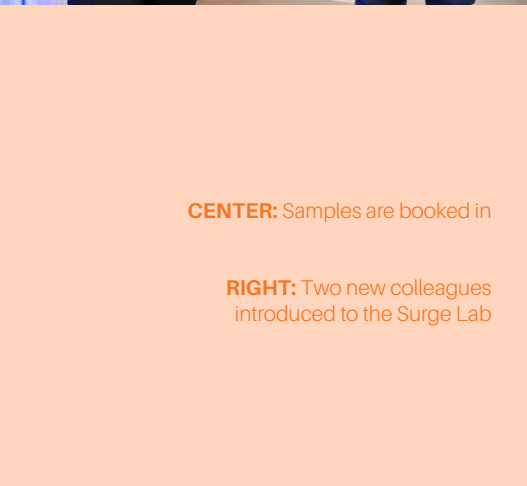
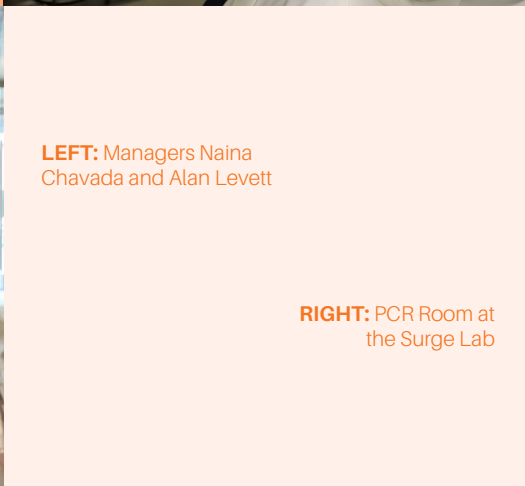
**CENTER:** Special racking system devised for Covid-19 samples

**RIGHT:** Continued training within the Surge Lab



**LEFT:** Managers Naina Chavada and Alan Levett

**RIGHT:** PCR Room at the Surge Lab



**CENTER:** Samples are booked in

**RIGHT:** Two new colleagues introduced to the Surge Lab



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# Sonic Learn

We continue to develop new content for our online learning website Sonic Learn.

## New Courses Launched

- Continuing Professional Development (CPD)
- Virtual Meetings
- How to complete an AJR on Sonic Hub
- Workforce Wellbeing
- Courier Demonstration
- English as a Second Language
- Office 365 - Microsoft Teams
- Managing Difficult Conversations
- Secure Application Development
- Occupational Health Management Referrals
- Working from Home
- Microsoft Word 2019 Beginner
- Financial Wellbeing
- Modern Slavery
- Fraud and Bribery
- Covid-19 Test
- Quality for Beginners
- Equality & Diversity
- Evacuation Chair Training

## Spotlight On New Courses

**Fraud & Bribery** - this was introduced in March 2021 as a mandatory short course for all staff.

- Feedback from almost 1,700 staff
- 90% rated it as either good or excellent
- 94% felt their knowledge or skill in this field improved as a result of this course

**Information Governance** - this was introduced in March 2021 as a mandatory course for all staff combining three previous separate courses.

- Feedback from almost 1,500 staff
- 88% rated it as either good or excellent
- 89% felt their knowledge or skill in this field improved as a result of this course

**Safety Cabinet** - this was introduced due to the increased use of safety cabinets in Pathology due to Covid-19.

- Feedback from 273 staff
- 90% rated it as either good or excellent
- 95% felt their knowledge or skill in this field improved as a result of this course

**Modern Slavery** - this was introduced in March 2021 as a short mandatory course for procurement and finance staff.

- Feedback from 176 staff
- 98% rated it as either good or excellent
- 96% felt their knowledge or skill in this field improved as a result of this course

**Working from Home** - this was introduced in July 2020 as a mandatory course for all staff working from home as a result of the pandemic.

- Feedback from 87 staff
- 84% rated it as either good or excellent
- 91% felt their knowledge or skill in this field improved as a result of this course

# Future Planning

The ongoing challenges regarding how we deliver training due to the pandemic remain, but so far, this has also created opportunities that we have made use of and we should take comfort that we continue to utilise technology to support the development of our staff.

We are continuing to widen our Sonic Learn content and are developing laboratory focussed courses supporting staff CPD and department laboratory training.

## Micro 101

Our Infection Sciences team are building a suite of courses with the aim of developing Microbiology specific knowledge. Each course focusses on a function bench within the department such as the ENT bench, wound bench, etc.

## Point of Care Testing (PoCT) Portfolio

The IBMS specialist diplomas work well in developing a specialist scientific work force and the absence of a PoCT themed portfolio has led us to begin developing our own in-house PoCT portfolio. The aim is to ensure staff in PoCT will be supported in developing and evidencing their required knowledge base in line with their colleagues in other Pathology disciplines.

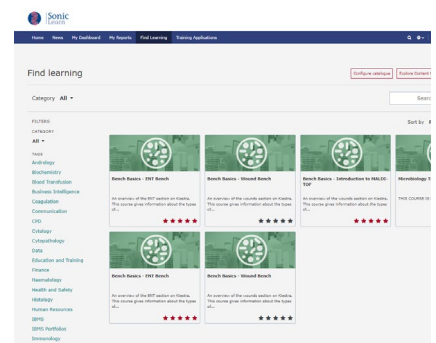
## Staff Onboarding

We are reviewing our onboarding processes to ensure staff are welcomed into the organisation and receive all the information they need to get off to a great start as a new colleague.

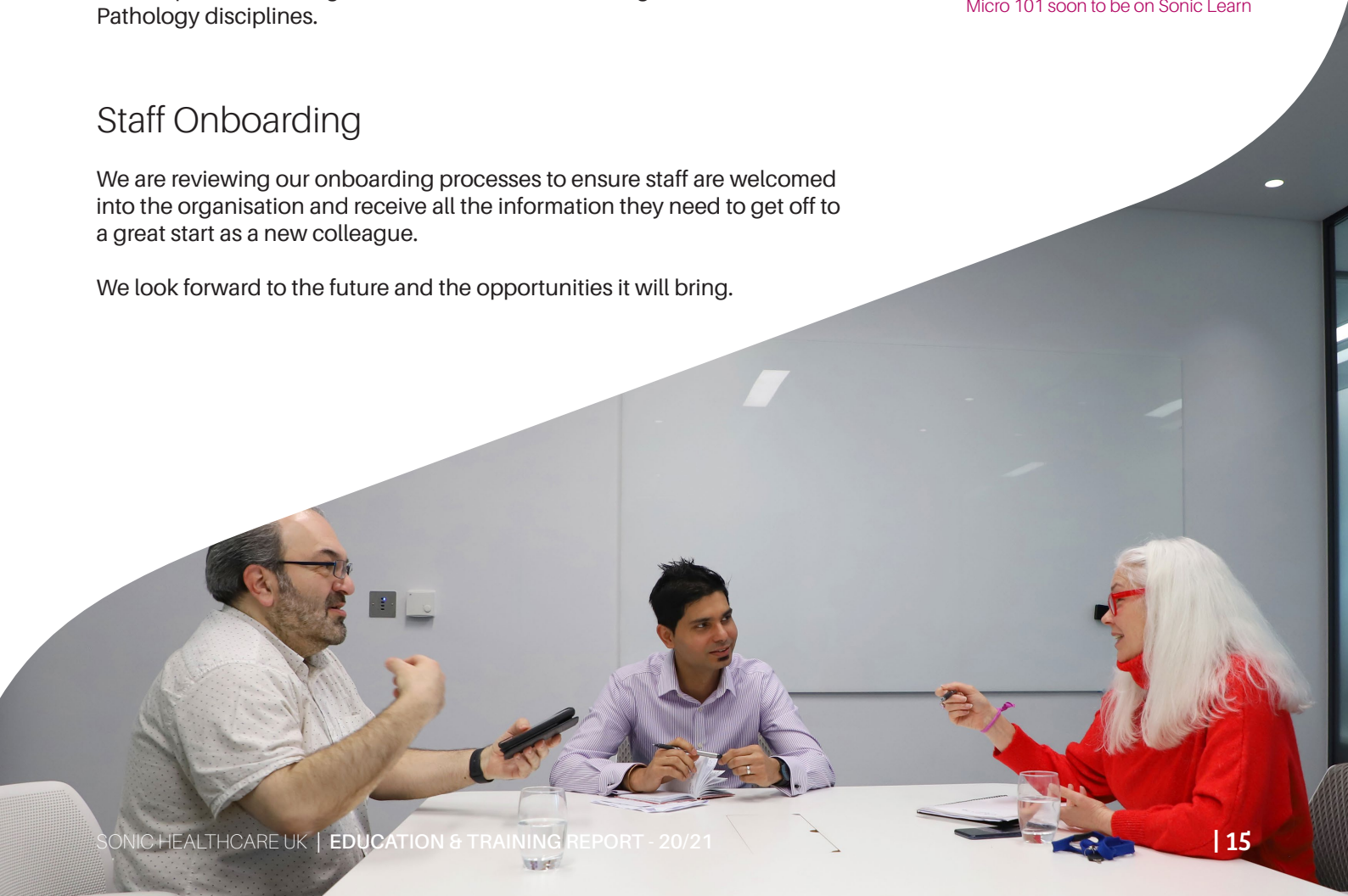
We look forward to the future and the opportunities it will bring.



Staff at TDL Manchester



Micro 101 soon to be on Sonic Learn





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