

Reference:	FOI.20117.26
Subject:	Making Every Contact Count (MECC) training
Date of Request:	7 April 2026

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)?
 - a. If so, how many NHS staff have received MECC training?
2. Does your health board deliver MECC training to individuals outside the NHS (e.g. local authority, voluntary and community sector)?
 - a. If so, how many individuals outside the NHS have been trained, from which type of organisations (e.g. local authority, voluntary and community sector)?
3. Does your NHS health board deliver/commission Healthy Conversation Skills (HCS) training (or it's derivatives)?
 - a. If so, how many NHS staff have received HCS training?
4. Does your health board deliver MECC training to individuals outside the NHS (e.g. local authority, voluntary and community sector)?
 - a. If so, how many individuals outside the NHS have been trained, from which type of organisations (e.g. local authority, voluntary and community sector)?
5. How long have you been delivering any of the above training (MECC, HCS, or its derivatives)?

Response:

1. Hywel Dda University Health Board (UHB) confirms that online MECC training is available to all UHB staff via the Electronic Staff Record (ESR) system. However, face to face training can be arranged if required.
 - a. The UHB can confirm that a total of one thousand, five hundred and seventeen (1,517) members of staff have completed the MECC Level 1 online training module via ESR, during the 2017/18 to 2025/26 financial years.
2. The UHB does not deliver MECC training externally. However, the UHB can work in partnership with external organisations to provide training if required.
 - a. Not applicable.
3. The UHB does not provide specific Healthy Conversation Skills (HCS) training. However, the principles of HCS are embedded within MECC training and is aligned to the approach taken by the UHB's team of Health Coaches.
 - a. Not applicable.
4. Please see response to question 2.
5. The UHB confirms that MECC training has been available to staff on the ESR system since 2017. Prior to this, the Lifestyle Advocates programme was delivered.