



National Staff Survey Results 2012 **Council of Governors**

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Headline

- Survey carried out between September and December 2012
- High response rate – 59% - highest 20% of acute hospitals
- Results are very positive – shows great improvement

Positive results (top 20% of acute hospitals)

- Role makes a difference to patients
- Work pressure felt by staff
- Work related stress
- Health and safety training
- Reporting errors, near misses in the last month
- Good communication between senior management and staff

Positive results (above average of acute hospitals)

- Satisfied with the quality of work and patient care able to deliver
- Working extra hours
- Appraisal in the last 12 months
- Well structured appraisal in last 12 months
- Witnessing potentially harmful errors, near misses or incidents
- Experiencing physical violence from patients, relatives or the public
- Feeling pressure to attend work when feeling unwell
- Staff job satisfaction
- Staff recommend trust as a place to work or receive treatment
- Staff motivation at work

Areas for improvement (bottom 20% of acute hospitals)

- Receiving job relevant training, learning or development in last 12 months
- Hand washing materials are always available
- Equality and diversity training

Percentage of Key Findings

Ranking	2011	2012
Top 20%	10.5	21.4
Above Average	18.4	35.7
Average	15.7	17.8
Below Average	31.5	14.2
Bottom 20%	23.6	10.7

Risks

Decline in responses to two key questions, remain above average overall:

- I am satisfied with the quality of care I give to patients / service users (74% from 89%)
- I am able to deliver the patient care I aspire to (54% from 72%)
- Conversely, staff reporting that they are able to the job to a standard they are personally pleased has increased by 17% to 82%.
- There has been a 7% increase in the number of staff receiving equality and diversity training in the last 12 months; however our score of 38% is in the lowest 20% of all acute trusts.
- Percentage of staff that experienced discrimination in the last 12 months which has decreased by 8%, however is below average when compared to all acute trusts.

Action Planning (1)

- Equality and diversity training to be delivered by e-learning
- Identify the concentration of staff who feel they have been discriminated against; take action to train local managers on the organisations policies where necessary
- Undertake further work on the quality and access to training and its relevance to staff, particularly in relation to patient / service user experience

Action Planning

- Ensure that the Trust's policies on handling errors, near misses and incidents are transparent, and all incidents are reported to staff, and learning is shared across the organisation
- Ensure that hand washing materials are readily available and promoted for staff, patients and service users to clean their hands
- Identify staff or areas that reported that they feel that they are unable to deliver the patient care they aspire to or feel dissatisfied with the quality of care and take the necessary steps to address these concerns through the business units / corporate areas

Next Steps

- Business Unit and Corporate Area feedback
- Quarterly staff surveys
- Continue communicate to all staff
 - Have Your Say Panel
 - Have Your Say email
 - Lunch with Boss
 - You said, we did
- Continue to embed our core values – i.e. new appraisal process
- Update action plan