

Answer to Question 639

GHA Staff Survey 2024

Please answer truthfully. Your responses will remain anonymous

* Required

GHA Staff Survey 2024

What is this survey and why are we asking you to complete it?

This is a survey of your experience of working in the Gibraltar Health Authority. The overall aim is to gather information that will help to improve the working lives of staff in the GHA and so help to provide better care for patients.

We aim to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff.

Please complete the survey for your current job, or the job you do most of the time. Please read each question carefully, but give your immediate response by ticking the box which best matches your personal view.

Who will see my answers?

NO ONE IN THE GHA WILL BE ABLE TO IDENTIFY INDIVIDUAL RESPONSES. Your answers will be treated in the strictest confidence.

Your Job

1. Please select from one of the below *

- I am employed as a Bank employee
- I am employed as Permanent (Full Time / Part Time)

2. Do you have face-to-face, video or telephone contact with patients / service users as part of your job? *

- Yes, frequently
- Yes, occasionally
- No

3. For each of the statements below, how often do you feel this way about your job? *

	Never	Rarely	Sometimes	Often	Always
I look forward to going to work.	<input type="radio"/>				
I am enthusiastic about my job.	<input type="radio"/>				
Time passes quickly when I am working.	<input type="radio"/>				

4. To what extent do you agree or disagree with the following statements about your work? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
I always know what my work responsibilities are.	<input type="radio"/>				
I am trusted to do my job.	<input type="radio"/>				
There are frequent opportunities for me to show initiative in my role.	<input type="radio"/>				
I am able to make suggestions to improve the work of my team / department.	<input type="radio"/>				
I am involved in deciding on changes introduced that affect my work area / team / department.	<input type="radio"/>				
I am able to make improvements happen in my area of work.	<input type="radio"/>				
I am able to meet all the conflicting demands on my time at work.	<input type="radio"/>				
I have adequate materials, supplies and equipment to do my work.	<input type="radio"/>				
There are enough staff at this organisation for me to do my job properly.	<input type="radio"/>				
I have an adequate working environment / space	<input type="radio"/>				

5. How satisfied are you with each of the following aspects of your job? *

- 1: Very dissatisfied
- 2: Dissatisfied
- 3: Neither satisfied nor dissatisfied
- 4: Satisfied
- 5: Very satisfied

	1	2	3	4	5
The recognition I get for good work.	<input type="radio"/>				
The extent to which my organisation values my work.	<input type="radio"/>				
My level of pay.	<input type="radio"/>				
The opportunities for flexible working patterns.	<input type="radio"/>				

6. For each of the statements below, how often, if at all, do these statements apply to you? *

	Never	Rarely	Sometimes	Often	Always
I have unrealistic time pressures.	<input type="radio"/>				
I have a choice in deciding how to do my work.	<input type="radio"/>				
Relationships at work are strained.	<input type="radio"/>				

7. Do the following statements apply to you and your job? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	NA	1	2	3	4	5
I feel that my role makes a difference to patients / service users.	<input type="radio"/>					
My organisation is committed to helping me balance my work and home life.	<input type="radio"/>					
I achieve a good balance between my work life and my home life.	<input type="radio"/>					
I can approach my immediate manager to talk openly about flexible working.	<input type="radio"/>					

Your Team

8. Do the following statements apply to you and your job? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
The team I work in has a set of shared objectives.	<input type="radio"/>				
The team I work in often meets to discuss the team's effectiveness.	<input type="radio"/>				
I receive the respect I deserve from my colleagues at work.	<input type="radio"/>				
Team members understand each other's roles.	<input type="radio"/>				
I enjoy working with the colleagues in my team.	<input type="radio"/>				
My team has enough freedom in how to do its work.	<input type="radio"/>				
In my team disagreements are dealt with constructively.	<input type="radio"/>				
I feel valued by my team.	<input type="radio"/>				
I feel a strong personal attachment to my team.	<input type="radio"/>				

People In Your Organisation

9. Do the following statements apply to you and your job? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
Teams within this organisation work well together to achieve their objectives.	<input type="radio"/>				
The people I work with are understanding and kind to one another.	<input type="radio"/>				
The people I work with are polite and treat each other with respect.	<input type="radio"/>				
The people I work with show appreciation to one another.	<input type="radio"/>				

Your Managers

10. To what extent do you agree or disagree with the following statements about your immediate manager? My immediate manager (who may be referred to as your 'line manager') *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
Encourages me at work.	<input type="radio"/>				
Gives me clear feedback on my work.	<input type="radio"/>				
Asks for my opinion before making decisions that affect my work.	<input type="radio"/>				
Takes a positive interest in my health and well-being.	<input type="radio"/>				
Values my work.	<input type="radio"/>				
Works together with me to come to an understanding of problems.	<input type="radio"/>				
Is interested in listening to me when I describe challenges I face.	<input type="radio"/>				
Cares about my concerns.	<input type="radio"/>				
Takes effective action to help me with any problems I face.	<input type="radio"/>				

Your Health, Well-Being and Safety At Work

11. How many hours a week are you contracted to work? *

- Up to 20 hours
- 20 - 40 hours
- 40+ or more hours

12. On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours? Please include paid overtime, bank shifts, and additional paid hours on-call. *

- 0 hours
- Up to 5 hours
- 6 - 10 hours
- 11 or more hours

13. On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours? Please include TOIL, unpaid overtime and additional unpaid hours on-call. *

- 0 hours
- Up to 5 hours
- 6 - 10 hours
- 11 or more hours

14. My organisation takes positive action on health and well-being. *

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

15. In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities? *

Yes

No

16. During the last 12 months have you felt unwell as a result of work related stress? *

Yes

No

17. In the last three months have you ever come to work despite not feeling well enough to perform your duties? *

Yes

No

18. Have you felt pressure from your manager to come to work? *

Yes

No

19. Health & well-being *

	Never	Rarely	Sometimes	Often	Always
How often, if at all, do you find your work emotionally exhausting?	<input type="radio"/>				
How often, if at all, do you feel burnt out because of your work?	<input type="radio"/>				
How often, if at all, does your work frustrate you?	<input type="radio"/>				
How often, if at all, are you exhausted at the thought of another day/shift at work?	<input type="radio"/>				
How often, if at all, do you feel worn out at the end of your working day/shift?	<input type="radio"/>				
How often, if at all, do you feel that every working hour is tiring for you?	<input type="radio"/>				
How often, if at all, do you not have enough energy for family and friends during leisure time?	<input type="radio"/>				

20. In the last 12 months how many times have you personally experienced physical violence at work from? *

	Never	1 - 2	3 - 5	6 - 10	Over 10
Patients / service users, their relatives or other members of the public	<input type="radio"/>				
Managers	<input type="radio"/>				
Other colleagues	<input type="radio"/>				

21. The last time you experienced physical violence at work, did you or a colleague report it? *

- Yes, I reported it
- Yes, a colleague reported it
- No
- Don't know
- Not applicable

22. In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? *

	Never	1 - 2	3 - 5	6 - 10	Over 10
Patients / service users, their relatives or other members of the public	<input type="radio"/>				
Managers	<input type="radio"/>				
Other colleagues	<input type="radio"/>				

23. The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it? *

- Yes, I reported it
- Yes, a colleague reported it
- No
- Don't know
- Not applicable

24. Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age? *

- Yes
- No
- Don't know

25. In the last 12 months have you personally experienced discrimination at work from Patients / service users, their relatives or other members of the public *

Yes

No

26. On what grounds have you experienced discrimination from Patients / service users, their relatives or other members of the public? *

Ethnic background

Gender

Religion

Sexual Orientation

Disability

Age

Other

27. In the last 12 months have you personally experienced discrimination at work from Manager / team leader or other colleagues *

Yes

No

28. On what grounds have you experienced discrimination from Manager / team leader or other colleagues? *

Ethnic background

Gender

Religion

Sexual Orientation

Disability

Age

Other

29. In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users? *

Yes

No

30. To what extent do you agree or disagree with the following? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	NA	1	2	3	4	5
My organisation treats staff who are involved in an error, near miss or incident fairly.	<input type="radio"/>					
My organisation encourages us to report errors, near misses or incidents.	<input type="radio"/>					
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	<input type="radio"/>					
We are given feedback about changes made in response to reported errors, near misses and incidents.	<input type="radio"/>					

31. To what extent do you agree with the following statements about unsafe clinical practice? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
I would feel secure raising concerns about unsafe clinical practice.	<input type="radio"/>				
I am confident that my organisation would address my concern.	<input type="radio"/>				

32. To what extent does this statement reflect your view of your organisation as a whole? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).	<input type="radio"/>				

Your Personal Development

33. In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review? *

- Yes
- No
- Can't Remember

34. It helped me to improve how I do my job. *

- Yes, definitely
- Yes, to some extent
- No

35. It helped me agree clear objectives for my work. *

- Yes, definitely
- Yes, to some extent
- No

36. It left me feeling that my work is valued by my organisation. *

- Yes, definitely
- Yes, to some extent
- No

37. To what extent do these statements reflect your view of your organisation as a whole? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
This organisation offers me challenging work.	<input type="radio"/>				
There are opportunities for me to develop my career in this organisation.	<input type="radio"/>				
I have opportunities to improve my knowledge and skills.	<input type="radio"/>				
I feel supported to develop my potential.	<input type="radio"/>				
I am able to access the right learning and development opportunities when I need to.	<input type="radio"/>				

Your Organisation

38. To what extent do these statements reflect your view of your organisation as a whole? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
Care of patients / service users is my organisation's top priority.	<input type="radio"/>				
My organisation acts on concerns raised by patients / service users.	<input type="radio"/>				
I would recommend my organisation as a place to work.	<input type="radio"/>				
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	<input type="radio"/>				
I feel safe to speak up about anything that concerns me in this organisation.	<input type="radio"/>				
If I spoke up about something that concerned me I am confident my organisation would address my concern.	<input type="radio"/>				

39. To what extent do you agree or disagree with these statements? *

- 1: Strongly disagree
- 2: Disagree
- 3: Neither agree nor disagree
- 4: Agree
- 5: Strongly Agree

	1	2	3	4	5
I often think about leaving this organisation.	<input type="radio"/>				
I will probably look for a job at a new organisation in the next 12 months.	<input type="radio"/>				
As soon as I can find another job, I will leave this organisation.	<input type="radio"/>				

40. If you are considering leaving your current job, what would be your most likely destination?
(Please only select one answer) *

- I am not considering leaving my current job.
- I would want to move to another job within this organisation.
- I would want to move to a job in healthcare, but outside the GHA.
- I would want to move to a job outside healthcare.
- I would retire or take a career break.

Your Experience During The Covid-19 Pandemic

41. The Covid-19 pandemic *

	Yes	No
In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?	<input type="radio"/>	<input type="radio"/>
In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time?	<input type="radio"/>	<input type="radio"/>
In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?	<input type="radio"/>	<input type="radio"/>

Background Information

We would like to know a bit more about you so that we can compare the experiences of different types of staff.

42. What of the following best describes you? *

- Female
- Male
- Non-binary
- Prefer not to say
- Other

43. Is your gender identity the same as the sex you were registered at birth? *

- Yes
- No
- Prefer not to say

44. Age *

- 16 - 20
- 21 - 30
- 31 - 40
- 41 - 50
- 51 - 65
- 66+

45. What is your ethnic group? (Choose one option that best describes your ethnic group or background) *

- Gibraltarian
- Other British
- Spanish
- Moroccan
- Other E.U.
- Other

46. Which of the following best describes how you think of yourself? *

- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- I would prefer not to say
- Other

47. What is your religion? Are you... *

- No religion
- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- I would prefer not to say
- Other

48. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? *

- Yes
- No

49. Has your employer made reasonable adjustment(s) to enable you to carry out your work? *

- Yes
- No
- No adjustment required

50. Parental / caring responsibilities *

	Yes	No
Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?	<input type="radio"/>	<input type="radio"/>
Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age?	<input type="radio"/>	<input type="radio"/>

51. How many years have you worked for this organisation? (If your organisation has merged with another or changed its name, please include in your answer all the time you have worked with this organisation and its predecessors) *

- Less than 1 year
- 1 - 2 years
- 3 - 5 years
- 6 - 10 years
- 11 - 15 years
- More than 15 years

52. When you joined this organisation, were you recruited from outside of the Gibraltar? *

- Yes
- No
- Prefer not to say

53. What is your occupational group? *

- Allied Health Professionals / Healthcare Scientists / Scientific and Technical
- Medical and Dental
- Ambulance (operational)
- Public Health
- Commissioning
- Registered Nurses and Midwives
- Nursing or Healthcare Assistants
- Social Care
- Admin & Wider Healthcare Team
- General Management
- Other

54. Allied Health Professionals / Healthcare Scientists / Scientific and Technical *

- Occupational Therapy
- Physiotherapy
- Radiography
- Pharmacy
- Clinical Psychology
- Psychotherapy
- Operating Department Practitioner
- Other qualified Allied Health Professionals (e.g. dietetics, speech and language therapy)
- Support to Allied Health Professionals (e.g. support worker, therapy helper, therapy assistant or student)
- Other qualified Scientific and Technical or Healthcare Scientists (e.g. haematology, clinical biochemistry, microbiology)
- Support to healthcare scientists (e.g. technicians, assistants or students)

55. Medical and Dental *

- Medical / Dental - Consultant
- Medical / Dental - In Training (e.g. Foundation Y1 & Y2, StRs (incl FTSTAs & LATs), SHOs, SpRs / SpTs / GPRs)
- Medical / Dental - Other (e.g. Staff, Associate Specialist and Specialty (SAS))
- Salaried Primary Care Dentists

56. Ambulance (operational) *

- Emergency Care Practitioner
- Paramedic
- Emergency Care Assistant
- Ambulance Technician
- Ambulance Control Staff (e.g. call handler, dispatchers, PTS controllers)
- Patient Transport Service (e.g. ambulance drivers, support staff)

57. Public Health *

- Public Health / Health Improvement

58. Commissioning *

- Commissioning Managers / Support Staff

59. Registered Nurses and Midwives *

- Adult / General
- Mental health
- Learning disabilities
- Children
- Midwives
- Health Visitors
- District / Community
- Other Registered Nurses

60. Nursing or Healthcare Assistants *

- Nursing auxiliary / Nursing assistant / Healthcare assistant (including Health / Clinical / Nursing Support Worker)

61. Social Care *

- Approved social workers / Social workers / Residential social workers
- Social care managers
- Social care support staff

62. Wider Healthcare Team *

- Admin & Clerical (including Medical Secretary)
- Central Functions / Corporate Services (e.g. HR / Finance, Information Systems, Information Technology)
- Maintenance / Ancillary (e.g. housekeeping, domestic staff, maintenance, facilities, estates)

63. General Management *

(N.B. If you are a manager and can choose a group from elsewhere in the list, please select that other occupational group)

- General Management
- Other

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