

TRUST BOARD		Date: 31st March 2016	
		Agenda Item: 4.2	
REPORT TITLE:		2015 National Staff Survey Results	
EXECUTIVE SPONSOR:		Mark Preston Director of Organisational Development & People	
REPORT AUTHOR (s):		Mark Preston Director of Organisational Development & People	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)		N/A	
Action Required:			
Approval ()	Discussion ()	Assurance (√)	
Purpose of Report:			
To update the Board on the SaSH results of the 2015 National Staff Survey			
Summary of key issues			
The 2015 National Staff Survey results have been issued to NHS Trust's and overall, the results show that staff have a positive experience of working at SaSH			
Recommendation:			
This report is for the Board to note			
Relationship to Trust Strategic Objectives & Assurance Framework:			
SO1: Safe -Deliver safe services and be in the top 20% against our peers SO2: Effective - Deliver effective and sustainable clinical services within the local health economy SO3: Caring – Ensure patients are cared for and feel cared about SO4: Responsive – Become the secondary care provider and employer of choice our catchment population SO5: Well led: Become an employer of choice and deliver financial and clinical sustainability around a clinical leadership model			
Corporate Impact Assessment:			
Legal and regulatory impact		Meets requirement to survey staff annually	
Financial impact		N/A	
Patient Experience/Engagement		Studies show that positive, engaged and motivated staff provide higher standards of care	

Risk & Performance Management	Highlights areas of best practice and areas for improvement
NHS Constitution/Equality & Diversity/Communication	Meets requirements, but further review will need to be undertaken on demographics to understand different staff group's experience of working at SaSH.
Attachment:	
Appendix 1 - SaSH - 2015 National Staff Survey Results	
Appendix 2 - SaSH 2015 National Staff Survey Results compared with local Trusts	

Trust Board Report – 31st March 2016
2015 National Staff Survey

1.0 Introduction

The results of the 2015 National Staff Survey have been published.

The survey reports on 32 Key Findings, (an increase from 2014 when 29 Key Findings were reported), ranging across a variety of different staff experiences.

This report includes details on the 2015 Staff Survey results for SaSH compared to the overall national averages for 2015, the SaSH results for 2014, and the 2015 results for other local Trusts.

Appendix 1 shows the SaSH results for 2015 by Key Finding.

Appendix 2 shows the SaSH results for 2015 compared with other local Trusts.

2.0 Results

SaSH recorded a 62% response rate (which was an increase from 54% in 2014), and this is in the top 20% nationally.

Of the 32 Key Findings, SaSH are placed as follows:

No of key findings (32 in total)	National Position
17	Highest 20% nationally
6	Better than average
3	Average
3	Worse than average
3	Lowest 20% nationally

The Trust's score for Staff Engagement was in the top 20% nationally and has increased for the fifth year in succession. It is now 3.92 (out of 5), with the national average being 3.79.

3.0 Next Steps

The results of the Survey have been communicated to the Trust via different platforms and forums, and the detailed results are being analysed to inform Trust and Divisional action plans.

Appendix 1

Surrey & Sussex Healthcare NHS Trust

2015 National Staff Survey Results

Key Finding	SaSH 2014	SaSH 2015	2015 National Average
Top 20% Nationally			
1. Staff recommendation of the organisation as a place to work or receive treatment	3.92	3.98	3.76
2. Staff satisfaction with the quality of work and patient care they are able to deliver	N/A	4.04	3.93
4. Staff motivation at work	3.93	4.04	3.94
5. Recognition and value of staff by managers and the organisation	N/A	3.59	3.42
6. % reporting good communication between senior management and staff	44%	41%	32%
8. Staff satisfaction with level of responsibility and involvement	3.93	3.98	3.91
9. Effective team working	N/A	3.79	3.73
10. Support from immediate managers	3.81	3.85	3.69
12. Quality of appraisals	N/A	3.33	3.05
13. Quality of non-mandatory training, learning or Development	N/A	4.09	4.03
14. Staff satisfaction with resourcing and support	N/A	3.40	3.30
15. % of staff satisfied with the opportunities for flexible working patterns	N/A	55%	49%
17. % suffering work related stress in last 12 mths **	29%	29%	36%
19. Org and management interest in and action on health / wellbeing	N/A	3.73	3.57
26. % experiencing harassment, bullying or abuse from staff in last 12 mths **	20%	22%	26%
31. Staff confidence and security in reporting unsafe clinical practice	3.72	3.69	3.62
32. Effective use of patient / service user feedback	3.89	3.86	3.70
Above Average			
3. % agreeing that their role makes a difference to patients / service users	N/A	91%	90%
7. % able to contribute towards improvements at Work **	71%	72%	69%
18. % feeling pressure in last 3 mths to attend work when feeling unwell **	57%	57%	59%
21. % believing the organisation provides equal opportunities for career progression / promotion	89%	90%	87%
28. % witnessing potentially harmful errors, near misses or incidents in last mth **	33%	30%	31%

30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	N/A	3.75	3.70
Average			
24. % reporting most recent experience of violence	53%	53%	53%
27. % reporting most recent experience of harassment, bullying or abuse	33%	36%	37%
29. % reporting errors, near misses or incidents witnessed in the last mth	92%	90%	90%
Below Average			
16. % working extra hours **	71%	74%	72%
20. % experiencing discrimination at work in last 12 Mths **	11%	13%	10%
23. % experiencing physical violence from staff in last 12 mths **	3%	2%	2%
Lowest 20% Nationally			
11. % appraised in last 12 mths	78%	77%	86%
22. % experiencing physical violence from patients, relatives or the public in last 12 mths **	18%	18%	14%
25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths **	30%	31%	28%

Please note:

(1) Where '**' is recorded at the end of the Key Finding – this denotes a higher / low score indicates a positive result

(2) Where the 2014 column states 'N/A', this means there was no directly comparable Key Finding in the 2014 survey

2015 National Staff Survey – Local Comparisons

Key:

Better than SaSH
Same as SaSH
Worse than SaSH

Key Finding	SaSH 2014	SaSH 2015	2015 National Average	Frimley Health	BSUH	Ashford & St Peter's	Western Sussex	Epsom & St Helier
Response Rate	56%	62%	N/A	37%	41%	46%	54%	35%
Staff Engagement	3.87	3.92	3.79	3.89	3.70	3.75	3.78	3.86
SaSH Top 20% Nationally								
1. Staff recommendation of the organisation as a place to work or receive treatment	3.92	3.98	3.76	3.92	3.55	3.62	3.81	3.86
2. Staff satisfaction with the quality of work and patient care they are able to deliver	N/A	4.04	3.93	4.03	3.82	3.92	3.83	4.07
4. Staff motivation at work	3.93	4.04	3.94	3.98	3.89	3.94	3.89	3.99
5. Recognition and value of staff by managers and the organisation	N/A	3.59	3.42	3.55	3.43	3.32	3.42	3.39
6. % reporting good communication between senior management and staff	44%	41%	32%	42%	26%	35%	31%	23%
8. Staff satisfaction with level of responsibility and involvement	3.93	3.98	3.91	3.94	3.91	3.82	3.88	3.93
9. Effective team working	N/A	3.79	3.73	3.77	3.62	3.67	3.75	3.77
10. Support from immediate managers	3.81	3.85	3.69	3.72	3.60	3.55	3.69	3.64
12. Quality of appraisals	N/A	3.33	3.05	3.39	2.78	3.24	3.07	2.95

13. Quality of non-mandatory training, learning or Development	N/A	4.09	4.03	3.97	3.98	4.00	3.95	4.03
14. Staff satisfaction with resourcing and support	N/A	3.40	3.30	3.42	3.19	3.25	3.25	3.35
15. % of staff satisfied with the opportunities for flexible working patterns	N/A	55%	49%	50%	49%	45%	50%	49%
17. % suffering work related stress in last 12 mths **	29%	29%	36%	32%	42%	33%	35%	33%
19. Org and management interest in and action on health / wellbeing	N/A	3.73	3.57	3.55	3.31	3.46	3.62	3.55
26. % experiencing harassment, bullying or abuse from staff in last 12 mths **	20%	22%	26%	20%	29%	29%	25%	26%
31. Staff confidence and security in reporting unsafe clinical practice	3.72	3.69	3.62	3.71	3.52	3.41	3.53	3.62
32. Effective use of patient / service user feedback	3.89	3.86	3.70	3.92	3.70	3.46	3.65	3.78
SaSH Above Average								
3. % agreeing that their role makes a difference to patients / service users	N/A	91%	90%	90%	91%	88%	88%	91%
7. % able to contribute towards improvements at Work	71%	72%	69%	72%	69%	69%	67%	72%
18. % feeling pressure in last 3 mths to attend work when feeling unwell **	57%	57%	59%	58%	62%	59%	63%	58%
21. % believing the organisation provides equal opportunities for career progression / promotion	89%	90%	87%	88%	86%	85%	88%	83%
28. % witnessing potentially harmful errors, near misses or incidents in last mth **	33%	30%	31%	30%	38%	31%	33%	30%
30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	N/A	3.75	3.70	3.86	3.67	3.59	3.61	3.71
SaSH Average								
24. % reporting most recent experience of violence	53%	53%	53%	58%	50%	45%	55%	54%
27. % reporting most recent experience of	33%	36%	37%	46%	32%	11%	41%	42%

harassment, bullying or abuse								
29. % reporting errors, near misses or incidents witnessed in the last mth	92%	90%	90%	91%	89%	87%	89%	92%
SaSH Below Average								
16. % working extra hours **	71%	74%	72%	75%	75%	78%	74%	74%
20. % experiencing discrimination at work in last 12 Mths **	11%	13%	10%	14%	11%	13%	12%	13%
23. % experiencing physical violence from staff in last 12 mths **	3%	2%	2%	4%	2%	2%	3%	2%
SaSH Lowest 20% Nationally								
11. % appraised in last 12 mths	78%	77%	86%	77%	82%	80%	87%	81%
22. % experiencing physical violence from patients, relatives or the public in last 12 mths **	18%	18%	14%	15%	18%	15%	18%	12%
25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths **	30%	31%	28%	31%	35%	27%	29%	27%