The issue of line managers’ impact on staff engagement has received a lot of coverage in recent surveys. First-level and other supervisors in the NHS are generally clinicians and may not have had any people management training or much HR support. Research shows that their teams find them supportive and helpful but that involvement and communication could be improved.

NHS Employers is updating our resources on the role of line managers in engagement. We would welcome any examples from NHS organisations, as we plan to work with selected trusts on this issue in next few months to develop ideas for supporting supervisors.

A number of trusts have worked with organisations such as the Real World Group and the Institute for Employment Studies and Involvement and Participation Association around this issue. More information is available at www.nhsemployers.org.

Helping us to help you
This newsletter is intended to help you by sharing ideas and signposting evidence and research. We are keen to get your views on the newsletter and what type of information it should contain. Please send any comments (positive or constructively critical) and stories we can share. We have also set up a staff engagement twitter account @NHSE_Steven so please follow and tweet us as well.

Line manager impact on staff engagement

The Social Partnership Forum (SPF) has highlighted the links between effective partnership working and staff engagement as complementary processes. Examples of trusts which have combined both include Driask Trust, Nottingham Healthcare and Derbyshire Community Services Trust. NHS Employers would be interested in examples of where staff engagement and partnership working have been combined.

The SPF website contains useful material, including case studies on partnership working. The SPF is developing a range of new resources around staff engagement and these will be launched in next few months.

Research, publications and resources

The NHS Employers website regularly features research publications and other reports on staff engagement.

Recent publications include the Point of Care Foundation Report on Staff Care, which looks at some key issues around staff engagement. Coming soon are the results of a review of the research literature on staff engagement from a team working for the National Institute of Health Research (NIHR). More information on the NIHR website will be published later in February 2014 and we will also be preparing a pre-recorded webinar and a series of podcasts around the results of the research with the first to be launched before the end of February. A conference will also be held on 25 February to enable you to share ideas on around the issues arising from the research. The conference is free to attend; please contact Steven.Weeks@nhsemployers.org for more details.

The fabulous world of staff engagement

A number of lesser known and bizarre staff engagement stories have emerged in early 2014. These include:

• The North Korean Government announced it US Federal workers, including at NASA, the

NHS England continues to develop its plans for the introduction of the Friends and Family Test (FFT) for staff from April 2014. Detailed guidance on this was issued in December 2014 and more information on its plans can be found on the NHS Employers website. NHS Employers supports the overall objectives of the development of the staff FFT and it should provide an opportunity for HR to highlight the importance of work on staff engagement to the overall organisation. In particular, discussion should take place with medical and nursing colleagues who may be less aware of the plans as the publication of the data will have reputational impact.

A number of trusts, including Salford Royal and West Midlands University Hospitals, already use a local version of the staff FFT and have experience in using it as a source of data. NHS Employers would welcome information from trusts on their experience of seeking staff views on their willingness to recommend services and how this has been tackled.

More information is available at www.nhsemployers.org.

New ‘In focus’ feature to highlight effective staff engagement

We will soon be adding a regular ‘in focus’ feature to highlight effective staff engagement stories such as the

The 2013 staff survey has closed and we are awaiting the publication of the results at the start of March 2014. NHS Employers is pleased to report that there has been a significant increase in staff engagement activity, measured by visits to our website, and reports of activity. In particular, there has been a notable increase in ‘back to floor’ exercises and other ways of seeking feedback from staff such as ‘pulse surveys’. We intend to run a webinar on the staff survey results in mid March. Please keep checking our staff engagement webpages for more information.

The 2014 version of the staff FFT has been developed by the National Institute for Health Research as part of the Friends and Family Test plans.

The SPF is seeking further details when they are available.

Several organisations have already tested the FFT and have experience in using it as a source of data. NHS Employers would like to get more information on? Let us know the question you would like us to raise or an issue you await. The 2013 staff survey has closed and we are awaiting the publication of the results at the start of March 2014. NHS Employers is pleased to report that there has been a significant increase in staff engagement activity, measured by visits to our website, and reports of activity. In particular, there has been a notable increase in ‘back to floor’ exercises and other ways of seeking feedback from staff such as ‘pulse surveys’. We intend to run a webinar on the staff survey results in mid March. Please keep checking our staff engagement webpages for more information.

Future webinars and podcasts

We will be running a series of webinars and podcasts over the coming months. We will start with Professor Katie Truss of the University of Sussex, who will be providing an overview of the results from their recent research on the evidence base for staff engagement. This will be a pre-recorded podcast that you will be able to download at a time that is suitable for you.

We will also be organising additional webinars on the results of the staff survey in mid March and a further webinar on the Staff Friends and Family Test just before it is implemented in April. Keep checking on our staff engagement webpages, where we will publish further details when they are available.

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