

1. Introduction

- Final NHS Staff Survey report with comparisons across all CCGs including those not surveyed by Picker expected W/C **11th February 2019**.
- Embargo lifted 26th February 2019.
- Response rate **74%**. Average response rate for CCGs surveyed was 81% and 72% in comparison to the 2016/2017 survey.

2. Themes

- Equality, diversity and inclusion
 - 74.4%** of staff reported that the organisation acts fairly with regard to career progression /promotion regardless of ethnic background, gender, religion, sexual orientation, disability or age. – (other CCGs 82.7%, 2017 75.9%)
 - 2.6%** reported that in the last 12 months they had personally experienced discrimination at work from patients, service users, their relatives or other members of the public – (other CCGs 1.2%, 2017 0%)
 - 10.1%** of staff reported that in the last 12 months they have personally experienced discrimination at work from manager/team leader of other work colleagues – (other CCGs 6.5%, 2017 – 4.9%)
 - 83.3%** of staff reported that the CCG has made adequate adjustments to enable them to carry out their work – (other CCGs 83.3%, 2017 – 90.95)
- Health and Wellbeing
 - 63.3%** of staff reported that there were opportunities for flexible working patterns – (other CCGs – 74%, 2017 62.15)
 - 20.7%** of staff reported that the organisation takes positive action on health and wellbeing – (other CCGs 30.3, 2017 – 17.5%)
 - 22.3%** of staff reported having experienced musculoskeletal problems in the last 12 months as a result of work activities – (other CCGs 19.2%, 2017 23.6%)
 - 38%** of staff reported that in the last 12 months they had felt unwell as a result of work related stress – (other CCGs 37.8%, 2017 – 39%)
 - 57.9%** of staff reported that in the last three months they had come to work despite feeling unwell enough to perform their duties – (other CCGs – 50.7%, 2017 – 61%)
- Immediate Managers
 - 78.5%** of staff reported that the support they get from their immediate line manager – (other CCGs 76.4%, 2017 – 71%)

- **67.8%** reported that that their immediate line manager gives them clear feedback on their work – (other CCGs 69.2%, 2017 64.5%)
- **63.3%** of staff reported that their immediate line manager asks for their opinion before making decision that affect their work – (other CCGs 67.6%, 2017 56.5)
- **81%** of staff reported that their immediate line manager takes a positive interest in their health and well-being (other CCGs 76.6%, 2017 73.4%)
- **85.1%** of staff reported that their immediate line manager values their work – (other CCGs 79.5%, 2017 – 77.9%)
- **61%** of staff reported that their manager supported them to receive training, learning and development – (other CCGs 59.3%, 2017 – 33.3%)

Morale

- **56.5%** of staff reported that they are involved in deciding changes introduced which affect their work area/ team / department – (other CCGs 62.2%, 2017 – 53.2%)
- **75.8%** of staff reported that they receive the respect they deserve from their colleagues at work – (other CCGs 75.7%)
- **25.6%** of staff reported that they have unrealistic time pressures – (other CCGs 22.7%)
- **71.9%** of staff reported they have a choice in deciding how to do their work – (other CCGs 70.5%)
- **38.3%** of staff reported that relationships at work are strained – (other CCGs 51.3%)
- **76.9%** of staff reported that their immediate line manager encourages them at work – (other CCGs 76.8%)
- **31.3%** of staff reported that they often think of leaving the CCG – (other CCGs 30.4%)
- **25.2%** of staff reported that they will probably look for a job at a new organisation within the next 12 months – (other CCGs 31.1%)
- **19.3%** of staff reported that as soon as they can find another job they will leave the CCG – (other CCGs 19.8%)

Quality of appraisals

- **22.2%** of staff reported that their appraisal helped them to improve how they do their job – (other CCGs 23.2%, 2017 – 18.3%)
- **42.1%** of staff report that their appraisal helped them to agree clear objectives for their work – (other CCGs 41%, 2017 – 36.7%)
- **30.6%** of staff reported that their appraisal left them feeling that their work is values by the CCG – (other CCGs 37.5%, 2017 – 23.3%)
- **32.4%** of staff reported that the CCGs values were discussed as part of the appraisal process – (other CCGs 32.5%, 2017 – 23.3%)

 Quality of care

- **76.9%** of staff reported that they are satisfied with the quality of care they give to patients / service users – (other CCGs 73%, 2017 – 73.7%)
- **76.7%** of staff reported that they feel their role makes a difference to patients / service users – (other CCGs 76.7%, 2017 – 72.9%)
- **52.9%** of staff reported that they are able to deliver the care they aspire to – (other CCGs 54.5%, 2017 – 54.4%)

 Bullying and Harassment

- **14.4%** of staff reported that in the last 12 months they have personally experienced harassment, bullying or abuse at work from patients/ service users, their relatives or other members of the public – (other CCGs 9.8%, 2017 – 10.7%)
- **16.9%** of staff reported that in the last 12 months they have personally experienced harassment, bullying or abuse at work from managers – (other CCGs 13.4%, 2017 – 21.3%)
- **21.4%** of staff reported that in the last 12 months they have personally experienced harassment, bullying or abuse at work from other colleagues – (other CCGs 12%, 2017 – 14.2%)

 Safe environment – violence

- **0.9%** of staff reported that in the last 12 months they have personally experienced physical violence at work from patients / service users, their relatives or other members of the public – (other CCGs 0.4%, 2017 0.8%)
- **0%** of staff reported that in the last 12 months they have personally experienced physical violence at work from managers – (other CCGs 0%, 2017 – 0%)
- **0%** of staff reported that in the last 12 months they have personally experienced physical violence at work from other colleagues – (other CCGs 0%, 2017 – 0.8%)

 Safety culture

- **63.9%** of staff reported that the CCG treats staff who are involved in an error, near miss or incident fairly – (other CCGs, 65%, 2017 – 40.3%)
- **60.3%** of staff reported that when errors, near misses or incidents are reported, the CCG takes action to ensure that they do not happen again – (other CCGs 71.4%, 2017 – 52.9%)
- **42.2%** of staff reported that they are given feedback about changed made in response to reported errors, near misses and incidents – (other CCGs 51.8%, 2017 – 41.2%)
- **70.7%** of staff reported that they would feel secure raising concerns about unsafe clinical practice – (other CCGs 73%, 2017 -66.1%)

- **57.8%** of staff reported they are confident that the CCG would address their concern – (other CCGs 66.1%, 2017 – 49.2%)
 - **66.7%** of staff reported that the CCG acts on concerns raised by patients / service users – (other CCGs 76%, 2017 – 68.3%)
- ✦ Staff engagement – Motivation
- **52.4%** of staff reported that they look forward to going to work – (other CCGs 56.8%, 2017 – 44.4%)
 - **74%** of staff reported that they are enthusiastic about their job – (other CCGs 70%, 2017 – 62.6%)
 - **76.4%** of staff reported that time passes quickly when they are working – (other CCGs 76.4%, 2017 – 68.3%)
- ✦ Staff Engagement - Ability to contribute to improvements
- **77.4%** of staff reported that there are frequent opportunities for them to show initiative in their role – (other CCGs 76.8%, 2017 – 74.2%)
 - **76.6%** of staff reported that they are able to make suggestions to improve the work of their team / department – (other CCGs 82.7%, 2017 – 80.6%)
 - **66.1%** of staff reported that they are able to make improvements happen to their area of work – (other CCGs 69.5%, 2017 – 62.6%)
- ✦ Staff engagement – recommendation of the CCG as a place to work / receive treatment
- **68.4%** of staff reported that care of patients / service users is the CCGs top priority – (other CCGs 74%, 2017 – 58.5%)
 - **54.4%** of staff reported that they would recommend the CCG as a place to work – (other CCGs 63.8%, 2017 – 40.7%)
 - **52.3%** of staff reported that if a friend or relative needed treatment they would be happy with the standard of care provided by the CCG – (other CCGs 59.2%, 2017 – 50%)