

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 LI 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
Julian Topping

Trust, representing the College of Occupational Therapists
Risk Management Consultant
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 _____

Name of Chief Executive: _____

Name of Survey Co-ordinator: _____

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 Trust

602251 (1-6)
Serial No (7-9)
Card 1 (10)

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

Please tick

(11)
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?**

(12)
(13)
(14)
(15)
Go to Q2

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 %

(30-31)

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

	a) Placing of patients on wards other than where they would normally be treated	b) Using temporary beds in wards or other locations
	(32)	(33)
Very rarely	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Rarely	<input type="checkbox"/> 2	<input type="checkbox"/> 2
From time to time	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Frequently	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Very frequently	<input type="checkbox"/> 5	<input type="checkbox"/> 5

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?

	Total WTE in post at 31 st March 2002	Total WTE vacancies at 31 st March 2002
Doctors	<input type="text"/>	<input type="text"/>
	(34-38)	(39-43)

Nurses	<input type="text"/>	(44-48)	<input type="text"/>	(49-53)
Allied health professionals	<input type="text"/>	(54-58)	<input type="text"/>	(59-63)
Non-clinical staff	<input type="text"/>	(64-68)	<input type="text"/>	(69-73)

Go to Q7

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

	Lead on Health & Safety policy issues	Lead on Health & Safety operational issues	
	(74)	(77)	
Chief Executive	<input type="checkbox"/> 1	<input type="checkbox"/> 1	
Trust Health and Safety Committee	<input type="checkbox"/> 2	<input type="checkbox"/> 2	
Trust Risk Management Committee	<input type="checkbox"/> 3	<input type="checkbox"/> 3	
Medical Director	<input type="checkbox"/> 4	<input type="checkbox"/> 4	
Nursing Director	<input type="checkbox"/> 5	<input type="checkbox"/> 5	
Health and Safety Manager	<input type="checkbox"/> 6	<input type="checkbox"/> 6	
Human Resources Director	<input type="checkbox"/> 7	<input type="checkbox"/> 7	
Head of Occupational Health	<input type="checkbox"/> 8	<input type="checkbox"/> 8	
Head of Risk Management	<input type="checkbox"/> 9	<input type="checkbox"/> 9	
Other (please specify)	(75-76)	(78-79)	
	<input type="checkbox"/> 0	<input type="checkbox"/> 0	Go to Q8

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

(80)

- Within the last quarter 1
- Within the last six months 2
- Within the last year 3
- Between 1-2 years ago 4
- Between 2-3 years ago 5
- More than 3 years ago 6
- Never 7

Go to Q9a

START CARD 2
REPEAT COLS 1-9
CARD (10) = 2

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

Yes 1 No 2 (11)

Health and Safety incident reporting

Yes 1 No 2 (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)

Go to Q10

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

	Six monthly or more frequently	Annually	Less than once a year	Never	
Details of staff Health and Safety issues	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(16)
Expenditure needed to address staff Health and Safety risks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	(17)

Number of Health and Safety incidents occurring to staff

1

2

3

4

(18)
Go to Q11

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**

(19-22)
Go to Q12

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

(23)

Go to Q13

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?

(24)

(25)

(26)

(27)

Go to Q14

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)

Go to Q15

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:

602252 (1-6)
Serial No (7-9)
Card 1 (10)

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

Please tick any that apply

	Gained (11)	Studying for (12)	
MIOSH	<input type="checkbox"/> 1	<input type="checkbox"/> 1	
MSc/PGD in Occupational H&S Management or equivalent	<input type="checkbox"/> 2	<input type="checkbox"/> 2	
BSc in Occupational H&S Management or equivalent	<input type="checkbox"/> 3	<input type="checkbox"/> 3	
Diploma recognised by NEBOSH	<input type="checkbox"/> 4	<input type="checkbox"/> 4	
NVQ in Health and Safety Management or equivalent	<input type="checkbox"/> 5	<input type="checkbox"/> 5	
Other (please specify)	<input type="checkbox"/> 0	<input type="checkbox"/> 0	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 (13-14) Total number of years specifically in the NHS (15-16)

Any other relevant information about your experience

Go to Q3a

Q3a Are you employed... (17)

Please tick one

- | | | |
|---|----------------------------|------------------|
| Full-time, solely on Health and Safety Management | <input type="checkbox"/> 1 | Go to Q4 |
| Full-time, but not solely on Health and Safety Management | <input type="checkbox"/> 2 | Go to Q3b |
| Part-time, solely on Health and Safety Management | <input type="checkbox"/> 3 | Go to Q4 |
| Part-time, but not solely on Health and Safety Management | <input type="checkbox"/> 4 | Go to Q3b |

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

(18)
(19)
(20)
(21)
Go to Q4

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 1 **Go to Q5a** (22)

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

- (23)
- Yes 1 **Go to Q6a**
- No 2 **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

- (27)
- Yes 1 **Go to Q6b**
- No 2 **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?

Number of staff (WTE)	% of time spent on H&S	Please state the role of the staff

Go to Q7a

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

Please tick

- (28)
- Yes 1 **Go to Q7b**
- No 2 **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 (29-31)
Go to Q8a

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 (32)
Go to Q8b

Q8b Please provide brief details of the reasons for your judgement

	(33)
	(34)
	(35)
	(36)
	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)
<input type="checkbox"/>	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

	(42)
Yes	<input type="checkbox"/> 1 Go to Q12
No	<input type="checkbox"/> 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
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Q13b Which of the following are members of the Health and Safety Committee?

	Yes	No	
Chief Executive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(52)
Representative of Chief Executive (Specify job title)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(53)
<hr/>			
Risk Manager	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(54)
Estates Manager	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(55)
Human Resources Director	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(56)
Occupational Health Physician	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(57)
Occupational Health Nurse	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(58)
Health and Safety Advisor (s)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(59)
Senior Clinical Medical Staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(60)
Executive Nurse Director	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(61)
Senior Nurse Manager	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(62)
Staff side/Union representative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(63)
Departmental representatives	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(64)
Back care co-ordinator	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(65)
Other staff with lead H&S roles (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(66)

Go to Q13c

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

CARD(10)=2

Please tick one frequency for each Committee member

	Always s/ Usual ly	Occasion - ally	Rarely	Never	
Chief Executive	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(11)
Representative of Chief Executive (Specify job title)	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(12)
<hr/>					
Risk Manager	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(13)
Estates Manager	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(14)
Human Resources Director	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(15)
Occupational Health Physician	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(16)
Occupational Health Nurse	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(17)
Health and Safety Advisor (s)	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(18)
Senior Clinical Medical Staff	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(19)
Executive Nurse Director	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(20)
Senior Nurse Manager	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(21)

Staff side/Union representative	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(22)
Departmental representatives	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(23)
Back care co-ordinator	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(24)
Other staff with lead H&S roles (please specify)	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	(25)

Go to Q13d

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

(26)

(27)

(28)

(29)

Go to Q14

Q14 How often does the Health and Safety Committee meet?

Please tick one

(30)

Monthly	<input type="checkbox"/> 1
Quarterly	<input type="checkbox"/> 2
Six monthly	<input type="checkbox"/> 3
Annually	<input type="checkbox"/> 4
Less frequently	<input type="checkbox"/> 5
Never	<input type="checkbox"/> 6
Don't know	<input type="checkbox"/> 7

Go to Q15a

Q15a **Does the Health and Safety Committee produce minutes of its meetings?**

Please tick

Yes	<input type="checkbox"/> 1	(31)
No	<input type="checkbox"/> 2	Go to Q15b

Q15b **Does the Health and Safety Committee produce an annual report?**

Please tick

Yes	<input type="checkbox"/> 1	(32)
No	<input type="checkbox"/> 2	Go to Q15c

Q15c **Does the Health and Safety Committee produce staff bulletins?**

Please tick

Yes	<input type="checkbox"/> 1	(33)
No	<input type="checkbox"/> 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

	a) minutes	b) annual report	c) staff bulletin
Chief Executive	(34) <input type="checkbox"/> 1	(36) <input type="checkbox"/> 1	(38) <input type="checkbox"/> 1
Members of the Health and Safety Committee	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Trust Risk Management Committee members	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Clinical Directors	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Senior Managers	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Staff side / union representatives	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Members of staff	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Other committees (please specify)	(35) <input type="checkbox"/> 0	(37) <input type="checkbox"/> 0	(39) <input type="checkbox"/> 0

Go to Q17

Q17

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

(40)

(41)

(42)

(43)

Go to Q18a

Q18a

What were the key priorities of the Health and Safety Committee in 2001-2002?

(44)

(45)

(46)

(47)

Go to Q18b

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

(52)

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 you do 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

Q20b Please explain why you gave this rating

(68)
(69)
(70)
(71)
Go to Q21a

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? (72)

Please tick

Yes	<input type="checkbox"/> 1	Go to Q21b
No	<input type="checkbox"/> 2	Go to Q21b

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

(73)
(74)
(75)
(76)
Go to Q22

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	(77)
<input type="checkbox"/> 1	<input type="checkbox"/> 2	Go to Q23a

Q23a Is your Health and Safety reporting system: (78)

Please tick any that apply

Paper based	<input type="checkbox"/> 1	Go to Q24
Formic/optical reader	<input type="checkbox"/> 2	Go to Q24
Computer based	<input type="checkbox"/> 3	Go to Q23b

Q23b What software package is used? (79)

Please tick any that apply

Datix 1

Safecode 2

Other (please specify) 3

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

CARD (10)=3

Q23d Do you have access to IT? (11)

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

(13)

(14)

(15)

(16)

Go to Q24

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 increased decreased same (19)

₁ ₂ ₃

<u>Reason for opinion</u>	<u>Actions taken</u>

Slips/trips /falls increased decreased same (20)

₁ ₂ ₃

<u>Reason for opinion</u>	<u>Actions taken</u>

Needlestick/sharps increased decreased same (21)

₁ ₂ ₃

<u>Reason for opinion</u>	<u>Actions taken</u>

--	--

increased decreased same

Musculo-skeletal disorders ₁ ₂ ₃ (22)

Reason for opinion

Actions taken

--	--

increased decreased same

Sensitisation ₁ ₂ ₃ (23)

Reason for opinion

Actions taken

--	--

increased decreased same

Contact with substances hazardous to health ₁ ₂ ₃ (24)

Reason for opinion

Actions taken

--	--

Go to Q27

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

Follow-up meeting / referral	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(25)
Warning letter from the Department	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(26)
Warning letter from the Chief Executive	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(27)
Withdrawal of treatment letter	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(28)
Provision of support for staff to take civil action against the perpetrators	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(29)
Other (please specify)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(30)

Go to Q28a

Q28a Has Health and Safety estimated or calculated the cost of Health and Safety incidents to the Trust? (31)

Please tick

Yes 1

Go to Q28b

No 2

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

	£	
--	---	--

(32-38)

Go to Q29

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

Please tick all that apply

a) rates (39)

b) cost (40)

Trust Chief Executive

1

1

Trust Board

2

2

The Directorates

3

3

CASU (Controls Assurance

4

4

The Department (IWL monitoring)

5

5

Staff

6

6

Other (please specify)

0

0

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 2001-2001?

Please tick all that apply	2000-2001 (41)	2001-2002 (42)
Assessment by Health and Safety advisor	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Assessment by Health and Safety Committee	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Assessment by Multidisciplinary Committee	<input type="checkbox"/> 3	<input type="checkbox"/> 3
<u>Assessment by staff focus groups</u>	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Other (please specify)	<input type="checkbox"/> 0	<input type="checkbox"/> 0

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

(43)

(44)

(45)

(46)

Go to Q32a

Section D: Improving Health and Safety Management

Audit

Q32a Are Health and Safety risk audits carried out within the Trust? (47)

Please tick	Yes	<input type="checkbox"/> 1	Go to Q32b
	No	<input type="checkbox"/> 2	Go to Q33

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

Please tick all that apply	(48)
Health and Safety Advisor	<input type="checkbox"/> 1
Departmental manager	<input type="checkbox"/> 2
Employee safety representatives	<input type="checkbox"/> 3
Peer review i.e. another department	<input type="checkbox"/> 4
Other (please specify)	<input type="checkbox"/> 0

Go to Q32c

Q32c How are the departments for audit prioritised?

Please tick all that apply

(49)

- By incidence rate 1 **Go to Q32e**
 - From entries on the risk register 2 **Go to Q32e**
 - By size/staff numbers 3 **Go to Q32e**
 - Cyclical 4 **Go to Q32d**
 - Other (please specify) 0 **Go to Q32e**
-

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 1
- Between one and two years 2
- Between two and three years 3
- Between three to five years 4 **Go to Q33**

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)

(59)
(60)
(61)
(62)
Go to Q33

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

	Doctors (63)	Nurses (65)	Allied health professionals (67)	Ancillary staff (69)	Managers (71)
Violence and aggression	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Slips, trips and falls	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Needlesticks/sharps	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Manual handling	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Infection Control	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Sensitisation	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Substances hazardous to health	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Occupational health	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8

Major incident preparedness / chemical/biological incidents	<input type="checkbox"/> 9					
Other Health and Safety training (please specify)	(64) <input type="checkbox"/> 0	(66) <input type="checkbox"/> 0	(68) <input type="checkbox"/> 0	(70) <input type="checkbox"/> 0	(72) <input type="checkbox"/> 0	Go to Q34a

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

Please tick

Yes	<input type="checkbox"/> 1	Go to Q35
No	<input type="checkbox"/> 2	Go to Q34b

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

(74)
(75)
(76)
(77)
Go to Q35

CARD (10)=4

Q35 Who monitors to ensure compliance with compulsory training?

(11)
(12)
(13)
(14)
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

	Compulsory	Voluntary		In-house	Police	Other consultants	
Customer care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(15)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(20)
Situation risk assessment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(16)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(21)
Diffusion skills	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(17)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(22)
Breakaway	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(18)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(23)
Physical restraint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(19)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(24)

Go to Q37

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

(25)
(26)
(27)
(28)

Go to Q38

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

Name of Trust _____

Name of Survey Co-ordinator _____

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

602253 (1-6)
Serial No (7-9)
Card 1 (10)

Q1a Is HR represented on the Health and Safety Committee?

Please tick one

- (11)
- | | | |
|-----|----------------------------|-----------|
| Yes | <input type="checkbox"/> 1 | Go to Q1b |
| No | <input type="checkbox"/> 2 | Go to Q2 |
| N/A | <input type="checkbox"/> 3 | Go to Q2 |

Q1b

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

(12-15)
Go to Q2

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

- (16)
- | | |
|---|----------------------------|
| Maintain accurate records of absence | <input type="checkbox"/> 1 |
| Provide data on individual and departmental absence to managers | <input type="checkbox"/> 2 |
| Provide support to managers as and when required | <input type="checkbox"/> 3 |

- Analyse the reasons for absence and feedback to Directorates 4
- Provide support to re-integrate staff back into the workplace 5
- Seek independent medical advice in appropriate cases through Occupational Health 6 (17-19)
- Other (please specify) 0

Go to Q3a

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? (20)

Please tick

- Yes 1
- No 2

Go to Q3c

Go to Q3b

Q3b If not, what method of measurement do you use?

- (21)
- (22)
- (23)
- (24)

Go to Q3c

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.

	2000-2001		2001-2002	
Sickness Absence Target	<input style="width: 80px; height: 25px;" type="text"/> %	(25-27)	<input style="width: 80px; height: 25px;" type="text"/> %	(28-30)
Sickness Absence Out turn	<input style="width: 80px; height: 25px;" type="text"/> %	(31-33)	<input style="width: 80px; height: 25px;" type="text"/> %	(34-36)

Go to Q4

Q4 How frequently is information on work related staff sickness absence presented to the Trust Board?

Please tick one

- Monthly 1
- Quarterly 2
- Half yearly 3
- Annually 4

(37)

Less frequently than annually 5

Never 6

Go to Q5a

Q5a Are line managers responsible for monitoring work related sickness absence?

Please tick

(38)

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

(39-41)

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

(42)

Personnel system 1

Payroll system 2

Manual records
(completed by employee /line management/support staff) 3

Computerised timesheets 4

Other (please specify) 0

(43-45)

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

(46)
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

- (47)
- Yes, fully 1
- Yes, in part 2
- No 3

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

- (48)
- Yes 1
- No 2

Go to Q9b

Go to Q10

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

Go to Q11a

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
 No 2

(56)

Go to Q11b

Go to Q12a

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

Go to Q12a

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.

	2001-2002		Outstanding	
	Number	Total cost	Number	Total cost
Industrial injury claim	<input type="text"/> (11-14)	£ <input type="text"/> (15-21)	<input type="text"/> (22-25)	£ <input type="text"/> (26-32)
Temporary injury allowance	<input type="text"/> (33-36)	£ <input type="text"/> (37-43)	<input type="text"/> (44-47)	£ <input type="text"/> (48-54)
Payments out of court	<input type="text"/> (55-58)	£ <input type="text"/> (59-65)	<input type="text"/> (66-69)	£ <input type="text"/> (70-76)

Go to Q12b

Q12b Have you undertaken any reviews of the reasons for and the circumstances leading to the payment made within your Trust?

Please tick

(77)
Yes 1 **Go to Q12c**
No 2 **Go to Q12d**

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

SKIPS COLS 78-80
START CARD 3
REPEAT COLS 1-9
CARD (10) = 3

Go to Q13a

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

(11)
(12)
(13)
(14)
Go to Q13a

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

Please tick

(15)
Yes 1 **Go to Q13b**
No 2 **Go to Q14**

Q13b If yes, please provide brief details

(16)
(17)
(18)
(19)
Go to Q14

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

/ / (20-27)

/ / (28-35)

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

Write in

Most recent survey	%	(36-37)	Previous survey	%	(38-39)
--------------------	---	---------	-----------------	---	---------

Go to Q16

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

Write in

Most recent survey	%	(40-41)	Previous survey	%	(42-43)
--------------------	---	---------	-----------------	---	---------

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 (44)

Yes 1 **Go to Q17b**
No 2 **Go to Q18a**

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

(45)

(46)

(47)

(48)

Go to Q18a

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

Please tick

(49)

Yes

1

Go to Q18b

No

2

Go to Q19a

Q18b If yes, what were the overall results?

Go to Q18c

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

(50)
Yes 1
No 2

Go to Q19b

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

(51)
Yes 1
No 2

Go to Q19d

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

	Zero Tolerance (52)	Bullying and Harassment (53)	Improv ing Working Lives (54)	Whistle- blowing (55)
Information from DoH is displayed on noticeboards.	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Information from DoH is circulated through newsletters	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Trust runs its own publicity campaigns to augment DoH produced material.	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Trust runs its own publicity campaigns to replace DoH produced material.	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Other (please specify)	<input type="checkbox"/> 0	<input type="checkbox"/> 0	<input type="checkbox"/> 0	<input type="checkbox"/> 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?

	Healthy working (56)	Training and development (57)
Please tick one in each column		
0-19%	<input type="checkbox"/> 1	<input type="checkbox"/> 1
20-39%	<input type="checkbox"/> 2	<input type="checkbox"/> 2
40-59%	<input type="checkbox"/> 3	<input type="checkbox"/> 3
60-79%	<input type="checkbox"/> 4	<input type="checkbox"/> 4
80%+	<input type="checkbox"/> 5	<input type="checkbox"/> 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

	(58)
Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2

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**

Name of Trust _____

Name of Survey Co-ordinator _____

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.

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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

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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: _____

Directorate /Divison _____

Telephone : _____

E-mail: _____ @ _____

602254 (1-6)
Serial No (7-9)
Card 1 (10)

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 1 (11)

No 2

Go to Q1b
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

- (16)
- Yes 1
- No 2

Go to Q2b
Go to Q2c

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

(17)
(18)
(19)
(20)

Go to Q3a

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

(21)
(22)
(23)
(24)

Go to Q3a

Q3a Who provides Occupational Health Services for the Trust?

Please tick all that apply

- (25)
- Dedicated in-house staff 1
- Contracted in from another NHS Trust 2
- Contracted in from another healthcare provider 3
- Part in-house / part contracted out 4
- No Occupational Health service provided 5
- Other arrangement (please specify) 0

Go to Q3c
Go to Q3b
Go to Q3b
Go to Q3b
Go to Q3b
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

Type/grade	WTE In house	WTE Contracted

Go to Q4a

Q4a To whom does the Head of Occupational Health report?

Please tick all that apply

- Trust Board 1 (26)
- Human Resources Directorate 2
- Other (please specify) 0 (27-28)

Go to Q4b
Go to Q5
Go to Q5

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

<u>Frequency (29)</u>	
-----------------------	--

Go to Q5

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

Please tick the appropriate boxes and write in the sum

	Ye s	No	Income	
Dedicated Trust budget	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(3 0) £	(31-37)
Transfers from budgets of departments/divisions using Occupational	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(3 8) £	(39-45)
Income generated from the provision of Occupational Health services to other	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(4 6) £	(47-53)
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(5 4) £	(55-61) Go to

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

Please tick

	(62)	
Yes	<input type="checkbox"/> 1	Go to Q6b
No	<input type="checkbox"/> 2	Go to Q7

Q6b If yes, please provide brief details of changes anticipated

(63)
(64)
(65)
(66)
Go to Q7

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

Please tick the appropriate boxes and write in the sum

SKIP 67-80
START CARD 2
REPEAT COLS 1-9
CARD (10) = 2

	Ye s	No	Expenditur e	
In-house provision	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(11) £	(12-18)
Purchase of Occupational Health services from an external provider	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(19) £	(20-26)
Purchase of additional Occupational Health practitioners with income generated by the dept.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(27) £	(28-34)
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(35) £	(36-42) Go to Q8

Q8 **Are Occupational Health Services regularly available for the following groups:**

Please tick all the apply

	Yes	No	
Doctors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(43)
Nurses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(44)
Allied Health Professionals	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(45)
Non clinical Trust staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(46)
Contractors employed by the Trust	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(47)
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(48) Go to Q9a

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

Please tick

	(49)	
Yes	<input type="checkbox"/> 1	Go to Q9b
No	<input type="checkbox"/> 2	Go to Q10

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

(50)
(51)
(52)
(53)
Go to Q10

Q10 Do the Occupational Health services provided to employees cover the following...?

Please tick all that apply

	Yes	No	
Routine employment screening	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(54)
Investigation of incidents	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(55)
Rehabilitation/managed return to work advice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(56)
Confidential counselling service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(57)
Post exposure assessment for sharps injuries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(58)
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(59) (60) (61)

Go to Q11

Q11 Is information on the range of Occupational Health services issued by...?

Please tick all that apply

	Yes	No	
Talk / Leaflet given at Induction Training	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(62)
Intranet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(63)
Posters	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(64)
Leaflets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(65)
None	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(66)
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	(67) (68) (69)

Go to Q12a

Q12a Are Occupational Health services available...

Please tick the box that applies

24 hours a day 7 days a week 1

Monday to Friday, 9.00 until 17.00 2

Other (please specify) 3

Go to Q13a
Go to Q12b

Go to Q12b

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

Please tick

Yes 1

Go to Q12c

No 2 **Go to Q13a**

Q12c If yes, please provide brief details of arrangements for staff who require services out of hours

--

(72)
(73)
(74)
(75)
Go to Q13a

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

Please tick

(76)
Yes 1
No 2

Go to Q13b
Go to Q14a

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

Carried out by	Date	Purpose of audit	Results of audit

Go to Q14a

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

Please tick

(77)
Yes 1
No 2

Go to Q14b
Go to Q15a

Q14b If yes, please provide brief details

Go to Q15a

Q15a In your view, are there any constraints to providing Occupational Health services?

Please tick

(78)

Yes

1

Go to Q15b

No

2

Go to Q16

SKIP 79-80
START CARD 3

REPEAT COLS 1-9

CARD (10) = 3

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.

	increased	decreased	same	
Violence and aggression (physical and verbal)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(11)
<u>Reason for opinion</u>	<u>Actions taken</u>			

--	--

Slips/trips /falls increased decreased same (12)
₁ ₂ ₃

Reason for opinion Actions taken

--	--

Needlestick/sharps increased decreased same (13)
₁ ₂ ₃

Reason for opinion Actions taken

--	--

Musculo-skeletal disorders increased decreased same (14)
₁ ₂ ₃

Reason for opinion Actions taken

--	--

Sensitisation increased decreased same (15)
₁ ₂ ₃

Reason for opinion Actions taken

--	--

Work related stress increased decreased same (16)
₁ ₂ ₃

Reason for opinion Actions taken

--	--

increased decreased same

Contact with substance hazardous to health 1 2 3 (17)

<u>Reason for opinion</u>	<u>Actions taken</u>

Go to Q17a

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

Please tick

(18)

Yes 1
 No 2

Go to Q17b
Go to Q18a

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

Go to Q18a

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

(19)

Yes 1
 No 2

Go to Q18b
Go to Q19

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

(20)

(21)

(22)

(23)

**Go to
Q19**

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.



Part **5**

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 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**

Name of Trust _____

Name of Survey Co-ordinator _____

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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- | | |
|-------------|--|
| Part One | The Chief Executive |
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| 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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Section A - Details about the person completing this part

Name: _____

Job title: _____

Telephone : _____

E-mail: _____ @ _____

Section B – The role of the Facilities / Estates Department

602255 (1-6)
Serial No (7-9)
Card 1 (10)

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

Head of department

%

(11-13)

Departmental staff

%

(14-16)
Go to Q2

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

Please tick one

(17)

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

(18)

Monthly 1

Quarterly 2

Half yearly 4

Annually 5

Less frequently than annually 6

Never 7

Go to Q4

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 (19)

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

(22)

(23)

(24)

(25)

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?

	New building	<u>New layout within the existing environment</u>
A full risk assessment must be carried out prior to new work being commenced.	(26) <input type="checkbox"/> 1	(27) <input type="checkbox"/> 1
Health and Safety risks must be considered as a part of the general scheme.	<input type="checkbox"/> 2	<input type="checkbox"/> 2

Health and Safety risks
may be considered as part
of the general scheme.

3

3

Go to Q7

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?

				Number of contractor staff		
Administration	(28)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(41-44)	
Catering	(29)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(45-48)	
Cleaning	(30)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(49-52)	
Laundry	(31)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(53-56)	
Porterage	(32)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(57-60)	
Security	(33)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(61-64)	
Site/vehicle maintenance	(34)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(65-68)	
Stores	(35)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(69-72)	
Telephony / switchboard	(36)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(73-76)	
Other non-medical services (please specify)	(37- 38)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(77-80)	
						Card (10) = 2
Medical services (please specify)	(39- 40)	No <input type="checkbox"/> 1	Yes <input type="checkbox"/> 2 →		(11-14)	

Go to Q8a

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?

(15)

Yes 1
No 2

Go to Q8b

Go to Q9

Q8b **If yes, what initiatives have you introduced, and how were these risks originally identified?**

Initiatives introduced	How the risks identified (e.g. through working with Health & Safety manager / Occupational team)	Approximate cost
		£

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.



Part **6**

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 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

Name of Trust _____

Name of Survey Co-ordinator _____

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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- 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 – The incidence and reporting of risks

602256 (1-6)
Serial No (7-9)
Card 1 (10)

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

Type/grade	Number

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
₁ ₂ ₃ (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

(25)
Yes ₁
No ₂

Go to Q5a

Go to Q4b

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?

(30)
Yes ₁
No ₂

Go to Q5b

Go to Q6a

Q5b If yes, please provide brief details

(31)
(32)
(33)
(34)
Go to Q6a

Q6a Does the Trust provide any training for completing incident reports?

(35)
Yes 1 **Go to Q6b**
No 2 **Go to Q7**

Q6b If yes, please provide brief details

(36)
(37)
(38)
(39)
Go to Q7

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)

Incident recorded immediately	%	(40-41)
Incident recorded within 3 hours	%	(42-43)
Incident recorded within 24 hours	%	(44-45)
Incident recorded within one week	%	(46-47)
Incident recorded after more than one week	%	(48-49)
Incident not recorded	%	(50-51)
Total	100 %	Go to Q8a

Q8a Do you maintain incident records relating to contractors' staff?

(52)

Needlesticks/sharps 1 2 3 (59)

Reason for opinion

increased decreased same
Musculo-skeletal disorders 1 2 3 (60)

Reason for opinion

increased decreased same
Sensitisation 1 2 3 (61)

Reason for opinion

increased decreased same
Contact with substances hazardous to health 1 2 3 (62)

Reason for opinion

Go to Q11

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

(63)
(64)
(65)
(66)
Go to Q12

Q12 From your records, to what extent have all members of staff in A&E received induction training in the following:

	All	Most	Some	Few	None	N/A	
Violence and aggression	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(67)
Manual handling	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(68)
Infection Control	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(69)
Control of substances hazardous to health	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(70) Go to Q13

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

(71)
(72)
(73)
(74)
Go to Q14a

Violence and aggression

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

	All	Most	Some	Few	None	N/A	
Customer care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(75)
Diffusion	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(76)
Situation risk assessment	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(77)
Breakaway	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(78)
Physical restraint	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(79)

Other (please specify) 4 3 2 1 0 9 (80)

Go to Q14b

CARD(10)=2

Q14b What proportion of NURSES in post in A&E from April 2002 have received these types of training:

	All	Most	Some	Few	None	N/A	
Customer care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(11)
Diffusion	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(12)
Situation risk assessment	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(13)
Breakaway	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(14)
Physical restraint	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(15)
Other (please specify)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(16)

Go to Q14c

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

	All	Most	Some	Few	None	N/A	
Customer care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(17)
Diffusion	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(18)
Situation risk assessment	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(19)
Breakaway	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(20)
Physical restraint	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(21)
Other (please specify)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(22)

Go to Q14d

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

	All	Most	Some	Few	None	N/A	
Customer care	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(23)
Diffusion	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(24)
Situation risk assessment	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(25)
Breakaway	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(26)
Physical restraint	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(27)
Other (please specify)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(28)

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.

(29)
(30)
(31)
(32)

Go to Q16

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

<u>Security provision</u>	<u>Available 9:00 till 17:00</u>	<u>Out of hours only</u>	<u>Available 24 hrs / day</u>	<u>Other times</u>	<u>Not at all</u>	
Personal alarms	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(33)
Panic Buttons	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(34)
CCTV	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(35)
A permanent police presence	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(36)
Security provided by a security company with staff based in A&E	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(37)
Security provided by specially trained Trust staff.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(38)
Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 0	(39)

Go to Q17a

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

	All	Most	Some	Few	None	N/A	
Referral/Follow-up meeting with member of staff involved	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(40)
Warning letter from the Department	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(41)

Warning letter from the Chief Executive	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(42)
Withdrawal of treatment letter	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(43)
Provision of support for staff to take civil action against the perpetrators	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(44)
Other (please specify)	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0	<input type="checkbox"/> 9	(45)

Go to Q17b

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

(46)
(47)
(48)
(49)

Go to Q18a

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

- (50)
- Yes 1 **Go to Q18b**
- No 2 **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

	Whenever possible	Occasionally	Never	
Mechanical hoists and other lifting equipment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(55)
Trained staff in designated, on-call lifting teams	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	(56)

Go to Q19b

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

	(57)	
Yes	<input type="checkbox"/> 1	Go to Q19c
No	<input type="checkbox"/> 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

1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	(62)									

Cleanliness of surfaces

1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	(63)									

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.

1	2	3	4	5	6	7	8	9	10	
<input type="checkbox"/>	(64)									

Go to Q21a

Q21a Are there other more general steps taken to reduce slips, trips and falls?

(65)
Yes 1 **Go to Q21b**
No 2 **Go to Q22a**

Q21b If yes, please provide brief details

(66)
(67)
(68)
(69)
Go to Q22a

Needlesticks / Sharps injuries

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

(70)
Yes 1 **Go to Q22b**
No 2 **Go to Q22c**

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

(71)
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

(73)
(74)
(75)
(76)
Go to Q22e

Q22e Notwithstanding your answer above, to what extent are sharps with safety features actually used on patients?

All Most Known risks Few None N/A
 4 3 2 1 0 9

(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.

SKIP (78-80)
CARD (10)=3

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?

(16)
Yes 1 **Go to Q24b**
No 2 **Go to Q25**

Q24b If yes, please provide brief details

(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	N/A
Sensitisations (e.g. Latex)		<input type="checkbox"/> 1 (21)

	Details of measure taken	N/A
Work related stress		<input type="checkbox"/> 1 (22)

Exposure to infection		<input type="checkbox"/> 1 (23)
-----------------------	--	---------------------------------

Exposure to substances hazardous to health		<input type="checkbox"/> 1 (24)
--	--	---------------------------------

Go to Q26a

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

	(25)	
Yes	<input type="checkbox"/> 1	Go to Q26b
No	<input type="checkbox"/> 2	Go to Q27a

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

	£
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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?

	Changes not involving major costs (26)	Changes involving major costs (27)
Very easy	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Easy	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Average	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Difficult	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Very difficult	<input type="checkbox"/> 5	<input type="checkbox"/> 5

Go to Q27b

Q27b Please provide brief reasons for your answers

(28)

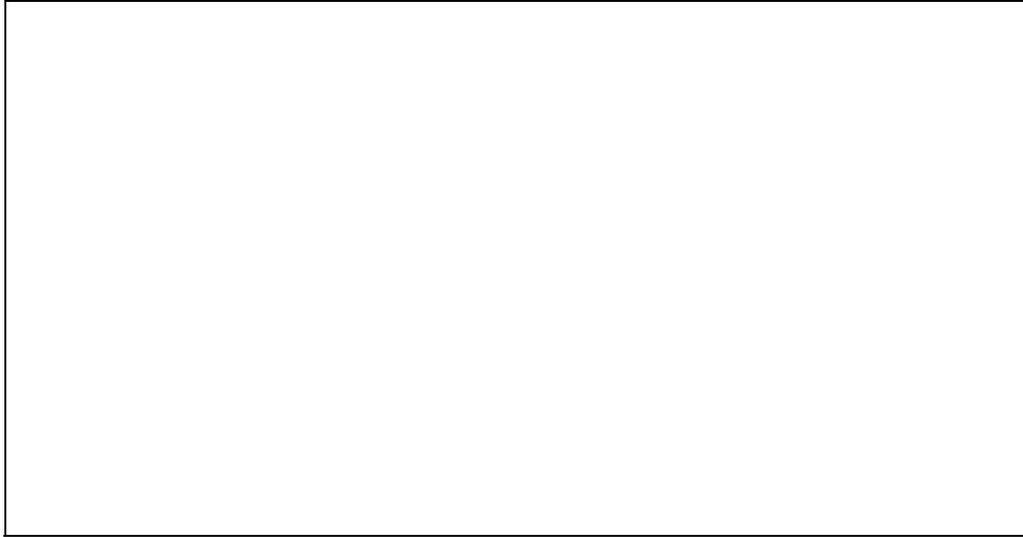
(29)

(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.

	Increased	Decreased	Same	Don't know
Violence and aggression	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Reason for opinion

Actions taken

--	--

--	--

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?

	Increased	Decreased	Same	Don't know
Drug-related incidents	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

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?

	Increased	Decreased	Same	Don't know
Number of patients with mental health problems	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

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

	Yes	No	Do not know
Under-recording	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

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?

	Very satisfactory	Satisfactory	Unsatisfactory	Do not know
Security arrangements	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

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.

	Very satisfactory	Satisfactory	Unsatisfactory	Do not know
Police support	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Reasons for 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)

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

Total number of violent incidents in 2001-2002 (i)	
---	--

Total number of staff accidents relating to the following incidents:

<i>Slip, trip or fall</i>	
---------------------------	--

<i>Needlestick</i>	
<i>Moving and handling/Musculo-skeletal injuries</i>	
<i>Sensitisation</i>	
<i>Contact with substances hazardous to health</i>	
<i>Other</i>	
Total number of staff accidents in 2001-2002 (i)	

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

_____).:

Total number of violent incidents	
Total number of staff accidents	

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:*

Total number of violent incidents in 2000-2001	
---	--

Total number of accidents in 2000-2001	
---	--

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:

	yes	No	In preparation	Don't know
General Health and safety management	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
	yes	No	In preparation	Don't know
Health and safety risk assessment in the workplace	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
	yes	No	In preparation	Don't know
Management of violence and aggression	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄
	yes	No	In preparation	Don't know
Withholding treatment from violent and abusive patients	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄

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