

iMatter Action Plan Examples



We hope these examples will be useful to you and your team, some points to remember are:

- ❖ We encourage all teams to meet, discuss and agree an action plan, even if a team report is not generated
- ❖ The team should always work together to agree the actions
- ❖ Be creative in developing your action plans - it's the team's chance to make things different
- ❖ It is not the managers role in iMatter to develop the action plan - the responsibility lies with the full team
- ❖ Everyone should participate in agreeing the action plan
- ❖ If you can't get everyone together ensure that they all have the chance to input - this can be direct with the manager in advance
- ❖ Share the action plan with the full team before uploading to iMatter to ensure they are all in agreement
- ❖ If people can't attend the meeting ensure they have the opportunity to comment on the action plan before it is finalised
- ❖ The team should share responsibility for the actions - good staff engagement is about the team taking joint responsibility for taking the actions forward
- ❖ Have regular updates on progress
- ❖ iMatter stories of teams from all NHS Scotland boards which you may find useful can be found at <https://www.imatter.scot/team-stories/>



iMatter Action Plan examples

These examples will give you ideas of what might be included in an iMatter action plan.

Every team needs to agree what it is they feel they do well and then have at least one action listed to take forward in the coming year. The responsibility for the action doesn't always rest with the line manager and team members should also agree to take ownership / responsibility for taking actions forward.

What we do well examples

As a team we are clear about our roles and support each other to ensure the best for users of our services

Support each other and work well as a team to ensure all tasks are completed on time and to a high standard

We work well as a team, all aware of our responsibilities to ensure we deliver excellent person centred care

As a team we feel the work that we do gives us a sense of achievement and we look out for each other

We communicate well as a team raising any issues as they arise and always support each other

We always support each other and take the time to make sure we are all okay particularly when things get busy and stressful

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Working effectively	Continue to be a highly engaged / effective team.	Keep doing what we are doing and raise / resolve any issues as they arise throughout the year. Maintain achievement of team iMatter report to evidence that we are a highly engaged team

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Skills mix/training within team	Team members to have a better understanding & confidence to carry out their role efficiently and more effectively	Team to scope skills required and identify gaps. Training plan / mentors to be agreed

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Training	Robust training plans in place for staff	Review current training requirements with team / create a training pack relevant to each role. Charge nurse to work with team to agree what pack should look like. Present to wider team for discussion

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Training	Skilled workforce / improved patient and staff safety	Team to identify skills gaps and training required to bridge the gap. Manager to raise importance of protected training time with senior team

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Training	All team members have awareness of opportunities available and have opportunity to discuss learning needs	<p>Team members to work together to develop an index of development opportunities relevant to team – scope shadowing/ in-house / online training.</p> <p>Individuals to prepare and discuss at 1:1 meetings or annual review meeting</p>

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Staff Engagement / development	Team to feel valued for their contribution and able to put forward ideas / suggestions to develop themselves and the service they provide	Protected time for one to one & PDP/R meetings. Everyone to fully prepare for and participate in the meeting to ensure they are meaningful

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Communication	Team to feel more valued for contribution	All to be more aware of each other and what we do – show appreciation for job well done

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Communication / involved in / aware of decisions	Awareness of the wider organisation and what is happening	Team to take turns each month in reading staff brief / internal comms / pulse etc and give an update at the team meeting on anything they feel is relevant to the team

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Participation levels in iMatter	Improve response rate to get own team report next year	Include iMatter on team meeting agenda. Manager to explain importance of taking part / having your voice heard -invite staff side rep to talk at team meeting

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Communications	Better more productive team meetings	Approach OD department to ask for a session on effective team meetings to help identify how we can improve

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Communication	Improve communication / team working	Team meeting dates to be set for coming year and these dates to be protected in diaries so all can attend

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Involvement in decisions	Clarity on decisions made that affect team	Team to review directors' objectives and understand the significance to them as a team.

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Involvement in decisions	Participate in management teams development sessions / meetings as appropriate to provide influence on decisions relating to teams activities	Team to draw up a rota for team members to attend monthly leads meetings

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Visibility of senior management team	Give staff opportunity to meet and discuss issues with senior management	Invite service manager to the team meeting

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Team engagement / ownership	Improve team morale / knowledge and awareness of responsibilities	Weekly / monthly tasks to be discussed with team and allocation / responsibility/ accountability agreed

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Involvement in decisions	Clarity on decisions made that affect team	Team to review directors' objectives / local delivery plans and understand the significance to them as a team

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Planning	Team aware of what is required and when to improve planning and avoid reactive pressure	Timetable to be created to produce annual plan for department activities / show when reports etc due

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Team wellbeing	Improve team spirit and resilience	All to be aware of work done by others and praise / thank when relevant. Team to be encouraged to attend mindfulness sessions when available

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Team working / patient care	Team to be able to concentrate more on tasks that contribute to patient care	Team to carry out review of tasks and decide what is still relevant / required and streamline tasks where appropriate

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Well being	Better sense of health and well being / fairness within team	Team work together on rosters. Team to embrace and follow the rostering policy

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Productivity / effectiveness	All clear about duties / responsibilities - promote ownership & improve effectiveness	Team draw up list of key objectives & who is responsible for what task

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Working with other teams	Raise profile of team and the work they do in the organisation	Contact comms team to discuss how to raise awareness / utilise opportunities to engage with other departments at events

<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Team working across the organisation	Work with other team to achieve common objectives	Map which teams we need to interact with to achieve objectives and identify any gaps / shortfalls in processes. Work with other teams to discuss / improve

Examples of Actions:



<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Communication between other teams	Communicate more effectively with other teams, especially where this has a direct impact on our own work	Identify the three core teams we work most closely with to commence a more effective comms strategy

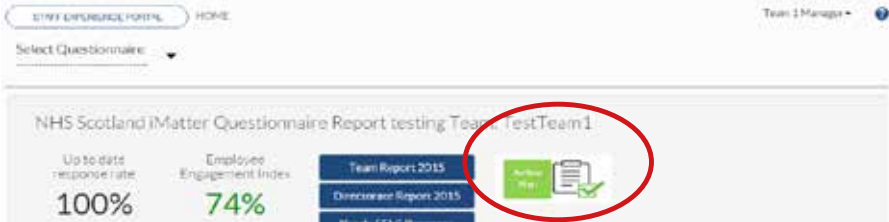
<i>Area for Improvement</i>	<i>Desired Outcome</i>	<i>Actions</i>
Feeling Valued	All team members to have opportunity to be given feedback and discuss learning / development needs on a regular basis	Team members to fully prepare and participate in regular 1:1 meeting and PDP/R annual reviews ensuring meaningful conversations take place



Recording on your iMatter account –

Now that you have jointly agreed an action plan you can transfer the information to your iMatter account

You can access the Action Plan page directly from your home page dashboard by clicking on the Action Plan icon



You can add in the details from the agreed action plan – please ensure you have entered some text in the green “what we do well” box and each of the four columns, if you have entered a date it must be in the format DD/MM/YYYY – and when happy with what you have entered click on the complete action plan and create storyboard box – once you have done this you can no longer amend the info. You can save/print your action plan by using the PDF

iMatter Action Plan

Step 1 : Read Guidance

[Open Action Plan Guidance](#)

Step 2 : Action Plan

Team name: Test Team1

What we do well

We always support each other and take the time to make sure we are all okay particularly when things get busy and stressful

Area for Improvement	Desired Outcome (pulled through to storyboard)	Actions (pulled through to storyboard)	Responsible for Action Plan and Target Completion
Communication within the team	Improved communication/ team working	Team meeting dates to be set for coming year and these dates to be protected in diaries so all can attend	A N Other to arrange dates and cascade to manager and others by 12/10/2020

[Save and Continue](#) [Complete Action Plan & Create](#)

Images - <https://pixabay.com>

