

We Are EEAST Briefing – Thursday 22nd July 2021

Marcus Bailey – Chief Operating Officer

Question 1 - *With most of us being stuck at hospital for hours with handovers and most of our fleet having fridges now would the service not consider supplying drinks and snacks for the crews when the buses are being made ready. The Trust keeps going on about staff welfare but there is absolutely no staff welfare at the minute.*

As I said, in the spirit of us being open with each other, one is actually we do offer welfare. We have the Employee Assistance Programme, we have conversations and we need to think about the language and I guess some of the conversations in that. Absolutely though, I've been speaking with staff, and we are looking at how we support. The minimum is trying to get facilities at hospitals, to be able for you to get refreshments. I saw that in action at PCH. The next bit is the enhanced one, this is where I've approached some of the areas, particularly up in Peterborough where we know we have extensive long handover delays, about how we're able to support and how we're able to work through the additional actions and that was just really important for us to be able to assist with the delivery of additional welfare. Luckily, we're looking at can we provide additional refreshments, in a planned way, not just through the hospitals. So, stay with us on that one, because we'll let you know what we'll be doing.

Thank you for your question and any ideas as well, any thoughts, please let the management team now because that is the conversation I'm having. But I am talking about very practical bits around more refreshments for those areas that are under pressure for long periods of time.