

Health passport – line manager guidance

What is it?

The health passport is designed for staff who have a long-term health condition, mental health condition, neurodiversity, or disability/learning disability or difficulty, to help them access the support they may need in the workplace.

It aims to support staff to manage their health at work and remove obstacles in communicating their condition as they change role, department, or trust throughout their NHS career.

It is a best practice guidance document and should not be considered mandatory, rigid or exhaustive.



Where do I get it?

Your human resources team should pass this to the direct line manager prior to the individual taking up the post.

How should it be used?

For new staff, the passport can be discussed at their induction. It's important that the passport is used positively, and the individual understands that its purpose is to support them at work.

It can also be used as a tool to have ongoing conversations around an individual's support needs in the workplace.

When scheduling a meeting with new or existing staff to discuss workplace support, you should:

- assure the individual that the meeting and anything included in the passport will be held confidentially
- make clear that the focus is on supporting the individual to thrive at work
- confirm that any actions you take as a manager are recorded and timeframes agreed

- ask the individual if any adjustments have been agreed with occupational health and, if not, if they would like to be referred for an assessment
- encourage the individual to share their thoughts throughout the meeting
- ensure that any actions agreed with your staff member are reasonable for the organisation, team and department.

Suggestions for ways to open the conversation:

“I would really like to use this time today to understand more about you and how I can support you at work.”

“Can you explain what helps you to thrive at work?”

“I would like to discuss the information in your disability passport so we can look at providing the right space and equipment for you to excel in your role.”

Where do I keep it?

Any information provided by an individual, either online or in paper form, is sensitive data and must be kept securely. We advise that you follow your organisation’s HR privacy policy.

Many HR systems will allow documents to be associated to an employee’s record and they will already be secure. It is the responsibility of the individual to look after their own copy of the passport.

Can it be updated?

Yes, the passport should be used as a live document and can be revisited as the conditions or needs of the individual change.

Any changes should be recorded, signed and dated by the individual and their line manager in the space provided.

Anything else I should know?

The passport can also be used to help an individual’s colleagues understand their needs, but it’s crucial that they give their consent for the information to be shared wider than their immediate line manager.