

## **Wellbeing Survey FAQs**

Here you'll find answers to the questions we get asked most often.

### **What is the Good Day at Work platform?**

The Good Day at Work platform is the online platform for workplace wellbeing experts, Robertson Cooper. It gives you insights on your personal health and wellbeing by providing you with personalised feedback reports on your overall health, wellbeing and resilience, with hints and tips to improve.

### **Who is Robertson Cooper?**

[Robertson Cooper](#) is an independent organisation, specialising in workplace wellbeing. Our mission is to create more good days at work and we work with companies of all sizes to measure and improve the wellbeing of their employees.

### **What personal feedback reports will I have access to?**

That depends on which questionnaire(s) you have been asked to complete, but there are three reports that you may receive.

**Wellbeing Snapshot** gives insights on your wellbeing 'in the moment'. It looks at how resilient you are feeling, how you feel about a range of potential workplace stressors and your current levels of wellbeing. It compares your results against others throughout, providing a simple red-amber-green rating and provides a range of hints and tips.

**iResilience** provides insights on where you draw your resilience from, based on your personality – the way you tend to behave at home and at work. It also looks at how you are likely to cope in a range of workplace situations, such as when workload is high or when work relationships are challenged.

**Leadership Impact** provides leaders and managers with a view of their leadership style – how much of a balance can you strike between challenging and supporting your team? It gives feedback on the likely strengths and risks of your style on the wellbeing of your team.

### **How do I access the Good Day at Work platform?**

Once you're on our home page, you can access your account by either registering or logging back in your account. You may be asked to verify your email address if you haven't received an email directly from us. Once logged in, you can manage your profile by clicking on your initials in the top right corner.

### **Is everything confidential?**

Yes, it is. Only you have access to your personalised feedback reports, unless you choose to share them with someone like a colleague or friend. Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which employee confidentiality is a core part. In practice, this means that we won't share your individual results with anyone in a way that identifies you.

### **Who do I contact if I have any IT issues?**

We hope that you don't need any technical support, but we know that sometimes things can go wrong. You can contact our helpdesk to assist with technical problems at [support@robertsoncooper.com](mailto:support@robertsoncooper.com) and they'll get back to you as quickly as possible, normally within 2 working days (but often much quicker than that).

### **Is all of the data processed in the UK?**

Yes, and the data will not be shared with any third-party organisations. You can read our Privacy Policy for more information.

### **How long will you keep my data?**

We'll retain your personal data for as long as we have a relationship with you and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

### **Your data rights**

It's your personal data and you have certain rights relating to it. You have rights to:

- Know what personal data we hold about you, and to make sure it's correct and up to date
- Restrict the processing of your personal data where you have a particular reason for wanting the restriction e.g. while you wait for your data to be corrected. Please let us know by emailing us.
- Withdraw from our products and services or wish to remove the information which we hold about you, please let us know by emailing us.
- Request a copy of your personal data, or ask us to restrict processing your personal data or delete it
- Object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to [support@robertsoncooper.com](mailto:support@robertsoncooper.com)

If you're not happy with how we are processing your personal data, please let us know by sending an email to the same address. We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.

## Research Study Participant Information Sheet

### How has COVID-19 affected the wellbeing of NHS staff?

You are being invited to take part in a research study to assess how COVID-19 has impacted the wellbeing and levels of stress that NHS workers experience. Before you decide whether to take part, it is important for you to understand why the research is being conducted and what it will involve. Please take time to read the following information carefully before deciding whether to take part and discuss it with others if you wish. Please ask if there is anything that is not clear or if you would like more information. Thank you for taking the time to read this.

### About the research

#### Who will conduct the research?

Dr Elise Kleyn and (TBC RA), the Division of Musculoskeletal and Dermatological Sciences, The University of Manchester.

#### **What is the purpose of the research?**

This research aims to assess the wellbeing of NHS workers in the NHS trusts across the North West of England. We aim to do this via the validated ASSET questionnaire, which is administered by Robertson Cooper (a University of Manchester spinout company) which collects important wellbeing and stress-related data as well as by asking 14 COVID-19 specific questions.

The information will be presented in an anonymised form and will help organisations assess the wellbeing and stress in their workforce. The study has not been designed to identify whether a specific individual needs medical help. Researchers will not be able to contact participants to follow up on answers provided in the survey.

#### **Will the outcomes of the research be published?**

We aim to publish in a medical journal, present the findings to NHS Trust as well as medical conferences.

#### **Who has reviewed the research project?**

The project has been reviewed by The University of Manchester Proportionate Research Ethics Committee (ref no).

#### **Who is funding the research project?**

The project has been funded by Salford Royal NHS Foundation Trust.

#### **What would my involvement be?**

#### **What would I be asked to do if I took part?**

You will be sent a link to create an account on the Robertson Cooper platform (a University of Manchester spin-out company) to access the questions. This online survey can be completed on any device connected to the internet and consists of 97 multiple choice questions which in total should take around 22-25 minutes. Included in the 97 questions, are 14 COVID-19 specific questions. You may choose to receive a summary of your answers in the form of a wellbeing report.

If answering the questions causes distress or you are feeling distressed, please contact the Research Team ([elise.kleyn@manchester.ac.uk](mailto:elise.kleyn@manchester.ac.uk) or TBC), who will respond within 3 working days; your General Practitioner or the Good Samaritans line set up for NHS and social care workers at 0800 069 6222 (open 7am to 11pm for 7 days a week) or the general Good Samaritans helpline 116123 (24 hours a day for 7 days a week).

### **Will I be compensated for taking part?**

There is no compensation for taking part in the survey.

### **What happens if I do not want to take part or if I change my mind?**

It is up to you to decide whether or not to take part. If you do decide to take part you will be given this information sheet to keep. If you decide to take part you are still free to withdraw and you can withdraw your data within 28 days of completing the survey without giving a reason and without detriment to yourself. However, it will not be possible to remove your data after 28 days of completing the survey because we will be anonymising the data once data analysis has been completed. We can't remove once it has been anonymised as we will not be able to identify your specific data. This does not affect your data protection rights. If you decide not to take part you do not need to do anything further.

## **Data Protection and Confidentiality**

### **What information will you collect about me?**

When you log into the Robertson Cooper website in order to complete the questionnaire you will be asked to provide your first name, surname and email address that you can register to access the questionnaire. The personal data will be kept whilst data analysis is being undertaken and once the data analysis has been reviewed all the data will be anonymised so that all the data cannot be traced back to a participant. The participant information including name, email address will also be deleted from the database. This will be done within 18 months of the start of the study.

In order to participate in this research project we will need to collect information that could identify you, called "personal identifiable information". Specifically we will need to collect:

- Biographical- marital status
- Job description

- Personal- sex, age, ethnicity and family
- Education and lifestyle
- Disability
- Interests
- Essentials- stress at work
- Health and illnesses
- Engagement in career

### **Under what legal basis are you collecting this information?**

We are collecting and storing this personal identifiable information in accordance with data protection law which protect your rights. These state that we must have a legal basis (specific reason) for collecting your data. For this study, the specific reason is that it is “a public interest task” and “a process necessary for research purposes”.

### **What are my rights in relation to the information you will collect about me?**

You have a number of rights under data protection law regarding your personal information. For example you can request a copy of the information we hold about you. If you would like to know more about your different rights or the way we use your personal information to ensure we follow the law, please consult our [Privacy Notice for Research](#). The detailed privacy policy for Robertson Cooper may be found at <https://gooddayatwork.co.uk/privacypolicy.aspx>

### **Will my participation in the study be confidential and my personal identifiable information be protected?**

In accordance with data protection law, The University of Manchester is the Data Controller for this project. This means that we are responsible for making sure your personal information is kept secure, confidential and used only in the way you have been told it will be used. All researchers are trained with this in mind, and your data will be looked after in the following way.

The following information may be reported by Robertson Cooper to the research team and your employer in an aggregated and not personally-identifiable way. (Please note that great lengths are taken to make sure that the information shared is not personally-identifiable for example, Robertson Cooper automatically hides the identity of groups with less than 8 members in order to protect the identity of individuals in that group):

- Demographic information (gender, age, department and level) is used to categorise the data, e.g. to compare engagement statistics for different parts of the organisation
- Device and technical characteristics to see the uptake of the platform(s) across different mobile devices and releases.
- Questionnaire scores to compare baseline and trends across different departments.

Robertson Cooper is the Data processor. Robertson Cooper uses IOMart as their hosting partner, allowing them to access data centre infrastructure and security facilities. IOMart is ISO 27001 certified. IOMart provide secure cloud hosting for Robertson Cooper, meaning that all data gathered via the platform is stored with IOMart. Their servers are hosted in Manchester (UK). IOMart hold ISO 27001 certification, which is the international standard and best practice approach on how to manage information security.

The personal information specified above users provide to Robertson Cooper through the platforms will be held in secure servers located in Manchester (UK), which uses state-of-the-art, multi-layered security methods, and in accordance with applicable privacy laws. Robertson Cooper maintains appropriate physical, electronic and procedural safeguards to protect an individual's Data. This includes firewalls, individual passwords and encryption. All appropriate measures to safeguard an individual's data against unauthorised or unlawful processing and use, accidental loss, destruction, damage, theft, disclosure or modification and to ensure its integrity are taken.

When you agree to take part in the research study, Robertson Cooper will include your pseudoanonymised data, that is all personal identifiable details will be removed and your data will be given a unique ID, in the overall data set. The pseudoanonymised data will be transferred via email using password protected files to the University of Manchester. This will allow data analysis to be conducted by The University of Manchester. Subsequently, the anonymised data analysis will be in the public domain via reports, publication, presentations and it will also be shared with the NHS Clinical Leaders Network. The entire data set will be anonymised and personal details as well as unique ID numbers will be deleted once data analysis has been completed or within 18 months of study initiation (whichever is soonest).

When you agree to take part in a research study, the information about you may be provided to researchers running other research studies at The University of Manchester. The future research will be of a similar nature to this research project and will concern impact of COVID-19 on healthcare professional. Your information will only be used by this organisation and researchers to conduct research in accordance with [The University of Manchester's Research Privacy Notice](#). This information will not identify you and will not be combined with other information in a way that could identify you. The anonymised data

will also be available in the public domain and be shared with the NHS Clinical Leaders Network.

Individuals from the University, the site where the research is taking place and regulatory authorities may need to review the study information for auditing and monitoring purposes or in the event of an incident.

Please also note that individuals from The University of Manchester or regulatory authorities may need to look at the data collected for this study to make sure the project is being carried out as planned. This may involve looking at identifiable data. All individuals involved in auditing and monitoring the study will have a strict duty of confidentiality to you as a research participant.

If, during the study, we have concerns about your safety or the safety of others, we will inform you and depending on the nature of the concerns, you may be advised to seek medical advice.

## **What if I have a complaint?**

### **Contact details for complaints**

If you have a complaint that you wish to direct to members of the research team, please contact:

Dr Elise Kleyn, Principle Investigator ([elise.kleyn@manchester.ac.uk](mailto:elise.kleyn@manchester.ac.uk))

**If you wish to make a formal complaint to someone independent of the research team or if you are not satisfied with the response you have gained from the researchers in the first instance then please contact**

The Research Ethics Manager, Research Office, Christie Building, The University of Manchester, Oxford Road, Manchester, M13 9PL, by emailing: [research.complaints@manchester.ac.uk](mailto:research.complaints@manchester.ac.uk) or by telephoning 0161 275 2674.

If you wish to contact us about your data protection rights, please email [dataprotection@manchester.ac.uk](mailto:dataprotection@manchester.ac.uk) or write to The Information Governance Office, Christie Building, The University of Manchester, Oxford Road, M13 9PL at the University and we will guide you through the process of exercising your rights.



## Good Day at Work Platform

### Frequently Asked Questions



You also have a right to complain to the [Information Commissioner's Office about complaints relating to your personal identifiable information](#) Tel 0303 123 1113

### Contact Details

If you have any queries about the study or if you are interested in taking part then please contact the researcher(s)

Dr Elise Kleyn [elise.kleyn@manchester.ac.uk](mailto:elise.kleyn@manchester.ac.uk)

RA (TBC) [@manchester.ac.uk](mailto:@manchester.ac.uk)