NHS
Greater Manchester
Resilience Hub

GM Resilience Hub – Reflections & learning

May 11th 2023

Dr Ruth Watson
Consultant Clinical Psychologist

Staff Wellbeing

Greater Manchester Resilience Hub

NHS
Greater Manchester
Resilience Hub

Critical Incidents

Trusted Relationships Project

Staff wellbeing (including critical care)

Trauma Responsive GM

FLOs, Op Mantaline, Metz, Island, Greenjacket, Force CSE Unit, DMI,

Greater Manchester Police

Home Office

GMCA Greater Manchester Combined Authority

Public Health England

NHS England

Greater Manchester Health and Social Care Partnership

Violence Reduction Unit

In response to the Covid Pandemic –

NHS England funded 40 Staff Wellbeing Hubs across UK.

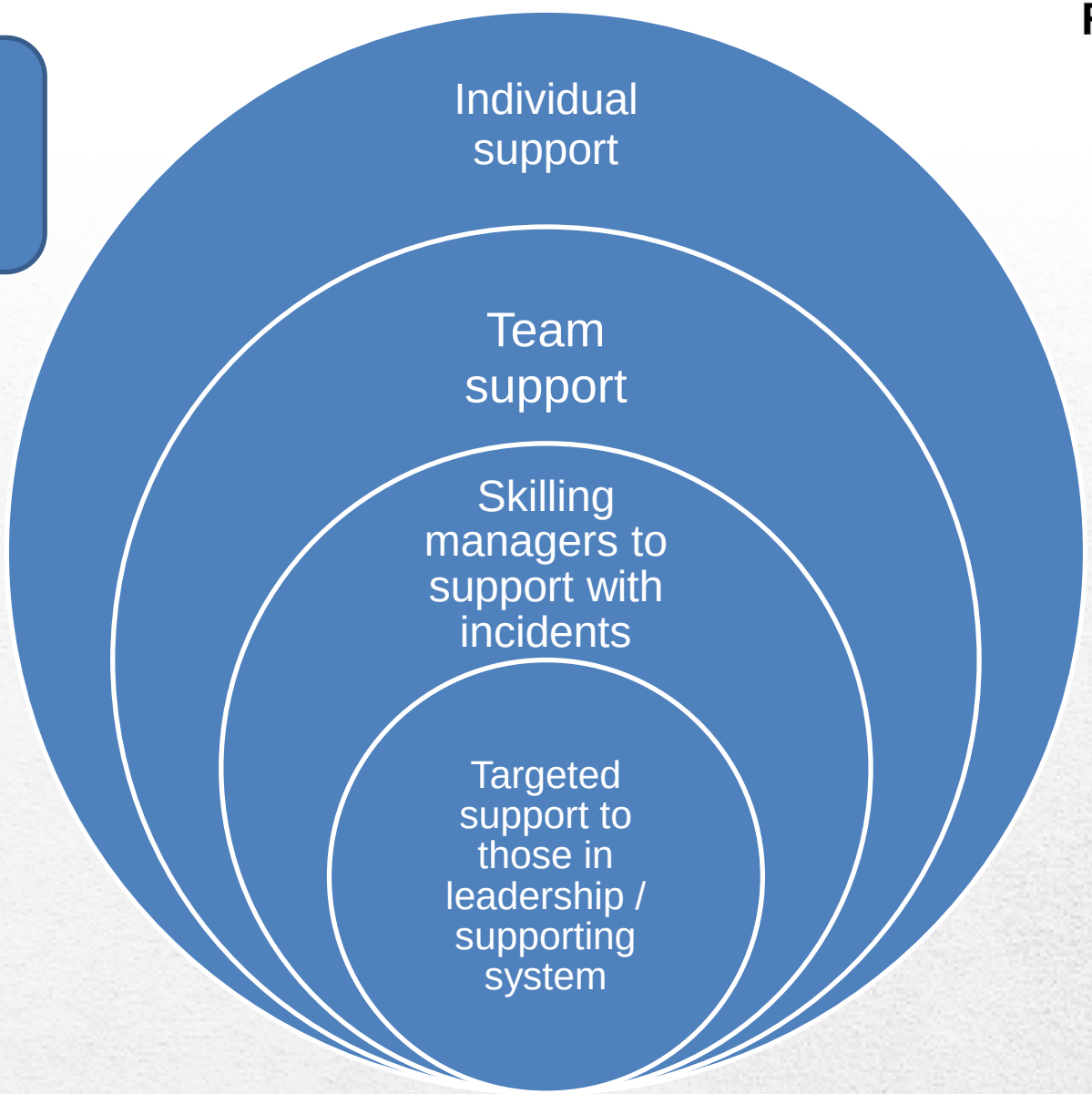
NHS
Greater Manchester Resilience Hub

The GM offer

NHS
Greater Manchester
Resilience Hub

Link with local wellbeing strategies

Proactive outreach

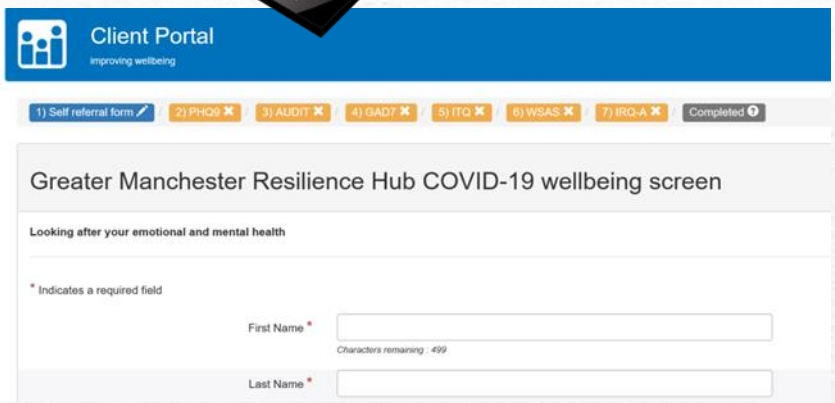


Self referral 1:1 support

NHS
Greater Manchester Resilience Hub

Self referral / wellbeing screening via web portal

- Approx 10 minutes
- Managers ' referral form



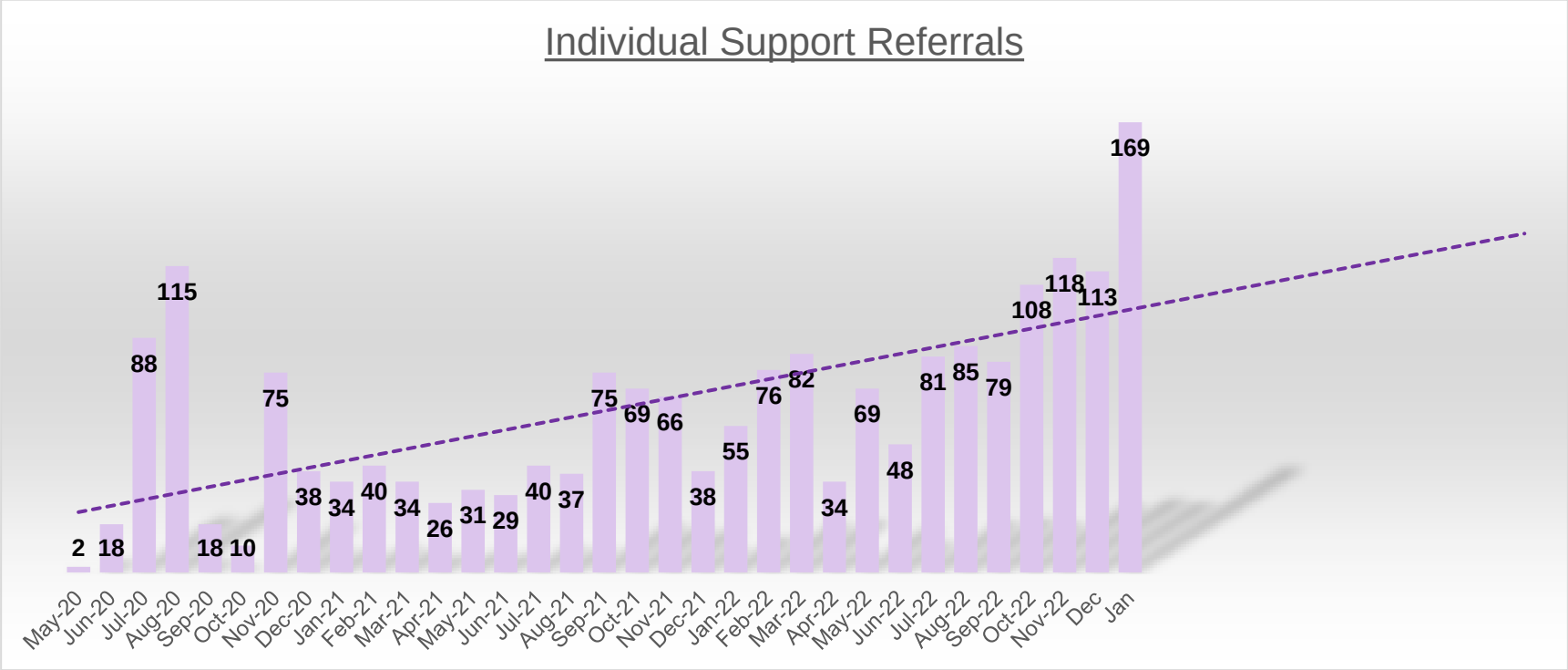
Automated response with links to self help information, national and local offers

Outreach and triage for those displaying concerning symptoms

- However all can contact hub directly for support

1:1 support

NHS
Greater Manchester
Resilience Hub



- From referral to assessment, of those referred in Oct, Nov, Dec an average of 7 days to assessment, and in vast majority of cases assessment were offered earlier. This will now increase due to the unprecedented surge in demand.

1:1 support

NHS
Greater Manchester
Resilience Hub

Top 5 primary topics of concern of clinical calls

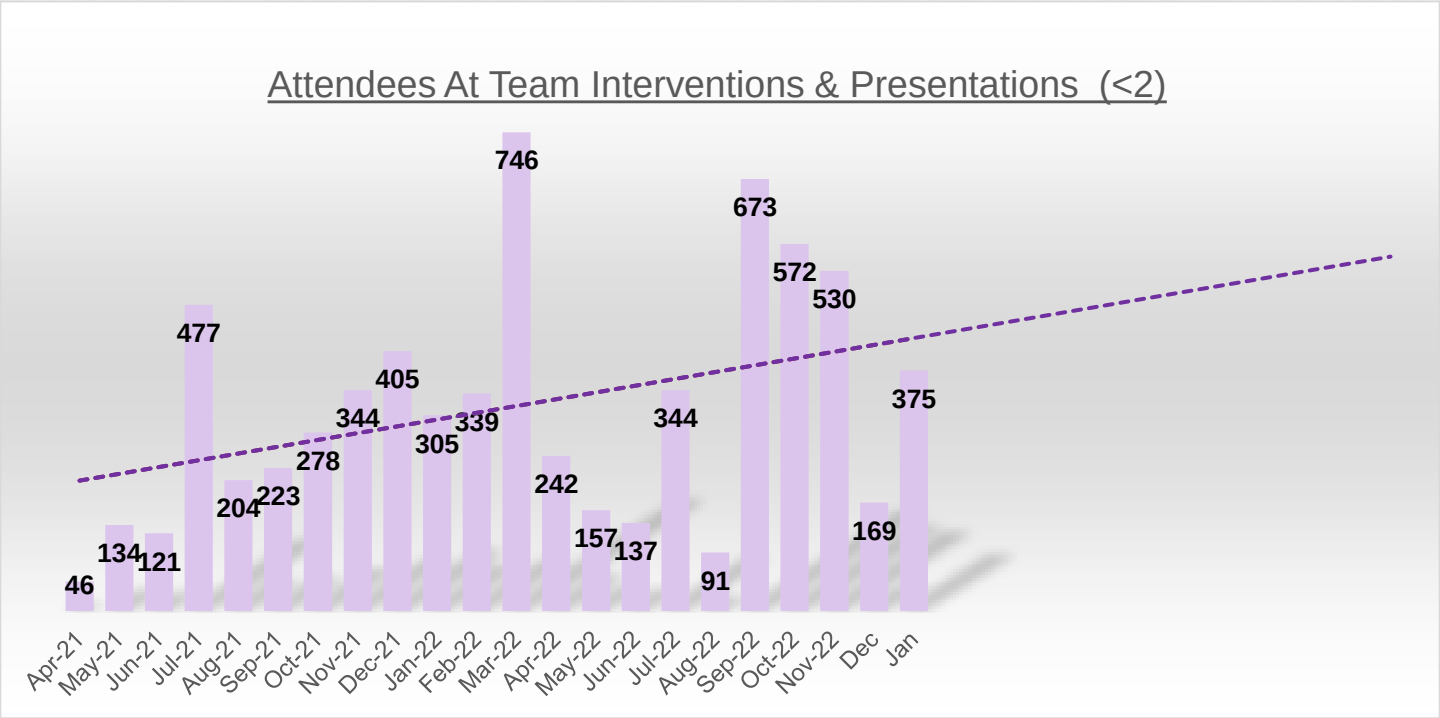
(May 1st 2020- January 31st 2023):

1. **Anxiety and worry**
2. **Trauma (acute, chronic, complex)**
3. **Low mood/ confidence / self-esteem**
4. **Work stress**
5. **Non work stress (conflict/arguments, domestic abuse, safeguarding, unpaid leave)**

Team support

NHS
anchester
ience Hub

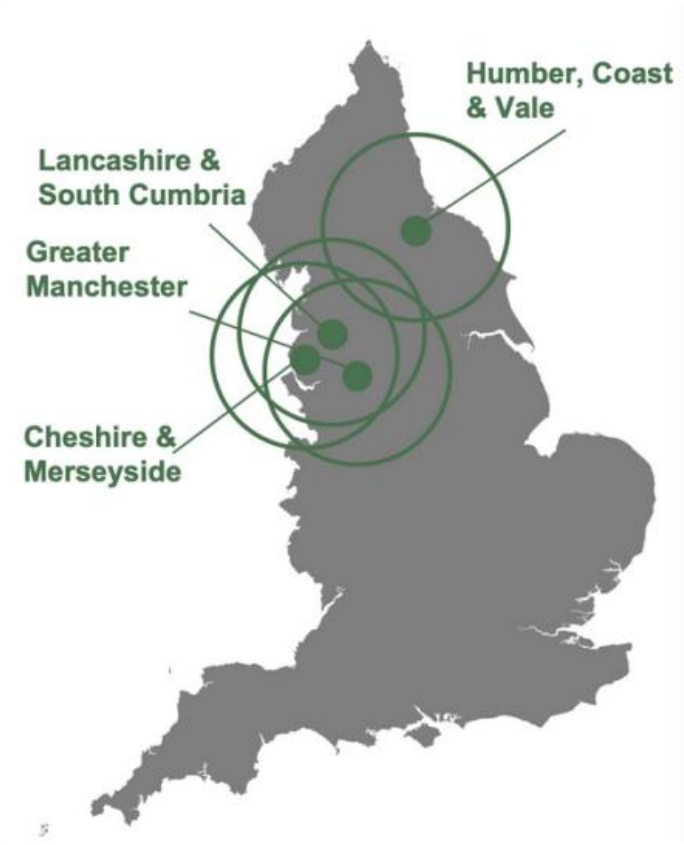
- Since April 1st 2021 to January 31st 2023 almost 7000 people are recorded as have accessed clinical team support (more than 2 people present) by attending:
  - live webinars
  - live presentations of offer
  - workshops
  - Reflective spaces
- Increasingly there is an appetite for face to face workshops and team engagements.



Resilience Hubs Evaluation

Greater Manchester Resilience Hub

Led by Filippo Varese & Kate Allsopp



NHS
Greater Manchester
Resilience Hub

Future role…..

?