

HAVE YOUR SAY!

NHS Staff Survey 2014



Proud To **Care**
Make It **Happen**
We Value **Respect**
Together We **Achieve**



Our Staff Survey Results 2014

Trust Board 26 February 2015

Staff Survey

The NHS National Staff Survey took place between October and December 2014. The survey reports 29 key findings.

The survey asks questions based on the four pledges to staff from the NHS constitution.

Pledge 1 To provide staff with clear roles, responsibilities and rewarding jobs
For teams and individuals that make a difference

Pledge 2 To provide all staff with personal development, access to appropriate training and line manager support

Pledge 3 To provide support and opportunities for staff to maintain their health, wellbeing and safety

Pledge 4 To engage staff in decisions that affect them and the services that they provide

There were also 3 additional themes: Staff satisfaction, Patient experience and Equality & Diversity

There are 2 types of key finding % score or scale summary score which is calculated by converting staff responses to particular questions into particular score therefore the minimum is 1 and the maximum 5.

Staff Survey Response Rate 2014

- Trust Response 46% (down 9%)
- Average Acute Response 43% (down 7%)
- National Average Response 41% (down 8%)

Benchmarked results

- Above average - 2
- Average - 6
- Below average -10
- Lowest -11

Distribution has changed

The Organisation

Top 5 Scores

Improved				Declined					
	2013	2014	+ ↑		2013	2014	- ↓		
1	Staff have had an appraisal / review in the last 12 months	77%	84%	7%	1	Staff saying that in an average week they have not worked additional UNPAID hours over and above the hours for which they are contracted	46%	42%	-3%
2	Received equality and diversity training in the last 12 months	43%	49%	6%	2	Agreed that they have adequate materials, supplies and equipment to do their work	50%	47%	-3%
3	Agreed that they would be happy with standard of care for friend / relative	48%	54%	6%	3	Staff have never personally experienced HBA from public in last 12 months	73%	70%	-3%
4	Agreed that they know who the senior managers are where they work	71%	76%	5%	4	Agreed that there are enough staff at their organisation for them to do their job properly	26%	24%	-1%
5	Agreed that patient / service user care is the organisation's top priority	55%	60%	5%	5	Organisation is fair with regards to career progression / promotion	89%	88%	-1%

Recommend the trust as place to work and receive care

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
Q12a	"Care of patients / service users is my organisation's top priority"	60	70	55
Q12b	"My organisation acts on concerns raised by patients / service users"	61	71	57
Q12c	"I would recommend my organisation as a place to work"	50	58	48
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	54	65	48
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	3.45	3.67	3.36

Friends and Family Test –Q2 2014

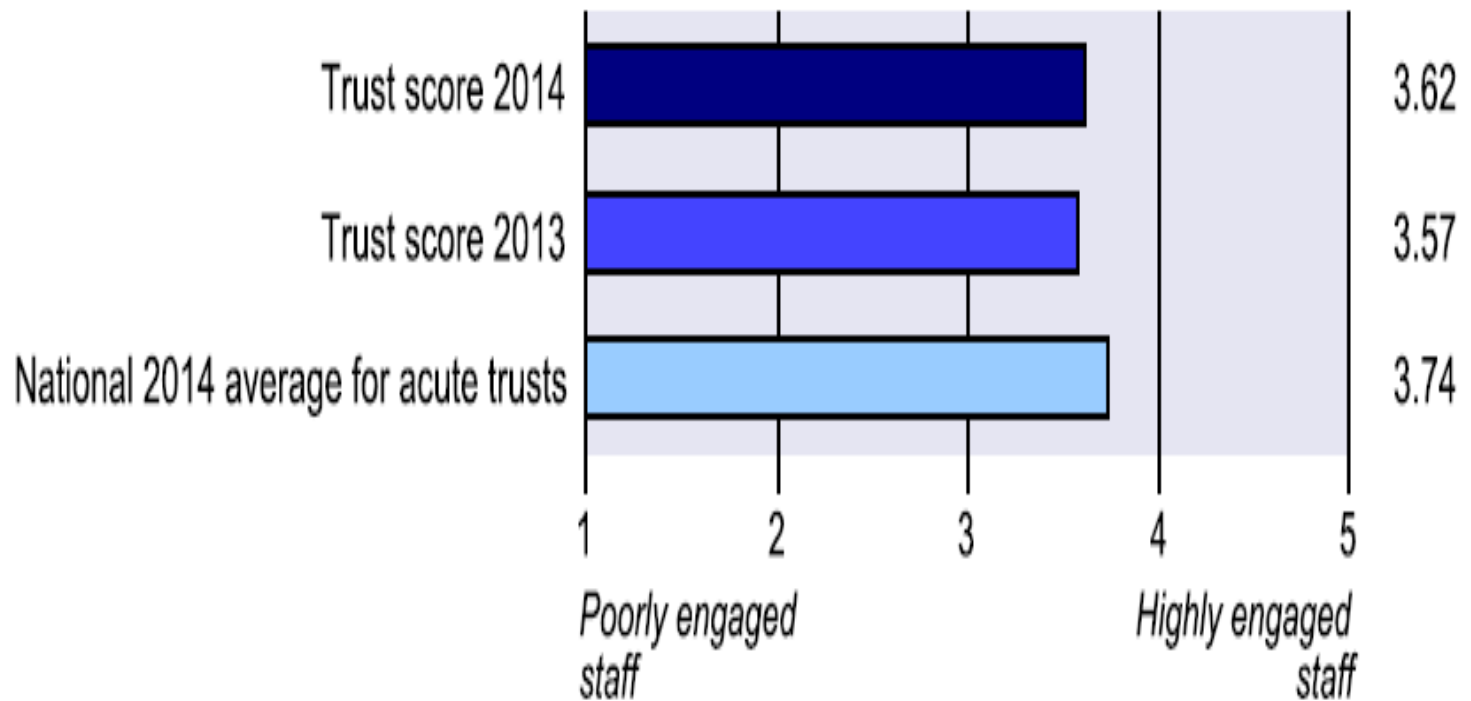
Question	Friends and Family Test	Staff Survey
I would recommend this organisation as a place to work	57%	50%
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation	67%	54%

Staff Engagement

OVERALL STAFF ENGAGEMENT

(the higher the score the better)

Scale summary score



Our Values

- 79% of staff knew our Values
- 52% agreed the values were lived by staff

Our response

- Our commitments
- Focus on improvement
- Driven by staff

