

in tune with individuals

# Retention of Nursing Staff in an NHS Foundation Trust in England

**Dr Patrick Geoghegan OBE**  
Chief Executive



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## About us

- Top performing mental health and social care trust
- One of the first Foundation Trusts in the UK
- 60 Sites
- £120 million budget for 2009/10
  - 2,000+ staff
  - 1,200 nursing staff



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**Despite our success we are facing increasing challenges and competition for staff.**

**We too need to:**

- Attract/recruit
- Retain
- Grow

**the best possible nursing staff**



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## Professional presence

Creating an organisation where  
the nurses skills and  
contribution is valued as equal



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PROVIDING  
CAREER  
OPPORTUNITIES  
WITH SUPPORT FOR  
PERSONAL  
DEVELOPMENT



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No  
professional  
barriers  
between  
disciplines.

All have a  
truly equal  
contribution  
and status.



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# An environment where people want to work

The environment matters as much to staff as people who use the service



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**Strong nurse leadership and an open culture at every level of the organisation**

Equal representation and leadership throughout the organisation  
Open vertical and horizontal communication



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leadership must look beyond *the here and now* and establish a new vision for the nursing workforce of the future



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**Extended roles...**

- Consultant nurses
- Nurse prescribers
- Nurse therapists
- Joint clinical and academic appointments
- Intermediate grades to support qualified nurses



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Communication, Communication, Communication

The Knowledge is Power!

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SEPT

viewpoint

The Road to Gold!

one in four

Growing together

Team Talk

Quality Award Winners

Silver Award - Caring Training

Bronze Award - Shape Your Life

your shout!

Dear Patients,

To Love Your Small Contact Communicators

Communication@septonline.com

SEPT

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Sample clinician dashboard

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SEPT

Quarterly Performance Indicators 2008/2009

Target	Compared to all Adult Consultants	
	Quarter 1 Year to Date	Quarter 2 Year to Date
Regulated Work	100%	100%
Current Patients	100%	100%
Current Treatment Of Care	100%	100%
Average LOS	100%	100%
Readmissions within 30 days	100%	100%
Readmissions within 90 days	100%	100%
Outpatients	100%	100%
Current Outpatients assessed (Include Patient in Contact)	100%	100%
First Follow-up Ratio	100%	100%
% Careful Closure	100%	100%
First Disch Rate	100%	100%
Follow-Up Disch Rate	100%	100%
Patients waiting 14+ weeks / Referral to Treatment	100%	100%
Service Referrals	100%	100%
Discharges from Outpatients	100%	100%
Compliance	100%	100%

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Maintaining an open culture

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## Reinforcing positives

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- Measure compliments as well as complaints
- Understand why service users feel so positively about the service that they to write in to say thank you



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An opportunity to provide leading edge services  
through a true partnership between nurses  
other disciplines and service users

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## Nurses championing and leading service redesign

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- Assessment unit (pre admission)
- Recovery Service (preventing admission)
- New ways of working (in patient/community)
- Clinical Assessment Service
- Primary Care Counselling service
- Enhanced primary care depression services



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**Excellent recommender scores motivate staff.**

Based on this appointment, would you recommend SEPT?

Response	Percentage
Yes	77%
No	17%
Not sure	6%

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Values based recruitment, induction and appraisal systems...

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**The results**

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## Key Statistics

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Indicator	National Ave Target	2008/09 Outturn	Performance
Sickness Absence	5.3% (MH)	4.8%	Above
Turnover	14.1% (target)	12.6%	Above
Mandatory Training	100% (Aug 08)	100%	On target



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- Top trust to work for
- Top Trust for employing managers
- Eighth best (largest) healthcare organisation to work for in the UK



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Every individual in the world has a unique contribution

*Jack Kornfield*

Including each and everyone of you...



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get in tune with your staff  
needs as leaders

SEPT

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