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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Meeting Date	29 th November 2018	Agenda Item	2vi.
Report Title	NHS Wales Staff Survey 2018 – Results & Staff Engagement		
Report Author	Julie Lloyd, Staff Experience & Organisational Development Manager		
Report Sponsor	Hazel Robinson, Director Workforce & Organisational Development		
Presented by	Hazel Robinson, Director Workforce & Organisational Development		
Freedom of Information	Open		
Purpose of the Report	The principal purpose of this report is to provide an update the Health Board on how NHS Wales Staff Survey results will be rolled-out and actioned in the Health Board following their release.		
Key Issues	<p>The Welsh Partnership Forum currently commissions a bi-annual staff survey. The survey and the supporting project infrastructure is funded by the Welsh Government. Colleagues from across NHS Wales organisations are actively encouraged to participate.</p> <p>The aim of the survey is fourfold:</p> <ul style="list-style-type: none"> • Provide all NHS Wales employees with a chance to provide feedback on the experiences of their workplace • Ensure that the subsequent information is available across the organisation and is used to improve working practices, engagement and wellbeing • Create ownership and responsibility for change and improvement across all organisations within NHS Wales • Develop a culture where seeking, providing and using employee feedback to increase engagement and wellbeing is the norm. <p>The NHS Wales Staff Survey was live from 11th June to 5th August 2018, for a period of eight weeks. The Health Board achieved a response rate of 27% for the 2018 Staff Survey (as a part of an NHS Wales rate of 29%). This represents 4,086 respondents, compared to 2,710 in 2016.</p>		

Specific Action Required (<i>please ✓ one only</i>)	Information	Discussion	Assurance	Approval
	✓			
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the timetable of the 2018 NHS Wales Staff Survey results and staff engagement 			

NHS WALES STAFF SURVEY 2018 - RESULTS & STAFF ENGAGEMENT

1. INTRODUCTION

The principal purpose of this report is to update the Health Board on how NHS Wales Staff Survey results will be rolled-out and actioned in ABMU following their release.

2. BACKGROUND

The Welsh Partnership Forum currently commissions a bi-annual staff survey. The survey and the supporting project infrastructure is funded by the Welsh Government. Colleagues from across NHS Wales organisations are actively encouraged to participate.

The aim of the survey is fourfold:

- Provide all NHS Wales employees with a chance to provide feedback on the experiences of their workplace
- Ensure that the subsequent information is available across the organisation and is used to improve working practices, engagement and wellbeing
- Create ownership and responsibility for change and improvement across all organisations within NHS Wales
- Develop a culture where seeking, providing and using employee feedback to increase engagement and wellbeing is the norm

The NHS Wales Staff Survey was live from 11th June to 5th August 2018, for a period of eight weeks. The Health Board reached a response rate of 27% for the 2018 Staff Survey (as a part of an NHS Wales rate of 29%). This represents 4,086 respondents, compared with 2,710 in 2016.

ABMU's Key Results

Positive highlights:

- 71% of staff say that they are proud to tell people they work for their organisation, this is higher than in 2016 (67%).
- Overall Engagement Score; measuring job satisfaction and ability to contribute to improvements at work is higher at 3.81 compared with 3.68 in 2016.
- Most of the scores on team working are above the overall NHS Wales scores.
- All scores on line managers have shown an improvement since 2016. The scores on line managers being approachable about flexible working and on giving clear feedback are both significantly improved (up 9% and 12% respectively).
- Responses to the question on communication between senior managers and staff being effective has increased from 29% to 33%, and is now just above NHS Wales average. The score on staff agreeing that senior managers lead by example has increased significantly – by 7%
- 65% of staff (up from 58% last time) say that the organisation provides them with enough information to do their job well.
- The score on staff saying that the people who they work with treat them respect has improved significantly since 2016 – up from 74% to 80%.

Key areas for improvement:

- 74% of staff say that the care of patients/service users is their organisation's top priority, compared to 78% in 2016.
- 20% of staff say that they have experienced harassment, bullying or abuse at work from their manager/team leader or other colleagues – up from 16% in 2016. Only around half of staff say that their organisation takes effective action as a result of staff experiencing this. The following are directorates and/or delivery units with response rate higher than ABMU's overall rate:
 - Director of Strategy: 23%
 - Nurse Director: 23%
 - Morriston Hospital: 24%
 - Princess of Wales Hospital: 23%
- Levels of work-related stress have worsened: 35% of staff say that they have been injured or felt unwell as a result of work-related stress during the past 12 months – up from 28% in 2016.
- 55% say that they have adequate supplies, materials and equipment to do their job, down from 58% in 2016.

Actions & Timescales

The table below outlines the actions taken and planned following the publication of the results on 1st October 2018.

Timescale	Actions
9 th – 19 th October	<ul style="list-style-type: none">• Chief Executive highlighted Staff Survey results during the October staff engagement presentations; 'Shaping our Future – Staff Engagement Sessions with CEO Tracy Myhill, and members of her Executive Team'. In total, there were five staff engagement sessions across health board sites, with 267 members of staff attending
18 th October	<ul style="list-style-type: none">• Staff Survey results and action planning approach discussed at Sub-Group Partnership Forum
24 th October	<ul style="list-style-type: none">• Executive Team feedback session with Quality Health and National Programme Lead
November and December	<ul style="list-style-type: none">• Executive Team and Delivery Unit Directors, together with partnership forum to work in collaboration with staff at a series of workshops and wider engagement activities, co-ordinated by Staff Experience. The aim of the collaborative work will be to inform actions required that will enhance staff experience and ultimately patient experience• Work to commence with ACAS for the roll-out of Employee Relations and Bullying & Harassment Training. There are three sessions proposed for Employee Relations that would take place November 2018 to February 2019. The target audience is trade union representatives and operational HR colleagues.

	<p>There are six sessions proposed for Bullying & Harassment that would take place December 2018 to March 2019. The target audience is senior leadership teams and any colleagues with people management responsibilities. There is the possibility of scheduling four additional sessions, if required.</p> <ul style="list-style-type: none"> Options appraisal to be developed for staff 'raising concerns' process and procedures. To be submitted to Executive Team for consideration in late November.
Early December	<ul style="list-style-type: none"> Regional pan-organisational workshops with NHS Wales partners will be held at the national level
January 2019	<ul style="list-style-type: none"> Draft action plans developed at an organisational level as a result of engagement during October/November/December Plans shared with partnership forum Executive Team endorses the actions and measures for success, share with colleagues and invite everyone to play an active role All findings will be used to inform the review of our Staff Experience Strategy Implementation of endorsed recommendations to enhance processes and procedures for 'Raising Concerns'

3. GOVERNANCE AND RISK ISSUES

At this point we don't foresee any governance issues. Risk issues could arise with some participants required to attend the training, i.e. some may feel sensitive around their service area being targeted.

4. RECOMMENDATION

Members are asked to:

- NOTE** the timetable of the 2018 NHS Wales Staff Survey results and staff engagement

Governance and Assurance										
Link to corporate objectives (please ✓)	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships	
							✓			
Link to Health and Care Standards (please ✓)	Staying Healthy	Safe Care	Effective Care	Dignified Care	Timely Care	Individual Care	Staff and Resources			
							✓			
Quality, Safety and Patient Experience										
The NHS Wales Staff Survey is endorsed by Welsh Government and National Partnership Forum and is the principal measurement of staff experience and staff engagement across NHS Wales. It enables benchmarking across organisations and allows individual Health Boards and Trusts to identify areas of good practice and areas for development. The direct correlation between patient experience and staff experience is well documented and this survey provides important feedback from our workforce so that we continually listen, learn and improve.										
Financial Implications										
There are no financial implications associated with this paper. However, as part of addressing concerns in relation to bullying the Health Board has commissioned ACAS to provide some support to the Health Board. The cost for this support is covered within existing budgets.										
Legal Implications (including equality and diversity assessment)										
The Health Board must ensure it complies with General Data Protection Regulations in considering the results from the staff survey.										
Staffing Implications										
There are no additional staff implications in addressing the results of the staff survey. In addressing the results from the report, it is expected that this would provide a positive experience for staff in addressing the results.										
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)										
The survey analysis provides benchmarking opportunities from previous surveys and enables focussed planning for future workforce development. There are specific questions that relate to Wellbeing and work/life balance. The engagement programme will inform the review of the current Staff Experience Strategy which has a goal focusing on wellbeing.										
Report History		None.								
Appendices		None.								