

People Promise Exemplar programme

West Hertfordshire Teaching Hospital – Achievements so far




People Promise Manager

Gemma Hayter

People Promise



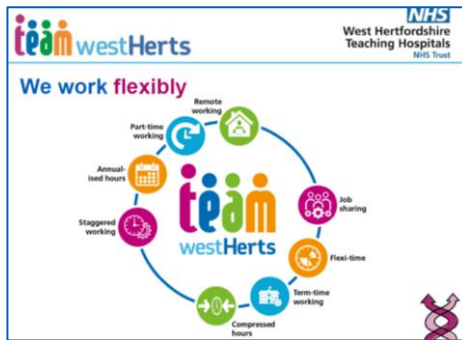
Achievements so far...

 <small>We are compassionate and inclusive</small>	 <small>We are recognised and rewarded</small>	 <small>We each have a voice that counts</small>	 <small>We are safe and healthy</small>	 <small>We are always learning</small>	 <small>We work flexibly</small>	 <small>We are a team</small>
Began the Culture and Leadership Programme	Increased awareness of pensions support	Alignment of NSS results and action plans with People Promise	Wellbeing strategy 2023-2026 produced	Launched Developing your career with me programme bands 2-8a	Self/Team rostering for nursing & midwifery team	Commenced refreshing our values and behaviours. What does
Launched Reciprocal mentoring programme	Long service awards	Moved pulse survey to People Pulse	Updates special leave policy to increase bereavement, lead and support for unpaid working carers	CPD & Apprenticeship application online as part of HWE Academy website	New flexible working website Section on staff app	#Teamwestherts mean to you campaign
Introduced Cultural Awareness sessions	SHINE recognition platform launched	Moved Friends and Family to quality health	Wellbeing and engagement data dashboard	Menopause support programme in place	Flexible working poster & leaflets	Recruited #Teamwestherts change champions
Soft launch values-based recruitment	All stars week, focuses on celebrating the cultural richness	Exec lead wellbeing walkarounds	Changed our Employee Assistant Provider	Launched a training partnership with West Herts College, using virtual reality headsets	Job adverts updated promoting flexible working	Revamped our induction to incorporate People Promise themes. Introduced a new starter website and section on staff app
Civility & respect Toolkit	Rebrand monthly and quarterly divisional stars of herts		New Supporting You passports	Legacy mentors	Preceptorship programme	Flexible working guide
					New policy	

On boarding & Induction

We have...

- Revamped our Trust welcome slides to incorporate the People Promise themes
- Created a new local induction checklist for clinical and non-clinical staff, new induction policy & buddy system
- New starter guidance section on the HR toolkit intranet section
- Launched a new starter support programme, designed for us to support the new starter throughout their first 7 months
- Implemented a new starter website & new starters section on West Herts staff app



Search Site [Go](#)

New Starter Guide

This page is designed to provide information and guidance to managers, leaders or anyone responsible for induction of new staff. Click on the images below for further details.

Trust welcome and mandatory training

Local induction

Buddy scheme

New starter support programme

New Starter Guide

New starter support programme

New starter support programme

We recognise that starting a new job can be daunting at the best of times.

That is why we offer on line support sessions to all our new starters to help them settle into the organisation.

New starters will be given the opportunity to meet with the Recruitment Team, Well-being Team, and the Talent/L & D teams.

1

Recruitment

3

Wellbeing

7

Learning

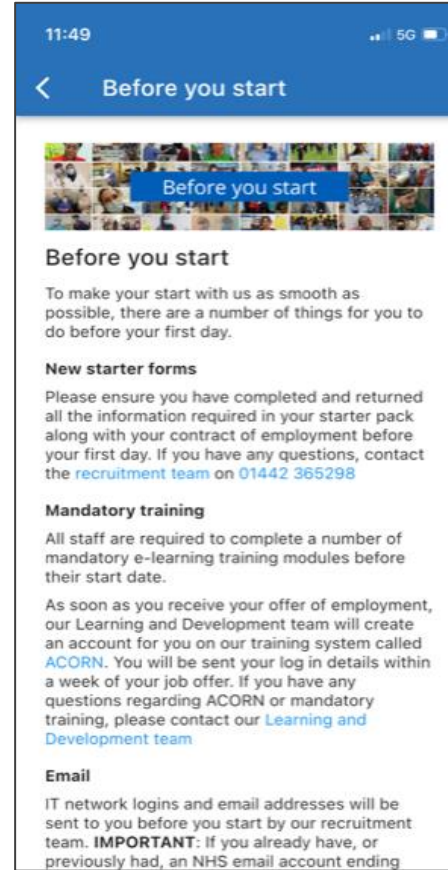
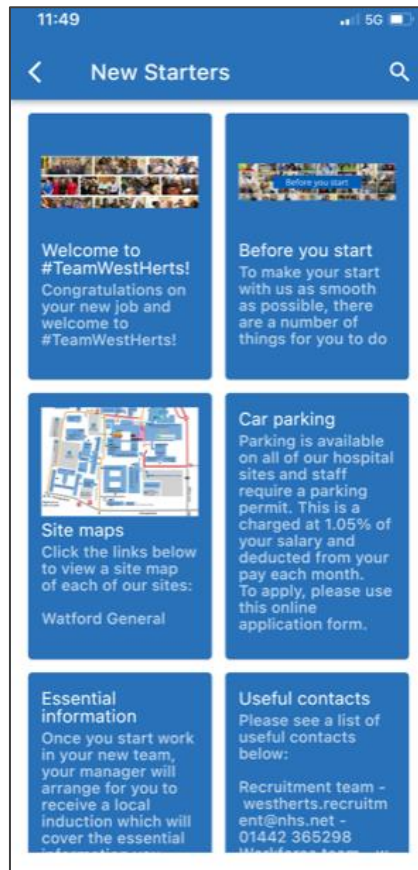
The programme consists of three sessions taking place in months one, three and seven;

New starter website <https://www.westhertshospitals.nhs.uk/newstarters/>

The screenshot shows the 'newstarters' website for West Hertfordshire Teaching Hospitals NHS Trust. The page features a navigation menu with links: Home, Before you start, Trust welcome, Local induction, Investing in you, Keep up to date, and Useful contacts. The main content area includes a video player for 'Welcome to Team West Herts!' with a play button and a 'Watch on YouTube' link. To the right, a blue box contains the text: 'Congratulations on your new role at West Hertfordshire Teaching Hospitals NHS Trust and welcome to #TeamWestHerts!' followed by a photo of Andrew McMenemy, Chief People Officer. Below this are six thumbnail images with captions: 'Before you start' (Everything you need to do before your first day), 'Trust welcome' (Supporting you in the first few days in your new role at the trust), 'Local induction' (All the information you need to know to help you settle in at the trust), 'Investing in you' (Find out how the trust supports you), 'Keep up to date' (How to keep up to date with the latest trust news and events), and 'Useful contacts' (All the important contact information you'll need when starting - and beyond). At the bottom, the 'People Promise' icons and text are repeated. The footer contains the copyright notice: © 2023 West Hertfordshire Teaching Hospitals NHS Trust.



Next Starter section – Team West Herts staff app



Flexible Working

We have...

- Launched a new flexible working policy –adopted by ICS partners
- Website created
<https://www.westhertshospitals.nhs.uk/flexibleworking/>
- Flexible working section on staff app
- Flexible working poster – QR code to webpage
- HR toolkit and intranet pages updated
- Flexible working managers guide being produced for managers
- Flexible working baseline reporting produced
- Self-rostering pilot started in Maternity
- Self/Team rostering Nursing & Midwifery rollout
- Shared staff stories - [Our people promise](#)
- Flexible working event



NHS
West Hertfordshire
Teaching Hospitals
NHS Trust

Flexible working

Did you know there are a range of flexible working options available?

These include:

- Remote working
- Part time working
- Term time working
- Job sharing
- Flexitime
- Compressed hours
- Staggered working hours
- Annualised hours
- Self-rostering
- Flexible retirement
- Agile working

All jobs can be considered for flexible working patterns, please discuss with your line manager.



Scan the QR code or visit www.westhertshospitals.nhs.uk/flexibleworking for more details.

Find us online @WestHertsNHS

www.westhertshospitals.nhs.uk

Embedding People Promise in our Strategies

We have...

- Aligned our People Strategy with the People Promise Elements
- Aligned our Wellbeing Strategy with the People Promise Elements

Promise 1
We are compassionate and inclusive

Promise 2
We are recognised and rewarded

Year 1-2: Strengthen

- Implement a framework that supports an inclusive culture focus consistent with our values
- Introduce an award for staff who go above and beyond for our patients
- To support staff development levels

Year 2-3: Build

- Evaluate the impact of cultural development using our metrics

Year 3: Consolidate

- Cultural change reflected in staff feedback, our metrics and patient experience

Our ambition

- Introduce innovative ways to be more inclusive and find our hidden heroes.
- To encourage a culture where everyone can be innovative and demonstrate their skills.
- Introduce financial and non-financial support for our staff.

Measures of impact

- ✓ Implementation
- ✓ Demonstration

People strategy 23-2028

Managers and leaders

We acknowledge that our managers and leaders are fundamental to creating positive and healthy working environments for our diverse workforce.

Making it happen:

- We will include wellbeing into all line manager job descriptions and objectives.

Improving personal health and wellbeing

When providing comprehensive staff support there are 4 integrated pillars of wellbeing that must all be considered. These include mental and emotional wellbeing, physical, social and financial wellbeing. Taking into consideration that not one size fits all and become salient at different stages of their wellbeing journey.

- Pillar 1: Mental and Emotional**
- Pillar 2: Physical**
- Pillar 3: Social**
- Pillar 4: Financial**

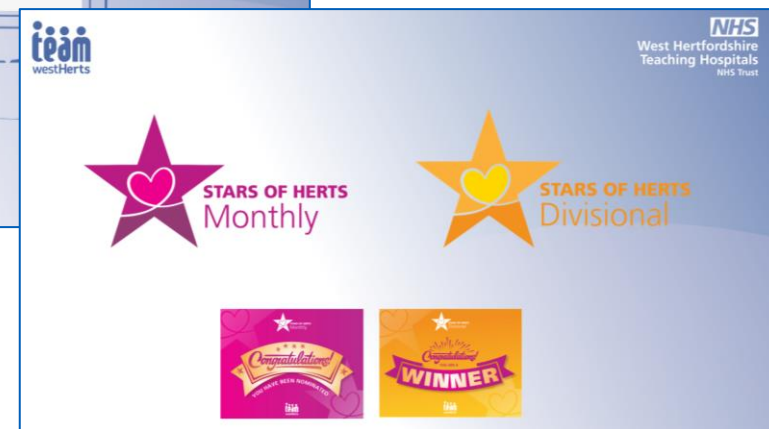
West Hertfordshire Teaching Hospitals NHS Trust

Wellbeing strategy 2023-2026

Looking after you

Reward & recognition

Presented at People in action week



- [Share the love at West Herts NHS – YouTube](#)



We have...

- Launched a new monthly top ten Discounts campaign and section on staff App



This month's top 10 NHS discounts!

Below you'll find 10 discounts NHS staff can take advantage of to make great savings. Check back next month for another selection!

Some of the deals we feature require you to have a Blue Light Card. (<https://www.bluelightcard.co.uk/>) It costs £5 to sign up for 2 years and we think it's well worth doing!

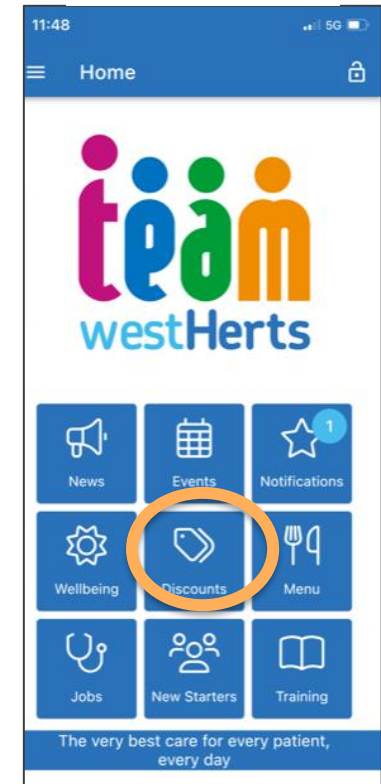
You can find plenty more discounts for NHS staff at the following websites:

NHS Discount Offers <https://www.nhsdiscountoffers.co.uk/>

Health Service Discounts <https://healthservicediscounts.com/>

If you find any great discounts for staff you think we should include here, please let us know at westherts.wellbeing@nhs.net.

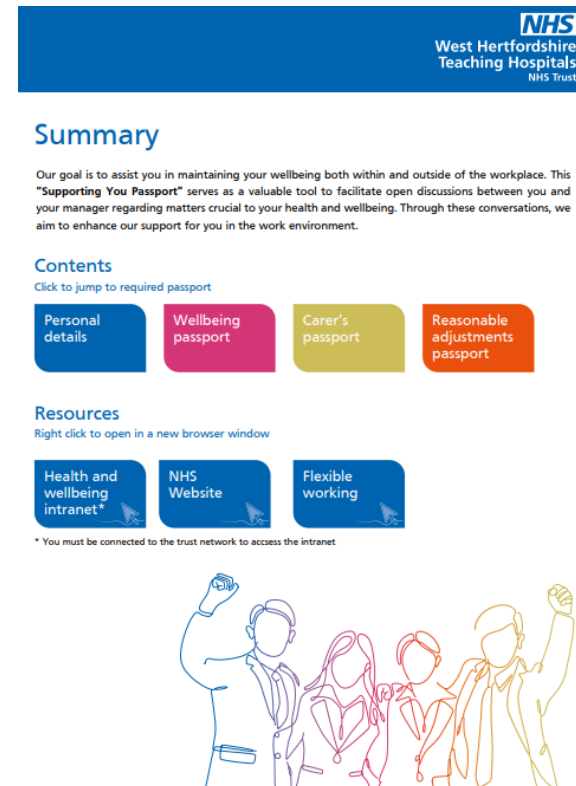
<p>My Vegan 45% Off (Almost) Everything On Myvegan Expires: 31 December 2023 On Blue light card View this via Health Services Discount</p>	<p>ASDA Exclusive Cashpot Boosts in the Asda Rewards app when shopping in-store. Current Offer - 10% cashback on Fresh Products (all fresh meat, fish, fruit and vegetables, ready meals, chilled and dairy, bakery and flowers). On Blue light card</p>
<p>RAC Get RAC Breakdown Cover from just £4 a month On Blue light card</p>	<p>Holland & Barrett Save 10% online Enter your discount code at the checkout to save 10% online! On Blue light card Expires: 31 December 2023</p>
<p>Clarks Clarks - 20% NHS discount online only Valid on full price adult styles On Healthservices discounts</p>	



Civility and Respect

We have...

- Completed Civility and respect toolkit which generated a gap analysis and areas for improvement
- Created and soft launched Supporting you passport



Summary

Our goal is to assist you in maintaining your wellbeing both within and outside of the workplace. This "Supporting You Passport" serves as a valuable tool to facilitate open discussions between you and your manager regarding matters crucial to your health and wellbeing. Through these conversations, we aim to enhance our support for you in the work environment.

Contents

Click to jump to required passport


- [Personal details](#)
- [Wellbeing passport](#)
- [Carer's passport](#)
- [Reasonable adjustments passport](#)

Resources

Right click to open in a new browser window

- [Health and wellbeing intranet*](#)
- [NHS Website](#)
- [Flexible working](#)

* You must be connected to the trust network to access the intranet



Cultural Leadership Programme

We have...

- Recruited a change team #Teamwestherts champions
- Started a project to refresh our values and behaviours
- Run what does #Teamwestherts mean to you campaign

A blue poster with a white border. At the top right is the NHS logo and "West Hertfordshire Teaching Hospitals NHS Trust". The main text reads "What does #TeamWestHerts mean to you?". Below this is a call to action: "We're refreshing our trust values and would love your input! Please complete this two-minute survey and help shape the future of #TeamWestHerts." At the bottom left, it says "Scan the QR code below or visit bit.ly/westhertsfeedback" next to a QR code. The bottom right features a white line-art illustration of two people's heads in profile, facing each other, with colorful speech bubbles above them.

#Teamwestherts champions

- 20 colleagues signed up to become a #Te
- Created a change team to enable collective leadership, provide the opportunity to actively engage and involve the colleagues in continuous improvements.
- **Sessions focused on:**
 - Looking at the importance of values & behaviours
 - Analysing the results obtained, discussing the similarities and which supported the identification of the main value themes
 - Providing different perspectives from across the Trust
 - Assisting in the development of the behavioural framework

Since the start of the group, we have recruited a further 6 people and are wanting to expand and develop the group for future projects

Impact measure so far...

- Trust welcome component of the Induction is at rated 88% excellent, 22% good, out of 900 new starters
- Reduction in turnover rates
 - Turnover in first 12 months - 20.4% (Apr 22) to 13.3 % (Jan 24)
 - Headline turnover rate - 17% (Jul 22) to 12.1 % (Jan 24)
 - Mentor buddy role introduced has reduced turnover of healthcare support workers
- 11000 views so far on new starter website – (launched June 23)
- Over 6000 views New starter section - staff App (launched June 23)
- 3500 hits on flexible working intranet page (launched Jan 24)
- Over 4000 people recognised on SHINE platform
- Over 50% of workforce registered to use SHINE platform

Thank you

Find us online @WestHertsNHS



www.westhertshospitals.nhs.uk

OUR VALUES

Commitment
Care Quality