



The Scottish Parliament
Pàrlamaid na h-Alba

Shona Robison MSP
Cabinet Secretary for Health and
Sport

Health and Sport Committee
T3.60

Via email only

The Scottish Parliament
Edinburgh
EH99 1SP

Tel: 0131 348 5210

Calls via RNID Typetalk: 18001 0131 348 5224

Email: healthandsport@parliament.scot

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Dear Cabinet Secretary

NHS Governance

Thank you for providing evidence to the Health and Sport Committee at its meeting on 27 February as part of our inquiry on NHS Governance.

At the evidence session you made reference to the forthcoming publication of the Staff Experience Report which covers the results of iMatter and the Dignity at Work Survey. The report has since been published and we will be drawing upon it in our forthcoming inquiry report.

To help inform the Committee's consideration of conclusions and recommendations for its inquiry I am writing on behalf of the Committee to seek clarification regarding how the scores for the iMatter questionnaire are calculated and presented.

The Staff Experience Report uses an Employee Engagement Index (EEI) Score as a key indicator of performance against various iMatter questions. The questions invite respondents to pick a number on a scale from 6 (strongly agree) to 1 (strongly disagree).

The Staff Experience Report states the EEI score is shown as a percentage of the total score available. The EEI score is the number of responses for each point in the scale multiplied by its numerical value (6 to 1) added together, then divided by the overall number of responses. As we understand it the scale used for responding to

each question starts at 1 rather than 0, which means the lowest possible EEI score is 16.6% rather than the expected 0.

This leads to a concern that, as presented, the EEI score is potentially inflated and we are not clear from the report whether this has been adjusted for.

It would assist us if you could provide further clarification on this issue and an assurance the EEI could not inadvertently give a misleading impression. We want to be clear that the way the EEI is calculated creates an accurate picture of performance against the staff governance standard.

A response by Friday 20 April would be much appreciated.

Yours sincerely



Lewis Macdonald

Convener

Health and Sport Committee