

## Staff Survey Briefing Paper

The Staff Survey Working group are currently developing a plan to pull together the results from both (CHO and OBMH). The results did differ in a number of areas and we need to ensure the plan covers all areas where improvements are required.

In summary the areas which Oxford Health compared least favourably are as follows:

- Percentage of staff saying hand washing materials are always available
- Percentage of staff suffering work related stress
- Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months
- Support from immediate managers
- Percentage of staff working extra hours
- Percentage of staff experiencing physical violence from staff, patients, relatives or the public in last 12 months
- Percentage of staff witnessing potentially harmful errors, near misses or incidents in the last 12 months

Areas which indicate deterioration since 2009 are as follows:

- Percentage of staff suffering work related stress in last 12 months
- Percentage of staff able to contribute towards improvements at work
- Percentage of staff having equality and diversity training
- Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell
- Staff intention to leave jobs
- Staff motivation at work

To address the findings of the survey and to publicise these, a newsletter has been placed on the intranet, the Executive team are visiting teams across the organisation to discuss staff survey results and engage staff on improvements and the team manger monthly cascade has highlighted the results of the staff survey.

In order to further understand the reasons behind the results of this survey, to proactively support improvements throughout the year and to improve the results of the next survey the following actions have been implemented:

- A number of focus group sessions with staff, to be managed by HR and Communications are being set up by division. This will support

feedback, engagement and empower staff to put forward their views on how we can make improvements

The focus groups which are currently being organised will carefully feedback the staff survey 2010 results (Trust and local) and explain that the Trust is concerned about the results and would like to improve things in the future. State that the process and the discussions are intended to enable individuals to influence how the Trust works in future to improve things. As part of the facilitated discussion we will invite staff to state if the results give an accurate picture of how things are, what else does the Trust need to know about staff experience, what works well for staff working in the Trust, what can we realistically do to improve things for staff who work here and what 3 things would make them more positive about their working lives and would make them keen to recommend the Trust as a place to work or be treated. Ideas could be prioritised by the teams to avoid unrealistically raising expectations.

It is possible that implementing selected ideas may call for some financial input so that it is possible to implement some of the ideas. A "Sort it" fund, appropriately titled with some simple criteria may be required. To enable team building days to be available in the Trust, additional funding has been provided and consequently the results of 2010 survey have improved in the area of effective team building.

Other areas to support improvements will include:

- Online staff survey suggestions via the intranet to get views on key aspects where we can improve by division
- Staff survey results and actions to form part of Divisional Performance Reviews to increase local ownership and enable monitoring of plans/improvements
- Staff engagement sessions to continue across the Trust so that we can continuously monitor progress and be aware of any issues which may need addressing

Oxford Health NHS Foundation Trust  
Staff Survey 2010 Newsletter

The results of the 2010 NHS Staff Survey have been published and can be viewed on the Care Quality Commission website [www.cqc.org.uk](http://www.cqc.org.uk)

This newsletter covers the Oxford Health NHS FT results and the former Community Health Oxfordshire results. It is important to note that the figures for Community Services are taken from the full Oxfordshire PCT results so include commissioning staff.

From October 2010 to December 2010, staff took part in the eighth annual national NHS Staff Survey. Summary results are available on the Trust intranet site by clicking [here](#).

We plan to use the survey results to inform improvements to our working practices. The Staff Survey Working Group has been reviewed to ensure that Community Services are represented and have met to discuss priorities. The HR and Communications teams will be supporting a number of focus groups to find out more from frontline staff about local concerns and issues. This will help us to better understand what we can do to support improvements for our staff.

If you would like to feedback any comments, concerns or queries about the 2010 results please contact Jayne Halford via [jayne.halford@oxfordhealth.nhs.uk](mailto:jayne.halford@oxfordhealth.nhs.uk)

**Facts and figures from the survey:**

The Mental Health staff response rate was **56%**

The Community Services staff response rate was **60%**

**80%** of Mental Health staff and **81%** of Community Services staff received job relevant training / development.

**37%** of Mental Health staff and **27%** of Community Services staff suffered work related stress.

**66%** of Mental Health and **77%** of Community Services staff work flexibly.

**Top 4 Community Services Scores:**

**85%** of staff felt valued by their colleagues (better than national average for PCTs)

Health and Safety training was received by **92%** of staff across Oxfordshire PCT

**15%** of staff felt pressure to go to work when feeling unwell (the lower the percentage the better)

**10%** of staff responding experienced bully, harassment or abuse from other staff in the last 12 months (again a low score is better)

**Top 4 Mental Health Services Scores:**

**25%** witnessed potentially harmful errors, near misses or incidents (the lower the percentage the better, scored better than the national average for mental health trusts)

The Trust scored better than the national average for effective team working (score of **3.82**)

**7%** of staff experienced a work related injury in the last 12 months

**13%** of staff experienced violence from patients, relatives or the public in the last 12 months

### Bottom 4 Community Services Scores:

**70%** of staff worked extra hours (worse than national average for PCTs)

**4%** of staff experienced violence from patients, relatives or the public in the last 12 months

**22%** of staff witnessed potentially harmful near misses, errors or incidents

**1%** of staff experienced physical violence from other staff in the last 12 months

### Improvements in staff experience:

Mental Health and Community Services staff saw an improvement in the percentage of staff appraised in the last 12 months.

In Community Services the scores for well structured appraisals and personal development plans also improved.

The percentage of Community Services staff receiving equality and diversity training improved (**59%**).

Mental Health Services staff witnessing potentially harmful errors, near misses or incidents improved (**25%**) and also the score for the fairness and effectiveness of incident reporting improved.

### Facts and figures from the survey:

**29%** of Mental Health staff and **34%** of Community Services staff feel there is good communication between senior managers and staff.

**80%** of Mental Health staff and **92%** of Community Services staff received health and safety training.

**76%** of Mental Health staff and **85%** of Community Services staff feel valued by their colleagues.

**70%** of staff across all services (Mental Health and Community) feel satisfied with the quality of work and patient care they are able to deliver.

### Bottom 4 Mental Health Services Scores:

**42%** of staff said hand washing materials are always available

**37%** of staff experienced work related stress in the last 12 months (worse than the national average for Mental Health Trusts)

Support from immediate line managers scored worse than the national average for Mental Health Trusts (score of **3.70**)

**22%** of staff experienced harassment, bullying or abuse from patients, relatives or the public in the last 12 months

### Deteriorations in staff experience:

In Mental Health Services the areas of deterioration are:

- Work related stress
- Ability to contribute towards improvements at work
- Equality and diversity training (**47%**)
- Impact of health and wellbeing on ability to perform work/ daily activities

In Community Services the areas of deterioration are:

- Pressure to attend work when unwell
- Intention to leave jobs
- Motivation at work
- Perceptions of effective action from employer towards violence/ harassment

### Next Steps:

HR are working with Divisional Management teams to analyse local results.

The HR and Communications teams are setting up focus groups to better understand staff experiences and actions that can be taken to improve key areas.

The Staff Survey Working Group has been extended and will be reviewing priorities and local action planning.

All your responses to the 2010 Staff Survey are anonymous.