



26 April 2022

The Herefordshire and Worcestershire Integrated Care System was successful in a bidding to participate in a Primary Care Wellbeing Pilot to support Primary Care staff across Community Pharmacy, Dentistry, General Practice and Optometry. Through this pilot, we are pleased to be able to provide the following support for all staff within these groups.

We will be sending out regular communications to you as more programmes come online. If you have any questions or would like to be involved in the pilot, please contact us at hw.workforce@nhs.net

[Wellbeing Resources on TeamNet](#)

Click the title to go to the item

The Primary Care Wellbeing Team have developed a TeamNet page highlighting programmes to support Primary Care staff. Follow the link above to check it out, it will be updated regularly with new resources and programmes.

Multi Professional Mentorship

Available for General Practice, Community Pharmacy & Coming Soon to Optometry



The Primary Care Workforce Team is now offering FREE Mentoring to our General Practice Clinical staff, Community Pharmacists, Technicians and Pharmacy Teams.

New to General Practice or Community Pharmacy? Currently training? At risk of burnout? Thinking of leaving General Practice or Community Pharmacy? Need help to reinvigorate your career, improve your work-life balance or prioritise your own wellbeing?

[How can a Mentor help?](#)

A mentor can help assess strengths and weaknesses, develop new skills, and help in planning and implementing short- and long-term goals. They can often provide a fresh perspective, help in exploring alternative options and potential barriers and help seek new ways of overcoming challenges and problems. We want to support you with the challenges you may be facing.

Community Pharmacy - Click [here](#) to view more information

General Practice – Click [here](#) to view more information

Employee Assistance Programme Available to all Primary Care Staff



With ever-increasing pressures at work and home, there are times when we all need some extra support to balance the demands of everyday life. The Wellbeing Pilot team are pleased to announce funding from the Wellbeing Pilot has been allocated to assist Primary Care staff in dealing with these added pressures through an Employee Assistance Programme. This is open to all clinical and non-clinical staff in Medical, Optical and Dental Practices and Community Pharmacies.

Care first, the Programme provider, employs professionally qualified Counsellors and Information Specialists, who are experienced in helping people to deal with all kinds of practical and emotional issues such as Wellbeing, family matters, relationships, debt management, workplace issues, and much more.

The service is free of charge to **all** Primary Care staff within Herefordshire and Worcestershire and is confidential. To access the service call **0800 174319** to speak to a professional counsellor or information specialist in **confidence, 24 hours a day, 7 days a week, 365 days a year.**

[Follow this link for full details on the programme](#)

Managing Difficult Situations Workshops



The Wellbeing Pilot has provided funding to support training for our patient facing staff to assist in dealing with difficult situations. We recognise patient interactions are increasing within practices and that has brought some challenging situations. This training has been developed to help diffuse these types of encounters and equip your staff with the tools they need to confidently manage the situation.

The training will be provided virtually by Activity Group in 3-hour sessions. This offer is open to all Medical, Optical and Dental Practices and Community Pharmacies.

Places are limited to 12 per session so book now to avoid disappointment. This is a great opportunity to get your reception staff trained in how to manage challenging behaviours and situations at no cost to the practice.

Upcoming sessions with available places:

[Follow this link for the complete list of availability](#)



Wellbeing in Leadership

The Wellbeing Pilot has provided 600 licenses to access online leadership modules provided through the Herefordshire and Worcestershire Training Hub Learning Management System. 23 modules are available in the package, a number focus on personal wellbeing as well as supporting the wellbeing of teams.

Each module has a separate certificate. There is no time limit to complete, you can work through them at your own pace.

Available Modules:

<i>Appreciative Inquiry</i>	<i>Resilience and Adaptability</i>	<i>Introduction to Leadership</i>
<i>Coaching skills</i>	<i>Time Management</i>	<i>Stakeholders Engagement</i>
<i>Effective Communication</i>	<i>Stress Management</i>	<i>Systems Leadership</i>
<i>How to Give Feedback</i>	<i>Equality & Diversity</i>	<i>Talent Management</i>
<i>Imposter Syndrome</i>	<i>Generations</i>	<i>Succession Planning</i>
<i>Inclusion & Unconscious Bias</i>	<i>Interview Skills</i>	**Coming Soon**
<i>Kindness in Leadership</i>	<i>Managing Through Change</i>	<i>Interim Directors</i>
<i>Managing People</i>		<i>Chair Development</i>

To access the modules, email the Training Hub at traininghub@taurushealthcare.co.uk with your **name, job role and practice** and the team will set you up on the system and assist you with any queries.

[Follow this link for the complete list of availability](#)

Herefordshire and Worcestershire Local Wellbeing Hub



If you're struggling or finding things challenging at the moment, help is available. The Hub are here to support all people working in health, care and social care across Herefordshire and Worcestershire with issues affecting mental health and wellbeing. No problem is too small. The Hub can help you with a wide range of issues that affect you personally or professionally.

All support will be tailored to what you need - whether it's signposting to another suitable service, self-help information, or a mental health assessment - the team offer non-judgmental, confidential help.

Access The Hub [here](#)



Wellbeing Apps

ShinyMind

The ShinyMind App was co-designed with NHS staff, for NHS staff. The app helps to support the wellbeing and resilience of staff in all areas of their lives. The Mindset Resilience programme has helped over 2000 NHS staff deal with the pressures they face, and to help look after their wellbeing and resilience. The Resilience Masterclass has proven reduction in stress and anxiety related sickness absence.

[ShinyMind Sign Up](#)

Headspace (NHS Email required)

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress build resilience, and aid better sleep.

[Headspace Sign Up](#)

Unmind (NHS Email required)

Unmind is a mental Health platform that empowers staff to proactively improve their mental wellbeing. It includes digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition.

[Unmind Sign Up](#)

Wellbeing Promotional Materials

The Wellbeing Team have dispatched Wellbeing materials (leaflets, posters, and fridge magnets) to all practices and pharmacies in H&W. The materials provide information on Wellbeing support available for all Primary Care colleagues.

If you would like to request more Wellbeing Materials to distribute around your practice, please contact annie.lealan@nhs.net



National Support

Confidential Coaching Support for Primary Care Staff

Confidential coaching is available for clinical and non-clinical staff in primary care to support wellbeing, resilience, and positive team cultures:



#LookingAfterYourTeam launched in January for those who lead, manage or organise a team or group in primary care. This offer is centred around compassionate and collaborative team leadership, helping leaders and managers to explore team topics and clarify their thinking. [#LookingAfterYourTeam](https://twitter.com/lookingafteryourteam)

#LookingAfterYouToo is a space to offload and be supported in developing practical strategies to manage what people are experiencing. [#LookingAfterYouToo](https://twitter.com/lookingafteryoutoo)

#LookingAfterYourCareer is individual coaching available with a skilled and experienced career coach. The aim of the service is to provide an easy to access, individually tailored coaching service that focuses on supporting you with your career choices. [#LookingAfterYourCareer](https://twitter.com/lookingafteryourcareer)

NHS Practitioner Health

Practitioner Health is a free, confidential NHS service for doctors and dentists across England with mental illness and addiction problems.

[Follow this link to access the website](#)

NHS Hiking



NHS Hiking is a Hiking Club owned and managed by Challenge The Wild. All NHS employees have access to our events at zero cost. Our walks are designed to support participants and offer real benefits.

Together, we focus on improving physical and mental well-being, whilst connecting like mind people and building team spirit.

For more information [follow the link](#).

Financial Wellbeing Support

Financial concerns have consistently been one of the top reasons that colleagues call the free NHS helpline run by the Samaritans. As such, we've partnered with the Money Advice Service to bring you financial support to help you manage your finances at home.

[NHS staff support line telephone support line](#)

NHS colleagues can call this dedicated support line for free and impartial money advice from **Monday to Friday, 8am to 6pm. Call: 0800 448 0826**

[WhatsApp](#)

Add +44 7701 342 744 to your WhatsApp and send the Money Advice Service's national support team a message for help with sorting out your debts, credit questions and pensions guidance.

Webchat

You can also chat to one of the Money Advice Service team via their [online portal](#)