

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

## Workshop 1 notes

### Practice

#### Workshop overview

#### Purpose of the workshop

- To agree the vision for supporting and promoting self care across the practice
- To agree how the self care support strategy will be evolved and create an action plan for taking it forward
- To identify and agree priorities and target groups for supporting self care for patients in the practice

#### Learning outcomes

- By the time participants have completed workshop 1 and the interim work they should:
  - understand the benefits of supporting self care and the risks of unhealthy behaviour
  - be familiar with examples of supporting self care and have considered which are likely to be applicable to their own practice and circumstances
  - be able to undertake a training needs analysis of practice team members' knowledge, skills and attitudes to support self care behaviour in patients consulting at the practice (to include GPs, general practice employed staff, the wider primary care team – community nurses, allied health professionals, pharmacists or any other care professionals) or other care agency/voluntary groups
  - be able to undertake a service needs analysis in relation to supporting self care
  - be able to match the learning and development needs of practice team members with the practice's self care support strategy and its application – covering knowledge, skills and attitudes.

Participants can gain formal accreditation of their Continuous Professional Development (CPD) in supporting self care. Staffordshire University offer accreditation for CPD activity and the option for undertaking a 15 credit module at Undergraduate level 3 and Masters level. Further details of the CPD programme and the facilitators role in supporting the accreditation are found in the documents below and by contacting Sharon Graham at: [s.r.graham@staffs.ac.uk](mailto:s.r.graham@staffs.ac.uk)

- Facilitator handbook: Supporting self care
- Participant handbook: Supporting self care
- Certificate of Credit in supporting self care (level 3)/Certificate of Credit in supporting self care (level M)
- Programme Specification



Working in Partnership  
Programme

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## Workshop delivery

### Example workshop timetable

This timetable is a guide only so you will need to adapt timings and content to suit your participants' availability and requirements. A more detailed breakdown of each of the items in this timetable is provided on the subsequent pages.

Item	Suggested timing	Suggested tools	Category
Introduction	15 minutes	– Slide presentation	 
Self care definitions	10 minutes	– Flipchart	
Overview and benefits of a culture that supports self care	40 minutes	<ul style="list-style-type: none"> <li>– Slide presentation</li> <li>– Handouts of healthcare pyramid and self care continuum</li> </ul>	 
Agree the vision and strategy for supporting self care for patients	30 minutes	– Gap analysis	
Determine roles, responsibilities and timescales	40 minutes	<ul style="list-style-type: none"> <li>– Devising your practice strategy and action plan</li> <li>– Roles and responsibilities checklist</li> </ul>	 
Summary of the workshop	10 minutes		
Pre-work for workshop 2	20 minutes	<ul style="list-style-type: none"> <li>– Agree work to be completed prior to workshop 2 that has been identified to go into the roles and responsibilities checklist? See page 6</li> <li>– Read one of the patient care pathways</li> </ul>	
Workshop outcomes	10 minutes	– Evaluation questionnaire	
<b>Total time</b>	<b>2 hours and 55 minutes</b>		

There is a [Blank timetable](#) for you to plan your workshop



### Introduction

- Ask each member of the group to briefly introduce themselves
  - name, title, how they believe their job role fits in with the establishment of a culture that supports self care for patients, what they hope to get out of the workshop etc
  - You may wish to use an ice – breaker to help people settle into the training. see the **Self care champions handbook** for some examples.



- Introduce the objectives (slides 1–3) by using the **self care presentation** of the training programme and then specifically the objectives for workshop 1
  - The objectives need to be kept short and be delivered with clarity and enthusiasm
- Advise team members that they may wish to use a self care training folder to keep all their self care documents and developments together.



### Points to bear in mind...

Some of the participants may feel that the training is taking away valuable time from other things, while others may be unclear as to why they are at the training workshops and how their role fits in/can help with the culture shift needed for supporting self care for patients

- It is important to engage your group as early as possible in the workshop series
- Acknowledge what participants may already be doing around self care



### Self care definitions

- Ask the group to work in pairs and write down a definition for self care – there is no right or wrong answer, it is about their interpretation and their thoughts
- Bring the group back together after 5 minutes and ask each pair in turn to read out their definition
  - Make notes on a flipchart
  - Blu-tak the flipchart sheets up on one of the walls so they can be referred to throughout the workshop



### Overview of self care and self care support in

- Use the library of slides **Supporting self care** to pick and choose those you wish to present
- You may wish to print out some or all of the slides for the team. It is advisable to print out the **self care continuum** and **healthcare pyramid**
- Bear in mind the tips in the introduction section advise the participants to keep these printouts in their self care folders
- Work through the slides you have chosen (selected from slides 3 to 30) **self care presentation**



## Presentation tips

- This presentation needs to be as interactive as possible to help engage the participants. Encourage them to ask questions and participate in the presentation if they have anything to add
- Refer back to the self care definitions from the participants now on the flipchart sheets attached to one of the walls so they feel they were on the right track.



### Benefits of a culture that supports self care

- Prompt participants to tell you the benefits of establishing a culture that supports self care – write these up on a flipchart
- Blu-tak the flipchart sheets up on one of the walls so they can be referred to throughout the workshop
- Prompt with examples if they are a little stuck for ideas



### Agree the vision and strategy for supporting self care for patients

- Hand out copies of **Tool 5 - Gap analysis**
  - Ask the participants to break into small groups of 3 or 4 people (dependent on the size of the group). Take a few minutes to explain to the participants what is required from them for this tool. See **Tool 5 - Gap analysis** handouts for full instructions
  - Give the groups 15 minutes to complete this tool and then facilitate a feedback session of approximately 5 minutes
    - » ask each group to feed back the main action they wrote down to help them bridge the gap between now and the future
  - Spend the final 5 minutes discussing who will take responsibility for continuing with the strategy.



### Determine roles, responsibilities and timescales

- Hand out copies of the **roles and responsibilities checklist**
  - Facilitate a group discussion with the team to establish the actions that need to be carried out to establish a culture that supports self care across the practice
  - Ask one of the team members to take responsibility for the checklist, filling it out as the discussion progresses and actions emerge



### Summary of the workshop

- In your own words, summarise the workshop. Pick a couple of key points that have arisen throughout the workshop to highlight what the participants have learnt
- Link these key points with the work needed for the next workshop





## Pre-work for workshop 2 (pre-work will be determined by outputs from workshop 1)



- Explain the purpose of the interim work
  - To determine the personnel to be involved and their responsibilities, activities and timescales
  - To determine via resource mapping what is already available and what additional resources are required
- Workload assessment – ask the team to take a look at workload across their practice, focusing on frequent attendees
  - Signpost the team to **Tool 13 – PART/Workload analysis**
  - Ask them to look at QOF targets and determine how self care can contribute to some of these key areas, eg obesity, diabetes, asthma
- Run through the actions that have been agreed on the roles and responsibilities checklist, and make sure someone in the team has taken ownership of each action
- Suggest some tools from the training package that may assist them in completing the actions, for example:
  - **Tool 3 – SWOT analysis** – helps review what issues and opportunities there are within an organisation as you are moving forward with establishing a culture that supports self care
  - **Tool 4 – PEST analysis** – helps review what is needed within an organisation to establish a culture that supports self care
  - **Tool 7 – Gantt chart** – an alternative way to plot actions and timings
  - **Tool 8 – Infrastructure and resource matrix** – an assessment of what is currently available within the practice that will help to establish a culture that supports self care
  - **Tool 10 – Training needs analysis** – an annual plan for what training needs there are within the practice/other care agency in relation to supporting self care.
- Ask the team to read through one of the patient care pathways in the 'Supporting self care in primary care' book.
  - Chapter 10 – Illustrative patient pathway to self care: sore throat*
  - Chapter 11 – Illustrative patient pathway to self care: back pain*
  - Chapter 12 – Illustrative patient pathway to self care: asthma*
  - Chapter 13 – Illustrative patient pathway to self care: cough and colds*

You can print off copies or offer to send them copies electronically
- As part of the explanation of the tools, state what is to be achieved through their completion and how they will be used in the next workshop
  - This will hopefully motivate the group and keep the momentum going throughout the series of workshops
- If this is not already your role, you may also ask someone to volunteer to become the self care champion. Part of their role will be to oversee the completion of the actions for the next workshop and to hold a **roles and responsibilities checklist** that covers all the team's actions.



### Workshop outcomes

- Ask each of the participants to fill in an **evaluation questionnaire** before they leave. This will help you to gauge whether the training and workplan was 'pitched' at the right level, and will enable you to adapt areas for the next training workshop
- Thank the participants for attending – link back to the purpose of the training and emphasise that what you all set out to achieve has been completed
- Make the summary very encouraging and motivational
- Give the participants the date, time and location of the next workshop
- Agree to send the participants electronic copies of any tools or documents that have been requested throughout the training plus a summary of the comments and actions from the meeting.

