

QP01 - Employee Satisfaction Survey

Employee Satisfaction Survey (Monthly)

Employee Satisfaction Survey Month:			
Do you feel that you received an adequate induction (If this is your first questionnaire after employment)? Who was your mentor?	Yes / No		
Do you feel involved in the running of Dohatech Healthservice?	Yes / No		
If no, how could we improve your involvement?			
Do you feel able to approach management about concerns or problems?	Yes / No		
Do you feel that your training needs are being met under the current system?	Yes / No		
If No, what would you like to see?			
Do you feel that we are a good employer?	Yes / No		
Are you actively involved with Health and Safety issues in Dohatech Healthservice?	Yes / No		
Do you feel that the management is proactive in their approach to Health and Safety?	Yes / No		
General comments:			
Thank you for taking the time to complete this questionnaire. We very much value you as an employee and welcome any comments which you may have, positive or otherwise.			
Date:		Signature (optional):	

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Employee Satisfaction Survey – Summary

Summarise the results of the individual responses (1= Yes, 0=No).			
Date of survey:			
Number of surveys sent out:			
Number of surveys returned and analysed:			
Question	Number Y	Number N	% Yes (Y/total answers x 100)
Do you feel that you received an adequate induction (If this is your first questionnaire after employment)? Total answers:			
Do you feel involved in the running of Dohatech Healthservice? Total answers:			
Do you feel able to approach management about concerns or problems? Total answers:			
Do you feel that your training needs are being met under the current system? Total answers:			
Do you feel that we are a good employer? Total answers:			
Are you actively involved with Health and Safety issues in Dohatech Healthservice? Total answers:			
Do you feel that the management is proactive in their approach to health and safety? Total answers:			
Totals:			
Notes (enter here any significant written comments from the surveys, both good and bad):			

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Now complete an Action Plan for the issues which require action, and:

- | Place the Summary and Action Plan on the staff notice board
- | Place the Summary and Action Plan on the public notice board
- | Replace the previous copy of this Summary, and the Action Plan with this copy in the "Information Folder" that is sent to prospective Service Users, and the copy on public display in the entrance to the establishment
- | Place a copy of the Summary and Action Plan in the materials to be presented and discussed at the next management meeting
- | Place a copy of the Summary and Action Plan in the materials to be presented and discussed at the next Service User and families meeting
- | Place a copy of the Summary and Action Plan in the materials to be presented and discussed at the next staff meeting
- | Place a copy of the Summary and Action Plan in the materials to be presented and discussed at the next quality meeting/focus group/forum/quality circle meeting

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Employee Satisfaction Survey Completion Record

Employee Satisfaction Survey Completion Record			
NB: Employees are given the option of returning the form anonymously. Do not insist on signature or identifying employees; count the number of anonymous returns and judge the effectiveness of the requests for information from the total			
Date of sending out:			
Employee name	Date given out	Date returned	Comments/Feedback
Anonymous (number):		Sent and returned:	
Total number:		% Returned:	

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.