

NHS Education for Scotland

Board Paper Summary

1. Title of Paper

NHSScotland Staff Survey 2015: NES Outcomes

2. Author(s) of Paper

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3. Purpose of Paper

To provide the Board with an overview of the NES outcomes from the 2015 NHSScotland Staff Survey. A more detailed paper will be considered at the Staff Governance Committee meeting on the 4 February.

4. Key Issues

The 2015 national Staff Survey was again run via Capita Surveys on behalf of Scottish Government. The question set used was largely the same as for 2014, with the addition of two new questions relating to trust and confidence in line management and senior manager visibility. These are felt to reflect the inclusion of similar questions in iMatter, which was introduced earlier in the year.

Results for all Boards were published in December. Our performance in comparison to 2014 and NHS Scotland overall can be viewed as positive, and is summarised as follows:

Participation

The overall response rate improved from 53% to 55% of the 1130 NES employees invited to participate. This compares with a national response rate of 38%. When the 142 Doctors in Training (accounting for 23% of respondents in 2015) are excluded, the NES response rate remains stable at 59% of the remaining employee population. The location of respondents was comparable to the distribution of staff across the regions.

Performance

Our performance across almost all areas of the Staff Survey has improved from 2014-15. In most cases this improvement is magnified when data for Doctors in Training is removed.

For the whole population, questions scoring over 80% (a benchmark for high-performing organisations) included those reporting that they:

- Had a KSF or other development review in the past 12 months (85%)
- Agreed a PDP as part of this (91%)
- Expected to receive the training detailed in their PDP (82%)

- Get the help and support they need from colleagues at work (83%)
- Feel able to work in ways that support their personal circumstances (84%)

The areas where performance was least strong were:

- When changes are made, I am clear how they will work out in practice (42%)
- My KSF or other development review helps improve how I do my job (46%)
- Staff are always consulted about changes at work (33%)
- I am confident my ideas and suggestions would be listened to (50%)

However, all of these percentages represent an improvement on 2014. Further, NES outperforms the NHS Scotland average in respect of all these questions.

Areas of biggest difference between Doctors in Training and other Staff Groups

The most notable areas of difference between the whole population data, and that where GPSTRs are excluded are:

- 54% of the whole population responded 'my KSF or other development review helps improve how I do my job' compared to 46% of that excluding doctors in training. Given their relatively small proportion of the respondent population, it can be inferred from this that Doctors in Training find their annual development review significantly more useful to how they do their job than the other NES staff groups.
- 53% of the group within the non-doctor in training population who reported experiencing verbal or physical abuse responded that they reported that abuse compared to 31% of the group within the whole population. Whilst the proportions responding that they experienced such abuse are small (all below 10%) this does imply that doctors in training are less likely to report it.

For both populations 100% of those who reported verbal or physical abuse indicated they were satisfied with the response received. However, this was not the case for those reporting that they experienced unfair discrimination from their line manager or colleagues (4% of respondents in all cases). 83% of those in the population excluding doctors in training responding reported they were satisfied with the response. This falls to 38% when data for doctors in training is included.

Management Effectiveness

Indicators relating to line manager performance improved between 2014 and 2015. This included a 3 point increase in the proportion reporting their manager has open and honest communications with them about how they do their work (77%). The population excluding doctors in training reported a comparative 6 point increase, from 71% to 77%. A new question for 2015 asking whether staff had trust and confidence in their line manager elicited a 87% and 88% response respectively for the two populations.

Comparison with iMatter

Given that the Staff Survey will be paused in 2016 whilst iMatter continues to be implemented, the degree of correlation between responses to identical questions appearing in both is likely to be of interest to Scottish Government. Comparison for the NES population excluding doctors in training responding to the 2015 Staff Survey and latest aggregated iMatter data shows the following:

Questions appearing identically in both Staff Survey and iMatter	Staff Survey	iMatter
I am clear what my duties and responsibilities are	82	84
I understand how my work fits in to NES overall aims	72	81
I have confidence and trust in my direct line manager	87	86

A number of other questions have been included in the Staff Survey that could be aligned with those in iMatter. However, minor but potentially significant differences in wording means that any comparison of the responses for these cannot be considered as “like for like” and is thus of questionable value without interrogating how the differences in wording have been interpreted.

Next Steps

The Staff Governance Committee will be asked to review the data relating to other staff groups in more detail at its meeting on 4th February and consider the implications of this for our Staff Governance Monitoring Return and 2016/17 Action Plan.

It is proposed that the Medical Directorate is provided with a set of data extracted from the Capita Surveys tool for doctors in training so that this can be reviewed in more detail and compared with other survey data relating to GP trainees as appropriate.

5. Educational Implications

An engaged and developed staff are the underlying principles of the NHSScotland Staff Governance Framework. Highly effective Staff Governance supports all NES strategic outcomes and objectives.

6. Financial Implications

The on-going development of Staff Governance and any specific actions that are identified are planned for within the annual operational and financial planning process. The Staff Governance Committee has oversight of progress against all action plans and developments for 2016/17.

7. Which of the 9 Strategic Outcome(s) does this align to?

Staff Governance enables us to develop an improved organisation enhancing the capability of our staff to give their best and achieve their potential; and our values are evident in our every day work.

8. Impact on the Quality Ambitions

See above.

9. Key Risks and Proposals to Mitigate the Risks

It is important to sustain our commitment to NHSScotland values and NES Ways of Working as we review our priorities under an increasingly complex and constrained planning and financial environment. We mitigate this risk through a commitment to our Equality Impact Assessment procedures and a transparent and integrated planning process.

10. Equality and Diversity

Briefly describe:

- a. Any equality and diversity impacts or risks which have been considered and actions identified for mitigating any negative impact or managing risk.
- b. Opportunities identified for the work to reduce inequalities, advance equality of opportunity or foster good relations.
- c. Arrangements for completing an equality impact assessment (where the paper describes a new policy or workstream or a substantial revision to a policy or workstream).

Equality and Diversity is integral to effective Staff Governance. Our staff strategies and policies are subject to an equality impact assessment.

11. Communications Plan

A plan to communicate the outcomes of the Staff Survey to all staff is being developed.

12. Recommendation(s) for Decision

The Board is asked to discuss and note this summary report of the NES outcomes of the 2015 NHSScotland Staff Survey.

NES
TP/DW
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