

National Ambulance
LGBT Network



Supporting Lesbian, Gay,
Bisexual, Trans staff, patients
and communities

A partnership of UK Ambulance
Services

Supporting Good Mental Health

Supporting mental health as
part of the 'Let's Get Better
Together' programme

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What do our colleagues offer patients?



- ✓ Dedication and commitment
- ✓ An answer to someone's call
- ✓ Support
- ✓ Compassion / empathy
- ✓ Instructions, guidance and support
- ✓ Care, respect and dignity
- ✓ Words of comfort or arms to put around them



What do we *actually* offer our colleagues?



- ✓ Exposure to traumatic events
- ✓ Exposure to abusive callers
- ✓ Exposure to conflict and obstructive callers
- ✓ Exposure to emotional and personal situations
- ✓ An expectation to be resilient
- ✓ Patients to speak to or treat, every minute or every day



What can we do for our colleagues?



- ✓ Allow our staff the safe space to share their experience
- ✓ Ensure we respect their confidentiality
- ✓ Make visible internal and external support networks
- ✓ Promote occupational health support
- ✓ Encourage them to talk / share open and honestly
- ✓ Don't be afraid to ask... 'Are you okay?'
- ✓ Don't be afraid to let them know you care
- ✓ Don't think you won't know what to do or say... You will!



What could help our colleagues?



- ✓ Confidence for staff to show their emotions
- ✓ Understanding that it is okay to feel the way we do
- ✓ Promote the Support Networks available
- ✓ Engage with staff and ask 'what would help them'
- ✓ Empower them to have the confidence to report issues
- ✓ Provide training and awareness of raised issues / concerns
- ✓ Feedback/Share outcomes on reported/raised issues
- ✓ Ensure that we know that our uniform is *not* our armour



What can we do for ourselves?



- ✓ Mindfulness
- ✓ Meditation
- ✓ Self reflection: personal and professional
- ✓ Speak to support network, engage with others
- ✓ Be active
- ✓ Take time for yourself, with family, friends and alone
- ✓ Know that however you may be feeling, someone will listen



What can look after us?



Be Active



Mindfulness

Friends and Families

Colleagues



Need confidential advice on your mental health or wellbeing?

mind.org.uk/bluelight

Call, email or text the Mind Blue Light Infoline 0300 303 5999

(Open Monday to Friday, 9am to 6pm)


Text 84999 or email bluelightinfo@mind.org.uk



Cabinet Office

Mental Health Support




National Ambulance LGBT Network
Your Local Support Contacts
August 2018

Trust	LGBT Network	Trust Support	Local Support
East of England Ambulance			
East Midlands Ambulance			
London Ambulance			
North East Ambulance			
North West Ambulance			
South Ambulance			
South Central Ambulance			
South East Coast Ambulance			
South Western Ambulance			
West Ambulance			
West Midlands Ambulance			
Yorkshire Ambulance			

Your Local Support Contacts - August 2018 Page 1 of 1

If you could...



If you could change one thing for staff well-being in your Trust, what would it be and why?

Is it practical?

Is it possible?

What benefit does it give?

Who does it benefit?

How accessible is it?

Is it already there?



www.ambulanceLGBT.org



We are here for you!

