

Agenda item 4.i

Report to:	Trust Board	Date: 4 June 2020
Report from:	Oonagh Monkhouse Director of Workforce and OD	
Principal Objective/Strategy:	Staff Engagement	
Title:	2020/21 Q1 Pulse Survey Results	
Board Assurance Framework Entries:	Staff Engagement	
Regulatory Requirement:	N/A	
Equality Considerations:	N/A	
Key Risks:	Poor staff engagement leading to high turnover and staff absence.	
For:	Information	

1. Introduction

This report provides an update to the Trust Board on the results of the Q1 Staff Pulse Survey. We undertook the survey early in the quarter in order to provide an overview of staff engagement and areas of concern during the COVID 19 emergency situation and to gain feedback on the particular issues we needed to pay attention to in the Living with Covid planning . We also asked some specific questions about staff views on the provision of Personal Protective Equipment.

2. Survey Results

510 staff completed the survey which is approximately 25% of the workforce. This is a consistent response rate with the Q4 19/20 survey.

- The key areas of concern raised by staff related to Working Arrangements/Environment. The key themes from the free text comments were :
 - Social distancing in staff facilities, administrative areas and public areas. This was a very significant concern and the issues raised were that staff were not able to adequately social distance because of the facilities, numbers of staff using an area and that staff, including senior managers, were ignoring the need to social distance.
 - The redeployment of staff to Critical Care. The concerns were about the lack of preparation for staff, impact on staff mental health, lack of adequate breaks, requirement to work shift patterns that were very different from their normal patterns and lack of clarity on when staff will be able to return to their normal area of work
 - Sense of disconnect and isolation felt by staff working at home
 - Staff who are not able to work as they are shielding or have risk factors that mean they currently cannot work at the hospital or house concerned about when they can return to work and how they will be supported

- Staff not being enabled to work at home when they feel that they could do their job from home
- Perhaps not unexpectedly the number of staff reporting that they had regular one to one meetings with their manager has reduced to 48.4% from 62.1% in the 19/20 Q4 Survey and regular team meetings from 63.5% to 50.8%.
- The percentage of staff feeling that they had sufficient communication on the issues important to them has remained broadly unchanged at 59.6%. Given the emergency situation and the pace of change this is a very positive response.
- The % of staff saying that they intend to remain working with the Trust for the next 12 months has increased from 48.7% in 19/20 Q4 to 54.9% in Q1.
- 66.9% of staff responded that they have the resources to do their job which is unchanged from Q4 19/20.
- 66.9% of staff responded that they knew how to raise a concern and 16.9% said they did not know how to (the other responders choose not to answer this question). This is a small reduction from the Q4 19/20 survey (where 69.9% said they did know how to raise a concern and 14.8% said that they did not).
- Only 54.3% of staff felt that their wellbeing was being fully considered and the same % that their mental health was being supported. This was really disappointing to hear and there needs to be an urgent focus on improvement in this area. Staff provided feedback on what improvements they would like to see which included:
 - One to ones with line managers/line managers
 - Line managers demonstrating compassion
 - Better provision of breaks
 - Debriefs
 - Improved visibility from senior managers
 - Access to mental health support

We have put in place a range of support for staff and continue to promote this through the daily briefing. As the feedback demonstrates the first place staff look for support is from their line manager. We are providing coaching for line managers with supporting their staff's mental wellbeing and in the autumn will be running a line managers training session on staff mental health wellbeing. With the support of the Charity we will be recruiting a Well-being Lead to co-ordinate the provision and commissioning of health and wellbeing support for staff as well as being available to provide face to face advice/support for line managers and staff.

- Staff recommending the Trust as a place to receive treatment improved significantly to 92% and the % of staff recommending the Trust as a place to work improved to 70%.
- We asked specific questions about staff views on whether they had access to appropriate PPE, sufficient training and knowledge of PPE and knew how to done and doff safely. The results from those staff who were required to use PPE were as follows:

	Yes	No
Access to PPE	50.2%	2.7%
Training and knowledge	46.7%	6.7%
How to don and doff	47.6%	3.9%

The main themes in the comments provided were concerns about advice and approaches changing, advice being given that was conflicting and concern about whether our approach to

PPE in ward areas was providing staff with sufficient protection. These themes were very much in line with the concerns raised by the BAME Network in meetings to discuss the concerns of staff from a BAME background. Some of the actions we have taken already to address these concerns have been:

- Open Q&A online sessions and drop in sessions with the Chief Nurse, CX, DoW and the IPC team to answer questions
 - Enhanced communication on donning and doffing protocols
 - Review of the advice on whether surgical masks should be worn by all staff providing personal care or clinical care to patients regardless of whether they are considered to be Covid free.
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- We will be communicating the responses from the survey to staff and managers. They will also be feed into the relevant workstreams of the Living with Covid Programme so that we can ensure that staff feedback and concerns are reflected in the plans being developed.