

Training services: Case study

Client:



- Meridian PCN oversees 6 GP surgeries across South Cambridgeshire
- They wanted to better support practitioners when handling mental health requirements
- Their patient facing team offer personalised wellbeing care
- Practitioners are now more confident in supporting patients whilst taking care of their own wellbeing





**Great knowledge building session.
It helped me to think about how it
feels from an individual's perspective
and how small changes and actions can
make a real difference.**



Background:

The team at Meridian PCN are patient facing and offer one-to-one, personalised care in health and wellbeing for individuals. Their health and wellbeing coaches and social prescribers often work with patients who have experienced mental health issues.

Understanding how best to support the team of social prescribers, particularly when handling mental health challenges with patients as well as looking after their own wellbeing, was important to Meridian PCN.

CPSL Mind's Training services provided advice on how to assist their team in developing more practical skills when consulting with patients with a mental health requirement.

By working directly with Meridian PCN and understanding their practice's needs, a tailored training package was designed to provide the teams with the right tools to enhance the care for patients, as well as be able to support themselves as practitioners.

Service delivered:

CPSL Mind devised a bespoke series of courses and workshops: 'Exploring and responding to mental health problems' for Meridian PCN.

Over 6 weeks, the training was delivered online to 20 of their health coaches, social prescribers and other patient facing roles working in GP surgeries.

The training content covered:

- Intro to Mental Health and wellbeing
- Trauma -informed care
- Anxiety and depression
- Psychosis
- Self-harm
- Toolkit and case studies

Sessions were in-depth and included practical applications of the content. The use of breakouts facilitated discussion among peers who were provided with worksheets and tools to better support their patients. Attendees were able to work through case studies to enable them to apply their learning.

CPSL Mind followed up by facilitating 3 reflective practice sessions where attendees brought along examples of their practical applications with patients and explored any challenges to address. These sessions helped cement their learning from previous sessions and support each other in a dedicated and safe space.

“Facilitated so well that it encourages discussion and sharing and opens up tough topics for exploration with practical advice and tips.”

Outcome:

Meridian PCN's team are now continually applying their new knowledge and skills in their everyday practice.

Since receiving training, they have reported:

- an improvement in their patient interaction
- an increase in their confidence to advise and signpost them to seek further specialised help if needed
- a greater ability to be mindful of their own wellbeing in the process.

Recent feedback from patients showed that they felt listened to and understood by practitioners.

“This made me reflect on the different types of anxiety and the importance of considering a patient's past traumas and experiences.”

