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# Military Human: Understanding Military Culture and Transition CPD

Course data evaluation 2021:

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## Introduction:

The Military Human: Understanding Military Culture and Transition certificated CPD was originally created in response to a request by NHS HEY&H to provide CPD training for staff across the Y&H footprint. This was due to the large military presence across the Y&H region. The comment that was commonly reported by staff was that they often heard *'civvies don't understand'* from patients/clients/service users so requested a person-centred approach to understanding the military journey and lifestyle.

To address this the Military Human CPD recognises that the Armed Forces provides all the personal and pastoral needs an individual requires populating Maslow's Hierarchy of Needs effectively. With most recruits joining up during their formative development years, it also aligns to Erikson's Psychosocial Model by creating an intense sense of identity and purpose.

This creates a cultural *'bubble'* described by many as *'behind the wire'* or *'on board ship'*. Critically, this perceived *'bubble'* cannot be maintained indefinitely with transition being inevitable for all those who serve. Therefore, if being part of the Armed Forces requires an individual to embrace the military cultural lifestyle and invest in the core values, transition preparation should include personal awareness around the inevitable effects of adjustment and transition for themselves and their families. A good example of this awareness raising is the British Army – Transition: The Emotional Pathway information sheet. However, even the leaflet itself recognises that there is *'little information or advice about what Service leavers and their families might experience emotionally'*. This suggests that the adjustment experience for service leavers and families goes unaddressed and could potentially lead to anxieties and concerns after leaving the military requiring engagement and interaction with NHS services in the community.

Therefore, future transition planning prior to discharge should include adjustment awareness raising and become part of all service leavers and their families' transition preparation. This may address the concerns many may have prior to leaving the Armed Forces and potentially *'normalise'* some of the adjustment experience and reduce anxiety for others.

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## **Military Human CPD developments:**

Historically, the Military Human CPD training has been delivered using a face-to-face training room format with over 3000 staff receiving the CPD in this way. The face-to-face format required staff to allocate one day to attend training and factor in travel to a suitable location identified by commissioning teams.

However, in response to the rapidly changing educational and CPD training environment due to the COVID pandemic, the Military Human CPD was migrated over to a webinar format utilising the MS Teams platform. This format uses 2 x 2-hour webinars that can be delivered over 2 separate days and at different times (AM or PM) or can be delivered within the same day (AM & PM) but not requiring staff to travel and reducing the time required to allocate to CPD training.

This change brought its own challenges but following initial concerns regarding a new delivery format and quality of staff training experience, delivery sessions of the Military Human CPD significantly increased demonstrating that staff appear to prefer the flexibility of using a webinar platform. This has worked successfully across the NHS, HMPPS, Councils and other community service provider groups.

Importantly, all the CPD training documents (Handbook, Pre webinar information, Resource Toolkit) continue to be provided but are now sent in pdf format to attending staff. This has had a positive effect as staff have been able to share the resource toolkit with other colleagues.

## **Going forward.**

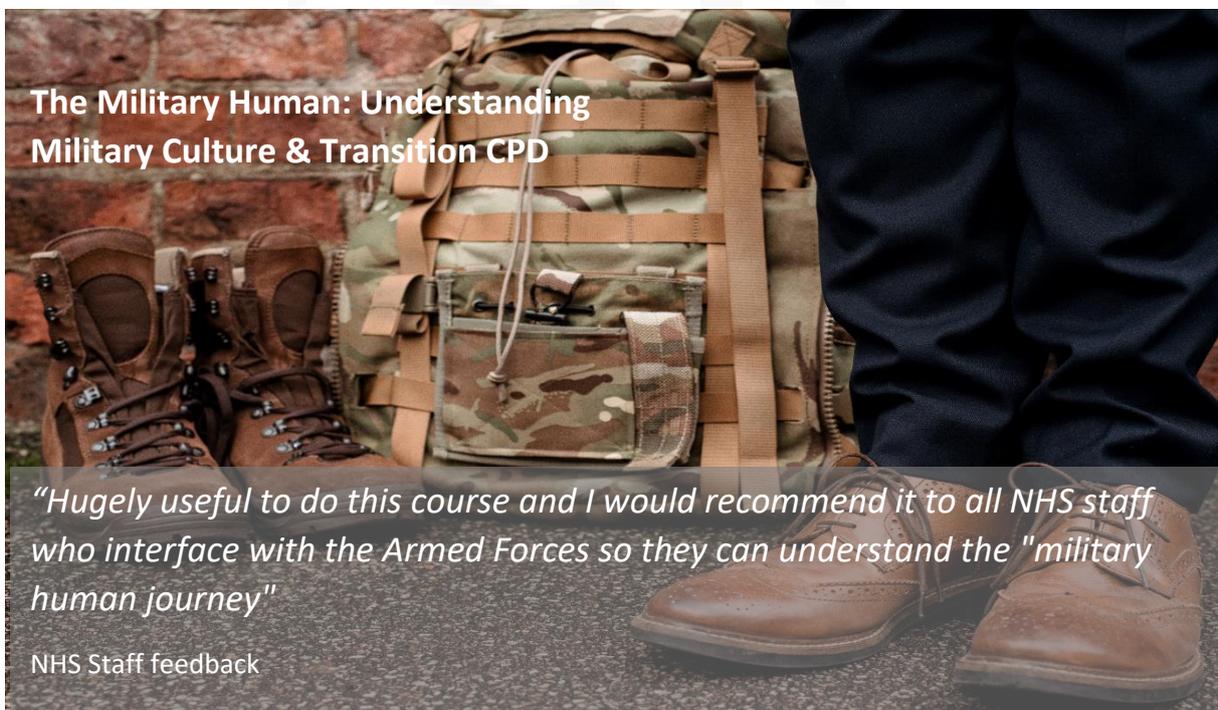
In response to the NHS England publication *Improving health and wellbeing support for Armed Forces families (2021)* were 84% of respondents felt that there should be an '*improved understanding by the NHS of Armed Forces families' lifestyle and their health needs*' and adding that there should be '*improved training and information available*', York St John University is utilising its Moodle Learning Platform to create a pre-recorded modular version of the Military Human CPD to facilitate flexibility for staff to be able to access the training at a time that suits them and fits around their availability.

The access for staff will be via a licencing model allowing the purchasing organisation to allocate licenses as they see appropriate. The Moodle version will be regularly monitored by the CPD facilitator with options for staff to ask questions and take part in arranged forums.

### **Conclusion:**

By providing three unique bespoke versions of the Military Human CPD (face to face, webinar, online digital learning platform) whilst maintaining and ensuring the high-quality educational experience, it is felt that staff flexibility, availability, and time constraints during a very challenging time, can be successfully addressed and facilitated.

Importantly, the CPD training provides key elements in line with the recent review of the Armed Forces Bill, NHS Healthcare for the Armed Forces community: a forward view and Veterans Aware Trusts and GP Veteran friendly practices.



### **The Military Human: Understanding Military Culture & Transition CPD**

*"Hugely useful to do this course and I would recommend it to all NHS staff who interface with the Armed Forces so they can understand the "military human journey"*

NHS Staff feedback

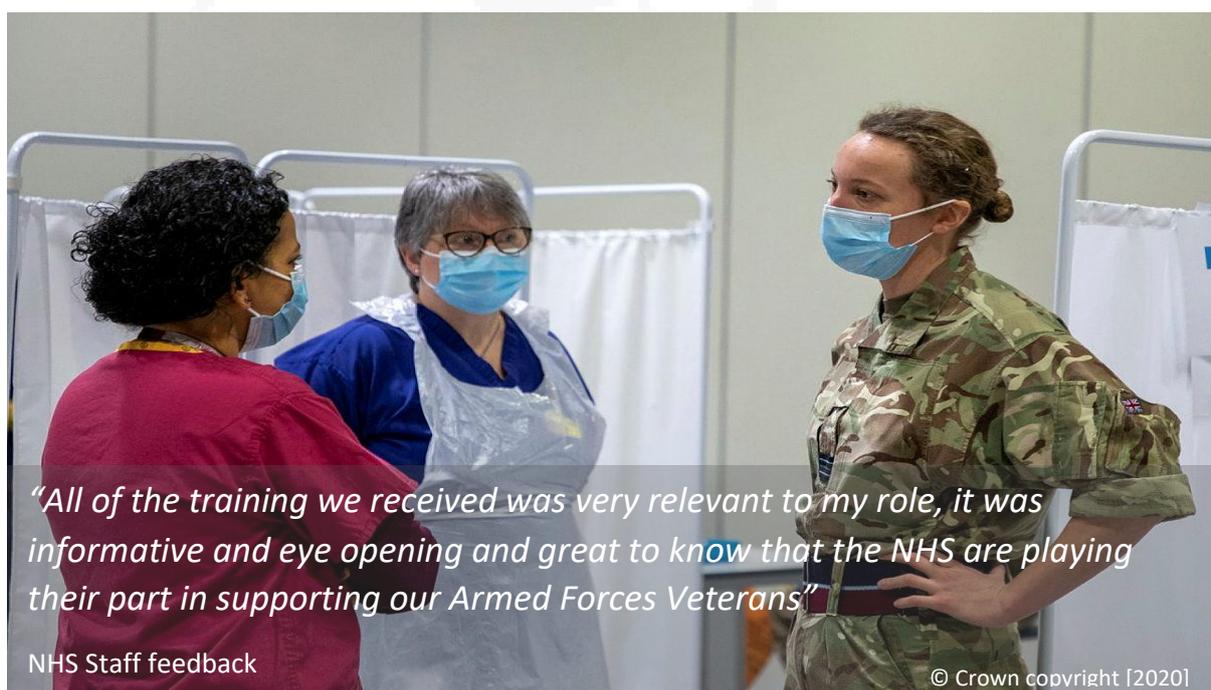
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## Post training Military Human CPD Qualtrics Survey:

The attached data has been drawn from the Qualtrics feedback survey over the 2021-year period. The feedback survey is provided for all staff attending the Military Human CPD. A total of 115 NHS and associated NHS members of staff attended the CPD over 2021 with 57 staff responding to the feedback survey, representing a wide range of professionals and clinicians (see appendix 1)

### Key findings:

- 100% of staff either strongly agreed (84%) or agreed (16%) that the learning objectives were achieved
- 94% of staff either strongly agreed (75%) or agreed (19%) that the course had met their personal and/or professional objectives
- 100% of staff either strongly agreed (72%) or agreed (28%) that the learning could be applied to their work
- 98% of staff rated the Military Human CPD course as either Excellent (79%) or Good (19%)

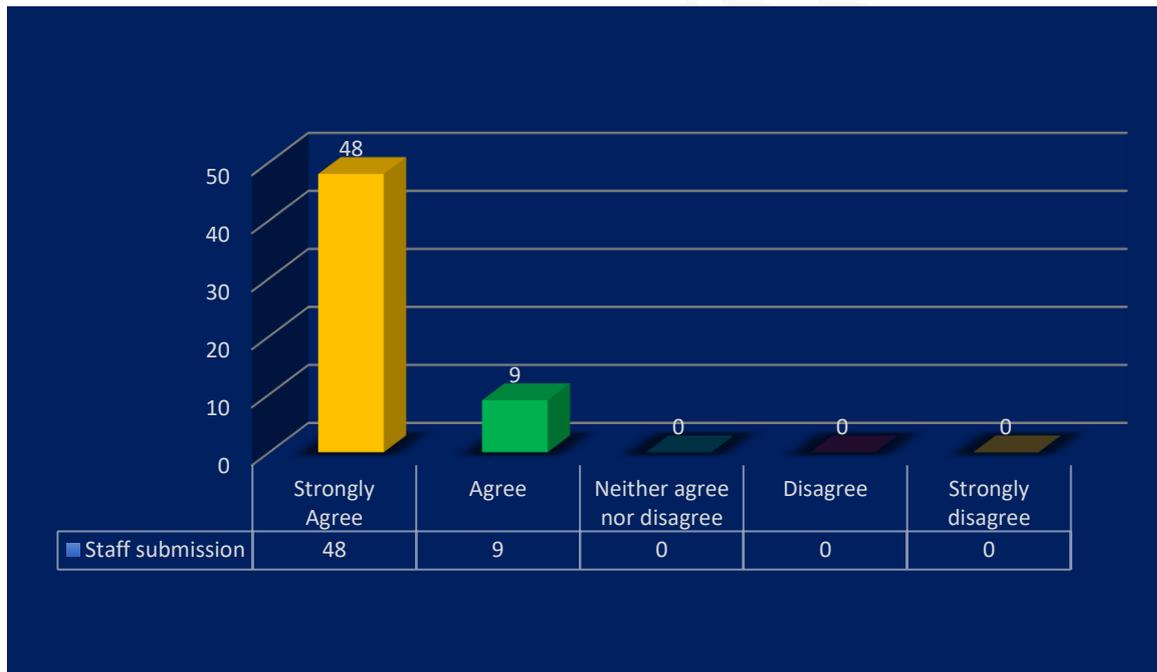


*"All of the training we received was very relevant to my role, it was informative and eye opening and great to know that the NHS are playing their part in supporting our Armed Forces Veterans"*

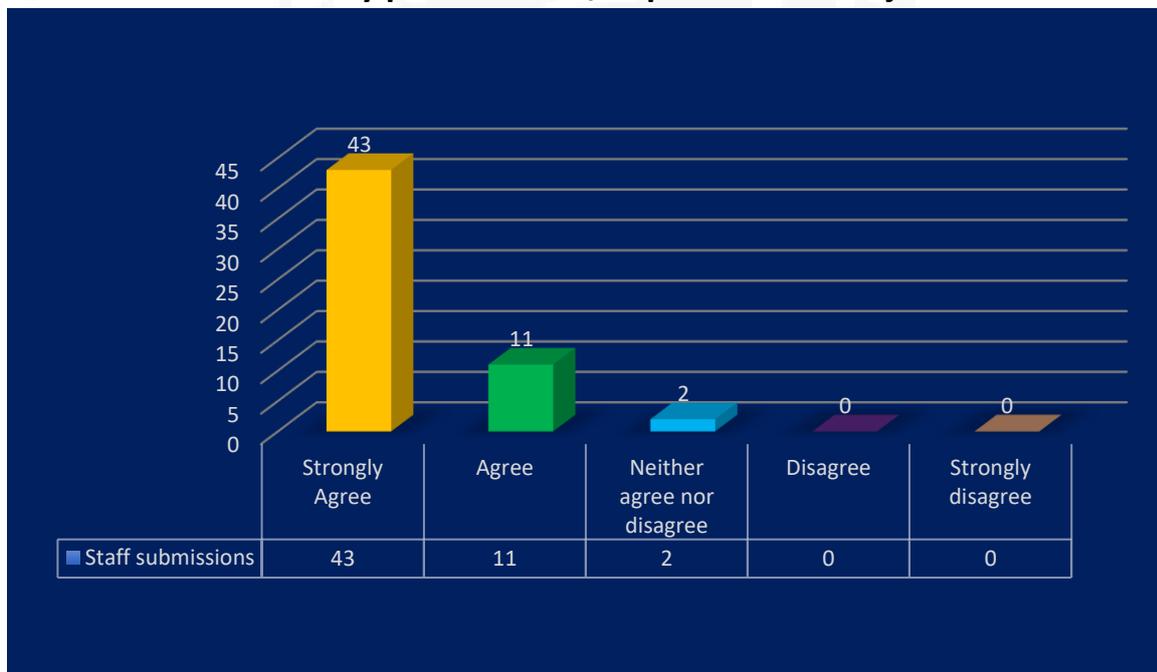
NHS Staff feedback

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### Q1 - The learning objectives were achieved

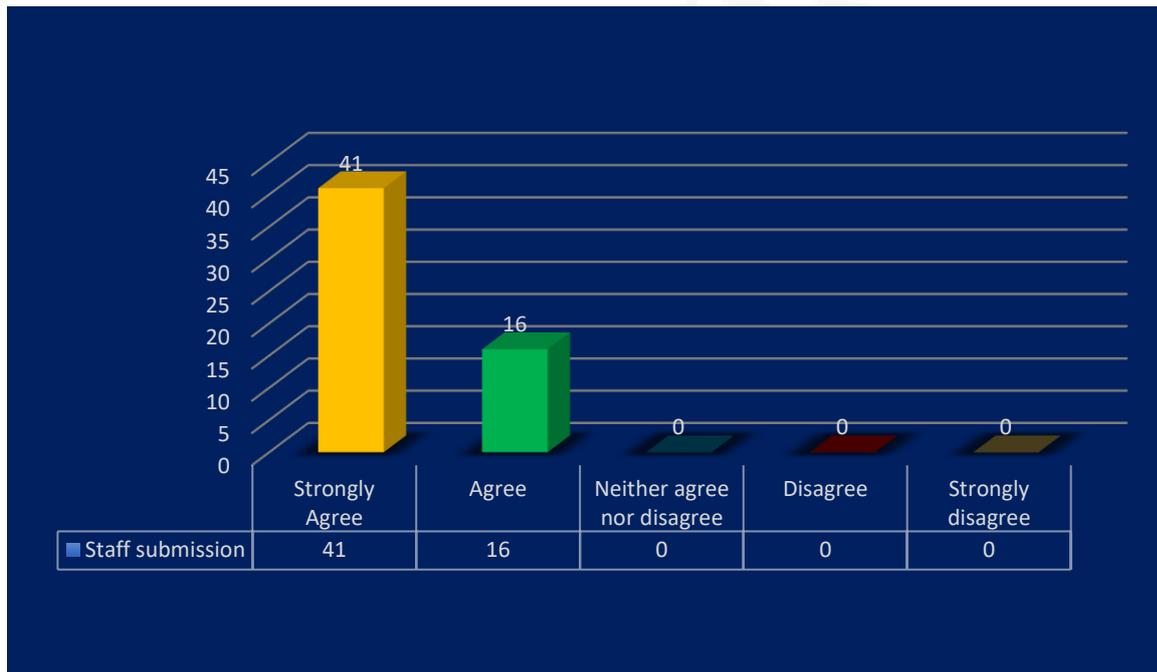


### Q2 - The course met my personal and/or professional objectives

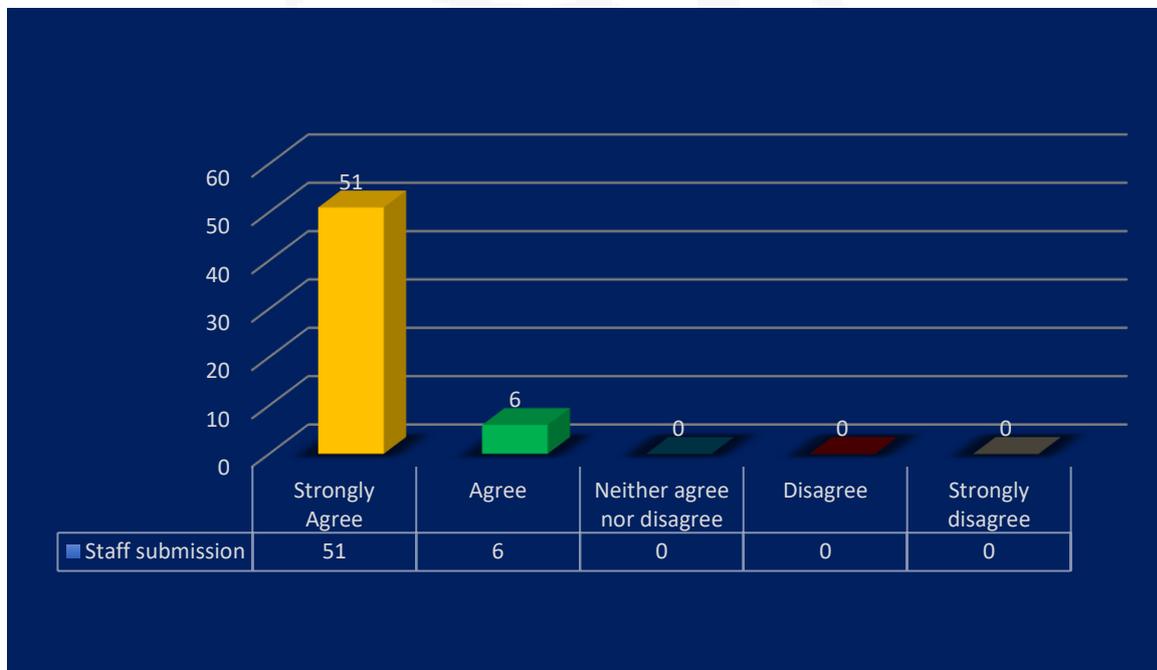


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### Q3 - The learning can be applied to my work

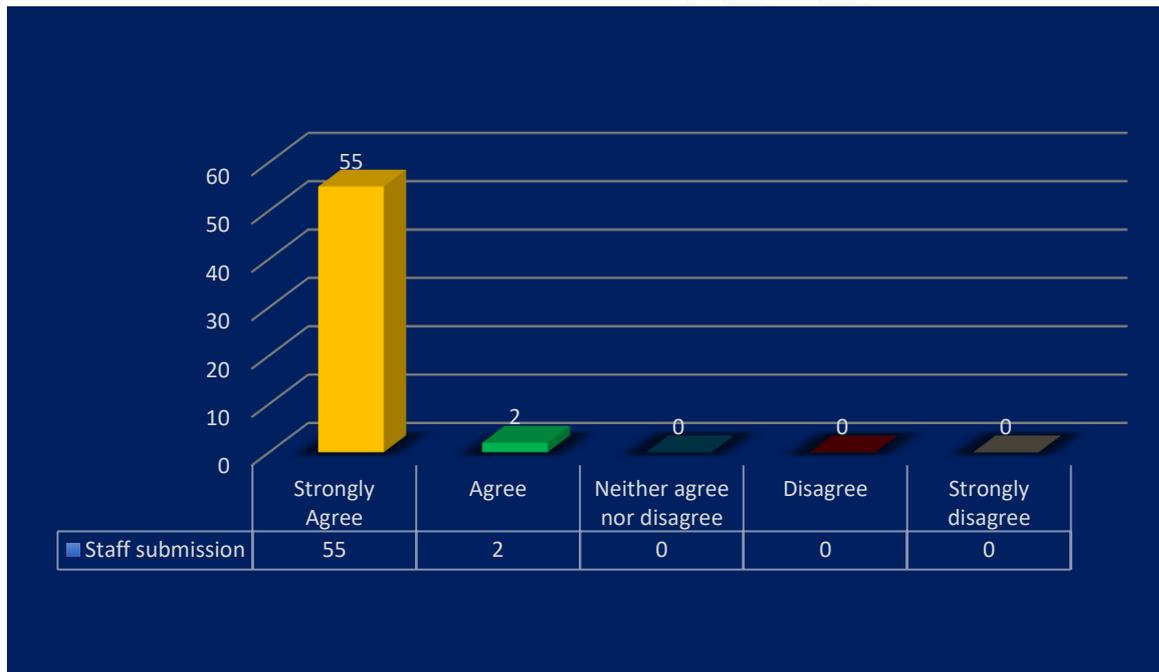


### Q4 - The facilitator was knowledgeable and informative

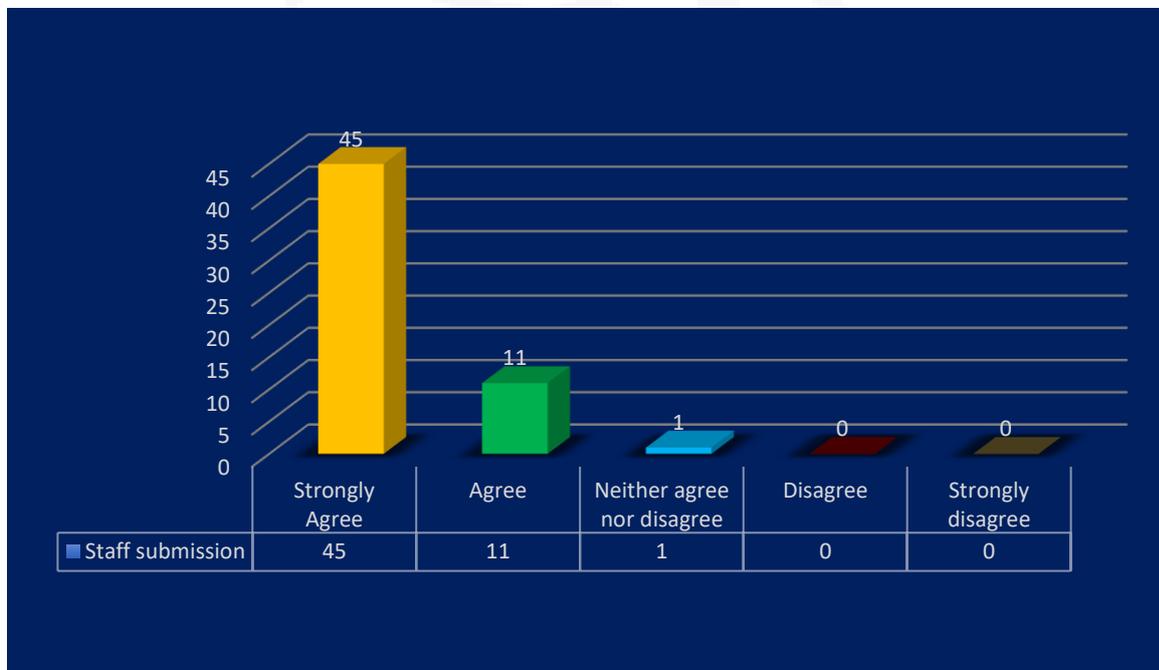


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### Q5 - The facilitator was helpful and approachable

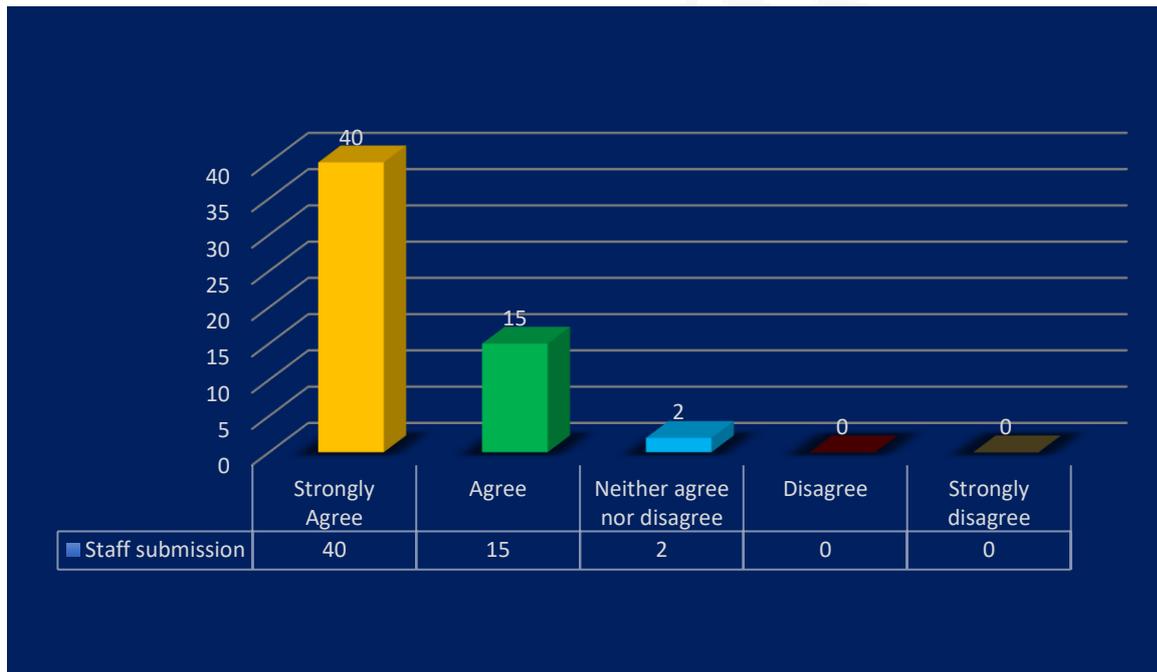


### Q6 - The content was delivered logically and at a good pace

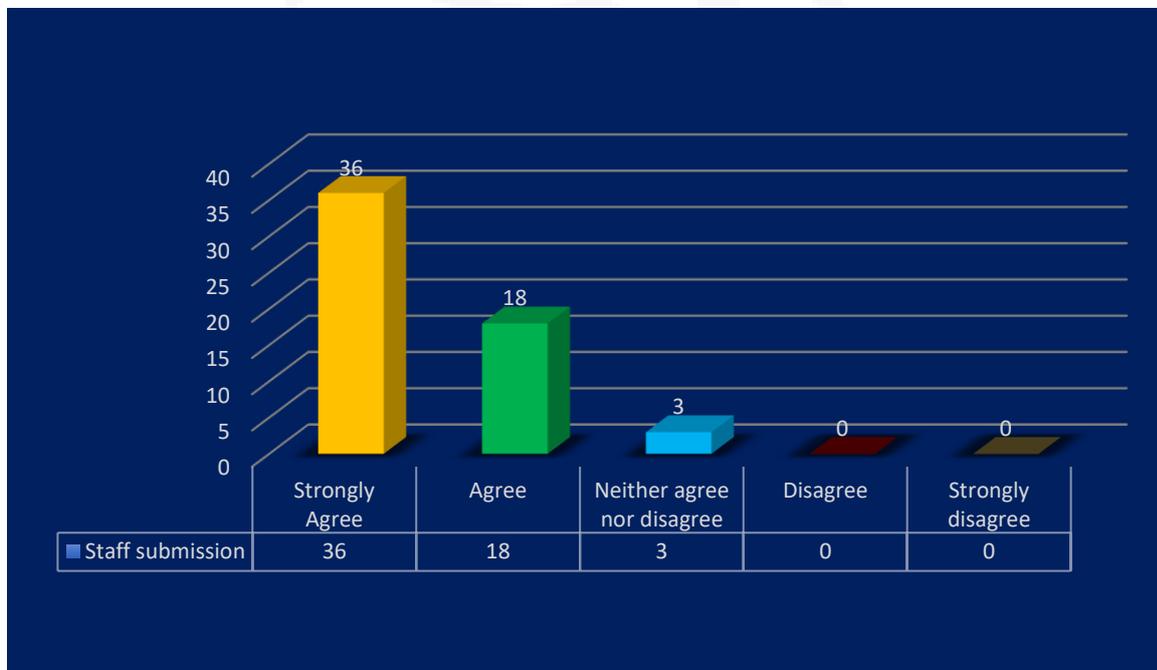


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### Q7 - Communication prior to the course was clear and timely

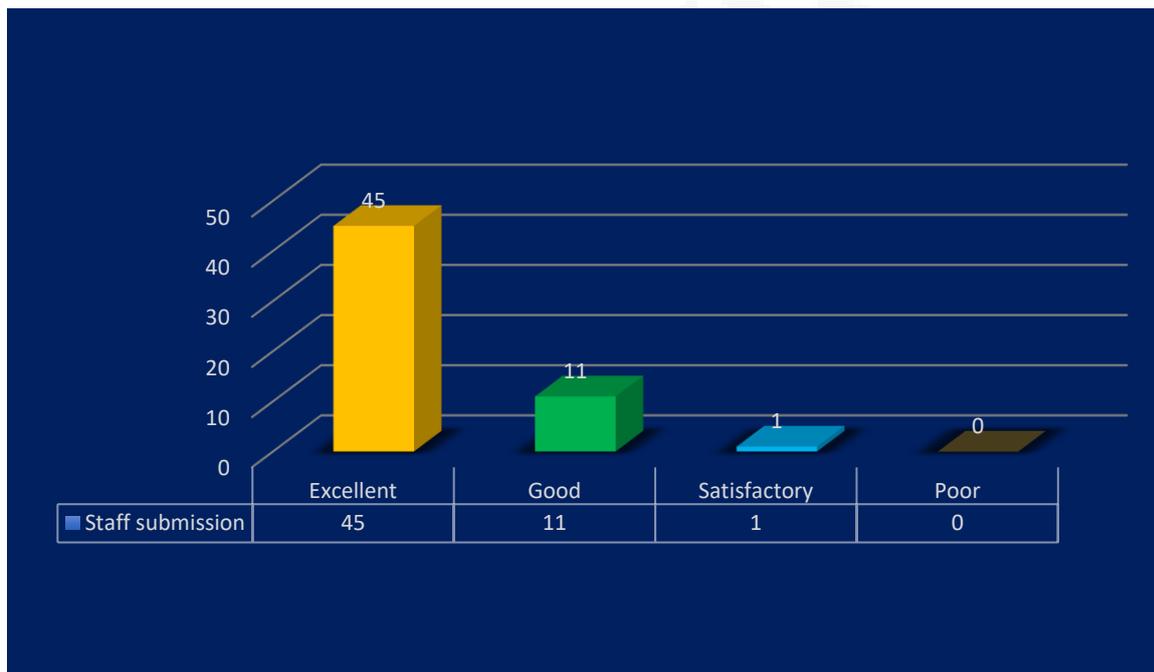


### Q8 - The webinar technology was fit for purpose



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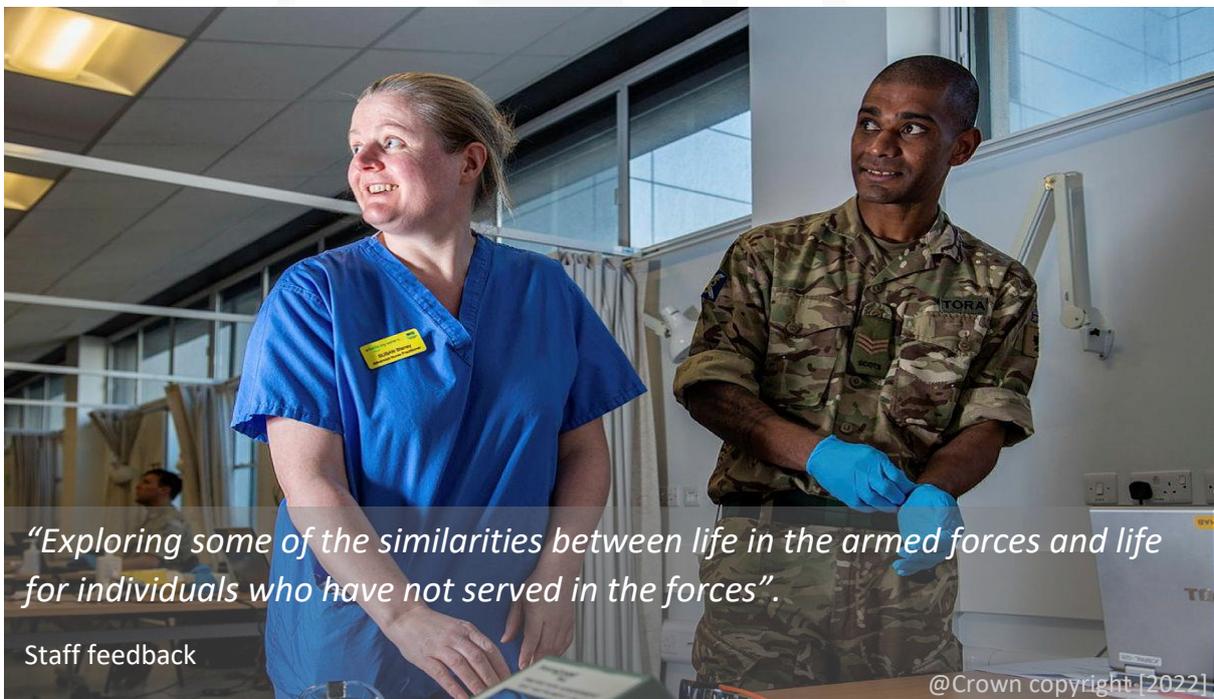
### Q9 - How would you rate the course overall?



### Q10 - Please describe the 3 best aspects of the course and state why you found it useful (examples from staff feedback)

- Understanding what issues this client group may experience.
- Barriers which may potentially get in the way
- Dispelling myths and assumptions
- Defining the aspects of military life compared with civilian life
- The presentation was well paced
- The videos really consolidated the messages in the presentation
- Pitched at an appropriate level for staff with no experience of caring for veterans.
- Informative and approachable lecturer - logical order of content
- Mixed group of participants lent useful experience to the course
- It was hugely useful to do this course and I would recommend it to all NHS staff who interface with the Armed Forces so they can understand the "military human journey"
- The content was relevant and up to date which facilitated a better understanding of the challenges associated with transitioning into civilian life

- It was delivered in an excellent way - good use of audio and visual - was quite relaxed
- This was an excellent course that delivered just what was required
- The range of resources made available to support on-going clinical work
- A greater understanding of life in the armed forces giving thought to what individuals are likely to invest during the time they serve and how this is likely to impact their transition into civvy life
- Exploring some of the similarities between life in the armed forces and life for individuals who have not served in the forces. This understanding may help to foster greater connection when working with veterans in community services.
- I found the whole teaching really interesting, I learned so much regarding the transition for the service person, how this affects not just them but their partners and children
- All of the training we received was very relevant to my role, it was informative and eye opening and great to know that the NHS are playing their part in supporting our Armed Forces Veterans



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**Q11 - How could we improve the course to enhance learning? What could we do better? (examples from staff feedback)**

- I would have liked to engage in more discussion.
- Could there be a follow on course, with clinical interventions that have helped and are appropriate for military patients?
- Just an observation but it may have been useful to conduct some group activities to gain the understanding of the learners knowledge and then challenge some of their perceptions; this would have been very engaging I think and could have helped.
- The course was just right thank you.
- Maybe think of allowing more time so the course has a seminar part. So, we could have some discussion. There were people on the course I would really have liked to listen to their views.
- I think at the moment it's spot on. The information needed is all included and because its quite relaxed its easier to take the information in.
- More time for discussion would have been welcomed.
- It was a great course although I wonder whether face to face teaching might enable more interaction and discussion.
- The course was excellent - what was covered in it, the pace and amount of information given.
- Maybe a section on how to work with this client group (tips, interventions, etc). Although this would probably constitute another training day.
- Make it longer! Perhaps more case studies covering mental health issues etc.
- It would be good to have classroom based again to encourage more discussions when able to maybe a bit more interactive if there are more people involved then using the break out rooms to encourage discussions and scenarios on what support they would offer.
- I would have liked to engage in more discussion.
- I think it is fine how it is! I've done twice now & can see information is updated regularly.

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**Q12 - What other learning and development opportunities are you interested in? (examples of staff feedback)**

- Veterans health and wellbeing.
- TRIM and using trauma informed approaches.
- I feel with this training, I have only scratched the service and I am looking forward to unpicking this topic further in my own practice.
- Understanding NHS issues associated with managing veterans in a health and mental health context.
- Suicide Understanding it and how best to manage the identification and immediate first aid for someone who might be in that frame of mind.
- I feel this is a key area which needs to be spoken about and to ultimately break the stigma surrounding this hidden illness.
- I would be interested in any other training relevant to my role working with veterans.
- Always open to learning opportunities.



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### Q13 - Do you have any further comments? (examples from staff feedback)

- A very good course. It gave me insight into the difficulties military personnel face and the barriers they come across and the problems they face transitioning to civilian life.
- Fantastic course. Thank you.
- The course was well run and the deliverer took into account his audience very well, just the right balance of military stories for those of us who have heard hundreds (of very similar stories) over the years! Keep up with the great work.
- Brilliant delivery and great information.
- The facilitator was extremely helpful in delivering a well put together presentation which was engaging, fun and helped me with my own practice. This course would be beneficial for anyone involved in the military in any capacity to help with transition and the challenges veterans face.
- Great course this should be done I think more often as a refresher.
- The course leader I thought was really good at directing the course and incorporated enough breaks so it was not too heavy which was great.
- All in a great course to have done despite the fact I am ex forces myself it offered new outlooks on things and was good to link in with colleagues
- Great course and look forward to any other training that could be offered that I can use in my role.
- The course was really informative, I got out of it more than expected and will be really helpful in my new role.



## **Appendix 1:**

### **Example of staff professional roles.**

- Regional Team Lead NHS HIS Project
- Counsellor for Depression
- Psychological therapist
- Physiotherapist
- Community Psychiatric Nurse
- Counsellor and Manager
- Registered Mental Health Nurse/Clinical Lead
- Veteran Liaison and Support Officer
- Senior mental health practitioner
- Psychotherapist
- Armed Forces PPV group
- Substance Misuse Nurse
- Therapist
- Social Worker /Snr Mental Health Practitioner
- RN Officer
- CEO of Charity
- Director for NHSE responsible for Armed Forces Patient Voice
- Retired - volunteer in various roles
- Retired
- Royal Air Force
- Volunteer at Veterans Mental Health Services
- Support time and Recovery worker
- Psychologist
- Mental health nurse
- Care Navigator CWPT
- RMN
- Mental Health Social Worker
- CBT Therapist
- Social Worker
- Occupational Therapist
- Ward manager/ mental Health Nurse
- Drug and alcohol recovery coordinator