

Performance Evaluation Management

Evaluating flexible worker performance

NHSP Professionals (NHSP) uses an online performance review system that helps to resolve concerns informally at an early stage. It identifies flexible workers who are performing well or above average and also highlights any lack of skills or knowledge development.

The evaluation criteria

The form has five feedback criteria and the minimum requirements for a flexible worker are as follows:

<p>Communication</p> <ul style="list-style-type: none"> • Communicate with a range of people about day to-day matters in a way that is appropriate to the worker and the situation • Reduce barriers to communication • Present a positive image of her/himself and the service • Accurately report and/or record work activities in line with organisational procedures • Communicate information only to those people who have the right to know it and the need to know it, and ensure such communication is consistent with legislation, policies and procedures 	<p>Health, safety and security</p> <ul style="list-style-type: none"> • Act in ways consistent with legislation, policies and procedures for maintaining the health, safety and security of her/himself and others • Help maintain a healthy, safe and secure working environment for all those in contact with their work environment • Work in a way that minimises risks to health, safety and security • Summon immediate help for any emergency and take appropriate action to contain it • Report any issues at work that may put health, safety and security at risk
<p>Quality</p> <ul style="list-style-type: none"> • Comply with legislation, policies, procedures and other quality approaches relevant to the work undertaken • Work within the limits of her/his own competence and responsibility, and refer issues beyond these to the relevant people • Act responsibly as a team member and seek help if necessary • Use and maintain resources efficiently and effectively • Report problems as they arise, solving them if possible 	<p>Equality and diversity</p> <ul style="list-style-type: none"> • Act in ways that are in accordance with legislation, policies, procedures and good practice • Treat everyone with whom s/he comes into contact with dignity and respect • Acknowledge others' different perspectives • Recognise that people are different and make sure s/he does not discriminate • Recognise and report behaviour that undermines equality and diversity
<p>Provision of care to meet people's health and well-being needs</p>	
<ul style="list-style-type: none"> • Discuss individuals' care plans and their health and well-being needs with the care team and understand her/his own role in delivering care to meet these needs • Respect people's dignity, wishes and beliefs; involve them in shared decision-making; and obtain their consent for care to be undertaken • Prepare appropriately for care activities to be undertaken • Encourage individuals' health and well-being and alert them to possible risks 	

If working in a non-clinical capacity, the flexible worker must demonstrate the appropriate skills required for the role. Also, as a minimum, the flexible worker must:

- Understand what is expected of her/him for the placement
- Complete her/his duties at an adequate level and in a timely manner
- Require a minimum amount of support to carry out the role

The Evaluation Process & Grading

The performance evaluation feedback system grades flexible workers as follows:

Performance evaluation scoring		
1*	Poor	See improvement measures below
2*	Needs support	See improvement measures below
3	Satisfactory	No Action Required
4	Good	Letter of Congratulations sent
5	Excellent	Letter of Congratulations sent

*Those authorised to complete the performance evaluation feedback forms must add comments when using a 1 or 2 for scoring.

Trusts are provided with reports showing aggregated results for all flexible workers.



Dealing with poor performance & improvement measures

NHSP logs issues of poor performance on a complaints and incidents management system. This ensures accuracy and links poor performance to complaints about a flexible worker. NHSP will then take a series of improvement measures.

The following table outlines improvement measures which may be put in place:

Highlighted concern	Learning activity
Communication	<ul style="list-style-type: none"> • Reflective practice: "How I will improve my communication skills" • Attitude self-assessment pack • Record-keeping self-assessment pack • Read NHSP's record-keeping guidelines
Health, safety and security	<ul style="list-style-type: none"> • Reflective practice: "How I will maintain high standards of infection control" • Read NHSP's standard infection control procedures • Complete online module: Health and safety • Patient Handling module
Quality	<ul style="list-style-type: none"> • Reflective practice: "How I will make sure patients receive good care" • Review The Code. Professional standards of practice and behaviour for nurses and midwives NMC 2015 • Compassion and Dignity for All module
Equality and diversity	<ul style="list-style-type: none"> • Reflective practice: "Why equality and diversity matter" • Read NHSP's equality and diversity guidelines
Provision of care to meet people's health and well-being needs	<ul style="list-style-type: none"> • Complete and reflect on online modules as appropriate: <ul style="list-style-type: none"> Learn Blood Transfusion Safe use of insulin NEWS – national early warning scores Dementia Tissue viability Mental Health Observations Clinical Observations Food hygiene

After a third report of poor performance, the Human Resources team at NHSP reviews the issue and determines an appropriate course of action.

Recognising good performance

NHSP recognises good service via the Bank Worker of the Month scheme which celebrates and rewards exceptional bank service for fully registered, qualified and unqualified

nursing staff. Three Winners are selected each month and presented with a certificate of recognition, a Thank You card and a prize.

Those who achieve exceptional ratings for their shift fill performance whilst maintaining a clear or low shift cancellation record, alongside 'Good' and 'Excellent' scores for every parameter of their performance evaluations are eligible to be entered into the draw.