

NHS Staff Survey 2010

**Measuring and
improving staff
experience**



Why choose Picker Institute Europe?

We are a leading provider of NHS national staff surveys. Our 2010 staff survey package offers a high quality, comprehensive service alongside expert support and advice. Our competitively priced package for 2010 includes:

Expert Project Management

We provide dedicated support from start to finish by

- providing help with pre-survey publicity
- checking your staff list has been compiled properly
- printing and packing all questionnaires
- delivering questionnaire packs to your trust by courier
- providing a freephone helpline for staff to call with any queries
- entering all data, including typed up comments from staff
- advising if response rate is low in specific areas enabling you to promote the survey with staff
- delivering your final data to the CQC in accordance with their guidelines.

Detailed reporting

- **On-line results: Real-time response rates can be viewed online** from day one. Use our easy to navigate on-line system to view your survey results (including verbatim comments) and the **interactive benchmarking** function to make comparisons by geographical area or trust type.
- **Comprehensive final report:** including a stand-alone executive summary highlighting key issues for your organisation and demonstrating how you compare to the Picker average for your trust type. The full colour report also shows **how different directorates/divisions within your organisation are performing**.
- **Individual reports for each directorate/division allow comparisons to be made and good practice to be shared.** Providing specific site, department or specialty results can give staff ownership of the results most relevant to them. **Trusts who have switched to working with us have commented on the greater insight they get from the survey data we provide.**
- **Changes over time:** our historical data indicates how your trust has performed since the survey programme began, highlighting significant differences from 2009. Even if we did not carry out your survey last year we can include this data in your 2010 report at no extra cost.
- **On-site presentation** of your results. We will also provide you with a presentation template so you can feed back an overview of results to your colleagues.
- **Additional analysis:** of your data by occupational (or any other) sub-group if you require it.

STAFF SURVEY ACTION PLANNING WORKSHOP

One delegate place included in your survey package

Following on from the success of our 2009 workshop we are pleased to offer you a place at our practical action planning workshop to help you plan your next steps whilst networking and sharing good practice with other organisations. The workshop will be a unique opportunity to:

- discuss survey findings
- reflect on key issues and challenges
- discuss effective approaches to action planning and dissemination of survey results
- network with other organisations

Survey costs

The standard costs detailed below include **all** of these services and associated costs.

We are freezing our 2009 prices, and if you sign up for 2 years, with no change to your basic sample size, we guarantee your costs will remain the same for 2011.

Cost depends on the number of staff you survey. The CQC requires a minimum sample size depending on the size of your Trust (see below). You can also choose to survey additional staff or conduct a census, thus allowing more opportunity for increased sub-group analysis by Picker. We can provide an exact quotation on request.

Number of staff in trust	CQC Required Basic Sample	Cost
More than 3000	850	£4,950 + VAT
2001-3000	800	£4,800 + VAT
1501-2000	750	£4,650 + VAT
1001-1500	700	£4,500 + VAT
601-1000	600	£4,200 + VAT
Up to 600	Charge varies depending on sample size – please call 01865 208130 for a quote	

Other Services

- **Additional questions:** Trust-specific questions are a great way of finding out what your staff think about local issues. The charge for including local / bank questions is just £500 + VAT (NB additional questions should not exceed two sides of A4).
- **Letter:** The charge for including an additional trust-specific letter is £150 + VAT.
- **Workshop places:** Extra delegate places are available at only £75 + VAT per delegate.

Contact us

For further information, please contact Jenny or Stephen, your staff survey project managers:

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Stephen Bough Tel: 01865 208163

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“Excellent telephone support, able to respond to queries or difficulties quickly. Experienced support was greatly appreciated”

“Could not fault any aspect of the service... I would definitely recommend Picker services to colleagues.”