

Sarah Crane

Team Chaplain

**Milton Keynes University Hospital NHS
Foundation Trust**

Peer to Peer Listening Service (P2P)

@secraney

@mkhospital



Context



Two thirds
of UK
adults
have
'nobody to
talk to'
about
problems

<http://www.bbc.co.uk/news/health-42903914> - January 2018

Developing the idea



NHS
East Midlands
Ambulance Service
NHS Trust



Summer 2015 – Hearing from EMAS about their scheme we started to consider how P2P might work at MKUH and received approval from the Trust Board to proceed with wider engagement.

Spring 2016 – set up a steering group to discuss and held open forums to explain and gain feedback on the idea

Recruiting and training


We started with open meetings to gauge interest and see how people responded to the idea.

People were then invited to apply if they were interested in being part of the project. References were taken and informal interviews done.

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Peer to Peer Support (P2P)

Your Colleagues need you!



To get involved with improving staff support at MKUH come to find out more on:

- 3 May 11.30-12.00pm room 4, postgrad centre
- 5 May 3.00-3.30pm room 4, postgrad centre
- 9 May 2.00-2.30pm room 4, postgrad centre
- 10 May 11.00-11.30am room 4, postgrad centre


or contact Revd Sarah Crane on 86061 or via email sarah.crane@mkuh.nhs.uk

WeCARE Revd Sarah Crane, Chaplaincy, 86061

We CARE Milton Keynes University Hospital **NHS**
NHS Foundation Trust


**Do you like cake?
Have you ever had a bad day?
Do you care about your colleagues?**

If you answered yes to any of the above then come to our drop in to find out more about P2P Listening Service at MKUH.



Wednesday 8th November 12.30 – 2pm
Eaglestone Function Room

Wednesday 22nd November 12 – 2pm
Witan Gate Boardroom
Refreshments included



If you can't make the date but would like to know more please contact p2p@mkuh.nhs.uk or phone Revd Sarah Crane, 86061 or Karen Camm, 85122

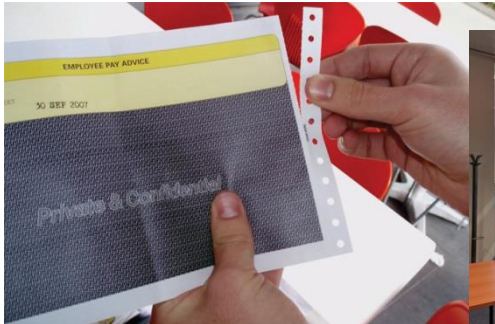
In the Summer of 2016, 23 people were trained across 3 dates. Since then another 24 have trained as volunteers and another 8 are joining the team in April.

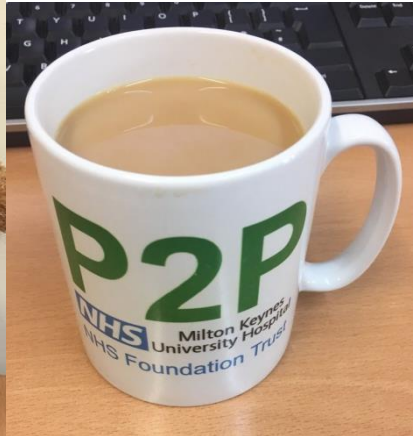
At present we have 44 active volunteers as some have left the Trust. This is more than 1% of our workforce.



Spreading the word

We have put posters about accessing the service in as many staff areas as possible and have also had information sessions and used home made cakes to tempt people to find out more! We also put leaflets on all payslips in December 2016.






We received some funding to buy a thank you gift for our volunteers so decided to put our logo on mugs, bears and rubber ducks. These work both in spreading awareness (alongside our badge) but also remind our volunteers that looking after themselves is a crucial aspect of caring for others.



We like to make sure there's always cake when we want to say thank you!


Reporting

We ask our volunteers to report quarterly regarding how many people came to see them, and how many of those were *primarily* work related.


P2P Quarterly Report Sheet

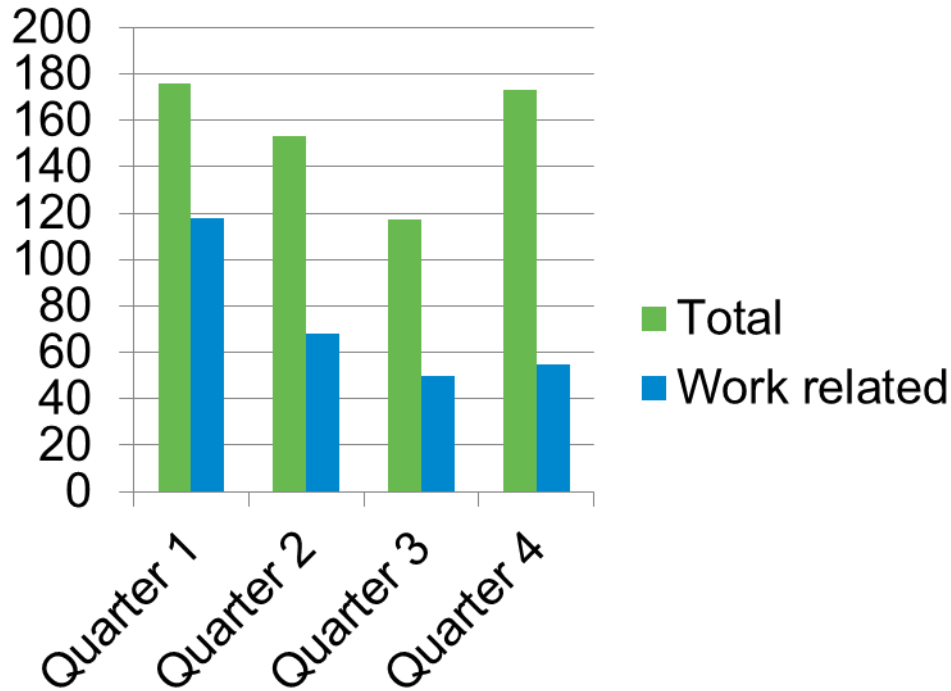
Name	
Date (from and to)	
Number of P2P Contacts (tally)	
Number related to work issues (tally)	

Please return to Sarah Crane either via internal post or via email p2p@mkuh.nhs.uk Thank you ☺



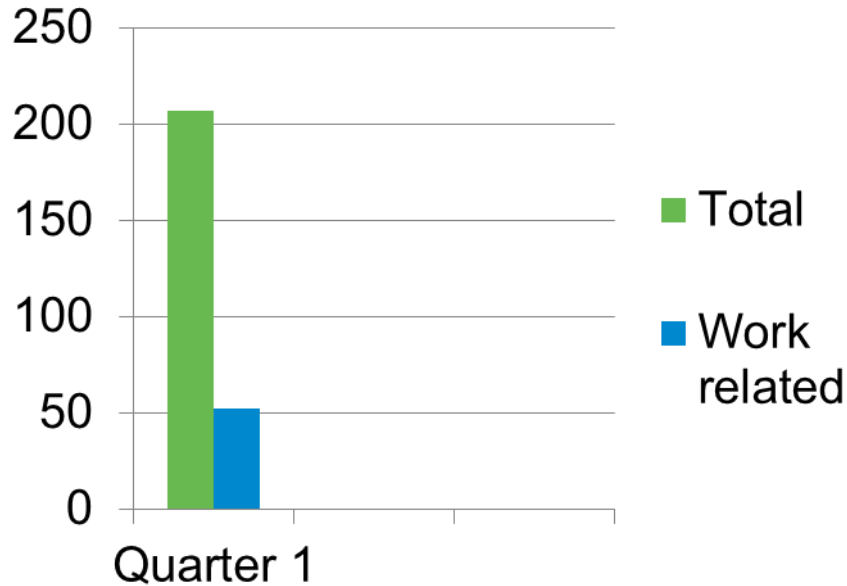
WeCARE Revd Sarah Crane, Chaplaincy, 85051

Year 1 – 2016/17



We saw 619 people in total, 47% of those conversations were *primarily* about work issues.

Year 2 so far – 2017/18



So far we've only collected the data to the end of 2017, but in the first quarter of our second year our team has seen 207 members of staff, 25% of these were *primarily* work related.

What next?

Our aims are simple: to keep making sure people know about the service; to continually recruit a sustainable number of volunteers; and to make sure that every member of Team MKUH feels supported and cared for.

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We all need to talk sometimes. If you need to offload you can find listening support from trained volunteers in one of 3 ways:

1. Spot a P2P badge and tell the person you could do with a chat
2. Ring Revd Sarah Crane, 86061 or Karen Camm, 85122 and ask to see someone
3. Email p2p@mkuh.nhs.uk—this email address has an auto reply with all the volunteers and their contact details on so you can wait for a reply or simply choose to get in touch with one of the team.

To find out about volunteering as a P2P listener email p2p@mkuh.nhs.uk or speak to Sarah/Karen on the contact details above

