



# Increased involvement

**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.**



Increasing staff involvement is a key element of successful engagement. A number of organisations have worked to ensure that staff feel included in decision-making and that they have a sense of ownership, all of which can help to build trust and lead to improved results in the NHS Staff Survey.

The more positive staff experience that comes from involvement can also lead to better outcomes in quality improvement. The NHS Impact Futures Platform has a number examples of improved involvement in quality improvement.

Staff representatives can also be involved in an overall organisational culture change programme. The Liverpool Women's Hospital involved staff representatives in a working group to help develop ideas for its overall change programme.

## NHS IMPACT

NHS IMPACT (Improving Patient Care Together) is the new, single, shared NHS improvement approach. By creating the right conditions for continuous improvement and high performance, systems and organisations can respond to today's challenges, deliver better care for patients and give better outcomes for communities. Learn more about NHS IMPACT via the [NHS England website](#).

## Embracing staff feedback to embed cultural change

Liverpool Women's NHS Foundation Trust historically didn't score well in the NHS Staff Survey, compared with other specialist organisations, and saw a decline in staff engagement scores in 2020 and 2021. The trust recognised it needed to try a new approach, so set about developing a comprehensive strategy to improve staff and patient experience, boost staff engagement and improve its survey scores. You can find out more about its efforts in our [case study](#).