

# Coaching for wellbeing

Looking After You Too is a virtual, personalised coaching service offered by NHS England and NHS Improvement to support front-line primary care workers as they respond to the pandemic. During the first 14 months, 3,860 primary care staff received coaching.

The Institute for Employment Studies (IES) conducted an evaluation of the service. This infographic presents key findings about the impact of the service for staff wellbeing.

## Survey samples

- 261 Coached
- 195 Not coached
- Apr 20' - Jul 21'
- 30 interviews

## Does coaching improve wellbeing?



## Number of sessions

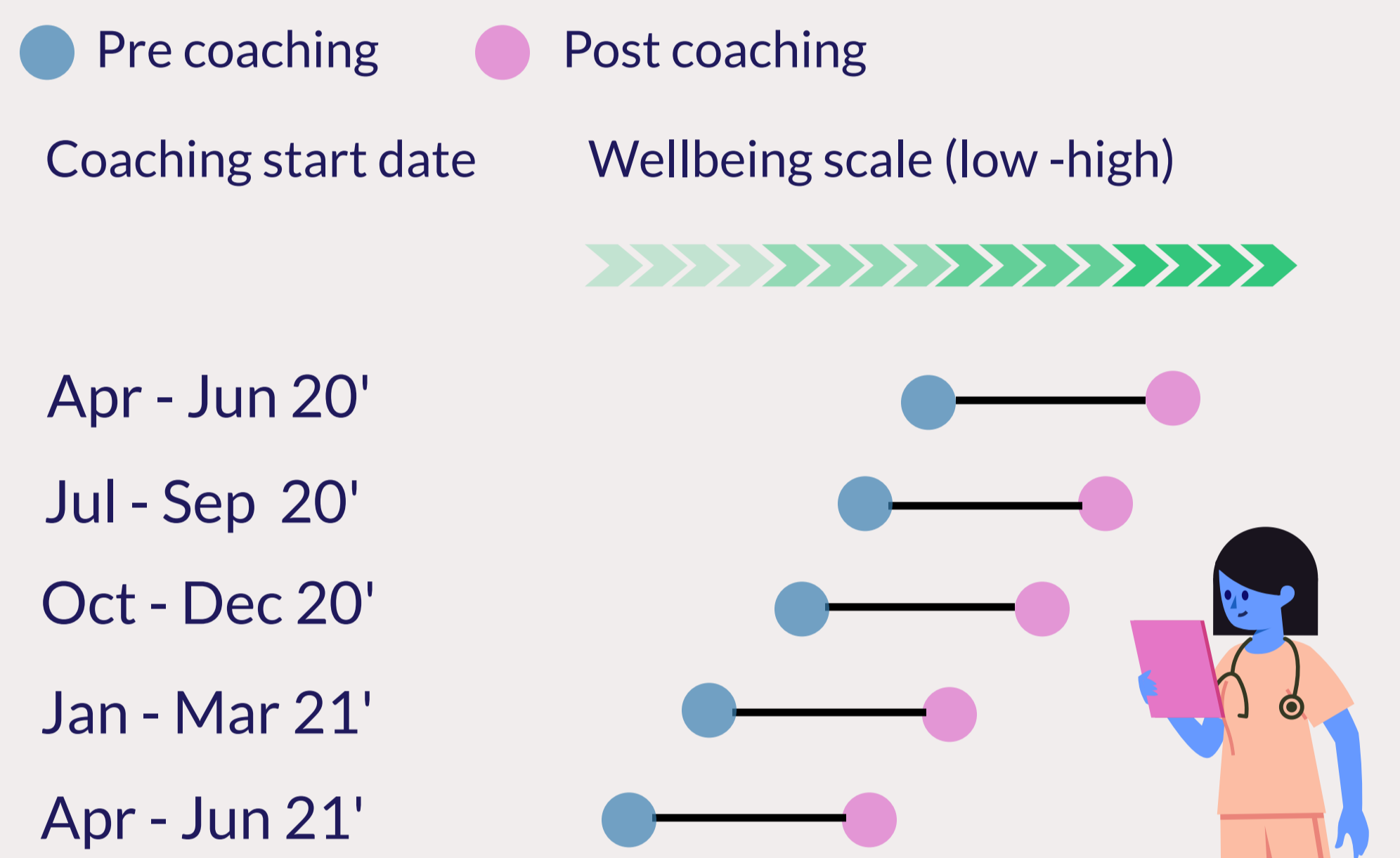
Employees who had multiple coaching sessions demonstrated a greater improvement in wellbeing compared to those who only had one session.



Employers should provide and encourage use of multiple sessions.

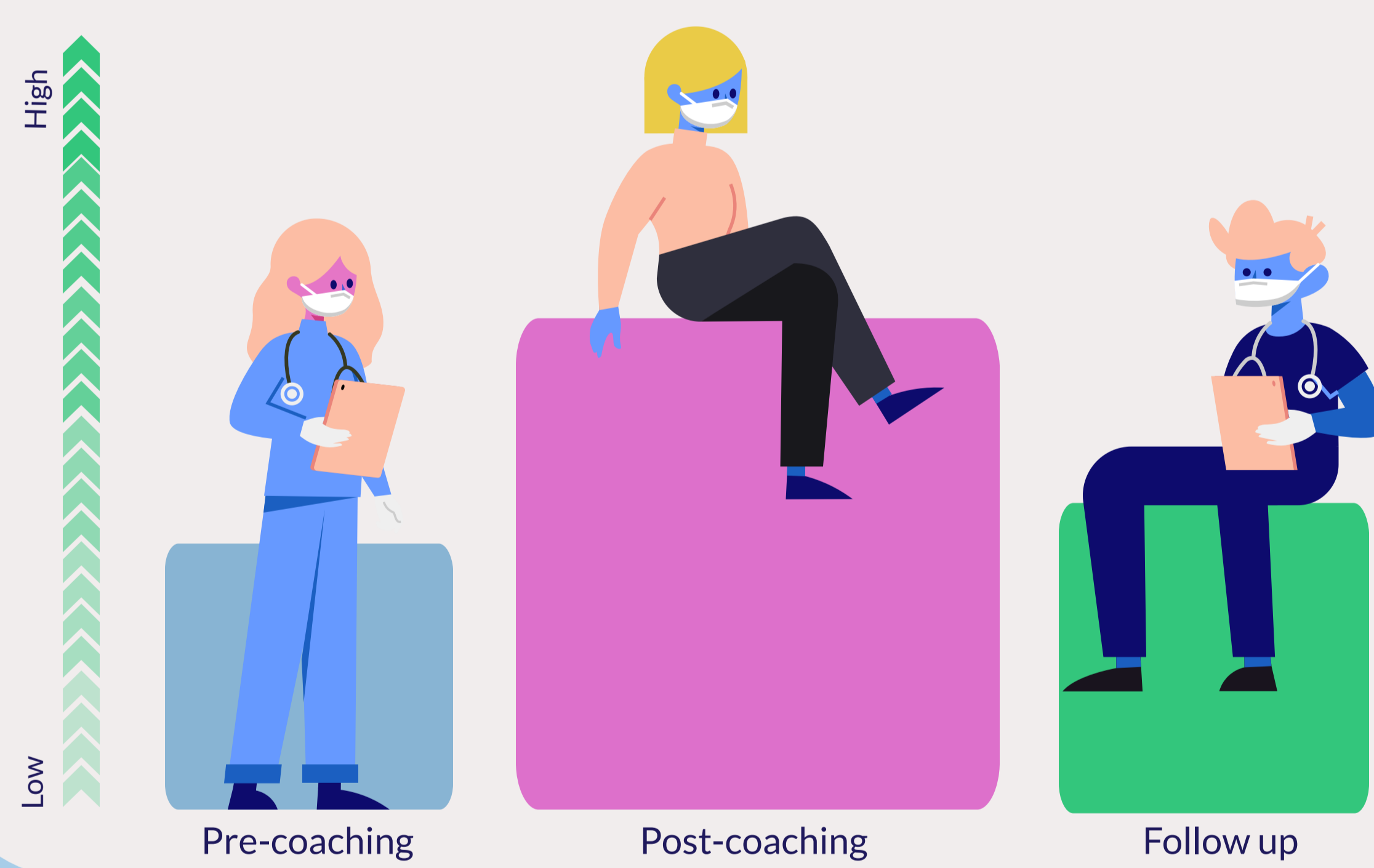
## Coaching in a crisis

Coaching was equally as effective at improving wellbeing and resilience regardless of when coaching began.



However, employers should implement coaching early on in a crisis, before wellbeing deteriorates.

## Are the benefits long term?



Although wellbeing scores declined between post-coaching and follow-up, scores at follow-up remained higher than they were prior to coaching.

Finding ways to maintain the wellbeing benefits of coaching for longer, is crucial.

## Impact on staff retention



The more employees' wellbeing increased, the less likely they were to have intentions of leaving.

Improving and maintaining wellbeing can positively impact retention in Primary Care.

## What does better wellbeing mean to staff?



### Further information

For coaching research or coaching evaluation advice, please contact the IES expert Dr Alison Carter  
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For more information about Looking After You Too, please visit the [NHSE/I website](#)