Agenda Item No. 14

The Queen Elizabeth Hospital NHS
King's Lynn
NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

RESPONSIBLE DIRECTOR:	REPORT FOR:		IMPACT ON BUSINESS:		
	Decision		High	Med	Low
Georgie Goodman Head of Workforce	Discussion	✓	✓		
	Information	✓			
LEAD MANAGER:	**REPORT TYPE:**		**BAF REFERENCES & RAG:**		
Bernie Fitzharris Resourcing Manager	Strategic	✓			
	Operational	✓			
	Governance	✓	**RELATED WORK: (PREVIOUS PAPERS TO COMMITTEE)**		
PEER ASSIST:	**PEER REVIEW:**				
CQC Essential Standard Ref:	Outcomes 12, 13, 14				
NHSLA Standard Ref:					
Media / Communications:					

Meeting Date: **28th March 2017**

Report Title: **Trust NHS National Staff Survey Results 2016**

PURPOSE:

To provide information on the results of the Trust NHS National Staff Survey Results 2016 and comparisons with other local Trusts and details of next steps.

SUMMARY:

Each year NHS Staff are offered the opportunity to give their views on the range of their experience at work. For the first time all staff within the Trust were provided with the opportunity to participate in the Staff Survey rather than a random sample of staff. The Trust Staff Survey 2016 was provided to 3073 staff to complete, 1376 surveys were completed providing a response rate of 45%.

The Trust score of 3.66 for Key Finding 1 Staff recommendation of the organisation as a place to work or receive treatment was slightly worse than the average score for acute Trusts of 3.77. The Norfolk and Norwich University Hospitals NHS Foundation Trust had exactly the same score as the Trust for Key Finding 1. The Trust score for Staff Engagement of 3.78 was also slightly worse than the average for acute Trusts of 3.81.

There was not a significant change between the Trust Staff Survey Results for 2015 and 2016.

FINANCIAL IMPLICATIONS / EFFICIENCY SAVINGS / QUALITY IMPROVEMENT:

The aim is to ensure an excellent quality experience for staff working at the Trust that will support staff retention and the delivery of high quality patient care.

RISK ASSESSMENT (CROSS-REFERENCE WITH RISK REGISTER WHERE APPROPRIATE):

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
✓	✓	✓			✓

RECOMMENDATIONS:

The Board are asked to review and discuss the information included in this report.

REPORT TO THE TRUST BOARD – NHS TRUST STAFF SURVEY RESULTS 2016

1.0 Introduction

Each year NHS Staff are offered the opportunity to give their views on the range of their experience at work. The questions are grouped around the key areas highlighted in the NHS Staff Pledges and include appraisal and development, health and wellbeing, staff engagement and involvement and raising concerns. For the first time all staff within the Trust were provided with the opportunity to participate in the Staff Survey rather than a random sample of staff.

The Trust Staff Survey 2016 was provided to 3073 staff to complete, 1376 surveys were completed providing a response rate of 45%. The Staff Survey 2015 was provided to a random sample of 800 staff, 416 staff at the Trust took part in the Staff Survey 2015 therefore a response rate of 53%.

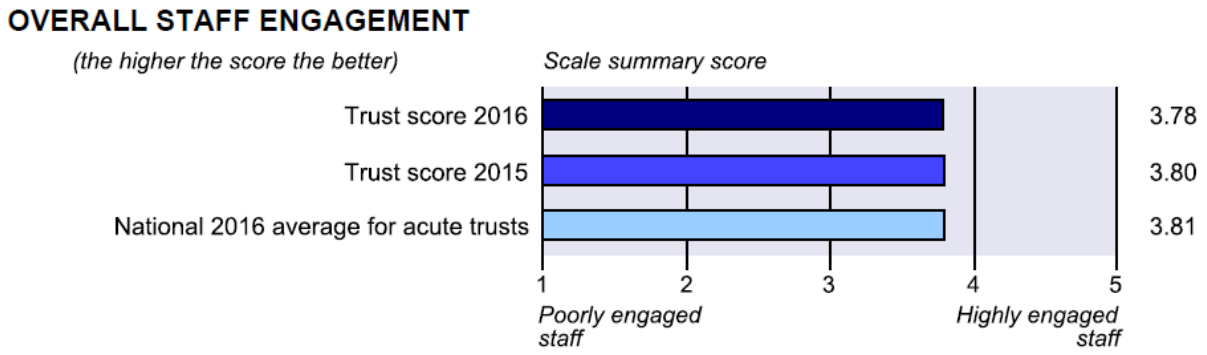
2.0 Summary of Trust NHS Staff Survey 2016 Findings

2.1 Q21a, Q21b, Q21c and Q21d feed into Key Finding 1 feed into Key Finding 1 Staff recommendation of the organisation as a place to work or receive treatment.

		Your Trust in 2016	**Average (median) for acute trusts**	**Your Trust in 2015**
Q21a	"Care of patients / service users is my organisation's top priority"	72%	76%	77%
Q21b	"My organisation acts on concerns raised by patients /service users"	74%	74%	76%
Q21c	"I would recommend my organisation as a place to work"	58%	62%	59%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	62%	70%	61%
KF1	**Staff recommendation of the organisation as a place to work or receive treatment**	**3.66**	**3.77**	**3.71**

2.2 Overall indicator of staff engagement for The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

The figure below shows how The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust compares with other acute trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.78 was below (worse than) average when compared with trusts of a similar type.



The table below shows how The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2015 survey.

	Change since 2015 survey	**Ranking, compared with all acute trusts**
OVERALL STAFF ENGAGEMENT	No change	Below (worse than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment	No change	Below (worse than) average
KF4. Staff motivation at work	No change	Above (better than) average
KF7. Staff ability to contribute towards improvements at work	No change	Average

2.3 Top Five Ranking Scores 2016

The Trust top five ranking scores in the Staff Survey 2016 results were in the following Key Findings:

KF24. Percentage of staff / colleagues reporting most recent experience of violence
KF27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse
KF11. Percentage of staff appraised in last 12 months
KF2. Staff satisfaction with the quality of work and care they are able to deliver
KF4. Staff motivation at work

2.4 Bottom Five Ranking Scores 2016

The Trust top bottom ranking scores in the Staff Survey 2016 results were in the following Key Findings:

KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months
KF6. Percentage of staff reporting good communication between senior management and staff
KF31. Staff confidence and security in reporting unsafe clinical practice
KF25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
KF12. Quality of appraisals

2.5 Largest Local Changes since the 2015 Survey

Where staff experience has improved

KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves
KF11. Percentage of staff appraised in last 12 months

2.6 Comparison summary of Trust NHS Staff Survey Results with other local acute Trusts

The Trust has scored the same as the Norfolk and Norwich University Hospitals NHS Foundation Trust in terms of Key Finding 1 Staff recommendation of the organisation as a place to work or receive treatment at a score of 3.66. West Suffolk NHS Foundation Trust had the best score for Key Finding 1 with 4.10 and also had the best score compared to other local Trust's with regards to the overall engagement score of 3.98.

Acute Trust Name	Response Rate		Key Finding 1. Staff recommendation of the organisation as a place to work or receive treatment		Overall staff engagement score	
	% Response Rate	Total number of surveys provided to staff	21a, 21c-d	Number of respondents	KF1, KF4, and KF7	Number of respondents
James Paget University Hospitals NHS Foundation Trust	43	1,236	3.90	527	3.85	532
Norfolk and Norwich University Hospitals NHS Foundation Trust	46	7,022	3.66	3,166	3.70	3,195
Peterborough and Stamford Hospitals NHS Foundation Trust	52	3,880	3.83	2,016	3.86	2,029
The Ipswich Hospital NHS Trust	46	1,227	3.80	551	3.81	557
West Suffolk NHS Foundation Trust	50	1,245	4.10	610	3.98	620
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	**45**	**3,066**	**3.66**	**1,354**	**3.78**	**1,375**

3.0 Next Steps

The results of the Trust NHS Staff Survey 2016 are to be communicated within the organisation and the Trust newly appointed Freedom to Speak Up Guardian will lead on Staff Focus Groups. Action plans for areas requiring improvement will be developed by Divisions and progress will be monitored and reported on with the involvement of the Freedom to Speak Up Guardian and staff. In addition, there is a need to consider and to take forward best practice with regards to workforce initiatives and to explore what initiatives have worked well in other Trusts with above average Staff Survey scores compared to other acute Trusts and to implement any changes required to make a positive impact on staff experience at the Trust.