A Safer Place to Work — Protecting NHS Hospital and Ambulance Staff from Violence and Aggression

Methodology

Background

NHS trusts have been subject to the full requirements of health and safety legislation since their establishment in 1991. In particular, the Health and Safety Legislation at Work Act requires NHS organisations to ensure, as far as reasonably practicable, the health and safety of all patients, visitors and staff.

Incidents involving violence and aggression present significant financial risks to the NHS in terms of staff replacement costs, possible litigation costs, compensation payments and Health and Safety Executive prosecutions and fines. There is also a risk to the reputation of the trust, which can affect staff recruitment and retention, leading to staff shortages and subsequent increases in health and safety risks.

An earlier NAO study Health and Safety in NHS Acute Hospital Trusts in England (HC82 1996-97) highlighted concerns about the lack of management information on the number and costs of incidents and that many trusts were failing to comply with health and safety legislation.

The objectives of the study

The study was designed to review the effectiveness of trusts management of violence and aggression and was carried out simultaneously with a wider study on the management of health and safety risks to staff in NHS hospitals and ambulance trusts in England. In particular, by examining:

- the extent and impact of violence and aggression in NHS acute, mental health and ambulance trusts; and
- the effectiveness of actions taken by the Department of Health and trusts to improve the protection given to staff.

The earlier NAO study examined health and safety issues involving both patients and staff. However, since its publication, the National Patient Safety Agency has been created to examine patient related issues and in order to ensure that our work did not conflict with theirs we have focussed this study on violence and aggression towards staff only.

Research Methodology

The key features of our methodology are:

Census of NHS Acute, Mental Health and Ambulance Trusts

We identified that a postal survey of all acute, mental health and ambulance trusts was the most appropriate methodology and identified that six different questionnaires would be required, one
for each officer identified as having a role and responsibility for the management of health and safety.

**Questionnaire design**

We piloted a draft version of the survey in selected trusts before appointing consultants Taylor Nelson Sofres Social Research to administer the survey. The results of the pilot, together with feedback from our Expert Panel were used to finalise the questionnaires. The census was in 6 parts:

- Part 1 – (Chief Executive) - Annex A
- Part 2 – (Lead on Health and Safety) - Annex B
- Part 3 – (Director of Human Resources) - Annex C
- Part 4 – (Head of Occupational Health) - Annex D
- Part 5 – (Head of Facilities/Estates) - Annex E
- Part 6 – (Accident & Emergency Manager/ Ambulance Operations Director) – Annex F

The questionnaire packs were mailed out to the Chief Executives of identified Trusts on Friday 3rd May, with a response deadline of Friday 7th June (five weeks later). Ambulance Trusts, with slightly amended questionnaires to reflect the differences in the service, were sent questionnaire packs on Friday 10th May, and were also given a response deadline 5 weeks after the mail-out (Friday 14th June).

**Response sheet (fax or freepost)**

Trusts were asked to identify a single ‘survey contact person’ through whom all additional communication would be made. This person took responsibility for distributing the questionnaires to the most appropriate individuals within the Trust, collecting back their completed questionnaires and forwarding them to TNS.

**Methods to ensure completions**

Telephone reminders were undertaken after a week to establish whether the pack had been received and was receiving the appropriate attention, also to establish who the ‘survey contact person’ would be and who would be responsible for each individual questionnaire. A Survey newsletter was compiled to answer the most frequently asked questions and was distributed approximately 3 weeks after the initial mail-out - 2 weeks before the response deadline.

**Responses and response rate**

After the initial deadline we had a 48 per cent response rate, non-returners were reminded of the need to respond and by September 2002 we had received a response from 98 per cent of trusts.

**The decision to split into two reports**

Following our initial analysis in July we identified that violence and aggression was emerging as an issue in its own right and, after discussion with the Department and our Expert Panel, we agreed to produce two separate reports. However, in order to understand more clearly the impact in terms of violence and aggression between September and October we undertook a follow-up survey of all A&E Departments. This follow-up survey comprised a set of questions that were either faxed or emailed to the A&E managers responsible for health and safety. A copy of questionnaire is at Annex G. This exercise elicited a 66 per cent response rate.
Follow-up survey of all health and safety managers to collect information on incidents

Initially, we had agreed with the Department that we would have access to their data collected as part of the Working Together initiative - NHS Trusts and Health Authorities were required to record the number of incidents of violence and aggression and report, via Regional Offices, to the Department. In practice, the NHS reorganisation under Shifting the Balance of Power which came into effect from April 2002, meant the demise of the regional office and as a result the information on 2001-2002 incidents had not been collected within the timeframe which we required. During November-December we re-surveyed all acute, mental health and ambulance trusts to obtain the information we required on reported incidents for 2001-2002 (Annex I). At the same time the Department undertook a similar exercise. We subsequently shared the data to ensure a 98 per cent response rate (returns were received from all 282 NHS Trusts – although a small number of trusts were only able to partial data due to trust reconfigurations and four trusts were unable to provide any data).

Analyses we undertook using data obtained from the surveys

We used the data on incidents from the obtained from the resurvey, together with figures for staff employed in individual trusts obtained from the initial survey to arrive at a figure for incidents per 1,000 staff per month for 2001-2002. We then used these figure to compare trusts by type; that is Acute, Mental Health and Ambulance (Figures 4 and 5 of the report), and geographically by Strategic Health Authority (Figure 3).

We identified key issues involving the use of risk analysis, the availability and suitability of training, and steps taken to improve security and deter violence and aggression by patients and analyses the response to these issues by trusts in open questions.

We also used information provided to us by trusts in response to the survey to identify case examples which illustrate good practice and add depth to the broader information provided by our analysis of questionnaire responses.

Information from other sources.

We carried out literature and internet searches and extensive reviews of published literature on workplace violence and aggression, both generally and in the healthcare sector, and in relation to other health and safety issues in the healthcare sector. This included an analysis of arrangements in other European countries, the USA, Canada, Australia and New Zealand. We also attended a number of relevant workshops and conferences.

Consultations and audit visits

Throughout the study we worked closely with the Department of Health and the Health and Safety Executive. We also consulted with a range of interested parties and carried out a series of detailed audit visits to obtain further information, follow up examples of good practice and test our audit findings.
External consultations

The Health and Safety Executive*  National Patient Safety Agency*
UNISON* Health Service Ombudsman
NHS Litigation Authority NHS Pensions Agency
British Medical Association Commission for Health Improvement*
College of Occupational Therapists* Infection Control Nurses Association*
Chartered Society of Physiotherapy Audit Commission*
College of Radiographers District Audit Services
Royal College of Anaesthetists London School of Economics*
Royal College of Midwives NHS Confederation*
Royal College of Nursing London School of Hygiene and Tropical Medicine*
Royal College of Obstetricians and Gynaecologists Thames Valley University*
Royal College of Physicians BUPA*
Royal College of Surgeons of England Independent Healthcare Association*
The Patients Association* Safer Needles Network*
Controls Assurance Standards Unit TUC
The Home Office (Violent Crime Section)
The Home Office (Police Scientific Development Branch)
*Includes a meeting to discuss the study proposals

NHS Trusts visited or consulted

The Medway NHS Trust
Addenbrookes NHS Hospital Trust
South Tees Hospital NHS Trust
Bolton Hospitals NHS Trust
Kingston Hospital NHS Trust
Barts and the London NHS Trust
The London Ambulance Service NHS Trust
Birmingham Heartlands and Solihull NHS Trust
Kings University Hospital London

Members of the Expert Advisory Panel

The NAO is grateful to the members of the expert advisory panel who have provided advice and guidance throughout the Value for Money investigation.

Dr Robert Ll Davies  Head of Health, Safety and Environment Unit, University of Wales College of Medicine and Chair of the Health Care group at the Institution of Occupational Safety and Health
Stuart Emslie  Head of Controls Assurance, Department of Health
Helen Hughes  Director of Operations, National Patient Safety Agency
Ann Macintyre  Director of Human Resources, Barts and the London NHS Trust
Peter McKenna  Senior Nurse in the A&E Department, Medway NHS Trust
Lynn Parker  Clinical Nurse Infection Control Specialist, Northern General Hospital NHS Trust, representing the Infection Control Nurses Association
Dr Linda Patterson  Medical Director, Commission for Health Improvement
Jon Richards  Assistant National Officer, Health Care Group, UNISON
Chris Taylor  Principal Inspector, Health Services Unit, Health and Safety Executive
Judy Thurgood  Head Occupational Therapist, Heatherwood and Wexham Park NHS Hospitals
Professor Brian Toft  
Risk Management Consultant  
Trust, representing the College of Occupational Therapists

Julian Topping  
Senior Business Manager, NHS Employment Policy Branch, Department of Health

Tony Bleetman  
Consultant in Accident and Emergency Medicine, Birmingham Heartlands Hospital (co-opted onto the Expert Panel to provide advice and guidance on violence and aggression.)
Part 1

National Audit Office
NAO Audit Programme

The Management of Health and Safety Risks to staff in NHS Hospitals

Audit of NHS Trusts in England

CHIEF EXECUTIVE QUESTIONNAIRE

This part of the questionnaire should be completed by the NHS Trust Chief Executive

Name of Trust  ________________________________________________
The Objective of the National Audit Office Audit of the management of Health and Safety risks to staff

About the NAO
The NAO has a statutory responsibility to report to Parliament on whether the Department of Health is discharging its responsibilities in an economic, efficient and effective way. You may recall that we published a report on the Management of Health and Safety in Acute Trusts in 1996 and there have been many developments since then. Our current study is to all intents and purposes a follow up and is an important part of our value for money audit cycle to ensure public accountability.

Objectives of the survey
A key aspect of the audit is the survey of NHS Hospital and Ambulance Trusts. This survey seeks to find out the key issues facing Trusts in identifying and managing Health and Safety risks to staff and how these are responded to. In designing the survey we have worked closely with the Department of Health, The Health and Safety Executive, the Commission for Health Improvement and other members of our expert panel to minimise the burden it will place on your Trust. Where possible we will use data from those sources rather than replicating collection. The survey has been piloted at NHS Acute and Ambulance Trusts. We are keen to identify examples of successful initiatives that have resulted in demonstrable improvements in the way health and safety issues are handled. Any examples of good practice to be included the report will be discussed and the findings cleared with the relevant Trust before publication. The outcome from this and other associated work will be an overview report to Parliament. We also plan to produce feedback for each Trust that will allow you to evaluate your performance against the national anonymised picture and against Trusts of a similar size and type.

Instructions for completing the audit programme.
The survey comprises six short questionnaires and is targeted specifically at the individuals in the Trust with roles and responsibilities for Health and Safety.

Part One: The Chief Executive
Part Two: The lead on Health and Safety
Part Three: The Human Resources Director
Part Four: The Head of Occupational Health
Part Five: The Head of the Facilities/ Estates Department
Part Six: The manager of the A&E Department.
**Timetable**

You should aim to complete your part of the survey as quickly as possible. Please **make a copy** for your own records, then return this part of the questionnaire to the survey co-ordinator within your Trust (named on the front), who will collect all questionnaires for your Trust and return them to **Taylor Nelson Sofres** by **7 June 2002**.

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**Contacts for further information**

If you are uncertain how to answer any question, or wish to discuss any aspects of the audit programme, you can contact either:

Clare Lambley at our consultants Taylor Nelson Sofres (Telephone : 020 8332 8513) who can help with issues regarding the administration of the survey,

or

Alison Terry/ Andrew Maxfield at the National Audit Office (Telephone : 020 7798 7191/ 7773), who can help with the technical aspects of the questionnaire.
Section A – Details about the Trust

Q1a  Over the past two years has the Trust been involved in any mergers with other Trusts?
Please tick

Yes  1  Go to Q1b
No    2  Go to Q2

Q1b  If yes, how has this merger impacted on Health and Safety issues for staff? For example, have two systems been merged together, or continue to run in parallel?


Q2  Please indicate the size of the population served by the Trust

Write in  (16-23)  Go to Q3

Information about Beds as at 31st March 2002 – as provided under Hospital Activity Statistics

Q3  Please provide the number of ‘total beds available’ in the Trust as submitted on form KH03 as at 31st March 2002

Write in  (24-29)  Go to Q4
Q4

Please provide the ‘percentage occupancy’ of beds open overnight during 2001-2002. This is the number of occupied beds as a proportion of available beds (open and staffed).

Write in %

Go to Q5

Q5

Over the past two years, how often have you employed the following measures to meet additional demands?

Please tick one in each column

<table>
<thead>
<tr>
<th>a) Placing of patients on wards other than where they would normally be treated</th>
<th>b) Using temporary beds in wards or other locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very rarely</td>
<td>1</td>
</tr>
<tr>
<td>Rarely</td>
<td>2</td>
</tr>
<tr>
<td>From time to time</td>
<td>3</td>
</tr>
<tr>
<td>Frequently</td>
<td>4</td>
</tr>
<tr>
<td>Very frequently</td>
<td>5</td>
</tr>
</tbody>
</table>

Go to Q6a

Staff within the Trust

Q6a How many W.T.E. staff were employed by the Trust as at 31st March 2002 in each of the following categories?

Q6b How many W.T.E. vacancies did the Trust have as at 31st March 2002 in each of the following categories?

<table>
<thead>
<tr>
<th>Total WTE in post at 31st March 2002</th>
<th>Total WTE vacancies at 31st March 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors</td>
<td>(34-38)</td>
</tr>
</tbody>
</table>

(30-31)  (39-43)
Section B - Health and Safety Management arrangements

Responsibilities for Health and Safety

Q7  Who is responsible for leading on policy matters and who has lead responsibility for day-to-day operational issues concerning Health and Safety Management?

Please tick the appropriate boxes in each column

<table>
<thead>
<tr>
<th></th>
<th>Lead on Health &amp; Safety policy issues</th>
<th>Lead on Health &amp; Safety operational issues</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(74)</td>
<td>(77)</td>
</tr>
<tr>
<td>Chief Executive</td>
<td>□1</td>
<td>□1</td>
</tr>
<tr>
<td>Trust Health and Safety Committee</td>
<td>□2</td>
<td>□2</td>
</tr>
<tr>
<td>Trust Risk Management Committee</td>
<td>□3</td>
<td>□3</td>
</tr>
<tr>
<td>Medical Director</td>
<td>□4</td>
<td>□4</td>
</tr>
<tr>
<td>Nursing Director</td>
<td>□5</td>
<td>□5</td>
</tr>
<tr>
<td>Health and Safety Manager</td>
<td>□6</td>
<td>□6</td>
</tr>
<tr>
<td>Human Resources Director</td>
<td>□7</td>
<td>□7</td>
</tr>
<tr>
<td>Head of Occupational Health</td>
<td>□8</td>
<td>□8</td>
</tr>
<tr>
<td>Head of Risk Management</td>
<td>□9</td>
<td>□9</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>□0</td>
<td>□0</td>
</tr>
</tbody>
</table>

__________________________
Q8

When was the last time that you or your predecessor as Chief Executive personally reviewed the Health and Safety Management arrangements within the Trust?

Please tick one

- Within the last quarter
- Within the last six months
- Within the last year
- Between 1-2 years ago
- Between 2-3 years ago
- More than 3 years ago
- Never

(80)

Q9a

Were specific changes made to any of the following as a result of this last Health and Safety review by the Chief Executive? Please tick

Q9b

Please provide a brief explanation of each change made

Health and Safety policy

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

(11)

Health and Safety incident reporting

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

(12)
Health and Safety performance monitoring arrangements  Yes ☐ 1 No ☐ 2 (13)

Health and Safety Management responsibilities  Yes ☐ 1 No ☐ 2 (14)

Budgets or resource allocations for Health and Safety measures  Yes ☐ 1 No ☐ 2 (15)

Q10

In the last 3 years, how often have you (or your predecessor) as the Chief Executive received regular activity reports produced by the Health and Safety advisor/Committee on the following?

Please tick one in each row

<table>
<thead>
<tr>
<th>Six monthly or more frequently</th>
<th>Annually</th>
<th>Less than once a year</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details of staff Health and Safety issues</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
<tr>
<td>Expenditure needed to address staff Health and Safety risks</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
</tbody>
</table>
Trust Board’s Role in Health and Safety Management

Q11 Who is the Trust Executive Board member with responsibility for Health and Safety issues? Write in job title

Q12 How often are staff Health and Safety risks discussed at the Trust Board meetings as an agenda item?

Please tick one

At every meeting  [ ] 1
Once a quarter [ ] 2
Once every six months [ ] 3
Once a year [ ] 4
Less than once a year [ ] 5
Not discussed at Board level [ ] 6

Q13 How do you (and the Trust Board) prioritise which of the initiatives needed to address Health and Safety risks to staff will receive funding from the Trust budget?

Q14 Are there any more comments that you would like to make in relation the management of Health and Safety risks? Specifically ....
Effectiveness of the management structure and responsibilities for Health and Safety Management

Resources available for Health and Safety Management (Financial and others)

Q15 Is there anything else that you would like to say, to help us understand the management of Health and Safety in your Trust?

Thank you for completing this questionnaire. Please make a copy for your own records, then return this questionnaire (Part1) to the survey co-ordinator within your Trust (named on the front of this questionnaire), who will collect all questionnaires for your Trust and return them to Taylor Nelson Sofres.

Thank You.
Part 2

National Audit Office
NAO Audit Programme

The Management of Health and Safety
Risks to staff in NHS Hospitals

Audit of NHS Trusts in England

THE ROLE OF THE HEALTH AND SAFETY LEAD IN
MANAGING THE HEALTH AND SAFETY OF STAFF

This part of the questionnaire should be completed by the Trust’s
operational lead on day-to-day Health and Safety Management
Name of Trust ____________________________________________

Name of Survey Co-ordinator ______________________________

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or

Alison Terry/ Andrew Maxfield at the National Audit Office (Telephone: 020 7798 7191/7773), who can help with the technical aspects of the questionnaire.
Section A - Details about the person completing this part

Name:

Job title:

Telephone:

E-mail:

Q1 Please provide brief details of your qualifications (if any) in relation to Health and Safety Management

Please tick any that apply

- MIOSH
- MSc/PGD in Occupational H&S Management or equivalent
- BSc in Occupational H&S Management or equivalent
- Diploma recognised by NEBOSH
- NVQ in Health and Safety Management or equivalent
- Other (please specify)

- Gained
- Studying for

Go to Q2

Q2 Please provide brief details of experience in relation to Health and Safety management

Total number of years as a Health and Safety Officer/Advisor

Total number of years specifically in the NHS
Any other relevant information about your experience

Q3a
Are you employed…

Please tick one

- Full-time, solely on Health and Safety Management
- Full-time, but not solely on Health and Safety Management
- Part-time, solely on Health and Safety Management
- Part-time, but not solely on Health and Safety Management

Q3b
If not solely employed on Health and Safety Management, please provide brief details of your other roles and responsibilities within the Trust

Section B – The management structure for staff Health and Safety in the Trust

Q4
Please attach a diagram / chart providing details of the Board and Committee organisational structure for Health and Safety Management.

Please tick to confirm that the document is attached
Q5a  On matters of staff Health and Safety, do you report directly to the Trust Board Executive Director with responsibility for Health and Safety?
Please tick

Yes  

No  

(23)  

Go to Q6a  

Go to Q5b

Q5b  If no, who do you report to on Health and Safety Issues? Please specify job title

(24-26)  

Go to Q6a

Q6a  Does the Trust have a dedicated Health and Safety Directorate?
Please tick

Yes  

No  

(27)  

Go to Q6b  

Go to Q6b

Q6b  How many staff (WTE) are employed to work on Trust wide Health and Safety (including clerical support), and what percentage of their time is spent on Health and Safety Management/administration?

<table>
<thead>
<tr>
<th>Number of staff (WTE)</th>
<th>% of time spent on H&amp;S</th>
<th>Please state the role of the staff</th>
</tr>
</thead>
</table>

Go to Q7a

Q7a  Does the Trust have designated Health and Safety representatives in operational areas throughout the Trust?
Please tick

Yes  

No  

(28)  

Go to Q7b  

Go to Q8
Q7b If yes, how many Health and Safety representatives /link co-ordinators are employed in operational areas throughout the Trust?

Write in

Q8a How adequate do you consider your available staff resources (with a specific Health and Safety function) to be, to maintain an effective Health and Safety environment?

1 2 3 4 5 6 7 8 9 10

Go to Q8b

Q8b Please provide brief details of the reasons for your judgement

Go to Q9

Q9 How does the Trust ensure the technical competence of its Health and Safety advisors and representatives? Please provide brief details of the methods that the Trust uses.

Health and Safety advisors Departmental representatives

Go to Q10a
Q10a  **How well do you feel that the accountability for staff Health and Safety is understood within the Trust?** Please indicate on a scale of 1 to 10, where 1 means not understood at all, and 10 means that they are fully understood by all.

1  2  3  4  5  6  7  8  9  10

(37) Go to Q10b

Q10b  Please explain why you gave this rating

(38)  
(39)  
(40)  
(41)  
Go to Q11a

Health and Safety Committee

Q11a  **Does the Trust have a separate Health and Safety Committee?**

Please tick

Yes □ 1  Go to Q12

No □ 2  Go to Q11b

Q11b  If no, how does the Trust monitor Health and Safety at a strategic level?

(43)  
(44)  
(45)  
(46)  
Go to Q19a

Q12  **Who is the Chair of the Health and Safety Committee?** Write in job title

(47-49) Go to Q13a

Q13a  **How many members of the Health and Safety Committee are there?** (including the Chair)

Write in  

(50-51) Go to Q13b
Q13b  Which of the following are members of the Health and Safety Committee?

<table>
<thead>
<tr>
<th>Role</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Representative of Chief Executive</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>(Specify job title)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Manager</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Estates Manager</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Human Resources Director</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Occupational Health Physician</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Occupational Health Nurse</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Health and Safety Advisor (s)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Senior Clinical Medical Staff</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Executive Nurse Director</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Senior Nurse Manager</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Staff side/Union representative</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Departmental representatives</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Back care co-ordinator</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Other staff with lead H&amp;S roles (please specify)</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Go to Q13c

Q13c  How frequently does each member attend Health and Safety Committee meetings?

Please tick one frequency for each Committee member

<table>
<thead>
<tr>
<th>Role</th>
<th>Always/Usually</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Representative of Chief Executive</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>(Specify job title)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Risk Manager</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Estates Manager</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Human Resources Director</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Occupational Health Physician</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Occupational Health Nurse</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Health and Safety Advisor (s)</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Senior Clinical Medical Staff</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Executive Nurse Director</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Senior Nurse Manager</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>
Staff side/Union representative □ 3 □ 2 □ 1 □ 0 (22)
Departmental representatives □ 3 □ 2 □ 1 □ 0 (23)
Back care co-ordinator □ 3 □ 2 □ 1 □ 0 (24)
Other staff with lead H&S roles (please specify) □ 3 □ 2 □ 1 □ 0 (25)

Q13d Please describe the criteria for membership of the Health and Safety Committee

Q14 How often does the Health and Safety Committee meet?
Please tick one

Monthly □ 1 (30)
Quarterly □ 2
Six monthly □ 3
Annually □ 4
Less frequently □ 5
Never □ 6
Don’t know □ 7 (26)

Q15a Does the Health and Safety Committee produce minutes of its meetings?
Please tick
Yes □ 1 (31)
No □ 2 Go to Q15b

Q15b Does the Health and Safety Committee produce an annual report?
Please tick
Yes □ 1 (32)
No □ 2 Go to Q15c

Q15c Does the Health and Safety Committee produce staff bulletins?
Please tick
Yes □ 1 (33)
No □ 2 Go to Q16
Q16 To whom are the Health and Safety Committee documents sent:

a) minutes, b) annual report and c) staff bulletins?

Please tick as many as appropriate

<table>
<thead>
<tr>
<th>Group</th>
<th>a) minutes</th>
<th>b) annual report</th>
<th>c) staff bulletin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Members of the Health and Safety</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Committee</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Trust Risk Management Committee</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>members</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Clinical Directors</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Senior Managers</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Staff side / union representatives</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Members of staff</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
<tr>
<td>Other committees (please specify)</td>
<td>(34)</td>
<td>(36)</td>
<td>(38)</td>
</tr>
</tbody>
</table>

Q17 What other methods of feedback does the Health and Safety Committee use to keep staff informed of issues of their Health and Safety?

Q18a What were the key priorities of the Health and Safety Committee in 2001-2002?
Q18b What actions did the Health and Safety Committee initiate in 2001-2002?

(48) (49) (50) (51)

Go to Q19a

Q19a Does Health and Safety have a dedicated budget?

Please tick

Yes ☐ 1 Go to Q19b

No ☐ 2 Go to Q19c

Q19b If yes, what was the expenditure for 2001-2002, and what is the budget for 2002-2003?

2001-2002 expenditure £ (53-59)

2002-2003 budget £ (60-66)

Go to Q20a

Q19c If no, how are Health and Safety initiatives funded? Please provide a brief description and approximate cost

£

Go to Q20a

Q20a Overall, how effective do you think the organisational set-up is for managing the Health and Safety risks within the Trust? Please indicate on a scale of 1 to 10, where 1 means not at all effective, and 10 means that they could not be any more effective.

1 2 3 4 5 6 7 8 9 10 (67)

Go to Q20b
Section C – The Health and Safety Incident Reporting System

**Q21a** Is the Trust taking action to foster a ‘just and fair’ / blame free culture which encourages non-punitive reporting of incidents by staff?

Please tick
- [ ] Yes
- [ ] No

**Q21b** Please provide brief details of the steps taken by the Trust to ensure that staff are encouraged to report incidents

**Q22** Does the Trust maintain a separate Health and Safety incident reporting system or is it part of the Trust’s overall adverse incident reporting system?

Please tick one
- [ ] Separate
- [ ] Part of wider system

**Q23a** Is your Health and Safety reporting system:

Please tick any that apply
- Paper based
- Formic/optical reader
- Computer based
Q23b  What software package is used?  
Please tick any that apply  
Datix  [☐ 1]  
Safecode  [☐ 2]  
Other (please specify)  [☐ 3]  
(79)  Go to Q23c

Q23c  How important is it to have access to IT when fulfilling your Health and Safety role? Please indicate on a scale of 1 to 10, where 1 means not at all important, and 10 means that they are vital  
1  2  3  4  5  6  7  8  9  10  (80)  Go to Q23d

Q23d  Do you have access to IT?  
Please tick  
Yes  [☐ 1]  Go to Q23e  
No  [☐ 2]  Go to Q24

Q23e  How effective are the IT resources that are available to you? Please indicate on a scale of 1 to 10, where 1 means not at all effective, and 10 means that they are totally effective  
1  2  3  4  5  6  7  8  9  10  (12)  Go to Q23d

Q23f  Please provide brief reasons for these assessments

Q24  How effective do you consider the incident reporting system to be in collecting information on the occurrence of incidents? Please indicate on a scale of 1 to 10, where 1 means not at all effective, and 10 means that they could not be any more effective.  
1  2  3  4  5  6  7  8  9  10  (17)  Go to Q25
Q25  How do you rate the completeness of the data collected by the incident reporting system? Please indicate on a scale of 1 to 10, where 1 means not at all complete, and 10 means that they could not be any more complete.

1  2  3  4  5  6  7  8  9  10  (18)  Go to Q26

Q26  The NAO has access to existing Department of Health and RIDDOR data to get a picture of the level of incidents within Trusts. However, we are interested in knowing whether you think that the numbers of Health and Safety incidents to staff have been increasing/decreasing or stayed the same over the last three years.

For each type of incident, please indicate how you feel the numbers of incidents have changed (if at all), then in the box below, explain why you think the change has occurred and describe any actions you have taken to influence this.

Violence and aggression

<table>
<thead>
<tr>
<th>increased</th>
<th>decreased</th>
<th>same</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reason for opinion

Actions taken

<table>
<thead>
<tr>
<th>increased</th>
<th>decreased</th>
<th>same</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Slips/trips /falls

<table>
<thead>
<tr>
<th>increased</th>
<th>decreased</th>
<th>same</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reason for opinion

Actions taken

Needlestick/sharps

<table>
<thead>
<tr>
<th>increased</th>
<th>decreased</th>
<th>same</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reason for opinion

Actions taken
<table>
<thead>
<tr>
<th>Reason for opinion</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased</td>
<td>Decreased</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Musculo-skeletal disorders</th>
<th>1</th>
<th>2</th>
<th>3 (22)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensitisation</td>
<td>1</td>
<td>2</td>
<td>3 (23)</td>
</tr>
<tr>
<td>Contact with substances hazardous to health</td>
<td>1</td>
<td>2</td>
<td>3 (24)</td>
</tr>
</tbody>
</table>

Q27  In cases of violence and aggression towards staff, on how many occasions has the Trust used the following actions?

All  Most  Some  Few  None  N/A
<table>
<thead>
<tr>
<th>Follow-up meeting / referral</th>
<th>□ 4</th>
<th>□ 3</th>
<th>□ 2</th>
<th>□ 1</th>
<th>□ 0</th>
<th>□ 9</th>
<th>(25)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warning letter from the Department</td>
<td>□ 4</td>
<td>□ 3</td>
<td>□ 2</td>
<td>□ 1</td>
<td>□ 0</td>
<td>□ 9</td>
<td>(26)</td>
</tr>
<tr>
<td>Warning letter from the Chief Executive</td>
<td>□ 4</td>
<td>□ 3</td>
<td>□ 2</td>
<td>□ 1</td>
<td>□ 0</td>
<td>□ 9</td>
<td>(27)</td>
</tr>
<tr>
<td>Withdrawal of treatment letter</td>
<td>□ 4</td>
<td>□ 3</td>
<td>□ 2</td>
<td>□ 1</td>
<td>□ 0</td>
<td>□ 9</td>
<td>(28)</td>
</tr>
<tr>
<td>Provision of support for staff to take civil action against the perpetrators</td>
<td>□ 4</td>
<td>□ 3</td>
<td>□ 2</td>
<td>□ 1</td>
<td>□ 0</td>
<td>□ 9</td>
<td>(29)</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>□ 4</td>
<td>□ 3</td>
<td>□ 2</td>
<td>□ 1</td>
<td>□ 0</td>
<td>□ 9</td>
<td>(30)</td>
</tr>
</tbody>
</table>

**Q28a** Has Health and Safety estimated or calculated the cost of Health and Safety incidents to the Trust?

<table>
<thead>
<tr>
<th></th>
<th>□ 1</th>
<th>□ 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Go to Q28b

**Q28b** Please provide brief details of the method(s) used and give an estimate of the annual cost of Health and Safety incidents in 2001-2002

<table>
<thead>
<tr>
<th>£</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Go to Q29

**Q29** To whom do you report details of rates and costs of incidents?

Please tick all that apply

<table>
<thead>
<tr>
<th>a) rates</th>
<th>b) cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>(39)</td>
<td>(40)</td>
</tr>
<tr>
<td>Trust Chief Executive</td>
<td>□ 1</td>
</tr>
<tr>
<td>Trust Board</td>
<td>□ 2</td>
</tr>
<tr>
<td>The Directorates</td>
<td>□ 3</td>
</tr>
<tr>
<td>CASU (Controls Assurance</td>
<td>□ 4</td>
</tr>
<tr>
<td>The Department (IWL monitoring)</td>
<td>□ 5</td>
</tr>
<tr>
<td>Staff</td>
<td>□ 6</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>□ 0</td>
</tr>
</tbody>
</table>

Not reported | □ 9 | □ 9

Go to Q30
Q30  How was the assessment for the Controls Assurance Standard for Health and Safety measured in 2000-2001, and in 2001-2002?

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment by Health and Safety advisor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessment by Health and Safety Committee</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Assessment by Multidisciplinary Committee</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Assessment by staff focus groups</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

Go to Q31

Q31  What, if any changes, have you introduced to Health and Safety Management systems as a result of the findings from the Controls Assurance assessment process? Please provide brief details

Go to Q32a

Section D: Improving Health and Safety Management

Audit

Q32a  Are Health and Safety risk audits carried out within the Trust?

<table>
<thead>
<tr>
<th>Please tick</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Go to Q32b

Q32b  If yes, who carries out the Health and Safety risk audits of the Trust?

<table>
<thead>
<tr>
<th>Please tick all that apply</th>
<th>Health and Safety Advisor</th>
<th>Departmental manager</th>
<th>Employee safety representatives</th>
<th>Peer review i.e. another department</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>0</td>
</tr>
</tbody>
</table>
Q32c How are the departments for audit prioritised?
Please tick all that apply
(49)
- By incidence rate
- From entries on the risk register
- By size/staff numbers
- Cyclical
- Other (please specify)

Q32d If cyclical, how long is it expected to take to cover the whole Trust?
Please tick all that apply
(50)
- One year or less
- Between one and two years
- Between two and three years
- Between three to five years

Q32e When was the last Health and Safety risk audits? What changes, if any, were introduced as a result? Please provide date and brief details
(51-58)

Training

Q33 Does induction training for different types of staff cover the following Health and Safety issues? Please tick all that apply for each group

<table>
<thead>
<tr>
<th>Health and Safety Issues</th>
<th>Doctors</th>
<th>Nurses</th>
<th>Allied Health Professionals</th>
<th>Ancillary Staff</th>
<th>Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violence and aggression</td>
<td>[1]</td>
<td>[1]</td>
<td>[1]</td>
<td>[1]</td>
<td>[1]</td>
</tr>
<tr>
<td>Needlesticks/sharps</td>
<td>[3]</td>
<td>[3]</td>
<td>[3]</td>
<td>[3]</td>
<td>[3]</td>
</tr>
<tr>
<td>Substances hazardous to health</td>
<td>[7]</td>
<td>[7]</td>
<td>[7]</td>
<td>[7]</td>
<td>[7]</td>
</tr>
<tr>
<td>Occupational health</td>
<td>[8]</td>
<td>[8]</td>
<td>[8]</td>
<td>[8]</td>
<td>[8]</td>
</tr>
</tbody>
</table>
Major incident preparedness / chemical/biological incidents ☐ 9 ☐ 9 ☐ 9 ☐ 9 ☐ 9
Other Health and Safety training ☐ 0 ☐ 0 ☐ 0 ☐ 0 ☐ 0
(please specify)

Q34a Do you maintain records of up-date training for staff in Health and Safety? (73)

Please tick

Yes ☐ 1 Go to Q35
No ☐ 2 Go to Q34b

Q34b If no, how does the Trust ensure that staff training needs are met?

Who monitors to ensure compliance with compulsory training? (11)

Go to Q36

Q36 a) In respect of handling of violence and aggression, are the following types of training compulsory or voluntary?
b) For each type of training, please indicate the type of training provider used

<table>
<thead>
<tr>
<th>Training Type</th>
<th>Compulsory</th>
<th>Voluntary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer care</td>
<td>☐ 1</td>
<td>☐ 2</td>
</tr>
<tr>
<td>Situation risk assessment</td>
<td>☐ 1</td>
<td>☐ 2</td>
</tr>
<tr>
<td>Diffusion skills</td>
<td>☐ 1</td>
<td>☐ 2</td>
</tr>
<tr>
<td>Breakaway</td>
<td>☐ 1</td>
<td>☐ 2</td>
</tr>
<tr>
<td>Physical restraint</td>
<td>☐ 1</td>
<td>☐ 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training Type</th>
<th>In-house</th>
<th>Police</th>
<th>Other consultants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer care</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
<tr>
<td>Situation risk assessment</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
<tr>
<td>Diffusion skills</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
<tr>
<td>Breakaway</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
<tr>
<td>Physical restraint</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
</tbody>
</table>

Go to Q37
Q37  How do you ensure that staff employed by contractors have received appropriate training before commencing work? Please provide brief details

Q38  Are there any other issues or points about the management of Health and Safety risks that you consider relevant to our study?

Thank you for completing this questionnaire.
Please make a copy for your own records, then return this questionnaire (Part 2) to the survey co-ordinator within your Trust (named on the front of this questionnaire), who will collect all questionnaires for your Trust and return them to Taylor Nelson Sofres.
Thank You.
Part 3

National Audit Office
NAO Audit Programme

The Management of Health and Safety Risks to staff in NHS Hospitals

Audit of NHS Trusts in England

THE ROLE OF THE HUMAN RESOURCES DIRECTORATE IN MANAGING THE HEALTH AND SAFETY OF STAFF

This part of the questionnaire should be completed by the Trust Director of Human Resources
The Objective of the National Audit Office Audit of the management of Health and Safety risks to staff

About the NAO
The NAO has a statutory responsibility to report to Parliament on whether the Department of Health is discharging its responsibilities in an economic, efficient and effective way. You may recall that we published a report on the Management of Health and Safety in Acute Trusts in 1996 and there have been many developments since then. Our current study is to all intents and purposes a follow up and is an important part of our value for money audit cycle to ensure public accountability.

Objectives of the survey
A key aspect of the audit is the survey of NHS Hospital and Ambulance Trusts. This survey seeks to find out the key issues facing Trusts in identifying and managing Health and Safety risks to staff and how these are responded to. In designing the survey we have worked closely with the Department of Health, The Health and Safety Executive, the Commission for Health Improvement and other members of our expert panel to minimise the burden it will place on your Trust. Where possible we will use data from those sources rather than replicating collection. The survey has been piloted at NHS Acute and Ambulance Trusts. We are keen to identify examples of successful initiatives that have resulted in demonstrable improvements in the way health and safety issues are handled. Any examples of good practice to be included the report will be discussed and the findings cleared with the relevant Trust before publication. The outcome from this and other associated work will be an overview report to Parliament. We also plan to produce feedback for each Trust that will allow you to evaluate your performance against the national anonymised picture and against Trusts of a similar size and type.

Instructions for completing the audit programme.
The survey comprises six short questionnaires and is targeted specifically at the individuals in the Trust with roles and responsibilities for Health and Safety.

Part One: The Chief Executive
Part Two: The lead on Health and Safety
Part Three: The Human Resources Director
Part Four: The Head of Occupational Health
Part Five: The Head of the Facilities/ Estates Department
Part Six: The manager of the A&E Department.
**Timetable**

You should aim to complete your part of the survey as quickly as possible. Please make a copy for your own records, then return this part of the questionnaire to the survey co-ordinator within your Trust (named on the front), who will collect all questionnaires for your Trust and return them to **Taylor Nelson Sofres** by **7 June 2002**.

---

**Contacts for further information**

If you are uncertain how to answer any question, or wish to discuss any aspects of the audit programme, you can contact either:

Clare Lambley at our consultants Taylor Nelson Sofres (Telephone: 020 8332 8513) who can help with issues regarding the administration of the survey,

or

Alison Terry/ Andrew Maxfield at the National Audit Office (Telephone: 020 7798 7191/ 7773), who can help with the technical aspects of the questionnaire.
Section A - Details about the person completing this part

Name: 

Job title: 

Telephone: 

E-mail: @

Section B – About the HR department

Q1a Is HR represented on the Health and Safety Committee? Please tick one

☑ 1 Yes Go to Q1b
☑ 2 No Go to Q2
☑ 3 N/A Go to Q2

Q1b If yes, who represents HR on the Health and Safety Committee? Please specify job title

Section C – The role of the HR department in managing work related staff sickness

Q2 Please provide brief details of the main functions of HR staff in relation to managing work related staff sickness.

Please tick all that apply

☑ 1 Maintain accurate records of absence
☑ 2 Provide data on individual and departmental absence to managers
☑ 3 Provide support to managers as and when required
Analyse the reasons for absence and feedback to Directorates

Provide support to re-integrate staff back into the workplace

Seek independent medical advice in appropriate cases through Occupational Health

Other (please specify)

---

Q3a

HSC 1999/229 states that each Trust should produce sickness absence figures that cover all staff, which show in some way the time staff are absent from work as a proportion of staff time available. The circular highlights number of hours lost as a percentage of contracted hours as the most common definition.

Do you use this method of measurement?

Please tick

- Yes [ ]
- No [ ]

Go to Q3c

Q3b

If not, what method of measurement do you use?

---

Q3c

With regard to the method of measurement that you have identified, please state your targets and out turn for sickness absence for the last two years as a percentage.

<table>
<thead>
<tr>
<th>Year</th>
<th>Target</th>
<th>Out turn</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000-2001</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>2001-2002</td>
<td>%</td>
<td>%</td>
</tr>
</tbody>
</table>

Go to Q4

Q4

How frequently is information on work related staff sickness absence presented to the Trust Board?

Please tick one

- Monthly [ ]
- Quarterly [ ]
- Half yearly [ ]
- Annually [ ]
Q5a Are line managers responsible for monitoring work related sickness absence?
Please tick

Yes ☐ 1 Go to Q6
No ☐ 2 Go to Q5b

Q5b If not, who is responsible for monitoring work related sick absence?
Please specify job title

Q6 What sources of information do management use to monitor work related sickness absence? Please tick all that apply

Personnel system ☐ 1
Payroll system ☐ 2
Manual records (completed by employee /line management/support staff) ☐ 3
Computerised timesheets ☐ 4
Other (please specify) ☐ 0 Go to Q7a

Q7a Do you consider that you have an accurate view of work related staff sickness absence?
Please indicate on a scale from 1 to 10, where 1 means that you have no specific record at all of work related sick absence, and 10 means that all episodes are recorded.

1 2 3 4 5 6 7 8 9 10 Go to Q7b

Q7b Please use the box below to explain why you assessed the accuracy of your view of work related staff sickness in the way that you did

Go to Q8a
Q8a  Do the records of sickness absence allow you to analyse the causes of work related sickness absence?

Please tick one

☐ 1  Yes, fully
☐ 2  Yes, in part
☐ 3  No

Go to Q8b

Q8b  Please provide brief reasons for your judgement

Go to Q9a

Q9a  Has the HR Department costed the impact of work related sickness absence on the Trust?

Please tick

☐ 1  Yes
☐ 2  No

Go to Q9b

Q9b  If yes, please provide brief details of the method(s) used and give an estimate of the annual cost of work related staff sickness absence in 2001-2002.

£

(49-55) Go to Q10

Q10  Under Revitalising Health and Safety, targets were set to reduce the incidence rate of cases of work-related ill health by 10% and the number of days lost per 100,000 workers from work related injury and ill health by 15% by 2004.

What action is the Trust taking to meet these targets by 2004? Please provide brief details in the box below
Q11a  Has the Trust Board commissioned any specific initiatives over the last two years, to improve the management of work related sickness absence?

Please tick

Yes  □  1  Go to Q11b

No  □  2  Go to Q12a

Q11b  If yes, please provide brief details of the initiative and, if applicable, what impact the initiative(s) have had?

Section D – The role of the HR department in managing Industrial Injury Claims

Q12a  Please complete the table below, to provide details of any claims or payments made due to work-related illness/absence in the last year.

<table>
<thead>
<tr>
<th></th>
<th>2001-2002 Total cost</th>
<th>Outstanding Total cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial injury claim</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>(11-14)</td>
<td>(15-21)</td>
<td>(22-25)</td>
</tr>
<tr>
<td>Temporary injury</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>allowance</td>
<td>(33-36)</td>
<td>(37-43)</td>
</tr>
<tr>
<td>Payments out of court</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>(55-58)</td>
<td>(59-65)</td>
<td>(66-69)</td>
</tr>
</tbody>
</table>
Q12b  Have you undertaken any reviews of the reasons for and the circumstances leading to the payment made within your Trust?

Please tick

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>□ 1</td>
</tr>
<tr>
<td>No</td>
<td>□ 2</td>
</tr>
</tbody>
</table>

Q12c  If yes, what was the outcome of this review?

Go to Q13a

Q12d  If no, why has a review not taken place?

Go to Q13a

Q13a  Has the Trust’s experience with industrial injury claims led to any changes in HR guidelines?

Please tick

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>□ 1</td>
</tr>
<tr>
<td>No</td>
<td>□ 2</td>
</tr>
</tbody>
</table>
Section E: Trust’s staff attitude survey

Q14 What are the dates of the Trust’s last two staff attitude surveys?

Please provide date / month / year

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q15 What was the response rate to these recent staff attitude survey?

Most recent survey

Write in %

Previous survey

% Go to Q16

Q16 What percentage of respondents indicated that they had had an accident/injury at work?

Most recent survey

Write in %

Previous survey

% Go to Q17a

Q17a Does the Trust make any attempt to reconcile any differences between the percentage of reported incidents in the staff attitude survey and the Trust incident reporting system?

Please tick

- Yes □ 1 Go to Q17b
- No □ 2 Go to Q18a

Go to Q17b

Go to Q18a
Q17b  If yes, please provide brief details of what you think the reasons are for differences in levels of incidents

Q18a  Were the staff asked about their satisfaction with the Health and Safety training they received?
Please tick

Yes  ☐ 1  Go to Q18b
No  ☐ 2  Go to Q19a

Q18b  If yes, what were the overall results?

Q18c  If yes, please provide brief details of any groups that were particularly satisfied or dissatisfied, and the reasons for this (if known)

Go to Q19a
Section E: Human Resources role in relation to specific health and safety risks and the Improving Working Lives initiative

Q19a  **Does the Trust have any initiatives to decrease incidents of bullying and harassment?**

Please tick

Yes $\square$ 1  Go to Q19b

No $\square$ 2  Go to Q20

Q19b  If yes, please provide brief details of the actions the Trust is taking to reduce bullying and harassment

Go to Q19c

Q19c  **Have any evaluations of the impact of initiatives been performed?**

Please tick

Yes $\square$ 1  Go to Q19d

No $\square$ 2  Go to Q20

Q19d  If yes, please provide brief details of the impact of initiatives been performed?

Go to Q20
Q20 How are staff made aware of initiatives launched by the Department of Health?

Please tick all that apply

<table>
<thead>
<tr>
<th>Zero Tolerance</th>
<th>Bullying and Harassment</th>
<th>Improving Working Lives</th>
<th>Whistleblowing</th>
</tr>
</thead>
<tbody>
<tr>
<td>(52)</td>
<td>(53)</td>
<td>(54)</td>
<td>(55)</td>
</tr>
</tbody>
</table>

Information from DoH is displayed on noticeboards.

- 1

Information from DoH is circulated through newsletters

- 2

Trust runs its own publicity campaigns to augment DoH produced material.

- 3

Trust runs its own publicity campaigns to replace DoH produced material.

- 4

Other (please specify)

- 0

Go to Q21

Q21 All Trusts achieved Pledge status for the Improving Working Lives Standard in April 2001. By April 2003, all Trusts should be accredited as having put the Standard into Practice.

How far has the Trust gone in meeting the Standard, in full for all staff, in the key areas of ‘Healthy Working’ and ‘Training and Development’ as required under Practice Plus?

Please tick one in each column

<table>
<thead>
<tr>
<th>Healthy working</th>
<th>Training and development</th>
</tr>
</thead>
<tbody>
<tr>
<td>(56)</td>
<td>(57)</td>
</tr>
</tbody>
</table>

0-19%

- 1

20-39%

- 2

40-59%

- 3

60-79%

- 4

80%+

- 5

Go to Q22a

Q22a Did Trust staff choose to spend any of the Improving Working Lives initiative money (£25,000) on improving the health and safety of their working environment?

Please tick

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>(58)</td>
<td></td>
</tr>
</tbody>
</table>

Go to Q22b

Go to Q23a
Q22b  If yes, please provide brief details of how the money was spent

Go to Q23a

Q23a  Has the HR Department undertaken any specific initiatives that you believe have reduced or helped to control health and safety risks to staff?

Please tick

(59)

Yes [ ] 1

No [ ] 2

Go to Q23b  End

Q23b  Please provide brief details of the aims and implementation of these initiatives

Thank you for completing this questionnaire.

Please make a copy for your own records, then return this questionnaire (Part 3) to the survey co-ordinator within your Trust (named on the front of this questionnaire), who will collect all questionnaires for your Trust and return them to Taylor Nelson Sofres.

Thank You.
Part 4

National Audit Office
NAO Audit Programme

The Management of Health and Safety
Risks to staff in NHS Hospitals

Audit of NHS Trusts in England

THE PROVISION OF OCCUPATIONAL HEALTH SERVICES TO TRUST STAFF

This part of the questionnaire should be completed by the Head of Occupational Health
About the NAO
The NAO has a statutory responsibility to report to Parliament on whether the Department of Health is discharging its responsibilities in an economic, efficient and effective way. You may recall that we published a report on the Management of Health and Safety in Acute Trusts in 1996 and there have been many developments since then. Our current study is to all intents and purposes a follow up and is an important part of our value for money audit cycle to ensure public accountability.

Objectives of the survey
A key aspect of the audit is the survey of NHS Hospital and Ambulance Trusts. This survey seeks to find out the key issues facing Trusts in identifying and managing Health and Safety risks to staff and how these are responded to. In designing the survey we have worked closely with the Department of Health, The Health and Safety Executive, the Commission for Health Improvement and other members of our expert panel to minimise the burden it will place on your Trust. Where possible we will use data from those sources rather than replicating collection. The survey has been piloted at NHS Acute and Ambulance Trusts. We are keen to identify examples of successful initiatives that have resulted in demonstrable improvements in the way health and safety issues are handled. Any examples of good practice to be included the report will be discussed and the findings cleared with the relevant Trust before publication. The outcome from this and other associated work will be an overview report to Parliament. We also plan to produce feedback for each Trust that will allow you to evaluate your performance against the national anonymised picture and against Trusts of a similar size and type.

Instructions for completing the audit programme.
The survey comprises six short questionnaires and is targeted specifically at the individuals in the Trust with roles and responsibilities for Health and Safety.

Part One: The Chief Executive
Part Two: The lead on Health and Safety
Part Three: The Human Resources Director
Part Four: The Head of Occupational Health
Part Five: The Head of the Facilities/ Estates Department
Part Six: The manager of the A&E Department.
**Timetable**

You should aim to complete your part of the survey as quickly as possible. Please **make a copy** for your own records, then return this part of the questionnaire to the survey co-ordinator within your Trust (named on the front), who will collect all questionnaires for your Trust and return them to **Taylor Nelson Sofres by 7 June 2002**.

<table>
<thead>
<tr>
<th>Contacts for further information</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are uncertain how to answer any question, or wish to discuss any aspects of the audit programme, you can contact either:</td>
</tr>
<tr>
<td>Clare Lambley at our consultants Taylor Nelson Sofres (Telephone : 020 8332 8513) who can help with issues regarding the administration of the survey,</td>
</tr>
<tr>
<td>or</td>
</tr>
<tr>
<td>Alison Terry/ Andrew Maxfield at the National Audit Office (Telephone : 020 7798 7191/ 7773), who can help with the technical aspects of the questionnaire.</td>
</tr>
</tbody>
</table>
Section A - Details about the person completing this part

Name: ________________________________

Job title: ________________________________

Directorate/Division: ________________________________

Telephone: ________________________________

E-mail: ________________________________

Section B – The provision of Occupational Health services

Q1a Does the Trust have a documented long-term Occupational Health strategy (looking forward for 3 years or more) for improving the Health and Safety of staff?

Please tick

☐ Yes (11) Go to Q1b

☐ No (2) Go to Q2a

Q1b If yes, please provide brief details of the 3 key objectives to be met

(12)

(13)

(14)

(15)

Go to Q2a
Q2a Does the Trust have a documented annual operational plan/programme for improving the Health and Safety of staff?

Please tick

Yes ☐ 1  Go to Q2b
No ☐ 2  Go to Q2c

Q2b If yes, please provide brief details of the 3 key objectives to be met in 2002-2003

Q2c If no, please provide brief details of the how the delivery of Occupational Health services is managed.

Q3a Who provides Occupational Health Services for the Trust?

Please tick all that apply

Dedicated in-house staff ☐ 1  Go to Q3c
Contracted in from another NHS Trust ☐ 2  Go to Q3b
Contracted in from another healthcare provider ☐ 3  Go to Q3b
Part in-house / part contracted out ☐ 4  Go to Q3b
No Occupational Health service provided ☐ 5  Go to Q3b
Other arrangement (please specify) ☐ 0  Go to Q3b
Q3b Please provide brief details of the provider and any important conditions linked to the contract / explain why there is no provider

Go to Q3c

Q3c Please provide brief details of the number of whole time equivalents (WTE) and type/grade of staff providing Occupation Health services for the Trust

Go to Q4a

Q4a To whom does the Head of Occupational Health report?

Please tick all that apply

- Trust Board [1] (26)
- Other (please specify) [0]

Go to Q4b

Q4b Please state how frequently the report to the Board is produced and provide brief details of the key items covered by your latest report

Go to Q5
Q5  How are the Occupational Health Services for the Trust funded?

Please tick the appropriate boxes and write in the sum

<table>
<thead>
<tr>
<th>Ye</th>
<th>No</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>(£)</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>(30)</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>(38)</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>(46)</td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>(54)</td>
</tr>
</tbody>
</table>

Q6a  Do you anticipate any changes, other than inflation, to your funding for 2002-2003?

Please tick

Yes  □  1  Go to Q6b
No   □  2  Go to Q7

Q6b  If yes, please provide brief details of changes anticipated

(63)  (64)  (65)  (66)

Q7  How were the resources for Occupational Health spent in 2001-2002?

Please tick the appropriate boxes and write in the sum
Q8 Are Occupational Health Services regularly available for the following groups:
Please tick all the apply

<table>
<thead>
<tr>
<th>Group</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Nurses</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Allied Health Professionals</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Non clinical Trust staff</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Contractors employed by the Trust</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Expenditure:

(1) £ (12-18)
(1) £ (20-26)
(2) £ (28-34)
(3) £ (36-42)

Go to Q9a

Q9a Are you aware of any particular group or groups which make limited use of Occupational Health Services?
Please tick

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Go to Q9b

Q9b If yes, please identify this group or these groups and your view as to the reasons why they do not make full use of the services

Go to Q10
Q10  Do the Occupational Health services provided to employees cover the following…?
Please tick all that apply

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine employment screening</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investigation of incidents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rehabilitation/managed return to work advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confidential counselling service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post exposure assessment for sharps injuries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(54) (55) (56) (57) (58) (59) (60) (61)

Q11  Is information on the range of Occupational Health services issued by…?
Please tick all that apply

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talk / Leaflet given at Induction Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intranet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Posters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leaflets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(62) (63) (64) (65) (66) (67) (68) (69)

Q12a  Are Occupational Health services available…
Please tick the box that applies

- 24 hours a day 7 days a week
- Monday to Friday, 9.00 until 17.00
- Other (please specify)

(70) Go to Q13a
Go to Q12b

Q12b  Does the Trust have an arrangement for staff who require services out of hours?
Please tick

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

(71)
Go to Q12c
Q12c  **If yes, please provide brief details of arrangements for staff who require services out of hours**

Q13a  **Have the Trust’s Occupational Health services been subject to any internal and/or external audits?**

Please tick

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
<td>Go to Q13b</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td>Go to Q14a</td>
</tr>
</tbody>
</table>

Q13b  **If yes, please provide brief details of all audits carried out since April 2000**

<table>
<thead>
<tr>
<th>Carried out by</th>
<th>Date</th>
<th>Purpose of audit</th>
<th>Results of audit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q14a  **Do you expect Occupational Health services to be subject to any internal or external audits in the next 12 months?**

Please tick

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
<td>Go to Q14b</td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td>Go to Q15a</td>
</tr>
</tbody>
</table>

Q14b  **If yes, please provide brief details**
Q15a In your view, are there any constraints to providing Occupational Health services?

Please tick

- Yes (78)
- No

(1)

Go to Q15b

No

(2)

Go to Q16

Q15b If yes, please provide brief details

Go to Q16

Part C: The role of Occupational Health in reducing sickness absence

Q16 The NAO has access to existing Department of Health and RIDDOR data to get a picture of the level of incidents within Trusts. However, we are interested in knowing whether you think that the numbers of Health and Safety incidents to staff have been increasing, decreasing or stayed the same over the last three years.

For each type of incident, please indicated how you feel the numbers of incidents have changed (if at all), then in the box below, explain why you think the change has occurred and describe any actions you have taken to influence this.

<table>
<thead>
<tr>
<th>Incident</th>
<th>Increased</th>
<th>Decreased</th>
<th>Same</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violence and aggression (physical and verbal)</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

Reason for opinion | Actions taken
<table>
<thead>
<tr>
<th>Category</th>
<th>Increased</th>
<th>Decreased</th>
<th>Same</th>
<th>Reason for opinion</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slips/trips /falls</td>
<td>[ ] 1</td>
<td>[ ] 2</td>
<td>[ ] 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Needlestick/sharps</td>
<td>[ ] 1</td>
<td>[ ] 2</td>
<td>[ ] 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Musculo-skeletal disorders</td>
<td>[ ] 1</td>
<td>[ ] 2</td>
<td>[ ] 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sensitisation</td>
<td>[ ] 1</td>
<td>[ ] 2</td>
<td>[ ] 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work related stress</td>
<td>[ ] 1</td>
<td>[ ] 2</td>
<td>[ ] 3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Contact with substance hazardous to health

Reason for opinion

Actions taken

<table>
<thead>
<tr>
<th>increased</th>
<th>decreased</th>
<th>same</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ 1</td>
<td>□ 2</td>
<td>□ 3</td>
</tr>
</tbody>
</table>

(17)

Q17a Have you undertaken any cost benefit analyses of any of the above actions?

Please tick

Yes □ 1  Go to Q17b

No □ 2  Go to Q18a

Q17b If yes, please provide brief details of the method(s) and provide an estimate of the benefits

(18)

Q18a Has the Trust developed a ‘fast track’ treatment programme where members of staff have quick access to treatment, which will facilitate a speedy return to work?

Please tick

Yes □ 1  Go to Q18b

No □ 2  Go to Q19

Q18b If yes, please provide brief details of this fast track programme
Q19

Are there any other issues or points about the provision of occupational health services to staff in relation to the management of health and safety risks that you consider might be relevant to our study? Please provide brief details.

Thank you for completing this questionnaire.

Please make a copy for your own records, then return this questionnaire (Part 4) to the survey co-ordinator within your Trust (named on the front of this questionnaire), who will collect all questionnaires for your Trust and return them to Taylor Nelson Sofres.

Thank You.
The Role of the Facilities / Estates Department in Reducing the Risks to the Health and Safety of Staff

This part of the questionnaire should be completed by the Head of Facilities / Estates
The Objective of the National Audit Office Audit of the management of Health and Safety risks to staff

About the NAO
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---

**Contacts for further information**

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or

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Section A - Details about the person completing this part

Name: __________________________________________

Job title: ________________________________________

Telephone: _______________________________________

E-mail: __________________________________________

Section B – The role of the Facilities / Estates Department

Q1 Please estimate the percentage of your time and that of staff in your department in spent dealing with Health and Safety issues.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Head of department</th>
<th>Departmental staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q2 In reporting on facilities / estates issues to the Board, do you include comments on Health and Safety issues?

Please tick one

Yes [ ] 1
No [ ] 2
Do not report to the Board on estates issues [ ] 3

Go to Q3

Q3 How often does the Department review the facilities and the built environment specifically to identify Health and Safety hazards?

Please tick one

Monthly [ ] 1
Quarterly [ ] 2
Half yearly [ ] 4
Annually [ ] 5

Go to Q3
Q4  **During the last year, how were Health and Safety risks to staff brought to the attention of the Facilities / Estates department?**

Please tick all that apply

- Risk assessment procedures  
  ☐ 1
- Complaints by staff  
  ☐ 2
- Reviews of incident reports by Health and Safety Advisors  
  ☐ 3
- Review by the Facilities and Estate Department staff  
  ☐ 4
- Review by external bodies, e.g. HSE or CHI  
  ☐ 5
- Other (please specify)  
  ☐ 0  (20-21)

Go to Q5

Q5  **Please provide brief details of how you ensure that risks associated with Health and Safety hazards are dealt with promptly**

Go to Q6

Q6  **When new buildings are being planned or a new layout is to be created within the existing environment, to what degree must health and safety risks be considered?**

<table>
<thead>
<tr>
<th>New building</th>
<th>New layout within the existing environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A full risk assessment must be carried out prior to new work being commenced.</td>
<td>☐ 1</td>
</tr>
<tr>
<td>Health and Safety risks must be considered as a part of the general scheme.</td>
<td>☐ 2</td>
</tr>
</tbody>
</table>
Health and Safety risks may be considered as part of the general scheme.

Q7  As at 1st April 2002, which services within the Trust are currently carried out by contractors, and approximately how many contract staff work in each area?

<table>
<thead>
<tr>
<th>Service</th>
<th>No. of contractor staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>(28) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Catering</td>
<td>(29) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Cleaning</td>
<td>(30) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Laundry</td>
<td>(31) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Porterage</td>
<td>(32) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Security</td>
<td>(33) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Site/vehicle maintenance</td>
<td>(34) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Stores</td>
<td>(35) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Telephony / switchboard</td>
<td>(36) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Other non-medical services (please specify)</td>
<td>(37-38) No 1 Yes 2 →</td>
</tr>
<tr>
<td>Medical services (please specify)</td>
<td>(39-40) No 1 Yes 2 →</td>
</tr>
</tbody>
</table>

Card (10) = 2

Part C: The role of the Facilities and Estates Department in reducing Health and Safety incidents to staff

Q8a  Over the last 2 years, have you introduced any initiatives to reduce Health and Safety risks within the hospital?
Q8b **If yes, what initiatives have you introduced, and how were these risks originally identified?**

<table>
<thead>
<tr>
<th>Initiatives introduced</th>
<th>How the risks identified (e.g. through working with Health &amp; Safety manager / Occupational team)</th>
<th>Approximate cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>£</td>
</tr>
</tbody>
</table>

Go to Q9

Q9 **Are there any other issues or points in the role of the Estates Department in relation to the management of health and safety risks that you consider relevant to our study?**

Thank you for completing this questionnaire.

Please make a copy for your own records, then return this questionnaire (Part 5) to the survey co-ordinator within your Trust (named on the front of this questionnaire), who will collect all questionnaires for your Trust and return them to Taylor Nelson Sofres.

Thank You.
THE MANAGEMENT OF HEALTH AND SAFETY RISKS TO STAFF IN THE ACCIDENT AND EMERGENCY DEPARTMENT

This part of the questionnaire should be completed by the Accident and Emergency Manager
The Objective of the National Audit Office Audit of the management of Health and Safety risks to staff

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<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>or</td>
</tr>
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</tr>
</tbody>
</table>
Section A - Details about the person completing this part

Name: ____________________________________________

Job title: ____________________________________________

Telephone : ____________________________________________

E-mail: ____________________________________________

Section B – The incidence and reporting of risks

Q1 Please provide details of the number and type/grade of A&E staff with specific responsibility for staff Health and Safety issues.

<table>
<thead>
<tr>
<th>Type/grade</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Go to Q2

Q2 Please estimate the percentage of time that you and other A&E staff spend dealing with health and safety issues affecting staff in your Department.

Manager of the A&E Department % (11-13)

Health and Safety representative / link co-ordinator (if applicable) % (14-16)

Other A&E staff (please specify) % (17-19)

Go to Q3a
Q3a  Has the amount of time spent on these issues been increasing, decreasing or stayed about the same over the last 3 years?

- increased  
- decreased  
- same

(20) Go to Q3b

Q3b  Please explain why you think the change has occurred

(21) (22) (23) (24) Go to Q4a

Q4a  Do A&E staff use the same incident reporting system as the rest of the Trust

- Yes  
- No

(25) Go to Q5a

Q4b  If no, what do you use? (provide brief details of how the recording system differs)

(26) (27) (28) (29) Go to Q5a

Q5a  Does the Department have a specific system for reporting violence and aggression?

- Yes  
- No

(30) Go to Q5b

Q5b  If yes, please provide brief details
Q6a Does the Trust provide any training for completing incident reports?

Yes ☐ 1
No ☐ 2

Q6b If yes, please provide brief details

Q7 Given the pressure of work in the A&E Department, could you please estimate the proportion of Health and Safety incidents to A&E staff being reported within the timescales shown below

(percentages should equal 100% when added together)

<table>
<thead>
<tr>
<th>Incident recorded immediately</th>
<th>% (40-41)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident recorded within 3 hours</td>
<td>% (42-43)</td>
</tr>
<tr>
<td>Incident recorded within 24 hours</td>
<td>% (44-45)</td>
</tr>
<tr>
<td>Incident recorded within one week</td>
<td>% (46-47)</td>
</tr>
<tr>
<td>Incident recorded after more than one week</td>
<td>% (48-49)</td>
</tr>
<tr>
<td>Incident not recorded</td>
<td>% (50-51)</td>
</tr>
</tbody>
</table>

Total 100 %

Q8a Do you maintain incident records relating to contractors’ staff?
Yes ☐ 1  Go to Q9a
No ☐ 2  Go to Q8b

Q8b  If no, please state who has responsibility for recording such incidents

(53)
(54)
(55)
(56)
Go to Q9a

Q9a  How effective is the Trust feedback system in providing you information on the Health and Safety incidents to staff? Please indicate on a scale of 1 to 10, where 1 means not at all effective, and 10 means that they could not be any more effective.

1 2 3 4 5 6 7 8 9 10  Go to Q9b

Q9b  Please provide brief reasons for the rating given above

Go to Q10

Q10  Notwithstanding your answers about the specific information you receive on Health and Safety incidents to staff, what do you think has been the general trend over the last three years in your Trust in relation to the number of incidents?

Please indicate whether the levels have been increasing, decreasing or have stayed the same, and provide brief reasons for your judgements.

Slips/trips/falls  ☐ 1  ☐ 2  ☐ 3  (58)

Reason for opinion

increased  decreased  same

increased  decreased  same
Part C: The steps taken within the A&E Department to minimise Health and Safety risks to staff

**Training**

**Q11** What steps are taken to ensure that staff working in the A&E department have received all relevant health and safety induction training before starting work in A&E? Please provide brief details
### Q12
From your records, to what extent have all members of staff in A&E received induction training in the following:

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>Most</th>
<th>Some</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violence and</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>aggression</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manual handling</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Infection Control</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Control of substances</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>hazardous to health</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q13
How do you monitor the Health and Safety training undertaken by the staff working in the A&E department to ensure that this is kept up to date?

Please provide brief details

### Violence and aggression

### Q14a
What proportion of DOCTORS in post in A&E from April 2002 have received these types of training:

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>Most</th>
<th>Some</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Diffusion</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Situation risk</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>assessment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breakaway</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Physical restraint</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>
Q14b What proportion of NURSES in post in A&E from April 2002 have received these types of training:

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>Most</th>
<th>Some</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Diffusion</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Situation risk assessment</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Breakaway</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Physical restraint</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>

Q14c What proportion of CLERICAL AND ADMINISTRATION STAFF in post in A&E from April 2002 have received these types of training:

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>Most</th>
<th>Some</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Diffusion</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Situation risk assessment</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Breakaway</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Physical restraint</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>

Q14d What proportion of ANCILLARY STAFF in post in A&E from April 2002 have received these types of training:

<table>
<thead>
<tr>
<th></th>
<th>All</th>
<th>Most</th>
<th>Some</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Diffusion</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Situation risk assessment</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Breakaway</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
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<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>
Q15 If the proportion of staff actually trained is lower than the proportion you feel it is appropriate to train, please provide reasons for the difference, making specific reference to staff groups or type of training concerned.

Q16 In respect of violence and aggression, please provide brief details of the type of security provided in the A&E Department and the times when this security is available.

<table>
<thead>
<tr>
<th>Security provision</th>
<th>Available 9:00 till 17:00</th>
<th>Out of hours only</th>
<th>Available 24 hrs / day</th>
<th>Other times</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal alarms</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Panic Buttons</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CCTV</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A permanent police presence</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security provided by a security company with staff based in A&amp;E</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security provided by specially trained Trust staff.</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>1 2 3 4 0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q17a In the last year, on how many occasions have the following actions been taken?

<table>
<thead>
<tr>
<th>Action</th>
<th>All</th>
<th>Most</th>
<th>Some</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral/Follow-up meeting with member of staff involved</td>
<td>4 3 2 1 0 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warning letter from the Department</td>
<td>4 3 2 1 0 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Warning letter from the Chief Executive  
Withdrawal of treatment letter  
Provision of support for staff to take civil action against the perpetrators  
Other (please specify)

Q17b  If the occasions on which actions have been taken are lower than you consider appropriate, please provide reasons for the difference

(42) (43) (44) (45)

Go to Q18a

Q18a  Are there any other more general steps taken to reduce violent and aggressive incidents?

(50)

Yes  
No

Go to Q18b

Go to Q19a

Q18b  If yes, please provide brief details

(51) (52) (53) (54)

Go to Q19a
Manual handling

Q19a  In respect of manual handling, to what extent does the Department aim to reduce the risks of injury to staff by the following? Please tick all that apply

<table>
<thead>
<tr>
<th></th>
<th>Whenever possible</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mechanical hoists and other lifting equipment</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
<tr>
<td>Trained staff in designated, on-call lifting teams</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
</tr>
</tbody>
</table>

Go to Q19b

Q19b  Are there any other more general steps taken to reduce manual handling injuries?

Yes ☐ 1  Go to Q19c
No ☐ 2  Go to Q20a

Q19c  If yes, please provide brief details

(58)
(59)
(60)
(61)
Go to Q20a

Slips, trips and falls

Q20a  To what extent is the quality and cleanliness of your floor surfaces a Health and Safety risk to your staff? Please indicate on a scale of 1 to 10, where 1 means not at all, and 10 means that there could not be a greater risk.

Quality of surfaces

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Go to Q20b

Q20b  How satisfied are you with the speed of response to requests to clean the floor? Please indicate on a scale of 1 to 10, where 1 means not at all satisfied and 10 mean totally satisfied.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q21a  Are there other more general steps taken to reduce slips, trips and falls?

Yes    ☐ 1  Go to Q21b
No      ☐ 2  Go to Q22a

Q21b  If yes, please provide brief details

Needlesticks / Sharps injuries

Q22a  Do you have a policy requiring the use of sharps with safety features such as sheathed or retractable needles?

Yes    ☐ 1  Go to Q22b
No      ☐ 2  Go to Q22c

Q22b  If yes, on whom are the safer needles to be used?

On all patients    ☐ 1  Go to Q22c
On patients known to be a risk ☐ 2  Go to Q22c

Q22c  In practice, how readily accessible are safer needles? Please indicate on a scale of 1 to 10, where 1 means not at all, and 10 means always easily accessible.

1  2  3  4  5  6  7  8  9  10  (72)  Go to Q22d

Q22d  Please provide brief reasons for your judgement
Q22e  **Notwithstanding your answer above, to what extent are sharps with safety features actually used on patients?**

<table>
<thead>
<tr>
<th>All</th>
<th>Most Known</th>
<th>Few</th>
<th>None</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗ 4</td>
<td>✗ 3</td>
<td>✗ 2</td>
<td>✗ 1</td>
<td>✗ 0</td>
</tr>
</tbody>
</table>

(77) Go to Q23a

Q23a  **MDA safety notice (MDA SN2001(19)) states that best practice is to dispose of sharps at the point of use in a suitable container. How well do you think that these guidelines are followed in respect of the disposal of needles / sharps?**  
Please indicate on a scale of 1 to 10, where 1 means not at all, and 10 means always followed in full.

1 2 3 4 5 6 7 8 9 10

(11) Go to Q23b

Q23b  **Please provide brief reasons for your judgement**

(12) (13) (14) (15) Go to Q24a

Q24a  **Are there other more general steps taken to reduce needlestick / sharps injuries?**

Yes ✗ 1 Go to Q24b

No ✗ 2 Go to Q25

Q24b  **If yes, please provide brief details**

(16) (17) (18) (19) (20) Go to Q25
Other issues

Q25 In respect the following Health and Safety issues, please provide brief details of any measures the department has taken to minimise the incidence levels. (If you have not taken any action in a particular area, please tick the 'Not applicable' box)

Details of measure taken

Sensitisations (e.g. Latex)

Details of measure taken

Work related stress

Details of measure taken

Exposure to infection

Details of measure taken

Exposure to substances hazardous to health

Q26a Have you undertaken any cost/benefit analyses of any of these steps taken to reduce Health and Safety incidents to your staff?

Yes

No

(25)
Q26b  If yes, please provide brief details of the method(s) used and give an estimate of the benefits

<table>
<thead>
<tr>
<th>Method(s) Used</th>
<th>Estimate of Benefits (£)</th>
</tr>
</thead>
</table>

Go to Q27a

Q27a  In respect of risks within the built environment requiring action by the Estates Department, how easy is it for the A&E Department to achieve improvements to reduce risks?

<table>
<thead>
<tr>
<th>Changes not involving major costs</th>
<th>Changes involving major costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very easy</td>
<td>1</td>
</tr>
<tr>
<td>Easy</td>
<td>2</td>
</tr>
<tr>
<td>Average</td>
<td>3</td>
</tr>
<tr>
<td>Difficult</td>
<td>4</td>
</tr>
<tr>
<td>Very difficult</td>
<td>5</td>
</tr>
</tbody>
</table>

Go to Q27b

Q27b  Please provide brief reasons for your answers

(28)
(29)
(30)
(31)

Go to Q28

Q28  Are there any other issues or points in relation to the management of health and safety risks to staff within the A&E Department that you consider might be relevant to our study? Please provide brief details.
Thank you for completing this questionnaire.

Please make a copy for your own records, then return this questionnaire (Part 6) to the survey co-ordinator within your Trust (named on the front of this questionnaire), who will collect all questionnaires for your Trust and return them to Taylor Nelson Sofres.

Thank You.
A safer place to work – protecting NHS Trust staff from violence and aggression

Email Survey of Managers of Accident and Emergency Departments

NAME OF TRUST

NAME OF PERSON COMPLETING THIS QUESTIONNAIRE

CONTACT DETAILS

You recently helped us by completing a questionnaire on the Management of Health and Safety Risks to staff in NHS Hospitals in respect of staff in the A&E department. When analysing the questionnaire data, we felt that the issues emerging in relation to violence and aggression warranted a separate report.

Unfortunately a couple of key questions were omitted from the A&E department questionnaire by our consultants and we would be very grateful if you could take a few minutes to answer them now.

1. We are interested to know whether you think that the number of incidents of violence and aggression against staff have been increasing / decreasing or stayed the same over the last three years. How do you feel the number of incidents have changed (if at all)? Why do you think the change has occurred and describe any actions you have taken to influence this.

<table>
<thead>
<tr>
<th>Violence and aggression</th>
<th>Increased</th>
<th>Decreased</th>
<th>Same</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reason for opinion</th>
<th>Actions taken</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. Do you think that the number of drug-related incidents of violence and aggression against staff have been increasing / decreasing or stayed the same over the last three years?

Drug-related incidents

<table>
<thead>
<tr>
<th>Increased</th>
<th>Decreased</th>
<th>Same</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

3. Do you think that the number of patients with mental health problems treated at the A&E department have been increasing / decreasing or stayed the same over the last three years?

Number of patients with mental health problems

<table>
<thead>
<tr>
<th>Increased</th>
<th>Decreased</th>
<th>Same</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

4. Do you think that there is under-reporting of incidents? Could you estimate the percentage of unreported incidents?

Under-recording

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Do not know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

Percentage of unrecorded incidents

5. Do you think that the security arrangements for the A&E department are very satisfactory, satisfactory or unsatisfactory? Please give reasons for your opinion? Have you made any recent changes to address this?

Security arrangements

<table>
<thead>
<tr>
<th>Very satisfactory</th>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>Do not know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Reasons for opinion. Recent changes made.

6. Do you think that the level of support you receive from the police in relation to prosecutions against people who are violent and aggressive against staff is very satisfactory, satisfactory or unsatisfactory? Please give reasons for your opinion.
7. Finally, we would be very grateful if you would provide information on the number of incidents of violence and aggression against staff in as much detail as practicable for the past two years (00-01 and 01-02). Please indicate whether they include incidents of verbal abuse.

Thank you for completing these questions.

Please return your answers to:

Andrew Maxfield
National Audit Office
157-197 Buckingham Palace Road
LONDON
SW1W 9SP

Email: andrew.maxfield@nao.gsi.gov.uk

Thank you.
A SAFER PLACE TO WORK – PROTECTING NHS STAFF FROM VIOLENCE AND AGGRESSION

Email Survey of Health and Safety Leads

NAME OF TRUST

______________________________________________________________________________

NAME OF HEALTH AND SAFETY LEAD

______________________________________________________________________________

CONTACT DETAILS

______________________________________________________________________________

Using the definitions in the data requirements of Working Together: Securing a Quality Workforce for the NHS (HSC 1999/229)

1. Please provide data for the financial year 2001-2002 on the following reported incidents involving staff in your Trust:

<table>
<thead>
<tr>
<th>Total number of violent incidents in 2001-2002 (i)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total number of staff accidents relating to the following incidents:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slip, trip or fall</td>
</tr>
</tbody>
</table>
Needlestick

Moving and handling/Musculo-skeletal injuries

Sensitisation

Contact with substances hazardous to health

Other

<table>
<thead>
<tr>
<th>Total number of staff accidents in 2001-2002 (i)</th>
</tr>
</thead>
</table>

Note (i) these figures should correspond with the data being provided to the Department under the Working Together initiative.

2. **If available for your Trust, please provide data for the first half of the financial year 2002-2003 (April to September) on the following reported incidents ( if not available please state why).**

3. **In order for us to compare 2001-2002 with the previous years data collected by the Department, If available,, please provide data for the financial year 2000-2001 on the following reported incidents - if not available, for example because of Trust mergers, please explain:**

<table>
<thead>
<tr>
<th>Total number of violent incidents in 2000-2001</th>
</tr>
</thead>
</table>
4. We would also be grateful if you could answer the following supplementary question:

As at 1 April 2002, does your Trust have written policies on the following:

<table>
<thead>
<tr>
<th>Policy Area</th>
<th>Yes</th>
<th>No</th>
<th>In Preparation</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Health and safety management</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
</tr>
<tr>
<td>Health and safety risk assessment in the workplace</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
</tr>
<tr>
<td>Management of violence and aggression</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
</tr>
<tr>
<td>Withholding treatment from violent and abusive patients</td>
<td>☐ 1</td>
<td>☐ 2</td>
<td>☐ 3</td>
<td>☐ 4</td>
</tr>
</tbody>
</table>

Many thanks for completing this supplementary questionnaire

Please return the completed form by email to Andrew.Maxfield@nao.gsi.gov.uk or Fax to 0207 798 7922

Alternatively post to: Andrew Maxfield
Room A570
National Audit Office
157-197 Buckingham Palace Road
Victoria
London SW1W 9SP