



ENABLING QUALITY IMPROVEMENT IN PRACTICE

# Tower Hamlets Our Latest Newsletter (06/04/2020)



## Group support offer(s) to practices – we are in this together

### COVID-19 SUPPORT

#### Practice Staff Wellbeing Support by EQUIP

In addition to our commitment to support our practices by providing a toolkit that will fast-track your 'go digital' journey, EQUIP would like to offer all practices and their staff some personal and organisational wellbeing support to help you navigate these complex, uncertain and ambiguous times.

We recognise that putting your wellbeing, balance and resilience front and centre of your work as healthcare professionals has never been more important. We are here to support you so you can positively focus on making a difference in areas that are within your control.

To facilitate this support, we have two dedicated teams:

1. Our **EQUIP Coaches**
2. Our newly named **Thinking Space** team (*a mix of GPs, front-line non-clinical staff and managers trained to provide space for practices to do some thinking and exploration of how things are going for them and how things might be improved*).

Our trained coaches and consultants will provide:

Personal Support	Organisational Support
<p data-bbox="240 239 807 304">EQUIP Wellbeing Group Coaching Sessions on the following topics:</p> <ul data-bbox="328 344 831 922" style="list-style-type: none"> <li data-bbox="328 344 799 409">● Balancing work expectations with the demands of personal relationships</li> <li data-bbox="328 421 799 450">● Support for staff with Covid-infection</li> <li data-bbox="328 461 687 490">● Keeping control of finances</li> <li data-bbox="328 501 735 566">● Juggling caring responsibilities - children and relatives</li> <li data-bbox="328 577 775 642">● Creating right conditions for virtual working - including space management</li> <li data-bbox="328 654 823 683">● Maintaining a healthy work-life balance</li> <li data-bbox="328 694 695 723">● Managing anxiety and stress</li> <li data-bbox="328 734 472 763">● Self-care</li> <li data-bbox="328 775 807 804">● Looking forward - vision for the future</li> <li data-bbox="328 815 823 844">● Managing conflict - at work and at home</li> <li data-bbox="328 855 831 920">● General worries related to the covid-19 crisis.</li> </ul>	<p data-bbox="837 239 1329 371">An opportunity for practices who require urgent all-staff or team wellbeing support, to have a consultation call with one of our trained Thinking Space consultants.</p>

### ***Personal Well-being Support via Group Coaching***

We will be virtual facilitating hourly group coaching calls at 5pm every day from Tuesday to Friday.

The calls will be offered through [Zoom](#) so please sign up for a free account, if you do not already have one. You will then be able to join through your computer or mobile phone. A link will be provided to all those signed up for the wellbeing group coaching sessions.

To help us prioritise topics for our group coaching calls, please let us know the 3 top topics from the list by selecting them via [this link](#).

Once we have heard from you on your most pressing needs, we will share a calendar of group sessions with a link for you to sign up to your selected session.

Each group coaching session will have a maximum of 12 participants and depending on demand, we will repeat sessions on topics.

### ***Organisational Well-being Support via a Thinking Space Consultant***

Please contact Fahmida Khanum on [fkhanum@nhs.net](mailto:fkhanum@nhs.net) if you would like to request a consultation call to discuss team or all-staff wellbeing support with one of our Thinking Space consultants.

### ***Additional Resources***

Dr Ryan Kemp, Director of Therapies has pulled together this material; 'Face Covid' is a set of practical steps for responding effectively to the Coronavirus crisis, using the principles of acceptance and commitment therapy (ACT).

[Leaflets here](#) [Video \(just over 10 minutes\) here](#)

### **Staff Counselling Service**

The GP Care Group uses an external staff counselling service for Care Group staff. They have extended this to anyone working in general practice in Tower Hamlets, free of charge.

With social-distancing measures being increasingly employed, and the news often featuring sensitive and upsetting updates, **if you are feeling anxious, then speak to your line manager or a friend**. The THGPCG employee assistance programme (CiC) service provides:

- 24/7 access to CiC's telephone helpline, staffed by trained and qualified counsellors
- Following an assessment, callers can be referred for up to six sessions of Brief Focused Therapy, either on the telephone or face-to-face
- Legal helpline; debt helpline and child and dependent care helpline
- Managerial telephone helpline
- CiC's Health & Wellbeing portal, 'Well-Online' – online support with work, home, legal and financial issues.

[www.well-online.co.uk](http://www.well-online.co.uk)

Username: towerhpr

Password: wellbeing

These are difficult, sticky times to navigate, and there is no shame in acknowledging that whilst we are all tapping into our higher values and strengthening connections, we are also grieving multiple losses. Reach out. We are in this together.

Adele, Obi, and the EQUIP team