

Corporately we have achieved.....



Introduced departmental safety huddles to support teams in raising in issues and involve staff in decision making

Time to hire reduced from 54—39 days to get staff in quicker

Re-launched exit interviews to understand why staff leave LHCH



Provided Resilience and Mindfulness training to support staff

Increased the number of non—mandatory training offers such as Customer Care

Introduced a BAME Engagement Group

Rebranded our Dignity at Work policy to Bullying and Harassment to make it easier to find.



We have recognised good work by introducing a celebration of learning awards

Complete your survey to receive a £1.50 Union House Coffee Shop Voucher



Vouchers will be issued to staff from our independent survey provider, Picker.

Prizes will also be given to randomly selected people who have completed the survey when we reach the following targets.

50% completion—£100 vouchers

60% completion—£100 vouchers

69% completion—£100 vouchers



70% completion—1 x weeks Annual Leave

You should have now received your invitation to complete your staff survey.

The NHS Staff Survey is completely **anonymous**, with all identifiable information being dealt with by our independent survey provider, Picker. At no time are LHCH informed of individuals who have, or have not, completed their survey.

If you have any queries or require any further information in relation to the staff survey, please contact

Ali.Sampson@LHCH.nhs.uk or ext. 3083

NHS Staff Survey 2017

Let us know what you think!

The NHS Staff Survey is your annual opportunity to let us know what it is like to work for Team LHCH.

The feedback that you provide helps us to identify what we need to start doing and what we need to stop doing, to ensure that we continue to deliver excellent, compassionate and safe care for our patients and their families, whilst continuing to improve your experience as staff.

I wanted to show you in this leaflet that by completing your staff survey, you do make a difference. I have therefore included some of our achievements in relation to your 2016 feedback.

On behalf of the organisation, I would encourage you to take 10 minutes to complete your 2017 survey and let us know your views.

Joanne Twist,

Director of Workforce Development



You said, We did..... Clinical Services Division

In 2016, Staff in Radiology said that they wanted more support from managers and that they wanted to receive more regular updates from patient and user feedback.....

.....so we implemented a new leadership team and are embedding a culture of learning from incidents and complaints

In 2016, staff across the division told us that they were experiencing increased levels of violence from patients and members of the public.....

...so we held a Big Conversation with staff to listen to their views on what would help, launched a new policy, and have undertaken focused work with Critical care to support staff in managing patients with delirium.

You said, We did..... Medicine Division

In 2016, you asked to see more of your senior management team in your ward and department areas.

...so we are introducing regular walkabouts and rolling department reviews that will take place every 6 months.

In 2016, staff in the Knowsley Administrative service asked for more support from managers.....

.....so we made sure that new management structures were put in place.

You said, We did..... Surgical Division

In 2016, staff from across the Division said that they wanted Senior Managers to involve them more.....

...so we have appointed staff leads on key work streams, introduced staff open meetings and circulated divisional performance and structures more widely.

In 2016, staff from across the division said that they needed staff in post for everyone to do their job.....

.....so we worked on a proactive recruitment campaign, recruiting to 63 posts over the last 12 months and reducing vacancies in theatres from 17 to 1.