



Employee FAQs:

Health and wellbeing check-ins

What is a health and wellbeing check-in?:

The [NHS People Plan](#), published in 2020, set out a number of ambitions and promises for all of us who work in the NHS. One such ambition was that:

“Every member of the NHS should have a [health and wellbeing conversation](#) and develop a personalised plan. These conversations may fit within an appraisal, job plan or one-to-one line management discussion, and should be reviewed at least annually.

“As part of this conversation, line managers will be expected to discuss the individual’s health and wellbeing, and any flexible working requirements, as well as equality, diversity and inclusion.”

So a HWB check-in is simply a chat between yourself and your line manager (in most cases). It should prompt you to consider your wellbeing ; think about what helps you be or stay healthy inside and outside of work; and assess whether we as an organisation can do anything more to support you in looking after your well-being.

Why do we need to have these check-ins?

Ultimately, health and wellbeing check-ins are there to you are well, looking after yourself, feel supported and have an opportunity to request further support from the Trust if needed.

It’s important that we are aware of any potential issues you might be facing to make sure that we, the organisation, can provide the right support at the right time. As we lead increasingly busy lives both inside and outside of work, we need to prioritise making time to have these types of conversations so that any issues can be identified early on and the right support put in place.

As well as helping yourself and other colleagues, check-ins will also help the Trust itself. Any overarching themes identified and raised by managers at business unit meetings will be passed on to the Trust’s newly formed Health and Wellbeing Team to help shape the Trust’s health and wellbeing strategy and to inform more effective and targeted support.

Do these check-ins replace appraisals?

No. You should continue to have your appraisals with your line manager as normal. However, you and your manager might agree to have a health and wellbeing check-in at the same time as your appraisal.



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Do I have to take part in a health and wellbeing check-in?:

Every colleague must be offered a health and wellbeing check-in.

You may decide that you don't want to take part in a check-in at that point in time and may choose to come back to it later; or might decide you don't want to take part at all. Check-ins are not mandatory but we would urge all staff to take up the opportunity to have this protected 1:1 time with their line manager.

What if I already have these types of conversations with my manager or Occupational Health?

That's great! We completely understand that for many of you, these check-ins will already be a regular occurrence, and indeed we'd encourage you and your manager to continue with this approach.

What if I want to have this check-in with another person who isn't my manager?

If you'd rather not have this conversation with your line manager but still want to have a chat about your health and wellbeing, please let us know by emailing ghnt.hwbcheckin@nhs.net.

Will you keep a record of this conversation on my personal file?

No. The content of these check-ins belongs to you. No record should be kept on your personal file, and your manager should not keep records of the chat.

If you and your manager choose to use the [health and wellbeing check-in activity sheet](#), this will belong to you and we'd encourage you to use it as a personal health and wellbeing plan.

Will I have to do anything as a result of this check-in?

At the end of the chat, there might be some actions for you to take away. As examples, this might include you deciding to self-refer into an onward support service such as physiotherapy; or seek further advice and support on topics like stopping smoking, healthy eating or financial education.

Whatever is agreed during the check-in should be noted on the health and wellbeing check-in activity sheet if it is being used, so it can serve as a reminder and you can review progress with your manager at a later date.



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What if I agree to something then change my mind or don't do it?:

If you do want to change your mind about any actions you've agreed during a check-in, it might be a good idea to discuss this with your line manager.

The key to making check-ins useful to you going forward is maintaining openness and transparency, so keeping lines of communication open with your manager is really important in ensuring they can offer the right support at the right time.

How long will this conversation be?

Ideally, we ask managers to allow an hour for each conversation. However, we also recognise that some check-ins will be more straight forward than others, and probably won't take this long. The most important thing to us is that you have a quality conversation that leaves you feeling supported – whatever that looks like for you.

Accordingly, managers are trusted to use their knowledge of you and your colleagues to make a judgement call on what would constitute an effective, quality and useful check-in for each individual.

For some, this might be a quick 10-minute catch-up, for others a 30 minute chat over a coffee or using time in already-established 1-to-1 line management discussions and/or appraisals, or even holding a meeting via Teams to enable remote participation.

Do I need to do anything in particular to prepare for this conversation?

To prepare for this meeting it'd be a good idea to take a look at the [health and wellbeing check-in activity sheet](#), which will give an idea of the kind of things you should be thinking about ahead of the conversation whether or not you and your manager choose to use it during the check-in.

Ultimately, this is your time and you should use it in the way that would be of most use to your health and wellbeing.



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I know I need some help but I don't know what help is available. Will my manager know?

Your manager may not immediately know exactly what help may be best for you, but they will know how to refer you into further support who can help identify this – such as Occupational Health for example.

I don't want to divulge sensitive/personal information. Do I still need to have a check-in?

The more open and honest you can be in check-ins, the better. This allows both your manager the opportunity to provide more relevant and effective support at the right time, as well as inform overarching Trust support from our Health and Wellbeing Team.

That being said, check-ins are not mandatory. We do however encourage and urge all staff to take up the opportunity to have this protected 1-to-1 time with their manager.

