

Support Services Pulse Check feedback



Yorkshire
Ambulance Service
NHS Trust



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

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.

"Great news"

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

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

"We need to improve"

**pulse
check**

We asked you about your preferred communication method.
Your most preferred method is shown below:

via email



via online



face-to-face



Feedback

“Good to know”

**pulse
check**

You said your least preferred method is:

Paper-based



mobile and
personal digital
assistant (PDA)



Feedback

Teambrief fell in the middle in terms of useful method of communication - Executive and Business Development teams find it useful whilst other teams found it less useful.

Overall you all said you would rather get your information via email than paper-based.



“Important to know”

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:

“YAS staff care and are efficient in their jobs”

“Our staff are compassionate, caring and highly skilled”

“Need to be consistent - flexible working for some and not for others”

“Lack of empowerment too much micro-management”

“A simple thank you goes a long way both verbal and via email”

“Have monthly staff recognition awards”

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.