

ITEM: 10/083
Doc: 06

Meeting: Trust Board
Date: 28th July 2010

Title: Staff Attitude Survey 2009

Executive Summary: In April 2010 the Trust Board noted the key findings from the Staff Annual Survey which were as follows:

- Overall the responses from staff had improved. The Trust had increased its score from 2008 to 2009 in 24 areas. 7 stayed the same. 5 had deteriorated, although in one of these, the Trust still continued to perform well above the acute trust average (communication between senior management and staff).
- The Trust was scored by staff in the highest (best) 20% of acute trusts as a place they would recommend as a place to work or receive treatment. 3.69 compared to acute trust average of 3.50.
- Staff scored the hospital as 3.73 compared to 3.64 in relation to overall staff engagement. This was in the highest (best) 20% when compared to trusts of a similar type.

These positive responses have been reflected again by staff in the Trust's award as 20th Best NHS Employer organised by the HSJ/Nursing Times/NHSEmployers. There is only one other Trust (Royal Marsden) in London which features in the Top 20.

In April 2010 the Trust Board agreed actions relating to the key issues of concern raised by the Staff Survey 2009. These were to:

- Ensure all staff and managers were signed up to the trust's equality agenda
- Ensure staff were confident in reporting errors/near misses
- Reduce numbers of staff working extra hours
- Continue to work on healthy working initiatives

An action plan attached sets out current activity to address poor scores (ie in the bottom 20% of acute trusts), as requested by the Trust Board, in the following areas:

- Staff agreeing that their role makes a difference to patients
- staff experiencing physical violence from staff in the last 12 months
- Staff intention to leave jobs

Action: For discussion and agreement on action plan.

Report from: Margaret Boltwood, director of human resources

Compliance with CQC standards

Links to CQC registration

Lead: Director of Nursing & Clinical Development

**Staff Survey 2009:
additional actions**

Key Finding	Action	Lead	Timescale
% agreeing that their role makes a difference to patients	- Staff to be provided more feedback on patient satisfaction survey results and to be involved in action planning around this - Directors to identify local areas where this feeling may be more prevalent and to take action	Director of nursing All directors	Ongoing June 2010
% experiencing physical violence from staff in the last 12 months	- Managers to look at individual directorate reports to identify areas where this is being reported and to take local action - Lunchtime sessions on bullying and harassment and capability management to be run - Datix incident reporting forms to be scrutinised for incidents of staff-on-staff violence and appropriate action taken	All directors Director of HR All directors	June 2010 To commence June 2010 Ongoing
Staff intention to leave jobs	All actions to address issues highlighted by the staff survey will contribute to the overall reduction of this		Ongoing