



RYDYN NI'N
GWRANDO,
YN DYSGU
AC YN GWELLA



WE LISTEN,
LEARN AND
IMPROVE

RYDYN NI'N
TRIN PAWB
A PHARCH



WE TREAT
EVERYONE
WITH RESPECT

RYDYN NI I GYD
YN CYDWEITHIO
FEL UN TÎM



WE ALL WORK
TOGETHER
AS ONE TEAM

Cwm Taf Morgannwg University Health Board NHS Wales

Our Reflections, Our Decisions, Our Future

2020 Staff Survey results



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



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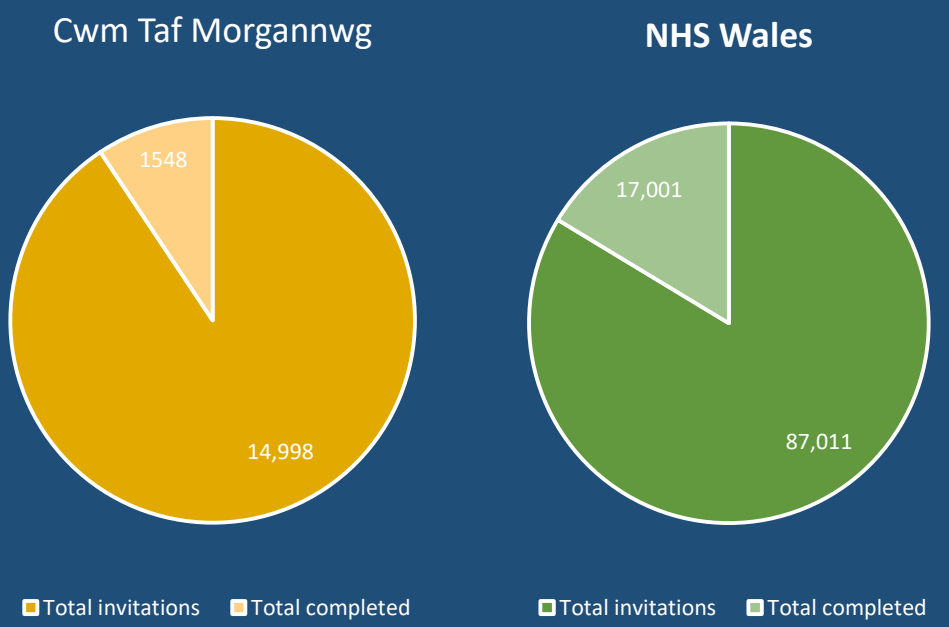
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Survey Response Rates

Cwm Taf Morgannwg had a **10%** response rate in comparison to an average response rate of **20%** across NHS Wales.

Contributing factors could include

- Survey fatigue
- Staff fatigue
- Bank staff were included in the survey within CTM whereas the other organisations did not include this vital staff group.





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Engagement Index Score

Cwm Taf Morgannwg

71%

NHS Wales

75%

Engagement

I look forward to going to work.

Cwm Taf Morgannwg

48.9%

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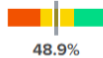
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Engagement

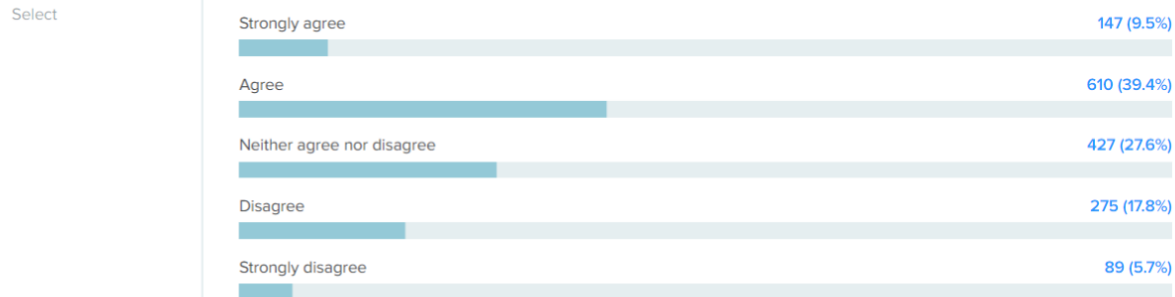
I look forward to going to work.



48.9%

[Answers](#)

I look forward to going to work.



Engagement

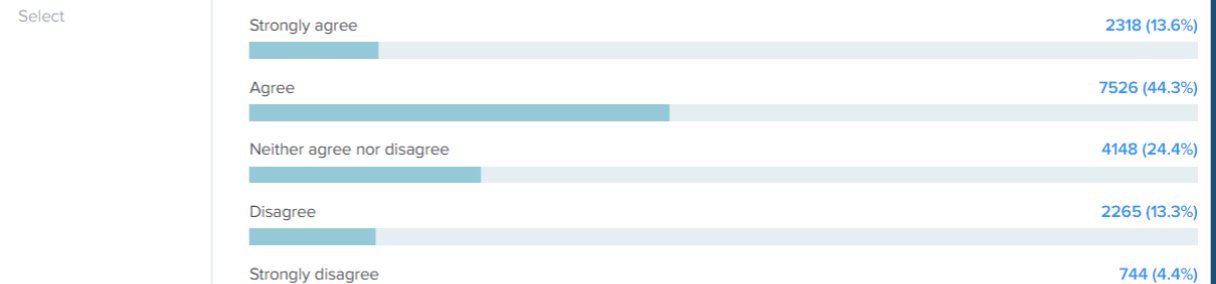
I look forward to going to work.



57.9%

[Answers](#)

I look forward to going to work.



Engagement

I'm enthusiastic about my job.

Cwm Taf Morgannwg
73.4%

NHS Wales
76.7%

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Engagement

I am happy to go the extra mile at work when required.

Cwm Taf Morgannwg

86.4%

NHS Wales

89.4%

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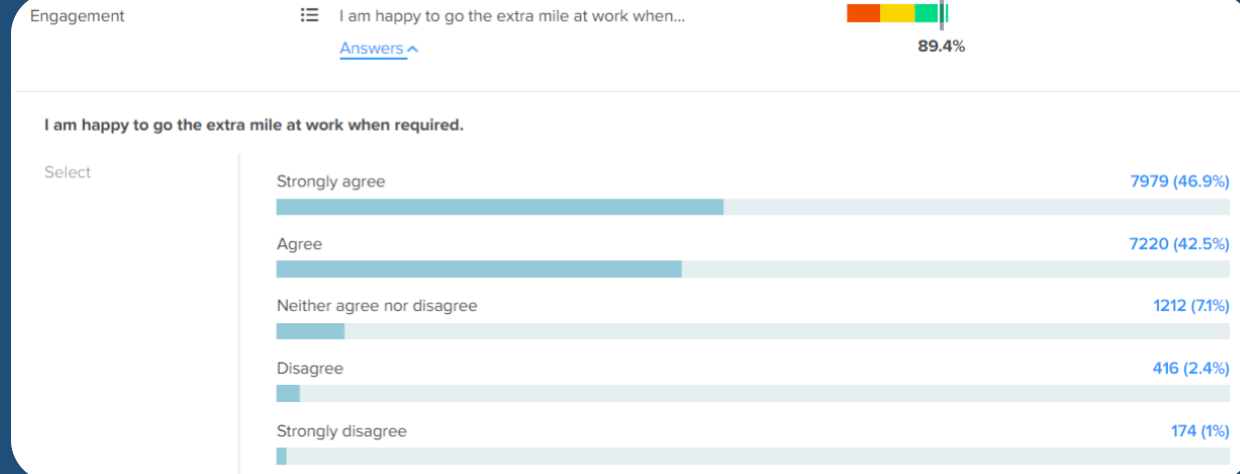
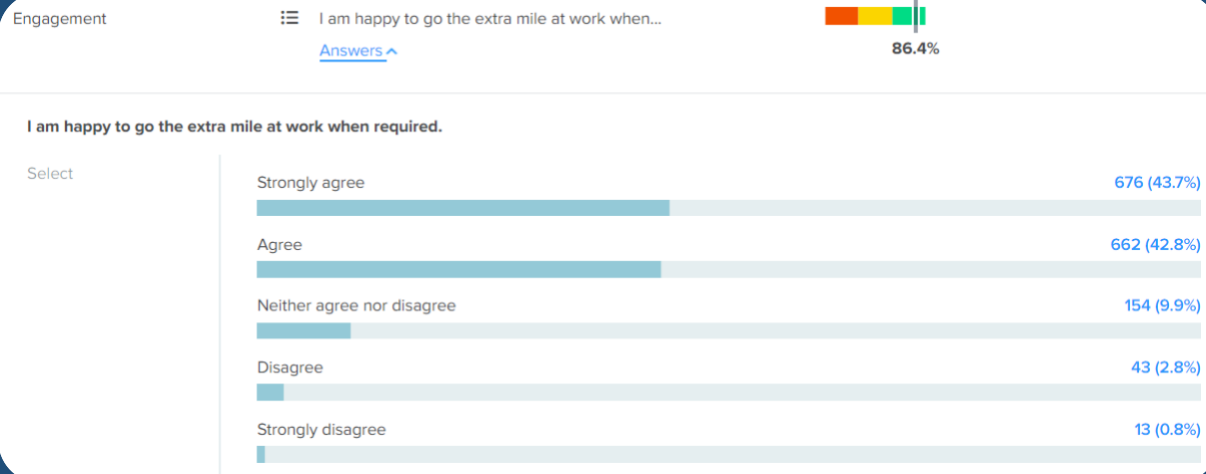


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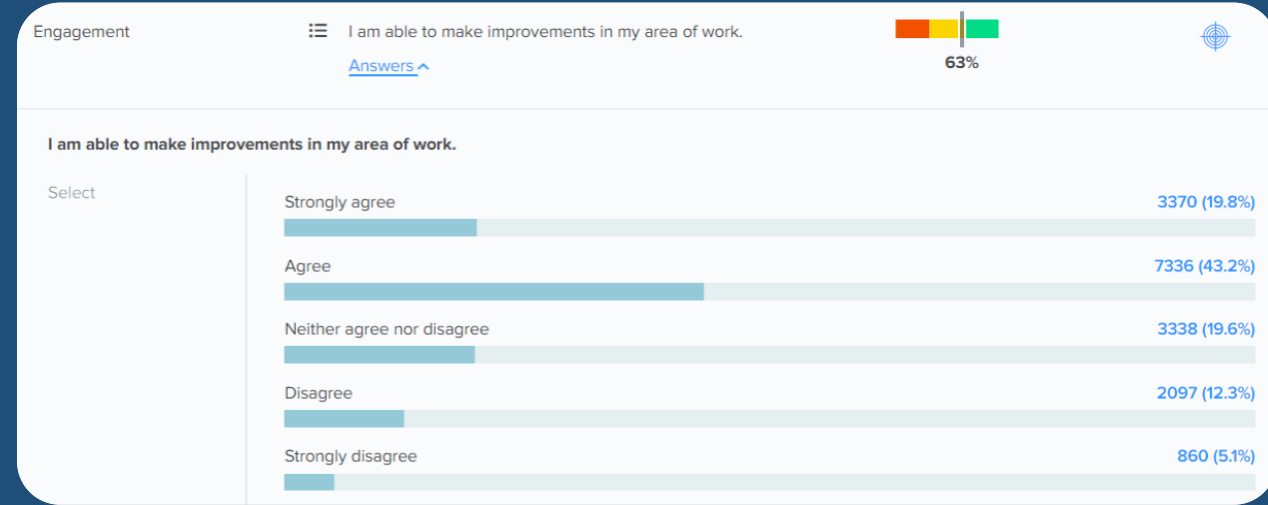
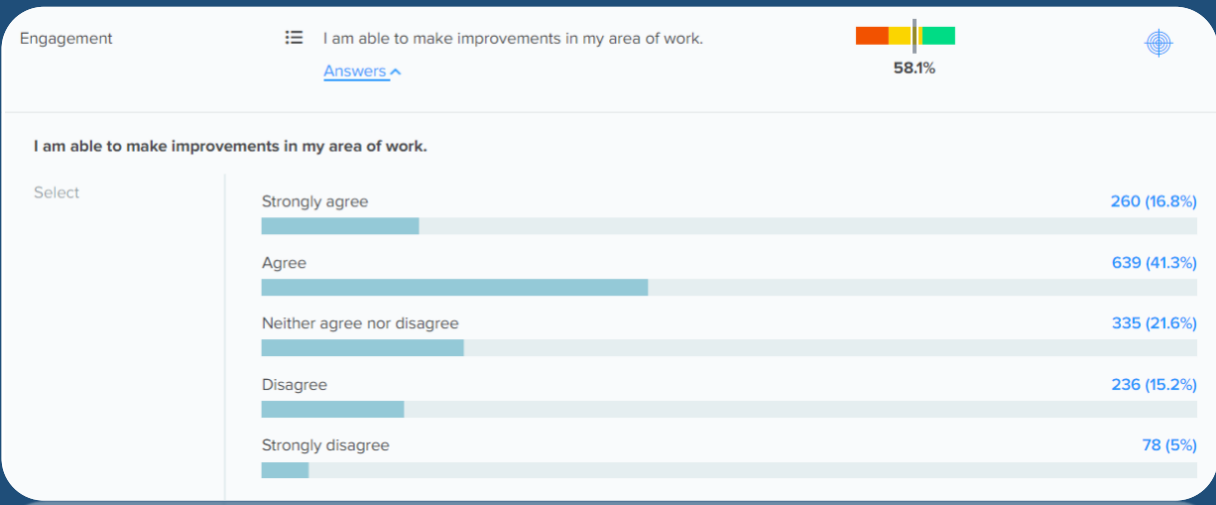
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Engagement

I am able to make improvements in my area of work.

Cwm Taf Morgannwg
58.1%

NHS Wales
63%



Engagement

I am involved in discussions / decisions on change introduced in my work / department / team.

Cwm Taf Morgannwg

47.5%

NHS Wales

54.8%

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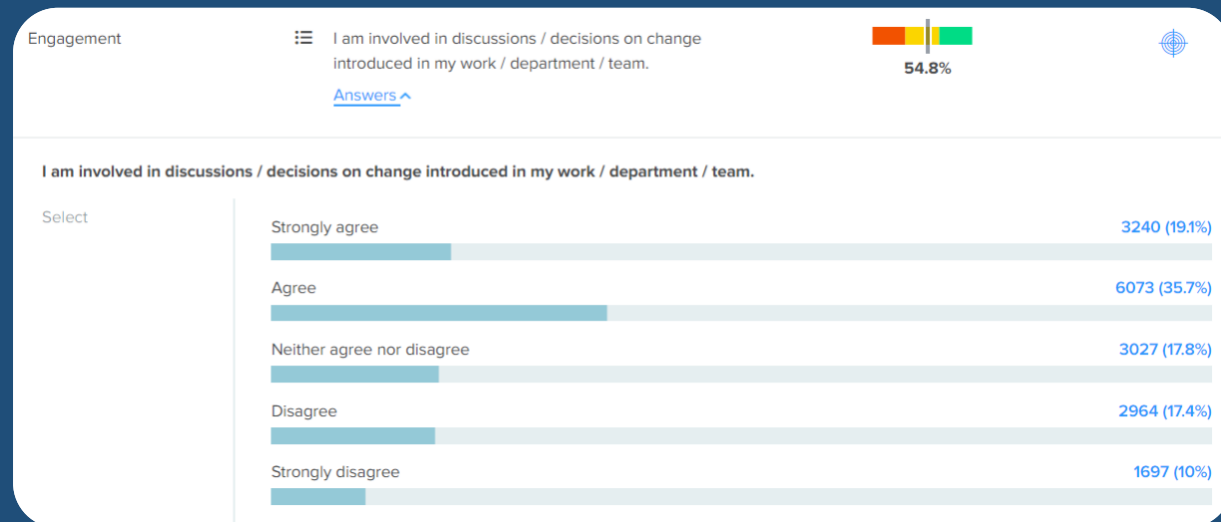
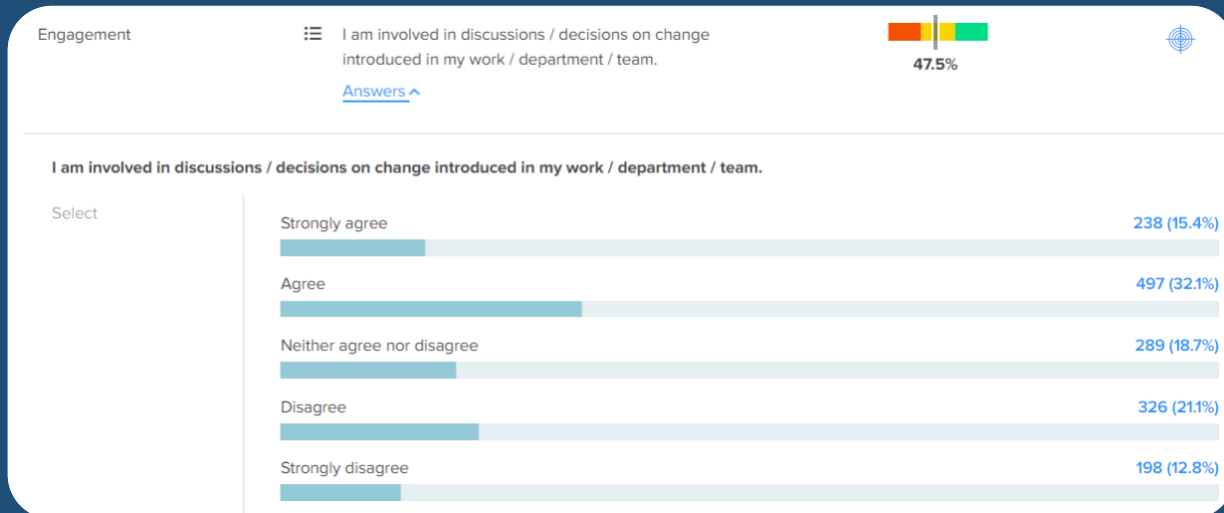


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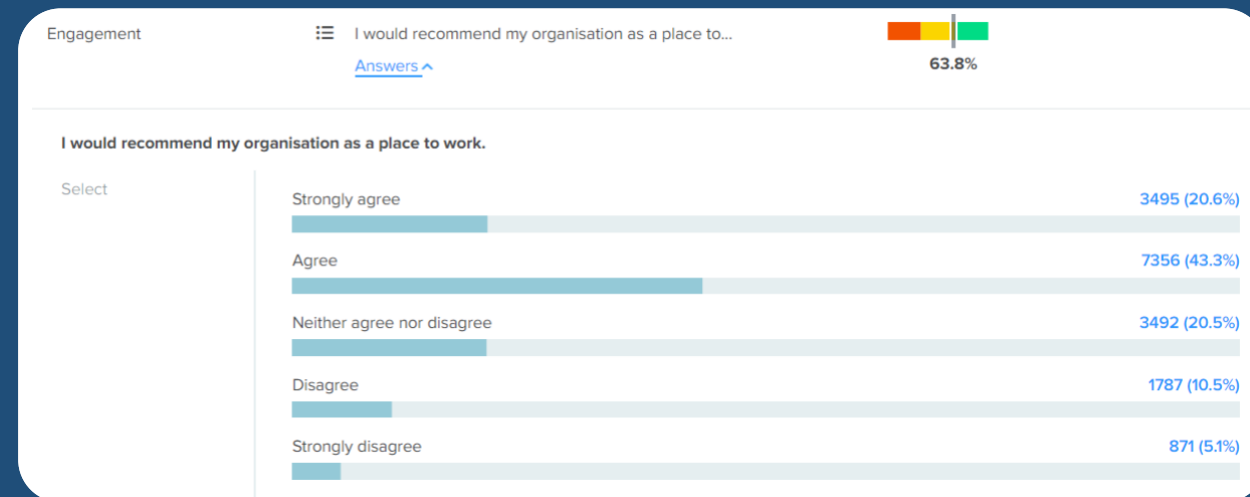
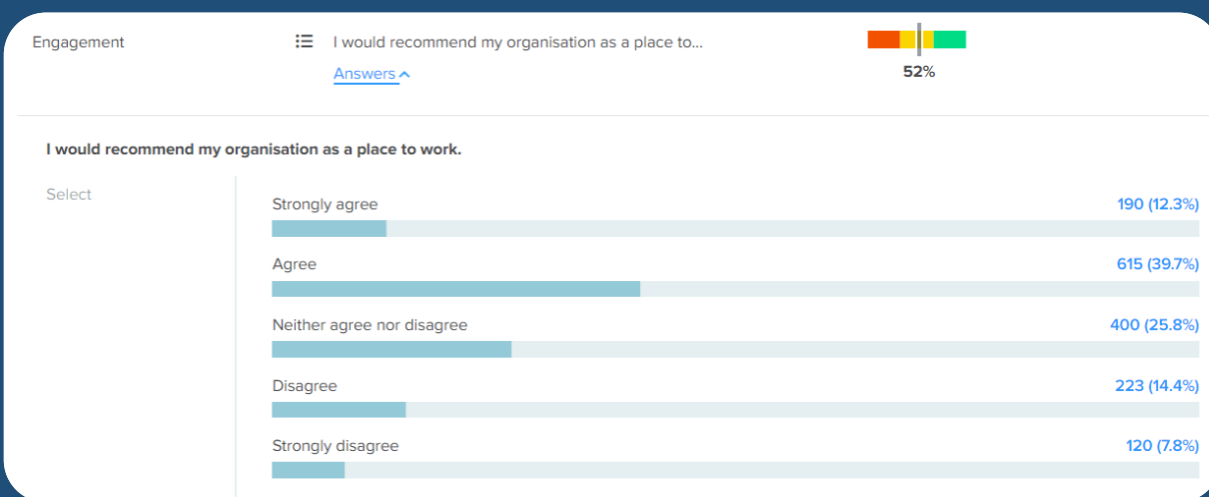


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I would recommend my organisation as a place to work.

Cwm Taf Morgannwg
52%

NHS Wales
63.8%



Engagement

I am proud to tell people I work for my organisation.

Cwm Taf Morgannwg

57.5%

NHS Wales

72.9%

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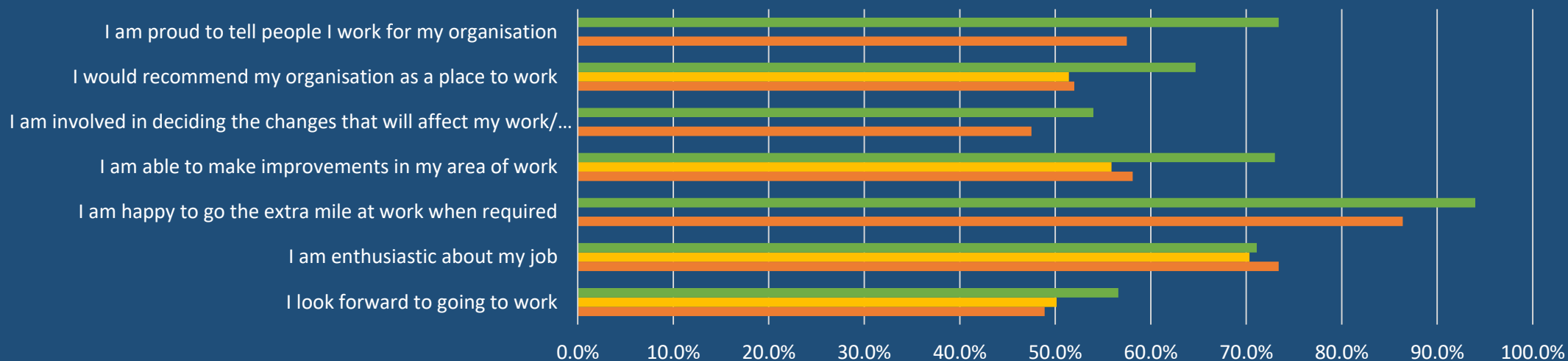
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A comparison of Employee Engagement Index Questions



	I look forward to going to work	I am enthusiastic about my job	I am happy to go the extra mile at work when required	I am able to make improvements in my area of work	I am involved in deciding the changes that will affect my work/ area/ team/department	I would recommend my organisation as a place to work	I am proud to tell people I work for my organisation
■ NHS WALES 2018	56.6%	71.1%	94.0%	73.0%	54.0%	64.7%	73.4%
■ LET'S TALK CULTURE 2019 (Internal)	50.1%	70.3%	0.0%	55.9%	0.0%	51.4%	0.0%
■ NHS WALES 2020	48.9%	73.4%	86.4%	58.1%	47.5%	52.0%	57.5%

■ NHS WALES 2018

■ LET'S TALK CULTURE 2019 (Internal)

■ NHS WALES 2020

* Please note where there is 0% - not all Employee Engagement Index Questions were asked in 2019

Friends & Family

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If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation.

Cwm Taf Morgannwg

61.4%

NHS Wales

67.6%





Immediate experience of work

My job gives me a feeling of belonging.

Cwm Taf Morgannwg

59%

NHS Wales

66.3%

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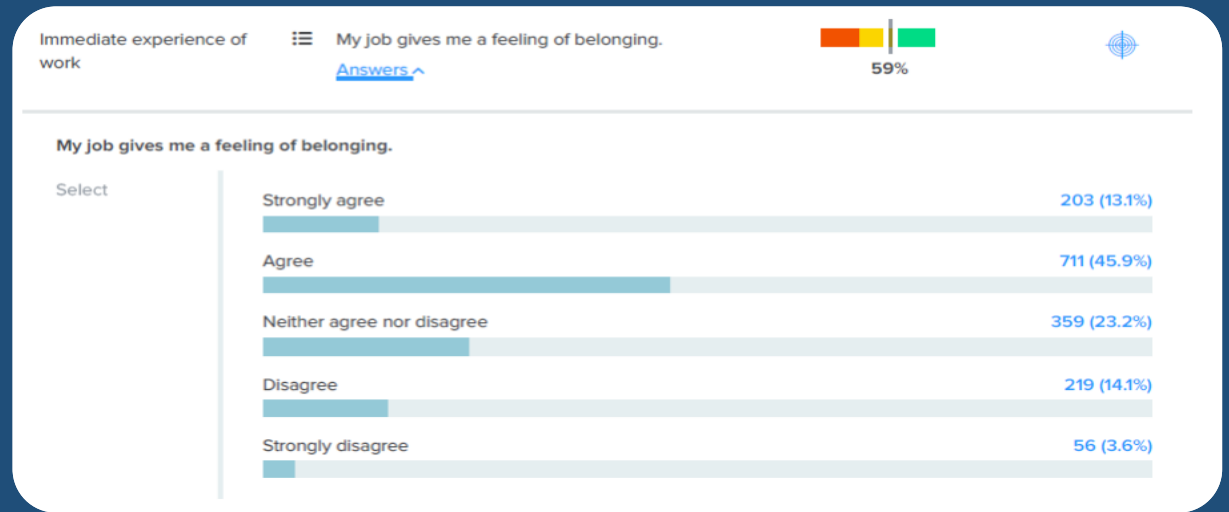


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Immediate experience of work

Team members take time out to reflect and learn.

Cwm Taf Morgannwg

46.1%

NHS Wales

52%

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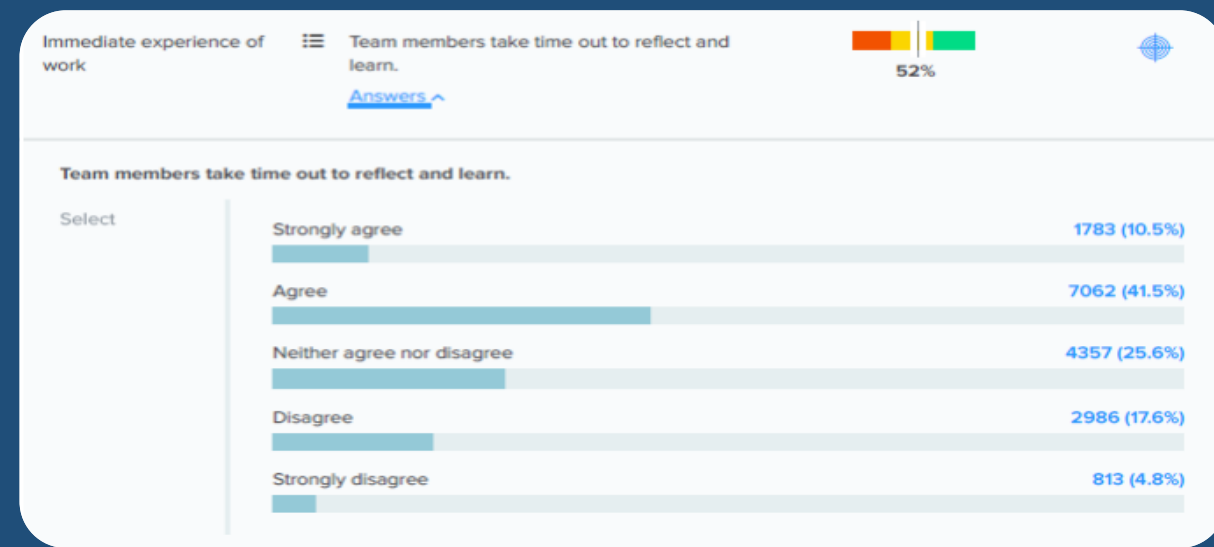
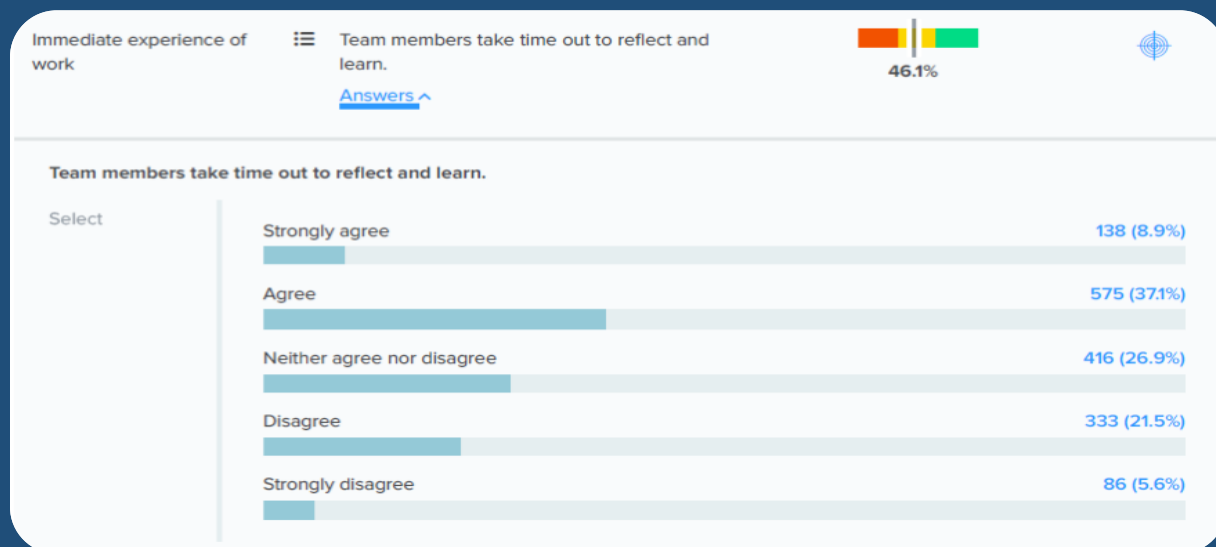


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Immediate experience of work

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My line manager takes a positive interest in my health and wellbeing.

Cwm Taf Morgannwg

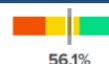
56.1%

NHS Wales

65.8%

Immediate experience of work

My line manager takes a positive interest in my health and wellbeing.



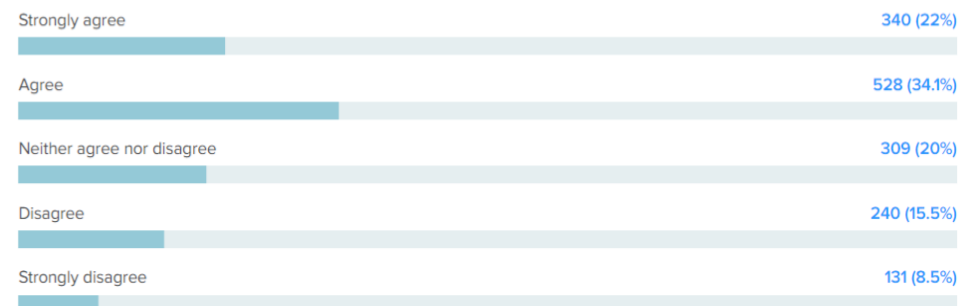
56.1%



[Answers ^](#)

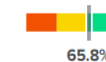
My line manager takes a positive interest in my health and wellbeing.

Select



Immediate experience of work

My line manager takes a positive interest in my health and wellbeing.



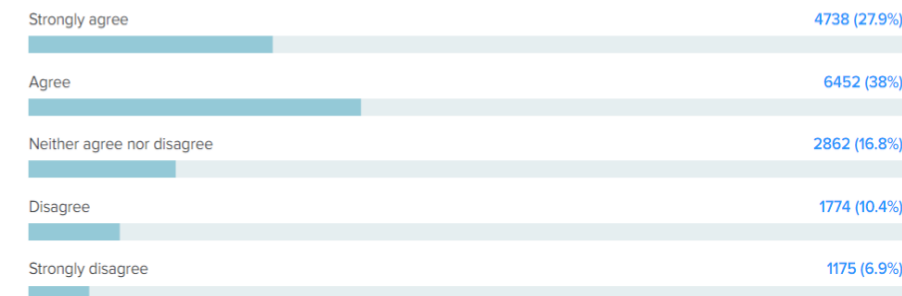
65.8%



[Answers ^](#)

My line manager takes a positive interest in my health and wellbeing.

Select



Immediate experience of work

The people I work with treat me with respect.

Cwm Taf Morgannwg

75.5%

NHS Wales

78.9%

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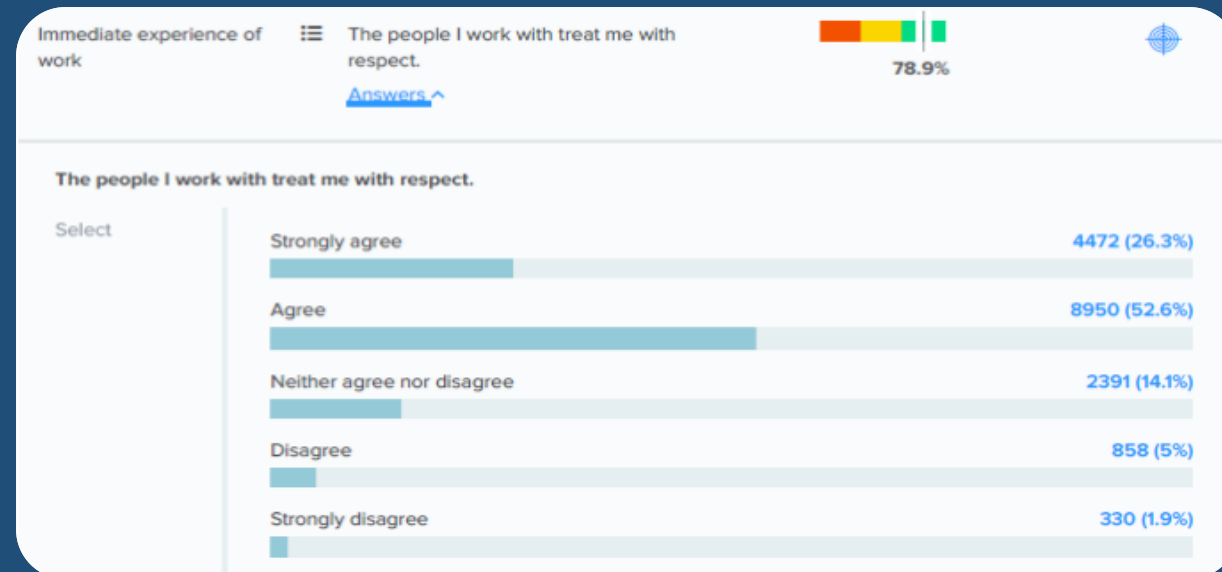
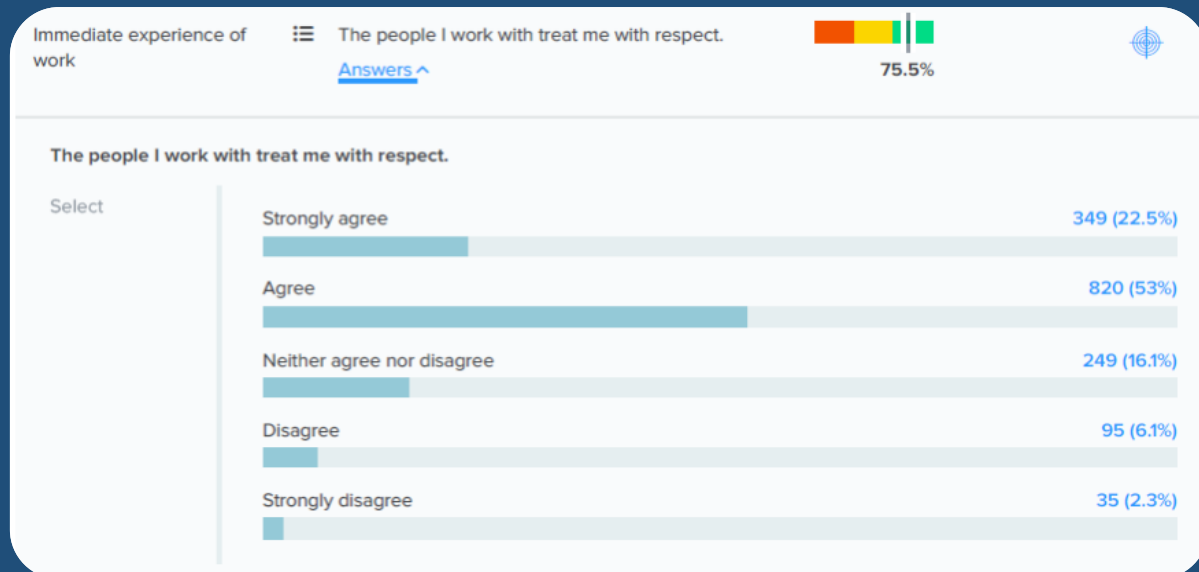


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Immediate experience of work

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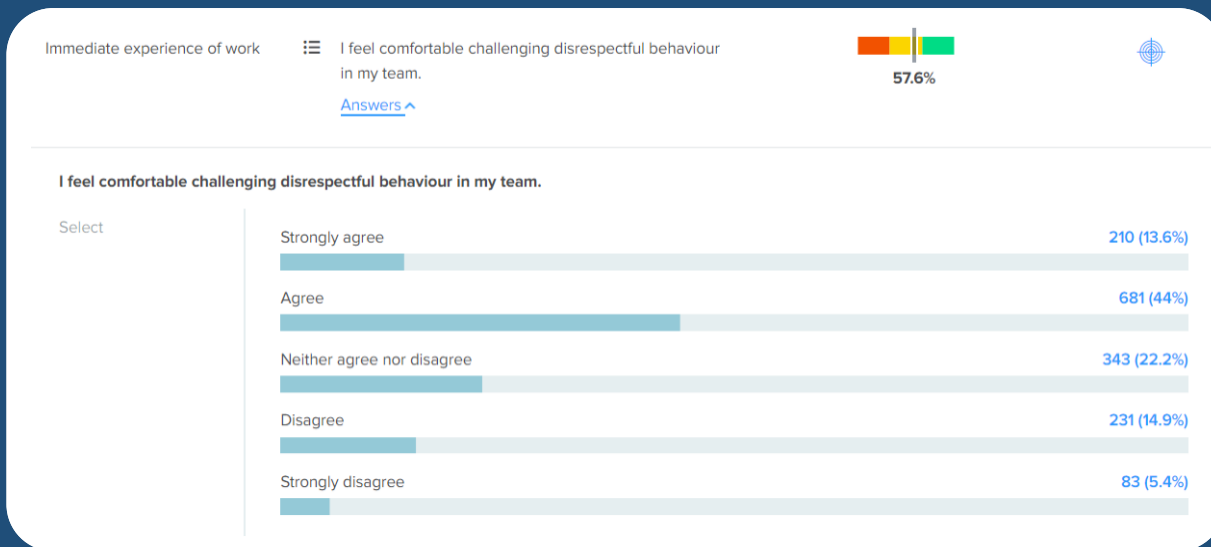
I feel comfortable challenging disrespectful behaviour in my team.

Cwm Taf Morgannwg

57.6%

NHS Wales

60.3%



Immediate experience of work

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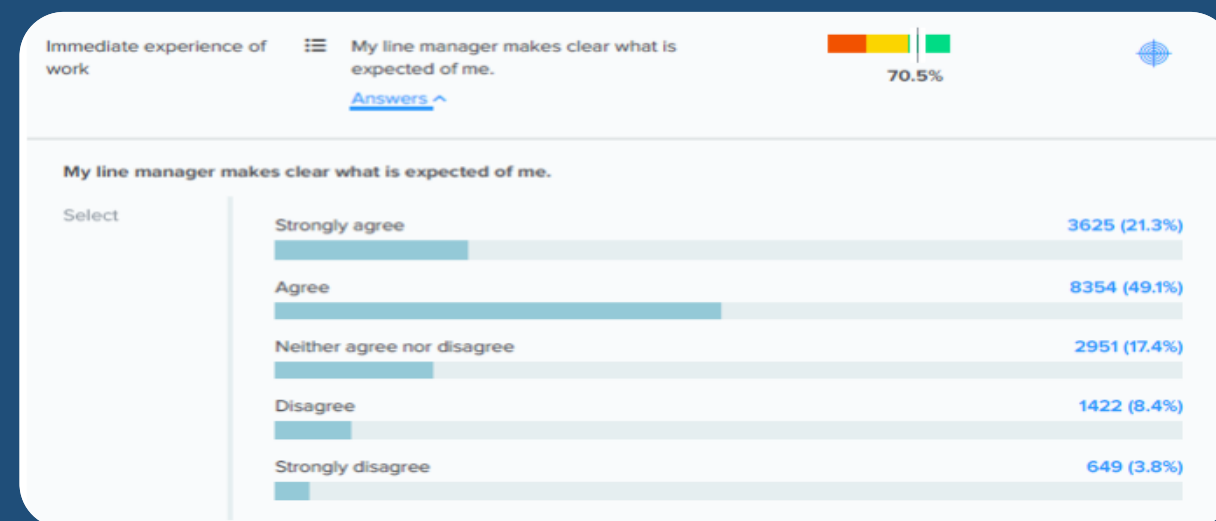
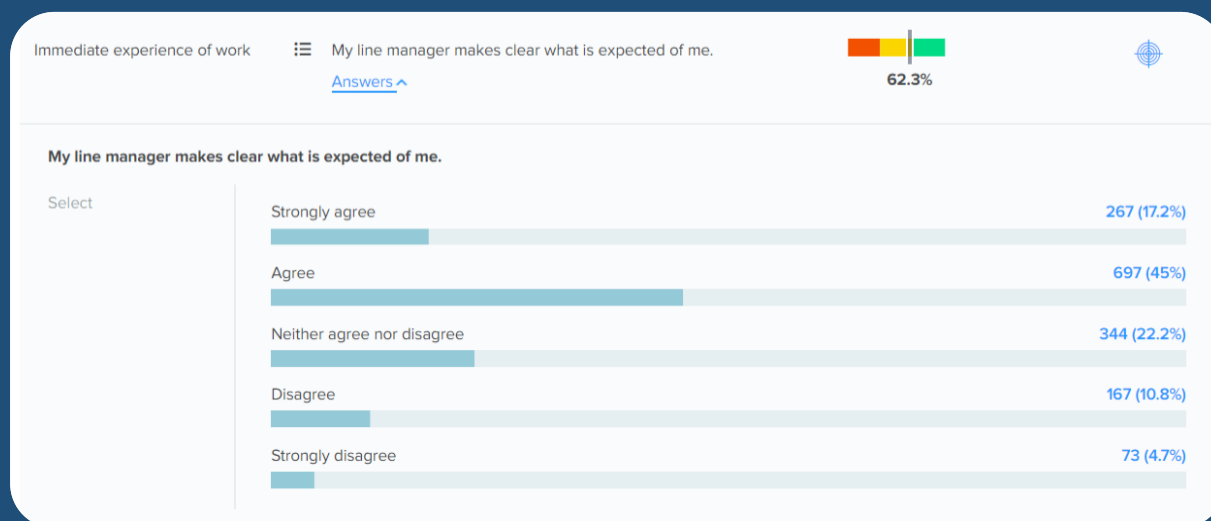
My line manager makes clear what is expected of me.

Cwm Taf Morgannwg

62.3%

NHS Wales

70.5%





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Bullying, Harassment, Abuse

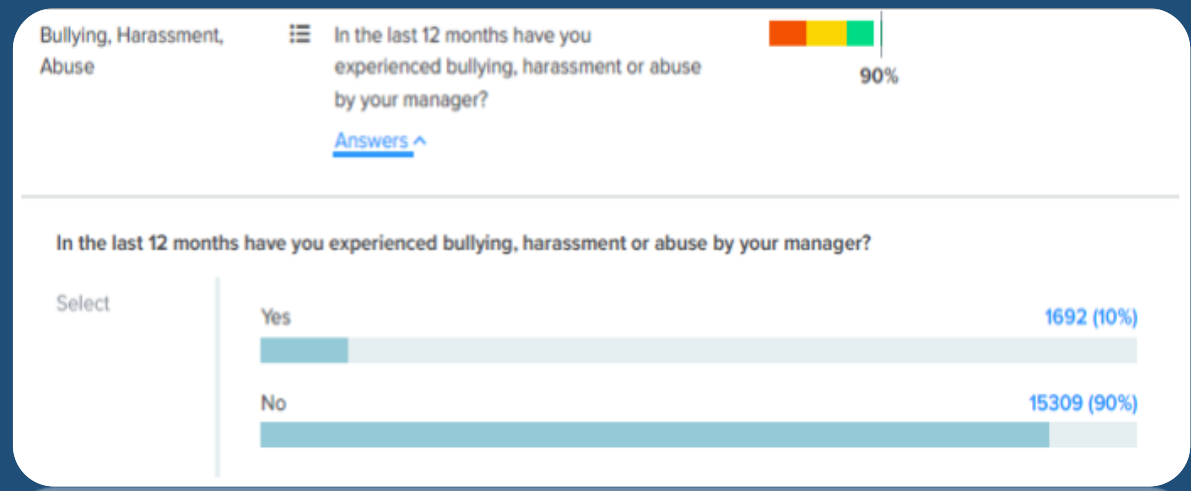
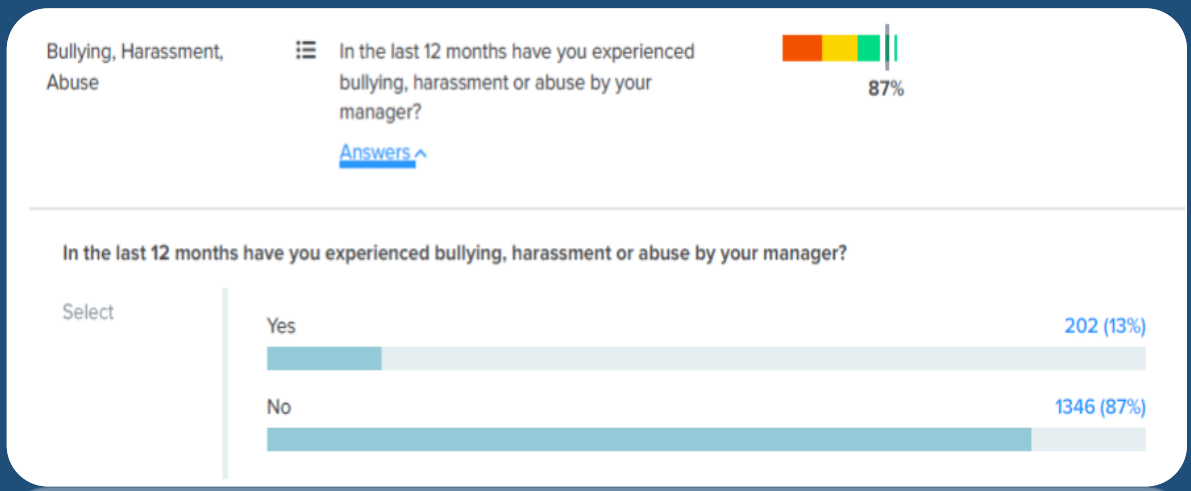
In the last 12 months have you experienced bullying, harassment or abuse by your manager?

Cwm Taf Morgannwg

87% said NO

NHS Wales

90% said NO





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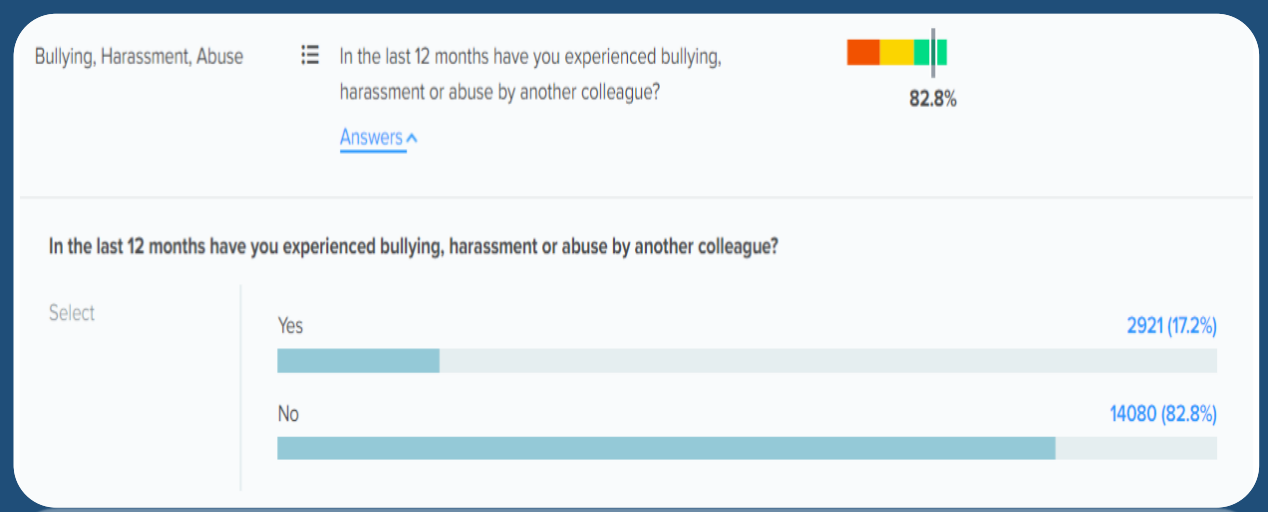
In the last 12 months have you experienced bullying, harassment or abuse by your colleague?

Cwm Taf Morgannwg

81.1% said NO

NHS Wales

82.8% said NO





Bullying, Harassment, Abuse

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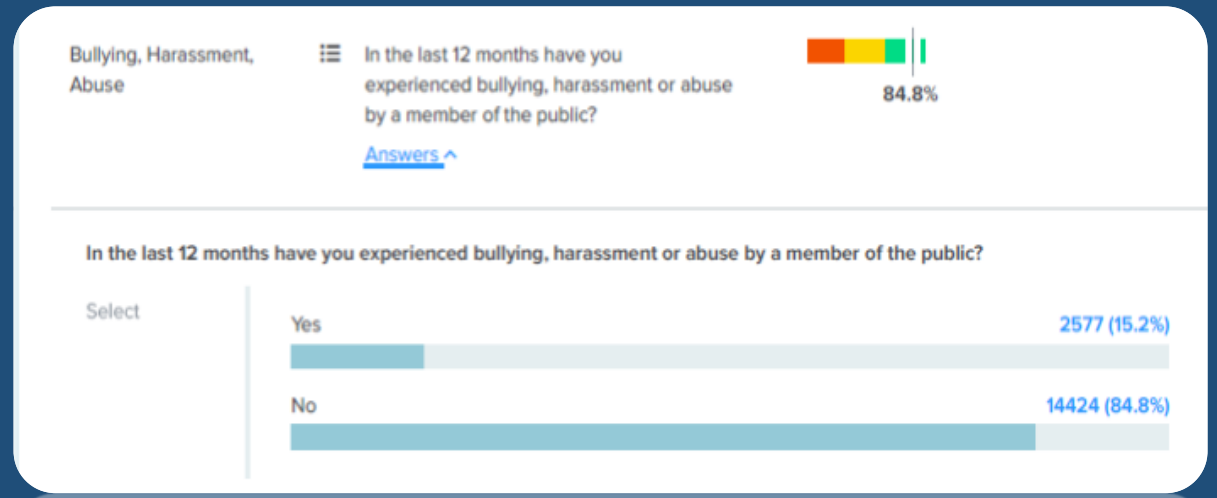
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In the last 12 months have you experienced bullying, harassment or abuse by a member of the public?

Cwm Taf Morgannwg
83.3% said NO

NHS Wales
84.8% said NO





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Bullying, Harassment, Abuse

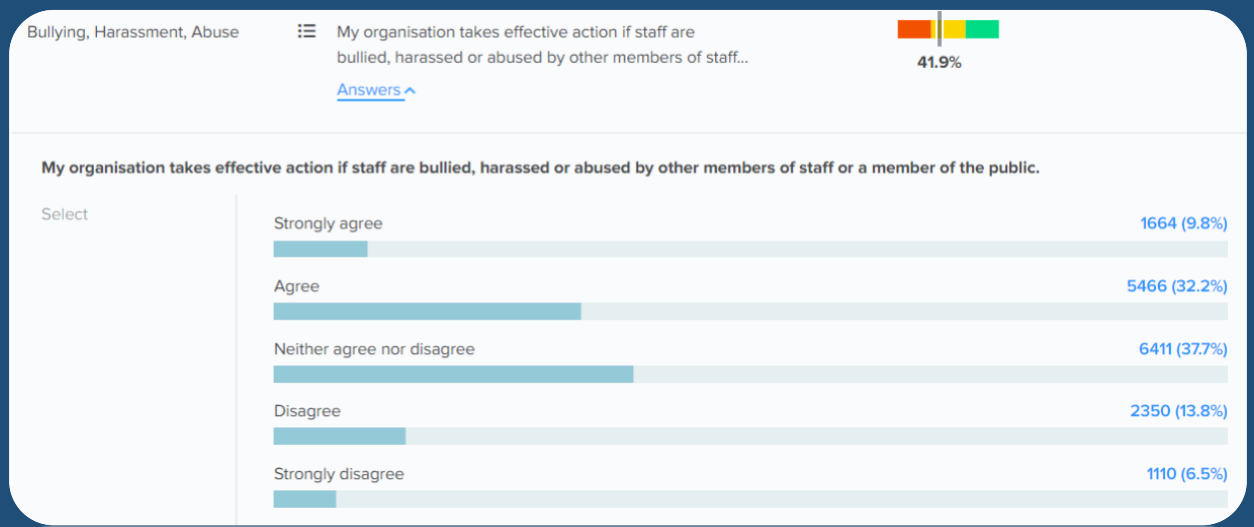
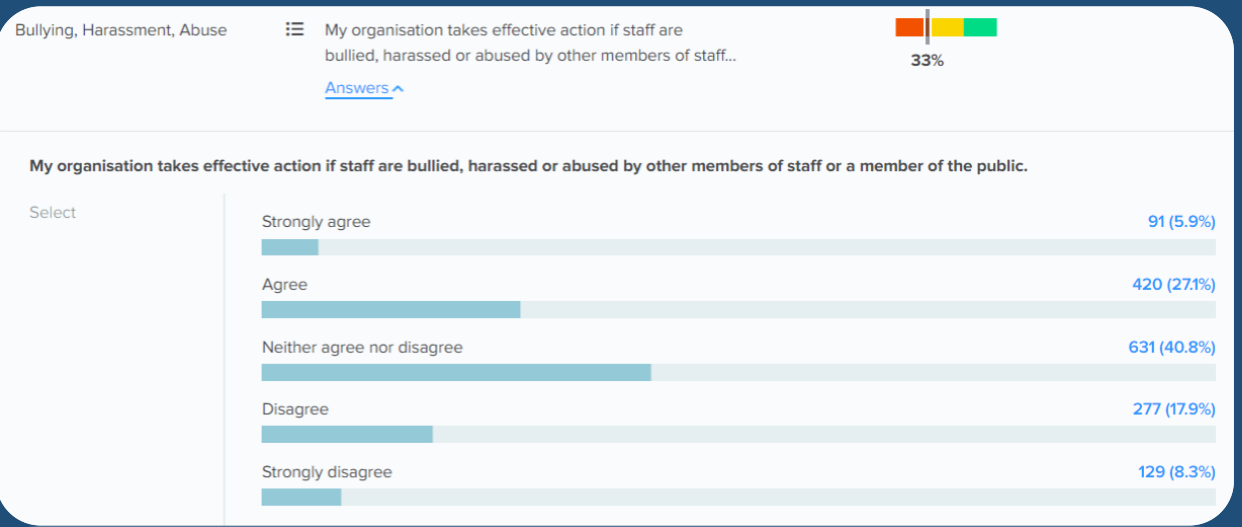
My organisation takes effective action if staff are bullied, harassed or abused by other members of staff or a member of the public.

Cwm Taf Morgannwg

33%

NHS Wales

41.9%



Bullying, Harassment, Abuse

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Question	NHS WALES 2020	LET'S TALK CULTURE 2019 (Internal)	NHS WALES 2018
In the last 12 months have you experienced bullying, harassment or abuse by your manager?	13.0%	N/A	N/A
In the last 12 months have you personally experienced harassment, bullying or abuse at work from a manager / line manager / team leader or other colleagues?	18.9%	14.4%	19%
In the last 12 months have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?	16.7%	N/A	24%
My organisation takes effective action if staff are bullied, harassed or abused by patients / service users, their relatives or other members of the public	33.0%	N/A	53%

* Please note where there is N/A, the question did not feature in the survey.



Personal Reflections

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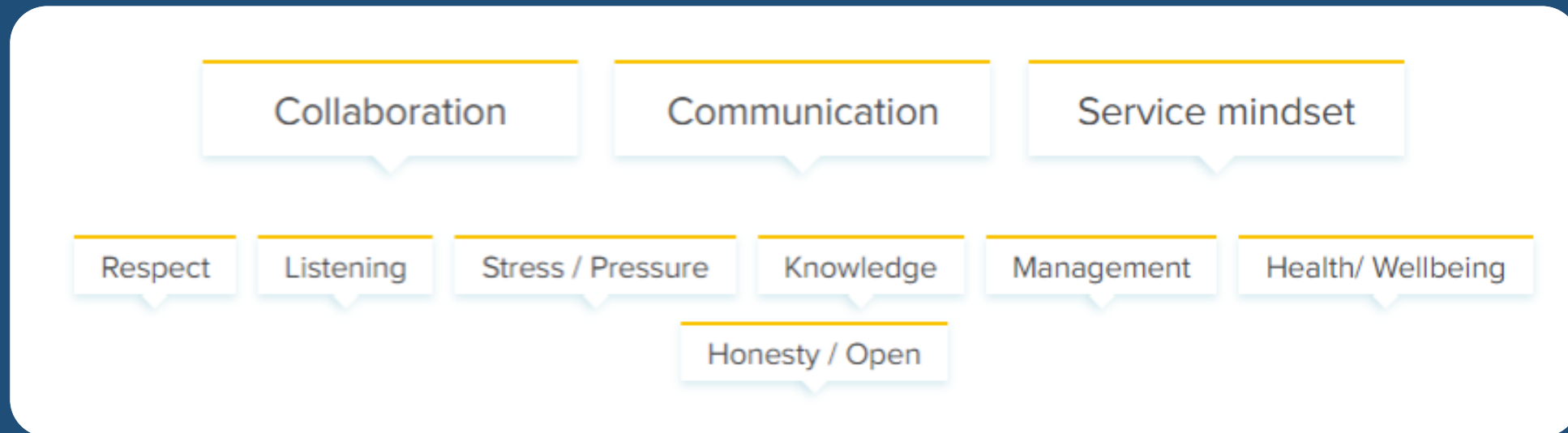
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What do we do well?





Personal Reflections

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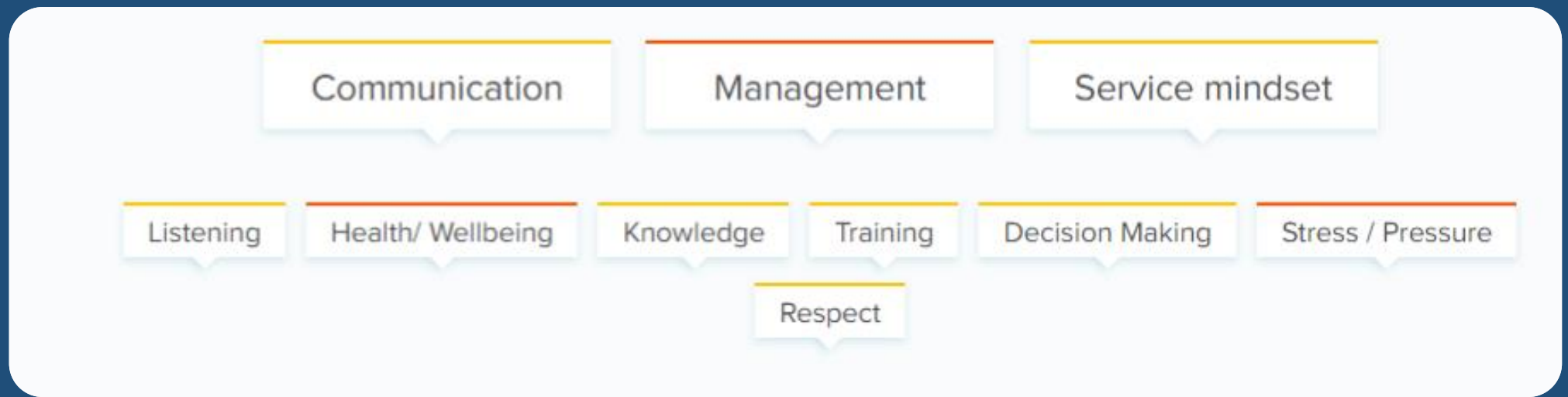
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What could we do better?





Personal Reflections

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If I could do one thing to improve my work it would be...



Recruitment