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## **PRESS RELEASE**

### **Staff report improvements at the Royal United Hospital.**

Staff at the Royal United Hospital in Bath believe their work-life balance to be much better than in previous years and work-related stress is on the decrease. This is one of the major findings in this year's NHS National Staff Survey.

The results also show, that in comparison to other acute trusts surveyed, far more staff at the RUH are being appraised, being given above average levels of relevant job training and professional development. Staff questioned also felt that they worked in a well-structured team environment with good feedback and staff involvement opportunities – the score was higher than average for other acute trusts in England.

In terms of hygiene and patient safety, staff scored the hospital highly on the availability of hand-washing materials for staff, patients and visitors. The score of 4.52 out of a possible 5 is above average for other acute trusts and is also a slight increase on the 2006 score.

The Director of Human Resources, Lyn Vaughan, said:

*"The good news is, that our staff believe their work-life balance to be better than in previous years. The results show a 10% decrease in the number of staff who say that they have had to work extra hours, when compared to the 2006 results. However many people consider that there are not enough staff employed at the RUH. I recognise this concern and we already plan to put in place a range of pro-active recruitment campaigns to ensure that we fill our vacancies. "*

Chair of the trade union representatives, Jenny Evans said *"we are glad that so many staff took the opportunity to give their views, which shows how much commitment and care they have taken towards the trust and their patients. It's important that the results get taken seriously and that staff are involved in contributing towards making improvements".*

15% of staff surveyed experienced physical violence from patients or relatives in the 12 months prior to the survey – this is higher than the national average for acute trusts and 1% of staff surveyed reported experiencing physical violence from colleagues or managers in the previous 12 months – the same figure as for other acute trusts.

Overall, those surveyed scored the extent of positive feeling within the organisation well and once again put the RUH above average in this category, when compared to other acute trusts.

Last year the Trust responded to the 2006 Staff Survey by carrying out a range of actions. This year, Trust Directors and managers will be working with staff and trade union representatives to agree further improvements.

**Ends**

**Issued by the Communications Department: Tel: 01225 82 5849**

**NOTES TO EDITORS:**

- **Out of the 3538 staff that were eligible, at the time, to receive the survey, 845 received, at random, a questionnaire and of that 475 completed booklets were returned**
- **The hospital employs a total of 4,300 staff.**
- **The survey was conducted in Autumn of 2007.**
- **The full survey can be found at [www.healthcarecommission.org.uk/homepage.cfm](http://www.healthcarecommission.org.uk/homepage.cfm)**