



**Scottish
Ambulance
Service**

University National NHS Board



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Public Board Meeting	31 May 2023 Item No 13
THIS PAPER IS FOR DISCUSSION	
HEALTH & WELLBEING UPDATE	

Lead Director Author	Avril Keen, Director of Workforce Alison Ferahi, Head of Organisational Development & Wellbeing
Action required	The Board is asked to discuss the Health & Wellbeing update.
Key points	<ul style="list-style-type: none"> We are now into the third and final year of our current Health & Wellbeing Strategy 2021-24. The draft Health & Wellbeing Roadmap 2023-24 is being finalised for approval at the June Staff Governance Committee with bi-monthly updates provided to the Board thereafter. This paper provides an update of our wellbeing activity in April and May 2023.
Timing	The Health & Wellbeing Strategy 2021-24 was approved at the January 2021 Board Meeting. An annual roadmap is developed for the practical implementation of the strategy with progress updates discussed at the Staff Governance Committee and National Partnership Forum throughout the lifespan of the strategy. Since May 2022 bi-monthly health & wellbeing updates are discussed at the Board.
Associated Risk Identification	This paper and associated activity aims to mitigate against the corporate risk of the health and wellbeing of staff affected. Risk ID: CR 4636
Link to Corporate Ambitions	This paper relates to the following Corporate Ambition: <ul style="list-style-type: none"> We will be a great place to work, focusing on staff experience, health and wellbeing.
Link to NHS Scotland's Quality Ambitions	This paper relates to 'Safe', 'Effective' and 'Person Centred' NHS Scotland's Quality Ambitions.
Benefit to Patients	The steps we are taking in the Health & Wellbeing Strategy to support, nurture, develop and enable our people to thrive at work will in turn have a direct impact on improving the quality of care we provide to our patients.
Equality and Diversity	An Equality Impact Assessment was completed on 3 June 2021 for our Health & Wellbeing Strategy 2021-24 and is published on @SAS.



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SCOTTISH AMBULANCE SERVICE BOARD

HEALTH & WELLBEING UPDATE

AVRIL KEEN, DIRECTOR OF WORKFORCE
ALISON FERAHI, HEAD OF OD & WELLBEING

SECTION 1: PURPOSE

This paper provides an update of health and wellbeing activity during April and May 2023.

SECTION 2: RECOMMENDATIONS

The Board is asked to **discuss** the Health & Wellbeing update.

SECTION 3: BACKGROUND

Our Health & Wellbeing Strategy 2021-24 was developed during the global pandemic and is based on a solid and growing evidence base of the need to prioritise the health and wellbeing of our workforce. The strategy has an associated Health & Wellbeing Roadmap developed annually that sets out priorities for the following 12 month period and is kept under constant review given the rapidly changing environment within which we operate.

A team of four Wellbeing Leads was established in March 2022, however as of December 2022 only two members of the team remain, on fixed term contracts. A bid to secure funding for these two posts for the financial year 2023-24 was submitted to Scottish Government, however as of mid-May 2023 funding has still not been identified.

SECTION 4: DISCUSSION

4.1 Health & Wellbeing Roadmap 2023-24

We are now in the third and final year of our current Health & Wellbeing Strategy 2021-24. Whilst much has been achieved in the two year period since the strategy began, our ambition is to achieve even more in the years to come to further support our workforce's health and wellbeing, take a more proactive and preventative approach to our health & wellbeing and measure what is working well and not so well, so that what we offer is fit for purpose and continuously improves year on year.

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The draft Health & Wellbeing Roadmap 2023-24 is being finalised and will be presented to the June Staff Governance Committee for approval with bi-monthly progress updates discussed at the Board thereafter. The Roadmap will take into account what is still to be achieved within the 3 year strategy with a greater focus on measuring the impact of the activity and interventions within it.

4.2 Health & Wellbeing Update April – May 2023

- Establishing a TRiM assessors network

Significant time in the reporting period has been spent completing the recruitment process for the 60 TRiM assessors (from the 257 applications we received), delivering the training for the assessors (four x 2 day training programmes will be complete by 26 May 2023), developing the infrastructure to enable timely referral and an efficient process and putting the support and supervision in place for our assessors. A Data Protection Impact Assessment will be completed prior to launch at the end of May 2023 and a Staff Engagement session will be held on 18 May to raise awareness of the network, how to make a referral and what to expect when getting a TRiM assessment.
- An initial meeting has been held between the Education & Professional Development Department and the Wellbeing Team to enable a more joined up approach to wellbeing input for University students. Further meetings will be held with University colleagues to determine what input students should receive by whom, at the different stages of their training.
- Discussions have also commenced between Education & Professional Development and OD & Wellbeing Departments regarding the induction of Newly Qualified Paramedics into the Service in the summer. OD & Wellbeing will contribute to the induction programme with key messaging regarding culture, values, behaviours and staff health & wellbeing.
- A series of station visits are being conducted by OD & Wellbeing by prior arrangement with local leaders that are open to all staff to discuss issues important to them and have been very well received. It has also been a great opportunity to raise awareness of the health & wellbeing support available to our workforce and signposting to further help and resources. Mental health support is the most common theme discussed at these sessions.
- The Foundation Leadership & Management Development programme recommenced in April following a pause over the winter period due to sustained system pressures. Four leadership cohorts are currently in progress with the first cohort due to finish in July 2023. The OD Team gave a leadership update at the Staff Engagement Session on 4 May leading to an increase in the number of applications received for future cohorts and all places filled for our new Aspiring Leaders programme, commencing 17 May 2023.
- There has been a good response to the advert for our East Region OD Lead post, interviews and the selection process will conclude week commencing 22 May 2023.

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- The Wellbeing Team joined colleagues across the Service for Last Aid training during Dying Matters Week (8 – 14 May) delivered by our Macmillan Clinical Effectiveness Leads. Ongoing dialogue will continue between these teams to ensure a joined up approach to the promotion and further roll out of this training.
- The iMatter Staff Survey 2023 cycle has begun with the team confirmation phase running from 2 – 26 May. The key dates for each of the phases are as follows:
 - Questionnaire live - 30 May – 20 June 2023
 - Reports published - 21 June 2023
 - Action planning - 21 June - 16 August 2023

Prior to commencing the iMatter cycle this year an evaluation was undertaken to understand the factors which might have prevented teams generating an iMatter action plan in 2022. 130 managers of teams who did not produce an iMatter action plan in 2022 were sent a short questionnaire that produced 23 responses (18%).

The most common barriers identified by the managers were:

- Insufficient time due to work pressures - 69.6 %
- Team not being able to get together to discuss the iMatter results in order to produce the action plan – 39%
- Insufficient knowledge of the action planning process - 34.8%

Based on the findings, the following actions are being taken forward to specifically overcome a reported lack of knowledge about the iMatter process and lack of engagement among staff:

- Introduction of new and promoting existing training and support resources for managers in the Service (recorded iMatter awareness and action planning sessions, video demonstration of team confirmation and an e-learning iMatter induction for managers).
- Introduction of targeted communications to managers to support them with their responsibilities around the iMatter process (targeted e-mails to all team managers registered on the iMatter portal that will include a specific Managers brief).