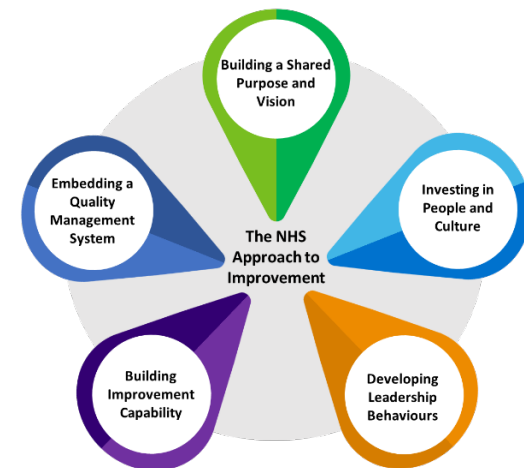


Mapping NHS Staff Survey responses to the NHS Impact Domains

Shrewsbury & Telford Hospital NHS Trust

March 2024



Mapping NHS Staff Survey questions to the elements of NHS *Impact*

1. Shared purpose and vision *which is transparent and understood at every level of the organisation*

- 2a: I look forward to coming to work
- 2b: I am enthusiastic about my job
- 23a: Care of patients/service users in my organisation's top priority
- 23c: I would recommend my organisation as a place to work
- 7a: The team I work in has a shared set of objectives
- 8a: Teams within this organisation work well together to achieve their objectives

2. Building improvement capability and capacity *A local evidence based methodology, enabling people with the tools and resources required to improve their workplace and practises*

- 3d: I am able to make suggestions to improve the work of my team / department
- 3e: I am involved in deciding on changes introduced that affect my work area
- 3f: I am able to make improvements happen in my area of work
- 7d: Team members understand each other's roles
- 5b: I have a choice in deciding how to do my work

3. Development of leadership behaviours *which are clear and transparent ensuring improvement is encouraged and nurtured*

- 9a-i: My immediate manager . . .
- 9b: . . . gives me clear feedback on my work
- 9f: . . . works together with me to come to an understanding of problems
- 9g: . . . is interested in listening to me when I describe challenges I face
- 9h: . . . cares about my concerns
- 9i: . . . takes effective action to help me with any problems I face

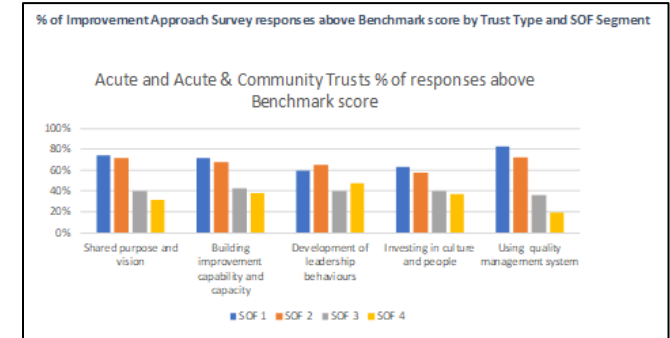
4. Investing in culture and people *to establish and sustain a culture of digitally enabled, continuous improvement and learning*

- 22a-e: [Series of questions about learning and development]
- 22a: This organisation offers me challenging work
- 22b: There are opportunities for me to develop my career in this organisation
- 22c: I have opportunities to improve my knowledge and skills
- 22d: I feel supported to develop my potential
- 22e: I am able to access the right learning and development opportunities when I need to

5. Using quality management system *assurance, improvement and planning to coordinate activities to meet patient, policy and regulatory requirements through improved operational excellence*

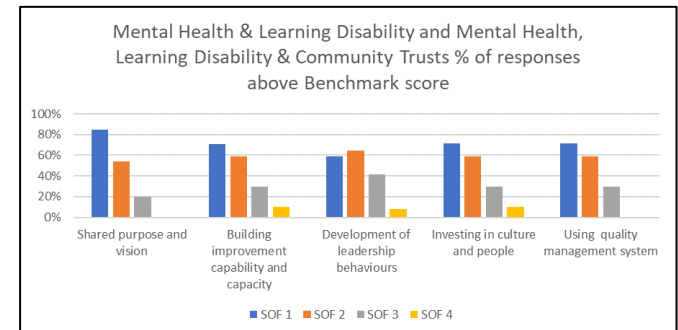
- 21b: My organisation acts on concerns raised by patients / service users
- 23e: I feel safe to speak up about anything that concerns me in this org.
- 23f: If I spoke up about something that concerned me I am confident my organisation would address my concern
- 6a: I feel that my role makes a difference to patients/service users

National distribution versus SOF ratings



An analysis of staff survey questions which map to the five elements of the NHS Impact approach shows a clear correlation with overall performance, as measured by the ratings of the oversight framework

Mental Health versus SOF ratings



Shrewsbury & Telford Hospital NHS FT: 2023 Staff Survey results mapped to Improvement approach



Survey Date: 01/12/2023
 Trust SELECT: Shrewsbury and Telford Hospital NHS Trust
 Trust Type: Acute and Acute & Community Trusts
 ICB: Shropshire, Telford and Wrekin
 Region: Midlands
 SOF Segment: 4

Question Count/Comparison to Benchmark Key

Below Benchmarking Group: 19
 Above Benchmarking Group: 7

-1.5%

NHS Approach to Improvement Staff Survey Mapping		Current Year 2023								Previous year 2022						Median YOY Comparison to Benchmark Direction of travel
		National	Shropshire, Telford and Wrekin ICB	Benchmarking Group Acute and Acute & Community Trusts	Shrewsbury and Telford Hospital NHS Trust	Comparison to Benchmark	Max value for SOF Segment and Trust Type	Min value for SOF Segment and Trust Type	Median Comparison to Benchmark value by Improvement Grouping	National	Shropshire, Telford and Wrekin ICB	Benchmarking Group Acute and Acute & Community Trusts	Shrewsbury and Telford Hospital NHS Trust	Comparison to Benchmark	Median Comparison to Benchmark value by Improvement Grouping	
Shared purpose and vision	2a: I look forward to coming to work	55.2%	55.1%	54.4%	54.6%	0.2%	59.7%	48.6%		52.6%	50.7%	51.6%	48.8%	-2.8%		
	2b: I am enthusiastic about my job	69.0%	70.2%	68.3%	69.9%	1.6%	72.4%	63.9%		66.9%	66.8%	66.1%	66.4%	0.3%		
	25a: Care of patients/service users in my organisation's top priority	75.1%	69.9%	74.3%	66.3%	-8.0%	77.2%	60.6%	-1.5%	74.1%	65.7%	73.3%	59.9%	-13.4%	-5.8%	↑ 4.3%
	25c: I would recommend my organisation as a place to work	61.1%	54.8%	60.2%	49.3%	-10.9%	63.7%	44.1%		57.4%	48.2%	56.3%	41.3%	-15.0%		
	7a: The team I work in has a shared set of objectives	73.6%	73.7%	73.1%	73.7%	0.5%	74.4%	69.7%		72.4%	72.8%	72.0%	71.9%	-0.1%		
	8a: Teams within this organisation work well together to achieve their objectives	54.2%	50.9%	54.1%	50.9%	-3.1%	57.6%	43.2%		51.4%	45.0%	51.1%	42.2%	-8.9%		
Building improvement capability and capacity	3d: I am able to make suggestions to improve the work of my team / department	71.6%	71.0%	71.1%	68.9%	-2.2%	74.7%	66.3%		71.0%	68.6%	70.5%	65.8%	-4.7%		
	3e: I am involved in deciding on changes introduced that affect my work area	51.2%	49.9%	51.1%	47.5%	-3.6%	54.2%	43.9%		50.2%	46.7%	49.9%	44.0%	-5.9%		
	3f: I am able to make improvements happen in my area of work	55.9%	54.4%	55.7%	52.7%	-3.0%	58.9%	49.4%	-3.0%	54.4%	51.7%	54.0%	48.7%	-5.3%	-4.7%	↑ 1.6%
	7d: Team members understand each other's roles	71.5%	71.3%	71.3%	70.9%	-0.3%	75.1%	68.1%		70.7%	69.9%	70.4%	67.8%	-2.6%		
	5b: I have a choice in deciding how to do my work	54.5%	53.8%	52.5%	49.4%	-3.2%	57.7%	47.4%		53.8%	51.9%	51.7%	47.7%	-3.9%		
Development of leadership behaviours	9a-i: My immediate manager encourages me a work	72.8%	71.2%	71.3%	69.0%	-2.3%	74.4%	66.2%		71.1%	68.3%	69.5%	65.8%	-3.7%		
	9b: ... gives me clear feedback on my work	65.7%	62.8%	64.0%	60.1%	-3.9%	66.5%	59.5%		63.5%	59.8%	61.7%	57.0%	-4.7%		
	9f: ... works together with me to come to an understanding of problems	69.7%	66.8%	68.1%	63.9%	-4.2%	72.4%	63.0%		68.0%	64.8%	66.3%	62.2%	-4.1%	-4.0%	↑ 1.2%
	9g: ... is interested in listening to me when I describe challenges I face	72.3%	70.4%	70.7%	68.1%	-2.6%	75.2%	64.6%		70.7%	67.0%	69.0%	64.1%	-4.9%		
	9h: ... cares about my concerns	71.0%	69.0%	69.4%	66.5%	-2.9%	74.5%	64.1%		69.6%	66.6%	67.9%	63.9%	-3.9%		
	9i: ... takes effective action to help me with any problems I face	67.8%	65.8%	66.2%	63.4%	-2.8%	69.9%	61.9%		65.7%	62.6%	64.0%	60.1%	-3.9%		
Investing in culture and people	24a: This organisation offers me challenging work	70.0%	69.2%	68.9%	69.4%	0.5%	72.1%	60.6%		70.5%	67.6%	69.5%	67.0%	-2.5%		
	24b: There are opportunities for me to develop my career in this organisation	56.0%	53.7%	55.8%	56.5%	0.8%	61.5%	48.2%		54.5%	49.6%	54.2%	49.5%	-2.7%		
	24c: I have opportunities to improve my knowledge and skills	70.8%	70.0%	69.8%	71.2%	1.3%	71.7%	63.3%	0.8%	68.8%	65.2%	67.7%	65.1%	-2.6%	-2.7%	↑ 3.5%
	24d: I feel supported to develop my potential	57.4%	55.8%	56.3%	55.7%	-0.6%	59.5%	50.1%		54.7%	50.6%	53.4%	49.0%	-4.4%		
	24e: I am able to access the right learning and development opportunities when I	60.4%	59.7%	59.5%	60.4%	0.9%	61.1%	53.7%		57.3%	54.0%	56.4%	53.5%	-2.8%		
Using Quality Management System	25b: My organisation acts on concerns raised by patients / service users	70.5%	63.2%	69.1%	59.8%	-9.3%	72.2%	56.8%		69.1%	60.4%	67.6%	54.7%	-13.0%		
	25e: I feel safe to speak up about anything that concerns me in this organisation	62.3%	58.3%	60.9%	55.7%	-5.1%	65.6%	51.6%		61.5%	54.8%	60.0%	49.5%	-10.5%	-10.9%	↑ 4.9%
	25f: If I spoke up about something that concerned me I am confident my organisation	50.1%	44.9%	48.5%	41.6%	-6.9%	52.4%	36.7%		48.7%	41.0%	46.9%	35.6%	-11.3%		
	6a: I feel that my role makes a difference to patients/service users	87.6%	86.8%	87.8%	87.6%	-0.2%	89.2%	85.5%		86.8%	85.8%	87.0%	85.7%	-1.3%		
Overall Median Comparison to Benchmark									-2.7%					-4.0%	↑ 1.3%	

Shrewsbury & Telford Hospital NHS FT: 2022 Staff Survey results mapped to Improvement approach



England

Survey Date

01/12/2022

Trust SELECT

Shrewsbury and Telford Hospital NHS Trust

Trust Type

Acute and Acute & Community Trusts

ICB

Shropshire, Telford and Wrekin

Region

Midlands

SOF Segment

4

Question Count/Comparison to Benchmark Key

Below Benchmarking Group	25
Above Benchmarking Group	1

NHS Approach to Improvement Staff Survey Mapping		Current Year 2022							Previous year 2021				
		National	Benchmarking Group Acute and Acute & Community Trusts	Shrewsbury and Telford Hospital NHS Trust	Comparison to Benchmark	Max value for SOF Segment and Trust Type	Min value for SOF Segment and Trust Type	Median Comparison to Benchmark value by Improvement Grouping	Benchmarking Group Acute and Acute & Community Trusts	Shrewsbury and Telford Hospital NHS Trust	Comparison to Benchmark	Median Comparison to Benchmark value by Improvement Grouping	Median YOY Comparison to Benchmark Direction of travel
Shared purpose and vision	2a: I look forward to coming to work	52.6%	51.6%	48.8%	-2.8%	54.4%	43.5%	-5.8%	51.6%	47.5%	-4.1%	-7.4%	↑ 1.6%
	2b: I am enthusiastic about my job	66.9%	66.1%	66.4%	0.4%	68.6%	60.7%		66.8%	66.4%	-0.4%		
	23a: Care of patients/service users in my organisation's top priority	74.0%	73.3%	59.9%	-13.3%	75.9%	59.9%		75.4%	59.2%	-16.1%		
	23c: I would recommend my organisation as a place to work	57.4%	56.3%	41.4%	-15.0%	59.6%	41.4%		58.9%	40.5%	-18.4%		
	7a: The team I work in has a shared set of objectives	72.4%	72.0%	71.8%	-0.2%	73.8%	66.5%		71.8%	69.6%	-2.2%		
	8a: Teams within this organisation work well together to achieve their objectives	51.4%	51.1%	42.2%	-8.9%	53.0%	42.0%		52.2%	41.5%	-10.8%		
Building improvement capability and capacity	3d: I am able to make suggestions to improve the work of my team / department	70.9%	70.4%	65.8%	-4.7%	72.5%	65.2%	-4.7%	70.0%	65.4%	-4.5%	-4.8%	↑ 0.1%
	3e: I am involved in deciding on changes introduced that affect my work area	50.2%	49.9%	43.9%	-6.0%	53.3%	43.3%		48.8%	43.4%	-5.4%		
	3f: I am able to make improvements happen in my area of work	54.3%	53.9%	48.6%	-5.2%	55.7%	47.6%		52.8%	48.4%	-4.4%		
	7d: Team members understand each other's roles	70.7%	70.5%	67.8%	-2.6%	72.6%	66.9%		71.1%	66.4%	-4.8%		
	5b: I have a choice in deciding how to do my work	53.7%	51.6%	47.6%	-3.9%	54.8%	45.8%		51.4%	45.6%	-5.8%		
Development of leadership behaviours	9a-i: My immediate manager encourages me a work	71.0%	69.5%	65.8%	-3.7%	72.1%	62.7%	-4.1%	68.4%	63.4%	-5.0%	-6.4%	↑ 2.3%
	9b: ... gives me clear feedback on my work	63.4%	61.6%	56.9%	-4.7%	63.7%	55.1%		60.5%	54.5%	-5.9%		
	9f: ... works together with me to come to an understanding of problems	68.0%	66.3%	62.1%	-4.1%	69.6%	58.8%		65.2%	58.8%	-6.5%		
	9g: ... is interested in listening to me when I describe challenges I face	70.6%	69.0%	64.0%	-5.0%	72.8%	61.1%		67.8%	61.1%	-6.7%		
	9h: ... cares about my concerns	69.5%	67.8%	63.9%	-4.0%	72.2%	60.3%		66.8%	60.5%	-6.3%		
	9i: ... takes effective action to help me with any problems I face	65.7%	63.9%	60.0%	-4.0%	66.9%	57.7%		63.0%	56.2%	-6.8%		
Investing in culture and people	22a: This organisation offers me challenging work	70.5%	69.5%	67.0%	-2.5%	73.8%	61.8%	-2.7%	68.7%	65.4%	-3.4%	-5.5%	↑ 2.8%
	22b: There are opportunities for me to develop my career in this organisation	54.6%	54.3%	51.6%	-2.7%	59.7%	44.2%		52.8%	46.9%	-5.9%		
	22c: I have opportunities to improve my knowledge and skills	68.8%	67.8%	65.2%	-2.6%	69.2%	56.7%		66.4%	60.9%	-5.5%		
	22d: I feel supported to develop my potential	54.7%	53.4%	49.1%	-4.4%	55.0%	44.3%		51.5%	45.7%	-5.8%		
	22e: I am able to access the right learning and development opportunities when I need t	57.3%	56.4%	53.6%	-2.8%	57.1%	46.0%		54.3%	50.1%	-4.3%		
Using Quality Management System	23b: My organisation acts on concerns raised by patients / service users	69.1%	67.6%	54.7%	-12.9%	67.9%	54.7%	-10.9%	70.8%	56.1%	-14.7%	-12.6%	↑ 1.7%
	23e: I feel safe to speak up about anything that concerns me in this organisation	61.5%	60.0%	49.6%	-10.5%	65.8%	49.0%		60.9%	49.5%	-11.4%		
	23f: If I spoke up about something that concerned me I am confident my organisation w	48.7%	46.9%	35.6%	-11.3%	49.4%	35.6%		48.3%	34.4%	-13.9%		
	6a: I feel that my role makes a difference to patients/service users	86.9%	87.1%	85.8%	-1.3%	88.1%	82.5%		87.6%	85.0%	-2.6%		
Overall Median Comparison to Benchmark							-4.1%				-5.8%	↑ 1.7%	