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**Patient Webinar Framework for Adoption**

Document management

Revision History

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| Version | Date | Summary of Changes |
| 0.1 | 07/04/2019 | Initial draft of framework |
| 0.2 | 28/04/2019 | Added best practice to webinar content creation; Added reviewing process necessary including external reviews |
| 0.3 | 17/05/2019 | Added engagement from professional bodies, STP/ICS services and service users; Making clear the release date and 1 year review dates for webinar including disclaimer that research may alter before review date; Added link to government guideline on accessibility under webinar creation guidelines |
| 0.4 | 05/06/2020 | Reviewers contacted via email for any revisions. No revisions noted. Responses received from all reviewers. |

Reviewers

This document must be reviewed by the following people:

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| Reviewer name | Title / Responsibility | Date | Version |
| Lisa Durrant | Macmillan Consultant Radiographer, Taunton | June 2020 | 0.4 Annual review |
| Georgina Giebner | Clinical Lead Dietitian, NHS Fife, Scotland | June 2020 | 0.4 Annual review |
| Ann Johnson | Oxford Health AHP Clinical Lead | June 2020 | 0.4 Annual review |
| Frances Ralph | Specialist Community Dietitian West Berks | June 2020 | 0.4 Annual review |
| Christine Thomas | Patient Participant and Q Member Leicester | June 2020 | 0.4 Annual review |

Approved by

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| Jeremy Wilkinson |  | Clinical Informatic Business Specialist, NHS Digital | June 2020 | 0.4 |
| Marianne Williams |  | Specialist Gastroenterology Community Dietitian, Somerset | June 2020 | 0.4 |

Glossary of Terms

|  |  |
| --- | --- |
| Term / Abbreviation | What it stands for |
| CCG  | Clinical Commissioning Group |
| STP | Sustainability & Transformation Partnership |
| ICS | Integrated Care Systems |

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Contents

[1. Introduction 5](#_Toc8997507)

[1.1. Background Context 5](#_Toc8997508)

[2. Framework for Adoption 5](#_Toc8997509)

[2.1. Webinar Content Creation 5](#_Toc8997510)

[2.2. Webinar Creation Guidelines 5](#_Toc8997511)

[2.3. Project Management 5](#_Toc8997512)

[2.4. Research Evidence Gathered Pre/Post Webinar 5](#_Toc8997513)

[2.5. Webinar Submission for National use 6](#_Toc8997514)

[3. Document Review 6](#_Toc8997515)

# Introduction

## Background Context

The Framework for Adoption has been created to guide NHS services and organisations in the creation and dissemination of patient webinars

# Framework for Adoption

## Webinar Content Creation

Based on National Institute for Clinical Excellence guidelines

Based on best practice/evidence clinical guidance and research / evidence from professional regulatory body or discipline.

## Webinar Creation Guidelines

Webinars de-branded with the national NHS logo, and not local NHS logos.

‘Do once and share’ methodology, to prevent duplication of webinar of similar subject.

* + with localised content where necessary, **which is removed for national use**.

Compliant with [NICE Evidence Standards Frameworks for Digital Health Technologies](https://www.nice.org.uk/Media/Default/About/what-we-do/our-programmes/evidence-standards-framework/digital-evidence-standards-framework.pdf).

Reviewed by 1 patient expert and 3 subject specialists 1 of which must be from outside of the webinar-developing Trust.

Accessibility needs to be considered you may find this [government guideline](https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction) useful

## Project Management

Stakeholder engagement:

Ensure relevant engagement, ‘buy in’ and ownership from ‘high interest, high impact stakeholders’ e.g. Professional bodies, CCG’s, Heads of Service, GP’s, relevant secondary care consultants, STP/ICS and service users.

Regular communication with stakeholders e.g. GP senior partners, practice managers, heads of service and secondary care consultants via email before, during and after production to ensure buy in and use.

## Research Evidence Gathered Pre/Post Webinar

Collection of anonymised patient outcome data using appropriate digital survey tools both pre and post webinar. e.g. Survey Monkey, Questback

Example questions for survey: proving patient education, ease of use, improved patient knowledge etc. Please see attached examples of surveys used with Somerset IBS patients

## Webinar Submission for National Use

Feedback from all reviewers must be submitted and clear indication of which evidence guidance is used to support content of webinar e.g. NICE, evidence-based algorithm etc

Date of release and date for review of 1 year to allow for webinars to be updated with latest research and information with disclaimer that information may change before the review date

# Document Review

It has been agreed that the elements within this document will be reviewed annually. The first review will be on Friday 22nd May 2020 at 12.30pm via remote meeting.