

Case study: Torbay Care Trust and Devon Partnership Trust

Developing a 'menu' of clinician training to promote self management support

The challenge

The Co-creating Health team working to implement self management support initially successfully ran a series of Practitioner Development Programmes to build practitioners' skills and techniques to proactively support self management. These involved three half day workshops delivered over a three month period. However, over time it became apparent that the time constraints and work pressure of community staff inhibited their sign up to the programme.

What we did

Developing a 'menu' of training

A small working group including two GPs, one consultant, the clinical lead, project manager, patient and external consultant was set up to review the materials being used on the Practitioner Development Programme. The group met over three half days. The consensus was not to change the existing materials used on the Practitioner Development Programme as this was still successfully being delivered, however, the group agreed that the programme could be split up and delivered over a different timeframe i.e. 1.5 hours for bronze, 4 hours for silver and 12 hours for gold.

Testing the new Programme

During 2010 a number of meetings took place with team leaders including the Personalisation lead, Nicola Barker, who was planning to deliver a full day personalisation training day to all community staff as mandatory training commencing in October 2010. It was agreed to incorporate the principles of the Practitioner Development programme, using a revised (bronze) programme provided as a 1.5 hour slot as part of the day.

The bronze session was then tested using the personalisation training. Seven sessions were delivered to an audience of in excess of 150 health and social care staff working in the community by a facilitator trained in running the Practitioner Development Programme and a patient. The

programme was well received with successful evaluation results and a number of people signed up to the next series of gold workshops.

It should be noted that whilst the principles of the programme were well received there was an element of resistance from some people, as when mandatory training is put in place people become 'prisoners'! The personalisation lead trainer was also aware of a resistance to change as some participants perceived they already did this in their daily work and did not see the need for change!

Offering practitioner development as a Bronze, Silver or Gold Programme

At the beginning of 2011 the local Steering Group for the self management support work agreed to develop a LES, in which the new practitioner development programme is a mandatory part of the LES in order for practices to receive payment.

Five GP practices signed up as part of the LES commencing in June 2011 for a one year programme. The practices agreed to have an in house bronze session delivered to staff including reception, admin and nurses. They also agreed for two GPs to attend the gold programme and two nurses to attend a silver programme.

Bronze Session

Parkhill surgery were the first to receive the training which was delivered by a trained facilitator and patient to a team of 17 people including HCA, nurses reception and admin staff. The feedback was very positive and some of them signed up for gold programme. One lady was really keen to follow up on action plans and all staff were keen to know how they could promote self management within their practice.

Although the principles of self management support were delivered in the training it was felt that 1.5 hours was limited and could only offer a 'flavour' of the full programme and people were therefore encouraged to sign up for the full gold Practitioner Development Programme.

Silver session

Corner Place Surgery were the first to receive the silver training which was also delivered by a trained facilitator and patient. There were 15 delegates including nurses, HCAs admin and reception staff. Evaluation forms were completed at the end of the session which offered positive feedback and the participants took an active part in the training. It was particularly well received as it was delivered by an experienced trained facilitator who is a GP in this practice.

Next Steps – Bronze, Silver and Gold

The original programme is now divided into three categories but the original material has not changed. Two gold programmes are currently running and evaluations from workshop one indicates the programme is still a great success with excellent evaluation forms. It is surprising to see that after running seventeen series of three workshops since the programme started in 2007 we are still seeing amazing results!

Bronze sessions are still being offered to teams and in house to practices and will continue to do so. A series of four silver sessions are being developed over the coming months, inviting teams and specialist nurses to attend.

Future development beyond September 2012 is dependent on funding. A business case has been written and is in the process of being presented at CCG meetings and finance meetings with a view to future funding being secured.

Our learning

- Practitioners found it difficult to attend the full Practitioner Development Programme of 3 half-day sessions over 3 months.
- Developing and adapting the programme took longer than was anticipated due to getting the review group together. However, the success of the new version was dependent on all members' contributions.

- One of the key challenges was the original format of the electronic material and making changes to it. Once the changes had been agreed the amount of administration time to re-produce them was considerable and possibly equated to up to 10 full working days.
- In total this piece of work has taken 18 months and is just at the final stage of editing before printing.
- A shorter 'bronze' session of 1.5 hours can only provide an introduction to and a flavour of self management support.
- An introductory session can be used to encourage practitioners to sign up for the full programme.