
Trust Board meeting in public 29 September 2011

Staff Survey Action Plan

Report by: Mark Vaughan, Director of Workforce

Background

I presented last year's staff survey to the Board in March this year and the results showed that although we are making improvements in many areas, we remain below average in the majority of indicators.

In response to last year's survey results the attached action plan has been developed by the HR department in partnership with staff side representatives and it incorporates feedback from a wide cross section of staff across the Trust. I personally presented the results from last year's survey to over 200 staff at over 20 departmental and team meetings. At these events I asked for views and ideas on how the Trust could address the issues raised by the survey.

Themes

The action plan addresses each of the 'key finding' indicators contained in the survey and in particular reflects the critically important themes of staff engagement, communication and the link between how improving staff experience contributes to better patient experience. It will deliver on many of the key issues identified in the emerging Patient and staff experience strategy currently being discussed and commissioned by the Board through the ad hoc strategy group.

Separate action plans that relate to specific issues such as appraisals and training delivery have recently been presented to the Board in July. These also represent important work streams that if implemented will positively affect this year's staff survey results.

Recognising and engaging with staff

Many of the actions initiated across the trust in recent months have been aimed at recognising staff and making staff feel more valued. Simple actions such as giving thank you letters and gifts to staff and teams who have been praised by patients have been particularly well received and these are included in the action plan. These will continue along with the well established monthly and yearly staff awards.

Over the last year the Trust has embarked on various staff engagement programmes with both outpatients and AAU staff. These have involved facilitated sessions with staff and the development and delivery of specific action plans to improve staff experience. We plan to build on the success of these and extend the process to other areas of the Trust. We have also continued to provide a

number of health and well being activities and in the month of September we launched a health and well being working programme of activities entitled 'Balance for Life'.

Communication

I believe that we will not make improvements in the staff survey without effective communication taking place between staff at all levels in the Trust. As stated in the action plan, a review of our internal communication processes has taken place and we are introducing a number of new initiatives as well as strengthening existing communication methods. Some of these new schemes will involve greater visibility of exec directors and senior managers across the Trust through attendance at meetings and 'back to the floor' and shadowing programmes.

This year's survey

We have developed a communications plan for this year's survey that will be sent staff in October. We want the response rate to improve and will this year send a survey to all staff as opposed to a random sample that was used last year. We will also be emphasising the importance the Trust places in receiving feedback from staff and highlighting the actions that have been implemented over the last year in response to the survey. Many of these relate to HR practice and communication but also the development work in the AAU and the initiatives relating to the patient survey.

Mark Vaughan
Director of Workforce