Agenda Item: 4.2

The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Action 16: Staff Support Services Update

Staff can access support in several ways within the organisation.

A) Raising Concerns:

The following are ways in which staff are able to voice their concerns:

1) **Staff Networks** notably, BAME (Black, Asian, Minority, Ethnic), LGBTQ+ (Lesbian, Gay, Bi-sexual, Transgender, Queer plus) & Armed Forces. In addition, there are sub networks such as INK (Indian Nurses Kings Lynn) and SING (Supporting International Nurses Group). These Staff Networks provide safe listening spaces for staff talk about concerns and help drive change.
2) **Staff Engagement & Culture Forum** held monthly where staff can attend and share their experiences of working at the organisation and engage in discussion around upcoming proposed changes as well as feeding in a temperature check on how staff are feeling.
3) **Staff Briefings** - Monthly briefing from the Chief Executive Officer/ Chief Operating Officer & Medical Director also provide staff the opportunity to raise concerns and be listened to. Ad hoc meetings are also arranged to discuss specific items such as winter pressures.
4) **National Staff Survey –** an annual staff survey for all staff members to complete
5) **National People Quarterly Survey** - In addition to the NHS National Staff Survey from January 2022 staff will be given the opportunity to complete this survey which is made up of the seven core questions from the NSS and 9 staff engagement questions.
6) **Freedom to Speak up Guardian & Champions**- we have three Freedom to Speak up Guardians and 16 Freedom to Speak up Champions. Our Champions are a link for staff contact to discuss and raise concerns, and act as role models for creating an open, honest and transparent culture.
7) **Schwartz Rounds** are available for staff to attend quarterly. These sessions are group reflective practice forums giving staff from all disciplines an opportunity to reflect on the emotional and social aspects of working in healthcare.
8) **Individual and Divisional team meetings –** held within departments and across divisions

B) Addressing Health Issues

The following are ways in which staff are able to access support for Health Issues:

1) **Occupational Health Department** consisting of a Doctor, Nurses, Manual Handling Advisor and Physiotherapy to support our staff to maintain good health and wellbeing, which affects life both inside and outside of work. There are a number of services which can be accessed via OH, ie weight loss, smoking cessation
2) **Rapid Access to Medical Consultation, Treatment and Rehabilitation Services.** Under the Rapid Access Scheme, employees of the Queen Elizabeth Hospital NHS Trust, who have a health condition that is affecting their ability to work, either by being off sick or compromising their performance at work may gain more immediate access to health services provided by the Trust, by being prioritised where possible and appropriate or utilising late cancellations.
3) **Menopause Champions** are on hand to support staff going through this life changing event, they provide support, signposting and will assist staff in navigating the Trusts Menopause policy
4) **Physiotherapy Support** – the Trust employs a staff physiotherapist to provide support to staff
5) **Psychological Support** is available to staff 24/7 in a variety of ways.
   a. **Mental Health First Aiders** on hand to provide immediate support for staff requiring somebody to talk to the MHFA will listen and signpost staff to appropriate
   b. **Staff Clinical Psychologist**
   c. **Staff Counsellor** which managers can refer into or alternatively staff can refer themselves.
   d. **VITA Healthcare** an independent counselling service where staff can receive telephone and face to face counselling sessions and support with legal and financial concerns.

Jo Humphries, Director of People
06.12.21