

Minutes of the 9th GGPET Edward Jenner Lecture
Wednesday 18th March 2015
Queen's Hotel, Cheltenham

Keynote speaker: Professor Amanda Howe, Vice-Chair of the RCGP
Title: "The Future of General Practice- Resilience and Being a GP"

Present: Timothy Alder, Esther Annis, Olesya Atkinson, Paul Atkinson, Caroline Bennett, Sasha Bennett, Rahana Bibi, Sam Boden, Georgina Charwood, Vanessa Dane, Laurie Darlaston, Sharon Drewitt, Lizzie Eley, Michael Evans, Alex Fergusson-Wood, Nicholas Gilbert, Laura Halden, Ruth Hallett, Sadaf Haque, Christine Haseler, Hibba Hayiee, Anja Henke, Martyn Hewett, Andrew Hillam, Iain Jarvis, Paul Johnson, Sharon Kane, Amanda Lacey, Emma Le Roux, Alison Macrae, Jackie Martin, Shanta Nair, Stuart Nelson, Julie Nevin, Martin Nicholas, Simon Ryley, Andrew Seymour, Peter Spargo, Amjad Uppal, Charlottle Walker, Andrew Wheeler, Sarah Whitham, Susan Whittles, Paul Winterbottom, Sarah Winters

Professor Amanda Howe (AH) started the lecture exploring reasons for the recent increased pressure and workload for General Practice such as increased patients' complexity, reduced resources, increased societal anxiety and environmental challenges.

UK-based evidence suggests that 27% of doctors show signs of significant stress. 24% of all concerns about doctors put forward to the national revalidation team are to do with health concerns.

AH then proceeded to define resilience: "The ability to succeed, to live, and to develop in a positive way despite stress or adversity that would normally involve the real possibility of a negative outcome"; "The bounce back factor".

AH described several characteristics of resilient people:

- Confidence (self efficacy)
- Co-ordination (planning)
- Control – pragmatic, finding the path of least resistance
- Composure (low anxiety)
- Commitment (persistence)
- Making adversity meaningful - ability to engage with and utilise others for own support and development
- Manage negative emotions

AH then discussed ways to improve personal, professional and system resilience and also specifically discussed teaching resilience amongst the trainees.

Personal resilience

- Make home a sanctuary – think of home that is not work, set boundaries between home and work
- Value strong relationships with the right kind of people
- Control stress not people
- Recognise conflict as an opportunity – work out what's wrong and try to change it
- Manage bullying and violence assertively
- Have an annual preventative health assessment

- Create a legacy
- Get our medical organisations work for us e.g. .GGPET/CCG. See [www.ama.com.au/doctors health](http://www.ama.com.au/doctors%20health) for further ideas.

Professional resilience

- Recognition and acknowledgement of stressors
- Developing coping strategies
- Mindfulness – not to dwell on the negatives all the time
- Work/life balance,
- Getting early support e.g. when going to work stops being pleasant
- Supervision/support/reflection e.g. case discussion
- Workplace culture – how much time/space one gets at work for reflection/support
- Working time limits
- Moderate professional expectations

Resilience for trainees and leaders

- WHAT your learners learn e.g. ethical dilemmas, risks of doctors health, causes of errors
- HOW they learn – building up exposure and level of difficulty
- WHO they learn from – role models, diverse patients, each other
- WHERE they learn – in work settings, in communities
- WHY
- WHEN

Developing resilience in training

- Role models, mentoring/tutoring
- Teaching professionalism
- Discuss resilience
- Graded challenge

System

- Alertness to risks in the system e.g. partner off sick
- Regular managed timeouts to discuss problems
- Shared responsibility to act on stressors and risks
- Acceptance of responsibility for acting on difficulties
- Culture of support, safety and confidentiality
- External networks e.g. RCGP

Resilient communities

- Ecological/homeopathic principles

AH concluded the lecture by discussing the reasons to be optimistic about the future of General Practice citing some examples of excellence such as regeneration work following the earthquake in Christchurch, Bromley-by-Bow GP practice in London and others.