

# Digital Health Workshops: Who should lead them?

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Our observations, attendee feedback and survey responses from the workshops have helped us to understand some of the facilitator traits that help in the delivery of a successful workshop. These include, but are not limited to:

## **Non-Medical Background**

This helped to avoid discussion becoming bogged down in differences between medical contexts. It also creates an opportunity for attendees to unearth their frustrations with some of the systemic barriers in the NHS and to explain them in terms that make sense to an 'outsider'. In turn, this enables conversation to be focused on what could be achieved in an ideal world.

## **Prepared to share personal examples**

This creates a level of trust and encourages attendees to do the same, with their own personal and work-based examples.

## **A wide-ranging knowledge of digital tools and their potential applications**

A working knowledge of the everyday digital tools that are currently available is useful (not NHS-specific systems or tools) - eg. WhatsApp, Facebook groups. This allows for suggestions to be made throughout the workshop as to what the possible options are for addressing particular concerns or needs.

## **Calm under scrutiny and happy to say "I don't know"**

Without medical experience it is important to not be overwhelmed by the experience of the people in the room, and show a willingness to admit that you don't always have

the answer. This gives attendees permission to do the same, and encourages conversations about possible solutions.

## **Good listening skills with an inquisitive nature about people's experiences and roles**

One of the workshop's primary objectives is to encourage staff to share their experience of digital and how they introduce it to their patients and ways of working. As such, it is important that the facilitator encourages and allows attendees to share their thoughts and opinions. This includes the prompting of attendees to elaborate where necessary. This helps to build a safe and inclusive environment.

## **Informal and flexible**

As this learning is to be delivered in a workshop format, a level of improvisation and flexibility is required from the facilitator. This allows reaction to unexpected suggestions or ideas, and deviation from the plan where necessary.

## **Committed to the principles of 'plain English'**

Language was a continuous theme throughout this pilot, particularly the fluidity of the term "digital" and the plethora of terms that come with learning more about it. Therefore, it is important that the facilitator speaks in simple, practical terms about how a solution is both talked about and implemented.