



NHSBT YOUR VOICE - CHECK UP 2015

RESPONSE RATE:

42%

RESPONSES:

2255
of 5311

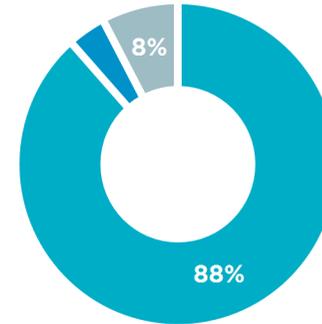
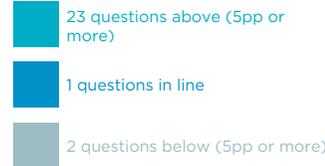
NHSBT Overall



Your employee engagement score

3.87

VARIANCE FROM YOUR VOICE 2014



2014 NHSBT Engagement Score ↑ 3.56

BENCHMARK SCORE: ↑ 3.76

This has been calculated using the responses to nine individual questions which make up three Key Findings related to employee engagement.



WHAT NOW?

1. TAKE THE TIME TO EXPLORE

AND UNDERSTAND THE RESULTS IN THIS REPORT.

2. DISCUSS THE RESULTS WITH YOUR TEAM

IDENTIFY THE THINGS TO CELEBRATE (STRENGTHS) OR IMPROVE (ACTION AREAS).

3. DEVELOP A PLAN OF ACTION

SEE THE SUGGESTED TEMPLATE AT THE BACK OF THIS REPORT.

** - INDICATES A NEGATIVELY PHRASED QUESTION THAT HAS HAD ITS SCORES REVERSED AND TEXT AMENDED



TOP 3 MOST IMPROVED QUESTIONS:

VARIANCE FROM YOUR VOICE 2014

Q11. I am able to make suggestions to improve my area of work	+27
Q8b. [Have not] Experienced any form of abuse at work from: Team leaders/Supervisors**	+25
Q6b. [Have not] Experienced harassment at work from: Team leaders/Supervisors**	+25



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

Q6d. [Have not] Experienced harassment at work from: Patients / donors / services users, their relatives or others**	92%
Q8d. [Have not] Experienced any form of abuse at work from: Patients / donors / services users, their relatives or others**	91%
Q8b. [Have not] Experienced any form of abuse at work from: Team leaders/Supervisors**	91%

YOUR BENCHMARK DATA

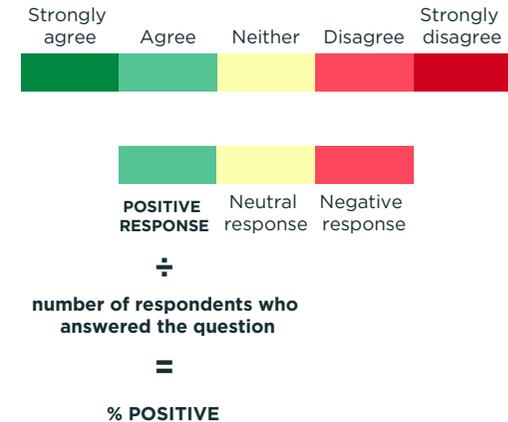
ORC INTERNATIONAL FACILITATES A BENCHMARKING PROGRAMME WHICH ALLOWS ORGANISATIONS TO BENCHMARK THEIR RESULTS AGAINST THE RESULTS OF OTHER ORGANISATIONS IN THEIR SECTOR. IN THIS REPORT, THE EXTERNAL BENCHMARK DATA IS THE AVERAGE % POSITIVE SCORE ACHIEVED FROM THE RECENT NHS OVERALL SURVEY.

ANONYMITY

IT IS ORC INTERNATIONAL'S PRACTICE NOT TO DISPLAY THE RESULTS OF GROUPS TO THE EXTENT WHERE THE ANONYMITY OF INDIVIDUALS MAY BE COMPROMISED. RESULTS FOR TEAMS WITH LESS THAN 10 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND THE ORGANISATION OVERALL.

% POSITIVE

WHERE RESULTS ARE SHOWN AS POSITIVE PERCENTAGES (% POSITIVE), THESE ARE CALCULATED BY ADDING TOGETHER POSITIVE RESPONSES ("STRONGLY AGREE" + "AGREE") AND DIVIDING BY THE NUMBER OF RESPONDENTS WHO ANSWERED THE QUESTION.



ROUNDING

RESULTS ARE PRESENTED AS WHOLE NUMBERS FOR EASE OF READING, WITH ROUNDING PERFORMED AT THE LAST STAGE OF CALCULATION FOR MAXIMUM ACCURACY. VALUES FROM X.00 TO X.49 ARE ROUNDED DOWN AND VALUES FROM X.50 TO X.99 ARE ROUNDED UP. THEREFORE IN SOME INSTANCES, RESULTS MAY NOT TOTAL 100%.

	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	TOTAL
NUMBER OF RESPONSES	151	166	176	96	24	613
PERCENTAGE	24.63%	27.08%	28.71%	15.66%	3.92%	100%
ROUNDED PERCENTAGE	25%	27%	29%	16%	4%	101%
NUMBER OF POSITIVE	151 + 166 = 317					
% POSITIVE	317 ÷ 613 = 52%					



NHSBT EMPLOYEE ENGAGEMENT SCORES



HOW ENGAGED IS YOUR TEAM?

In this section we report an overall indicator of employee engagement for the NHS. This has been calculated using the responses to nine individual questions which make up three Key Findings related to employee engagement. These are:

KF 22 Employee ability to contribute towards improvement at work

KF 24 Employee recommendation of the organisation as a place to work or receive treatment

KF 25 Employee motivation at work

Three scale summary scores were calculated by assigning numbers to a series of responses and calculating the average score.

Your Employee Engagement Score		% POSITIVE	Variance from Your Voice 2014	Benchmark Score
3.87			0.31 ↑	0.11 ↑
KF22	Employee ability to contribute towards improvement at work	3.86	0.40 ↑	0.13 ↑
KF24	Employee recommendation of the organisation as a place to work or receive treatment	4.01	0.29 ↑	0.31 ↑
KF25	Employee motivation at work	3.73	0.23 ↑	-0.11 ↓

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q6d. [Have not] Experienced harassment at work from: Patients / donors / services users, their relatives or others**	92%	Q25. Communication between the different parts of NHSBT is effective	30%	Q9. The last time you experienced harassment, bullying or any form of abuse at work was it reported?	60%
Q8d. [Have not] Experienced any form of abuse at work from: Patients / donors / services users, their relatives or others**	91%	Q17. I look forward to going to work	27%	Q10. If you have experienced harassment, bullying or abuse at work and it was reported, were you satisfied by the way it was dealt with?	56%
Q8b. [Have not] Experienced any form of abuse at work from: Team leaders/Supervisors**	91%	Q5. I believe the results of the survey will be shared with me by my manager	26%	Q25. Communication between the different parts of NHSBT is effective	50%
Q6b. [Have not] Experienced harassment at work from: Team leaders/Supervisors**	91%	Q15. I would recommend NHSBT as a place to work	23%	Q3. c - My immediate manager - Asks for my opinion before they make a decision that affects my work	22%
Q7b. [Have not] Experienced bullying at work from: Team leaders/Supervisors**	90%	Q13. I am able to make improvements happen in my area of work	21%	Q17. I look forward to going to work	17%

FIND YOUR HIGHEST SCORES

THESE QUESTIONS ARE YOUR HIGHEST SCORING.

- WHAT ARE EMPLOYEES MOST POSITIVE ABOUT? (STRENGTHS)

- WHAT ARE EMPLOYEES MOST NEUTRAL ABOUT? WHERE A LOT OF EMPLOYEES ARE RESPONDING 'NEITHER AGREE NOR DISAGREE' (% NEUTRAL), THIS MAY INDICATE MIXED VIEWS OR INCONSISTENT EXPERIENCES. (AREAS OF POTENTIAL)

- WHAT ARE EMPLOYEES MOST NEGATIVE ABOUT? (AREAS OF CONCERN)

** - INDICATES A NEGATIVELY PHRASED QUESTION THAT HAS HAD ITS SCORES REVERSED AND TEXT AMENDED



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW EVERY QUESTION ASKED IN THE SURVEY AND THE PROPORTION OF COLLEAGUES RESPONDING POSITIVELY (STRONGLY AGREE + AGREE), NEUTRALLY (NEITHER AGREE NOR DISAGREE) OR NEGATIVELY (DISAGREE + STRONGLY DISAGREE).

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO YOUR LAST SURVEY'S RESULTS AND THE BENCHMARK.

IS THERE ROOM FOR IMPROVEMENT?

YOUR MANAGER	66%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
Q1. a - My immediate manager - Encourages team work			74%	+14	+2
Q2. b - My immediate manager - Gives me clear feedback about my work			65%	+19	+5
Q3. c - My immediate manager - Asks for my opinion before they make a decision that affects my work			57%	+16	+1
Q4. d - My immediate manager - Is supportive			75%	+14	0
Q5. I believe the results of the survey will be shared with me by my manager			62%	-	-

KEY	**	INDICATES A NEGATIVELY PHRASED QUESTION THAT HAS HAD ITS SCORES REVERSED AND TEXT AMENDED		AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	
	T	TEXT CHANGE SINCE PREVIOUS SURVEY		AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR	



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IS THERE ROOM FOR IMPROVEMENT?

HEALTH AND WELL BEING AND SAFETY AT WORK	86%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
Q6a. [Have not] Experienced harassment at work from: Managers** (Yes / Prefer not to say / No)	88		88%	+22 ↑	-
Q6b. [Have not] Experienced harassment at work from: Team leaders/Supervisors** (Yes / Prefer not to say / No)	91		91%	+25 ↑	-
Q6c. [Have not] Experienced harassment at work from: Colleagues or peers** (Yes / Prefer not to say / No)	87		87%	+21 ↑	-
Q6d. [Have not] Experienced harassment at work from: Patients / donors / services users, their relatives or others** (Yes / Prefer not to say / No)	92		92%	+16 ↑	-
Q7a. [Have not] Experienced bullying at work from: Managers** (Yes / Prefer not to say / No)	86		86%	+20 ↑	-
Q7b. [Have not] Experienced bullying at work from: Team leaders/Supervisors** (Yes / Prefer not to say / No)	90		90%	+24 ↑	-
Q7c. [Have not] Experienced bullying at work from: Other colleagues (eg peers)** (Yes / Prefer not to say / No)	86		86%	+20 ↑	-

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IS THERE ROOM FOR IMPROVEMENT?

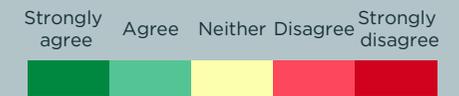
HEALTH AND WELL BEING AND SAFETY AT WORK	86%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
Q8a. [Have not] Experienced any form of abuse at work from: Managers** (Yes / Prefer not to say / No)	88	7	88%	+21 ↑	-
Q8b. [Have not] Experienced any form of abuse at work from: Team leaders/Supervisors** (Yes / Prefer not to say / No)	91		91%	+25 ↑	-
Q8c. [Have not] Experienced any form of abuse at work from: Colleagues or peers** (Yes / Prefer not to say / No)	86	9	86%	+20 ↑	-
Q8d. [Have not] Experienced any form of abuse at work from: Patients / donors / services users, their relatives or others** (Yes / Prefer not to say / No)	91		91%	+14 ↑	-
Q9. The last time you experienced harassment, bullying or any form of abuse at work was it reported? (Yes / Prefer not to say / No)	32	8	60	32%	-8 ↓
Q10. If you have experienced harassment, bullying or abuse at work and it was reported, were you satisfied by the way it was dealt with? (Yes / Prefer not to say / No)	14	30	56	14%	-17 ↓

KEY

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 T TEXT CHANGE SINCE PREVIOUS SURVEY

↑ AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

↓ AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO YOUR LAST SURVEY'S RESULTS AND THE BENCHMARK.

IS THERE ROOM FOR IMPROVEMENT?

WORKING AT NHSBT		74%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
	Q11. I am able to make suggestions to improve my area of work	30	51	11		82%	+27 ↑	+6 ↑	
	Q12. There are frequent opportunities for me to show my initiative in my role	28	42	18	10	70%	+1	-2	
	Q13. I am able to make improvements happen in my area of work	24	41	21	11	65%	+13 ↑	+6 ↑	
	Q14. Care of patients/service users is NHSBT's top priority	37	39	14		76%	+6 ↑	+5 ↑	
	Q15. I would recommend NHSBT as a place to work	26	41	23	9	67%	+13 ↑	+8 ↑	
	Q16. If a friend or relative was to donate or receive treatment, I would be happy with the standard of care provided by NHSBT	37	49	11		87%	-	+21 ↑	
	Q17. I look forward to going to work	16	40	27	12	56%	+7 ↑	-	
T	Q18. I am enthusiastic about my job	27	43	19	8	70%	+14 ↑	0	
	Q19. Time passes quickly when I am working	28	44	18		72%	-	-3	
T	Q20. I am proud to work for this organisation	38	42	14		80%	+8 ↑	-	

KEY	**	INDICATES A NEGATIVELY PHRASED QUESTION THAT HAS HAD ITS SCORES REVERSED AND TEXT AMENDED	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
	T	TEXT CHANGE SINCE PREVIOUS SURVEY	↓	AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					



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IS THERE ROOM FOR IMPROVEMENT?

WORKING AT NHSBT		74%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
	Q21. I intend to still be working for NHSBT in 12 months time	37	36	17			73%	-	-
	Q22. I am happy to go the 'extra mile' at work when required	46	43	8			89%	-	-
	Q23. Working here makes me want to do the best work I can	37	42	16			79%	-	-
	Q24. Considering everything I am satisfied with the job I do	28	45	17			74%	-	-
COMMUNICATION ACROSS NHSBT		20%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
T	Q25. Communication between the different parts of NHSBT is effective	17	30	33	17		20%	+7	-

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	T	TEXT CHANGE SINCE PREVIOUS SURVEY		AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR					

ORC EMPLOYEE ENGAGEMENT INDEX



HOW ENGAGED IS YOUR TEAM?

These results provide a measure of Engagement for your team using the ORC International Engagement model. At ORC we define an engaged employee as one who 'says, stays and strives':

- The 'say' element focuses on understanding employee advocacy - speaking positively about the organisation

- The 'stay' element is about employee commitment - a desire to be part of the organisation and an alignment with the organisational goals

- The 'strive' relates to an employee's discretionary effort, a desire to go above and beyond the call of duty to achieve success

YOUR ORC EMPLOYEE ENGAGEMENT SCORE		79%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM ORC UK BENCHMARK GROUP
SAY	Q20. I am proud to work for this organisation	38	42	14	80%	+8 ↑	+10 ↑	
	Q21. I intend to still be working for NHSBT in 12 months time	37	36	17	73%	-	0	
STAY	Q22. I am happy to go the 'extra mile' at work when required	46	43	8	89%	-	+2	
	Q23. Working here makes me want to do the best work I can	37	42	16	79%	-	+15 ↑	
	Q24. Considering everything I am satisfied with the job I do	28	45	17	74%	-	+3	

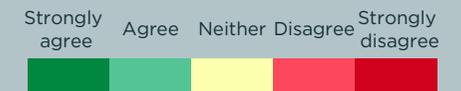
KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR





TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN DIFFERENT DIRECTORATES AND OVERALL, THIS CHART BENCHMARKS YOUR EMPLOYEE ENGAGEMENT SCORE, THEME SCORES AND QUESTION SCORES WITH THOSE OF YOUR TEAM.

HOW ENGAGED ARE YOUR PEOPLE COMPARED TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

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	NHSBT Overall	Blood Donation	Clinical	Communications	DTS	Finance	ICT	M & L
RESPONDENTS	2255	548	144	50	438	113	79	457
ORC EMPLOYEE ENGAGEMENT INDEX	79%	77%	85%	76%	78%	86%	73%	76%
Your Manager	66%	68%	73%	74%	64%	69%	57%	58%
Q1. a - My immediate manager - Encourages team work	74%	77%	80%	65%	72%	73%	62%	64%
Q2. b - My immediate manager - Gives me clear feedback about my work	65%	68%	72%	65%	62%	71%	54%	55%
Q3. c - My immediate manager - Asks for my opinion before they make a decision that affects my work	57%	54%	74%	72%	54%	60%	49%	50%
Q4. d - My immediate manager - Is supportive	75%	75%	85%	84%	73%	79%	72%	66%
Q5. I believe the results of the survey will be shared with me by my manager	62%	65%	55%	84%	58%	64%	46%	55%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
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	NHSBT Overall	ODT	Quality	Workforce
RESPONDENTS	2255	233	63	129
ORC EMPLOYEE ENGAGEMENT INDEX	79%	79%	85%	87%
Your Manager	66%	70%	73%	83%
Q1. a - My immediate manager - Encourages team work	74%	78%	86%	91%
Q2. b - My immediate manager - Gives me clear feedback about my work	65%	71%	59%	80%
Q3. c - My immediate manager - Asks for my opinion before they make a decision that affects my work	57%	59%	62%	72%
Q4. d - My immediate manager - Is supportive	75%	78%	84%	87%
Q5. I believe the results of the survey will be shared with me by my manager	62%	64%	73%	85%

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ORC EMPLOYEE ENGAGEMENT INDEX	79%	77%	85%	76%	78%	86%	73%	76%
Health and Well Being and Safety at Work	86%	81%	93%	91%	87%	91%	90%	84%
Q6a. [Have not] Experienced harassment at work from: Managers**	88%	87%	95%	92%	87%	92%	87%	84%
Q6b. [Have not] Experienced harassment at work from: Team leaders/Supervisors**	91%	87%	97%	98%	91%	96%	94%	87%
Q6c. [Have not] Experienced harassment at work from: Colleagues or peers**	87%	84%	94%	94%	86%	90%	97%	81%
Q6d. [Have not] Experienced harassment at work from: Patients / donors / services users, their relatives or others**	92%	80%	97%	100%	97%	98%	99%	96%
Q7a. [Have not] Experienced bullying at work from: Managers**	86%	86%	90%	98%	83%	88%	84%	84%
Q7b. [Have not] Experienced bullying at work from: Team leaders/Supervisors**	90%	87%	96%	96%	90%	94%	95%	88%
Q7c. [Have not] Experienced bullying at work from: Other colleagues (eg peers)**	86%	84%	92%	88%	89%	92%	91%	83%

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Q8a. [Have not] Experienced any form of abuse at work from: Managers**	88%	88%	94%	90%	85%	89%	86%	86%
Q8b. [Have not] Experienced any form of abuse at work from: Team leaders/Supervisors**	91%	87%	98%	98%	92%	95%	95%	88%
Q8c. [Have not] Experienced any form of abuse at work from: Colleagues or peers**	86%	86%	92%	86%	88%	90%	91%	82%
Q8d. [Have not] Experienced any form of abuse at work from: Patients / donors / services users, their relatives or others**	91%	74%	96%	98%	97%	98%	99%	97%
Q9. The last time you experienced harassment, bullying or any form of abuse at work was it reported?	32%	38%	20%	21%	31%	32%	8%	31%
Q10. If you have experienced harassment, bullying or abuse at work and it was reported, were you satisfied by the way it was dealt with?	14%	18%	6%	(r)	11%	18%	(r)	11%

- AT LEAST 5 PERCENTAGE POINTS GREATER THAN UNIT SCORE
- AT LEAST 5 PERCENTAGE POINTS LESS THAN UNIT SCORE



TEAM COMPARISON



HOW DO YOU COMPARE?

TO GET AN IDEA OF HOW YOU'RE DOING COMPARED TO OTHERS IN DIFFERENT DIRECTORATES AND OVERALL, THIS CHART BENCHMARKS YOUR EMPLOYEE ENGAGEMENT SCORE, THEME SCORES AND QUESTION SCORES WITH THOSE OF YOUR TEAM.

HOW ENGAGED ARE YOUR PEOPLE COMPARED TO OTHERS?

WHERE COMPARATIVELY YOU ARE NOT DOING SO WELL, SPEAK TO HIGHER SCORING TEAMS WITH SIMILAR CHALLENGES TO SEE IF THERE ARE SOME BEST PRACTICES THAT HAVE WORKED FOR THEM.

** - INDICATES A NEGATIVELY PHRASED QUESTION THAT HAS HAD ITS SCORES REVERSED AND TEXT AMENDED

	NHSBT Overall	ODT	Quality	Workforce
RESPONDENTS	2255	233	63	129
ORC EMPLOYEE ENGAGEMENT INDEX	79%	79%	85%	87%
Health and Well Being and Safety at Work	86%	84%	90%	95%
Q8a. [Have not] Experienced any form of abuse at work from: Managers**	88%	84%	87%	95%
Q8b. [Have not] Experienced any form of abuse at work from: Team leaders/Supervisors**	91%	87%	97%	98%
Q8c. [Have not] Experienced any form of abuse at work from: Colleagues or peers**	86%	83%	85%	95%
Q8d. [Have not] Experienced any form of abuse at work from: Patients / donors / services users, their relatives or others**	91%	90%	100%	98%
Q9. The last time you experienced harassment, bullying or any form of abuse at work was it reported?	32%	30%	18%	36%
Q10. If you have experienced harassment, bullying or abuse at work and it was reported, were you satisfied by the way it was dealt with?	14%	18%	10%	(r)

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	NHSBT Overall	Blood Donation	Clinical	Communications	DTS	Finance	ICT	M & L
RESPONDENTS	2255	548	144	50	438	113	79	457
ORC EMPLOYEE ENGAGEMENT INDEX	79%	77%	85%	76%	78%	86%	73%	76%
Working at NHSBT	74%	72%	82%	75%	73%	80%	68%	70%
Q11. I am able to make suggestions to improve my area of work	82%	80%	89%	88%	79%	90%	78%	77%
Q12. There are frequent opportunities for me to show my initiative in my role	70%	66%	84%	83%	67%	72%	66%	63%
Q13. I am able to make improvements happen in my area of work	65%	61%	74%	80%	58%	73%	57%	60%
Q14. Care of patients/service users is NHSBT's top priority	76%	71%	85%	76%	76%	80%	66%	74%
Q15. I would recommend NHSBT as a place to work	67%	62%	77%	65%	66%	75%	56%	61%
Q16. If a friend or relative was to donate or receive treatment, I would be happy with the standard of care provided by NHSBT	87%	86%	87%	94%	86%	93%	85%	84%
Q17. I look forward to going to work	56%	54%	70%	50%	52%	62%	52%	51%
Q18. I am enthusiastic about my job	70%	68%	82%	66%	73%	72%	67%	63%
Q19. Time passes quickly when I am working	72%	72%	79%	70%	72%	79%	64%	63%
Q20. I am proud to work for this organisation	80%	77%	85%	90%	78%	91%	81%	77%



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RESPONDENTS	2255	233	63	129
ORC EMPLOYEE ENGAGEMENT INDEX	79%	79%	85%	87%
Working at NHSBT	74%	77%	77%	85%
Q11. I am able to make suggestions to improve my area of work	82%	81%	90%	95%
Q12. There are frequent opportunities for me to show my initiative in my role	70%	75%	72%	85%
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Q18. I am enthusiastic about my job	70%	77%	63%	80%
Q19. Time passes quickly when I am working	72%	79%	71%	81%
Q20. I am proud to work for this organisation	80%	82%	90%	91%

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ORC EMPLOYEE ENGAGEMENT INDEX	79%	77%	85%	76%	78%	86%	73%	76%
Working at NHSBT	74%	72%	82%	75%	73%	80%	68%	70%
Q21. I intend to still be working for NHSBT in 12 months time	73%	72%	77%	54%	74%	78%	63%	76%
Q22. I am happy to go the 'extra mile' at work when required	89%	86%	95%	94%	89%	96%	87%	85%
Q23. Working here makes me want to do the best work I can	79%	80%	84%	72%	77%	82%	68%	76%
Q24. Considering everything I am satisfied with the job I do	74%	73%	84%	70%	74%	80%	63%	69%
Communication across NHSBT	20%	18%	23%	16%	19%	31%	13%	16%
Q25. Communication between the different parts of NHSBT is effective	20%	18%	23%	16%	19%	31%	13%	16%

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01.

Take the time to digest the scores and identify the areas where you are performing well.

These will tend to be high scores which are notably above any comparative scores. These should be celebrated. Share the good news with employees.



UNDERSTANDING YOUR REPORT AND GETTING TO ACTION!

- THE SCORES ON THE FRONT PAGE GIVE YOU SOME SUMMARY INFORMATION. FIRST TAKE THE TIME TO FULLY UNDERSTAND THIS REPORT BEFORE SHARING WITH OTHERS.

- WHAT IS YOUR RESPONSE RATE? IF HIGH, THE RESULTS WILL BE REPRESENTATIVE OF THE VIEWS OF YOUR COLLEAGUES. IF LOW (<20%) TAKE CARE WHEN INTERPRETING THE RESULTS. ENCOURAGE ALL COLLEAGUES TO HELP WITH ACTION PLANNING AND HOPEFULLY THIS WILL ENCOURAGE THEM TO COMPLETE THE SURVEY NEXT TIME.

- HOW DO YOUR SCORES COMPARE TO YOUR PARENT UNIT OR THE ORGANISATION OVERALL?

ARE THERE ANY SCORES THAT ARE UNEXPECTED?

Identify areas that need improvement.

02.

These will be the lower scores, and/or those which are scoring notably below your comparators. Discuss these areas with your colleagues in focus groups or one2ones, gather their thoughts and solutions before deciding actions to take.

03.

High neutral responses (lots of employees ticking 'neither agree nor disagree')

Ask your colleagues about their views to find out what is causing this uncertainty. More communication and involvement may help to shift them to a positive frame of mind.

04.

It may be helpful to discuss with your manager or other colleagues (your peers, HR, subject experts) to share ideas before developing plans for action.

There are lots of websites of ideas and case studies to give you further inspiration and top tips.

05.

Some actions may be 'quick wins' and short term. However, in most instances, you will need to think longer term.

What do you want employees to be saying about their working lives in the future?

What should be put in place to achieve this?

The 'All questions' pages show every question asked in the survey and the proportion of colleagues responding positively (strongly agree + agree), neutrally (neither agree nor disagree) or negatively (disagree + strongly disagree). Look at how your positive score compares to your parent unit, and your last survey's results.

Is there room for improvement?

06.

TIME TO TAKE ACTION


CELEBRATE

The things we do well:

THINK ABOUT HOW WE CAN BUILD ON OUR STRENGTHS AND LEARN FROM WHAT WE ARE GOOD AT.


INVESTIGATE FURTHER WITH OUR TEAMS

Are there any other opportunities coming out of the results that we want to explore further?

HOW COULD WE INVESTIGATE? THROUGH LOOKING AT THE DATA IN MORE DETAIL OR THROUGH DISCUSSIONS WITH COLLEAGUES?


OPPORTUNITIES

Areas we need to focus on and turn into action plans:

WHAT ARE THE KEY THINGS WE NEED TO IMPROVE TO MAKE WORKING HERE BETTER?



USE THIS PAGE TO START YOUR LOCAL ACTION PLANS

- IDENTIFY AREAS TO CELEBRATE, OPPORTUNITIES FOR IMPROVEMENT AND AREAS WHICH YOU NEED TO INVESTIGATE FURTHER.

- PRIORITISE 3 AREAS TO TAKE FORWARD

PRIORITISE 3 AREAS FOR ACTION	TIMESCALES	OWNER	RESOURCES REQUIRED	TARGET / SUCCESS MEASURE
01.				
02.				
03.				