



Case study: Trialling the PRIMIS+ Award in Data Quality and Information Management in General Practice

Background to the PRIMIS+ Award

PRIMIS+ has been delivering high quality training and support in data quality and information management in general practice to information facilitators in primary care organisations for over ten years. The training and support enables information facilitators to cascade their knowledge and skills to support general practice.

Feedback from information facilitators indicated that they would like formal recognition for the training they had undertaken so that they can demonstrate their achievements as part of their ongoing personal development and career progression.

PRIMIS+ contacted NCFE, a national awarding body, and after gaining their Investing In Quality licence, developed the PRIMIS+ Award in Data Quality and Information Management in General Practice.

The award was developed in partnership with The NHS Information Centre for health and social care and combines e-learning, workshops and work based assessments, all underpinned by software developed in-house to track each learner's progress.

Field testing

NHS Sefton was the first primary care organisation to undertake the award as a large group. They agreed to pilot the programme, giving continual feedback to PRIMIS+ as they participated. Closely listening to our learners in this way, allowed PRIMIS+ to really refine the contents and delivery of the award programme. Clare Lawson was a member of the Sefton cohort.

We asked Clare how much she had enjoyed being part of the first group? "It was quite nice to be part of moulding it, really. The things that we said were changed. I think the classroom sessions were really good. Particularly the core ones. All of you brainstorming together makes a massive difference," but, we asked, will it make a difference to your career?

"I think that it's worth noting that there's nothing like this out there, or there hasn't been for a long time. I think it will soon become quite recognised in our kind of teams. I think the positive bit for me personally is, it makes you feel you've achieved in what you do. It gives you confidence. I think that it's really important, especially at the moment, to actually have a piece of paper that says you can do those things."



Clare Lawson
NHS Sefton

Lauren Fensome was the Learning Consultant for the Sefton group. Lauren told us "It was a great opportunity working with a fast track cohort like Sefton as we were able to apply lessons learnt during and after the training a lot of which has gone on to shape the award as we see it now."

The future

The award has been tremendously successful, with over 130 information facilitators completing the award programme so far. PRIMIS+ plans to build on this success by developing a similar product for GP practice staff.