

Hertfordshire Health Improvement Service Training 2023/24



Aim: To deliver training packages to all professionals who come into contact with members of the public across Hertfordshire to enable staff to initiate healthy lifestyle conversations, encourage positive behaviour change and deliver targeted services in support of clinical interventions.

Objectives:

To be able to offer behavioural change advice through empowerment, resource and knowledge that enables the client to take ownership of their own health and wellbeing and receive support from specialist lifestyle services. The training courses will support in having the confidence to identify opportunities to approach behaviour change, talk about health, give brief advice, provide ongoing support through intervention and signpost in a holistic person-centred approach.

Available courses:

- MECC Lite – 1 hour 45 minute training course
- MECC – 3 hours 30 minutes training course
- MECC Plus – 6 hours 30 minutes training course
- MECC Avatar – Approximately 15 minutes, accessed as required
- Level 2 Stop Smoking training – 6 hours in total (2 x 3 hour sessions)
- Level 2 Stop Smoking Update Training – 3 hour training course

Please see course outlines and learning outcomes overleaf

Other training sessions available soon: *(To be released shortly)*

- Very Brief Advice (VBA) – 30 minute training course
- Brief Advice (BA) – 1 hour training course
- Motivational Interviewing (MI) – 2 hour training course
- NHS Health Check training – new online training package alongside HHIS training video

Generic post course expectations:

- To be aware of conversation opportunities to make every contact count in your everyday role
- To encourage and lead on positive conversations about health and wellbeing for the quality of individual outcomes and understand the benefits lifestyle change can have
- Supporting in approaching change through effective communication and impact
- Learning specific skills to deliver a Stop Smoking service in line with national and local guidance
- Noticing triggers in behavioural patterns and applying lifestyle intervention through learnt skills and resources

Registering:

All HHIS training packages are free of charge to individuals and organisations who work within Hertfordshire and contribute towards the Public Health Strategy 2022-2027. For those who fall outside this eligibility costs may be applied.

Register for MECC training sessions here: <https://surveys.hertfordshire.gov.uk/s/MECCTraining/>
Stop Smoking training sessions here: <https://surveys.hertfordshire.gov.uk/s/HHIStrainings/>
or email healthimprovementservice@hertfordshire.gov.uk for more information.

Course outline and learning outcomes

| <u>Course</u> | <u>Duration</u> | <u>Location</u> | <u>Capacity</u> | <u>Summary of course</u> | <u>Learning outcomes</u> |
|------------------|-------------------|----------------------|---------------------------------------|---|--|
| MECC Lite | 1 hour 45mins | Face to face only | 16 trainees maximum per session | MECC Lite (Making Every Contact Count) is aimed at non-regular/time restricted staff who participate in 1–5-minute interactions with members of the public, such as education providers, reception, and administration staff. The course provides a summary on what MECC and a Healthy Conversation is, including the definition and approach. MECC Lite explores the Wider Determinants of Health and allows candidates to participate in conversations for speaking and listening skill development using the Response Style Framework. | MECC Lite training will enable you to: <ul style="list-style-type: none"> • Utilise skills, approaches, and strategies from the Wessex MECC philosophies model • Understand how a healthy conversation can begin and be successful in 1-5 minute interactions • Feel confident to have an initial healthy conversation with clients and individuals • Feel supported to bring awareness to the importance of behaviour change • Provide clients with information of additional resources in place to support their motivation to change |
| MECC | 3 hours 30mins | Face to face only | 16 trainees maximum per session | MECC (Making Every Contact Count) is aimed at professionals who have 5–10-minute interactions with individuals with the potential for follow up interactions. The course explores what MECC and a Healthy Conversation is, including the definition and approach. MECC explores the Wider Determinants of Health and allows candidates to participate in conversations for speaking and listening skill development using the Response Style Framework. Philosophies surrounding MECC and Health Conversations Skills will be learnt alongside how to create SMARTER goals to support behaviour change techniques. The course will use MECC resources from the Wessex training model, focussing on the philosophies of having a strong MECC conversation by our MECC accredited trainers. Hertfordshire's additional training tool MECC Avatar will be explored to help professionals continue to have MECC practice after the course, with signposting tools available such as MECC Links. | MECC will enable you to: <ul style="list-style-type: none"> • Utilise skills, approaches, and strategies from the Wessex MECC philosophies model • Understand how a healthy conversation can begin and be successful in 5-to-10-minute interactions • Feel confident to utilise the skills, approaches and strategies learnt to encourage and support individuals with their behaviour change • Feel empowered to adopt MECC conversation approaches such as SMARTER goal planning, exploratory questioning, and the Response Style Framework • Participate in practical activities to utilise the behaviour change techniques and healthy conversation skills learnt • Explore initial or longstanding conversations in some depth with abilities being applied to support the start of the client's lifestyle and behaviour change |

| <u>Course</u> | <u>Duration</u> | <u>Location</u> | <u>Capacity</u> | <u>Summary of course</u> | <u>Learning outcomes</u> |
|----------------------|------------------------|------------------------|---------------------------------------|--|---|
| MECC Plus | 6 hours 30 mins | Face to face only | 16 trainees maximum per session | MECC Plus is an accredited training course delivered by Hertfordshire Health Improvement Service's (HHIS) accredited trainers. The course is aimed at professionals who have more than 10 minutes interaction with individuals, such as but not limited to Primary and Secondary care staff, The Fire Service, Criminal Justice, Leisure Centres, The Healthy Hubs. MECC Plus explores what MECC Plus and a Healthy Conversation is, focussing on the definition and approach. The course helps to understand the Wider Determinants of Health and allows professionals to participate in conversations for speaking and listening skill development using the Response Style Framework. MECC Plus provides information on philosophies surrounding MECC and Healthy Conversations Skills using SMARTER goal planning as a strong tool to support and encourage the client's behaviour change, applying Behaviour Change techniques in combination with Healthy Conversation Skills. The course will use MECC resources from the Wessex training model and Hertfordshire's additional training tool MECC Avatar will be explored to help professionals continue to have MECC practice after the course, with signposting tools available such as MECC Links. | <p>MECC Plus will enable you to:</p> <ul style="list-style-type: none"> • Be trained by RSPH accredited trainers in an RSPH accredited MECC Plus training package • Gain an official RSPH MECC accreditation Wessex certificate • Utilise skills, approaches, and strategies from the Wessex MECC philosophies model • Understand how a healthy conversation can begin and be successful in 10 minutes or more interactions • Feel confident to utilise the skills, approaches and strategies learnt to encourage and support individuals with their behaviour change • Feel empowered to adopt MECC conversation approaches such as SMARTER goal planning, exploratory questioning and the Response Style Framework • Adopt behaviour change techniques and healthy conversations with competences learnt to combine these methods • Participate in practical activities to utilise the behaviour change techniques and healthy conversation skills learnt <p>Learn the tools to explore initial or longstanding conversations in significant depth with additional time allocated on reflecting and building on goals and results</p> |

| Course | Duration | Location | Capacity | Summary of course | Learning outcomes |
|--------------------------------------|-------------------------------|------------------------|-----------------|--|--|
| MECC Avatar | 15 minutes | Online only | N/A | <p>MECC Avatar is an online virtual training tool that is used as an interactive session to help develop healthy conversations. The Avatar has a virtual client to which professionals are able to respond to the behavioural change topic presented, with the health professional leading the conversation and scoping the responses that are presented. The tool helps to understand which questions are healthier to ask than others, supporting with the best outcome for the client.</p> <p>The avatar supports and supplements all MECC training courses and can be accessed anytime to support ongoing MECC conversation skills.</p> | <p>The HHIS MECC Avatar will enable you to:</p> <ul style="list-style-type: none"> • Initiate a MECC conversation with a virtual avatar client • Ask the virtual avatar client MECC exploratory questions to encourage their behaviour change plan • Choose from options to see what the most successful ways are to phrase support and encouragement for the client • Learn which questions and MECC conversation styles have the best outcomes through the healthy conversation with the avatar • Refer back to the MECC avatar at any time to practice and learn new skills for successful MECC conversation outcomes with your clients |
| Level 2 stop smoking training | 6 hours (2 x 3 hour sessions) | Online or face to face | | <p>The Level 2 Stop Smoking training is for new advisors of providers who will be delivering the level 2 Stop Smoking service. Attendees must provide proof of completion the National Centre for Smoking Cessation and Training (NCSCT) Practitioner Training and Assessment to attend. Training covers local smoking service requirements and builds on topics covered in the NCSCT practitioner training. Topics include: Smoking – Background information, Smoking Dependency, Stop Smoking Medication (Pharmacotherapy), E Cigarettes, running a stop smoking service, Pharmoutcomes (including a demonstration), how to become a great Stop Smoking Advisor and Quit Plans, Healthy Conversation Skills, Managing outcomes, how to promote your service and further resources.</p> | <p>The HHIS Level 2 stop smoking training will enable you to:</p> <ul style="list-style-type: none"> • Run a local Stop Smoking service providing 1-1 support and advice • Understand Hertfordshire Stop Smoking service • Learn more about Smoking dependency • Learn about Stop Smoking medication (Pharmacotherapy) and E-Cigarettes • Understand how to use Pharmoutcomes clinical system • Feel confident to be a successful Stop Smoking advisor • Understand Quit Plans • Have healthy conversations with clients • Manage outcomes • Understand how best to promote your service <p>Where to find additional resources</p> |

| Course | Duration | Location | Capacity | Summary of course | Learning outcomes |
|--------------------------------|-----------------|------------------------|-----------------|---|---|
| Level 2 update training | 3 hours | Online or face to face | | The Level 2 Update Stop Smoking training is the annual update for advisors who have already attended the Level 2 full training of providers commissioned to deliver a Stop Smoking Service. The training is an opportunity for advisors to raise challenges and share successes that they have in delivering the stop smoking service as well as receiving local and national updates to help them maintain their skills and knowledge. | <p>The HHIS Level 2 update stop smoking training will enable you to:</p> <ul style="list-style-type: none"> • Hear of the latest updates and changes to the local and national guidance for delivering the Stop Smoking service • Understand how most effectively deliver the service face to face • Discover the latest CO monitoring guidance • Receive Champix and Zyban provision updates • Understand updates on E-Cigarettes • Receive update information and guidance on Pharmoutcomes (templates and reports) • Discuss anonymous client cases and case studies • Discuss local and regional Stop Smoking campaigns <p>Learn the importance Making Every Contact Count (MECC) and courses to support this</p> |