

Christie National Staff Survey results are very positive

Every year, The Christie takes part in a national staff survey asking for the views of our staff on a range of issues.

Once again, despite on-going challenges in the NHS, The Christie had excellent results in the national survey and has shown clear improvement in a number of areas compared with 12 months ago.

We were particularly pleased that 93% of our staff who took part in the survey agreed or strongly agreed that they would be happy with the standard of care provided if a friend or relative needed treatment here; this was 1% higher than our result last year.

A total of 784 Christie staff were surveyed with a response rate of 42% - a higher response rate than the national average.

Areas of improvement

The Christie listens to what staff say in the staff survey and each year takes action to address any of the issues raised.

As a result of action taken following last year's survey, more staff at The Christie feel able to contribute towards improvements at work – up from 73% last year to 78% this year – this is 5% more than the national average.

The Christie has also performed better than average compared with other similar acute specialist trusts in the following areas:

- Organisation and management interest in and action on health and wellbeing
- Recognition and value of staff by managers and the organisation
- Effective team working
- Staff satisfaction with level of responsibility and involvement
- Staff satisfaction with resourcing and support
- Support from immediate managers
- Fairness and effectiveness of incident reporting procedures
- The percentage of staff reporting errors, near misses or incidents witnessed in the last month
- The percentage of staff experiencing bullying and harassment from patients, relatives or the public in last 12 months
- The percentage of staff experiencing bullying and harassment from staff in the last 12 months
- The percentage of staff agreeing that their role makes a difference to patients
- The percentage of staff believing the Trust provides equal opportunities for career progression or promotion
- The percentage of staff experiencing discrimination at work in last 12 months

Staff engagement

In simple terms, happy and motivated staff have a positive impact on patient care and outcomes. The NHS staff survey uses responses to three key findings to determine an overall engagement score on a scale of 1 to 5 with 5 indicating the highest levels of engagement. The Christie scored 4.03 for overall staff engagement – up from 3.96 in the previous survey and above average when benchmarked with other acute specialist trusts. The motivation of Christie staff at work also improved from 3.9 out of 5 to 3.95 out of 5.

Key findings	The Christie 2015	National average 2015	The Christie 2014
Overall staff engagement (score out of 5)	4.03	4.01	3.96
Staff ability to contribute to improvements at work	78%	73%	73%
Staff recommendation of the Trust as a place to work or receive treatment (score out of 5)	4.26	4.17	4.17

Top five ranking scores

The staff survey identified the top ranking scores for The Christie as follows:

Top 5 ranking scores	2014 The Christie	2015		
		National average	The Christie	
Percentage of staff believing the Trust provides equal opportunities for career progression or promotion	95%	88%	95%	
Percentage of staff able to contribute towards improvements at work	73%	73%	78%	
Staff recommendation of the organisation as a place to work or receive treatment	4.17	4.17	4.26	
Staff satisfaction with level of responsibility and involvement	3.95	3.96	4.02	
Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	14%	21%	13%	

Areas most in need of improvement

The staff survey also identified five areas most in need of improvement. These areas will be addressed through an action plan during 2016.

Bottom 5 ranking scores	2014 The Christie	2015		
		National average	The Christie	
Percentage of staff/colleagues reporting most recent experience of harassment, bullying or abuse	43%	37%	11%	
Percentage of staff feeling pressure in the last 3 months to attend work when feeling unwell	57%	59%	62%	
Percentage of staff experiencing physical violence from staff in last 12 months	1%	1%	2%	
Staff suffering work related stress in	31%	34%	35%	

last 12 months				
Staff motivation at work (score out of 5)	3.90	3.98	3.95	

The number of staff reporting the most recent experience of harassment, bullying or abuse has dropped markedly. Since 2014, The Christie has undertaken a range of activities to raise awareness in respect of raising concerns in the workplace, and to promote our network of trained staff advisers who are available to provide confidential advice and support.

We will be seeking to understand staff experience on this issue further as part of the 'One Week All Staff' event in April 2016, to enable this to be addressed in a targeted way. Plans are also in place to continue to promote staff awareness and confidence in how to raise concerns in the workplace.

We will also be doing further work to address work-related stress. A range of interventions have been delivered focused on the main causes of sickness absence, including stress; these have included stress awareness training and mindfulness courses. These were well-received by staff and will be repeated. We are also considering training provision for managers in the prevention and management of stress in the workplace.

The score for staff feeling pressure in the last 3 months to attend work when feeling unwell has increased to 62%; this compares to 57% in 2014, and to the national average of 59%. To understand staff experience further, this issue will be included in the return to work interview process.

The percentage of staff experiencing physical violence from staff in the last 12 months has increased from 1% to 2%, and is higher than the national average of 1%. Physical violence represents gross misconduct and will be dealt with as a disciplinary offence. A further piece of work will be undertaken around physical violence in the workplace.