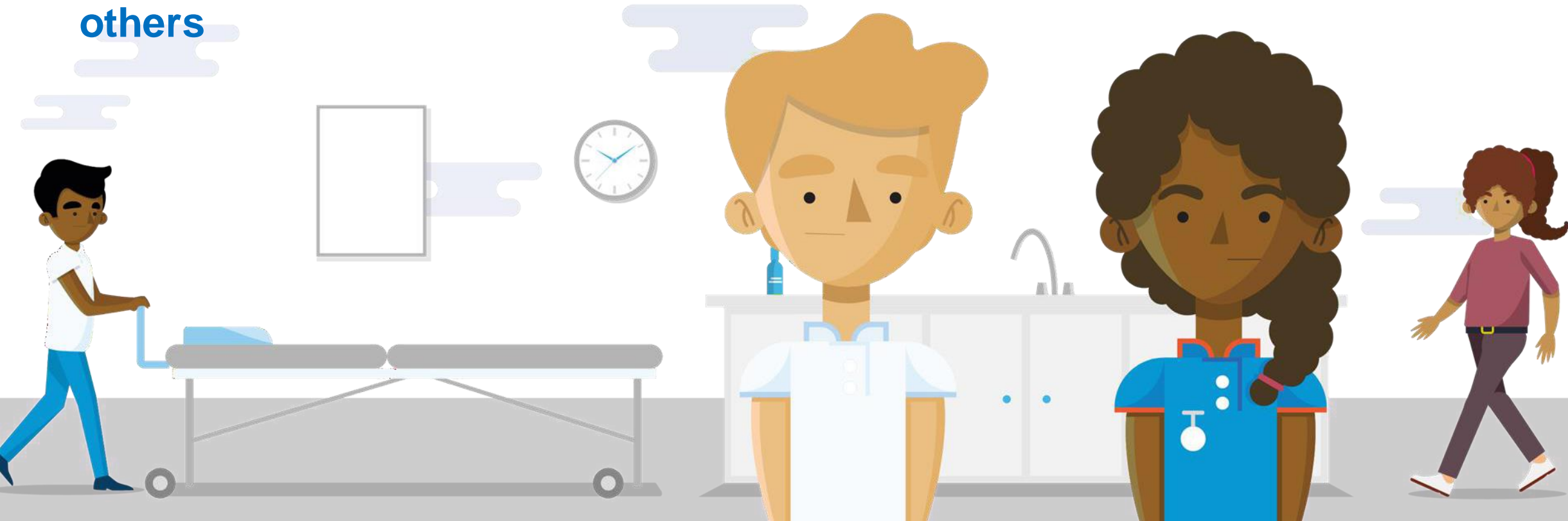


# Supporting Our NHS People:

## Primary care (dentistry, optometry, pharmacy and general practice)

Helping you manage your own health and wellbeing whilst looking after others



# The national offer to all NHS people



One website with all the offers: [www.england.nhs.uk/people](http://www.england.nhs.uk/people)

You can also contact the national team

✉ By email: [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)

🐦 By Twitter: @people\_nhs

Support offers include:

- Dedicated staff helplines and text support ran by trained professionals
- Free access to a range of mental health apps
- Rapid assessment through your local staff mental health hub
- Bespoke financial wellbeing support
- Coaching, counselling and mentoring programmes
- Learning and development opportunities for leaders and line managers



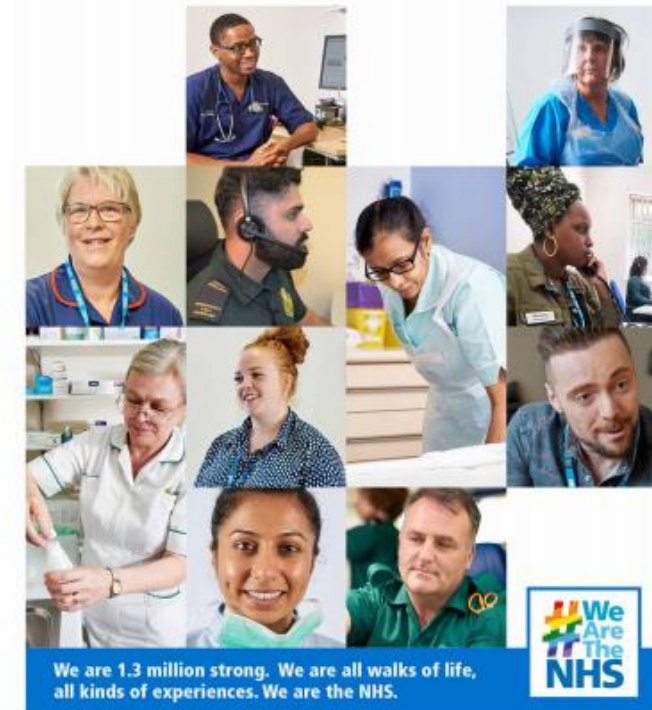
We are  
**safe**  
and  
**healthy**



We are  
**compassionate**  
and  
**inclusive**



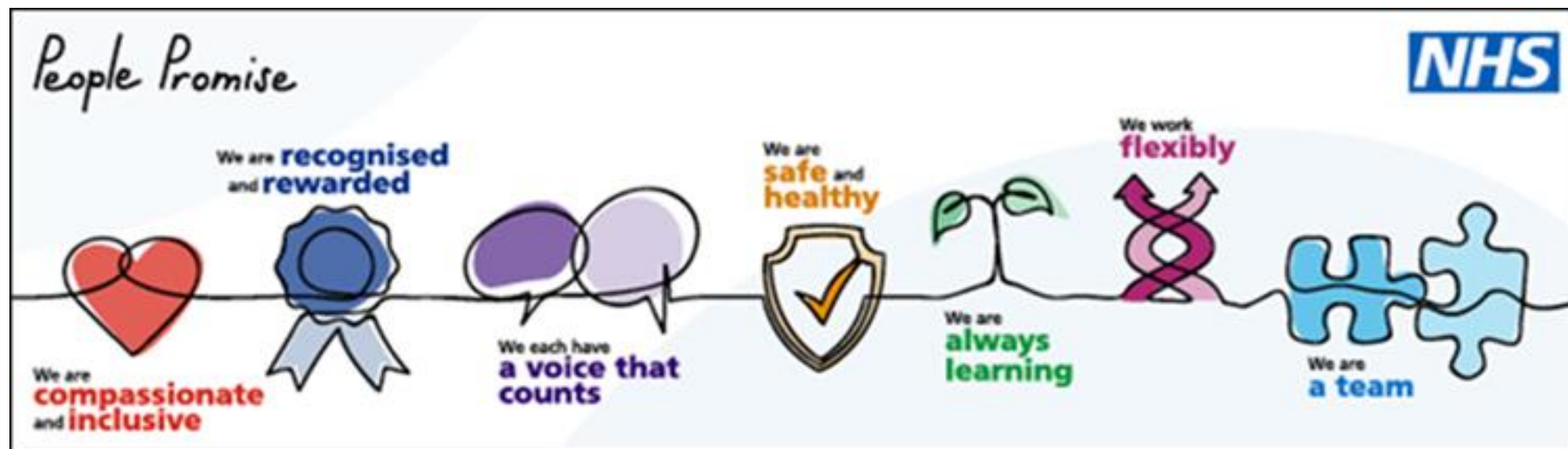
**WE ARE THE NHS:**  
People Plan 2020/21 -  
action for us all



# Support available for individuals

The following pages outline all the national support offers available to our NHS people. These offers are intended to compliment any local support programmes in place, including occupational health and wellbeing services and Employee Assistance Programmes (EAP).

Please do feel free to share this pack with your teams and colleagues, especially those seeking support.



# Support for colleagues who need to talk

## Staff support line

This confidential staff support line, operated by the Samaritans, is **free to access from 7:00am – 11:00pm, seven days a week**. This support line is here for you when you've had a tough day, are feeling worried or overwhelmed. Whatever your worries, trained advisers can help with signposting and confidential listening.

**Call:** 0800 069 6222 or text **FRONTLINE** to 85258 for support 24/7 via text



## Bereavement support line

We also have a confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week. A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work.

**Call:** 0300 303 4434



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/>

# Support for colleagues who may need a clinical assessment

Our staff mental health and wellbeing hubs have been set up to provide healthcare colleagues rapid access to local evidence-based mental health services and support where needed. The hub offer is confidential and free of charge for all healthcare staff. The hubs can offer you a clinical assessment and supported referral to the support that you need, such as talking therapy or counselling. It is separate and confidential from your organisation.

It is open to all healthcare staff, including those working in primary care and social care. You can self-refer or refer a colleague (with their consent).

**To find your local hub:** Please visit the website below and select the region most appropriate to you.

[Click here to hear Sam's experience using the staff mental health and wellbeing hubs.](#)

## Hubs deliver three key functions:



1. Deliver **proactive outreach and engagement**



2. Provide rapid **clinical assessment**



3. Provide **care co-ordination and supported onward referral** to deliver rapid access to mental health treatment

**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/>

# Dedicated support for primary care colleagues

## Looking after you too: Primary care coaching offer

Our primary care colleagues (including those working in both clinical and non clinical roles across general practice, dental, optometry and pharmacy services), have faced unprecedented challenges lately.

This individual coaching support offer is available to all primary care colleagues and is delivered by a highly skilled and experienced coach. This is a safe space to offload the demands of whatever you are experiencing and be supported in developing practical strategies for dealing with this. It might be that through a one-off conversation you have all the strategies you need to cope with your situation and stay well, or you might find a few sessions helpful.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/looking-after-you-confidential-coaching-and-support-for-the-primary-care-workforce/>

# Dedicated support for primary care colleagues

## Looking after your career – coaching about you and your career

This new service is an opportunity for our primary care colleagues to focus on themselves and their career. You can use this coaching programme to talk to a trained coach about topics such as:

- Planning your career progression
- Your options
- Making choices
- Career decisions.

The coaching is designed to support you to take practical steps, take more control over your career direction and proactively advance it.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/looking-after-you-confidential-coaching-and-support-for-the-primary-care-workforce/>

# Support through our digital health and wellbeing apps

## Headspace

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.

Free access has now been extended until 31 December 2022.



## Unmind

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.

Free access has now been extended until 31 December 2021.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>



# Suicide prevention and support for those experiencing suicidal ideation

## Stay Alive

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.



## Zero Suicide Alliance

Access to a range of free online learning sessions that provide you with a better understanding of the signs to look out for and the skills required to approach someone who is struggling, whether that be through social isolation or suicidal thoughts.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>  
<https://www.zerosuicidealliance.com/training>

# Financial wellbeing support

## Financial health and wellbeing support



This is a difficult time for our NHS people and we know that financial concerns have consistently been one of the top reasons that colleagues call the free 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 support line, provided by the Money Advice Service, 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**

Chat to one of the Money Advice Service team via their [online portal](#).

**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/financial-support/>

# Supporting colleagues to manage their work-life balance

## Cityparents

Cityparents are offering all NHS colleagues access to their online programme that includes positive and practical support, delivered through expert-led webinars and seminars, as well as advice, peer insights, online articles, blogs and podcasts on specific topics such as health and wellbeing, bereavement and others.

They aim to help members develop skills, enhance family life, improve wellbeing and support work-life balance. This app is now free to NHS colleagues until 31 December 2021.

The screenshot shows the Cityparents website interface. At the top left is the 'CITYparents' logo. To its right is a search bar with the word 'Search' and a magnifying glass icon. Further right are 'Login | Join' links with a user icon. Below this is a dark blue navigation bar with white text links: 'About Us', 'Our Programme', 'Membership', 'Content by Topic', 'Live Programme', 'On Demand', 'Library', and 'Contact us'. The main content area features the heading 'Cityparents - The Work Life Specialists'. Below the heading is a paragraph of text: 'We are an award-winning organisation offering tailored, expert-led resources to support parents and professionals in their work and home lives. Available online, and accessible globally from home or the office, our Live and On Demand hubs provide relevant support and information delivered by our carefully chosen Experts whilst our Library provides a rich collection of online resources sharing stories and advice. Aimed at professionals in corporate roles, our positive and practical content covers wellbeing/resilience, parenting/home life, inclusion, workplace and career-related topics, as well as dedicated Covid-19 support. Find out more about what we offer and how you can access our fantastic programme, or get in touch with one of the Cityparents team here.' To the right of this text is a small graphic with a rainbow and the text: 'We are proud to welcome NHS staff to Cityparents. If you work for the NHS please click here. Made possible by Citi citi'.

**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/cityparents/>

# Support with weight management

## Digital weight management support for our NHS people

This offer is a new and exciting programme available to NHS colleagues living with obesity, to provide the support needed to stay healthy and active.

This programme offers free, online access to a 12-week weight management programme which is designed to be personally tailored to support you on your journey to a healthier lifestyle. As a digital programme, it can be used anywhere, allowing you to complete the programme in your own time, at a pace that works for you.

There is never a better time to look after your wellbeing. Keeping healthy and active can be a challenge, but this digital programme can help you make those small changes, one step at a time.

**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/digital-weight-management-programme-for-nhs-staff/>



# Support for those at risk of diabetes

## Healthier You – NHS Diabetes Prevention Programme

It's possible for one to develop Type 2 diabetes, but certain factors can increase your risk, such as your age, family history, ethnicity, weight and blood pressure.

Type 2 diabetes can lead to serious health complications if left untreated, and so we are keen to support our NHS colleagues to significantly reduce the risk of developing Type 2 diabetes by making small lifestyle changes, with support from your local Healthier You programme. This programme can help you improve your diet, get more physically active and achieve a healthy weight, with an aim to support you on your journey back to a Healthier You.

NHS colleagues can find out if they are at risk of developing Type 2 diabetes using the Diabetes UK risk tool – it only takes a few minutes and could be the most important thing you do today. If your score comes back as at 'moderate' or 'high' risk, you'll be invited to sign up to your free local Healthier You programme.

TYPE 2 DIABETES  
KNOW YOUR RISK



**Are you at  
risk of Type  
2 diabetes?**

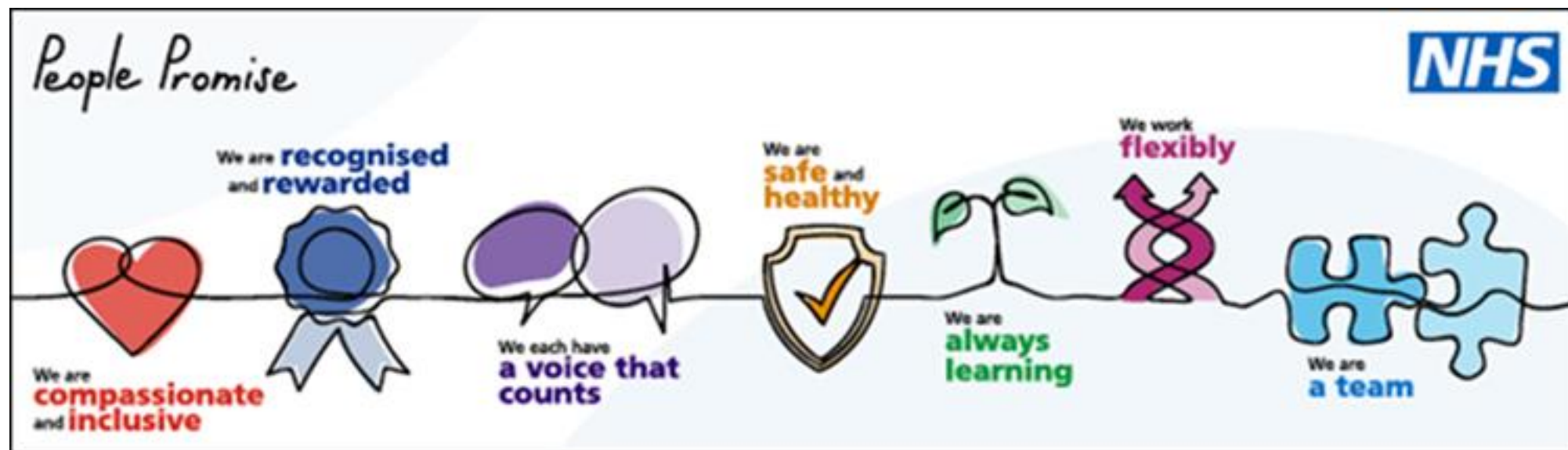
**HEALTHIER YOU**  
NHS DIABETES PREVENTION PROGRAMME

**Find out more:** Search 'Know Your Risk' or visit [riskscore.diabetes.org.uk](https://riskscore.diabetes.org.uk)

# Supporting your team

The following pages outline the national learning and development programmes that aim to help you become a better leader, in order to better support your colleagues.

Please do feel free to share this pack with other leaders across your organisation.



# Dedicated support for primary care colleagues

## Looking after your team: Coaching support for those who lead or manage a team

We have a dedicated coaching programme set up to support our primary care colleagues who lead, manage, or organise a team or group. You can use these free sessions to talk about topics such as:

- How your team is working together
- Developing ways to improve team relationships
- Developing a more compassionate and collaborative culture.

The coaching is orientated towards supporting you to develop practical strategies and make small improvements that enable healthy team working.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/looking-after-you-confidential-coaching-and-support-for-the-primary-care-workforce/>

# “How are you? How are you, really?”

## Having safe and effective wellbeing conversations

Taking the time to ask your colleagues how they are is incredibly important. Alongside the national guidance and resources already published (including case studies, example personal action plans and a supporting animation), we are pleased to confirm that as of 1 September 2021, we have launched a national training programme that has been designed to support our NHS colleagues in having safe and effective wellbeing conversations, as set out in the NHS People Plan.

This programme, which was co-designed by a number of NHS organisations, aims to support delegates to understand what a wellbeing conversation is, when it may be appropriate to initiate one and will provide delegates with additional knowledge and skills in order to have safe and compassionate conversations about various aspects of wellbeing. The programme will also advise how to safely signpost staff to additional support when needed, and offer an opportunity to practice a conversation in a safe, supportive and non-judgmental space of the session.

The training takes 3.5 hours to complete, and we would encourage that colleagues are able to dedicate time to this programme to emphasise the importance of supporting their own wellbeing, and that of each other. To read more about this training programme and to view available dates, please [click here](#).



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/wellbeing-conversations/>



# Managing with compassion

All NHS colleagues have access to the Mersey Care NHS Foundation Trust's [free online Just and Learning Culture training](#) and additional accredited learning packages to help ensure their organisation has a fair, open and learning culture.

Feeling safe to speak up can boost psychological health and wellbeing. The above training aims to support the creation of environments where staff feel empowered to take learning from instances when things do not go as expected, rather than feeling blamed or to blame. This training helps colleagues consider how to manage employee relations issues in a way that minimises the negative impacts on individuals and teams, whilst aiding the development of a culture that focuses on health and wellbeing, compassion, restoration and learning. Since implementing this programme within their organisation, Mersey Care have seen a significant reduction in disciplinary investigations, dismissals and suspensions - leading to a substantial reduction in costs.



# Bespoke support for senior leaders

The Executive Suite has been designed to support senior leaders working across the health and care system (CEO, AO, Chair, PCN Clinical Director, NED, Lay members, Executive Directors or equivalent).

The suite includes a comprehensive package of supportive offers and resources that are designed to support you to remain a resilient leader, continue to thrive in your role, and set cultures that value the importance of health and wellbeing. This includes:

- Seminars from internationally renowned and prominent health and care experts
- Access to virtual Action Learning Sets
- Curated resources
- Access to 1:1 psychological support
- Access to mentoring
- Career development support
- Signposting to regional support offers



Find out more: <https://people.nhs.uk/executivesuite/>

# Online health and wellbeing guides

## Health and wellbeing guides

We've worked with a team of experts to develop a range of short guides to help support you with skills and new ways to improve your experience of work. Our guides cover topics such as getting a good night of sleep, personal resilience, support for line managers, guidance on how to be a compassionate leader during a bereavement and tips on how to run your own 10 minute Pause Space.



Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/How-to-guides/>

# Have your say

We would like to invite you to complete an anonymous questionnaire that offers an opportunity to provide feedback on the wellbeing support available nationally to all NHS staff.

This questionnaire will take approximately 10 minutes to complete and any responses submitted will be valuable in helping us shape the national offer.

You can access the survey here:

<https://nhsei-hwb.onlinesurveys.ac.uk/supporting-our-nhs-people-your-feedback>

Thank you for taking the time to submit your views. If you have any questions about this survey or the national offers, please email [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)

**Find out more:** <https://www.england.nhs.uk/people>

