

# What is Peer Support?



## **What is Peer Support?**

Peer Support is a way for us to receive support from a peer or a colleague, who is able to provide time, space to talk and a friendly listening ear. People often find it easier to talk to someone with similar experiences, who can understand the situations that arise in a shared environment.

Peer Support comes in many forms. It can be provided informally, by catching a Peer Supporter when you see them, or more formally by setting up an appointment. Peer support can also be introduced in team huddles by way of more general check-ins with how everyone is doing. Peer Support is not therapy, counselling or a crisis service. It is a supportive and flexible response designed to help us make sense of recent experiences, giving us a sense of control, and helping us manage difficult situations.

## **Who are the Peer Supporters?**

A wide group of NHSGGC and HSCP staff are now being trained to become Peer Supporters. Each Peer Supporter has completed training and has the knowledge and skills needed to offer Peer Support to their team and colleagues. Each service may offer a different model of Peer Support to best meet the needs of their staff, area or department. You will be able to spot the Peer Supporters as they will be wearing their lanyards or badges.

## **What can they support me with?**

Your Peer Supporter understands the challenges that working in health and social care can bring, and though everyone reacts in their own way, it is often helpful to share experiences. They can support you with stressful work and life events that you may be facing. For example, perhaps you have been having a stressful time at work, have experienced a bereavement, or you

are a carer for a family member or loved one, you can share your worries with your Peer Supporter.

## **What happens during Peer Support?**

Peer Support is a non-judgmental, confidential space where you can talk openly about your feelings, worries and issues affecting you. The Peer Supporter will listen and support you. They could offer some guidance on coping with stress and help you think about what other support you may need. We know that when people feel supported and heard, this has a positive impact on their wellbeing.

## **How long will the session last?**

Peer Support can be anything from a five minute conversation to a longer session. This might be provided over several sessions.

## **Is it confidential?**

Yes, unless the peer supporter is worried about you or someone else's safety, in which case, they will support you to contact other relevant services. This will help you access the right level of support. This would normally be discussed with you first before any action is taken.

## **What if I need more help?**

If you feel you need more psychological support, you can confidentially self-refer to Occupational Health Psychological Therapies Service on ☎ **0141 277 7623**. If you are in crisis, please refer to the information in the red box on the back of this leaflet.

## Want to find out more?

- Contact us: ✉ [peer.support@ggc.scot.nhs.uk](mailto:peer.support@ggc.scot.nhs.uk)
- Web: Peer Support Network - NHSGGC (Search for 'NHSGGC Peer Support' on the web or find on HR Connect)
- GGC: 277 **Looking after Yourself and Others** (NHS staff: Learnpro, Local Authority staff: local eLearning platforms)



## How can I access Peer Support?

Find out who your local Peer Supporter is and arrange a chat with them. If you do not know who your local Peer Supporter is, if you do not have one locally or if you prefer to chat to someone outwith your team, contact: ✉ [peer.support@ggc.scot.nhs.uk](mailto:peer.support@ggc.scot.nhs.uk)

You can also contact this email address if you are interested in becoming a Peer Supporter.



### If you are in crisis...

Please contact your GP, call NHS 24 on ☎ **111**, dial ☎ **999** or go to A&E.

To talk to someone you can call Samaritans on ☎ **116 123** (available 24 hours) or

Breathing Space on ☎ **0800 83 85 87**

(available 6pm Friday–6am Monday, 6pm–2am on weekdays Monday–Thursday).