



# Implementing a wellbeing culture: supporting our NHS staff to stay well

## Masood Aga

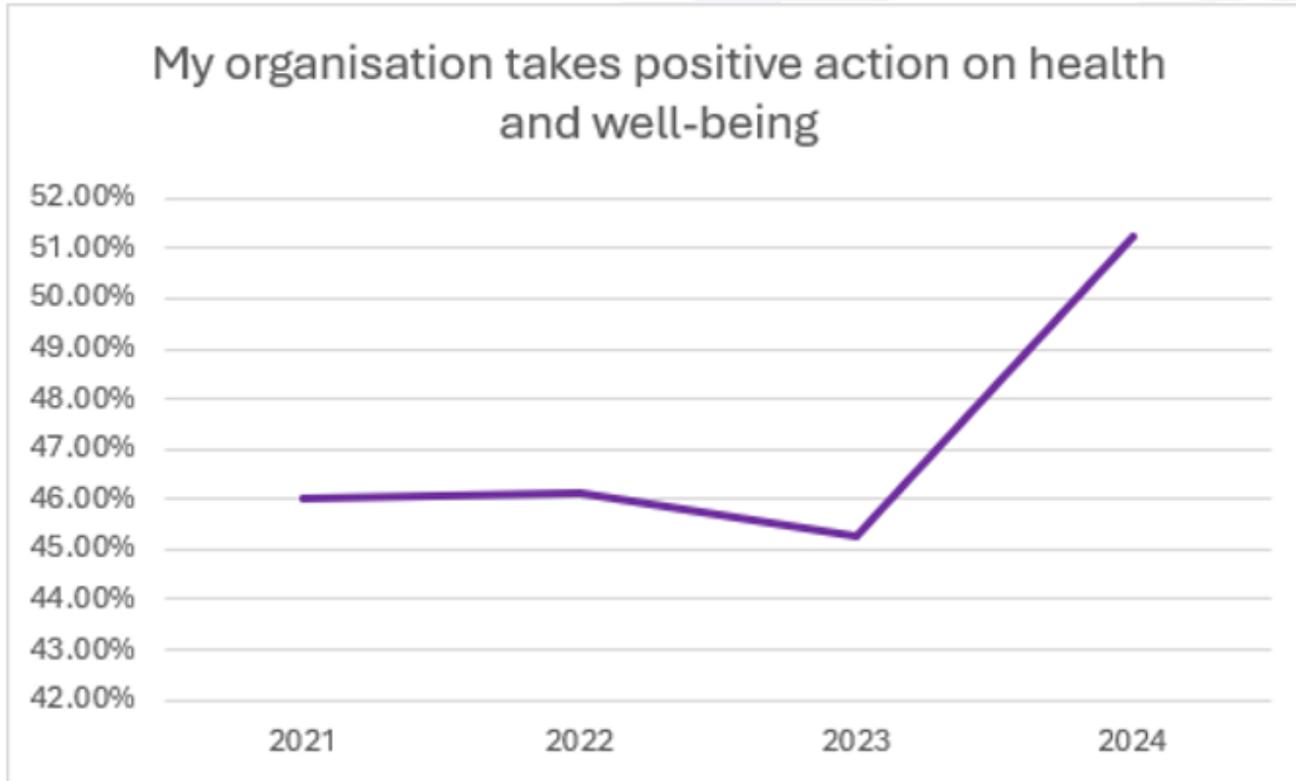
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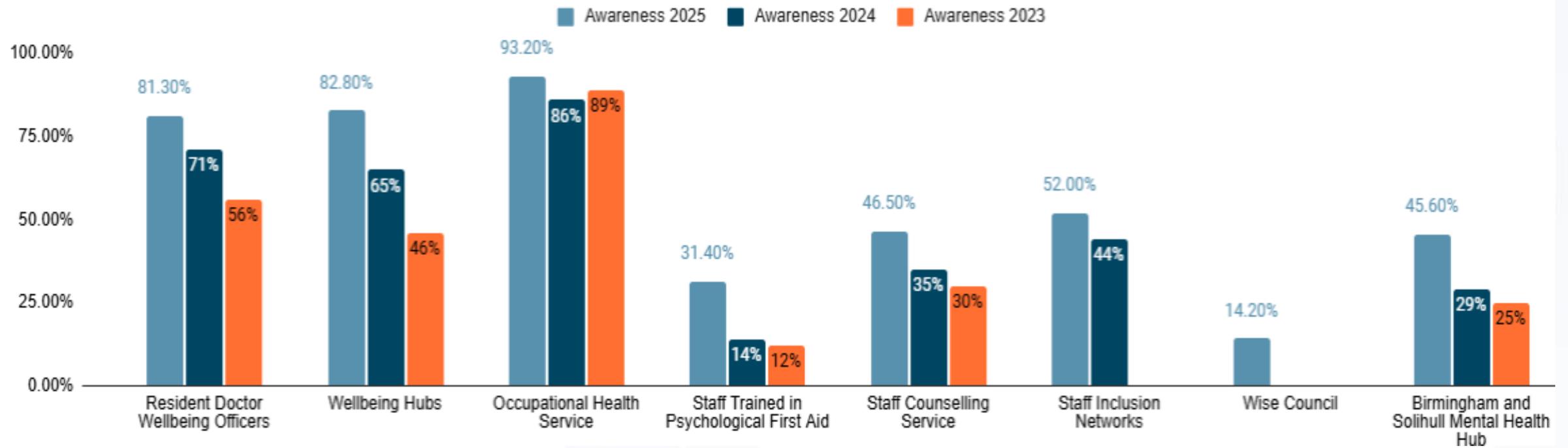


Staff reporting that the organisation takes positive action on health and wellbeing has increased from 45.26% last year to 51.25%, which is the first time more than 50% of the organisation has agreed with this statement since the question was introduced in 2021.

The survey had a significant increase in respondents in 2024 in comparison to previous years.



## Awareness Trend of Wellbeing and Inclusion Services 2023-2025





# Key Highlights



Integration of health and wellbeing services across the Trust in March 2024 has provided an opportunity to establish a robust and systematic staff support offering.



In October 2024, the service upgraded to a new IT system, which, once fully implemented, will provide real-time data and insights, along with a self-service platform for managers and staff to easily access services and information.



The service has actively improved engagement with all hospital sites, community teams, staff networks, the Wise Council, and other partners.



Website content is being reviewed to enhance its informativeness and accessibility. Additionally, social media and multimedia content are being rolled out to reach a wider audience.



# Key Highlights



In its proactive approach, the OHWB service has initiated pilot programs for health promotion and the prevention of ill health, including supporting a hypertension campaign in May 2024, with over 800 colleagues participating, particularly those from support services.



This year, the service successfully renewed its Safe, Effective, and Quality Occupational Health Service (SEQOHS) Accreditation, one year after initially gaining it.



Proud to be nominated (Great British Workplace Wellbeing Awards), up against some great organisations.



# Key Highlights



50 staff volunteered through Wise Council who were interested in supporting wellbeing, First meeting has happened with more actions and subgroups to be created, to review offer and design supporting moving forward.



Musculoskeletal Health - Collaborative working OH&WB, Health and Safety, manual Handling and Physiotherapy to improve staff MSK health. (started late 2024)



Heartlands Cuppa and Cake Event (Dec 2024) saw 250 staff attended with extremely positive feedback – plans to duplicate across other sites.



# Work-life Balance – Building a more flexible workplace

## Key initiatives include:

- Training sessions for managers and staff
- Comprehensive resources available on the HR website
- Guides and templates to facilitate meaningful conversations
- Regular communication updates and promotional activities
- Bespoke support the OD Team

## Trust-Wide Flexible Working Campaign – June 2024

In June 2024, we launched a Trust-wide Flexible Working Campaign with the following goals:

- **Raise Awareness** – A month-long focus on promoting flexible working
- **Engage Staff** – Collecting feedback, opinions, personal experiences and case studies
- **Dispel Myths** – Addressing misconceptions about flexible working
- **Shape the Future** – Identifying further improvements to enhance work-life balance

Through this campaign, we took significant steps towards creating a more flexible and inclusive work environment, ensuring our staff feel supported and empowered in their roles.



# Work-life Balance – Building a more flexible workplace

Following the success of the Flexible Working Campaign, we have continued our commitment to making flexibility more accessible for all staff. Key achievements include:

## **Training Videos Now Available**

To support both managers and staff, we have uploaded training videos on the HR website, allowing access at a time that suits them best. These videos cover:

- What does flexible working mean to you?
- How do you know what flexibility is available to you?
- How can you be creative in supporting flexible working requests?
- The difference between flexible working and reasonable adjustments

## **Launch of Flexible Bank Holidays**

Colleagues now have opportunity to request how to take their bank holidays, ensuring flexibility that meets both personal and professional needs.

## **Introduction of the Flexible Working Online Request Form**

A streamlined digital process has been introduced, making it easier than ever to submit and manage flexible working requests.

These initiatives mark significant progress in embedding a culture of flexibility, supporting a better work-life balance for all.

# Impact

- Improved staff survey scores for both flexibility and work-life balance for the last three years
- Fewer people stating work-life balance or flexibility as a reason for leaving
- Approx 90% of flexible working requests approved
- More than 2000 applications since the launch of the online application form
- Fewer escalations





## Culture & Inclusion Highlight Report – Pillar 2: Physical & Psychological Safety & Wellbeing Overall BRAG: GREEN

<b>Senior Responsible Officer:</b>	Masood Aga, Director of Occupational Health	<b>BRAG Key:</b>	Complete and evidenced	BLUE	On track	GREEN
<b>Date Completed:</b>	5 <sup>th</sup> March 2024		Late or issues, but progressing	AMBER	Off track	RED

<p><b>Main achievements:</b></p> <ul style="list-style-type: none"> <li>Processes have been streamlined to ensure a swifter and more positive experience for new starters.</li> <li>Appointment times have been significantly and sustainably reduced from 10-14 week waits to 2-4 weeks.</li> <li>The Wellbeing Service has been transferred from the Inclusion Team to Occupational Health, creating a coherent Occupational Health and Wellbeing Service.</li> <li>SEQHOS accreditation secured – industry standard for safe, effective and quality OH service.</li> </ul>	<p><b>Forward look:</b></p> <ul style="list-style-type: none"> <li>Health and Wellbeing Strategy being developed which will include targeted and specific evidence-based interventions.</li> <li>Occupational Health and Wellbeing service working collaboratively with wider functions across the People Directorate following realigned portfolios.</li> <li>Service development and setting key performance indicators.</li> </ul>
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Project Focus	Milestone	Timescale	BRAG status	Progress update
Integrated health and wellbeing model	Learning from Suicide Review outcome.	April 2024	GREEN	Fieldwork completed – moving in to reporting phase.
	Implementation of recommendations from Learning from Suicide Review.	August 2024	AMBER	Can apply learning to wider incident support and debrief response.
	Seamless pathway to health and wellbeing support.	August 2024	GREEN	Single point of access support. Embedding research and learning within wellbeing networks. Wellbeing officer support in development.
	Wellbeing module for managers and self-help resources for staff.	September 2024	GREEN	Self-help resources and training for managers being scoped.
	Real-time data dashboard with key indicators.	September 2024	AMBER	Data and information collection methodology established by July 2024.
	Evidence based assessments in place.	October 2024	GREEN	Literature and evidence review by end of May 2024, and pilot projects run July to August for feasibility testing of assessment and data flows.
	Enhanced health and wellbeing offer in place.	December 2024	GREEN	To include clear goals for junior doctor wellbeing resources and wellbeing officer support.
	Outreach services in place.	March 2025	GREEN	Development, mentoring and supervision of champions
	Psychological wellbeing map of workforce.	April 2025	GREEN	

<p><b>Slippage and remedial actions:</b></p> <ul style="list-style-type: none"> <li>No slippage to report.</li> </ul>	<p><b>Issues or concerns:</b></p> <ul style="list-style-type: none"> <li>Informatics support required.</li> </ul>
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