



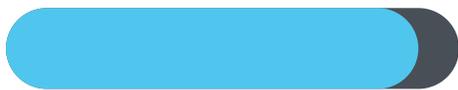
Staff Survey Results

WE ARE INCLUSIVE - WE LISTEN AND WE ACT

We believe that an important part of continuous improvement is to seek employees' views so that we can continuously evaluate what is going well and what we - as an organisation - need to improve on. In line with our values of honesty and caring for our staff, we believe that it is only through transparency and communication that ABC can reach its full potential.

98 people responded and overall the results were extremely positive. Of those who responded:

- 19 responses from PCN
- 33 responses from Associates/bank
- 27 responses from Central team
- 19 Other



91% of staff felt that they made a difference in their role to patients and service users



90% of staff said they enjoyed working with the colleagues in their team



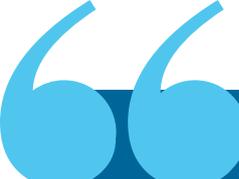
91% of staff said they felt trusted to do their job



89% of staff said they were enthusiastic about their job



85% of staff either usually or always look forward to coming to work



"It is a fantastic team, striving to provide better care and outcomes for diverse groups of patients"

"ABC is a fantastic organisation - extremely supportive, wonderful colleagues. It is by far the best organisation I've worked for."

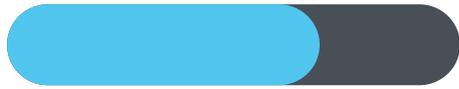
"It is a fantastic team, striving to provide better care and outcomes for diverse groups of patients."

"I really enjoy working for ABC and feel valued by my team."



WELLBEING

RESULTS AND ACTION PLAN



69% of staff were happy with their work/life balance



54% of staff felt that ABC took positive action in relation to health and wellbeing

What we have done so far:

- Introduced an Employee Wellbeing Policy which outlines the key areas of employee support
- Introduced a Stress at Work Policy which assists line managers in spotting and managing workplace stress
- Introduced a policy for Employees Experiencing the Menopause to ensure that managers are offering the appropriate support to staff
- Engaged a new Occupational Health provider, Medwyn Occupational Health who are better equipped to provide a comprehensive Occupational health service for our growing organisation
- Introduced a Freedom to Speak Up policy which gives employees a clear route for raising concerns as well as nominated champions to support them

Next Steps

- A review of workplace wellbeing incentives
- Work with our Occupational Health company to look at running health promotion initiatives
- A commitment to more regular team building events
- Disability and discrimination awareness training for all line managers
- Promote more frequently the services of EAP (financial assistance, wellbeing counselling etc)
- Promote mental health first aiders, what they do and their contact details

STAFF BENEFITS RESULTS AND ACTION PLAN



34% of staff said they felt satisfied about the benefits offered by ABC.

What we have done so far

- Committed to accepting flexible working requests from day one of employment (rather than the statutory 26 weeks service)
- Strive to offer hybrid working to all staff who are not patient facing

Next steps

- Consult with PCNs around the introduction of further benefits
- Ensure frequent communication with staff about the benefits of being in the NHS pension scheme including:
 - Ill health benefits
 - Family benefits
 - Annual increases to pension
 - Flexibility around when you can take your pension
 - Promotion of incentives for NHS staff
 - Tickets for good
 - Health Service Discount

PAY

RESULTS AND ACTION PLAN



61% of staff answered that they were satisfied with their pay.

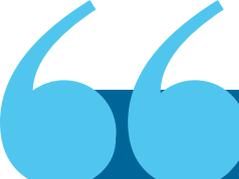
We believe that given the current cost of living crisis, this number is positive, however we want to ensure that we are able to do everything we can to ensure pay parity and that all staff are paid well for the role they are doing.

Over the last few months we have:

- Internally benchmarked all roles to ensure pay for jobs is fair
- Introduced a pay scale for core team and ARRS staff

Next steps

- Work with line managers to ensure that the policy is implemented consistently (ensuring that incremental increases are awarded at the point they are due)
- Continually review pay to ensure that we remain competitive with the external market
- Commit to yearly reviews of the payscale to consider cost of living % increases



"Better communication"

What we have done

We are now in the final stages of improving our website, employee handbook and policy accessibility to ensure that key information is easy to understand and access for all staff.

We are also in the process of introducing a staff newsletter and ABC wide teams channel which will mean that all employees can be communicated with together, at the same time.

"I feel the induction could have been better"

What we have done

We are currently in the process of improving our induction process to ensure that each practices has a set of standards to cover as well is individual practice inductions tailored to each role.

"As (a staff member on a ZHC) it would be great to have some formal feedback"

What we have done

We have introduced a more structured supervision process and policy guidance and will ensure that all staff, including those on Zero Hour contracts, have access to regular supervision.

For more information about the Staff Survey and Action Plan, please contact the people team

abcltd.peopleteam@nhs.net

