

2016 National Staff Survey

The 2016 national staff survey was published on 7th March 2017. We recognised from the pulse surveys in June and October that our workforce was under extreme pressure, was going through significant change with the implementation of HIS, and there has been added uncertainty for staff through ongoing regional developments such as Healthier Together.

WWL has, for the last few years, been on a positive trajectory in relation to the national staff survey; having one of the most engaged workforces in the NHS. This year, we remain in the top 20% for the majority of key findings and for overall engagement, but there are some areas for development, which we predicted from the pulse survey and for which we have plans in place.

The overall engagement score is 3.95 (scoring range 1-5) against an acute average of 3.81. This score is a composite of three key findings:

1 – Recommendation as a place to work or receive treatment	Top 20%
4 – Motivation at work	Top 20%
7 – Ability to contribute to improvements at work	Below average

The Workforce Committee received a presentation in February regarding the survey and levels of morale amongst the workforce. It was agreed that whilst there are still many positives within the survey, there are indications of challenges to engagement and morale and a number of items were approved to progress in response.

What has become increasingly clear, is that we need to take a more proactive and engaging approach in developing and sharing the Trust's strategic narrative with our workforce. The role of line managers is crucial, as they are most likely to influence our front line staff on a day-to-day basis. Over the next month or so, we will be working to creatively design our strategic narrative, involving staff and sharing a journey with them that builds shared goals and commitment. We will also be transforming internal communication mechanisms during the Spring, with a new and engaging intranet.

Another area of concern identified in the staff survey relates to personal development and appraisal. This was anticipated from the pulse surveys and we will be launching the new Route Planner and its associated appraisal framework this month.

The final main theme for development relates to incident reporting. Again, the commitment to Talksafe by the Trust Board in February and the impending launch of the quality strategy should address this.

There are many positives still to take from the staff survey, with 20 of the 32 key findings scoring in the top 20% nationally and only 4 below average. We have also made significant improvements this year in our Workforce Race Equality Standard, something that is particularly important given the uncertainty created by the decision to leave the EU.

In summary, whilst there are areas that have declined in this years' survey, our use of the pulse surveys has enabled us to anticipate this, with actions ready to implement in response. Established evidence clearly demonstrates a correlation between engaged staff and patient satisfaction and outcomes. Our engagement scores are again amongst the highest in the NHS and we are rightly proud of our staff. We also commit, through our WWL People Promise, to support our staff in their engagement / influence, their well-being and personal development.

The detailed national staff survey is appended to this report.