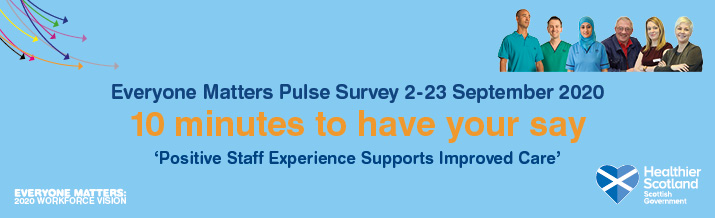


**Managers Communication Briefing Pack**

**Everyone Matters Pulse Survey**



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**Introduction**

We have recently worked together during unprecedented times, facing situations in the workplace and at home that we could never have predicted. It is important for us as an organisation in NHS Greater Glasgow and Clyde to understand the personal experiences that staff across our workforce have had during the COVID period.

The NHS Scotland Everyone Matters Pulse Survey 2020 is designed to gather anonymous responses from our workforce and build a picture of the key themes that are important to our staff. This will allow us to take these themes into our Board wide work supporting culture, dignity at work, equalities diversity and inclusion and health and wellbeing.

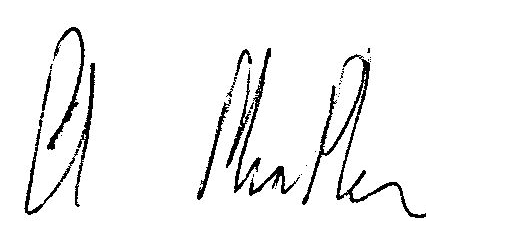
I would encourage all line managers and senior leaders in NHS Greater Glasgow and Clyde to promote this opportunity for staff to be heard in this way.

This communication briefing pack is intended to provide you with information to encourage and support staff participation in the Everyone Matters Pulse Survey.

If you have any questions regarding the process for the survey, please contact:

Diana Hudson, Survey Ops Lead email [imatter@ggc.scot.nhs.uk](mailto:imatter@ggc.scot.nhs.uk) or call 07890 596395

Chloe Cairns, Survey Board Administrator, email [[imatter@ggc.scot.nhs.uk](mailto:imatter@ggc.scot.nhs.uk)](mailto:chloe.cairns@ggc.scot.nhs.uk)or call 07811759583



Anne MacPherson

Director of Human Resources and Organisational Development

# Background

**This year we are introducing a national Everyone Matters Pulse Survey as the staff experience measurement for 2020.** This will enable a meaningful opportunity for staff to express their views, whilst appreciating that Health and Social Care are still in recovery and have significant work to do. The Everyone Matters Pulse Survey will form one element of our staff experience measurement over the next 15 months, with outcomes used to inform health and well-being, culture, dignity at work and work on equalities, diversity and inclusion programmes.

**The full iMatter Staff Experience Measure will then be reintroduced in 2021, subject to the evolving picture of Covid-19.**

# The Survey

**The survey asks questions about overall well-being and staff experience of work during the COVID period.** The survey also asks staff 2 qualitative questions inviting them to describe what is most worrying them and what is supporting them, 2 short questions about the work environment and finally a suite of demographic questions.

The survey questions are detailed in the letter sent to all Boards and are included in Appendix 1

Support links to the National Wellbeing Hub, the National Wellbeing Helpline For Staff and the Samaritans are included to promote support available to all health and social care staff, offering a range of resources to support physical and mental health.

**The survey asks questions about overall well-being and staff experience of work during the COVID period.** The survey also asks staff 2 qualitative questions inviting them to describe what is most worrying them and what is supporting them, 2 short questions about the work environment and finally a suite of demographic questions.

**Webropol will distribute the survey** to staff via an email link or SMS. For paper copies, as a manager you will be able to access a PDF file via your iMatter login, to print then distribute paper copies to staff. If you require support in accessing the PDF file, please get in touch with the NHSGGC iMatter mailbox ([imatter@ggc.scot.nhs.uk](mailto:imatter@ggc.scot.nhs.uk)). Envelopes for returning paper copies will be available, and confirmation of where to collect these from will be available in due course.

Also, when we refer to ‘directorates’ should we say ‘directorates/HSCPs’ so as to ensure full inclusion of our HSCP colleagues?

**Everyone Matters Pulse Survey timetable:**

**Reports will be available at National, Board and Directorate level and published throughout October and November.** Team level reports will not be available given the significant changes to working arrangements during the Covid-19 period. In the same way as other surveys, Organisations are expected to take action supporting continuous improvement.

## Supporting Employee Voice

|  |
| --- |
|  |
|  |

An **NHSGGC web page** with information to support the survey is available at the following link:

[Everyone Matters Pulse Survey 2020](https://www.nhsggc.org.uk/working-with-us/hr-connect/policies-and-staff-governance/staff-governance/nhs-scotland-everyone-matters-pulse-survey-september-2020/)

# Your Communications Toolkit

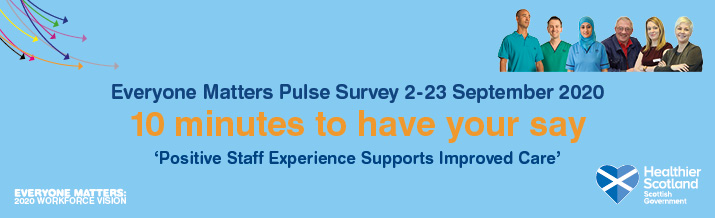
**We** will be sharing this toolkit with communication leads, Well-being Champions, Equality & Diversity Leads, Partnership Forums, IT and managersto make best use of Everyone Matters Pulse Survey promotional materials.

This may involve:

* Displaying posters in prominent locations
* Using electronic materials on your plasma screens, web pages, emails, social media and in your newsletters.

You may find the following **‘Key messages for Staff’** and **‘Frequently Asked Questions’** useful in briefing your team.

**Web banners:**





1. **Key messages for staff**

**Key messages include:**

* The iMatter survey is paused for 2020 due to COVID 19. The Pulse Survey has been introduced as an effective and meaningful measure of staff experience for this year.
* Why we are doing this survey – your voice is important to us, now more than ever to hear from staff about their experiences; difficult period; well-being focus; we would like everyone to take part: Everyone Matters

In NHS Greater Glasgow and Clyde we will use the Board report to feed into the following Board groups so that feedback can be taken forward into action:

* Culture Framework
* Health and Wellbeing
* Board Workforce Equality Group
* Staff Governance Committee
* Area Partnership Forum
* Local Staff Governance Committees and Partnership Forums
* The survey has been developed nationally in partnership with trade unions and is supported locally in NHS Greater Glasgow and Clyde.
* The survey is confidential – responses are anonymous. Responses will not be tracked back to individuals
* Key dates/planning schedule – survey runs 2nd – 23rd September
* Survey is available electronically, SMS and paper
* Staff grouping – distinguish work environment and impact
* Demographic questions included (optional). Commitment to ensuring no one is unfairly discriminated against whilst at work. Responses will help us to look for any trends or patterns that will inform equalities and inclusion work going forward.
* Staff will receive a copy of their directorate report and teams are encouraged to meet and review the report and plan/share actions with the wider directorate.

1. **Everyone Matters Pulse Survey Frequently Asked Questions**

**What is the benefit of this survey?**

**…………………………………………………………………………………………………**

**This survey is designed to better understand how you are feeling now and to find out about your experiences over recent months, both in the workplace and beyond. With your results, we hope to be better able to support you now and in the future.**

**We want to ensure that you are treated fairly and consistently with dignity and respect.**

**Why should I participate?**

**…………………………………………………………………………………………………**

**The survey enables staff to express their views and your views are very important. The survey results are used to inform wider staff experience, health and well-being, culture, dignity at work and work on equalities, diversity and inclusion programmes.**

**I have already completed an iMatter survey. Do I need to complete this survey as well?**

**…………………………………………………………………………………………………**

**Yes, this survey gives you the opportunity to tell us about your experience during the COVID period.**

**What questions will be asked?**

**…………………………………………………………………………………………………**

**The survey asks four questions taken from the Office for National Statistics (ONS) Personal Wellbeing Questions, followed by 9 questions from the existing iMatter survey that deal with staff experience of the workplace, including whether they feel supported and included. The survey also asks 2 qualitative questions inviting staff to describe what is most worrying them and what is supporting them, followed by 2 short questions about the work environment; finally the survey asks a suite of demographic questions, to allow us to analyse how/whether staff across the service have been differentially impacted by Covid-19.**

**A copy of the questions can be found in Appendix 1**

**Do I have to answer the questions about my gender, ethnicity, disability etc?**

**…………………………………………………………………………………………………**

**The organisation is committed to ensure that no member of staff is unfairly discriminated against whilst at work. This section helps us to look for any trends or patterns which might be cause for concern. Your responses will not be tracked back to you.**

**Do I have to answer all of the questions?**

**…………………………………………………………………………………………………**

**The first two sections that ask about ‘Your Well-being’ and ‘Experience at work over the COVID period’ have to be answered. You can choose to answer all, some or none of the other questions.**

**How long will it take to complete the survey?**

**…………………………………………………………………………………………………**

**The survey is likely to take around 10 minutes to complete.**

**How long will the survey run for?**

**…………………………………………………………………………………………………**

**The survey will run for three weeks from 2 September for NHS Greater Glasgow and Clyde until 1700 on 23 September 2020.**

**Paper surveys should be posted by 23 September 2020 to allow for postage timescales. They will be accepted until 30 September 2020.**

**Are my responses confidential?**

**…………………………………………………………………………………………………**

**Yes. No-one will be able to identify your response.**

**Will the survey be online or paper?**

**…………………………………………………………………………………………………**

**The survey is available both online, SMS and as a paper version. You’ll be invited to complete the survey in the same way as you completed your iMatter survey. You will submit your online survey directly to Webropol or post your paper survey directly to Webropol.**

**I completed the iMatter survey online. Can I request a paper copy of the Everyone Matters Pulse Survey?**

**…………………………………………………………………………………………………**

**Should you wish to complete the survey in a different format to your iMatter survey, you must tell your manager before 27 August 2020.**

**How do I get my invite to complete the survey?**

**…………………………………………………………………………………………………**

**You will receive a link by email or SMS or your manager will give you a paper copy and a pre-paid envelope to post your completed survey directly to Webropol.**

**What if I haven’t received an invitation to participate in the survey?**

**…………………………………………………………………………………………………**

**You should advise your manager who will be able to arrange for the survey to be issued to you.**

**When do I need to post my completed paper survey?**

**…………………………………………………………………………………………………**

**You should post this by 23 September 2020 to allow for postage timescales. They will be accepted until 30 September 2020.**

**The paper survey has a QR code on it. Can this be used to identify me? …………………………………………………………………………………………………**

**The QR code is a unique identifier which is used by the Webropol IT System only and will not be used to identify you.**

**Please do not write or draw over the QR code as this will invalidate your survey response for inclusion in the results.**

**Does this replace iMatter? …………………………………………………………………………………………………**

**Yes for 2020 only and iMatter will re-commence in 2021 with reporting to team level.**

**Who will be able to see the survey results?**

**…………………………………………………………………………………………………**

**All staff and Scottish Government will receive the published reports. National level results will be published in the Everyone Matters Pulse survey 2020 Report.**

**No team reports will be produced.**

**When will the results be available?**

**…………………………………………………………………………………………………**

**Reports are expected to be available in October and November 2020 .**

**How will the results be used?**

**…………………………………………………………………………………………………**

**In the same way as other surveys, Organisations are expected to take action on the issues presented to them to support ongoing continuous improvement.**

**Will survey results be discussed at team level?**

**…………………………………………………………………………………………………**

**Results will not be available at team level however your team is encouraged to discuss Organisation and Directorate results.**

**Where can I access information and support?**

**…………………………………………………………………………………………………**

**The National Wellbeing Hub, the National Wellbeing Helpline For Staff and the Samaritans are there to support all health and social care staff, offering a range of resources to support physical and mental health.**

* **National Wellbeing Hub**[**www.promis.scot**](http://www.promis.scot/)
* **National Wellbeing Helpline For Staff 0800 111 4191**
* ***24 hour / emergency services:*** [***Samaritans***](https://www.samaritans.org/) **call free on 116 123 /** <https://www.samaritans.org/>

**Appendix 1**

**Introduction**

NHS Scotland is committed to improving patient and public experience through enhancing our staff experience.

COVID-19 has changed our lives and placed exceptional demands on everyone working health and social care. Your health and well-being is important. This survey is designed to better understand how you are feeling now and to find out about your experiences over recent months, both in the workplace and beyond. With your results, we hope to be better able to support you now and in the future.

This is an anonymous survey and responses will be collated to produce a directorate report. Any answers collected will be treated with the utmost confidentiality and cannot be linked to any respondent. It will take about 10 minutes to complete.

The first section covers your overall well-being and the second section covers your experience at work over the last 6 months (the ‘COVID period’).

Thank you for your time and co-operation

**You look after us, so we’ll look after you – see what’s available on the National Wellbeing hub** [**www.promis.scot**](file:///\\GGPR-FL003\V-Depts$\HR_Share\EMPLOYABILITY\www.promis.scot)

Your well-being

The following four questions are about your feelings on aspects of your life. There are no right or wrong answers. For each of these questions pleas give an answer on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”

**Overall, how satisfied are you with your life nowadays?**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| Not at all |  |  |  |  |  |  |  |  |  |  | Completely |

**Overall, to what extent do you feel the things in your life are worthwhile?**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| Not at all |  |  |  |  |  |  |  |  |  |  | Completely |

**Overall, how happy did you feel yesterday?**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| Not at all |  |  |  |  |  |  |  |  |  |  | Completely |

**Overall, how anxious did you feel yesterday?**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| Not at all |  |  |  |  |  |  |  |  |  |  | Completely |

**The National Wellbeing Hub www.promis.scot and National Wellbeing Helpline For Staff 0800 111 4191 are there to support all health social care staff.**

24 hour / emergency services: Samaritans call free on 116 123 https://www.samaritans.org/

**Your experience at work over the last 6 months ('COVID period')**

Please answer this question based on your experience during the COVID Period. By we mean time that you have been impacted by pandemic experiences at work. For many people will be from March 2020, but for some it may earlier or later than that.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Slightly Agree | Slightly Disagree | Disagree | Strongly Disagree |
| I feel my direct line manager cares about my health and well-being  Please base you answer on the person who has line managed you through the majority of the COVID period (this may not be your usual line manager) |  |  |  |  |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Slightly Agree | Slightly Disagree | Disagree | Strongly Disagree |
| I feel my organisation cares about my health and well-being  Please base you answer on the Board/Directorate you have been working in for the majority of the COVID period |  |  |  |  |  |  |
| I am treated with dignity and respect as an individual at work |  |  |  |  |  |  |
| I am treated fairly and consistently at work |  |  |  |  |  |  |
| My work gives me a sense of achievement |  |  |  |  |  |  |
| I get the help and support I need from other teams as service within the organisation to do my job |  |  |  |  |  |  |
| I feel appreciated for the work I do |  |  |  |  |  |  |
| I would recommend my organisation as a good place to work |  |  |  |  |  |  |

**Please tell us how you feel about your overall experience of working for you organisation from a scale of 0 to 10 (where 0=very poor and 10=very good): Overall, working within my organisation is a ………….**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| Very poor experience |  |  |  |  |  |  |  |  |  |  | Very good experience |

**You look after us, so we’ll look after you – see what’s available on the National Wellbeing hub** [**www.promis.scot**](file:///\\GGPR-FL003\V-Depts$\HR_Share\EMPLOYABILITY\www.promis.scot)

**Thinking about your experiences of work over the last 6 months, what are you currently most worried about?**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

**Thinking about your experiences of work over the last 6 months, what is most supporting your well-being?**

|  |
| --- |
|  |
|  |
|  |
|  |
|  |

**In the last 6 months, have you experienced change either in your job role or the environment you work in?**

|  |  |
| --- | --- |
|  | **Yes** |
|  | **No** |
|  |  |

**Which of the following have been changed for you (Select all that apply)**

|  |  |
| --- | --- |
|  | Working from home more than usual |
|  | Working at a different location (e.g. different hospital, care home etc.) |
|  | Reassigned to a different team |
|  | Reassigned to a different directorate |
|  | Reassigned to a different board |
|  | Reassigned to a different role, but still in the same team |
|  | Shielding at home (because I or other household members are clinically vulnerable) |
|  | Staying away from home to protect my family |
|  | Preschool children at home |
|  | School age children at home |
|  | Care responsibilities for another member of the household |
|  | Loss of a friend or relative |
|  | I have tested positive for COVID |
|  | I have experienced physical or mental ill health (non-covid) |
|  | I have been furloughed |
|  | Other household members furloughed |
|  | Worsening of financial situation (e.g. household member job loss or reduced hours) |
|  | Providing support for vulnerable relative (living elsewhere) |
|  | Other (please specify) |

**Staff Grouping**

**Which staff group do you belong to? (please select the group that reflects your main role)**

|  |  |
| --- | --- |
|  | NHSScoltand Employee |
|  | Local Authority Employee |

**NHSScotland statff only**

|  |  |
| --- | --- |
|  | Allied Health Profession |
|  | Ambulance Services |
|  | Doctors and Dentists in Training (DDiT) |
|  | Health Science Servicds |
|  | Medical and DentalMedical and Dental Support (Salaried GP, physician’s assistant, theatre services,  Operating dept, dental technican, hygienist, dental & orthodontis therapist, oral health) |
|  | Nursing and Midwifery Support Services (Caterin |
|  | Other Therapeutic (Optometry, pharmacy, psychology, genetic counselling) |
|  | Personal and Social Care |
|  | Senior Managers (Executive grades, senior manager pay band) |
|  | Support Services (Catering, domestic, portering, estates and facilities, security, laundry, transport, sterile services) |
|  |  |
|  | **Local Authority Only**   |  |  | | --- | --- | |  | Adult Services | |  | Business Services ( Business Improvement, Support Services, Information Systems, Finance and Administration) | |  | Children’s Services | |  | Criminal Justice | |  | Older Peoples Services | |  | Senior Managers | |  | Strategic Development | |

**About You**

**As employers we are committed to ensuring all staff are treated fairly. It is important therefore for us to understand how the pandemic has impacted everyone in our organisations. This section helps your employer to look for any trends or patterns which might be cause for concern. Your response will not be tracked back to you. You can choose to answer all of these questions or only some of them.**

**What is your Gender Identity?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Male |  | Female |  | Non-binary |  | Prefer not to answer |

**Do you identify as Trans?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | No |  | Yes |  | Prefer not to answer |

**What was your age at your last birthday?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 16 -20 years |  | 21 -30 years |  | 31 - 40 years | Prefer not to answer |  |
|  | 41 - 50 years |  | 51 - 65 years |  | Over 65 years |

**Prefer not to answer2**

**Which of the following options best describes how you think of yourself?**

|  |  |
| --- | --- |
|  | Bisexual |
|  | Gay / Lesbian |
|  | Heterosexual / Straight |
|  | Prefer to self-describe (please specify) |
|  | Prefer not to answer |

**How would you describe your religious identity?**

|  |  |
| --- | --- |
|  | Buddhist |
|  | Church of Scotland |
|  | Hindu |
|  | Jewish |
|  | Muslim |
|  | Pagan |
|  | Other Christian (please specify) |
|  | Roman Catholic |
|  | Sikh |
|  | None |
|  | Other religion (please specify) |
|  | Prefer not answer |

**Which best describes your ethnic group or background?**

|  |  |
| --- | --- |
|  | **African** |
|  | African, African Scottish, African British |
|  | Other |
|  | Arab, Arab Scottish, Arab British |
|  | **Asian, Asian Scottish or Asian British** |
|  | Bangladeshi, Bangladeshi Scottish, Bangladeshi British |
|  | Chinese. Chinese Scottish, Chinese British |
|  | Indian, Indian Scottish, Indian British |
|  | Pakistani, Pakistani Scottish, Pakistani British |
|  | Other |
|  | **Caribbean or Black** |
|  | Black, Black British, Black Scottish |
|  | Caribbean, Caribbean Scottish, Caribbean British |
|  | Other |
|  | **Mixed or Multiple Ethnic Group** |
|  | Any mixed or multiple ethnic group |
|  | **White** |
|  | Gypsy/ Traveller |
|  | Irish |
|  | Other |
|  | Other British |
|  | Polish |
|  | Scottish |
|  | **Other Ethnic Group** |
|  | **Prefer not to answer** |
|  |  |
|  |  |

**Disability: The Equality Act 2010 describes a disabled person as: '...anyone who has a physical,**

**sensory or mental impairment, which has a substantial and long term adverse effect on their**

**ability to carry out normal day-to-day activities'.**

**Do you consider yourself to be disabled within the definition of the Equality Act 2010?**

|  |  |
| --- | --- |
|  | Yes |
|  | No |
|  | Prefer not to answer |

**NHSScotland would like to thank you for taking the time to complete the survey. Your responses**

**are anonymous and none of the answers you have given can be linked to you personally.**

**Please remember the National Wellbeing Hub www.promis.scot has a range of resources to**

**support physical and mental health. The Hub is regularly updated to support staff well-being.**

24 hour / emergency services: Samaritans call free on 116 123 / https://www.samaritans.org/