

Cyfarwyddwr Cyffredinol Iechyd a Gwasanaethau Cymdeithasol/
Prif Weithredwr GIG Cymru
Grŵp Iechyd a Gwasanaethau Cymdeithasol

Director General Health and Social Services/
NHS Wales Chief Executive
Health and Social Services Group



Llywodraeth Cymru
Welsh Government

Nick Ramsay AM
Chair
Public Accounts Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

13 February 2019

Dear Mr Ramsay

Betsi Cadwaladr Staff Survey

Following the Public Accounts Committee session on 28 January, I committed to sharing more detail on the Betsi Cadwaladr staff survey results. I hope that the detail shared within this letter provides you with the required information.

In our evidence we suggested some specific areas of improvement that showed significant progress on staff engagement within the results of the staff survey.

As I highlighted during the session, the improvements led by the new Chair in renewing and realigning the Board and establishing a more robust appraisal and assurance system, have also contributed to improvement. The NHS staff survey 2018, showed positive changes since 2013 and 2016, most notably in staff engagement. That includes an 18 per cent increase from 2013 of staff who say that they are now proud to work for BCUHB.

The table below shows improvements in a number of specific areas:

	2013	2016	2018
<i>Mental Health</i>			
I would recommend my organisation as a place to work	44%	51%	58%
If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation	45%	55%	63%
I am proud to tell people I work for my organisation	38%	52%	64%

Betsi Cadwaladr UHB Results			
I would recommend my organisation as a place to work	42%	51%	61%
If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation	51%	61%	67%
I am proud to tell people I work for my organisation	47%	54%	65%
Senior managers lead by example	21%	28%	39%
All Wales Results			
I would recommend my organisation as a place to work	48%	61%	66%
If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation	53%	68%	73%
I am proud to tell people I work for my organisation	51%	65%	72%
Senior managers lead by example	26%	35%	42%

In 2018 the response rate was 31% compared to 29% for All Wales. The overall engagement scores compared to all Wales were:

	2013	2016	2018
Betsi	3.35	3.51	3.76
All Wales	3.43	3.65	3.82

The results of the 2018 staff survey for Betsi Cadwaladr University Health Board continue to show positive improvements since the 2016 survey, and while the organisation is below the overall NHS Wales scores on many questions, there have been some significant improvements to scores. However, I expect visible use of the staff survey results to achieve actions, which was highlighted during the session.

I am encouraged that to see improvements in team working and wellbeing scores: all of the scores on team working are on or around the overall NHS Wales scores. There are only three scores which are comparable to 2016. All three of these have improved, including the score on team members having a shared set of objectives which has improved by 8% - from 74% to 82% this time around.

Many scores on staff wellbeing have improved since 2016. However, there are still some areas for consideration, and these will be addressed by the Board and the senior leaders in BCU.

Yours sincerely



Dr Andrew Goodall CBE