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Addysg a Gwella Iechyd
Cymru (AaGIC)
Health Education and
Improvement Wales (HEIW)

Staff Health and Wellbeing – A Best Practice Guide for NHS Wales



Measuring Impact

Version 1

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1. Measuring Impact

It's important to understand the staff health and wellbeing needs, to ensure effectiveness of the support provided.

Promote a data-led approach to all staff health and wellbeing support.

Use continuous process improvements such as Quality Improvement approaches, especially through collective discussion in regular team meetings.

Assess awareness and engagement of:

- Occupational Health
- Employee Wellbeing Services
- Employee Assistance Programmes
- Wellbeing Conversation Guide
- Analytics of intranet sites
- NHS Wales Staff Survey response rate and Engagement Index Score
- Leadership Development Programmes
- Health and Safety Training (including stress)

Use existing measures such as:

- [Risk Assessment Tools such as Stress](#)
- [NICE Healthy workplaces Quality Standard](#)
- [Time to Change Pledge](#)
- [Workforce Race Equality Standard](#)
- [Health and Safety Executive Standards](#)

When measuring mental wellbeing, use validated measures in the [Nice guidelines](#).

Use your local staff health and wellbeing surveys / health needs assessment and NHS Wales Staff Survey results to measure against the areas that impact on staff health and wellbeing:

Morale:

- Involvement in decision making
- Input and influence in change
- Job demand, pace, workload and autonomy
- Retention
- Onboarding
- Exit
- Stay
- Vacancies
- PADRs/PDPs with wellbeing objectives

Patient safety:

- Clinical concerns
- Speaking Up Safely
- Complaints

Staff Engagement:

- Engagement Index Score

Compassionate Culture:

- Speaking Up Safely Framework metrics
- Complaints
- Patient Experience / Putting things Right metrics
- NHS Performance Framework indicators

Compassionate Leadership:

- Compassionate Leadership metrics

Diversity, Equality, and Inclusion:

- Diversity, Equality and Inclusion metrics
- Career conversations

Recognition of contribution:

- Recognition events
- Letters of thanks
- Acknowledgements / compliments

Autonomy and control:

- Involvement in decision making
- Input and influence in change
- Job demand, pace, workload and autonomy

Raising concerns:

- Speaking Up Safely Framework metrics

Line Management:

- 121 meetings
- PADRs/PDPs including wellbeing objectives
- Wellbeing Conversation Guide
- Wellness Action Plans

Team Working:

- Team working metrics including shared objectives

Flexible Working:

- ESR metrics
- Flexible Working applications and approvals
- Career Conversations
- Retire and Return applications and approvals

Healthy working environments:

- Burnout metrics
- Sickness absence
- Health and Safety metrics
- Awareness and update of staff health and wellbeing resources
- Wellbeing Conversation Guide
- Wellness Action Plans
- Bullying and Harassment
- Stress Risk Assessments
- Annual Leave carry over requests

Development:

- PADRs/PDPs including wellbeing objectives
- Career conversations

Other metrics include:

- Mandatory Training Statutory
- Welsh Language metrics
- Employee Relations activity
- Partnership working