

Staff Survey Results 2012

Trust Board
28 March 2013

Putting
Patients
First

Honesty
And
Integrity

Being a
Clinically-Led
Organisation

Working and
Collaborating
Together

Encouraging
Individual
Ability and
Creativity

Taking Pride
in our Work
and our
Organisation

Staff Survey

The NHS National Staff Survey took place between October and December 2012. The survey reports 28 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 are 2 additional themes: Staff satisfaction 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.

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Key Findings

Response Rate

- 57%

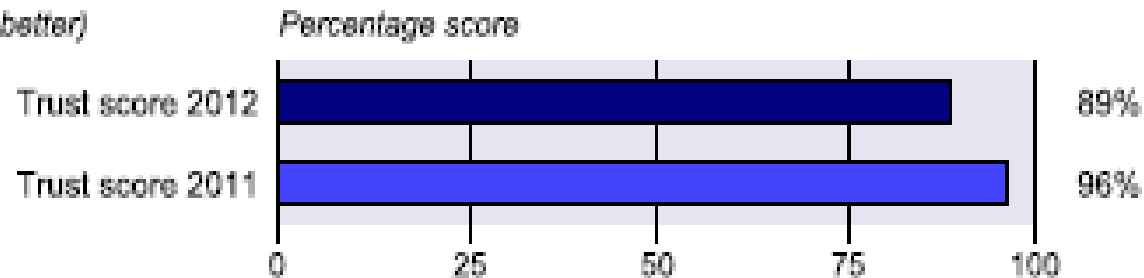
Benchmark	Number of results
Worst 20%	20
Below Average	0
Average	6
Above Average	2
Top 20%	0

Where Staff Experience has deteriorated

WHERE STAFF EXPERIENCE HAS DETERIORATED

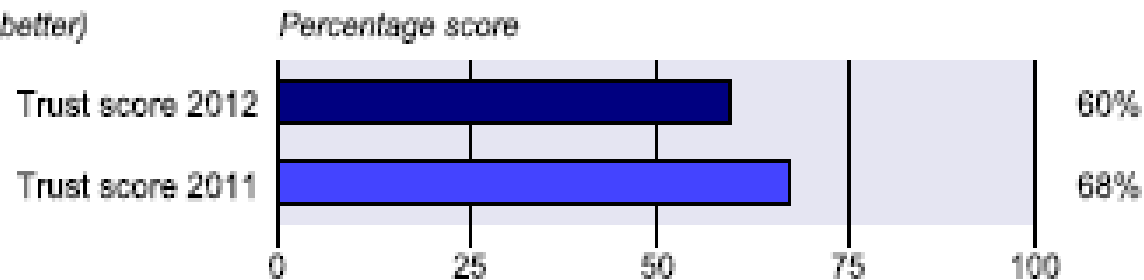
! KF14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



! KF12. Percentage of staff saying hand washing materials are always available

(the higher the score the better)

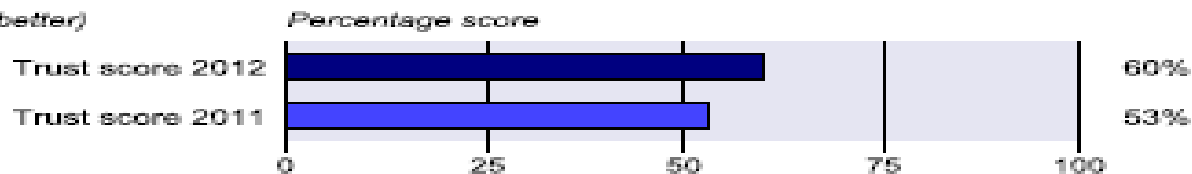


Where staff experience has improved

WHERE STAFF EXPERIENCE HAS IMPROVED

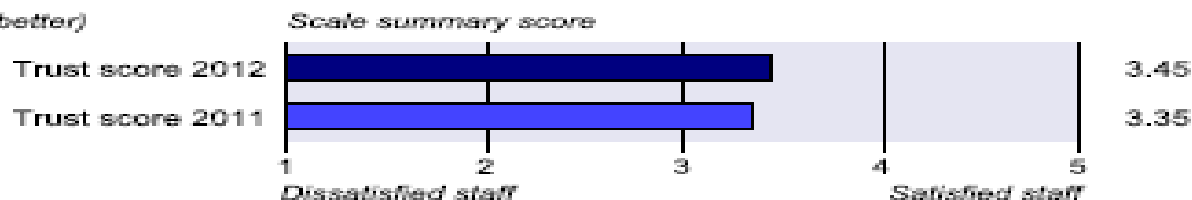
✓ KF22. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



✓ KF23. Staff job satisfaction

(the higher the score the better)



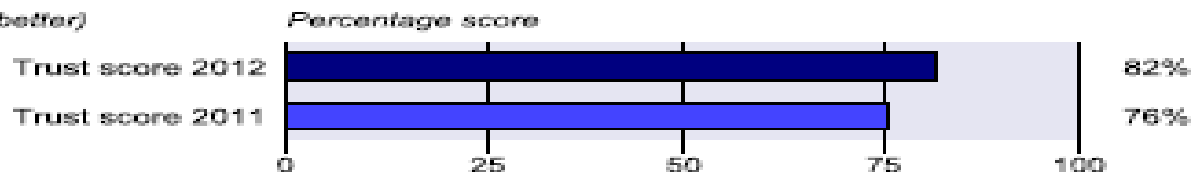
✓ KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



✓ KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



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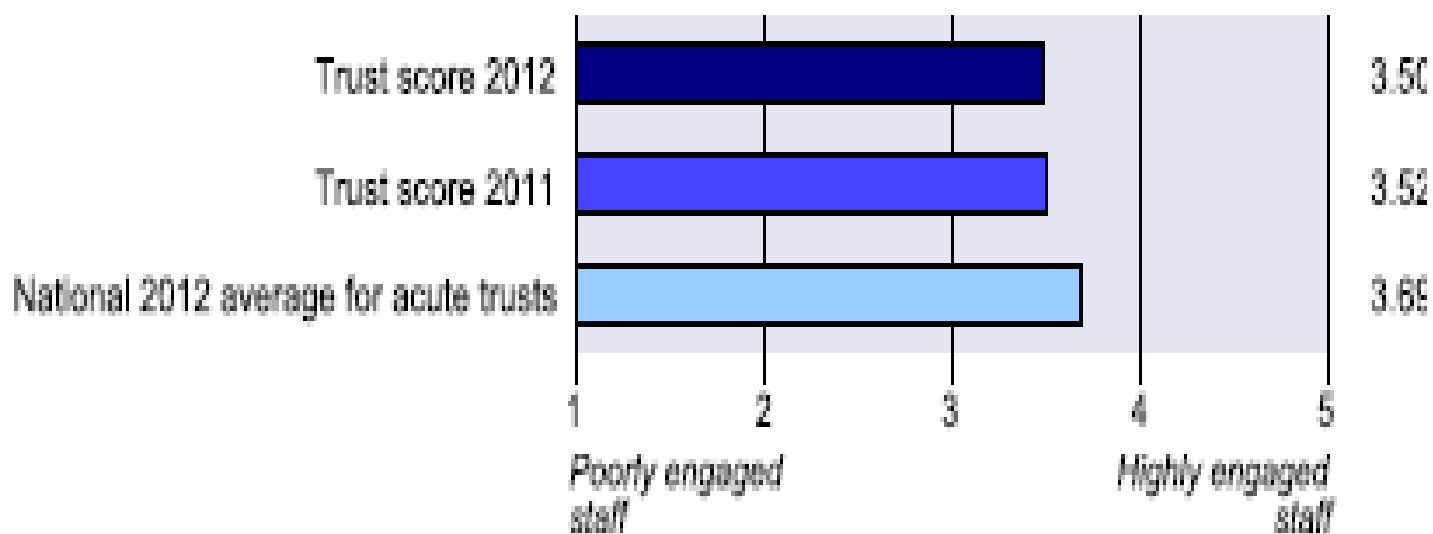
Taking Pride in our Work and our Organisation

Staff Engagement

OVERALL STAFF ENGAGEMENT

(the higher the score the better)

Scale summary score



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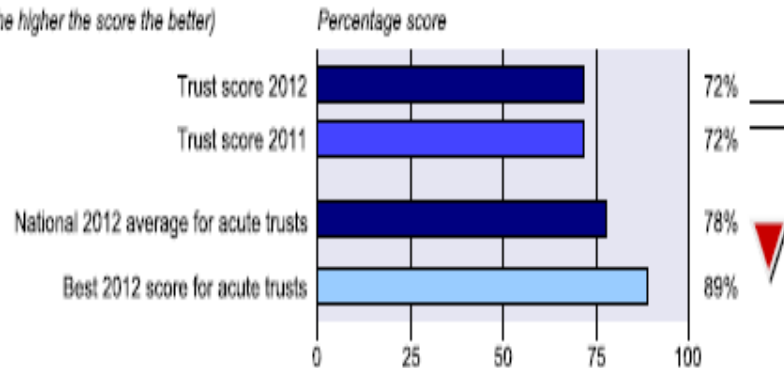
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Staff Pledge 1: To provide staff with clear roles, responsibilities and rewarding jobs For teams and individuals that make a difference

KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

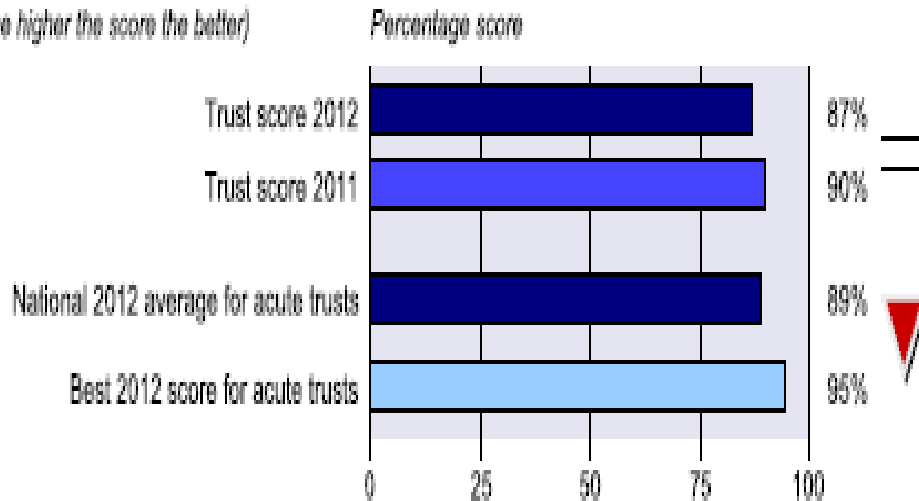
(the higher the score the better)



Trust Result – 70%

KEY FINDING 2. Percentage of staff agreeing that their role makes a difference to patients

(the higher the score the better)



Trust Result – 87%

Staff Pledge 1 con...

KEY FINDING 3. Work pressure felt by staff

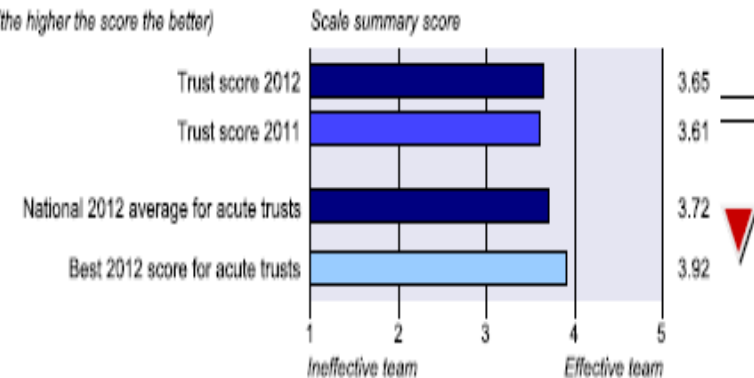
(the lower the score the better)



Trust Result – 3.25

KEY FINDING 4. Effective team working

(the higher the score the better)



Trust Result – 3.66

KEY FINDING 5. Percentage of staff working extra hours

(the lower the score the better)

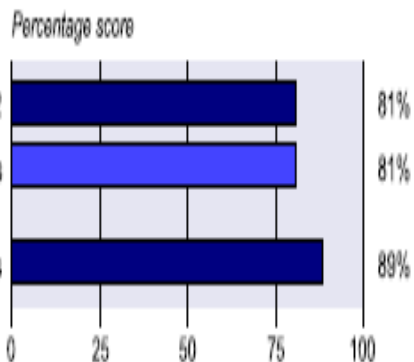


Trust Result – 71%

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

KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

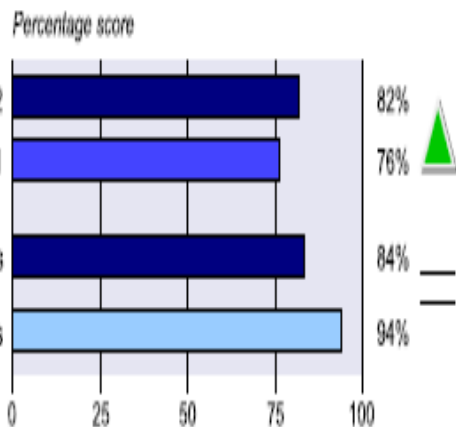
(the higher the score the better)



Trust Result – 75%

KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



Trust Result – 78%

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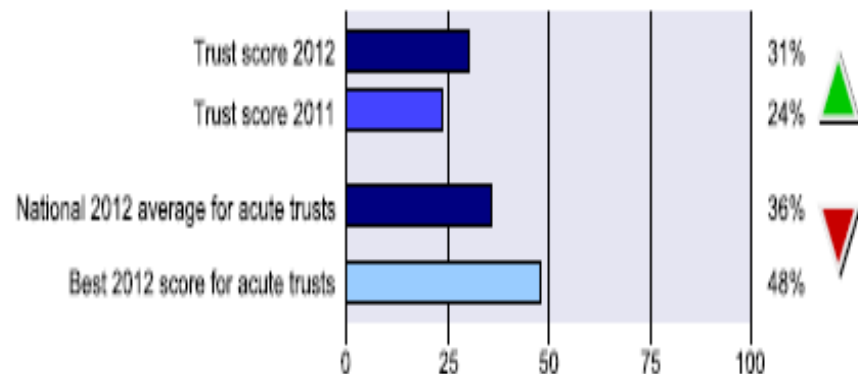
Taking Pride in our Work and our Organisation

Staff Pledge 2 con..

KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)

Percentage score

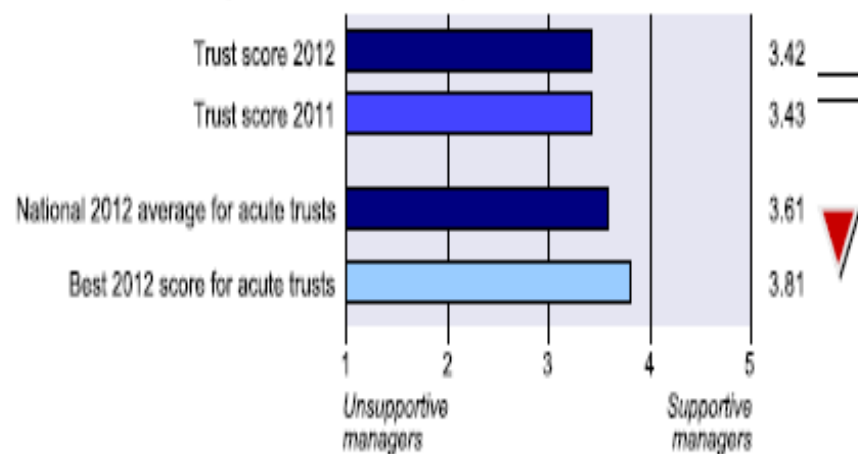


Trust Result – 26%

KEY FINDING 9. Support from immediate managers

(the higher the score the better)

Scale summary score



Trust Result – 3.43

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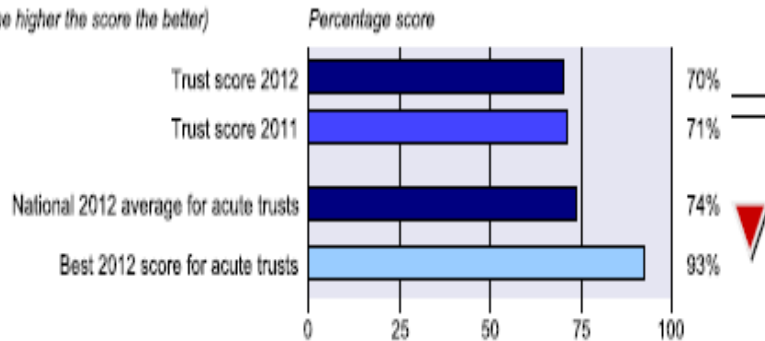
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Staff Pledge 3: To provide support and opportunities for staff to maintain their health, wellbeing and safety

KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



Trust Results -66%

KEY FINDING 11. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)



Trust Result – 41%

KEY FINDING 12. Percentage of staff saying hand washing materials are always available

(the higher the score the better)

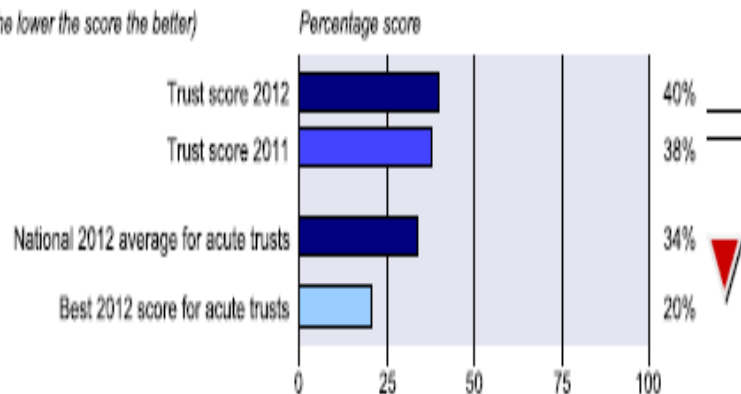


Trust Result – 60%

Staff Pledge 3 con..

KEY FINDING 13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

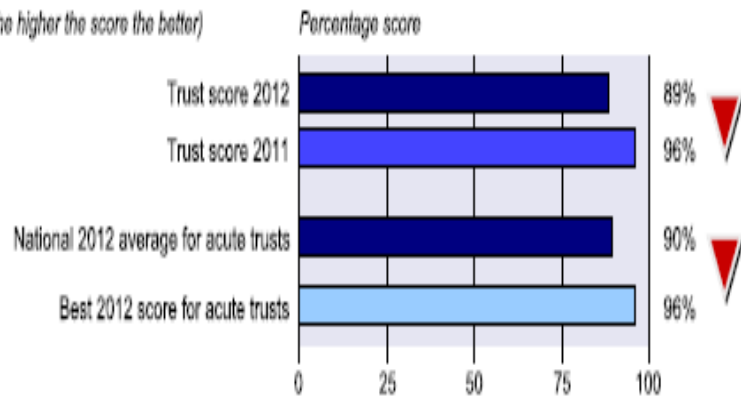
(the lower the score the better)



Trust Result – 40%

KEY FINDING 14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



Trust Result - 94%

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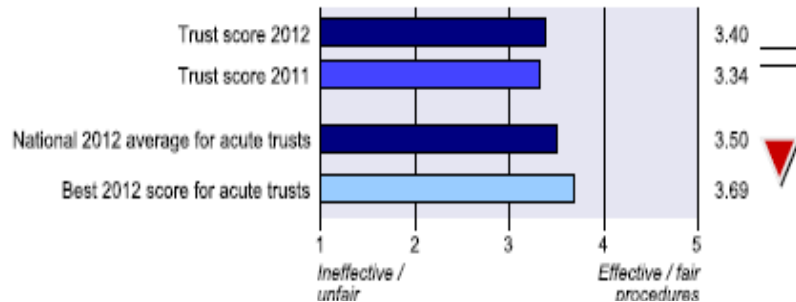
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Staff Pledge 3 con...

KEY FINDING 15. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)

Scale summary score

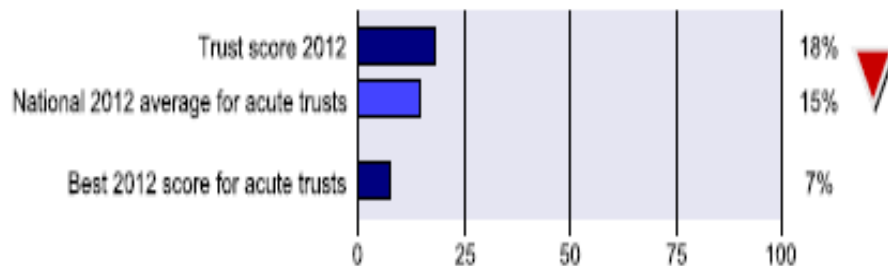


Trust Result – 3.30

KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)

Percentage score

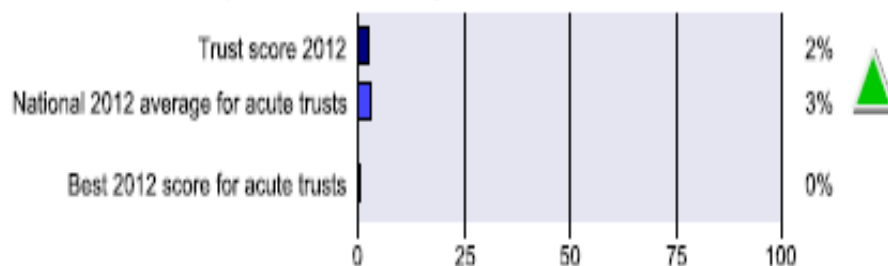


Trust Result – 18%

KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)

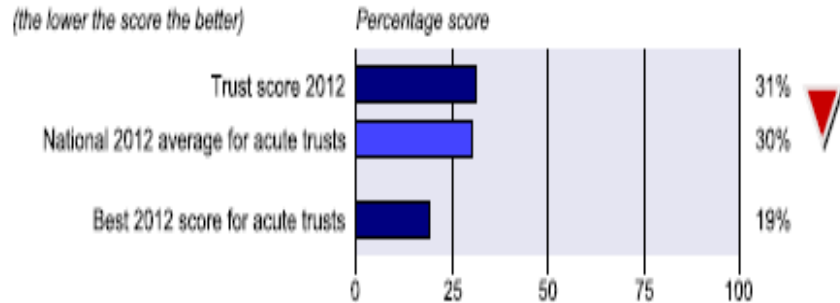
Percentage score



Trust Result – 3%

Staff Pledge 3 con..

KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months



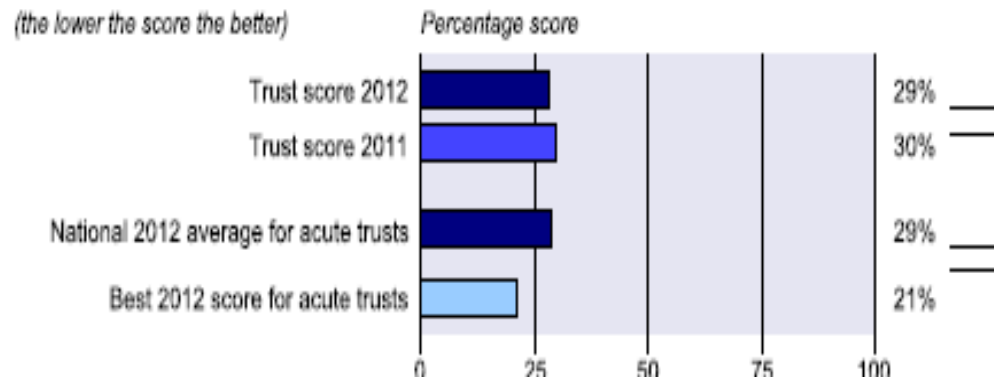
Trust Results – 32%

KEY FINDING 19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months



Trust Results – 26%

KEY FINDING 20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

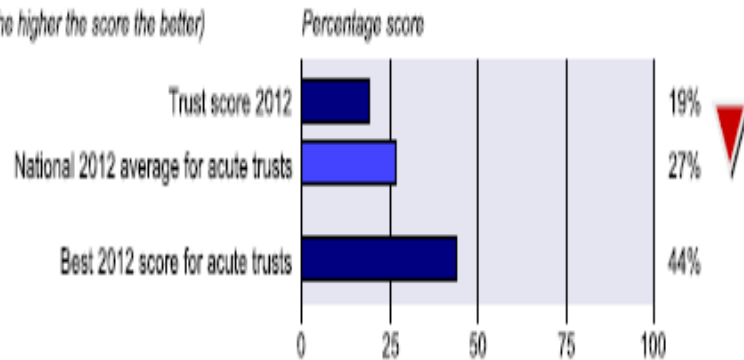


Trust Results – 27%

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

KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff

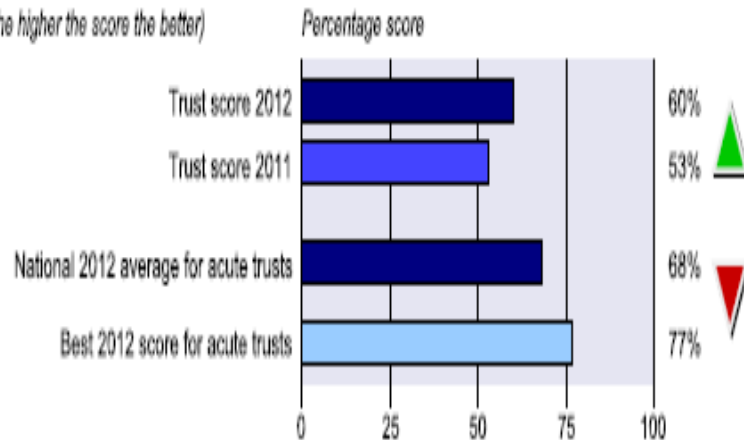
(the higher the score the better)



Trust Response – 18%

KEY FINDING 22. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



Trust Response – 61%

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Additional Theme: Staff Satisfaction

KEY FINDING 23. Staff job satisfaction

(the higher the score the better)

Scale summary score



Trust Response – 3.44

KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)

Scale summary score

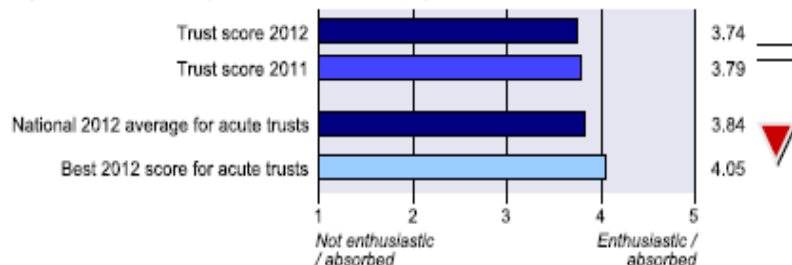


Trust Response – 3.25

KEY FINDING 25. Staff motivation at work

(the higher the score the better)

Scale summary score



Trust Response – 3.73

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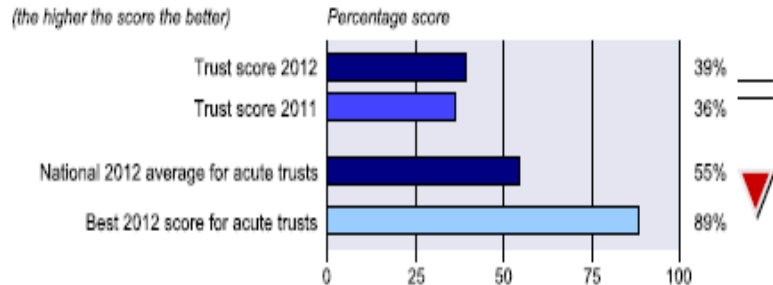
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Additional Theme: Equality & Diversity

KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months



Trust Response – 39%

KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion



Trust Response – 87%

KEY FINDING 28. Percentage of staff experiencing discrimination at work in last 12 months



Trust Response – 9%

Next Steps

- Focus on improvement – more results benchmarked as average 2013.
- Workforce Priorities 13/14
 - ✓ Implement a Staff Engagement Framework that's improves employment experience and reduces absence to < 4%
 - ✓ Policy, Pay & Contracts
 - ✓ Increase workforce flexibility through new roles/working practices
 - ✓ Build leadership and management capability
- Trust Leadership Team – Engagement and Ownership
- Clear Action Plan
- Progress review at every Workforce Committee