

## **Wellbeing Frequently Asked Questions (FAQ) – for SFH colleagues only**

### **Section 1: Finding support**

#### **Where do I find the information on wellbeing services?**

Information on the wellbeing services and how to access these are all on the SFH internet page, on the “for health professionals tab” under “looking after your wellbeing”. You can view this at home, on site and on your own device. When you are at work you can also see the purple wellbeing icon on the intranet page, this takes you directly there. But here is direct link [Looking after your wellbeing - Sherwood Forest Hospitals](#).

#### **Are the wellbeing resources on the intranet or the internet?**

It is on the SFH internet page so you can access this at home, but you can get to it through the main SFH intranet page.

#### **Are the wellbeing resources available to those at all sites?**

All of the wellbeing resources and support are available to all SFH colleagues at all sites. There are Wellbeing Champions at all sites and the Wellbeing Team also visits all sites.

Face to face VIVUP counselling appointments are currently offered at Kings Mill. Our Clinical Psychologist also covers all 3 sites. Currently the Citizens Advice sessions available to colleague is only at Kings Mill, this is due to funding from Citizens Advice. You can access the national team and local branches as well, information is on the wellbeing page on this or please contact the wellbeing team if you want further information.

#### **Are the services confidential?**

The support you receive is confidential and private. Colleagues have often asked whether VIVUP is confidential. It is, it is the same as you were to see another Counsellor or health professional. If you phone for in the moment support (a one off call) you don't have to give your name or department, just that you work at SFH.

If you are having a block of counselling it may be beneficial you speaking to your line manager or team leader so they can work these appointments around your rota but can also support you. You do not have to tell your manager or work you are contact VIVUP if you do not wish too. Calling VIVUP, having counselling, seeing our Psychology or Wellbeing teams does not go on your staff record, it is private and about you getting the support you need.

If you have any worries or questions about confidentiality please speak to the Wellbeing Team.

## **What is VIVUP and what do they offer?**

VIVUP is your Employee Assistance Programme. VIVUP are separate to SFH. We contract them as they are a specialised Counselling Service. They are all trained counsellors who are trained to support you. They offer several things;

- In the moment and the now support – you can call them when you need someone to talk to now. You can call them at any time of day or day of the week, there is always someone the end of the phone. They can support you if you are having a panic attack, anxiety, worry, upset, distress and need support now if you are at harm to yourself or may harm others and are in crisis. The number is **0330 380 0658**.
- Counselling – you feel talking to a counsellor to explore a topic would be useful? Phone the same number above. It is a block of sessions, can be online or over the phone or in person at Kings Mill. Note: if you are already receiving support from a mental health service or counselling or therapy they will ask you to continue the support with them as best to support you. Most services work like this. Any questions on this please do ask.
- VIVUP also offer a range of support booklets and materials, in addition to vouchers, money saving support, cycle to work schemes etc. Please visit their website for further information [www.vivup.co.uk](http://www.vivup.co.uk)

## **How do I know what the waiting times are for VIVUP and Clinical Psychology?**

Please ask at time of phoning VIVUP and emailing the Clinical Psychology team they will give you a rough timescale.

## **How do I know if to contact VIVUP or Clinical Psychology first?**

We recommend you call VIVUP first. If these feelings are not going away, previous counselling hasn't worked or is a result of trauma or bereavement please feel free to contact the Clinical Psychology team on [sfh-tr.clinical.psychologists@nhs.net](mailto:sfh-tr.clinical.psychologists@nhs.net). For further information visit this link (this is accessible off site) [Clinical Psychology for colleagues - Sherwood Forest Hospitals](#)

## **I feel I don't have time to look at the resources, and don't know where to start.**

It is ok to feel overwhelmed, the biggest step is to reach out and ask. The Wellbeing Team will be able to direct you to the right person. Whether face to face is better, email, MS teams call, or text. The service is not a 24 hour service. VIVUP are available out of Monday-Friday 8:30-5pm.

## **Am I supported by the trust to look at the wellbeing resources in work time?**

You can access and look at the wellbeing resources in work time, and have meetings with a wellbeing champion, freedom to speak up, hr, occupational health, VIVUP in work time. Do discuss this with your manager if you need time scheduled or balance work load to do this.

## **Are the wellbeing services support for just work-related areas?**

No, the support is for you, and your overall wellbeing and life related support. We can signpost you to other teams within the trust like the staff networks, but also sign post you to support and resources from sources outside the trust too. Examples of these could be, bereavement, money worries, benefits advice, legal advice, carers support, diagnosis, talking therapies, eating disorders to name a few.

## **Section 2: Wellbeing Team and Wellbeing Champions**

### **How do I contact the wellbeing team?**

Amy Gouldstone is your People Wellbeing Lead and Corinne Kitchen is your Deputy People Wellbeing Lead. They are based in Occupational Health at Bryon House at Kings Mill Hospital, but travel across the 3 sites. You can phone them on the Occupational Health extension number 3780 or email on [sfh-tr.wellbeing@nhs.net](mailto:sfh-tr.wellbeing@nhs.net)

### **Who can I talk to about my wellbeing needs?**

Your manager is there to support you, and can talk through any worries or adjustments you may need. The following are also available to;

- Wellbeing Champion – you may have one in your department. If you don't or do not wish to talk to your team champion you can speak to another champion. You can have a private wellbeing conversation with a champion who will also be able to signpost you to further support. To find out how to speak to a champion contact the Wellbeing Team on [sfh-tr.wellbeing@nhs.net](mailto:sfh-tr.wellbeing@nhs.net)
- Wellbeing Team – if you don't know your teams Wellbeing Champion or want to talk to someone different your Wellbeing Team can connect you with a Champion or have this conversation with you. They can support teams, deliver training, escalate wellbeing ideas and projects, in addition to working with external organisations to ensure you get the support you need.
- Occupational Health – support you with issues at work and any adjustments you may need.
- Operational HR Team – if you want some advice on policy or want some advice. This is confidential.
- Equality, Diversity and Inclusion team – have 6 staff networks to support you. You can find out more by seeing the EDI intranet page.

### **Can I see a wellbeing champion from a different area? And how do I get in touch with them?**

Yes you can, we have almost 150 champions. Email the Wellbeing Team on [sfh-tr.wellbeing@nhs.net](mailto:sfh-tr.wellbeing@nhs.net) for their contact details.

### **What training does a wellbeing champion do and how do I become one?**

A wellbeing champion is asked to complete the national wellbeing champion e-learning and complete the 2.5 hours induction held by the Wellbeing Team. They are also asked to attend the monthly champion sessions for updates and training. If you are interested in being a champion speak to your manager, as you will be released some time each month to do this. If you want to speak to a champion about their experiences you can email the wellbeing team.

### **What training courses do the wellbeing team do?**

We offer coping under pressure course, react mental health training, wellbeing conversation training, menopause for managers and wellbeing champion induction. We also offer bespoke sessions to teams. These are all available on the Sherwood E-Academy.

### **Can we have more drop-in sessions, visits to the team, listening events, walk rounds from the Wellbeing Team?**

Yes absolutely, we love to come and visit you. You can contact the team to arrange this, whether this is for an individual, a team meeting or huddle. Talk to your manager first as they may have already been in touch with us about this.

### **Can we have wellbeing drop-in clinics?**

We do not currently do this, but if your department or area would like this please do get in touch.

## **Section 3: Classes and support networks**

### **Could we have more exercises classes?**

This is based on the needs of all colleagues. If you have any specific classes you wish to see then let the wellbeing team know. You can also access local gyms and providers for weight loss and exercise classes also.

We currently have a yoga class at Kings Mill on Thursday evenings 5:45-6:45 and a Pilates class at Newark on Wednesdays 5:15-6pm. Interested in either of these please contact the teachers directly;

Yoga at Kings Mill contact Claire on 07425171895

Pilates at Newark contact Jo on 07950176332

## **What are the staff networks and how do I get in touch with them?**

There are 6 staff networks for carers, WAND (disability network), LGTBQ, ethnic minority and women in Sherwood and the faith and belief network. There is also the armed forces network. To know more about the network, meet the leads and know more about what they do and how they can support you visit the intranet page and click on the staff network tiles, alternatively click here (note this link is only accessible whilst onsite) - [Staff Networks](#).

## **How can managers support my wellbeing?**

Your managers role is too support you at work. It is hard to talk if things are hard but by asking for a wellbeing conversation with your manager to talk and explore options is important. There are many processes here at SFH to support you, from flexible working, adjustments and many more. If you find having the initial step with your manager difficult you can speak to a wellbeing champion, a colleague or even the Samaritans or VIVUP.

We hope this FAQ is useful, for further information or enquiries please contact the Wellbeing Team on [sfh-tr.wellbeing@nhs.net](mailto:sfh-tr.wellbeing@nhs.net).