

## BOARD OF DIRECTORS MEETING (Open)

Date: 14<sup>th</sup> March 2018

Item Ref: 5(iv)

<b>TITLE OF PAPER</b>	Annual Staff Survey Results (2017)
<b>TO BE PRESENTED BY</b>	Caroline Parry, Deputy Director of Human Resources
<b>ACTION REQUIRED</b>	To receive the update.

<b>OUTCOME</b>	As noted in the Board minutes.
<b>TIMETABLE FOR DECISION</b>	N/a
<b>LINKS TO OTHER KEY REPORTS / DECISIONS</b>	Workforce and OD Strategy / Operational Plan Family and Friends Test results CQUINS
<b>STRATEGIC AIM STRATEGIC OBJECTIVE BAF RISK NUMBER &amp; DESCRIPTION</b>	Strategic Aim: People Strategic Objective: A2 01 We will manage change positively and effectively, ensuring support for our staff A2 02 We will develop a strategic approach to enable workforce transformation A2 03 We will promote an effective culture of leadership and management based on Trust Values. A2 04 We will prioritise the health and wellbeing of our employees BAF Risk Number: BAF Risk Description:
<b>LINKS TO NHS CONSTITUTION &amp; OTHER RELEVANT FRAMEWORKS, RISK, OUTCOMES ETC</b>	CQUINS
<b>IMPLICATIONS FOR SERVICE DELIVERY AND FINANCIAL IMPACT</b>	
<b>CONSIDERATION OF LEGAL ISSUES</b>	No legal issues

<b>Author of Report</b>	Caroline Parry
<b>Designation</b>	Deputy Director of Human Resources
<b>Date of Report</b>	6 <sup>th</sup> March 2018

## SUMMARY REPORT

**Report to:** BOARD OF DIRECTORS

**Date:** 14<sup>th</sup> March 2018

**Subject:** Staff Survey Results 2017

**Author:** Caroline Parry, Deputy Director of Human Resources

### 1. Purpose

<i>For Approval</i>	<i>For a collective decision</i>	<i>To report progress</i>	<i>To seek input from</i>	<i>For information</i>	<i>Other (please state below)</i>
				✓	

### 2. Summary

- The 2017 Annual Staff Survey summary report produced by Quality Health, was received in February 2018, and embargoed until 6<sup>th</sup> March 2018, at which point a communication was issued to all Trust staff and a link to the survey results. Initial feedback regarding the communication has so far been positive. A copy of the summary results is attached.
- The survey was issued to all staff (sample of 2,347), and 831 questionnaires were returned yielding a response rate of 35.4%. This is a reduction from the 2016 response rate of 40%.
- The overall staff engagement score was 3.64, which is not significantly lower than 2016 score of 3.74, although the Trust is ranked 12<sup>th</sup> out of the 13 benchmark Trusts in the mental health/learning disabilities category.
- The top and bottom 5 ranked scores for the Trust are shown in the tables below:

#### Top 5 Key Findings for your organisation

	<i>Score</i>
1 KF23 Percentage of staff experiencing physical violence from staff in last 12 months (lower score is better)	2%
2 KF11 Percentage of staff appraised in last 12 months	95%
3 KF24 Percentage of staff/colleagues reporting most recent experience of violence	95%
4 KF29 Percentage of staff reporting errors, near misses or incidents witnessed in the last month	94%
5 KF20 Percentage of staff experiencing discrimination at work in the last 12 months (lower score is better)	17%

## Bottom 5 Scores for your organisation

Score

1	KF16 Percentage of staff working extra hours (lower score is better)	70%
2	KF6 Percentage of staff reporting good communication between senior management and staff	32%
3	KF18 Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves (lower score is better)	58%
4	KF17 Percentage of staff feeling unwell due to work related stress in the last 12 months (lower score is better)	51%
5	KF15 Percentage of staff satisfied with the opportunities for flexible working patterns	56%

- Analysis is currently in progress, and initial discussion planned with the Trust Management Group on 15<sup>th</sup> March 2018. The analysis will also include a more detailed review and comparison of the friends and family test results. Consideration will also be given to the outcomes within the context of initiatives and activity already in progress within the Trust including the Workforce and OD Strategy, and Microsystems work.
- A full report will be prepared including analysis and recommendations, for presentation to the Board in May 2018.

### 3 Next Steps

Analyse the staff survey results in detail.  
Engage staff groups for initial feedback.  
Report to the Board in May 2018.

### 4 Required Actions

The Board of Directors is asked to receive this report for information.

### 5 Monitoring Arrangements

Workforce & OD Committee.

### 6 Contact Details

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# **National Staff Survey 2017**

## **Summary Report**

Sheffield Health and Social Care NHS  
Foundation Trust

Produced by Quality Health



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# Introduction

This report has been created with the purpose of presenting your topline results for the 2017 National Staff Survey. It serves as a supplementary report to the full Management report, highlighting key results from the core questions of the National Staff Survey. Some of the main features included in this report are:

- Staff Engagement Scores
- Top and Bottom Results for your organisation
- Significant Results, Over Time and Compared to your Sector
- Benchmarking Percentiles
- Staff Friends and Family Test Results

The report is split into two sections, presenting results at Key Finding level (pages 5 - 9) and Question level (pages 10 - 24). A header at the top of each page indicates which results are being reported.

## Response Rates

Questionnaires were sent to 2,443 staff in your organisation. If your organisation requested additional samples, this figure includes respondents from those samples.

After excluding respondents that were later known to be ineligible, a usable sample of 2,347 remained.

From the usable sample, 831 questionnaires were returned yielding a response rate of 35.4%.

## Weighted Data

With the exception of the Quarterly FFT section, all results within this report have been derived from weighted data. Weighting is applied prior to converting responses to scores to account for differences that may be present due to local variations within the staff demographic profile. In the National Staff Survey, weighting is applied within the benchmarking sectors and is based on Occupational Group.

The process undertaken to weight the data is based on the methodology used by the Coordination Centre and should be useful in providing an indication of what your organisation's National results are likely to be. There will, however, be minor differences between the scores in this report and your organisation's official National benchmark report. This is because Quality Health only has access to data from its contracted organisations, where as the National standardisation process will be based on the full dataset available for all organisations.

## Publishing and Publicising your Results

This is a confidential report from Quality Health to the organisation. The decision about whether or not to publish it - or publicise its contents to staff or patients - is entirely up to each organisation. However, our strong advice, in the spirit of openness and transparency, is that the results should be publicised through all available channels.

Publicity could include:

- presentations to the Board on key strategic issues
- distribution of findings to Clinical Governance teams, and to Divisional and Departmental heads
- discussions on the results with staff representatives
- publication of results on the internet
- display presentations in appropriate locations in the organisation

# Introduction

## Publishing and Publicising your Results (continued)

Whatever decision is taken locally, there will be a national publication of the results for each organisation. **Until the Coordination Centre publishes the national results, there is an embargo on the publication of any survey results from the benchmarked analysis in the reports.** The publication date announced by the Coordination Centre is the 6th March.

# Staff Engagement

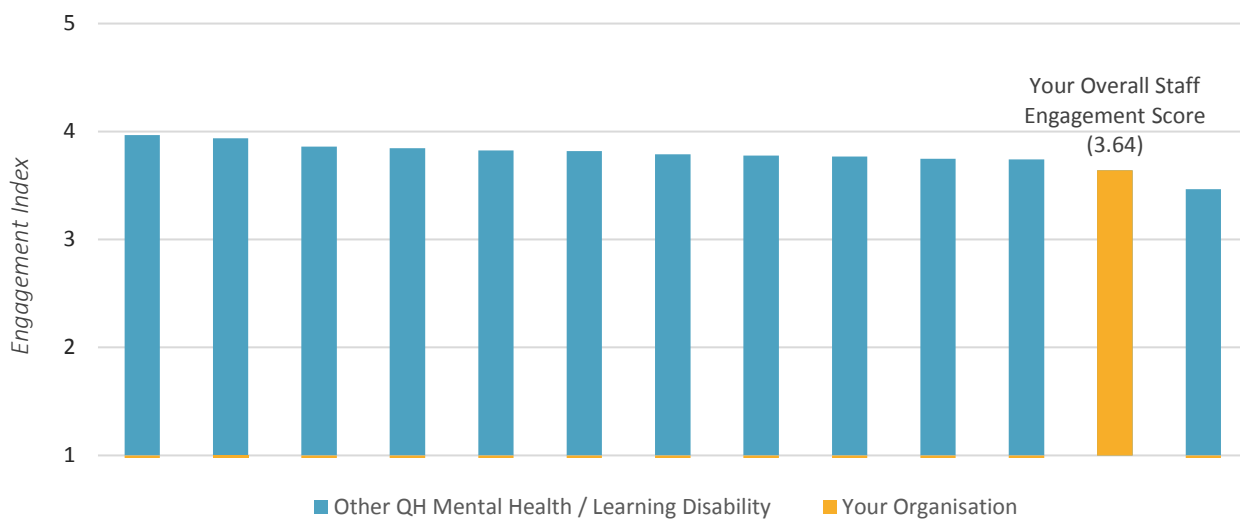
In the National Staff Survey, Staff Engagement is measured across three themes:

- **Advocacy**, measured by KF1 (Staff recommendation of the trust as a place to work or receive treatment).
- **Motivation**, measured by KF4 (Staff motivation at work).
- **Involvement**, measured by KF7 (Staff ability to contribute towards improvement at work).

**Overall Staff Engagement** is measured as an average across these three themes. Staff Engagement scores fall between 1 and 5, where the higher the score, the more engaged the staff.

## Overall Staff Engagement across your Sector

Presented in the chart below are the range of Overall Staff Engagement Scores across the Mental Health / Learning Disability sector, shown in ranking order. Your organisation's score is (3.64) and its position within the sector is marked orange. The blue bars represent the scores of other organisations within your sector.



## Staff Engagement Themes

Presented below are the engagement scores for each of the themes that comprise Overall Staff Engagement. Engagement scores from 2016 have also been put in for comparison. The percentage difference between the 2016 and 2017 scores is represented by the coloured gap between the bars. Significant differences between the years have also been indicated.

Theme	Staff Engagement Scores	
Overall Staff Engagement	2016	3.74
	2017	3.64
		-0.10 (Not sig.)
Advocacy (KF1)	2016	3.67
	2017	3.48
		-0.19 (Not sig.)
Motivation (KF4)	2016	3.79
	2017	3.71
		-0.09 (Not sig.)
Involvement (KF7)	2016	3.74
	2017	3.75
		+0.00 (Not sig.)



# Top and Bottom Key Findings

The top and bottom 5 Key Findings for your organisation are shown below. Key Findings are a mix of scale and percentage scores. Key Findings can be considered as summary scores for groups of questions which, when taken together, give more information about a particular area. Key Findings are presented either as percentage scores or as scale scores (on a scale of 1 to 5).

## Top 5 Key Findings for your organisation

		<i>Score</i>
<b>1</b>	KF23 Percentage of staff experiencing physical violence from staff in last 12 months (lower score is better)	2%
<b>2</b>	KF11 Percentage of staff appraised in last 12 months	95%
<b>3</b>	KF24 Percentage of staff/colleagues reporting most recent experience of violence	95%
<b>4</b>	KF29 Percentage of staff reporting errors, near misses or incidents witnessed in the last month	94%
<b>5</b>	KF20 Percentage of staff experiencing discrimination at work in the last 12 months (lower score is better)	17%

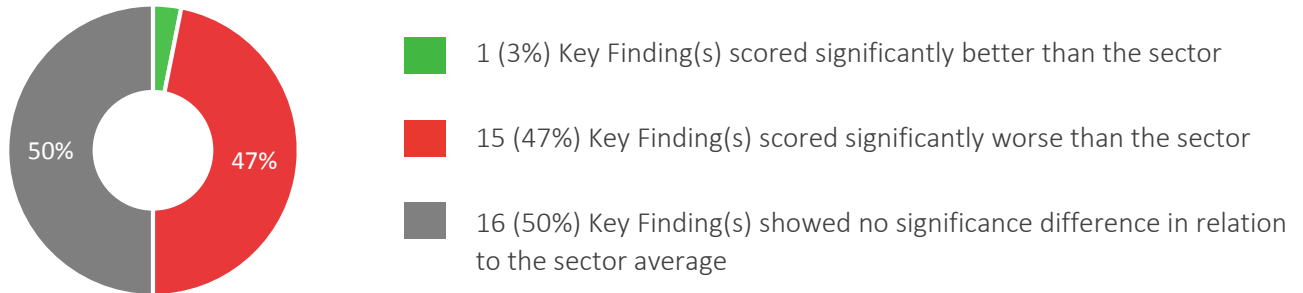
## Bottom 5 Scores for your organisation

		<i>Score</i>
<b>1</b>	KF16 Percentage of staff working extra hours (lower score is better)	70%
<b>2</b>	KF6 Percentage of staff reporting good communication between senior management and staff	32%
<b>3</b>	KF18 Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves (lower score is better)	58%
<b>4</b>	KF17 Percentage of staff feeling unwell due to work related stress in the last 12 months (lower score is better)	51%
<b>5</b>	KF15 Percentage of staff satisfied with the opportunities for flexible working patterns	56%

# Significant Key Findings

## Compared to the sector

This section summarises the Key Findings where your organisation has scored significantly higher than your benchmarking sector. Your organisation belongs to the Mental Health / Learning Disability sector, in which there are 13 organisations within the Quality Health database. Comparisons in this section have been drawn between your organisation and the sector average.



Your significant question scores are summarised below. Your organisation's score is set side by side with the sector score, with the percentage difference between the two represented by the coloured bar to the right.

### Significantly Better Scores

Key Finding	Your Org.	Sector	Difference	
KF11 Percentage of staff appraised in last 12 months	95%	89%	+5.50%	

### Significantly Worse Scores

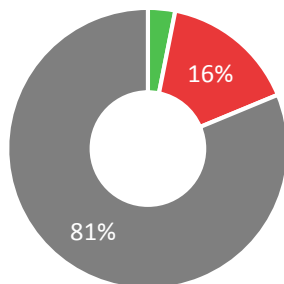
Key Finding	Your Org.	Sector	Difference	
KF1 Staff recommendation of the organisation as a place to work or receive treatment	3.48	3.70	-0.22	
KF2 Staff satisfaction with the quality of work and care they are able to deliver	3.67	3.87	-0.20	
KF3 Percentage of staff agreeing that their role makes a difference to patients / service users	82%	88%	-5.97%	
KF4 Staff motivation at work	3.71	3.90	-0.19	
KF6 Percentage of staff reporting good communication between senior management and staff	32%	37%	-4.90%	

Key Finding	Your Org.	Sector	Difference	
KF12 Quality of appraisals	2.94	3.19	-0.25	
KF14 Staff satisfaction with resourcing and support	3.20	3.38	-0.18	
KF15 Percentage of staff satisfied with the opportunities for flexible working patterns	56%	60%	-3.49%	
KF17 Percentage of staff feeling unwell due to work related stress in the last 12 months (lower score is better)	51%	39%	+11.82%	
KF18 Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves (lower score is better)	58%	51%	+6.94%	
KF20 Percentage of staff experiencing discrimination at work in the last 12 months (lower score is better)	17%	13%	+4.12%	
KF21 Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	81%	86%	-5.39%	
KF25 Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months (lower score is better)	39%	32%	+6.96%	
KF28 Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month (lower score is better)	35%	27%	+8.30%	
KF30 Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.60	3.77	-0.17	

# Significant Key Findings

## Compared to 2016

This section summarises Key Findings where your organisation has significantly improved or declined since the 2016 staff survey. Of the 32 Key Findings:



- 1 (3%) Key Finding(s) have shown significant improvements
- 5 (16%) Key Finding(s) have shown significant declines since 2016
- 26 (81%) Key Finding(s) have shown no significant movements since 2016

Your significant question scores are summarised below. Your organisation's scores from 2016 and 2017 are set side by side, with the percentage difference between the two represented by the coloured bar to the right.

### Significantly Better Scores

Key Finding	2016	2017	Difference	
KF23 Percentage of staff experiencing physical violence from staff in last 12 months (lower score is better)	4%	2%	-1.92%	

### Significantly Worse Scores

Key Finding	2016	2017	Difference	
KF3 Percentage of staff agreeing that their role makes a difference to patients / service users	87%	82%	-4.47%	
KF16 Percentage of staff working extra hours (lower score is better)	64%	70%	+5.73%	
KF17 Percentage of staff feeling unwell due to work related stress in the last 12 months (lower score is better)	44%	51%	+7.25%	
KF21 Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	90%	81%	-8.63%	
KF28 Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month (lower score is better)	29%	35%	+5.85%	

# Top and Bottom Questions Scores

## Top 10 Scores for your organisation

Score

		Score
1	14b Experienced physical violence at work from managers in the last 12 months. (lower score is better)	0%
2	19 Have you had any mandatory training in the last 12 months?	99%
3	14c Experienced physical violence at work from other colleagues in the last 12 months. (lower score is better)	2%
4	11c The last time you saw an error, near miss or incident that could have hurt staff or patients / service users, did you or a colleague report it?	97%
5	13a If you were concerned about unsafe clinical practice, would you know how to report it?	95%
6	20a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	95%
7	14d The last time you experienced physical violence at work, did you or a colleague report it?	95%
8	22a Is patient / service user experience feedback collected within your directorate / department? (e.g. Friends and Family Test, patient surveys etc.)	94%
9	20g My manager supported me to receive this training, learning or development. (Appraisals)	93%
10	17b Experienced discrimination a work from a manager / team leader or other colleagues in the last 12 months. (lower score is better)	9%

## Bottom 10 Scores for your organisation

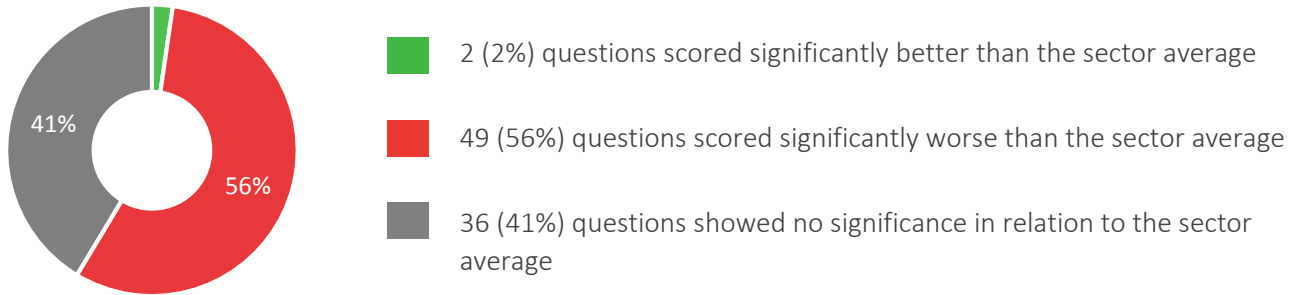
Score

1	9g Have you put yourself under pressure to come to work? (lower score is better)	93%
2	4g There are enough staff at this organisation for me to do my job properly.	25%
3	8d Senior managers act on staff feedback.	28%
4	5g (Satisfaction with) my level of pay.	33%
5	8c Senior managers here try to involve staff in important decisions.	33%
6	8b Communication between senior management and staff is effective.	35%
7	10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours? (lower score is better)	64%
8	5f (Satisfaction with) the extent to which my organisation values my work.	38%
9	4e I am able to meet all the conflicting demands on my time at work.	38%
10	9d In the last three months have you ever come to work despite not feeling well enough to perform your duties? (lower score is better)	61%

# Significant Questions

## Compared to the sector

This section summarises questions where your organisation has scored significantly higher than your benchmarking sector. Your organisation belongs to the Mental Health / Learning Disability sector in which there are 13 organisations that are contracted to Quality Health. Comparisons have been drawn between your organisation and the sector average.



Your significant question scores are summarised below. Your organisation's score is set side by side with the sector score, with the percentage difference between the two represented by the coloured bar to the right.

### Significantly Better Scores

Question	Your Org.	Sector	Difference
10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours? ( <i>lower score is better</i> )	18%	28%	-9.99%
20a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	95%	89%	+5.50%

### Significantly Worse Scores

Question	Your Org.	Sector	Difference
2a I look forward to going to work.	49%	58%	-8.90%
2b I am enthusiastic about my job.	65%	73%	-8.19%
2c Time passes quickly when I am working.	72%	76%	-3.73%
3a I always know what my work responsibilities are.	81%	84%	-3.38%

Question	Your Org.	Sector	Difference
3c I am able to do my job to a standard I am personally pleased with.	71%	79%	-7.75%
4e I am able to meet all the conflicting demands on my time at work.	38%	46%	-7.73%
4f I have adequate materials, supplies and equipment to do my work.	52%	60%	-7.62%
4g There are enough staff at this organisation for me to do my job properly.	25%	32%	-7.08%
5a (Satisfaction with) the recognition I get for good work.	54%	59%	-5.28%
5b (Satisfaction with) the support I get from my immediate manager.	70%	75%	-4.86%
5f (Satisfaction with) the extent to which my organisation values my work.	38%	46%	-7.87%
5h (Satisfaction with) the opportunities for flexible working patterns.	56%	60%	-3.49%
6a I am satisfied with the quality of care I give to patients / service users.	73%	82%	-8.37%
6b I feel that my role makes a difference to patients / service users.	82%	88%	-5.97%
6c I am able to deliver the care I aspire to.	54%	66%	-11.89%
7a My immediate manager encourages those who work for her / him to work as a team.	74%	79%	-4.22%
7b My immediate manager can be counted on to help me with a difficult task at work.	73%	77%	-4.19%
7c My immediate manager gives me clear feedback on my work.	64%	70%	-5.70%
8b Communication between senior management and staff is effective.	35%	42%	-6.94%
8c Senior managers here try to involve staff in important decisions.	33%	37%	-3.86%

Question	Your Org.	Sector	Difference
8d Senior managers act on staff feedback.	28%	35%	-6.78%
9a Does your organisation take positive action on health and well-being?	90%	92%	-2.61%
9c During the last 12 months have you felt unwell as a result of work related stress? <i>(lower score is better)</i>	51%	39%	+11.82%
9d In the last three months have you ever come to work despite not feeling well enough to perform your duties? <i>(lower score is better)</i>	61%	55%	+5.60%
9f Have you felt pressure from colleagues to come to work? <i>(lower score is better)</i>	20%	15%	+4.77%
10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours? <i>(lower score is better)</i>	64%	58%	+5.37%
11a Witnessed errors, near misses, or incidents that could have hurt staff in the last 12 months. <i>(lower score is better)</i>	28%	20%	+7.77%
11b Witnessed errors, near misses, or incidents that could have hurt patients / service users in the last 12 months. <i>(lower score is better)</i>	29%	21%	+7.90%
12a My organisation treats staff who are involved in an error, near miss or incident fairly.	49%	53%	-4.53%
12b My organisation encourages us to report errors, near misses or incidents.	86%	89%	-3.22%
12c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	58%	69%	-11.51%
12d We are given feedback about changes made in response to reported errors, near misses and incidents.	44%	61%	-17.32%
13c I am confident that my organisation would address my concern.	53%	61%	-8.34%
15a Experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in the last 12 months. <i>(lower score is better)</i>	39%	32%	+6.96%
16 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	81%	86%	-5.39%
17a Experienced discrimination a work from patients / service users, their relatives or other members of the public in the last 12 months. <i>(lower score is better)</i>	11%	8%	+3.46%

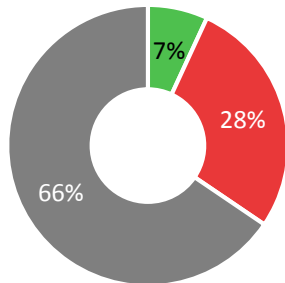


Question	Your Org.	Sector	Difference
18b My training, learning or development has helped me to do my job more effectively.	80%	84%	-3.67%
18d My training, learning or development has helped me to deliver a better patient / service user experience.	78%	82%	-4.19%
20b Did it help you to improve how you do your job?	67%	76%	-8.93%
20c Did it help you agree clear objectives for your work?	81%	87%	-5.85%
20d Did it leave you feeling that your work is valued by your organisation?	69%	76%	-7.52%
20e Were the values of your organisation discussed as part of the appraisal process?	74%	81%	-7.63%
20f Were any training, learning or development needs identified? (Appraisals)	63%	67%	-4.14%
21a Care of patients / service users is my organisation's top priority.	66%	75%	-8.62%
21b My organisation acts on concerns raised by patients /service users.	67%	76%	-9.03%
21c I would recommend my organisation as a place to work.	51%	58%	-6.62%
21d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	53%	63%	-10.47%
22b I receive regular updates on patient / service user experience feedback in my directorate / department (e.g. via line managers or communications teams).	42%	58%	-15.50%
22c Feedback from patients / service users is used to make informed decisions within my directorate / department.	45%	58%	-13.07%

# Significant Questions

## Compared to 2016

This section summarises any question scores that have shown statistically significant improvements or declines since 2016 National Staff Survey. Of the 87 evaluative questions:



- 6 (7%) question(s) have shown significant improvements
- 24 (28%) question(s) have shown significant declines since 2016
- 57 (66%) question(s) have shown no significant movements since 2016

Your significant question scores are summarised below. Your organisation's scores from 2016 and 2017 are set side by side, with the percentage difference between the two represented by the coloured bar to the right.

### Significantly Better Scores

Question	2016	2017	Difference
7f My immediate manager takes a positive interest in my health and well-being.	71%	75%	+4.22%
10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours? (lower score is better)	25%	18%	-7.48%
14b Experienced physical violence at work from managers in the last 12 months. (lower score is better)	2%	0%	-1.62%
14c Experienced physical violence at work from other colleagues in the last 12 months. (lower score is better)	4%	2%	-1.98%
19 Have you had any mandatory training in the last 12 months?	95%	99%	+4.20%
20e Were the values of your organisation discussed as part of the appraisal process?	61%	74%	+12.96%

### Significantly Worse Scores

Question	2016	2017	Difference
2b I am enthusiastic about my job.	70%	65%	-4.73%

Question	2016	2017	Difference
3c I am able to do my job to a standard I am personally pleased with.	77%	71%	-6.10%
4e I am able to meet all the conflicting demands on my time at work.	43%	38%	-4.78%
4f I have adequate materials, supplies and equipment to do my work.	58%	52%	-5.73%
4g There are enough staff at this organisation for me to do my job properly.	32%	25%	-6.76%
5f (Satisfaction with) the extent to which my organisation values my work.	45%	38%	-6.43%
5g (Satisfaction with) my level of pay.	44%	33%	-11.07%
6b I feel that my role makes a difference to patients / service users.	87%	82%	-4.47%
6c I am able to deliver the care I aspire to.	61%	54%	-6.72%
9b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? <i>(lower score is better)</i>	16%	23%	+6.76%
9c During the last 12 months have you felt unwell as a result of work related stress? <i>(lower score is better)</i>	44%	51%	+7.25%
10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours? <i>(lower score is better)</i>	55%	64%	+9.20%
11a Witnessed errors, near misses, or incidents that could have hurt staff in the last 12 months. <i>(lower score is better)</i>	22%	28%	+5.38%
11b Witnessed errors, near misses, or incidents that could have hurt patients / service users in the last 12 months. <i>(lower score is better)</i>	24%	29%	+5.31%
12d We are given feedback about changes made in response to reported errors, near misses and incidents.	50%	44%	-6.35%
13c I am confident that my organisation would address my concern.	58%	53%	-5.80%
16 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	90%	81%	-8.63%

Question	2016	2017	Difference
17a Experienced discrimination at work from patients / service users, their relatives or other members of the public in the last 12 months. <i>(lower score is better)</i>	8%	11%	+2.88%
21a Care of patients / service users is my organisation's top priority.	73%	66%	-6.92%
21b My organisation acts on concerns raised by patients /service users.	72%	67%	-4.94%
21c I would recommend my organisation as a place to work.	60%	51%	-8.59%
21d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	63%	53%	-9.67%
22b I receive regular updates on patient / service user experience feedback in my directorate / department (e.g. via line managers or communications teams).	49%	42%	-6.61%
22c Feedback from patients / service users is used to make informed decisions within my directorate / department.	52%	45%	-7.66%

# Benchmarking Percentiles

There are 13 Mental Health / Learning Disability organisations in your benchmarking sector that are contracted to Quality Health. The table below summarises the distribution of questions where your organisation scored amongst the top 20%, middle 60% and bottom 20% of these organisations, both in 2016 and 2017.

	2016	2017	
<b>Top 20%</b>	6	2	4 less question(s) in top 20%
<b>Middle 60%</b>	49	34	15 less question(s) in middle 20%
<b>Bottom 20%</b>	32	51	19 more question(s) in bottom 20%

Percentile charts are presented below for questions where your organisation scored within the top and bottom 20th percentiles. The red segment of the chart shows range of scores achieved by the bottom 20% of Quality Health Mental Health / Learning Disability organisations, the amber segment shows the range of scores achieved by the middle 60% and the green segment shows the range of scores achieved by the top 20%.

Your organisation's score and the sector average are shown to the right of the chart.

## Questions in the Top 20%

		0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	Org.	Sector
10b	On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours? (lower score is better)		18%	28%
20a	In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?		95%	89%

## Questions in the Bottom 20%

		0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	Org.	Sector
2a	I look forward to going to work.		49%	58%
2b	I am enthusiastic about my job.		65%	73%

# Benchmarking Percentiles



# Benchmarking Percentiles



# Benchmarking Percentiles

Question ID	Question Text	Score	Percentile
9b	In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? (lower score is better)	23%	20%
9c	During the last 12 months have you felt unwell as a result of work related stress? (lower score is better)	51%	39%
9d	In the last three months have you ever come to work despite not feeling well enough to perform your duties? (lower score is better)	61%	55%
9e	Have you felt pressure from your manager to come to work? (lower score is better)	22%	19%
9f	Have you felt pressure from colleagues to come to work? (lower score is better)	20%	15%
11a	Witnessed errors, near misses, or incidents that could have hurt staff in the last 12 months. (lower score is better)	28%	20%
11b	Witnessed errors, near misses, or incidents that could have hurt patients / service users in the last 12 months. (lower score is better)	29%	21%
12a	My organisation treats staff who are involved in an error, near miss or incident fairly.	49%	53%
12b	My organisation encourages us to report errors, near misses or incidents.	86%	89%
12c	When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	58%	69%



# Benchmarking Percentiles

Question ID	Question Text	Score	Target
12d	We are given feedback about changes made in response to reported errors, near misses and incidents.	44%	61%
13a	If you were concerned about unsafe clinical practice, would you know how to report it?	95%	97%
13c	I am confident that my organisation would address my concern.	53%	61%
15a	Experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in the last 12 months. (lower score is better)	39%	32%
17a	Experienced discrimination a work from patients / service users, their relatives or other members of the public in the last 12 months. (lower score is better)	11%	8%
18b	My training, learning or development has helped me to do my job more effectively.	80%	84%
18c	My training, learning or development has helped me to stay up-to-date with professional requirements.	85%	88%
18d	My training, learning or development has helped me to deliver a better patient / service user experience.	78%	82%
20b	Did it help you to improve how you do your job?	67%	76%
20c	Did it help you agree clear objectives for your work?	81%	87%

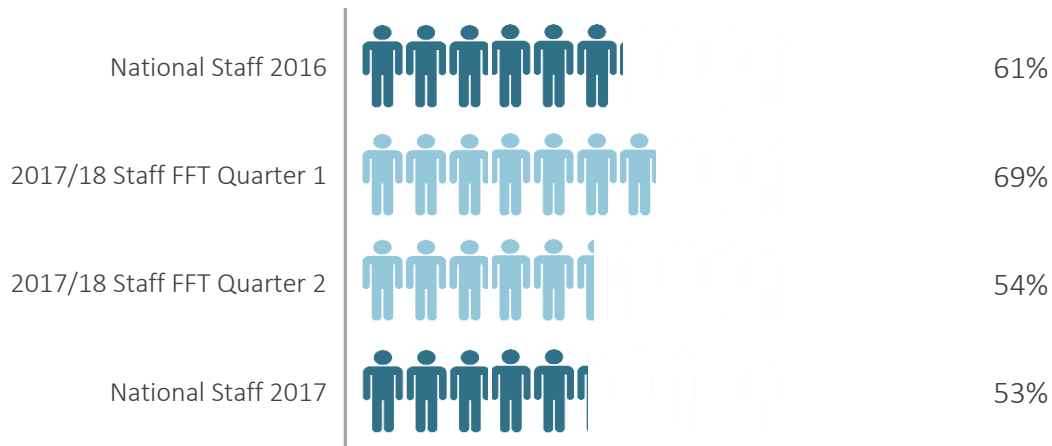
# Benchmarking Percentiles



# Quarterly FFT vs. National Staff Results

Within the National Staff Survey, questions 21c and 21d ask similar questions to the Staff Friends and Family Test (FFT). Below, the Staff FFT quarterly scores have been compared with scores from the National Staff Survey. The breakdown of responses from the 2017 National Staff Survey has also been summarised.

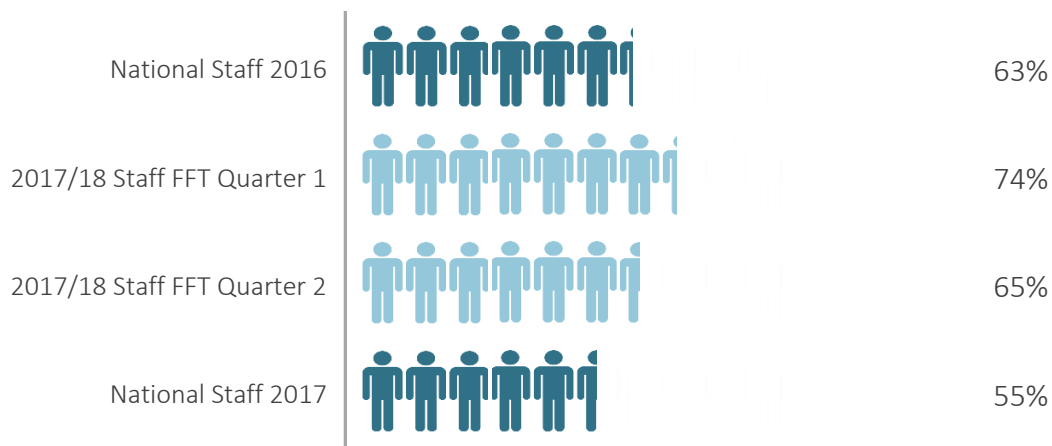
## 21c. I would recommend my organisation as a place to work



**National Staff 2017 Response Breakdown**

Response	Count	%
Strongly agree	110	14%
Agree	312	39%
Neither agree nor disagree	200	25%
Disagree	105	13%
Strongly disagree	71	9%

## 21d. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation



**National Staff 2017 Response Breakdown**

Response	Count	%
Strongly agree	102	13%
Agree	334	42%
Neither agree nor disagree	224	28%
Disagree	91	11%
Strongly disagree	44	6%