# E-learning programme to support improved care for serving personnel, veterans and their families

# Article and web copy

**Target audience: health and social care professionals**

**E-learning programme to support improved care for serving personnel, veterans and their families**

Health Education England e-Learning for Healthcare, with support from NHS England, has launched an e-learning programme for health and social care professionals to help increase understanding of the armed forces population and facilitate improved care and treatment. The programme is split across three areas of NHS care for current serving personnel, the families of serving personnel and veterans, and for veterans.

Whilst many aspects of health need are the same as the general public, there are sometimes significant differences, particularly in relation to conditions attributable to service life and the impact upon families. These differences can be reflected in the way in which healthcare is delivered, the range and types of services provided and the long-term impact upon patients and families.

The e-learning programme is designed to highlight both the similarities and differences to help health and social care personnel to understand the context of military life and how to appropriately respond to patient need. Visit the [e-LfH website](http://www.e-lfh.org.uk/programmes/nhs-healthcare-for-the-armed-forces/) to find out more (access is available from the ‘Open access sessions’ page on the left hand side and also via registering and logging in on the website).

**Condensed text**

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**Target audience: non clinical organisations working with and supporting armed forces families**

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The e-learning programme is designed to highlight both the similarities and differences to help those providing care and support for serving personnel, veterans and their families to understand the context of military life and how to appropriately respond to associated health needs. Visit the [e-LfH website](http://www.e-lfh.org.uk/programmes/nhs-healthcare-for-the-armed-forces/) to find out more (access is available from the ‘Open access sessions’ page on the left hand side and also via registering and logging in on the website).

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# Brief

Health Education England e-Learning for Healthcare, with support from NHS England, has launched an e-learning programme to help increase understanding of the armed forces population and facilitate improved care and treatment. The programme is split across three areas of care for current serving personnel, the families of serving personnel and veterans, and for veterans.

Whilst many aspects of health need are the same as other members of society, there are sometimes significant differences from other patients, particularly in relation to conditions attributable to life in the services and the overall impact of military life upon the family. These differences can be reflected in the way in which healthcare is delivered, the range and types of services provided and the long-term impact upon patients and their family.

The e-learning programme is designed to highlight both the similarities and differences to help those providing care and support for serving personnel, veterans and their families to understand the context of military life and how to appropriately respond to their health needs.

Prompted by requests from the Royal College of General Practitioners, the programme has been developed and tested with a range of patient representatives from the armed forces community and service charities and can be accessed free of charge via the e-Learning for Healthcare website at
[www.e-lfh.org.uk/programmes/armedforces](http://www.e-lfh.org.uk/programmes/armedforces) (access is available from the ‘Open access sessions’ page on the left hand side and also via registering and logging in on the website).

The e-learning programme is an important resource in helping to help ensure the health commitments of the [Armed Forces Covenant](https://www.gov.uk/government/publications/the-armed-forces-covenant) are being met and the best possible care is provided for serving personnel, veterans and their families.

For further information, please email: support@e-lfh.org.uk.

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**FAQs**

**Who is the armed forces e-learning programme for?**

The armed forces e-learning programme is for all health and social care professionals who may come in contact with serving personnel, veterans and / or their families, to help enable them to provide the best possible care. Service charities and lay people with an interest in providing healthcare to the armed forces community may also find the programme of use.

**Why should I complete the programme?**

Whilst many aspects of health need for the armed forces community are the same as other members of society, there are sometimes significant differences from other patients, particularly in relation to conditions attributable to life in the services and the overall impact of military life upon the family. These differences can be reflected in the way in which healthcare is delivered, the range and types of services provided and the long-term impact upon the patient and their family.

The e-learning programme is designed to highlight both the similarities and differences to help healthcare personnel to understand the context of military life and how to appropriately respond to patient need. It consists of six sessions looking at care for current serving personnel, the families of serving personnel and veterans, and for veterans.

The programme is also a useful tool in helping to ensure the NHS is meeting the health commitments of the [Armed Forces Covenant](https://www.gov.uk/government/publications/the-armed-forces-covenant) and providing the best possible care to serving personnel, veterans and their families.

**Who has been involved in developing the programme?**

Built on sessions that were originally developed by the Royal College of General Practitioners, the programme has been further developed and tested with a range of patient representatives from the armed forces community and service charities, including input and support from NHS England.

**Can people outside of the NHS use it?**

Access is not restricted to NHS staff; various professional groups, including students, staff working in social care, service charities and lay people with an interest in providing healthcare to the armed forces community in England, can register to access the e-learning programme. Further details are available at [www.e-lfh.org.uk](http://www.e-lfh.org.uk).

**Do I have to be registered on the e-Learning for Healthcare website to use it?**

Access is freely available on the [e-LfH website](http://www.e-lfh.org.uk/programmes/nhs-healthcare-for-the-armed-forces/) and no registration is required to access the ‘Open access sessions’. Service charities and lay people with an interest in providing healthcare to the armed forces community may access through this route.

**How long does the programme take to complete?**

Each e-learning session takes around twenty minutes to complete and the whole programme will take around two hours to complete. It is possible to dip in and out of sessions and to access them in any order, and as frequently as needed.

**Will I get CPD points for completing the programme?**

CPD points are not awarded for completing the sessions; however, those who have completed them can generate a report of their activity, including the number of hours spent on the e-learning. This can be submitted as evidence of learning to a CPD provider, who may then award CPD points.

**I need some technical support - who should I contact?**

Always contact your own IT Department first as there may be a local solution. The technical checkers available on each platform should tell you if you need more software installed to access the course and certificate. If your IT department is unable to solve the problem, it will depend on which learning platform you are using. Please complete this [web form](http://portal.e-lfh.org.uk/support/) or email support@e-lfh.org.uk for e-LfH technical support.

**Who is e-Learning for Healthcare?**

e-Learning for Healthcare is a Health Education England programme, working in partnership with the NHS and professional bodies to provide high quality e-learning content for the training of the healthcare workforce across the UK.

Visit [www.e-lfh.org.uk](http://www.e-lfh.org.uk/home/) for more details.

# E-learning programme to support care for armed forces communities – suggested tweets

* e-learning now available for health and social care professionals to help improve care and treatment of #serving personnel, #veterans & their families <http://bit.ly/1UWUp6w>
* Do you provide care for #serving personnel, #veterans or their families?
e-learning available to help improve understanding & treatment of their health needs <http://bit.ly/1UWUp6w>
* The healthcare needs of the #armed forces community can sometimes be quite different to that of civilians. Find out more in our new e-learning programme <http://bit.ly/1UWUp6w>
* Improving understanding of the health needs and associated care of #serving personnel, #veterans & their families – e-learning now available <http://bit.ly/1UWUp6w>
* e-learning launched by @NHS\_HealthEdEng to support h/care profs care for #serving personnel, vets & families <http://bit.ly/1UWUp6w>
* e-learning launched to increase understanding of health needs of #armedforces population <http://bit.ly/1UWUp6w> @NHS\_HealthEdEng @NHSEngland
* #Armedforces e-learning looks at NHS care for #serving personnel, #veterans and their families <http://bit.ly/1UWUp6w>
* #Armedforces e-learning to help h/care profs to understand #military life <http://bit.ly/1UWUp6w> @NHS\_HealthEdEng @NHSEngland
* e-learning launched to help ensure @NHS\_HealthEdEng & @NHSEngland meeting health commitments of #armedforces covenant <http://bit.ly/1UWUp6w>
* #Armedforces e-learning modules available for free to all #NHS staff <http://bit.ly/1UWUp6w> @NHS\_HealthEdEng & @NHSEngland
* e-learning modules to raise awareness of health needs of those linked to #armedforces <http://bit.ly/1UWUp6w> @NHS\_HealthEdEng & @NHSEngland