



Exit Interviews

Independent Feedback to Increase Staff Retention
and Inform Workforce Strategy

Recruiting and retaining staff, and reducing bank and agency costs are key areas of focus in the Long Term Plan. Gaining a better understanding of why staff leave helps NHS organisations develop more effective employee retention strategies and provides invaluable data to inform workforce priorities.



“The NHS SBS independent exit interview process has enabled us to provide board level assurance that we are doing the right things. The invaluable narrative has given us new, important insights but also validated much of what we already knew and the steps already taken.”

Ceri Connor,
Associate Director of People and OD
Solent NHS Trust

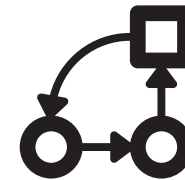
The Exit Interview Service from NHS Shared Business Services is:



Objective – the service is delivered by independent HR professionals, enabling more open conversations than leavers often feel able to have with their manager or the Trust. So feedback is more honest and useful.



Anonymous – all data collected is anonymised prior to reporting, allowing leavers to be confident they cannot be identified, and thus be open in their responses. Trusts can also be confident that any underlying issues or concerns will be revealed, and leavers can be signposted to assistance programmes if appropriate.



Tailored – the service has been developed to meet the unique needs of the NHS, and each report is customised to the requirements of the Trust concerned. Outcomes are therefore relevant to local challenges and inform local strategic priorities.



Detailed – each interview captures in-depth qualitative and quantitative leaver data including reasons for leaving and what could have been done differently to affect the outcome, providing Trusts with valuable data and narrative to inform future workforce strategy.

85%

Effective – in a pilot study at Solent NHS Trust 85% of leavers participated fully in the Exit Interview Service, compared to 33% in the previous internal leaver feedback process. 94% of leavers rated the Exit Interview Service positively, highlighting its independence and anonymity.



Value for money – we work with your team to fully understand your needs and then build a custom questionnaire for your organisation. Our process optimises the number of leavers participating in the service. This combination ensures optimal ROI and maximum potential impact on staff retention and future workforce strategy.

Why NHS SBS Employment Services

Our solutions are designed specifically for the NHS, adding value in the areas which really matter – enabling you to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

Why NHS SBS

Set up by the Department of Health & Social Care as the national provider of back office services, NHS Shared Business Services delivers leading-edge finance and accounting, procurement and employment services solutions to the rest of the NHS family. We work with 100% of commissioners and around 40% of providers, managing billions of pounds of NHS money, processing millions of transactions, and paying hundreds of thousands of NHS employees. This scale and scope means we have unparalleled specialist expertise and can deliver a minimum 20% cost saving compared with in-house service management.

We invest continually in corporate services on behalf of our clients to provide them with faster and more accurate ways of working, enabling their organisations to save time and money, so they can focus on the delivery of world-class patient care.

www.sbs.nhs.uk

To find out how our **Exit Interview Service** can support your organisation to achieve its Long Term Plan objectives please contact us on:

02380 711 000 | sbs.employmentservices.enquiries@nhs.net
