



Norfolk and Suffolk Health and Care Awards 2026

Analogue to Digital Award

Workplace Adjustment Project Team and Disability Network

West Suffolk NHS Foundation Trust

This project has transformed a fragmented, analogue workplace adjustment process into a structured, accessible, and accountable digital system that strengthens workforce wellbeing and inclusion. Previously, adjustments were managed through informal, email-based processes, often inconsistently applied and easily lost during role or manager changes. This led to repeated disclosure, delays, and reduced trust among disabled colleagues. In response, a cross-Trust team co-designed a digital workplace adjustment platform, supported by a comprehensive Workplace Adjustment Guide and Assistive Technology Toolkit.

Led by the Organisational Development team in partnership with disabled colleagues, HR, Occupational Health, IT, Estates, and staff networks, the entire adjustment journey was redesigned. The new system allows staff to record adjustments once, ensuring they remain visible to managers, regularly reviewed, and retained through organisational change. Automated reminders and notifications reduce reliance on individuals and ensure accountability, while enabling a more proactive, person-centred approach to support.

The impact has been significant. Since launch in June 2024, over 150 staff have created adjustment records, with positive feedback highlighting improved confidence that support will be sustained. Managers report clearer, earlier conversations and greater understanding of responsibilities. Disability declaration rates have risen by 18.8%, reflecting increased trust and psychological safety. Centralised data now enables trend analysis and targeted support where needed.

Embedded within core workforce processes, the system is sustainable, scalable, and transferable. Recognised as best practice by NHS Employers, it demonstrates how digital solutions can drive cultural change, improve inclusion, and support a healthier, more resilient workforce.