

IAPT Staff Wellbeing

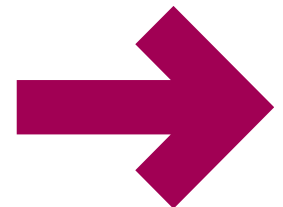
Rebecca Minton

IAPT Workforce Wellbeing Project Manager

APPTS 3rd Annual Forum - 13th November 2017

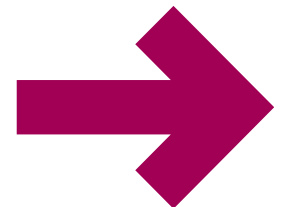
Work so far

- Understand the work being done in IAPT nationally and regionally to support staff wellbeing
- Understand the work being done in the wider NHS - GPs, NHS 111, NHS Healthy Workforce programme, Schwartz rounds, BPS CLAN
- Collate the information and data we have on IAPT staff wellbeing – service and regional audits, APPTS, HEE, academic research
- Talk to a range of stakeholders to understand the issues and gather ideas for next steps
- Gather examples of best practice in IAPT



Key themes

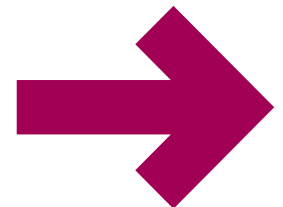
- Leadership and management
- Supervision
- Clinical complexity
- Working environment and infrastructure
- Job security and contracts
- Job design
- Training and CPD
- Targets and culture
- Career development and opportunities – especially for PWP
- Recognition of the PWP role



Examples of best practice

Understanding the issues:

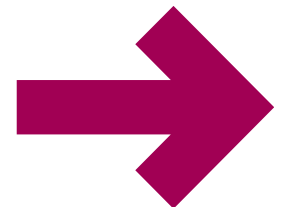
- Staff wellbeing survey/audit – how are our staff feeling? What are the issues?
- Away days and workshops focused on staff wellbeing – developing an action plan
- Continuous anonymous feedback
- Exit interviews



Examples of best practice

Getting the basics right:

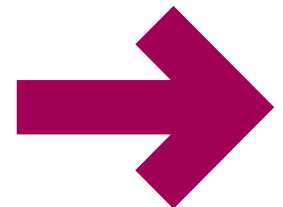
- Supervision
- Promote taking lunch breaks (& consider barriers to this)
- A space to eat lunch
- Knowing the team – staff photo board
- Reviewing staff timetables to ensure adequate travel time and reduce travel and isolation
- Admin support
- Reviewing IT systems and resources eg headsets
- Don't forget the admin team!



Examples of best practice

Leadership and management:

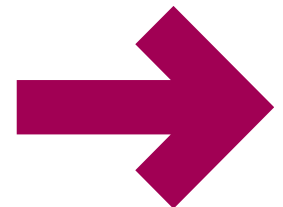
- Clinical leads offering telephone triage appointments – doing the work of a PWP
- A present leadership team
- Leaders as role-models – eg taking lunch breaks
- Managers taking time out to focus on staff wellbeing
- Leadership and line management training



Examples of best practice

Communication:

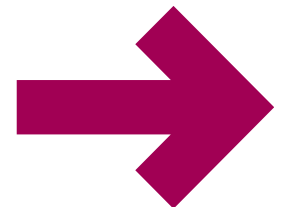
- “You said, we did”
- Newsletters – colourful, thoughtful language, success stories, messages of thanks, inspirational quotes, top tips for wellbeing
- Blogs – a day in the life of a clinical lead
- Banning the word ‘targets’ -> “how many patients are we going to *help* this week?”
- Explain to staff why we do what we do eg why we have KPIs
- Suggestion box and channels to feedback
- Promote self-care and support available eg Occ Health



Examples of best practice

Setting the culture:

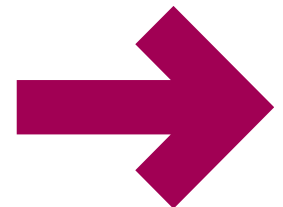
- Team charter
- Induction pack on wellbeing
- Flexible working – part-time, from home, flexi-hours
- Wellbeing champions
- Individual and team wellbeing objectives included in appraisals – wellbeing pledge
- Reflective practice groups
- Mindfulness sessions and 5-min mindfulness at the start of meetings
- Wellbeing week



Examples of best practice

Team work:

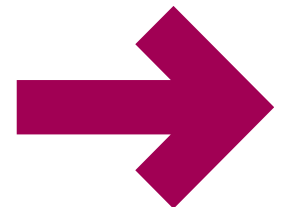
- Peer supervision
- Buddies
- Whole team meetings – bringing everyone together
- Team breakfasts and lunches
- Charity events
- Book club
- Yoga
- African dancing
- Fish and chip Fridays



Examples of best practice

Praise and sharing successes:

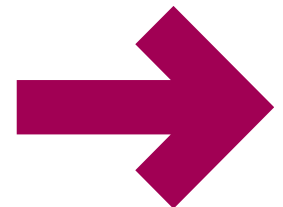
- Sharing patient stories - reminding staff why they do what they do
- Positivity jar
- Sharing PEQ feedback



Examples of best practice

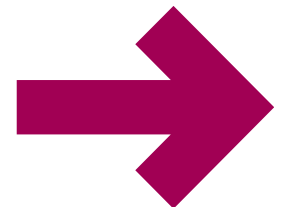
Training:

- Resilience, stress management, emotional intelligence, compassion fatigue
- Wellbeing training as mandatory training
- Leadership and management training for clinical leads and managers including coaching and mentoring
- CPD opportunities for PWP's

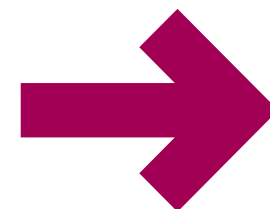


Next steps

- Share best practice case studies and resources and encourage opportunities for discussion and peer learning
- Continue to raise the importance of focusing on staff wellbeing at all levels of the system
- IAPT manual – specific section on wellbeing
- Propose a focus on wellbeing, resilience and stress management in clinician and supervisor training curriculums
- Work with the BABCP and HEE to support and promote the role of PWP's and career development opportunities
- Consider support and training for service/clinical leads and line managers



Ideas and questions?



Thank you

Rebecca Minton

IAPT Workforce Wellbeing Project Manager

Rebecca.Minton@nhs.net

