



## **Health Education England**

### **Learning Hub**

### **Show and Tell**

**28 October 2019**

### **Questions and Answers**

Q. Can some of our external stakeholders take part in the user feedback?

A. Yes. We would encourage them to get involved in the user research. Here is a link to the TEL blog where they can register their interest:

<https://telblog.hee.nhs.uk/user-research>.

Q. Is there going to be anything linked to Creative Commons licensing?

A. We are consulting with legal representatives, who undertake work on behalf of HEE, to understand the legal implications of what we're building in the Learning Hub. This includes user contributed content, so licensing and disclaimers will form part of this.

Q. I think it would be useful to state upfront if there are any restrictions to access physical resources.

A. Users will have the details of where the equipment or facilities are located. They can use those to discuss the resource in more detail with the contributor. There is also additional information available to the user around any restrictions, special circumstances etc. related to using the resource.

Q. Are styles and components taken from the NHS Digital Service Manual or is there an intention to feed new components/styles etc. back into the NHS Digital Service Manual?

A. We are basing everything on the Service Manual, however there are some new aspects where we must adapt the styles and we are in the process of working to feed these new styles back in.

Q. The headers, navigation sections and font are all really large, taking up lots of space and requiring a lot of scrolling up and down – is this user friendly?

A. The Learning Hub has been designed based on the GDS and NHS Digital Service Manual. This includes the method of display which requires these scrolling pages and font sizes for accessibility.

Q. Getting users to contribute will vastly increase the quantity of learning content but runs the risk of decreasing the quality, particularly as documents, videos, case studies and the like go out of date. How will we manage the slow degradation of content quality over time and stop users being overwhelmed by out of date content?

A. Users will be encouraged to add a review date to keep content up to date. This may be more applicable to certain types of resources where they are reviewed within a certain time period. Notifications will be sent as a reminder that the resource needs to be reviewed. Reports can be generated to find older content that isn't being used or hasn't been reviewed and contributors will be notified so that it can be reviewed. The content governance policy will include information on this.

Q. Is there a restriction on how many people can be listed as content authors? Can you select multiple organisations who have participated?

A. There is no restriction on the number of authors associated with a resource. Multiple organisations may have developed a resource and this can also be reflected in the Learning Hub.

Q. How can we attract social care staff with just having the NHS logo?

A. Our audience is the health and care workforce. We're basing the Learning Hub brand on the NHS brand as it's trusted and a brand that users identify with. We need to ensure we communicate with social care staff so they know the Learning Hub is for them too. We are including people from the wider health and care workforce in our user research and we are including branding in this. So far, results have shown that people trust the NHS brand. We also need to make sure access to the Learning Hub is straightforward for everyone and there is a lot of work happening to ensure that registration is simplified for non-NHS staff.