

<p><b>TO:</b> All Chief Executives in NHS Trusts in England All Chief Executives in NHS Foundation Trusts in England All Chief Executives in Primary Care Trusts in England</p> <p><b>CC:</b> All Chairs of NHS organisations in England All Chief Executives in Strategic Health Authorities in England</p>	<p>Richmond House 79 Whitehall London SW1A 2NS Tel: 020 7210 5142 Fax: 020 7210 5409 <a href="mailto:david.nicholson@dh.gsi.gov.uk">david.nicholson@dh.gsi.gov.uk</a></p> <p>Gateway: 16488</p>
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Dear Colleague,

### **2011 National NHS Staff Survey**

I am sure you are all aware that the NHS Staff Survey Co-ordination Centre is preparing the 2011 National NHS staff survey.

Keeping our focus on improving quality at a time of change for the service means that more than ever before, we need fully engaged, satisfied and motivated staff. Increasingly, the evidence shows us a clear link between strong staff survey results and the quality of services we provide, which means NHS leadership teams must stay connected to their workforce and respond quickly to any changes in morale or satisfaction.

This annual survey gives us an excellent opportunity not only to listen to what our staff are telling us, but also to see that we have responded to our staff and improved as an organisation during the past year.

Moving forward, we will be reviewing how the annual survey might be improved to support the service and remain relevant in the new health and care system.

The detail of the 2011 national staff survey was published online at [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) on Wednesday 24 August and further information, including the key dates of activity for your organisation, are covered in the attached Annex.

I hope that once again your organisation will strongly support the annual survey and that you will encourage all of your staff to respond as part of your ongoing engagement activity. The NHS is rising to the challenge of improving quality for our patients at a time of significant change and we must ensure that remains the case, by working with and listening to, all of our staff.

Yours sincerely,



**Sir David Nicholson KCB CBE**  
**NHS Chief Executive**

## 2011 NHS staff survey

As in previous years, the NHS staff survey Co-ordination Centre ([www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com)) will make all the necessary documents available as well as detailed Guidance Notes to outline how Trusts need to prepare for the launch of the survey in late September. There are a number of key dates to which we would like to draw your attention:

- **1<sup>st</sup> September** – All staff employed by your Trust on this date are eligible for the Staff Survey

Please ensure that staff lists are accurate and up-to-date before sampling. Every year, large numbers of questionnaires are returned because staff members are no longer working for the trust or are on maternity/sick leave. If questionnaires cannot be delivered to staff your trust response rate will be lower and the likelihood of complaints from staff members will be increased. The surveys also cost your Trust both time and money.

- **By 9<sup>th</sup> September** – Trusts should have appointed a survey contractor and decided on the survey content

Please note that this is the **latest** date by which trusts should have appointed an independent survey contractor to administer the survey and finalised the content of the questionnaire. A list of survey contractors approved by the Department of Health can be found on the Co-ordination Centre website ([www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com)).

We urge you to appoint your contractor promptly to avoid delaying the date that the survey is administered at your Trust. As the closing date for data returns is fixed, delays in commencing the survey will limit the time period in which staff have to respond and may impact negatively on response rates.

In addition to the Core questionnaire, trusts can choose to include optional and/or locally devised questions. We strongly advise that trusts decide on the content of the questionnaire, in discussion with their contractor, as early as possible. If you wish to include local questions, please contact your local R&D committee as you may require additional ethical approval.

- **By 30<sup>th</sup> September**– Trusts should post out all surveys

All Trusts should have posted out all surveys by 1<sup>st</sup> October. Please note that trusts can choose to send out questionnaires as soon as a contractor is appointed.