

Support Services for Practice Managers and their Teams



Financial Wellbeing Support Offer

Don't forget that we are working with the [Money Advice Service](#) to provide all health and social care staff with free and independent financial support. We have a variety of offers that you are able to access or signpost colleagues to who may need this support:

1. [Support line](#) : Free and impartial money advice
2. [Online support](#) : Hub of Resources
3. [Virtual interactive events](#): Managing Your Money

If you need support now, you can contact the Money Advice Service for free, confidential and impartial money advice by telephone on 0800 448 0826, via WhatsApp to +44 7701 342 744 and via [web chat](#)

RCN Counselling Service

As an RCN member you can get free, confidential support and assistance to help you deal with challenging, emotional issues you may face, whether work related or personal.

<https://www.rcn.org.uk/get-help/member-support-services/counselling-service>

The RCN also has a useful guide for nursing staff called: [Stress and You](#).

The Lincolnshire Mental Health Helpline

Launched late last year, the mental health helpline is a joint initiative across health, social care and the third sector, is **available 24/7** and can provide emotional support, advice and

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guidance if you are feeling low, anxious or stressed, and think you might benefit from speaking to someone.

By calling **0800 001 4331** you can speak to a member of a highly trained and experienced team of support workers who will be able to provide appropriate support.

Since its launch most of the calls received by the helpline have been about mental health, anxiety, loneliness, depression, or social isolation. Twenty five percent of callers contact the helpline daily for support.

[CLICK HERE](#) for further information

Mental Health Concerns

If experiencing mental health issues, you should see your GP or consider self-referral to the Steps2Change service provided by the NHS.

www.lpft.nhs.uk/steps2change/accessing-our-services/self-referral

- **Tel: 0303 123 4000**
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The Samaritans

The Samaritans provide a 24 hour telephone support line for those in urgent need or who are concerned about someone else.

www.samaritans.org/how-we-can-help/contact-samaritan

The Samaritans also provide support to the workplace offering e-learning tools and a range of 1-day courses for teams at work, these aim to promote wellbeing, also conversations with vulnerable people.

www.samaritans.org/how-we-can-help/workplace/

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NHS Talking Therapies for Lincolnshire

Priority Access to LPFT Services for Practice Staff

[C-19 MH Support for Staff - Chief Exec Letter](#)

[Organisation referral](#)

Mentoring & Coaching



This is a free service provided by the Lincolnshire LMC open to all practice staff. Contact the LMC by phone or email to find out more about this confidential mentoring and coaching service or visit www.lincslmc.co.uk/impactlines

- Tel: 01522 576659
 - Email: info@lincslmc.co.uk
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- Tel 01522 576659
- Email: info@lincslmc.co.uk

Take-30 is a free service aimed at providing confidential peer support for busy GP's, Practice Managers, Nurses & all other practice staff members as they work through daily challenges.

This service offers a single one-to-one session with an experienced peer. Usually available on the day when requested, (before 4pm Monday-Friday), or within 24 hours, providing an opportunity to talk through what is going on for you. If that is not possible, then a more convenient time and date can be arranged.

This service is available free of charge for all Lincolnshire GPs, Nurses, Practice Managers and ALL other Lincolnshire General Practice staff

Follow up sessions can be arranged if needed.

For More information [CLICK HERE](#)

If you wish to speak to someone urgently please contact the NHS 111 service or the Samaritans 0116 123 (24 hour availability) www.samaritans.org .

Wellbeing Service

In Partnership with: United Lincolnshire Hospitals Trust | Lincolnshire Community Health Service | Lincolnshire CCG | Primary Care

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Primary Care staff can access from 14th April the

HEALTH AND WELLBEING

COVID-19 HELPLINE

staff wellbeing • health conditions • basic HR queries

 **01522 308885** available from 8am-8pm • 7 days a week

In partnership with • United Lincolnshire Hospitals Trust • Lincolnshire Community Health Services • Lincolnshire CCG • Primary Care

The banner features a dark blue background with orange circles and a white outline of a head with a question mark inside a circle.

Our health and wellbeing helpline can be used by staff and managers who have any queries or concerns relating to COVID 19 regarding their health and wellbeing, for example staff wellbeing, health conditions, guidance around social distancing and self-isolation and basic HR queries. Depending on the nature of your call, you may be signposted onto other sources of advice.

Please do not call until you have spoken to your line manager or practice manager in the first instance, they may well know the answer to your question.

The health and wellbeing helpline is available from 8am-8pm, 7 days a week, please contact us on **01522 308885**

Wellbeing - The Active Faith Network

Active Faith Network is offering additional help with phone chaplaincy for those experiencing bereavement at this difficult time.

A dozen ministers have offered to contact people, listen to them, offer prayer if wanted. You can refer someone by emailing their name and phone number to:

sian@lincoln.activefaithnetwork.com or the following phone number can be passed on **01522 370148**.
