Staff Suggestion Box Process

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BrisDoc *Patient care by people who care*

Staff Suggestion Box Process

Introduction

Online Suggestion box launched in June 2019 for all staff to contribute Ideas to improve BrisDoc's working environment.

Objectives of the procedure

To guide Team mangers how to navigate the process.

The Standard Operating Procedure

Staff are invited to complete the form on our Weblinks page that comes straight into the IUC MANAGERS EMAIL ACCOUNT

The Suggestions Box Lead within the Service Delivery Team will monitor the email account for the suggestions. They will then identify the appropriate person within BrisDoc to allocate this to for feedback and to look into feasibility.

Allocated individual must acknowledge receipt of suggestion to the nominating individual within 14 days of submission.

They should then add the information of the suggestion onto the Excel spreadsheet - S:\Service Delivery Team\SUGGESTION BOX PROCESS

Allocated manager should:

-   Review the suggestion, discussing with the suggestee if appropriate
-   Discuss with others within the service as relevant – is it possible, what will be needed to implement it, who needs to approve this, is there already a resolve in place?
-   Provide clear timescales
-   Feedback to the individual who submitted it in all circumstances
-   Update the excel spreadsheet with all information

The Suggestions Box Lead within the Service Delivery Team will ensure the above is being completed and feedback to the service delivery team on new suggestions and themes etc.

Monitoring

Inbox in the IUC manager's account to be monitored weekly at the minimum.

Suggestion box spreadsheet should be updated weekly at the minimum, and as and when actions are taken.

Related Documents

Change Register

Date	Version	Author	Changes
14/07/2021	1.0	Nickey Walshaw	Reviewed and no change.
14/11/2023	3.0	Nat Ryan	Reviewed and updated