

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

## Workshop 2 notes

### Practice

#### Workshop overview

#### Purpose of the workshop

- To agree a range of interventions to support self care that can be applied in the practice based on the illustrated care pathways provided and agree an action plan for delivery
- To highlight service barriers and agree an action plan to implement solutions

#### Learning outcomes

- By the time participants have completed workshop 2 and the interim work they should:
  - understand that patient empowerment is an essential precursor to a change in self care behaviour
  - know what patient self care skills are and how they may be taken up by, or adapted for, various kinds of people
  - know what constitutes good communication skills: making rapport, involving people in shared decision making, achieving concordance
  - know how to problem solve with patients to enable them to reflect on, and learn about, the outcomes of their own behaviour regarding health and well-being, and understand the options for self care
  - be familiar with the cycle of change and motivational techniques that interest people in accessing further information and/or making changes to their unhealthy or risky behaviour.

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 times in this timetable is provided on the subsequent pages.

| Item  | Suggested timing            | Suggested tools                        | Category  |
|---|-----------------------------|--|---|
| Introduction and overview of workshop objectives                        | 10 minutes                  |  |  Open discussion   |
| Review of work completed in the interim period between workshop 1 and 2 | 30 minutes (or as required) | – Roles and responsibilities checklist |  Open discussion   |
| PART model – illustrated through patient care pathway                   | 30 minutes                  | – PART handouts                        |  Open discussion   |
| Patient pathways  | 60 minutes                  | – Handouts of patient pathways         |  Group work        |
| Barriers to implementing interventions                                  | 20 minutes                  |  |  Open discussion  |
| Summary of the workshop   | 10 minutes                  |  |  Open discussion |
| pre-work for workshop 3   | 15 minutes                  | – Roles and responsibilities checklist |  Open discussion |
| Workshop outcomes   | 5 minutes                   | – Evaluation questionnaire             |  Individual      |
| <b>Total time</b>   | <b>3 hours</b>              |  |   |

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



### Introduction and overview of workshop objectives

- Brief introduction and review the objectives of the training package and then focus on the objectives for workshop 2. Explain the purpose of the workshop
  - The objectives need to be kept short and be delivered with clarity and enthusiasm



### Review of work completed in the interim period between workshops 1 and 2

- **Roles and responsibilities checklist**
  - Ask the team to run through the actions that have been undertaken since the last training session and the outcomes/next steps
- Workload assessment
  - What are the results of the frequent attendees in their practice/other care agency?
  - What areas have they identified where supporting self care for patients can help with QOF targets?
- Run through the outcomes and findings of any tools that the team may have completed
  - **Tool 3 – SWOT analysis**
  - **Tool 4 – PEST analysis**
  - **Tool 7 – Gantt chart**
  - **Tool 8 – Infrastructure and resource matrix**
  - **Tool 10 – Training-needs analysis**



### Prevention, Await resolution, Relief of symptoms and Tolerance (PART) model – illustrated through patient care pathway

#### **Tool 13 – PART/workload assessment**

- Take print outs of the list of ailments and the tables required for this exercise or draw the tables up on flipchart sheets
- Work through the exercise step-by-step, filling in the tables as you go. The work the team have done on the frequent attendees at the practice will help with this exercise
- If you have time at the end of the exercise, you may wish to use one of the patient care pathways to illustrate the PART model in practice (asthma, sore throat, coughs and colds, back pain)



### Patient pathways

- Ask the group to split into smaller groups of 4 or 5 (a mix of roles, ie GPs, nurses etc)
- Based on the pre-work the team did on workload analysis, ask each group to decide on a minor ailment or long-term condition that is a priority to their practice
- Using the example pathway they were given at the end of workshop 1 as a guide, ask each group to spend the next 40 minutes drafting a care pathway based on the PART model that is built into the example pathways (asthma, sore throat, coughs and colds, back pain, rash, mild depression, otitis media and hypertension). Hand out a record sheet to help the groups map out their pathways



- Walk around each group and spend time with them to discuss any questions they have on the structure of the pathway they are developing and how to integrate the PART model



### Barriers to implementing interventions

- Staying in their groups, ask them to discuss barriers to implementing a self care pathway
- Ask the groups to come up with a barrier they see to implementing the self care strategy and a solution to overcome that barrier. These could be barriers they have identified in the interim work prior to workshop 2
- Give the groups 10 minutes to discuss a potential solution
- Bring the group back together and facilitate a discussion on the barriers and solutions
  - Ask someone from each group to talk through their barrier and solution
  - Then ask the rest of the participants to input with other solutions



### 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 3

- Explain the purpose of the interim work
  - To maintain the momentum of the implementation of a culture that supports self care
  - To continue to gain the knowledge and background to what else is required to implement a strategy that supports self care
- Ask the team to complete the care pathways they started in the session
- Ask the individual who took responsibility for **Tool 10 – Training-needs analysis** in session 1 to revisit the tool and begin planning sessions with the practice/PCT trainer to meet the requirements of the practice personnel
- Following the barriers to change session, ask the group to use the **role and responsibilities checklist** to determine what other items need to be completed in the intervening period between sessions 2 and 3





### 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.

