

Hints & Tips – Technology Enabled Care Services Placements

(Previously known as: Digital · Telehealth · Virtual · Remote)

These placements can take many different forms, but the commonality is that the setting is delivering patient/client care when the patient is not in the same room as the clinician. They can be settings where students are in a clinic with a practice educator, at home delivering care either via a virtual platform or over the telephone. All clinical practice settings should consider taking students, whatever the set up. Digital healthcare has been accelerated during the COVID crisis in order to deliver healthcare to patients in their own homes, to avoid risks associated with coming into clinical settings. By supporting students to gain appropriate digital literacy skills and the ability to apply these to different healthcare settings, we are ensuring that students are graduating with the appropriate skills healthcare in 2020 and beyond.

Students	Practice	HEI's
<ul style="list-style-type: none"> • Embrace the opportunity to learn in new and different ways; these placements will give you ample opportunity to hone your clinical reasoning, communication and professional skills, demonstrate your flexibility and potentially enhance your employability. • Approach these placements with a 'can do' attitude of remote working • Virtual clinics can mean long periods of sitting down. Make sure you take proper breaks away from screens. • Being at home will reduce your travel time, use this time well to look after yourself. • Take time to link with other students in similar settings. You may need the peer support at times. • You may need a quiet working space if working from home. You need to consider a suitable working space that ensures the privacy of your discussions with patients and your educators. Headphones may be helpful to consider using. If this is not available to you, highlight this to your university at the earliest possibility opportunity. 	<ul style="list-style-type: none"> • Technology is a potential barrier; it may be worth doing a pre-meet with your student before the start of placement to ensure everything is working, this could ease anxieties. • Internet connection sometimes drops out. Make sure your student has clear instructions about what to do should this occur, especially during a patient consultation. • Focus on the quality of the education and not the quantity. It is not about the numbers of patients the student is having contact with, but the learning generated from the interactions. • Students can have the opportunity to learn not just from the patient interactions but from the wider service set up; does your new model of service delivery need auditing? or patient experience work? These are pieces of work that the student could get involved with, or even lead on. • Consider setting students up with an NHS.Net account. This could enable access to electronic records etc. 	<ul style="list-style-type: none"> • Students can have a brilliant placement in these settings, full of rich and diverse learning opportunities. • Student placements in these settings can be either the whole placement or as part of another placement (consider splitting the placement) • This form of service delivery is potentially new for clinicians and it is likely that they have never supported a student in this way; consider putting on additional preparation to support this transition. • Consider placing students in these settings if they are needing to shield, or have difficulty accessing placement settings. • To ensure that all students have equal access to these placements, you may need to consider the loan of appropriate equipment if a student is working from home. • Please ensure students have considered their information governance regarding TECS placements. Please refer to https://www.nhs.uk/covid-19-response/data-and-information-

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	<ul style="list-style-type: none">• Recognise differences in levels of student/educator skills and digital literacy, ensure wrap around support and SMART goal setting ideas for remote working placements• Consider using the HEE tariff to support hardware for students.	<p>governance/information-governance/covid-19-information-governance-advice-health-and-care-professionals/ for current guidance on working from home.</p>
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Some useful webinars/resources:

- HEE webinar 7.7.20: Rapid Expansion of AHP placements: Simulation and Technology Enabled Care Services (TECS) webinar <https://www.hee.nhs.uk/our-work/allied-health-professions/helping-ensure-essential-supply-ahps/>.
- NHS Scotland 7.7.20: Webinar which includes Ryan Mackie & Leon Palmer Wilson (Ashford and St Peters NHS Hospitals Trust) and Fred Green BSc (Hons) PT UoB 2017-20 talking about their experiences including useful information on how to. They also did a twitter week covering feedback from students and educators: Day 1 is here: <https://twitter.com/ASPHphysio/status/1285269164039471105> then we had 4 more days of it.
- Link for Health Education South East information: http://news.hee.nhs.uk/interface/external_view_email.php?AY911982669782651553841562zzzzz648b17dccdac9939265213fcb7a1329b0a49d7efa556f0ffbb2c9b962251114a39&varId=62251114a39&varId=
- Link to South East/South Central and South West regional network of the CSP evening zoom chat. 8.7.20 <https://www.csp.org.uk/news/2020-07-13-south-west-region-zoom-student-placements>
- Connect Health <https://www.connecthealth.co.uk/news/innovative-virtual-student-placements/>
- CSP influencers Ryan and Leon discussing their service in ASPH: <https://www.csp.org.uk/icsp/resource/being-creative-about-your-msk-service-delivery-during-pandemic-leon-palmer-wilson?network-id=1266123>
- Link to all HEE recent webinars and the AHP Learning Placement Exchange : <https://www.hee.nhs.uk/our-work/allied-health-professions/helping-ensure-essential-supply-ahps/placement-expansion-innovation>

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Conversations with Jess Poulton/Becky Owen from SFCT and Ryan Mackie (Ashford and St Peters) about challenges and managing the TECS MSK placements. Our conversation:

<https://mediastream.brighton.ac.uk/Play/36142>

<https://mediastream.brighton.ac.uk/Play/36138>

<https://mediastream.brighton.ac.uk/Play/36139>

<https://mediastream.brighton.ac.uk/Play/36141>

<https://mediastream.brighton.ac.uk/Play/36140>

Student Fred talking about his experiences:

<https://mediastream.brighton.ac.uk/Play/36135>

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