**NHS Tayside FNP team iMatter Journey**

NHS Tayside Family Nurse Partnership (FNP) team have used the iMatter staff experience continuous improvement tool since 2015. It has provided staff with the opportunity to give feedback and get included with service developments that matter to them in the workplace. A Family Nurse shared that iMatter:

*’Provides us with the opportunity to look at what we are achieving as a team and what we can improve on’*.

Sarah Burns, Family Nurse

Staff engagement is a key element of the FNP team ethos and culture. A Family Nurse said;

‘*iMatter helps you break down and analyse your workplace experience’*.

Fiona Milne, Family Nurse

The iMatter process has enabled our team to gather and evidence this in a way that highlights our strengths as well as helping us to focus on what we want to improve on.

Alongside some staff changes since commencing iMatter, the FNP team continues to show high levels of staff engagement with nurses sharing that they feel supported and motivated in the job they do; for example;

‘*the report created a positive and reflective discussion in the office’*.

Audrey Wilkie, Family Nurse

Feedback from clients remains positive which also demonstrates the direct link between engaged staff with positive patient outcomes. A client event named ‘*The teddy’s bears picnic’* was extremely well attended by both clients and staff, demonstrating the link again between a positive and motivated team and encouraging and fantastic patient outcomes. The event was captured on film and can be found by following this video [link](http://qlnk.io/ql/59de15a7e4b0f3b2a0ee8fe5) .

The key areas of staff experience shared through the iMatter report is a supportive and caring team, good communication within the team and development to support staff to perform the role they do to benefit first time young mothers. Our report this year showed improvement in the areas where the team had taken actions to improve on from last year’s report which has given a sense of team satisfaction and confidence with how iMatter works.

Our iMatter journey has seen a shift from process and equipment driven when expanding bases; to focussing on the impact which a caring role can have on a person’s mental health and wellbeing. As a result the team managers have taken forward specific actions for the team, for example learning about the Healthy Working Lives Team and setting up a FNP work based walking challenge.

The senior management team report identified that managers would benefit from space to reflect, share learning and ideas to enhance practice within their roles. A reflective discussion group has been established, facilitated by a senior manager to support managers to influence and connect with their individual and organisational experience.

Our iMatter experience has been a positive journey and has enabled the FNP team to identify areas of improvements but also allow everyone to be involved and contribute to improving what matters to benefit them and patients alike.

*‘iMatter has enabled me as a supervisor to really understand what is important and meaningful to the staff’.*

Carol Ramsay, Family Nurse Supervisor