**Health Education England’s Technology Enhanced Learning team’s Specialty Training Gaps project – Extended Reality (XR) Hubs – HoloLens pilot**

1. **What is a HoloLens?**

The HoloLens is a headset which when placed over the eyes (like sunglasses) is designed to display digital overlays such as holographic videos and 3D assets, immersing the user in an augmented view – combining the real environment with digital enhancements. Once connected to Wi-Fi, it provides many opportunities to engage with other users in an educational environment or a clinical setting.

* For an introduction to the HoloLens, please watch this [video](https://learninghub.nhs.uk/Resource/5311/Item).
* Additional information on the HoloLens is also available [here](https://healtheducationengland.sharepoint.com/sites/XRHubs/SitePages/HoloLens-2-Starter-Pack-Support.aspx).

1. **How can a HoloLens be used in health and care education?**

The HoloLens is a mixed reality headset which, when coupled with software solutions, displays a layer of digital information on top of the real word. The high-definition holograms respond like physical objects when you interact with them, providing many opportunities to enhance medical education and training.

The Remote Assist feature allows teaching and supervision to take place with remote participants.

For further information on how the HoloLens can be used in health and care education, please see document: [HoloLens for Education.](https://learninghub.nhs.uk/Resource/5198/Item)

1. **What is the HoloLens pilot?**

The HoloLens pilot is a six-week test period being offered to each of the HEE regions.

Each site accepted to take part will receive 5 HoloLens headsets and some supporting resources to help explore their potential usefulness in an educational context. Some specific software will be pre-loaded to enable a number of functions to be offered including the following:

* [JoinXR](https://www.microsoft.com/en-gb/p/joinxr/9p7hkqzh9xkb?cid=msft_web_chart&activetab=pivot:overviewtab)
* [GigXR](https://www.gigxr.com/)
* [Microsoft Remote Assist](https://dynamics.microsoft.com/en-gb/mixed-reality/remote-assist/) (HoloLens using MS Teams)

1. **What do I need to do to take part in the pilot?**

Expressions of interest to take part in the pilot are being noted by regional HEE representatives – see question 17.

Your representative will share with you some documentation that has to be completed as part of your selection. This documentation is to help ensure your organisation has an appropriate IT infrastructure to use these devices. We also ask you to nominate who is responsible for the equipment whilst on site and some details about who will access these devices.

1. **What is the purpose of the HoloLens pilot?**

The pilot is intended to check that the systems and processes for identifying end users and deploying equipment to them is fit for purpose. It will also allow us to test and improve the guidance and other support services that local users can access.

1. **What is in the HoloLens pilot package?**

The HoloLens pilot package includes the following:

* + 5 x Microsoft HoloLens 2 headsets
  + 5 x replacement brow pads
  + 5 x headset chargers
  + 5 x hard transport/storage cases

All software is installed and ready to go ([Remote Assist](https://dynamics.microsoft.com/en-gb/mixed-reality/remote-assist/), [GigXR](https://www.gigxr.com/) and [JoinXR](https://www.microsoft.com/en-gb/p/joinxr/9p7hkqzh9xkb?cid=msft_web_chart&activetab=pivot:overviewtab)).

1. **When does the HoloLens pilot start?**

The HoloLens pilot will start once a nominated site has been selected and approved by the regional office and HEE’s national TEL team.

1. **How long does the HoloLens pilot last?**

A period of 6 weeks from the delivery to nominated site. At the end of 6 weeks, the devices will be collected from delivery location.

1. **What documents do I need to complete to take part in the HoloLens pilot?**

To take part, you will need to complete the following documents:

* + [TEL Readiness Assessment](https://healtheducationyh.onlinesurveys.ac.uk/tel-readiness-assessment-criteria)
  + [Loan agreement](https://learninghub.nhs.uk/Resource/5593/Item)
  + [Schedule (services) document](https://learninghub.nhs.uk/Resource/5595/Item)
  + [Schedule (equipment) document](https://learninghub.nhs.uk/Resource/5597/Item)

At the end of the pilot period, you will also be asked to complete an evaluation.

1. **What is the loan agreement for the HoloLens pilot?**

The [loan agreement](https://learninghub.nhs.uk/Resource/5593/Item) is a contract between HEE and the end user organisation. This agreement has been developed by the HEE National Contracts Management Team to clarify responsibility for equipment whilst on loan. For the purpose of this pilot, we anticipate this will be the Director of Medical Education or a colleague in similar role.

1. **Where do I go for support during the HoloLens pilot?**

Support and guidance for the use of HoloLens devices will be provided on the [Learning Hub](https://learninghub.nhs.uk/Catalogue/nationaltrainingrecovery), with an additional dedicated telephone support service offering technical assistance and troubleshooting functions.

A dedicated support service offering technical assistance and troubleshooting advice can also be accessed by email [TELSupport@hee.nhs.uk](mailto:TELSupport@hee.nhs.uk).

1. **Can I get additional equipment as part of the HoloLens pilot?**

The pilot is designed for HEE to test its processes and procedures for deployment, local adoption and return of equipment. This initial pilot is being limited to HoloLens devices only. Once tested, this will underpin how additional equipment within the XR Hubs will be made available.

1. **Who else is taking part in the HoloLens pilot?**

The pilot has been designed to include one or more sites from each of the 7 regions, within the limits of the number of HoloLens packs that we have available.

1. **What is the Technology Enhanced Learning (TEL) Readiness Assessment?**

The [TEL Readiness Assessment](https://healtheducationyh.onlinesurveys.ac.uk/tel-readiness-assessment-criteria) is a broader piece of work being undertaken by the Technology Enhanced Learning team. Led by the Supporting TEL team, the assessment helps organisations to identify their ‘TEL maturity score’ and, where gaps are identified, offer support to enable them to become technology enhanced learning ready.

A number of questions in the TEL Readiness Assessment need to be completed in order to take part in the XR Hub: HoloLens pilot.

If you wish to find out more or require assistance with the survey the Supporting TEL team can be contacted at: [tel@hee.nhs.uk](mailto:tel@hee.nhs.uk).

1. **Which parts of the TEL Readiness Assessment do I need to complete to take part in the pilot?**

We would like you to complete ALL parts of the [TEL Readiness Assessment](https://healtheducationyh.onlinesurveys.ac.uk/tel-readiness-assessment-criteria) to ensure that your organisation is ready to run XR devices. However, as a minimum for the HoloLens pilot, you will need to complete the following sections and questions.

|  |  |
| --- | --- |
| **TEL Readiness Assessment Section** | **Question** |
| **2. Connectivity**  Does your organisation make any 5G Mobile Networks available on any of your sites? | Access to 4G/5G Internet? |
| **2. Connectivity**  What is the average bandwidth and speed of the main network for education purposes in the organisation? | WI-FI/network speed above 5mbps? [Speed test](https://www.google.com/search?q=internet+speed+test&rlz=1C1GCEA_enGB920GB920&oq=internet+speed+test&aqs=chrome..69i57j0i512l4j69i60l3.959j0j7&sourceid=chrome&ie=UTF-8). |
| **4. Support**  What level of local technical support is available for maintaining equipment? | Will there be adequate technical support to use this equipment? |
| **5. Provision**  Access can be reliant on having a software tenant (the organisation will need to support this). | Do you have access to your own tenant, such as Office 365, Facebook, Google or other? |
| **5. Provision** | Will there be adequate storage and security for devices? |
| **6. Faculty**  Does the organisation use Microsoft Teams for Virtual Learning? | Do you have access to Microsoft Teams? |
| **9. Governance** | IG – does your IG *provisionally* support the use of immersive tech? |

1. **What happens if our organisation is not suitable for these devices based on the TEL Readiness Assessment?**

If the [TEL Readiness Assessment](https://healtheducationyh.onlinesurveys.ac.uk/tel-readiness-assessment-criteria) identifies that your location does not currently meet the minimum criteria, you will be unlikely to be eligible take part in the pilot.

The Supporting TEL team will review your assessment survey and support you to become technology enhanced learning ready.

For support with this, please contact: [tel@hee.nhs.uk.](mailto:tel@hee.nhs.uk)

1. **Who do I contact about taking part in the HoloLens pilot?**

Each of the regions has nominated one or more individuals to act as contacts for this pilot. They are listed below.

|  |  |  |
| --- | --- | --- |
| **East of England** | Georgina Winnett | [georgia.winnett@nhs.net](mailto:georgia.winnett@nhs.net) |
| **London** | Emma Bailey | [Emma.Bailey@hee.nhs.uk](mailto:Emma.Bailey@hee.nhs.uk) |
| **Midlands** | Andy Whallett  Ed Briggs | [Andy.Whallett@hee.nhs.uk](mailto:Andy.Whallett@hee.nhs.uk)  [Edward.Briggs@hee.nhs.uk](mailto:Edward.Briggs@hee.nhs.uk) |
| **North east** | Andrew Brennan  Richard Bellamy  Katie Cobb | [Andrew.Brennan@hee.nhs.uk](mailto:Andrew.Brennan@hee.nhs.uk)  [Richard.Bellamy@hee.nhs.uk](mailto:Richard.Bellamy@hee.nhs.uk)  [Katie.Cobb@hee.nhs.uk](mailto:Katie.Cobb@hee.nhs.uk) |
| **North west** | Pramod Luthra  Jane Fylan  Mark Hellaby | [Pramod.Luthra@hee.nhs.uk](mailto:Pramod.Luthra@hee.nhs.uk)  Jane.Fylan@hee.nhs.uk  [Mark.hellaby@mft.nhs.uk](mailto:Mark.hellaby@mft.nhs.uk) |
| **South east** | Rosie Courtney  Ali Bokhari  Helen Higham  Philip Rushton  Andy Buttery | [Rosie.Courtney@hee.nhs.uk](mailto:Rosie.Courtney@hee.nhs.uk)  [ali.bokhari1@nhs.net](mailto:ali.bokhari1@nhs.net)  [helen.higham@ndcn.ox.ac.uk](mailto:helen.higham@ndcn.ox.ac.uk)  [philip.rushton@hee.nhs.uk](mailto:philip.rushton@hee.nhs.uk)  [andy.buttery@canterbury.ac.uk](mailto:andy.buttery@canterbury.ac.uk) |
| **South west** | Wai-yee Tse | [wai-yee.tse@nhs.net](mailto:wai-yee.tse@nhs.net) |