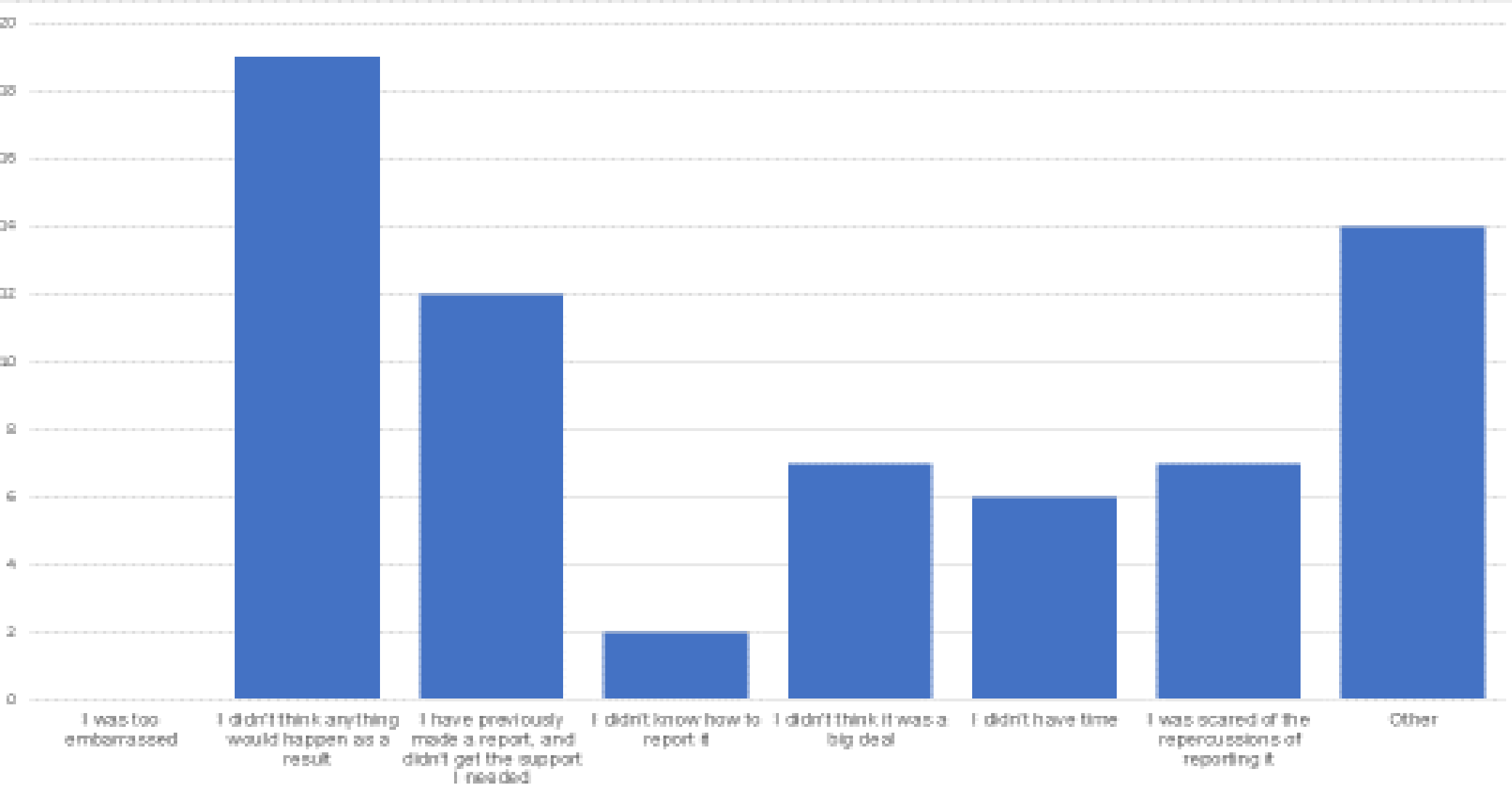# Staff Survey 2021

Deeper dives:

- **Under-reporting of violence and aggression**
- **Burnout and exhaustion**

The RUH, where you matter

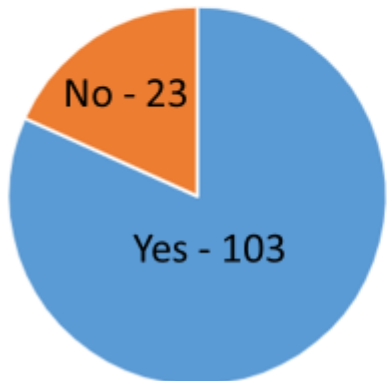# Violence and abuse – survey about reporting
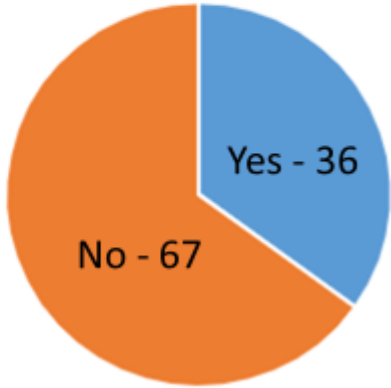

Why didn't you report it?

"Patient had dementia and or delirium there was an organic reason for it."

"it is quite common to experience verbal abuse in the role I work in so don't always think to report it unless it is extreme"

Have you ever experienced physical or verbal violence or aggression at work?

No - 23
Yes - 103

Last time you experienced physical or verbal violence or aggression, did you report it?

Yes - 36
No - 67

The RUH, where you matter
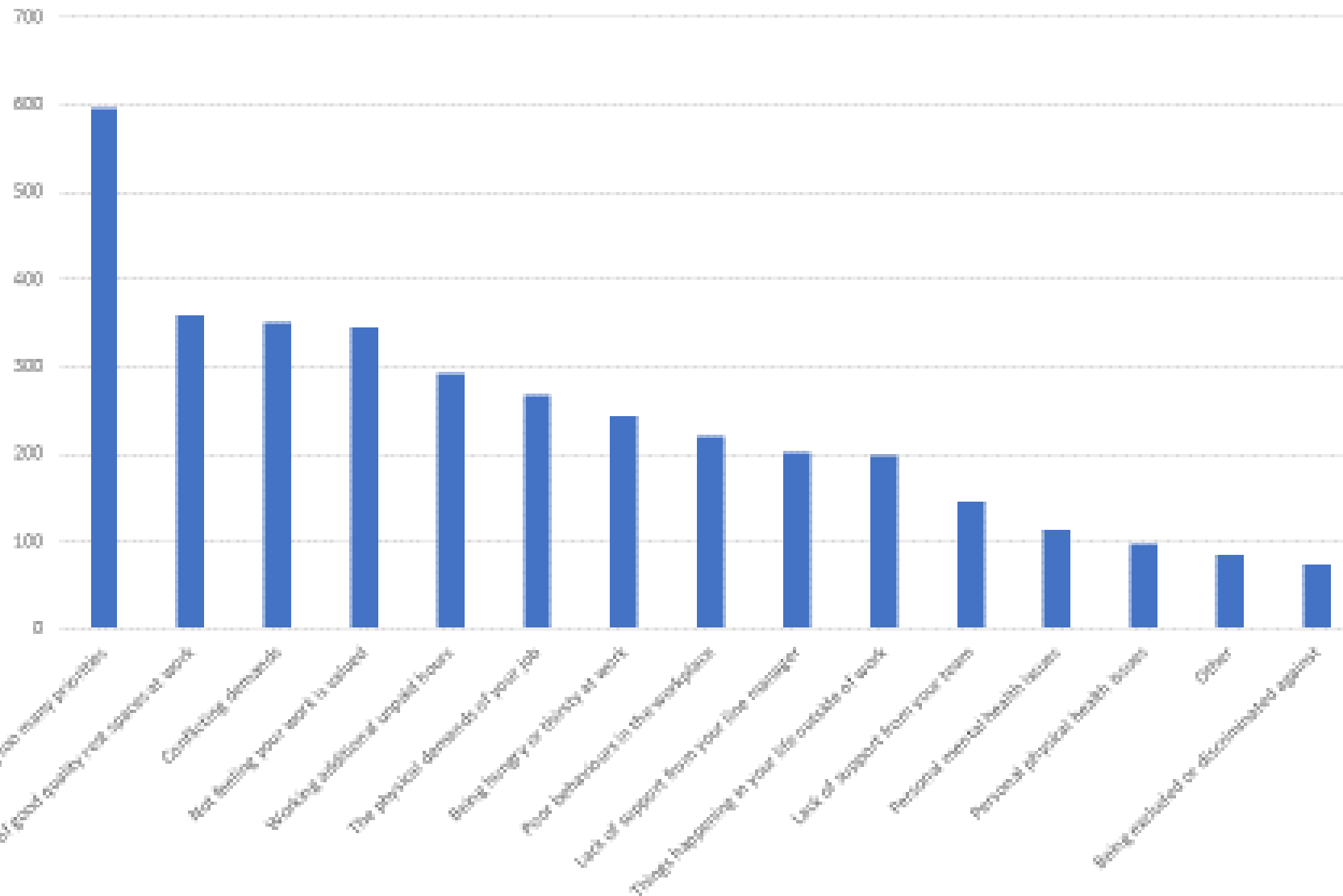
We are safe and healthy

Our responses:

- Working group to tackle incidents of violence, including security team (for example, 'zero tolerance'. Body-cams).

- Risk and Assurance team reviewing the current Datix to support all levels of staff with managing incidents in a more effective way.

- Dashboard under development to enable access to consistent real-time data for thematic review of incidents.

- Discussions with dementia leads - how to support staff.

The RUH, where you matter

more support unfair treatment

datix
datix/support

more time to be able to report
more support hr
something being done

more support
less fear of repercussions

unfair treatment
better training
more signage/posters

Burnout and exhaustion – survey about root causes

Results

Thinking about your own experiences, what contributes to you feeling exhausted? (tick as many as you like)

Top five causes of burnout cited by people at the RUH:

1. Volume of work, too many priorities.
2. A lack of rest spaces.
3. Conflicting demands.
4. I am not valued.
5. Additional unpaid hours.

The RUH, where you matter

We are **safe** and **healthy**

Our responses

- Support from 'Health and Well-being Facilitators:
  - Education around signs of pressure/stress/burnout
  - Mental Health First aid training
  - Health and well-being conversations

- Food / drink options
  - Including overnight food
  - Meal deal options
  - Water stations in all areas

- Rest spaces
  - We have assessed and are improving rest environments.
  - Education Centre have offered cleaning team option to create rest spaces.

- Listening events, centred around our vision 'You matter'
  - Practical steps to ensure we can support staff.
  - Ensuring we take steps to ensure colleagues know they are valued.

The RUH, where you matter