

Prioritising wellbeing: Self-care and supporting teams

SPSP Acute Adult Collaborative Celebration Event

Introductions



Healthcare
Improvement
Scotland

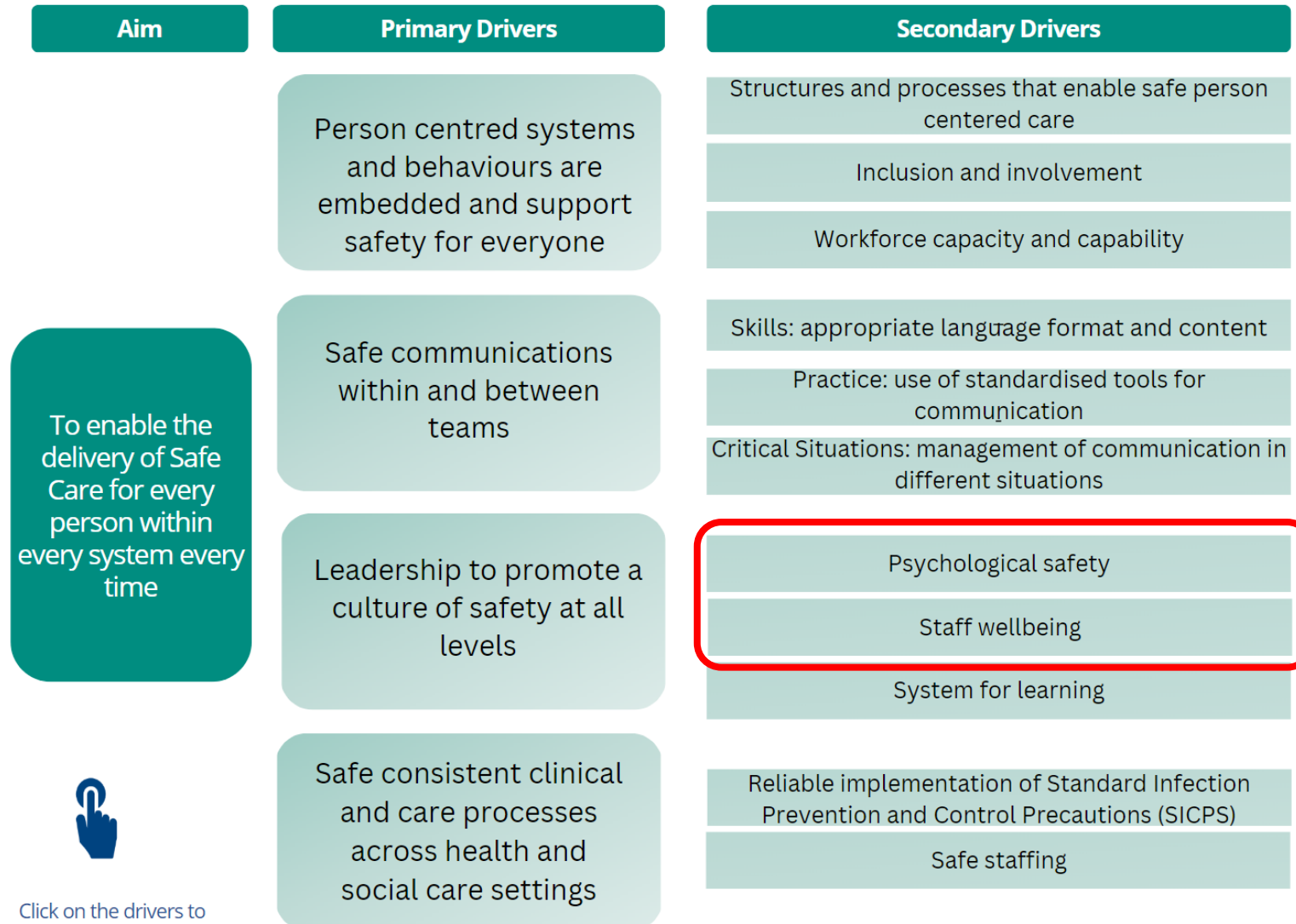


Scott Hamilton
Improvement Advisor,
Healthcare Improvement Scotland



- Recognising signs of a change in wellbeing
- Exploring strategies to support wellbeing, teamwork and joy in work
- Identifying opportunities and actions to sustain our wellbeing in the workplace


Essentials of safe care



Click on the drivers to access the resources

Dr Christopher Healey
Consultant Gastroenterologist,
Airedale NHS Foundation Trust





How to avoid BURNOUT

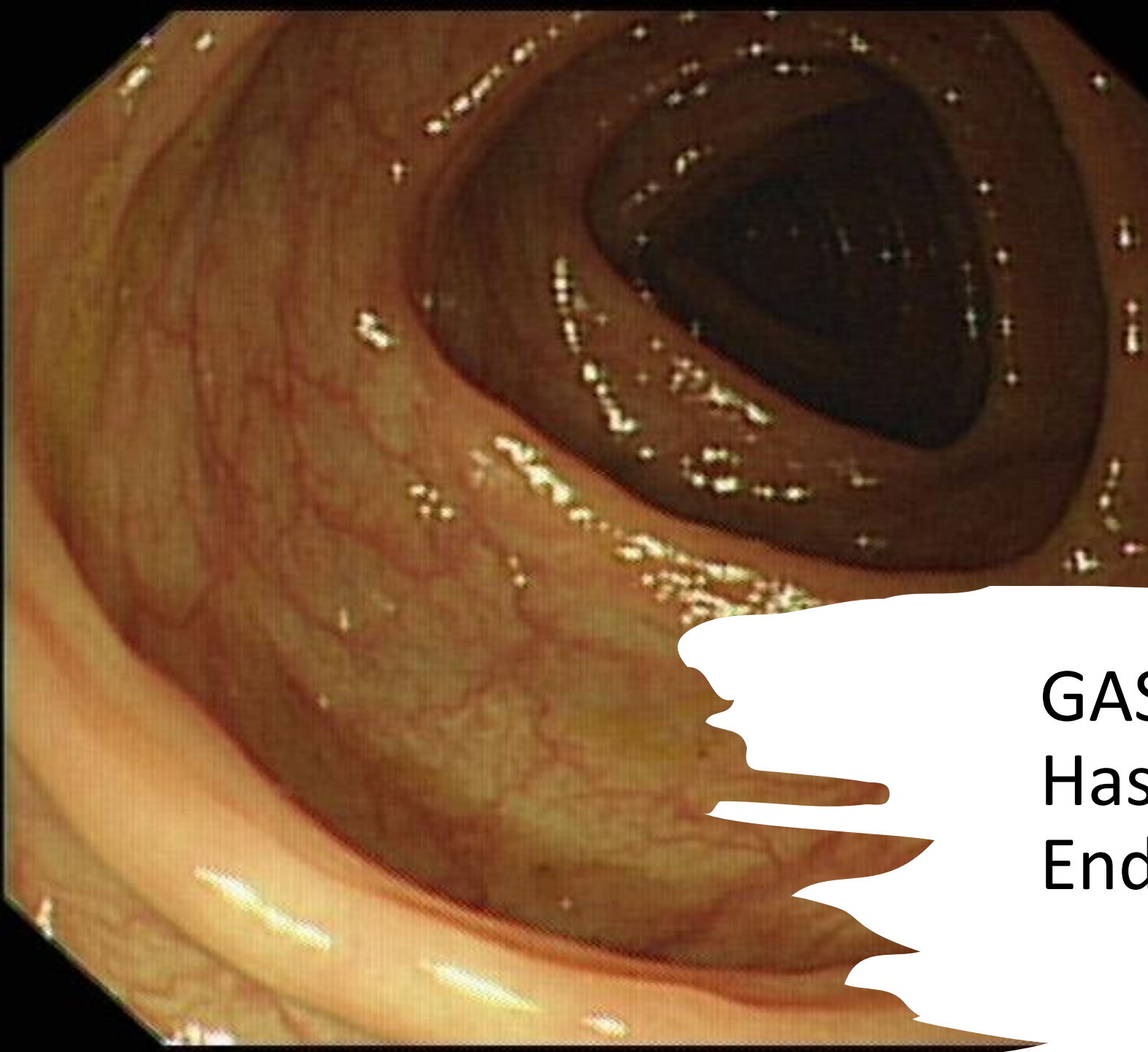
Personal lessons from a mixed career

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Airedale NHS Foundation Trust
chris.healey@nhs.net

GASTROENTEROLOGY

- Indigestion
- Diarrhoea
- Constipation
- Abdominal Pain
- Anaemia
- Jaundice
- Vomiting
- Bleeding

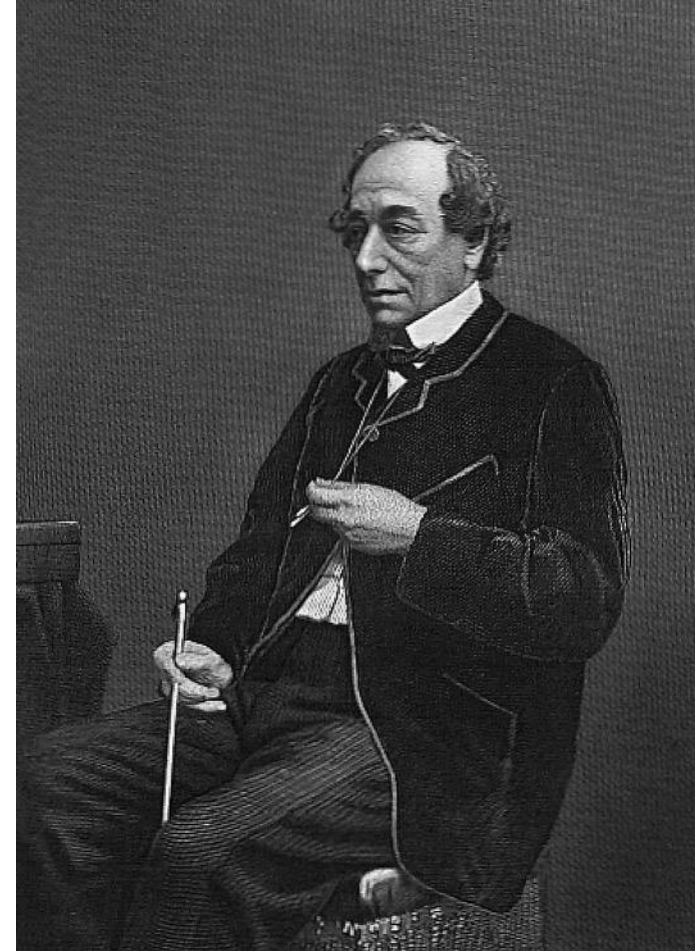
CROHN'S UC
NAFL
Dyspepsia Coeliac
HCV ALD
NUD IBS Achalasia
GORD
Dysmotility
Wilson's HBV PSC AIH
PBC Haemochromatosis
Pancreatitis
Gallstones
CANCER



GASTROENTEROLOGY
Has a craft skill
Endoscopy

PROFESSIONAL CHALLENGES

- The NHS plan
 - 18 weeks: 4 hours
 - Modernisation
- EWTD
 - Shift working
 - Team to Ward based working
- Internet
 - *The informed patient*
- GIM/ENDO/GASTRO



CHANGE IS CONSTANT CHANGE IS INEVITABLE

Peripheral Nerve HyperExcitability

PNHE

- *AKA Cramp Fasciculation Syndrome*
- Cause unknown
- Can effect all muscle groups
 - Calves: Arms: Hands: Face: Gullet
- Worse impact on healthcare workers
 - Assume they have MND or PD
 - Greatly increases anxiety – worsens symptoms
- Poorly understood autoimmunity
- Diagnosed formally at THE WALTON CENTRE
 - Neurology and Neurosciences Institute - NHS

Lesson 1

- **Take care of your self**





Outpatient Prescription

Airedale **NHS**
NHS Foundation Trust

This prescription may only be obtained at the Hospital Pharmacy
PLEASE TAKE THE BLUE COPY TO YOUR GP 027714

PAS sticker or NHS number Name Address Date of birth Hospital number	YOUR NAME HERE	Delivery point for medicines (if not to be collected from pharmacy) LOCAL PARK
		For patients under 18 yrs
		Age ANY
		Weight in kg ANY
Allergies and adverse drug reactions List the medicines or substances & the nature of the reaction (write NKA if none). It is mandatory to complete this section.		
REACTION		
		
Number of days supply		
Write Code Below		
N New		
C Changed		
Fx Fixed course		
O Ongoing ANHSFT supply		
TAKE ONCE WEEKLY AT 9:00am		
SATURDAY		
DOSE 5000m		
REPEAT AS REQUIRED		
Pharmacist check by: ✓	Prescriber signature.....Date.....	For Official Use Only Payment Stickers FREE
Dispensed by:	Print name.....Bleep.....	
Dispensing check by:	Consultant.....Ext.....	
	Speciality.....	
If claiming exemption from prescription charges the patient or representative must complete and sign the declaration overleaf before handing the prescription to the Pharmacy.		

White Copy: Pharmacy

Blue Copy: GP

Pink Copy: Notes



Airedale Dodgers Inaugural Run

1/1/10 11:00 am

GREAT NORTH RUN 2010

- 30th Anniversary
 - 54,000 entrants
 - 39,400 finishers
- 35 Airedale Dodgers!
- Manorlands Hospice
 - Target £10,000
 - Charity Ball + Online
 - ~ £17,000 in 2010



Lesson 2

Look after yourself



Share your efforts

2015

CLINICAL

Perspective

Burnout in physicians

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ABSTRACT Increasing numbers of doctors are experiencing burnout now more than ever before and the worrying part is that what we see is just the tip of the iceberg. Burnout, a state of mental exhaustion caused by the doctor's professional life, is characterised by emotional exhaustion, depersonalisation and a reduced sense of accomplishment or success. Burnout has been largely ignored or under-recognised previously. This paper provides a perspective on burnout among doctors, including an overview of symptoms, the scale of the problem, the implications and causes of burnout and, finally, a strategic framework to provide a basis for managing it. Most importantly, professional bodies are urged to start taking steps to help troubled doctors. Medical Colleges should provide essential assistance, support and guidance as well as ensuring fair management and promotion policies.

KEYWORDS burnout, emotional exhaustion, long working hours, management, physician

DECLARATION OF INTERESTS No conflict of interest declared.

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SYMPTOMS OF BURNOUT

Emotional Exhaustion

- You generally feel emotionally drained from your work.
- You feel depleted from work demands.
- You start most workdays feeling fatigued.
- Increasingly, you feel frustration and irritation in reacting to routine demands of work.
- You feel strained by having to work with people.
- You no longer routinely “bounce back” with a sense of rejuvenation after time off from work.

Impaired Cognitive Functions

- You are having increasing difficulty sustaining your concentration and attention levels throughout prolonged periods of work.
- Your memory for work-related details is slipping.
- You are reacting to work challenges with increasing cognitive rigidity, rather than with cognitive flexibility.

Depersonalization

- You are behaving as though you lack compassion for patients and colleagues.
- Your work seems to have hardened you emotionally or made you more callous toward people at work.

Diminished Sense of Personal Accomplishment

- You question whether your work really makes a difference.
- You feel exhausted, rather than fulfilled, when having to work.
- You generally feel that you seldom accomplish anything worthwhile at work.
- You are losing passion and motivation for work.

Increasing Signs of Emotional Distress

- Increasingly, you are irritable when at work.
- An increasing sense of dread about upcoming work diminishes enjoyment of home life.

- Irritability, worry, or anger at the end of a workday contaminates your home life.

Interpersonal Distress

- You have increased conflicts with others.
- You are having temper outbursts in the work setting.
- Your use of passive-aggressive ploys is increasing in the work setting (e.g., you fail to promptly respond to pages; refuse to attend departmental or practice meetings; or you procrastinate extremely in completing practice-related paperwork).
- You feel blamed by people at work.
- You are engaging in needlessly competitive behaviors with colleagues (e.g., hoarding referrals, gossiping about colleagues, or interacting with colleagues in front of others in ways that embarrass them).

Impaired Behavioral Performance

- You are increasingly making work-related mistakes.
- You are reacting to work stress with increasing behavioral rigidity, rather than flexibility.

Elevated Frequency of Physical Symptoms

- Your stress-related physical symptoms have increased.
- You are becoming chronically sleep-disturbed.
- Increasingly, you have difficulty relaxing and enjoying time off from work.
- You are escalating in your use of alcohol or other drugs.

Organizational Distress

- You have difficulty recruiting or retaining employees.
- Staff morale is poor.
- There is a noted diminishment in collaborative and collegial behaviors.
- Increasingly, there is difficulty coming to consensus in group meetings.
- The incidence of complaints regarding inappropriate workplace behaviors has risen.



REKINDLE

Browse

Manage



Community home



Overview

Admin tools



Admin Assist

0 actions, 0 criteria



Member requests

0 new today



Badge requests

0 new today



Membership questions

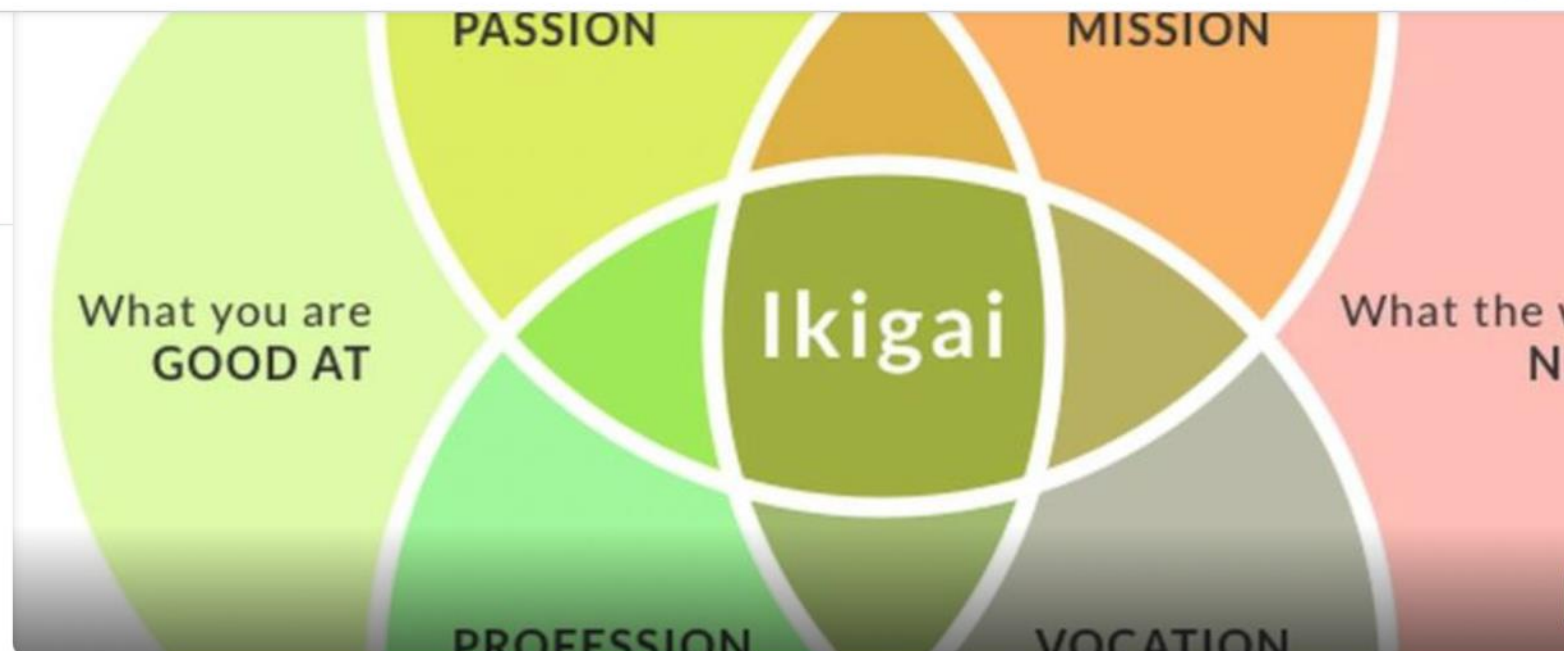


Pending posts

0 new today



Potential spam



REKINDLE

Private group · 69 members



Discussion

Featured

Members

Media

Files

Reels



Lesson 3

1

Look after yourself

2











Share your efforts

3

Grow the size of
your squad

5 stages of burnout

Reducing the risk

	Honeymoon stage	
	<p>Make self care a priority</p> <p>Assess your basic needs at work</p> <p>Learn to switch off after challenges</p>	<p>Understand your limits at work</p> <p>Ask for help-work as a team</p> <p>Stop trying to please everyone</p>
	Stress stage	
	<p>List what energise you & do them</p> <p>Reflect on your emotions</p> <p>State your boundaries -stick to them</p>	<p>Escalate to Manager - keep a log</p> <p>Understand stress factors</p> <p>Reassess your basic needs at work</p>
	Chronic stress stage	
	<p>Say NO to things out of your control</p> <p>Seek ally support and connection</p> <p>Request a stress risk assessment</p>	<p>Refer to Occupational Health</p> <p>Escalate above Manager if needed</p> <p>Be honest, vulnerable & open</p>
	Burnout stage	
	<p>Request counselling sessions</p> <p>Speak to senior leader re: situation</p> <p>Journal/log events</p>	<p>Turn to your hobbies to relax</p> <p>Take time out. Step away to recover</p> <p>Seek GP advice on health factors</p>
	Habitual burnout	
	<p>Long term counselling or coaching</p> <p>Time out everyday to recover</p> <p>All your basic needs must be met daily</p>	<p>Speak to Director level leader</p> <p>Reconnect with your purpose</p> <p>In some cases unfortunately leave</p>

Accessing The Service

[BACK TO MAIN INDEX](#)

- [Eligibility](#)
- [Prescription Requests](#)
- [Booking Appointments](#)
- [Contact Us](#)
- [Opening Hours](#)
- [Why Do Doctors Need A Specialist Service?](#)

Accessing The Service



Access for doctors and dentists in England & doctors in Guernsey

Practitioner Health is a free, confidential NHS



Access for NHS workforce in England

NHS workforce can access the mental health care and support



Access for NHS and social care care staff workforce in Scotland

any member of staff who work in a GOC

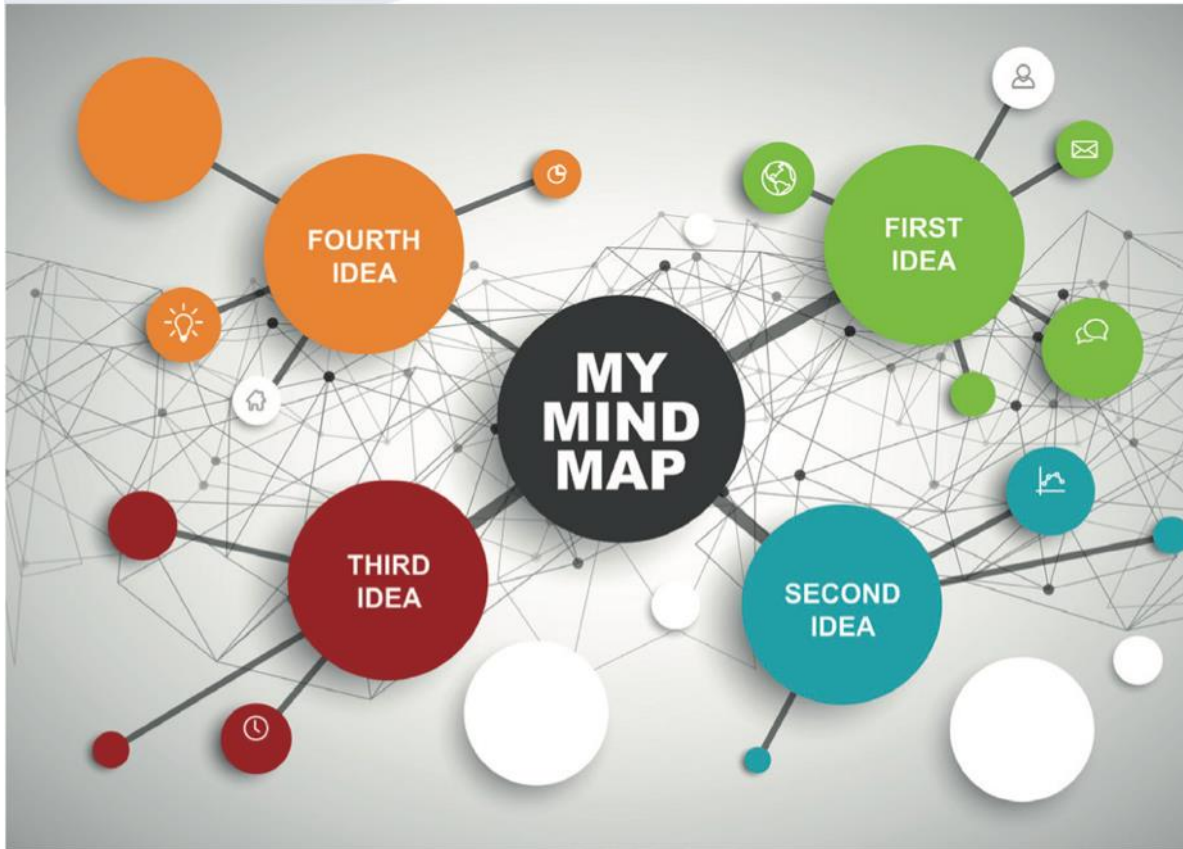


Trainee Doctors & Dentist Support Service (TDDSS)

The Trainee Doctors & Dentist Support

Mind Mapping

Mind maps, sometimes called radiant thinking, can be a useful tool in mentoring relationships.



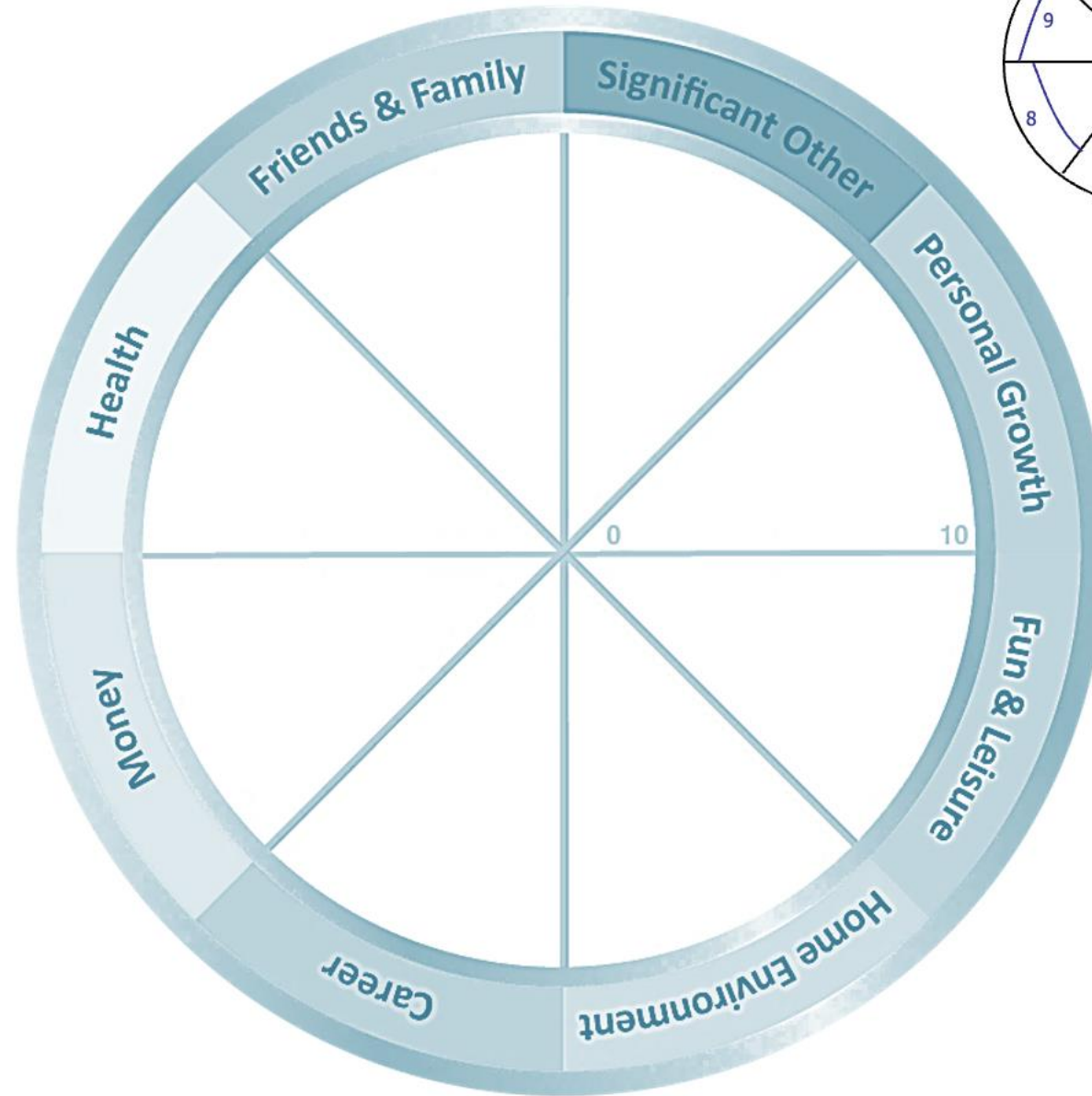
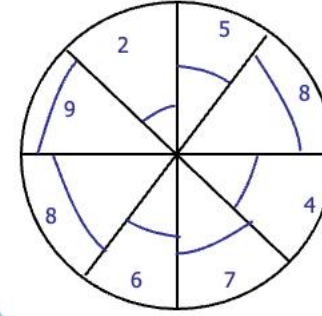
What Can You Achieve from Being a Mentor?

- Personal fulfilment from investing in others
- New mentoring skills
- A feeling of being valued as a role model
- The chance to enjoy a rewarding challenge
- The opportunity to be inspired and enlightened

YOUR NAME: _____

TODAY'S DATE: _____

EXAMPLE



Lesson 4

01

Look after
yourself

02

Share your
efforts

03

Increase the
size of your
squad

04

Get a mentor,
be a mentor

The GROW Model



Five Lessons

1

Look after
yourself

2

Share your
efforts

3

Increase the
size of your
squad

4

Get a mentor,
be a mentor

5

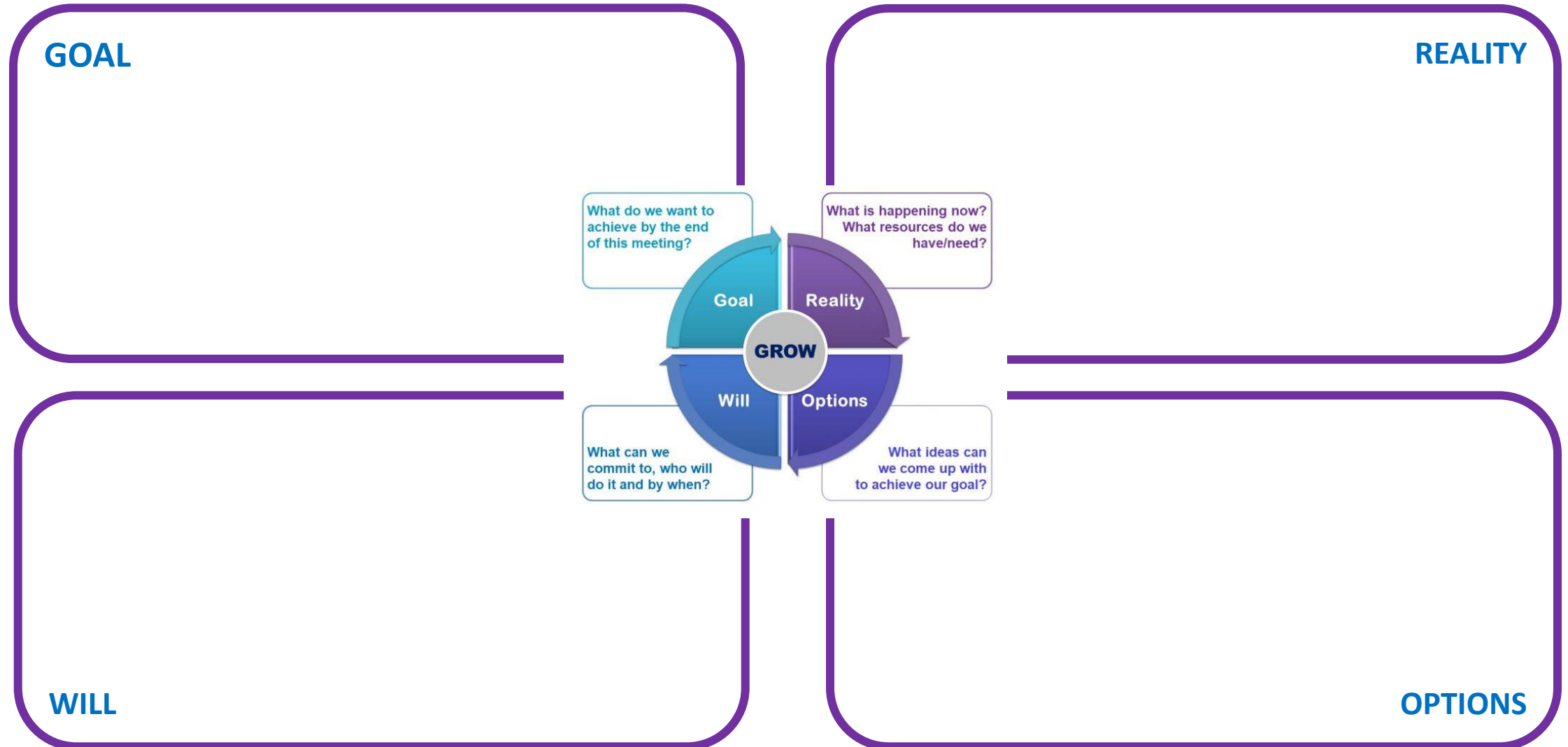
GROW, get
involved,
Rekindle



GROW

- Lesson 1
 - Running
- Lesson 2
 - Airedale Dodgers
- Lesson 3
 - Rekindle
- Lesson 4
 - Mentoring
- Lesson 5
 - BSG
 - JAG

Using the GROW model



Using the GROW model



Healthcare
Improvement
Scotland



- Describe your own reality in relation to burnout
- Explore options that will improve wellbeing
- Identify actions and next steps to sustain wellbeing in the workplace



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Resources and useful links

- [The GROW Model of Coaching and Mentoring](#)
- [National wellbeing hub](#)
- [Amy Edmondson on Psychological safety](#)
- [Institute of Healthcare Improvement - Joy in Work White Paper](#)
- [SPSP Perinatal and Paediatrics Staff Wellbeing case study](#)
- [National Trauma Transformation Programme](#)
- [Healthcare Improvement Scotland - Essentials of Safe Care](#)
- [Avoiding burnout and compassion fatigue - WellBeing and Mental Health \(cope-scotland.org\)](#)
- [How are you monitoring, spending and topping up your personal energy levels? Even the strongest battery needs a recharge and so do we! - WellBeing and Mental Health \(cope-scotland.org\)](#)

Resources and useful links

- Staring At The Sun: Being at peace with your own mortality

by Irvin Yalom (Author)

Discussing how experiences of mortality in those around can lead to anxiety and how to develop a balanced response. Surprisingly uplifting despite the subject matter.

- Also Human: The Inner Lives of Doctors Paperback

by Caroline Elton (Author)

A reflection of the stresses of being a doctor. Understanding the emotional impact of practice and how we can be strengthened. My wife has said this should be on the curriculum for all those managing or leading doctors.

- Atomic Habits: the life-changing million-copy

by James Clear (Author)

Helpful for embedding changes and making them powerful and positive habits.

- Time to Think: Listening to Ignite the Human Mind Paperback

by Nancy Kline (Author)

Excellent starting point for anyone in being a mentor or an inclusive leader of any team. Explores how we can listen with excellence and make space to for all team members to express and contribute.

- Humankind: A Hopeful History

by Rutger Bregman

Just a slice of optimism and a better view of the world.