



GPN Peer Mentors

Supporting general practice nurses and HCAs across the Black Country & West Birmingham

- **Are you at risk of burn-out?**
- **Are you thinking of leaving General Practice?**
- **Do you need help with making decisions about your personal development?**
- **Would you like to be supported in managing your career?**
- **Perhaps you need support with improving a process within your practice?**

If so, the Primary Care Workforce team working across the Black Country and West Birmingham have developed a scheme in response to the needs of local general practice nurses and HCAs. A team of mentors has been appointed to support you with a range of issues and provide confidential help and support.

What's available?

Fully funded one-to-one peer mentoring support, initially for three sessions. These sessions will be up to two hours, face-to-face, provided by a GPN Peer Mentor. The areas of support will depend on your needs - examples include:

Burnout - Career planning - Personal development
Revalidation queries - Clinical areas for improvement
Quality and safety issues and concerns - CQC matters
Health and well-being concerns



Why are we providing this?

There is good evidence that peer support and mentoring is an effective way of helping staff to manage a range of issues. This ultimately contributes to achieving better retention of nurses and HCAs as they feel more supported, confident and able to make decisions about their careers and managing their working lives.

We know this works

The GP mentoring scheme has steadily gained momentum since April with more than 60 GPs now accessing the service and being supported in a range of ways. These include career development, help with a work-based challenge, managing professional relationships and/or something more personal.

Feedback has been very positive:

Believing it
won't be a lonely
place anymore



Very beneficial,
something
concrete I can
go forward with



It has
reignited
my passion.





Mentoring



Black Country and West Birmingham
Primary Care Workforce
Your career in Primary Care

Who is providing the mentorship?

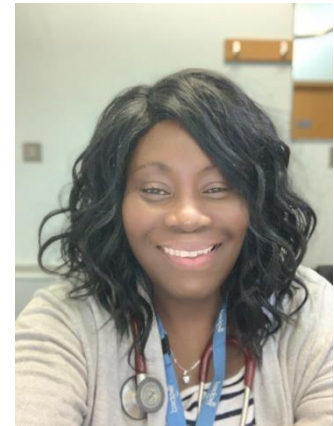
The mentors are a group of very experienced nurses working in general practice across all areas of the Black Country and West Birmingham, and have been appointed specifically to provide this support. They are:

Jayne-Marie Hawkins (Dudley)

Bio to follow.

Jenni Francis (Sandwell and West Birmingham)

I am an ANP based in a practice in Oldbury, within Sandwell and West Birmingham CCG. I have been an ANP for the last 10 years and a registered nurse for 29 years. During my career, I have facilitated and supported nurse learning and development in a variety of settings, within the community, primary care and a local university. I have mentored a range of nurses, both pre- and post- registration, alongside other health care professionals such as health care support workers, pharmacists and carers within social care. During the course of my career, my roles as a District Nurse team leader, Community Practice Teacher, Community Matron, University Linked Practice Teacher and my existing post have enabled me to engage in mentorship, teaching and learning activities.



What can I bring to this mentorship support scheme? A listening and empathic ear and a passion and enthusiasm to see individuals develop and grow both professionally and personally.

Karen Green (Sandwell and West Birmingham)

I joined the NHS in 1980 as a nursing auxiliary (now known as HCA) in my local maternity hospital for 3 years. I started my nurse training in 1983 and qualified as a General Enrolled Nurse in 1985. I spent 6 years gaining my nursing experience working on general medical and surgical wards, obstetrics and gynaecology and CCU/cardiology before I undertook the conversion course to become a Registered General Nurse in 1992.

Since becoming a staff nurse I have grabbed the many opportunities available to expand my career in different settings, including becoming a BHF Cardiac Liaison Nurse and palliative nursing for 10 years in hospice and community settings. During my career I have gained qualifications in Primary Healthcare Nursing BSc (Hons) and Advanced Nursing Practice MSc, including independent nurse prescribing. I retired from my full time palliative post last year and now work 2 days a week in general practice as an ANP - a complete role change and the transition is personally challenging for me but at the same time extremely rewarding and enjoyable.



Life gets in the way of our careers and finding a work/life balance can be tough so it is important to learn how to recognise, manage and cope with this. I feel very passionate about supporting our nursing workforce along their journey. I feel my varied career and going through many NHS changes over the years gives me the experience to support and mentor by providing advice, guidance, a listening ear when things are tough and a pat on the back so that you can grow in confidence and gain resilience when times are challenging.





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Kathie Gould (Dudley)

I qualified as an RGN from the Wolverhampton School of Nursing in 1986 and as a RM again from Wolverhampton in 1989. I have been a GPN for 29 years, moving to General Practice after having my family. I have worked in 2 GP practices, firstly in Wolverhampton but for the last 27 years I have worked in the same teaching practice in Dudley. I am currently the senior nurse in a close knit team of 3 nurses and 1 HCA, and I work 6 clinical sessions per week.

Over my years in Primary Care I have obtained qualifications in Diabetes, Asthma, COPD, Secondary Prevention of CHD, Women's Health, Mentoring and BSc (Hons) in Specialist Practice (Practice Nursing). I was previously a Practice Nurse Mentor for Dudley PCT and have mentored practice nurses undertaking Cytology Training, Diploma courses, Degree courses, provided support for Student nurses in general practice and supported a return to practice nurse.

Working in the NHS has always been challenging and Primary Care is no exception. Given the ever changing environment we work in, having peer support is vital to ensure we can be the very best nurses we can, deal with the stresses we face on a daily basis, help with career development and build confidence and resilience. Having been in Primary Care for so many years I feel I have the knowledge, skills, empathy and life experience needed to provide peer support to other GPNs, and look forward to the opportunity to return to mentoring.



Lisa Davies (Wolverhampton)

Lisa qualified from Mid Trent College of Nursing & Midwifery in 1993. The majority of her nursing years have been within primary care working as a district nursing sister, a practice nurse and then for the last 13 years as an Advanced Nurse Practitioner. She has worked in numerous settings, GP Practice, OOH, WIC and she also works as a locum ANP which provides her with a good variety of health settings and patient groups, providing insight into how other practices work which gives a broad experience of primary care. Lisa also lectured on the Advanced Clinical Practice MSc at a local university. Lisa is currently employed part time at a practice in Wombourne.

Lisa is married with a daughter and has two cocker spaniels which all keep her busy. She likes walking and baking.

Lisa really enjoys supporting and mentoring other people. She is very aware that GP practice can be a lonely isolating place and wants to encourage people to share and network so that good practice and patient care is provided at the highest standard.





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Lorraine Clarke (Walsall)

I qualified as a Registered Nurse in 1990 at Walsall Manor Hospital and worked for 10 years on the gynaecology ward at the Manor. I moved into General Practice in 2000 after having my two children and have remained there ever since. When I first started in practice I felt completely out of my depth but with the support of my practice I have undertaken several training courses to develop my skills and knowledge. This included undertaking the independent Prescribing course and the specialist practitioner degree which has led to my current role where I am involved in the management of chronic disease where I have a special interest in diabetes and respiratory management.

For approximately 10 years the surgery and myself have supported preregistration students at various stages of their training as well as back to nursing students, nurses undertaking the fundamentals in practice nursing course and more recently nurses undertaking the specialist practice course.

I love the General Practice Nurse role and the relationship I have with our patients and am passionate about developing the role further, improving patient care and supporting nurses who want to enter General Practice as well as those who are already working there.



Lynne Cooper (Sandwell and West Birmingham)

My career with the NHS began in 2000 when I started my first role as a health care assistant in secondary care on an elderly care rehabilitation ward. I was seconded by the trust to do my nurse training and qualified in 2004.

On qualifying I worked in secondary care, firstly on a haematology ward, then specialising as a heart failure specialist nurse, which I continued to do for 12 years both in primary and secondary care.

My first GP nurse role came in 2016 when I was employed as a nurse practitioner which I continue to thoroughly enjoy.

Throughout my career I have had mentored health care assistants, student nurses and qualified nurses which I find very rewarding, especially if my help has made a positive difference to their career which ultimately impacts on our patients and their care. It also ensures nurse continue to provide the fantastic care which we strive to provide for our patients and ensures a highly skilled motivated NHS workforce.

I am a working mom of two and understand the daily challenges of having a good work life balance. I consider myself very fortunate to have been in roles where I have been very well supported both personally and professionally and look forward to supporting others wherever I can.





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Your career in Primary Care

Tina Arenare (Sandwell and West Birmingham)

Tina qualified as a Nurse in 1986 from The Wolverhampton School of Nursing. She began her career in General Practice in 1989, where she has since remained. In 2004, Tina was awarded a BSc. (Hons.) from The University of Wolverhampton in Specialist Practice (General Practice). She has worked in primary care across the Black Country and Sandwell for over 30 years, both as a Practice Nurse and Specialist Nurse Practitioner, gaining a wealth of experience.

Tina has worked in both a single-handed GP surgery as well as a larger training practice, making her aware of the many challenges that each of these settings can bring. She has a real passion for Primary Care, is always patient focused and driven by good health outcomes. She is empathetic and a good listener.

Outside of nursing, Tina is married with two grown-up children, she is an avid gardener and enjoys crafts for relaxation.



Tina Titley (Walsall)

I have worked as a nurse for the past 40 years, 30 years in General Practice. I have undertaken a wide variety of study over the years providing me with the knowledge and skills to undertake the many nursing roles I perform in general practice today. I fully understand the challenges and pressures general practice staff face on a day-to-day basis.

I am now a self-employed Nurse Practitioner which gives me the flexibility to arrange work around my family.

I have mentored health care assistants, student nurses, nurses new to practice nursing and GP trainees on placement for many years and have been out to train and assess nurses on a one-to-one or small group basis.

I provide clinical supervision to nurses

I train and assess people for CPR, choking, AED and Anaphylaxis and run lunchtime session in house or externally for GP clinical and administrative staff.

I strongly believe that we all can benefit from Peer mentoring and clinical supervision and this is a service that all nurses working in General Practice should have access to.



Vanita Chumber (Sandwell and West Birmingham)

Bio to follow.





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Yako Malcom (Wolverhampton)

Yako's journey started in 2000 as an Enrolled Nurse. She qualified as a Registered Nurse in 2008 and worked in community/secondary care, obtained a BSc in 2013 and currently works as a practice Nurse. Yako has been a mentor since 2011 and has since completed the Advanced Diploma in Fundamentals of General Practice Nursing. She has had a progressive experience which has helped her to develop person-centred philosophy of care whilst consistently maintaining a highest level of personal and professional standards.

Yako is familiar with current methods of support, learning and evidence based practice and can relate to the pressures of the job. If you are worried about additional skills, expanding your knowledge, opportunities for personal and professional growth or just personal support then please get in touch.



How do I book a session?

If you are interested in booking a session, please complete a request form and email it to england.blackcountry.gpfv@nhs.net with your preference of GPN Peer Mentor.

Please note availability is limited. Therefore, the mentorship sessions will be allocated based on a first come, first served basis.

You can select any mentor, regardless of where they are based, and meetings will be arranged at a mutually convenient time and location.

Confidentiality

Before your first session you will be asked to complete a pre-mentoring questionnaire. Please note that this and all matters discussed in the session(s) are confidential to you and the GPN Peer Mentor and will not be disclosed to anyone else. The mentor will collect the themes of issues discussed, along with anonymised results from the questionnaire, as part of reporting requirements to the Primary Care Workforce Team.

