### Action
To note

### Purpose
This paper provides an overview of health and safety activities and accident/incident information for 2020.

### Decision trail
N/A

### Recommendation(s)
The Executive Board is asked to:

- Note the annual health & safety update

### Annexes
Annex A: Incident breakdown 2020-21

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Background

1  We continually review our H&S processes, to ensure we align to the British Standard OHSAS 18001. This paper gives an overview of health and safety activities and accident/incident data for 2020.

Consultation with employees

2  To comply with the Health and Safety (Consultation with Employees) Regulations 1996, we formally discuss H&S at the staff forum on a quarterly basis.

3  The following agenda is used:
   a  Accident/incidents and investigations
   b  Inspections of the workplace
   c  Risk assessments
   d  Health and safety training
   e  Emergency procedures
   f  Changes in the workplace affecting employees
   g  Health and safety communication

4  The minutes from the Staff Forum meetings are available on the intranet.

Incident Investigation

5  All accidents and incidents are recorded on the online health & safety management system (OSHENS). Details of any incident are communicated to the Head of Facilities, his direct reports and the Compliance Team on the day of occurrence.

6  All incidents are investigated as soon as possible. An investigation will involve an analysis of all the information available, physical (the scene of the incident), verbal (the accounts of those involved) and written (risk assessments, procedures, instructions, job guides etc), to identify what went wrong and identify if measures are needed to help prevent a similar event. This process is managed by the Compliance Team.
Workplace Inspections

7 The Facilities team continue to run a programme of 6 monthly workplace inspections at each site, to enhance the existing checks already in place. The aim of workplace health and safety inspections is to prevent work related accidents and ill health by identifying and controlling hazards. This proactive process ensures that preventative and protective control measures are effective. Due to the pandemic inspections were paused during 2020 but have now resumed.

Risk Assessments

8 In order to manage health and safety across the organisation, we must control the risks in our workplace. To do this we need to consider what might cause harm and decide whether we are taking reasonable steps to prevent that harm. We are required by law to carry out risk assessments, record the findings and communicate the results.

9 All assessments are reviewed annually (or sooner if they become invalid for any reason).

10 We use OSHENS to record and manage our risk assessments. The assessments cover general topics such as:

- Fire
- Electrical safety
- General office activities
- First Aid Provision
- Legionella
- Lone working
- Work related stress
- Visitors to GMC Offices

as well as specific work groups or activities:

- Clinical Assessment Centre (CAC)
Transportation of video equipment

Legal Support Team

Document Services

Document Control & Scanning

Performance Assessment Officers

Health Examiners & Supervisors

Employee Liaison Advisers

Patient Liaison Officers

Regional Liaison Advisers

To achieve assessments that are effective Managers and staff are consulted closely in the assessment process where appropriate.

Accidents and Incidents

During 2020 there were 7 accidents recorded in total on OSHENS. This is a 42% decrease from the 2019 figure (12 accidents reported).

Most accidents reported during 2020 were of a minor nature. Of those reported four involved contact with furniture and doors, one was the result of a trip and one resulted in a minor scald after contact with hot water in a kitchen.

One accident that occurred during 2020 resulted in the injured person needing to take several days off work after a section of ceiling fell in the toilets at Hardman Square. Because of this we were required to report it under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). It is worth noting that in the three years prior to 2020 (2017-2019) there were no RIDDOR reportable accidents/incidents.

For a more detailed explanation of RIDDOR and breakdown of accidents/incidents in 2020 (and 2021 to date) please see Annex A.
Training

16 The pandemic has heavily affected both the demand and delivery of face to face or practical H&S training such as manual handling awareness and Evacuation Chair Operator during 2020. Despite this we have managed to continue to provide Facilities staff with in-house training in how to deal with suspicious packages and manual handling awareness.

Suppliers and Contractors

17 External contractors continue to be managed on a day-to-day basis by the Facilities team.

18 The Facilities team request risk assessments and method statements, from contractors before any major work is carried out. Documentation covering risk analysis, method statements and insurance cover is submitted to the landlords building management team for approval before any work commences.

19 Contractors are expected to record and investigate their own accidents, incidents or near misses that may occur. They are also asked to inform the Facilities team, so that the information can be recorded on our internal OSHENS system for statistical purposes.

COVID-19 Response (2020-21)

20 Since March 2020 the Compliance Team have developed a range of COVID themed risk assessments in line with government guidance to enable us to maintain a presence in our offices and to continue running our priority services. We have engaged with external consultants Glen Abbot to quality assure the content of these assessments and continue to review and update them on a regular basis.

21 We have provided guidance to colleagues in our working arrangements during the pandemic information and have communicated the importance of continuing to report accidents and instances of threatening behaviour when working from home.

22 In September 2020, the Compliance Team established a mechanism for identifying and tracking any on-site positive cases of COVID-19. Tracking positive cases and any close contacts enables us to comply with the reporting requirements of both the NHS Test & Trace Self Isolation Hub and relevant local authorities. To date we have recorded 36 positive cases in total across 3HS, SJB and 3HSq.
Over the course of the pandemic Facilities have issued new DSE assessments for all colleagues who were not previously home based, and subsequently provided furniture and IS equipment to ensure they have a compliant and comfortable home working environment. As colleagues gradually return to the office Facilities will begin to issue in-office DSE assessments.
## Incident breakdown 2020-21

### 2020

<table>
<thead>
<tr>
<th>Accidents/incidents</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents</td>
<td>7 1 RIDDOR* reportable accident – Injured person struck by falling section of ceiling in the CAC ladies toilet (3HSq). All other accidents of a minor nature</td>
</tr>
<tr>
<td>Near miss</td>
<td>1 Ceiling panel and light fitting fell at 3HSq reception following a water leak</td>
</tr>
<tr>
<td>Verbal abuse/threat by mail/email</td>
<td>7 All incidents involved threatening or abusive phone calls</td>
</tr>
<tr>
<td>Illness/medical incident</td>
<td>0</td>
</tr>
<tr>
<td>Road traffic accident (work related)</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>1 Suspicious package received in the post - London</td>
</tr>
</tbody>
</table>

### Contractors

<table>
<thead>
<tr>
<th>Accidents/incidents</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents</td>
<td>2 Cut sustained to leg - Cardiff / Cut sustained to hand - outside Centurion House</td>
</tr>
<tr>
<td>Near miss</td>
<td>0</td>
</tr>
<tr>
<td>Illness/medical incident</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
</tbody>
</table>

### 2021 (to date)

<table>
<thead>
<tr>
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<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accidents</td>
<td>1 Minor scald sustained in 3HS kitchen</td>
</tr>
<tr>
<td>Near miss</td>
<td>0</td>
</tr>
<tr>
<td>Verbal abuse/threat by mail/email</td>
<td>3 Two abusive calls - one abusive email</td>
</tr>
<tr>
<td>Illness/medical incident</td>
<td>1 PLAB 2 candidate became unwell and was taken to hospital by ambulance</td>
</tr>
<tr>
<td>Road traffic accident (work related)</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Accidents/incidents</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Accidents</td>
<td>1 Engineer injured their hand when fitting card readers at 3HS</td>
</tr>
<tr>
<td>Near miss</td>
<td>0</td>
</tr>
<tr>
<td>Illness/medical incident</td>
<td>0</td>
</tr>
</tbody>
</table>
Executive Board meeting, 27 September 2021
Agenda item 8 - Annual Health and Safety Report

* RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

RIDDOR is the law that requires employers to report and keep records of work-related accidents which cause certain serious injuries (reportable injuries); diagnosed cases of certain industrial diseases; and certain ‘dangerous occurrences’ (incidents with the potential to cause harm). A report must be made to the enforcing authorities (HSE or local authorities).

A report must also be made if an employee is away from work or unable to perform their normal work duties for more than seven consecutive days due to a work-related injury (not counting the day of the accident).