London Neonatal
Operational Delivery Network

Developing culture, communication & compassion

How have the lead psychologist & hub psychologists supported London's neonatal units?

In neonatal care, ***culture***, ***communication*** and ***compassion*** are all words being used regularly in reviews and investigations, media reports and policy. The psychology team have high level expertise in all these areas (and others) and are available to support staff, units and the region to develop culture, improve communication and deliver compassionate care in a real, tangible way which moves beyond the rhetoric.

You said:	We did:
More on the ethics of the work and the impact this has on staff	February 2026 has keynote webinar on ethics and moral injury in neonatal care
Support for business cases to develop psychological provision in the unit	In the last year we have supported Northwick Park, West Middx, Barnet, Newham, Whipps, Croydon, Whittington, North Middx and Royal London at various stages of development
Recruitment support for trusts without neonatal psych professional	Provided support with job descriptions, person specifications, shortlisting and interviewing at: Kingston (x 3 rounds) RLH (x 2 rounds) St Hellier (x 2 rounds) Lewisham/QE (x2 rounds) All have successfully recruited.
More skills based, practical training	Quick wins webinar series (12 x 30 minute sessions across 2026). Also recorded to watch at your convenience/use for training
More compassionate minds training and support	Compassion focused staff support training offered to psychological professionals to take back to units Two compassion focused study days for senior nurses
Support for PNAs	Trauma informed care training targeted at PNAs Community of practice, with the offer changing to compassionate mind training in 2026 Supported SL sim training for PNAs
Supporting neurodivergent parents and staff	Webinar in April 2026 specifically focusing on this topic
Support for running debriefs	Training planned for 2026
Support for training	Sim training for GESH Training provided or co-facilitated in units Developed training resources to share with embedded psychological professionals Continue to support ODN FINC & aQIS courses.
How do we develop better psychological safety and improve unit culture?	Psychologically informed environment sessions (see attached report) Watch out for the hub **menu of offers** coming out in 2026.

The neonatal network lead psychologist, Dr Ellie Atkins (0.6 WTE) and the hub psychologists, Dr Kirsty Abbas for NCEL (0.7 WTE) and Dr Alanna Gallagher for SEWL (0.6 WTE). There is currently no hub psychologist for NWL meaning that some of these offers are not available in NWL at present.