

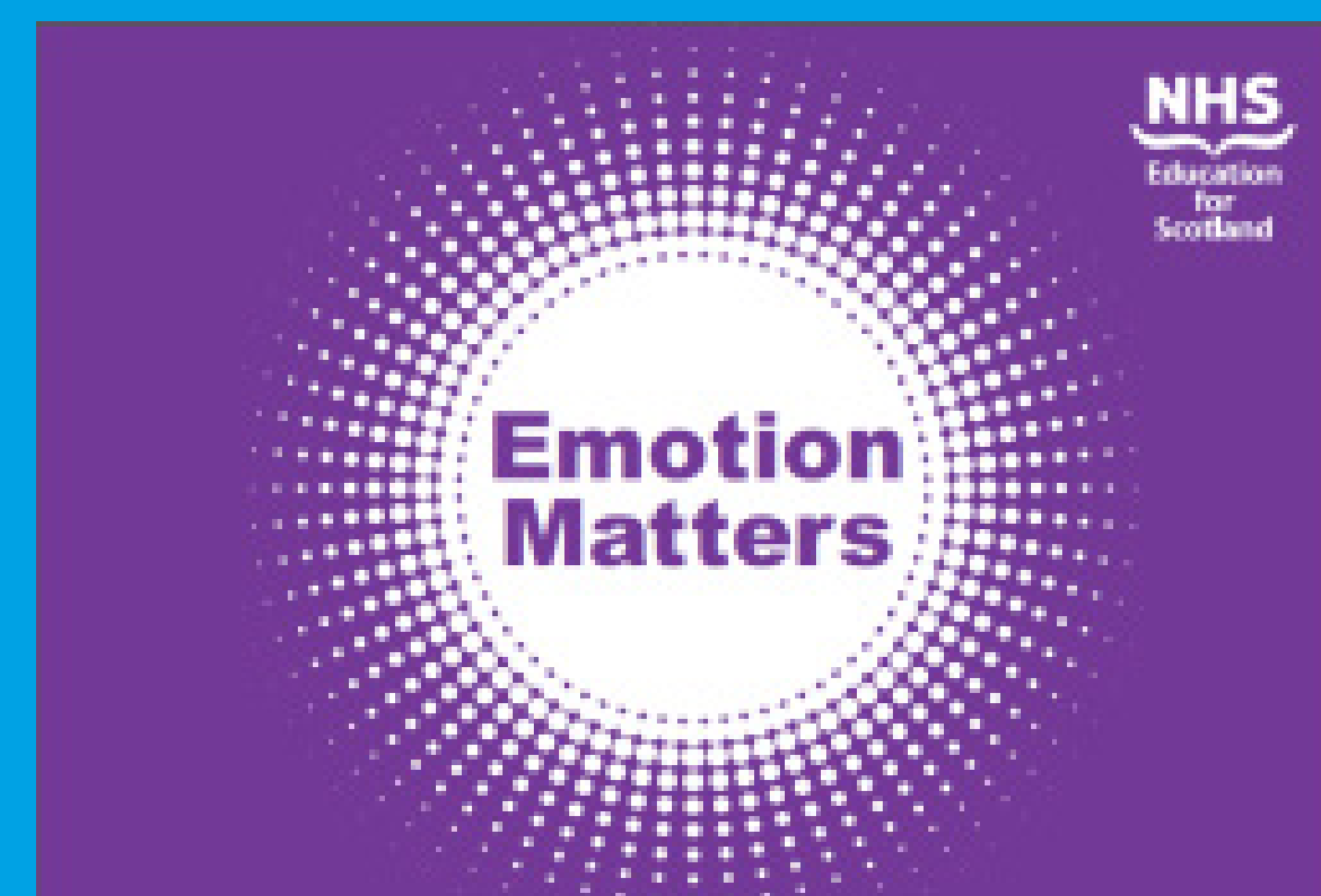
# Emotion Matters: A successful and accessible communication skills training module for multi-disciplinary staff

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## INTRODUCTION

Increased focus in recent years has been given to the self-management of long term conditions (LTCs) centred around facilitating emotional adjustment, giving mental health parity to physical health (1-4). “Emotion Matters” was developed by NHS Education for Scotland (NES) Psychology Physical Health workstream and Nursing Midwifery and Allied Health Professionals (NMAHP) and launched in 2013. It aims to provide skills for staff working with LTCs that will enable a more holistic approach to care planning, using a collaborative and person centred approach. A strength of the module is its ease of accessibility via Learnpro staff login, or as an interactive pdf on the Knowledge Network.

The development of Emotion Matters is summarised, along with a summary of staff satisfaction and impact on practice, and an analysis of staff usage over 2 years.

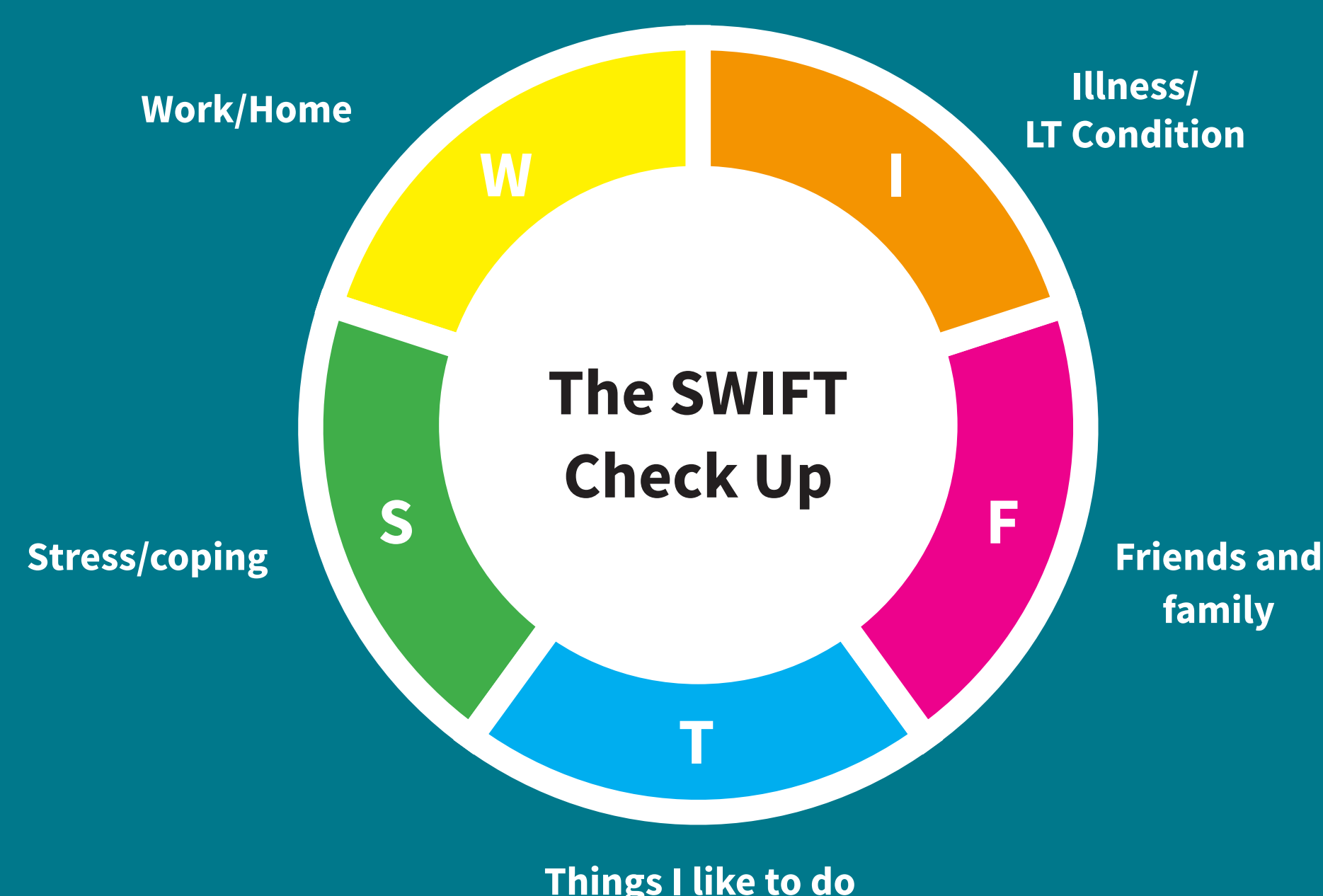


## METHODOLOGY

**Initial Module Development:** The Health and Social Care Alliance held a series of events to capture the experiences of people with LTCs and their carers (Emotional Support Matters, 2011)(5). Results showed that patients wanted “psychological support as part of an integrated service and not just as an ‘add on’”. These findings informed the module, along with the views of professionals across Scotland.

## MODULE CONTENT:

- The module is divided into seven sections which take up to an hour to complete:
  - Introduction
  - Emotions
  - Adjusting to a LTC
  - A good collaborative relationship
  - Tools
  - Handling distress
  - Looking after yourself.
- DVD clips include the emotional experiences of people with LTCs, and demonstrations of the use of the tools and techniques in action (e.g. the SWIFT tool for helping to assess important areas of functioning).
- Exercises are included throughout to prompt reflective practice.
- A 31 item online multiple choice questionnaire tests knowledge acquisition.



**User satisfaction and access analysis:** A staff satisfaction survey was conducted, and access and pass rates, time spent on the module, type of staff, and staff location were analysed over a two year period (2015-2016).

## RESULTS

**Satisfaction:** Over 80% of staff felt that the module met with their expectations. Most staff accessed the module via LearnPro. Staff gave a satisfaction rating of over 8/10 for the “Tools”, the “Handling Distress” and the “Looking after yourself” sections. The self-reflective exercises were rated as the least helpful (5/10).

**Impact of the training:** Around a third of staff reported using SWIFT tool, and 52% reported using the ATM tool. Over 80% of staff stated they intended to use the recommended tools. Most staff felt that the module had changed some of their practice at work (58%). Forty percent of staff reported that the module had changed how they think about emotions during the course of their work. Only 6% reported no direct impact of the module on their work.

**Access and pass rates:** Over the two years, 4339 staff accessed the module, across all regional health boards in Scotland. Of the 2151 staff who spent over five minutes on the modules, the modal time accessed was over 55 minutes. Nursing and Midwifery were most likely to access the module (see Figure 1). 1635 people passed the assessment.

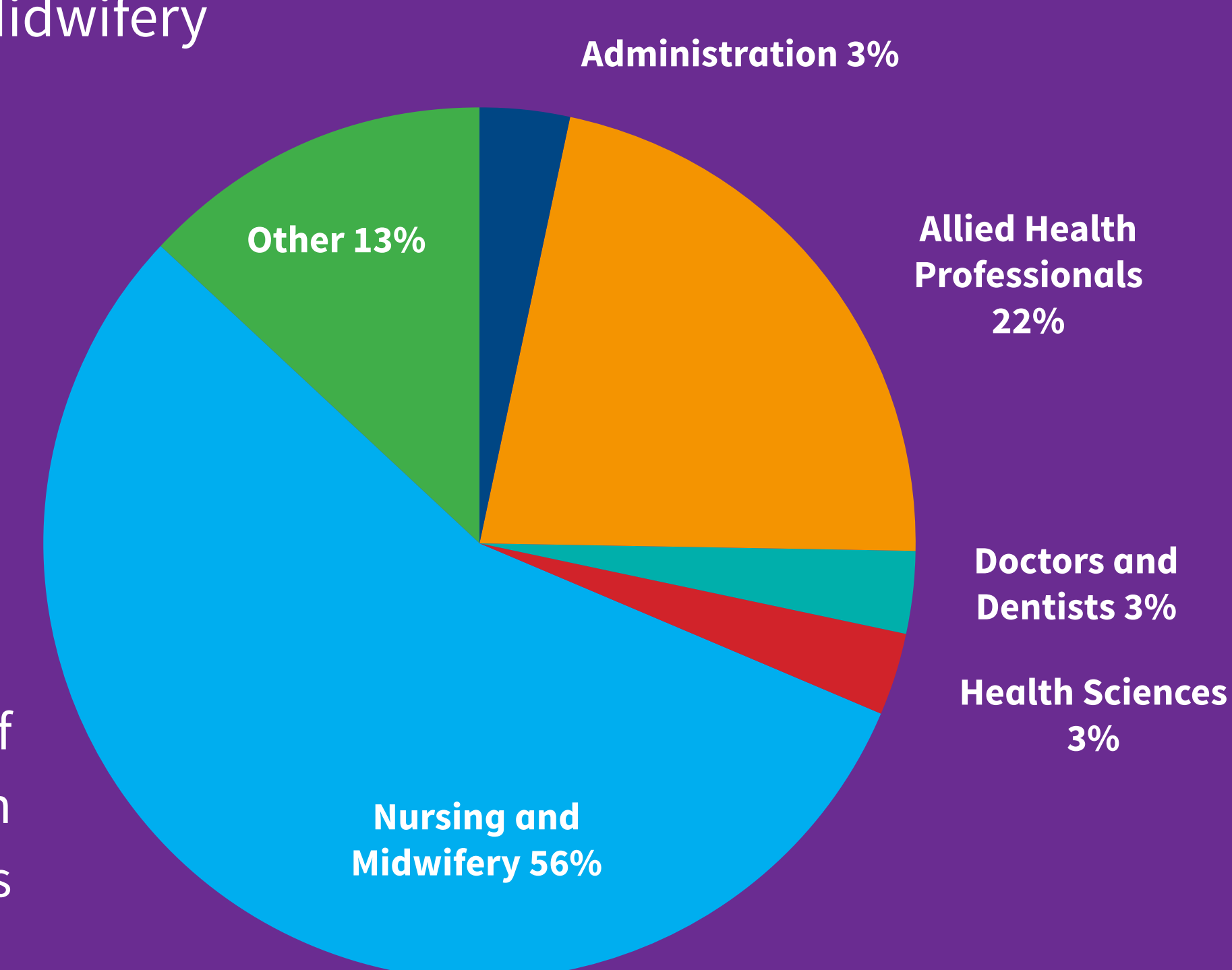


Figure 1: Type of staff accessing Emotion Matters

## SUMMARY

Results indicate a high degree of staff satisfaction with the Emotion Matters module, and evidence that staff across Scotland have changed their awareness of the emotional impact of living with a LTC. There was evidence of changes to practice including the use of recommended tools.

The module provides a form of accessible introductory psychological training which provides a foundation for further face-to-face training packages. Minor revisions are underway to increase suitability for third sector staff.

“...extremely good, really relevant to my work and full of practical information.”  
(Practice Nurse)

“Appreciating that giving patients full attention even if it means more time can be beneficial to patients mood and treatment” (Physiotherapist)

“Very well presented module which gives a good insight into how patients feel throughout their treatment...” (Physiotherapist)