



Co-production of Coordinated Clinical Care

A Borderline Personality Disorder (BPD) Training Programme

NHS Greater Glasgow and Clyde (NHSGG&C)

Glasgow Mental Health Network

Mental Health Network - Alison Duncan; Fiona Macneill; Naby Savane
NHS Greater Glasgow and Clyde BPD Trainers – Susan Lyon; Lorna Mitchell



Background

Coordinated Clinical Care & *BPD Dialogues Group*....

....emerged from NHSGG &C commitment to improving service experience



BPD Dialogues Group

- Formed in conjunction with Glasgow Mental Health Network
- Name chosen by its members to represent variety of views
- Contribute to better services for people with a diagnosis of BPD
- Developed training videos, information booklet
- Live contribution to training introduced 2025



Key Objectives

- All staff have access to best practice principles of care
- Improve understanding, skills and confidence to work well
- Embed empathy, compassion and positive attitudes in teams
- Improve effectiveness, consistency and continuity of care
- Ensure collaboration throughout the patient journey



What is Coordinated Clinical Care?

- Best practice framework of care
- Collaborative assessment, diagnosis and initial formulation
- Joint approach to managing risk and crises
- Well timed access to evidence based psychological therapies
- Meaningful follow-up and review
- Carefully managing transitions endings in care
- Well supported and informed staff group
- Culture of empathy, validation and compassion



Training Implementation

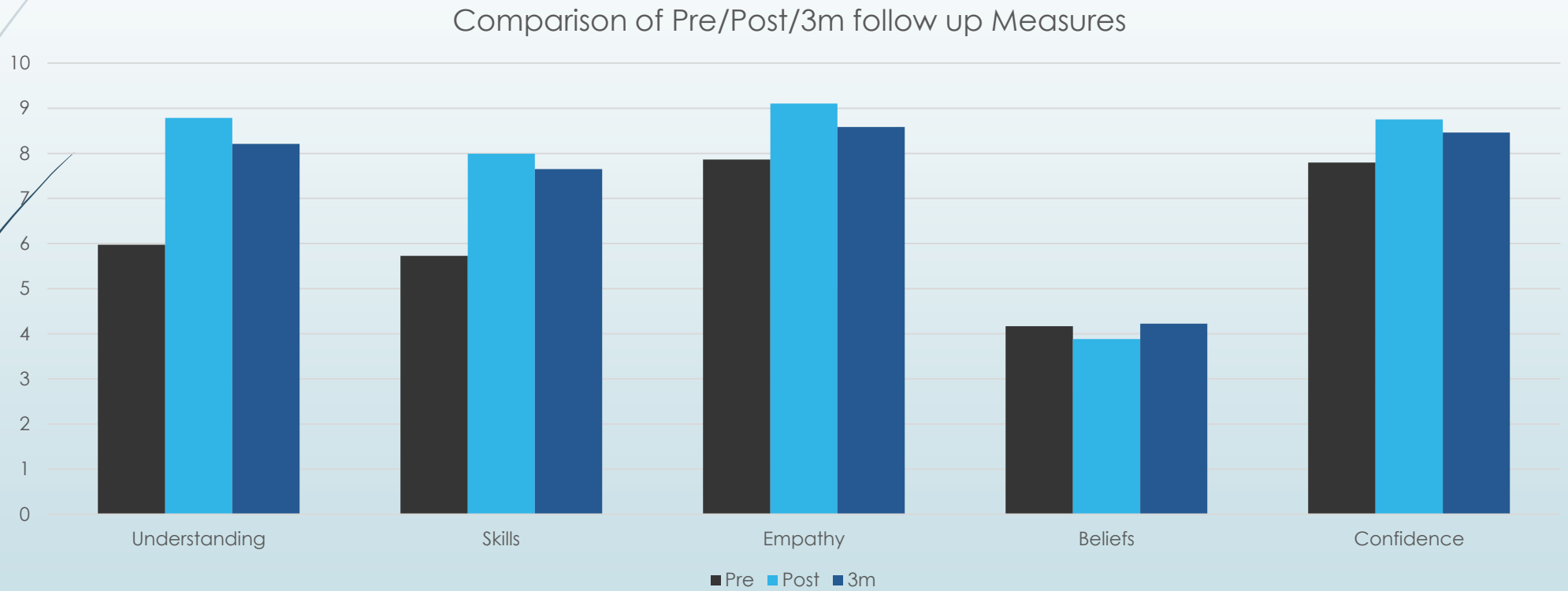
- Two one day a week trainer posts created
- Lived Experience contribution sought out
- Fully digital one day training programme designed - (MS Teams)
- Evaluated using pre, post & 3m follow up outcome measures and a training feedback questionnaire
- Rollout commenced February 2021
- 84 sessions delivered; 887 staff members (Mar 2025)



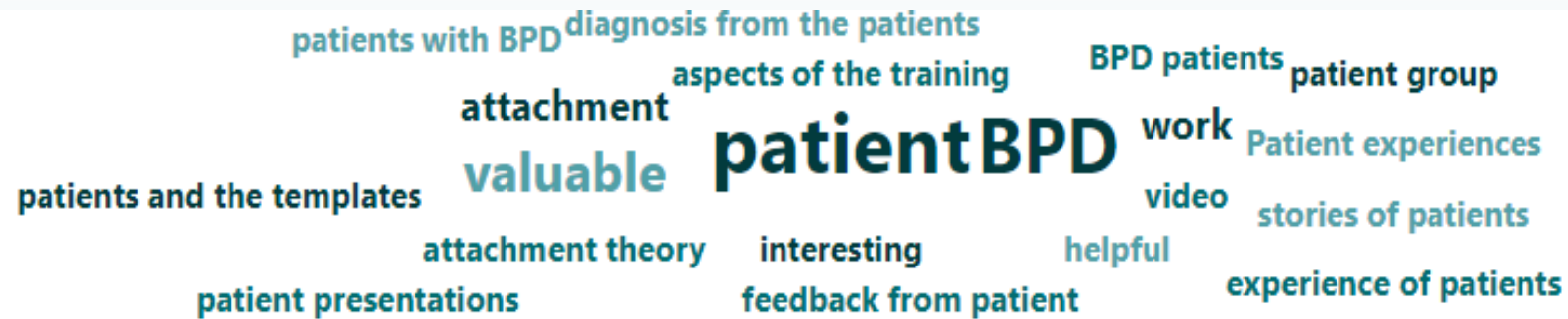
Results

- Overwhelmingly positive feedback from participants
- Lived experience component repeatedly recorded as most valuable
- Recorded improvement in all Key Target Areas
- Anecdotal evidence of improved experience of care
- Additional staff poll = improvement in team attitudes

Outcome Measure Data



Evaluation Feedback



A word cloud visualization of feedback comments. The words are arranged in a circular pattern, with 'patient BPD' being the largest and most central. Other prominent words include 'valuable', 'attachment', 'interesting', 'helpful', 'experience of patients', 'stories of patients', 'Patient experiences', 'work', 'video', 'feedback from patient', 'patient presentations', 'patients and the templates', 'patients with BPD', 'diagnosis from the patients', 'aspects of the training', 'BPD patients', and 'patient group'.

patients with BPD diagnosis from the patients
attachment aspects of the training BPD patients patient group
valuable patient BPD work Patient experiences
patients and the templates attachment theory interesting helpful video stories of patients
patient presentations feedback from patient experience of patients



A word cloud visualization of feedback comments about training. The words are arranged in a circular pattern, with 'training days' being the largest and most central. Other prominent words include 'excellent training', 'Brilliant training', 'Great training', 'training session', 'days of training', 'patients', 'people', 'Face to face', 'screen', 'BPD', 'half days', 'better', 'breakout rooms', 'good training', 'groups', 'time', and 'training with a view'.

breakout rooms good training groups training day
training with a view better time training days patients days of training
half days BPD screen Face to face people training session
excellent training Brilliant training Great training

Follow up Questionnaire

2. Does your team have a positive attitude towards working with BPD?

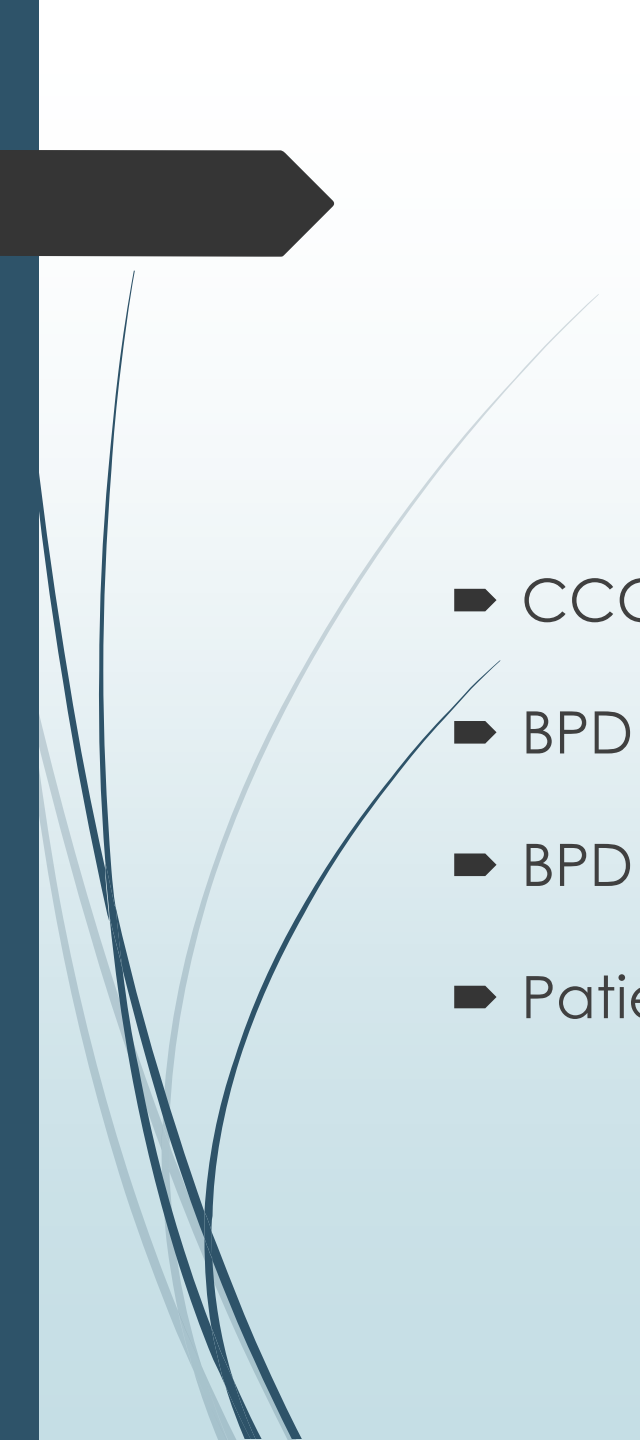
Yes Definitely	20
Yes a bit	30
Not really	1
Not at all	1



3. Are there barriers to embedding an empathic attitude towards BPD within your team?

Yes definitely	5
Yes a bit	30
Not really	14
Not at all	3





Supporting Resources

- CCC Documentation resource pack – 1-19
- BPD Guidance Documentation
- BPD Link Workers
- Patient Information Leaflet – Borderline and Beyond



So What? What Next?

- Indication training is having a positive impact
 - Tiny trainer resource
 - Reliant on voluntary contribution from lived experience
 - Currently only available to adult MH services in GG&C
 - Training not mandatory
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- Design 'bolt on' sessions
 - Develop trainer, lived experience and link worker roles

Thank you for your time
Questions?

BPD Dialogues Group Website



BPD Dialogues Group Information Booklet

