

Jodie Millard

Nominate a Professional

NSFT provides mental health and learning disability care for people across Norfolk and Suffolk.

We support a population of just over 1.6 million people and employ more than 5,000 staff. Our biggest bases are at Hellesdon Hospital, Norwich, Wedgwood House, Bury St Edmunds and Woodlands Unit in Ipswich, but our staff are based in more than 50 locations.

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For this award, we are nominating Jodie Millard, Staff Health & Wellbeing Manager. Jodie has worked for NSFT as Staff Health and Wellbeing Officer, since January 2022, with the role being uplifted to a manager position in 2024.

Jodie is a single point of contact for Staff Health and Wellbeing at NSFT, and is a member of the wider Human Resources and Organisational Development team.

Jodie has worked tirelessly since starting in this role, managing several highly successful health and wellbeing campaigns with tangible results and introduced several long-term initiatives. She always measures results and actively values staff feedback, bringing their thoughts into improving any work she delivers. She always aspires to make anything she does as inclusive as possible.

Campaigns have ranged from:

- four 'Get Active' seasonal challenges, where staff have worked towards a variety of goals (distances, steps and setting personal goals
 - *"I liked how it was flexible - that we could set our own goals and choose how much, or how little, colleagues knew about it."*
 - *"Thank you so much for setting this up, it got me out of the house every day, even when it was raining!"*
- to 'Get Outdoors' and 'Get Better Sleep' campaigns, to encourage staff to understand that better health and wellbeing is more than just dieting and exercise.

Jodie has delivered significant engagement with the programme, with over **4,000 views of her single page toolkit** which summaries the trust's extensive health and wellbeing offer.

Jodie has also established several successful long-term initiatives too, from supporting staff with their Financial Wellbeing following the financial impact of the COVID-19 pandemic to her significant programme of work on a dedicated 'Menopause Aware' programme, which has resulted in NSFT receiving Menopause Accreditation and a 'Highly Commended' award at the Menopause Friendly Workplace awards. She started this programme in June 2023, with a significant improvement in awareness of support in just one year – with awareness of menopause support available **raising by 54% in one year (28% in June 2023 to 82% in June 2024).**

"This programme has been a lifeline to me! The peer support is amazing and very positive and inspiring. I was considering giving up work due to this (menopause) after 25 years in a profession I feel is my calling. I actually don't think I would be here if it weren't for all the support and help from this. I am really grateful!"

While Jodie is a single point of contact for NSFT, she takes a very proactive approach to ensuring that her work reaches as many people across NSFT as possible. This is demonstrated by her commitment to growing volunteer **Wellbeing Champions to 286 colleagues** across Norfolk and Suffolk who support their teams by sharing updates on the latest health and wellbeing offers, organising team wellbeing initiatives and signposting staff to relevant support services.

Jodie made positive links with [Reed Wellbeing](#) and organised and promoted staff physical health checks across **36 NSFT Sites** in Norfolk and Suffolk – this resulted in **360 staff booking such appointments** with very positive feedback:

"So pleased I attended this appointment and very grateful for the service & guidance received. What came across was genuine care in my health & welfare and a wealth of positive information and possible next steps. I will be acting on the advice given - some of it necessarily sobering. A blood test has been requested for blood sugars/diabetes."

Jodie is always planning ahead with an action plan in place for 2025 to introduce new campaigns developed from staff feedback, covering topics which matter to our staff such as Sexual Safety, Menstrual Health and Maternity Support.

As a result of her continuous and proactive approach, she was awarded Highly Commended for the 'Joy in Work Award' and won the Trust Chair's Award in at 2023s NSFT Staff Awards – and her work for the Menopause programme received a 'Highly Commended' Inclusion Award in 2024.

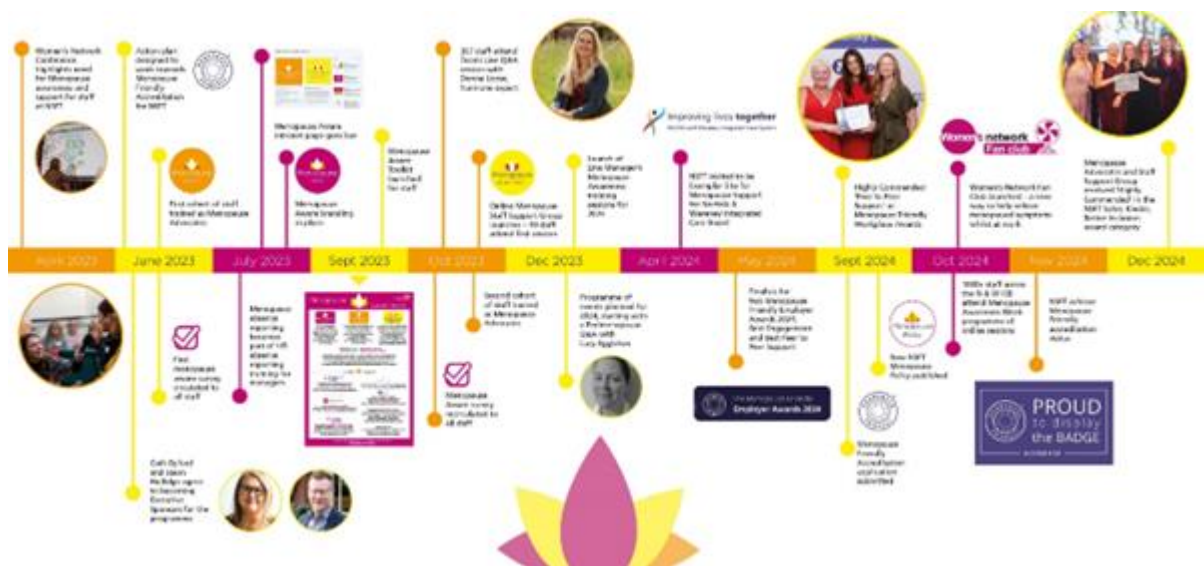
Jodie's work has had both a qualitative and quantitative impact for NSFT staff since joining NSFT. The below submissions covers the Menopause Aware programme, short-term campaigns and wider health and wellbeing initiatives.

The Menopause Aware programme

The Menopause Aware programme has made a significant impact at NSFT, normalising conversation around menopause and providing excellent support for staff.

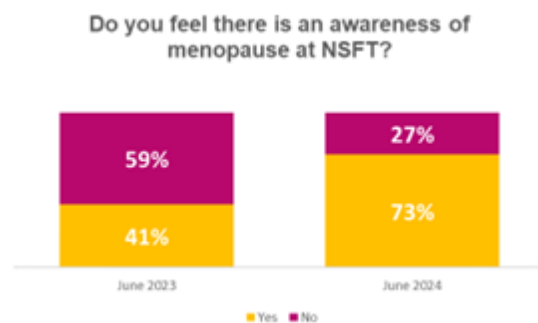
The need for the work was highlighted at the Women's Network Conference in 2023 and lead to the training of **42 staff** to become Menopause Advocates. With Jodie, the Advocates committed to working towards a Menopause Friendly Accreditation for NSFT with an ambitious action plan.

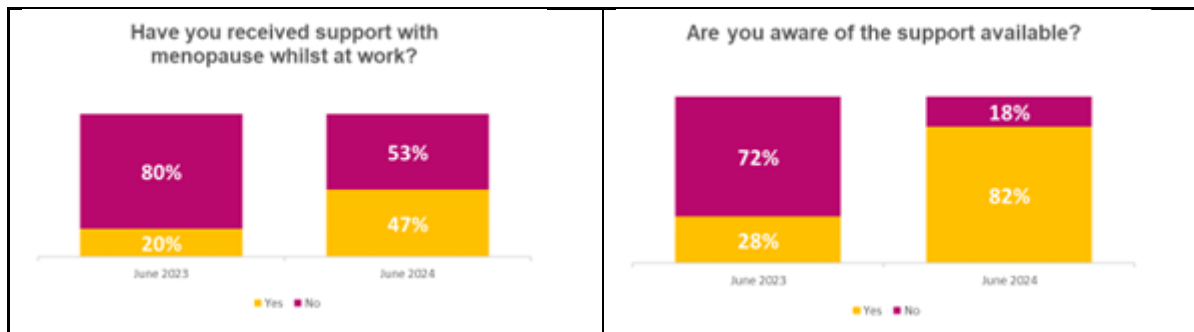
The Menopause Aware programme has achieved a significant amount since launching in June 2023 - the below shows a timeline of core activities between then and December 2024:



From this programme of work, there has been a big step-change in menopause awareness and support for staff across NSFT:

The following charts show the significant reach the programme had between launch in June 2023 and one year later (June 2024).





Core to the success of the Menopause Aware programme has been Jodie's leadership and vision. Through the programme, she has:

- introduced Menopause Advocates to the Trust, **with 42 being fully trained**
- created a monthly Teams support group for open discussion in a safe and confidential environment which has been **attended by 337 members of staff**
- successfully applied for NSFT to be **awarded 'Menopause Friendly'** accreditation - [NSFT first for menopause accreditation | News and events | Norfolk and Suffolk NHS](#)
- launched a new Menopause Policy
- delivered Line Manager Menopause Aware training which has been **attended by 88 managers**
- facilitated a broad range of Teams events, which as of December 2024 had been attended by **824 unique members of staff**
- created a whole suite of materials, including:
 - a dedicated intranet page which has received **nearly 2,000 views**
 - a dedicated video hub, **with 14 recordings** covering subjects from 'Menopause and sleep' to 'Menopause in Ethnic Minority Women'.
 - a single page pdf toolkit which can be printed or shared digitally
- created a dedicated programme of **14 events during Menopause Awareness Week**, which were attended by **over 1,000 staff** from NSFT and our partner ICBs
- launched a 'Women's Network Fan Club' – providing desk fans to women experiencing menopausal symptoms. 56 of these have been sent on request across Norfolk and Suffolk.
- Collaborated with the Trust's library to promote Perimenopause and Menopause literature.

Jodie has been recognised for her work on the Menopause Aware programme as following:

- The Menopause Aware Programme and Support Group achieved 'Highly Commended' in the Inclusion category at the NSFT Kinder, Better, Safer Staff Awards in December 2024.
- The programme also was a finalist in two categories at the Menopause Friendly Awards in September 2024, gaining a highly commended award for best peer to peer support. [Mental health trust highly commended at national](#)

Following this successful and continuous programme of work, Jodie is leading a similar programme of work on Menstrual Health, with a view to the trust being accredited as a 'Menstrual Health Friendly Employer' by December 2024.

Health and wellbeing campaigns impact examples

Get Active Autumn 2024 feedback

Since starting her role at NSFT, Jodie has initiated a series of Get Active campaigns, with each campaign being more inclusive than the previous and acting on staff feedback. Below is some feedback from Jodie's most recent campaign:

- 'Get Active Autumn' was the fourth physical health challenge provided for staff by Jodie – this was focused on individuals and teams logging time spent being active (following feedback that steps or distance covered was less inclusive)
- Staff who took part racked up 367,920 minutes of exercise – 6,132 incredible hours of effort in just one month.
- 100% of respondents to feedback survey agreed they would take part in another physical health challenge run by the Trust
- 39% of respondents to feedback survey reported a positive sense of achievement from taking part.
- 20% of respondents to feedback survey reported improved mental wellbeing from taking part
- 7% of respondents to feedback survey reported improved sleep from taking part
- 2% of respondents to feedback survey they had stopped smoking due to taking part in the challenge

"This came at just the right time for me. I had been getting back into my running but not regularly enough to make significant progress. Setting myself the challenge helped to motivate me on those cold evenings when I didn't want to go. I achieved my goal and more and continue to run regularly - thank you."

"Through you I signed up for the Mind 60 miles in September challenge and not only exceeded the milage challenge but raised over £400 for Mind."

Get Outdoors:

For Mental Health Awareness Week 2024, Jodie created a Get Outdoors campaign to align to the wider theme of 'Movement: Moving more for our mental health'. This

was designed to help staff support and encourage them to feel the benefits of getting outdoors - and to move more.

640 people viewed the campaign page with 126 people submitting photos showcasing and celebrating where they had been.

Health and wellbeing initiatives impact examples

Financial wellbeing:

Jodie set-up a Financial Wellbeing Toolkit and Vita health and wellbeing support app, which saw seen a month on month increase in the opening of savings accounts by NSFT staff, quoting her manager "helping people to balance the risk of being caught up in future financial issues".

Over **1,700 members of staff** have accessed the Toolkit since launch.

Free meal planning app with FiveDinners.com

In January 2025, Jodie linked up with Fivedinners.com to focus on helping staff to eat healthier, save money cheaper and reduce food waste.

Within the first two days, **over 260 people signed up** thanks to Jodie's successful promotion, which resulted in crashing the organisations website!

NSFT bookclub

Jodie runs an NSFT bookclub which she launched in May 2023. She now has an active **170 members**, who regularly engage over Teams and attend monthly discussions.

Jodie has already prepared books for the bookclub to read throughout the whole of 2025.

In the submission above, you can see that Jodie makes significant efforts to:

- develop a staff health and wellbeing offer which meets the needs of all NSFT staff.
- take an active approach to review and act on feedback (eg, from the NHS Staff Survey/LiA Pulse Checks)
- create opportunities to get staff feedback through a variety of engagement channels (surveys, Team channels, etc....)
- engage with staff through dedicated regular forums, including:
 - our staff networks as co-chair of the Women's network
 - monthly Wellbeing Champion meetings and drop-in sessions
 - monthly Menopause Support groups
 - the NSFT Bookclub monthly get together
 - a wide range of education or training sessions
- grow her networks and forums – eg, in two years she has grown the number of Wellbeing champions from 70 to 286 colleagues

- work closely with communication colleagues and line managers to ensure that the health and wellbeing has a significant reach across the Trust
- work with members of the executive team to sponsor core programmes of work – there are two executive sponsors for the Menopause Aware programme.
- engage and work with partners outside of NSFT to strengthen the Trust's Health and Wellbeing offer – from Norfolk and Suffolk ICBs who have been invited to participate with the Trust's Menopause programme to working with private organisations such as Reed Wellbeing to deliver staff physical health checks
- forward plan to ensure that there is a robust plan in place to:
 - o deliver a series of successful health and wellbeing campaigns which aligns to staff feedback and awareness days/weeks where possible
 - o make sure that existing programmes of work, continue to be reviewed, promoted and improved upon

For 2025, Jodie is developing the Trust's 'Your wellbeing at work package', leading a 'Listening into Action' team which is focussing on kindness, and has shaped a series of campaigns for the remainder of 2025 as follows:

June

- Staff Sexual Safety launch
- Men's Health and Wellbeing focus

September

- Maternity Support Programme launch

October

- Menopause Awareness Week 2025 – in partnership with our ICBs

November

- Get Active Autumn physical health challenge

December

- Menstrual health accreditation application

Through this approach to maintain momentum and continuously improve, Jodie is able to maintain impact across the trust. This is demonstrated in qualitative feedback which has been shared about Jodie and her work, such as:

"The Menopause Support group organised by Jodie Millard and her colleagues in Employee Experience has helped so many women in the organisation, who are experiencing health issues due to menopause. The support, guidance and advice has been invaluable and has enabled so many women to navigate this difficult life stage. It has been educational and supportive. Truly an inspiring group and such a great project it should be part of every organisation to support working women everywhere!"

Harprit Hockley – Director of Culture and OD

"It is a supportive environment so you don't feel embarrassed to speak up about your struggles. The support has been invaluable and helped me feel less alone. The variety of sessions on offer is amazing, something for everyone. It has been really well thought out. I feel very fortunate to be working for an organisation that provides a high level of support. Attending your sessions has helped normalise and validate some difficult experiences."

Feedback from an attendee from the Menopause Support Group

"Jodie has taken her role as wellbeing-coordinator to a next level within NSFT. Jodie has grown the Wellbeing Champions to an incredible 196 (as of September 2024), representing all areas of care groups and departments across the trust. Jodie has shown an outstanding commitment to making the organisation a great place to work by improving staff health and wellbeing, building team spirit and bringing joy to the workplace."*

Tanya Florence - Peer Support Lead

"I joined with two of my colleagues. Massive audience including external staff. We have learnt more about menopause and gained more confidence in understanding the changes women goes through. I love being part of this group. Thank you for being there."

Feedback from an ICB colleague on a support session Jodie had delivered

"I wish I had known more about what was going on for me 10 years ago, so it's great that there is more awareness and support out there for people to access now, and that we can share this with each other. Groups like this make me realise that I'm not the only one and help to make sense of things that seemed to have no reason before. Thank you to the lovely ladies who facilitate."

"I have never seen so many clapping hands and hearts at the end of a Teams presentation! Shows how well received it was and how important people feel it is."

Feedback from the NSFT Menopause Aware Support Group