

iMatter: Employee Engagement in the Aberdeen City Health & Social Care Partnership

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Why is employee engagement important?

Improved organisational performance

Lower levels of work related stress

Motivated, innovative & dedicated staff

Lower staff absence

Increased staff morale

Enhanced service user safety and experience

What did the results show?

75%
Questionnaire Response Rate

75% of employees completed the iMatter questionnaire. The average response rate across Scotland was 63%.

80%
Team Reports issued

80% of teams achieved the target response rate to receive a team report.

78%
Employee Engagement Index

Represents how engaged all employees who completed the questionnaire felt. The average index score across Scotland was 75%.

6.94
Out of 10

Employees rated working within the Aberdeen City Health & Social Care Partnership as 6.94 out of 10. The average score across Scotland was 6.77.

Next steps - Action planning

73%
Action Plans completed*

Teams across the Partnership have started implementing their action plans. Despite the variation in actions the majority of action plans have focussed on the same desired outcomes:

- Improve team working
- Involve staff more in decision making
- Improve communication within teams and with other teams and services
- Increase staff morale

Regular team meetings

Make time for training and CPD

Invite senior managers to spend time with/shadow teams

Team building days to establish team vision & objectives

Owl therapy!

Focus on achievements & share good news with each other

Christmas night out

Managers give more positive feedback

What does this mean for the Aberdeen City Health & Social Care Partnership?

For managers, managers are more aware of issues within their teams and are working with them to resolve these.

For staff, staff have reported feeling more engaged, appreciated and listened to.

For service users, teams have focused their actions on how they can work closer together to improve the services they provide.

For the organisation, the chief officer and executive management team's action plan has focused on the three lowest scores within the Partnership's report.

- I feel senior managers responsible for the organisation are sufficiently visible
- I feel involved in decisions relating to my organisation
- I am confident performance is managed within my organisation

These actions and the Partnership's report will also form the benchmark for the Aberdeen City Health and Social Care Partnership's Employee Engagement Strategy.

Learning points for iMatter 2018 Changes already made

- Improved data collection method for staff and team data.
- Take into account multi-disciplinary teams.
- Avoid teams of less than four staff as this reduced employee anonymity.
- Change timing of questionnaire to avoid school holidays.

- Information will be communicated to employees prior to data collection.
- There will be more staff awareness sessions held in more varied locations.
- Online iMatter awareness sessions are now available.
- Managers will have the opportunity to change team names and members.

References

- NHS SCOTLAND, 2017. *Monitoring Employee Engagement* [online]. NHS Scotland. [3 November 2017]. Available from: <http://www.staffgovernance.scot.nhs.uk/monitoring-employee-experience/imatter/>
- SCOTTISH GOVERNMENT, 2017. *Directorate Report 217. Judith Proctor (Health & Social Care Aberdeen City)*. Aberdeen: Scottish Government

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