Digital Learning Solutions Operational E-bulletin

User Groups—last chance to book

We've had a huge response from centres for places at our November user groups. We've added further dates into December so that we don't disappoint anyone.

Alongside all our news and updates we've some exciting new developments that we're eager to share with all centres. We hope as many centres as possible will be able to join us.

To book your place visit Eventbrite: https://www.eventbrite.co.uk/e/125932618853

The final few places are available to book now:

> **Friday December 4th 09:30 to 11:00**
> **Monday December 7th 10:00 to 11:30**

An Outlook meeting invite will be sent to placemark the date when your booking is received.

Booking Now, Booking Now, Booking Now

Digital Learning Solutions

Visibility of Your Suggestions

The DLS team like to believe that as a service, we are responsive to your issues and also your suggestions for how we might improve the services and products we offer. Whilst we can't always implement every suggestion I can assure you we do listen and consider each and every one of them.

However, we have recently recognised that whilst we do have an internal system for handling and processing suggestions and requests, this process is not visible to you as our customers. We are in the process of implementing a new system so that we can provide a higher level of transparency. Whilst we implement this I wanted to assure you that you can at any time comment on or chase an existing request by way of our ticket help system.

We'll notify you all again when the new system is up and running.

Reminder - Delegate Recover Password—Known Issue

There is a known issue with Gmail addresses, learners are not receiving the **Recover** email as Gmail is currently blocking them.

We are investigating this but it may take some time.

Between now and then the workaround for centre administrators is to use the password reset functionality within the Tracking System to reset affected learners passwords.

To learn more about managing delegate passwords please visit the system help files: https://www.dls.nhs.uk/help/Managingdelegatepasswords.html

2020 Annual Survey

Thank you for your input to the annual survey, this is much appreciated.

The survey report has now been published and is available on our website:

https://www.dls.nhs.uk/bulletins/DigitalLearningSolutionsAnnualSurveyReport2020.pdf

Get involved with your local Technology Enhanced Learning network

The Digital Learning Solutions Team moved to Health Education England in April 2020 and became part of the Technology Enhanced Learning (TEL) team. There are TEL Network Groups in England that might be of use to you, offering opportunities to:

- Meet with your regional TEL colleagues once a quarter
- Share updates on what you and your regional colleagues are working on
- Link in with regional colleagues for peer to peer support
- Receive development activities to help you in your TEL work
- Receive updates from and ask questions about
    o Health Education England Technology Enhanced Learning
    o Electronic Staff Record (ESR)
    o The Learning Hub

To get involved with your local Technology Enhanced Learning network in your region please email tel@hee.nhs.uk with your name, email address, organisation and region so we can put you in contact with the right person. If you know of anyone else in your organisation or network who would benefit from joining this TEL group, please feel free to let them know about this opportunity.

Ticket Support

Anyone who has raised a ticket recently, may have received a response from a name they are not familiar with as part of the DLS team.

We want to let you know that we are in the process of integrating our support services and that additional support is being provided from the e-Learning for Healthcare (e-LfH) support team.

This team currently provide outstanding support to the e-LfH customers, so we're expecting you'll notice their professionalism and expertise as they begin to support your DLS centre.

Please note there is no change in the process to gain support, centres should continue to raise support tickets via the DLS Tracking System as usual. It is now more important than ever that your requests come via this ticket system. Please don't contact us via email unless you are unable to access the system.

Raise a DLS Tracking System support ticket for help, support, queries, questions, training….. EVERYTHING!

Festive Season Schedule for Support

It's never too soon to start planning for the festive holiday season. As you think about your plans, here is our schedule for supporting you, should you need us.

All support will be via Tracking System, **Support Tickets** only, unless you are unable to access the system.

Thursday 24th December	09:00 to 17:00
Friday 25th December	**CLOSED**
Monday 28th December	**CLOSED**
Tuesday 29th December	09:00 to 17:00
Wednesday 30th December	09:00 to 17:00
Thursday 31st December	09:00 to 17:00
Friday 1st January	**CLOSED**
Monday 4th January	09:00 to 17:00

Digital learning Solutions Training Webinars

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

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.

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.

Self Assessment Raise a ticket to book an overview to see how your centre can create self assessments for learners.

Top 10 centres

1	Leeds Teaching Hospitals Trust	6	Herts Urgent Care
2	Kettering General Hospital Foundation Trust	7	Plymouth Hospital NHS Trust
3	Mid Yorkshire Hospitals NHS Trust	8	IC24
4	Northumbria Healthcare NHS Foundation Trust	9	Worcestershire Acute Hospitals NHS Trust
5	North Cumbria Integrated Care NHS Foundation Trust	10	Coventry & Warwickshire Partnership NHS Trust

DLS learning:

No. of learners last month	7222
Total DLS learners	355432

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Contact us:
DLS Centre: **Raise a Ticket**
Email: dls@hee.nhs.uk
Web: www.dls.nhs.uk