



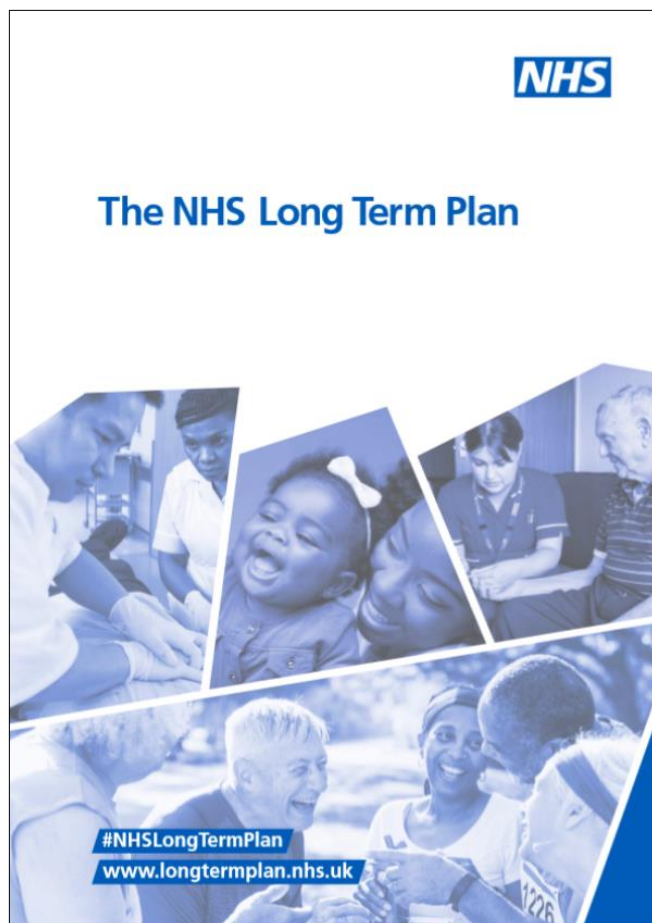
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CHIEF EXECUTIVES

Re-setting the scene: UK Global Paramedic Leadership Alliance Employee Mental Health Summit March 2019

Will Hancock

**Chief Executive Officer, South Central Ambulance
Service / AACE CEO Mental Health Lead**

NHS Long Term Plan: 2019-2029



‘....renewed commitment that mental health services will grow faster than the overall NHS budget, creating a new ringfenced local investment fund worth at least £2.3 billion a year by 2023/24. This will enable further service expansion and faster access to community and crisis mental health services for both adults and particularly children and young people.’

Our focus....

- ▶ Creation of a suicide register – recommendation from 2017 suicide study
- ▶ Review of occupational health, counselling and support services and sharing best practice across the UK
- ▶ Developing our ambulance workforce support pages:

<https://www.nhsemployers.org/our-workforce/plan/ambulance-workforce>



Engagement

Ideas and examples of what employers, line managers and staff can do to help develop and sustain engagement in the ambulance service.



Paramedic development

Find out how you can support the career development of your paramedics.



Tackling bullying

The tackling bullying in ambulance trusts report gives advice and guidance on how to tackle bullying in your organisation.



Tools and resources

Take a look at information, tools and resources gathered together in an easy to use library.



Head first

Head first is a free digital mental wellness resource designed for the ambulance service.



Recognition and value

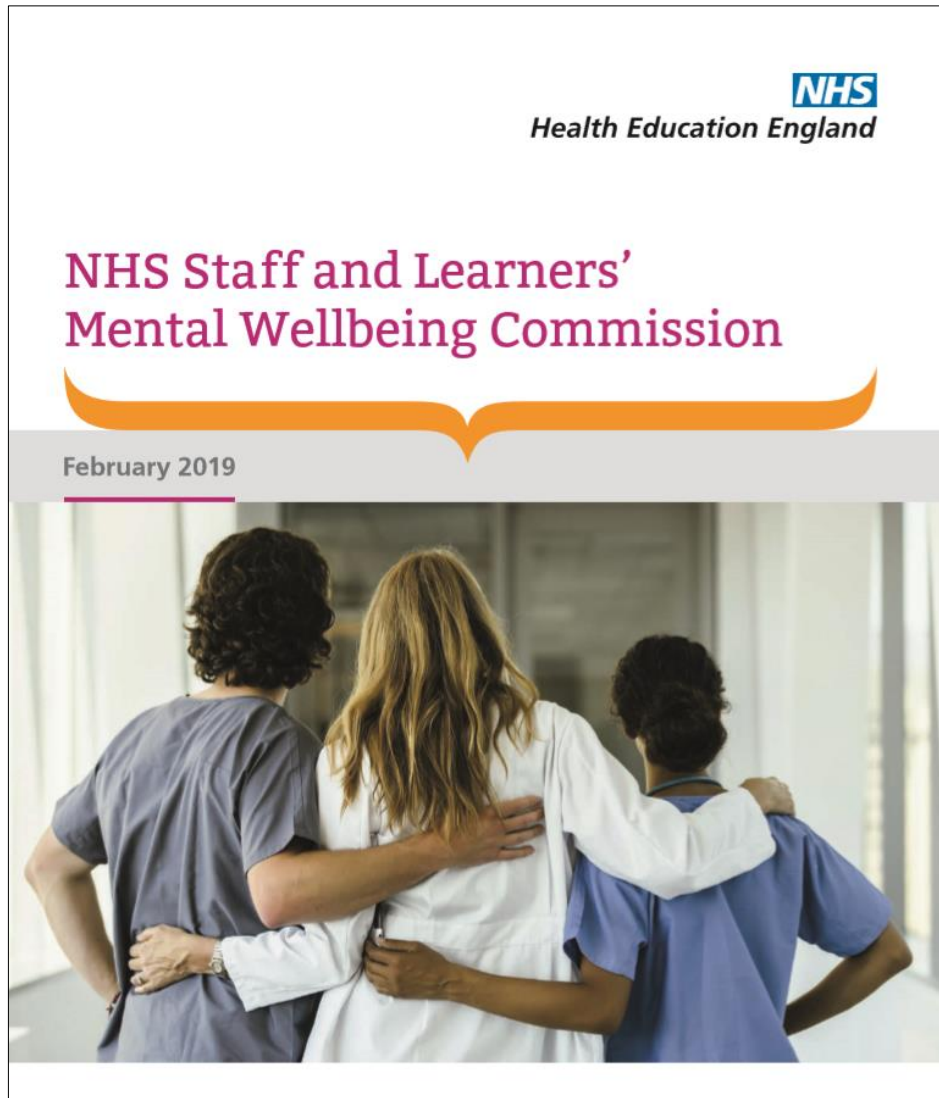
Learn why value and recognition are so important in helping to develop the right culture in your organisation.



Leading healthy workplaces

Participate in this new training programme for line managers focusing on supportive leadership and management behaviours.

Further research



- ▶ AACE suicide study has prompted investment in further research in line with HEE report
- ▶ **Aim:** to identify the characteristics of successful employee mental wellbeing services within staff groupings in UK ambulance services and to understand how existing services could be improved

Compassionate leadership

- ▶ Touched upon last year
- ▶ 2019 summit: broadened focus on organisational culture and its impact upon employee mental health and wellbeing



Sector/organisational intelligence



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The Ward Round: The growing pensions crisis

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WORKFORCE

Report: Bullying and 'blame culture' prevalent across ambulance trust


By Sophie Barnes | 2 July 2015

FEBRUARY 2017

TACKLING BULLYING AND HARASSMENT
LONDON AMBULANCE SERVICE

ORGANISATIONAL PROFILE

- 70 main stations
- 5,000 staff
- Sickness absence rate in December 2015 - 5.4 per cent and December 2016 - 5 per cent
- Turnover rate in December 2015 - 13.5 per cent and December 2016 - 9.5 per cent
- Serves a population of more than eight million people
- Dispersed workforce with most spending their working time in ambulances or fast response cars





Bullying & Harassment at South East Coast Ambulance NHS Foundation Trust: A report of key findings to staff

Commissioned by
South East Coast Ambulance Service
NHS Foundation Trust


July 2017
Professor Duncan Lewis
Plymouth University & Longbow Associates Ltd



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Workplace Culture at Southwestern Ambulance NHS Foundation Trust. An Independent Report Commissioned by

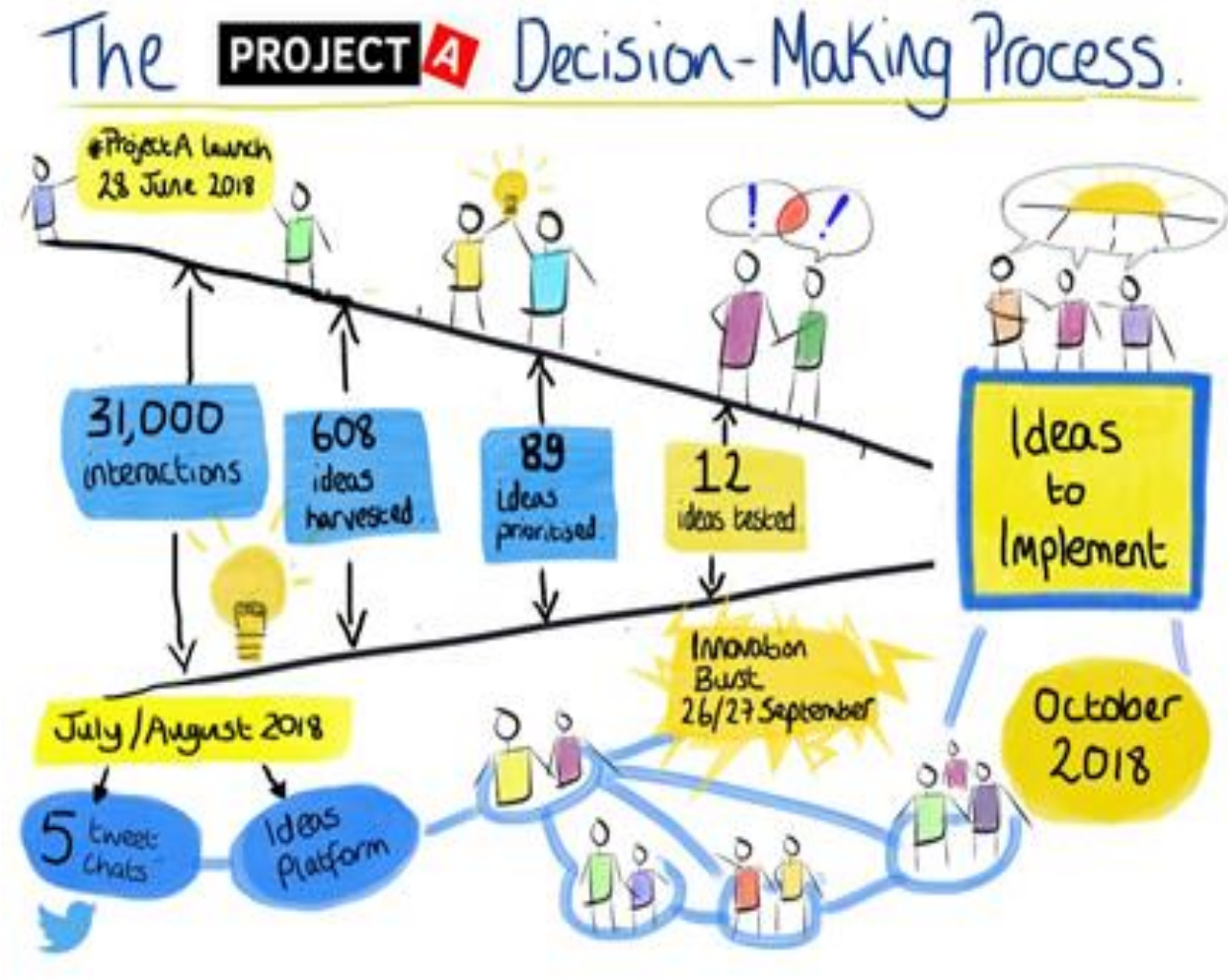
in partnership with


October 2018
Professor Duncan Lewis
Plymouth University Business School
&
Longbow Associates Ltd



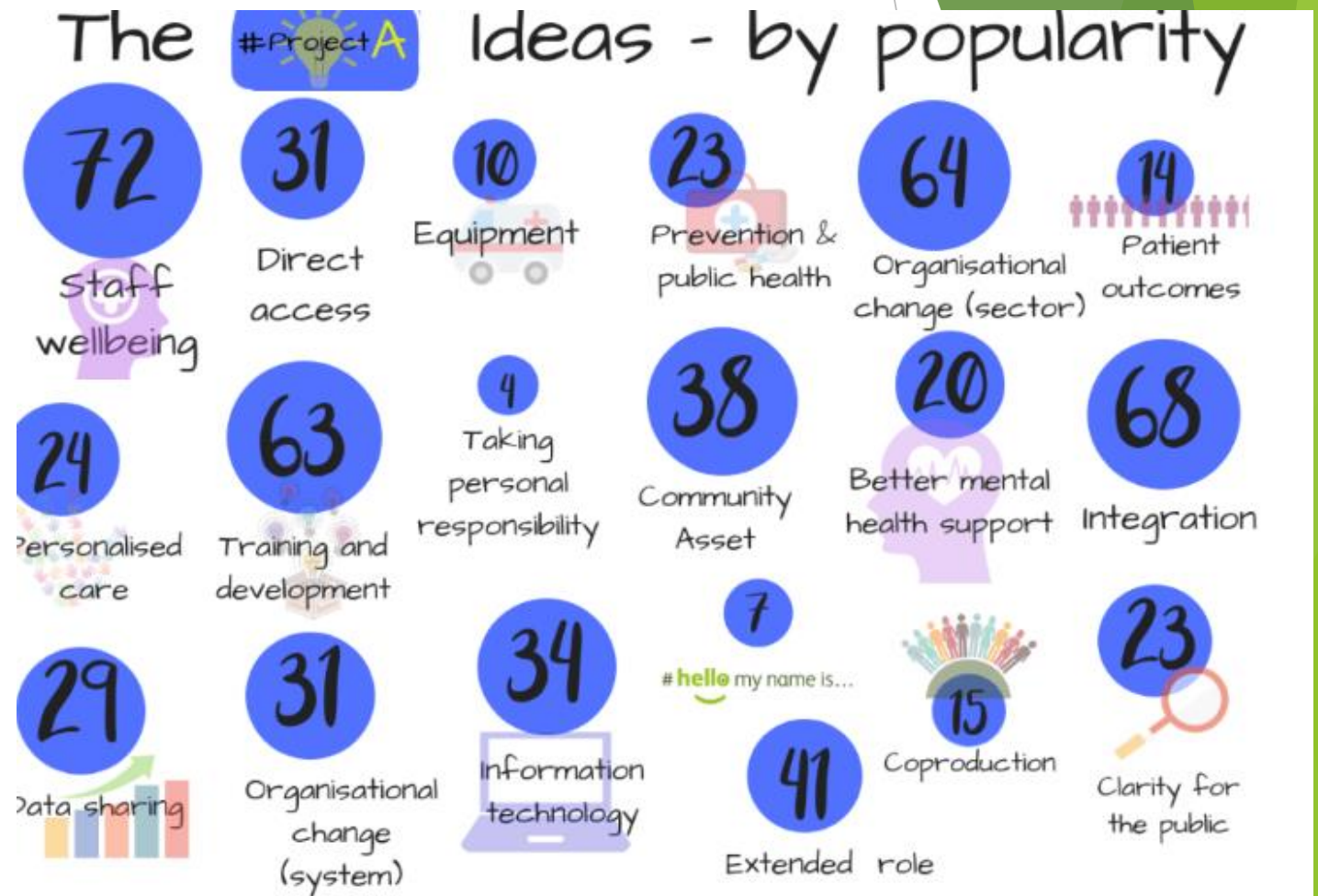
Engaging with our staff

- ▶ Ambulance Leadership Forum 2018: Simon Stevens, CEO, NHS England announced 12 month project seeking staff views to inform improvements for patients and staff

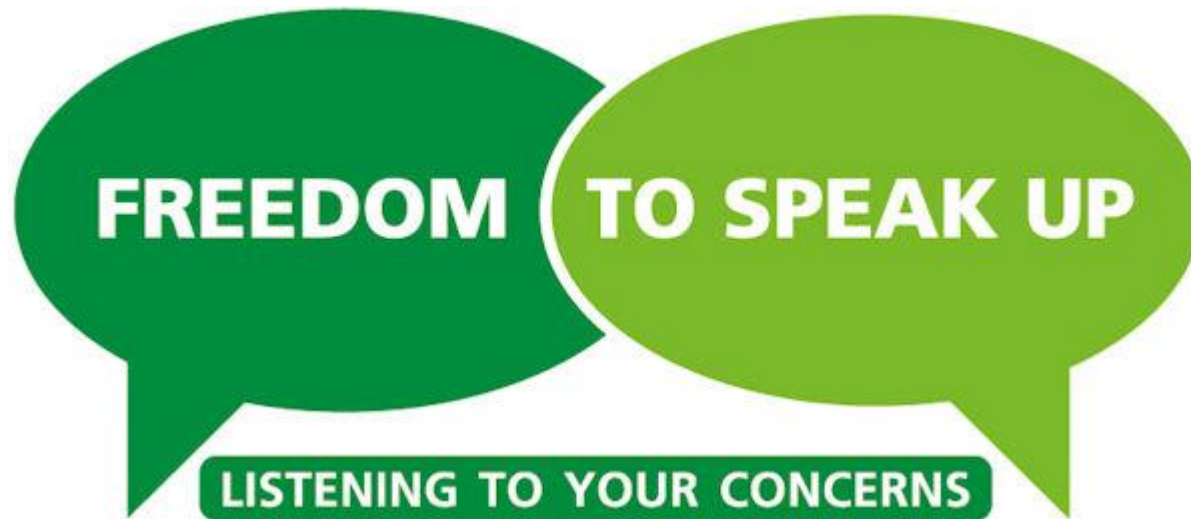


Project A

- ▶ Four collaborations: falls; mental health (patient); staff wellbeing; community collaboration
- ▶ Enabled by enhanced virtual connectivity
- ▶ Staff wellbeing (provisional):
 - ▶ prevention – PTSD
 - ▶ creation of safe places for staff
 - ▶ organisational approaches – RUOK?
 - ▶ leadership commitment



Freedom to speak up guardians



- ▶ Role originated following inquiry into Mid Staffordshire NHS Foundation Trust in 2013
- ▶ Employees encouraged to 'speak up' without fearing the consequences
- ▶ Guardians work with all staff to help NHS trusts become more open and transparent

Staff survey results

- ▶ Historically ambulance sector has the poorest results of NHS organisations
- ▶ Some significant moves forward for some trusts – good for the sector overall
- ▶ Improvement (generally marginal) for the sector as a whole in:
 - health and wellbeing
 - immediate managers
 - quality of appraisals
 - bullying and harassment (very minor)
 - safety culture
 - staff engagement



Mind Bluelight Programme findings

- ▶ Awareness of support increasing
- ▶ Confidence that attitudes towards mental health changing for the better: 50:50
- ▶ Majority of our staff feel their mental health is not good or poor

Blue Light Programme - our support for team 999 is changing

Our Blue Light Programme supports ambulance, fire, police and search and rescue teams across England and Wales.

Mind will always be here for team 999. But the way we'll work in the sector will change from April 2019, as our Blue Light Programme funding comes to an end.

Make sure you're up to date with what's changing now.

> What you need to know

#ourbluelight



In summary...

- ▶ Moving in the right direction
- ▶ Greater understanding of the situation and what we need to be tackling / focusing on
- ▶ Committed at the local organisational and national levels to enhancing employee mental health and driving the cultural change that will help to enable that to happen