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| **What are the Hazards** | **How might they be harmed and how** | **What are you already doing** | **Further Action** | **Action by who** | **Action by When** | **Done** |
| **Demands** | Evening working with limited support.  Busy times with lack of capacity | * Understanding what work-related stress is and what can cause it. * Responding to a pattern of complaints of work-related stress * Talking to employees * Following up with abusive patients * No line working | * Sign posting to NHS wellbeing support. * Signpost to PCN Wellbeing hub * Enhanced support and wellbeing plan for staff experiencing poor mental health. |  |  |  |
| **Control** | Control on how the work is done is limited as its very prescribed | * Talking to employees * Providing 1-1 and safe space to provide feedback | * Ask employee what they think and how processes can be improved |  |  |  |
| **Support** | Unable to access support | * EAP program for all PCN staff * 1-1s regularly with all staff | * Mental health first aiders * Develop a support statement. |  |  |  |
| **Relationships** | Patients can be angry and demanding.  HCA unable to walk away if in room. | * Follow up with abusive patients. * Zero tolerance signage in practice * Provide support post incident and time away from patients if required. * Ensure all HCAs are aware they can leave the room if threatened and know how to get immediate help. * Panic button on System1 | * Resilience training |  |  |  |
| **Role** | Changing job duties and undertaking tasks without proper support | * Defining roles with up-to-date job descriptions | * Develop an induction process for each specific role. * Implement training plans for each specific role. * Documented processes and how to guides. |  |  |  |
| **Change** | Fast paced change to cope with demand  Clinical change impacting team with cancelled clinics | * Making sure changes are communicated openly so everyone understands the effects they will have. * Plan provision for clinic cancellation | * Acting on employee feedback so any new pressures linked to changes are discussed |  |  |  |

**Management Standards**

* [Demands](https://www.hse.gov.uk/stress/standards/demands.htm) – this includes issues such as workload, work patterns and the work environment.
* [Control](https://www.hse.gov.uk/stress/standards/control.htm) – how much say the person has in the way they do their work.
* [Support](https://www.hse.gov.uk/stress/standards/support.htm) – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
* [Relationships](https://www.hse.gov.uk/stress/standards/relationships.htm) – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.
* [Role](https://www.hse.gov.uk/stress/standards/role.htm) – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
* [Change](https://www.hse.gov.uk/stress/standards/change.htm) – how organisational change (large or small) is managed and communicated in the organisation.