

This is the third of a series of bulletins designed to sign post those working in primary care to relevant guidance and educational resources intended to help through the COVID-19 pandemic. This bulletin will focus on themes of support for practices to access for patients and practice staff. It has been collated by a team at NES, with the assistance of primary care colleagues in Public Health Scotland.

Wellbeing resources

In any sustained crisis, the six-month mark is difficult. Most of us have now lived through pandemic lockdowns and restrictions for half a year. We have relearned how to do our grocery shopping, hold work meetings, teach online, deliver care through remote or restricted face to face consultations and in the midst of this try to maintain supportive and loving environments within our general practice and primary care teams to each other as we are becoming increasingly weary, scared and exhausted.

We have looked at a range of resources that may be available to support through this time.

NES GPN Listening Service

The NES GPN team are pleased to offer a Peer to Peer Compassionate Listening Service. This confidential service, although similar to the services available within all our health boards areas, is specifically General Practice Nurses providing listening support to their fellow General Practice Nurse colleagues.

This service does not offer any form of coaching or counselling - our aim is to provide compassionate listening which may include any professional or personal concerns; conversations we may feel we do not want to have with our work colleagues or our family.

This service is not COVID-19 specific, although has been initiated from feelings in our current situation. If you would like to book a 20-minute session with one of our listeners, please contact medicalpracticenurse@nes.scot.nhs.uk.

We are planning to extend this service to other members of the practice team in the coming weeks.

National Wellbeing Hub

For people working in Health and Social Care. This site has been designed to support us all during these difficult times, includes information about accessing coaching support, how to support each other and a lovely section on 'things to life our spirits'. It can be accessed [here](#)

NHS Inform [Coronavirus \(COVID-19\): Your mental wellbeing](#)
NES TURAS Learn [Psychosocial mental health and wellbeing support](#)

PBSGL Module on Leadership

There is a recently published module on leadership from the team at PBSGL supporting the ethos of leadership as a team approach and can be viewed [here](#) (registration required)

Community Chaplaincy Listening Scotland (CCL)

CCL is offered from many NHS Spiritual Care departments across Scotland to General Practices for patients with many departments also offering listening services to support staff wellbeing. Based in health, care and community settings, CCL is a service that promotes wellbeing by offering an active spiritual listening service however religion or spirituality will not be spoken about, unless raised by the person themselves. CCL helps people explore their deepest hurts and draw strength from their own inner resources and from the communities of support around them. CCL is a short term, early intervention model of person-centred, assets-based, spiritual listening with the aim of promoting personal and communal spiritual wellbeing. Contact your local spiritual care services for information and for referral processes to the local CCL service. As an example you can access an illustration of the resource and service that NHS Fife provide [here](#)

Primary Care Chaplaincy Scotland (PCCS)

Dr Gordon Macdonald, NES Associate Advisor Quality and Safety, Chair of PCCS

At PCCS we have been supporting people for many years. PCCS is a charity, starting in one practice in Kirkintilloch and are now in 6 practices across East Dunbartonshire. We have seen upwards of 1500 patients, provided training and teaching and have added to the research evidence base.

Over the years we have seen the very positive impact of chaplaincy on people's lives. Our research has shown that attending chaplaincy is associated with a clinically significant improvement in wellbeing score, equivalent to that of antidepressants. We have also shown a reduction in GP appointment utilisation by those attending chaplaincy.

Perhaps the qualitative outcomes are even more important as these reflect the lived experience of those attending chaplaincy. Thematic analysis has shown concepts of gratitude, empowerment, catharsis and advice to be the main beneficial outcomes. Patients often describe being able to carry on as a result of attending chaplaincy. Please contact me if you would like more information on the service or the evidence base at gordon.macdonald3@nes.scot.nhs.uk

Dates for your diary

28th October at 1pm - MS Teams Live Events - NES Primary Care Team Learning Together

Achieving practice team sustainability during a global pandemic – you can register [here](#)

29th October at 3pm – HIS & QI Connect. **Navigating the mental health impacts of COVID-19 on staff wellbeing and population mental health.** Register [here](#)