



# Council of Governors meeting Staff survey 2019 results

Thursday 5 March 2020



# Key Headlines

- 49% ... completed the survey (4,742)
- 39% ... previous response rate (2018)
- 50% ... average response rate for similar organisations
  
- 57% ... would recommend ESNEFT as a place to work
- 67% ... if a friend/relative needed treatment, would be happy with the standard of care provided
- 72% ... care of patient's/service users is ESNEFT's top priority



# Historical Comparison

- 9 ... significantly better
- 4 ... significantly worse
- 77 ... no significant difference

# Comparison with Average

- 18 ... no significant difference
- 72 ... significantly worse



# 2019 NHS Staff Survey

## Top 5 scores (compared to average)

42%	Q11d. In last 3 months, have not come to work when not feeling well enough to perform duties
93%	Q15b. Not experienced discrimination from manager/team leader or other colleagues
54%	Q23b. I am unlikely to look for a job at a new organisation in the next 12 months
72%	Q11b. In last 12 months, have not experienced musculoskeletal (MSK) problems as a result of work activities
99%	Q12c. Not experienced physical violence from other colleagues



# 2019 NHS Staff Survey



East Suffolk and  
North Essex  
NHS Foundation Trust

## Most improved from last survey

65%	Q12d. Last experience of physical violence reported
69%	Q8b. Immediate manager can be counted on to help with difficult tasks
58%	Q8c. Immediate manager gives clear feedback on my work
83%	Q14. Organisation acts fairly: career progression
65%	Q8f. Immediate manager takes a positive interest in my health & well-being



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## Bottom 5 scores (compared to average)

71%	Q9a. I know who senior managers are
30%	Q9b. Communication between senior management and staff is effective
28%	Q19e. Appraisal/performance review: organisational values definitely discussed
25%	Q9c. Senior managers try to involve staff in important decisions
46%	Q19g. Definitely supported by manager to receive training, learning or development identified in appraisal



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## Least improved from last survey

67%	Q4h. Team members have a set of shared objectives
64%	Q20. Had training, learning or development in the last 12 months
72%	Q21a. Care of patients/service users is organisation's top priority
47%	Q4c. Involved in deciding changes that affect work
68%	Q21b. Organisation acts on concerns raised by patients/service users



# Next steps

- Further engagement with our staff to understand the results and get their views on what we need to do differently
- Develop corporate and divisional/departmental action plans
- Your involvement would be much appreciated





Any questions?

