

International Practitioner Health Summit 2022

The Wounded Healer

Hope and Healing beyond Covid-19

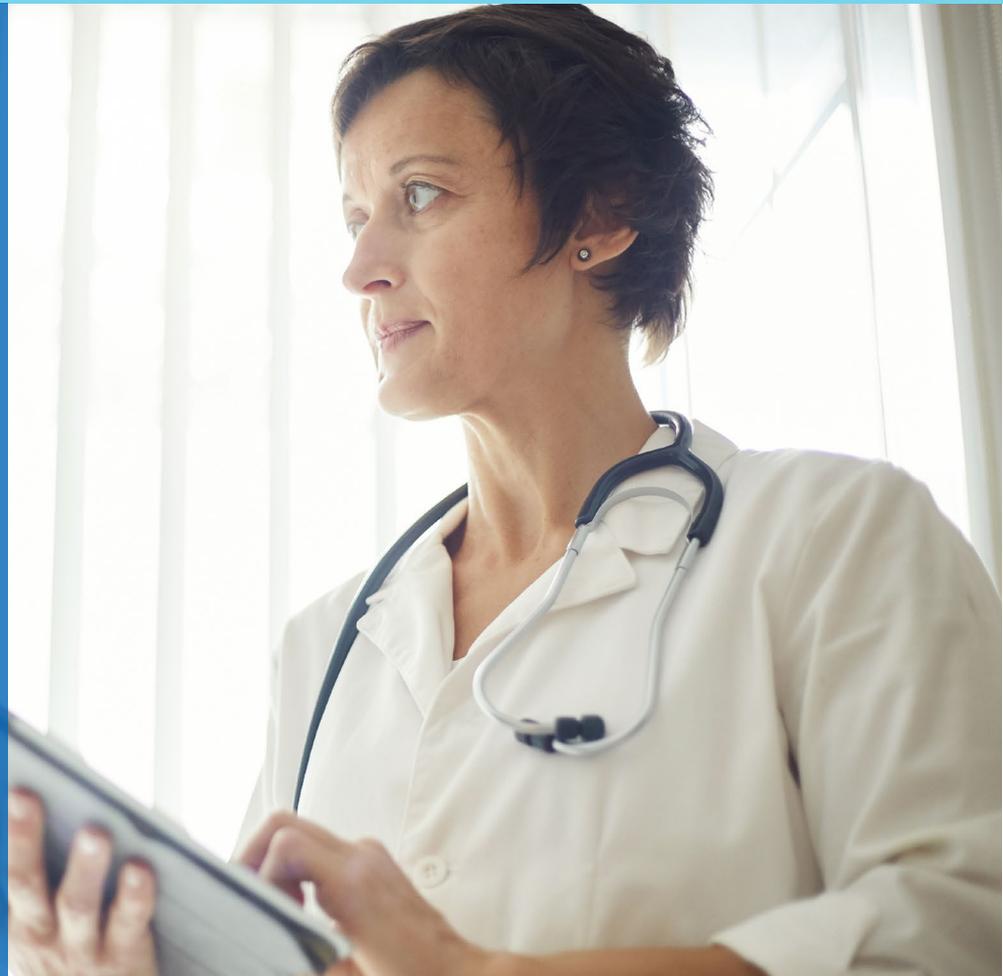
Conference of NHS Practitioner Health

Thursday 17th - Friday 18th March 2022

Hybrid Conference - London

Speakers Include:

- **Ruth May** Chief Nursing Officer for England
- **Dr Rachel Clarke** *Palliative Care Doctor and Author*
- **Dame Clare Gerada** *Medical Director NHS Practitioner Health Programme*
- **Dr Rachel Gibbons** *Consultant Psychiatrist, Chair Patient Safety Group, Royal College Of Psychiatrists*
- **Professor Neil Greenberg** *Professor of Defence Mental Health King's College London*
- **Dr Yumiko Kadota** *Former Plastic Surgery Registrar & Author of Emotional Female*
- **Dr Adam Kay** *Writer, Comedian & Former Junior Doctor*
- **Prof Danuta Wasserberg** *President-Elect, the World Psychiatric Association (WPA)*



Onsite fee includes a copy of *'Beneath the White Coat'* by Dr Clare Gerada



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The Trainees' Committee
www.londonpaediatrics.co.uk

Imperial College Healthcare
NHS Trust



International Practitioner Health Summit 2022

The Wounded Healer

Hope and Healing beyond Covid-19

Conference of NHS Practitioner Health

Thursday 17th - Friday 18th March 2022
Hybrid Conference - London

The NHS Practitioner Health Programme in association with Healthcare Conferences UK are pleased to announce the International Practitioner Health Summit 2022, which will focus on Hope and Healing beyond Covid-19.

Open to all healthcare professionals, this hybrid CPD certified conference will welcome delegates from across the world attending face to face and remotely. Again, as with the 1st award winning conference our speaker line up is exceptional. The medical authors, Rachel Clarke, Adam Kay, and Yumiko Kadota will be talking about their Covid experiences. England's Chief Nursing Officer will also share her experiences and those of her profession who have worked so hard on our behalf during the pandemic. Breakout sessions for all delegates will cover topics including: International treatment models and responses, the epidemiology of distress, mental health outcomes for distressed doctors, and happy workplaces for trainees. For those who attend face to face you will be able to access an extended choice of wonderful workshops and plenty of spaces to come together.

“The conference will help heal the wounds of the last two extraordinary years and help us understand what we have collectively been through and prepare us for the future. Hope is in the air.”

Dame Clare Gerada, Medical Director, NHS Practitioner Health Programme

This conference will enable you to:

- Network with colleagues who are working to improve the care of mentally ill health professionals
- Learn from outstanding practice in care of staff with mental illness
- Reflect on national developments and learning
- Improve the way you think of your own health and well being
- Develop your skills in techniques to stay well
- Understand how you can improve your mental well being
- Identify key strategies for keeping out of regulatory issues
- Ensure you are up to date with the latest research in physician health
- Self assess and reflect on your own practice
- Gain CPD accreditation points contributing to professional development and revalidation evidence

Don't miss this important opportunity to reflect on how you can look after your own mental health and wellbeing, and support your staff and colleagues; celebrating successes and learning from failures.

Onsite delegates will receive a free copy of 'Beneath the White Coat' by Dr Clare Gerada

Day 1 Onsite Programme

Looking back: Covid-19 and the health of health professionals

09.30 Introduction & Welcome

Dame Clare Gerada *Medical Director, NHS Practitioner Health Programme*

09.40 Morning Session Chair's Introduction

Anna Mary Soubry *Trustee Doctors In Distress, Former MP, Govt Minister, Criminal barrister, TV presenter & reporter*

09.45 Government Update

Senior public health figure

10.05 Speaking Pandemic Truth to Power

Dr Rachel Clarke
Palliative Care Doctor and Author

- the human need to give voice to what we witness - and, crucially, for this to be heard
- the cost to healthcare practitioners of their lived experiences of pandemic medicine being minimised, dismissed, or ignored
- the therapeutic benefits of sharing our own stories with others, to help us come to terms with the burdens and trauma of caring for patients in pandemic conditions

16.10 Nurse Government Update

Ruth May
Chief Nursing Officer for England

10.45 Panel Session: What could we do differently in future?

11.00 *Questions and Answers*

11.10 *Tea and Coffee Break and Exhibition*

11.30 Choice of breakout sessions and workshops

Stream A
International
treatment models &
responses

Stream B
Experience and
healing post Covid-19

Stream C
Epidemiology of
distress

Stream D
Addiction

Stream E
Reflective practice

Workshop
Learning from
doctors with Long
Covid

13.00 *Lunch Break and Exhibition*

14.00 Choice of breakout sessions and workshops

Stream A
Epidemiology of
distress

Stream B
Experience and
healing post Covid-19

Stream C
Innovative treatment
models & responses

Stream D
Neurodiversity

Stream E
Impact of Covid-19 on
care workers

Workshop
Supporting through
video

15.30 *Tea and Coffee Break and Exhibition*

16.00 Chair's Introduction - Closing Session theme: Distress in healers and coping with distress

Dr Cat Chatfield *Head of Education and Co-Lead for Wellbeing, The BMJ*

16.05 My fatal mistake: Guilt, blame and the role of the clinician in the death of a patient by suicide

Dr Rachel Gibbons
Consultant Psychiatrist, Chair, Patient Safety Group Royal College of Psychiatrists, Psychoanalyst, Group Analyst

16.25 Suicide in medical doctors and suicide preventive strategies

Prof Danuta Wasserberg
*Professor of Psychiatry and Suicidology; Head and Founder,
National Centre for Suicide Research and Prevention of Mental Ill-Health
(NASP) Karolinska Institute, Stockholm, Sweden
Director, WHO Collaborating Centre for Research, Methods Development
and Training in Suicide Prevention;
and President-Elect, The World Psychiatric Association (WPA)*

16.45 Panel Session, Questions and Answers

17.00 Experiential Learning and Drinks Reception

17.10 Small joys and connectivity

Dr Anna Dias
GP trainer and Family Therapist, Churchview Surgery, Plymouth
Optional workshop, please pre book as it can only accommodate a maximum of 20 people

- how to notice the small things that bring you joy as an individual.
- how to share those joys with your colleagues and encourage them to share ideas with you and each other
- by doing this sharing begin to see how the connections between people grow and encourage these by building the team to nurture them

Day 2 Onsite Programme

Looking forward: Hope and Resilience after Covid-19

08.00 Optional Pre Conference Experiential Learning, Resources Showcase

For more information of the sessions see page 10

09.30 Welcome and Chair's Introduction: Hope and change for the mental health of health workers

Anna Mary Soubry *Trustee Doctors In Distress, Former MP, Govt Minister, Criminal barrister, TV presenter & reporter*

09.40 Rebuilding after burnout & depression

Dr Yumiko Kadota

Former Plastic Surgery Registrar & Author of Emotional Female

- workplace contributors to burnout including systemic racism and sexism
- burnout and depression: overlap but different entities
- medical and non-medical methods of healing

10.00 The mental health of healthcare staff during the Covid-19 pandemic and beyond

Professor Neil Greenberg

*Professor of Defence Mental Health
King's College London*

- what was the mental health of NHS staff working during the Covid-19 pandemic
- what impact did potentially moral injurious events have on staff wellbeing
- what support mechanisms are associated with better mental health
- what might be the lessons for supporting the mental health of healthcare staff in the future

10.20 Practitioner Health - healing the healers

Lucy Warner

*Chief Executive
NHS Practitioner Health Programme*

- experiences of more than a decade delivering practitioner health
- how a national service can act as a barometer for workforce mental wellbeing
- priorities for the future

10.45 Panel Session and Questions

11.00 Tea and Coffee Break and Exhibition

11.30 Choice of breakout sessions and workshops

Stream A
Mental health outcomes for distressed doctors

Stream B
Techniques for keeping well

Stream C
Team dynamics and team support

Stream D
Supporting medical students

Stream E
Hope resilience & happy workplaces

Workshop
Supporting trainees with examination anxiety

13.00 Lunch Break and Exhibition

14.00 Choice of breakout sessions and workshops

Stream A
Happy workplaces for trainees

Stream B
Organisational health

Stream C
Wellbeing at work

Stream D
Nightmare on complaint street

Stream E
Reflective practice

Workshop
Mindfulness

15.30 Tea and Coffee Break and Exhibition

16.00 Chair's Introduction: Consensus Statement

Dame Clare Gerada *Medical Director, NHS Practitioner Health Programme*

16.10 Heroes need help too: Post-Covid lessons for Medical Education

Professor Subodh Dave

Dean, Royal College of Psychiatrists; Consultant Psychiatrist and Deputy Director of Undergraduate Medical Education, Derbyshire Healthcare Foundation Trust; and Professor of Psychiatry, University of Bolton

- stress, burnout and mental illness are a common occupational hazard in medical practice
- while occupational safety standards are routine in most industries, medical education has largely ignored this in formal training and assessment
- apart from resilience training, medical curricula need to focus on improving systems literacy, assertiveness training and better understanding of the role of primary prevention in maintaining health and well-being

16.30 This is Going to Hurt

Dr Adam Kay Writer

Comedian & Former Junior Doctor

16.50 Closing Remarks, followed by Close at 17.00

Day 1 - 11.30 - 13.00 Stream A

International treatment models & responses

Chair to be announced

11.30 Transforming Health for Health Professionals Wales; from “just doctors” to supporting the entire NHS Wales workforce

Dr Thomas Kitchen

Deputy Director HHP Wales

Health for Health Professionals (HHP) Wales

11.50 Monitoring the effects on mental health of doctors in Spain along the pandemics to improve the Galatea Foundation portfolio of services

Anna Mitjans

Project Manager

Galatea Foundation and Barcelona Medical Council

- monitoring the effects on mental health of healthcare professionals along the pandemics: second questionnaire September 2021
- new questions about vaccination, team working, PTS, new Covid-19 strains
- results of the second questionnaire will be used to offer better treatments and support (individual and collective), as well as to advise policy makers to fulfil doctors' needs in the pandemic environment

12.10 Caring programmes for healthcare professionals across Europe: similarities and differences

Dr Gustavo Koltinshsky

Secretary, the Barcelona Medical Council

and, *Coordinator, PAIMM (Catalan Caring Programme for Physicians)*

12.30 *Questions and Discussion*

Day 1 - 14.00 - 15.30 Stream A

Epidemiology of distress

Chair to be announced

14.00 Psychiatrists harnessing lived experiences

Simona Karbouniaris *Researcher and Lecturer,*

Utrecht University of Applied Sciences

Amsterdam Medical Centre

and **Antoinet Oostindiër** *Psychiatrist and Director, AerreA*

- mental health professionals with lived experiences coming out
- MH professionals trained to harness experiential knowledge
- examples (how to): peer consultation, training, culture/climate change

14.20 An Integrative Review of Factors Affecting the UK Junior Doctor Workforce Retention Crisis

Dr Florence Lock

Public Health Registrar

South West Public Health Training Programme and University of Exeter

- background information on junior doctor retention issues and research to date
- overview of methods for integrative review and strengths and limitations of research
- summary of findings and recommendations for solutions based on findings

14.40 Medical students' mental health: Prevalence, help-seeking & support before & during the Covid-19 pandemic

Asta Medisauskaite

Senior Research Fellow

University College London

- this presentation will discuss changes in medical students' mental health, support and help-seeking from before the pandemic to during
- the prevalence of mental health issues was high before the pandemic and has remained high since
- students were less likely to seek help for their mental health during the pandemic compared to before, but those who did were equally satisfied with the help provided

15.00 *Questions and Discussion*

Day 1 - 11.30 - 13.00 Stream B

Experience and healing post Covid-19

Chair to be announced

11.30 Junior doctors' challenges and coping strategies for working during the Covid-19 pandemic: A qualitative study

Ruth Riley

Lecturer, Applied Health Research
University of Birmingham

- junior doctors working during the Covid-19 pandemic described various challenges, including exposure to death and suffering, uncertainty and feeling unsupported in the new ways of working
- coping strategies were both personal (expressing emotion, seeking support) and organisational (flexibility, practical support)
- positive factors arising from the pandemic included new ways of working, particularly consistent teams, the feeling of additional camaraderie & support

11.50 "Oxygen Masks on Ourselves First" at the Doctors' Mess

Dr Rebecca Viney

Chair/Trustee
"Caring for Carers" Charity

12.10 Why has the mental health of doctors declined within the Covid-19 pandemic? An exploration using a social contract approach focusing on the relationship between doctors and themselves

Parisha Blaggan

Intercalated Student, Imperial College London
Medical Student, University of Birmingham

- the expectation for doctors to compromise their physical health has been well explored, using the concept of a social contract of medicine, whilst mental well-being has not
- the relationship between doctors and themselves needs to be considered when evaluating their vulnerability to mental ill health. The use of medical humanities is advantageous to explore this
- sense of duty, identity and stigma within medicine are contributing factors to the decline of clinicians' mental health in the Covid-19 pandemic

12.30 Questions and Discussion

Day 1 - 14.00 - 15.30 Stream B

Epidemiology of distress

Chair to be announced

14.00 Caring for Doctors during a pandemic – how are we doing (to include our work to improve Civility in communication)

Dr Anna Baverstock

Lead for Senior Doctor Wellbeing & Paediatrician
Somerset NHS Foundation Trust

- structure of senior doctor support across our acute, community and mental health trust
- summarise our data capture looking at autonomy, belonging and competence (based on GMC report)
- increase awareness of impact of incivility and how to improve working culture and communication by challenging incivility

14.20 How can general practice learn from the Covid-19 pandemic? A qualitative study and proposed conceptual model for health system resilience

Alice Russell

Medical Student
University of Birmingham

- summary of qualitative findings from interviews with nurses' and health care assistants' working in general practice during the Covid-19 pandemic
- description of our proposed conceptual model for health system resilience
- discussion of use of model to reimagine general practice post-pandemic, to better support staff

14.40 Time to Heal: moral injury and moral repair in healthcare staff

Alison O'Connor

Psychotherapist and Senior Lecturer
University of South Wales

- sharing methodology of a 3-day retreat for health professionals impacted by moral injury, based on findings from Winston Churchill Travel Fellowships
- reporting initial findings and qualitative feedback from participants
- recommendations for further research and practice in the use of "alternative" approaches to address spiritual healing and moral repair

15.00 Questions and Discussion

Day 1 - 11.30 - 13.00 Stream C

The epidemiology of distress

Chair

Dr Alka Patel *Founder, Lifestyle First and Lifestyle Medicine Physician, Coach, GP*

11.30 A 'staff-centred' approach to service redesign in the face of a Pandemic

Dr Samuel Ghani

Consultant in Emergency Medicine
Whipps Cross University Hospital, Barts Health NHS Trust

11.50 Moral distress in safeguarding staff

Fiona Finlay

Consultant Community Paediatrician
BSW (BaNES, Swindon and Wiltshire) CCG

- defining moral distress and moral injury
- literature review and survey of moral distress in safeguarding staff
- proposals to reduce the impact of moral distress

12.10 Supporting the mental health and wellbeing of staff during the pandemic and beyond

Fiona Blair

Head of Service (CONTACT)
Imperial College Healthcare NHS Trust

- an in-house counselling service providing creative and effective responses to support staff during the time course of the pandemic
- a proactive and flexible approach enabled us reach and provide meaningful support to large numbers and diverse range of staff and groups with differing needs at different times
- developing and providing specific approaches, such as Emotional Wellbeing Groups and Psychological Support Sessions – we were effective in identifying staff at greatest need

12.30 *Questions and Discussion*

Day 1 - 14.00 - 15.30 Stream C

Innovative Treatment Models and Responses

Chair to be announced

14.00 The Coronacoaster – a staff Covid Recovery Programme using Interactive Self-help Videos

Dr Carey Viala

Consultant Clinical Psychologist
South Tees NHS Foundation Trust

14.20 The 3P Programme: an EMDR based intervention for staff recovery from Covid-19

Dr Amie Smith

Clinical Psychologist
South Tees NHS Trust

- introduction to the 3P (Pause, Process, Prevent) Programme
- how 3P has been implemented in an acute NHS Trust
- outcomes and the effectiveness of 3P

14.40 "Very warm, supportive, and full of energy, even over Zoom" Rapid virtualisation of the GP-S coaching nation

Dr Sarah Hamlyn

Salaried GP and Internal Clinical Lead for GP-S

Dr Catherine Cowley

GP Partner and External Clinical Lead and Training Lead for GP-S
GP-S Support Limited

- present our findings and statistics from access to our Rapid Access and Coaching service over the pandemic and share feedback from clients
- present findings of our survey and focus groups.
- discuss future developments in the roll out of virtual mentoring/coaching and training to primary health care professional

15.00 *Questions and Discussion*

Day 1 - 11.30 - 13.00 Stream D

Addiction

Chair to be announced

11.30 Addiction in Medicine; are we ready for the next epidemic?

Dr Margaret O'Rourke

*Director of SAFEMED, School of Medicine
University College Cork*

11.50 Comparing midwives' problematic substance both before and 1-year following the first Covid-19 lockdown in the United Kingdom

Sally Pezaro

*Research Associate, Lecturer, Coventry University;
Panellist, the Nursing and Midwifery Council (NMC);
and Fellow, the Royal College of Midwives (RCM)*

- summary of the comparison of data collected on midwives' problematic substance use (PSU) before and after the Covid-19 lockdowns in the UK
- summary of the rates and experiences of 623 midwives in relation to their problematic use of a range of substances
- explore midwives' help seeking behaviours, perceptions of impairment, associated health risks, leaving intentions and level of work engagement in the context of PSU

11.50 The Dentists' Health Support trust (DHST) (January 2008-December 2019): Review of a telephone support service for dentists

Dr Jane Marshall

*Consultant Psychiatrist in the Addictions, South London and Maudsley NHS
Foundation Trust; Consultant Psychiatrist NHS Practitioner Health
and Clinic Advisor, the Dentists Health Support Trust*

- dentists will use a self-referral telephone service to seek help for mental health and addiction problems
- this peer support model, offered by the Dental Health Support Trust, provides early intervention and excellent outcomes
- the service is cost effective and promotes patient safety

12.30 Questions and Discussion

Day 1 - 14.00 - 15.30 Stream D

Neurodiversity

Chair to be announced

14.00 Autistic Doctors: masking is exhausting but stigma can prevent disclosure

Mary Doherty

*Consultant Anaesthetist
Our Lady's Hospital, Navan, Ireland*

14.20 Relaying of Learning in Autism and Intellectual Disability Services (RELAIDS): Learning from the pandemic through harnessing innovation and sustaining support

Alastair Barrowcliff

Consultant Clinical Psychologist, Mersey Care NHS Foundation Trust

And Liz Price-Jones

Consultant Clinical Psychologist

Greater Manchester Mental Health NHS Foundation Trust

- learning from the pandemic and sustaining positive learning
- sharing learning from experiences in Learning Disability and Autism Services
- service adaptation, development and growth maximising potential

14.40 What it is like to be diagnosed with ADHD at 40 and a Psychiatrist

Laura Gray

Psychiatrist

15.00 Questions and Discussion

Day 1 - 11.30 - 13.00 Stream E

Reflective Practice

Chair

Dr Sally Smith *GP and Integrative Therapist, NHS Practitioner Health*

11.30 Meditation-based interventions in the workplace

Louise Fitzgerald

General Practitioner

Sutton Cross Surgery Dublin, Ireland

We will discuss the current literature on meditation based programmes (MBPs) including:

- potential for positive effects across professions on both psychosocial workplace health and work performance
- the large variability across MBPs literature and the associated difficulties to evaluate their efficacy
- the suitability of these interventions within the workplace domain

11.50 Wounded Healers and the Psychic Guardian: When Doctors Fail Themselves and their Patients

Dr Alfred Garwood

PHP Clinician, Group Analyst

PHP

12.10 Why and how to be vulnerable?

Dr Avgoustina Almyroudi

ST8 in Medical Psychotherapy and General Adult Psychiatry

Tavistock and Portman NHS Foundation Trust

- explore the notion of the clinician's vulnerability
- understand the potential benefits and challenges for the clinician and the patient, using clinical vignettes
- explore the place of vulnerability in the current healthcare setting that seems to be promoting exclusively resilience and consider the links between resilience and vulnerability

12.30 *Questions and Discussion*

Day 1 - 14.00 - 15.30 Stream E

Impact of Covid-19 on Care Workers

Chair to be announced

14.00 The impact of Covid-19 on the dementia workforce: lessons for social care

Andrea Capstick

Associate Professor, Centre for Applied Dementia Studies

University of Bradford

- government requirements on Covid-19 for care homes were hard to put in place with people living with dementia
- the government often did not seem to understand the specific needs of people living with this condition
- we now urgently need ways of responding to the impact of Covid-19 on the mental health and well-being of the dementia care workforce

14.20 The impact of Covid-19 on Cumbria's care home sector

David Storm

Associate Director

Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust

- how the service proactively recognised vulnerability and potential impact of restrictions on people living with dementia
- innovative approaches to supporting psychological needs of staff
- communication and creative approaches to support the impact of Covid-19 in care homes

14.40 Improving resilience during Covid-19 through mind-body practices

Gee Gahir

Naturopath, functional movement specialist, Health & Lifestyle Coach

Havering North PCN non-clinical Wellbeing Service

Long-Covid Non-Clinical Audit Lead; and CVD / NDA QI LTC Proactive Care

UCLP Project Lead, Havering North PCN

- the impact of Covid-19 on the wellbeing of key-support workers continues to place a huge demand upon healthcare service
- Holistic Mind-body interventions adapted as healthy lifestyle models of care delivered throughout the pandemic have demonstrated improved perceived stress scores and resilience
- you are invited to experience three effective techniques in a practical immersion which have been fundamental for recalibrating the stress response and restoring wellbeing

15.00 *Questions and Discussion*

Day 1 - 11.30 - 13.00 Workshop

Learning from doctors with Long Covid

11.30 Learning from doctors with Long Covid

Dr Sue Warren

GP locum

Practitioner Health, Appraiser, Wessex LMC, suewarrenmedicals, PSU Case Manager

and Dr Sarah Burns

Portfolio GP, Hampshire

GP, HEE (Wessex) GP Fellow,

University of Southampton Senior Teaching Fellow

- doctors find it difficult to become patients and this can create barriers in both seeking and accepting support
- learning from doctors with long Covid can help inform how we support doctors with other health problems
- peer support and non-medical interventions can be important tools in recovery

Day 1 - 14.00 - 15.30 Workshop

Supporting the health of health workers through video

14.00 Supporting the health of health workers through video: an interactive workshop

Dr Béatrice Guyard Boileau

Day 2 - 08.00 - 09.00 Optional Pre Conference Experiential Learning Resources Showcase

08.00 The disruption-unity gap

Karina Hulstrom

Executive Coach and Company Director
Unlimited Potential

- the positive and negative role of disruption in NHS teams, throughout the Covid-19 pandemic
- the importance of a positive disruption-unity balance
- a new way of looking at teams and leadership to boost resilience and success – using disruption as a key tool

08.00 Small joys and connectivity

Dr Anna Dias

GP trainer and Family Therapist
Churchview Surgery, Plymouth

- how to notice the small things that bring you joy as an individual.
- how to share those joys with your colleagues and encourage them to share ideas with you and each other
- by doing this sharing begin to see how the connections between people grow and encourage these by building the team to nurture them

Day 2 - 11.30 - 13.00 Workshop

Supporting trainees with examination anxiety

11.30 Supporting trainees with examination anxiety

Richard Jones

Clinical Director
NHS PH

- helps trainees & learners identify how exam anxiety is triggered and develops
- understand how their current thinking, and behaving patterns are worsening their anxiety and help to 'correct' unhelpful thinking and behavioural patterns
- develop new, more helpful thinking and behavioural response to their anxiety triggers, in a new healthier formulation

Day 2 - 14.00 - 15.30 Workshop

Mindfulness

14.00 Mindfulness - Healing from within

Dr Wendy Molefi

GP, Mindfulness Teacher, Wellbeing Coach
The Mindful GP

- this experiential workshop is an exploration of mindfulness as a resource to support and sustain our wellbeing
- mindfulness practice gives us stability in the eye of the storm; it gives us wisdom to respond with choice; and it teaches us kindness and self-compassion even when the environment around us is not conducive.
- the workshop will also include feedback and insights from an MBCT course for healthcare professionals

Day 2 - 11.30 - 13.00 Stream A

Mental health outcomes for distressed doctors

Chair

Dr Jenny Keen *GP, NHS Practitioner Health*

11.30 An investigation into distressed doctors accessing support from the NHS Practitioner Health Programme, with narrative interviews exploring GPs' experiences of recovery from burnout

Philippa Shaw

Doctoral Researcher
University of Westminster

11.50 6-month pilot study of NHS PH outcomes using the Psychlops outcome measure

Dr Mark Ashworth

Reader in Primary Care
King's College London

- NHS Practitioner Health assesses outcomes using five mental health outcome measures
- our study reports the first international evaluation of any practitioner health programme comparing baseline and 6-month outcome change scores
- all measures showed strong change (improvement) scores: Effect Size >0.8; PSYCHLOPS produced higher change scores than the standardised instruments

12.10 CBT for an expert group – 12 years of treating GPs: Themes, Interventions and Outcomes

Shamira Graham

Director of Clinical Operations
One Bright Efficacy

- psychological problems in GP's - the unifying themes of the challenge of working in the NHS coupled with high unrelenting standards, achievement orientation and self-worth
- GPs as an expert group - "I should know that", "how did I miss this": Therapist reflections in treating "experts"
- models of therapy, Recovery and Treatment Outcome Data - A success story of a model that works

12.40 *Questions and Discussion*

Day 2 - 14.00 - 15.30 Stream A

Happy Workplaces for Trainees

Chair to be announced

14.00 The Relationship Between Work-Related Social Support and Wellbeing in Junior Doctors working in the United Kingdom's National Health Service: A Systematic Review

Dr Jessica Hilton

Clinical Psychologist
Oxford Health NHS Foundation Trust

- reports the findings of a new, qualitative systematic review exploring the role of work-related social support on the wellbeing of NHS junior doctors
- presents the thematic synthesis in detail, including the relevance, experience, barriers, facilitators, and impact of work-related social support
- discusses the theoretical and organisational implications regarding work-related social support for junior doctors in the NHS

14.20 Survive and Thrive – an innovative experiential programme for enhancing trainee wellbeing

Dr Sara McDouall

Anaesthetic Department
Royal Berkshire Hospital NHS Foundation Trust

- the NHS workforce is increasingly challenged to provide optimum healthcare while maintaining mental and emotional wellbeing
- every practitioner has unique strengths and vulnerabilities. Identifying and exploring these can lead to a better understanding of how we respond to challenges
- peer group experiential workshops, run by professionals, are an effective way of understanding and caring for ourselves and our patients in times of adversity

14.40 YOU ARE NOT ALONE: An opportunity to share how the London School of Paediatrics SURVIVES & THRIVES through Training

Dr Nisha Patel

Paediatric Registrar - ST5, Trainees' Committee Chair,
London School of Paediatrics

- The London School of Paediatrics Trainees' Committee have a dedicated trainee-led Surviving & Thriving team; aiming to safeguard trainee wellbeing
- SURVIVE: We created empowering toolkits to support everyone during training and the pandemic; 'The Covid-19 Handbook' & 'Wellbeing Resource Pack'
- THRIVE: We organise annual Surviving & Thriving days encouraging trainees to rejoice in excellence and aspire to inspire through positivity initiatives, which have spread to trusts throughout the deanery

15.00 *Questions and Discussion*

Day 2 - 11.30 - 13.00 Stream B

Techniques for Keeping Well

Chair

Dr Sue Elton *Clinician and Clinical Lead* Yorkshire and Humber Practitioner Health

11.30 A novel approach to support wellbeing amongst junior doctors in oncology

Kiuthikah Thillai

Consultant in Medical Oncology
Guy's and St Thomas' NHS Foundation Trust

11.50 Wellbeing webinars for Junior Doctors – developing a series to foster confidence and self-awareness to improve wellbeing

Rhiannon Ions

Fellow in Junior Doctor Wellbeing & Support/Anaesthetic CT2b
Higher Education England South West/Musgrove Park Hospital

12.10 Interpersonal Therapy (IPT) Techniques for Keeping Well

12.30 *Questions and Discussion*

Day 2 - 14.00 - 15.30 Stream B

Organisational Health

Chair

Dr Kate Milne *GP Clinician* NHS Practitioner Health

14.00 Should I stay or should I go? Investigating psychiatry trainees' work environment, wellbeing and intentions to leave their training

Milou Silkens

Research Fellow
University College London

- psychiatry trainees leaving their training is a major problem in psychiatry training. Burnout contributes to this
- resources and strategies can improve trainees' wellbeing and resilience, which makes them less likely to leave their training
- those designing and delivering psychiatry training could improve trainees' wellbeing and retention by offering more of the resources identified in this research to offset the heavy demands of training

14.20 Medical leadership and organisational strategies to promote well-being and reduce burnout

Dr Margaret O'Rourke

Director of SAFEMED, School of Medicine
University College Cork

14.40 Introducing Me and My Team a framework for compassionate leadership, psychological safety and strengthening connections within teams

Emma Lishman

Clinical Psychologist
Staff Wellbeing Psychology Team, North Bristol NHS Trust

- sharing a framework to support the psychological wellbeing of teams
- practical steps to foster compassionate leadership, psychological safety and strengthen connections within teams
- outlining how resilience is more helpfully seen as existing through strong connections between us, not just within individuals

15.00 *Questions and Discussion*

Day 2 - 11.30 - 13.00 Stream C

Team Dynamics and Team Support

Chair to be announced

11.30 "Heroes work here!" – Photographic testimonies from staff working in care homes during the Covid-19 pandemic

Ana Barbosa
Assistant Professor
University of Bradford

- describe the CoDeC study and provide insight for conducting action research with care home staff
- share the results from a photo diary maintained by care home staff during the Covid-19
- discuss how to best support the care home workforce in the aftermath of the pandemic

11.50 PH Peer Support pilot run in response to Covid-19

Dr Claire Gallagher GP
and Dr Kate Mtandabari GP
NHS Practitioner Health

- this scheme created a one-to-one space for health professionals to "think aloud" with an experienced colleague, to consider professional and personal dilemmas during the Covid-19 Pandemic
- good quality training, supervision and safety netting gave the peer supporters the confidence to work effectively with those receiving peer support who highly valued the scheme.
- careful planning, infra-structural support, leadership buy-in and considered evaluation were key

12.10 StartWell>EndWell - A practical framework for fostering team connection, compassion, and effectiveness within healthcare teams

Dr Olivia Donnelly
Consultant Clinical Psychologist & Lead for Staff Wellbeing
Psychology Team, North Bristol NHS Trust

- the science behind psychological safety and "teaming" – and why healthy team cultures are so important for patient care and staff wellbeing during Covid-19 and beyond
- an overview of the Start Well > End Well approach – A practical framework for fostering team connection, compassion, and effectiveness – what this is, how to put this into practice in the 'real NHD world', how it can make a difference
- case studies on the impact that Start Well > End Well has had within North Bristol and Nationally

12.30 Questions and Discussion

Day 2 - 14.00 - 15.30 Stream C

Innovative Treatment Models and Responses

Chair to be announced

14.00 Promoting wellbeing and resilience as essential professional skills by embedding within the undergraduate pharmacy curriculum

Dr Nicola Ward
Senior Lecturer in Clinical Pharmacy and Pharmacy Practice
De Montfort University, Leicester

- an overview of our wellbeing and support programme for MPharm students to help manage anxiety and stress and prepare them for professional practice
- an outline of how workshops were designed to address stressors identified by students and embedded within the curriculum
- how utilising a balanced social-individualised approach has reduced some of the stigma and barriers to students accessing support

14.20 Joy at Work

Susie Gabbie
Paediatric Consultant
Royal Free Hospital, London

- our observations that teams who bond together outside work enjoy closer professional relationships, which in turn enhances patient care and safety.
- wellness activities create joy at work, preventing burnout and stress
- we offer ideas to develop Joy at Work and support each other through the Covid-19 pandemic and beyond

14.40 Innovative quality improvement collaborative approach to improve the wellbeing of staff and their enjoyment of work

Dr Amar Shah
National Improvement Lead, National Collaborating Centre for Mental Health and Chief Quality Officer
Royal College of Psychiatrists and East London Foundation Trust

- how can quality improvement support us with us with improving staff wellbeing and staff experience at work?
- learnings from the national improvement programme on Enjoying Work, run by the RCPsych
- key insights & change ideas that you can apply in your team and organisation

15.00 Questions and Discussion

Day 2 - 11.30 - 13.00 Stream D

Supporting medical students

Chair

Dr Nic Anfilogoff NHS GP, GP Appraiser and Educator, Case Manager for Practitioner Health

11.30 How can medical school affect the mental health of medical students?

Dr Antonia Rich
Associate Professor
University College London

- twenty medical students participated in interviews discussing their experiences of mental health at medical school, sources of support and experiences of help-seeking
- medical school exacerbated mental health problems, with high workloads, high expectations, and a competitive culture where they are expected to be tough
- fears about a mental health related diagnosis affecting their future career meant some students were scared to seek help

11.50 Supporting the Mental Health of Medical Students through Covid-19; what can we learn?

Naomi Marfell
Service Manager HHP Wales
Health for Health Professionals (HHP) Wales

- following the Covid-19 outbreak HHP Wales observed a significant number of medical students self-referring for mental health support
- very few of the presenting medical students had been exposed to clinical environments involving the care of Covid-19 patients
- the delivery of an individually tailored approach has been effective in supporting the mental health of medical students

12.10 Medical School Strategies to address student wellbeing and resilience

Dr Margaret O'Rourke
Director of SAFEMED, School of Medicine
University College Cork

12.30 Questions and Discussion

Day 2 - 14.00 - 15.30 Stream D

Nightmare on Complaints Street

Chair to be announced

14.00 Developing a healthier way of responding to mistakes

14.20 A nightmare on complaint street – a navigation guide based on lived experience

Dr Mohammed Abu-Asi
Patient Participation Group Lead
NHS Practitioner Health

- to recognise the impact of a clinician facing a complaint or investigation on the individual, the team, patients, family & friends
- to identify how to support individuals and colleagues through a challenging time in their professional lives
- to understand how a clinician can navigate through difficult times for the best positive outcomes for all

14.40 Supporting clinicians through complaints processes: A cross-sectional survey and focus group interviews of UK doctors and medical students

Dr Leila Ellis
Academic Foundation Year 2 Doctor
Torbay and South Devon NHS Foundation Trust

- this session will explore clinician experiences of medical complaints, recognising that involvement in a complaint process widely impacts professional and personal wellbeing
- our research has found that use of formal and informal sources of support is variable with demand for greater accessibility and diversification of support
- we will share the work being undertaken by the Medical Defence Union to improve the practical and emotional support available for clinicians

15.00 Questions and Discussion

Day 2 - 11.30 - 13.00 Stream E

Hope, resilience and happy workplaces

Chair

Dr Clare Redmond *Consultant Psychiatrist, NHS Practitioner Health*

11.30 Understanding of wellbeing for doctors in workplace, and the importance of appropriate interventions such as effective leadership and management strategies

Dr Sophia Pillai

SAS
Lincolnshire Partnership Foundation NHS Trust

- to enable in depth understanding from through literature review of factors that affect wellbeing of doctors and role of leadership on workplace and its impact of wellbeing
- to identify relevant leadership and management strategies in workplace environment
- to provide or enable effective leadership, and engagement of doctors in the workplace

11.50 'Work Afterthoughts' - How we value our maternity staff in Lincolnshire

Sandra Pygott

Professional Midwifery Advocate & Midwife
United Lincolnshire Health Trust

- the Professional Midwifery Advocate role in restorative work in our maternity services has never been needed more than during a global pandemic, so what could we do to provide a place of psychological safety in times of stress
- 'Work Afterthoughts' is primarily a restorative listening service for all maternity staff to attend annually - as well as having access for one to one sessions when needed
- feedback and evaluation – the impact and implications for the future of the service at ULHT

12.10 Introducing facilitated peer supervision groups for senior doctors

Claire Blount

Clinical Psychologist
Staff Wellbeing Psychology Team, North Bristol NHS Trust

- describing the setting up and facilitation of ongoing supportive groups for senior doctors and the common themes that come up in the groups
- normalising challenges and increasing psychological safety in the medical culture through these groups
- an approach to enabling the building of resilience between us

12.30 *Questions and Discussion*

Day 2 - 14.00 - 15.30 Stream E

Reflective Practice

Chair to be announced

14.00 The Notion of the Wounded Healer embedded in the transference-countertransference

Ann Casement

Professor
International Association for Analytical Psychology

- Plato's pharmakon as both poison and cure underscores the notion of the wounded healer
- this paradox is embedded in the psychoanalytic notion of transference-countertransference
- the wounded healer links to empathy, which is the bedrock of a psychoanalyst's calling

14.20 The role of reflection in the road to recovery across Scottish health and care workforce

14.40 Service development report: an intervention for overcoming anxiety and perfectionism in doctors, by de-generalising positive self-identities in order to accept moments of failure

Nic Malcomson

Integrative Psychotherapist
Practitioner Health/Eudemedics

- hypothesis: Doctors' minds can form a generalised positive self-identity through their education and training, such as, I always succeed
- consequence: Single errors or failings can be associated with shame and a sense of global failure
- intervention: This might be overcome by undoing the generalisations beneath identities of invincibility and instead celebrating moments of success and accepting moments of failure, without further generalisation

15.00 *Questions and Discussion*

Poster Presentations

Poster Presentations for viewing in display area and on the conference landing page

Physician Associates (PAs) supporting mental health presentations and practice teams; examples from a cohort of PAs in Sheffield

Ria Agarwal

Physician Associate (PA) and Senior Lecturer Physician Associate studies, Sothall Medical Centre & Sheffield Hallam University

The association between personality traits and perceived barriers to mental health help-seeking behaviour in NHS doctors

Fahmid Ahmed

Medical Student, Imperial College London

The Impact of Homesickness on Stress & Subjective Wellbeing of Medical Students in Ireland During a Pandemic: A Cross Sectional Study

Brynn Charlesworth

Final Year Medical Student, School of Medicine, University College Cork

An investigation into causes and predictors of burnout in NHS doctors: pilot stage

Divya Chawla

MPH JD(candidate), NHS PHP

Doctor Wellbeing: a long-neglected aspect of clinical handover?

Laura Crosby

Paediatric ST5 Registrar, Virgincare Community Child Health, Bath

What are the barriers and facilitators to mental health help seeking behaviour in NHS doctors?

Khadeejah Mujahid

Medical Student, Imperial College London

Medical Student Stress and Social Relationships during the Covid-19 Pandemic

Jed Pettit

Final Year Medical Student, School of Medicine, University College Cork

Are we being set up to fail?

Amy Simpson

Final Year Medical Student, NIHR School for Primary Care Research

How Am I? A toolkit to promote and support NHS staff's emotional regulation skills

Dr Amie Smith

Clinical Psychologist, South Tees NHS Trust

Supporting critical care staff throughout Covid-19 and beyond; An MDT model to facilitate psychological support

Nikki Swales

Lead Counsellor, Mid and South Essex NHS Trust

Virtual Conference - Day 1

Looking back: Covid-19 and the health of health professionals

All sessions in the virtual conference will be live but also recorded for watching later, delegates will also have access to the pre-recorded poster presentations.

09.30 Introduction & Welcome

Dame Clare Gerada *Medical Director, NHS Practitioner Health Programme*

09.40 Morning Session Chair's Introduction

Anna Mary Soubry *Trustee Doctors In Distress, Former MP, Govt Minister, Criminal barrister, TV presenter & reporter*

09.45 Government Update

Senior public health figure

10.05 Speaking Pandemic Truth to Power

Dr Rachel Clarke
Palliative Care Doctor and Author

- the human need to give voice to what we witness - and, crucially, for this to be heard
- the cost to healthcare practitioners of their lived experiences of pandemic medicine being minimised, dismissed, or ignored
- the therapeutic benefits of sharing our own stories with others, to help us come to terms with the burdens and trauma of caring for patients in pandemic conditions

10.25 Nurse Government Update

Ruth May
Chief Nursing Officer for England

10.45 Panel Session: What could we do differently in future?

11.00 *Questions and Answers*

11.10 *Comfort Break*

11.30 Stream A: International treatment models & responses

Chair to be announced

11.30 Transforming Health for Health Professionals Wales; from "just doctors" to supporting the entire NHS Wales workforce

Dr Thomas Kitchen
Deputy Director HHP Wales
Health for Health Professionals (HHP) Wales

11.50 Monitoring the effects on mental health of doctors in Spain along the pandemics to improve the Galatea Foundation portfolio of services

Anna Mitjans
Project Manager
Galatea Foundation and Barcelona Medical Council

- monitoring the effects on mental health of healthcare professionals along the pandemics: second questionnaire September 2021
- new questions about vaccination, team working, PTS, new Covid-19 strains
- results of the second questionnaire will be used to offer better treatments and support (individual and collective), as well as to advise policy makers to fulfil doctors' needs in the pandemic environment

12.10 Caring programmes for healthcare professionals across Europe: similarities and differences

12.30 *Questions and Discussion*

13.00 *Lunch Break*

Virtual Conference - Day 1 continued

Looking back: Covid-19 and the health of health professionals

11.30 Stream A: Epidemiology of distress

Chair to be announced

14.00 Psychiatrists harnessing lived experiences

Simona Karbouniaris *Researcher and Lecturer, Utrecht University of Applied Sciences Amsterdam Medical Centre*

and Antoinet Oostindiër *Psychiatrist and Director, AerreA*

- mental health professionals with lived experiences coming out
- MH professionals trained to harness experiential knowledge
- examples (how to): peer consultation, training, culture/climate change

14.20 An Integrative Review of Factors Affecting the UK Junior Doctor Workforce Retention Crisis

Dr Florence Lock

Public Health Registrar

South West Public Health Training Programme and University of Exeter

- background information on junior doctor retention issues and research to date
- overview of methods for integrative review and strengths and limitations of research
- summary of findings and recommendations for solutions based on findings

14.40 Medical students' mental health: Prevalence, help-seeking & support before & during the Covid-19 pandemic

Asta Medisaukaite

Senior Research Fellow

University College London

- this presentation will discuss changes in medical students' mental health, support and help-seeking from before the pandemic to during
- the prevalence of mental health issues was high before the pandemic and has remained high since
- students were less likely to seek help for their mental health during the pandemic compared to before, but those who did were equally satisfied with the help provided

15.00 *Questions and Discussion*

15.30 *Comfort Break*

16.00 Chair's Introduction - Closing Session theme: Distress in healers and coping with distress

Dr Cat Chatfield *Head of Education and Co-Lead for Wellbeing, The BMJ*

16.05 My fatal mistake: Guilt, blame and the role of the clinician in the death of a patient by suicide

Dr Rachel Gibbons

Consultant Psychiatrist, Chair, Patient Safety Group Royal College of Psychiatrists, Psychoanalyst, Group Analyst

16.25 Suicide in medical doctors and suicide preventive strategies

Prof Danuta Wasserberg

Professor of Psychiatry and Suicidology; Head and Founder, National Centre for Suicide Research and Prevention of Mental Ill-Health (NASP) Karolinska Institute, Stockholm, Sweden
Director, WHO Collaborating Centre for Research, Methods Development and Training in Suicide Prevention;
and President-Elect, The World Psychiatric Association (WPA)

16.45 Panel Session, Questions and Answers

17.00 *Close*

Virtual Conference - Day 2

Looking forward: Hope and Resilience after Covid-19

09.30 Welcome and Chair's Introduction: Hope and change for the mental health of health workers

Anna Mary Soubry *Trustee Doctors In Distress, Former MP, Govt Minister, Criminal barrister, TV presenter & reporter*

09.40 Rebuilding after burnout & depression

Dr Yumiko Kadota
Former Plastic Surgery Registrar & Author of Emotional Female

- workplace contributors to burnout including systemic racism and sexism
- burnout and depression: overlap but different entities
- medical and non-medical methods of healing

10.00

Professor Neil Greenberg
*Professor of Defence Mental Health
King's College London*

10.20 Practitioner Health - healing the healers

Lucy Warner
*Chief Executive
NHS Practitioner Health Programme*

- experiences of more than a decade delivering practitioner health
- how a national service can act as a barometer for workforce mental wellbeing
- priorities for the future

10.45 Panel Session and Questions

11.00 *Comfort Break*

11.30 Stream A: Mental health outcomes for distressed doctors

Chair

Dr Jenny Keen *GP, NHS Practitioner Health*

11.30 An investigation into distressed doctors accessing support from the NHS Practitioner Health Programme, with narrative interviews exploring GPs' experiences of recovery from burnout

11.50 6-month pilot study of NHS PH outcomes using the Psychlops outcome measure

Dr Mark Ashworth
*Reader in Primary Care
King's College London*

- NHS Practitioner Health assesses outcomes using five mental health outcome measures
- our study reports the first international evaluation of any practitioner health programme comparing baseline and 6-month outcome change scores
- all measures showed strong change (improvement) scores: Effect Size >0.8; PSYCHLOPS produced higher change scores than the standardised instruments

12.10 CBT for an expert group – 12 years of treating GPs: Themes, Interventions and Outcomes

Shamira Graham
*Director of Clinical Operations
One Bright Efficacy*

- psychological problems in GP's - the unifying themes of the challenge of working in the NHS coupled with high unrelenting standards, achievement orientation and self-worth
- GPs as an expert group - "I should know that", "how did I miss this": Therapist reflections in treating "experts"
- models of therapy, Recovery and Treatment Outcome Data - A success story of a model that works

12.40 *Questions and Discussion*

13.00 *Lunch Break*

Virtual Conference - Day 2 continued

Looking forward: Hope and Resilience after Covid-19

14.00 Stream A: Happy Workplaces for Trainees

Chair to be announced

14.00 The Relationship Between Work-Related Social Support and Wellbeing in Junior Doctors working in the United Kingdom's National Health Service: A Systematic Review

Dr Jessica Hilton

Clinical Psychologist

Oxford Health NHS Foundation Trust

- reports the findings of a new, qualitative systematic review exploring the role of work-related social support on the wellbeing of NHS junior doctors
- presents the thematic synthesis in detail, including the relevance, experience, barriers, facilitators, and impact of work-related social support
- discusses the theoretical and organisational implications regarding work-related social support for junior doctors in the NHS

14.20 Survive and Thrive – an innovative experiential programme for enhancing trainee wellbeing

Dr Sara McDouall

Anaesthetic Department

Royal Berkshire Hospital NHS Foundation Trust

- the NHS workforce is increasingly challenged to provide optimum healthcare while maintaining mental and emotional wellbeing
- every practitioner has unique strengths and vulnerabilities. Identifying and exploring these can lead to a better understanding of how we respond to challenges
- peer group experiential workshops, run by professionals, are an effective way of understanding and caring for ourselves and our patients in times of adversity

14.40 YOU ARE NOT ALONE: An opportunity to share how the London School of Paediatrics SURVIVES & THRIVES through Training

Dr Nisha Patel

Paediatric Registrar - ST5, Trainees' Committee Chair,

London School of Paediatrics

- The London School of Paediatrics Trainees' Committee have a dedicated trainee-led Surviving & Thriving team; aiming to safeguard trainee wellbeing
- SURVIVE: We created empowering toolkits to support everyone during training and the pandemic; 'The Covid-19 Handbook' & 'Wellbeing Resource Pack'
- THRIVE: We organise annual Surviving & Thriving days encouraging trainees to rejoice in excellence and aspire to inspire through positivity initiatives, which have spread to trusts throughout the deanery

15.00 Questions and Discussion

15.30 Comfort Break

16.00 Chair's Introduction: Consensus Statement

Dame Clare Gerada *Medical Director, NHS Practitioner Health Programme*

16.10 Heroes need help too: Post-Covid lessons for Medical Education

Professor Subodh Dave

Dean, Royal College of Psychiatrists; Consultant Psychiatrist and Deputy Director of Undergraduate Medical Education, Derbyshire Healthcare Foundation Trust; and Professor of Psychiatry, University of Bolton

- stress, burnout and mental illness are a common occupational hazard in medical practice
- while occupational safety standards are routine in most industries, medical education has largely ignored this in formal training and assessment
- apart from resilience training, medical curricula need to focus on improving systems literacy, assertiveness training and better understanding of the role of primary prevention in maintaining health and well-being

16.30 This is Going to Hurt

Dr Adam Kay *Writer*

Comedian & Former Junior Doctor

16.50 Closing Remarks, followed by Close at 17.00

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11.30 - 13.00

Stream A International treatment models & responses **Stream B** Experience & healing post Covid-19 **Stream C** Epidemiology of distress **Stream D** Addiction **Stream E** Reflective practice **Workshop** Long Covid

14.00 - 15.30

Stream A Epidemiology of distress **Stream B** Experience & healing post Covid-19 **Stream C** Innovative treatment models & responses **Stream D** Neurodiversity **Stream E** Impact of Covid-19 on care workers **Workshop** Supporting through video

Day 2: Stream Choices - Please tick one option per time session

11.30 - 13.00

Stream A Mental health outcomes for distressed doctors **Stream B** Techniques for keeping well **Stream C** Team dynamics and team support **Stream D** Supporting medical students **Stream E** Hope resilience & happy workplaces **Workshop** Supporting trainees with examination anxiety

14.00 - 15.30

Stream A Happy workplaces for trainees **Stream B** Organisational health **Stream C** Wellbeing at work **Stream D** Nightmare on complaint street **Stream E** Reflective practice **Workshop** Mindfulness

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