

Event by **The Janki Foundation for Spirituality in Healthcare**  
**Launch of Happidote App – REPORT**  
Monday 18<sup>th</sup> November 2019, 7.15-8.45pm, GCH, London

The evening opened with flute music by **Prabash Ragbir**, taking everyone into a quiet reflective 'zone' with a beautiful slow rhythm.

**Dr Sarah Egger**, Chair of Janki Foundation (JF) welcomed 50 people present and 70 on webcast at the launch of the Janki Foundation App. She introduced the work of **The Janki Foundation** and how it supports **Global Hospital in Mount Abu**. And she noted that since its inception '*Our projects are written by healthcare professionals for those delivering healthcare*'.

Sarah also gave some context and motivation to the creation of this new App and expressed how it has been an incredible team work effort to bring ideas together as they asked themselves: 'How has meditation helped us in our day to day work? What are the things we have taken out there to survive and thrive? And that now the easiest way to reach people with a project is using a mobile phone and hence the creation of an App.

*Setting the context: Working with sick people is rewarding but it does require emotional labour as we are dealing with suffering. There is the intention to give high quality care but within a system that is under much pressure it causes "moral distress" as we are not living up to our own standards. This is quite deep as the system is creaking at the seams. 40% of staff suffer from work related stress...nationally. The NHS in this country is in a critical state. There is stress in healthcare professionals! The system is not supporting healthcare staff - some basic human rights are not being met and this is challenging the resilience of people. This includes sleep, rotas and food, as well as "gross overtasking". Yet there is an inextricable link between well-being and the quality of interaction with staff. We know that better the self-care, the better we feel, then we can deliver better care'*

- Often with well-being it is deemed as 'off the job - holidays' etc....but it is actually on the job when it is most needed - when we get reactive. This app is created with this in mind, and we have turned these ideas of how to stay calm, centred and in equanimity - into short meditations - "antidotes".

She then invited Dr Rachna Chowla to provide insight into why 'we feel the app is so much needed and important':

**Dr Rachna Chowla:**

- I am a clinical lead for clinical strategy and effectiveness in Southwark and I would love to see these ideas filter through to the systems to support those delivering healthcare.

I am also a GP in Rotherhithe...and I have written a poem that recounts a normal winter's day in primary care, trying to do the best in difficult circumstances and the moral injury due to the constraints of the system that are just not letting this happen... and why we need an app like Happidote to help us.

Dr Rachna then moved the gathering with a powerful poem she had written depicting an average day at work....[Stop before crying... back to clicking](#) (see poem at the end of report). Since the launch, this poem has been chosen to be included in a NHS Anthology of Poems coming out next year.

Other points made by Dr Rachna:

- Within our system there is a big issue with burnout and this affects us all as the people on the front line become unwell and leave.
- Last year a 3<sup>rd</sup> of GP's when asked wished to leave the profession within the next 5 years. It is also clear that with stress it is almost twice as likely that errors will be made.
- At a system level there is a recognition not just to develop people on the front line to be resilient, to be a cactus in the desert; but also now it is seen that compassion is required.
- It is important to notice when I am feeling upset, then take a moment to stop and replenish and then move on....then we are better able to look after ourselves....
- I learnt this on a retreat at Global Retreat Centre, Oxford, many years ago and the whisperings from the retreat stayed with me when I returned to work and I was able to stop and check in with myself.....

This app provides a caring way to show some self-compassion for the self when life is tough. I enjoyed the process so much being involved in this project with Arnold and Sarah over soup at their home!

Sarah expressed thanks and invited **Minal Patel** who has helped with ideas for design and connecting us with technical people to get the App going.....and helped get a short promo video created. This included artwork by **Tanya John** and animation by **Rajesh Khanna** (This was then shown).

*You provide with patience.....you serve to soothe.....you aid the antidotes....but when you support others who supports you?* Opened the promo, which also shared a meditation example:

*I take some moments....I sit with my own discomfort about the situation and acknowledge my own fears....I don't run away from them and hold the uncertainty. I settle into my own peace....into the currents of peace below my own feeling....from there I listen to what is being said by the other and remain in tune with my own inner peace and let go of my need to fix.....*

**Dharshi Thiruchelvam**, a user experienced designer in IT then explained how to move through the App. She designed the app and had been responsible for providing the technical backup to make it user friendly and easy to navigate. *Thank you for the opportunity and I am so glad I got involved in a project that will help so many professionals....*

She explained the App to the audience:

- **10 different scenarios** to address 'How am I feeling?' - Different emotional states such as 'stressed and overwhelmed' coupled with an antidote, in the form of a short meditation.
- There are also three core meditations: **Breathe and Relax**, **Settling into my Inner core of Peace** and **Connecting to The Source**.
- Also included is a **Value Scope** - spin the wheel of virtues and reflect on one.
- An introduction to The Janki Foundation
- How to donate, as it is a free app....

Sarah then acknowledged what an incredible team it was who worked together lovingly on the project:

Design of App: **Dharshi Thiruchelvam** and **Sarah Egger** with help from **Minal Patel**

Artwork of App: **Tanya John** with animation support from **Rajesh Khanna**

Content of App: **Suja Chandran**, **Nora Vyas**, **Kala Mistry**, **Nirmala Ragbir-Day**, **Bhavna Patani**, **Nora Vyas**, **Arnold Desser**, **Patrice McKenna**, **Myriam Cotret** and **Romina Melwani** - all involved in healthcare and gave their input. There was also a range of voices to deliver the meditations including - **Lucinda Drayton**, **Craig Brown**, **Samantha Fraser**, **Minal Patel**, **Arnold Desser** and **Sarah Egger**.

Sarah noted that now the focus will be on how to use the social media network to spread the word about the app!

There was then sharing by different professionals of their experience of creating the App and how they feel it will be helpful in day-to-day work for their profession:

#### **Arnold Desser**

- *It is the style of JF to take time to do things...to be a cooperative and co-creative group of people, and we learn a lot about each other.....it was interesting to go the studio to get the best out of the voices and get out of them the voices we wanted to convey.*
- *We sat through each meditation and the feeling that was generated by the meditation brought us very close together.....we became part of the work....they are just words but behind the words are the relationships...*

## **Suja Chandran**

- *I work as a social worker in a busy hospital and so it is quite relentless. People who work in social and medical care are resilient but before we know it compassion fatigue is staring at us...*
- *When we were writing the commentaries we looked at the positives and the experience of compassion....so for me to be both, one who suffers and one who has compassion...*
- *There are a large number of carers who also offer healthcare. I would want it to be promoted to carers who are often isolated and lonely.....so it is not only for healthcare professionals but carers too.*

## **Nora Vyas**

- *It was great to be involved in the commentaries for 'overworking and perfectionism'...and when I worked on it I thought 'wait a minute, it sounds a bit like me!' When I was writing some of the commentary I was asking myself 'what is perfectionism'...it is what I consider to be perfect but it may not be someone else's!*
- *I hope I can do my bit in sharing it through social media and push this app further into different professions: education, banking, IT wherever it is needed.*

## **Tanya John**

- *I am better at painting than speaking... so I would listen to the meditations and draw from them a feeling, hoping to convey deep spiritual concepts that the app surrounds us with.*
- *It is my passion to create art to inspire people to look deeper within themselves.*

## **Dharshi Thiruchelvam**

- *I worked on Bee Zone before this, and we connected with Shashin Shah at One Point.*
- *We have built the app for both iPhone and Android.*
- *So download it... go to Janki Foundation and leave a rating.*

Sarah then invited **Sister Jayanti** to share why this sort of support is needed in the world today:

## **Sister Jayanti**

- *You have your finger on the pulse what humankind is going through at the moment and what challenges it faces.....*
- *Thank you Sarah and the amazing huge team that I am meeting.....it is wonderful to see how you all work together....We were in a meeting with Dadi Janki and listening to her saying we needed to serve the local people and Dadi said do something about helping people in the healthcare profession. Diane Tillman was one of the main souls who put*

together the Living Values work and then the Values in Healthcare programme drew from that. So it went from Values in Education to Values in healthcare. (Diane was present in the gathering).

- *Who is caring for the carers in these two caring professions that have the greatest stress?*
- *How do we care for those who are truly caring for others?*
- *I can see this app is going to be extremely useful....it is going to be highly valuable for everyone going through stress with much pressure on the services and the huge population...it is a very timely thing.*
- *When we do take time...just a minute for the self to recharge the inner battery we can come back to a state of peace.*
- *The boat is meant to be in the water, not on dry land. But if the water is in the boat then we have a problem!*
- *Taking time to recharge and we can return to the inner space of sanctity and wellbeing that is within you. And then we can keep everything else on the outside and can give energy, power and love to others.*
- *I am aware that compassion is running dry in so many places. We have got used to a stressed state as 'natural' but the real natural state is easy and when we learn how to come back to this we experience it again.*
- *There will be requests to translate this into many languages I am sure; into local languages and it will be very helpful for everyone across the world.....not just for professionals but also for patients.....*
- *Thank you to everyone who has worked so hard. All good wishes. What I have seen is what starts as a seed, grows and grows and multiplies in many different ways.*
- *Let us have a few mins of meditation.*

*Going inwards and coming back to the Shining Light that I am...I, the soul, come back to my natural state of peace...of light...of love...I hold this awareness and connect with The Source....and now it is not only my light and peace...but the Power of Peace....and the intensity of this light multiplies...and the Power of Peace...reaches out far and wide. And the Light of Love.....touches all the souls of the human family: healing hearts...removing the burden that souls carry...so that they can become light and feel free...the Power of Love...ignites hope...and love unites us all into one family again....so that we support and empower each other and move forward together...and as the peace, light and love reach across the planet...we create a better world for all...OMSHANTI*

**Bhavna Patani**, JF Secretary, gave thanks to everyone involved, and especially Sarah and the team who were closely involved for their 'labour of love' in creating this app. Also to the Brahma Kumaris for hosting the Launch at Global Cooperation House.

## **'Stop before crying.....back to clicking' by Dr Rachna Chowla**

To appear in upcoming NHS anthology of poems

**And I finally stood and stopped  
After a day of running, whilst sitting  
Made of all the sunlit hours and more  
Computer not working, running late before starting  
Listening, clicking, caring, clicking, listening, examining, caring, helping  
Clicking, did I say clicking? Well then more clicking...  
Reading, listening, investigating, clicking, looking, caring, thinking (fast, never slow), caring,  
phoning, clicking, finding, looking (hard, rarely easy), prescribing, clicking, holding hands  
(too brief, come back?), printing, computer now slow working (to me hinting?)  
No time left for slowing, clickety-click-clicking  
Clicking, clicking  
Home visiting, answering, doing, forgot, now peeing  
Not stopping, meeting, some laughing, relieving, more to do, talking, meeting, eating, more  
letters reading, scripts prescribing  
Triaging, supervising, nurturing (moments please stay?), reassuring, clicking  
No time left, turn up the rushing, machining, machining, but is that listening, is that caring?  
Doing the clicking, clicking, clicking?  
What Am I? Clicking? Clicking? Clicking?  
4 minutes left to finishing  
Too much left...Can't, can't  
Leave it, leave it  
It will be there waiting (with more in waiting)  
Day in day out, day out day in  
Tick tock tick tock  
Whose clock? Whose clock?  
7.30pm locking  
Leaving, at last leaving!  
And the day suddenly stopping  
When I finally stood still and started crying.**