

Briefing for E Learning Programme

What is “*Making every contact count*”?

“Making Every Contact Count: An introduction to behaviour change” is a new E Learning programme that has been developed for the health & social care workforce by the NHS in partnership with the voluntary sector. The resource has been developed in collaboration with HM Partnerships, NHS North West and the public health networks.

The purpose of the programme is to support the ambition of making health everyone’s business. The programme supports learning and development in behaviour change competence at level one and is designed to be used as part of a blended approach to learning and development in behaviour change.

The programme covers the lifestyle issues of smoking, alcohol, sexual health, mental health and wellbeing, healthy weight, physical activity and healthy eating. The programme helps learners understand the scale of health problems in the North West, the key health messages and how to use the key principles of health chats (brief advice). The learner is able to complete a short self assessment as part of the programme and can print out a certificate on completion of the course as evidence of professional development. The programme takes approximately 40 minutes to complete.

How might the programme be used?

- As an introduction to basic behaviour change skills.
- To consolidate existing skills on behaviour change
- As part of an organisation’s induction process, reflecting a commitment to promoting health and personal wellbeing.
- For personal professional development and to support an individual as a future health champion at home or in the workplace.

Proposed target audience

- Health care workforce across a wide range of settings currently in practice. Particularly Bands 1-4.
- Administrative and support staff in health care across a range of settings such as primary care, acute and tertiary care.
- Undergraduate health care workforce in further and higher education settings across the North West as part of the curricula.
- Administrative and support staff in other public sector and voluntary sector settings such as local authorities
- Public health / health promotion staff across all sectors including local authorities, NHS
- Social care workforce

The learning is specifically aimed at making sure that we all offer health chats in all contacts with patients / clients / members of the public. However, the skills required for effective health chats can be applied to the wider social determinants of health as well.

Health chats can be used as a normal part of all our interactions at home, in the workplace and in the wider community. To learn more about this engaging programme please [view this short introduction](#).

How can I access making every contact count?

There are several ways in which access is being enabled:

- **Access via the OLM – E-learning Functionality (NLMS):** For North West NHS organisations the package has been placed on the regional server and can be linked for delivery through the OLM – E-learning Functionality (NLMS). Please contact vleadadmin@liverpoolch.nhs.uk for access to the URL.
- **Scorm Package for Internal LMS Delivery:** For those organisations with their own e-learning platform and which can accommodate Scorm Objects, can request the package for internal delivery. To obtain the relevant files please contact alison.farrar@champs.nhs.uk. In seeking to use this package for internal delivery organisations will be expected to periodically report key usage statistics
- **Open Internet Access:** will be available shortly.

Call to action

- If you work in the NHS you are requested to consider undertaking this E learning as part of your personal, professional development following agreement from your line manager.
- If you are outside of the NHS you can access the learning at northwesthealthchatslearning.com
- If you have responsibility for learning in your organisation – (local authorities, further education, higher education institutes) and have a compatible learning management platform that you would like to download the E learning files onto – please do get in touch at alison.farrar@champs.nhs.uk

If you need any more information please contact: alison.farrar@champs.nhs.uk or Mike.Farrell@skillsforhealth.org.uk