

## Staff & Public Satisfaction Surveys

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Reference Number: RDF2026-23

Date of Response: 08/12/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

*I am writing to put in a request for information under the Freedom of Information Act 2000. I would like to inquire about any internal staff satisfaction surveys or staff morale surveys conducted by the 'NHS North Devon District Hospital', as well as any public satisfaction surveys or data related to the same.*

*Specifically, I am interested in the following between the years 2019 until now:*

- 1. Whether the NHS North Devon District Hospital has conducted any internal staff satisfaction surveys or staff morale surveys since 2019. If so, please provide me with the results of each.*

Answer: **Staff Survey** - The Trust can confirm that it holds information that you have requested. This information is exempt under Section 21 of the Freedom of Information Act because it is reasonably accessible to you. The information you requested can be accessed via the following link:

- <https://www.nhsstaffsurveys.com/results/local-results/>

The link is also available via the Trust's website  
<https://www.royaldevon.nhs.uk/about-us/quality/>

- 2. Whether the NHS North Devon District Hospital has conducted any public satisfaction surveys since 2019. If so, please provide me with the results of each, if applicable.*

Answer: Patient experience is measured through a variety of methods, surveys are one tools that are used. Survey specific work completed by the Patient Experience team includes the Friends and Family Test (FFT) a survey tool, audits, ward accreditation and national surveys. Many departments also complete surveys specific to their area in partnership with the audit team and quality improvement projects.

Patient Experience feedback received via surveys is discussed at divisional and service governance meetings to drive service improvements. All reported 'you said-we did' improvements are included

within our quarterly and annual reports, including actions from survey feedback.

An overview of work completed to improve the patient experience, including surveys is included within the Patient Experience annual reports (Northern). Details of historic reports along with the Patient Experience Strategy can be found here:

<https://www.royaldevon.nhs.uk/patients-visitors/patient-experience/>

In addition, the Trust partakes in the Care Quality Commission national NHS patient survey program that assesses patient experience in the following areas:

- Inpatient adults survey
- Urgent and Emergency Care
- Maternity
- Children and Young People

Details of the program along with publication of Trust reports can be found on the CQC website here:

- Program schedule: <https://www.cqc.org.uk/publications/surveys/nhs-patient-survey-programme-outline-programme-publication-dates>
- Inpatient: <https://www.cqc.org.uk/provider/RH8/surveys/34>
- Urgent and Emergency Care: <https://www.cqc.org.uk/provider/RH8/surveys/30>
- Maternity: <https://nhssurveys.org/all-files/04-maternity/05-benchmarks-reports/2022/>
- Children and Young People: <https://nhssurveys.org/all-files/01-children-patient-experience/05-benchmarks-reports/2020/>

The Trust also takes part in other national surveys as and when they happen. These include the National Cancer Patient Experience Survey. Details of the survey publication can be found here:

- [https://www.ncpes.co.uk/latest-local-results/?search\\_word=royal%20devon&organisation\\_type=](https://www.ncpes.co.uk/latest-local-results/?search_word=royal%20devon&organisation_type=)