



## Case study



### The Client:

NHS Education for Scotland (NES) helps to provide better patient care by providing educational solutions for workforce development. They do this by designing, commissioning, quality assuring and where appropriate providing education for NHS Scotland staff.















The eForms Service within NES was set up three years ago to support NES staff in various data capture and collection projects. It is a national service for NES employees who run regular or large scale data collection projects.

### The Challenge:

Delivering courses to a multitude of health professionals is just one function of NES that requires effective feedback and analysis but evaluating the quality of courses is a paper-intensive undertaking. ePC was asked to provide a system that would make the creation, distribution and capture of feedback information a much simpler and quicker process.

### The Solution:

Currently operating TeleForm with the eForm option, the service has designed almost 300 different forms for various projects, including:

Quantity	Form Type	Paper Form	On-line PDF Form	On-line Web Form
10	Application forms			
54	On-line course booking forms			
6	Consultation questionnaires			
71	Course evaluation forms			
51	Other evaluation forms			
106	Surveys			

The TeleForm system allows NES to efficiently process this data using scannable forms. Quantitative data is collected via tick boxes and qualitative data is entered more efficiently through the user-friendly features of the Verifier.

Online booking forms, surveys and consultation forms have all been designed using TeleForm and exported as interactive PDF or HTML forms for hosting on the NES Internet and Intranet pages. The TeleForm Designer software also allows NES to customise forms to specific working groups as well as maintain a corporate identity.

### The Key Outcomes:

The eForms option has significantly improved the speed, quality and accessibility of data being collected for courses, research and internal communications within NES. Saving design templates and the ability to export to multiple database formats means that we can standardise data collection and integrate with existing NES databases.

### The Final Word:

"The eForms Service continues to grow with demands for more efficient ways to handle forms. We will soon be assessing the feasibility of introducing regional scanning and verifying throughout our offices in Scotland. It is hoped that reliance on paper forms will reduce over time and further eForms systems, such as LiquidOffice, will be introduced to streamline our work processes further."

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