

# Supporting ourselves and each other

Kathryn Bell  
Nancy Redfern  
Consultant Anaesthetists  
Newcastle upon Tyne

# Learning aims

- to understand the basic elements of wellbeing
- to review what good support looks like
- to review potential ways in which we could identify, raise concerns with and support a colleague who appears to be struggling

# Business in the Community

## definition of 'wellbeing'

- Good Work
- Good Health
- Good Relationships
- Good Support

# Good Relationships & Good Support

## Good relationships

- Provide 'social capital' which individuals need to maintain mental health and engagement
- *'glue which holds communities together'*; comprises 3 attributes:
  - trust,
  - networks of relationships,
  - reciprocity
- Relationships with key individuals and working in supportive teams impact on stress levels
  - increases levels of social support
  - increases role clarity

# Benefits of investing in staff health and wellbeing

## PATIENT SATISFACTION

- NHS organisations with higher levels of employee engagement have higher patient satisfaction.
- Cultures of engagement, positivity, care, compassion and respect for all provide the ideal environment to care for patients.

## ENGAGEMENT

- Staff with high levels of engagement are less likely to report suffering from work-related stress.

## COST

- A reduction in sickness absence by 0.1% across the NHS could save £34,941,722 - the full time equivalent of 1,364 staff.

# Benefits of investing in staff health and wellbeing

- increased productivity
- reduced sickness absence
- improved staff morale
- improved company reputation as a 'good employer'
- improved financial performance & competitiveness
- reduced staff turnover; potential to reduce by 87%.
- increased retention of skills and reduced recruitment & training costs

# Why might good support be needed?

- A return from absence can be daunting at any stage and after any duration
- Absence may have been secondary to illness (self or others)
- Return may require a complete change in home organisation
- Return may need changes in working pattern
- Return may need changes to rate of progress through training or Consultant responsibilities
- Return will need a story for colleagues

# Why might good support be needed?

- There may have been no absence, all of this may have been going on in the background: then what?
- Has anyone noticed?
- Whom can I tell?
- Who will need to know?
- Who will want to know?



# Characteristics of good support

Having conversations which are:

- Genuine
- Confidential
- Respectful
- Honest
- Empathic

# What might good support look like for a Trainee?

- Flexible framework
- Individual centred
- HR and Occ. Health bounded
- School of Anaesthesia led
- Deanery supported
- Skilled Educational Supervision +/- mentor
- 'It's just what everyone does here'

# What might good support look like for a Consultant/NCCCG?

- Flexible framework
- Individual centred
- HR and Occ. Health bounded
- Trust supported
- Skilled appraiser +/- mentor
- 'It's just what everyone does here'

# So...

- It's all right to be ill or not managing all the plates which need to keep spinning – it happens even to Doctors
- It's not the burden you have, but how you manage it which counts
- Colleagues, trainers and employers have an important role in support

# Discussion

Work in pairs

Decide who is the junior trainee and who is the senior trainee/consultant.

The junior trainee – play the part of the person described.

Avoid over-acting. Make a decision on what you are going to say, depending on how the conversation goes.

The senior trainee/consultant – be yourself

10 minutes – this is the first 10 minutes of something that is likely to be a longer discussion

# Discussion

Feedback from the 'junior trainees'

What did you find helpful?

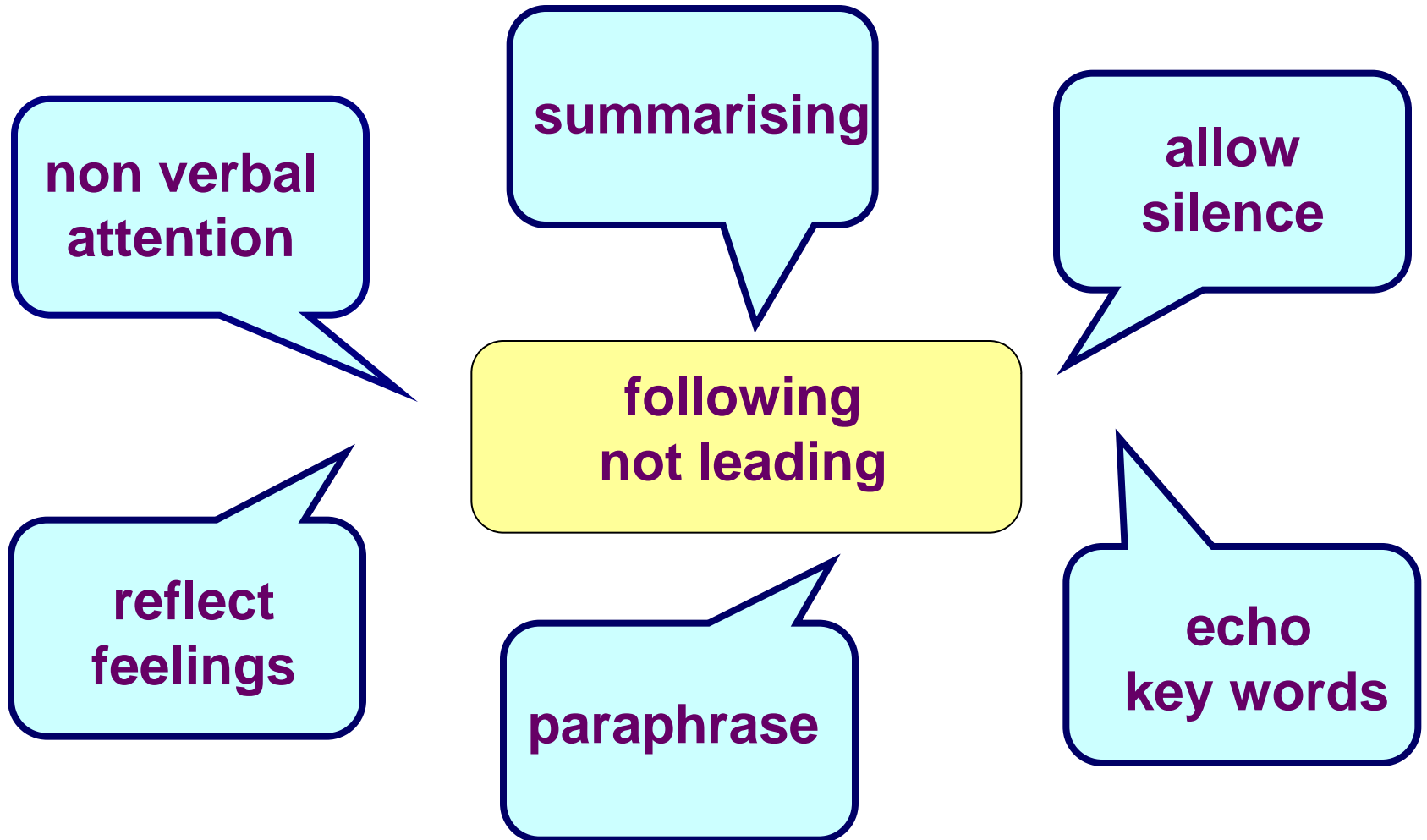
Skills used, Phrases, pacing etc

Anything to avoid

Feedback from the senior trainees/consultants

What were the challenges?

# ACTIVE LISTENING



# Skills used in 'Helping conversations'

- active listening
- empathic challenging
- summarizing & paraphrasing
- developing wider vision
- goal setting & testing commitment
- developing strategy
- planning



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