

Report to:	Trust Board (Public)	Agenda item:	21
Date of Meeting:	04 April 2019		

Report Title:	NHS Staff Survey 2018 Report			
Status:	Information	Discussion	Assurance	Approval
	X	X	X	
Prepared by:	Mark Geraghty, Head of Workforce Information & Planning Glennis Toms, Deputy Director of OD and People			
Executive Sponsor (presenting):	Paul Hargreaves, Director of OD and People			
Appendices (list if applicable):				

Recommendation:
It is recommended that the Trust Board note the report, and approve the areas for action.

Executive Summary:	
<p>A total of 1,344 of our staff (39% of those eligible) took part in the 2018 NHS Staff Survey.</p> <p>Salisbury scored higher than average in eight of the ten key survey themes. The Trust score was below average in the “Quality of Care” theme. The Trust’s score deteriorated in the Health and Wellbeing theme, and the Safe Environment - Bullying and Harassment theme. These themes will form the basis of our areas for action.</p>	
	Select as applicable
Local Services - We will meet the needs of the local population by developing new ways of working which always put patients at the centre of all that we do	<input type="checkbox"/>
Specialist Services - We will provide innovative, high quality specialist care delivering outstanding outcomes for a wider population	<input type="checkbox"/>
Innovation - We will promote new and better ways of working, always looking to achieve excellence and sustainability in how our services are delivered	<input checked="" type="checkbox"/>
Care - We will treat our patients, and their families, with care, kindness and compassion and keep them safe from avoidable harm	<input checked="" type="checkbox"/>
People - We will make SFT a place to work where staff feel valued and are able to develop as individuals and as teams	<input checked="" type="checkbox"/>
Resources - We will make best use of our resources to achieve a financially sustainable future, securing the best outcomes within the available resources	<input checked="" type="checkbox"/>

1. Purpose

To show the key findings of the 2018 NHS Staff Survey, and highlight proposed areas for action.

2. Background

A total of 1,344 of our staff (39% of those eligible) took part in the 2018 NHS Staff Survey. By comparison, the response rate for the previous year's survey (2017) was 46%. The average response rate for Acute Trusts in 2018 was 44%. As in previous years, a combination of email and paper questionnaires were sent to staff. Paper questionnaires were sent to those staff groups who have traditionally experienced more difficulty accessing email. (Facilities staff and Nursing Assistants).

A full copy of our results may be obtained from <http://nhsstaffsurveys2018.com/sections/44>

3. Survey methodology

For 2018, the National Staff Survey Co-ordination centre has adopted a new results reporting methodology. Instead of the 39 key findings used in previous years, results have been grouped into 10 key survey "themes". Themes are scored on a 0-10pt scale where 10 is the best score attainable.

The 10 survey themes are

- Equality Diversity and Inclusion
- Immediate Managers
- Quality of appraisals
- Safe Environment – Violence
- Safety Culture
- Staff Engagement
- Health and Wellbeing
- Quality of Care
- Bullying and Harassment
- Morale

Our survey report benchmarks our performance against similar organisations, and against the Trust's own performance over time.

Detailed question level scores are included in the report, which allow Trusts to see how the underlying components of each theme compare to other Trusts, and how they have developed over time.

4. Results

Salisbury scored higher than average in eight of the ten key survey themes. (See chart below). The Trust score was average for the "Safe Environment – Violence" theme, and below average in the "Quality of Care" theme.

Compared to the 2017 survey, the Trust's score remained the same for the following key survey themes :

- Equality Diversity and Inclusion (0.1 point higher than average)
- Immediate Managers (0.2 points higher than average)
- Quality of appraisals (0.1 point higher than average)
- Safe Environment – Violence (same as average)
- Safety Culture (0.1 point higher than average)

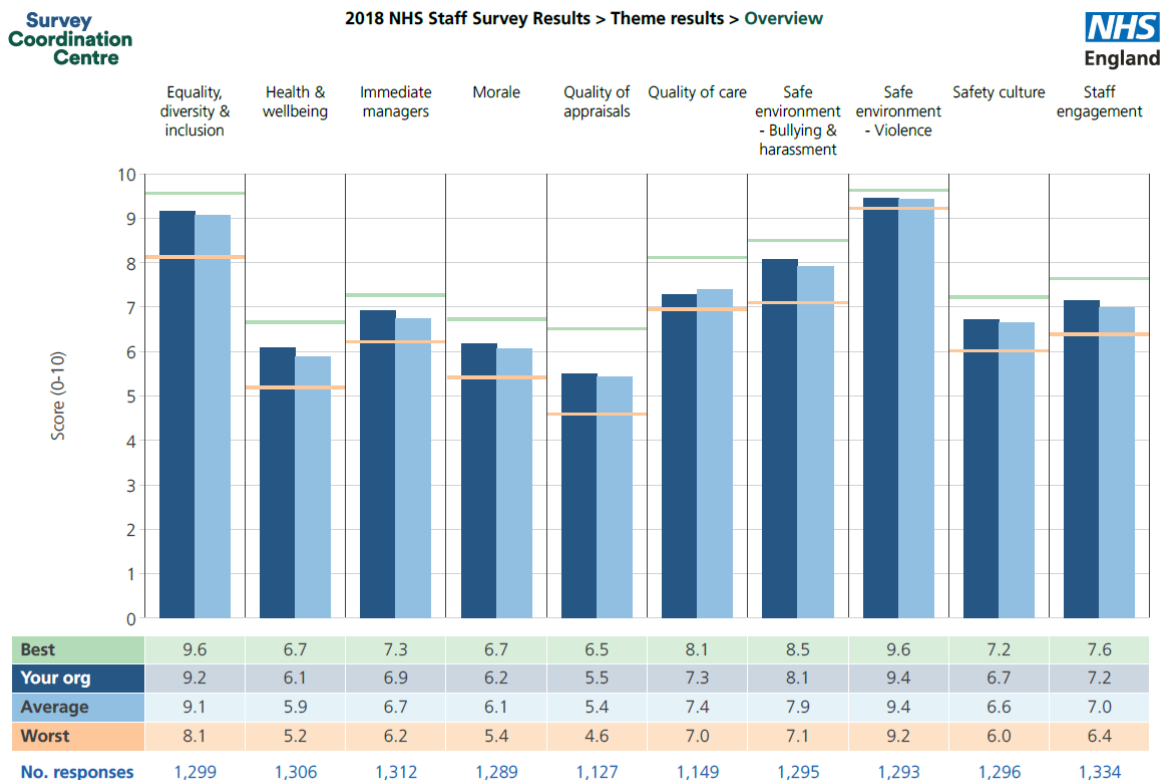
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- Staff Engagement (0.2 points higher than average)

The Trust's score deteriorated in the following areas :

- Health and Wellbeing (0.2 points higher than average, 0.3 points lower than last year)
- Quality of Care (0.1 point lower than average, 0.1 point lower than last year)
- Safe Environment - Bullying and Harassment (0.2 points higher than average, 0.1 point lower than last year)

There was no comparison with previous years included for the "Morale" theme. The Trust score was 0.1 point higher than average for this theme.



5. Recommendations

It is recommended that priority areas for action focus on the areas where the Trust scored lower than average for similar Trusts and where the Trust score deteriorated compared to last year. These are

- Quality of Care, (0.1 point below average and 0.1 point deterioration compared to last year)
- Health and Wellbeing, (0.3 point deterioration)
- Safe Environment - Bullying and Harassment, (0.1 point deterioration).

6. Development of an Action Plan

It is proposed that OD & P present the survey results and request initial feedback from:

- Senior leaders Forum - completed
- Staff Engagement Group - completed
- All Diversity Groups
- Joint Consultative Committees
- Directorate Management Teams

This process has already started and feedback is to be returned to OD & People by the middle of April.

We will create a plan, from the feedback, which is intended to be limited to two visible and tangible actions for each of the three areas of concern. This plan will then be sent out for consultation across all the above groups and Executive Directors with feedback by the 6th May 2019.

The aim is to publish and implement the plan directly after the 23 May 2019 Trust Board meeting.

Paul Hargreaves
Director of Organisational Development and People

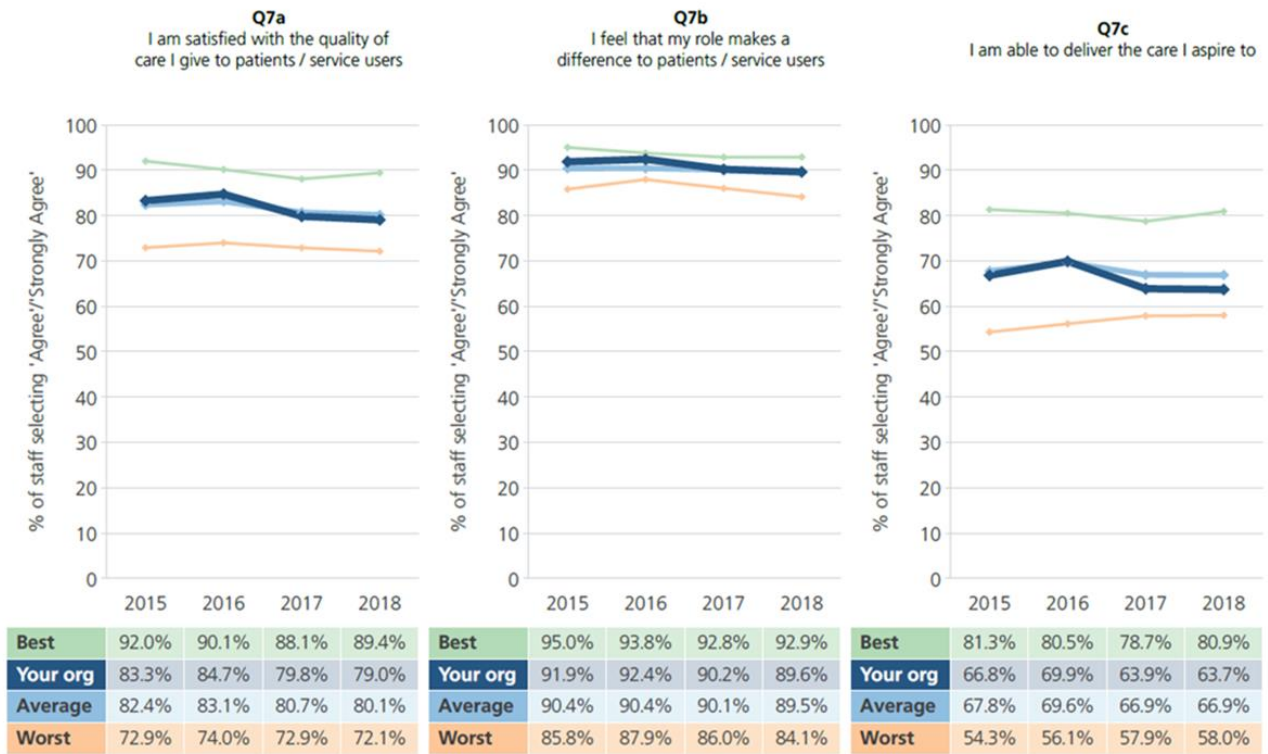
See following Appendices, showing

1. Detailed Charts for Areas for Action
2. Comparisons with other Trusts in our Local Sustainability and Transformation Programme footprint (STP).

Appendices

Areas for Action – Quality of Care

The following charts show Trust performance in the questions that constitute the “Quality of Care” theme.

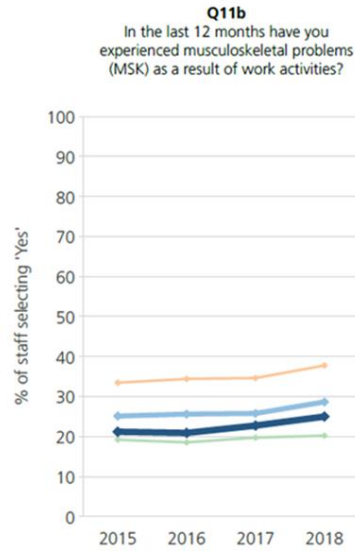
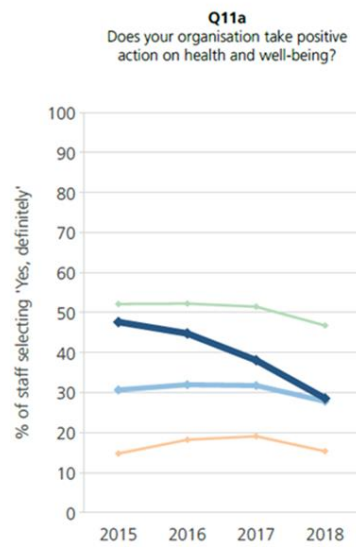
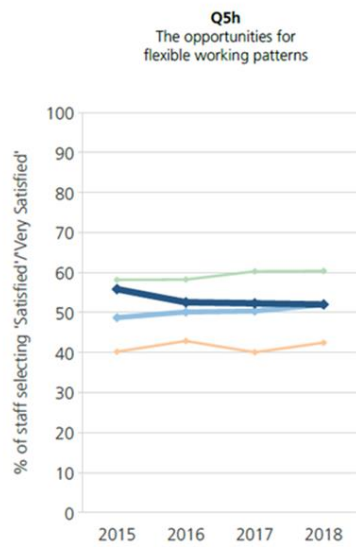


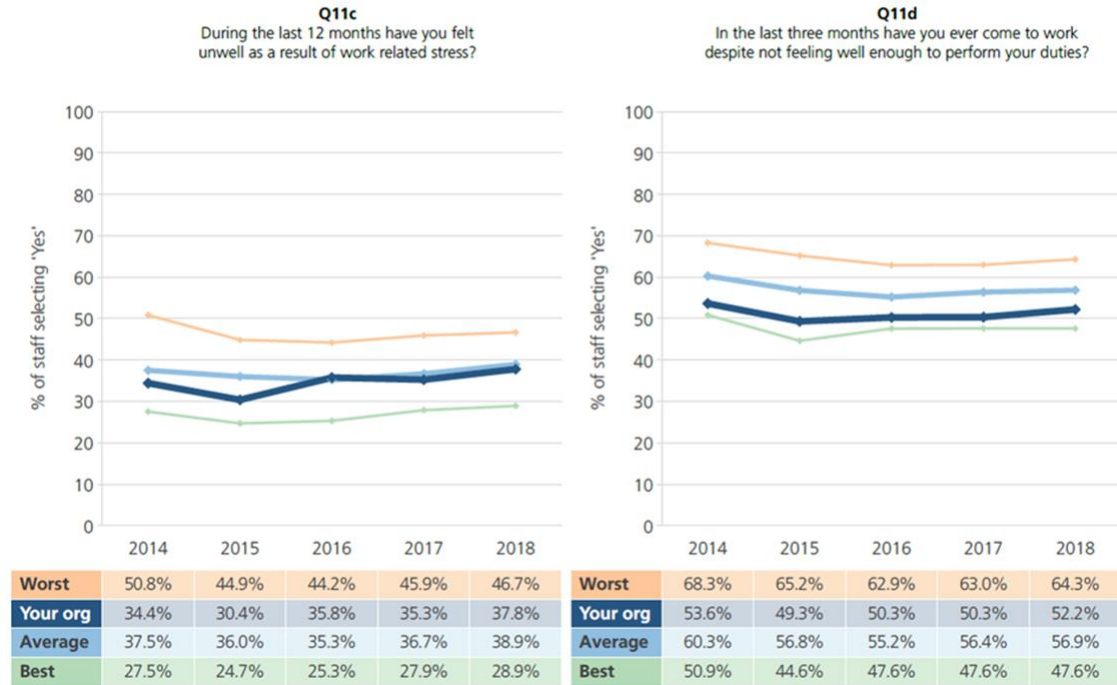
Areas for Action – Health and Wellbeing

The following charts show the Trust’s performance in the “Health and Wellbeing” questions.



2018 NHS Staff Survey Results > Theme results > Detailed information > Health & wellbeing 1/2

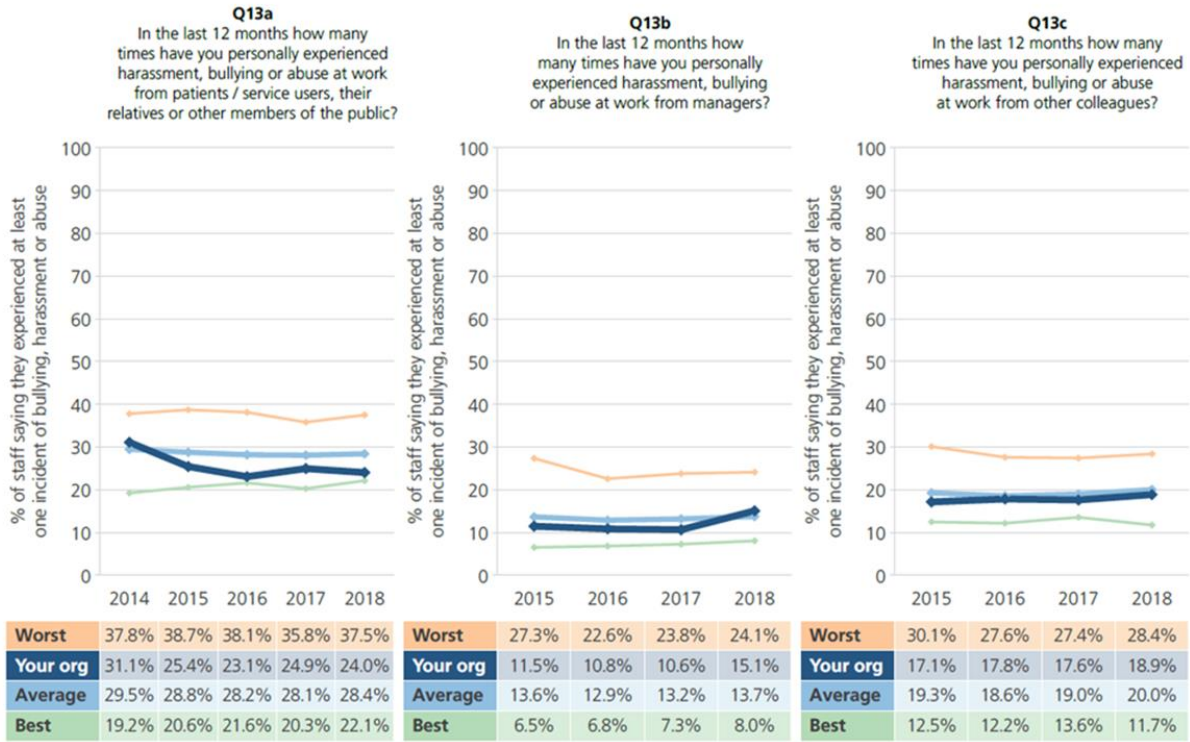




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Areas for Action – Safe Environment – Bullying and Harassment

The following charts show Trust performance in the Safe Environment – Bullying and Harassment questions.



Comparisons with other Trusts in our Local Sustainability and Transformation Programme (STP).

On average overall, Salisbury scores were higher than other similar Trusts in our Local Sustainability and Transformation Programme (STP) area. (See chart below).

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Salisbury scored highest (or equal highest) in 8 of the 10 survey themes as follows :

Themes where Salisbury scored highest or equal highest of our local STP Trusts

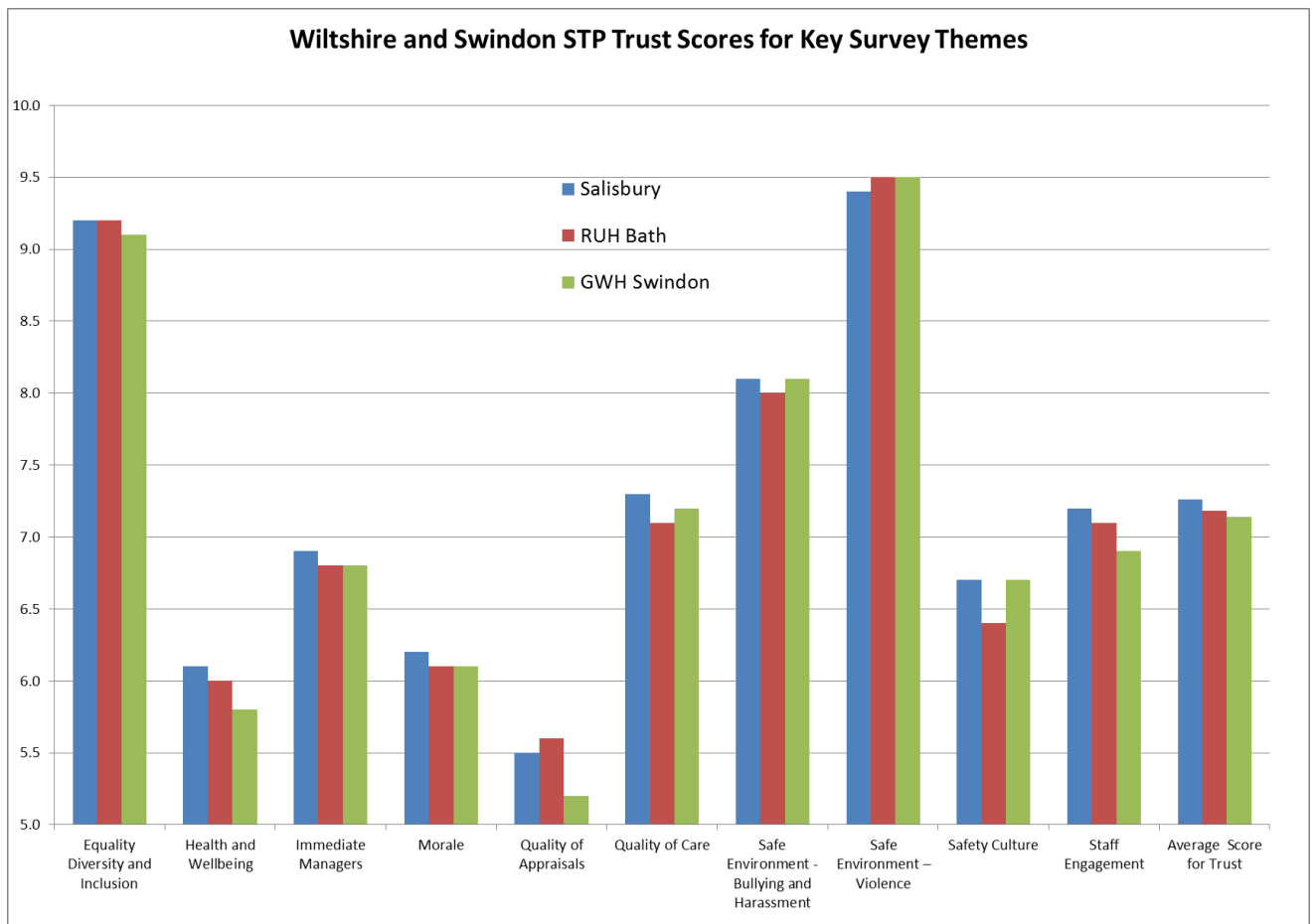
- Equality and diversity
- Health and wellbeing
- Immediate managers
- Morale
- Quality of care
- Safe environment – bullying and harassment (equal highest)
- Safety culture
- Staff engagement

Themes where SFT scored second highest of our local STP Trusts

- Quality of appraisals

Themes where SFT scored lowest of our local STP Trusts

- Safe environment – violence.



CLASSIFICATION



Paul Hargreaves
Director of Organisational Development and People