

ADHD 360

STAFF SATISFACTION SURVEYREPORT



A7 Advisory Staff Satisfaction Survey Results – ADHD 360

Background

ADHD 360 contracted A7 Advisory to complete a short staff satisfaction survey to establish staff views on the organisation, leadership, culture, working conditions and to identify potential areas for improvement.

Methodology

As this was the second annual survey it was, it was decided to complete the survey using the same methodology as the first completed in February 2021 - a telephone survey against a set of 8 questions - 7 scored out of 10 and one free text answer.

The questions covered:

- Meaningfulness of their work
- Work/life balance
- Company purpose and mission
- Culture
- Working environment
- Feeling valued
- Opportunity for personal growth
- Potential reasons for leaving.

Thirteen members of staff were surveyed, and the results collated into an anonymised set of results.

The survey was completed by Kevin Thistlethwaite – pen picture at Appendix 1.

Findings

The survey took place between 26th January and 10th February 2022. The average of the scores against each question

Question Number	Question	Average Response out of 10
1	On a scale of 1 – 10 How meaningful do you find your work?	9.3
2	On a scale of 1 to 10, how would you rate your work-life balance?	8.8
3	On a scale of 1 – 10 how inspired are you by the purpose and mission of ADHD 360?	9.4
4	On a scale of 1 – 10 how comfortable are you with our company culture?	9.8
5	On a scale of 1-10, how likely are you to recommend our company as a good place to work?	10
6	On a scale of 1 – 10 Do you feel valued at work?	9.4
7	On a scale of 1 – 10 how much opportunity do you feel there is for personal growth such as skill enhancement?	9.1
8	Hypothetically, if you were to quit tomorrow, what would your reason be?	

Amplifying Comments

Question Topic	
Meaningfulness of their work	Three people scored this less than 9, 2 support staff and one clinician. They explained their score with “I’m still new” and ‘some patients are meaningful, but some not so much”.
Work/life balance	This was the lowest scoring question; nevertheless 5 out of 13 scored this as a 10. Amongst the support staff reasons for lower scores were given as “commute time”, “workload” and “still learning the role”. Clinicians reported that imbalance was largely due to their life choices – “study” and “my time management”. Positive comments included “excellent” and “very flexible employer”.
Company purpose and mission	An average score of 9.4, the most common reason for not scoring this a 10 was “I can’t give everything a 10”. New starters wished to understand more. Positive comments included “I come from uninspiring NHS employment – an absolute godsend” “To be applauded, not expected this from a private provider”.
Culture	Second highest scoring area. Low scores explained with “new company, still developing” Positive comments included “brilliant compared to the NHS” “family feel, never expected something like this” “relationships between clinicians is great, even those [who are] part-time” “good communications, I never feel alone” “safe, everyone is understanding”.
Working environment	No negatives all respondents said they would recommend ADHD 360 as a great place to work. Positive comments included “great job” “I have already recommended to previous colleagues” “I tell my friends to apply now”.
Feeling valued	An average score of 9.4. Low scores explained with “don’t see the extra effort needed for complex cases” “I have only just arrived”. Positive scores amplified with “supported my growth” “trusted with additional responsibility” “made space for me when no vacant role existed” “absolutely”.
Opportunity for personal growth	When compared to other questions this was a low score, but still 9.1 out of 10. Lowest scoring person was driven by the impact of COVID and the challenge of online development. Amplifying comments from other respondents included “not sure what’s

	<p>available” “already have a degree” “personal commitments stop me joining evening coaching sessions” Positive comments from some of the 9 people who scored this a 10 included: “encouraged to take courses in my first week” “the Academy is a great opportunity” “encouraged to create a plan with Phil in my first week” “always positive and responsive” “top notch”</p>
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Q8 Answers

The answers for Question 8, “Hypothetically, if you were to quit tomorrow, what would your reason be?”

- Six respondents said “a lottery win”
- Others gave individual reasons:
 - “lack of time for complex cases”
 - “Business closes down”
 - “if there was too much pressure to reach targets”
 - “lack of variety and unable to advance my practice”
 - “a career opportunity – that I can’t describe at the moment – came along”
 - “to go to university”
 - “Move to a new country” – “even if I retire, I would like to work for them”

Summary

Although ‘work/life balance was given the lowest average score, it was still 8.8 out of 10; additionally, 100% of those surveyed said they would recommend ADHD 360 as a place to work without reservation. Scores and comments around the opportunities for personal reinforce the need to continually remind new starters and those working remotely of the company’s commitment to developing staff. The purpose and mission of ADHD 360 was known by all staff; however, some new members of the support team felt they needed more information to understand and recognised the full impact the company was having on the lives of ADHD patients and may benefit from an opportunity to shadow a clinician.

The average satisfaction rating across all questions was a very healthy 9.4 out of 10.

One respondent unprompted wished to summarise their answers “a great employer”

Appendix A - Kevin Thistlethwaite MBA

Kevin is an accomplished business and technology advisor with extensive experience of procurement and supply chain management in the UK public sector.

Prior to a full-time MBA at Strathclyde Business School, he was head of the Ministry of Defence £500m per annum fuels business. After his MBA, he had a career change to management consultancy and worked for 2 of the top advisory services firms in the UK. He initially specialised in the public sector market and gained valuable experience in preparing successful proposals for public sector contracts. In addition to bid-writing, he specialised in leadership, recruitment, preparing business cases, strategy, change plans and developing innovative solutions to complex business issues.

Kevin's consultancy career included advising chief executives, venture capitalists, senior government officials and chief officers of police and fire services. His assignments ranged from reviews of unprofitable joint ventures in the nuclear industry, through the development of a market for forensic science services, to planning new arrangements for the support provided by the Ministries of Health and Education to disabled children. He was also seconded to the Home Office for a year to manage a programme to improve police intelligence sharing following a high-profile murder case. As a Practice Leader, he had both P&L and Divisional Board level responsibilities

Kevin spent 2 years at the British Medical Journal Group as Head of Government Solutions and Special Commercial Projects. He has been responsible for initiatives in Latin America, the Middle East and North Africa; including, the design of innovative solutions to improve the global impact of medical research and tools for point of care clinical decision-making. He was also the BMJ representative on the Saudi British Joint Business Council.

Kevin is now a director of a small advisory services firm specializing in high value interventions to support companies and organisations preparing tender responses or business cases. Between Jan 2016 and Nov 2018, Kevin was the Student Enterprise Adviser at the University of Cumbria and lectured on business and project management. He is currently a guest lecturer at University of Cumbria, the Brathay Trust and teaches post-graduates on the Energus Nuclear Industry Leadership programme.

In addition to his MBA, Kevin holds a City and Guilds Teaching Qualification He is also a graduate of the RAF Ground Instructional Techniques Course



"Kevin is one of the most creative yet organised minds I have met in my professional life. Every meeting he has something new and interesting. He enjoys creating new business models and mixing cards to come up with a win-win solution." Dr Mohamed Abu Shady, Director SCORE Training.