CULTURE SNAPSHOT - SOUTH WEST HOSPITAL AND HEALTH SERVICE

2024 Employee Experience Survey - Culture Compass

DATA VOLUMES

Monday 26 February - Monday 18 March 2024
SURVEY CENSUS PERIOD

68% (n=703)
RESPONSE RATE

TRULY GREAT PLACE TO WORK

On balance, the organisation is a "truly great place to work".

Answered Yes | Answered No

(n=698)

KEY INSIGHTS AND REFLECTIONS

Staff across South West Hospital and Health Service are proud of the work they do and care about supporting our communities. Overall engagement results are about average when compared with other public health services, showing a strong base with room to make our health service the best place to work. Staff told us that clear communication, knowing what is expected, and seeing leaders regularly makes a real difference at work.

We heard, and we are working on better ways to welcome our new starters, clearer role information, and even more support during times of higher workloads. Even with these challenges, teams show strong purpose and are already taking positive steps to build a supportive workplace.

The Executive Leadership Team have developed actions that focus on both this feedback and living our values, supporting health, safety and wellbeing, strengthening leadership and accountability, and improving communication. Good progress has been made on these actions, and we are already planning and looking forward to learning from the results of the next Culture Compass engagement survey in May 2026.

KEY ENGAGEMENT MEASURES

Positive | Middle | Negative

Positive	Middle	Negative		
44.3%	44.3%	11.4%	(n=696)	People are very optimistic about the organisation's future.
36.6%	45.6%	17.8%	(n=695)	There is a strong sense of success and achievement - 'Things are getting better all the time'.
40.7%	43.8%	15.5%	(n=699)	People are very positive about tackling problems. There is a 'Can do' mentality.
46.6%	44.0%	9.4%	(n=695)	Change in the organisation = Better things to come for me.
42.0%	38.5%	19.5%	(n=696)	There is a strong sense of purpose and direction.
54.8%	34.4%	10.8%	(n=697)	People want to improve the way things work in the organisation.
54.0%	34.8%	11.2%	(n=698)	People are proud of the successes and achievements of the organisation
37.3%	43.8%	18.9%	(n=699)	There is a climate of 'Trust and Respect' throughout the organisation.

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