

## USING AT-FEEDBACK IN THE KSF REVIEW PROCESS

### From quantity to quality

In the 2007 NHS staff survey, 61% of staff reported that they'd had an appraisal or review in the past 12 months (up from 58% in 2006). However, of this 61%, only 24% of people said that their review was well structured (significantly down on the figures from 2005 and 2006). It looks like the quantity of reviews is going up, but the quality is going down.

We believe that part of the reason for lower quality is the perceived difficulty in collecting evidence. Many people tell us that they either waded through piles of evidence at a review, or conversely have a bland discussion that's not based on objective information.

This is the reason we decided to build AT-Feedback – to allow individuals to collect timely and effective evidence to inform their KSF review discussions. AT-Feedback has evolved into a wider-ranging tool, now, but it still has the KSF process at its heart.

### How can AT-Feedback help?

Using AT-Feedback, an individual can gather online feedback from anyone they work with, against the specific requirements of their post outline, and collate this evidence online for their KSF review. It's an easy 6 step process:

1. Log in to AT-Feedback (using e-KSF username/password)

2. View my post outline, and select dimensions/levels/indicators

3. Select people to approach for feedback (different groups can give feedback on different dimensions)

4. Email respondents, via tool, asking for feedback

5. Respondents click link in e-mail to log in to system, and write feedback

6. I can view the written feedback, and/or send reminders, and decide which pieces of feedback to use in KSF review.

Organisations can also use AT-Feedback to run standard surveys of all staff, or subgroups of staff, using the KSF dimensions, levels and indicators as units of measurement. For example, the organisation could set up a self-assessment or 360 degree assessment of specific KSF dimensions to embed a quality programme, or an infection control programme.

## What are the benefits of using AT-Feedback to support the KSF process?

- Intuitive interface and processes mean there are minimal training requirements for reviewees wanting to use the system to collect evidence
- Collect feedback from internal (NHS) colleagues, and also external work partners
- Streamlines the evidence collection process for staff who work with different managers over the course of a year (e.g. trainees, rotational staff, bank staff) by allowing them to build up a body of evidence independent of any one reviewer/manager.
- Use the KSF dimensions and indicators as the prompt for feedback – increasing objectivity and ensuring fit with the KSF process
- Set up “my groups” to easily collect feedback from the same people, each time, without having to enter email addresses manually
- Single sign-on – access AT-Feedback with the same username/password used in e-KSF
- Simple and flexible licensing models offering a cost effective approach
- Evidence collected through AT-Feedback can be transferred directly into the e-KSF review forms.

## How can Think Associates help you implement AT-Feedback to support your KSF processes?

Think Associates have a long history of working within and for NHS organisations. Our team of Organisational Development professionals understand your environment and the issues you face and can work with you to provide pragmatic support and rapid results. We can help by providing any combination of the following services:

- Creating and implementing training programmes to make sure that reviewees and reviewers make the most of AT-Feedback
- Designing organisation-wide surveys using the KSF, and other competence frameworks, as the measuring instrument
- Running communication and training programmes to increase the quality of evidence used at KSF reviews
- Setting up coaching and information sessions to help managers and staff make the links between KSF evidence, and other organisational imperatives (e.g. WCC, NHSLA standards, IWL+ etc)

## What Next?

To organise a demonstration of the tool's capabilities and to discuss the opportunities for implementing AT-Feedback within your organisation, please contact us at [info@think-associates.co.uk](mailto:info@think-associates.co.uk)