

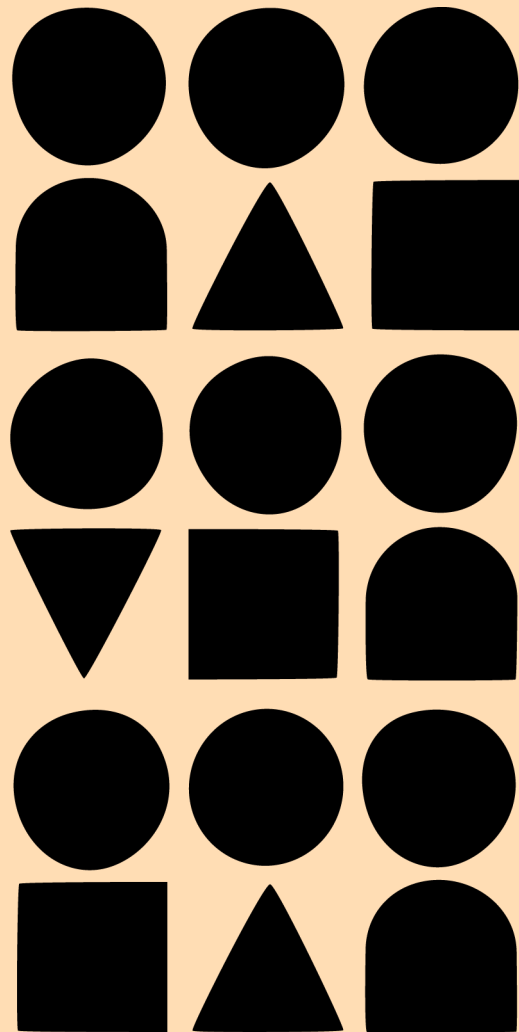


Caring for the Carers.

The evidence that NHS staff need clinical support too.

The employee wellbeing
and performance experts
goodshape.com

July 2022
Presented by:
Amanda Manser





The NHS People Plan

**Why are
you here
today?**

**Looking after
our people.**

**Belonging
in the NHS.**

**New ways
of working and
delivering
care.**

**Growing
for the future.**

Why are
you here
today?



Interim NHS People Plan

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In summary, we will:

1. **Make the NHS the best place to work:** We must make the NHS an employer of excellence – valuing, supporting, developing and investing in our people.
2. **Improve our leadership culture:** Positive, compassionate and improvement focused leadership creates the culture that delivers better care. We need to improve our leadership culture nationally and locally.
3. **Prioritise urgent action on nursing shortages:** There are shortages across a wide range of NHS staff groups. However, the most urgent challenge is the current shortage of nurses. We need to act now to address this.
4. **Develop a workforce to deliver 21st century care:** We will need to grow our overall workforce, but growth alone will not be enough. We need a transformed workforce with a more varied and richer skill mix, new types of roles and different ways of working, ready to exploit the opportunities offered by technology and scientific innovation to transform care and release more time for care.
5. **Develop a new operating model for workforce:** We need to continue to work collaboratively and to be clear what needs to be done locally, regionally and nationally, with more people planning activities undertaken by local integrated care systems (ICSs).
6. **Take immediate action in 2019/20 while we develop a full five-year plan:** We can and must take action immediately, which is why we have set out a focused set of actions for the year ahead while we continue our collaborative work to develop a costed five-year People Plan later this year.





**Why are
you here
today?**

**The staffing crisis is a
burning platform for the NHS.**



**The state of integrated
care systems 2021/22**

“... system leaders feel the biggest obstacle preventing further progress is **national workforce shortages**. This was given as the top priority by 3 in 4 respondents.”



**Why are
you here
today?**

The staffing crisis is a burning platform for the NHS.

NHS

NHS Staff Survey **(2021)**

- **1 in 3** NHS staff in England are thinking about leaving.
- **23%** will look to join a new organisation in the next year.
- **17%** plan to leave as soon as they can.



The NHS People Plan

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At GoodShape, we believe:

**People who work in healthcare
are arguably those who need
wellbeing support the most.**



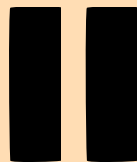
The good news is, we can help you:



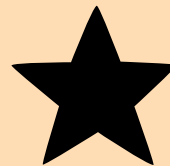
Increase staff
availability



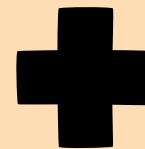
Boost wellbeing
and reduce risk



Minimise
absence



Attract and
retain talent



Save lives



About me.

Amanda Manser



Director of Operations



Former Regional Director





About GoodShape.



We're on a mission to positively transform the way organisations manage the wellbeing of their people.



We help employers care for their employees, with tools, systems and clinical expertise:



Day 1 intervention and absence recording.



Confidential clinical support and guidance, 24/7.



Swift referrals to specialists, inc. EAPs and OH.



Real-time reporting tools to aid resource planning.



Trend analytics and industry benchmarking.



When your people thrive, your organisation excels...



Improve employee engagement.



Increase productivity.



Attract and nurture talent.



Reduce risks to individuals and orgs.



Make smarter workforce decisions.



About GoodShape.



The employee wellbeing and performance experts.

17

years' experience.

200+

leading UK
organisations.

750k

employee records.

23m

days' unplanned
leave data.

1bn

data points.

96%

data quality score:

Deloitte.

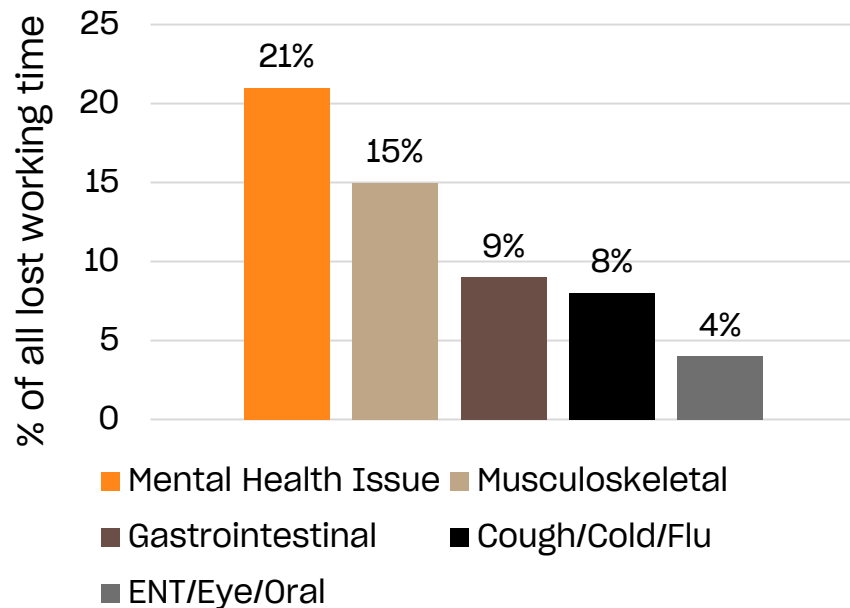


Wellbeing in the NHS – a snapshot.

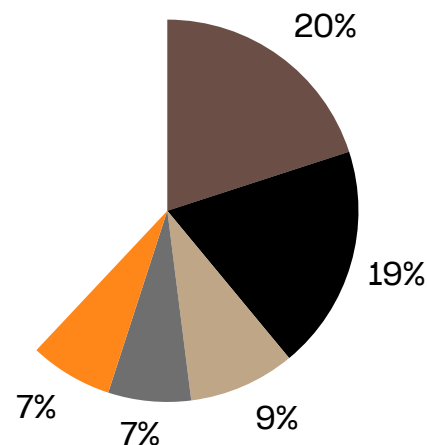


Pre-pandemic: 01.03.2018 – 29.02.2020

Top 5 absence reasons (%)



Absences started (%)



**17
days**

**Average duration
of mental health-
related absence**

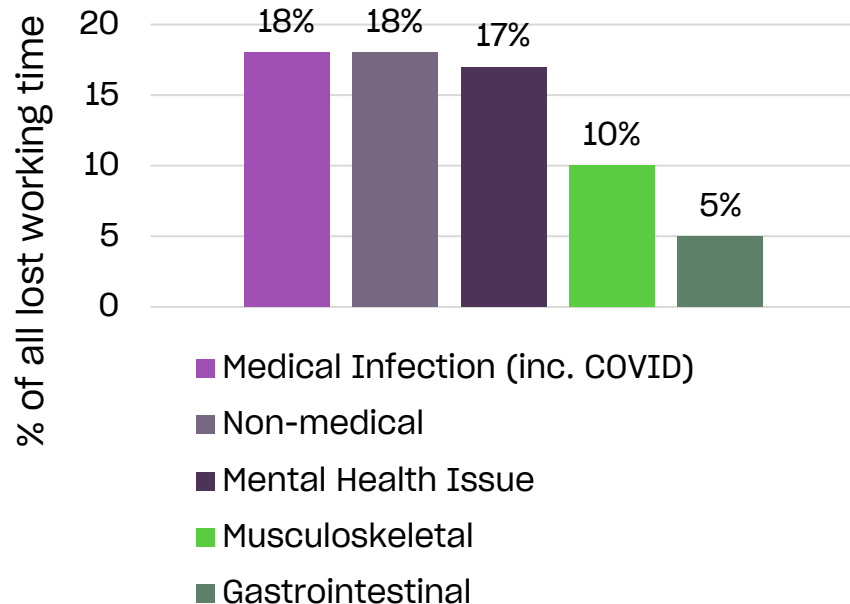


Wellbeing in the NHS – a snapshot.

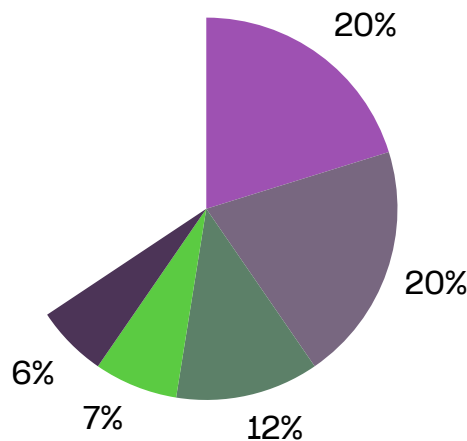


During pandemic: 01.03.2020 – 28.02.2022

Top 5 absence reasons (%)



Absences started (%)



16
days

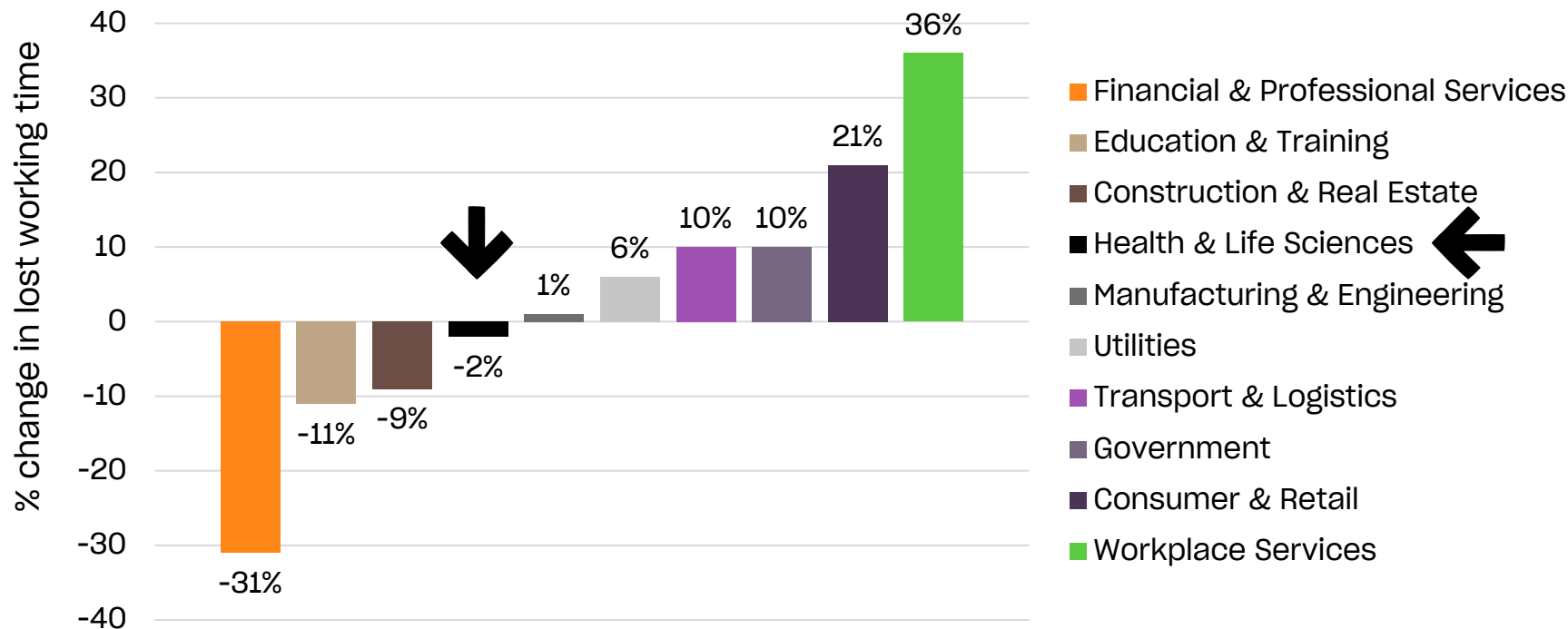
**Average duration
of mental health-
related absence**



Wellbeing in the NHS – a snapshot.



**Mental health-related lost working time by sector:
pre-pandemic vs. during pandemic**





Why do NHS staff attend work when unwell?

GOOD
SHAPE

55%

**Came to work
despite not feeling
well enough to
perform their
duties.**

47%

**Felt unwell due to work-
related stress in last 12
months.**

31%

**Experienced
musculoskeletal
problems due to work.**

25%

**Felt pressured by
managers to come to
work.**

NHS

NHS Staff Survey



Why do NHS staff attend work when unwell?

GOOD
SHAPE

- Fear
- Stress
- Confidence
- Stigma

 NHS Employers

“Guilt”

**“... pressure
from their
manager,
colleagues or
themselves.”**


Health Education England



Why do NHS staff attend work when unwell?

GOOD
SHAPE

**“Feel COVID-19
is only justifiable
reason not to go
in.”**

RCNi



More than

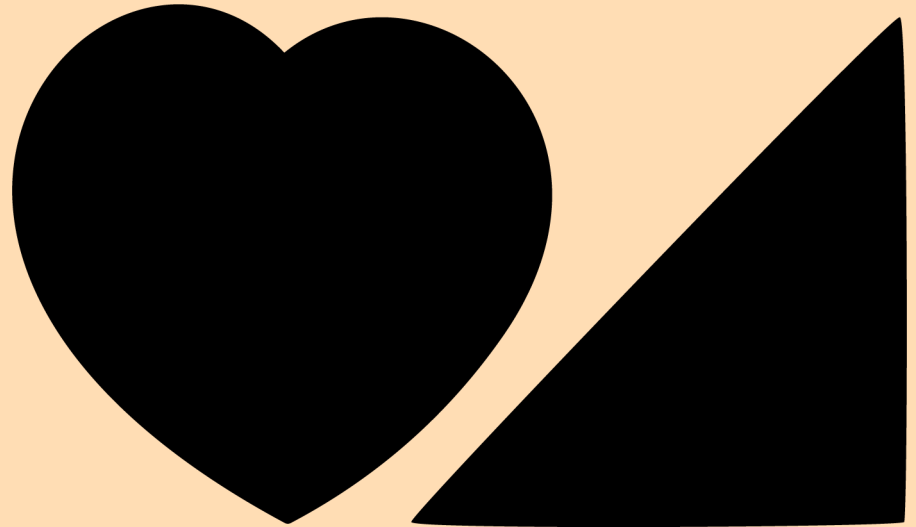
5 in 10

**people who take 2 mental health-
related absences from work
will quit their job.**



Good news:

**You can make a
difference!**



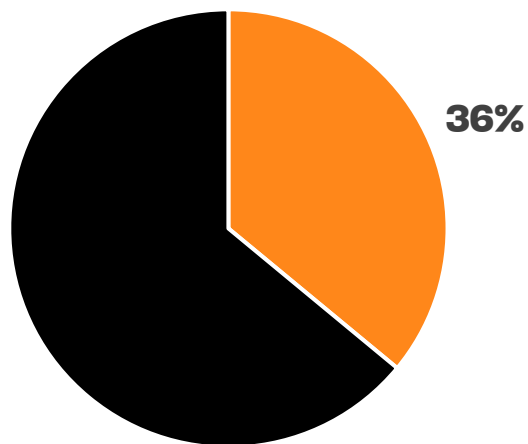


The benefit of clinical intervention.

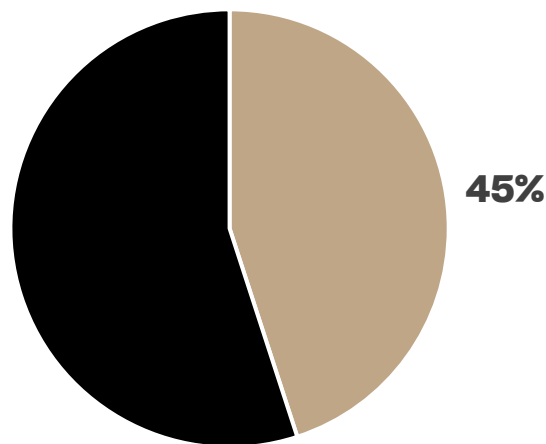


Reduction in average duration of absence: June 2021 – May 2022

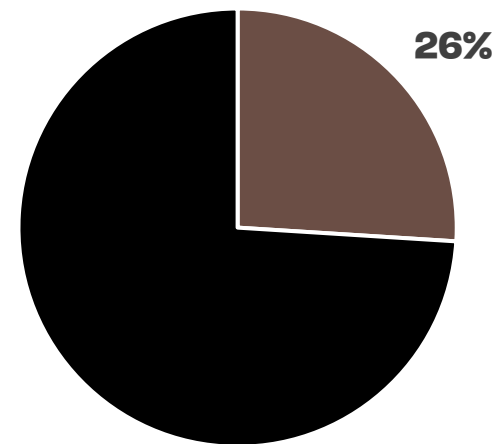
All absence reasons.



Trust 1 (Acute)
14,800 employees



Trust 2 (Community Health)
6,400 employees



Trust 3 (Acute)
7,000 employees

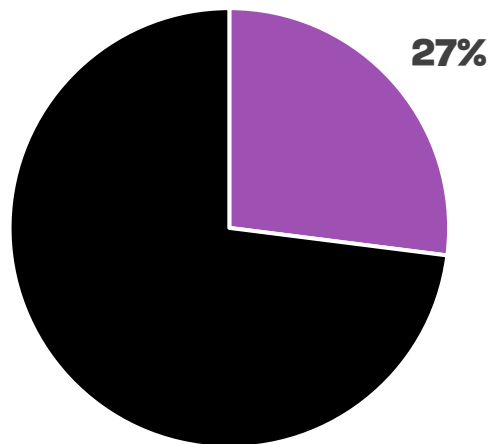


The benefit of clinical intervention.



Reduction in average duration of absence: June 2021 – May 2022

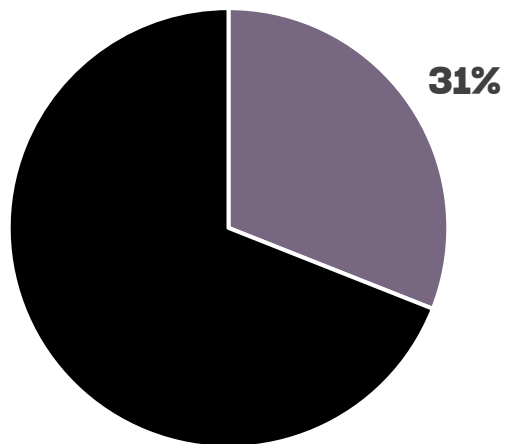
Mental health issues.



5.8 days
reduction

Trust 1 (Acute)

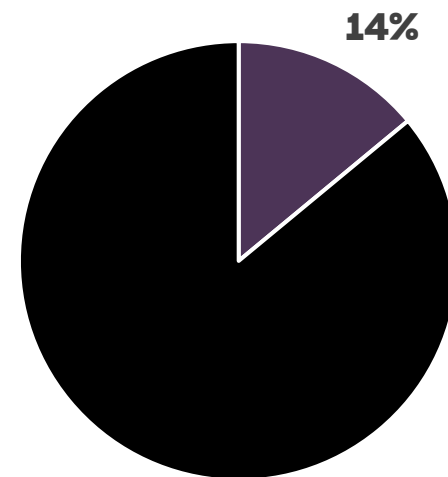
14,800 employees



7.8 days
reduction

Trust 2 (Community Health)

6,400 employees



1.9 days
reduction

Trust 3 (Acute)

7,000 employees

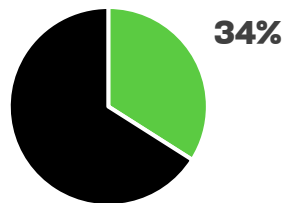


The benefit of clinical intervention.

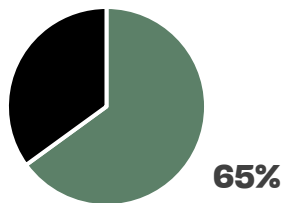


Reduction in average duration of absence: June 2021 – May 2022

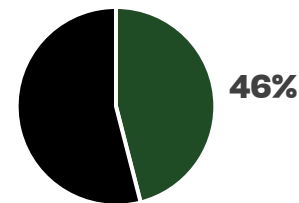
Musculoskeletal.



3.3 days
reduction

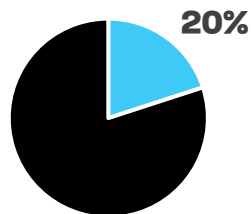


13.7 days
reduction

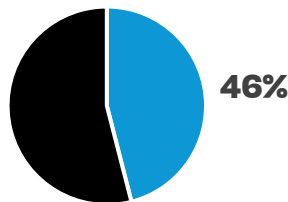


5.0 days
reduction

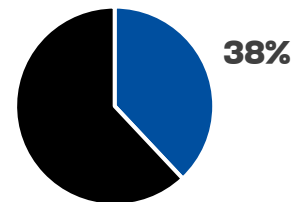
Gastrointestinal.



0.6 days
reduction



2.2 days
reduction



1.5 days
reduction

Trust 1 (Acute)

14,800 employees

Trust 2 (Community Health)

6,400 employees

Trust 3 (Acute)

7,000 employees

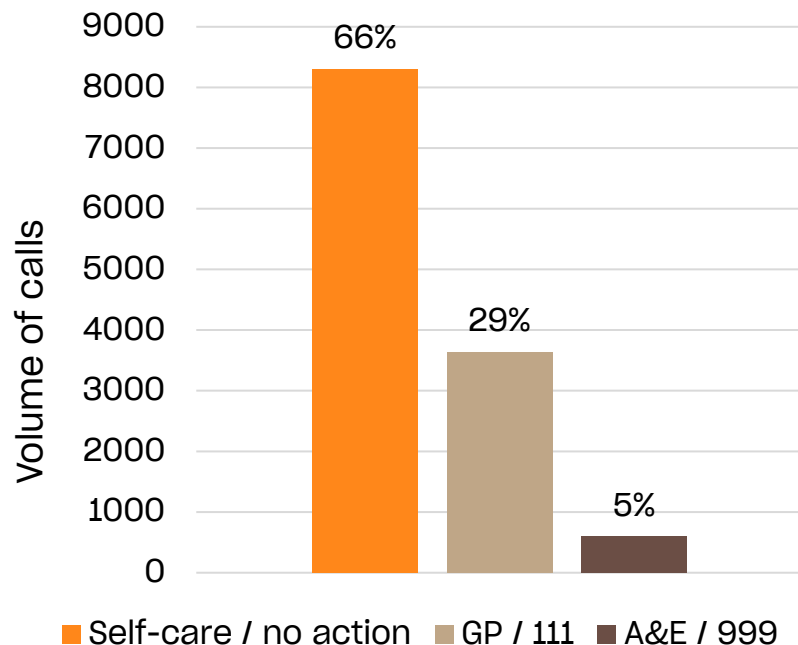


The benefit of clinical intervention.

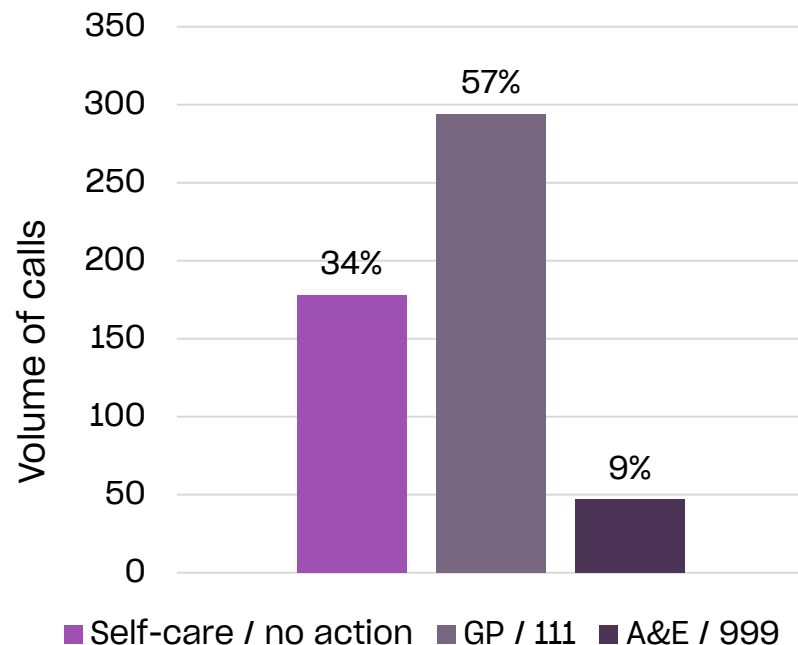


Clinical intervention actions: June 2021 – May 2022

All absence reasons.



Mental health issues.

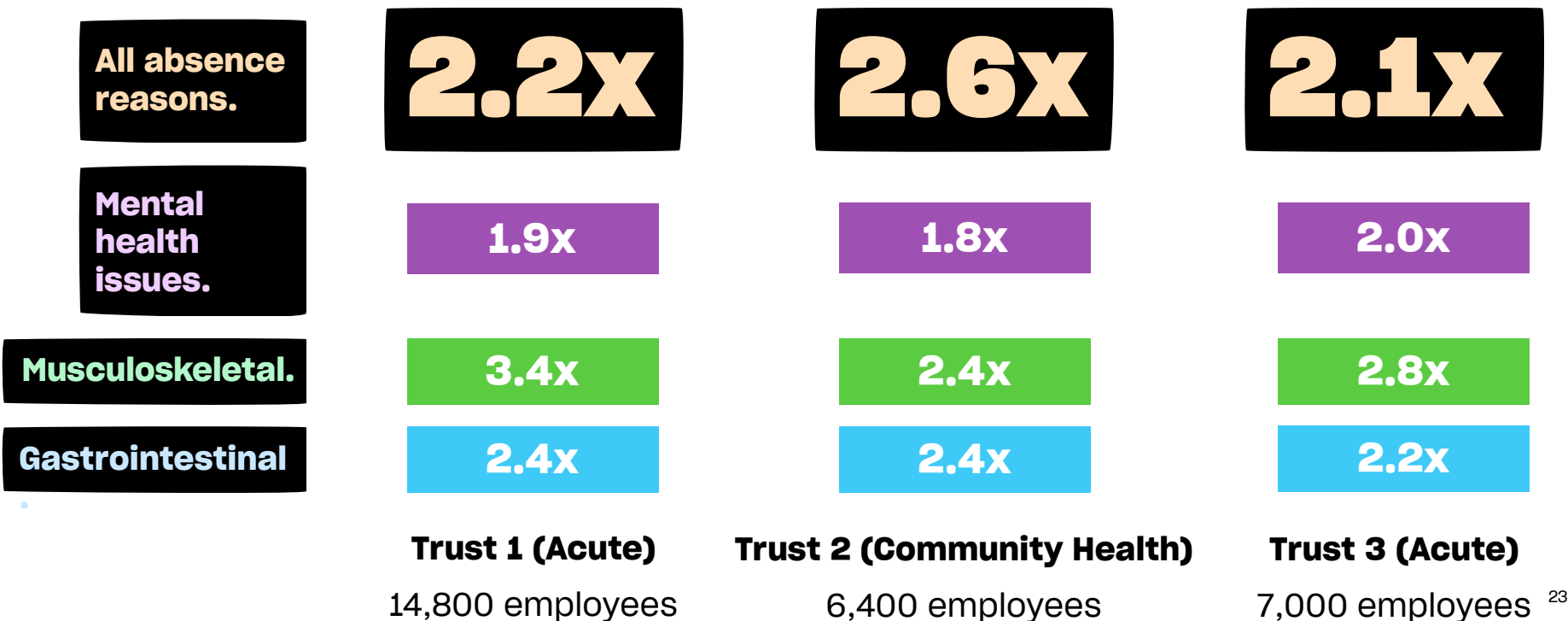




The benefit of clinical intervention.



Increased chance of absence recurring without clinical intervention: June 2021 – May 2022





The benefit of clinical intervention.

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Feedback from NHS employees for our 24/7 nurse service.



“An NHS nurse was suffering from work-related mental health issues, and she was very tearful. She had settled down by the end of the call and stated that my support had been very helpful.”



“An NHS ambulance service employee was going through an ordeal involving PTSD due to a tough job the night before at work. They thanked me for being helpful and empathetic whilst we spoke.”



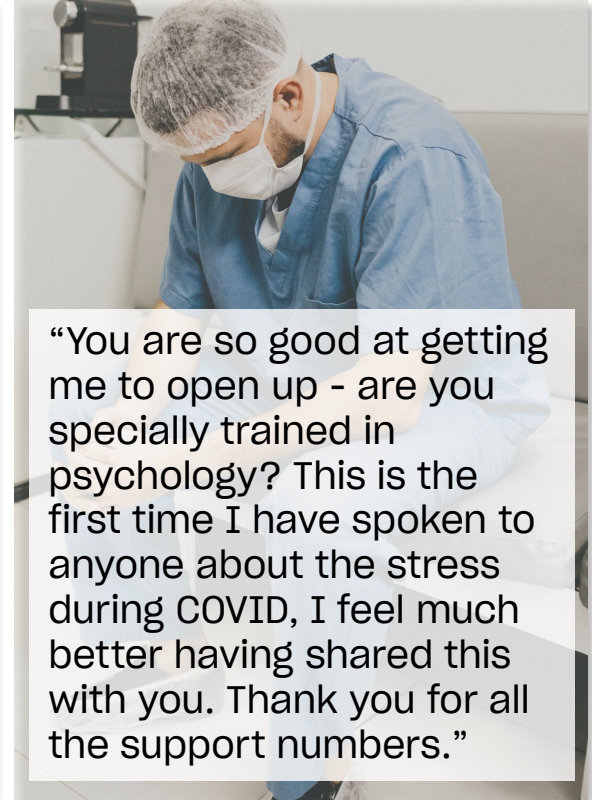
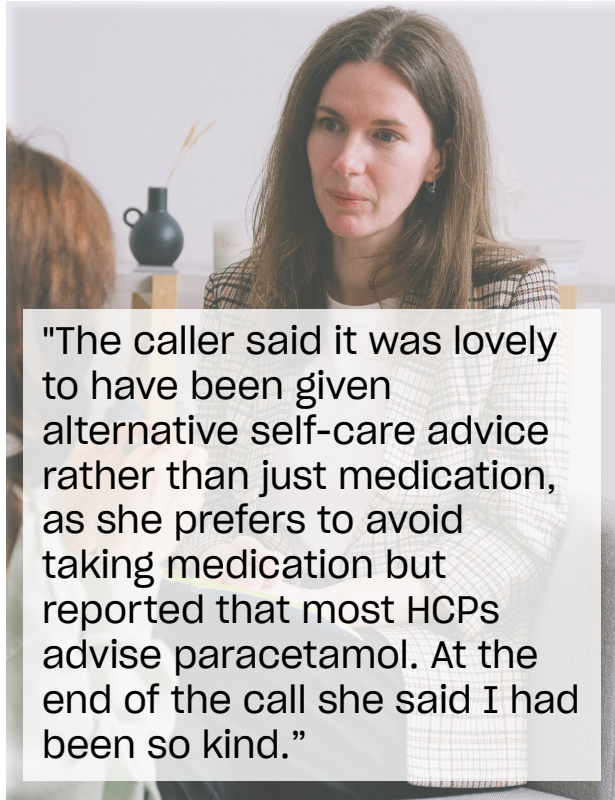
“My caller was really happy with the help and advice I had given him. He was confused about COVID guidelines and isolation periods. I gave him all the information I had and despite being a consultant, he still said I had been a massive help.”



The benefit of clinical intervention.

GOOD
SHAPE

Feedback from NHS employees for our 24/7 nurse service.





The NHS People Plan

Looking after our people.

- 24/7 access to impartial, professional medical advice.
- Early intervention – access support before crisis point.
- Quicker referrals to specialist support – e.g. OH, EAP, Physio.
- Minimise pressure on line managers at busy shift starts.
- Use data:
 - Identify the support your people really need.
 - Measure the effectiveness of your support initiatives.

Growing for the future.

- Demonstrate that you're a responsible caring employer
 - 91% of HR and Management professionals say wellbeing initiatives are 'important to attracting and retaining talent.'
- Engage better with your employees.
 - Most employee wellbeing services are accessed by less than 7% of a workforce. Our service exceeds 70% per annum.
- Increase staff availability – minimise risk and cost of temp cover.



Thank you for listening.

Any questions?

The employee wellbeing
and performance experts
goodshape.com

