

NHS National Staff Attitude Survey 2009

1. Background

The final staff survey report shows a summary of the NHS National Staff Survey 2009 results for Sheffield Children's NHS Foundation Trust. This information, together with reports for other NHS organisations, is available on the Care Quality Commission website.

The survey was completed during October and November 2009 and, for the first time at our Trust, in 2009 we completed a census rather than a sample survey. The response rate was 46% in comparison with an average response rate of 50% for all acute Trusts using Capita as their survey administrators.

2. Report Overview

For the second year, the report presents the survey results in the form of Key Findings and is structured around the four pledges to staff in the NHS Constitution together with 2 additional themes, as follows:

Staff Pledge 1: To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.

Staff Pledge 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.

Staff Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Staff Pledge 4: To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Additional theme: Staff satisfaction

Additional theme: Equality and diversity

There are 40 Key Findings, in comparison with 36 last year. The report presents these findings as green (positive – in the best 20% of acute specialist trusts, better than average, better than 2008), red (negative – in the worst 20% of acute specialist trusts, worse than average, worse than 2008) or neutral (average, no statistical change since 2008, not calculated in 2008).

3. Key Findings for SCNHSFT

The report shows that in comparison with all acute specialist trusts in 2009, there are 10 positive (better than average), 14 negative (worse than average) and 14 neutral (average) findings for our Trust.

There are some areas where the results are an improvement on the Trust's 2008 score although remain below the average or at the average for acute specialist trusts in 2009, therefore are recorded as negative or neutral findings. For example, work pressure felt by staff is shown as a negative finding and support from immediate managers, job satisfaction and experience of harassment, bullying or abuse from patients/relatives are neutral findings.

The Trust is in the best 20% of acute specialist trusts for 8 of the findings, including use of flexible working options, work-related stress, experience of harassment, bullying or abuse or physical violence from staff, equal opportunities for career progression, experience of discrimination and staff intention to leave their job.

The Trust is in the worst 20% of acute specialist trusts against 7 of the indicators, including use of well structured appraisals and personal development plans, staff motivation at work, attendance on equality and diversity training, experience of physical violence from patients/relatives and impact of health and well-being on ability to perform work.

The four areas where staff experience has most improved since the 2008 results are staff experiencing harassment, bullying or abuse from patients/relatives, staff intention to leave jobs, staff job satisfaction and support from immediate managers.

There are a number of areas where steps have already been taken to address these concerns since the survey was carried out last year, in particular the focus to achieve compliance across the Trust in statutory and mandatory training and PDR completion. Following these key pieces of work, we know that increased numbers of PDR discussions and mandatory training exercises have taken place and work is now ongoing to improve the quality and further embed these processes.

4. Next Steps

As outlined above, activities are already underway to make improvements in some of the areas highlighted by the 2009 survey results.

In addition, a Staff Survey working group has been established comprising of individuals from a cross-section of the Trust including staff, Staff Side, managers and HR. These are people who have volunteered to be involved in this piece of work. This group will review and analyse the survey results and start to develop action plans to address key areas.

An initial meeting was held in February 2010 to review the 2008 survey results. This was a productive session and the group agreed to meet again once the 2009 survey results were available. At this forum, the methods for communicating the survey results to staff will also be discussed, for example through a newsletter, intranet, email, team brief etc. Individual reports showing results by Directorates will also be available.

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