Glasgow City HSCP
Health and Social Care Partnership

Flourishing Communities,

Healthier Lives

"MANAGER & STAFF BRIEFING
A Safe Return to the Workplace

Supporting staff to raise issues / concerns

The offices within which we work have been adapted as a result of the Coronavirus (COVID-19) health pandemic. Hygiene and physical distancing control measures among others have been put in place to ensure a safe working environment for service delivery. This is a significant change in how managers and staff normally engage and work with one another and the people who visit our buildings including patients, service users and partners. Everyone has a responsibility to understand and comply with the control measures that have been implemented.

Staff should be supported to raise any issues or concerns that they may have if control measures are not being complied with in their office and a safe working environment is not being achieved. As we progress through the pandemic, control measures may be different in each building and it's therefore important that you review the relevant risk assessment for your workplace. Below are some tips for staff and managers to consider if raising an issue / concern.

Raising and managing workplace issues and concerns should always be done in the usual professional way that is expected of all managers and staff.

Tips for staff on raising issues or concerns

If you feel comfortable directly raising your issue / concern with the staff member or visitor to the building then you should try talking to them and remind them the importance of the control measures.

If you are not comfortable directly raising your issue / concern or you feel that it cannot be resolved then you should raise this with your line manager or local building manager.

Consider writing down your issues / concerns beforehand to ensure you raise all of them.

NHS Greater Glasgow and Clyde

Glasgow CITY COUNCIL

MANAGER & STAFF BRIEFING
A Safe Return to the Workplace

Glasgow City HSCP
Health and Social Care Partnership

Flourishing Communities, Healthier Lives

Ask your line manager / local building manager if you can speak to them privately.

Consider whether there is an easy solution, for example, placing another poster about physical distancing in a particular area.

Tips for managers to support staff who are raising issues or concerns

Reassure the staff member that raising issues / concerns about hygiene and physical distancing measures is important, and it is about protecting each other as well as keeping themselves safe.
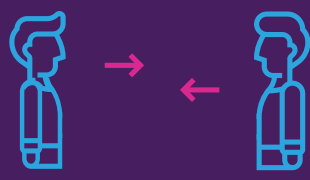
Welcome and understand their issues / concerns and remind them that sometimes they are best placed to highlight them when carrying out their role. Managers are always open to suggestions, and communication with team members is key.

Talk through a solution (if they do not already have one) that would make them feel safe and supported.

Action the concerns / issues that they raised if required, and provide feedback to them on the outcome.

It is only by working together that we can create a safe working environment for everyone.

NHS Greater Glasgow and Clyde

Glasgow CITY COUNCIL