

## Staff Survey 2020 - Actions for Improvement: April 21 - March 22

### You Said, Together We Did

CARE Values	This means we will...	You Said	Actions to Improve	Why we believe this is Important
Communicating and Working Together	We will work as one compassionate and inclusive team, involving, informing and listening to all colleagues and local communities.	Local <b>Communication</b> & information Consistent and regular feedback <b>Visibility of Local Managers</b> enhancing flexible working	1. Develop a <b>Communication Strategy</b> that supports consistent, timely and inclusive messages across the organisation. 2. To increase <b>visibility of managers and leaders</b> at a Trust, Division and Service level through F2F and digital platforms.	We believe that an engaged workforce is one that will excel in delivering SFH strategic objectives and where colleagues are consulted, happy and motivated in their role.
		Difference in colleague experiences of working in SFH. <b>Inclusive</b> place to work and lead.	1. Greater understanding and learning in how we can improve <b>colleague experience for those age under 21 and over 66</b> .  2. To optimise and grow our <b>Networks</b> in Sherwood: WAND, BAME, LGBT+, Admin Professionals, Proud2bOps	We want to ensure that SFH is an inclusive and compassionate place to work and receive care. We believe it is important that every person feels they belong and have a voice in how we deliver and improve the care we provide.
Aspiring and Improving	We will choose to work or be cared for by Sherwood as we focus on improving patient care and staff wellbeing.	Lack of opportunities for <b>Career Progression</b> . <b>Equitable</b> access to training and personal development.	1. In partnership with EDI Networks and Leads, to educate and optimise <b>career conversations and development opportunities</b> .  2. To introduce a <b>Talent Management Strategy</b> that reflects the strategic objectives of SFH/System and workforce transformation plans.	We want to retain and attract the best people to work and lead in SFH and our local system. We value diversity in SFH and optimising the potential of our workforce. Continual improvement is a result of learning and development.
		On-going <b>Wellbeing</b> and <b>Psychological</b> support Access to timely psychology support to support self-care, supportive and acute response. To create safe and protected spaces for wellbeing and recovery of people.	1. To work in partnership with HWB experts in the establishment of the <b>ICS Wellbeing Hub</b> .  2. To build on the <b>SFH Welfare and Wellbeing</b> offer and the on-site wellbeing service, including bespoke decompression and engagement support.	We want to ensure that colleagues and patients feel valued, supported and cared for through a strong physical and psychological health and wellbeing offer.
Respectful and Caring	We will show kindness to all, embrace diversity and challenge inappropriate behaviours.	Experiencing of <b>Violence and Aggression</b> from patients, visitors and carers  Reporting of experience of <b>Violence and Aggression</b>	1. Develop a <b>SFH Strategy for Violence Prevention and Reduction</b> with objectives based on the external Risk Assessment and Recommendations.  2. Implement a <b>aggressive visitor marker scheme</b> and continue roll out of <b>training in managing challenging behaviours</b>	Violence and Aggression has no place in Sherwood. We want to ensure that colleagues feel safe at work and equipped should they need to respond to a challenging situation. In return we want our patients, public to respect our workforce. Reporting of incidents is paramount to recognising impact, learning and actions to mitigate and improve.
		Behaviours that do not live our <b>CARE Values</b> Experience of <b>incivility</b> , poor behaviours of colleagues & line managers. Feeling safe to <b>speak up</b> and seeing matters improve as a result.	1. Focussed programme of actions, learning and engagement on <b>Civility and Respect</b> in Sherwood.  2. To optimise ways that colleagues <b>call it out, speak up and raise concerns</b> in a safe and supportive way.	Colleagues should not experience poor behaviours from colleagues or the public. Every person in Sherwood, regardless of their background, race, age or circumstances should be treated with respect and care. Raising concerns or providing feedback should feel safe and understood by colleagues.
Efficient and Safe	We will be consistent and do the right thing at the right time, first time.	To reduce <b>variance of colleague experience</b> based on profession or area of work. My role relates to delivery of safe patient care Clear guidance and access to <b>PPE</b>	1. To support <b>administrative professionals</b> in recognising the importance of their role and the impact on delivering high quality, safe, efficient patient care.  2. To provide <b>PPE</b> based on national guidance and localised agreement.	Administration Professionals should feel a key partner in delivering patient care. For example, colleagues leading in financial, IT, Data Quality and clinical operational teams. Recognition of this should be clear and visible to all. Colleagues should feel safe and feel protected to do their role and provide safe, effective care to patients.
		Use and perception of <b>DATIX</b> across Sherwood <b>Learning</b> and feedback opportunities within teams and services.	1. To build on improvement and governance of <b>DATIX</b> by ensuring it is seen as more of a platform for recording and facilitating all learning events to help reduce longstanding cultural issues surrounding Incident reporting.  2. To continue to align the strategic objectives, priorities and decisions of SFH to <b>'care of patients being organisation top priority'</b>	Learning from Excellence and when things have gone well, is equally as important as learning from an incident. Our aim is to be a learning organisation where errors are seen as an opportunity rather than a threat. Placing patients at the heart of everything we do.