



NHSBT - YOUR VOICE - BE HEARD 2016

NHS Blood & Transplant Special Health Authority Overall

RESPONSE RATE:

80%

RESPONSES:

4212
of 5239



Blood and Transplant



YOUR NHS ENGAGEMENT SCORE:

3.73



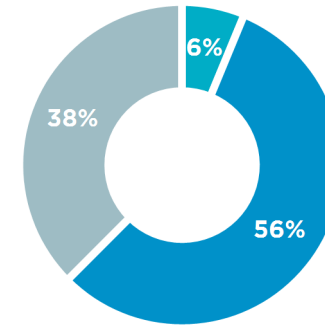
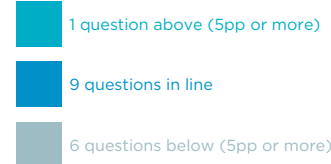
2015 NHSBT Engagement Score ↓ 3.87

2014 NHSBT Engagement Score ↑ 3.56

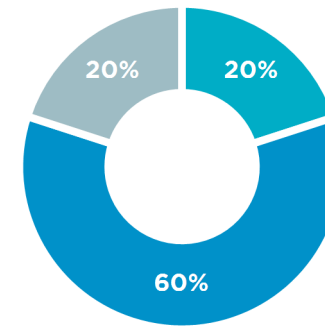
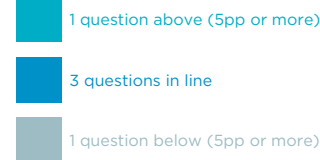
Benchmark Score ↓ 3.76

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

VARIANCE FROM PREVIOUS SURVEY



VARIANCE FROM BENCHMARK



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.



TOP 3 MOST IMPROVED QUESTIONS:

VARIANCE FROM PREVIOUS SURVEY

Q2. Communication between my department and other relevant areas of NHSBT is effective	+19
Q30. Care of Donors, Patients and Service Users is NHSBT's top Priority	+4
Q35. I am proud to work for NHSBT	+2



TOP 3 HIGHEST SCORING QUESTIONS:

% POSITIVE

Q31. My job contributes to saving and improving lives of patients, donors and their families	94%
Q19. I know what behaviours are expected of me in my role	94%
Q7. I am encouraged to report near misses, incidents and accidents	89%

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 RECENT SURVEYS OF ALL OTHER NHS ORGANISATIONS.

WHERE NO EXTERNAL BENCHMARK DATA IS AVAILABLE FOR THE SECTOR, THE ORC UK BENCHMARK NORM IS USED.

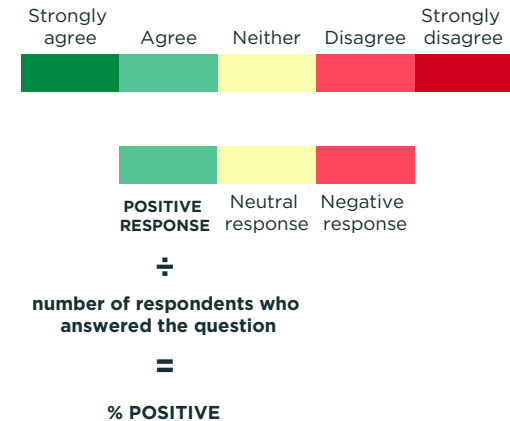
B QUESTIONS COMPARED TO THE ORC UK DATA IN THIS REPORT ARE IDENTIFIED WITH A "B" SYMBOL.

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 6 WILL NOT RECEIVE AN INDIVIDUAL REPORT. HOWEVER, THEIR DATA WILL STILL CONTRIBUTE TO THE SCORES FOR THEIR GROUP AND NHSBT 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 NHSBT Employee Engagement Score	3.73	% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
KF22	Employee ability to contribute towards improvement at work	3.62		-0.14 ↓	+0.17 ↑	-0.03 ↓
KF24	Employee recommendation of the organisation as a place to work or receive treatment	3.93		-0.08 ↓	+0.21 ↑	+0.23 ↑
KF25	Employee motivation at work	3.63		-0.10 ↓	+0.13 ↑	-0.21 ↓

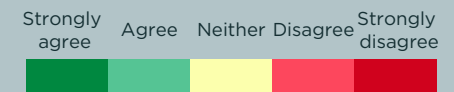
KEY



GREATER THAN COMPARATOR



LESS THAN COMPARATOR





KEY QUESTIONS TO FOCUS ON



WHAT TO FOCUS ON?

THESE KEY QUESTIONS HAVE BEEN IDENTIFIED AS BEING IMPORTANT TO EMPLOYEES IN YOUR BUSINESS UNIT.

THEY ARE NOT NECESSARILY THE QUESTIONS WITH THE LOWEST SCORES.

SOME WILL BE AREAS TO IMPROVE UPON AND SOME WILL BE AREAS TO MAINTAIN.

DEVELOP ACTIONS AND ACTIVITIES TO IMPROVE UPON THESE, WHERE POSSIBLE, TO DRIVE HIGHER LEVELS OF PERFORMANCE.

AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR

AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

%
POSITIVE

VARIANCE FROM YOUR VOICE 2015

VARIANCE FROM YOUR VOICE 2014

VARIANCE FROM BENCHMARK

		% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
.1	Q4. I am satisfied with the opportunities I have to progress my role/career at NHSBT	46%	-	-	-2
.2	Q34. Senior Leaders at NHSBT are approachable and listen to my feedback	32%	-	-	-
.3	Q32. NHSBT has a clear vision for the future	59%	-	-	+10
.4	Q14. Overall I feel safe and secure in my working environment	80%	-	-	-
.5	Q6. NHSBT takes a positive interest in my health, safety and well being	55%	-	-	-1
.6	Q16. My manager motivates and inspires me to be more effective in my job	55%	-	-	-11
.7	Q8. I am confident that if I see a potentially unsafe situation or practice in the workplace that I can challenge it	87%	-	-	-



HEADLINE SCORES

HIGHEST POSITIVE SCORING QUESTIONS	% POSITIVE	HIGHEST NEUTRAL SCORING QUESTIONS	% NEUTRAL	HIGHEST NEGATIVE SCORING QUESTIONS	% NEGATIVE
Q31. My job contributes to saving and improving lives of patients, donors and their families	94%	Q33. Overall I believe the senior leaders at NHSBT will make the right decisions for the future	40%	Q2. Communication between my department and other relevant areas of NHSBT is effective	31%
Q19. I know what behaviours are expected of me in my role	94%	Q34. Senior Leaders at NHSBT are approachable and listen to my feedback	39%	Q4. I am satisfied with the opportunities I have to progress my role/career at NHSBT	31%
Q7. I am encouraged to report near misses, incidents and accidents	89%	Q24. I look forward to going to work	34%	Q5. I am able to strike the right balance between my work and home life	29%
Q37. I am happy to go the extra mile at work when required	88%	Q40. I believe that action will be taken as a result of this survey	32%	Q34. Senior Leaders at NHSBT are approachable and listen to my feedback	28%
Q8. I am confident that if I see a potentially unsafe situation or practice in the workplace that I can challenge it	87%	Q2. Communication between my department and other relevant areas of NHSBT is effective	30%	Q40. I believe that action will be taken as a result of this survey	28%



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)**



ALL QUESTIONS



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 THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

COMMUNICATION		49%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK	
B	Q1. NHSBT does a good job of keeping me informed about matters affecting me	9	50	22	15	59%	-	-	0	
T B	Q2. Communication between my department and other relevant areas of NHSBT is effective	34	30	24		39%	+19 ↑	+26 ↑	+2	
MY WELFARE		54%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK	
B	Q3. I am satisfied with the learning, training and development available to me	17	45	17	14	63%	-	-	-2	
K B	Q4. I am satisfied with the opportunities I have to progress my role/career at NHSBT	11	35	23	20	11	46%	-	-	-2
B	Q5. I am able to strike the right balance between my work and home life	12	39	19	19	11	52%	-	-	-15 ↓

KEY	K	KEY DRIVER QUESTIONS	↑	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					
	B	ORC UK BENCHMARK HAS BEEN USED							



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IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELL BEING		78%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
K B	Q6. NHSBT takes a positive interest in my health, safety and well being	12	42	25	14		55%	-	-	-1
	Q7. I am encouraged to report near misses, incidents and accidents	33	56	9			89%	-	-	-
K	Q8. I am confident that if I see a potentially unsafe situation or practice in the workplace that I can challenge it	31	57	8			87%	-	-	-
	Q9. In the last twelve months have you come to work despite not feeling well enough? (No / Prefer not to say / Yes)	29		67			29%	-	-	-
	Q10. During the past twelve months have you felt unwell as a result of work related stress? (No / Prefer not to say / Yes)	57	8	35			57%	-	-	-
	Q10a. Was it necessary to take time off as a result (No / Prefer not to say / Yes)	66	12	21			66%	-	-	-
B	Q11. Have you, in the past twelve months, been personally subjected to any form of Harassment, Bullying or Abuse in the workplace (No / Prefer not to say / Yes)	76	8	17			76%	-	-	-10 ↓

KEY	K KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELL BEING		78%	RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
T	Q11b. I reported my experience of Harassment, Bullying or Abuse (Yes / Prefer not to say / No)	39	14	47	39%	+7 ↑	-
	Q11c. Overall I was satisfied with how it was dealt with?	8	50	21	19	10%	-
B	Q12. Have you in the past twelve months been personally subjected to any form of discrimination in the workplace (No / Prefer not to say / Yes)	86		8	86%	-	+5 ↑
	Q12c. I reported my experience of discrimination (Yes / Prefer not to say / No)	26	14	60	26%	-	-
	Q12d. Overall I was satisfied with how it was dealt with?		54	18	23	5%	-
	Q13. If I was concerned about the quality of care given at NHSBT I would know how to report it?	19	58	13	9	77%	-
K	Q14. Overall I feel safe and secure in my working environment	24	56	14		80%	-

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MANAGEMENT		65%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
	Q15. I feel my manager keeps me informed on a regular basis	22	46	17	11	69%	-	-	-	
K B	Q16. My manager motivates and inspires me to be more effective in my job	19	36	25	14	55%	-	-	-11 ↓	
T	Q17. My manager gives me clear constructive feedback on my work	18	39	24	14	57%	-7 ↓	+12 ↑	-3	
B	Q18. My manager encourages us to come up with new or better ways of doing things	22	41	22	11	63%	-	-	-2	
	Q19. I know what behaviours are expected of me in my role	39	54			94%	-	-	-	
	Q20. I get recognition for doing good work	17	36	26	15	52%	-	-	0	
	Q21. My manager cares about my well-being	25	41	21	7	66%	-	-	-	

KEY	K KEY DRIVER QUESTIONS	↑ 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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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MY WORK		64%				RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
	Q22. I would recommend NHSBT as a place to work	19	42	24	10		61%	-6 ↓	+7 ↑	+2
T	Q23. If a friend or relative needed treatment I would be happy with the services and standard of care provided by NHSBT	32	53	11			86%	-1	-	+17 ↑
	Q24. I look forward to going to work	11	37	34	13		48%	-8 ↓	-1	-
	Q25. I am enthusiastic about my job	23	43	23	8		67%	-4	+10 ↑	-8 ↓
	Q26. Time passes quickly when I am working	22	46	23	7		68%	-4	-	-
B	Q27. I am able to make suggestions to improve my area of work	20	53	18	7		72%	-9 ↓	+18 ↑	0
T	Q28. There are frequent opportunities for me to show initiative in my role	18	41	25	13		59%	-11 ↓	-10 ↓	-
	Q29. I am able to make improvements happen in my area of work	15	39	29	13		55%	-10 ↓	+3	-

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

PATIENT CARE		87%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
T B	Q30. Care of Donors, Patients and Service Users is NHSBT's top Priority	37	43	11		80%	+4	+10 ↑	+3	
	Q31. My job contributes to saving and improving lives of patients, donors and their families	54	41			94%	-	-	-	
SENIOR LEADERSHIP		42%	RESPONSE SCALE				% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
K B	Q32. NHSBT has a clear vision for the future	15	44	29	9	59%	-	-	+10 ↑	
B	Q33. Overall I believe the senior leaders at NHSBT will make the right decisions for the future	29	40	16	8	36%	-	-	-15 ↓	
K	Q34. Senior Leaders at NHSBT are approachable and listen to my feedback	26	39	18	10	32%	-	-	-	

KEY	K	KEY DRIVER QUESTIONS	↑	AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR	Strongly agree	Agree	Neither	Disagree	Strongly disagree
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- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

MY PERCEPTIONS OF NHSBT		79%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK	
T B	Q35. I am proud to work for NHSBT	35	48	13		83%	+2	+11 ↑	+13 ↑	
T B	Q36. I intend to be working at NHSBT in 12 months time	34	38	18		72%	-2	-	-1	
B	Q37. I am happy to go the extra mile at work when required	42	47	8		88%	-1	-	+3	
T B	Q38. Working here makes me want to do the best work that I can	35	46	15		80%	+2	-	+16 ↑	
T B	Q39. Considering everything I am happy with the Job I do	24	49	17		73%	0	-	+4	
SURVEY ACTIONS		40%	RESPONSE SCALE			% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK	
B	Q40. I believe that action will be taken as a result of this survey	10	30	32	17	11	40%	-	-	-7 ↓

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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 EMPLOYEE ENGAGEMENT SCORE		79%			RESPONSE SCALE	% POSITIVE	VARIANCE FROM YOUR VOICE 2015	VARIANCE FROM YOUR VOICE 2014	VARIANCE FROM BENCHMARK
SAY	Q35. I am proud to work for NHSBT	35	48	13	83%	+2	+11 ↑	+13 ↑	
	Q39. Considering everything I am happy with the Job I do	24	49	17	73%	0	-	+4	
STAY	Q36. I intend to be working at NHSBT in 12 months time	34	38	18	72%	-2	-	-1	
STRIVE	Q37. I am happy to go the extra mile at work when required	42	47	8	88%	-1	-	+3	
	Q38. Working here makes me want to do the best work that I can	35	46	15	80%	+2	-	+16 ↑	

KEY

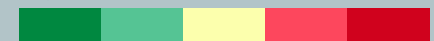


AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

Strongly agree Agree Neither Disagree Strongly disagree



ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW THE NON STANDARD QUESTIONS ASKED IN THE SURVEY AND HOW THE PROPORTION OF COLLEAGUES RESPONDED.

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELL BEING

RESPONSE SCALE

%

VARIANCE FROM YOUR VOICE 2015

Q9a. Did you feel pressure from

Manager/Supervisor		30%	-
Colleague		7%	-
Donor/Patient		2%	-
Other		60%	-

This question is only asked to those who responded 'Yes' to question 9 only and is not representative of NHSBT overall.

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELL BEING

RESPONSE SCALE

%

VARIANCE FROM YOUR VOICE 2015

Q11a. Who was the cause of your experience of Harassment, Bullying or Abuse

Manager/Supervisor		44%	+38 ↑
Colleague		43%	+34 ↑
Donor/Patient		4%	-2
Donor/Patient Relative		1%	-
Service User		2%	-
Other		6%	-

This question is only asked to those who responded 'Yes' to question 11 only and is not representative of NHSBT overall.

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



EXPLORE THE FULL RESULTS

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IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELL BEING

RESPONSE SCALE

%

VARIANCE FROM YOUR VOICE 2015

Q12a. What discrimination did you experience?

Ethnic Background		16%	-
Religion		5%	-
Disability		12%	-
Gender		13%	-
Age		12%	-
Sexual Orientation		4%	-
Other		55%	-

This question is only asked to those who responded 'Yes' to question 12 only and is not representative of NHSBT overall.

KEY



AT LEAST 5 PERCENTAGE POINTS GREATER THAN COMPARATOR



AT LEAST 5 PERCENTAGE POINTS LESS THAN COMPARATOR

ALL QUESTIONS



EXPLORE THE FULL RESULTS

- THESE PAGES SHOW THE NON STANDARD QUESTIONS ASKED IN THE SURVEY AND HOW THE PROPORTION OF COLLEAGUES RESPONDED.

- LOOK AT HOW YOUR POSITIVE SCORE COMPARES TO THE AVAILABLE COMPARISONS.

IS THERE ROOM FOR IMPROVEMENT?

HEALTH, SAFETY AND WELL BEING

RESPONSE SCALE

%

VARIANCE FROM YOUR VOICE 2015

Q12b. Who caused you to feel discriminated against?

Manager/Supervisor		59%	-
Colleague		29%	-
Donor/Patient		0%	-
Donor/Patient Relative	The data for this question has been hidden for anonymity reasons.		
Service User		0%	-
Other		11%	-

This question is only asked to those who responded 'Yes' to question 12 only and is not representative of NHSBT overall.

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 YOUR BUSINESS AREA AND BUSINESS 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.

	NHS Blood & Transplant Special Health Authority Overall	Blood Donation	Clinical	DTS	Finance	ICT	M&L	Marketing & Comms
RESPONDENTS	4212	1410	189	698	163	123	967	70
ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
Communication	49%	41%	60%	48%	60%	43%	45%	62%
Q1. NHSBT does a good job of keeping me informed about matters affecting me	59%	51%	70%	58%	70%	54%	54%	71%
Q2. Communication between my department and other relevant areas of NHSBT is effective	39%	31%	49%	39%	51%	32%	35%	53%
My Welfare	54%	47%	66%	54%	65%	46%	52%	59%
Q3. I am satisfied with the learning, training and development available to me	63%	58%	70%	63%	77%	40%	57%	71%
Q4. I am satisfied with the opportunities I have to progress my role/career at NHSBT	46%	39%	57%	49%	52%	33%	45%	41%
Q5. I am able to strike the right balance between my work and home life	52%	44%	71%	49%	66%	67%	54%	63%

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



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	NHS Blood & Transplant Special Health Authority Overall	ODT	Quality	Workforce
RESPONDENTS	4212	367	74	144
ORC EMPLOYEE ENGAGEMENT INDEX	79%	84%	86%	84%
Communication	49%	66%	66%	75%
Q1. NHSBT does a good job of keeping me informed about matters affecting me	59%	78%	74%	85%
Q2. Communication between my department and other relevant areas of NHSBT is effective	39%	53%	57%	65%
My Welfare	54%	63%	62%	71%
Q3. I am satisfied with the learning, training and development available to me	63%	82%	73%	78%
Q4. I am satisfied with the opportunities I have to progress my role/career at NHSBT	46%	61%	61%	59%
Q5. I am able to strike the right balance between my work and home life	52%	46%	53%	76%

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RESPONDENTS	4212	1410	189	698	163	123	967	70
ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
Health, Safety and Well Being	78%	74%	84%	77%	84%	77%	75%	79%
Q6. NHSBT takes a positive interest in my health, safety and well being	55%	43%	75%	54%	67%	64%	56%	70%
Q7. I am encouraged to report near misses, incidents and accidents	89%	91%	86%	90%	91%	76%	85%	75%
Q8. I am confident that if I see a potentially unsafe situation or practice in the workplace that I can challenge it	87%	86%	93%	87%	91%	84%	85%	89%
Q9. In the last twelve months have you come to work despite not feeling well enough? (No / Prefer not to say / Yes)	29%	23%	38%	28%	35%	39%	28%	37%
Q10. During the past twelve months have you felt unwell as a result of work related stress? (No / Prefer not to say / Yes)	57%	52%	65%	55%	67%	58%	57%	59%
Q10a. Was it necessary to take time off as a result (No / Prefer not to say / Yes)	66%	68%	73%	68%	79%	73%	57%	68%
Q11. Have you, in the past twelve months, been personally subjected to any form of Harassment, Bullying or Abuse in the workplace (No / Prefer not to say / Yes)	76%	70%	80%	78%	79%	89%	73%	83%



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RESPONDENTS	4212	367	74	144
ORC EMPLOYEE ENGAGEMENT INDEX	79%	84%	86%	84%
Health, Safety and Well Being	78%	87%	89%	87%
Q6. NHSBT takes a positive interest in my health, safety and well being	55%	67%	69%	78%
Q7. I am encouraged to report near misses, incidents and accidents	89%	96%	97%	88%
Q8. I am confident that if I see a potentially unsafe situation or practice in the workplace that I can challenge it	87%	93%	95%	93%
Q9. In the last twelve months have you come to work despite not feeling well enough? (No / Prefer not to say / Yes)	29%	36%	34%	49%
Q10. During the past twelve months have you felt unwell as a result of work related stress? (No / Prefer not to say / Yes)	57%	61%	59%	71%
Q10a. Was it necessary to take time off as a result (No / Prefer not to say / Yes)	66%	66%	91%	81%
Q11. Have you, in the past twelve months, been personally subjected to any form of Harassment, Bullying or Abuse in the workplace (No / Prefer not to say / Yes)	76%	84%	77%	91%

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RESPONDENTS	4212	1410	189	698	163	123	967	70
ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
Health, Safety and Well Being	78%	74%	84%	77%	84%	77%	75%	79%
Q11b. I reported my experience of Harassment, Bullying or Abuse (Yes / Prefer not to say / No)	39%	43%	35%	29%	24%	0%	46%	22%
Q11c. Overall I was satisfied with how it was dealt with?	10%	9%	9%	8%	9%	(r)	7%	22%
Q12. Have you in the past twelve months been personally subjected to any form of discrimination in the workplace (No / Prefer not to say / Yes)	86%	86%	89%	87%	86%	89%	81%	93%
Q12c. I reported my experience of discrimination (Yes / Prefer not to say / No)	26%	28%	9%	22%	38%	(r)	27%	(r)
Q12d. Overall I was satisfied with how it was dealt with?	5%	6%	11%	4%	9%	(r)	4%	(r)
Q13. If I was concerned about the quality of care given at NHSBT I would know how to report it?	77%	80%	75%	73%	81%	70%	70%	67%
Q14. Overall I feel safe and secure in my working environment	80%	71%	90%	84%	89%	90%	78%	93%



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	NHS Blood & Transplant Special Health Authority Overall	ODT	Quality	Workforce
RESPONDENTS	4212	367	74	144
ORC EMPLOYEE ENGAGEMENT INDEX	79%	84%	86%	84%
Health, Safety and Well Being	78%	87%	89%	87%
Q11b. I reported my experience of Harassment, Bullying or Abuse (Yes / Prefer not to say / No)	39%	43%	44%	25%
Q11c. Overall I was satisfied with how it was dealt with?	10%	16%	33%	13%
Q12. Have you in the past twelve months been personally subjected to any form of discrimination in the workplace (No / Prefer not to say / Yes)	86%	91%	91%	94%
Q12c. I reported my experience of discrimination (Yes / Prefer not to say / No)	26%	22%	(r)	(r)
Q12d. Overall I was satisfied with how it was dealt with?	5%	6%	(r)	(r)
Q13. If I was concerned about the quality of care given at NHSBT I would know how to report it?	77%	90%	91%	84%
Q14. Overall I feel safe and secure in my working environment	80%	87%	93%	94%

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RESPONDENTS	4212	1410	189	698	163	123	967	70
ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
Management	65%	63%	76%	65%	72%	63%	57%	71%
Q15. I feel my manager keeps me informed on a regular basis	69%	69%	78%	69%	75%	61%	59%	70%
Q16. My manager motivates and inspires me to be more effective in my job	55%	53%	69%	57%	63%	50%	46%	59%
Q17. My manager gives me clear constructive feedback on my work	57%	57%	63%	57%	63%	52%	49%	57%
Q18. My manager encourages us to come up with new or better ways of doing things	63%	59%	75%	66%	71%	60%	54%	71%
Q19. I know what behaviours are expected of me in my role	94%	96%	95%	91%	93%	80%	92%	94%
Q20. I get recognition for doing good work	52%	46%	69%	53%	63%	60%	45%	64%
Q21. My manager cares about my well-being	66%	63%	82%	65%	76%	74%	56%	80%

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Q18. My manager encourages us to come up with new or better ways of doing things	63%	76%	72%	86%
Q19. I know what behaviours are expected of me in my role	94%	97%	95%	95%
Q20. I get recognition for doing good work	52%	64%	61%	73%
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RESPONDENTS	4212	1410	189	698	163	123	967	70
ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
My Work	64%	55%	76%	67%	76%	69%	62%	77%
Q22. I would recommend NHSBT as a place to work	61%	46%	76%	65%	79%	64%	64%	73%
Q23. If a friend or relative needed treatment I would be happy with the services and standard of care provided by NHSBT	86%	83%	92%	87%	92%	87%	84%	97%
Q24. I look forward to going to work	48%	40%	54%	46%	63%	55%	45%	53%
Q25. I am enthusiastic about my job	67%	62%	74%	67%	75%	63%	62%	74%
Q26. Time passes quickly when I am working	68%	64%	80%	69%	75%	68%	63%	73%
Q27. I am able to make suggestions to improve my area of work	72%	63%	83%	78%	77%	74%	71%	89%
Q28. There are frequent opportunities for me to show initiative in my role	59%	45%	77%	64%	75%	71%	52%	80%
Q29. I am able to make improvements happen in my area of work	55%	41%	72%	57%	69%	67%	53%	74%



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Q24. I look forward to going to work	48%	65%	46%	63%
Q25. I am enthusiastic about my job	67%	81%	69%	78%
Q26. Time passes quickly when I am working	68%	78%	75%	83%
Q27. I am able to make suggestions to improve my area of work	72%	82%	86%	89%
Q28. There are frequent opportunities for me to show initiative in my role	59%	77%	77%	83%
Q29. I am able to make improvements happen in my area of work	55%	69%	72%	79%

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ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
Patient Care	87%	84%	89%	87%	91%	86%	89%	89%
Q30. Care of Donors, Patients and Service Users is NHSBT's top Priority	80%	71%	88%	81%	91%	85%	82%	84%
Q31. My job contributes to saving and improving lives of patients, donors and their families	94%	96%	89%	94%	91%	88%	96%	94%
Senior Leadership	42%	32%	56%	41%	57%	44%	38%	56%
Q32. NHSBT has a clear vision for the future	59%	49%	72%	59%	72%	60%	53%	66%
Q33. Overall I believe the senior leaders at NHSBT will make the right decisions for the future	36%	24%	52%	35%	48%	36%	32%	50%
Q34. Senior Leaders at NHSBT are approachable and listen to my feedback	32%	22%	45%	28%	52%	36%	29%	51%

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RESPONDENTS	4212	1410	189	698	163	123	967	70
ORC EMPLOYEE ENGAGEMENT INDEX	79%	75%	85%	80%	87%	75%	79%	80%
My perceptions of NHSBT	79%	75%	85%	80%	87%	75%	79%	80%
Q35. I am proud to work for NHSBT	83%	77%	90%	84%	90%	85%	82%	96%
Q36. I intend to be working at NHSBT in 12 months time	72%	67%	77%	74%	78%	65%	75%	51%
Q37. I am happy to go the extra mile at work when required	88%	84%	93%	91%	93%	85%	87%	94%
Q38. Working here makes me want to do the best work that I can	80%	80%	83%	78%	86%	71%	78%	85%
Q39. Considering everything I am happy with the Job I do	73%	69%	83%	73%	86%	69%	73%	72%
Survey Actions	40%	29%	58%	38%	53%	45%	38%	53%
Q40. I believe that action will be taken as a result of this survey	40%	29%	58%	38%	53%	45%	38%	53%

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Q36. I intend to be working at NHSBT in 12 months time	72%	73%	81%	72%
Q37. I am happy to go the extra mile at work when required	88%	93%	92%	95%
Q38. Working here makes me want to do the best work that I can	80%	88%	81%	87%
Q39. Considering everything I am happy with the Job I do	73%	81%	86%	74%
Survey Actions	40%	55%	70%	70%
Q40. I believe that action will be taken as a result of this survey	40%	55%	70%	70%

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WHAT ARE YOUR COLLEAGUES SAYING ABOUT THEIR WORKING EXPERIENCES?

THE WORD CLOUD IS A VISUAL REPRESENTATION OF THE FREQUENCY OF WORDS USED BY COLLEAGUES IN YOUR COMPANY. THE BIGGER THE WORD THE MORE FREQUENTLY IT WAS USED.

THE COMMENTS MADE BY YOUR COLLEAGUES WERE GROUPED INTO THEMES.

THE BAR CHART SHOWS THE TOP THEMES TO GIVE YOU AN IDEA OF WHERE TO FOCUS ACTION.

‘What is the best thing about working at NHSBT?’

The word cloud is a visual representation of the frequency of words used by colleagues not only in your business unit but in the company.



YOUR TOP 5 THEMES:





WHAT'S NEXT?

EMPLOYEES HAVE GIVEN THEIR FEEDBACK AND THESE RESULTS SHOW YOU WHERE YOU NEED TO MAKE IMPROVEMENTS OR WHERE YOU ARE PERFORMING WELL.

IT IS IMPORTANT TO DISCUSS THINGS FULLY IN ORDER TO UNDERSTAND UNDERLYING REASONS FOR THEIR OPINIONS BEFORE TAKING ACTION.

HOW WILL YOU MEASURE WHETHER YOUR ACTIONS HAVE BEEN SUCCESSFUL?

DON'T JUST WAIT FOR THE NEXT SURVEY. KEEP ASKING YOUR COLLEAGUES FOR THEIR FEEDBACK AND IDEAS THROUGHOUT THE YEAR.

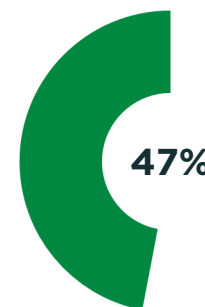
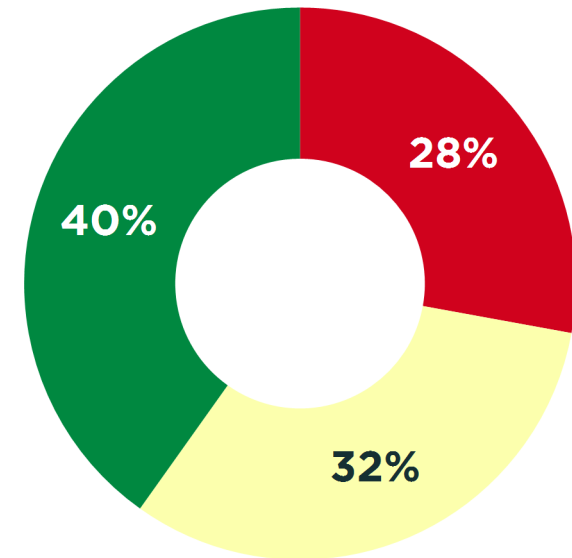
40%

of employees replied favourably to:

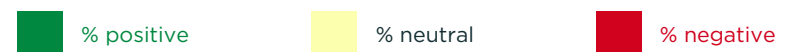
'I believe that action will be taken as a result of this survey.'

VARIANCE FROM BENCHMARK

-7↓



BENCHMARK



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 STAFF?

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.				