

# Supporting General Practice and the health and wellbeing of GPs and General Practice teams



## *How is YORLMC Ltd supporting General Practice workforce retention & the health & wellbeing of GPs & staff working within General Practice?*

The majority of YORLMC's Wellbeing programme is now delivered through LMC Services Yorkshire CIC. As a not for profit organisation, the CIC trades as GPMplus. The support offered is designed to be relevant to GPs and practice managers as well as the wider practice team and the feedback received is excellent.

## *What makes the GPMplus model unique?*

GPMplus is different to most other primary care training organisations because the individuals delivering GPMplus services and training are also members of the GP community. They are therefore able to relate, based on personal experience, to profession specific scenarios similar to or the same as the individuals they are supporting. This principle will continue to be applied as the GPMplus model is expanded to deliver services to other professions and teams operating across the breadth of Primary Care.

In addition, and an added benefit is that individuals delivering GPMplus services have reported that being involved in this work has significantly increased their own resilience and wellbeing. It has also provided portfolio working opportunities and there is also evidence that it has helped individuals remain in the workforce. This has been an unexpected and positive outcome.

## ***Introduction***

The two most pressing issues facing General Practice are workload and workforce. It is vital therefore that existing staff can be retained, and new staff recruited to the workforce.

To enable the delivery of initiatives outside conventional LMC activity and in the interests of equity and transparency, in late 2020 [YORLMC Ltd](#) established a special purpose vehicle, LMC Services Yorkshire CIC. The majority of the programme of support is now delivered through [LMC Services Yorkshire CIC, trading as GPMplus](#)

The primary aim of GPMplus is to provide better support for the health and wellbeing of staff working in General Practice. GPMplus is also now expanding its support to other areas of Primary Care.

By caring for the workforce, GPMplus aims to support individuals and practice teams to better perform their day to day tasks and stay working within the health sector. Not only does this benefit the individual and practice teams, but it also benefits patient care.

***The following FAQ provides an overview of GPMplus***

## **What does GPMplus deliver?**

At the core of the CIC's activities is its

- [peer mentoring service](#)
- [wellbeing education programme](#)

## **What is peer mentoring?**

There has been considerable debate in literature comparing and contrasting mentoring and coaching. What is described in one organisation as mentoring may be known in another as coaching. Whilst there are differences in the nature of the relationship (mentors often have experience of the type of situations the mentee brings, a coach not necessarily so) there are many similarities in the skills, tools and approaches a mentor or coach uses.

In the context of the GPMplus service, there is an important added benefit to the service being mentoring rather than simply coaching. All of our mentors, in addition to having been trained as coaches, have wide experience of working in frontline General Practice and so, where appropriate, they are able to offer advice based on experience as well as using their coaching skills.

## **Who can access the GPMplus peer mentoring programme?**

GPs, Practice / Business Managers, Nurses, and other practice staff with leadership responsibilities, working in the catchment areas of:

- Calderdale LMC
- Humberside Group of LMCs (Hull & East Yorkshire & North & North East Lincs LMCs)
- Kirklees LMC
- Leeds LMC
- Wakefield LMC
- YORLMC (Bradford & Airedale & North Yorkshire LMCs)

## **Do I have to pay for mentoring?**

Thanks to the support of NHSE/I and the CCGs operating across the Humber Coast and Vale and West Yorkshire ICS footprints you can access up to 8 hours of free mentoring. The availability of access to mentoring will be subject to and dependent upon ongoing Commissioner funding support. GPMplus is committed to working with partners in care to identify and secure ongoing and new funding streams to support this important work.

## **Does GPMplus also support the mentoring and coaching element of the NHS GP and Nurse Fellowship programme?**

Yes, GPMplus has been commissioned by NHSE/I West Yorkshire to deliver the mentoring element of the GP & General Practice Nursing Fellowship schemes.

GPMplus has been commissioned by NHSE/I Humber Coast & Vale to deliver the mentoring element of the GP Fellowship scheme (also referred to as the Catalyst programme)

## **Does GPMplus also provide peer mentoring support for colleagues working across wider primary care?**

Yes. In July 2021 GPMplus was commissioned as part of a national Primary Care health and wellbeing programme to pilot peer mentoring to dentists, optometrists and pharmacists.

Our Pilot Mentors are local frontline Dentists, Optometrists and Pharmacists with knowledge and experience to offer. The pilot is due to report outcomes in March 2022 and GPMplus aspires to secure ongoing funding that will enable roll out of peer mentoring to dentists, optometrists and pharmacists.

## **How do I access mentoring?**

You can contact us via email at: [info@gpmplus.co.uk](mailto:info@gpmplus.co.uk)  
Alternatively, you can call us on 01423 648570 or you can complete the form on the GPMplus website [here](#)





## ***Who are the GPMplus mentors?***

Our mentors are:

- Local peers with knowledge and experience to offer
- Empathetic and good listeners
- Appropriately trained and well-practised in mentoring and coaching skills
- Continuously updating and developing their skills
- Well supported in their role with regular clinical supervision

## ***Do mentors have any mentoring qualifications?***

All our mentors either have or are undertaking the internationally recognised ILM5 qualification in effective coaching and mentoring

## ***What you can expect from your mentor***

You can expect a professional colleague as a mentor who will be available to listen & understand your situation. They can act as a sounding board. They will explore your situation with you in a way that will help you progress. They may reflect your thoughts back to you, to help you 'throw light' on things & suggest how you may move forwards. They may also signpost you to other resources that can give you direct advice & experience of additional career avenues.

## ***What your mentor cannot do***

It is important that you understand what the mentor cannot do, so you do not have unrealistic expectations. They cannot act as a counsellor, nor can they give you 'the answer' to your situation, however they will 'journey' with you and empower you to progress to whatever is right for you.

GPMplus is purely self-referral, does not take referrals from third parties and cannot act as your advocate with outside parties.

## ***Is the mentoring service confidential?***

The content of the mentoring is confidential between the mentor and mentee. The only exceptions are if the mentor has concerns about your safety, patient safety or there are probity issues. In this situation the mentor will sign post you to further support.

A further feature of GPMplus is its IT infrastructure which provides a secure confidential area for the mentor & mentee. This infrastructure is bespoke to GPMplus and also supports all administrative processes.

GPMplus is keen to extend its programme of support and provide equitable access to wellbeing support for GPs and practice teams across the West Yorkshire & HCV ICS footprints and is currently working with NHSE/I and the CCGs to identify appropriate funding streams

**YORLMC Ltd and LMC Services Yorkshire CIC, t/a GPMplus thank NHSE/I and the CCGs operating in the Humber Coast and Vale and West Yorkshire ICS regions for their ongoing support**

## ***What is the Wellbeing Education programme?***

The wellbeing education programme comprises a suite of training and resources which together contribute to the model we refer to as the Healthy Practice.

A Healthy Practice is one where it is:

- A good place to work
- A good place to be a patient

This is an upstream preventative approach with the aim of creating a supportive culture and addressing issues before individuals get to a stage where they feel the need for more formal interventions. The 'learning' offered is delivered by individuals who have wide experience of working in frontline General Practice and designed to provide individuals and teams with tools and techniques, backed up by ongoing peer support to embed best practice. It is this aspect that makes this different to traditional training / learning.

The programme brings together a range of services, schemes and events to support wellbeing and enable individuals to look after their own health and know when to seek help before difficulties arise.

## ***Who can access the Wellbeing Education programme?***

Thanks to the support of NHSE/I and the CCGs operating across YORLMC's footprint, the wellbeing education programme can currently be accessed for free by YORLMC GPs & practice teams.

## ***How can I access the Wellbeing Education Programme?***

YORLMC constituent GPs and practice teams can contact us via email at: [info@gpmplus.co.uk](mailto:info@gpmplus.co.uk) Alternatively, you can call us on 01423 648570. More information about current programmes can be found [here](#)