



# Notice distress, hear concerns, respond helpfully

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## The Introduction of SAGE & THYME into LHT - One Year On!

The SAGE and THYME foundation level workshop reminds staff how to listen and how to respond in a way which empowers the patient.

It discourages staff from 'fixing' and demonstrates how to work with the patient's own ideas first. The training is based on research findings on effective communication skills.

The workshops provide evidence based communication skills training to all levels of staff and gives a memorable structured and quick approach for dealing with the concerns of patients and carers.

Using SAGE & THYME model in clinical practice can empower the patient/carer and has proven to significantly increase staff confidence, perceived competence and willingness to talk about concerns.

Figure 1 and 2 demonstrate staff experienced an increase in confidence and willingness to talk to people about their emotional troubles following completion of the workshop.

Figure 3 demonstrates that staff strongly believed that the training would influence their practice as the modal response to this question was ten.

Scoring was rated between 1 - 10 (1 disagree, 10 highly agree). The modal response was 9 out of 10.

Figure 1 - As a result of the learning I have done today, I feel more confident to talk to people about their emotional troubles

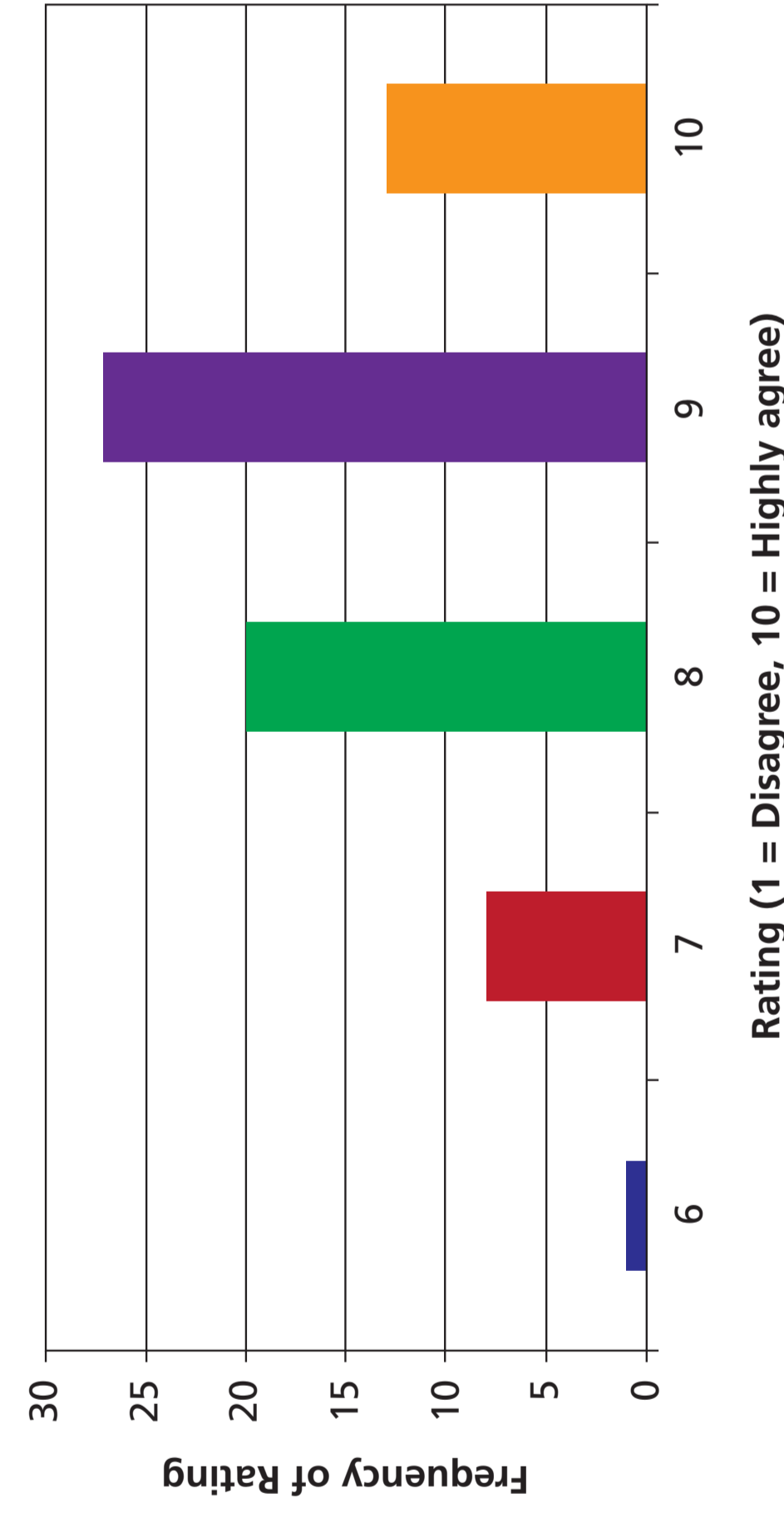


Figure 2 - As a result of the learning I have done today, I feel more willing to talk to people about their emotional troubles

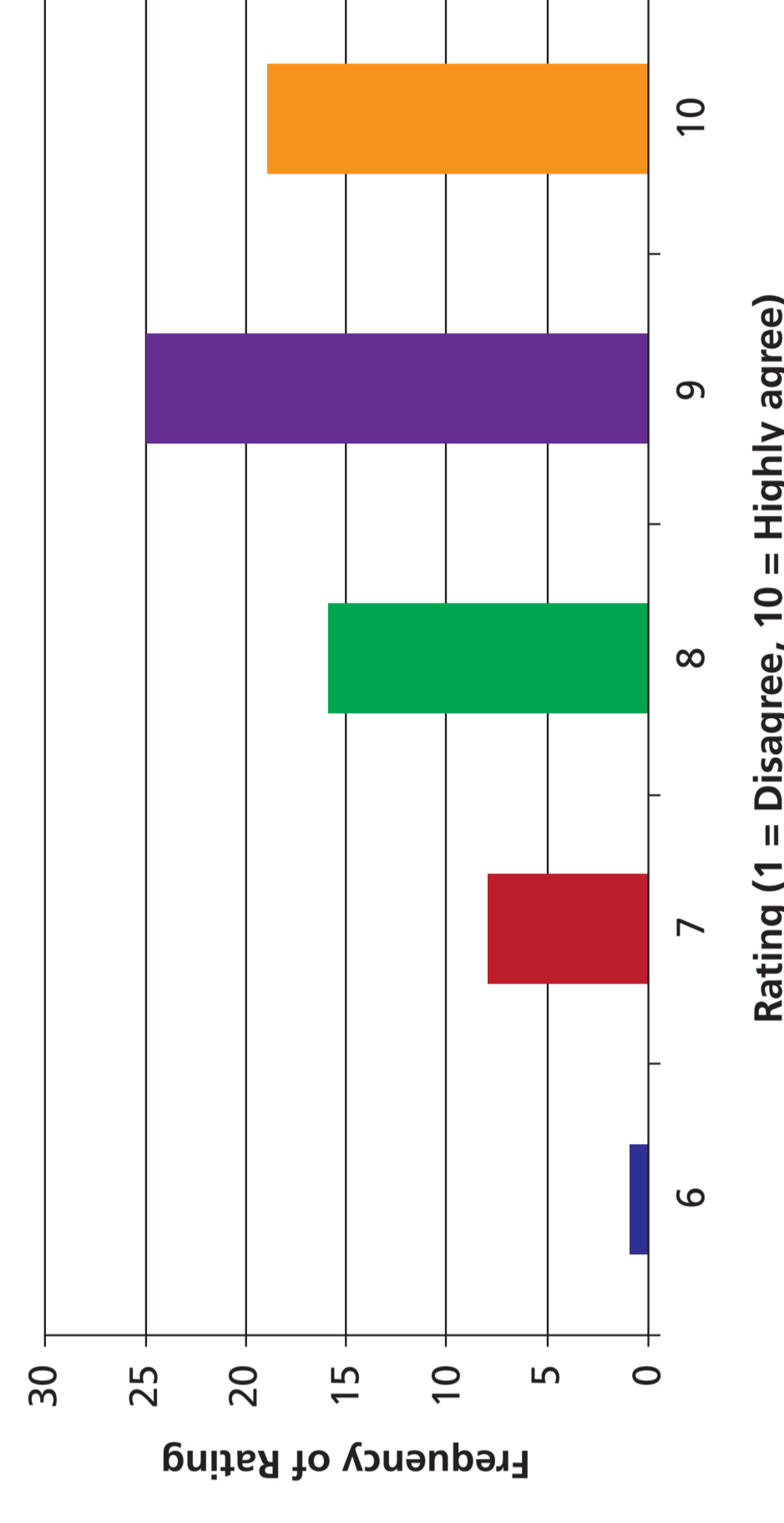
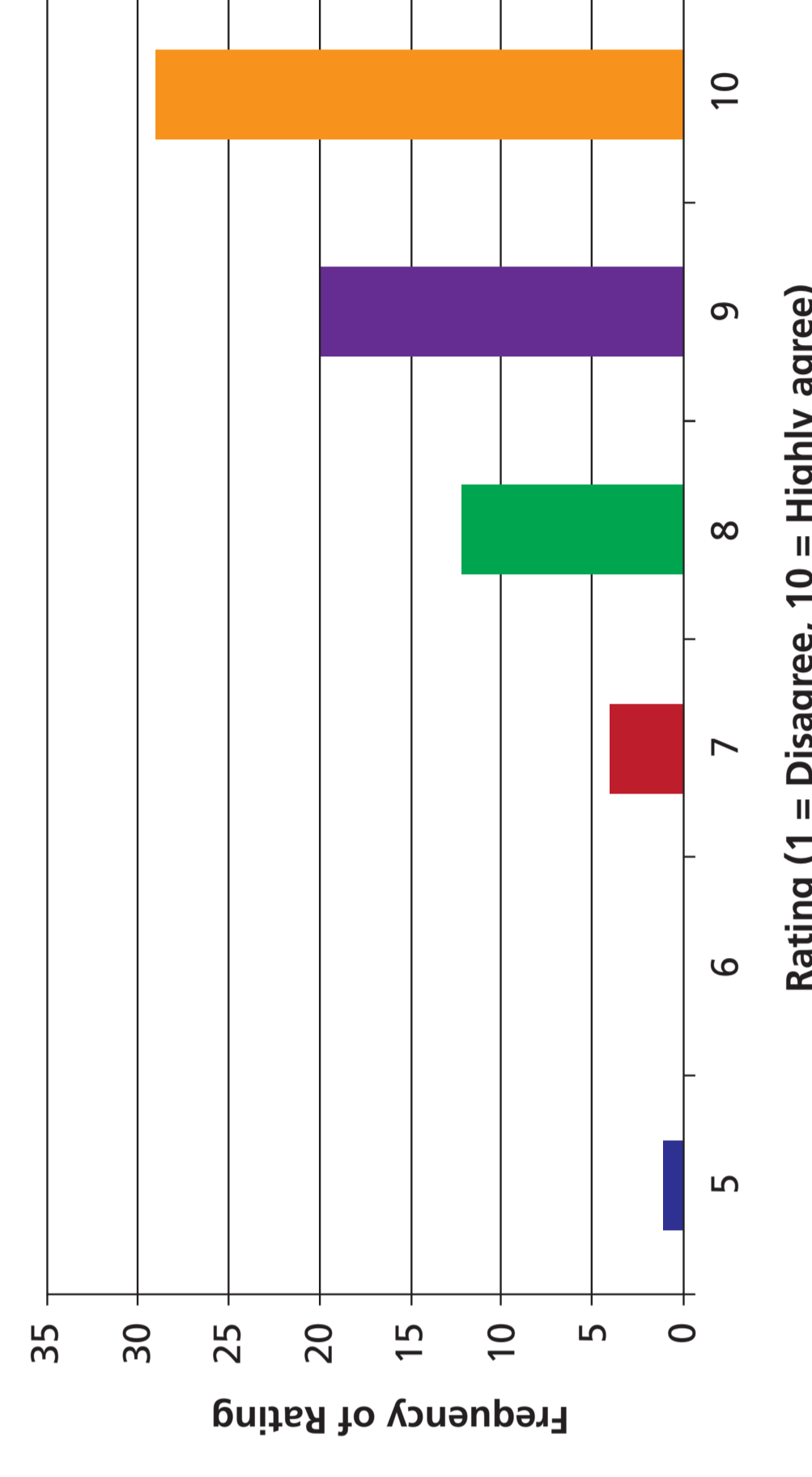


Figure 3 - How likely is this training to influence your practice?



Since implementing this training, over 100 staff from across the Trust have attended the sessions and further workshops have been planned for 2014 as advertised on the Training Calendar.

We have had 100% response rate in the evaluations of the workshops.

## Our Vision For The Future for Sage and Thyme at LHT

- ◆ More Workshops - Workshops are continuing to run throughout 2014
- ◆ Proposals being considered to increase the number of facilitators within the Trust and provide more workshops
- ◆ Potential plans to be involved in researching the impact of training of Sage and Thyme on patients and staff
- ◆ For all LHT patients to be empowered
- ◆ For all LHT staff to have the skills and confidence to be able to communicate with someone in distress

## Feedback from the workshop

- ◆ I feel more able to help and give people the opportunity to help themselves
- ◆ As a result of the learning I am more likely to give more time to listening and gathering more information
- ◆ Understand that listening maybe all the patient wants!
- ◆ Using SAGE & THYME stops me 'jumping' in to try and fix things!

