



Loughborough University

NHS Patient Safety Training

CASE STUDY



THE DETAILS

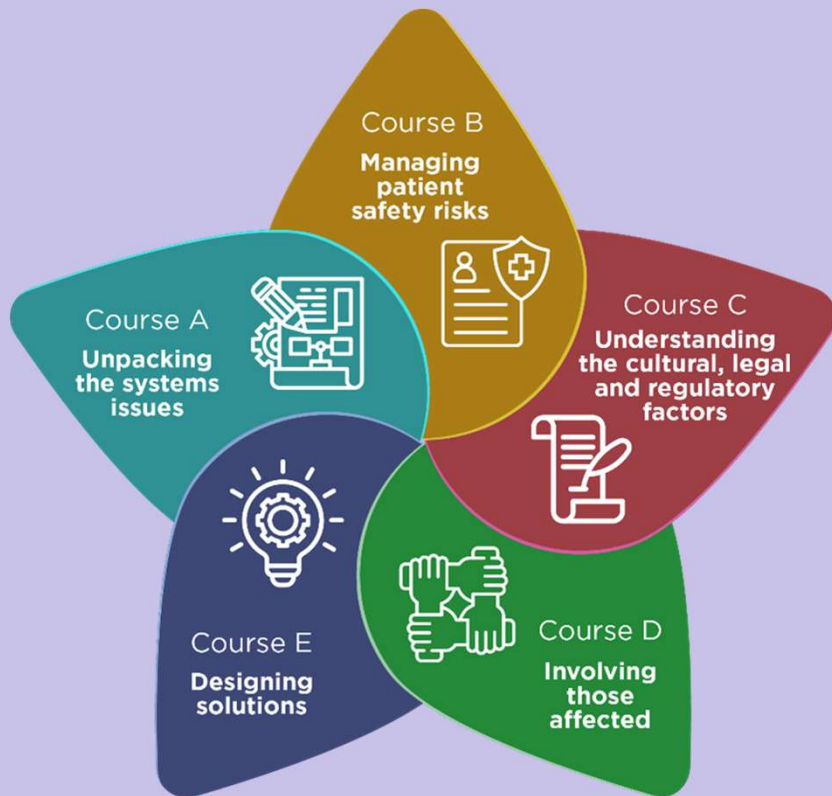
Client: Loughborough University on behalf of NHS England

Event: Ongoing Patient Safety Training

Audience: 1,300 delegates and counting!

Location: So far, 170 face-to-face training events across England

Agency Role: Venue Sourcing, Delegate Registration, Delegate Management, Event Management, Project Management and Collateral



OVERVIEW

In 2023, veSpace was selected by Loughborough University as their partner of choice to deliver the ongoing NHS Patient Safety Syllabus Training Programme on behalf of NHS England.

The nationwide initiative trains healthcare professionals to become certified Patient Safety Specialists, equipping them with the skills to drive safer care and stronger safety cultures across NHS organisations.

Due to its success, the project has been extended, and more than 1,300 delegates are expected to complete the programme by the end of 2027.

We provide venue sourcing, delegate registration, delegate management, event technology and onsite deliver for a complex programme spanning over 170 face-to-face training events so far!

CHALLENGE

The programme requires the coordination of more than 1,300 delegates across 170 training events in multiple locations nationwide, with around 100 events in planning or delivery at any one time.

Loughborough University needed a scalable solution to manage registrations, venue sourcing, communications, attendance tracking and learner progression, while providing flexibility for busy healthcare professionals to choose suitable dates and locations. Without a centralised platform, administration would have relied upon spreadsheets, manual communications and resource-intensive processes, vastly increasing cost to the NHS, driving up the risk of errors and reducing visibility across the programme.





OUR SOLUTION

We created a fully integrated delivery model combining expert event management with specialist software and our venue sourcing service. We designed and manage a custom-made registration platform that enables delegates to self-manage bookings, select regional training locations, access course information and receive automated communications throughout their learning journey.

Real-time reporting, attendance tracking and registrant checklists gives the programme team complete visibility of learner progress, while we support them with efficient sourcing of accessible, cost-effective venues across England. Complemented by dedicated onsite event management, delegate support and faculty accommodation coordination.

Our solution has transformed a highly complex national programme into a streamlined, scalable operation.



Helen Simpson

Delegate Manager, veSpace

THE RESULT

The result has been the successful delivery of more than 170 events, support for over 1,300 healthcare professionals and a programme so effective that NHS England awarded Loughborough University, and by extension veSpace, a second contract to continue deliver the service throughout 2027.

“As a tutor/facilitator of the course days (and a day job with a national patient safety team) it’s been so important to have the venue, overnight stay, resources, personal welcome and organisation for each day from the veSpace team. The participants also benefit from this approach and support from the team which I think helps in keeping people on the course and so continuing to help ensure patient safety interest and improvement across the NHS and healthcare. The course has enabled huge benefits across the system.”

Patient Safety Clinical Lead – Loughborough University