

eHealth systems within NHSGGC – Giving student nurses a voice

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Introduction

This poster provides an overview of the research project completed as part of Professional Masters at UWS exploring the experiences of pre-registration nursing students accessing and using eHealth systems within NHS Greater Glasgow and Clyde (NHSGGC). As digital competence is essential for safe and effective practice, understanding barriers to eHealth access is critical.

As part of the organisation's Digital on Demand 2023-28 strategy, it is crucial that we gain an understanding of the student experience, as they can be overlooked when new systems are introduced.

The survey examined students' perceptions of training, confidence, system usability, and challenges associated with maintaining account access across different demographics and programmes of study.

Findings

- Students across all groups experienced significant challenges with eHealth access.
- Account deactivation due to the 60-day inactivity rule was the most common issue.
- Confidence and ease of use increased with year of study, although senior students also faced repeated lockouts and password resets, due to various reasons.
- Preparation was widely viewed as insufficient, leaving many students unprepared for placement.
- Access, system usability and IT support varied across sites.
- Identified that staff awareness of student ehealth access within the practice learning environment varied.

Methods

A cross-sectional survey was distributed to nursing students from University of the West of Scotland, University of Glasgow and Glasgow Caledonian University attending clinical placements within NHSGGC. Responses were grouped and analysed by year of study, field of nursing, gender, age group, and university attended. Thematic analysis was used to identify recurring issues and notable differences across groups.



Conclusion

Students value eHealth systems but face significant and recurring barriers to access. It is crucial as part of the digital transformation that we work in collaboration with ehealth, practice placement areas and partner universities to address account deactivation policies, enhancing training and support, and improving system access across placement sites to improve students' digital experience and better prepare them for clinical practice.

Acknowledgement

Dr Audrey Cund (UWS), NHSGGC Practice Education Team, Lecturers and Student Nurses from University of the West of Scotland, Glasgow Caledonian University & University of Glasgow.

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