

We Can Talk

Decision-Makers Briefing



Transforming one million mental health conversations in 2025

A UNIQUE CHALLENGE

Acute hospitals are the frontline of a mental health crisis in the NHS.

- Every year, more than one million people attend hospital due to their mental health ([NHS England, 2024](#); [HSSIB, 2021](#))
- Patient demand is at record levels in A&E, with long wait times to see clinicians; particularly for those awaiting mental health assessment ([NHS England, 2023](#))
- The number of mental health inpatient beds is at an all-time low ([The King's Fund, 2024](#))
- Workplace violence against healthcare staff has dramatically increased since 2021 ([Frontiers in Public Health, 2023](#))
- 3 in 5 A&E staff report feeling burned out, stressed, and exhausted ([RCEM, 2021](#))
- 90% of staff identify mental health training as need ([We Can Talk / CORC, 2019](#))

A TARGETED RESPONSE

We Can Talk's award-winning e-learning amplifies staff's existing expertise, supporting them with the context and confidence to apply their core skills to people in mental health crisis.

Underpinned by the largest dataset of hospital staff's experience of mental health in the world (and crucially using no slides), our professionally produced content is delivered by people with lived experience of attending hospital during a mental health crisis. This offers a unique insight into patient perspectives and practical strategies to improve care interactions.

Resulting in:

- ↑ *Improved patient experiences*
- ↑ *Increased Staff Safety*
- ↓ *Decreased risk incidents*
- ↓ *Lower Sickness rates*

VISION FOR CHANGE

In 2025, We Can Talk is scaling our impact by expanding access to our award-winning one hour, self-directed e-learning. Our organisational subscription model will open access to staff working with patients of all ages and ensure our evidenced-based approach is affordable for all acute trusts committed to creating change.

Join us in training 1 in 5 staff in 2025, transforming one million mental health conversations in acute hospitals.

We Can Talk has transformed the practice of more than 30,000 hospital staff since 2017. Staff are 18 times more confident and 30 times more knowledgeable in supporting patients' mental health post-training.

Now, we need your help to scale our solution to meet the increasing needs of the acute care workforce and those attending hospital due to their mental health.

PRICED FOR PARTNERSHIP

We Can Talk is available as a 12-month organisational subscription designed to maximise affordability and impact.

£9,999 (including VAT*) for trusts with a single Type 1 emergency department, within the SFI threshold for a single quote. This covers 90% of acute NHS trusts.

£19,999 (including VAT*) for trusts with more than one Type 1 emergency department.

Patients encounter a range of staff in acute settings and consistently report that each person has the opportunity to create a positive impact on their experience of care. We Can Talk includes an unlimited number of licences for all staff, students, volunteers and operational sub-contractors (e.g. security, domestic) to ensure consistency of care across all clinical and non-clinical areas.

*Non-recoverable

We Can Talk

Decision-Makers Briefing



Transforming one million mental health conversations in 2025

DELIVERY

We Can Talk's organisational subscription is designed for seamless deployment at scale, sitting independently from existing NHS systems. Trusts can easily roll-out our one-hour self-directed e-learning via a secure web link, which can be embedded on local intranets, training sites, or shared through email. Trusts can securely export completion data for upload to their employee training records.

To maximise impact, We Can Talk advises all partners to:

- Target staff working in emergency areas in the first six months
- Ensure equitable access across all job roles
- Attend We Can Talk network meetings to share learning with partner trusts

We Can Talk supports the roll-out of the programme by facilitating webinars for managers and mental health champions, providing printed marketing materials and sharing digital communications resources.

EDUCATION FRAMEWORK

Our [evidence-based education framework](#), developed with funding from Health Education England, was co-produced by hospital staff, mental health experts and people with lived experience of attending hospital due to their mental health.

It is built around three core themes:

Communication: building trust and enhancing patient-staff relationships;

Safety: recognising risks and managing distress;

Empowerment: promoting patient autonomy and active participation in care decisions.

We Can Talk's approach enables staff to use their existing skills more effectively, enhancing interactions with patients experiencing mental health crises.

RECOGNITION

We recognise that staff time is one of the most valuable resources any organisation can invest. We Can Talk recognises trusts' commitment with three tiers of awards:

- We Can Talk Gold Award (50% staff completion)
- We Can Talk Silver Award (35% staff completion)
- We Can Talk Bronze Award (20% staff completion)

By joining us on this journey, your trust becomes part of a national movement, turning mental health into a core organisational strength. Together, we will transform the experience of patients attending hospital due to their mental health and the staff who support them.

ABOUT US

We Can Talk was founded by Robin Barker in 2017 to transform the way hospital staff feel about mental health. Our team includes hospital staff, mental health experts, people with lived experience, teachers, developers, and a committed network of experienced leaders who support our mission.

Robin Barker

Director, We Can Talk
Registered Nurse (Mental Health)

robin@wecantalk.online

[Book a Microsoft Teams call](#)

[LinkedIn](#)



*Transform mental health in 2025.
Confirm your place. Robin*

**Nursing
Times
Awards**



**OUR HEALTH
HEROES
AWARDS**