

YORLMC Ltd

Wellbeing resources and support

Introduction to the programme

YORLMC has, for many years, had a comprehensive pastoral care team with considerable experience of defence bodies and GMC procedures, able to provide personal and confidential support for individual GPs and practice teams in difficulty or experiencing major change. However, in recent years LMC pastoral work has increased significantly. Whereas previously one LMC Officer largely provided support, more LMC Officers were needed to support this work. Because this area of work is carried out confidentially GPs/practices and the commissioners would be unaware of the amount of support being given behind the scenes or of the work involved.

Building the programme

Given the unprecedented pressures experienced in General Practice and the rapidly changing NHS landscape, it was very important to create additional capacity. Recognising therefore the need to strengthen and add capacity to its pastoral workstream, YORLMC aspired to create further leadership capacity that would allow additional and appropriate support and help be given to both individual GPs and practice teams.

Supporting PCNs by supporting practices

YORLMC had already recognised that it would be difficult for PCNs to succeed if the practices within them were unable to function at a high level. It is however important to remain cognisant that the PCN DES is one part of the General Medical Services contract and practices remain the unit of delivery.

A range of wellbeing services

At this time of great stress and pressures, the wellbeing of ourselves and our colleagues is particularly important. YORLMC's wellbeing programme is bringing together a range of services, schemes and events that have been designed to support wellbeing and enable individuals to look after their own health and know when to seek help before difficulties arise

Funded predominantly through GPFV funding, the information in this leaflet provides more details about the range of services now available.

Developing YORLMC's Wellbeing workstream

YORLMC is committed to providing its constituents with a variety of services to give modern General Practice the support it needs and with NHSE and NYY commissioner support it has been possible to create this additional capacity and develop [YORLMC's Wellbeing workstream](#). Very importantly YORLMC's Wellbeing workstream brings together a range of services, schemes and events that are supporting wellbeing and enabling individuals to look after their own health and know when to seek help before difficulties arise.

YORLMC's Wellbeing workstream:

- has been designed for the benefit of all GPs and practice managers as well as the wider practice team
- is designed to support work at scale and its focus is therefore on 'the individual', 'the practice' and 'the organisation'
- the feedback already being received is excellent.



Dr John Bibby provides strategic leadership of this workstream. John was a GP in Shipley for 31 years and has a long history of undergraduate and postgraduate education, having been a VTS trainer and past VTS course organiser, and also GP Tutor for Bradford and more recently Bradford Districts CCG Educational Lead. He is a Fellow of the RCGP. John also has experience of coaching and is MBTI, Firo-B and NLP trained. Additionally, John has many years' experience of service change, quality improvement and passion for general practice, including a desire to champion general practice as a career.

Wellbeing services

January 2021 update



YORLMC is committed to providing its constituents with a variety of services that will give modern General Practice the support it needs. It has responded to the rapidly evolving COVID-19 situation by putting measures in place to support General Practice, you as an individual, and the wider healthcare system. This has included:

COVID updates

Regular COVID updates summarising the latest guidance and advice, signposting as appropriate to [YORLMC wellbeing resources](#)

Daily status report

Introduction during March 2020 of a daily status report, circulated to all practices and designed to feed into discussions with local partners such as CCGs, PCNs, Federations and NHSE to help practices obtain any support they require. More recently the status report has been carried out weekly. This valuable data continues to be used to feed into and help strengthen national discussions.

COVID-19 Support Programme

[COVID19 Support Programme](#) offering virtual mentoring support to GPs and other members of the practice team via video calling facilities

Wellbeing seminars

2 Wellbeing seminars held Autumn 2019 and attended by over 100 GPs and practice staff who heard from a range of local and national speakers with tips, advice and inspirational stories on wellbeing and how to reduce the risk of burnout and stress in the workplace. Both events also included practical sessions on mindfulness, time management, personal resilience and having better conversations.



Practice Management Resilience Project

Commissioned by VoY & SR CCGs and delivered by YORLMC, this project considered the resilience of practice managers in the Vale of York & Scarborough Ryedale localities and its impact on practice performance and sustainability.

The Healthy Practice

YORLMC considers the development of a framework that will define a healthy practice to be the natural progression of the above project. With confirmed NYY Commissioner support it has been able to start a project that seeks to define what constitutes a healthy working practice team.

Links with GP Trainee LMC Members and HEE GP Fellows

YORLMC has been supporting a current HEE Fellow with their project on Mindfulness in GP. As well as providing practical experience in clinical leadership it is providing the individual with the opportunity to test and evaluate their work through feedback obtained from GP Partners, Sessional (locum and salaried) GPs, returning GPs and GP trainees working locally.

Through this process it has become apparent that working with YORLMC, particularly the Wellbeing stream of activities, enables a learning experience not easily gained elsewhere and is providing a useful platform for providing support and experience to other fellows.

YORLMC is keen to continue to provide ongoing opportunities to GP Fellows in partnership with HEE.

Virtual wellbeing events

Further to the success of the Wellbeing seminars held in 2019, YORLMC planned to deliver further wellbeing events in 2020. Due to the COVID pandemic this has not been possible to date and remains uncertain for the foreseeable future. Wellbeing however, and particularly the wellbeing of Primary Care staff, is more important than ever. During 2021 YORLMC will deliver a suite of Wellbeing courses via virtual platform including

Mindful Medicine virtual workshops

These are planned as 2 part workshops focusing on individual wellbeing and mindfulness in general practice. The programme has been jointly developed by John Bibby and Nici Reece (Wellbeing Fellow) and is designed for GPs. YORLMC has already offered this course in October, November and December 2020. All 3 courses were fully booked within 2 days of being advertised with requests received from constituents to provide the course on more dates. Feedback from the courses has been overwhelmingly positive and a number of participants have expressed interest in getting further involved in YORLMC's wellbeing programme.

Mindfulness Peer Support Group

A number of attendees of the Mindful Medicine workshops have indicated that they would like further training and development in mindfulness. In order to support those interested in further developing mindfulness skills YORLMC has designed a facilitated support group

Recorded mindful meditations

Following the 2019 wellbeing events and the mindful medicine workshops, a number of constituents have requested meditation resources. Nici Reece is developing 4 recorded meditation sessions which will be uploaded to the YORLMC wellbeing webpages for constituents to access in their own time.

Encouraging Practice Wellbeing Leads

A number of attendees of the Mindful Medicine workshops have indicated that they would be interested in being part of a 'Practice Wellbeing Lead' support group - to introduce mindfulness and other wellbeing tools and techniques into their practices. This will naturally feed into the Healthy Practice Project (more details of this on the previous page)

Having Better Conversations training

This training course has been developed by Drs John Bibby and Jonathan Dixon. The training aims to provide GPs with a framework in which to have a productive supportive "better conversation" when a peer/colleague is having difficulties with a work or life issue. This is not formal mentoring or coaching but is intended to provide some clarity and direction to doctors seeking help. It allows consideration of what response is appropriate, and the consequences of each response. It is built on the evidence base around solution-focused coaching (Jackson 2020). This training was very well received as a workshop option for the 2019 Wellbeing Events. At the time the course was designed for clinicians, however it has since been amended to make it relevant for all Primary Care staff with leadership or decision-making responsibilities.

YORLMC will not charge attendees a delegate fee. However, to encourage attendee commitment and reduce non-attenders YORLMC will request a small mandatory donation to the [Cameron Fund](#) of £10. The Cameron Fund is the GPs' own charity. It is the only medical benevolent fund that solely supports GPs and their dependents. It provides support to GPs and their families in times of financial need, whether through ill-health, disability, death or loss of employment.



Mentoring services

GPMplus

Inspired by the successful YORLMC and Leeds LMC GP Mentoring pilot and operating as a Hub, GPMplus, which is the trading name of LMC Services Yorkshire CIC will:

- provide bespoke mentoring to GPs and other staff working in General Practice by trained mentors who are currently GPs
- support long term personal and career development for individuals working within General Practice healthcare teams

All GPs, regardless of role or contractual status, practice nurses and non-clinical staff working within General Practice will be able to access the services of GPMplus. The support offered aims to help those members of the practice team with responsibility for making decisions on behalf of patients or on behalf of other colleagues, i.e. individuals with supervisory duties and/or with leadership responsibilities. Specifically, GPMplus will deliver a streamlined and consistent model of mentoring to:

- GPs including trainee and returning GPs
- practice nurses
- practice/business managers and other qualifying nonclinical staff with leadership or decision making responsibilities

working within General Practice

Whilst not the intention to limit Hub access to a set geographic boundary, it will initially be for the benefit of GPs and practice teams through LMCs across the WY & HCV ICS footprints.

The availability of access to mentoring will be subject to and dependent upon commissioner funding support.

Additionally, GPMplus will be supporting the mentoring element of the GP Fellowship programme



Notes on this document

1. LMCs, or Local Medical Committees, are recognised in statute by successive NHS acts as the professional organisations that represent both individual GPs and GPs as a whole, whatever their contractual status.
2. YOR Local Medical Committee Ltd (YORLMC) is the brand name for the organisation which, through its North Yorkshire and Bradford & Airedale Branches, carries out the majority of work undertaken by North Yorkshire and Bradford & Airedale LMCs. It is the professional voice for all NHS GPs and practice teams across North Yorkshire, the City of York, Bradford, Airedale, Wharfedale & Craven districts.
3. The areas of work described are directly supported by NHSE/I resilience funds.

