

STAFF SURVEY 2008

National Context

This is the 6th annual survey of NHS staff. It provides trusts with valuable information about the views and experiences of employees that can help to improve the working lives of staff and the quality of care for patients. The Next Stage Review has emphasised the importance of staff engagement, in particular through pledges to NHS Staff through the NHS Constitution. It also recognises the success of the staff survey and highlighted the potential for the survey to support a greater emphasis on staff engagement.

Therefore this year the survey was redesigned to better reflect the four pledges to staff in the NHS Constitution:

1. Roles, responsibilities and rewarding jobs.
2. Personal development, access to training and line management support.
3. Maintaining health, well being and safety.
4. Engaging staff in decisions that affect them.

It is believed to be the largest survey of its kind and provides the most reliable source of national and local data on how staff feel about working in the NHS and what staff experience in their working lives.

More of the overall key findings have improved than ever before with eighteen improvements reported this year in key areas including:

- Job satisfaction remains high
- Nine out of ten staff feel their role makes a difference to patients
- Ongoing improvements in staff development and appraisal
- An increase of 10 percentage points in the availability of hand-washing materials and an increase of 12 percentage points from 2006 of staff receiving training on infection control
- Fewer staff intending to leave the NHS - down 5 percentage points to 31 percent.

Where there are areas in the survey that need improvement the Department of Health will ask NHS organisations to use the survey results to develop clear action plans to tackle these issues.

NHS Birmingham East and North Results.

This year 468 staff at NHS Birmingham East and North took part in the survey. A response rate of 65% which is the best ever response for the trust or its predecessor organisations. It is above average for PCTs in England, and compares with a response rate of 61% in this trust in the 2007 survey.

This year there are 36 Key Findings under 6 headings, the 4 staff pledges mentioned above and, in addition, two new themes around staff satisfaction and equality and diversity. For each of the 36 Key Findings the PCTs in England were placed in order from 1 (the top ranking score) to 123 (the bottom ranking score).

The results show an overall improvement on last year. We are performing better than our comparators in 30 out of the 36 key findings. With an improvement in 13 categories, no change in 13 and with 10 are new categories. For the 13 with no change we are performing better than average in 6, average in 5 and below average (worse than) in 2. Appendix 1 provides a brief summary of the key results.

The four Key Findings for which we compare most favourably with other PCTs in England are:

- KF24. Percentage of staff experiencing physical violence from patients/relatives in last 12 months**
- KF30. Percentage of staff agreeing that they understand their role and where it fits in**
- KF8. Trust commitment to work-life balance**
- KF17. Percentage of staff receiving health and safety training in last 12 months**

The four Key Findings for which we compare most unfavourably with other PCTs in England are:

- KF18. Percentage of staff suffering work-related injury in last 12 months**
- KF19. Percentage of staff suffering work-related stress in last 12 months**
- KF20. Availability of hand washing materials**
- KF25. Percentage of staff experiencing physical violence from staff in last 12 months**

The four Key Findings where staff experiences have improved the most since the 2007 survey are:

- KF33. Staff intention to leave jobs**
- KF32. Staff job satisfaction**
- KF19. Percentage of staff suffering work-related stress in last 12 months** (This is a positive local result. However, please note that when compared with other PCTs in England, the score for Key finding KF19 is worse than average)
- KF14. Percentage of staff having well structured appraisals in last 12 months**

Actions

The summary report has been shared with the Joint Negotiating Committee and Corporate Business Team. More detailed information at a functional and service level has been shared with managers.

A draft action plan will be drawn together to include organisationally wide initiatives and actions to address key priorities and any directorate specifications that are required.

Dependent on the proposed solutions the appropriate mechanism for monitoring progress will be determined. The overarching action plan will be monitored and reviewed by the Corporate Business Team.