

2011 Staff Survey Results

Background to the Survey

- Annual review of staff wellbeing as an indicator of patient care
- Running for a number of years enabling comparisons for progress
- Important indicator for the Trust Board and part of CQC rating
- Based around 4 key pledges:
 1. To provide all staff with clear roles, responsibilities and rewarding jobs
 2. To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed
 3. To provide support and opportunities for staff to maintain their health, well-being and safety
 4. To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services
- Additional themes – Staff satisfaction and Equality and Diversity

2011 Staff Survey Results

Summary of Key Findings

- 4 issues in the **best 20%**
- 14 issues **better than average**
- 8 issues at the average
- 7 issues **worse than average**
- 5 issues in the **worst 20%**
- 7 issues **improved** since 2010
- 0 issues **deteriorated** since 2010

2011 Staff Survey Results

Key findings - Where OH NHS FT is in the best 20% of Trusts

1. KF 9 - Percentage of staff using flexible working options (72%)
2. KF 11 - Percentage of staff receiving job-relevant training, learning or development in last 12 months (83%)
3. KF 23 - Percentage of staff experiencing physical violence from patients, relatives or the public in the last 12 months (8%)
4. KF 26 - Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months (11%)

2011 Staff Survey Results

Key findings – Where OH NHS FT is in the worst 20% of Trusts

1. KF 1 - Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver (68%)
 2. KF 5 - Work pressure felt by staff (3.18)
 3. KF 8 - Percentage of staff working extra hours (71%)
 4. KF 21 - Percentage of staff reporting errors, near misses or incidents witnessed in the last month (94%)
 5. KF 24 - Percentage of staff experiencing physical violence from staff in last 12 months (2%)
- NB: these will form the focus for improvement through the 2012 action plan

2011 Staff Survey Results

Key findings – Statistically significant improvement since 2010

1. KF 3 - Percentage of staff feeling valued by their work colleagues (81%)
2. KF 15 - Support from immediate managers (3.83)
3. KF 16 - Percentage of staff having health and safety training in last 12 months (87%)
4. KF 19 - Percentage of staff saying hand washing materials are always available (53%)
5. KF 23 - Percentage of staff experiencing physical violence from patients, relatives or the public in the last 12 months (8%)
6. KF 25 - Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months (15%)
7. KF 37 - Percentage of staff believing trust provides equal opportunities for career progression or promotion (93%)

2011 Staff Survey Results

Key findings – Statistically significant deterioration since 2010

No statistically significant deterioration since 2010

2011 Staff Survey Results

2011 - Overall Staff Engagement

- Overall staff engagement score is 3.65 the Trust is **better than the average** compared to other mental health and learning disability Trusts; and is an **improvement** over the 2010 score which was 3.56
- There are 3 sub-dimensions to employee engagement:
 - KF31: Staff ability to contribute towards improvement at work – Trust score 68% **better than the average**
 - KF34: Staff recommendation of the Trust as a place to work or receive treatment – Trust score 3.42 Average
 - KF35: Staff motivation at work – Trust score 3.85 **better than the average**

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Next Steps for 2012



Continue to drive improvement through the Wellbeing and Culture Group



Corporate and Divisional Action Plans are being revised in line with the 2011 survey results



Corporate and Divisions progress will be reported through the Wellbeing Group and from here to the MC Staff Survey Sub-Committee



Focus for 2012 will be on the areas either in the worst 20% or below average for similar Trusts e.g. Work pressure felt by staff and Percentage of staff working extra hours



Four local surveys will take place in 2012 themed around the 4 pledges to gauge impact of actions and where further work is necessary through the year



CQC Quality Risk Profile (QRP) will be monitored closely against Corporate and Divisional action plans

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Summary

- Results form a new baseline for the integrated Trust
- Significant improvement over the previous year
- Wellbeing and Culture Group is now having a positive impact
- A good basis to achieve further improvements