

PSW Signposting Services

You will no doubt be well aware of the vast resources that are now available in part reflecting the COVID-19 pandemic which has been hugely challenging to all of us. Whilst the focus of our PSW service is on providing short term support to enable the educational progress of our trainees, we have put together some resources on support for health service staff that you may find helpful.

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If someone's life is at risk or they cannot be kept safe, call 999 or go to A&E

Disclaimer of Endorsement

The PSW provides these details as a resource for medical trainees.

This does not constitute or imply an endorsement or any recommendation of the listed organisations, nor does it necessarily mean that the views they express or the services they offer are in line with that of the PSW.

This selection of resources is in no way intended to represent an exhaustive listing. If you would like to recommend a resource please email psw.em@hee.nhs.uk.

1. MENTAL HEALTH

If someone's life is at risk or they cannot be kept safe, call 999 or go to A&E

Mental Health Resources

1. **GP** - If you need mental health support please of course see your GP.
2. **Trust helpline** - For urgent support you can contact your mental health Trust helpline:

Northamptonshire: <https://www.nhft.nhs.uk/mentalhealth-number>

Lincolnshire: <https://www.lpft.nhs.uk/contact-us/need-help-now>

Leicester, Leicestershire and

Rutland: <https://www.leicspart.nhs.uk/contact/urgent-help/>

Derbyshire: <https://www.derbyshirehealthcareft.nhs.uk/getting-help/help-mental-health-crisis>

Nottinghamshire: <https://www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis>

3. **Samaritans** - The NHS is also supporting the wellbeing of its staff through the Samaritans with a service that is available from 7am to 11pm, 7 days a week. Call the support line on 0800 069 6222

Or alternatively, you can text **FRONTLINE** to 85258 for support 24/7 via text

Counselling Resources

1. **GP** - For long-term counselling support please see your GP.
2. **Practitioner Health** - Practitioner Health is an award winning, free confidential NHS service for doctors and dentists across England with mental illness and addiction problems, who are working or looking to return to clinical practice. You can: call: [0300 030 3300](tel:03000303300) email: england.phpadmin@nhs.net
3. **Association of Christian Counsellors** - There is a free service developed and funded by the [Association of Christian Counsellors](http://www.acccounsellors.org.uk), who are offering up to 8 online or telephone counselling sessions from qualified counsellors at flexible appointment times by video or telephone, for:
 - HS clinical and non-clinical staff working with Covid-19 patients in a hospital setting
 - Ancillary staff working in Covid-19 areas in hospital settings including cleaners, porters and mortuary workers
 - Paramedics and anyone working within the ambulance services caring for patients with Covid-19

The confidential service is open to people of all beliefs and none. You can also ask to be matched with a counsellor by ethnicity

4. **The Islamic mental health and wellbeing service** - a Free faith-based mental health counselling support for Muslims working in the NHS. Inspired Minds and the Lateef Project have partnered with the NHS to provide a confidential and Islamic-based counselling service for our NHS people, delivered by qualified counselling

therapists. For more information, please visit: <https://inspiritedminds.org.uk/nhs> or <https://www.lateefproject.org/get-support>

5. **Relate** - Anyone delivering NHS services in The Midlands and London can access free 30 minute WebChats or phone calls with Relationships and Wellbeing Advisors via *relatehubNHS*. The service is run by relationships charity, Relate and is open from Monday to Friday. Relate's advisors are all experienced counsellors who can talk to you about whatever's on your mind – whether that's struggling to juggle work and family life, arguing with your partner or feeling stressed, anxious or lonely at home or at work. To access the service and to find out more please visit: relate.org.uk/relatehub-nhs or call 0300 303 4477. If you have any trouble getting through simply leave a voicemail or email NHS@relate.org.uk providing your name and contact details and a member of the team will be in touch. This service has been extended until early June 2021.
6. **BMA** - There is a 24/7 service available through the [BMA](#) (you don't have to be a member) which includes family members and they can be contacted on 0330 123 1245. Please note that this BMA service is NOT for those who may be feeling suicidal.
7. **Mental Health hubs** - For those who may wish to explore talking therapies the NHS Staff mental health hubs can offer these. See <https://www.nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies/>
8. **BereavementSupport** - The NHS offers a confidential bereavement support line, operated by [Hospice UK](#) and free to access from 8:00am – 8:00pm, seven days a week. A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work. Call: 0300 303 4434

2. DOCTORS UNDER INVESTIGATION

1. **General Medical Council** - The GMC have an extensive list of support agencies on their [website](#) to give guidance for doctors under investigation. These support services are general and not confined to those undergoing investigation.
2. **MPTS** - Appearing before a tribunal can be daunting. The [MPTS Doctor Contact Service](#) is available to any doctor on the day of a hearing, and is particularly aimed at those attending alone or without legal representation. A member of MPTS staff unconnected to your case will be available to talk to on the day of your hearing to help lessen the isolation and stress that you might feel, signpost useful support material and services, and talk you through the hearing process.
3. **British Medical Association** - The BMA is the trade union and professional body for doctors in the UK. They provide advisory services for doctors, including those suffering with health related concerns. [Your Wellbeing](#) gives links to organisations, services and websites which offer help with addiction or mental health concerns. You can also access the following, free of charge, without being a member of the BMA:
 - a. **BMA Doctor Support Service** - The BMA runs this service on behalf of the GMC, to offer emotional help to doctors under investigation. You can: call: [020 7383 6707](tel:02073836707) email: doctorsupportservice@bma.org.uk.
 - b. **BMA Counselling** - The BMA counselling service provides constructive advice and support. Please call: [0330 123 1245](tel:03301231245), 24 hours a day, seven days a week.
 - c. **BMA Peer Support** - Service gives you an opportunity to speak in confidence to another doctor. Please call: [0330 123 1245](tel:03301231245) and ask to speak to a doctor adviser.
4. **NHS Practitioner Performance Advice** - The [NHS Practitioner Performance Advice \(formerly the National Clinical Assessment Service, NCAS\)](#) works to resolve concerns about the practice of doctors, dentists and pharmacists by providing case management services to health care organisations and to individual practitioners. Please call: [020 7811 2600](tel:02078112600).
5. **The Medical Defence Union (MDU)** - call: 0800 716 646
email: advisory@themdu.com.
6. **The Medical and Dental Defence Union of Scotland (MDDUS)** - call: [0333 043 4444](tel:03330434444)
email: advice@mddus.com.
7. **The Medical Protection Society (MPS)** - call: [0800 5619 090](tel:08005619090)
email: querydoc@medicalprotection.org. The MPS also provide members access to counselling for stress as a result of receiving and dealing with complaints, clinical negligence claims, disciplinary matters, and other medicolegal issues. Just contact your medicolegal case handler, or email info@mps.org.uk.

3. COPING WITH COVID

1. **British Medical Association** - <https://www.bma.org.uk/advice-and-support/covid-19#adapting-to-covid> . This contains useful information for doctors including FAQ's, adapting to Covid, PPE use, your health and what the BMA is doing during this pandemic.
2. **'Getting through'** - Penny Campling is a Consultant Psychiatrist and Medical Psychotherapist working in the East Midlands and kindly put together a video called ['Getting through'](#). This is helpful guidance which may assist you in understanding medical professionals' responses to the pandemic and has tips on wellbeing.
3. **SuppoRTT digital online resources** – These are online podcasts and webinars for those returning to work during the pandemic but can be useful for all trainees. The link is [SuppoRTT - digital and online resources | Health Education England \(hee.nhs.uk\)](#).
4. **Covid Returning Doctors Support** - <https://www.facebook.com/groups/301162934193287/> (3 membership Qs, these must be answered before access to the group is granted)
5. **Covid Doctors Forum (UK)** - https://www.facebook.com/groups/326788934801330/653085615504992/?notif_id=1585121614569299¬if_t=group_nf_highlights
6. **Resources for shielding trainees shielding resources** - [SuppoRTT - digital and online resources | Health Education England \(hee.nhs.uk\)](#) There are 4 webinars for shielding trainees currently.
7. **UHL SuppoRTT page** – Supporting return to training trainees https://www.facebook.com/groups/615766285950561/?ref=group_header

4. COACHING

1. **#Lookingafteryoutoo (BAME)**- an individual coaching support offer for Black, Asian, and Minority Ethnic (BAME) staff working in NHS and ambulance trusts. This is one to one wellbeing coaching support offer for BAME NHS workforce in NHS and ambulance trusts through COVID-19 and beyond. This individually tailored coaching support will focus on proactively supporting you to process experiences, offload the demands of whatever you are experiencing, deal with difficult conversations, develop coping skills and be supported in developing practical strategies. Talking to a trained coach can help you process the experiences you are facing, develop coping skills and importantly, develop practical strategies to manage the situation and maintain your health and wellbeing, so you can carry on with your work and your life. It's a space for you to offload the demands of whatever you are experiencing, deal with difficult conversations ensuring your wellbeing and resilience remains a priority.
All coaching sessions are free and confidential – details will never be shared with employers. All coaching sessions are available via phone or video call, seven days a week at a day and time that suits you. To book your first coaching session please click [here](#). You can manage existing sessions or bookings [here](#).
2. **#Lookingafteryoutoo (Primary care)**- - Primary care coaching offer is for our primary care colleagues (including those working in both clinical and non-clinical roles across general practice, dental, optometry and pharmacy services) who have faced unprecedented challenges throughout the pandemic. This individual coaching support offer is available to all primary care colleagues and is delivered by a highly skilled and experienced coach. This is a safe space to offload the demands of whatever you are experiencing and be supported in developing practical strategies for dealing with this. It might be that through a one-off conversation you have all the strategies you need to cope with your situation and stay well, or you might find a few sessions helpful. You can find out more [here](#).

5. WELLBEING RESOURCES

1. **Apps** - NHS staff have free access to [a range of suitable apps](#).
2. **Guides** - Working with a team of experts the NHS has developed a range of short guides to help support you with skills and new ways to improve your experience of work. The [guides](#) cover topics such as getting a good night of sleep, personal resilience, support for line managers, guidance on how to be a compassionate leader during a bereavement and tips on how to run your own 10 minute Pause Space.
3. **Invictus Games Foundation Partnership** - a series of podcasts that reflect on a variety of themes and a “5K our way” challenge, designed to help inspire and support our NHS people to step away from work and take time for themselves.
4. **More on Wellbeing** - <https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/support-offers/>

6. ADDITIONAL RESOURCES

National Health Service

1. [NHS Health Education England Learner Health and Wellbeing](#) – Collated links to practical resources to provider trainees and learners with information and tools to improve their own health and wellbeing.
2. [NHS Staff Support line](#) – A free helpline is available to all NHS staff in England. Trained professionals can give you advice on coaching, bereavement care, mental health and financial help. Support via text is also available to doctors any time of day.

Services specific to Wales and Northern Ireland

1. [Health for Health Professionals Wales](#) – A free counselling service for all doctors in Wales. Offers self-help, guided self-help, peer support and virtual face-to-face therapies with accredited specialists.
2. [Psychological helplines from Health and Social Care in Northern Ireland](#) – Local helplines for Health and Social Care Trusts are available to support healthcare staff across Northern Ireland.

Professional associations and colleges

1. [Association of Anaesthetists](#) – Contact is welcomed from members with regard to any professional or personal issue that requires support. Website provides information and resources to support members' wellbeing.
2. [British Dental Association](#) – The professional association for dentists who can provide access to sources of advice, guidance and help for managers and individuals experiencing stress, emotional distress or difficulties at work.
3. [BMA – Your wellbeing](#) – Services and information to support doctors and medical students. Includes a confidential counselling service and a peer support service that offers the choice of speaking in confidence to another doctor.
4. [BMA Doctor Support Service](#) – Doctors who face General Medical Council (GMC) investigations or licence withdrawal have access to a confidential support service which offers emotional help from fellow doctors and functions independently of the GMC.
5. [General Medical Council](#) – Support for doctors – advice on health management, health assessments and links to other independent organisations where doctors under investigation can seek advice, support and resources.
6. [Medical Practitioners Tribunal Service \(MPTS\)](#) – resources for doctors and representatives: information and guidance about hearings to help doctors, lawyers and medical defence organisations prepare for a hearing. Includes a doctor support service for confidential face-to-face support and a hearing information line for all doctors who have been referred to the MPTS for a tribunal hearing.
7. [Psychiatrists' Support Service](#) – Provides free, rapid, high quality peer support by telephone to psychiatrists of all grades who may be experiencing personal or work-related difficulties. The service is confidential and delivered by trained Doctor Advisor College members.

8. [Royal College of General Practitioners – GP Wellbeing](#) – Advice, information on campaigns, events and courses as well as links to other resources.
9. [Royal College of Paediatrics and Child Health – Wellbeing for health professionals](#) – A range of resources including practical advice, real life experiences and guidance to support health professionals while they work.
10. [Royal College of Obstetricians & Gynaecologists – Supporting our Doctors](#) – A range of advice, information, support mechanisms and links to other resources. Includes a peer-to-peer support service.
11. [Royal College of Surgeons Confidential Support and Advice Service](#) – A confidential support and advice service for surgeons who are experiencing problems in their work or personal life. Provides signposting to a number of resources and organisations that provide support and advice. Also offer a surgeon to surgeon helpline which can put callers in contact with an appropriate surgical colleague who can provide confidential advice.

Medical support organisations

1. [BMA Charities](#) – Two charities which help all doctors, and their dependants, and medical students in times of financial crisis.
2. [British Doctors' and Dentists' Group](#) – A mutual/self-help group of doctors and dentists who are recovering, or wish to recover, from addiction/dependency on alcohol and/or other drugs.
3. [British Doctors' and Dentists' Families' Group](#) – An independent self-help group which offers help, support and recovery for all family members who are suffering, or have suffered, from the effects of a doctor's or dentist's alcohol or drug addiction.
4. [British International Doctors' Association](#) – Works to achieve equal treatment of all doctors and dentists working in the UK based on their competence and merit irrespective of race, gender, sexual orientation, religion, country of origin or school or graduation.
5. [The Cameron Fund](#) – A medical benevolent fund that supports current and retired GPs, as well as their families, in times of financial distress, whether through ill-health, disability, death or loss of employment.
6. [Dentists' Health Support Trust](#) – A registered charity with a national network of advisers providing dental professionals with free support and advice on health, alcohol and drugs issues.
7. [Dochealth](#) – A confidential, not for profit, psychotherapeutic consultation service for all doctors, helping them to explore professional and personal difficulties with senior clinicians (fee payable for doctors using the service).
8. [Doctors Support Network](#) – An independent, confidential, peer-support network for doctors and medical students with concerns about their mental health. Offers an online, confidential, anonymous support forum. Aims to improve wellbeing of doctors by safely connecting them with other medics with similar concerns.
9. [HOPE for disabled doctors](#) – Help and support for doctors with a disability or chronic illness.
10. [Medic Support](#) – A confidential service that provides support to medical students and doctors who have been identified as having issues relating to performance or health.

11. [Medical Council on Alcohol \(MCA\)](#) – The MCA is an independent charity of health professionals from all medical specialties, dedicated to improving the understanding and management of alcohol-related health harm. Its activities include working with healthcare professionals to increase their understanding of the risks associated with their own alcohol consumption and of the measures to address these.
12. [Pharmacist Support](#) – Independent charity working for pharmacists and their families, former pharmacists and pharmacy students to provide help and support in times of need. Services include: wellbeing service; listening friends confidential helpline; financial assistance; specialist advice in the areas of debt, benefit and employment law and an addiction support programme.
13. [Royal Medical Benevolent Fund](#) – Provides support for doctors and their families through all stages of their career and beyond. A charity for doctors, medical students and their families, providing financial support, money advice and information when it is most needed due to age, ill health, disability or bereavement.
14. [Sick Doctors Trust](#) – Independent organisation providing support and help for doctors, dentists and medical students who are concerned about their use of alcohol or drugs.
15. [UK Health Professionals with Hearing Loss](#) – Deaf and hard of hearing health professionals providing information and support.
16. [Welcome Back to Work](#): A network providing support and resources to GPs looking to return to work after an absence of less than 2 years.

National charities

1. [Alcoholics Anonymous](#) – A fellowship concerned with the personal recovery and continued sobriety of individual alcoholics who turn to the fellowship for help.
2. [Cocaine Anonymous](#) – A fellowship of recovering addicts who maintain their individual sobriety by working with others.
3. [Cruse Bereavement Care](#) – A national charity for bereaved people in England, Wales and Northern Ireland, offering support, advice and information to children, young people and adults when someone dies.
4. [Narcotics Anonymous](#) – A non-profit fellowship or society of men and women for whom drugs have become a major problem. They are recovering addicts who meet regularly to help each other stay clean.
5. [Samaritans](#) – A charity dedicated to reducing feelings of isolation and disconnection that can lead to suicide. Open 24 hours a day.