

## **2016 National NHS staff survey**

**Brief summary of results from The Shrewsbury And Telford  
Hospital NHS Trust**

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## 1. Introduction to this report

This report presents the findings of the 2016 national NHS staff survey conducted in The Shrewsbury And Telford Hospital NHS Trust.

In section 2 of this report, we present an overall indicator of staff engagement. Full details of how this indicator was created can be found in the document ***Making sense of your staff survey data***, which can be downloaded from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com).

In sections 3 and 4 of this report, the findings of the questionnaire have been summarised and presented in the form of 32 Key Findings.

These sections of the report have been structured thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

- Appraisals & support for development
- Equality & diversity
- Errors & incidents
- Health and wellbeing
- Working patterns
- Job satisfaction
- Managers
- Patient care & experience
- Violence, harassment & bullying

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. For more detail on these changes, please see the ***Making sense of your staff survey data*** document.

As in previous years, there are two types of Key Finding:

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

A longer and more detailed report of the 2016 survey results for The Shrewsbury And Telford Hospital NHS Trust can be downloaded from: [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). This report provides detailed breakdowns of the Key Finding scores by directorate, occupational groups and demographic groups, and details of each question included in the core questionnaire.

## Your Organisation

The scores presented below are un-weighted question level scores for questions Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

Q21a, Q21c and Q21d feed into Key Finding 1 “Staff recommendation of the organisation as a place to work or receive treatment”.

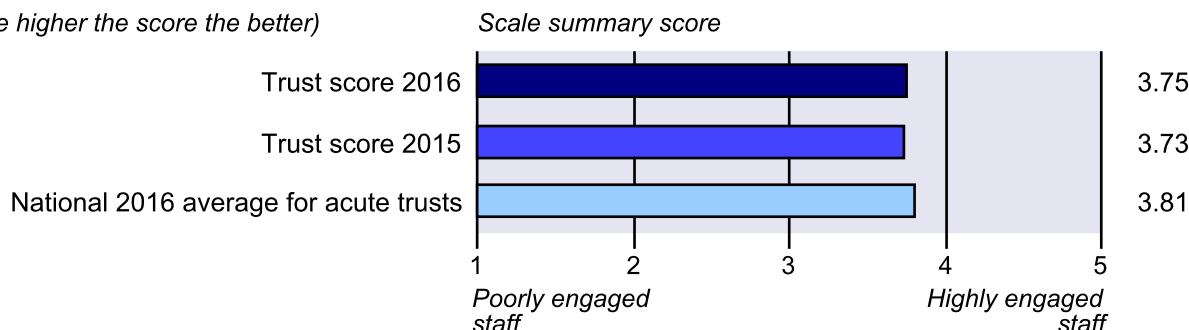
		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Q21a	"Care of patients / service users is my organisation's top priority"	68%	76%	68%
Q21b	"My organisation acts on concerns raised by patients / service users"	65%	74%	65%
Q21c	"I would recommend my organisation as a place to work"	56%	62%	57%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	62%	70%	62%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.62	3.77	3.62

## 2. Overall indicator of staff engagement for The Shrewsbury And Telford Hospital NHS Trust

The figure below shows how The Shrewsbury And Telford Hospital NHS Trust compares with other acute trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.75 was **below (worse than) average** when compared with trusts of a similar type.

### OVERALL STAFF ENGAGEMENT

(the higher the score the better)



This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how The Shrewsbury And Telford Hospital NHS Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2015 survey.

	Change since 2015 survey	Ranking, compared with all acute trusts
<b>OVERALL STAFF ENGAGEMENT</b>	• No change	! Below (worse than) average
<b>KF1. Staff recommendation of the trust as a place to work or receive treatment</b> <i>(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)</i>	• No change	! Lowest (worst) 20%
<b>KF4. Staff motivation at work</b> <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>	• No change	! Below (worse than) average
<b>KF7. Staff ability to contribute towards improvements at work</b> <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>	✓ Increase (better than 15)	• Average

Full details of how the overall indicator of staff engagement was created can be found in the document ***Making sense of your staff survey data.***

### 3. Summary of 2016 Key Findings for The Shrewsbury And Telford Hospital NHS Trust

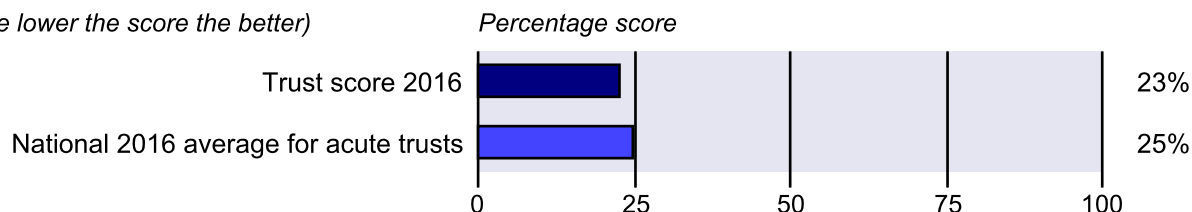
#### 3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which The Shrewsbury And Telford Hospital NHS Trust compares most favourably with other acute trusts in England.

#### TOP FIVE RANKING SCORES

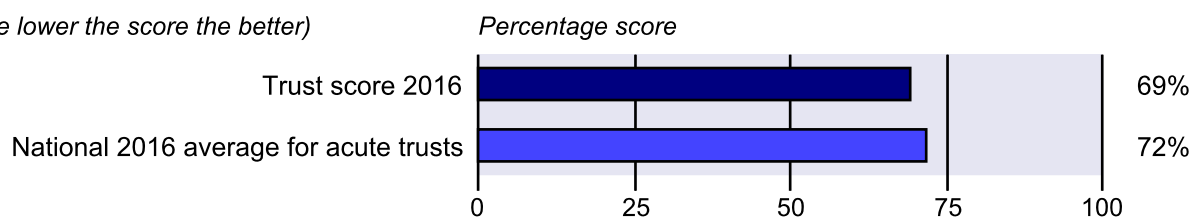
##### ✓ KF26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



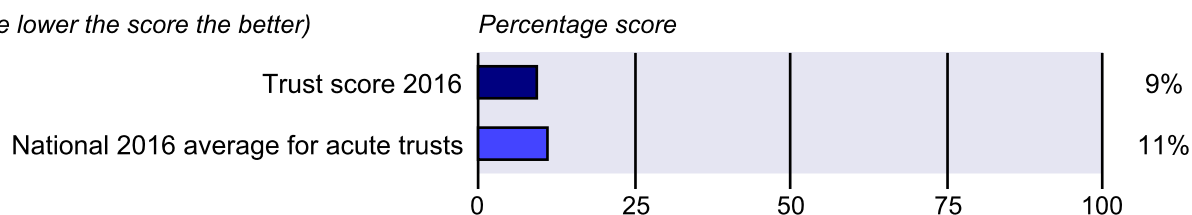
##### ✓ KF16. Percentage of staff working extra hours

(the lower the score the better)



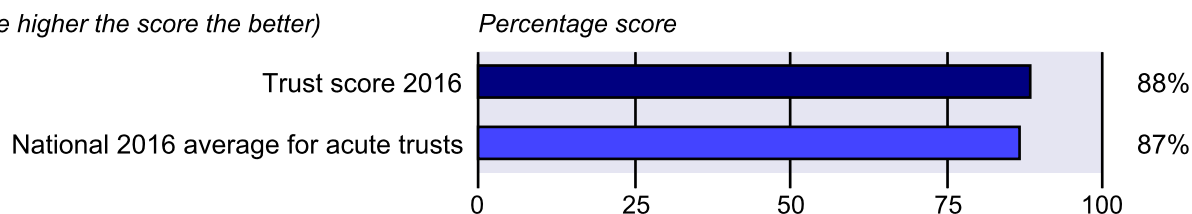
##### ✓ KF20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)



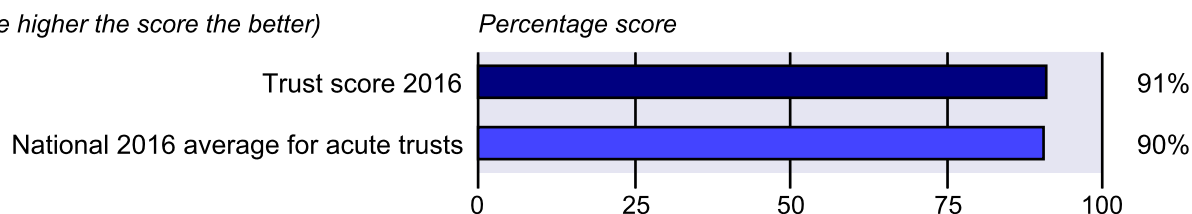
##### ✓ KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)



##### ✓ KF29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



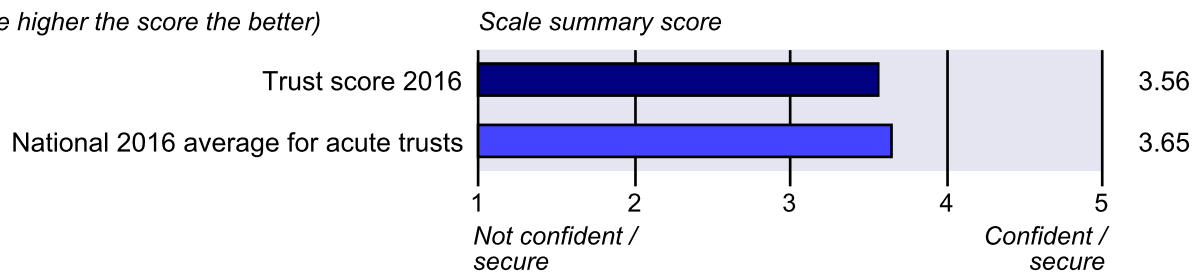
For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 98 (the bottom ranking score). The Shrewsbury And Telford Hospital NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document *Making sense of your staff survey data*.

This page highlights the five Key Findings for which The Shrewsbury And Telford Hospital NHS Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

### BOTTOM FIVE RANKING SCORES

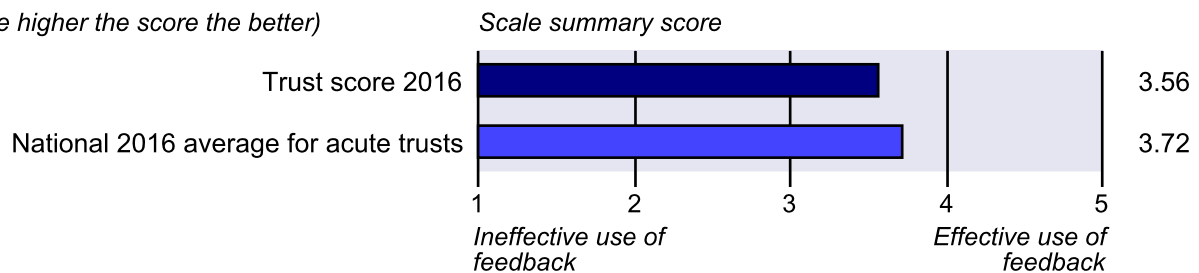
#### ! KF31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)



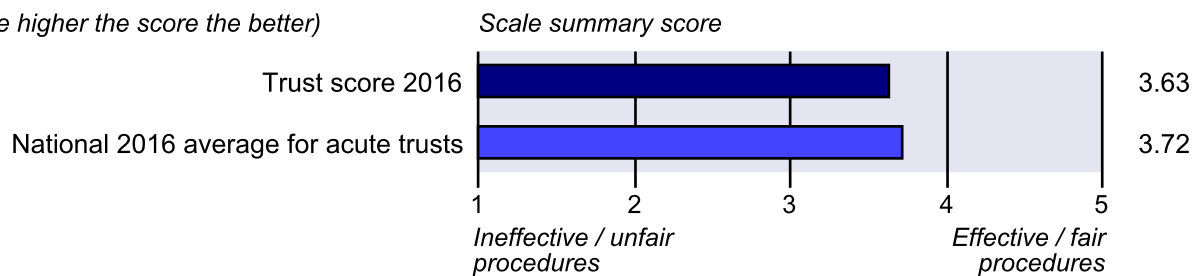
#### ! KF32. Effective use of patient / service user feedback

(the higher the score the better)



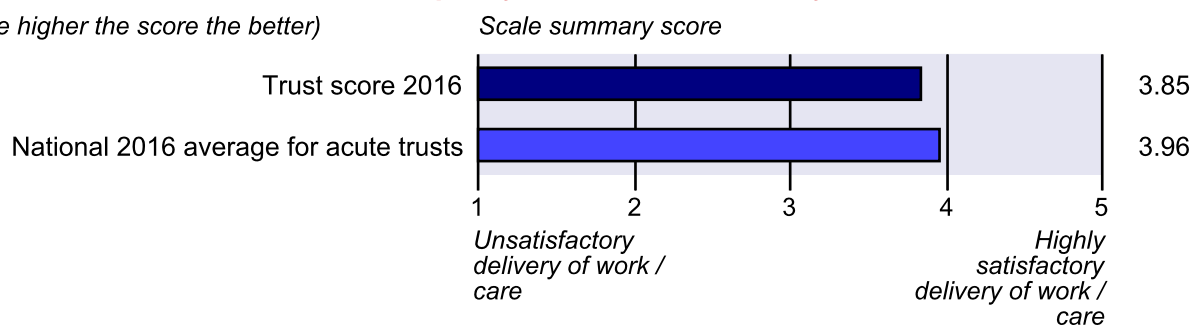
#### ! KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



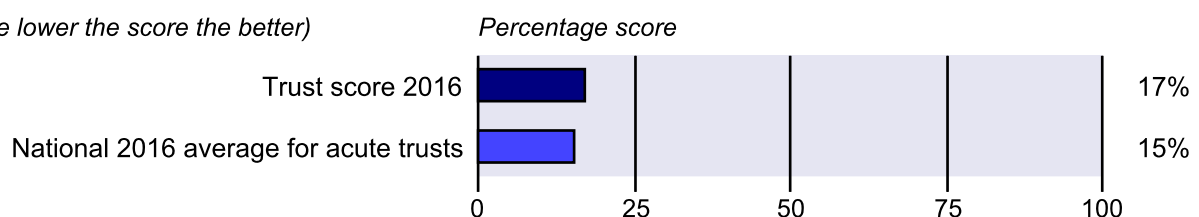
#### ! KF2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



#### ! KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



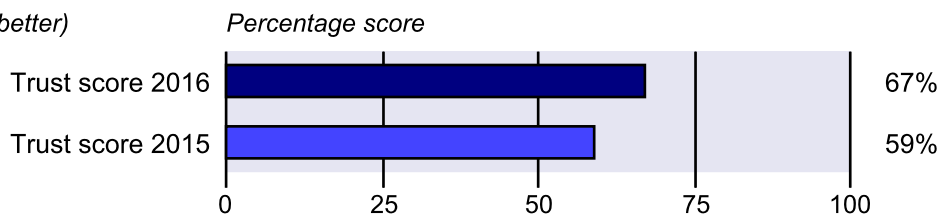
### 3.2 Largest Local Changes since the 2015 Survey

This page highlights the five Key Findings where staff experiences have improved at The Shrewsbury And Telford Hospital NHS Trust since the 2015 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the scores for Key findings KF13, and KF18 are worse than average).

#### WHERE STAFF EXPERIENCE HAS IMPROVED

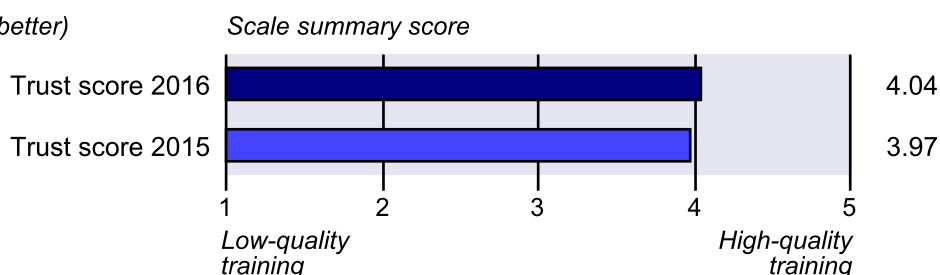
##### ✓ KF24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



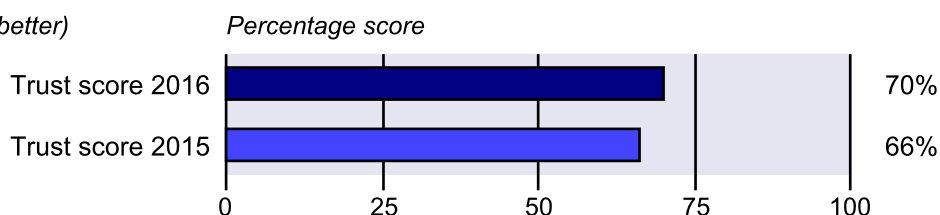
##### ✓ KF13. Quality of non-mandatory training, learning or development

(the higher the score the better)



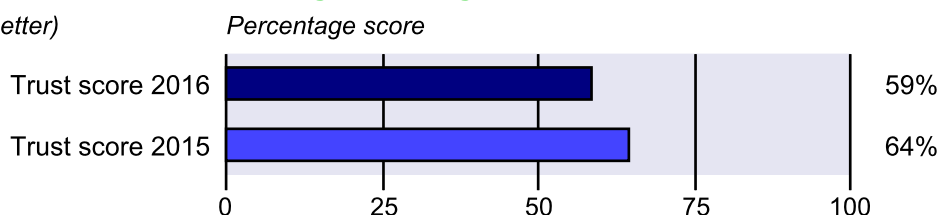
##### ✓ KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



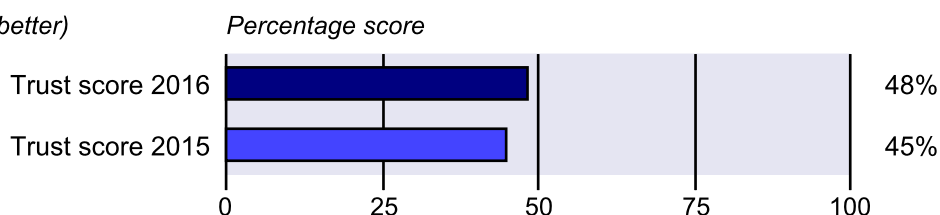
##### ✓ KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



##### ✓ KF15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



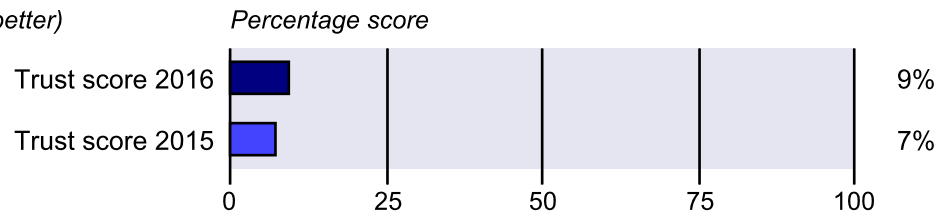


This page highlights the Key Finding that has deteriorated at The Shrewsbury And Telford Hospital NHS Trust since the 2015 survey. It is suggested that this might be seen as a starting point for local action to improve as an employer. (However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the score for Key finding KF20 is better than average).

### WHERE STAFF EXPERIENCE HAS DETERIORATED

#### **! KF20. Percentage of staff experiencing discrimination at work in the last 12 months**

*(the lower the score the better)*



### 3.3. Summary of all Key Findings for The Shrewsbury And Telford Hospital NHS Trust

#### KEY

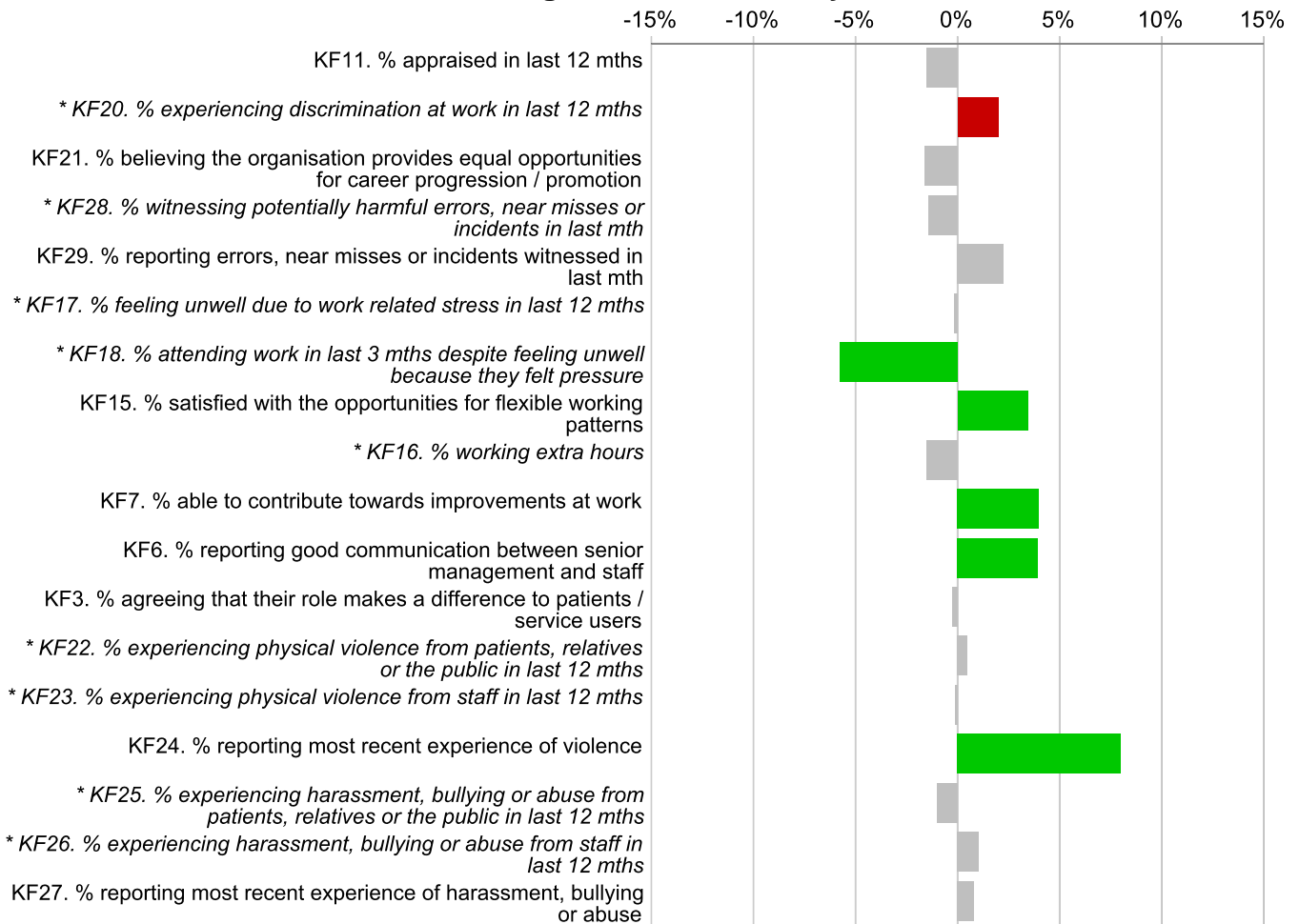
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

#### Change since 2015 survey



### 3.3. Summary of all Key Findings for The Shrewsbury And Telford Hospital NHS Trust

**KEY**

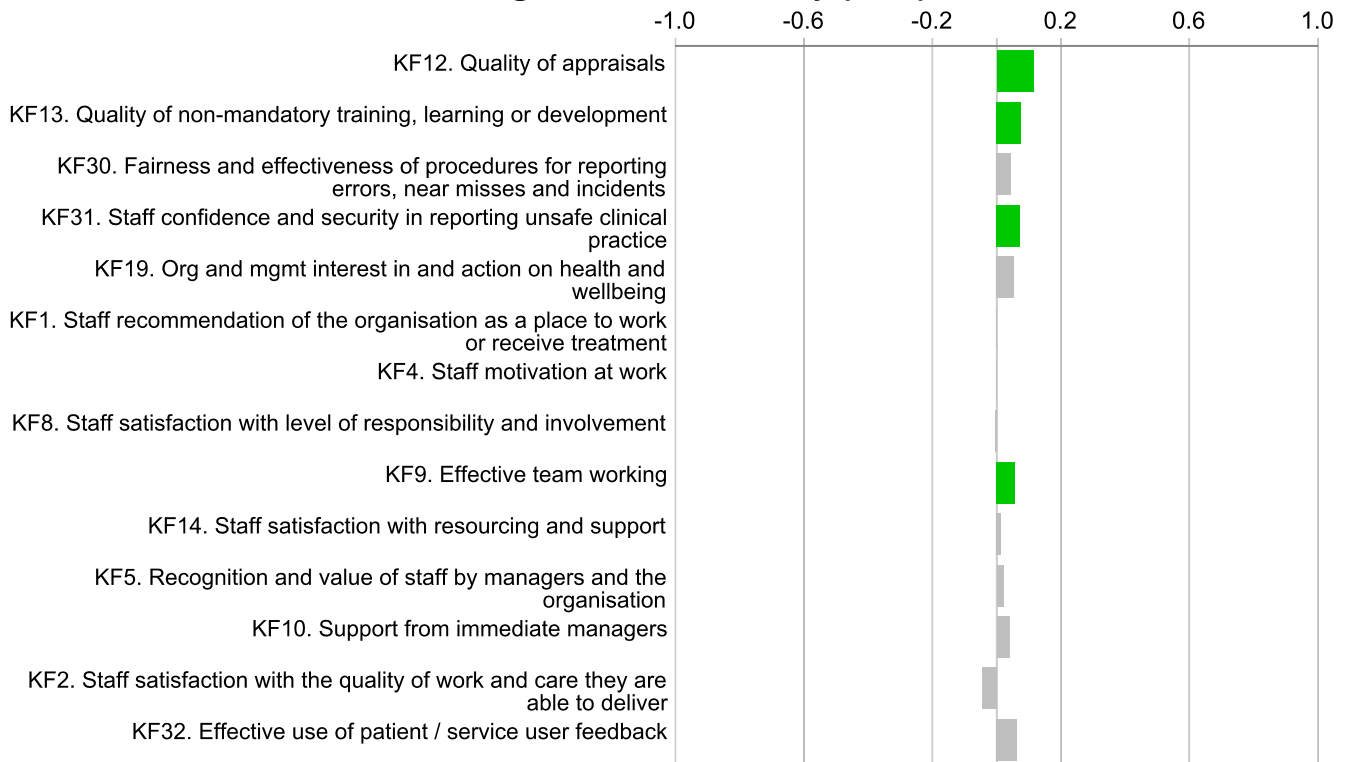
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

#### Change since 2015 survey (cont)



### 3.3. Summary of all Key Findings for The Shrewsbury And Telford Hospital NHS Trust

**KEY**

Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

#### Comparison with all acute trusts in 2016

-15%    -10%    -5%    0%    5%    10%    15%



### 3.3. Summary of all Key Findings for The Shrewsbury And Telford Hospital NHS Trust

**KEY**

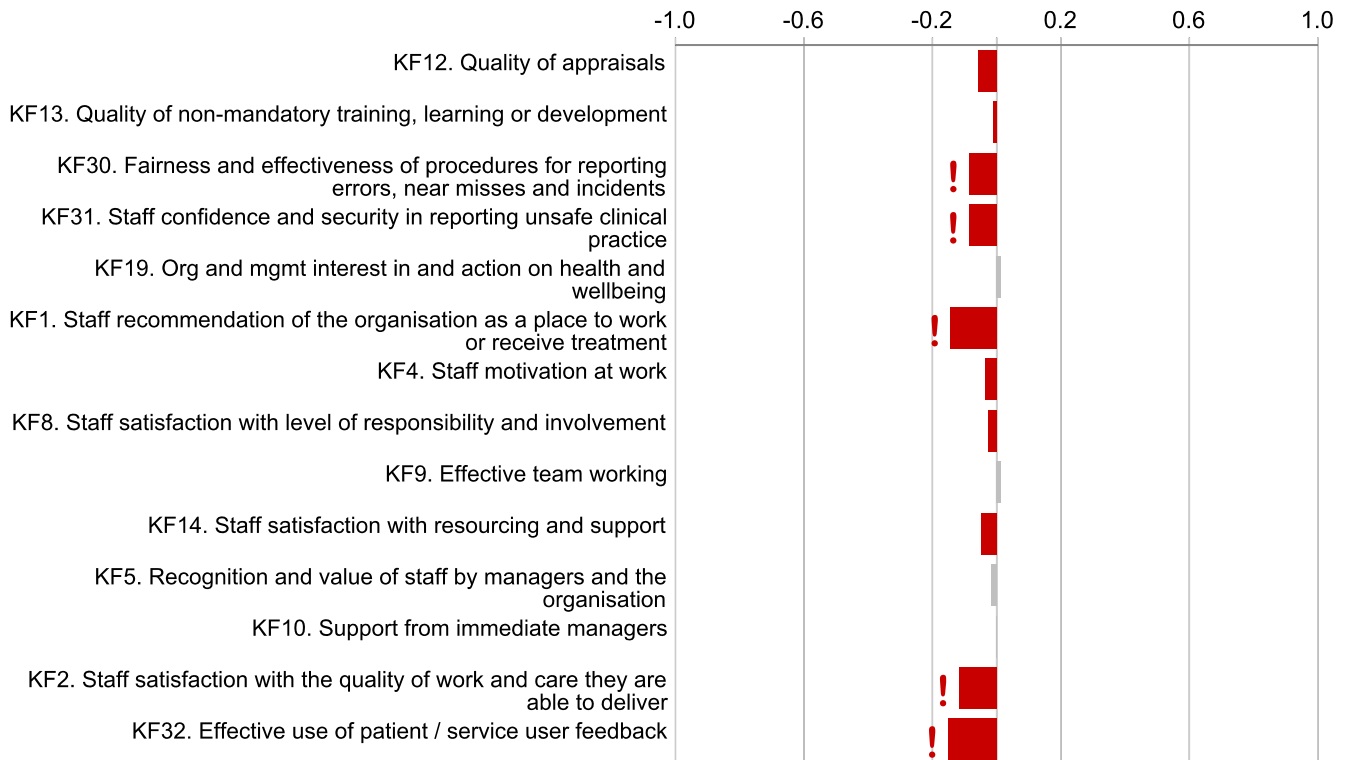
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

#### Comparison with all acute trusts in 2016 (cont)



### 3.4. Summary of all Key Findings for The Shrewsbury And Telford Hospital NHS Trust

#### KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2015.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2015.

'Change since 2015 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2015 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2015 score are not possible.

\* For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

	Change since 2015 survey	Ranking, compared with all acute trusts in 2016
<b>Appraisals &amp; support for development</b>		
KF11. % appraised in last 12 mths	• No change	• Average
KF12. Quality of appraisals	✓ Increase (better than 15)	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	✓ Increase (better than 15)	! Below (worse than) average
<b>Equality &amp; diversity</b>		
* <i>KF20. % experiencing discrimination at work in last 12 mths</i>	! Increase (worse than 15)	✓ Below (better than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	✓ Above (better than) average
<b>Errors &amp; incidents</b>		
* <i>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	• Average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	✓ Above (better than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	! Lowest (worst) 20%
KF31. Staff confidence and security in reporting unsafe clinical practice	✓ Increase (better than 15)	! Lowest (worst) 20%
<b>Health and wellbeing</b>		
* <i>KF17. % feeling unwell due to work related stress in last 12 mths</i>	• No change	• Average
* <i>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</i>	✓ Decrease (better than 15)	! Above (worse than) average
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	• Average
<b>Working patterns</b>		
KF15. % satisfied with the opportunities for flexible working patterns	✓ Increase (better than 15)	! Below (worse than) average
* <i>KF16. % working extra hours</i>	• No change	✓ Lowest (best) 20%

### 3.4. Summary of all Key Findings for The Shrewsbury And Telford Hospital NHS Trust (cont)

	Change since 2015 survey	Ranking, compared with all acute trusts in 2016
<b>Job satisfaction</b>		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	! Lowest (worst) 20%
KF4. Staff motivation at work	• No change	! Below (worse than) average
KF7. % able to contribute towards improvements at work	✓ Increase (better than 15)	• Average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	! Below (worse than) average
KF9. Effective team working	✓ Increase (better than 15)	• Average
KF14. Staff satisfaction with resourcing and support	• No change	! Below (worse than) average
<b>Managers</b>		
KF5. Recognition and value of staff by managers and the organisation	• No change	• Average
KF6. % reporting good communication between senior management and staff	✓ Increase (better than 15)	! Below (worse than) average
KF10. Support from immediate managers	• No change	• Average
<b>Patient care &amp; experience</b>		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	! Lowest (worst) 20%
KF3. % agreeing that their role makes a difference to patients / service users	• No change	! Below (worse than) average
KF32. Effective use of patient / service user feedback	• No change	! Lowest (worst) 20%
<b>Violence, harassment &amp; bullying</b>		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	! Highest (worst) 20%
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	! Above (worse than) average
KF24. % reporting most recent experience of violence	✓ Increase (better than 15)	• Average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	• Average
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	✓ Lowest (best) 20%
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	! Below (worse than) average

## 4. Key Findings for The Shrewsbury And Telford Hospital NHS Trust

The Shrewsbury And Telford Hospital NHS Trust had 2057 staff take part in this survey. This is a response rate of 37%<sup>1</sup> which is below average for acute trusts in England, and compares with a response rate of 44% in this trust in the 2015 survey.

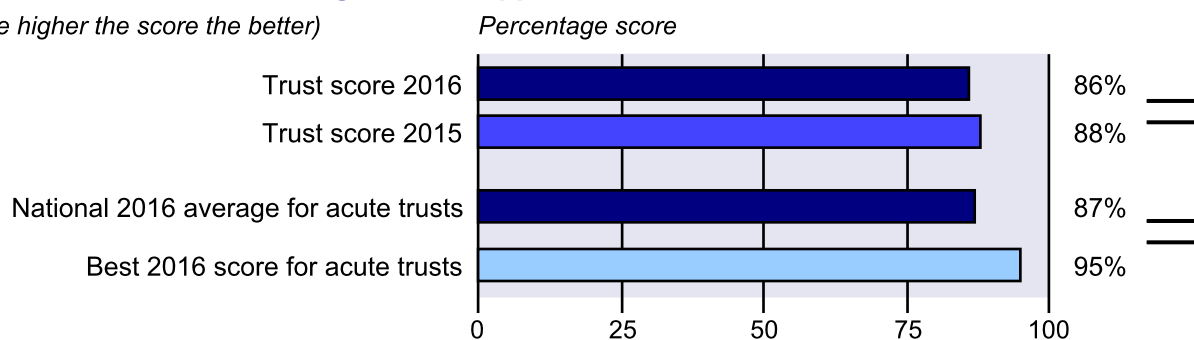
This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other acute trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under seven headings – the four staff pledges from the NHS Constitution, and the three additional themes of equality and diversity, errors and incidents, and patient experience measures.

**Positive findings** are indicated with a **green arrow** (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2015). **Negative findings** are highlighted with a **red arrow** (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2015). An equals sign indicates that there has been no change.

### Appraisals & support for development

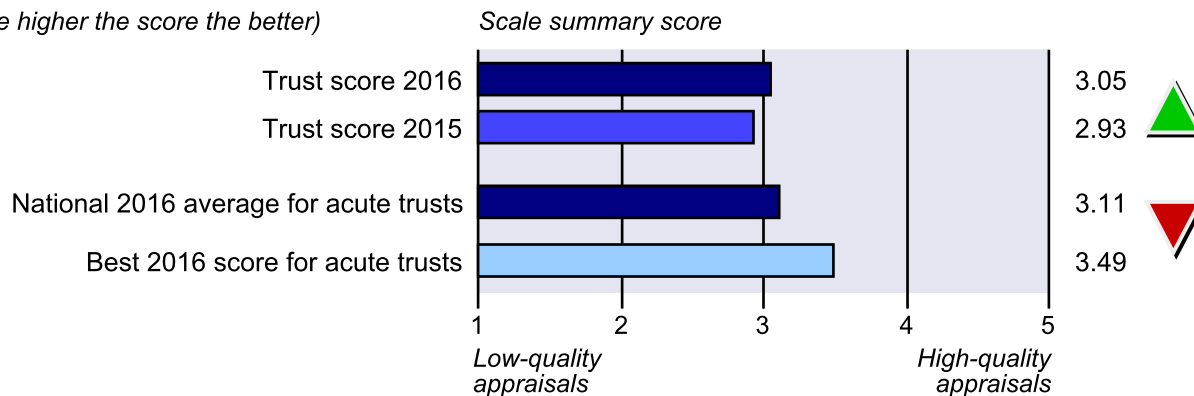
#### KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



#### KEY FINDING 12. Quality of appraisals

(the higher the score the better)



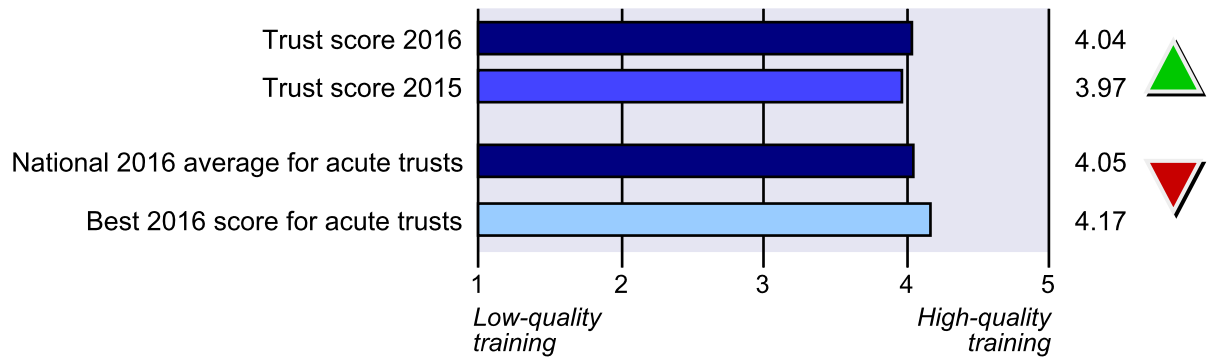
<sup>1</sup>Questionnaires were sent to all 5575 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.



### KEY FINDING 13. Quality of non-mandatory training, learning or development

(the higher the score the better)

Scale summary score

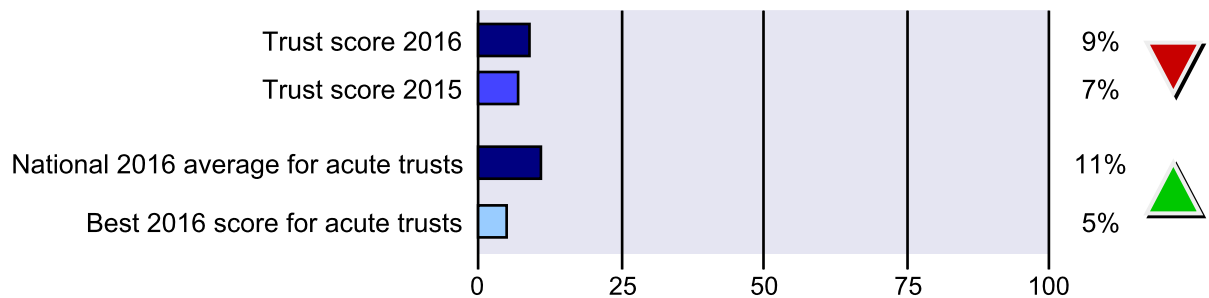


### Equality & diversity

### KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)

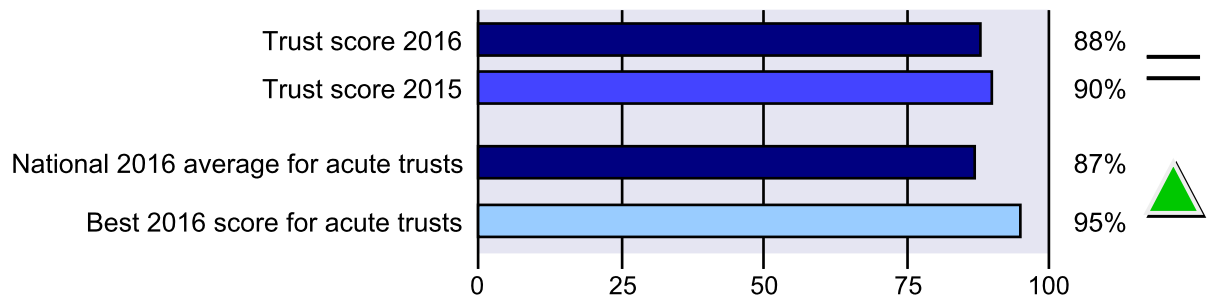
Percentage score



### KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)

Percentage score

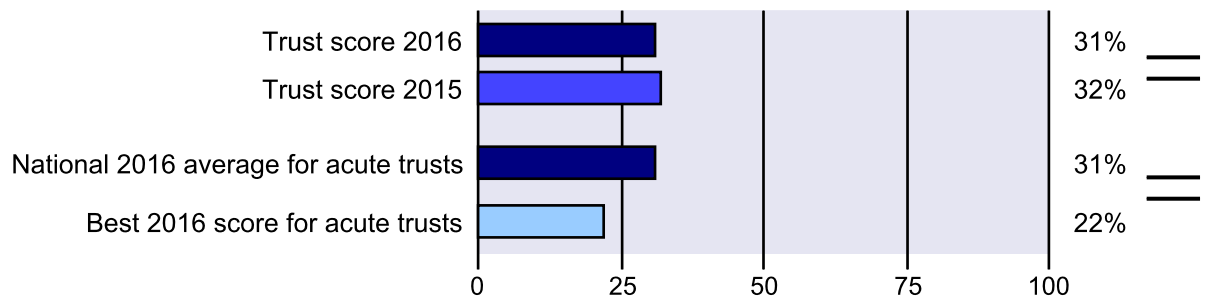


### Errors & incidents

### KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

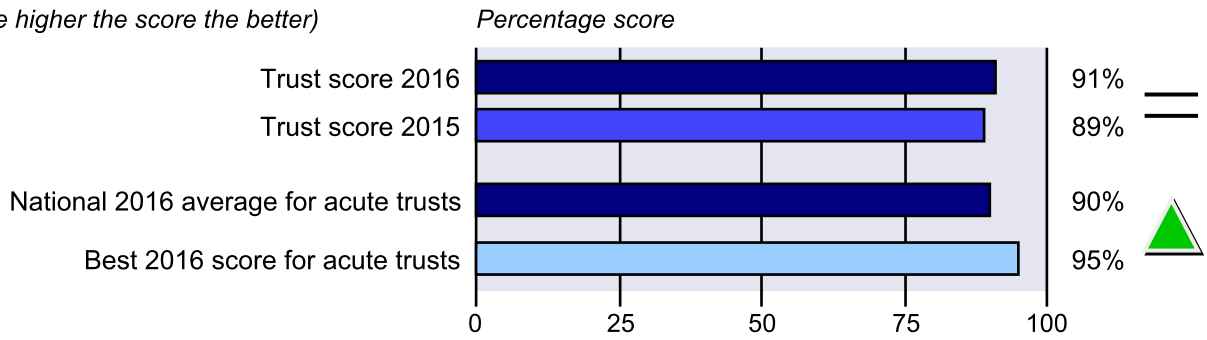
(the lower the score the better)

Percentage score



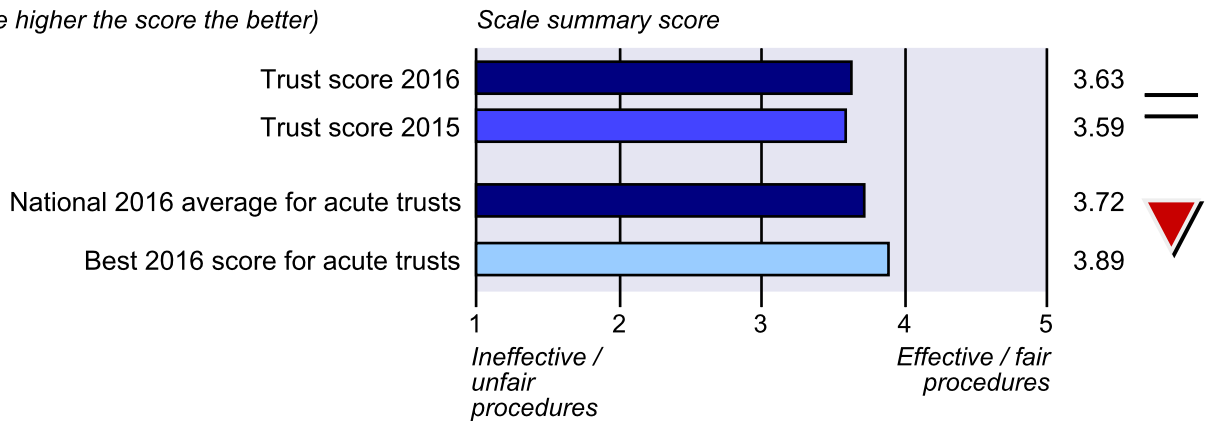
**KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month**

(the higher the score the better)



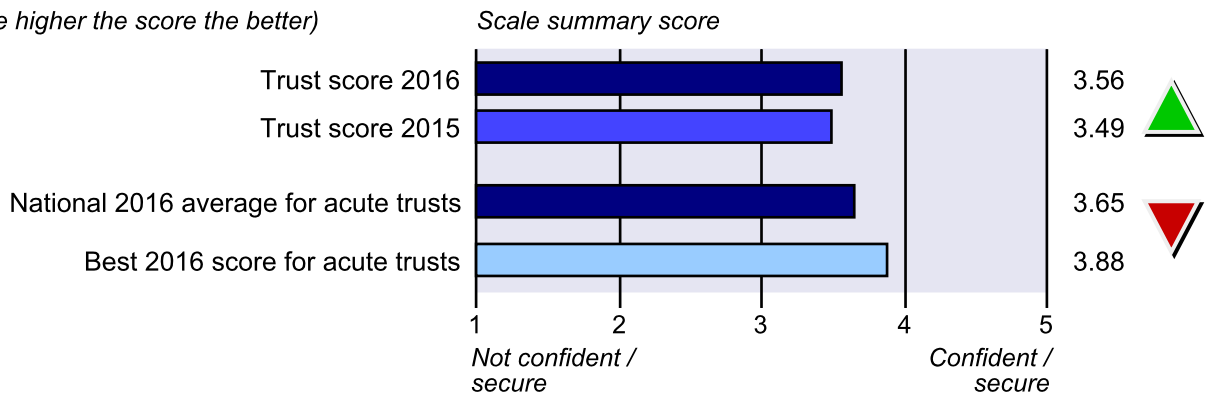
**KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents**

(the higher the score the better)



**KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice**

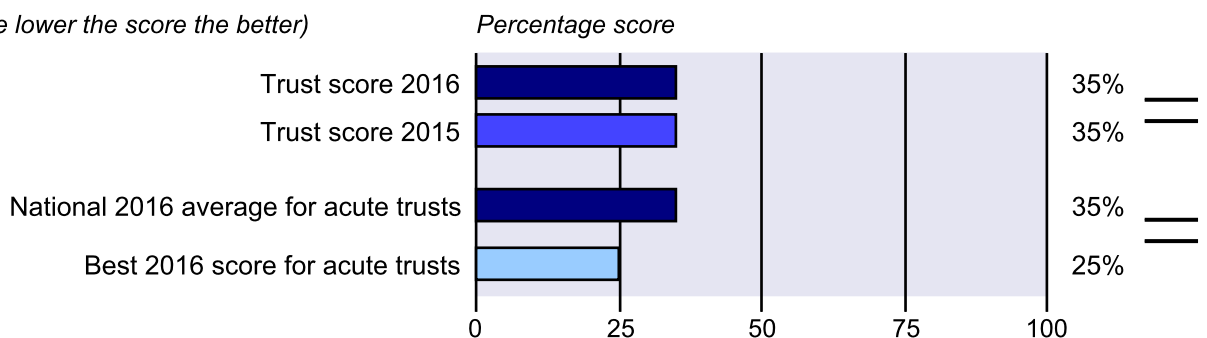
(the higher the score the better)



**Health and wellbeing**

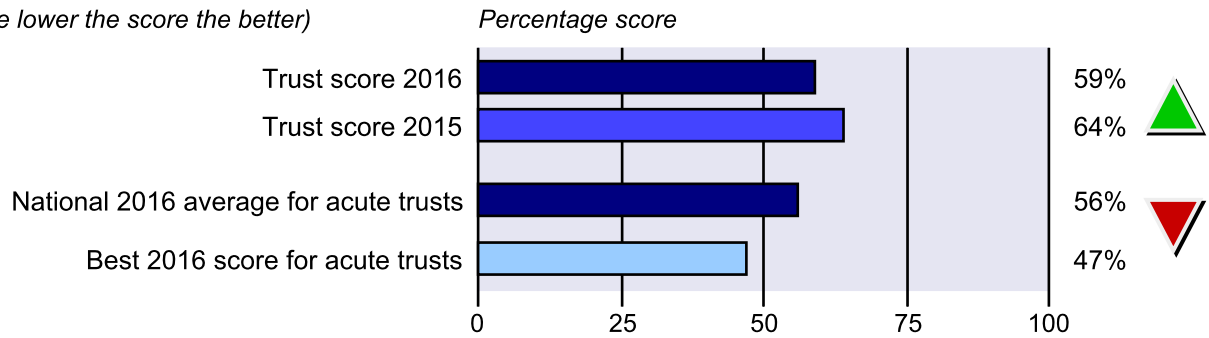
**KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months**

(the lower the score the better)



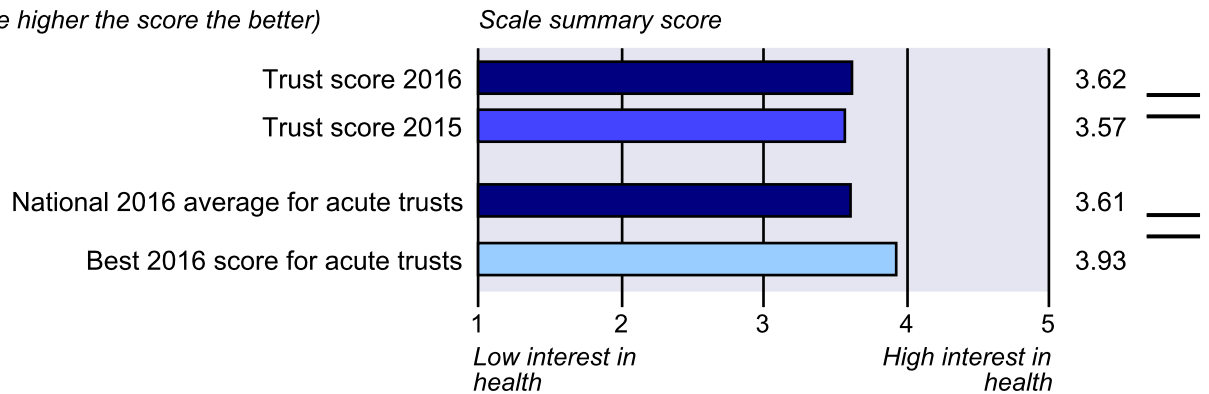
**KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves**

(the lower the score the better)



**KEY FINDING 19. Organisation and management interest in and action on health and wellbeing**

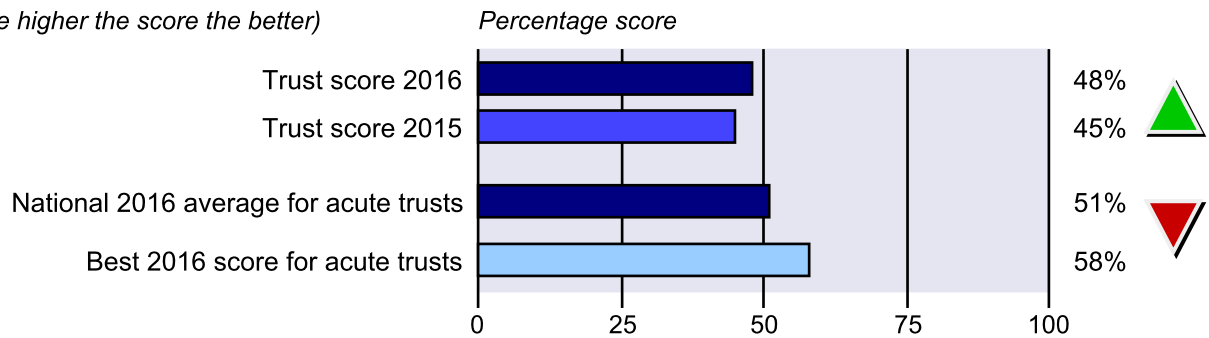
(the higher the score the better)



**Working patterns**

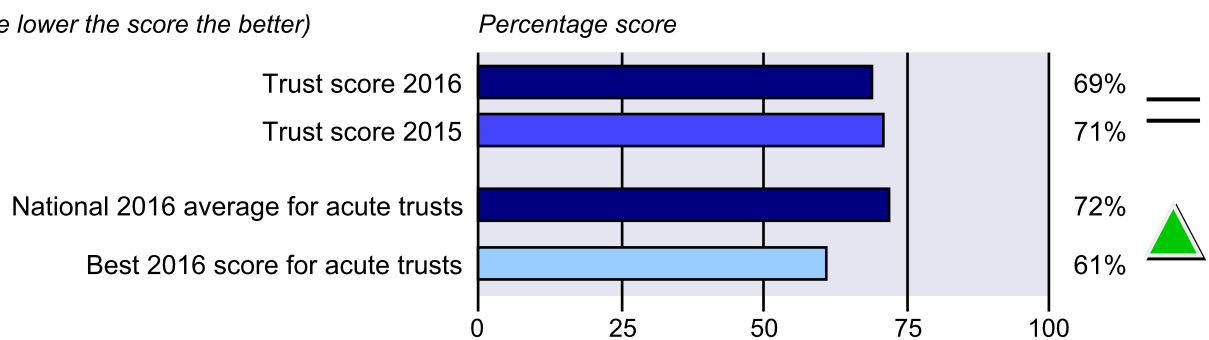
**KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns**

(the higher the score the better)



**KEY FINDING 16. Percentage of staff working extra hours**

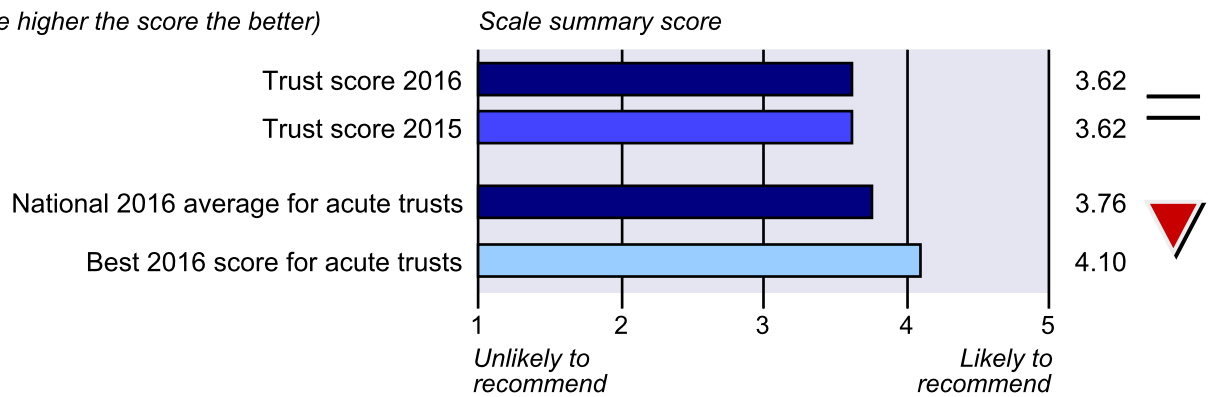
(the lower the score the better)



## Job satisfaction

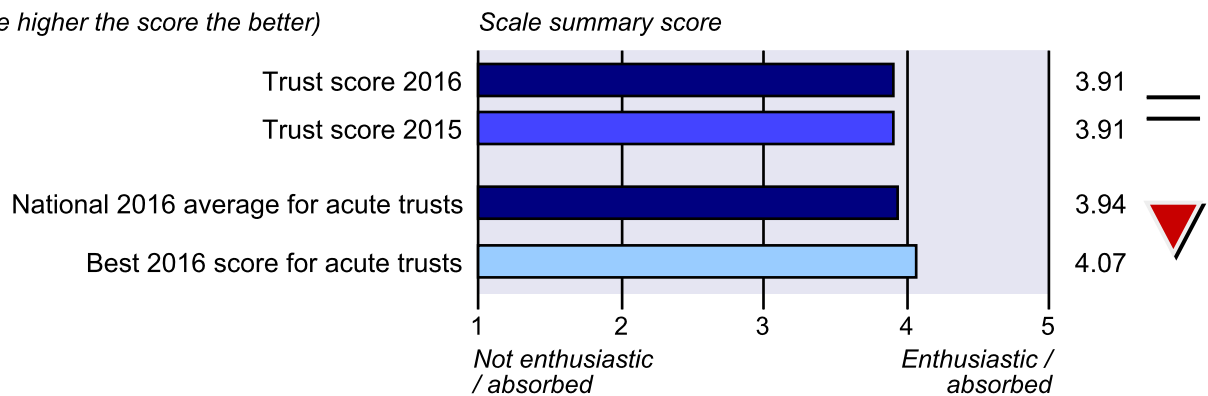
### KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



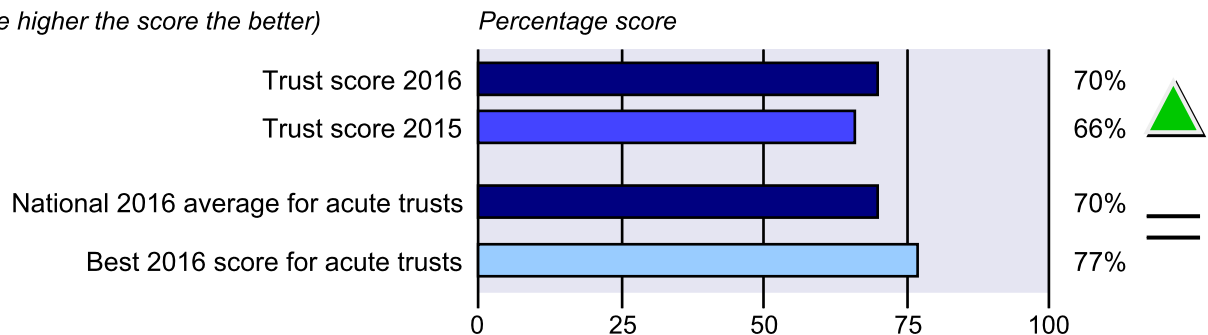
### KEY FINDING 4. Staff motivation at work

(the higher the score the better)



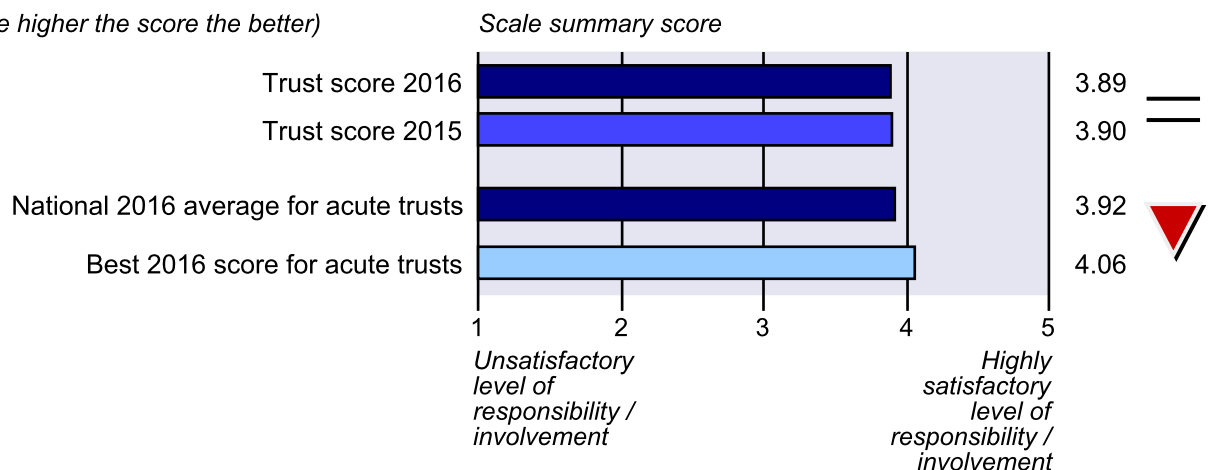
### KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



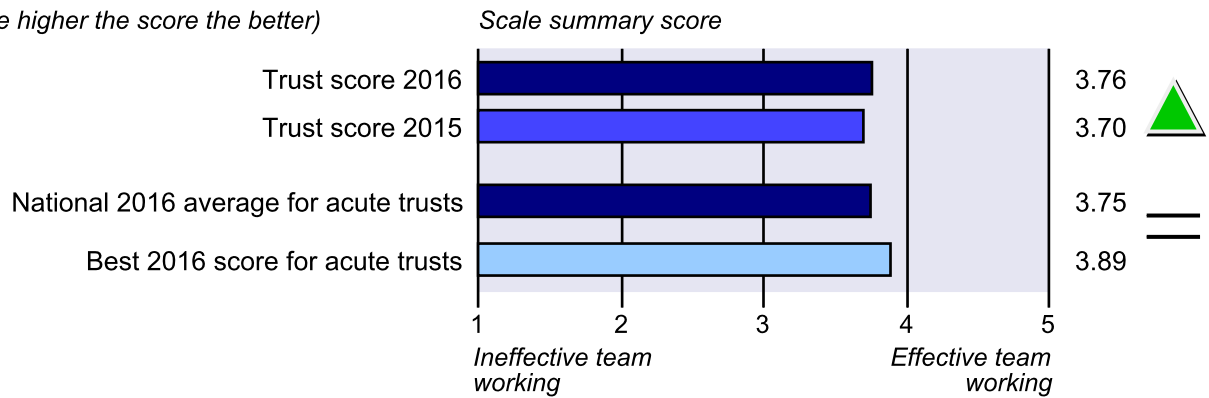
### KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



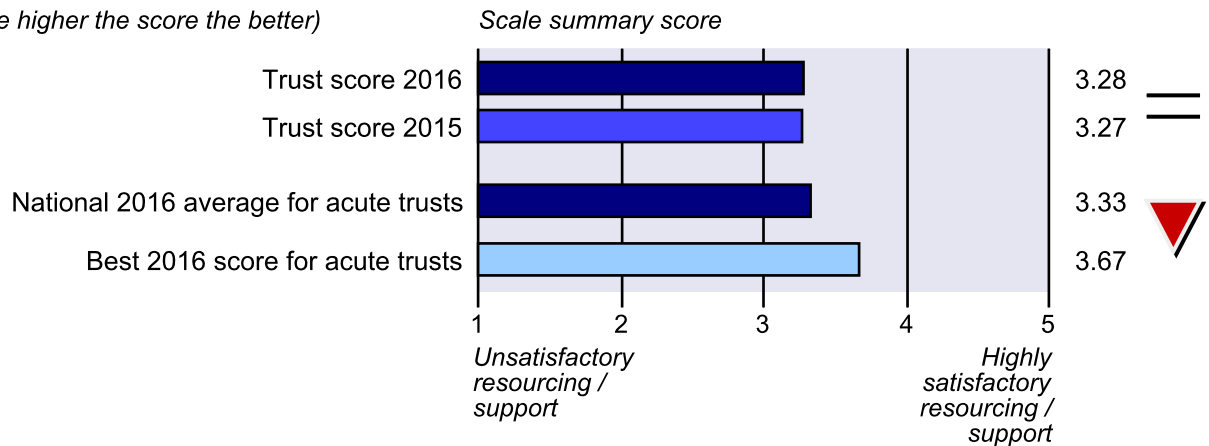
### KEY FINDING 9. Effective team working

(the higher the score the better)



### KEY FINDING 14. Staff satisfaction with resourcing and support

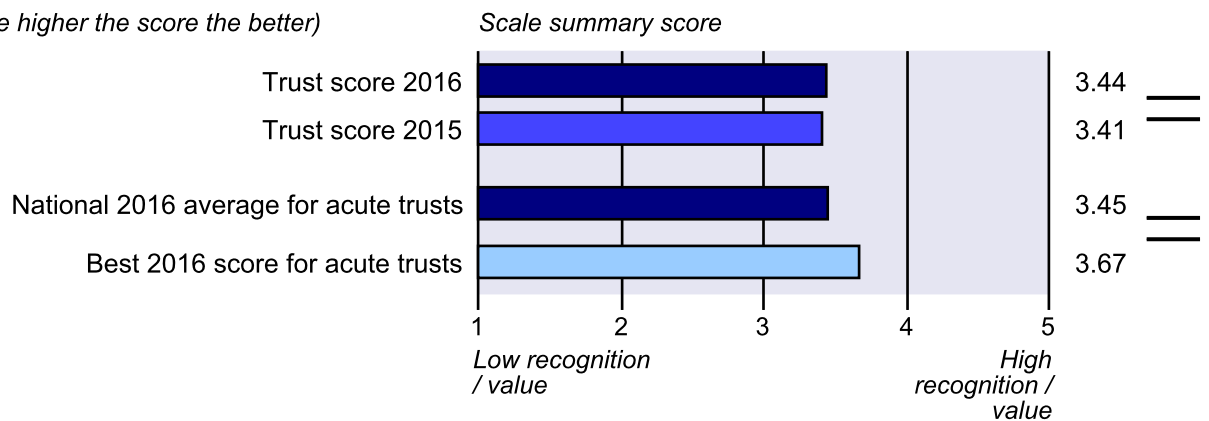
(the higher the score the better)



## Managers

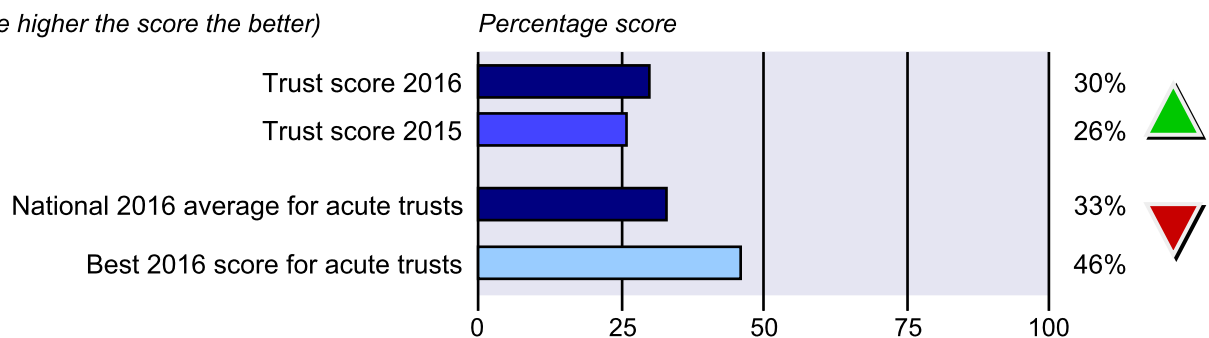
### KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



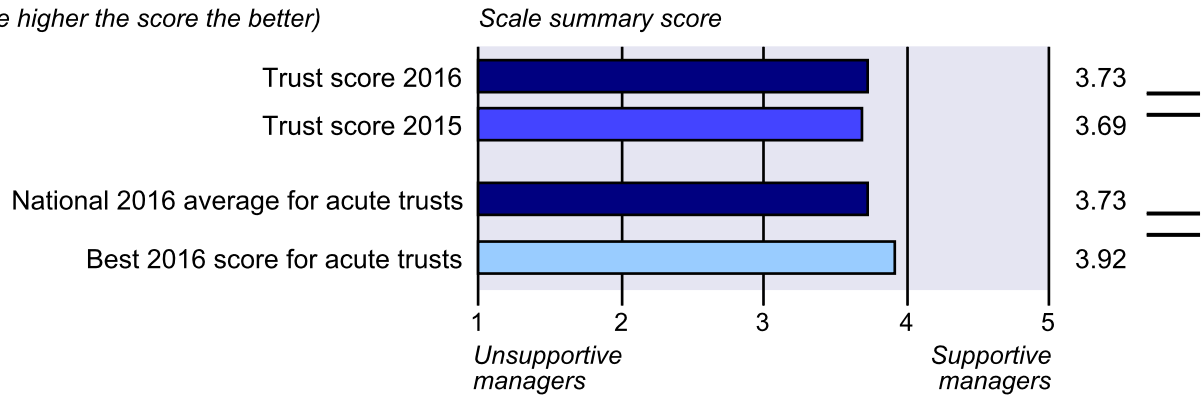
### KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



## KEY FINDING 10. Support from immediate managers

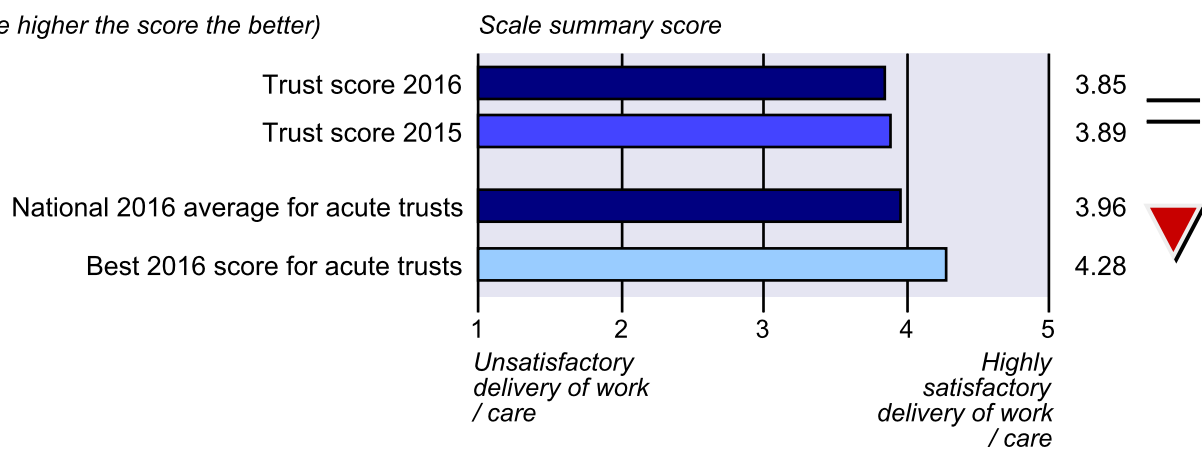
(the higher the score the better)



## Patient care & experience

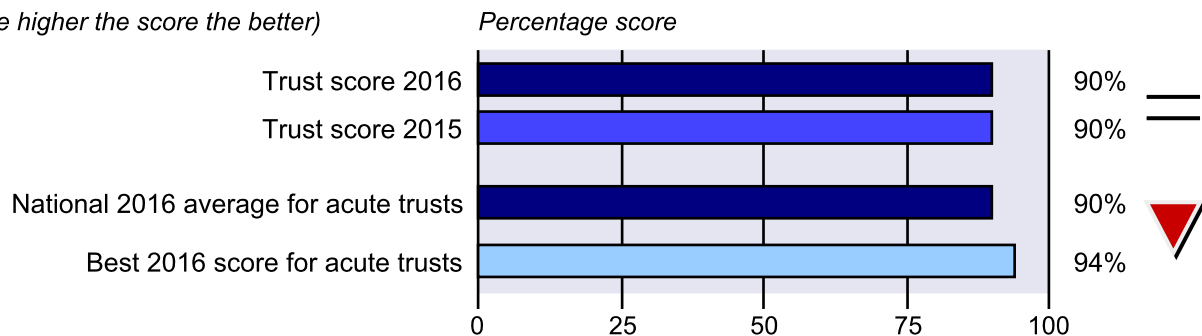
### KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



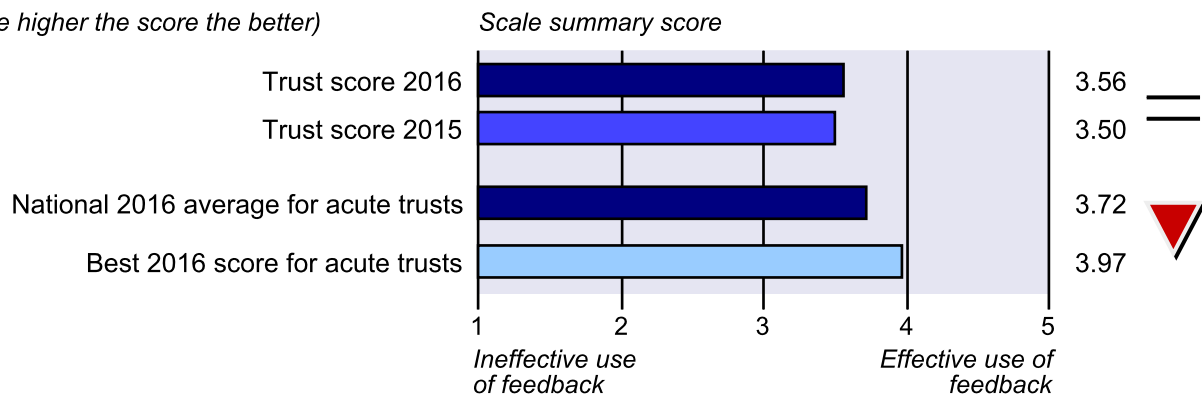
### KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



### KEY FINDING 32. Effective use of patient / service user feedback

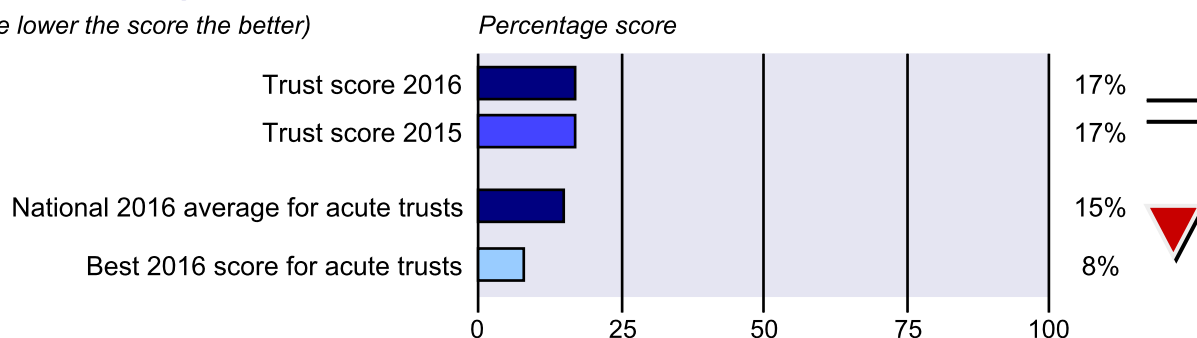
(the higher the score the better)



## Violence, harassment & bullying

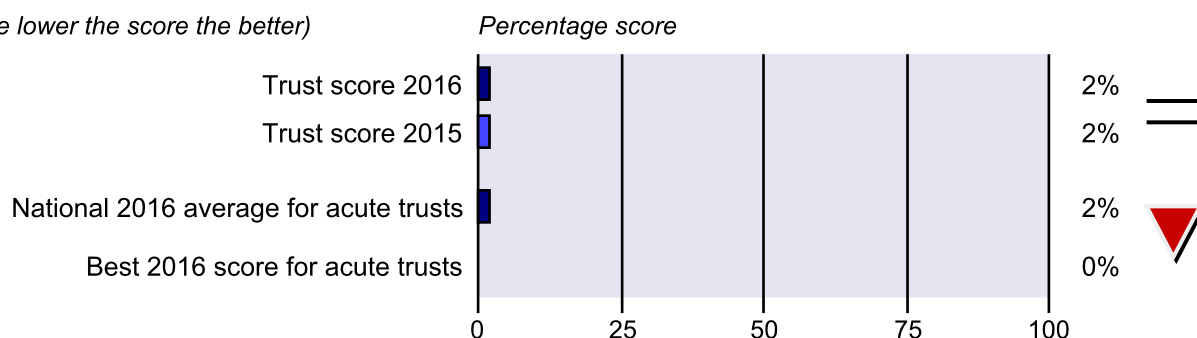
### KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



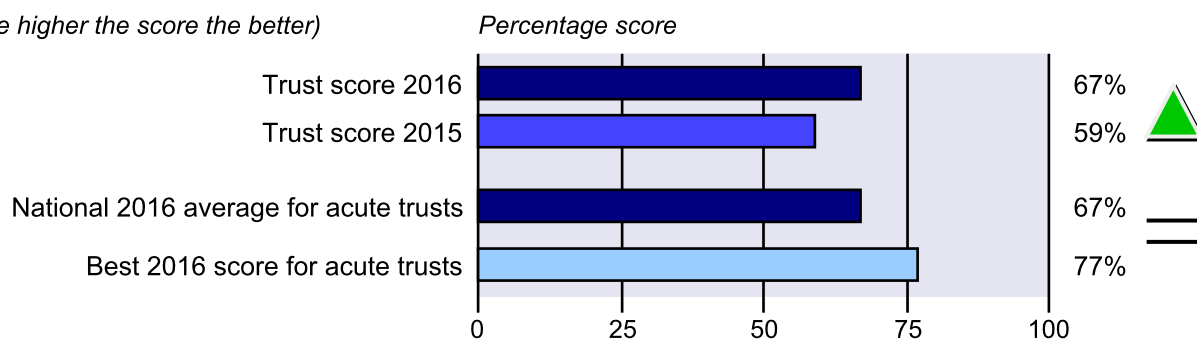
### KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



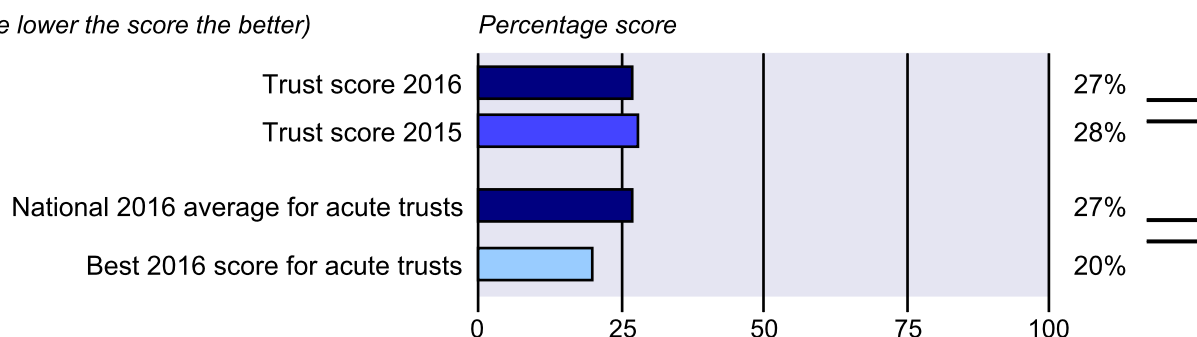
### KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



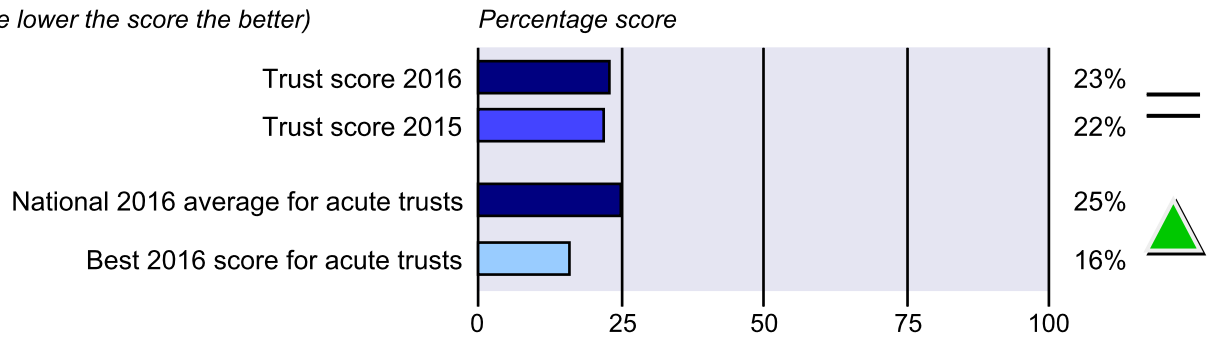
### KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



**KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months**

*(the lower the score the better)*



**KEY FINDING 27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse**

*(the higher the score the better)*

