

## **Notes of the meeting held on 9<sup>th</sup> February 2022 with Joanna Thomas, Business Intelligence Lead for Workforce and Organisational Development**

Present: Joanna Thomas, Sharon Richards, Daniel Blyth, Catherine Thomas

Since being in post, Jo's primary focus has been on staff voice and staff well-being. Jo leads on the analysis of the Health Board's staff survey.

NHS Wales Staff Survey is undertaken every two years – last one was in 2020. NHS Staff Survey asks 7 questions on engagement (as well as questions on other topics), the responses of which determine an average engagement score of out 5. Data is presented back to the Health Board at a Directorate level and staff group but does not allow further analysis at a more granular department level. In 2020, the response rate was 17%. This will help to identify which areas may benefit from OD interventions.

Artificial Intelligence Sentiment Analysis was carried out on narrative results of 2020 survey which enabled key words and themes to be identified e.g. 'communication' but need to be careful in interpretation as not able to tell if the comment was positive or negative.

Health Board have started to ask the same 7 engagement questions via a monthly Pulse survey, sent to a random sample of staff, proportionate to the numbers of staff in each Directorate. For example, if WOD make up 3% of the total number of Health Board employees, 3% of those invited to complete the Pulse Survey will be from WOD. Results of these surveys are presented to Board. As the HB own the data, it allows them to analyse at a more granular level.

Not all staff will have access to a computer to complete surveys i.e. facilities staff. The team have recognised this and once they identify who will be in the sample, links to surveys are sent to them via the employee benefits Hapi app.

How are the results fed back to staff? New Communications Officer post in the team will be looking at ways to feedback results to staff i.e. through 'You said, we did' campaigns. Staff may experience 'survey fatigue' if they are constantly being asked to complete a survey but not receiving any feedback or noticing any change as a result.

Other engagement activities (presented on dashboard)

- Culture reset sessions – bespoke sessions dependent on team issue
- Values awareness sessions – team building
- Specific OD interventions – e.g. healthy working relations policy
- Exit interviews and thinking of leaving surveys
- Work in confidence – provides opportunity for staff to raise concerns / issues
- Listening spaces – Suzanne Tarrant leads – identifies themes
- Employee / team of the month
- Retirement letters
- Death in service
- Long service awards – looking at making more inclusive i.e not have to wait for 40 years!

Dashboard shows number of interventions delivered and where, any training delivered etc. Can overlay this information with data from ESR e.g. sickness, turnover, vacancies etc. Can also overlap with Hapi app data which shows who are engaging through the app. Also tracks exit survey results.

Other engagement work being led by Catherine Rees e.g. coaching network; Sarah Jenkins  
OD Relationship Managers – developing People and Culture Plans with departments.