

## Case Study ● Learning and Development

**Quanta**  
Healthcare



**The Shrewsbury and  
Telford Hospital**  
NHS Trust

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Cover Image: Quanta's pride of place on Shrewsbury and Telford Hospital NHS Trust's wall of development partners.



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## About Shrewsbury and Telford Hospital Trust

The Shrewsbury and Telford Hospital NHS Trust provides healthcare services to over half a million people, employing around 8000 people to do so.

### Challenges

Like much of the public sector recently, the Shrewsbury and Telford Hospital NHS Trust were facing challenges around employee retention in 2023, particularly in nursing. In order to combat this, the Trust decided to invest in a training programme to help employees feel more competent in their roles and to emphasise that they had opportunities for personal development.

The Shrewsbury and Telford Hospital NHS Trust raised a tender for the provision of training in Business Skills that would be useful at the hospital every day, like resilience, communication and collaboration. This tender was aimed at increasing both staff competence and the degree of positive responses to NHS Staff Survey questions around development.

### Solution

To meet these needs, Quanta proposed a tailored training programme built around flexibility. By offering training on site, virtual learning options, and by having flexible cancellation policies, Quanta ensured that any training would fit around the constantly changing schedule of the Trust staff. Secondly, Quanta implemented a raft of interchangeable training days, instead of preallocated courses. This meant that employees were able to select a day that most suited them and the topic most suitable to their role. This worked very well for the Trust; Sarah Thomas, Senior Education Business Partner said: "Quanta have such an appreciation of the environment, and have been fantastic in creating a tailored program for us."

### Outcome

As a result of this program, the Shrewsbury and Telford Hospital NHS Trust has seen a significant increase in the number of staff satisfied with the Trust's development program. The 2023 Staff Survey showed a 22% increase in staff answering that they felt more supported and had more opportunities to develop.. In addition. the survey showed a 16% increase in staff measurement of access to learning and development opportunities.



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