

The Burnout Cliff: And how we step back from it

richard.duggins@cntw.nhs.uk
Consultant Psychiatrist
Associate Medical Director

‘I sat in my car outside work that morning trying to force myself to go in. It was then the panic hit. My mind was still willing, but my body had finally said no more!’

NURSE

'I'm a ping-pong ball.
Bouncing between
work stress and
home pressures.
Constantly in motion.
Never stopping or
resting. No time to
reset. No time for me.

DOCTOR

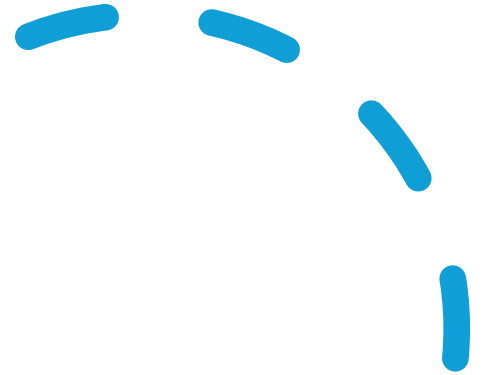
Just Keep Swimming



~~Keep Calm
and Carry On~~



KEEP
~~CALM~~
CARRY
ON



- Stress and Burnout
- What Helps
- Supporting Colleagues
- Burnout is Bad for Business

**PSYCHIATRISTS
ARE
REMARKABLE
PEOPLE**

Remarkable Rates of Burnout

3 in 4 healthcare staff experience burnout and poor mental health at work in last year.

30% of healthcare staff have taken time off due to these reasons.

Doctors:

- **30% to 50% currently burnout**
- **Vicious cycle of burnout (GMC)**
- **1 in 5 depressed (increasing)**
- **1 in 4 anxious**
- **Excessive alcohol**





What are
your signs?

- What are your signs that problem stress is building up in you?



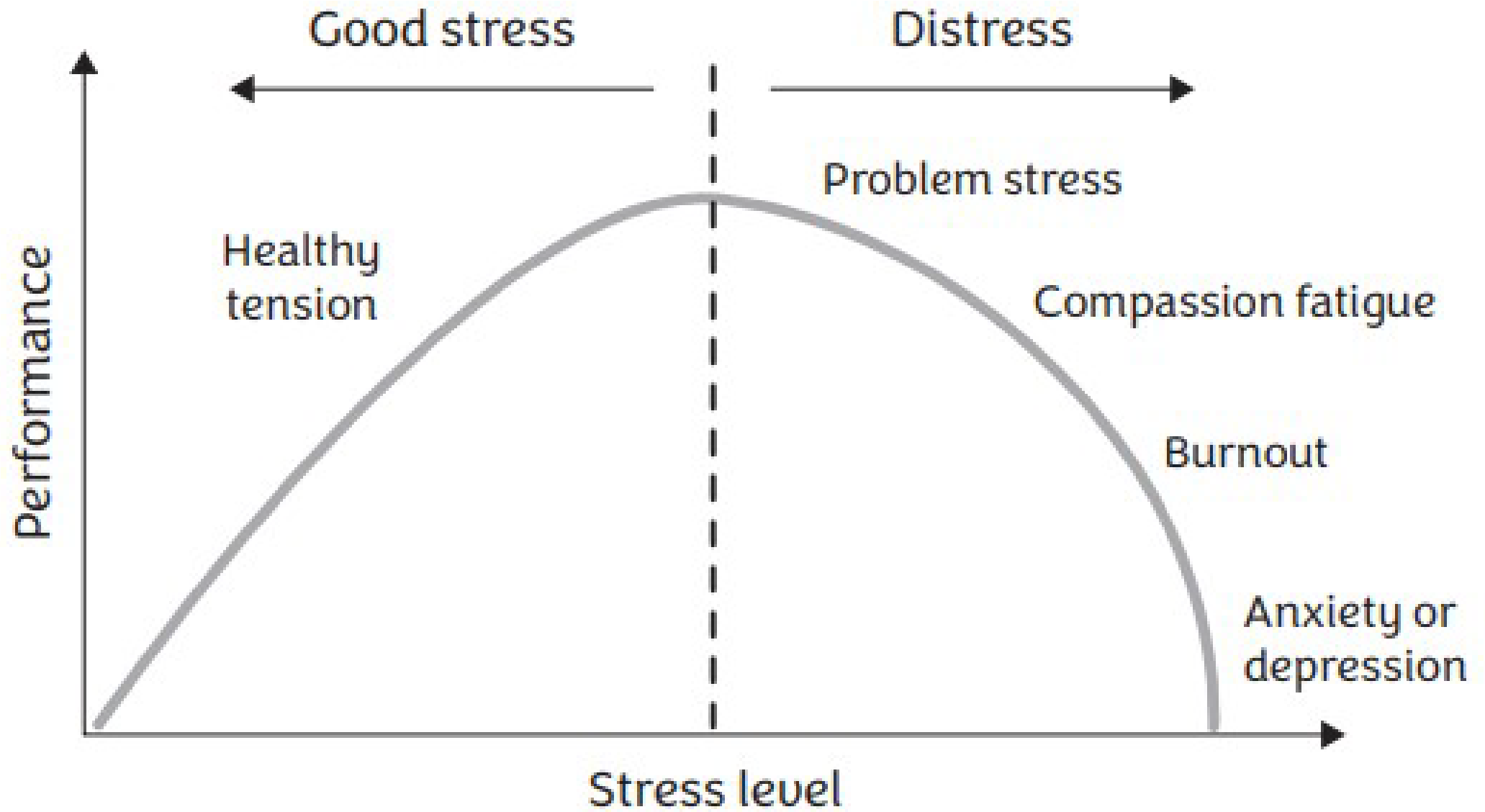
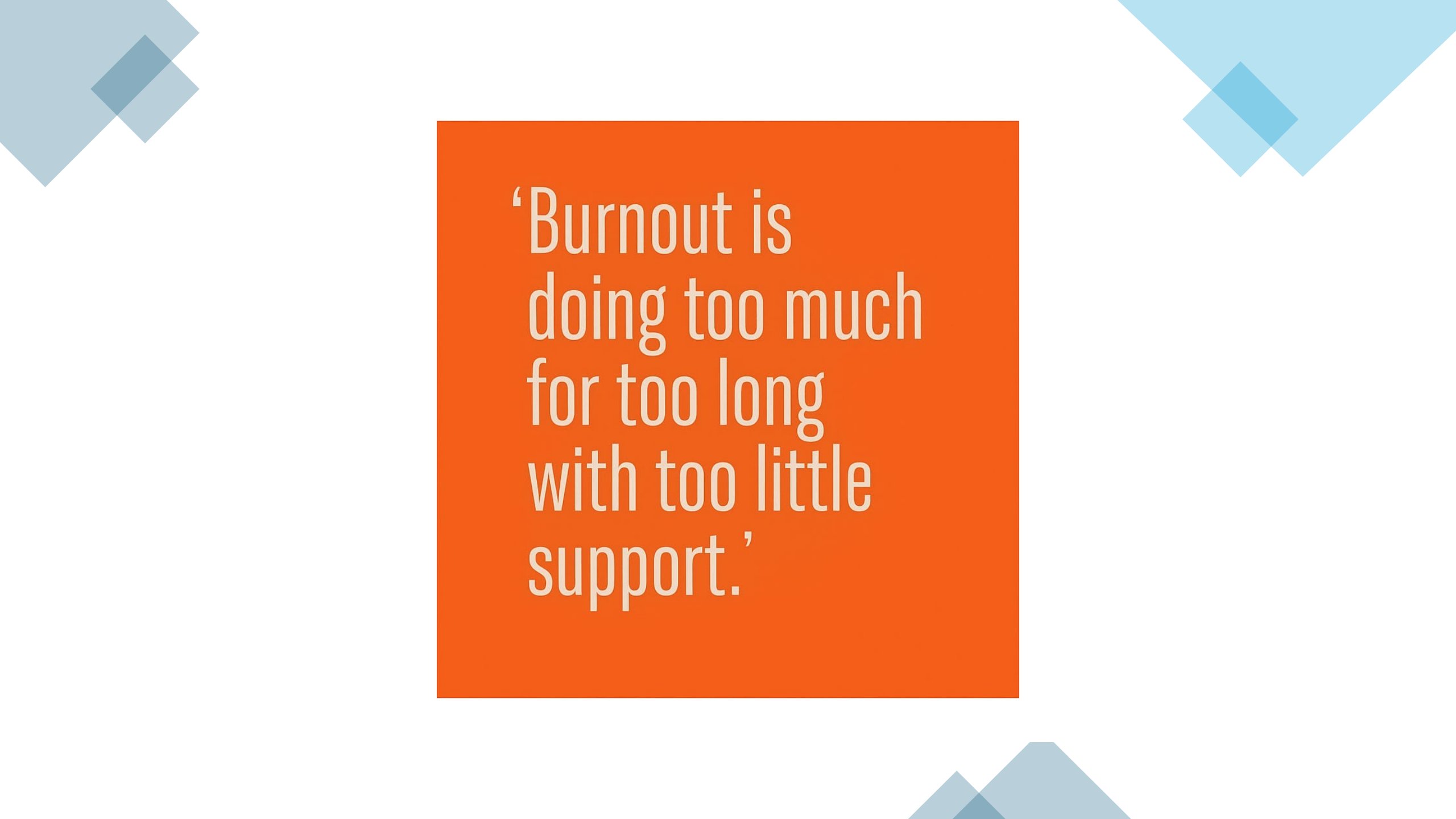


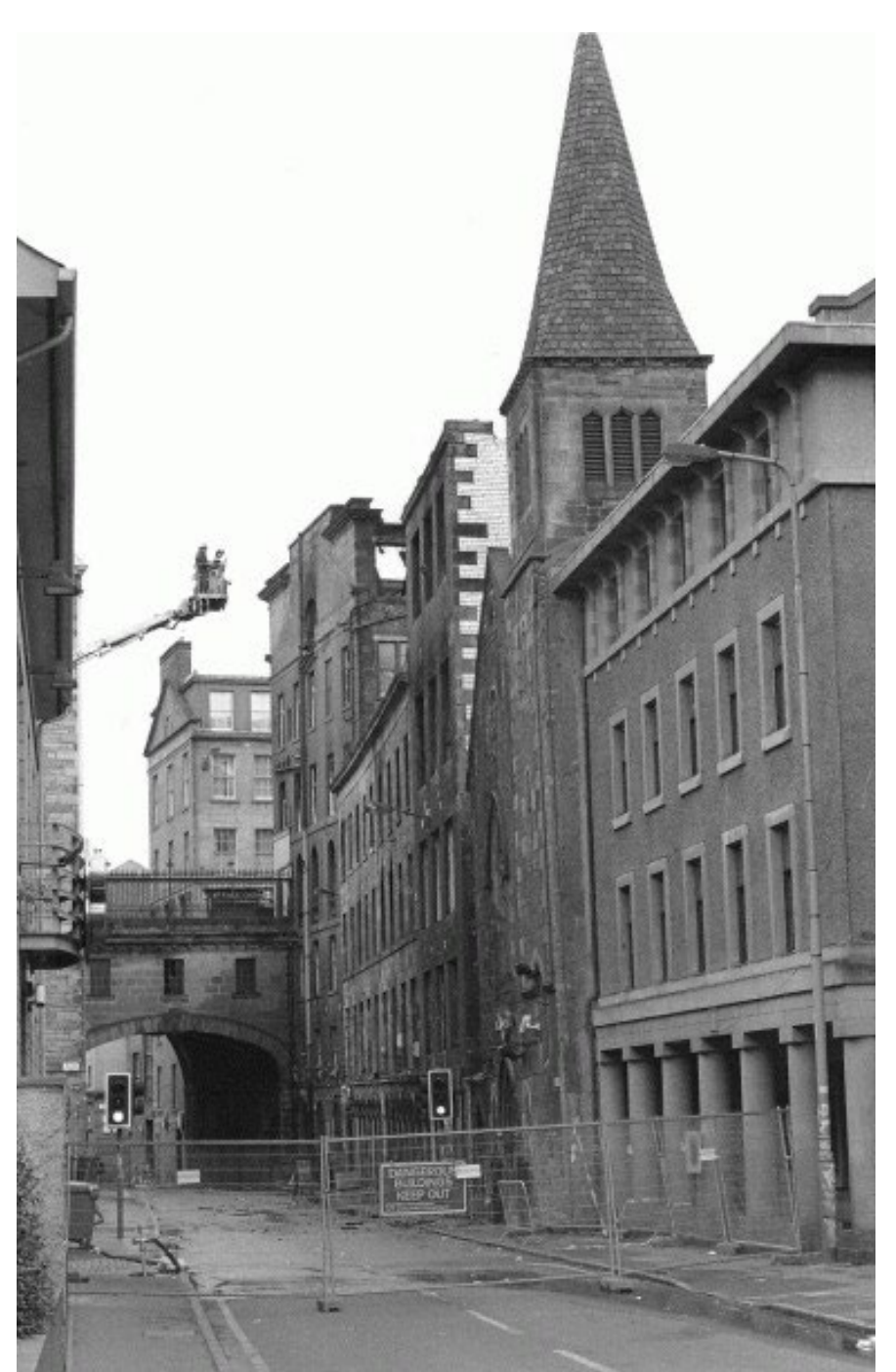
FIGURE 2.1 PERFORMANCE CURVE

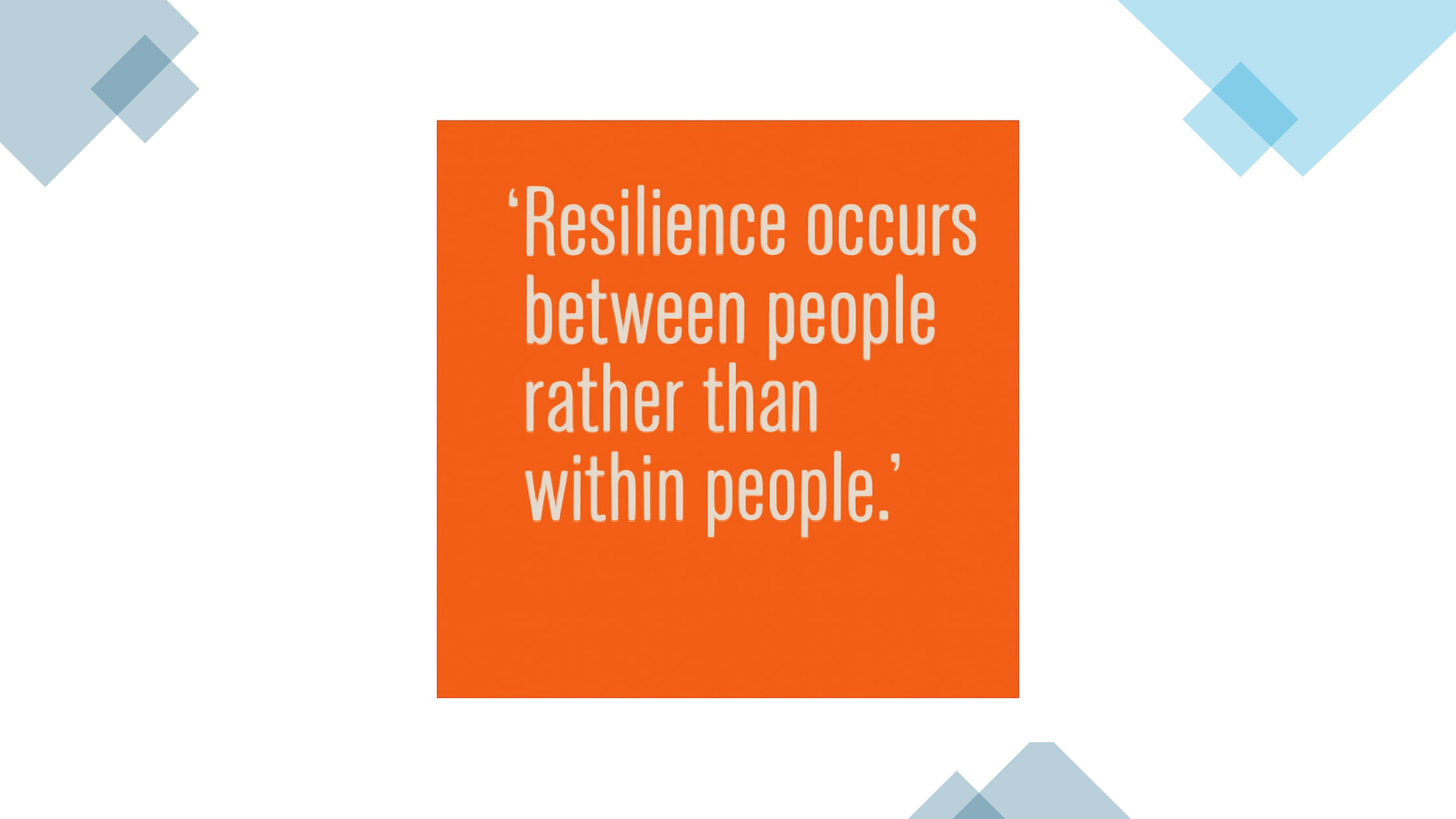


‘Burnout is
doing too much
for too long
with too little
support.’

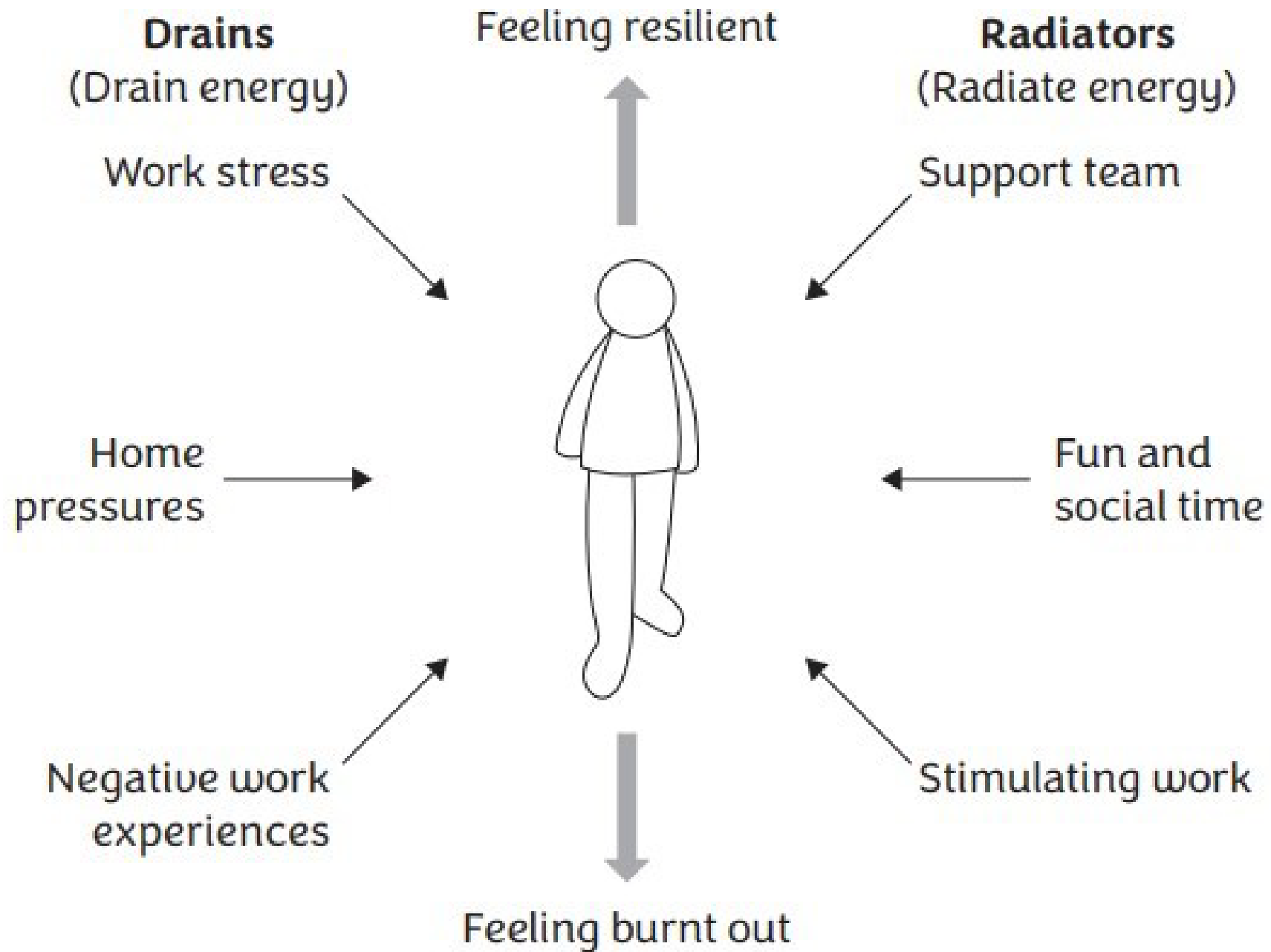
Burnout is:

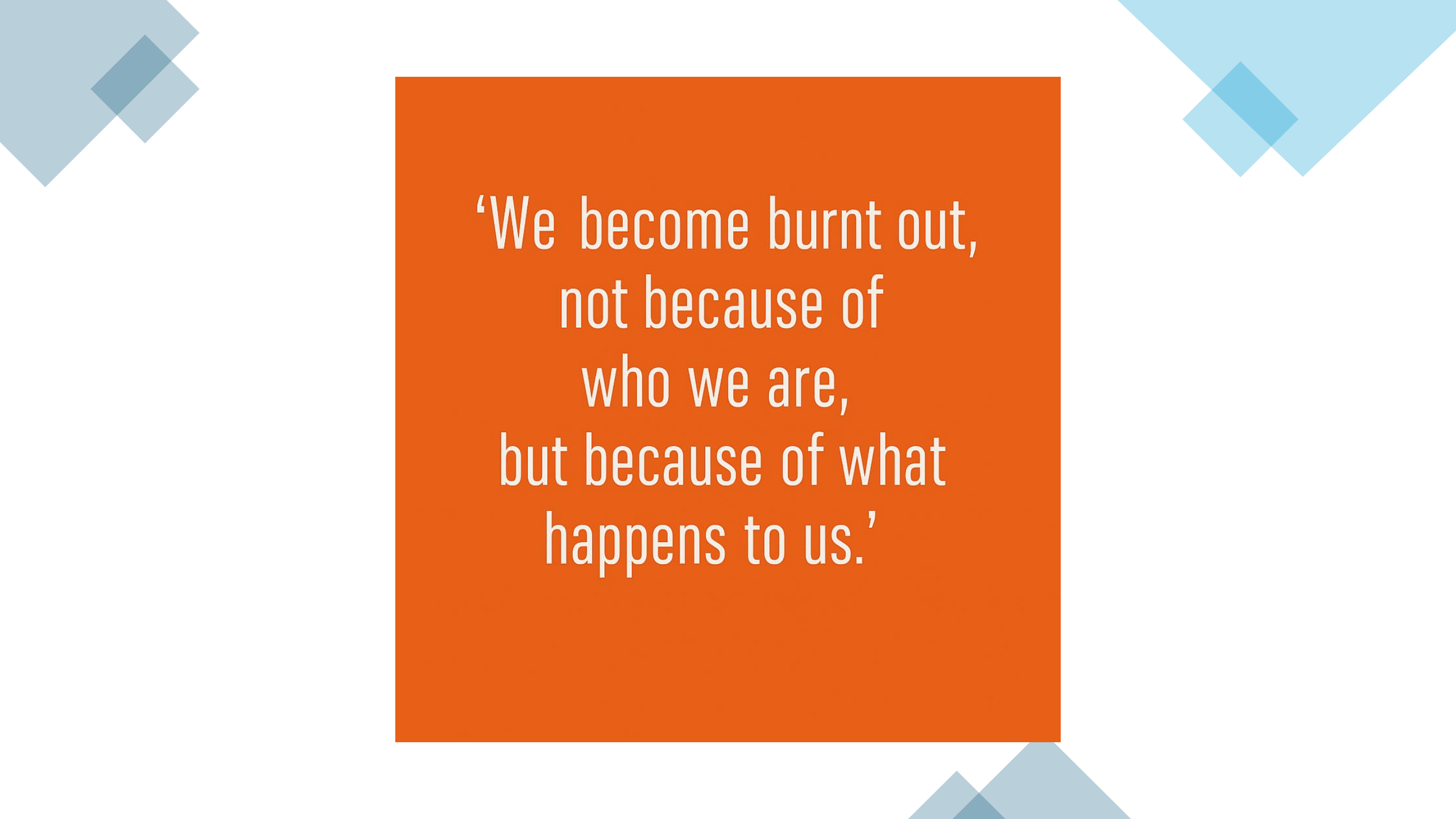
- Emotional Exhaustion
- Emotional Distancing
- Loss of Joy in Work





‘Resilience occurs
between people
rather than
within people.’





‘We become burnt out,
not because of
who we are,
but because of what
happens to us.’

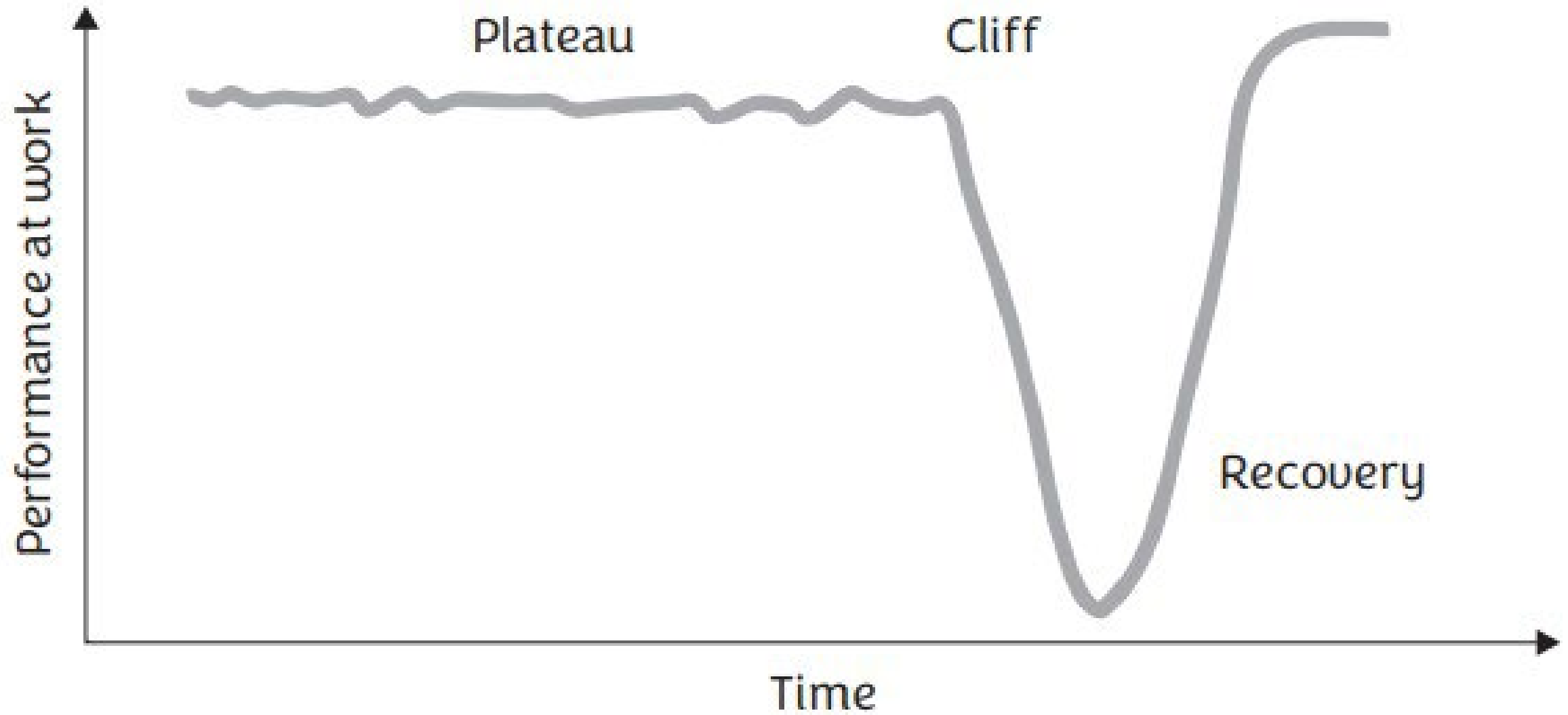
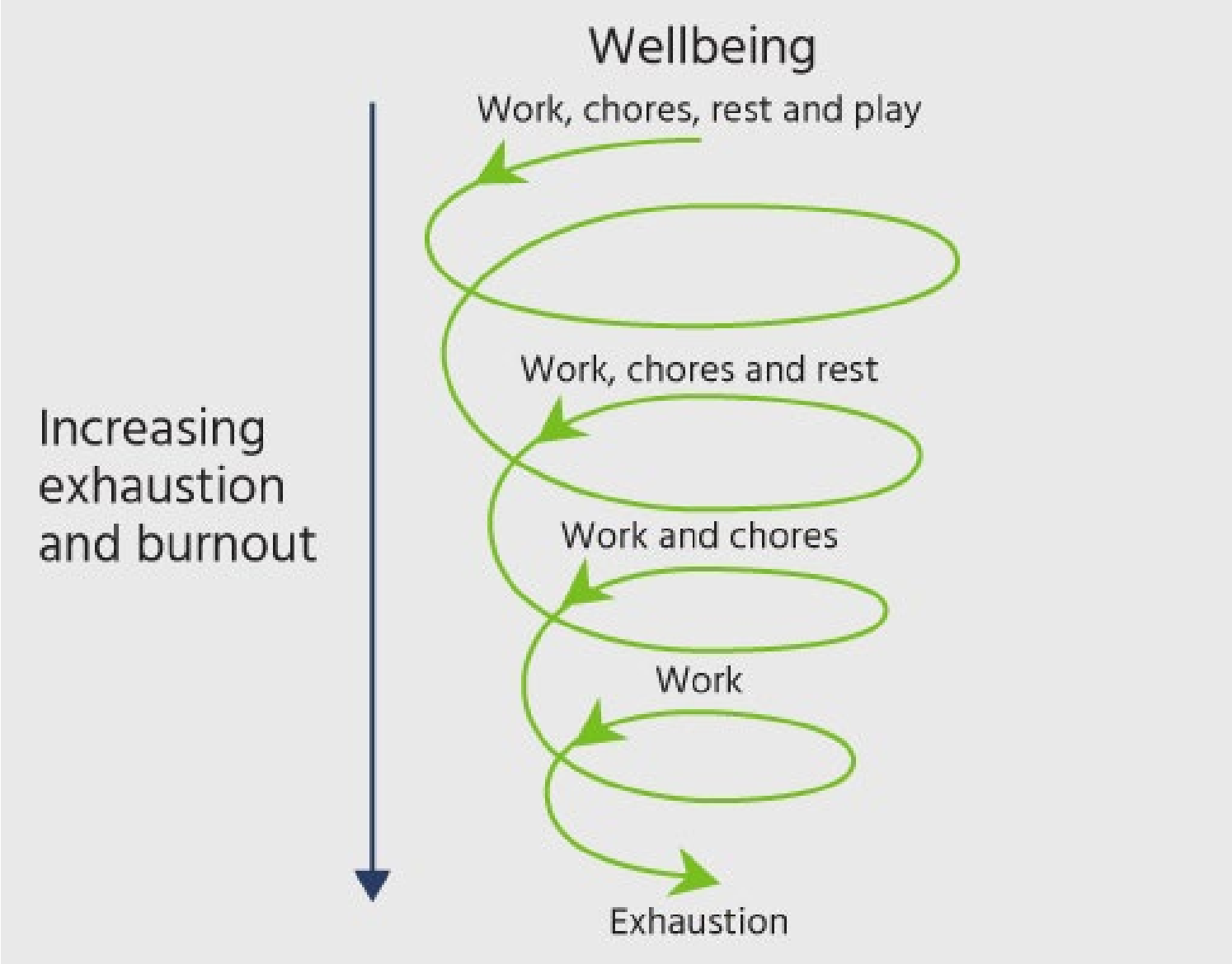




FIGURE 3.2 BURNOUT CLIFF



- 
- What do you do to manage your stress when you are starting to feel the strain?
- 





**KEEP
CALM
AND
NIP IT
IN THE BUD**

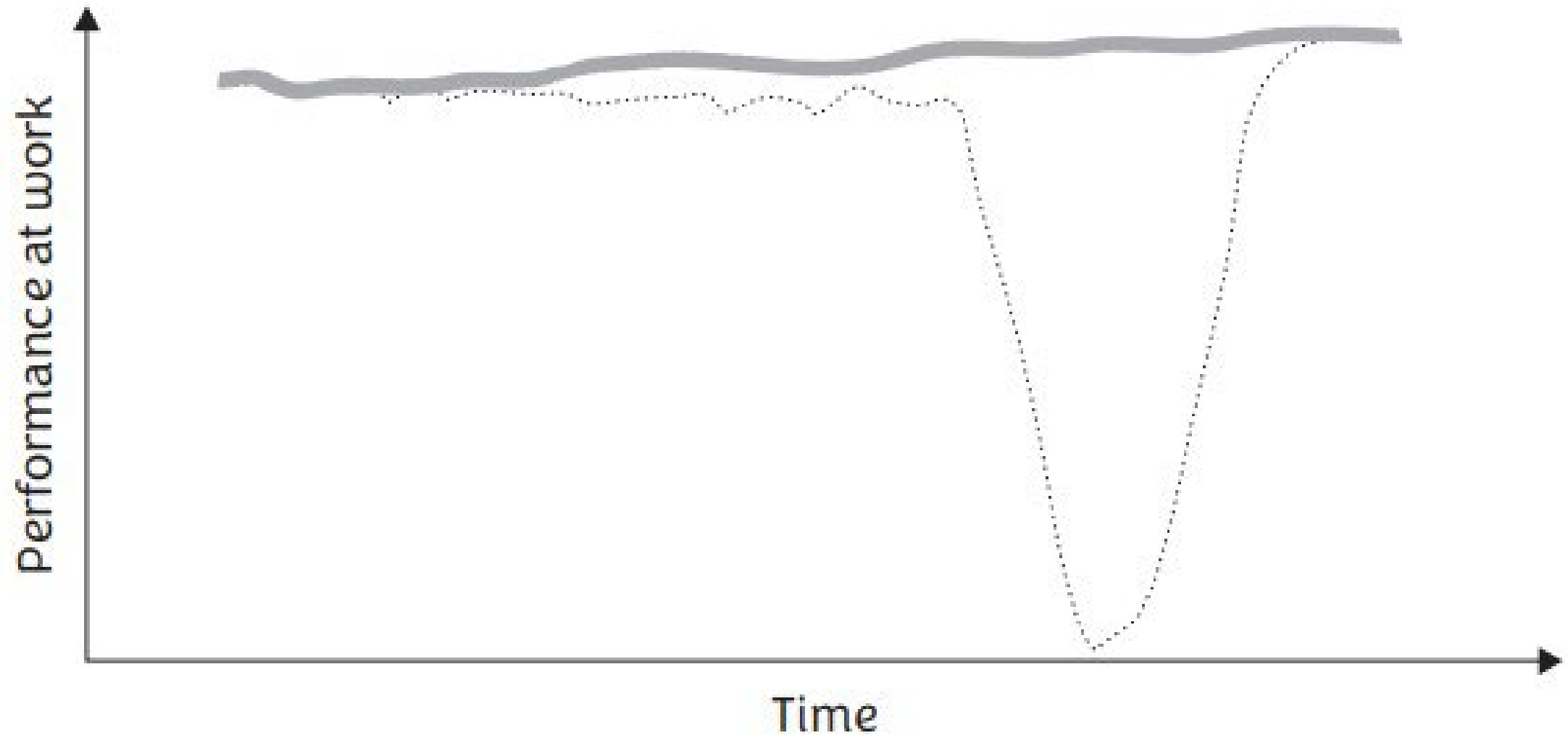


FIGURE 4.1 A DIFFERENT JOURNEY



Look



Listen



Link

Sources of Support

- **Doctors**
 - [NHS Practitioner Health](#) – self-referral confidential for doctors, dentists and healthcare professionals unable to access a confidential service
 - [BMA Support](#) – Counselling and Peer Support (also for our family members)
 - [DocHealth](#) – self-referral confidential brief psychotherapy with a doctor
 - [Doctors Support Network](#) and [British Doctors and Dentist Group](#)
- **All staff**
 - [Employee Assistance Programme and Occupational Health](#)
 - [Regional service?](#)
 - [Frontline 19](#) – charity offering self-referral confidential therapy for NHS frontline staff
 - GPs and NHS Talking Therapies
- **Nurses**
 - [Royal College of Nursing Counselling Service](#)

An Organisation
Thrives
when its Staff
Thrive

High Levels of Staff Burnout

Higher Staff Turnover

Higher Ill Health Absence

More Presenteeism

Less Productivity

More Frequent Incidents

More Complaints

Less Profits

More Difficult to Recruit

Should Staff
Wellbeing Be
Every Organisation's
Number One
Priority?

A PRESCRIPTION FOR CARING IN HEALTHCARE LEADERSHIP

Name _____
Address _____ Date _____

Rx

*Building a
Culture of
Compassion and
Excellence*

MD _____
Signature _____

JOSHUA D. HARTZELL, MD
COLONEL (RETIRED), U.S. ARMY

- “Our job is to create environments where the people we work with know that we care about them, and as a result they also let the people they work with know they care about them. When we do that, we can create a culture that thrives.”
- “People will do amazing things when they feel valued and respected, and they have the resources and the ability to be supported to do their work.”



What will you take
away from today?

My Key Takeaways

A Stitch in Time Really Does Save Nine

- If you are struggling now nip it in the bud and reach out for support
- If a colleague is struggling be brave and reach out to them
- If you are a leader - act now to deliver more productive and safer care by prioritising staff wellbeing





Stress and
Burnout



What Helps



Supporting
Colleagues



Burnout is Bad for
Business

