

FAQs for NHS Trusts and Health Boards

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Are there any costs involved?

No, membership is free for NHS organisations.

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How do we sign up and when can we start?

The first step is to register your interest on our website www.HIVConfident.org.uk. Once we have received your registration, we will contact you with more information and an agreement form to be completed and returned to us. We will also invite you to an introductory webinar, where you can get more information and ask any questions. We run the programme in waves with a new wave of NHS members starting in November and May of each year.

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Who should lead the programme?

The programme will need to be signed off by a chief executive or chief medical officer and should be overseen by an executive-level sponsor. This sponsor will need to spend a short amount of time each month leading the programme, ensuring that the programme is implemented across the organisation and that there is effective engagement in delivering the various components by human resources, communications teams, learning and development teams, and policy leads. In our pilot sites this role has been effective when taken on by a Director responsible to Patient and Staff Experience, a Director of Integrated Care, and an HR Director.

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What is the best way to manage the implementation of the charter mark?

The programme is most effective when a multi-disciplinary team comes together to lead on it. For the programme to be successful you will need engagement from your communications team, HR, learning and development, and policy leads (infection control and data protection in particular). Your executive sponsor will be key to bringing these people together. Your multi-disciplinary team will also benefit from the inclusion of subject specialists such as your HIV team, or staff interest groups or networks.

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Can the programme be led by the HIV team or a staff network group?

Whilst the HIV team and staff network groups are important contributors and often a driving force for this work, the programme is more effective if it is led by your executive sponsor who can leverage engagement from across the organisation. HIV teams and staff network groups can provide vital subject matter expertise and insight as well as help build engagement. Your sponsor may delegate some of the delivery of the charter mark programme to these groups, but the programme should be held centrally as it cuts across the whole organisation. Equally, as HIV cuts across many staff network areas; BAME networks, LGBTQ+ networks, disability networks, women's networks etc., it is preferable if all these groups can be engaged in the programme to represent the wider intersectionality and impact of HIV.

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How long will it take to become HIV Confident?

During the pilot, it took an average of 12 months for NHS Trusts to achieve HIV Confident recognition. This timeline can be impacted by many factors. You may find it takes longer than expected to get approval for the programme to run. It may take time to get your multi-disciplinary team together or there may be other surveys or communications activities taking place that delay the roll-out. If everything was put in place and there were no delays you could feasibly achieve recognition in 6 months, but that would be exceptional.

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Do we need to do the elements of the charter mark sequentially?

The staff survey should be completed before rolling out the eLearning. The results of the survey will show where staff need support and subsequent communications about the eLearning will show how you are responding to those needs. The survey results can also inform internal decisions about how, when, and where to best target the eLearning.

The policy review process can begin as soon as the programme starts. Once you have completed your policy review process, you will be able to identify any gaps between your existing policies and the implementation of the policies as reflected in the staff survey. This will help you to decide if there needs to be any additional training or communications to staff above and beyond the eLearning.

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How is the staff survey delivered?

The staff survey is held on our survey site. You will be provided with comms and engagement tools to support your promotion of the survey, which is accessed by QR code or direct link. Your comms team will need to put together a comprehensive communications plan to launch the charter mark to all members of staff and encourage engagement with the survey.

The survey takes 6-7 minutes to complete. You will be given access to a dashboard where you will be able to track your survey responses live, including answers to questions. When the survey closes you will be sent an overview document and a full set of survey data.

We suggest running the survey for a minimum of a month, allowing you to have a launch, follow-up and then final round up. Most NHS Trusts in the pilot chose to have a short extension with some final comms activity. We will provide you with suggestions as to how best to communicate with staff about the survey.

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Is the staff survey confidential?

The survey is completely confidential. We do not ask for any identifying information except an indication of the respondent's role, such as "professionally qualified clinical role", and we do not collect demographics. The survey does not collect IP addresses or other digital markers.

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How many people need to complete the survey?

We do not set a quota for the number of respondents needed to achieve HIV Confident recognition, but we do ask you to provide evidence that you have meaningfully communicated the survey to all members of staff over the period that your survey is open.

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What happens to our data?

Your data is saved on a password protected system. We will not publish the data of an individual organisation. We will use the amalgamated data from across the NHS survey in reports and publications, to help influence policy, access funding, and drive engagement with the programme.

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How do we access the eLearning?

The eLearning module can be placed on your own learning management system in a SCORM file format. It can also be provided as an HTML format if that is preferred.

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Can we preview the eLearning?

Yes, please email HIVConfident@NAT.org.uk and we can arrange this.

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How long is the eLearning?

The module takes 20-25mins to complete.

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How many people need to complete the eLearning, and should it be mandatory?

We have not set a quota for the number of people who need to complete the eLearning before you can achieve HIV Confident recognition. You will need to evidence that you have meaningfully promoted the eLearning to all members of staff and that everyone has been given a good opportunity to engage. We will also ask you to tell us how you are monitoring the uptake of the eLearning and what plans you have to continue to promote and engage people over the 12 months following your recognition application.

Our survey data shows that there is an underlying lack of knowledge around HIV across the NHS workforce, which is leading to stigmatising behaviour and, at times, unlawful discrimination. In our survey many respondents ask for training to be implemented and will often request that this be made mandatory. Whilst we recommend making the training mandatory, this decision will need to be taken at a local level.

You will also need to let us know how you will make new staff aware of you HIV Confident work and engage them with the eLearning.

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What is involved in the policy review process?

There are two policy review checklists. One for your HR team, which reviews employment and recruitment policies from the perspective of people living with HIV and a second that reviews patient facing policies in relation to infection control and patient confidentiality. The checklists contain a set of criteria, and we ask you to provide a brief narrative for each criterion to show how it is met and sustained across the organisation. A dedicated member of staff could

probably complete each of the checklists in a day or two, but it is more likely to involve a less intensive process spread over several weeks.

We recognise that policy updates take a long time. If the HIV Confident review process identifies policies that need to be updated, you will not need to complete those policy updates before we recognise your organisation as HIV Confident. Where policies do need to be updated, we will need evidence that a commitment has been made to begin the process of updating policies along with an indication of what changes will be made. We will be able to review progress on this in your subsequent HIV Confident annual review.

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What will we need to put in place for stigma reporting?

Stigma reporting is an important part of the HIV Confident charter mark, allowing you to monitor the impact of the programme and sustain your work towards creating a stigma free environment for staff and patients. Stigma reporting will usually be done via your existing reporting systems for patients and staff. We will ask you to provide evidence of how you have promoted those reporting routes to people living with HIV, how you ensure that the people responding to those reports are able to do so effectively, and what action will be taken in response to reports of stigma or discrimination.

To support this process, you will need to appoint an HIV Confident Champion who will be someone that will be the first port of call for anyone who has experienced stigma or discrimination. This person will not need to process the report or complaint themselves but will offer a listening ear and signpost the next steps that a person living with HIV can take. Your champion will also be key to monitoring stigma reporting.

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Who should we appoint as our HIV Confident Champion?

Your HIV Confident Champion does not necessarily have to be the same person that oversees the administration of HIV Confident in your organisation. It should be someone with the skills to support anyone who has experienced stigma or discrimination and to signpost the best course of action. The HIV Confident Champion does not need to deal with any complaints, rather they are there to listen to and guide anyone who is unsure as to how to report stigma or make a complaint. You may choose to have one champion for patients and another for staff.

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How do we achieve recognition as being HIV Confident?

At each step of the process you will be gathering evidence, such as your comms plans for the survey, survey results, policy review checklists, etc. When you have completed the key elements of the programme outlined above, you will need to submit this evidence, along with a complete recognition application form. The application form asks questions about your plans for the coming year and the sustainability of your HIV Confident commitment. After reviewing your application, we will let you know if there is any further work for you to do. If you have met all the criteria, you will be recognised as an HIV Confident organisation, and you can use the HIV Confident logo to promote this.

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Is there a review process?

Each year, you will be sent a review form to complete. We will ask you to tell us if there have been any policy changes, how the eLearning has continued to be promoted and engaged with, if there have been reports of stigma and how they have been responded to, and any other good news stories.

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What support will we get?

HIV Confident will provide you with access to the members area of our website, where you will find step-by-step guidance and our resources and toolkits. We will run regular webinars with all the NHS Trusts in your wave. In these webinars you will be given information about the various aspects of the programme and guidance as to how best to achieve recognition. You will also be able to ask questions and share experiences with other Trusts who are working alongside you.

If you have any questions between webinars, you can email HIVConfident@NAT.org.uk and we will respond by email or, where necessary, set up a meeting to discuss.

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