

**Quality Conversations Newsletter September 2023**



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2. [Training Dates for Quality Conversations Training](https://nhs-my.sharepoint.com/personal/sandra_hicken_nhs_net/Documents/Sandra%20Temporary%20Folder/Training%20Dates%20for%20Quality%20Conversations%20Training)
3. [Training](file:///C:\Users\Helena_lee\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\54B07Q52\Bespoke%20Training) as a Team
4. [Quality Conversations in Action](file:///C:\Users\Helena_lee\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\54B07Q52\Quality%20Conversations%20in%20Action)
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7. [Becoming a Peer Coach](file:///C:\Users\Sandra_Hicken\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\X0SM1DJ7\Become%20a%20Peer%20Coach%20–%20join%20the%20Network)
8. Health Coaching awareness week 18-22 Sept



**Meet the team.**

Sandra Hicken



I’m Sandra and I lead the QC programme. I believe we can all improve our communication skills, no matter how skilled we already are. Listening effectively and asking open questions, can have a huge impact on our relationships with patients, carers and each other. Ultimately these skills make us more effective at our jobs.

**Fun Fact:** I have lived in Chesterfield for 21 years moving here from the Midlands with my family and two mad dogs. I like walking and trying to get better at yoga.

[Sandra.hicken@nhs.net](mailto:Sandra.hicken@nhs.net)

Jo Hall

I’m Jo, I’m a Consultant Clinical Psychologist in Public Health and supporting the team delivering the Quality Conversations Programme. I’m very passionate about drawing on behaviour change and psychology, as part of taking a Public Health approach. I’m committed to working with organisations and teams to improve health and wellbeing across Derby and Derbyshire, and to make health outcomes fairer for local residents.

**Fun fact:** I love playing and watching football and play and volunteer for a local grassroots team.

[jo.hall1@nhs.net](mailto:jo.hall1@nhs.net)

A person smiling for a selfie

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Laura Walton-Taylor

I’m Laura and I’m the Health Literacy Officer for Joined Up Care Derbyshire. My role is focused on making services health literacy friendly and removing barriers for people accessing those services.

**Fun Fact:** I have two Ragdoll cats that act like dogs- they can even do tricks!

[laura.walton-taylor@nhs.net](mailto:laura.walton-taylor@nhs.net)



Helena Lee

I’m Helena and I’m a Trainee Health Psychologist working to support the NHS with its workforce transformation and redesign aims. As one of my projects I have started working with Quality Conversations programme after attending the training myself and loving it! The focus of my role is on the development and delivery of QC in Action sessions –which I hope to see some of you at in the not-so-distant future 😊

**Fun Fact:** I have recently welcomed home a new Whippet puppy called Olive who is the sweetest little thing!

[helena.lee16@nhs.net](mailto:helena.lee16@nhs.net)



Ali Merriman

I’m Ali and I’m the administrator for the Quality Conversations Programme. I’m here to support you with any queries, issues, or signposting. I’m always happy to help!

**Fun Fact:** I have just adopted a rescue Spaniel and Patterdale Terrier cross – her name is Wilma and I’m so in love with her!

[Alison.merriman@nhs.net](mailto:Alison.merriman@nhs.net)

A person taking a selfie

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You can also email **us all** at [dchst.qualityconversations@nhs.net](mailto:dchst.qualityconversations@nhs.net)

**Training Dates for Quality Conversations Training** can be found in the poster below or visit our website [Click Here](https://joinedupcarederbyshire.co.uk/stay-well/quality-conversations-personalisation/quality-conversations/)





**Training as a Team**

Would you like to have a Quality Conversations training session for your whole team that is relevant and helpful? If you train as a team, we can use scenarios specific to your service and really frame to the context of your conversations. We need at least 15 people on the session and can offer more than one session for larger teams.

If this is something that interests you, here is the booking form. Just complete it and return it to [dscht.qualityconversations@nhs.net](mailto:dscht.qualityconversations@nhs.net)

If you would like a discussion with Sandra just let Ali know and she’ll book in a call.





**Quality Conversations in Action**

**Do you want to refresh and develop your Quality Conversation skills?**

* Practice your skills with the support of a Trainee Health Psychologist
* Learn ways to manage conversations you’re finding challenging
* Learn from other colleagues, and share best practice

**Who can book:**

* Joined Up Care Derbyshire staff member who have attended the QC core training at least 4 weeks before.

**What to expect:**

* **Facilitated session** – an opportunity to share experiences and work together to support each other in using QC skills effectively.
* **Interactive session** - we want to hear from you so please have a working camera and microphone!
* **A safe space -** 4 to 12 people to allow everyone to get involved.
* **Networking** - meet and collaborate with like-minded colleagues.
* **Various topics** - look out for general QC in Action sessions or specific sessions focused on a particular area.

To book a place use the links in the poster below. These can also be found on our website: [Quality conversations » Joined Up Care Derbyshire](https://joinedupcarederbyshire.co.uk/stay-well/quality-conversations-personalisation/quality-conversations/)





**Signposting - MECC link**

The MECC link is a great source of information on lots of subjects and offers brief interventions for each topic.

Below is a small amount of information copied from the MECC link around the rising cost of living, look at the link for lots more information**.**

[You can use the MECC approach to look out for these signs and enable people to access help, guidance and advice on mental health, debt and money management (mecclink.co.uk)](https://www.mecclink.co.uk/east-midlands/cost-of-living/)

**Cost of Living (Financial Inclusion)**

Nearly two-thirds (63%) of UK adults have been concerned about a friend, family member or colleague’s mental wellbeing, linked to money worries.

**Ask**

What worries relating to, budgeting, or debt?

How confident are you about a budget setting, sticking to it and how to save?

The Money Helper website provides a range of management tips, including how to set up a budget, sticking to it and how to save. How helpful would this kind of resource be to you?

Empathise that its normal to worry about money issues but reassure that there is lots of free help available - See ACT section for details of organisations that provide free debt advice!

**Assist**

Taking the time to manage your money better can really pay off. It can help you stay on top of your bills, and save £1,000s each year.

* What do you think about me sharing this information with you?
* What is the easiest way for you to access it would you like some helpful information on managing your money?

**Act**

**The Money Helper Service (Government backed service)**. Free and impartial money advice, **Tel:** 0800 1387777 \*Calls are free. **Web:** [**https://www.moneyhelper.org.uk/en**](https://www.moneyadviceservice.org.uk/)

* Advice and guides to help improve your finances.
* Tools and calculators to help keep track and plan ahead.
* Support over the phone and online.



**Health Literacy**

Have you seen the new Health Literacy Toolkit? It has lots of useful information about Health Literacy, including new readability tools. It also has lots of guidance on digital literacy and how we can make our digital offers more accessible.

You can find it here: [NHS Health Literacy Toolkit](https://library.nhs.uk/wp-content/uploads/sites/4/2023/06/Health-Literacy-Toolkit.pdf)

For other support around Health Literacy please contact Laura at

[laura.walton-taylor@nhs.net](mailto:laura.walton-taylor@nhs.net)



**Become a Peer Coach – join the Network**

If you have enjoyed the programme and would like to develop the Quality Conversation Approach in your workplace as well has have access even more training then consider joining our “Peer Coach Network”. We have changed the format and times of the meetings for 2024:

**Peer Coach Network Dates 2024**

|  |  |  |  |
| --- | --- | --- | --- |
| **Day** | **Date** | **Time** | **Title** |
| Tuesday | 16th January 2024 | 10am to 11am | External Speaker - TBC |
| Wednesday | 27th March 2024 | 1pm – 2.30pm | Hot Topic |
| Thursday | 23rd May 2024 | 10am to 11am | External Speaker - TBC |
| Wednesday | 17th July 2024 | 1pm to 2.30pm | Hot Topic |
| Wednesday | 18th Sept 2024 | 10am to 11am | External Speaker - TBC |
| Thursday | 21st Nov 2024 | 1pm to 2.30pm | Hot Topic |

The external speakers will be a chance to listen and learn and the hot topics will be a chance to practice skills.

As part of the Network you will also be sent resources and links to signposting for your team to use.

If you have completed the training and would like to join this dynamic group, please email [dchst.qualityconversations@nhs.net](mailto:dchst.qualityconversations@nhs.net) and we will send you the meeting invites.





**Health Coaching awareness week 18-22 Sept**



**Its coming and this is how you can get involved:**

We have been busy finalising our [schedule of activities](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D177105989&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=uaEUW6bbaeG5P7bsam16GjX5OTWVbejV%2FQx54BQpz6M%3D&reserved=0) and our aims and key messages for the week, as well as developing some resources and templates that we hope will support as many stakeholders as possible to promote and get involved in the week.  All of these resources can now be found on our [NHS Futures Health Coaching Awareness Week page.](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectId%3D45541712&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=rPfhwYBru3rnRG5QkL8bs%2BlWitmgv1B1iiX6oSyI3Es%3D&reserved=0)  Please note you will need to register for an NHS Futures collaboration account to access these resources.

They include a [how you can get involved](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D177115877&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=3eNCsCfdGh0d3ULZUBwhTMltVeezYzgqKuoSTOAFTaA%3D&reserved=0) guide, with quick tips even if you only have 5-15 minutes, as well as:

* An [email banner](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D176862149&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=JIqYFpqy5ZWbzcZcHGLZ%2BdKXAT7gLESsCewSKU4uObw%3D&reserved=0) to help promote the week.
* A [social media graphic](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D176860901&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=JYj7Ycer%2FtgHMERkrTI3xyCS78snJl4l%2BkObFyCp89k%3D&reserved=0) that can be used in your bulletins and newsletters.
* Template[/example social media Tweets and LinkedIn posts](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D177088933&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=No12FZoufmVB2UKyBER882WLhSCASbz4vjKsuGDD2tg%3D&reserved=0)
* Example [newsletter/bulletin text](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D176869573&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=MnoxcufZDJrCJUfur09ESN2JavNdq49B7SBcGak0NP8%3D&reserved=0)
* [Briefing slides](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D176943237&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=YJfr%2BRX9G0zk01cf64OKrU0w8ve6DTLVdul05a6r0xo%3D&reserved=0)
* [Making A Difference flyer](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffuture.nhs.uk%2FSupportedSelfManagement%2Fview%3FobjectID%3D177113221&data=05%7C01%7Calison.merriman%40nhs.net%7C86b2c2173f3f44deb0c608dba8645633%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638288921114264634%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=H2RLZQpU5luYWpXOrTQqK8xiRSzd9WYbo9jR7U6hnFU%3D&reserved=0) to help promote the webinar on 19 September with your colleagues and networks.

We hope you find these resources useful.



**Erewash resource guide**

As part of the All Move in Erewash collaborative work in Erewash the 'Erewash Health and Wellbeing Partnership’ have developed some resources to support Erewash residents living with a limiting illness, long‑term condition or disability that live independently.





**NEXT EDITION JANUARY 2024**