

## Improving Working Lives at NUH

Working to improve the quality of care for our patients at NUH is central to everything we do. We have a large dedicated workforce which rightly focusses on the needs of the patients.

Improving Working Lives (IWL) at NUH concentrates on the needs of our staff, as well as our patients. IWL is a continuing reminder of the need to balance work and personal life.

Following a consultation exercise in 2008, IWL was re-launched at NUH, with a pledge to make improvements across the following seven areas.

Staff Satisfaction

Involvement

Teamwork

Environment

Working Practices

Recognition

Development

### **What do the Pledges mean for staff at NUH?**

#### **Staff Satisfaction**

All staff are given the opportunity to be involved in planning the way their service develops, offer ideas for improvements and receive feedback on their suggestions. A number of directorates are in the process of developing formal staff suggestion/innovation schemes. Staff have been involved in the production of Directorate action plans in response to our staff survey. They will be responsible for monitoring progress against those plans.

Each Directorate has an action plan which focuses on improving the working lives of our staff and progress is monitored by the Improving Working Lives Steering Group, which includes management and staff side representatives.

#### **Involvement**

There are lots of ways within the Trust that you can receive information and feedback your ideas:

- Chief Executives Open Forums
- Cascade Briefing
- Trust Briefing
- Directorate team Briefings and Open Forums
- NUHorizons Newsletter
- Staff Surveys – local and national
- Staff Associations
- NUH Management and Staff Partnership Group
- Trade Union Membership

## **Teamwork**

The Trust is committed to ensuring all staff members respect and understand the different contributions people can make within a team. We are currently working to establish a set of values and behaviours which will help us achieve our aim of being the country's best acute teaching healthcare provider by 2016.

We are reviewing our Dignity at Work Policy and working with the Trade Unions to launch our Dignity at Work Campaign.

Line managers (Band 7 and above) are undertaking development programmes which will enhance their team management skills including mediation and conflict resolution.

## **Environment**

Our Employee Assistance helpline, run by Right Corecare assures confidentiality and operate to the highest Code of Ethics. Available to all employees and free of charge, this service offers independent help and advice 24 hours a day, 365 days a year. The specially trained helpline advisers aim to find a solution to suit the individual, whether this is directing an individual to the right source of information, including legal advice or debt support or arranging face to face counselling. The service is designed to help individuals deal with a range of issues, big or small, which may affect their personal or working lives.

Our Occupational Health Service is available to all staff who have a health issue relating to their work.

We provide a free medilink bus service between QMC and City campuses which runs every 10 minutes.

Q-active is the Trust's very own workplace wellness programme set up to provide staff with opportunities to improve their health. Over 20 activity sessions take place weekly across the Trust.

The NUH Staff Lottery is open to all staff. Tickets are £1 each and there is a monthly draw with a £1000 first prize.

There are nurseries on each campus which are available to all staff and the Trust provides a child care voucher scheme

We operate a personal car leasing scheme which is open to staff who have more than one years service with the Trust.

## **Working Practices**

The Trust currently employs over 4,000 staff (a third of our workforce) on part-time hours and our Work-life Balance Procedures cover a range of options for flexible working.

- Job Share
- Annualised Hours
- Term Time
- Employment Breaks

We have launched our Take a Break Campaign which encourages all staff to take their break. We will be auditing all departments to monitor working patterns and break times.

We are introducing an electronic rostering system. This is an efficient computer based method of creating work rosters. It will be easier for staff to choose working patterns best suited to them and more flexibility to manage the workforce.

We are working to ensure that all staff receive the mandatory training they need to undertake their roles and are reviewing the way training is delivered to ensure it is accessible to all staff.

## **Recognition**

We have an annual staff awards scheme NUHonours for which all staff have the opportunity to nominate others or be nominated. Patients visitors and carers can also nominate staff.

Directorates are considering the way that staff can be recognised at a local level.

We are committed to ensuring that all staff have an annual appraisal where their achievements can be formally recognised.

NUHorizons is pleased to publish the many achievements of our staff on a local, national and international level.

## **Development**

We are committed to ensuring that all staff have an annual appraisal where their development can be discussed and planned for.

We have a Development Directory which is available to all staff and details the training and development opportunities we support.

We support the secondment of staff to enhance their development.