



NHS staff experience:

Why it matters now more than ever

A place to capture your reflections,
learning and key actions to takeaway
to your organisation



IT'S ALL ABOUT YOU

With winter pressures, rising burnout levels and the cost-of-living crisis, it has never been more challenging or critical to look after our people.

Our hope is that today's event will provide you with protected time and space to think about how you can best support your staff and the practical steps you can take. We would like for you to leave feeling re-energised and inspired.

This conference journal will help you capture key reflections, insights, details of new connections and map out any actions you may want to implement.

You might prefer to reflect before you write things down or use this journal to capture your initial thinking – do whatever works best for you. If you run out of space to capture notes, there are additional blank pages at the back of the journal.

Throughout today, it's important that you think about yourself and your health and wellbeing needs. Make sure you take some time during the day to look after yourself, have a break from the screen and keep hydrated. We've included some helpful reminders throughout to prompt you.



Aside from the mainstage and interactive breakout sessions, you will also have the opportunity to **network with other delegates via a virtual chat room**. This is an opportunity to hangout and connect over a cuppa during lunch and breaks. You can use page 13 of this journal to capture the details of anyone you are keen to connect further with.

To access the virtual chat room, select the icon circled below:

Getting started

Before the conference starts take a little time to:



- log onto the platform and **select your breakout sessions**



- **watch the welcome video by Jen Gardner**, assistant director at NHS Employers, which shows you how to get the most out of the day



- **check out our resource area** which contains brand new resources that you can exclusively access, including a range of bonus videos from experts!



- **consider how you will approach managing your emails?** For example, putting on an out of office notification or only checking emails at set points during the day



- **think about what your hopes for the day are** and capture these here...



MY HOPES FOR THE DAY...

-
-
-

Agenda

9:30
- 10:15

Keynote session with Danny
Mortimer and Dr Navina Evans

What's standing out for me:



**ACTION-
BECAUSE OF WHAT
I'VE HEARD, I'LL...**

-
-

10:20
- 11:00

Sustaining staff experience
in a system under strain

What's standing out for me:

**ACTION-
BECAUSE OF WHAT
I'VE HEARD, I'LL...**

-
-





**11:00
- 11:15**

Break

Daily meditation can calm your body, slow your breathing, and reduce stress and anxiety. If you are able, why not find a quiet spot, close your eyes, and spend five minutes meditating.



Interactive breakout sessions

We encourage you to actively participate in group discussions, be curious and ask questions, and share any learning from your organisation.



**11:15
- 12:00**

My chosen breakout session:

What's standing out for me:

**ACTION-
BECAUSE OF WHAT
I'VE HEARD, I'LL...**

-
-

IN YOUR LUNCH BREAK, WHY DON'T YOU...?

**12:00
- 13:00**

**Lunch and
networking**

Join me for **20
minutes** in a quick
**self-care lunchtime
energiser!**

We'll take some time to move,
rest and restore so that you're
ready and raring to go for the
afternoon sessions.

See you at 12:40pm!

**James
Davies**

Reflect on
how you found
the morning
sessions
here:

grab some
food and
rehydrate

take the
opportunity to
network by
reaching out to an
old or new
connection

listen
to your
favourite
song

take a break
from the screen
and step outside
for some
fresh air

cuddle
your pet

How am I feeling?

13:00
- 13:30

Beating burnout - taking an evidence-based approach

What's standing out for me:

**ACTION -
BECAUSE OF WHAT
I'VE HEARD, I'LL...**

-
-



13:30
- 14:15

Supporting our NHS people with the rising cost of living

What's standing out for me:

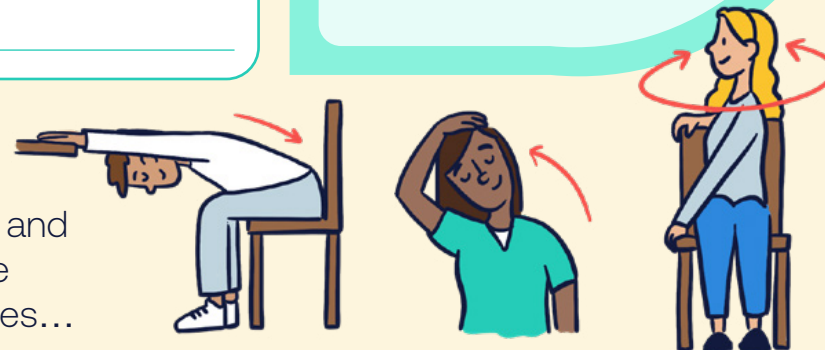
**ACTION -
BECAUSE OF WHAT
I'VE HEARD, I'LL...**

-
-

14:15
- 14:30

Break

Stretching keeps the muscles flexible, strong, and healthy, and we need that flexibility to maintain a range of motion in the joints. In this break why not do 5 minutes of gentle stretches...



Interactive breakout sessions

14:30 - 15:15

My chosen breakout session:

ACTION- BECAUSE OF WHAT I'VE HEARD, I'LL...

-
-



What's standing out for me:

15:15 - 15:55

Leading a trauma informed organisation

What's standing out for me:

ACTION- BECAUSE OF WHAT I'VE HEARD, I'LL...

-
-

**15:55
- 16:05**

Break

Stay hydrated – why not make yourself a lovely warm cuppa or grab a tall glass of water?



**ACTION-
BECAUSE OF WHAT
I'VE HEARD, I'LL...**

-
-

**16:05
- 16:45**

Is it time to banish the word resilience?

What's standing out for me:




16:45

Conference close

Use the space below to reflect on how you found the conference. Revisit your hopes for your day – were these met?

Final reflections / my overall takeaways from today:

THANK YOU FOR ATTENDING OUR CONFERENCE

 We hope you found today interesting, inspirational and have come away with practical tools and examples that you can take back to your organisation. Thank you for being part of the conversation.

We are keen to make our annual staff experience conference the best that it can be, so please take a few minutes to complete **our short survey.**



Not only will your feedback help us plan next year's conference but you'll also be entered into a prize draw with a chance to win a goodie bag that includes:



- Bruce Daisley's book *Fortitude: Unpicking the Myth of Resilience*
- Davina McCall *Menopausal* book
- The Fearless Organization book: *Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth*
- Managing Workplace Health and Wellbeing during a Crisis book: *How to Support your Staff in Difficult Times*
- *Body: Simple techniques and strategies to heal, reset and restore* book
- Water bottle, notebook, stress ball, and much more...

Thoughts and notes

Use this page to
capture any additional
observations and
thoughts:



Networking and connecting



A page for capturing the contact details of people I've met or speakers that I'd like to follow up with.

Who I want to connect with	Why I want to connect with them	Contact details