**Introducing the**  **Staff Experience Tool**

Welcome to this special edition of the monthly briefing for line managers, which provides an introduction to iMatter, essential information regarding its roll out in NES, and the support available for you as it is adopted over the next 2 years. The topics covered in this briefing are:

* iMatter explained
* NES Rollout Plan
* Awareness sessions in October & November
* Training available for line managers in December & January
* Where to go for further information

We hope you find it a useful means of introducing yourself and your teams to this new tool, which is designed to support improving staff experience.

**iMatter explained**

iMatter is a survey tool that allows your views on your experiences at work to be gathered at team level, then be used as the basis for development work in teams, and at organisational level, to enhance staff experience. It is to be implemented across NHSScotland from October 2014 with all staff being given the chance to rate their experience at work. This is with the intention of understanding and supporting continuous improvements in employee engagement, recognised from research as a key driver of patient experience in the NHS.

During 2012/13, over 3,500 staff from 4 Health Boards - Dumfries & Galloway, Forth Valley, Tayside and The National Waiting Times Centre – were involved in developing and testing the tool. This built on work undertaken by 200 staff in the pilot Boards to define what good workplace experience looks like in NHSScotland. They developed a framework of 20 employee engagement components that is aligned with the national Staff Governance Standard and the Quality Strategy. This formed the basis of a bespoke questionnaire intended to provide reliable metrics on different aspects of staff experience.

The data from the 3 pilots was externally validated by the University of the West of Scotland. They found it both a robust and reliable measure of staff engagement and means with which to measure improvement. This led to Scottish Government determining in November 2013 that all Health Boards in Scotland should introduce iMatter during 2014/15 as a means of supporting the Healthy Organisational Culture priority in the 2020 Workforce Vision.

**NES’ Rollout Plan**

All Health Boards have to implement iMatter over the next 2-3 years. The roll out plan for NES was agreed in Partnership earlier this year. It takes an approach that reflects how established Directorate structures are expected to be at the time they will participate in iMatter, as follows:

|  |  |  |
| --- | --- | --- |
| Phase 1 | X | X |
| Phase 2 | X | X |
| Phase 3 | X | X |

Some of you will be familiar with the plan as the OD & Learning team has been confirming team structures for iMatter. However, **those in Phase 1 are asked to pay particular attention to the following sections**. These describe essential **awareness raising sessions** and important **training for line managers** which will be repeated in subsequent phases.

**Awareness raising sessions for all staff in Phase 1**

Prior to the tool going live in a Phase, all staff in the Directorates concerned will need to attend a 1 hour awareness raising session. This will provide essential information on iMatter, how it works and how to use it. **If you are in a Phase 1 Directorates please ensure the staff you manage attend one of the briefings below.** They do not need to be booked on LearnPro.

**Insert your Awareness timetable**

**Training to support line managers in Phase 1**

A national training package is being developed by a number of Health Boards in order to ensure you, as managers, have the required knowledge and skills to support feedback and use the outputs from the questionnaire in your teams. This is expected to involve a morning session that will cover:

* Staff experience, employee engagement and why it is important
* How iMatter was developed and how it works for you and your staff
* Interpreting the report data and facilitating your team feedback session
* Developing action plans from the data with your team

This will be paired with an afternoon session for those who would find it beneficial in having effective conversations, utilising training already made available in NES. **As a minimum, it is recommended that you attend the first half of the development day**. This will help you to understand your role, answer questions from your team during the process and give you a chance to experience and work with sample reports from the system.

The development days are scheduled as follows and can be booked through LearnPro:

|  |  |  |
| --- | --- | --- |
| Date | Venue | Time |
| x | x | x |
| x | x | x |
| x | x | x |
| x | x | x |
| x | x | x |

**Where to go for further information**

As a line manager, your role in helping your team to get the most from this tool is vital, and we want to help you in this respect. **This briefing is being sent in advance of an E Mail that will be sent to staff in Phase 1 Directorates at the beginning of October.** If you or your team members have any questions subsequent to this, they can be addressed at the awareness raising sessions and via the x. You can also speak to X in the OD & Learning Team who are supporting the roll out of iMatter in NES over the coming months. Please contact us via [x](mailto:training.hr@nes.scot.nhs.uk) with any questions not answered via the above routes.