

2024 Our Voice Survey Detailed Results

Prepared for the NHSBT Board

30th July, 2024



1. Timeline – where are we now
 2. Pre and Post Survey Engagement
 3. Survey Outcomes
 - National Highlights
 - Noteworthy data points and look at new data
 - Peakon identified areas for focus
 4. EDI highlighted areas and data
 5. Priorities agreed by ET
 6. Appendices: Additional Detailed Analysis
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Blood and Transplant
We are here



Jan 2024

March 2024

May 2024

June 2024

June 2024

July 2024

Autumn 2024

1

ET Sign Off

2

Survey Prep

3

Full National Survey (Peakon)

4

Results Available

5

Results Shared

6

National Priorities Agreed

7

Action Planning

- Comms drip feed, Line Manager Training, Stakeholder engagement

▪ Opens Tuesday, 7th May

• Closes Friday, 7th June

- ET Sign off on high level Results
- Results Published

- Paper to go to ET with detailed results
- Priorities shared with People Committee, Board

- Directorate Action Plans Completed
- Local Action Planning Continues



Pre and Post Survey Engagement

Pre-Survey

- SMT & PCP Briefing Sessions
- 340 Line Managers Trained
- Training Materials uploaded to Link



Mid-Survey

- Full '*You Said-We Did*' Communications Plan
- HR Direct Support
- League tables distributed to PCPs to improve uptake



Post-Survey

- 600+ system generated team reports available
- 124 view only accesses created for bespoke analysis on key areas
- 16 bespoke reports provided for matrix teams





National Highlights



Blood and Transplant

NHSBT Participation	NHSBT Respondents	NHSBT Engagement Score	NHS Survey Participation	NHS Survey Respondents	NHS Engagement Score
62% -1% compared to 2023	4279 (37968 comments)	7.2 (out of 10) -0.2 below benchmark* (7.4) +0.1 compared to 2023	48%	707,460	6.89 (out of 10)

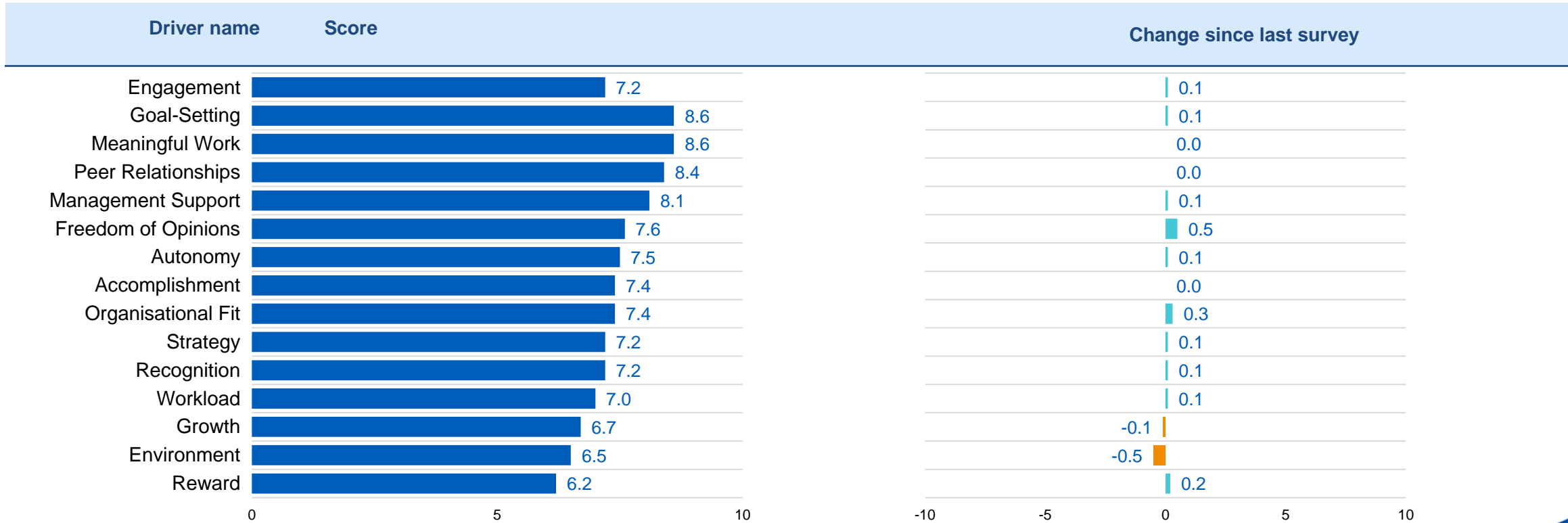
Promoters (score of 9-10)	Passives (score of 7-8)	Detractors (score of 1-6)
40% (1695 respondents)	34% (1473 respondents)	26% (1107 respondents)

*benchmark is all organisations using Peakon who have declared as Govt / Public Sector

Contributing factors:

- Forward Together Programme: Anti Racism Framework, WinLabs and L&D Activity
- Changes to our WDES and WRES action plans
- Directorate level EDI focus by EDI leads, Champions, and EDI groups
- Delivery of Directorate level action plans with a key focus on addressing workload

"NHS Blood and Transplant" driver scores



Noteworthy Outcomes

- **12.3% (-1.1%)** Harassment Bullying and Abuse (Our National Priority)
- **8.6** Meaningful Work and Goal Setting Drivers
- **7.0 (+0.3)** Wellbeing Driver
- **7.5 (+0.5)** BME Engagement
- **7.0 (-0.1)** LGBT+ Engagement
- **6.5 (-0.1)** Disability Engagement

- **50%** of Part-time colleagues completed the survey vs **68%** full-time.

New Data for 2024:

- **8.0** 'I would feel secure raising concerns about unsafe clinical practice' (Similar question rated 71% in NHS*)
- **7.6** 'I am confident that NHSBT would address my clinical practice concern' (Similar question rated 57% in NHS*)
- **7.1** 'Senior Leaders believe NHSBT to be an intentionally inclusive organisation'
- **6.2** Transformation and Change Driver



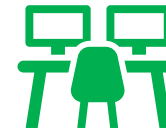
THRIVE

Growth- Career Path

‘I see a path for me to advance my career in this organisation’

Improvement of 5.6 to **5.8 in 2024**

Lowest Scoring Segment: **Healthcare Assistants in Bands 3 and 4 scoring 4.4**



THRIVE

Environment

‘When I need a break, I have spaces to relax and chat with others’

Improvement of 6.4 to **6.5 in 2024**

Lowest Scoring Segment: **Healthcare Assistants in Bands 3 and 4 scoring 4.4**

Whilst the scores in both drivers have improved, analysis has determined a linear correlation between the overall growth driver, environment and organisational loyalty, and band 3, 4 & 6 (see Appendix 3 & 4)


Group/Characteristic	Number of Colleagues	Number of Respondents	Response Rate (%)	Engagement Score	Change since May 2023
NHS Blood and Transplant	6953	4279	62%	7.2	Improved by 0.1
LGBT+	391	260	66%	7	Declined by 0.1
BAME	1568	863	55%	7.5	Improved by 0.5
Disabled	638	617	97%	6.5	Declined by 0.1

Agreed with ET

- Growth - Career Pathways to be our National priority for 2024/25.
- It is recognised that we need to align this with deliverables within our People Plan.
- We will also focus on Disability to understand needs and experiences at a deeper level and how we can address these to improve employee experience and engagement for this group.
- We will continue work that has started to address the areas of Harassment, Bullying & Abuse
- We will maintain the ongoing focus to improve experience and engagement for our BAME community
- We will continue to engage with our Networks and the ET leads
- We will keep an eye on environment (and provide more detailed analysis) and on people experiences in relation to discrimination from patients/donors (providing more detailed analysis).
- CPO will be the ET lead for championing the Growth priority to agree actions and deliver against the agreed national priorities for 2024/25.

Appendix 1:

National Driver Scores showing the differences to Benchmark



"NHS Blood and Transplant" driver scores

