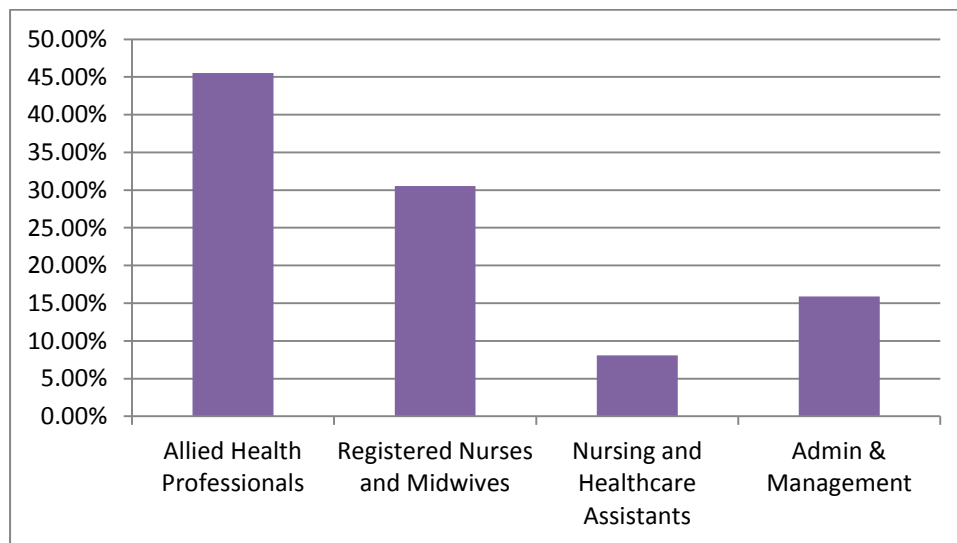


Staff Survey Results

The annual staff survey was live for a period of 8 weeks, between 15 October and 9 December 2018, in line with national guidelines. The response rate for 2018 was 36.11% of all staff (395 responses). This is compared to a response rate of 43.80% from the previous year; however this was a percentage of a sample of 495 (equating to 217 responses) and therefore the number of responses this year has significantly increased.

Those that completed the survey identified themselves as:



The most improved areas from last year, included:

- Staff are more satisfied with their level of pay
- Less staff have experienced harassment, bullying or abuse at work from patients, service users, their relatives or other member of the public
- Staff are more satisfied with the opportunities for flexible working patterns
- Staff are feeling more enthusiastic about their jobs

The area where results declined from last year included:

- Staff have put themselves under more pressure to come to work
- Staff feel that feedback from patients / service users is not being used as much to make informed decisions within their departments
- Staff feel that when errors, near misses or incidents are reported, we are not providing staff with feedback regarding changes made in response
- Staff feel less able to deliver the care they aspire to

Key areas for focus for 2019 include:

- Review of **CPD** opportunities for staff; this should include a review of the appraisal process, for which a task group is already in place and a newly formed appraisal process to be launched in April 20, as well as a review of the training packages available to all staff.

- Consideration to what Wiltshire Health and Care's **reward** structure should be (non-pay) with specific focus on **employee recognition** and further embedding of the Values and Behaviours.
- To further streamline Wiltshire Health and Care's **Communication & Governance** structure, both organisation wide and locally within teams, ensuring the right information is shared with the right staff at the right time.
- To ensure a successful launch of the **management training** programme to ensure managers are equipped with the right skills, tools & resources, and support to effectively lead teams.
- Ensure that Wiltshire Health and Care has a **Health and Wellbeing** charter that is fit for purpose and embedded within all management practices.
- To further develop a culture whereby concerns are raised, incidents fully investigated, **feedback** is provided and learning takes place and informs every decision, especially in regards to incident reporting and patient feedback / experience.
- To work towards an **infrastructure** that benefits Wiltshire Health and Care, its staff and patients.
- To ensure **staffing** is optimal; focusing on recruitment and retention processes.

Staff are encouraged to provide any additional feedback, or ideas for improvement, directly to their line managers or to the HR Team via whc.askhrwhc@nhs.net