



Organisational Development & Learning

QUARTERLY REPORT FOR PERIOD:
JANUARY – MARCH 2025

Introduction

This quarterly report will outline key activities undertaken by the team during the period January - March 2025. The Organisational Development & Learning team plays a crucial role in enhancing the overall effectiveness, development and growth of our workforce. This quarter, the team has focused on several key areas to support wider strategic goals.

Employee training and development, through Turas Learn enhancements, have helped to deliver greater access to educational content to improve skills and knowledge across all levels.

Efforts to promote a positive organisational culture and enhance employee engagement have included Wellbeing Focus Groups, Civility Awareness Sessions and planning ahead to iMatter 2025, our key staff engagement tool for continuous improvement.

The new Organisational Development & Learning Strategy and supporting Policy will also seek to embed much of the ongoing work already taking place within the team.

The report concludes with a look forward to future plans and goals of the team in the upcoming year.

OD & Learning Topics

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Turas Learn

Turas Learn has been fully integrated into NHS Western Isles after migrating away from LearnPro in October 2023. We continue to progress with ongoing development of our site and wider content. The platform now includes management reporting with enhancements scheduled to implement Course Booking which is hoped will improve further accuracy in reporting.

Below is a comparison from the same period in 2024 for all NHS Western Isles Mandatory Training modules.

Mandatory Training Statistics

Mandatory Module Title	Compliance at 31.03.2024	Compliance at 31.03.2025
Adult support and protection : practice level 1 [informed]	22.81%	61.96%
Child protection : practice level 1 [informed]	21.88%	60.72%
Fire safety	0.55%	63.85%
Freedom of Information	11.36%	58.75%
Hand Hygiene	13.20%	59.24%
Hand Hygiene Assessment	13.57%	59.41%
Health & Safety	3.14%	57.11%
Introduction to equality, diversity and human rights	2.22%	46.01%
NHS Scotland PREVENT	8.96%	53.41%
Management of Violence and Aggression	7.57%	56.70%
Manual Handling Theory	7.39%	59.49%
Safe information handling	14.68%	62.28%
Staying safe online : top tips for staff	12.47%	60.39%
Why infection prevention and control matters	13.57%	58.50%
Why infection prevention and control matters assessment	13.94%	58.67%
Whistleblowing	2.22%	36.89%
Overall Org Compliance %	10.60%	57.08%

OD & Learning
Quarterly Report

Jan – Mar



4,908

Completed
Modules



339

In Progress
Modules

We continue to develop our existing Turas Learn pages, as well as work with various departments to explore creation of new learning content for all NHS Western Isles staff.

Below are a some of the key developments over this quarter:

Western Isles Nurse Education Sessions now on Turas Learn.



Dedicated AHP learning site being developed.



Leadership Foundation modules added to the Leadership & Management page.

LEADERSHIP
FOUNDATIONS

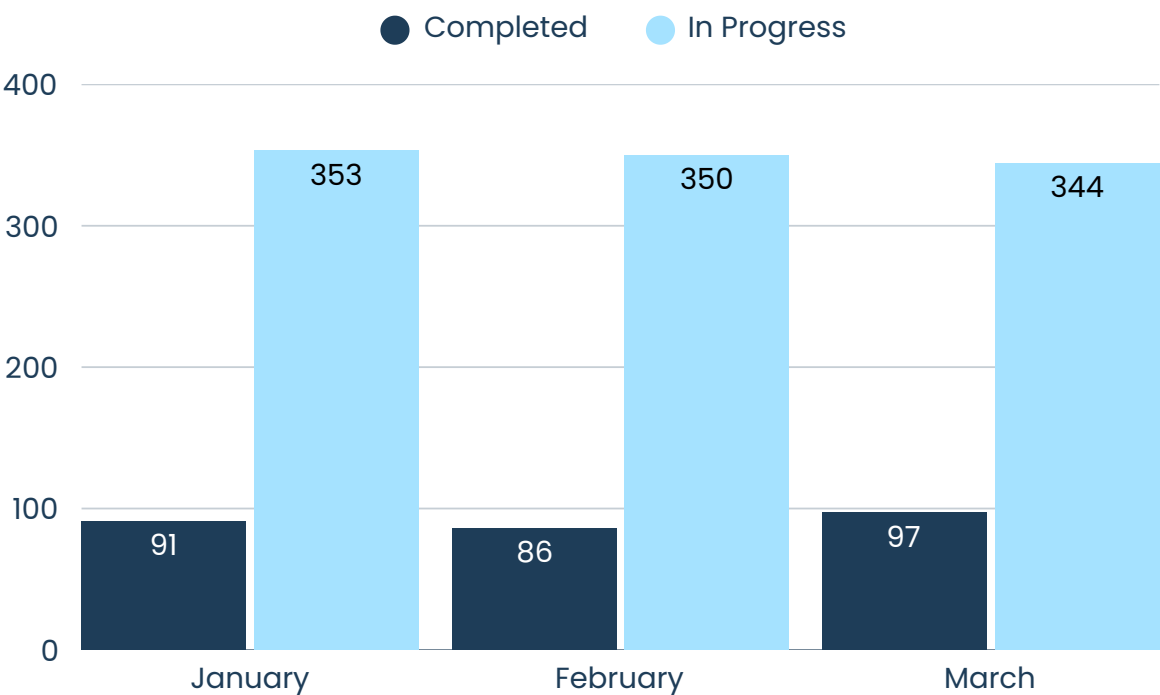


Turas

Appraisal

Appraisal is the other application we use within the Turas digital platform developed by NHS Education for Scotland. This replaced the eKSF recording tool in 2018 and facilitates the documentation of appraisal cycles, including Personal Development Plans (PDPs) and objectives. The system is designed to be intuitive, providing guidance and resources to help staff and managers effectively manage appraisals.

The below graph outlines the number of Completed and In Progress appraisals over the course of this Reporting period:



In addition to the day-to-day support provided to all staff with the Turas Appraisal functionality, we have provided dedicated training to employees, reviewers and line managers on their own responsibilities in the process. These have also featured as a Western Isles Nurse Education sessions and are available on Turas Learn to watch again.

An additional resource we are developing is a dedicated Turas Learn page for Appraisals. This will include guides, videos and top-tips for staff on how to ensure effective appraisals exist for all staff. This will launch in April 2025, with further details to be shared in the next quarterly report.

iMatter

iMatter is a staff experience continuous improvement tool used within NHS Scotland. It helps individuals, teams, and Health Boards understand and improve staff experience, ultimately supporting better care and services.

Over this reporting period, much of the iMatter 2025 work involved preparing the Organisational Hierarchy for Team Confirmation commencing in April 2025.

This required outlining the individual Directorates, Teams and associated Managers to support this years iMatter distribution.

Below is a summary of this years iMatter 2025 timeline:



As with iMatter distributions in previous years, the OD & Learning team will continue to support managers with provision of training through Turas Learn, system access support and Action Plan preparation and implementation.

Employability

We are actively engaged in Employability across the organisation, including being active participants in the Western Isles Local Employability Partnership (LEP), alongside the organisations Anchors lead.

During the Reporting period, NHS Western Isles were represented at a Gaelic Careers fair at the Nicolson Institute. This provided an opportunity to share the importance of the Gaelic language and how prospective employees can use their use of the language to benefit the organisation and ultimately the community we serve.

We are actively engaging in the development of Modern Apprenticeship opportunities within the organisation, with planned advertising of Catering posts in the next Reporting period.

We are delighted to have been able to offer 24 placement opportunities for pupils in 2025 across 7 different departments below:



OT



Physio



Radiology



IT



Catering



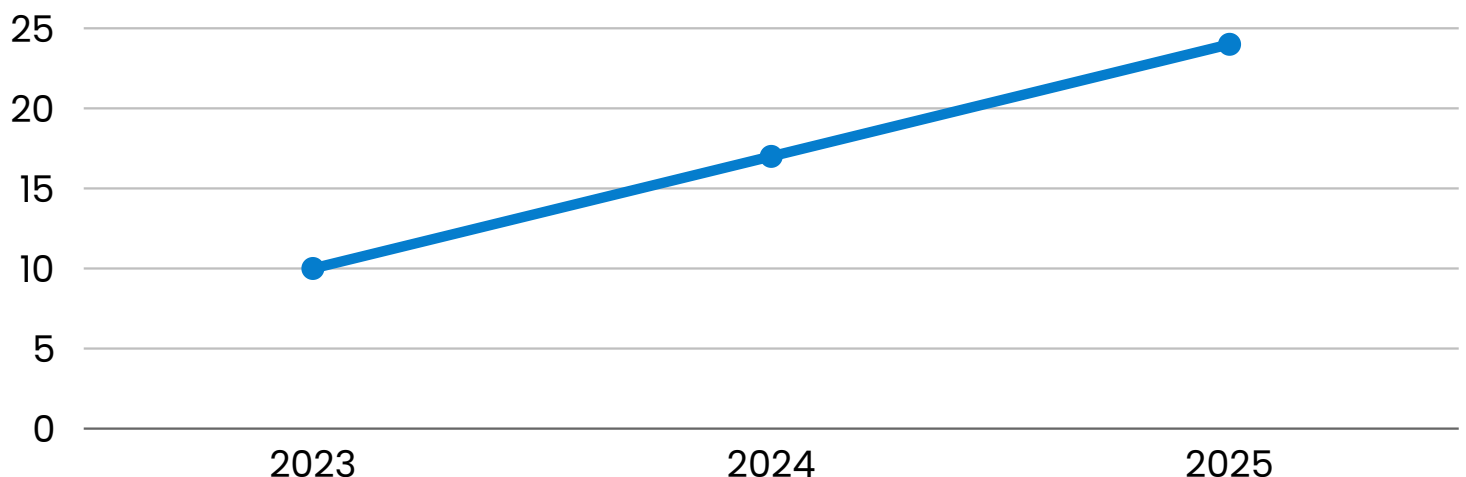
Nursing



Medical

Work Experience

● No of Placements



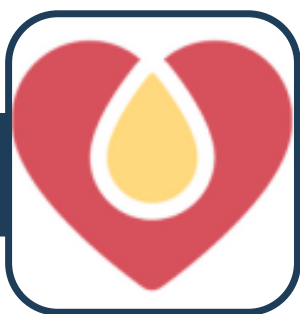


Wellbeing

We continue to meet as a Wellbeing Group every 2 months and over the course of this reporting period, a number of key actions have taken place.

Some key highlights in recent months are outlined below:

01



Endometriosis Friendly Employer

NHS Western Isles recently pledged to support colleagues across the organisation impacted by endometriosis, by joining the Endometriosis Friendly Employer scheme.

02



Wellbeing Focus Groups

A series of Wellbeing Focus Groups took place in February and March to allow employees the opportunity to share what is important for their Wellbeing. These took place across the entire island chain, ensuring everyone had an opportunity to be heard.

03



Rest, Rehydrate, Refuel Campaign

Funding was agreed from the Endowments Committee to support this campaign with the purchase of re-usable drinkware for all staff. These will be launched in June 2025 with delivery to all sites.

04



Mental Health Contacts

In January, the Mental Health Contacts were launched to support all staff with a point of contact for any who may be experiencing a mental health issue. This support can range from an initial conversation, providing early intervention or crisis handling.



OD Support



CIVILITY AWARENESS SESSIONS

- 3 Sessions delivered during this reporting period to continue raising awareness of the impact of Incivility in the workplace.



CONFLICT RESOLUTION

- Early resolution support provided to managers with one instance leading to formal mediation.



TRAINING SUPPORT

- Leadership Foundations added to Turas Learn.
- Interview Skills Training.
- Turas Appraisal Training.
- Dealing with Difficult Conversations.



WELLBEING FOCUS GROUPS

- Series of Wellbeing Focus Groups conducted across the island chain during February and March 2025. Outputs will assist with work of the NHSWI Wellbeing Group.



STRATEGY & POLICY DEVELOPMENT

- Organisational Development & Learning Strategy and supporting Policy approved. Implementation plan will be developed to support staff with changes in practice.

Future Plans & Goals



● 2025

● Wellbeing

- Rest, Rehydrate and Refuel campaign to launch with distribution of re-usable drinkware to all staff.

● Workforce Planning

- 3-Year Workforce Plan to be completed by year end for the wider Organisation.
- Initial work with heads of service to prepare for this to commence in the next Reporting period (April – June).

● iMatter

- Continued support through rollout of the iMatter distribution into the next Reporting period.

● Induction Policy

- New Induction Policy in development for consideration at the Policy Review Group during the next Reporting period. This will incorporate Local and Corporate approach to Induction across the organisation.

● Career Fairs

- Careers Fair attendance to be planned out in advance of upcoming events in June, October and November of 2025.

● Interview Support for NQNs

- OD & Learning Manager has organised engagement session with final-year Nursing students to support with recruitment skills and techniques.

