

Balance | June 2023

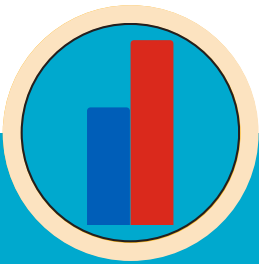


Can you play your part in helping us reduce DNAs and cancellations?

Your Occupational Health team is currently experiencing sustained high levels of demand across services, creating delays in accessing support. This demand is being compounded by increasing levels of missed appointments - creating lost time which could be used to support others.

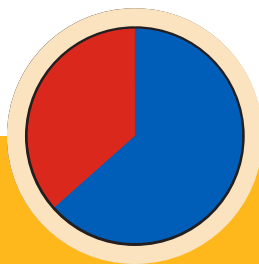
As Trust pressures continue, it is understood that attending appointments can become more difficult. However, prioritising your health and wellbeing remains preferable not only in your own interests but also in those of our patients.

UNDERSTANDING THE PROBLEM AND ITS IMPACT:



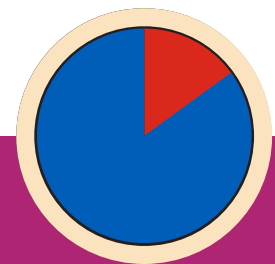
DID NOT ATTEND

Total did not attends (DNAs) were up by 45% in the six month period of November '22 to March '23.



COUNSELLING

Over one third (37%) of counselling appointments were cancelled, unattended or postponed between March - May 2023.



IMPACT

The average DNA rate by business unit in 15%. This peaks at 22%, meaning 1 in 5 appointments are missed.

As illustrated above, the number of colleagues who are missing an Occupational Health service appointment without providing notice, cancelling or re-arranging has rocketed by 45% in a six month period. Elsewhere, 37% of counselling appointments over the past 3 months haven't gone ahead.

To help us manage increased demand as efficiently and effectively as we can, we're asking colleagues to do their best to avoid cancellations - or, in cases where your attendance isn't possible, to ring ahead and inform us so we can best plan how to use this time. The team can be contacted via phone on 0191 445 5494 between Monday to Friday, 08:30am - 4:30pm, or via email on ghnt.occupational.health@nhs.net.





Help us understand our impact

As part of ongoing efforts to better understand the impact of our work, the health and wellbeing team has launched a new [Health and Wellbeing Activity Feedback Form](#).



The introduction of the form aims to help us better understand the impact of individual initiatives, projects and work, while also providing us with the ability to measure our tangible impact on a larger scale within and throughout the Trust.

By collecting data which can include your team and/or business unit when collecting feedback, we also aim to use the information to better understand what works best for specific areas - helping us build a more targeted approach and more effective support offer.

We'll ask colleagues interacting with any HWB provision to complete the survey going forward. The survey is also accessible any time via tinyurl.com/hwb-feedback or the balancegateshead.com homepage.

[Complete our feedback form](#)

Step Count Challenge

Our Step Count Challenge is now well underway with the first week's worth of [league tables](#) now published.

Currently leading our respective leagues are IP Pharmacy's This Mean War-farin (7000), the QE Outdoor Health & Wellbeing team (10,000) and PODS' Bevan's Angels (13,000). To check out the full league tables, simply click the button below.

Team captains are reminded to submit their weekly tally every Monday via [this link](#).

[Check out the league tables](#)

NENC ICS Staff Wellbeing Hub to close

During May we were informed of the imminent closure of the [regional staff wellbeing hub](#), which has played a complementary role in the provision of health and wellbeing support here at Gateshead over the past couple of years.



As a result of the decision to shut regional wellbeing hubs nationwide, the NENC ICS has now began winding down support offers, meaning new referrals and requests for counselling from this avenue are now no longer available, so the hub team can focus on clearing its waiting list.

Some services, including a range of [wellbeing offers](#) can still be accessed through their [website](#) for a limited time, ahead of the hub's closure in September 2023.

For further information on this news, please click below.

[Read our article on the regional Wellbeing Hub's closure](#)

Star of the Month



This month's congratulations are shared between Kerry Maddison, Elaine Foster and Beth Hunter who have been named co-winners of May's Star of the Month.

To check out the winning nomination and what makes the trio stars, just click below. You can also nominate a Star of your own for June over on [StaffZone](#) - visit Star Awards in the Trust A-Z.

[Read the winning nomination](#)

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



Events



Schwartz Round: The Legendary Patient

Our next Schwartz Round is set to take place this Thursday 22nd June, and will be in-person at the Lecture Theatre located within Trust HQ/Education Centre between 10:00am - 11:00am.



This time the round will focus in on your colleagues' experiences of the legendary patients - discussing what made them memorable and how their legacy has influenced both our speakers, their teams and beyond.

Free refreshments are available to all attendees, and will be on offer from 09:30am for those who can join us a little bit earlier.

You can always [learn more about Schwartz Rounds over on our website](#), where you'll also find our scheduled rounds for the months ahead - which currently include topics such as compassion fatigue and feelings of pride.

[Request an invitation to any round via ghnt.hwb@nhs.net](mailto:ghnt.hwb@nhs.net)

New training session

Offering: 297 Health and Wellbeing Awareness Session

Use this page to view and enrol in a class. To cancel your enrolment, click the class name, then click Unenrol.

[Show Key Notation](#)

Classes

Class Name	Enrol	View
297 Health and Wellbeing Awareness Session 29-Jun-23	Enrol	View
297 Health and Wellbeing Awareness Session 25-Jul-23	Enrol	View
297 Health and Wellbeing Awareness Session 22-Aug-23	Enrol	View
297 Health and Wellbeing Awareness Session 28-Sep-23	Enrol	View
297 Health and Wellbeing Awareness Session 17-Oct-23	Enrol	View

A brand new internal training offer, Health & Wellbeing Awareness, is providing all colleagues with the opportunity to get to better understand the depth of our wellbeing offer here at Gateshead.

Monthly dates are available to book via the Learning & Development Session catalogue in [ESR](#), while you can also contact us to learn more on ghnt.hwb@nhs.net.

[Log-in to ESR to book a place](#)

Become a HWB Ambassador

We're revamping our approach to better support our health and wellbeing ambassadors. As part of this, we've launched a new ambassador web area and application form.

[READ MORE](#)



tinyurl.com/about-hwb-amb

[Apply Now](#)

tinyurl.com/gh-hwba-signup

Healthy Eating Week



In our recent Health Needs Assessment, colleagues told us weight loss was a particular area they'd like to see more support in.

We're in the middle of marking Healthy Eating Week - and you can find out more about the support and resources to help you eat more healthily below!

[How we're celebrating](#)

Make Every Contact Count



Two upcoming training courses in Newcastle will provide colleagues with the chance to learn more about the Making Every Contact Count (MECC) programme and learn how to train others in signposting.

Sessions are available in July & September, with the chance of on-site training at Gateshead also possible on enquiry. To learn more and how to book, click below.

[Learn more about MECC Training](#)

For more Balance news, drop us a follow on Twitter, [@HWBGateshead](#). You can also visit our website on balancegateshead.com.

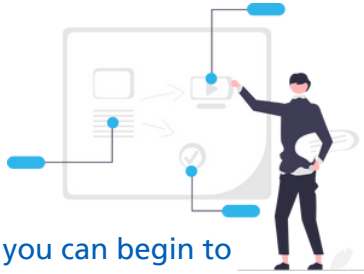


Support



New Manager Support Area launched

As we continue to develop the balancegateshead.com website, we have now launched a new page which acts as a hub of support for line managers within #TeamGateshead.



The [webpage](#) currently focuses in on how you can begin to consider what you might be able to do to take a more proactive approach towards health and wellbeing within your team, and features further information about topics including [health and wellbeing conversations](#), [the health and wellbeing of your team](#) as a whole, Occupational Health support available to you and your team, fatigue, ambassadors and more.

This area will be further developed imminently to include more support available to you as a manager from our People & OD team, and also includes handy links to our [mental health support](#) hub for managers who are looking for personal support, too!

[Check out our new Manager Support page](#)

Reserves Day 2023



RESERVES DAY
21 JUNE 2023

Reserves Day 2023 takes place on Wednesday 21st June, and any colleagues who are reserves or veterans can enjoy a free breakfast & hot drink on the day.

Learn more about the offer and how to access it below. Over on our website you can also find our [Armed Forces support page](#) - there to support veterans and reserves.

[How to claim your free breakfast](#)



The latest monthly bulletin from [Citizens Advice Gateshead](#) provides colleagues with access to a [free practical budgeting tool](#).

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

Find out more about their support offer, on-site drop-ins and more below!

[Visit our CAG web area](#)

Support for fatigue

In our recent Health Needs Assessment, you told us that sleep was another area you'd like to see more support in.

As part of efforts to respond to your feedback, we've launched a [new page focused on fatigue, sleep, rest and breaks](#).

You can also find out more about other support available in this area - such as free memberships to specialist apps and an upcoming CBT group for those with insomnia. Just click the link below for more information!

[Check out our sleep support](#)

Carer's Circle meet-up

GATESHEAD HEALTH
CARERS CIRCLE



Our latest Carer's Circle monthly meet-up will take place this Monday 19th June between 2:30pm - 3:30pm in the Listening Space on-site at the QE.

Earlier this month we marked [Carer's Week 2023](#), sharing more information about the support and resources available to our working carers here at Gateshead Health.

[What support is available?](#)

