

ITEM: 11/041
Doc 06

Meeting: Trust Board
Date: 23 March 2011

Title: Staff Attitude Survey 2010

Executive Summary: The National NHS Survey was undertaken during September to December 2010. 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 also attached.

The survey is now broken down by 38 key findings – (compared with 40 last year). Where direct comparisons over the two years can be made, we have improved in seven of these key findings and deteriorated in one only.

Two results of particular importance to be highlighted are :

- The questions asking staff whether they would recommend the trust as a place to work or receive treatment. This was again, as it was last year, **in the highest (best) 20%** of acute trusts with a score of **3.81 (up from 3.69 from last year)** (the higher the better) compared to acute trust average of **3.52**. This is equivalent to the net promoter score.
- For the second year there has been an overall staff engagement score calculated. The score for the hospital is **3.74** and **was in the highest (best) 20%** when compared to trusts of a similar type. We were in the top 20% last year as well.

However staff scored the trust less well on the following:

- *% of staff experiencing physical violence from staff in the last 12 months*

3%. Acute trust average 1%

- *Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months*

17%. Acute trust average 15%

- *Percentage of staff experiencing discrimination at work in last 12 months*

18%. Acute trust average 13%

- *Percentage of staff receiving health and safety training in the last 12 months*

70% (down from 78% in the previous year) - Acute trust average 80%

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

Action: For discussion and agreement recommended actions.

Report from: Neil Edgar, assistant director of human resources

Sponsor: Margaret Boltwood, director of human resources

Compliance with statute, directions, policy, guidance

Lead: All directors

Requirement to carry out annual staff survey

Compliance with CQC standards

Lead: Director of Nursing & Clinical Development

Links to CQC registration