

Digital skills and research methods.

Lecturer: Terry Walcott



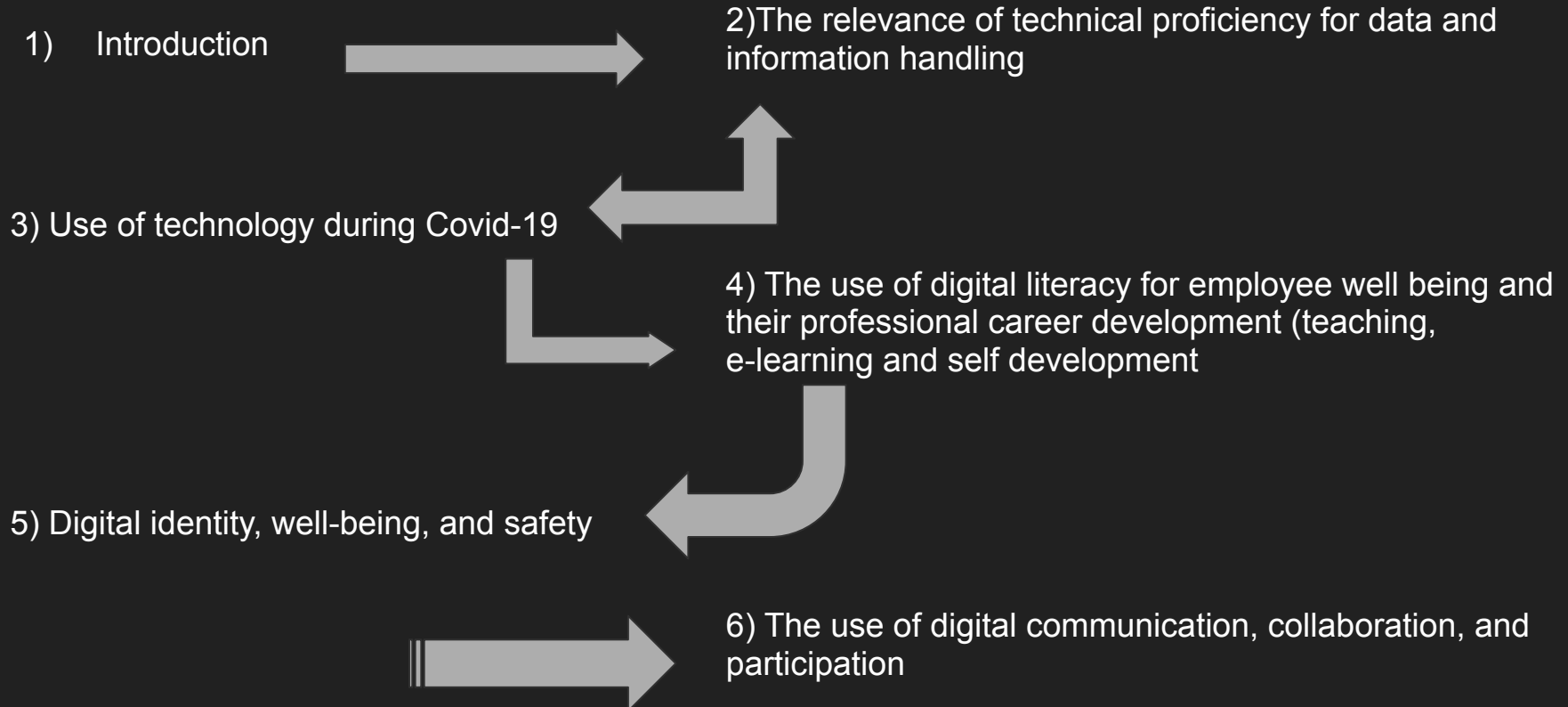
Group members

Name:

ID Number:

Leah Dilloo	2030846
Hania Khan	2030771
Zainab Bhari	2030766
Danya Maison	2030847
Eric Gyamfi	2027753

Table of Contents



Introduction

- The aim of this presentation is to evaluate the use of technology and the uses of digital tools within the healthcare sector.
- This report will help increase your knowledge for the relevance of technical proficiency of data handling and also The use of technology during Covid-19

The relevance of technical proficiency for data and information handling

Hania Khan - 2030771



The relevant technical skills in the NHS



- Technical skills are really important to achieve certain tasks. For example in the NHS they use their data knowledge to strive to help the patients who are suffering. For the NHS they need to know the technical skills so they know how to access data when needed.
- With the use of technology doctors can offer treatment earlier in the illness if they can spot these tendencies sooner.
- The use of their technical skills could save a lot of lives. And it makes everything much easier to access a patient's files.

How it impacts their working lives



- Technical proficiency impacts the Doctors working lives as it helps them know what they are physically doing. It could help them to figure out what treatments to be giving out, it could also help them know the patient, without the data that they stored of the patient they wouldn't know how to help the patient.
- So the use of technology is really important in a doctors lifestyle as it could literally change lives. So they could also learn from this by helping someone this would help them develop skills on how to look after a patient and know how well they are to handle.
- This impacts their working lives in a digital society because everyone is so used to using technology it makes them think to use it to which makes them have more of an understanding of what they are doing.

How it impacts their learning



- The NHS still learn a lot from the job that they do. They can develop their skills throughout what they do and they get used to using all the technology that they use. For example they had to get used to the new track and trace system for covid.
- So they had to know how to handle it and they made it possible to make it easy for everyone. They learnt from it and made it more easier and better for people who may be suffering from symptoms. Not only do they provide with covid in home tests but they provide tests in centres which then gets stored in their data when they send the tests of to see if they have it or not. Then they make it easier for everyone to use email to let people know what the results for the test may be.

How does the NHS use data and how it helps with their skills



- Anytime someone needs to contact the doctors, the doctors proceed with knowledge from their computers to know when to schedule in an appointment and they should know the patients information if the patient has a medical history it should be uploaded to the system so any doctor could easily access their files.
- It could also help in the patients safety keeping their documents in the system will help them understand what conditions they may be suffering or what they could be allergic to so for some kind of medicine. They can develop a lot of skills from this because they will know how to handle a patient and it would be easy for them to access as they would know what they are doing.

How the NHS participate using their technical skills

- The NHS has made it simple for them and for the patients especially with the use of technology. In the past 10 years they have used their knowledge and made everything to do with healthcare online.
- They made everything online because it is a easy way to access people's files instead of it being written down which is very disorganised.
- Without the NHS and the use of their own technical skills it would be much harder for them to know how and why the patient could be ill.



Use of technology during Covid-19

By Zainab bhari - 2030766



Use of technology during Covid-19

- ❑ The use of technology has developed during Covid-19 especially for the NHS as the pandemic has left a really large change to all our lives.
- ❑ Although the pandemic caused great problems for millions it also allowed the healthcare sector to develop more digitally and grow to help reach more people in a safer environment



How it impacts the lives of healthcare practitioners



- ❑ The use of technology during covid-19 has helped the healthcare sector to work in a safer environment. For example the track and trace system the NHS introduced.
- ❑ This new technology was made to track the spread of the virus and isolate any new infections. This also helped the NHS to provide early warnings if the virus increased so that the healthcare system was always aware and alert. This has made their lives more stress free and easier.
- ❑ Furthermore this benefited the healthcare practitioners as they gained more digital skills which is beneficial in today's society as technology is growing. This benefited their lives as they may have felt more secure to carry on there professions whilst being safe.

How technology impacts the working lives

- ❑ Technology impacts the working lives of the healthcare practitioners as it has helped make their working lives easier. One of the biggest advantages of digital literacy has been the ability to have access to data and to keep that data safe and secure.
- ❑ Another benefit would be that technology has allowed healthcare practitioners to be able to store large amounts of data on a patients medical records. This is easier because before technology was introduced everything was written on paper and could not hold a lot of information. This is beneficial for both practitioner and the patient.

Learning the use of technology during Covid-19

During Covid-19 there has been a major increase in the use of digital technology within most healthcare systems such as the NHS. This allowed staff to learn new digital skills which they may have not had before Covid. This has made it easier for the practitioners to help the patients whilst reducing any risks or fear of any infections being passed on.

The NHS also have their own App and have noticed an increase in registrations and logins for this health service. This allows patients to have a secure access to the NHS services or for any guidance.

Since the Pandemic had started it was hard to see a doctor face to face. Many healthcare organisations started zoom calling their patients to help with any of their issues. This was a safer and more convenient way of meeting their patients needs.

The use of digital literacy for employee well being and their professional career development

(teaching, e-learning and self development)

PROFFSEOR NAME: TERREY

STUDENT NAME: ERIC OPOKU GYAMFI

- 2027753



Digital literacy simply means the ability to use technology skills to solve problem , communicate and to share information electronically, It differs from regular literacy that is offline which consist of reading and writing grammar. Basically reading, writing and sharing information online by using a technology such as computer, smartphone and other electronic device can be term as digital literacy. Digital literacy goes beyond above explanation with the impact of social medial.

Benefit of digital literacy for employee well-being

There is no doubt that digital literacy is very necessary in every workplace. In today's workplace digital technology is common because many employee uses digital technology skills to solve problems, create information, or to locate access and communicate that information to other employees, example digital literacy play a major role in health and social care because social care workers need the digital skills to be able to support those living at home to live more independently and the best out of their home technologies



BENEFIT OF DIGITAL LITERACY FOR EMPLOYEE PROFESSIONAL CAREER DEVELOPMENT

- Digital literacy had brought a great positive change to employee professional career development and there is no doubt that is here to stay, because the change to employee career development is clear to notice. Digital literacy helps the employee to access content anywhere and anytime.
- With the help of digital technology employee doesn't need to take time off from job to attend classes. The employee can acquire skills through e-learning and be still working with the help of digital technology.
- The digital literacy also helps to save money and time because classes can be done through e-learning the employee or the company doesn't need to pay for any travel cost and no accommodation will be pay so the employee or the company don't need to pay for any cost of travel or accommodation. It will equally help the instructor as well as the venue and materials.



BENEFIT OF DIGITAL LITERACY FOR EMPLOYEE WELL-BEING

There is no doubt that digital literacy is very necessary in every workplace. In today's workplace digital technology is common because many employees use digital technology skills to solve problems, create information, or to locate access and communicate that information to other employees, example digital literacy play a major role in health and social care because social care workers need the digital skills to be able to support those living at home to live more independently and the best out of their home technologies.

Conclusion

In conclusion equipping employee with the digital literacy skills will allow them to effectively and responsibly find, evaluate, communicate, and share online content is the key to their future career development as well as improve the overall organisation services to their clients especially in a health care sector.

Digital identity, safety and well-being

Danya maison
Student number: 2030847

What is digital identity?

Digital identity is who we are online. Within the health and social care sector our digital identity could be our patient records. With modern day technology our personal information and medical records can be stored on a database where medical professionals can access them if need be. Your data is protected by the data protection act.

Why is digital data beneficial?

It allows professionals to easily find information stored on their patients. Patient details, appointments and other personal information may be easily accessible for both the individual and medical professional via an online portal.

What is the data protection act?

The data protection act 2018 is a law put in place to protect your personal data and to control how your data is collected, used and passed on to third parties. Laws around data protection are particularly strict when it comes to the healthcare sector as sensitive information is being stored e.g. medical records. This provides the appropriate security and prevents unauthorised access.

The data protection act is important because it prevents other people or businesses from stealing your information or passing it on without your permission.

Why digital safety is important

Digital safety is especially important within the health and social care sector as medical organisations such as the NHS are responsible for storing sensitive data on everyone within the UK. This could include:

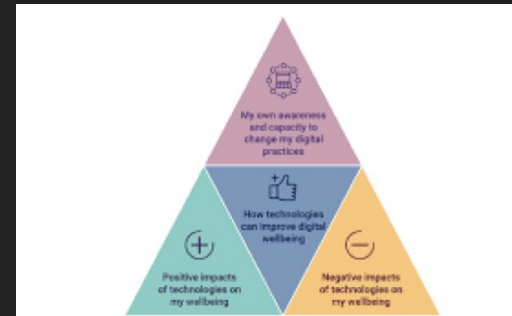
- A persons home/work address
- Medical history
- Test results and appointments
- Contact details
- Next of kin details

Many people may not know or understand how their personal data is collected and used, it is important to educate others on the subject so they are aware of how this works. Not all data is stored in the same way.

What is digital well-being and why is it important?

Digital wellbeing is used to describe the effects of today's modern technology and how it affects our mental and physical health.

As technology develops we have seen a range of apps or online services that are beneficial to the healthcare sector. An example of this could be mental health and even online GPs. Patients can now access apps straight from their phone that provide confidential support to those dealing with mental and even physical difficulties.



Creating a more positive experience

- In this strange time, people may have to isolate due to the ongoing coronavirus pandemic. Communicating through online services is at an all time high and It is important to ensure people have easy access to medical advice and support.
- This could be in the form of a phone appointment or an online service through an app. Making these readily available will create a more positive experience for those who may not be able to attend an in person appointment due to illness, isolation or disabilities.

The use of digital communication, collaboration and participation.

Leah Dilloo: 2030846



Digital communication

What is digital communication within the health and social care sector?

- An example of digital communication is emailing, SMS messaging or safety alarms etc.
-
- These forms of communication are useful in hospitals, GP surgeries and care homes. They allow contact from different individuals in separate locations. If a doctor needed a patients medical records they could request this via email speeding up the process as GP surgeries are in high demand for time consumption.
-
- This is useful for sharing data and relevant information from person to person. It allows communication which is important in working environments.

The participation of digital communication in health and social care

- Digital communication plays a very effective role in any industry especially the health and social care sector. Without digital communication people wouldn't be able to exchange contact which is important in fast working environments. In the 21st century digital communication became imperative as technology expanded. Almost everything is accessible via digital communication such as booking systems online.
-
- For example, booking an appointment at the GP can be accessed on an online website. In every hospital you would visit you would be requested personal information that would be noted online to find your details. These are forms of digital communication.
-
- Feedback from patients can be required through online sources which leads back to the importance of digital communication. This allows necessary precautions to be made for improvement.

Why is digital communication important ?

- Digital communication can be very beneficial to people that are some how impaired. For example a wheelchair user that can struggle getting from A to B could replace a face to face consultation to an online consultation if necessary.
- In a care home there would be numerous amounts of safety alarms which help to communicate if someone is in need of assistance. This allows more personal space for patients as they wouldn't need 24 hour surveillance from a carer as the alarm is present for emergencies.
- Another great factor for digital communication is it is more environmentally friendly as it reduces paper waste. In previous years communication was based solely on writing and physical contact. Now people are able to conversate with less hassle.



**The Importance of
Digital Communication**

Is digital communication useful ?

- Yes. Digital communication is useful as it allows information from all individuals to come together. Doctors use the internet on a daily basis to gain knowledge. Digital communication is time effective helping reduce busy schedules. Simple things like 1 to 1 meetings can be replaced to online calls.
- Since the pandemic took place interpersonal meetings were adjourned due to social distancing. This is when digital communication took most effect. Some companies have continued a new way of functioning based off of digital communication as they have found it helpful.
- Digital communication is not just online conversing it varies from a range of devices such as alarm systems to security software. Any gadget that can inform another person with information is classed as digital communication.

Conclusion

- ❑ In conclusion, this report shows that the use of technology has been a great advantage for the healthcare systems
- ❑ The advancement in technology allowed healthcare systems to provide support to all patients whilst reducing any risks or fear of Covid-19
- ❑ In result technology helped a lot when it came to data and information handling as it allowed the healthcare system to store more data and keep it secure.

Reference list

England, N. (2017). *NHS England» Harnessing technology and innovation*. [online] England.nhs.uk. Available at: <https://www.england.nhs.uk/five-year-forward-view/next-steps-on-the-nhs-five-year-forward-view/harnessing-technology-and-innovation/> (Accessed on 25th november)

Hutchings, R. (n.d.). *Key points The impact of Covid-19 on the use of digital technology in the NHS*. [online] Available at: <https://nuffieldtrust.org.uk/files/2020-08/the-impact-of-covid-19-on-the-use-of-digital-technology-in-the-nhs-web-2.pdf> (Accessed on 5th December)

Vaishya, R., Javaid, M., Khan, I.H. and Haleem, A. (2020). Artificial Intelligence (AI) applications for COVID-19 pandemic. *Diabetes & Metabolic Syndrome: Clinical Research & Reviews*, 14(4), pp.337–339. Available at : <https://www.sciencedirect.com/science/article/pii/S1871402120300771> (Accessed on 2nd December)

Vargo, D., Zhu, L., Benwell, B. and Yan, Z. (2020). Digital technology use during COVID - 19 pandemic: A rapid review. *Human Behavior and Emerging Technologies*, 3(1), pp.13–24. Available at: <https://onlinelibrary.wiley.com/doi/full/10.1002/hbe2.242> (Accessed on 29th November)

<https://www.digitalcapability.jisc.ac.uk/what-is-digital-capability/digital-wellbeing/>

(Accessed on 5th December 2021)

<https://www.gov.uk/data-protection>

(Accessed on 5th December 2021)

<https://www.kingsfund.org.uk/projects/technology-nhs> (Accessed on 1st December)

<https://staysafeonline.org/blog/health-technology-digital-era-benefits-risks/>

(Accessed on 5th December 2021)

The future of healthcare: our vision for digital, data and technology in health and care - GOV.UK
(www.gov.uk) (Accessed on Sunday 5th December 2021)