Introduction to the new NHS Staff Survey reporting
Why is the reporting changing this year?

What will the changes look like?

What will be done to ease the transition?
Why is the reporting changing this year?

New reporting for the NHS Staff Survey 2018
In 2017, the Staff Survey Coordination Centre undertook a review of the reporting outputs for the National NHS Staff Survey to establish what worked well and what needed improvement.

The key issues highlighted were:

• Inconsistency in the scale and presentation of Key Findings (KFs)
• Large number of KFs and desire for question-level results
• Usability, clarity and format of the benchmark reports
• Desire for local trend data
• Demand for faster results

The findings of the review were addressed by implementing the following:

• New summary indicators (KFs replaced by themes)
• Reduced number of summary indicators; question-level benchmarking
• Updated benchmark report: more visual and user-friendly
• Focus on providing five-year trend data throughout reporting
• Earlier publication date
What will the changes look like?
Summary of the changes

New summary indicators
To address the issues with the KFs they will be replaced with ten themes. The themes will:
- be scored consistently on a 0-10pt scale
- be positively scored (a higher score will always indicate a better result)
- provide a concise overview of results at an organisation

Question-level reporting
In addition to the new themes, question-level data will be presented in the updated benchmark reports for all questions included in the core questionnaire.
This is to encourage users to engage with question-level data, rather than rely solely on summary indicator results which can mask details.

Five-year trend data
Organisation-level, and benchmarking group trend data will be reported for the past five years (where comparable data is available), allowing users to easily track changes over time.
Trend data will be reported for both themes and question-level results. Benchmarking group data will include best, average and worst scores.

Updated benchmark reports
The updated benchmark reports will incorporate all the changes mentioned so far.
They will be published in PDF format and optimised for on-screen and projected viewing, to avoid unnecessary printing.
Data will be presented visually throughout the report. This will make it easier for users to integrate results into internal presentations and reports.

+ Faster reporting
The updated benchmark reports and the transfer of certain results to online dashboards will enable faster reporting and an earlier publication date than in previous years. The quicker turnaround will allow more timely action planning for participating NHS organisations.
Ten themes have been agreed* for the 2018 survey:

- Equality, diversity & inclusion
- Health & wellbeing
- Immediate managers
- Morale
- Quality of appraisals
- Quality of care
- Safe environment – Bullying & harassment
- Safe environment – Violence
- Safety culture
- Staff engagement

The list of questions feeding into each theme is available here.

Calculation and usage of the themes

- The ten themes provide a balanced overview of organisational performance on staff experience.
- All themes are scored on a 0-10pt scale, and reported as mean scores.
- A higher score indicates a more favourable result for all themes, making it easier to read and review results.
- A set of questions feed into each theme; the number of questions varies between three and nine. Where more than six questions feed into a theme, subscales are used.
- Details of how the responses are scored for each of the questions that feed into the themes are detailed here.
- Note: KFs which were scored on a 1-5pt scale in the past are not comparable to 2018 by simply doubling the KF score, as the new scale is 0-10, not 2-10.
- The staff engagement score will still be calculated using the same questions as in previous years but adjusted to a 0-10pt scale. Historical data will be re-calculated to use the new scale so that users can easily make comparisons with prior years.

*following consultation with the Staff Survey Advisory Group and feedback from participating organisations.
Question-level results are always reported as percentages; the meaning of the value is outlined along the axis.

Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is better.

Trends present the results in context, thus changes in the data can be better interpreted.

Where no comparable data is available for certain years, there will be fewer year columns and/or breaks in the chart lines.

Question-level results will always be reported as percentages, while theme results will be reported as scores between 0 and 10, making it easy to distinguish between the two types of data.
Details of the changes >> Updated benchmark reports

The new benchmark reports

✓ Improved data visualisation
✓ Easier to read results and monitor trends
✓ Hyperlinked headers facilitate navigation through the document
✓ Easy to integrate results into internal presentations
✓ Comprehensive, with all core questionnaire results included
✓ Optimised for on-screen viewing, no need to print
The updated benchmark reports and transfer of certain reporting to online dashboards will allow us to speed up national reporting and publish results earlier than in previous years.

Results that will be published through online dashboards will include:

- National trend data
- National breakdowns (by gender / age / ethnicity / sexual orientation etc.)
- Benchmark data
- WRES data
- WDES data
- Local breakdowns (by gender / age / ethnicity / sexual orientation etc.)
Key points of caution when using the data

Do not double Key Findings reported on a 1-5pt scale to compare to theme scores

The scoring of questions for KFs and themes differs, and is not directly comparable at an aggregate level. Therefore, doubling KF scores will not provide results which are comparable to theme scores. Historical data for the past five years will be calculated for themes and provided to allow comparisons.

Theme scores can not and should not be converted into percentages

Theme results are reported as mean scores, and cannot be converted into percentages - doing so would result in inaccurate and meaningless data. This is because theme scores are created by aggregating results for a number of scored questions, they do not relate to any particular proportion of respondents. In contrast, percentages express the proportion of staff selecting certain responses for a particular question / or combination of questions.

Keep an eye out for questions where lower scores indicate a better result

While for most questions a higher percentage indicates a better result, for certain questions (e.g. % of staff experiencing violence at work), a lower percentage is favourable. The colour coding of ‘Best’ and ‘Worst’ results helps highlight such cases, as well as the position of ‘Best’ and ‘Worst’ results in the data tables, where ‘Best’ results are moved to the bottom and ‘Worst’ to the top.

Note: the above point relates to question-level results only. For themes, a higher score always indicates a better outcome.
What will be done to ease the transition?
Key findings will be reported for 2018 as a transitionary measure

As a transitionary measure, we will create a version of the Organisation Weighted Data spreadsheet that includes 2017 and 2018 KF data to ensure organisations can access their KF results for this year if required.

However, due to changes to the questionnaire since 2017, KF 9 (Effective team working), KF 10 (Support from immediate managers), and KF 13 (Quality of non-mandatory training, learning or development) will not be reported.

To help users adapt to the new benchmark reports, advice will be included in the appendices of the benchmark reports concerning how to use the available data to identify positive results, and ones of concern, to then formulate action plans.

Tips on action planning will be included in benchmark reports
If you have any further questions about the new reporting, please don’t hesitate to get in touch:

Staff Survey Coordination Centre

01865 208 141 (weekdays between 9.30am and 4.30pm)

nhsstaffsurvey@surveycoordination.com