

ITEM: 10/051

Document 6

Meeting: Trust Board
Date: 21 April 2010

Title: Staff Attitude Survey 2009

Executive Summary: The National NHS Survey was undertaken during September to December 2009. The survey is designed to collect the views of staff about their work and the healthcare organisation for which they work. It provides useful benchmarking information on their views. The summary report is attached. The key findings in relation to The Whittington Hospital are:

- Overall the responses from staff have improved. The Trust has increased its score from 2008 to 2009 in 24 areas. 7 have stayed the same. 5 have deteriorated, although in one of these, the Trust still continues to perform well above the acute trust average (communication between senior management and staff).
- The Trust was scored by staff in the highest (best) 20% of acute trusts as a place they would recommend as a place to work or receive treatment. 3.69 compared to acute trust average of 3.50.
- Staff scored the hospital as 3.73 compared to 3.64 in relation to overall staff engagement. This was in the highest (best) 20% when compared to trusts of a similar type.

Improvement is needed in the following areas:

- staff reporting errors, near misses or incidents witnessed in the last month
Whittington 90%. Acute trust average 95% (higher score better)
- staff working extra hours
Whittington 73%. Acute trust average 65% (lower score better)
- staff experiencing discrimination at work in last 12 months
Whittington 14%. Acute trust average 7%. (lower score better)
- Impact of health and well-being on ability to perform work or daily activities
Whittington 1.65 Acute trust average 1.57 (lower score better)

An action plan has been developed based on the above four issues to address staff views.

Action: For discussion and agreement on action plan.

Report from: Margaret Boltwood, director of human resources

Sponsor:

Financial Validation

Lead: Director of Finance

Name of finance officer
n/a

Compliance with statute, directions, policy, guidance

Lead: All directors

Compliance with CQC standards

Lead: Director of Nursing & Clinical Development

Links to CQC registration

Compliance with Auditors' Local Evaluation standards (ALE)

Lead: Director of Finance

Reference:

n/a

Evidence for self-certification under the Monitor compliance regime

Lead: All directors

Compliance framework reference:

n/a