

2016 National NHS staff survey

Results from Heart of England NHS Foundation Trust

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1. Introduction to this report

This report presents the findings of the 2016 national NHS staff survey conducted in Heart of England NHS Foundation Trust.

In section 2 of this report, we present an overall indicator of staff engagement. Full details of how this indicator was created can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

In sections 3, 4, 6 and 7 of this report, the findings of the questionnaire have been summarised and presented in the form of 32 Key Findings.

In section 5 of this report, the data required for the Workforce Race Equality Standard (WRES) is presented.

These sections of the report have been structured thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

- Appraisals & support for development
- Equality & diversity
- Errors & incidents
- Health and wellbeing
- Working patterns
- Job satisfaction
- Managers
- Patient care & experience
- Violence, harassment & bullying

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. For more detail on these changes, please see the ***Making sense of your staff survey data*** document.

As in previous years, there are two types of Key Finding:

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

Your Organisation

The scores presented below are un-weighted question level scores for questions Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

Q21a, Q21c and Q21d feed into Key Finding 1 “Staff recommendation of the organisation as a place to work or receive treatment”.

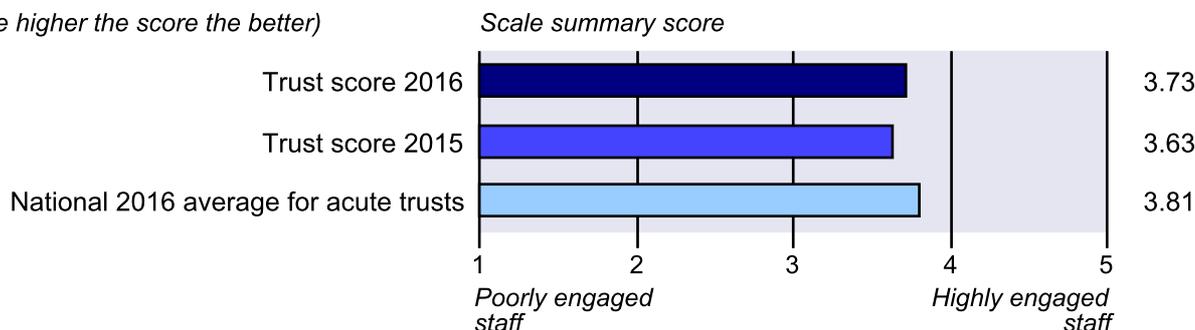
		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Q21a	"Care of patients / service users is my organisation's top priority"	70%	76%	66%
Q21b	"My organisation acts on concerns raised by patients / service users"	67%	74%	63%
Q21c	"I would recommend my organisation as a place to work"	52%	62%	48%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	62%	70%	55%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.59	3.77	3.47

2. Overall indicator of staff engagement for Heart of England NHS Foundation Trust

The figure below shows how Heart of England NHS Foundation Trust compares with other acute trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.73 was in the **lowest (worst) 20%** when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)



This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how Heart of England NHS Foundation Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2015 survey.

	Change since 2015 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	✓ Increase (better than 15)	! Lowest (worst) 20%
KF1. Staff recommendation of the trust as a place to work or receive treatment <i>(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)</i>	✓ Increase (better than 15)	! Lowest (worst) 20%
KF4. Staff motivation at work <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>	✓ Increase (better than 15)	! Below (worse than) average
KF7. Staff ability to contribute towards improvements at work <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>	✓ Increase (better than 15)	! Below (worse than) average

Full details of how the overall indicator of staff engagement was created can be found in the document ***Making sense of your staff survey data.***

3. Summary of 2016 Key Findings for Heart of England NHS Foundation Trust

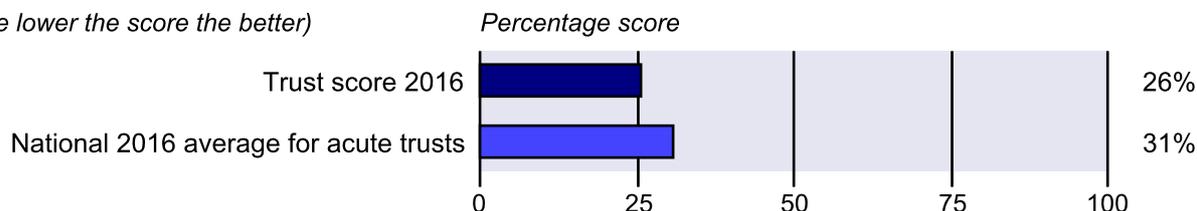
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which Heart of England NHS Foundation Trust compares most favourably with other acute trusts in England.

TOP FIVE RANKING SCORES

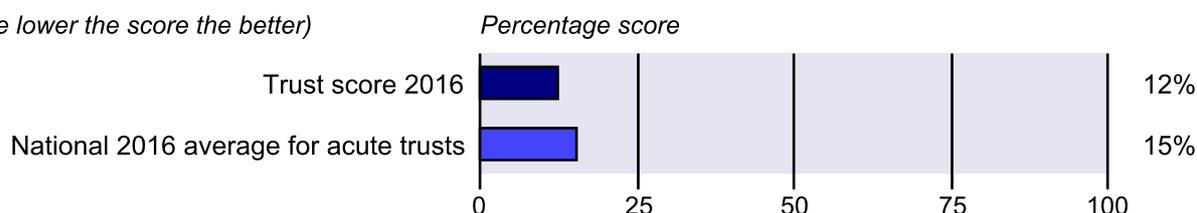
✓ KF28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



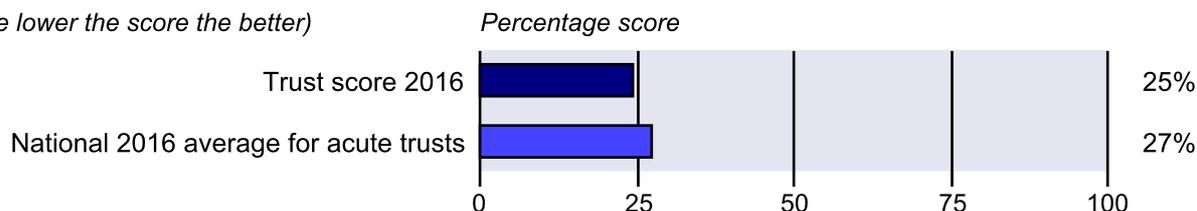
✓ KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



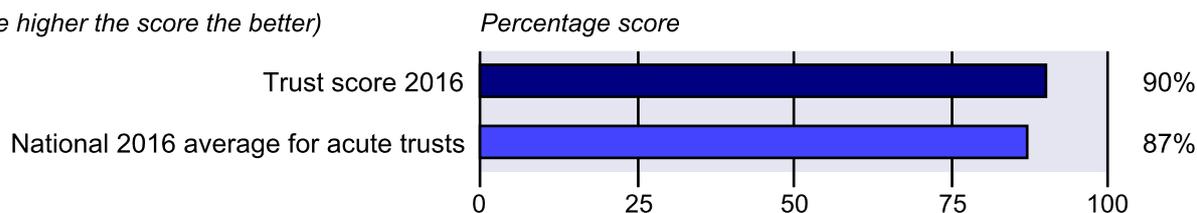
✓ KF25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



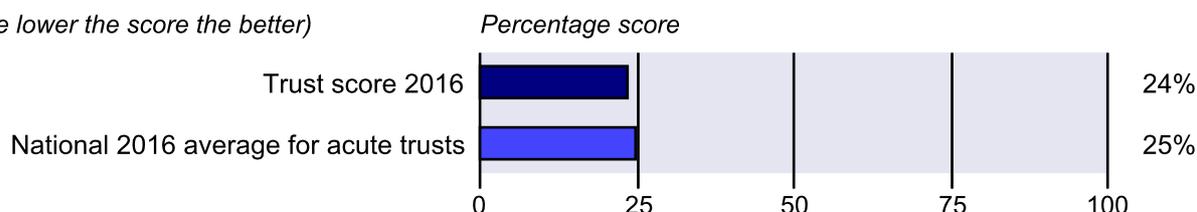
✓ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



✓ KF26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



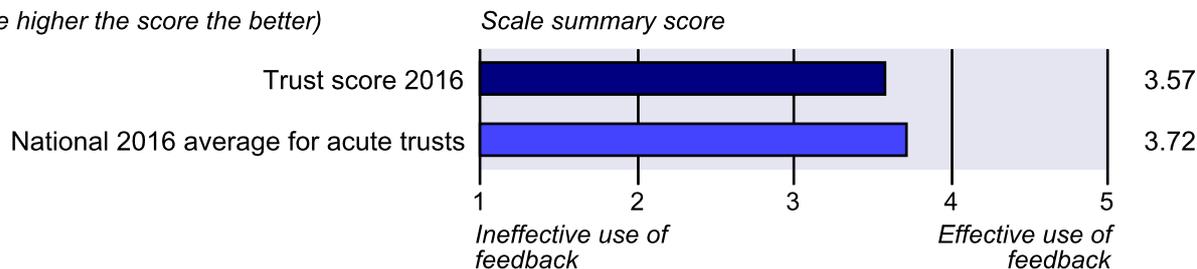
For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 98 (the bottom ranking score). Heart of England NHS Foundation Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document *Making sense of your staff survey data*.

This page highlights the five Key Findings for which Heart of England NHS Foundation Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

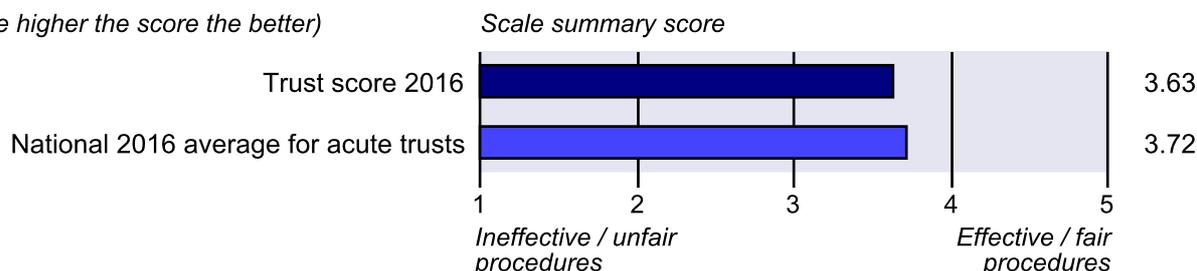
! KF32. Effective use of patient / service user feedback

(the higher the score the better)



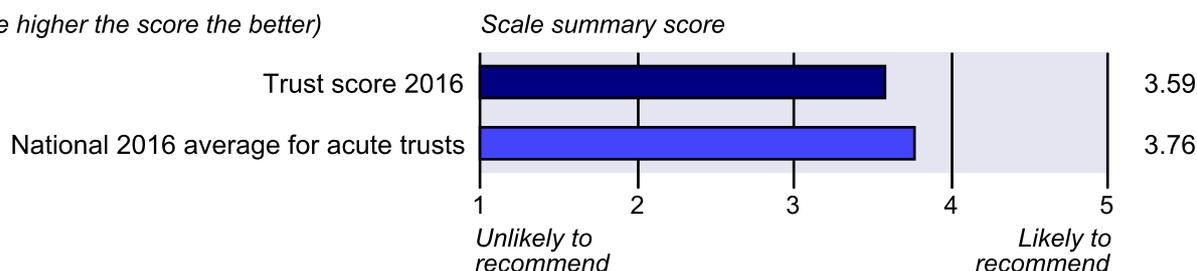
! KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



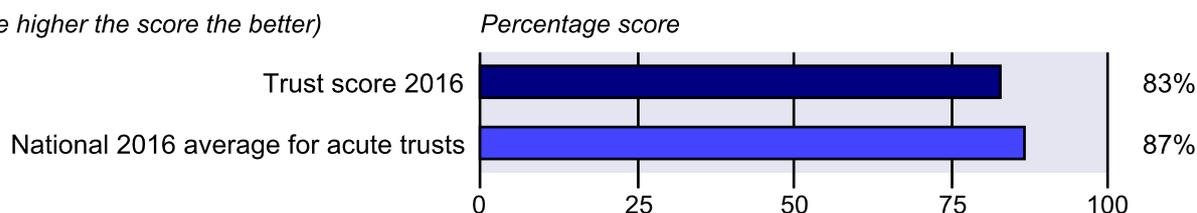
! KF1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



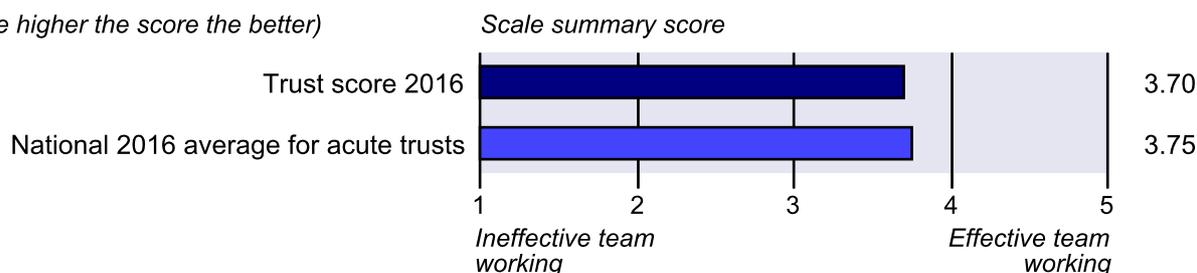
! KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)



! KF9. Effective team working

(the higher the score the better)



For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 98 (the bottom ranking score). Heart of England NHS Foundation Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 98. Further details about this can be found in the document ***Making sense of your staff survey data***.

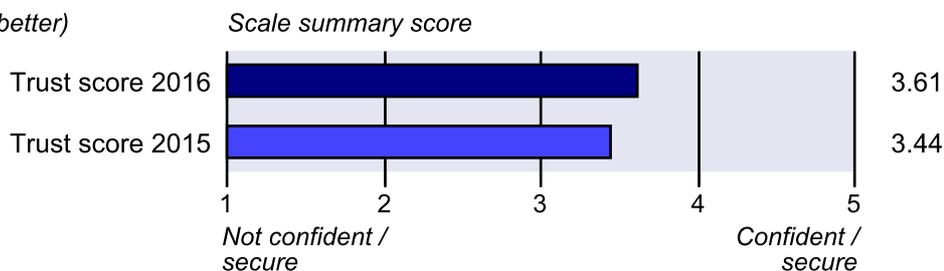
3.2 Largest Local Changes since the 2015 Survey

This page highlights the five Key Findings where staff experiences have improved at Heart of England NHS Foundation Trust since the 2015 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the scores for Key findings KF4, and KF31 are worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

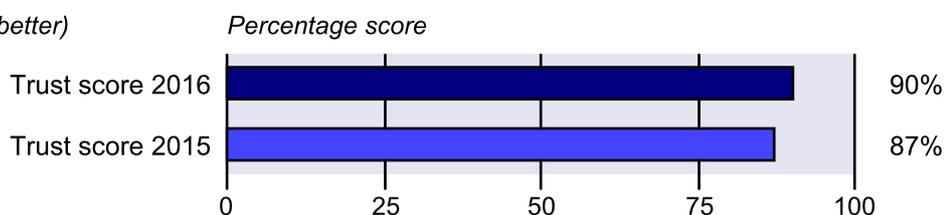
✓ KF31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)



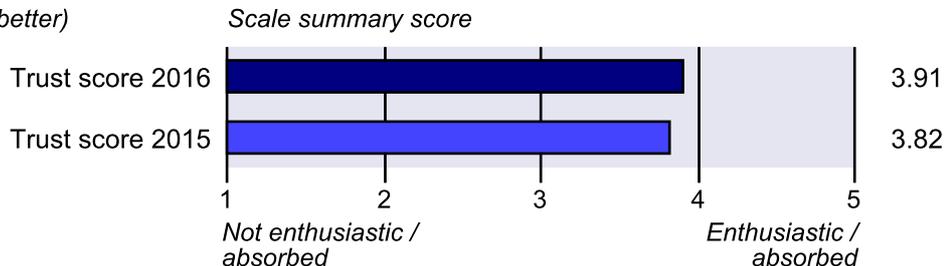
✓ KF29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



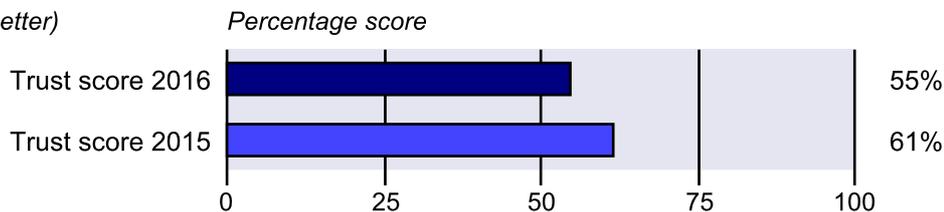
✓ KF4. Staff motivation at work

(the higher the score the better)



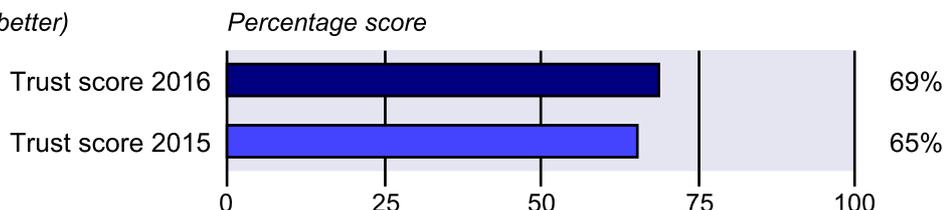
✓ KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



✓ KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



3.2. Summary of all Key Findings for Heart of England NHS Foundation Trust

KEY

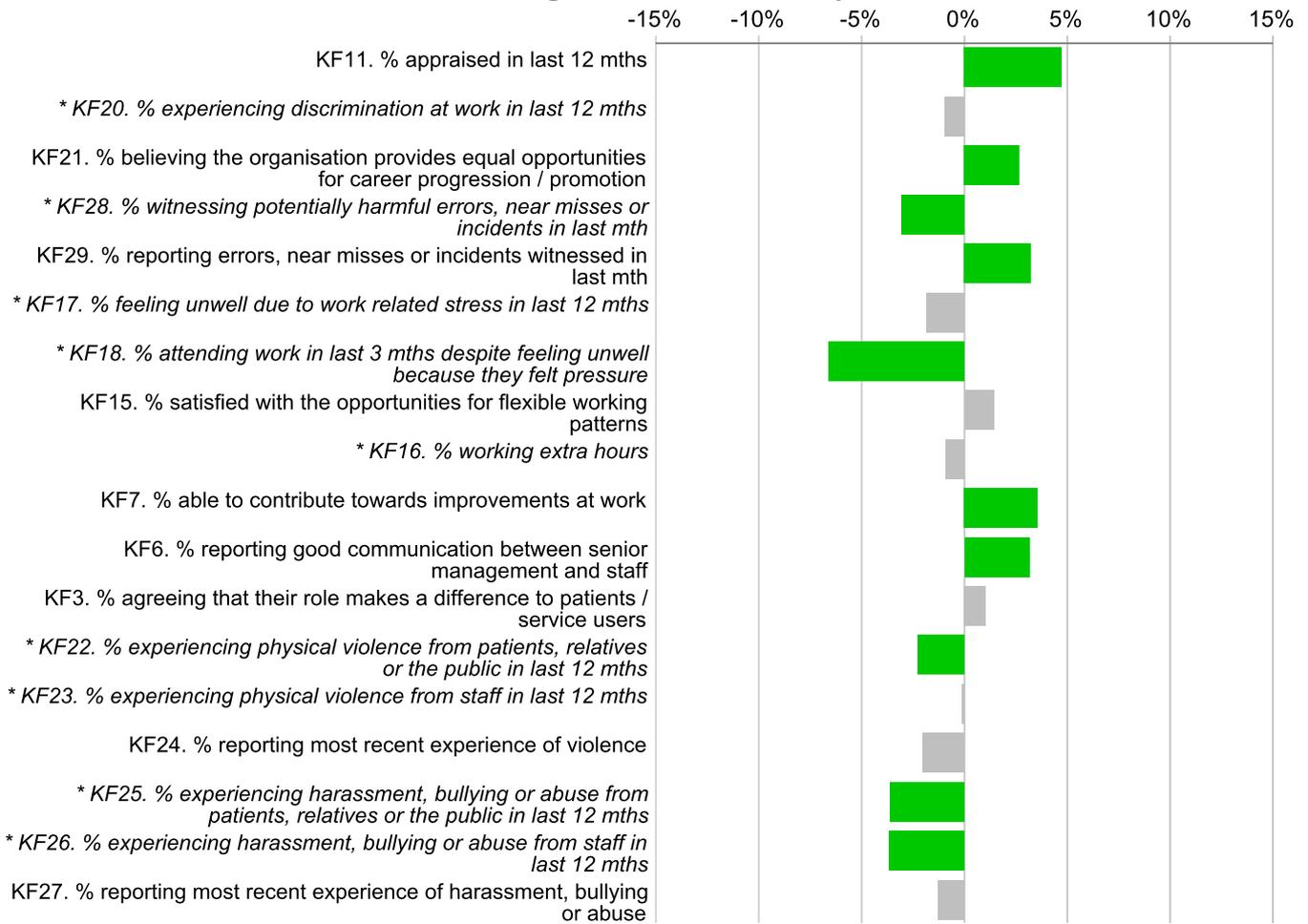
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Change since 2015 survey



3.2. Summary of all Key Findings for Heart of England NHS Foundation Trust

KEY

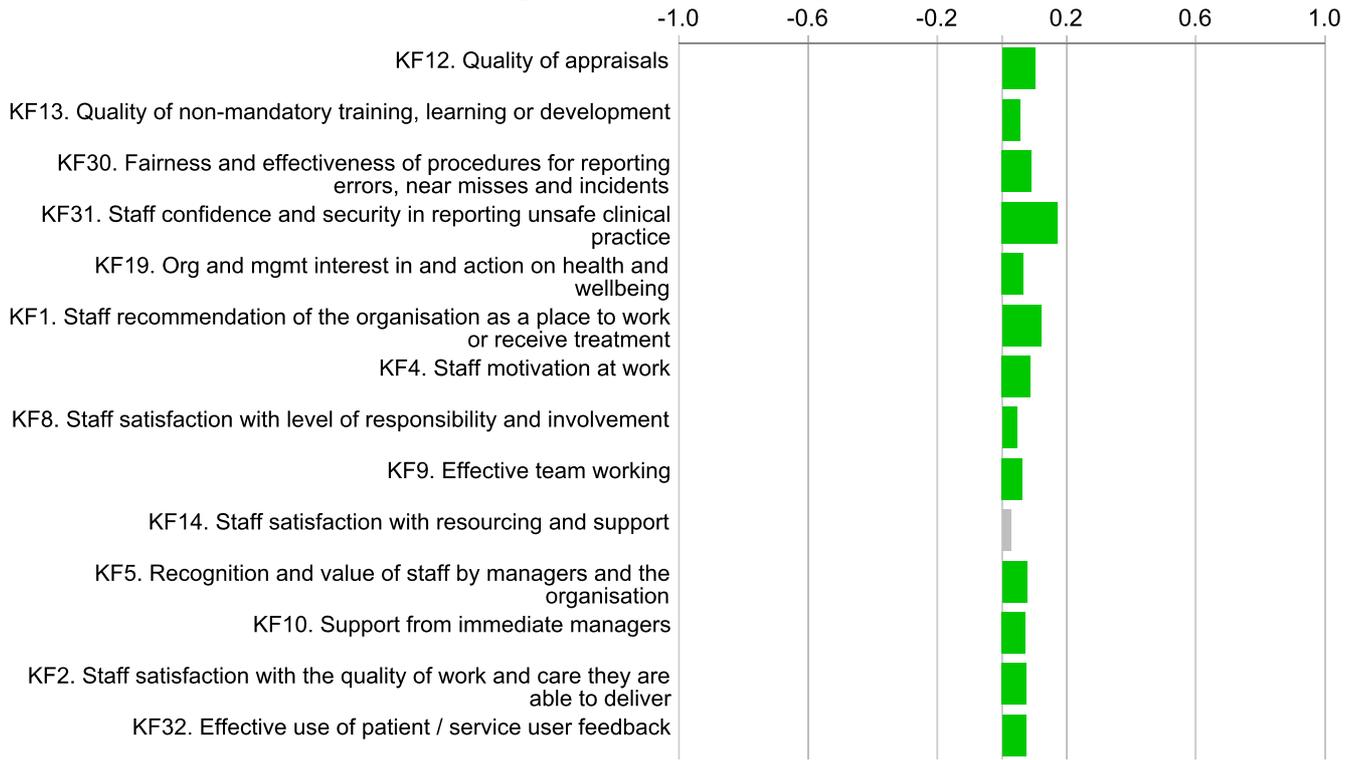
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Change since 2015 survey (cont)



3.2. Summary of all Key Findings for Heart of England NHS Foundation Trust

KEY

Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Comparison with all acute trusts in 2016

-15% -10% -5% 0% 5% 10% 15%



3.2. Summary of all Key Findings for Heart of England NHS Foundation Trust

KEY

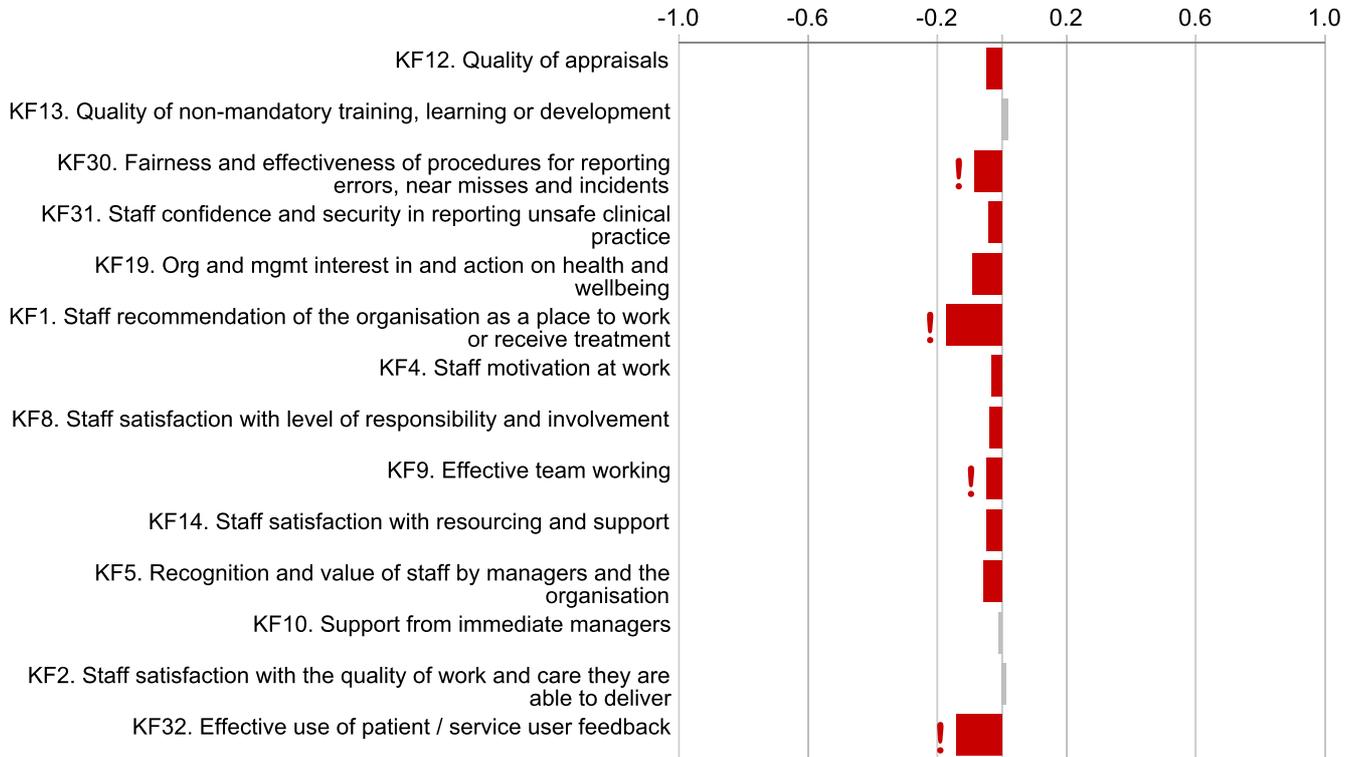
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Comparison with all acute trusts in 2016 (cont)



3.3. Summary of all Key Findings for Heart of England NHS Foundation Trust

KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2015.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2015.

'Change since 2015 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2015 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2015 score are not possible.

* For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

	Change since 2015 survey	Ranking, compared with all acute trusts in 2016
Appraisals & support for development		
KF11. % appraised in last 12 mths	✓ Increase (better than 15)	✓ Above (better than) average
KF12. Quality of appraisals	✓ Increase (better than 15)	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	✓ Increase (better than 15)	• Average
Equality & diversity		
* <i>KF20. % experiencing discrimination at work in last 12 mths</i>	• No change	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	✓ Increase (better than 15)	! Lowest (worst) 20%
Errors & incidents		
* <i>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	✓ Decrease (better than 15)	✓ Lowest (best) 20%
KF29. % reporting errors, near misses or incidents witnessed in last mth	✓ Increase (better than 15)	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	✓ Increase (better than 15)	! Lowest (worst) 20%
KF31. Staff confidence and security in reporting unsafe clinical practice	✓ Increase (better than 15)	! Below (worse than) average
Health and wellbeing		
* <i>KF17. % feeling unwell due to work related stress in last 12 mths</i>	• No change	! Above (worse than) average
* <i>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</i>	✓ Decrease (better than 15)	✓ Below (better than) average
KF19. Org and mgmt interest in and action on health and wellbeing	✓ Increase (better than 15)	! Below (worse than) average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	! Below (worse than) average
* <i>KF16. % working extra hours</i>	• No change	• Average

3.3. Summary of all Key Findings for Heart of England NHS Foundation Trust (cont)

	Change since 2015 survey	Ranking, compared with all acute trusts in 2016
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	✓ Increase (better than 15)	! Lowest (worst) 20%
KF4. Staff motivation at work	✓ Increase (better than 15)	! Below (worse than) average
KF7. % able to contribute towards improvements at work	✓ Increase (better than 15)	! Below (worse than) average
KF8. Staff satisfaction with level of responsibility and involvement	✓ Increase (better than 15)	! Below (worse than) average
KF9. Effective team working	✓ Increase (better than 15)	! Lowest (worst) 20%
KF14. Staff satisfaction with resourcing and support	• No change	! Below (worse than) average
Managers		
KF5. Recognition and value of staff by managers and the organisation	✓ Increase (better than 15)	! Below (worse than) average
KF6. % reporting good communication between senior management and staff	✓ Increase (better than 15)	! Below (worse than) average
KF10. Support from immediate managers	✓ Increase (better than 15)	• Average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	✓ Increase (better than 15)	• Average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	• Average
KF32. Effective use of patient / service user feedback	✓ Increase (better than 15)	! Lowest (worst) 20%
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	✓ Decrease (better than 15)	✓ Lowest (best) 20%
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	• Average
KF24. % reporting most recent experience of violence	• No change	! Below (worse than) average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	✓ Decrease (better than 15)	✓ Lowest (best) 20%
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	✓ Decrease (better than 15)	✓ Below (better than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	! Below (worse than) average

4. Key Findings for Heart of England NHS Foundation Trust

Heart of England NHS Foundation Trust had 3619 staff take part in this survey. This is a response rate of 36%¹ which is below average for acute trusts in England, and compares with a response rate of 29% in this trust in the 2015 survey.

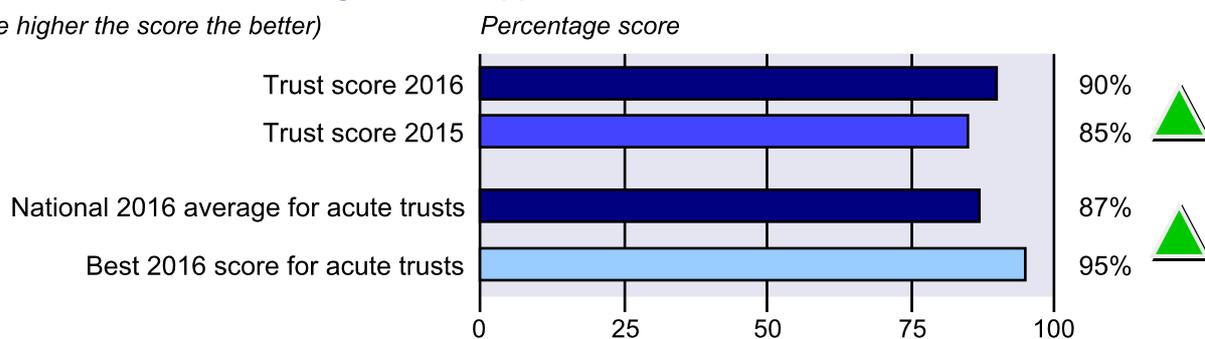
This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other acute trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under seven headings – the four staff pledges from the NHS Constitution, and the three additional themes of equality and diversity, errors and incidents, and patient experience measures.

Positive findings are indicated with a **green arrow** (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2015). **Negative findings** are highlighted with a **red arrow** (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2015). An equals sign indicates that there has been no change.

Appraisals & support for development

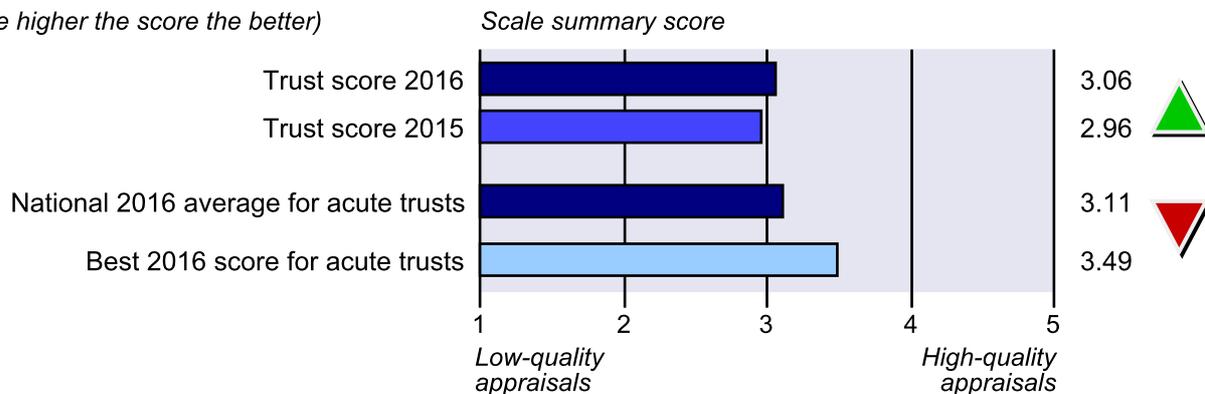
KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



KEY FINDING 12. Quality of appraisals

(the higher the score the better)

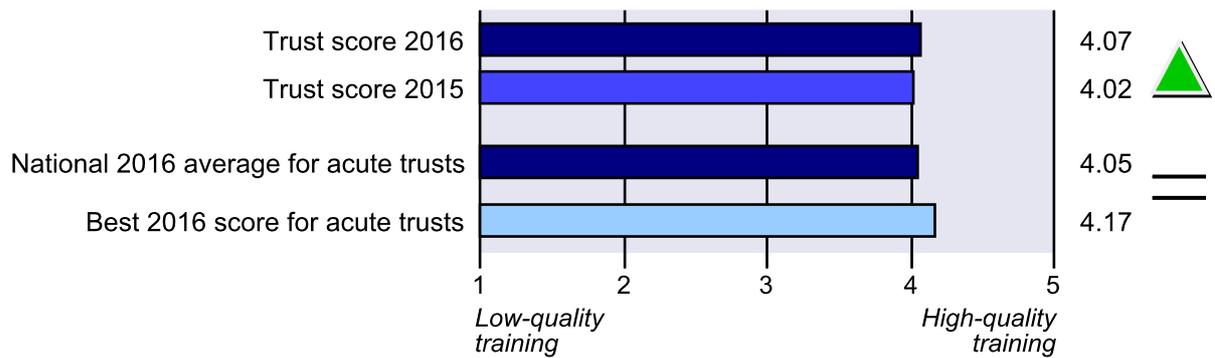


¹Questionnaires were sent to all 9945 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

KEY FINDING 13. Quality of non-mandatory training, learning or development

(the higher the score the better)

Scale summary score

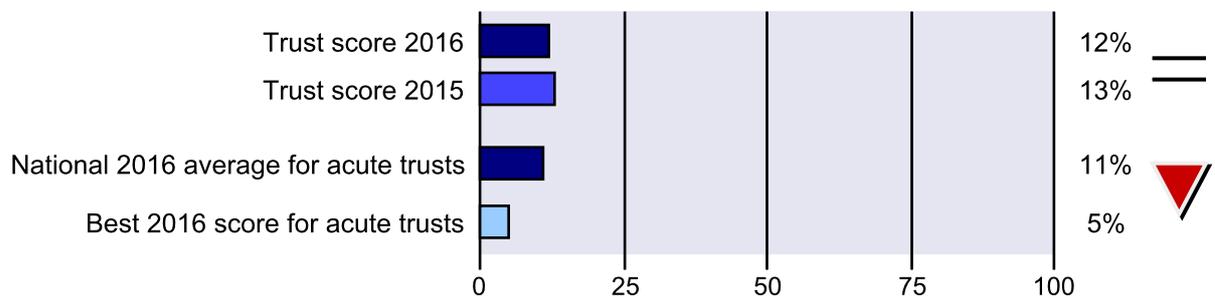


Equality & diversity

KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)

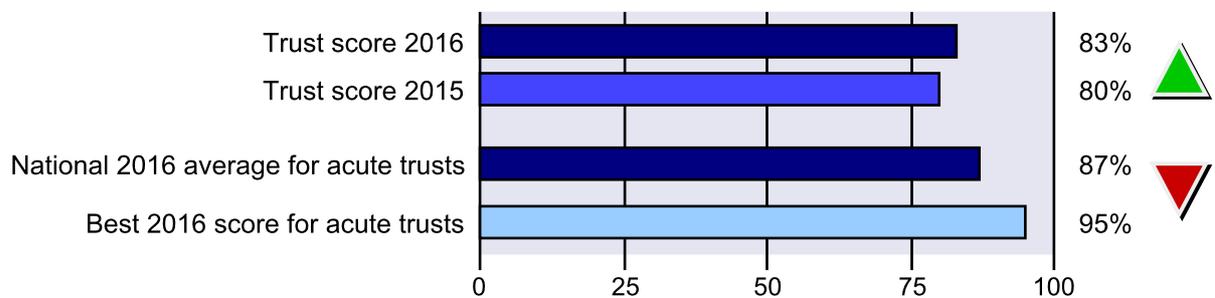
Percentage score



KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)

Percentage score

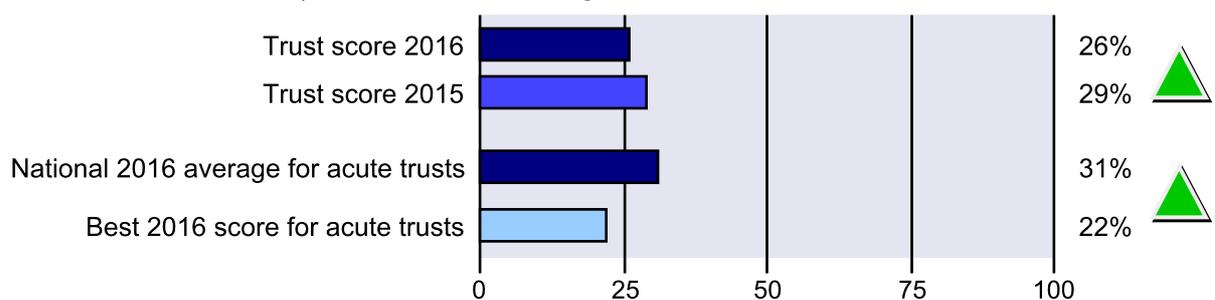


Errors & incidents

KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

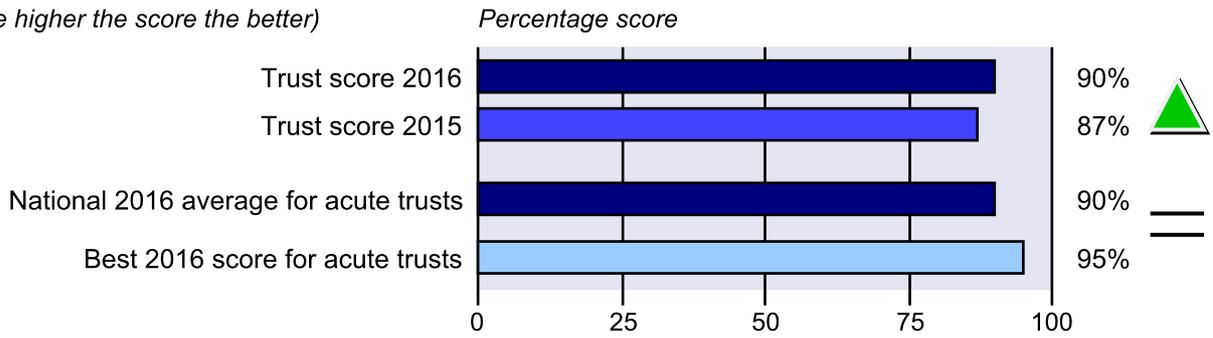
(the lower the score the better)

Percentage score



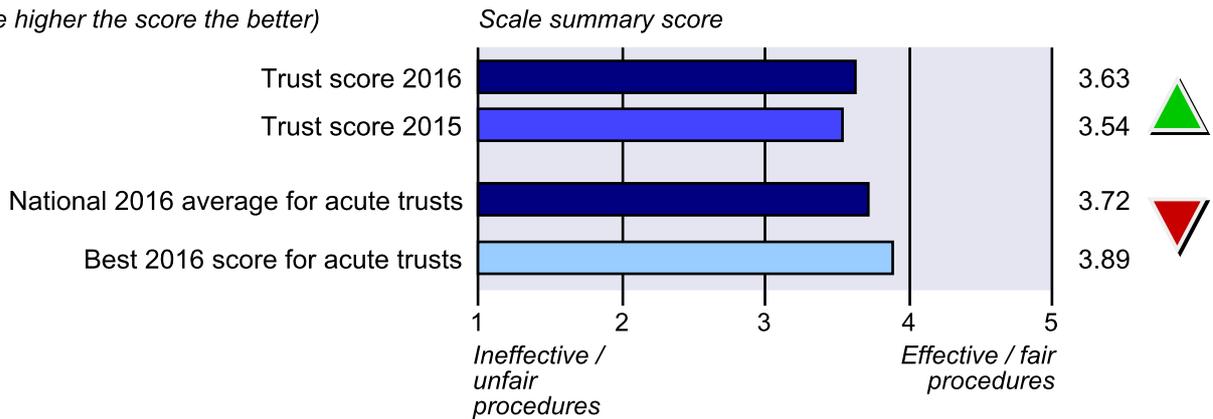
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



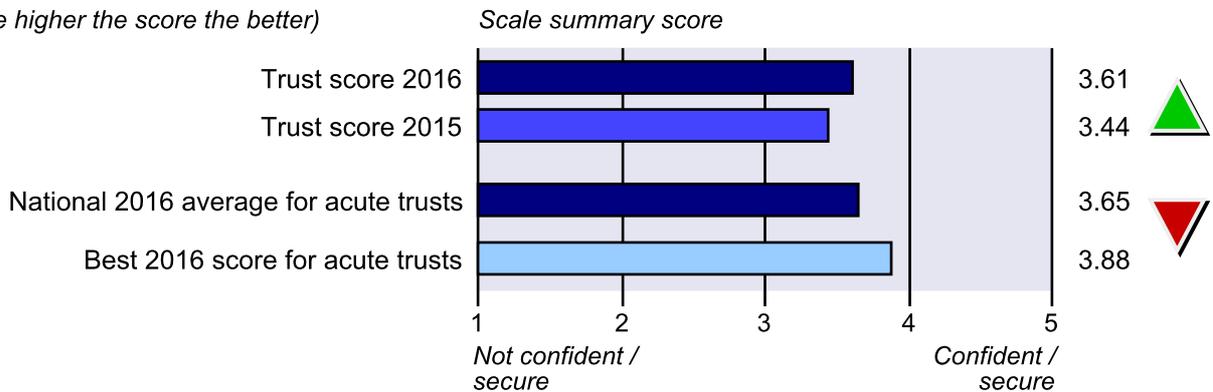
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice

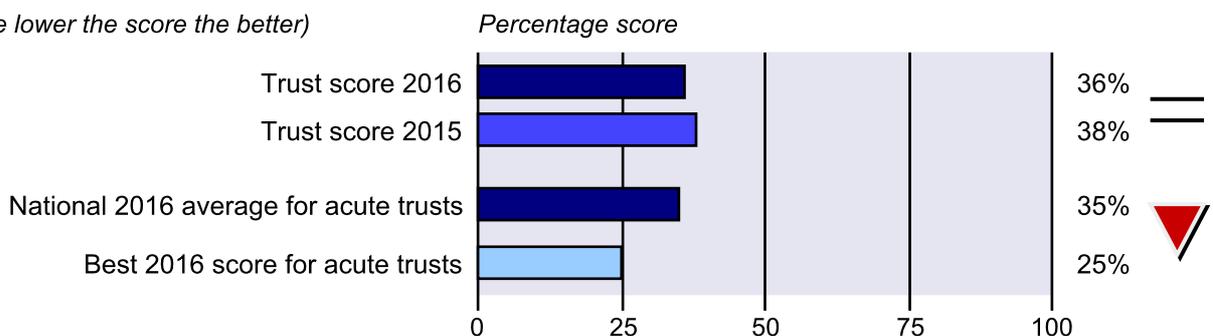
(the higher the score the better)



Health and wellbeing

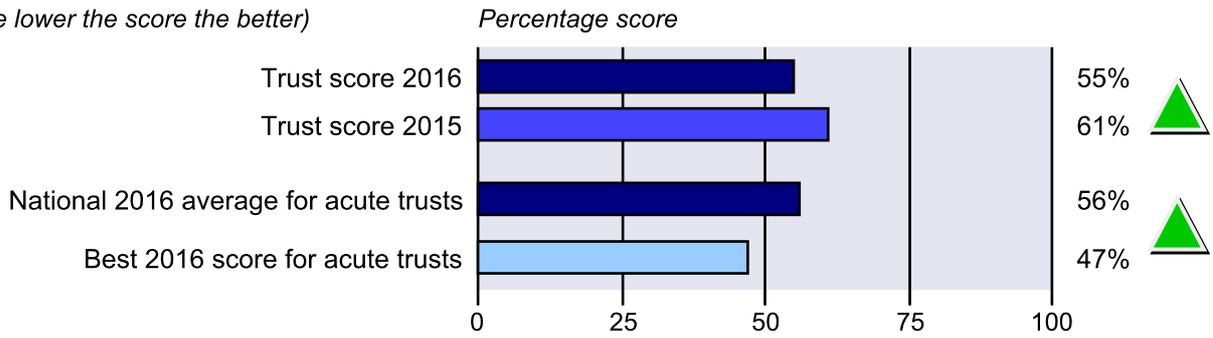
KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



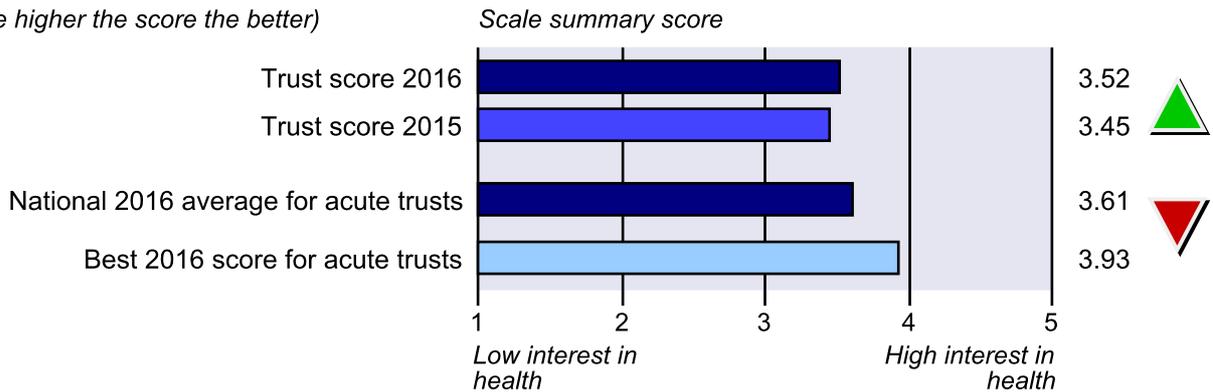
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

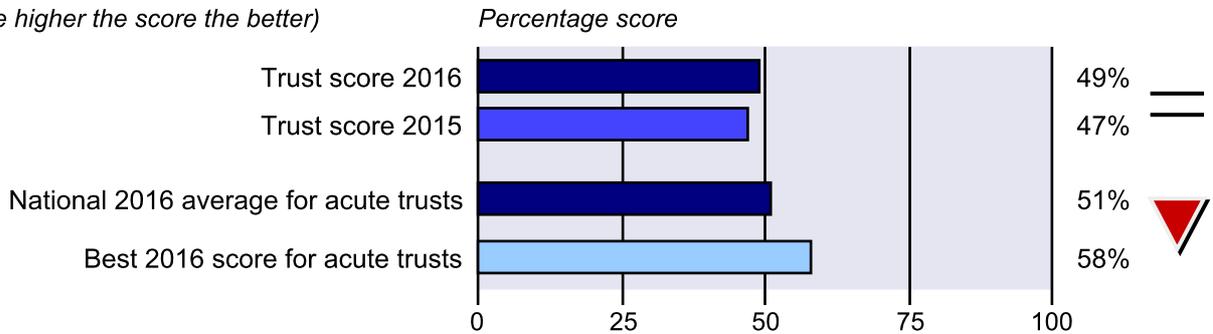
(the higher the score the better)



Working patterns

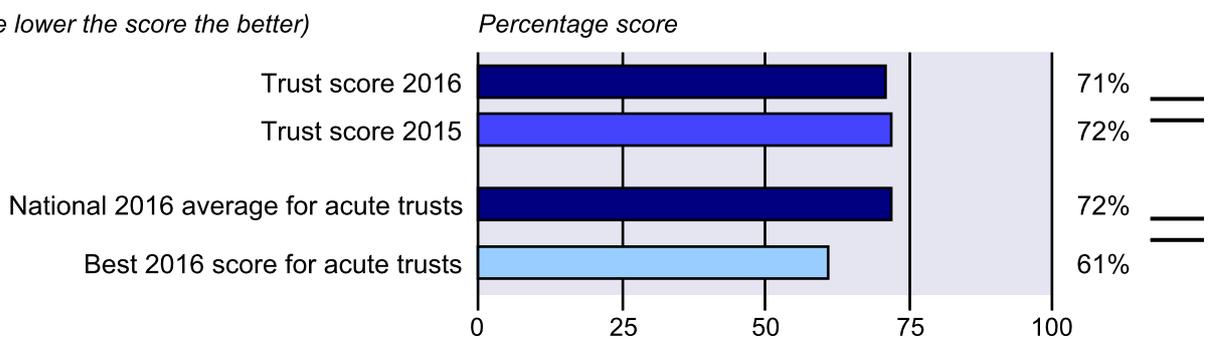
KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



KEY FINDING 16. Percentage of staff working extra hours

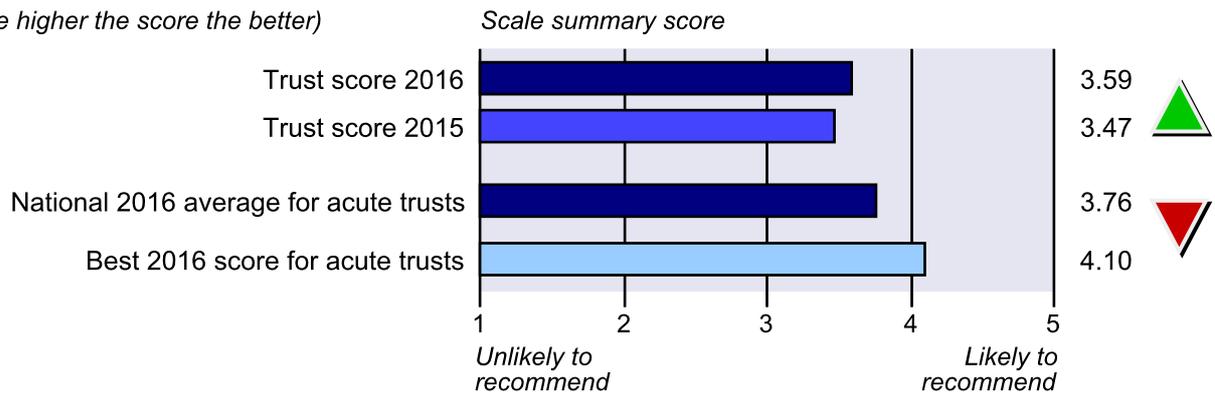
(the lower the score the better)



Job satisfaction

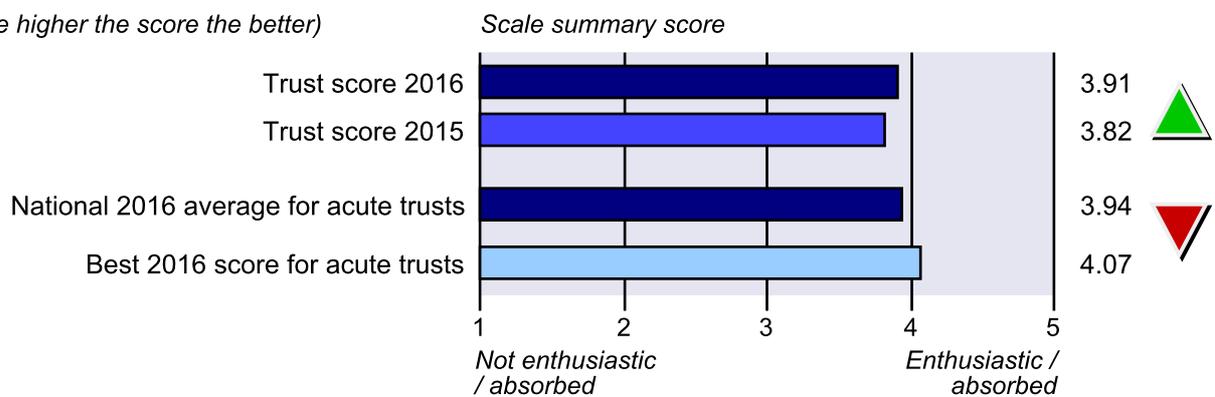
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



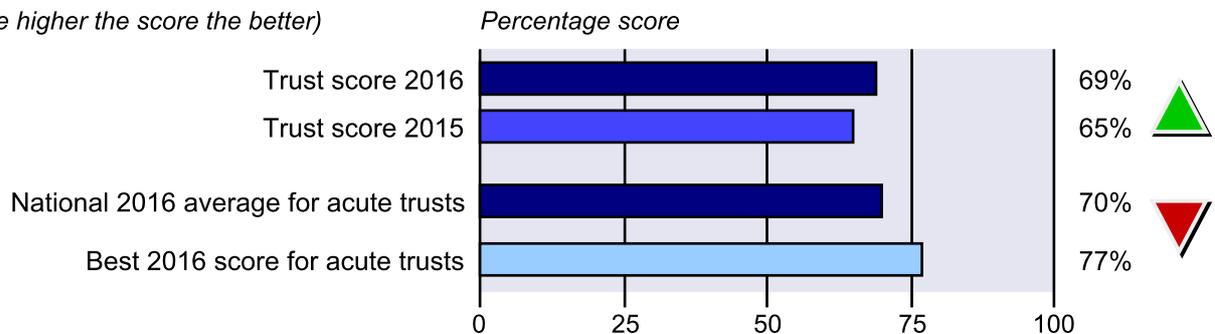
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



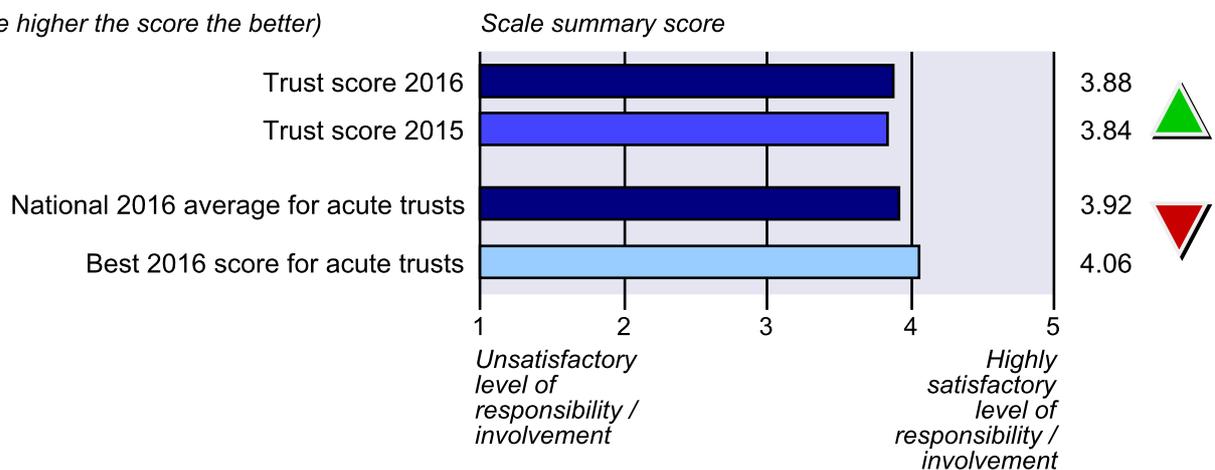
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

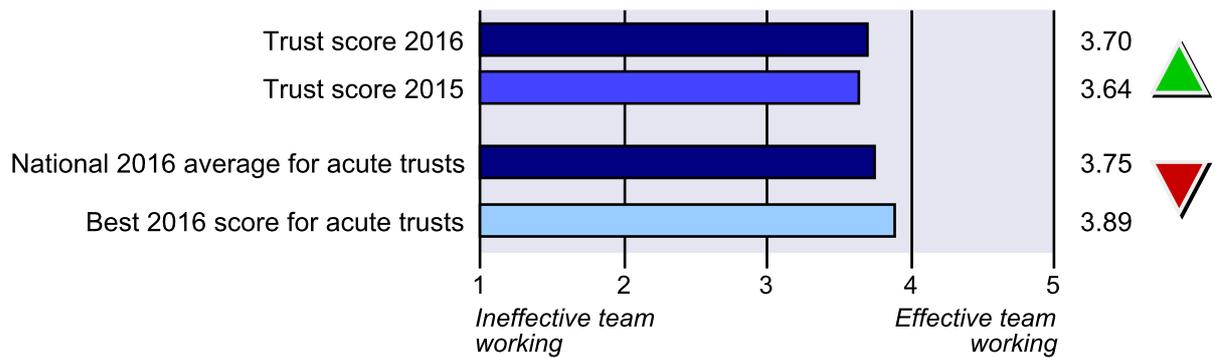
(the higher the score the better)



KEY FINDING 9. Effective team working

(the higher the score the better)

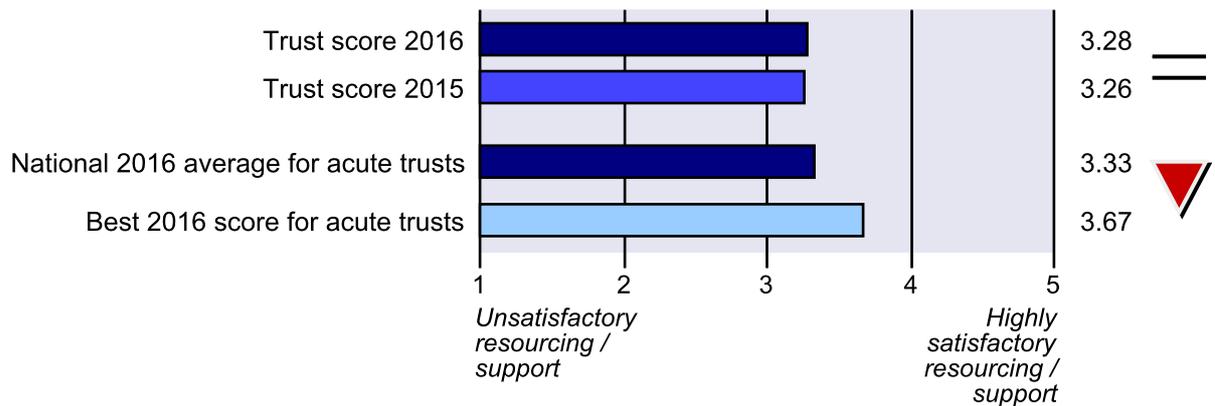
Scale summary score



KEY FINDING 14. Staff satisfaction with resourcing and support

(the higher the score the better)

Scale summary score

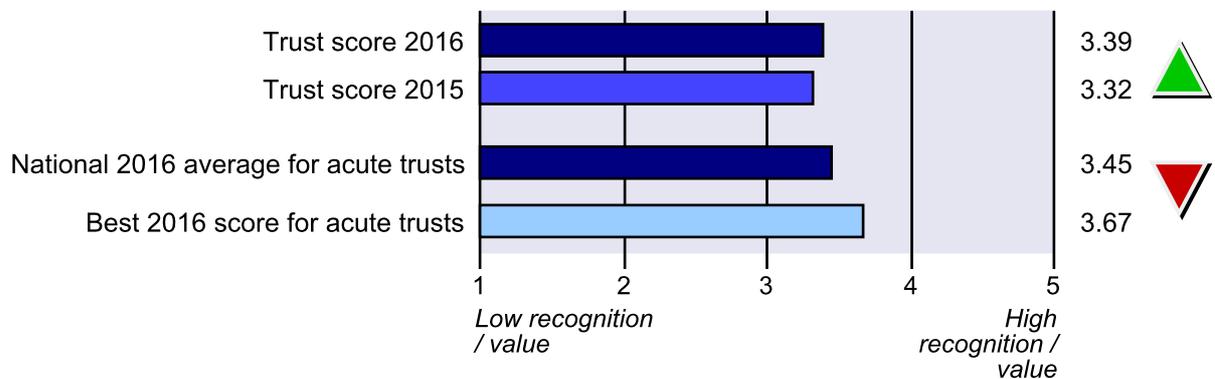


Managers

KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)

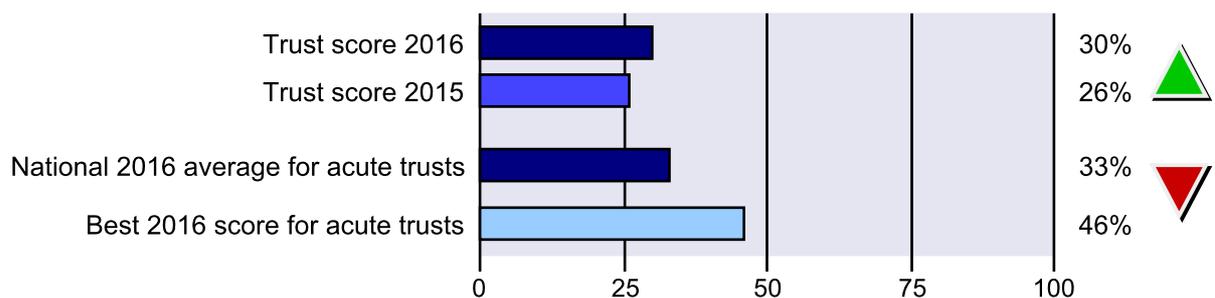
Scale summary score



KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

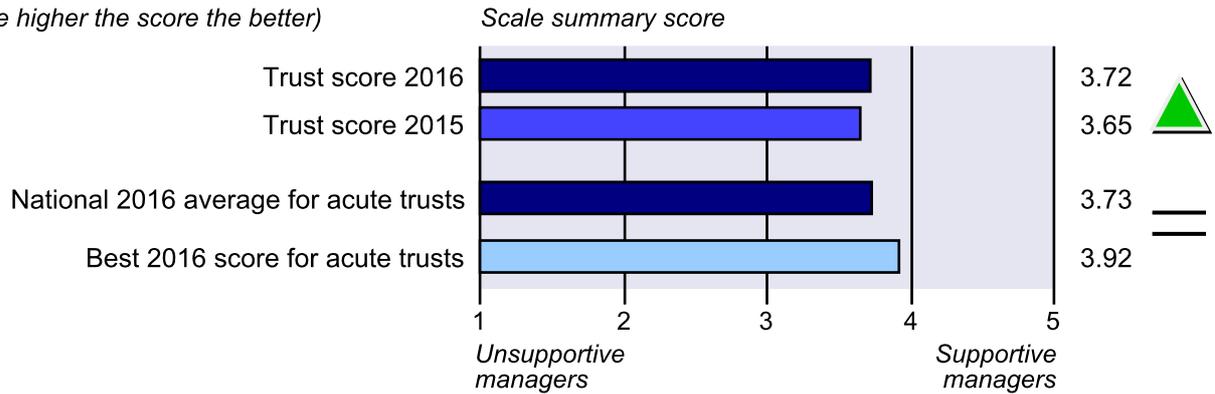
(the higher the score the better)

Percentage score



KEY FINDING 10. Support from immediate managers

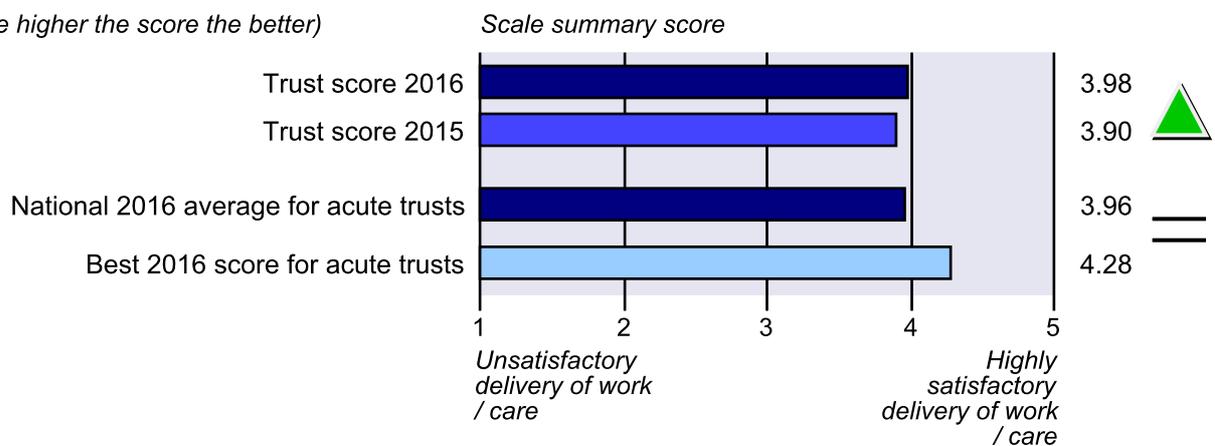
(the higher the score the better)



Patient care & experience

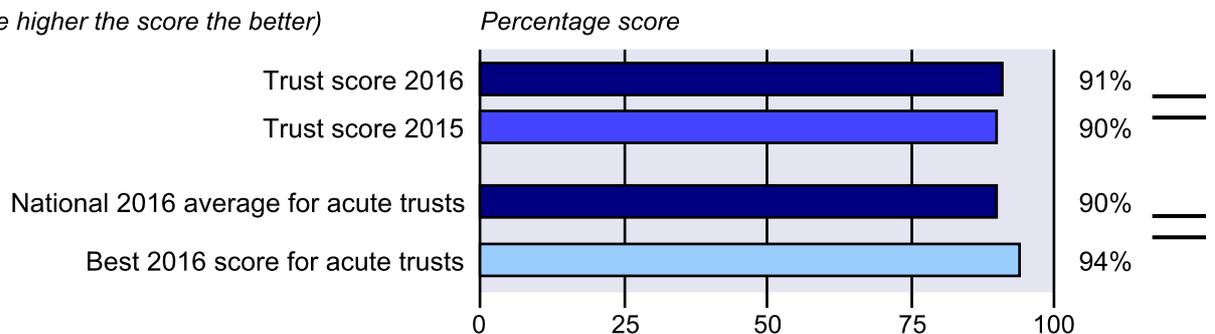
KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



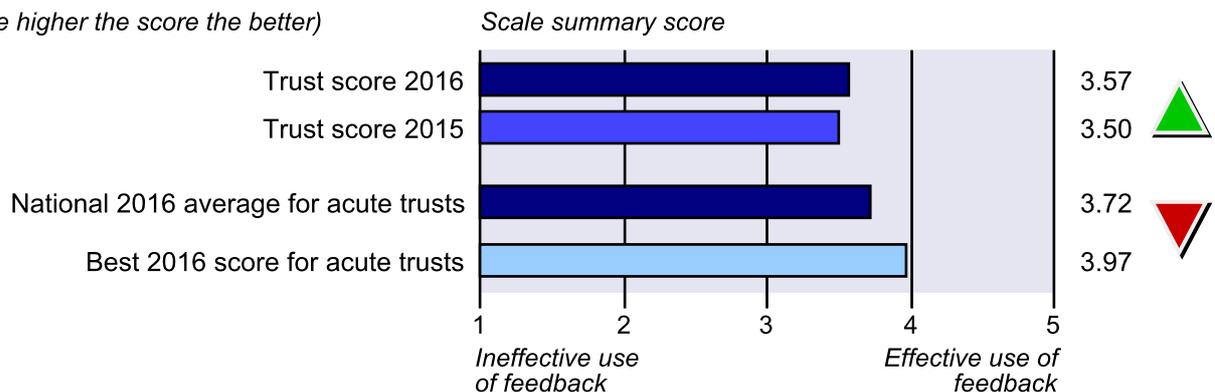
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



KEY FINDING 32. Effective use of patient / service user feedback

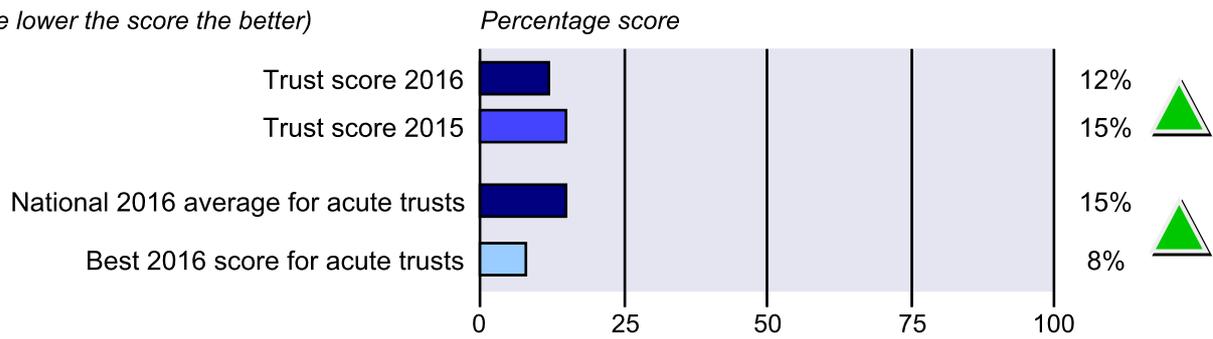
(the higher the score the better)



Violence, harassment & bullying

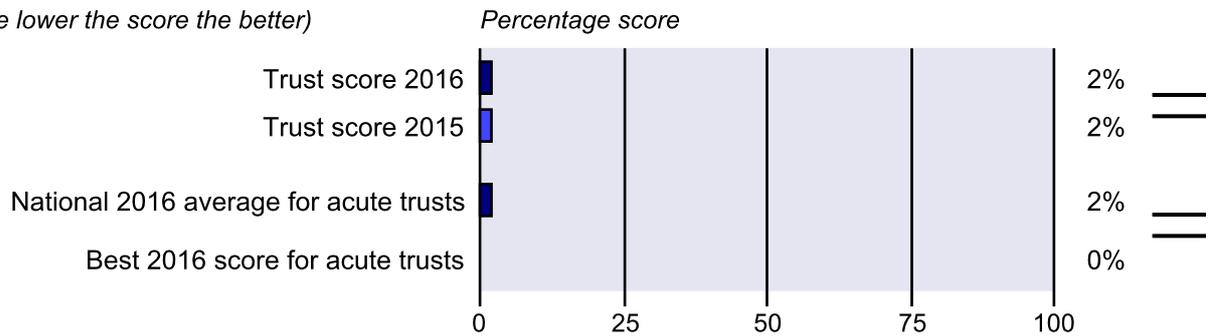
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



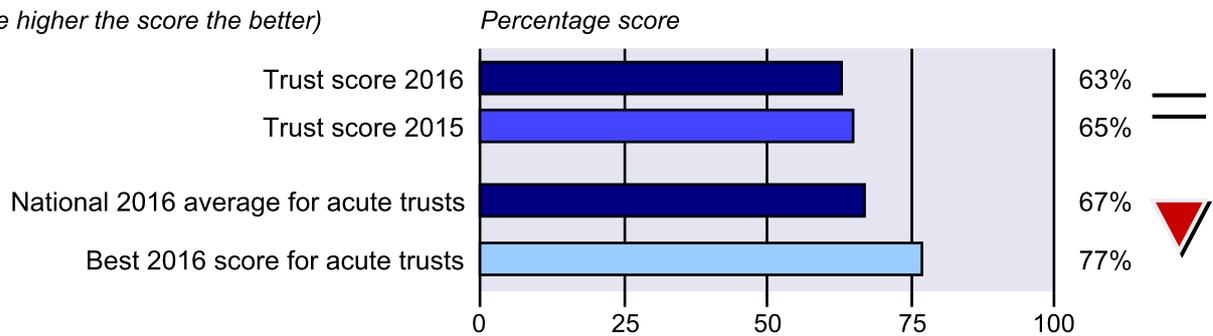
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



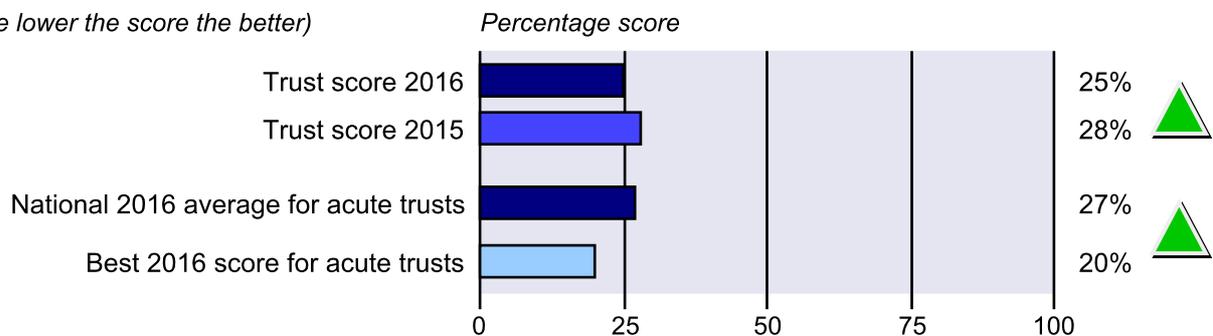
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



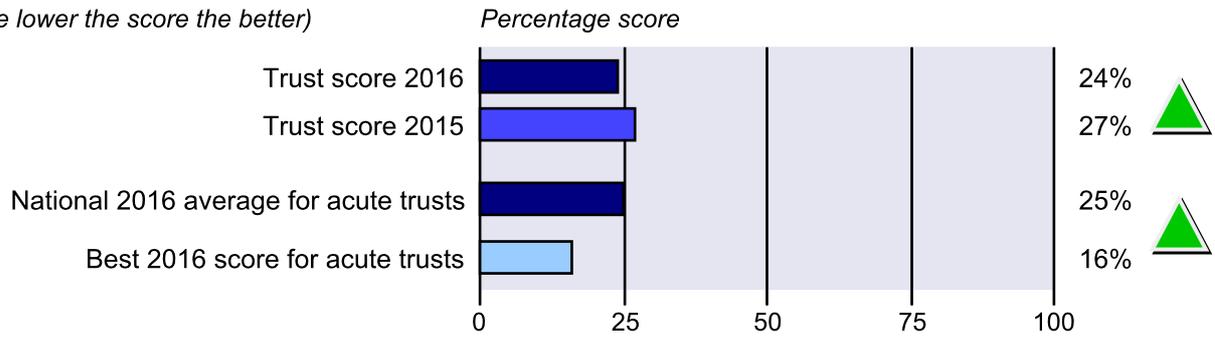
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



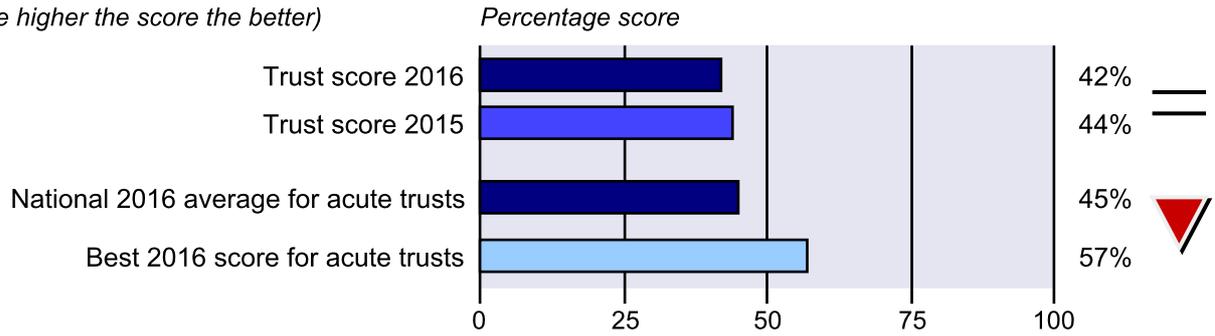
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



KEY FINDING 27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

(the higher the score the better)



5. Workforce Race Equality Standard (WRES)

The scores presented below are the un-weighted question level score for question Q17b and un-weighted scores for Key Findings 25, 26, and 21, split between White and Black and Minority Ethnic (BME) staff, as required for the Workforce Race Equality Standard.

In order to preserve the anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

			Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	24%	27%	28%
		BME	25%	26%	27%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	22%	24%	26%
		BME	27%	27%	32%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	86%	88%	85%
		BME	69%	76%	63%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	6%	6%	6%
		BME	14%	14%	14%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at Heart of England NHS Foundation Trust broken down by work group characteristics: occupational groups, locations, and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 6.1 to 6.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

Table 6.1: Key Findings for different occupational groups

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Appraisals & support for development													
KF11. % appraised in last 12 mths	88	87	86	97	96	95	92	91	82	92	91	92	88
KF12. Quality of appraisals	3.16	3.14	3.38	3.12	3.45	3.42	2.73	3.09	3.18	2.85	2.89	2.88	3.00
KF13. Quality of non-mandatory training, learning or development	4.21	4.25	4.05	4.04	4.45	4.11	3.97	4.03	3.97	4.06	3.80	3.90	3.89
Equality & diversity													
* KF20. % experiencing discrimination at work in last 12 mths	14	12	21	14	4	6	15	11	8	9	11	7	5
KF21. % believing the organisation provides equal opportunities for career progression / promotion	82	85	87	83	94	95	82	86	85	83	78	79	86
Errors & incidents													
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	34	25	22	48	19	16	32	28	20	36	14	6	16
KF29. % reporting errors, near misses or incidents witnessed in last mth	94	95	74	95	-	94	92	88	100	92	79	-	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.68	3.69	3.65	3.55	3.79	3.77	3.43	3.62	3.73	3.70	3.54	3.62	3.65
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.75	3.74	3.51	3.83	3.77	3.57	3.56	3.80	3.60	3.45	3.51	3.55
Health and wellbeing													
* KF17. % feeling unwell due to work related stress in last 12 mths	37	43	34	34	38	30	37	39	29	35	37	36	22
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	53	56	67	38	43	51	58	57	52	55	60	56	49
KF19. Org and mgmt interest in and action on health and wellbeing	3.56	3.47	3.64	3.30	3.86	3.76	3.30	3.57	3.52	3.50	3.54	3.54	3.52
Working patterns													
KF15. % satisfied with the opportunities for flexible working patterns	54	51	45	42	47	43	27	49	55	44	52	62	52
* KF16. % working extra hours	83	84	54	86	68	70	84	66	89	71	55	72	53
Number of respondents	664	284	201	309	47	115	89	195	66	238	669	168	168

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Social Care Staff, Public Health / Health Improvement, Commissioning Staff and Patient Transport Service.

Table 6.1: Key Findings for different occupational groups (cont)

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Job satisfaction													
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.62	3.61	3.85	3.48	3.74	3.70	3.31	3.51	3.67	3.56	3.54	3.57	3.72
KF4. Staff motivation at work	4.06	3.95	4.04	4.09	4.08	3.98	3.67	3.91	4.13	3.78	3.77	3.71	3.86
KF7. % able to contribute towards improvements at work	77	75	59	66	85	83	57	74	91	68	61	74	54
KF8. Staff satisfaction with level of responsibility and involvement	4.01	3.95	3.89	3.98	4.12	4.10	3.66	3.95	3.99	3.77	3.74	3.81	3.80
KF9. Effective team working	3.84	3.82	3.56	3.72	4.18	3.99	3.43	3.84	4.01	3.64	3.50	3.71	3.49
KF14. Staff satisfaction with resourcing and support	3.34	3.17	3.45	3.19	3.31	3.28	2.98	3.24	3.36	3.10	3.35	3.20	3.51
Managers													
KF5. Recognition and value of staff by managers and the organisation	3.45	3.36	3.51	3.28	3.70	3.71	3.18	3.42	3.60	3.33	3.33	3.51	3.34
KF6. % reporting good communication between senior management and staff	32	31	38	22	47	41	22	28	42	31	25	27	22
KF10. Support from immediate managers	3.78	3.78	3.82	3.59	4.01	4.02	3.51	3.82	3.87	3.66	3.68	3.76	3.49
Patient care & experience													
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.99	3.80	4.31	3.81	4.06	3.88	3.84	3.97	3.82	3.87	4.06	3.88	4.06
KF3. % agreeing that their role makes a difference to patients / service users	94	94	92	94	100	99	94	95	80	93	83	78	81
KF32. Effective use of patient / service user feedback	3.62	3.51	3.66	3.53	3.82	3.70	3.33	3.62	3.77	3.50	3.47	3.64	3.79
Violence, harassment & bullying													
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	27	11	38	8	9	12	11	11	2	5	2	1	4
* KF23. % experiencing physical violence from staff in last 12 mths	4	3	3	0	0	1	1	1	3	1	1	0	2
KF24. % reporting most recent experience of violence	61	56	77	59	-	54	-	55	-	-	75	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	35	33	36	30	28	22	28	26	14	16	20	4	11
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	26	23	23	25	22	12	22	19	37	26	23	20	19
KF27. % reporting most recent experience of harassment, bullying or abuse	44	51	63	27	33	48	35	47	39	39	45	20	41
Overall staff engagement	3.84	3.77	3.82	3.72	3.93	3.87	3.45	3.74	4.00	3.66	3.60	3.68	3.68
Number of respondents	664	284	201	309	47	115	89	195	66	238	669	168	168

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Social Care Staff, Public Health / Health Improvement, Commissioning Staff and Patient Transport Service.

Table 6.2: Key Findings for different locations

	C1 CORPORATE DIRECTORATES	C2 FACILITIES	C3 TRUSTWIDE EDUCATION SERVICES	C4 TRUSTWIDE RESEARCH MANAGEMENT	C5 RESEARCH & INNOVATION	D1 CLINICAL SUPPORT SERVICES	D2 WOMEN & CHILDRENS	D3 EMERGENCY CARE	D4 MEDICINE	D5 SURGERY
Appraisals & support for development										
KF11. % appraised in last 12 mths	91	91	98	94	83	92	89	87	90	89
KF12. Quality of appraisals	3.01	2.99	2.98	3.60	2.64	2.87	3.06	3.11	3.26	2.98
KF13. Quality of non-mandatory training, learning or development	3.93	3.93	4.04	4.43	3.90	4.02	4.09	4.14	4.18	4.01
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	10	7	18	6	13	12	13	17	11	14
KF21. % believing the organisation provides equal opportunities for career progression / promotion	81	82	65	82	78	83	85	80	88	79
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	13	18	15	10	12	37	29	33	23	29
KF29. % reporting errors, near misses or incidents witnessed in last mth	77	86	92	-	-	91	88	92	95	90
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	3.67	3.42	3.62	3.57	3.59	3.61	3.63	3.74	3.57
KF31. Staff confidence and security in reporting unsafe clinical practice	3.56	3.58	3.28	3.72	3.44	3.59	3.72	3.56	3.69	3.50
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	34	23	38	23	30	38	42	37	35	39
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	54	52	58	32	42	55	60	56	51	61
KF19. Org and mgmt interest in and action on health and wellbeing	3.55	3.51	3.49	3.87	3.48	3.38	3.49	3.48	3.69	3.38
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	51	50	65	71	55	43	48	49	50	44
* KF16. % working extra hours	63	54	63	75	71	76	74	73	69	76
Number of respondents	663	244	86	32	31	645	412	421	755	330

Please note that the locations classification was provided by Heart of England NHS Foundation Trust

Table 6.2: Key Findings for different locations (cont)

	C1 CORPORATE DIRECTORATES	C2 FACILITIES	C3 TRUSTWIDE EDUCATION SERVICES	C4 TRUSTWIDE RESEARCH MANAGEMENT	C5 RESEARCH & INNOVATION	D1 CLINICAL SUPPORT SERVICES	D2 WOMEN & CHILDRENS	D3 EMERGENCY CARE	D4 MEDICINE	D5 SURGERY
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.63	3.67	3.46	3.95	3.49	3.43	3.56	3.67	3.66	3.49
KF4. Staff motivation at work	3.79	3.81	3.82	4.28	4.22	3.80	3.92	3.98	4.02	3.98
KF7. % able to contribute towards improvements at work	64	53	71	94	68	64	70	70	77	66
KF8. Staff satisfaction with level of responsibility and involvement	3.78	3.77	3.70	4.18	3.97	3.82	3.94	3.91	4.01	3.85
KF9. Effective team working	3.61	3.49	3.85	4.09	3.89	3.59	3.69	3.64	3.88	3.69
KF14. Staff satisfaction with resourcing and support	3.36	3.48	3.21	3.42	3.24	3.15	3.21	3.27	3.38	3.20
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.44	3.32	3.36	3.80	3.43	3.26	3.35	3.35	3.56	3.25
KF6. % reporting good communication between senior management and staff	29	26	20	47	32	28	28	33	35	20
KF10. Support from immediate managers	3.75	3.47	3.72	4.10	3.77	3.61	3.74	3.70	3.90	3.57
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.13	4.06	3.78	4.23	4.17	3.88	3.90	3.94	4.05	3.95
KF3. % agreeing that their role makes a difference to patients / service users	84	81	92	90	93	92	92	91	94	92
KF32. Effective use of patient / service user feedback	3.61	3.62	3.71	-	-	3.48	3.46	3.64	3.63	3.55
Violence, harassment & bullying										
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	6	2	0	6	12	7	28	16	19
* KF23. % experiencing physical violence from staff in last 12 mths	0	3	5	0	3	2	2	5	2	3
KF24. % reporting most recent experience of violence	-	-	-	-	-	51	40	75	64	63
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	12	10	10	6	6	23	33	37	28	35
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	23	32	16	26	25	22	26	20	30
KF27. % reporting most recent experience of harassment, bullying or abuse	39	50	21	-	-	41	41	50	44	37
Overall staff engagement	3.67	3.63	3.64	4.15	3.82	3.60	3.72	3.78	3.84	3.70
Number of respondents	663	244	86	32	31	645	412	421	755	330

Please note that the locations classification was provided by Heart of England NHS Foundation Trust

Table 6.3: Key Findings for different locations Page 1 of 2

	C1A	C2A	C2B	C3A	C4A	C5A	D1A	D1B	D1C	D2A
Appraisals & support for development										
KF11. % appraised in last 12 mths	91	93	90	98	94	83	93	91	91	92
KF12. Quality of appraisals	3.01	3.01	2.98	2.98	3.60	2.64	2.74	3.07	2.82	2.97
KF13. Quality of non-mandatory training, learning or development	3.93	4.04	3.88	4.04	4.43	3.90	4.00	4.03	4.06	4.14
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	10	5	8	18	6	13	12	15	9	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	81	81	82	65	82	78	85	79	83	85
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	13	18	18	15	10	12	34	37	42	27
KF29. % reporting errors, near misses or incidents witnessed in last mth	77	85	87	92	-	-	90	90	91	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	3.67	3.67	3.42	3.62	3.57	3.59	3.51	3.68	3.60
KF31. Staff confidence and security in reporting unsafe clinical practice	3.56	3.45	3.64	3.28	3.72	3.44	3.59	3.58	3.58	3.64
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	34	15	28	38	23	30	39	37	39	46
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	54	44	58	58	32	42	56	53	57	60
KF19. Org and mgmt interest in and action on health and wellbeing	3.55	3.56	3.48	3.49	3.87	3.48	3.40	3.30	3.48	3.45
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	51	52	49	65	71	55	40	50	39	51
* KF16. % working extra hours	63	62	50	63	75	71	74	77	80	66
Number of respondents	663	83	161	86	32	31	278	225	135	139

Table 6.3: Key Findings for different locations (cont) Page 1 of 2

	C1A	C2A	C2B	C3A	C4A	C5A	D1A	D1B	D1C	D2A
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.63	3.59	3.71	3.46	3.95	3.49	3.43	3.42	3.41	3.50
KF4. Staff motivation at work	3.79	3.72	3.86	3.82	4.28	4.22	3.70	3.93	3.79	3.96
KF7. % able to contribute towards improvements at work	64	68	45	71	94	68	60	66	71	71
KF8. Staff satisfaction with level of responsibility and involvement	3.78	3.84	3.73	3.70	4.18	3.97	3.71	3.94	3.81	3.90
KF9. Effective team working	3.61	3.68	3.37	3.85	4.09	3.89	3.49	3.66	3.69	3.74
KF14. Staff satisfaction with resourcing and support	3.36	3.54	3.45	3.21	3.42	3.24	3.11	3.26	3.05	3.18
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.44	3.44	3.26	3.36	3.80	3.43	3.21	3.26	3.36	3.31
KF6. % reporting good communication between senior management and staff	29	36	21	20	47	32	31	27	23	21
KF10. Support from immediate managers	3.75	3.62	3.39	3.72	4.10	3.77	3.57	3.58	3.73	3.55
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.13	4.04	4.07	3.78	4.23	4.17	3.90	3.96	3.71	3.85
KF3. % agreeing that their role makes a difference to patients / service users	84	80	81	92	90	93	94	92	89	90
KF32. Effective use of patient / service user feedback	3.61	3.92	3.51	3.71	-	-	3.42	3.52	3.52	3.44
Violence, harassment & bullying										
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	1	8	2	0	6	6	20	12	7
* KF23. % experiencing physical violence from staff in last 12 mths	0	1	4	5	0	3	2	1	2	1
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	33	44	86	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	12	3	14	10	6	6	19	29	23	26
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	20	24	32	16	26	25	30	18	18
KF27. % reporting most recent experience of harassment, bullying or abuse	39	44	53	21	-	-	40	40	45	39
Overall staff engagement	3.67	3.66	3.61	3.64	4.15	3.82	3.54	3.68	3.61	3.72
Number of respondents	663	83	161	86	32	31	278	225	135	139

Please note that the locations classification was provided by Heart of England NHS Foundation Trust

Table 6.3: Key Findings for different locations Page 2 of 2

	D2B	D2M	D3A	D3B	D3M	D4A	D4B	D4M	D5A	D5B	D5C	D5M
Appraisals & support for development												
KF11. % appraised in last 12 mths	88	100	88	87	80	91	90	100	87	96	89	73
KF12. Quality of appraisals	3.12	3.00	3.17	3.07	3.10	3.18	3.30	-	2.80	3.24	3.07	2.82
KF13. Quality of non-mandatory training, learning or development	4.07	-	4.14	4.13	4.31	4.16	4.18	-	3.93	4.06	4.09	-
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	15	0	20	15	12	10	12	9	18	4	14	0
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	-	82	79	82	82	90	-	71	89	86	73
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	31	18	48	23	30	26	22	-	33	25	27	21
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	-	95	86	-	98	94	-	87	91	93	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.63	3.52	3.70	3.58	3.64	3.72	3.75	3.71	3.45	3.69	3.68	3.43
KF31. Staff confidence and security in reporting unsafe clinical practice	3.76	-	3.60	3.51	3.82	3.66	3.70	3.77	3.33	3.65	3.62	3.68
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	40	42	37	39	24	36	35	36	48	20	37	40
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	59	82	57	56	44	53	51	-	63	58	57	80
KF19. Org and mgmt interest in and action on health and wellbeing	3.50	-	3.49	3.50	3.30	3.70	3.69	3.41	3.28	3.60	3.39	3.38
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	47	25	53	49	35	59	46	36	36	41	54	47
* KF16. % working extra hours	78	92	78	67	96	71	68	73	74	74	79	87
Number of respondents	260	13	165	230	26	234	510	11	147	52	116	15

Table 6.3: Key Findings for different locations (cont) Page 2 of 2

	D2B	D2M	D3A	D3B	D3M	D4A	D4B	D4M	D5A	D5B	D5C	D5M
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.61	3.36	3.70	3.65	3.60	3.66	3.66	3.70	3.33	3.73	3.57	3.58
KF4. Staff motivation at work	3.89	4.08	3.99	3.98	3.91	4.06	3.99	4.27	3.84	4.01	4.13	4.02
KF7. % able to contribute towards improvements at work	69	92	72	69	73	78	76	91	52	81	75	87
KF8. Staff satisfaction with level of responsibility and involvement	3.96	4.15	3.98	3.89	3.53	4.06	3.99	4.00	3.65	4.07	4.02	3.75
KF9. Effective team working	3.65	-	3.60	3.69	3.41	3.74	3.94	4.03	3.53	3.91	3.72	4.15
KF14. Staff satisfaction with resourcing and support	3.22	3.39	3.33	3.24	3.18	3.44	3.35	3.30	3.06	3.28	3.35	3.02
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.35	3.89	3.42	3.32	3.21	3.52	3.58	3.58	2.99	3.59	3.41	3.40
KF6. % reporting good communication between senior management and staff	29	75	32	34	32	34	36	27	17	14	25	20
KF10. Support from immediate managers	3.83	3.72	3.76	3.69	3.37	3.83	3.94	3.59	3.39	3.83	3.70	3.60
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.93	-	3.90	4.00	3.60	4.15	4.01	3.73	3.87	4.07	4.01	3.77
KF3. % agreeing that their role makes a difference to patients / service users	94	-	91	93	75	93	95	73	90	98	91	100
KF32. Effective use of patient / service user feedback	3.45	-	3.60	3.64	3.92	3.56	3.64	-	3.27	3.79	3.63	3.97
Violence, harassment & bullying												
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	0	35	23	25	12	18	9	25	10	18	7
* KF23. % experiencing physical violence from staff in last 12 mths	2	0	7	3	4	2	2	0	4	0	4	0
KF24. % reporting most recent experience of violence	41	-	76	73	-	67	62	-	67	-	64	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	38	25	51	28	29	28	28	9	39	26	34	27
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	42	27	22	50	19	20	18	38	10	28	40
KF27. % reporting most recent experience of harassment, bullying or abuse	42	-	52	51	33	51	40	-	41	27	38	-
Overall staff engagement	3.72	3.84	3.81	3.77	3.74	3.86	3.83	4.10	3.51	3.90	3.82	3.87
Number of respondents	260	13	165	230	26	234	510	11	147	52	116	15

Please note that the locations classification was provided by Heart of England NHS Foundation Trust

Table 6.4: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	90	91
KF12. Quality of appraisals	3.05	3.07
KF13. Quality of non-mandatory training, learning or development	4.08	4.01
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	13	8
KF21. % believing the organisation provides equal opportunities for career progression / promotion	82	84
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	27	18
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.63	3.62
KF31. Staff confidence and security in reporting unsafe clinical practice	3.60	3.59
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	38	29
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	56	51
KF19. Org and mgmt interest in and action on health and wellbeing	3.51	3.56
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	46	62
* KF16. % working extra hours	72	60
Number of respondents	2794	685

^a Full time is defined as staff contracted to work 30 hours or more a week

Table 6.4: Key Findings for different work groups (cont)

	Full time / part time ^a	
	Full time	Part time
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.57	3.62
KF4. Staff motivation at work	3.90	3.93
KF7. % able to contribute towards improvements at work	69	65
KF8. Staff satisfaction with level of responsibility and involvement	3.87	3.88
KF9. Effective team working	3.70	3.67
KF14. Staff satisfaction with resourcing and support	3.27	3.35
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.38	3.46
KF6. % reporting good communication between senior management and staff	30	27
KF10. Support from immediate managers	3.71	3.76
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.96	4.04
KF3. % agreeing that their role makes a difference to patients / service users	91	90
KF32. Effective use of patient / service user feedback	3.57	3.54
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	13	7
* KF23. % experiencing physical violence from staff in last 12 mths	2	1
KF24. % reporting most recent experience of violence	64	53
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	25	22
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	17
KF27. % reporting most recent experience of harassment, bullying or abuse	43	39
Overall staff engagement	3.72	3.71
Number of respondents	2794	685

^a Full time is defined as staff contracted to work 30 hours or more a week

7. Key Findings by demographic groups

Tables 7.1 and 7.2 show the Key Findings at Heart of England NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 7.1 and 7.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	84	88	93	91
KF12. Quality of appraisals	3.10	3.21	3.07	2.96
KF13. Quality of non-mandatory training, learning or development	4.09	4.17	4.10	3.98
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	15	13	12	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	84	82	81
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	29	32	25	21
KF29. % reporting errors, near misses or incidents witnessed in last mth	88	95	92	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.66	3.65	3.63	3.61
KF31. Staff confidence and security in reporting unsafe clinical practice	3.62	3.66	3.62	3.56
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	35	34	39	35
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	57	51	55	56
KF19. Org and mgmt interest in and action on health and wellbeing	3.56	3.59	3.48	3.52
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	46	52	51	47
* KF16. % working extra hours	63	71	76	67
Number of respondents	421	682	1011	1330

Table 7.1: Key Findings for different age groups (cont)

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.62	3.59	3.59	3.58
KF4. Staff motivation at work	3.73	3.89	3.93	3.96
KF7. % able to contribute towards improvements at work	68	69	71	67
KF8. Staff satisfaction with level of responsibility and involvement	3.82	3.87	3.89	3.89
KF9. Effective team working	3.69	3.73	3.73	3.65
KF14. Staff satisfaction with resourcing and support	3.37	3.29	3.27	3.28
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.38	3.48	3.36	3.39
KF6. % reporting good communication between senior management and staff	33	35	29	26
KF10. Support from immediate managers	3.73	3.83	3.71	3.68
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.98	3.89	3.98	4.03
KF3. % agreeing that their role makes a difference to patients / service users	88	92	91	91
KF32. Effective use of patient / service user feedback	3.46	3.59	3.62	3.56
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	18	16	11	9
* KF23. % experiencing physical violence from staff in last 12 mths	2	3	2	2
KF24. % reporting most recent experience of violence	56	63	64	67
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	24	26	24
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	24	23	24
KF27. % reporting most recent experience of harassment, bullying or abuse	46	46	36	45
Overall staff engagement	3.67	3.73	3.74	3.73
Number of respondents	421	682	1011	1330

Table 7.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development						
KF11. % appraised in last 12 mths	92	89	90	90	91	89
KF12. Quality of appraisals	3.10	3.04	2.81	3.10	2.97	3.39
KF13. Quality of non-mandatory training, learning or development	4.03	4.08	3.97	4.09	4.05	4.14
Equality & diversity						
* KF20. % experiencing discrimination at work in last 12 mths	11	12	20	10	9	24
KF21. % believing the organisation provides equal opportunities for career progression / promotion	78	85	73	84	86	69
Errors & incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	30	24	24	25	24	29
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	91	88	91	90	92
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.60	3.65	3.50	3.65	3.61	3.69
KF31. Staff confidence and security in reporting unsafe clinical practice	3.54	3.63	3.49	3.62	3.61	3.61
Health and wellbeing						
* KF17. % feeling unwell due to work related stress in last 12 mths	30	37	53	32	37	33
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	46	57	72	51	56	49
KF19. Org and mgmt interest in and action on health and wellbeing	3.43	3.55	3.39	3.55	3.53	3.50
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	47	50	40	51	49	51
* KF16. % working extra hours	71	69	69	70	70	71
Number of respondents	626	2519	592	2828	2703	725

Table 7.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.53	3.61	3.46	3.61	3.57	3.65
KF4. Staff motivation at work	3.89	3.91	3.71	3.95	3.87	4.04
KF7. % able to contribute towards improvements at work	68	69	61	70	69	65
KF8. Staff satisfaction with level of responsibility and involvement	3.86	3.89	3.71	3.91	3.87	3.91
KF9. Effective team working	3.68	3.71	3.56	3.72	3.70	3.66
KF14. Staff satisfaction with resourcing and support	3.27	3.29	3.12	3.32	3.27	3.38
Managers						
KF5. Recognition and value of staff by managers and the organisation	3.37	3.40	3.18	3.44	3.39	3.41
KF6. % reporting good communication between senior management and staff	30	29	22	31	29	31
KF10. Support from immediate managers	3.65	3.74	3.55	3.75	3.72	3.69
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.87	3.99	3.91	3.99	3.93	4.16
KF3. % agreeing that their role makes a difference to patients / service users	88	91	89	91	90	92
KF32. Effective use of patient / service user feedback	3.59	3.57	3.48	3.59	3.54	3.67
Violence, harassment & bullying						
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	9	13	14	11	11	15
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	4	2	2	3
KF24. % reporting most recent experience of violence	65	61	64	64	61	72
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	18	26	29	23	24	25
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	23	35	21	22	27
KF27. % reporting most recent experience of harassment, bullying or abuse	36	45	46	41	42	45
Overall staff engagement	3.68	3.73	3.54	3.75	3.71	3.77
Number of respondents	626	2519	592	2828	2703	725

8. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 8.1, other work characteristics are shown in table 8.2, and demographic characteristics are shown in table 8.3.

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Occupational Therapy	47	1%
Physiotherapy	115	3%
Radiography	89	3%
Clinical Psychology	7	0%
Psychotherapy	1	0%
Other qualified Allied Health Professionals	132	4%
Support to Allied Health Professionals	55	2%
Scientific and Technical / Healthcare Scientists		
Pharmacy	82	2%
Other qualified Scientific and Technical / Healthcare Scientists	112	3%
Support to Scientific and Technical / Healthcare Scientists	44	1%
Medical and Dental		
Medical / Dental - Consultant	231	7%
Medical / Dental - In Training	19	1%
Medical / Dental - Other	59	2%
Operational ambulance staff		
Paramedic	1	0%
Patient Transport Service	1	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	664	20%
Registered Nurses - Mental Health	3	0%
Registered Nurses - Learning Disabilities	3	0%
Registered Nurses - Children	51	2%
Midwives	134	4%
Health Visitors	20	1%
Registered Nurses - District / Community	39	1%
Other Registered Nurses	37	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	201	6%
Social Care Staff		
Approved social workers / Social workers / Residential social workers	2	0%
Social care support staff	1	0%

Occupational group	Number questionnaires returned	Percentage of survey respondents
Other groups		
Public Health / Health Improvement	7	0%
Commissioning managers / support staff	8	0%
Admin and Clerical	669	20%
Central Functions / Corporate Services	168	5%
Maintenance / Ancillary	168	5%
General Management	66	2%
Other	71	2%
Did not specify	312	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	2794	80%
Part time	685	20%
Did not specify	140	
<i>Length of time in organisation</i>		
Less than a year	250	8%
Between 1 to 2 years	384	12%
Between 3 to 5 years	419	13%
Between 6 to 10 years	666	20%
Between 11 to 15 years	558	17%
Over 15 years	1056	32%
Did not specify	286	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	421	12%
Between 31 and 40	682	20%
Between 41 and 50	1011	29%
51 and over	1330	39%
Did not specify	175	
Gender		
Male	626	20%
Female	2519	80%
Did not specify	474	
Ethnic background		
White	2703	79%
Black and minority ethnic	725	21%
Did not specify	191	
Disability		
Disabled	592	17%
Not disabled	2828	83%
Did not specify	199	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Appendix 1

Key Findings for Heart of England NHS Foundation Trust benchmarked against other acute trusts

Technical notes:

- The first column in table A1 shows the trust's scores for each of the Key Findings. The same data are displayed in section 3 and 4 of this report.
- The second column in table A1 shows the 95% confidence intervals around the trust's scores for each of the Key Findings.
- The third column in table A1 shows the average (median) score for each of the Key Findings for acute trusts. The same data are displayed in section 3 and 4 of this report.
- The fourth and fifth columns in table A1 show the thresholds for the lowest and highest 20% for each of the Key Findings for acute trusts. The data are used to describe comparisons with other trusts as displayed in section 3 and 4 of this report.
- The sixth column in table A1 shows the lowest score attained for each of the Key Findings by an acute trust.
- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an acute trust.
- For most of the Key Findings presented in table A1, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative score. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Please note that the data presented in table A1 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.

Table A1: Key Findings for Heart of England NHS Foundation Trust benchmarked against other acute trusts

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Response rate	36	-	43	36	48	31	77
Appraisals & support for development							
KF11. % appraised in last 12 mths	90	[89, 91]	87	82	90	70	95
KF12. Quality of appraisals	3.06	[3.01, 3.10]	3.11	2.99	3.22	2.76	3.49
KF13. Quality of non-mandatory training, learning or development	4.07	[4.05, 4.10]	4.05	4.01	4.10	3.94	4.17
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	12	[11, 13]	11	9	13	5	23
KF21. % believing the organisation provides equal opportunities for career progression / promotion	83	[81, 84]	87	83	89	67	95
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	26	[24, 27]	31	29	33	22	43
KF29. % reporting errors, near misses or incidents witnessed in last mth	90	[88, 92]	90	89	92	85	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.63	[3.61, 3.66]	3.72	3.65	3.79	3.49	3.89
KF31. Staff confidence and security in reporting unsafe clinical practice	3.61	[3.58, 3.64]	3.65	3.59	3.74	3.41	3.88
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	36	[34, 38]	35	32	38	25	44
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	55	[53, 56]	56	52	61	47	68
KF19. Org and mgmt interest in and action on health and wellbeing	3.52	[3.48, 3.55]	3.61	3.52	3.70	3.32	3.93
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	49	[47, 51]	51	48	53	43	58
* KF16. % working extra hours	71	[69, 72]	72	69	74	61	79

Table A1: Key Findings for Heart of England NHS Foundation Trust benchmarked against other acute trusts (cont)

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.59	[3.56, 3.62]	3.76	3.62	3.91	3.34	4.10
KF4. Staff motivation at work	3.91	[3.88, 3.94]	3.94	3.88	3.98	3.80	4.07
KF7. % able to contribute towards improvements at work	69	[67, 70]	70	68	73	63	77
KF8. Staff satisfaction with level of responsibility and involvement	3.88	[3.86, 3.90]	3.92	3.87	3.97	3.79	4.06
KF9. Effective team working	3.70	[3.67, 3.73]	3.75	3.71	3.81	3.59	3.89
KF14. Staff satisfaction with resourcing and support	3.28	[3.26, 3.31]	3.33	3.25	3.40	3.09	3.67
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.39	[3.36, 3.43]	3.45	3.38	3.53	3.28	3.67
KF6. % reporting good communication between senior management and staff	30	[28, 31]	33	28	37	20	46
KF10. Support from immediate managers	3.72	[3.69, 3.75]	3.73	3.66	3.79	3.54	3.92
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.98	[3.95, 4.01]	3.96	3.86	4.02	3.65	4.28
KF3. % agreeing that their role makes a difference to patients / service users	91	[90, 92]	90	89	91	88	94
KF32. Effective use of patient / service user feedback	3.57	[3.53, 3.61]	3.72	3.62	3.78	3.42	3.97
Violence, harassment & bullying							
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	12	[11, 14]	15	13	17	8	21
* KF23. % experiencing physical violence from staff in last 12 mths	2	[2, 3]	2	2	3	0	4
KF24. % reporting most recent experience of violence	63	[58, 68]	67	63	71	49	77
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	25	[23, 26]	27	25	30	20	38
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	[22, 25]	25	23	28	16	36
KF27. % reporting most recent experience of harassment, bullying or abuse	42	[39, 45]	45	42	48	37	57

Appendix 2

Changes to the Key Findings since the 2014 and 2015 staff surveys

Technical notes:

- For most of the Key Findings presented in tables A2.1 and A2.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- It is likely that we would see some small change simply due to sample differences between the two years. The final column of the tables shows whether the change in your trust is statistically significant or not. If a change is not significant, then there is no evidence of a real change in the trust score.
- Please note that the trust scores and change scores presented in tables A2.1 and A2.2 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.
- All percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In certain cases a dash (-) appears in Table A2.2. This is either because the Key Finding was not calculated in previous years, or there have been changes in how the Key Finding has been calculated this year.

To enable comparison between years, scores from 2015 and 2014 have been re-calculated and re-weighted using the 2016 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2015 survey

	Heart of England NHS Foundation Trust			
	2016 score	2015 score	Change	Statistically significant?
Response rate	36	29	7	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	90	85	5	Yes
KF12. Quality of appraisals	3.06	2.96	0.10	Yes
KF13. Quality of non-mandatory training, learning or development	4.07	4.02	0.06	Yes
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	12	13	-1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	83	80	3	Yes
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	26	29	-3	Yes
KF29. % reporting errors, near misses or incidents witnessed in last mth	90	87	3	Yes
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.63	3.54	0.09	Yes
KF31. Staff confidence and security in reporting unsafe clinical practice	3.61	3.44	0.17	Yes
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	36	38	-2	No
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	55	61	-7	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.52	3.45	0.07	Yes
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	49	47	1	No
* KF16. % working extra hours	71	72	-1	No

Table A2.1: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2015 survey (cont)

	Heart of England NHS Foundation Trust			
	2016 score	2015 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.59	3.47	0.12	Yes
KF4. Staff motivation at work	3.91	3.82	0.09	Yes
KF7. % able to contribute towards improvements at work	69	65	4	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.88	3.84	0.05	Yes
KF9. Effective team working	3.70	3.64	0.06	Yes
KF14. Staff satisfaction with resourcing and support	3.28	3.26	0.03	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.39	3.32	0.08	Yes
KF6. % reporting good communication between senior management and staff	30	26	3	Yes
KF10. Support from immediate managers	3.72	3.65	0.07	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.98	3.90	0.08	Yes
KF3. % agreeing that their role makes a difference to patients / service users	91	90	1	No
KF32. Effective use of patient / service user feedback	3.57	3.50	0.07	Yes
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	12	15	-2	Yes
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	0	No
KF24. % reporting most recent experience of violence	63	65	-2	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	25	28	-4	Yes
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	27	-4	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	42	44	-1	No

Table A2.2: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2014 survey

	Heart of England NHS Foundation Trust			
	2016 score	2014 score	Change	Statistically significant?
Response rate	36	39	-2	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	90	83	7	Yes
KF12. Quality of appraisals	3.06	-	-	-
KF13. Quality of non-mandatory training, learning or development	4.07	-	-	-
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	12	13	-1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	83	83	0	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	26	32	-6	Yes
KF29. % reporting errors, near misses or incidents witnessed in last mth	90	89	2	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.63	-	-	-
KF31. Staff confidence and security in reporting unsafe clinical practice	3.61	3.42	0.19	Yes
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	36	40	-4	Yes
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	55	66	-11	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.52	-	-	-
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	49	-	-	-
* KF16. % working extra hours	71	69	2	Yes

Table A2.2: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2014 survey (cont)

	Heart of England NHS Foundation Trust			
	2016 score	2014 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.59	3.31	0.28	Yes
KF4. Staff motivation at work	3.91	3.72	0.19	Yes
KF7. % able to contribute towards improvements at work	69	64	5	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.88	3.78	0.10	Yes
KF9. Effective team working	3.70	-	-	-
KF14. Staff satisfaction with resourcing and support	3.28	-	-	-
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.39	-	-	-
KF6. % reporting good communication between senior management and staff	30	23	7	Yes
KF10. Support from immediate managers	3.72	3.58	0.14	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.98	-	-	-
KF3. % agreeing that their role makes a difference to patients / service users	91	-	-	-
KF32. Effective use of patient / service user feedback	3.57	3.35	0.22	Yes
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	12	15	-2	Yes
* KF23. % experiencing physical violence from staff in last 12 mths	2	3	-1	No
KF24. % reporting most recent experience of violence	63	63	0	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	25	30	-5	Yes
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	25	-1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	42	46	-3	No

Appendix 3

Data tables: 2016 Key Findings and the responses to all survey questions

For each of the 32 Key Findings (Table A3.1) and each individual survey question in the core version of the questionnaire (Table A3.2), this appendix presents your trust's 2016 survey response, the average (median) 2016 response for acute trusts, and your trust's 2015 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 32 Key Findings are also listed in the first column.

In Table A3.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2016 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.
- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical acute trust.
- More details about the calculation of Key Findings and the weighting of data can be found in the document ***Making sense of your staff survey data***, which can be downloaded from: www.nhsstaffsurveys.com

Table A3.1: Key Findings for Heart of England NHS Foundation Trust benchmarked against other acute trusts

	Question number(s)	Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	90	87	85
KF12. Quality of appraisals	Q20b-d	3.05	3.11	2.96
KF13. Quality of non-mandatory training, learning or development	Q18b-d	4.07	4.05	4.01
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	12	11	13
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	83	86	80
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	25	31	28
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	90	90	87
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.63	3.72	3.54
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.60	3.66	3.43
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	36	35	37
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	55	56	62
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.52	3.62	3.46
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	49	51	48
* KF16. % working extra hours	Q10b-c	70	71	71

Table A3.1: Key Findings for Heart of England NHS Foundation Trust benchmarked against other acute trusts (cont)

	Question number(s)	Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.59	3.77	3.47
KF4. Staff motivation at work	Q2a-c	3.90	3.94	3.83
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	68	70	65
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.88	3.93	3.83
KF9. Effective team working	Q4h-j	3.69	3.75	3.63
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.29	3.34	3.27
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.39	3.46	3.32
KF6. % reporting good communication between senior management and staff	Q8a-d	29	33	27
KF10. Support from immediate managers	Q5b, 7a-e	3.72	3.73	3.64
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.98	3.97	3.91
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	91	90	89
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.57	3.71	3.50
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q14a	12	15	15
* KF23. % experiencing physical violence from staff in last 12 mths	Q14b-c	2	2	2
KF24. % reporting most recent experience of violence	Q14d	63	67	66
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q15a	24	27	28
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q15b-c	24	24	27
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	42	45	44

Table A3.2: Survey questions benchmarked against other acute trusts

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Contact with patients				
Q1	% saying they have face-to-face contact with patients / service users as part of their job	83	84	82
Staff motivation at work				
% saying often or always to the following statements:				
Q2a	"I look forward to going to work"	58	60	54
Q2b	"I am enthusiastic about my job"	73	75	67
Q2c	"Time passes quickly when I am working"	76	78	75
Job design				
% agreeing / strongly agreeing with the following statements:				
Q3a	"I always know what my work responsibilities are"	88	89	87
Q3b	"I am trusted to do my job"	92	92	91
Q3c	"I am able to do my job to a standard I am personally pleased with"	82	81	80
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q4a	"There are frequent opportunities for me to show initiative in my role"	71	73	69
Q4b	"I am able to make suggestions to improve the work of my team / department"	73	75	70
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	49	52	47
Q4d	"I am able to make improvements happen in my area of work"	55	56	51
Q4e	"I am able to meet all the conflicting demands on my time at work"	46	46	44
Q4f	"I have adequate materials, supplies and equipment to do my work"	50	56	54
Q4g	"There are enough staff at this organisation for me to do my job properly"	31	31	30
Q4h	"The team I work in has a set of shared objectives"	70	73	67
Q4i	"The team I work in often meets to discuss the team's effectiveness"	55	58	54
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	76	78	74
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q5a	"The recognition I get for good work"	50	52	48
Q5b	"The support I get from my immediate manager"	65	67	63
Q5c	"The support I get from my work colleagues"	80	81	78
Q5d	"The amount of responsibility I am given"	73	75	72
Q5e	"The opportunities I have to use my skills"	70	72	67
Q5f	"The extent to which my organisation values my work"	41	44	36
Q5g	"My level of pay"	36	36	34
Q5h	"The opportunities for flexible working patterns"	49	51	48
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I am satisfied with the quality of care I give to patients / service users"	85	83	81
Q6b	"I feel that my role makes a difference to patients / service users"	91	90	89
Q6c	"I am able to deliver the patient care I aspire to"	70	70	67

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Your managers				
% agreeing / strongly agreeing with the following statements:				
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	72	73	69
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	69	70	66
Q7c	"My immediate manager gives me clear feedback on my work"	60	60	57
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	54	54	51
Q7e	"My immediate manager is supportive in a personal crisis"	72	73	71
Q7f	"My immediate manager takes a positive interest in my health and well-being"	66	66	63
Q7g	"My immediate manager values my work"	69	70	67
Q8a	"I know who the senior managers are here"	78	82	74
Q8b	"Communication between senior management and staff is effective"	37	40	33
Q8c	"Senior managers here try to involve staff in important decisions"	29	33	27
Q8d	"Senior managers act on staff feedback"	28	32	27
Health and well-being				
Q9a	% saying their organisation definitely takes positive action on health and well-being	26	32	24
Q9b	% saying they have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	26	25	27
Q9c	% saying they have felt unwell in the last 12 months as a result of work related stress	36	35	37
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	59	61	67
If attended work despite not feeling well enough (YES to Q9d), % saying they...				
Q9e	...had felt pressure from their manager to come to work	25	27	28
Q9f	...had felt pressure from their colleagues to come to work	20	22	22
Q9g	...had put themselves under pressure to come to work	92	92	90
Working hours				
Q10a	% working part time (up to 29 hours a week)	20	21	19
Q10b	% working additional PAID hours	33	35	36
Q10c	% working additional UNPAID hours	57	57	57
Witnessing and reporting errors, near misses and incidents				
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	14	16	17
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	21	26	24
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	94	95	93

Fairness and effectiveness of procedures for reporting errors, near misses or incidents

% agreeing / strongly agreeing with the following statements:

Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	46	54	42
Q12b	"My organisation encourages us to report errors, near misses or incidents"	83	87	82
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	67	69	60
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	55	55	50

Raising concerns about unsafe clinical practice

Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	95	95	91
% agreeing / strongly agreeing with the following statements:				
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	68	69	60
Q13c	"I am confident that the organisation would address my concern"	53	57	46

Experiencing and reporting physical violence at work

% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...

Q14a	Never	88	85	85
Q14a	1 to 2 times	8	9	9
Q14a	3 to 5 times	3	3	3
Q14a	6 to 10 times	1	1	1
Q14a	More than 10 times	1	1	2
% experiencing physical violence at work from managers in last 12 months...				
Q14b	Never	99	99	99
Q14b	1 to 2 times	1	0	0
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
% experiencing physical violence at work from other colleagues in last 12 months...				
Q14c	Never	98	98	98
Q14c	1 to 2 times	2	1	2
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	0	0
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	63	67	66

Experiencing and reporting harassment, bullying and abuse at work

% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...

Q15a	Never	76	73	72
Q15a	1 to 2 times	15	17	17
Q15a	3 to 5 times	5	6	6
Q15a	6 to 10 times	2	2	2
Q15a	More than 10 times	2	3	3

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never	88	87	85
Q15b	1 to 2 times	8	9	9
Q15b	3 to 5 times	2	2	3
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	1	1	2
% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...				
Q15c	Never	83	82	80
Q15c	1 to 2 times	12	13	14
Q15c	3 to 5 times	3	3	4
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	42	45	44
Equal opportunities				
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	83	86	80
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	6	6	7
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	8	7	8
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	6	4	6
Q17c	Gender	2	2	2
Q17c	Religion	1	0	1
Q17c	Sexual orientation	0	0	1
Q17c	Disability	1	1	1
Q17c	Age	2	2	2
Q17c	Other reason(s)	3	3	4
Job-relevant training, learning and development				
Q18a	% having received non-mandatory training, learning or development in the last 12 months	70	72	71
% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:				
Q18b	"It has helped me to do my job more effectively"	84	84	82
Q18c	"It has helped me stay up-to-date with professional requirements"	90	88	88
Q18d	"It has helped me to deliver a better patient / service user experience"	83	82	80
Q19	% who had received mandatory training in the last 12 months	96	97	94
Appraisals				
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	90	87	85

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:				
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	21	22	19
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	33	34	30
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	28	30	25
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	27	33	21
Q20f	% saying their appraisal or development review had identified training, learning or development needs	66	65	68
If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:				
Q20g	% saying their manager definitely supported them to receive training, learning or development	49	51	51
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q21a	"Care of patients / service users is my organisation's top priority"	70	76	66
Q21b	"My organisation acts on concerns raised by patients / service users"	67	74	63
Q21c	"I would recommend my organisation as a place to work"	52	62	48
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	62	70	55
Patient / service user experience measures				
% saying 'Yes'				
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	87	90	88
If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:				
Q22b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	56	62	54
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	52	58	49
BACKGROUND DETAILS				
Gender				
Q23a	Male	20	21	22
Q23a	Female	80	79	78
Age group				
Q23b	Between 16 and 30	12	16	12
Q23b	Between 31 and 40	20	20	19
Q23b	Between 41 and 50	29	27	29
Q23b	51 and over	39	37	40
Ethnic background				
Q24	White	79	89	79
Q24	Mixed	2	1	2
Q24	Asian / Asian British	12	7	12
Q24	Black / Black British	5	2	6
Q24	Chinese	0	0	0
Q24	Other	2	1	1

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Sexuality				
Q25	Heterosexual (straight)	91	92	92
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	1	1	1
Q25	Bisexual	1	1	0
Q25	Other	0	0	0
Q25	Preferred not to say	7	6	5
Religion				
Q26	No religion	26	33	25
Q26	Christian	57	55	59
Q26	Buddhist	0	1	1
Q26	Hindu	3	1	2
Q26	Jewish	0	0	0
Q26	Muslim	5	2	5
Q26	Sikh	2	0	1
Q26	Other	2	1	2
Q26	Preferred not to say	5	5	5
Disability				
Q27a	% saying they have a long-standing illness, health problem or disability	17	16	17
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	71	74	72
Length of time at the organisation (or its predecessors)				
Q28	Less than 1 year	8	9	7
Q28	1 to 2 years	12	14	10
Q28	3 to 5 years	13	15	14
Q28	6 to 10 years	20	19	22
Q28	11 to 15 years	17	16	19
Q28	More than 15 years	32	27	29
Occupational group				
Q29	Registered Nurses and Midwives	29	28	27
Q29	Nursing or Healthcare Assistants	6	8	8
Q29	Medical and Dental	9	9	8
Q29	Allied Health Professionals	13	12	11
Q29	Scientific and Technical / Healthcare Scientists	7	8	6
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	0	0	0
Q29	Paramedic	0	0	0
Q29	Emergency Care Assistant	0	0	0
Q29	Ambulance Technician	0	0	0
Q29	Ambulance Control Staff	0	0	0
Q29	Patient Transport Service	0	0	0
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	20	18	17
Q29	Central Functions / Corporate Services	5	5	6
Q29	Maintenance / Ancillary	5	6	9
Q29	General Management	2	3	2
Q29	Other	2	3	4

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Team working				
Q30a	% working in a team	95	96	95
(If YES to Q30a): Number of core members in their team				
Q30b	2-5	22	24	25
Q30b	6-9	23	21	25
Q30b	10-15	18	18	18
Q30b	More than 15	37	38	32

Appendix 4

Other NHS staff survey 2016 documentation

This report is one of several ways in which we present the results of the 2016 national NHS staff survey:

- 1) A separate summary report of the main 2016 survey results for Heart of England NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2016 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2017.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com. This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets are available on request from www.nhsstaffsurveys.com. In these detailed spreadsheets you can find:
 - responses of staff in your trust to every core survey question
 - responses in every trust in England
 - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
 - the average trust responses within each strategic health authority
 - the average responses for each major occupational and demographic group within the major trust types