

Staff Survey 2015

The Sherwood Forest Hospitals NHS FT
Response

Reminder of Key Findings

Poor performance

- % of staff reporting good communication between senior management and staff.
- Support from immediate managers.
- % of staff feeling pressure in the last 3 months to attend work when feeling unwell.
- Effective use of patient/service user feedback.
- Fairness and effectiveness of procedures for reporting errors, near misses and incidents.

Top performance

- Staff satisfaction with the quality of work and patient care they are able to deliver.
- % of staff agreeing that their role makes a difference to patients/service users.
- % of staff working extra hours (low score = good)
- % of staff/colleagues reporting most recent experience of violence. (low score = good)

Pledge 1: Clear roles, responsibilities and rewarding jobs

What we need to improve?

- Do more to motivate staff
- Demonstrate to staff how they are valued and recognise staff contributions
- Respond to staff concerns about resourcing
- Involve staff more and give them responsibility to do more for themselves

What we are doing about it?

- QIP Leadership – clarification of strategic direction and engage staff and stakeholders. Alignment of resources to priorities.
- QIP Engagement – baselines assessment and action planning completed. Revised engagement strategy and high impact interventions. Enhanced communications (see Pledge 4)
- QIP R&R – targeting of medical and nursing vacancies, e solutions for speedier recruitment

Pledge 2: Personal development, education training & management support

What we need to improve?

- Improve the quality of appraisals
- Ensure staff feel supported by their immediate managers
- Improve access to mandatory training.

What we are doing about it?

- QIP leadership – talent management plan, skills programmes to enhance confidence and competence of middle managers, strengthen appraisal and clinical supervision. Behavioural and values based performance management
- QIP Engagement introduction of managers toolkit and training for engagement and effective communications and performance management

Pledge 3: Maintain staff health, wellbeing and safety

What we need to improve?

- Do more to reduce incidents of harassment, bullying or abuse from patients, relatives and members of the public
- Do more to reduce incidents of harassment, bullying or abuse from staff colleagues
- Do more to reduce reported levels of stress at work
- Do more to reduce reported pressure to attend work when unwell
- Promote management commitment to health and wellbeing

What we are doing about it?

- Build on already high/average levels of reporting by staff
- Promote, develop and support Speak Up Guardians profile
- E solutions for quarterly pulse surveys and feedback
- Annual Wellbeing plans including potential EAP, further manager stress awareness & staff personal resilience programmes
- Enhanced sickness management capacity & manager training
- QIP Engagement managers toolkit and training

Pledge 4: Engage and empower staff to deliver better and safer care

What we need to improve?

- Enhance and evidence good communications between staff and senior leadership
- Promote and encourage staff to contribute to improvements at work

What we are doing about it?

- We have developed a refreshed and improved team brief. It will be implemented in April.
- We will appoint communications champions.
- We have an agreed Comms plan with NUH to keep staff engaged and up to date with our long term partnership
- Re-skinned/refreshed intranet
- Quality for all values - refresh words and icons rolled out on all staff comms
- Create Twitter accounts for Execs & Staff facing social media channels

Pledge 4: Engage and empower staff to deliver better and safer care

What we are doing about it?

- Monthly staff briefings – 3 per month/ 1 per site - CEO led
- Posters highlighting successes and achievements
- Road shows across sites and within divisions – clinical leadership highlighting successes and achievements
- Film – staff vox pops showcasing local team successes – what makes your service great? What new project have I been doing? What have you been doing to make things better?
- Drop boxes – anonymous suggestions/ whistle blowing

What we are doing about it?

- ‘Care’ clinical bulletin
- New format ‘Belong’ e bulletin
- Medical Director’s clinical update/ Chief Nurse update
- Wage slip messages
- Co-ordinated staff notice boards
- Vital Pac/ Vocera alert messages/computerised messages e.g. screen savers, ticker tape messages
- Appointment of more Speak Up Guardians
- Exec/NED walk rounds
- Revamped staff suggestion scheme
- Changing room walls/toilet door posters

Additional theme: Equality and Diversity

What we need to improve?

- The Trust has no reported weakness in this theme

What we are doing about it?

- Working with our long term partner to improve our diversity reporting systems.
- Celebrating diversity events e.g. Human rights week, International Day Against Homophobia Bisexuals and Transgender. 17 May 2016.
- 2016/17 WRES E&D Objectives presented to March OD&WC
- Staff, patient, carer engagement in Dec 15 to develop 5 key EDS2 actions to complement WRES.

Additional theme: Errors and Incidents

What we need to improve?

- Staff confidence in reporting unsafe clinical practice
- Staff confidence in fair application and effectiveness of procedures for reporting errors and incidents
- Support staff to report all errors and incidents

What we are doing about it?

- QIP leadership – enhanced clinical governance.
- Learning Boards on wards to share lessons learned.

Additional theme: Patient experiences

What we need to improve?

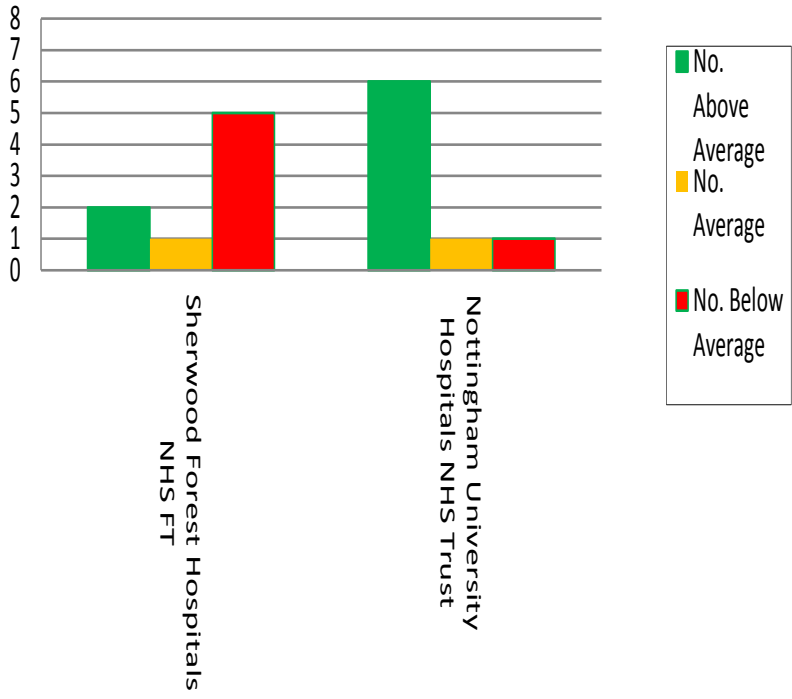
- Effective use of Patient/Service user feedback

What we are doing about it?

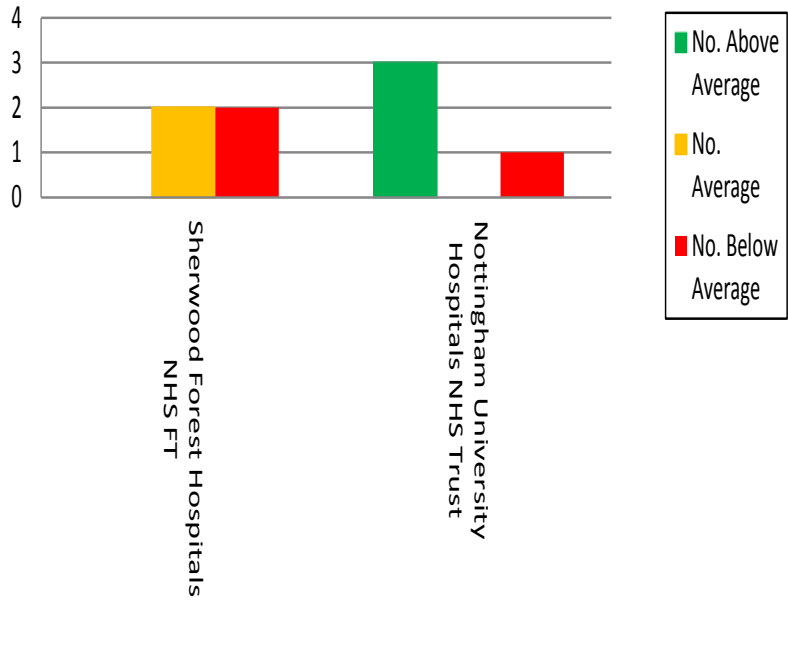
- Patient stories included as a standing agenda item at the Board.
- Proud to Care and Ward leader development days focusing on improving patient experience.

Learning from our Long Term Partner

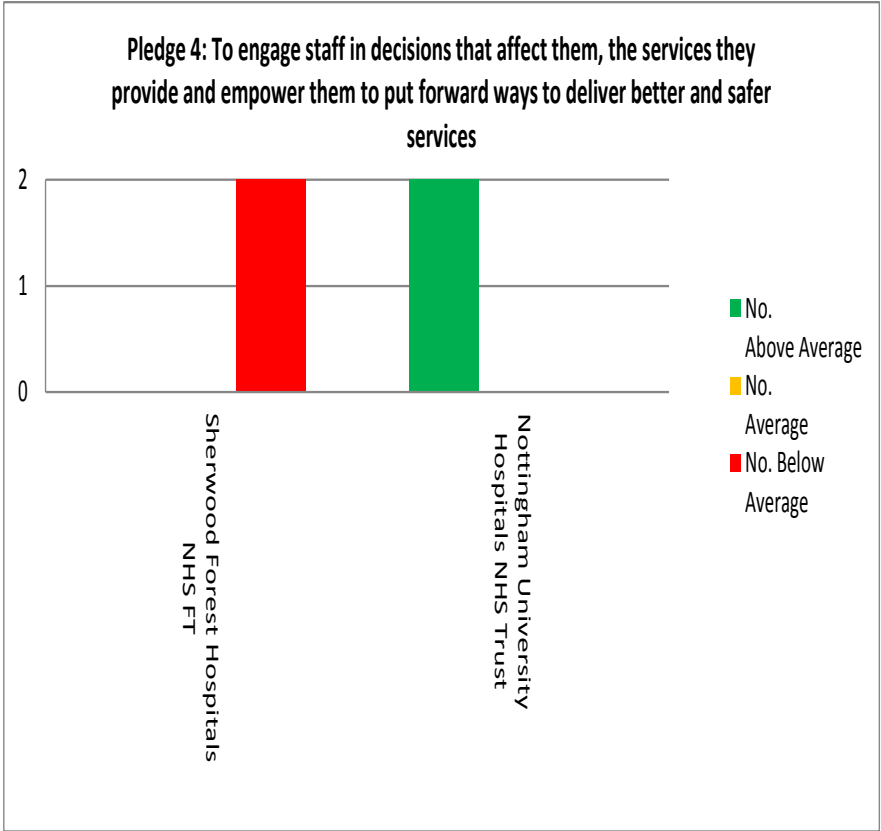
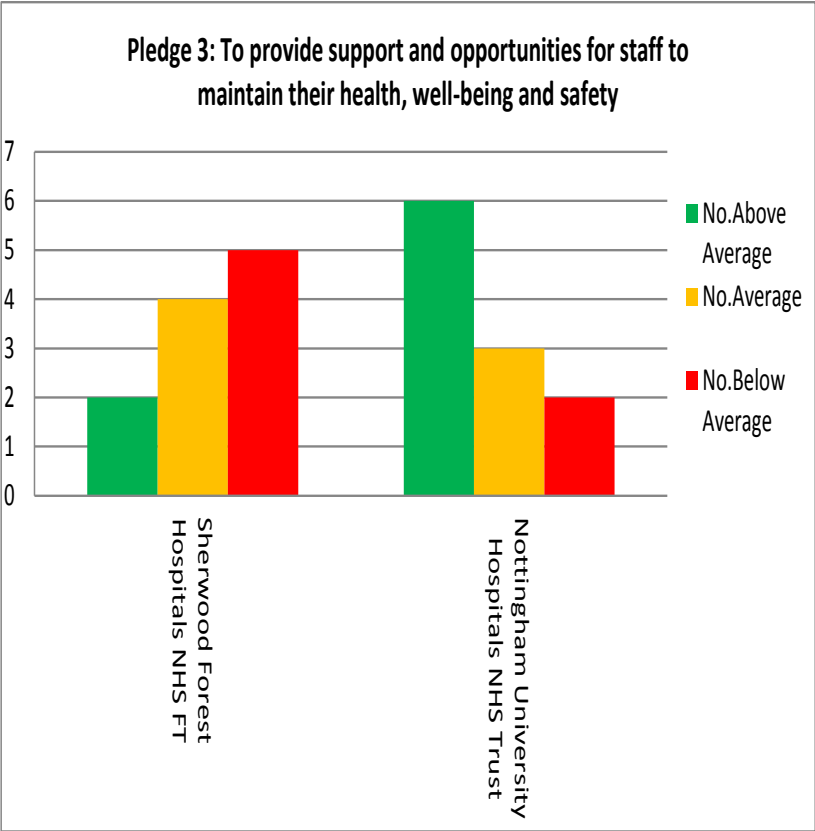
Pledge 1.: To provide all staff with clear roles, responsibilities and rewarding jobs.



Pledge 2: To provide all staff with personal development, training for their jobs and line management support to enable them to fulfil their potential



Learning from our Long Term Partner



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