

MEDIA RELEASE

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NHS NORTH SOMERSET SCORES HIGHLY IN NEW STAFF SURVEY

NHS North Somerset staff are among the most positive and satisfied health service workers in the South West, according to the latest staff survey.

Carried out at the end of last year, it was part of the eighth national survey undertaken by the Care Quality Commission and covered all occupational groups, from doctors and nurses to clerical workers, managers and therapists. They were asked a broad range of questions seeking their experiences of, or opinions on, matters such as appraisals, training, job satisfaction, line management and work-related stress.

According to the findings NHS North Somerset is in the top 20% of Primary Care Trusts when it came to the issue of engaging with its staff, their ability to contribute to improvements at work, their recommendation of the PCT as a place to work or receive treatment and their motivation at work. The PCT also scored very highly in its commitment to work-life balance. A high percentage of staff reported that they had completed mandatory training, which covers subjects such as infection control, health and safety, equality and diversity.

Added Director of Human Resources Penny Brown: "We also had a very high percentage of staff reporting that they had received an appraisal and personal development plan in the last 12 months. Staff also reported low levels of discrimination at work from patients, relatives, work colleagues or managers."

Chief Executive Chris Born said: “At a time of enormous change and uncertainty across the NHS these findings are most encouraging. Our staff are committed to their patients and to the delivery of the highest standards of healthcare services.

They are acutely aware that patient care must remain the PCT's main priority and it is up to us to ensure that our employees have the working environment and support they need in order to continue delivering those services.”

One example of how NHS North Somerset is doing that, is via the programme of Community Wards which will enable clinical professionals to deliver extended care to patients in their own homes. The aim is to prevent unnecessary admissions to hospitals and provide the necessary patient care in the community to enable timely discharge from hospitals.

Added Chris Born: “We anticipate that staff as well as patients will see the benefit of this initiative and it will contribute to an improved perception of the quality of work and patient care they are able to deliver. We will monitor patient satisfaction surveys to establish whether patients are satisfied with the level of care they receive from our clinical staff. We will also continue to consult and involve staff in changes that affect them and the services they deliver. We also need to remain vigilant about the demands and pressures facing staff and be alert to staff working additional hours. “

The PCT organises regular initiatives such as walks, yoga, Pilates and mindfulness training courses which are aimed at improving the health and well-being of staff. It also offers a range of services such as career planning, through the Employee Assistance Programme to help staff deal proactively with life's planned and unplanned events.

Penny Brown added: "This is an important survey because it provides a snapshot of how those who work within the NHS feel about what they do and the experiences they have at work. NHS North Somerset staff are personally committed and motivated to do the best work they possibly can. These survey results will help us pinpoint what else we can do to support and develop staff to ensure they can provide the best care for patients.

"The Department of Health will also make use of the findings, to inform its policy-making and its work on performance measurement and service improvement.

-ENDS-

Notes to Editors

- NHS North Somerset is the local Primary Care Trust for North Somerset. The trust was established in April 2002 to ensure the provision of the highest quality healthcare services to the residents of North Somerset. It was recently assessed as one of the most improved PCTs in England by the Care Quality Commission.

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