

Clinical Auditorium Job Satisfaction Report

13th January 2022

Introduction

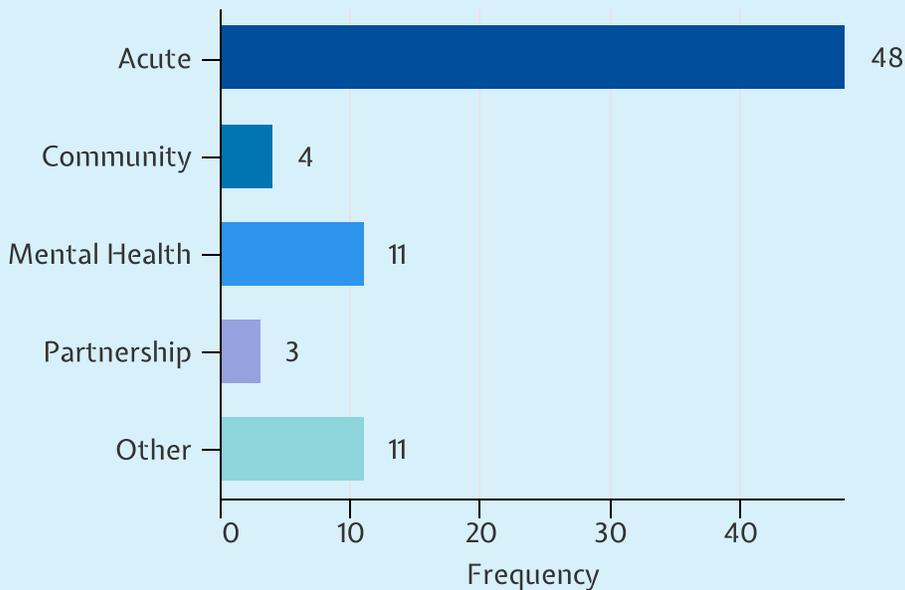
As part of the **Clinical Auditorium event on 13 January 2022** the Clinical Audit Support Centre facilitated a short pre-event survey asking questions to those who had registered for the event about a variety of issues relating to job satisfaction. This is the first such survey that we are aware of and this short report aims to share all feedback received.

The data and information will be interesting to those professionals who attended the session and those who work within the clinical audit and quality improvement arena. This is embryonic work and we would appreciate any further feedback to help clinical audit and quality improvement colleagues to understand how people working in the profession currently feel about their jobs and the work they undertake.

Approximately 100 learners attended the Clinical Auditorium event. Prior to this, 77 prospective attendees responded to our online survey. All responses contained in this report are anonymous and the report provides a full and complete picture of the information provided.



What type of organisation do you work for?



All 77 respondents answered this question. For the 11 who answered 'other', the responses were as follows:

- Acute and Community Trust (2)
- University (2)
- Integrated care organisation (2)
- Charity (1)
- Combined acute, mental health and social care (1)
- NHSEI (1)
- Private healthcare (1)
- Tertiary NHS Trust (1).

How satisfied are you with your current job?

Responses



77 people responded to the question. Respondents had the option to rate their satisfaction from 1 (lowest) to 100 (highest) satisfaction.

Average



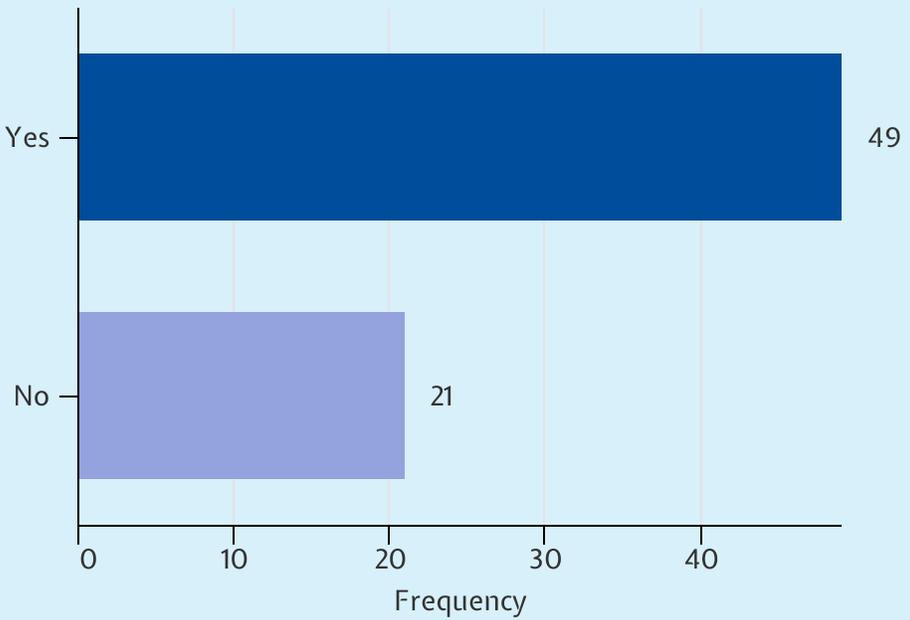
The average (mean) response to this question was **70**. With a range of satisfaction from 20 to 100.

More details



11 respondents rated their job satisfaction as 90 or more. One respondent rated their job satisfaction at a score of 20.

Are you given adequate training / development opportunities by your line manager?



Of 77 total respondents, 70 answered this question. 70% of those who answered this question felt that they were given adequate training / development opportunities by their line manager.

How are you supported to enhance your career prospects by your line manager?



Positive responses

Positive responses focussed on line managers discussing opportunities at appraisals including training, education and career development. Self directed learning is also often encouraged.



More details

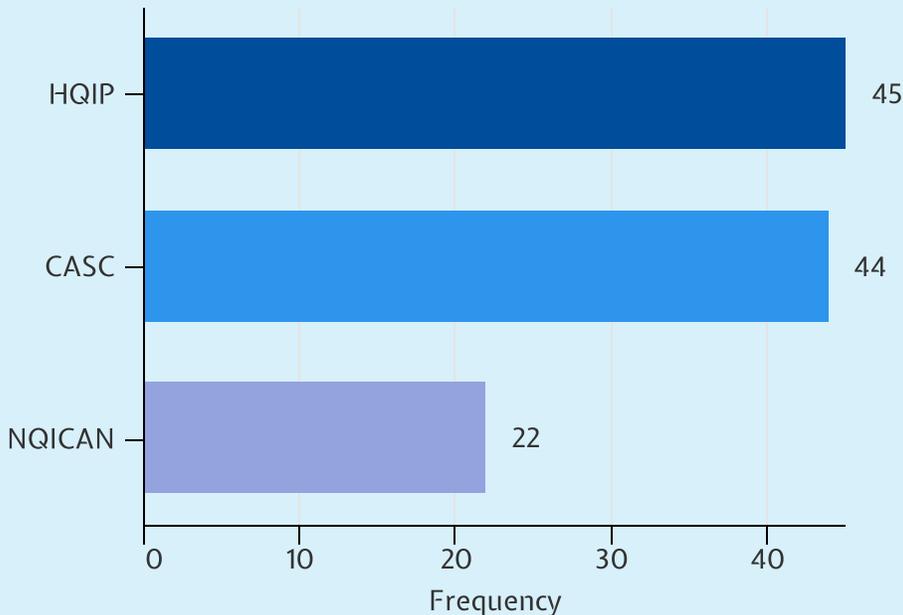
Additional information was shared by the 58 respondents who answered this question. **A full list of comments in response to this question can be found in the appendix section (pages 7-8).**



Negative responses

Some responses to this question were negative, funding was a barrier to opportunities. In some instances responses suggest line managers didn't appear to actively hold discussions about career progression.

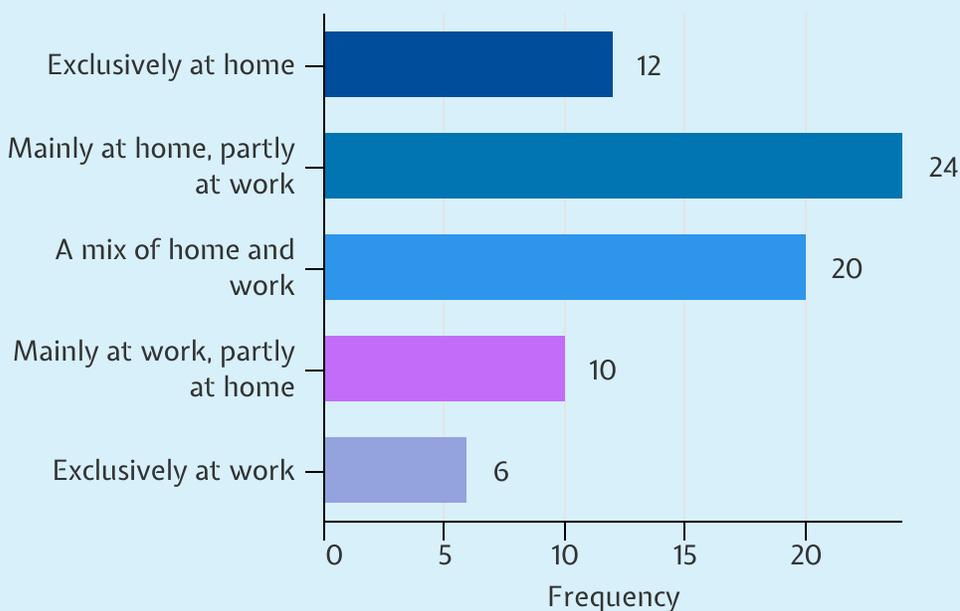
List 3 resources you use to keep yourself up-to date with clinical audit



66 respondents answered this question and provided up to three responses each. Aside from the top three responses in the bar chart, other resources respondents indicated they used included:

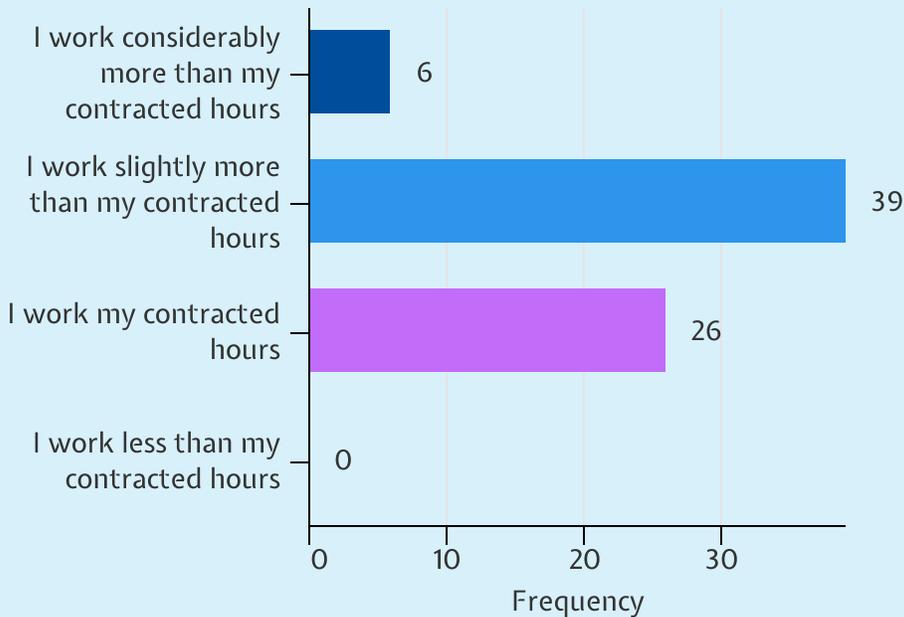
- NICE (7)
- Twitter (6)
- Regional networks (5)
- Clinical Auditorium (5)
- Healthcare Conferences UK (4).

Where would you prefer to work?



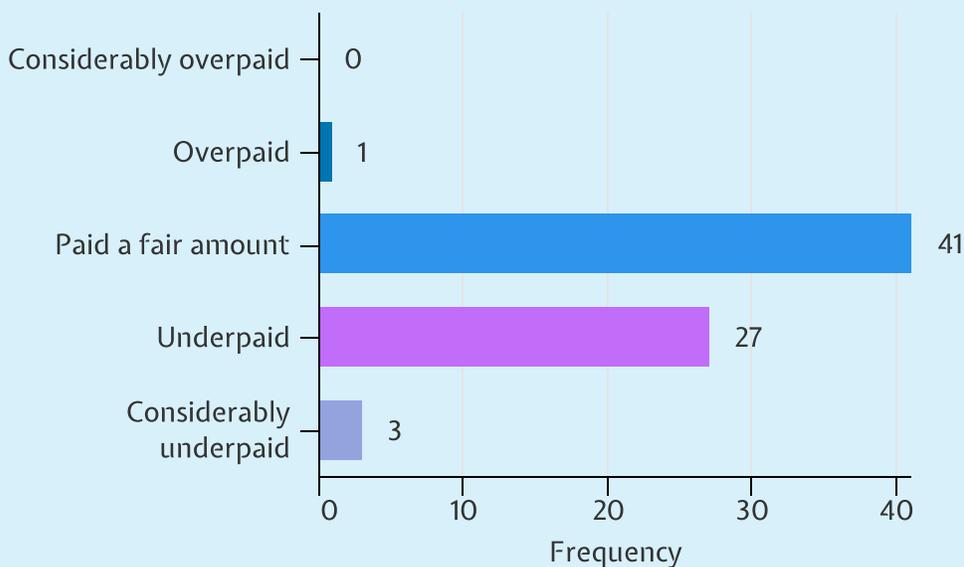
72 respondents answered this question and the results in the bar chart demonstrate the diversity of thinking when it comes to whether those staff working in audit and QI prefer to work from home or their workplace. Our survey results show a slight preference for home working.

What best describes your weekly hours?



71 respondents answered this question. 0 respondents reported that they work less than their contracted hours! The majority (55%) (stated they work 'slightly more than their contracted hours'). 8.5% (6 respondents) stated they work 'considerably more than their contracted hours.'

Thinking about your current salary, do you consider yourself to be:



72 respondents answered this question. The majority (57%) reported that they were 'paid a fair amount'. 27 respondents (37.5%) stated that they were 'underpaid' with a further 3 respondents (4%) reporting that they were 'considerably underpaid.'

Appendix 1:

How are you supported to enhance your career prospects by your line manager?

- Allowing and supporting me whilst completing a ILM Level 5 course
- Always asked at appraisal
- Always supportive Training is available if I feel it is needed, but I have had extensive training and been in the role for some time. Access to training and development
- Am supported in taking courses which are related to leadership and management, data visualisation and coaching. Also encouraged to look into using other QI tools and work with the Continuous Improvement Team at the Trust
- Annual review and one-to-ones
- At the moment I don't work as an audit facilitator, but this is a role I am training to do
- Currently I am finding my own education and learning opportunities. Whilst these are agreed by my manager that is the only support I am currently getting external training, peer support
- Fully supported in additional training needs, objective setting. However, I am not currently looking to enhance my career prospects
- Given the opportunity to join training if I request. Able to discuss how I want to develop my role and given the opportunity to develop skills to do this. Trained in QI methodology and encouraged to use skills
- Good support for training
- Happy for us to attend any training courses that come up relevant to our role
- I am encouraged to attend courses and conferences to expand and consolidate my knowledge and experience. I am offered opportunities to engage in a variety of work-streams within my organisation
- I am given opportunities to have appropriate training e.g. paid Masterclass
- I am given tasks that utilise and expand on my particular areas of expertise
- I am supported, but limited by finance and organisational current perspective of QI with audit being seen more for assurance
- I have been identified as being ready for progression to the next banding, but feel that I have not been offered support in order to progress this, but rather have had to do all the leg work for myself in terms of finding out how to gain the experience I might need
- I have just started this job as a secondment and I am therefore unable to comment
- I'm given access to plenty of training (bespoke and in-department), the main issue is lack of available jobs in audit at this Trust
- I'm new to CA but feel well supported by the team and my line manager. Learning from home has not been ideal. However, there is always someone to ask and guide me through the processes
- I'm starting an MBA course this month, to hopefully help with my career development
- It isn't discussed really
- Leadership programmes. Greater autonomy and responsibility in certain areas. Ability to participate in CPD events such as this (Auditorium) I have been given the opportunity to gain qualifications in Business and Administration through study courses. I am also encouraged to engage in any online courses and conferences that may allow me to gain new knowledge. I just started on my new role this week. I am relatively new in the job role (5 months) hence we have not yet discussed it
- My job role has expanded since I joined the Trust and my job description is being reviewed
- My line manager gives me opportunity to lead in meetings, on projects and to take time away from my day-to-day work to further my professional development
- My line manager has been happy for me to do online courses etc that I identify, but doesn't actively support me to develop (e.g. by suggesting things themselves), which I think is because the only opportunities would be outside the organisation
- My line manager is very receptive to any online learning and attendance at in-house leadership courses, so I anticipate that will continue
- My line manager making me aware about career and training prospects on a regular basis
- My line manger has encouraged me to progress my career since joining the department many years ago. She has encouraged and enabled me to undertake internal and external training. We have regular 1-2-1 support meetings and discuss any issues or potential career development opportunities during those meetings

Appendix 1:

How are you supported to enhance your career prospects by your line manager? (continued)

- My manager is approachable and supportive and willing to discuss and consider any possible promotions or career moves I may consider
- My manager is really keen to support me with training that not only gives me skills in my role but allows me to expand into other areas of our Quality Management Systems giving a broad range of understanding. My manager shares training and development opportunities with the team
- Never really discussed. I have proposed training courses that would I think be useful but these are not agreed by my manager
- No funds available and given the working context, little help possible
- Not at all
- Not supported
- Opportunities may be available if sourced by the individual staff member and are relevant to the current job role
- No opportunity for career progression is available or actively encouraged
- Opportunity to join training sessions
- Opportunity to undertake management qualifications eg. Masters, Diplomas in management
- Personal development is encouraged, ideas for training courses to attend to enhance my role are discussed at regular 1-2-1s and my line manager suggests development areas for me to consider, such as becoming a coach to support others
- Prompted to say where I want to be in 5 years at appraisal. (I have no idea!)
- Recent promotion, taking on new responsibilities and additional roles
- Regular 1-2-1s appraisal, courses specific to role, leadership development programmes. Recent promotion - taking on new responsibilities and additional roles
- Self learning and educational opportunity as well as time on career progress
- 'Sort yourself out'
- Support to attend training sessions I think would be helpful, often with work-time given
- Sends me job opportunities that she thinks would be good for my career (with a strong caveat that she doesn't want me to actually apply for them!)
- Supported to attend appropriate training courses/conferences etc that will assist in expanding knowledge and experience
- Told there is no budget available
- Training and development opportunities
- Very few training opportunities. Not even given time to attend regional meetings
- Very little
- Very supported to take additional qualifications and training
- Very supportive with advice and practical support
- We have one meeting per year where we discuss the personal development plan. But there is no money in the budget. We have no time set aside for training/development
- Yes, in the terms that I am given opportunity to lead audit projects and be very autonomous and innovative in my work. However, the audit team in this organisation only has two staff members working full-time and there doesn't seem to be relevant career prospects from this point forward. The only posts available within clinical audit are the one I currently have and my colleague as the Audit and Quality Manager
- You can have a career progression conversation and ask to shadow someone in an area of interest but usually there is no time to fit it in. There is no focus on training for internal promotion of audit admin staff - especially if you are part-time. Being part-time is a barrier to career prospects, even with nearly 20 years experience. Very short sighted.