

Case study: South West London and St George's Mental Health Trust

Training people to deliver the Patient Skills Programme to their team's client group

The challenge

Trust teams were all asked to nominate a team member to be trained as a facilitator for the Patient Skills Programme. As a reward for teams who nominated someone, the newly-trained facilitators would be supported to deliver the Patient Skills Programme at their team's client base as well as delivering to the wider community. We hoped that this approach would help teams to see the positive impact of self management support almost immediately, and this in turn would encourage them to develop systems and processes within their service to support self management.

What we did

A locum social worker from Putney and Roehampton CMHT attended the training to become a facilitator on the Patient Skills Programme. The whole team was then involved in setting up a local Patient Skills Programme, including work to identify which of their clients would be suitable to attend the programme. As a result, 75 individuals were invited to attend the Programme and nine booked onto the course, which was held in a room close to the team base as it was felt the clients would like to come to a venue they already knew.

The newly trained facilitator ran the training with a lay facilitator who did not have any direct experience of secondary care. All those who had booked on the course attended the first session, one left after week one, two decided not to return after week four. Five graduated at the last session.

Putney and Roehampton CMHT team members also attended the Practitioner Development Programme, two Action Learning Sets and a service improvement workshop.

The impact

Initial indications have shown a raised level of interest in self management support amongst both clinicians and clients, and clients who have not been on the programme are expressing an interest in attending, as well as clinicians feeling more confident about signposting clients to it.

The approach also provided an opportunity to work with five of the clients who have been through the Patient Skills Programme to test out some service improvements which the team had identified would help them to support people to self management.

Learning

- When clinicians feel confident in the Patient Skills Programme they are more likely to refer people to it, and knowing it is being delivered by a member of their own team builds trust and endorsement within the service.
- Engaging clinicians who are working with clients who have attended the Patient Practitioner Programme leads to much greater impact.
- Client risk can be managed far more rapidly (e.g. a serious incident was dealt with in situ promptly and efficiently).
- The training needs to be adaptable. This was the first time the team delivered to a specifically secondary care group and observed that some of the language needs to be altered and content reduced.
- Now we plan to develop a system in which teams can build up their own list of people who would like to do the programme and then approach the central team to provide a lay facilitator and equipment, and the team then manages their own programme.