Staff Wellbeing and Skills

1. Staff could participate with the MindSHINE nhs research, asking “Does daily mindfulness practice act as an antidote to burn out and increase compassionate caring?”

2. Twenty-three staff members enjoyed an evening of guided yoga and meditation for beginners followed by a curry supper.

3. We organised a non-clinical staff-training event, raising their mental health awareness and compassionate communication.

4. We organised four “lunch and learn” sessions for clinicians, to increase mental health knowledge and skills.

Patient Centered Improvements

5. We produced a short information film, of photographs taken around Selsey and West Sussex, to play on the waiting room TV screen. We hope this will relax patients while waiting as well as signpost them to information on the noticeboards and webpages.

6. We developed our waiting room noticeboards giving information about self-help resources, self-referral services and the services that require a GP referral.

7. We produced a new set of Mental Health pages on our Practice website. There is information about mental health conditions and locally available services with links to enable self-referral and access to self-help resources.

8. We developed a fast track system to ease access to appointments and provide continuity for vulnerable people with complex mental health problems. We are issuing selected patients with a credit card sized “Patient Passport” and a PIN.

Communication

9. We have promoted the PACE setter activities in the Spring Practice Newsletter and will add updates to future issues.

10. We will continue our internal communication drive to ensure that everyone is well informed and on board with the Mental Health friendly message.

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If you would like to share any of these resources please visit our website www.selseymedicalpractice.co.uk or email alison.parrish@nhs.net