

Staff Experience Continuous Improvement Framework

<p>Health Care Quality Strategy 2010 - 3 Quality Ambitions</p>	<p>Person-Centred, Safe & Effective</p>																			
<p>MacLeod Enablers/Healthy Working Lives</p>	<p>MacLeod: Leadership</p>				<p>MacLeod: Engaging Managers</p>				<p>MacLeod: Employee Voice</p>				<p>MacLeod: Integrity to the Values & Purpose</p>				<p>Health and Well-being</p>			
<p>Staff Governance Standard Strands</p>	<p>SG1: Well Informed</p>				<p>SG2: Appropriately Trained & Developed</p>				<p>SG3: Involved in Decisions</p>				<p>SG4: Treated Fairly & Consistently, with Dignity & Respect, in an Environment where Diversity is Valued</p>				<p>SG5: Provided with a Continuously Improving & Safe Working Environment, Promoting the Health & Wellbeing of Staff, Patients and the Wider Community</p>			
<p>Staff Experience Components</p>	<p>Visible & Consistent Leadership</p>	<p>Sense of Vision, Purpose & Values</p>	<p>Role Clarity</p>	<p>Clear, Appropriate & Timeously Communication</p>	<p>Learning & Growth</p>	<p>Performance Development & Review</p>	<p>Access to Time & Resources</p>	<p>Recognition & Rewards</p>	<p>Confidence & Trust in Management</p>	<p>Listened to & Acted Upon</p>	<p>Partnership Working</p>	<p>Empowered to Influence</p>	<p>Valued as an Individual</p>	<p>Effective Team Working</p>	<p>Consistent Application of Employment Policy & Procedures</p>	<p>Performance Management</p>	<p>Appropriate Behaviours & Supportive Relationships</p>	<p>Job Satisfaction</p>	<p>Assessing Risk & Monitoring Work Stress & Workload</p>	<p>Health & Well-being Support</p>
<p>KSF Core Dimensions</p>	<p>C1</p>	<p>C1</p>	<p>C2</p>	<p>C1</p>	<p>C2</p>	<p>C2</p>	<p>C2</p>	<p>C2</p>	<p>C6</p>	<p>C4</p>	<p>C4</p>	<p>C4</p>	<p>C6</p>	<p>C5</p>	<p>C6</p>	<p>C5</p>	<p>C6</p>	<p>C5</p>	<p>C3</p>	<p>C3</p>

Staff Experience Components	iMatter Questions
Visible and Consistent Leadership	My direct line manager is sufficiently approachable
Visible and Consistent Leadership	I feel senior managers responsible for the wider organisation are sufficiently visible
Sense of Vision, Purpose and Values	I understand how my role contributes to the goals of my organisation
Role Clarity	I am clear what my duties and responsibilities are
Clear, Appropriate and Timeously Communication	I get the information I need to do my job well
Learning and Growth	I am given the time and resources to support my learning and growth
Performance Development and Review	I get enough helpful feedback on how well I do my work
Access to Time and Resources	I have sufficient support to do my job well
Recognition and Reward	I feel appreciated for the work I do
Confidence and Trust in my management	I have confidence and trust in my direct line manager
Confidence and Trust in my management	I have confidence and trust in senior managers responsible for the wider organisation
Listened to and Acted Upon	I am confident my ideas and suggestions are listened to
Listened to and Acted Upon	I am confident my ideas and suggestions are acted upon
Partnership Working	I feel involved in decisions relating to my organisation
Empowered to influence	I feel involved in decisions relating to my job
Empowered to influence	I feel involved in decisions relating to my team
Valued as an Individual	I am treated with dignity and respect as an individual
Effective Team Working	My team works well together
Consistent Application of Employment Policies and Procedures	I am treated fairly and consistently
Performance Management	I am confident performance is managed well within my team
Performance Management	I am confident performance is managed well within my organisation
Appropriate Behaviours and Supportive Relationships	I get the help and support I need from other teams and services within the organisation to do my job
Job Satisfaction	My work gives me a sense of achievement
Assessing Risk and Monitoring Work Stress and Workload	I feel my direct line manager cares about my health and well being
Health and Wellbeing Support	I feel my organisation cares about my health and well being
Additional Question	I would recommend my team as a good place to work
Additional Question	I would recommend my organisation as a good place to work
Additional Question	I would be happy for a friend or relative to access services within my organisation