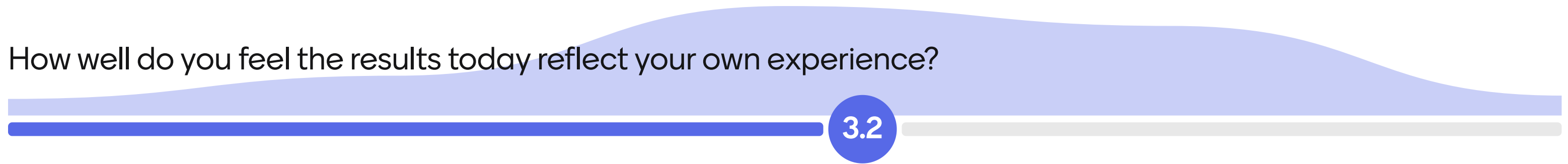




# Check In

How well do you feel the results today reflect your own experience?



Not at all

Very Strong

# What is the one thing that would most improve your day-to-day experience?

Getting adjustments right

to be treated equal with all staff

Flexibility

no micro-management

Increased staffing

More staff

Adjustments

Space and logistic support

# What is the one thing that would most improve your day-to-day experience?

Appreciation

Less red tape

less pressure to cut costs

Less meetings to attend

work space

Real protected time for stat/man

Digital services, the trust is way behind all other trusts

More staff

# What is the one thing that would most improve your day-to-day experience?

CPD time for everyone

Staffing appropriate to workload

More time

IT Technology that works!

being listened to objectively

To be treated equally with certain staff

Better/quicker response from ELfT corporate services.

Meeting the requirements under the equality act for disabled staff



# What is the one thing that would most improve your day-to-day experience?

Adjustments

Been appreciated and valued at work

Clearer Guidelines from HR & upper Management regarding issues

Equality and flexibility

Improved communication and shared learning

Flexibility to changing circumstances

Do more with less

Flexibility and recognition



# What is the one thing that would most improve your day-to-day experience?

Flexible working

Less restrictive FV

Kindness and  
humanness , being  
respectful amongst work  
colleagues

more capacity to do  
everything, everyone needs  
to do what they are meant  
to do

more certainty around  
the future

flexibility

Line management  
quality

Improved managerial  
skills with immediate line  
manager

# What is the one thing that would most improve your day-to-day experience?

Working IT

Flexibility

Response to emails, we need to improve in communication

No blame culture

No micro management

Flexible working

Clearer oversight of DMT's; agendas and meetings.

Prioritisation across the Trust - as well as a directory that would enable more empowered collaboration

# What is the one thing that would most improve your day-to-day experience?

To be treated equally with certain staff

Feeling valued more by people higher up in the organisation and feeling that voice is heard and acknowledged

More structured meetings

Staffing levels

Better focus on staff wellbeing

more staffing

less meetings

more flexibility with remote working.

# What is the one thing that would most improve your day-to-day experience?

realistic workloads and clear timelines and priorities.

Better communication and transparency across teams and trust. It can feel unclear at times how many trust wide changes will impact you.

more time

More structured meetings

More suitable estates

More actions less meetings

Looking at what we can stop doing

Reduce administrative duplication

# What is the one thing that would most improve your day-to-day experience?

Also flexibility and more support rather than blaming culture

CPD for development

Less remote working

better working conditions, understand culture

Resources to match expectations

training for managers

No to Micromanagement

Protected time for project work

# What is the one thing that would most improve your day-to-day experience?

Actually meeting the requirements for workplace adjustments

Really harnessing AI

Work space

Taking action when issues raised

To be treated equally

Fewer meetings

the right staff in the right jobs

streamlined workload



# What is the one thing that would most improve your day-to-day experience?

Staff appreciation

Support for colleagues in community mental health services

Having a clear reasonable adjustments policy that is separate from work-life balance/flexible working

Emotional connections with colleagues which gets lost amidst the task driven nature of local pressures. Reflective practice for managers and seniors will trickle down to supporting this for juniors

admin needs more training to make them eligible for career progression

More structured meetings

Less additional hours worked

Not feeling like I'm on a hamster wheel. Actually achieving tasks rather than feeling like I have to start another task before finishing previous tasks!

# What is the one thing that would most improve your day-to-day experience?

Support and supervision

Better WiFi access at Alie Street

Better understanding of AHP roles and capacity - time and resource

More flexible working opportunities

Feedback

Wifi that works!

Clearer People and Culture support for managers to do their work - ER cases; sickness

More support from central teams for ops managers



# What is the one thing that would most improve your day-to-day experience?

Better maintained office space/on site facilities

flexibility

too many meetings , need to reduce them.

Directory to support empowered collaboration

More standing desks available for staff

feeling valued and appreciated

Improved focus on training and development

Digital transformation, the trust lacks vision despite having the funding and resources

# What is the one thing that would most improve your day-to-day experience?

Autonomy

support from corporate -  
IT, HR support, OD.

IT

Leading and not  
managing

Clear understanding of all  
teams, all structures, what sits  
with who and which teams  
need to be contacted for what.  
Can feel so muddled and hard  
to find info

Lunch breaks

Protective time for  
proactive organisation

lack of space

# What is the one thing that would most improve your day-to-day experience?

Better technology so we can do our job - IT is so far behind other organisations

Less restrictive processes which consume time and resource

Less systemic issues in higher management

Constructive feedback

accountability

Kindness would retain and help in recruiting staff

Respectful Resolution - the importance of this - early on before things escalate

systems that can help clinicians - data that actually helps clinicians

# What is the one thing that would most improve your day-to-day experience?

more communication

Realistic expectations from superiors about what my role can achieve

feel valued and recognised even if we are not front liners

Change carers leave to not be just for emergencies

capable people in decision-making jobs

focus on £££ often takes away focus on service users, colleagues, and kindness

Better IT equipment e.g. access to laptops

Better follow up training when new IT systems implemented

# What is the one thing that would most improve your day-to-day experience?

using AI ethically, can help clinicians with admin when there is not enough of

Trust

better HR systems and processes e.g. reasonable adjustments, annual leave, job evaluation, recruitment, specificity and application of policies

More appreciation for staff.

responsivity rates from colleagues

Suitable working environment for everyone

A campaign to tackle age discrimination across the trust

Fewer online meetings and more f2f opportunities to connect in relationship ways

# What is the one thing that would most improve your day-to-day experience?

More than one colour printer

Time to assimilate information and respond accordingly

Increased support from management

realistic FV targets

Improved staff behaviour

Less Meetings

Flexible working

no one should be a line manager without training

# What is the one thing that would most improve your day-to-day experience?

Recognition of capacity and demand in financial viability conversations

Sorting IT issues for clinical Staff, major source of frustration

Being listened to

Appraisal system and TRIALOG

More visibility of senior leads in meetings like this

NHS Wi-Fi

The way we communicate

Better senior/exec support re staff survey.

# Where do you feel the Trust has made the most progress?

More opportunity to meet exec

more supportive and responsive central functions/staff

Service user Involvement

Nursing posts

NHS Wi-Fi

Good to have Trusttalks and increased Board visibility in challenging times

talking about wellbeing

meeting impossible financial targets!

# Where do you feel the Trust has made the most progress?

Staff dignity at work

It is always innovative in its approach

Staff engagement

unable to say

Peer support workers in teams

more financial governance

centralisation of job structures

Better communications and engaging with staff has improved



# Where do you feel the Trust has made the most progress?

The 'Trust Talk' itself is a good addition

Staff engagement

Financial management

Not Sure

Communications

Work life balance

Not sure

Trustwide information sharing



# Where do you feel the Trust has made the most progress?

Power BI is progressing

More Study days  
available to clinical staff

NHS Wi-Fi

Service user  
involvement

recruitment of effective  
staff across levels

Management very  
doctoral and not  
listening

Wellbeing

Service user & carer  
involvement



# Where do you feel the Trust has made the most progress?

I am not often able to keep up with trust progress so cant comment,

recognising disability and made some changes

Having structure

Paying more attention to people

Meeting financial targets (at the expense of staff and service users)

Safer staffing

Recognition of the need for focus on staff experience. But we need to get the basics right

Compassionate approach when things go wrong.

# Where do you feel the Trust has made the most progress?

Staff Engagement- Trust Talk

Giving more opportunities for feedback. Very useful

Staff involvement and communication via newsletters

Visible leadership

It's great to be part of a trust where people can make real changes to their services through qi

honestly... i dont. Staff experience is at an all time low.

Starting to listen to their staff with Wellbeing groups being rolled out

Trust talks help convey messages and feel us to feel more linked to corporate team

# Where do you feel the Trust has made the most progress?

Wi Fi Communication

Financial accountability

I haven't noticed any progress

The work shop was goos

Actively listening to staff, manager and employee relationship Compassionate approach

Sharing information e.g. this call

Equity

Trust Talk Live events helped way to highlight Trust priorities

# Where do you feel the Trust has made the most progress?

Communication - the Trust  
Talk Live sessions have  
been good. Topical

Learning

People participation

Work shop was good

Financial accountability

Digital tools, a lot better.

Learning

approachable leaders

# Where do you feel the Trust has made the most progress?

Starting to focus on  
Community

Although the trust is trying to  
make changes it would help for  
management to physically visit  
the 'shop floor' and hear the  
voice from those on the shop  
floor

Financial accountability

well-being support

Financial basics?  
Otherwise not sure.

Reduction in Agency

Fv but it has come at a  
cost

People participation

# Where do you feel the Trust has made the most progress?

Trust Talk is great. Please can these sessions be recorded for people who can't make it

Quality improvement opportunities for staff

Staff engagement. Talking about wellbeing. More opportunity to meet exec

Digital improvements like Trust Talk

Trust talk is always great- we had them weekly at my previous trust with Chief People Officer

QI on disciplinary

Focus on staff wellbeing and experience

Active engagement with staff

# Where do you feel the Trust has made the most progress?

Not to lose the focus on patients and family

Wi Fi Communication  
Reduction in Agency

No blame culture

Thoughtfulness and an open culture

Trust Talk is a good improvement but does not necessarily mean that is accessible to junior staff especially on inpatients wards.

Community staffing and understanding their pressure

Trauma-informed thinking/reflection on impact of FV

Investing more in training opportunities and bring the knowledge that is seen in private sector

# What positive behaviour should we amplify across the Trust?

KINDNESS

communication

candour

Kindness

Lived experience

Fairness

Trusting people

Being trusted and respected



# What positive behaviour should we amplify across the Trust?

Collaborative working  
with patients

No blame culture

Respect

Be a compassionate  
organisation

Communication

Compassion

Compassion for staff

Patient stories



# What positive behaviour should we amplify across the Trust?

Compassion

Inclusivity

duty of candour

Lead by example

Trusting staff

Grace

consistency

Empathy and equity



# What positive behaviour should we amplify across the Trust?

Inclusivity

Accountability

open, honest,  
transparent

Non hierarchical

leaders that care

Remember we are all  
people

support for  
management

Compassion



# What positive behaviour should we amplify across the Trust?

Importance of team work and demands across ALL disciplines

Supportive management, compassionate just culture approach when things go wrong. Openness and transparency.

Fairness

Kindness

Being open and honest, respectful and staff compassion

Treat all staff the same regardless of ethnicity culture etc

Be a role model for junior staff

You have reached the end of the presentation! What positive behaviour should we amplify across the Trust? What positive behaviour should we amplify across the Trust? KINDNESS

# What positive behaviour should we amplify across the Trust?

Making accommodations for disabled staff, being flexible wherever possible

opportunities for staff to progress

Focus on warm handoffs/referrals

Kindness

honesty about mistakes

Kindness.

Honesty

Listening to us



# What positive behaviour should we amplify across the Trust?

Taking a coaching approach more and not instructing patients about what they have to do.

Taking responsibility (less of 'not my job' attitude).

consistency in communications

Transparency

kindness

Communication

Work life balance

Collaboration, inclusion, equity



# What positive behaviour should we amplify across the Trust?

Fair

understand Service users better, kindness, respect

Consistent approach to staff mangement

Communication - succinct, frequent, compassionate

Open culture

Being kind to each other and demands we all have both inside and outside of work

supportive flexibile managers. it shouldn't be down to luck

humanistic approach

# What positive behaviour should we amplify across the Trust?

Accountability

Transparency

Empathy

Positive engagement  
and co production with  
service users

listening to hear

Freedom to speak up

Equity, particularly in  
relation to career  
opportunities, adjustments  
at work

Being helpful

# What positive behaviour should we amplify across the Trust?

Respect

Leaders / Managers seeking to highlight positive things about their staff

sensitive to people's feeling

Focus on managers skills and capabilities to model behaviours : care, listen, inclusive.

Understanding

Creating clear pathways so no one falls through the cracks

Remembering why we're here - the quality of care for service users and carers, and staff experience

Understanding that ignoring/shying away from an issue creates unfairness to others

# What positive behaviour should we amplify across the Trust?

Fairness

Humanity focused

Kindness but also holding people to account for individual behaviour and professionalism, where these are problematic.

support leaders more to know their roles and responsibilities

Leadership that Truly cares

Communication

Effective and timely communication

Ensure we reflect our values in all aspect of our work

# What positive behaviour should we amplify across the Trust?

Caring about your work,  
doing things with the best  
foot and intentions.

Faireness - less tribal

inclusiveness

Communication

Honesty

Consistent decision  
making and advice  
given

LGBTQIA+ positivity / no  
homophobia - sometimes  
can feel forgotten e.g.  
particularly low visibility e.g.  
lanyards

Good  
managers/management  
- what this looks and  
feels like

# What positive behaviour should we amplify across the Trust?

Valuing our people

Inclusivity

Compassion and treat staff individually - not just be guided by Policy

Accountability for poor performance with senior leaders

Not been left out to feel you belong to a family as we spend so many hours at work is nice to feel appreciated

Compassionate not simply to patients and their kith and kin, but to the 'nightingales' delivering the care. When the employees feel the compassion there is renewed enthusiasm to deliver

Compassionate leadership

Lived experience Compassion leaders that care Supportive management, compassionate just culture approach when things go wrong. Openness and transparency.

# What positive behaviour should we amplify across the Trust?

Collective thinking

coaching and wellbeing/health support services for staff

No nepotism

embracing cultural difference and celebrating them

coaching at all levels for all staff and develop a more coaching approach in everyday conversations.

Reducing duplication to free up time

Positive role modelling

Actions and not just discussion

# What positive behaviour should we amplify across the Trust?

Role modelling a good work life balance

Visibility

Actively managing staff

Communication Be a compassionate organisation. No blame culture Fairness

Psychological safe space

Not to point fingers but to support people

Better and timely communication about upcoming changes.

We need to be more open to discussing difficult topics - including issues around transgender issues, safeguarding, anti-semitism, age discrimination, etc as these are often avoided.

# What positive behaviour should we amplify across the Trust?

streamline some of the approval processes - train middle managers to make decisions (and allow them to)

Support flexible working

Understand Cultural Competencies better

5

# If we could change one thing about our culture, what should it be?

Culture of very long hours, beyond working time.

Getting adjustments right

Trauma-informed

people first - not money first

The expectation for everyone to work beyond their paid hours

be more inclusive of community physical health

It should be less medicalised as an organisation

Kindness and compassion within the organisation

# If we could change one thing about our culture, what should it be?

Less meetings

Refocus on what matters.  
Some of the decisions being  
made in the name of  
financial viability have filled  
me with deep sadness

Working above and  
beyond which is just  
accepted

Proper planning

addressing poor  
performance

No blaming culture in  
some areas

Visibility of chs

Service provision to be  
considered when pulling  
vacancies



# If we could change one thing about our culture, what should it be?

look at the cause not the symptoms when resolving issues

Our approach to whistleblowing - currently many colleagues don't feel safe raising concerns

Less staff benefits due to FV

Strive for accountability and high standards of care.

Support middle managers to make decisions rather than err on side of employees

No blame culture

Be more inclusive and understanding

Financial viability is killing the workforce

# If we could change one thing about our culture, what should it be?

Collaborating more and not trying to fix things

Let people work how and when they work

there is a lot of pressure on us - so we are not doing deep work.

shared vision and team effort

Focus on staff.. consider staff. Staff are pliable and resilient but this shouldn't be exploited

Therapy focused not just nursing models

Investing the funds where it is needed and beneficial to patients

No incentives for staff

# If we could change one thing about our culture, what should it be?

That performance management is a punitive process rather than a positive holistic cycle that everyone should receive.

Understanding disabled staff needs more

More OT and Psychology reps in exec

'local leadership' culture means there is massive inconsistency and as a staff member how good or poor your experience is is down to luck

Flexibility

High pressure a lot of the time

Blame culture we need more support to be the best at what we do.. we need managers to be equip to see potential from staffs and help them strive not the staff feeling step up to fail

Greater consistency of process across business

# If we could change one thing about our culture, what should it be?

Responsibility for continuity of care

Enabling staff to feel like an asset to ELFT and not a commodity

Taking ownership/accountability for decisions made and processes

Normal to work extra unpaid hours

Supporting colleagues who are parents

Conflict - there is always going to be conflict of some sort - but how it is managed.  
Understanding the difference between destructive and constructive conflict.  
Constructive is positive

We should be an anti-bullying culture.

Wasting resources, a lot of money wasted on pointless projects

# If we could change one thing about our culture, what should it be?

Less medical and more focused on the 'psychosocial' factors

Reduce the sense that people have to work long hours to meet deadlines - improved work life balance

sadly some leaders have come across as not being empathetic - announcing post deletion without any compassion.

Accountability so that when things go wrong, we can fix them from the roots.

Recognise and Celebrate Staff Meaningfully

Recognition of staff achievement

Managers should treat everyone equally no preferential treatment

include all people when advertising, stop using AI

# If we could change one thing about our culture, what should it be?

Address poor performing individuals

No blame, learning instead.  
Accountability for all not just lower band roles

'Us' and 'Them' cultures e.g. nursing vs. therapies, management vs. 'lower' professions

More compassion

have a probation period to instill better appreciation of better skills in jobs

things shared vision and team effort  
Getting adjustments right  
The expectation for everyone to work beyond their paid hours  
Kindness and compassion within the organisation  
Working above and beyond wh

Change mindset that psychologists just do therapy

Understanding the value that admin bring to efl

# If we could change one thing about our culture, what should it be?

Utilising Allied Health Professionals and their contribution alongside medical / nursing input.

Manager more than just a title / pay rise

More flexiabile working

How do we recognise artificial harmony and have real conversations when we need to

understand staff disability and try to support staff rather than making it complicate

Listen to your staff more, staff physical wellbeing is just as important as mental wellbeing

Support people to return to work following long term sickness absence

Social model should not let the medical model dominate.

# If we could change one thing about our culture, what should it be?

Bring back staff benefits like carrying over A/L etc

Consistent use of policies and processes regardless of band.

introduce strong anti-racist framework

More investment in staff development/training opportunities

Invest in Staff Development for all professions and giving staff time to attend training and meetings like this one

Better worklife balance

More training for staff

use resources to address root causes of poor staff wellbeing, stop the sticking plasters

# If we could change one thing about our culture, what should it be?

Contacts on intranet for different departments to be clearer

Active recruitment of diverse workforce

utilizing disability to increase capacity

Recognition of the lack of clarity around Ops managers job plans

Inclusivity - invisible disabilities, LGBTQIA, race

Lots of staff are untouchable

# Which area should we prioritise in the next 3 months?

