

MECC Training Survey Results

**Surrey Community Action
Evaluation Report on
Making Every Contact Count Level 1
Aug 2023 – Sept 2024**



**Making
Every
Contact
Count**

www.healthysurrey.org.uk

Introduction by Dianne Roberts

MECC was rolled out by Surrey County Council's Public Health dept in July 2023 , as part of a national response to the crisis in Society's health and the rise in preventable disease; especially in relation to smoking tobacco, poor diet, lack of exercise, excess alcohol and poor mental health. The situation was worsened by both the Covid pandemic and the cost of living crisis.

MECC was aimed at raising awareness, helping to develop listening & motivational skills in the population, to encourage everyone to take responsibility for healthy living, by engaging in short conversations about healthy lifestyles.

I was employed by Surrey Community Action, funded by Public Health to deliver MECC 1 around the county. I have delivered over 30 courses to approx. 350 people, from 40 varied agencies, including charities, community hubs, foodbanks, NHS doctors and nurses, family workers, mental health workers and those supporting people with disabilities. Follow up feedback from Surrey County Council evaluations has been positive and has shown attendees have grown in knowledge and confidence to hold MECC conversations.

But what has been the impact of these MECC conversations?

I was curious to know how many MECC conversations people have, what skills do people use most and how have these influenced their colleagues and service users. I sent out a questionnaire which has seen over 200 respondents and this report is the collation of the results.

Dianne Roberts

MECC trainer Sept 2024



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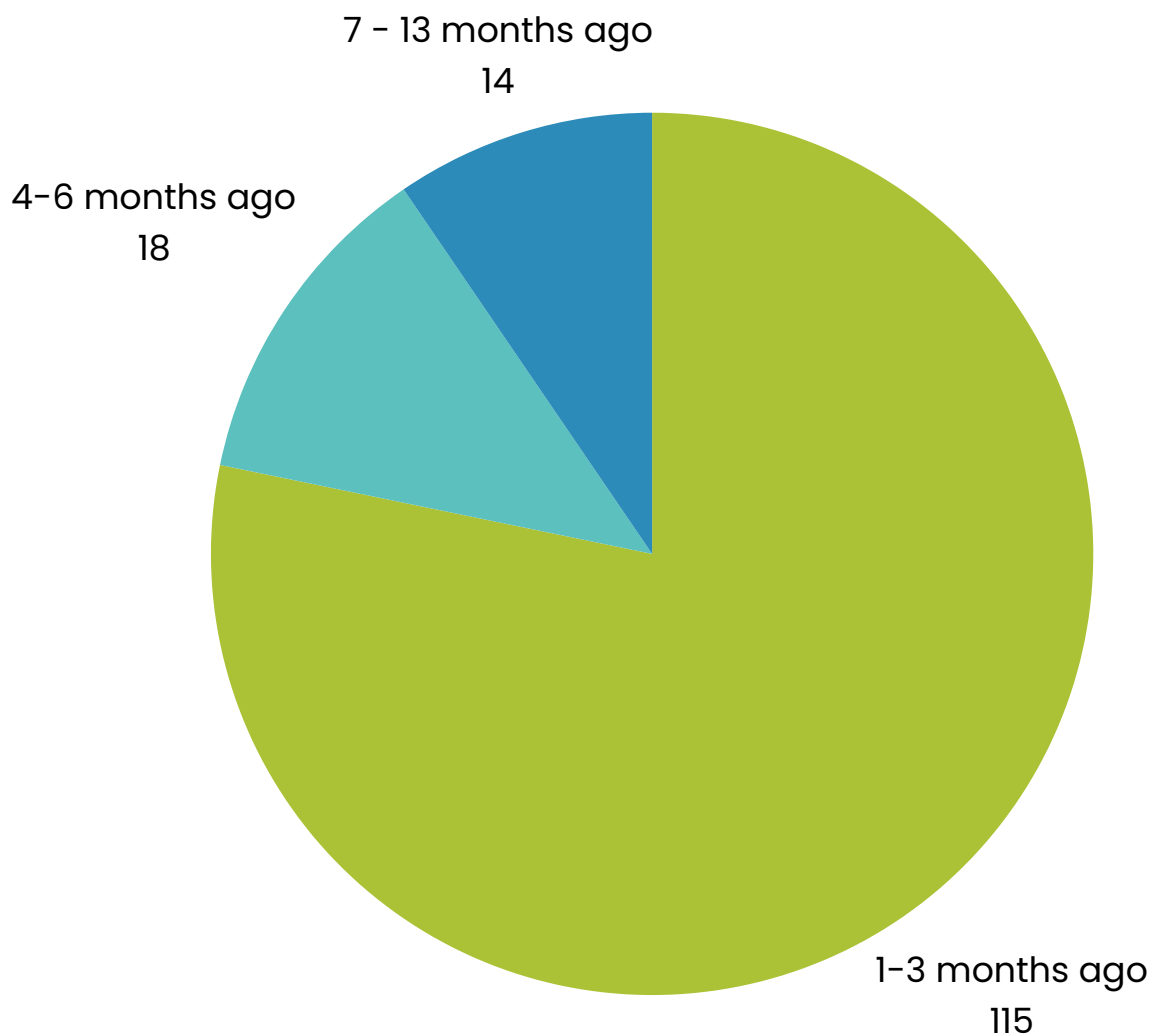
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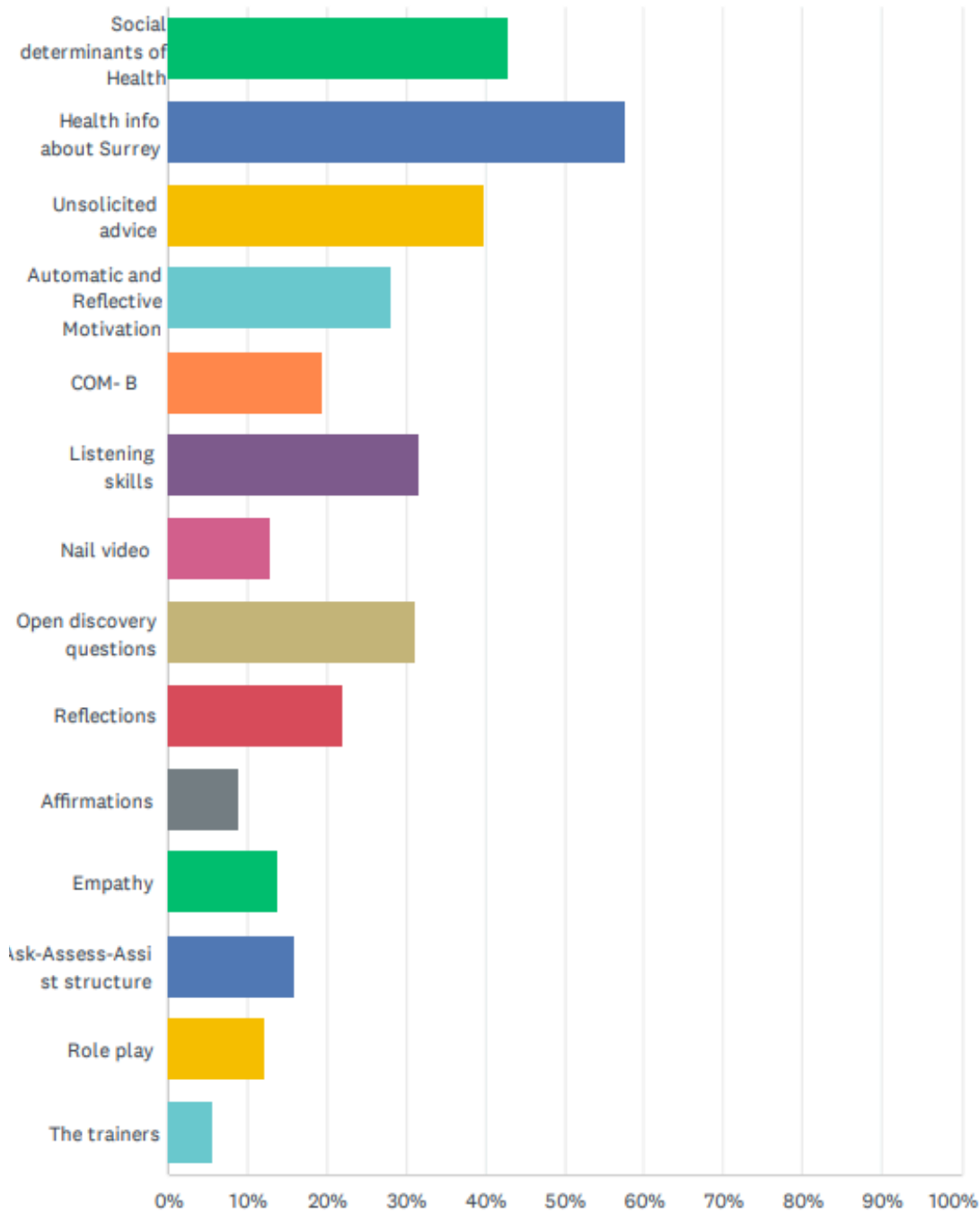
Q1 When did you complete your MECC training?

The results showed that an overwhelming majority of the respondents reported completing their MECC training in recent months, or perhaps they didn't recall the date!



Q2 What do you remember most from the course?

Answered: 196 Skipped: 0

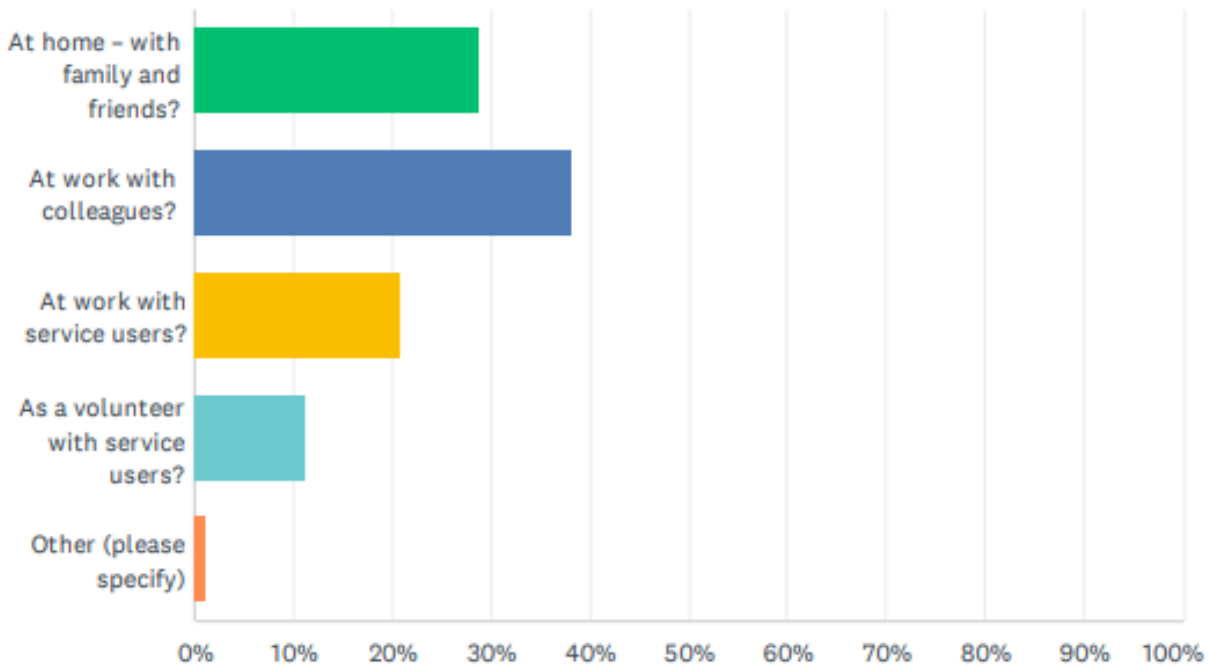


As shown from above the top 3 subjects that members remembered most from the course was: Health info about Surrey, Social determinants of Health and Unsolicited advice.



Q3 Do you have MECC conversations- (tick all that apply)

Answered: 181 Skipped: 15



The results of question 3 show that most people have these MECC conversations with their own colleagues as well as sometimes confiding in their own families and friends on the subject.

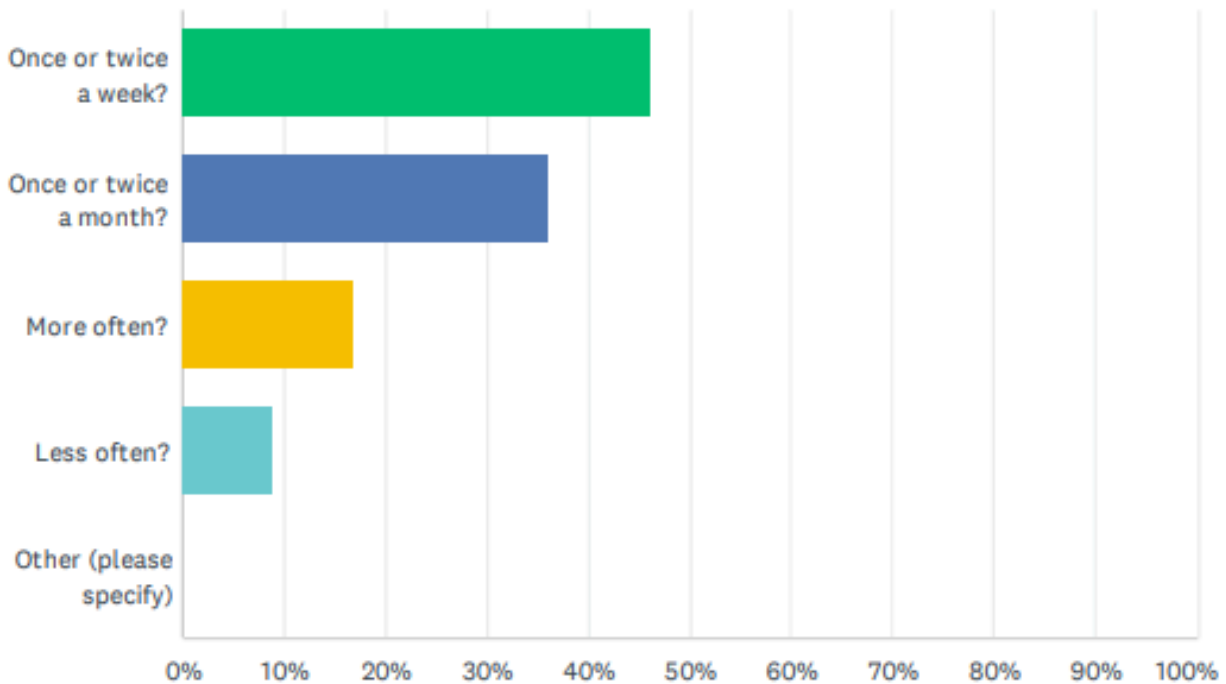
The results show that individuals feel comfortable utilizing MECC skills within their inner circle of friends and family,



Q4 How often do you have MECC conversations?

Q4 How often do you have MECC conversations?

Answered: 189 Skipped: 7



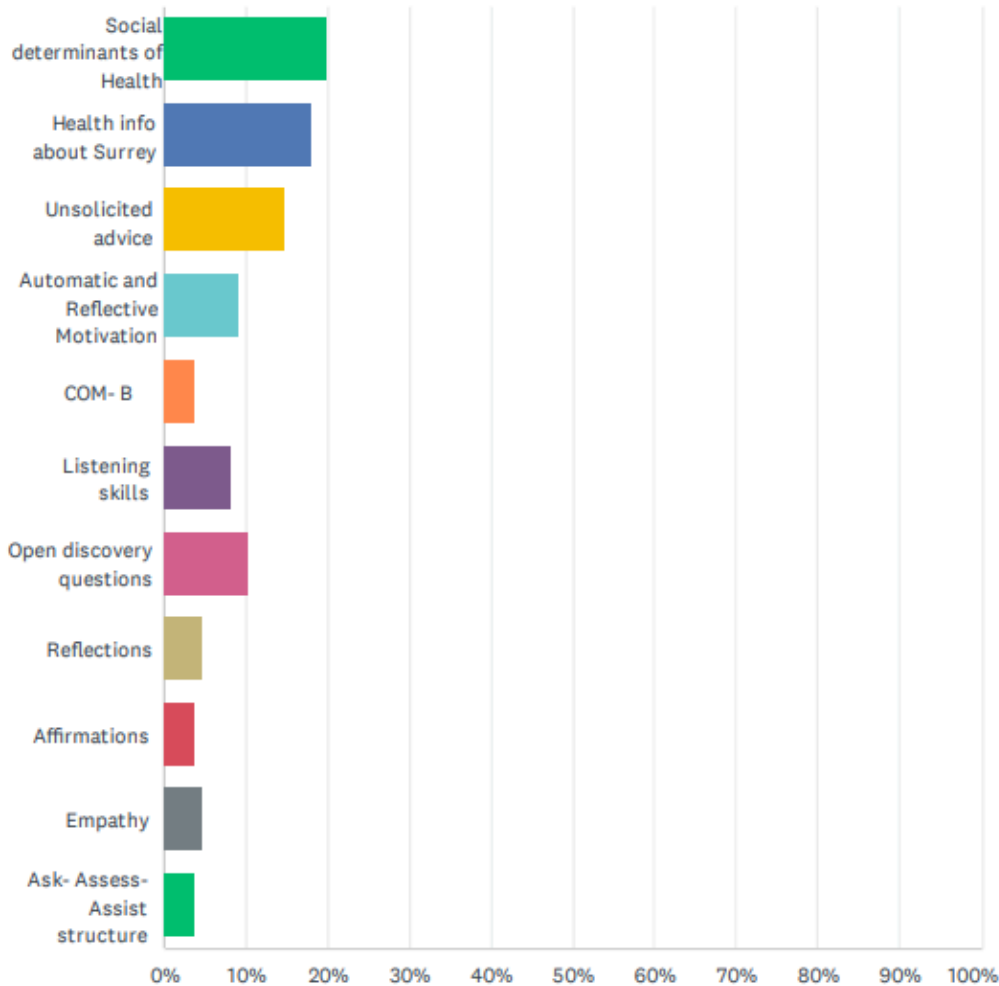
The graph above shows that most people have MECC conversations quite frequently which is around once or twice a week, or at least once or twice a month.

This shows that after MECC training, attendees continue to be aware of issues raised and are motivated to deal with them.



Q5 Which skills or knowledge from MECC do you use most often in your work, volunteering or everyday life?

Answered: 196 Skipped: 0



The results shows that the top 3 skills that have been retained by individuals who took the training are:

1. Social determinants of Health
2. Health info about Surrey
3. Unsolicited advice

The results suggest that the individuals that attended MECC training have shown interest in and retained knowledge about health issues. At the end of training courses many respondents cite Listening skills as one of their key Takeaways and this is supported by quotes from respondents too.



Q6 Please can you outline briefly an example of using MECC skills to good effect? Please explain how the person changed or became motivated. What health benefit was evident?

The responses to this question were very varied with many different scenarios being described. Some of the examples cited included back pain, stress and anxiety, healthy eating, and good listening, for example.

A few examples are:

“I helped a neighbour who was dealing with joint pain by suggesting low-impact exercises. Their mobility improved and the pain lessened.”

“Asking without judging and without giving advice from the start”

“Someone with high stress levels learned stress management techniques through MECC. They practiced deep breathing exercises and time management strategies. This change resulted in reduced anxiety, better sleep quality, and a lower risk of stress-related disorders like hypertension.”

“ Actively listening and supporting people through situations and seeing their confidence build, when they recognize they are being heard and felt seen”

At work, I had a service user who was reluctant to exercise. Through open discovery questions and reflections, I helped them realize the benefits and they started a regular walking routine. Their physical fitness improved, and they had better sleep.

A speech therapist used MECC to assist a child with a speech impediment. By understanding the child's frustration and providing fun exercises, the child's communication skills improved.

“When my daughter shared something with me that shocked me I didn't charge in but let her talk and we remained calm together

“I helped a family member who was stressed about a job interview by providing tips and affirmations. They landed the job and experienced less stress.”

A personal trainer employed MECC skills to motivate a client to increase strength training.”

“A nurse employed MECC when dealing with a smoker”

“A mental health advocate utilized MECC skills in a support group. They shared coping mechanisms for anxiety and depression, and created a safe space for sharing”

A psychologist utilized MECC skills in a workplace setting to address burnout.

It is very pleasing to see MECC skills being implemented in a variety of ways, settings and roles, with such positive results.



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Here are some of the roles described by respondents:

Occupational therapist,
Chiropractor,
Friend
Nurses,
Speech therapist
Health educator
Sports coach,
Carer
Mental health mentor,
Psychologist,
Dentist
Health blogger
Mother
Physiotherapist
Social worker
Dietician
Neighbour
Community worker
Gardener
Sexual health adviser
Paediatrician
Health Researcher
Volunteer
Doctor
Teacher
Family member
Health Promotion Officer
Community worker
Sleep therapist
Yoga Instructor,
Cardiac Rehabilitation Nurse
Workplace Wellness Manager
Diabetes educator
Colleague



Acknowledgements

I would like to take this opportunity to thank:

- SCA for their support and interest in MECC from its inception.
- MECC managers from SCC, Gail Hughes and Jenny Hudson for their help.
- My MECC co trainers, in particular Alex Hird from SCDP, for the Zoom and Teams training when we first began; plus Ben Sylvester, Dina Abbott and Tara Parsons for their encouragement.
- All those who attended MECC and took part, gave useful feedback and went on to utilise the skills in their lives and roles.

Agencies who attended MECC :

- Surrey Coalition Disabled People
- Action for Carers
- SCA
- Surrey Care Trust
- SMEF
- Tech Angels
- NHS
- SCC
- Esdas
- Active Surrey
- Amber Foundation
- Creative Response
- Surrey – Nat Autistic Soc
- Eikon
- Emerge Advocacy
- Fountain Centre
- VASWS
- RBC
- Angelic IT network
- Research Ready Surrey
- Steps to Work
- North Guildford Food bank
- Barnardo's Family centres
- Mediation Surrey
- Rent Start Spelthorne
- Home Start Surrey
- Nurses- Dorking
- F1 Doctors @ ASPH
- Include
- Public Health team, @ SCC
- Surrey Climate change
- Others

