

Working from Home & Wellbeing Survey

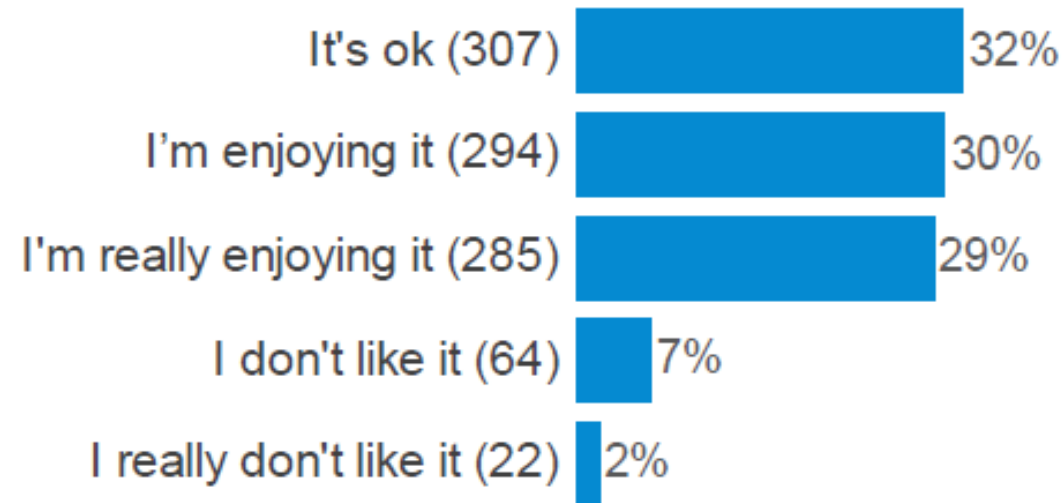
(29 June-31 July 2020)
(1,663 responses)

Key Highlights



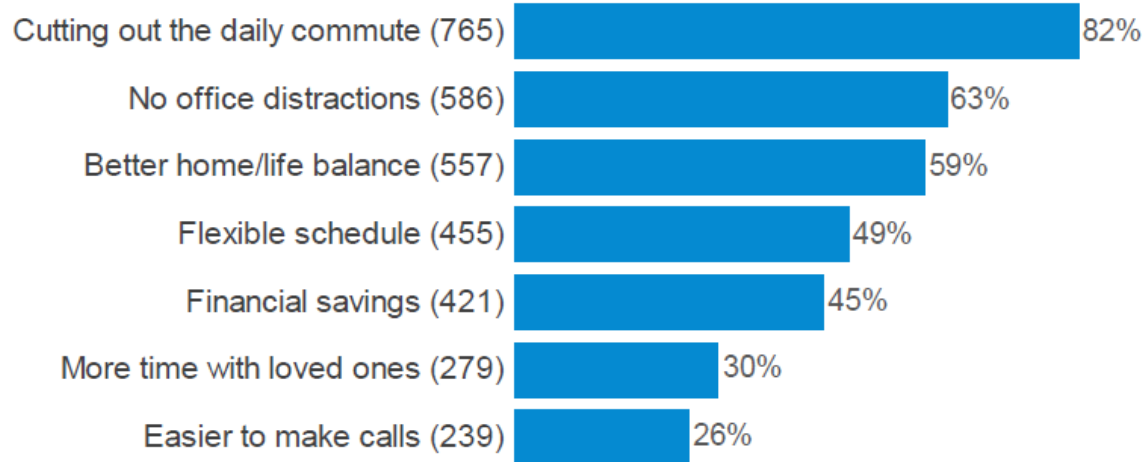
Overview of responses from those working from home

How do you feel about working from home?

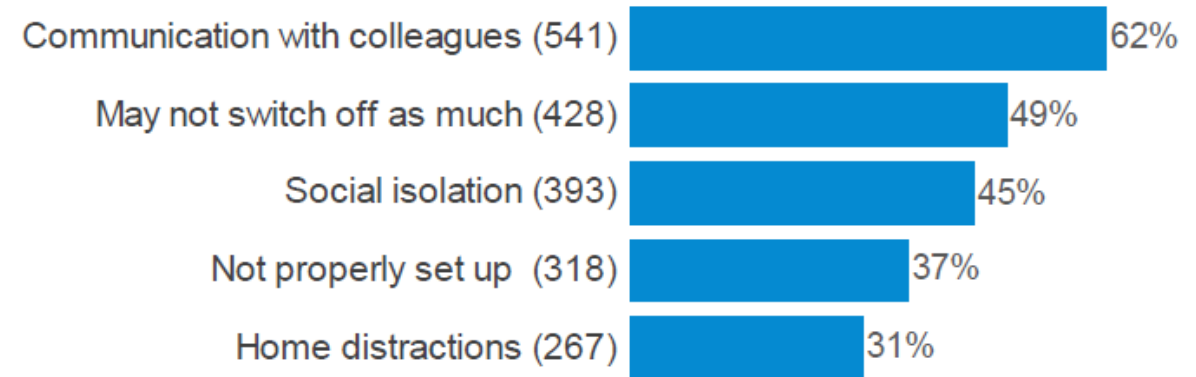


What makes working from home...

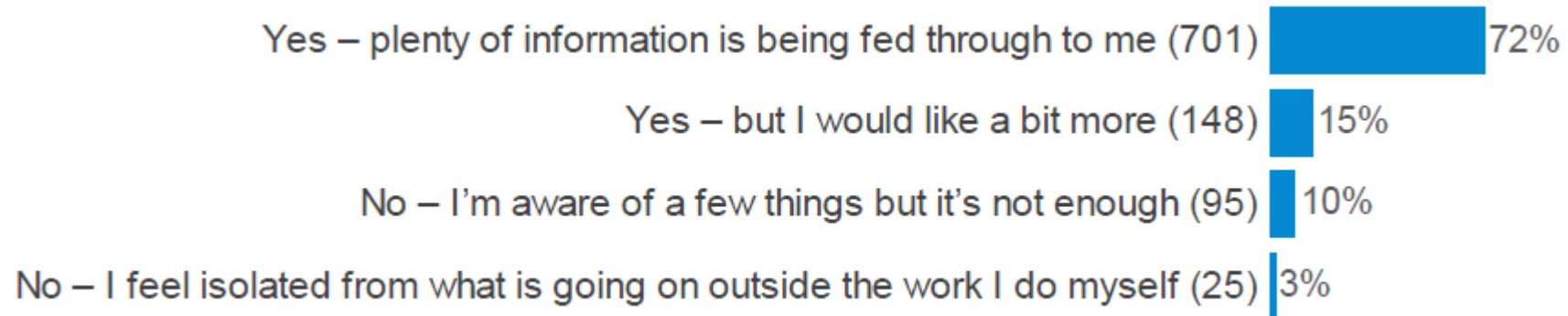
... a better option?



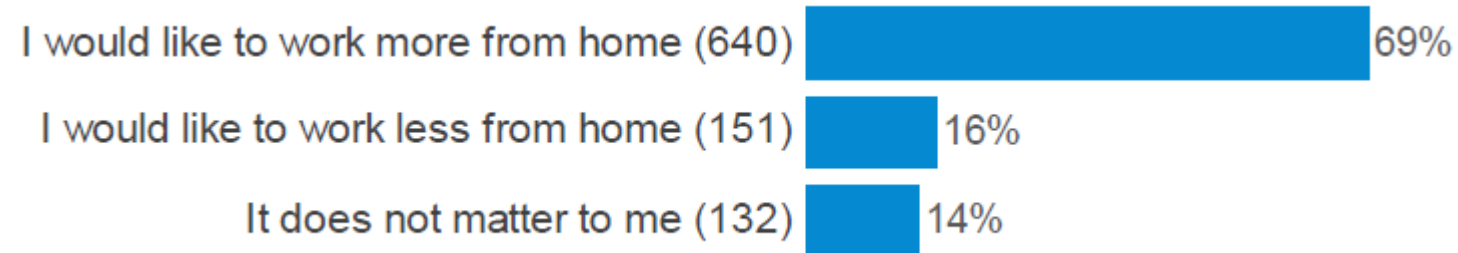
... a less desirable option?



Do you feel you are aware of what's going on in the Health Board as a whole?

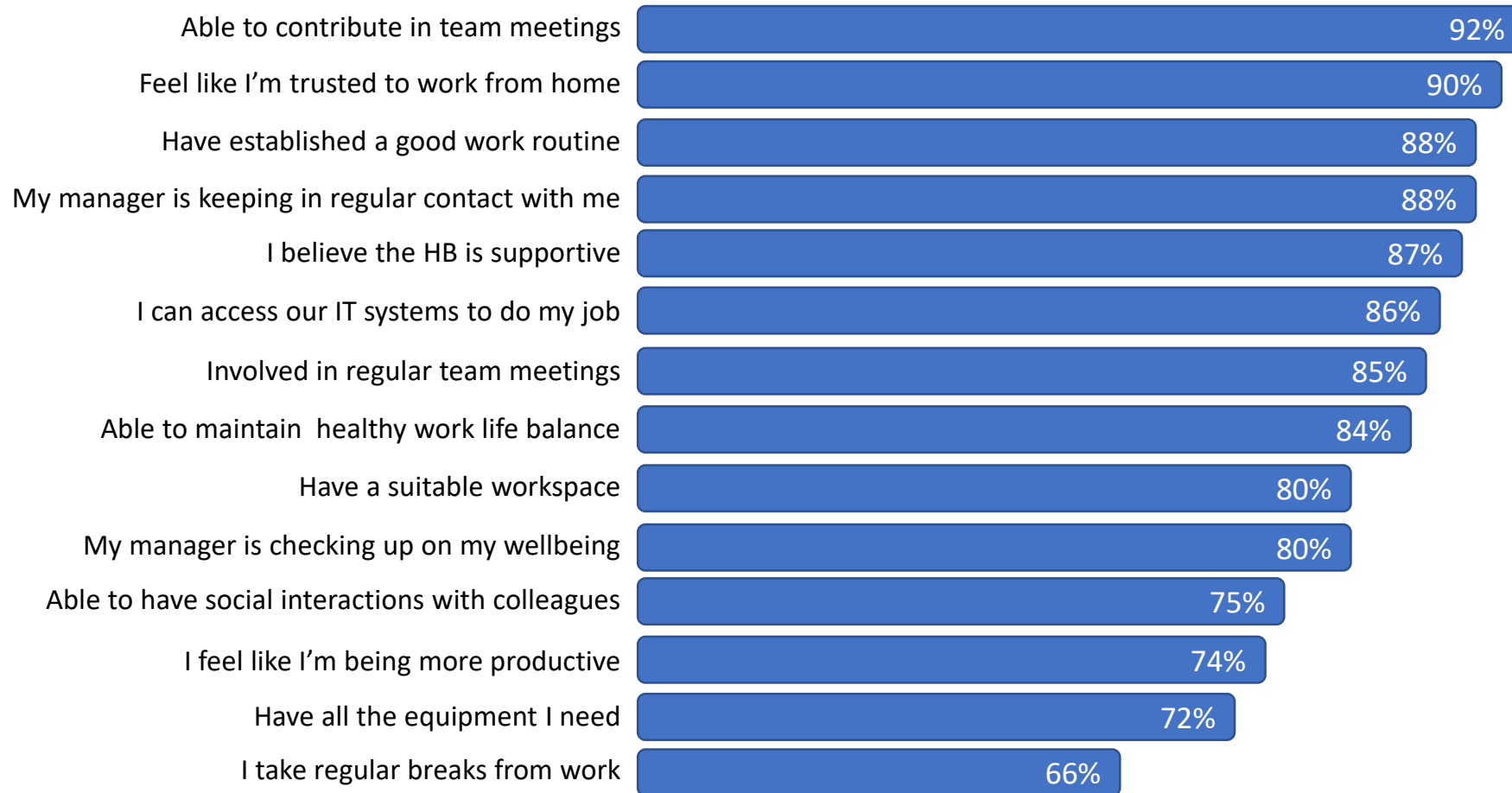


How do you feel about working from home in the future?



Do you agree or disagree with the following statements?

(% is a combination of 'Strongly Agree' and 'Agree')



Some of the major themes shared around working from home

- Many have found working from home to be a positive experience, e.g. improving work-life balance, reducing commuting, being more productive, having less distractions, being available for child care, etc.
- Others have shared that working from home was not positive for them, e.g. missing social interactions with colleagues and/or patients, not being able to access folders, systems, portals to do their work, having distractions due to caring for children or family members, not being able to switch off from work easily, etc.
- Several would like to continue with a flexible schedule, i.e. some days from home, some days from the office
- Several would like to see more guidance from the Health Board around flexible working, mainly for consistency and fairness on decisions
- The communication coming from the Executive Team has been appreciated; however, some say that it has not always been shared with team members who don't have access to the information

Overview of responses from those who are not working from home

Have you worked from home before COVID?



Could you work from home if it was an option?



What makes the idea of working from home...

... a better option?



... a less desirable option?



Do you agree or disagree with the following statements?

	Strongly Agree	Agree	N/A	Disagree	Strongly Disagree
I believe my organisation is being supportive	20%	47%	15%	14%	4%
I believe I would be trusted to work from home	38%	37%	16%	8%	2%

Which of the following options would you be interested in, if suitable for your job?

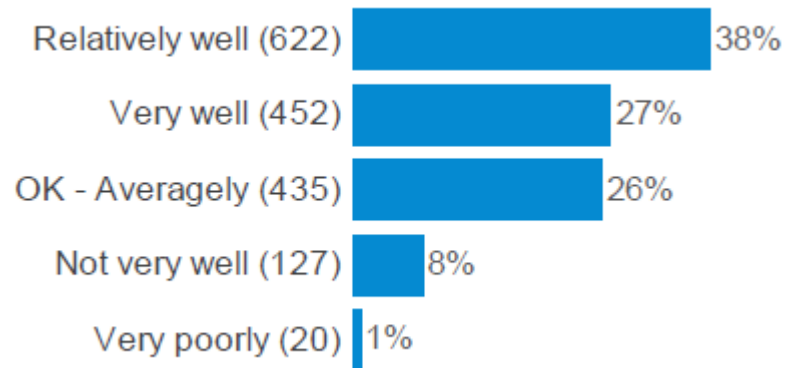
	All of the time	Majority of the time	Some of the time
I would like to work from home	4%	13%	84%
I would like to work from site	24%	42%	34%

Some of the major themes shared around the opportunity to work from home in the future

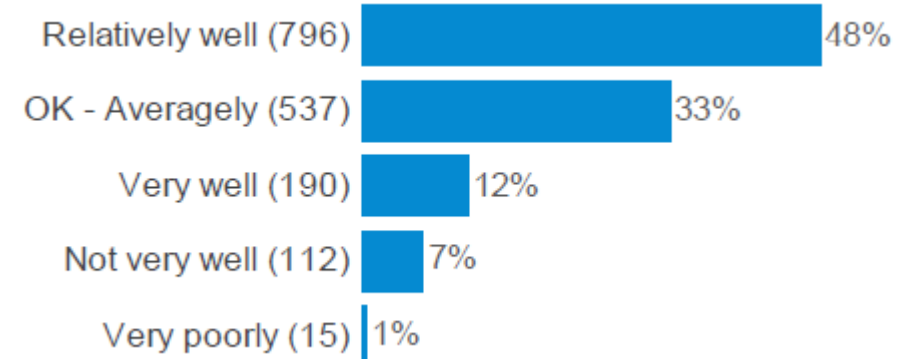
- Many would like to be offered the opportunity to work flexibly (e.g. some days from home, some days from the office/site), recognising that they would require access to shared drives, clinical portals, etc. in each setting
- Many colleagues in clinical setting have expressed that working from home is not an option for them
- A majority see it as a benefit to their health and wellbeing
- A few don't want to work from home, e.g. helps to keep work and home separate, they don't have a room to work from, the broadband in their area is poor, etc.
- Some colleagues feel that they could have done their work from home, but were not offered or were refused to

Overview of responses from the Wellbeing section

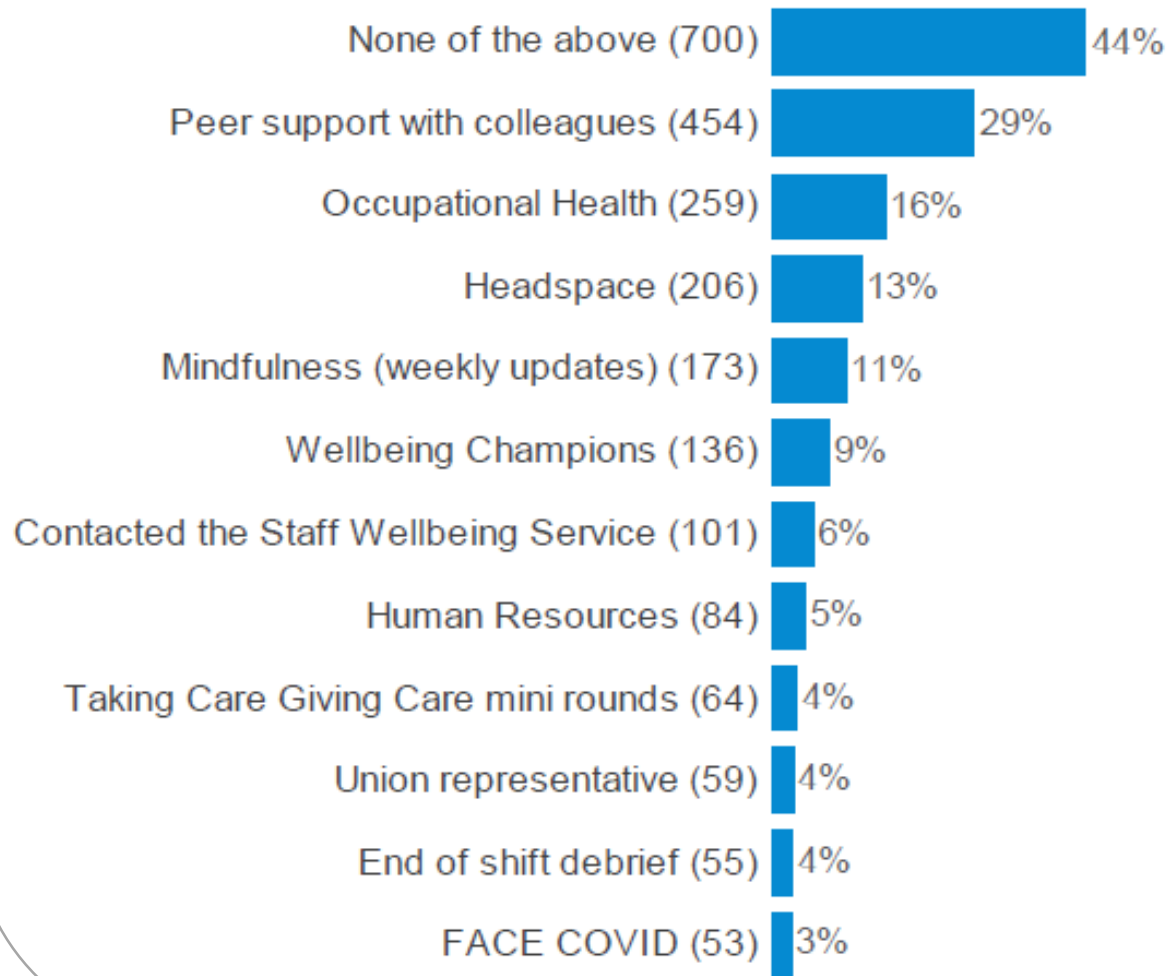
Overall, how well do you think you are coping at the moment?



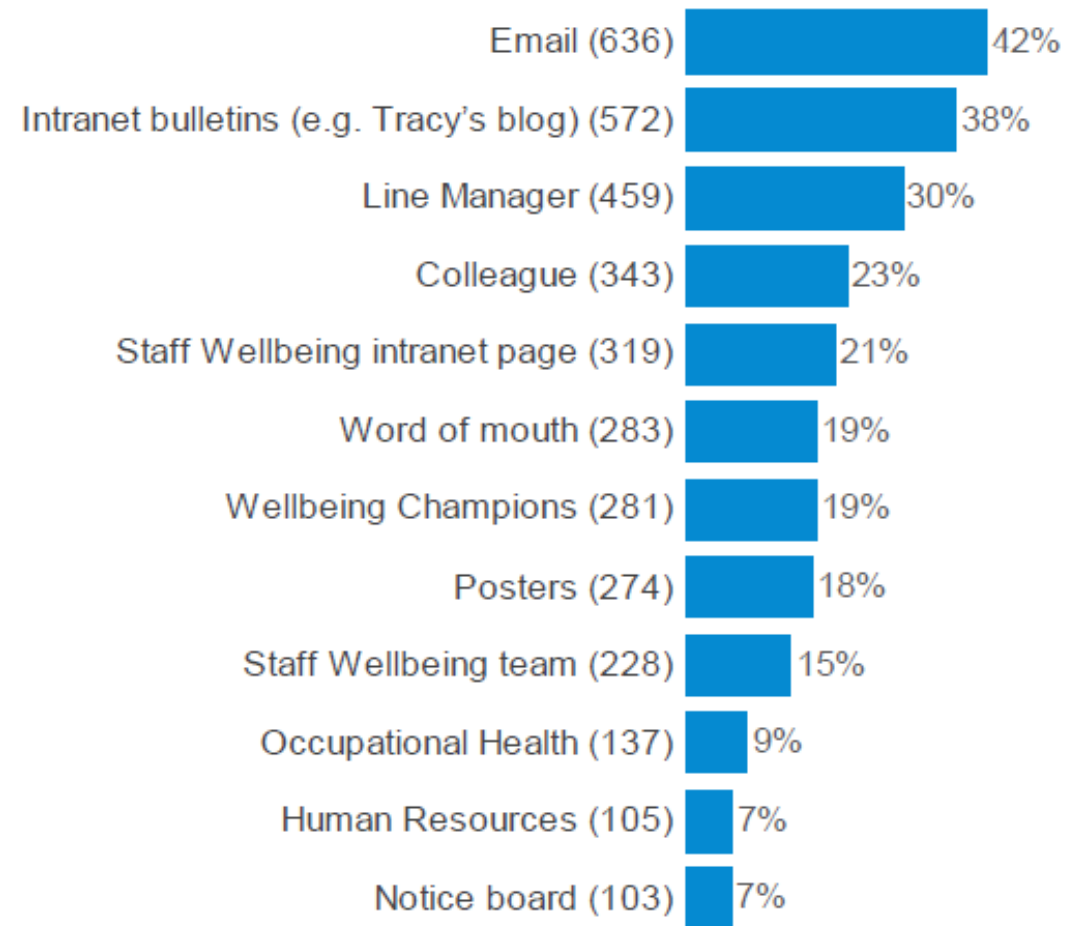
Overall, how well do you think your colleagues are coping at the moment?



Which of the following Staff Wellbeing services or resources have you accessed during COVID?



How did you hear of the Staff Wellbeing services?



Some of the major themes shared around wellbeing

- Many commented on how they appreciate the wellbeing services offered, even if they have not used them themselves
- Some say that there's a need for more virtual and online services
- Most say that their wellbeing has improved by working from home; whilst some say that it has gotten worse (e.g. caring for family members and not getting the respite of going to work, not switching off work easily, not being properly set up)
- Some noted that colleagues and/or line managers impacted their wellbeing, either positively or negatively
- Some colleagues who kept working in clinical settings are exhausted and worried, especially about the risk of infecting family members
- Some colleagues who kept working in clinical settings are appreciative of the offerings received from the Health Board and businesses in the community

Next steps

The information collected will help inform and shape some of the work that is taking place in the Health Board. For example:

- The Flexible Working Cell project will consider this information as they look at options for agile working moving forward
- Swansea Bay Health Charity will discuss how to best use the funds received from NHS Charities, based on some of the ideas put forward in the survey
- Staff Health and Wellbeing and other areas will consider how the Health Board can support Employee Wellbeing further
- There will also be some presentations to various groups

We thank you for your feedback.

If you have any questions, please get in touch with the Staff Experience Team.



Staff Experience & Organisational Development Team
SBU.StaffExperienceTeam@wales.nhs.uk

