

Extract from Board Meeting Minutes taken on 21st May 2002

58. NHS GREATER GLASGOW STAFF SURVEY

A report of the Director of Human Resources (Yorkhill NHS Trust) and Employee Director (Greater Glasgow NHS Board) [Board Paper No 02/40] was submitted asking the Board to note the results of the NHS Greater Glasgow Staff Survey.

The survey was carried out by MORI in March 2002 for NHS Greater Glasgow. A total of 30,060 survey forms were sent out and around 20% of that were returned to MORI for confidential analysis. The survey questions were designed as one measure to test compliance with the Staff Governance standards. Professor Dickson invited Ms Ostrycharz and Mr Goudie to present the results of the survey.

Ms Ostrycharz began by highlighting that 71% of those who returned the questionnaire within NHS Greater Glasgow enjoyed working within their organisation. Following on from that, she highlighted some survey results as follows:

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- 30% felt that their personal needs were taken into account before changes within the work place were introduced.

- 69% felt that if they wanted to put forward new ideas or suggestions for improvement, they knew how to do so.

- 65% felt that their manager was open and honest with them.

- Staff would prefer to see information via email, team briefings and meetings with immediate line managers as opposed to current routes which included word of mouth, notice boards and attachments to pay slips.

- 43% felt that their organisation provided them with good training and development opportunities - an issue for the Partnership Forums to analyse.

- Only 43% of NHS Greater Glasgow staff had a personal training and development plan.

- 83% considered that if they had a concern about a decision that affected them they would raise this with their line manager.

Ms Ostrycharz handed over to Mr Goudie to continue the presentation.

Mr Goudie highlighted the following statistics from the 20% of those who had returned the MORI survey:

- 56% considered that their organisation provided a safe and secure working environment.
- 76% disagreed that their organisation dealt effectively with stress.
- Of the 25% who had personally experienced a violent/aggressive incident, 53% had experienced two to five incidents and 22% had experienced more than six incidents. Of these, 66% had reported the incident.
- 11% of staff were currently being harassed or bullied and of this, 43% were being bullied or harassed by their colleagues/other staff and 36% by their line manager/supervisor. Of these, 63% had not reported this with a further 73% giving the reason as "nothing would happen".
- 59% felt they were stressed at work. 81% felt that this was primarily due to work demands.

Professor Dickson highlighted the open and transparent nature of the survey and emphasised that the information had to mean something and in order to heighten staff confidence, it was important that NHS Greater Glasgow staff saw changes as a result of the information provided from the survey. Mr Davison recognised the helpful statistics and would be keen to encourage a higher response rate next year when the survey was due to be carried out again. Dr Hughes referred to the complicated and time consuming nature of the form and made reference to issues of staff training which had come up at the Area Clinical Forum Chairs' meeting recently. Mr Best saw the benefits in the result particularly given that it had established a base line for improvements and comparisons with future years' results.

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In response to a question from Mr P Hamilton, Ms Ostrycharz recognised that, particularly within the Trusts, staff were given a very short period of time to complete the form - this comment would be taken on board prior to the distribution of the form next year. Additionally, she confirmed that the Scottish Executive determined on how the form should be structured and that there was no direct influence from NHS Greater Glasgow. Under present arrangements, the form would not now be changed to any great degree as it would compromise any comparisons that could be made with this year.

Ms Ostrycharz confirmed that the results would now be presented to the Local Partnership Forums who would produce action plans to tackle the issues highlighted by the survey. The Staff Governance Committee would monitor progress towards achieving the improvements sought in the Action Plans.

The survey would be repeated in March each year.