

Balance | January 2023



Staff feedback leads to improvements to out-of-hours catering offer:

A review of the organisation's out-of-hours catering provision, led by the Health and Wellbeing Team, has helped lead to the implementation of improvements based directly upon staff feedback. A longer-term plan has also been formed to ensure the organisation strives to meet standards set at both a national level and in keeping with our aspirations as an employer.

Initial improvements made to the organisation's out-of-hours offer have seen the reinstatement of a microwave in The Hub, alongside the return of a freezer stocked with hot meals that are free to collect for any colleague (regardless of base) working out-of-hours shifts.

The hope is that initial changes will help to address a gap in provision while also ensuring all colleagues can benefit from access to hot meals through the night. This provision will last for a minimum of three months, pending progress made on further medium and long-term recommendations which aim to ensure a suitable and sufficient offer is available permanently.

QE Facilities will also continue to assist as they continue to assess how our out-of-hours catering offer can be improved to the benefit of our team.

In November 2022, NHS England launched its [national standards for healthcare food and drink](#), while the Trust is also signed up to the [BMA Fatigue and Facilities Charter](#) which includes a dedicated section on catering. Short, medium and long-term recommendations within the paper all aim at working towards becoming fully compliant with both, in the ultimate aim of ensuring that we are getting the basics right for all of our #TeamGateshead colleagues.

We would like to thank all colleagues who shared their feedback as part of the review, as well as our catering team and QE Facilities for their assistance in implementing the recommendations.

For any related queries, please get in touch via email on ghnt.hwb@nhs.net.





It's time to take your Pulse

Speaking of acting on your feedback, the latest NHS People Pulse Survey is live and available to [complete](#) until 31st January.



The first People Pulse survey of 2023 includes targeted questions around both Flexible Working and Financial Wellbeing, as well as the usual checks, questions and prompts around your general wellbeing and experience at work.

The timing of these topics couldn't be much better, with the organisation currently working on plans to launch a new flexible working policy soon as we look to better support our colleagues.

Elsewhere, health and wellbeing is

working to plan a new financial wellbeing campaign - #MoneyMattersGH. The campaign aims to aid you by making sure you're aware of all the support, resources, services and discounts available to you.

Help us craft our work and make your voice heard. Take 5 minutes to complete the latest survey by clicking below or scanning the QR code above!

[Complete the 5-minute survey](#)

Finding support



Over on our website, we've created new areas to highlight our [health and wellbeing ambassadors](#), [mental health first aiders](#) and [mental health diffusers](#).

All three pages include contact details and areas for those in the roles, helping you quickly identify and access support or advice as and when you need it. For more support, visit our personal support area.

[Access personal support](#)

New staff physiotherapy service launches

Recently our Occupational Health team has welcomed a number of new additions, including a new occupational health nurse, counsellor and physiotherapist.

JP Gowland, our new staff physiotherapist, has been collecting feedback from colleagues ahead of a relaunch of the staff physio service and will be on hand at roadshow stalls throughout this week to discuss his plans.

Pop along to the ECC Atrium between 11:30am - 1:30pm on Monday 23rd January to hear more about the new service and how it can support you. JP will be on hand in The Hub during the same times



on Tuesday, before visiting The Park Deli at Bensham on Wednesday, again between 11:30am - 1:30pm.

As part of efforts to promote good musculoskeletal health, our new [physiotherapy web area](#) is also home to a range of self-help and preventative resources, as well as information on how to access further support. Pop along and say hello - we'd love to see you!

[Visit our physiotherapy page](#)

Star of the Month



Congratulations go to both **Christine Kirkup and Mandy Grahamslaw**, who have been named co-winners of December's Star of the Month Award.

The pair were chosen by our executive team for going above and beyond while out and about in their own time. Find out more about the winning nomination and how to recognise your colleagues below!

[Read the winning nomination](#)

We love hearing your feedback! Help us improve by making use of our [virtual suggestion box](#)!



Upcoming events



Connect with Schwartz Rounds

Regularly featured within the newsletter, Schwartz Rounds provide staff with a structured forum to gather and discuss emotional aspects of working in healthcare.

Our next round takes place via Teams this Wednesday (25th January) at 1:30pm, around the topic 'Why I come to Work'. For an invitation to the session, please get in touch on ghnt.hwb@nhs.net.

On February 28th (also 1:30pm), the topic will be 'An unexpected turn of events' before a session on March 30th at 12:00pm will be on 'Feelings of isolation in community work - aren't we all one NHS team?'

We are actively seeking storytellers for the February and March rounds,

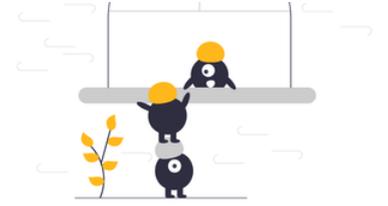


and those interested in learning more can also [email us](#).

To help provide a deeper insight into the benefits of Schwartz Rounds, Kerry Gowland - who chairs the Schwartz Rounds Steering Group, has penned a [blog](#) explaining why rounds are even more important during times of uncertainty. To find out more about Schwartz and their benefits, click below!

[Read Kerry's blog post](#)

Trauma Training



Three two-day courses are set to be provided through the [NENC ICS](#), providing an introduction to understanding organisational, secondary and vicarious trauma.

Dates are available across February and March, with sessions taking place via Microsoft Teams and led by Dr Karen Triesman.

To learn more about the course, dates and how to get involved, just click below.

[How to book a place](#)

Become a HWB Ambassador

If you'd like find out more about the work of our ambassadors and potentially become one in your area, please get in touch with the health and wellbeing team



ghnt.hwb@nhs.net

Our ambassadors meet bi-monthly, and are also part of a [WhatsApp group](#) where idea sharing is encouraged!



[@HWBGateshead](#)



Search: [Gateshead Health NHS FT - Staff](#)

Barclays Bus returns



The next Barclays Bus is set to return on-site at the QE once more, when it visits on Tuesday 31st January.

Colleagues can drop-in to receive advice on topics including mortgages, saving, borrowing, planning for the future and cyber awareness. To find out more, just click below!

[Learn more about the visit](#)

Outdoor Activities Group



The NHS North East Wellbeing & Outdoor Activities Group is led by Gateshead colleagues Katy Maughan and Fior Sayer, and has are currently promoting more events.

Amongst the upcoming events includes a low-cost dance class which might become a weekly fixture, as well as a silver ring making workshop. To find out more or book a spot at either event, visit our website below.

[More on the events](#)

For more Balance news, drop us a follow on Twitter, [@HWBGateshead](#). You can also get in touch with our team on ghnt.hwb@nhs.net.



Health & wellbeing support



Drop-in for advice & support

Colleagues are reminded that [Citizens Advice Gateshead](#) are on Gateshead Health sites weekly as they continue to seek to support colleagues with practical advice across financial, legal and practical issues.

Andrea, an advisor from Citizens Advice Gateshead, can be found in POD Meeting Room 3 between 11:00am - 2:00pm on the final Wednesday of each month at Bensham Hospital.

Every other Wednesday, Andrea will be in the [Listening Space](#) on-site at the QE, ready to offer support and advice to any visitors over a cuppa.



Between April and June 2022, Citizens Advice Gateshead advisors were able to help five colleagues receive an average of over £2600 of additional income by helping them identify and access in-work and welfare benefits.

Make sure you aren't missing out - drop-in to see Andrea to see how he can help you!

[How advisors can help you](#)

Neurodiversity support



A new group offer led by the NENC ICS aims to support those living with someone with neurodiverse needs.

Kicking off 7th March via Microsoft Teams, a new community will meet weekly to discuss their experiences. Only 10 places are available to ensure a more personal & familiar feel.

To find out more about the group and how to book your spot, click below.

[Find out more about the group](#)

citizens advice Gateshead

The latest monthly bulletin from Citizens Advice Gateshead is focuses on the latest [changes to the energy price cap and cost of living payments](#).

Remember, you can always gain priority access to Citizen's Advice Gateshead advisors via [email](#) or phone on 0191 490 4231.

To access more bulletins, or find out more about the services and assistance their advisors can offer you, click below or chat with an advisor at an upcoming [drop-in!](#)

[Visit our CAG web area](#)

Leg-Up Project

Colleagues are reminded about the support offered by the Leg-Up Project, helping those who are experiencing financial hardship to access hot food at work.

The Leg Up Project was launched in late 2022 with the help of our Chaplaincy Team, who have since helped again by funding further vouchers for early 2023.

Learn more about the support offer [over on our website](#), or, to access the support, simply get in touch with our Chaplaincy service on 0191 445 2072 (internal: 2072) to arrange a confidential pick-up.

[More on the Leg-Up Project](#)

Free will-writing service



Accord Wills have extended their free will-writing service offer for all NHS colleagues and volunteers throughout 2023.

The free service provides peace of mind for you, your spouse/partner and your family.

To find out how to request your free will, simply click below and follow the instructions within the article.

[Get your free will](#)

