

**Learning from the
programme/SCORE**

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MatNeo Programme Key Messages for waves 1, 2 & 3

Applies to all waves as programme does not end once your 'in wave year' does

- Engage with your Exec Sponsor – keeps this work on the priority list
- Protected time (from the start and in writing)
- Book regular meetings and book them in for the year
- Be realistic about what can be achieved – don't set yourselves up to fail
- Use data to identify your projects
- Use data to inform your improvements, every step of the way
- Share, share and share, to ensure engagement of the wider team

Wave 3 specific:

- Choose your away team carefully and define the roles of each member
- Engage with your home team early
- “Phone a friend”

SCORE Survey Key Messages for waves 1, 2 & 3 sites

- 1228 surveys completed for wave 1 & 2 sites
- Expect a further 826 surveys to be completed for wave 3
- Total: 2054

SCORE Survey Key Messages for waves 1, 2 & 3 sites

Applies to all waves as survey is to be redone in the future – dates to be confirmed

Survey completion

- Engage with your Exec Sponsor – you may need them!
- Do not underestimate how challenging it is to reach 60%
- Allocate responsibility to members of staff in each area to encourage returns
- Think of different ways of engaging rather than just sending out the link (handovers, meetings, cake)

The findings

- Make sure you understand the findings before sharing – engage with Julia for help with interpretation asap
- Don't solely focus on the comments – the rest of the survey is equally as important
- Comments can sometimes be hurtful – try not to take it personally

SCORE Survey Key Messages for waves 1, 2 & 3 sites continued

Debriefing

- Start planning early!
- Don't underestimate how time consuming this part of the process is
- Who will do your debriefing? Start thinking about this now

“Phone a friend”