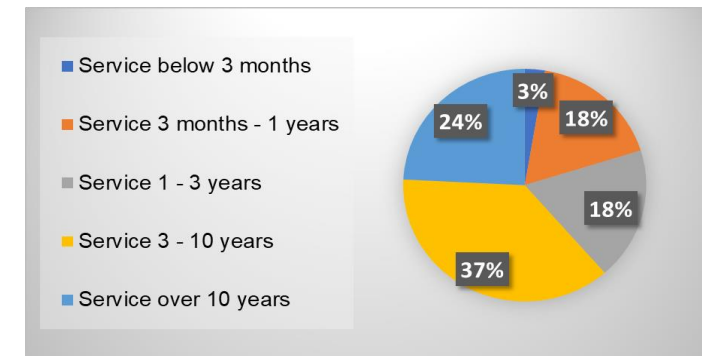
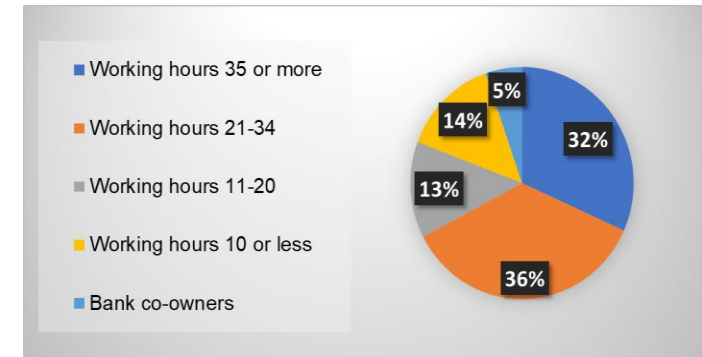
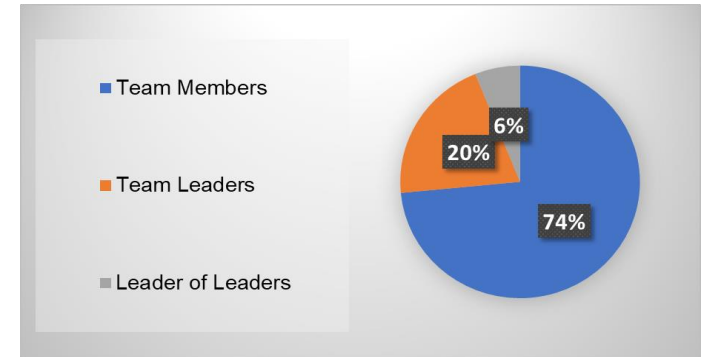
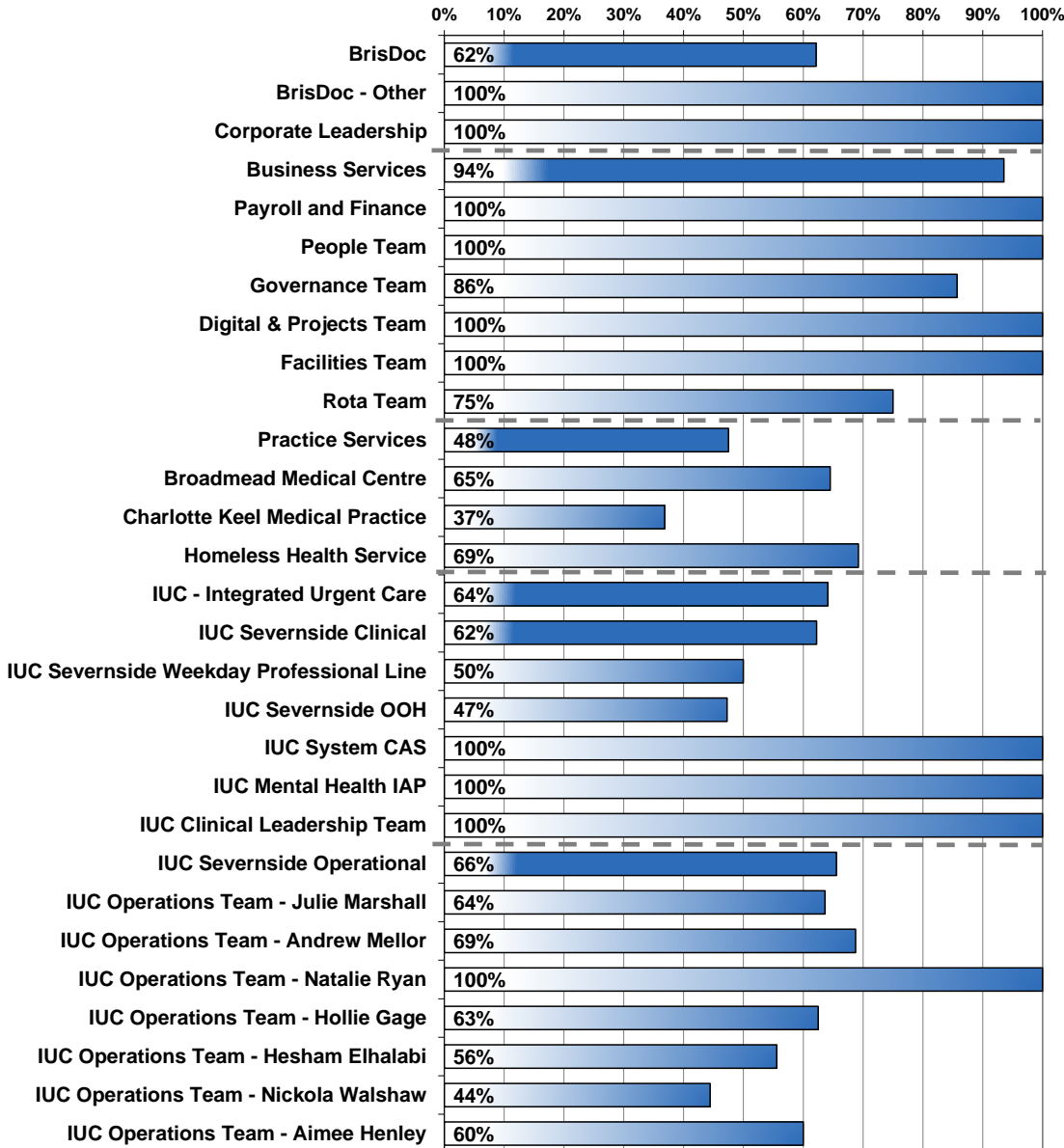


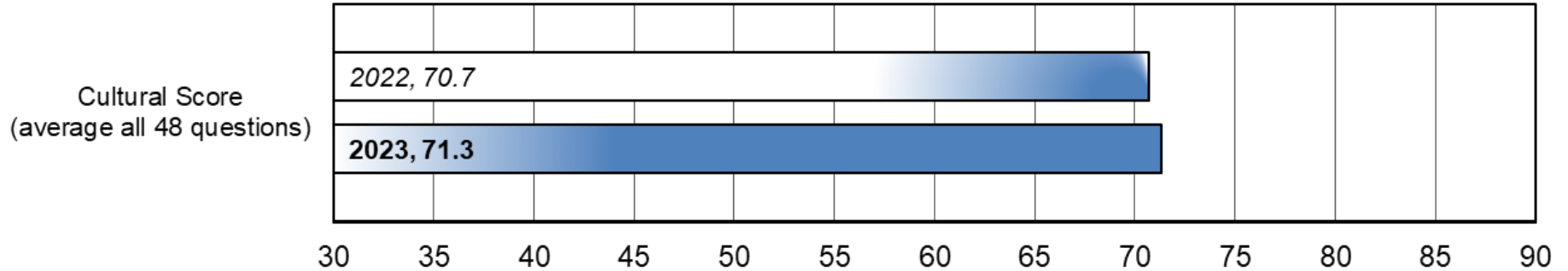
# OVERVIEW

# OVERVIEW: RESPONSE AT 62% is 6% DOWN ON 2022

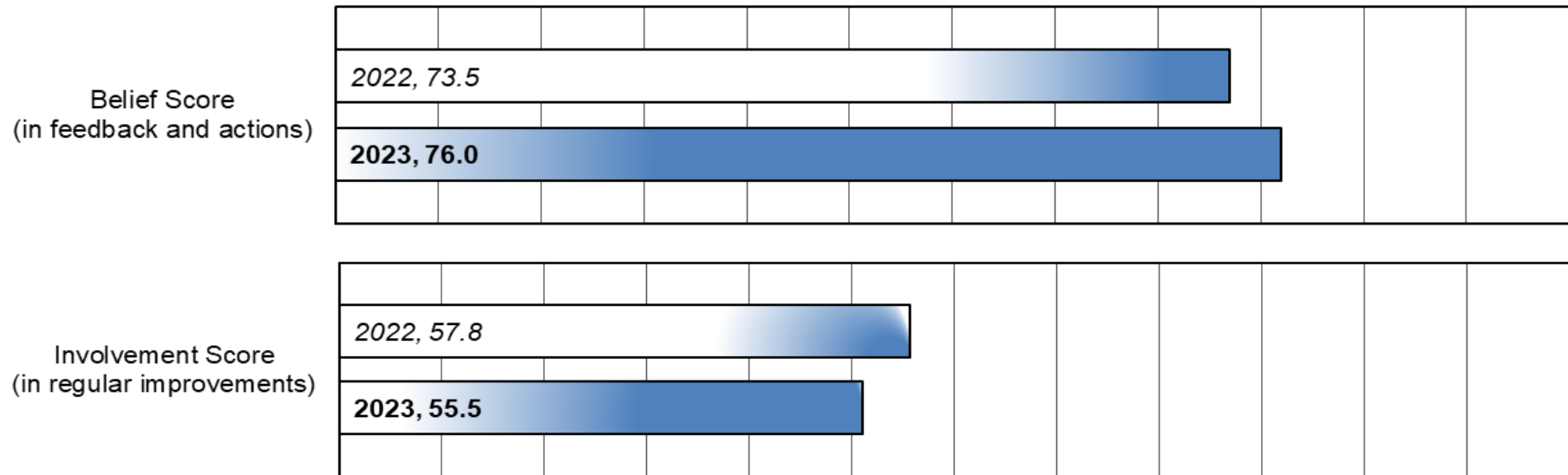


# OVERVIEW: OUR 3 PRIMARY MEASURES - CULTURAL (48 QUESTIONS), BELIEF (IN FEEDBACK & ACTIONS), AND ACTUAL INVOLVEMENT

A 0.6 gain in cultural score overall:

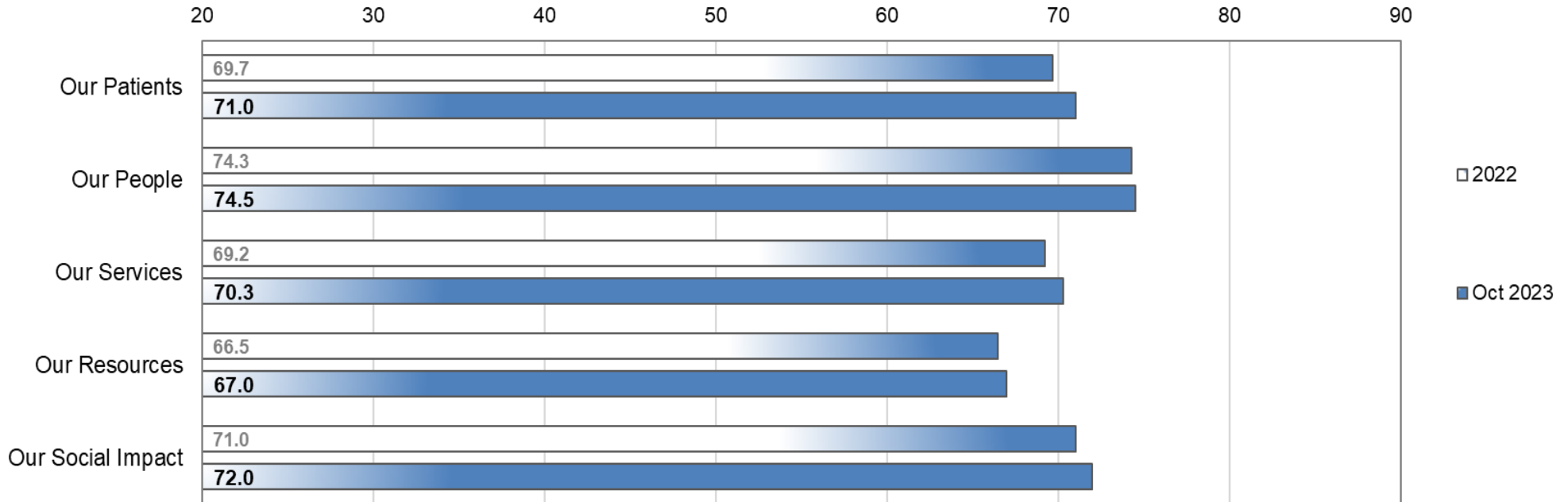


Belief remains strong whilst actual involvement has slipped slightly overall – though drilling down we will find strong variations:



# OVERVIEW: BRINGING OUR VALUES TO LIFE (35 linked questions)

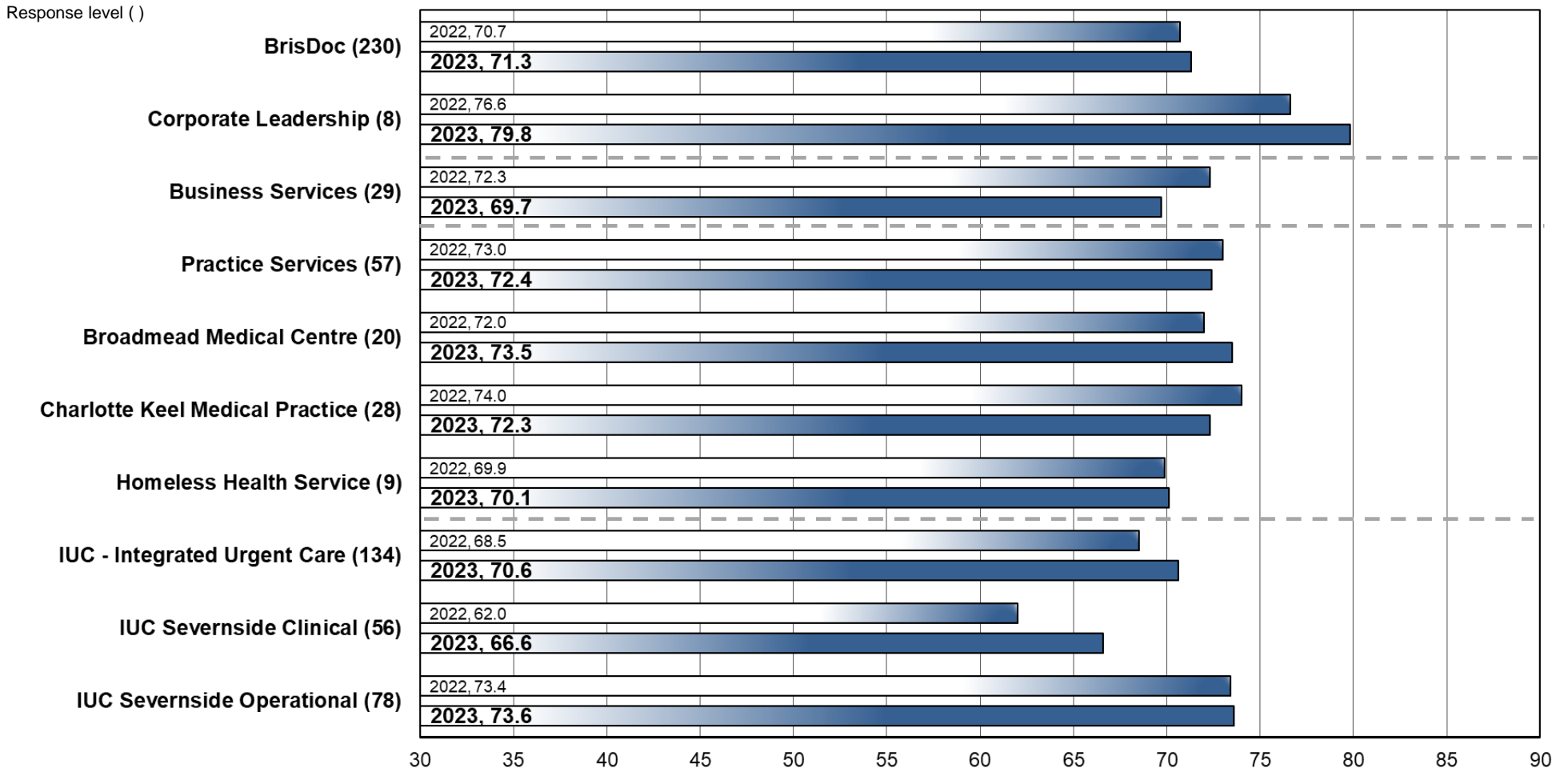
Progress is well-spread across the 5 core BrisDoc values:



# RESULTS ANALYSIS

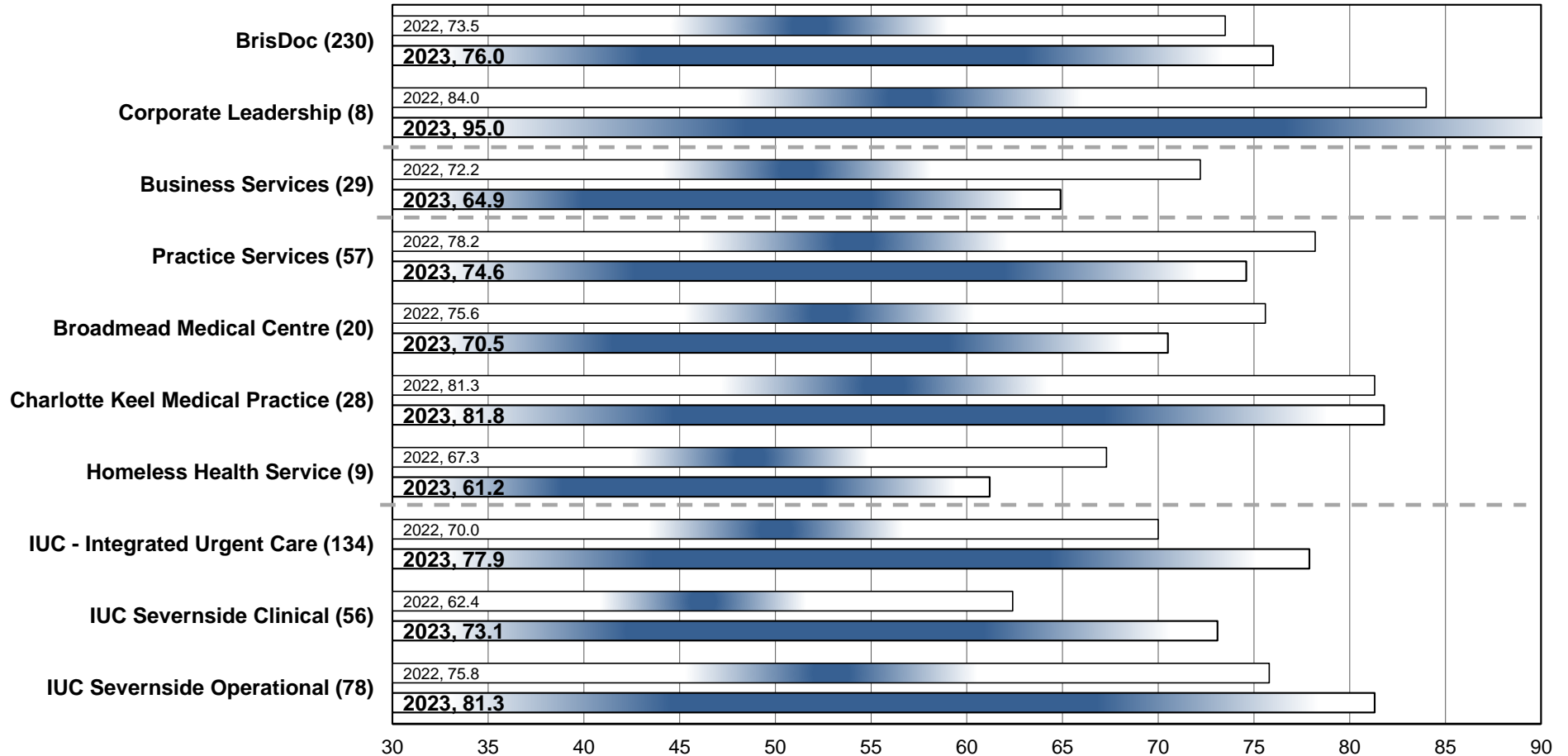
# RESULTS ANALYSIS: TOP LEVEL COMPARISONS FOR CULTURAL QUESTIONS (48)

Overall the changes over the last 12 months have not been significant, and the robustness of the scores in certain areas is not as strong as one would like due to response levels. However, improvement through the 70 range is never easy.



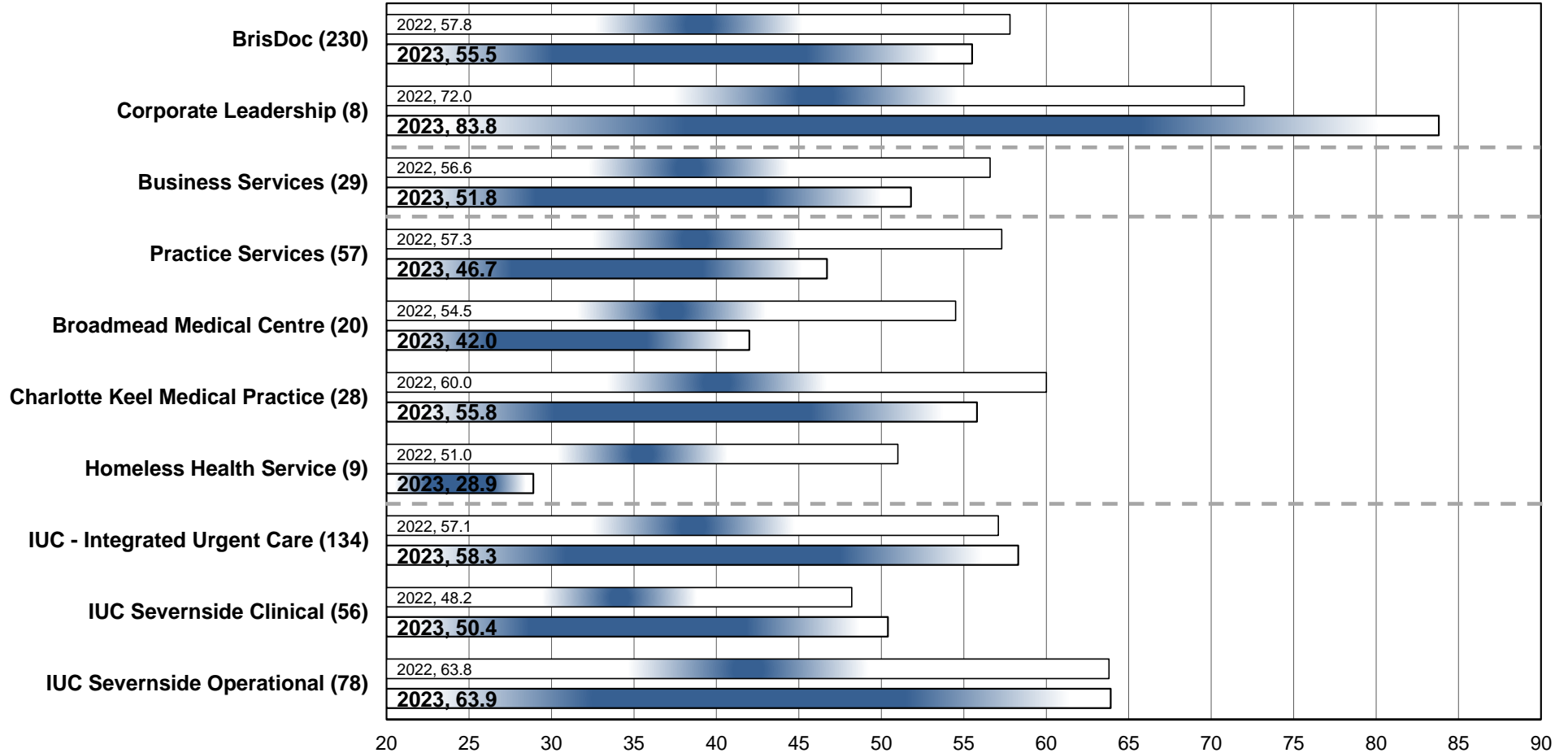
# RESULTS ANALYSIS: TOP LEVEL COMPARISONS FOR BELIEF IN FEEDBACK AND ACTIONS

This belief in feedback is generally excellent – indicating a strong trust in management, and top down improvement.



# RESULTS ANALYSIS: TOP LEVEL COMPARISONS FOR ACTUAL INVOLVEMENT IN ACTIONS

The operational teams remain the strongest in establishing post-survey involvement :

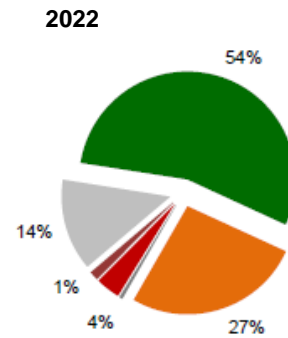
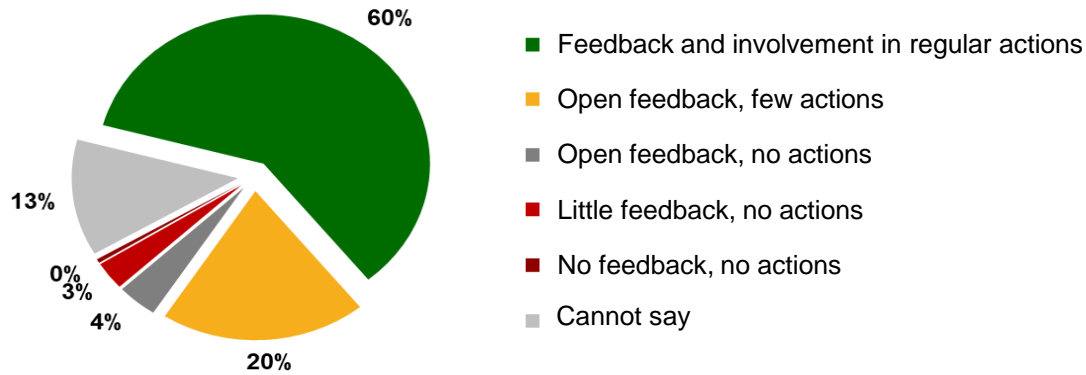




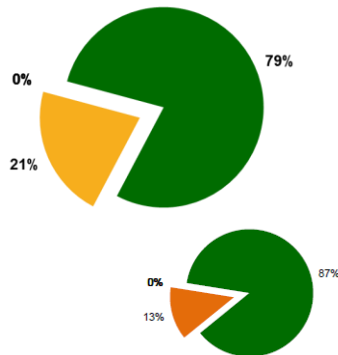
# RESULTS ANALYSIS: BELIEF IN FEEDBACK AND ACTIONS – A KEY PREDICTOR IN CULTURAL CHANGE

This feedback response is driven by the extent people receive feedback and are involved in improvements after each survey.

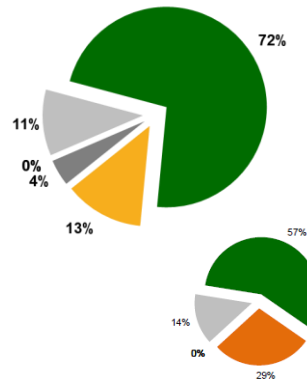
**BrisDoc**



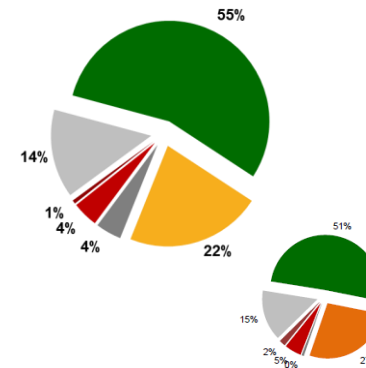
**Leaders of leaders (14)**



**Team leaders (47)**



**Team members (169)**

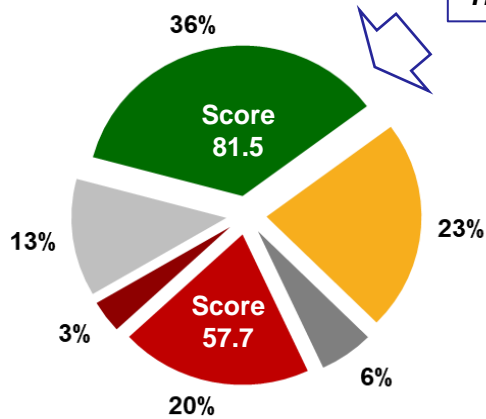


# RESULTS ANALYSIS: INVOLVEMENT IN FEEDBACK AND ACTIONS – DRIVING CHANGE

The extent people are regularly involved in actions between surveys will embed a cycle of continuous improvement.....

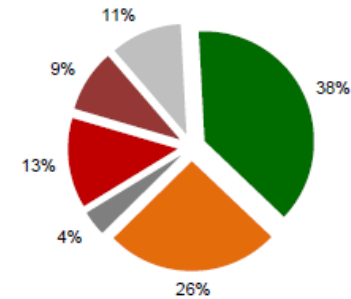
**BrisDoc**

*The 82 'fully involved' responses in the green category scored 81.5 across the main 48 questions.*

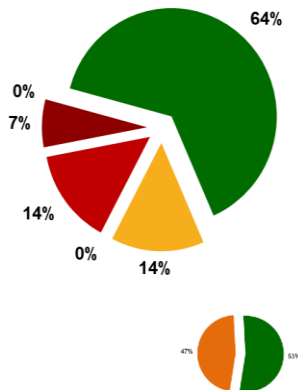


- Regular feedback with team involved in actions
- Some feedback - few actions
- Can't recall feedback or actions, new to team
- Can't recall meaningful feedback or actions
- Didn't know of a staff survey previously
- Prefer not to say

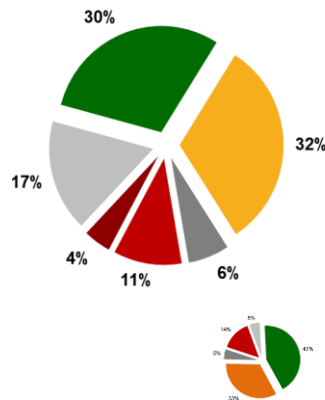
**2022**



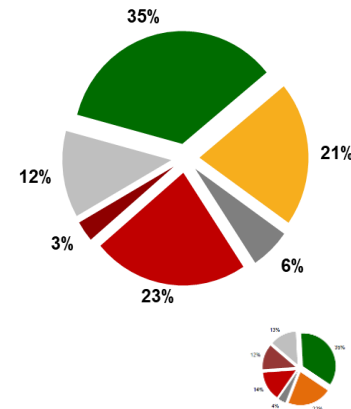
**Leaders of leaders (14)**



**Team leaders (47)**

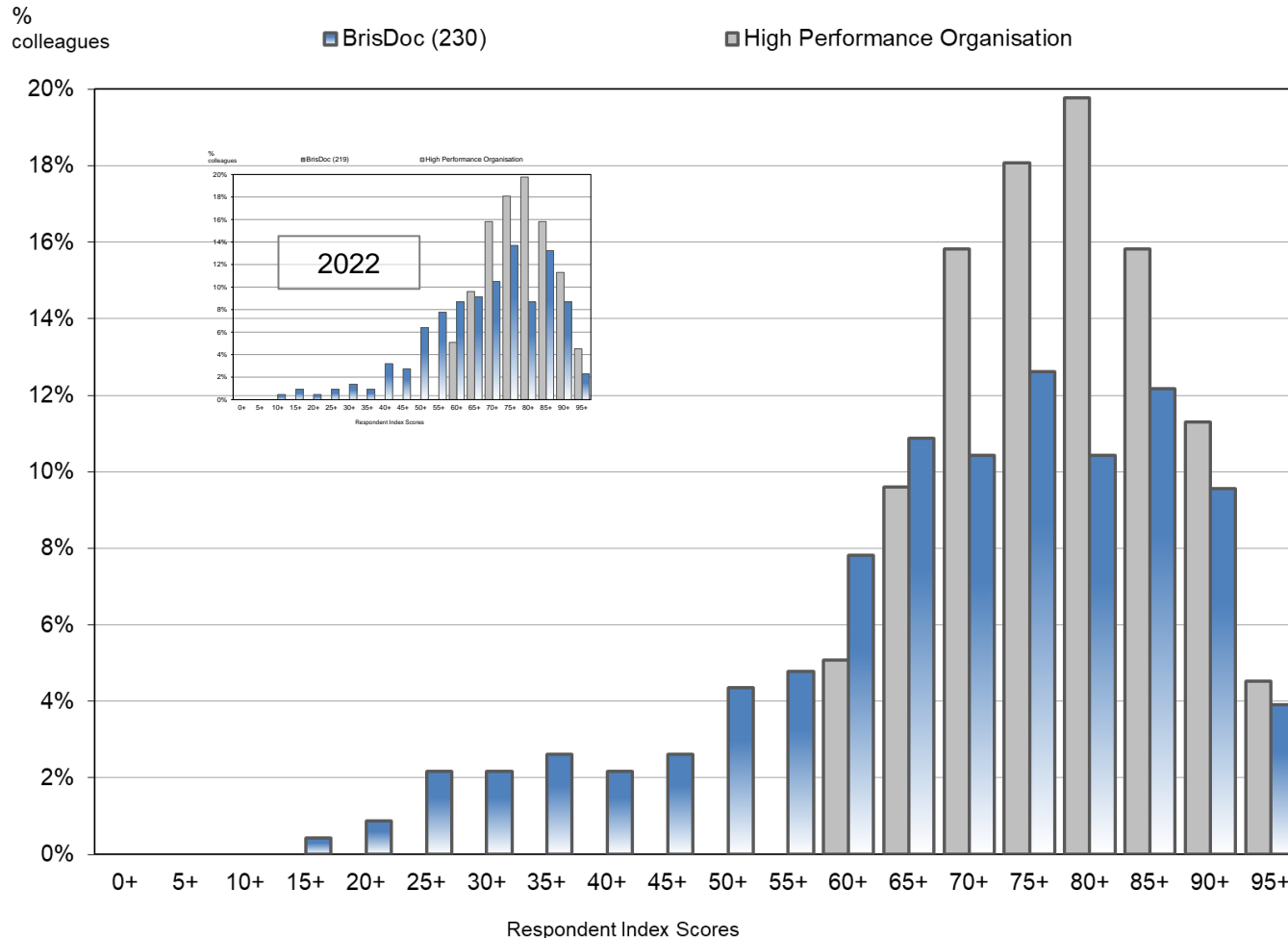


**Team members (169)**



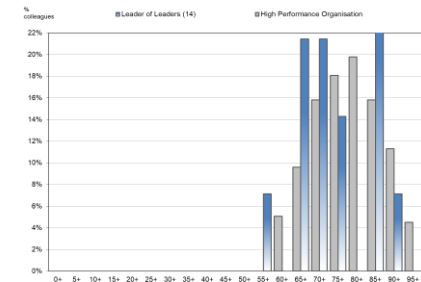
# RESULTS ANALYSIS: HOW EACH RESPONDENT SCORES - DISTRIBUTION ANALYSIS

The distribution curve represents all question responses – a record 78% of respondents scored above 60 across the question range (up 3%):

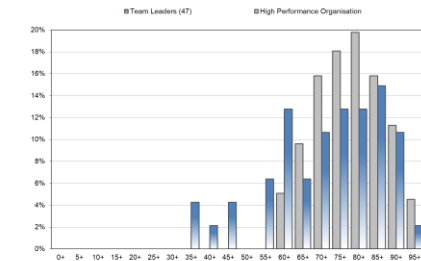


## Comparing levels:

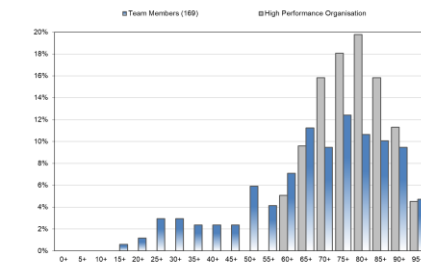
### 14 Leaders of Leaders



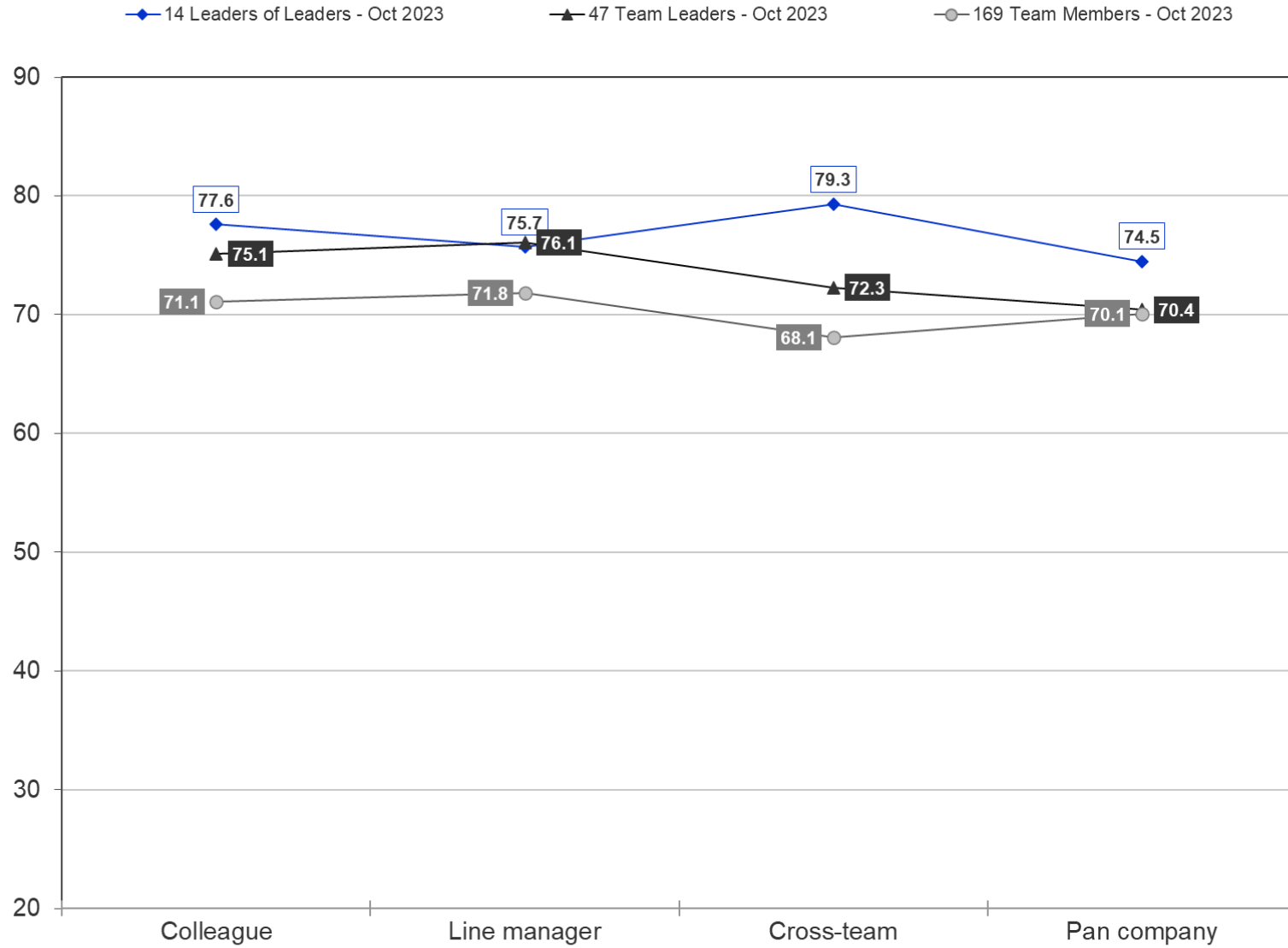
### 47 Team Leaders



### 169 Team Members



# RESULTS ANALYSIS: LEADERSHIP ALIGNMENT ACROSS OUR 4 ACTION CATEGORIES



# RESULTS ANALYSIS: HIGHEST AND LOWEST

## Pan BrisDoc

Score Change

### 6 highest scores

38	My manager treats me with dignity and respect	Line Manager	88.6	-0.6
14	If I make a mistake I feel comfortable to have an open discussion with my manager	Colleague	86.5	+1.4
48	I am proud to be part of BrisDoc	Pan company	86.0	+0.1
11	BrisDoc takes our Health & Safety very seriously	Pan company	81.9	-0.8
22	BrisDoc shows a passion to deliver all its services reliably and to exceptional standards	Pan company	79.5	-2.0
13	My manager is sensitive to maintaining a work-life balance for our team members	Line Manager	78.7	+1.0

### 6 lowest scores

*No questions below the 'Underperforming' benchmark (49)*

29	My manager coaches to resolve underperformance in a timely way	Line Manager	64.0	+2.8
8	I know my team's objectives and how we are performing against them	Colleague	62.4	+3.6
44	Teams across BrisDoc work well together	Cross Team	60.9	+0.8
35	Our team has the appropriate tools and resources to meet all our service objectives	Pan company	60.0	+2.1
25	I am clear about BrisDoc's medium term aims (over the next 1-2 years)	Colleague	52.4	+5.1
36	The technology that supports me in my work is secure, reliable and effective	Pan company	51.9	+0.2

# RESULTS ANALYSIS: MOST AND LEAST IMPROVED

## Pan BrisDoc

*In all, 31 of the 48 questions have improved since 2022*

Score Change

### 6 most improved

25	I am clear about BrisDoc's medium term aims (over the next 1-2 years)	Colleague	52.4	+ 5.1
3	I have meaningful discussions with my manager about my development	Colleague	73.6	+ 4.4
43	I believe BrisDoc works successfully with external services, to support the care of our patients	Pan company	73.3	+ 3.8
40	I am encouraged to make the best use of things we use to minimise cost and waste	Colleague	71.6	+ 3.7
8	I know my team's objectives and how we are performing against them	Colleague	62.4	+ 3.6
42	My manager coaches me to help me develop, achieve my best and progress	Colleague	70.8	+ 3.3

### 6 least improved

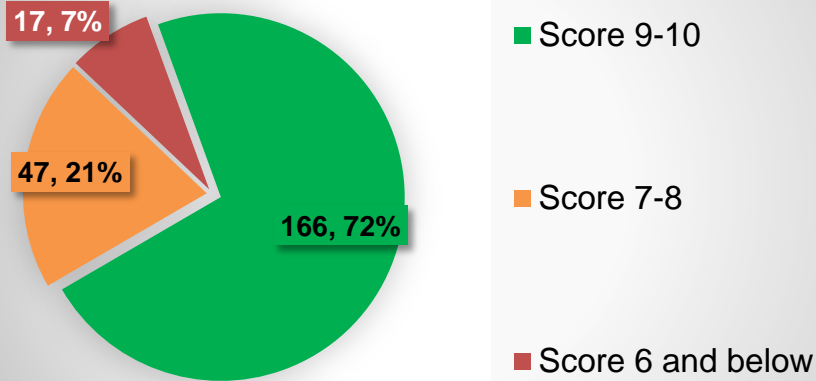
20	In our team we give and accept open feedback, focused upon how we can improve	Cross Team	70.2	- 2.1
45	When our team priorities change, we communicate effectively to agree next steps	Cross Team	64.4	- 2.2
23	Any concerns I raise with my team are respected, and wherever possible, resolved appropriately	Cross Team	70.7	- 2.8
1	I am able to express my opinions openly and honestly at work	Colleague	73.2	- 3.0
19	My team feels inclusive and everyone is treated with dignity and respect	Cross Team	76.1	- 3.3
15	Our team collaborates to respond appropriately to our changing priorities	Cross Team	68.7	- 4.4

# ADDITIONAL INFORMATION: PRIDE AND ADVOCACY IN BRISDOC IS EVEN STRONGER

## Employee recommendation

“How likely are you to recommend BrisDoc as a place to work”

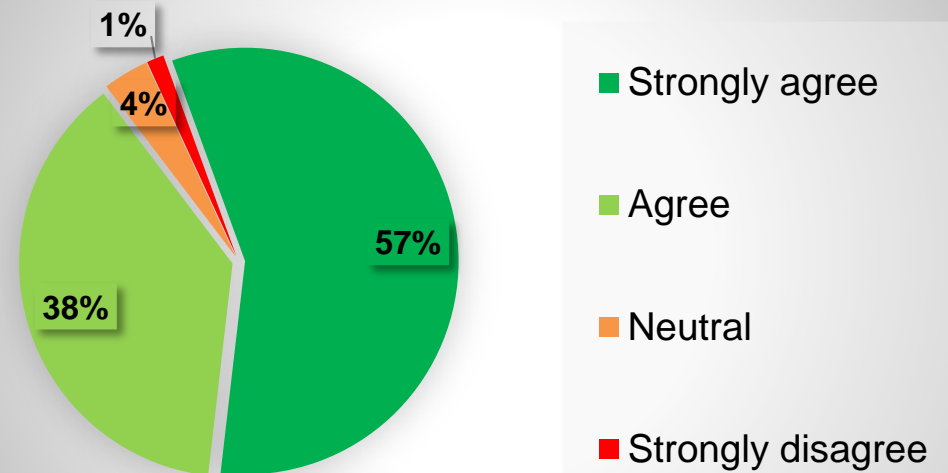
2023 eNPS: + 64.8 (up 7.2)



## Patient recommendation

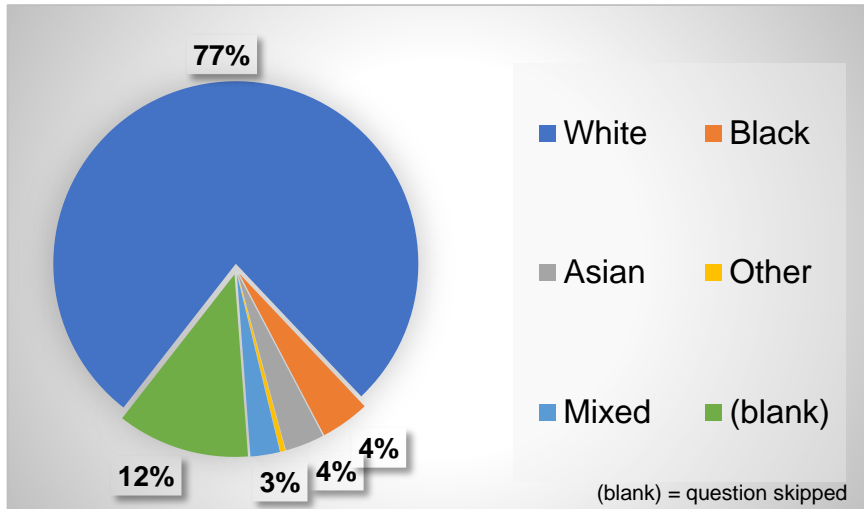
“If a friend or relative needed treatment, I would be happy with the standard of care provided by BrisDoc”

Total favourable response same as 2022,  
‘Strongly agree’ up 6%



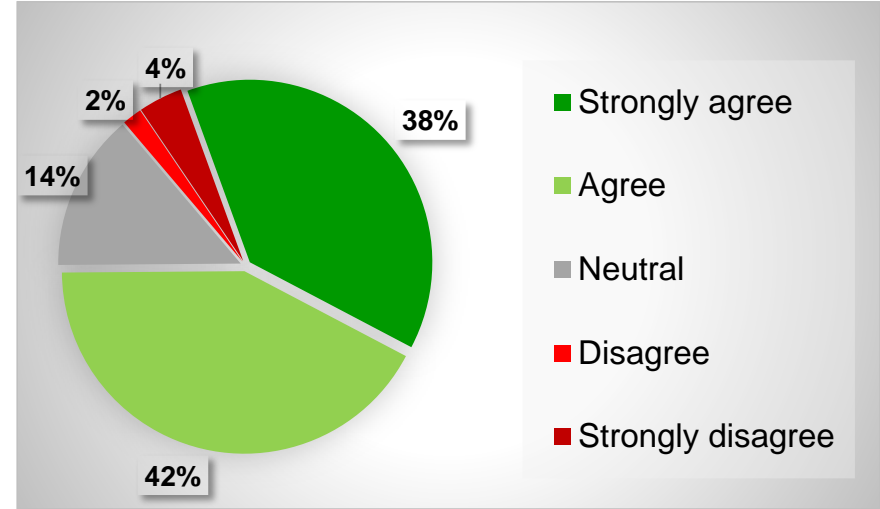
# ADDITIONAL INFORMATION: ETHNICITY AND INCLUSIVITY STATISTICS

## Ethnicity profile



## Inclusivity Practice

“I feel that the company culture allows me to truly be myself at work”



All %'s quoted show proportion of total response

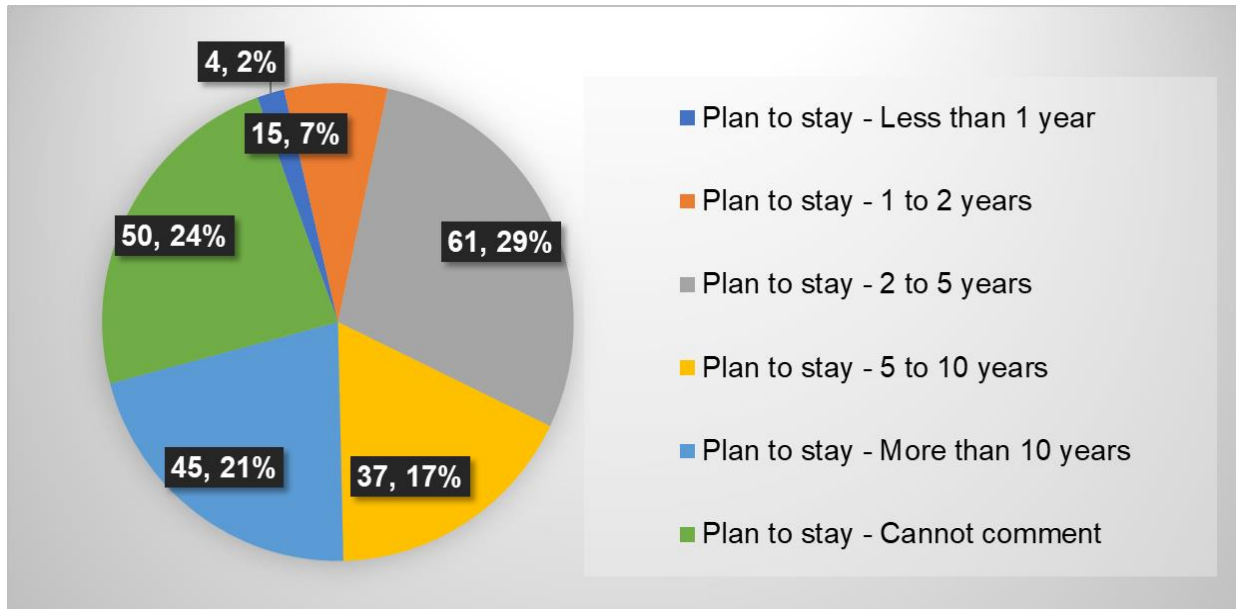


# ADDITIONAL INFORMATION: EMPLOYEE INTENTIONS TO STAY WORKING FOR THE COMPANY (skippable question)

As in 2022, there is a good appetite to stay with the company for 2 or more years. 50 'cannot comment' (similar to 2022) and 18 more skipped the question, however the 'Cannot comment' cultural score is strong at 68.6.

One can conclude there is little concern of departures escalating for reason of employee engagement / culture.

### Cultural Scores of each segment:



Plan to stay - Less than 1 year	56.9
Plan to stay - 1 to 2 years	57.1
Plan to stay - 2 to 5 years	72.6
Plan to stay - 5 to 10 years	74.0
Plan to stay - More than 10 years	77.5
Plan to stay - Cannot comment	68.6

All %'s quoted show proportion of total response

Little year on year change to the profile:

