

# Trauma Informed Primary Care

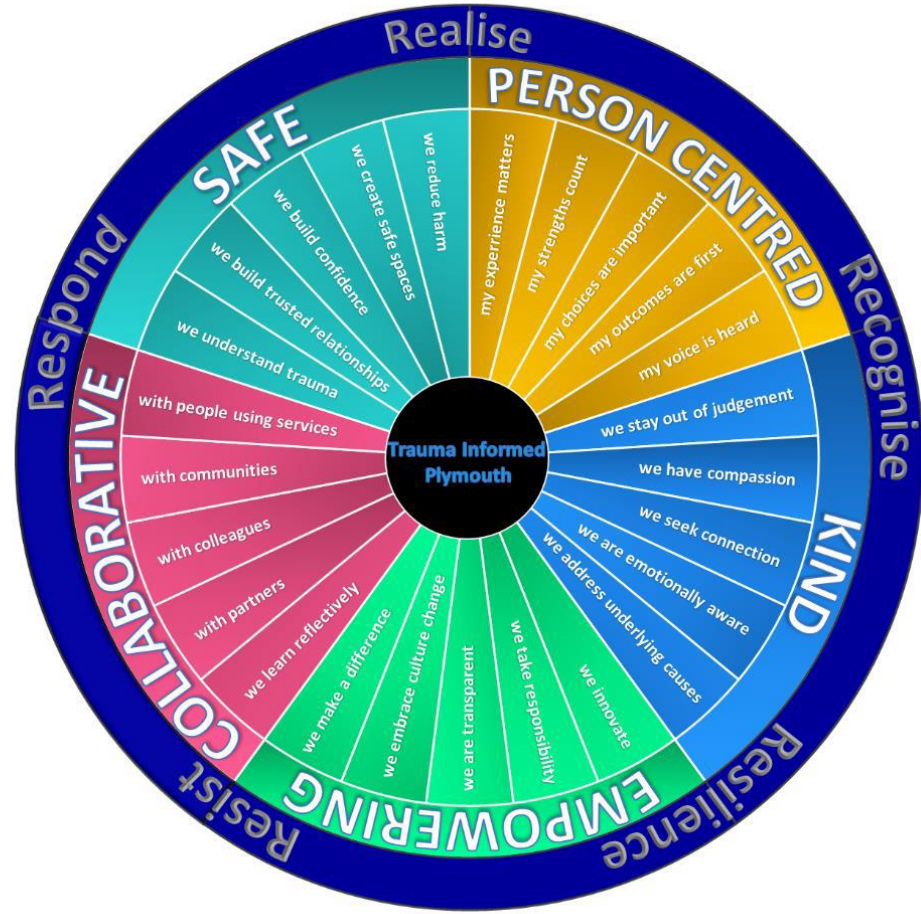


In collaboration with

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GP Adelaide St Surgery

# The 5Rs of Trauma Informed Primary Care

- REALISE What trauma is and the impact of trauma on health
- RECOGNISE The importance of recognising trauma responses in our patients, other staff and ourselves
- RESPOND Integrate trauma informed principles into our day-to-day interactions, amongst staff and patients, our language and behaviours, our environment, our clinical practice, our policies
- RESIST re-traumatising people by actively avoiding triggering traumatic responses, seeking to diffuse potentially traumatic interactions
- RESILIENCE Focusing on empowering individuals in coping with and adapting to adversity, focusing on salutogenic and protective factors



# Vision

Embedding trauma-informed principles and values  
to the whole primary care workforce

WEAVING  
& INFUSING

# TRAUMA-INFUSED & TRAUMA-RESPONSIVE

THROUGHOUT THE WHOLE SYSTEM: A CULTURAL & PARADIGM TRANSFORMATION

VALUES &  
PRINCIPLES

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THE PHYSICAL  
**ENVIRONMENT**

Design,  
Building,  
Space



**SUPERVISION**



Performance  
Reviews &  
Appraisals

**TEAM** Meetings,

Working Group, Feedback,  
& Communication Forums



Meaningful **CONSULTATION**  
& Decision-Making in ALL Aspects

*by those with lived experience  
& multiple different voices*



THE **RECRUITMENT**

Job Description **PROCESS**  
Communication  
Interview  
Feedback  
Induction



**LEADERSHIP**  
& MANAGEMENT



**EVERY**  
INTERACTION

*is*  
**IMPORTANT**

TYPE & CHOICE OF  
**LANGUAGE**



The Organisation's  
**VISION,**

**MISSION,**  
**VALUES**



**POLICIES**



**EVALUATION**  
& MONITORING



**STAFF WELLNESS,**  
WELL-BEING & SELF-CARE



**TRAINING**

& CONTINUING WORKFORCE  
DEVELOPMENT



**MATERIALS**



**ASSESSMENT**

**SCREENING** & Tools

TYPES OF **SERVICES**  
AND APPROACHES

OFFERED  
&  
AVAILABLE





# Project

Video recording training

Workshops - safe reflective space for  
whole team/ non-hierarchical clinical  
and non-clinical staff

Sharing resources

# Anticipated benefits

Reduce **staff burnout/ mental health strain** from feelings of isolation at work, fragmented teams, shouldering the heaviness of the 'fix it' approach, shame around sharing difficulties in workplace

Enhance confidence with dealing with **angry/ non-engaging/ withdrawn patients**

Enhance confidence with dealing with **complex** presentations including mental health and **medically unexplained symptoms** which are often manifestations of trauma

Enhance confidence and ease of working in high need areas such as areas of high deprivation/ **health inequalities**

Enhance **workforce recruitment and retention** through culture change as all points above and a greater sense of wrap-around whole team support



# Progress

Pilot - whole practice workshops  
Fellowship award

Further practices - Deep End Funding  
VTS GP training  
GP CPD 'Next Gen GP'  
Conferences

# Whole practice training

Access to online pre-recorded intro material (3 x 20 min video recordings)

4x Three monthly 2 hour workshop

- held in neutral venue outside of work building
- including a nourishing meal for each participant for their hard work

Costing £750 per workshop £3000 whole year package

# Feedback

*“Thought provoking, insightful, challenging, enlightening, lifting, I really took away from the session I attended and personally got benefit, but also with [managerial] hat on I saw real benefit from individuals in the team”*

# Feedback

*“it made me see myself, and other people, in a different light, it made me want to explore the way I see myself and other people from an empathetic point of view.”*

*“Maybe I feel I can listen differently and hear things differently. Maybe it’s given me thoughts in terms of more understanding of other people’s reactions, and also my reactions, not just other people’s.”*

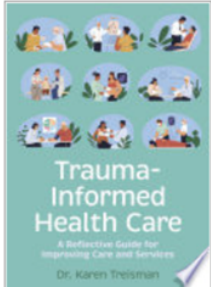
# Feedback

*“it felt very organic, the discussion just developing very naturally, and a, a forum in which we could sort of really share our thoughts without any sense of kind of judgement, just being free to explore the topic, reflect on our past experiences, whether those be with patients or personally, and share those in a really sort of safe and kind of encouraging environment.”*

*“it could be really exciting to use this approach in our organisation, both in terms of maybe changing the culture and some of our processes, but also as an individual practitioner.”*

# Resources

## **Trauma-Informed Health Care:** A Reflective Guide for Improving Care and Services



[Karen Treisman](#)

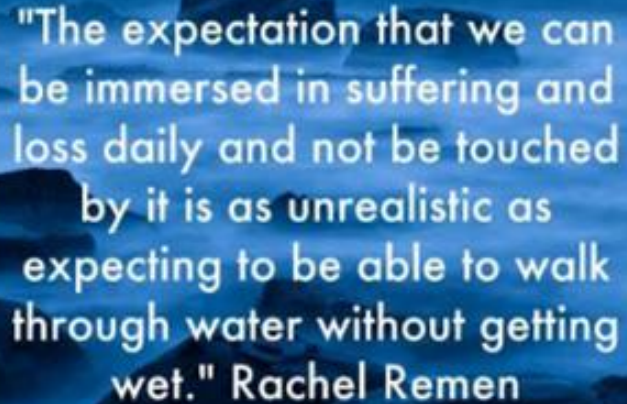
Jessica Kingsley Publishers, 21 Mar 2024 - [Medical](#) - 208 pages

This comprehensive reflective resource explores the values, principles and practical applications of trauma-informed and -infused health care.

Trauma-Informed Health Care introduces the different types of trauma - including medical and health trauma - and the impact of adversities, social inequalities and stressors. It explores their effects on health and the body, and on people's relationships with health providers. Key issues addressed include the importance of cultural humility, the effects of secondary and vicarious trauma, burnout and moral injury. It also covers the critical issue of organizational trauma: how to avoid practice which has potential to traumatize or retraumatize, and the role of cultural understanding, language, leadership, staff wellbeing and the physical environment.

<http://www.safehandsthinkingminds.co.uk/trauma-informed-trauma-responsive-organisations-systems/>

# Get in touch



"The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet." Rachel Remen

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