



# Supporting Patients Experiencing Poverty-Related Mental Distress



## Instructions for Facilitators

Thank you for facilitating this training session for your practice team. This guide will help you to make the most out of the time. This training involves reflective discussion so is designed to be delivered to a group of staff from the practice rather than undertaken individually.

### Before the session

1. Read through these instructions.
2. Organise a room/virtual meeting for the 1-hour session to take place. We recommend an in-person meeting if this is possible.
3. For virtual sessions with everyone joining remotely, please be prepared to stream the videos (with sound) from someone's computer. If internet speeds cause video lags, we recommend that everyone accesses and views the videos independently from their laptop.
4. Check that the following link to the training is working and share the link with anyone joining remotely.

<http://destressproject.org.uk/landing-page-poverty-related-mental-distress-consultation-training/>

### Rationale for the training

Mental health provision frequently reinforces health inequalities – both in terms of poor access and over-medicalisation when underlying stresses relate to broader social/structural issues. Whilst antidepressants can be helpful they often have side effects and can limit personal agency which can leave patients and GPs conflicted and uncertain on how best to respond to poverty-related mental distress.

In a context of rising economic hardship and widening health inequalities the DeStress research project aimed to investigate how best to support health professionals to hold more effective consultations for patients experiencing poverty-related mental distress. With support from Health Education England trainers, GPs and our team of Community Partners (patients with lived experience), this training resource aims to share person-centred approaches and techniques that both GPs and patients have found to be effective.

The original in-person training on which this resource was based was delivered to more than 500 primary healthcare professionals across GP practices in three areas of England. Feedback from participants has been incorporated to develop this digital training resource.

### During the session

The training is separated into 10 sections which should be completed in the order presented. **Most sections conclude with questions designed to encourage facilitated**

*discussion amongst your practice team regarding your experiences and to consider suggestions for treatment/support. These questions are highlighted in pink throughout the training.* As the facilitator, please ensure that all participants are encouraged to take part in the discussion points to encourage practice wide discussion and reflection. Acknowledge that everyone has different approaches and skills that they bring, and this is an opportunity to learn from colleagues.

The resource is made up of a series of videos totalling 30 minutes in length. *The table on page 3/4 indicates the recommended time to spend on each section given the length of the video and allowing at least 2 minutes per discussion question.* Some sections may facilitate more intensive discussion than others so it may be that practices find it more effective to complete the training over two sessions.

## Training sections

A summary of the 10 training sections can be found below:

### 1. **Introduction**

Introduces the rationale for the training and establishes the learning objectives.

### 2. **Societal Distress**

This section looks at how increases in demand on General Practice may be influenced by poverty related mental distress and encourages practice teams to discuss how this might be affecting their own practice.

### 3. **Overprescribing**

This section explains current trends in antidepressant prescribing and the impact that widening inequalities and the cost of living crisis are having on prescribing rates. Potential side effects are discussed, and participants are encouraged to consider their own approaches to prescribing.

### 4. **Patient experience**

This section explores the challenges people experience in approaching GP services for help with poverty related mental distress. Patients share their own experiences and talk about what a successful consultation looks and feels like to them. Participants are then asked to reflect on techniques they feel best work in their own consultations.

### 5. **Shared Understanding**

Information on alternative treatment options are provided alongside suggestions on how to identify patient priorities and develop shared understanding.

### 6. **Supporting the Patient**

This section provides information and ideas on how best to work with patients to identify options for treatment and support which are meaningful to them and promote autonomy.

### 7. **GP Consultation**

A GP and a patient showcase what a successful consultation looks and feels like to them. Suggestions for techniques for building engagement and trust are presented.

## 8. *Teamwork practices*

This section discusses how GPs and health professionals can work collaboratively to support patients and provide care that meets patient need. Participants are then presented with questions aimed at reflecting on their team-based practices.

## 9. *Intended learning objectives*

A summary of the key messages of the training.

## 10. *Extra Resources*

Links are provided to additional resources that can support further learning and provide additional information on approaches and techniques for working with people experiencing poverty related mental distress.

### Suggested timings:

Timings	Section	What to do
3 mins	Welcome	<ul style="list-style-type: none"><li>• Allow everyone to arrive and settle in.</li><li>• Introduce the session.</li></ul> <p><b>Introduction</b></p> <ul style="list-style-type: none"><li>▪ Today we'll be working through an online resource.</li><li>▪ The resource is primarily made up of videos with prompts for discussion.</li><li>▪ The aim is to spend at least half of the training session on reflection and discussion within our practice team.</li><li>▪ This resource has been developed following consultation with patients and primary care health professionals across England.</li></ul>
1.5 mins	Introduction	<ul style="list-style-type: none"><li>• Play the introductory video.</li><li>• Read the learning objectives.</li></ul>
5.5 mins	Societal Distress	<ul style="list-style-type: none"><li>• Play the video.</li><li>• Ask the prompt questions.</li></ul>
11 mins	Overprescribing	<ul style="list-style-type: none"><li>• Play the video.</li><li>• Ask the prompt questions.</li></ul>
13 mins	Patient experience	<ul style="list-style-type: none"><li>• Play the video.</li><li>• Select <b>three</b> of the patient videos to view.</li><li>• Ask the prompt questions.</li></ul>
1.5 mins	Shared understanding	<ul style="list-style-type: none"><li>• Play the video.</li><li>• Read through the 'Suggested Scripts' slides.</li></ul>
6.5 mins	Supporting the patient	<ul style="list-style-type: none"><li>• Play both videos.</li><li>• Ask the prompt questions.</li></ul>
7 mins	GP consultation	<ul style="list-style-type: none"><li>• Play both videos.</li></ul>

7 mins	Teamwork practices	<ul style="list-style-type: none"> <li>• Play the video.</li> <li>• Play the recording.</li> <li>• Ask the prompt questions.</li> </ul>
1 min	Wrapping up	<ul style="list-style-type: none"> <li>• Review the learning objectives.</li> <li>• Show people the 'Extra Resources' tab in case they would like to find more information.</li> </ul>
3 mins	Brief evaluation	<ul style="list-style-type: none"> <li>• Explain that the resource developers would like to receive feedback about your experience of the resource to ensure that it remains relevant within primary care. Please can you rate the following on a five point Likert scale where 5 is the most positive score: <ul style="list-style-type: none"> <li>• Rationale for the training</li> <li>• Content of the training</li> <li>• Delivery of the training</li> <li>• Usefulness for practice</li> </ul> </li> </ul> <p>Any other/additional feedback is also welcomed.</p>

### After the session

Please collate any feedback on the training session and send this to the study team at [f.thomas@exeter.ac.uk](mailto:f.thomas@exeter.ac.uk) so that we can ensure the resource remains relevant to primary care.

**Thank you again for facilitating the session for your practice.**

Please contact the research team on [f.thomas@exeter.ac.uk](mailto:f.thomas@exeter.ac.uk) if you have any questions or comments.