

Staff Experience; why it matters now more than ever

**‘Health & Wellbeing and being a ‘People First’ Organisation’**

**Jaki Lowe - Director of People and Inclusion**



@derbyshcft



DHCFT





# Introduction

**Jaki Lowe - Director of People and Inclusion**

Derbyshire Healthcare NHS Foundation Trust



**Derbyshire Healthcare**  
NHS Foundation Trust



**People first** – We work compassionately and supportively with each other and those who use our services. We recognise a well-supported, engaged and empowered workforce is vital to good patient care

**Respect** – We respect and value the diversity of our patients, colleagues and partners and for them to feel they belong within our respectful and inclusive environment

**Honesty** – We are open and transparent in all we do

**Do your best** – We recognise how hard colleagues work and together we want to work smarter, striving to support continuous improvement in all aspects of our work.



Covid Response  
System Approach  
Team Liberation  
Data Challenge

Trade Union  
No 'one size fits all'  
Staff Voice  
Mutuality of commitment  
Inclusion

Leadership  
Empowerment  
Hybrid Working  
Staff Networks

Induction & development  
stakeholders

Improvement Culture  
Wellbeing offer  
Staff Engagement  
Staff Benefits

**PEOPLE  
FIRST**

**NHS**

Derbyshire  
Healthcare





## Prevent



Proactive wellbeing **coaching**

**Weekly** Yoga classes

Lifestyle **training sessions** –  
from sleep to nutrition to physical activity

**Self-care tips & resources** on the  
Joined Up Care Derbyshire webpages

**Thrive mental health app** with  
meditation, relaxation & CBT programmes

Monthly **Schwartz rounds**

Guides and resources for  
**team check ins**

**Wellbeing training** at team  
meetings and away days

Wellness Action Plans for **supportive  
management conversations**

Managers resources for **women's  
health**

**Wobble rooms** across our sites

**Wellbeing champions** available for  
local signposting and support

# Your Staff Wellbeing Offer

Everything you need to stay well  
at work and home



## Respond

**Resolve** Staff Support Service for  
confidential counselling

**24/7 EAP** **advice line**, covering mental  
health, finances, legal and other challenges

Signposting to all the **Derbyshire Public  
Health Services** on the Joined Up Care  
Derbyshire webpages

**Peer support groups** for shielders,  
parents and women's health

**Stress management**, burnout & time  
management training sessions

Fast track **Physio** self-referral

Mediation and conflict **coaching**

**Traumatic incident support** and  
debriefing sessions

Occupational Health **support**

Health Psychology clinic time



# Wellbeing Conversations







Carol Redston

December 16, 2021 · 🌐

I am writing to thank DHCFT for the amazing support I have felt that they have provided throughout the year. From the Vitamin D tablets, to the neck warmer, to the chocolate that you have sent out. I have been an NHS worker for more than 40 years and never have I felt that my wellbeing has been taken into consideration. I certainly feel that this Trust recognises that the staff is their strength and the care for patients is improved by caring for the staff. Wishing everyone ... See more

👍❤️ 122

14 Comments



Jemma Keaycook

December 12, 2020 · 🌐

Thank you [Ifti Majid](#) for my card and voucher. Really do feel like a valued member of Derbyshire Healthcare NHS Foundation trust Merry Christmas to you too 😊

👍❤️👍 10

1 Comment



Mary Chigodora

December 3, 2021 · 🌐

Got home to this and snood turned into a wonderful headscarf.

[#loveworkingforDerbyshirehealthcaretrust](#)

[#resiliencetrustkindness](#) — 🧑🏾 feeling thankful.



👍❤️ 57



Lynne Elliott

February 20, 2021 · 🌐

Thankyou for the chocolate very thoughtful and nice surprise when got home from work. 😊



Zoe Everingham

December 16, 2021 · 🌐

Thank you to the best trust ever, the chocolate gifts are my favourite! ❤️ Merry Christmas, Stay safe, and have a healthy 2022 everyone!



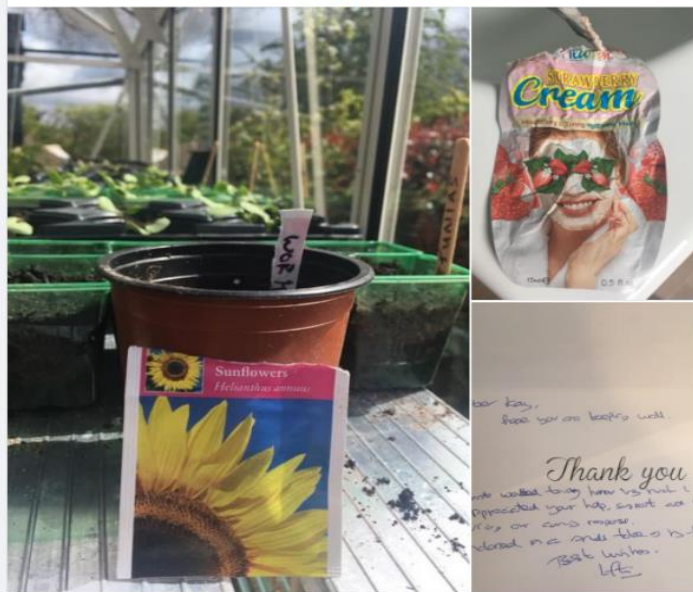
Team DHCFT is the best, that's why I've stayed for over ten years! Who doesn't love a letterbox gift from their employer especially when it's chocolate! 🍫👩



Kay Jones

May 4, 2021 · 🌐

Thank you Team Derbyshire Leadership Team; this weekend I sowed my lovely seeds I will enjoy watching grow, I used my lovely face mask & spent my generous voucher on some new summer sandals! Lots of me time thank you very much 🍷 — 🧑🏾 feeling thankful.



👍 Justine Fitzjohn and 7 others



Becky Willday

December 12, 2020 · 🌐

It's not often water flows from my eyes, but the hand written card and voucher from [Ifti Majid](#) and the DHCFT team made me feel... ahem, well a little warm and fuzzy to say the least 🙏

I do not think we realise the importance of a gesture such as a hand written message, the power of words like 'thank you' is a great morale booster.

After what has been an extremely difficult year for us all, I am so grateful to work for a Trust that has risen to the challenge of creating new ... See more

👍❤️ 66

7 Comments

# 2021 NHS Staff Survey: Results Summary

From 2021 the questions in the NHS Staff Survey are aligned to the People Promise. This sets out the things that would most improve our working experience. The seven People Promise elements replace the old themes with the exception of two remaining themes – staff engagement and morale.

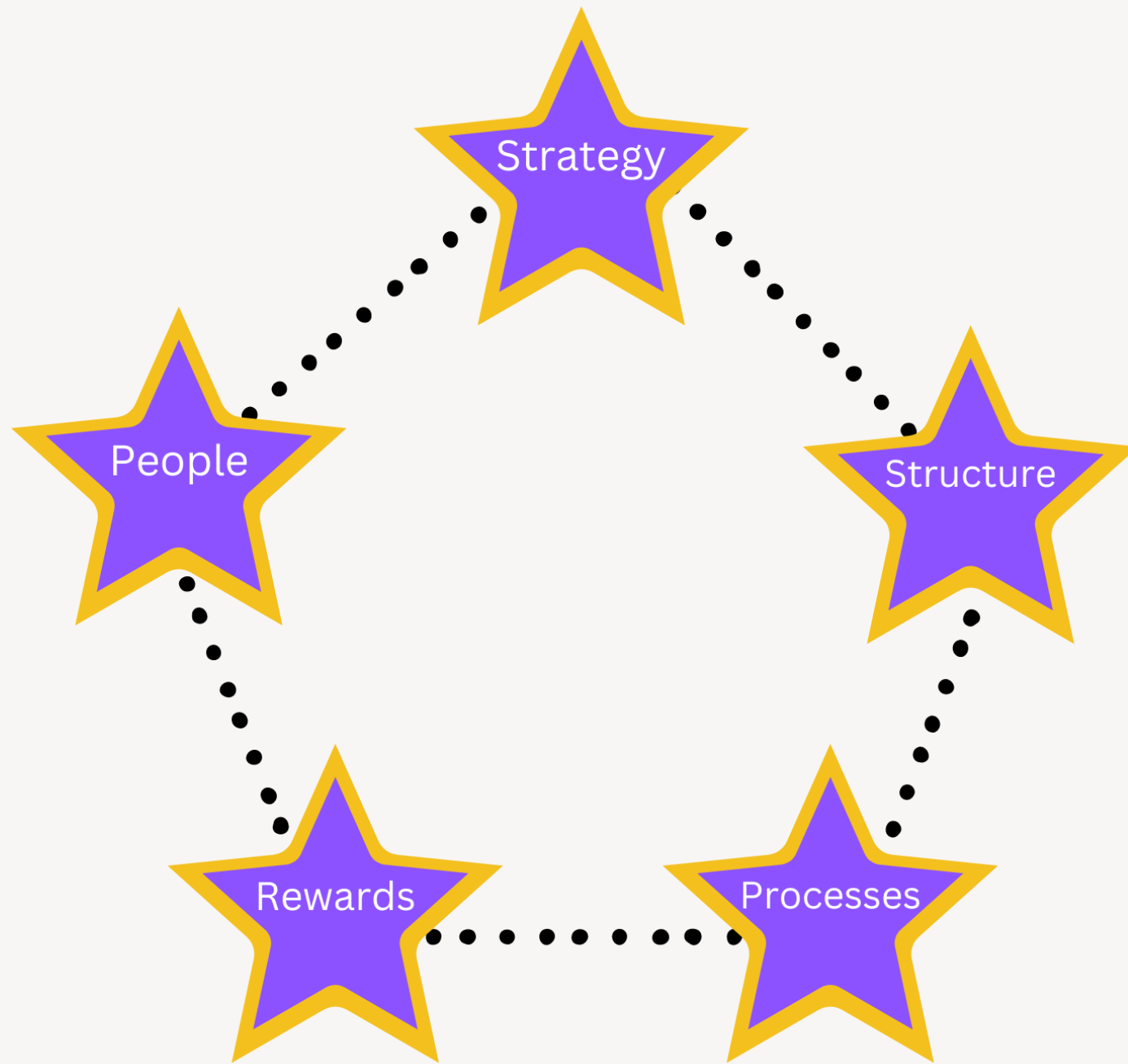
You can see how we have scored on each element compared to the average in our benchmarking group below:



Benchmarked against 51 other organisations

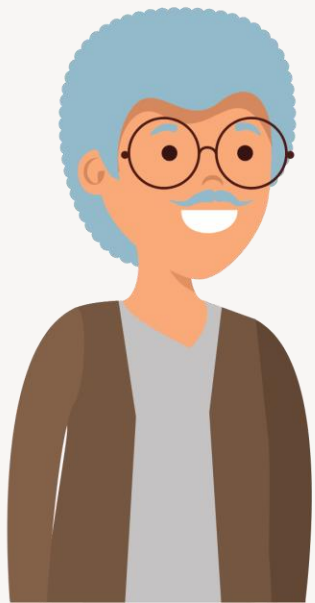
All elements are scored on a 0-10 scale, where a higher score is more positive than a lower score. The People Promise scores are generated by grouping the results from each question into sub-themes.







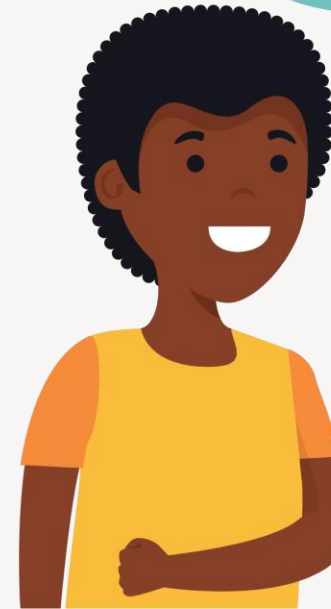
People Pulse survey in August 2020 showed that  
96% of colleagues said they felt informed and  
85% said they felt supported.



"The best Trust ever, you  
have looked after all of us,  
and it will not be forgotten"



"Thank you Derbyshire  
Healthcare for allowing  
me the privilege to work  
for you"



"I always feel valued  
working for this fantastic  
team"



## DERBYSHIRE HEALTHCARE LEARNING

- 'Permission to work on me'
- Systematic thought processes, every step affects employee wellbeing
- Health & Wellbeing at the heart of everything we do



Derbyshire Healthcare  
NHS Foundation Trust

Continued Learning...  
What's next?