

## The **ABC** of ACP Training

### Raising **A**wareness

The Programme was launched in April 2020 to help embed ACPs into core business by raising awareness amongst staff and the wider public across NHSGGC. A key aim of the Programme was to develop and deliver training and information which would:

- improve ACP awareness and why it is beneficial to support people to think ahead
- support and encourage staff to engage in ACP conversations with people under their care
- ensure information can be easily shared across multiple services using the ACP Summary on Clinical Portal.

We reached out to all HSCPs to gain an understanding of training needs for each area, followed by a Board-wide staff survey to ascertain the current levels of ACP awareness and identify any skills and knowledge gaps. In response to feedback, we have created a variety of training options and use digital platforms to deliver our now established suite of training and information sessions which have evolved over time. We also deliver a range of workshops around themed events and topics throughout the year and have further plans to expand our awareness raising on a wider variety of related subjects.

Real-time feedback is gathered via post-training and event evaluation surveys.

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## Building Confidence & Explaining Documents



Online

ACP

training

toolkit

### Introducing ACP

Supporting wider agenda on ACP and related topics. Discussion forums, information sessions, practical support. For staff and public.

### Online e-Module

Open to all – aim to raise awareness through introduction to ACP. Encourage everyone to think ACP and build a solid knowledge base.

### Core Face to Face

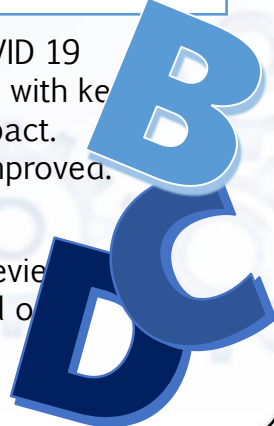
Virtual ACP Communication Skills for workforce to increase confidence and influence practice. Ensure staff are ready to have conversations.

### Staying Informed

Ensuring workforce is up to date with ACP developments via Refreshers and One off sessions. Demonstrations on systems and documentation.

It took a while for training to gather momentum, this was mainly due to the consequences of COVID 19 and the pressures placed on the workforce due to high staff absence. To engage more effectively with key staff groups, each HSCP agreed to nominate services and teams where ACP would have most impact. Training numbers increased significantly and the value placed on ACP training for staff notably improved.

In terms of ACP practice, we highlight to staff attending training that most are already having conversations with people they support and collating ACP information through assessment and review which can be shared with other services through ACP on Clinical Portal. Training has also focused on reassuring staff that ACP conversations can occur over time and within multiple services.

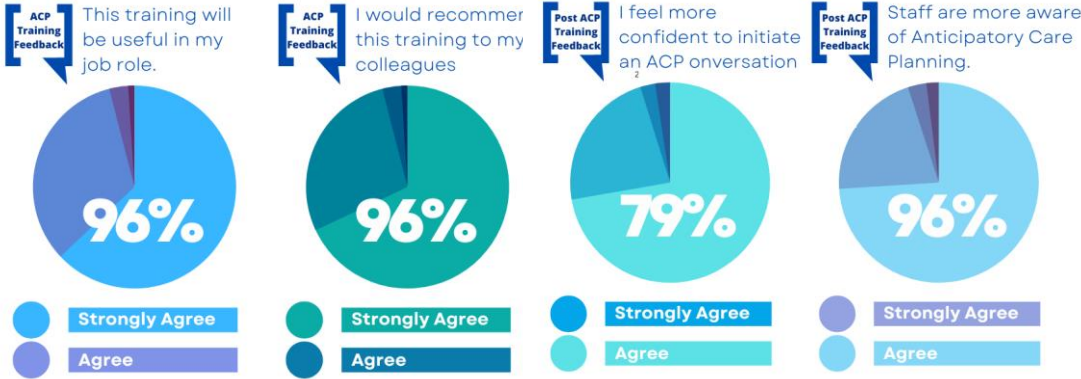


## Evaluation of Training

For all training and events, evaluation is key to gathering feedback on the impact our training has made to workforce practice and encouraging future planning conversations for everyone.

For example, our ACP Communication Skills is evaluated over 3 stages:

- Confidence level at beginning and end of session
- Post training survey to assess skills and knowledge learned
- Post training after 6 months to assess change to ACP practice



Training Evaluation

Post Training Evaluation – 6 months

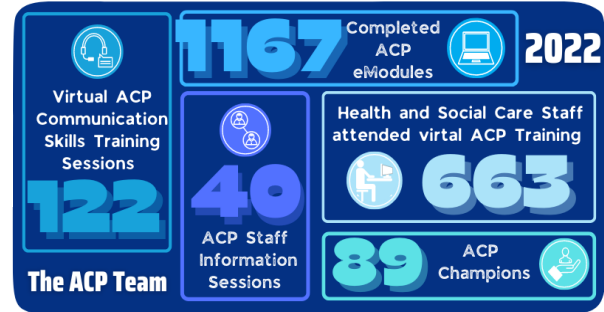
Data recorded as at August 2022

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### What They Say....

“Will definitely be more likely to raise ACP with patients more often, and would now feel able to record summary details on clinical portal, which I've never done before”

“In the community working with frail elderly, have found it a very valuable process and has resulted in a number of excellent outcomes for patients at the end of life of which I am very proud”



# F uture Plans

We will continue to promote Anticipatory Care Planning as part of our core business and look at new practical ways to support people to engage in ACP conversations and upskill ACP Champions to support staff.

We have plans to widen our engagement opportunities, particularly with members of the public, by diversifying our information and education role through the creation of new training and related workshops, plus linkages made with wider service and organisation training programmes.

Support staff to practice having 1:1 conversations and learn about tools to facilitate this.

1:1 Conversation Practice for Staff

Having Conversations That Matter

Palliative Care Course

Co-Delivery with Spiritual Care and Palliative Care Teams

Link to national and local events, cross over training and engagement opportunities to raise the profile of ACP and the promotion of conversations around future care planning.

EASE Course

Themed Weeks

Public Engagement

Open to all

Demystifying Death  
Carers Week  
POA Day  
Absent Friends  
HSCP Events  
... and more

Improve staff skills around using systems and disseminate ACP training skills to ACP Champions.

Lunch & Learn

Training for Trainers

DNACPR  
Frailty Systems

ACP Champions