

Through this essay the work will provide a critical assessment of the potential benefits to the organisation, from personal development training to staff. The work will critically evaluate the development vehicle available to the organisation and explain the extent to which it is appropriate in meeting the development needs of the individuals. A Swot and Pest Analysis will also be conducted, a support structure within the Organisation will be conducted, and methods to demonstrate, monitor, and evaluate individual feedback will be given.

Information of how and why the NHS was establish will be given, and the dreams of one man to help the people who required the most help are receiving this today. Did and has turned out how he had imagined it to be.

BENEFITS OF THE ORGANISATION THEN AND NOW

During the early 1940s there was no NHS, there was a National Health Service act in 1946 but it was not until 1948 that the health minister of the Labour Party Nye Bevan, had a dream to establish the NHS. And this was established on the 5th of July 1948.

Before the NHS was established most sick people had to pay for the treatment. If you were poor and seriously ill the only place you could be treated was at voluntary hospitals and local authority hospitals. People who were mentally ill were house in Victorian asylums and they were heavily stigmatised by society at the time. The NHS was not just for poor people but also the wealthy people who lived within the UK.

Denis Campbell, (2016) 'The Guardian'

Today's benefits of the NHS are that the poor no longer must worry about paying for their treatment, they are no longer stigmatise by Society, and have greater access to medical treatments for any elements they may have. Today the staff are more professional and highly trained in their field, and more technological equipment's are available to detect illnesses such as

1. X-Ray machines.

These are used to find broken bones in the body and in the treatment for dictation of cancer.

2. Breathing Machines and Ventilators

When a patient needs help with breathing, these machines are used for this purpose.

3. Kidney Machines

When a patient's kidneys stop working this machine is used to help filter the blood and get rid of waste.

4. Scans, CT and MRI

These machines give a wider picture of the head, chest and abdomen, this will give you a better radiological picture more than a normal X-ray would.

5. Ultrasound

This helps to assist the doctor to insert lines.

6. Echocardiography

This is used for help on looking at the heart, it can find values which are leaky and blood clots.

NHS Trust, (2011).

Most hospital today need many items to keep them functioning and to give and provide everyday treatment to their patients. All hospitals must have a set of equipment which is standard today, these can be refurbished or new. This will allow the hospitals to be able to afford to carry backup key items 24/7 throughout the year.

1. Defibrillators.

These are used to restart a patient's heart when it stops, known as cardiac arrhythmias or tachycardia.

2. Patient Monitors

Monitors are used to keep a track on patients during surgery and during day to day care.

3. Hospital Stretchers

This enables patients to be move throughout the hospital if required in emergencies.

4. Anaesthesia Machines.

This is used to give an accurate amount gas to a patient and to maintain the correct level of anaesthesia to the patient while they are under during a procedure.

5. Sterilizers.

Hospital sterilizers are a stronger form of steriliser which kills forms of germs, this is also used on surgical tools and other medical items.

6. EKG/ECG Machines.

These are used to monitor, record the electrical movement of the heart, which will enable staff to see any irregularities.

7. Surgical Tables.

Used for surgical procedures, recovery and preparation.

8. Blanket & Fluid Warmers.

This is used to keep the body at a certain temperature during surgery.

9. Electrosurgical Units.

This is used during surgery to coagulate, cut and alter tissue, it also can limit the amount of blood flow to an area so that visibility is better during surgery.

10. Surgical Lights.

Needed for surgeons to work during produces.

Future Health Concepts, (FHC, 2019).

The NHS is now a much better Healthcare service than it was in the 1940s, there are now plans set in motion to support the foundation and trust to give the patient's a higher quality of service. Settings several plans are now been put in place so that the NHS will also become more financially sustainable, these are as follows.

National Tariff 2019/20

This is a national payment system which took place on the 1st of April 2019, following consultation in January and February.

Improving staff retention

To improve staff retention a number of cases studies, and a range of sources have been put in place to help companies.

The NHS Improvement (NHS, 2019).

Quarterly performance of the NHS 2018/19

The performance of the NHS from October to December 2018 with a statistics report.

Sharing planning guidance

The UK's main national health and care body, giving guidance and planning the NHS for 2019/20.

Long-term plan for the NHS

The NHS have been given a long-term plan over the next decade, this includes Improving the system over the next five years to meet certain expectations, and to stay within a funding settlement.

NHS interim people plan

This is a plan for staff who will been given support to deliver care and to identify systems that will support them.

DEVELOPING INDIVIDUALS IN THE WORKPLACE

Once the NHS was established a different set of individuals were brought to work amongst one another within this establishment. this included doctors, nurses, opticians, dentist, pharmacies, and several different hospitals merge together for the very first time as one great UK-wide organisation.

MANAGING PERFORMANCE AND SUCCESSION PLANNING

During that era in the 1940s They were as much as 3000 hospitals in Britain, these were run by charities and local authorities and were not nationalised. Once the NHS was established

A new Health Board was created, and they took control of 2751 of the 3000 hospitals and became nationalize.

Campbell D, (2016) 'The Guardian'.

PERSONAL DEVELOPEMENT PLAN (PDP)?

Personal development plan is a tool that can identify areas for development and encourage lifelong learning. a personal development plan can identify goals for the foreseeable future, and the method of achieving these goals. it is a systematic way of identifying, and addressing your educational, and professional development needs, it's an individual plan that is suited to you.

RCS, (2018).

WHAT MAKES A GOOD PERSONAL DEVELOPMENT PLAN?

A good personal development plan is a product of reflection, it's achievable. it's realistic, and its deliverable. it identifies your learning needs when you want to develop either your current or future roles. it is time and thought. Your personal development plan must be reviewed regularly, it must be supported by evidence, it should be flexible, and used only as a guideline. It is a working document which should be constantly updated. it is unique and personal to you.

A good personal development plan will assist you in achieving your potential as it will assist you to identify your areas of learning need, your gaps, and your skills. Your personal development plan must be reviewed regularly, supported by evidence, be flexible and used as a guide only, it is a working document something you constantly update, its personal to you. Good personal development planning will assist you in achieving your potential, as it will also highlight gaps in your skills, and improve areas of learning needs.

Beny, (2011).

MANAGING A CAREER DEVELOPMENT PROGRAM FOR EMPLOYEES

Managing a career development program for employee using a personal development plan will enable you to Think about your goals and how you wish to achieve them. You should set out a time frame and a principle of action based on a **SMART framework**; your goals should be specific, measurable, achievable, and time base. A development plan also makes you think about any hurdles and how to prevent or overcome them. You focus on steps that can assist you in your learning, broaden your horizon, and change you for the better.

OBSERVING IMPORTANT PERSONAL GROWTH

Learning is not stagnant it's a never-ending process, and that is admirable, a desire to continuously expand your capabilities, drives you forward. Recognising your progress is rewarding, and helps you to maintain confidence, which allows you to deliver a higher quality of Healthcare. And attain new opportunities in your career

In the UK the (NHS) the National Health Service in a striking institute of public service which represents an experience in social engineering. It offers a complex range of services, and

been a public service means they are challenges which arises from patients, customers, and staff from time to time. The types of challenges they would face would be such as Quality of care, level of performance, and access to services. The main objective to the health service sector development are human resources motivational goals. In the plan design for the NHS, the government has outlined a blueprint for reform. it has proposed a range of targets that have to be met by the NHS industry Which includes

- More effective working between health and social care
- A reduction in mortality rates for major diseases
- Year-to-year improvements in patients' satisfaction with the service
- A new maximum waiting time for GP visits, and patient

Good motivation and morale are necessary for both healthy workforce and for effective implementation of the government plans. The government's commitment to modernising the NHS has expanded immensely. it has proposed £19.4 billion to improved NHS services between 20001, and 20004, bringing the spending on HealthCare in the UK in line with the average of the other European countries. It does promise to increase the NHS ability to employ an additional 20,000, Nurses,2,000 GPS, 1,500 therapist, and 7,500 consultants.

Approximately two years into the plan, it was apparent that this modernization program will not only require more staff, but staff who are motivated to create change and make improvements for the patients and services.

The NHS is facing a significant problem in recruiting, and retaining key staff in the industry, Doctors and nurses choosing to leave the NHS ,Or obtain early retirement in significant numbers , Staffing issues are particularly complex in London ,where the cost of living, and transportation cost ,adds to the pressure of living in London.

I would suggest that the NHS implement Abraham's Maslow's theory of Hierarchy of need to their Organisation, to tackle this problem.

TECHNIQUES FOR SUPERVISION AND FORMAL APPRAISAL

Supervision could be used as an opportunity to monitor and improve functions, to investigate areas that could be improved. Techniques for supervision would be such as an applicant tracking software, which is a hiring automation platform for the workforce, which offers features such as screening functions, hiring dashboard, Scheduling, and automated communication.

The purpose of the process of supervision would be to provide an environment in which both staff and employee could reflect on areas to be improved.

SUPPORT STRUCTURE WITHIN THE ORGANISATION

Support structure within the NHS would be training the staff in people skills, in being presentable, helpful and courteous to staff and the public. Staff from the highest to the lowest level are sent on training courses to improve their skills to help build the company, outsiders are also brought in to train the staff.

Brainstorming is a well-known used asset throughout businesses, this involves bringing a group of people from the company to meet and share ideas together. Once these ideas have been expressed amongst the group, they would be stored in the company for future use later. These brainstorming ideas which are given by the staff are ideas which the company

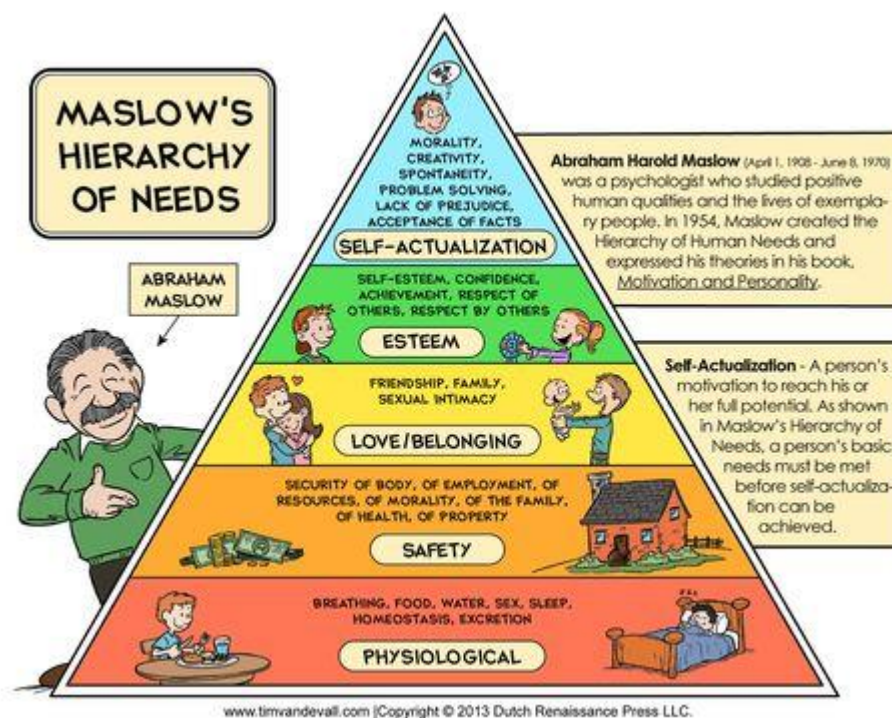
use to improve their services, but the staff are not paid for these ideas, but may be offered a trip to a 4-star Hotel ,as an incentive and reward for their participation and input.

METHODS TO MONITOR EVALUATE AND RECORD INDIVIDUAL FEEDBACK

Monthly meetings if not weekly are held. to not only keep them up to date in what is happening within the company but also monitor and evaluate them individually. these meetings can be held as group meetings or individually.

There is good and bad individual feedback and one of the ways companies use feedback recording, but employees have to get their own staff to report back anonymously to leave information regarding the person involve. another way to monitor staff is the inclusion of CCTV, this can be for safety reasons or theft issues.

MASLOW'S HIERARCHY THEORY OF NEED



THEORY

Early on in Maslow's career While working with monkeys one of the many interesting things that Maslow has notice were that some needs takes priority over others. an example of this would be that if you are hungry and thirsty you would first require to have your thirst quenched. before you would think about food. reason being thirst is a stronger need then food. you can survive without food for a couple of weeks. but you can only survive without water for a couple of days, from this idea Maslow created his famous idea. hierarchy of needs. Which goes beyond the need for heat, air, food, and water. He laid out five general layers; psychological need, the need for safety and security, the need for a sense of belonging, the need for esteem, and the need for self-actualisation, in the order of a pyramid starting from the bottom, working its way up.

1. *The physiological needs.*

These include the need for heat, air, water, Sugar, salt, calcium, protein, Vitamins, and minerals also include the need to maintain a balance PH level. getting too acid base is detrimental, and toxic to the system. Also, too high a temperature of (98.6 or close to it). There is also the need for activity, sleep, and rest, and to get rid of waste matter, such as faeces, urine, sweat, and carbon monoxide. And to avoid pain and discomfort.

Maslow's research States that these are in fact individual needs, and the lack of certain elements such as vitamin C will create a crave for the things that provided that element in the past e.g. orange juice. And I suppose the way some pregnant women crave, and the way that babies eat the foulest tasting baby food supports his idea.

2. *The safety and security needs*

When the psychological needs are met then the second layer of needs come into play. you will increasingly become interesting in finding safety and security, you may develop the need for order and structure, and become concern with fears of anxiety, with the need to have a home in a safe neighbourhood security, a good retirement plan, saving in the bank, and insurance not with the need of hunger and thirst.

3. *The love and belonging needs.*

When the psychological and safety needs are being meet, a Third layer is exposed. You begin to feel the need for relationship, and affection, starting a family, Being part of a community, A member of a church, A member of a football club, Darts, pool team, or Bowling Club. It's also part of what you look for in in our work in career.

4. *The esteem needs*

After those needs are meet, we begin to look for a little self-esteem. Maslow has noted two versions of self-esteem, a higher and a lower. The lower is the need for status, Recognition, glory, and fame, respect from Others, Appreciation, reputation, attention, dignity, even dominance. The higher version includes the name for self-respect, including such as confidence, independence, mastery, achievement, confidence, and freedom. this is the higher form, because unlike respect for others, once you gain self-respect, it is hard to lose. The opposite side of these needs would be in inferiority complex, low self- esteem, Maslow felt that Adler was onto something when he suggested that these were the root cause of many of our psychological problems in modern countries, most of us have what we need, in turns of our physiological and safety needs. We also most probably have a bit of love, and belongings also. It's a little respect that seems so hard to come by

5. *Actualisation.*

If the other four previous needs have been met, only then can your ultimate desire be achieved, by self-gratification a sense of fulfilment and achievement, which only an elite few may have the privilege to attain.

The self-actualization is all about enabling people to stretch themselves, and completely fulfil their potentials within the organisation, it is about encouraging them to seek internal promotional opportunities, to take on grater responsibilities at work, job enrichment is a great example of that, adding to and extending the challenges. And the elements of the work often making it more complex.

HERZBERG'S THEORY OF TWO-FACTOR MOTIVATION

But Herzberg had a different theory.

Frederick Ivan Herzberg was an American Psychologist and motivational theories who coined the phrase two Factor motivation. unlike Taylor whom stated pay was the main motivational Factor and incentive to an employee, and stated you work as you earn, and brought in the concept of piece rate getting paid for the amount that you've done.

Herzberg took a different view he stated that they were many more factors which may be more important than money, and in particular non-financial factors Which may be more important and where the key To Success, when it comes in terms of motivating your staff, Herzberg divided his factors into two, hence the name two Factor Theory, he identified a series of what he called motivators, these are the factors in his opinion that motivate people to work hard at work.

Example of Hygiene factors and motivators affecting the job Satisfaction

Hygiene Factors	Motivators
Company Policy and Administration	Achievement
Supervision	Recognition
Interpersonal Relations	Growth Possibilities
Salary	Career Advancement
Status	Level of Responsibility
Job Security	The Job Itself
Personal Life	
Working conditions	

Donal Camron (1996) Herzberg-still a key to understanding motivation.

MY OPPINION OF BOTH THEORIES

So, in my evaluation of both theories of Maslow's Hierarchy of need and Herzberg's two factor theory, I would suggest a collaboration of both, the needs of the staff should be meet as suggested by Abraham Maslow. And the hygiene factors should be present in the workplace for the benefit of staff, as suggested by Ivan Herzberg.

WHAT IS MOTIVATION?

Motivation may stem from personal interest such as keeping safe, or from external factors such as reward and praise, there have been many theories stating and suggesting how to motivate staff. Pay is considered to be a major factor, other motivating factors include

- A sense of achievement
- Application of hard work
- A sense of challenge and enjoyment

- Opportunity for achievement
- Responsibility and empowerment

A work force that is motivated will work harder in less time, achieve greater output, therefore reducing the labour cost. Requiring less supervision, portraying pride in work, making an impression on customers. A workforce that is motivated has a higher attention span, clearer concentration, and is less likely to make mistakes, cause negative incidences, or be involved in petty squabbles. They are more likely to be Loyal to the company and have a high attendance record.

The term KITA (Kick in the ass) was coined by Herzberg to explain why management don't motivate staff, he explained that staff are not inspired by been kicked, or by been offered money or a comfortable environment. These elements are called hygiene factors.

Donal Camron (1996) Herzberg-still a key to understanding motivation.

THE ROLE OF MOTIVATION

Motivation may arrive from external factors such as praise and reward it may also stem from personal interests as in keeping safe, it is the internal drive that causes individuals the decision to act. different theories have been suggested to motivate employees. Pay is considered the main incentive; Other motivating factors may include is sense of challenge and enjoyment. opportunities for advancement, responsibility and empowerment, a sense of achievement, appreciation for hard work.

An individual's motivation has influence by social, emotional, biological factors .as such motivation is a complex force that can also be influenced by external factors. a motivated workforce is inclined to work harder and achieve a greater output in a shorter amount of time, reducing the labour cost .It demonstrate pride in his work, making a greater impression on customers, it also requires less supervision ,To show Less absentees, and is also more likely to show greater loyalty to the firm, and are less likely to make mistakes, come into conflict, or cause accidents.

FACTORS TO ENCOURAGE MOTIVATION

Feedback and coaching from leaders and managers Providing regular employee recognition, minimising the number of policies and rules in the company that demonstrates trust for employee and treats them as grown-ups, Getting the employee involved in decisions Regarding the work and a job, Treating employee with respect, Regular communication and transparency about facts important to the employee, That empowers employees ,Minimising the number of policies and rules in the company that demonstrate Trust, for employee and treat them as grownups , getting them involved in decisions regarding the work and jobs. Clearly communicate guidelines and workplace expectation for professional behaviour as and when need be.

INVOLVE PEOPLE TO INSPIRE MOTIVATION

The majority of employee wish to be involved in decisions that affect their working life, even though they may not want the final responsibility, which may be due to have been punished for decisions made in the past,

Maybe leaders or organisations in the past didn't provide the tools time and information needed to make the decision, or have the decision overridden by management. It is also a good idea to acknowledge and recognise and Reward people for their contribution.

Arindam R (2009).

THE BENEFITS OF SELF DEVELOPEMENT TO YOU & COMPANY

The benefits of self-development to you and company are as follows,

- You need less supervision
- You work more and give more output
- You have a greater impact on customers
- You show more loyalty
- You increase labour costs and productivity

Mcguire. K (2011)

MOTIVATION OF EMPLOYEES IN PUBLIC SERVICE IN THE UK

According to public service there many issues that can arise in the service. an important Factor that can help employees deliver a better service is motivation, (Moore A.2009) Therefore a significant key point which is held inside and outside the workplace, is performance management activities, (Mohammad A.2009 p.22) Such as being concerned, and willing to accommodate employees in their personal life, with more than a package of pay and pension, but flexible working hours, which could be the balance in their working life. More openly employers. Should exercise more trust and confidence in employees.

Moore, (2009)

Keeping the employee motivated should be high on the agenda, because when employees are content, they are most likely to serve the patients to the best of their ability. Most staff would like to be involved in decisions that affects they are working. Although they may not want the final accountability. but yet still in the past people have been penalised for decisions they have made. Or just been disregarded,

Perhaps companies in the past didn't provide the information, and the tools necessary to make decisions.

MASLOW'S THEORY OF MOTIVATION

Maslow was a professor a psychologist who published a Theory in 1943 based on the hierarchy of human needs in an organisation. his approach to human needs was very influential in determining how motivation at work is view. he stated that there are 5 sets of needs which come in a particular order. in a pyramid fashion begins at the bottom with psychology, then coming up to safety, social, esteem, and at the very top is self-actualisation. The Essential argument in terms of need are all those level employees find they need.

SWOT Analysis in Nursing & Health care

Strengths, Weaknesses, Opportunities and threats in the Health care System.

SWOT analysis is a tool that can provide information to manage, and mentor staff. SWOT can be used for planning of finance or planning of management decisions.

Before you embark on starting an analysis process, or any planning. You need to have a clear and precise view on what you need to achieve. Be sure to keep all relevant stakeholders up to date and informed of future plans and intension. One of the most effective ways to conduct a SWOT analysis is not in isolation, but with all parties' concern then a brainstorming session could be conducted.

When conducting these sessions, it is strongly advised to involve an independent person not connected to the firm. Think carefully of the prison functions in place To encourage patient partnership, Consider potential opportunities that could be created, Consider an action plan in place, and be sure to monitor them, The clinic conducts an open day annually This is used as a way to engage staff and patients activity.

STRENGTHS Factors that are most likely to have a positive impact on the company or be a major asset. Compared to other countries the UK has the largest share of general prescription. it is reasonably efficient. From the consequences of illness, it generally provides financial protection to the public. Key points that the NHS has in its favour is that it is doing better the national health system of other countries at protecting its citizens from extortionate medical bills when they are unwell. Another key point is that its clinical staff are highly skilled. Patients confidence is on the increase, due to the clinic's Positive ethics of openness ...Patients are encouraged, and are willing to take part, and get involved in charities	WEAKNESSES Factors that are most likely to have a negative impact on the company, staff are overworked due to long hours and are underpaid. And many qualified professionals are leaving the industry and not been replaced. Enough qualified nurses and doctors are not been trained in this country, so the future staff are been recruited from abroad, which has a negative effect on local residents in terms of employment ,The average waiting time for an operation is in excess of six months, which needs to be reduced drastically.
OPPORTUNITIES The external factors that are most likely to have a positive effect on achieving goals which were not considered previously. Fun days (Patient Participation Project). Patient can be asked for their input ideas on planning and arranging events. Head nurses are willing to be flexible on time keeping, freeing up clinical staff.	THREATS Conditions and external factors that are likely to have a negative effect on objectives, causing them to be unachievable. The NHS is still in crisis today due to the lack of funding and rise in population from both home and abroad, the ability to continue to provide free health care has become a debate which both government and the public have great concern for.

PEST ANALYSIS

POLITICAL

It is well-known that the government whichever party it may be has harm the NHS over the years, none of them have been able to take the NHS out of the predicament that it's has been in Over the last several years. the NHS seems to have become run more like a private company than a public service. they seem more interested in figures and numbers more than the wellbeing of patients and their care

The managers who run the hospitals have themselves become more like CEOs who are running a multimillion business which was not the vision of Nye Bevan's dream Which was to provide Healthcare for people who could not afford it.

ECONOMICAL

The NHS requires qualified staff and these people require a decent paid wage. the more qualified and experienced these people are the more they will need to be paid because of the NHS labour Force can increase drastically over the years due to all of the many procedures that need to be carried out. This is putting a strain on the NHS. the NHS are unable to work without qualified staff which means they will need to make cut from other departments.

SOCIAL ENVIRONMENT

this can consist of many factors, aging population, and increase in modern ailments such as diabetes cancer lung disease high blood pressure etc.

People are also much more aware of natural products and their usefulness.

TECHNOLOGICAL ENVIRONMENT

Technology is something that the NHS needs to keep your head up this will help you stay ahead and keep up with their staff and patients. this includes the equipment that the day today staff uses, and at the doctor's nurses and surgeons use,

CONCLUSION

Through this report was provided a critical assessment of the benefits to the company of development training to staff, the development vehicles were critically evaluated, and the usefulness to the company was explained. A SWOT and PEST analysis was conducted. A support structure was conducted with individual feedback.

Information of how and why the NHS was created is given and the dream of one man whom had the vision to help people who required the most help is receiving it today.

Mike Morrison (2011) a look at SWOT analysis in nursing.

REFERENCES

Arindam, R.

Cameron, D. (1996) Herzberg - still a key to understanding motivation, Training Officer, 6, Jul/Aug 1996, pp184-186

EISELE, L., GROHNERT, T., BEAUSAERT, S. and SEGERS, M., 2013. Employee motivation for personal development plan effectiveness. *European Journal of Training and Development*, 37(6), pp. 527-543.

FHC (2019) 'The Company for Your ASC & Hospital Equipment Needs,

<https://www.futurehealthconcepts.com/> (accessed 20 August 2019).

McGuire, K. (2011) *Maslow's Hierarchy of needs*. Norderstedt Germany: Grin Verlag GmbH

NHS (2019) 'Better Healthcare, transform care delivery and sustainability finance, August.

www.improvement.nhs.uk

NHS (2019) 'Equipment, devices and procedures in the intensive care unit, January.

<https://www.bsuh.nhs.uk/wp-content/uploads/sites/5/2016/09/Equipment-devices-and-procedures-in-the-Intensive-Care-Unit.pdf> (accessed 20 August 2019).

NHS (2016) Nye Bevan's dream: a history of the NHS, The Guardian, January.p0pp

<https://www.theguardian.com/.../nye-bevan-history-of-nhs-national-health-...>

RAPIDBI (2011) 'SWOT analysis for Nurses and Health care environments, October.

<https://rapidbi.com/swot-analysis-in-nursing-health-care/>

Scribd () 'Motivational Theory in Practice at Tesco,

<https://www.scribd.com/document/314330867/Motivational-Theory-in-Practice-at-Tesco>

The Royal College of Surgeons (2018) 'Developing your own Personal Development Plan (PDP),

<https://www.rcseng.ac.uk/dental-faculties/fds/nacpde/overseas-qualified-dentists/personal-development-plan/>

Universal Coaching Systems (2011) 'How to Write a Good Personal Development Plan, August.

<https://www.universalcoachingsystems.com/how-to-create-a-good-personal-development-plan/>