

# Support Services Pulse Check feedback



Thank you to everyone in Support Services, who took the time to fill in the Pulse Check survey, which we sent to you in June 2018. Your feedback is extremely important in helping us make improvements. Here are your results:

**pulse  
check**

**60%**

Overall response rate:  
350 staff out of a total sample size of 595

Response rate  
increased from:

**7% to  
60%**


The response rate of 60% is a significant improvement. During 2016/17 the average response rate for the Staff FFT Survey was just 7%

Feedback

"Well done"

**pulse  
check**

How likely are you to recommend Yorkshire Ambulance Service to friends and family if they needed care or treatment?

	YAS Benchmark	Executive and Business Development	Finance	Quality, Governance and Performance	Workforce and OD	Yorkshire Ambulance Service Support staff
 Care	75	100.0	88.1	91.7	92.6	91.9

Feedback

"Great news"

Over  
**90%**


of participants said they would recommend YAS to provide care.



Support Services staff clearly view the delivery of good patient care as an important priority for the Trust and feedback was well above the YAS benchmark.

**pulse  
check**

How likely are you to recommend Yorkshire Ambulance Service to friends and family as a place to work?

	YAS Benchmark	Executive and Business Development	Finance	Quality, Governance and Performance	Workforce and OD	Yorkshire Ambulance Service Support staff
 Work	75	46.7	62.7	57.1	60.3	61.8





Feedback

"We need to improve"

Your responses to this question highlight that this is an area for improvement in Support Services.



### Some of our findings:

-  The Trust's focus on leadership and staff engagement is the right priority for YAS at this time.
-  The results for Pulse Check provide us with information on the current culture and highlights where change is needed.
-  Pulse Check is a useful tool for checking how staff feel about their working environment as well the services we provide to our patients.
-  The findings for staff recognition indicate that there is a lot to explore and that this should inform next steps, including the development of local-level recognition programmes.

### We received over 160 comments and here is a sample of some:



### What next ?

Thank you once again for participating in Pulse Check. Look out for the 2018 national NHS Staff Survey which is another opportunity for you to have your say.