

NHS DORSET CLINICAL COMMISSIONING GROUP
OUR VOICE: OUR SURVEY: OUR RESPONSE

THEME	CCG FOCUS & DIRECTORATE SPECIFIC	PROPOSED ACTIONS	LEAD	DELIVERING	TIMESCALES
PERSONAL DEVELOPMENT	CCG ALL	<ol style="list-style-type: none"> 1. Design and develop a formal succession planning programme. 2. Provide robust coaching and mentoring opportunities; <i>Role of Thames Valley & Wessex Leadership Academy;</i> <i>Line managers role in discussing career aspirations</i> 3. Design and develop a robust feedback system for unsuccessful applications. 4. Design and develop a formal shadowing programme. 			
	SERVICE DELIVERY, FINANCE & PERFORMANCE	<ol style="list-style-type: none"> 5. Ensure development identified is aligned to people's career development and aspirations. 			

THEME	CCG FOCUS & DIRECTORATE SPECIFIC	PROPOSED ACTIONS	LEAD	DELIVERING	TIMESCALES
TEAM AND ROLE	CCG ALL	<p>6. Provide guidance on holding effective 1-1 meetings with staff including;</p> <p><i>Frequency;</i></p> <p><i>Work priorities and support required including development;</i></p> <p><i>Feedback and recognition</i></p> <p><i>Short, medium and long term objectives and actions and support required;</i></p> <p><i>health and wellbeing.</i></p>			
	SERVICE DELIVERY, FINANCE & PERFORMANCE, ENGAGEMENT & DEVELOPMENT	<p>7. Set clearly defined roles and responsibilities with SMART objectives.</p> <p>8. Establish a positive team culture by;</p> <p><i>Championing positive behaviours;</i></p> <p><i>Effective 1-1s with constructive feedback;</i></p> <p><i>Meetings which are inclusive;</i></p> <p><i>Development.</i></p>			
MANAGER AND ORGANISATION	SERVICE DELIVERY,	9. Provide guidance to CCG on effective staff communications including;			

THEME	CCG FOCUS & DIRECTORATE SPECIFIC	PROPOSED ACTIONS	LEAD	DELIVERING	TIMESCALES
	FINANCE & PERFORMANCE, ENGAGEMENT & DEVELOPMENT	<p><i>Two way communication between managers and staff;</i></p> <p><i>Content and frequency of team and individual meetings;</i></p> <p><i>Ways to include and involve staff in discussions.</i></p>			
HEALTH AND WELLBEING, HEALTH AND SAFETY	CCG ALL	<p>10. Appointing a dedicated Welfare Officer who is a point of contact for staff to raise concerns in confidence.</p> <p>11. Provide specific development to managers on creating a positive, inclusive working environment, and the skills to spot and address areas of concern.</p> <p>12. Continue to have a dedicated item on the Our Voice Our Forum agenda on work environment and facilities, responding to queries and concerns promptly.</p>			