

Burning issues

List of issues raised by staff during listening events in March and April 2016.

Subject(s)	Intel and insights from staff
Staff wellbeing Supporting staff and teams Appraisals Coaching	<p>Staff want more support of their physical and mental health. They are frustrated because they cannot do their jobs properly.</p> <p>Staff seem to be dissatisfied with how appraisals are completed and ask for 'more useful' nurturing feedback, the current appraisal process feels 'dry and mandated'.</p>
Commissioning and strategy Certainty and change Operational plan Strategy refresh 5 year forward view	<p>We need a clear commissioning strategy so we know what CCGs want for the people of Leeds.</p> <p>Staff need to have a clear understanding of 'where are we going', they ask for openness and transparency.</p> <p>Staff need to be involved in and informed of the changes that happen around them, and be given the support to adapt.</p>
IT The three year IT roadmap	<p>Staff want some real focus on IT systems – lots of talk about a lack of user friendly systems that don't "talk to each other".</p> <p>Phone systems seem to be poor too.</p>
Leadership Skills-based leadership programme	<p>Staff need to feel connected to their managers and leaders.</p> <p>Staff need to trust leaders and be trusted by them too, staff also need to be informed about their role and what it is expected of them.</p> <p>Variance of leadership quality should be eradicated.</p> <p>Not able to participate in decision-making process</p> <p>There is a blame culture and culture of fear</p>

Reward and recognition Staff awards	Staff want more recognition for their hard work, individually but also as a team. They want more success to be celebrated.
Recruitment and retention Support, value and retain people	Staff raise concerns with recruitment processes, especially while staff are on temporary contracts. Recruitment is too slow. Staff need to feel valued and given the resources they need to deliver the best care they can. Currently they say they are overworked, overwhelmed and demoralized, tackling this will help avoid staff leaving our Trust.
Communication and reputation	We need to improve the image of LYPFT, let's promote ourselves better using local media. Staff want communication in teams and across the Trust and other organisations to improve. We need to be open and honest, to inform and involve others of what we do.
Ownership and empowerment	Staff need to feel supported and trusted in their day to day jobs, they want the opportunity to develop and influence change. Bank staff feel like second class citizens
Professional development	Staff need to feel supported in their professional development (by getting days for training and budget for courses). They want more development opportunities and want to feel assured that staff have the right skills. Can we have quiet rooms for training, reflection and study?
Collaboration - working together	We need to improve the way we work in and across teams within our Trust and between other organisations. Staff would appreciate some support in better organising team working events and facilitating teams across organisations working together.
Physical Environment	Staff want more care taken over facilities and their use (room temperatures and the state of equipment came up as did parking).
Improving the services we	Staff want us to learn our lessons from past CQC

<p>deliver in a compassionate way</p>	<p>reviews. They're eager to improve the services they deliver. Yet, and to do so, they're asking for support and a more reflective and compassionate way of working. Variance of service quality should be eradicated.</p>
<p>Service user engagement</p>	<p>We need to listen to our service users in smarter ways, to do this we need appropriate systems and processes in place.</p>