

**NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
CCG STAFF SURVEY UPDATE**

Date of the meeting	15/07/2015
Author	E Parson - Head of Workforce and Engagement
Sponsoring Board member	T Goodson – Chief Officer
Purpose of Report	This report provides an update to the GB on the work undertaken since the CCG undertook an internal staff survey in 2014/2015.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	All CCG staff were invited to complete the staff survey. The results have been shared throughout the CCG and staff have been invited to develop the action plan through focus groups and the Our Voice Our Forum.
Previous GB / Committee/s, Dates	Directors' Performance 23 February 2015

Monitoring and Assurance Summary

This report links to the following Strategic Principles	<ul style="list-style-type: none"> • Services designed around people • Preventing ill health and reducing inequalities • Sustainable healthcare services • Care closer to home 		
	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
All three Domains of Quality (Safety, Quality, Patient Experience)	✓		✓
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials : EP

1. Introduction

- 1.1 This report provides an update to the GB on the work undertaken since the CCG undertook an internal staff survey in 2014/2015.
- 1.2 The results of the staff survey were issued to Directors on 23 February 2015 and published afterwards through the staff bulletin. The results have been accessible since through a dedicated staff intranet page.
- 1.3 Following the publication of the results, these were discussed with Our Voice Our Forum representatives, and a number of focus groups were also held across the two main CCG sites. In addition the intranet page has provided an opportunity for staff to share their thoughts and ideas, if they were not able to attend a focus group.
- 1.4 The resulting outputs of the staff survey, forum, focus groups and feedback, were amalgamated into the action plan enclosed in Appendix 1.
- 1.5 Coinciding with this, the Executive team have reviewed and discussed the outputs of the staff survey collectively and amongst their teams. This report focuses on the CCG wide actions.

2. Report

- 2.1 The actions which have commenced to date are summarised below and captured in 4 thematic areas:

- Personal Development
 - Implementation of a Managers Essentials programme across the CCG, which has high uptake. 119 staff have attended different courses within the programme (45% of CCG staff) and it has received positive feedback.
 - Running a series of Coach to Lead development sessions as part of the Managers Essentials programme; 26 managers have attended this programme.
 - Using existing resource and expertise to support the design stage of CSR.
 - Undertaking a proactive internal recruitment campaign to resource the Design and Transformation directorate, using existing skills and expertise within the CCG.
- Team and Role
 - Undertook a review of the CCG staff appraisal, updated it in line with feedback gathered over the last 12 months, and included a review and rating system of staff behaviours in line with the CCG's values.

- Rolled out the new appraisal through a series of training sessions; 90 staff have attended this programme (34% of staff).
 - A process is now in place to undertake an audit of the appraisals completed which will inform the development of the 16/17 appraisal round.
 - Implementation of a Managers Essentials programme across the CCG, including the Role and Responsibilities of a Line Manager.
- **Manager and Organisation**
 - Implementation of a Managers Essentials programme across the CCG, which has high uptake and has received positive feedback.
 - Following a steer from the Executive team, work with Our Voice Our Forum representatives to develop a series of Staff Pledges; pledges from the Executive team as well as from staff. These were developed alongside the results of the staff survey and the 'Hopes and Fears' captured at the staff event in June 2015. These need to be communicated across the CCG and feedback sought.
- **Health and Wellbeing, Health and Safety**
 - Identifying further services which can be provided through the Employee Assistance Programme including more health and vitality information and support.
 - Advertising and promoting health and raising awareness through campaigns, including alignment to national awareness campaigns.
 - Providing resilience training to all staff (49 staff attended this programme), as well as meditation techniques, which have proved popular and had positive feedback.
 - A continual focus on the office environment, responding promptly to staff feedback and making changes were possible.

3. Conclusion

- 3.1 The staff survey results are a regular item on the Our Voice Our Forum agenda and the actions taken to date will be included and regularly updated on the staff intranet page.
- 3.2 The next step is for the Staff Pledges to be reviewed by Directors and then circulated to staff for comment and feedback before embedding them into the organisation.

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Date : 2 July 2015

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APPENDICES	
Appendix 1	Actions from the CCG Staff Survey 14/15