

Case Study – JLR

Jaguar Land Rover boosts staff wellbeing with bespoke booking and LMS system by Totara & Health Partners Group

About Health Partners Group

Health Partners Group is a healthcare organisation that emphasises preventive care and patient-centred approach to provide comprehensive healthcare services to individuals and families. With a network of skilled healthcare professionals and facilities across various locations, they aim to improve patients' health and well-being through tech-enabled, evidence-based approaches and personalised care.

The Challenge

Health Partners Group was contracted by Jaguar Land Rover (JLR), one of their clients, to deliver Occupational Health services on site, a pioneering project in the UK. The project involved setting up 6 Health Care Wellbeing Centers across 4 manufacturing and 2 Head Office sites, staffed with physiologists and psychologists delivering courses to improve JLR staff well-being and aid in rehabilitation. To manage appointments, clinical data, notifications, and data reporting, the centres needed a secure booking system capable of accommodating both face-to-face and online appointments.



The Solution



Totara Partner Chambury Learning fulfilled Jaguar Land Rover's comprehensive list of requirements by creating a bespoke booking system and learning management system (LMS) based on their off-the-shelf product.

The Totara solution included functionality and features such as Single Sign-On (SSO) for account creation, a bespoke HR update process, API feed to Gateway, seminar session report enhancements, optional suppression of notifications to line managers, SMS notifications, the capability to record learning outcomes, and modifications to SSO and API processes.

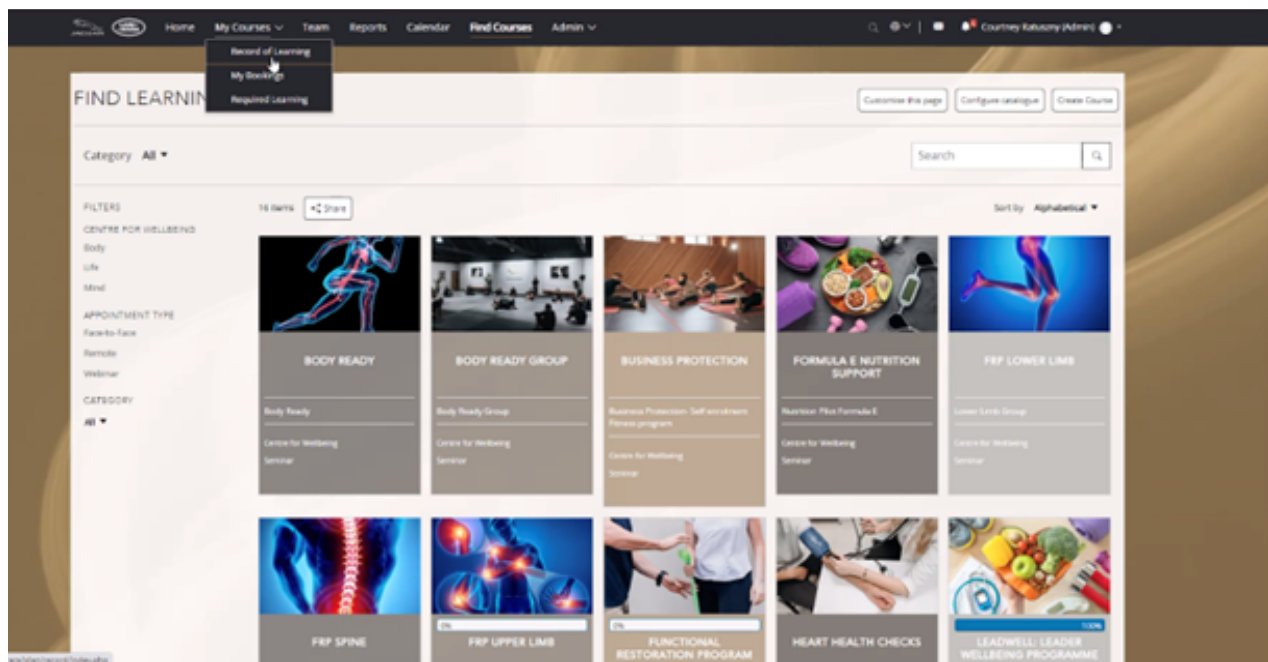
Totara's seminar enhancements provide an effective way for JLR to manage, track and deliver training sessions to their employees. Administrators can create and schedule sessions, invite attendees, and track attendance. Users can now register whether they're attending during work time or their own time. The seminar functionality also allows for post-session evaluations and feedback collection, providing valuable insights into the effectiveness of their training.

In addition, the LMS allows for custom blocks to validate email addresses and populate user and manager data automatically, while also enabling obstruction of data from line managers, and integration with Clickatell for SMS notifications.

The Results

By using the Totara system, Health Partners Group has saved a huge amount of time in admin processing due to Admin Teams having to only use one system to book appointments for their client's staff.

Not only can they now book group appointments, where before they couldn't, they can also hold clinical data for staff who have not come through an Occupational Health pathway and have just come to the centre for improving their own wellbeing. It has given them the ability to promote people taking responsibility for their own health and be able to report on the difference they are making in people's health through collecting clinical data.



The project was implemented in just 5 months from start to finish, resulting in 2,436 appointments booked in the past 6 months with 1,911 already attended. They have been able to reduce Non-Attendance rate to 11% from the previous 25% and they have been able to hold 307 self-enrolment appointments where they previously could not hold any.

“Totara has delivered an **easy-to-use, customer friendly, and detail-oriented system** that has greatly enhanced our centre operations.”

Courtney Ratuszny,
Project Manager, Health Partners Group

About Chambury Learning

Chambury Learning works with organisations that are looking at how technology can assist them to develop their learning, organisational development and staff performance systems.

They work with you to ensure that the system fits the local need. Their extensive experience spans public and private businesses with a specific focus on Healthcare.

Chambury Learning prides itself on high levels of customer service providing an individual service tailored to each client's needs, all at a cost effective price to meet your local budget.

