INTRODUCTION
Research shows that one of the best ways to improve your patients’ experience is to make sure your employees are engaged and satisfied with their work experience. There is also evidence to suggest that higher job satisfaction is linked to improved patient outcomes.

AIM
To evaluate employee work satisfaction and to give all physiotherapy staff an opportunity to express their opinions and to feel that their input is valued and listened to.

METHODS/DESCRIPTION
A validated clinical microsystems 10 question healthcare staff satisfaction survey (©2003, Trustees of Dartmouth College, Nelson) was distributed to all 55 staff (see below). A comment box and email address were also set up so that staff could highlight what they felt was working well within the department, in addition to what could be improved upon.

RESULTS/EVALUATION

- 96% (n=53) of staff completed the paper survey.
- 86% reported it was easy to ask a question.
- 80% of staff agreed that they were treated with respect every day.
- 50% felt they had everything they needed to make their work meaningful.

Deficits that were highlighted included: a lack of patient related consumables and bleeps, old equipment, and poor computer access.
- 80% said that it was somewhat stressful working in the department.

The cited reasons included: increased referral rates, new consultants starting without support staff, more beds opening, and delays filling vacancies.
- Only 25% agreed that it was a better place to work than it was 12 months ago.
- Many of the cited concerns were external factors, relating to longer working hours, less pay & no promotion opportunities.
- When asked what would make the department better for patients a new building was the most common answer.

• Suggestions for making it a better place to work for staff included: more flexible working hours, better facilities, more IT and journal access, making long term temporary contracts permanent.

• Overall 67% of staff agreed it was a great place to work.

<table>
<thead>
<tr>
<th>Themes Identified from Questionnaire</th>
<th>Ongoing Action plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Equipment/Environment</td>
<td>Decant plan / minor capital spend</td>
</tr>
<tr>
<td>2. Stress Health and wellbeing</td>
<td>Resilience training study day / greater flexibility from management</td>
</tr>
<tr>
<td>3. Recognition</td>
<td>Weekly bulletin / personal staff feedback</td>
</tr>
<tr>
<td>4. Morale /Team building</td>
<td>Summer BBQ / Fun Run / Birthday Club</td>
</tr>
</tbody>
</table>

CONCLUSION
It has been proven that staff engagement makes organisations more productive and successful. Managers can listen and act on feedback through a simple survey like this.

World Physiotherapy Day Celebration 2014