

Staff Story - Sexual Health, Our Way Forward			
<b>Meeting</b>	Board of Directors		
<b>Date</b>	05/02/2020	<b>Agenda item</b>	23
<b>Lead Director</b>	Jo Shepherd, Director of HR & Organisational Development		
<b>Author(s)</b>	Martin Godfrey, Head of HR (Workforce Planning & Resources)		
<b>Action required</b> (please tick the appropriate box)			
<b>To Approve</b> <input type="checkbox"/>	<b>To Discuss</b> <input checked="" type="checkbox"/>	<b>To Assure</b> <input checked="" type="checkbox"/>	
<b>Purpose</b>			
The purpose of this paper is to share a staff story with the Trust Board to aid understanding of the experience of employees working in the Trust.			
<b>Executive Summary</b>			
In this staff story, the Sexual Health Service outline how they have been working on improving staff engagement across their teams which comprise diverse staff groups and different organisations across various work locations.			
<b>Risks and opportunities:</b>			
The story demonstrates the work that the service has done in relation to staff morale following the last CQC inspection where it was assessed as requiring improvement.			
<b>Quality/inclusion considerations:</b>			
Quality Impact Assessment completed and attached <input type="checkbox"/> No			
Equality Impact Assessment completed and attached <input type="checkbox"/> No			
Not a requirement for a staff story.			
<b>Financial/resource implications:</b>			
NA			
<b>Trust Strategic Objectives</b>			
<i>Please select the top three Trust Strategic Objectives that this report relates to, from the drop down boxes below.</i>			
<input type="checkbox"/> Our People - improving staff engagement	<input type="checkbox"/> Our People - advancing staff wellbeing	<input type="checkbox"/> Our Populations - outstanding, safe care every time	
<b>Board of Directors is asked to consider the following action</b>			
To note the content of the story and be assured by the progress made by the team in improving the culture within the team			
<b>Report history</b>			
<b>Submitted to</b>	<b>Date</b>	<b>Brief summary of outcome</b>	
8T	8T	8T	

## **Staff Story**

### **Sexual Health - “Our Way Forward”**

#### **Background**

1. The Sexual Health Service consists of a variety of different registered and non-registered staff working across three different sites. The Trust currently employs 40 staff who work alongside staff from partner organisations such as Brook and Liverpool Royal and Broadgreen Hospitals NHSFT.
2. The service had recognised from previous staff survey results, team meetings, previous CQC reports which had assessed the team as requiring improvement, and individual discussions, that it would be beneficial for them to undertake some team development to improve the culture and how they work together. By addressing this, there would ultimately be a benefit in relation to the care received by service users.
3. The team felt that they were not solution focused and that whilst team members wanted to make changes, they felt they did not have any accountability or ability to contribute to or achieve this.

#### **“Our Way Forward”**

4. The team undertook an in-house survey on how they felt they could improve engagement and communication within the service. Following a good response to this they set up a number of actions to aid an improvement in staff engagement, including:
  - A staff forum within the service, with rotational membership to allow an open forum for discussions, to aid improvements in communications and to work on a set of team values.
  - Creation of an anonymous staff suggestion box that was reviewed regularly by the Senior Management Team.
  - Improved the design of team meetings and brought in guests to educate and inspire new views.
  - Developed a set of six team values to be shared and owned across the service.
  - Commenced a staff newsletter to provide consistent messages and ensure everyone was being reached.
5. The changes introduced to date have assisted in some positive improvements in communication and engagement in the service which are then facilitating the necessary operational changes required to support service transformation.
6. The service have called the whole staff engagement plan ‘our way forward’ so that it has a positive direction and uses ‘our’ so that all the teams feel responsible and that they have a part to play.
7. The service are only part way along their journey and will be revisiting their survey in the future to measure the changes and understand what further they can do to make improvements.

#### **Conclusion**

8. The team have responded positively to the challenges they faced, and have described their positive experience of working together on improving staff engagement.

**Martin Godfrey**  
**Head of HR (Workforce Planning & Resources)**

21 January 2020