



Stanford Information and Support Service (SISS)

We all need help at some point when developing and growing our self-management programmes. Jane Cooper-Neville, Jean Thompson and Ian Darling have been at the forefront of self-management support over the past 20 years.

The **Stanford Information Support Service (SISS)** provides a gateway to unlimited advice from Jane, Jean and Ian and access to discounted training, supervision and materials.

There is now a compelling body of evidence in support of self-management as the key to change. If you don't believe us, download our briefing sheet on the [Case for Investing in Self Care and Self-management for People Living with Long term Conditions](#) to find out more.

This service is specifically designed to be of benefit to:

- **Commissioners and Coordinators** needing:
 - information and advice in obtaining and providing monitoring data for a Stanford licence
 - information about the proven benefits of Stanford University interventions
 - impartial advice on quality issues concerning training and support of staff and volunteers
 - information concerning the latest best practice developments in new and existing programmes
 - delivery support for building capacity and conversion training for new programmes
 - supervision and accreditation for current deliverers and assessors
 - intelligence and advice from the UK's leading practitioners in the field of self-management
- **Provider organisations** looking for support to:
 - train, develop and support their tutors and trainers to effect quality delivery
 - monitor and accredit their tutors and trainers
 - adhere to the Stanford University Fidelity Manual
 - gain Ss2Q Certification from the Quality Institute for Self Management Education and Training

SISS KEY FEATURES

One-Stop-Shop for obtaining and maintaining a Stanford University licence

A 24-hour response to any query from the experts within THTA

Membership of the Stanford Coordinators Community of Practice (Network)

Annual Stanford Fidelity Health Check

Support to complete and submit the annual monitoring return to Stanford

Advice on developing and maintaining UK quality assured programmes

Biannual Quality Masterclass (Webinar)

Discounts on training, supervision and resources purchased from THTA

Who we are

Talking Health, Taking Action is a small not-for-profit company.

We provide straightforward, impartial advice and are highly experienced in providing day to day support to those running and delivering Stanford University programmes. Jean, Ian and Jane have been involved in self-management for over 20 years and between us have led the:

- development of Stanford University programmes (in the voluntary sector and NHS)
- creation of the Ss2Q quality assurance framework
- establishment of QISMET (Quality Institute for Self-Management Education and Training)
- development of the new 2012 UK CDSMC Manual, Lead Trainers Manual and Hand Book
- adaptation of the Stanford diabetes and arthritis self-management programmes

If you would like to use this service [click here to complete the short SSIS order form](#), or if you require any additional information email Jane Cooper-Neville at jane@talkinghealth.org



Stanford Information Support Service Annual Fees (ex VAT)

Bespoke one off telephone consultation	SISS Membership Standard	SISS Membership Premium	SISS Membership Provider +
£149 (= 2-hour telephone support)	£260 per annum (= £5 per week)	£520 per annum (= £10 per week)	£799 (= £15 per week)
Options for licensing	Membership of Stanford Coordinators' Network	Membership of Stanford Coordinators' Network	Membership of Stanford Coordinators' Network
Advice and guidance on obtaining a licence	Unlimited email support	Unlimited email support	Unlimited email support
Options for training and supervision for deliverers of community programmes	×	Unlimited telephone support	Unlimited telephone support
Accreditation routes for Tutors and Trainers	Direct line of communication to Stanford and NHS England	Direct line of communication to Stanford and NHS England	Direct line of communication to Stanford and NHS England
How to develop quality assured programmes	×	5% discount on training, supervision and Stanford products	10% discount on training, supervision and Stanford products
Any other matters you would like to discuss	Biannual Quality Masterclass (webinar)	Biannual Quality Masterclass (webinar)	Biannual Quality Masterclass (webinar)
	Free promotion of your services, courses and training on the Talking Health website	Free promotion of your services, courses and training on the Talking Health website	Free promotion of your services, courses and training on the Talking Health website
	×	×	Annual Stanford Fidelity Health Check