

# TEL NEWS

## Welcome to TEL News



TEL News is your monthly update keeping you up to speed with all that is Technology Enhanced Learning (TEL) in healthcare. TEL News includes information from Health Education England's (HEE) TEL Programme team, the e-Learning for Healthcare Programme, e-Learning and simulation Leads across the local offices and other updates we think you will find useful. We're keen to spread the news about TEL so would be grateful if you would share it throughout your own networks. If a colleague would like adding to the distribution list please ask them to email [hee.tel@nhs.net](mailto:hee.tel@nhs.net) providing their contact details.

## TEL Programme update

### Latest on the Learning Solution

The user testing for the learning solution, conducted by specialist user experience company, Reading Room, is now complete and the findings show that our plans will meet user needs around access to TEL.

The research, designed to meet Government Digital Service (GDS) guidelines, has highlighted a clear need to build a digital service that is centralised, for effectively sharing and accessing learning resources UK-wide.

The findings also highlight that the service should have dedicated online community tools and use social media for sharing ideas and information, as well as promoting an API that will enable Trusts to connect to this service from their in-house LMS.

**Emma Scales: "It's great news that the research backs up our original plans."**

The next steps are to submit the Alpha spend form to request approval to build and test a working prototype(s) for users. Once approved, a competitive tender will be issued to the market.

Emma Scales, TEL Programme Lead, said: "It's great news that the research backs up our original plans and demonstrates that what we want to deliver is what users still need. We are working with the DH Digital team to progress the spend form as soon as possible so that we can start exploring options for development."

### Simulation strategy

A national strategy is being developed to ensure that HEE can continue to ensure equity of access to simulation education and training across England that provides value for money and delivers patient-centred and high-quality educational outcomes.

To help shape the strategy, the TEL team is working closely with the regional simulation leads group and the national simulation advisory group and ensure it embeds good practice in simulation based education across the wider multi-professional workforce.

### Existing simulation work – the highlights

Whilst work needs to be carried out to shape the national simulation strategy, key existing work is being delivered during 2016/17 that supports the overarching aims.

- *Overview of existing simulation funding provision* - working with the simulation leads group; a review is being carried out to examine and compare different models for investment and commissioning in simulation based education at a local level.
- *National Standards* - the TEL Programme team has been working with Association of Simulation Practice in Healthcare (ASPiH) to develop simulation standards. The standards are aimed at all healthcare professionals involved in simulation education at pre and post registration, and in undergraduate and postgraduate training environments and you can find out more [here](#).
- *Simulation in CMT curricula* - the TEL Programme team has also been working with the Joint Royal College of Physicians' Training Board to look at ways to embed simulation in core medical training (CMT) curricula. Following a detailed scoping exercise and literature review, the group set up to deliver this work has developed a set of recommendations for simulation in CMT. Following extensive consultation on their report, the outputs from this work will be launched in early 2017.

## Taxonomy plans progressing well

Taxonomy experts, Findwise, have now published their report which outlines a plan for a shared taxonomy system for use across HEE and its services and systems.

The platforms to be integrated with these prototype taxonomies will be the e-LfH Hub and the NHS eLearning Repository

This follows interviews with several individuals working in the healthcare sector, including representatives from e-LfH, the library services and simulation, to ascertain their requirements.

Richard Price, project lead for taxonomies, said: “The recommendation is that the system incorporates a number of different vocabulary sources (such as NOC and SNOMED) which will then be tested out and refined as required on existing platforms.”

The platforms to be integrated with these prototype taxonomies will be the e-LfH Hub and the NHS eLearning Repository. The work is expected to start in early January 2017.

## Digital literacy

Work is progressing well with the TEL Programme’s digital literacy project, aimed at supporting the healthcare workforce to have the capabilities which fit someone for living, learning, working, participating and thriving in a digital society.

This project is helping deliver the National Information Board’s workstream *Building a Digital Ready Workforce* programme and work is currently focussed on the development of an overarching digital literacy competency framework for use across the whole healthcare landscape.

Susan Kennedy, project lead for digital literacy, said: “The TEL Programme team is working with stakeholders and professional groups to develop and test this framework so we can ensure that it works across all professional groups, and fits with their digital strategies and work plans.”

## Recent events

The TEL Programme team recently took part in the ASPIH conference, hosting the TEL exhibition stand as well as a workshop and keynote presentation on the national standards work. The conference attracted over 400 simulation delegates from across the UK.



In addition to ASPIH, the team also delivered a workshop and hosted a stand at the Global Innovation And New Technologies (GIANT) conference exploring new and emerging technologies and networks for high quality healthcare education.

The outputs from this conference will be shared in due course.

## Horizon scanning

The horizon scanning group has been working together since September this year to put together a process for the TEL Programme to continue to keep abreast of new and emerging technologies that may have potential for healthcare education. This work is now in its final stages and we plan to start using this from January 2017.

Alison Potter, project lead for horizon scanning, said: “The focus now is on approval and engagement with the regional TEL and simulation leads. Once we have incorporated their feedback, we will share the process across our networks.”

If you’re interested in knowing more about this work or wish to be involved, please contact [Alison Potter](#).

December 2016

## e-LfH update

The HEE e-LfH team is constantly updating existing and launching new e-learning sessions. For the schedule of when new sessions will be launched please click [here](#).

## National Care Certificate e-learning programme being piloted



As part of the continuing drive to implement the Care Certificate nationwide, HEE e-LfH is developing an e-learning programme. This is being supported by a steering group with membership from HEE's local offices and content is being developed and reviewed by subject matter experts.

The programme will provide a suite of learning to support the underpinning knowledge for the Care Certificate. It will utilise the work completed in the existing online workbook which was developed by HEE, Skills for Care and Skills for Health, with health and social care staff across the country.

Part of the programme is currently being piloted by Care Certificate assessors and students across the country. The pilot ends on 1 January 2017 and feedback from this will help shape the final programme, which will be available in March 2017.

Access to the Care Certificate e-learning programme will be free of charge for health and social care staff. All learning will be available within a single, structured, accessible programme and all activity will be recorded within the user's account as evidence of completion.

For more information please contact Victoria Winlow, Assistant Programme Manager, HEE e-LfH by [email](#).

## e-Learning developed for training in intensive care medicine

The Faculty of Intensive Care Medicine, in partnership with HEE e-LfH, has developed an e-learning programme covering the syllabus for training in intensive care medicine.

e-Learning for Intensive Care Medicine (e-ICM) is a programme of 700 high quality e-learning sessions which provide an essential educational resource for anyone working in critical care.

The interactive learning sessions feature dedicated ICM sessions as well as relevant material from other award-winning HEE e-LfH programmes, including anaesthesia, acute medicine, surgery and radiology. Supplemented by videos, animations, case studies and an extensive e-library of relevant journal articles, it can be used by those new to ICM, those who want to learn about an area they might not usually work in, and those who want to build up their specialist interest.

**The programme details key concepts to give education a strong foundation. The ten modules cover a diverse series of topics with wide-ranging applicability.**

The programme details key concepts to give education a strong foundation. The ten modules cover a diverse series of topics with wide-ranging applicability: procedures, basic sciences, care for the acutely unwell including the management of sepsis, managing death and dying, and a broad range of data interpretation (e.g. arterial blood gasses, ECGs, blood tests and imaging).

Visit [www.e-icm.org.uk](http://www.e-icm.org.uk) for more information.

## New session - Symptom Management for the Dying Adult

A new session on 'Symptom Management for the Dying Adult' within the End of Life Care for All (e-ELCA) programme has recently been developed.



This session provides a concise guide to the management of physical symptoms that commonly arise when a person is in the last few days to hours of life. This session is for doctors in training (all

specialties), core medical and GP trainees, nurses in the community, hospitals and care homes and post registration pharmacists. It may also be useful to more experienced doctors who wish to refresh their knowledge in this area. For more information please click [here](#).

## e-Learning programme launched to further competence in immunisation on neonatal units

HEE e-LfH has worked in partnership with Thames Valley and Wessex Neonatal Operational Delivery Network to develop an e-learning programme about the administration and management of neonatal immunisations.

It aims to support newly qualified nurses, neonatal nurses and other healthcare professionals to achieve knowledge and competence in the administration and management of neonatal immunisations, including vaccination for Respiratory Syncytial Virus (RSV).



The e-learning programme is to be used as part of a blended learning approach to complement face-to-face teaching sessions, simulation and scenarios to facilitate reflection and real time feedback.

The e-learning resource discusses and reviews the issues surrounding vaccination of pre-term infants while resident on a neonatal unit. The programme will also highlight why it is important to administer routine immunisations at the appropriate time and within the schedule and when a delay in vaccination timing may be appropriate.

For more information about the neonatal immunisation e-learning programme please click [here](#).

## e-Learning launched for NHS staff about responding to concerns

### Raising and Responding to Concerns



HEE has worked with Public Concern at Work and the National Guardian Office to develop an e-learning session to help managers respond to concerns raised by members of their team.

Earlier this year the Secretary of State for Health commissioned Sir Robert Francis to carry out an independent review into the culture of raising concerns within the NHS. The review recommended that every NHS organisation should provide training on the value of speaking up which complies with national standards.

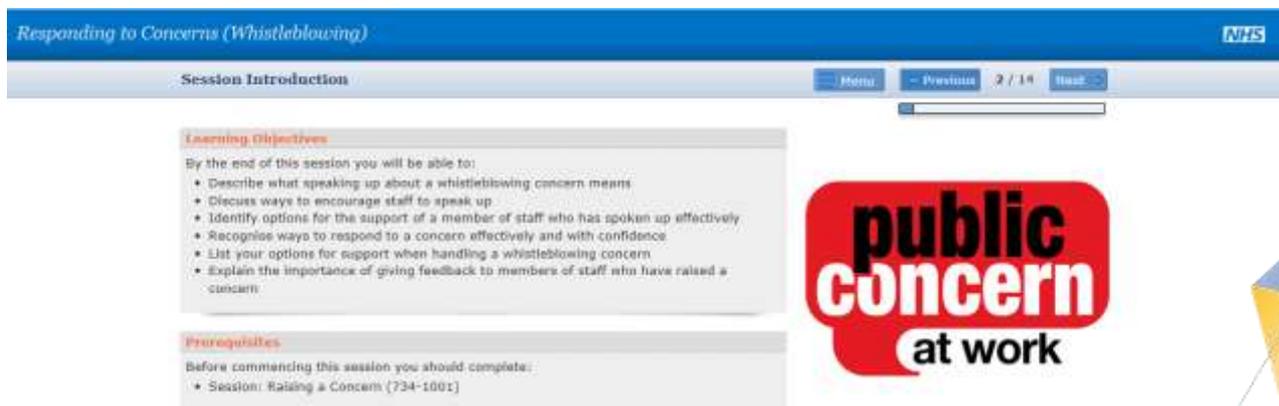
**The e-learning looks at appropriate ways of handling and supporting staff when they raise a concern.**

An e-learning programme about raising concerns was launched earlier this year which teaches NHS staff the value of speaking up and highlights what support is available. Speaking up about wrongdoing at the earliest opportunity can save lives, prevent harm and protect organisational reputation.

This second e-learning resource, which complements the “raising concerns” programme looks at appropriate ways of handling and supporting staff when they raise a concern. The session also addresses how best to respond to a concern about malpractice, wrongdoing or risk.

In addition two education and training films have been developed – “Raising Concerns” and “Responding to Concerns.” The films, which complement the e-learning, support healthcare professionals to feel empowered to raise and respond to concerns.

Before commencing the new e-learning resource, it is recommended that you complete the session: Raising a Concern. To access the e-learning session please click [here](#). To view the films please click [here](#).



*Responding to Concerns (Whistleblowing)* NHS

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**Learning Objectives**

By the end of this session you will be able to:

- Describe what speaking up about a whistleblowing concern means
- Discuss ways to encourage staff to speak up
- Identify options for the support of a member of staff who has spoken up effectively
- Recognise ways to respond to a concern effectively and with confidence
- List your options for support when handling a whistleblowing concern
- Explain the importance of giving feedback to members of staff who have raised a concern

**Prerequisites**

Before commencing this session you should complete:

- Session: Raising a Concern (734-1001)

**public concern at work**

## New e-learning programme launched to support supervisors working with trainees under the new contract

HEE e-LfH has launched an e-learning resource that helps describes the role of clinical and educational supervisors and how they work with postgraduate medical trainees employed under the new 2016 contract. The e-learning supports educational and clinical supervisors in understanding their role and how they can support their trainees under the new contract.

The e-learning session is designed to support educational and clinical supervisors but is relevant to all those involved in the management of trainees, including trainees themselves. The development of this e-learning session involved both NHS Employers and the British Medical Association.

Educational and clinical supervisors have always held a critical role in relation to the appropriate appraisal, assessment and support of trainees. The 2016 contract provides a structured method for them to raise issues about their working and learning environment through exception reports. The responsibility of educational and clinical supervisors has not changed with the introduction of this contract, however, some of the policies and processes that surround the role may differ, specifically around the introduction of work scheduling and exception reporting.

These changes will provide a clearer structure through which supervisors can resolve issues raised by trainees they are responsible for, and will require all supervisors to have knowledge of the processes and how to work with them to navigate and support.



The session describes how educational and clinical supervisors work together to deliver the functions defined by the new contract. Examples are worked through demonstrating how supervisors work with trainees to personalise generic work schedules and how this may operate across different training programmes. There are also examples of how exception reports are managed by educational and clinical supervisors and how these may relate to workplace reviews.

These are new activities which should serve to strengthen the ability of the educational and clinical supervisors in ensuring the integrity of training programmes.

Professor Wendy Reid, Director of Education and Quality, Health Education England, said: “This new resource is a timely addition to Health Education England’s e-Learning for Healthcare catalogue. To explain the role of educational and clinical supervisors and how they work with and support postgraduate medical trainees, including the processes under the new contract, is welcomed. We hope the new processes will strengthen the role of educational and clinical supervisors in supporting trainees and in turn improve their working lives.”

To access the e-learning, click [here](#).

Professor Wendy Reid, Director of Education and Quality, Health Education England, said: “We hope the new processes will strengthen the role of educational and clinical supervisors in supporting trainees and in turn improve their working lives.”

## **Mobile learning for reducing childhood obesity**

HEE is working in partnership with University of Southampton's Public Health department to design learning resources aimed at helping professionals to support families with children up to 15 years old to be healthier and prevent obesity. This partnership work is producing two behavioural change tools; one aimed at healthcare professionals and one for families.

Thank you to readers who volunteered to test the prototypes in September. The feedback was very positive. We reviewed the suggested improvements and the build for both tools is now well underway with a planned launch date of March 2017.

It's not too late if you wish to be involved in this project. We're keen to hear from anyone interested in testing the built versions. Please contact [TEL@wessex.hee.nhs.uk](mailto:TEL@wessex.hee.nhs.uk)

**For more information about anything you have read in this update  
please email [hee.tel@nhs.net](mailto:hee.tel@nhs.net)**