



# EDNA

## Employee Disability and Neurodivergent Advice

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# What is EDNA?

## **EDNA (Employee Disability and Neurodivergent Advice Service)**

Launched on 5 December 2022.

### **Confidential information and advice**

for NHS colleagues in Hampshire and Isle of Wight who are living with a disability, long term condition and/or are neurodivergent.

### **Helping colleagues to thrive in the workplace**

through support and advice for workplace reasonable adjustments, Access to Work information, signposting, advocacy, manager training and more.

### **Service provided by a specialist team**

offering one-to-one advice and a safe space to talk, as well as help with areas such as employment rights and HR advice.

# EDNA

**Employee Disability and Neurodivergent Advice**

“ THERE'S A LOT OF  
ASSUMPTIONS ABOUT WHAT  
PEOPLE WITH DISABILITIES  
CAN AND CAN'T DO ”

Amy Long, Inclusion and Belonging Consultant,  
University Hospital Southampton



# What is EDNA?

## Available to colleagues across:

- Hampshire Hospitals NHS Foundation Trust
- Isle of Wight NHS Trust
- Portsmouth Hospitals University NHS Trust
- Solent NHS Trust
- University Hospital Southampton NHS Foundation Trust
- Southern Health NHS Foundation Trust
- South Central Ambulance Service
- HIOW Primary Care Services
- HIOW Integrated Care Board

The logo for EDNA, featuring the letters 'EDNA' in a bold, orange, distressed font. The letters are set against a solid blue background.

**Employee Disability and  
Neurodivergent Advice**

# What makes EDNA different?

## **Advocacy and ease of access**

Service tailored to individual need

No formal referral required; employees can self-refer

## **Consistency and a partnership approach**

Delivers knowledge and expertise

## **Support with Access to Work**

From start to finish

## **Simpler pathways**

Signposting our people to staff networks, charities and additional resources

## **Building networks**

Working together to build networks, help break down barriers and help create a joined-up service

## **Inclusion for all**

Can help celebrate positive practices and provide support and advice for all, when needed most

# EDNA

**Employee Disability and Neurodivergent Advice**

“IT'S SO REFRESHING THAT EDNA IS A SERVICE ESPECIALLY FOR STAFF. HAVING THAT SUPPORT OURSELVES MEANS WE'RE IN A BETTER POSITION TO SUPPORT PATIENTS.”


Jacquie Holt, Patient Pathway Coordinator, UHS



# Team expertise



- ➔ Two Disability and Accessibility Advisors
- ➔ One Administrator
- ➔ Service managed by Inclusive Health and Wellbeing Delivery Manager
- ➔ Appointments held over Teams, although face-to-face meetings are an option
- ➔ Referrals come via an online referral form on Trusts' intranets or can be made on the region-wide People Portal



## EDNA Self-Referral Form

After you submit this form, you will be given a link to book a consultation with one of our advisers

This form will take approximately 10 - 15 minutes.


We would be happy to help you  
[EDNA@solent.nhs.uk](mailto:EDNA@solent.nhs.uk)

# Welcome

to your new look  
**People Portal**

for Hampshire and Isle of Wight NHS colleagues

COME IN AND HAVE A LOOK AROUND...





# Raising awareness

As well as raising awareness of EDNA on Trusts' intranets and through manager communications and Occupational Health and HR services, we have run a number of 'Say Hello to EDNA' webinars for colleagues.

## Subjects covered so far:

- ADHD
- Being a supportive manager
- Reasonable adjustments
- Sensory impairment
- Long-term health conditions
- Musculoskeletal conditions



# EDNA

## Employee Disability and Neurodivergent Advice

(8am – 4pm Mon-Thurs)

07392 191 003\*    EDNA@solent.nhs.uk



WE'D LOVE TO MEET YOU

### MARCH

Tuesday 28th, 1.30-2.30pm

Focus: ADHD

### APRIL

Tuesday 25th, 1.30-2.30pm

Focus: Being a Supportive Manager

### MAY

Tuesday 30th, 1.30-2.30pm

Focus: Reasonable Adjustments

### JUNE

Tuesday 27th, 1.30-2.30pm

Focus: Sensory Impairment

### JULY

Tuesday 25th, 1.30-2.30pm

Focus: Long-term Health Conditions

### AUGUST

Tuesday 29th, 1.30-2.30pm

Focus: Musculoskeletal Conditions

- Online
- Hear about the service
- Meet the team

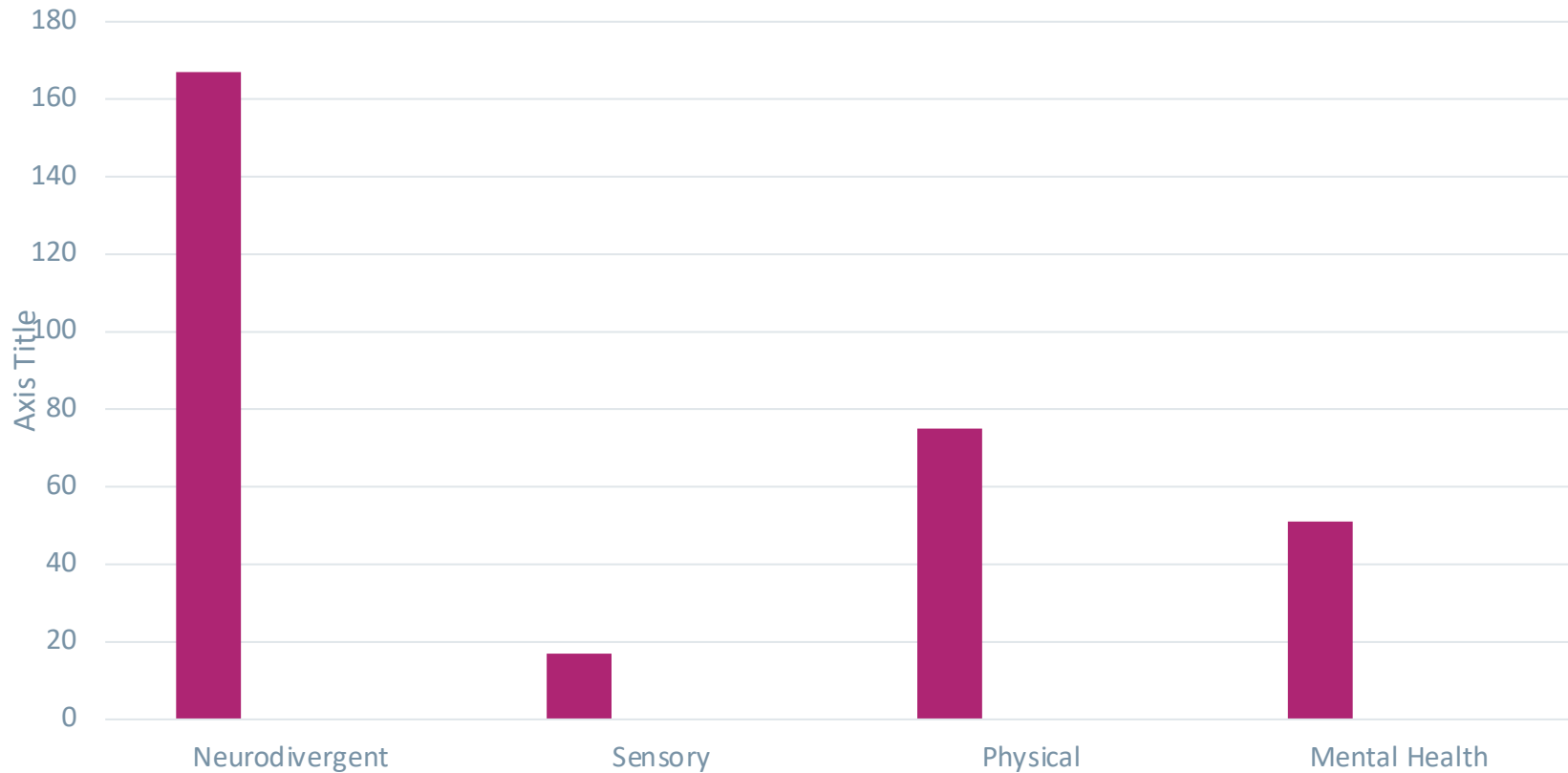
To register

[click here](#) or scan here



\*The cost of calling a mobile varies. We can call you back if you prefer.

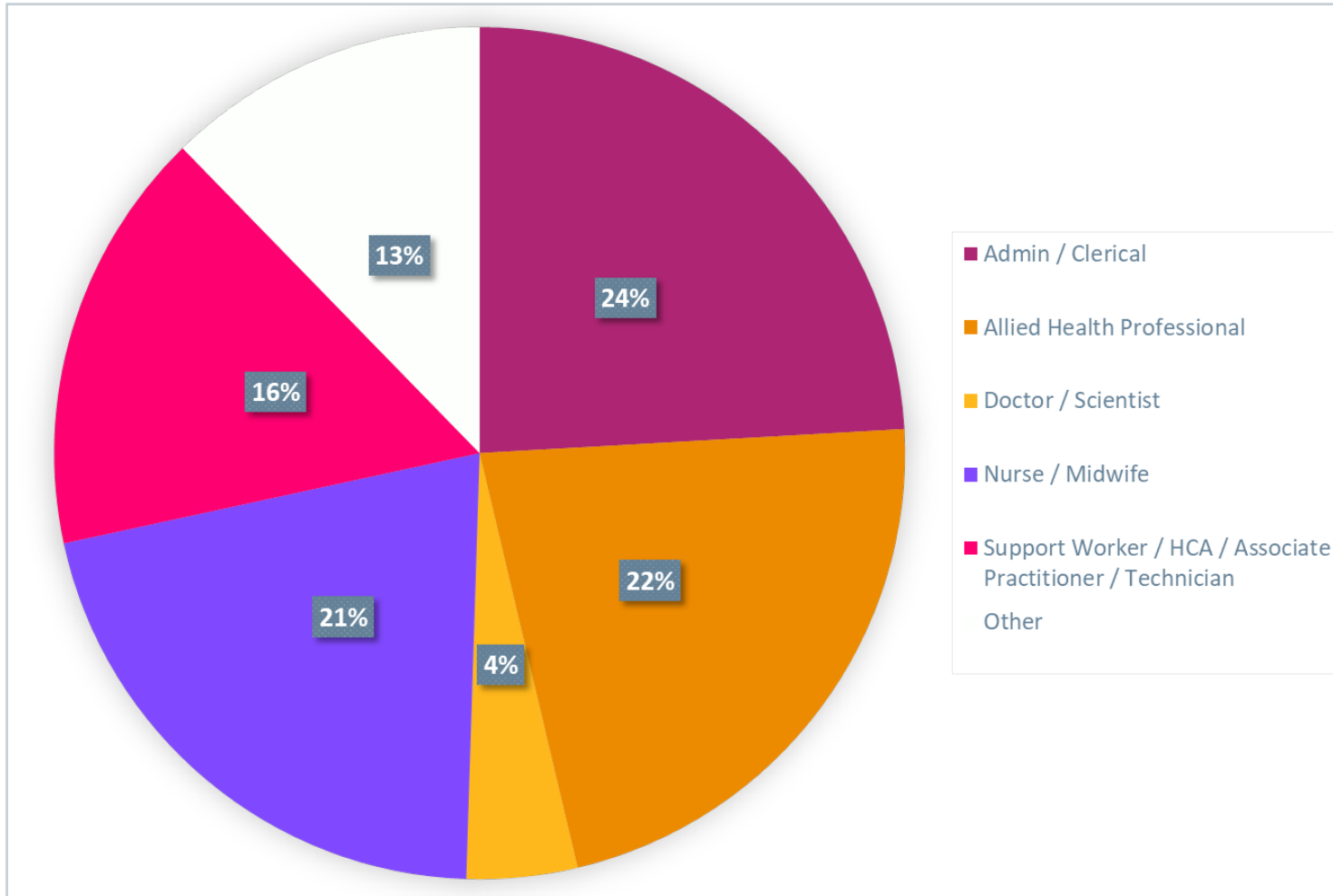
# Data



*Graph shows sample of referrals from EDNA launch until 3 May 2023*

- **402 referrals as of 4 September 2023**
- **Over 150 follow-up appointments**
- **Many colleagues have multiple issues**
- **Neurodivergence is the leading reason for referral**

# Data



*Chart showing referred colleagues by job title*

- Good mix of take-up across different disciplines and across Trusts
- The majority of colleagues referred are 25-44 years of age, followed by those age 45-54.
- 20% of referrals are colleagues over age 55 and 10% are age 18-24 years



# Impact and feedback

Findings from our continuous two-part evaluation survey, focusing on ease of access and impact



**94% said EDNA easy or extremely easy to access**

*“It makes a huge difference to talk someone rather than being bounced around via emails or just being ignored via email.”*

*“Was really simple to fill out the form, to book an appointment. The whole process has been nice and simple.”*

*“Very helpful. When you have a new disability, it is difficult to know what help is available.”*



**95% satisfied or extremely satisfied (85%) with the service**

*“Great level of support and recommendation given. Even the follow-up to see how I was getting on.”*

*“Alice was so kind and understanding. She explained every step of the appointment when we started, gave me lots of practical strategies that I think will really help, and agreed to pop this all in a summary letter with extra reading so I can put this into practice.”*

*“Lisa was helpful, kind and compassionate. I felt comfortable to voice struggles without judgement or assumptions. As someone who had not accessed something like EDNA before it’s been a very positive experience and I am grateful for the service.”*

# Impact and feedback

- ➔ **95.9% are likely or very likely to refer EDNA to a colleague or friend**
- ➔ **91.7% would use EDNA again if they needed further support or advice**
- ➔ **Average rating of service 4.79/5**
- ➔ **47% felt that EDNA helped them remain in work and not take time off sick**
- ➔ **27% said that the support they have received from EDNA has meant that they haven't needed to see their GP about this condition**
- ➔ **73% felt that the support they had received from EDNA would help them stay in their current role**

*"...I was so impressed with the service I got. I was a bit fearful due to precious experience."*

*"I have bespoke support and signposting to helpful resources from an expert vs a GP who is likely to know less."*

*"I have received no real help from my Trust regarding my hidden disability, EDNA was the first step."*

*"I love my job currently as I am less stressed and am now getting more done. I have accomplished lots in the past 6 weeks!"*

*"It has helped equip me with confidence to ask for support and the tools to support my role."*

# Reflections and next steps

- ➔ Strong links with OH and HR teams have been invaluable.
- ➔ A lot of managers are unaware how to support colleagues, especially those who are neurodivergent. We have commissioned Genius Within to provide a suite of manager training resources, which will be available to NHS staff in the South East.
- ➔ Data gathered clearly demonstrates the need for EDNA and the positive impact that the service is having on staff. EDNA is helping decrease the number of staff taking time off sick and having an impact with retention, as well as starting to reduce the burden on Primary Care.
- ➔ It is anticipated that a longer-term impact will be an improvement in the Workforce Disability Equality Standards (WDES) indicators across the organisations.



The logo for EDNA (Employee Disability and Neurodivergent Advice) features the letters 'EDNA' in a bold, orange, sans-serif font. The letters have a slightly distressed or textured appearance.

**Employee Disability and  
Neurodivergent Advice**

**“You guys are amazing! You really helped ease my anxiety and really help support to my learning needs. More NHS Trusts should have this service, as it's so valuable!”**

**Thank you**

