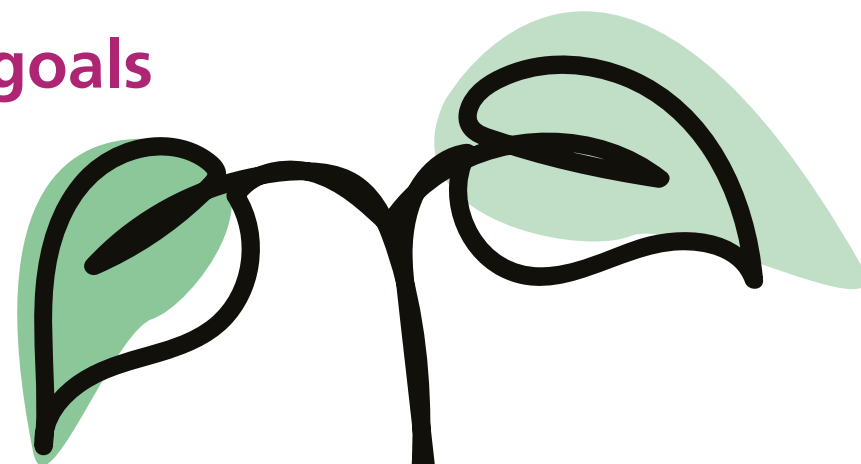


Looking after your team's health and wellbeing guide

Identifying your team's wellbeing goals

March 2023

People Promise





Identifying your team's wellbeing goals



Facilitators guide



Identify your team's wellbeing goals



Creating a safe and inclusive space to talk about wellbeing



Looking after your emotional, physical and mental health



Ensuring you have a safe working environment



Collaborative and supportive relationships that promote social wellbeing



Finding meaning in the work you do and bringing your whole self to work



Knowing where to go when you need wellbeing support



Review and revisit



Inspiration Library








Identifying your team's wellbeing goals



Understanding our health and wellbeing needs and measuring our effectiveness in supporting them

This section will help you gather the information you need to understand your team's wellbeing needs – it links to the NHS Health and Wellbeing Framework section on **data insights**. This will help you to think of a set of wellbeing metrics specifically for your team and develop ways of measuring the team's effectiveness in supporting them.

We are all different, and our wellbeing will be positively influenced by a range of different factors. When we feel well at work, we feel good, we function well, we have a sense of purpose, and we experience positive emotions.

In this section, the team will find support on how to:

-  review team wellbeing (to encourage team members to share how they feel)
-  identify individual wellbeing goals (to encourage team members to actively work on their wellbeing)
-  use data to check how things are going (to encourage team members to identify measures of success)

-  identify team wellbeing goals (to encourage team members to actively work on wellbeing as a team)
-  have structured health and wellbeing conversations (to enable team members to develop a personalised wellbeing plan)





The Inspiration Library also contains a link to the "How are you feeling NHS?" toolkit which explains what contributes to decreased wellbeing and how to encourage improvements.

Use data to track your wellbeing

To check how your team's wellbeing journey is progressing, you may want to use existing data and information sources. These could be quantitative sources of information including feedback from staff surveys or Pulse surveys, the Wellbeing Dashboard on Model Health System, workplace wellbeing needs assessments or workforce data. You could also use qualitative information, including compliments or feedback from patients, service users or other teams, feedback from team meetings or from conversations at work.



Case study: a visual way to find out how your team is feeling

Neela's team wanted a way to track team wellbeing in a quick and 'real-time' way. The team decided to use a section of the whiteboard in their rest area to capture how the team were feeling on a daily basis, and to use that information to build up a picture of team wellbeing.

A section of whiteboard was divided into three, with the headings: feeling good, feeling OK, and feeling like I need some support today. As each team member came into work, they were asked to put a mark in the section that best represented their feelings on that day. They were also encouraged to see what other people had marked.

Neela said "As a member of the team, I knew there were some days where the mood was really upbeat and others when it wasn't. I was interested in why that might be and what we as a team could do to support each other.

We found that it was helpful as a team to be able to check in that day, based on what section people had marked when they came into work. I thought it would be important to identify who needed support, but actually just knowing it was someone in the team, meant I was more compassionate in my conversations and interactions that day. Sometimes thinking about how I felt as I started work helped me be more thoughtful about my own mood.

We also noted the overall pattern each day and agreed to sit down as a team and look at what that showed us over a few weeks, and then a few months. There were some patterns that we could recognise, like when someone got good feedback from a patient it could make them feel really good for a few days."





Once you've decided what information sources you'll use, you might want to pull together a team wellbeing dashboard and agree on timescales to regularly review the indicators that the team have chosen.

Having a Wellbeing Conversation

It's good practice to have regular structured Wellbeing Conversations and develop a personalised plan. Wellbeing Conversations consider the whole wellbeing of an individual and identify areas where the individual may need support, signpost them to that support, and regularly monitor their wellbeing over time. They capture individual health and wellbeing needs, and this information can be used to inform the overall team picture, if all team members

are comfortable to share some or all of their personal plans.

The NHS People Plan encourages every member of the NHS to have a **Wellbeing Conversation** with their manager and develop a personalised wellbeing plan. These personal plans and goals should be reviewed at least annually.

Support and training for those leading wellbeing conversations is available.



Quick wins...

- Check that team members have Wellbeing Conversations scheduled throughout the year, based on how often the individual wants them.
- Ask team members to bring an object or picture to team meetings that reflects how they are feeling about their wellbeing today and share why. Pictures could be added to your team health and wellbeing space.
- Keep a list of compliments and good feedback. Gather the ones relating to the team somewhere where everyone can see them - the health and wellbeing noticeboard or virtual space you created would be the perfect space!





For those working remotely, whether that's from home or in a shared workspace, MIND has designed a Wellbeing Conversation Template, to help identify what best supports mental health and wellbeing whilst working remotely. Take a look at the Inspiration Library for more information on Wellness Action Plans.



When you have a little more time...

Think about the data available and how you could use it

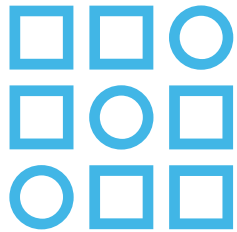
Ask around about the data available to track wellbeing in your team, organisationally, regionally or even nationally. Make a list and have a conversation as a team about the pros and cons of each set of data. Some questions to talk about include:



When was this data collected?



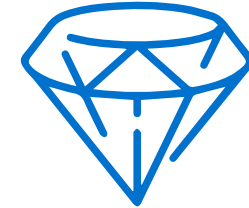
Who contributed to the data?



Are there themes or patterns in the data that we recognise as a team?



Does it cover all elements of wellbeing, or does the information focus on one area?



What information do we have as a team that isn't more widely shared?





Practice talking about wellbeing in the team regularly

Wellbeing conversations with your manager are one way of exploring personal wellbeing. Team members can also buddy up with each other for a regular conversation. Some good questions to ask each other include:

- how are you and how are you really?
- is there anything influencing your wellbeing at the moment?
- what would help to boost your wellbeing?
- what can I do to support you?

From the conversation, you may want to identify one wellbeing goal to work on over the next few months. You may find it helpful to agree on a time to come back together to review progress.



Agree how you will capture and track your team's progress

Recording and reviewing how you are getting along is an important part of the team wellbeing journey. It helps keep morale up, it is a record of what has been achieved together and can act as an inspiration to the team and others.

As you work through this resource pack, there will likely be actions that arise – as they do, capture them and

write them down. This is also a good time to agree who will make sure the activity is done, and by when. Agree on how and how often you will review progress against your team's wellbeing actions.

You could use whatever sort of action plan works best for you – an example template is part of this guide.





NHS England

Wellington House
133-155 Waterloo Road
London SE1 8UG

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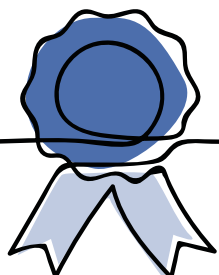
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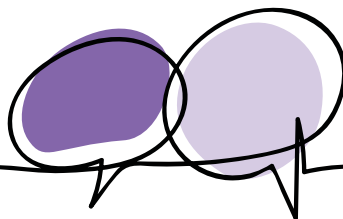
People Promise



We are **compassionate** and **inclusive**



We are **recognised** and **rewarded**



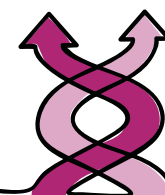
We each have **a voice that counts**



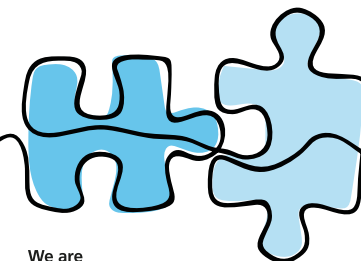
We are **safe** and **healthy**



We are **always learning**



We work **flexibly**



We are **a team**