

Board: 27/11/2003  
Item: 192/03  
Enclosure:1  
By: Fiona Whiting, Director of Personnel & OD

## **SOUTH DOWNS HEALTH NHS TRUST**

### **BOARD REPORT ON STAFF SURVEY RESULTS 2003**

#### **1. Summary**

1.1 The fourth South Downs Health staff survey was carried out during August/September. The appendix to this report gives the initial analysis at Trust wide level, however, it does not specify any action that now needs to be taken, this will be done through OMG. The Board will be aware that this year's survey was carried out in conjunction with Adult Social Care Services and the Brighton and Hove City PCT.

1.2 A total of 2349 surveys were circulated to South Downs Health staff, with a return of 1010, giving a response rate of 43%, a 1% increase on last year's 42% return rate. A report summarising the results will be circulated to all staff in December. There were no changes to questions this year, although the work areas were re-aligned.

A total of 436 surveys were circulated to seconded staff, with a return of 120, giving a response rate of 26%, which reflects a disappointing 8% decrease from last year). When comparing the results for seconded staff with SDH staff, on the whole, staff employed by SDH are more positive about most aspects of working within their organisation.

1.3 Overall staff feel most positive about job satisfaction (84% agreeing that they enjoy their job), being able to admit when mistakes are made (89%), being aware of the standards of behaviour expected in the Trust (95%) and being clear about their roles and responsibilities (89%).

The least positive aspects of working for the trust reported by the respondents are staff feeling that their views are listened to and considered by those who make decisions (only 35% agreeing), staff feeling that there is good co-operation between different departments (38%) and staff feeling positive about the recent organisational change (35%).

These figures are very comparable to last year's findings and there is an upward trend of 2-3% of staff feeling positive in most areas. It is encouraging to note in particular that the results for the staff at Sussex Rehab Centre (Shoreham) show a much more positive response to most areas, compared to last year.

Comparable questions from last year's survey show that the response on the whole has again been more positive this year, with only three questions (team co-operation, good communication between different departments within the organisation and feeling confident that effective action will be taken to tackle issues of harassment and bullying) receiving slightly lower positive responses than last year.

1.4 More detailed analysis of the results department by department will be shared through the OMG. Each department will be asked to consider their results against results from last year and against results in other departments, and to produce an action plan to address issues of concern.

1.5 The Board will be aware that the Commission for Health Improvement will in future be responsible for carrying out the annual staff survey for all Primary Care and NHS Trusts.

#### **2. Recommendations**

The Board is asked to:

2.1 Note the contents of this report and the specific items attached as appendix 1.

2.2 Comment or ask questions on the content of the report or appendix 1.

**Fiona Whiting, Director of Personnel and Organisational Development  
November 2003**