Digital education

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The TEL Programme offers the capability to create e-learning resources as well as innovative digital education and workforce transformation tools. It can also work with partners to create the right resource to meet business objectives. Linked to this is the ability to use data to drive personalised learning across our platforms.
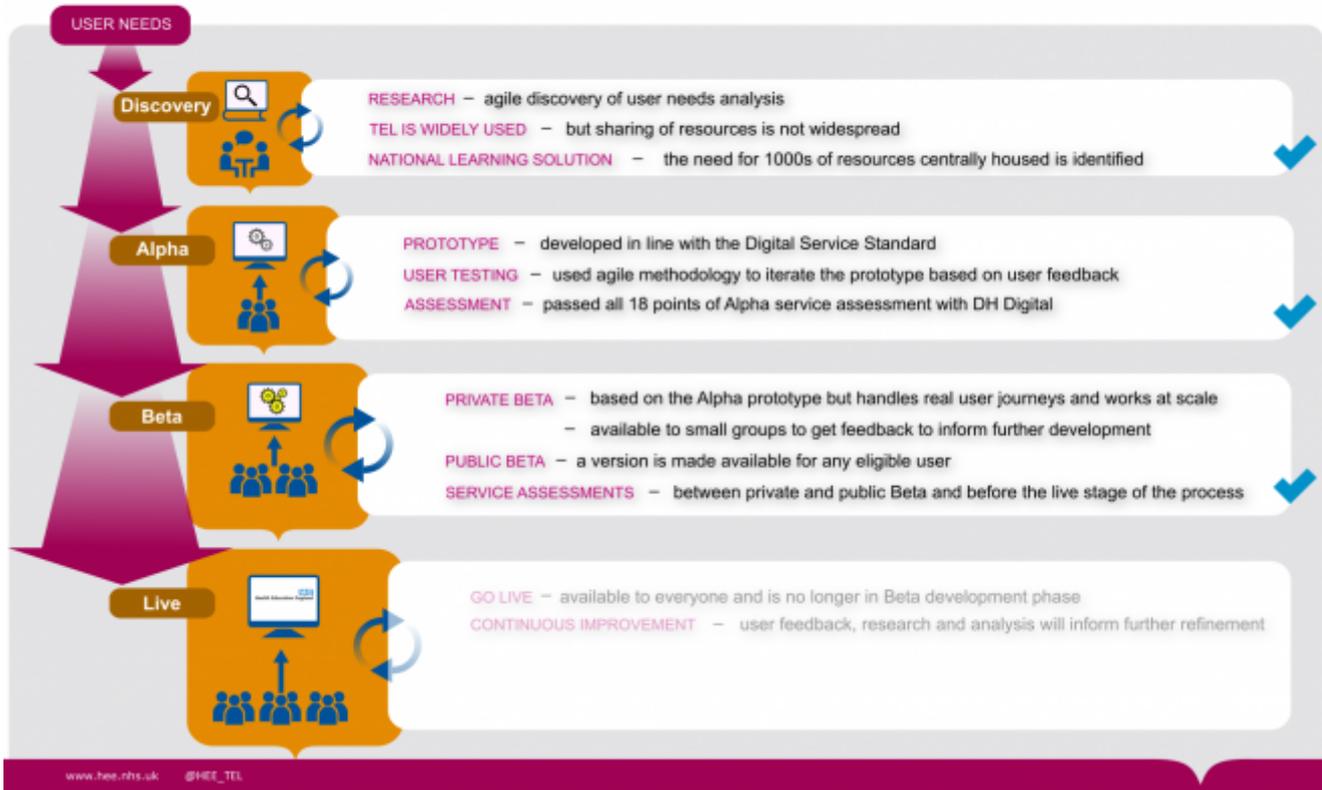
Learning Hub

Through thorough research including desk studies, focus groups, stakeholder events, workshops and surveys, the TEL Programme has identified the need for a national learning solution with thousands of digital learning resources available for the health and care workforce.

The Learning Hub will be a powerful new digital platform that will provide easy access to a wide range of education and training resources for the health and care workforce. It is being developed by HEE?s national TEL Programme.

The Learning Hub will be the place to go to access and record learning from a broad range of shareable resources, including existing e-Learning for Healthcare (e-LfH) programmes, and resources contributed and uploaded from the user community. The Learning Hub will also encourage discussions to take place around the uploaded learning content and networks to form around areas of shared interest to maximise the opportunities for collaboration and realise the potential of the resources.

Health Education England TEL Learning Solution

USER NEEDS

Discovery
- RESEARCH – agile discovery of user needs analysis
- TEL IS WIDELY USED – but sharing of resources is not widespread
- NATIONAL LEARNING SOLUTION – the need for 1000s of resources centrally housed is identified

Alpha
- PROTOTYPE – developed in line with the Digital Service Standard
- USER TESTING – used agile methodology to iterate the prototype based on user feedback
- ASSESSMENT – passed all 18 points of Alpha service assessment with DH Digital

Beta
- PRIVATE BETA – based on the Alpha prototype but handles real user journeys and works at scale
  - available to small groups to get feedback to inform further development
- PUBLIC BETA – a version is made available for any eligible user
- SERVICE ASSESSMENTS – between private and public Beta and before the live stage of the process

Live
- GO LIVE – available to everyone and is no longer in Beta development phase
- CONTINUOUS IMPROVEMENT – user feedback, research and analysis will inform further refinement

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There are three phases to this Agile [6] project:

Discovery: completing user research

The Discovery [7] research carried out at the end of 2016, which followed Government Digital Service [8] (GDS) best practice and guidelines, investigated the way in which individuals working in health and care use technology to learn in their daily practice. This research indicates that TEL is widely used to deliver teaching and learning in health and care, however sharing of TEL resources is not widespread and rarely takes place beyond the local area or outside informal and social networks.

Alpha: creating a working prototype

The Alpha [9] phase of the project was completed at the end of 2017. This phase focused on building a prototype based on identified user needs, testing it with users and demonstrating that the solution is technically possible to build. The Alpha prototype was developed in line with the Digital Service Standard [8]. As part of the Alpha phase potential users of the service were involved in exploring the functionality of the prototype and testing ideas to get feedback for further development. The agile development process that was used meant users were involved throughout and small iterative versions and concepts were tested with users on an ongoing basis.

A service assessment [10] was carried out by the DH Digital team, where the work to date was tested against the 18 points of the Digital Service Standard. HEE?s TEL Programme team passed all points within the standard. The report from the assessment, which provides feedback and recommendations for the beta phase, can be found on the Digital Health blog [11].

Beta: starting to roll out to users

The Learning Hub project is now in the private beta phase of its development, which comprises the iterative development of the digital platform based on the e-Learning for Healthcare Hub code base, working with a closed group of users to build the minimum viable product through a series of iterations. This will aim to have a range of fundamental features that will enable finding, launching, sharing, contributing and reviewing learning resources and enabling discussion and collaboration.

Once the Service Team successfully passes the private beta assessment and spend approval is granted, the project will move to the public beta phase, where the platform is open for use on the internet, although users will be alerted to the fact that it is still in beta. This is still a developmental phase which will see new features launched iteratively. After further, relevant assessments comes go-live and moving to maintenance and more gradual development of the platform.

For more information about the learning hub project please email tel@hee.nhs.uk [12].

e-Learning for Healthcare

HEE e-LfH [2] works in partnership with the NHS and professional bodies to support patient care by providing e-learning to educate and train the health and care workforce.

All e-LfH content is nationally quality-assured and available free of charge. HEE e-LfH programmes are developed for their potential to make maximum impact on the quality of care that users of the Hub deliver, including the entire health and care workforce, teachers, volunteers, local government and public health colleagues

There are currently more than 210 e-learning programmes being developed and delivered, comprising more than 24,000 e-learning sessions. The sessions are delivered in partnership with professional bodies, including Royal Colleges and associations, NHS organisations, charities and other health and care organisations.

The e-learning programmes cover subjects from audiology to anaesthesia, dentistry to dermatology, emergency medicine to end of life care, primary care to prescribing, safeguarding children to statutory and mandatory training.

All HEE e-LfH?s programmes are available via the HEE e-LfH Hub, with most also being available via the Electronic Staff Record (ESR). HEE e-LfH programmes are also available via OpenAthens meaning that anyone who is entitled to an OpenAthens account can access the content free of charge. More information about OpenAthens and its eligibility criteria can be found on the NICE website [13].

Some HEE e-LfH programmes are also available internationally via eIntegrity [14].

In 2018 there were 12,762,527 e-learning sessions launched and in May 2019 the milestone of one million [15] registered users on the e-LfH Hub was reached.

The e-LfH team can offer commissioners of education resources

- Value for money
- Over ten years of expertise and collaborate working with health and care partners.

For more information about HEE e-LfH visit: https://www.e-lfh.org.uk/ [2]
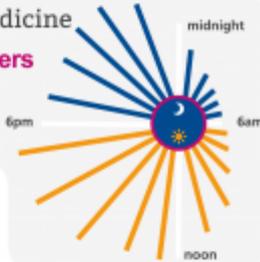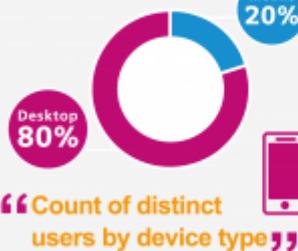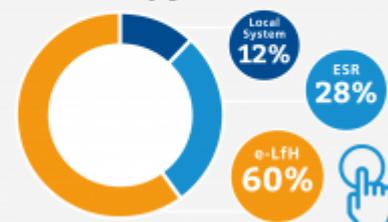
Related Documents

- TEL Discovery Summary (.pdf) 96.48 KB   [16]
- TEL Discovery Report (.pdf) 2.25 MB   [17]
- HEE Learning Solution - Alpha Summary (.pdf) 37.08 KB   [18]
- HEE Learning Solution Alpha Report (.pdf) 3.42 MB   [19]

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Links
[1] https://www.hee.nhs.uk/our-work
[2] https://www.e-lfh.org.uk/
[3] https://www.healthcareers.nhs.uk/
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[8] https://www.gov.uk/service-manual/service-standard
[9] https://www.gov.uk/service-manual/agile-delivery/how-the-alpha-phase-works
[10] https://www.gov.uk/service-manual/service-assessments/how-service-assessments-work
[11] https://digitalhealth.blog.gov.uk/2017/12/05/hee-learning-solution-alpha-service-assessment/
[12] mailto:tel@hee.nhs.uk
[13] https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility
[14] https://www.eintegrity.org/
[15] https://www.e-lfh.org.uk/e-lfh-hits-the-million-mark/

[16] https://www.hee.nhs.uk/sites/default/files/documents/TEL%20Discovery%20Summary.pdf

[17] https://www.hee.nhs.uk/sites/default/files/documents/TEL%20Discovery%20Report.pdf

[18] https://www.hee.nhs.uk/sites/default/files/documents/HEE%20Learning%20Solution%20-%20Alpha%20Summary.pdf

[19] https://www.hee.nhs.uk/sites/default/files/documents/HEE%20Learning%20Solution%20Alpha%20Report.pdf