Developing the SHA Stakeholder Group

Wednesday 4 March 2009 10.30am

Feedback from Away Day
The SHA stakeholder group met for the third time yesterday to discuss some of the feedback from the away day held last week. The detailed feedback, compiled by Rupert Symons of Stanton Marris, the facilitator of the away day, is available for all staff to view on SharePoint and the secure area of the SHA website click here or here. (entitled SHA Away day slides) The entire feedback from the day and the views expressed through the staff consultation will all be fed into the change process and the current thinking about the new organisation.

Jim thanked all those who took part in the day and considered the event to have been a success. It is evident from the feedback from the day that staff felt able to talk about both the positive and negative parts of the change process. It is also clear that staff want to receive more regular communications on this change process providing updates on the status of the change and the milestones we are achieving. A commitment has been made to set out the ‘story’ of the SHA for internal and external audiences so everyone is clear about what is happening, when, how and why. Jim will begin this process and share a draft of the ‘story’ with the SHA stakeholder group for comment and a final version shared with all staff shortly afterwards.

Feedback from Working Groups
The three working groups set up at the first SHA stakeholder group provided feedback to the group on their work to date.

Physical redesign of Rivergate: Jacky Jones, Head of Corporate Services discussed the findings of the survey the group carried out prior to the away day.

The findings of the survey showed the top three things staff like about Rivergate House are:
1. Good IT systems and infrastructure
2. Central location within the region
3. The people

The top three things staff disliked about the Rivergate House are;
1. Heating and air conditioning
2. Lack of suitable separate area for staff to take breaks
3. Not enough meeting rooms

The full survey results and proposed solutions for addressing some of the issues identified in the survey are available for all staff to view on SharePoint here or website here (entitled Physical redesign of building-feedback). Some of the proposed solutions are to:
- Continue to resolve the heating and air conditioning issues.
Maximise the potential of IT to help reduce the need for meeting rooms, which will help reduce pressure on car parking and may help in identifying space for a separate staff area.

Review meeting room usage and consider creating a workshop room which is relaxed and informal with interactive whiteboards; more small rooms for 121s and telephone booths for private phone calls.

Look at the possibility of one larger kitchen close to the staff room.

Working practices: Carolyn Hinton, Executive Office, Donna Elliott, HR Officer, Andrew Hall. Finance and Elaine Bowden, NESC provided feedback to the group on the work which had taken place to explore issues relating to working practices. Part of the work the group has undertaken is to talk to organisations inside and out side of the NHS to identify best practice which has the potential for being adopted internally.

Potential solutions identified by the group include issues to help protect colleagues time and improving the efficiency and effectiveness of communications, such as emails between staff. The group also looked at flexible working arrangements and issues relating to core days and the need to ensure a consistent approach across the entire organisation in relation to flexible working arrangements. The group also identified possible solutions through the use of IT and communication systems, identifying areas where IT may help improve the way we work. For example the use of video conferencing, podcasting and also the use of online recording systems to reduce paper based forms.

The quality of working life was a big focus of the work the group were doing, recognising that with any changes we should focus on how this will improve the quality of the working life for all our staff. Full findings from the survey carried out by this group along with potential quick wins are available on Sharepoint here or website here.(entitled Working practices)

Compact - internally and externally: Henry Pares, Head of Strategy and Transition, IT-enabled transformation and Kathy Broughton, Transition and Benefits Consultant, presented the findings from the group looking at the SHA compact – how we will work with others internally and externally. The group looked at four areas – our core purpose, our core role, our behaviours and our values. The findings of the survey the group carried out are still to be collated but will be shared with staff more widely once complete.

Next Steps
The leads of the working groups will now work with staff from Stanton Marris to identify what quick wins can be implemented and what costs and timescales will be associated with implementation. The Stakeholder Group will meet again for a progress update in 4/6 weeks time with a specific date to be confirmed.

Clinical Director appointments
All interviews for the Clinical Director posts have taken place over the past few weeks; the announcement of appointments to these posts will take place this week. The SHA is on track to roll out the next level below direct reports to Directors from the beginning of April.

Staff Partnership Forum (SPF)
Staff are reminded that representatives from SPF are involved in the development process and if any staff have any issues, questions or concerns about the process they can be raised with their line manager or their SPF rep.