**The Challenge**

Our population is growing and ageing and people are living longer with more complex needs. Fundamental change to the way we work is required to provide a sustainable service for those whose health needs can be met through enablement of self-management. Personal outcomes need to be considered alongside clinical outcomes to provide quality healthcare that considers who and what matters to the patient.

**Aim**

Use a Personal Outcomes Approach to engage with patients to enable shared decision making, self-management, health behaviour change and personalised care.

**Objectives**

Work with a small team of podiatrists to:

- support practitioners to develop communication skills that underpin a personal outcomes approach
- identify effective educational input strategies which could support changes in practice across the wider workforce

**Outcomes and key learning**

- 100% increase in participant knowledge and confidence in using a personal outcomes approach
- Documentation changed to capture personal outcomes and agreed aims
- Process and outcome measure data collection tools developed (patient & staff experience, documentation)
- 100% participants commenced the journey from being a fixer to an enabler, working more in partnership with the service user.

**Method**

With support from Primary Care Transformation and NES AHP Career Fellowship funding, 5 team members based in one community clinic had protected learning time to participate in two hour workshops once a month for four months. The content of the workshops were practitioner led, facilitated by local education lead and reflected the improvement journey.

The Model for Improvement was introduced and individuals encouraged to identify their own PDSA cycle within the workshops. These cycles informed the reflective discussion and the content of the workshops remained reflexive as practitioners explored the issues experienced in practice.

**Conclusions and next steps**

Small scale testing has given insight into effective ways of influencing a change in practice. This learning will be used to continue to nurture a shift in culture within NHS Forth Valley.

- Continue to monitor impact of changes within podiatry
- Develop an outline facilitator pack for developing workforce skills.

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