



Facilitator Guide

Accessing local services online

Key information

Overview

This lesson on Accessing local services online is a part of the Using Online Services training programme, designed to give learners practical tips and information to help them access and use a range of online services. This lesson may be delivered together as part of a programme or used as a standalone resource. Learners who have at least participated in lessons 1-3 of the main Essential Digital Skills (EDS) programme (or who have an equivalent level of confidence in the foundation skills covered in these lessons) will get the most of this content. The goal of this session is for learners to discover the different types of services that they can access online and to be able to complete the required information to access or book these services.

Duration

20-30 minutes

Resources you will need

- 1 PowerPoint session deck –Accessing local services online
- Access to a screen or device to share slide content with the learners (not required for one-to-one learning)
- Optional: Your personal device or an additional device

Resources the learner may need

- Paper/notebooks pens
- A device of their choice
- Wi-Fi access is helpful to share resources and use the links that are included in the session. If Wi-Fi is available, make this information (i.e., network name and password) available/visible to the learners, at the start of the lesson

This lesson will help your learners to:

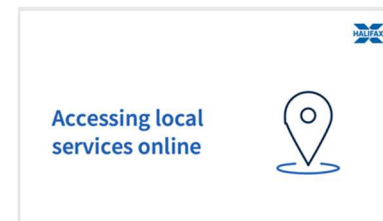
- List services you can book online
- Understand how to find and book local services through different platforms
- Discover how to access health services online


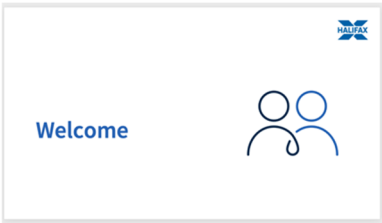
Lesson plan

This lesson plan gives an overview of the content, approach and estimated timings for the lesson. The PowerPoint deck reflects the content included here. These notes are here to help you prepare for the session with extra detail and help to go alongside the PowerPoint deck.

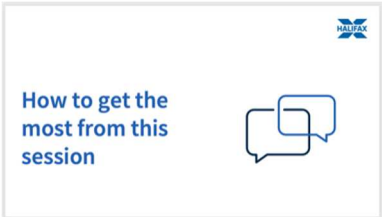
In both the PowerPoint deck and the facilitator guide italics for a suggested script. This script is there to help you. You can adjust it to what feels comfortable for you. The rest of the guidance below are notes and guidance for you as the presenter to help you support your learners.

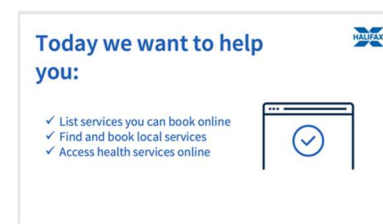
Please note that the times listed alongside the content are estimates. You can change them to work for your learners and the length of the session. If you have a learner who already knows or can do a step or activity, you could suggest they help other learners.

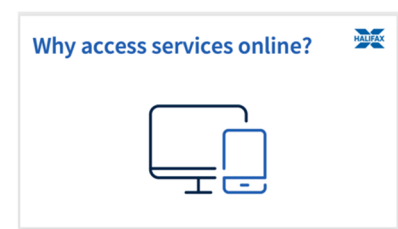
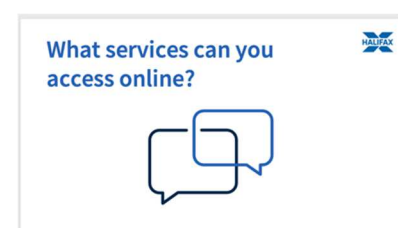
Topic	Suggested format	Script / trainer notes	Slides and resources	Time
Holding slide	While you're waiting for people to come into the session and settle, we suggest having this slide on screen	<p>TRAINER NOTES:</p> <ul style="list-style-type: none">• Open websites prior to the session: (local council website); other local services sites – think about your learners, the type of services they may currently access offline and the services that are local to them and have a website / app• Check what Wi-Fi network is available, its name and any password required; write up / make available to the learners• Welcome people into the room• Introduce yourself• Make sure everyone is comfortable		n/a

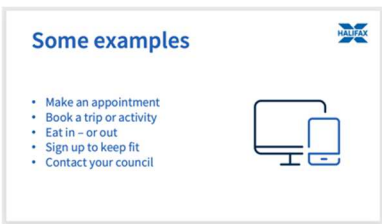
		<ul style="list-style-type: none"> Go to the next slide when you're ready to start the lesson 		
Pre-session survey	Self-assessment survey of learners' skills at the start of a session	<p>TRAINER NOTE: Encourage learners to scan the QR code here and complete our short pre-session survey around levels of confidence in the session's topics today, plus what they would like to get out of the session.</p>		5 mins
Welcome	<p>This slide will be the start of the lesson once everyone is settled and everything is set up</p> <p>This welcome and overview slide sets the tone for the lesson, welcoming participants and providing a brief overview of what to expect</p>	<p>TRAINER NOTES:</p> <ul style="list-style-type: none"> If this lesson marks the start of a programme, welcome people to the programme If it is not, then welcome people to the lesson <i>Welcome to today's lesson on accessing local services online</i> <i>My name is _ and I'm here to help you today</i> <i>We're excited to be here with you as you start to access and book services online</i> <i>We want to make this learning experience practical, relatable, and, most importantly, helpful to you</i> <i>In the room (or virtually) we also have [Any Co-Presenter's Name] who is here to help you during this session</i> <p>TRAINER NOTE: For small groups / virtual sessions, learners could introduce themselves at this point</p>		2 mins

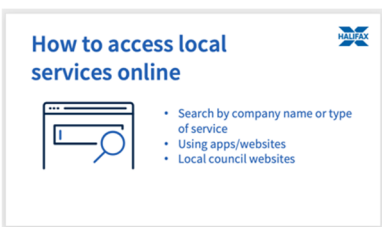
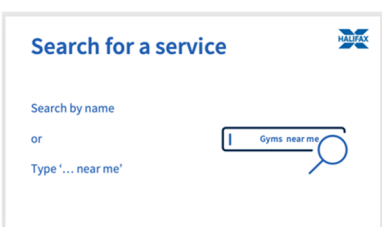
		<ul style="list-style-type: none"> • <i>So, in today's session, we'll help you discover the different types of services that you can access online and to be able to complete the required information to access or book these services</i> • <i>If you have your device with you, we'll help you through the steps as you go</i> • <i>If you don't have a device with you today, you can still learn what you can do when you use it next</i> • <i>As we go through today's lesson, please do ask questions, and let us know if you need anything. If we can't help today, we'll make sure you get the help you need after the session</i> • <i>Let us know if we're going too quickly, too slowly, or if you need a break. We want you to get the most out of today, so I'll be guided by you</i> 		
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<p>How to get the most from this session</p>	<p>This slide shares the type and level of interaction plus 'how to interact' info for virtual sessions</p>	<ul style="list-style-type: none"> • <i>Before we begin, here's a few tips on how to get the most from this session</i> • <i>If we mention any resources during the session, we'll share these with you at the end</i> • <i>We want this lesson to be as interactive as possible, so we'll be asking questions as we go along – and we want you to ask lots of questions, too!</i> • <i>For this session, I'll be mostly asking for your own ideas, thoughts and suggestions. So think about your own experiences, and where you think online access might be an option</i> • <i>Sometimes we'll have a short discussion about what we're looking at, or we might move on. It will depend on how we're doing for time</i> <p>NOTE FOR VIRTUAL DELIVERY – Encourage people to comment and ask questions in the chat or experiment and try using the emojis. (Describe what an emoji is if needed)</p> <ul style="list-style-type: none"> • <i>To comment in the chat, find the chat box. It's usually on the side or at the bottom of your screen. Click (or tap) in the chat box, enter your comment, and hit 'Enter' or 'Send.' Your message will then appear in the chat for everyone to see. It's a great way to ask us questions or share your thoughts during our session. So, feel free to chat away!</i> 		
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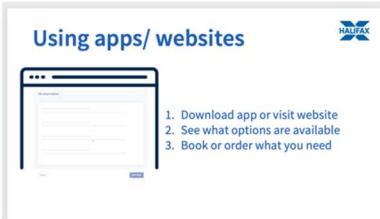
		<ul style="list-style-type: none"> <i>We'd like to make today as interactive as possible to make your experience more interesting, so we'll make sure you have time to pop your answer in the chat when I'm asking for your thoughts or ideas on a particular topic.</i> <p>TRAINER NOTE: if the virtual group is small enough, also show / encourage the 'hands up and speak' option</p>		
Today we want to help you:	This slide will be used to explain what they will learn today	<ul style="list-style-type: none"> <i>So, here's what we'd like you to get out of today. We want to help you:</i> <ul style="list-style-type: none"> <i>List services you can book online</i> <i>Understand how to find and book local services through different platforms</i> <i>Discover how to access health services online</i> <i>We'll help you gain the knowledge and skills to complete the required information to access or book these services</i> <i>Every device is slightly different. Today we'll share general steps, tips and what to look for</i> 		2 mins

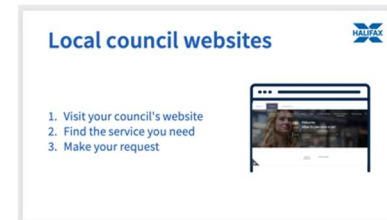
		<ul style="list-style-type: none"> <i>If you want more help doing any of the steps on your device as we go through, just let us know and we'll give you a hand</i> 		
Why access services online?	This slide sets the scene for the lesson	<ul style="list-style-type: none"> <i>Before we dive into the world of online services, let's set the scene. Think about your daily, weekly, and monthly tasks. From grocery shopping to booking appointments or paying bills, many of these can now be done online</i> <i>Using these online services can save you time and make life more convenient. You can access information and complete tasks without leaving your home. It can also save you time if the alternative is phoning up and waiting in a queue for your call to be answered - for health and local council services for example. So, let's explore how to make the most of these services</i> 		1 min
What services can you access online?	Discussion / chat-based activity around services available to book/ access online	<ul style="list-style-type: none"> <i>Let's discuss: What services do you think you can access online?</i> <i>Share your ideas and experiences</i> <p>TRAINER NOTE – Run a short discussion/chat-based activity</p>		1 min


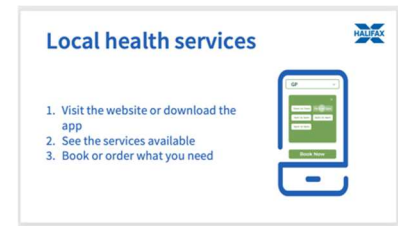
Some examples	This slide lists services available to book / access online	<ul style="list-style-type: none"> • <i>Let's see a few examples that we've come up with:</i> • <i>Make an appointment – You can schedule appointments with local businesses - like your GP, hairdresser, garage or optician</i> • <i>Book a trip or activity – Buy cinema, event, or travel tickets online</i> • <i>Eat in or out – Whether you're booking a table at the local restaurant or ordering a takeaway</i> • <i>Sign up to keep fit – Sign up for the gym or fitness classes online</i> • <i>Contact your council – Apply for housing benefit, find a local school, pay your council tax, or request pest control services</i> <p>TRAINER NOTE: Ask learners what kind of thing they contact their council about, and use their answers to show how much of this can be done online</p>	 <p>The slide titled 'Some examples' features a list of services: 'Make an appointment', 'Book a trip or activity', 'Eat in - or out', 'Sign up to keep fit', and 'Contact your council'. To the right of the list is an icon showing a desktop monitor and a smartphone. The slide also includes a small 'MALTA' logo in the top right corner.</p>	1 min
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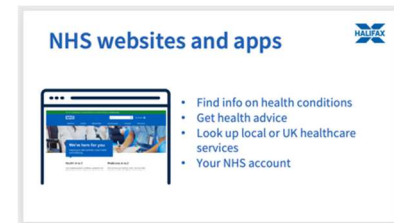
How to access local services online	This slide introduces three different ways to access services online	<p>TRAINER NOTE: use this slide to list/introduce the different ways to find local services online – the subsequent slides will go in more detail for each one, with the option for learners to explore and practise</p> <ul style="list-style-type: none"> • <i>There are a few ways you can access services online</i> • <i>Searching by company name – You can search for local services like hairdressers, cinemas, gyms, or restaurants by typing their names in the search bar. If you don't have a named business in mind, but you know the kind of service you need, try typing, for example, 'gyms near me' in your search. You'll get a list of results and a map view, so you can see the nearest ones</i> • <i>Using apps/websites – Many businesses have apps or websites that allow you to book appointments, buy tickets, or order food online</i> • <i>Local council websites – Your local council's website provides various online services</i> • <i>Let's look at these in more detail</i> 		1 min
Search for a service	This slide introduces learners to searching by company name	<p>TRAINER NOTE: Demo how to search by company name or type of service (e.g., for hairdressers, cinemas, gyms, or restaurants) and encourage learners to try this for themselves. Optional follow-up: if they find a particular site that they think they'll use again, encourage them to 'star' or 'bookmark' that site</p>		2 mins

		<ul style="list-style-type: none"> • <i>Enter the name of the business you're looking for in the search bar</i> • <i>Sometimes, you might not know the name of the business you are looking for. Other times, you might want to find things like a local hairdresser, restaurant, or gym close to where you are. To do this, you can type what you're looking for and add 'near me' at the end. For example, 'find a hairdresser near me' or 'restaurants near me.' This tells your device to look for these places in your current location</i> • <i>When you do this search, you'll see a list of businesses or places that match what you have typed. You can also see where they are on a map. This can be handy if you're not familiar with the area or just want to see what's near you</i> • <i>To learn more about a specific business, all you need to do is tap or click on it. You'll see more details like their address, contact information, and even reviews from other people. This can help you decide if it's the right place for you</i> • <i>'Near me' searches make it easy to find what you need, right where you are, without having to travel far. It's like having a local guide at your fingertips</i> 		
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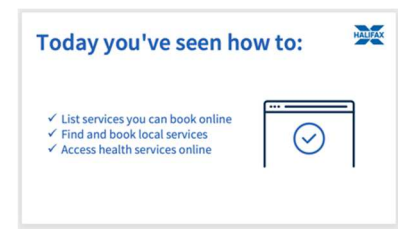
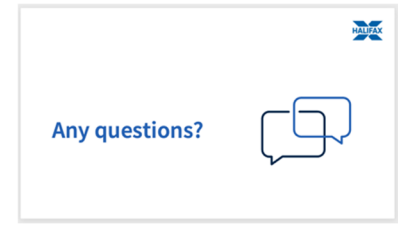
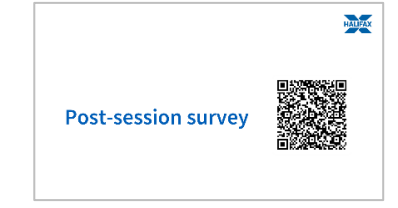
Using apps/ websites	This slide demonstrates how to use apps / websites to book an appointment, tickets, a gym class, or order food	<ul style="list-style-type: none"> • <i>Let's see how to use apps and websites to find what you need</i> <ol style="list-style-type: none"> 1. <i>First, you'll want to download the app (if it's available) or visit the website on your device. To do this, go to the app store and search for the app, or open your web browser and type in the website's address</i> 2. <i>Once you're on the app or website, you'll see options for what they offer. To find what you're looking for, you can usually use a menu, tabs, or a search bar</i> 3. <i>Next, when you've found what you want, it's time to book or order. You should see a button that says something like 'Book Now' or 'Order.' Click or tap on that</i> 4. <i>You might need to provide some details. It could be as simple as picking the date and time you want or choosing from a list of services they offer. If there's a payment involved, you'll be asked to do that as well</i> 5. <i>After you've done that, you can expect a message telling you your order has been received. This might be a text message, an email, or a message within the app</i> <ul style="list-style-type: none"> • <i>So, it's about just a few things: finding, clicking, giving some info, and then waiting for that confirmation</i> <p>TRAINER NOTE: Once you've gone through the generic steps, ask for suggestions of things the learners book locally that they may currently</p>		3 mins
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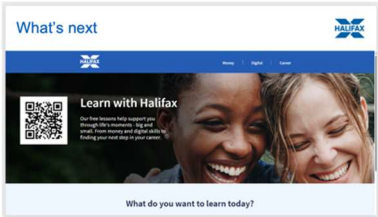
		do by phone or in person (e.g. takeaway / restaurant booking, hair or eye test appointment, gym session or cinema tickets etc). Encourage them to explore the online (web / app) alternative and / or pick one of their suggestions and demo the process of booking online		
Local council websites	This slide introduces learners to local council websites and the services they offer online	<p>TRAINER NOTE: Show examples of local council websites and the services they offer online (can be done as a demo; encourage learners to follow / explore)</p> <ul style="list-style-type: none"> <i>Let's talk about using your local council's website. This can be a helpful place for various services, and I'll guide you through it:</i> <ol style="list-style-type: none"> <i>First, visit your local council's website. You can do this by typing in your council's name or 'website' into your web browser</i> <i>Once you're there, you'll want to find the service you need. Most council websites have a menu or tabs that help you navigate. You'll see things like 'Pay Bills' or 'Report Issues.' Just click on the one that matches what you're looking for</i> <i>When you've found the service you need, you'll usually see an option to 'Make Your Request' (or something similar). This part is like filling out a form. You'll need to give them your details, like your name and address, and describe what you need. It's quite straightforward, and if you ever get stuck, they often have help sections that you can check</i> 		3 mins

		<ul style="list-style-type: none"> <i>In short, it's about visiting the website, finding the right service, and making your request by filling in a form</i> 		
How to access health services online	This slide introduces how to access health services online	<ul style="list-style-type: none"> <i>Let's now explore how to access health services online. It's a handy way to manage your health needs</i> <i>You can access services from local health providers, like your GP, optician, or dentist, online. This means you can find these services, book appointments, and even order your prescriptions from the comfort of your own home (or wherever you are)</i> <i>And when you're looking for reliable information about specific health conditions or symptoms, the NHS websites and apps are a great place to go. They're trusted sources that provide information, health advice, and details about local hospitals and other services</i> 		1 min
Local health services	This slide helps learners find local health services, e.g., GPs, opticians, dentists – to find a local service, appointment-booking,	<p>TRAINER NOTE: Demonstrate how to access local health services, e.g., GPs, opticians, dentists – to find a local service, appointment-booking, prescription ordering etc.</p> <ul style="list-style-type: none"> <i>Accessing local health services online is about making your health needs more convenient</i> <ol style="list-style-type: none"> <i>To start, you can either visit the website or download the app for your local health services</i> 		2 mins

	prescription ordering etc. through demonstration and examples	<p>2. <i>Once you're there, you'll want to see what services they offer. This includes checking their opening hours and contact information, which can be really useful</i></p> <p>3. <i>When you need to book an appointment or order a prescription, can be as simple as clicking the right options on the website or app. Choose what you need, confirm it, and you're all set. They'll usually send you a confirmation, like a text or email, so you know where you stand</i></p> <ul style="list-style-type: none"> • <i>Don't forget, you can (use 'near me' searches to) explore different healthcare providers in your area to find the one that suits you best</i> 		
NHS websites and apps	This slide demos the NHS websites and apps to find information about medical conditions, health advice, local hospitals, and other healthcare services	<p>TRAINER NOTE – Demonstrate NHS websites and apps (UK-wide / country-specific) – to find information about medical conditions, health advice, local hospitals, and other healthcare services. A good example to use is: search 'NHS' from browser; go to the NHS website; use their search bar to type in 'arm'; view result; select 'elbow and arm pain'</p> <ul style="list-style-type: none"> • <i>Finally, let's explore the NHS websites and apps. They're a trusted source for all things health-related</i> 		2 mins + 3 mins demo

		<ul style="list-style-type: none"> • <i>First off, you can find information on health conditions. It's a great place to look up symptoms or conditions you might be worried about. The advice here comes from healthcare experts</i> • <i>You can also get general health advice, including what to do when you're not sure how to handle a health issue. The 111.nhs.uk site is helpful for this. It provides help when you're not sure what to do</i> • <i>Now, if you're looking for local or UK healthcare services, you're in the right place. You can find a GP, see where you can get a flu jab, or manage appointments for treatments or procedures through their e-Referral service</i> • <i>Don't forget to create your NHS account. It's like your key to accessing certain services. To set it up, you'll need your NHS number (if you know it), along with your name, address, and date of birth. This account can link to other services like prescription providers, your GP, and your health records. It's all about making your healthcare management easier</i> <p>TRAINER NOTE: (If you haven't already) do a 'follow-me' demo on how to access local/NHS health services online and save them as a favourite</p>		
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Today you've seen how to	Reflect on the skills learners have gained during the session and invite questions and feedback	<ul style="list-style-type: none"> • <i>Let's take a moment to reflect on what you've accomplished today</i> • <i>We've explored various online services, from booking local appointments to accessing health information</i> • <i>You should now be able to</i> <ul style="list-style-type: none"> ○ <i>List services you can book online</i> ○ <i>Understand how to find and book local services through different platforms</i> ○ <i>Discover how to access health services online</i> • <i>The best way to learn is by doing. Try out what you've learned in this lesson</i> • <i>If you need further assistance or want to explore more, visit our Academy site. Specifically, check out the 'Introduction to Online Services' and 'Managing Your Healthcare Online' lessons</i> 		2 mins
Any questions?		<p>TRAINER NOTE: Prompt for any questions or feedback. Check their level of confidence in doing these in future, ask what they found most useful, anything they'd like to know more about (or to go through again before the lesson ends) and where they think they'll need more practice</p>		
Post-session survey	Self-assessment survey of learners' skills at the end of the session	<ul style="list-style-type: none"> • TRAINER NOTE: Encourage learners to scan the QR code here and complete our short pre-session survey around levels of confidence in the session's topics today, plus what they would like to get out of the session. 		5 mins

<p>What's next</p>	<p>Signpost the Academy website and any further learning</p> <p>Encourage learners to apply what they've learned</p>	<ul style="list-style-type: none"> • <i>We have plenty of online resources to help you as you continue learning</i> • <i>To find these resources, you can visit our website. You can either search for "Lloyds Bank Academy get started online" in your browser, or if you're using a smartphone, use the camera to scan the QR code on the screen. It's like a digital shortcut that takes you straight to the webpage</i> • <i>Don't forget to save our website as a favourite, so you can easily find it in the future</i> • <i>If you ever need one-to-one support, remember that we have a Digital Helpline ready to help you</i> <p>TRAINER NOTES:</p> <ul style="list-style-type: none"> • If appropriate, do a 'follow-me' demo to search for the Academy page and save as a favourite • Thanks for attending today's session. Don't forget, if you feel you need more one-to-one support, you can call our Digital Helpline 		<p>2 mins</p>
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