

NHSGGC Board Action Plan 2023

Areas to celebrate and do more of:

Theme: Role clarity and team working

Staff feel supported, involved and clear about their roles & local objectives

Improvement Theme	Outcomes/ Measurables	Actions	Lead/ Timeline
Wellbeing	As part of the delivery of the Staff Health Strategy, increase the iMatter score for “I feel my organisation cares about my health and well being” from 71 to 80 by 2025.	As part of the launch of the Staff Health Strategy 2024, develop a comprehensive communications plan, which outlines specific actions for staff who are traditionally offline	Head of Occupational Health March 2024

Area for Improvement	Outcomes/ Measurables	Actions	Lead/ Timeline
<p>Leadership Visibility</p>	<p>As part of the delivery of the full Internal Communications and Employee Engagement Strategy, increase the iMatter score for “I feel sufficiently involved in decisions relating to my organisation” from 55 to 60 by 2025 and “I feel that Board members who are responsible for my organisation are sufficiently visible” increased from 55 to 58.</p>	<p>IC&EE 2.4: Facilitate an ongoing programme of senior leadership opportunities to meet and listen to front-line staff</p>	<p>Deputy Director of Communications Head of Staff Experience - March 2025</p>
		<p>IC&EE 3.3 Using learning from Senior Leadership Programme, develop forums for leaders to collaborate and share best practice, that underpin a more consistent approach to cascading key messages, services and change</p>	<p>Head of Staff Experience/ Head of Organisational Development June 2024</p>
	<p>Full compliance with Investors in People Leading & Inspiring People Criteria across all assessed areas of NHSGGC</p>	<p>Investors in People Cluster Plans: Programme of local leadership walkabouts and engagement events</p>	<p>Cluster Leads Ongoing</p>

Area for Improvement	Outcomes/ Measurables	Actions	Lead/ Timeline
<p>Communication and Engagement</p>	<p>Measures and baseline set for digital communications and engagement use, with targets for improvement set as part of the next iteration of the IC&EE plan.</p>	<p>IC&EE 7.1 Agree systematic approach on measuring digital communications and engagement.</p>	<p>Deputy Director of Communications December 2024</p>
		<p>IC&EE 7.2 Undertake an Internal Communications channel analysis and audit against a backdrop of the MS365 roll-out and including an assessment of options for staff currently not routinely accessing our digital systems.</p>	<p>Deputy Director of Communications June 2024</p>

		<p>IC&EE 8.1 Identify and pilot innovative MS Teams apps for use corporately that support engagement and staff communications</p>	<p>Deputy Director of Communications / Head of Staff Experience December 2024</p>
		<p>IC&EE 8.3 Develop and launch team brief, based on learning from 2023 pilot</p>	<p>Director of Communications & Public Engagement March 2024</p>
		<p>Review and share good practice guide for email etiquette</p>	<p>Head of Staff Experience April 2024</p>