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THE EFFECT OF USE OF MANAGERS' SATISFACTION SURVEY WITH RESULTING FEEDBACK, ON THE QUALITY OF SICKNESS ABSENCE PROCEDURES

D. Wong, Northumbria Healthcare Trust NHS, North Tyneside, UK

Aims

To research the effect of using manager's satisfaction surveys, with resulting feedback and how it affects the quality of sickness absence procedures in an occupational health service (OHS).

Methods

This was an anonymous cross-sectional postal questionnaire of managers in Durham Council relating to sickness absence procedures before and after feedback intervention. Managers who referred to the OHS were offered the survey over a predetermined time and to indicate the extent of agreement on a six-point Likert scale. Qualitative data was also collected.

Results

First data collection 77 questionnaires, returning 40 respondents (response rate 52%). Feedback intervention package was developed using the results of the first questionnaires over three months before second data collection. A further 96 questionnaires sent with 40 respondents (response rate 42%). Mean score from satisfaction survey before intervention 4.8134 (SD 0.72512). Mean score after intervention 4.7872 (SD .70998) out of a maximum of 6.0. There was not a statistically significant change in quantitative results. However, overall satisfaction before intervention was very high. Mean percentage satisfaction agreement increased after feedback from 90% to 91% and there were more positive qualitative comments.

Conclusions

The effect of using manager's satisfaction surveys, with resulting feedback, did not statistically affect the quality of sickness absence procedures in an OHS even though there was an increase in overall satisfaction qualitatively and quantitatively. The value of acknowledgement of the managers' views of an OHS in sickness absence procedures is important, due to the high level of satisfaction before feedback and the qualitative replies.

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