

Session 1

The first session is delivered to the whole practice by two trainers employed by the PCT and familiar with primary care and involves clinicians, the practice manager, and administrative staff. The first session has the following structure:

- Brief introduction to WISE
- Team building exercise
- Exercise on care pathways for patients with long-term condition.
- WISE tools—PRISMS [50], explanatory models, and menu of local support
- Interactive discussion
- Nomination of practice member to lead on implementation

Intermediate meeting

This session is a short meeting between the trainers and the nominated practice lead to discuss progress with the WISE approach since session 1.

Session 2

This session is delivered by two trainers to all clinicians in the practice team. Through the use of role play and clinical discussion, the training focuses on embedding the three core skills, assessment of self-management needs and capabilities; shared decision making; and facilitating patient access to support into primary care consultations. Figure 4 outlines the collaborative tasks, knowledge, attitudes, skills, and support tools relevant to these core training needs. The session has the following structure:

- Introduction & provision of manual
- Reflection of competencies
- Demonstration of skills to support self-management
- Skills practice
- Discussion on how to ensure sustainability of WISE