

Staff Friends & Family Test Q4

This quarter's results demonstrated that 89% of staff were likely or very likely to recommend this Trust to friends and family as a place to receive treatment and 83% as a place to work.

In quarter 4 2015/16 (Jan – March 16) The Trust invited 3459 staff to take part in the national Friends and Family Test including bank, volunteers and those from Carillion, 250 (7%) responded.

We also asked staff questions about their health and wellbeing. The survey asked about eating 5

fruit and veg a day; access to drinks and the amount of exercise they undertake. Additionally questions were asked about supporting staff to improve their lifestyle by losing weight, physical activity, stopping smoking and drinking sensibly.

The Friends and Family Test gives all staff the opportunity to answer two standard questions, at least once a quarter (see below):

Question 1

"How likely are you to recommend Dartford and Gravesham NHS Trust to friends and family if they needed care or treatment?"

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
133 (53%)	89 (36%)	20 (8%)	6 (2%)	1 (0%)	1 (0%)	250

Question 2

"How likely are you to recommend Dartford and Gravesham NHS Trust to friends and family as a place to work?"

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
106(43%)	98 (40%)	33 (13%)	6 (2%)	3 (1%)	1 (0%)	247

We had lots of additional feedback from staff providing examples of why they think the Trust is a good place to work and receive treatment and what could be improved. Some of the comments were as follows:

"As far as I am concerned we have the best urology department, the best midwifery, the best dietetics department, and on the whole we have a caring & compassionate environment, yes there may be blips now and again but show me an NHS establishment that doesn't!"

"When visiting as a patient or accompanying a patient I have always had positive experiences. Recently I was a patient of The Empress Unit and found almost all staff caring."

"I love my job and I feel it's very rewarding, great colleagues, just a lovely place to work both at QMH and DVH"

"I have been in post for five months now and have only encountered helpful and positive colleagues, I previously worked for another Trust and only witness unprofessionalism and rudeness. I am fortunate to work within a team of people who are helpful, pleasant and highly professional."

"I have worked at Queen Mary's for a while now and have every faith in the staff here and would recommended this site as a great place to work."

"Likely for the cleanliness of Hospital. However I recently visited A&E myself as a patient and experienced very poor care. It was not a busy shift, the Nurse was quite rude and nursing assistant really hurt me when performing a procedure, she was too rough and forceful no compassion."

"Didn't find staff in outpatients very helpful (DVH). Referrals not done □ patients have to keep chasing up to find out if referral has been made. (A&E) DVH."

"Some staff not helpful. (DVH) A little/small smile doesn't hurt. I know it can be difficult at work but it would help to reduce patients anxiety."

"Car parking has become too expensive and unfair that its based on banding.I feel that I receive little thanks from managers for the work that I do. The workplace could be improved for staff by having a childcare facility or nursery on site."

We also asked staff about their Health and Wellbeing. (results below).

Do you regularly eat the recommended five fruit and veg a day?

Every day	39	16%
Most Days	147	59%
Seldom	59	24%
Never	5	2%
Total:	250	

Are you able to access drinks regularly during the day?

Yes	225	90%
No	24	10%
Total:	249	

How much moderate exercise do you have each week? (Moderate exercise is where you're working hard enough to break into a sweat and still able to hold a conversation e.g. a brisk walk)

Less than 60 Minutes	94	38%
Less than 150 Minutes	71	28%
More than 150 Minutes	85	34%
Total:	250	

Would you like to improve your life style in any of the following areas?

Losing Weight		
Yes	133	53%
No	118	47%
Total:	251	

Would you like to improve your life style in any of the following areas?

Physical Activity		
Yes	127	51%
No	124	49%
Total:	251	

Would you like to improve your life style in

any of the following areas?

Stopping Smoking		
Yes	11	4%
No	240	96%
Total:	251	

Would you like to improve your life style in any of the following areas?

Alcohol		
Yes	9	4%
No	242	96%
Total:	251	

Would you like to improve your life style in any of the following areas?

No Support		
Yes	56	22%
No	195	78%
Total:	251	

If yes, would you like support to improve your lifestyle in the identified areas?

Yes, from the Trust	70	41%
Yes, from elsewhere e.g. GP	20	12%
No Support Required	82	48%
Total:	172	

The full Quarter 4 report is available on ADAGIO

The Staff FFT Quarter 1, 2016-2017 is now available on-line until 30th June 2016 for staff to complete.

<https://web.capitasurveys.co.uk/DGFFT/>