

# Transforming Oxford Health NHS Foundation Trust's LMS – a UX Success Story



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# The objective

To unlock the system's full potential by improving user interface, experience, feature utilisation, and reporting capabilities, all while ensuring alignment with NHS design standards for usability and accessibility. Our approach was comprehensive. We engaged with a wide array of stakeholders, conducted in-depth system analysis, and facilitated collaborative discussions.

# The result

A series of insights and recommendations transformed the LMS from a functional learning tool into a seamless, intuitive experience for all users, enhancing accessibility and leveraging the familiarity and reliability of the NHS design system, as defined by the established standards of usability, accessibility, and consistency in design.

# The challenge

While the Oxford Health NHS Trust's LMS system was already serving its purpose well, several pain points were identified:

- Complex navigation
- Outdated homepage design
- Scattered learning dashboards
- PDR and supervision dashboards
- Managerial reporting
- Search and filtering limitations

# The solution

Our team approached these challenges with a user-first mindset, focusing on creating an experience that was not only functional but also enjoyable and intuitive. Central to this approach was the adoption of the NHS design system, which guided the UX enhancements to ensure that the system was accessible, familiar, and trustworthy for all users.



# The impact

The transformation of Oxford Health NHS Trust's LMS system is a testament to the power of user-centred design, particularly when grounded in a trusted design system like that of the NHS. By focusing on the needs and behaviours of end users, we were able to significantly enhance the system's usability and effectiveness.

- Increased User Satisfaction
- Improved Efficiency
- Enhanced Compliance



**"By implementing strategic UX enhancements, we have significantly improved user satisfaction and engagement. We are now better equipped to support our staff's learning and development needs, thanks to the expertise and dedication of the Think Learning team."**

Charlotte Watts, Project Manager, HR  
Systems & Reporting Oxford Health NHS  
Foundation Trust

# Conclusion

Oxford Health NHS Trust's LMS project exemplifies how targeted UX improvements, underpinned by the NHS design system, can transform a functional LMS into an outstanding user experience.

By prioritising the needs of users and focusing on intuitive, accessible design, we not only solved existing pain points but also elevated the overall effectiveness of the system.



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