Prior to proceeding to the steps below, managers should ensure they are familiar with the aims and objectives of the ‘NHSGGC Stress in the Workplace Policy’ and the associated document ‘Manager Guidance for Implementation of the stress in the Workplace Policy’ which are both available [here](https://www.nhsggc.org.uk/working-with-us/hr-connect/health-safety/policies-guidance-documents-forms/stress-in-the-workplace/).

Additional information from the HSE on tackling stress and the HSE Stress Management Standards is available [here](http://www.hse.gov.uk/stress/standards/).

**Preparation**

**Step 1:** Identify a lead person who will be the primary point of contact between service and H&S (no changes will be made to the H&S survey process unless these changes are requested by the lead person).

**Step 2:** Create a focus group, including Management; Human Resources (Occupational Health, Learning and Education, Organisational Development and Health & Safety Services); and, Trade Union colleagues.

**Links**

* HSE - [How to Organise and Run Focus Groups](https://www.hse.gov.uk/stress/assets/docs/focusgroups.pdf)
* HSE - [INDG430: How to tackle work-related stress](http://www.hse.gov.uk/pubns/indg430.pdf)

**Step 3:** Review content on the Occupational Health Service [Stress and wellbeing at work resources](https://www.nhsggc.org.uk/working-with-us/hr-connect/health-safety/policies-guidance-documents-forms/stress-in-the-workplace/stress-and-wellbeing-at-work/) webpage.

**Actions prior to requesting a survey**

**Step 4:** The focus group need to agree the size and scope of the survey to be undertaken.

**Step 5:** The focus group need to identify the demographic content of the survey and any free text fields required.

Guidance on this is available in Appendix 1.

**Step 6:** Complete the survey request form in Appendix 2.

**Next Steps**

**Step 7**: Health & Safety will create a survey based on the details within the request form you have provided. A survey link will created and sent to the lead person for approval in the first instance.

**Step 8:** Once approved the lead person will be provided with the final survey link to be used.

**Step 9:** The lead person is responsible for cascading the survey ink to the staff required to complete it.

The survey start and end date are for the service to agree in partnership with the focus group.

If all staff within the area have completed the survey before the agreed end date H&S can be contacted and the survey can be closed off early.

On completion of the survey H&S will collate all relevant data and provide the service with a final report.

**Links**

* HSE - [Indicator tool – User Manual](http://www.hse.gov.uk/stress/assets/docs/indicatortoolmanual.pdf) (contains information on return rates and a sample letter for issuing survey).

**After the Survey**

**Step 10:** Focus Group review & explore the outcomes from the survey, investigate potential underlying issues then develop an action plan with recommendations to present to the relevant management team.

**Links**

* HSE – [Tackling work-related stress using the Management Standards approach](http://www.hse.gov.uk/pubns/wbk01.pdf)

Each survey is comprised of up to 3 sections:

1. Demographic breakdowns (if required)
2. Main question set.
3. Any other comments (free text option)

**1. Demographic questions**

Dependent on survey size, the need for demographic questions varies but can provide a useful breakdown into subgroups.

When asking for these questions to be added all multiple choice answers require to be provided at the time of request.

Dependent on the size of survey used, sample demographic questions previously asked for are:

* What site are you based on? / Which department / service do you work in?
* Which staff group are you in?

Free text boxes are not available in this section.

Note: The HSE tool used to compile returns will refuse to create a report for any demographic answer which receives 9 or fewer responses so please be aware of this when choosing possible questions / answer combinations.

**2. Main question set**

These are the 35 multiple choice questions set by the HSE. These questions are integral to the survey and cannot be amended or removed.

**3. Any other comments**

The survey is administered electronically. Only on very rare occasions will a paper alternative be considered. You have the choice of:

* One generic comments field – this will take comments about any aspect of the survey
* One comments field for each of the 7 topics in the survey - this may be more useful for surveys involving larger staff groups as it will provide more targeted commentary.

Please complete the form on the following page, and send it to the relevant email address below with ‘stress survey request’ in the subject line

|  |  |  |  |
| --- | --- | --- | --- |
| Name of Division/ Service undertaking survey | |  | |
| Name of Manager requesting survey | | |  |
| Manager’s title |  | | |

**Demographic questions**

I require:

No Demographic questions

The following question(s).

Please also state the multiple choice answers for each question.

|  |  |
| --- | --- |
| 1. |  |
| 2. |  |
| 3. |  |

**Note** Do not use other <free text box> as an option

Any answer option which receives fewer than 10 responses in the survey will not create a report. Please take this into consideration when choosing questions/ answers.

**Main Questionset**

The main 35 questions can be found and viewed within the GGC Stress Policy. These 35 questions are fixed and cannot be amended or removed.

**Any other questions**

I require the free text question(s) in the following format:

|  |  |
| --- | --- |
| Q36. If you have any other comments please do so here: | If you have any comments that fall within a specific topic, please complete the relevant section  Q36. Demands:  Q37. Control:  Q38. Management Support:  Q39. Peer Support:  Q40. Relationships:  Q41. Role:  Q42. Change:  Q43. If you have any other comments please do so here: |

**Once completed send to the appropriate email address below:**

* Acute [Health.Safety@ggc.scot.nhs.uk](mailto:Health.Safety@ggc.scot.nhs.uk)
* Partnerships/ Facilities [Health&Safety.Facilities@ggc.scot.nhs.uk](mailto:Health&Safety.Facilities@ggc.scot.nhs.uk)

|  |  |
| --- | --- |
| For office use only  Action plan completed | Y / N |