

Staff Survey 2014

BOLTON NHS FOUNDATION TRUST

DECEMBER 2014

Executive Summary

How are your results reported?

The Picker Institute presents your survey results in the form of **problem scores**. The problem score shows the percentage of staff who gave a negative response for each applicable question.

A detailed explanation of how problem scores are calculated is provided in Section 1 of the full survey report, but the following should be kept in mind when looking at your results:

- **Lower problem scores are better**
- Problem scores highlight issues that need **further investigation**
- Problem scores are a **simple summary** measure used for comparison and for helping to focus on areas for improvement
- Problem scores are an **interpretation of the results** by the Picker Institute – NHS England will not see problem scores.

Introduction

This document summarises the findings from the Staff Survey 2014, carried out by Picker Institute Europe, on behalf of Bolton NHS Foundation Trust. The NHS England report is due for publication in February 2015.

The Picker Institute was commissioned by 50 trusts to undertake the Staff Survey 2014. A total of 850 staff from your Trust were sent a questionnaire of which 829 were eligible to complete the survey, 386 returned a completed questionnaire, giving a response rate of 46.6%. The average response rate for the 50 'Picker' trusts was 41.6%.

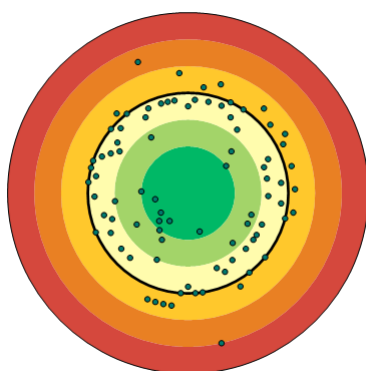
Your results at a glance



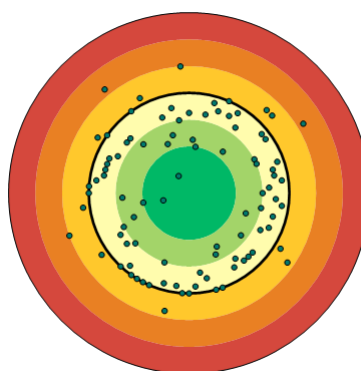
This score is considerably improved/better than average



This score is considerably worse than average/last year



Historical changes for all questions



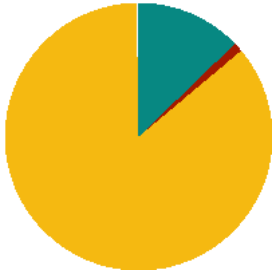
Differences from the average for all 'Picker' acute trusts - All questions

Each dot indicates a score on a question	
The thick black line shows the base line, 0% change/difference	
In the first half of the report, Historical Changes, this is where there has been no change since the previous year on a question	
In the 2nd half of the report, this shows where the trust performance is the same as the 'Picker average for that question'	
	Worsened by more than 8% since last year / More than 8% worse than the 'Picker average'
	Worsened by 4%-8% since last year / Between 4-8% worse than the 'Picker average'
	Worsened by 0%-4% since last year / Between 0-4% worse than the 'Picker average'
	Improved by 0%-4% since last year / Between 0-4% better than the 'Picker average'
	Improved by up to 4%-8% since last year / Between 4-8% better than the 'Picker average'
	Improved by more than 8% since last year / More than 8% better than the 'Picker average'

Have we improved since the 2013 survey?

A total of 86 questions were used in both the 2013 and 2014 surveys.

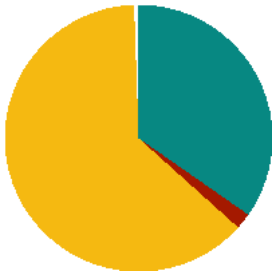
Compared to the 2013 survey, your Trust is:



- Significantly BETTER on 11 questions
- Significantly WORSE on 1 question
- The scores show no significant difference on 74 questions

How do we compare to other trusts?

In this year's survey, a comparison can be drawn between your Trust and the average for all 'Picker' acute trusts on a total of 92 questions. The survey showed that your Trust is:




- Significantly BETTER than average on 32 questions
- Significantly WORSE than average on 2 questions
- The scores were average on 58 questions


Understanding your results

The following section summarises your Trust's results. It details which problem scores have changed significantly over the last year and how your Trust compares to the average for all 'Picker' acute trusts.

NB. Where fewer than 50 staff have answered a particular question, the problem score will be shown within square brackets, for example [23%]. If this is the case, the result should be treated with caution, as the number of staff answering is relatively small.

Compare results over time - have you improved since the 2013 survey?

The Trust has improved significantly on the following questions:		
		Lower scores are better 
		2013 2014
3d	Appraisal/performance review: left feeling work not valued	44 % 36 %
7a	Opportunities to show initiative infrequent in my role	14 % 9 %
8g	Dissatisfied with extent organisation values my work	32 % 23 %
11b	Communication between senior management and staff is not effective	38 % 31 %
11c	Senior managers do not try to involve staff in important decisions	44 % 34 %
11d	Senior managers do not act on staff feedback	41 % 33 %
12a	Care of patients/service users is not organisation's top priority	20 % 11 %
12c	Would not recommend organisation as place to work	25 % 15 %
12d	If friend/relative needed treatment would not be happy with standard of care provided by organisation	16 % 10 %
15b	Felt pressure from manager to come to work despite not feeling well enough	32 % 22 %
16	Felt unwell due to work related stress in last 12 months	42 % 34 %


The Trust has worsened significantly on the following questions:		
		Lower scores are better 
		2013 2014
8h	Dissatisfied with my level of pay	31 % 39 %



Compare results with others


The Picker Institute ran staff surveys for 50 acute trusts in 2014. Your results are shown alongside the average for all 'Picker' acute trusts.

Your results were significantly better than the 'Picker average' for the following questions:

Lower scores are better 

		Trust	Average
1a	No health and safety training	2 %	5 %
1b	No equality and diversity training	2 %	9 %
1c	No training in how to handle violence to staff/patients/service users	15 %	23 %
1d	No infection control training	1 %	4 %
3a	No appraisal/KSF review in last 12 months	9 %	16 %
4b	Team members do not have a set of shared objectives	7 %	11 %
5b	Never/rarely enthusiastic about my job	5 %	7 %
6a	Do not have clear, planned goals and objectives	7 %	10 %
6b	Do not always know what work responsibilities are	3 %	7 %
6c	Do not feel trusted to do my job	2 %	4 %
7a	Opportunities to show initiative infrequent in my role	9 %	13 %
7c	Not involved in deciding changes that affect work	19 %	25 %
8a	Dissatisfied with recognition for good work	20 %	25 %
8e	Dissatisfied with amount of responsibility given	7 %	10 %
8g	Dissatisfied with extent organisation values my work	23 %	29 %
13a	No patient/service user feedback collected within directorate/department	4 %	8 %
14b	Immediate manager does not take a positive interest in my health & well-being	16 %	20 %
14c	Organisation does not take positive action on health and well-being	16 %	22 %
15b	Felt pressure from manager to come to work despite not feeling well enough	22 %	33 %
15c	Felt pressure from colleagues to come to work despite not feeling well enough	18 %	26 %
18a	Organisation does not treat fairly staff involved in errors	6 %	8 %
18b	Organisation does not encourage reporting of errors	1 %	3 %
18c	Organisation does not treat error reports confidentially	4 %	6 %
18e	Organisation does not take action to ensure errors not repeated	3 %	6 %
19a	Do not know how to report unsafe clinical practice	4 %	7 %
19b	Would not feel secure raising concerns about unsafe clinical practice	6 %	9 %
19c	Would not feel confident that organisation would address concerns about unsafe clinical practice	6 %	11 %
20c+	Last experience of physical violence not reported	20 %	32 %
21b	Harassment, bullying or abuse from manager/team leader or other colleagues	19 %	26 %
22	Organisation does not act fairly: career progression	5 %	11 %
23a	Discrimination from patients/service users, their relatives or other members of the public	4 %	6 %
23b	Discrimination from manager/team leader or other colleagues	5 %	9 %

Your results were significantly worse than the 'Picker average' for the following questions:

Lower scores are better 

		Trust	Average
3f	Not supported by manager to receive training, learning or development identified in appraisal	18 %	13 %
20a	Physical violence from patients/service users, their relatives or other members of the public	17 %	12 %

Setting priorities for action

These are areas where your Trust's performance is above average **and** you have demonstrated improvements since last year.


The Trust has positive results on the following questions:

Lower scores are better 

	Average	2013	2014
7a Opportunities to show initiative infrequent in my role	13 %	14 %	9 %
8g Dissatisfied with extent organisation values my work	29 %	32 %	23 %
15b Felt pressure from manager to come to work despite not feeling well enough	33 %	32 %	22 %

These are areas where your Trust's score is lower than average **and** performance has slipped since 2012.

The Trust has poor results on the following questions:

Lower scores are better 

	Average	2013	2014
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There were no questions where performance was both below average and had worsened since the last survey.

Areas where staff report most problems

Questions where more than 50% of staff gave a negative response are listed below.

+ scores significantly better than average - scores significantly worse than average		Trust	The problem score for your Trust	
		Average	Average score for all 'Picker' trusts	
		Lower scores are better		
		Trust	Average	
15d	Put myself under pressure to come to work despite not feeling well enough	92 %	91 %	
15a	In last 3 months, have come to work despite not feeling well enough to perform duties	66 %	62 %	
21c+	Last experience of harassment/bullying/abuse not reported	52 %	55 %	
7g	Not enough staff at organisation to do my job properly	51 %	48 %	

Next Steps

Once priorities have been identified:

- Look at **internal benchmarks** (directorates/departments) in the main report – compare results within the Trust to help identify problem areas
- Tie in with **other surveys/PALS/complaints/patient surveys**
- Look at **respondent comments** for details and suggestions – available on-line (<https://www.picker-results.org>)
- Develop an **action plan**
- Raise awareness about the Staff Survey – **publish** results and action plans
- **Additional analysis** available from the Picker Institute (including demographic/trust type breakdowns)

Picker will email you additional reports including Staff Engagement reports and Spider Chart reports.

If you need further assistance with understanding your results, or on any other aspect of the Staff Survey please contact **Grace Baker** or another member of the survey team at the Picker Institute (Tel: 01865 208100), who will be happy to help you.

Full contact details are listed overleaf.

Contacting Picker Institute Europe

For more information about your Staff Survey 2014 Report please contact the Project Manager, Grace Baker or another member of the Picker Institute Survey Team.

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Quality Assurance and Information Security Management:

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