

Trust Board Meeting: Wednesday 12 March 2014

TB2014.44

Title	2013 NHS Staff Survey
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Status	A paper for noting
History	<p>Participation in the annual NHS Staff Survey is mandatory for all trusts.</p> <p>The Survey questionnaire seeks the views of staff on matters relating to their working lives, working environments, and advocacy for their organisation.</p> <p>The feedback provided by staff, via the annual Survey, is invaluable in highlighting areas both of concern and where good practice and improvement is in evidence.</p> <p>The Survey also provides an assessment of the overall level of staff engagement and informs the development and implementation of appropriate improvement interventions.</p>

Board Lead(s)	Mark Power, Director of Organisational Development & Workforce			
Key purpose	Strategy	Assurance	Policy	Performance

Executive Summary

1.	The 2013 NHS Staff Survey was undertaken between September and December 2013. Via the Trust's Survey provider, all substantively employed staff received a Survey questionnaire, which they were encouraged to complete and submit. The overall response rate was lower for 2013 than in 2012 and below the national average for all acute trusts.
2.	The Survey questionnaire seeks the views of staff, with respect to issues relating to their working environment and experiences within the workplace. Responses to questions are grouped (or 'themed') around 28 Key Findings.
3.	With one exception, the results of the 2013 Survey, compared with the previous year, show no statistically significant movement.
4.	Some of the Key Findings are grouped to inform an overall indicator of staff engagement. The OUH staff engagement score is in the highest (best) 20% of all acute trusts of a similar size.
5.	When comparing the 2013 results against other acute trusts, OUH is above average in the majority (71%) of the Key Findings.
6.	A response plan will be developed and implemented, which aims to address areas of particular concern and achieve further improvements, ahead of the 2014 Staff Survey.
7.	<p>Recommendation</p> <p>The Trust Board is asked to note the summary of responses to the 2013 Staff Survey.</p>

2013 NHS Staff Survey

1. Purpose

1.1 The purpose of this paper is to provide a summary of the analysis of the feedback received from staff who participated in the 2013 NHS Staff Survey. The summary is based upon a report received from the Trust's survey provider, Picker, at the end of February 2014.

2. Introduction and Background

2.1 The annual Staff Survey is a mandatory undertaking for all NHS trusts. In the interests of anonymity and confidentiality, the annual Survey must be facilitated by an independent provider - OUH commissions Picker for this purpose.

2.2 The 2013 Staff Survey was conducted between September and December 2013. Although the Trust is obliged to survey a core sample of 850 staff, for the 2013 Survey questionnaires were issued to all substantive employees who were in post on 1 September 2013.

2.3 The Survey covers five key themes relating to the working environment and individuals' experience within the workplace, namely:

- Your Personal Development
- Your Job
- Your Managers
- Your Organisation
- Your Health, Wellbeing and Safety at Work

2.4 The questions associated with each of these themes are determined nationally. Consistency between the questions included in successive surveys enables comparisons and trend analysis, year on year.

3. Response Rate and Staff Profile

3.1 For this Survey year, a total of 3,347 OUH staff returned a completed questionnaire, which equated to an overall response rate of 38.8% (i.e. 4.9% lower than the previous year). The national 'mean' response rate for all acute trusts using Picker as their Survey provider was 46.9%.

3.2 A total of 78% of OUH respondents were female and the majority of all respondents were aged 41 or over, with 28% in the pre-retirement age group of 51-65 (compared with 32% nationally). Almost two thirds (62%) of staff claimed to have worked in the Trust for more than five years (of which 25% confirmed more than 15 years' service). Most respondents (81%) confirmed they work 30 or more hours, compared to 82% nationally.

4. Analysis of Survey Feedback

4.1 The report attached at **Appendix 1** summarises the findings of the questionnaire and presents them in the form of 28 Key Findings (KFs). Presentation is structured around four of the seven pledges to staff in the NHS Constitution, which was updated in March 2013, plus two additional themes, namely Staff Satisfaction, and Equality & Diversity.

4.2 There are two types of Key Findings, namely:

- percentage scores - i.e. the percentage of staff giving a particular response to one, or a series of Survey questions;
- scale summary scores, which are calculated by converting staff responses to particular questions into scores. For each scale summary score, the minimum score is always 1 and the maximum 5.

4.3 Against all of the Key Findings, the report shows the changes in scores against the 2012 Survey outcomes and a comparison with all acute trusts in 2013.

Change since 2012 Survey

4.4 Overall, when compared with the 2012 outcomes for all 28 Key Findings, there is no statistically significant change (either positive or negative) in 2013. The one exception relates to staff advocacy (i.e. staff recommendation of the Trust as a place to work or receive treatment), where there has been a significant improvement.

Comparison with all acute trusts in 2013

4.5 When compared with all acute trusts in 2013, OUH performs well. For 20 of the 28 Key Findings, OUH is better than average, and of these 20 is in the best 20% of acute trusts in eight categories. Against four of the Key Findings, OUH is worse than average, and is in the worst 20% of acute trusts for one (i.e. staff working extra hours).

Staff Engagement Score

4.6 The report also shows how OUH compares with other acute trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged with their work, their team and their organisation, and 5 indicating a highly engaged workforce. The Trust's score of 3.83 is in the highest (best) 20% when compared with acute trusts of a similar size. This score represents the fourth successive increase since 2010. The average score for all acute trusts is 3.74.

4.7 For all three Key Findings associated with the overall indicator of staff engagement, OUH is either above (better than) average, or in the highest (best) 20% of all acute trusts.

4.8 There is a national CQUIN target associated with Staff Survey scores, with respect to the Friends and Family Test. This relates to responses to the statement "If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation" (i.e. staff advocacy). With reference to this particular statement, the

overwhelmingly positive responses provided by staff place OUH in the top quartile of all acute trusts.

5. Next Steps

5.1 Full results of the 2013 Staff Survey have been released to the organisation and further analysis of outcomes is being undertaken at Divisional and specialty/staff group level. This will inform the development and implementation of a response plan that prioritises those key areas in which improvements need to be made, and which establishes appropriate actions and interventions.

5.2 There is a direct correlation between the degree of engagement, motivation, competence and attitude of staff and the quality of care they provide to patients and service users. The receipt of the 2013 national Inpatient Survey outcomes (expected in March) will provide an opportunity to compare and correlate the results of both Surveys, with the aim of identifying issues which require particular focus.

5.3 Noting the frequency of the Staff Survey and therefore the limited timeframe in which to fully communicate the results, develop a response plan and demonstrate progress against key actions, it is proposed to concentrate on a limited number of themes relating to the Key Findings. In so doing, there is an increased likelihood that demonstrable improvements are made before the issue of the next Survey in September 2014.

6. Recommendation

6.1 The Trust Board is asked to note the summary of responses to the 2013 Staff Survey.

Appendix

2013 NHS Staff Survey - Summary of Results from OUH

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March 2014