



SONIC HEALTHCARE
UK



Sonic Healthcare UK
Education and Training
Report 2022/23



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Sonic's success is built on the steadfast belief that when we look after our people, they will look after everything else – doctors, patients and everything required to operate a successful healthcare organisation.

Introduction

I am pleased to introduce the 2022-23 Education and Training Annual Report. This report provides us with another great opportunity to demonstrate the extraordinary amount and quality of learning that is being undertaken in our organisation. We are proud of the career development opportunities we provide to our staff through our learning mechanisms, and it is just as important to us to celebrate their achievements both within laboratory and corporate functions.

Throughout the last year, we have seen Learning and Development become even more influential within Sonic Healthcare UK, demonstrated by the continued growth of the courses available to all our staff, and the continued growth of the L&D team. With exciting projects delivered and planned, they have continued the development of our laboratory teams, and keep ensuring we are readying our next leaders for the planned company objectives. We are proud that our staff receive high quality, frequent training opportunities, bringing to life our education strategy with direction and support from the Education Faculty.

Throughout the year we have again supported staff to undertake, among other qualifications, apprenticeships, IBMS Registration and Specialist Portfolios, Diplomas and Masters. Continuous Professional Development is a necessity to maintain a high-quality workforce and fits with the Sonic Healthcare UK Core Values of commitment to service excellence and enthusiasm for continuous improvement.



The Education and Training Faculty exists to ensure our workforce has excellent knowledge and skills, helps set and drive strategic direction for training within the organisation and provides a focus to share learning. We have an excellent group of people to support us in achieving that aim:

- **Dr Rachael Liebmann**, Chief Medical Officer (Chair)
- **Wendy Leversuch**, Head of Learning & Development
- **Tim Herriman**, Group Laboratory Director
- **Dr Keith Gomez**, Head of Medical Training
- **Matthew Gibbins**, Director of Human Resources
- **Gill Swain-Coad**, Learning & Development Co-ordinator
- **Beverley Wallace**, Staff Side Representative (nominated from our trade union partners)

We are proud to continuously develop our staff and have designed and launched a course to support Supervisors and Team Leaders in their step into management, which continues to support our objective of growing our own talent. As you will also see within this report, we have introduced and enhanced more e-learning content driving the accessibility of attending additional training and improving the CPD available for our staff.

I am pleased to present the Annual Report for 2022-23 which represents the achievements of all our workforce – and improving the quality of services we provide to our hospitals, doctors and patients. I hope you enjoy reading about the education and training available within Sonic Healthcare UK.

Tim Herriman
Group Laboratory Director

Professional portfolios

Professional training qualifications are vital to developing a highly skilled workforce. We encourage our staff to undertake widely recognised professional qualifications such as the IBMS Portfolios which fit into a range of roles and career progression.

Over the course of the last year, we have supported the following:

Laboratory support staff portfolios

Certificate of Achievement portfolios: 8

Clinical scientist training

We have staff working through clinical scientist training positions in both the ACS Portfolios and the STP.

- ACS Portfolio in Genetics: **5**
- STP in Biochemistry: **1**
- STP in Microbiology: **3**

Biomedical scientist training portfolios

Pre-registration

Number of registration portfolios supported: 96

Post registration

IBMS Specialist Diplomas supported total: 39

- Biochemistry: **5**
- Haematology and Hospital Transfusion Practice: **12**
- Blood Sciences: **4**
- Immunology: **2**
- Virology: **3**
- Cellular Pathology: **2**
- Microbiology: **11**
- BBTS Specialist Certificate supported: **6**



Staff achievements and career development

VASUKI THIRAKKUMAR Acting Head of Biochemistry

As part of our commitment to staff development we look to offering opportunities for individuals to gain experience in different roles. A good example of this is supporting secondment into management position to cover short-term vacancies created through parental leave.

Vasuki Thirakkumar TUPE transferred into HSL when the service joined in October 2017 as a Senior Biomedical Scientist, and has been continuing to develop within a busy service inside an NHS hospital, also supporting the departments development by being their Training Officer. She is now Acting Head of Biochemistry and getting the chance to learn new skills and develop in a management role in an environment she is already familiar with.

Vasuki mentions that "HSL has allowed me to grow and develop various skills, permitting me to become professionally comprehensive. They have assisted in evolving my managerial and leadership skills by providing courses, training seminars and workshops. These encompass a large spectrum from Q-Pulse training to 'off-site' analyser training. The opportunities provided have improved the quality and morale of our staff."



LAURA BAMBURY Acting Senior Biomedical Scientist

The vacancy that Vasuki's internal promotion created within the Biochemistry team has also allowed for various duties to be shared with individuals in our Barnet RRL. Stepping up and taking on more responsibility and duties that were vacated was Laura Bambury.

Laura Bambury joined Sonic Healthcare UK in July 2020 as a Biomedical Scientist and she also acts as the joint quality representative for Clinical Biochemistry. In July 2023 she was appointed into the role of Acting Senior BMS, providing her with a secondment opportunity to develop and experience the role of a Senior BMS.

On this exciting opportunity, Laura stated that "the opportunities given to me have allowed me to further my knowledge within the busy environment of Biochemistry. Not only being supported to study for my IBMS Specialist in Biochemistry, I have been given the chance to take on more responsibilities and help lead the department. The secondment opportunity has given me an appreciation of the hard work required to be a successful Senior BMS and I am enjoying the new role and responsibilities that come with it".



BRONWEN SEVEL Biomedical Scientist



Bronwen started her journey with Sonic Healthcare UK in 2015, joining our Histology department at Northwick Park Hospital, providing support staff services to the team and working as an Associate Practitioner.

For the past four years, we have supported Bronwen in her mission to become a Biomedical Scientist and in 2023 she completed a Biomedical Science Degree at the University of Westminster.

Completing this through the apprenticeship scheme meant Bronwen's course was fully funded, and she was provided with 20% off the job training and education time.

As a result of Bronwen successfully completing the Degree and becoming HCPC Registered, she has been offered a Biomedical Scientist role within our HSL Cellular Pathology Laboratory at 60 Whitfield Street, London. Upon achieving her Degree, and new role Bronwen said:

"I honestly thought that I would be working as an Associate Practitioner at Northwick Park Hospital for the rest of my career. Until one day I was offered the opportunity to do an apprenticeship. I had never studied subjects like physics or chemistry before, but with some good old fashioned hard graft and incredible support from the lecturers at the university, as well as my manager and colleagues, I completed my degree in April 2023.



Working full-time as well as being a mum meant I had to make some sacrifices during weekends and holidays, but I can honestly say that this experience has literally changed my life for the better. Doing the apprenticeship not only taught me how to be a scientist and how to apply my newly acquired knowledge in my day-to-day duties in the job, but it also taught me more than that – it taught me what it means to be a BMS, which means being honest, caring and putting the patients first.

I would fully recommend anyone who is given this opportunity to grab it, it will be a lot of hard work but I promise you, it will be well worth it!"

Rajesh Nalluri, Bronwen's Learning Mentor (and Head of Department) said that he has "seen Bronwyn's knowledge and skills improve over the duration of the apprenticeship. She was always a BMS in-waiting and I have been very happy to support her." Rajesh went on to express his view of the degree apprenticeship through Sonic Healthcare UK by saying "I have enjoyed supporting Bronwyn as she studied for the apprenticeship, it's a great way to grow future biomedical scientists and I look forward to supporting another member of the team through this process".

Medical training

Sonic Healthcare UK provides the laboratory aspects of training for all medical trainees, in all disciplines. This is organised to fit in with the requests of the various Training Programme Directors to align with the curriculum needs of the medical trainees, as well as the needs of the clinical service.

Cervical Screening London (CSL) is the cervical screening entity set up within Health Services Laboratories (HSL), part of Sonic Healthcare UK, and we are changing our Specialty Trainee (ST) pathology training format.

From September 2023 all ST3+ trainees will spend their cervical cytology training time at CSL and ST1s and ST2s will have all their training delivered at the London Regional Cytology Training Centre (LRCTC) which HSL supports.

The advantages of this are that the ST3+ trainees can report on live cases and gain experience from integrating into a working laboratory – which is so important for their training and also their preparation for the CHCCT exam and Consultant practice.

The ST1s and ST2 trainees are required to have theoretical training which can be delivered via archival cases.

Looking ahead to the academic year 2023/24 we have a bumper crop of 13 ST3+ trainees to support their ongoing training. This is a marvellous recognition on the quality of training provided in ST1 and 2 that so many want to stay on and voluntarily enhance their cervical cytology training and sit the optional CHCCT examination.

Each trainee will have 4 x 1-week attachments at CSL over the academic year and there will be a maximum of 2 trainees per week attending. This was considered the best way to even out ‘peaks and troughs’ in their training and could be most easily incorporated into their host laboratory timetable too.

ST3+ attendance will be on-site at CSL and our expectation from the trainees will be exposure to a minimum of the following per week:

- 15 ‘live case’ reporting each day
- 2 x MDT attendance and review of slides (either pre- or post-MDT)
- Review of at least 1 cervical cancer audit case
- 1 work-based assessment per year

In order for this to work as well as it does, CSL is well supported and praised by our consultant group, who all take part in the training and delivery.

We appreciate that medical trainees are the consultant colleagues of the future and treat their training as a long-term commitment to clinically-led pathology services.



External professional engagement

LONDON INTERNATIONAL YOUTH SCIENCE FORUM (LIYSF)

Sonic Healthcare UK hosted a group of students from the 63rd London International Youth Science Forum (LIYSF). The forum aims to give a deeper insight into science and its application, for the benefit of humankind and to develop a greater understanding between young people of all nations. This two-week residential student event, held annually in London, is attended by the world's leading young scientists aged 16-21 years old from over 70 participating countries.

Sonic Healthcare UK has engaged in this programme in previous years and was happy to do so again. During a Friday morning last year, 24 students were given tours of our flagship laboratories at The Halo Building in London.



"It was really positive to have so many enthusiastic people enjoying a tour of what you do day-in, day-out. It is such a good feeling to be inspiring younger generations and reminds you how cutting edge The Halo Building labs really are!"

Damion Cotterell, Biomedical Scientist

SCHOOL OUTREACH DAY

We were pleased to welcome A-Level students from the Central Foundation School, London to our Hub Laboratory in May 2023.

This marked the relaunch of our outreach programme since the pandemic, and it was wonderful to be able to showcase the laboratory to prospective future biomedical scientists.

The day included a tour of our Halo laboratories, covering a variety of disciplines and specialties. It also provided a chance for students to speak to our scientists and staff as they went about their work.

Pragna Patel (Biomedical Scientist in Infection Sciences) and Naina Chavda (Halo Blood Sciences Service Lead) introduced the students to a typical day in their life working in our laboratories. They both gave informative and interesting presentations which the students enjoyed hugely.

Wendy Leversuch, Head of Learning and Development (bottom right) gave career advice describing how to become a Biomedical Scientist and introduced them to the new Sonic Training Academy launching later in the year.

It was a great success, and we look forward to the next group of students.



Sonic Training Academy

The concept

In response to the profession wide challenge of developing a workforce of proficient biomedical scientists, Sonic Healthcare UK have developed a simple but effective solution.

With significant investment and support from our Board we created the Sonic Training Academy. Each year we will recruit a team of trainee biomedical scientists to work across our laboratory network. Every trainee will be an apprentice working through to completion of a Biomedical Science Degree and IBMS Registration Portfolio, and upon graduation will feed into future vacant posts across all our services.

The Training Academy proposal is underpinned by the provision of a training facility with access to protected laboratory-grade space and equipment to deliver fundamental techniques and instrumentation experience outside of diagnostic service delivery.

We will build upon existing training programmes with the commission of specialist course content to expedite delivery of online training packages through Sonic Learn, our bespoke learning platform. Investing in the principle of practical training laboratory experience, coupled with online theoretical knowledge delivery has proved successful when used to expedite training and competence. This has been demonstrated when we trained over 100 staff for the COVID-19 Surge Laboratory.

As apprentices, our trainees will receive a fully funded degree, off the job training and will be earning a competitive salary. During the four-year degree programme, trainees will be rotated around a broad range of benches, and if suitable, more than one laboratory. Not only providing a comprehensive laboratory grounding, this model provides flexibility for graduates to consider a range of roles within Sonic Healthcare UK upon completion of their registration.

Our training space

The first cohort is due to start in September 2023, and we cannot wait for them to join the organisation and start their journey to registration with us. In preparation for them joining, we are readying our dedicated physical laboratory space for them, based out of the Royal Free Hospital, London.



The output

Whilst we will be training our staff through the initial four years, to ensure compliance with the registration portfolio, our desire is for the trainees to achieve a higher level of competence beyond the threshold level required for HCPC registration. Upon graduation and progression into a Biomedical Scientist post we will look to support them through the IBMS Specialist Diploma.

Recruiting a cohort each year will result in over 50 supernumerary apprentices when it reaches its maximum capacity. The Training Academy will also support our existing training, working through established pathways including our current and ongoing registration and specialist portfolio trainees.

We have recruited a dedicated Training Academy team to help deliver this vision for the organisation, and a short profile on our Training Academy Manager, Roshni Popat is below.



ROSHNI POPAT Sonic Training Academy Manager



Roshni Popat was appointed as the Sonic Training Academy Manager in May 2023, having previously worked as a Biomedical Scientist and Training Lead within Haematology, Immunology and Blood Transfusion for NHS Hospital laboratories.

Her additional role as a Guest Lecturer and Assessor for the biomedical science degree programmes at the University of Hertfordshire and the University of Greenwich have provided her with a wealth of knowledge and expertise in healthcare science degree opportunities currently being provided within the UK.

Roshni is excited about the challenge and concept of the Training Academy and gave her thoughts on it:

“The Sonic Training Academy is a fantastic initiative that aims to create and support new, proficient biomedical scientists through the degree apprenticeship programme. I am delighted to be leading the Training Academy and collaborating with the University of Westminster in recruiting talented and enthusiastic students who will spend the next four years developing valuable, theoretical knowledge paired with unique practical experience from a range of Sonic Healthcare UK laboratories.

The newly formed training laboratory within the Royal Free Hospital will further support the academy in providing lab skills workshops, seminars, and interactive tutorials from subject matter experts in the industry; to enhance the learning experience for the students. My vision for this program is to develop a highly-skilled workforce who can strive within their profession and are provided with all the best opportunities to do so.

Sonic Healthcare UK has made a valuable investment into the future of biomedical science and the Training Academy team are excited for our students to reach their full potential as they embark on becoming the next generation of scientists.”

Corporate training



As an organisation that has continuous improvement as one of our core values, we place significant importance on the enhancement and development of the managerial skills of our staff and managers, particularly in regard to People Management.

People Management workshops continue to provide a beneficial resource to our management teams, attracting both new and established managers that are dealing with people policies either for the first time, or require a refresher. All sessions are conducted via video conference to allow for participation and questions from attendees at any of our sites.

Over the course of the last year we have supported individuals attending over 300 People Management workshop sessions:

- Absence Management: **34**
- Annual Joint Review (AJR): **66**
- Conduct - Investigation and Disciplinary: **20**
- Interview Skills: **33**
- Managing Difficult Conversations: **63**
- Managing Situations Informally: **33**
- Maternity, Paternity and Parental Leave: **9**
- Performance Management - Capability: **17**

We recently conducted an engagement piece across our managers to get feedback on our existing training and asked for suggestions on developing new content.

CONDUCT: INVESTIGATION AND DISCIPLINARY

This workshop was updated to include additional content on how to manage the investigation part of any allegations made, further elements on how to hear a disciplinary meeting, and what to consider when deciding on a possible outcome.

This follows on from the Managing Situations Informally workshop which continues to be popular, especially with new managers and trainees with an incredible 157 people attending since it launched in September 2022.

PERFORMANCE MANAGEMENT: CAPABILITY

Managers noted a need for greater understanding of how to manage an individual's performance and as a result we created a new workshop focusing on managing capability.

This workshop focuses on how managers can work with their teams to feedback on performance, set targets and create comprehensive training plans to improve capability in role.

The workshop was initially piloted to positive feedback and was formally launched in June 2023.

Sonic Connect training 2022

We were once again delighted to be able to welcome back Virginia Re, Sonic Global's Head of Culture, Learning and Development in October 2022.

One of the benefits of Sonic Healthcare UK is being part of the Sonic Healthcare Global family, and the ability to utilise and share knowledge with our colleagues from around the world. Colleagues attended a number of workshops including 'The Sonic Difference', 'Getting it Right First Time', Emotional Intelligence, Conflict Management, High Performing Teams and Situational Leadership.

A total of 412 staff attended workshops across a 10-day period delivering an impressive 897 hours of training. As ever, these workshops were extremely well received and the feedback from staff has been extremely positive.

FLEXIBLE LEADERSHIP

One of the most challenging parts of being a leader can be adopting the appropriate leadership style, not just for the person, but also for the situation. This workshop introduced delegates to a skill vs will matrix, as a tool to understand how to best adopt a leadership style that will best suit the person and the situation.

THE SONIC DIFFERENCE AND EMOTIONAL INTELLIGENCE (EI)



This course gave an overview of Sonic Healthcare Global and enabled participants to examine self-awareness using the foundation of EI behavioural profile tool. Participants learned to develop and show an understanding of the feelings of others.

"I learned a lot about Sonic and the brand that I wasn't aware of beforehand, it was very interesting. I found the emotional intelligence bit very interesting and thought provoking."

"Excellent workshop which provide insights on how to improve on management style."

"Regular sessions of this nature for managers would be very useful and supportive. One aspect of personnel management which isn't given much thought is the stress and pressure that managers are subjected to when dealing with difficult personalities."

GETTING IT RIGHT FIRST TIME



Throughout Virginia's visits and sessions, we used the forum to speak to staff about Getting It Right First Time (GIRFT) and to promote the great work that each of our GIRFT champions have done. The talks focused on the work done to date, trending error categories in sample reception which led to electronic ordering link fixes, changes in shift patterns and an increased focus on clients with a highest error rates. This work has helped us improve the quality of our services and efficiency in Sample Reception.

It was also an opportunity to encourage others in our business to nominate their peers for the fantastic work that is being done every day around our laboratories, support and corporate departments, ensuring we are continuously striving to Get It Right First Time.

Some of the attendee's gave their feedback on these sessions:

"The part of the talk about GIRFT was very interesting and did make me think about how they have used IT to make the system more efficient and how it can possibly be used more in our department, to help when we get unnecessary repeat samples."



"I found the presentation on GIRFT very helpful, particularly the part around booking and testing samples correctly. This is something I am always trying to relay to the team, how important that specimen entry and processing is and how precious samples are."

Apprenticeships

We are proud to be continuing our support of staff undertaking apprenticeships within all sections of the business.

We are currently supporting apprenticeships in the following areas:

- Business Administration: **3**
- Information Communications Technician: **1**
- Team Leadership: **10**
- Degree Apprenticeship in Applied Biomedical Science: **12**
- Operations Manager: **2**
- Associate Project Manager: **1**

As all apprenticeship tuition fees are funded through the apprenticeship levy there is no cost to the employee.



MARIOS KARAFESKOS Associate Practitioner, Manchester Laboratory

Marios works in the Biochemistry Dept and is partway through his Team Leader apprenticeship.

Why did you want to do this apprenticeship?

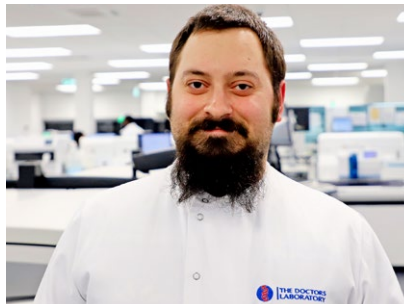
I wanted to have an understanding of the best way to deal with employees and how to have difficult conversations with staff. I am interested in how to communicate and treat staff.

I am already putting this into practice and feel I can communicate better.

What are you enjoying about the apprenticeship?

I have enjoyed learning about emotional intelligence, and I am putting this into practice every day.

I am currently doing an operations review of training and staff are really excited about this.



What is difficult about doing the apprenticeship?

It is challenging to do my day job and to work towards the apprenticeship. I am having to juggle my time, but my time management skills are improving!

What is next?

I think the Team Leader apprenticeship will be a springboard into doing other management training and I want to learn as much as possible.

Would you recommend an apprenticeship to others?

Yes, I would, as long as people understand that it can be difficult to juggle work and the apprenticeship, I would absolutely recommend an apprenticeship.

Andy Leeson, Learning Mentor commented "I have seen that Marios' interaction with staff change. He is good at managing expectations which is important and can motivate the team".

THU LE Account Manager, Manchester Laboratory

Thu is an Account Manager and is studying for a Business Administration apprenticeship.

Why did you want to do this apprenticeship?

My background is in Art and Design, but working in a lab intrigued me. I got a job in Sample Reception Area (SRA) and my HOD, at the time, Georgina Arnold, gave me an opportunity to study for this apprenticeship.

I then changed role and joined Business Development and Service as an Account Manager and continued to be based in Manchester. I was fortunate that I was able to carry on with the apprenticeship and am now supported by Niamh Sherry, my learning mentor.

**What have you enjoyed about the apprenticeship?**

As it is so practical, I am able to put new things I have learned into practice. I am enjoying reading all the materials and researching my assignments.

What is difficult about doing the apprenticeship?

It is hard to balance work and the apprenticeship, but I get lots of help from Niamh my learning mentor and Caroline my apprentice tutor so I can manage.

What is next?

I am excited to be gaining a qualification which I hope will lead onto more opportunities within Sonic Healthcare UK.

Would you recommend an apprenticeship to others?

I would encourage other staff to think about doing an apprenticeship. I have learnt so much and I am so glad I am studying for this apprenticeship.

ADRIAN DOBLE Manual Chemistry, The Halo Building

Adrian works as an MLA in Manual Chemistry and is coming to the end of his degree apprenticeship in Applied Biomedical Science.

Why did you want to do this apprenticeship?

I wanted to contribute more to the laboratory and have the knowledge and skills to be able to do this. I also wanted more responsibility.

My ambition has always been to be a Biomedical Scientist and I have waited a long time for the opportunity.

What have you enjoyed about the apprenticeship?

I have met so many new people as I have been rotating across automated and manual blood sciences. This has been a really great experience. I have also enjoyed learning new things and putting them into practice.

Also, my learning mentor, Komal Solanki, has been excellent. She always made time for me, and I never felt like I was a nuisance.

What was difficult about doing the apprenticeship?

At times 99% of it was a challenge!

I started the degree in September 2020 when all learning was online because of the pandemic. I did wonder sometimes what I had let myself in for as it was a very isolating experience as I didn't meet my peers on the course for a long time.

However, once we could go back on-site things changed. I have now made some lifelong friends and we socialise outside of work which has been a lovely bonus to doing this course.

What is next?

My plans are of course to go onto the HCPC register and get a job as a Biomedical Scientist at Sonic Healthcare UK.

Would you recommend an apprenticeship to others?

Yes I would. It has been challenging, difficult, exciting an adventure! I am very proud of myself and I am so glad I did it.

Sonic Learn

We continue to develop new content for our online learning website, Sonic Learn. Over the course of the last year we have created and updated the following courses:

- Introduction to Specimen Reception Area (Blood sciences)
- Introduction to Basic Haematology Morphology
- Recruitment Clinic
- CompTIA Security+
- QM Acceptance of Change Control Requests
- Leadership and Management Training
- People Management Workshop – Performance Management – Capability
- Regional Laboratory Workshop: Troubleshooting Missing Samples
- Staff Visit to the Halo Lab
- COSHH Awareness Training
- Community Phlebotomy Transport of Dangerous Goods Awareness
- A Guide to Managing Seminar Activity
- New CC and VER Workflow Training
- Basic Safeguarding Awareness
- Environmental Awareness
- Fire Safety Awareness Training
- Fire Warden and Marshal Refresher Training
- Courier Dangerous Goods Awareness
- Spill Kit Training
- Fraud and Bribery Awareness

SPOTLIGHT ON MORPHOLOGY

In March 2023, we launched the highly anticipated online training course, Introduction to Basic Morphology. This comprehensive course comprises of 12 modules, each accompanied by practical exercises. It is specifically designed for individuals new to morphology or those with limited experience in the field.

What sets this training apart is its hands-on approach, allowing participants to engage in simulated real-life microscope usage experiences. An added benefit is the on-site training officer, providing dedicated support to ensure learners receive the guidance they need to excel. The training officer is also responsible for evaluating and marking the exercises, providing invaluable feedback for continuous improvement.

Overall, the course has been performing well and has received high praise for its usefulness and the quality of information provided in the modules. Learners have found the course to be informative and helpful, providing practical knowledge that enhances their skills as scientists.



“The information provided in the lectures was good and helpful. The content was very informative.”

“This module was a good introduction to the course, straightforward to understand and navigate. Sitting in the morphology room with a microscope to hand meant that I could follow the microscope set up video in real time.”

Training investment

We have a dedicated training budget, available to support all staff in their current and future roles.

Sonic Healthcare UK consists of multiple laboratories and services:

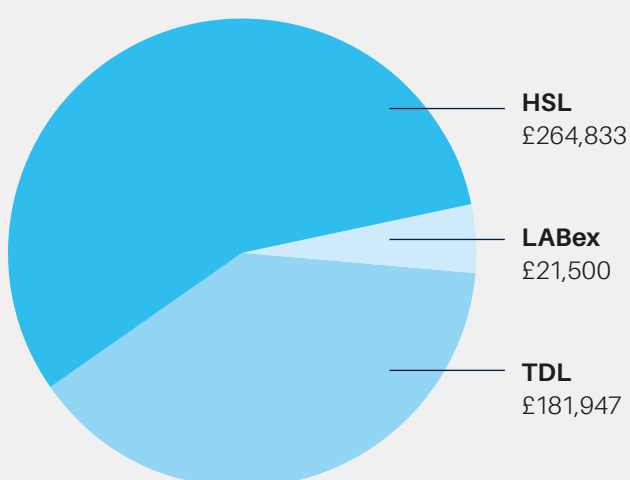
- Health Services Laboratories (HSL) is a partnership between the Doctors Laboratory (TDL), Royal Free London NHS Foundation Trust (the Royal Free London) and University College London Hospitals NHS Foundation Trust (UCLH) providing pathology services to UCLH, the Royal Free, North Middlesex, Barnet and Chase Farm NHS Hospitals
- LABex which provides pathology services to London North West University Healthcare NHS Trust covering Northwick Park, Ealing and Central Middlesex Hospitals
- The Doctors Laboratory (TDL) provide pathology services for a range of private hospitals including BUPA, Circle (formerly BMI), Ramsey and HJE hospitals in addition to many private clinics

Over the course of our financial year 2022-23 we committed over £465K in supporting staff training and development. This represents an increase of over £40,000 to support ongoing staff development and career progression compared to the prior year.

Investment can broadly be broken down into the following categories:

- Development of our Learning Management System (Sonic Learn)
- Academic courses, typically MSc to develop new Senior Biomedical Scientists
- Apprenticeships
- Attendance at off-site events such as conferences and user group meetings
- Development of bespoke in-house training events with third parties
- Professional qualifications such as IBMS Portfolios and Certificates of Expert Practice

Approved spend - total £468,280



Category breakdown

LMS	£ 46,300
University course	£ 89,000
Professional qualification	£ 25,300
External company	-
Room hire	-
Conference/Annual meeting	£ 18,319
Post-registration	£ 5,300
Pre-registration	£ 4,300
User group	£ 1,700
L & D Personnel	£ 178,750
Apprenticeships	£ 96,796
Total	£ 465,765

Future planning

MANAGEMENT DEVELOPMENT AND ONBOARDING

We are in the process of designing and launching an onboarding and information document for managers that will be used to ensure a warm welcome to managers and to make sure they are suitably prepared for their management duties in addition to the existing new start support.

Furthermore, we hope that it will benefit and aid them in understanding the organisation better and be useful to guide them in knowing where to go for elements to be successful in carrying out their role.

We are also updating the induction videos staff watch to get an overview of various departments they will interact with during their time with us including health and safety, information security and quality management.



SONIC TRAINING ACADEMY

During the last 12 months, we have been planning and setting the groundwork for the Sonic Training Academy to launch with great success in September 2023. Over the next 12 months, we look forward to welcoming our first cohort of academy trainees along with a team of dedicated trainers who will develop and enhance training content and practices to support the trainee Biomedical Scientists in their journey through the degree apprenticeship.

We also look forward to the additional benefits the dedicated training space will provide to the rest of the organisation and look forward to showcasing the wonderful CPD events we are planning to host in this space.



IBMS CONGRESS 2023

We cannot wait to attend IBMS Congress 2023 and meet so many fantastic people from our industry. Sonic Healthcare UK have been planning our attendance at the event since we returned from the Congress in 2022.

We have gone bigger and better with our stand and hope that everyone wanting to find out more about the organisation can speak to one of our great team on any day that they attend.



