

Staff Surveys – Understand the views of staff in your clinical commissioning group



Background

Your employees are your organisation's most valuable asset. Evidence and best practice show that listening to the views of your employees improves engagement and motivation, and provides a rich source of ideas and service improvements.

The NHS Staff Survey is recognised as an important way to listen to the views of staff working in the NHS to help make informed changes and service improvements.



"The NHS Staff Survey is recognised as an important way of ensuring that the views of staff working in the NHS inform local improvements and input in to local and national assessments of quality, safety, and delivery of the NHS Constitution."

NHS Staff Survey

What we do

Our staff surveys are a tried and tested way of making sure you maximise feedback to help you gauge satisfaction, prioritise actions and make improvements. From designing the survey to analysis and reporting, we manage the whole process to ensure minimal impact on your time and resources.

Our service:

- Dedicated Capita client co-ordinator – a member of our experienced research team will support you throughout the survey process
- All sampling undertaken by Capita on your behalf in accordance with NHS England guidelines
- All survey stationery is branded for your CCG
- Surveys are conducted online, paper based or a mix of the two
- FREEPHONE helpline for staff to complete the survey by telephone if they prefer
- Promotional strategy and materials
- Access to an online response rate portal are provided
- CCG-wide report and choice of other reports
- Benchmarking with other CCGs and healthcare organisations
- Option to use our online reporting tool 'Investigate' to aid your analysis



Our approach

We run the survey by the strict rules of the NHS national staff survey and are already supporting a number of clinical commissioning groups with their staff surveys. We offer the ability to add additional questions to the survey and provide advice on the development of these questions to achieve actionable outcomes.

Benefits

Our approach provides rich, robust and valid information, which means that you can make decisions and change practices with confidence.

Why us?

With over 25 years' experience of helping healthcare organisations to use staff and patient surveys to improve quality of care, we understand your needs and how staff and patient feedback can support development and improvement in the NHS.

- We already work with over 200 NHS organisations including the Department of Health, NHS Trusts, CCGs and other healthcare organisations
- We are one of the **largest suppliers of the Friends and Family Test** for patients and staff in the UK
- We are the only supplier who is a Market Research Society (MRS) partner organisation
- We are **accredited by ISO** which means we operate within the MRS code of conduct for survey quality and information security, are one of only four organisations to hold the Information Governance Standard, and are approved by the Department of Health and Care Quality Commission to run the NHS staff and patient surveys



Our accreditations and certifications:



Find out more

www.capita.co.uk/healthandwellbeing

Or email us at: surveysandresearch@capita.co.uk

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