



28 February 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](mailto:hw.workforce@nhs.net)

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### **[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.

### **Wellbeing Room Grants**

The Primary Care Wellbeing Pilot has secured funding to support 10 practices across General Practice, Dentistry, Ophthalmology and Community Pharmacy. Up to £1000 is available for practices interested in creating a Wellbeing Room within their practice.

[Follow this link for more information](#)

[Follow this link to apply](#)

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## **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](#)

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## **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:**

[10 March 9:30-12:30](#)

[10 March 13:30-16:30](#)

[16 March 9:30-12:30](#)

[16 March 13:30-16:30](#)

[17 March 9:30-12:30](#)

[17 March 13:30-16:30](#)

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

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**Upcoming Wellbeing Sessions – Sign up now to ensure you have a place!**

### **[Time Management Session - 9 March 13:00 - 14:00](#)**

*Click the title to book your place*

Leave this session with an understanding of effective time management solutions that work for you.

Identify your time thieves, learn how a frog and a tomato can help and leave with tools to overcome procrastination!

***Places are limited so please only sign up if you are planning to attend. These sessions usually end up with waitlists and we would like to make sure everyone who would like to attend can do so.***

**[Follow this link for information on all the available sessions](#)**

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### **Supporting NHS colleagues to handle difficult situations with compassion**

NHS England and NHS Improvement are providing training that is designed to upskill colleagues with appropriate techniques and skills that will support them in handling difficult situations with compassion, whilst highlighting the importance of looking after your own health and wellbeing at this critical time.

What you will gain from attending:

- ✓ An understanding of what we mean by compassion and the types of difficult situations our NHS colleagues may face
- ✓ Time to practice skills and techniques that will support you to handle these difficult situations safely and with compassion

- ✓ Engagement with colleagues across your region and the opportunity to learn from shared experiences
- ✓ Up-to-date information on the national health and wellbeing support offers available to you and your colleagues

[Follow this link to view available dates in the Midlands](#)

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## 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 &amp; Diversity</i>	<i>Talent Management</i>
<i>Imposter Syndrome</i>	<i>Generations</i>	<i>Succession Planning</i>
<i>Inclusion &amp; Unconscious Bias</i>	<i>Interview Skills</i>	<b>**Coming Soon**</b>
<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](mailto: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.

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## 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](#)

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