

Trainers' Guide and Handbook



Hearts and Minds:

Working with healthcare staff to tackle stigma and deliver the best care for people with HIV

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Section 1: Introducing Hearts and Minds

For people living with HIV, experiences of and concerns about HIV stigma from mainstream healthcare staff (outside of sexual health or HIV specialist clinics) have a negative impact on health. The Positive Voices survey undertaken with over 4000 people with HIV in the UK in 2017 found that 1 in 10 have avoided seeking healthcare due to their HIV status, and more than a third struggle to discuss HIV with their GP. This leads to poorer health outcomes for people with HIV, so it is vital that HIV stigma in all healthcare is challenged (Action XXX of England's HIV Commission).

Current HIV training for health care workers tends to focus on improving knowledge about HIV and current treatments, but rarely does it target the attitudes that can make people with HIV feel feared or rejected. Until we proactively tackle the social exclusion and inequality that impacts on so many areas of life with HIV, stigma and discrimination by health providers will continue impact on health, regardless of improved knowledge/awareness.

The Hearts and Minds training resource is based on months of development work led by a Community Panel of:

- people with HIV;
- people working in healthcare; and
- people with HIV who also work in healthcare.

The training pack is CPD accredited so that healthcare staff can gain professional recognition for their attendance at a Hearts and Minds workshop. The creative elements used in the training (graphics/audio) and the interactive workshop structure is designed to provoke values-based interaction, and to challenge healthcare staff to plan supportive healthcare services for people with HIV. This training aims to change hearts as well as minds when it comes to HIV.

Training aims and objectives

Hearts and Minds training aims to enable attendees to provide confident and supportive care for people with HIV in all health and care settings

Taking part in the training will enable participants to:

- Review HIV transmission and the history of the virus
- Consider how treatments have transformed HIV and its risks
- Reflect on the impact of HIV stigma in health settings
- Plan confident and supportive health care provision for people with HIV in their healthcare setting

Project values

Our Community Panel established the following set of values that underpin our project. Trainers should start each Hearts and Minds workshop by ensuring these values are discussed, and by modelling them throughout the session.

1. This project is grounded first and foremost by respect for self and others, including respect for confidentiality.
2. It will be important for all participants to be open to: learning new perspectives; exploring new experiences; and expressing ourselves creatively. It helps to be mindful of the challenges this may bring for some.

3. We will ensure that everyone taking part has space and time to reflect and talk, and that what they say will be heard.
4. To make a mistake is to be human; so these are dealt with compassionately. That means going slowly should conflict arise.
5. Hearts and Minds allows space for the experience of discomfort. This is an important sensation to acknowledge. It is important for participants and trainers to know they are in a secure space where they will be treated with compassion while reflecting on such experiences.

Developing the training package

Eleven Community Panel members were paid to work intensively over two months on the development of this training resource, with facilitation by the project lead Dr Catherine Dodds (University of Bristol), and Euella Jackson (Rising Arts Agency). A professional steering group made up of members of Bristol Fast Track Cities (including local commissioners, HIV organisations and specialist clinicians) received regular updates on the project and offered advice throughout.

The Community Panel's development work led to the development of creative and practical briefs which guided the design of the graphic video, the training slides and the trainers' script. Two members of the Community Panel offered advice through the design process, to ensure that the original briefs were being followed.

The Hearts and Minds powerpoint slides, video and script comprise a unified resource package that is not intended for editing or alternative use. As such, they are expected to be used in full, as outlined in this Handbook to provide a 2 hour training workshop for staff working in healthcare settings in the UK. Use of these materials for commercial gain is strictly prohibited.

Section 2: Planning a Hearts and Minds training session

The Hearts and Minds training resource pack is freely available to organisations seeking to deliver training that reduces HIV stigma among health workers in the UK. Your own local planning will be needed to determine when and how it is best to offer training in ways that will best meet local needs.

Trainer attributes

The professionalism, communication skills and relevant experience of those who deliver Hearts and Minds training is vital. Two facilitators are required for each training event.

It is **DESIRABLE** for the two trainers to include:

1. A person living openly with HIV who preferably has experience as one of the following: peer mentor, positive speaker or facilitator of training (usually affiliated with a local HIV support organisation).

AND

2. A clinician (physician, specialist nurse etc) with a minimum 18 months' expertise in HIV treatment and care – so that any technical clinical enquiries can be addressed during the session.

OR

A person who works or volunteers for a reputable HIV organisation who has a minimum 18 months experience as a trainer, facilitator, outreach or support worker.

Where these desirable elements for the two trainers' experience and expertise cannot be met, local delivery teams will need to ensure the following **ESSENTIAL** characteristics among the trainers:

- a. Considerable familiarity with current HIV prevention, treatment and care services and options in the UK, as well as the social implications that can impact people living with HIV
- b. Excellent communication skills
- c. Awareness of relevant services, information and resources to which referrals can be made if needed (based on issues arising during the training).

Potential audiences and venues

This training has been tailored for people who deliver health services, treatment and care in broad areas of health. This training can and should include people who are still in training for their roles, as well as support staff in healthcare facilities, such as cleaners, porters, kitchen staff, alongside people working in reception, administration and clinic managers. Health services include: dentistry, eye care, pharmacy, physiotherapy, health visiting, and many other forms of health care provided by community and commercial organisations.

Hearts and Minds training is NOT designed for:

- General public (beyond those working, training or volunteering in health care)
- Health care workers who already work in HIV clinics
- Social care workers (such as social workers)

Sometimes Hearts and Minds will be delivered to a multidisciplinary health team in their place of work. Other times, it may be delivered as part of a larger conference or workshop event, a study day, or as part of an undergraduate or post-graduate degree course or diploma training. Some training sessions may be locally advertised to attract people from different health workplaces to a session. Local HIV stakeholders should work together to consider the most useful strategies for

rolling out Hearts and Minds training, and may include a pro-active focus on particular teams/specialisms or sessions may be organised reactively following concerns about policy/practices in a particular local service.

Do ensure you are familiar with the venue before the training starts, ideally in a place with minimal interruption, which is accessible and where people can sit comfortably for some time. You will also want to consider the provision of water, access to toilets, parking and other practicalities. With regard to COVID 19, it's best to ensure your space is well-ventilated, preferably with access to a good flow of fresh air through open windows/doors.

Costs of delivery and event administration

It is the responsibility of local facilitators (via their host organisations) to staff and administer each Hearts and Minds training session, which will involve (in addition to the two-hour workshop itself): booking a venue, ensuring the provision of necessary equipment, providing a system for trainees to pre-book and receive advance confirmation and venue details (where appropriate), issuing attendance certificates and providing follow-up information and advice where needed.

This means that there will be local costs incurred for each workshop, estimated as follows:

| | |
|--|---------------------|
| Trainer preparation time (2 ppl x 1 hour each @£60 per trainer): | £120 |
| Trainer fees (2 ppl x 2 hour event @£60 per trainer): | 240 |
| Event promotion/administration/venue hire/facilitator travel | 140 |
| | <hr/> |
| | £500 cost per event |

Prior to any agreement to proceed with a Hearts and Minds training, organisations should have a strategic delivery plan that addresses cost recovery. It is essential that facilitators and local agencies are paid for their expertise and service, rather than expecting these sessions to take place on a voluntary basis.

Notifying the Hearts and Minds team of upcoming events

Please use the CONTACTS section of the project website to inform the Hearts and Minds developers of the date and locations of your planned Hearts and Minds training sessions. This will enable us to ensure we can follow where and how the resource is being used, we can provide advice/support where needed, and we can share the anonymised group results of the post-training evaluation with facilitators and their organisations.

Digital requirements

All the materials needed during the training are freely provided at <https://bristolheartsminds.wixsite.com/heartsandminds> in accordance with the licencing conditions stated on the cover of this document.

NOTE: It is expected that **prior** to running their first Hearts and Minds session that facilitators will ensure they have viewed the Introductory Video, reviewed this Handbook, as well as downloading and thoroughly reviewing local copies of the training slides, the facilitator script and the Hearts and Minds Conversations video.

It is not recommended that the video is streamed from the project website during a live session, as it will be more reliable to play a downloaded version using media player software. This will also increase accessibility, as it will mean that subtitles can be enabled.

Facilitators must be familiar with the Sli.do online platform in order to lead the first interactive task of the workshop. For this task, trainees are asked to use their phone to anonymously share one thought/question/concern about HIV. Anonymity and immediacy are key to the success of this activity, so facilitators must follow the steps given in the script in order to ensure that the task is ready to run before the session begins.

In the workshop space you will need:

- A computer that:
 - o can operate a Powerpoint file;
 - o operates a media player which enables the use of subtitles;
 - o has connections for projection or is connected to a large monitor
- A projector/screen OR a large wall mounted monitor connected to the computer
- Good quality external speakers
- Capacity to adjust lighting in order to support viewing of slides/videos
- Wifi / sufficient phone signal so that trainees can access online interactive elements

Facilitator top tips

The intended benefit of Hearts and Minds as a training resource is that it enables open discussion, freedom to ask questions, time for reflection and the opportunity to plan communication strategies. This means that the focus is less on information-giving and more on creating space for trainees to ask, explore and interact. Of course, there is a lot of information to share, particularly in the early part of the training event, but you must ensure you build an environment that is centred on the engagement and experience of your trainees. This means that the facilitators are expected to continually prioritise parts of the training that provide opportunities for discussion, inclusion and participation. Following the training resource closely from the very first task will support you in creating this type of participatory learning environment.

DO:

- Take time right near the outset to set up your house rules, with a focus on supportive and inclusive listening.
- Remind your trainees that there are no 'stupid questions'.
- Pay attention to the recommended timings of each segment, so that you have enough time for group tasks and reflection
- Point out that some questions may be saved in a 'question car park'; when you know that a topic is going to be covered in later slides
- Prepare for the expression of conflicting views or values by trainees – and consider in advance how you are going to manage such situations when they occur.
- Ensure that group tasks are fully inclusive – keep an eye on participants and circulate to encourage the inclusion of all group members

In order to ensure your sessions run smoothly, the facilitators should meet in advance of each workshop to discuss who will lead which elements of the workshop, and to reflect on the successes and learning points of any previous workshops that have already taken place.

Evaluation discussion and survey

At the conclusion of each training workshop, Hearts and Minds trainees will be encouraged to collaboratively reflect on a few guiding questions, after which they will be asked to complete an online evaluation survey before leaving the workshop. The facilitators can use this time to complete and sign the attendance certificates for each trainee.

The findings from each batch of evaluation surveys will be anonymised and made available to the relevant facilitators and host organisations. This will help to document the impact of training sessions and contribute to the continual improvement of the resource.

CPD credits and attendance certificates

It is anticipated that by August 2022 the Royal College of Physicians will have accredited the Hearts and Minds training resource for 2 Continuing Professional Development (CPD) points, which equates to 2 hours of training time. Once accreditation is in place, The Hearts and Minds resource will be included by the RCP on their CPD Diary platform, which is the mechanism through which physicians will account for this training as part of their CPD expectations.

All health professionals and allied health staff taking part in Hearts and Minds training will be issued at the end of the live workshop event with an attendance certificate signed by a facilitator. These certificates can then be used as evidence of continuing professional development for all who attend (recognising that various professional bodies and employers have diverse means of keeping track of and acknowledging CPD).

Attendance certificate templates for Hearts and Minds are available in the Trainers section of the project website.