

iMatter – Staff FAQs

This guide provides an overview of the key points within iMatter, however you can find out more within the wider [iMatter Staff Guide](#).

1. General Information

- **What is iMatter?**

iMatter is a tool used across NHS Scotland to understand how staff feel at work, and support continuous improvement.

- **Why is iMatter important?**

Your answers help improve your team and workplace and shape real changes.

- **Where can I find more information?**

Information is available on [HR Connect](#), [Staffnet](#) and the [national website](#).

2. iMatter Timeline

- **When does iMatter happen?**

Around May/June each year. A list of important dates are on [HR Connect](#).

3. Team Confirmation

- **What happens in Team Confirmation?**

Managers check and update team members' information and response methods, to ensure everyone has the opportunity to respond to the survey.

- **Do I need to do anything?**

Only if your manager asks you to confirm your details or if you want to check the way you receive the questionnaire.

- **Can I use a personal email or mobile?**

Yes. The information for these are used only for iMatter and stored safely.

- **I'm new to the team – should I complete the questionnaire?**

You may not need to complete it if you've not been in the team long, as the questionnaire asks about your experiences over the last 12 months. However, please discuss this with your line manager.

You should be provided a copy of the Team Report, and be involved in the action planning discussion with your team.

4. The Questionnaire

- **How many questions are there?**

There are 29 initial questions, plus additional optional questions.

- **How long does it take to complete?**

About 7–10 minutes.

- **How can I complete it?**

Online via email or SMS, which are the quickest methods for completion; or you can complete on paper.

- **Can I start and finish later?**

Yes, using the email/SMS link.

- **I didn't get my questionnaire—what now?**

Ask your manager to check your details.

- **My link isn't working—who do I contact?**

Contact your local administrator (see [Staffnet](#) for details), or email ggc.nhsggc.imatter@nhs.scot.

- **I think I'm in the wrong team—what should I do?**

Speak with your line manager.

- **Who sees my responses?**

No one in your organisation, not even your manager.

- **Will people know if I didn't take part?**

No, the reports produced only show how many people completed the questionnaire, not who did or didn't.

If you are in a team of one (which is fine), and you complete the survey, it's fair to assume your manager will know the responses are yours.

If you have any concerns about this, please contact your line manager in the first instance.

5. Reports and Action Planning

- **How do I get my team report?**

People who filled out the questionnaire online (via email or SMS) will receive an electronic copy. Paper participants get the survey and a pre-paid envelope from their manager.

- **Who can see team reports?**

Only your team. The team can choose to share, but this is a team decision not a manager one.

- **What is Action Planning?**

Your team meets and agrees on the team strengths and up to three improvement actions that should be completed from the feedback you gave.

6. Progress Updates

- **How do I know if actions are being completed?**

Teams should meet and review actions regularly. This can be done via your regular team meetings / huddles.

7. Useful Information and Support

- **Where can I get help?**

Speak to your manager, contact your local administrator (see [Staffnet](#) for details), or email ggc.nhs@ggc.imatter@nhs.scot.

- **Where can I read more?**

Guides and information are on [HR Connect](#), [Staffnet](#) and the [national website](#).

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