

NHS Greater Glasgow and Clyde Emergency Department Review

Comparison of staff survey quantitative data
across sites (charts only)

March 2025

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Introduction

This paper sets out results from a staff experience survey carried out by Healthcare Improvement Scotland as part of its NHS Greater Glasgow and Clyde Emergency Department Review. It compares and contrasts the quantitative responses received from staff that responded to the survey from across the three emergency department sites included in the review: the Royal Alexandra Hospital, Glasgow Royal Infirmary, and Queen Elizabeth University Hospital. This paper should be read in the context of the main report of the review.

Aims and methods

Context and aim

Concerns were raised in May 2023 by Consultants at the Emergency Department of Queen Elizabeth University Hospital regarding the safety and quality of care at the hospital's emergency department. Healthcare Improvement Scotland subsequently undertook a review of relevant considerations in relation to safety and quality of care across the main receiving emergency departments in NHS Greater Glasgow and Clyde (Glasgow Royal Infirmary, Queen Elizabeth University Hospital and Royal Alexandra Hospital). The focus of the review was to identify the key issues and areas for improvement which are evidence based, sustainable and practical. An online staff survey was one of the methods designed to gather information to inform the review. Staff experience feedback was also gathered by the Core Review Group that carried out the review, through a dedicated email address, on-site sessions and individual discussions with staff.

Survey development, promotion, and conduct

The survey featured a mix of multiple choice and open-ended questions, combining and adapting three validated questionnaires that focused on safety in the emergency department – Petrino et al (2023)¹, SECURE², and safety in the wider healthcare environment – the Safety Attitudes Questionnaire (SAQ)³. The survey was available as an anonymous MS Form survey.

¹ Petrino, R., Tuunainen, E., Bruzzone, G. and Garcia-Castrillo, L. Patient safety in emergency departments: a problem for health care systems? An international survey. *European Journal of Emergency Medicine*, 30(4), pp.280-286; 2023.

² Flowerdew, L. and Tipping, M. SECURE: a multicentre survey of the safety of emergency care in UK emergency departments. *Emergency Medicine Journal*, 38(10), pp.769-775; 2021.

³ Sexton, J.B., Helmreich, R.L., Neilands, T.B., Rowan, K., Vella, K., Boyden, J., Roberts, P.R. and Thomas, E.J. The Safety Attitudes Questionnaire: psychometric properties, benchmarking data, and emerging research. *BMC health services research*, 6, pp.1-10; 2006.

The survey was promoted by poster and leaflet, and made available by the following:

- Emergency Department Staff Survey hyperlink.
- Via a QR code.
- As a hard copy by contacting: [Healthcare Improvement Scotland.ggcedreview@nhs.scot](mailto:Healthcare.Improvement.Scotland@ggcedreview@nhs.scot), or telephoning 0131 623 4614.

The survey was open for the duration of November 2024, to provide staff the opportunity to participate.

Participants

The survey was completed by 114 healthcare professionals working across a range of staffing groups within NHS Greater Glasgow and Clyde emergency department. These included Nurses, Doctors, Allied Health Professionals, and others. The majority of responses were received from Queen Elizabeth University Hospital (n=64, 56%), followed by Glasgow Royal Infirmary (n=39, 34%), and lastly Royal Alexandra Hospital (n=11, 10%)

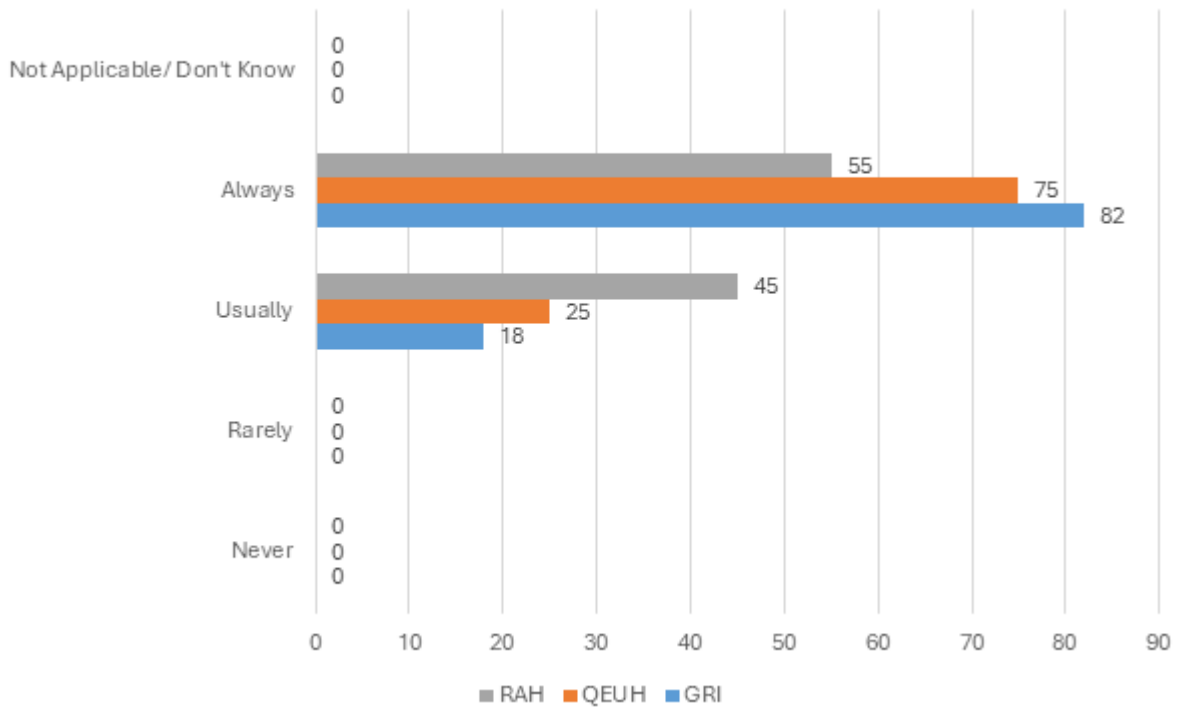
Ethical and governance considerations

Healthcare Improvement Scotland engaged with NHS Greater Glasgow and Clyde before commencing the staff survey. This included advance sight of all materials and procedures associated with the project. Healthcare Improvement Scotland provided participant information and a Data Protection Impact Assessment was also completed to ensure compliance with data protection requirements.

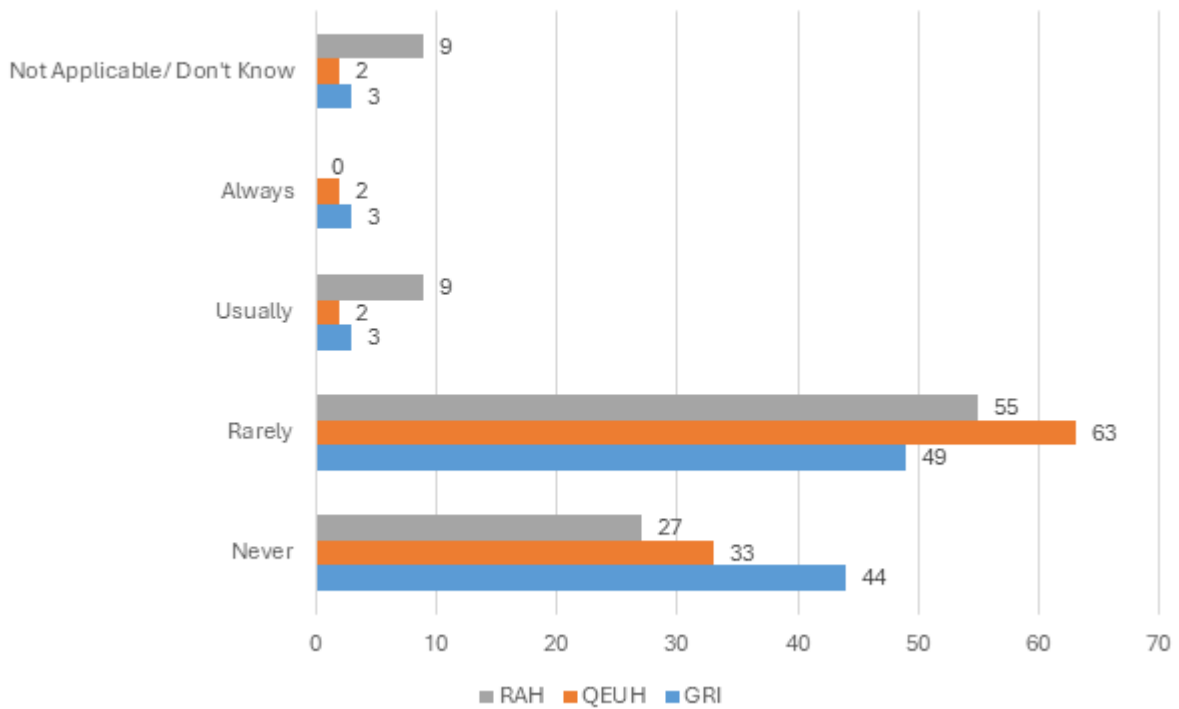
Quantitative data

Numerical data was analysed in Excel. Charts were devised for the multiple-choice responses along with descriptive summaries. In this paper, the aim is to explore the differences between the three emergency department sites in terms of the quantitative data. Of the 40 quantitative questions presented in the survey, 23 questions were identified as demonstrating differences of note between the three sites. These questions were identified through consensus of the three team members (two Health Services Researchers and one Improvement Advisor).

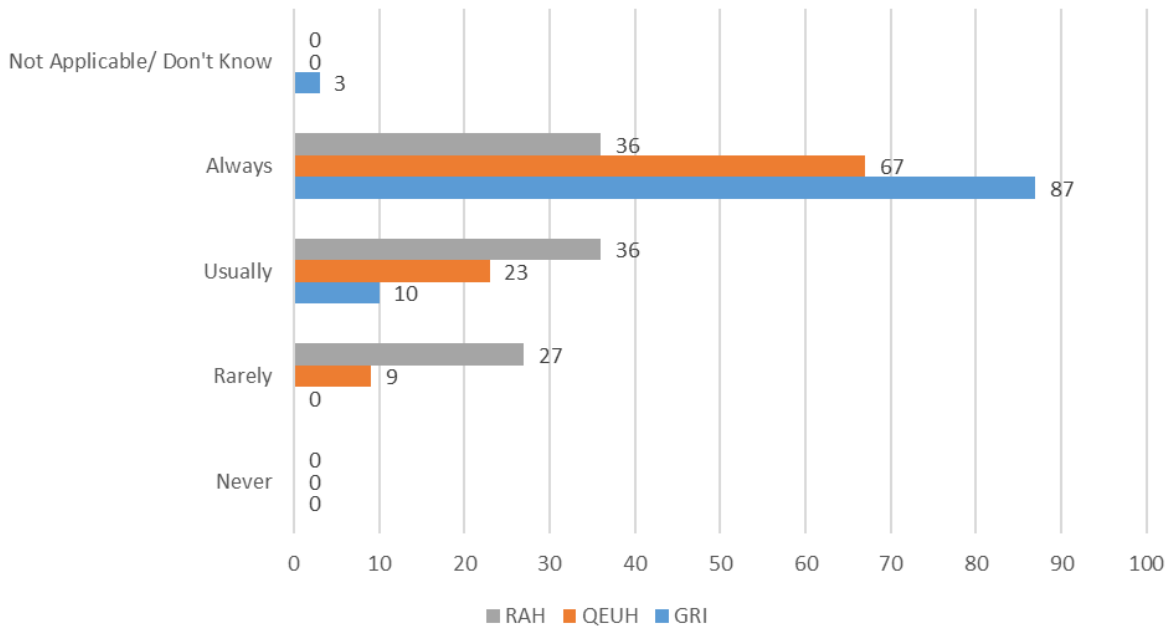
The number of patients often exceeds the capacity of the ED %



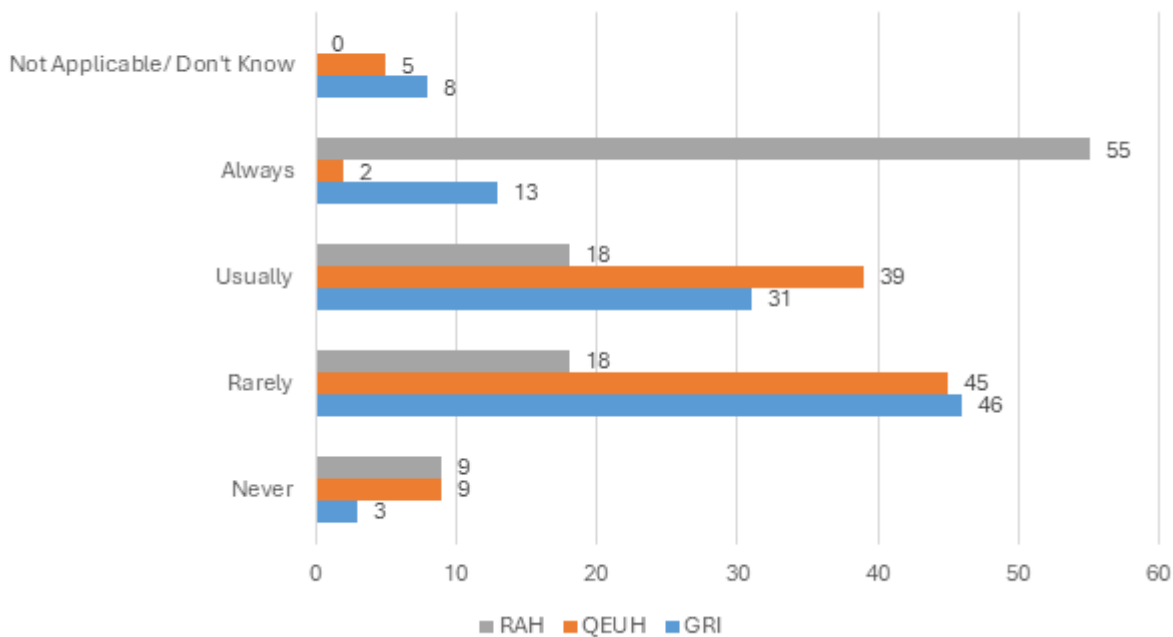
Staff have enough time to spend with patients %



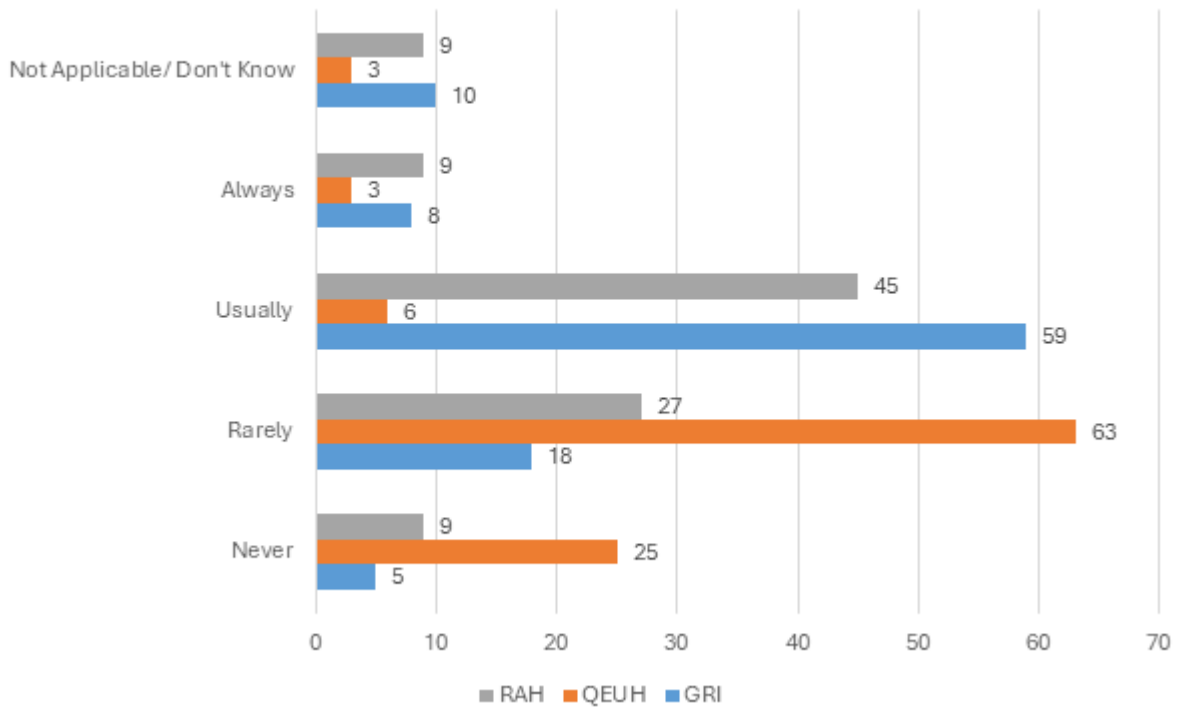
Staffing levels in the ED have a negative impact on patient care%



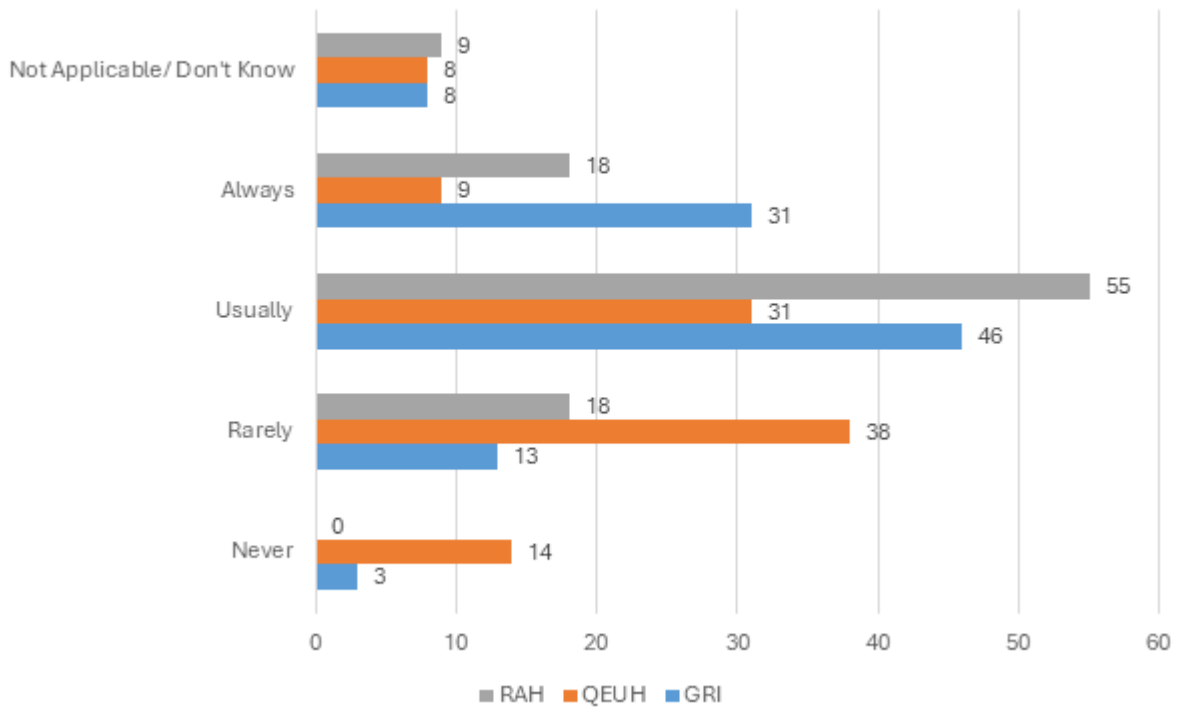
Newly qualified staff, new staff and students are well supported and supervised %

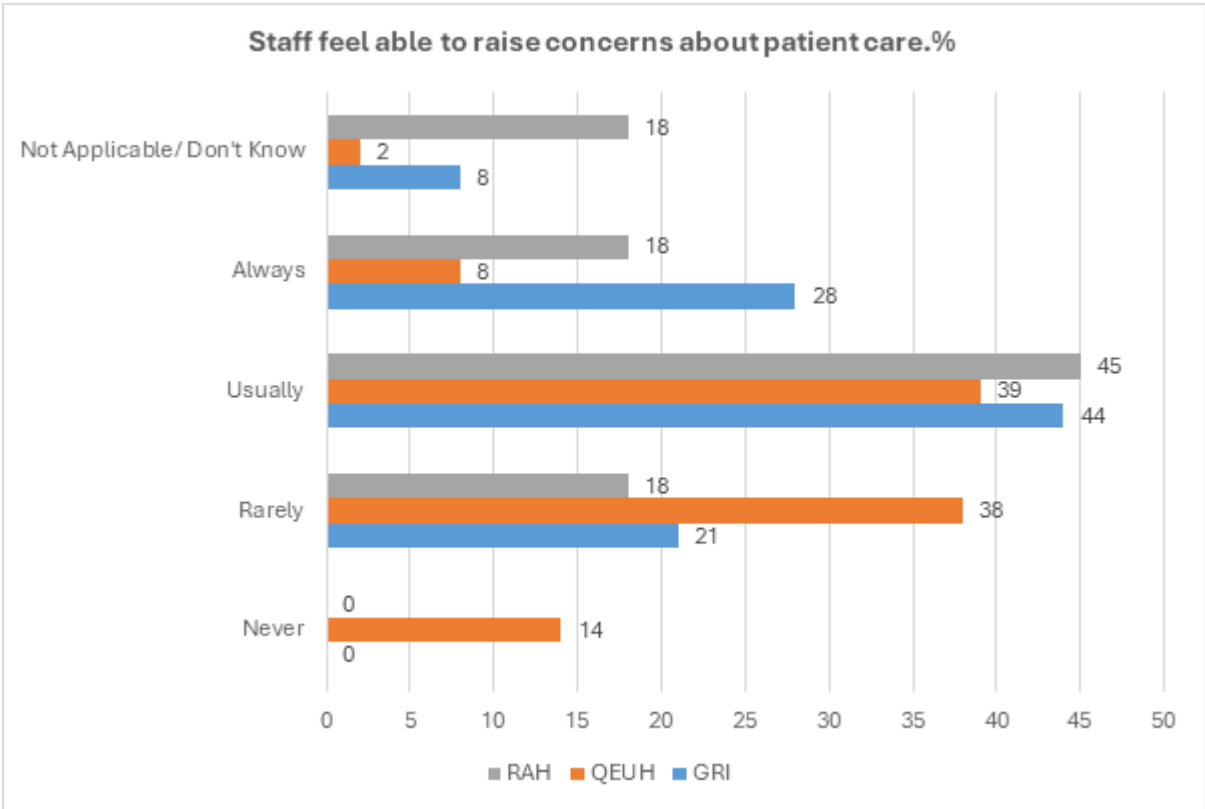
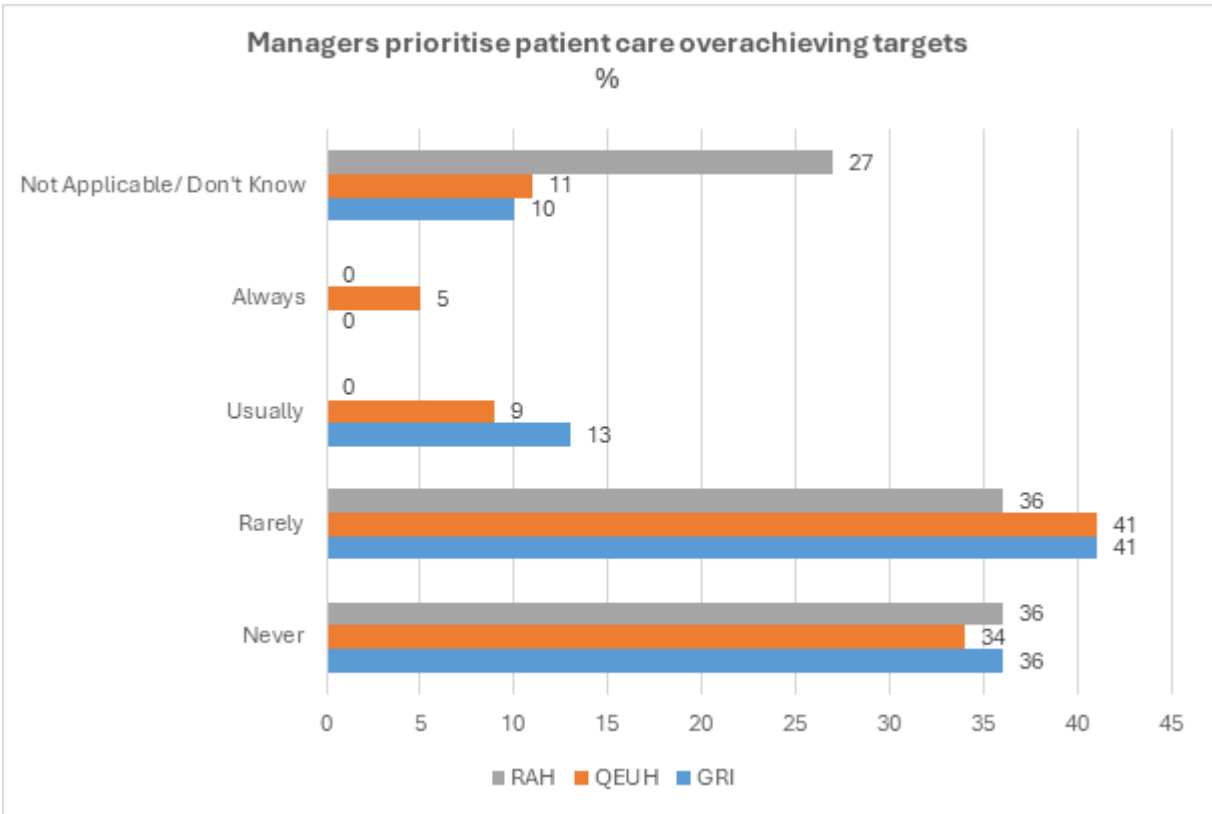


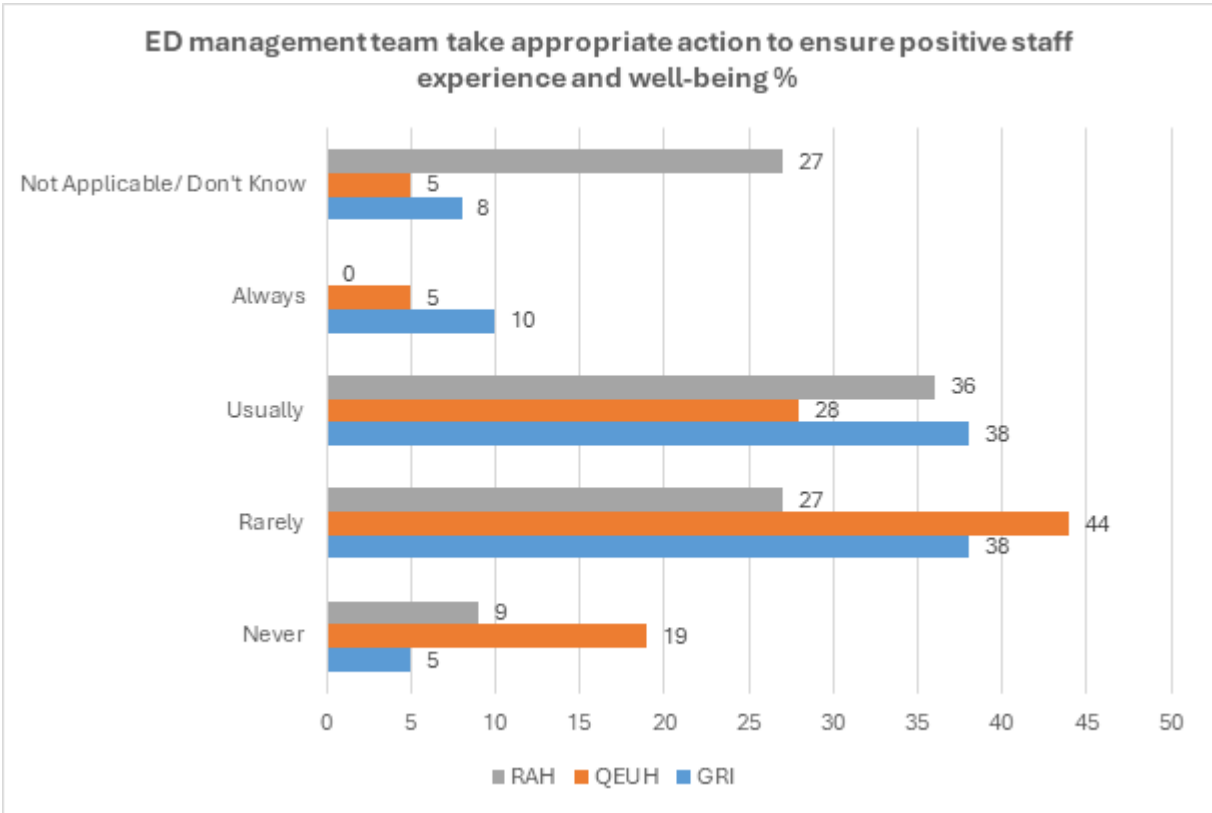
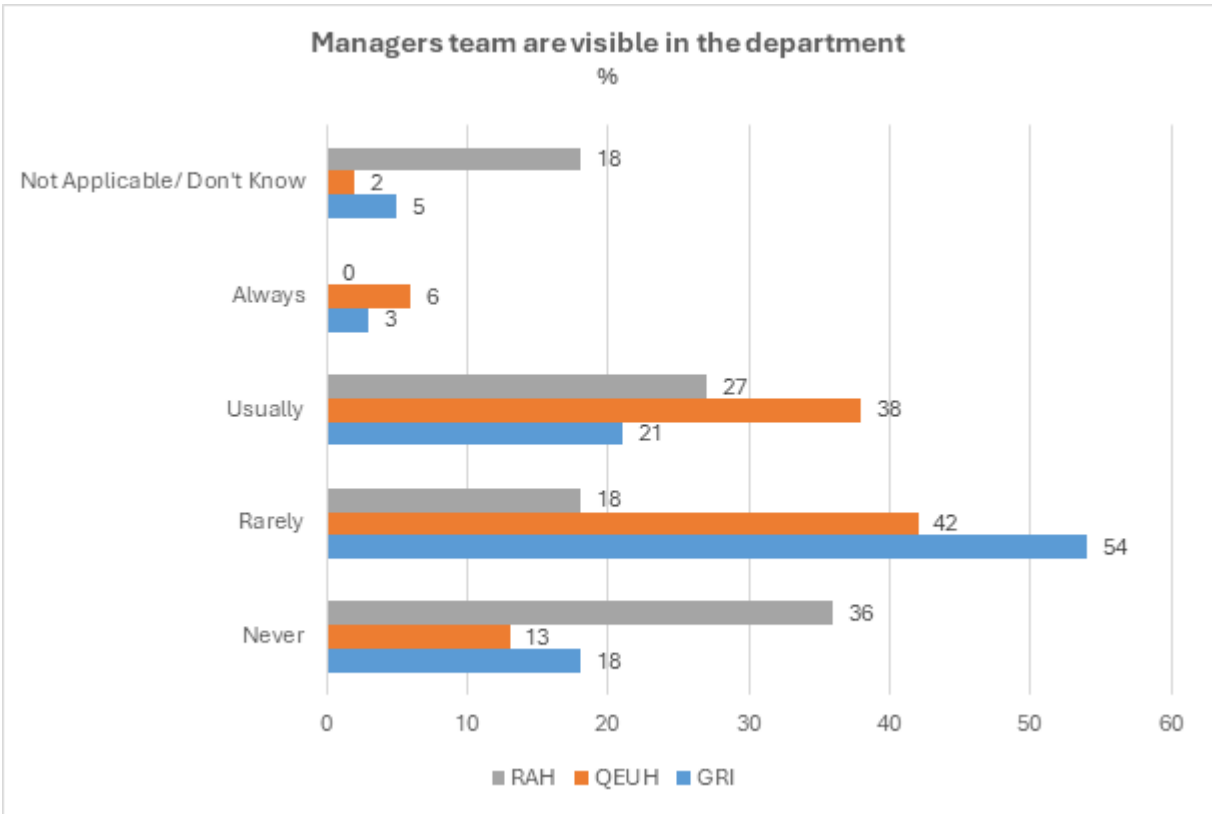
Staff have opportunities to have post incident debriefs %



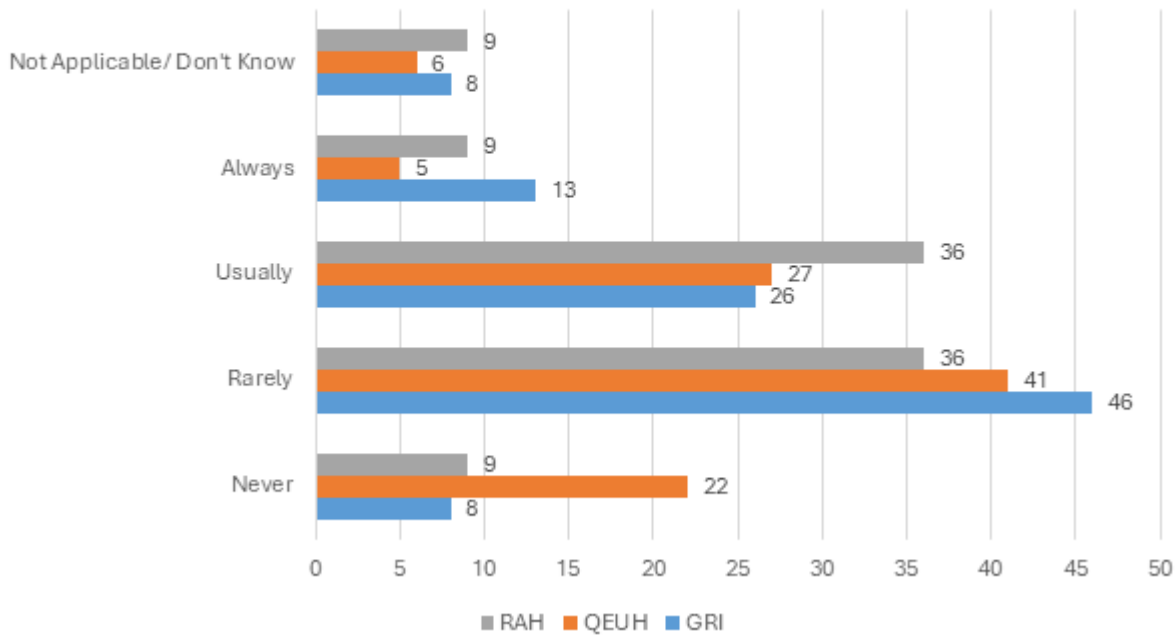
Use of incident reporting is encouraged and used for improvement.%



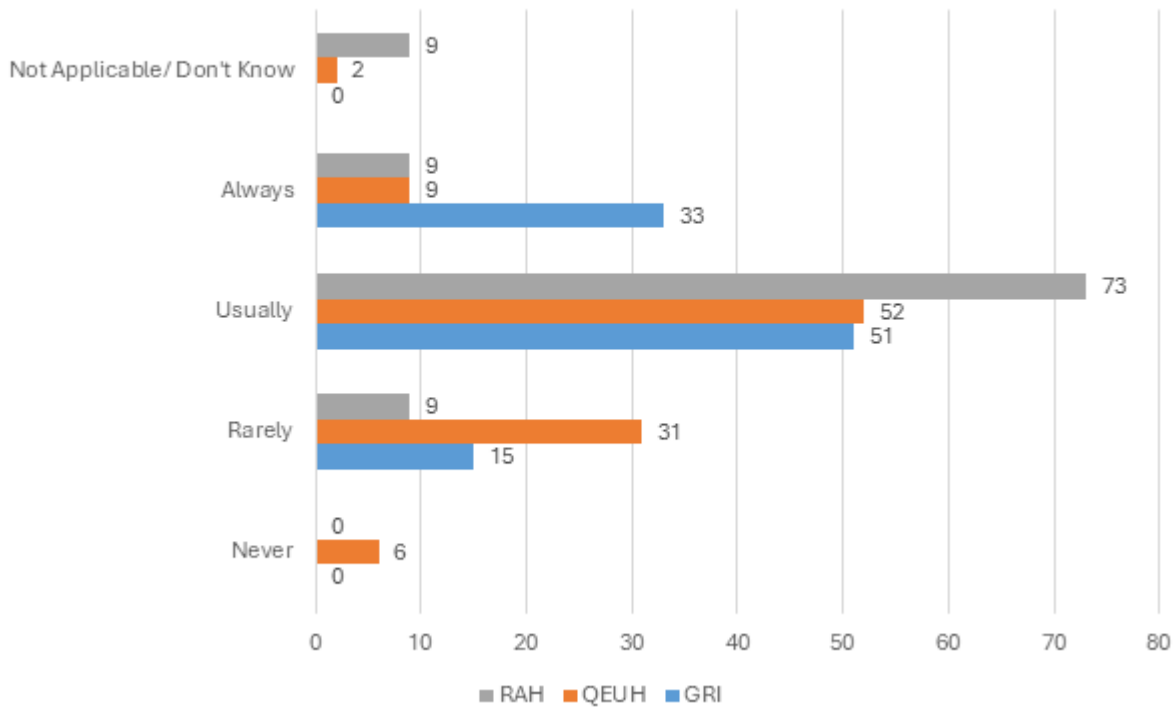


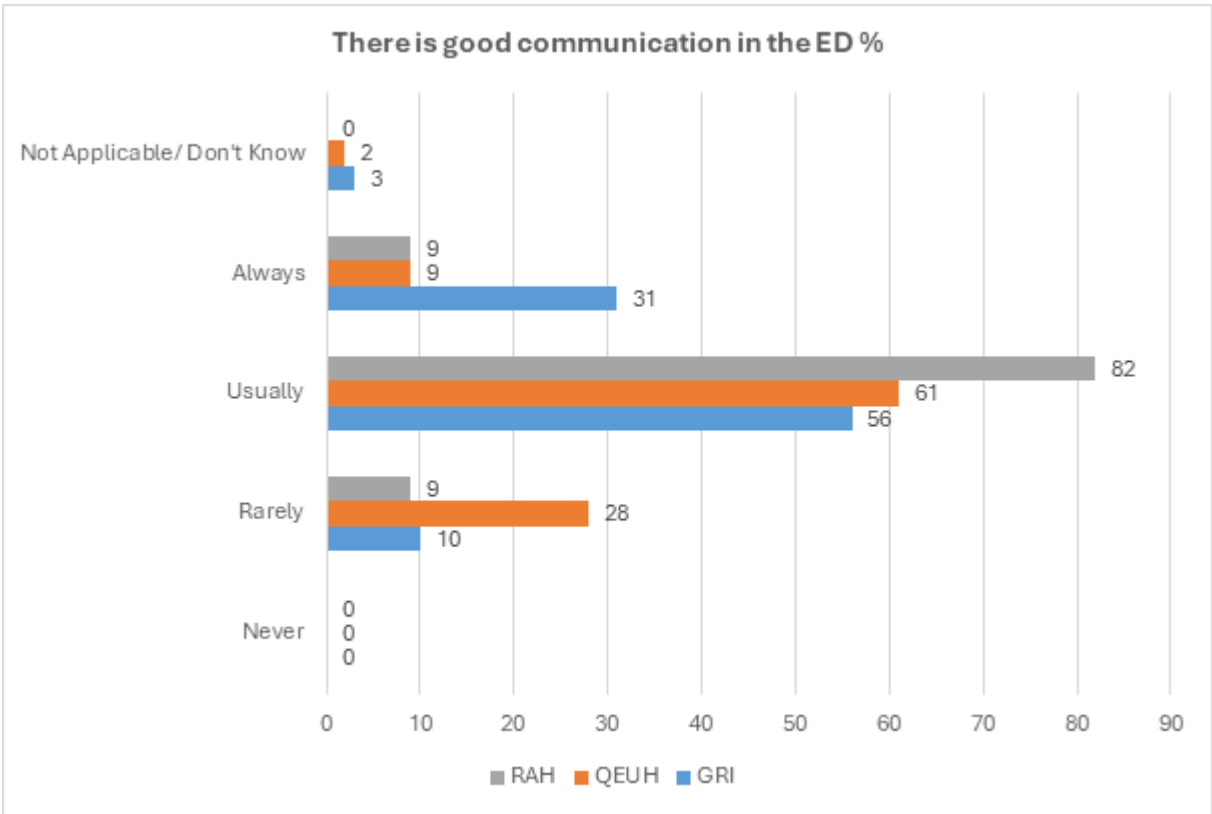
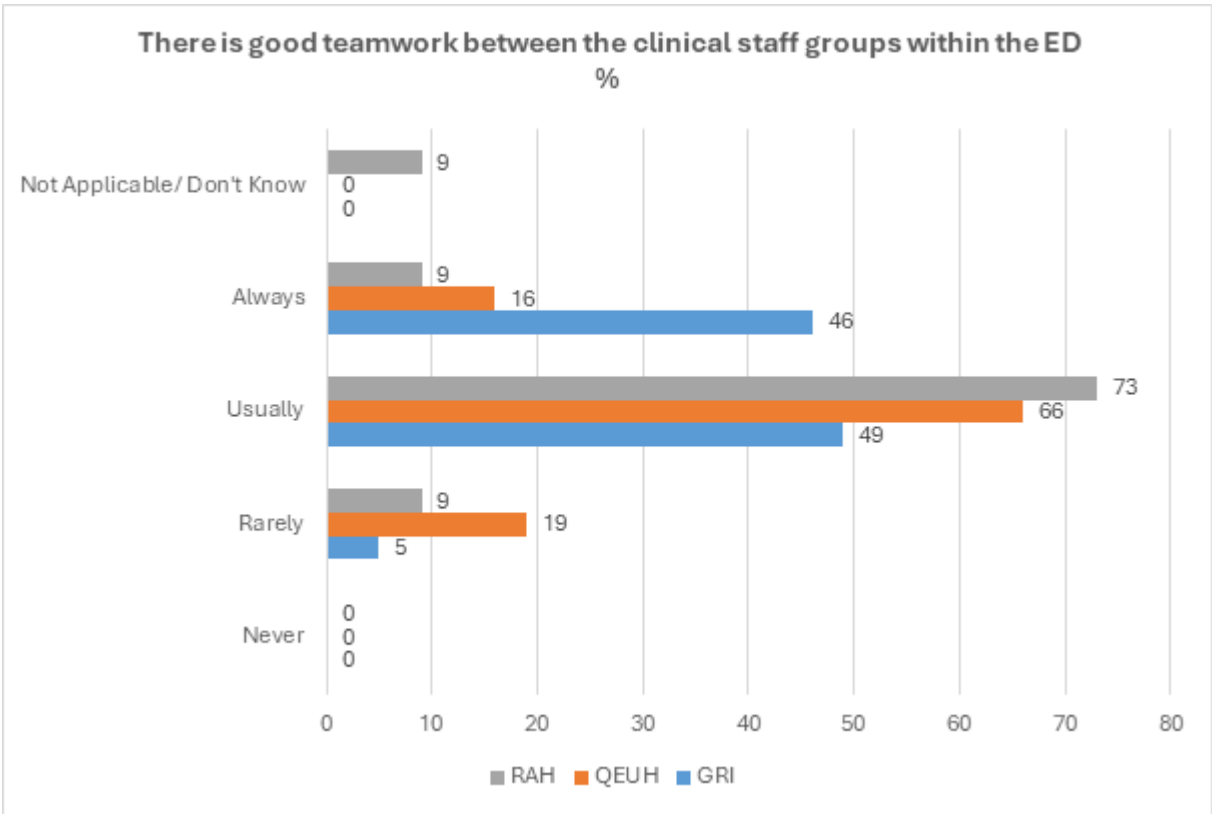


ED management team provide feedback to staff recognising their efforts
%

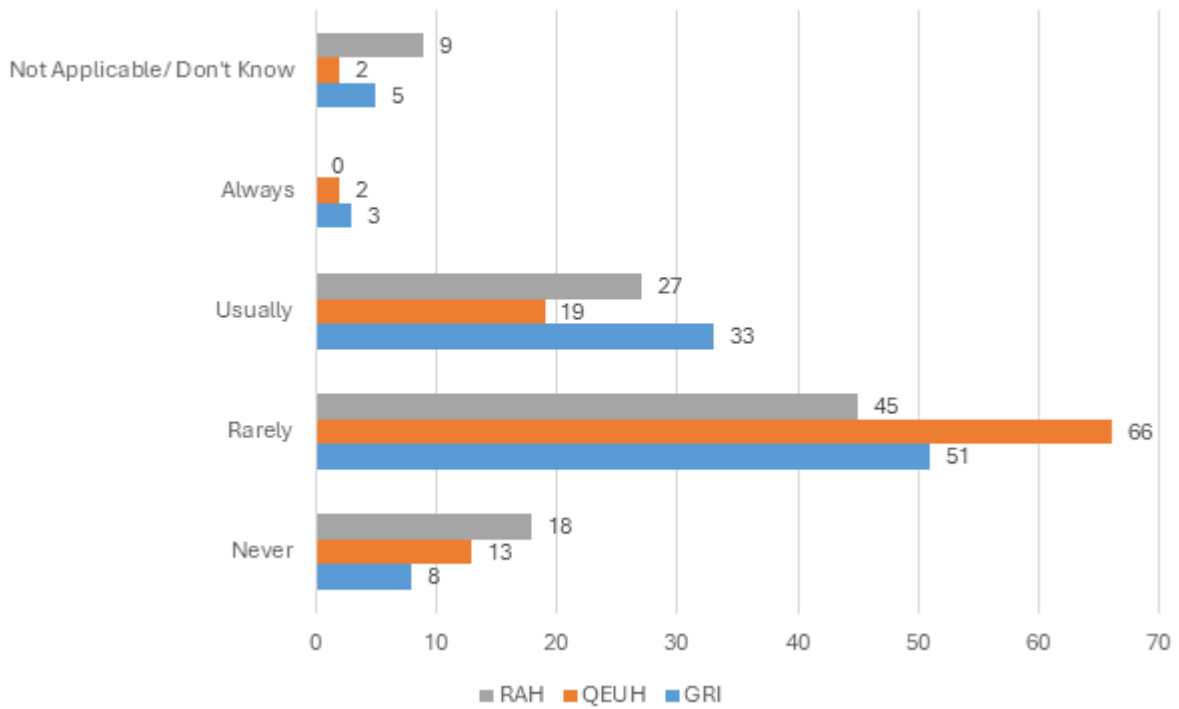


Staff feel able to question and challenge clinical decision-making %

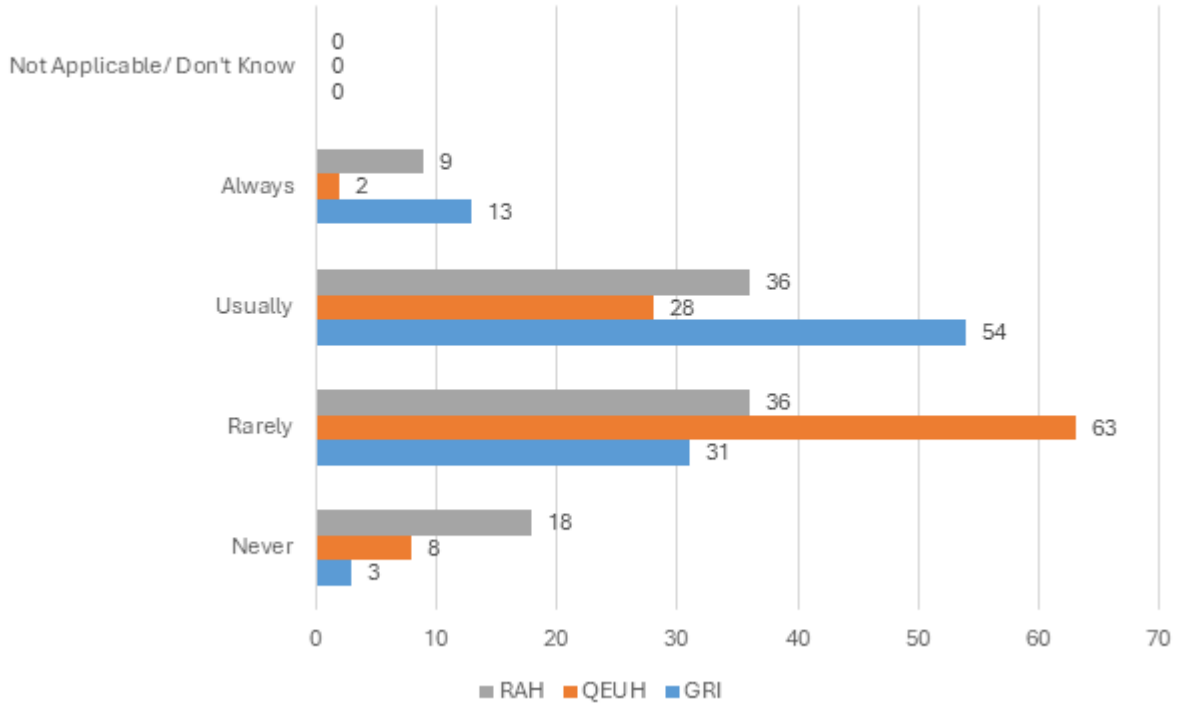


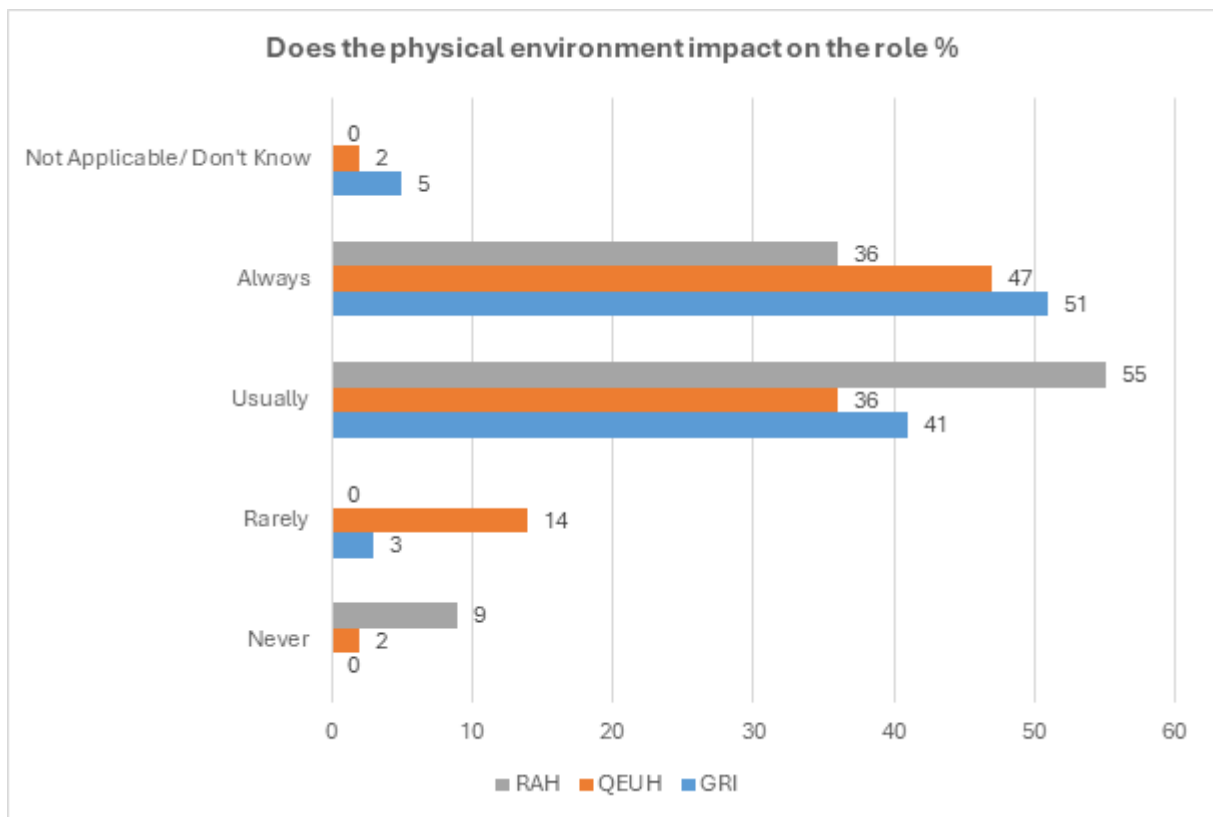
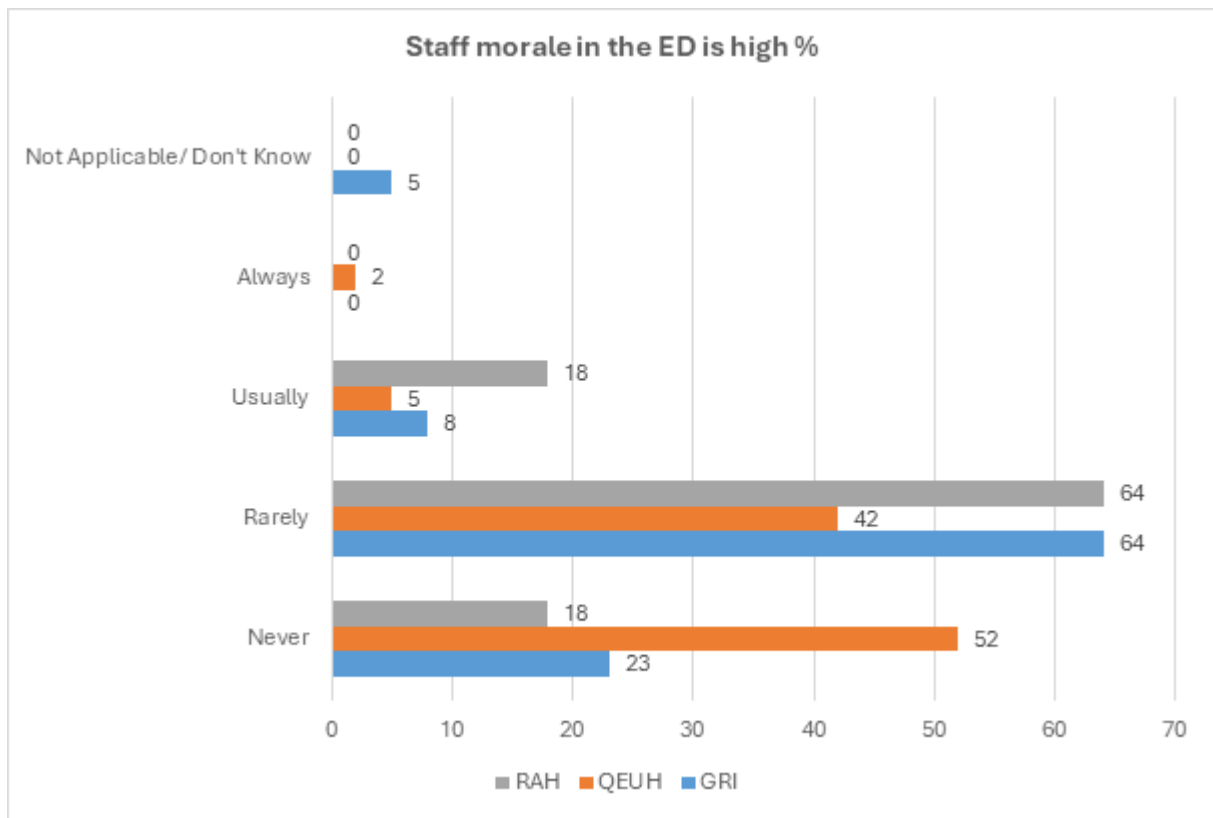


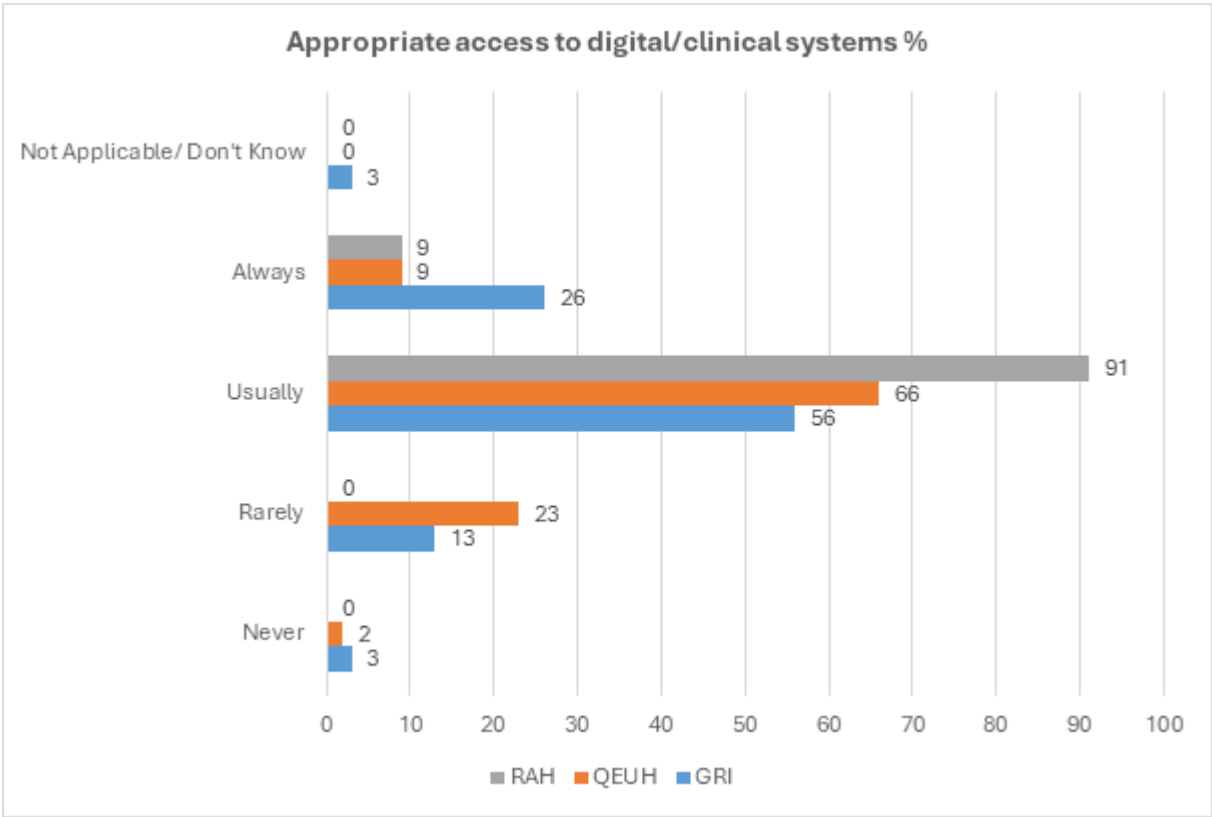
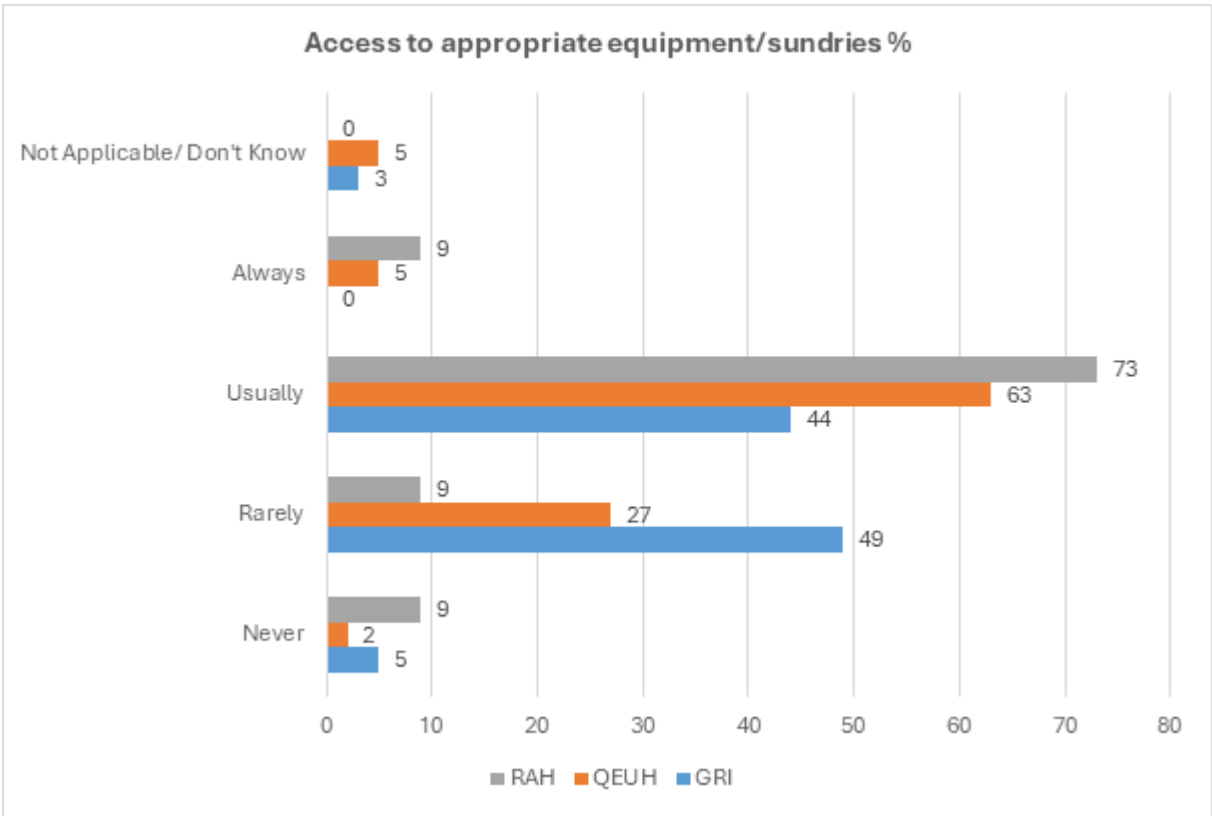
Staff feel a sense of satisfaction from their work %

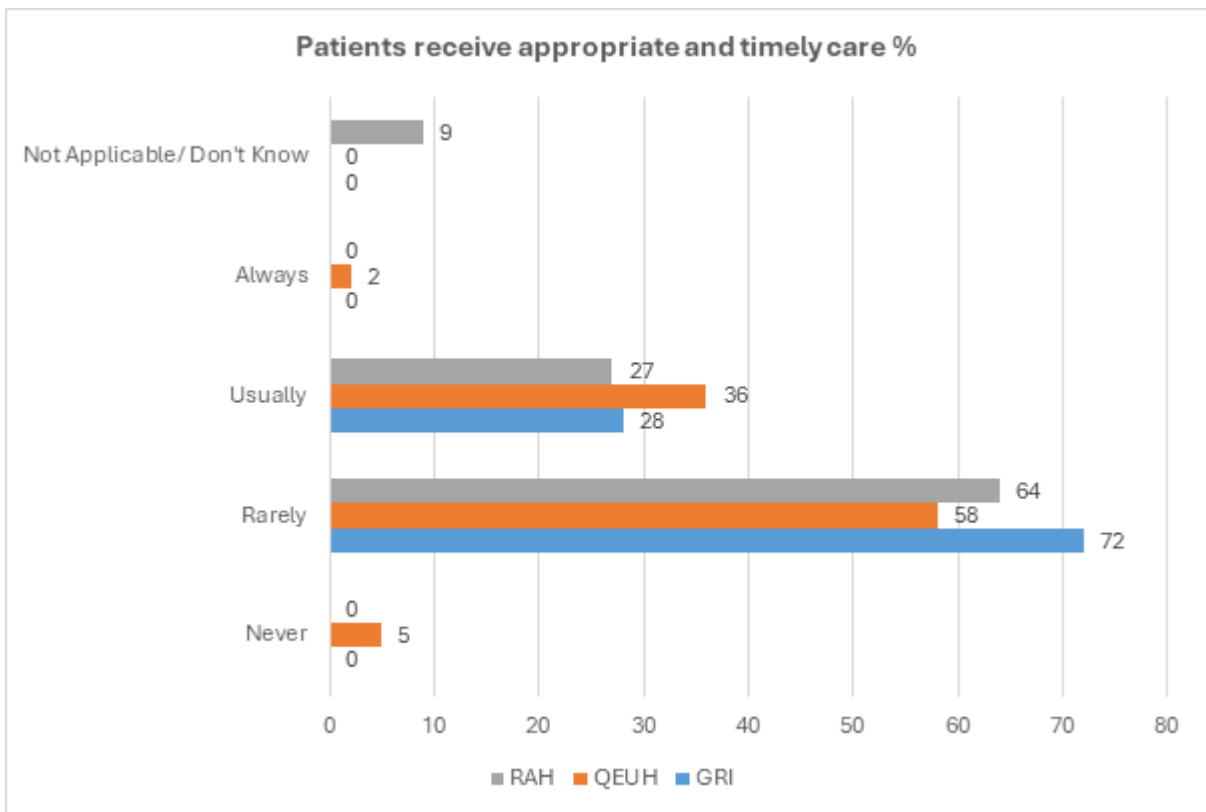
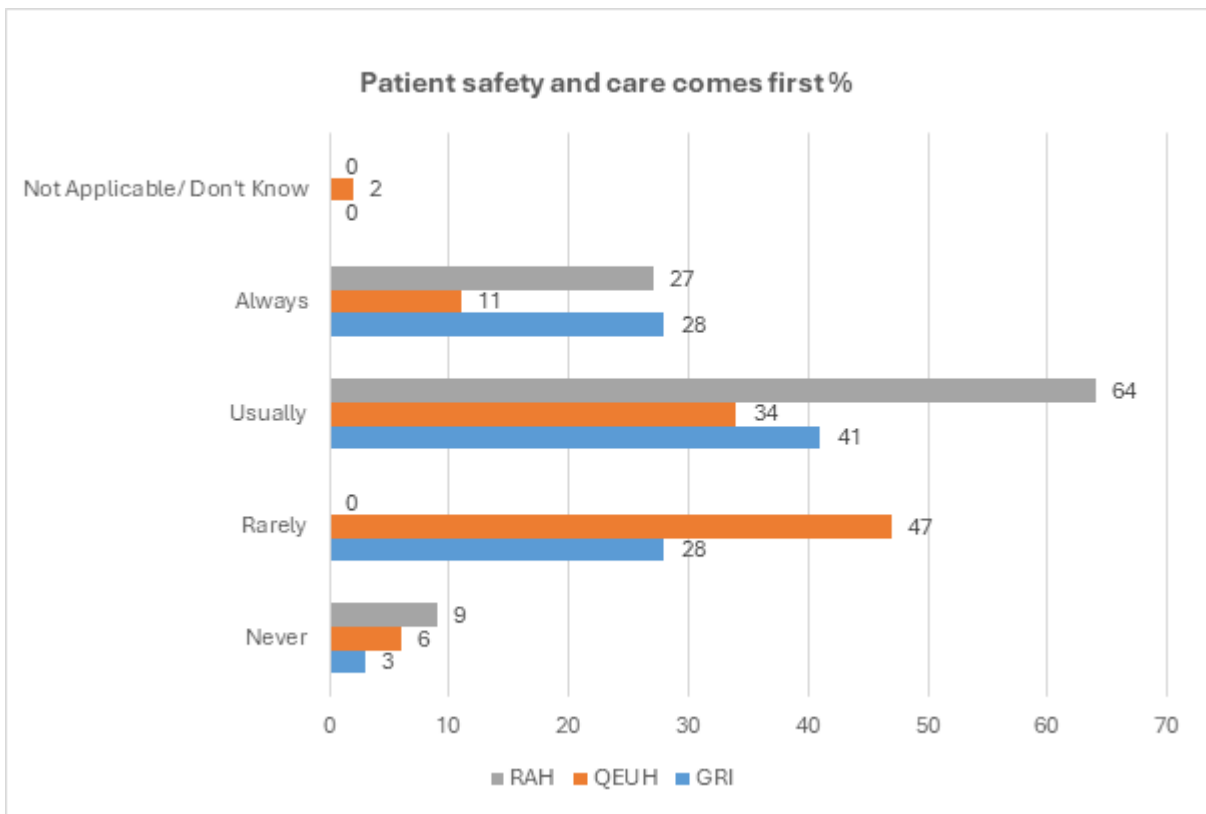


The ED is a good place to work %

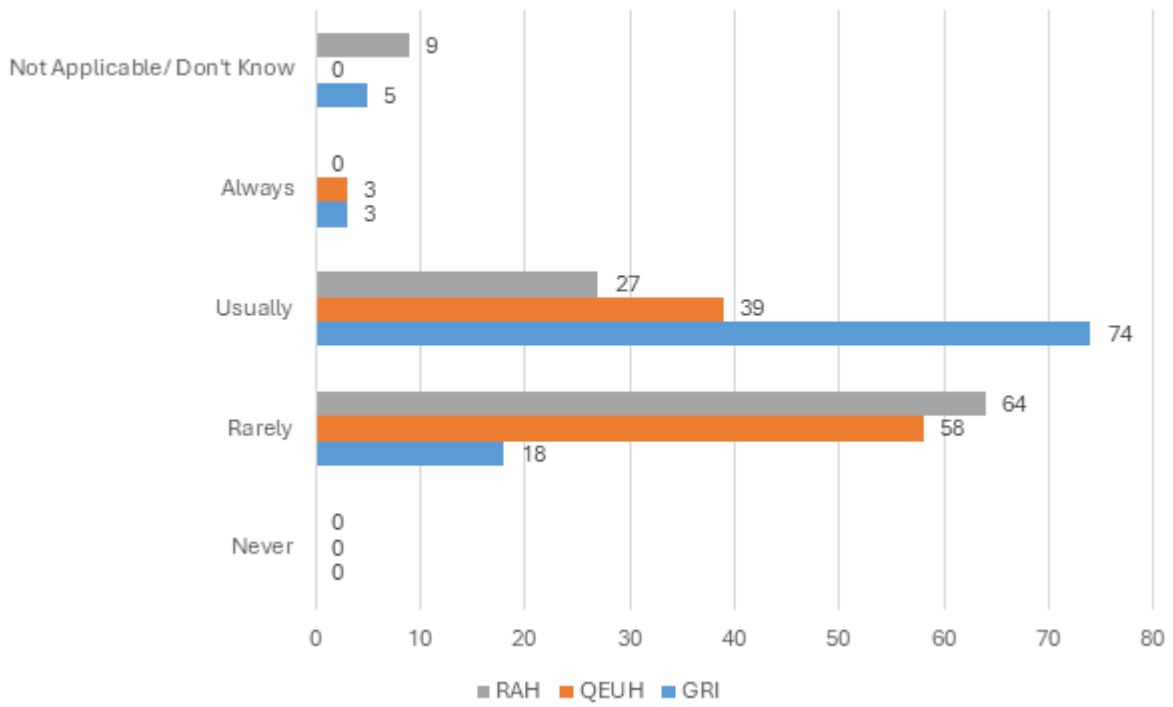








Patients receive regular updates on their care %



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