

Health and Adult Social Care Overview and Scrutiny Committee

BRIEFING NOTE – No. 4/16

Date: April 2016

Briefing paper to: All Members of the Health and Adult Social Care Overview and Scrutiny Committee

Purpose: Medway NHS Foundation Trust Staff Survey results

The results of the NHS Staff Survey, undertaken between September and November 2015, were published at the end of February 2016. The survey is one of the Trust's quarterly surveys, which also includes the Staff Friends and Family Staff Test. The survey asked for the views of staff on their job, their manager and what it is like to work at the Trust.

Improvement was seen in some areas, such as the quality of staff appraisals, the compliance with mandatory training and a reduction in the number of staff seeing errors, near misses or incidents that could hurt patients; however, there were a number of areas of concern that we are committed to addressing including communication between senior management and staff, management interest in health and wellbeing, recognition and value of staff, perceived fairness of procedures for reporting errors and staff recommending the Trust as a place to work or receive treatment.

The Trust is disappointed by these results and is absolutely committed to acting on the feedback. Improving the working environment for our staff is one of our key commitments in our Trust Recovery Plan. There are a number of things we have been doing to address the concerns including the development of our new Vision and Values, launched this month, following engagement with more than 500 members of staff. We have appointed a number of new clinical leaders; have launched new leadership development programmes and increased the opportunities for staff to gain training and development. We are also working with Medway Council to improve our health and wellbeing of our staff.

However, it is clear from the results that there is much more we need to do to improve our working environment. The most important area we need to address is bullying. We have a zero tolerance policy to bullying and have launched our Respecting Others anti-bullying campaign supported by Workplace Listeners and an external confidential helpline. We have also developed a new set of behaviours for all staff that align to our new Values and will be measured with a refreshed approach to appraisal. Updates to actions will be provided to the Trust Board on a regular basis.

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