

People & Culture Committee



Employee Experience



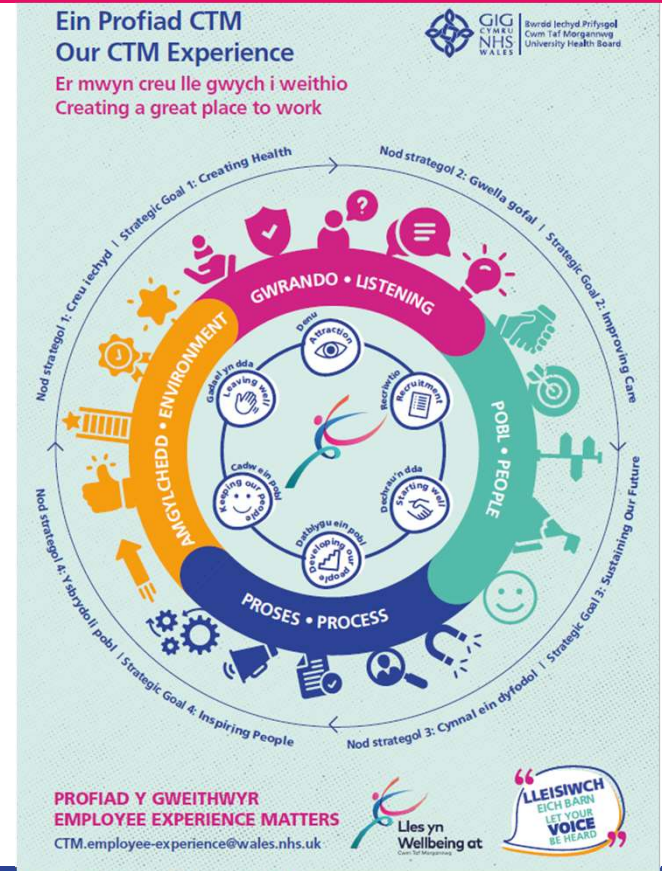
Employee Experience



Our CTM Experience

Is about the four pillars that are: -

- Listening
- Our People
- Our Processes
- Our Environment

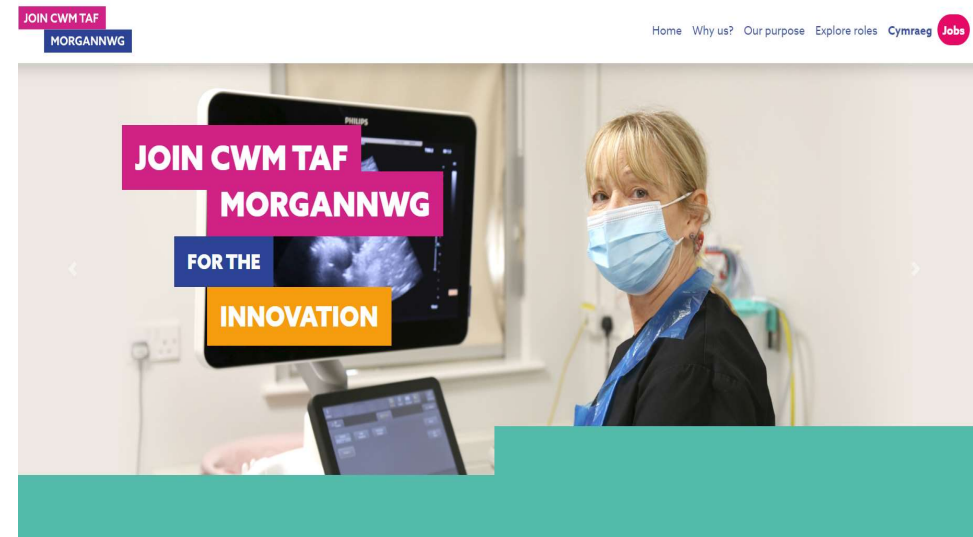


Achievements to date

- ✓ Employee Experience is now one of the strategic objectives for WF&OD
- ✓ WF&OD colleagues will have an employee experience objective in their PDR/Your Conversation
- ✓ Review of the redeployment process
- ✓ PDR 'Your Conversation' launched with fantastic feedback
- ✓ Launch of a Recognition Survey for staff
- ✓ Kickstart – 30 placements with 1 already in permanent employment

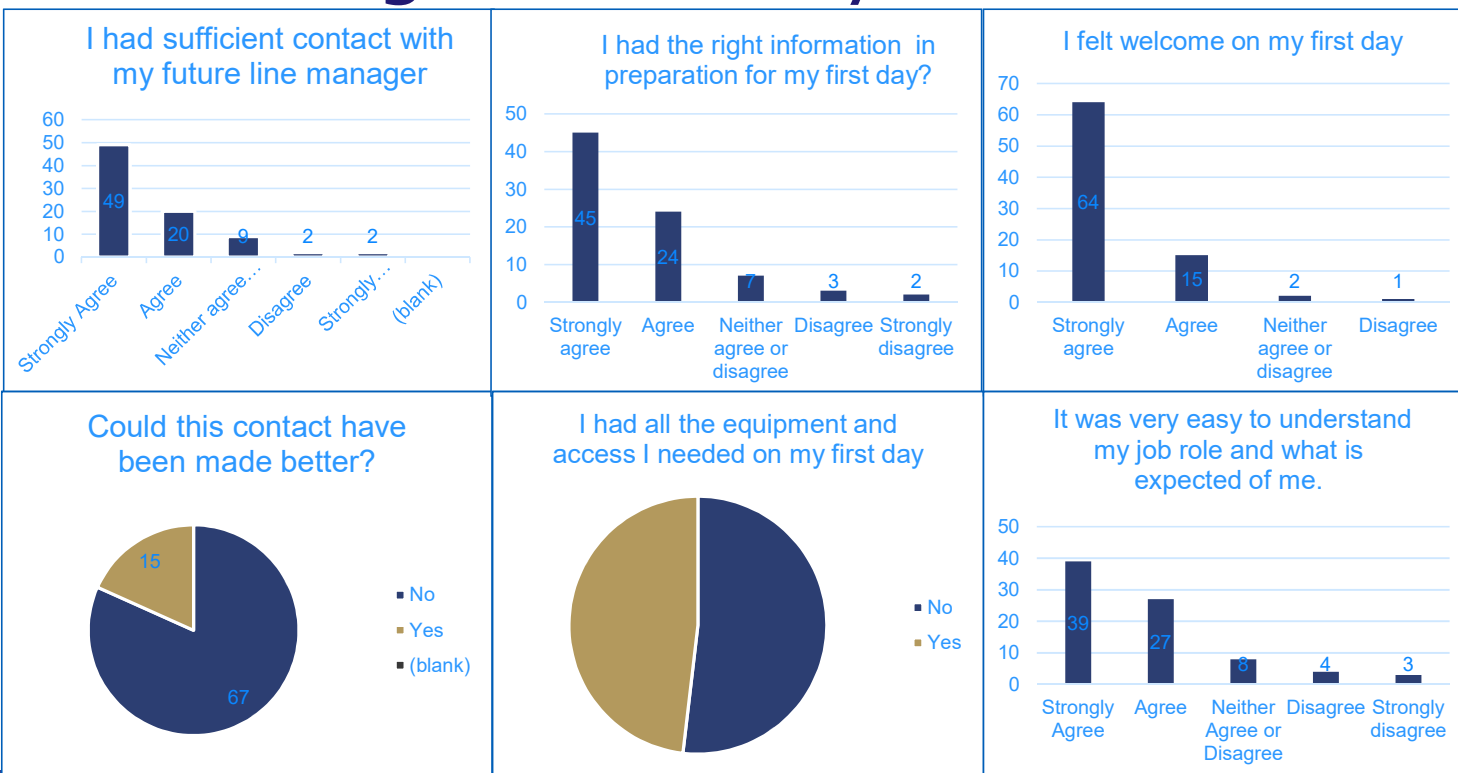
Join CTM Microsite

- Purpose
- Feedback from staff
- Includes the Strategic Goals
- Launched by May 2022
- <https://joinctm.wales/>





Starting Well Survey Results



What could have made my experience better?

- Access to IT
- Induction
- Details of internal departments e.g. HR, Payroll
- Organisational Structure
- Contact with manager
- Contract of employment



Moving on feedback

Manager Feedback

66% of managers did not signpost their staff to the leavers questionnaire

Need for joined up process linked with termination form

Make form more accessible to staff (maybe personal email address)

Process does not allow discussion between leaver and senior staff

Lack of awareness of process and what needs to happen

Balance between open conversation with managers and anonymity.

Need for feedback mechanism for managers

Leaver Feedback

When asked, could CTMUHB have done anything differently to keep you with us? 66% stated yes

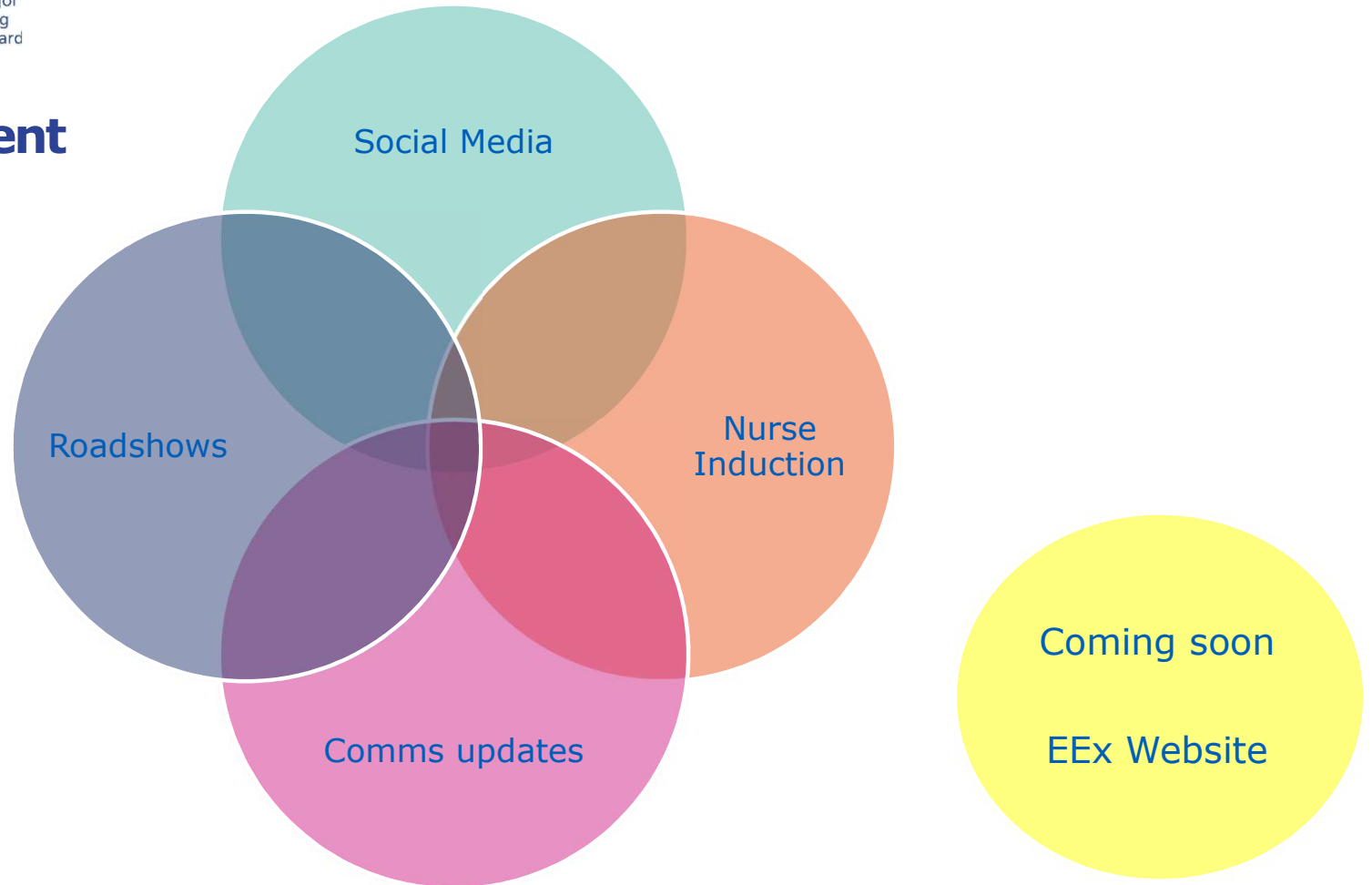
83% were not aware of the leaver's questionnaire on our intranet

Only 17% had completed the leavers questionnaire

Next steps and focus areas: -

- Improving and communicating the leavers process
- Making the questionnaire accessible to our staff
- Asking the right questions
- Acting on the data

Staff Engagement



Wellbeing & Employee Experience Roadshow

Purpose

Raise the profile

Listen to staff

Discussion Topics

Healthy Lifestyle

Keeping Hydrated

Physical Wellbeing



Wellbeing & Employee Experience ROADSHOW

The Wellbeing & Employee Experience Team will be visiting sites across CTM to showcase the work that is going on to make CTM a great place to work.

Come and visit us, we'd love to meet you!

We hope that you will have time to visit us to help us to help you make positive changes to your working day

Supported by the Innovation Team and the 'Simply Do' concept where you can submit your Ideas to Improve your day to day work.

TUESDAY 3RD MAY 2022

POW Outside Canteen 8am to 8pm	Glanrhyd Boardroom 1pm to 5pm	Ysbyty Seren Boardroom 9am to 12 noon	Maesteg Waiting area 12 to 2pm
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WEDNESDAY 4TH MAY 2022

RGH Canteen area 8am to 8pm	Dewl Sant Reception area 9am to 5pm	YCR Canteen area 9am to 5pm	YGT Reception area 12 to 2pm
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THURSDAY 5TH MAY 2022

YMH Reception area 11 am to 1pm	PCH Canteen entrance 8am to 8pm	KHHP Reception area 9am to 5pm	YCC Canteen area 9am to 5pm
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CTM.WellbeingService@wales.nhs.uk

CTM.employee-experience@wales.nhs.uk

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EMPLOYEE EXPERIENCE MATTERS**

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**LLEISWCH
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LET YOUR
VOICE
BE HEARD**



Employee Experience



Thank you for listening

Also find us on



@CTMWellExp

