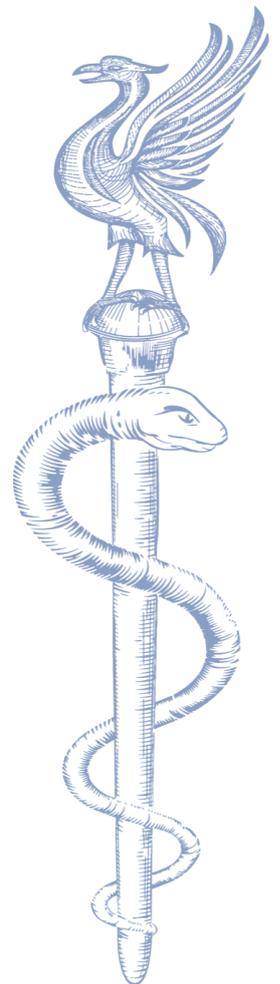




Guide to Wellbeing Services for Student Doctors

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Contents

1. Introduction	2
1.1 COVID-19	2
2. Urgent or emergency situations	2
3. Wellbeing responsibilities.....	3
4. What is wellbeing?	4
4.1 Supporting wellbeing.....	4
5. Accessing health support.....	5
6. Accessing support for mental health	5
7. How to access support.....	6
8. Support in the School of Medicine	6
8.1 MBChB Student Welfare & Support for Studies Team.....	7
8.2 How to make an appointment	7
8.3 Disability Support	7
9. Support services in central university.....	8
9.1 University Student Welfare Advice & Guidance team	8
9.2 Other university services supporting mental health.....	9
9.2.1 Fika Mental Fitness	9
9.2.2 SilverCloud	9
9.2.3 Big White Wall	10
9.2.4 Psychological Support Service for Student Practitioners (PSSSP)	10
9.2.5 The Mind Map	10
10. Services outside the university	11
10.1 National Health Service (NHS)	11
10.2 Other organisations	12
11. Other key documents	13

1. Introduction

This guide has been developed to inform student doctors on the MBChB A100 & A101 courses, their families and university staff contributing to the course, of the wellbeing support services available to student doctors while studying at the University of Liverpool School of Medicine.

The School of Medicine is committed to supporting students in developing and maintaining wellbeing strategies that will equip them to become happy, fulfilled, successful student doctors and subsequently excellent, well-balanced clinicians with long and fruitful careers

1.1 COVID-19

The global COVID-19 (novel coronavirus) pandemic has affected all of us in many ways and re-enforced the importance of supporting our wellbeing. It has also impacted on how some wellbeing services are delivered and many now offer increased on-line support. Please refer to the websites of the specific support services listed in the guide for the most up to date information.

For the latest information & guidance in relation to COVID-19 please see the following websites:

- University of Liverpool:
 - <https://www.liverpool.ac.uk/coronavirus-advice-and-guidance/covid19/>
- National Health Service (NHS):
 - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- UK Government:
 - <https://www.gov.uk/coronavirus>

2. Urgent or emergency situations

In urgent situations, including outside of normal office hours, please do not hesitate to access support straight away. Depending on the nature of the situation, accessing the following services may be required:

- University Security on **0151 794 3252** or **2222** from any campus phone
- Access NHS **111** advice line or via <https://111.nhs.uk/>
- Attend local hospital Accident and Emergency department
- Calling **999** services for emergencies

The Brownlow health (which includes the Student Health Service) website contains further information about out of hours services: <https://central.brownlowhealth.co.uk/out-of-hours/>

3. Wellbeing responsibilities

Welfare and Support of Studies Team

- To deliver a service within the school for those in need of extra support
- To promote knowledge, skills & attitudes supporting wellbeing

Students

- Protect patients and colleagues from any risk posed by your health
- As a medical student, you must tell your medical school about any serious health problems, or any aspect of your health or personal circumstances that could affect your training (especially your placements) or your relationship with colleagues. This is so that your medical school can support you, and it can only do this if it knows that you have a problem.*

School of Medicine

- To provide a supportive learning environment promoting wellbeing
- To continually improve wellbeing provision within the MBChB programme

* General Medical Council (GMC) 'Achieving Good Medical Practice':

<https://www.gmc-uk.org/education/standards-guidance-and-curricula/guidance/achieving-good-medical-practice>

4. What is wellbeing?

There is no consensus on a single universal definition of what constitutes 'wellbeing'. It is very specific to each individual person. However, it may include the following:

- The presence of positive emotions & moods
- The ability to manage, or absence of, negative emotions
- Satisfaction with life
- Fulfilment & positive functioning

One approach to support and promote wellbeing are the 'Five ways to wellbeing':

- **Connect**
 - E.g. build social relationships. Spending time with friends & family
- **Be Active**
 - E.g. engage in regular physical activity
- **Take Notice (or Be Mindful)**
 - E.g. be mentally 'present', focus on awareness & appreciation
- **Keep Learning**
 - E.g. maintain curiosity about the world, try new things
- **Give**
 - E.g. make positive contribution to the lives of others

The Five ways to Wellbeing were created by the NEF (New Economics Foundation) for the government Foresight Project on Mental Capital & Wellbeing as a means of communicating evidence around activities that can improve and maintain mental health & wellbeing. A number of organisations use the 'Five Ways' approach to support & promote wellbeing.

4.1 Supporting wellbeing

Just as the things which can affect a person's wellbeing may vary widely, so can the way in which individual people support their own wellbeing. Each person will find some approaches to wellbeing support more helpful for them than others. Many people find benefit of support from family and friends, others develop 'self-help' strategies, often based around elements of the Five Ways to Wellbeing. However, all of us at times need extra help and support from others.

5. Accessing health support

Ill health, either physical or mental, can affect personal wellbeing, just as challenges to wellbeing can contribute to health issues. To support with any health issues, it is important that all student doctors are registered with a local primary care General Practice (GP) in Liverpool. Many choose to register with the Student Health Service through Brownlow Health.

<https://central.brownlowhealth.co.uk/>

Opening times for Brownlow Health Central (which includes the Student Health Service) are available through this link: <https://central.brownlowhealth.co.uk/opening-times/>

The Brownlow website includes specific sections on student health:

- <https://www.brownlowhealth.co.uk/student-resources/>
- <https://www.brownlowhealth.co.uk/student-mental-health-resources/>

It is important to note that while some staff within the School of Medicine are medically qualified doctors or other health clinicians, including within the Student Welfare & Support for Studies Team, they are not providing clinical care during their university role. Therefore, it is important that all student doctors access health support via their GP or secondary care specialists if required.

6. Accessing support for mental health

The General Medical Council (GMC) recognises the importance of supporting the mental health of student doctors. The GMC has developed specific guidance 'Supporting medical students with mental health conditions' which contains a number of key principles and recommendations.

<https://www.gmc-uk.org/education/standards-guidance-and-curricula/guidance/supporting-medical-students-with-mental-health-conditions>

The School of Medicine does not have staff specialising in providing student mental health support based within the school, for example counsellors or specialist mental health advisors. However, there are a number of different resources and services available from the central university student support and via the NHS or other organisations which can be accessed to support students in their mental health. Some of these services can be accessed directly by students. The Student Welfare & Support for Studies Team can help advise on which options may be of help. Access to more specialised mental health services may require referral from the students GP.

7. How to access support

All of us in the University have a role to play in supporting the wellbeing of each other. For student doctors, there are a range of options within the School of Medicine, wider central University and services outside the University which may be of help, depending on the type of support needed and preference of how to access.

8. Support in the School of Medicine

- MBChB office
 - A good first option for practical queries in relation to the course.
 - Tel: +44 (0)151 795 4362
- Course year leads and administrators
 - Contact the relevant year lead time for queries specific to the year of study including requests for absence approval
- Support from Academic Advisors or Educational Supervisors while on clinical placement
- For more specific wellbeing support, the MBChB Student Welfare & Support for Studies Team can offer additional help & advice.

8.1 MBChB Student Welfare & Support for Studies Team

Wellbeing support services for student doctors are provided by a combination of Academic and Professional Services staff from within the School of Medicine and wellbeing advisors from the university Student Welfare Advice & Guidance team.

There is a wide range of experience across the team, with each member of staff having different skills and expertise in wellbeing support. Each member of the team is committed to providing student doctor support with empathy, compassion and respect for diversity and inclusivity.

If the situation requiring support would benefit from a specific type of approach, we try to offer support from a member of staff with the most appropriate skills & expertise.

Academic team members from within the School of Medicine may be better placed to help with issues more specific to studying medicine. The wellbeing advisors are experienced in wide range of situations affecting student experience in general.

8.2 How to make an appointment

Appointments with either a School of Medicine wellbeing academic or a wellbeing advisor can be arranged using the School of Medicine LibCal system via the following link:

<https://liverpool-medicine.libcal.com/>

Please contact the team if you have any queries:

- By email: wellbeing.mbchb@liverpool.ac.uk
- By phone: 0151 7948756

8.3 Disability Support

The team includes a Disability Support Contact, Mrs Alison Threlfall, who can liaise with the central university Disability Support team to help identify any specific disability support needs in relation to either physical or mental health. Appointments with Mrs Alison Threlfall can be made via the LibCal system or via the contact details above. Please make contact if you feel a disability support plan may be required.

9. Support services in central university

9.1 University Student Welfare Advice & Guidance team

The same wellbeing advisors who provide support with the School of Medicine Student Welfare & Support for Studies Team also offer appointments through the central university Student Welfare Advice & Guidance team. They can be contacted via:

- Email: advice@liverpool.ac.uk
- Tel: 0151 7945863
- <https://www.liverpool.ac.uk/studentsupport/advice/>

There are a number of other support services available through the central university Student Services team. <https://www.liverpool.ac.uk/studentsupport/>

These include:

- Counselling Service
 - <https://www.liverpool.ac.uk/studentsupport/counselling/>
- Mental Health Advisory Service
 - <https://www.liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/>
- International Advice & Guidance
 - <https://www.liverpool.ac.uk/studentsupport/international/>
- Money Advice & Guidance
 - <https://www.liverpool.ac.uk/studentsupport/money/>
- Disability Advice & Guidance
 - <https://www.liverpool.ac.uk/studentsupport/disability/>

9.2 Other university services supporting mental health

9.2.1 Fika Mental Fitness

<https://news.liverpool.ac.uk/2020/05/13/free-student-access-to-fika-app-build-your-mental-fitness/>

The University of Liverpool has partnered with mental fitness app [Fika](#) during COVID-19 to give all students access to an additional tool to stay motivated, productive, focused and connected during this period of remote work and study.

In response to the global pandemic, Fika has created a dedicated series of programmes which give students the chance to learn from expert psychologists, other students, academics and professional athletes in five-minute video, audio and text programmes.

The programmes are specifically designed to help combat the challenges of remote study and the mental health impact of the Covid-19 pandemic. Programmes and audio guides cover topics including:

- Managing distractions and uncertainty
- Maintaining motivation and positivity
- Staying connected
- Self-care
- Healthy habits

Access to Fika's COVID-19 package is FREE for all University of Liverpool students and staff.

9.2.2 SilverCloud

<https://www.liverpool.ac.uk/studentssupport/counselling/silvercloud/>

The University of Liverpool has partnered with SilverCloud Health to offer a suite of free online self-help modules for any student or member of staff.

Programme content is based on Cognitive Behavioural Therapy (CBT). The key concept of CBT is that you can identify and change your thought patterns that have a negative influence on your behaviour, helping you to change how you are feeling, for the better.

9.2.3 Big White Wall

<https://www.liverpool.ac.uk/studentsupport/counselling/bigwhitewall/>

Big White Wall (BWW) is an award winning online service designed to help people get support, take control and feel better. It provides 24/7 peer and professional support (with trained counsellors online at all times), plus a range of wellbeing tools to help people to self-manage their mental wellbeing.

University of Liverpool students going through a tough time can now access free online support with Big White Wall. Whether you're struggling to sleep, feeling low, stressed or not coping, Big White Wall can help you get support, take control and feel better.

9.2.4 Psychological Support Service for Student Practitioners (PSSSP)

<https://www.liverpool.ac.uk/health-and-life-sciences/our-institutes/institute-of-clinical-sciences/psssp/>

The PSSSP team have broad experience of providing psychological support for students studying health & life science courses, including student doctors. However due to limited resource, they are currently no longer able to accept new referrals through the open access system used previously. The MBChB Student Welfare & Support for Studies Team maintains close liaison with the PSSSP team and can discuss individual situations where referral may potentially be required on a case by case basis. However, capacity to access PSSSP is significantly limited at the present time.

9.2.5 The Mind Map

<https://www.liverpool.ac.uk/studentsupport/counselling/mindmap/>

Student Services has developed a new partnership with [The Mind Map](#), a community interest company who have been working with Liverpool Clinical Commissioning Group and Mersey Care, the local mental health trust.

The Mind Map is an innovative company providing mental health support for young people. They employ counsellors who specialise in providing counselling for young people through video calls.

- During the launch period students will be able to book appointments directly by visiting our [Mind Map web pages](#). Here, students can look at the counsellors' profiles and choose a counsellor they would like to work with and book an appointment using their University email address. Appointments are available weekdays between 5pm-10pm.
- This service is available to students at all campuses and to those who are studying off campus.

10. Services outside the university

10.1 National Health Service (NHS)

General Practice (GP)

<https://www.brownlowhealth.co.uk/student-mental-health-resources/>

Support from your GP is an important aspect of mental health provision. The Student health service at Brownlow health website also has a section on resources supporting student mental health.

Talk Liverpool

<https://www.talkliverpool.nhs.uk/>

Talk Liverpool is a free NHS service offering psychological therapies to adults in Liverpool who are feeling depressed or anxious.

Its range of treatment programmes are designed to give you the right information and to help you develop the skills you need to overcome your problems. We have a range of options on offer, including short courses which run regularly in locations near you, or online help which you can use at home or at a local venue.

NHS Practitioner Health

<https://www.practitionerhealth.nhs.uk/>

Practitioner Health is a free, confidential NHS service for doctors and dentists across England with mental illness and addiction problems, who are working or looking to return to clinical practice. The service can help with issues relating to a mental health concern, including stress or depression or an addiction problem, in particular where these might affect work. The service is provided by health professionals specialising in mental health support to doctors and is available in various locations across England. Practitioner Health has recently expanded those eligible to access the service to include medical students in clinical years of study (i.e. years 3 to 5)

10.2 Other organisations

Student Minds

<https://www.studentminds.org.uk/>

Student Minds is the UK's student mental health charity. Student Minds works with students, service users, professionals and academics to develop new and innovative ways to improve the mental health of students.

It seeks to empower students and members of the university community to develop the knowledge, confidence and skills to look after their own mental health, support others, and create change, so that all in higher education can thrive.

British Medical Association (BMA) Counselling

www.bma.org.uk/advice/work-life-support/your-wellbeing/counselling-and-peer-support

BMA wellbeing support services are open to all doctors and medical students. They're confidential and free of charge. Call 0330 123 1245 and you will have the choice of speaking to a counsellor or taking the details of a doctor who you can contact for peer support.

The Samaritans

www.samaritans.org

The Samaritans, OPEN 24/7 – call 116 123

The Liverpool Light

www.liverpool-light.org.uk

The Liverpool Light service is a preventative out-of-hours mental health crisis service, open from 6pm – 12am, 7 days a week. It has been set up to provide a safe place for people who are experiencing or at risk of a mental health crisis.

Papyrus

www.papyrus-uk.org

PAPYRUS provides confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through their helpline, HOPELINEUK: 0800 068 4141

11. Other key documents

University of Liverpool	School Of Medicine	General Medical Council (GMC)
<ul style="list-style-type: none"> • Student Mental Health Policy • Guide for Students in Supporting Others • Framework for Developing a Suicide Safer University 	<ul style="list-style-type: none"> • Supporting Student Achievement Group: Data Management & Confidentiality (<i>under review</i>) 	<ul style="list-style-type: none"> • Caring for Doctors, Caring for Patients • Supporting Medical Students with Mental Health Conditions • Achieving Good Medical Practice

Document links:

- Student mental health policy; <https://www.liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/policy/>
- Guide for Students in Supporting Others; https://www.liverpool.ac.uk/studentsupport/mentalhealthadvisoryservice/supporting_others_for_students/
- Framework for Developing a Suicide Safer University; https://www.liverpool.ac.uk/media/livacuk/Framework_for_Developing_a_Suicide_Safer_University.pdf
- GMC 'Caring for doctors Caring for patients'; <https://www.gmc-uk.org/about/how-we-work/corporate-strategy-plans-and-impact/supporting-a-profession-under-pressure/UK-wide-review-of-doctors-and-medical-students-wellbeing>
- GMC 'Supporting medical students with mental health conditions'; <https://www.gmc-uk.org/education/standards-guidance-and-curricula/guidance/supporting-medical-students-with-mental-health-conditions>
- GMC 'Achieving Good Medical Practice'; <https://www.gmc-uk.org/education/standards-guidance-and-curricula/guidance/achieving-good-medical-practice>

Contact your Year Lead if you find any digital content difficult or impossible to use, either directly or with an assistive technology such as a screen reader.

Contact details for all teams and individual staff can be found on the [School website](http://www.liverpool.ac.uk/medicine/contact-us/email/).
[www.liverpool.ac.uk/medicine/contact-us/email/].