

Introduction

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.

All staff received a questionnaire; however the Care Quality Commission results are based on a sample. The response rate was lower this year at 40 %, down from 50% last year.

The Whittington's results

There are 40 key findings. 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 and 5 deteriorated, although one of these (% reporting good communication between senior management and staff) the Trust continues to perform well above the acute trust average. The remaining four questions are new.

A copy of the summary report is attached. The full report is available either from www.cqc.org.uk or Margaret Boltwood Director of Human Resources for more detail.

Best results

Two results of particular importance to be highlighted are:

- 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.
- For the first time this year there has been an overall staff engagement score calculated. Staff scored the hospital as 3.73. compared to 3.64. This was in the highest (best) 20% when compared to trusts of a similar type.

The other key findings for which the hospital compares most favourable with other acute trust in England are:

- Quality of Job Design (clear job content, feedback and staff involvement)
Whittington 3.51. Acute trust average 3.38
- Percentage of staff working in a well structured team environment
Whittington 45%. Acute trust average 38%
- Trust commitment to work-life balance
Whittington 3.54 Acute trust average 3.40
- Percentage of staff reporting good communication between senior management and staff
Whittington 33%. Acute trust average 26%

Key findings where staff experiences have improved the most since the 2008 survey

- Trust commitment to work-life balance – the Trust is now in top 20%
- Support from immediate managers - better than acute trust average
- Perceptions of effective action from employer towards violence and harassment - now average, previously below average
- Staff job satisfaction - better than average

Areas for Improvement

The key findings for which the hospital compares least favourably with other acute trusts in England are listed below. The Trust will concentrate on these issues in its action planning for improvements.

- Percentage of staff reporting errors, near misses or incidents witnessed in the last month
Whittington 90%. Acute trust average 95% (higher the score the better)
- Percentage of staff working extra hours
Whittington 73%. Acute trust average 65% (lower the score the better)
- Percentage of staff experiencing discrimination at work in last 12 months
Whittington 14%. Acute trust average 7%. (lower the score the better) (but improvement from last year when the Trust's score was 16%) Staff who are black or minority ethnic background are more likely to respond that they experience discrimination.
- Impact of health and well-being on ability to perform work or daily activities
Whittington 1.65 Acute trust average 1.57 (lower the score the better) Disabled staff are more likely to respond that they feel pressure to attend work when feeling unwell.

Summary of results

In the light of the current changing environment the commitment of staff is critical. It is very reassuring that Whittington staff would highly recommend the hospital not only as a place to work but also to receive treatment. The high staff engagement score is critical during these times of uncertainty too. In order to engage staff still further, the current Chairman's Blog is related to employment issues.

In addition to the Trust-wide report, Individual directorate reports have been sent to directors, to be discussed at departmental level by managers so that staff views can feed into local action plans.

Next steps

Based on the Trust's poorest ranking scores the Trust Board is requested to agree the following action plan

Action	Lead	Timescale
<p>1. Ensure all staff and managers are signed up to the trust's equality agenda. – this will include</p> <ul style="list-style-type: none"> • continued equal opportunities training at mandatory training slots • training of more managers in equality impact assessments • Ensure SES action plans are up dated and cascaded to all staff 	All directors	<p>Ongoing</p> <p>By July 2010</p> <p>By July 2010</p>
<p>2. Ensure staff are confident in reporting errors/near misses</p> <ul style="list-style-type: none"> • Message to be conveyed during clinical leadership days • Staff reminded of Staff raising Healthcare Concerns policy • Link article on importance of issue 	<p>All directors</p> <p>Director of Nursing & Clinical Development</p> <p>Director of Human Resources</p> <p>Director of Nursing & Clinical Development</p>	<p>By July 2010</p> <p>By May 2010</p> <p>By July 2010</p>
<p>3. Reduce numbers of staff working extra hours</p> <ul style="list-style-type: none"> • Messages on flexible working to be sent to staff – both organisation-wide and at departmental meetings • Work on “working smarter, not longer” 	<p>All directors</p> <p>All directors</p>	<p>By June 2010</p>
<p>4. Continue to work on healthy working initiatives</p> <ul style="list-style-type: none"> • Develop healthy workplace strategy pulling together all the current initiatives – and identifying gaps into an action plan 	<p>Director of Human Resources in conjunction with the Sickness absence Partnership group</p>	<p>Draft for discussion May 2010</p> <p>EC to agree strategy by August 2010</p>