

# Board of Directors Meeting

# Report

**Subject:** Quality Health 2013 NHS Staff Survey Results  
**Date:** 30<sup>th</sup> January 2014  
**Author:**  
**Lead Director:** Karen Fisher

## Executive Summary

Each year the Trust is required to complete an annual staff survey, the findings of which are reported via the Care Quality Commission. Each year the Trust surveys 850 randomly sampled staff against nationally agreed questions, the response rate achieved this year was 47%.

The Trust uses Quality Health to undertake the survey and we have received an initial analysis of our staff survey results. Whilst this does not allow us to identify our respective position in relation to staff survey outcomes when compared to all acute trusts it does give an indication of where survey outcomes have improved/deteriorated when compared to last year and against other organisations that use Quality Health to undertake their survey.

The attached report provides a summary of the initial findings of the 2013 Staff Survey.

## Recommendation

The Board of Directors is asked to:

- Note the staff survey outcomes as reporting by Quality Health
- Note that a detailed report will be presented in February/March 2014 when full outcomes are known.

## Relevant Strategic Objectives (please mark in bold)

<b>Achieve the best patient experience</b>	Achieve financial sustainability
<b>Improve patient safety and provide high quality care</b>	Build successful relationships with external organisations and regulators
<b>Attract, develop and motivate effective teams</b>	

<b>Links to the BAF and Corporate Risk Register</b>	
<b>Details of additional risks associated with this paper</b> (may include CQC Essential Standards, NHSLA, NHS Constitution)	

<b>Links to NHS Constitution</b>	Relates to staff pledges contained within the NHS constitution
<b>Financial Implications/Impact</b>	
<b>Legal Implications/Impact</b>	
<b>Partnership working &amp; Public Engagement Implications/Impact</b>	
<b>Committees/groups where this item has been presented before</b>	Executive Team
<b>Monitoring and Review</b>	Monitoring of the staff survey results and associated action plan through the Organisational Development and Workforce Committee
<b>Is a QIA required/been completed? If yes provide brief details</b>	

## **BOARD OF DIRECTORS MEETING 30<sup>th</sup> January 2014**

### **Initial results from the 2013 NHS Staff Survey**

#### **Purpose:**

The purpose of the paper is to provide an overview of the raw data provided by Quality Health for the annual NHS Staff Survey undertaken between September and the beginning of December in 2013. This information has also been sent to Pickering the contractor responsible for collating the results for all NHS trusts in England which results in each trust receiving the Annual NHS Staff Survey report from the Care Quality Commission (CQC).

The response rate for SFH this year was 47%, slightly down on the 50% achieved last year.

The results compare the Trust's results for 2012 to 2013 and also to those trusts using Quality Health for their 2013 NHS Staff Survey. These results will not provide a reliable indication of how Sherwood Forest Hospitals will compare to other acute trusts in England in the CQC report this will be available in early March 2014.

A full copy of the results is attached.

#### **Summary of Key Scores**

The data groups the questions in areas and the remainder of this paper is organised in line with these areas/topics.

#### **Staff engagement:**

The overall staff engagement score that will be shown in the Care Quality Commission 2013 Staff Survey Report is based on clusters of questions grouped into three key findings. In general scores in this area are broadly in line with last year, however, for a couple of questions the Trust's score is slightly below the average for trusts using Quality Health for the 2013 Staff Survey:

- Time passes quickly when I am at work - 77% of Trust staff agree or strongly disagree compared to the 75% average for trusts using QH
- I would recommend this organisation as a place to work – in total 17% of Trust staff disagree or strongly disagree compared to the average of 15% and 56% agree or strongly disagree compared to the average of 57%.

#### **Your Personal Development**

The Trust's score for Violence and Aggression training is slightly down (by 6%), but slightly up for Health & Safety (by 2%), Equality and Diversity by 9%), Infection Control (by 8%). However, in comparison to other trusts using Quality Health (QH) for the 2013 NHS Staff Survey we appear average or

slightly below, with the exception of Infection Control and 'other relevant job training' where we are slightly above average.

The Trust's score remains the same for 'How to handle confidential information' at 88% and 'How to deliver a good patient/service user experience' training is slightly above average at 56% in comparison to other trusts using QH for their Staff Survey.

With regard to appraisal there has been an increase in the percentage of staff saying that they have had an appraisal in the last 12 months from 78% to 87% (compared to the 83% average for trusts using QH). However the percentage saying that the appraisal helped to agree clear objectives (74%) or improve how they do their job (50%) has not improved and remains slightly below the average for trusts using QH for their 2013 Staff Survey.

### **Your Managers**

This year's survey results show a decline in the number of staff (52%) agreeing that their immediate manager gives clear feedback on their work and the results are slightly below the 55% average for other trusts using QH for this year's Staff Survey. There has also been a slight drop (3%) in the percentage of staff agreeing that their manager is supportive in a personal crisis, although we remain average compared to other trusts using QH.

The trust scores slightly below average compared to other trusts using QH despite the Trust's score for 2013 showing a slight improvement on 2012 for the following questions:

- I know who the senior managers are
- Communication between senior management and staff is effective
- Senior managers here try to involve staff in important decisions
- Senior managers act on feedback.

### **Your Job**

Scores in this area have not changed significantly and are in line with the average for other trusts using QH.

### **Your Organisation**

Scores for the questions on organisation are broadly in line with those for last year and are above average for other trusts using QH for the 2013 Staff Survey.

### **Your Health & Safety at Work**

For some questions in this area the results have dipped slightly which may result in the Trust being below average for example the percentage of staff saying that:

- In the last 3 months have you ever come to work despite not feeling well enough to perform your duties (This has risen from 66% in 2012 to 70% in 2013 against this year's average for QH of 62%)
- Have you felt under pressure from your manager to come to work (An increase from 32% last year to 37% this year against a QH average for 2013 of 34%)
- Have you felt under pressure from your colleagues to come to work (An increase from 22% last year to 27% this year against a QH average for 2013 of 25%)
- In the last month have you seen any errors, near misses, or incidents that could hurt staff (This has risen from 14% in 2012 to 20% against this year's average for QH of 19%.)

The number of staff stating that they have personally experienced either physical violence at work, or harassment, bullying or abuse (from staff) has increased. However, the percentage of staff that would feel confident that their organisation would address the concerns they raise rose from 50% to 57% compared to the average of 54% for trusts using QH for their staff survey in 2013.

### **Background Information**

Q29b asks: *Has your employer made adequate adjustment(s) to enable you to carry out your work.* The percentage of staff saying yes has dropped from 60% in 2012 to 50% in 2013 against the average of 58% reported by QH.

### **Summary**

For many questions the Trust's results are broadly in line with those for 2012, although there are a few questions where the results have either improved or deteriorated slightly as outlined in this paper.

It is not possible to conclude what the Trust's score will be in the CQC report, because how questions are weighted and the results of all acute trusts in England is not known.

The Board of Directors is asked to note the contents of this paper and support the development of an action plan to facilitate improvement in areas of concern.