



## UNDERSTANDING AND MEETING THE NEEDS OF ALL STAFF DURING COVID-19

Alnwick and Berwick Community Hospitals,  
Northumbria Healthcare NHS Foundation Trust

### SUMMARY:

In a weekly Trust survey, staff were able to safely and effectively raise issues, concerns and share how they were feeling during the pandemic, with the themes acted on by the trust

### PURPOSE:

To gain a better understanding of staff-wellbeing

For more information visit:  
[www.communityhospitals.org.uk/quality-improvement/q-exchange-project.html](http://www.communityhospitals.org.uk/quality-improvement/q-exchange-project.html)

## STAFF FEEDBACK

### STAFF BENEFITS:

Staff could reflect on their own feelings and emotions

### TRUST BENEFITS:

Act on the themes and determine where support was needed

### LEARNING:

#### The 7 themes were:

- Listen to me
- care about me
- keep me safe
- keep me connected
- lead me
- keep me going
- notice me – honour my work

### RECOMMENDATIONS:

- Realtime measurement of how staff are feeling is crucial.
- Feedback on actions taken as a result of feedback.
- Take time to measure well.