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# Professional Advocate (PA/PNA) In Primary Care



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Lead Professional Advocate

## What are Restorative Conversations?

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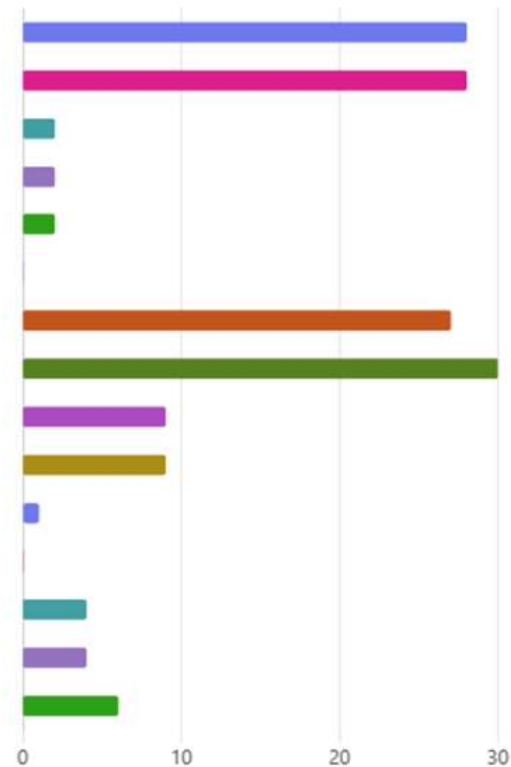
- Emotional needs of staff
- Promoting wellbeing
- It provides a safe thinking space
- improves staff retention
- Builds resilience & compassion, reduces negativity
- Confidential and in no way managerial
- Empowering growth: having career support and quality improvement projects

The findings from the **Restorative Supervision Programme** review support the recommendation that RCS **improves the mental health and well-being of staff: it reduced burnout by 43% (from 42.81 to 24.71) and stress by 62% (from 43.35 to 16.86) from regional baselines (Wallbanks, 2021).**

# Why does it matter?

6. What was the theme from the PNA session  
Tick as many as appropriate

Stress/anxiety personal	28
Education & Training / Professional Development	28
Support with revalidation	2
Incident debrief	2
Preparation for appraisal	2
Preparation for coroners enquiry	0
Stress/anxiety work related - Professional Relationships	27
Stress/anxiety work related - Coping with work pressures	30
Stress/anxiety work related - Other	9
Compassion Satisfaction	9
Menopausal Support	1
Financial Support	0
Equality, diversity and Inclusivity	4
Return to work support	4
Other	6



[More details](#)

- ✓ Restorative conversations reduces stress by 15% (2023 study)

In Northamptonshire:

- ✓ **63%** would have gone off sick had they not accessed the PA service.
- ✓ **58%** had seriously considered leaving their role before a PA session.



To be able to reflect on my feelings and to turn negative into positive.

The time to talk things through - but I have put all the info given to me from last session into place, and things are now going really well.

Someone to talk to in confidence and the advice that has been given when talking about issues - how they could be resolved. understanding the working environment in healthcare from a realistic view.

My recent session was great and very helpful. It was good to be able to talk openly without feeling any pressure to talk about anything more specific. It was nice to have that time with my team and share some experiences with them.

Having someone listen Having the time allocated on my screen The onward support and suggestions The ability to have onward sessions

We need more sessions like this. Thank you

The time and space to talk and be heard.

Good opportunity to set goals and prioritise workload

**Northamptonshire**  
Primary Care Training Hub

**Thank you for listening**

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