NHS STAFF SURVEY RESULTS 2016
USING YOUR DATA

A QUICK GUIDE

We know that you will be keen to respond to staff about how your organisation has performed. This quick guide will provide you with some top tips on making the best use of your data.

1. UNDERSTANDING YOUR DATA

Every organisation receives a comprehensive report on its results. There is a wealth of information that you can use in this report, in particular:

- year-on-year trends (answers to individual questions and for overall key findings)
- comparative data (comparison against the average for relevant trust type).

The Staff Survey Coordination Centre (SSCC) publishes results of all the questions and their key findings. Doing this provides a standard basis for assessing progress and making comparisons.

This year the SSCC has created an online tool so you can look at most of the survey data through a series of interactive dashboards. It allows you to search for data for each organisation, which can help you identify comparative data.

2. ANALYSING TRENDS

When you’re assessing you should look at both year-on-year progress and comparative data.

- **Year on year** gives you an indication of change over time and can be used to assess the impact of interventions.
- **Comparative data** provides you with a picture of how you compare with others. You can also identify other organisations that you can learn from.

The data allows you to understand shifts in overall opinions within your workforce. Most importantly it enables you to assess the impact of your interventions in areas such as staff engagement, health and wellbeing and raising concerns.
Trend analysis should take into account that most scores tend to improve incrementally rather than making a dramatic or significant shift in any one year. Also, interventions in these areas take a number of years to have any impact.

Evidence shows that the best performers find it harder to maintain the levels they have reached and sustain progress.

3. MAKING COMPARISONS

The main purpose for comparing is to benchmark practices and assess how you fare with other organisations of a similar nature, size, and geographical location.

National trend and local action can affect some scores – for example, levels of staff who are stressed can reflect overall demand on the NHS as well as local approaches to health and wellbeing. Some survey scores are affected by national trends, however most are influenced largely by what employers are doing locally.

4. GETTING AN OVERALL PICTURE

To get a richer understanding of the reasons why your staff have given particular answers you could use the survey data with local staff survey data. If they have similar questions you can get a more frequent assessment of how your staff are feeling.

Consider your data alongside HR data sources, such as absence levels, turnover and staffing levels to assess any correlations.

Data can also be used to assess the impact of interventions. For example, if you have introduced a programme to support managers you could look at the scores in the survey for manager support.

It can also reveal particular issues, such as a gap between perceptions of involvement at overall organisation and team level.

A growing interest from organisations is to link data from the staff survey to data with patient experience. There are clear links between staff and patient experience and this data will help you identify these. The survey also includes some specific questions about the use of patient feedback.

5. USE OF THE SURVEY BY OTHER BODIES

The survey data is used by a range of regulators and external bodies, including NHS Improvement. A good understanding of the data will help you need to report on the data to an external body. The main use of the data is to assist local organisations to improve staff experience.

These suggestions are intended to help you make the most effective use of your survey data. They are based on examples from a range of organisations and are only intended as a summary.