

Trust Board

Date: 27 May 2009

Agenda Item: 10

Title

Summary of Staff Survey results 2008

Summary

The annual Staff Survey results and analysis have been published by the Healthcare Commission. A report is in enclosed detailing i) the areas of positive change for the Trust in comparison to the surveys undertaken in 2007 & 2006 and ii) the areas the Trust needs to focus improvement in.

Recommendations

For discussion, decision, information:

The Trust Board is asked to receive the Staff Survey summary results for information and agree the next steps for robust action planning.

Author

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Presented by

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Impact Assessed

No

University Hospitals Bristol NHS Foundation Trust

Summary of Staff Survey Results 2008

1. Introduction

This report to the Trust Board details the results from the national staff survey conducted in the Trust in 2008. For the first time the survey has been structured around the four pledges to staff in the NHS Constitution which was published in January 2009, together with two additional themes, Staff Satisfaction and Equality and Diversity.

The report highlights the key findings and notes the position of the Trust in terms of its local performance and the organisation's relative position to other acute Trusts nationally.

2. Background

Questionnaires were sent to a random sample of 805 staff at UH Bristol, out of which 531 took part in the 2008 survey. This is a response rate of 66% and is in the highest 20% of acute Trusts in England, comparing with a response rate of 62% for UH Bristol in the 2007 survey.

The demographic characteristics of the responses were as follows:

Gender	Percentage of survey respondents
Male	24%
Female	76%
Age	
Between 16 and 30	22%
Between 31 and 40	26%
Between 41 and 50	27%
51 and over	25%
Ethnic background	
White	85%
Black and minority ethnic	15%
Disabled status	
Disabled	10%
Not disabled	90%
Length of time in Trust	
Less than a year	12%
Between 1 to 2 years	10%
Between 3 to 5 years	19%
Between 6 to 10 years	26%
Between 11 to 15 years	9%
Over 15 years	24%

3. **Key Findings**

As in previous years, the detailed content of the questionnaire has been summarised and presented in the form of Key Findings. This year there are 36 such Key Findings compared to 26 Key Findings in 2007. They appear under the following 6 headings:

- ∞ **Staff Pledge 1:** To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
 - ∞ **Staff Pledge 2:** To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
 - ∞ **Staff Pledge 3:** To provide support and opportunities for staff to maintain their health, well-being and safety.
 - ∞ **Staff Pledge 4:** To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.
 - ∞ **Additional Theme:** Staff Satisfaction
 - ∞ **Additional Theme:** Equality and Diversity
-

The findings are reported in two ways:

- ∞ Percentage scores i.e. percentage of staff giving a particular response to a survey question
- ∞ 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

The table below shows the Key Findings results in the following format:

- ∞ The change since the 2007 and 2006 surveys
- ∞ The change in the Trust being statistically significant or not to 2007. (It is likely there would be some small change simply due to sample differences between the two years. If the change is not significant, there is no evidence of a real change in the Trust score)
- ∞ The position (ranking) of UH Bristol compared to all acute Trusts nationally in 2008

Key:

- √ = Positive finding e.g. in the best 20% of acute trusts, better than average, better than 2007
- ! = Negative finding e.g. in the worse 20% of acute Trusts, worse than average, worse than 2007
- * = Key Finding was not calculated/questioned in the 2007 or 2006 surveys

Unless stated the higher the score the better. There are some scores for which a high score would represent a negative finding.

4. Areas the Trust performed well in

Some findings in this table reflect a positive improvement locally for the Trust, but a poor comparison to other acute Trusts nationally +

Area	2008 score	2007 score	2006 score	Statistically Significant?	Ranking in 2008
Staff Pledge 1					
% feeling satisfied with the quality of work and patient care they are able to deliver	62%	*	*	-	Average
% agreeing their role makes a difference to patients	91%	*	*	-	√ Above (better than) average
% feeling valued by their work colleagues	79%	*	*		√ Highest (best) 20%
% agreeing they have an interesting job	83%	*	*	-	√ Highest (best) 20%
Quality of job design	3.42	3.41	3.35	No	√ Above (better than) average
% working in a well structured team environment+	35%	33%	36%	No	! Below (worse than) average

Trust commitment to work-life balance	3.45	3.39	*	Yes	√ Highest (best) 20%
% using flexible working options	77%	73%	*	No	√ Highest (best) 20%
Staff Pledge 2					
% feeling there are good opportunities to develop their potential at work	48%	*	*	-	√ Highest (best) 20%
% receiving job-relevant training, learning or development in last 12 months	82%	78%	*	No	√ Highest (best) 20%
% having well structured appraisal in last 12 months	29%	29%	38%	No	√ Above (better than) average
Support from immediate managers	3.66	3.62	3.49	Yes	√ Highest (best) 20%
Staff Pledge 3					
% suffering work related injury in last 12 months+	20% (lower score the better)	23%	21%	No	! Highest (worst) 20%
% suffering work related stress in last 12 months+	29% (lower score the better)	35%	35%	Yes	! Above (worse than) average
Availability of hand-washing materials+	4.58	4.32	4.36	Yes	! Lowest (worst) 20%
% reporting errors, near misses or incidents witnessed in last month	95%	94%	*	No	Average
Fairness & effectiveness of procedures for reporting errors, near misses or incidents	3.43	3.42	3.44	No	√ Above (better than) average
% experiencing	13%	14%	12%	No	!

physical violence from patients/relatives in last 12 months+	(lower score the better)				Above (worse than) average
% experiencing harassment, bullying or abuse from staff in last 12 months	18% (lower the score the better)	21%	19%	No	Average
Perceptions of effective action from employer towards violence and harassment	3.62	3.58	*	Yes	√ Highest (best) 20%
Staff Pledge 4					
% reporting good communication between senior management and staff	27%	*	*	-	√ Above (better than) average
% able to contribute towards improvements at work	68%	*	*	-	√ Highest (best) 20%
Staff Satisfaction					
Staff job satisfaction	3.51	3.45	3.46	Yes	√ Highest (best) 20%
Staff intention to leave jobs+	2.61 (lower score the better)	2.70	2.63	Yes	! Above (worse than) average
Equality & Diversity					
% believing the Trust provides equal opportunities for career progression or promotion	90%	88%	*	No	Average

4.1 Areas the Trust needs to improve in

Some findings in this table reflect a negative change locally for the Trust, but a positive comparison to other acute Trusts nationally +

Area	2008 score	2007 score	2006 score	Statistically Significant?	Ranking in 2008
Staff Pledge 1					
Work pressure felt by staff	3.20 (lower score the better)	3.18	3.21	No	! Above (worse than) average
% working extra hours	68% (lower the score the better)	67%	73%	No	Average
Staff Pledge 2					
% appraised in last 12 months+	72%	76%	73%	No	√ Above (better than) average
% appraised with personal development plans in last 12 months+	60%	64%	57%	No	√ Above (better than) average
Staff Pledge 3					
% receiving health & safety training in last 12 months	70%	79%	70%	Yes	! Below (worse than) average
% witnessing potentially harmful errors, near misses or incidents in last month	44% (lower score the better)	39%	42%	No	! Highest (worst) 20%
% experiencing physical violence from staff in last 12 months	2% (lower score the better)	1%	*	No	Average
% experiencing harassment, bullying or abuse from patients/relative in last 12 months	27% (lower score the better)	26%	*	No	! Highest (worst) 20%

Staff Pledge 4					
% agreeing they understand their role and where it fits in	44%	*	*	-	! Below (worse than) average
Staff Satisfaction					
% that would recommend the Trust as a place to work	50%	*	*	-	! Below (worse than) average
Equality & Diversity					
% having E&D training in last 12 months	18%	*	*	-	! Lowest (worst) 20%

To enable comparison between years, scores from 2007 & 2006 have been re-calculated and re-weighted using the 2008 formulae, so may appear slightly different from figures in previous reports.

5. Next Steps

It is proposed that a detailed analysis of the Key Findings in the 2008 staff survey is undertaken in close alignment with the 2008 Loud and Clear Campaign results and the 2008 Patient Survey. Timeframes for this are to be agreed.

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