

Identifying and meeting training needs for Care Planning: A collaborative and iterative approach from the Year of Care pilot sites.

Background: The Diabetes Year of Care (YoC) programme requires a comprehensive whole-system approach to partnership in consultations. This represents a significant challenge to traditional working practice requiring skills development for many Healthcare Professionals (HCP).

Aims: To develop a HCP training programme to promote partnership working within consultations.

Method: Resources were created in a collaborative, iterative process with service users, three YoC pilot sites and the central team. Shared learning events clarified a theoretical and research-based approach to the consultation and the supporting organisational processes. The pilot sites then independently provided or commissioned training programmes locally. Each programme, including their resources, the training processes and practicalities, and feedback and evaluations were then shared and reviewed in an open, constructive collaboration, to establish common and essential components for a unified training programme.

Results: This collaboration generated a new understanding of the underpinning philosophy, HCP approach, consultation skills and organisational processes required for effective partnership working and to promote patient participation, tested and iterated during training for over 200 HCPs. Content includes engaging clinicians to attend, challenging existing consultation behaviours, promoting reflective practice, implementing a goal-setting, action-planning approach and ensuring effective quality assurance. The importance of modelling the approach throughout training was revealed.

Conclusions: Implementing Care Planning and partnership working across health communities requires specific training for changes in HCPs' consultation behaviours. The YoC pilots have established and tested an approach to the consultation, identified and addressed the training requirements, and have generated a demonstration programme that could be implemented across other services.

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