

Supporting self care in primary care – a training package for health and social care professionals

Overview

Self care – ‘The care taken by individuals towards their own health and well being, and includes the care extended to their children, family, friends and others in neighbourhoods and local communities’

Self Care – A Real Choice: Self Care Support – A Practical Option
DH, 2005

Welcome to the multidisciplinary training package for supporting self care. These workshop notes have been written as a guide for you as the trainer/facilitator and are designed to help you undertake the training workshops for PCTs, practices and other care agencies that form an integral part of the programme. These notes are an abbreviated guide. If you would like more details on facilitating the training workshops, please refer to the *Self care champions handbook*.

These notes provide practical guidance for planning each workshop for PCTs, general practice or other care agencies and offer suggested timings for delivery of each element of the training programme. They are only a guide so you should adapt the timings and content as you feel necessary to suit your audience and the time you have available.

The workshops

There are two sets of three workshops. One set is for individual general practices, groups of general practices or other care agencies, while the second set is for PCTs.

Each series of workshops needs to be run in sequence and can, including the interim work, take approximately 6–12 months to complete.

It is proposed (where possible) that individuals attend all three facilitated workshops. Some PCTs/practices may want to organise additional facilitated meetings or subgroup meetings – the exact arrangements will depend on your local preferences and capacity.

There will be pre-work and interim work for the PCT, practice or other care agency to complete as the training moves forward. *See various workshops* for further information.

Resources and tools

This training package incorporates a variety of tools to support the establishment of a culture to support self care within the NHS.

The tools are materials to use interactively with the participants at certain times within the training workshops (see the *workshop delivery* sections within each set of workshop notes for a complete list of the tools that are available and the time required for their completion). The tools are provided as guidance so you can adapt them or use others as you feel appropriate. You can print off the tools that have been provided in the training package and give them to the participants to complete.



Working in Partnership
Programme

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self care • •
...because health matters •

For further information on the training for PCTs, please see *Chapter 3 – Getting organised for supporting self care as a primary care organisation* from the 'Supporting self care in primary care' book.

How to use this guide

Within the proposed breakdown for each workshop, links are provided for all of the materials you will need – these can be accessed by clicking on the appropriate title.

- Once you click on the title of each item you need, it will open in a new window on your computer
- You will then be able to:
 - save the document to your computer by pressing the right-hand mouse button and scrolling down to 'save'
 - print off copies for the participants and/or to write your own notes on by clicking the right-hand mouse button and scrolling down to 'print'

Each of the resources and tools is coded for quick-and-easy reference on their suggested use with one of the icons below.

Workshop Planning

Who to invite

- You need to aim to engage between 6–12 people at each training session, with representation from the list below.

	Work to be carried out by each individual
	Work to be carried out in pairs
	A presentation by the facilitator/trainer
	Work to be carried out as a group
	A subject to be discussed as a group
	The amount of time, in minutes, allocated to that section of the training workshop
<i>Example</i>	Links you directly to a variety of relevant documents
	Links directly to tools

PCT training workshops	Practice training workshops
Coordinator of strategy action plan and subsequent change	GP (one or more), including the clinical lead for self care topics
Coordinator with other PCT initiatives and priorities, and other stakeholders, eg out-of-hours and emergency care, long-term conditions, Expert Patients Programme, minor ailments	Nursing team: <ul style="list-style-type: none"> • practice nurse • community nurse • health care assistant
Public health representative	Practice manager
Finance and other resources	Community pharmacist
Education and training lead	Administrator/receptionist
Clinical governance lead	Allied health professionals: <ul style="list-style-type: none"> • physiotherapist • dietician • speech therapist • occupational health
GP lead, eg medical director	Patient representative
Coordinator to liaise between discipline groups, eg general medical practice teams, community staff, allied health professionals, pharmacy teams, PCT management, health trainers, specialist doctors and nurses etc	Voluntary groups
Representative from the PCT board	Social care representative
Communication team representative	
Patient and public involvement lead	
Social care representative	
Commissioning manager	

How to invite

- Secure interest with the PCT/practice/care agency team by determining whether self care is a priority for them
- Secure agreement for attendance at the three training workshops
 - » You may wish to copy and paste the text provided into an email, letter or promotional flyer [Example invitation](#) or use this [Example flyer](#)
 - » remember to adapt the text according to your audience
- Give the team as much notice as possible as many PCTs/practices get booked up several months in advance. It may also be advisable to book all three of the training workshops at the same time to guarantee time with the team to complete the training
 - » check who has responded to you and approximately 4 weeks before the workshop chase up anyone who has not replied
 - » confirm attendance 1 week before the workshop

Timings for the training workshop

- The workshops will ideally take 2–3 hours each. However, people's other commitments may make this difficult.
You may, therefore, want to consider one of the alternative options below

Alternatives

- Split each workshop described in the workshop notes into 2 or 3 shorter workshops
- Depending on your participants, reduce the amount of information you provide by adapting the presentations and materials accordingly – this will require more preparation time on your behalf and familiarity with your participant's knowledge level

Running a workshop – top tips

Location

- Book a room at the PCT/practice (or an off-site venue) large enough to hold the number of people you are expecting
 - » book this room as far in advance as possible and hold the booking on the selected dates until you know which date is best and how many are attending
- The room will need to have:
 - » a flip chart and pens
 - » a projector for you to connect your computer to for the presentations (or take one with you)
 - » windows – this may sound simple, but being able to see the world and have the option of fresh air can help keep people's interest for longer!
- Make provision for morning/afternoon coffee breaks as well as lunch. You may choose to have the refreshments outside of the meeting room

Adapting presentations

- The slides within the presentation created for this training package are there for you to pick and choose those that you feel are appropriate for your audience. Please adapt them as you feel necessary
- There are a few of slides on the Working in Partnership Programme (the organisation supporting this project) included at the end of the slide set. You may or may not wish to present this information depending on your audience and the time available

Tools and resources

- Look through the workshop delivery sections within each set of workshop notes to see which tools/resources are recommended
- Take time to print out paper copies of all the tools and resources, and make your own notes on how to deliver each item. This will give you an understanding of how they work and enable you to determine the best way to deliver them to the participants to keep their interest and enthusiasm for completing them

Handouts for participants

- Make sure you have enough paper copies of the tools you intend using with participants throughout a workshop (see the workshop delivery sections within each set of workshop notes for a full list)
- Make sure you have enough copies of the interim work handouts to give to each of the participants at the end of the training workshop (see workshop delivery below for full list)

Tip – handouts work better if printed double-sided and in colour. However, if printed single-sided, make sure you staple the two sheets together so instructions for the tools do not get separated from the tools themselves. Also, double check everything is clear to read if printing in black and white

- Background knowledge – what you need to know before commencing the training
 - » You may find it useful to read through the documents listed below as the materials for the training package refer to them and their content in detail.
 - » You need to feel comfortable enough with their content to be able to answer questions and queries that may arise from the teams at the workshops.
 - » The sections of the policy documents most relevant to the programme have been highlighted in the table below.

Documents	Weblink	Relevant sections
Our health, our care, our say: a direction for community services	www.dh.gov.uk/	Chapter 5
Promoting Optimal Self Care	www.dorsetsomerset.nhs.uk/documents/PromotingOptimalSelfCare.pdf	Useful information throughout document
The Self Care Challenge: A Strategy for Pharmacists in England	www.rpsgb.org.uk/pdfs/selfcarechallengeres.pdf	Useful information throughout document
Supporting people with long term conditions to self care – A guide to developing local strategies and good practice	www.dh.gov.uk/selfcare	Useful information throughout document
The NHS Improvement Plan	www.dh.gov.uk/	Chapter 3, particularly pg 36–37 Chapter 9, pg 77
Supporting People with Long Term Conditions	www.dh.gov.uk/	Chapter 1, pg 6, 9–10 Chapter 2, pg 18, 26 Chapter 4 Chapter 5, pg 36–37 Annex 2
Choosing Health: Making Healthy Choices Easier	www.dh.gov.uk/	Chapter 5, particularly pg 112, 114
New General Medical Services Contract	www.bma.org.uk/ap.nsf/Content/NewGMScontract/\$file/gpcont.pdf	Chapter 6, pg 50–51
Better Information, Better Choices, Better Health	www.dh.gov.uk/	Chapter 2, pg 14 Chapter 3, pg 17
Self Care – A Real Choice: Self Care Support – A Practical Option	www.dh.gov.uk/selfcare	Useful information throughout document
Wanless Report	www.dh.gov.uk/	Chapter 1, pg 4–6, 13–21 Chapter 2 Chapter 6, pg 144–147 Chapter 7, pg 149–161 Chapter 9, pg 183

- Useful background reading
 - Public attitudes to self care. Baseline survey www.dh.gov.uk/selfcare
 - Self care support. A compendium of practical examples across the whole system of health and social care www.dh.gov.uk/selfcare
 - Self care support. Baseline study of activity and development in self care support in PCTs and local areas www.dh.gov.uk/selfcare
 - Research evidence on the usefulness of self care support networks for care of people with minor ailments, acute illness and long term conditions and those taking initiatives to stay healthy www.dh.gov.uk/selfcare
 - Department of Health/MORI 2005 survey – Public Attitudes to Self Care www.dh.gov.uk/selfcare
 - Joining Up Self Care – report www.pagb.co.uk
 - Promoting Optimal Self Care www.dh.gov.uk/selfcare