

# Digital Skills Profile



## What digital skills do you use in your job?

**Digital Collaboration and Communication**- "sending emails and using MS Teams to communicate with colleagues".

**Digital Problem Solving**- "the NHS uses lots of old systems so I am often dealing with software crashing, computers freezing, file corruption and deletion".

**Digital Learning**- "I had to learn how to use Excel for spreadsheets and how to use the NHS digitally automated lettering system for completing patient details on forms".

**Digital Identity**- "the NHS has guidelines on how to present yourself online and how to properly handle patient data according to data protection regulations."

## Are there any digital skills you wish you had learnt before you graduated?

"I wish I had used all the resources available to me and explored them more rather than just using them for what was needed in my modules and assignments. I also wished I had explored or been taught more on Excel because I use it so much in my job and I think I only really knew the basics coming into it".



## Are there any common weaknesses in digital skills you notice amongst your colleagues?

"Yes, definitely massive weaknesses in **digital problem-solving skills** around knowing how to fix technical issues when they happen as well as **information literacy skills** around general computer use".

**When did you graduate from AU?**

"2022"

**What did you study?**

"Criminology"

**What are you doing now professionally since graduating?**

"I am working for the NHS as a Support Secretary in the Oncology Dept. of the Royal Shrewsbury Hospital".



**Francesca Hughes**