

Prescribed Medication Support Service and Primary Care Counselling Support Service Manager

June Lovell

Mental Health and Social Care



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75



My job is to support two specialist services across North Wales that I pioneered and developed over 30 years ago. I recognised a need for these services, obtained funding, became a specialist and moved to manage the services, training others to carry out the day-to-day roles. This created new job opportunities and delivered a much-needed service. Currently, there is an All Party Political Group in Westminster for drug dependency who are holding our service up as a 'shining' example of good practise and are seeking to emulate similar services across the UK. It's a testimony to the NHS and Betsi Cadwaladr University Health Board (BCUHB) that a vision was supported and we have a unique service in BCUHB.

I have also developed a robust partnership with the colleges and universities to support counselling programme placements for students, to increase counselling in tier 1 mental health services, providing a cost-effective service.

The most enjoyable part of my role is seeing the benefits patients receive from reducing their dependence on medication and enabling them to have a more fulfilling life. I also enjoy supervising the students who work in the counselling programme, seeing staff grow in confidence and clients receiving a high standard of service. I relish the problem solving that is required and supporting this much-needed service to continue to grow.

I joined the NHS in 1979 as a student psychiatric nurse at the North Wales Hospital. I worked to help set up the inpatient drug and alcohol service and then applied for a community psychiatric nurse role. I've worked for the health board for all of my career (43 years), working across a variety of positions and areas. I am proud to have worked in the NHS and grateful for the many opportunities I have been given to grow as a person within the organisation, through additional training, counselling, supervision, management and



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leadership and mindfulness etc. This has helped me to grow from a student to a manager of services.

I've recently (2023) received a British Empire Medal (BEM) in the New Year's Honours list for my development work within mental health as part of the NHS, which feels like a culmination of my hard work and the support I have received.