



# Employee Assistance Programme

**Freephone from UK  
landline: 0800 111 6387**

**For Management  
Support: 0800 111 6385**

Visit [www.my-eap.com](http://www.my-eap.com)  
Access code: **sthkwell**

Your free and confidential Employee Assistance Programme can provide information, advice and support 24 hours a day, 365 days a year (Management Support is available Monday - Friday 8am - 6pm)

-  Work
-  Money
-  Retirement
-  Your rights
-  Health and Wellbeing
-  Relationships
-  Management Support
-  Emotional support
-  Children
-  Legal information



## Dedicated staff support lines and text services

**Staff support line-** have a confidential staff support line, operated by the Samaritans and free to access from 7:00am– 11:00pm, seven days a week. **Call:** 0800 069 6222 or text **FRONTLINE** to 85258 for support 24/7 via text

**Bereavement support line -** We also have a confidential bereavement support line, operated by Hospice UK and free to access from 8:00am– 8:00pm, seven-day a week. **Call:** 0300 303 4434

**Bereavement and trauma support line for our Filipino colleagues-** There is a team of fully qualified and trained professionals, all of whom are Tagalog speakers, ready to help you. **To book a consultation, call:** 0300303 1115

**Shout -** Shout offers silent, anonymous text message support, designed to help the person to take steps towards feeling better. Anyone working for the NHS can text the word 'FRONTLINE' to 85258, to be connected to trained volunteer at any time of day or night 24/7 365 days a year. [Frontline workers - mental health support | Shout 85258 \(giveusashout.org\)](https://www.giveusashout.org/)

**Local Resilience Hubs**  
[www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/](https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/)

### **Counselling and talking therapies for our ethnic minority colleagues**

**#Lookingafter you too: Coaching support for our Black, Asian, Minority Ethnic colleagues** This programme has been developed to support any NHS colleagues who identify as part of our Black, Asian, and Minority Ethnic workforce in NHS and ambulance trusts, in maintaining their psychological wellbeing during this challenging time.



### **Islamic mental health and wellbeing service**

Free faith-based mental health counselling support for Muslims working in the NHS. Inspired Minds and the Lateef Project have partnered with the NHS to provide a confidential and Islamic- based counselling service for our NHS people, delivered by qualified counselling therapists.

- **Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/>

# Support through our digital health and wellbeing apps



## [Headspace](#)

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep.

Free access has now been extended until 31 December 2023.



## [Unmind](#)

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing. It includes digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition.

Free access has now been extended until 31 December 2023.



## [StayAlive](#)

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.



Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>

This leaflet provides detailed resources to enable our colleagues to reach the best support needed for their wellbeing.



### Call Health, Work & Wellbeing

0151 430 1985

Available Mon-Fri 8.45am - 4.15pm



### Email Health, Work & Wellbeing

[hwwb.adminesthk.nhs.uk](http://hwwb.adminesthk.nhs.uk)

Anytime referrals, responses within 72 hours



### Call Employee Assistance Programme Vita Health Group

0300 131 2067

Available 24 hours a day, 7 days a week,  
365 days a year - alternatively visit

<https://www.my-eap.com/> and use access  
code **STHKWELL**



## Wellbeing Resources

Lead Employer



**Health, Work and  
Wellbeing Department**  
For a referral please contact:  
[absencesupport.leademployer@  
sthk.nhs.uk](mailto:absencesupport.leademployer@sthk.nhs.uk)

The Trust also operates an Employee Assistance Programme (EAP) which provides a 24 hour confidential helpline which you may wish to use. The EAP can be accessed via:

[www.my-eap.com](http://www.my-eap.com) with Access Code: STHKWELL or via phone on: 0800 111 6367

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- Practitioner Health Programme - <https://www.practitionerhealth.nhs.uk/>  
The DSG aims to assist doctors and dentists who need help when coping with the enormous stresses and difficulties they may face. Members of the DSG come together for regular meetings and provide support for those facing suspension, exclusion, investigation of complaints and/or allegations of professional misconduct.
- Doc Health - <http://www.dochealth.org.uk/what-we-offer.html>  
Confidential, not for profit, psychotherapeutic consultation service for all doctors. The service is delivered by Consultant Medical Psychotherapists based at BMA House in London. Although located in London, the service is open to all doctors in the UK. It is supported by the British Medical Association (BMA) and the Royal Medical Benevolent Fund (RMBF).
- Family communication to support staff during COVID-19 including guidance for key workers on how to have difficult conversations with your children about your role as a key worker is available:  
<http://people.nhs.uk/uncategorized/communicating-with-children-about-covid-19/>

## **Physio Med**

Any employee who suffers with a musculoskeletal injury or disorder (MSD) can be referred to PhysioMed. For further information on this service, please contact: Health, Work and Wellbeing on 0151 430 1985

## **BMA**

The BMA offers support services including counselling and the Doctor Advisor Service, For further information [please click here to visit their website: https://www.bma.org.uk/advice-and-support/your-wellbeing/wellbeing-support-services/counselling-and-peer-support-for-doctors-and-medical-students](https://www.bma.org.uk/advice-and-support/your-wellbeing/wellbeing-support-services/counselling-and-peer-support-for-doctors-and-medical-students)

**Alcohol/Substance Misuse** Sick Doctors Trust - <http://sick-doctors-trust.co.uk/page/about-the-trust>

The Sick Doctors Trust was established in 1996 by a group of doctors who were themselves recovering from addictions and were concerned about the lack of effective arrangements for helping others who found themselves in difficulty as a result of alcohol or drug use. They also support with GMC hearings. They are happy to talk to colleagues or members of the family of a doctor who is experiencing problems and will suggest appropriate help.

**British Doctors and Dentists Group** - <http://www.bddg.org/>

The British Doctors and Dentist Group is a mutual/self-help group of doctors and dentists who are addicted to alcohol and/or drugs who are living, or wish to live, in a recovery programme free of alcohol and drugs. There are around 800 members in the UK meeting in 18 active groups. Most meet monthly for support and to discuss alcohol and drug related problems to maintain sobriety, and to offer help to doctors and their families.



## **Financial Support and Advice - Money**

Advice Service: 0800 448 0826 The Cameron

Fund <http://www.cameronfund.org.uk/>

The Cameron Fund is the GP's own charity. It is the only medical benevolent fund that solely supports general practitioners and their dependents. They provide support to GPs and their families in times of financial need, whether through ill-health, disability, death or loss of employment. They help those who are already suffering from financial hardship and those who are facing it.

## **Royal Medical Benevolent Fund - <https://rmbf.org/>**

The RMBF provides support for doctors and their families through all stages of their career and beyond. Our help ranges from financial assistance in the form of grants and loans to a telephone befriending scheme for those who may be isolated and in need of support.

Royal Medical Foundation - <http://www.royalmedicalfoundation.org/>

## **Domestic Abuse**

Call Refuge's [National Domestic Abuse Helpline](#) for free confidential advice 24 hours a day on 0800 2000 24/7. Visit the [helpline website](#) to access further information, a contact form and the live chat service. If you are in immediate danger, call 999 and ask for the police.

## How to Contact us

Self Referrals email:

[wellbeing.referrals@sthk.nhs.uk](mailto:wellbeing.referrals@sthk.nhs.uk)

Events booking email:

[wellbeingevents@sthk.nhs.uk](mailto:wellbeingevents@sthk.nhs.uk)

0151 430 1985

Find all our resources and more on the  
Intranet and Wellbeing section of the Staff  
App