



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_217_26

You asked:

Information requested:

- 1. Does your NHS health board deliver/commission Making Every Contact Count (MECC) training (or it's derivatives e.g. Making Every Opportunity Count)? If so, how many NHS staff have received MECC training?**

MECC level 1 – e-learning is provided by Public Health Wales (PHW) National Team and is available to Health Board staff and other public services staff. We do not deliver or administer MECC level 1 training at a Health Board level.

The Public Health team within Cwm Taf Morgannwg University Health Board (CTM UHB) delivers Making Every Contact Count (MECC) training, which include a core Level 2 training offer, as well as Communication Skills and Refresher training options. Since 2023, the following number of NHS staff have been trained:

Year	23-24	24-25	25-26*	Total
Number of Staff Trained	73	205	237	515

**25/26 includes Communication Skills and Refresher training which fall under the MECC training umbrella*

- 2. Does your health board deliver MECC training to individuals outside the NHS (e.g. local authority, voluntary and community sector)? If so, how many individuals outside the NHS have been trained, from which type of organisations (e.g. local authority, voluntary and community sector)?**

Yes, our Health Board delivers training to individuals outside of the NHS. Details can be found in the following table:

Year	Education (No. trained)	Third Sector (No. trained)	Local Authority/ Public Sector (No. trained)	Total
2023-24	Student Nurses (120); Student Midwives (33) = 153	78	31	262
2024-25	Student Nurses (75) = 75	66	60	201

2025–26	Student Midwives (70); Student Nurses (26) = 96	60	32	188
Total	324	204	123	651

3. Does your NHS health board deliver/commission Healthy Conversation Skills (HCS) training (or it's derivatives)? If so, how many NHS staff have received HCS training?

No, CTM UHB does not deliver or commission Health Conversation Skills training.

4. Does your health board deliver MECC training to individuals outside the NHS (e.g. local authority, voluntary and community sector)? If so, how many individuals outside the NHS have been trained, from which type of organisations (e.g. local authority, voluntary and community sector)?

Duplicative of question 2 - please see the above response.

5. How long have you been delivering any of the above training (MECC, HCS, or its derivatives)?

MECC has been delivered by the team for a number of years (pre-dating the current staff involved with delivery), however models of delivery and content of training have varied. The prior questions have been answered based on the MECC training offer which has been in place since 2023 to allow for consistent reporting, as well as the team reverting to topic areas post-COVID.

Please note, all questions above have no timescale (from inception/the available data).