

Original request:

**Request under the Freedom of Information Act 2000 - Response (Ref: FOI - 2601-2294820)
NHSE:0094744**

Dear NHSE elearning hub,

I am making a freedom of information request (FOIA 2000) for the following data.

In 2024/5, the NHS England elfh e-learning hub introduced 3 new modules on ME/CFS:

1. An introduction to ME/CFS (May 2024).
2. ME/CFS: guidance for community-based healthcare practitioners (January 2025).
3. Managing Severe ME/CFS (September 2025).

Please can you tell me how many people have completed each module to date (from date of introduction), and what the breakdown is for logins by NHS staff (nhs.uk), and those in government (gov.uk), academic (ac.uk), and social care sectors (if available).

I am happy for your response to be sent to this email address.

Many thanks for your help,

Lucy B

Data received:

Module name (first launch date)	Government email account	Higher education email account	NHS email account	Other
An introduction to ME/CFS (15/05/2024)	8	51	227	85
ME/CFS: guidance for community-based healthcare practitioners (09/01/2025)		8	74	19
Managing severe ME/CFS (07/09/2025)	*	7	33	*

Please note in the response above, that where the number of individuals is equal to or fewer than five, we are unable to disclose the exact number under section 40(2) of the FOI Act, which relates to personal information of third parties. These figures are indicated by a *.

Updated request: To FOICRM (NHS England) England.foicrm@nhs.net

Freedom of Information Act 2000 - Ref: FOI-2607-2344894 NHSE:0793390

Dear FOICRM (NHS England),

I am making a freedom of information request (FOIA 2000) for the following data.

NHS England elfh e-learning hub currently hosts 4 modules on ME/CFS:

1. An introduction to ME/CFS (May 2024).
2. ME/CFS: guidance for community-based healthcare practitioners (January 2025).
3. Supporting people with severe ME/CFS (March 2026).
4. Support and clinical management of severe ME/CFS (September 2025).

Please can you tell me how many people have (a) accessed and (b) completed each module up to 20 June 2026 (from date of introduction), and what the breakdown is for logins by NHS staff (nhs.uk), and those in government (gov.uk), academic (ac.uk), and from 'other' email addresses (that don't fall into the aforementioned three categories).

I am happy for your response to be sent to this email address.

Many thanks for your help,

Lucy B

Data received (6 July 2026):

Completed sessions up to 20 June 2026:

Module name (first launch date)	Government email account	Higher education email account	NHS email account	Other
An Introduction to ME/CFS (15 May 2024)	10	132	293	112
ME/CFS: guidance for community-based healthcare practitioners (9 Jan 2025)	1	33	102	30
Managing severe ME/CFS (7 Sept 2025)	1	9	51	7
Supporting people with severe ME/CFS (16 March 2026)	1	17	31	17
Support and clinical management of severe ME/CFS (16 March 2026)	1	12	28	5

Full data.

Table shows completed/incomplete (total accessed) sessions up to 20 June 2026:

Module name (first launch date)	Government email account	Higher education email account	NHS email account	Other
An Introduction to ME/CFS (15 May 2024)	10/9 (19)	132/52 (184)	293/283 (576)	112/182 (294)
ME/CFS: guidance for community-based healthcare practitioners (9 Jan 2025)	1/1 (2)	33/16 (49)	102/107 (209)	30/68 (98)
Managing severe ME/CFS (7 Sept 2025)	1/0 (1)	9/11 (20)	51/45 (96)	7/4 (11)
Supporting people with severe ME/CFS (16 March 2026)	1/0 (1)	17/6 (23)	31/27 (58)	17/55 (72)
Support and clinical management of severe ME/CFS (16 March 2026)	1/0 (1)	12/3 (15)	28/16 (44)	5/3 (8)

Note that both data tables for this updated release (shown above) are produced by me from the data spreadsheet sent by NHSE. The original table (on page 1) is as provided by NHSE. I replicated the format to allow comparison.

Decision information and caveats provided by NHS England:

Decision

NHS England holds this information. We are releasing the information in full.

Please see the data table in the document attached.

The table contains the following:

- Data from date of introduction (first recorded launch for each module is provided) to 20/06/2026
- Total number of learners who have accessed each module and the final outcome of their interaction, i.e. completed or incomplete.
- Where a learner has both an incomplete and a complete session, the complete session only has been counted to avoid inflating learner numbers.*
- Split by email domain for NHS, gov.uk and ac.uk email addresses derived from the primary email address recorded in the learner user profile. Email addresses that do not fall into these three categories are labelled 'Other'

Please note the following caveats:

- The primary email address on the learner's user profile is maintained by the user and may not be accurate or up-to-date
- Some learners may have recorded a personal email address or one outside their main organisation
- Some learners may have more than one nhs/ac/gov email address and are assigned to a category based on the email address set as primary on their account at the date of this report
- Content owner activity is excluded.
- Originally, three sessions were created, one of which was clinician-only: Managing Severe ME/CFS. Following requirements and learner feedback, this was split in March 2026 into two sessions:
 - Supporting People with Severe ME/CFS (open access), and
 - Support and Clinical Management of Severe ME/CFS (clinician-only).

*I queried this item and received the following reply:

Thank you for your follow up query, received on 6 July 2026.

You asked:

“Thank you so much for providing this information.
I just have one small query:

You say, ‘Where a learner has both an incomplete and a complete session, the complete session only has been counted to avoid inflating learner numbers.’

Could you please clarify what you mean by this?

Do you mean that if a learner has accessed more than one session, only the completed session(s) is (are) recorded? For example, if a learner accessed sessions 1, 2 and 3, and only completes session 1, their accessing of sessions 2 and 3 is not recorded at all?

I had rather hoped that each session would be treated independently.”

NHSE Response:

The user is counted once per module they have accessed. The distinction only refers to the complete/incomplete status. This means that if a user has accessed modules 1,2 and 3 then the user is counted once per module, i.e. all 3 are counted.

If a user has an incomplete session for module 1 AND a complete session for module 1, then only the complete session 1 is counted, ie, each module accessed is counted once per user, with the highest level of completion.

Yours sincerely,

Freedom of Information
NHS England