

Derby and Derbyshire LMC GP-S Usage Report (End of Quarter 3, 2016/17)



Introduction

GP-S is providing free mentoring, coaching and signposting to GPs working within Nottinghamshire and Derbyshire and now extended to Lincolnshire to help to improve their wellbeing and resilience helping them to find direction using coaching and mentoring methods.

The service is headed up by 3 experienced lead mentors who work with a team of qualified mentors to guide the mentee through the process. Mentors are also GPs and so provide an environment of mutual understanding and help to establish a rapport between clients and mentors.

The engine room of GP-S is a custom-made GP-S web-based 'portal' in which mentors and mentees can log on remotely to update and check their progress making the process easier for those accessing it by allowing a greater deal of control and flexibility. The GP-S management team currently comprises 3 lead GP mentors, 22 GP mentors, 1 admin lead and a project lead. 8 of the 22 mentors are Derbyshire-based.

Observations on the delivery of GP-S

Currently the service offers three main methods of contact - a dedicated telephone line, an email address and in-person referrals. By far email contact is the most used, followed by telephone.

We have experienced variable success in getting in front of GPs in Derbyshire to make them aware of the service and would greatly appreciate support from the LMC in getting us into learning/training/QUEST events.

We are trying to broaden the appeal of GP-S by portraying it as one that can be of very positive help to all GPs whatever their situation rather than just for those under stress. With one of the main aims of the service being to retain GPs across Notts and Derbyshire prevention is better than the cure and so we would like to engage GPs in the service early on to avoid burnout with proactive support.

For referrals across Notts and Derbyshire, there has now been slightly more telephone than email contacts:

- Email referrals – 34
- Telephone referrals – 38
- In person – 5

There has been 77 mentees approach GP-S for mentoring up until now.

The distribution of GP positions is as follows:

- GP Partners – 34
- GP Salaried – 26
- Locum – 9
- Other – 7
- None Stated – 1

Feedback

Since the beginning of the scheme (approx. July 2015) around 70 GPs across Notts and Derbyshire have used the service.

The service receives feedback from mentees, some of the most recent of which includes:

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"Thank you so much for your input it has been an inspiring and empowering experience."

"May I say your input has been invaluable and timely. Thank you again for your great listening ear and sounding board."

"I think all GPs or health professionals or professionals of any sort should have access to a mentor - it is a really useful reflection exercise and opportunity to re-evaluate life."

The most compassionate thing that one person can do for another is to listen without judgement - this doesn't happen enough in Healthcare settings but it definitely happened at the GP-S session. This was a real eye opener.

Is this a luxury? I think everyone should have a Mentor - it is a necessity. There has been a huge gap in our profession regarding support services previously and I have given GP-S details to other GPs. There are many more people out there needing this.

It is a really personalised service - you are never sure how generic it is potentially going to be and I was really impressed how it was made to be so personal.

It allowed me to focus on what was important, get my priorities right, putting my family first as previously it was work first which was not good. I was doing things in a blinkered way, I didn't step back and look at it. You can lose your way easily and lose living in the moment.

6. Would you recommend the service and why?

Definitely would do so and I have done so as it is so tailored to people's own needs - everyone will go for a different reason. They will be listened to, treated as individuals and ideas explored. This is not about being given advice, rather being guided to find solutions for yourself. I believe it is an essential part of being a GP. There is help out there.

7. Any other comments?

It is surprising that compared with other professional roles and considering the workload / pressures in General Practice, that there isn't really any formal supervision outside of appraisal already. I feel this input is essential to our ongoing health and well being as Healthcare professionals.

The most common reason users cite for first contacting the service is to discuss their current career within general practice. Therefore, the service can help to retain GPs for longer as they can work through their career issues before choosing which path they wish to go along.

Analysis on use of Derby and Derbyshire LMC Funding

Derby and Derbyshire LMC invested £100,000 at the start of FY 2016/17 to enable the service to continue to serve GPs working in their area. As of the end of 2016 (end of Quarter 3 for 2016/17) GP-S has spent **£24,324.83** in serving GPs across Derbyshire:

- A 50% share of development costs **£827.60**
 - Training costs
 - mentor lead development

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- IT set up costs
- A 50% share of ongoing costs **£12,300.73**
 - business consultant
 - staff costs
 - desk costs
 - travel costs for admin
 - portal support
 - catering and meetings
 - marketing
 - room hire
 - postage and admin
- Mentoring across Derbyshire **£11,196.50**
 - Mentoring sessions
 - room hire costs
 - Derbyshire lead mentor expenses

If we were to extrapolate these costs to average them out to provide a forecast for the year we would estimate a total spend for 2016/17 on Derbyshire of **£32,443.11** representing around a third of the total monies committed by the LMC at the start of 2016/17.

Future Plans

The service has seen demand for a move towards exploring mentoring for other professionals within general practice mainly practice managers and nurses. This is something that is now being explored and in Nottinghamshire a lead mentor for practice nurses has been identified. In Nottingham City at a recent educational event, 45 out of 80 Nurses responded and all 45 said that if the service was expanded to nurses that they would be keen to avail themselves of this.

We are conscious that we have not been able to spend all the £100,000 from Derby and Derbyshire LMC in one year and we would anticipate that the remainder of these monies would cover Derbyshire for at least all of 2017/18 as well. We would wish to learn of the thoughts of the LMC committee over the continuing use of this into next year and would also like to know whether expanding the service to nurses in Derbyshire is something that you would like us to investigate.

A handwritten signature in black ink, appearing to read 'Michael Wright'.

Michael Wright
GP-S Project Lead and Chief Executive, Nottinghamshire LMC