

## **Update Report**

**To:** Oxfordshire Health Improvement Board Partnership

**From:** Kate Austin, Oxfordshire County Council, on behalf of the Oxfordshire MECC (Making Every Contact Count) Systems Implementation Group (SIG)

**Date:** 10<sup>th</sup> September 2020

### **Overview of Making Every Contact Count (MECC)**

MECC involves training people to give them the skills and confidence to have conversations about health with others and to follow up with signposting for support. In Oxfordshire we encourage people to signpost to the Oxfordshire Live Well website. <https://livewell.oxfordshire.gov.uk/>

MECC works through opportunistic conversations in everyday life to talk about health and involves responding appropriately to cues from others to encourage them to think about behaviour change and steps that they could take to improve their health and wellbeing. More general information about MECC can be found here: <http://www.makeeverycontactcount.co.uk/>

### **Oxfordshire MECC Systems Implementation Group (SIG)**

The Oxfordshire MECC SIG continues to meet regularly and reports into the BOB (Buckinghamshire, Oxfordshire, Berkshire West) MECC Oversight Group. The terms of reference for the group have been recently reviewed and updated and there is representation from a range of organisations in the group. There are two key projects that members of the SIG are currently working on. A project to pilot MECC training for volunteers and a project to produce a MECC engagement video. More details are given below.

One of the aims of the SIG is to encourage a 'Train the Trainer' approach for sustainability, and to support organisations to embed cascade training within their own teams, where appropriate. As face to face training is currently not able to take place there are plans to pilot a virtual 'Train the Trainer' course in late October to enable the group to continue with this approach where possible.

### **MECC Training for Volunteers – Pilot Project**

A MECC training pilot project is being developed to help give volunteers the skills and confidence to have conversations about health with others and to follow up with signposting for support. With so many volunteers being involved in the COVID-19 response and recovery work, it was recognised that there was an opportunity to offer MECC training to volunteers who were likely to be having conversations with members of the public, neighbours, friends etc in the course of their voluntary activity. These could be conversations on the phone or in person at a social distance. MECC training would previously have usually been delivered through face to face training. With this now not being possible a virtual version of the training is being developed and tested.

The virtual training model being developed in Oxfordshire is being co-ordinated by Oxfordshire Clinical Commissioning Group, Oxfordshire County Council, Cherwell District Council and the Oxfordshire Training Hub, as a sub-group of the Oxfordshire MECC Systems Implementation Group.

The training consists of two parts. Participants access a short on-line e-learning course (provided by Health Education England) to gain a basic level of MECC knowledge before attending a live and interactive session lead by a MECC trainer. Registration for the training is through the Oxfordshire Training Hub website.

The pilot will continue through September/October and volunteers can book on to a session through the links below where they will be sent details of how to access the e-learning and the on-line interactive session. The cut off for registration is one week prior to the virtual session date. Once the pilot has finished, the model will be reviewed in preparation for further roll out of the training.

**21st Sept 10.30 to 12.00** (Now full)

**22nd Sept 10.30 to 12.00** - <https://oxfordshiretraining.net/event/e-learning-making-every-contact-count-mecc-training-2/>

**23rd Sept 10.30 to 12.00** - <https://oxfordshiretraining.net/event/e-learning-making-every-contact-count-mecc-training-3/>

**7th Oct 10.30 to 12.00** - <https://oxfordshiretraining.net/event/e-learning-making-every-contact-count-mecc-training-4/>

### **MECC – Organisations Engagement Film**

A group of members in the Systems Implementation Group have formed a sub-group to develop a short video to encourage organisations to consider how MECC could benefit the people that staff are in contact with, and to encourage them to participate in MECC training. We are identifying a colleague from the Library Service, Primary and Secondary Care to each share how MECC has benefitted their work. We are planning that they will also share an example of a MECC conversation that they may have had, to encourage others to consider the training.

### **Next Steps/Requests for Support**

The Oxfordshire MECC SIG are planning to continue to meet regularly and to work in sub-groups on the two projects above. A third sub-group is being developed to scope the potential of MECC (or an alternative age appropriate intervention based on MECC principles) to support the health and wellbeing of young people.

The Oxfordshire MECC SIG would like to request the continuing support of the Health Improvement Board Partnership to engage with volunteers, staff, organisations and other stakeholders to encourage the uptake of MECC training.