

Digitising Local Teaching Administration: Improving Teaching Delivery and Enabling Automated CPD Certification

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Building healthier lives

Clinical Radiology Audit & Quality Improvement ePoster Competition 2026



Background

- Friday Report is intended to run weekly when feasible.
- Speaker booking, reminders, attendance tracking and CPD certification were manual; routine certification had lapsed because the workload was unsustainable.



Aim

Reduce manual coordination, improve teaching reliability, and restore automated CPD certification.



What was automated?



Friday slots

Dates published in Microsoft Bookings.



Presenter self-books

Confirmation + calendar invite.



Timed reminders

Automated at 14d, 7d, 3d and 1d.



Attendance form

Attendance captured in Microsoft Forms.



Certificate workflow

Form response triggers Power Automate and automatic CPD email.

Manual coordination → end-to-end digital administration



Methods

Design

Process mapping + pre/post QI

Comparison

Sep 24–Aug 25 vs Sep 25–Jun 26

Session outcome

Announced and not cancelled

Data sources

Emails, Sent Items, Forms



Results

Pre Sep 2024–Aug 2025 → Post Sep 2025–Jun 2026

Scheduled sessions

10 → 24

2.4× scheduled volume

Delivered sessions

7 → 22

3.1× delivered sessions

Completion rate

70.0% → 91.7%

+21.7 percentage points

Cancellations

3 → 2

30.0% → 8.3% of scheduled sessions

Delivered per month

0.58 → 2.20

3.8× monthly delivery rate

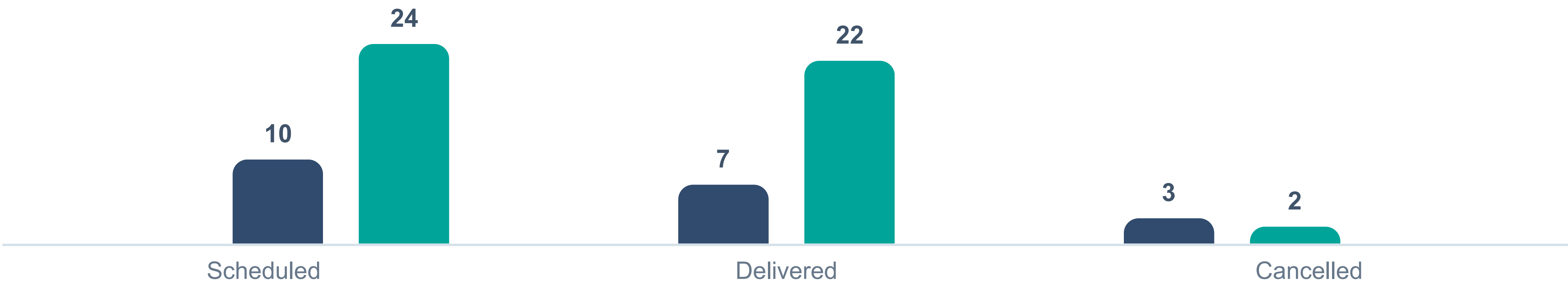
Automated CPD emails

127

5.8 per delivered session

Programme delivery before and after digitisation

Navy = pre | UHB aqua = post



Scheduled / month

0.83 → 2.40

Delivered / month

0.58 → 2.20

Cancelled / month

0.25 → 0.20



CPD certification restored as a routine output

Manual certificate generation had effectively stopped before digitisation. After implementation, each completed attendance form triggered automatic certification; 127 certificate emails were verified in Sent Items.



Operational effect

Delivery ↑ without extra chasing

Absolute cancellations ↓

Active through Jul 2026

TAKE-HOME MESSAGE

Digitisation increased programme delivery and restored sustainable routine CPD certification.



Feedback

Presenters | n=4

Ease of booking	5.0 / 5
Communication	4.25 / 5
Audience engagement	4.5 / 5
Felt supported	100%
Would recommend	10 / 10
Professional value	9.5 / 10

Attendees | n=5

Overall quality	8.8 / 10
Relevance	8.8 / 10
Objectives met	9.0 / 10
Professional-development contribution	100%



Sustainability & governance

- Built using existing Trust Microsoft 365 tools.
- Still operational and in active use through **31 July 2026**.
- Automated reminders reduce repeated organiser contact.
- Next: formal departmental ownership, SOP/handover and routine automation-failure checks.



Limitations

- Single-centre project with small feedback samples.
- Administrative time saving was not directly timed.
- Certificate count reflects form completions, not all attendees.



Conclusion

Digitisation was associated with substantially higher programme delivery, fewer cancellations and restoration of routine automated CPD certification.