Your emotions explained

Picture yourself on a good day.

On a good day, you feel motivated, energised and confident that you can positively face any challenge that is thrown at you.

On a good day, your colleagues benefit because you are helpful and supportive, proactive and ‘on the ball’.

On a good day, your patients benefit as your approach and attitude focuses on their needs and you can find the energy to go the extra mile to make sure the care you provide makes a difference to their wellbeing.

Emotional health has an impact on the level of care our patients receive. Research by wellbeing company Robertson Cooper showed that NHS staff directly relate how they feel to how effective they work with colleagues, and the quality of care patients receive.

NHS staff reflected that they normally felt one of three ways:

**On the edge** – when the pressure we face exceeds our ability to cope, we feel overwhelmed and out of control. We will find it hard to think through problems, often making rushed decisions and losing our patience. Our patients are likely to think we are terse or even see us as out of control, they may be reluctant to ask for help if they can see we are overwhelmed. Mistakes are more likely to be made, or things can be missed, when we are in this mode.

**On a good day** – our motivation and energy feels easy to find. We are interested in what we are doing and have confidence we can cope with whatever gets thrown at us. Patients feel cared for, they view us as responsive and in control. They feel sure we are focused on, and meeting, their needs.

**On a go slow** – when we feel disengaged, we find it hard to build the energy to fulfil our responsibilities, patients are more likely to see us as uninterested and uncaring. We are slow to respond and may leave things undone as we can’t find the energy or motivation to make them happen.