

# NHS National Staff Survey 2018

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# 10 Themes Overview

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Survey  
Coordination  
Centre

England

[Equality, diversity & inclusion](#)

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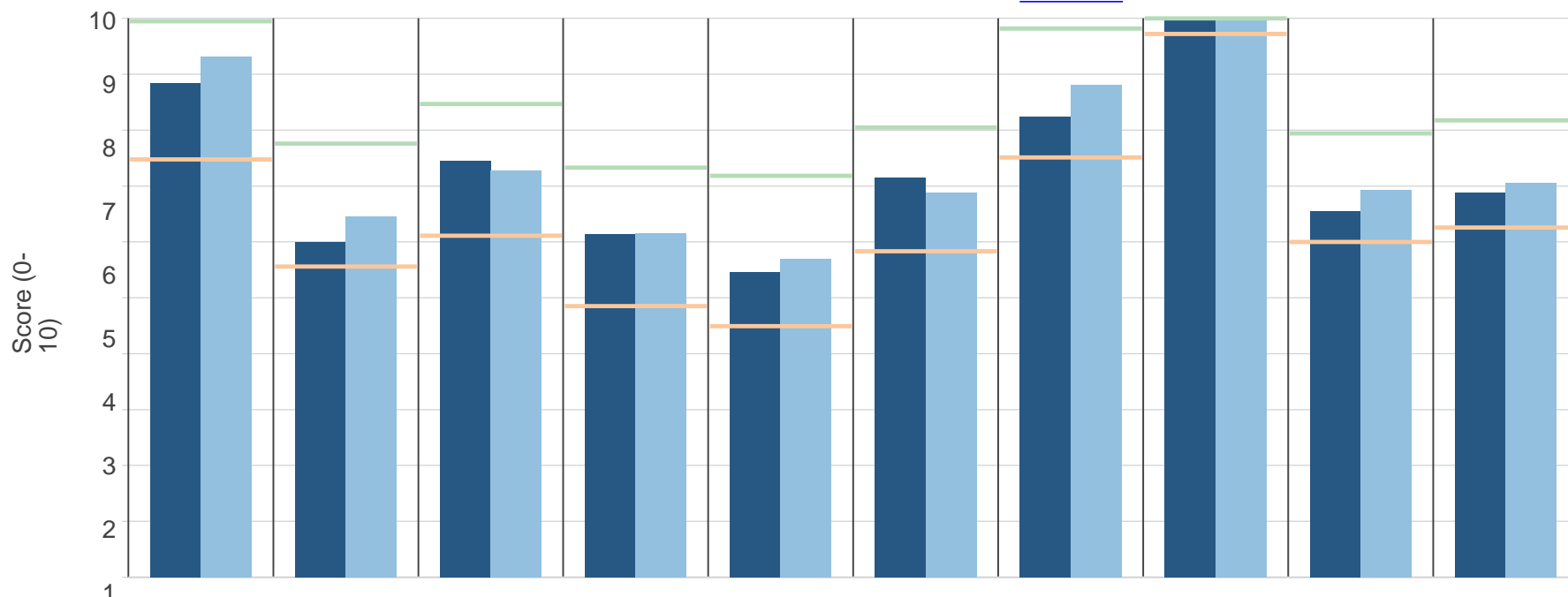
[Quality of care](#)

[Safe environment - Bullying & harassment](#)

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Best	9.9	7.8	8.5	7.3	7.2	8.1	9.8	10.0	7.9	8.2
Your org	8.8	6.0	7.4	6.1	5.5	7.2	8.2	10.0	6.6	6.9
Average	9.3	6.5	7.3	6.1	5.7	6.9	8.8	10.0	6.9	7.1
Worst	7.5	5.6	6.1	4.9	4.5	5.8	7.5	9.7	6.0	6.3
Responses	118	121	121	115	108	70	118	116	117	124

# Staff Survey

- Conducted online throughout October and November 2018
- Response rate of 74% which is below the national CCG average of 81%
- Key findings grouped into 10 principal themes:
  - **Equality, Diversity & Inclusion**
  - **Health & Wellbeing**
  - **Immediate Managers**
  - **Morale**
  - **Quality of Appraisals**
  - **Quality of Care**
  - **Safe environment – Bullying & Harassment**
  - **Safe environment – Violence**
  - **Safety Culture**
  - **Staff Engagement**





# Health & Wellbeing

- Scores showed an improvement in staff feeling that the CCG offers them opportunities for flexible working patterns and takes positive action on health and wellbeing.
- 81% of staff felt their line managers take a positive interest in their health and wellbeing (an increase in 8% from 2017)
- Scores reflect a reduction overall in staff coming to work when they feel unwell, feeling unwell as a result of work related stress and experiencing musculoskeletal problems
- Still further work to be done to bring in line or above the CCGs average score





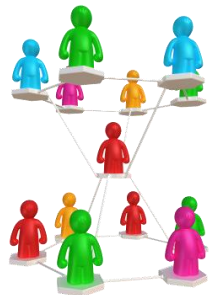
## Staff Engagement

- Overall improvement in scores compared to 2017 and above the CCG average of staff being enthusiastic about their job
- Staff would recommend the CCG as a place to work with an increase of 14% from 2017
- Staff feel able to make improvements to their area of work (66.1%) and are given frequent opportunities to show their initiative (77.4%)
- One area that needs development is enabling staff to be able to make suggestions to improve the work of their team / department which has dropped by 4% from 2017.



# Immediate Managers

- 61% of staff feel their manager supported them to receive training, learning and development which is a significant improvement from 2017 (33.3%)
- 78.5% of staff felt that managers value their work
- Staff felt that their managers give them clear feedback (67.8%) and encourages them at work (76.9%)
- In all areas there were improvements from 2017 and the majority of areas the CCG were above the national CCG average





## Safe Environment –Violence

- 0% of staff have reported incidents of physical violence from managers or colleagues
- Staff did however report experiencing physical violence at work from patient / service users, their relatives or members of the public (0.9%).



**Safe Environment  
–Bullying and  
Harassment**

- The percentage of staff reporting experiencing harassment, bullying or abuse from managers has reduced by 5% from 2017
- Incidents of harassment, bullying and abuse from patients/service users has increased by 4% to 14.4% and by colleagues there has been an increase of 7% to 21%
- Although the CCG have signed up to the Stamping out Bullying pledge and made the training mandatory the figures indicate that the CCG needs to consider further measures to this and reduce the figures.
- Zero tolerance of harassment and bullying within the CCG





# Morale

- Staff were positive about being involved in deciding changes introduced which affect their work area.
- Scores reflected that staff feel that relationships at work can be strained (38.3%) but this is better than the national average.
- Staff felt that their immediate line manager encourages them at work (76.9%) and gave them a choice in deciding how to do their work.
- CCG needs to consider how to address concerns raised around unrealistic time pressures, reasons why staff wish to leave the CCG and relationships at work being strained.







## Safe Culture

- 63.9% of staff reported that they felt that the CCG treat staff involved in an error, near miss or incident fairly
- Staff felt that they are given feedback about changes made in response to reported errors, near misses and incidents
- Staff feel secure in raising concerns about unsafe clinical practice (70.7%) and felt that the CCG would address their concern (57.8%)
- An area the CCG needs to address is acting on concerns around by patients / service as this has decreased from 2017 by 2% to 66.7% and is under the CCG national average (76%).



## Quality of Care

- Scores reflected that staff felt satisfied with the quality of care they give to patients / service users (76.9%)
- 76.7% staff feel that their role makes a difference to patients / service users
- Improvement needed to support staff with being able to deliver the care they aspire to, as the scores showed a slight decrease from 2017 (52.9%)



## Quality of Appraisals

- Staff reported that their appraisal left them feeling that their work is valued by the CCG
- 42.1% of staff felt that their appraisal helped them to agree clear objectives for their work and helped them improve how they do their job
- Staff felt that the CCGs values were discussed as part of the appraisal process (32.2%)



# What Next?

- SIG meeting – 31<sup>st</sup> May – Please feedback to your Rep
- Staff Conference – 6<sup>th</sup> June
- Mandatory Training for all
  - Equality & Diversity, Bullying and Harassment
- Where to raise your concerns
  - Line manager
  - Freedom to Speak up Guardian
  - HR
  - Escalate as necessary
- What more can we do?

# Questions

