

Caring for our
community

You said, We did:
Co-creating a
Thriving
Workforce



Southport
& Formby
Health





It Started With a Commitment to Listen



A two-year workforce wellbeing and engagement initiative launched in March 2024, following our successful relocation to a workspace designed to support wellbeing, collaboration, and staff engagement activities.



While the original two-year project has now concluded, our commitment continues. We remain dedicated to exploring, testing, and embedding new approaches that enhance workforce wellbeing, engagement, and organisational culture.





Staff Told Us What Needed to Change

- Staff Survey – a safe and trusted tool for colleagues to share feedback on wellbeing, culture, leadership and working practices.
- Share the feedback – You Said – We Did

The initiative sought to.....

- Improve staff wellbeing, engagement and retention
- Strengthen trust and communication between staff and senior leaders
- Embed co-created organisational values that support positive behaviours
- Ensure wellbeing initiatives were inclusive, sustainable and meaningful



We Started by Listening



We asked staff:

- What can we improve now?
- What should we build for the future?
- How do we ensure everyone is included?
- How do our values guide our decisions?

Staff Identified Four Priorities



Wellbeing Supporting staff health and happiness



Communication More open and transparent dialogue



Leadership Visibility Stronger connections with senior leaders



Inclusive Culture Ensuring everyone feels valued and heard



These priorities shaped our two-year wellbeing and engagement programme.



We Turned Feedback Into Action

Staff Engagement

Quarterly engagement lunches with Directors, creating informal opportunities for staff and senior leaders to connect.

Values & Culture

A co-created values refresh, developed by staff during a dedicated protected learning event.



Flexible Working

Managers empowered to support individual needs through flexible and personalised working arrangements.

Wellbeing Support

Menopause support incorporated into policy, alongside the introduction of monthly support groups.

Connection & Community

A programme of wellbeing activities including charity walks, quiz nights, seasonal events and social activities.



Our Vision

We are passionate about health care, innovation and doing things a better way, because we believe that our model can make a difference and have a positive impact on the lives on the community around us.

Our Mission

- Providing a greater range of NHS services, locally, for the benefit of patients
- Providing shared resources and economies of scale

Southport and Formby Health CARES, we are:



Community Focused
We keep care close to home, working with other local services to help people.



Accessible
We are friendly and flexible and make it easy to get care.



Responsive
We listen to what people need and try to make changes that help.



Empowering
We help people look after their own health. We help staff to learn and grow.



Supportive
We always put people first, our care is kind, safe and high quality.

The Mad Hatter's Tea Party

If you're a woman navigating the perimenopause or menopause, join Maggi and the team in a supportive, informal event where we can share experiences and get expert advice.

Oh - and there will be cake!!



Mental Health Awareness Week



Week beginning 11th May

Baking Week 11-15 May

Any baking donated will be appreciated. There will be a prize for the best bake.



Bring cash to buy cakes, all donations will go to Queenscourt Hospice.

Wear it Green Wednesday

13th May



Kitchen Activities

Look out for a quiz in the kitchen to take part in.

There will be a sweepstake, any donation will be appreciated, and will go to Queenscourt Hospice.



May's Marching Mayhem

Join a team for our step competition in May. Fresh air and exercise is important for our mental health.



"Mental health awareness starts with understanding"



How is success measured?

We held a further survey in 2025, key outcomes included:

- Improved staff engagement scores, particularly in areas relating to feeling listened to, supported and valued
- Increased confidence in senior leadership visibility and approachability following the introduction of engagement lunches
- Positive feedback on refreshed organisational values, with staff reporting clearer expectations around respectful and supportive behaviours
- Strong participation in wellbeing activities, indicating relevance and accessibility across different roles and working patterns



Embedding Wellbeing for the Future



Rather than relying on one off events, staff wellbeing is embedded into organisational processes, leadership behaviours and policy frameworks.

Key elements ensuring ongoing success include:

- Annual staff surveys with transparent feedback and action
- Director-led engagement lunches that promote visible leadership
- Values embedded throughout recruitment, induction and performance discussions
- Flexible working arrangements that continue to evolve to meet staff needs

These approaches ensure wellbeing remains embedded in everyday practice and shaped by staff feedback.

Next Chapter: JOY at Work

In 2026, we were selected as a pilot site for the JOY at Work Programme, building on our commitment to understanding what helps staff thrive and how we can continuously improve the employee experience."

