

2013 National NHS Staff Survey
Report to the Trust Board 27th March 2014

Introduction

The summary 2013 National NHS Staff Survey is attached. The survey takes place annually and is undertaken by all trusts. The results are benchmarked nationally and the findings are used by the NTDA and by the CQC to assess levels of staff engagement and issues of concern within the workforce.

The key indicators are the overall staff engagement score and the score for staff recommendation of the trust as a place to work or to receive treatment. At 3.73 (it was 3.75 in 2012) the overall engagement score has not significantly moved, but it now places the trust as average for acute trusts (as opposed to above average in 2012). The trust remains at better than average for staff recommendation as a place to work to receive treatment.

In all other questions there has been no significant change (either good or bad) since the survey took place in 2012.

Issues of concern

The trust continues to be in the worst 20% of acute trusts for staff experiencing bullying or abuse from staff, for staff suffering work related stress and for staff experiencing discrimination in the past 12 months.

Response

All three of these issues were included in the workforce strategy action plan 2013/14 as follows:

Bullying and harassment:
To develop and implement a clear plan to address the incidence of bullying and harassment reported through the staff survey.
<ul style="list-style-type: none"> • Staff support service and HRMs to work together to further develop support programme including specific training sessions for managers. • All training and development to include values based self awareness element. • Bullying line to be refocused. • To develop a method of identifying specific areas of concern.
Discrimination
<ul style="list-style-type: none"> • To develop plans to address perceptions of discrimination. • In partnership with trade unions to review employee relations equalities data and to establish ways to address inconsistencies • To review success of midwifery futures project and to consider roll out elsewhere.
Work related stress

- To agree and implement a well-being strategy in order to reduce sickness absence and to enhance a sense of personal responsibility and engagement amongst staff.
- Review policy
- Introduce self help health sessions for staff during formal part of process.

All of these actions have been completed and there has also been a substantial programme of staff engagement through the Listening into Action programme over the past year. Although it is recognised that it can take time for changes to work through, it is very clear that there needs to be much stronger communication about what is taking place.

For 2014/15 we will do the following in addition:

Bullying:
<ul style="list-style-type: none"> • To ensure clear publicity for support already in place and those actions taken in response to CQC inspection. • To launch a poster campaign re the support available. • To regularly communicate the results of the FFT staff survey. • To launch a LiAise Officer role, to act as support point for staff.
Discrimination:
<ul style="list-style-type: none"> • To roll out midwifery futures work to paediatric nursing. • To run a series of unconscious bias workshops for all senior staff.
Work related stress
<ul style="list-style-type: none"> • To ensure publicity for support available to staff and for resource sessions available to managers

More broadly in terms of embedding the trust's values we will

- Commission work to understand the relationship between a selected number of culture change initiatives and their intended impact. It will enable St George's to make decisions about their investment in this activity going forward, especially in its ambitions to create sustained behavioural change. It may also result in a larger piece of work, which may more comprehensively review culture change initiatives within the organisation and the further initiation of an effective way forward.
- Review the way in which the HR and Education teams provide support to managers to ensure a management culture that promotes the values.

2014 Staff survey

A staff survey action group has been set up and we will be calling for local staff survey champions from across the trust. We intend to ensure that we can conduct next year's survey on line, which will enable a larger uptake.

We will be regularly feeding back on comments that are received through the FFT staff survey.

Divisions have been requested to consider the data available on the main Picker survey and to develop divisional action plans as part of the divisional workforce strategy.