



National Staff Survey 2018

Helping you understand and
improve staff experience

www.picker.org

 **Picker**

Who we are and our approach

LAST YEAR WE SURVEYED OVER
460,000
STAFF MEMBERS ONLINE

Picker is an international healthcare charity and has been at the forefront of measuring, understanding and acting upon staff and patient feedback within health and social care for over 25 years. Our work is built around the Principles of Patient Centred Care, which were developed by Picker in 1987 and have become an internationally renowned framework for supporting the delivery of high quality person centred care.

We are passionate about applying National Staff Survey (NSS) data and insight to drive improvement for the staff and patients within NHS organisations.

We currently work with 170 NHS organisations on the NSS, and our package is built on experience and knowledge gained from working with clients on the survey for the last fifteen years.

Post survey we provide additional reporting, analysis and consulting beyond the national mandated requirements, as part of our survey package.

We have developed a programme framework and a suite of reporting tools to ensure surveys are conducted and delivered on time in accordance with national requirements with detailed reporting and process management.

Our reporting and data analytics deliver evidence based insights and analysis to shape long-term action planning and sustainable improvement in staff experiences.



Our 2018 NSS package



Core components:

1 A dedicated management team who will support you through the process from start to finish:

- **Pre-survey set up** – Welcome pack, sampling guidance, printed questionnaires delivered to your Trust, online questionnaires emailed directly to staff, marketing collateral
- **During the survey** – response rates published via our online results site, campaign advice on how to target low response areas, email reminders to drive response rates
- **Post survey** – submission of data to the NHS Coordination Centre, reporting and analysis, presentation of results at your Trust, National Workshops



2 Comprehensive reporting and analysis to drive improvement:

- Executive summary with core findings
- Management report with full survey findings
- Breakdown reports enabling trusts to compare rankings of sites and overall performance
- Historical data on a trust's performance over time
- External benchmarking against other similar trusts and matched against the "Picker" average
- Dartboard charts – eye catching, easy to read graphical representation of data giving trusts a visual view of key strengths and problem areas



3 Improvement planning

Included in the survey package are two free delegate passes to our national workshops. Unique to Picker, the workshops enable trusts to share ideas for improvement, understand national trends and network with peers.

4 Trust specific presentations and workshops

To help trusts communicate their results to key stakeholders we offer a choice of:

- Presentation of results to the Board
- Workshops to enable action planning*



Picker offers a range of services and tools to assist organisations with research into understanding views and experiences of their patients, staff and service users including focus groups, thematic reviews, free text analysis.

To find out more please contact marketing@pickereurope.ac.uk

* These are charged at an additional cost

Procurement Checklist

Our National Staff Survey 2018 package includes the following:

	Services offered	Included
Approved contractor status:	NHS England approved contractor for National Staff Surveys	✓
Running your survey	Online, paper and mixed mode option in line with NHS Guidance	✓
	Basic or extended sample size and full census surveys available	✓
	Reminder messages in line with NHS guidance	✓
	Delivery of paper surveys to a named contact and address at the Trust for internal distribution	✓
	Personal help from Picker throughout the process	✓
	Data sent to the NHS Coordination Centre for national benchmarking	✓
Reporting and analysis	Full management report and stand-alone executive summary	✓
	Site reports available where respondent numbers allow	✓
	Access to our online reporting system	✓
	Access to our online reporting system for as many Trust contacts as you'd like	✓
	Presentation and Q&A of your results at the Trust	✓
	Two free tickets to National Staff Survey Workshop	✓
Security and data protection	ISO 20252 and ISO 270001 certified to guarantee all information is handled securely	✓
	Comply with the General Data Protection Regulation (EU) 2016/679, the Data Protection Act 1998 and the Data Protection Act 2018.	✓
	Secure data transfer between trust and Picker	✓
	Comply with the Market Research Society's Code of Conduct	✓

Contact us

We would welcome the opportunity to discuss ways we can work with you. If you would like to find out more about our NSS package or to receive a quote please email marketing@pickereurope.ac.uk

Picker Institute Europe
Buxton Court
3 West Way
Oxford OX2 0JB

Tel: + 44 (0) 1865 208100

Fax: + 44 (0) 1865 208101

info@pickereurope.ac.uk

www.picker.org

Charity registered in England and Wales: 1081688

Charity registered in Scotland: SC045048

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