

“Making Every Contact Count” healthy conversation skills training

On behalf of WEB Community Health and Wellbeing Board

Overview and feedback

Trainer: Kristina Hargreaves, One Small Step

Project officer: Helen Wharam, EDDC

Making Every Contact Count [MECC] training gives people the confidence to have a brief or very brief conversation about health or wellbeing. It gives individuals the skills to use day-to-day conversations to support people in making positive changes to their lifestyles. Each interaction only takes a few minutes and is not intended to add to busy workloads. The training is intended for individuals in public-facing roles.

MECC training across Devon is funded and co-ordinated by Devon Sustainability & Transformation Partnership [STP].

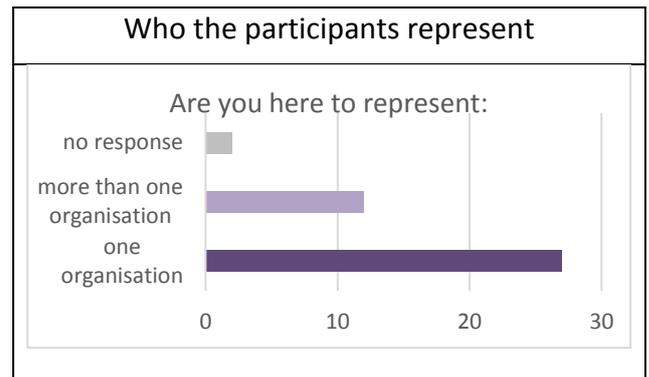
East Devon District Council managed and hosted this training in Exmouth Town Hall for representatives of Exmouth’s community on behalf of the WEB Community Health and Wellbeing Board. Four events were delivered; in December 2018, February, March and May 2019. They were aimed primarily for representatives - staff or volunteers, from the third sector, community groups, churches, and schools in and around the Exmouth area.

About the organisations who attended

The following thirty organisations were represented:

- Admiral Nurse (Dementia UK)
- Adventure Trust for Girls
- Age Concern, Exmouth
- Budleigh Hub, Launchpad
- Budleigh Hub reception
- Budleigh Public Library
- Budleigh Lions
- Budleigh Patient Participation Group
- Contact the Elderly
- Devon CCG PPG
- Devon Senior Voice/Devon Communities Together
- East Devon District Council - staff
- EDDC – Exmouth Tenant Association
- EDDC - elected councillors
- Exmouth and District Ring and Ride
- Exmouth Churches Together
- Exmouth Citizens Advice Bureau
- Exmouth Hospital League of Friends
- Exmouth Patient Participation Group
- Exmouth Public Library
- Haldon House Surgery Patient Participation Group
- Littleham C of E Primary School
- Open Door
- Open Door Café
- Police Community Support
- Promoting Curiosity
- Rolle Medical Patient Participation Group
- Royal British Legion Community Support
- Seaton Area Health Matters
- Stroke Association
- WEB Community HWB Board.

- Some organisations sent more than one representative.
- Twelve individuals represented more than one organisation.



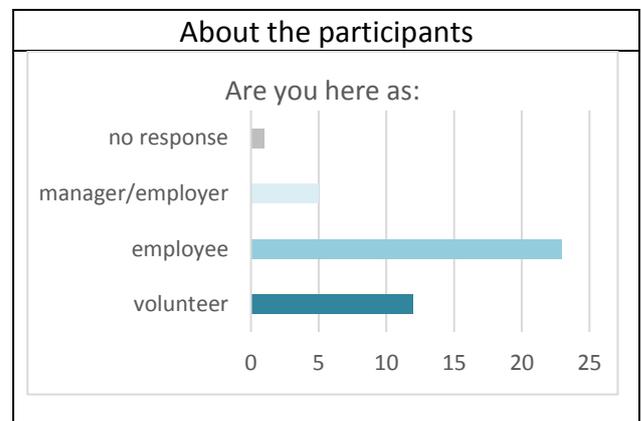
Total number of participants = 41

Number of feedback responses returned to EDDC = 40

About the participants

Participants represented a wide range of local organisations and held a range of positions:

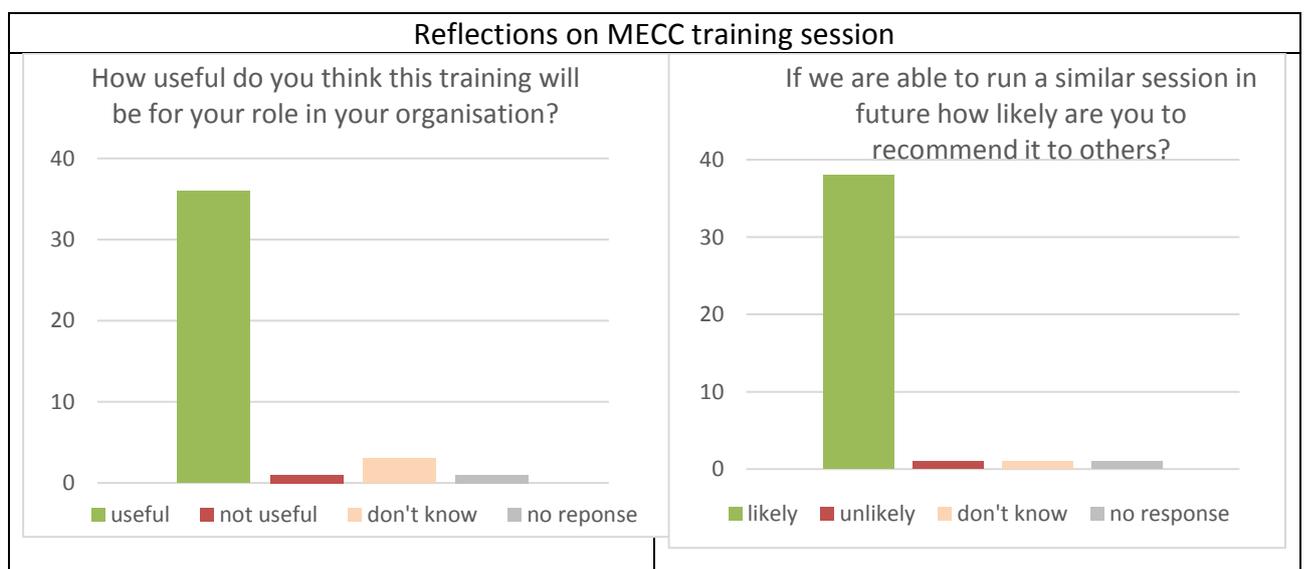
- Twelve volunteers
- Twenty three employees
- Five employers / managers.



Reflections on their MECC training session

When thinking about their own role, 36 participants felt their MECC training will be useful.

When asked if they would recommend MECC training, 38 would.



Impact - additional and anecdotal feedback

As a result of attending our sessions, several participants intend to liaise directly with the trainer to host future MECC training within their own organisations, including:

Age Concern [Exmouth] Budleigh Lions Littleham C of E Primary School

- “I thought the training was very well delivered and I really enjoyed it”
- “Really helpful to meet new people. Thank you.”
- “Thank you for today it was really enjoyable, I found the course beneficial and it has given me useful tools which I can apply to my role. It was also good to meet other people from similar organisations within the WEB area.”
- “Thanks again for organising and delivering an excellent workshop”
- *Email received the following day:* “I've already used an ODQ this morning!” [= open discovery questions]
- “The course has certainly enhanced my communication with contacts”
- The course has encouraged this participant to completely rethink her own approach to training
- “A huge thank you Helen [for organising it]”

Summary and next steps

1. MECC is one of the schemes identified by Devon STP to help meet STP priorities. The STP aims to transform services to improve wellbeing, health and care for our populations. A key priority is prevention and early intervention - by providing the information and support that individuals need to help them lead healthier lives as independently as possible within their communities.
2. EDDC and WEB Board have created opportunities to support MECC at a local level, by working in partnership with local third sector and community groups identified through our local networks.
3. A series of four MECC workshops were arranged and hosted by EDDC and delivered by the trainer on behalf of the WEB Board and wider Exmouth communities.
4. 36 of the 41 participants felt that their MECC training will be useful and 38 would recommend MECC to colleagues. Some plan to have it rolled out in their organisations.
5. EDDC will liaise with WEB Board and the MECC delivery team to evaluate MECC locally.



Kristina Hargreaves teaching MECC skills



Participants discuss MECC approach

Helen Wharam, Public Health Project Officer, EDDC, 29.05.19