

Calls to Action

- **For healthcare leaders to incorporate Everyday Interactions into thinking at system level**

MECC is being widely used across the UK, yet there is little joined up working on how to record the types and frequencies of MECC conversations. There needs to be a system-level debate about how to adapt current IT systems to capture the evidence of these interactions.

- **For Everyday Interactions to be used as a means of linking into social prescribing**

Social prescribing is an increasingly important priority for the NHS, and Everyday Interactions offers a clear, concise way of bringing 'What matters to you' conversations into healthcare professionals' daily practice. Many of the needs of individuals will be non-clinical and best addressed through a referral to a link worker or social prescribing scheme.

- **For commissioners to include Everyday Interactions in service-level agreements**

It is vital that the importance of MECC is reflected in the demands of commissioners so that healthcare professionals' time is allocated effectively. Everyday Interactions can, and should, be used by commissioners to set KPIs within their service-level agreements.

- **For RSPH, PHE and other stakeholders to increase their communications around Everyday Interactions**

For the impact of Everyday Interactions to reach its potential, there needs to be widespread awareness of it and its supportive resources, such as the associated RSPH e-learning. RSPH, PHE and other stakeholders should ensure that the toolkit is widely disseminated on an ongoing basis.

