

Diabetes Inpatient Service

Staff Satisfaction Survey

During June – August 2005 and February – April 2006

Prepared by Patient & Public Involvement
Department
May 2006

Diabetes Inpatient Service - Staff Satisfaction Survey 2005/2006

Introduction

This report provides a summary of the results of the Diabetes Inpatient Staff Satisfaction Survey which took place during February – April 2006 at Gloucestershire Royal Hospital.

This survey was carried out to identify staffs' view of the value of the Diabetes Inpatient Service which has been available since April 2005. A staff satisfaction survey was also carried out during June – August 2005 when the facilitator was new in post and a comparison has been made against these results.

Staff were given the opportunity to provide free text comments within the questionnaire on how the service could be improved. Surveys were distributed to staff in the hospital and returned to the Patient and Public Involvement Department using internal envelopes.

Summary of Results

A higher response rate has been achieved in the 2006 (62%) staff satisfaction survey compared with the 2005 survey (16%); an increase of 46%. This is due to the Diabetes Inpatient Facilitator asking only qualified staff to complete the surveys and hand delivering them to the wards. Please note that the number of respondents for each question is acknowledged within the graphs (*n*).

100% of respondents were clear on:

- How to refer diabetes inpatients to the diabetes specialist nurse
- The difference between the diabetes inpatient facilitator and the diabetes specialist nurse
- The role of the diabetes inpatient facilitator
- How to refer patients to the diabetes inpatient facilitator

There has been an increase of 26% between 2005 (74%) and 2006 (100%) for staff awareness on HOW to refer the diabetes inpatients to the diabetes specialist nurses and the awareness of staff about the difference between the diabetes inpatient facilitator and the diabetes specialist nurses has increased by 48% between 2005 (52%) and 2006 (100%).

Staff are 32% more aware of the ROLE of the diabetes inpatient facilitator (2006 100%/2005 68%). Staff are 46% more aware of WHEN to refer patients to the diabetes inpatient facilitator (2006 99%/2005 53%) 98 respondents knew who their ward diabetes link nurse was in 2006 (86%) and 28 respondents in 2005 (93%).

There has been a 60% increase amongst staff seeing the new diabetes newsletter Beta Cells (2006 86%/2005 26%) and for those who have seen the newsletter staff feel that it keeps them informed with developments in diabetes (2006 87%/2005 47%). In 2005 one respondent suggested that the newsletter should be available on the wards, which was implemented to keep nursing staff up to date with diabetes treatment. Staff have requested increased availability and awareness of the newsletter and also for more copies. The majority of respondents were white and female.

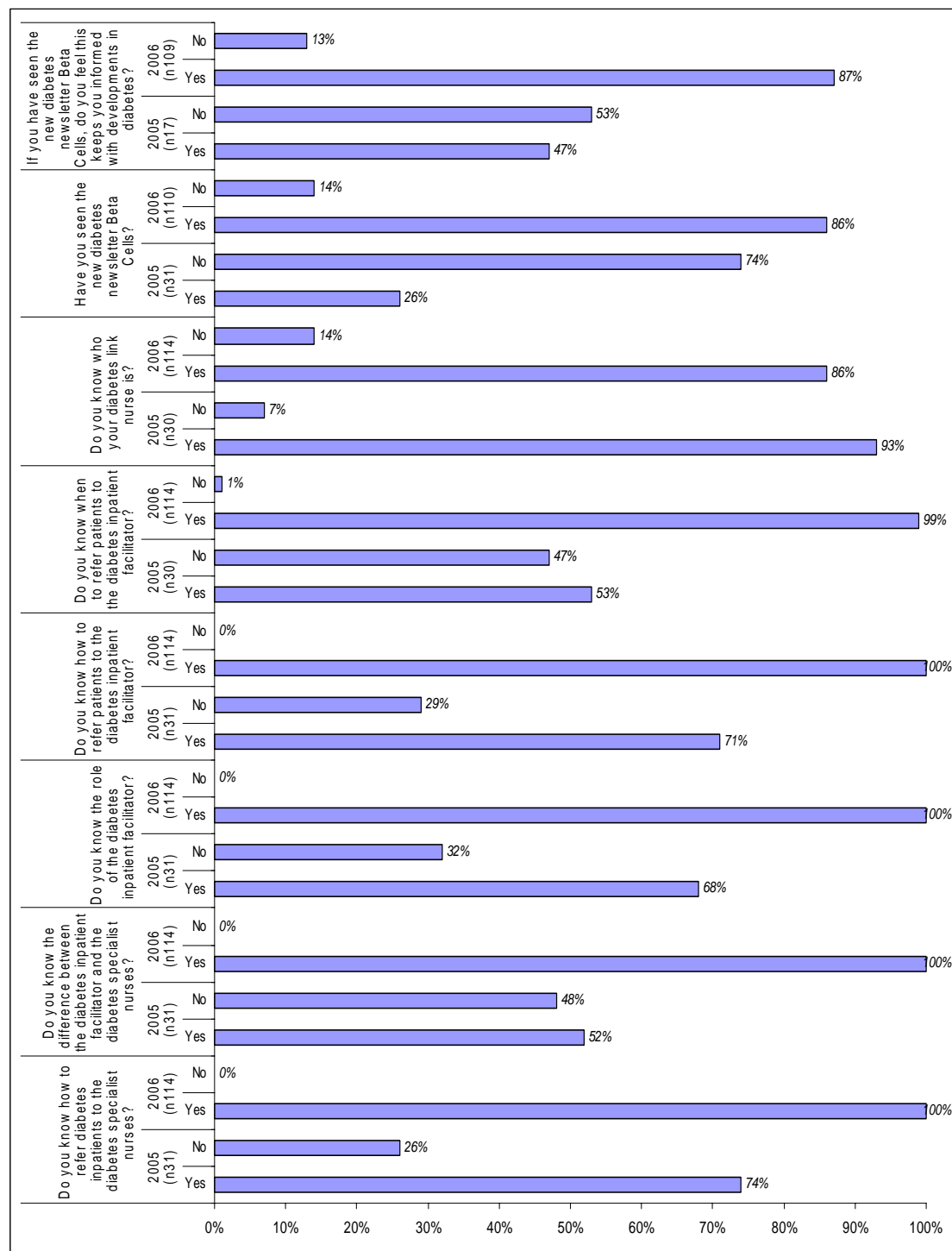
This Report was prepared by Tracey Thomas
Patient & Public Involvement Co-ordinator

GLoucestershire Hospitals NHS Foundation Trust

Appendix One – Response Rate

| 2005 | | 2006 | |
|--------------------|---------------|--------------------|---------------|
| Volume Distributed | Response Rate | Volume Distributed | Response Rate |
| 200 | 16% | 200 | 62% |

Appendix Two - Graph illustrating percentage of staff responses



GLoucestershire Hospitals NHS Foundation Trust

Appendix Three – Table of staff suggestions for future additions to Beta Cells

| Do you have any suggestions for future additions of Beta Cells? | |
|--|--|
| 2005 | 2006 |
| More input from ward diabetes link nurse | More copies of beta cells, ours ran out! |
| I would suggest that you can give a session about the facilitator and her role and everything in each ward if possible | Pumps, when to use and when not. |
| | More a year. |
| | More copies a year instead of 2. |
| | Only seen one copy last year. |

| Do you have any suggestions on how we could improve our service to ward staff? | |
|---|------|
| 2005 | 2006 |
| update | |
| Give us an updated treatment of hypoglycaemia policy i.e. to put on fridge | |
| Teaching sessions | |
| Teaching sessions about role | |
| Link nurses from ward to spend allocated time and then disseminate info back to ward and clinical areas | |
| More involvement in the ward | |
| We have a communication book – regularly used by all grades – perhaps could be used | |

Appendix Four - Graph illustrating demographics of respondents

