



WMTY Newsletter 9th June 2021 – WMTY Day is here!

It's WMTY day and we're excited to share some fantastic stories and reflect on another year of asking 'What Matters to You?'

Today is WMTY day and it's time to reflect on what we've achieved over the last year, and spread the word about this fantastic movement.

This has been one of the most challenging years many of us have ever faced and it's so important to be asking: What Matters to You?

In this newsletter, we'll be looking at what we've done over the past year, hearing stories from our WMTY champions and sharing more information about how we can continue to support our staff with WMTY.



Appraisals Pilot

In March 2021 we asked teams to support a pilot of a What Matters to You (WMTY) appraisal. We are delighted to say that lots of you took part and we have received some great feedback via the short Survey that we included.

We asked Appraisers and Appraisee's questions on how the appraisal felt and for some ideas on how we can improve what we already had.

When asked to comment on how the appraisal impacted on the appraisal experience - our appraisers said things like:

- This approach focused the discussion on points that were important to the appraisee and how they could be supported to achieve their goals.
- It felt more personal and meaningful to discuss WMTY
- By using these questions, the appraisal flowed better, the conversation felt a lot lighter, although still had the same impact
- It felt much more about the person rather than just the 'role' they are in.
- It opened up the conversation into how the staff member was feeling and also to understand what was important
- provided a more meaningful discussion and as the appraisee is new learnt more about them as a person
- It gave appraisee opportunity to discuss her experience and issues important to her

- More open and relaxed. Appraisee seems to feel more at ease
- We had a really meaningful discussion on the past year, what matters now and what is really important moving forward to the future
- I thought the appraisal was more personal and informal which was more conducive to an honest and open chat. It felt less formal and less like a 'paper exercise'. It felt a more productive discussion

When asked the same question – Appraisee's said things like:

- Makes you feel more special
- I felt it gave a more personal approach, my Manager discussed what is important to me - personally and professionally
- Felt valued
- Preferred it as felt more open and relaxed
- It seemed a little more personal than before
- Felt nice to know that the focus was on what is important to me
- The what matters to me approach made the appraisal more informal and minimised anxieties for staff
- It felt much more personal and more like a conversation about how we can make next year great. It didn't feel too structured and I felt listened to.

You suggested that we need to consider:

- Improvements to the paperwork to guide you thought the whole appraisal
- Additional Training on how to have a WMTY conversation

We are working to improve the documentation with the support of HR and Organisational development and will keep you all informed along the way.

But for now, thank you for your feedback – it's really helped bring this to life – please feel free to keep feeding back – the surveys are both still open:

Appraiser link - <https://www.surveymonkey.co.uk/r/6CF8T9Q>

Appraisee link - <https://www.surveymonkey.co.uk/r/6J9W83G>

Show your support and spread the word! Use this WMTY teams background in your meetings this month.





WMTY coaching conversations

Do you want to learn more about the power of good quality “WMTY” coaching conversations?

Join our taster session with Iolanthe and Tina on Friday 18th June 1-2 pm on MS Teams.

You’ll find out how to utilise WMTY in real situations, watch a live demo, enjoy the chance to practice mini coaching conversations and discuss how this could be useful in your health roles and life in general.

Find out more about:

- How are coaching conversations different to “normal” conversations?
- What is the magic?
- How can you use WMTY questions?

Book now by emailing Tina Hammond (tina.hammond@nhs.net)
Limit of 21 places.



For more information on WMTY, head to the official website where you will discover more case studies, research and can register for regular updates. [Click here to visit the site.](#)

There are still plenty of places on the Foundation and Intermediate Tailored Health and Wellbeing courses following the WMTY: Introduction to Person-Centred Approaches workshop. Take a look at the PDF’s below to find out more about how you can get involved!



Final Flyer

Foundation 2021.pdf



Final Flyer

Intermediate 2021.pdf

Read this lovely WMTY day poem, written by Jess Sheehan, and start thinking about how you can use it in your working life.

What Matters To You?

We should ask a simple question in everything we do
To ourselves and to each other; **what matters to you?**

To ourselves; it can help us use our passion as our drive
To recognise the importance of the things that make us thrive.
To know our values really matter is just another perk
It lets us know that it's okay to bring your whole self to work.
It helps us build resilience and know where to draw the line
To strike a work/life balance and to manage our precious time
To ensure that we make that time for things that matter to us at home
Be it cycling, gardening, meeting friends or taking time to be alone.

To one another it can help us to understand each other better
To respect each other's values in the work we do together.
To nurture our teams to develop, learn and grow
In a way that feels personal because we've taken time to know
What it is that drives that person and the choices that they make
Be it the days they spend with family or taking time to bake.
Because these are the things that define us as a whole
That influence our desires, our preferences and goals.

For our patients it enables more person-centred care
To understand what makes the difference and ensure that we're aware
That it's different to each person; what really matters most
Be it their favourite kind of music, or the right topping on their toast(!)
To understand what makes them happy in the wider context of their life
Because that patient is someone's parent, their brother, friend or wife
And that's why it's so important to ensure that they have choice
That we know they are a person and that person has a voice.

It's just a simple question, it's just four little words
But if we all ask that question, it has the power to change the world.
So we should ask that simple question in everything we do
It holds so much potential; **what matters to you?**

Jess Sheehan
Service Manager, Integrated Community Care

Log in to the CCA Briefing on the 16th of June

Don't forget to log in to the CCA Briefing on 16th June to find out more about WMTY. This briefing will be focussed on all things WMTY – from stories to examples of how you can use WMTY in your day-to-day work.

After the briefing, we'll also be sharing some follow up sessions, where you can find out more about how to get involved.



What is the GPC Newsletter and what does it mean to us? – find out more about the GP Collaborative newsletter from Russel Drakeley

GP Collaborative, as with many services STH provides, has had to change and adapt like never before because of the COVID pandemic. Staff, clinicians, and partnering services have all bonded together to adapt to the extra pressure that Covid 19 has placed on our service. Because of this, and to express our gratitude, GPC's Operational Shift Coordinators decided that it was important to re-kindle our monthly newsletter to highlight the successes and achievements of our staff.

As coordinators, we now take it in turns to produce the monthly newsletter. With no set template, each coordinator has the freedom to customise their newsletter to create an individualistic monthly release. Our aim is to continually involve staff by way of personalised columns, latest staff news, and open emails that invite new staff to introduce themselves.

Moreover, by including any charity work or out of work activities that staff are willing to share in the newsletter, we are able to create a community feel by exploring the different personalities that make up our service. An example of this was in May's newsletter. We were able to celebrate International Nurses Day by both sharing our nurses' personal feelings on what nursing means to them, whilst also congratulating our latest Advanced Nurse Practitioner recruits. By doing so, we feel that GPC's newsletter makes staff feel valued and included in our service – it demonstrates that we value staff not only because of their job roles, but can celebrate them as people too.

By introducing and closing the newsletter with activity statistics and a personal manager's thank you, the newsletter provides the perfect platform to recognize staff' achievements and evidence their hard work – something that we believe is even more important now activity levels are continuing to rise.

Subsequently, the newsletter has become an important part of staff interaction at GPC. Just in the few months that we have begun its re-release, we have gathered an abundance of interesting and unique 'get to know you' facts about everyone that works here. Reading the variety of quirky replies and witnessing the clear enthusiasm to participate has made the newsletter not only interesting to read, but also a fun activity for us coordinators to create.

Russell Drakeley

Read this fantastic WMTY day song written by our very own Maria Levesley. You can hear the full version of the song at the Care Group Briefing on the 16th June.

It's what matters to you

Talk now - let's have a talk now, we've got things to say
Talk now - let's have a talk now, what makes things ok?

Hey, I just want to find
What matters to you, what you've got on your mind
I said, hey, can you tell me your view?
It's what matters to me, and it's what matters to you



Asking one simple question amid the day's demands
Having that brief conversation helps us understand

Hey, what's important for you?
Is there anything wrong? Is there more we can do?
I said, hey, you know that it's true
It's what matters to me and it's what matters to you

Listen, I'm here to listen, we can talk it out
Listen, I want to know now what you care about

Hey, can you find words to say
Different things that can help to make a really great day
Finding joy in the work that we do
It's what matters to me and it's what matters to you

Maria Levesley
Integrated Care Team Nurse Lead

**Listen
to what
matters**



A message from the National WMTY Team!

In the countdown to WMTY 21 you may have noticed some increased Social Media activity and wondered how you could get involved. Being mindful of the varying restrictions across the globe we thought we would come up with an activity that most people could take part in either by themselves or with their family, colleagues or those they care for.

How you can support 'What matters to you?'

On WMTY day social media activity will be taking place and this is where you can help. [Download the statement card](#) (Word doc) from the WMTY website, you can either print it off or type your message in it and then please share this through your social media channels. You could choose to have your photo taken with your statement or share it as an image.

Alternatively, you could have someone film your 'What matters to you?' message and share the short film on your social media channels. It's easy to do just using your smartphone.

When you are sharing your WMTY message please use the hashtag: #WMTY21 so everyone can see and don't forget to tag in @WMTYScot on Twitter or @whatmatters2you? on Facebook. Please encourage your friends, family and colleagues to take part by sharing what matters to them and to share your social media posts.

More information can be found at <https://www.whatmatterstoyou.scot/>

Best wishes
Louise

Louise McFarlane
Senior Project Officer



Team Time in the Community

The Community Care Group has been involved in the initial introduction of Team Time sessions in STH.

Team Time is a multidisciplinary online forum based on Schwartz Rounds principles. It is designed for all staff to come together online to discuss and reflect on the emotional and social challenges associated with working in healthcare. Sessions provide a confidential facilitated space to reflect on and share experiences rather than to solve problems or look for outcomes.

The primary aims of the session are to help staff manage stress and isolation, to strengthen teams and increase compassion both for ourselves and for each other. Research evidence shows that sharing stories in a protected and boundaried space can bring about the normalising of emotions; promote connectedness; change narratives and create a culture of openness.

In May we held Team Time sessions in Podiatry and in the ICC leadership forum. 4 members of staff volunteered to share their stories as part of the Team Time sessions and this was followed by group reflections. Staff attending the sessions provided feedback that it was refreshing and uplifting to share stories in this way but we also know that this approach isn't for everyone and for some people it can feel uncomfortable to experience emotions in this way at work. We're currently planning to offer more sessions within CCA and would like to encourage staff to get involved and to let us know what they think about it.

For more information, please see <https://www.pointofcarefoundation.org.uk/our-work/schwartz-rounds/> or contact sth.schwartzadmin@nhs.net