

When met Zoom

Ann Silver & Elaine O'Donnell
NHSGGC SAGE & THYME Facilitators

Delivering SAGE & THYME training online

An innovative approach to teach communication skills during a pandemic when staff were challenged like never before. SAGE & THYME facilitators from NHSGGC and affiliated hospices delivered this training via Zoom at a time when normal study leave was cancelled and travel was restricted.

Online training commenced January 2021.

Each SAGE & THYME Workshop demonstrates the communication skills required to provide person centred support and offers a structured approach for dealing with the concerns of patients, families and carers.

sageandthyme@mft.nhs.uk



Previous work, challenge, and approach

This change to online delivery marked a response to the risks attached to lack of access to communication training during a global pandemic, where face to face training was no longer happening.

There was a recognition within NHSGGC that staff were finding conversations with patients and their families more challenging than ever due to reduced physical contact and perceived family stress and distress.

Using SAGE & THYME benefits...

- The **worried person** by helping them to think more clearly
- The **person using SAGE & THYME** by making them feel more in control and satisfied that they have helped someone

How we adapted...

- SAGE & THYME training was previously offered face to face (30 staff maximum).
- The SAGE & THYME team in Manchester adapted the licensed course so it could be delivered virtually.
- The Zoom platform was used due to its functionality.
- Each workshop required the use of breakout rooms, polls and Good Morning Britain style facilitation.
- It was a steep learning curve!

Techniques and Methods

NHSGGC have successfully delivered SAGE & THYME training since 2012. The training is open to all and is free for staff who work in NHSGGC, local authority care homes and Hospices. The Palliative Care budget funds the annual licence cost of approximately £1.6K each year.

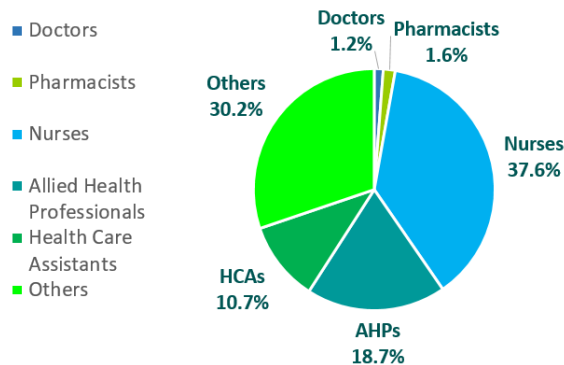
18 months down the line...
(January 2021 – June 2022)

49 workshops delivered

720 participants trained

591 evaluations completed

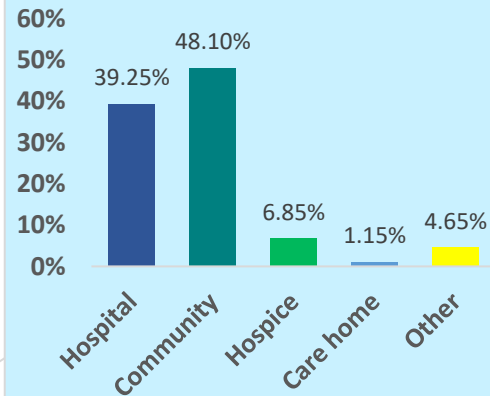
Participants' job role
(Jan 2021 - Jun 2022)



Methods

- Collaborative Working across care settings
- Purchase of a **Zoom** licence
- A **digital Training Pack** was introduced
- Creation of a new on the day **evaluation**
- We practiced, practiced & **practiced more!**

Care settings of participants
(Jan 2021 - Jun 2022)



Results and Conclusions

As a result of the learning I have done today, I am MORE likely to...

Empower patients to see their way through situations

Remember to ask the patient about what they would like to do regarding their issues

Listen to people without trying to think of a solution or a way of helping them straight away

Let a patient express their concerns without interruption

Gather information before trying to problem solve

Probe about the support network people have around them

As a result of the learning I have done today, I am LESS likely to...

Make assumptions

Give my solutions first

End patient calls quite as quickly as I would have done

Try and be a fixer when someone opens up to me about their problems or reasons for being distressed

Miss important information out

Feel I am not equipped to deal with the situation

Evaluation summary:

99% would recommend the workshop to a colleague

98% agreed that workshops created a safe environment for learning

92% agreed that the training would influence their practice

Conclusion

Acting on the possible risks attached to lack of access to communication training during a global pandemic, NHSGGC prioritised training for health & social care staff. This effective and efficient teamwork demonstrated 'a working together to provide excellent care for the public we serve'.

The collaborative training has evaluated really well and we plan to continue to run the virtual training as we move forward.