

Resilience in Healthcare - Personal and Organisational Approaches to Protecting Well-being

14th November 2019 – Venue: Resource For London

Healthcare professionals are among the most highly pressured occupational groups, the impact of toxic stress falling not just on staff, but also is costly to the health service and harmful to patient care. The NHS staff survey for 2018 showed 39.8% of staff reported feeling unwell in the past year as a result of work related to stress. With over 30% of staff sickness absence linked to stress, anxiety and depression, the annual cost to the health service is estimated at over £300 million. Could personal and organisational approaches to building resilience help protect staff wellbeing and reduce this cost? As stress, anxiety and depression are common in patients too, could an increased understanding of how to build resilience also bring benefits to patient care?

Resilience training has been shown to help protect against depression, anxiety and stress related harm, with research showing not only mental health gains, but also performance benefits. At the same time, there is understandable concern that relying on personal strategies is an inadequate response to deteriorating conditions of work. Both personal and organizational strategies are needed.

This one-day conference brings together leading authorities from the emerging field of resilience building in individuals, teams and organisations. We will discuss the latest best practice designed to protect well-being, applying this to health professionals working in high pressure environments. We will look at personal, team-based and organisational interventions, including exploring the role of self-compassion to counter self-critical rumination and ergonomics to improve working conditions.

OUR KEY OBJECTIVES ARE

- ✔ Highlighting the importance of tackling toxic stress in healthcare working environments
- ✔ Strengthening understanding of the range of interventions supporting personal, team and organisational resilience
- ✔ Bringing together practitioners in the field to stimulate mutual learning and sharing of best practice
- ✔ To protect, maintain and improve well-being of healthcare professionals working in high pressure environments
- ✔ To increase familiarity with evidence-based resilience building interventions and the value of integrating resilience building within healthcare delivery

OUR KEY OBJECTIVES ARE

- ✔ Highlighting the importance of tackling toxic stress in healthcare working environments
- ✔ Strengthening understanding of the range of interventions supporting personal, team and organisational resilience
- ✔ Bringing together practitioners in the field to stimulate mutual learning and sharing of best practice
- ✔ To protect, maintain and improve well-being of healthcare professionals working in high pressure environments
- ✔ To increase familiarity with evidence-based resilience building interventions and the value of integrating resilience building within healthcare delivery

TARGET AUDIENCE

This conference is particularly suitable for:

- ✔ Health care and medical care practitioners
- ✔ Medical, clinical and nursing directors
- ✔ Therapists
- ✔ Health care educators
- ✔ Health care managers
- ✔ Human resources staff and those in leadership
- ✔ Education and Training Directors
- ✔ Workforce development professionals
- ✔ Commissioners

PROGRAMME -SUBJECT TO CHANGE-

09.00 - 09:30 Registration and Coffee

**09.30 – 10.00 Chair’s Opening Address and Overview of the day
Personal and Organisational Approaches to Building Resilience**

Dr. Chris Johnstone,
Author/trainer for resilience and wellbeing

10.00 – 10.40 Opening Keynote Session

Prof David Peters,
Westminster Centre for Resilience

10.40 – 11.10 Morning Coffee Break and Networking

11.10 - 11.50 Workforce Wellbeing and Resilience in Healthcare

Ben Towell,
Mersey Care Workforce Wellbeing and Staff Support Manager

11.50 -12.30 Resilience in General Practice

Dr. John Cosgrove,
RCGP Council member and GP partner, Atherstone Surgery, Warwickshire, United Kingdom

12.30 – 13.00 Question & Answers with Morning Panel

13:00 - 13:50 Lunch Break and Networking

13.50 CONFERENCE CONTINUES AND SPLITS INTO WORKSHOPS

Delegates will attend 2 workshops from the choices below one at 13.50 and one at 15.20 You can state your choices on the booking form

13.50 – 14.50 Workshops A and B

Workshop A Workshop - Storyboarding Resilience

Dr. Chris Johnstone,
Author/trainer for resilience and wellbeing

About the workshop:

Storyboarding is a practical strategy for mapping out resilience-supporting responses in any chosen context. Drawing attention to hoped for outcomes, challenges faced and helping factors that might lead to a positive shift or turning point, the process offers a narrative framework that can be applied to personal, team and organisational levels of resilience.

This workshop introduces the six-part SHIFTS storyboarding process described in Chris Johnstone's book Seven Ways to Build Resilience and includes templates that can be taken away and used.

Workshop B Workforce Stress and the Supportive Organisation: A framework for improvement

Ian J Tegerdine,
Deputy Director - National Workforce Skills Development Unit
Juliane Läng,
Project Manager for the National Workforce Skills Development Unit

This workshop will explore:

- ✔ The importance of staff mental health and wellbeing
- ✔ Reaching the limits of individual resilience
- ✔ Applying Systemic and Psychotherapeutic approaches to psychological wellbeing
- ✔ Developing and applying a model for a 'supportive organisation'
- ✔ Exploring approaches to organisational improvement through reflection, curiosity and change
- ✔ Signposting to resources

14.50 – 15.20 Afternoon Coffee Break and Networking

15.20 – 16.20 Workshops C and D

Workshop C Mindful Self Compassion for Self Leadership

Kate Fisser,
Lead Consultant on behalf of Centre for Resilience University of Westminster

Workshop D Survival Strategies for Healthcare Professionals, from a GP Well-being Enthusiast

Dr Simon Wade,
GP CPD Webinar Expertise - delivering CPD /CME via online web events 'CPD for Busy GPs Made Easy'

Introduction

Modern demands and challenges among healthcare professionals can be particularly stressful and resilience is increasingly necessary to maintain an effective, adaptable, and sustainable workforce.

In this workshop Dr Simon Wade, an experienced GP with a passion for helping colleagues with their wellbeing, will share some of his personal story and reflect on what helped him navigate various personal and professional challenges.

There will also be opportunity to look at what helps with stress management and resilience building, with some simple practical takeaways that can be implemented immediately.

Expected learning outcomes

- What resilience is, and what it might look like practically
- The importance of mindset
- P.O.D. and what we can learn about resilience from Dolphins
- What is T.L.C. regarding resilience building
- The link between well-being and resilience

16.20 – 17.00 Panel Discussion – Where do we go from here?

17.00 Chair's Closing Remarks and end of conference

