

Hampshire and Isle of Wight NHS

Explore Hampshire and Isle of Wight NHS ICS's highly commended approach to supporting the menopause



Hampshire and Isle of Wight



Client Summary

Hampshire and Isle of Wight NHS Integrated Care System (ICS) is a partnership of NHS and local government organisations working together to improve the health and wellbeing of the 1.9 million population in their care. Their aim is to offer tailored healthcare delivered where and when its needed most



The Challenge

In recent years, the subject of menopause has been at the forefront of conversation in the news and across social media

Hampshire and Isle of Wight NHS ICS whilst aware of the personal impact that this biological process has on its colleagues also realised the knock-on effect it was having upon the NHS

They understood that many of its workforce, with a high percentage of female employees, were either experiencing or supporting someone who was going through menopause

**Women make up 77% of the NHS workforce
- NHS Employers²**

By identifying menopause as an organisational issue, the challenge was minimising the detrimental impact of this transitional stage while supporting their colleague's menopausal journey



The Solution

To overcome their challenge and improve their colleagues menopausal experience at work and at home, Hampshire and Isle of Wight NHS ICS realised three key areas required attention. It was essential to increase awareness, encourage an open dialogue, and have meaningful accessible support for its employees

A challenge strategy was incorporated with a clear set of aims, including becoming a menopause-friendly workplace, reducing the number of staff leaving their roles due to symptoms, enhancing their absence statistics, encouraging the breakdown of barriers through effective signposting, and introducing a proactive system of education, training, and awareness

Ultimately, colleagues realised an innovative and new way of working was required. In response, the **Menopause Support Service for Hampshire & Isle of Wight NHS (HIOW) and Primary Care colleagues** was launched in April 2022

The menopause support programme was developed as a collective with colleagues across the system who have interest or experience in menopause. The service offers free 1:1 Menopause Advisor Consultations with tiered support and Specialist Clinicians, menopause-based YouTube exercise classes and other social media related content including emails, newsletters, and intranet-based content. There is also an in-depth colleague and management education system in place with fifty menopause advocates, training sessions including MenoHealth and Henpicked, and menopause meetup support groups

Hampshire and Isle of Wight NHS

Explore Hampshire and Isle of Wight NHS ICS's highly commended approach to supporting the menopause

An integral part of the menopause support service is their employee online health and wellbeing portal provided in partnership with Vivup. With the Employee Assistance Programme, expert confidential support is available to staff **24/7 – 365 days a year**. Vivup have worked closely with Hampshire and Isle of Wight NHS ICS to enhance the delivery of their menopause support package



Results

As of 2022, the **Menopause Support Service for Hampshire & Isle of Wight NHS (HIOW) and Primary Care colleagues** has received an impressive uptake of its services including 270 enquiries for menopause support, 143 menopause advisor consultations completed, and 545 staff registered on the MenoHealth awareness sessions

There are already thirty fully trained menopause advocates evenly in place across all organisations actively delivering workshops, whilst 20 further delegates are awaiting training

The Menopause Support Service held an online event on World Menopause Day (18th October 2022) and saw 135 delegates in attendance, most of which were at the event for three hours! Also, an enormous success was the live webinar hosted by Karen Arthur, the creator of the Menopause Whilst Black podcast

A genuinely life affirming moment was on a hot summer day, travelling on a train with colleagues and our Chief Executive. One of us confessed to feeling overwhelmingly hot and experiencing a hot flush. That was it! The dam broke and five women became extremely animated, all sharing our Menopause stories. This event took our Trust in a great direction, setting up a Menopause team, who established a series of 'MenoPause' roadshows. So many people engaged with the talks and the materials, it was obvious that there was a silent majority who needs this support. Not surprising when you consider that 83% of our workforce identify as female and are over the age of 30

– Fiona, Solent NHS Trust

In 2023, Hampshire and Isle of Wight NHS ICS received high commendation in the Best Benefits to the Support the Menopause category at the Employee Benefits Awards – a testament to the success of their highly innovative service!



employee benefits
AWARDS23

References:

- ¹ Hampshire and Isle of Wight ICS
<https://www.hantsiowhealthandcare.org.uk/about-us/our-integrated-care-system>
² NHS Employers - Blog: 'Menopause and the workplace'
<https://www.nhsemployers.org/articles/menopause-and-workplace>