

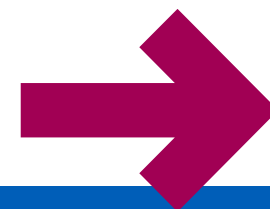
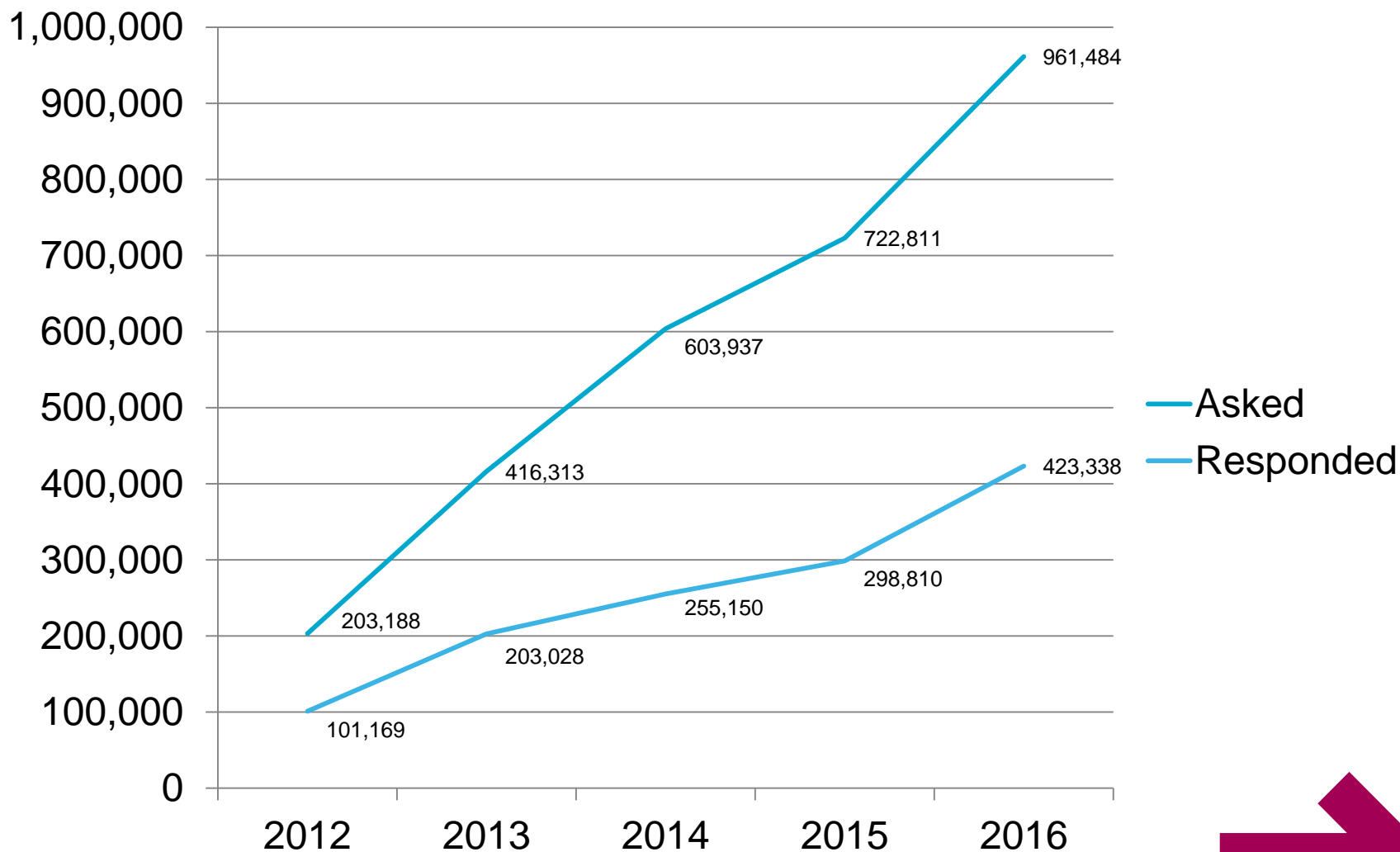
2016 NHS Staff Survey Results

Insight & Feedback
Team

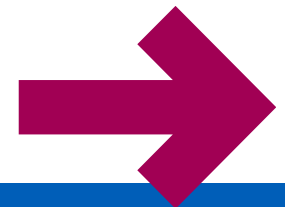
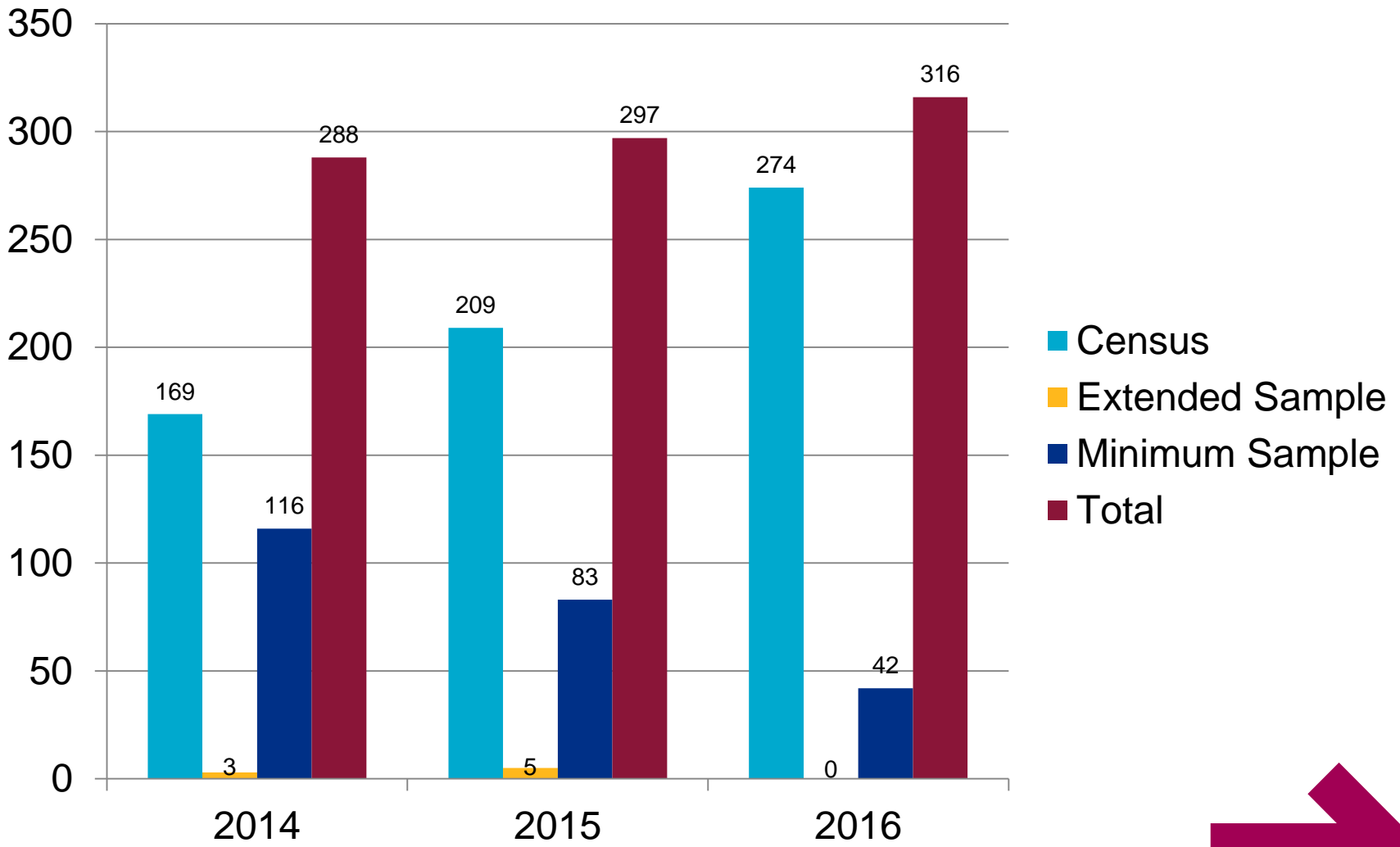
21st March 2017



Hearing from many more people

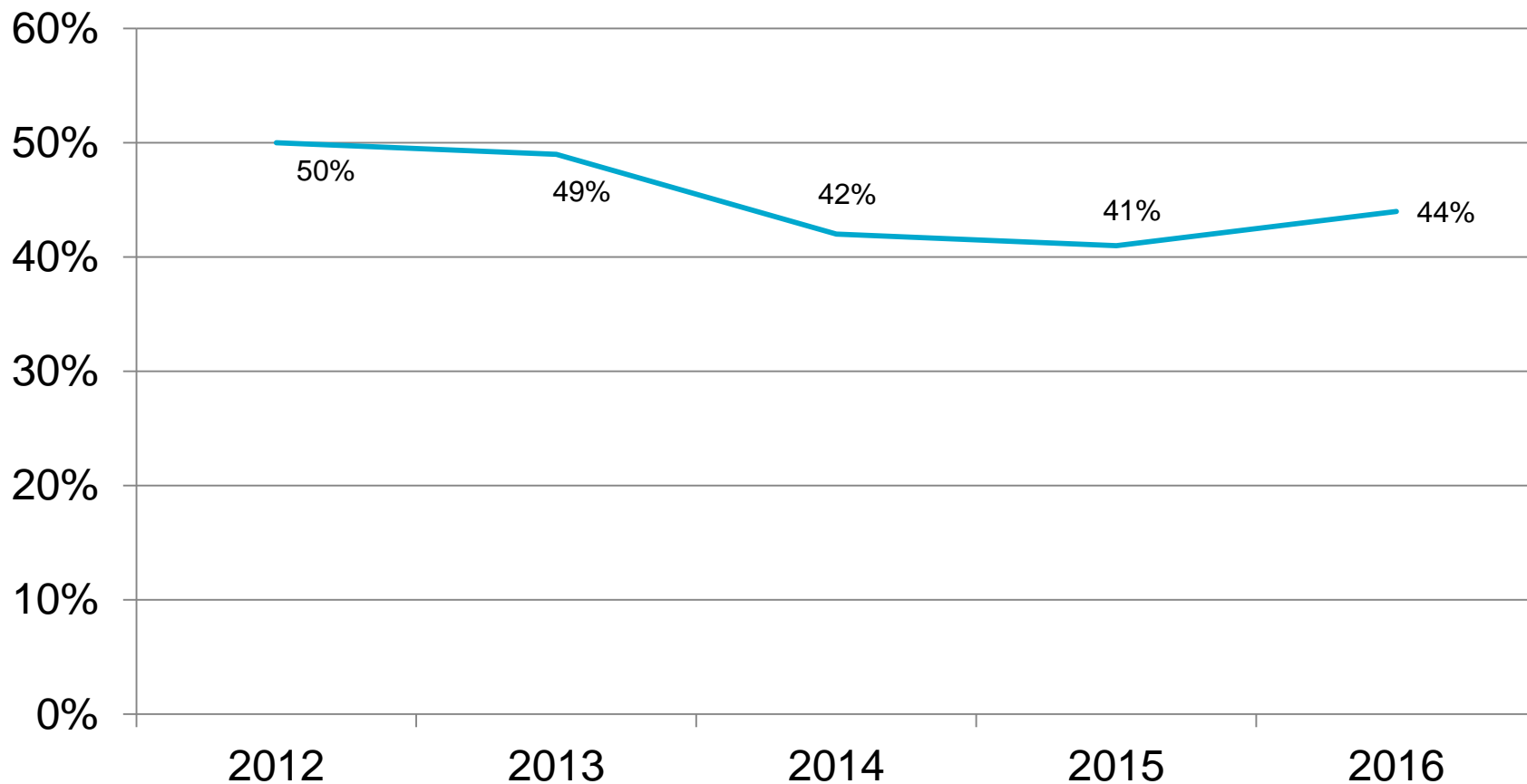


Census vs Sample approach

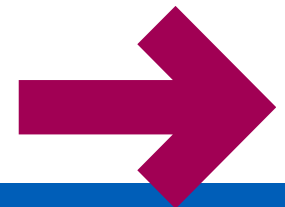
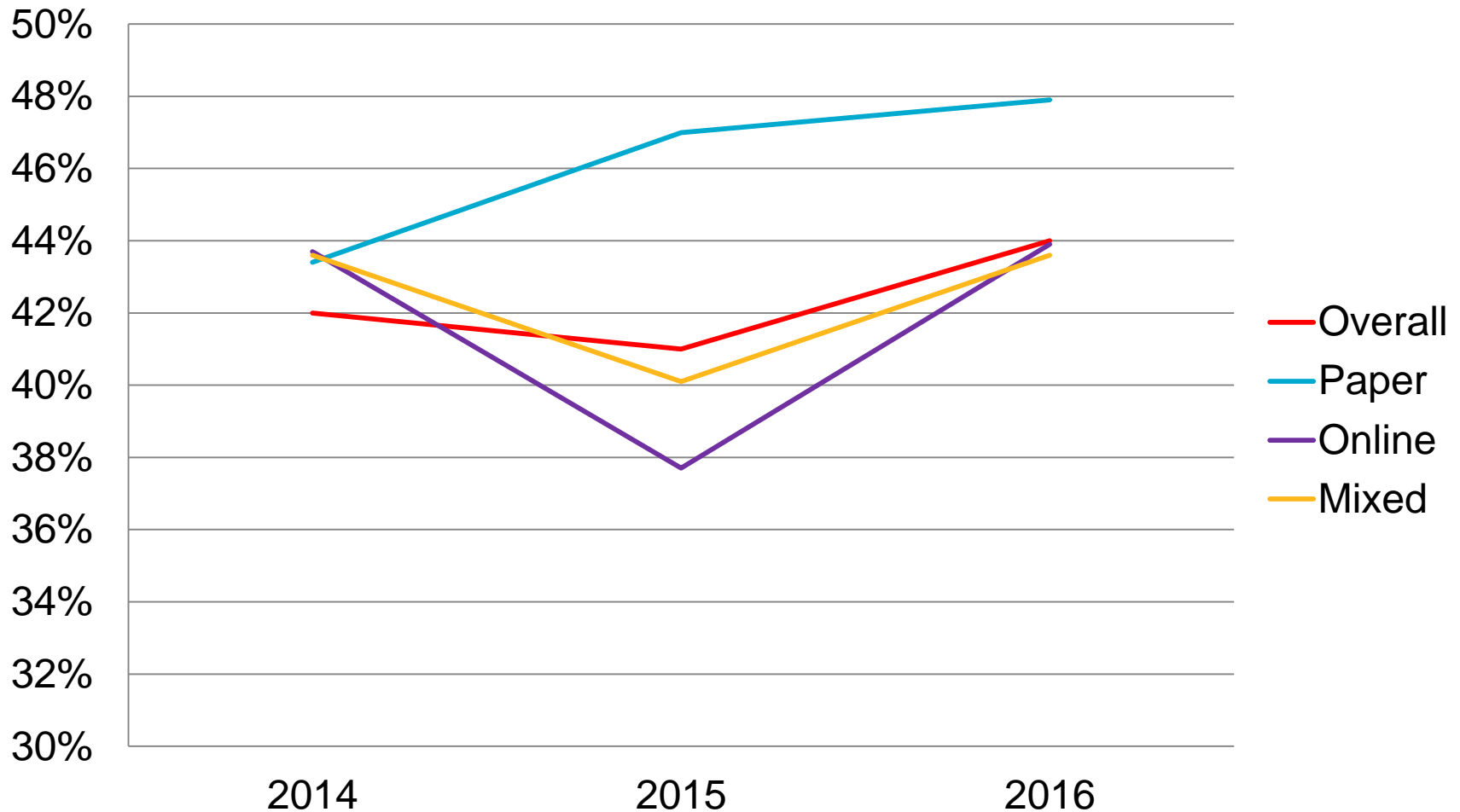


Response rate also improved this year

Response rate



Paper still provides higher response rates



Development work undertaken

2013

- Option to complete online if 99% of staff have email addresses (paper or online single mode options)

2014

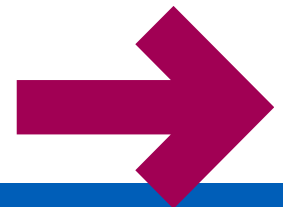
- Email threshold reduced to 65% (move to mixed mode option)
- All responses weighted and included in national reporting (eg if used census approach)

2015

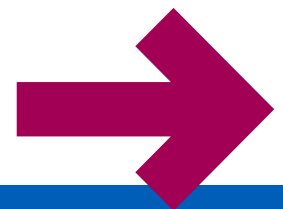
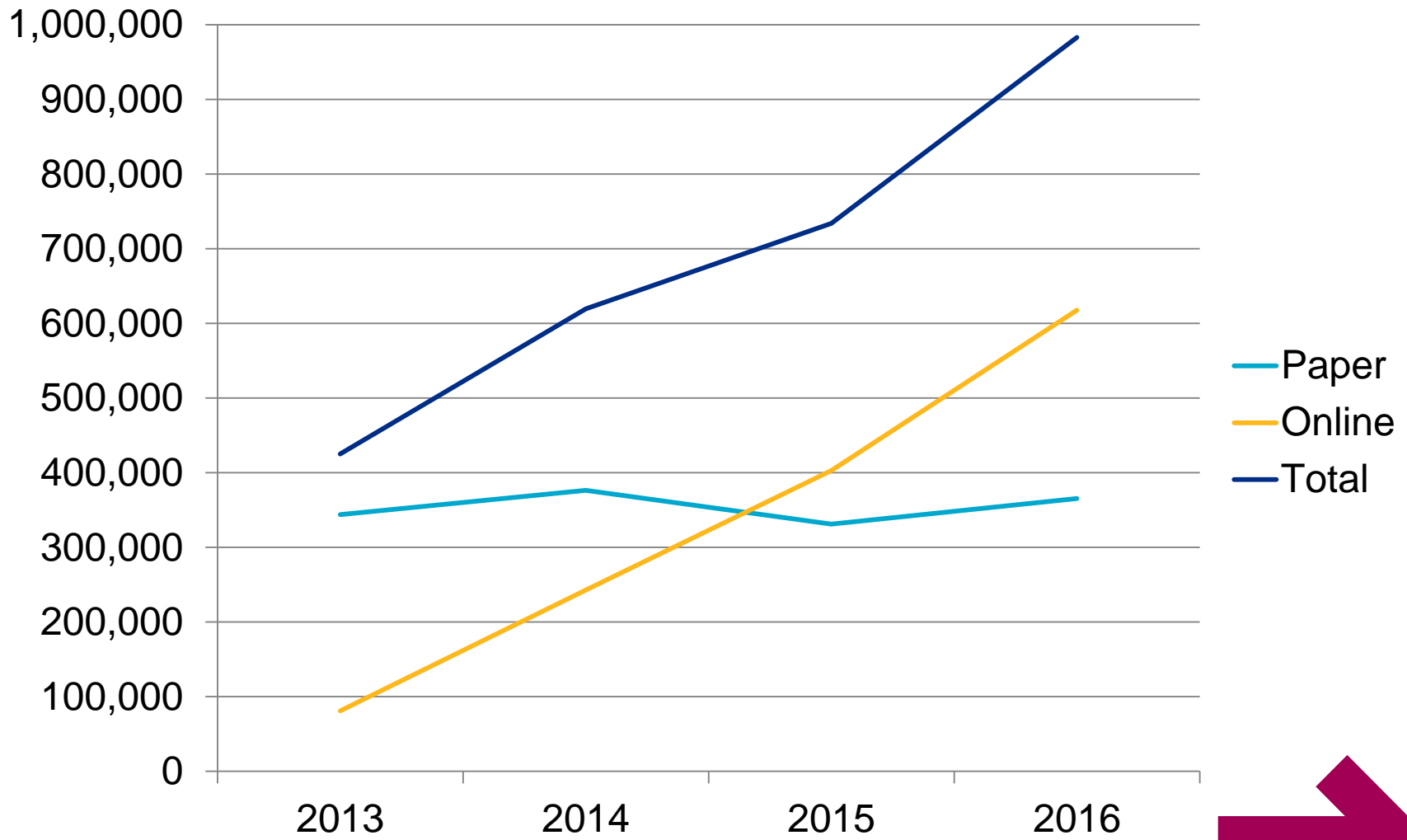
- Questionnaire review
- Testing use of social normative language and increase in # reminders

2016

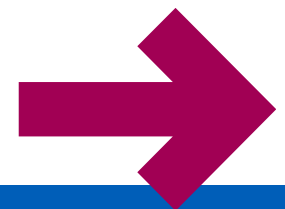
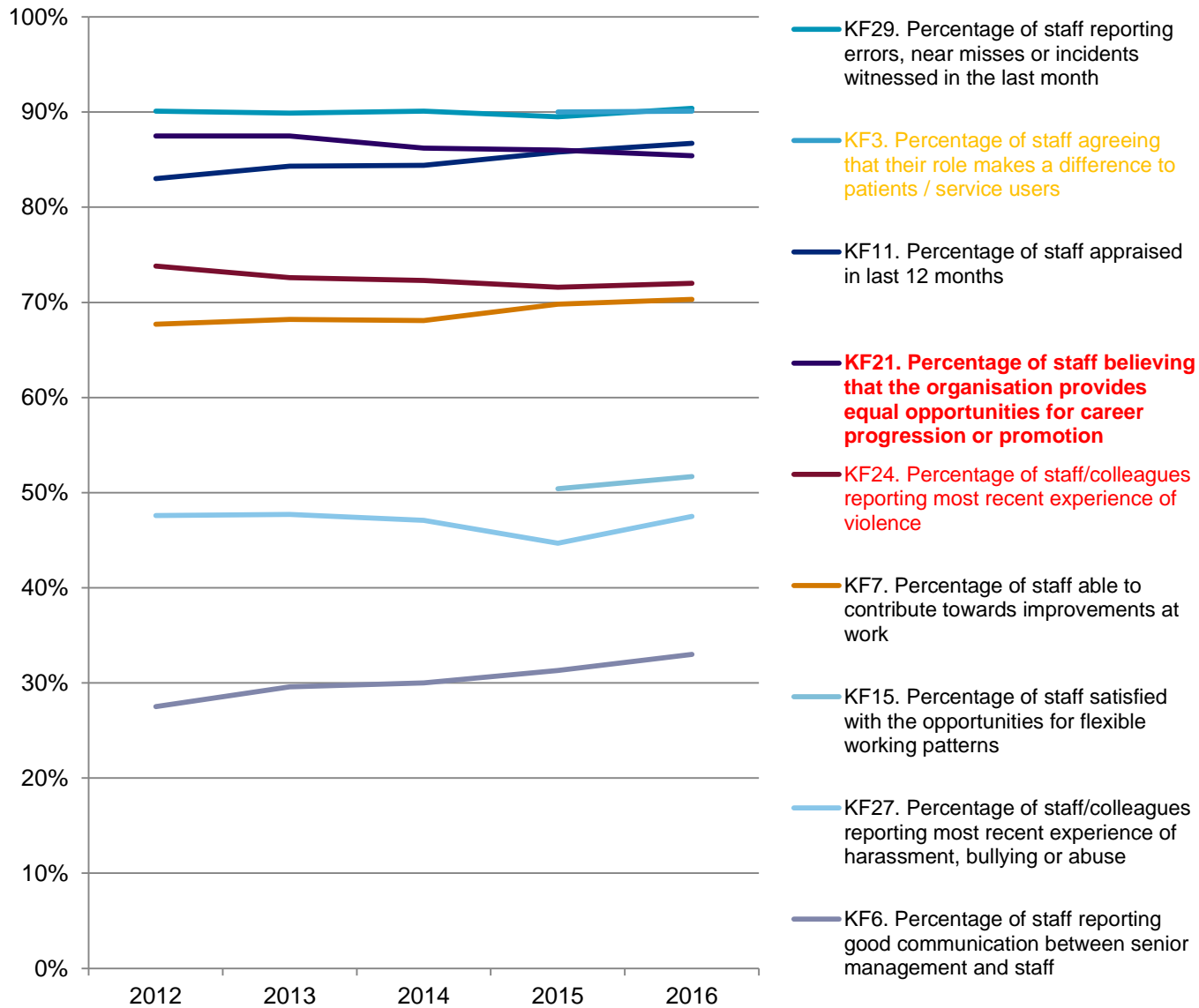
- Incorporate learning from testing into guidance
 - 54% increase in numbers of responses from BME groups from 2015
 - 9% increase in % of respondents from BME groups
- Increased the basic sample size to 1,250
- Promote the adoption of a census approach
- Develop an online interactive tool for the results



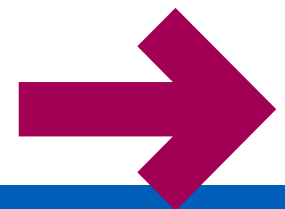
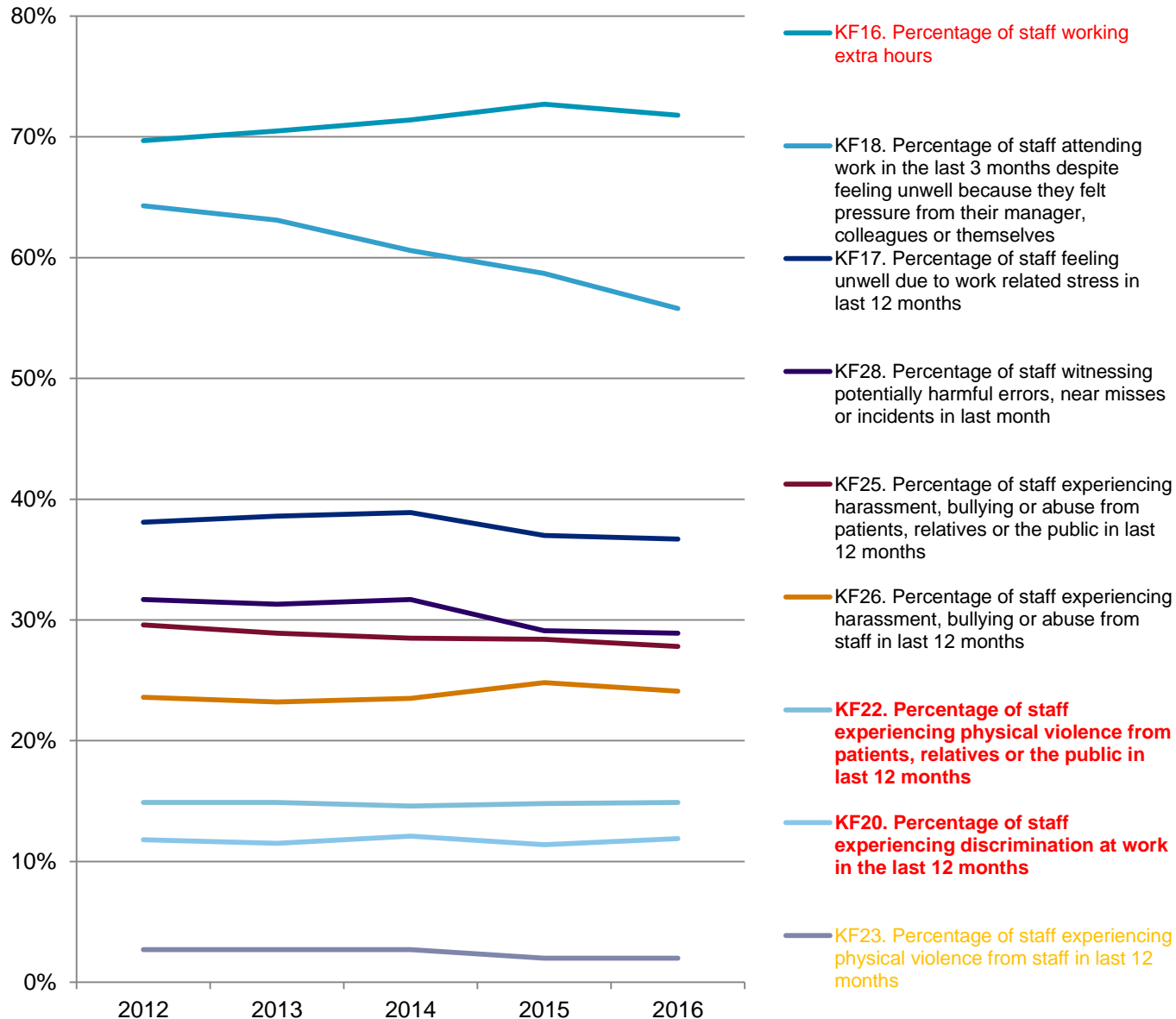
Online rapidly increasing whilst paper remains steady



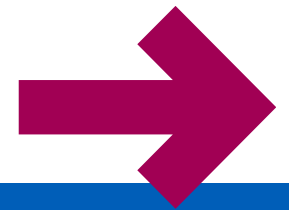
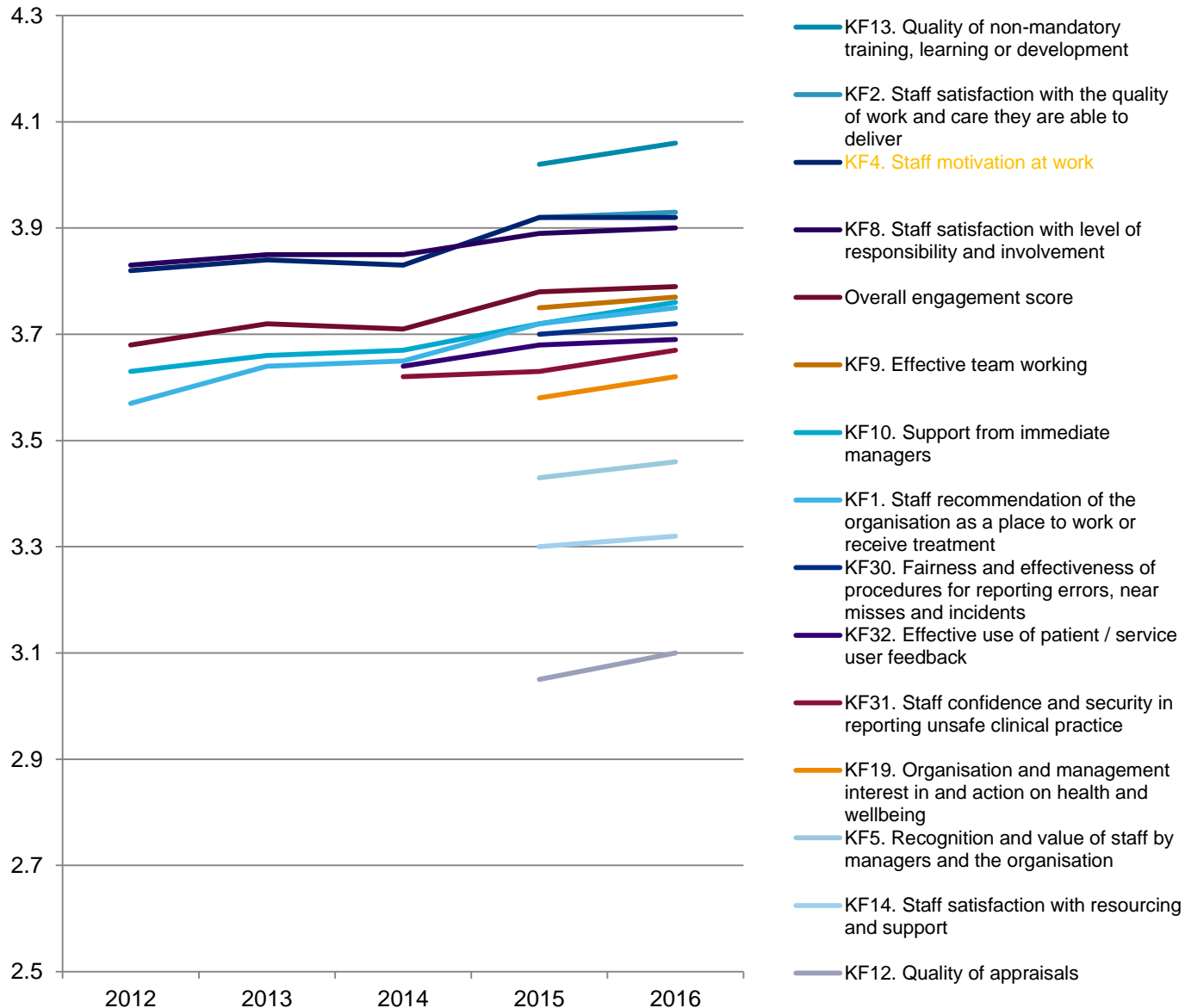
26 out of 32 key findings improved 15-16



26 out of 32 key findings improved 15-16

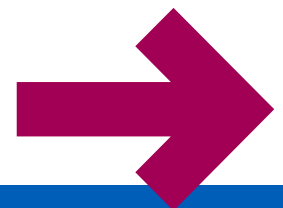


26 out of 32 key findings improved 15-16



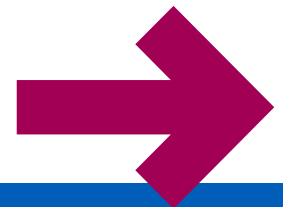
3 key findings worsened in 2016 compared to 2015

- Percentage of staff experiencing discrimination at work in the last 12 months (KF20) - up to **11.9%** from 11.4%
- Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion (KF21) - down from 86% to **85.4%**
- Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months (KF22) - up from 14.8% to **14.9%**



5 biggest improvements in key findings in 2016 compared to 2015

- Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves (KF18) – down from 58.7% to **55.8%**
- Percentage of staff/colleagues reporting most recent experience of harassment, bullying or abuse (KF27) – up to **47.5%** from 44.7%
- Percentage of staff reporting good communication between senior management and staff (KF6) - up from 31.3% to **33.0%**
- Percentage of staff satisfied with the opportunities for flexible working patterns (KF15) – up to **51.7%** from 50.4%
- Quality of appraisals (KF12) – up to **3.10** (out of 5) from 3.05

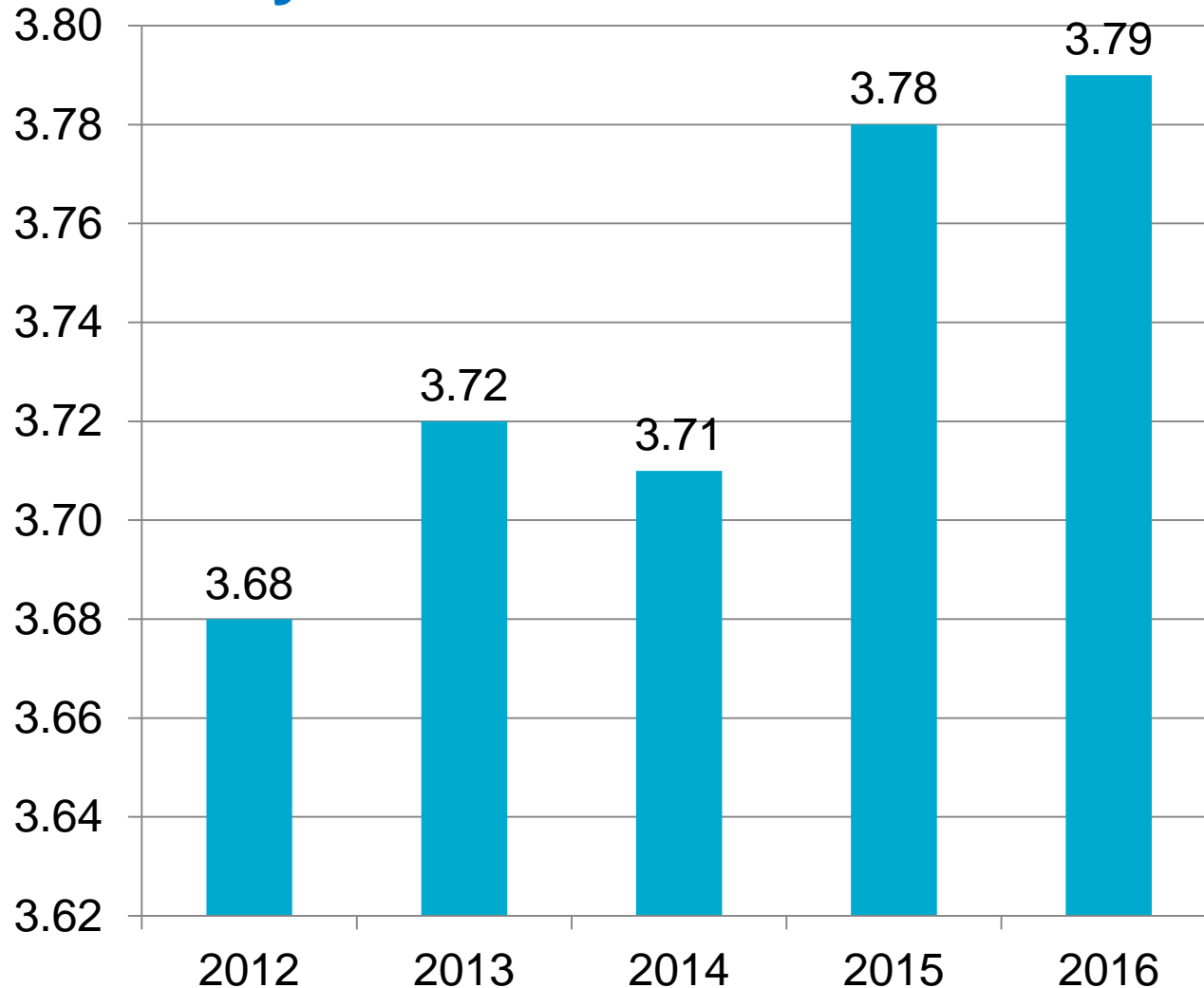


5 biggest improvements in question level results in 2016 compared to 2015

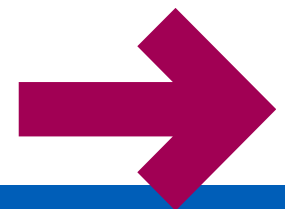
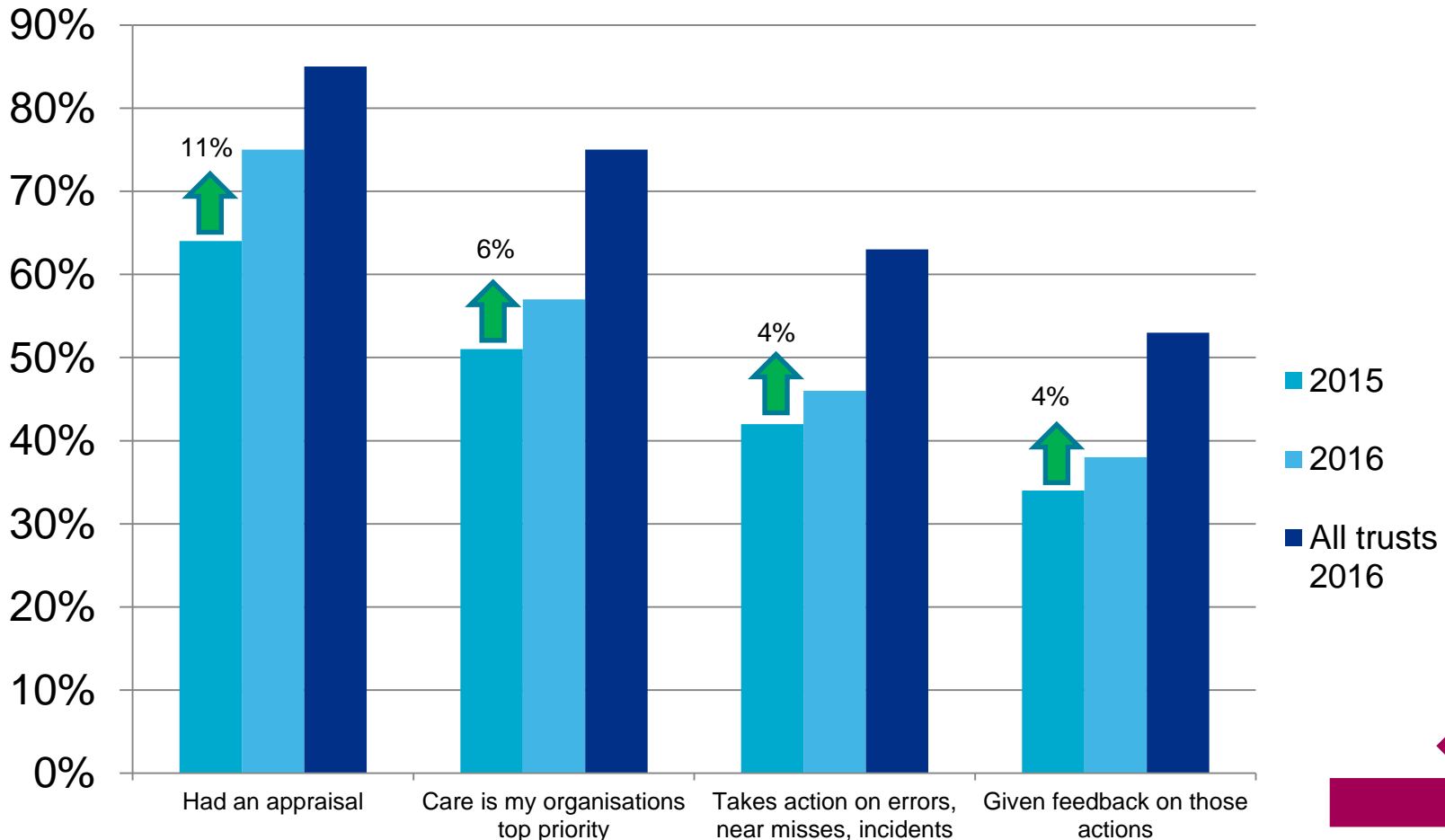
- Percentage of staff agreeing that the **values of my organisation were discussed as part of the appraisal process** (Q20e) – up from 75% to **78%**
- Percentage of staff who in the last three months have come to work **despite not feeling well enough to perform their duties** (Q9d) – down from 63% to **60%**
- Percentage of staff agreeing they are **given feedback about changes made in response to reported errors, near misses and incidents** (Q12d) - up from 50% to **53%**
- Percentage of staff who **reported the last time they experienced harassment, bullying or abuse at work** (Q15d) – up to **37%** from 34%
- Percentage of staff agreeing they would feel **secure raising concerns about unsafe clinical practice** (Q13b) – up from 68% to **70%**



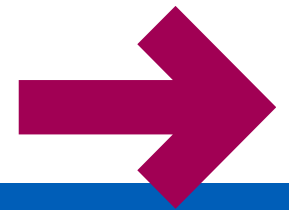
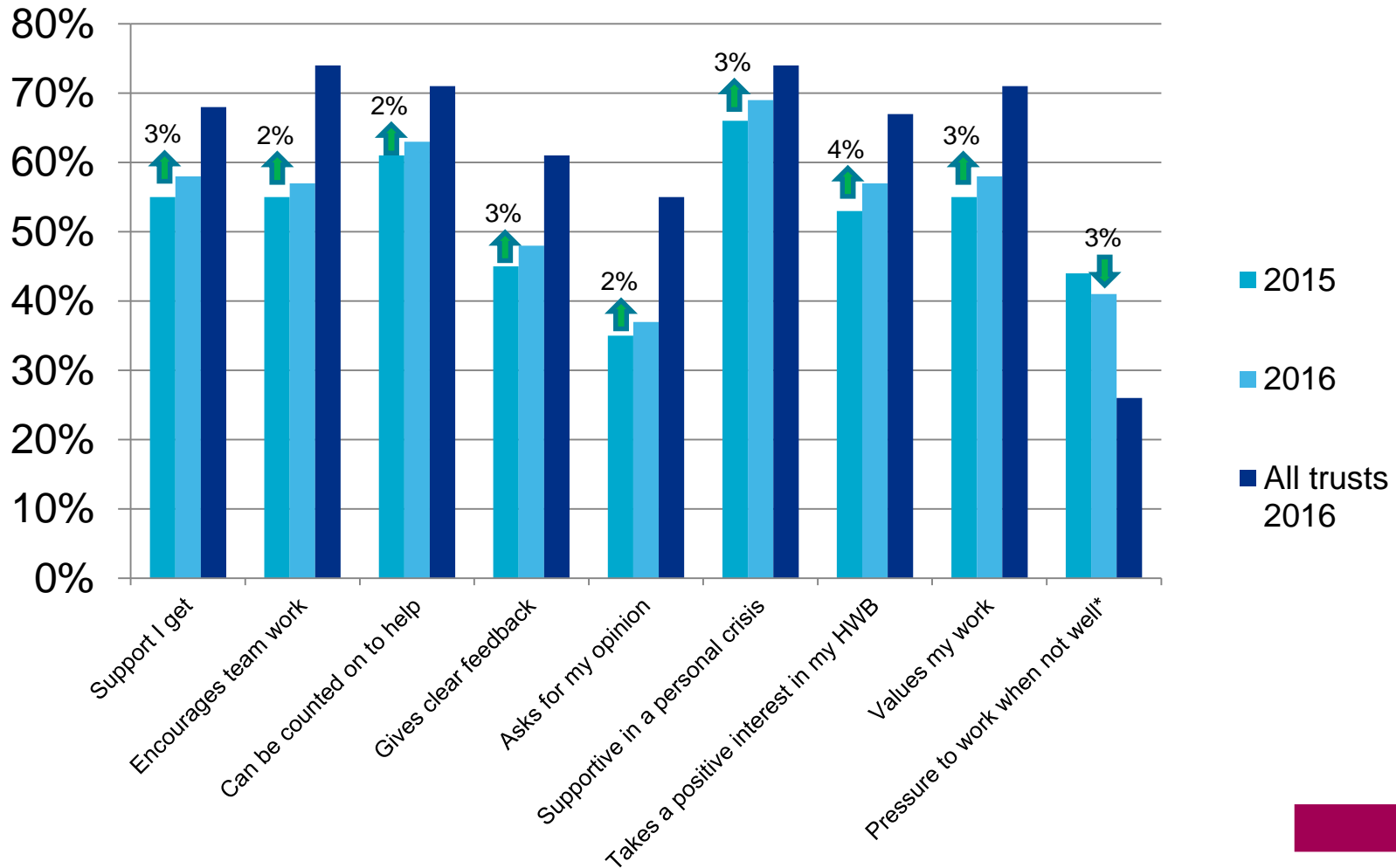
Overall staff engagement has shown gradual but sustained improvement over the last five years



Ambulance trusts continue to score lowest but have shown significant improvements this year...

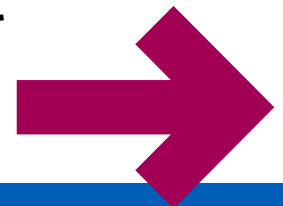


...particularly in relation to line management



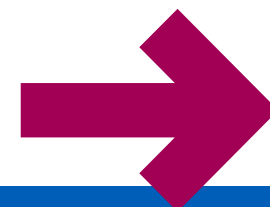
Advocacy

- **70%** of NHS staff said that if a friend or relative needed treatment they would be happy with the standard of care provided by their organisation (up from 69% in 2015). **9%** disagreed with the statement
- **60%** of staff would recommend their organisation as a place to work (up from 59% in 2015). **16%** disagreed with the statement




Pressures


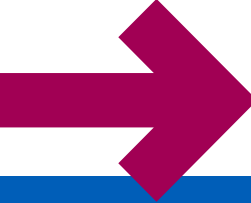
- **45%** of staff feel able to meet all the conflicting demands on their time at work (up from 43% in 2015)
- **31%** of staff feel that there are enough staff in their organisation to enable them to do their job properly, the same as in 2015. **47%** disagree that there are enough staff in their organisation (48% in 2015)
- **59%** of staff feel able to deliver the patient care they aspire to (58% in 2015)
- **55%** of staff report that they have adequate materials, supplies and equipment to do their work (the same as in 2015)
- **60%** of staff have come to work in the last three months despite not feeling well enough to perform their duties (compared to 63% in 2015) and of those staff, **92%** say they put themselves under pressure to come to work, **26%** say they felt pressure from managers and **20%** say they felt pressure from colleagues



Patient feedback

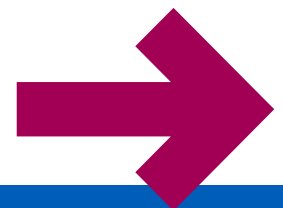
- 
- **64%** of staff agreed that patient experience feedback is collected within their department (down from 67% in 2015)
 - **17%** of staff don't know if patient experience feedback is collected within their department (up from 15% in 2015)

But...

- 
- **59%** of staff agree they receive regular updates on patient experience feedback in their department (up from 58% in 2015)
 - **51%** of staff agree feedback from patients is used to make informed decisions within their department (up from 50% in 2015)
- 

Discrimination

- **8%** of staff report having experienced discrimination in the last 12 months from a manager, team leader or other colleagues. (7% in 2015)
- **60%** of staff believe their organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age. **10%** do not and **30%** don't know. (The same as in 2015)



Health & Wellbeing

- **90%** of staff agree that their organisation takes positive action on health and wellbeing, either 'definitely' or 'to some extent' (compared to 89% in 2015)
- **67%** of staff agree that their immediate manager takes a positive interest in their individual health and wellbeing (compared to 66% in 2015)
- **25%** of staff report experiencing musculoskeletal (MSK) problems as a result of work activities (the same as in 2015), however this rises to **41%** in ambulance trusts (42% in 2015)
- **37%** of staff report that they have felt unwell as a result of work related stress in the last 12 months (the same as in 2015)



Job Satisfaction

- **80%** of staff feel able to do their job to a standard they are personally pleased with – the same as in 2015
- **59%** of staff report that they often or always look forward to going to work (compared to 58% in 2015) and 74% feel enthusiastic about their job (the same as in 2015)
- **43%** of staff felt that their organisation values their work, up from 42% in 2015
- **75%** of staff feel able to make suggestions on how they could improve the work of their team or department (the same as in 2015)
- **32%** reported that senior managers act on feedback from staff (up from 30% in 2015)
- **37%** of staff reported that they are satisfied with their level of pay (the same as in 2015)



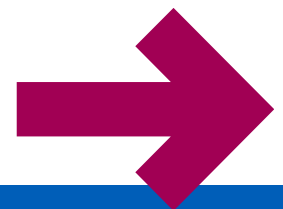
Violence, bullying, harassment

- **87%** of staff report never personally having experienced harassment, bullying or abuse at work from managers in the previous 12 months (the same as in 2015)
- **37%** of staff said the last time they had experienced harassment, bullying or abuse at work they reported it (compared to 34% in 2015). **47%** said they did not report it (compared to 49% in 2015)
- Staff working in ambulance trusts (**34%**) and mental health / learning disability trusts (**21%**) were more likely to have experienced physical violence from patients, their relatives or other members of the public in the previous 12 months, than those working in other organisation types (the same as in 2015)
- **15%** of staff reported experiencing physical violence from patients, their relatives or other members of the public in the previous 12 months – this has remained steady since 2012
- **28%** of staff report that they experienced bullying, harassment and abuse from patients, their relatives or other members of the public in the previous 12 months (the same as in 2015)

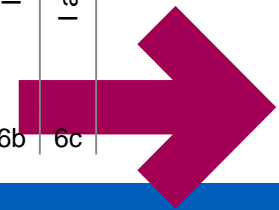
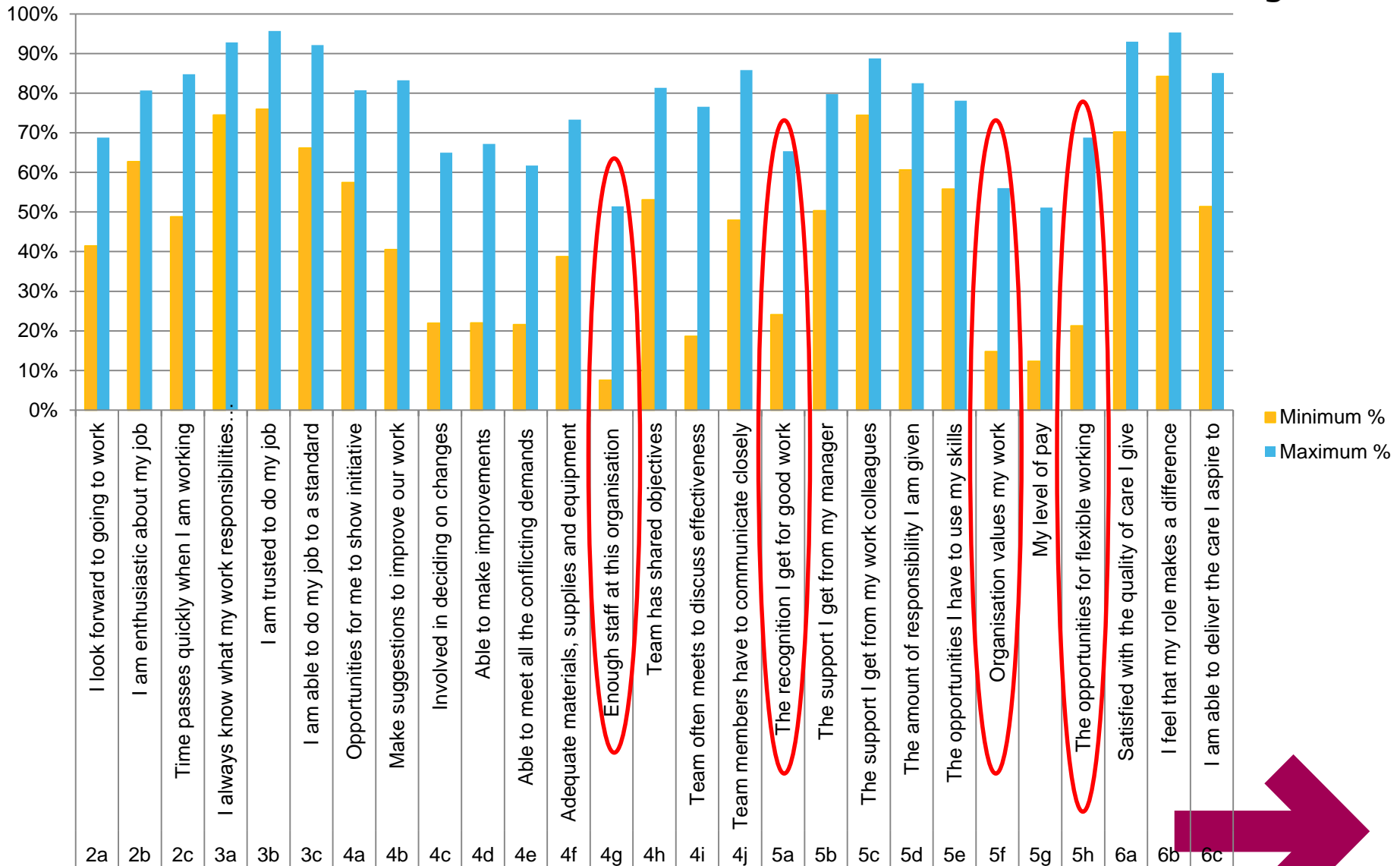


Raising concerns

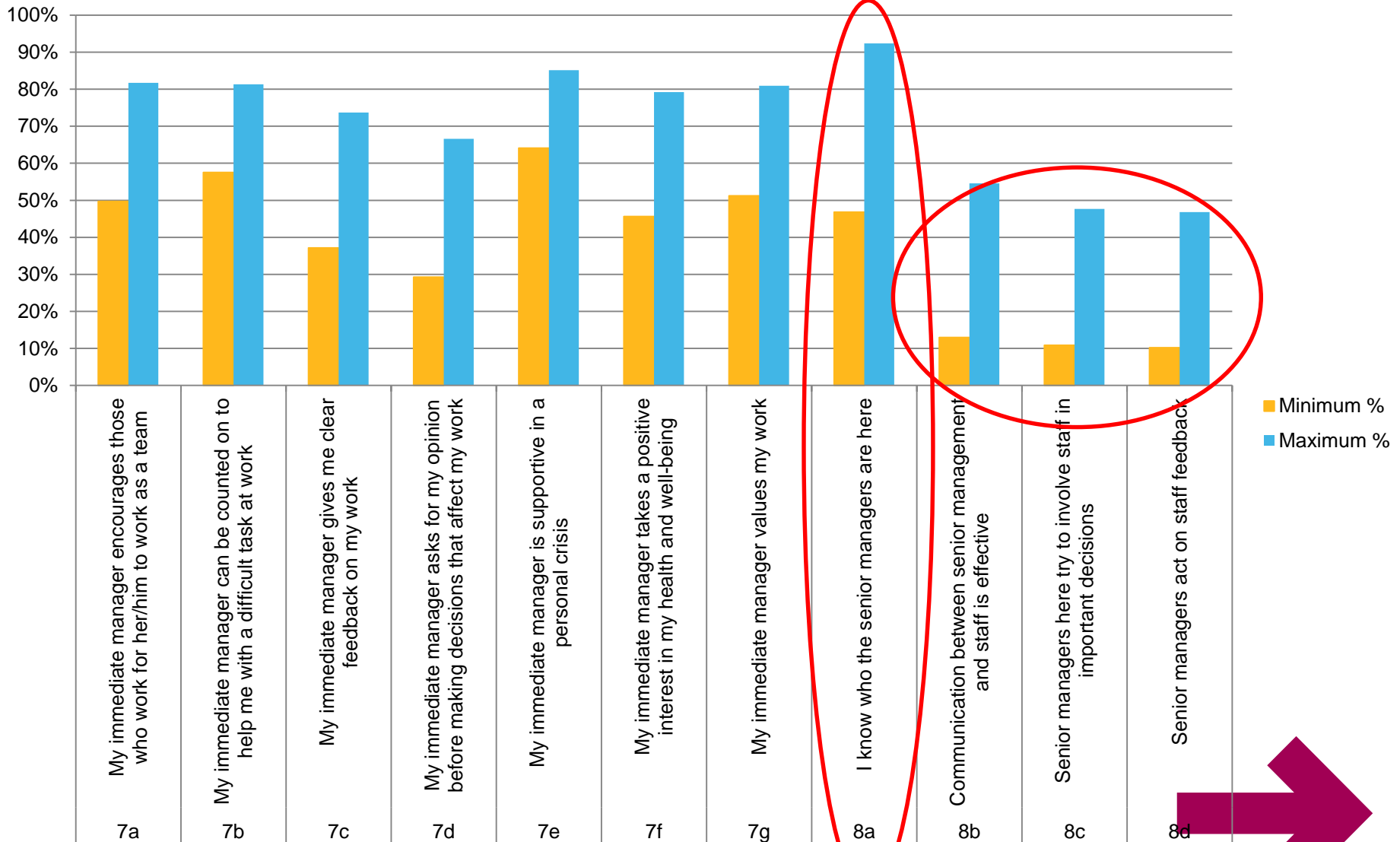
- **87%** of staff know how to report any concerns they have about unsafe clinical practice (up from 86% in 2015)
- **70%** would feel secure in raising these concerns (up from 68% in 2015)
- **58%** would feel confident that their organisation would address their concern (up from 56% in 2015)



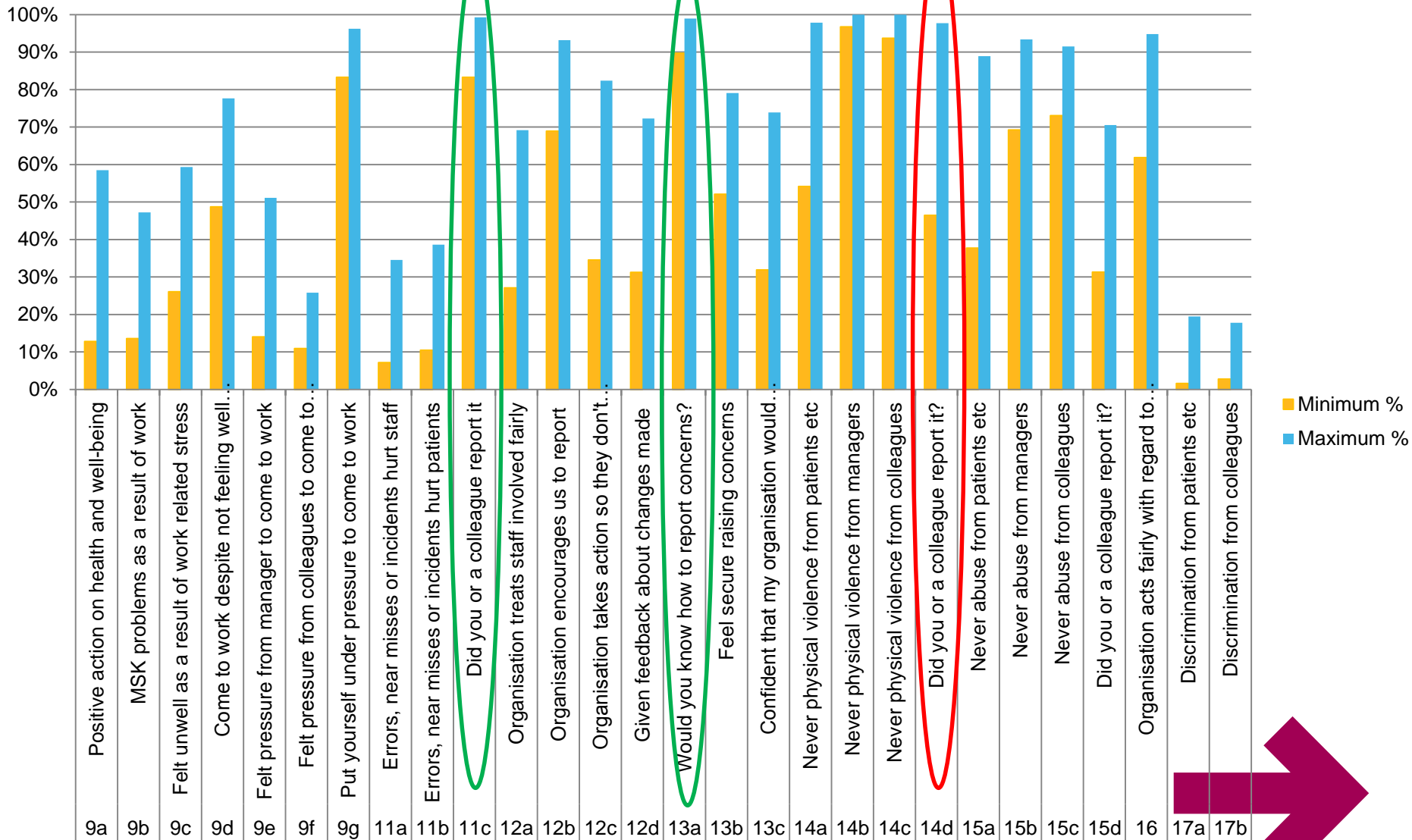
Range of scores - Your Job



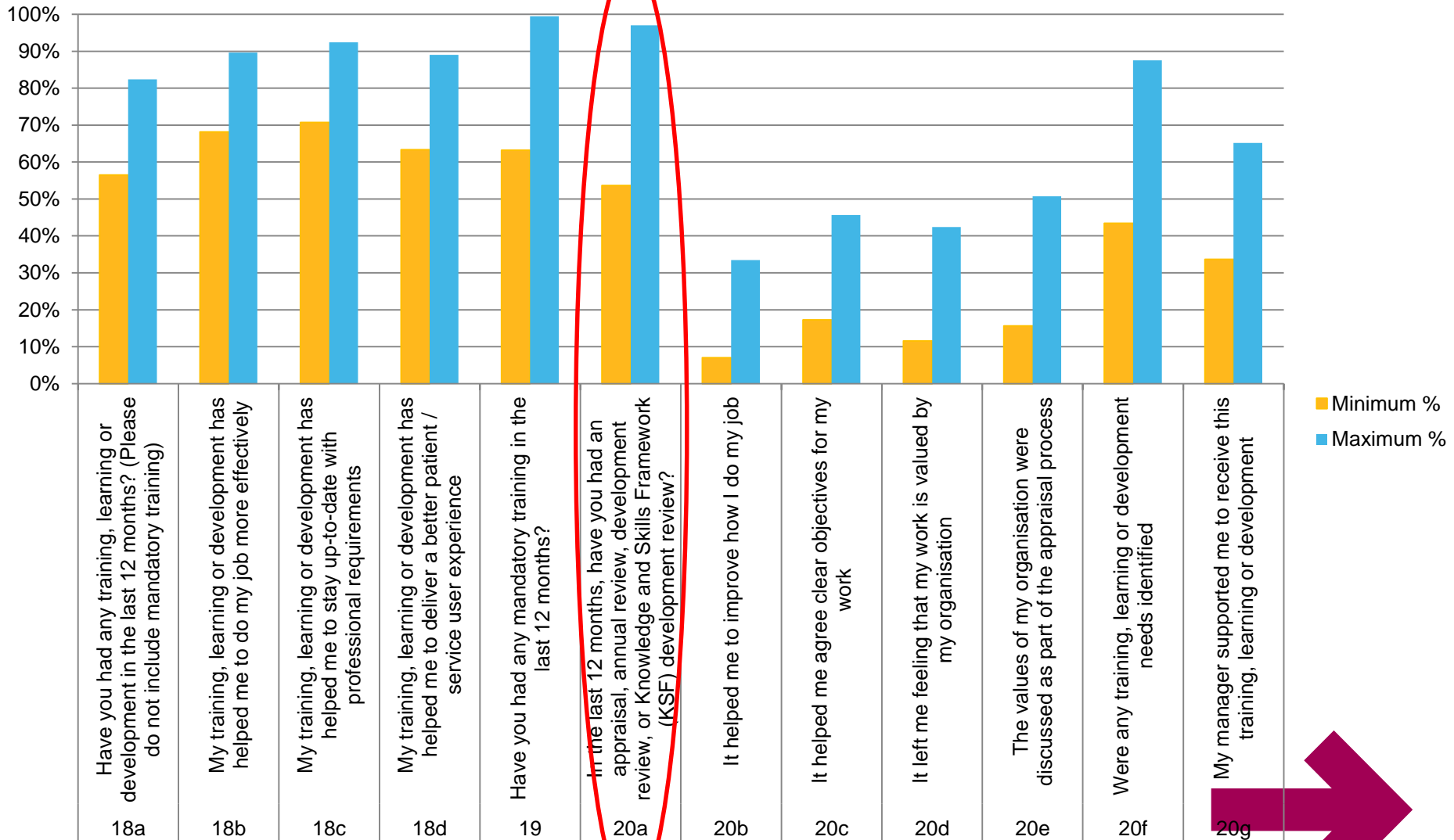
Range of scores - Your Managers



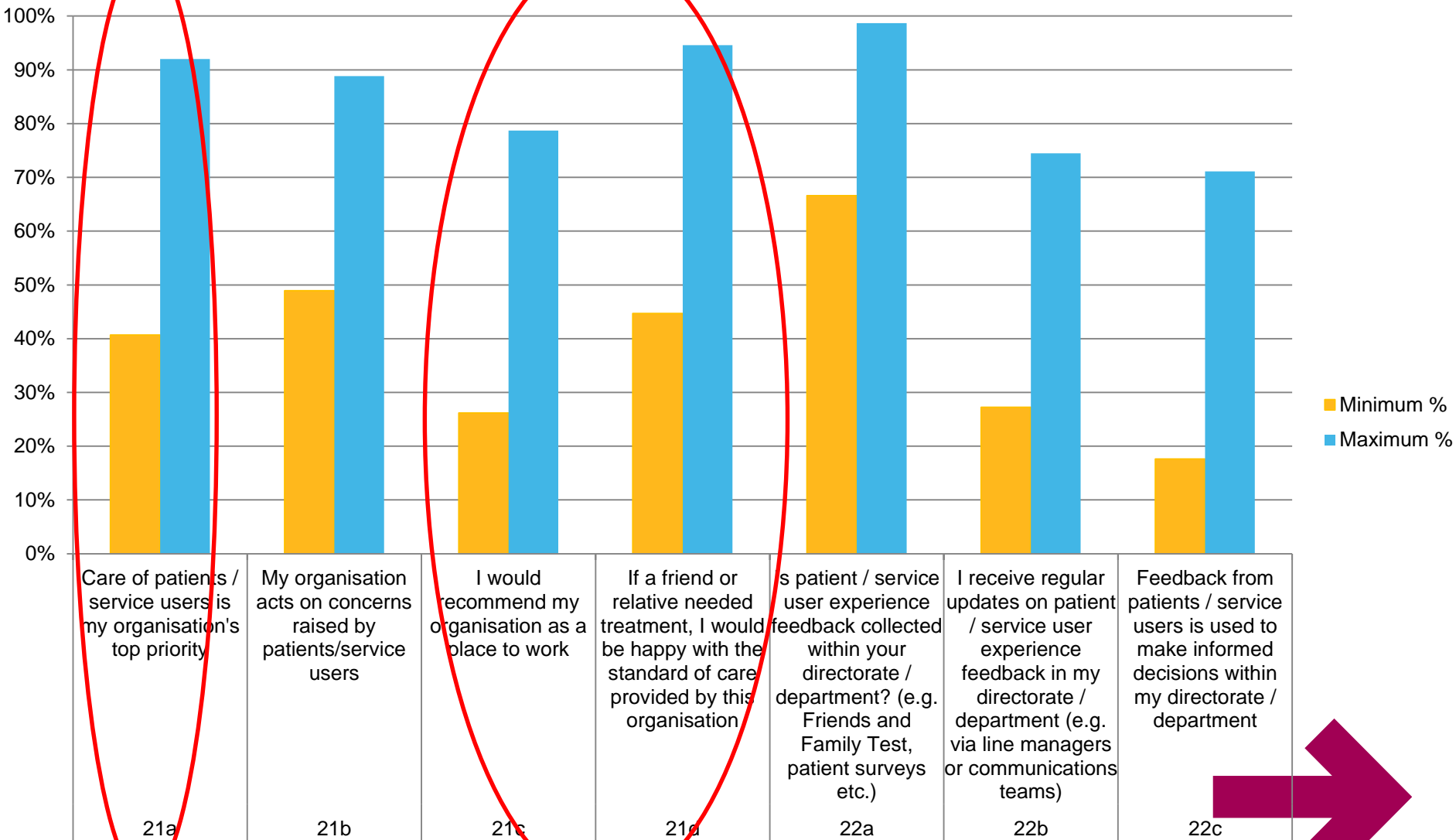
Range of scores - Your Health, Well-being and Safety At Work



Range of scores - Your Personal Development



Range of scores - Your Organisation



2016 NHS Staff Survey Results



Homepage

National Results

[National Overview](#)

Key Findings

Key Findings – occupational group comparison

Local Results

Making Sense of Your Staff Survey Data

[Send us feedback!](#)

NHS Staff Surveys website

National Overview

National Overview

The 2016 NHS Staff Survey involved 316 NHS organisations in England. Over 982,000 NHS staff were invited to participate using a self-completion postal questionnaire survey or online.

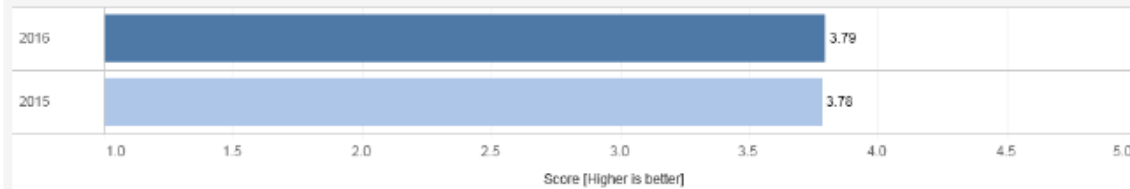


Response Rate

2015	2016
41%	44%

Overall Staff Engagement Score

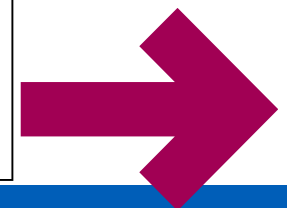
The overall staff engagement score represents staff members' perceived ability to contribute to improvements at work, their willingness to recommend the organisation as a place to work or receive treatment, and the extent to which they feel motivated and engaged with their work. The data presented below is the average overall engagement score for *all trusts*.



This site contains both national-level data and organisation-level data. You can browse what is available on the navigation menu to the left.

You can find information to help you understand the data in the 'Making Sense of your Staff Survey data' document available via the menu.

If you have any queries, please contact the Staff Survey Co-ordination Centre: staffsurvey@pickereurope.ac.uk



Online Tool – Compare Occ Groups

2016 NHS Staff Survey Results



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Key Findings

[Key Findings – occupational group comparison](#)

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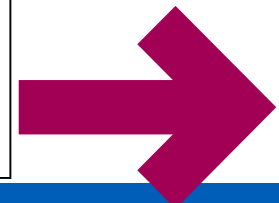
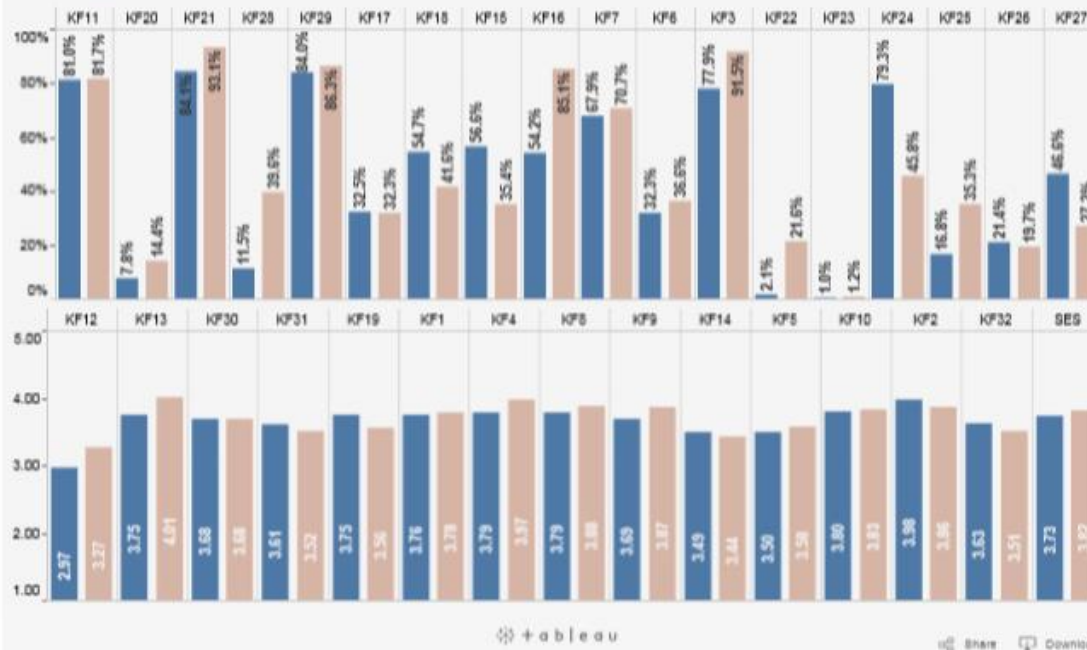
Compare Key Finding results from different occupational groups

Select two occupational groups to compare:

(Multiple values)



- Admin & clerical staff
- Medical / dental (in training)



Online Tool – Local results

2016 NHS Staff Survey Results



Homepage

National Results

Local Results

[Organisational summary](#)

Overall Staff Engagement Score

Top and Bottom Key Findings

Largest Local Changes

Key Findings by theme

Local Key Finding breakdowns

Question data

Work and demographic profile of survey respondents

Workforce Race Equality Standard (WRES)

Making Sense of Your Staff Survey Data

Send us feedback

Organisational summary

Select an organisation:
Sheffield Teaching Hospitals NHS Foundation Trust

Response Rate

2016 **45.66%**

2015 **50.79%**

Overall Staff Engagement Score

Score [higher is better]

Differences from 2016 benchmarking group average

Percentage difference from benchmarking group average

Local changes since 2015 survey

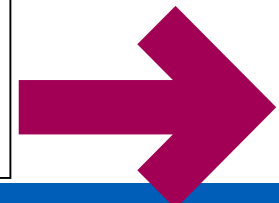
Percentage difference from 2015 score

Difference from benchmarking group average

Difference from 2015 score

+ a b l e a u

Share Download



Development work underway

For 2017

- Increase representation on Advisory Group
- Review eligibility criteria
- Review reporting outputs
- Further develop online results tool
- NHS Improvement Staff Experience and Outcomes Explorer Tool

