



You Matter REACTMH Data Analysis Report

From Attendee Feedback Questionnaire responses received

November 2021 – September 2022

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Since November 2021, there has been funding for the REACTMH Training programme within the BOB ICS. This programme looks to support managers, supervisors and those in position of caring responsibilities with the ability to be able to undertake positive wellbeing conversations with colleagues, patients and subordinates. All together there are 14 trainers (Nov21-Sep22) who volunteer their time to train members of the different organisations within the BOB ICS. The REACTMH programme now sits under the You Matter service with funding up until March 31st, 2023.

This report looks to analyse the given data since the start of the REACTMH programme in November 2021 including attendance, booking numbers, cancellations, trainer availability and feedback. We are also noting any difference since BHT hosted REACTMH and now You Matter host. Since late September 2022, we are now offering REACTMH training to those working in social care within the BOB ICS along with OHFT, OUHFT, SCAS, BHT, BHFT and RBH.

This report is to be shared with You Matter and REACTMH stakeholders via the You Matter website, You Matter newsletters, REACTMH comms and stakeholder meetings. This report looks to demonstrate:

- The value of the REACTMH training programme.
- The need for more trainers from all of the 6 organisations and social care across the BOB ICS to match the intake for the programme.
- Engage existing REACTMH trainers to improve capacity for trainings.
- Exhibit that the REACTMH programme is managed efficiently under the management of You Matter.
- Increase engagement from the organisations across the BOB ICS to improve outlook on REACTMH and improve access to this training.
- Engage with BOB ICS Learning and Development and Wellbeing leads to drive attendance of REACTMH.
- Decrease the REACTMH DNA and cancellation rate to 15% or less by March 2023.

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The REACTMH training is an evidence based active, listening skills training session which enhances mental health awareness among staff by enabling staff to identify, engage with and support people in their teams who may be struggling with their wellbeing. The training is designed to improve confidence in initiating supportive wellbeing conversations.

Many studies have shown that line managers, supervisors and those with caring responsibilities can significantly impact the mental wellbeing of the people in their teams. Long term negative impact on mental health can be significantly reduced where managers receive training in identifying the need for, and successfully engaging in, supportive wellbeing conversations with their team.

The REACTMH training tackles areas of discussion which some attendees had not had to conduct before; guidance through suicide and risk conversations has enabled attendees to normalise these discussions and increase the confidence to address this.

The 90-minute session looks to enforce the REACT format:

- **R**ecognise
- **E**ngage
- **A**ctively listen
- **C**heck risk
- **T**alk to them about specific actions

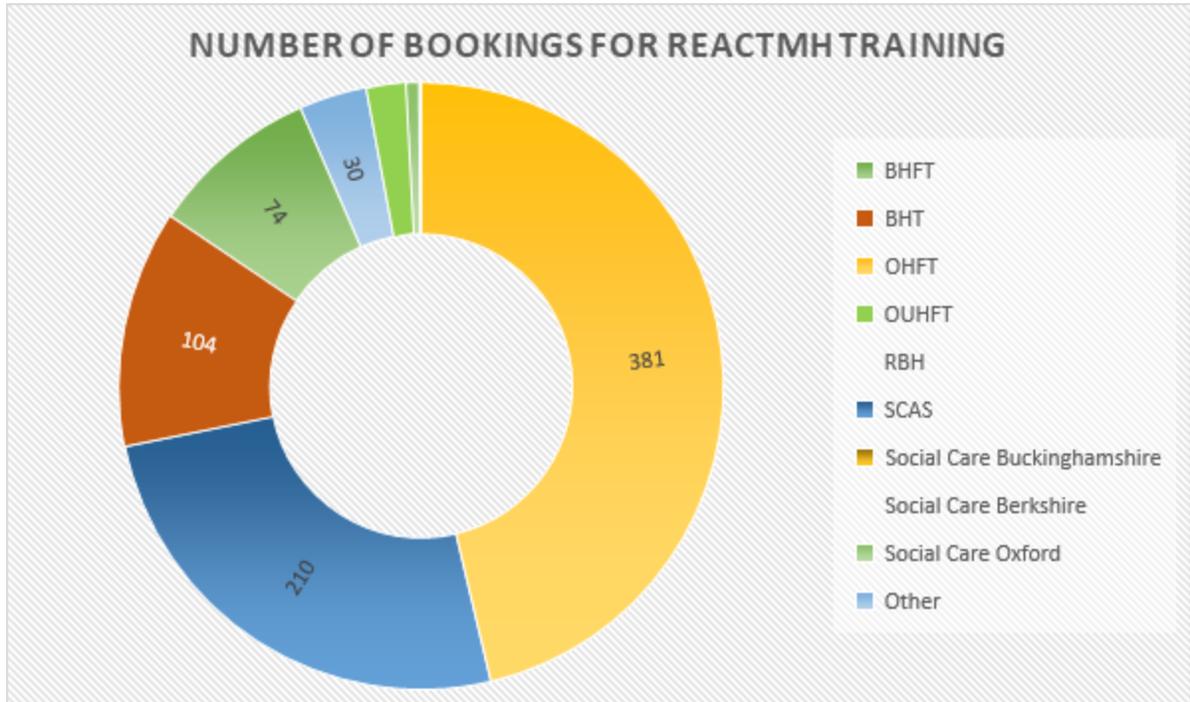


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Section 1: Attendance Data.

Figure 1: The total number of REACTMH training bookings from the different organisations from November 2021-September 2022.



Note: RBH have had in house REACTMH training, from Dec-22 they will join this training programme.

Organisation	Total number of bookings	Percentage of total BOB REACTMH Bookings
BHTF	74	9%
BHT	104	12.6%
OHFT	381	46.3%
OUHFT	17	2.1%
RBH	0	0%
SCAS	210	25.5%
Social Care Buckinghamshire	1	0.1%
Social Care Berkshire	0	0%
Social Care Oxfordshire	6	0.7%
Other	30	3.7%
Total	823	

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From Fig.1 we can see that OHFT have the highest number of REACTMH bookings compared to any other organisation. SCAS are booking in a high number of attendees which has increased since YM took over managing the REACTMH programme, this could be due to the YM outreach work with SCAS to improve staff wellbeing. RBHFT have run REACT in house but are pooling resources with the BOB wide programme from the beginning of December 2022. BHT run the REACTMH programme as mandatory training for managers and now include it as part of their face-to-face training, but all other BHT colleagues are welcome on this programme. NB: Social Care organisations within Buckinghamshire, Oxfordshire and Berkshire have only been able to book onto REACTMH since the end of September 2022. Primary Care colleagues are now able to book REACTMH training from December 2022.

Figure 2: Total number of REACTMH bookings between November 2021-July 2022 (BHFT as host).

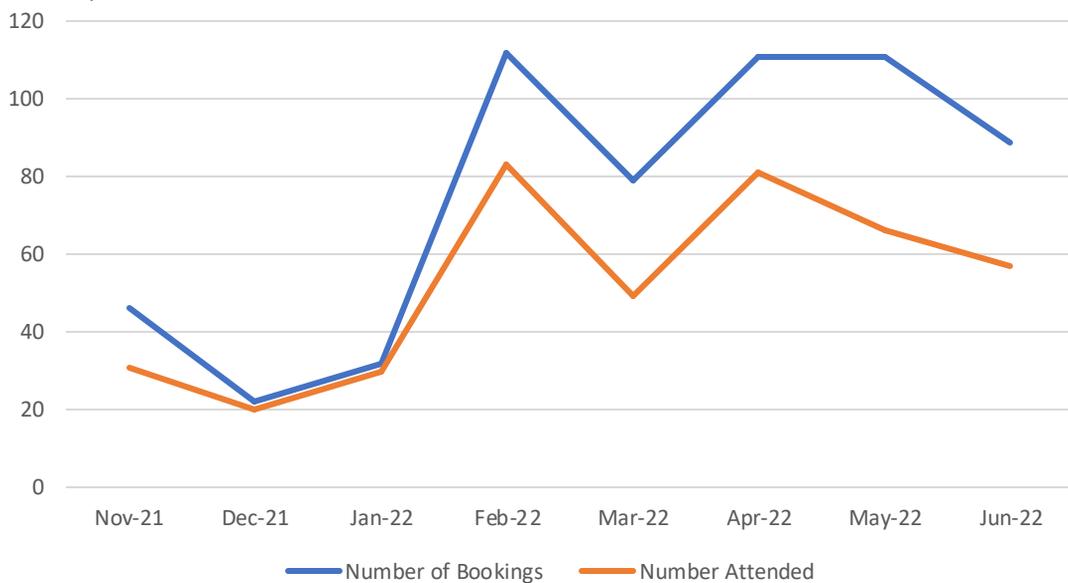
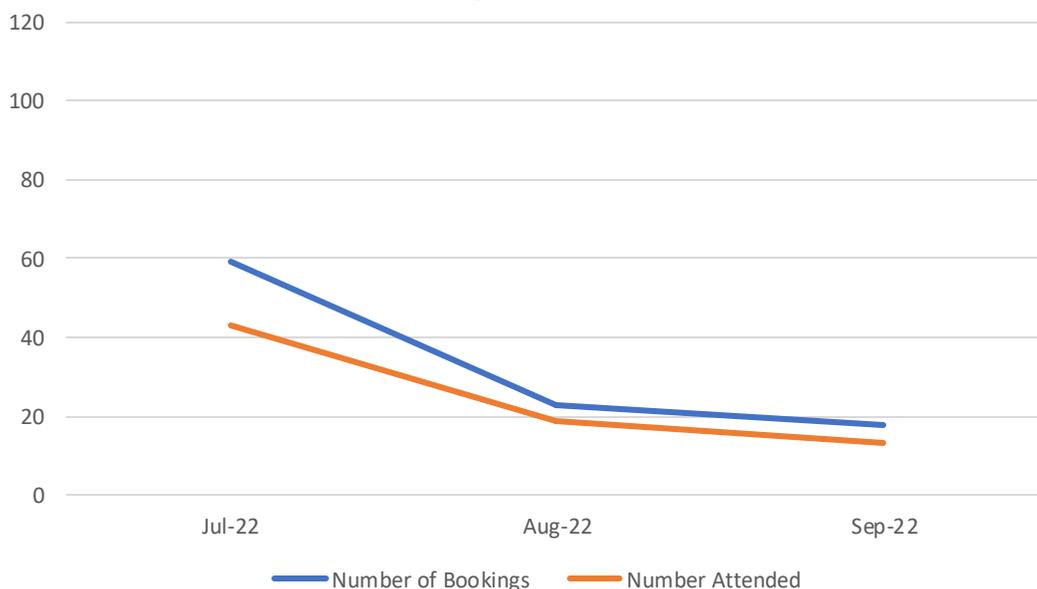


Figure 3: Total number of REACTMH bookings between July 2022 -September 2022 (YM as host).



Note: October 2022 bookings picked up considerably with 51 attendees out of 63 booked places.

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Figure 4: Total number of attendees for REACTMH Training from November 2021 -September 2022.

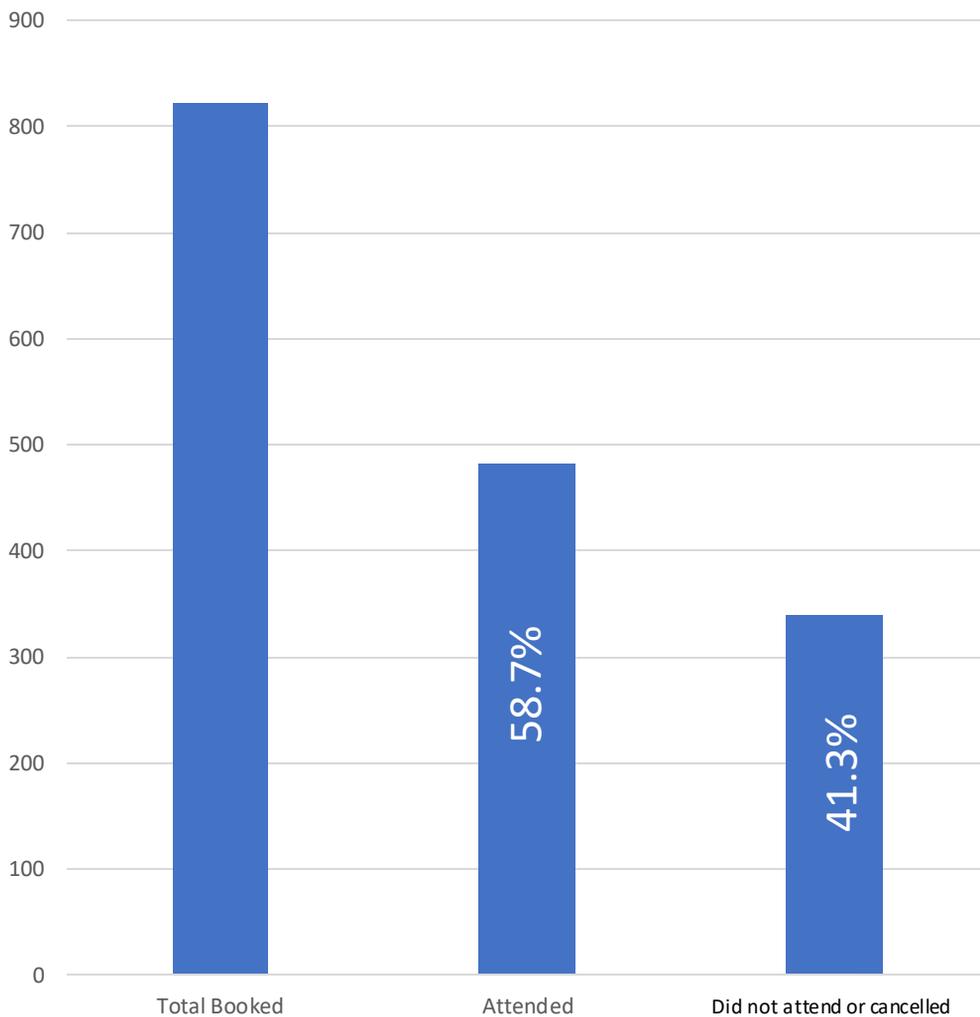


Fig.4 shows the total number of attendees booked for training versus those who attended. REACTMH appears to have a relatively high DNA or cancellation rate. The high DNA or late cancellation rates are an issue due to wasted resources where places could be used for other staff members. Possible explanations for missed training sessions include overlapping work commitments. To reduce the number of missed sessions, one option might be to engage with trust L&D leads to consider how they recommend REACTMH as an essential training for some roles.

A calendar invite is now sent to participants as soon as training has been booked to enable the staff members to prioritise the training, beforehand we asked delegates to reserve a space in the diary and the MStTeams link would be sent 24 hours before the training. Since this change in October 2022, 75% of delegates have attended the training and only 25% have not attended. The majority of these individuals who did not attend are DNA's rather than in advance cancellations.

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Figure 5: Total number of in advance cancellations compared to DNA's (Did Not Attend) across each organisation.

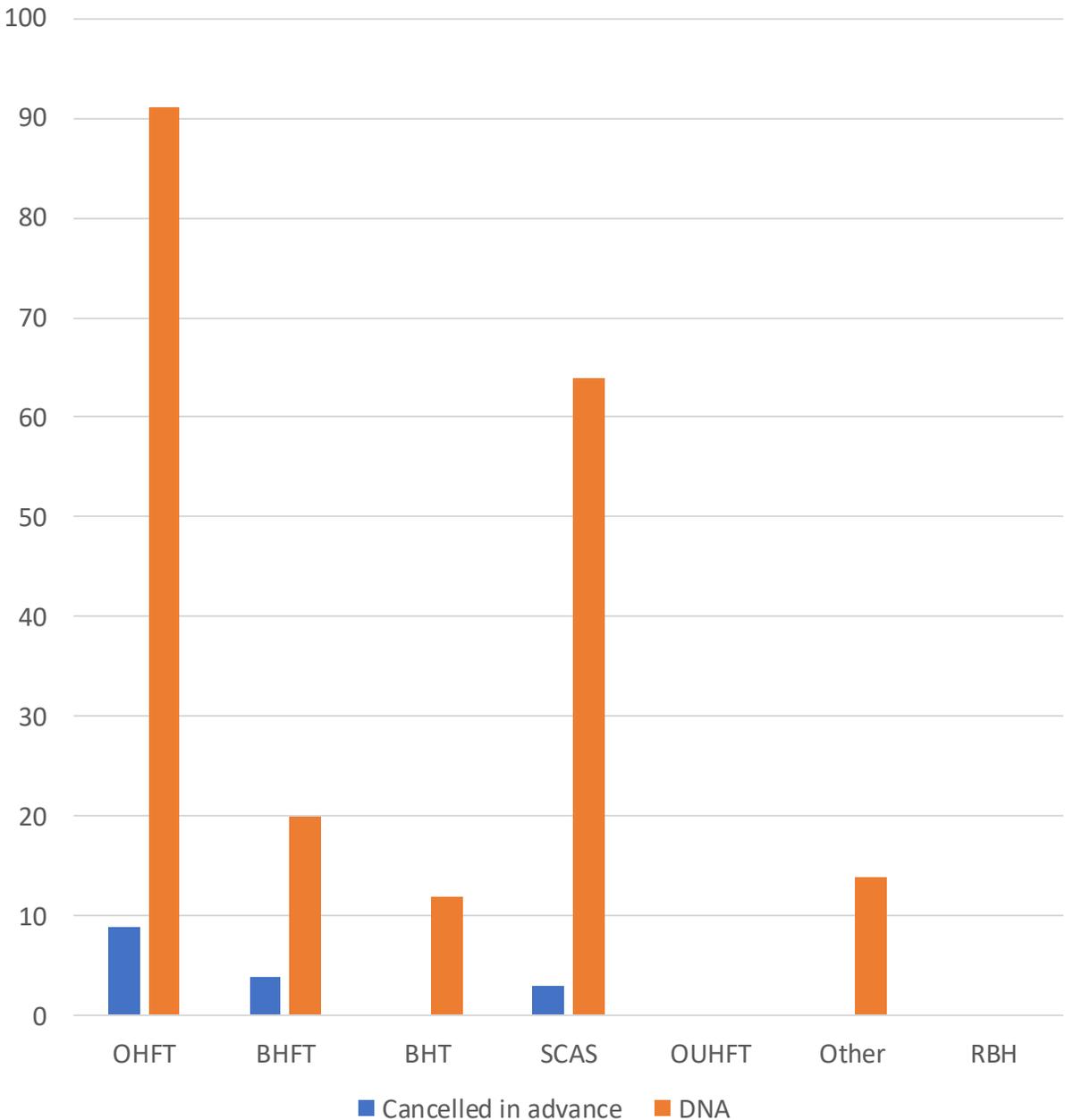


Fig.4 shows the relatively high number of DNA's the REACTMH trainings receive. As the graph shows, OHFT and SCAS have the highest DNA rate of all organisations.

We are now sending monthly updates to all trusts including information on who attended and who did not attend the training. We would appreciate input from the trusts as we aim to reduce the DNA and cancellation figure to 15% or less by the end of March 2023.

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There have been a variety of job roles undertaking the training, some including:

- Team Leader
- Emergency Call Taker
- Support Worker
- Nurse Practitioner
- Community Nurse
- Assistant Psychologist
- Locality Lead
- Recruitment Manager
- OT
- Mental Health Nurse
- Wellbeing Officer
- Head of Operations
- Speech and Language Therapist
- Administration Lead
- Business Manager
- Matron
- Shift Officer
- Team Educator
- Clinical Psychologist
- Mentor
- HCA
- Paramedic
- Governance Manager
- Head of Service

A strength of the training is that it can be offered to a diverse group of people including those in clinical and nonclinical roles. As of September 2022, we have offered REACTMH training to social care staff to ensure those working with complexity outside of health care settings can also be supported.

From December 2022, REACTMH is being offered across the Primary Care sector within the BOB ICS. We are currently inviting colleagues from Dentistry, Optometry, General Practice and Community Pharmacy as to become REACTMH trainers as well as REACTMH delegates.

At the end of November 2022, the REACTMH programme is advertising 18 courses up until the end of March 2023 with 214 spaces available.



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Section 2: Trainer Availability.

It is hoped each trainer will offer 1 REACTMH session every 4-6 weeks. There have been some difficulties in offering dates in advance due to lack of trainer availability.

Organisation	Number of Trainers	Number of Training Sessions Offered	Percentage of Training Sessions Offered	Number of REACTMH bookings	Percentage of REACTMH bookings
OHFT	4	17	34%	381	48%
BHT	3	10	20%	104	13%
BHFT	3	18	36%	74	9.4%
SCAS	3	5	10%	210	26.7%
OUHFT	0	0	0%	17	2%
Total	13	50		786 (This only includes bookings from the 5 trusts)	

This table details the number and proportion of REACT training sessions offered by each organisation and the corresponding figures for those taking part in the training from each area.

Trainers from OHFT and BHFT include colleagues from You Matter and Wellbeing Matters who are actively supporting REACTMH training across the ICS, allowing colleagues from the wider Health and Social Care pool to benefit from shared delivery and administration.

Bucks Healthcare now deliver REACT as part of their mandatory face to face Peak 1 manager training but also contribute to the BOB wide training pool. Delegate numbers here are in addition to the Peak 1 training.

OUHFT deliver wellbeing conversation training in house but signpost to REACTMH for anyone who wants to further their skills. They are joining the BOB wide pool of trainers from January 2023. RBHFT deliver their REACT training in house but are also joining forces with this programme from December 2022, adding 4 more trainers to the group.

Primary Care are funding two further Train the REACT Trainer courses in January 2023 and February 2023. There are 16 places available and several of these are being taken by BHT, RBHFT, BHFT, OHFT and OUHFT colleagues to add to the trainer pool. More places are available.

Not all trainers have been able to offer the same number of sessions to date. If every existing trainer offered a session every 4-6 weeks we could offer 8-13 sessions a month, rather than the average of 5 a month to date. New trainers will increase the number of available sessions but the potential demand from Primary and Social Care is an unknown quantity at this point.

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Section 3: Feedback.

Trainer feedback:

"I have had lovely delegates who have joined in one way or another... if it goes eerily quiet, I just move on ... 😊. Overall people seem to have appreciated the session – as it's not too long – a bite size session works well... and has given them some helpful prompts and tips."

"They were both fully engaged and the training went well but it would have been more helpful to their learning if they hadn't been the only attendees with the focus so directly on them and their responses."

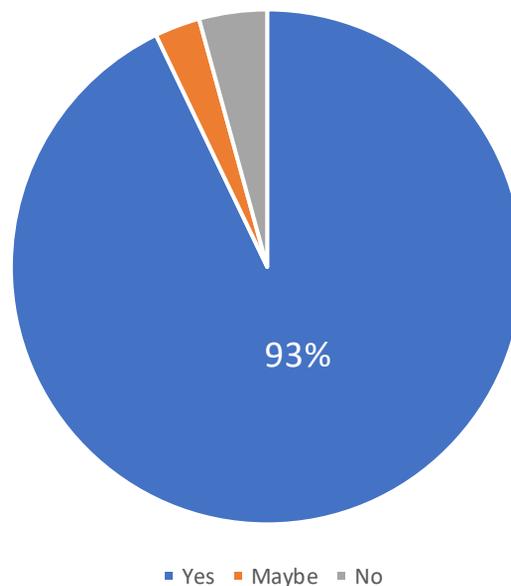
"I think if we only have 3 people signed up a week prior to the session, it would be good to reallocate them to an alternative date."

Response: We are now closely monitoring how many attendees sign up for each training. If there is less than 4 booked on, we will be moving them to alternative dates to ensure the training is worthwhile for the trainer's time. Lower booking figures were a trend during the summer months, from September 2022, all trainings have been near capacity.

Trainee Feedback:

Figure 6: Did you find the training session valuable?

Did you find the training session valuable?



65 out of 70 responses indicated that they found the REACTMH training session valuable. This is a great figure that 93% of trainees found their REACTMH positive.

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What did the trainees learn from the REACTMH sessions?

*"Thinking around how to make a **risk assessment** when in conversation with a colleague - how explicit/confronting is appropriate."*

*"There are lots of other people in different departments who have similar issues, which is **reassuring**."*

*"Some great tips for when talking to colleagues and being **more aware of what to look out for**."*

*"**Not being afraid to talk** about intent to self-harm or plans around suicide, it was clear that this does not increase the risk which was previously a scary thought."*

*"Being more **aware** of colleagues' behaviour - noticing any unusual signs"*

*"That each individuals have different problems and need **personalised approached** to deal with."*

*"How important it is to **take the time and persist** in asking the right questions - even if the answer might be a bit overwhelming initially, there is support available and you **can make a difference**."*

"Effective communicate and listening skills and how best to provide support and when to provide the relevant support."

*"To be **mindful of boundaries** when it comes to staff disclosing significant issues that require signposting."*

*"Impact of Moral Injury. Aiming to have a **specific plan** in place when we start these conversations."*

*"Templates and guidance on how to conduct a REACT MH conversation Application/conducting REACT MH conversation, in context of **compassionate leadership** Importance of follow up meeting/action plan to address issues. Signposting colleague to appropriate services. Recognition of any 'safety' issues and **escalating concerns** to line management."*

"Learned different ways to approach colleagues when you feel they need help or someone to talk to."

*"It was good to stop my usual work and think about Well Being. The training gave a good reminder that we should always **find the time** for our colleagues and to look after each other."*

*"Useful **phrases** to start a conversation such as "I hope you don't mind me saying but I have noticed you're not your usual self, is everything ok / is there anything I can do to help" Also, trying **not to rush into giving solutions** - using the silent spaces in a conversation to allow the other party to Think and expand on what they're feeling or thinking and facilitating them to come up with what they think might be helpful or next step etc."*

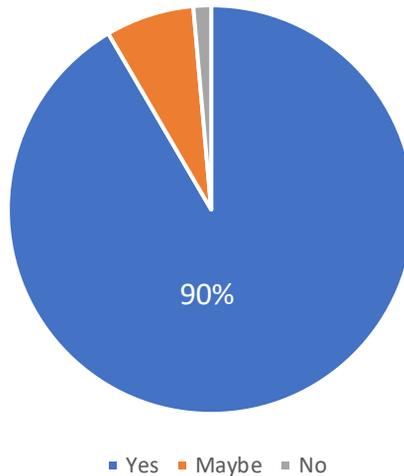
"That whilst we may feel uncomfortable raising a risk of self-harm question, actually there are tactful ways to do this and it's helpful for the person in question if they are feeling suicidal, as really, they do want help, but find it hard to ask for it and that if they're not, it's not a problem, they'll be happy to say "oh no, not at all"."

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Figure 7: Would you recommend this training to your colleagues?

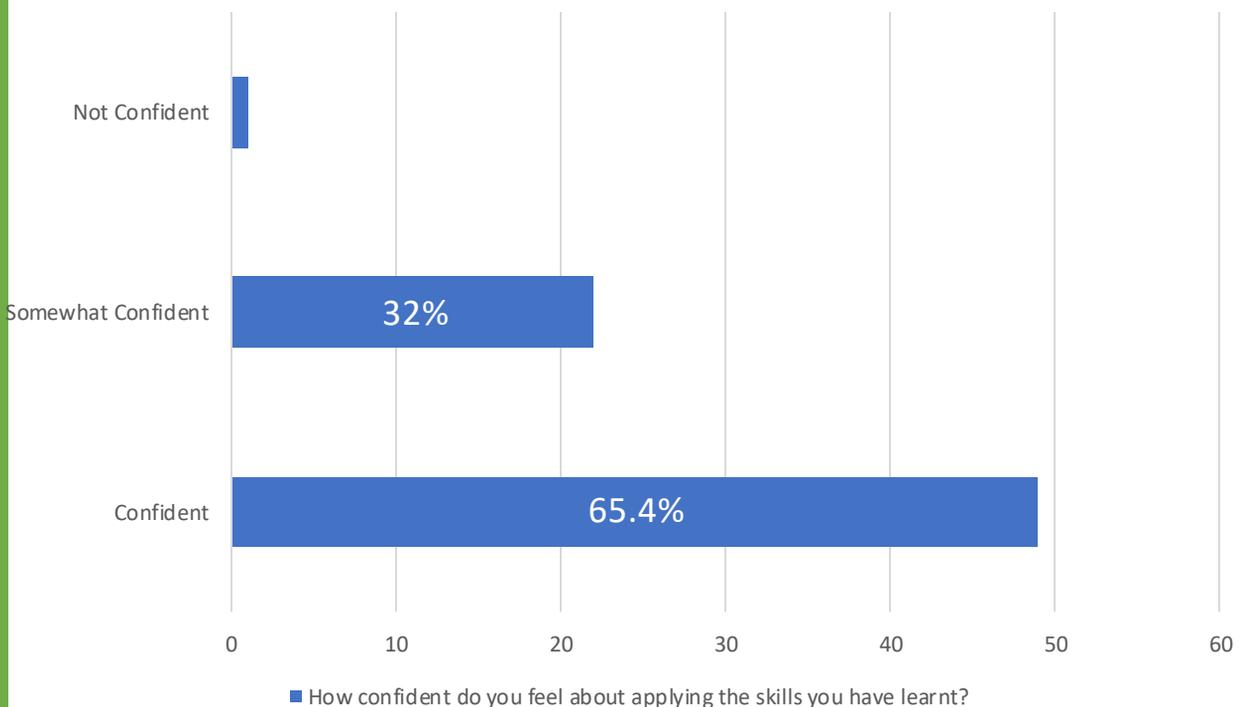
Would you recommend this training to your colleagues?



From this data, we can see that 90% of trainees would recommend this training to a colleague. This is a great figure and suggests that the REACTMH programme is proving as a vital resource.

Figure 8: How confident do you feel about applying the skills you have learnt?

How confident do you feel about applying the skills you have learnt?



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Fig.9 shows that most trainees feel confident in applying the REACT wellbeing conversation skills. Although, some feel somewhat confident, further comments suggest that for a lot of the trainees this is the first time they have been trained in a psychologically minded intervention. This could be a lot of information to take in and consider especially as the training does touch on coping with suicidal/risky situations. In roles, which have not had any training in this area, trainees could do with another session to solidify these learnings. Perhaps in the future, once funding is confirmed, REACTMH programme could offer top-up sessions to solidify knowledge and ensure confidence.

Any additional comments from trainees:

"Really good course - **applicable** beyond work. A timely reminder of the need to take of both ourselves and others. Thank you!"

"It was a very **informative** with a lot of information for a short session, however I feel the length of the session was enough to maintain engagement within the group."

"I've done this type of training before, and I thought it would be **excellent for those who are new to line management** particularly."

"I have already forwarded the details to the rest of the team."

"Thank you for organising this training and making it **accessible** to us. I think **everyone should be encouraged to attend** and put the skills into practice with their direct reports, colleagues and wider teams."

"I am appreciative of a follow up email with slides and useful info. **Interesting course and helpful to do a role play** scenario to ask difficult questions."

"Good course, **well delivered**, thank you."

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*"It was well delivered and **succinct material** which made it easier to absorb, however I think it needs to be a longer training course to really practice this skill as well as more video examples. I also think a follow up session would be helpful to embed the skills."*

"Still banging the REACTMH drum to all that listen, Thank you"

*"It was really good to have the chance to role play as it helped to put the REACT principles into practice. Thank you for a **great training session** and for sending the slides and additional materials after the session."*

*"I work in the Mental Health Directorate and while I could see the **value of this course for colleagues in perhaps senior admin roles (office managers) or non-clinical leaders**. I don't believe that the majority of mental health practitioners would find much value in the course as it covers many of the core skills that they already have. This isn't a reflection on the trainer or how well the course was delivered, more just about the intended audience. Thanks."*

*"Think **all staff should do this training**."*

"Potentially there is the risk of picking up the stress from the person you are concerned about and it may be helpful to think through how this is most effectively managed."

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From this trainee feedback, some areas of improvement to consider are length of training, refresher sessions and outlining more clearly who the training is intended for.

Section 4: You Said...We Did.

"I don't believe that the majority of mental health practitioners would find much value in the course as it covers many of the core skills that they already have."

As a response to this feedback, we wanted to make it clearer in our advertising that this non-clinical training suitable for those working in non-clinical and clinical settings. On our most recent comms we are aiming this training at "managers, supervisors and those with caring responsibilities". We want this to be an inclusive training programme for staff members from all services, job roles and bands.

"Needs to be a longer training course to really practice this skill as well as more video examples. I also think a follow up session would be helpful to embed the skills"

Unfortunately, due to the trainers offering training on a voluntary basis, we aim to keep REACTMH short to 90 minutes so that we are understanding of trainer time and able to train a higher number of people. As the REACTMH programme is coming up to its one-year anniversary within BOB ICS, refresher sessions is something the team will look into supplying. We are planning to survey previous attendees to understand how actively they use REACTMH and what else they might benefit from. The REACTMH team will be doing another report before March 2023.

"An online doc with refresher information on that we can refer to/that is updated with any new ideas"

Once you have completed the REACTMH session, the team send the resources used in an email. The team are also available via react.admin@nhs.net for any further questions. Resources can also be found on the Futures Learn platform. Perhaps the REACT team can think about sending resources every so often to engage the skills learnt. Unfortunately, the resources cannot be accessible as we want those accessing the resources to have attended the training to ensure REACT is being used correctly and effectively.

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Section 5: Conclusions and Actions.

Overall, both the quantitative and qualitative feedback regarding the REACTMH programme is positive.

More than 90% of attendees who completed the feedback form have found the training useful and would recommend it to a colleague. This is a valuable training programme which encourages open conversations about the potential mental health difficulties that health and social care staff may experience. Following this report, another report will be published before March 2023 which will include how well REACTMH delegates have been using the skills learnt. This will address the benefits of REACTMH training across the BOB ICS.

From the data and booking ability, there are some issues with regards to gaining trainer availability and securing dates. This will continue to be reviewed to ensure **sufficient availability**, especially as we advertise the training to those working in social and primary care. We will explore a fixed number of sessions a month or fixed monthly schedules, so the timings of the trainings stay the same and this reduces trainer workload when organising this. We are very appreciative of the time that trainers give to REACT in addition to their contracted roles.

The trainee feedback shows that some attendees would benefit from a **refresher REACTMH session**. We will explore this as the first cohort of BOB trained REACT delegates took part in the training 12 months ago.

We will continue to work closely with local Wellbeing and Leadership & Development teams to promote the training to colleagues across each Trust, ensure the booking and reporting process is as smooth as possible and reduce the proportion of DNA to 15% or less.

The REACTMH programme sits well within the You Matter service; we are able to provide more information on signposting and wellbeing support available across the BOB ICS following REACTMH conversations. As the REACTMH comms includes the You Matter logo and information, managers and those with caring responsibilities can correlate the two, thus increasing engagement with You Matter – increasing the likelihood of staff in Bucks and Oxfordshire accessing the support available to them. The resources sent out after the training also signpost to Wellbeing Matters for colleagues in Berkshire.

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Section 6: Updates from the REACT team, October 2022.

This report analysed the success of the REACTMH programme from November 2021 – September 2022. Since September, the REACTMH Coordinator role has been in place. The team has seen numerous developments which should be highlighted and addressed in relation to discussions brought up in this report.

Attendance:

From the end of October 2022, 128 members of staff have booked onto attend REACTMH training from October 2022 to March 2023 (data collected on 04/11/2022).

October 2022 bookings picked up considerably with 51 attendees out of 63 booked places.

Trainer availability:

Since the start of October, the REACTMH team have been able to engage the REACTMH trainers, from October 2022 – March 2023, there are now 24 training dates being advertised.

Discussions have been underway with the Primary care sector in order to collaborate and add new additional trainers. The REACTMH license has been granted for Primary care. 4 new REACTMH trainers from dentistry and general practice have been added to the REACTMH training database. Primary care are securing comms and marketing resources in order to advertise REACTMH across the BOB ICS Primary care to target:

- 157 general practises.
- 50 primary care networks.
- 265 pharmacies.
- 5 100 hour pharmacies.
- 151 mandatory contracts.
- 264 primary care contract commitments.

Primary Care are funding 2 Train the Trainer days in January and February 2023 with 16 places for individuals to be trained in REACTMH training. These places are being advertised across the trusts.

With regards to RBHFT, 4 new REACTMH trainers have been added to our pool.

There is now a total of 17 REACTMH trainers who are training across the BOB ICS as organised by the You Matter REACTMH team.

Information and Comms on REACTMH can now be found on the You Matter web page: www.youmatter-bob.nhs.uk

You Matter

BOB

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and Berkshire West
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SCAN ME

For more information, please contact react.admin@nhs.net

Report written by Thea Dyer and Sarah Johnson

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