



# **Doctors and Dentists in Training Staff Experience 2022**



**‘Positive Staff Experience Supports Improved Care’**

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## Introduction

Employers in Health and Social Care are committed to improving patient and public services through enhancing staff experience. It is therefore essential that all staff are empowered to have their voices heard and valued, and staff views and actions contribute to continuous improvement in their teams and organisations.

The findings from this report will be used by a range of stakeholders, including:

- Individual Organisations (Health Boards)
- The Scottish Government
- Partnership Groups such as the Scottish Partnership Forum (SPF) and the Scottish Workforce and Staff Governance (SWAG)

Doctors and Dentists in Training (DDiT) participated in a short pulse survey questionnaire in 2021 as a test for change, with the questionnaire being developed using a selection of focussed questions from the wider Health and Social Care Staff Experience Survey (iMatter), which best provided opportunities for sharing experiences from rotational based training programmes. The questionnaire is included in [Appendix 1](#).

The DDiT pulse survey will now form part of an annual programme in understanding staff experiences across Health and Social Care. This approach has been developed in full partnership and results will be used to provide clarity on where to focus efforts for maximum impact, which in turn leads to better care, better health, and better value. Detail of who forms part of the DDiT staff group is included in [Appendix 2](#).

The work to measure and report staff experience within the DDiT staff group for 2022 was commissioned by the Scottish Government and carried out by Webropol Ltd, an independent company.

## The DDiT Process

The DDiT survey process mirrors that of iMatter, with fieldwork running through September to November 2022. Reports were issued to the organisations in October and November 2022, with Action planning completed within an eight-week window ending on 18<sup>th</sup> January 2022.

This report makes comparisons to the 2021 DDiT survey and includes data from iMatter 2022\*. Due to the small numbers involved with DDiT, and the greater variability of trainee numbers within scope of the survey each year across NHS locations, the report does not provide detailed response information by NHS Board.

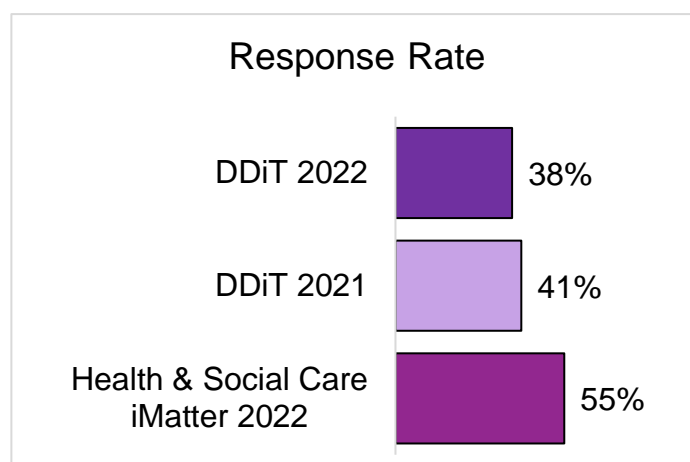
Significance testing has been carried out, to establish whether differences in scores are significant or not. A summary of this analysis is contained in [Appendix 3](#).

\* Note: Because the DDiT survey differed from iMatter, direct comparisons between the two sets of results should be made with caution as differences in questionnaire content can lead to variations in responses even when the individual questions are the same.

## Response Rate

The overall response rate for DDiT 2022 was 38%. Whilst still a valid response rate, it is 3 percentage points below the DDiT 2021 response rate of 41% and notably below that achieved for iMatter 2022.

In 2022 6,640 DDiT staff were sent a survey invitation and responses were received from 2,534 staff, volumes very similar to those invited and responding to the survey in 2021.



Staff taking part in DDiT are from 17 Boards with the majority of responses coming from the larger geographic Boards (see chart following). Almost half of all DDiT responses come from NHS Greater Glasgow and Clyde (30%) and NHS Lothian (18%).

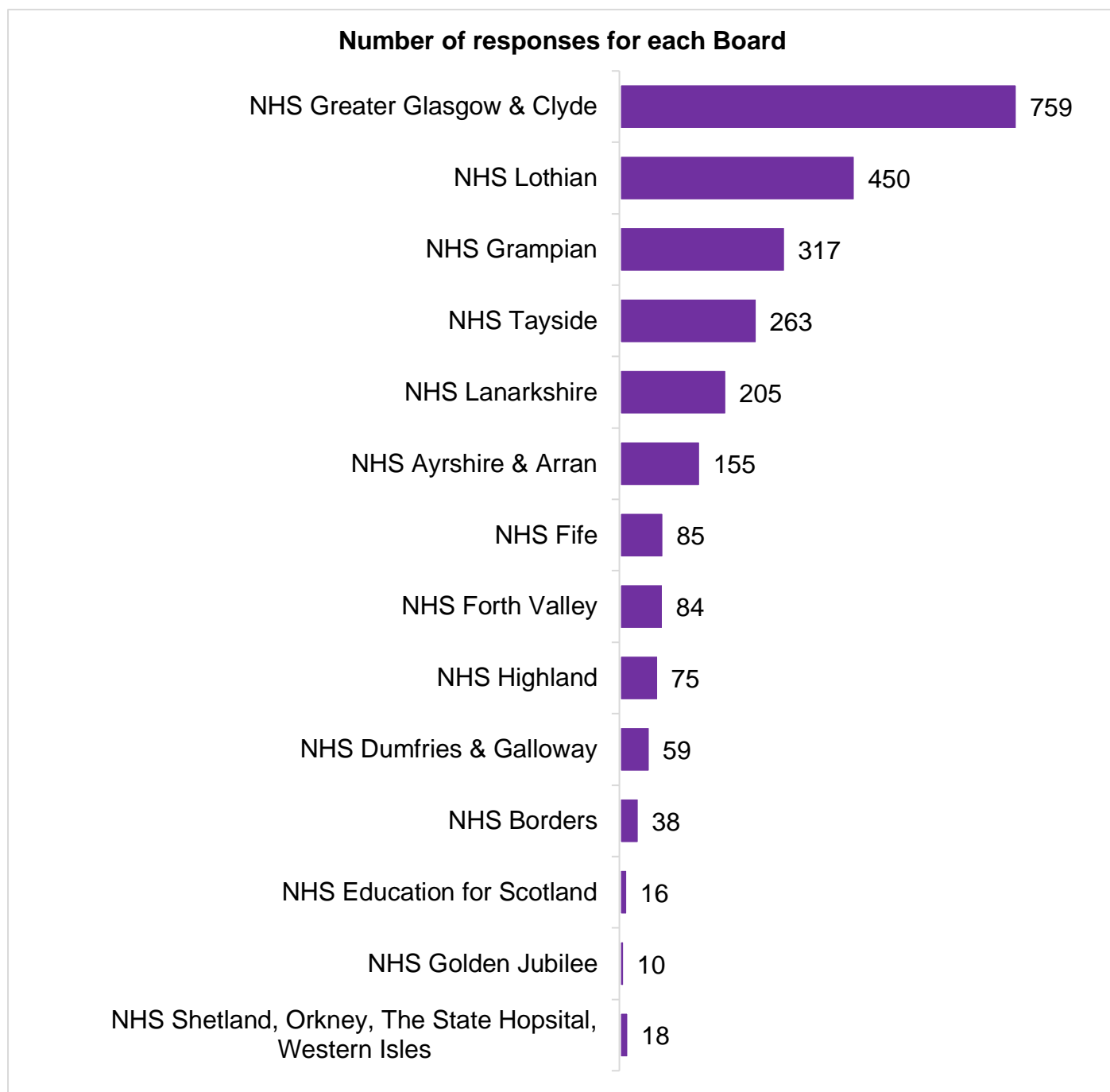
The other boards individually contributing over 5% of the responses are:

- NHS Grampian (13%)
- NHS Tayside (10%)
- NHS Lanarkshire (8%)
- NHS Ayrshire & Arran (6%)

The remaining 11 boards collectively account for 15% of the DDiT responses.

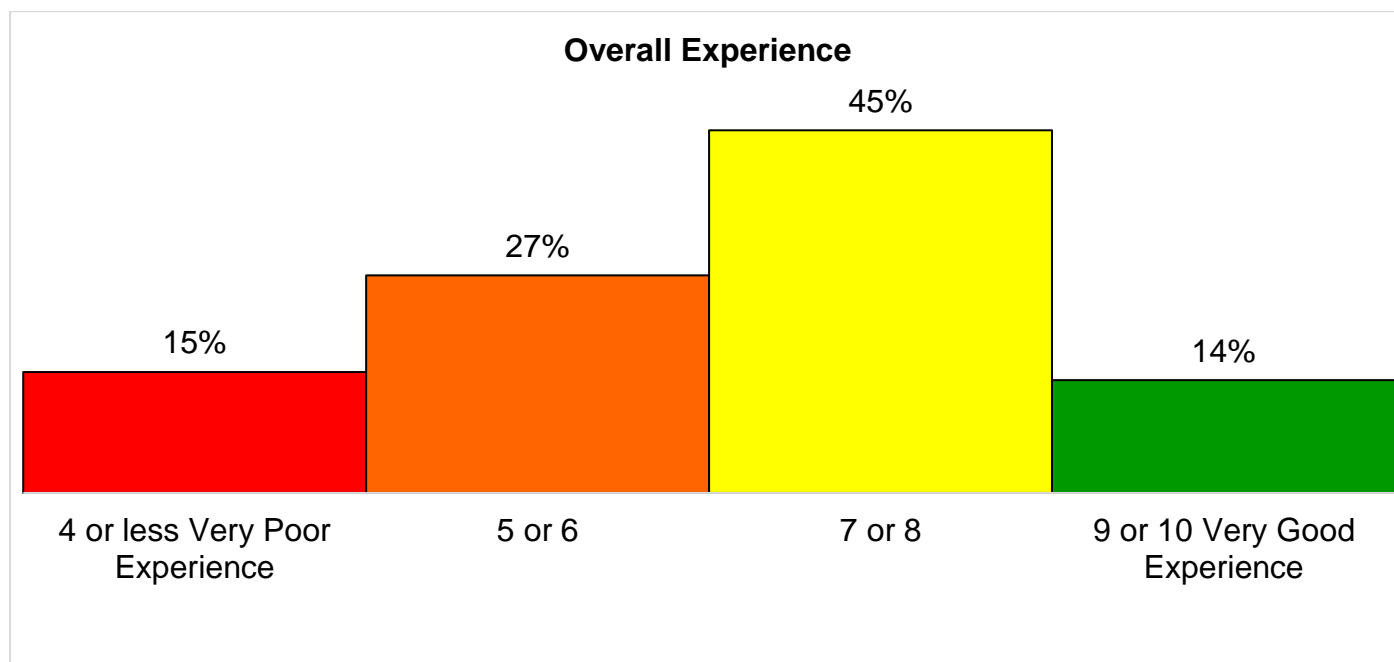
Note: To protect anonymity data is not shown where the number of responses is less than 10 and so is combined for:

- NHS Orkney
- NHS Shetland
- NHS Western Isles
- The State Hospital



## Overall Experience

45% of DDiT staff rate their overall experience as 7 or 8 out of 10, with only 14% rating it as 9 or 10 out of 10. The mean score is 6.5



The question [Please tell us how you feel about your overall experience of working for your organisation from a scale of 0 to 10 (where 0 = very poor and 10 = very good)] is asked on a scale of 0 to 10. The individual ratings are combined on this chart as some individual score base sizes are very small.

Overall Experience	DDiT 2022	DDiT 2021	iMatter 2022	Doctors & Dentists iMatter 2022
Scoring 4 or less	15%	15%	13%	15%
Scoring 5 or 6	27%	25%	24%	26%
Scoring 7 or 8	45%	45%	40%	40%
Scoring 9 or 10	14%	15%	23%	19%
Mean score	6.5	6.6	6.9	6.6

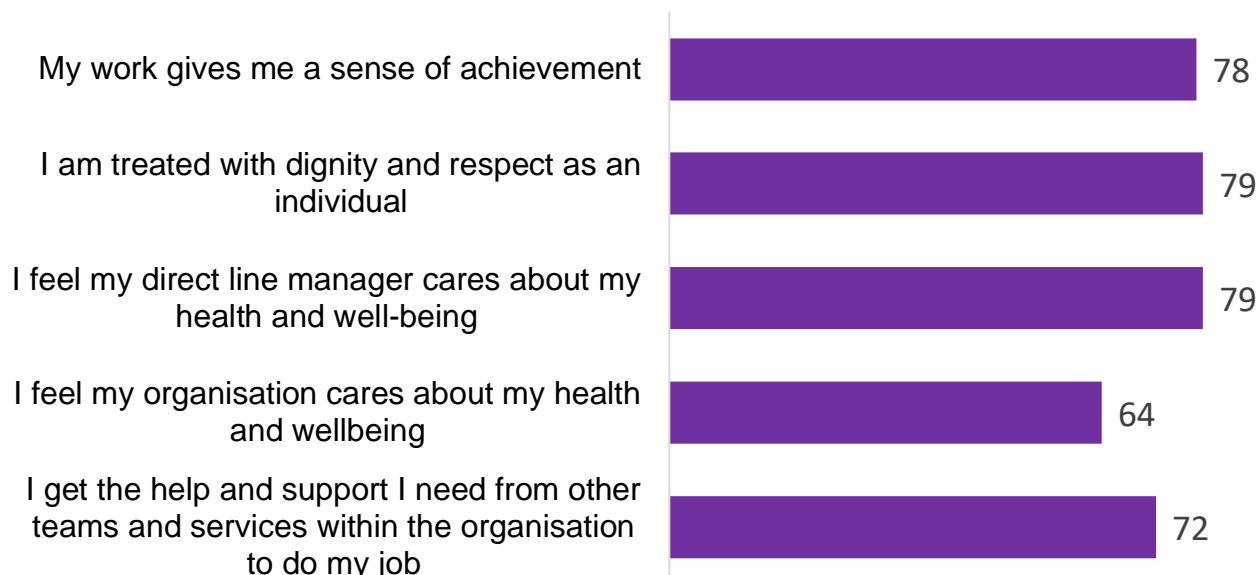
DDiT 2022 overall experience has declined marginally from 2021 with a slight increase in staff scoring 5 or 6 and a small decrease in those scoring 9 or 10. The DDiT mean score in 2022 is not significantly different from the 2021 score.

The DDiT 2022 overall experience score is lower than iMatter 2022, with only 14% of DDiT staff scoring 9 or 10 compared to 23% of Health & Social Care staff overall. The overall experience score for the Medical & Dental Staff grouping in iMatter 2022 is 6.6, just 0.1 above DDiT staff. Both these differences are statistically significant.

## Staff Experience

DDiT staff score highest for being treated with dignity and respect and for their line manager caring about their health and wellbeing (79). A similar score is recorded for the sense of achievement gained from their work.

The lowest score is for the organisation caring about their health and wellbeing.



DDiT 2022 scores are not significantly different to 2021 with their direct line manager caring about their health and wellbeing scoring highest. Note in this survey the Direct line manager refers to the person who has overall clinical governance responsibility for the clinical unit. This may be the clinical director or the lead clinician.

DDiT scores are generally below iMatter overall, except for help and support from other teams. All differences are statistically significant. All DDiT scores are lower than those given by Doctors and Dentists completing the iMatter survey. Again,

these differences are all statistically significant.

	DDiT 2022	Movement from DDiT 2021	Difference from iMatter 2022	Doctors & Dentists iMatter 2022
My work gives me a sense of achievement	78	0	-3	-3
I am treated with dignity and respect as an individual	79	0	-5	-4
I feel my direct line manager cares about my health and well-being	79	+1	-7	-5
I feel my organisation cares about my health and wellbeing	64	-1	-7	-3
I get the help and support I need from other teams and services within the organisation to do my job	72	-1	+2	-4

The following table show the distribution of scores for each of the ratings. It illustrates the variability in experiences of staff particularly around their feelings of how the organisation cares for their wellbeing, with over a third of DDiT staff scoring in 'Improve to Monitor' or 'Focus to Improve'

	Strive & Celebrate (67 - 100)	Monitor to Further Improve (51 - 66)	Improve to Monitor (34 - 50)	Focus to Improve (0 - 33)
My work gives me a sense of achievement	69%	22%	4%	6%
I am treated with dignity and respect as an individual	73%	16%	6%	5%
I feel my direct line manager cares about my health and well-being	68%	20%	7%	5%
I feel my organisation cares about my health and well-being	37%	30%	13%	21%
I get the help and support I need from other teams and services within the organisation to do my job	52%	29%	10%	9%

### Action Plans

19% of DDiT teams completed and uploaded Action Plans within 8 weeks. This is an improvement on the 9% completed in 2021. In comparison 47% of teams completed iMatter 2022 Action Plans within 8 weeks.



## Appendix 1: Doctors and Dentists in Training Questionnaire



### DDiT Pulse Staff Experience Questionnaire

#### Background

NHS Scotland is committed to improving patient and public experience through enhancing our "Staff Experience".

The Staff Experience Continuous Improvement Model aims to deliver new ways of engaging staff which feel right for staff at every level and introduce new opportunities where staff can feedback their experiences, in their teams, in a real-time basis.

We would be most grateful if you could answer this questionnaire which should take no longer than 5 minutes to complete. Please answer as fully as possible by clicking the relevant buttons for each option, all questions must be answered in order to submit your response.

This is an anonymous survey, all answers collected will be treated with the utmost confidentiality and cannot be linked to any respondent.

The results will be fed back to your team - we appreciate that you may have moved on, but your input will be valuable to the team you have rotated from. We encourage you to interact with your new team to look at action plans and solutions for continuous improvement.

Thank you for your time and co-operation.

#### Me

For the purposes of this questionnaire, My/I refers to you and your experience as an individual.

Thinking of your experience in the last 12 months please tell us if you agree or disagree with the following statements:

	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
My work gives me a sense of achievement						
I am treated with dignity and respect as an individual						

### My Team/My Direct Line Manager

Direct line manager refers to the person who has overall clinical governance responsibility for your clinical unit. This may be your clinical director or your lead clinician.

Thinking of your experience in the last 12 months please tell us if you agree or disagree with the following statements relating to your team and direct line manager:

	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
I feel my direct line manager cares about my health and well-being						

### My Organisation

For the purposes of the questionnaire, My Organisation refers to your placement Board / the Board where you provide services to patients.

Thinking of your experience in the last 12 months please tell us if you agree or disagree with the following statements relating to your Organisation:

	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
I feel my organisation cares about my health and well-being						
I get the help and support I need from other teams and services within the organisation to do my job						

Please tell us how you feel about your overall experience of working for your organisation from a scale of 0 to 10 (where 0 = very poor and 10 = very good):

	0 Very Poor Experience	1	2	3	4	5	6	7	8	9	10 Very Good Experience
Overall, working within my organisation is a...											

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## Appendix 2 – DDiT Staff Group

The DDiT Staff Experience Pulse Survey is open to Doctors and Dentists in Training from NHS Training Contracts and Clinical Fellows.

Those out of scope, due to the contractual nature of their employment, training or role within the NHS organisational structure, include:

- GP Speciality Trainee's (GPST) in primary care (i.e. GP Practice)
- Vocational Dental Practitioners (VDP) in Dental Practice

Any trainees on long term absence (e.g. maternity, long term sick), or who are working in a Fellowship role, or who are acting up in another position within the NHS

Within the DDiT Staff group almost 97% are doctors in training and the remainder are dentists in training. Whilst the split between doctors and dentists amongst those completing the survey is not known, the results are dominated by the opinions of doctors in training.

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## Appendix 3: Statistical Significance Testing

Significance testing has been carried out on the DDiT and iMatter data, to assess whether year to year movements in results and differences between the two surveys are likely to be 'true', rather than 'chance'. Specifically, a series of t-tests have been used to examine the size of change needed to give us a very high level of confidence that a 'true' change has happened. The key element here is the number of responses – the larger the number of responses, the smaller the minimum change that can be deemed statistically significant (meaning that the change is highly likely to be 'true').

The table following summarises the differences that are and are not significant.

<b>DDiT 2022 Measure</b>	<b>Compared to the same measure in....</b>	<b>Significant or not</b>
Overall Experience	DDiT 2021	Not significantly different
My work gives me a sense of achievement	DDiT 2021	Not significantly different
I am treated with dignity and respect as an individual	DDiT 2021	Not significantly different
I feel my direct line manager cares about my health and well-being	DDiT 2021	Not significantly different
I feel my organisation cares about my health and wellbeing	DDiT 2021	Not significantly different
I get the help and support I need from other teams and services within the organisation to do my job	DDiT 2021	Not significantly different
Overall Experience	iMatter 2022	Significantly different
My work gives me a sense of achievement	iMatter 2022	Significantly different
I am treated with dignity and respect as an individual	iMatter 2022	Significantly different
I feel my direct line manager cares about my health and well-being	iMatter 2022	Significantly different
I feel my organisation cares about my health and wellbeing	iMatter 2022	Significantly different
I get the help and support I need from other teams and services within the organisation to do my job	iMatter 2022	Significantly different
Overall Experience	Doctors & Dentists	Significantly different
My work gives me a sense of achievement	Doctors & Dentists	Significantly different
I am treated with dignity and respect as an individual	Doctors & Dentists	Significantly different
I feel my direct line manager cares about my health and well-being	Doctors & Dentists	Significantly different
I feel my organisation cares about my health and wellbeing	Doctors & Dentists	Significantly different
I get the help and support I need from other teams and services within the organisation to do my job	Doctors & Dentists	Significantly different

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Any enquiries regarding this publication should be sent to us at  
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ISBN: 978-1-80525-487-4

This document is also available on The Scottish Government website:  
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Produced for The Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA  
PPDAS1233122 (02/23)

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