

Staff Survey and Confidentiality

Do I have to complete the survey?

No, it is not compulsory to complete the staff survey. We do not know which individuals have completed the survey and those that haven't. However, we do want to hear from every member of staff as staff feedback is important to us. It's a great opportunity to make your voice count here at Gateshead and sharing your experiences of working here.

How can I be assured of confidentiality?

All NHS organisations, including Gateshead Health NHS Foundation Trust **must** use an independent external contractor. Our external contractor is Picker and they help to ensure that individual responses are not visible to the organisation. Confidentiality can be completely guaranteed no matter what your role is in the trust. Picker collate the results for us and produce a report that show the key findings at either an organisational level, divisional level or department level - no report is ever provided at an individual level. NHS England does not allow reporting back data to any organisation where there are fewer than 11 respondents in a department. Another question we also get asked is around protected characteristics that are asked about at the start of the survey, the reason this is asked is more for the staff networks and your experiences here at Gateshead. Managers aren't able to get the data drilled down to that level.

How can I win a prize if the survey is confidential?

To protect confidentiality, prize draw winners have to be drawn by Picker and this comes at a cost. Every individual is given a unique reference number (found at the top of the email or paper survey you receive). Picker collect the unique reference numbers and choose one at random. They then match the number to a name and contact details. Picker will contact the winners to ask their permission to let us at Gateshead know they are a winner. (Colleagues are able to say 'no' if they do not wish to receive their prize or be known that they have completed the survey)

If I complete the free text questions, could I be easily identified?

No, Picker filter through all free text comments to help protect your identity and ensure you cannot be distinguished. They will remove anything which could potentially expose an individual's identity - please see example below.

What you write - *'I work on ward 50 which is the COTE department as a HCA. My line manager Sandy is very supportive. I do however wish there were more opportunities to shadow my colleagues. In October I asked to shadow the band 5 nurse Steven, but it was too busy in the department.'*

What we get - *'I work on [blank] which is the [blank] department as a [blank]. My line manager [blank] is very supportive. I do however wish there were more opportunities to shadow my colleagues. In [blank] I asked to shadow the band [blank] [blank] [blank] but it was too busy in the department.'*

Finally, before the comments go out to managers, the OD team do a final check.