

# National NHS Staff Survey Results 2007 / Staff Involvement Delivers (SID) Action Plan

## 1. Introduction

This is the fifth national survey of NHS staff, which was conducted in October 2007. The purpose of the survey is to look at the attitudes and experiences of NHS staff both nationally, because of the importance of the NHS and by individual Trust, so that as an employer it can review any issues raised by its staff and take action.

The NHS Operating Framework recognises that feedback from staff can help to identify those organisational factors that contribute to improvements in the quality of services and patient experiences of them. This includes encouraging staff to participate in the NHS Staff Survey and requires the Trust to act on the findings.

## 2. Background

The Trust conducted the survey in October 2007 to a random sample of 850 staff, with a response rate of 48%. This is slightly lower in comparison to previous years and lower than the national average for acute trusts of 52%.

Trust percentage return over recent years for the Trust.

2006	49%
2005	46.8%
2004	49%
2003	53%

## 3. Key Groupings

The survey asks a series of questions and groups the headings under:

- Job satisfaction and staff engagement
- Hygiene and infection control
- Health at Work
- Appraisal, training and development
- Discrimination.

## 4. Key Results

See Appendix 1 for a detailed breakdown of the Trust's results in comparison to other years.

- 11 results in top 20% of acute trusts
- 3 results above average when compared nationally
- 7 results average in comparison
- 2 below average
- 3 in the bottom 20% of trusts.

## 5. Communicating the Results

To ensure continued support and ownership of the survey a communications plan is in place, to report the findings to staff and more importantly actions arising from it. Communications include:

- A summary of the main results was issued to all staff via a global e-mail on 8 April 2008
- Feedback has been given and/or planned to Staff Side, Partnership Forum, HR Committee and the Operational Management Meeting
- An article to feature in the June edition of FOCUS
- Action plan available on the Intranet
- Action plan feedback via global e-mail, FOCUS etc.

## 6. Key top results

The Trust again has consistently scored well year on year and within the top 20% of acute Trusts in relation to:

- Work pressure felt by staff
- Staff job satisfaction
- Good hand washing facilities
- Quality of work life balance
- Staff working extra hours
- Staff having annual appraisals
- Effective action towards violence

## 7. Key areas of concern

The main areas identified for concern where the Trust scored below average to other comparators are:

- **Extent of Positive Feeling within the Trust**

This score has seen a considerable drop from above average last year to below average this year, the Healthcare Commission have advised caution when comparing the results from previous years, due to the change in wording of the 2007 questions. However the SID action plan is categorised with the Department of Health's "10 drivers of What Matters to Staff" and it is recognised that the national survey results need to be connected with the feedback from other sources of staff feedback. A number of the issues being addressed via the SID action plan, correlate with responses from the staff survey around communication, employee involvement, innovation and patient care and can be addressed via the implementation of the SID action plan.

- **Team Working**

A number of projects have commenced or are planned this year that should address the low score received on this indicator (team working is also addressed in the SID action plan). Projects include the Productive Ward and a number of LEAN projects. The aim of these initiatives is to empower staff to

review how they work as a team, and how as a team they can improve the service we provide.

- **Staff experiencing harassment and bullying from patients/relatives staff**

In response to this low score the SID action plan will address the on-going review of policies and the training of managers so that policies are implemented consistently and fairly. The Trust has raised the profile this year of the Dignity at Work Policy promoting a zero tolerance to bullying and harassment, introducing the “Standards of Behaviour and Attitude at Work” leaflet, undertaking a “Dignity at Work Day”, with further events planned throughout the year.

- **Reporting of errors, near misses and incidents**

Plans are in place to address the issue of how we change the culture and climate of incident reporting. The Trust plans on introducing the Datix web-based incident reporting system this year.

## **8. Taking Actions Forward**

The recommendation this year is to take forward the above concerns via action plans and/or working groups already developed rather via the “Staff Involvement Delivers (SID) process rather than via further divisional and corporate action plans. The (SID) Walkabout” action plan is set out in Appendix 2.

## **9. Staff Involvement Delivers (SID) Background**

The SID programme is a key aspect of the Trust’s Organisational Development Strategy – Delivering Real Improvements Via Excellence (DRIVE).

SID is aimed at giving staff a voice in the decisions being taken by the Trust and as a consequence of this feedback, developing mechanisms to ensure that genuine changes are made.

The SID project has many strands including a general walkabout, which was held in October 2007. Each SID Team consisted of an Executive Director and a member of Staff Side. All Trust sites were visited by a SID team and aimed to see as many staff as possible.

All the information has been collated from the walkabouts and from this a detailed action plan has been developed, which will require direction from a range of corporate leads. A number of the areas of concern highlighted within the national staff survey will be addressed via the SID action plan (see appendix 2).

## **10. Summary**

The Trust continues to score well in the national annual staff survey. The Trust has had a variety of inspections over recent months including, Infection Control, NHSLA, ALE, HSE to name a few, all of which have produced action plans. The Trust has also produced a comprehensive SID action plan following the SID

Walkabout in October 2007, which correlates a number of the themes addressed via the national staff survey.

Rather than produce further action plans the concerns raised from the national staff survey will be addressed by the SID action plan and the relevant plans from the above outlined inspections. The action plans will be performance managed via the relevant committees.

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