NHS Staff Survey
2015
Measuring and improving staff experience

www.pickereurope.org
**Getting the most from your staff survey**

Picker Institute Europe is a not-for-profit organisation that has unrivalled experience in measuring patient and staff experience in healthcare in the UK. The Picker Institute is in the unique position of being both an approved staff survey contractor and the NHS Staff Survey Co-ordination Centre for NHS England.

Our unparalleled experience in national staff surveys allows us to create a full survey package from pre-survey preparations to additional reporting. Our package includes:

- Flexible online, paper and mixed mode options in line with NHS guidance and advice from the Picker Institute.
- Expert project management from a dedicated team throughout the process.
- Pre-survey posters, email tags and any other communications you may need.
- Bespoke local questions so you can tailor your survey to provide data specific to your trust.
- Access to Picker Results - your one stop resource to keep track of daily response rates during the survey; and comprehensive reporting afterwards.
- Regular response rate updates to your inbox at intervals of your choosing, even daily.
- Freephone helpline for your staff.
- First results within a week of fieldwork close.
- Full management report and executive summary within three weeks of fieldwork close.
- Tailored presentation at your trust with Q&A session.
- Unlimited additional analysis at no extra charge.
- Delegate places at our regional workshop in February 2016.

### Before the survey
- Providing help with pre-survey publicity.
- Guidance and help with sampling.

### Delivering the survey
- Printing, packing and sorting all questionnaires.
- Delivering questionnaire packs to your trust by dedicated courier.

### During the survey
- Response rates updated daily on our results website.
- Advising if response rate is low in specific areas, enabling you to promote the survey with these staff.

### After the survey
- Delivering your final data on time to NHS England.
- Regional workshops.
- Tailored presentation and Q&A session at your trust.

### The online experts
We were the first provider to offer trusts the opportunity to run either part or the whole of their national survey online. Last year we surveyed over 240,000 staff members in this way. The benefits of running your survey in this way are:

- **Cheaper** - get the views of all your staff at a fixed price.
- **Reaching more staff** - on average 2,000 more respondents.
- **Easier** - not distributing paper surveys saves you time and effort.
- **Greener** - no unnecessary paper wasted.
User friendly reporting puts you in control

Research online: 24hr access to our online system to view your response rates during the survey and all of your survey results, including free text comments, after the survey has closed.

Comprehensive management report: A report including a stand-alone executive summary highlighting the key issues and demonstrating how you compare to the ‘Picker average’ for your trust type. The full colour report also shows how different directorates/divisions are performing.

Changes over time: Our historical data indicates how your trust has performed over the previous years, highlighting significant differences from 2014. Even if we didn’t carry out your survey last year we can include this data in your 2015 report at no extra cost.

Individual reports for each directorate/division: A full report specific to your sites, departments or specialties allows you to share good practice and give staff ownership of their results.

On-site presentation of your results (including Q&A session) by one of our project managers.

Staff engagement report: Compact, visual summary of your staff engagement scores so you can identify problems at a glance.

Unlimited additional analysis: View your data how you want it, when you need it. You could save yourself days of work by contacting us to see if we can reformat your data, ready for your report to the board.

Spider charts - understand your data in seconds

We want to help you understand and easily interpret your data. Instead of spending hours poring over masses of tables, you can get a visual overview immediately, which highlights both your key strengths and problem areas, then shows how they are all related. These will be available from our online system this year and will allow you to see your performance at locality level, to stimulate local improvement. If you would like a copy of your personalised Spider Charts, based on your 2014 national data, please ask one of our project managers.

Regional action planning workshops

Last year, 70 delegates attended our regional workshops, meaning more trusts than ever before had the chance to network with their peers and share best practice. This year’s workshops will be held in February 2016 before the NHS releases your official national reports so you can put plans in place to prepare for the national publication of the information and the questions from your various audiences.

“...The spider diagrams have been really valuable and made information easily accessible to staff at different levels in the organisation.”

Geraldine Cunningham - Associate Director of Culture Change, Barts Health NHS Trust

Staff Friends and Family Test

The Picker Institute is currently running the Friends and Family Test for a number of NHS Trusts, surveying over 540,000 staff members last year. For information about running your FFT with the Picker Institute, please contact craig.sunley@pickereurope.ac.uk
Survey costs

NHS England requires a minimum sample size ranging from 600-850 staff, dependent on the size of your organisation. You can also choose to survey additional staff or conduct a full census, giving more opportunity for reporting results by directorate or other locality.

Costs will vary based on how many staff you survey, whether you choose the paper, online or mixed mode methodology, and any additional options you select. Contact grace.baker@pickereurope.ac.uk for your bespoke quotation.

Contact us

For further information, please contact your staff survey project managers:

Grace Baker
Tel: 01865 208139  grace.baker@pickereurope.ac.uk

Jaana Kosunen
Tel: 01865 208153  jaana.kosunen@pickereurope.ac.uk

To sign up now, please click here to complete our online booking form

I really appreciate the flexibility of the Picker reporting options and the willingness to provide a really good range of options for different reporting requests - and nothing seems to be too much trouble!

Sue Whitehead - HR Business Manager, Leeds Teaching Hospitals NHS Trust

This is the second year we have used Picker and are more than happy with the service and responsiveness from all concerned. A value for money survey which we will plan to use again in the future.

Jayne Grainger – Office & Corporate Support Manager, NHS South Worcestershire CCG