

Cambridgeshire and Peterborough Digital Fundamentals Toolkit

Supporting Digital Confidence Across Primary Care

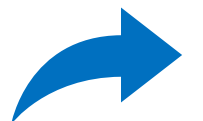
As technology continues to advance at a rapid pace, it is important that individuals are not only **capable** but also **confident** in using the available digital technologies.

Aligned with the Training Hub's Digital Support programme, this toolkit is designed to support practices and primary care organisations in getting the most out of their digital initiatives and improving digital competencies across the workforce.

This toolkit is packed with interactive links, tools, and top tips. Enabling access to resources and support solutions for the digital applications we use daily within the organisation.



[NHS England » Digital Primary Care](#)



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Why Digital Skills Matter

Digital capability is increasingly essential across NHS roles.



By 2040, 90% of all NHS roles will involve the requirement of digital capabilities as part of the role.

[*\(The Topol Review\)*](#)



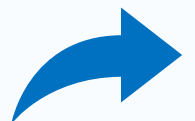
Within the new NHS 10 year 'Fit for Future' plan, a movement from 'Analogue to Digital' is one of the three core components of the NHS new care model. The model aims to improve rapid access to care and give patients greater control over their care journey

[*\(NHS 10 Year Fit For Future Plan\)*](#)



There are specialised support teams for bespoke systems such as SystmOne and the NHS App, etc... However, these can be difficult to access, and in the case of Fundamental Digital Skills, it can often be difficult and complicated to find the solution.

This toolkit has been designed to support you on your digital skills journey by providing quick and easy access to essential resources, guidance, and learning opportunities.



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Home Page

Explore sections by selecting a tile below to access training, guides and resources:

Digital Systems

systemone

SystemOne Basics

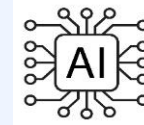


Clinical Reporting



NHS App

Innovation & AI



AI Usage



Information
Governance

Digital Skills



Learning &
Development



Digital Toolkit
Essentials



NHS Digital
Academy

Professional Development



NHS Futures



AI Ambassador



Digital Toolkit
Feedback

Digital Essentials

Explore Digital Essentials by selecting a tile below to access training, guides and resources:



Presentations



Spreadsheets



Documents



Microsoft Teams



Email



Typing



Continuous
Development



Tips and Tricks

SystemOne Basics

SystemOne is an electronic health record system widely used across NHS Primary Care as a central platform for accessing and managing patient information. Building staff confidence in using SystemOne properly enables a much greater breadth of patient care and significantly improves the patient experience when interacting with Primary Care.

The links on the page open new tabs in your browser.

Please note the TPP academy YouTube account is being discontinued in 2027 – from then on, the LMS academy will accommodate SystemOne learning needs.

[TPP Academy – SystemOne YouTube Tutorials](#)

[SystemOne Basics – TPP learning videos](#)

[TPP LMS Academy](#)

[C+P Training Hub – Training Sessions](#)



systemone

Clinical Reporting

SystemOne Clinical Reporting allows practices to utilize data-driven approaches through the procurement and analysis of patient data within the system. Reports can support activities such as QOF/IIF monitoring, recalls, audits, and population health management.

Effective reporting usage can help practice move to a more proactive approach in their care, actively identifying and targeting patient groups requiring the most support. Developing reporting skills improves a practice's self-sufficiency and improves their ability to interpret their own data.

The links on the page open new tabs in your browser.

[TPP LMS Academy – Clinical Reporting Training](#)

[C+P Training Hub - Clinical Reporting Training Session –Beginners](#)



NHS App

The NHS App is a free, secure opportunity for patients to access a range of NHS services electronically, including

- Review their records
- Order repeat medications
- View and manage their appointments
- Submit requests to their GP practices
- View test results and documents shared by the practice

The links on the page open new tabs in your browser.

[NHS Digital - About the NHS App](#)

[NHS App setup and usage – YouTube Tutorials](#)

[NHS England – Setting up the NHS App](#)



Artificial Intelligence

AI usage is a quickly developing point of interest within the digital community and is important within Primary Care. Current applications include clinical documentation, summarising information, administrative automation, data analysis and reporting, and supporting population health management.

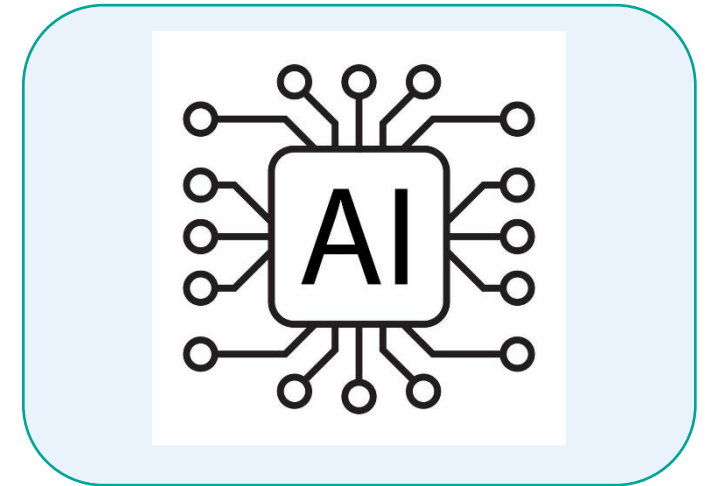
Used appropriately, AI has the potential to reduce repetitive tasks, improve efficiency, and free up staff time for patient-facing activity. Its adoption should be supported by appropriate clinical oversight and assurance processes to ensure its safe and responsible usage.

The following links provide helpful resources for understanding AI usage within General Practice, and guidance on application of AI within organisations.

The links on the page open new tabs in your browser.

[NHS England – Tips for implementation of AI](#)

[NHS Futures – AI Virtual Hub](#)



AI Ambassador Network

The AI Ambassador Network is a 15000+ strong learning forum for healthcare professionals and those interested in AI in healthcare to share their ideas and practical applications of AI with others. This network will support learning, capability building and delivery of AI across health and care systems, whilst encouraging safe, inclusive spaces for members to be involved and influence AI embedding locally and nationally.

Still not joined the AI Ambassador Network?

On joining, you will receive invitations and registration links to all upcoming meetings and events. [Join the AI Ambassador Network.](#)



Information Governance

Information Governance involves the understanding of sharing information within general practice and maintaining good data protection.

Effective Information Governance helps protect confidentiality whilst ensuring that information can be used safely to support patient care and effective services. It covers areas including data protection, confidentiality, information security, record management, and appropriate information sharing

The links on the page open new tabs in your browser.

[NHS England – Information Governance and Data Protection](#)

[NHS Digital – Universal Information Governance Templates](#)



NHS Digital Academy

The NHS Digital Academy is a learning platform designed to provide organisations with the tools to support their workforces' digital capabilities.

Its programme and resources cover areas such as digital transformation, data analytics, leadership, artificial intelligence, and emerging technologies, helping to build the capabilities needed to support digitally enabled health and care services.

The links on the page open new tabs in your browser.

[NHS Digital Academy - Homepage](#)

[NHS Digital Academy – Sign up for the newsletter](#)

[NHS Futures – NHS Digital Academy Virtual Space](#)



NHS Futures

The NHS Futures platform provides a virtual space for staff and organisations to access further resources, check upcoming events, and join special interest groups dedicated to specific subjects.

The platform hosts a wide range of professional communities, guidance, learning materials, and examples of good practice. It provides dedicated workspaces where colleagues can exchange knowledge and resources and discuss ideas across organisational boundaries.

There are several workspace groups recommended for individuals interested in digital subjects.

The links on the page open new tabs in your browser.

[NHS Futures Platform](#)

[NHS Futures – AI Virtual Hub Workspace](#)

[NHS Futures – Digital Primary Care Workspace](#)

[NHS Futures – Digital Academy Workspace](#)



Learning & Development

Cambridgeshire & Peterborough Training Hub

The Cambridge and Peterborough Training Hub (CPH) supports the development of the primary care workforce across the region, helping practices and Primary Care Networks build the skills, knowledge, and confidence needed to deliver high-quality patient care.

Working collaboratively with local practices, PCN's, and wider system partners, the Training Hub helps identify workforce needs and coordinate opportunities for learning and career development. Its work includes supporting recruitment and retention, new and developing roles, leadership, digital transformation, and the adoption of new ways of working across primary care.

Look at the CPH [Digital Support](#) page to find out about local training and support.

The links on the page open new tabs in your browser.

[Visit the Training Hub now](#)

[Sign up to our Newsletter](#)



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Learning & Development continued...

The **NHS Learning Hub** is packed full of learning courses to grow your digital & data skills. To access some of the content linked to the NHS Digital Skill Assessment Tool, you may also need to have a linked NHS Learning Hub account. [Visit the NHS Learning Hub](#)

The **Skills Development Network** offers a variety of courses, webinars, and live events for both advanced and beginner users. These events tackle a variety of topics, including introductions to AI usage, basic workshops for Microsoft office, and getting the most out of systems such as Teams and Excel, amongst many more. [Learn more about the NHS Skills Development Network](#). *To access the resources, select 'Digital' as your area of work. If your role is based in either Finance or Procurement, please select the one most appropriate to your role.*

The links on this page may open a new window on your browser

[Register for live events](#)

[Access an online library of learning](#)

The **Health Tech Newspaper** - HTN Now, our online event series, covers a range of health tech topics across health and care settings, through a series of webcasts, webinars and panel discussions. [HTN Upcoming events](#).

Register for live events [here](#)

[Back](#)

C&P Training Hub | v3.1 | Last updated: 25.09.26



Microsoft Word

Microsoft Word is a fundamental tool within any digital landscape. Understanding how to use Word is important to help any staff member build their digital confidence and get to grips with the digital landscape.

The links on this page open a new window in your web browser

[Welcome to Microsoft Word](#)

[Adding and removing hyperlinks](#)

[Using the editor to check grammar, spelling and more...](#)

[Find and replace words, phrases or sentences](#)

[Insert tables, pictures and more](#)

[Formatting your document](#)

[Turn your document into a PDF](#)



Microsoft PowerPoint

Microsoft PowerPoint is a presentation tool used to create clear, visual and engaging content using slides, images, diagrams and other media. It is useful for sharing digital guidance, delivering training and presenting complex information in an accessible format to colleagues and wider teams.

The links on this page open a new window in your web browser

[Welcome to Microsoft PowerPoint](#)

[Customise Your Presentation](#)

[Inserting Charts from Excel](#)

[Adding Pictures, Backgrounds and SmartArt](#)

[Bringing your presentations to life, transitions and animations](#)

[Print your slides](#)



Microsoft Excel

Microsoft Excel is a potent digital tool, which is highly useful for data analytics and collation. Getting the most out of Excel can help organisations become self-sufficient in analysing and managing their data, and understanding the basics is a fundamental skill within the modern digital landscape

[Welcome to Microsoft Excel](#)

[Formulas explained](#)

[Commonly useful functions](#)

[Tables and Filtering Data](#)

[Analyse the data using PivotTables](#)

[Visualise the data, chart creation](#)

[Lock rows, columns or specific areas of a worksheet](#)



Emails

Emails are amongst the main methods of communication within large organisations, allowing for easy, fast communication. Knowing how to use and organise emails is an important digital fundamental within the workforce.

The links on this page open a new window in your web browser.

[Welcome to Microsoft Outlook](#)

[Tailor your Inbox](#)

[Personalise your Calendar](#)

[Create, send email, and reply to an email](#)

[Create an email signature](#)



Microsoft Teams

Microsoft Teams is an important part in any organisation and is a digital essential within the modern workplace. Understanding how to join, set up, and run a meeting are important fundamentals for digital improvement.

All the links on this page open a new window in your web browser

[Welcome to Microsoft Teams](#)

[Tips for Meetings](#)

[Make your conversations easier to find](#)

[Share your screen during a meeting](#)

[Holding a largescale meeting? Add the Q&A function to your session](#)

[Presenting in Teams](#)

[Apps within MS Teams](#)



Touch Typing

Mastering touch-typing boosts speed and efficiency, letting you focus more on important tasks by freeing up mental energy. No matter your role, improving typing skills is valuable for anyone using a computer daily.

[What's your average words per minute?](#)

[Test your skills today](#)

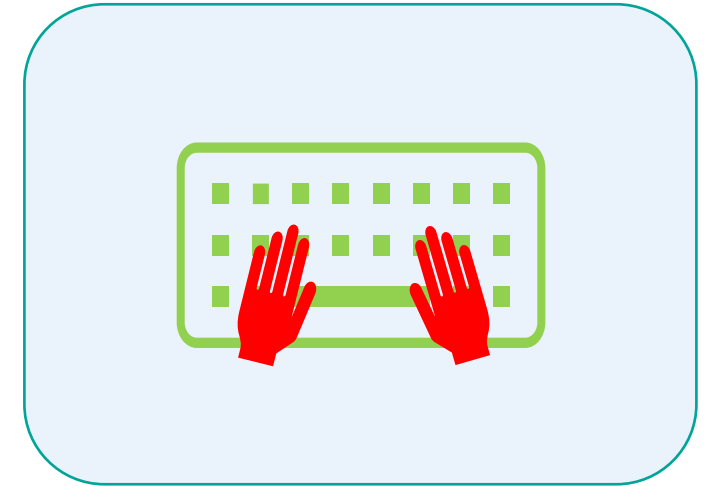
Want to get better? These free websites offer skills development lessons to help you improve upon your touch-typing skills:

The links on this page open a new window in your web browser.

[Typingstudy.com](#)

[Typingclub.com](#)

[Typing.com](#)



Tips and Tricks

Computers have various shortcuts automatically integrated, which are designed to help ease of use and support you in your working. We have collated some handy tips and tricks below.

The links on this page open a new window in your web browser

[The Snippet Tool](#)

[Collaborate and Share](#)

[Protecting a document](#)

[Create a QR Code](#)



Useful Keyboard shortcuts

- CTRL + C = Copy
CTRL + V = Paste
- Windows Key + V = Clipboard history
- CTRL + P = Print
- ALT + TAB = Switch between applications
- CTRL + SHIFT + T = reopen the internet tab you just closed

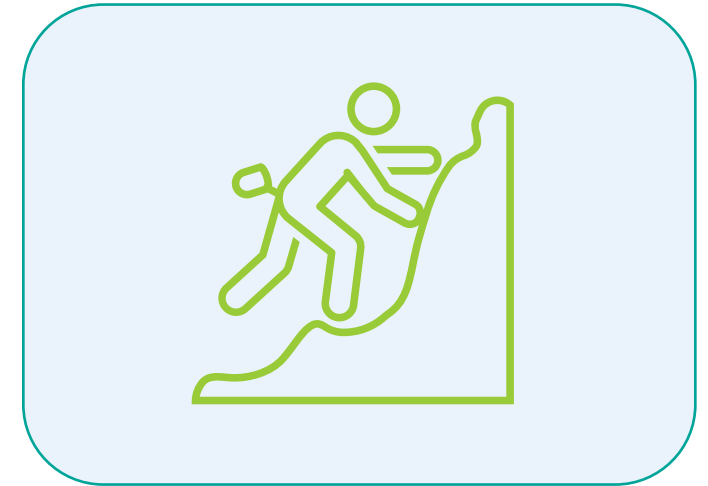


Continue your development

The Training Hub maintains a variety of support pages, offers, and education frameworks that aim to continue and improve your journey of digital development.

The Training Hub team aims to ensure that Primary Care staff have access to the latest in digital training, education and development

[Digital Support - Training Hub](#) – This page aims to provide you with the support and guidance on all the different options for digital support the Training Hub has to offer.



We value your feedback

This toolkit is continually reviewed and enhanced to ensure it meets your needs. Your feedback plays an important role in helping us improve the content, features, and overall user experience.

Please take a few minutes to share your thoughts by completing our feedback form. Click [here](#) or scan the QR code to provide your feedback.

Thank you for helping us make this toolkit even better.



Scan the QR code to
provide your
feedback on the
toolkit