

Meeting title:	Public Trust Board	Trust Board paper I
Date of the meeting:	5/5/22	
Title:	UHL NHS Staff Survey 2021	
Report presented by:	Joanne Tyler-Fantom, Acting Chief People Officer	
Report written by:	Linsey Milnes, Head of Health and Wellbeing and Staff Experience	

Action – this paper is for:	Decision/Approval		Assurance	x	Update	x
Where this report has been discussed previously	Strategic People Group Executive Performance and Culture Board Trust Board Development Session					

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which

Impact assessment

This report highlights feedback from colleagues at UHL and the commitments made in response to these will have a positive impact on the workforce (people) working at UHL.

Acronyms used:
UHL – University Hospitals of Leicester

Purpose of the Report

The purpose of this report is to provide an overview and update on the NHS Staff Survey results from 2021 and to provide assurance that commitments have been given in answer to key themes that have emerged.

Recommendation

The committee is asked to:

Receive the update on the results of the 2021 NHS Staff Survey and be assured that these are being acted on.

Summary

This report provides the committee with a high level summary of results and key themes that emerged from our NHS Staff Survey that was taken in October and November 2021.

This report brings to the attention of the committee the significant decline in a number of results, in particular two key questions:

- I would recommend my organisation as a place to work 55.5 % (65.7% in 2020);
- If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation 62.8% (71.4% in 2020)

The decline in results mirrors the national and regional picture with COVID-19 undoubtedly having a big impact on how our colleagues are feeling and their experience at work.

Three high level themes are evident:

- Recruitment and retention
- Inclusivity and feeling valued
- Supporting health and wellbeing

We have sought to widely engage with colleagues through Executive Board, led by our Chief Executive and shared individual CMG and corporate breakdowns alongside the narrative comments to identify key themes and areas for immediate priority and improvement.

The survey results have also been the focus of a separate Trust Board development session to ensure collective oversight, ownership and development of next steps.

This report provides the committee with assurance that actions are in place to enable positive changes and to make improvements over the next six months in response to what our colleagues have told us.

Main report detail

Introduction

Over 1.3 million NHS employees in England were invited to participate in the survey between September and December 2021. 280 NHS organisations took part, including all 217 trusts in England.

For the first time, in 2021 the survey questions were aligned with the NHS People Promise, which sets out in the words of NHS staff the things that would most improve their working experience.

At UHL16,122 people were eligible to complete the survey and 7271 chose to respond which equates to 45%. This is the highest response rate that we have had at UHL and compares positively to 33% that responded last year.

What are our colleagues telling us?

Most improved scores compared to 2020

Most improved scores	2021	2020
q11a. Organisation takes positive action on health and well-being	55%	33%
q13d. Last experience of physical violence reported	65%	63%
q14c. Not experienced harassment, bullying or abuse from other colleagues	82%	80%
q17a. Would feel secure raising concerns about unsafe clinical practice	72%	70%
q14b. Not experienced harassment, bullying or abuse from managers	89%	88%

Most declined scores compared to 2020

Most declined scores	2021	2020
q3i. Enough staff at organisation to do my job properly	25%	37%
q21c. Would recommend organisation as place to work	55%	66%
q21d. If friend/relative needed treatment would be happy with standard of care provided by organisation	63%	71%
q4a. Satisfied with recognition for good work	47%	56%
q21b. Organisation acts on concerns raised by patients/service users	68%	75%

Key themes

Recruitment and Retention

- The need for increased staffing and making UHL a place where colleagues want to stay to work.
- 58% often think about leaving the organisation with 43% planning on leaving
- Improvements need to be made in transactional services that support people management, including the experience of candidates and recruiting managers.

Inclusivity and Feeling Valued

- Two-thirds of staff feel that the organisation respects individual differences, which means that a third of staff don't
- 60% of staff are not satisfied with the extent to which the organisation values their work - how we recognise and reward colleagues plays a huge part in morale and in motivation and this needs to improve
- Having access to good quality and good value food and hydration, IT equipment and Wi-Fi that work consistently and having the space to work and rest were themes in the free text comments along with somewhere to park and a safe place to keep possessions

Supporting health and wellbeing

- Burnout – 79% find work emotionally exhausting; 27% never or rarely feel burnt out because of work; 83% feel worn out at the end of work
- 44% have felt unwell during the last 12 months due to work-related stress
- More people have come into work when not feeling well enough compared to 2020, a change from 46% to 53%

Next Steps

Over the next 6 months we have committed and communicated to our staff that we will:

- Improve our **car parking** experience. This includes: focusing on the customer service side of car parking, making arrangements for car park security and staff escorts during the Autumn/Winter months, identifying additional car parking close to GH, LGH and LRI to shorten the waiting lists and reviewing permit holders for LRI multi-storey car park to ensure the staff that need it most have access.
- Improve our **on-call rooms**. This includes; facilitating access through an online booking system, carrying out a full condition review on facilities and environment before developing a refurbishment programme, employing quality control procedures to ensure rooms are adequately cleaned and serviced and give users the opportunity to share feedback on their experience.
- Improve our **catering facilities** including safely reopening facilities across our three main sites, working with new suppliers on healthy hot food which is subsidised, improving 24-hour provision, adopting the NHSEI good food, good health recommendations, increasing the diversity in our food offer, improving some of our coffee shops and improving patient catering.
- Review **space utilisation and allocation**. We have to find ways to make it easier for people to access the space they need.
- Further invest in modernising and improving our **Wi-Fi and IT**.
- Call out **poor behaviour** and no longer accept this. We have already made some progress on this but it will take time for all to experience this.
- Launch a new **Health and Wellbeing** offer and learn from the best in the NHS.
- Make it easier to **recruit people** – it takes too long at the moment.
- Launch a **new long service scheme**. In the next six months, we will focus on colleagues who have given 25 years' service to the NHS and we will then recognise colleagues who have given 5, 10, 15, 20, 30 and beyond years' service.
- Further support our **staff networks** and the **diversity** of our leadership teams will increase.
- Strengthen the voice of **administrative and clerical colleagues**.
- Ensure that the senior leadership team are more **visible**, in particular at **LGH**.