iMatter

NHS Greater Glasgow and Clyde

Staff Guide

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1. What is iMatter and Why it Matters to You

iMatter is NHS Scotland's staff experience continuous improvement tool, used across all NHS Boards. It helps individuals, teams, Directorates / HSCPs, and Boards understand and improve staff experience.

The iMatter questionnaire - and the collaborative action planning that follows - creates a space for you to share your experiences at work and highlight opportunities for improvement. Your insights directly shape positive change and help build a supportive environment where everyone can thrive.

Throughout this guide, we cover the key information you, as a member of staff participating in iMatter, needs to know. For more information, you can also visit HR Connect.

What are the benefits for me?

iMatter gives you a meaningful way to provide feedback and influence improvements in your workplace. These changes don't need to be complicated or costly - they simply need to matter to you.

Staff experience reflects how motivated, supported and valued people feel at work. Understanding this is the first step towards strengthening engagement, wellbeing and productivity. Improving staff experience benefits you, your team, and ultimately patients, families and service users.

2. iMatter Dates

iMatter dates are published on HR Connect and Staffnet. Key stages are:

- Team Confirmation
- Questionnaire
- Reports and Action Planning
- Progress Update

There will be iMatter communication updates throughout the year, for example in Core Brief. Please take time to read them, and speak with your manager if you have any questions.

3. Team Confirmation

3.1 Team Confirmation

During Team Confirmation, managers review and update their team list in the iMatter system. This includes adding new team members, removing leavers, and confirming and/or updating each person's preferred response method (**email, SMS, or paper**).

This ensures that staff lists in the system are accurate before the questionnaire begins and that everyone is placed in the correct team, receiving the questionnaire in their preferred format.

You do not need to take action unless your manager asks you to confirm your preferred response method.

If there were any issues with your participation last year, please liaise with your manager to help to make sure everything is correct for this year's run.

3.2 Team Structures / Small Teams

Teams in iMatter are usually based on direct line management structure.

Smaller teams can be added to the system, however it should be noted that 100% response rate is needed to generate a team report, to help protect anonymity. (There is no pre-required response rate for teams of 5 or more).

If your team has fewer than five members, your manager may check whether you are comfortable completing as a small team or if you would prefer to be aggregated with another team, to create a larger team. If this is the case, it may mean that the person named as the Team Manager on your questionnaire is not your direct line manager.

Bank and other short-term staff usually don't take part in iMatter because their time in a team is too brief to meaningfully reflect on their experience.

3.3 Temporarily assigned manager confirming the team

If your usual manager is on secondment or long-term absence, another manager may be assigned temporarily to support iMatter. You should be made aware of this in advance, by the temporary manager.

3.4 Personal emails or mobile numbers

If you prefer to participate electronically, you may provide a personal email address or mobile number - for example, if you do not have a work email or work phone. These details are used **only** for the purpose of the Webropol survey, and are stored securely in the system.

3.5 Exclusion from the current year's survey / Participating whilst on long-term absence

If you are temporarily unavailable (for example, on long-term sick leave or maternity leave), you may be excluded from iMatter during that time. Your manager should discuss this with you and agree in advance.

You can still choose to participate via personal email or mobile number, or via paper questionnaire if that is still appropriate for you and your feel that you can contribute - your manager should have a discussion with you about this.

3.6 New to the team

iMatter reflects on the previous 12 months experience, so if you are relatively new to the team, it may not be appropriate for you to complete the questionnaire, but you would still be part of the Action Planning process with the team. Discuss this with your line manager in the first instance.

3.7 What happens if I work in more than one team?

You can participate in more than one team - for instance, you may have 2 separate part-time roles in the organisation, or you may report to more than one team for the purposes of your job – therefore you can reflect on the experience of both.

Line managers should include you in each appropriate team on the iMatter system, and you will receive more than one questionnaire to complete. Please be sure to note which questionnaire relates to which team when completing.

4. <u>Questionnaire</u>

4.1 Questions

iMatter involves 29 questions, which must be completed to generate the full set of iMatter reports.

Twenty-eight questions are about your experience: at work; in your team and with your line manager*; and of your organisation. These questions

are linked to what we know are the elements of good staff experience and the 5 strands of the Staff Governance Standard.

There is a final mandatory, 29th question, which asks you to rate your Overall Experience on a scale of 0 to 10.

*Within the questionnaire, 3 questions relate to your **direct** line manager, and you should answer these based on your experience of *them*. When the report is produced, it will be for your line manager to consider the data in relation to these questions and discuss anything that is unclear with those participating in the team feedback session.

Also, see section 3.2 for details of aggregated teams.

After that, there are optional demographic and Raising Concerns questions, which you can choose to answer or skip.

4.2 Response Methods

This is your chance to share your experience and help your team and organisation focus on what matters most. Complete the questionnaire honestly within the deadline, via your chosen method. It takes approximately 7 to 10 minutes to complete.

- **Email / SMS Response Method**

When the Questionnaire opens, staff who chose email or SMS will receive their link from Webropol shortly after 11am. Check your spam folder in case the link has landed there. If you do not receive the link from Webropol, contact your line manager.

You don’t need to complete it in one go, you can return to it by clicking the link you received. Please ensure to click **submit**, once you have completed all questions.

Webropol sends reminders throughout the questionnaire stage where a response has not been received.

- **Paper Copy Response Method**

Your manager will provide your copy to you along with a pre-paid envelope within the first few days of the questionnaire going live. This ensures you have sufficient time to complete and return directly to Webropol (who input your responses) via the pre-paid envelope provided. Completed paper questionnaires should not be sent to anybody in the Board.

Paper copies are unique to each staff member and therefore should not be photocopied. The cover letter will have your name on it. Please check the letter has your name on it when you receive it - this ensures you have the correct copy for you. Remove this part when sending your completed questionnaire to Webropol.

When Webropol receives completed paper copies, they check for any spoiled copies. Unfortunately, spoiled questionnaires cannot be counted. To avoid submitting a spoiled copy, please refer to the short guide 'iMatter Paper Copies - Key Points', you can find this on HR Connect and Staffnet.

4.3 I didn't receive the questionnaire
If you did not receive the questionnaire, contact your manager in the first instance. Your manager will be able to check if your email address or mobile phone number has been entered correctly, or re-print your paper copy if you do not have this.

4.4 The link on email / SMS is not working
If your link does not work, contact ggc.nhsggc.imatter@nhs.scot.

4.5 I've made a mistake in my response; can I change it?
Get in touch ggc.nhsggc.imatter@nhs.scot. The team will liaise with Webropol, so it can take a few days to reset your questionnaire. Given the timescales to reset, if it's close to the questionnaire closing, it might not be possible to reset your questionnaire.

For advice on how to amend your paper response, please refer to the short guide 'iMatter Paper Copies - Key Points', you can find this on HR Connect and Staffnet.

4.6 Not the right team for you? I have been invited but the manager name does not match my line manager
If you don't think you have been included in the correct team, contact your line manager.

As noted in Section 3.2, in some cases, teams for the purposes of iMatter are made up of more than one team to ensure anonymity and the provision of reliable data. If this is the case, it may mean that the person named as the Team Manager on your questionnaire is not your direct line manager.

4.7 Who will see my responses? Will my responses be disclosed to my line manager?
Your personal responses will only be accessible to Webropol, who are the company providing the secure IT system that iMatter data sits on, and processing any paper questionnaires. No one in your Board, including your line manager, will see anything other than aggregated and anonymised team results.

4.8 As a member of a team, I don't want my non-participation in the survey to be known to anyone. Will my manager or anyone in my team know that I haven't undertaken the survey?
Team Managers and team members will know how many people have completed the questionnaire, but will not be able to identify individuals who have/have not participated.

5. Reports and Action Planning

This is where you see the follow up happen, addressing the issues raised in the survey.

5.1 Report Publication

iMatter reports are published at the following levels:

- Team Report
- Sub-directorate Report for service/function leads
- Aggregated Directorate/HSCP Report
- Overall Board level Report

Team reports are sent by Webropol directly to staff via email or SMS as soon as they are available. This will either be the day following the questionnaire closing where all teams in a Directorate/HSCP are fully electronic, or 2 weeks after where there are paper copies anywhere in your Directorate/HSCP.

If you participated via paper, your manager will provide you with a copy of your team's report.

If the team has not generated a report (for example, you are in a team of less than 5 staff and not everybody has completed the questionnaire), your will be able to use the Directorate/HSCP Report to support your discussion and still draw up an Action Plan for your team.

5.2 Who has access to/receives a copy of the Team Report?

Central to iMatter is the concept that the data generated through your team's completion of the questionnaire is your teams to own and use in order to support your continuous improvement of your working practice. Team reports should only be shared, with the consent of the team.

Directors and Chief Officers can access iMatter Key Performance Indicators (Response Rate, EEI score and Action planning rate) for each team in their area but **not** full team reports or action plans.

5.3 Action Planning

Once your report has been published, your manager will arrange with your team to discuss the results and agree on an Action Plan (this discussion can be included in meetings that are already planned, i.e. huddles, team meetings etc.). Ideally this will be done within 8 weeks of receiving the team report.

Please participate actively in your team's discussion of the results and help shape the action plan, through agreeing the strengths of the team and identifying up to three improvement opportunities

Your manager then enters the agreed actions in to the Action Planning section in the iMatter system.

If you participated via email or SMS, you will automatically receive a link to the 'Storyboard' (this is a summary of the Action Plan) once it's inputted by your manager. If you participated via paper, your manager will provide you with a copy of your team's Storyboard.

We have a short questionnaire to get feedback on your engagement with the team action planning process to help inform future guidance, support and communications. Please go to Staffnet to access the questionnaire. More details on action planning can be found in the Action Planning and Team Engagement Guides on HR Connect.

6. Progress Update

It is important that your team stay focused on achieving the agreed actions. These should be reviewed and updated regularly, for example, quarterly or during routine team meetings.

Your manager can record progress against each action in the Progress Update section of your iMatter Action Plan.

Updates should include:

- The results of the action taken, and whether your experience at work has changed
- The date the progress was completed

7. Useful Information

You can access further iMatter information on NHSGGC's iMatter HR Connect and Staffnet pages. If you do not have access to Staffnet, contact ggc.nhsggc.imatter@nhs.scot

The NHS Scotland iMatter webpage provides the National context, as well as details of Frequently Asked Questions.

8. Help and Assistance

With any queries, please speak with your manager in the first instance.

(N.B. If your query is in relation to changing your questionnaire response, please see section 4.5)

You can also email the NHSGGC iMatter mailbox at ggc.nhsggc.imatter@nhs.scot or contact your Local Administrator if there is one assigned in your area. You can find Local Administrators contact details on Staffnet.

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