

# GP SUPPORT PROGRAMME



*Burnout in the primary care workforce seems to be at an all-time high, both locally and nationally. The GP Support Programme provides bespoke support for you when you need it.*

## This service is confidential and free for GP members of Pegasus.

- ▶ Safe environment
- ▶ Focus is you and your patients' well-being and keeping you both safe
- ▶ Programme individualised to suit your needs
- ▶ Three free counselling/ Psychology appointments alongside GP Peer support
- ▶ Self-referral or referral from colleagues

Our support programme is designed to support you in your role as a GP. It's a confidential service which you can access either through self-identification or through referral as the result of information received from other health professionals, or patients, or after review of prescribing or other data.

## Our primary focus is the health and well-being of you and your patients.

Our Programme is supported by experienced GPs who provide one-on-one pastoral care and is overseen by the GP Support Committee. Pegasus's CEO is ultimately responsible for ensuring it operates safely and effectively.

We've developed robust systems for supporting doctors, and continuously review our policies around case management, looking for opportunities for improvement and ensuring clarity of responsibility between professional bodies and us.

## Why?

Burnout in the primary care workforce seems to be at an all-time high, both locally and nationally. The GP Support Programme provides bespoke support for you when you need it.

The aim is to provide proactive support to keep everyone safe and well and providing that support as and when you need it. For example, to assist with this, we use prescribing data to highlight who may need support.

## What to Expect

This is a supportive programme designed to help you stay safe and well and continue to be able to provide excellent care to your patients.

There are two aspects to the support provided by the programme.

### 1. Free Counselling/ Psychology Appointments

You can access the free counselling sessions by directly contacting one of the professionals listed in the Referral information sheet and asking your therapist to complete the online form linked from the GP Support Programme page: [pegasus.health.nz/gp-support-programme](https://pegasus.health.nz/gp-support-programme)

### 2. Peer Support

You can access Peer Support by contacting the programme directors (details overleaf). The Peer Support programme is a combination of peer support, counselling and education covering such areas as prescribing habits and business sustainability. This includes regular communication, either by phone or in person on an 'as needed' basis. You and your GP Peer will agree on an action plan to provide you with the best support.

There is no fixed timeframe for how long you can be on the programme.

As well as individualised support, we routinely review everyone involved and look at other ways we can provide appropriate support, such as ensuring you're enrolled with your own GP or are attending an appropriate education programme.

## | Confidentiality

The service is confidential.

The GP Support Committee reviews anonymised data about GPs on the programme. Your GP peer may discuss your case with the GP Support Committee under certain circumstances, but you will be notified before this happens. For example, if you were struggling to complete an agreed action plan or if there was a serious or on-going concern about your conduct or competence.

In these cases, the Committee may need to undertake a more formal review, to which you, and your GP Peer, will be invited to contribute.

The Committee may recommend appropriate next steps, which may include more intensive support and monitoring. In very rare cases, because of the Health Practitioners Competence Assurance Act, it may be necessary to refer the matter to the Medical Council for review. You will be notified of any such recommendations before they occur.

## | Referrals and further information

If you or someone you know needs support, then you can enquire about the programme confidentially by contacting:

Contact name

**Caroline Christie**

Phone number

**021 205 5321**

Contact name

**Simon Wynn Thomas**

Phone number

**021 228 7685**



## | Checklist

If any of the below apply to you then it's never too early to connect with the GP Support Programme:

- Do you feel overworked?
- Do you feel undervalued for the work you do?
- Do you struggle to get out of bed in the morning for fear of what you will have to deal with that day?
- Does your heart sink when you see your appointment list?
- Do you get to the end of each day and feel overwhelmed by the burden of your patient's problems?
- Are you deliberately trying to spend less time with patients?
- In managing problems do you find yourself just going by the book rather than creatively meeting the individual needs of your patients?
- Do you have difficulty expressing your true feelings and instead talk in generalities?
- Do you 'intellectualise' your feelings when dealing with difficult emotional situations, thereby minimising your personal involvement?
- Do you joke about or disparage your patients?
- Do you expect too much of yourself, taking your successes for granted and berating yourself for your failures?
- Do you pour out your troubles to your staff?
- Do you self-medicate?
- Do you feel isolated from your colleagues?
- Are you spending more time in your room and less time talking to colleagues?