











For Evidence Based Care



# What is the most effective method of delivering Making Every **Contact Count training? A rapid review**

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### **Background**

The Making Every Contact Count (MECC) programme encourages 'opportunistic, brief behaviour change conversation' with service users.



It uses the day-to-day interactions that organisations and individuals have with other people to support them in making positive changes to their physical and mental health, and wellbeing.

This review was requested and supported by Cwm Taf Morgannwg University Health Board Public Health Team.

#### **Review Aim**

To assess which elements or delivery styles of MECC training are most effective, and preferred by trainees.

Findings may be used to:

- inform development of future training
- update current training programmes
- improve consistency across health boards

#### **Fyidence Base**

The review included evidence available up until June 2024.

The publication dates of evidence included ranged from 2013 to 2023.

This review identified 11 studies to be included (10 of which were based in the UK).

# **Key Findings**

There was consistent evidence that training increased trainee confidence and use of MECC-related techniques immediately following training.

There was some evidence that these improvements were maintained up to 1 year later.

There was no evidence on the longer-term effect, (refresher training would be appreciated).

There was no evidence assessing whether improvements in trainee confidence and competence had an impact on service user behaviour change.

#### Training delivery | Preference

There was an indication that face-to-face training was preferred to online training.



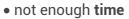
However, some trainees preferred online training due to its increased flexibility.



#### Training attendance and utilisation | Barriers



Barriers to attendance included a feeling that there was:









Barriers to utilisation included a feeling that there was as above, plus:

- a fear of upsetting patients
- a lack of awareness of downstream support services to refer service users to





# **Policy Implications**

Training can be beneficial in improving trainee confidence and competence in using MECC. However, there are consistently reported barriers, as summarised above.

The lack of evidence around **impact on behaviours and outcomes** may inhibit
attempted changes to MECC training and
workplace culture.

This review identified some potential ways to overcome these barriers but the best and most effective ways remain unclear. Many require widespread culture change.

This review indicates a preference for standardised training, allowing for this to be tailored to local needs.

# **Evidence Gaps**

Further research is needed around:

- the impact of MECC on behaviour / outcomes in the short and long term
- implementation, monitoring and evaluation of MECC training across Wales
- identifying methods to overcome specific barriers and enhance enablers