

Tips for self-managing wellbeing in the pharmacy during the COVID pandemic



Learning what to do if you feel stressed at work is important for your health and wellbeing. This is particularly important as the COVID pandemic wears on. These tips are designed to give you some ideas about what to do if you or a team member is feeling under pressure.

Further wellbeing information and support is available on the [Pharmacist Support website](#) including via the [Wellbeing Hub](#) and from [NHS E/I](#).

Talk to each other

Talking to colleagues about reasons for your stress may reveal that they are having similar difficulties. This gives you the opportunity to share ideas about how to manage stress.



Talk to your Line Manager

Research shows that your relationship with your Line Manager is the most important relationship you will have at work. If you are finding things stressful, talking to your Line Manager is a good first step. It is often useful to make a written note of your conversation too. If you don't want to speak to your manager speak to another senior colleague.

Take a break

No one does their best work when they're tired or hungry. Pay attention to your wellbeing and make sure you always take a break and encourage team members to take theirs too.



Use your holiday

Having time off from work is essential for your wellbeing. While we know this has been difficult during the pandemic, it is important to use your annual leave to switch off from work and avoid burn out – even if that just means relaxing at home.

Think about working hours

Don't regularly work extra hours that no one knows about. This may hide problems occurring in your pharmacy and won't help solve any underlying issues. While staying in contact with colleagues outside work can be convenient, it is important to respect other people's time away from work.



Work together

Team work is essential for a happy and productive pharmacy. Regular huddles throughout the day can help make sure that everyone is on track and is a helpful way for colleagues to voice any concerns they may have.

Speak kindly to your colleagues

[Research shows](#) that civility or politeness at work is crucial, not only for you and your team's wellbeing but also because it reduces patient safety errors. Even if you're feeling stressed, always speak politely to your colleagues and expect the same back from them.



Try not to take things personally

If people make complaints it can be distressing. Make sure you support your colleagues and don't take things personally as this can impact care and safety. Remember many customers and patients may be feeling overwhelmed and stressed too, which may result in more issues being raised. However, it is unacceptable for patients or customers to be abusive or violent. If any incidents do occur make sure you report them in line with your company policy.



One job at a time

Dispensaries can be noisy, busy environments with many distractions. That's why it's important to stay focused on the task in hand. Ensure your team know when it is or is not OK to disturb you.



You're doing great

It's an extremely challenging time for all healthcare professionals. Remember challenges are not a reflection on your own performance but of the circumstances. **Keep going, you're doing a great job!**