

**Date: 10.03.15**

## Media Release

### RUH ranks high for staff job satisfaction and engagement

Results from the national 2014 NHS Staff Survey show that the Royal United Hospital in Bath rates as one of the top 20% of acute trusts in England for 'staff job satisfaction'.

The NHS Staff Survey is recognised as an important way of ensuring that the views of staff working in the NHS inform local improvements and have the opportunity to contribute to local and national assessments of quality, safety, and delivery of the NHS Constitution.

The survey was completed by over 2,500 members of RUH staff (giving the Trust an engagement score above the national average for acute trusts) and highlights a number of positive findings. Over 75% of staff recommended the RUH as a place to work and to receive treatment.

The Royal National Hospital for Rheumatic Diseases (known locally as The Min), which became part of the RUH on 1 February 2015, also rated highly in terms of staff job satisfaction (scoring 79%) with 89% of staff recommending the hospital as a place to work and to receive treatment.

Staff ratings also ranked the newly-combined Trusts in the top 20% nationally in relation to:

- Training and development
- Work related stress
- Opportunities for career progression and promotion

RUH **Chief Executive, James Scott** said:

"I am delighted that such a large number of staff responded to the surveys and have expressed such positive views about working for the Trust. It is particularly heartening to know that the overwhelming majority of staff would recommend the RUH as a place to work or receive treatment. The results from staff at the RNHRD show that, by welcoming The Min into the RUH, we benefit from a dedicated, engaged and motivated workforce who believe and personally invest in the services they provide.

"As an employer, our role is to create an environment in which staff can give their best for patients. Feedback from staff is essential in helping us review how we're doing. We know that an engaged workforce leads to improved patient care."

Both sets of survey results highlighted potential for improvement in a number of key areas such as physical violence against staff, the witnessing and reporting of incidents, bullying and harassment from patients, relatives or the public, and staff appraisals.

James Scott said: "There are improvements to be made in relation to the key areas in the survey highlighted as being of concern to staff. Following recommendations made in the recent Francis Report into Whistleblowing, we have already started work towards strengthening the honest and

open reporting culture we already have at the Trust and ensuring staff feel confident to report incidents and raise concerns as they happen.”

“I would like to thank all of our staff for continuing to keep a grip on delivering safe, effective and compassionate care for the patients who rely on us. Staff continually demonstrate a real commitment to improving services and sustaining the improvements we’ve made”.

## **Ends**

### **Notes to the editor:**

#### **RUH Results:**

A total of 2,579 members of staff took part in the RUH survey, representing a response rate of 57%, which is in the highest 20% of acute trusts in England.

In the 2014 survey's 29 categories, RUH staff ratings placed the Trust as being above the national average in 16 categories, average in seven, and below average in just six. Of the 16 categories rated above average, the Trust was rated in the top 20% acute trusts nationally in six; compared to just one category in 2013, showing a significant improvement.

Areas where the Trust has significantly improved since 2013 include work pressure felt by staff, work related stress, receiving health and safety training, as well as staff not feeling under pressure to work when unwell and staff receiving equality and diversity training.

#### **RNHRD Results:**

A total of 171 members of staff took part in the RNHRD survey, representing a response rate of 61%, which is above average for acute specialist trusts in England.

In the 2014 survey's 29 categories, RNHRD staff placed the trust as being above the national average in 24 categories, average in three, and below average in just one.

Areas where the Trust has significantly improved since 2013 include reporting of errors, near misses or incidents and support from immediate managers.