



Capability Matrix in action!  
Healthcare

# Capability Matrix supports diabetes care skills throughout NHS

Healthcare professionals use capability management system to help them flag up warning signs of diabetes

The NHS have been using Capability Matrix to support improvements in the care of people with diabetes since 2005. Over 600 people have now used the capability management system to improve their ability to spot tell-tale signs of the condition to date, and the system is being expanded all the time to meet new requirements within the NHS.

Delivered to Brent Teaching primary care trust in response to their need for a Training Needs

Analysis system, Capability Matrix is helping to identify training needs within the NHS and get people within the primary care trust up to speed with the latest developments in diabetes care.

The system has been piloted in GP practices and community health teams in North-West London and has now attracted the support of the sector training agency, Skills for Health and the national diabetes tsar, Dr Sue Roberts.



## Free your potential with Capability Matrix

Discover a flexible way to track, manage and develop the capabilities of people working in your organisation. See which skills, which people and which departments need the most support.

With Capability Matrix you can have a customisable talent management system to help you improve skills within your organisation at all levels:

- Tailor it to meet the needs of your industry
- Load it with custom competencies and capabilities specific to your organisation

### Understand what your people can do today and help them to do more tomorrow

Capability Matrix is also available to buy pre-loaded with different skills sets. Choose from sales, ICT, marketing, communications and many more to best suit your organisation.

#### Find out more:

Get in touch with our sales team today for more information or a demonstration. Run it on your own corporate intranet or use as a secure hosted service on the web. Let us know what you need, and we'll show you how Capability Matrix can help.

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**- Tom Leach,  
Project Director for  
Brent Teaching PCT**

## Improving diabetes care skills at all levels

Capability Matrix supports a key area for the NHS. Loaded with national competencies, the system will help to improve the understanding that workers at all levels of the NHS have of the condition, thus improving skill levels within the NHS and developing its workforce. Skills gaps can be identified at both an individual level and an organisational level, allowing training and skill gap issues to be addressed at a structural level.

Using Capability Matrix, skills targets can be cross-matched and tailored for a wide variety of job roles. GPs, specialist nurses, pharmacists, dentists, receptionists, podiatrists, opticians and healthcare professionals will all be able to use the tool to identify gaps in their knowledge of diabetes so that the appropriate learning can be sourced. Using the system, the NHS can ensure that all relevant healthcare professionals have the skills and knowledge needed to flag up any indications that a patient may be diabetic. This, in turn, helps to provide an early diagnosis of the condition so that patients can be sent for tests before symptoms worsen.

### Looking to the future

Speaking of Capability Matrix's implementation throughout the primary care trust, Tom Leach, Project Director for Brent Teaching PCT says, "By ensuring higher skill levels, increasing public screening programmes and improving preventative care, we intend to reduce emergency admissions to the local hospital.

The online diagnostic enables us to rapidly create a profile of the skill levels across all staff groups in any area and manage workforce development in an efficient way."

Capability Matrix establishes a standard of diabetes care in line with the National Institute for Clinical Excellence (NICE) guidelines.

The system is now being used by a wide variety of professionals within the NHS. Regarded as a great success, Capability Matrix is already being enhanced in a number of areas.

