

If you appreciate accessing a listening ear:

- ◆ Approach a member of staff wearing a P2P badge
- ◆ Either phone Revd Sarah Crane on 86061 or email p2p@mkuh.nhs.uk to arrange to speak to someone.

At a glance:

- Being listened to by colleagues
- Having a 'first line' of support
- A confidential service
- Signposting to other services where appropriate
- Aiding resilience in our workforce

Milton Keynes 
University Hospital
NHS Foundation Trust

Standing Way
Eaglestone
Milton Keynes
MK6 5LD
01908 660033
www.mkhospital.nhs.uk

For people who have hearing loss
Minicom 01908 243924

WeCARE

Milton Keynes University Hospital 
NHS Foundation Trust

Peer to Peer Listening Service



Information for staff



We are committed to supporting staff.

We know that whatever the role, working in the hospital can be physically and emotionally demanding. On top of every day issues sometimes work can cause increased levels of stress and anxiety.

In many situations, having another person to talk to can lighten our load. Listening helps us to feel valued as well as giving us opportunities to consider what we might be able to do about whatever it is causing us stress.

The health and wellbeing of our workforce has to be a top priority in order to deliver high quality care to our patients and their families. Peer to peer (P2P) support is the first line of support for staff at MKUH.

Peer to Peer Volunteers

We have trained a group of staff from all divisions and bands across the hospital as volunteer listeners to support other colleagues.

Volunteers are trained to provide non-judgemental, confidential, peer support, signposting to other agencies where appropriate, such as Care First, Occupational Health and Chaplaincy. P2P volunteers are trained in supportive techniques, but won't be acting as counsellors.

They can be recognised by their P2P volunteer's badge below:



How does it work?

Everyone has difficult days, either because of situations at work or elsewhere. We know that working in the NHS can be stressful and we want to improve grassroots support for staff.

If you feel like you could do with talking to someone about anything then you can either ask someone wearing a P2P badge if they've got time for a chat or you can contact Revd Sarah Crane by email, ext. 86061 or by popping into the chaplaincy office and by asking for a P2P volunteer. Some people will be happy to chat to someone in their own working environment whilst others might prefer to speak to someone who doesn't know them and who they don't work closely with.

If you urgently need support then please contact Occupational Health, Chaplaincy or Care First (Employee Assistance Programme.)