

Staff Survey 2006 – the results!

In 2005, the Scottish Executive appointed ORC International to help them design and manage the NHS Scotland 2006 Staff Opinion Survey.

This was conducted using both paper questionnaires and an on-line survey. All staff received a paper questionnaire and a business reply envelope, sent to home addresses, to allow them to post their response directly back to ORC International.

The survey ran between 13 February and 17 March 2006. All data from paper returns was then combined with the online responses for analysis.

All responses (both paper and online) were returned directly to ORC International to ensure that no one else could access individual responses.

Overall we (NWTC Board) had a response rate of 69% - well above the national average of 33%. **This is a 24% improvement on our 45% response rate to the 2003 survey.**

Our employee engagement index score for this year's survey was also 69%.

Employee engagement goes beyond satisfaction and can be described as employees' willingness and ability to invest their personal effort in the success of the company. **This is the highest score for any board and well above the national average of 53%.**

This bulletin will tell you the top five good and top five poor perceptions about working for the Golden Jubilee National Hospital and the Beardmore Hotel and Conference Centre.

We will also tell you what we plan to do about the issues you have raised in this survey.

Golden Jubilee National Hospital

A total of 337 staff from the Golden Jubilee completed the questionnaire – a 58% response rate. Of those, 105 were nursing or unit assistants and 77 were admin and clerical, four were ancillary, 14 maintenance/estates, 13 medical/dental, 25 were AHPs, 27 scientific and technical and 20 were department or senior managers.

The top five good perceptions are:

1. **79%** of staff have the information they need to do their job well.
2. **84%** of staff are clear about what they are expected to achieve in their job.
3. **86%** of staff feel their last performance review accurately reflected their performance.
4. **86%** of staff feel that their working environment is safe.
5. **83%** of staff feel that health and safety is taken seriously by this organisation.

The top five poor perceptions are:

1. **42%** of staff know what the Area Partnership Forum does (34% don't).
2. **42%** of staff are confident their ideas or suggestions would be listened to (26% disagree).
3. **33%** of staff believe poor performance is dealt with effectively (39% disagree).
4. **32%** of staff feel their safety during their journey to work is taken seriously (23% disagree).
5. **39%** of staff feel their pay is reasonable for their duties and responsibilities (40% disagree).

Local questions

The local questions we asked hospital staff, and the corresponding responses, are detailed below.

I am given adequate opportunity by my NHS Board to be involved in consultations on service changes.

Agreed – **28%** Disagreed – **31%** Neither agreed nor disagreed – **42%**

My organisation allows enough time for management to engage with its staff.

Agreed – **36%** Disagreed – **25%** Neither agreed nor disagreed – **38%**

I am treated fairly and consistently by my immediate line manager.

(This question received the highest positive score of all the local questions.)

Agreed – **73%** Disagreed – **12%** Neither agreed nor disagreed – **15%**

I believe staff issues are resolved in a timely manner.

Agreed – **44%** Disagreed – **24%** Neither agreed nor disagreed – **32%**

So how does this compare to the 2003 survey?

In 2003, the top five good perceptions for the Golden Jubilee were:

1. Staff enjoy working within the organisation.
2. Staff feel their job gives them an opportunity to use their initiative.
3. Staff feel the information they receive is in a format they can access.
4. Staff feel their manager is open and honest with them.
5. Staff agree the organisation provides a safe and secure working environment.

The top five poor perceptions in 2003 were:

1. Staff feel that their workload has increased over the last 12 months.
2. Staff feel they had to put in a lot of extra time to meet the demands of their workload in the last 12 months.
3. Staff feel they do not have an opportunity to input/influence the hospital health plan/hotel business plan.
4. Staff feel that the organisation does not deal effectively with excessive workload.
5. Staff feel that the organisation does not deal effectively with stress.

This year's responses, where they can be compared to the 2003 results, reinforce that these feelings are still true because of the high positive percentage scores.

No direct questions were asked in the 2006 staff survey regarding stress at work and excessive workload. However, the respondents advised that they are comfortable with the level of pressure placed on them in their job, are given realistic deadlines to work to, have enough time to do their job, and can meet the requirements of their job without regularly working excessive hours.

Beardmore Hotel and Conference Centre

A total of 54 hotel staff filled in their survey – a 42% response rate.

The top five good perceptions are:

1. **80%** of staff feel they have the information they need to do their job well.
2. **81%** of staff feel the organisation provides good training and development opportunities.
3. **63%** of staff feel able to report bullying/harassment/discrimination without having any negative impact on them.
4. **69%** of staff are satisfied with the support they get from their work colleagues.
5. **82%** of staff feel health and safety is taken seriously by this organisation.

The top five poor perceptions are:

1. **30%** of respondents feel well informed about what is happening in their NHS Board. (30% don't)
2. **27%** of respondents feel aware of the long-term goals of the NHS. (41% don't)
3. **35%** of respondents feel there are enough staff to get the job done. (43% don't)
4. **22%** of respondents know what the Area Partnership Forum does (42% don't).
5. **35%** of respondents feel that the organisation deals effectively with poor performance. (29% don't)

Local questions

The local questions we asked hotel staff, and the corresponding responses, are detailed below.

I am given adequate opportunity by my NHS Board to be involved in consultations on service changes.

Agreed – **21%** Disagreed – **24%** Neither agreed nor disagreed – **58%**

My organisation allows enough time for management to engage with its staff.

Agreed – **36%** Disagreed – **19%** Neither agreed nor disagreed – **45%**

I am treated fairly and consistently by my immediate line manager. (This question received the highest positive score of all the local questions.)

Agreed – **70%** Disagreed – **11%** Neither agreed nor disagreed – **18%**

I believe staff issues are resolved in a timely manner.

Agreed – **42%** Disagreed – **22%** Neither agreed nor disagreed – **36%**

In 2006, a high percentage of staff still feel the organisation provides good training and development opportunities. High numbers of staff are also satisfied with the support they receive from their colleagues and feel able to report bullying, harassment and/or discrimination without it having a negative impact on them.

So how does this compare to the 2003 survey?

The top five good perceptions from the Beardmore Hotel in 2003 were:

1. Staff know how to put forward new ideas or suggestions for improvement.
2. Staff feel the organisation provides good training and development opportunities.
3. Staff enjoy working within their organisation.
4. Staff training needs are regularly reviewed.
5. Staff feel their manager is open and honest with them.

The top five poor perceptions made by respondents from the Beardmore in 2003 were:

1. Staff feel they have had to put in a lot of extra time in the last 12 months to meet the demands of their workload.
2. Staff feel that their workload has increased over the last 12 months.
3. Staff do not feel that they have the opportunity to input/influence the hospital health plan/hotel business plan.
4. Staff are not aware of the Partnership Forum.
5. Staff feel that the organisation does not deal effectively with excessive workload.

No direct questions were asked in the 2006 staff survey regarding stress at work and excessive workload. However, the respondents advised that they feel there are not enough staff to get the job done.

What will we do now?

These results will now be fed into our Staff Governance Action Plan and work will commence on the areas where we need to improve.

We will have two separate plans – one for the hospital and another for the hotel – so that we can respond appropriately to areas requiring improvement, as highlighted in the survey.

We will also host a series of workshops to tell you what we are going to do about what you said. More communications will follow shortly.

The full 2006 Staff Survey results can be found on the newsroom area of the intranet. Hard copies are also available in a number of areas or from Communications on 5073/5195 or by emailing comms@gjnh.scot.nhs.uk.



Tell us what you think...

We want to hear your views. If you would like to comment on any of the issues featured in this staff bulletin, please complete the form below and return it to:

Communications Department, NHS National Waiting Times Centre, Golden Jubilee National Hospital, Clydebank.

You can also e-mail us at: comms@gjnh.scot.nhs.uk

Name and department (optional):

Comments/Questions:
