



<b>Extraordinary Public Trust Board</b>				13 September 2012	
<b>Title</b>	NHS Staff Survey 2012 – additional questions			<b>Paper Ref</b>	7.4
<b>PURPOSE (X)</b>		<b>Information</b>		<b>Strategic Objective</b>	<b>Business Plan Objective</b>
<b>Approval</b>	x	<b>Decision</b>			
<b>Assurance</b>		<b>Discussion</b>		Continuously improving patient care	All
<b>Purpose of the paper</b>	The purpose of this paper is to seek formal approval from the Trust Board to add additional local questions to the 2012 NHS Staff Survey questionnaire for the Yorkshire Ambulance Service Trust NHS Trust.				
<b>Recommendation</b>	The Trust Board is recommended to formally approve the inclusion of the additional questions in the 2012 NHS Staff Survey as attached to this report.				
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<b>RISK ASSESSMENT</b>				<b>Yes</b>	<b>No</b>
<b>Changes to the Corporate Risk Register and/or Board Assurance Framework</b>					<b>x</b>
<b>Resource Implications</b>				<b>x</b>	
<b>Legal implications</b>					<b>x</b>
<b>ASSURANCE/COMPLIANCE</b>					
<b>CQC Registration Outcome(s)</b>	<b>Auditors' Local Evaluation</b>		<b>NHSLA Risk Management Standards for Ambulance Trusts</b>		
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## **1.0 Purpose**

- 1.1 The purpose of this paper is to seek formal approval from the Trust Board to add additional local questions to the 2012 NHS Staff Survey questionnaire for the Yorkshire Ambulance Service Trust NHS Trust (YAS).

## **2.0 Background**

- 2.1 Research has shown that there is a high degree of correlation between well engaged staff and Trusts that perform well in respect of both patient outcomes and the best use of their resources.
- 2.2 Research shows that allowing staff to express their voice (opinions), helps to achieve staff engagement. The NHS Staff Survey provides staff with such an opportunity to express their opinions by exploring their work experiences, and their engagement with patients, colleagues and managers.
- 2.3 The NHS Staff Survey is mandatory on an annual basis for all NHS Trusts, and allows organisations to track results year on year to assess progress in the areas covered by the questionnaire.
- 2.4 The core questionnaire used for the survey follows a standard format nationally for all Trusts. The Care Quality Commission (CQC) uses the results of this core survey to inform their assessment of NHS Trusts. This year, this core questionnaire has been reviewed, and reduced in length.
- 2.5 As in previous years, Trusts are invited to add additional local questions to the core questionnaire to assess performance in particular areas of interest. For the last few years, YAS has added 2 additional questions relating to the dignity and respect of patients.
- 2.6 This year, Trusts have the opportunity to survey by using the shorter core questionnaire alone, adding optional modules of pre-designed questions supplied by the survey co-ordinator, or developing their own sets of bespoke questions to cover areas of interest to the individual Trust.
- 2.7 To enable YAS to track our progress against our local questions relating to patient dignity and respect; it is necessary for us to adopt the bespoke approach to additional questions. This involves purchasing 4 pages of additional survey booklet. This provides us with the opportunity to add further local questions to enable us to measure our progress in areas of interest to the Trust and to measure staff awareness relating to key initiatives.

### **3.0 Proposals**

3.1 It is proposed to include additional questions relating to the following areas;

- Line Management
- Personal impact
- Flexible working
- Organisational vision and values
- Health and wellbeing
- Foundation Trust
- Patient experience
- Internal communications

3.2 Additional questions relating to the above areas have been developed with significant involvement with a range of functions including Patient Experience, Corporate Communications, Organisational Effectiveness & Education, the Workplace Health Group, and members of the Trust Executive Group.

3.3 The above areas have been selected either because they enable us to assess progress made in key areas of interest to the Trust eg patient experience or line management development, or, because they enable us to measure staff awareness relating to key initiatives eg our foundation trust application and wellbeing services.

3.4 The 2 local questions relating to patient dignity and respect included in previous years are once again included under the proposed patient experience section.

3.5 The proposed flexible working questions are questions which previously formed part of the core questionnaire, but which have been removed this year by the survey co-ordinator following its reduction in length. Flexible working was included in our action plan resulting from survey results last year, and retaining these questions will enable us to measure our progress against last year's action plan.

3.6 A complete list of all proposed questions can be found as appendix 1 to this report.

### **4.0 Recommendation**

4.1 The Trust Board is recommended to formally approve the inclusion of the additional questions in the 2012 NHS Staff Survey as attached in appendix 1 to this report.

### **5.0 Appendices**

5.1 Appendix 1 – NHS Staff Survey 2012 additional questions

## Yorkshire Ambulance Service NHS Trust

### Additional questions to be added to core questionnaire for NHS Staff Survey 2012

LINE MANAGEMENT					
Do you manage staff within the organisation?	Yes		No		
<b>If yes, how satisfied are you with each of the following aspects of your job?</b>	Very Dis	Dis	Neither	Sat	Very Sat
The level of managerial support you are able to give to the staff you are responsible for?					
The level of learning and development you are able to provide for the staff you are responsible for?					
The level of support you receive which enables you to be effective in your role as manager?					
The level of management knowledge and skills you possess to enable you to undertake your managerial responsibilities effectively?					
PERSONAL IMPACT					
<b>To what extent do you agree or disagree with the following statements?</b>	Strong Dis	Dis	Neither	Agree	Strong Agree
It is important for me to be a positive role model to others in my organisation					
My personal behaviour at work has a positive influence on my colleagues					
It is important for me to be accountable for the decisions I make in my area of work					
My communication skills enable me to communicate effectively at work					
I cope well with the daily pressures I face at work					

<b>FLEXIBLE WORKING</b>					
<b>To what extent do you agree or disagree with the following?</b>	Strong Dis	Dis	Neither	Agree	Strong Agree
My organisation is committed to helping staff balance their work and home life					
My immediate manager helps me find a good work-life balance					
I can approach my immediate manager to talk openly about flexible working					
<b>ORGANISATIONAL VISION AND VALUES</b>					
<b>To what extent do you agree or disagree with the following statements?</b>	Strong Dis	Dis	Neither	Agree	Strong Agree
My organisation has a clear strategic direction for the next 5 years					
I understand how I can personally contribute towards achieving our organisational vision					
I know what our organisational values are					
Managers/supervisors within our organisation behave in ways that reflect our organisational values					
I always endeavour to behave in ways which reflect our organisational values					
<b>HEALTH AND WELLBEING</b>					
Overall, how would you rate your general health during the past four weeks?					
Excellent	Very good	Good	Fair	Poor	Very poor
<b>Please rate the following in terms of your personal health and wellbeing;</b>	Not at all	A little bit	Some	Quite a lot	Could not do daily activity
During the past four weeks, how much did your physical wellbeing hinder you from undertaking your daily activities?					
During the past four weeks, how much did your emotional or mental wellbeing hinder you from undertaking your daily activities?					

During the last 12 months have you experienced poor mental health as a result of any of the following issues?		Please tick all that apply					
Work related							
Personal							
Other							
<b>HEALTH AND WELLBEING SERVICES</b>							
Do you have access to counselling services at your organisation eg an employee assistance programme?							
Yes		No		Don't know			
If yes; have you personally accessed these services in the last 12 months?							
Yes		No					
<b>If yes; to what extent do you agree or disagree with the following statements?</b>			Strong Dis	Dis	Neither	Agree	Strong Agree
I was able to access services in a timely manner							
The service I received was helpful in improving my wellbeing							
I would recommend this service to others							
Do you have access to occupational health services at your organisation?							
Yes		No		Don't know			
Does your organisation provide you with information and advice around how to keep fit and healthy?							
Yes		No		Don't know			
Does your organisation have a method of promoting staff discounts and benefits to you (eg discounts on gym membership)?							
Yes		No		Don't know			
<b>FOUNDATION TRUST</b>							
<b>To what extent do you agree or disagree with the following statements?</b>			Strong Dis	Dis	Neither	Agree	Strong Agree
The organisation has provided me with sufficient information regarding our application to become a Foundation Trust							
The organisation has provided me with sufficient information regarding Foundation Trust staff membership							

PATIENT EXPERIENCE						
To what extent do you agree or disagree with the following statements?	Strong Dis	Dis	Neither	Agree	Strong Agree	Not applicable to me
I am able to give the dignity and respect to patients/service users that I aspire to						
Dignity and respect of patients /service users is important to me						
To what extent do you agree or disagree with the following statement?	Strong Dis	Dis	Neither	Agree	Strong Agree	Not applicable to me
The organisation has provided me with sufficient training to enable me to effectively carry out my role when dealing with patients /services users protected under equality legislation;						
Age						
Disability						
Gender reassignment						
Race						
Religion or belief						
Gender						
Sexual orientation						
Same sex marriage and civil partnerships						
Pregnancy and maternity						
INTERNAL COMMUNICATIONS						
To what extent do you agree or disagree with the following statements?	Strong Dis	Dis	Neither	Agree	Strong Agree	
The weekly <i>Operational Update</i> publication is a useful source of essential information for staff						
The newly revised format of the weekly <i>Operational Update</i> publication has improved it						
The Trust's intranet is a useful source of information for staff						
The <i>YAS Matters</i> publication provides an interesting source of information for staff about professional achievements, community work and patient stories						
The <i>Clinical Updates</i> provided by corporate communications provide a useful source of clinical information for staff						
Social media channels would provide the Trust with an effective method of communicating information to staff						
The organisation provides sufficient information around opportunities for staff training and development						

