

## What is 'Making Every Contact Count?'

MECC is an approach to behaviour change that uses day-to-day interactions professionals have with other people to support them in making positive changes to their physical and mental health and wellbeing.

- Interventions are brief and focused
- MECC is low cost
- MECC conversations can be a tool for anyone working in the Trust, from doctors to porters
- The approach is scalable, lasting from 30 seconds to 15 minutes
- Evidence based: see NICE PH49



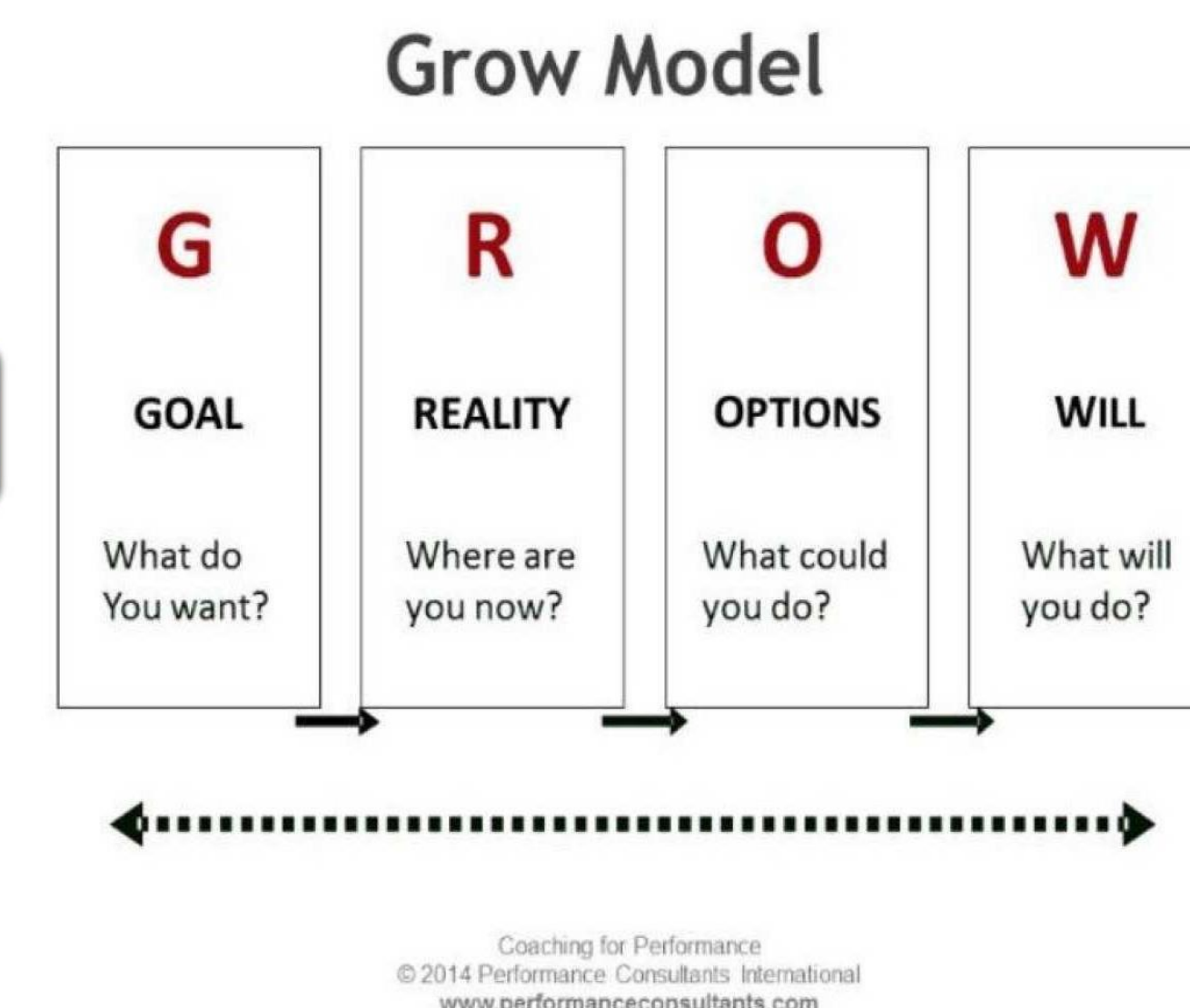
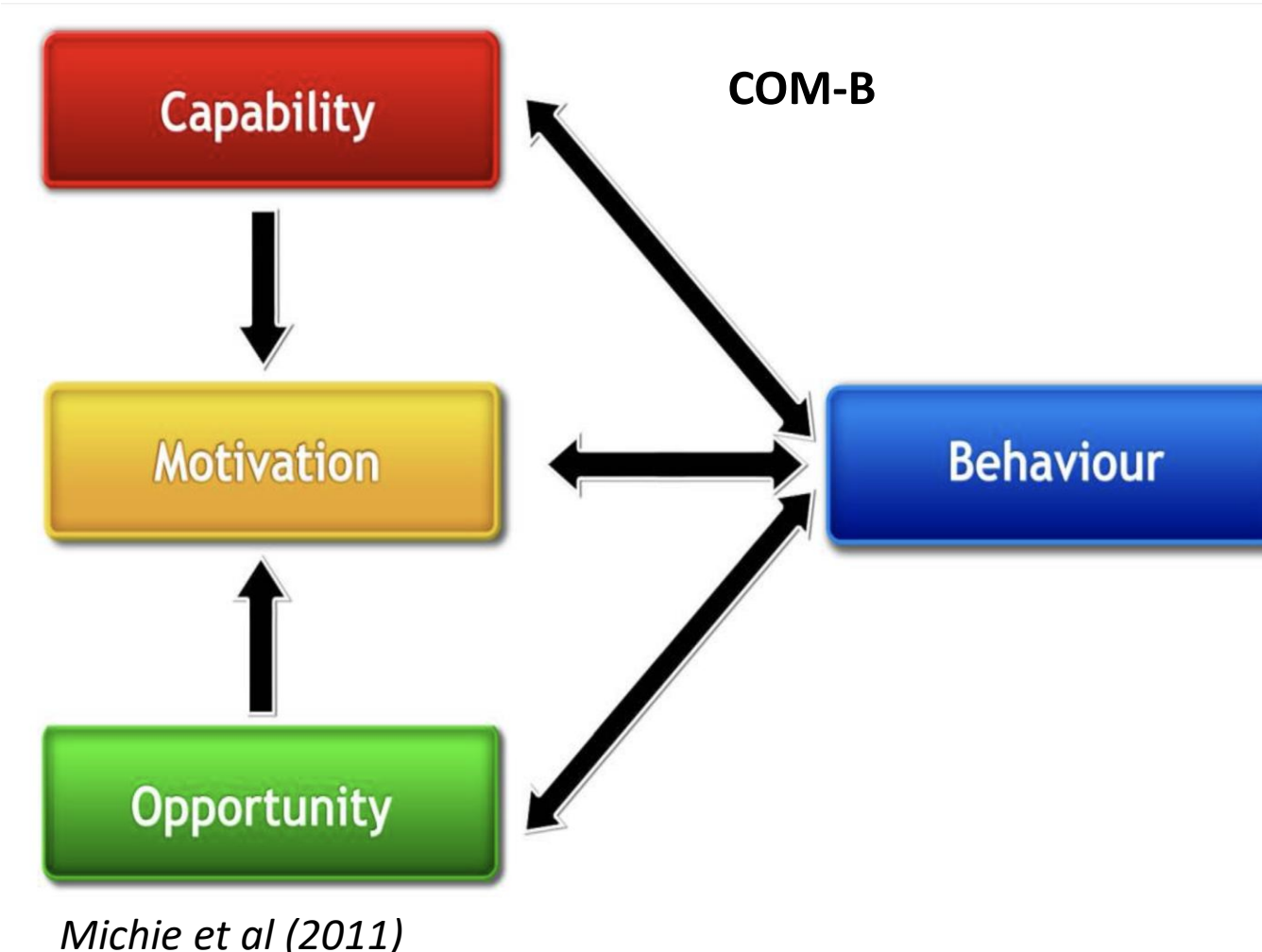
## Components of the training in development:

- Health inequalities
- Local patterns of need
- Topic-based sessions (e.g. damp and mould, physical activity, cost of living)
- Opportunity in acute care
- Unconscious bias
- Starting a health conversation
- Listening styles
- Compassionate approach
- Models of behaviour change
- Models of coaching
- Resources and signposting

## Background and Context

- Low visibility of concept of Making Every Contact Count in the Trust
- Local medical school didn't have MECC on curriculum
- Existing MECC programme focused mainly on signposting for thematic topics and not on skills development
- Staff are keen to think about how to initiate and hold high-quality health conversations with patients and colleagues
- Based around work undertaken in Leicestershire in 2021

# Developing enhanced MECC in an acute trust.



## Our Approach

- Develop a compassionate, patient-centred programme which extends skill development advice and signposting
- Is modular and scalable to different job groups and the time they have to support conversations
- Applies a MECC+ ethos to include:

### Open questions and initiating conversation

#### Active listening

#### Barriers to communicating and understanding

#### Understanding motivations, capability and opportunity

#### Thinking about the right time to act

#### Health coaching

#### Setting goals

ASK

ASSIST

ACT

## Feedback and next steps

- So far, have delivered small group practical sessions, supplemented with larger 'lunchtime lectures' on topic-based material
- Feedback so far is positive, strong demand for practical skills practice sessions
- Different combinations of module proposed for staff groups with different profiles of clinical demand and patient contact (e.g. doctors vs volunteers)
- Formal strategic framework in development to link with programmes around health inequalities
- Development of a module at Sheffield University Medical School
- Plans to roll out more broadly across Rotherham and S.Yorkshire workforce

### Contact Us:

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