**Gloucestershire NHS Hospitals Foundation Trust**

**Nurse Retention (pulse) Survey**

**November 2019**

NHSI have developed a national programme for improving nurse retention across the NHS. This programme is set to run into 2020 and Gloucestershire Hospitals NHS Foundation Trust are participating as part of cohort 5. Having joined the programme in September 2019 the expectation was that each participating Trust would submit a retention action plan by the end of November 2019.

To help inform and develop our action plan a nurse retention survey was conducted at GHFT from 4th – 19th November. In total, 462 nurses (23%) responded (36% paper, 64% online). A series of demographic questions were asked followed by key questions that included:

1. What makes you to stay here?
2. When did you last think about leaving?
3. What would you like to see improved?

Questions were also set regarding our new 2020 Health and Well-being Hub and the Freedom To Speak up Guardian

**Key findings**

9 key findings have been identified from the survey.

1. Respondents rated colleagues, geographic location and family as the top 3 reasons to stay with our Trust.
2. 73% (327) of respondents replied they had thought about leaving our Trust versus 18% who had never thought about leaving.
3. 66% (264) of respondents said they had thought about leaving within the last 12 months.
4. Respondents state the following as reasons to leave: work pressure, staffing levels, burnout, and work life balance.
5. 25% of respondents said they would leave for reasons of bullying and harassment
6. Band 6 respondents were the most inclined to leave (23%).
7. Compared to respondents in other banding groups, band 6’s were the most likely to leave due to poor staff engagement and communications (35%).
8. Respondents want to see improvements in staff benefits, career opportunities and development pathways, flexible working, and staff engagement.
9. A similar response rate was found when respondents were asked if they had heard of the Trusts 2020 Health and Wellbeing Hub (68%) and Freedom to Speak Up Guardians (66%). 74% of respondents said they would use either service if they needed to.

**Demographic data**

* **Gender**: 400 female (90%), 39 male (9%), 7 preferred not to say (1%)
* **Ethnicity**: 81% White - British, 13% BAME, 3%, Prefer not to say, 3% Other.
* **Disability/ Long term health condition**: 20% Yes, 78% No, 2% Prefer not to say.
* **Job title**: 45% RGN, 21% Other, 13% CNS, 11% HCA, 7% ANP, 2% Matron, 2% (Apprentice, TNA, NA)
* **Working Pattern**: 59% Full time, 41% part time
* **Age**: 26% of respondents were aged between 40-50 years, 20% of respondents were aged between 30-40 years.
* **Pay band**: 31% of respondents were band 5, 28% band 6, 22% band 7 and 15% bands 1-4.
* **Length of service**: 26% of respondents have worked for the Trust for over 20 years, 16% of respondents 15-20 years, and 13% have worked 1-3 years. 6% of respondents have worked less than 6 months.

This demographic data demonstrates that the majority of responses came from White British female colleagues, with a quarter of who have worked for the Trust for over 20 years. Only 13% of our BAME workforce submitted a response. In this dataset there were no significant differences between White and BAME respondents. Only 5% of HCA workforce responded to this survey.

**Overview of responses**

‘What influences you to stay in our Trust?’

88% of nursing respondents cited their colleagues as the top reason to stay, followed by geographic location (82%), family (74%) and a positive and enjoyable place to work (70%).

‘Have you have ever thought about leaving our Trust?’

73% of respondents had thought about leaving the Trust, 65% of those had thought about it in the last year.

From this group, 23% were our Band 6 workforce and 17% were Band 7’s. The band 6 respondents also scored highly for thinking of leaving within the last month.

‘What made you think about leaving?’

Respondents rated the following in order of preference:

1. Work pressure (65%)
2. Staffing levels (64%)
3. Burnout (54%)
4. Poor work life balance (48%)
5. Feeling unsupported (47%)
6. Lack of development opportunities (47%)
7. Increased patient expectations (47%)
8. Lack of engagement and poor communication (43%)
9. Lack of flexible working (34%)
10. Poor health and wellbeing (28%)
11. Bullying and harassment (25%)
12. Relationship with line manager (24%)
13. Lack of social groups (17%)

Bullying and Harassment

25% of respondents said they would leave due to reasons of bullying and harassment. Of those, 32% were band 5 staff and 46% were RGN’s. Of those who would leave due to bullying and harassment, 66% had thought about leaving in the last 12 months and 64% also felt they would leave due to burnout.

‘What would you like to see most improved?’

The following table demonstrates key areas or initiatives that nursing respondents feel could be improved or developed within the Trust. The top 4 are all ranked high across all staff grades with an improved staff benefits package ranking highest.

Health and wellbeing in the Trust

Of those asked, 68% (308) had heard of the 2020 Health and Wellbeing Hub but had never used it, 7% (32) had used it, and 24% (108) had never heard of the 2020 Hub. 74% (311) of all respondents said they would use the Hub if they needed to, and 26% (111) said they would not use it if they needed to.

Similar figures are demonstrated for the Trusts Freedom to Speak Up Guardians (FTSU); 66% had heard of the service, and 34% had not, whilst 74% would use the FTSU service if they wanted to raise a concern compared to 26% who would not.

15% of the Band 5 staff who responded had not heard of the FTSU service followed by 8% of Band 6, 6% of bands 1-4 and 2% of band 7’s.

**Conclusion**

This survey yielded an impressive return rate from nursing staff (23%) and the findings demonstrate reasons for staying, intentions to leave, and key improvement areas. These findings have informed the Gloucestershire Hospitals Foundation Trust’s nurse retention action plan, ‘*Person-Centred Careers: Nursing. Work stream 3 Improving retention in nursing*’ (2019- 2024), draft version 1 submitted to NHSI on November 29th 2019.

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