

The WISE training

Session 1: 3 hours WHOLE PRACTICE

- Brief introduction to WISE
- Care pathways exercise - Mapping the Process of Care From Reception to Self-management
- Interactive session - making the WISE tools work in your practice: PRISMS form, guidebooks and menu of options

Session 2: 3 hours ONLY CLINICIANS

- Refresh on WISE approach
- Show DVD giving examples of WISE approach consultations plus discussion
- Skills training – role play to practice three core skills
- Discussion on how to ensure sustainability of WISE

Core skills	Consultation skills	Using tools and techniques
<i>How to assess what each patient can do and needs to do</i>	Self-management assessment- what do you need to know? Key listening and talking skills	Using the PRISMS form
<i>How to share decisions with patients</i>	Exploring motivation for change	Using the PRISMS form Using explanatory models
<i>How to make sure patients get the right support</i>	Exploring motivation for change Agreeing a management plan, refer or signpost to appropriate menu option	Using explanatory models Web-based directory of local self-management resources Menu of options

Menu of Options

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| <ul style="list-style-type: none"> • Information sources <ul style="list-style-type: none"> – Web based information – Guidebooks* • Group training and support <ul style="list-style-type: none"> – Expert Patients Programme courses – Group education – Exercise classes e.g. Pulmonary rehab classes • Voluntary sector and local support <ul style="list-style-type: none"> – Patient support groups – Health trainers • IBS therapies: CBT and Hypnotherapy* |
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* developed for the WISE trial

PRISMS (Patient Report Informing Self-Management Engagement)

The PRISMS form includes 17 items of potential need for support. These are the instructions given to patients:

Using the PRISMS form

This form is something you can fill in before you come for a consultation with your doctor or nurse.

It is to help you think about how well you are able to manage your health and what you need most help with.

It will be used by your doctor or nurse to help them find the right sort of support for you.

The form can be used by anyone so some items may not be a problem for the health condition you have.

What to do

Here is a made-up example of how to fill in the form.

This is a woman who is worried about her breathing. She does not have a problem with pain at the moment.

		Not a Problem		Big problem
X	Shortness of breath	☺	—————	X ☹
	Pain	☺	—————	☹

Put a cross in the box on the left to show up to 3 items you need most help with

Mark the line to show how much of a problem each item is for you

She feels that she is unable to get out and do the things that she would like to do. She would like some help with this.

X	Getting out and doing things that you enjoy	☺	—————	X ☹
	Sexual problems	☺	X —————	☹