

## WHAT IS BULLYING?

Characterised as offensive, intimidating or insulting behaviour, which includes an abuse or misuse of power through means that undermine, humiliate or injure the recipient. Bullying can be verbal, physical, hidden or covert and cyber.

**51%**

of staff who reported bullying perceived supervisors/managers to be the most common source.<sup>1</sup>

**20%**

of staff in the NHS report they have been bullied by other staff.<sup>1</sup>

# TACKLING BULLYING & HARASSMENT in the NHS

## WHAT IS HARASSMENT?

Unwanted and unlawful conduct related to a relevant characteristic concerning age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation, which has the purpose or effect of violating an individual's dignity or creating an offensive environment for that individual.

**80%**

of staff believe the state of their health affects patient care.<sup>2</sup>

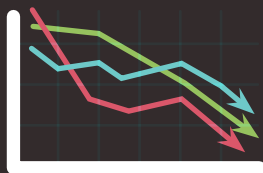
**29.9%**

of all UK NHS staff indicated experience of psychological distress due to bullying behaviours.<sup>1</sup>

## WHAT IMPACT COULD THIS HAVE?

### ON THE ORGANISATION:

- poorer patient care
- reduced productivity
- low morale
- increased absenteeism.



### ON THE INDIVIDUAL:

- low self-esteem
- anxiety
- depression
- disengagement.

## WHAT CAN MY ORGANISATION DO?



Create jointly agreed policies that help to develop a shared understanding and positive culture

Promote supportive line management



Identify early warning signs and challenge inappropriate behaviours



Respond quickly to complaints



Promote a culture where bullying and harassment is not tolerated



Appoint a board lead to work closely with your Freedom to Speak Up Guardian on tackling bullying and harassment

## WHAT CAN I DO?



Ask the individual to stop



Keep a record or diary and document

Speak to your manager, senior colleague and/or union rep



### THE NHS STAFF COUNCIL WORKING IN PARTNERSHIP

HEALTH, SAFETY AND WELLBEING  
PARTNERSHIP GROUP

The HSWPG has produced this infographic along with guidance on bullying and harassment to help both employers and staff. The group recognises the importance of managers and trade union representatives working in partnership and taking a proactive approach. Joint training, jointly agreed policies and early identification of problems can help promote trust, a shared understanding and create a positive culture.

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