

# QUESTBACK NHS ONBOARDING SOLUTION

## INCREASING STAFF RETENTION THROUGH BETTER ONBOARDING FEEDBACK

Retaining and developing staff is central to ensuring that the NHS continues to deliver efficient, high quality patient care. Studies show that the first six months at an organisation have the greatest impact on whether an employee stays for the long term, making the induction and onboarding process crucial.

Trusts have to bring new staff up to speed as quickly as possible through efficient processes, ensuring that they undergo all mandatory training to be compliant with regulations. However, at the same time joining a new organisation is both stressful and exciting for the employee, meaning it is vital not to overlook the human factors that personally affect them during the first months of their job.



### THE CHALLENGES

#### ENSURING STAFF WELLBEING AND ENGAGEMENT

A new job is daunting, with joiners meeting new colleagues and experiencing a new culture. They may have moved from another area and also have to adjust to new ways of working, all while getting up to speed on their role. Traditionally it has been very difficult to monitor the human side of the onboarding process, meaning that managers are blind to personal problems until it is too late to solve them, resulting in lower retention rates and consequently additional recruitment costs.

#### MEETING COMPLEX COMPLIANCE REQUIREMENTS

All new staff naturally have to undergo mandatory training to ensure patient safety and the highest standards of care. In the NHS this minimises risk, but managing the paper-based compliance process is often time-consuming for both new joiners and the Trust. This diverts time away from other activities and reduces efficiency within the HR team.

#### FITTING IN WITH CULTURE

The initial induction period is central to new employees gaining an understanding of the organisation's culture and learning and adapting to it. However, given the training and compliance requirements of the first six months, it can be hard to measure how well a new member of staff is fitting in with the culture and working as part of the team. Ensuring a good cultural fit from the beginning helps retention by creating a seamless transition between onboarding and the employee's long-term career.

# MAKE INDUCTION SEAMLESS

## BOOSTING ENGAGEMENT AND OPTIMISING INTEGRATION

Questback's NHS Onboarding Solution makes it easy to give new joiners early access to required training materials so they can start preparing for their new role even before they arrive. It also facilitates listening to feedback from your new starters, enabling you to intervene where required. This boosts engagement, increases retention and ensures faster integration into organisational culture.

Through methodically crafted questionnaires and surveys, the NHS Onboarding Solution collects feedback from new joiners, their managers and teams, building a picture of the personal side of their employee journey. Information is displayed to managers on interactive, real-time dashboards, enabling them to monitor engagement and spot trends. Low scores on key questions prompt employees to give more details, allowing issues to be investigated and prompt action to be taken by HR to solve any issues before they escalate.



### COVERS ENTIRE INDUCTION JOURNEY

The NHS Onboarding Solution spans the whole induction process, from day one, with Trusts able to set the key touchpoints and times when feedback is collected. This all in one approach ensures that data is integrated in a single place, making monitoring and evaluation simple and straightforward.



### AIDS RETENTION BY SPOTTING TRENDS

The Questback Solution gives deep insight into the human side of induction, allowing issues to be addressed to ensure a smooth and seamless transition to the new role. Through its dashboard reporting HR managers can view feedback across all new staff, enabling them to spot trends and adjust processes and approaches to best retain employees, both at an individual and wider level.



### INCREASES EFFICIENCY BY AUTOMATING COMPLIANCE AND TRAINING

Most regulatory compliance and training is currently monitored using inefficient, paper-based methods. By incorporating all these tasks within the same system that collects feedback, monitoring is digitised, reducing administration and freeing up resources for other tasks.



## BUILDS CONFIDENCE AND CREATES OPEN CULTURE

Listening to staff from their first day encourages greater engagement and fosters an open, feedback-driven culture within the Trust. Employees feel that their ideas and suggestions are appreciated, encouraging them to continue to give feedback and share ideas as they move forward in their careers.



## EASY TO USE AND ADMINISTER

Questback's solution can be accessed securely through any smartphone, PC or tablet, making it easy for staff to use, 24x7. Surveys are automatically sent at pre-set times and touchpoints, reducing the need for administration, and information seamlessly flows into Questback's cloud-based platform, allowing it to be used across the entire employee lifecycle.

## BENEFITS

- ✓ Deeper analysis of multiple types of feedback, providing holistic, actionable insight to drive change
- ✓ Improved staff engagement, leading to greater retention and reduced recruitment/agency costs
- ✓ Greater communication with staff, reinforcing openness and cultural change
- ✓ Improved staff consultation, ensuring buy-in and understanding
- ✓ Ability to capture ideas and identify innovation and improvements to processes across operations



# ABOUT QUESTBACK

Questback is a global leader in enterprise feedback management technology, helping organisations transform customer, employee and market research programmes. We work closely with NHS Trusts including:

» Taunton and Somerset NHS Foundation Trust, which has seen its ranking for employee engagement rise from 153rd in the country to 5th

Taunton and Somerset   
NHS Foundation Trust

» Northern Devon Healthcare NHS Trust, which is unifying feedback and has launched a new engagement and innovation community with Questback

Northern Devon Healthcare   
NHS Trust

More than 5,000 companies worldwide, including one third of the Forbes Global 2000 such as DHL, Coca-Cola, General Mills and John Lewis rely on Questback's platform to gather, analyse and act on feedback. Questback technology has helped to improve customer and employee satisfaction, drive better business decision making and improve financial performance.

Like Questback our customers believe that people and businesses need feedback to learn and grow. We have offices in Europe and the United States, global partner organisations, and serve customers globally.

## LEARN MORE

TO FIND OUT MORE ABOUT HOW WE CAN HELP YOU MAKE  
ONBOARDING MORE EFFICIENT AND AID RETENTION  
CALL US ON +44 (0) 207 403 3900 OR VISIT OUR WEBSITE:  
<https://www.questback.com/uk/healthcare-uk>



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