

Valuing admin staff

Leeds Community Healthcare NHS Trust



Background

Leeds Community Healthcare NHS Trust (LCH) employs around 450 administration staff - 15 per cent of its overall workforce.

In 2017, the trust held a celebratory event for non-registered staff. At this event, admin staff said they felt as though the day was too clinically driven and therefore felt unappreciated. They wanted a day that celebrated the work that they did; that recognised the important roles they carry out which enables the trust's clinical staff to provide patient care.

What they did

As a result of this feedback, LCH launched the Admin Celebratory Event to recognise and reward the work of its admin staff. The event enabled the trust to showcase and seek feedback on the benefits of working for the organisation. Approximately 200 admin staff attended the event. The day consisted of:

- a welcome from the chief executive
- workshops on different subjects including mindfulness, admin qualifications and health and wellbeing
- an interactive activity dance routine and raffle led by the executive director of operations
- a session by Carers Leeds, which focused on how LCH can identify and support staff who are carers
- a networking lunch.

Challenges and solutions

One of the biggest challenges that the trust faced was people being released from work to attend. To overcome this, the organisers directly contacted line managers to share the importance of staff attending the event.

They also sought early buy-in from the Chief Executive who talked about the event in her weekly blog and encouraged staff to attend and managers to release individuals.

Key outcomes

Holding an event solely for admin staff meant that they felt recognised and had an important part to play within the trust.

Due to the success of the inaugural event, the trust has decided to hold it annually and are currently planning the 2019 Admin Celebratory Event.

This year the trust hopes to ensure more staff are able to attend the event and is looking into ways of how this might happen.

After the event, staff morale seemed to be improved, and relationships between the admin staff themselves appeared to be better.

LCH hopes that holding an annual event will show its admin staff that they are valued and are key to the success of the trust.

Attendee feedback

"It's truly lovely to feel so appreciated and to be made aware of progression opportunities."

"I felt valued and not just a number. I am proud to be a part of such an organisation."

"First work event I've been to where I feel I had a real contribution to make and a voice."

Top tips

- Consider if there are areas of your workforce that feel undervalued.
- Celebrate successes and focus on the positives.
- Give yourselves a lot of time to plan the event.
- Market the event in as many ways as possible.
- Get buy-in from senior leaders.
- Enable staff to attend.
- Finish the day by collecting reflections and feedback.

For further information please contact:

Catherine Scott
Administration Services Manager
catherine.scott2@nhs.net