

Increasing awareness and improving the application of the MCA and DOLs in all areas of Primary Care

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Project method

Following a number of Serious Case Reviews in Surrey, a key theme identified was lack of understanding, application and documentation of the Mental Capacity Act, including DOL's and best interest decision making, specifically within primary care.

We successfully bid for monies from NHS England for MCA training within this sector. It was initially planned to appoint staff to attend practice meetings and offer practical support – a model that had been used locally with some effect. However, on talking to GP colleagues it was agreed that a half day training session would be more effective. We procured EDGE Training and Consultancy to deliver this.

They deliver a bespoke half day training experience aimed specifically at CCG and Primary Care Staff. This is delivered by a barrister with a special interest in MCA at venues local to the practices and we have targeted practices using “champions” who have already attended the training.

Project results/evaluation

We initially booked 10 sessions, which a total 288 delegates have attended. In some cases the entire surgery was closed to enable every member of staff from receptionist, HCAs, nurses and doctors to attend. The feedback has been phenomenal further sessions that have been advertised over the next 3 months were booked up within 3 days.

We are undertaking a formal evaluation but some feedback to date has been: I attended this ...thank you fantastic relevant .excellent engaging speaker...Lots to think about ...made me feel a little anxious too. THANKYOU excellent day (GP)

The course was super, thank you for organising the event, it was really excellent. Please let me know if there are similar events (GP)

Project area classification

Hospital care		Emergency care	
GP care	x	Dementia	x
Social care		Learning disability	x
Voluntary sector		Other mental health	x
Financial services		Palliative care	x
Police		Advance planning, LPAs	x
Legal		Commissioning	x
Community health care	x	Training	x
Nursing and care home		For professionals?	x
Acute care		For public and service users?	
Chronic care	x		