

Change ahead

Staff Survey –What We're Doing About Your Comments

The group set up to look at the results of the National Staff Survey is continuing to take forward the comments you have made. The Staff Survey Response Working Group agreed five key areas of action based on your responses:

- **Act quickly – communicate early**
- **Improve the way managers communicate with, motivate and support their staff**
- **Improve relationships between departments and teams**
- **Build trust and improve dialogue between senior management and staff**
- **Improve working practices and conditions on the ground**

The first action plan is now almost complete. Some of the key actions are:

1. Staffside Chair, Stuart Gardner, to attend as many station meetings as possible over the next few months to ask staff the top three things that would make their work life easier.
2. A recommendation that the 'Questions & Answers' section be re-introduced into the Weekly Briefing.
3. Work up proposals on how station meetings could be made more attractive to staff e.g. the introduction of CPD.
4. Leadership and management development be offered to all managers wherever they work in the organisation.
5. Help develop a culture of 'open door' amongst all managers

Group Chair, Barbara Kozłowska, said: "Staff have expressed their views very clearly and the group is determined to act upon those views to benefit everyone; staff and patients. Although the next staff survey will be coming out very shortly, we hope that all staff will see that real progress is being made to tackle the challenges we face as an organisation."

