

Staff Friends and Family Test - Quarter 2 2018

RAG Table for Trust wide

	Q2 2016 n2861	Q4 2016 n2914	Q1 2017 n2721	Q2 2017 n3060	Q4 2017 n2678	Q1 2018 n2717	Q2 2018 n2208	Q4 2018					
How likely are you to recommend this organisation to friends and family if they needed care or treatment	81	82	84	81	82	82	81						
How likely are you to recommend this organisation to friends and family as a place to work	72	72	72	70	69	71	70						
The care of patients/service users or supporting clinical services is the top priority for my team	88	89	91	89	89	90	89						
I am able to make suggestions to improve the work of my team/department	82	82	82	83	83	83	81						
I believe that it is worth my while making suggestions	76	74	76	76	75	77	74						
There are opportunities for me to show initiative in my role	81	81	81	80	81	81	81						
Overall my role gives me job satisfaction	78	79	79	78	77	76	77						
I believe people within my team treat me with dignity and respect	87	85	87	87	86	85	85						
I am able to access job relevant non-mandatory training and/or continuing professional development opportunities	81	80	81	81	81	82	80						
Yes I have had personal experience of mental illness					36	44	57						
<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 20%;">Excellent: 80%+</td> <td style="width: 20%;">Good: 65% - 79%</td> <td style="width: 20%;">Fair: 50% - 64%</td> <td style="width: 20%;">Poor: 40% - 49%</td> <td style="width: 20%;">Very poor: under 40%</td> </tr> </table>									Excellent: 80%+	Good: 65% - 79%	Fair: 50% - 64%	Poor: 40% - 49%	Very poor: under 40%
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Free Text Comments

How likely are you to recommend this organisation to friends and family if they needed care or treatment?

I have recently had experience of a family member accessing AMH services in D&D and their experience has not been as good as I would have hoped from TEWV.

Variations across teams and localities.

We make faults, but in general the care is good and the staff treat service users with humanity and dignity.

The community care is exceptional.

Waiting periods are growing as is staff turnover. This makes it likely that patient care will not be optimal.

Excellent staff. Very caring.

Waiting times too long. Clinicians have too long a caseload, mistakes happen.

Reputation and service provision.

Low staffing levels make it difficult to ensure everyone gets the right care/input. Cases are being prioritised by severity but that still leaves some people unseen for weeks. The staff are amazing but it's difficult to advise someone to go to TEWV when I know how stretched the service is.

Constant shortness of staff, not enough staff to provide therapeutic interventions, barely get the basics done.

I have found all members of staff to be very caring and always put the patient first.

Staff are often crying in CAMHS with too much work and too high risk patients they feel overwhelmed.

Lack of systems and unfair treatment for some - e. g some patients can get referred to a consultant and some cannot. No clear reasons why.

Would recommend the service but would have to say they could expect to wait for services and results.

Have needed the services for a family member in the past. The service from consultants to nurses was excellent. I have shared offices with a number of people due to hot desk policy and always found that the staff have been professional and caring in all of their telephone interactions with service users.

No alternatives to choose from.

It depends on the locality as care is extremely different throughout the Trust, not through the fault of clinicians but because how services are commissioned.

Think it depends on the catchment areas you live in.

There wouldn't be much choice in care as TEWV operate in many areas!

The patient is treated as commodity on an industrial production line, the emphasis being on maximising income generation.

Depends on CCG area as to resources available to deliver effective interventions. I would not want my treatment in SWR due to poor staffing and resources.

Member of my family was recently an inpatient on Bilsdale and the care and support as an inpatient and the aftercare was fantastic.

Wards are often very busy/noisy which can be distressing for patients.

Most areas fine but I would have concerns if admission to an acute ward was required.

Staff are very hard working, doing the best they can and always with the patients best interests at heart.

Depending on the service they required.

It always depends on where and what service. I have a friend who is accessing crisis currently and that has been awful. I would not want a loved one in West Park or in any rehab - they do not deliver rehab at all. It is a holding ground.

Current pressures on staffing may impact on the quality of services that can be provided.

Staff too stressed and rushed to be able to give reflective good care to client. Over dominance of medical mode.

I do think that the main driver and goal for TEWV is the patient care that is provided by us.

It is the main MH service in the area.

Realistically there is no alternative in this locality but the care given by TEWV is very much pot luck and almost entirely dictated by ticking boxes, meeting unrealistic targets set purely as obstacles to securing proper financial resourcing. Person centred patient care does not exist, staff are overwhelmed and unable to do the job they trained for spending most of their time (and precious hours which could be used for direct

patient care) filing in duplicate and unnecessary paperwork (albeit on a computer). Care had become a production line with outcome measures and a one size to fit all mentality.

Staff I have worked with give 5 star treatment.

I have experienced care in other organisations and know how good TEWV services are.

I am speaking for services in Darlington and my opinion wards are full of drug users with very poor leadership for making discharge decisions when patients clearly do not use their stay to focus on recovery.

Not in the area I am thinking about as it is more a self-help approach and you wait ages. I would seek alternative options for a member of my family so that they could get some proper face to face help.

Patients are well looked after and respected.

Long waiting lists and limited options for treatment.

Trust focus on targets and process distracts from quality patient focused care in some areas.

My recent experience with my elderly relative who has dementia has not been a good experience of TEWV.

If friends and family were requiring mental health treatment which a GP could not provide then I would push them to receive treatment the NHS.

There seems to be variations in levels and standards of care received in different teams, it could be like a postcode lottery.

While I think the treatment that is provided is always good, due to waiting lists it sometimes isn't suitable.

Staff are very compassionate and really want to provide good care.

Very long waits in CAMHS.

It is the only provider in the area.

I believe the organisation give good quality personalised care to both patient and their families.

Basics only given due to dire staffing levels.

Current wait times, staff sickness, staff shortages.

I have been both a staff member and a service user and I have a family member who is currently a service user.

Differing quality in different areas.

It would depend on which F&F were needing care. Extremely unlikely to suggest using CAMHS (bitter experience) but pretty likely to suggest IAPT - for example.

Good nurses.

Often long delays between initial contact and treatment, to get quick treatment you often need to be in the more serious levels of ill health - I've known people wait months between initial contact and treatment whilst waiting IAPT input.

Good ideas/plans - always striving to do better for the service user.

I am a carer for my mother in law and have had occasions to attend the memory clinic in Northallerton, wonderful service but too much paperwork is sent to the service user and carers.

Understaffed at present on all teams including admin.

Likely but what other choice is there.

It's too dangerous, staff and patients are assaulted all the time, and changes made recently such as letting relatives in patients bedrooms only serves to increase that as a means of checks and contraband items getting onto the ward.

Excellent facilities and caring staff.

Extremely dedicated staff.

The staff who work with patients are amazing, they work hard to put their patient's needs first and are caring but are so understaffed they are not able to provide the care they would like.

It would depend what specific service or part of the Trust they required treatment.

I feel that our clinicians and managers are dedicated in supporting the patients and stakeholders however am aware of the limitations of time and resources in NY due to commissioned service levels and demand on services. I live in NY and would be conscious of the impact of this on the amount of time and support on offer to my friends and family.

I believe the Trust I genuinely patient-focused.

Poor staffing levels.

Following working for the trust now for nearly three years I have received information via e-mail and read the trust magazine and can honestly say I have seen good reports about the quality of the care here.

Let down by the Trust when a family member needed help.

Middlesbrough has a better staffed and skilled team for children so would chose there for patient choice.

Having recently jointed TEWV, I have been impressed with the professionalism, commitment and compassion that I have observed in the working environment.

Local services I would recommend. Within the wider trust I would not recommend the services following my own negative experiences with the staff.

Depending on their needs.

There is no local alternative, so no choice exists.

No choice for people in this area but also is a postcode lottery about what services are available. Reduction in services and changes under the 'improving community services' scheme are limiting what is available and forcing patients to travel and some are not available. Reducing the option for true individualised care by pushing everyone into groups, staff being encouraged to suggest to patients that this is the only option.

It would depend what service my friends or family required, it is extremely frustrating when working for the trust and when an individual requires a service I refer them into the service for this to either take 3 months before they are allocated a worker i.e. CAMHS.

It's all about numbers/figures, instead of the actual patient care nowadays.

Caring and compassionate approach.

Most front line staff are extremely caring and empathic and would give a wonderful service however I am uncertain I agree with the corporate management style that is leading the way. There is less and less clinical staff in higher management and therefore they have less knowledge of what patients needs are which would make me worry about the care my family or friends would ultimately receive.

Very friendly staff, highly detected, very professional, and trained to higher standards.

Due to the length of the waiting lists to be seen.

I am of the opinion the focus is no longer the patient but is to meet performance figures and avoid fines along with keeping patients out of services due to reductions in provision.

Staff do the best they can but we are understaffed and it feels like patient focus has been lost.

The exception to this is the Durham and Darlington locality, in particular the adult services. My experience of working in that locality and what I have seen and experienced of the services since I left shows me that it has not changed.

No choice. Either use existing provider or no treatment. Constant raising of bar for entry sad to see over time.

I work in a corporate environment however I know we have some really amazing staff within our services.

Staff are overworked and often go without breaks mistakes will be made.

I work in older people's services, and the nearest admission ward is 30 miles away. The trust is geographically too large to provide care to people in their own locality. There are other trusts locally that would provide the same service but much closer to home, which is important to older people who may not be able to travel to visit.

Staff caring and professional in approach, provide good service, balance the challenges of working within changing services, patient care always paramount.

I feel the care we are able to provide to patients is compromised in terms of timeliness of delivery and pressure to discharge to services and private sector where resources are also inadequate.

Haven't really seen many staff or patients yet.

Staff are very caring.

This is really difficult because there are no other options other than private mental health support which is out of reach for most friends and families and therefore if someone experiences mental distress then the duty would be to recommend local TEWV mental health services and instil hope that the service will be of help and effective even if I doubted this. If there was more choice then this answer would be answered differently.

High use of agency staff resulting in inconsistent care for patients, agency staff not turning up due to ineffective booking systems leaving staff shortages and regular staff unable to give high quality care.

Generally it's a good place to work but there are issues within some teams.

Staff, in my experience are very caring and attentive to patients and their needs.

Too many unnecessary referrals (no referral criteria) clinicians are overwhelmed by caseloads cannot give enough meaningful therapeutic intervention in a timely manner.

I believe some members of staff lack care and have become emotionless to patients problems.

I work within the trust and I would be happy for the service users friends and family to comment on the care they receive from myself and the team as I feel this is person centred and we try the best for the service users in our care, however on a personal level when I have tried to seek support for a family member who required support with their mental health from the AMH team the response from the team was very poor, I was disappointed in the lack of support we received and I felt embarrassed to work for the trust during this period.

The staff always have the service user needs as their main objective.

Depends on the area and the team.

I have found it is extremely dependant on where in the TEWV region you live, what level of care you get.

Due to cut backs and financial restraints affecting service provision.

I would wish for any friends or family in need to have access to this team of positive, professional, caring and kind team.

I am very proud of the care we provide.

Concerned about the level of risk now required to get admitted / detained - otherwise good.

I feel our staff are totally committed to providing the most compassionate and high quality care possible, even when things go wrong the staff are there for the patients and their carers.

I have worked with a lot of wonderful clinicians.

Mental health crisis teams not collaborative working with other teams, feeling that teams are not supportive of each other during very busy periods and during night duty when complex patients are referred to mental health services in crisis situations. However I am aware that managers are attempting to rectify such difficulties. Personal involvement with mental health services in TEWV has been disappointing when a family member of mine requires ongoing support however we only seem to get any support when we are in crisis.

Services aren't as psychologically informed as they could be and I wouldn't want my family member to be given a medical intervention as their first line of treatment.

TEWV is the only organisation in North Yorkshire providing mental health care, but they lack the resources to actually support anyone.

The team I work in are dedicated to quality patient care.

Better than average care provided.

Some long waiting periods.

I feel staff are dedicated, well trained and work hard but my concern would be the high caseloads in the community which would concern me regarding their ability to provide regular contact for my family or friends if they came into our service.

Over stretched wards and understaffed community teams.

After working on different wards in the trust it has opened my eyes to some of the staffs lack of care and compassion towards the patients.

Family member had issues, although given support had to travel 35 plus miles to see consultant psychiatrist to have assessment.

The care given is excellent, but the wait times to access care are a nightmare. Also, there is less and less opportunity for patients to access interventions matched to THEIR needs. It feels very 'one size fits all'.

TEWV have changed over the last few years and appear to care more about the amount of money they can make rather than patient care or treating their staff fairly.

The staff are caring and compassionate and will do all that they can for patients.

Staff are knowledgeable, well informed, motivated, and very supportive.

Depends completely upon the team. Some teams seem great, others not so much. I imagine that's the case everywhere and TEWV are probably better than a lot of alternatives.

Staff are compassionate and considerate; corporate structure emphasises patient-focussed care, insofar as is possible given volume of demand.

I am impressed with the professionalism of the clinicians in the team that I work in.

I am new to the Trust and I am very impressed with the services that we offer. Staff are dedicated and caring.

The care of patients is the main focus of the clinical staff that work in TEWV.

I think that the trust have the right values and care approach that would be beneficial to all service users, including family.

My son was referred to service and we received no support or assistance.

Depends on the nature of the care or treatment they required.

Team are supportive, friendly and hard working.

The trust is now so vast I think the personal 1-1 is becoming lost with patients.

I wouldn't know as it depends on the circumstances and availability of what's needed and offered. If what is needed is available by the Trust then that would be where I would recommend.

Not great but better than other providers.

The teams I have worked in will go the extra mile.

Staff are burnt out and stretched beyond their limits.

Concerns regarding the last service I worked in within TEWV where concerns had been raised via whistleblowing regarding patient care - I am not clear whether TEWV has appropriately actioned them.

I would manage their expectations a little e.g. r.e. potential waiting times though.

Overall TEWV is a professional and organised place to receive care or treatment.

Have no experience of the care given by the Trust.

Staff are passionate and always act in patients best interest.

Excellent service.

Care and interventions are always individualised and multidisciplinary. Good staff or people who work in our organisation.

Believe that services in this area in adult mental health are now stretched to breaking point. I have worked in this trust for 12 years, having been in LPT Lincolnshire. We are now running a skeleton service in my opinion for an area of poverty, social exclusion and high risk population.

How likely are you to recommend this organisation to friends and family as a place to work?

Pressure placed upon staff to meet waiting times affects the quality of service.

The trust could improve things for staff by having more up to date IT equipment.

Good career development.

I have always felt supported and enabled

Waiting times too long. Clinicians have too long a caseload, mistakes happen.

Myself and a family member work in TEWV and we both feel well supported.

Service managers do not seem to be supportive of frontline practitioners.

Again very friendly staff you are not treated any differently despite your grade.

Feel unsupported by management.

Considerate employer.

The staff are amazing and do their utmost to provide excellent care. I've had great support from the management team and there is always ways to move forward with your career.

I have 15 hours owing meeting the trusts stupid idea of goals and no time to take this time without failing to meet these goals and then the management get on our backs about not letting our flexi hours build up.

Extremely stressful, not much support from management, not valued.

I have found the IT systems very archaic and difficult to work with which hamper efficiency.

Good place to work who seem to value their staff and what they bring to the organisation.

Think that TEWV invests in its staff and is an extremely supportive, encouraging and enabling employer.

The organisation has good values and actively works to achieve them. They are good in supporting staff in terms of development and wellbeing.

Staff turnover is high and staff have to fend off complaints from patients constantly about waits for appointments and changes in staff members.

Lack of communication to staff - constantly left out the loop no respect for some professions lack of management - not focused on systems or pathways.

Would not recommend the department I work in. There are people getting paid to do roles but not actually doing the role. They rely on the staff below them to do the roles.

Yes but would advise can be stressful.

Have nothing else to compare with. Although staff are professional with service users, I find the constant use of offensive language and swearing between members of staff extremely upsetting. There is no need to use such language. I feel the staff in question are disrespectful of my feelings. Senior members of staff during supervision have tried to make it out that it is me who is not moving with the times.

Decent employer in terms of childcare.

Whilst I enjoy working for the Trust/Directorate the pressure on staff is relentless. It also seems that resources are thrown at some teams, whilst others are struggling. They may be a good reason for this but the reality is most of the team don't know the reasons behind the decision, and from the outside looking in the resources aren't necessarily solving the problem. The lack of decision making on those on temporary contracts doesn't make for a positive working environment. Having your contract extended 2 weeks before it expires lacks emotional intelligence and we wonder why staff engagement is on the decrease. Also the ring-fencing of posts within the Directorate is inequitable, this has raised previously but it's happening again.

This Trust is probably better than most if you really have to work in the NHS.

TEWV is too big and there is not equity of service across the Trust. SWR is massively underfunded yet services are expected to deliver the same as the rest of the Trust who have substantial commissioning. High levels of staff burn out, unrealistic expectations and TEWV is obsessed with QIS but not using the model as intended. RPIW's often contradict other RPIW's and it appears that each RPIW just moves the work into another part of the system. There is also no equity for career progression as all corporate services and posts are located in specific geographical locations in the Trust that are not commutable for others around the trust. Also meetings, training etc. are arranged in specific locations in the trust at times that requires people to travel in their own time and are not accessible for those with childcare or caring commitments, discriminating those people.

Although pressures are increasingly high, TEWV is a great place to work, especially when compared to other Trusts.

Excellent training and progression opportunities available for clinical staff, however, more limited information/opportunities available for non-clinical staff, particularly admin.

I am currently STILL in redeployment due to my physical disability, and this is a very unsettling uncertain time - however I do get really great support from my manager who has basically given me empowerment and confidence back to believe I am worthy of my role and place within TEWV.

It would depend which area they were going to work. Crisis Team staff frequently have to staff wards on night shifts when they have not worked on wards for several years.

Believe that services in this area in adult mental health are now stretched to breaking point. I have worked in this trust for 12 years, having been in LPT Lincolnshire. We are now running a skeleton service in my opinion for an area of poverty, social exclusion and high risk population. I used to be proud of TEWV I am now ashamed to be a part of it and definitely would not want any of my family to work here. I have never felt so stressed in my work, purely because I see suicidal people constantly and have nowhere to refer them. I have difficulty sleeping at night.

Services are very stretched and the care of staff by senior management isn't always as good as it should be which leads to high stress levels.

Have lost faith and trust in TEWV because management do not understand what mental health is and tend to bully and threaten staff if they have any mental health issues.

Supportive work environment.

Whilst TEWV is a reasonable place to work I feel that the expectations and demands to meet targets and what feels like continual introduction of new systems and ways of working makes the job increasingly difficult and unmanageable.

Poor leadership, low staffing, low financial rewards.

I have been moved around so much you start to feel less and less like a member of staff and just like a number to cover a gap in the service.

Long shifts, lack of support, under staffed , staff assaults frequently on ward.

Supportive clinical lead team. Supportive colleagues, and great team.

Despite all the hype, TEWV are cutting back on services, making staff deal with unrealistic targets, caseloads are unsafe and staff have never felt so unsupported and stressed.

TEWV seem to be improving in the way they relate to their staff group. Some really good opportunities generally.

Well organised service too bureaucratic with too many new initiatives on the go at the same time.

My senior management team have been supportive and I feel they genuinely want to give me support.

Love working for TEWV and they have a strong connection with the staff.

Staff morale low and very unsupportive management.

Job security is poor, they are always closing units, poor communication to their own staff, unclear future plans, false hope.

As long as they have patience along with all the other qualities required.

Currently I work in a lovely service in TEWV which has good support, colleagues and management and regular training to ensure skills match the demands. However I have been involved previously in a service in TEWV which I had to whistle blow due to concerns and my hesitancy over recommending TEWV as a place to work would be whether TEWV have taken appropriate action about the concerns I (and others raised) regarding organisational bullying, lack of following of procedures within the service, and individual bullying of those staff members who raised any concerns. I assume this would be reflected in HR records such as high staff turnover/intent to leave, referrals to occupational health/counselling/employee

psychology, high number of grievances/high number of disciplinaries for things which might normally be dealt with during normal management.

Have worked for NHS for 40 years on a permanent contract and the last 3 years and 6 months have not known where I will be working as they just keep extending a temporary post to keep post for other staff I don't think any member of staff should have this kind of stress.

Find working for TEWV extremely stressful trying to meet all of the targets and continuous changes in the limited work time I have so would not recommend it as a place to work.

Good working conditions and HR Team.

Whilst I believe that the Trust is supportive of it's staff and offer many resources to support job satisfaction, I feel that the system currently does not enable staff development sufficiently and that there are fewer opportunities than ever before for staff to participate in meaningful CPD. Staff currently feel pressured and wellbeing is at an all-time low and there is little validating narrative for the Locality Senior Management about the long-term plans to address this. Good staff are leaving the Team or threatening to due to unrealistic workloads and this further impacts on team cohesiveness and overall wellbeing; staff regularly discuss the impact of work or anxiety about work on their personal lives and mental health. I believe that the situation is not sustainable and as such I am unsure if I would recommend others to become part of this system.

Poor staffing is never addressed leaving staff very vulnerable.

After my problems with bullying - I'm not sure.

Whilst the trust offer support to the staff it is sometimes stressful given the targets that are being set increasingly higher but with staff shortages.

Difficult workplace: No transparent or democratic approach to important issues such as training. Poor career structure for certain professional backgrounds e.g. nurses, senior posts are only open psychology in certain areas. I personally think this is discriminatory.

I don't believe employees are valued or respected.

Workload expected from staff is becoming unsustainable. This is not the Trusts fault but local services are under resourced and the demand is exceeding capacity.

Management wanting more and more out of less staff, constant change for change sake not beneficial to staff or patient, they have no interest in work life balance or staff morale.

Large employer in the area.

Staff feel supported and encouraged to train and maintain both their skills and best practice.

Pressure of work and caseload sizes.

Good firm to work for. Competitive rates of pay. Good benefits.

PPCS has turned TEWV into a sausage machine. The health and wellbeing of the workforce is deteriorating. The staff compact cannot be lived up to when working in a sausage machine.

We're getting privatised! The long road to a privatised NHS is underway! A brilliant stingy way to avoid the recent agreements regarding staff pay! Welcome to the NHS! Constantly cutting corners and saving yet more money for the people at the top.

There is too much pressure to meet targets and make savings. You feel sometimes like you are back at school when given instructions about what needs doing and reminded about disciplinary if it is not done. Diary management is important for the team to increase efficiency, but there is no 'give' in this process if there is sickness or things take longer than planned due to various problems. The job is too stressful for me to recommend it to anyone else.

It's a dynamic organisation with positive focus on providing the best possible services. The organisation offers staff great opportunities for development.

It is a pleasure and a privilege to work in this team.