

Trust Board		Date: 30th March	
		Agenda Item:	
REPORT TITLE:		2016 National Staff Survey Results	
EXECUTIVE SPONSOR:		Director of OD & People	
REPORT AUTHOR (s):		Mark Preston, Director of OD & People	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)		N/A	
Action Required:			
Approval	Discussion	Assurance (√)	
Purpose of Report:			
This report updates the Trust Board on the results of the 2016 National Staff Survey			
Summary of key issues			
<ul style="list-style-type: none"> • 2016 National Staff Survey results were published nationally on 7th March • The overall Trust results were positive with 22 of the Key Findings in the Top 20% nationally and only one Key Finding being in the lowest 20% nationally • Trust-wide and Divisional Action Plans are being devised to address issues raised in the Surevy 			
Recommendation:			
Trust Board are asked to note the contents of this report for assurance purposes.			
Relationship to Trust Strategic Objectives & Assurance Framework:			
<p>The workforce and development of our organisation are crucial to the delivery of all the Trust objectives.</p> <p>SO1: Safe – Deliver safe high quality and improving services which pursue perfection and be in the top 20% against our peers</p> <p>SO2: Effective – As a teaching hospital deliver effective, improving and sustainable clinical services within the local health economy</p> <p>SO3: Caring – Working in partnership with staff, families and carers</p> <p>SO4: Responsive – Become the secondary care provider of choice our catchment population</p> <p>SO5: Well led - Become an employer of choice and deliver financial and clinical sustainability around a patient focused clinical model</p>			
Corporate Impact Assessment:			

Legal and regulatory impact	The NSS is a mandatory survey for NHS organisations
Financial impact	There are no direct financial impacts
Patient Experience/Engagement	Studies have shown that high levels of staff engagement and motivation correlate directly with increased levels of patient satisfaction
Risk & Performance Management	A positive NSS provides a platform to support better recruitment and retention
NHS Constitution/Equality & Diversity/Communication	NHS Constitution, NHS Values, Public Sector Equality Duty
Attachments:	
<p>(1) 2016 National Staff Survey Overview</p> <p>(2) 2016 National Staff Survey Headline Data</p>	

2016 National Staff Survey

SASH Results

1.0 Introduction

The National Staff Survey (NSS) is an annual survey which is mandatory for all NHS Trusts to undertake.

The NSS survey is undertaken between October – December each year. SASH issue each employee with a paper copy of the survey to complete.

The completed surveys are sent directly by employees to Capita, (who manage the survey on SASH's behalf), ensuring confidentiality is maintained. The survey response rates for each organisation are benchmarked nationally.

The results of the survey are issued to Trusts under embargo in February, with the national results being published at the start of March.

The results are split into 32 Key Findings, and these are grouped into nine themes:

- Appraisals & support for development
- Equality & diversity
- Errors & incidents
- Health and wellbeing
- Working patterns
- Job satisfaction
- Managers
- Patient care & experience
- Violence, harassment & bullying

Along with the Key Findings, an overall score for staff satisfaction is also calculated.

The Key Findings are benchmarked nationally and also reviewed against the Trust's scores from the previous year to identify any statistically significant changes.

2.0 2016 NSS SASH Headlines

The Trust response rate for the 2016 NSS was 66%, (which was an increase from 62% in 2015), and this was the second highest response rate nationally.

Our overall Staff Engagement score also increased, (for the sixth year in succession), and was 3.97, (out of 5), and scored in the top 20% nationally.

2.1 Key Findings

When benchmarked, the NSS Key Findings are recorded in five categories (Highest 20% nationally, Above Average, Average, Below Average and Lowest 20% nationally).

Of the 32 Key Findings, SASH scored:

- 22 Highest 20% nationally
- 3 Better than Average
- 3 Average
- 3 Worse than Average
- 1 Lowest 20% nationally

Our score for staff recommend the Trust as a place to work or receive treatment was in the top 20% and increased from 3.98 in 2015 to 4.05 in 2016.

2.2 Statistical Change

Of the 32 Key Findings, there was a statistical improvement in 22 of these compared to the 2015 Survey. For the other Key Findings there were no statistical changes in the scores, and none recorded a deterioration from the 2015 survey.

3.0 Next Steps:

The survey results will be analysed both on a Trust-wide and Divisional basis to consider what actions are required. Actions will include:

- Communicating results Trust-wide and also reporting these at Workforce Committee, JNCC, LNC and the Finance & Workforce Committee
- Develop the 'It's Not Okay' campaign as a Trust-wide initiative to support staff who are involved in incidents of violence with patients, relatives and members of the public
- HRBPs are reviewing departmental data to devise local action plans to address issues raised

4.0 Summary

Overall the outcomes of the 2016 National Staff Survey are very positive.

Whilst there is obviously work to do to manage issues identified by staff in the survey, the results highlight we are in a sound position from which to continue to develop and implement further improvement.

Mark Preston

Director of Organisational Development & People

2016 National Staff Survey

SASH - Key Headlines

The following chart highlights the Trust's 2016 NSS scores in comparison to the 2016 national averages and 2015 SaSH scores.

Notes (1) Where scores are a whole number rather than a percentage, these are scores out of five

(2) ** asterisk denote where lower scores are positive

Key Finding	2015	2015 Ranking	2016	2016 National Average	Statistical Change from 2015
Response Rate	62%	Top 20%	66%	TBC	N/A
Staff Engagement	3.93	Top 20%	3.97	3.81	N/A
Top 20% Nationally					
1. Staff recommendation of the organisation as a place to work or receive treatment	3.98	Top 20%	4.05	3.76	Increase
2. Staff satisfaction with the quality of work and patient care they are able to deliver	4.04	Top 20%	4.07	3.96	No Change
3. % agreeing that their role makes a difference to patients / service users	91%	Above Average	91%	90%	No Change
4. Staff motivation at work	4.04	Top 20%	4.03	3.94	No Change
5. Recognition and value of staff by managers and the organisation	3.59	Top 20%	3.67	3.45	Increase
6. % reporting good communication between senior management and staff	41%	Top 20%	46%	33%	Increase
7. % able to contribute towards improvements at Work	72%	Above Average	74%	70%	Increase
8. Staff satisfaction with level of responsibility and involvement	3.98	Top 20%	4.01	3.92	No Change

9. Effective team working	3.80	Top 20%	3.85	3.75	Increase
10. Support from immediate managers	3.86	Top 20%	3.91	3.73	Increase
12. Quality of appraisals	3.33	Top 20%	3.49	3.11	Increase
13. Quality of non-mandatory training, learning or Development	4.09	Top 20%	4.12	4.05	No Change
14. Staff satisfaction with resourcing and support	3.40	Top 20%	3.47	3.33	Increase
15. % of staff satisfied with the opportunities for flexible working patterns	55%	Top 20%	58%	51%	Increase
17. % staff feeling unwell due to work related stress in last 12 mths **	29%	Top 20%	27%	35%	Decrease (+ve)
19. Org and management interest in and action on health / wellbeing	3.73	Top 20%	3.82	3.61	Increase
21. % believing the organisation provides equal opportunities for career progression / promotion	90%	Above Average	92%	87%	No Change
26. % experiencing harassment, bullying or abuse from staff in last 12 mths **	22%	Top 20%	18%	25%	Decrease (+ve)
27. % reporting most recent experience of harassment, bullying or abuse	43%	Average	53%	45%	Increase
30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.75	Above Average	3.84	3.72	Increase
31. Staff confidence and security in reporting unsafe clinical practice	3.70	Top 20%	3.76	3.65	Increase
32. Effective use of patient / service user feedback	3.86	Top 20%	3.94	3.72	Increase
Above Average					
16. % working extra hours **	74%	Below Average	71%	72%	Decrease (+ve)
23. % experiencing physical violence from staff in last 12 mths **	2%	Below Average	2%	2%	No Change
28. % witnessing potentially harmful errors, near misses or incidents in last month **	30%	Above Average	30%	31%	No Change

Average					
11. % appraised in last 12 mths	77%	Worst 20%	86%	87%	Increase
18. % feeling pressure in last 3 mths to attend work when feeling unwell **	57%	Above Average	56%	56%	Decrease (+ve)
24. % reporting most recent experience of violence	66%	Average	68%	67%	Increase
Below Average					
20. % experiencing discrimination at work in last 12 Mths **	13%	Below Average	13%	11%	No Change
25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths **	32%	Worst 20%	29%	27%	Decrease (+ve)
29. % reporting errors, near misses or incidents witnessed in the last mth	90%	Average	89%	90%	Decrease (+ve)
Lowest 20% Nationally					
22. % experiencing physical violence from patients,relatives or the public in last 12 mths **	18%	Worst 20%	18%	15%	No Change

