What 3 Words — A Novel Approach to Staff Surveys to Guide Pastoral Care and Education

Melanie Pinnington & **Louise Lancaster**
Clinical Education Team, Southport Critical Care Unit

WHAT DID WE DO?

As a team, we had introduced initiatives throughout the year that we hoped had inspired and engaged our staff, and we wanted to get feedback.

In addition, we also wished to find out where staff felt they needed support and education around more complex issues that arise specifically in the field of intensive care nursing and medicine.

Due to survey fatigue, we felt we needed a new way to engage with the team. So using the idea of the location finder, What 3 Words, we decided to undertake an informal staff survey – but in a new way.

WHY DID WE DO IT?

The Adult Critical Care Nursing Workforce Retention Survey (2023) identified many areas of concern of retention of staff in critical care following the COVID pandemic, in particular with Band 5 roles.

HOW DID WE DO THIS?

From 1st to 20th December 2022, we asked staff face to face how they felt about 29 subjects

We conducted a survey of 37 nursing staff (including HCAs), 3 physios, 1 housekeeper, 1 audit clerk, 3 consultants, 1 ACCP & 2 junior doctors

Each member of staff was allocated 15 minutes with a list of words read out to them – with no prompts or eye contact. We handwrote the words, that the staff associated with the word we gave them, as they were speaking

The results were uploaded into Word Art to produce a visual representation and this was made into a wall display

We used the information to analyse what was going well and to identify areas that we could improve on.

WHAT WERE THE WORDS USED?

OUTCOMES

- A group of staff identified that there was little development within their role - we addressed this with bespoke study days and developing skills by creating a vision of a new way of working

- We identified that staff were most happy with Schwarz rounds, pet therapy, training and education

- We identified that staff were unaware of financial and health support, so we produced a leaflet which is given out on staff wellbeing and development day

- We identified learning needs in organ donation and have now incorporated these into study days

- We identified that staff felt that standards and care and teamwork were exceptional

For further information on this initiative

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