

## EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST

REPORT TO: **COUNCIL OF GOVERNORS – 9 MAY 2014**

SUBJECT: **NATIONAL NHS STAFF SURVEY 2013**

REPORT FROM: **DIRECTOR OF HUMAN RESOURCES & CORPORATE SERVICES**

PURPOSE: **For information and decision**

**CONTEXT / REVIEW HISTORY/ STAKEHOLDER ENGAGEMENT:** The 11th annual survey of NHS staff was undertaken by the Picker Institute between October and December 2013 on behalf of the Department of Health (DH). Following analysis of the random sample survey, the DH provides each trust with a detailed report so that they can compare their results with those of similar trusts.

The Trust undertook the sample survey this year with staff receiving a questionnaire, 50% of which were returned and completed. The summary report produced by the DH is attached. The full version is available on the website [www.nhsstaffsurvey.com](http://www.nhsstaffsurvey.com).

### SUMMARY:

The response rate to the survey was 50% % which was an increase of 3% from 2012 (although not statistically significant) and was average for acute Trusts. The largest proportion of survey respondents (27%) were registered nurses followed by 18% admin and clerical staff. Where groups of respondents are smaller than 11 in number then the results are not shown separately.

The Trust's overall staff engagement score has showed no statistical change since 2010 and the Trust is in the lowest 20% of acute Trusts for this measure. There have been continued improvements nationally in this score with the national average for acute Trusts moving from 3.62 in 2011 to 3.74 in 2013.

Only one score showed a statistical change in 2013 – the percentage of staff receiving job-relevant training, learning or development in last 12 months improved from 74% in 2012 to 80% in 2013.

The *top four ranking scores* for the 2013 survey for which EKHUFT compared most favourably with other acute trusts in England were:

Top 4 ranking scores	2012		2013	
	Trust	National Average	Trust	National Average
Percentage of staff appraised in last 12 months	88%	84%	90%	84%
Fairness and effectiveness of incident reporting procedures	3.52	3.50	3.58	3.51
Percentage of staff experiencing discrimination at work in last 12 months	12%	11%	9%	11%
Percentage of staff experiencing physical violence from staff in last 12 months	4%	3%	2%	2%

The *bottom four ranking* scores for the 2013 survey for which EKHUFT compared least favourably with other acute trusts in England were:

Bottom 4 ranking scores	2012		2013	
	Trust	National Average	Trust	National Average
Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	28%	24%	31%	24%
Percentage of staff suffering work-related stress in last 12 months	39%	37%	44%	37%
Percentage of staff able to contribute towards improvements at work	62%	68%	60%	68%
Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell	32%	29%	34%	28%

The full results of the DH survey provides a breakdown of data by biographical information and shows that there are often significant differences across occupational groups and divisions in response to questions and key findings; these details are highlighted in the presentation. This richness in the data is quite important when considering what actions should be taken to address issues.

It is too early for the “we care” programme which is in its infancy to be showing any impact in terms of results from this survey. The values were not signed off by the Board until January 2014 and a number of the planned interventions in regard to recruitment, performance appraisal and induction are coming into place from April 2014. Clearly this work relates to the areas the Trust needs to focus on in regard to cultural and behavioural change.

Divisions have been asked to review the results for specific actions where focused attention is required in some areas and with some professional groups. These plans are currently being developed.

The work of the health and well-being group will be incorporated into the workforce strategy and plan review for 2014/15 which will be reported to the Board in May.

We believe it is important to involve staff in making sense of the results and in determining actions. Headline results have already been shared with staff in Trust News and Team brief in February and further information will go out to all staff with payslips in March. Staff Committee and Chief Exec’s forum have provided feedback in regard to key concerns and ideas for action and the Communications team will be working with Human Resources to establish and maintain a dialogue with staff to help generate ideas for action using Yammer and other platforms.