South East Coast Ambulance Service NHS
NHS Foundation Trust

		Item No	118/18
Name of meeting	Trust Board		
Date	25th October 2018		
Name of paper	2018 National NHS Staff Survey Progress Update and Data Insight		
Executive sponsor	Ed Griffin, Director of HR		
Author name and role	Daniel Dodd, Culture Team		
Synopsis (up to 120 words)	The 2018 National NHS Staff Survey is currently live and launched on the 24th September. Results are due to be published to the organisation in January 2019. There has been significant effort this year with a structured communications and engagement plan to increase both participation and overall engagement scores. The target is 50% participation. This paper outlines the progress to date and the plan to transition this activity to business as usual as part of the HR Transformation Programme. It also highlights the approach taken to incorporate our previous staff survey data and this year's data into the PowerBI platform to give senior leaders and local managers this data in a timely and useful way.		
Recommendations, decisions or actions sought	Information		
Does this paper, or the subject of this paper, require an equality analysis ('EA')? (EAs are required for all strategies, policies, procedures, guidelines, plans and business cases).		**No** If yes and approval or ratification is required, a completed EA Record must be attached.	

South East Coast Ambulance Service NHS Foundation Trust

Trust Board

2017 National NHS Staff Survey

1. Purpose

1.1 The purpose of this paper is to highlight the progress and effort made so far to improve both the annual survey response rates and overall engagement scores and to provide an update of participation rates since launching on the 24th September.

2. Background

2.1 All NHS trusts, NHS foundation trusts, clinical commissioning groups, and commissioning support units in England are mandated to participate in the annual NHS Staff Survey (the Survey). Within SECAmb, the Survey is administered by Quality Health, which is one of two independent providers who have NHS England approved contractor status. Rather than limit participation to the minimum required sample set for a trust of its size, SECAmb elected to commission Quality Health to conduct a full census Survey on its behalf. Accordingly, all staff who were substantively employed by the Trust on 1 September 2018 were eligible to receive a Survey questionnaire.

2.2 Survey questions are nationally determined and are structured thematically, thereby enabling 'Key Findings' to be appropriately grouped. A total of 32 Key Findings (KFs) are grouped under the following nine work-related themes:

- Appraisals and Support for Development
- Equality and Diversity
- Errors and Incidents
- Health and Wellbeing
- Working Patterns
- Job Satisfaction
- Managers
- Patient Care and Experience
- Violence, Harassment and Bullying

Within the Survey outcomes report, KFs are presented as either percentage scores, or scale summary scores (with '5' representing the maximum score). Last year SECAmb achieved 44% participation rates and this year we aim to achieve 50%.

3. Communication and Engagement

3.1 This year there has been significant effort to increase awareness, participation rates and overall engagement scores with a structured communications and engagement plan. This includes a central landing page for all digital content on the intranet with a target for unique visitors of 50% of total survey participants (1682 visits).

3.2 There have been various different formats to promote the survey and share the changes made over the past 12 months. These include sixty second interviews with senior leaders across the organisation, a live webcast with the CEO and Director of HR and “Did you know” articles that highlight improvements based on the domains within the annual survey. To date (2nd October) there has been 3603 combined views of the content.

3.3 This year we also introduced weekly participation reporting across the whole organisation broken down by directorate, operating unit, HART, EOC and 111. There is an operational update on a Friday afternoon within the QI Safety Hub weekly report and a whole organisational report circulated on a Monday Morning. There is also a standing agenda item on the Monday 4pm QI Safety Huddle call.

4. PowerBI, Data Visualisation and Impact

4.1 Traditionally over the previous years the annual staff survey results are analysed at a high level and the findings are reported to this committee and to the board. There is also a high level narrative communicated back to the organisation. There have been occasional and individual requests for local level data however there is no strong process evident. The Quality Health platform data export, whilst simple to use, does not make it easy for the board or local teams to compare and contrast against peers or highlight areas of significant opportunity or challenge for each individual area.

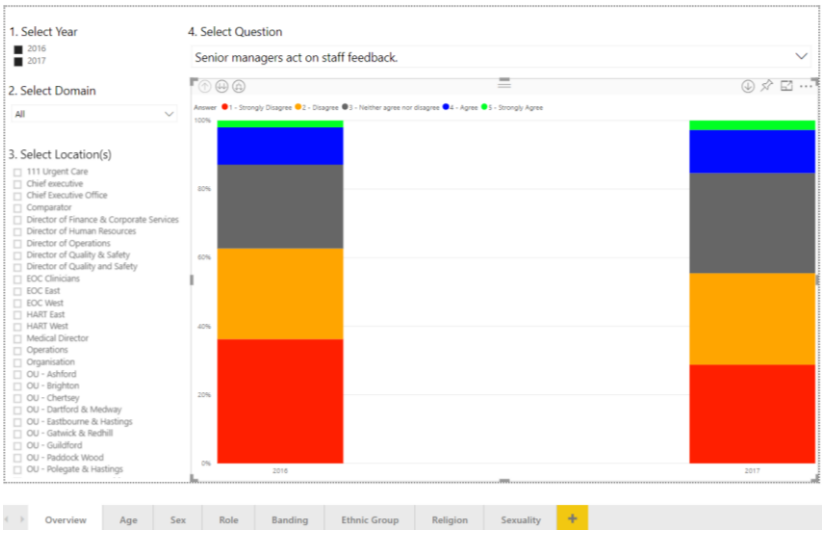
4.2 Over the past few weeks the historic staff survey data has been downloaded and formatted to enable it to be uploaded to the organisation’s data warehouse. This so far consists of 476000 individual data points that provide extremely useful insight that has not traditionally been used. Quality Health are not aware of any organisation that is utilising complex data visualisation in this way and this is an opportunity for the organisation to be a leader in this field.

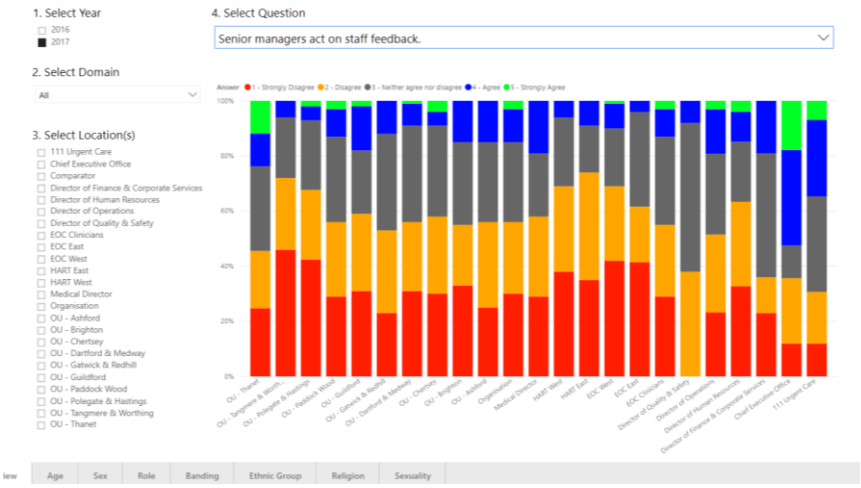
4.3 The dashboard provides the board and managers with ability to explore data over time with 2016, 2017 and 2018 data all in the same place. It provides an organisational overview by directorate, operating unit, EOC, HART and 111. Each question can be visualised as trend over time or as an organisational view to compare individual teams. Each individual question can then be segmented and viewed by age, role, band, religion, ethnic group and sexuality.

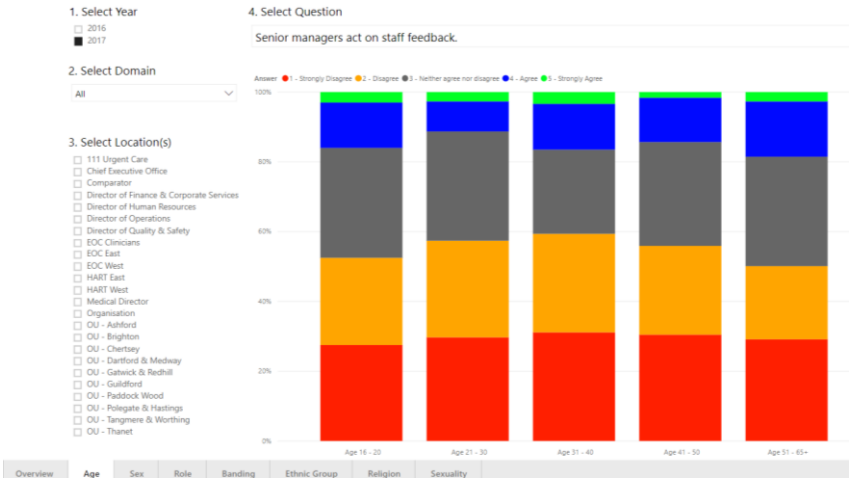
4.4 The committee should consider what assurance they seek from local senior leaders across the organisation to ensure that there is locally-led improvement and communication based on the unique responses for that area. This will enable the HR Transformation steering group to articulate the approach needed to provide this assurance.

4.5 Screenshots of the dashboard display:

1. Trend between 2016 and 2017 for the question “senior managers act on staff feedback” for the whole organisation.
2. 2017 results for the same question broken down by location
3. 2017 results for the same question segmented by age.







5. Summary

5.1 The organisation is moving to a much more responsive place that will provide insight and data to local teams to improve the experience of the workforce. The operational support needed to achieve local level improvement will be included as part of the HR transformation.