Digital Learning Solutions E-bulletin

NHS Digital

Digital Learning Solutions

On the move, but business as usual.

The 100th edition of our newsletter coincides with the news that the team will be moving to a new home from April 1st.

After many years at NHS Digital (and all its previous names!) we will be moving to Health Education England to be part of the Technology Enhanced Learning (TEL) team.

The team are all very positive about this move and see our new "home" as somewhere that positions us well for the future.

You may be wondering how this move will affect you and your learners and we're delighted to be able to say that it won't.

In short, this will be <u>business as usual</u> for your team. All of the services and products we currently offer to your organisation will remain in place to the same standards and specification. There will be no change to the URLs, learner links, current hosting etc.

Look out for more information in next month's bulletin where we'll be telling you how you can subscribe to the TEL team newsletter.

The 100th Edition

This month we're celebrating the **100th** edition of this bulletin and we thought we'd take you back in time to that very first edition, published on 30th November 2011.

NHS ELITE:

No. of learners in October	628
No. of learners accessing since 1st July 2011	2661

DLS learning:

No. of learners last month	6470
Total DLS learners	311653

Top 3 centres:

Top ELITE centres:

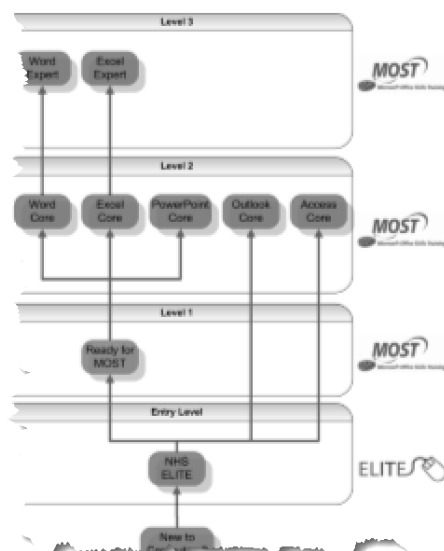| 1	Norfolk Community Health & Care NHS Trust
2	Sheffield Teaching Hospitals NHS Foundation Trust
3	Croydon Health Services NHS Trust

Top 10 centres

1	Leeds Teaching Hospitals Trust
2	Avon and Wiltshire Mental Health Partnership NHS Trust
3	Mid Yorkshire Hospitals NHS Trust

Headline news from the first edition:

IT Skills Pathway launched

The Department of Health Informatics Directorate (DHID) has announced the launch of its new IT skills pathway.

Designed to assist NHS IT training centres, the pathway contains a list of generic IT competencies alongside a catalogue of the DHID products that can deliver those competencies.

The pathway provides an "at a glance" route for NHS staff to see which skills they need at each level. Each skill area is then broken down into individual competencies. A full document that lists all of the competencies for every skill area is also available for download.

"The IT skills pathway demonstrates that there is now one consistent, demonstrable and transferable

standard for generic IT skills across the NHS," said Claire Adams, head of relationship and service management from DHID.

Claire continues: "We recognise that not everyone uses the free products provided by the Department of Health so by providing a full list of generic competencies, NHS organisations can try to match their local offerings to the pathway."

To find out more about Pathway, go to: www systemsandservices

IT Skills Development
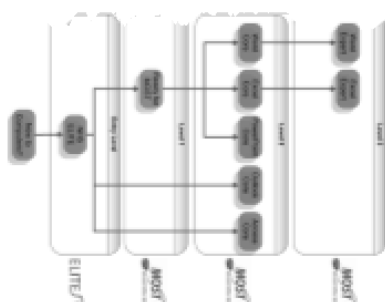
NHS

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To find out more about the IT Skills Pathway, go to: www.cfh.nhs.uk/systemsandservices/icd/itskills.

NHS MOST:

No. of exams completed in October	410
No. of exams completed since 1st July 2011	2009

Top MOST centres:

1. United Lincolnshire Hospitals
2. NHS North of Tyne
3. Derbyshire NHS
4. Manchester PCT
5. North Lancashire Primary Care Trust
6. Cheshire ICT Service
7. Walsall Hospitals NHS Trust
8. NHS South of Tyne & Wear
9. East Lancashire Hospitals NHS Trust
10. South Tees Hospitals NHS Trust

Ready for MOST e-learning on IT Skills tracking system

New materials are being developed that will provide e-learning content for the Ready for Microsoft Office Skills Training (MOST) syllabus via the IT Skills tracking system.

Ready for MOST is a set of learning materials that has been specifically designed to bridge the knowledge gap that exists between the NHS ELITE and the full NHS MOST training programmes. Both deliver learning for Microsoft Word, Excel and PowerPoint, and are part of the NHS IT skills pathway.

The new e-learning materials are being developed by the Morecambe Bay Hospitals NHS Foundation Trust who also design and host the NHS ELITE learning and tracking system. The NHS EITS design group are testing the materials by checking for accuracy and content suitability. For more information about the testing, please see the article on page two.

Vicki Wilson, IT skills training coordinator from the Department of Health Informatics Directorate (DHID) said: "These new materials are being designed as a result of feedback received from NHS organisations. They will have the same look and feel as the NHS ELITE learning and by hosting them on the same IT Skills tracking system learners have a natural next step in terms of improving their IT skills without having to switch to a different learning platform."

The materials will be released to the tracking system as they are developed on a module by module basis; dates are yet to be confirmed, but it is anticipated that most materials will be available by March 2012.

For more information about the Ready for MOST e-learning materials please email us: it-skills@nhs.net

New contact details for IT skills training

We have changed our email address from Essential-training@nhs.net to it_skills@nhs.net. The new address should be used for all queries relating to:

- NHS ELITE.
- Ready for MOST.
- NHS MOST.
- Microsoft Technology Associate (MTA).
- NHS Microsoft IT Academy.

So email this (it_skills@nhs.net) if you want a response!

MOST contract extended to June 2013

MOST Microsoft Office Skills Training

The Department of Health Informatics Directorate (DHID) has signed a contract to extend the provision of its successful NHS Microsoft Office Skills Training (MOST) programme.

The programme, delivered in conjunction with Prodigy Learning, has now been agreed for a further two years, meaning it will remain in place, providing free IT skills training for the NHS until at least 30 June 2013.

Commenting on the contract extension, David Levison, senior project manager for the NHS MOST programme said: "I'm sure that NHS training centres will view this as great news, and I want to thank all of the centres who have worked so hard to make MOST a success over the past year. This extension also provides certainty into the future for centres that are still in the process of setting up. We trust that this news helps cement the programme within organisations who can now continue to reap the benefits that free training brings."

There are now almost 200 NHS training centres engaged with the NHS MOST programme across

England. A recent survey of over 2,000 learners revealed that 95% would recommend the programme to their colleagues, and that 90% have increased their work productivity as a result of getting involved.

If you wish to know more about NHS MOST or are interested in becoming an NHS MOST centre, please visit www.nhsmost.co.uk or www.nhsmost.co.uk

Your help needed to test new eLearning

We are nearing completion of the Ready for MOST (RFM) eLearning which is detailed before on page one and will be accessed through the IT Skills Tracking System. Before we can make the materials available to the NHS we need to ensure they are accurate which is where you come in!

In addition to our Design Group we would like our training centres to be involved in the testing, partly because the RFM modules are quite large and the Design Groups are relatively small but also to ensure that the materials are thoroughly tested.

The testing schedule is still being agreed but Ready for MOST covers Microsoft Word, Excel and PowerPoint in 2007 and 2010. If you are interested in helping us to provide you with the best quality materials then please get in touch by emailing us at it_skills@nhs.net

NHS ELITE:

No. of learners in October	625
No. of learners accessing since 1st July 2011	2661

Top ELITE centres:

1. Norfolk Community Health & Care NHS Trust
2. Sheffield Teaching Hospitals NHS Foundation Trust
3. Croydon Health Services NHS Trust
4. The Health Informatics Service
5. NHS Grampian
6. Collaborative ICT Services
7. NHS Wiltshire
8. North Middlesex Hospital
9. Cheshire ICT Service
10. North Staffordshire IT

Case studies

Would you be willing to share your experiences and successes of the IT Skills Pathway with the rest of the NHS?

We are producing case studies about the pathway (and the elements within it), this could be from an individual learner who has benefited, or from your centre's perspective. Perhaps you've overcome difficulties in getting the pathway used in your trust, for example in overcoming the ever present issue of getting protected learning hours?

If you have anything you would like to share contact us at: it-skills@nhs.net

Contact

Email: it-skills@nhs.net
Web: www.nhsmost.co.uk
systemsandservices/icd/itskills

5 minutes with….
Barking, Havering and Redbridge University Hospitals NHS Trust

This month we bring to you a new feature "5 minutes with...." We are shining a spotlight on centres to showcase the great work you do day in and day out, championing digital skills within your workforce.

Fact File

Organisation: This organisation is made up of two hospitals - King George Hospital in Goodmayes and Queen's Hospital in Romford and also serve clinics across outer north east London and run some services from Barking Hospital.

Q & A:

What do you use DLS IT Skills Pathway for?
"We use DLS IT Skills Pathway for the majority of staff to enhance their IT skills. These staff, once registered, will work independently. However, we also use it to provide more in depth support to staff who are new to using technology. We use the content as a foundation to start building knowledge with the aim that eventually the trainee can continue with less support working towards the trainee doing the e-Learning independently."

How many staff work at your organisation?
"*Including volunteers, approximately 7,000 staff work at BHRUT "*

Say something about the team *"We are a small team of 8 staff members, consisting of an IT Training Team Manager, 2 Senior IT Trainers, 4 IT Trainers and an administration assistant. The two Senior IT Trainers support staff with their DLS IT Skills Pathway e-Learning."*

Angela Ottley, Senior IT Trainer Barking, Havering and Redbridge University Hospitals NHS Trust

Have you got a good news story to tell us? For a chance to feature here and tell us what's happening at your centre please raise a Tracking System ticket.

Stats:

DLS Centre Registered: March 2011

Centre Manager: Jackie Vitti

Administrators: Angela Ottley and Lynn Richards

Delegates: 684

Course Registrations: 1417

Completions: 355

DLS Services:
Tracking System: ✓
Content Management System: ✓
Hosting:
Content Creator:
Self Assessment:
Digital Supervision:

Learner Quote: *"Because of this course I have been able to be promoted into a job where I now use the computer. My previous job did not require me to work in an office but by doing this course I have now been able to improve my job status. Many thanks for helping me to do this."*

Sukhwinder Dulai – Uniform Supervisor - Barking, Havering and Redbridge University Hospitals NHS Trust

It's all about YOUR learners—hints and tips—reminder

You already know that we <u>don't</u> support your learners as we have over 300,000 delegates out there how could we possibly do that?

Due to a continued increase in the number of contacts directly from learners, we encourage you to take the steps below to ensure that they are able to contact you directly with queries.

On 1st February the central team stopped responding to any emails received from learners.

We want to make sure we end the frustration for your learners by helping you to help them easily find their local centre contacts. Here are some of the ways we support centres to do this:

1. Get your centre on the map:

When a learner contacts DLS a message will signpost them back to the DLS website https://www.dls.nhs.uk/findyourcentre. Please ensure your centres contact information is available and up to date here.

See the system help file for guidance about updating this information in your Tracking System: https://www.dls.nhs.uk/help/DLSWebsiteCentreInformation.html

2. Learning Portal and Learning Menu—Banner Text:

Your centre should have set up some banner text in the Tracking System, **Dashboard**, **Centre Details.** This banner text will appear once learners are logged into the Learning Portal and is available on the Learning Menu.

For example your banner text could be: "Need help? Contact tel: *<add your centre telephone number here>*, email: *<add your centre email address here>*, we're open Monday to Friday 09:00 to 17:00"

See the system help file for guidance about updating this information in your Tracking System: https://www.dls.nhs.uk/help/CentreDetails.html

3. Resources: We provide Word resources so centres can add their centre contacts and share these with learners. For examples see the Tracking System, **Support** tab, **Resources**, **Trainer Resources.**

Also, just a reminder about our Terms of Use……

- *It is the responsibility of every organisation to provide appropriate support to the delegates within their remit. Under no circumstances should learners contact the Digital Learning Solutions team direct to resolve issues or for advice.*

- *When providing support to delegates, organisation administrators should make all reasonable attempts to resolve issues before escalating via a support ticket to the Digital Learning Solutions team.*

Digital learning Solutions Training Webinars

Content Management System (CMS)
The CMS System enables centres to create bespoke courses using national DLS content. Click here to view training dates and register for your preferred date.

Tracking System
Monthly team training webinars are now available to book. To see dates and book a place with Eventbrite click here.

Webinar

Our webinars are now delivered via MS Teams

Hosting Content
Want to learn more about hosting your own in-house content on the Tracking System? Raise a ticket on the Tracking System and let us know your availability for a 30 minute webinar.

Content Creator
Content Creator is an authoring tool for developing your own local content and a 30 day free trial is available to centres. Please raise a ticket on the Tracking System if you are interested in this trial.

Top 10 centres

1	Leeds Teaching Hospitals Trust	6	Royal Surrey County Hospital NHS Trust
2	Avon and Wiltshire Mental Health Partnership NHS Trust	7	Worcestershire Acute Hospitals NHS Trust
3	Mid Yorkshire Hospitals NHS Trust	8	Northumbria Healthcare NHS Foundation Trust
4	Coventry & Warwickshire Partnership	9	Birmingham Community Healthcare NHS Trust
5	NHS Business Services Authority	10	NHS Digital Terminology and Classifications Delivery Service

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