

# Health Passport



## How To Use Guide and Toolkit

# Health Passport



## What do we aim to achieve with the introduction of the Health Passport?

- That employees are adequately supported within the workplace across the Trust from the commencement of their employment
- That employees returning from redeployment or shielding are adequately supported to continue to work safely
- That the Trust meets its duties under the Equality Act 2010 to provide reasonable adjustments for employees providing the impact it has on the service is considered
- That the support provided by line managers is consistent across the Trust

## What is a reasonable adjustment?

Employers must make reasonable adjustments to make sure workers with disabilities, or physical or mental health conditions, aren't substantially disadvantaged when doing their jobs.

This applies to all workers, including trainees, apprentices, contract workers and business partners.

## What the employer can consider changing:

- changing working arrangements, for example the employee's shift pattern
- removing something from the workplace, for example bright lights above the employee's workstation
- providing something in the workplace, for example an accessible car parking space
- providing extra or specialised equipment
- getting someone in to help, for example a sign language interpreter

## What is Access to Work?

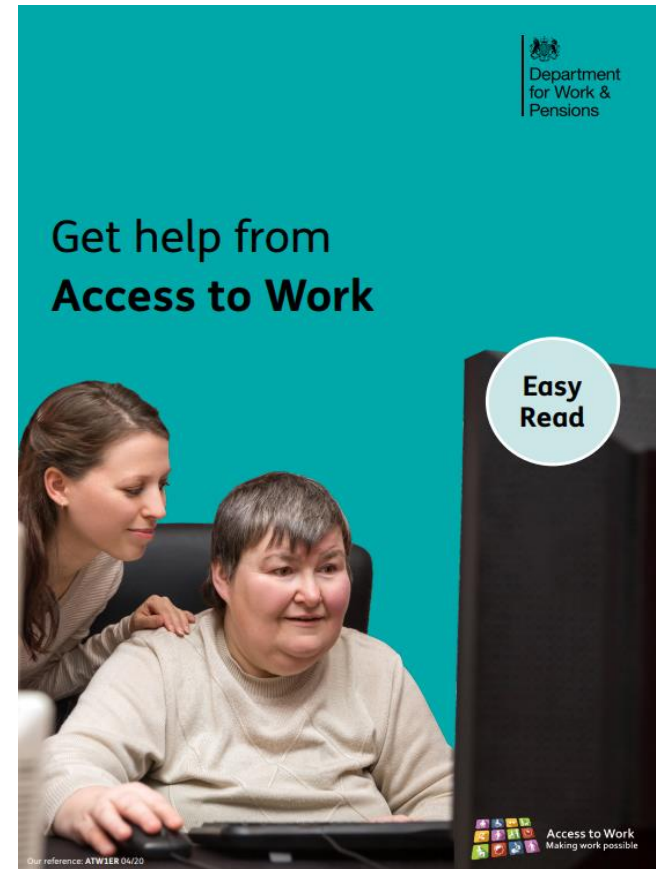
Access to Work is a publicly funded employment support programme that aims to help more disabled people start or stay in work. It can provide practical and financial support if you have a disability or long term physical or mental health condition.

Access to Work can also visit your workplace and make assessments on what your employer can do to support you in your role and make recommendations on equipment that you may need.

**If you would like more information on Access to Work please contact:**

Caitlin New in Risk Management: [caitlyn.new@uhd.nhs.uk](mailto:caitlyn.new@uhd.nhs.uk)

More details are here on what support the Access to Work assessment could provide and the eligibility criteria:  
<https://www.gov.uk/access-to-work>



## Line Manager Responsibilities

- Keeping communication open with employees around support required in the workplace
- Implementing reasonable adjustments as required for the employee
- Referring employees to the Occupational Health Service if required
- To keep a record of agreed actions and review dates

## Occupational Health Responsibilities

- Providing recommendations for reasonable adjustments that could be made in the workplace
- Identifying when an employee's condition(s) may have an impact on their role
- Identifying at a Work Health Assessment whether a Health Passport may be beneficial for a new starter or an existing employee



## Employee Responsibilities

- Keeping communication open with their line manager around support needed in the workplace
- To provide information on their condition(s) (that they're happy to share) to enable reasonable adjustments to be made
- Requesting a review of the Health Passport where the current adjustments/condition(s) have changed or are no longer suitable
- Sharing their Health Passport with their current line manager
- The safe keeping of their Health Passport
- To update their ESR record with their **disability status**

### Why it is important to update your ESR record with your "disability status"?

In order to ensure we have accurate information relating to the protected characteristics of our staff we are asking you to update your ESR status. The Trust uses this anonymous information to build up a full understanding of the makeup of our staff so that services and policies can be developed and delivered to meet the needs of everybody. We want to make sure that we are being fair and people from all backgrounds are being represented. All of the information gathered is confidential and your line manager cannot access this information on your employee record.

# Frequently Asked Questions

## What is a Health Passport?

A Health Passport is a confidential document that is completed by an employee who has a physical or mental health condition and who may require temporary or permanent workplace adjustments.

Under the Equality Act 2010 “a person is disabled if they have a physical or mental impairment which has a substantially adverse and long-term effect on their ability to carry out normal day-to-day activities” (Equality Act, 2010).

This document is designed to allow individuals to easily record information about their condition(s) and any [reasonable adjustments](#) they may have in place and/or any challenges they might face in the workplace. This is a portable document that is “live”, meaning it can be reviewed and adjusted if the employees needs or role changes within the organisation.

## What is meant by ‘Reasonable Adjustments’?

**Definition:** A feasible alteration that an employer should make to an employee’s role or working environment that would enable anyone with an impairment(s) to continue to carry out their duties without being disadvantaged. The duty to make reasonable adjustments is part of the Equality Act 2010.

## Do I have to complete a Health Passport?

The Health Passport is voluntary – it is designed as a supportive document you complete and use as a framework to talk through your health condition with your line manager

## Who can help me complete the Health Passport?

Your line manager can access the online toolkit and go through the passport with you.

The pro-ability network can put you in touch with someone who has already completed a passport and can help you.

### **Is this confidential?**

All discussions about your health and wellbeing are confidential, the health passport is a document you keep control of.

### **Will this be part of my appraisal?**

Your yearly appraisal is an excellent opportunity to discuss your wellbeing and your manager will want to support you in the workplace. Understanding your health and wellbeing will enable them to do this better. You don't have to wait for your appraisal if you want to discuss your wellbeing.

### **Do I have to declare I have a disability on my ESR staff record?**

It is advisable to update your electronic staff records with your most up to date details. These are confidential records and only visible to you and your line manager. By telling us you have a disability we can ensure we are able to provide the right support to you as a valued employee. If we don't count you, you don't count!

### **Who will be able to see my Health Passport?**

It is your choice who sees this document, you can show this to your line manager, your colleagues, in addition to Occupational Health.

### **If I change jobs do I have to show this to my new manager?**

The Passport can help your new manager understand any support or reasonable adjustments you may need in your new role.

### **Do I need to share the details of my health condition with my colleagues?**

You may need support from your team to ensure you can stay safe and well at work. E.g. awareness of allergies, reaction to medication, light, sound, changes in temperature, who to contact in an emergency.

### **How do I update my passport?**

You can update your passport at any time you wish.

### **Where is my passport stored?**

It is your document and you can keep this as a paper copy or store electronically. We would recommend if you are storing this on a shared computer at work you protect with a password.

# Who can help me with the Health Passport?

The **ProAbility Staff Network** is here to help you if you work at Bournemouth, Christchurch or Poole Hospitals.

We can arrange to connect you with a member who has experience of completing a health passport and can help you start yours.

Email: [pro-ability.network@uhd.nhs.uk](mailto:pro-ability.network@uhd.nhs.uk)

Or visit our pages on the [intranet](#).

## Additional support:

- Debbie Robinson Diversity and Inclusion Lead  
[debbie.robinson@uhd.nhs.uk](mailto:debbie.robinson@uhd.nhs.uk)
- Occupational Health Department
- [Occupational.health@uhd.nhs.uk](mailto:Occupational.health@uhd.nhs.uk) Telephone: 01202 704513

Check out the [health and wellbeing](#) pages on in the intranet for further information

## Human Resources:

Caroline Gibbs [caroline.gibbs@uhd.nhs.uk](mailto:caroline.gibbs@uhd.nhs.uk)  
and Sally Rose [sally.rose@uhd.nhs.uk](mailto:sally.rose@uhd.nhs.uk),

## Medical Staffing:

Sarah Davidson [sarah.davidson@uhd.nhs.uk](mailto:sarah.davidson@uhd.nhs.uk)  
Sally Rose [sally.rose@uhd.nhs.uk](mailto:sally.rose@uhd.nhs.uk)

## Risk management:

Caitlin New [caitlin.new@uhd.nhs.uk](mailto:caitlin.new@uhd.nhs.uk)

## Staff side reps

Contact your union or professional body representative

## Freedom to speak up Guardians

[freedomtospeakup@uhd.nhs.uk](mailto:freedomtospeakup@uhd.nhs.uk)  
Telephone: 0300 019 4220



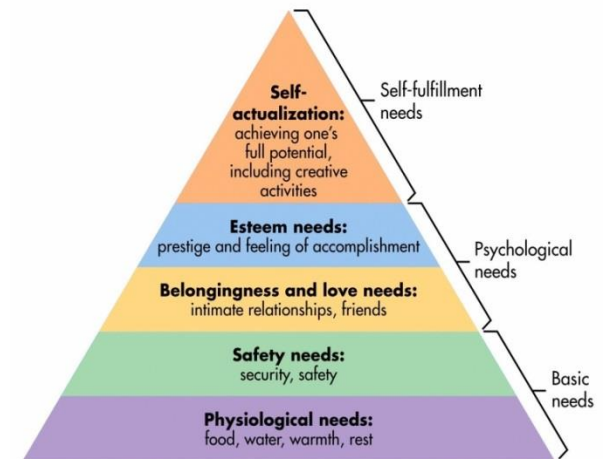
**Pro Ability network**

# How to have compassionate conversations when carrying out risk assessments

This information is designed to support line managers in having compassionate and considerate conversations with staff undertaking the Covid-19 Risk Assessment. We know staff with disabilities or underlying health conditions have found this pandemic particularly hard due to being redeployed, working from home or shielded. This may be the first time they have had to declare their condition to their employer or acknowledge the limitations this may place on them to support themselves, colleagues and patients.

## Health and Wellbeing - Maslow Hierarchy of Needs during COVID-19

- 1. Physiological** - The current state of our world right now has caused many people to be motivated by more basic needs than they were before this pandemic. Encourage all your staff to look after themselves – body and mind, have conversations that allow individuals to explore their best fit in terms of their health and wellbeing.
- 2. Safety Needs** - Given the impact upon staff with disabilities and long term health conditions, support before, during and after the pandemic will be crucial to their long term health and wellbeing. Do educate yourself about the facts and stick to those facts when feeding back the risk assessment. It is important not to validate or encourage fears born out of hearsay and speculation.





# Compassionate conversations

**3. Social Needs** – Ensure colleagues and other team members are fully informed and sensitive to the needs of differently abled staff during the pandemic. Now, more than ever, is the time to instill the importance of team support and cohesiveness. Do provide opportunities for staff to come together to share experiences and concerns. Avoid the temptation that just because a member of staff hasn't come forward to discuss concerns with you, to assume they don't have any.

**4. Esteem Needs** - During this time, these types of needs might not be able to be met because staff may be focused on meeting more basic needs. It is important that you encourage, praise and thank staff for their efforts during this time. Do encourage team members to support one another in relation to ability and contribution on a shift or interactions with patients.

**5. Self-actualization** - This need occurs when all other needs are met sufficiently. In the light of the current crisis that most of the nation is facing right now, the majority of people are not able to focus on these higher-order needs. Do be creative about how you can give back to and help others who are struggling.

## Compassionate Conversations Best Practice

Listen to understand –really focus on what the other person is saying	Avoid the temptation to listen to respond – stay in the moment	Ask really good open questions – these allow your staff member to explore their facts and feelings and respond openly	Good open questions usually begin with; what, when, why, how
Empathise and practice compassionate leadership traits by ensuring staff feel safe to air their views and worries	Avoid the temptation to say to the other person – “I know how you feel” or “XXX feels the same as you” – this is not empathy	Be conscious of when you ask a closed question – this will usually require a one word response.	Closed questions are best used when checking understanding or confirming a fact
Remain non-judgemental – it is easy and natural to fall into the trap of judging a person unconsciously or consciously	Explore your own thoughts and feelings about a given person or situation and analyse those prior to the conversation, in order to minimise this risk	Be mindful of your non-verbal communication, 55% of your communication is body language and 38% is the tone of your voice – set the right conditions	Avoid looking and feeling anxious about the conversation by taking some deep breaths and preparing yourself for potential outcomes and emotions
Remember Maslow Hierarchy of Needs and try to ensure all needs are being met by your staff	Be visible and available for your staff to come to you and role model our Trust values and behaviours and encourage others to do the same	Best of all be you and practice kindness and compassion throughout, be supportive and get support for yourself too	You are human too, it’s okay for you to be not okay – seek support from peers, your own line manager, a Trust coach or other support agencies