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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.
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| **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
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| **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.
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| **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
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| **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.
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| **Change** | Fast paced change to cope with demandClinical 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
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**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.