

EXECUTIVE SUMMARY

REPORT TO THE COUNCIL OF GOVERNORS

HELD ON 2 SEPTEMBER 2014

Subject	Quarter 1 Staff Friends & Family Update and Results
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Status¹	N

PURPOSE OF THE REPORT

To provide the Council of Governors with an update on the Quarter 1 Staff Friends & Family Update and Results.

KEY POINTS

1. Background

3269 staff were invited to participate in the staff friends and family testing during quarter 1 at STHFT.

Unlike the staff survey the survey is open to all staff who are working in the area at the current time so can include staff other than directly employed staff e.g. on honorary contracts/ agency staff. Equally, unlike the staff survey, employed staff who are not actually at work are included, e.g. staff on long term sick or maternity leave.

Testing took place from 23rd May to 20th June 2014 and both testing by postcard and online were piloted in the following directorates/departments (approximately half of staff were offered online)

ONLINE ONLY (using email addresses from the global address book)

Cardiothoracic
ENT
MIMP
Central Nursing
Chief Executives office
Critical Care Admin staff

POSTCARDS AND ONLINE (for admin/medical staff)

Urology
WPH

POSTCARDS ONLY

Hotel services (NGH)

A total of 893 replies were received giving a response rate of 27% subject to data cleansing. Although the national response rate is still to be published this is known to be one of the highest of Capita's client trusts, with the average response rate being 12%.

Responses Received

615 online
278 postcards

The number of responses varied across the directorates with the response rate being particularly high in MIMP (a total of 287 responses were from this directorate) and were generally lower from staff being tested by postcard. A total of 16 respondents did not identify which part of the Trust they worked in.

2.RESULTS

The first trust level raw data report is attached. This has been followed up by individual reports for the areas participating. It is worth noting the percentage responses. Compared to the staff survey methodology (whereby the percentage of staff likely and extremely likely are added together). The recommending to family and friends for treatment at 87% has shown an improvement since the 2013 staff survey where it was 75% - this may be due to the fact that staff are specifically asked to think of the areas where they work in the staff FFT. The recommending the Trust as a place to work has remained the same at 67%

NHS England have now decided to publish the total number of responses received on the NHS England website and on the Choices website. The use of the net promoter score is currently under review. They have stated that staff FFT should be used for driving service improvement but given the variance in methodologies of testing across different organisations it should not be used for benchmarking.

3. QUARTER 2

Following the quarter 1 pilot it has been decided to put a web link and mobile phone QR code on the postcards in order to make it easier for staff to participate.

The following directorates will be participating in quarter 2 and the testing will begin at the end of July.

ONLINE ONLY

ENT
Renal
Vascular Services
Professional Services
Strategy and Planning
Finance

ONLINE/POSTCARDS

Emergency
Respiratory Medicine
Gastroenterology
Orthopaedics
Haematology
Estates

POSTCARD only

Critical Care nursing/ODPs
Hotel Services (RHH and community)

The results will be reported at the September Board of Directors meeting. There will be no testing in quarter 3 due to the staff survey so the remainder of the trust will participate in quarter 4.

IMPLICATIONS²

AIM OF THE STHFT CORPORATE STRATEGY 2012-2017		TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	
3	Employ Caring and Cared for Staff	✓
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

RECOMMENDATIONS

The Council of Governors are asked to note the contents.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	9/7/14	

Board of Directors	16/7/14	
Council of Governors	2/9/14	

¹ Status: A = Approval
A* = Approval & Requiring Board Approval
D = Debate
N = Note

² Against the five aims of the STHFT Corporate Strategy 2012-2017