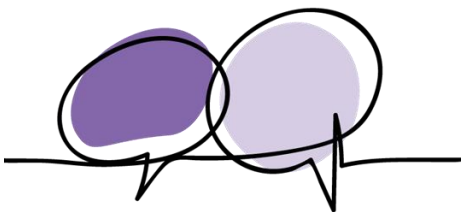


Compassionate Engagement

Rob Fordham, Head of Staff Experience



People Promise

The 2023 Numbers at a glance

National Engagement Levels

> 1.4 million

staff invited to complete
the survey

268

NHS organisations took
part in the 2023 survey

213

including all 215 NHS
Trusts

707,460

of staff responded to the
survey

48%

response rate nationally
(up from 46% in 2022)

113

questions to compare
progress against 2022

21

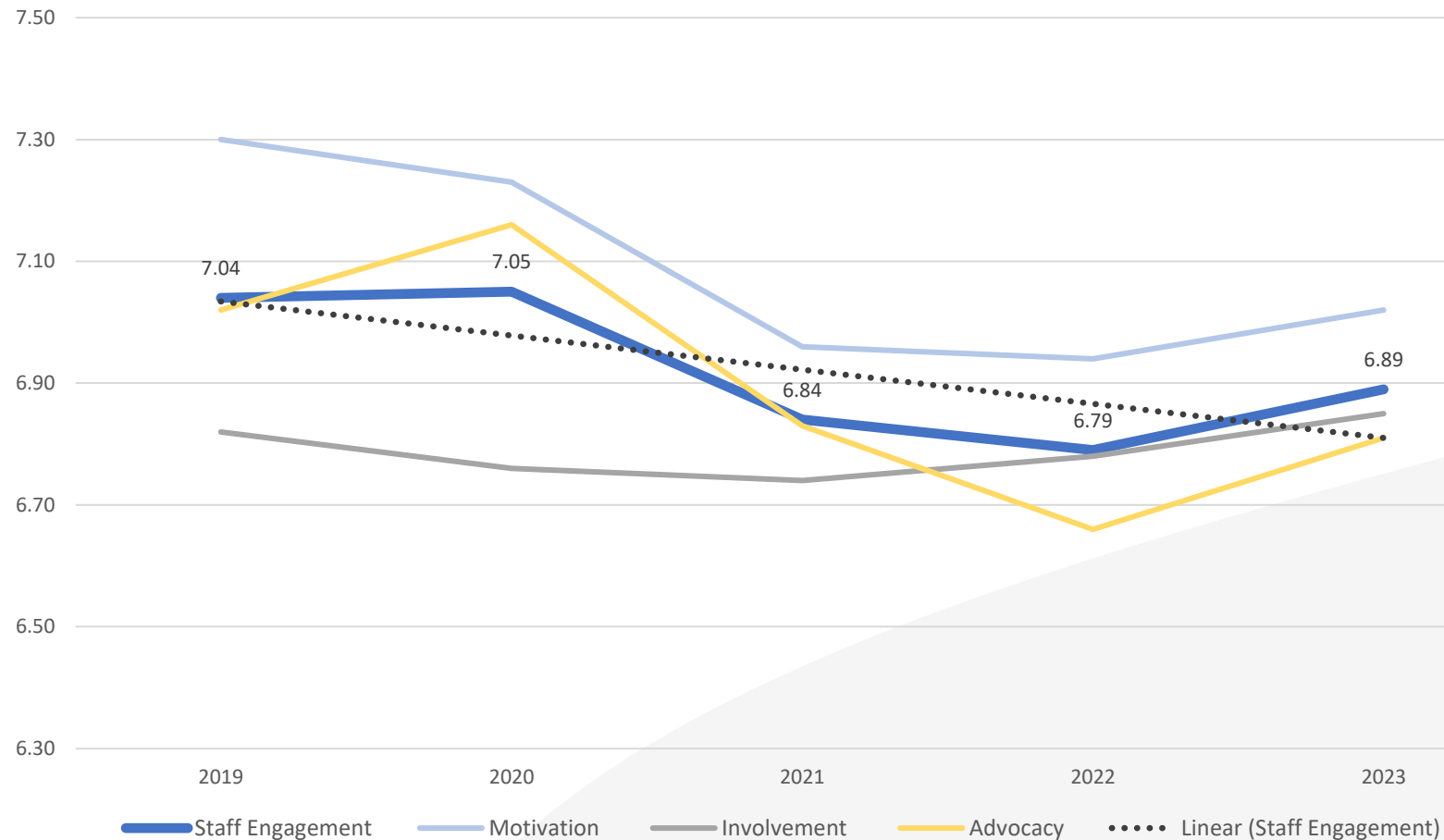
sub-scores from burnout
to work-pressures

6.89

Staff Engagement up
from 6.79 (2022)

Staff Engagement Nationally

5-year Trend (2019 – 2023)



Motivation

Similar level to 21/22 but remains lower than 19/20

Involvement

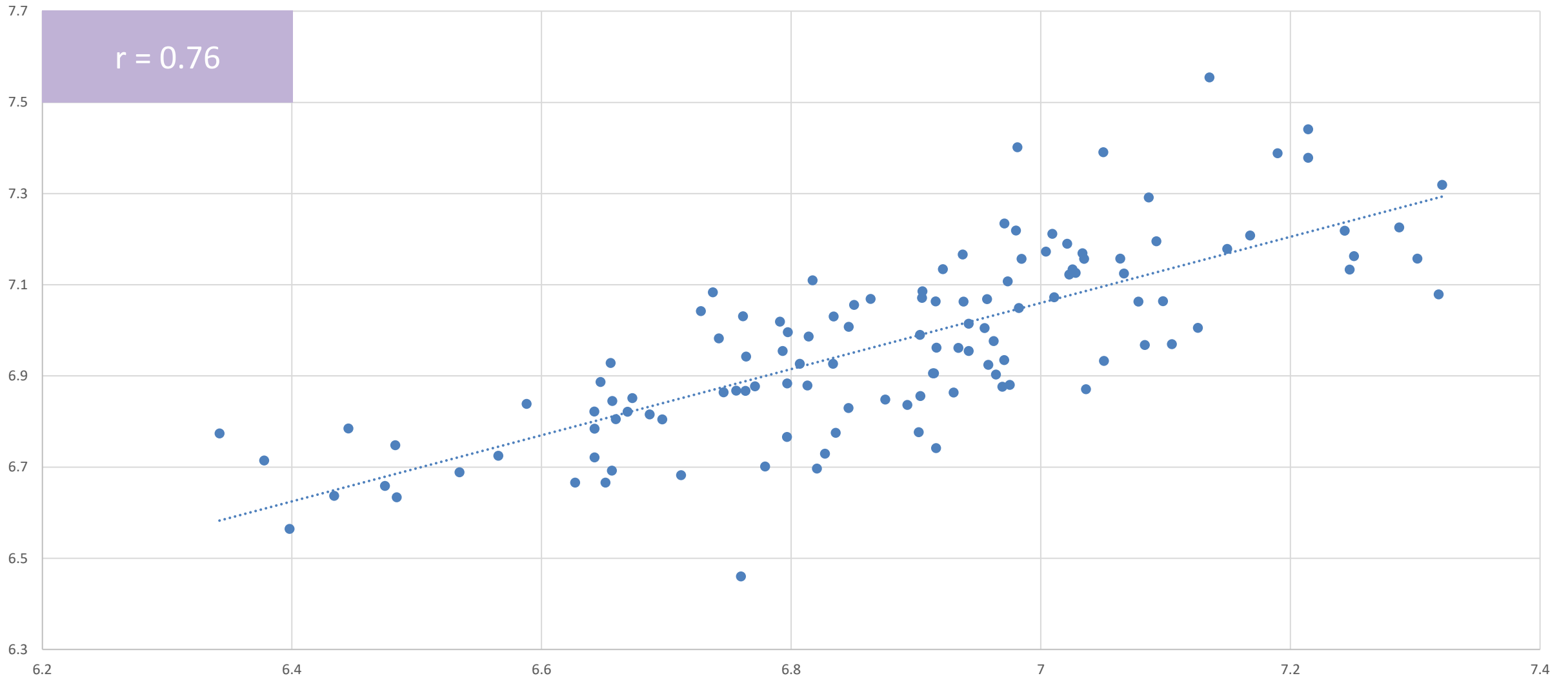
Similar to '22 (6.78) but at 5-year high

Advocacy

Recovered following 5-year low in '22 to '21 levels



Staff Engagement & compassionate leadership



National Staff Survey Results 2023

People | Workforce

Year

2021

2022

2023

Locality

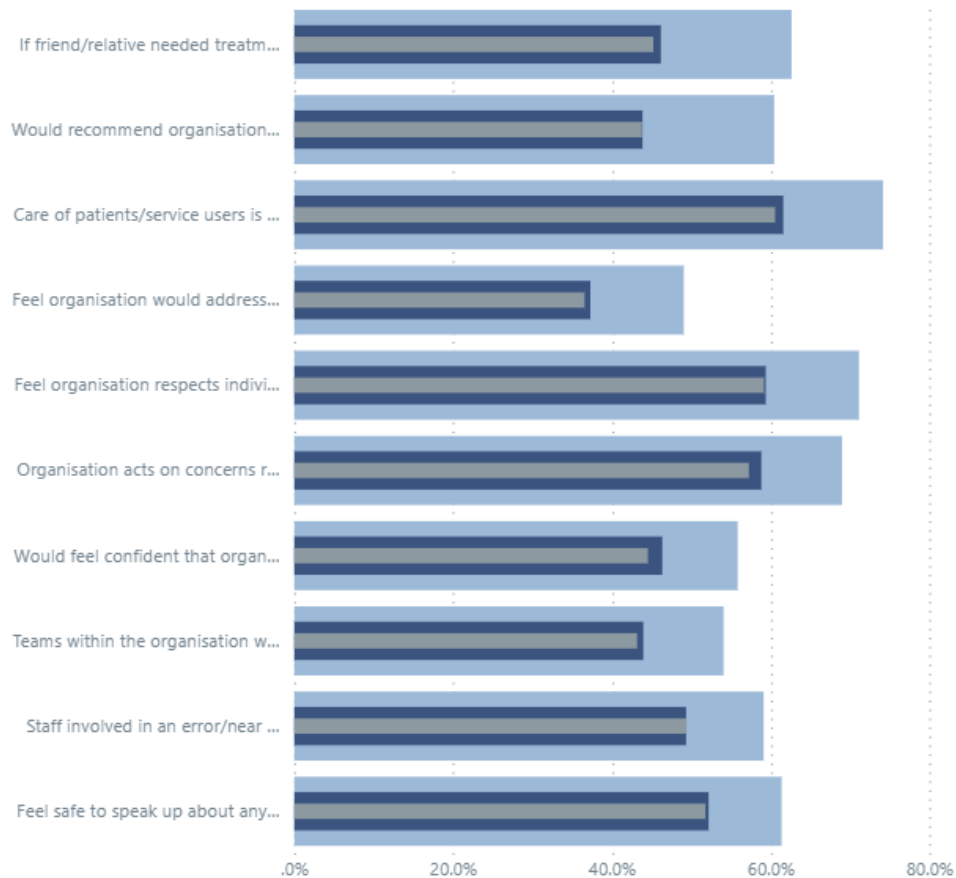
Trust: EKHUFT

Reset Slicers

Responses: 4,011

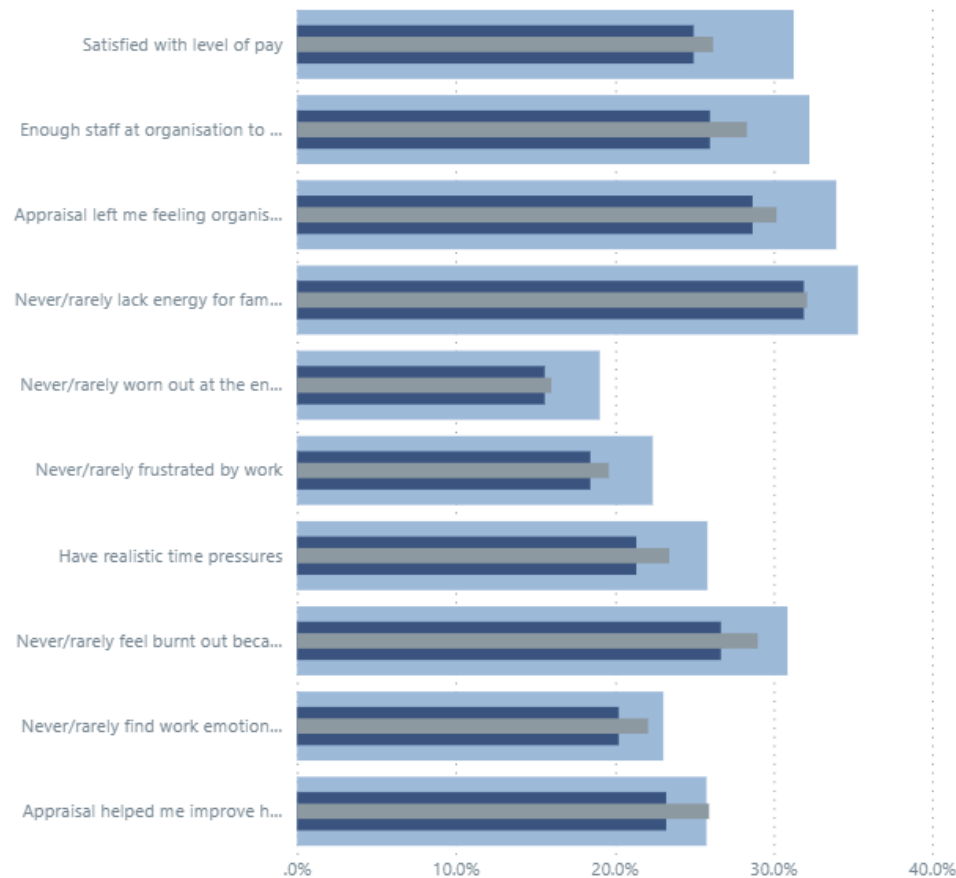
Trust 2023 results ranked vs Picker avg - 10 greatest variances

● Actual ● 3-Year Trust Average ● Picker Average



Trust 2023 results ranked by 2023 actual - 10 lowest scores

● Actual ● 3-Year Trust Average ● Picker Average



National Staff Survey Results 2023

Summary of Themes & Sub-Themes Over Time (Trust: EKHUFT)

Select Locality:

Trust: EKHUFT

Reset Page

Responses: 4,011



Select Year:

2022

2023

Theme/Sub Theme	Score Change
Appraisals	0.38 ▲
Support for work-life balance	0.24 ▲
P5 - We are always learning	0.22 ▲
P6 - We work flexibly	0.22 ▲
Flexible working	0.19 ▲
Health and safety climate	0.18 ▲
Work pressure	0.17 ▲
P2 - We are recognised and rewarded	0.15 ▲
Line management	0.14 ▲
Compassionate leadership	0.13 ▲

Theme/Sub Theme	Score Change
Burnout	0.13 ▲
Stressors	0.11 ▲
P7 - We are a team	0.11 ▲
M1 - Morale	0.11 ▲
P4 - We are safe and healthy	0.10 ▲
Team working	0.08 ▲
Development	0.07 ▲
P1 - We are compassionate and inclusive	0.03 ▾
Thinking about leaving	0.03 ▾
Autonomy and control	0.02 ▾

Theme/Sub Theme	Score Change
Involvement	0.02 ▾
Negative experiences	0.02 ▾
Inclusion	0.00 ▾
E1 - Staff Engagement	-0.01 ▾
Motivation	-0.01 ▾
Compassionate culture	-0.01 ▾
P3 - We each have a voice that counts	-0.01 ▾
Diversity and equality	-0.01 ▾
Advocacy	-0.03 ▾
Raising concerns	-0.05 ▾

National Staff Survey Results 2023

You are looking at detailed results for (We are compassionate and inclusive)

Responses: 4,011

Reset Page

Select Locality:

Trust: EKHUFT

Select Year:

2021 2022 2023

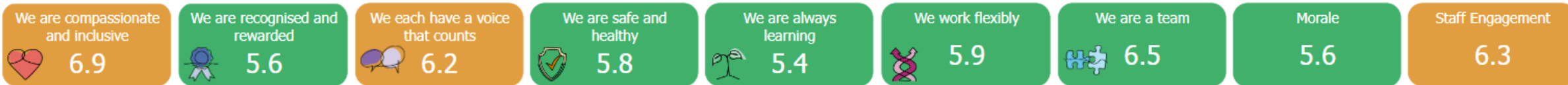
Select Promise Theme:

We are compassionate and inclusive

Compare Against (RAG):

Year on Year

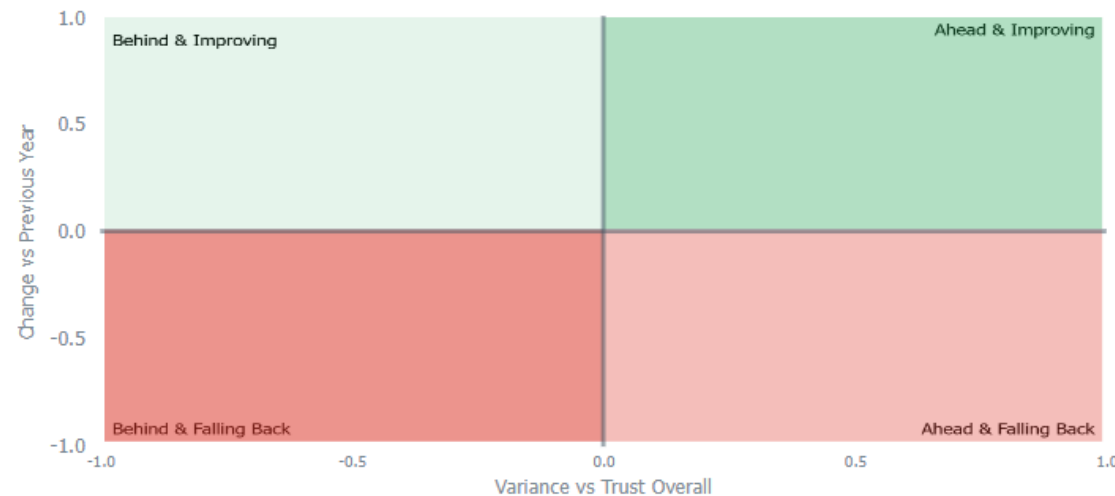
Promise Theme Scores



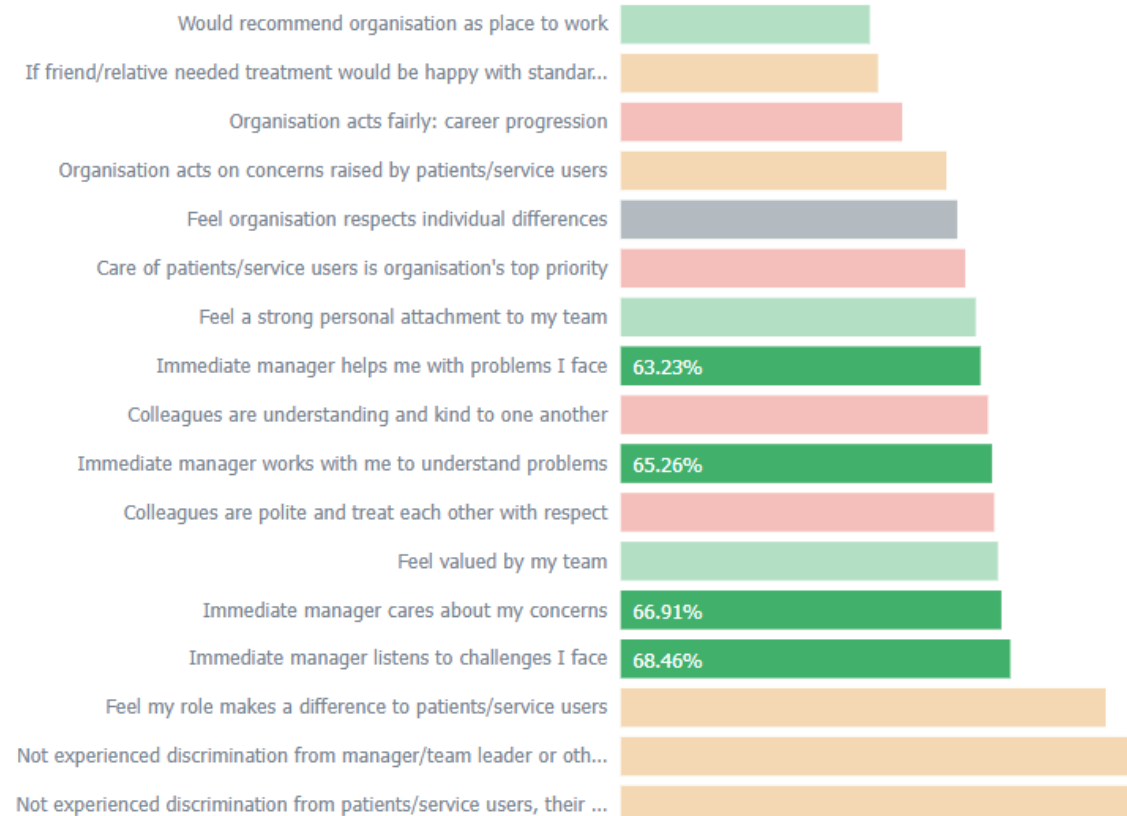
Sub-Themes



Promise / Theme Quadrant



Question Results



National Staff Survey Results 2023

People | Workforce

Responses: 4,011

Locality

Ward/Dept

Promise Theme

People Promise element 1: We are compassionate and i...

Sub Promise Theme

Compassionate leadership sub-score

Year

2022

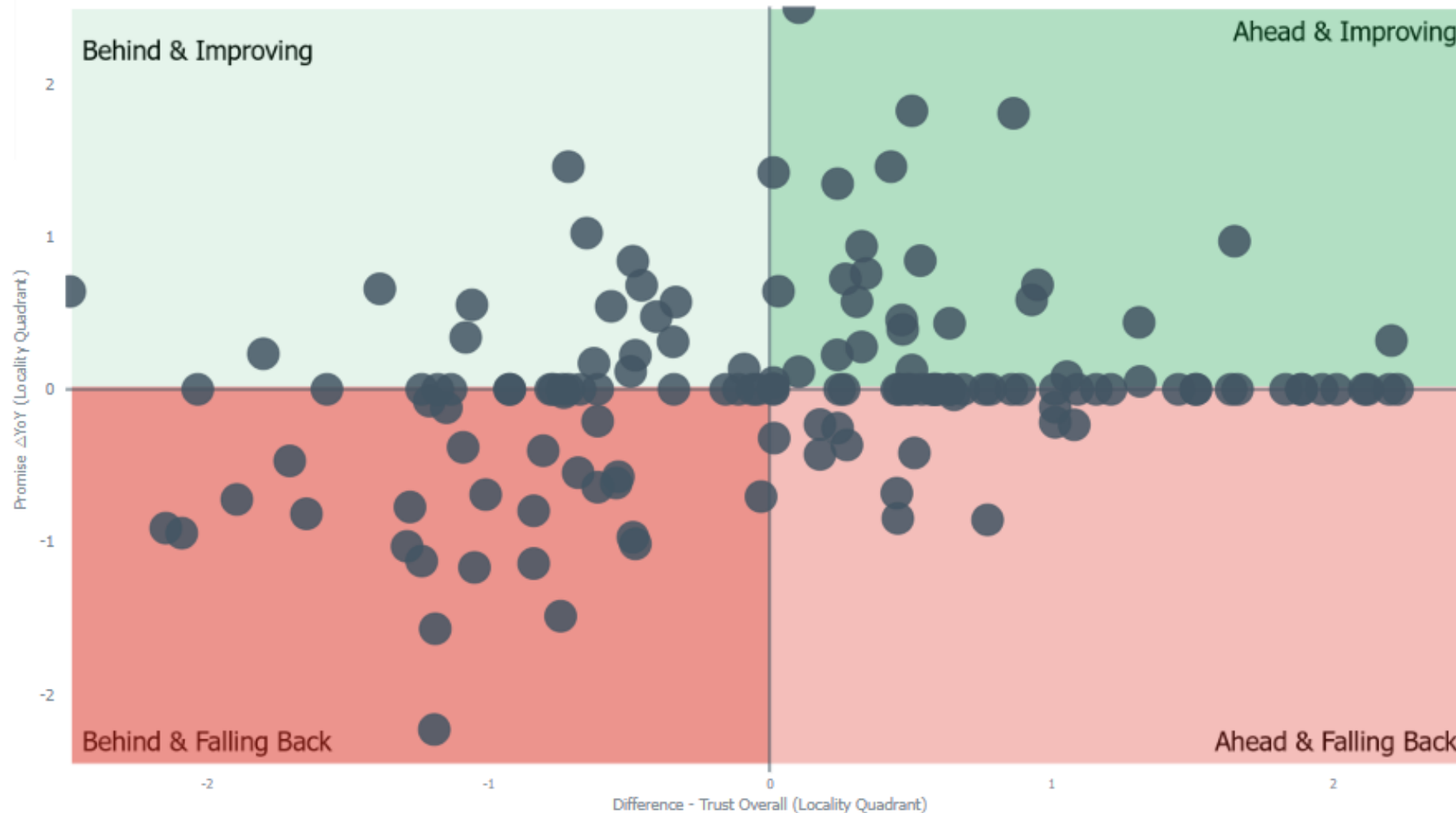
2023

Reset Slicers

Labels

No Labels

Result Quadrants - Promises



SubLocality

All

SubLocality

- A&E - QEQM
- A&E - WHH
- A&E Admin Staff - QEQM
- A&E Medical Staffing - QEQM
- A&E Medical Staffing - WHH
- AAA Screening Programme
- ACAT Convergence Funding
- Acute Medical Staffing - QEQM
- Acute Medical Staffing - WHH
- Acute Medical Unit (AMU) - WHH
- Acute Medical Unit A - QEQM
- Acute Medical Unit B - QEQM
- Acute Medical Unit C - QEQM
- Acute Oncology
- AMU Medical Staffing Consultant - WHH
- Anaesthetics - K&C
- Anaesthetics - QEQM
- Anaesthetics - WHH
- Bartholomew Unit - WHH
- Best Practice Diabetes Service

National Staff Survey Results 2023

People | Workforce

Responses: 4,011

Reset Slicers

Type

Promise 1: We are compassionate and inclusive

SubType

Compassionate leadership

Locality

Ward/Dept

Year

2021

2022

2023

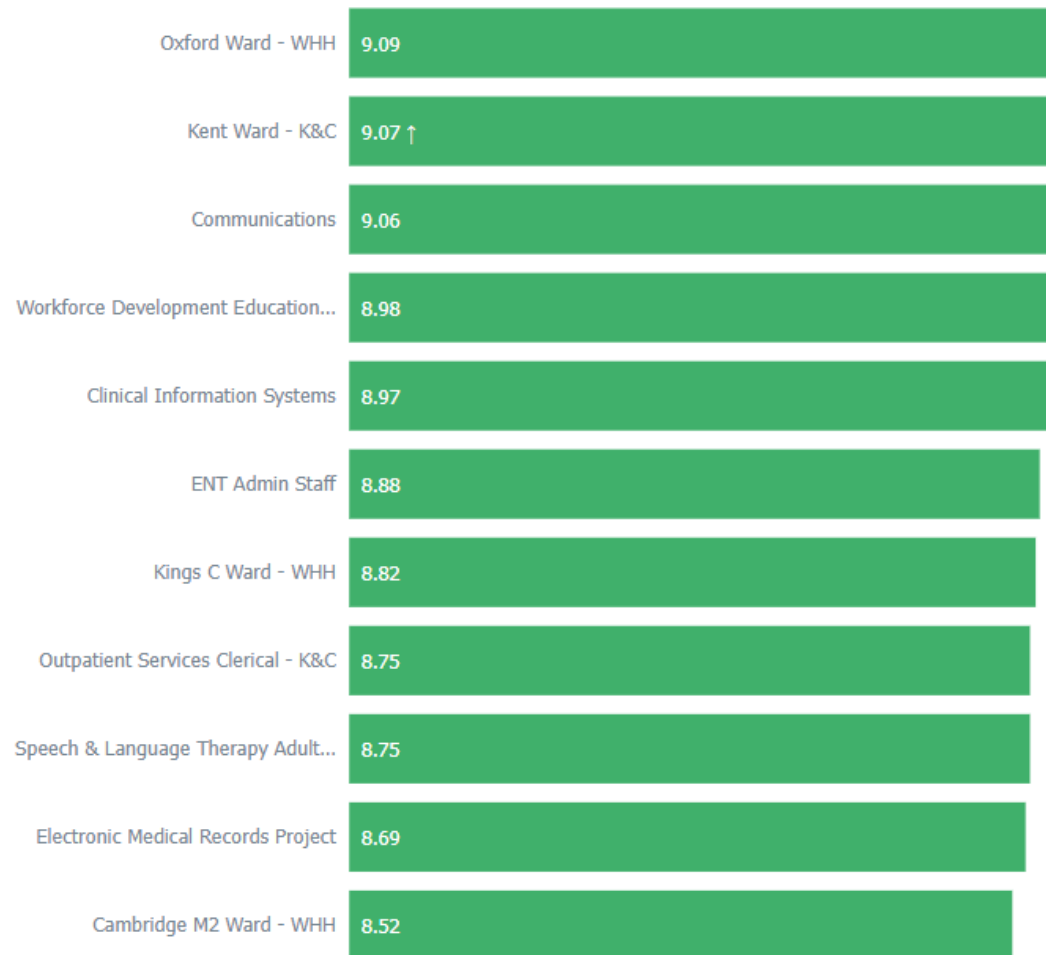
Top/Bottom X

10

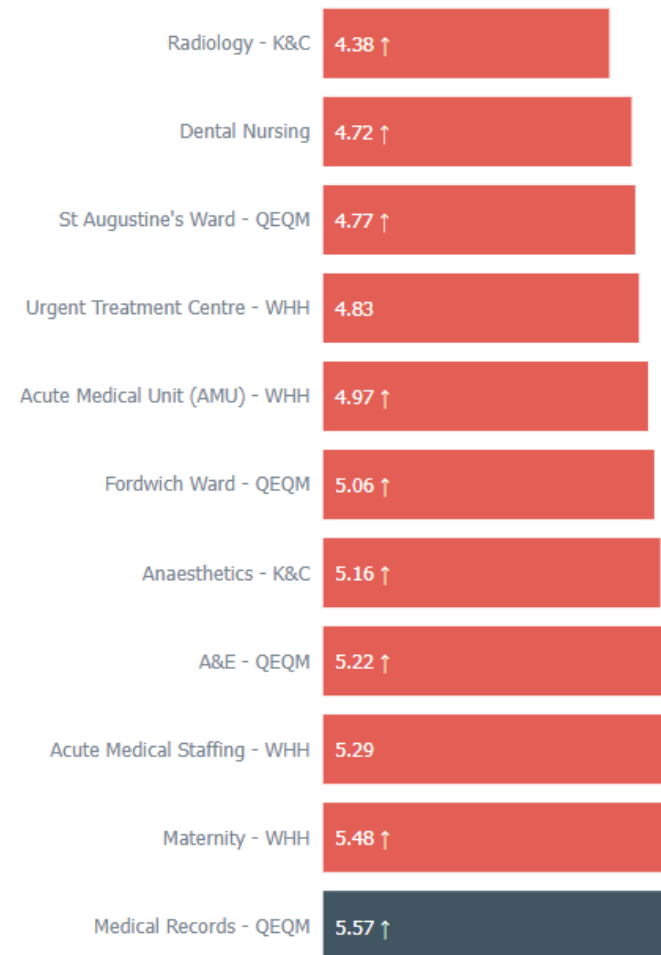
Exclude Blanks

Keep Blanks

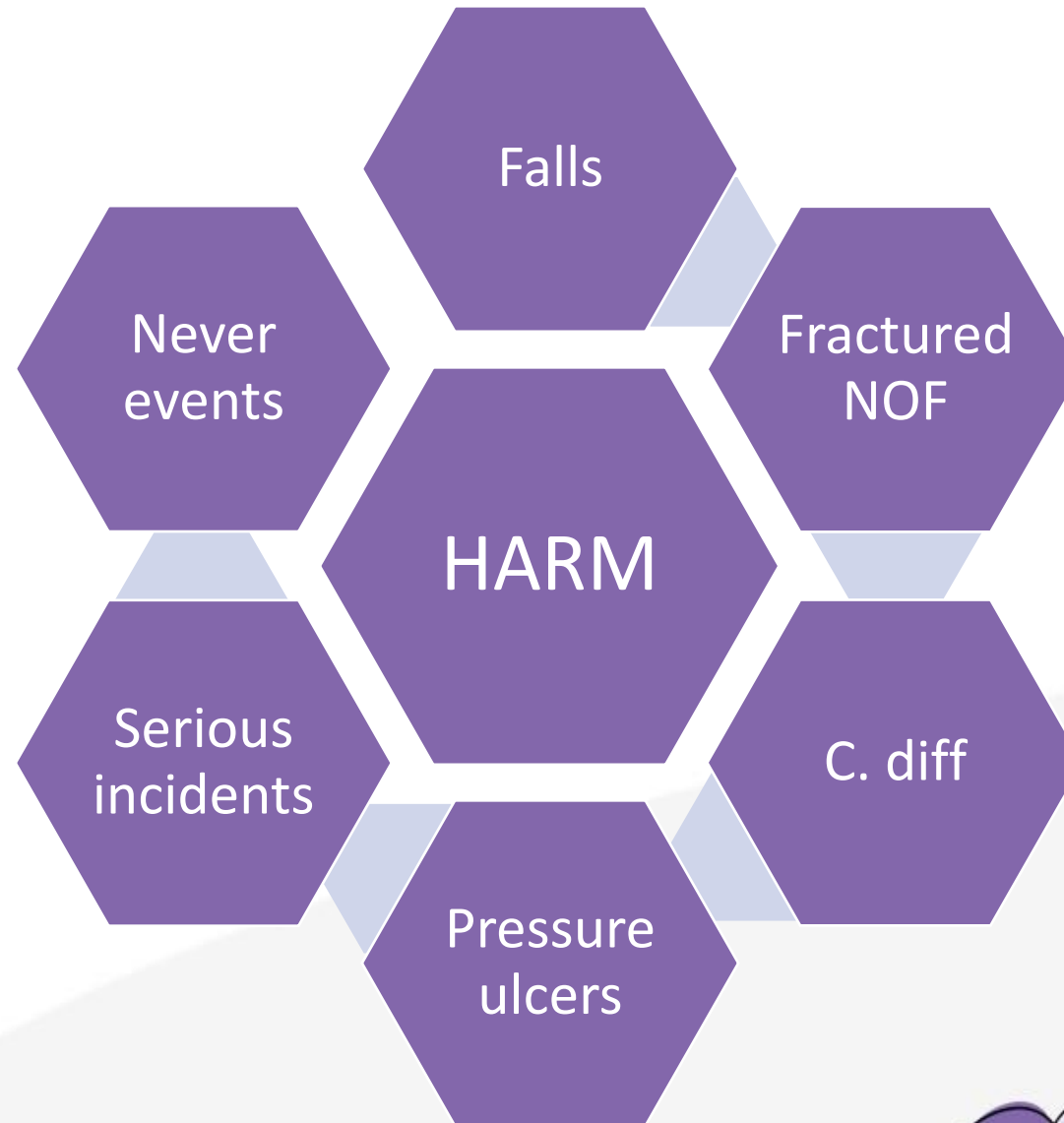
All areas descending by Compassionate leadership



All areas ascending by Compassionate leadership



Root Cause Analysis of HARM



Staff Engagement Framework



Compassionomics

- Compassion in healthcare matters in a meaningful & measurable way
- The presence of compassion has the power to improve patient outcomes
- Compassion has a profound impact; on patients, patient care & ourselves
- It's absence can lead to devastating, even fatal consequences
- Compassion elevates the quality of care and lowers the odds of error
- There are physiological, psychological and financial benefits of compassion
- Compassion drives down cost (i.e. adherence / refer less & order fewer tests)

Compassionate
Leadership

$R = 0.80$



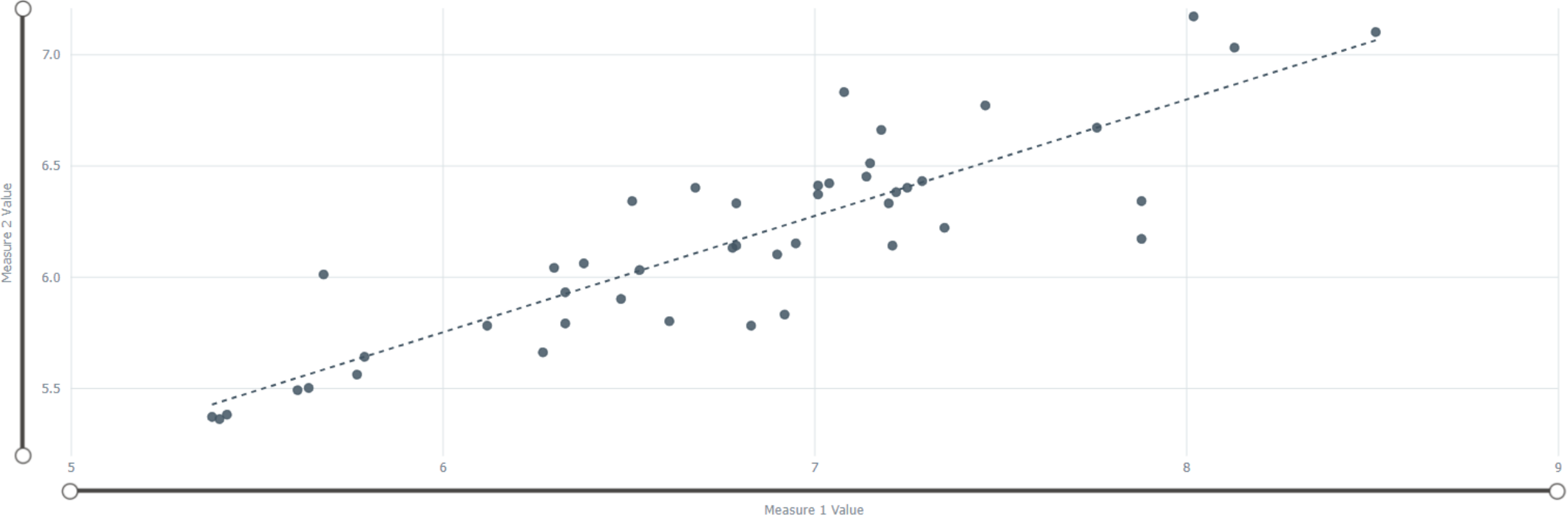
Compassionate leadership & stress

Measure 1 Selection
Promise 1 - Compassionate leadership

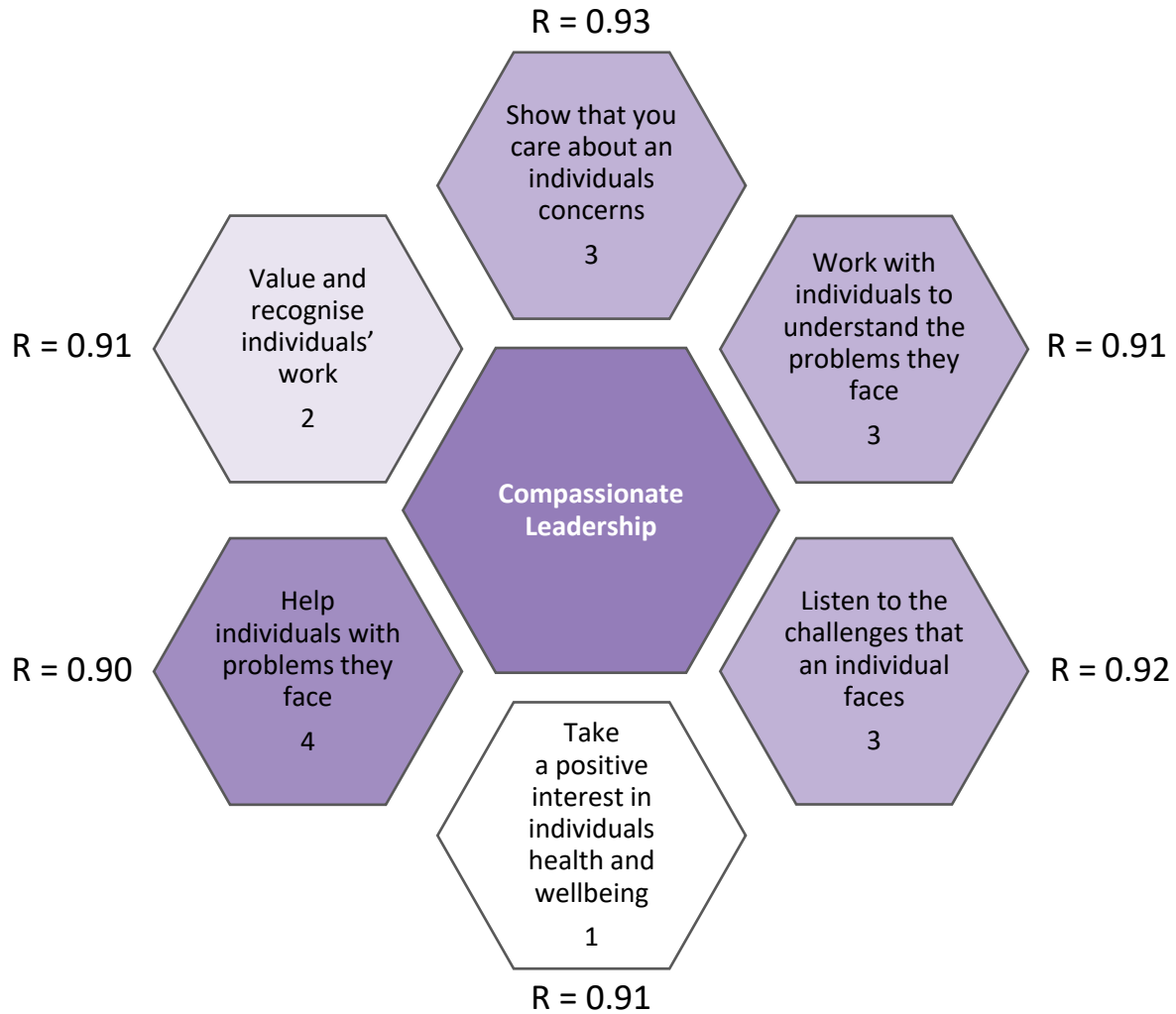
Measure 2 Selection
Theme Morale - Stressors

Correlation Value
0.87

Scatter plot showing values at Specialty level for selected measures



Compassionate Leadership



What practical actions/strategies could you introduce to positively meet each factor?

Show that you care about an individuals concerns

Work with individuals to understand the problems they face

Listen to the challenges that an individual faces

Take a positive interest in individuals health and wellbeing

Help individuals with problems they face

Value and recognise individuals' work

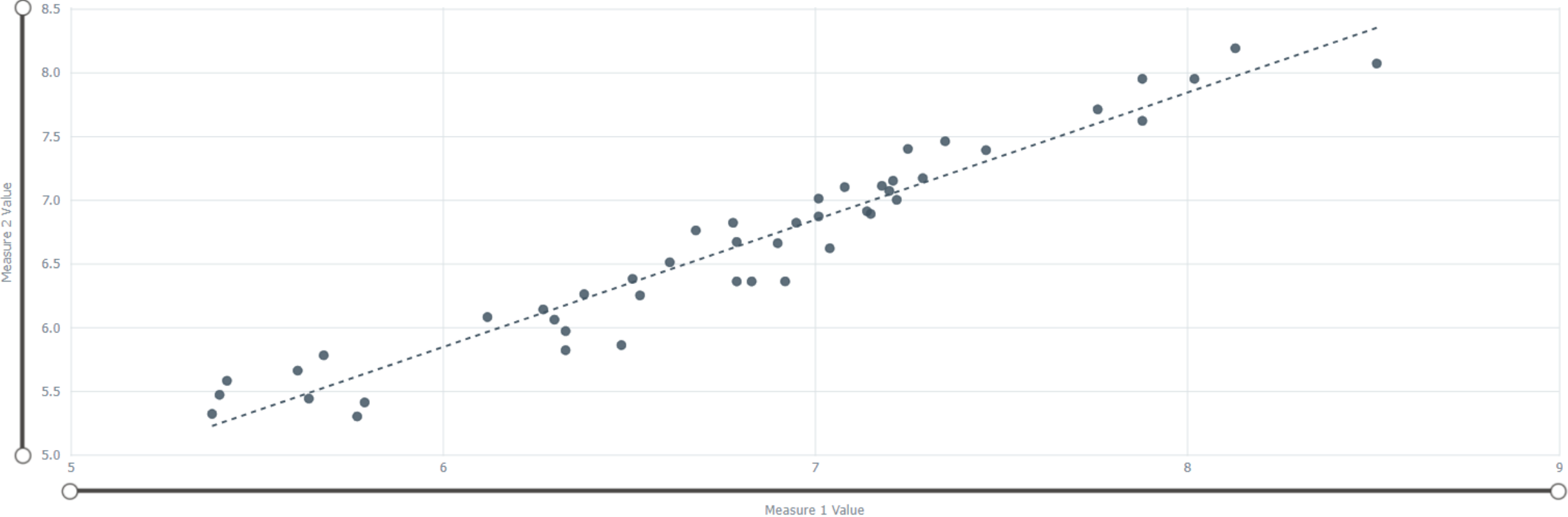
Compassionate leadership & line management

Measure 1 Selection
Promise 1 - Compassionate leadership

Measure 2 Selection
Promise 7 - Line management

Correlation Value
0.97

Scatter plot showing values at Specialty level for selected measures



Compassionate leadership & team working

Measure 1 Selection

Promise 1 - Compassionate leadership

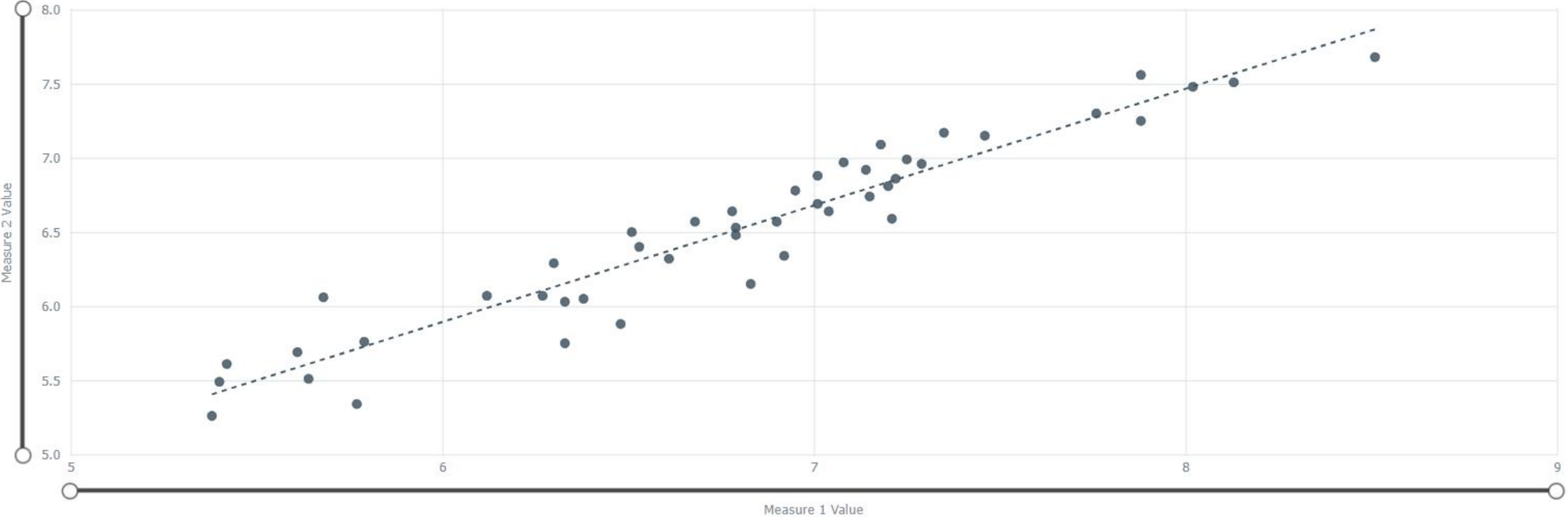
Measure 2 Selection

Promise 7 - We are a team score

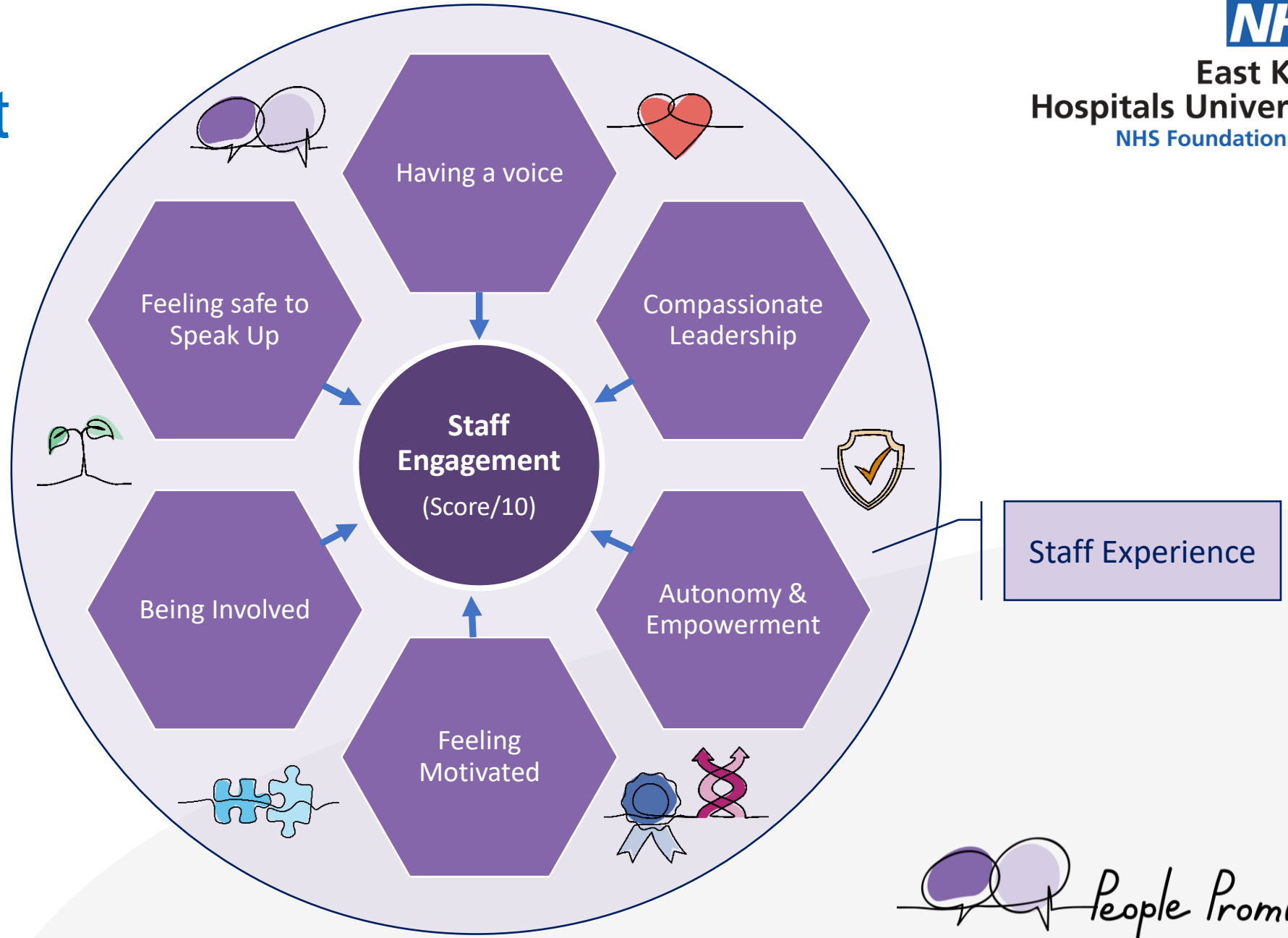
Correlation Value

0.95

Scatter plot showing values at Specialty level for selected measures

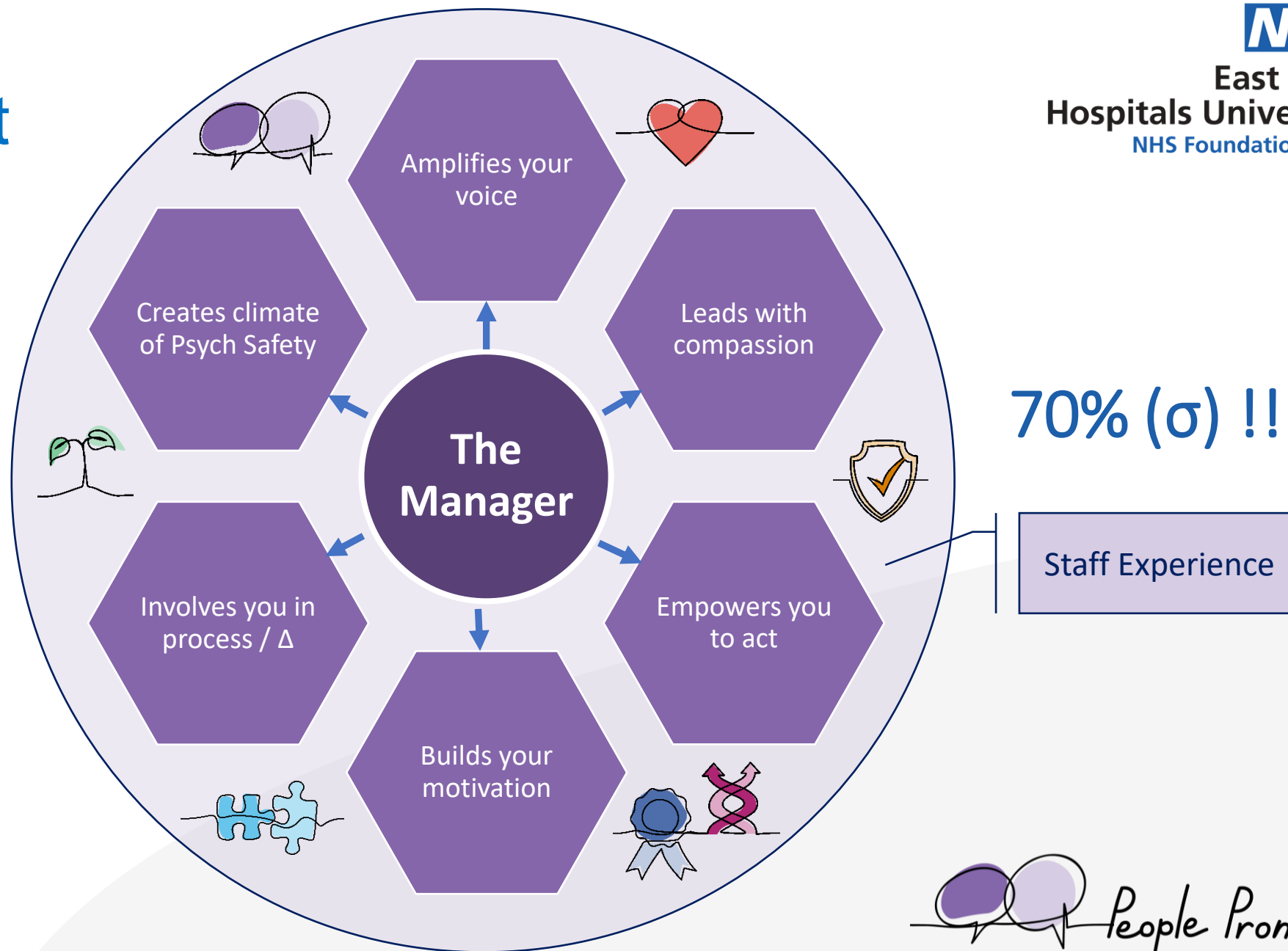


Staff Engagement Key Drivers



People Promise

Staff Engagement Key Drivers



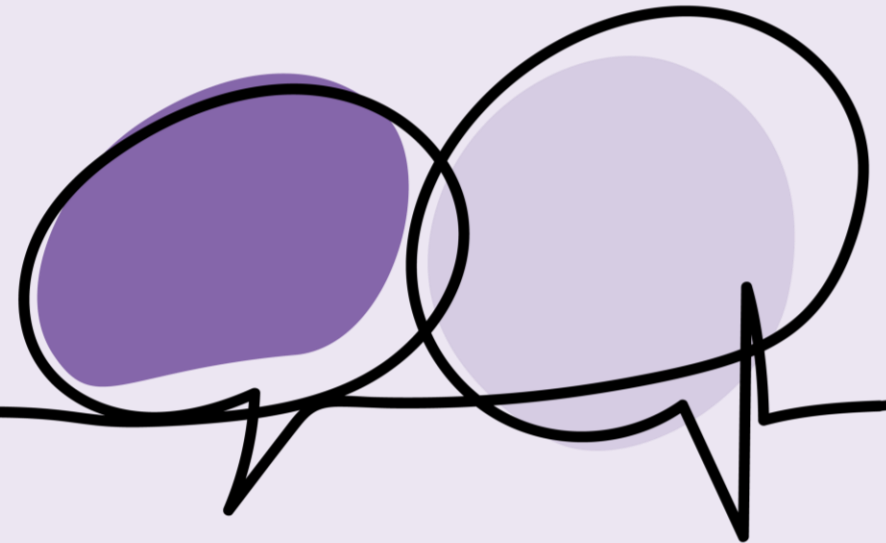
People Promise



East Kent
Hospitals University
NHS Foundation Trust

Thank you

robertfordham@nhs.net



People Promise