



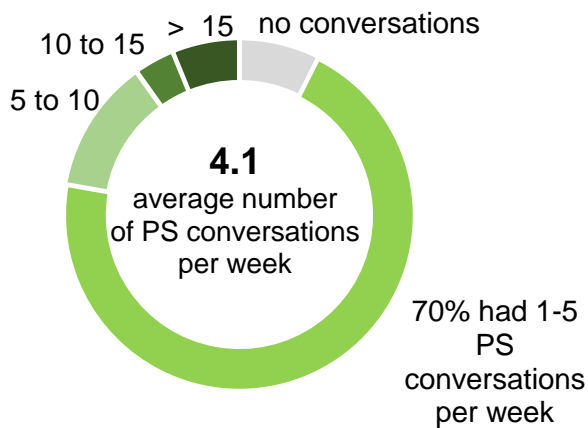
Peer Support survey 2025 report

The following report presents the outcomes of two implementation review surveys conducted 6th - 30th June 2025 across NHS Greater Glasgow and Clyde (GGC), as part of ongoing evaluation of the Peer Support Programme.

- Survey 1 captured experiences of trained Peer Supporters (n=81)
- Survey 2 gathered feedback from staff who have had conversations or interactions with Peer Supporters (n=15, ongoing data collection).

Survey 1 - Experiences of Peer Supporters (n=81)

PS conversation frequency

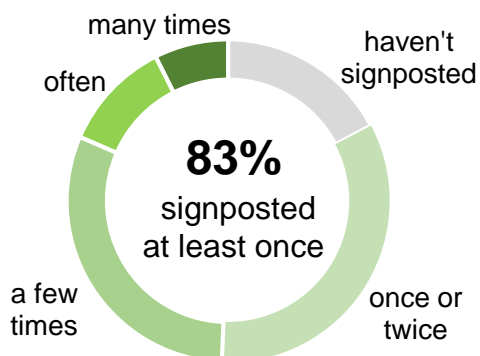


When asked about the frequency of having any Peer Support conversations with colleagues (both formal and informal):

- 70% indicated they had 1 to 5 PS conversations per week on average;
- 22 % indicated even more conversations than 5 conversations per week;
- Just 7% said they're not currently having any conversations.

Based on a sample of 81 Peer Supporters, we estimate that each Peer Supporter is having approximately 4.1 peer support conversations per week. While this sample likely reflects those who are more actively engaged in the programme and may not fully represent the wider group of 900 Peer Supporters, even conservative assumptions suggest a significant volume of activity. Depending on the level of engagement across the organisation, it's likely that **between 1,845 and 3,690 peer support conversations take place each week.**

Signposting



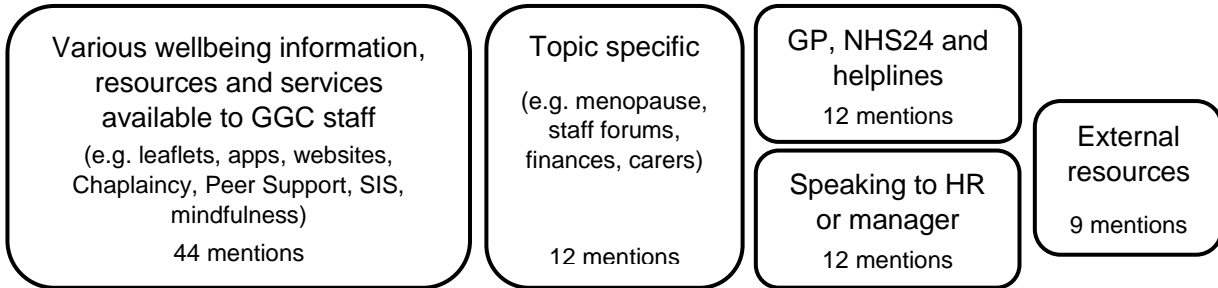
While Peer Supporters provided signposting with varying frequency, most (83%) said they have signposted at least once.

When asked what they signposted to, Peer Supporters most frequently mentioned directing their colleagues to:

Occupational Health
(48% mentioned)

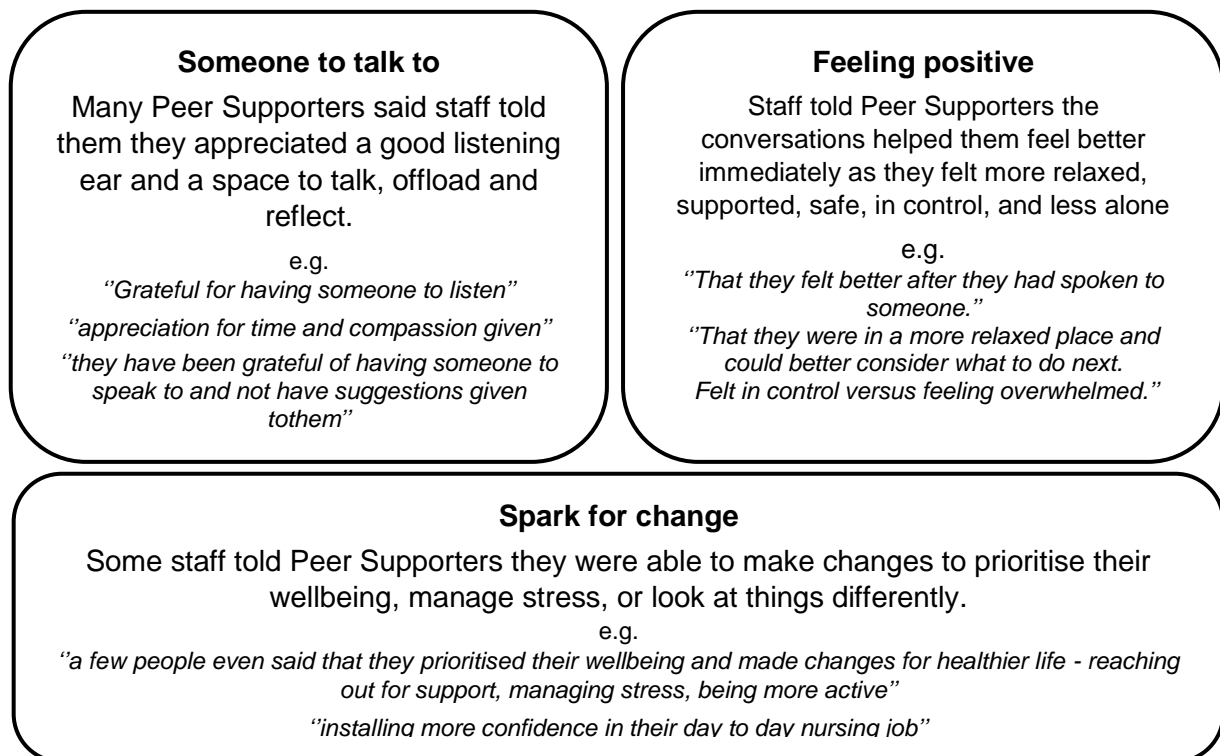
Staff wellbeing webinars
(22% mentioned)

Other categories of signposting named by Peer Supporters included:



Feedback received from colleagues

Peer Supporters reported overwhelmingly positive feedback with frequent expressions of gratitude and appreciation for the conversations they have had, and reflected positive impact of those conversations.



Impact on the workplace

While some Peer Supporters did not notice any changes in their workplace since implementing Peer Support or found it difficult to assess impact directly, many of them noticed a shift towards a more open and supportive team culture which showed in a few different ways:

More supportive culture

Many Peer Supporters mentioned they noticed more compassion at work, seeing more mutual support and understanding.

e.g.

"Think staff are more aware when a colleague needs kindness and support."

"With many supporters in our team, the staff culture in the service is very supportive, and people rarely go to offering solutions [...]"

Better work in the team

Some Peer Supporters also noticed benefits to their team morale, integration, cooperation and working atmosphere.

e.g.

"in one area, there seems to be better understanding and team work"

"Increased Informal chats in morning, increased people having lunch together as opposed to sitting at desk."

"[...] a more relaxed atmosphere."

More openness and communication

It was also noticed that colleagues becoming more open about their problems, and communicating more about their needs.

e.g.

"More open to admitting when struggling and need support"

No impact or hard to tell

e.g.

"Not noticed so far."

"Not sure. The dept I work in is always chaotic so hard to tell..."

Benefits for the Peer Supporter

Many Peer Supporters identified benefits that having the role has had on them personally. They often found the opportunity to support others satisfying, and noticed benefits in their confidence, communication skills, and awareness of their own wellbeing.

Personal development

Many noticed their communication and listening skill improving since taking on the role, learning to notice and supporting colleagues in a deliberate way.

e.g.

"I feel it has enabled me to communicate better much better at listening"

"it has equipped me with the ability to have difficult conversations with peers if it is ever needed"

Benefits to self

Those included a better understanding of own wellbeing, and being better able to look after oneself or seek support.

e.g.

"it has reminded me to be compassionate with myself"

"I feel more comfortable communicating about my own distress as well - the training had a therapeutic effect on me and acted as a permission to acknowledge that I struggle sometimes"

Increased confidence

Many said they felt more confident and able to support their colleagues, and felt less responsible to fix their problems.

e.g.

"increased confidence in interacting with others needing support with a variety of personal issues & challenges "

"Don't feel that it is my responsibility to 'fix' everything or provide solution - appreciate being there is so helpful for people and helping them find their own way forward"

Rewarding role

Peer Supporters often said that helping their colleagues was rewarding, that they felt more connected and proud to support them.

e.g.

"I'm pleased when I feel that I have made a difference/helped in some way"

"I take pride in knowing staff feel they can come to me and know that any information shared is confidential. "

Benefits at work

Some Peer Supporters said this role helped them with the job role, making work with others easier.

e.g.

"I feel I am a better manager to a large team"

"I feel I'm very slowly becoming better at opening discussion around being well, while more widely as a newer senior staff member I think I'm better at confronting broader issues in the department with individuals"

Even when not actively providing support, the training and mindset Peer Supporters develop have broader value contributing to a more compassionate, prevention focused workplace culture.

These outcomes align with our organisational priorities around staff wellbeing, leadership development, and embedding early peer led support as part of a system wide approach to staff wellbeing.

- Additional feedback from Peer Supporters: A number of Peer Supporters highlighted lack of time, space, and visibility for the role with a need for greater resourcing, senior support, and ongoing promotion
- There were many comments recognising the value and need for Peer Support, and many were appreciative of the Peer Support Team, the community, the training, and the opportunities and benefits of being a part of the Network.

Survey 2 - Experiences of staff who had interactions/conversations with Peer Supporters

Summary of preliminary responses (n=15) – survey continues to be open

PS conversations were seen as highly helpful

4.40

Average Rating



73% found PS conversations extremely helpful

PS conversations helped manage stress

4.20

Average Rating



66% found PS conversations helped a lot with managing stress

Staff felt emotionally supported

4.47

Average Rating



73% felt very supported emotionally

Signposting

73% of staff said they have received signposting from their Peer Supporter
Of those, 82% found it 'helpful' or 'very helpful'.

Benefits of the Peer Support interaction

Staff who had interactions with Peer Supporters indicated that it had various benefits describing a range of **emotional and practical benefits**, including:

Psychological Benefits:

- Encouraging or improving self-care,
- Relieving pressure and stress
- Reducing anxiety or distress,
- Chance to make sense of their situation and reflect,
- Getting a different perspective,
- Boosting their confidence and instilling hope ,
- Learning new coping strategies;
- Feeling less alone;

Practical Benefits:

- Helped them stay in work or return to work
- Support during conflict or workplace difficulties
- Encouragement to speak to manager or ask for help
- Support for managing work stress
- Support for health issues such as menopause.

Overall, staff described Peer Support as a vital and empowering resource that not only improved their emotional wellbeing but also equipped them to navigate personal and professional challenges. Many reflected that the support helped them feel seen, heard, and less alone fostering a sense of connection and psychological safety that had a tangible impact on their ability to cope, stay in work, and take proactive steps toward wellbeing.

Below are included quotes directly from their accounts of the conversations:

| | |
|--|---|
| <p>Returning to work, Staying in Work, and Reducing Absence</p> <p>These quotes reflect how Peer Support helped individuals prepare for, return to, or remain in work during difficult periods:</p> | <p><i>“Made returning to work a bit less daunting [...]”</i></p> <p><i>“The person reached out before I returned to work and we talked through my anxiety about coming back.”</i></p> <p><i>“Helped me understand that returning to work is not as scary as it may seem.”</i></p> <p><i>“felt not alone and actually more comfortable coming back to work, knowing they will be there to help”</i></p> <p><i>“A Peer Supporter made me feel like there is light at the end of the tunnel in a situation where I really struggled to believe there’s another solution other than potentially resigning.”</i></p> |
| <p>Work-Related and Personal Stress</p> <p>These responses speak to Peer Support's role in helping people manage overwhelming stress, balance work with personal life challenges and feel emotionally supported in difficult times:</p> | <p><i>“Talked about extreme stress at work due to personal life issues.”</i></p> <p><i>“Helped me offload work stresses and also personal stresses so I don’t have to carry the burden on my own.”</i></p> <p><i>“Changed my situation completely for the better.”</i></p> |
| <p>Psychological Safety</p> <p>These quotes illustrate how Peer Support creates a psychologically safe space where people feel comfortable being open and honest, knowing they will be listened to without judgment:</p> | <p><i>“Many everyday chats and check-ins, but also supportive conversations over lunch.”</i></p> <p><i>“It was a call on Teams about my menopause, I found it very helpful because they really listened to me.”</i></p> <p><i>“Felt less alone with my problems.”</i></p> <p><i>“it definitely helped me emotionally as I felt that others were going through the same thing and made me feel understood which honestly helped me a lot more.”</i></p> |
| <p>Promoting Wellbeing and Empowering Self-Care</p> <p>Peer Support has helped people reflect on their health, take proactive steps, and feel more in control of their wellbeing.</p> | <p><i>“it has helped me understand what is going on a bit better”</i></p> <p><i>“[...] made me think about my health.”</i></p> <p><i>“Improved self care and awareness”</i></p> <p><i>“Peer support suggested small things I hadn’t even gave consideration to... I began to realise there were so many other things to give me some light at the end of quite a bleak tunnel.”</i></p> <p><i>“We often discuss how we can look after ourselves...”</i></p> |

Likelihood to recommend

4.50

Average Rating



Staff who had interactions with Peer Supporters saw it as a resource worth recommending to others, with 80% saying they would be 'very likely' to recommend it to a colleague.

Conclusion

The 2025 survey results highlight the growing value, reach, and impact of the Peer Support Programme in GGC. The model is:

- Well utilised
- Positively received
- Delivering tangible benefits for both Peer Supporters and staff accessing the service

However, challenges around capacity, time, and visibility persist. Continued investment, awareness raising, and leadership support are key to sustaining and expanding this valuable wellbeing initiative.

The Peer Support Programme is making a real difference – helping to build a more compassionate, connected, and kind workplace culture across GGC.