

## MEDIA RELEASE DRAFT

---

AMH.LD-04-19P  
12 January 2019

### **Storytelling to help health staff cope with ‘frequent attenders’**

People who use or call health and emergency services repeatedly or inappropriately can pose a complex challenge for staff, who can feel unsure how best to provide support.

These are often people with complex emotional and physical needs who can exhibit chaotic and challenging behaviours.

Now a Leicester medical psychotherapist has led the development of an online training programme for the Royal College of Psychiatrists, using storytelling to help health and social care staff cope with ‘frequent attenders’.

Dr Haroula Konstantinido (pictured), a consultant medical psychotherapist with Leicestershire Partnership NHS Trust (LPT) has worked with LPT principal psychotherapist Catriona Walker to create an e-learning module that uses reflective practice to support staff.



She explained: “Clinicians who come into frequent contact with regular attenders can sometimes find themselves feeling frustrated, conflicted and unsure of the best course of action to take. There is a risk they can develop negative attitudes or experience ‘burn out’. This in turn can affect patients in terms of how they feel and how they engage with professionals.”

“The online module provides learning through storytelling, with input from experts in the field. It explains the underlying factors that motivate people to attend A and E frequently and shows how reflective practice can be used to help improve outcomes and better meet their needs.”

The training, which uses animation and storyboard techniques to illustrate the challenge, also includes insights from Dr Elizabeth Kershaw, a former EMAS paramedic now with LPT as a second-year psychiatry trainee.

It was welcomed by Dr Fabida Noushad, clinical director for adult mental health and learning disabilities services at LPT. She said “This e-learning module will help our staff to have a better understanding of complex aspects of mental health both

individually and collectively and enhance the culture of continuous learning. We are very proud that clinical experts and clinicians at LPT have helped devise the learning module that will be used widely to help improve patient care and staff.”

The new training package was launched in December through collaboration between the Royal College of Psychiatrists, Health Education England and Tavistock and Portman NHS Foundation Trust.

Said Dr Konstantinidou: “We hope staff be able to gain a greater understanding of why people call or attend services frequently and help them, as individuals and as teams, reduce burnout and support their own wellbeing.

“We hope this e-learning will be the first step towards promoting a culture of reflective practice which will be enhanced by regular team supervision.

The module is available in the UK through Health Education England’s e-Learning for Healthcare programme, which supports patient care through training for the health and social care workforce. All NHS staff can access the free ‘Managing Frequent Attenders’ training at [www.e-lfh.org.uk](http://www.e-lfh.org.uk)

-ends-

#### **NOTES TO EDITORS**

1. **Leicestershire Partnership NHS Trust (LPT)** provides community health, mental health and learning disabilities services for the one million people living in Leicester, Leicestershire and Rutland. We have a budget in excess of £275 million and employ approximately 5,500 staff. For more information visit: [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)

2. **Raising Health** is our registered charity (number 1057361) which raises funds to support LPT’s excellent care initiatives, equipment and innovations which go above and beyond core NHS provision, to enhance the experience of our patients, service users and staff. [www.raisinghealth.org.uk](http://www.raisinghealth.org.uk)