

Staff Survey Update



Background to the survey

- ❖ **Running for 15 years** since 2003
- ❖ Biggest ongoing healthcare staff survey in the world
- ❖ Supplemented by quarterly **Staff Friends and Family Test (FFT)**
- ❖ **Proven correlation between staff engagement, patient experience & patient outcomes**
- ❖ Huge national improvements in some areas over time, e.g. appraisals
- ❖ Other areas have seen drops in performance, e.g. work-related stress & morale (particularly in 2017)
- ❖ **Results published in March of the following year (i.e. 2018 for 2017)**
- ❖ Used by **the Board, NHS England, CQC, NHS Improvement & CCGs** to assess performance

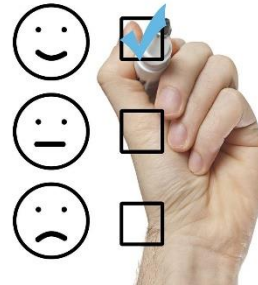
Methodology & Response Rate

- ❖ Survey **sent to all staff** & run on-line at 2G
- ❖ Survey fieldwork **Quarter 3** each year
- ❖ **Reminders** sent by survey providers to staff who don't respond
- ❖ **Confidential** - the Survey Company knows, the Trust doesn't
- ❖ Prior to 2016 survey had been sent to random sample of 750 staff
- ❖ 2G **response rate was 45% an improvement over last year's 40%**
- ❖ Equal to 45% for all NHS organisations (all sectors)
- ❖ Lower than 54% national response rate for MH/LD trusts
- ❖ Number of 2G respondents **rose from 777** in 2016 to **921** in 2017



While the Staff Survey is important....

-Its part of a wider staff engagement & involvement strategy
- ❖ **Appraisals, personal development planning, supervision**
- ❖ **Culture of co-development & consultation on service changes and skills mix**
- ❖ **We have an active partnership with Trade Unions through the Joint Negotiating & Consultative Committee & the Local Negotiating Committee – e.g. UNISON, RCN, BMA, SoP**
- ❖ **Programme of Staff Focus Groups**
- ❖ **Joint GCS / 2gether Staff Forum**
- ❖ **Smart Surveys**
- ❖ **Team Brief – our approach to 2-way team briefing**



Key Findings

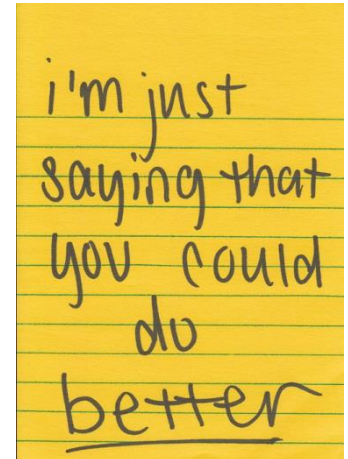
- ❖ **Better than average in 17** out of 32 Key Findings (**53%**)
- ❖ **Better than average or average in 27 (84%)** when compared with all other MH/LD Trusts
- ❖ **Better on our Key Finding scores compared with other Gloucestershire, Herefordshire & Worcestershire trusts**
- ❖ **Staff Engagement** score was steady at **3.88** compared to a national MH/LD score of 3.78 (out of 5)
- ❖ **Staff Engagement** score is in the **top 25%** of all NHS organisations
- ❖ **Staff recommendation of Trust as place to work/receive treatment rose (3.86)** & is well **above average** for MH/LD Trusts (3.67)

Our Top 5 Scores

1. % Staff Experiencing Discrimination at Work (low)
2. % Staff experiencing physical violence from staff (low)
3. Effective Team Working (high)
4. Staff satisfaction with resourcing & support (high)
5. % Staff experiencing physical violence from patients, relative, public (low)

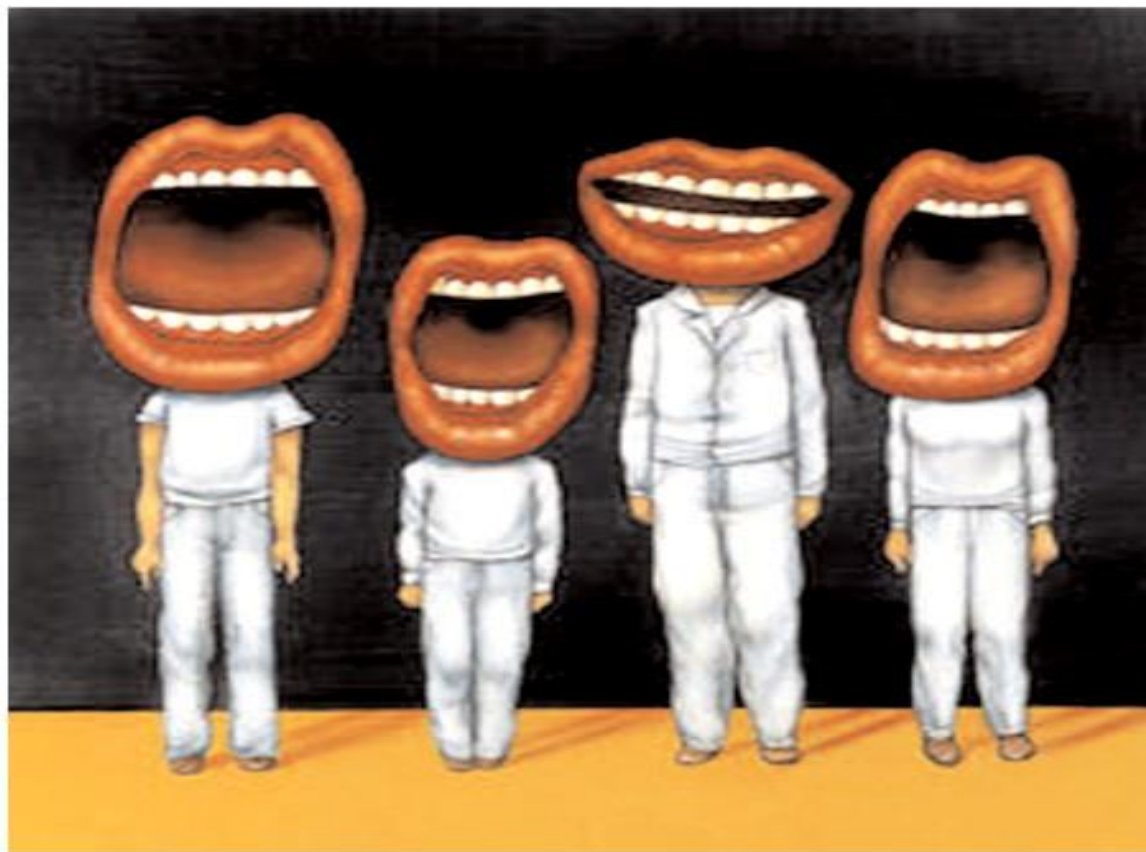


Our Bottom 5 Scores



1. % Staff reporting errors, near misses or incidents in the last month (lower)
2. Effective use of patient/service user feedback (lower)
3. % Staff attending work in last 3 months despite feeling unwell because they felt pressure from manager, colleagues or self (higher)
4. % Staff reporting most recent experience of harassment, bullying or abuse (lower – but higher score the better)
5. % Staff working extra hours (higher)

Say Something.



To Change Something.

Current Priorities

1. Improve **Staff Health and Well-being**
2. Improve **Reporting of Incidents**
3. Make **more effective use of patient & service user feedback**
4. **Locality & team engagement** with local priorities from the survey
5. Underpinned with on-going Comms

And it all begins again in the next month.....



“You Said, We Did”

- ❖ **More meaningful appraisals.** We've piloted & launched new improved appraisal template.
- ❖ **Improved communications.** We changed Team Talk, ran staff focus groups, looking at encouraging reporting of bullying, harassment, abuse & physical violence, making more effective use of patient feedback, promoting staff health and wellbeing amongst other topics
- ❖ **Supporting reporting errors, near misses or incidents.** We've issued new GDPR & Riddor incident reporting guidelines, strengthened Induction Training , Datix News, Datix Manager to Team Meetings , Datix handlers 1:1 training , updated intranet with “What type of incidents should I report ?”
- ❖ **Harassment, Bullying & Abuse.** We increased Dignity at Work Officers & continued to develop Speak in Confidence, joining up with GCS to train Freedom To Speak Up advocates
- ❖ **Effective use of patient/service user feedback** – Commenced a review of concerns, complaints and compliments, Senior Leadership Forum session
- ❖ Staff also said we needed to do more on **Staff Health and Well-being...**

On Health & Well-being we...

- ❖ Expanded **Staff Counselling Service** available via Working Well
- ❖ **Vaccinated** over our 75% target of frontline staff for flu
- ❖ Piloted a '**Rapid Access to Physiotherapy**' service for staff with circa 425 staff accessing the service, agreeing to a substantive service
- ❖ Introduced **Mindfulness Skills & Stress Management** workshops
- ❖ Renewed our '**Mindful Employer Charter**' enabling managers and staff to access a range of supporting material
- ❖ Introduced **self-help resources for sleep** & held related workshops
- ❖ Were awarded the **Disability Confident Leader** kitemark recognising our approach to supporting disabled staff & job applicants.....PLUS SOME.....

Locality Actions

Some examples:

CYPS/CAMHS:

- Effective use of patient/service user feedback - monitored via the CYPS/CAMHS ROMS Action Plan 2018/19
- Percentage of staff reporting errors, near misses or incidents – to be monitored via CYPS/CAMHS Delivery Committee

Countywide:

- Improving Staff Health & Wellbeing. Personal pledges / hosting all gender 5 aside tournament / Gym use at Wotton Lawn & other wellbeing activities
- Improving the reporting of incidents. Simple poster campaign.
- Making more effective use of patient & service user feedback. More use of “you said, we did” , ensuring consistent service user presence at locality board. New agenda item.

Questions?