

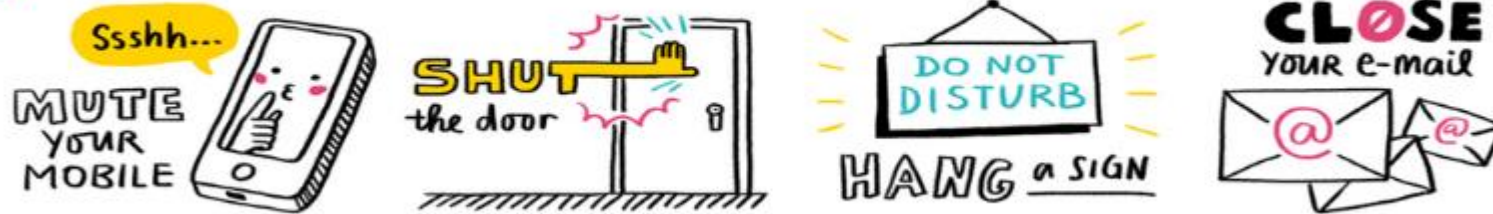
DO-NOW

Welcome!

TODAY'S DO-NOW:

Please begin once you are connected to the audio & video conference.

1 REMOVE ONE DISTRACTION FROM YOUR WORKSPACE. YOU MIGHT :



2 WRITE A BRIEF STATEMENT of PURPOSE — one intention for today's session. (This will remain private to you.)



3 POST it, HANG it, or PLACE it WHERE YOU WILL SEE IT.



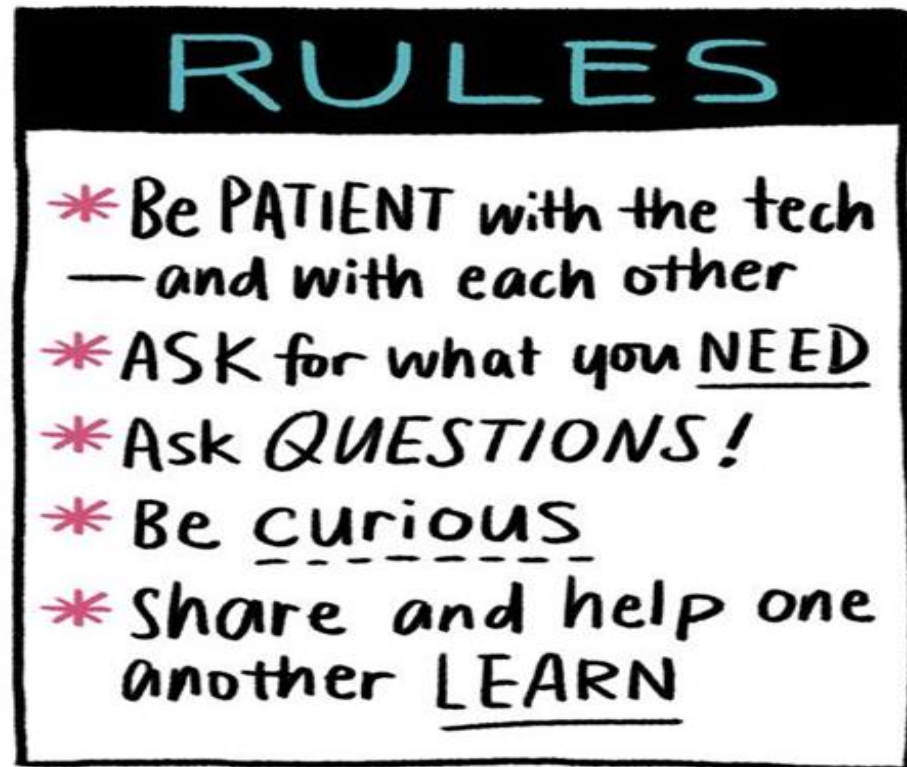
Please ensure your microphone is muted

Your Mental Health and Wellbeing



#AmbulanceKeepTalking #ProjectA

Welcome – how the session will work



Allow yourself to
be curious.....

The team today:



Lead



Will Hancock

Facilitators

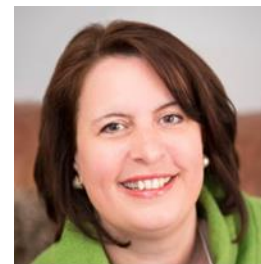


Anna Parry



Ian Baines

Speakers



Dr Sonya
Wallbank



Dr Andy
Smith



Kerry
Gulliver

Technical Support



Tej Riat

Chat box facilitators



Bev
Matthews



Jayne
Phoenix

Question support



Faye
McGuinness



Liz Harris

Emotional Support



Dr Catherine
Goodwin



Cath James

THIS IS A SAFE SPACE



Dr Catherine
Goodwin



Cath James



Catherine.Goodwin@wales.nhs.uk

cathryn.james@aace.org.uk

Welcome

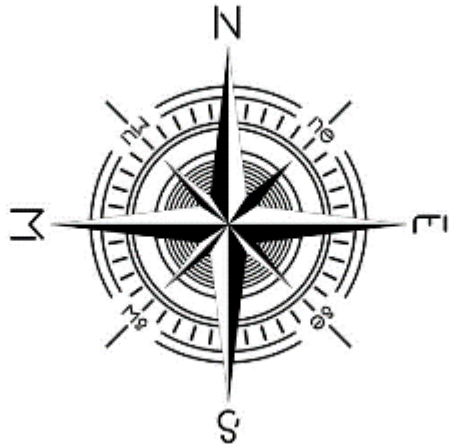
Agenda

- Start 14.15
- Overview – Will Hancock
- Looking after ourselves – Dr Sonya Wallbank
- An interview, personal experience of mental ill health – Dr Andy Smith
- Questions and answers – a conversation
- Materials, guidance and support channels – Kerry Gulliver
- Final reflections – Will Hancock
- Close 15.15



We would like to get a sense of why you have joined the conversation?

Where are you joining us from today?



- 1 - England - North
- 2 - England - South
- 3 - England - Midlands
- 4 - Scotland
- 5 - Northern Ireland
- 6 - Wales
- 7 - Republic of Ireland
- 8 - Rest of World

We would like to get a sense of why you have joined the conversation?

What is your role?



1. Ambulance - paramedic
2. Ambulance - nurse
3. Ambulance - clinical other
4. Ambulance - non-clinical
5. Acute care
6. Primary care
7. Other



A question of curiosity.....



LIBERATING STRUCTURES



How are you?



1. Reflect on your answer for 30 seconds
2. Write it in the Chat Box – DO NOT PRESS ENTER THOUGH
3. On the facilitator count down 3-2-1 – press enter

A question of curiosity.....



No.....How are you really?



1. Reflect on your answer for 30 seconds
2. Write it in the Chat Box – DO NOT PRESS ENTER THOUGH
3. On the facilitator count down 3-2-1 – press enter

Overview – why this is important



- Why we organised today's virtual meeting
- The purpose of today's meeting – to hear and talk about our mental health and wellbeing

Will Hancock

Chief Executive, South Central Ambulance Service
National Mental Health Lead, AACE

Support for staff re CV19 Response



Dr Sonya Wallbank

National Clinical
Lead, Health and
Wellbeing Covid-19
Response

Evidence base 1: Three phases of support for staff during COVID-19

Anticipating peak of demand

Demands reach peak

Through the peak

P>

Prepare

A>

Active

R>

Recover

What will be happening?

- Worrying about own and family **safety**
- Fear about the demand to come
- Worry about what I/we will be asked to do
- Will I be enough? Will I be OK?
- Who has my back?

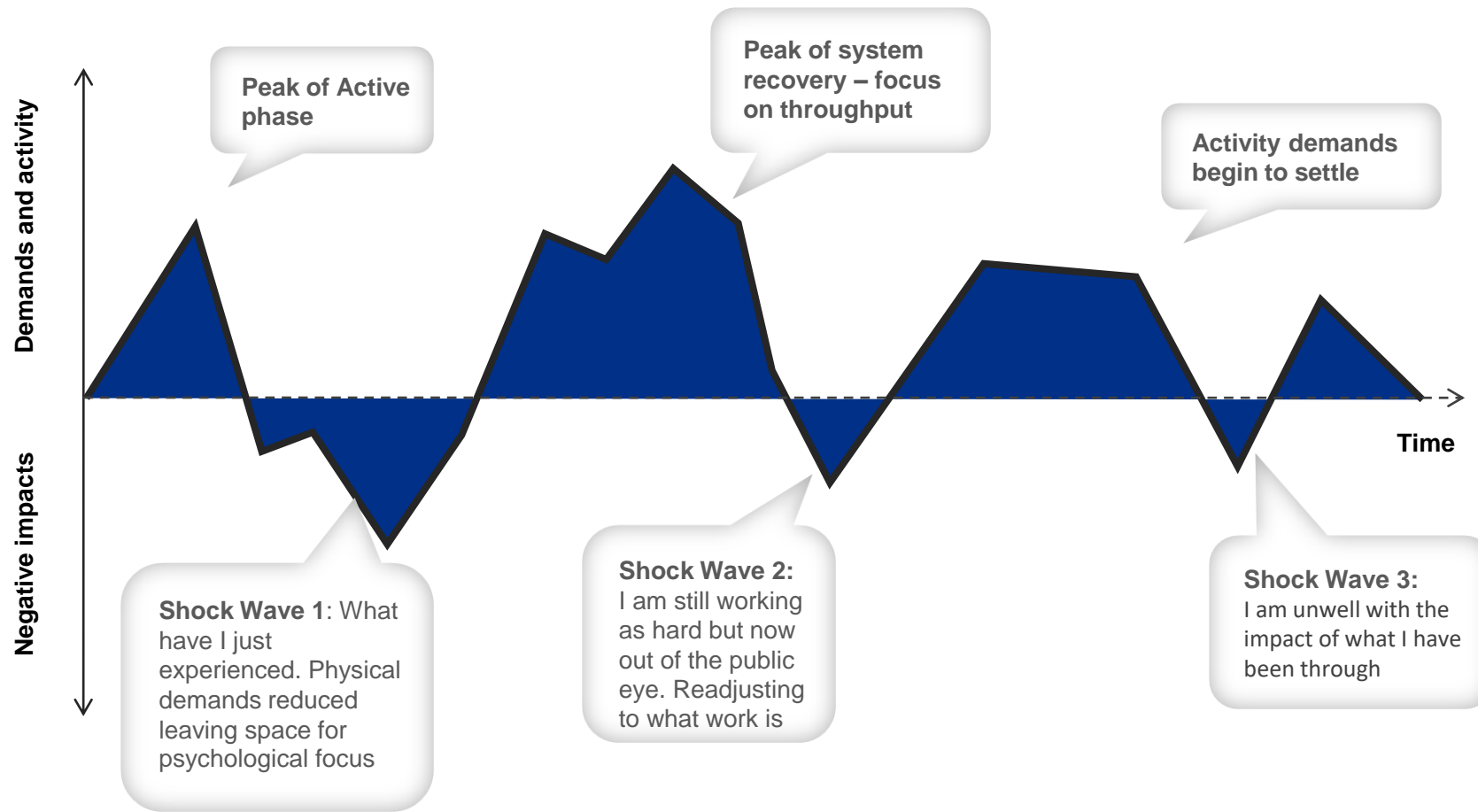
- **Intense and consuming** periods of work
- **Limited attention** to own self and needs
- **Guilt, remorse, worry** about own performance and expectations of others e.g. families, colleagues, media

- **Thrive and growth** – I got through this – every moments counts
- **Moral injury** – I have had to make tough decisions had negative impacts and were beyond my control
- **Survivor guilt** – I made it through – why me and not them
- What & how have I just been through
- What if this happens again



@sonyawallbank

Sources: Major incident Clinical Expertise and associated Literature. Specialist Task Force and Clinical Advisors.



Vulnerability factors – knowing these helps you to be attuned to your/others risks

- The commitment we have to our jobs
- Over working
- Unclear Expectations
- Conflicted expectations
- Threat/change to job role
- Lack of personal control
- Hostile atmosphere
- Defensive atmosphere
- Unethical environment
- Lack of communication



Resilience is not the absence of distress or difficulty
Following adversity, change or challenge **not showing**
emotion is not displaying resilience

As human beings we are capable of amazing things even in the
face of dire adversity
Resilience is the ability to adapt and grow following adversity
Feeling intense negative emotions and knowing how to manage
these not just push them away is key to growth
Getting up to **try** again another day is the core of resilience

Ways to access support during COVID-19



Help now

Send the text **'FRONTLINE'** to **85258** to start a conversation

Listening Line - For all NHS Staff – call **0300 131 7000**
07:00-23:00

Bereavement and loss support call **0300 3034434**
07:00-23:00

shout
for support in a crisis

SAMARITANS

hospiceUK

On-line

www.people.nhs.uk

A range of materials to support you and your teams perform under this pressure.



SCAN ME

Webinars

Access to the latest information and support

<http://horizonsnhs.com/caring4nhspeople/>

<https://www.practitionerhealth.nhs.uk/>

NHS
Practitioner Health

Apps

Free access to psychological support – use your nhs.net email address to download

[Unmind](#)
[Headspace](#)
[Sleepio](#)
[Daylight](#)

Self guided mental health support



SCAN ME

Silvercloud
<https://nhs.silvercloudhealth.com/signup/>
use the code **NHS2020**

Common Rooms

Meet other professionals in a safe and guided space. Get support and share your experiences. Coming soon.

NHS
Practitioner Health

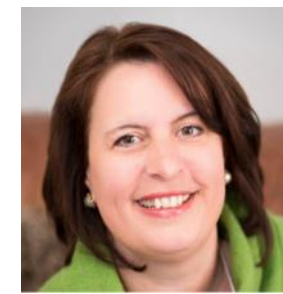
In conversation – an account of lived experience of mental ill health



Dr Andy Smith

Executive Medical
Director, South
Western Ambulance
Service

Questions and discussion...



Mental health and wellbeing support



- For ALL ambulance service staff at local and national levels
- Our approach – increase awareness of what's available and encourage staff to access the right support for them at any given time
- Our plea – please don't suffer in silence

<https://aace.org.uk/mentalhealthandwellbeing/>

Final thoughts and reflections – your mental health and wellbeing



- What we have heard and learnt today...
- Thoughts around next steps....

Will Hancock

Chief Executive, South Central Ambulance Service
National Mental Health Lead, AACE

Reflection...



Feedback

What is the one key thing that you have taken away from the session?

