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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** | Shift working with limited support.Busy times with lack of capacityUnable to take breaks due to scheduling.Pressure due to patient demand and fear of making a mistake.Lots of disturbances and other staff needing supportNeed to support other clinicians | * Peer to peer support
* Partnership mentoring
* LMC Support
* Phoenix Program
 | * Sign posting to NHS wellbeing support.
* Signpost to PCN Wellbeing hub
* Enhanced support and wellbeing plan for staff experiencing poor mental health.
* Extended appointment time
* Reduced workload.
* GP Mentor
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| **Control** | Control on how the work is done is limited as its very prescribed as booked appointments.  | * Talking to employees
* Providing 1-1 and safe space to provide feedback.
* Vary the work types where possible
 | * Ask employee what they think and how processes can be improved.
* Regular team meetings
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| **Support** | Unable to access support  | * EAP program for all PCN staff
* 1-1s regularly with all staff
* Debrief with GP
* LMC
* Union support via BMA
* NHS GP Health Service
* Sick Doctors Trust
 | * Individual support plan developed for the individual where required.
* Appraisal Process
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| **Relationships** | Patients can be angry and demanding  | * Follow up with abusive patients.
* Zero tolerance signage in practice
* Provide support post incident and time away from patients if required
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| **Role** | Changing job duties and undertaking tasks without proper support | * Defining roles with up-to-date job descriptions
* Provide clinical training sessions.
* Mandatory training
* Clinical supervision sessions with peer
* Dedicated CPD time built into weekly rota.
* Adopt BMA handbook, contract etc.
 | * Flexible working
* Detailed practice induction for GP
* GP Mentor from another practice
* Phoenix program

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| **Change** | Fast paced change to cope with demand | * Making sure changes are communicated openly so everyone understands the effects they will have.
 | * Acting on employee feedback so any new pressures linked to changes are discussed.
* Daily whole team catch up sessions
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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.