

Quality Conversations Newsletter



April 2024



Projects Edition

Joined Up Care Derbyshire



Quality
Conversations

We have some exciting projects happening within the QC Team that we thought you might like to know about...

Laura Rogers - What Matters to You



Hi I'm Laura and I'm the Health Inequalities Project Lead at Chesterfield Royal Hospital. I'm working on a Project around 'what matters to you'.

I am working with Derbyshire Voluntary Action (DVA) to contact patients who have been waiting for 25 weeks or more for elective surgery at Chesterfield Royal Hospital. These patients are living in the most deprived areas and therefore are at a higher risk of health inequalities. Initially we worked with patients on the upper gastrointestinal (Upper GI) surgery list and are now also working with patients on the elective orthopaedic list.

Patients who agree to participate are contacted by a member of our DVA team. They have a Quality Conversation and are assisted to find and access any services which they may find helpful. They then have a follow up Quality Conversation to find out if there is anything else that they need support with.

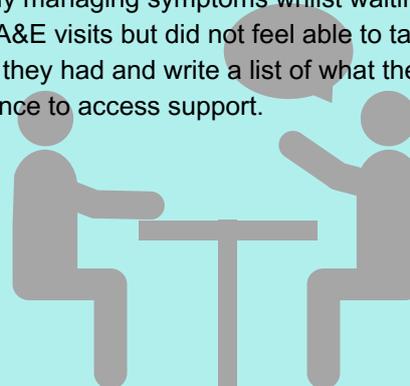
To evaluate the work we are asking patients to complete a survey before and after their conversations, and we are also using patient stories to show the impact these Quality Conversations can have.

Here are a couple of examples showing the impact of these conversations:

A patient who was not happy that they had been referred to a weight management programme before their surgery as they did not feel this was what they wanted. Through discussing their priorities and lifestyle, they identified that losing weight would have a positive impact on other areas of their life and what they wanted to achieve. By the end of the conversation, they wanted to book their follow up conversation for later to give them a chance to try to lose weight on the programme before speaking to the team member again.

One of the patients we spoke to lacked confidence to seek advice on conservatively managing symptoms whilst waiting, particularly through diet. They had a number of flare ups of symptoms resulting in A&E visits but did not feel able to talk to a professional they did not know about it. They were able to talk through the queries they had and write a list of what they wanted to say and discuss this with our team member. This gave them the confidence to access support.

If you would like more information please email me at laura.rodger2@nhs.net





Dr Aina M Shaju, PharmD, MPH - Exploring Quality Conversations in Health and Social Care

Hi I'm Aina, the newest member of the QC team as a Research Officer. I'm thrilled to bring my skills and passion to the table, dedicated to enhancing the quality of services through research and evaluation. My primary focus is a service evaluation project of the Quality Conversations Programme. This project transcends mere numbers; it explores the details of communication to understand its nuances and ultimately improve outcomes.

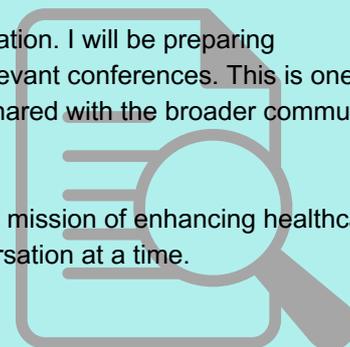
I'll be looking at research data collected from participants across Derby and Derbyshire who have completed the Quality Conversations training, using the pre and post evaluations to gauge the effectiveness of the training. This involves processing the data, conducting a thorough analyses to extract meaningful insights and ensuring that our findings meet regulatory and best practice standards.

A crucial aspect of my work entails developing detailed research plans and protocols to achieve our evaluation goals. By carefully designing and executing these protocols, we can gather meaningful insights into how QC training impacts participants' knowledge, confidence, and ability to engage in person-centered conversations with patients.

The project adopts a combined approach, collecting and analysing both quantitative and qualitative data. For the quantitative aspect, I conduct descriptive and comparative analyses to assess changes in participants' self-reported knowledge, confidence, and perceptions before and after the training modules. On the qualitative side, I employ techniques like thematic analysis or framework analysis to study participants' responses to scenario-based questions and open-ended prompts. This provides deeper insights into how the training influences communication strategies and patient interactions.

The findings from this project will contribute to the existing knowledge on effective communication. I will be preparing comprehensive reports, publications in academic journals, and presenting the research at relevant conferences. This is one of the most rewarding aspects of my job as it ensures that our insights and best practices are shared with the broader community, ultimately benefiting everyone.

As I embark on this journey, I am filled with anticipation and eager to contribute to our shared mission of enhancing healthcare quality. Together, let's continue to champion excellence in healthcare, one meaningful conversation at a time. If you would like more information please email me at aina.shaju@nhs.net



Kath Rowe - E-learning Project



Hi All, it is an exciting time for the Quality Conversations team as we are thrilled to be developing a Quality Conversations e-Learning package. The package consists of three 20-minute modules covering topics of Health Inequalities, conversation skills and personalisation.

It will be available for all Derby and Derbyshire staff members working in healthcare, social care and the voluntary sector.

The modules are currently being built by our e-Learning provider and we are in the process of user testing.

Could you spare some time to tell us what you think?



We are keen that these modules are suitable for a variety of staff across different roles and organisations. Therefore, we are looking for volunteers to 'use' the modules and answer some questions about how it went. If this sounds like something you would be interested in doing, please contact me at k.rowe6@nhs.net.



QC Training - have you heard...

There is a new spotlight session available

Having behaviour change conversations

Why is it that most people know what they 'should' do, but it doesn't change their behaviour?

What you will learn:

- What is behaviour?
- Health Inequalities and their impact on behaviour.
- How to introduce conversations about behaviour change.
- Exploring barriers and enablers to behaviour change.
- Learn skills to support people to change their behaviour.



To book your place head over to the QC Website where you'll find dates and booking links:

[Quality Conversations Website](#)

Quality Conversations Core Skills and Spotlight sessions

Core Skills Training

You will learn about the impact of health inequalities, and develop listening skills, communications skills, and health coaching approaches. You will gain expert tips and advice tailored to your needs and a chance to practice in small friendly groups.

Spotlight Sessions

Once you have this foundation of knowledge and skills, you can look and learn in more detail about specific areas and tailor your learning, with our new Spotlight sessions. These sessions will cover **Supporting People to Support themselves, Quality Conversations for Leaders, Quality Conversations to support Mental Health and Behaviour Change Conversations** .

What's the training like?

The training is virtual over MS Teams. All sessions are 3 hours 15 minutes long. You need access to a computer with a camera and microphone. Groups are small with time and space to practice your new skills in virtual break out rooms.

Dates now available up to and including June 2024

[Click here to find out more and to book a place](#)

Would you like to become a Peer Coach

If you have enjoyed the training and would like to develop a Quality Conversation approach in your workplace, you could join our Peer Coach Network. This gives you access to additional training and a safe environment to practice and embed skills. There will be 6 meetings throughout 2024 which will alternate between external speakers who will present to the group and, 'hot topic' sessions where you can bring scenarios or challenging areas of work that you would like some support with.

If you are interested in joining the Peer Coaching network email dchst.qualityconversations@nhs.net.



Mental Health Awareness week 13th – 19th May 2024

The theme is “Movement: Moving for our wellbeing”. We have been working with partners and are in the development phase of this campaign to support people across Derby and Derbyshire.

We have developed an interactive map on top of the original Let's Chat Derbyshire map. This map has locations across Derby and Derbyshire on:

- Let's Chat benches
- Let's Chat indoor locations
- Free outdoor physical activity groups
- Free outdoor mental health groups
- Free opportunities to connect with nature.

We know the map isn't finished and are wanting to reach out to:

1. Promote the map.
2. Add more locations and pins to it to promote what is across Derby and Derbyshire.

This map is a great way to find what's local to you or someone you may be supporting in getting physically active or connecting with nature. Evidence shows how staying physically active and being able to take opportunities to connect with nature will help and improve mental health.

For information or to add locations please contact: luke.oldham@derbyshire.gov.uk Map link: <https://bit.ly/MHPAMap>

ThinkFest! 2025 - Songs That Saved Our Lives

ThinkFest! 2024 is back, bigger and better than ever! This year, we will back at Vicar Lane on Saturday 25th May from 10am-3pm with an exciting line up of entertainers, workshops and panels.

ThinkFest! is Derbyshire's first mental health style festival that opens up conversations and awareness around mental health, suicide and wellbeing in Chesterfield town centre. This years theme is 'Songs That Saved Your Life' and all of our performers will be singing songs that have got them through some of their toughest times as well as sings submitted by our audiences. We want to share those relatable moments as if it has helped you, it might just be the song that someone else needs to hear to help them.

We want to showcase as many organisations as possible on our Mental Health Market street which is where you come in! If you offer some form of service around mental health, suicide prevention, contributes to wellbeing or something that promotes physical activity then we want to showcase you. Across Derbyshire we have some incredible support options and this will be an opportunity to reach people you might not normally be able to reach.

If you have any questions or queries, then please contact Georgia Bird at georgiabirdfoundation@gmail.com



Signposting on self Referrals

Did you know that you don't always need to see a GP or consultant to access some referral services? Self-referral is an option that can make it easier and faster for you to get help, rather than seeing your doctor. You can register for most of them online.

[Click here to find out more](#)

Thank You!

Thank you for reading our newsletter. If you have any new worthy items that you would like us to include in a future edition please contact:

dchst.qualityconversations@nhs.net

