

## Somerset NHS Foundation Trust's improvements start with listening

### THE CLIENT

Somerset NHS Foundation Trust is the first NHS trust on the English mainland to provide Community, Mental Health and Learning Disabilities and Acute hospital services across a county.

Somerset NHS Foundation Trust employs over 9000 colleagues in various roles, including therapists, nurses, doctors, researchers, scientists, porters, cleaners, kitchen and administration staff to deliver and support its patient services.

The contribution and feedback from all of its colleagues are invaluable in creating thriving and vibrant workplaces and high-quality patient services.

### THE CHALLENGE

With a successful Freedom to Speak Up Guardian Service already in place, the Somerset NHS Foundation Trust wanted to add additional digital feedback and communication channels to increase efficiency and move away from paper feedback forms and un-recorded telephone calls.

Tash Khan-Davis, the Leadership and Organisational Development Lead for the Somerset NHS Foundation Trust, sought a solution that provided greater access and met the Trust's IT governance and GDPR requirements.

"Working with WorkInConfidence has been more of a partnership they have liaised with our IT and workforce data teams and other managers to find the best way to find and implement a solution that met our requirements.."

### THE SOLUTION

The primary requirement was to add email as an available channel for the Somerset NHS Foundation Trust and Freedom to Speak Up Guardians to receive feedback. WorkInConfidence was selected thanks to its cloud-based holistic digital employee involvement platform.

WorkInConfidence started by listening to the Somerset NHS Foundation Trust's challenges to provide the best solution. The implementation was supported with a comprehensive launch plan, communications plan and a host of communications material and templates.



**Tash Khan-Davis**  
**Somerset NHS Foundation Trust**

### ABOUT WORKINCONFIDENCE

WorkInConfidence works with companies of all sizes to facilitate prompt, confidential and honest communication within the organisation.

We strongly believe that the critical first step to any successful organisation is allowing employees to be heard and share their stories safely and securely.

WorkInConfidence solutions provide platforms that allow for two-way engagement – anonymously if necessary – so that companies are positioned to support their employees in the best way possible.

## THE SOLUTION (CONTINUED)

In addition to a new electronic communications channel for their Freedom to Speak Up Guardians service, the Trust also use the survey module. Users of the survey tool attend a one-hour training session and then use the system to send and collate feedback in a GDPR compliant manner.

Tash adds: "The WorkInConfidence team have been great work with and super-responsive in terms of taking on board or feedback about features that we would like to see added.

"Their concern is not just implementing a solution for the client's needs but understanding and implementing it in a way that provides the utility to the end-user," explains Tash.

## THE RESULTS

Work In Confidence has integrated traditional and new means of communication and feedback in a way that is respectful of tech-literate users and those who prefer other methods of providing feedback.

Since its implementation, feedback and concerns received have almost doubled thanks to users' confidence in the anonymity provided by the WorkInConfidence system.

"We wanted to add a compliant email solution but ended up using so much more," he explains. "The anonymous email communication channel is new and has proved popular in so far as it is the main way colleagues raise their concerns with us. We were also attracted to the simple survey tool, which is simpler than our previous platform and meets 80% of all needs."

## THE REWARD

Tash says that the system has already, and continues to offer, a great deal of value because of its anonymous utility and the quality of the feedback that the team is receiving.

The Somerset NHS Foundation Trust can listen to feedback, track and address it in ways that instil confidence.

WorkInConfidence is an ideal solution to augment the excellent work of the Freedom to Speak Up Guardians service.

"I've always felt they measured their success not just by having a good system but also by how colleagues are actually using it. It's a great approach and one which means that they work as hard as me to ensure the system is serving its purpose."