

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

## Workshop 1 notes

### PCT/other care agency

#### Workshop overview





##### Purpose of the workshop

- To agree the vision for supporting and promoting self care across the PCT
- 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 and promoting self care in the PCT/other care agency
- To gain an awareness of the benefits of supporting self care

#### 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	– Slide presentation – Handouts of healthcare pyramid and health care continuum	
Agree the vision and strategy for supporting self care for patients	40 minutes	– Gap analysis	







Working in Partnership Programme

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self care • •  
...because health matters • •

Item	Suggested timing	Suggested tools	Category
Determine roles, responsibilities and timescales	30 minutes	– Roles and responsibilities checklist tool	 Group work
Summary of the workshop	10 minutes		 Open discussion
Pre-work for workshop 2	20 minutes	– Agree work to be completed prior to workshop 2 that has been identified to go into the roles and responsibilities checklist/action plan See page 6	 Open discussion
Workshop outcomes	10 minutes	– Evaluation questionnaire	 Individual
<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 research 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

- Use the library of slides in **Self care presentation** 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 the **Self care continuum** and the **Healthcare pyramid**. (Bear in mind the tips in the **overview 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)



### 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 – see slide 26–27 within **SC presentation** 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 (dependant 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** for full instructions



- Give the groups 20 minutes to complete this tool and then facilitate a feedback session of approximately 10 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 10 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 PCT
  - 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

- 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 PCT, focusing on frequently attending patients
- 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 PCT 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 PCT in relation to supporting self care.



- 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 it 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 work plan 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

