

Creating hope through action: The importance of promoting good mental health and wellbeing in dentistry



Support a happier,
healthier and more
productive workforce with
Psynergy Mental Health

Dr Ritesh Aggarwal (Rick), CEO
Psynergy Mental Health

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Understanding Mental Health

What is mental health to you?



WORLD HEALTH ORGANISATION

“Mental Health is defined as a state of wellbeing in which every individual realises their own potential, can cope with the normal **stressors** of life, can work productively and fruitfully, and is able to make a contribution to his or her **community**.”



I consider it a challenge before the whole human race

Symptoms of depression

- Being upset or teary
- Apathy with a loss of interest and energy
- Less able to feel pleasure or feel empty
- Heightened feelings of negativity, anxiety, anger, shame
- Hard to concentrate
- Poor memory
- Withdrawing from friends and family and more...

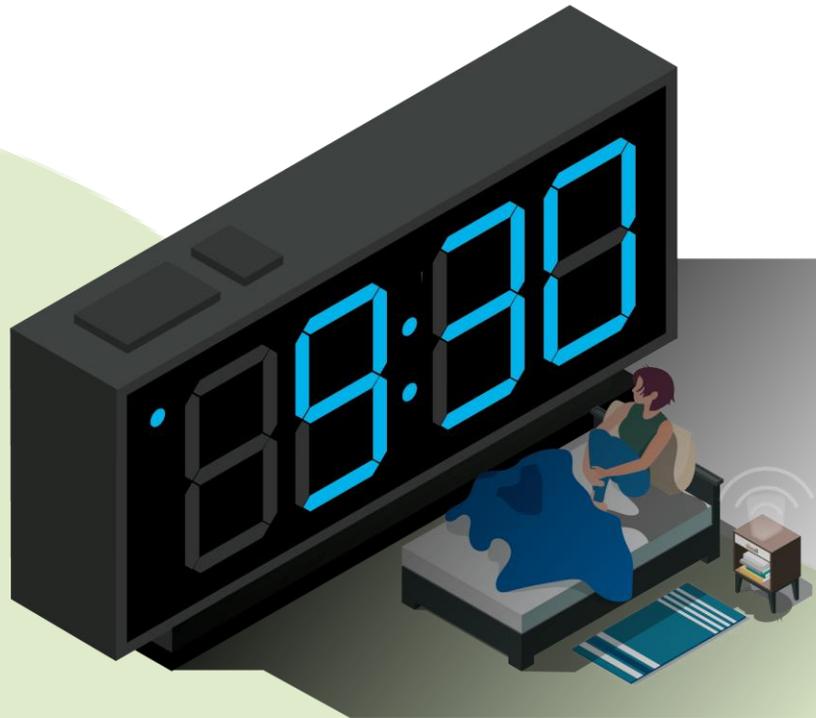


**It's hard to carry on
When you feel all alone**

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Symptoms of anxiety



Physical symptoms:

- Churning in your stomach
- Feeling sick
- Pins and needles
- Pains, including headaches and backache
- Feeling restless
- Faster breathing and racing heart
- Sweating
- Problems sleeping



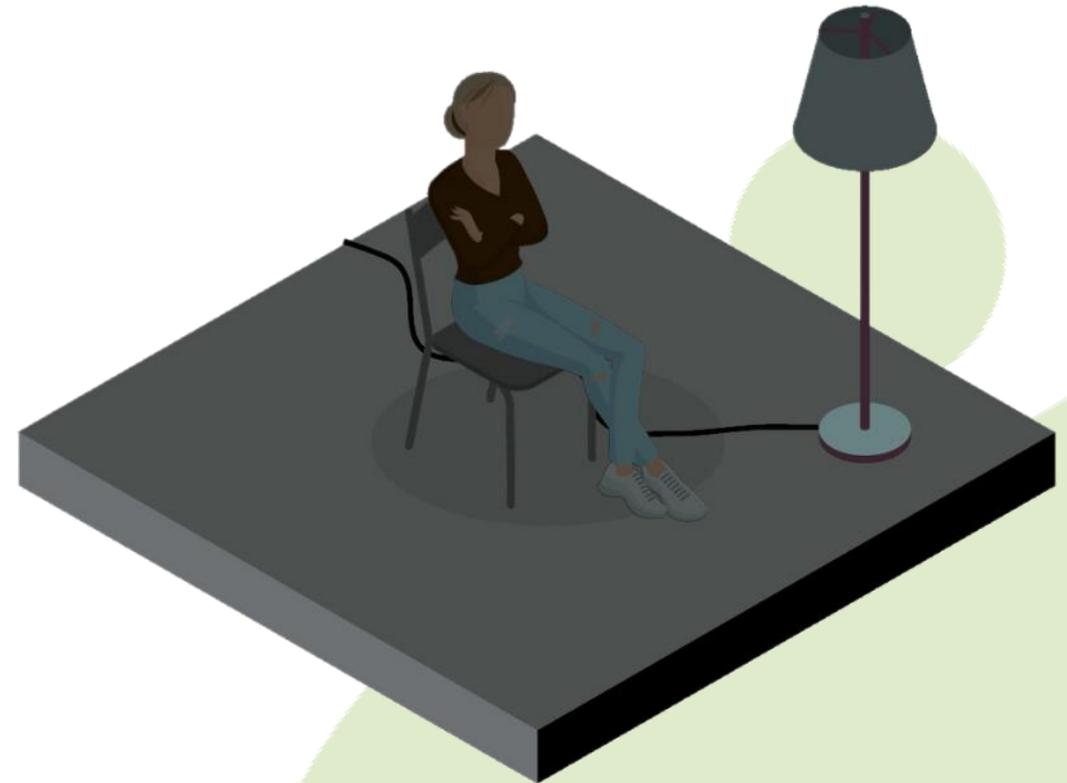
Can't we give ourselves one more chance?

Symptoms of anxiety

Emotional symptoms:

- Having panic attacks.
- Feeling tense and unable to relax
- fearing the worst
- The world around you having sped up or slowed down
- Feeling like everyone is watching you
- Feeling like you can't stop worrying and worrying about the future all the time
- Needing reassurance from others and worrying that others are upset with you
- Rumination- repetitive thinking about the bad situation over and over again
- Feeling disconnected with the world around you

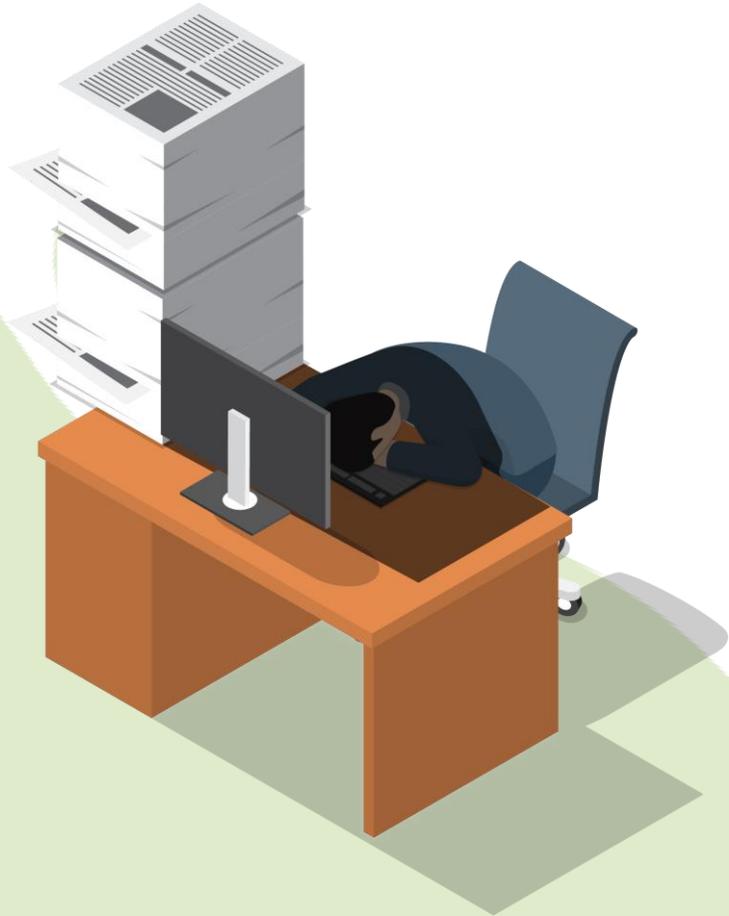
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**I can never leave the past behind
I can see no way, I can see no way**



Signs of Stress



- Tiredness
- Insomnia or sleeping too much
- Headaches
- Upset stomach
- Being irritable
- Feeling overwhelmed
- Anxious
- Feeling tense and more...



**I can never leave the past behind
I can see no way, I can see no way**

Key issues in dentistry

- Stress
- Burnout
- Perfectionism
- Time/workload management
- Retention
- Recruitment
- Not enough support
- Financial stress



**Believe it or not, I started to worry, I wondered if I had
enough class**

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Perceived barriers to sharing issues



- Shame
- Scared of own feelings
- Pride
- Weakness
- Do not know how to express yourself
- Fear – reactions/judgements/job safety
- Environment which is not yet PS



Don't crack up, bend your brain, see both sides, throw off your mental chains

Breaking the stigma

- Authenticity
- Make it part of the routine
- Active listening
- Ask Once Ask Twice
- Respect
- Non-judgemental
- Allow feelings and validate them



If I could put myself in your shoes. Then I'd know what it's like to be you

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Risks of poor mental health at work

- Increased absenteeism
- Increased staff turnover
- Decreased productivity
- Negative effects on team dynamics
- Time/workload management
- Detrimental effect on organisational reputation
- Legal issues – equality act 2010



People talking without speaking. People hearing without listening

Benefits of good mental health at work

- Greater working efficiency – profits
- Preventative culture
- Better outcomes for all inc patients
- Promotes diversity
- Create a greater sense of purpose and meaning
- Can positively affect the local community



Tumble out of bed and I stumble to the kitchen. Pour myself a cup of ambition



Tips for promoting good mental health at work



- Promote a good life-work balance
- Encourage regular breaks and holiday time
- Access to resources for self-help strategies such as mindfulness
- Creating psychological safety
- Physical activity – walking meetings
- Being authentic
- Manifest belonging and purpose



If you feel like happiness is the truth

Types of interventions that can be implemented by practices

- Identify training needs and address these
- Educate and promote awareness
- Create policies to support employees
- Workshops
- Mental Health First Aid training/champions
- EAP and support services
- Implement long term mental health programmes



**Now I find I've changed my mind and opened up
the doors**

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Types of interventions that can be implemented by individuals



If you wanna make the world a better place, take a look at yourself and then make a change.

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- Self-care practices
- Stress management techniques
- Peer Recognition - send messages of thanks
- Mindfulness and meditation
- Encouraging new hobbies and interests
- Regular breaks and relaxation

FREE RESOURCES:

mindfulness.psynergymentalhealth.com

selfhelp.psynergymentalhealth.com

Mental Resilience

Mental Resilience is the capacity of an individual to deal effectively with stressors, pressures and challenges, allowing them to perform to the best of their ability.

People can “bounce back” from adversity because of their inherent resilience: “the process of, capacity for, or outcome of successful adaptation despite challenging circumstances”



And I grew strong, and I learned how to get along.



Positive thinking and reframing



- Helps you to visualise what you want to happen
- Empowers you to develop a growth mindset that broadens rather than limits your potential
- Positive thinking must be accompanied with action
- Embrace your imperfections as perfectionism is destructive.
- Reframing involves neutral thoughts about any situation, naming the facts and being optimistic about it, For example, instead of “I’m rubbish” think “I’m not very good yet but I know how to improve and get better”.



**Release ya anger, release ya mind
Release ya job, release the time**

Confidence

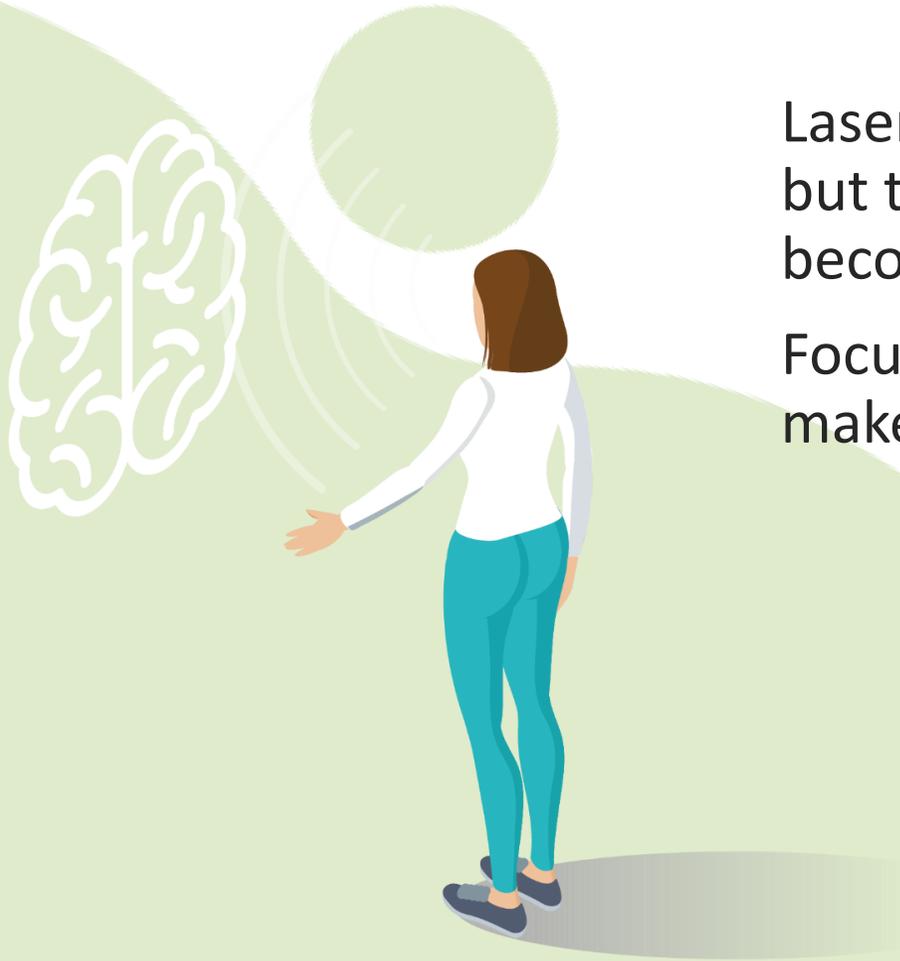
Improving confidence in yourself will improve your outcomes. Nobody can make you feel inferior without your consent. Trust your judgement, have faith in your abilities and believe in yourself.



**My mama told me when I was young
“We are all born superstars”**



Focus



Laser-like focus takes practice, discipline and dedication but the more you do it the stronger your focus will become.

Focus allows you to reach your goals more efficiently and make achieve more.



You only get one shot, do not miss your chance to blow

Positive inner voice and mental attitude

- We are what we think and a positive inner voice in conjunction with a positive mental attitude creates positive results and outcomes.
- Positive self-talk consists of phrases that inspire, motivate and remind you to focus and keep moving forwards.
- Phrases such as “breathe”, “Keep going”, “ I can do this or I’m good at this” and “bring it on” helps you focus your attention and hopefully trigger the ideal response and action for the task in hand.



I see them bloom, for me and you

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THE "LASSO" WAY

THE "PSYNERGY" WAY

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The role of a mental health and wellbeing strategy



- Proactive approach to improving workplace cultures
- Mitigate risks of poor mental health
- Understand and support the teams needs
- Understand and improve business goals and outcomes
- Creates an actionable framework
- Conforms to compliance –HSE , CQC



**Lights will guide you home and ignite
your bones**

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NHS

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How to create an effective mental health and wellbeing strategy

- Create a safe-space environment
- Identify needs and challenges – quantifiable and qualitative data
- Set goals and objectives
- Implement interventions that addresses issues
- Evaluate the effect of interventions
- Monitor and review progress
- Re-evaluate and assess changes



**Looking like a true survivor feelin' like
a little kid**

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The Psynergy MAC Approach



Your detailed reports



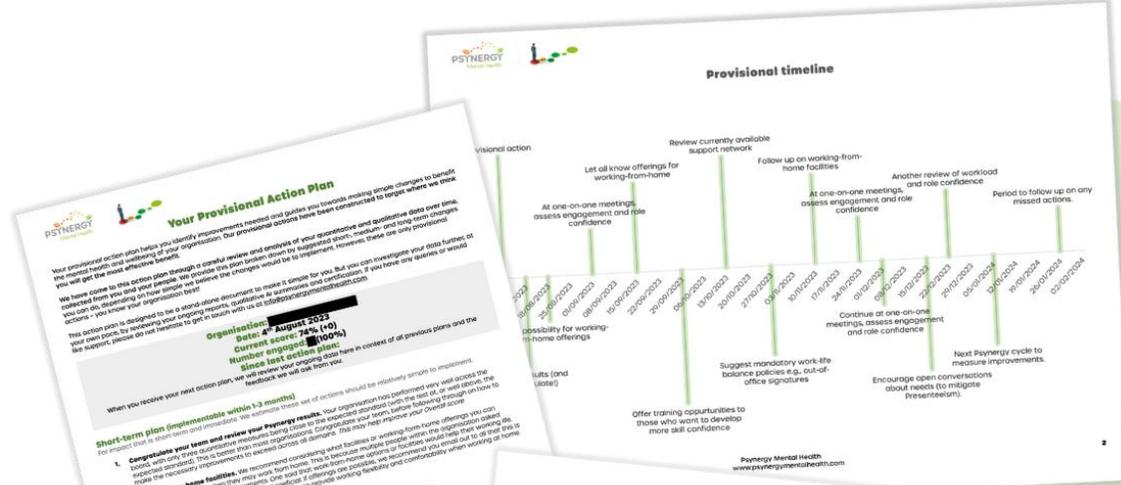
Practice Wellness Report POPdental

PSYNERGY Mental Health

Lead contact name: [redacted]
 Lead contact email: [redacted]
 Organisation name: [redacted]
 Organisation ID: 29

Review period: 28/08/2023 - 18/09/2023
 Completed date: 2/09/2023
 5 participated in this report

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Your Provisional Action Plan

Organisation: [redacted] **8th August 2023**
 Date: **8th August 2023**
 Current engaged: **74% (+0)**
 Since last action plan: **100%**

Short-term plan (implementable within 3 months)

- Congratulate your team and review your Psynergy results.** Your organisation has performed very well across the board with only three categories requiring further focus to the expected standard with the rest of, or well above, the expected standard. This is a great achievement and congratulations to your team before looking forward to how to make the necessary improvements to address those at standard. This may help improve your Overall score.
- Working from-home facilities.** We recommend considering what facilities or working from home offerings you can provide and what you can do to support your team. This is a beneficial measure to consider when the organisation is able to offer and that work balance should be beneficial to all staff. We encourage you to consider what facilities you can offer and that work balance should be beneficial to all staff. We encourage you to consider what facilities you can offer and that work balance should be beneficial to all staff.

Medium-term plan (implementable within 3-6 months)

- Encourage flexibility and assess engagement to mitigate possible absenteeism.** Your organisation has performed well in the area of flexibility and engagement. This is a great achievement and congratulations to your team before looking forward to how to make the necessary improvements to address those at standard. This may help improve your Overall score.
- Benefit rate confidence in the workplace.** It was mentioned that in some cases, having knowledge of the employee's financial situation can help to increase the confidence in the workplace. This is a great achievement and congratulations to your team before looking forward to how to make the necessary improvements to address those at standard. This may help improve your Overall score.

Long-term plan (implementable within 6 months)

- Work-life balance average.** While at the expected standard, there were some areas that were below the expected standard. This is a great achievement and congratulations to your team before looking forward to how to make the necessary improvements to address those at standard. This may help improve your Overall score.

Provisional timeline

- At one-on-one meetings, assess engagement and role confidence
- Review currently available support network
- Follow up on working-from-home facilities
- Another review of workload and role confidence
- At one-on-one meetings, assess engagement and role confidence
- Period to follow up on any missed actions
- Continue to offer training opportunities to those who want to develop more skill confidence
- Suggest mandatory work-life balance policies e.g. out-of-office signatures
- Encourage open conversations about needs (to mitigate presentism)
- Next Psynergy cycle to measure improvements.



Roles & Demands Visualised

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Qualitative Summary

Category	Summary	Exemplar Quote	Action	Priority	Time to improve	Frequency
Roles & Demands	Communication	"The office team communicates extremely well, knowledge / training of more complex cases would be useful."	Provide additional training on complex cases.	High	Medium	Multiple people
Roles & Demands	Teamwork	"We work well as a team, all get on and help each other when needed. Regular weekly/fortnightly meetings."	Maintain regular team meetings for collaboration.	High	Doing well	Multiple people
Workplace Environment	Skill Development	"Having the knowledge / training of more complex cases would be useful."	Offer training opportunities for more complex cases.	Medium	To improve on	One person
Workplace Environment	Remote Work	"No facilities to work from home. Sometimes this could be a benefit."	Consider providing work-from-home options or facilities.	High	To improve on	Multiple people
Workplace Environment	Equipment	"Would be good to have laptops so we can work remotely if needed."	Provide laptops for remote work flexibility.	High	To improve on	Multiple people
Relationships	Team Morale	"The team morale is always positive."	Continue fostering positive team morale.	High	Doing well	One person
Relationships	Conflict	"Never come across any conflict during."	Maintain conflict-free workplace environment.	High	Doing well	One person
Support	Mental Health	"With previous mental health issues / burnout, support I received from management / team was amazing."	Continue providing strong mental health support.	High	Doing well	One person
Personal Wellbeing	Supportive Environment	"The support / received by management / team was amazing."	Maintain a supportive environment for personal wellbeing.	High	Doing well	One person

Alarming Statistics in Dentistry

- **65.5%** feel financially stretched when approaching pay day
- **62.1%** say their finances cause them stress
- Only **64.9%** think that their health and wellbeing is prioritised at work
- **62.2%** worry about work or practice issues while at home
- **54.1%** say that they find that work hinders their sleep
- **51.4%** say that work causes them high levels of stress
- **64.9%** say that they go into work, despite feeling sick or requiring a day off for their mental health
- **56.8%** say they feel guilty when taking a holiday



What people have to say about the practice they work at

“We need to be able to air issues without it being a **finger pointing exercise**”

“**Equipment is failing constantly** which leads to stress and frustration during the workday.”

“feel very settled and welcomed by all feel as though **hourly rate can be improved**”

“More training on safeguarding; what to look for, who to go to?”

“**Communication needs improving** among all staff”

“Communication is poor. **Management do not always listen** to or seek clarification from staff particularly when changes are made.”

“Sometimes **given too much work** to do in a **short space of time**”

“**Air conditioning would dramatically improve wellbeing** and efficiency in the summer months”

“**We work well as a Team.** We do try to listen to each-other and I believe **we are able to say things to each other that sometimes might feel awkward** and hard and move on from that to achieve a better result.”

Creating hope through action

“Loved the questionnaire feedback session where we all had the opportunity to discuss points raised. **I really hope this becomes a regular thing, as it gives quieter people like me a chance to voice out opinions about the workplace.**”

Natasha, Locum Dentist

“The provider had implemented a system for staff to anonymously feedback about their wellbeing. The provider could monitor insights relating to mental health and wellbeing. This enabled them to provide early-stage support where appropriate. **Staff confirmed that they had benefitted from this system, and this had also encouraged a culture of openness to speak about mental health.**”

CQC Inspection Report

“This is the first time in my 34 years of working in dentistry that anyone has approached our mental health. **It was very useful to feel like we have a say about our working lives and that someone was actually going to listen and for us to talk as a team.** Since we have had our feedback session, I feel like we have been talking to each other and listening more.”

Clare, Dental Nurse and Oral Health Educator

“If given the opportunity to carry on using Psynergy, **I think there could be a positive impact on staff morale as they will then have a secure platform where they feel safe to bring up issues in a mature environment.** I also feel that staff will feel that in their opinion and mental health is valued in the practice.”

Emma, Head Receptionist

Our Psynergy vision



" If we break down everything that goes into understanding the mental health and wellbeing cultures of workplaces, and then enhance **all** of these aspects by **1%**, we will achieve a **significant** improvement in overall outcomes when we put them all back together. "

Dr Ritesh Aggarwal
CEO at Psynergy Mental Health