The Queen Elizabeth Hospital NHS
King's Lynn
NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

SUBMITTED BY:	REPORT FOR:		IMPACT:		
David Stonehouse, Director of Resources	Decision		High	Med	Low
CONSULTATION:	Information	✓		✓	
	REPORT TYPE:		RELATED WORK:		
	Strategic				
	Operational	✓			
	Governance	✓			

BAF ref:	NA
Monitor Compliance Framework:	NA
CQC Essential Standard Reference:	Outcomes 12, 13 & 14.
NHSLA Standard Reference:	Standard 1 Criterion 7
Media / Communications:	No Comms component at this stage.

Meeting Date: Tuesday 26 November 2013
Report Title: Staff Opinion Survey Results 2012 – Action Plan

Purpose: To provide Board members with the details of the Action Plan in respect of the 2012 NHS Staff Opinion Survey following a previous TEC decision to combine the findings of the TMI Pathfinder work and Denison Corporate Culture Survey.

Executive Summary:

At TEC on Tuesday 5th March 2013, the summary findings of the 2012 Staff Opinion survey were presented. At that time it was decided that any resultant Action Plan should be determined following the results of two 'parallel' initiatives those being (a) the TMI Pathfinder work and (b) the Denison Corporate Culture Survey, the findings from which were expected later in 2013.

The intention was to use the combined findings to develop an 'all inclusive' Action Plan which would compliment the Organisational Development (OD) Plan component of a planned OD Strategy which would be developed following agreement of the Trust's Clinical Service Strategy.

However at a NED/ED Board session held on Tuesday 20 August 2013, it was then decided that a separate Action Plan would be produced in relation to the 'lowest scoring areas' of the 2012 Staff Opinion Survey with any additional areas of concern/improvement emerging from the parallel initiatives being addressed in the forthcoming OD Plan. This plan will aim to identify the key developments deemed necessary over the next two years to help move the Trust to full sustainability, thus meeting the expectations of the regulatory bodies.

The following paper therefore captures the numerous actions taken since March 2013 to address the areas of concern from the 2012 Staff Opinion Survey findings, together with further initiatives planned such as the roll out of the 'Values and Behaviours' sessions during October to December 2013.

Financial Implications / Efficiency Savings / Quality Improvement:
Findings will be used to influence the ongoing content and direction of the longer term OD Strategy and the more immediate OD Plan. These will be determined to help drive the delivery Trust Business Objectives, overall strategy and Clinical Services Strategy. Note: This list is not exhaustive.

Risk Assessment (cross-reference with Risk Register where appropriate):

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
	√				√

Recommendations:
The Board is encouraged to examine the Action Plan and note the initiatives already 'in train' or 'planned' as a robust response to the findings in the 2012 Staff Opinion Survey and endorse the process going forward as outlined above.

With the approval of the Board, the intention is to continue with the planned activities which will also assist in addressing a number of the themes emerging from the TMI Pathfinder work and the Denison Corporate Culture Survey with any remaining areas of concern being addressed via the forthcoming OD Plan.

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Date: **4 November 2013**