



## Hearts and Minds: working with healthcare staff to deliver the best care for people with HIV - Evaluation report for UHBW

In the autumn 2022 UHBW supported the delivery of three Hearts and Minds HIV stigma training events with Trust staff in Central Bristol. This brief report summarises the findings from evaluation surveys completed by those who attended.

### Training aim 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

### Overview

Hearts and Minds training is an interactive 2hr session that updates HIV information, generates openness and encourages reflection on patient communication and practice. **A total of 28 people** attended 3 sessions in autumn 2022. One of these was integrated into a training update day for Health Care Support Workers, and two were made available by open invitation to Trust staff. Those taking part are provided with attendance certificates to support CPD record-keeping, and Hearts and Minds has received CPD accreditation (2 credits) from the Royal College of Physicians.

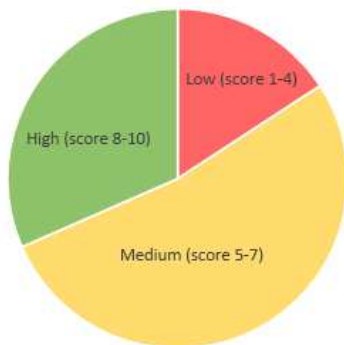
### Evaluation

All of the results using both formats are (n=23) are compiled here including some new before/after questions introduced to those attending the final two groups, where we used a paper rather than digital survey. We used a mix of questions: open-ended, multiple choice and confidence scales.

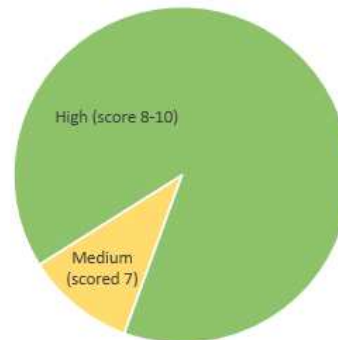
More than half marked themselves at 6 or below (on a 10 point confidence scale) when asked about existing knowledge about HIV. When asked afterwards to reflect on which new information they would share with colleagues, most (n=15) said they would talk to others about **how HIV treatment now means that HIV cannot be passed on**; and many (n=9) also said they would share **the way that HIV stigma from healthcare staff directly impacts on patient health**. The charts on the next page show that among those completing the pre/post survey questionnaire, most started with low / medium confidence about discussing HIV with someone who was living with the virus. Afterwards these trainees all reported **much improved levels of confidence discussing HIV**.

Every attendee agreed/strongly agreed that because of their participation in Hearts and Minds training, they **now had clear ideas about how they could create a workplace that is more welcoming for people living with HIV**. This clearly demonstrates that the session supported them to reflect fully on their professional practice.

Confidence discussing HIV before training



Confidence discussing HIV after training



Open-ended feedback from participants was thoroughly supportive of the Hearts and Minds approach, with some saying they wanted to see broader access to these sessions:

*How do we reach a wider audience?*

*Very powerful and well-presented format.*

Some reflected on the emotions they felt when realising the negative impact that poor practice can have on the wellbeing of people living with HIV; while others noted that wider application of *trauma-informed care* would be essential to address stigma in healthcare.

*[The training] got across the notion of asking yourself "Why am I asking this question?" in regards to HIV - before asking it.*

A few noted that they had never considered there may be *fear and a lack of trust* on the part of *both* healthcare workers *and* patients living with HIV, leading to strains in communication.

*Made the experiences of people living with HIV REAL. So powerful to hear the impact it has on people, and their mental health. One careless comment can affect people massively.*

### Reflections from the training team

1. We are clear that having at least one trainer with lived experience of HIV is a key part of this success, so we hope the Trust continues this commitment for future sessions.
2. These sessions offer valuable opportunities for staff to reflect on the impact of stigmatising attitudes and improved communication. Attendees highlighted that their development during the training applies across many stigmatised health issues and identities, aligning with UHBW's EDI mission.
3. Our session with HCSWs indicates that they will benefit from further support to ensure that staff in less powerful positions feel confident to report/challenge unprofessional practice among senior colleagues, given that they all agreed that current anonymised reporting tools feel unsafe.
4. We appreciate that 2hr training may not work in all cases, so we are currently making plans with the nursing team to devise a 30min mini-Hearts and Minds session. Please note that the RCP CPD accreditation will not cover these shorter sessions.
5. Attendance for future events will be better assured where these are integrated into team training (such as 'lunch and learn'), or as part of mandatory CPD updating.
6. Attendees enthusiastically told us how much they had learned; and found the reflections valuable.