Council of Governors	
Date:	**12th December 2022**
Agenda item:	**6**
Title:	**Introduction to the NHS staff survey**
Items:	Presentation: Alfredo Thompson, Director for People and Culture

Staff Survey

2021 update

2022 plans

The RUH, where you matter

- What we heard last year

- What we have done

- Challenges/Risk

- How are we measuring – MaD survey

- What have we done this year

- Key dates and next steps

What we heard last year

- Staffing levels

- Experience of black and ethnic minority colleagues

- Reporting of violence and abuse

- Exhaustion and burnout

- Quality annual appraisal

The RUH, where you matter

What have we done

- Staffing levels have increased, however the MaD survey and anecdotal feedback show this isn't how it feels.
  - Annual leave
  - Sickness absence
  - Turnover
  - Skill mix

- Experience of Black and Ethnic Minority colleagues
  - WRES
  - Positive Action
  - Head of ED&I appointed
  - Zero tolerance approach

- Quality Annual Appraisal
  - Redeveloped
  - To include talent and H&WB
  - Launching on new LMS

The RUH, where you matter

Making A Difference Survey Results August 2022

"I think as an organisation I have noticed a real improvement over the last few months in the ethos of caring for staff with compassion and understanding, with communication, I hope this continues"
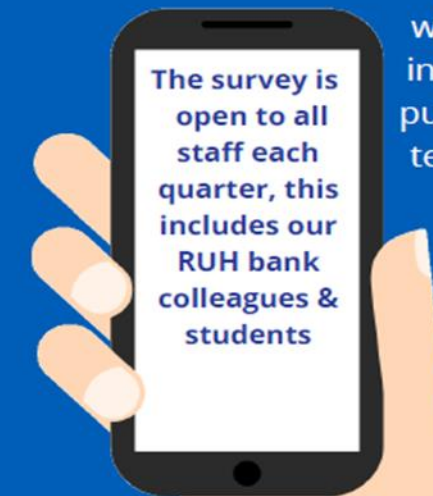
"Whilst the Trust has done a lot to promote diversity there remain many inequalities that have not been addressed."

"Constant struggle with adequate staff and equipment to do job role/ care for patients."

"The (induction) welcome bag was a real treat and I got that in my first week and really did put a smile on my face and the team who gave them were so welcoming also"

The survey is open to all staff each quarter, this includes our RUH bank colleagues & students

To find out more about the results or to get involved with this work please get in touch with the OD team by emailing:

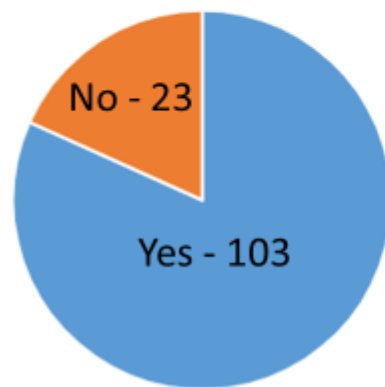ruh-tr.organisationaldevelopment@nhs.net

Violence and abuse

"it is quite common to experience verbal abuse in the role I work in so don't always think to report it unless it is extreme"

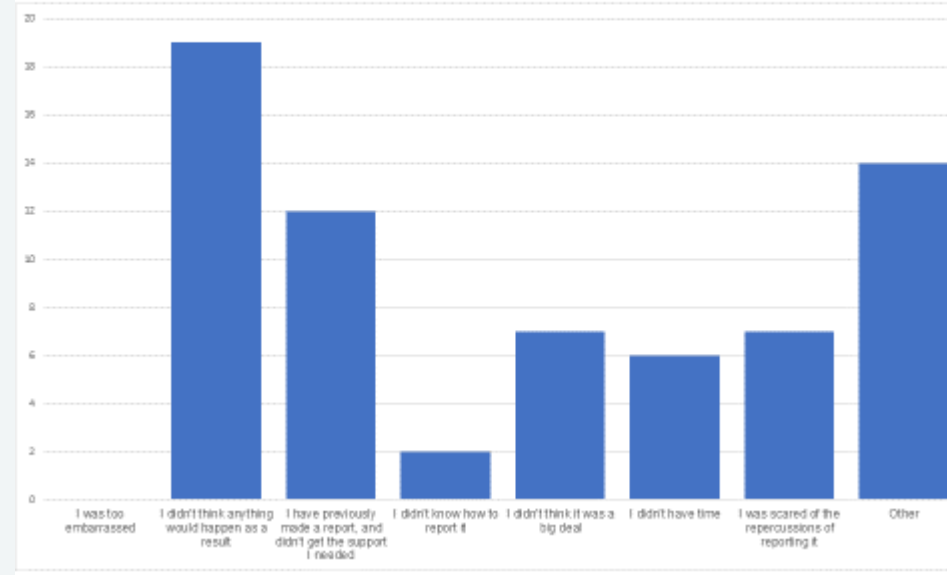- Conducted survey to understand root causes of unwillingness to report

Have you ever experienced physical or verbal violence or aggression at work?

No - 23
Yes - 103

Last time you experienced physical or verbal violence or aggression, did you report it?

Yes - 36
No - 67
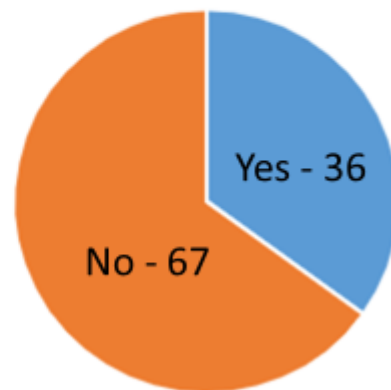
Why didn't you report it?

"Nothing has ever happened in the past even when I've been held up against a door by my neck, or punched, or threatened with a knife... Most weeks we get some kind of punch, kick, shove etc…

The RUH, where you matter

We are safe and healthy

What are we doing:

- Working group to look at tackling incidents of violence.

- Risk and Assurance team are reviewing the current Datix with a view to support all levels of staff with managing incidents in a more effective way.

- Dashboard under development to enable Divisional, Specialty and Department teams access to consistent real-time data for thematic review of incidents.

- Discussions with dementia leads on how to support staff.

more support unfair treatment

datix
datix/support

more time to be able to report
more support hr

something being done

more support
less fear of repercussions

unfair treatment

better training

more signage/posters

The RUH, where you matter

Burnout and Exhaustion

- Conducted survey to understand root cause of burnout and exhaustion – over 750 people replied:

Results

Thinking about your own experiences, what contributes to you feeling exhausted? (tick as many as you like)
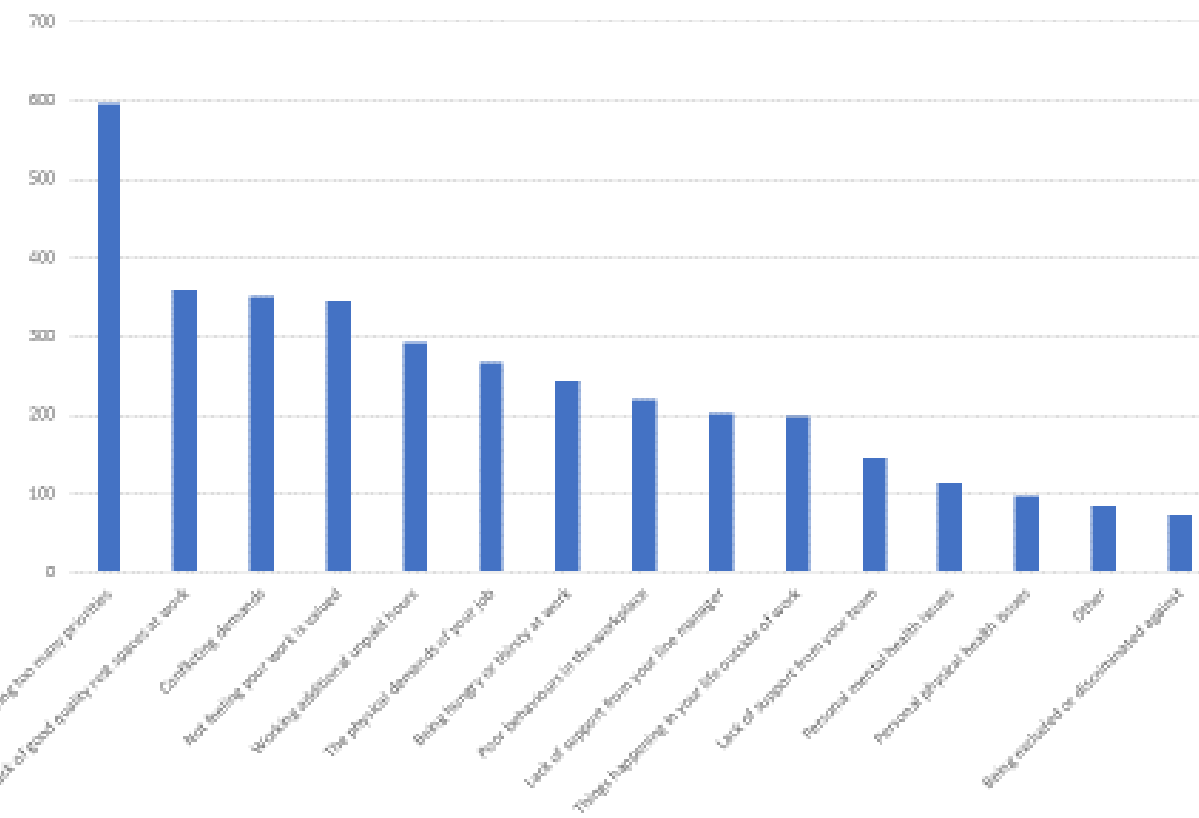
1. Volume of work, too many priorities
2. A lack of rest spaces
3. Conflicting demands
4. I am not valued
5. Additional unpaid hours

The RUH, where you matter

We are
safe and
healthy

What are we doing:

- Food / drink options
  - Including overnight food
  - Meal deal options

- Rest spaces
  - We have assessed and improving environment
  - Ed Centre have offered cleaning team option to create rest spaces

- Shifts
  - Initial conversation with Nursing Workforce Team

Protected time and space for breaks

Shift patterns, length of shifts

Staff being moved to other areas
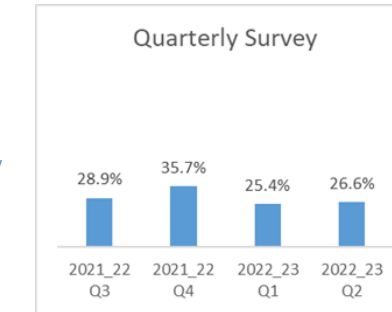
Limited food options – no access to water

Managerial support

Poor behaviours

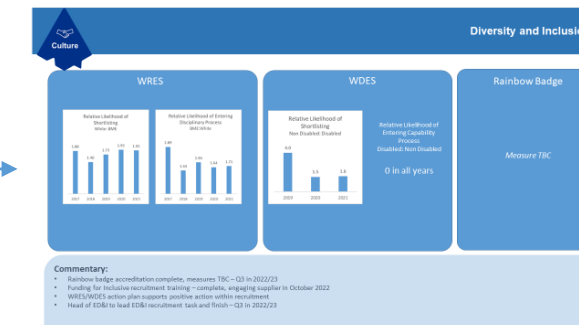*Listen to and value staff*

Pay levels

The RUH, where you matter

Where are we tracking this?

Staffing levels – perception of this is reported in annual survey and quarterly – data is shared with all areas and included in RUH people plan dashboard

Experience of black and ethnic minority colleagues – WRES, RUH People plan data and quarterly survey

Reporting of violence and abuse – move to divisional access of Datix to understand reporting levels and issues

Exhaustion and burnout – Staff survey, the RUH people plan dashboard allows quarterly triangulation with data on sickness absence/turnover etc

Quality annual appraisal - this is tracked divisionally and at a Trust level. Actions included in IPR and RUH People plan.
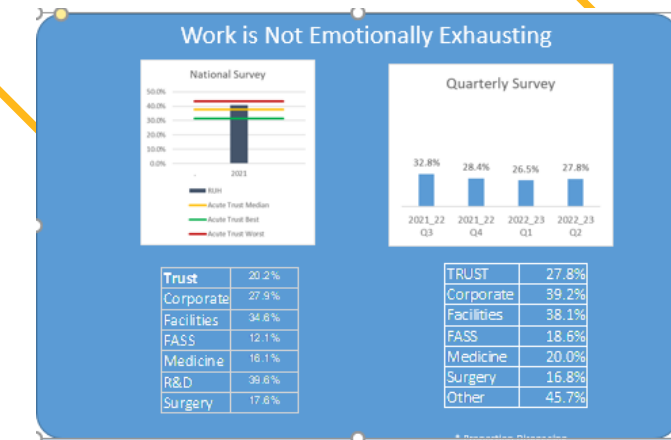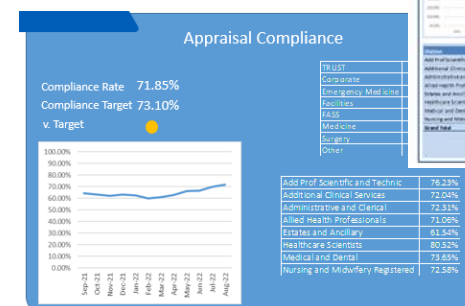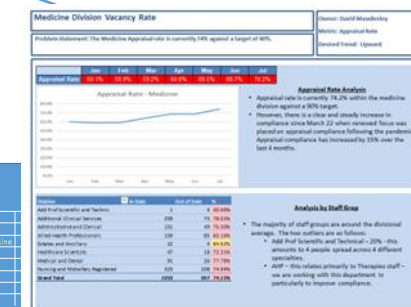
The RUH, where you matter

What have we done in 2022 to increase the numbers:

- Outreach – 25 teams visited – including off site teams (birthing centres and Riverside)

- Individual and team prizes

- Use of iPads in clinical areas

- Comprehensive comms plan - sharing progress weekly updates

- Manager Tool Kit

The RUH, where you matter

Our current response rate is 50.52%
Increase on last year of 7% vs national picture showing downward trajectory
***still waiting for final figure**
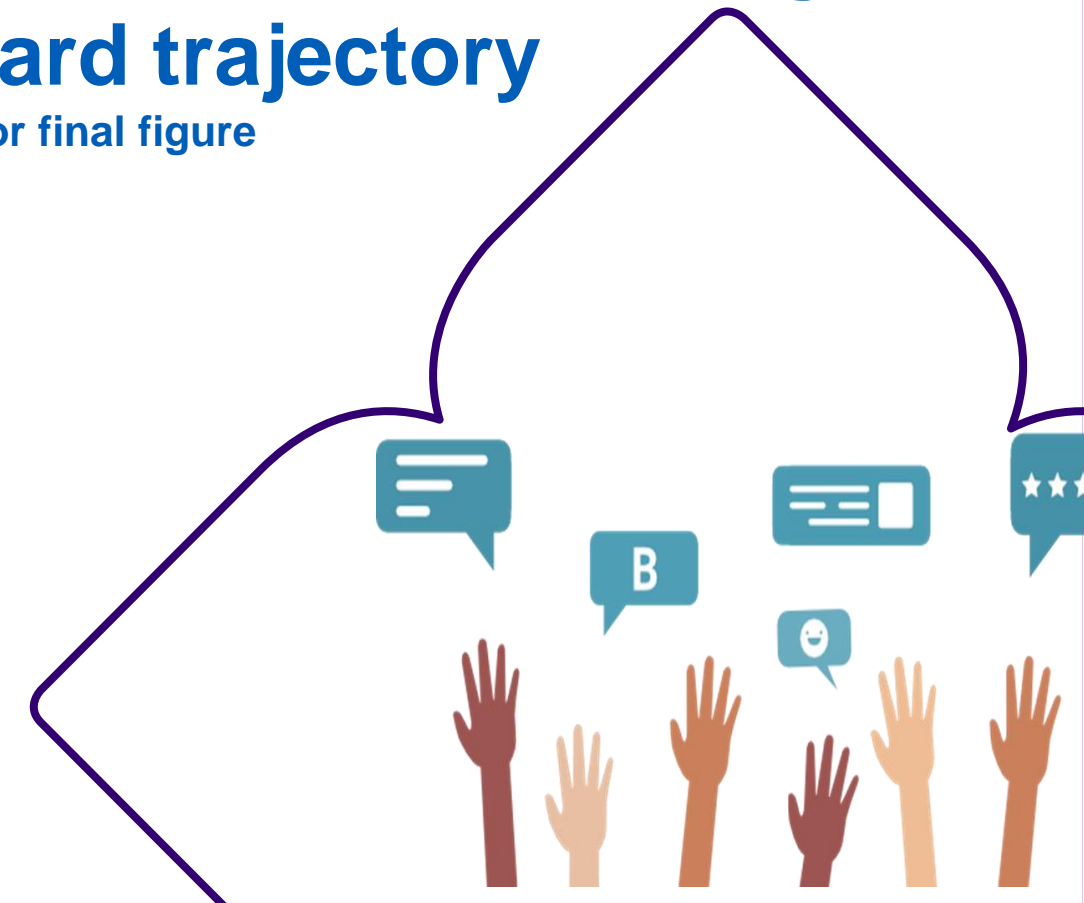
Timescales and next steps

- Early December 2022 – high level management report, including WRES and WDES

- Comms plan

- Turn data into a useable format – share in appropriate forums

- Make part of PRM process – divisional and specialty updates

- Executive lead for each "theme"

- Staff Survey Steering group

The RUH, where you matter