

MAKING EVERY CONTACT COUNT (MECC) FREQUENTLY ASKED QUESTIONS

What is Making Every Contact Count (MECC)?

Making Every Contact Count is an approach to behaviour change that utilises the millions of day to day interactions that organisations and individuals have with other people to support them in making positive changes to their physical and mental health and wellbeing.

The fundamental idea underpinning the MECC approach is simple. It recognises that staff across health, local authority and voluntary sectors, have thousands of contacts every day with individuals and are ideally placed to promote health and healthy lifestyles.

MECC focuses on the lifestyle issues that, when addressed, can make the greatest improvement to an individual's health:

- Stopping smoking
- Drinking alcohol only within the recommended limits
- Healthy eating
- Being physically active
- Keeping to a healthy weight
- Improving mental health and wellbeing.

Where can I find out more about MECC?

There is a website: www.makeeverycontactcount.co.uk providing resources and information to support people and organisations implementing this approach.

What is available to help me and my organisation find out more about MECC and how to implement it?

Health Education England has been working with Public Health England and other key stakeholders on a suite of resources all published on the website www.makeeverycontactcount.co.uk.

There is a MECC community of practice on the online platform SLACK. Further details on how to join this group can also be found on the MECC website.

What is the National MECC Advisory Group and what do they do?

The national MECC advisory group was established by in May 2015 and is led by Public Health England (PHE) and Health Education England (HEE). The group has membership from key organisations including the Royal Society of Public Health, NHS England, NHS Employers, the Royal College of Nursing, and the Association of Directors of Public Health, alongside local leads from PHE and HEE, local services and relevant academic leads.

The national MECC advisory group has been working on a number of activities to support use of the Making Every Contact Count approach by local authorities, NHS and third sector organisations with the aim to help staff maximise contact with individuals to help people to make positive changes in their health and wellbeing.

The achievements so far are:

- A [suite of practical tools](#); to support the local implementation and evaluation of MECC activity and the development of training resources;
- Inclusion of MECC in the [NHS Standard Contract](#); Assistance with the development of the www.makeeverycontactcount.co.uk website bringing together all the resources around MECC.

The work of the group will continue in 2017 and we are currently deciding on additional priority areas.

I work for another country and would like to implement MECC in my area. Can we use the MECC name and resources with the work we are doing?

The MECC title is not protected/licenced. Please make use of the nationally and locally developed resources in the development of your work.

However, we ask that you quote and reference individual pieces of work to link to their originator. All these resources are available through links on www.makeeverycontactcount.co.uk website.

What is the Community of Practice?

The MECC community of practice is an online network on SLACK. It's purpose is to facilitate discussion, allowing members to share ideas and and network on topics related to MECC. It is a forum for everyone involved in MECC, bringing all communication together in one place.

- To offer information and support to individuals/teams who are aiming to implement MECC;

- To raise the profile of the concept;
- To share good ideas, evidence based programmes, experience of models implemented, lessons learned, outcomes, challenges and examples of local good practice in implementation and training of MECC;
- To provide opportunities to network with other MECC providers around the country.

If you would like to join this community, please let us know and we will add you to our network. There is also a [guide](#) on how to use SLACK.

We are looking to implement MECC e-learning for our staff We would like to use your e-learning resource but would need to tweak it to suit our workforce.

The MECC eLearning has been developed to be suitable for all audiences across the health and social care and voluntary sector settings.

All intellectual property rights relating to the online learning resources remain with e-LfH or its partners. Supplying of the content for modification is not something we would allow.

However, we would welcome feedback on how it can be modified to suit your workforce.

Are you able to share the source file for this e-learning package so we are able to upload onto our learning and management system?

It is possible to embed the eLearning into your own Learning and Management System. Please e-mail enquiries@e-lfh.org.uk who will provide you with further details and support on how to do this.