

E&NH0588

# Trust's staff score highly in national survey

**2016 NHS staff survey rates Trust's workforce as amongst most engaged and motivated in the English health service**

**Stevenage, UK – 7 March 2017** – Results published today in the national NHS staff survey for 2016 show that the Trust's overall staff engagement score not only improved on the previous year's results, but was above the national average of NHS hospital groups for the second year running.

The engagement score comprises three elements:

- *Staff motivation at work*, where the 2016 results showed the Trust to be in the 20% best performing in the NHS (which was a significant improvement on the rating received in the 2015 survey)
- *Staff ability to contribute to improvements*, which also saw the Trust feature in the top 20% and improve on its 2015 rating
- *Recommend for work or treatment*, where the Trust reflected the average score for NHS organisations

This year the Trust was also rated as being amongst the best performing 20% of acute NHS trusts for the following aspects of the survey's results:

- Quality of non-mandatory training, learning or development
- Staff satisfaction with level of responsibility and involvement
- Staff experiencing violence from patients, relatives or public

## **2/Trust's staff score highly in national survey**

Reflecting on the results from the 2016 survey, which are now in the process of being shared with the Trust's staff, chief executive Nick Carver said:

"This year's results are great to witness – improvements have been seen across many of areas, which reflect the great work that our staff undertake day in, day out to ensure that patients receive high quality care at all times.

"There is good research evidence that an engaged and motivated workforce provides patients with high quality care. Every day, I get to read a growing level of feedback from patients, their families and friends praising their experience. Of course, this is not the case for everyone and our next challenge, therefore, is to continue the push to ensure that everyone in our care receives the same high standards throughout their contact with us."

Although there was much in this year's survey results that pointed to very good performance, there were also areas where more work needs to be done.

Mr Carver continued:

"The 2016 survey showed areas that despite improvements having been made, more work needs to be done. This includes staff working extra hours, as well as reporting bullying, harassment or abuse from colleagues. It is clear that the wide range of initiatives put in place by the Trust to combat such matters are beginning to bear fruit, but we cannot afford to relax until these areas also are performing to the best standards."

The full results for the Trust's 2016 NHS staff survey can be found on the [dedicated NHS website](#).

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**For more information, please call Peter Gibson, associate director for public affairs on: 01438 285362 (direct line) or Alex Best, communications and media officer on: 01438 285940 (direct line); for out-of-hours calls, please page the duty press officer on 07659 103839.**

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