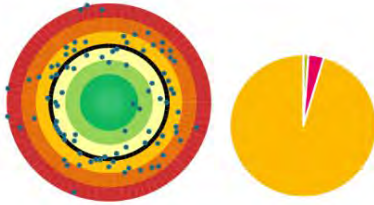


Staff Survey Results 2017

1. Results at a Glance

The general picture is that there are not significant changes in either direction.

Your historical changes to all questions

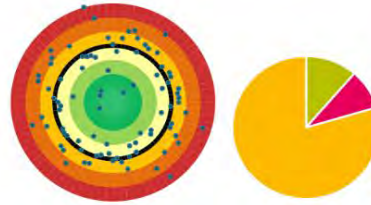


Have you improved from 2016?

A total of 88 questions were used in both the 2016 and 2017 surveys. Compared to the 2016 survey, your organisation is:

- Significantly BETTER on 1 question(s)
- Significantly WORSE on 3 question(s)
- The scores show no significant difference on 84 question(s)

How you differ from other similar organisations



How do you compare to others?

In NSS17 a comparison can be drawn between your organisation and the Picker average on a total of 88 questions. Your organisation is:

- Significantly BETTER than average on 10 question(s)
- Significantly WORSE than average on 8 question(s)
- The scores were average on 70 question(s)

2. Biggest improvements since 2016

Question	2017	2016
Senior Managers act on feedback	45%	38%
Satisfied with opportunities for flexible working patterns	68%	59%
Feel my role makes a difference	78%	71%
Opportunities to show initiative frequently in my role	75%	71%
Satisfied with support from colleagues	83%	78%
Often/always look forward to going to work	52%	48%

3. Top ranking scores compared to other CCG's

Question	DCCG	Others
Have adequate materials, supplies and equipment to do my work	81%	67%
Enough staff at organisation to do my job properly	49%	40%
I know who senior managers are	94%	90%
Organisation encourages reporting of errors	83%	78%
Last experience of physical violence reported	[100%]	65%

Staff Survey Results 2017

4. Bottom ranking scores compared to other CCG's

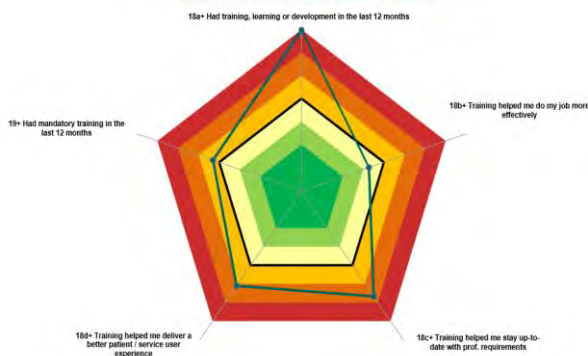
	DCCG	Others
Feel trusted to do my job	81%	86%
Able to make improvements happen in my area of work	58%	66%
Able to provide care I aspire to	43%	53%
Communication between senior management and staff is effective	39%	50%
Senior managers try to involve staff in important decisions	36%	42%
Not experienced harassment, bullying or abuse from managers	78%	85%
Appraisal review definitely left feeling work is valued	27%	33%
Patient/service user feedback collected within directorate/department	49%	66%

5. Areas for development and Actions to improve staff experience

Below is a summary indicating areas that have worsened the most under each of the areas compared to 2016. In most cases only the orange and red areas are shown to demonstrate areas with a 4-8% plus detrition. Where there are headings with no orange or red the yellow scores (-0-4% decrease) have been articulated. Each section articulates the actions that are already underway or planned to improve staff experience in these areas

Training and Development

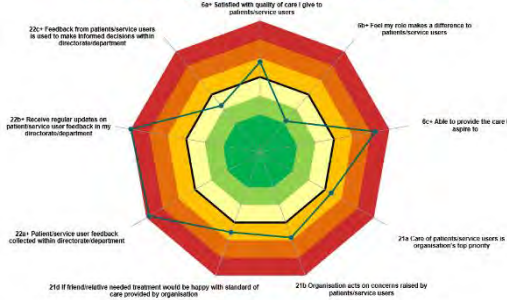
Historical Comparisons: Training



Question	2017	2016	Average CCG
Training, learning and development provision in last 12 months	69%	81%	64%
Training helped me stay up-to date with prof. requirements	74%	81%	79%
Training helped me deliver a better patient / service user experience	68%	72%	74%

Staff Survey Results 2017

Historical Comparisons: Patient / Service User Care

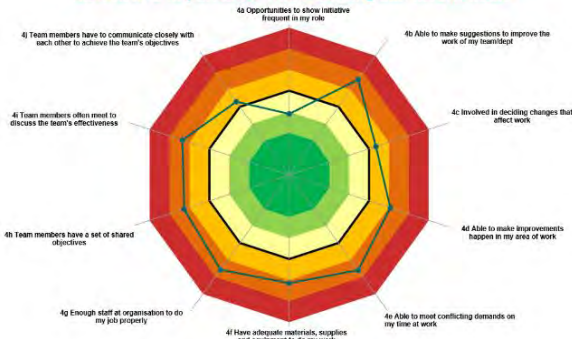


Patient/Service User Care

(only relevant to certain directorates SD and CHC lowest scoring)

Question	2017	2016	Average CCG
Receive regular updates on patient/service user feedback in my directorate/department	[53%]	66%	62%
Patient/service user feedback collected within directorate/department	49%	60%	66%
6c+ Able to provide the care I aspire to	43%	52%	53%
Actions being taken:			
Communication?			

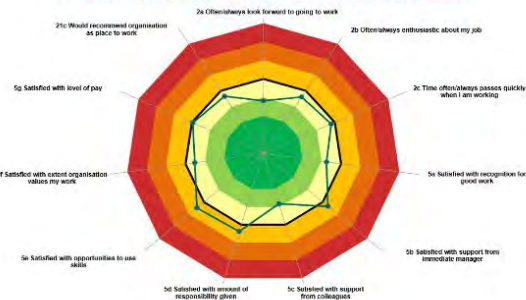
Historical Comparisons: Team-working and Involvement



Team Working and Involvement

Question	2017	2016	Average CCG
Able to make suggestions to improve the work of my team/dept	78%	84%	80%
Able to meet conflicting demands on my time at work	43%	49%	45%
Enough staff at organisation to do my job properly	49%	55%	40%
Team members have a set of shared objectives	69%	74%	70%
Team members often meet to discuss the team's effectiveness	68%	73%	66%
Able to make improvements happen in my area of work	58%	63%	66%
Have adequate materials, supplies and equipment to do my work	81%	85%	67%

Historical Comparisons: Motivation and Job Satisfaction



Motivation and Job Satisfaction

(0 to 4% deteriorated score shown)

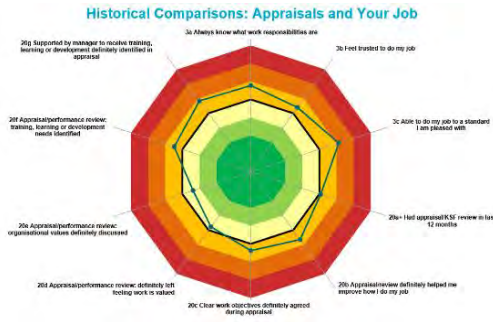
Question	2017	2016	Average CCG
5e Satisfied with opportunities to use skills	64%	66%	66%
5d Satisfied with amount of responsibility given	70%	72%	73%
5b Satisfied with support from immediate manager	73%	74%	73%

Staff Survey Results 2017

Appraisals and Your Job

(0 to-4% deteriorated score shown)

Question	2017	2016	Average CCG
Able to do my job to a standard I am pleased with	71%	76%	75%
Supported by manager to receive training, learning or development definitely identified in appraisal	51%	55%	55%
Always know what work responsibilities are	70%	73%	74%
Feel trusted to do my job	81%	82%	86%
Appraisal/review definitely helped me improve how I do my job	18%	20%	22%
Clear work objectives definitely agreed during appraisal	34%	36%	39%
Appraisal/performance review: training, learning or development needs identified	73%	73%	70%



6. Staff Engagement Results

Staff Engagement Comparisons	2016	2017	Picker Ave
Total Engagement Scores	3.73	3.71	3.75
Advocacy	3.69	3.66	3.65
Involvement	3.81	3.75	3.84
Motivation	3.69	3.72	3.77

Out of 70 CCG's in the country our score ranked 55th.

Local Comparisons of Engagement Results

Organisation	2016	2017
National Result of all organisations	3.80	3.78
National CCG Average	NA	3.75
Southampton CCG	NA	4.06
Royal Bournemouth	3.90	3.96
Southampton Hospital	3.95	3.95
Poole Hospital	3.90	3.93
Dorset Health Care	3.88	3.91
West Hampshire CCG	3.78	3.86
Dorset County	3.80	3.84
Yeovil Hospital	3.80	3.81
Dorset CCG	3.73	3.71
Devon CCG	3.75	3.66