

‘Working together across the Fylde Coast’ staff survey – results

September 2019

Executive summary

The Fylde Coast Integrated Care Partnership (ICP) – known as Healthier Fylde Coast – is currently in the process of developing its five year strategy. It is being built upon the needs of the local population, as well as being aligned to regional and national priorities. The aim is for the strategy to be completed by December 2019. Between now and then staff, stakeholder and public engagement will take place to ‘test’ the priorities. These priorities have been identified as a result of previous insight work, local challenges and regional and national asks. Crucially over the coming weeks and months, staff working across the ICP will be asked ‘how’ we can best deliver the strategy.

As part of the ongoing engagement work a staff survey was developed to ask staff across the ICP how aware and involved they are in the development of partnership working, the benefits of working in partnership and how well plans are communicated.

The survey ran from 1 August to 17 September 2019. A total of 173 responses were received, with the breakdown below:

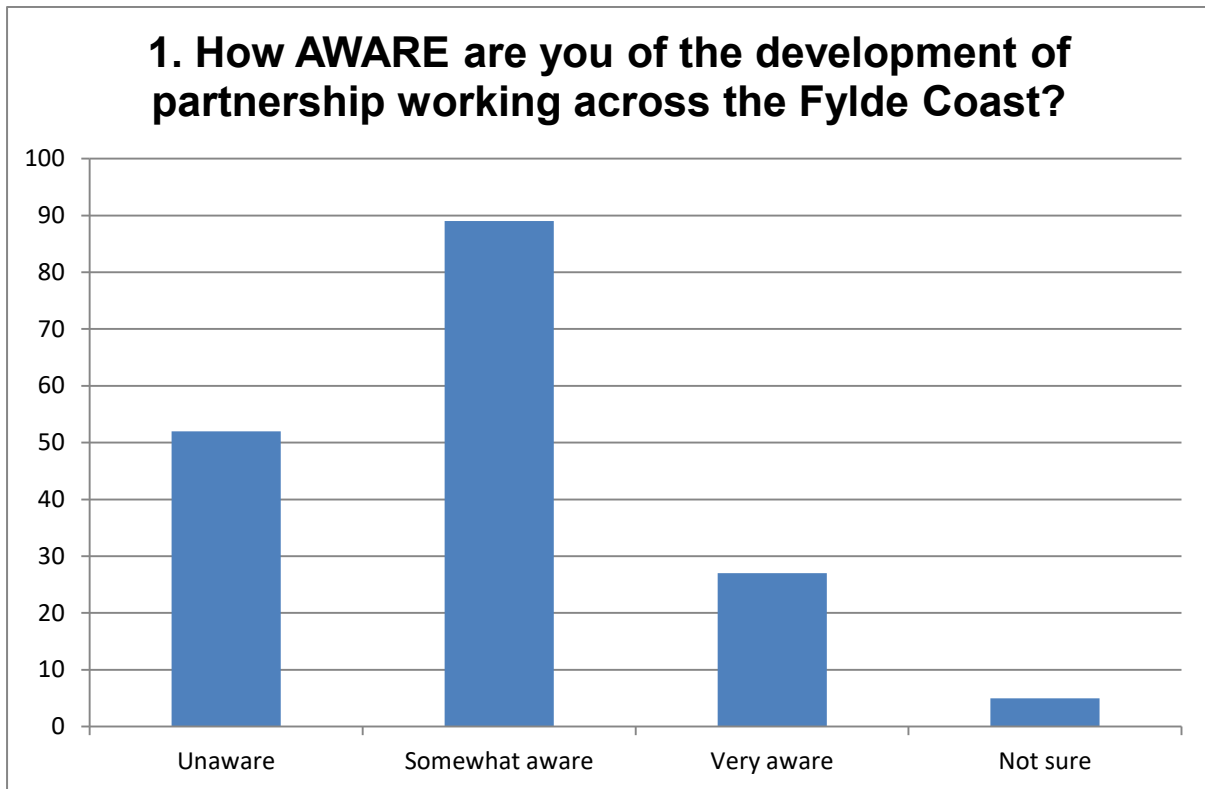
- Fylde Coast CCGs – 18
- Blackpool Teaching Hospitals NHS Trust – 152
- Blackpool Council – 0
- Lancashire County Council – 1
- Other – 2

Key findings

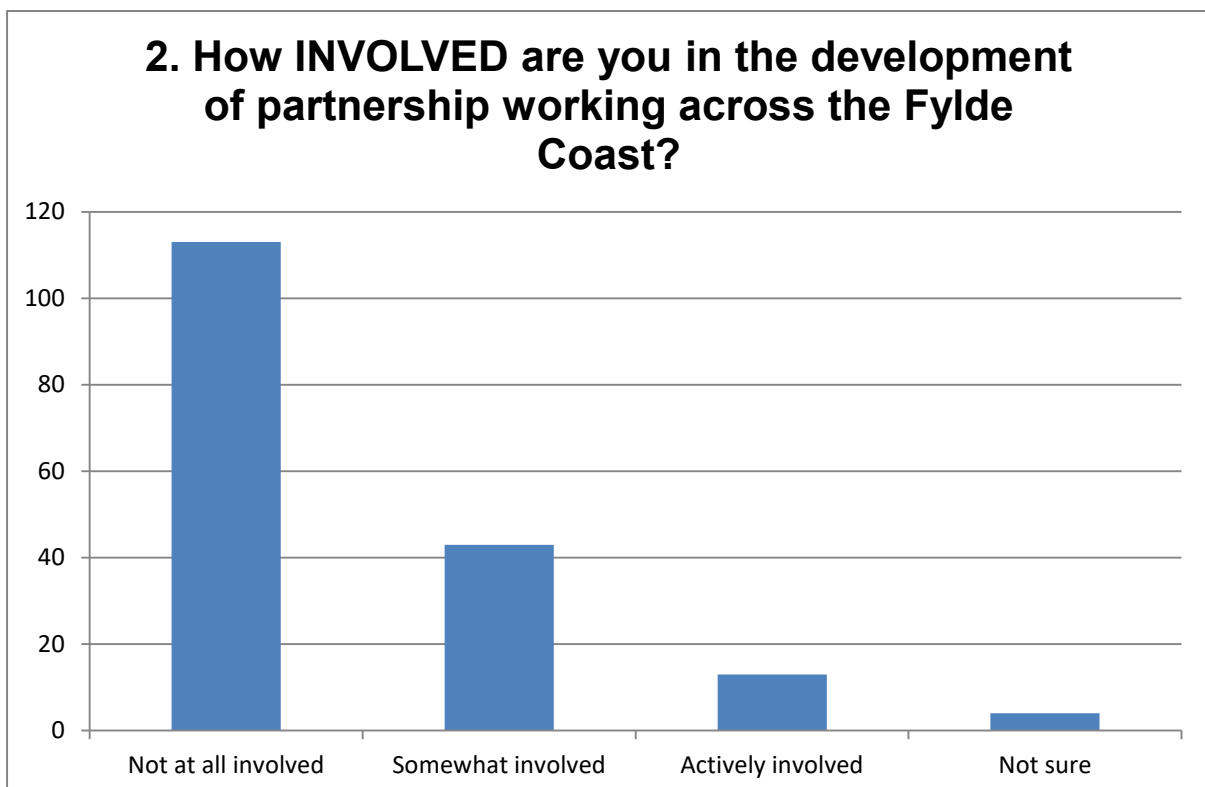
Generally speaking, around two thirds of the staff who responded to the survey said that they were at least ‘somewhat *aware*’ of the development of partnership working across the Fylde Coast. However, a similar number said they were ‘not at all *involved*’ in the development of partnership working across the Fylde Coast. Around half of staff who responded to the survey said that the ICP was poor at communicating its plans and priorities to staff, while nearly a third said that this was done at least satisfactorily.

Staff cited emails/newsletters/apps, events and staff meetings as the best ways for the ICP to communicate its plans and priorities. They believe better communications (between and about services, about the ICP and staff engagement), integrated IT systems and meetings/networking opportunities would make it easier to work together across the Fylde Coast. Finally, the respondents cited the following benefits for staff working in partnership across the Fylde Coast: sharing best practice and more opportunities for development, improved patient experience and greater efficiencies.

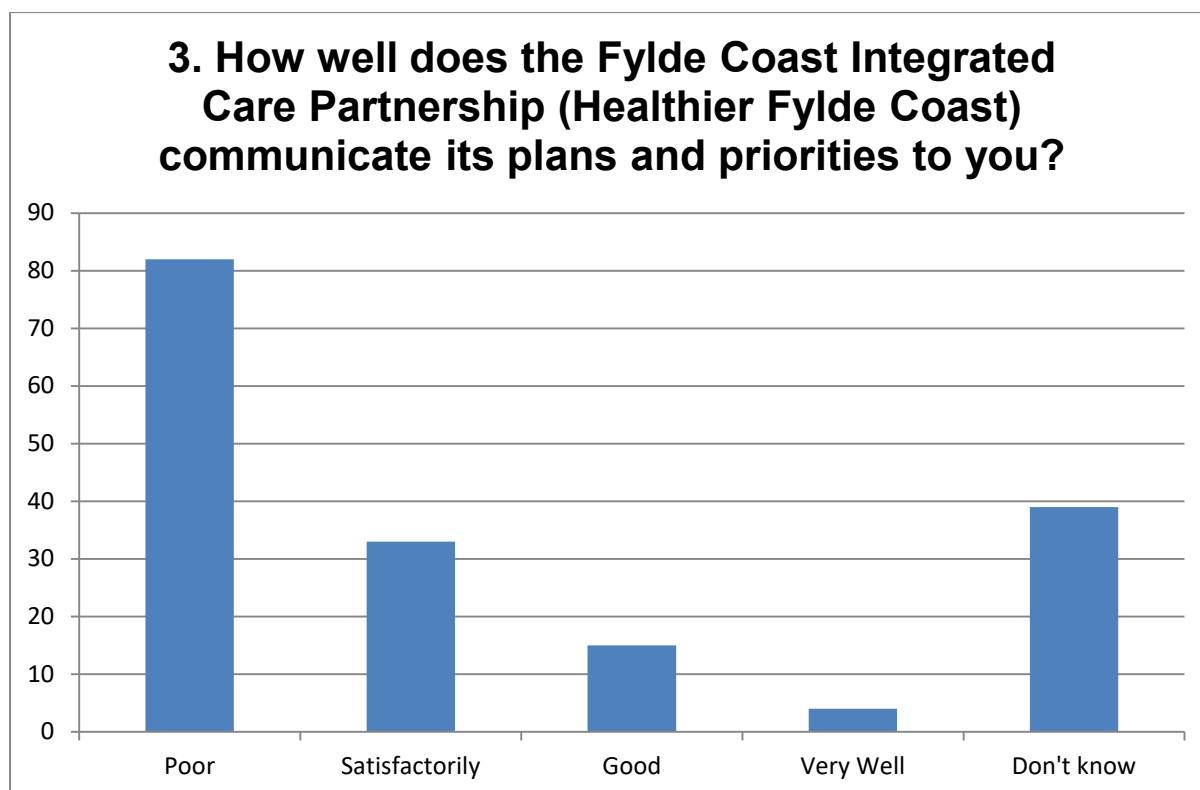
Data analysis



Around two thirds of staff who responded to the survey said that they were at least somewhat aware of the development of partnership working across the Fylde Coast, nearly a third said they were unaware.



The majority of staff who responded (65%) said they were not at all involved in the development of partnership working across the Fylde Coast.



Nearly 50% of staff who responded said that the ICP was poor at communicating its plans and priorities to staff, while nearly a third said that this was done at least satisfactorily.

4. How can the Fylde Coast Integrated Care Partnership (Healthier Fylde Coast) better communicate its plans and priorities to you?

In terms of the main themes and trends in relation to this question, staff felt that the following mechanisms would be best used to communicate the plans and priorities of the ICP:

- Emails/newsletters/apps
- Events/roadshows
- Meetings (team/head of department)/face to face briefings

5. How could it be easier to work together across the Fylde Coast?

In terms of the main themes and trends in relation to this question, staff suggested the following which could make working together across the Fylde Coast easier:

- Better communications
 - Between services
 - About services
 - About the ICP

- Staff engagement
- Integrated IT systems/standardised paperwork/shared information/records
- Meetings/events/networking opportunities

6. What are the potential benefits for staff working in partnership across the Fylde Coast?

In terms of the main themes and trends in relation to this question, staff suggested the following benefits of partnership working across the Fylde Coast:

- Sharing knowledge/skills/experiences/more opportunities for development
- Better care for individuals/improved patient experience
- Joint working/more efficient/reduce duplication

Outcomes

The findings of this survey will be shared with the ICP development team, as well as communications and engagement teams across the Fylde Coast. It will be used to help inform the ICP five year strategy, as well as being used to help shape and inform future communications and engagement with staff across the integrated care partnership.

The survey will be repeated at a later stage to determine whether awareness of and involvement in the integrated care partnership has increased amongst staff following a period of specific ICP communications and engagement.