

# Resilience in General Practice

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# Resilience:

Latin – *resiliens*

The pliant or elastic quality of a substance

The capacity to absorb negative conditions  
deal with them in meaningful ways,  
and move forward

Why is it a hot topic for  
the NHS ?

# Your views



- Pressures on the NHS
- Change where we have no control
- Recruitment pressures
- Expectation of doing more for the same price
- Change fatigue
- More complex system eg referrals /what we manage in GP /new organisation such as Primary Care Networks
- Society expects more
- More complaints
- Social media and the internet

# RESILIENCE - a core disposition/capability to sustain ourselves in a turbulent world

The world is a very different place to what it was even a decade ago. Change is a feature of every aspect of our life and in the NHS it is fast, complex and often not what we want to do.

So we have a choice, we can either resist it, or turn a blind eye to what we have to change, or we can try to engage with it, learn, adapt and develop ourselves and our practices.

This willingness and ability to engage with and adapt to change, which disrupts the ways we have done things before, and perhaps challenges our own beliefs, values and identity, is called **resilience**.

Why look at it now when  
it's an age old problem ?

Because :

New research by psychologists  
looking into why people aren't  
coping and how they can cope

STEPHEN R. COVEY

*Author of The 7 Habits of Highly Effective People*

A. ROGER MERRILL  
and REBECCA R. MERRILL

# FIRST THINGS FIRST

Coping with the  
ever-increasing demands  
of the workplace



The Center for  
Innovation & Entrepreneurship



# The Clock and the Compass

Two powerful tools that direct us in life

The **clock** represents our commitments, appointments, goals, activities and how we manage our time

The **compass** is our vision, values, principles, mission, direction, conscience, and what we feel is important and how we lead our lives

The struggle comes when we sense a gap between the clock and the compass

When what we do doesn't contribute to what is most important in our lives

## **Exercise 10 min conversation in pairs**

**How have you experienced resilience in your own life?**

**10 mins** think a time when you have had to deal with a difficult challenge in your personal or professional life.

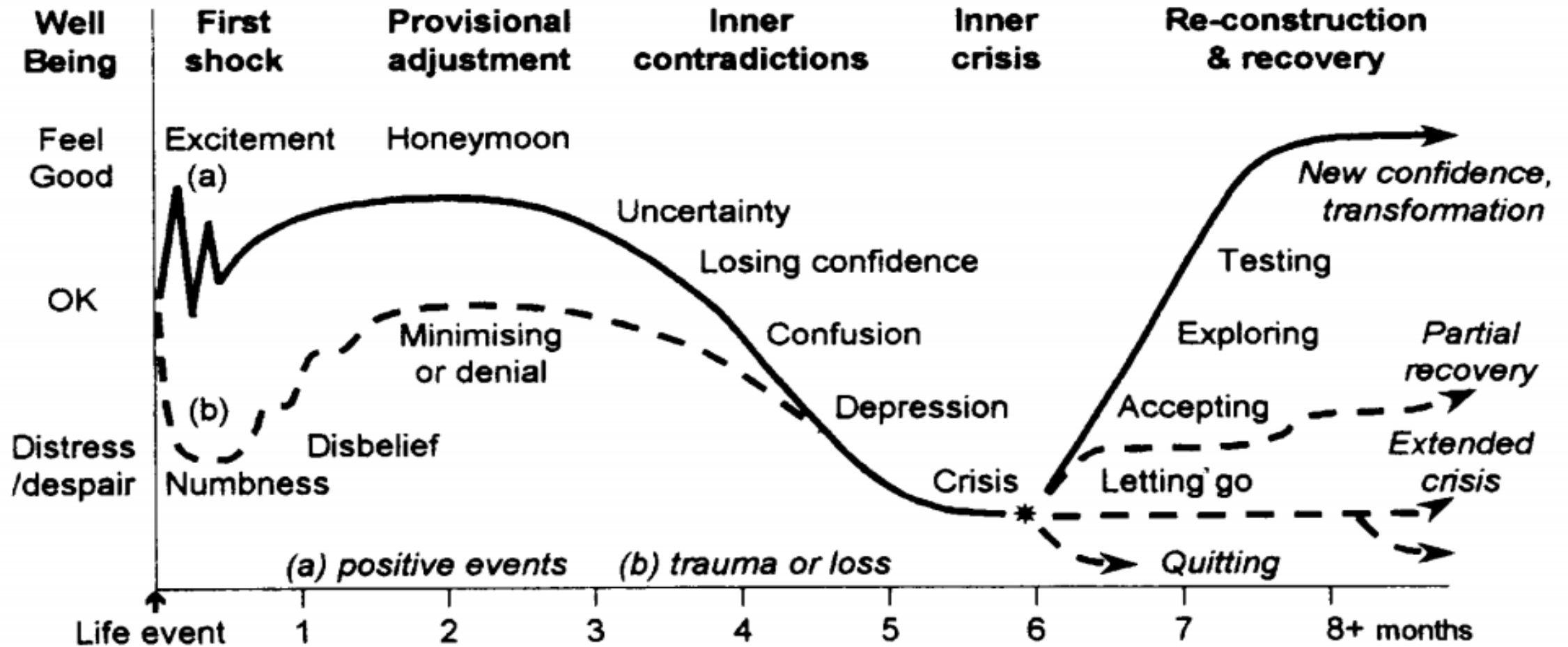
Sketch a time line for the period of time you were affected by the challenge. Note the stages and changes you went through to deal with the challenge on your timeline.

What were the important lessons you learnt about becoming resilient through your experience?

Now compare your timeline with  
that shown by research

# Responding to significant events

## Transition cycle (Williams 1999)



How do we develop personal resilience ?

# Your thoughts



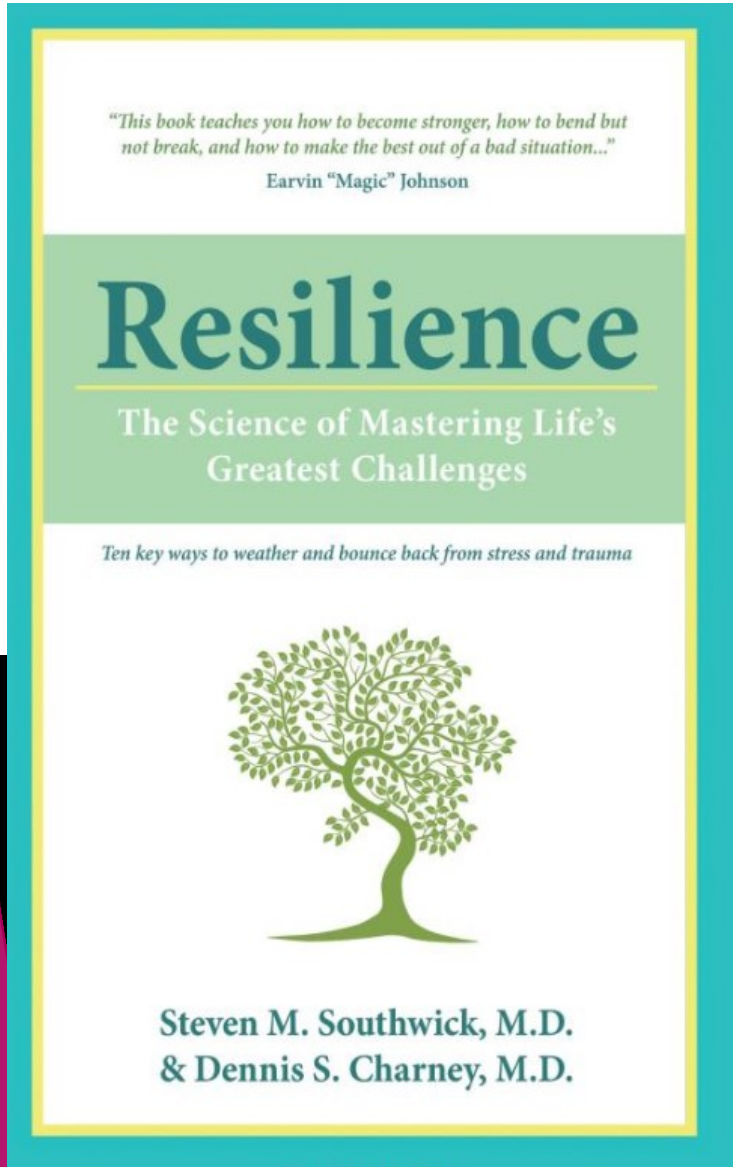
**Step 1 – recognise it**



Book by Steven Southwick  
And Dennis Charney

Resilience: The Science of  
Mastering Life's Greatest  
Challenges

# 10 ways to increase emotional resilience



- **Foster optimism:** Don't be in denial. See the world clearly but believe in your abilities.
- **Face your fears:** Hiding from fear makes it worse. Face it and you overcome it.
- **Have a moral compass:** A strong feeling of right and wrong tells us we must when we feel we can't.
- **Practice spirituality:** Be a part of a group that has strong beliefs and values
- **Give and receive social support:** Tapping on the wall of your cell can keep you going.
- **Imitate resilient role models:** Or have people you know you do not want to be.
- **Physical fitness:** Exercise adapts your body to stress.
- **Be a lifelong learner:** Keep your brain sharp and it will give you solutions when you need them most.
- **Develop a number of ways to cope:**
- **Have meaning in your life:** Don't just do a job; have a calling and a purpose

How do we improve our organisational resilience  
in General Practice ?

10 minutes of group discussion

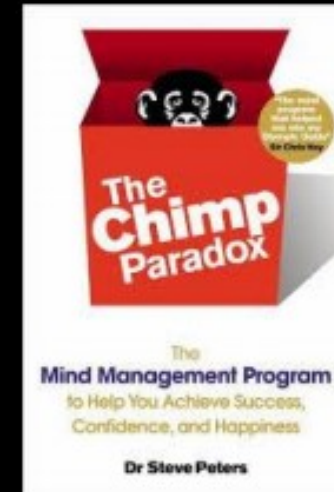
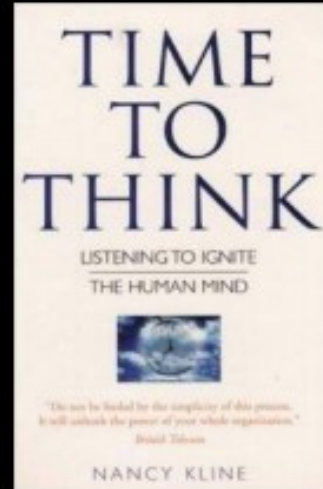
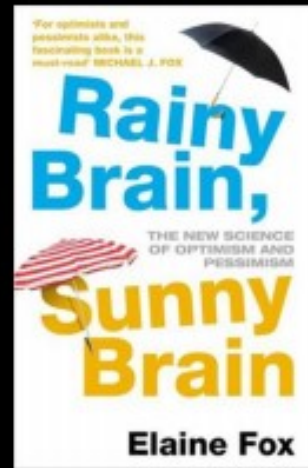
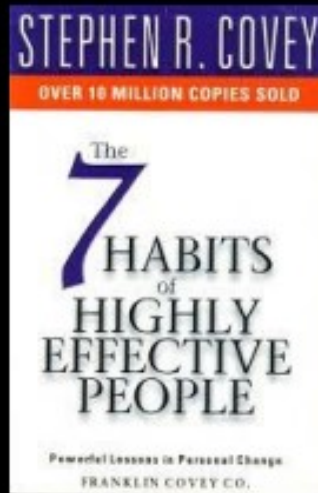
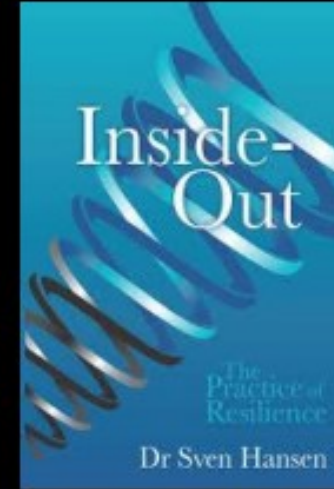
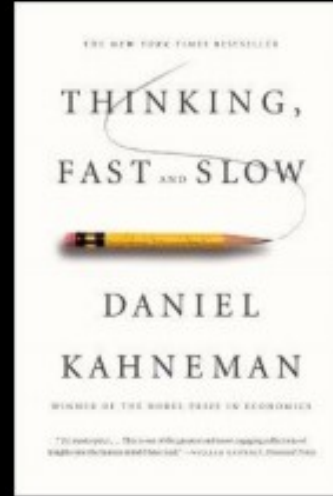
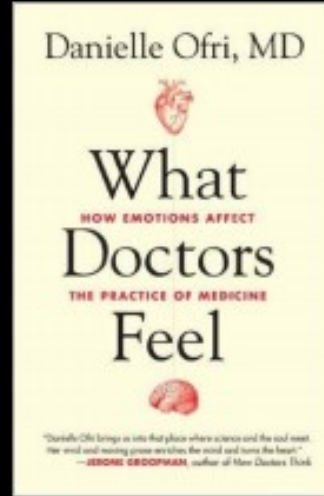
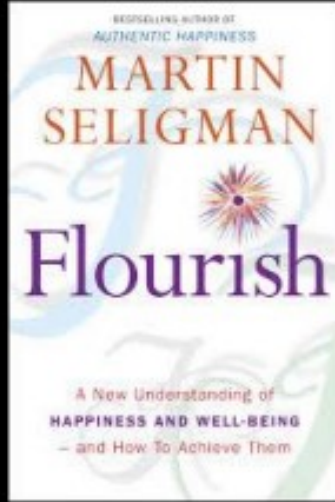
# Your thoughts



[https://www.youtube.com/watch?v=C1UCI2ZH  
Eqw](https://www.youtube.com/watch?v=C1UCI2ZH<br/>Eqw)



# Resilience resources



# Summary of a systemic review Resilience of primary healthcare workers

British Journal of General Practice, June 2016

13 different studies

Similar definitions for Resilience  
international in high income countries  
Australia, US, Sweden

# Main conclusions

## Personal Characteristics

## Work environment factors

Very difficult to objectively assess so instead measured

Control over workload and supportive colleagues

One study found that although emotional resilience was lower

Buy working longer hours ,it was increased by having greater

Control over time and content of work

## Social ,personal and lifestyle factors

- higher resilience with physical activity
- Worrying about work when at home and vice versa causes tension and negatively affects resilience
- Family support and high perceived growth is protective for burnout
- Leisure time relieves stress

**Slides and other resources can be found  
on my GP Scrapbook website**

**<http://www.epsomgped.org/resilience.html>**

**Thank you**



It takes a village to raise a child

It takes a village to help  
someone bounce back from  
disaster



# How does social support make you more resilient?

- Researches haven't emphasized this
- Emphasis has been on studying personal qualities
- Research is complex and varied depending on the type of hardship suffered
- Eg loss of a spouse versus abuse in childhood

# Resiliency researcher Elliot Friedman

- Availability of social support in all its forms
- Practical support
- Emotional support
- Support with how you think about the situation
- They all help us in facing challenges

Friedman says :

We are finding that a good route to feelings of purpose ,which we think of as good source of resilience comes from being

- out in the world
- engaged with activities that are good for people

# So why does this matter ?

Because if we don't understand the relevance of social support in resiliency may set ourselves up for failure by pur focussing on personal aspects

We can focus on creating ways people strengthen their support systems when policy making and investing



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The information and resources on this website are being created by and for the members of the 'GP Life Begins at 50' group. We are committed to developing ourselves and our practices during the third stage of our career.

Our aim is to share the things that interest us and care about, discover new opportunities for developing ourselves and our practices, and grow our network of empathetic and supportive colleagues so that we can sustain ourselves and flourish.



The group is led and facilitated by Dr T Khalafpour @taranehk If you use twitter you can follow us using #gplifeat50

Tweets by @taranehk

Taraneh Khalafpour Retweeted



Tea&Empathy NHS @Tea\_EmpathyNHS

A reminder to keep looking out for yourself. You're a human, you have basic human needs. Make sure you manage to eat/drink/sleep/rest and have some fun too. It's so important to help keep yourself afloat.

We are here if you're having problems. Peer support for #nhs workers 24/7.



Looking after yourself so you can better care for others from CMFT Medical Education on Vimeo.

A parting thought

....

How about  
immersion ?

Thank you for listening