

Staff Recognition Scheme

Shropshire Community Health NHS Trust

Our Organisation is passionate about creating the right culture for our staff to feel valued, positive and engaged. One of the ways we hope to achieve this, in addition to our other staff engagements activities, is through our **staff recognition scheme**.

There is a wealth of evidence to suggest that one of the key influences affecting whether or not staff feel engaged is **the degree to which people feel valued**. Within our staff survey and staff FFT scores there is an overall positive trend in our workplace engagement factors. Furthermore, our patient observation tools also highlight that our staff feel committed to the values of our Trust and, as a result, our staff treat people with care and compassion.



The purpose of our staff recognition scheme is to support the continuing development of a culture whereby **we all feel valued for the work we do and are recognised for the contribution we make**.

The staff recognition scheme's aim is to ensure that our people feel recognised for things such as:

- Going the extra mile or going above and beyond
- High levels of care – be that for patients, clients or colleagues
- Clinical excellence
- Living our values
- Great leadership
- Influencing change in practice or for innovation to improve health outcomes
- High levels of performance (... this list is not exhaustive)

We want the contribution of our staff to be rewarded through both formal and less formal recognition channels to let them know that their contribution is valued. We would like to facilitate this in the following ways:

1. A personal thank you card

All members of staff, including patient and carer volunteers, will have access to pre-printed 'Thank you' cards. Staff can use their own discretion when they wish to personally recognise any colleague for one of the many contributions listed above. This could be linked to one or more of our Trust Values. There is a free text space on the reverse of the card to allow staff to add a personal message giving a reason why they wish to thank the particular member of staff.

Thank you cards are available in several designs and can be ordered by emailing shropcom.communication@nhs.net

In addition, members of our Patient and Carer Panel, the PALS / Compliments team and our Executive Team will also have access to 'Thank you' cards that they can issue as appropriate. Our Patient and Carer Panel volunteers will be particularly interested in recognising individual staff and teams as a result of positive Friends and Family Test (FFT) feedback.

2. Manager's Award (Certificate)

This award can be issued by a manager / team leader to any member of their team to recognise their valued contribution. This award will be issued at the discretion of the manager / team leader for a sustained and / or significant contribution that has made a positive difference directly to patients, children or young people or to the team / service in which they work. Managers / team leaders can decide when and where they issue the Manager's Award certificate. This could be monthly at a team meeting or less informally on an *ad hoc* basis. There are no restrictions on the number of certificates that can be awarded as long as managers / team leaders use a consistent and fair approach to staff recognition.

3. Chair's Award (Certificate, badge and photo in Inform)

This will be awarded to a team / individual who has really made a difference through living our Values. Anyone can nominate a colleague or team for a Chair's Award through the communication email address:

shropcom.communication@nhs.net.

The Chair will be responsible for reviewing the nominations and choosing a winner/s. The Chair, accompanied by a member of the communications team, will visit the

winner/s in their area of work to present their certificate and badge. There can be more than one winner over a two month period between Public Board meetings. The Chair will formally announce the winner/s in her Chair's report at the meeting.

4. 'Surprise Recognise'

This is a new addition to our existing staff recognition scheme and is a simple initiative designed to surprise fellow colleagues via a random act of kindness to show how much someone values a member of staff / team for something they have done.



The 'Surprise Recognise' doesn't need to cost any money and may take the form of leaving the above calling card for a member of staff with the details of your surprise e.g:

- Undertaking one of their routine tasks for them
- Making something nice for them (cup of tea, handmade card etc.)
- Awarding them your chosen 'team trophy' (this could be anything so get creative here!) which gets passed around on a regular basis
- Playing them a special song / piece of music / radio station (if appropriate)
- Sharing an article with them (on their hobby or interest / some good news)
- Anything else you can think of...

We want to **share the recognition our staff receive** so make sure you have your camera ready to take a picture where possible and share with us on Twitter **@ShropCommHealth**



There will be a new **monthly feature in Inform** where a selection of our 'Surprise Recognise' tweet photographs will be published for all to enjoy, so be as inventive as you like – your ideas will inspire others.