



GPMPLUS

Mentoring

Do you want to talk to someone impartial about your career and development options?

Have you recently returned to work, or moved into a new role that you are finding a challenge?

Do you feel you need to evaluate your work-life balance or manage your time differently?

Can I access GPMplus mentoring?

Yes, if you are a:

- GP
- Nurse
- Manager
- Member of a practice team with leadership responsibilities

And you work in a practice within:

- Bradford & Airedale
- Calderdale
- Humberside
- Kirklees
- Leeds
- North Yorkshire & York
- Wakefield

What is mentoring?

All of us will have had one or more informal supportive relationships at some time in our professional lives.

However once we become primary care professionals we often spend all of our energy supporting others. This can mean that in times of challenge or transition we can be reluctant or too pressured to seek support or refreshing input.

For all of us there are times when a confidential chat with an empathetic colleague with no vested interest can make a huge positive difference and keep us in control and enthusiastic, whether we need support or challenge to develop ourselves further.

What can GPMplus mentoring help me with?

Our mentors can help you to:

- Move forward with personal and career goals
- Work through a problem
- Consider opportunities
- Manage transitions positively
- Build confidence
- Improve your work life balance
- Build your resilience
- Achieve your aspirations

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GENERAL PRACTICE
AWARDS 2023

Highly Commended
HCP Education Programme/Provider of the Year

Our mentors

Our mentors are:

- Experienced in front-line general practice - all are, or have been, GPs, practice managers or nurses themselves.
- Empathetic and good listeners.
- Trained and well-practised in mentoring and coaching skills.
- Continuously updating and developing their skills.
- Well supported in their role with regular supervision.
- All our mentors either have or are undertaking the internationally recognised ILM5 qualification in effective coaching and mentoring.



Dr Helen Alpin
GP

"I was a GP appraiser for 16 years and a GP trainer until Feb 2020. I have been mentoring colleagues informally for many years but welcome the opportunity to do this on a more formal footing. I have mentored many GPs at every stage of their careers and with a wide range of issues they brought to discuss and work through. I enjoy supporting colleagues, as colleagues support me, and for me that is a very important part of being a doctor."

"I am a salaried GP three days a week in Collingham, Wetherby where I am a GP Trainer with the Harrogate scheme. I am also the Clinical Lead for Leeds in the Medical Chambers locum group and a GP NHS Appraiser. I think it is essential for wellbeing that we have dedicated time with a mentor during our working lives."



Dr Kirsty Baldwin
GP

"I have a passion for personal development and quality improvement, having been involved in both coaching and quality improvement at regional, national and international levels. I have had a coach/mentor throughout my career and have experienced the benefits one to one support can provide."



Dr John Bibby
GP

Mentoring FAQs

What does it cost?

GPMplus mentoring is free at the point of access so you don't need to pay anything. The mentoring service is directly supported by NHSE/I who commission the service to be available to General Practice staff within WY and HNY.

Is it confidential?

The content of the mentoring is absolutely confidential. The only exceptions are if the mentor has concerns about your safety, patient safety or there are probity issues. In these situations the mentor will sign post you to further support.

Do I need to tell my manager or get their permission?

You can access the service independently. We only take referrals from individuals themselves, we don't take referrals from your manager.

You may need to discuss with your manager if you wish to have mentoring sessions in work time but you do not need to tell them about the content of your mentoring sessions.

We can offer mentoring sessions during the work day or at evenings and weekends (subject to mentor availability).

Our mentors

"I have an empathic supportive approach and personal experience of managing transitions between roles, the importance of work-life balance and managing a period of illness. I have a long experience of supporting personal and professional development – I been a GP trainer since 2008 and I am an experienced appraiser and mentor."



Dr Ross Brown
GP



Dr Clare Connolly
GP

"I worked in inner city practice for 30 plus years and was a trainer and programme director and had roles in medical politics /commissioning and appraisal. I've always been interested in medicine and the Arts and how each has a relevance to us all and can bring this experience into mentoring."



Dr Hannah Coysh
GP

"I have been an NHS GP for 12 years. Over the past 8 years I have developed a portfolio career, working as a tutor at Hull York Medical School and a Macmillan GP. In December 2021 I completed my Lifestyle Medicine Diploma for the British Society of Lifestyle Medicine and use the knowledge gained from this to support my work in all of my roles."



Dr Jonathan Dixon
GP

"I have been in practice for 20 years. I helped design the GP Mentoring service locally and run part of the regional wellbeing/resilience work provided by the LMC. I have an interest in mentoring and supporting doctors in difficulty and in particular, helping them to manage complaints and adverse events in a positive and healthy way."

Mentoring FAQs

Who are the mentors? Can I choose who I am matched to?

We have over 20 GPMplus mentors and we suggest you choose 3 preferred mentors to be matched to.

All of our mentors work, or have recently worked, in general practice as a GP or Manager, and so they can really understand your situation.

See our mentors' bios on the [GPMplus website](#) or scan the code below:



What is the commitment?

You can access 8 hours of mentoring over a year – this can be accessed as you wish. For example you may wish to meet your mentor for 1 hour every 2 weeks, or you may wish to meet with your mentor for 2 hours every 2 months, or something in between.

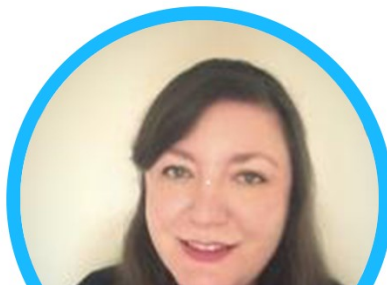
Your mentor will work with you to be flexible to your needs. All we ask is that you attend your booked sessions and provide some anonymous feedback once you have had your final session.

Our mentors



Dr Sally Franks
GP

"I have been a mentor now for several years, having participated in the initial pilot scheme. I saw this as a valuable thing to do as such support has been lacking for too long, especially in comparison to other professions. I myself have benefitted from informal mentoring relationships throughout my career, and am delighted to see the need being more formally recognised. I also provide mentoring on the fellowship scheme."



Dr Abigail Gabel
GP

"The need for a mentoring service is very apparent and I have hugely valued the informal mentoring relationships I have had with colleagues in the past as both mentor and mentee. I have valued the opportunity to develop these skills through a previous mentoring organisation and now through GPMplus."

"I have been an appraiser for the last 11 years and participated in the Mentorship Pilot for Kirklees. During these meetings, I felt privileged to stimulate my fellow GPs to find new ideas and ways of choosing their own personal development plans to overcome their challenges and boost their resilience."



Dr Surajit Ghosh
GP

"I have mentored members of the team in my previous practice, I am an appraiser and I also do a lot of informal pastoral support in my LMC role. I am deputy chair of Bradford and Airedale LMC and also hold a medical director role with YORLMC. In the last year I have also started as Wellbeing lead with GPMplus and I do some sessional work as a locum in Bradford."



Dr Danielle Hann
GP

Mentoring FAQs

Does mentoring really help?

Mentoring has been shown to:

- Aid development, at all stages of an individual's career
- Improve retention rates and work performance as well as working relationships
- Encourage equality and reduce discrimination

Watch this [short video](#) to see some of the feedback we have received from individuals that have accessed GPMplus mentoring.

Do you offer any other types of support?

Our Healthy Practice model provides a range of courses designed to increase wellbeing. We have courses suitable for all staff within general practice. Please visit [the GPMplus website](#) below to see our courses:



Our mentors

"I am a certified Tiny Habits® Behaviour Change coach and GP mentor.

"After a period of burnout 6 years ago, which resulted in me resigning from a partnership, I have come to understand the importance of prioritising myself first before others which can be a hard, but vitally important, concept to get to grips with."



Dr Katherine Hickman
GP



Dr Clare Hyland
GP

"I have a strong interest in medical education and training, holding a role as a Personal Tutor in the University of Leeds medical school as well as being a CSA Examiner for the Royal College and a FY2 and GP registrar trainer. I am a GP and RO Appraiser and have completed a training qualification in coaching and work as a coach with trainees."

"I helped develop the Huddersfield GP mentoring pilot, and was a Mentor on the scheme. As a Clinical Governance Lead in Huddersfield I helped to design the local appraisal scheme, and was an appraiser until 2017. I believe that appraisal should be a formative process that encourages personal as well as professional development."



Dr Bert Jindal
GP

For more information or to register for mentoring please visit the [GPMplus website](https://www.gpmplus.co.uk)



What our mentees say...

100% felt mentoring had a positive impact on their professional life

94% felt mentoring had a positive impact on their personal life

94% would recommend GPMplus mentoring to a colleague

93% would access GPMplus mentoring again in the future

Our mentors



Dr Amjid Khan
GP

"I have been a GP for 20 years and have a Portfolio career combining clinical work with roles as Primary Care Clinical Lead in Cancer Diagnostics, Coach for Health Education England, and GP Appraiser. I hold the ILM 5 qualification in Coaching and Mentoring, and am a member of the Leeds Primary Care BAME network."



Dr Bryony Mathew
GP

"I work as a GP appraiser and mentor. I have 13 years of general practice experience and I have lived through the highs and the lows! I have previously worked as a GP partner and salaried GP in a large, busy practice but chose to make a career move after finding life hard to juggle with family commitments."



Dr Vinod Menon
GP

"Though I have been involved in teaching and training through my entire career I trained as a Mentor just over a year ago. I see mentorship as a journey, that both mentor and mentee travel on, that is individualised to your needs, and sets you on a clear path to achieving your goals. Have you ever wanted change but didn't know exactly what it needs to be and how to go about achieving it? Join me to see how we can make it a reality!"

"I completed my Coaching training in 2019 and gained the ILM 5 qualification in Coaching and Mentoring. I really enjoy my coaching and mentoring work. Helping others to realise their own potential or overcome difficulties is especially rewarding."



Dr David O'Brien
GP

What our mentees say...

"I spent quality time talking through my situation and discussing solutions. It was Invaluable."

"This service was great. I have been able to openly discuss matters with a likeminded individual, who knows what its like to be a PM. It has helped me review my situation, make appropriate steps and take control."

"I'm so glad that I took this opportunity. It has helped me so much."

"Mentoring helped me to focus on what makes me happy and to prioritise these things."

Our mentors



**Dr Shaun
O'Connell**
GP

"I have had great support from coaches in my CCG work and that spurred me to attain the Institute of Leadership and Management (Level 5) as a coach and mentor. Over recent years I've worked with salaried GPs, partners, retainers and practice managers. Common scenarios are workload and burnout, career development, changes in role and doctors in difficulty. I'm told I am a good listener but also good at challenging and helping with some good practical suggestions."

"My work as a Mentor to GPs in professional difficulty and my experience as an Appraiser in different regions have shown me the huge need amongst doctors for confidential personal support and how highly effective it can be. I have been involved in GP mentoring and coaching for twenty years, ten years ago setting up my own professional GP Mentoring initiative, which has been busy and hugely fulfilling ever since."



Dr Julia Thornley
GP

"The educational contact with students and doctors in training supporting them and watching them develop led me into coaching. I benefited from informal mentoring through my career. My own experience of being mentoring showed me how effective it can be. I have been coaching for Yorkshire and Humber HEE for some years and have been a mentor for GP+ for 3 years. I have worked with practice managers, GPs and trainees from a number of specialities and allied medical professionals."



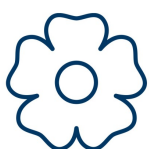
**Dr Helen
Wilkinson**
GP

What our mentees say...

"My Mentor was able to bring out areas of discussions that I didn't know were bothering me, subsequently finding a solution that I didn't know I needed!"

"An important part of my journey back to having control of my life."

"Filtering out what it is that caused me anxiety, and focusing on that, was the most helpful aspect. My mentor also encouraged me to ask questions and be more proactive in getting what I need to benefit me."



GPMPLUS

Our mentors



Chris Brennan
Practice Manager

"I'm passionate about supporting Practice Managers, GPs and practice staff in their development, and I see coaching and mentoring as a 'tool' to facilitate open discussions about the challenges being faced to help support your personal growth. I receive great pleasure supporting people through maybe difficult times they are dealing with, to assist them on their chosen journey. Studying for a formal coaching and mentoring qualification though the ILM level 5 programme provides me with the additional skills to support General Practice health professionals in the challenging times we currently face."

"Mentoring and Coaching I feel are an important element in the managing of all people irrespective of their role. I have tried, not always successfully, to in still this into the values of how we work in practice and in my previous career. I previously was involved through the LMC with a local Practice Manager Mentorship programme, and I took a lot of learning away from this to develop my own skills and further my knowledge in this area. I also hope to complete the ILM5 qualification in the not-too-distant future."



Andy King
Practice Manager



Joanne Rowe
Practice Manager

"I have been fortunate to experience coaching and mentoring personally throughout my career; this has had a very positive impact on me. Practice Management can be very lonely but when I joined, I was taken under the wing of a very able and very experienced PM in the same locality, for whom I will be eternally grateful. As I grew in my role and in my experience, I found I was also able to offer support to new Practice and Business Managers. Recognising the power that coaching and mentoring can have, completed the ILM5 in Effective Coaching and Mentoring."

"In the last few years since finishing my MSc in Healthcare Leadership I have trained as a PM Appraiser and undertaken the ILM Level 5 Certificate in Coaching and Mentoring. I have also completed the NHSE Quality Improvement Facilitators Course. These qualifications have enabled me to help support a variety of PMs and other Healthcare Professionals through a combination of coaching and mentoring. This is a part of my role that I thoroughly enjoy – helping people to unlock their potential to be the best they can be."



Lynn Irwin
Practice Manager



Karen Nicholson
Practice Manager

"The role of a Practice Manager can be very difficult and lonely at times, and I believe it is vital to have a network of peer and professional support. I have been very lucky that when I first started in Practice Management, I met some really experienced Practice Managers who helped, guided and supported me. Their expertise was invaluable and has made me passionate about supporting Practice Managers. Knowing that talking to someone who has lived and breathed the role helps enormously. I have mentored GPs who have lost their Practice Manager and asked for help recruiting a new one, and also mentored "new to practice" Managers. The ILM 5 programme of coaching and mentoring enables me to support Practice Managers even further."

Our mentors



Richard Ellis
Practice Manager

"I have 27 years of experience in management roles, both in industry and health care. Alongside my role as Practice Manager, I jointly support the management of our Primary Care Network, with specific responsibility for financial management. For a short time, I worked as a CQC practice manager advisor. In 2023 I obtained the ILM5 Certificate in Mentoring and Coaching and am now studying for the ILM7 Diploma in Executive Coaching and Mentoring.

"I would describe my style as being orientated towards reflective inquiry, sharing observations and being curious to support reflection. I aim to create a supportive relationship with some challenge."

I joined my Practice in Scarborough in 2016. Having worked in management and business, external to the NHS for over 20 years I was confident I had many transferrable skills to bring to the role. I quickly came to realise, however, that I had a very steep learning curve to climb with everything else that was required.

I have mentored colleagues both within the Practice and external to the Practice and have previously been told I was a peers "go to person for a common sense approach". I have benefitted from formal coaching and mentoring myself and found it a really positive and transformative experience.



Vicky Matson
Practice Manager

"I've worked in my current role as Non-Clinical Partner in General Practice for nearly 14 years. Before joining the NHS I worked for 23 years in senior leadership roles in with both small and large teams of colleagues. I feel that my time before the NHS also offers me a slightly different insight and perspective and it is amazing how much is actually transferrable between two seemingly different industries.

"I have been fortunate to work with many great people and experience coaching and mentoring throughout my career and realise the benefit it has had on me as a person. I enjoy supporting people by offering help, guidance, support and empathy to help them work through their challenges and opportunities. Seeing people move forward positively in challenging times is very rewarding."



Adrian Roebuck
Practice Manager

"I have been a Practice Manager for six years in a rural practice with two sites in North Yorkshire. My career pathway has been varied but I have always enjoyed working within different teams embracing all the changes and challenges together.

"I have been fortunate enough to experience some coaching and mentoring myself which has been both supportive and inspirational and these are the qualities that have made me passionate about supporting other health professionals. I have mentored medical students, biomedical students and recently apprentices within the practice. I am commencing my ILM 5 qualification in coaching & mentoring which will enable me to support you in any way I can."



Claire Woolley
Practice Manager

Our mentors

"I have worked in the NHS since 1979 with a predominately General Practice career since 1990. Along with 2 other ANPs and 2 GPs I was involved in successfully tendering for a General Practice contract serving 9,200 patients across 3 surgeries in Halifax. Our aim to turn these 3 practices into a modern, efficient, innovative teaching practice was realised through a strong ethos of interprofessional working and a dedication to providing a caring family practice experience for patients. After successfully running the practice for 17 years I retired from partnership in 2020.

"I am involved with the GPN Fellowship Programme for Nurses new to General Practice for and also the GPN Development Fellowship for mid-career GPNs."



Catherine Gill
Nurse



Wendy Iles
Nurse

"I have worked within nursing for 46 years, initially specialising in Orthopaedics and A&E. I then moved into primary care, where I spent over 25 years: undertaking a Degree in Practice Nursing and obtaining the specialist practitioner qualification in 1994. Continuing in academic education soon after and becoming an Advanced Nurse Practitioner in 2002 I joined a partnership and together we successfully tendered for a PMS contract. I was a general practice partner for 16 years.

"Whilst working in Accident & Emergency I undertook a counselling qualification, which has been useful throughout my career. As a senior nurse I have informally mentored nursing colleagues and so I am currently studying for a formal coaching and mentoring qualification (the ILM5) and hope to continue this in a more formal role going forward."

"Having worked in General Practice for over 25 years, I am convinced that General Practice is the best place to work in the NHS. I did the rounds of most of the hospitals in Leeds prior to coming into Primary Care but it has been Practice Nursing that had provided me with the variety and stimulation to learn and develop skills to improve patient care provided by myself and my colleagues.

"I became involved with mentoring when the fellowship scheme opened for nurses. It has been a joy and privilege to share another nurse's journey as they start out in practice nursing."



Alison Walker
Nurse



Susan Wallace
Nurse

"I have been a Practice Nurse for 20yrs and was a Nurse Manager in a Bradford Practice for 13 of those. 8 years ago I was recruited to the West Yorkshire Training Hub as their Lead Nurse and won a Leadership Award with HEE the following year.

"I have also had a 2yr secondment with HEE as Training Programme Director for Wider Workforce before settling into my current role as Clinical, Quality and Safety Lead for Five Parks Primary Care Network in Bradford 3 days per week. I continue to work 1 day per week as a Practice Nurse.

"I have been lucky enough to be able to Mentor, support and assess many learners in my Nursing Career so far going back to ward level many years before my career started in General Practice and will continue to champion its benefits. I only wish I'd had the opportunity to access GPMplus when I first started in General Practice."

Meet the GPMplus team



Dr John Bibby
Healthy Practice Lead

John is the clinical lead for GPMplus Healthy Practice programmes



Dr Danielle Hann
Wellbeing Lead

Danielle is a clinical lead for GPMplus services.



Dr Jonathan Dixon
Mentoring Lead /
Associate Wellbeing Lead

Jonathan is clinical lead for GPMplus mentoring services and supports John and Danielle with other wellbeing programmes.



Dr Sally Franks
Associate Mentoring Lead

Sally is Associate clinical lead for GPMplus mentoring services.



Tim Bennett
Business Support Officer

Tim provides dedicated business support to ensure the smooth running of business operations for GPMplus.



Jodie McNeill
Executive Officer

Jodie McNeill, Executive Officer, Jodie is the first point of contact for mentees working within the Leeds area.

Meet the GPMplus team



Stacey Fielding
Director of GPMplus

Stacey is the operational lead for services delivered by GPMplus.

She has had a key role in the development and delivery of YORLMC's Wellbeing workstream, aiming to support wellbeing, resilience and retention of General Practice staff. As part of this workstream Stacey has developed the General Practice Mentoring plus programme alongside Clinical Wellbeing Leads, providing support to practice teams through mentoring services and wellbeing education.

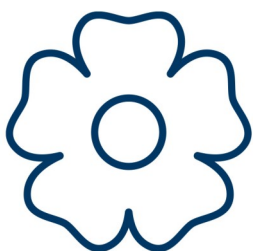
Stacey is a Director of LMC Services Yorkshire CIC.



Simon Berriman
Executive Officer GPMplus

Simon supports the Wellbeing services delivered by GPM plus and has a key role in the development and delivery of YORLMC's Wellbeing workstream.

Simon is the first point of contact for mentoring and wellbeing education requests.



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