

Appendix 2

NHS Staff Survey 2016 - Preliminary 'At a Glance' Summary

RESPONSE RATES

2011	2012	2013	2014	2015	2016
3,906	3,793	3,347	3,358	3,298	4,297
45.7%	43.7%	38.8%	31.6%	29.6%	37.5%

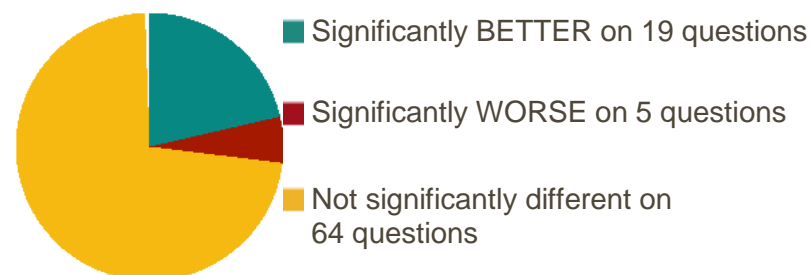
Worst performing trust: 30.5%	Best performing trust: 52.2%
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The Picker Institute now presents the survey results in the form of positive scores rather than problem scores as with previous years. The positive score shows the percentage of staff who gave a favourable response (i.e. strongly agreed and agreed for each applicable question): Higher positive scores are better.

Division	Eligible Sample	Completed	Response rate 2016	Response rate 2015
CSS	2,115	711	33.6%	27.8%
C&W	1,474	423	28.7%	25.5%
Corporate	811	414	51.1%	44.3%
MRC	2,514	763	30.4%	25.5%
NOTSS	1,810	598	33.0%	26.6%
Ops Services	182	70	38.5%	30.5%
S&O	1,921	1,107	57.6%	33.1%
Estates	204	62	30.4%	38.2%
R&D	208	97	46.6%	45.9%

OVERVIEW

A total of 88 questions were used in both the 2015 and 2016 surveys. Compared to the 2015 survey the 2016 outcomes are:



Top Three Most Improved Questions	Var. from prior survey	Top Three Highest Scoring Questions	% +ive
14d+ Last experience of physical violence reported	6%	14b Not experienced physical violence from managers	100%
20c Clear work objectives definitely agreed during appraisal	6%	14c Not experienced physical violence from other colleagues	99%
12d Staff given feedback about changes made in response to reported errors	5%	13a+ Know how to report unsafe clinical practice	95%

Historical Comparison

‘Your Job’

Highest ranked positive scores		2012	2013	2014	2015	2016	Variance 2015-2016
3b	Feel trusted to do my job	91%	91%	90%	92%	91%	-1%
6b	Feel my role makes a difference to patients/service users	90%	91%	90%	90%	91%	1%
3a	Always know what work responsibilities are	84%	84%	85%	88%	88%	0%
6a	Satisfied with quality of care I give to patients/service users	83%	83%	82%	82%	84%	2%
5c	Satisfied with support from colleagues	77%	77%	78%	80%	81%	1%

Lowest ranked scores

5h	Satisfied with opportunities for flexible working patterns	-	-	-	53%	53%	0%
4e	Able to meet conflicting demands on my time at work	-	-	-	44%	46%	2%
5f	Satisfied with extent organisation values my work	41%	40%	41%	44%	46%	2%
4g	Enough staff at organisation to do my job properly	30%	29%	30%	34%	35%	1%
5g	Satisfied with level of pay	34%	33%	27%	33%	33%	0%

‘Your Managers’

Highest ranked positive scores		2012	2013	2014	2015	2016	Variance 2015-2016
8a	I know who senior managers are	81%	82%	82%	84%	85%	1%
7a	Immediate manager encourages team working	70%	69%	68%	72%	74%	2%
7e	Immediate manager supportive in personal crisis	70%	71%	69%	73%	73%	0%
7b	Immediate manager can be counted upon to help with difficult tasks	69%	67%	67%	71%	72%	1%
7g	Immediate manager values my work	-	-	-	71%	71%	0%

Lowest ranked scores

7c	Immediate manager gives clear feedback on my work	56%	57%	56%	59%	61%	2%
7d	Immediate manager asks for my opinion before making decisions that affect my work	53%	53%	54%	56%	57%	1%
8b	Communication between senior management and staff is effective	35%	35%	37%	41%	44%	3%
8c	Senior managers try to involve staff in important decisions	30%	31%	31%	34%	37%	3%
8d	Senior managers act on staff feedback	27%	30%	31%	32%	35%	3%

'Your Health, Wellbeing and Safety'

Highest ranked positive scores		2012	2013	2014	2015	2016	Variance 2015-2016
14b	Not experienced physical violence from managers	-	-	-	100%	100%	0%
14c	Not experienced physical violence from other colleagues	-	-	-	99%	99%	0%
13a	Know how to report unsafe clinical practice	-	-	92%	94%	95%	1%
11c	Last error/near miss/incident seen that could hurt staff and/or patients/service users reported	95%	94%	93%	94%	94%	0%
17a	Not experienced discrimination from patients/service users, their relatives or other members of the public	95%	95%	94%	95%	93%	-2%

Lowest ranked scores

9d	In last 3 months, have not come to work when not feeling well enough to perform duties	39%	41%	42%	46%	47%	1%
15d	Last experience of harassment/bullying/abuse reported	39%	40%	40%	38%	42%	4%
10c	Don't work any additional unpaid hours per week for this organisation, over and above contracted hours	34%	34%	34%	34%	36%	2%
9a	Organisation definitely takes positive action on health and well-being	-	-	-	33%	35%	2%
9g	Not put myself under pressure to come to work when not feeling well enough	8%	8%	9%	8%	8%	0%

'Your Personal Development'

Highest ranked positive scores		2012	2013	2014	2015	2016	Variance 2015-2016
19	Had mandatory training in the last 12 months	-	-	-	97%	96%	-1%
18c	Training helped me stay up-to-date with prof. requirements	-	-	-	87%	88%	1%
18b	Training helped me do job more effectively	-	-	-	83%	85%	2%
18d	Training helped me deliver a better patient / service user experience	-	-	-	82%	83%	1%
20a	Had appraisal/KSF review in last 12 months	78%	83%	76%	80%	82%	2%

Lowest ranked scores

20g	Supported by manager to receive training, learning or development definitely identified in appraisal	-	-	-	50%	54%	4%
20c	Clear work objectives definitely agreed during appraisal	-	-	-	30%	36%	6%
20d	Appraisal/performance review: definitely left feeling work is valued	-	-	-	28%	32%	4%
20e	Appraisal/performance review: organisational values definitely discussed	-	-	-	27%	31%	4%
20b	Appraisal/review definitely helped me improve how I do job	-	-	-	20%	25%	5%

'Your Organisation'

Ranked positive scores		2012	2013	2014	2015	2016	Variance 2015-2016
22a+	Patient/service user feedback collected within directorate/department	-	-	91%	91%	92%	1%
21a	Care of patients/service users is organisation's top priority	63%	66%	69%	76%	77%	1%
21d	If friend/relative needed treatment would be happy with standard of care provided by organisation	68%	70%	71%	75%	77%	2%
21b	Organisation acts on concerns raised by patients/service users	68%	68%	70%	71%	74%	3%
21c	Would recommend organisation as place to work	56%	58%	58%	60%	62%	2%
22b+	Receive regular updates on patient/service user feedback in my directorate/department	-	-	63%	64%	62%	-2%
22c+	Feedback from patients/service users is used to make informed decisions within directorate/department	-	-	62%	61%	61%	0%

STAFF ENGAGEMENT

Early indications potentially show a slight improvement in the indicators for staff engagement as below, with the exception of Q4b below, which has seen a decline. Please note these results are preliminary and could be subject to change until final confirmation from Picker.

Positive questions			2015	2016	Variance 2015-2016
Advocacy	21c	Would recommend organisation as place to work	60%	62%	2%
	21d	If friend/relative needed treatment would be happy with standard of care provided by organisation	75%	77%	2%
	21a	Care of patients/service users is organisation's top priority	76%	77%	1%
Motivation	2b	Often/always enthusiastic about my job	76%	76%	no change
	2a	Often/always look forward to going to work	61%	63%	2%
	2c	Time often/always passes quickly when I am working	77%	78%	1%
Involvement	4a	Opportunities to show initiative frequent in my role	74%	75%	1%
	4b	Able to make suggestions to improve the work of my team/department	76%	75%	-1%
	4d	Able to make improvements happen in my area of work	59%	59%	no change