

NHS GG&C Capacity Building Contract Report

2020 – 2024

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Executive summary

SAMH's Workplace and Corporate Engagement Team worked with NHS Greater Glasgow and Clyde's Health Improvement Board between April 2020 to March 2024, to deliver a variety of different training courses as part of the NHS Capacity Building Contract. This report summarises the training delivery and evaluation over the last 4 years.

We would firstly like to extend a huge thank you to the NHS. By choosing SAMH as your training delivery partner, you are supporting us as we stand up for Scotland's mental health. All profits from your training purchase help us to fund our crucial mental health support services across Scotland.

Here are some of the highlights of the difference we made in the last year*:



5185

people attended our **children and young people's mental health and wellbeing workshops**, where participants learn to empower young people to support themselves and others.



5000+

queries were answered by our **Information Service**, a team that signposts and provides information to people looking for mental health support for themselves or loved ones.



88%

of people saw an improvement in how they were feeling after using our **psychological wellbeing services**.

Thanks to training partners like you, we will be able to reach more people than ever.

*SAMH Impact: Year 2022/2023

Summary comment from Dr Trevor Lakey, Health Improvement & Inequalities Manager at NHS Greater Glasgow and Clyde



As the Board's lead and commissioner for this contract I would like to pass on my thanks to all colleagues at SAMH who have worked so hard to deliver an impressive range of courses over the four-year contract period.

I would also wish to thank our local Board and HSCP partners for their active role in shaping and organising course delivery and attendance.

The achievements are all the more impressive given the onset of the pandemic right at the start of the contract period. This required considerable flexibility, in adapting delivery modes and course modules to suit the ever-changing situation, such as the sensitivities required around delivering suicide prevention training in an on-line environment.

Given the heightened needs around mental health support during the pandemic, this contract has provided invaluable support to workers across many sectors and agencies within the Greater Glasgow and Clyde area. As such it formed an important element of our public mental health response during the pandemic and beyond.

The positive commentary received from participants also shows that the training experience remained of a high standard throughout the contract. All in all, we believe this has been a very positive example of partnership working in the field of public mental health.

Key highlights

Below is a summary of key highlights taken from the evaluative feedback of training participants.



Uptake

Across all sessions a total of **5,260** training participant places were available. A total of **3,560** participants attended.



Response

Of the **3,560** training participants, **2,959** responded to the training evaluation questionnaire.



Satisfaction

97.8% of respondents rated the training session to be Extremely Useful or Very Useful.

What participants found most useful about the training:

- Introduction to practical tools and resources for both self-help and peer support.
- Increased knowledge and understanding of mental health problems and the support available.
- Increased confidence in opening up supportive conversations about mental health with others.
- The skill and knowledge of the training specialists, keeping participants engaged and handling sensitive topics with ease.

Suggested improvements or concerns:

The majority of suggestions for improvements were around having more time for discussion and practical activities.

Courses delivered

Maintaining Wellbeing

This course provided participants with an understanding of what a mentally healthy workplace looks like and how to manage your own wellbeing. This course is no longer offered.

Building Resilience

This course provided participants with an overview of what resilience is and what it can mean for individuals, as well as facilitating group discussions and activities on resilience. This course is no longer offered.

Hybrid Working

This course provided participants with an overview of flexible and hybrid working and the benefits and potential implications of this. It also covered resilience and wellbeing when hybrid working and suggestions for support. This course is no longer offered on its own, however can be added on to our 'Looking after your wellbeing' course.

Mental Health: Supporting Others

This course provided participants with an overview of how to support those around us with their mental health and wellbeing and the stigma that exists around mental health in Scotland. Participants also learned about the most commonly diagnosed mental health problems, as well as exploring external supporting organisations and the importance of looking after ourselves. This course was also adapted to be delivered for customer facing areas, as 'Mental Health: Supporting Customers'.

Mental Health in the Workplace: A Guide for Managers

This course provided participants with the skills to support and manage positive mental health in the workplace. It outlined the definitions of mental health, wellbeing and stress, and what we can all do to contribute to a mentally healthy workplace culture. Participants explored the most commonly diagnosed mental health problems and legislation relevant to supporting employees with their mental health.

Introduction to Suicide Prevention

This course provided participants with a brief introduction to suicide prevention (it was not designed for crisis support and we cannot guarantee a confidential, safe space due to the nature of group video conferences). It explored the latest statistics in relation to suicide in Scotland and the stigma that exists around this topic. Participants also explored how to contribute to breaking down this stigma and develop the confidence to support someone who is having thoughts of suicide to seek the appropriate support.

Looking after your Wellbeing

This course provided participants with an overview of maintaining their own wellbeing. It outlined the definition of mental health and wellbeing and how this shapes our understanding of creating a mentally healthy workplace. Participants also explored stress and how this can affect individuals, as well as exploring external supporting organisations and the importance of looking after ourselves. There was a particular focus on resilience and how we can build this into our everyday lives.

Trauma and Mental Health

This course provided participants with the confidence and skills to spot potential trauma and to adopt a trauma informed approach when supporting others. Participants explored multiple frameworks to better understand the impact of trauma and tailor support within the limitations of their role. Due to the sensitive nature of this topic, it was recommended that participants who have recently experienced trauma did not take part in this course.

ASIST

LivingWorks accredited Applied Suicide Intervention Skills Training (ASIST) is a two-day interactive workshop in suicide first aid. ASIST teaches participants to recognise when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety. Although ASIST is widely used by healthcare providers, participants don't need any formal training to attend the workshop — anyone 16 or older can learn and use the ASIST model.

Scottish Mental Health First Aid

SMHFA is a two-day course offering basic general information about mental health problems. The knowledge presented and understanding developed in the course helps to remove stigma and fear and to give confidence in approaching a person in distress. Mental Health First Aid is an initial response to distress and all participants on the course understand that this help is given only until other suitable or professional help can be found. This course is accredited by Scottish Mental Health First Aid.

Menopause and Mental Health

This workshop raised awareness of menopause in the workplace and support for employees. It highlighted issues that people face when they go through this change, and how symptoms can impact their home and working life as well as their mental health and wellbeing. This session was designed for employees or employers to explore ways they can support people to discuss the stigma, myths and conversations around menopause in the workplace.

Men's Mental Health

This bitesize session highlighted current statistics in relation to men's mental health and common mental health problems men may experience.

Current picture

Individual course breakdown

Course name	Courses delivered	Participants attended	Participants DNA/cancelled
Maintaining Wellbeing	57	529	188
Building Resilience	55	517	206
Hybrid Working	15	104	56
Mental Health: Supporting Others	47	451	267
Mental Health: Supporting Customers	7	45	21
Mental Health in the Workplace: A Guide for Managers	32	262	139
Introduction to Suicide Prevention	86	862	388
Looking after your Wellbeing	50	429	283
Trauma and Mental Health	11	130	61
ASIST	5	92	24
Scottish Mental Health First Aid	5	92	30
Mens' Mental Health	1	28	22
Menopause and Mental Health	2	19	15
Total	373	3,560	1,700

Overall conversion Rate: 67.7%

(Out of 5,260 participant bookings, 3,560 attended training)

Breakdown by HSCP area

HSCP area	Participants booked	Participants attended	Participants DNA/cancelled
Glasgow	3071	2073	998
Renfrewshire	694	475	219
East Renfrewshire	354	249	105
East Dunbartonshire	357	243	114
West Dunbartonshire	420	290	130
Inverclyde	364	230	134
Total	5,260	3,560	1,700

Total reach

Total number of courses delivered	Total number of participants attended	Total number of participants DNA/cancelled
373	3,560	1,700

Evaluations

Participant feedback

All course participants are invited to provide feedback via an evaluation questionnaire (with the exception of Scottish Mental Health First Aid and ASIST which are evaluated separately through Public Health Scotland). The questionnaire is made up of seven questions. Three closed questions use a rating scale to gather participant impressions of the quality of the course content and delivery. Four open questions are used to gather more detailed qualitative information that can be used by both **SAMH** and **NHS Greater Glasgow and Clyde** to review and improve training approaches.

Of **3,560** training participants, **2,959** responded.

Based on this level of response, feedback can be considered representative and provides a strong indication of the focus of any next steps or future planning the organisation may wish to undertake.

Questions 1, 2 and 4: Course content and delivery.

The below figures represent a collective total of feedback across the full delivery period.

Q1. How would you rate the training session overall?			
Extremely Useful	Very Useful	Somewhat Useful	Not Useful at all
2,577	318	63	0

Q2. How clear was the presentation of the topic?			
Extremely Clear	Very Clear	Somewhat Clear	Not Clear at all
2,761	173	25	0

Q4. How engaging was the trainer?			
A Great Deal	A Lot	A Little	Not at all
2,682	235	27	0

**Please note, of the figures above, some participants have not answered all 7 questions due to various reasons, including technical issues, other commitments meaning leaving the session early, or through personal choice. Therefore the total number of responses collected may vary between questions.*

Questions 3 and 5 – 7: Qualitative feedback.

Provided below is a small sample of examples of feedback given.

Q3. More specifically, what did you find useful from the training?

- “Very practical advice for supporting staff.”
- “I enjoyed dispelling the myths around suicide. I felt the language used made me feel more able to support an individual”
- “Everything was so clear and has given me skills to go forward and use things in my personal and professional life.”
- “I felt that for a subject that can be very complex, all of the content was presented in a way that was understandable.”

Q5. Is there anything else you would like to add in relation to the trainer?

- “Friendly and informative, and gave good spaces to allow people to absorb information.”
- “Really effective communicator with a deep understanding of the subject matter.”
- “Engaging, knowledgeable and friendly.”
- “Very clear and knew her subject very well. Well presented.”

Q6. Could this event be improved? If so, in what way?

- “In person.”
- “More time in break out rooms.”
- “More discussion tasks.”
- “I think the time spent on the course was perfect. Just enough to maintain our interest and still learn.”

Q7. Any further comments?

- “. . . it has really helped me to reflect on practice and share my learning with the team.”
- “Highly recommend and look forward to the next training course.”
- “Really enjoyed the course and look forward to using the toolkit. Would like info on any further training.”
- “I enjoyed the training but I believe that more needs to be done to ensure that asylum seekers are able to access services due to the complexities of mental health issues.”

Workplace training specialist's feedback

SAMH's training delivery team fed back some key points for consideration.

- All training specialists agree that throughout the four years of delivery, interest and engagement has remained very good.
- "Engagement is always really good, however training books up really quickly, e.g. my last Menopause session, one woman said a number of her colleagues had wanted to be on the training, however by the time they received the leaflet all the places had been booked."
- The training specialists fed back that there was an appetite for more opportunities of in-person sessions, and that "face to face gives participants a chance to network with the room and build pathways between services".

Conclusion

The training participant feedback suggests that the courses provided have met the needs of the participants and that the intended learning outcomes have been achieved.

Comments provided on how useful participants found the sessions were overwhelmingly positive with the introduction to practical tools and how to use them, and increased confidence in how to support others highlighted as key themes.

Suggestions for improvement relating to the training delivery have been discussed internally within SAMH and are feeding into our practice of continuous improvement.

As a result of this training partnership coming to an end, SAMH have received a number of enquiries about future training options and would be keen to work with **NHS Greater Glasgow and Clyde** and members of the steering group to explore options for further funding.