

# 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.

July 2016

## TEL Programme update

### Digital literacy – next steps



- A great deal of work has been progressed behind the scenes on our project around digital literacy with three key papers being produced. The first of these has looked at establishing the most appropriate definition of digital literacy for use across the healthcare landscape which builds on the work of experts in the field. Secondly, a literature review examined the challenges across sectors in improving digital literacy. And, thirdly, a desktop study was undertaken which scoped successful strategies and initiatives in improving digital literacy across a range of sectors, including healthcare.

The next step is to shape an overarching competency framework, working closely with the National Information Board, to provide a unified and cohesive approach in developing strategies, guidance and initiatives.

Susan Kennedy, project manager on the TEL team, said: “Our aim is to support the development of improved digital literacy in students, learners, trainees and the whole healthcare workforce. It’s a really important project as we all live, learn and work in a digital world. Being confident and competent in the full range of skills, attitudes and behaviours in digital literacy helps all of us and is relevant for all who train and work in the NHS. Technology offers huge benefits for us all in our learning, teaching, personal development and in the care and experience of patients.”

Did you know?

***Digital literacies are the capabilities which fit someone for living, learning, working, participating and thriving in a digital society.***

(HEE definition of digital literacy, developed July 2016)

### Latest on the hub – user testing has started

As a reminder, we are currently working with user research company Reading Room to refine the understanding of what features may be required for a digital/online learning platform looking at ethnographic studies, 1:1 interviews and user surveys across our healthcare professional groups.

Emma Scales, TEL programme lead, said: “We are testing out what users have told us versus what they will actually do. It’s the right thing to do two years on from the initial research as we must provide a solution for learning that we are confident will engage users and provide solutions to meet their needs.”

We expect to have this piece of work completed by the end of August/early September - and can then move into our alpha phase and start building.

July 2016

## User needs and The Guardian

The TEL programme team, with support from HEE's media team, recently worked in partnership with The Guardian to conduct further user needs testing to better understand the requirements of a digital/online solution to support learning for all healthcare staff.



The Guardian launched a survey on their Health and Social Care Networks which asked members a series of questions about TEL, including barriers to accessing educational resources and the importance of technology when it comes to learning.

Over 600 health and social care professionals completed the survey, which was followed by a roundtable discussion, chaired by The Guardian's public services editor, David Brindle. Colleagues from a variety of organisations attended the discussion including local authorities, the Higher Education Academy, the Royal College of GPs, NHS Trusts and Unite. The discussion examined the findings of the online survey and explored how access can be improved to high-quality, relevant TEL resources and how employers can foster a culture of lifelong learning among staff.

The roundtable discussion write up was printed in The Guardian on 22 June 2016.

## Call for task and finish group members

If you're interested in any of our programme work, you'd be welcome at a future project meeting. We are setting up task and finish groups and if you'd like to join in, get in touch: [hee.tel@nhs.net](mailto:hee.tel@nhs.net)

## Sim Groups

We are in the process of establishing a simulation expert group. The intention is that this group will meet regularly to act in an advisory capacity on national work.

The group will be made up of representatives from higher education, healthcare and education and training and the first meeting is taking place in August.

In addition to the expert group, we want to ensure that we regularly bring together our regional simulation leads to share learning and update on local innovations so that these can be effectively fed into the wider TEL programme and HEE strategy. This group is being chaired by TEL Lead for Kent, Surrey, Sussex, Rebecca Burden, and the first meeting is planned for September.

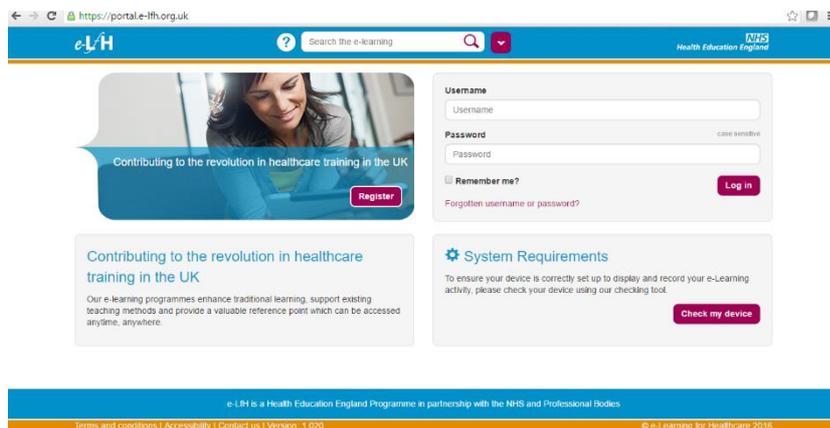


### e-LfH update

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 on this link: [www.e-lfh.org.uk/planned-programmes](http://www.e-lfh.org.uk/planned-programmes)

## Widening the access of HEE e-LfH resources

HEE e-LfH is in the process of adding the e-LfH Hub and its thousands of e-learning sessions to the list of OpenAthens resources to make it easier for certain groups of the health and social care workforce to access e-LfH's e-learning.



OpenAthens is a service that allows people to access a series of online resources free of charge with just a single OpenAthens account.

The OpenAthens eligibility criteria, which are managed by NICE, cover anyone

working directly with NHS patients and anyone working directly on the development and/or delivery of training materials for either NHS staff or NHS patients within an organisation that provides NHS-commissioned care or commissions care for NHS patients in England. This includes charities, voluntary organisations, local authorities, arm's length bodies and healthcare students.

We expect the e-LfH Hub and its e-learning sessions to be added to the OpenAthens resources in August. We will confirm with you when this has been implemented.

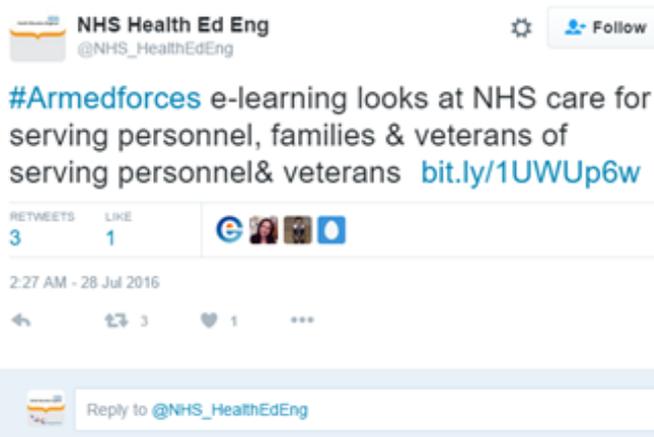
In the meantime for more detailed information on the eligibility criteria please visit: [www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility](http://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility)

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## e-Learning programme launched to support healthcare professionals care for serving personnel, veterans and their families



HEE e-LfH, with support from NHS England, has launched an e-learning programme for healthcare professionals to help increase understanding of the armed forces population and facilitate improved care and treatment. The programme is split across three areas of NHS care for current serving personnel, the families of serving personnel and veterans, and for veterans.



The e-learning programme is designed to highlight both the similarities and differences to allow healthcare staff and learners to understand the context of military life and how to appropriately respond to patient need.

Built on sessions that were originally developed by the Royal College of General Practitioners, the programme has been further developed and tested with a range of patient representatives from the armed forces community and service charities and can be accessed free of charge via the e-LfH website at: <http://www.e-lfh.org.uk/programmes/armedforces>.

## Freedom to Speak up e-learning

### Raising and Responding to Concerns

SPEAK UP

HEE e-LfH has developed an e-learning session about raising concerns.

In response to concerns about culture in the NHS, the Secretary of State for Health commissioned Sir Robert Francis to carry out an independent review. The review recommended that every NHS organisation should provide training on the value of speaking up which complies with national standards.



Footage from one of the education films

This e-learning session will act as a helpful resource to current and future healthcare staff by promoting all relevant policies, procedures, best practice and available support in relation to raising concerns. It 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.

**Andi Blackmore, Project Manager e-LfH said: “The e-learning teaches NHS staff the value of speaking up and highlights what support is available.”**

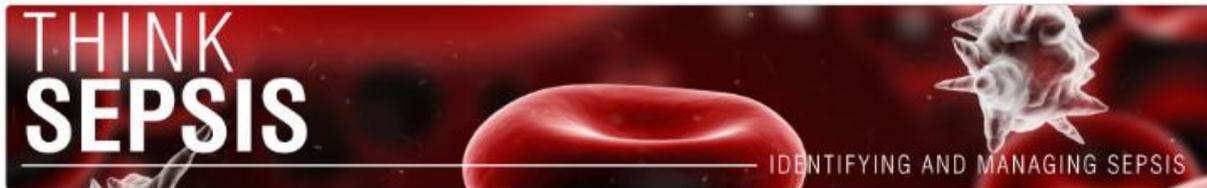
In addition two education and training films have been developed – “Raising Concerns” and “Responding to Concerns.” The films, which complement the e-learning, support healthcare professionals to feel empowered to raise and respond to concerns.

To access the e-learning session visit:  
<http://www.e-lfh.org.uk/programmes/freedom-to-speak-up/>

To view the films visit:  
<http://www.e-lfh.org.uk/programmes/freedom-to-speak-up/additional-resources/>

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## e-Learning launched to encourage healthcare professionals to “Think Sepsis”



We are pleased to confirm that HEE e-LfH, in partnership with the Royal College of General Practitioners, has launched an e-learning programme for healthcare professionals about sepsis.

“Think Sepsis” aims to improve the diagnosis and early management of sepsis in primary care. The e-learning includes five sessions:

Session 1 - Overview of Sepsis

Session 2 - Adult Sepsis

Session 3 - Childhood Sepsis

Session 4 - Complex Sepsis Issues and Future Development

Session 5 - Sepsis, Care Homes and the Frail Elderly.

Every year 123,000 cases of sepsis occur in England and there are approximately 37,000 deaths. Prompt recognition of sepsis and rapid intervention will help reduce the number of deaths occurring annually.



The e-learning programme has been developed for GPs and healthcare professionals working in primary care including nurses, health visitors, midwives, pharmacists and paramedics. “Think Sepsis”

follows the recommendations of the new NICE guideline on sepsis recognition, diagnosis and early management which were launched this week.

To complement the e-learning programme a film has also been developed. The short film features the story of Jason Watkins and Clara Francis who tragically lost their daughter Maude aged just three to undiagnosed sepsis in 2011. The film highlights the key signs that healthcare workers should be looking out for and asks them to think: ‘could this be sepsis?’ when assessing and diagnosing patients.

To view the film and access the e-learning visit the e-LfH website:  
[www.e-lfh.org.uk/programmes/sepsis](http://www.e-lfh.org.uk/programmes/sepsis)

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## Multiple choice quizzes launched for e-learning programme

The e-Learning for Healthcare Image Interpretation programme is currently developing Multiple Choice Quizzes (MCQs) for specific modules.

Self-evaluation has always been key to the success of the programme and learners have had the opportunity to assess their understanding of the content in a wide range of interactions. These opportunities include labelling diagrams and images, clinical case scenarios, interactive questions and quizzes. Most importantly, there are a range of images at the end of each session, to test skills in image interpretation. The sessions will enable the learner to:

- a) correctly decide whether the image is normal or abnormal
- b) accurately describe the image.

Gill Harrison, Ultrasound Programme Director at City University London, and editor of the Obstetric Ultrasound Module, has developed the first group of quizzes based on the content in this module.

Gill said: "Each obstetric session has at least ten questions, associated with the content of the session. The questions allow you to check your understanding and knowledge in each area; to highlight any further reading or study that might be required. After completing the module and associated interactive learning within it, you can complete the quizzes and will receive an overall mark. If you successfully pass the quiz you will get a certificate, which is excellent evidence for your continuing professional development portfolio.

"Within the ultrasound programme we uses quiz questions for students to check their understanding, so I used a similar format when developing the e-Learning for Healthcare quizzes. Most questions are multiple choice with at least five options, some are more challenging; asking you to select as many correct answers as you think relevant. In addition there are some true or false, quick answer questions and the occasional image, to make a diagnosis on."

Combining the comprehensive self-evaluation which already exists within the sessions, with the new quizzes will mean that the learner will be able to produce a certificate of completion listing the areas covered, and a score as part of an MCQ assessment. These certificates, along with reflection and further reading will be a valuable addition to any professional's CPD.

For more information please contact Dorothy Keane, Clinical Lead, Image Interpretation by emailing [dorothy.keane@e-lfh.org.uk](mailto:dorothy.keane@e-lfh.org.uk)

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## The potential of augmented reality

Augmented reality (AR) allows images to be overlaid onto the real world using smart enabled devices such as mobile phones and tablets. It is claimed that using AR (and virtual reality (VR)) can reduce the costs and time required for training and improve retention.

Through the North West Simulation Education Network (NWSSEN), three small scale projects are being developed to demonstrate potential applications of AR. The first two projects are being used to demonstrate emergency conditions that occur within the body (chest or obstetric).

The NWSSEN are working in conjunction with a Manchester-based AR/VR development company to produce moving 3D images of organs to demonstrate a variety of conditions. Additionally an AR view can be projected onto a real person or manikin to further explain the condition.

The third project is looking at making a clinical algorithm interactive with an element of explanation to increase learner interaction and understanding. Once developed these products will be freely available for teaching use and it is hoped will allow others to consider and explore other areas of potential for AR or VR.

For more information on any of these projects contact Seán Bradbury, Programme Manager, Education Transformation, HEE (working across the North West) by emailing: [sean.bradbury@nhs.net](mailto:sean.bradbury@nhs.net)

## Keep up to date with our news



The TEL Twitter account is now live. Please follow us to keep up to date with TEL programme developments and news on new and updated e-LfH e-learning programmes.

The Twitter handle is @HEE\_TEL

Please also keep an eye out for e-LfH blog posts that can be found by following this link: <http://blog.e-lfh.org.uk/> The blog posts will include updates from clinical leads about subjects linked to the e-learning programmes, details of published research and other e-learning related subjects.

If you would like to submit a post for consideration to be published on the blog please contact [alex.drinkall@e-lfh.org.uk](mailto:alex.drinkall@e-lfh.org.uk)

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