

Dignity at Work Survey

Frequently Asked Questions

Q. What is the benefit of this survey?

A. We want to ensure that you are treated fairly and consistently with dignity and respect. This survey gives you the opportunity to tell us what you think about Dignity at Work within your organisation.

Q. Does this method of measuring staff experience replace the NHSScotland Staff Survey?

A. Yes. Low participation rates of the Staff Survey and the success of iMatter have resulted in agreement that the Staff Survey will be discontinued and be replaced by a new approach for measuring staff experience. For this year (2017), staff experience will be measured using iMatter and the Dignity at Work Survey. The results of this national survey together with iMatter national results will provide a comprehensive picture of staff experience.

Q. Why should I participate?

A. Your views are important. The survey results will be used to inform decisions to encourage positive staff experience and support improved care.

Q. How long will it take to complete the survey?

A. The survey is likely to take around 5 minutes to complete.

Q. I have already completed an iMatter survey. Why do I need to complete this survey as well?

A. This survey gives you the opportunity to tell us about subjects which are not directly addressed in iMatter.

Q. What type of questions will be asked?

A. You'll have the chance to tell us about bullying and harassment, discrimination, abuse and violence from patients and public, resourcing, whistleblowing.

Q. Does the survey ask me about my gender, ethnicity, disability etc?

A. Yes the organisation is committed to ensure that no member of staff is unfairly discriminated against whilst at work. This section helps look for any trends or patterns which might be cause for concern. Your responses will not be tracked back to you.

Q. Do I have to answer all of the questions?

A. You can choose to answer all of the questions or only some of them.

Q. Are my responses confidential?

A. Yes. No-one will be able to identify your response.

Q. Will the survey be online or paper?

A. The survey is available both online and as a paper version. You'll be invited to complete the survey in the same way as you completed your iMatter questionnaire. You will submit your online survey directly to Webropol or post your paper survey directly to Webropol in the pre-paid envelope provided.

Q. I completed the iMatter survey online. Can I request a paper copy of the Dignity at Work Survey?

A. Yes. Let your manager know and they will make the necessary arrangements.

Q. Will I be invited to complete the survey?

A. You will receive the online survey by email or your manager will give you a paper copy and a pre-paid envelope to post your completed survey directly to Webropol.

Q. What if I haven't received an invitation to participate in the survey?

A. You should advise your manager who will be able to arrange for the survey to be issued to you.

Q. The paper survey has a code on it. Can this be used to identify me?

A. No. The QR code is a unique identifier which is used by Webropol only and will not be used to identify you. This code is important for reporting purposes as it

(a) identifies the Directorate from which the response is received; and,
(b) ensures that multiple responses are not received from individuals within that Directorate.

Please do not write or draw over the QR code as this will invalidate your survey response for inclusion in the results.

Q. How long will the survey run for?

A. The survey will run for three weeks from 11 am on 6 November until 5 pm on 27 November 2017.

Q. When do I need to post my completed paper survey?

A. You should post this by 27 November 2017 to allow for postage timescales. They will be accepted by Webropol until 4 December 2017.

Q. Who will be able to see the survey results?

A. National level results, which will include Board results, will be published in the NHSScotland Staff Experience Report alongside national iMatter results.

You will be able to view national results, your Board results and your Directorate results.

Organisations will receive reports showing results for the organisation and each Directorate.

Directorate level is the lowest level of information available. No team reports will be produced.

Q. When will the results be available?

A. Reports are expected to be available in February 2018.

Q. How will the results be used?

A. In the same way as other surveys, Organisations are expected to take action on the issues presented to them.

Q. Will survey results be discussed at team level?

A. Results will not be available at team level however your team may wish to discuss Organisation and Directorate results.

‘Positive Staff Experience Supports Improved Care’