

## **PRESS RELEASE – Thursday 29 March 2018**

### **NHS staff survey shows positive improvements in South Tyneside but still much more to do**

Results from the 2017 NHS Staff Survey show positive improvements in staff feedback at South Tyneside NHS Foundation Trust, however, there is still much work to do to improve staff experience and engagement even further.

The latest results, published last week, collected the views of staff who provide care in the community across South Tyneside, Sunderland and Gateshead, as well as those staff looking after patients in South Tyneside District Hospital.

In the 2017 results, the Trust recorded an overall improved staff engagement score with more staff recommending the Trust as a place to work or receive care or treatment. 70% of staff agreed that the 'care of patients is the Trust's top priority' and 89% felt that their role makes a difference to patients.

The Trust scored higher than the national average for the 'effective use of patient / service user feedback' and 93% of staff agreed that patient feedback was collected within their departments and used to make informed decisions. In some of the Trust's other 'most improved' scores more South Tyneside staff reported:

- feeling supported by their immediate managers
- feeling satisfied with resourcing and support
- having an appraisal in last 12 months
- good communication between senior management and staff

In addition, the Trust scored well in comparison to other similar Trusts nationally in the following domains:

- less staff experiencing physical violence, harassment, bullying or abuse from patients, relatives or the public in last 12 months

Despite positive improvements in many areas, there is still more to do and Trust leaders are now focussed on continuing to improve culture even further so that South Tyneside can be rated amongst the best in the NHS in the future.

Some of the core areas for improvement based on the 2017 NHS Staff Survey results are to look at how the Trust can improve opportunities for flexible working, improve staff satisfaction with the level of responsibility and involvement they have in their roles and improving the quality of learning and development opportunities available.

Most crucially, the Trust also needs to improve the number of staff who are reporting errors, near misses or incidents which is currently 86% and below the national average of 91%. The Trust is already focussed on embedding a positive incident reporting culture, whereby all staff are encouraged to report incidents, no matter how big or small, so that lessons can be learned and shared widely across the Trust to prevent them happening again.

Over 1,600 South Tyneside staff took the opportunity to express their views as part of the national NHS Staff Survey for 2017, a five per cent increase on last year's response rate.

Commenting on the results, Director of Human Resources and Organisational Development, Kath Griffith said: "I would like to thank all staff who took the time to respond to this important survey – our response rate was one of the highest in England and this means we are now getting a much fuller picture of staff views and opinions from right across our organisation.

"We know that our teams in South Tyneside have been through a period of significant change which can be difficult and unsettling for staff and we have also had one of the busiest years on record for our services. Despite this, we are pleased to see many indicators from the staff survey showing positive improvements in South Tyneside over the past year."

Ken Bremner, chief executive of and South Tyneside and City Hospitals Sunderland NHS Foundation Trusts said: “Given the relentless pressures over the past year we are very encouraged by the latest staff survey results and feel immensely proud of our staff and the efforts they make every single day to provide high quality patient care.

“We will now be looking closely at the feedback to understand where we can improve staff engagement and experience even further so that every single member of our workforce feels empowered to make positive changes as we continue to evolve and embed a supportive learning culture right across the South Tyneside and Sunderland Healthcare Group.”

The NHS Staff Survey, which seeks the views of staff working across England, is the largest survey of staff opinion in the UK. It is recognised as an important way of ensuring that the views of staff working in the NHS inform local improvements and that staff have their say in the delivery of high quality, safe and effective care.

## **ENDS**

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**Notes to editors:** To view the NHS Staff Survey 2017 results for South Tyneside NHS Foundation Trust visit:  
[www.nhsstaffsurveys.com/Caches/Files/NHS\\_staff\\_survey\\_2017\\_RE9\\_sum.pdf](http://www.nhsstaffsurveys.com/Caches/Files/NHS_staff_survey_2017_RE9_sum.pdf)