



## HSE STRESS INSPECTION 2011

CPHVA/UNITE –Scarborough Whitby and  
Ryedale Health Visitor/ School Nurse  
TEAMS

### **NORTH YORKS AND YORK PCT.-**

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# Conflicting advice.

- Govt driver for HVs – The Healthy Child Programme 0-5 is prioritised for HVs
- NYYPCT – HVs must cover the NYYPCT Core Programme and the 0-19 and Corporate Caseload models, because we do not have the funding to commission The Healthy Child Programme
- CPHVA Professional advice:
- Practitioners should be aware that it is not enough to protect your code of professional conduct by saying that managers/commissioners do not commission a certain piece of work. Responsibility lies with acts and omissions for the standards of proficiency you are registered and employed to deliver.

# Survey Tools

- 2 surveys used
  - a) HSE Management Standards Indicator tool
  - b) Unite Health and Welfare Survey.

# SAMPLE SIZE

- Some confusion over this
- Management had included admin staff in their figure
- Admin staff were not included in the survey
- Staff included were health visitors, school nurses and assistant practitioners.
- 41 members of staff out of 53 members in those categories
- 77% of staff took part.

<b>Demands</b>	<b>Question</b>	<b>Average</b>
	<b>3</b> Different groups at work demand things from me that are hard to combine	<b>2.71</b>
	<b>6</b> I have unachievable deadlines	<b>3.02</b>
	<b>9</b> I have to work very intensively	<b>2.12</b>
	<b>12</b> I have to neglect some tasks because I have too much to do	<b>2.24</b>
	<b>16</b> I am unable to take sufficient breaks	<b>2.68</b>
	<b>18</b> I am pressured to work long hours	<b>3.46</b>
	<b>20</b> I have to work very fast	<b>2.49</b>
	<b>22</b> I have unrealistic time pressures	<b>2.65</b>
	<b>Overall</b>	<b>2.67</b>

#### NHS Staff Survey 2010 – NYYPCT

Key findings show staff satisfaction and motivation has deteriorated.

Q.KF2 – 81% of staff agreed their role had made a difference to patients, compared with 90% in 2009.

QKF18 -29% of staff said they suffered from work related stress, compared with 23% in 2009.

## Peer Support

7	If work gets difficult, my colleagues will help me	3.98
24	I get help and support I need from colleagues	4.34
27	I receive the respect at work I deserve from my colleagues	3.70
31	My colleagues are willing to listen to my work-related problems	4.10
Overall		4.03

## NHS Staff Survey results 2010 - NYYPCT

Q.KF3. There has been a decrease in the percentage of staff feeling valued by colleagues, 78% in 2010, compare to 83% in 2009, both of which are Below (worse than) Average compare with similar PCTs.

## Managers' Support

8	I am given supportive feedback on the work I do	2.32
23	I can rely on my line manager to help me out with a work problem	2.76
29	I can talk to my line manager about something that has upset or annoyed me about work	3.12
33	I am supported through emotionally demanding work	2.80
35	My line manager encourages me at work	2.68
Overall		2.74

### NHS Staff Survey 2010 – NYYPCT-

QF15. – The PCT score for “support from immediate managers” was about the same as in 2009 and was rated as Below (worse than) Average when compared with other similar PCTs.

QF14b – 65% of staff said they were satisfied or very satisfied with their immediate manager.

## Role

1	I am clear what is expected of me at work	3.76
4	I know how to go about getting my job done	4.22
11	I am clear what my duties and responsibilities are	3.95
13	I am clear about the goals and objectives for my department	3.15
17	I understand how my work fits into the overall aim of the organisation	2.93
Overall		3.60

## NHS Staff Survey 2010 – NYYPCT

Q.KF10 – 26% of staff felt there were good opportunities to develop their potential at work, compared to 40% in 2009.



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## Control

<b>2</b>	I can decide when to take a break	<b>3.63</b>
<b>10</b>	I have a say in my own work speed	<b>3.45</b>
<b>15</b>	I have a choice in deciding how I do my work	<b>3.49</b>
<b>19</b>	I have a choice in deciding what I do at work	<b>2.95</b>
<b>25</b>	I have some say over the way I work	<b>3.63</b>
<b>30</b>	My working time can be flexible	<b>3.73</b>
<b>Overall</b>		<b>3.49</b>

Question		Average
<b>Relationships</b>		
5	I am subject to personal harassment in the form of unkind words or behaviour	3.95
14	There is friction or anger between colleagues	3.07
21	I am subject to bullying at work*	4.17
34	Relationships at work are strained	2.88
<b>Overall</b>		3.52

\* 10 (24.4%) of the staff who responded report that they are always, often or sometimes bullied.

•If the results were to include the responses for 'Seldom' bullied the figure for staff suffering from some bullying rises to 17 members of staff (41%)

•NHS Staff Survey 2010 – NYYPCT

•KF22 - 11% of staff felt they experienced harassment, bullying or abuse at work which was Lower (better than) Average, when compared to the 12% figure for other similar PCTs.

## Change

26	I have sufficient opportunities to question managers about change at work	2.40
28	Staff are always consulted about change at work	1.88
32	When changes are made at work, I am clear how they will work out in practice	1.73
Overall		2.00

## NHS Staff Survey 2010 – NYYPCT

Not possible to breakdown HVs and SNs as staff group – only possible to look at Children and Specialist Services – figures from Stephen Dean at HR.

Q.KF18. 39% of Children and Specialist Services staff said they suffered from work related stress, compared with 29% in the PCT as a whole.

**When did you last have a one to one supervision session other than for child protection**

**24** (58%) of members of staff said that they had never received any formal one to one supervision other than child protection

**When did you last have your workload reviewed by your manager?**

**34** (82%) of staff members replied never,  
**2** didn't know,  
**3** said within the last year and  
**2** over 3 years ago

**Have you felt under pressure to  
come to work when you were  
unwell in the past 12 months**

**26** (63%) of members replied yes to this question,

NHS Staff Survey 2010 – NYYPCT

Q.KF29. 15% of staff said they had attended work when unwell,  
compared to 14% in 2009 and 18% in 2010 in similar PCTs.

# **Harrogate and District Foundation Trust - response from new NHS employers**

- Presentations to Partnership Forum and H&S Forum.
- Action taken immediately by HDFT HR – including reporting to HSE.
- Focus groups run with staff by HR and management with a view to completing a risk assessment on staff stress.