


NHS staff experience: Why it matters now more than ever

Agenda

Date: Tuesday, 6 December 2022
Time: 9:30am – 16:45pm



Morning sessions

9:30 - 10:15	Keynote session with Danny Mortimer and Dr Navina Evans
 <p>Dr Navina Evans</p>  <p>Danny Mortimer</p>	<p>The COVID-19 pandemic brought staff experience into sharp focus and forced employers to critically re-examine how they support the whole experience of NHS staff. As employers navigate through the fallout of the pandemic, we find ourselves under enormous strain. NHS staff are grappling with increasing pressures, ongoing trauma, rising burnout levels, and a cost-of-living crisis. It has therefore never been more challenging or critical to look after our people.</p> <p>In this keynote session, hear Dr Navina Evans in conversation with Danny Mortimer. Drawing on their collective expertise, Navina and Danny will reflect on this year's theme NHS staff experience: Why it matters now more than ever and the role that NHS leaders play in ensuring staff experience remains at the forefront of their strategic priorities as a 'must do' rather than a 'nice to do'. They will also reflect on the importance of providing NHS staff experience leaders time for reflection post pandemic and to prepare for future challenges as we head into winter.</p> <p>Speakers:</p> <ul style="list-style-type: none">• Dr Navina Evans, Chief Workforce Officer, NHS England• Danny Mortimer, Chief Executive, NHS Employers
10:20 - 11:00	Sustaining staff experience in a system under strain
 <p>Jaki Lowe</p>	<p>What lessons can be shared from those trusts that have made improvements in staff experience despite ongoing pressures in the service? Hear from Jaki Lowe and Sue Slater to learn how their organisations took action to sustain staff experience outcomes for their workforce, particularly in relation to staff engagement and wellbeing. Find out how they intend to maintain progress and navigate future challenges on the horizon.</p> <p>Speakers:</p> <ul style="list-style-type: none">• Jaki Lowe, Director of People and inclusion, Derbyshire Healthcare NHS Foundation Trust• Marie Barley – OD & Engagement Lead and Freedom To Speak Up Guardian & Being Open Lead, , North Staffordshire Combined Healthcare NHS Trust• Sue Slater, Associate Director of Organisational Development, North Staffordshire Combined Healthcare NHS Trust

11:00 - 11:15	Break
	This is an opportunity to get a drink, do some gentle stretches or get a little fresh air.
11:15 – 12:00	Interactive breakout sessions
<p>Delegates will choose one of the following breakout sessions:</p>	<p>Session 1: Back to the basics of wellbeing</p> <p>In this interactive session, we will explore the importance of prioritising NHS staff basic wellbeing needs such as access to good quality food, hydration, rest and ensuring that staff feel physically and psychologically safe. You will hear how Sharon was able to embed a supportive organisational culture and got leaders on board with going back to the basics of staff wellbeing.</p> <p>'Meals for the NHS' will also come along to demonstrate how they have helped NHS staff access good quality food during day and night shifts, which are inclusive and affordable. Catherine will share how her trust has implemented this initiative and its benefits for staff. Come along and join the discussion.</p> <p>Led by:</p> <ul style="list-style-type: none"> • Sharon Malhi, Chief People Officer, The Royal Orthopedic Hospital NHS Foundation Trust • Alick Varma, One of the founders of Meals for the NHS • Katherine Cormican, Project Manager, Whittington Health NHS Trust <p>Session 2: Communicating your staff experience offer – a collaborative approach</p> <p>Hear how Oxford University Hospital communicates its staff experience offer to 14,000 staff across four sites and ensures they reach as many staff as possible. In conversation with their communications lead, we'll be exploring how taking a collaborative approach benefits your health and wellbeing team and the wider staff.</p> <p>Led by:</p> <ul style="list-style-type: none"> • Ashley Lodge, Head of Wellbeing - Culture and Leadership Service, Oxford University NHS Foundation Trust • Matt Akid, Director of Communications, Oxford University NHS Foundation Trust • Hannah Barton, Staff Experience Senior Programme Officer, NHS Employers <p>Session 3: Analysis to action – using data to improve staff engagement</p> <p>The NHS collects data via The NHS Staff Survey, NHS England People Pulse and the National Quarterly Pulse survey. How can this data inform action to make the aspirations of the People Promise a reality?</p>
	<p>This interactive workshop session will allow attendees the opportunity to share and hear ideas on how to effectively make use of data on staff engagement. NHS England will explain how to make use of each of these channels. We will also share a tool that has been developed to support local analysis of NHS Staff Survey data and inform local action.</p>

	<p>Led by:</p> <ul style="list-style-type: none"> • Robert Fordham, Head of Staff Experience, East Hospitals University NHS Foundation Trust • Malwina Paulus, Employee Engagement and Improvement Senior Manager, NHS England
	<p>Session 4 - Celebrating and investing in our leaders from day one</p> <p>In this session, Amy Passey from University Hospitals Birmingham will share how her organisation supports its leaders from day one in their roles so that they are able to lead compassionate, engaged and healthy teams. Tim Robson from NSU Media will talk about the 'Welcome to Leadership' programme which helps those newly promoted leaders in the first six months of their leadership journey, giving them practical tools to be the best leaders that they can be.</p> <p>Led by:</p> <ul style="list-style-type: none"> • Tim Robson, NSU Media • Amy Passey, University Hospitals Birmingham NHS Foundation Trust

Lunchtime

12:00 – 13:00	Lunch and networking
	<p>Take some time to grab some lunch, stretch your legs or network with other delegates in a virtual room.</p>
12:40 – 13:00	Self-care lunchtime energiser: movement, rest and restore
 <p>James Davies</p>	<p>Let's take 20 minutes to shake things up!</p> <p>Get ready to learn some new movement techniques from James Davies – world renowned osteopath, performance coach, and recovery specialist.</p> <p>James developed the ethos of heal, reset and restore after encountering his own experience of injury. Since then, he has made it his mission to help everyone learn how their body works, why they are in pain, and how to reach full health. James recently published his first book and Sunday Times bestseller <i>Body: simple techniques and strategies to heal, reset and restore</i>.</p> <p>Session led by:</p> <ul style="list-style-type: none"> • James Davies, Osteopath and Author

Afternoon sessions

13:00 – 13:30	Beating burnout - taking an evidence-based approach
 <p>Gita Luz</p>  <p>Sarah Greswolde</p>	<p>Burnout in the NHS is more prevalent than ever, as indicated in the NHS Staff Survey 2021 results. NHS staff are facing growing demands on the service whilst working hard to maintain high-quality patient care. Burnout has negatively impacted on the wellbeing and retention of our highly valued NHS workforce, and it is critical that NHS organisations take action to tackle this issue.</p> <p>In this session, hear the latest research and evidence-based recommendations from Well_Lab, who will provide insights into how trusts can practically address the impact of workplace burnout in the NHS.</p> <p>You will also hear from Sarah Greswolde, who will share an approach built on principles of prevention and early intervention to keep burnout at bay.</p> <p>Speakers:</p> <ul style="list-style-type: none">• Gita Luz, Chief Executive of Well_Lab• Sarah Greswolde, Mental Wellbeing Practitioner Lead, West Midlands Ambulance Service
13:30 - 14:15	Supporting our NHS people with the rising cost of living
 <p>Kate Jarman</p>  <p>Charles Cotton</p>  <p>Ali Webster</p>	<p>The rising cost of living is an escalating issue for our NHS workforce and the population as a whole. With over 1.3 million staff working in the NHS, and in-work poverty affecting one in eight workers before the current cost of living crisis emerged, our NHS staff are undoubtedly affected.</p> <p>This session provides an insight into how organisations can support our NHS people through this challenging time. It will provide details on how to develop an employment package that will help you retain your talent and make you an attractive employer for new recruits.</p> <p>You will hear recommendations from the Chartered Institute of Personnel Development (CIPD) on key areas that employers should consider in their support offers. Kate Jarman (@FlexNHS) and Ali Webster will also share some of the innovative and practical steps that are being taken in their organisations to support staff wellbeing, provide a comprehensive reward package and ensure staff are enabled to take up flexible working arrangements that may support them during this time.</p> <p>Speakers:</p> <ul style="list-style-type: none">• Charles Cotton, Senior Reward Advisor, CIPD• Kate Jarman, Co-founder of @FlexNHS and Director of Communications at Milton Keynes University Hospital• Ali Webster, Deputy Director of Organisational Development, West London NHS Trust
14:15 - 14:30	Break
	<p>This is an opportunity to get a drink, do some gentle stretches or get a little fresh air.</p>

14:30 - 15:15

Interactive breakout sessions

Delegates will choose one of the following breakout sessions:

Session 1: Back to the basics of wellbeing

In this interactive session, we will explore the importance of prioritising NHS staff basic wellbeing needs such as access to good quality food, hydration, rest and ensuring that staff feel physically and psychologically safe. You will hear how Sharon was able to embed a supportive organisational culture and got leaders on board with going back to the basics of staff wellbeing.

'Meals for the NHS' will also come along to demonstrate how they have helped NHS staff access good quality food during day and night shifts, which are inclusive and affordable. Catherine will share how her trust has implemented this initiative and its benefits for staff. Come along and join the discussion.

Led by:

- Sharon Malhi, Chief People Officer, The Royal Orthopedic Hospital NHS Foundation Trust
- Alick Varma, One of the founders of Meals for the NHS
- Katherine Cormican, Project Manager, Whittington Health NHS Trust

Session 2: Communicating your staff experience offer – a collaborative approach

Hear how Oxford University Hospital communicates its staff experience offer to 14,000 staff across four sites and ensures they reach as many staff as possible. In conversation with their communications lead, we'll be exploring how taking a collaborative approach benefits your health and wellbeing team and the wider staff.

Led by:

- Ashley Lodge, Head of Wellbeing - Culture and Leadership Service, Oxford University NHS Foundation Trust
- Matt Akid, Director of Communications, Oxford University NHS Foundation Trust
- Hannah Barton, Staff Experience Senior Programme Officer, NHS Employers

Session 3: Analysis to action – using data to improve staff engagement

The NHS collects data via The NHS Staff Survey, NHS England People Pulse and the National Quarterly Pulse survey. How can this data inform action to make the aspirations of the People Promise a reality?

This interactive workshop session will allow attendees the opportunity to share and hear ideas on how to effectively make use of data on staff engagement. NHS England will explain how to make use of each of these channels. We will also share a tool that has been developed to support local analysis of NHS Staff Survey data and inform local action.

Led by:

- Robert Fordham, Head of Staff Experience, East Hospitals University NHS Foundation Trust
- Malwina Paulus, Employee Engagement and Improvement Senior Manager, NHS England

15:15 - 15:55

Leading a trauma informed organisation



Neil Greenberg

The psychological toll of COVID-19 pandemic continues to have a profound impact on the wellbeing of our NHS workforce, with many staff experiencing ongoing trauma.

In this session, we will be joined by Professor Neil Greenberg, a consultant occupational and forensic psychiatrist who has served in the Armed Forces for more than 23 years. Neil will share his expert insights based on evidence around trauma and what individuals, teams and leaders can do to help their colleagues.



John Walsh

We will also be joined by John Walsh, who will share how his trust have practically applied these principles and embedded trauma informed approaches across the organisation. John will also reflect on how trauma informed work relates to humanity, hope and how we interact with one another.

Speakers:

- Professor Neil Greenberg, Academic, Occupational and Forensic Psychiatrist, Professor at King's College London
- John Walsh, Organisational Development Lead and Improvement Lead, Leeds Community Healthcare Trust

15:55 - 16:05

Break



This is an opportunity to get a drink, do some gentle stretches or get a little fresh air.

16:05 - 16:45

Is it time to banish the word resilience?



Bruce Daisley

Where did the non-stop chat about resilience come from? Why did the resilience training course you got sent on have zero impact?

Join Bruce Daisley, one of the UK's most influential voices on improving workplace cultures. Bruce is a No. 1 Sunday Times bestselling author (The Joy of work) and host of Apple #1 Business Chart topping podcast Eat Sleep Work Repeat. His latest book, Fortitude, takes the notion of resilience apart, explains how it really works and puts forward a new path.

In this session, Bruce will share insights from his latest book, research and conversations with organisations to dispel the myth of resilience as we know it. Come along to hear some of the best ways to empower, build confidence and self-assurance. Leave this session with top tips that you can implement for yourself or share in your teams and with colleagues.

Speaker:

- Bruce Daisley, Author and Podcaster

16:45

Closing remarks by Danny Mortimer

Conference close.