Technology Enhanced Learning: Learning Solution
Discovery Summary Report

Technology is changing the way that teaching and learning is delivered in health and care. It is being used to enhance education across a broad range of learning settings and contexts. This includes the use of e-learning to deliver and assess mandatory training, to the use of 'simulated patients' to give trainees an opportunity to practice life-saving procedures in a safe learning environment. Technology has enabled the extension of learning activities beyond the reach of traditional training interventions, such as lecture halls and study rooms.

Reading Room, a technology research company, was commissioned by Health Education England (HEE) to investigate the way in which individuals working in health and care use technology to learn in their daily practice. Reading Room's team was tasked with identifying opportunities to enhance the provision of education by technology through implementation of a new sharing service promoting the use of Technology Enhanced Learning (TEL) by training and education providers.

The research followed Government Digital Service (GDS) best practice and guidelines to conduct an agile discovery of user needs analysis, building on previous HEE research to provide fresh insight. Techniques used to gather data included:

- An online survey of wider health and care workforce learners
- One-to-one interviews with trainers, educationalists and learners
- Ethnographic studies conducted in Acute, Mental Health and Primary Care settings.

The 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.

The research also indicates challenges around awareness and accessibility of the available TEL resources, lack of support for long-term knowledge management and difficulty managing intellectual property. These challenges can lead to increased costs, duplication and missed opportunities for achieving economies of scale on content commissioning and sharing through a single national platform.

The discovery research recommends developing and testing a prototype learning technology service, in line with GDS alpha guidelines, that provides:

- A central digital service for sharing and accessing TEL resources including the ability to connect organisational Learning Management Systems (LMS) to the service
- An online community to encourage networking, debate, discussion and review
- Integration with social media to push out messaging, ideas and discussion onto platforms individuals use in their personal and working lives.

The development of an alpha prototype provides an opportunity to assess the scope, functionality, technology and long term management of a TEL sharing service that delivers value as well as impact and effectiveness.

You can access the full discovery report on our website.

Work on the alpha prototype started in May 2017. For further information on this, please contact the HEE TEL Team: tel@hee.nhs.uk.