

<b>Report to:</b>	<b>Public Board of Directors</b>	<b>Agenda item:</b>	<b>17</b>
<b>Date of Meeting:</b>	<b>31 July 2019</b>		

<b>Title of Report:</b>	<b>Health and Wellbeing Report</b>
<b>Status:</b>	<b>For Information</b>
<b>Board Sponsor:</b>	<b>Claire Radley, Director for People</b>
<b>Author:</b>	<b>James Stevenson, Occupational Health Nurse Manager</b>
<b>Appendices</b>	<b>Appendix 1: Health and Wellbeing Strategy Update for 2019-20 and Forward plan 2020-21</b>

<b>1. Executive Summary of the Report</b>
<p>In 2016, the Trust developed and signed up to a five year Health and Wellbeing Strategy, which focuses on four key themes, listed below in Box 1. The strategic aim of the strategy is to:</p> <p><i>Provide a working environment in which we care for our staff and know that in doing this, they are supported to provide outstanding care for our patients, each other, and their environment. This will be achieved by supporting staff to assess and take responsibility for their own health and wellbeing and providing prevention, intervention and rehabilitation services.</i></p> <p>A significant amount of work has been conducted under each of the 4 themes, within the strategy, during 2018-19 and the plans and current activity plan for 2019-20 show a high level of organisational commitment to staff and their well-being. The outcomes of the work programmes are seen in the results from the staff survey and the CQUIN measures.</p>

<b>2. Recommendations (Note, Approve, Discuss)</b>
The Board is asked to note the report and to act as role-models and ambassadors for the health and wellbeing of the workforce.

<b>3. Legal / Regulatory Implications</b>
The Health and Well-being CQUIN focuses on both mental and physical wellbeing as well as improvements in food and beverage provision in NHS organisations.

<b>4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc.)</b>
None

<b>5. Resources Implications (Financial / staffing)</b>

<b>6. Equality and Diversity</b>
This report supports equal opportunities for staff across the Trust.

<b>7. References to previous reports</b>
Health and Wellbeing Report – July 2017

<b>8. Freedom of Information</b>
Public

## Health and Wellbeing Strategy Update for 2019-20 and Forward Plan 2019-20

### 1. Introduction

The five year Health and Wellbeing Strategy, which commenced in 2016, focuses on four key themes listed below in Box 1. The strategic aim of the strategy is to:

*Provide a working environment in which we care for our staff and know that in doing this, they are supported to provide outstanding care for our patients, each other, and their environment. This will be achieved by supporting staff to assess and take responsibility for their own health and wellbeing and providing prevention, intervention and rehabilitation services.*



#### Box 1. Health and Wellbeing Strategic Themes

1. To increase employee understanding, involvement and participation in health and wellbeing activities
2. To increase employee attendance rates by promoting healthy lifestyles and providing prevention, intervention and rehabilitation services to employees
3. To target and reduce levels of specific work related ill health causes of sickness absence
4. Through the annual Staff Survey, demonstrate a year on year improvement in response to issues relating to health and wellbeing.

During 2018-19 events and activities were scheduled to support the strategy and its aims, and a summary can be found in Appendix A. The 2019-20 plans can be found in Appendix B.

Many of these events and campaigns support the Public Health England and NHS Employers health promotion campaigns. The events are coordinated and supported by the Health and Wellbeing Strategy Group, with significant support from the Communications Team and Occupational Health. The schedule remains flexible to allow for changes in national and local focus.

The Health and Wellbeing agenda is integral to the delivery of the national requirements set out in the Commissioning for Quality and Innovation (CQUIN) schemes. The requirements are documented through the CQUIN monitoring governance arrangements. Further detail can be found in Appendix C.

This report summarises both activity in the last financial year (2018-19) and highlights of those planned for the current year (2019-20) recognising the themes of the strategy.

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There are also plans to review the 5 year strategy early to allow a more flexible response to changes in the future. As the CQUIN requirements change year on year the Strategy should be able to adapt and remain current.

## 2. Progress against the four themes

### 2.1 Theme 1: To increase employee understanding, involvement and participation in health and wellbeing activities

#### 2018-19

The main event in 2018 was the Festival of Health and Wellbeing (11<sup>th</sup> to 14<sup>th</sup> September 2018). Learning from this event is shared with the Health and Wellbeing Strategy Group to inform future events.

#### 2019-20

The Trust will be supporting a number of national campaigns throughout the year (see appendix B). The Trust's 'big event' is a Health and Wellbeing week 24<sup>th</sup> to 29<sup>th</sup> September 2019 with stands outside the Lansdown Restaurant and 'trolley dash' topics into the wards and outpatient areas throughout the week. This coincides with "know your numbers week" and will include health and blood pressure checks. It is also seen as a good opportunity to promote the smoke free site campaign and offer advice and support before "Stoptober". EAP will also be present offering mental and psychological support sessions.

The Flu vaccination programme is expected to start in early October 2019 and will be advertised during the Health and Wellbeing week to promote the benefits to staff and their families of vaccination.

Work is in progress to update the Health and Wellbeing pages on the intranet to bring together all the support and services available to staff split into four pillars: Physical health & wellbeing, Financial Health & Wellbeing, Mental Health & wellbeing and Staff Facilities and benefits. It is planned to replicate the information on the external internet page to allow staff to access information outside of working hours.

### 2.2 Theme 2: To increase employee attendance rates by promoting healthy lifestyles and providing prevention, intervention and rehabilitation services to employees

#### Theme 3: To target and reduce levels of specific work related ill health causes of sickness absence

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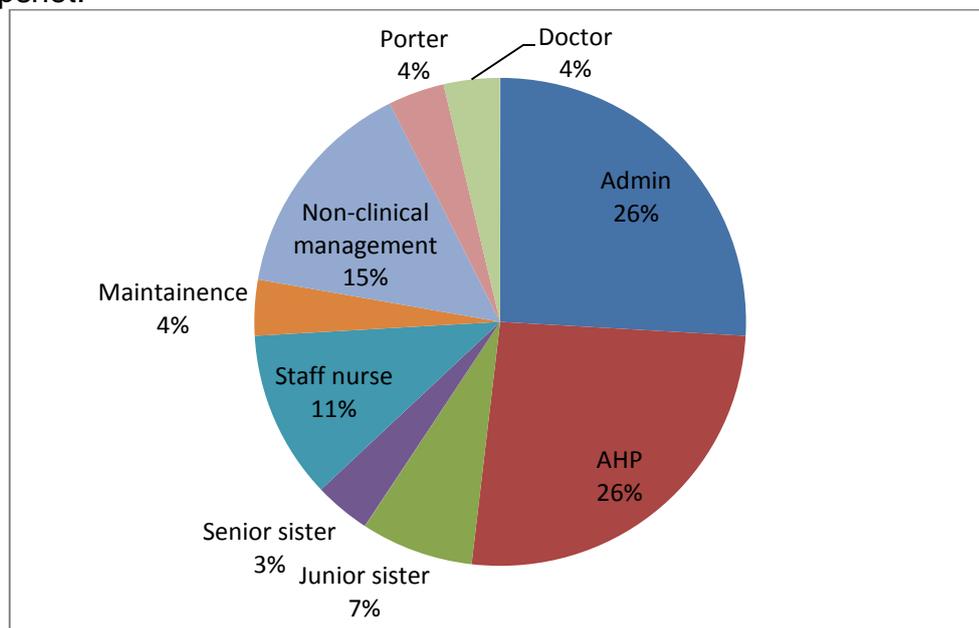
The Trust sickness absence data shows that, within the top three reasons for sickness include: musculoskeletal (MSK) complaints, and stress.

### 2.2.1 Musculoskeletal (MSK)

The Trust provides a staff referral service for physiotherapy, and this was extended to 1wte with access to additional specialists during 2018. 400+ self refs are received every year. Staff, or line managers can refer and contact the department who have urgent slots, including same day, as appropriate and routine follow ups. They clinically prioritise any last minute cancellations in order to see all staff in as timely a fashion as possible, often before any in work sickness may have occurred or to facilitate a prompt return to work.

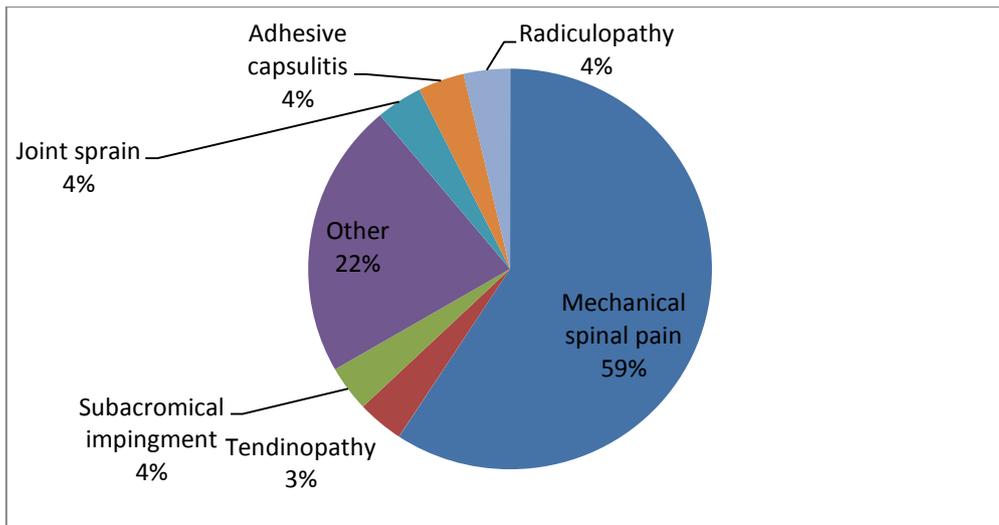
Information leaflets about the service have been created and are available online for quick early access to advice, in order to assist staff to manage their pathology, further aiming to decrease the amount of sick days and enabling staff to complete an online referral form and email the service. In a typical month 52 % of patients' are clinical staff; 48% are non-clinical.

Average percentage of staff groups accessing the service, a month's snapshot:



Mechanical spinal pain is consistently the most common pathology seen within the service, both in acute and chronic presentation and the service has advised and supported staff pre and post-surgery. Other specialists have also been accessed for the staff service such as Antenatal, Pelvic Health and Living with and beyond cancer.

Percentage of most common pathologies presented within the service:



The Staff service has supported the development of adjacent services for ongoing self-management and wellbeing, as well as managing any long term Msk conditions, these include, Yoga, Pilates, Zumba and the Couch to 5K running club. All of which have good uptake and the dept. hope to expand upon in the new build. Future developments for 2019/20 include developing health bulletins with input from other services to educate RUH staff on current health topics and strategies and promoting a staff wellbeing health blog.

The therapies teams are also leading the RUH programme for the national initiative “Make Every Contact Count (MECC). One individual from that team has completed the train the trainer course and delivered training for 3 RUH teams in the MECC approach, where routine patient communication is used to as an opportunity to introduce health conversations/messages. MECC will continue to roll out across 2019/20.

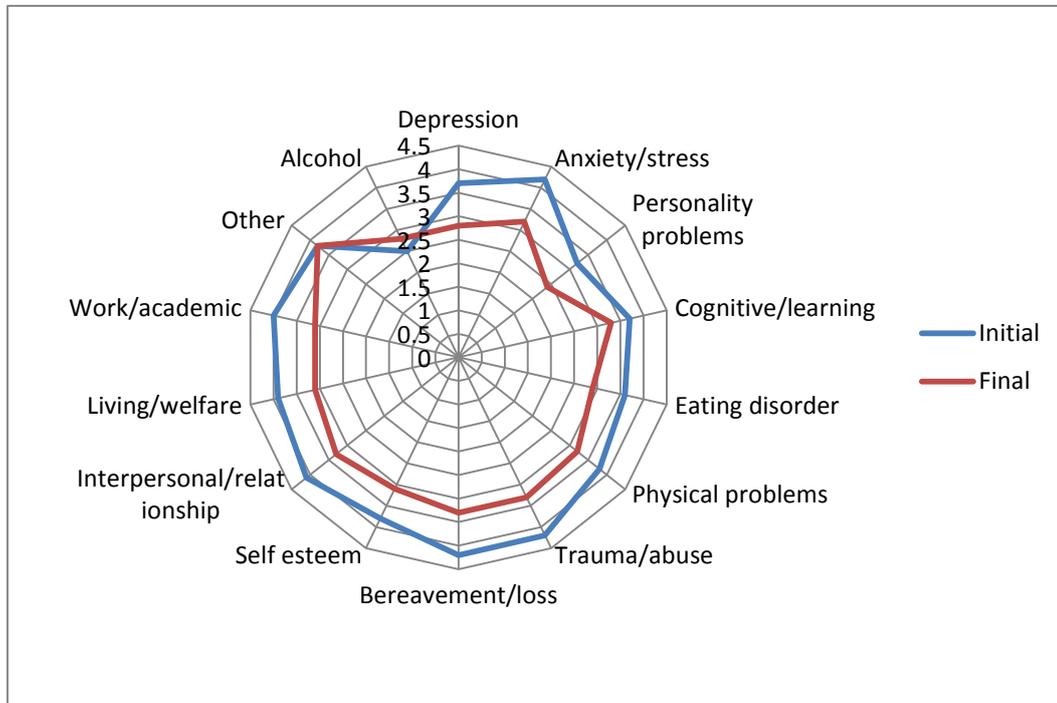
The therapies team will be running a placement for 2 University of Bath students in Health and Sports Science, to further increase opportunities for staff services in late 2019.

### 2.2.2 Mental Health

The Trust provides a comprehensive Employee Assistance Programme (EAP). Staff have rapid access (in 2018/19 the average wait for a first appointment was 3 working days) to professional support provided by a team of BACP/UKCP accredited counsellors and psychotherapists, all of whom specialise in workplace counselling for healthcare workers.

In 2018/19 the EAP supported more than 550 Trust staff (divisional data available on request) and also serviced a number of external contracts with local education and healthcare providers. This additional activity generates valuable income for the service, helping to ensure future sustainability (£52k in 2018/19) as well as contributing to a wider health & wellbeing network.

The EAP uses CORE monitoring to measure the impact of interventions. In 2018/19 the service was able to evidence positive impact across a number of mental health & wellbeing domains, as shown on the chart below (low score is positive, scores are averages for all clients accessing EAP).



Additional EAP services include coaching, mediation, cognitive behavioural therapy, post-incident support and trauma therapy, support for those giving evidence at inquests and clinical supervision. Demand for mediation in 2018/19 increased significantly and the service was able to respond by providing an additional trained mediator.

In 2018/19 EAP provided Mental Health training for managers called “Thriving at work” and a range of bespoke stress management & resilience workshops on request. The service will continue to develop and deliver structured training in 2019/20 with the addition of accredited, two-day Mental Health First Aid courses.

EAP is also represented in the Trust’s Psychological Welfare Team, the domestic violence group, the Schwartz Centre Rounds and the Trauma Risk Management (TRiM) team, thereby supporting many more staff within a wider arena. EAP will be focussing on improving the TRiM process for greater team support in 2019/20, including consideration of how access can be speeded up and how support can be targeted to teams during particular stress points e.g. seasonal, restructuring.

### 2.2.3 CQUIN areas for 2018-19

As per the CQUIN requirements:

- The food and drinks provided in the Trust food outlets and vending machines now meet the CQUIN requirements including sugar sweetened beverages.
- Unfortunately Staff survey results for the three key areas on health and wellbeing did not improve as expected, with results static or falling slightly in all 3 questions.
- The Flu vaccination campaign for frontline staff achieved its highest numbers of vaccinations yet, with 75% of substantive staff receiving their vaccinations, this was brought down to an overall front line staff percentage of 70% by the addition of the bank staff whose uptake was much lower, numbers were also diluted by reporting methods which adds and removes leavers and starters.

All CQUIN payments were received for this year

### 2.2.4 CQUIN areas for 2019-20

There is only one CQUIN for health and wellbeing this year:

- Improving uptake of staff flu vaccination. This year the target for 100% payment is 80% of all front line staff using the same denominators as last year, there are partial payments for 60 and 80% achievement
  - The Flu planning group are already meeting monthly and are planning on continuing with the B39 drop in clinic and peer vaccinators. Options for pop up clinics and a dedicated presence for induction and mandatory training sessions are being explored.

### 2.2.5 Ongoing interventions to support staff

- comprehensive Occupational Health Services
- With the RUH site now Smoke Free Occupational Health are providing free smoking cessation support with prescription price medications and Nicotine Replacement Therapies.
- yoga classes – prevent MSK problems
- free NHS health checks – prevention and awareness raising
- access to dedicated psychological support services (via EAP)
- Beginning this year Mental Health First Aid training
- spiritual and pastoral care through the hospital Chaplaincy service
- Schwartz rounds and Trauma Risk Management (TRiM)
- on site gym, squash courts, cycle schemes, and tennis courts
- open air swimming pool for healthier lifestyles

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**2.3 Theme 4: Through the annual Staff Survey, demonstrate a decline in response to issues relating to health and wellbeing.**

2.3.1 Results for 2018 demonstrate a deterioration in the health and wellbeing experience of RUH staff from the previous year. The theme is made up of 3 questions. The response to one question has improved with two questions receiving increased percentage of negative responses. These are summarised below.

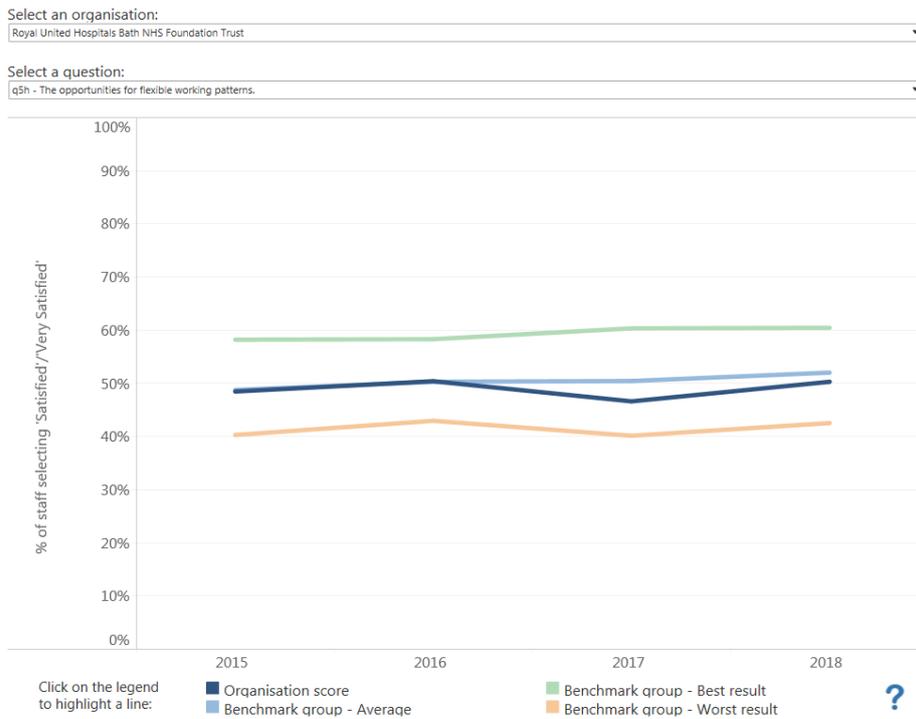
**Table 4 Health and Wellbeing theme**

<b>Improvements</b>	<b>% Score 2017</b>	<b>% Score 2018</b>	<b>Deterioration</b>	<b>% Score 2017</b>	<b>% Score 2018</b>
The opportunities for flexible working patterns	46.5	50.2	Does your organisation take positive action on your health and wellbeing	31	27.8
			In the past twelve have you experience musculoskeletal problems as a result of work activity	24.1	28.7

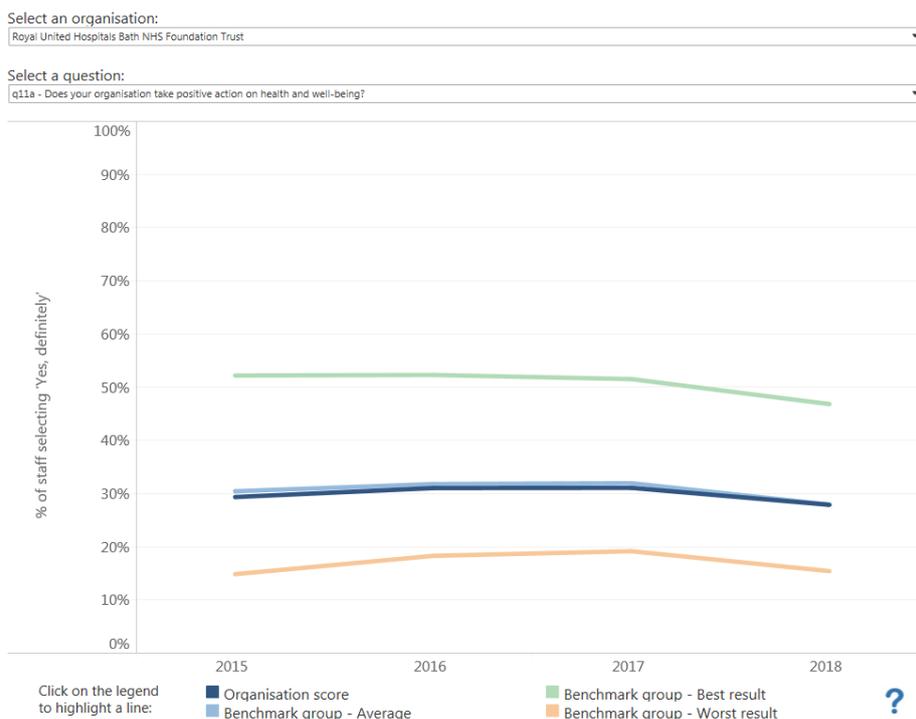
### 2.3.1 Staff Survey 2018

<https://www.nhsstaffsurveys.com/Page/1064/Latest-Results/2018-Results/>

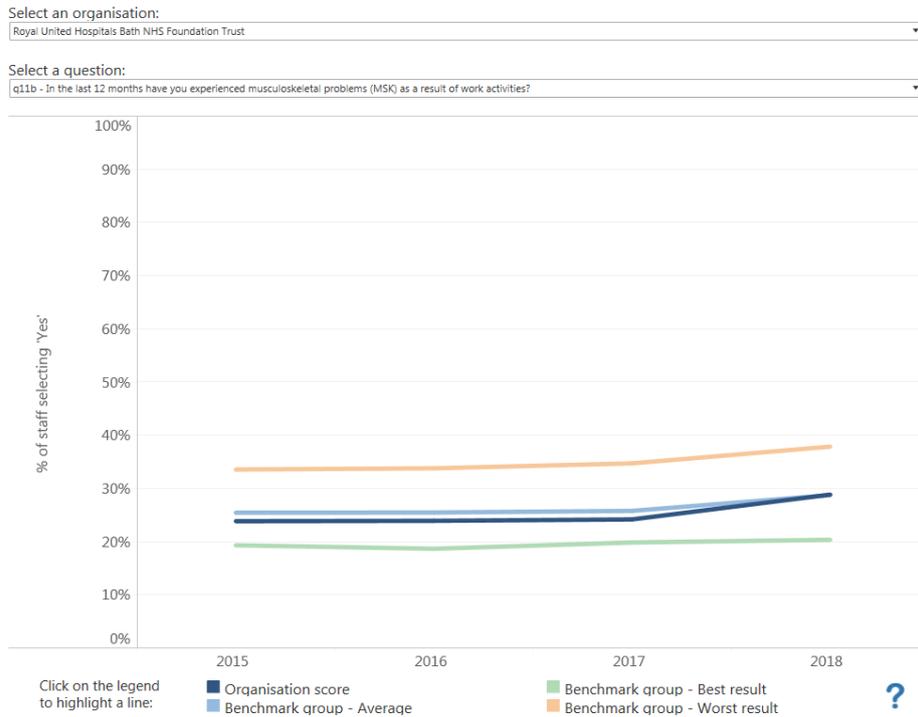
#### Q 5h flexible working patterns



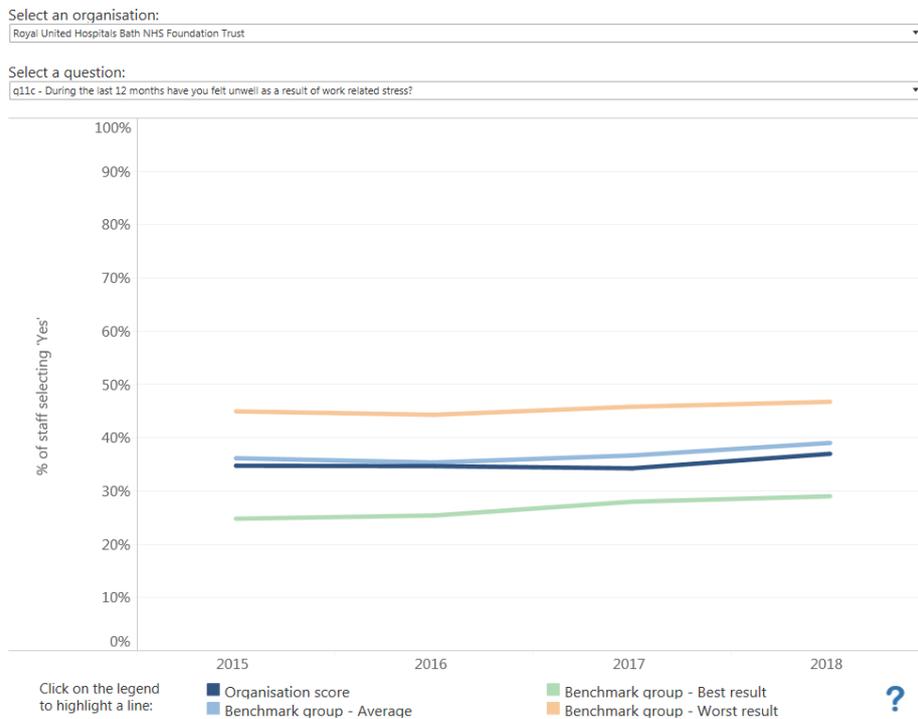
#### Q 11a positive Action on Health and wellbeing



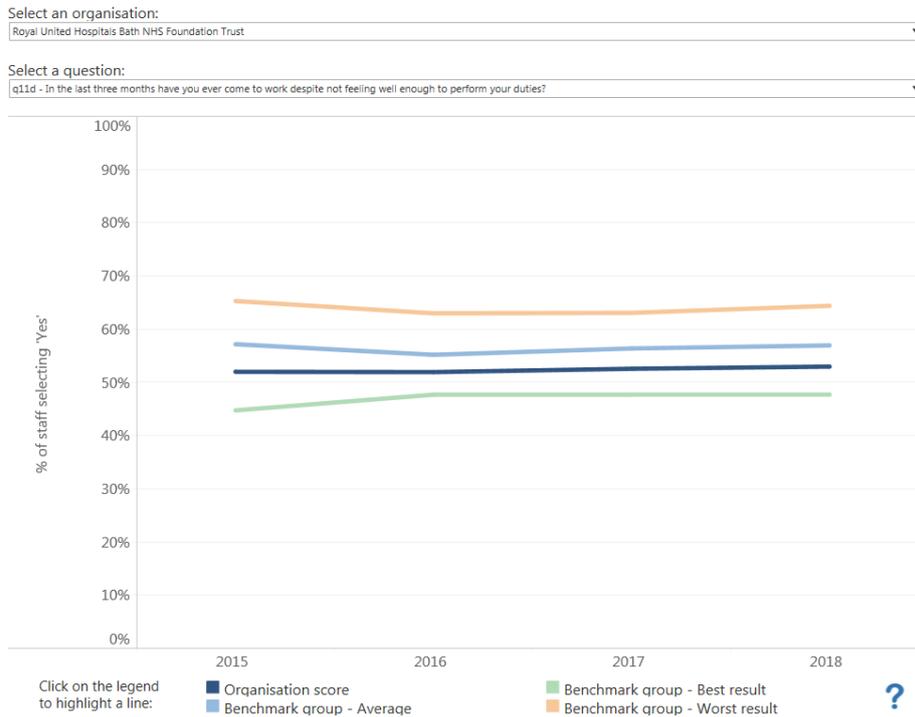
## Q11b Work related MSK injuries



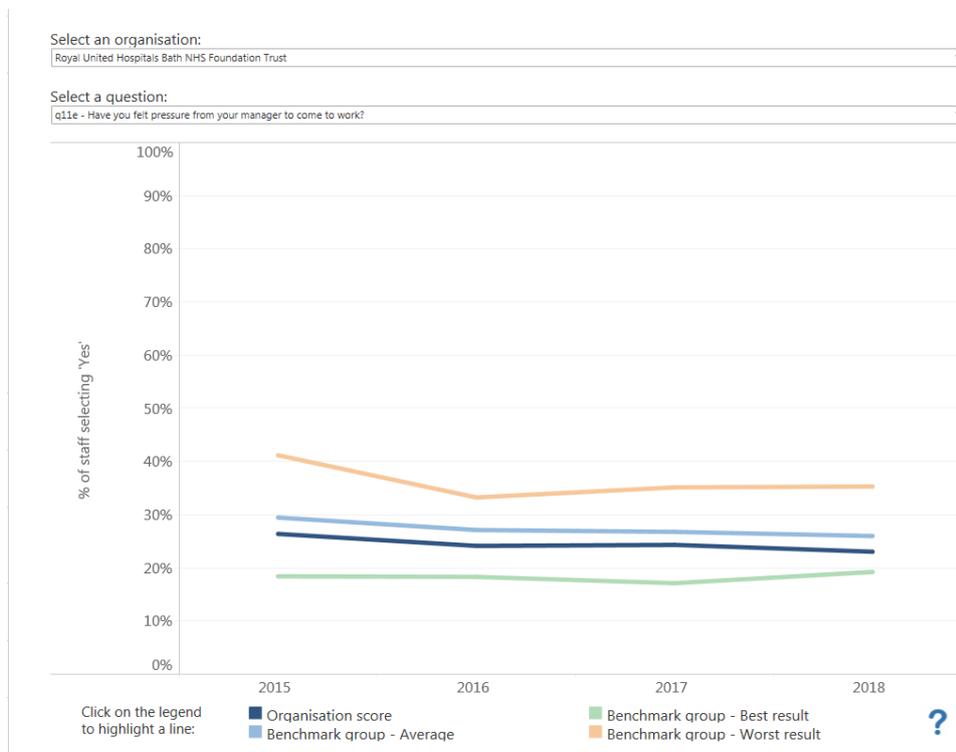
## Q11c Work related Stress



### Q11d Attending work whilst unwell



### Q11e Pressure from Manager to attend work



### 3. Governance

There are a number of themes within the health and wellbeing work in the Trust and therefore there are also a number of groups/committees to support the work including:

<b>Group</b>	<b>Chair</b>	<b>Reports to</b>
Health and Wellbeing Steering Group	Deputy Director for People	Strategic Workforce Committee Health and Safety Committee
Equality and Diversity Group	Director for People	Strategic Workforce Committee
Safe Staffing Group	Health and Safety Manager	Health and Safety Committee
Staff Survey Steering Group	Deputy Director for People	Strategic Workforce Committee

The Safer Staff Group is the focal point for monitoring and delivering this strategy plus the various programmes and initiatives linked to health and wellbeing.

### 4. Conclusion

Progress on the health and wellbeing agenda has been positive over the past 12 months with a strong programme of work planned for the coming year.

The Management Board is asked to note the progress and to act as role-models and ambassadors for the health and wellbeing of the workforce.

Appendix 1



Activity Plan 2019-20

Month	Activity
April	RUH Internal flu campaign learning review
May	Mental Health Awareness week – 13-17 May 2019
June	RUH Flu Campaign - readiness
July	Sharps Awareness Campaign 1–5 July 2019
August	Cycle to Work Day 15 August 2019
September	Health & Wellbeing Festival week 24 – 29 <sup>th</sup> September 2019
October	World Menopause Day – Friday 18 <sup>th</sup> October 2019 Flu Campaign launch – Monday 1 <sup>st</sup> October 2019 Stoptober – 1 <sup>st</sup> – 28 <sup>th</sup> October 2019
November	Flu Free and Fabulous Alcohol Awareness Week 19 <sup>th</sup> -25 <sup>th</sup> November 2019
December	Flu Campaign
January	Dry January
February	Healthy Hearts/Healthy Checks TBC
March	National No Smoking day – 7 <sup>th</sup> March 2020





Activity Plan 2020-21

Month	Activity
April	Bowel Cancer Awareness Month Flu Peer Vaccinator celebration event
May	-National Walking Month -Action on Stroke Month -World No Tobacco Day -RUH Internal flu campaign learning review
June	11-17 June - BNF Healthy Eating Week
July	2-8 July – Health Information Week
September	<b>Health and Wellbeing week</b>
October	Flu Stoptober 2-6 October – Back Care Awareness Week 10 October – World Mental Health day
November	Flu Movember Men’s Health Awareness Month 1 November – National Stress Awareness Day
December	Flu