


Annual Staff Survey Results - 2011




Process

- All staff invited to respond last October
- Managed by external company for confidentiality
- 52% response rate
- Compared with specialist acute Trusts and previous year's results




Staff Engagement

	2011	2010	Average Acute Trusts	
Staff engagement – overall	3.60	3.52	3.62	
Based on 3 indicators			National score stayed the same	
Feel able to contribute to improvements	Above Avg.	Lowest 20%		
Staff motivation	Above Avg.	Below Avg.		
Recommending Trust as place to work/be treated	Below Avg. (just)	Lowest 20%		

Staff Pledge 1 – to provide all staff with clear roles, responsibilities and rewarding jobs

	2011	2010	Average Acute Trusts	
% satisfied with quality of work/patient care	77%	74%	74%	
% agreeing that their role makes difference to patients	93%	90%	90%	
% feeling valued by colleagues	77%	73%	76%	

Staff Pledge 1 – to provide all staff with clear roles, responsibilities and rewarding jobs

	2011	2010	Average Acute Trusts	
Quality of job design (content, f/b, involvement)	3.41	3.37	3.41	
Work pressure felt by staff	3.12	3.22	3.12	
Effective team working	3.66	3.65	3.72	




Staff Pledge 1 – to provide all staff with clear roles, responsibilities and rewarding jobs

	2011	2010	Average Acute Trusts	
Trust commitment to work-life balance	3.33	3.29	3.36	
% working extra hours	64%	71%	65%	
% using flexible working options	58%	56%	61%	

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

	2011	2010	Average Acute Trusts	
% feeling there are good opps to develop potential	35%	32%	40%	
% receiving job-relevant training/dev. in last year	75%	76%	78%	
% appraised in last year	80%	70%	81%	




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

	2011	2010	Average Acute Trusts	
% having well-structured appraisals in last year	36%	29%	34%	
% appraised with PDPs in last year	66%	54%	68%	
Support from immediate managers	3.59	3.54	3.61	

Staff Pledge 3 – To provide support and opportunities for staff to maintain their health, wellbeing and safety.

	2011	2010	Average Acute Trusts	
% receiving health & safety training in last year	88%	82%	81%	
% suffering work-related injury in last year	16%	17%	16%	
% suffering work-related stress in last year	26%	30%	29%	

Staff Pledge 3 – To provide support and opportunities for staff to maintain their health, wellbeing and safety.

	2011	2010	Average Acute Trusts	
% saying hand washing materials always available	53%	58%	66%	
% witnessing potentially harmful errors, near misses, incidents in last month	34%	37%	34%	
% reporting errors, near misses, incidents in last month	96%	96%	96%	
Fairness and effectiveness of incident reporting procedures	3.41	3.34	3.46	



Staff Pledge 3 – To provide support and opportunities for staff to maintain their health, wellbeing and safety.

	2011	2010	Average Acute Trusts	
% experiencing physical violence from patients/relatives	6%	8%	8%	
% experiencing physical violence from staff	1%	2%	1%	
% experiencing harassment, bullying, abuse from patients/relatives in last year	15%	17%	15%	
% experiencing harassment, bullying, abuse from staff	16%	19%	16%	



Staff Pledge 3 – To provide support and opportunities for staff to maintain their health, wellbeing and safety.

	2011	2010	Average Acute Trusts	
Perceptions of effective action from employer towards violence and harassment	3.46	3.41	3.58	
Impact of health & wellbeing on ability to perform work/daily activities	1.58	1.64	1.56	
% feeling pressure in last 3 months to attend work when feeling unwell	25%	31%	26%	

Staff Pledge 4 – To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.

	2011	2010	Average Acute Trusts	
% reporting good communication between senior management and staff	28%	27%	26%	
% able to contribute towards improvements at work	63%	57%	61%	

Staff Pledge 4 – To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.

	2011	2010	Average Acute Trusts	
Staff job satisfaction	3.47	3.39	3.47	
Staff intention to leave jobs	2.59	2.64	2.59	
Staff recommendation of Trust as a place to work/receive treatment	3.39	3.29	3.50	

Staff Pledge 4 – To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.

	2011	2010	Average Acute Trusts	
Staff motivation at work	3.87	3.82	3.82	
% having equality & diversity training in last year	33%	30%	48%	
% believing Trust provides equal opps for career progression or promotion	87%	87%	90%	
% experiencing discrimination at work in last year	17%	16%	13%	