

# YORLMC Wellbeing

YORLMC have a range of services, guidance and information with the aim of supporting GPs and practices. This resource brings together content and resources from a variety of sources all with the aim of assisting GPs and practice staff to find ways of improving their wellbeing and mental health.

## YORLMC Wellbeing Lead

YORLMC's Wellbeing Lead will enable support to be tailored to meet individual need. This support will be confidential and will include helping an individual GP or a practice team through difficulties linked to contractual, financial or performance concerns, signposting to other professionals or YORLMC colleagues where appropriate.

## Introduction to John Bibby, YORLMC Wellbeing Lead



John was a GP in Shipley for 31 years, finishing his clinical practice 5 years ago. He has long history of undergraduate and post graduate education. He is a Fellow of the RCGP.

He has led Quality Improvement work across the country, initially as Clinical Lead for the Improvement Foundation, where he led the Leadership for Quality improvement programme over 5 years, training 500 GPs and practice managers. More recently he has been working with the Improvement Academy where he has developed the online Bronze Training, the face

to face Silver training and the Train the Trainer "Gold" training and leads the regional Quality Improvement Trainers Network.

John is also one of the appraisal leads for NHS England and NHS Improvement – (NE and Yorkshire), having been involved nationally with appraisal from its inception.

He has co designed the West Yorkshire GP Mentoring service which YORLMC is piloting as well as the Having Better Conversations programme as part of the regional wellbeing/resilience work.

Dedicated support to the Wellbeing Lead is provided by Simon Berriman, Executive Officer, YORLMC's Corporate Affairs Team.

### **How to get in touch:**

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## YORLMC's Wellbeing Framework

YORLMC's Wellbeing framework covers:

1. Prevention
2. General Interventions
3. Crisis Interventions
4. Events
5. Other sources of support



## 1. Prevention

### i) *NHSE GP signpost Yorkshire & Humber document*

The [GP signposts for Yorkshire and the Humber](#) is a directory of services for Yorkshire and the Humber with the aim to provide further details of support, career opportunities and contacts to supplement the national pack. The document will be reviewed and updated frequently.

The [NHSE GP Support Pack](#) sets out the various types of support available throughout the career of a general practitioner in England. The guide focuses on support for GPs – not the practice or the wider system.

### ii) *Mindfulness Training*

At the October YORLMC Wellbeing events YORLMC will be showcasing a mindfulness-based Stress Reduction workshop.

The workshop session proved popular with delegates and feedback received on the day indicated a clear demand for further mindfulness courses. YORLMC will be reviewing this.

### iii) *Stress Assessment App*

A stress assessment is being developed and is anticipated to launch in early 2020.

### iv) *Directory of support groups & networks*

#### *First 5 initiative*

The Royal College of General Practitioners (RCGP) has developed a [First5 initiative](#) to support new GPs from completion of training through the first five years as an independent practitioner. There is more information on the [RCGP website](#) but below is an overview of the 5 pillars underpinning the concept:

1. Connecting with the College: Promoting a sense of belonging and appropriate representation for the First5 cohort within the College.
2. Facilitating networks: Encouraging peer support and mentoring through the development of local networks.
3. Supporting revalidation: Offering support through revalidation for those in the first 5 years post-CCT.
4. Career mentorship: Highlighting opportunities a career in general practice offers and helping new GPs get the most out of being a GP.

5. Continuing professional development (CPD: Identifying areas of CPD which members in the first 5 years feel are not well provided and developing materials that will address their learning needs.

First5's email: [first5@rcgp.org.uk](mailto:first5@rcgp.org.uk)

RCGP First5 Social Media accounts:

Facebook group: <https://www.facebook.com/groups/rcgpfirst5/??????>

Twitter: @rcgpfirst5

### Tea and Empathy

An online forum community of health practitioners who provide support. Search facebook or twitter for tea and empathy

Facebook - <https://en-gb.facebook.com/groups/1215686978446877/>

### v) *Complaint Management Training*

<https://www.e-lfh.org.uk/programmes/complaints-handling/>

The NHS Constitution, along with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, provide a right for patients to provide feedback, comments, raise concerns and make complaints.

Guidance produced by NHS Choices and the Parliamentary and Health Services Ombudsman supports NHS staff in implementing the complaints procedure, and specifically requires all NHS staff to be appropriately trained to enable them to respond efficiently and effectively to feedback. Education and training are essential in order for staff to respond to feedback, comments, concerns and complaints in an appropriate and timely manner.

A range of five e-learning sessions have been developed to support staff in meeting their responsibilities. They are relevant for all directly employed NHS staff as well as independent contractors and their staff who provide NHS services.

The sessions have been developed in partnership with NHS Education for Scotland (NES) and the Scottish Public Services Ombudsman (SPSO) but retain an English focus.

## *2. General interventions*

### *i) Having Better conversations training for GPs*

Work has been taking place to develop a peer support model that will address unmet need amongst GPs who are increasingly needing protected time with trusted colleagues to talk about challenging issues affecting them in their professional lives. The model has been rebranded as “having better conversations” and is intended to be based around a loosely structured framework that will provide informal yet timely peer support, allowing the sensitive exploration of any contributing factors, and the possibilities that might exist for change. The course has been well accepted by the pilot groups it has been delivered to and there is now an infrastructure, via Y&H LMCs working across the Y&H region, to support the roll out to 10% of GPs.

A small cohort of trainers have committed to delivering this programme and they are working with LMCs across Y&H to deliver this training.

### *ii) Having Better conversations training for practice teams*

YORLMC considers this model to be of benefit to non-clinical staff working within General Practice, particularly in light of the emergence of PCNs and the associated changes.

Consideration is being given on developing a revised programme so that it is relevant to practice staff.

### *iii) GP Mentoring*

The need for GP Mentorship had been recognised nationally through the GP Forward View and locally through recent LMC surveys but also through discussion with colleagues leading on the NHS England appraisal process.

Through NHS England GP Resilience Programme funding, YORLMC has successfully led a local pilot for GP mentorship. The funding has enabled YORLMC to provide training to mentors and 50 mentee places were initially made available. YORLMC has since received additional funding for further places.

If you would like to access this service, please contact Simon Berriman via [simon.berriman@yorlmc.co.uk](mailto:simon.berriman@yorlmc.co.uk) or 01423 879922

#### *iv) NHS GP Health service*

The [NHS GP Health Service](#) is a confidential NHS service for GPs and GP trainees in England. The GP Health Service can help with issues relating to a mental health concern, including stress or depression, or an addiction problem, in particular where these might affect work.

The GP Health Service can help doctors with issues relating to a mental health concern, including stress or depression, or an addiction problem, in particular where these might affect work.

GPH is not a service for individuals with mental health problems which require specialist psychiatric input though it can help provide additional support where it can.

GPH is provided by health professionals who have additional expertise in addressing the issues concerning doctors. These clinicians are available in various locations across England. NHSE (as commissioners) require that the offer of a clinical assessment is made within one to two hours travelling time.

Access the service by emailing [gp.health@nhs.net](mailto:gp.health@nhs.net) or by calling **0300 0303 300**. The service is available 8am – 8pm Monday – Friday and 8am – 2pm Saturday.

Please note the service is not for emergency or crisis issues. These should be directed to mainstream NHS.”

An information leaflet is available [here](#).

#### *v) Practice Manager resources*

YORLMC successfully facilitates practice manager and deputy practice manager development programmes which combine coaching and appraisals.

Please contact Simon Berriman ([simon.berriman@yorlmc.co.uk](mailto:simon.berriman@yorlmc.co.uk)) if you would like to access the programme.

### 3. Crisis interventions

#### *i) The second victim model*

Although patients themselves are clearly the first and most important victims of such incidents, the trauma experienced by some healthcare professionals after a patient safety incident has resulted in a recognition that they may also be considered a “second victim”.

YORLMC is working on a model to provide a trained ‘crisis team’ of individuals to be able to give immediate support and advice.

#### 4. YORLMC Wellbeing events



In the face of unprecedented pressures, the landscape of the NHS is changing, and the centre of gravity is moving rapidly towards primary care. As a result of the 2019 GP contract changes, including primary care networks and the NHS Long Term plan there is a move to address the challenges that GPs and practices are currently facing in terms of workload and workforce.

At the same time the number of GPs and healthcare professionals suffering from burnout is increasing, with the 2019 LMC UK conference highlighting the tragic GP suicide rate and a recent BMA study finding that 40% of doctors are currently experiencing symptoms of depression, anxiety, burnout, stress, emotional distress or a mental health condition that is impacting on their work.

YORLMC held two successful Wellbeing events in October 2019 for GPs, Practice Managers and other primary care staff. The events helped healthcare professionals and their colleagues to recognise the signs of burnout; understand the importance of their own wellbeing; and showcased practical workshops sessions providing support/techniques on how to reduce the risk of burnout and stress in the workplace.

YORLMC are exploring future events.

## 5. Other Sources of Support / signposting

### *i) Tier 2 Visa Applications*

Tier 2 is an immigration route for GPs from outside the European Economic Area (EEA) and they each require a sponsor in order to live and work in the UK. These Drs must be sponsored by an organisation or company that holds a Tier 2 licence. A licence is a permission given to an organisation to sponsor workers in its business and last for 4 years. The organisation is known as a sponsor.

The number of GP Practices who are currently Tier 2 Visa sponsors is limited meaning GPs from outside the EEA have to return to their home country if they are unable to find employment with a practice that can continue their sponsorship. Tier 2 sponsorship therefore is an opportunity for practices that are having difficulty recruiting to vacant GP posts, to employ migrant Drs who will generally have completed their training in the UK. It doesn't guarantee that you will fill your vacancy, but it does open up a new pool of Drs who are then able to apply for your vacancies.

A streamlined GMC Certificate of Eligibility for GP Registration (CEGPR) process to approve GPs from New Zealand and Canada is due to launch in October 2019 backed by a new social media marketing campaign. This may result in increased interest from GPs in these countries who currently require Tier 2 Visas to work in the UK.

#### **How to apply to become a sponsor**

NHSE has produced the following resources ([available here](#))

- A slide pack which advises about obtaining the Certificates of Sponsorship for each individual doctor
- Certificates of sponsorship slides
- Reimbursement form

#### **Resident labour market test**

The Home Office has recently published the updated Shortage Occupation List which now includes ALL medical practitioners under SOC 2211. This means that as of the 1 October 2019 practices no longer have to undertake the resident labour market test for recruiting non-EEA GPs.

#### **English language testing requirements for tier 2 visa**

The Home Office has streamlined English language testing ensuring that doctors as well as dentists, nurses and midwives who have already passed an English language test accepted by the relevant professional body, do not have to sit another test before entry to the UK on a Tier 2 visa. Previously, the UK Visas and Immigration (UKVI) would only accept IELTS, so if a non-EEA GP passed the OET for the GMC, they would still have to take a separate IELTS test for immigration purposes. This is no longer necessary.

#### **Funding**

- NHS England and NHS Improvement will reimburse practices for all costs associated with becoming a Tier 2 sponsor, including unsuccessful attempts. NHS England and NHS Improvement will meet any costs that were incurred after 1 June 2018 and reimbursement forms must be submitted to NHS England and NHS Improvement before 31 March 2020. Practices can claim as soon as they have submitted their application.
- Getting approval as a Tier 2 sponsor takes up to 8 weeks so now is a good time start the process. Practices considering employing an international GP, including international medical graduates qualifying from GP speciality training in February 2020, are recommended to look at becoming a sponsor sooner rather than later in preparation. NHSE has advised that if further funding is available for the next financial year 2020/21 it will let practices & LMCs know.

### Next steps

NHS England will support non-EEA GP trainees by matching them with vacancies at practices that hold visa sponsorship licences in their preferred locations. (Please note that standard recruitment processes then apply for the roles within these practices.) If you are interested in becoming a Tier 2 Sponsor Organisation and would like further information please contact [england.intrecruitment@nhs.net](mailto:england.intrecruitment@nhs.net)

Alternatively if you would like an initial general discussion about becoming a Tier 2 sponsor, please contact [angela.foulston@yorlmcld.co.uk](mailto:angela.foulston@yorlmcld.co.uk)

### ii) BMA Resources

The BMA provides information on a range of organisations, services and websites which can offer help, whether you are struggling with addiction or looking for legal advice, find signposts to support [here](#)

### iii) 5 Steps to mental wellbeing

<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/>

Originally developed by the New Economics Foundation, evidence shows there are five core ways to promote positive wellbeing and mental health.

- **Connect** – connect with the people around you: your family, friends, colleagues and neighbours. Spend time developing these relationships. Learn more in [Connect for mental wellbeing](#).
- **Be active** – you don't have to go to the gym. Take a walk, go cycling or play a game of football. Find an activity that you enjoy and make it a part of your life. Learn more in [Get active for mental wellbeing](#).
- **Keep learning** – learning new skills can give you a sense of achievement and a new confidence. So why not sign up for that cooking course, start learning to play a musical instrument, or figure out how to fix your bike? Find out more in [Learn for mental wellbeing](#).
- **Give to others** – even the smallest act can count, whether it's a smile, a thank you or a kind word. Larger acts, such as volunteering at your local community centre, can improve your mental wellbeing and help you build new social networks. Learn more in [Give for mental wellbeing](#).
- **Be mindful** – be more aware of the present moment, including your thoughts and feelings, your body and the world around you. Some people call this awareness "mindfulness". It can

positively change the way you feel about life and how you approach challenges. Learn more in [Mindfulness for mental wellbeing](#).

Listen to some [audio guides to boost your mood](#).

### *iv) Mindfulness Apps*



### *Feeling Good*

<http://www.foundationforpositivementalhealth.com/listen-now/download-our-app-feeling-good/>

Free positive mental health training app from the Foundation for Positive Mental Health

### *Mind Mood Tracker*

<https://www.tynesidemind.org.uk/help-support/tyneside-mind-mood-tracker.aspx>

Free from Mind, this app helps to spot patterns in mood and behaviour



### *Live Happy*

<https://apps.apple.com/gb/app/live-happy/id1036216178>

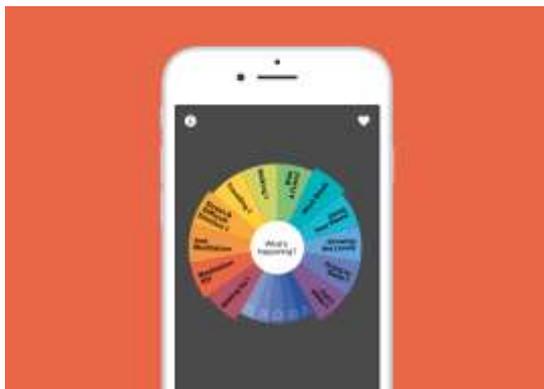
Helps develop happiness promoting activities into habit. It prompts to engage in mood boosting activities such as

mindfulness, goal setting and promoting your best possible self.

## Headspace daily mindfulness app

Your guide to health and happiness

Meditation has been shown to help people stress less, focus more and even sleep better. Headspace is meditation made simple. We'll teach you the life-changing skills of meditation and mindfulness in just a few minutes a day.



## Buddhify

<https://buddhify.com/the-app/>

Mindfulness on the go - The central idea in buddhify is that you don't have to find time for meditation, instead it comes to you. All of the meditations are categorised by what you're doing or how you're feeling. So you'll find guided meditations for Walking, Stress & Difficult Emotion, Work Break, [Going to Sleep](#), Waking Up and many other different categories. Written and voiced by our range of hand-picked teachers, the sessions last from 4 minutes all the way through to 30 minutes.

## Calm

<https://www.calm.com/>

Meditation to Relax, Sleep, Relieve Anxiety and Lower Stress. Calm is a popular mindfulness app and has free beginner programme with option to upgrade. It has free guided meditations and sleep stories to help you relax, sleep and feel happier





## *Stop, Breathe & Think*

This is free, with the option to pay for additional guided meditations.

## v) Financial Support

### *The Cameron Fund*

[The Cameron Fund](#) is the medical benevolent charity that provides support solely to GPs in the UK. It provides grants and loans to assist doctors and their families experiencing financial difficulties due to short or long-term illness, relationship breakdown or hardship following the actions of regulatory bodies or former partners.

You do not need to be a member of the Cameron Fund to benefit from this charity but please consider becoming a member – it is free to join and the membership form can be downloaded here and returned by email to [info@cameronfund.org.uk](mailto:info@cameronfund.org.uk). In addition, it is now possible to donate to the Cameron Fund when buying from Amazon via the Amazon Smile website.

#### **Applying for help**

Applications are welcome from, or on behalf of, present or former GPs, their families, and dependents. The Cameron Fund also welcome referrals from Local Medical Committees and other organisations or individuals who may know of someone who might benefit from support.

#### **General contact details for the Cameron Fund are:**

020 7388 0796

[enquiries@cameronfund.org.uk](mailto:enquiries@cameronfund.org.uk)

<http://www.cameronfund.org.uk/content/link-us>

BMA House, Tavistock Square, London WC1H 9JP, Registered Charity No. 261993

### *The BMA charities*

<https://www.bma.org.uk/about-us/who-we-are/bma-charities>

The BMA Charities are two charities which help all doctors, and their dependents, and medical students in times of financial crisis. The charities are:

### *BMA Charities Trust Fund*

This fund offers grants to doctors and medical students who are in financial difficulty. It provides:

- annual grants to medical students who are taking medicine as a second degree. Application packs for these grants are only available from November to mid-January each year
- one-off grants to medical students who are in immediate and serious financial need
- one-off grants to unemployed doctors for essential items such as utility bills, travel and disability equipment

- one-off grants to working doctors in financial hardship for help with the GMC retention fee and professional indemnity insurance.
- grants to refugee and asylum-seeking doctors to meet the costs of taking the PLAB exams and GMC registration
- money advice for any doctor who is having difficulty managing financially.

The trustees may make other awards at their discretion.

You do not have to be a BMA member to apply.

Applications are accepted all year round except for those for second degree medical students. Applicants are asked to complete an application form and provide financial information and the contact details for two referees. The process takes approximately four weeks from the receipt of a fully completed application.

The fund does not pay off debts or make grants for private medical expenses, legal fees, career development costs, mortgages or childcare costs.

For more information, please contact [info@bmacharities.org.uk](mailto:info@bmacharities.org.uk) (please do not send attachments to this email address as they will not be opened) or 020 7383 6142 to discuss your situation. If they are unable to help they will try to provide you with information about other organisations which might be able to assist.

### *The Dain Fund*

The fund helps with the education and support of doctors' children when there are financial problems in the family. In most of the families helped the parents are out of work or on a very low income.

The fund particularly welcomes applications from refugee doctors.

Grants are made for items such as school clothing, school trips, essential IT equipment, disability equipment, breakfast clubs and, occasionally, short-term school fees; however, the fund is unable to help with childcare costs for working doctors.

You do not have to be a BMA member to make an application.  
Applications are accepted all year round.

For more information please contact [info@bmacharities.org.uk](mailto:info@bmacharities.org.uk) or 020 7383 6142 so that they can discuss your situation with you. If the Dain Fund are unable to help they will try to provide you with information about other organisations which might be able to assist.

### [Royal Medical Benevolent Fund](#)

The RMBF provides support for doctors and their families through all stages of their career and beyond. Our help ranges from financial assistance in the form of grants and loans to a telephone befriending scheme for those who may be isolated and in need of support.

Doctors, medical students and their families, who are facing financial hardship as a result of

- Illness

- Injury
- Disability
- Bereavement
- Age

You must have little in the way of income and savings and be unable to support yourself financially due to illness, disability or because you are over state retirement age.

*Help me I'm a doctor!*

<https://www.doctorshelp.org.uk/>

Provides financial support for doctors and their families. This organisation brings together five independent charities that support doctors when they need confidential financial assistance. These benevolent funds provide vital support to help doctors in genuine financial need get their lives and careers back on track.



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