



Making Every Contact Count (MECC Training)

Introduction

The aim of a Healthy Living Pharmacy is for the Community Pharmacy to become a centre of prevention and health and wellbeing in the local community through the achievement of HLP level 1 status (self-assessment) underpinned by the national PHE (Public Health England) Framework “Healthy Living Pharmacy Level 1 Criteria”

<https://www.gov.uk/government/publications/healthy-living-pharmacy-level-1-quality-criteria>

Achieving HLP level 1 (self-assessment) is now a Quality Payment criterion for the Quality Payments Scheme 2017/18. Further details on the Quality Payments Scheme can be found on the [Quality Payments](#) hub on the PSNC website. The next claim point is November.

The aim of this quality criterion is to maximise the role of the pharmacy in prevention of ill health, reduction of disease burden, reduction of health inequalities and in support of health and wellbeing. The Healthy Living Pharmacy (HLP) concept is designed to develop (in respect of health and wellbeing services):

- the community pharmacy workforce;
- community pharmacy engagement with the general public (including ‘Making Every Contact Count’);
- community pharmacy engagement with local stakeholders such as local authorities, voluntary organisations and other health and social care professionals; and
- the environment in which health and wellbeing services are delivered.

As part of Evidence collection for training and for achieving HLP Level 1 status; The e-learning module “Making Every Contact Count” (MECC) designed and developed by **Health Education England** can be used to upskill staff and support them to develop their knowledge and skills in supporting patients to live healthier lifestyles and promote wellbeing as well as being used as evidence for your HLP evidence portfolio.

This is free to access. The details on how to access and register are provided below.

The MECC (Making Every Contact Count) is designed to help use brief interventions during interactions we have every day with our patients to support patients make positive changes to their wellbeing and lifestyle. Using this across health and social care settings could support people to stay well and have a significant impact on the health of our populations.

It is required that all members of the team Pharmacists and Staff complete this training at the earliest opportunity.

You can also record the interactions you make on an audit sheet to record your contacts and delivery of Health promotion messages which is in appendix 1 to support building of your evidence portfolio.



How to access the training;

OpenAthens is a service that allows people to access a these free of charge with just a single OpenAthens account which contains MECC training e-learning module and also lots of other useful training resources.

1. Go to the website ; <https://openathens.nice.org.uk/>
2. Enter your name
3. Enter an nhs email address if you have one (this is preferable but you can use another one if needed)
4. Select East midlands (other eligible Healthcare staff) from the **drop down menu**

[Help me to complete this form](#) [More Information](#)

Please enter your name

First name	Last name
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Please enter your professional / work / student placement email address

Please enter your organisation

Full	Commissioning organisations in East Midlands (Local area teams & CSU & Health Education EM)	
Work	Health Education East Midlands	
	East Midlands Ambulance Service NHS Trust	
Please	Healthcare provider organisations (non NHS) in East Midlands	clinic
	East midlands other eligible healthcare staff	

5. Enter your organisation stating xxxxxx Pharmacy (This is very important as this request will only be approved for NHS frontline staff – not managers and non patient facing members of the organisation.
6. In the position or job title ; Please state either **Pharmacist, Pharmacy Technician, Pharmacy Dispenser, Pre-registration Training Pharmacist or Medicines Counter Assistant and to add your registration number in brackets (if you have one otherwise leave it)** (any other titles may result in delays for approval to your account – please do not use other titles)
7. In the final field for job role select “other”
8. Select permanent /temporary



9. Accept the terms and conditions

10. You will then be sent a registration link to the registered email address – it is very important **you click the link to activate the account**. You can use either the email address registered or the username provided to login into Open Athens in the future. The password will be set up through the activation link so please keep these details safe.

11. Please note that the account may not be active straight away as the central team will need to authorise the account as they will need to ensure frontline healthcare staff are accessing training. Managers will not be given access so please ensure you have followed the instructions above.

12. Once you are approved with an open Athens account you can access the MECC elearning module through this link ;

<http://portal.e-lfh.org.uk/>

here you will have an option to sign in with your open Athens account to access the module.

For more information about accessing e-LfH resources via OpenAthens, visit: <http://support.e-lfh.org.uk/get-started/openathens/>



MECC Brief Introduction

Making Every Contact Count (MECC) is a web-based learning resource for frontline staff. It has been developed by Health Education England's local team in the West Midlands in collaboration with Public Health England West Midlands.

1. MECC is an approach to behaviour change that utilises the millions of day to day interactions that organisations and people have with other people to support them in making positive changes to their physical and mental health and wellbeing.

2. MECC enables the opportunistic delivery of consistent and concise healthy lifestyle information and enables individuals to engage in conversations about their health at scale across organisations and populations. Drawing on behaviour change evidence,

3. MECC maximises the opportunity within routine health and care interactions for a brief or very brief discussion on health or wellbeing factors to take place.

4. A MECC interaction takes a matter of minutes and is not intended to add to the busy workloads of health, care and the wider workforce staff, rather it is structured to fit into and complement existing professional clinical, care and social engagement approaches. Evidence suggests that the **broad adoption of the MECC approach by people and organisations across health and care could potentially have a significant impact on the health of our population.**

5. HEE's [Making Every Contact Count](#) website has been newly updated to provide all those with an interest or role in population health and prevention with a library of national and local resources that can be used to support the development, implementation and evaluation of MECC programmes across local communities. The resources available include sample frameworks, case studies, signposting to useful e-learning sessions and healthy lifestyle resources, amongst others. You can also find details of the MECC Community of Practice and local and national contacts for this area of work.