

Co-Creating Health case study: I was pleasantly surprised by how useful I found Co-creating Health training

A typical clinician, I went into the Co-creating Health training with a healthy degree of scepticism about how much it would change my practice. But it's actually been very useful and has helped me make subtle changes to the way I carry out consultations with my patients.

I think a lot more now about how to construct each consultation, and try to tailor sessions to individual patients using the skills I learned on the programme.

There are definitely some consultations where things have gone more efficiently because of the skills I've learned. Where previously I might have got bogged down in a consultation, because of the Co-creating Health skills, sessions have been more efficient. That saves time and makes for a better consultation for both the patient and doctor.

It's difficult to properly evaluate the impact so far without hard evidence, but anecdotally I feel much happier about how many of the consultations have gone, which is satisfying.

It's helped me to deal with the patients who can be quite difficult and often take up a lot of time during a busy clinic. I can think of several occasions with certain patients where previously we would have got sidetracked or caught up in minutiae. Since the training I've been able to improve those consultations. Using techniques like agenda setting at the beginning of a consultation, for example, or reflecting things back to the patient, that's helped a lot. The training has definitely helped me to think about how I can approach things differently and get a better outcome, rather than just going over old ground.

I found the whole course very good actually. I've been on similar type courses before and not found them particularly useful, but all elements of this were positive. Having introduced some of the techniques into my practice, I suspect that now I could go a bit further. I think a bit more training would be useful.

Realistically the main difficulty will always be freeing up clinicians so that they can attend the training. We're all very short of time. Although things like this are clearly important, it's difficult to prioritise new things when you're bogged down by other more acute things in daily life.

I think it would be useful in the future to try and incorporate some scientific evaluation. Hard facts would back up our general impression that the approach is useful and justify sustaining the approach and making time for ongoing training.