



Growing Occupational Health and Wellbeing North East and North Cumbria FAQs

1. What is NHS E/I?

NHS England and Improvement have worked together as a single organisation since 1 April 2019, to help improve care for patients and provide leadership and support to the wider NHS. NHS Improvement is an executive non-departmental public body, funded by the [Department of Health and Social Care](#). NHS E/I provided the funding that supports the Growing OH projects around the country.

2. Will having a single IT system lead to job losses?

The programme of works aims to 'grow' occupational health and wellbeing services across the country. It is acknowledged that we need to attract, develop and retain the right staff to lead, develop and run the service. There are no plans to reduce staffing levels as a result of this project. A single digital system will help improve service capacity and demand planning, ensure data security and help monitor Key Performance Indicators (KPIs) for the new service model. It is envisioned that any efficiencies will allow value to be added in other ways by the staff.

3. What is the timeframe for the project?

The project timeframe is currently until 31 December 2022. However, considering the scale of the project and comparing it with the similar projects in other areas, it is very ambitious to be able to deliver the whole project by the end of this year. As a result, there may be a possibility of extension beyond that timeframe if funding is available to support.

4. Will we be able to fast track staff into different departments for care? Such as radiology or orthopaedics?

This is not within the current scope of the project. However, the project team will work with a range of stakeholders within the organisations to explore this possibility.

5. Will we all come under one organisation? Will I have to move from where I work?

The staff will work within the service, sharing best practice and following standardised policies and procedures with the preferred option is for staff to be hosted by their current Trust. The governance arrangements for this scenario would include the formation of a collaborative partnership board, supported by a legal collaborative agreement with a detailed service specification document and data sharing agreement.

6. What does levelling up look like?

Ensuring the organisations within the service follow best practice and attain and retain the quality accreditation SEQOHS. The desire is to ensure all staff have access to a wide range of high quality OH and wellbeing service, regardless of their geographical location. The project team will look to identify training and competency needs of staff across the four organisations and work towards establishing a career pathway.

7. Is manual handling involved in it?

Yes, following the feedback from the service design groups and transformation group, manual handling would be included in the co-designed OHWB service.

8. Where does future investment come from?

The Growing OH NENC pilot has funding to input a digital system which will provide savings for 3 years. There are further funding streams for Career pathways and Health and Wellbeing, however, this is non-recurrent funding. Future investment will need to come from the four participating Trusts, or other organisations being added to the service. One of the benefits through collaborating is having a stronger voice through reporting on the same data.

9. What is HWB framework diagnostic tool?

The HWB framework consists of improving personal health and wellbeing, professional wellbeing support, data insights, environment, managers and leaders, fulfilment at work, and relationships to facilitate a culture of change of people managing their own health and wellbeing.

The HWB framework diagnostic tool provides an easy way to self-assess your organisation against each section of the NHS health and wellbeing framework, aligned with the NHS model describing what 'good' looks like. It provides a view of where your organisation should prioritise its health and wellbeing efforts and will give you an understanding of health and wellbeing within the context of your organisation and diversity of your NHS people.

10. How do you monitor/measure the success of this project?

There is a detailed project plan with all elements and workstreams broken down into key actions, timescales and milestones. The project plan is monitored regularly by the project team. Monitoring involves tracking the project progress and associated tasks to ensure everything is completed on time, on budget, and according to project requirements. The success of the project will include key metrics including achieving and maintaining SEQOHS accreditation. Increased speed of management reporting. Increase in self-referrals and reduction in management referrals through staff accessing the service in a more proactive and timely manner. KPI's are being agreed in partnership with all four organisations.

11. In regards to options, who's making the decision?

A business case has been developed that supports health and wellbeing as a key pillar of the overarching NENC Integrated Care System workforce programme and aligns with the NHS People Plan. The business case will entail feedback from the staff engagement sessions and will be presented to each participating Trusts. The decision on the implementation of the service will be made by the executive teams at each organisation.

12. Do we need a data sharing agreement?

Yes, The governance arrangements for the collaborative option would include the formation of a collaborative partnership board, supported by a legal collaborative agreement with a detailed service specification document and data sharing agreement.

13. Health and Wellbeing group- how does that look like going forward?

The four organisations involved in the project will work collaboratively through the sharing of extended health and wellbeing resources with the aim to create a wellness culture among staff.

There is a recognition that there is a large range of health and wellbeing resources for the general population and it can be confusing for staff to know where to go. The four organisations will work together to streamline the health and wellbeing offering for staff members and ensure that staff working in the four organisations are able to work in an environment that addresses the basic needs of staff including:

- Nutrition;
- Sleep;
- Hydration;
- Healthy work-life balance;
- Toilet/Shower facilities;
- Safe work areas;
- Regular breaks and rest areas.

14. What does staff consultation look like?

The project team are committed to regular staff engagement events to listen and receive input on the steps going forward. The team are committed to co-design with task and finish groups, service design sessions and the monthly transformation group with key stakeholders. However, formal staff consultation is unlikely to be required should the preferred option of one to avoid the TUPE transfer of staff. We don't envisage changes to terms and conditions.

15. What does attract, develop and retain look like?

The growing OH programme aims to help provide a high quality sustainable workforce. Five steps have been defined during the first task and finish group meeting with the aim of creating a pathway to attract, develop, train and retain occupational health and wellbeing staff; workforce analysis, defining job roles in scope, developing a road map and competency framework for each role and identifying training needs and creating training and development programmes.

16. Have you considered a subsidiary company?

This option has been considered, however, it is not favoured as there are a number of risks for the participating Trusts and these may outweigh the benefits. This option would also be open to public procurement and therefore other occupational health services could tender to provide the service. It would be difficult to get widespread support for this option from current staff and may reduce morale. We prefer a service for NHS staff being delivered by the NHS.

17. Will all policies in the Trusts be shared?

Each Trust has its own policies and the occupational health and wellbeing departments should continue to abide by these currently. However, one of the roles of the provider collaborative board that will oversee the service will be to review these policies over time and to make steps towards each organisation to work from the same policies.