

Whittington Health Trust Board

2nd April 2014

Title:	2013 NHS Staff Survey – presentation of the results						
Agenda item:	14/071		Paper			7	
Action requested:	To note						
Executive Summary:	Presented here are the findings from the annual NHS national staff survey. This has been the third year in which Whittington Health has conducted this survey. A sample of 800 staff was randomly selected for this survey, 36 per cent of whom completed and returned the questionnaire. This constitutes a rise on last year's return rate of 30 per cent, although it remains less than the 39 per cent achieved in 2011, and means that we remain in the worst 20 per cent of acute trusts for response rates.						
Summary of recommendations:	This report is presented for information only.						
Fit with WH strategy:	Participation in the NHS Staff Survey is a national requirement.						
Reference to related / other documents:	These findings are presented alongside the findings from our commissioned bespoke staff survey.						
Reference to areas of risk and corporate risks on the Board Assurance Framework:	3.1 "If we fail to maintain staff engagement then staff morale will decrease and the delivery of changes in services and patient pathways will not happen in line with the plan".						
Date paper completed:	11 th March 2014						
Author name and title:	Nigel Redmond, Head of HR, WC&F			Director name and title:	Jo Ridgway, Executive Director of OD		
Date paper seen by EC 12.03.14 (TB Seminar)		Equality Impact Assessment complete?		Quality Impact Assessment complete?		Financial Impact Assessment complete?	



1.0 Introduction

- 1.1 This is the third year in which Whittington Health as an integrated care organisation has conducted the national staff survey. A sample of 800 staff was selected at random for this survey, 36 per cent of whom completed and returned the questionnaire. This is up on last year's return rate of 30 per cent although still down on 2011's 39 per cent and means that we remain in the worst 20 per cent of acute trusts for response rates.
- 1.2 The findings from this NHS survey will be considered in conjunction with the results of the ORC staff engagement survey also being presented to the Trust Board seminar meeting on 12th March 2014. Action plans will be developed following the results of the ORC survey which has a much higher number of respondents.

2.0 Staff Survey Results

- 2.1 Twenty eight key findings are measured in the survey. Whittington Health was in the top 20 per cent for five indicators and in the bottom 20 per cent for seven. This compares with last year where we were in the top 20 per cent for twelve and in the bottom 20 per cent for four.
- 2.2 In addition to these key findings, there is a single overall indicator of staff engagement arrived at by combining the results of three key findings: staff ability to contribute to changes; staff recommendation of the trust as a place to work or receive treatment; staff motivation at work. The score for staff engagement for Whittington Health in 2013 was average for an acute trust compared with last year when we were in the top 20 per cent.
- 2.3 Whittington Health achieved the best score of any acute trust for staff reporting incidents.
- 2.4 We are in the top 20 per cent of trusts and have improved on the results for 2012 in:
 - Staff ability to contribute to improvements at work
 - Staff experiencing violence from staffFor the final indicator it should be noted that the numbers are small and the change is not statistically significant.
- 2.5 We also maintained our position in the top 20 per cent of trusts for:
 - physical violence from patients or visitors
 - staff witnessing potentially harmful incidents

- 2.6 Whittington Health is in the worst 20 per cent of acute trusts for:
- staff job satisfaction – for which we were in the top 20 per cent last year
 - work pressure felt by staff
 - staff working extra hours
 - staff suffering work related stress
 - staff motivation at work
 - staff believing the Trust offers equal opportunities for career progression
 - availability of hand washing materials.
- For these final two indicators, we have been in the worst 20 per cent for the last three years.

3.0 Comparison for Whole Trust 2012 with 2013

Green is used where Whittington Health is in the top 20 per cent.
Red is used where Whittington Health is in the bottom 20 per cent.

Key Finding	2012	2013	Trust Average 2013
% staff satisfied with quality of work and patient care delivered	80	75	79
% staff agreeing their role makes a difference to patients	89	90	91
Work pressure felt by staff	3.02	3.21	3.06
Effective team working	3.83	3.79	3.74
% staff working extra hours	72	79	70
% staff receiving job relevant training	83	82	81
% staff appraised	78	83	84
% staff having well structured appraisals	44	36	38
Support from immediate managers	3.81	3.60	3.64
% staff receiving health & safety training	80	78	76
% staff suffering work related stress	37	48	37
% staff saying hand washing materials are always available	47	43	60
% staff witnessing potentially harmful incidents	25	30	33
% staff reporting incidents	94	97	90
Fairness and effectiveness of incident reporting procedures	3.64	3.51	3.51

% staff experiencing physical violence from patients or public	7	11	15
% staff experiencing violence from staff	4	2	2
% staff experiencing abuse from patients or public	31	29	29
% staff experiencing bullying & harassment from staff	26	24	24
% staff feeling pressure to attend work when unwell	22	25	28
% staff reporting good communication between senior management and staff	41	31	29
% staff able to contribute to improvements at work	70	74	68
Staff job satisfaction	3.68	3.52	3.6
Recommendation of trust as place to work or receive treatment	3.75	3.72	3.68
Staff motivation at work	3.88	3.79	3.86
% staff receiving equality training	72	69	60
% staff believing the Trust offers equal opportunities for career progression	83	80	88
% staff experiencing discrimination at work	15	12	11

4.0 Equalities Indicators

- 4.1 For some of the equalities indicators, the sample size is small. For example, only 49 of the 284 respondents were men and only 36 declared a disability. Therefore, only large variations have been included for consideration as a relatively small number of people could make a significant difference in the percentages.
- 4.2 There are some areas where the Trust scored in the bottom 20 per cent overall which show considerable variation in responses by equalities measures.
- 4.3 For equal opportunities for career progression, only 69 per cent of BME respondents thought that the Trust offered equal opportunities compared with 86 per cent of white respondents. Similarly 66 per cent of those with a disability thought the Trust offered equal opportunities compared with 83 per cent of those with no disability.
- 4.4 For those respondents who had experienced discrimination at work, those with a disability experienced discrimination of more than double the rate of those without a disability – 25 per cent against 11 per cent.

- 4.5 In addition, those with a disability were more likely to report having suffered workplace stress – 57 per cent against 46 per cent and more likely to report that hand washing materials are not available – 44 per cent against 31 per cent.
- 4.6 91 per cent of those with a disability reported working extra hours against 79 per cent of those without a disability.
- 4.7 In terms of gender, men were more likely to witness potentially harmful incidents - 39 per cent against 27 per cent, while staff from a BME background were less likely to than white staff – 20 per cent against 33 per cent.

5.0 Divisional Results

Key Finding	Trust	ICAM	SCD	WCF	Acute Trust Average
% staff satisfied with quality of work and patient care delivered	75	72	81	77	79
% staff agreeing their role makes a difference to patients	90	96	92	89	91
Work pressure felt by staff	3.21	3.39	3.17	3.20	3.06
Effective team working	3.79	3.81	3.55	3.98	3.74
% staff working extra hours	79	79	74	82	70
% staff receiving job relevant training	82	83	86	86	81
% staff appraised	83	78	86	95	84
% staff having well structured appraisals	36	32	38	46	38
Support from immediate managers	3.60	3.47	3.45	3.90	3.64
% staff receiving health & safety training	78	82	78	80	76

Key Finding	Trust	ICAM	SCD	WCF	Acute Trust Average
% staff suffering work related stress	48	60	43	41	37
% staff saying hand washing materials are always available	43	35	49	47	60
% staff witnessing potentially harmful incidents	30	40	47	20	33
% staff reporting incidents	97	97	95	100	90
Fairness and effectiveness of incident reporting procedures	3.51	3.50	3.51	3.58	3.51
% staff experiencing physical violence from patients or public	11	21	23	3	15
% staff experiencing violence from staff	2	4	4	0	2
% staff experiencing abuse from patients or public	29	49	30	23	29
% staff experiencing bullying & harassment from staff	24	29	28	20	24
% staff feeling pressure to attend work when unwell	25	33	23	18	28
% staff reporting good communication between senior management and staff	31	33	23	18	29
% staff able to contribute to improvements at work	74	69	76	80	68

Key Finding	Trust	ICAM	SCD	WCF	Acute Trust Average
Staff job satisfaction	3.52	3.45	3.46	3.75	3.6
Recommendation of trust as place to work or receive treatment	3.72	3.54	3.60	3.90	3.68
Staff motivation at work	3.79	3.73	3.86	3.99	3.86
% staff receiving equality training	69	76	71	71	60
% staff believing the Trust offers equal opportunities for career progression	80	81	85	84	88
% staff experiencing discrimination at work	12	15	15	7	11

Green is used for the Trust score where Whittington Health is in the top 20 per cent or where the division is better than the Whittington Health score and the acute trust average score.

Red is used for the Trust score where Whittington Health is in the bottom 20 per cent or where the division is worse than the Whittington Health score and worse than the acute trust average score.

6.0 Recommendation

6.1 The Board is asked to note this report.

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24.2.14