

# Discovery North East: Admins & Trainee workshops

Workshops ran in Newcastle on 9th May 2019: Admins 3 hours & Trainees 45 minutes

## Newcastle: Trainee workshop 09/05/19

### Attendees

Xxx

### Domain feedback

| Feature               | Element   | Interaction        | Comments  | Actions   |
|-----------------------|---|--------------------|---|---|
| Concerns              | All application   | Pain-point/concern | We need to ensure this does not create any duplicates. All process around ESR, Portfolios and any other systems that need to feedback into TIS needs to be real time.   | If the system is not synced to be real time, make any of that potential contact read-only so to make sure that we do not create duplicates/additional areas that they need to repeat the process in |
|                       | Process   | Approvals          | Who approves when and how will it work. An example is around different leave. If there are multiple people involved in a process and each person needs to be informed around approval, which then passes to another person, how will this work?   | We need to establish exactly which processes require multiple approvals/reviews and how we can sync this between the Trainees, Admins, Trusts or whoever else may need to be in the loop            |
|                       | Access to the app   | Offboarding        | How long will the Trainees have access to the content on the app? The admins often get requests years after a trainee has left as they often need to use some of their old training documentation   | We need to establish a cut off date and how we can package up/archive the trainees content  |
|                       | Audit trail   | Changes            | We need to make it easy to see who has changed what within a trainees record. Especially if we give the trainee more control  | We need to establish an Audit trail in both TIS and the app   |
|                       | Logins  | Access and admin   | Who will set the Trainees up and help them if they can not log into the application? At the moment the trainees have too many logins, so this needs to solve this issue not have another place things can go wrong  | We need to check on best practice for this  |
| Personal details      | <ul style="list-style-type: none"> <li>Name</li> <li>Address</li> <li>Email</li> <li>Phone</li> </ul> | Read-only          | Until ESR is synced with TIS and any other areas we hold their details the admins feel that this should stay read-only with a link to ESR to allow them to change in that application.  | Consider linking to other platforms if we can not provide a solution that updates all areas   |
| Programme & Placement | Placement   | Notification       | To be able to notify the trainee of the next placement (12 weeks) and (LET) + Option to raise a query via the notification. The trainees must not be able to: <ol style="list-style-type: none"> <li>Decline the notification</li> <li>Change anything because of the notification</li> <li>The admins need to know the Trainee has read the notification</li> <li>No calendar link as this may cause issues with other dates?</li> </ol> | We need to have a think around notifications and how we can use them for different areas of the App. Will they sit in 'notifications' or be specific to the feature they are sat in?                |
|                       | <ul style="list-style-type: none"> <li>Past</li> <li>Current</li> <li>Future</li> </ul>               | Read-only          | The admins feel that this would be useful as long as the trainees cannot change anything. They should also have as much information on the placements as we can supply  | We can have a look into some of the information around the placements, whats of value?  |
|                       | Program   | Read-only          | They feel that it might be of value to have some information around the program itself, but have this read-only.  | We need to make sure that the information used is current   |

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| Forum | Chat | Bi-directional live chat | They would love to be able to talk openly with other trainees studying in their specific areas. Some specialties have 'Support' groups but the majority of the specialties find it difficult to talk with others in this area. | To facilitate forum area where we can filter of specialties, find groups, create groups, have resources, links to other support areas and possible links around those specialties to events/training |
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Newcastle: Admins and Trainees



