

Sheffield Teaching Hospitals NHS Foundation Trust

Board of Directors - 18 September 2013

Staff Engagement Update

All clinical directorates and the majority of corporate departments have produced and are in the process of implementing a staff engagement action plan. Given that the 2012 staff survey results highlighted that the Trust needed to improve staff involvement, all the action plans focus on addressing staff involvement, particularly with regard to involving staff in service improvements. Therefore this update will focus on this particular area.

Improving Staff Involvement at STHFT

Directorates are addressing this in a number of ways

- Directorates across the Trust, but particularly those which received low scores in the 2012 staff survey friends and family tests, are holding 'Let's talk' focus groups around the friends and family test i.e. asking staff what could be done to improve services and engagement in their areas which would enable the staff to recommend them as a place to work and receive treatment.
- Utilising the Microsystem academy approach to involve staff in particular service redesign e.g. outpatients, community services, recruitment. There are now over 40 areas using the microsystem approach to involve staff in service redesign.
- The Big Room work led by Tom Downes involves staff in service improvement.
- By introducing suggestion boxes/ suggestion cards – these are particularly successful in hotel services.
- Hold regular timeouts in order to involve staff in further developing the service they provide.
- Directorates have undertaken efficiency opportunity searches to involve staff in making efficiency savings.
- Some directorates are also undertaking local surveys with staff to gain their views.
- As part of the Community Nursing review/ redesign involving roadshows were undertaken to get staff more involved in the future provision of their services.
- Staff are also involved in a number of service redesign projects across the Trust.

For the above suggestions to work effectively, it is important that regular feedback is provided to staff to encourage continued staff contribution. Clear objectives will be in place for managers and regular communication updates provided to staff, i.e. in the form of a "you said -we did", highlighting suggestions that have been implemented by their directorate or department.

Some directorates have also identified a need to improve staff engagement skills for managers e.g. effective staff engagement skills is included in the bespoke management development programme for Finance staff. Skills and tips on how to involve staff are also included on the ILM level 3 programme.

2013 Staff Survey

Plans are ongoing for the 2013 staff survey and this year all staff employed directly by the Trust (as at 1st September) will receive a questionnaire to complete. The surveys will be distributed within the Trust late September/ early October which will be a significant logistical exercise. Staff will be given time at work to complete their questionnaires if they wish. Support will also be available for staff with literacy and language difficulties.

The last date for posting back to Capita is 30th November, however staff will be encouraged to complete and return their surveys as soon as possible in order to reduce the numbers of reminders that have to be sent in order to comply with the NHS staff survey requirements.

This year all our data will be submitted to the NHS staff survey coordination data not just the 850 sample which means that the CQC benchmarked staff survey reports will be based on all the staff responses (not just a small sample as in previous years).

Rhian Bishop
Staff Engagement Lead
9/13