

# Kerry Jones, HR Manager – Staff Experience

Tees, Esk and Wear Valleys NHS  
Foundation Trust

Staff FFT Initiative

making a

difference

together



## A Year on....

- In March last year I was fortunate enough to be shortlisted and win the Best Staff FFT Initiative by NHS England.
- We as a Trust wanted to build on the success of this award.
- We wanted to use the recognition as a springboard to introduce new ways of using the Staff FFT data within our organisation.
- We wanted to show that the Staff FFT has credibility across the NHS.

making a

difference

together


- **As a result we facilitated a Quality Improvement Event to revisit the Trust approach to Staff FFT.**
- **We invited 18 delegates from a range of disciplines as the decisions made on the day ultimately impacted them. The event included:**
  - **Looking at what questions we asked, were they still relevant? (We use the opportunity to ask a further seven staff engagement questions)**
  - **Did we continue with email invites? Or a new method?**
  - **How do we share the results? How are they used?**
  - **Is the information displayed and distributed in the right format?**
  - **How do we quality assure that teams are using their information?**

# Recommendations...Where are we now

- A very successful day, a total of 11 recommendations agreed. They are:
  - We continue to send the survey invites via **email**.
  - The **seven questions** were refreshed.
  - The results must be **displayed** in the work area and **shared** with the team.
  - The results are to be discussed in **team meetings**, **supervision** and **appraisals**.
  - Teams that score **less 60%** in any of the questions are to identify actions to try and address these areas.



## Continued....

- 
- Internal Leadership and Management programmes **reinforce the importance** of the Staff FFT.
  - Annual audits **quality assure** compliance of the agreed recommendations.
  - Staff FFT added to **Mock CQC** inspections.
  - A **guidance leaflet** for managers on how to use their team's results was produced.
  - The **level of committees** that the results should be discussed at was agreed.
  - Work continues on establishing a **reward and recognition** process for teams that improve.

making a

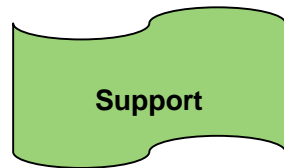
difference

together



## Since the award submission....

- Following the submission a process has been established to work collaboratively with the Staff Engagement Team to provide tailor made support to help teams improve their experience at work and their results.
- The Staff FFT is triangulated alongside the national staff survey results and informs the Trust's composite action plan.
- We **continually** strive to use the survey data as much as possible in our day to day roles.



making a

difference

together

**Thank You...any questions???**

**making a**

**difference**

**together**