



Support for Medical and Dental Staff

A range of different types of help for medical and dental staff is available from the health board, the profession and charities, to support you as an individual, through this challenging time.



Canopi (previously known as Health for Health Professionals Wales - HHP Wales)

Canopi offers a free **confidential** service that provides NHS and social care staff in Wales with access to various levels of mental health support (fully funded by the Welsh Government and administered by Cardiff University).

Offering self-help, guided self-help, peer support, and virtual face-to-face therapies with accredited specialists. The service has been designed to work in conjunction and be complementary to the services offered by occupational health departments and the support available to an individual through their GP.

How to access the service –
Contact Number: 0800 058 2738
Email: canopi@cardiff.ac.uk
Complete [Referral Form](#)

Canopi is available 9am and 5pm Monday to Friday (*excluding bank holidays*). A call handler will take your details and put you in contact with one of our doctor advisors who you can then speak to confidentially.

For more information, please visit [Canopi](#).

If you need to speak to someone out of hours (between 5pm and 9am weekdays and weekends) please contact [BMA Counselling Service](#) on 0330 123 1245 (available 24/7 and 365 days of the year) for a comprehensive range of services available for all doctors across the UK – following triage, doctors can access in-the-moment support or be referred for a structured course of up to 6 sessions with a counsellor. If you have already spoken to a counsellor, you can request to speak to that person again. Remember you don't have to be a member of the BMA to use the service.

Staff Wellbeing Advice and Support Service



The aim of the Staff Health and Wellbeing advice and support service is to provide faster access to staff health and wellbeing support from the team's health professionals.

This prudent approach aims to ensure that staff members receive timely support by the appropriate healthcare professional. Various [events](#) are available for staff to attend, as well as access to [Wellbeing Apps](#).

The service offers support for health at work concerns from a Physiotherapist for musculoskeletal conditions (muscle and joint pain); or a Wellbeing Advisor (Occupational Therapist, Staff Counsellor or Assistant Psychologist) for emotional health problems (such as stress, anxiety and low mood). The service will also be able to provide advice (signposting to appropriate policies and departments) in relation to human resources from the team's Workforce Programme Manager.

Following self-referral, a confidential telephone contact with the appropriate professional will be arranged in a timely manner in order to understand your 'health at work' needs and to provide related advice and ongoing support, if necessary. Additionally, the service will be able to signpost staff to relevant services that support staff health and wellbeing.

How to access the service –

Contact Number: 01639 684568 or internal extension 44568

Email: sbu.staffwellbeing@wales.nhs.uk

Complete [Self Refer Form](#)

Intranet link: [Staff Wellbeing - Home \(sharepoint.com\)](#)

The service will operate 9.00am – 5.00pm, Monday to Friday (*excluding bank holidays*).

Occupational Health

The service, run by SBUHB, will provide advice on wellbeing, workplace adjustments for doctors with health problems or disabilities, attendance management and ill health retirement.

How to access the service –

Contact Number: 01792 703610

Email: Sbu.Occhealth@wales.nhs.uk

Intranet: [SBU Occupational Health - Home \(sharepoint.com\)](#)

Lines are open 8.00am – 5.00pm, Monday to Friday

Guardian Service

The [Guardian Service](#) Ltd is an external independent service which operates 24/7 365 days of the year offering staff a safe, confidential, and non-judgmental supportive way to raise any concern or risk in the workplace. This includes any concerns around patient safety and the whole focus is on reaching resolutions.

The service can be offered in English and Welsh and is designed to provide an additional avenue for staff to raise a concern and does not replace the existing support mechanisms within the Health

Board including trade unions, wellbeing services and HR. These will all continue to operate and be available to staff with no change.

There are two external independent guardians posts, Malcolm Stammers and Dafydd Owen.

How to access the service –

Contact Number: 0333 5773132 (a dedicated free line)

Email: Malcolm.s@theguardianservice.co.uk

Dafydd.O@theguardianservice.co.uk

Royal Medical Benevolent Fund

The [Royal Medical Benevolent Fund](#) provides support for doctors and their families through all stages of their career and beyond. Their 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.

How to access the service –
Contact Number: 020 8540 9194

ENFYS

ENFYS supports doctors and other health care workers with substance misuse issues and other complex mental ill health. Dealing with all types of addiction, including alcohol, drugs (prescribed or illicit), gambling, sex, eating disorders and any other dependency or harmful behaviour.

ENFYS offers:

- Counselling packages tailor-made to suit your needs
- Support with your commitment for change
- A wealth of knowledge and skills from our team to give support that's right for you
- Support with helping you to make lasting changes
- Individual, couples, and family therapy
- The provision of on-going support and aftercare.

ENFYS' objectives:

- To give hope and help with making positive changes to help improve your emotional wellbeing
- To provide the tools for change
- To explore how we can work towards creating new, healthier habits - encouragement and commitment to assisting you with positive change
- Promoting a healthy work/home-life balance
- To help you in tackling any barriers that may slow your progress, giving ongoing, confidential support and aftercare

If alcohol, drugs, or ANY other attachment is costing you more than money, then, perhaps, you should consider reaching out to us for help. **NO ONE WILL EVER KNOW!**

How to access the service –
Contact: Wynford Ellis Owen
Contact Number: 07796464045
Email: wynfordellisowen@adferiad.org.uk

GMC Wellbeing Resources

The GMC acknowledge doctors continue to work in challenging circumstances, and that many of may feel stressed and tired – please see the link to a range of resources [Wellbeing resources for doctors - GMC \(gmc-uk.org\)](https://www.gmc-uk.org/wellbeing-resources-for-doctors)

Professional Support Unit (PSU) at HEIW

HEIW's PSU team support trainee doctors, dentists and pharmacists in their professional development and training progression.

What they do –

- coach and mentor trainees 1:1 to create and work through an action plan.
- offer advice, guidance and support to trainees in their professional context.
- provide access to experts who can deal with specific areas.
- deliver information and training which supports trainees and trainers.
- establish clear lines of responsibility for all educators involved in managing trainees.
- help to identify potential problems early which may require support from the PSU.
- give trainers a clear structure to identify and address issues.
- provide a network of support for educators throughout Wales.

How to access the service –

Complete [Referral Form](#)

Website: [About the Professional Support Unit - HEIW \(nhs.wales\)](https://www.nhs.uk/healthcare-professionals/psu/)

Royal College of Paediatrics and Child Health

It is so important to take care of yourself as a healthcare professional. College members across the UK recommend some useful wellbeing resources to support you.

How to access the service –

Website: [Your wellbeing | RCPCH](https://www.rcpch.ac.uk/wellbeing)



We hope you will consider using any of the services available if you feel they could help to support you.

Medical Appraisal and Revalidation Team:

*Sharon Penhale
Alison Hughes*

*Appraisal and Revalidation Manager
Appraisal and Revalidation Support Officer*

*Dr Anjula Mehta
Dr Raj Krishnan*

*Responsible Officer / Acting Executive Medical Director
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