

Workforce Survey

OUR RAPID RESPONSE TO APPRAISAL, COMPETENCE & TRAINING AUDIT REQUIREMENTS

The Challenges

Do any of these statements resonate with the challenges currently being faced by your organisation?

“Are you yet to implement an electronic Performance Appraisal and Development Review (e-PADR) system, but need a simple and consistent way of collecting great appraisal statistics across your whole organisation?”

“Do you need to quickly get a baseline of which staff have had an effective appraisal, Development Review and Personal Development Plan (PDP) for year-end deadlines?”

“Do you need to collect organisation-wide data for external audits? E.G. Care Quality Commission (CQC) and NHS Litigation (NHSLA) audits (and the equivalent bodies in Scotland, Northern Ireland and Wales)?”

“Are you struggling to get managers to enter appraisal, competence or training and development data in electronic systems through self-service? Do you need to get some baseline data into your HR systems to motivate managers to build on these through implementation of a self-service model?”

“Do you need to collect more up to date and in-depth data as a response to the National Staff Survey, to identify opportunities and to improve upon them locally? In addition would your organisation like to survey their employees before the National Staff Survey, to acquire an “early warning” of any potential problem areas?”

“Do you need to keep work structure information up to date, by asking managers to audit and correct the information held about their respective parts of the organisation?”

Our Solution

Our extensive work with NHS organisations on Performance Appraisal and Development Review, along with our detailed understanding of governance and risk management priorities, has enabled us to create a bespoke, NHS specific, survey, that when completed by local managers for their direct reports, by individual, provides organisations with the following key data:

- » Local appraisal and competence based Development Reviews.
- » Local induction.
- » General training and development of staff, (Personal Development Plans (PDPs).
- » Health and safety training and mandatory skills competence.
- » The IT skills and capability of staff.

Benefits

If your organisation needs a simple and consistent way of quickly collecting and reporting on Appraisal and Performance Management data from managers, however is not in a position to implement a full self-service electronic system at present, we believe our Workforce Survey delivers significant benefits, including the following:

- » Allows organisations to collate a more accurate and complete picture of compliance in relation to good HR policy and IT capabilities across an organisation.
- » Rapid implementation.
- » Dramatically saves time in data collection.
- » Our fully managed service has limited organisational resource implications.
- » Provides standard reports to demonstrate workforce compliance and competence for risk assurance and governance audits.
- » Can be pre-populated using data from the organisations ESR work structures for ease of completion, reporting and upload of data back into the e-KSF and ESR.
- » Once conducted the survey report provides an initial snapshot against all criteria assessed, however if repeated on a bi-annual or quarterly basis can provide valuable progress data in advance of national audits and against local targets.
- » Any specific organisational metrics or needs can be addressed by adding specific questions.

Appraisal has long been recognised as a key HR management tool and part of good employment practice for improving staff performance, raising staff satisfaction, ensuring there is a competent and compliant workforce, understanding the development needs of individuals across the organisation and, most importantly within healthcare, improving patient outcomes.

Deployment of our Workforce Survey can also lead to:

- » Help to raise local awareness of NHS audit requirements.
- » Improve local appraisal rates.
- » Improve knowledge around mandatory training skills and training needs.
- » Identify skills and or capability gaps within the organisation.

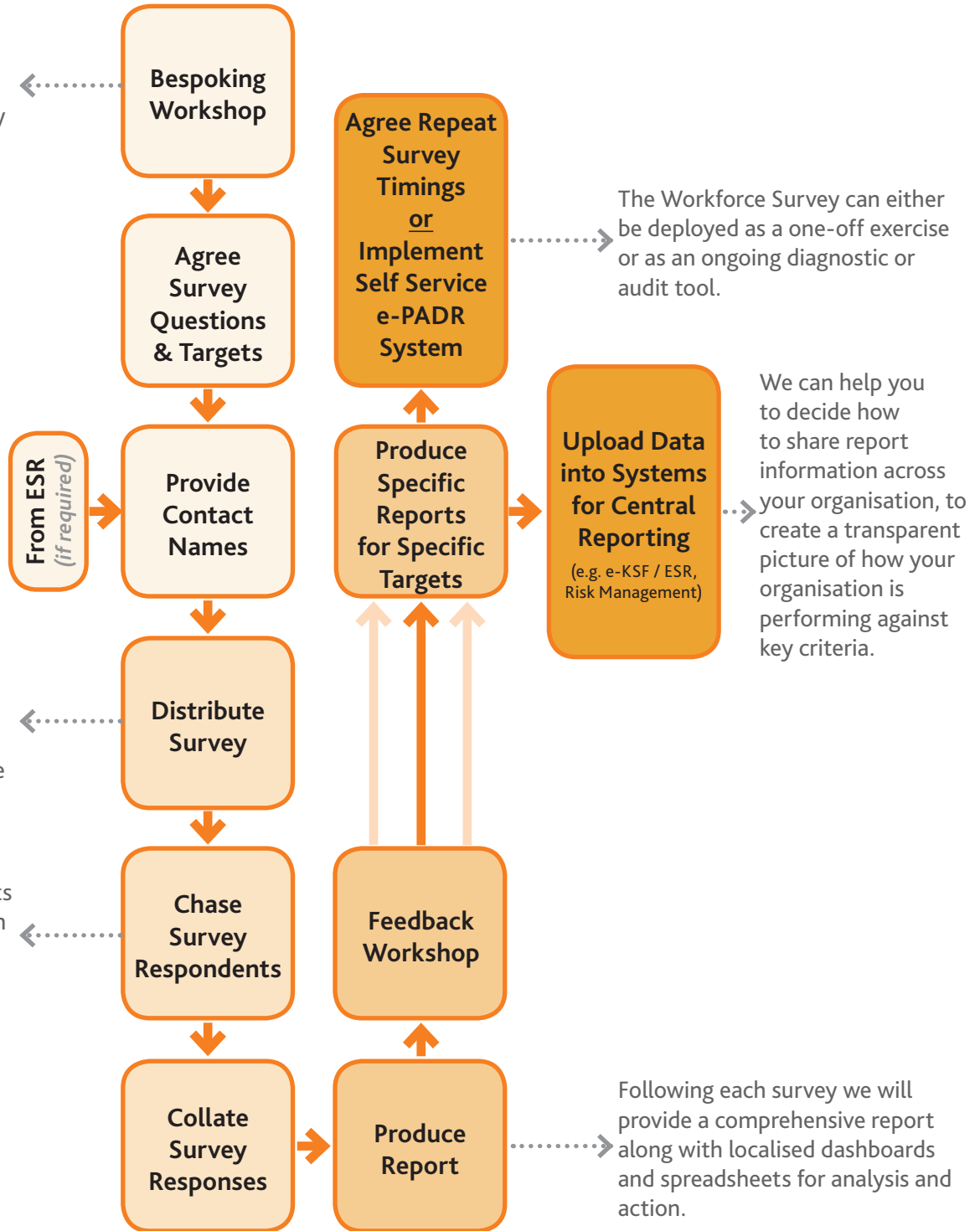
The following diagram outlines the main processes involved with deploying the Workforce Survey:

Prior to deploying the Workforce Survey we will consult with you on the language and terminology used to ensure this fits your local organisational needs, tailoring where required, and will add any specific questions to satisfy additional local needs.

We will also work with you to create internal communications which will help to ensure high levels of participation.

We will deploy the Workforce Survey to all ward, team and departmental managers, as a fully managed service offering.

We provide regular reports to help you follow up with managers who do not respond.



The service is provided using a combination of on and off site support.

If you think your organisation would benefit from implementing our Workforce Survey, then please contact your Think Associates Ltd. Account Manager to discuss the survey in more detail or email info@think-associates.co.uk or call 0117 344 5007.

Think...what you could do

The Workforce Survey contains the sections detailed below:

1 Local Appraisal and Competence Based Development Reviews

The CQC measure the outcomes of a good appraisal process to help ensure healthcare organisations are meeting essential standards of quality and safety.

- » Within our Workforce Survey, managers are asked about whether their staff are supervised, receiving the development required to undertake their responsibilities and keep their skills up-to-date, along with the actual dates that formal discussions take place with their staff, including links to the NHS KSF and local competency frameworks. The survey can also be tailored to record supervision dates for employees, including medical staff to maintain a top level supervision record.
- » Appraisal data collated within the survey can be easily uploaded into the e-KSF. This enables effective reporting within the e-KSF and also, in England, within ESR, due to the bi-directional link between these two national NHS systems.

2 Local Induction

The NHSLA and Risk Pooling organisations ask specific questions about local induction training for all grades of permanent staff, including medical staff, along with temporary workers. These include whether staff have attended a corporate induction programme and if they did not how the organisation has followed this up.

- » Local induction records have in the past been notoriously difficult to maintain, our Workforce Survey can manage this collation process for you and provide up to date reports on compliance.
- » Our Workforce Survey can also help to emphasise to managers of all new employees, the importance of the corporate induction programme and highlight to HR departments individuals who require follow up training.

3 General Training and Development of Staff

The CQC ask questions that relate to the education and level of skill of an organisations workforce and require a full picture of all learning that takes place within the working environment.

- » Training is not just about attending workshops, events, seminars or classroom learning, it can encompass many other types of learning that take place every day in the workplace and that are not usually reportable.
- » Our Workforce Survey gathers workplace learning data, and also information about the level of qualification your staff hold, that you can use not only for audit but also for succession planning to ensure that staff hold the correct level of qualification to undertake new and enhanced roles.

4 Health and Safety Training & Mandatory Skills Competence

The CQC and NHSLA both request that NHS organisations provide evidence to demonstrate that all staff are trained and competent in the techniques to ensure that standards of quality and safety are maintained. They also ask questions about the competence of staff in making sure the use of medical devices is both competent and comfortable for patients.

- » Our Workforce Survey not only provides you with all the data required to satisfy both CQC and NHSLA audits but also allows you to question whether if staff are competent in these skills, whether they really have to re-trained year on year. There are significant cost savings available for a managed-risk approach to statutory and mandatory skills and competency recording.

5 IT Skills & Capability of Staff

Patients must feel confident that their personal medical records are accurate, fit for purpose, held securely and remain confidential. With the emergence of more IT systems within healthcare it is vitally important that staff have the skills and capacity to access IT in the workplace - not only for record keeping but also for access to e-learning and local intranet systems.

- » Our Workforce Survey asks managers to rate their staff's level of IT competence, and also to identify the IT resources available within their immediate work areas that staff can use to access learning materials.

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Think...what you could do