

ITEM:8

**MEETING:** Trust Board 16 May 2007

**TITLE:** NHS National Staff Survey 2006

**SUMMARY:**

A staff attitude survey was carried out in October 2006. This paper details the key results of the survey and actions to be taken.

**ACTION:** Discussion

**REPORT FROM:** Margaret Boltwood, Director of Human Resources & Corporate Affairs

**SPONSORED BY:**

Financial details supplied/checked by: n/a  
(Name of finance officer)

Recommendations contained within this paper have been checked for compliance with relevant statute and regulations/directions/policy as follows:

(Relevant law/direction etc.) n/a  
(Name)  
or

## **NHS National Staff Survey 2006**

### **Introduction**

In October 2006, the fourth National NHS Staff Survey was undertaken. The survey is designed to collect the views of staff about their work and the healthcare organisation for which they work. The overall aim of the survey is to gather information that will help to provide better care for patients and improve the working lives of those who provide the care.

A copy of the survey report is attached.

### **Design of the survey**

The key areas examined in the survey are:

- Work/life balance
- Appraisal, training, learning and development
- Team working, supervision, communication and staff involvement
- Safety at Work
- Staff Attitudes

The Whittington had, at the time of sampling, 2155 staff who were eligible to receive the survey. Questionnaires were sent to a random sample of 796 staff. 320 completed questionnaires were returned, representing a response rate of 40%. This is in the lowest 20% of acute trusts in England and compares with a response rate of 41% in our 2005 survey.

### **Previous Action**

Actions undertaken since the 2005 survey include:

- A revised and agreed bullying at work policy; a policy on staff health and well-being and a revised staff raising healthcare concerns policy have been introduced
- A local Black and Ethnic Minority Leadership (BEL) programme has run successfully. This programme will continue.
- The hospital took part in the national Ban Bullying at Work Day on 7 November 2006.

- A joint management/ staff side workshop on bullying, violence and harassment was held in October 2006. An action plan was drawn up from discussions at this group. This action plan was agreed by the HMB and is being monitored by the IWL group
- An e-mail campaign reminding staff of the support services available to them was undertaken in February 2007
- A Gender Equality Scheme and a Disability Equality Scheme have been published
- Staff focus groups were held to ascertain how staff felt the hospital supported them in terms of their physical and mental well-being. An action plan has been completed following these focus groups
- The Health & Safety Executive visited the hospital and produced a very positive report.

### **Issues from the 2006 report**

Issues which the staff survey have highlighted as being statistically significant (both positively and negatively) from last year and from 2004 are:

#### ***Positive***

- ✓ 17% staff having suffered work related injury in previous 12 Months (down from 24%)
- ✓ 35% staff suffering work related stress (down from 43%)
- ✓ 40% staff witnessing potential harmful errors, near misses or incidents in previous month (down from 50%)
- ✓ Quality of work/life balance scale score increase from 3.26 to 3.35 and staff job satisfaction increase from 3.36 to 3.43
- ✓ 94% staff reporting errors, near misses or incidents (up from 86% in 2004)
- ✓ Quality of job design (clear job content, feedback and staff involvement) increase to 3.39 from 3.31 in 2004

## **Negative**

✘ 4.30 scale score availability of hand washing materials (down from 4.39)

✘ 54% staff appraised within previous 12 months (down from 66% in 2004); 27% staff having well-structured appraisals within previous 12 months (down from 41% in 2004) and 44 % staff appraised with personal development plans within previous 12 months (down from 55% in 2004)

✘ 26% staff experiencing bullying or abuse from staff in previous 12 months (up from 19% in 2004)

Other negative areas which have been highlighted in the past - and where we are still in the bottom 20% of trusts in the country - need to be reviewed:

✘ Response rate

✘ 63 % staff using flexible working options

✘ 77% staff working extra hours

✘ 5% staff experiencing physical violence from staff in previous 12 months

✘ 35% staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months

## **Demographic Issues**

Some areas which indicate differences in response depending on e.g. age/ethnicity/professional group which may benefit from closer examination include:

- 94% of medical staff report working extra hours
- Only 36% of maintenance/ancillary report having been appraised
- 9% of nursing staff report having experienced physical violence from staff
- Opportunities for training seem to decrease the older one gets
- 53% of white respondents report having being appraised with personal development plans – the figure drops to 34% for black and minority ethnic respondents

This report has been thoroughly discussed at the Hospital Management Board, which agreed that the negative areas will be discussed at the following groups/committees and appropriate action plans drawn up by these groups to address areas of concern and to contribute towards a trust-wide plan.

- Joint Consultative Committee
- Equality and diversity steering group
- Health and safety committee
- Training and development forum
- Clinical governance
- Clinical leadership group
- Medical committee
- Departmental management meetings
- Sickness absence steering group
- Improving Working Lives group

These action plans could be localised or propose trust-wide initiatives and will be forwarded to the director of human resources and corporate affairs by the chair of each meeting. These action plans will then be drawn together and a combined action plan brought back to HMB and to the Trust Board in July 2007.