

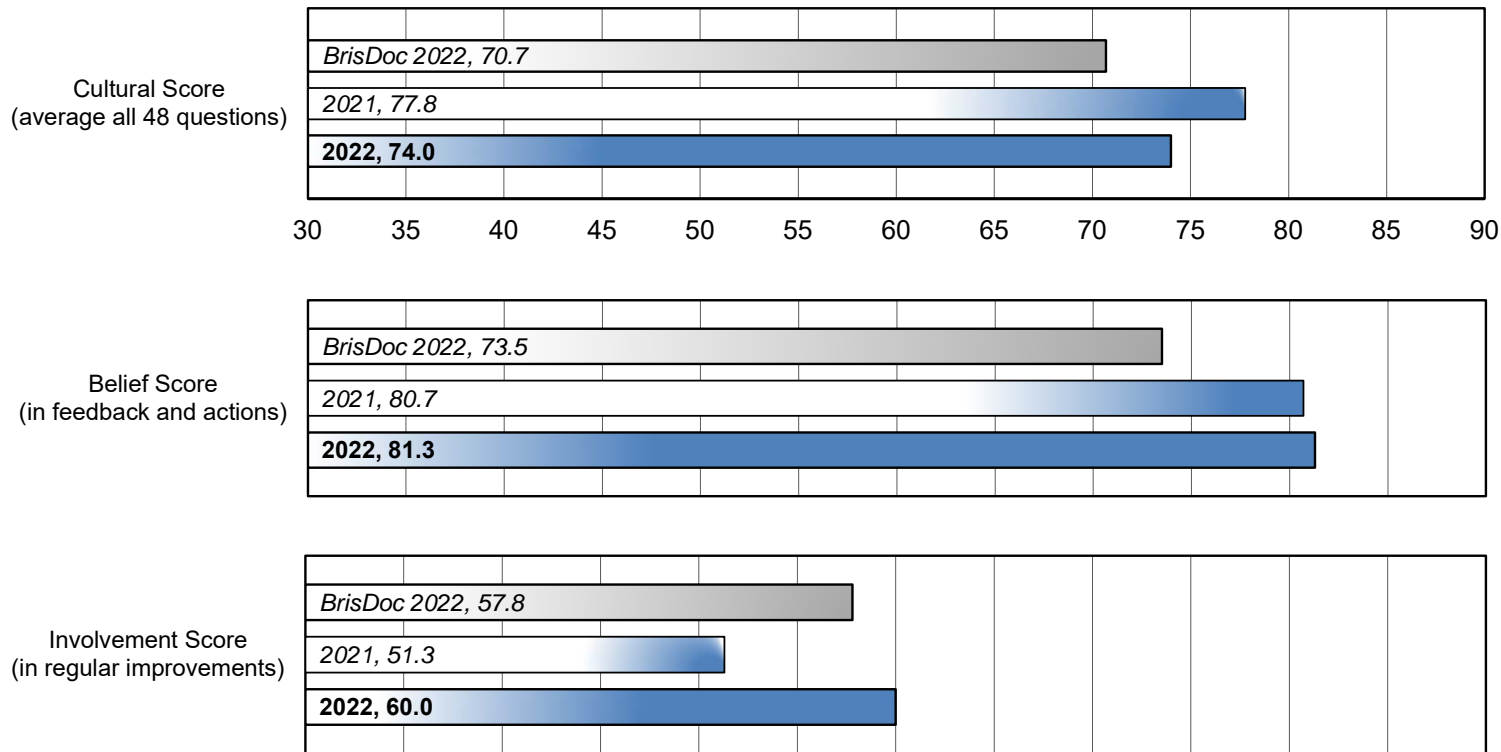
'Our Voice' 2022 - Results Pack

Charlotte Keel Medical Practice

Headline results

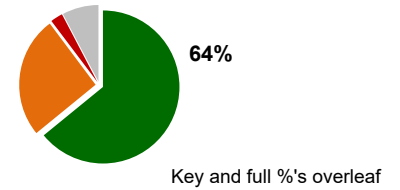
Reported scores based on 39 responses, including 10 leader/s

One page overview of your team/ business area results on these 3 important measures, allowing comparison with current BrisDoc averages, and your change since the last survey:

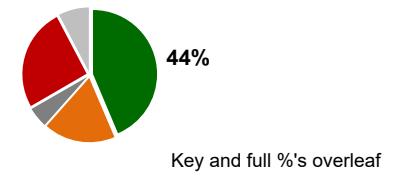


Variation level for this team/ area

Belief:



Involvement:



Note re comparisons with our last survey:

If restructuring has occurred in your team/ area, data from the last survey has been adjusted where possible.

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Feedback and Actions in detail

These are more detailed illustrations of the charts on page 1. Everyone was asked whether their responses would turn into feedback and actions. As everyone's belief and involvement grows, the scores below will move towards 100 (they are calculated in the same way as all other survey questions).

Belief looking forward

On the survey screens everyone was asked "As a result of this current 'Our Voice' survey, I believe we will see...." One of six options could be selected - as appear to the far right. We have scored and charted the responses for this team/ area, below:

	Belief Score
Charlotte Keel Medical Practice	81.3
Your Belief score change since the last survey:	+ 0.6
<i>BrisDoc</i>	73.5

Belief - %s of how co-owners in this team/ area responded

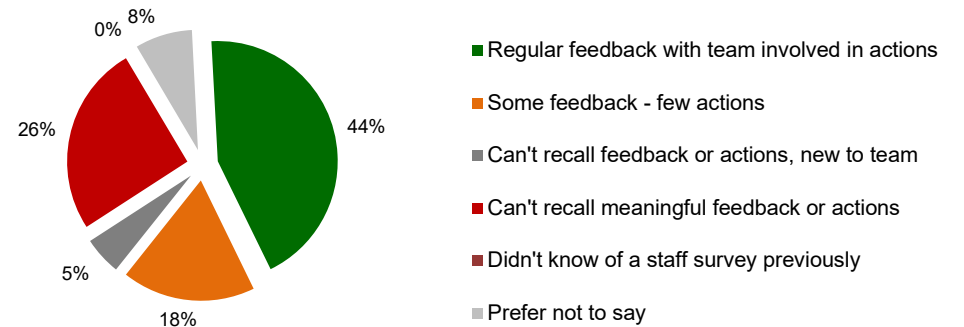


Involvement to date

As above, everyone was also asked to "Please indicate your experience of the follow up to the previous (Learnship) survey in 2021...." One of six options could be selected - again to the far right. Scores and charts for this team/ area are below:

	Involvement Score
Charlotte Keel Medical Practice	60.0
Your Involvement score change since the last survey:	+ 8.7
<i>BrisDoc</i>	57.8

Involvement - %s of how co-owners in this team/ area responded



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Improvement-based reporting: scores and consistency levels (change on last year's results shown by **plus** and **minus** indicators)

Benchmark Guide:

- Truly differentiated, (blue)
- Clearly the best, (green)
- Similar to rest, (amber)
- Under-performing, (red)

All reported area

Team members in reported area

All of the Company

Consistency in reported area - % of responses for each question, based on 39 responses, including 10 leader/s

Cultural score:

74.0 -3.8 72.7 -4.7 70.7 +0.8

■ No never/rarely □ Cannot say ■ Sometimes ■ Yes mostly ■ Yes always

Improvements for everyone to consider					
Q#	Statement	All reported area	Team members in reported area	All of the Company	Consistency %
14	If I make a mistake I feel comfortable to have an open discussion with my manager	89.3 -4.3	86.9 -6.7	85.1 +1.4	77
17	If I think of a better way to do something, I know how to put my idea forward	80.6 -7.2	75.2 -11.2	75.3 +1.8	56
1	I am able to express my opinions openly and honestly at work	78.8 -7.1	76.9 -7.1	76.2 +2.5	49
2	I have meaningful discussions with my manager about my objectives	78.0 -10.1	73.2 -13.6	72.6 +1.2	56
37	I am confident that BrisDoc would support me in resolving any wellbeing issues that concern me	77.5 -5.1	73.8 -7.8	77.3 -1.8	54
42	My manager coaches me to help me develop, achieve my best and progress	76.5 -10.0	74.9 -11.5	67.5 +0.5	54
3	I have meaningful discussions with my manager about my development	75.7 -10.2	70.0 -14.0	69.2 +0.9	56
30	I feel capable of delivering to high standards	73.1 +0.1	74.5 +2.1	76.8 +0.4	38
40	I am encouraged to make the best use of things we use to minimise cost and waste	72.1 -4.4	70.7 -7.7	67.9 -3.5	38
24	I have clear objectives to continuously improve the way I work	71.6 -10.1	68.3 -14.9	69.8 +0.7	44
8	I know my team's objectives and how we are performing against them	67.2 +1.7	66.3 +1.1	58.8 -1.8	31
25	I am clear about BrisDoc's medium term aims (over the next 1-2 years)	37.7 -6.9	34.9 -5.5	47.3 +2.7	3

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		Improvements for any line manager to consider / discuss with team							
38	My manager treats me with dignity and respect	93.9 -3.6	93.2 -3.6	89.2 -2.8	85				
6	My manager gives me direction when I need it	85.9 -4.1	84.9 -7.1	78.1 +1.6	72				
18	My manager communicates clearly and effectively	83.4 -7.6	82.8 -7.6	76.6 -1.2	64				
16	I am thanked and genuinely feel valued by my manager	77.5 -13.2	72.5 -15.9	75.9 -3.0	51				
13	My manager is sensitive to maintaining a work-life balance for our team members	76.7 -7.9	76.6 -7.4	77.7 +0.2	49				
39	Our senior leaders communicate promptly new priorities for BrisDoc	74.2 -4.9	71.4 -4.2	66.5 -1.3	49				
26	My manager helps prioritise workflow to actively improve the experience of our patients	72.9 -5.2	73.8 -5.8	65.6 -2.1	44				
4	My manager seeks my opinion and involves me in improving how we do things	72.9 -5.2	67.6 -11.2	65.8 +1.5	46				
29	My manager coaches to resolve underperformance in a timely way	72.1 +4.6	71.1 +5.5	61.2 +3.9	51				
10	I receive the right support at the right time when service priorities change	72.1 -3.4	71.8 -2.6	68.8 +2.8	44				
34	In my team, celebration of achievements is both appropriate and timely	70.6 -2.7	68.7 -5.7	66.3 +1.4	33				
32	If I feel over-stretched at work, I know where I can find suitable support within BrisDoc	63.9 +0.0	59.4 -1.8	66.0 -2.5	31				

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Improvements to consider within and across teams					
12	As far as I can see, people in BrisDoc adhere to our Health & Safety policies	88.8 +1.7	90.4 +1.6	79.1 +2.0	74
19	My team feels inclusive and everyone is treated with dignity and respect	87.2 -5.1	88.0 -4.0	79.4 -0.8	72
9	People I depend upon focus on solving problems, not blaming others	81.8 -4.4	82.1 -5.5	73.1 +2.8	64
20	In our team we give and accept open feedback, focused upon how we can improve	80.3 -1.7	79.0 -1.8	72.3 +1.2	59
15	Our team collaborates to respond appropriately to our changing priorities	80.3 +2.5	79.0 +1.8	73.1 +1.9	62
23	Any concerns I raise with my team are respected, and wherever possible, resolved appropriately	79.0 -6.9	77.3 -11.5	73.5 +2.0	56
21	In BrisDoc we work together to ensure our procedures minimise failures or errors	77.0 -3.7	77.3 -3.5	73.5 +0.9	46
45	When our team priorities change, we communicate effectively to agree next steps	71.6 -3.3	73.5 -0.1	66.6 +0.5	41
33	In BrisDoc, we are able to share best practice and ideas in an effective way	70.3 -3.6	68.3 -2.1	70.3 +0.1	36
28	People I depend upon do what they say i.e. they keep their commitments and promises	69.3 -5.6	70.4 -6.0	67.1 +1.9	33
31	My team is able to adapt to meet the changing demands on our business	60.6 -4.9	61.8 -3.4	67.5 +2.2	13
44	Teams across BrisDoc work well together	54.4 -1.1	54.2 +1.8	60.1 +3.1	21

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	All reported area	Team members in reported area	All of the Company
Cultural score:	74.0 -3.8	72.7 -4.7	70.7 +0.8

Consistency in reported area - % of responses for each question, based on 39 responses, including 10 leader/s

■ No never/rarely
 ■ Cannot say
 ■ Sometimes
 ■ Yes mostly
 ■ Yes always

Improvements for senior leaders to consider, across the Company									
11	BrisDoc takes our Health & Safety very seriously	92.9 +3.2	91.8 -0.2	82.7 +0.5	82				
48	I am proud to be part of BrisDoc	91.8 +2.1	90.4 +3.2	85.9 +0.3	79				
22	BrisDoc shows a passion to deliver all its services reliably and to exceptional standards	85.9 +6.5	85.2 +7.6	81.5 +4.2	69				
47	I enjoy working here	79.3 -9.1	77.6 -9.6	79.5 -2.9	54				
7	We have the right skills mix in my team to support a totally dependable service to patients	73.9 +1.9	78.0 +4.0	65.7 +1.2	46				
27	I believe that across BrisDoc, we improve our patient experience in a timely and responsive way	71.1 +5.6	70.4 +5.6	67.4 +8.0	41				
41	In BrisDoc we all consider the environmental impact of how we provide our services	67.7 -6.5	67.6 -6.8	61.6 -0.5	36				
43	I believe BrisDoc works successfully with external services, to support the care of our patients	67.5 -4.2	62.8 -5.2	69.5 +2.9	44				
5	BrisDoc provides opportunities for me to be involved with developing our service and social purpose	65.7 -1.1	60.4 -6.8	65.3 +4.6	36				
46	I believe the feedback we receive from patients helps us understand and improve their care	64.9 -6.1	62.5 -10.7	66.9 +7.8	31				
35	Our team has the appropriate tools and resources to meet all our service objectives	51.1 -5.1	52.1 -5.5	57.9 -0.8	8				
36	The technology that supports me in my work is secure, reliable and effective	44.9 -3.5	48.7 -1.7	51.7 -6.3	10				

Involving your team in your Improvement Action Plan

A template for an 'Improvement Action Plan' is found overleaf, use your own style of plan if you prefer. If you need support or more information on this, ask your HR Partner initially.

First steps:

- > Arrange team briefing/s and ensure *everyone* involved; openly share detail from your team report
- > Provide at least one example of a team strength, and at least one improvement you can make personally
- > Engage with entire team, seek further improvement ideas, and gain commitment to act together

As a result.....

1. Plan

- > Plan and openly commit to clear actions using your team's and your ideas.
- > Set dates when you will all review as a team the agreed improvements.
- > Review your scores on page 2 and plan how you will build further everyone's involvement throughout the year ahead (including new colleagues).

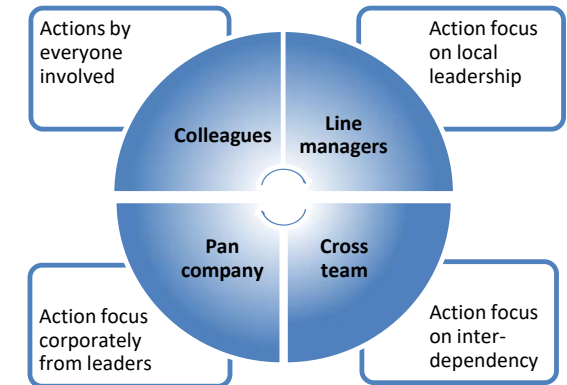
2. Prioritise

- > To prioritise your actions, it may help to firstly consider those questions:
 - with the lowest scores (below 60), that are actionable 'within your team, or your control'.
 - that start with the word/s 'My manager' and score below 65 (especially if score has fallen).
 - with your team's most improved scores - so you know what to continue doing.
 - in which team members' scores differ by more than 5 points from the team average - ask HR for a '4 way leadership' report for more detail on this.

3. Involve

- > Agree which actions you will lead and which team members will lead - *and start them as soon as you can.*
- > Communicate regularly, and ensure everyone is involved in actions, with ongoing support.
- > Agree how you will ensure ongoing improvements are tied into everyone's objectives and development, *including new staff.*

Focus your actions using the reporting filters (p3-6)



Within a month of receiving your report, start a few priority actions and share with your HR Partner your draft Improvement Plan

Improvement Action Plan

Team name:

Shared with my manager:

Shared with whole team:

Submitted online:

When will this action start? Who will track this action?

<p>1. Plan</p>	<p>Summarise how you plan to review all your team's improvement actions at regular intervals:</p>	<p>2. Prioritise</p>	<p>Summarise which actions / questions are your initial focus for improvement:</p>		
<p>3. Involve</p>	<p>Summarise how you will support and maintain involvement:</p>	>			
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