

Case study: NHS Herts Valleys CCG



Keeping people well and in work through COVID



The Client

NHS Herts Valleys Clinical Commissioning Group was created in 2013 to organise the delivery of healthcare to 627,000 people living in West Hertfordshire. Comprising GPs and other healthcare professionals, the Group is responsible for commissioning the planning, designing and paying for NHS services, helping people to stay well and improving NHS services to meet the needs of local patients. AdviserPlus has been working with the Group since early 2019 to provide a fully-managed employee relations advice service as an extension of the Group's own HR team.

The Challenge

NHS employees have found themselves under increasing pressure since the response to COVID-19 began. Workload remains a pressing concern for the NHS and the need to look after its people is a critical concern for leaders. For managers, prior to COVID-19, interactions with HR were almost entirely face-to-face. With more remote and agile working taking place across the Group in response to COVID-19, HR leaders at NHS Herts Valleys CCG wanted to identify ways to support their team and ensure that managers were supported to handle ER issues effectively.

The Solution

In conjunction with the internal HR team at NHS Herts Valleys CCG, AdviserPlus HR consultants agreed the areas of training that would provide the most benefit to managers, and designed and delivered a series of masterclasses.

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The Solution (cont.)

The first of the masterclasses focused on supporting managers with the conflicting pressures that NHS people were experiencing relating to COVID-19, such as: homeworking, flexible working, agile working, online tools, performance management, self-management, meeting best-practice and wellbeing. Following these initial sessions, masterclass topics were expanded to cover a number of key ER issues such as annual leave, managing attendance, managing capability and probation, new ways of working, managing investigations and managing organisational change.

Our HR Masterclasses received a world-class Net Promoter Score of 76

The Goals

Short-term goals centred around increasing awareness of, and manager engagement with, the ER support services that AdviserPlus provides to NHS Herts Valleys CCG as a managed service client, including advice line and tools to support managers. Tools included a knowledge portal of people management resources, and Case Viewer, a tool to support exchanges with ER case advisers. Long-term goals were to increase line manager capability to deal with ER issues autonomously, where appropriate, by coaching and upskilling, and relieving pressure from internal HR teams as a result.

The Benefits

The benefits for NHS Herts Valleys CCG have been twofold.

1) As a result of the masterclasses, managers have become more aware of the resources available to them which provide support with ER issues, enabling the Group to catch issues and manage risk at an earlier stage.

2) By upskilling managers, the masterclasses have enhanced the managers’ own management skills and, in doing so, reduced risk.

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I can't think of any ways to improve the session - the delivery was easy to understand.
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