

Introduction to Balint

Dr Samantha Low

GP Fellow, Chells Surgery, Stevenage

- Aims
 - Introduction to the concept of Balint Groups
 - To generate a portfolio reflection:
 - Dealing with medical uncertainty
 - GP resilience
 - Communicating with difficult patients
- Objectives
 - Experience a Balint group
 - Transference and countertransference

GP BULLETINS | SIGN IN OR REGISTER Search 20,000

News ▾ Education ▾

ESSENTIALS Online learning + one-day event

Confident on all the latest clinical guidance updates? **FIND OUT MORE**

MailOnline

Home News U.S. | Sport | TV&Showbiz | Australia | Femail | Health | Science | Money | Latest Headlines | News | World News | Arts | Headlines | France | Pictures | Most read | News Board | Wire

Open all hours, PM orders GPs: After the Mail exposes half-day surgeries, doctors are told to open from 8am-8pm - or lose cash

- Theresa May will order GPs to extend their opening hours
- Thousands of GP surgeries close their doors
- Many only open for a few hours
- One fifth of GPs say they will stop working

Future GPs need resilience to avoid burnout

By David Millett on the 15 October 2014

GP trainees should receive structured training to prepare them for the workload and stress they will face to help combat burnout in the profession, warned.

PULSE At the heart of general practice since 1960

HOME NEWS ▾ VIEWS ▾ CLINICAL ▾ YOUR PRACTICE ▾ HOT TOPICS ▾ TRAINEE PULSE

Failure to fully consider access is irresponsible - **OPINION**

HOME → YOUR PRACTICE → BATTLING BURNOUT

Revealed: The rising tide of GP burnout as NHS cuts support

4 June 2015 | By Alex Matthews-King

Share Print Save

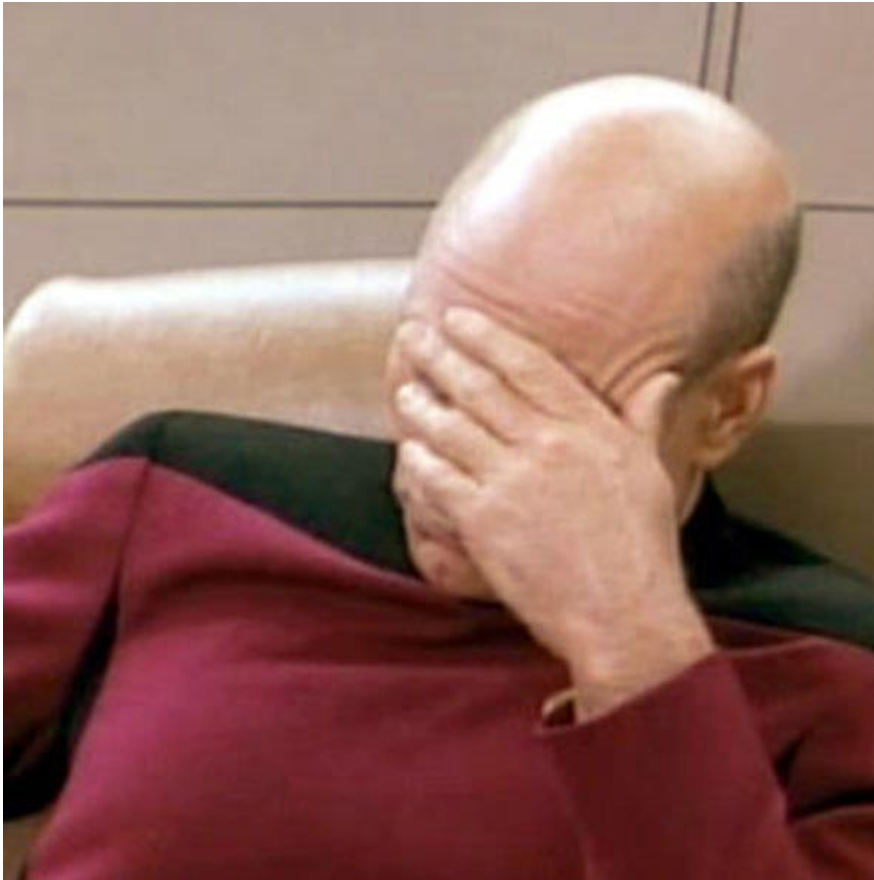
SHARE ON FACEBOOK
SHARE ON TWITTER

Exclusive Rising numbers of GPs are so stressed during their working day that they are at a high risk of burning out completely, reveals the largest ever survey conducted in the profession.

Comments (102)

How do you create GP resilience?

What makes a heart-sink patient?



- *'the feelings felt in the pit of your stomach when their names are seen on the morning's appointment list'.*
- 11% GP workload

O'Dowd TC. Five years of heartsink patients in general practice. *BMJ* 1988;297:528–30

Clinician factors

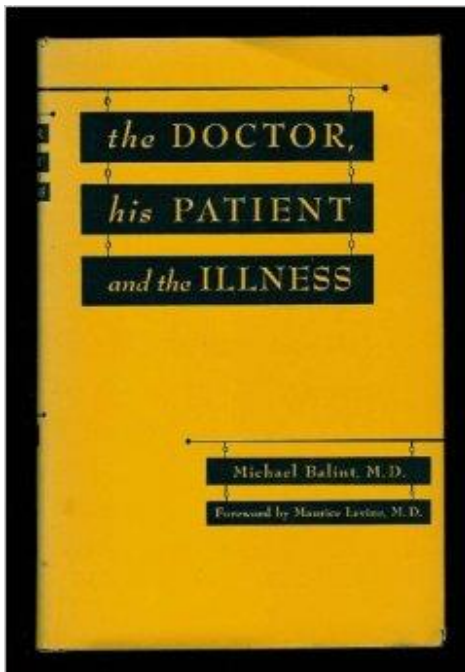
- Younger
- Work longer hours
- Anxiety and depression
- Those who sub-specialise
- Higher perceived workloads
- Lower job satisfaction
- Less training

- Experiencing personal anxiety
- ‘Pressured’ type of personality
- Overly critical or judgmental character
- Needing to be constantly liked by patients
- Excessively defensive personality
- Being overly nice

Lee David ‘The 10-minute CBT handbook for primary care’ – Scion Publications (2006)

How can Balint help?

- Michael and Enid Balint
- *The Doctor, his Patient and the Illness* (1957)



- Focuses only on doctor/patient relationship
- What are they doing to each other?
- What do they mean to each other?
- Awareness of feelings created in the doctor by the patient
- Mirrors emotions in the consultation room

What happens

- Presentation
 - Phase of inquiry
 - The “Push-Back” phase
 - Conclusion
-
- Group leader – keep focus on the doctor/patient relationship

Ground rules

- 1. Confidentiality
- 2. Listen and respect everyone's contribution.
- 3. No unwelcome and intrusive questioning of group members about their own personal qualities or their childhood experiences.

Group 1

NEED COFFEE

NOW!



Transference and countertransference

- Transference
 - (The patient) unconsciously transfer feelings and attitudes from a person or situation in the past on to a person or situation in the present (the therapist)
- Countertransference
 - the response that is elicited in the recipient (therapist) by the other's (patient's) unconscious transference communications

Factors that increase transference

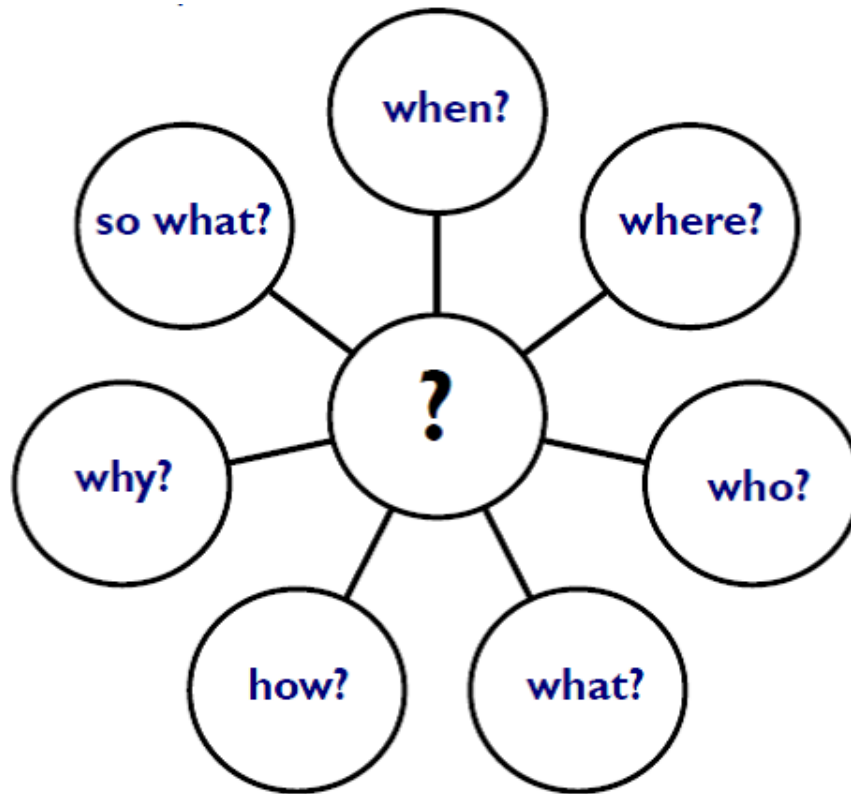
- Vulnerable personality
 - Borderline features
- The patient's anxiety about safety
- Frequent contact with a service or with a keyworker

Dealing with transference

- Recognising the importance of the relationship to the patient
- Reliability
- Maintaining professional boundaries and clear limits in treatment
- Interpretation, but only when the patient can understand and use it

Group 2

Debrief



Further resources

- The Balint Society
- Facebook
 - Tiko's GP Group
 - Tea and Empathy
 - Resilient GP



The
Balint
Society



- Five years of heartsink patients in general practice. Tim O Dowd. *BMJ* 1988; 297
- Balint groups and the Balint Method. John Salinsky 2003 <http://balint.co.uk/about/the-balint-method/>
- Transference and countertransference in communication between doctor and patient. Patricia Hughes, Ian Kerr. *Advances in Psychiatric Treatment* Jan 2000, 6 (1) 57-64

Doctor's support

- **BMA telephone counselling service (24h service)**
08459 200169
- **National counselling service for sick doctors**
www.ncssd.org.uk 0870 321 0642
- **Doctor support line anonymous help service**
www.doctorssupport.org 0870 765 0001
- **Doctors support network for mental illness**
www.dsn.org.uk 0870 3210642
- **Sick doctor's trust for drug and alcohol problems**
01252 345163