

SURVEY COMPARISON 2003-2011

The staff survey questions have evolved over time so there are blank squares where the question has not previously been asked. The results are set out in the format of the 2008 survey in line with the NHS staff pledges, with additional information at the end.

All figures are either **percentages** (%) or **scores** between 1 and 5, with 1 representing the lowest and 5 the highest score. If the number and the indicator (columns 1 & 2) are shaded blue, then a lower score is better. If they are clear a higher score is better.

Red scores are in the lowest 20% of Trusts nationally, **pink** are below average. Average scores are black. **Green** are in the top 20% of Trusts nationally, **blue** are above average.

Staff survey	2003	2004	2005	2006	2007	2008	2009	2010	2011
Response rate %	63	71	71	58	57	54	49	51	58

Staff Pledge 1

No	Indicator	2003	2004	2005	2006	2007	2008	2009	2010	2011
1	Staff satisfaction with quality of care given %	-	-	-	-	-	58	71	71	64
2	Staff feel their role makes a difference %	-	-	-	-	-	85	88	87	86
3	Staff feel valued by their colleagues %	-	-	-	-	-	81	75	75	70
4	Clear job content, feedback & staff involvement	3.3	3.22	3.29	3.25	3.34	3.29	3.33	3.30	3.23
5	Pressure of work	2.7	3.22	3.13	3.19	3.15	3.14	3.13	3.14	3.31
6	Effective team working	-	-	-	-	-	-	-	3.58	3.63
7	Trust commitment to work-life balance	3.2	3.33	3.22	3.17	3.36	3.29	3.24	3.25	3.10
8	Staff working extra hours %	74	70	69	69	60	56	56	57	60
9	Staff using flexible working options %	-	-	75	73	77	74	63	63	62

Staff Pledge 2

No	Indicator	2003	2004	2005	2006	2007	2008	2009	2010	2011
10	Good opportunities to develop potential at work %	-	-	-	-	-	27	35	28	27
11	Staff receiving job-relevant training in last year %	81	89	96	74	76	78	75	74	71
12	Staff appraised in last year %	45	67	66	70	61	60	68	77	77
13	Well-structured appraisals in last year %	25	37	33	32	23	17	23	26	20
14	Had a personal development plan in last year %	34	49	60	60	54	51	59	67	68
15	Support from immediate managers	3.3	3.37	3.29	3.28	3.53	3.41	3.41	3.49	3.35

Staff Pledge 3

No	Indicator	2003	2004	2005	2006	2007	2008	2009	2010	2011
16	Received health and safety training in last year %	75	69	72	78	80	78	77	79	74
17	Staff suffering work-related injury in last year %	47	21	22	19	19	17	17	17	18
18	Staff suffering work-related stress in last year %	-	36	38	33	32	26	29	31	34
19	% staff saying hand washing materials available	-	-	-	-	-	-	73	64	61
20	Staff witnessing potentially harmful errors etc %	53	46	48	40	37	39	34	30	34
21	Staff reporting errors etc %	-	89	90	96	93	96	90	98	91
22	Fair and effective procedures for reporting errors etc	4.6	4.6	3.3	3.36	3.34	3.33	3.31	3.24	3.19
23	Physical violence from patients / relatives %	14	11	13	12	14	15	8	10	9

24	Physical violence from staff %	-	1	2	0	2	4	2	2	1
25	Harassment, bullying, abuse from patients / relatives %	38	26	26	29	26	25	23	12	16
26	Harassment, bullying or abuse from staff %	-	18	19	20	20	21	18	16	17
27	Effective action by employer on violence / harassment	4.5	4.7	3.35	3.3	3.43	3.43	3.4	3.43	3.41
28	Impact of health and wellbeing on ability to perform work or daily activities	-	-	-	-	-	-	1.55	1.57	1.59
29	% staff feeling pressure in last 3 months to attend work whilst unwell	-	-	-	-	-	-	24	26	30

Staff Pledge 4

No	Indicator	2003	2004	2005	2006	2007	2008	2009	2010	2011
30	Good communication between senior management / staff %	-	-	-	-	-	13	16	12	8
31	Staff contribute towards improvements at work %	-	-	-	-	-	59	57	54	53

Additional Information

No	Indicator	2003	2004	2005	2006	2007	2008	2009	2010	2011
32	Staff job satisfaction	3.3	3.39	3.31	3.32	3.41	3.35	3.4	3.36	3.28
33	Staff intention to leave	2.7	2.68	2.66	2.72	2.57	2.57	2.63	2.69	2.76
34	Staff would recommend the trust as a place to work or receive treatment %	-	-	-	-	-	-	3.16	2.95	2.84
35	Staff motivation at work	-	-	-	-	-	-	3.75	3.72	3.59
36	Staff having equality & diversity training in last year %	-	-	-	-	-	59	49	75	61

37	Trust provides equal opportunities for promotion etc %	-	-	-	-	86	89	88	84	86
38	% staff experiencing discrimination at work in last 12 months	-	-	-	-	-	-	5	12	15