

**Agenda
Item**

21.0

NHS Staff Survey 2019 & 2020

**Update for Board
November 2020**

- Board paper 28th May 2020
 - Detailed findings and analysis of SS2019 results
 - Ongoing corporate actions and how these were reframed for Covid-19
- Workforce and Equality Committee paper September 2020
 - Initial update on cascade of SS2019 results to Localities
 - Outline plans for SS2020 delivery
- This presentation, November 2020
 - Update corporate and local actions from SS2019
 - Progress on delivery of SS2020

Staff Survey 2019

NHS Staff Survey 2019 Results

Thank you everyone who took part. Here are our headline results and how they compare to last year. We will soon send out some more feedback, along with your service results



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47% Response rate + 2%

Our views

60% Would be happy with the standard of care and treatment - 3%

59% Would recommend the organisation as a place to work + 0%

73% Think care of patients is organisation's top priority + 1%

Our values



88% of staff feel trusted to do their job

72% receive the respect they feel they deserve from colleagues + 0%
- 3%



60% are asked for their opinion by their immediate manager + 3%

74% feel we act on concerns raised by patients/service users + 1%



87% feel their role makes a difference to patients/service users + 1%

71% feel able to make suggestions to improve the work of their team - 5%

better lives, together

Key improvements and strengths



Staff are more positive than similar organisations about **organisational action on health and wellbeing** [+6%] and **opportunities for flexible working** [+6%]



More staff have had **training, learning or development** in the last 12 months than previous year [+6%] and more have had an **appraisal** in the last 12 months than similar organisations [+5%]



Almost all the questions relating to **immediate managers** have slightly improved scores for the fourth year running

Key issues and frustrations



Perceptions of **enough staff in organisation**, feelings of **work related stress**, and pressure from self **to work when unwell** are worse than last year and the average for similar organisations. These topics are the most talked about in the free text comments



Perception of **senior managers (communication, engagement and visibility)** scored less than last year and than the average for similar organisations. And management capabilities and fairness at all levels feature frequently in the free text.



Our happiness with the **standard of care provided**, should a friend/relative need treatment is slightly less than last year and the average for similar organisations

February 2020

Summary and detailed results displayed on Connect and circulated from February 2020

Staff Survey 2019

Corporate response built upon in light of Covid-19

- Expansion and escalation of **health and wellbeing** offer
- **Workplace assessments prioritising BAME Staff** rolling out to all staff
- Rapid and greater **engagement by all levels of leadership** with all staff (including online workshops, vlogs, broadcasts)
- **Equality, Diversity and Inclusion Staff Partnership** established – Covid and beyond
- Extensive review of the **Estate and Home Working policy**
- Reframed **Best Place to Work** and connection with **NHS People Plan**
- **New** – Freedom to Speak Up app; Carer's passport; Staff Charter; Health, Disability and Wellbeing Staff Network; Beyond words; Values into Action

Staff Survey 2019



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Locality responses

- Delayed and reframed due to Covid-19
- Response deadline August 2020 – less received than in previous years
- Most common themes addressed in action plans:
 - Health & Wellbeing
 - Morale
 - Quality of Appraisals
 - Safety Culture (including Bullying & Harassment)
- Examples attached



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Children's Services

Specialist Children's Services

**School Nursing
Special Needs,
CLA, YOT & LC**

Themes to address:

Health & wellbeing

Quality of care

Quality of appraisals

Actions:

- Weekly 'Buddy groups' to improve health and wellbeing**
- Monthly psychology supervision
- Covid-19 risk assessments - one recognised through iCare**
- New leaders' recruitment
- Redesigning YOT Nursing offer**
- Appraisal training for Managers

Community Adults

Dental Services

Themes to address:

Health & wellbeing

Morale

Quality of appraisals

Actions:

- Regular promotion wellbeing services**
- All staff risk assessments/work-life balance
- All staff appraisal training/workshop**
- Staff development day/new 360
- New sector model embedded**
- Team time out for all teams

Corporate Services

Support Services

**Estates
Facilities
Services**

**Clinical
Administration
Services
Operations,
Physical Health,
Children's &
Admin**

Themes to address:

**Morale
Bullying &
harassment**

Themes to address:

**Health &
wellbeing**

Team Working

**Staff Engagement
Quality of
appraisals**

Actions:

**Dignity & Respect Policy
discussed and issued**

**Weekly support briefings from
senior staff**

**Twice daily briefings with team &
supervisor**

**Team engagement and new ways
of working encouraged**

Open door policy to managers

Ward walkabouts

**Better support for
community staff**

Actions:

Appraisal audit

Above & Beyond Award

Local Staff Survey Group

**Weekly promotion wellbeing
offer**

Local Comms Cells

All attend Exec Broadcast

Newsletter

Compliments data-base

Staff Survey 2020



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Distinctions

- Addition of questions & free-text ref Covid-19
- No expectations from NHS England of improved response rates, given staff pressures during pandemic
- Same local questions as last year, regarding
 - Career development/talent management
 - Improvement & engagement
 - Leadership & values
- Live 5 October 2020 – 27 November 2020

Staff Survey 2020

Delivery

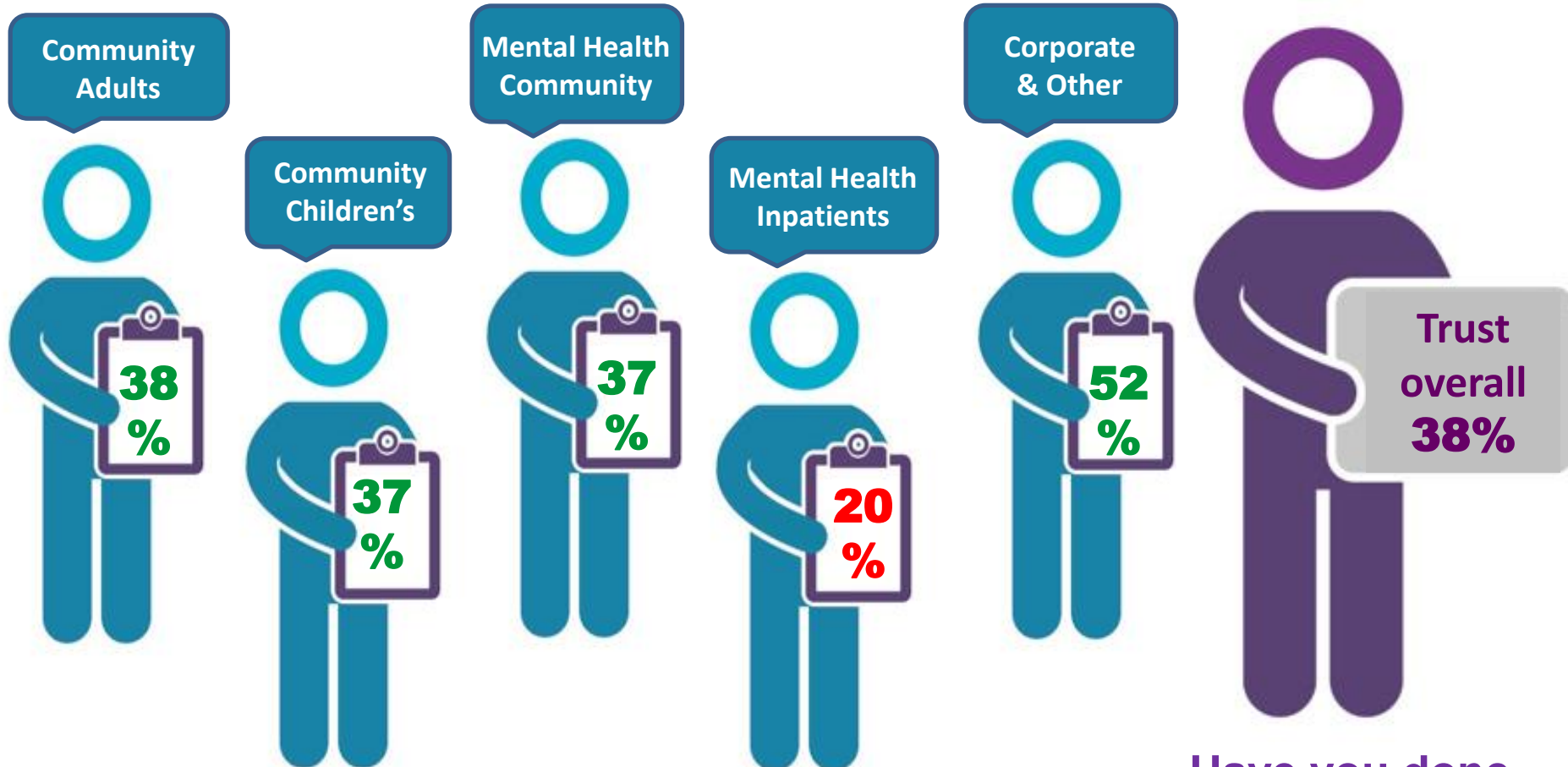
- Staff lists drawn up and survey delivered to 3089 staff
- Locality groupings refreshed and Locality leads identified, for cascade of comms and results
- Comprehensive communication plan includes
 - Weekly updated screen savers, e-Update & Connect
 - Dissemination through managers and team leaders
 - Promotion amongst staff networks and events
 - Weekly updates via Chief Exec Vlog and Exec Broadcast
 - New Response rates and top teams graphic

Staff Survey 2020

Your views matter



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Response rates by 18 November 2020

Survey finishes 27 November 2020

Have you done yours yet?

Time is running out

Any queries please contact pickerns20@picker.org  Picker

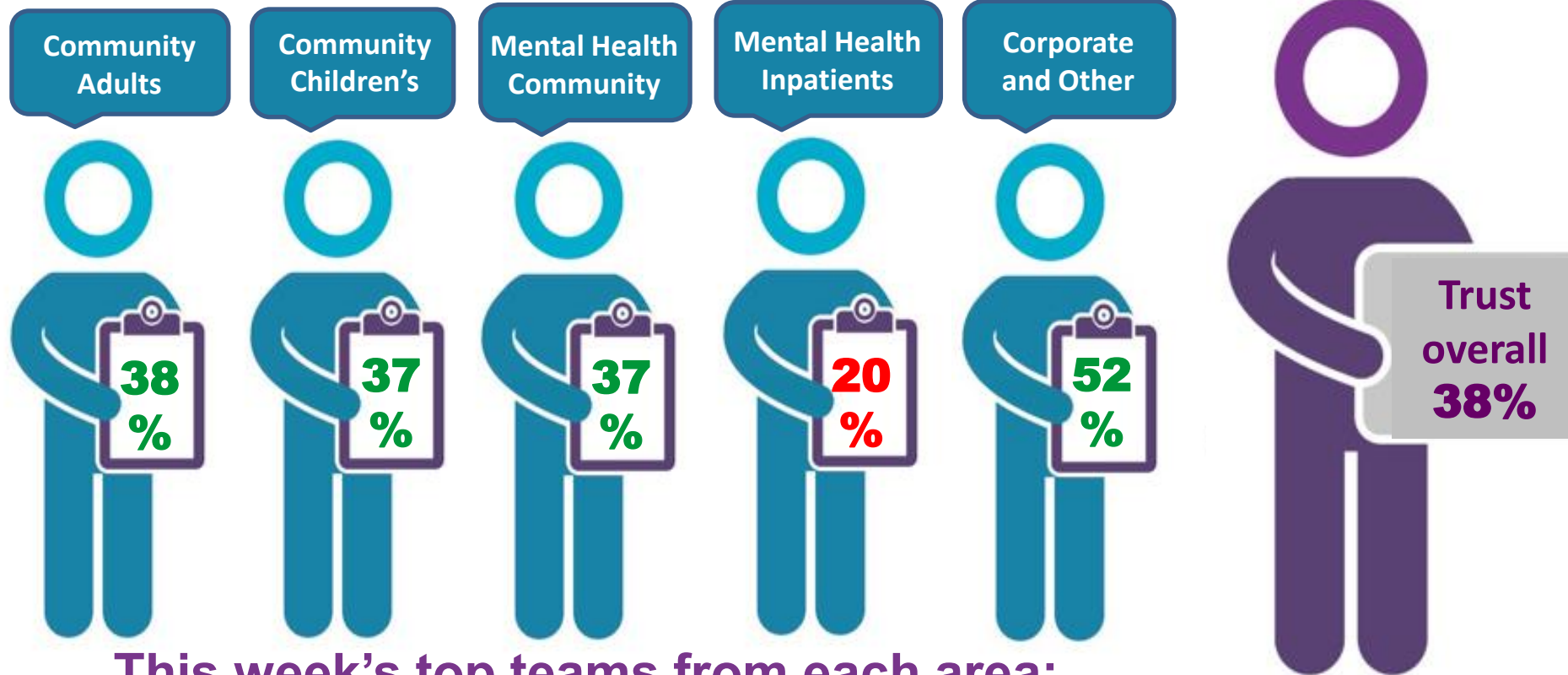
Staff Survey 2020

Your views matter

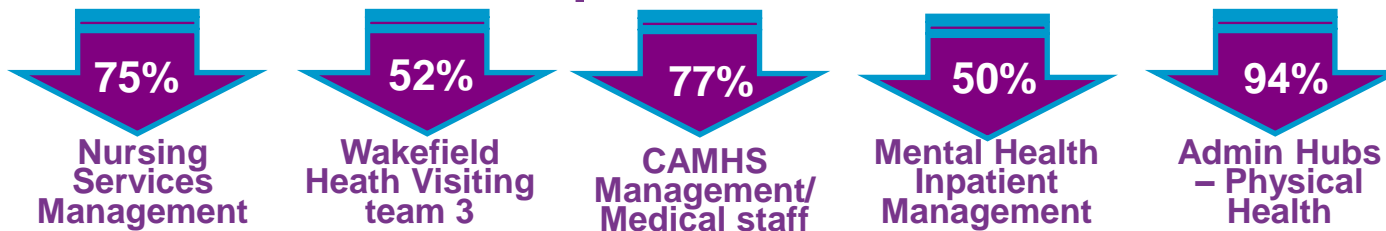


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Service area response rates by 18 November 2020:



This week's top teams from each area:



Time is running out
Please complete by
27 November 2020

Staff Survey 2020

Response

- Responses have been slow, particularly amongst front-line teams
- SLT, Locality Leads and managers have received regular updates and requests to encourage teams
- Final estimated response rate to be reported to meeting – expected to be lower than last year
- Neighbouring Trusts predict the same
- First results expected late December 2020, with substantial results in January – March 2021
- NHS People Pulse survey also run since July 2020 – summary results to be tabled