SNAP Online Training Workbook

Instructions

As you work though the SNAP Online Training there are some brief activities where we ask you to pause the presentation and note your thoughts/answers to questions. The activities are highlighted on the training slides with red text, and a black workbook icon in the top right-hand corner of the slide flags where we suggest you complete your workbook.

Please note your thoughts/answers in the relevant boxes/grids provided in the workbook.

Completing the workbook will help you collect your thoughts and it will evidence your training.

Name:	
Date(s) of training:	
SNAP Online Training version date: (date given on title slide)	

Activity 1: Your current approach

How do you currently identify the support needs of patients?

Think about your contacts with patients. How do you currently identify their support needs? Jot down a few bullet points in the grid below.

How do you currently identify the support needs of patients?

What works well in your current approach to patient support needs and what are the challenges?

Now think about the positives of your current approach to identifying patient support needs – what works well? What are the good things about it? What would you like to retain from it?

Are there any limitations to your current approach? What are the challenges?

Jot down a few bullet points in the grid below. We will look back at these notes later in the training.

What works well in your current approach to identifying patient support needs?
What are the challenges in your current approach?

When you have completed Activity 1, restart the presentation to continue the training

Activity 2: Consider…

Take a bit of time to consider and jot down a few notes in answer to each of the questions in the table below. We will look back at your thoughts later in the training.

Consider…
How do you start a conversation with a patient about their support needs?
Who leads the process? – you or the patient?
What type of support needs do you routinely identify and discuss?
What support needs do you usually address? e.g. practical, emotional
Is the patient aware that you are identifying their support needs?

Now, thinking about the answers you've noted down in the table above, briefly reflect for a moment on this question:

- Could your approach could be more person-centred?

> **When you have completed Activity 2, restart the presentation to continue the training**

Activity 3: What is person-centred care?

Jot down just a few keywords that come to mind when you hear the term "person-centred care"

What does "person-centred care" mean to you?

When you have completed Activity 3, restart the presentation to continue the training

Activity 4: Person-centred care

Are there any challenges or barriers to delivering person-centred care in your current practice? Take a moment to think about this.

Look back at the keywords you jotted down above, that came to mind when you thought of the term "person-centred care", and look again at the essence of person-centred care we considered earlier in the presentation and have provided again below…

In essence person-centred care is:
- a collaborative approach between clinicians & service users
- working in partnership 'with' people rather than doing 'to' them
- clinicians taking a step back from being the 'expert'
- holistic – thinking beyond the immediate disease

Jot down a few bullet points on the challenges or barriers to delivering person-centred care that exist for you currently

Are there any challenges or barriers to delivering person-centred care in your current practice?

When you have completed Activity 4, restart the presentation to continue the training

Activity 5: How do I introduce the SNAP tool?

Think about how you might introduce the SNAP tool to your patients in your clinical setting.

- Would it be in person, or by post?
- What might you say, or what key points might you put in the cover letter?

Put your thoughts in the table below – just bullet points

What would work best in your setting? (in person? by post?)
What might you say if introducing it in person? Or what key points might you put in the cover letter if introducing it by post? It's useful to have a few familiar sentences of introduction so that you feel comfortable about introducing the SNAP tool (explaining the purpose of the tool, what the patient needs to do with it, and that it will help you both to have a needs-led conversation). Avoid using terms like "questionnaire" or "form" – when using it in a booklet format we have found that introducing it as a "booklet" works well.

When you have completed Activity 5, restart the presentation to continue the training

Activity 6: What might they identify?

Which SNAP domains do you think most patients say they want more support with?

Jot down the three SNAP domains (tool items) you think most patients with progressive disease say they want more support with in the box below

Which three SNAP domains (tool items) do you think most patients with progressive disease say they want more support with?
1)
2)
3)

When you have completed Activity 6, restart the presentation to continue the training

Activity 7: Recording the shared response

Where might you record the shared response to the support needs identified?

And what might you record?

Jot down some initial thoughts on this – just bullet points – in the boxes below

Where might you record the shared response?

What information might you record?

When you have completed Activity 7, restart the presentation to continue the training

Activity 8: Thoughts on SNAP

How do you see SNAP working in your setting?

Think through the following questions a jot down a few notes:
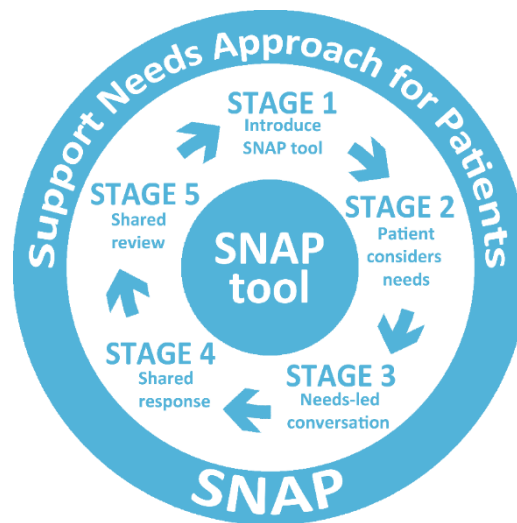
Do you see any benefits to using SNAP in your setting?

Do you see any disadvantages?

What aspects of your current practice will support delivery of SNAP?

What might make it difficult to deliver SNAP?

Now consider:

- What aspects of your current practice may need to be adjusted to enable SNAP to be put in place?

Think of a patient you have seen recently (Patient X). Think through how you would work through the five stages of SNAP with them.

Use the template below to record your initial thoughts on how you would work through the five stages of SNAP with Patient X.

Stage 1: Introduce SNAP tool How might you introduce the SNAP tool to Patient X? (to ensure Patient X sees SNAP as an opportunity to consider their needs, not an obligation to "fill in a form")
Stage 2: Patient considers needs When and where would Patient X have the opportunity to review the SNAP tool items and consider their needs? How will you ensure the Patient X can consider what their needs are?

Stage 3: Needs-led conversation
The needs-led conversation will take place once Patient X has had the opportunity to consider their support needs. When would you be able to hold this conversation? (e.g. at same as the SNAP tool is introduced, at a follow-up visit, over the phone?)

Stage 4: Shared response
How might you and Patient X decide on the action plan?
Will you be able to produce a short action plan following the needs-led conversation?

Stage 5: Shared review
Would you and Patient X agree a time to review the action plan? Or might there be other opportunities for review?

When you have completed Activity 8, restart the presentation to finish the training

SNAP Online Training

Certificate of Completion

This is to certify that

_____

completed the SNAP online training

[version date: _____/_____/_____]

on: _____/_____/_____

Learning outcomes	
Training section	**What I learned**
1) Importance of identifying and addressing support needs	
2) Person-centred care	
3) How was the SNAP tool developed?	
4) What does the SNAP tool look like?	
5) 5 stages of SNAP	
6) How might SNAP differ from your existing practice?	
7) What might be the benefits of using SNAP?	