

# STAFF News **n'** Views

**NHS**

Mersey and West Lancashire  
Teaching Hospitals  
NHS Trust



**WE'RE ALL EARS  
WHEN IT COMES  
TO YOUR IDEAS**

**2024 NHS  
staff  
survey**

**Share them with us in  
the NHS Staff Survey**

# HAVE YOUR SAY IN THIS YEAR'S STAFF SURVEY

2024 NHS  
staff  
survey

Use your  
voice  
We are  
listening

Dear colleagues,

**The annual NHS Staff Survey launches in October 2024, giving everyone in Team MWL the chance to share their views about working at the Trust.**

Last year, almost 4,000 staff completed the survey rating us above average in 8 of the 9 survey themes. Staff engagement and morale ranked amongst the highest in the region and MWL was recognised as the best acute Trust to receive care in the North West.

Of course, there were also areas for improvement; flexible working arrangements, opportunities for leadership and personal development and enhanced health and wellbeing services were at the top of our to do list. You can read more about that and how we've responded to your feedback from page 4.

All in all, it was a promising launch for our new Trust, but we know there is more to be done. We are committed to making MWL the best place to work in the NHS and we can't do that without your support.

The more staff who complete the survey, the greater picture we have of our organisation and the more we understand what we need to focus on.

We have so many different professions under one roof here at MWL, and we want to be sure that every one of our staff members is well equipped to do their job, and above all, that you're happy at work.

Only you can help us to do this, so please make sure you have your say and fill in the staff survey. Thank you.

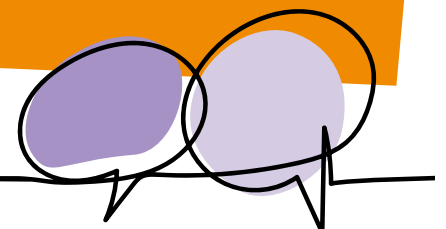


Ann

Ann Marr OBE  
Chief Executive

## Keep reading for:

- 3 Get the staff survey lowdown
- 4-7 Actions speak louder than words - what you said, and what we did
- 8 Hear from some of our Execs



# GET THE STAFF SURVEY LOWDOWN – YOUR QUESTIONS ANSWERED

## What's the purpose of the Survey?

The NHS Staff Survey is the largest employee survey of its kind in the world. Each year, staff at every Trust in England are invited to take part, giving NHS England (NHSE) a clear insight into what you think about working for the NHS and your organisation.

Your responses help those that run the NHS to hear all the good things about working here and learn about where improvements need to be made.



## Is it really anonymous?

Every year, colleagues ask whether the NHS staff survey is actually confidential – and yes, it really is!

The survey responses are sent directly to IQVIA, an external organisation, who collate the data and provide the feedback reports to NHSE.

IQVIA remove any identifiable data, ensuring the information NHSE and the Trust receives in the report cannot be traced to the respondent.

So, you can be 100% safe in the knowledge that you can speak openly and freely, and nobody will ever know the feedback came from you.



## How do I take part?

**You will either receive an email or paper copy of the survey...**

For those with a Trust email address, on Tuesday 1st October an email from IQVIA will land in your inbox.

For those without email addresses, a paper version will be posted to your work address - this will include a freepost return envelope.

For those on long term/special leave, a paper version will be posted to your home address - this will also include a freepost return envelope.

The survey takes around 10 minutes to complete, and we're encouraging all managers to make that time available for their staff.

Staff survey cafés and pop up sessions will be taking place at some of our hospital and community sites over the next two months. This is a great opportunity to grab a free cuppa or sweet treat (for energy ☺) whilst completing your survey on the spot – dates and locations will be announced soon.

## Can I complete it at home/in my own time?

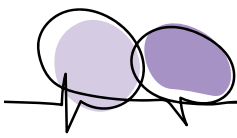
Yes, if you'd like to complete it in your own time or spend a little longer filling it in – you can forward it to your personal email address.



## What happens next?

All surveys must be completed by Friday 29th November 2024. Then it's over to IQVIA to make sense of it all and prepare the feedback report (as you can imagine, this takes quite a while!) The results will be sent to the Trust in March 2025. The Executive Team will review the feedback and from that determine what MWL needs to focus on during the following 12 months. You will be able to see the results in full online and we will discuss the main points on Trust Brief Live and in MWL News.

2024 NHS  
**staff  
survey**



# Key points from last year's Staff Survey

Here are some of the changes we've made based on what you told us. Your responses really do matter!

## CAREER OPPORTUNITIES

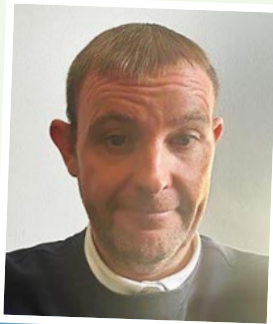
**YOU  
SAID**

**20% of you said you would like more opportunities to develop your career.**

**1 in 10 said you would like more ways to improve your knowledge and skills.**

**WE  
DID**

In February 2024, we launched a brand-new staff learning platform called 'Your Personal Development Portal', which has lots of useful resources and bitesize courses to help staff develop their career, learn new skills and much more. The portal has had 3,500 visits so far. Why not make it 3,501? Check out: <https://mwl.carecentre.me/Members>



Paul Wilson, Personal Assistant, Medicines Management Offices at Whiston Hospital, undertook the Foundations in Leadership Course after speaking about his career ambitions at his appraisal.

He said: "I would highly recommend the course to anyone wishing to further enhance their knowledge base. Jamie and the other course tutors were very good in delivering the course contents in a way that was both engaging and enjoyable."

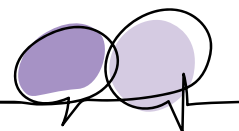
We've also invested in 2 new MWL Leadership Courses: 'Foundations in Leadership' and 'Making the Transition in Leadership', supporting the development of almost 100 new and aspiring leaders.

Emma Wright, Directorate Manager, Surgery Division, Southport Hospital, said: "Thanks to the Trust's Apprenticeship Scheme I have been fortunate to have had the opportunity to study for a Senior Leader's MBA Masters Degree.

"The encouragement and support I have received from the team is fantastic and I feel really grateful to have been given the opportunity to develop my skills further."







And over 200 staff members have enrolled on clinical and non-clinical apprenticeship courses, from Entry Level 2 to Masters Level 7. Currently, we have 40 different apprenticeship programmes being delivered Trust-wide.

We've also continued to improve the quality of appraisals, with 247 managers attending specific training and a renewed focus on career development and health and wellbeing.

There is now a single process across the whole Trust, with a specific time period known as the 'Appraisal Window' for us all to prioritise these important conversations. As a result, 5% more staff have had an appraisal this year.

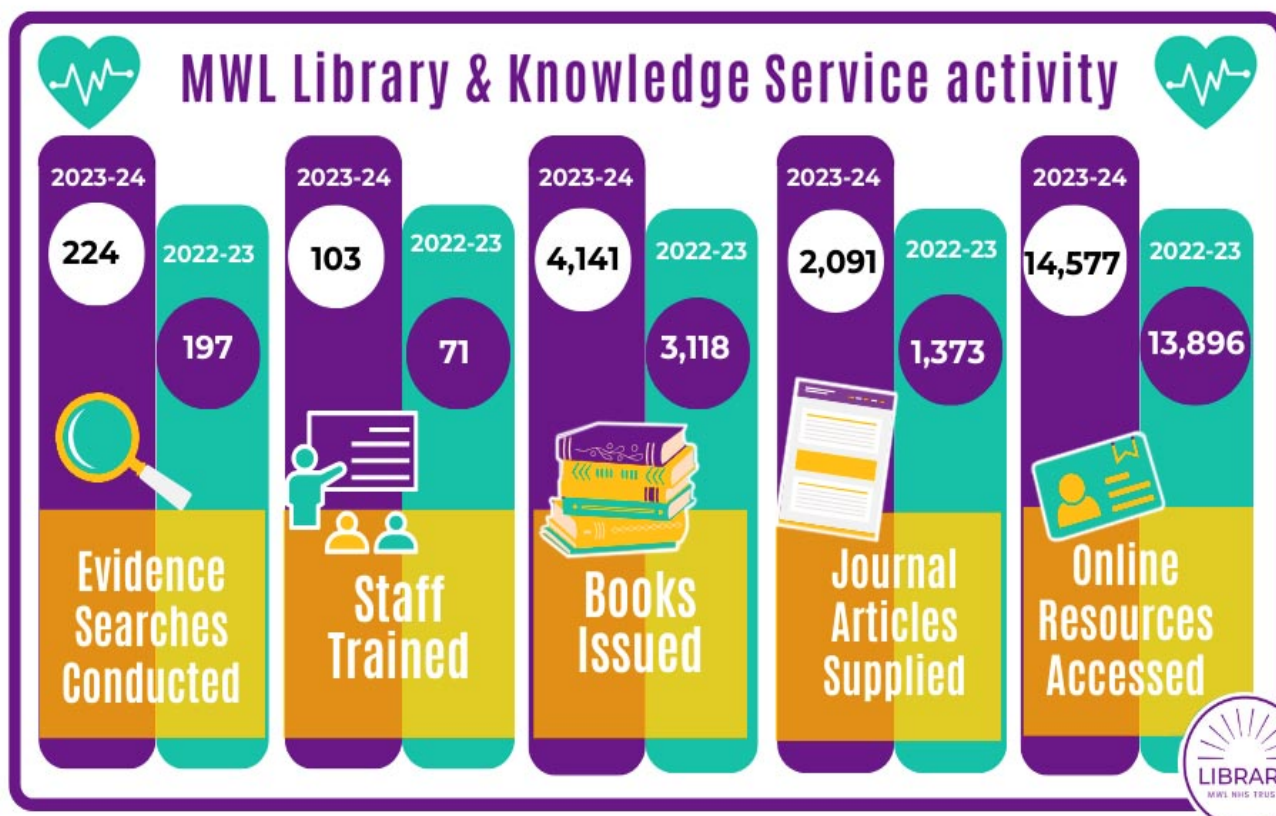


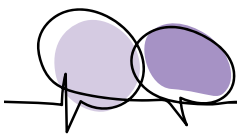
Katie Gray, Communications Officer, is already seeing the benefits. She said: During my appraisal, I was able to talk about my achievements, areas for improvement and career aspirations which will help as part of my future personal development.

"As a result of the conversation and thanks to the support of my manager, I am now starting a media handling training course, which will give me the confidence and strategies to support the team in managing reactive and pro-active media relations enquiries."

## SHOUT OUT FOR THE LIBRARY

Still looking at ways to improve your knowledge? Why not link in with our brilliant library service on site at both Whiston and Southport hospitals. All the details are on the staff intranet.





# FLEXIBLE WORKING

## YOU SAID

**22% of you asked for more opportunities for flexible working.**

**15% said you are not comfortable discussing flexible working openly with your manager.**

## WE DID

We ramped up the awareness of all flexible working opportunities available for staff and designed a new training package for managers. To date, around 300 staff have watched a special presentation about flexible working and how to request it.

In case you missed it, catch up on the staff intranet now.

We also made sure that flexible working was a key focus of the MWL 'Monday Marketplaces'. They were held across our hospital sites this summer and staff were asked to give their views on our flexible working policy and how we can make the process easier and better for everyone.

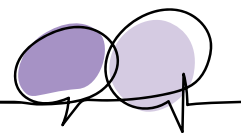
As a result of your feedback, we're about to launch a flexible working training package for both staff and managers. This focuses on how to handle conversations, apply for a flexible working request and the things managers must consider when receiving the requests. You don't have long to wait for the training, as it's set to go live this Autumn.

Last, but not least, staff based at St Helens Urgent Treatment Centre are to pilot a team-based roster system, enabling them to choose their own shifts from a list of options made available to them, rather than the manager of the centre allocating them. Results of the pilot study will be used to help shape future plans.



Laeanda Hibbott, Practice Education Facilitator, Southport Hospital has worked for the Trust for 35 years and has embraced the flexible working opportunities. She said: "The Trust has recently supported my request for flexible working, helping me to achieve a better work life balance.

"I'm not ready to completely retire just yet and being able to adapt my shift patterns around the needs of the service has meant I can continue working, which is great for me and for the Trust."



# STAFF WELLBEING

## YOU SAID

**38% of you said you always or often feel worn out at the end of your working day.**

**Around 1 in 5 colleagues asked the Trust to provide more staff wellbeing services.**

## WE DID

We increased the number of staff wellbeing events across the Trust this year and made it easier for you to access support directly. Between January and June 2024, more than 3,000 staff from all areas of MWL attended over 260 wellbeing events. Coping with Stress, Practicing Mindfulness and Menopause Advice were the most requested topics, with feedback for these sessions being overwhelmingly positive. 90% of attendees said they would recommend them to a colleague.

Empowering staff to prioritise their own wellbeing needs is a priority for MWL. We've made it really easy for individuals, teams or even whole departments to directly access lots of different resources; from self-referral, to booking onto events. You can also arrange bespoke sessions directly with the Health and Wellbeing Team.

So, if you feel your colleagues would benefit from a mindfulness session or even a stress relieving massage (yep, we like this idea!) then head to the staff intranet – all the details are on the Wellbeing Hub.



The Community District Nursing Team now have a professional nurse advocate to support colleagues with their personal resilience. They've taken the lead from the Health and Wellbeing Team who have supported them with sessions on satellite working, financial support and general wellbeing.

Directorate Manager, Sandra Ryan said: "Without the staff survey results, we wouldn't have known where our colleagues needed some extra support. Emotional wellbeing can sometimes be a bit of a taboo topic, but an anonymous survey gives staff the chance to be open and honest.

"By putting ourselves in the driving seat we've seen some great improvements. It's an ongoing project of course, but so far the benefits have been great."





# We caught up with our Executive Team to find out why they find the staff survey so valuable...

**Anne-Marie Stretch**, Deputy Chief Executive



The National NHS Staff Survey is a really useful way to tell us how you're feeling.

**With almost 10,000 staff in our organisation, it's not easy to hear the views of all our colleagues, but the survey gives everyone the chance to have their say.**

When it closes, we receive a report with all the feedback and can use this to make improvements to our staff experience. Don't miss this opportunity to share your thoughts.



**Dr Peter Williams**, Medical Director



**We are committed to promoting a safety culture here at MWL, where all of our staff can feel safe to speak up and suggest new ideas.**

There are lots of different channels where you can have your say, and the NHS Staff Survey is just one of them. Please use this opportunity to tell us if you think of things which we could do better and things that we're getting right.

Your feedback helps us to learn lessons and do more of the good stuff.



**Gareth Lawrence**, Director of Finance



**We know how busy our colleagues are, but it's really important that you take 5 minutes to fill in the NHS National Staff Survey.**

Your feedback helps us to understand as a Trust; what we're doing well and what we could do differently.

Knowing this means that we can make our organisation a great place to work for our staff and helps us to deliver 5 Star Patient Care.



**Rob Cooper**, Managing Director



**Our biggest asset here at MWL is our staff, which is why it's vital that we know how you're feeling.**

Share with us what's important to you. What's working for you? Where could we make your job easier? Answering these questions and more, helps us to understand how our staff are feeling. We want to make sure that work is a positive experience for you, and we'll do everything in our power to make it happen. So please have your say, your feedback is really valuable to me.

