

NHS Staff Survey 2018 Results



Bradford District Care
NHS Foundation Trust

Thank you everyone who took part in the 2018 survey. Here are our Trust headline results. Please also continue to feedback views on your service results

Our views

- 63%** Would recommend the organisation for care or treatment
- 59%** Would recommend the organisation as a place to work
- 72%** Think care of patients is organisation's top priority

Our values

**better lives,
together**



We Care

- 88%** of staff feel trusted to do their job
- 75%** receive the respect they feel they deserve from colleagues



We Listen

- 57%** are asked for their opinion by their immediate manager
- 73%** feel we act on concerns raised by patients/service users



We Deliver

- 79%** feel their role makes a difference to patients/service users
- 76%** feel able to make suggestions to improve the work of their team

Key Improvements and strengths

- Incidences of personal experience of **physical violence and discrimination** have reduced since last year
- The quality and benefits of **appraisals** continues to improve and are better than the national average for similar Trusts
- The **staff engagement score** of 6.98 is a slight increase on last year's 6.90 & morale is improving in 5 out of 9 service groupings
- All the questions relating to **immediate managers** have improved scores

Key issues and how we are addressing them

- Whilst our **survey response rate** of 45% was the same as other similar Trusts, it was down from last year's rate of 54%...
...So we are planning further crowdsourcing and other methods to enable more staff to have their say on key topics
- The perception of **quality of care** scored slightly less than last year and than the national average for similar Trusts....
...Our new Vision and Values underlines our goal of the best quality care and we will be working with staff to embed
- The theme of **safety culture** scored slightly less than last year....
...Although our action on errors, near misses or incidents is very similar to the national average. We value improvement and excellence in this area and will continue to monitor