Handling Difficult Situations with Compassion: Enhancing Workforce Engagement, Productivity, and Wellbeing through Digital Solutions in the NHS

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NHS England

The main drivers for commissioning the programme

The overall NHS sickness absence rate for England was:

5.8%

Anxiety, stress, and depression accounted for 20.4% of all sickness absence with the NHS

NHS staff raised **541,535** concerns of abuse in 2021-22, an increase of **9%**

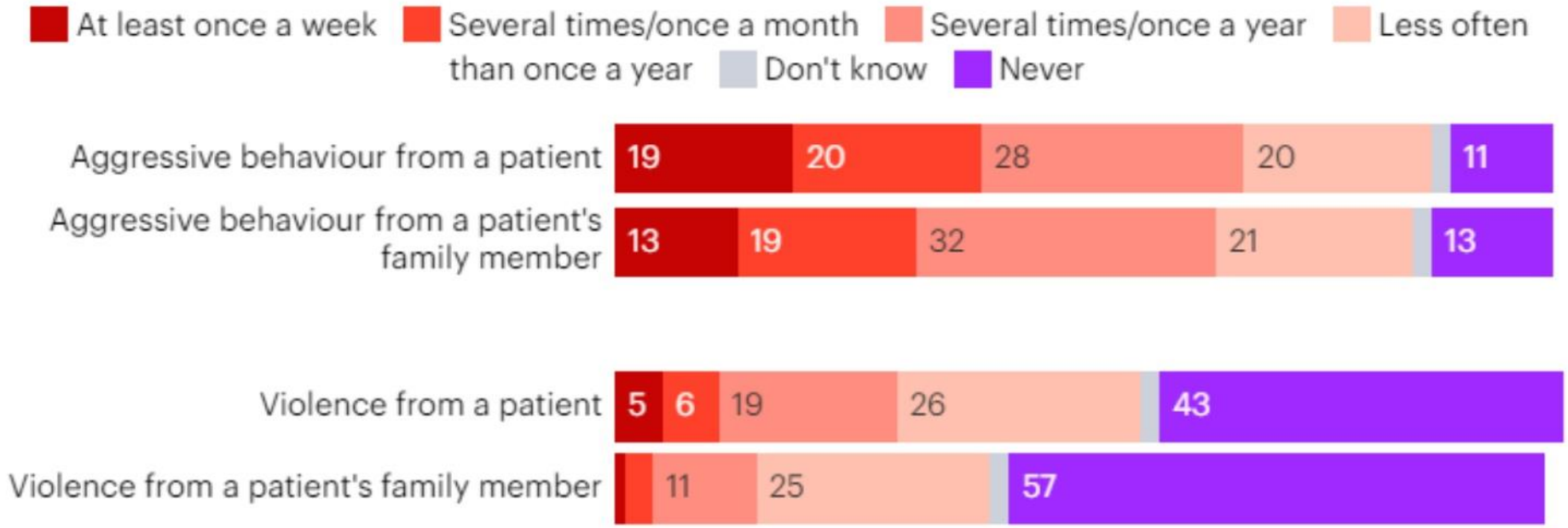
1 in **7** of the NHS workforce are trying to leave

The main reason for this is stress which accounts for: **66%**

YouGov US

Three in 10 patient-facing NHS healthcare workers experience violence from patients at least once a year

Generally speaking how frequently, if at all, do you experience the following scenarios? % of 772 patient-facing NHS healthcare workers



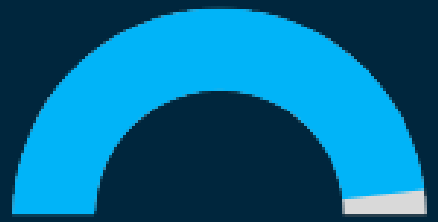
Meeting and exceeding the programme objectives

Bookings 11,832

Attendees

(62%)

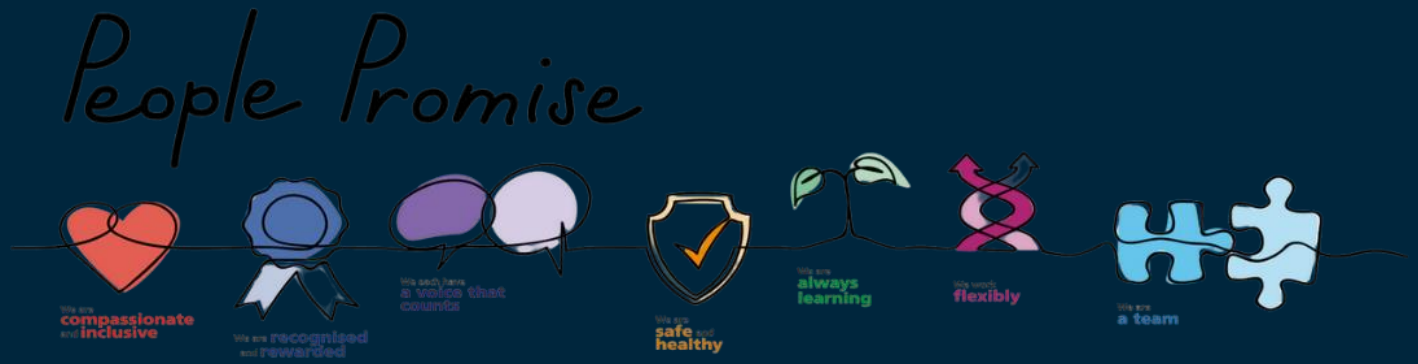
Satisfaction



96%

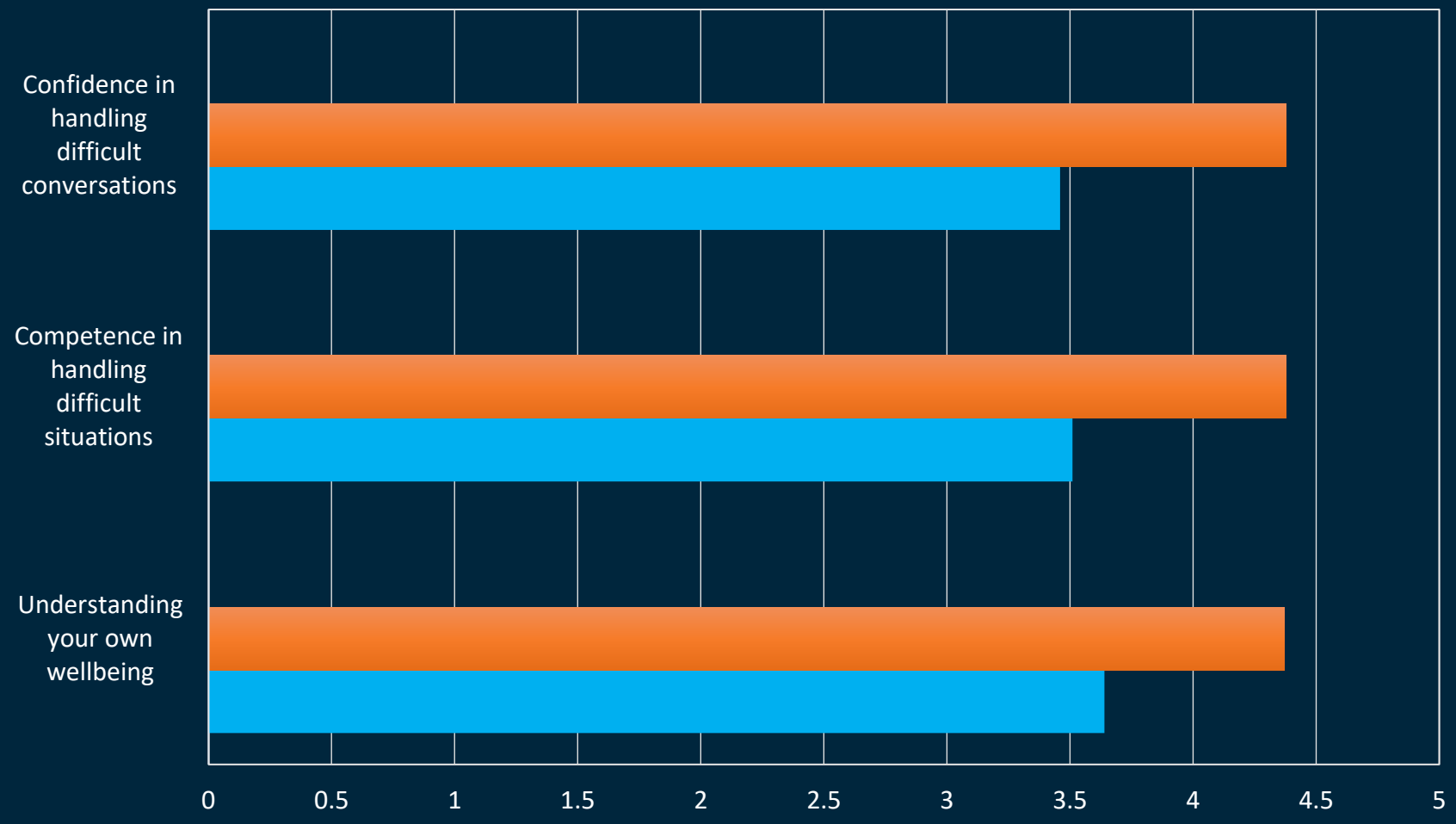
Feedback Forms Completed

(80%)



Impact on confidence and competence

Changes in Confidence, Competence and Understanding:



+26.6%

+24.8%

+20.01%

Statistics show a 25% increase in confidence levels of staff who had completed the course

This course should be managatory for all NHS staff. The best training I have ever been on since starting at the NHS 21 years ago.

90%

felt more supported in their roles

96% **satisfaction rating**

Broader impact

90.2% of participants told us they would recommend the course to colleagues and team members

"I enjoyed the breakout rooms and being able to listen to other people's experiences and struggles, it is re-assuring to know that in the NHS especially, we are all in similar situations and face to same struggles. I also really enjoyed the case studies and the use of the videos, it kept the session interactive and engaging."

Involvement and Engagement Facilitator, North-East and Yorkshire Secondary Care

"My son is autistic, and my daughter is currently struggling with the divorce of myself and my husband so taking these [skills] home with me will help me in supporting my children in a much better and safe way!

Medical Receptionist, North-East and Yorkshire Primary Care

Thinking, Fast and Slow

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System 1
First Reactions

95%

Fast
Automatic
Impulsive
Little/ no effort
Emotional

System 2
Thinking

5%

Slower
Deliberate
Reflective
Effortful
Analytical

Thinking, Fast and Slow

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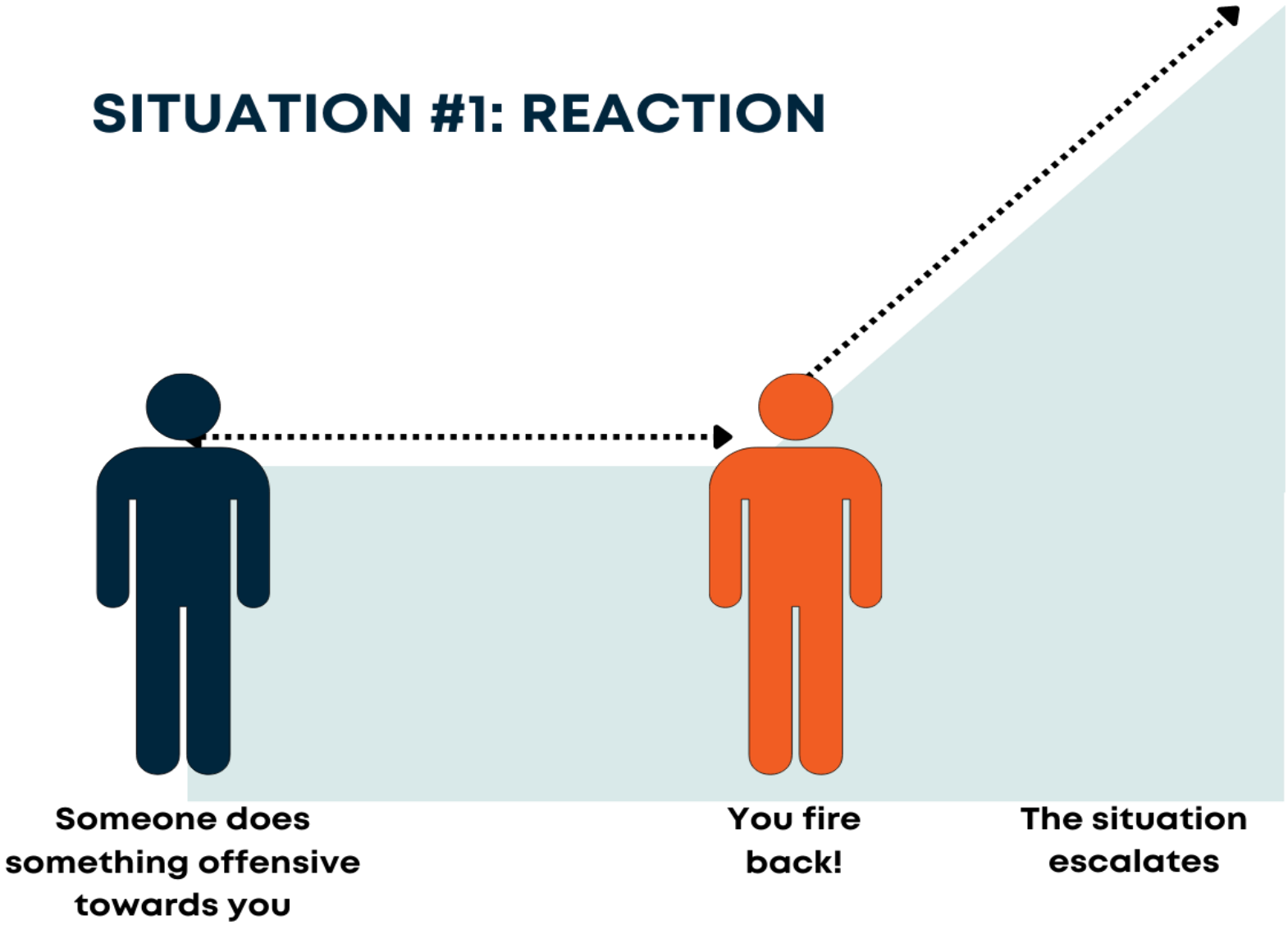

Thinking, Fast and Slow

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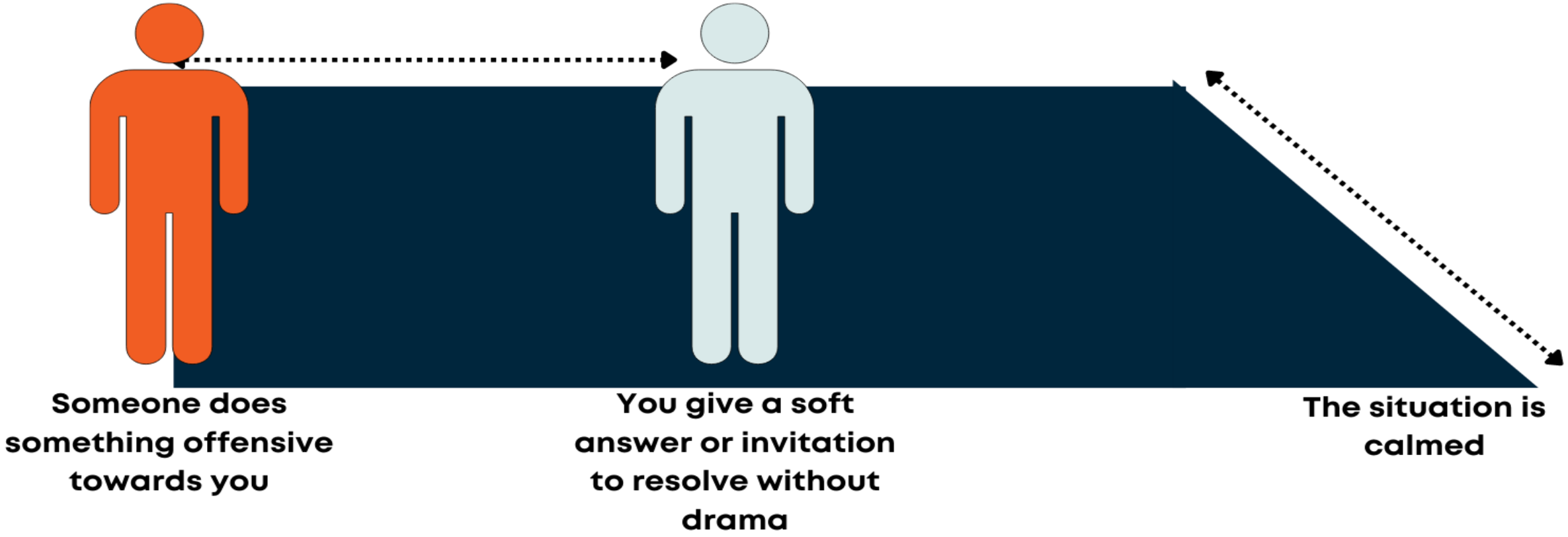
SITUATION #2: RESPONSE



Questions

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