



# Build a compassionate culture

**This guidance aims to help you create a local approach to staff engagement in the context of the wider workforce strategy for your organisation and its overall approach to staff experience.**



A number of organisations have focussed on improving organisational culture as a key building block for successful staff engagement.

Organisational culture change has been a key focus for trusts including Liverpool University Hospitals and Shrewsbury and Telford Hospitals. In other organisations, culture issues have included equality, bullying and harassment and freedom to speak up.

Many trusts have used the model of volunteer groups of staff acting as advocates for change.

## Cultural transformation as part of the People Promise

The 2021 NHS Staff Survey showed scores at the Shrewsbury and Telford Hospital (SaTH) NHS Trust were below average and in some areas, the lowest scores for the sector in several of the People Promise elements. To improve future results the trust implemented a cultural transformation programme built around three flagship programmes.

Read this [case study](#) to learn more about what the trust did.

## Improving retention through staff engagement

In January 2022, Lincolnshire Partnership NHS Foundation Trust (LPFT) undertook a piece of staff engagement work involving over 200 participants entitled Walking in Your Shoes to address key questions around staff experience. The organisation addressed these questions and responded to staff feedback, leading to improvements in retention and staff engagement.

The trust shared its story via our [case study](#).