

Staff FFT Results Quarter 1

The Quarter One (2016/17) staff friends and family test survey results demonstrated that 90.1% of staff were likely or very likely to recommend this Trust to friends and family as a place to receive treatment and 82% as a place to work.

In quarter 1 (April – June 16) The Trust invited 3507 staff to take part in the national Friends and Family Test including bank, volunteers and those from Carillion, 172 (5%) responded.

We also asked staff questions about patient care and patient safety. There was a slight improvement on last year with 89% agreeing that patients and service users have confidence

and trust in staff working here, 96% agreed that patients and service users are treated with dignity and respect. There was a slight reduction (3%) in the number of staff who agree that if they have a concern about patient safety, they know how to raise it.

There were some changes in two of the questions:

There was a 12% increase, up to 42%, in the number of staff who disagree that there are enough staff available to meet patient and service user need.

The number of staff who agreed that they were confident that if they raised a concern about

patient safety it would be taken seriously by the Trust, went down by 4% to 81%

The profile of the staff groups responding had changed to mainly Admin & Clerical/ Corporate Function staff, which may have influenced the results.

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

Staff feedback has been shared with directorate management teams. Staff survey action plans have also been updated in response to staff feedback.

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 |
|------------------|---------|-----------------------------|----------|--------------------|------------|-------|
| 90 (52%) | 65(38%) | 7 (4%) | 6 (3%) | 4 (2%) | 0 (0%) | 172 |

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 |
|------------------|----------|-----------------------------|----------|--------------------|------------|-------|
| 76(45%) | 62 (37%) | 18 (11%) | 6 (4%) | 4 (2%) | 2 (1%) | 168 |

Staff gave a lot of additional feedback which put their responses into context and this is summarised below:

- our staff understand and demonstrate Trust values and behaviours on a daily basis.
- the Trust is considered by staff and the local population to provide the best care in the local area, and is well regarded.
- the Trust trains and develops staff well to ensure they are best placed to deliver services as effectively as possible to patients.
- the hospital environment was said to be clean and welcoming.
- Several staff members noted how well Trust staff had worked together as a team to respond positively to concerns regarding infection prevention and control, leading to an improved position.
- again, there were numerous comments about the Trust's friendly culture, with some staff referring to it as an "extended family".
- There was praise for the effective leadership team with one commenting that the leadership team are not afraid to make difficult decisions and ensure that there is always clear communication to staff, even when messages may be more difficult.

Some areas highlighted for improvement were:

- there is increased pressure on services and staff (capacity related) causing increasing delays in access to specialty tests/diagnostics.
- continuing frustration regarding car parking and lack of child care facilities on site. A concern was also raised about the safety for pedestrians at the DVH site.
- the staff common room was said to be poorly maintained with a lack of adequate provisions (cutlery etc). *In response arrangements have been made for a deep clean/shampoo of the carpets and the removal of some broken furniture. Signage has also been arranged reminding staff to clear up after themselves and keep the kitchen area clean.*
- changes within the executive team has led some staff to feel uncertainty and concern about the future.

Responses to additional staff friends and family test questions about patient care and patient safety (results below).

Patients/service users have confidence and trust in the staff working in the Trust

| | | |
|-----------------------------|------------|-----|
| Strongly agree: | 42 | 24% |
| Agree: | 111 | 65% |
| Neither agree nor disagree: | 18 | 10% |
| Disagree: | 1 | 1% |
| Total: | 172 | |

Patient/service user safety is a priority for the Trust

| | | |
|-----------------------------|------------|-----|
| Strongly agree: | 64 | 37% |
| Agree: | 86 | 50% |
| Neither agree nor disagree: | 14 | 8% |
| Disagree: | 6 | 3% |
| Strongly disagree | 2 | 1% |
| Total: | 172 | |

Overall patients and service users are treated with respect and dignity by staff in the Trust

| | | |
|------------------------------|------------|-----|
| Strongly agree: | 66 | 38% |
| Agree: | 99 | 58% |
| Neither agree nor disagree : | 6 | 3% |
| Disagree: | 1 | 1% |
| Total: | 172 | |

If I have a concern about patient safety, I know how to raise it

| | | |
|-----------------------------|------------|-----|
| Strongly agree: | 76 | 44% |
| Agree: | 78 | 46% |
| Neither agree nor disagree: | 10 | 6% |
| Disagree | 5 | 3% |
| Strongly disagree | 2 | 1% |
| Total: | 171 | |

In the Trust there are enough staff available to meet patient/service user need

| | | |
|-----------------------------|------------|-----|
| Strongly agree: | 11 | 6% |
| Agree | 41 | 24% |
| Neither agree nor disagree: | 48 | 28% |
| Disagree: | 51 | 30% |
| Strongly disagree: | 20 | 12% |
| Total: | 171 | |

I am confident that if I were to raise a concern about patient safety, it would be taken seriously by the Trust

| | | |
|-----------------------------|------------|-----|
| Strongly agree: | 69 | 40% |
| Agree: | 70 | 41% |
| Neither agree nor disagree: | 23 | 13% |
| Disagree: | 7 | 4% |
| Strongly Disagree: | 3 | 2% |
| Total: | 172 | |

The full Quarter One report is available on ADAGIO

The Staff FFT Quarter 2, 2016-2017 will be available on-line from 15 August 2016 for staff and volunteers to complete:

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

Paper questionnaires will also be available from Debby Morrow. The response you give will be treated in strict confidence.

In Quarter 2 we will be asking additional questions about Trust values and the organisation's culture and leadership.