

News story

Helping Public Health Wales and the wider NHS respond to COVID-19 (mobilisation or mutual aid)

A team of staff led by Sian Bolton is managing how staff who are currently not working on COVID 19 related work in non-critical roles can help either Public Health Wales or the wider NHS in their response to COVID-19.

The programme, known as staff mobilisation or mutual aid, looks to identify how everyone can best help in responding to this public health emergency.

Sian Bolton, Executive Director explains, "We know our staff have a wealth of skills that could be used to help in the response to this public health emergency. That could mean supporting a different team within Public Health Wales or providing support to other NHS organisations.

"We are working as part of a national co-ordinated approach to make sure the NHS has the people they need in every part of the system to respond to the emergency.

"We want to mobilise support in a fair and transparent way and we have the well-being of our staff at the heart of this programme of work."

Everyone who is currently working on non COVID-19 work will have completed a skills audit. This information, plus data provided from ESR on staff bases and real time sickness information have been fed into a database. This database can help the programme team see if Public Health Wales has the right skills mix available to meet the requests for support coming from within Public Health Wales and from other health boards and trusts.

What does this mean for staff?

This means that staff who are currently working on non COVID-19 work are most likely to be asked to lend their skills to other areas if they match based on the audit questions.

If this happens, a member of the People and Organisational Development Team would be in touch to discuss details of the request with you (after having spoken to your manager).

When you go to help another team or another organisation you will have regular contact with your line manager to check on your well-being and ensure you feel connected to your team and to Public Health Wales.

How does it work?

A flow chart outlining the process for receiving requests for support and allocating support has been produced by the People & Organisational Development Team and can be viewed [on the staff information page](#).

When does this start?

Requests for support have already started to come in and the team are starting to contact staff identified in the database that could help.

I've got a few queries...

It is natural that staff who may be asked to support will have some questions about the process. Some Frequently Asked Questions are being developed and will be published on the staff information page.

If you have a query that you feel isn't covered, please contact People Support Plus via email peoplesupport.phw@wales.nhs.uk or phone on 02921 674976.