

# Supporting you through COVID-19



Times are suddenly different and very challenging. As health care professionals we are expected to provide reassurance and calm. A **free mentoring service** is now available that offers you professional and confidential mentoring support and signposting during this difficult time of crisis. Currently this support system is open to all GPs, Practice Managers and Practice Nurses.

Our mentors are a band of experienced GPs and PMs (some recently retired), many of whom have had educational roles and all of whom have been trained. Simply, they are here for you, just as you are there for your patients. They are able to listen by phone, FaceTime etc. to any concerns, feelings or fears you may have. They may not have the answers, but we can share and bear it with you. **You are not alone.**



To find out more information, now or at any time during the crisis, please contact our Primary Care Mentor Lead via [hw.workforce@nhs.net](mailto:hw.workforce@nhs.net)

**Confidentiality:** The content of our mentoring is absolutely confidential. The only exception is if your mentor has any concerns about your own safety or patient safety. In this situation your mentor would signpost you to further support.

**Please continue overleaf for some useful wellbeing links we think may also help you...**

# Wellbeing Links...

[Worcestershire & Herefordshire Local Medical Committees](#)

[The British Medical Association](#)

[Headspace – free 3 month membership for NHS staff](#)



## **MPS Counselling Service**

Provided by ICAS. A personalised service tailored specifically to your requirements and delivered by experienced qualified counsellors. ICAS's telephone counselling provides immediate access to support 24 hours a day, 7 days a week. Six sessions are available as part of the free counselling service. Quote your MP membership number to book a free place. ICAS Number - **0808 189 4385**

## **FREE - NHS Staff Mental Health Hotline – COVID 19**

A free text or call service for NHS staff to receive support and advice for the pressures you face during this global health emergency. Specially trained volunteers will listen to you and give psychological support when you are in need. Anyone who requires further help will be signposted to other services ranging from practical and financial assistance through to specialist bereavement and psychological support.

Call - **0300 131 7000** (between 7am-11pm every day)  
24/7 Textline - **Text FRONTLINE to 85258**

## **ShinyMind App - 24/7, 365 days a year**

- Proactive resource that is supporting wellbeing and resilience
- Over 100 interactive evidence-based activities
- A community to improve wellbeing and resilience for every member of staff, ensuring all staff feel valued and connected
- COMING SOON to Herefordshire and Worcestershire.

**Read on for more helpful wellbeing links and information...**

# More Wellbeing Links...



## **NHS Practitioner Health**

Frontline wellbeing support during COVID-19

<https://www.practitionerhealth.nhs.uk/covid-19-workforce-wellbeing>

## **#lookingafteryoutoo**

<https://people.nhs.uk/lookingafteryoutoo/>

FREE Coaching support for primary care staff - clinical and non-clinical

## **Mind UK**

[www.mind.org.uk/  
information-support/coronavirus/  
coronavirus-and-your-wellbeing/](http://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/)

## **Every Mind Matters**

[www.nhs.uk/oneyou/every-  
mind-matters/coronavirus-covid-  
19-staying-at-home-tips/](http://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/)

## **The BMA – 24/7 Confidential Support Services**

FREE to all doctors and medical students – **0330 123 1245**

[https://www.rcn.org.uk/get-help/member-support-  
services/counselling-service/covid-19-and-your-mental-wellbeing](https://www.rcn.org.uk/get-help/member-support-services/counselling-service/covid-19-and-your-mental-wellbeing)

## **RCN – Self-Care and Counselling Service during Covid-19**

[https://www.rcn.org.uk/get-help/member-support-  
services/counselling-service/covid-19-and-your-mental-wellbeing](https://www.rcn.org.uk/get-help/member-support-services/counselling-service/covid-19-and-your-mental-wellbeing)

## **World Health Organisation Mental Health Consideration**

[www.who.int/docs/default-  
source/coronaviruse/mental-  
health-considerations.pdf](http://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf)

## **NHS Employers**

resources to support staff  
wellbeing during the pandemic  
[www.nhsemployers.org/covid19/  
health-safety-and-wellbeing](http://www.nhsemployers.org/covid19/health-safety-and-wellbeing)