

## 2019/20 Overview: Staff engagement

The Department is focussed on engaging with, recognising, and training staff. Find below more information on several staff engagement highlights from the 2019/20 year.

### Community Care Directorate Annual Update

In May 2019, the Community Care Directorate's Leadership team invited colleagues to attend one of three sessions held at Keyll Darree providing an annual update of the Directorate following its first full year of operation. The sessions provided a forum for leaders to update on progress made in the year and plans for the year ahead and for colleagues to ask questions and input into future priorities.

### Nursing and Midwifery Conference

On 5 September 2019, 130 Registered Nurses and Midwives from across the Island attended the Nursing and Midwifery Conference. The Conference was an important milestone that led to the development of the Isle of Man Nursing & Midwifery Strategy 2020-2025, which was published in January 2020.



## 2019 Annual Have Your Say Survey

The 2019 Annual Have your Say Survey was completed in December 2019.

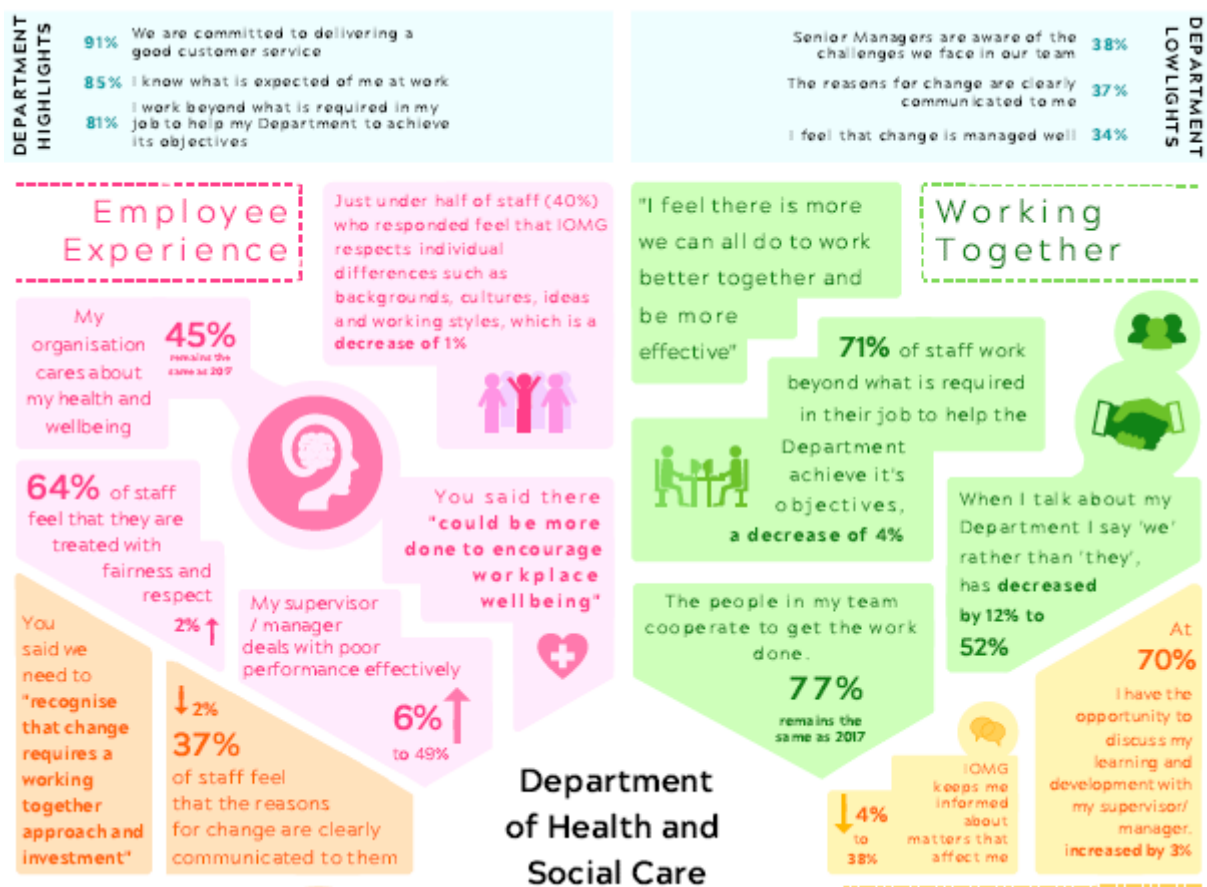
The survey revealed some positive highlights:

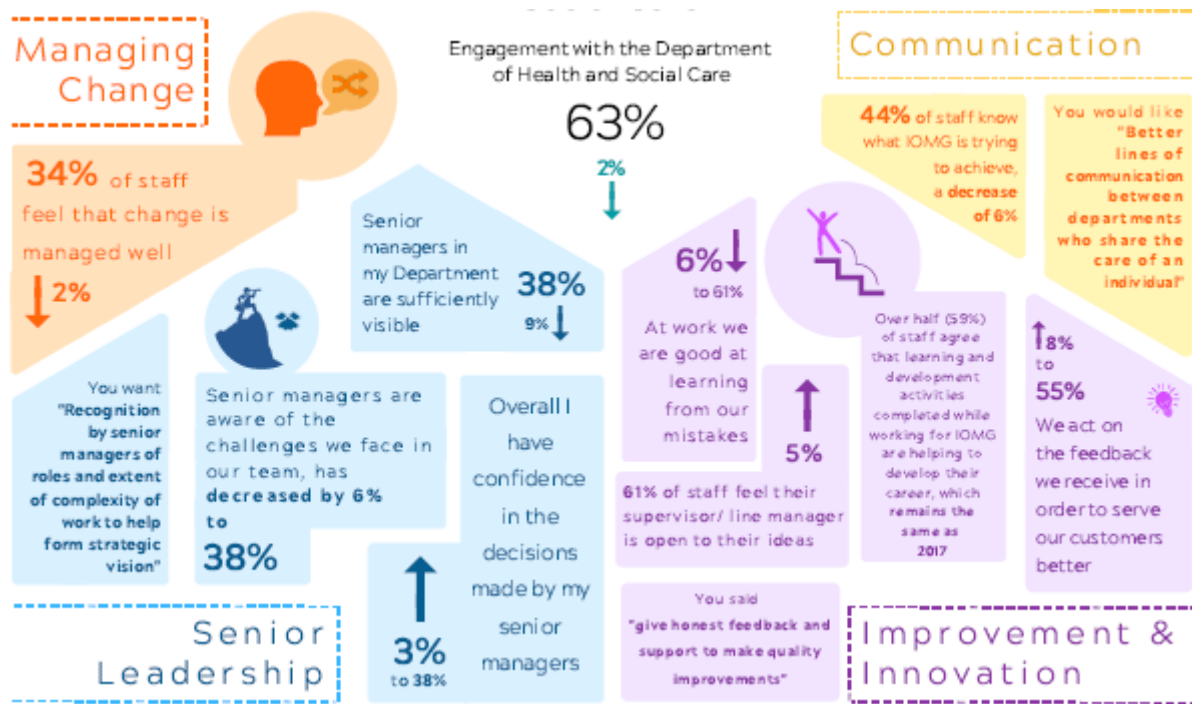
- 91% of staff who responded feel that all in the Department are committed to delivering a good customer service
- 85% of staff who responded say they know what is expected of them at work
- 81% of staff who responded say they work beyond what is required in their job to help the Department to achieve its objectives

The survey also revealed areas for improvement:

- Only 38% of those surveyed felt that senior managers are aware of the challenges staff face in their teams
- Only 37% of staff who responded felt that the reasons for change are clearly communicated to them
- Only 34% of staff who responded felt that change is managed well

Headline results of the 2019 Have Your Say Survey can be found below.





Focus groups took place in early 2020 to provide a forum for feedback on the Have Your Say Results. These were paired with engagement for the Workforce & Culture Transformation Project.

### Launch of the Year of the Nurse & Midwife 2020

The World Health Organisation designated 2020 the 'Year of the Nurse & Midwife' in recognition of the vital role the professions play in health service provision. The year also coincides with the 200<sup>th</sup> birth anniversary of nursing founder, Florence Nightingale.

The DHSC planned to use this opportunity to assist in the recruitment and retention of nurses and midwives; by raising the profile of the work they do and highlighting the diversity of their roles.

Director of Nursing, Cath Quilliam along with Interim CEO, Kathryn Magson (and other senior DHSC personnel) were joined by some of the Island's practitioners for the official launch of the campaign on the 17 January 2020.

A series of events were planned throughout 2020 to celebrate nursing and midwifery, however these plans were interrupted due to the Covid-19 response.



### March 2020 Department Updates with Staff

Several sessions took place with DHSC staff in March 2020 with Minister Ashford, DHSC Executive team, DHSC Office Human Resources members and the Transformation Programme.

The sessions looked at plans for the year ahead covering a range of topics including but not limited to Finance, Communications & Engagement, Education & Training, Governance, and the Transformation Programme. 101 colleagues across the Department attended the session and were provided with an opportunity to ask questions and discuss topics that were important to them. Further sessions were planned but did not take place due to Covid-19 disruption.

### Employee recognition



Throughout the 2019/20 year the Employee of the Month awards have continued in the Hospitals Directorate. Staff from across the Department nominated their colleagues for the award which recognises those individuals who exude our CARE values, enabling them to make a significant contribution to the service, either directly or indirectly related to patient care. Equal consideration is given to staff working behind the scenes either in support functions or non-clinical roles, or to those who work in the front line.

Grace Delos Santos, a Senior Health Care Assistant was one of those nominated this year. Many colleagues wrote in with comments such as *"Grace will help you when you are stuck on anything and would do anything for anyone"*, *"Grace is always helpful and goes far and beyond her duty always"*, and *"Grace is an amazing person, she is wonderful to the patients and her colleagues"*.