



2012 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 2012 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 to 6 of this report, the findings of the questionnaire have been summarised and presented in the form of 28 Key Findings.

These sections of the report have been structured around the four pledges to staff in the NHS Constitution which was published in January 2009 (<http://www.dh.gov.uk/nhsconstitution>) plus two additional themes:

- Staff Pledge 1: To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- Staff Pledge 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- Staff Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety.
- Staff Pledge 4: To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.
- Additional theme: Staff satisfaction
- Additional theme: Equality and diversity

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

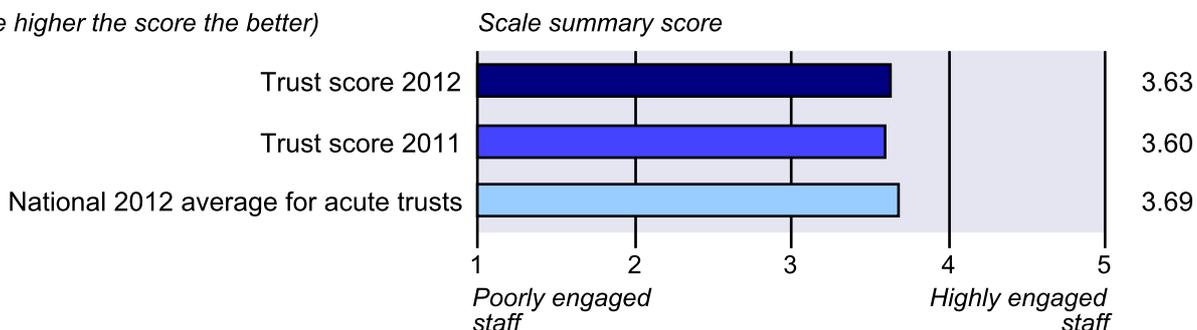
Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

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 3.63 was **below (worse than) average** 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 22, 24 and 25. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 22); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 24); and the extent to which they feel motivated and engaged with their work (Key Finding 25).

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 change since the 2011 survey.

	Change since 2011 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	• No change	! Below (worse than) average
KF22. 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>	• No change	• Average
KF24. 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>	• No change	! Lowest (worst) 20%
KF25. 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>	• No change	• 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 2012 Key Findings for Heart of England NHS Foundation Trust

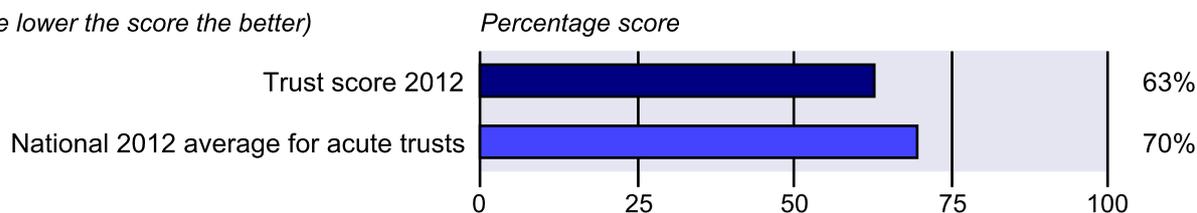
3.1 Top and Bottom Ranking Scores

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

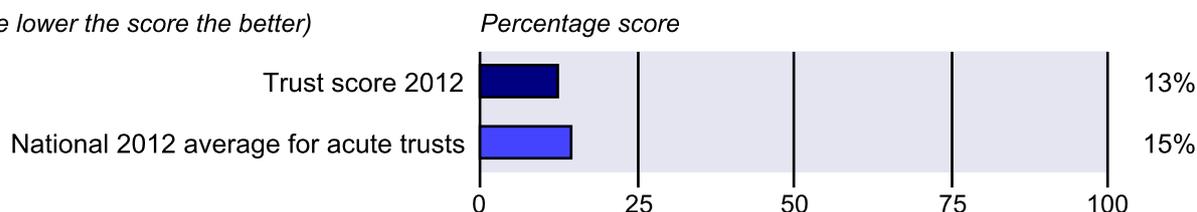
✓ KF5. Percentage of staff working extra hours

(the lower the score the better)



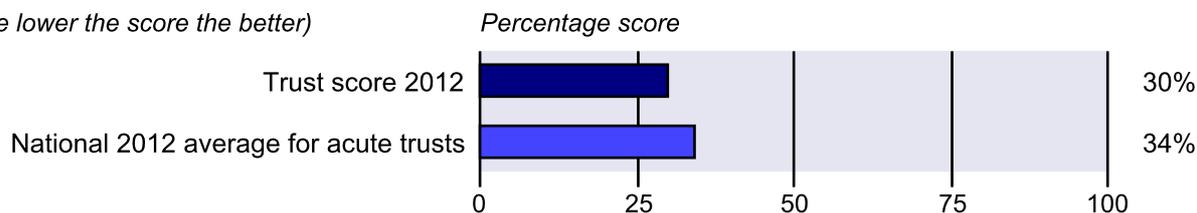
✓ KF16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



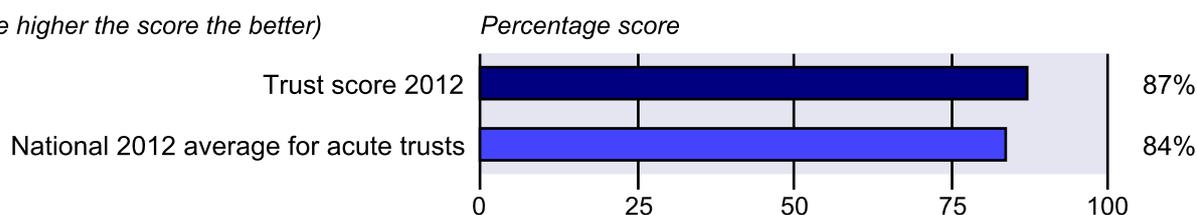
✓ KF13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



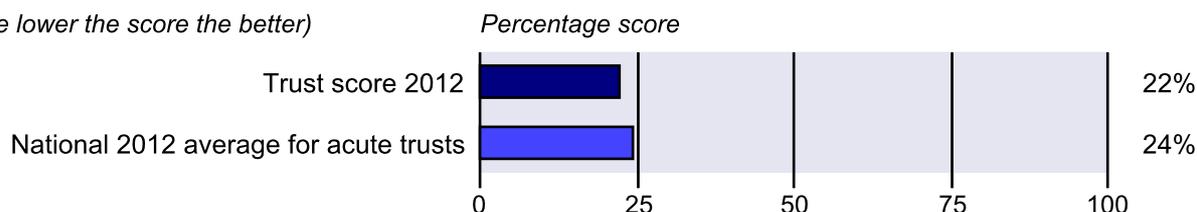
✓ KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



✓ KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



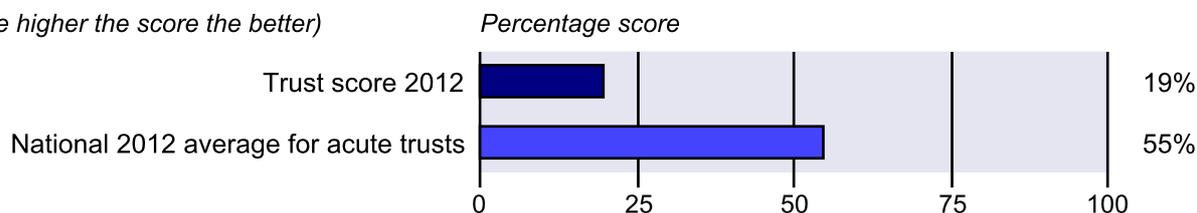
For each of the 28 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 142 (the bottom ranking score). Heart of England NHS Foundation Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest 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

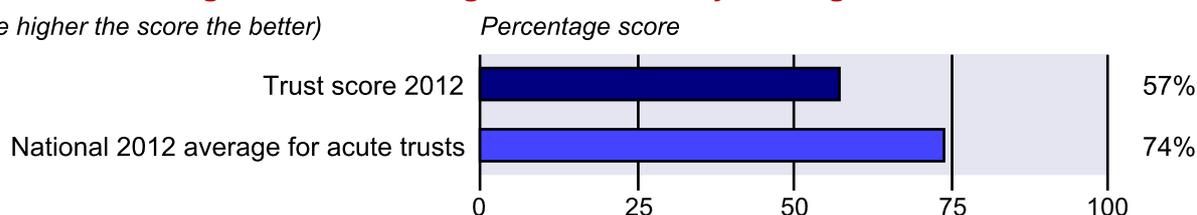
! KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



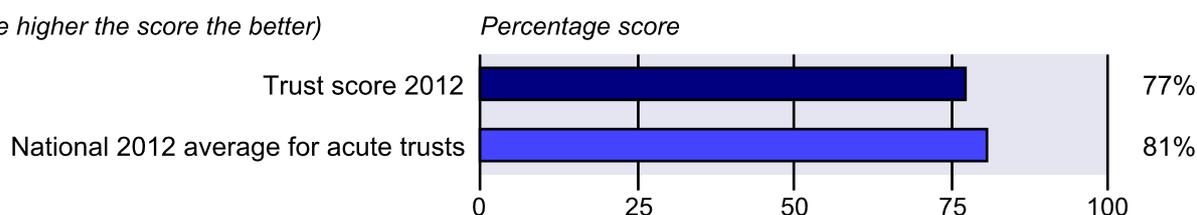
! KF10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



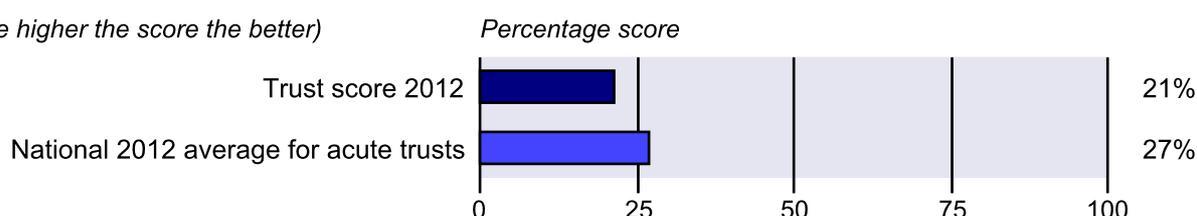
! KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



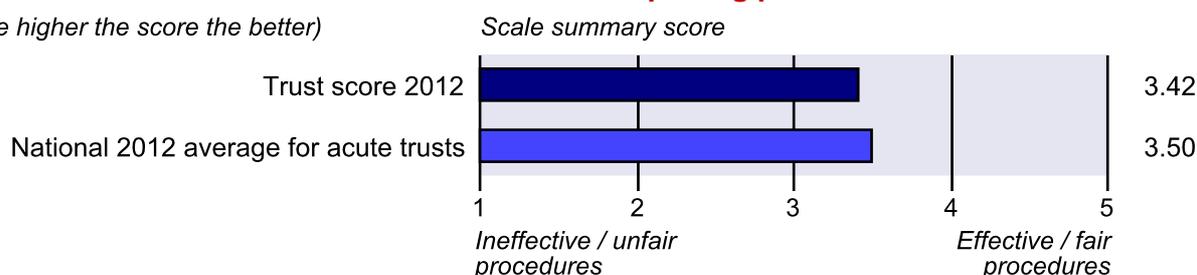
! KF21. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



! KF15. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)



For each of the 28 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 142 (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 142. Further details about this can be found in the document *Making sense of your staff survey data*.

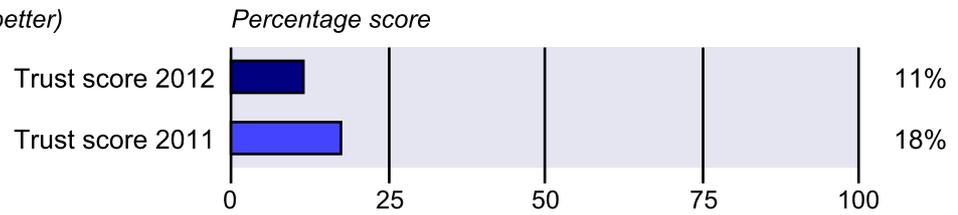
3.2 Largest Local Changes since the 2011 Survey

This page highlights the Key Finding that has improved at Heart of England NHS Foundation Trust since the 2011 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

✓ KF28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)

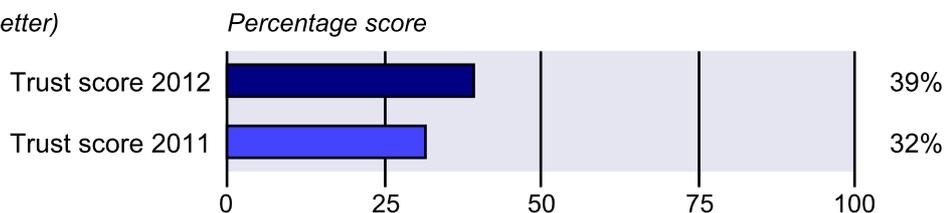


This page highlights the three Key Findings where staff experiences have deteriorated since the 2011 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED

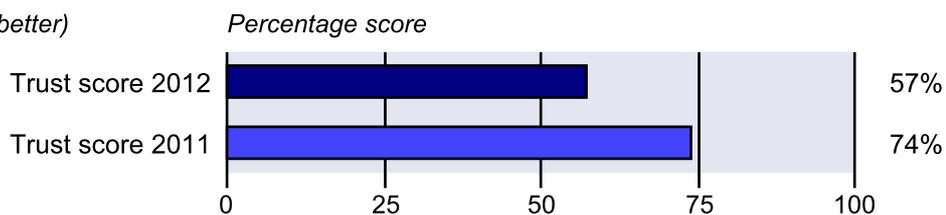
! KF11. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)



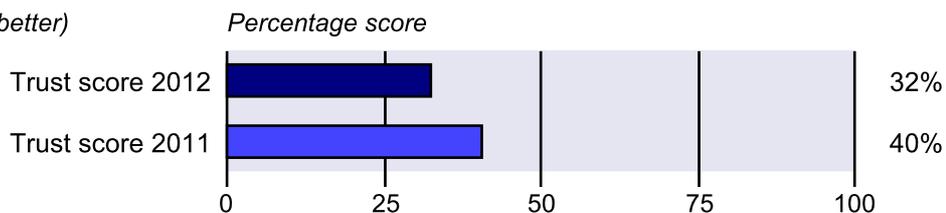
! KF10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



! KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



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

KEY

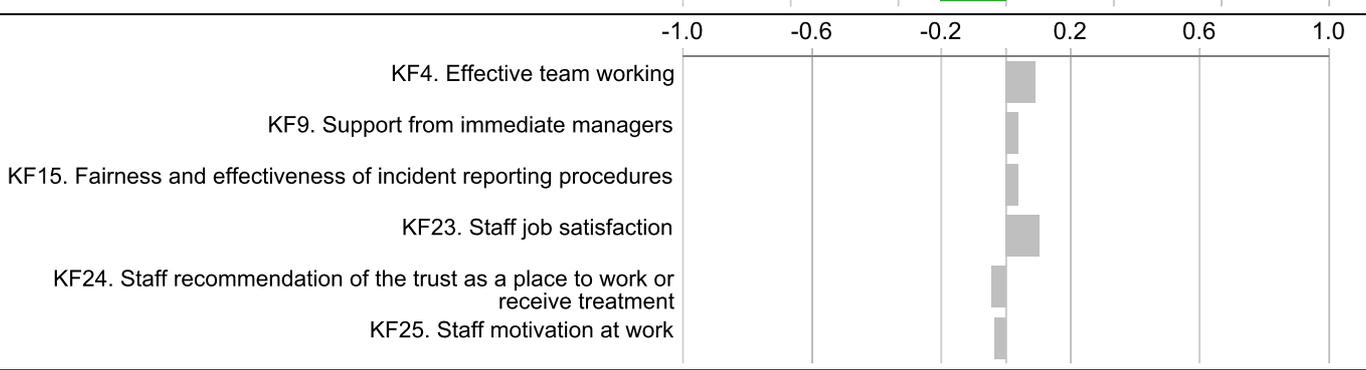
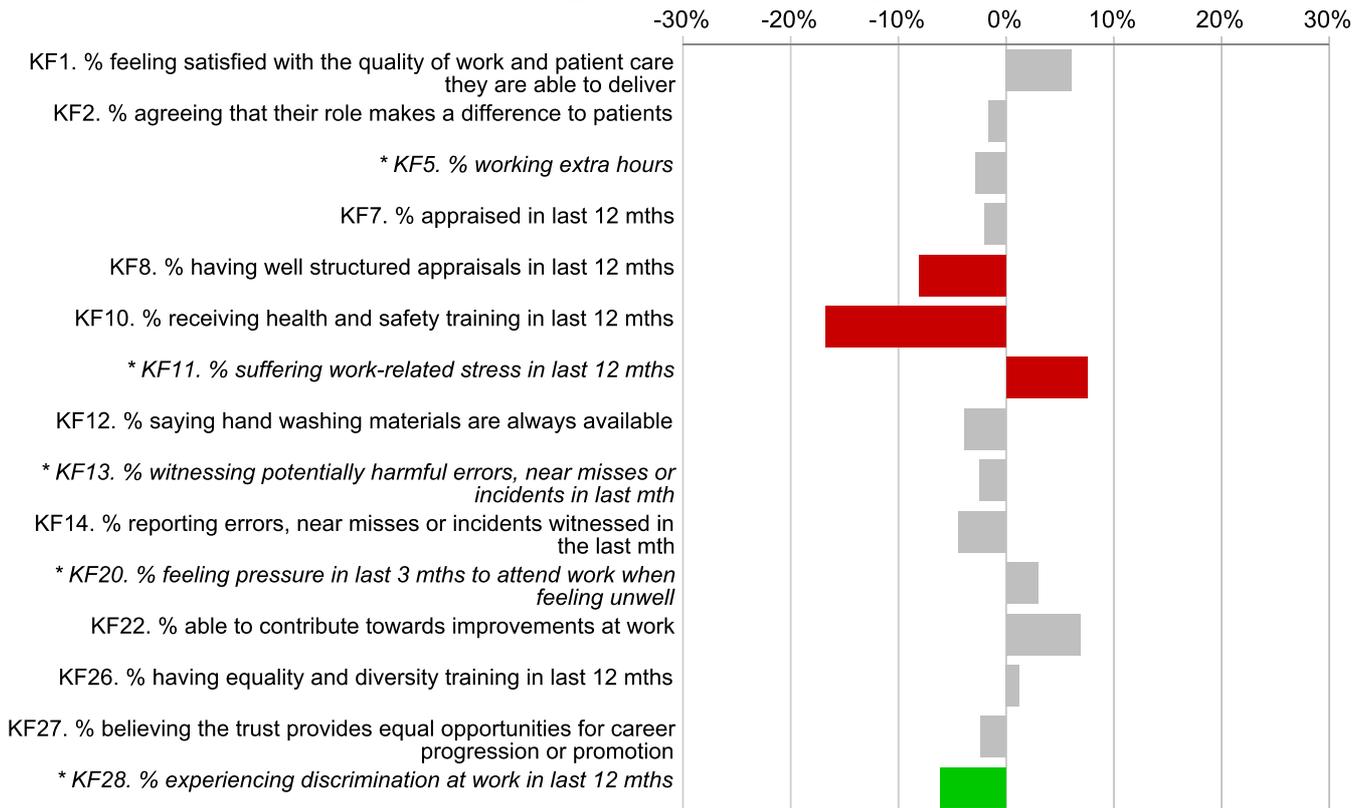
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2011 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2011 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2011 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 2011 survey



3.3. 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, e.g. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

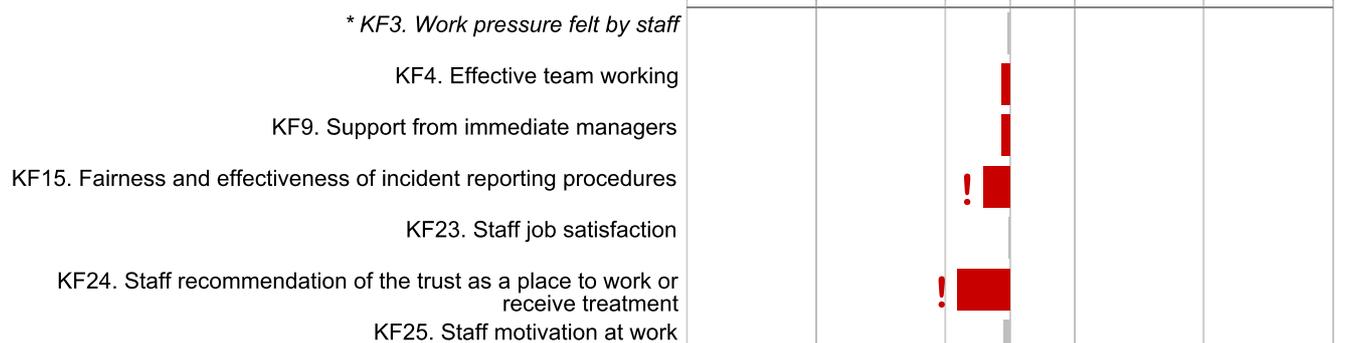
For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Comparison with all acute trusts in 2012

-30% -20% -10% 0% 10% 20% 30%



-1.0 -0.6 -0.2 0.2 0.6 1.0



3.4. 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 2011.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2011.

'Change since 2011 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2011 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2011 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 2011 survey	Ranking, compared with all acute trusts in 2012
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	• No change	• Average
KF2. % agreeing that their role makes a difference to patients	• No change	• Average
* <i>KF3. Work pressure felt by staff</i>	--	• Average
KF4. Effective team working	• No change	! Below (worse than) average
* <i>KF5. % working extra hours</i>	• No change	✓ Lowest (best) 20%
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.		
KF6. % receiving job-relevant training, learning or development in last 12 mths	--	! Lowest (worst) 20%
KF7. % appraised in last 12 mths	• No change	✓ Above (better than) average
KF8. % having well structured appraisals in last 12 mths	! Decrease (worse than 11)	! Below (worse than) average
KF9. Support from immediate managers	• No change	! Below (worse than) average
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Occupational health and safety		
KF10. % receiving health and safety training in last 12 mths	! Decrease (worse than 11)	! Lowest (worst) 20%
* <i>KF11. % suffering work-related stress in last 12 mths</i>	! Increase (worse than 11)	! Above (worse than) average
Infection control and hygiene		
KF12. % saying hand washing materials are always available	• No change	! Below (worse than) average
Errors and incidents		
* <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	✓ Lowest (best) 20%
KF14. % reporting errors, near misses or incidents witnessed in the last mth	• No change	• Average
KF15. Fairness and effectiveness of incident reporting procedures	• No change	! Lowest (worst) 20%

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

	Change since 2011 survey	Ranking, compared with all acute trusts in 2012
Violence and harassment		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	--	✓ Lowest (best) 20%
* KF17. % experiencing physical violence from staff in last 12 mths	--	• Average
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	--	✓ Below (better than) average
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	--	✓ Below (better than) average
Health and well-being		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	• No change	! Above (worse than) average
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF21. % reporting good communication between senior management and staff	--	! Lowest (worst) 20%
KF22. % able to contribute towards improvements at work	• No change	• Average
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	• No change	• Average
KF24. Staff recommendation of the trust as a place to work or receive treatment	• No change	! Lowest (worst) 20%
KF25. Staff motivation at work	• No change	• Average
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	• No change	! Lowest (worst) 20%
KF27. % believing the trust provides equal opportunities for career progression or promotion	• No change	! Below (worse than) average
* KF28. % experiencing discrimination at work in last 12 mths	✓ Decrease (better than 11)	• Average

4. Key Findings for Heart of England NHS Foundation Trust

361 staff at Heart of England NHS Foundation Trust took part in this survey. This is a response rate of 43%¹ which is in the lowest 20% of acute trusts in England, and compares with a response rate of 45% in this trust in the 2011 survey.

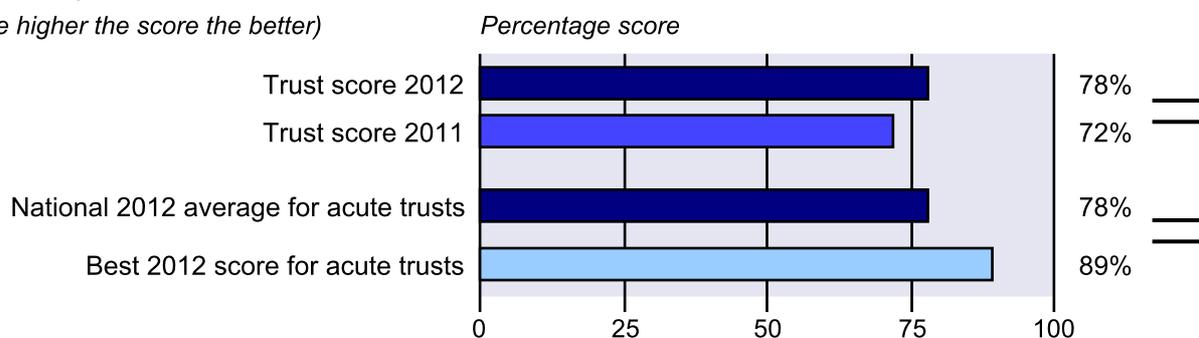
This section presents each of the 28 Key Findings, using data from the trust's 2012 survey, and compares these to other acute trusts in England and to the trust's performance in the 2011 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the two additional themes of staff satisfaction and equality and diversity.

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 2011). **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 2011). An equals sign indicates that there has been no change.

STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.

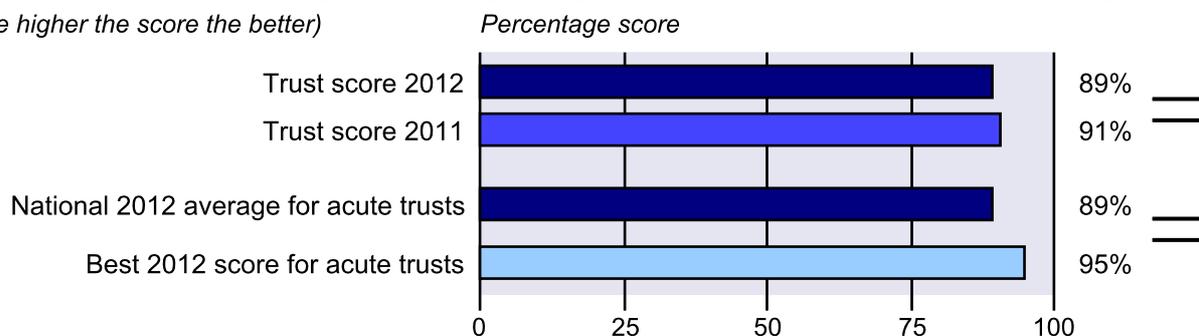
KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



KEY FINDING 2. Percentage of staff agreeing that their role makes a difference to patients

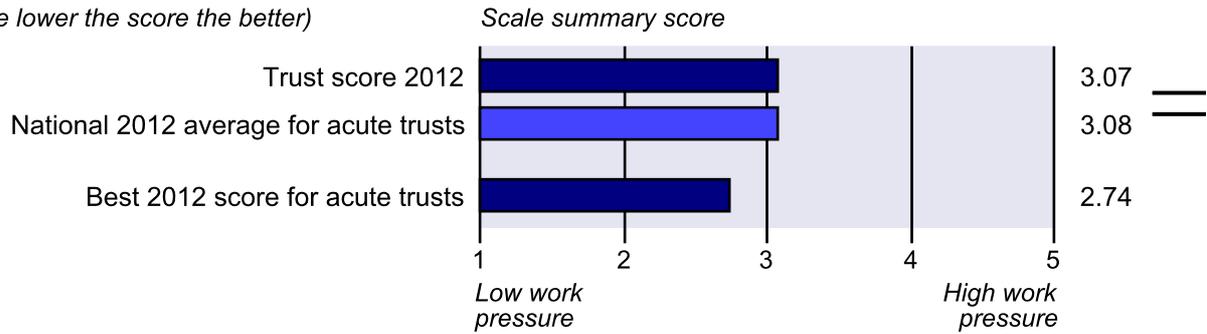
(the higher the score the better)



¹At the time of sampling, 9774 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 839 staff. 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.

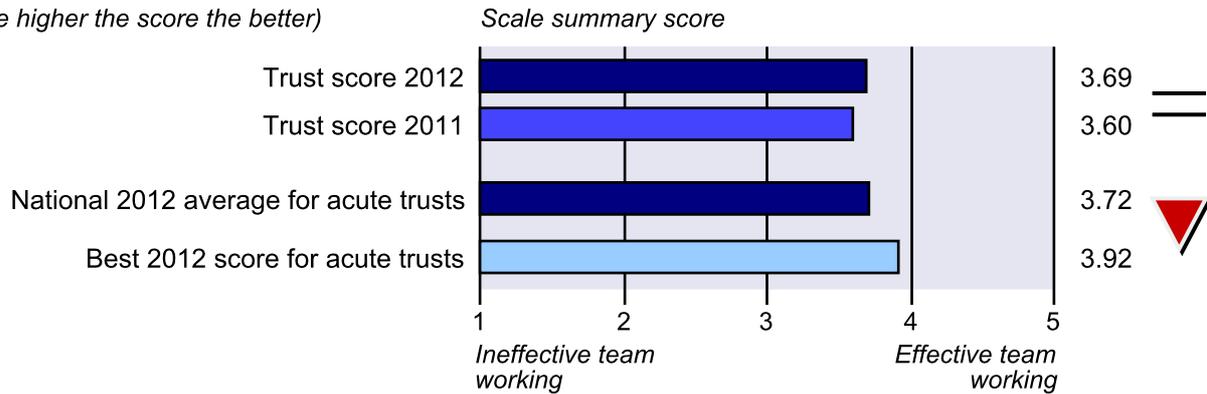
KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



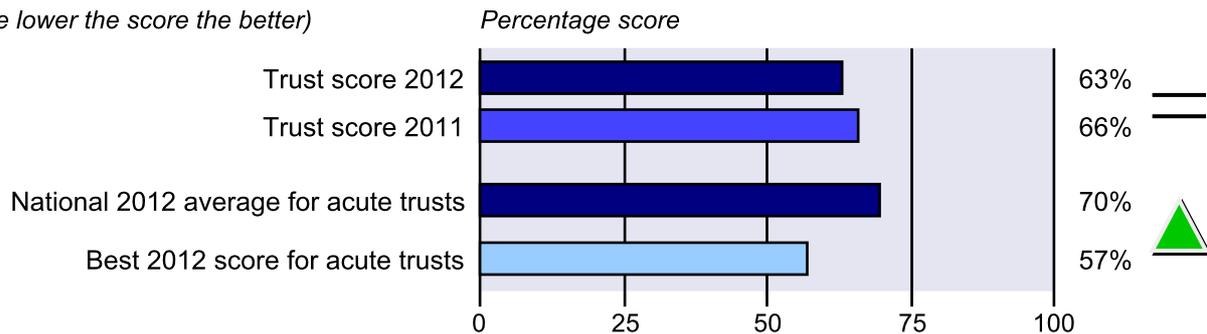
KEY FINDING 4. Effective team working

(the higher the score the better)



KEY FINDING 5. Percentage of staff working extra hours

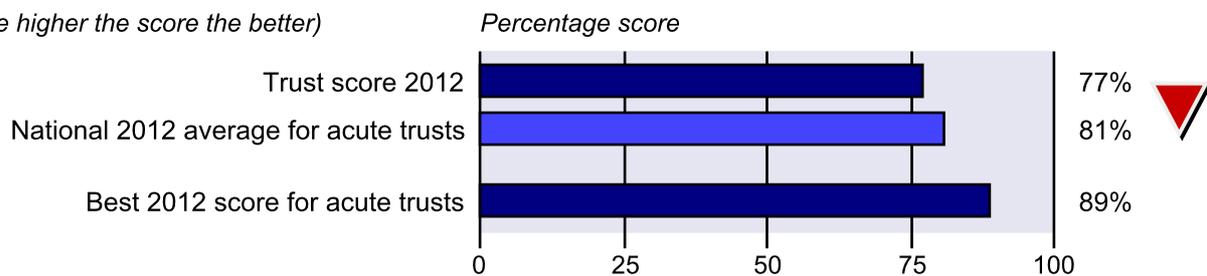
(the lower the score the better)



STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.

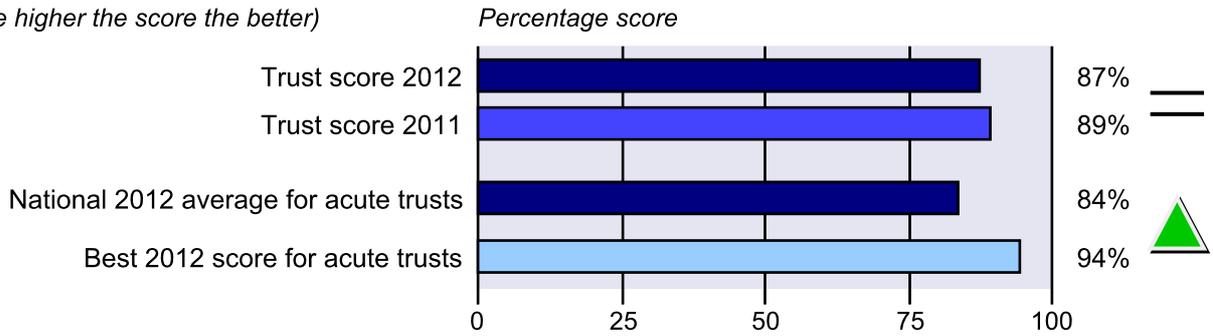
KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



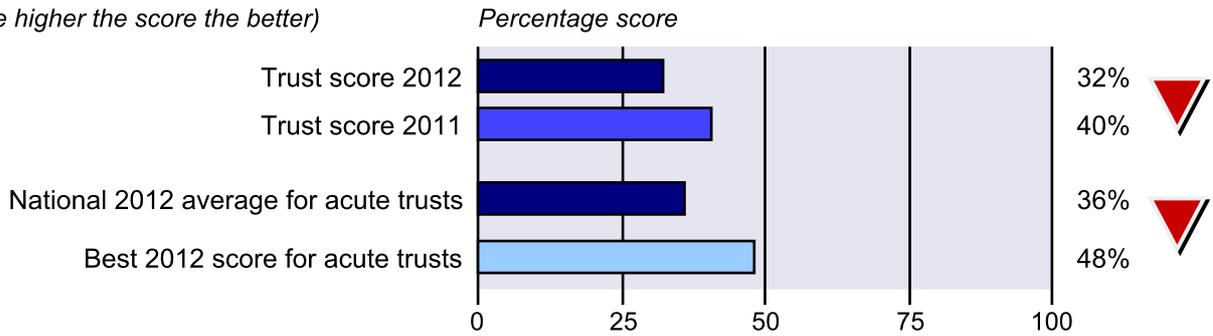
KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



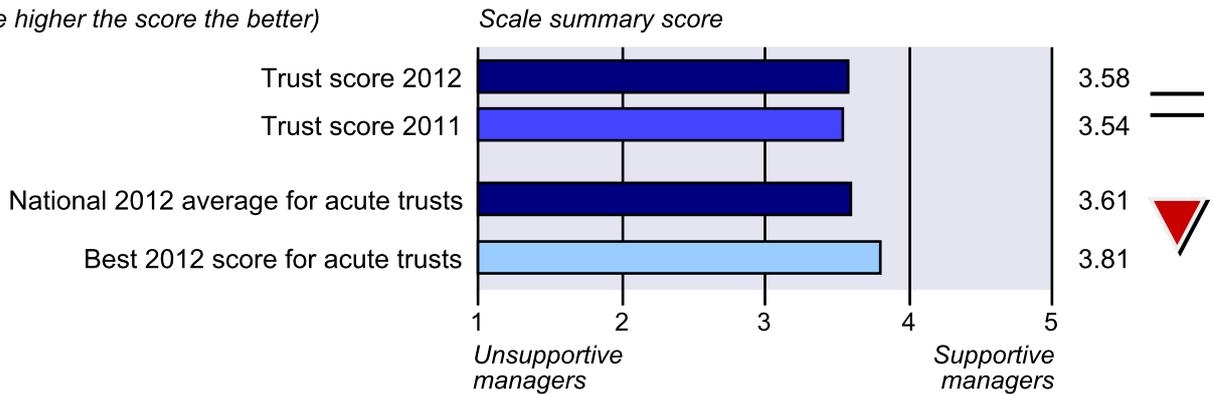
KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



KEY FINDING 9. Support from immediate managers

(the higher the score the better)

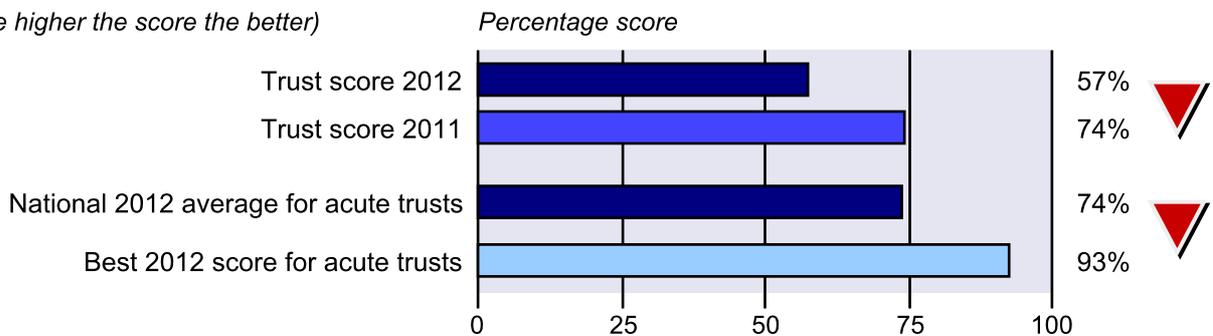


STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Occupational health and safety

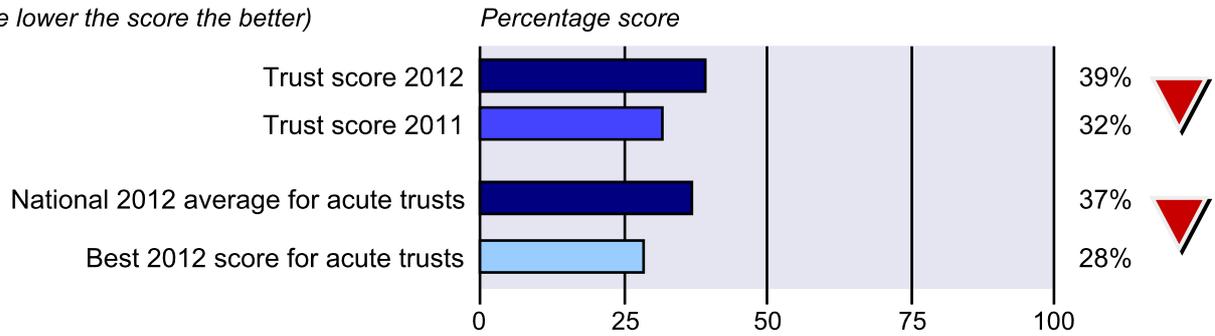
KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



KEY FINDING 11. Percentage of staff suffering work-related stress in last 12 months

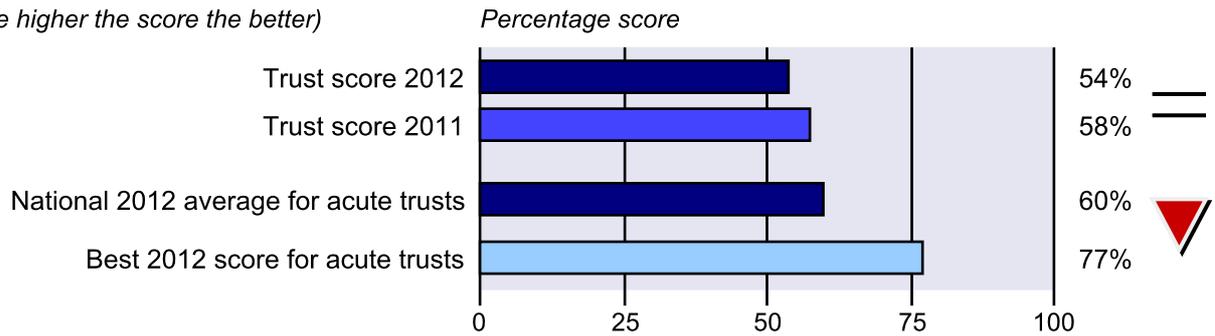
(the lower the score the better)



Infection control and hygiene

KEY FINDING 12. Percentage of staff saying hand washing materials are always available

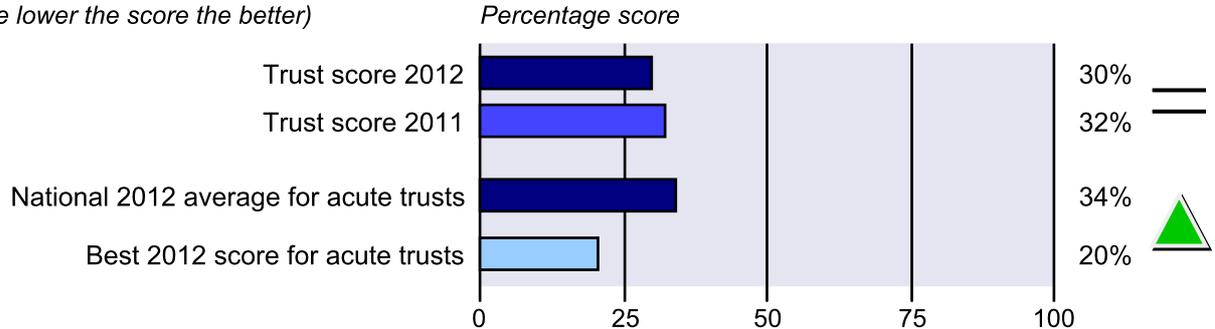
(the higher the score the better)



Errors and incidents

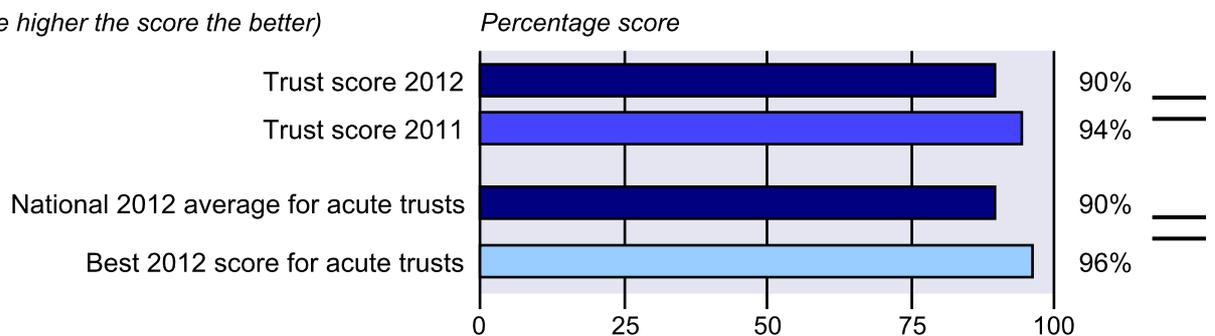
KEY FINDING 13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



KEY FINDING 14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

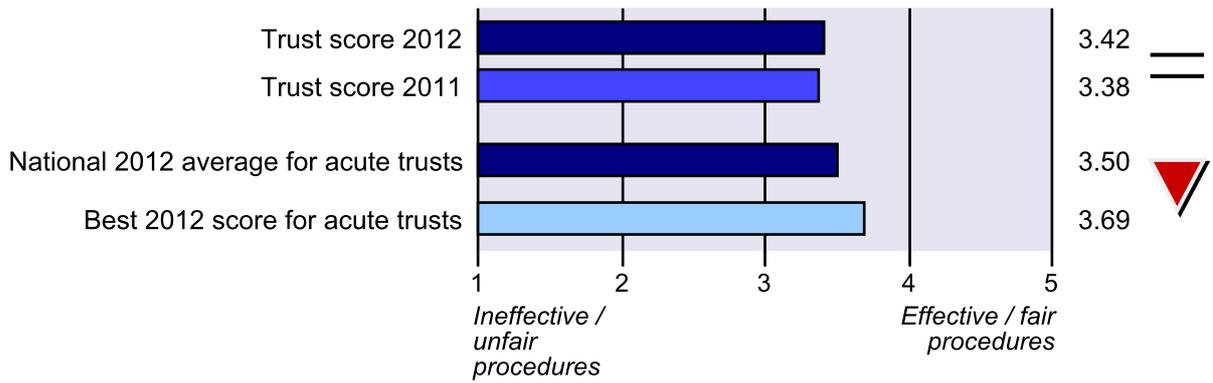
(the higher the score the better)



KEY FINDING 15. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)

Scale summary score

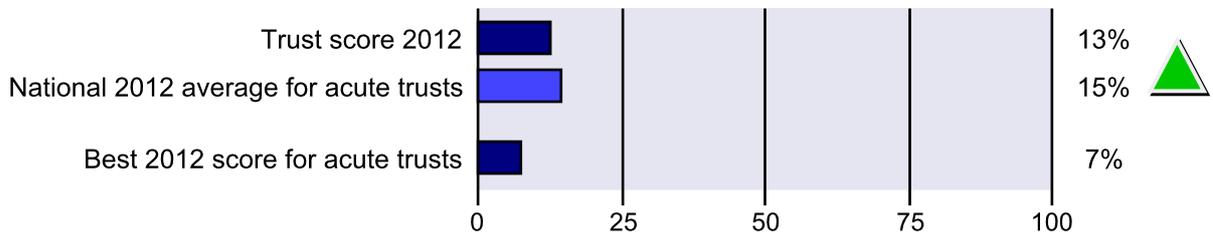


Violence and harassment

KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)

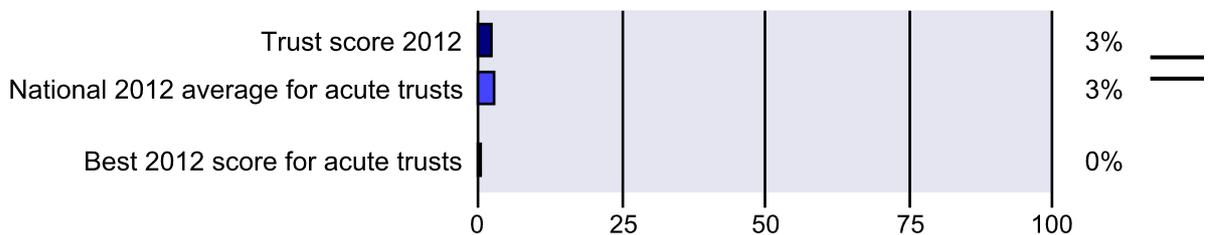
Percentage score



KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)

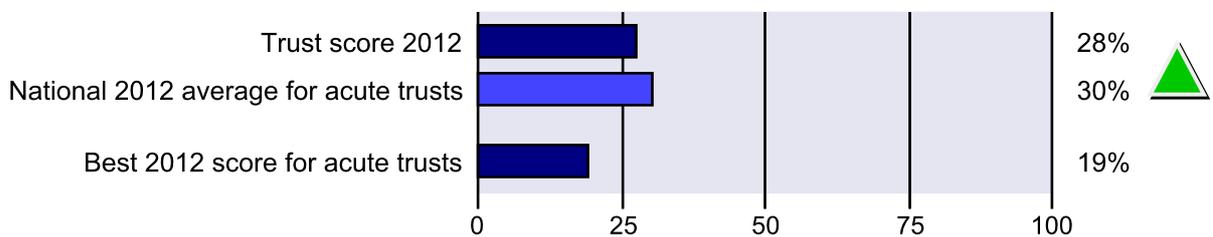
Percentage score



KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)

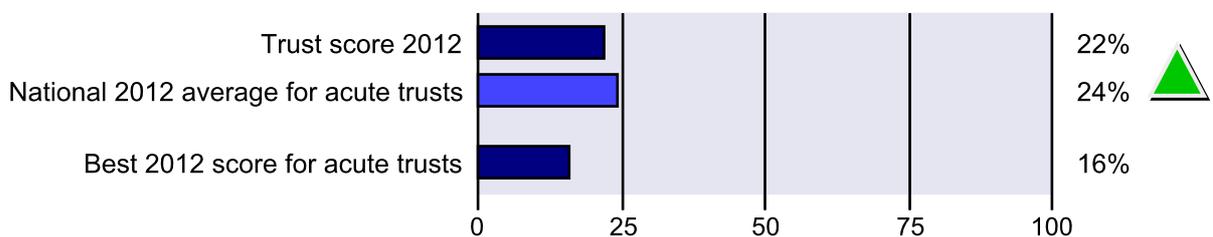
Percentage score



KEY FINDING 19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)

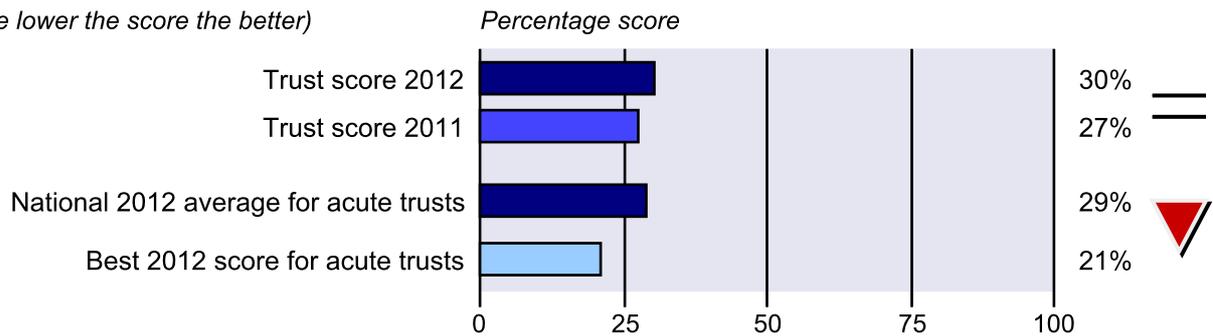
Percentage score



Health and well-being

KEY FINDING 20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

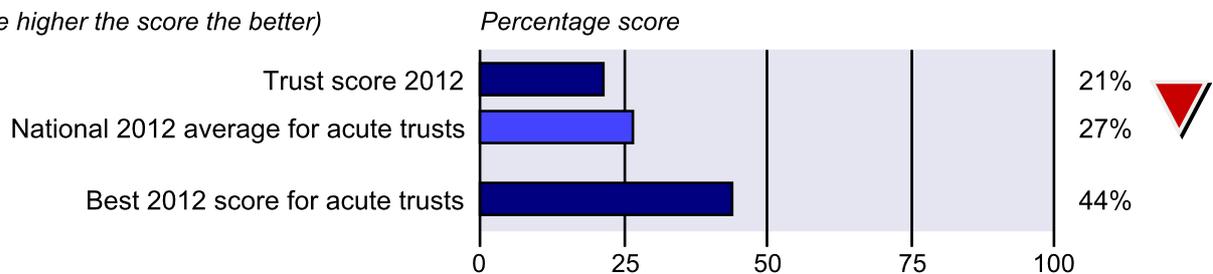
(the lower the score the better)



STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.

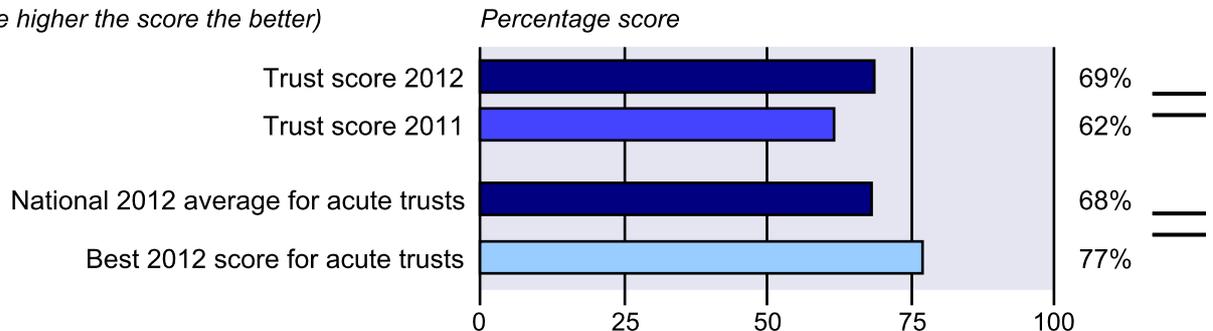
KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 22. Percentage of staff able to contribute towards improvements at work

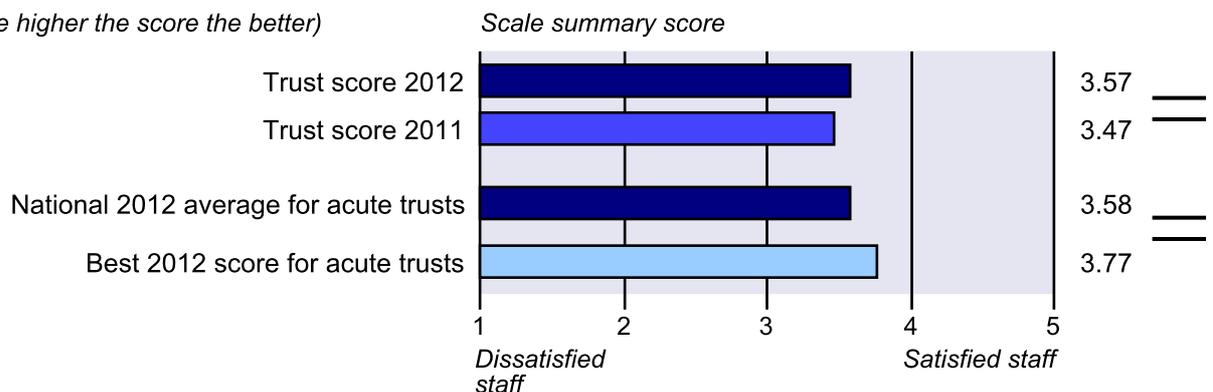
(the higher the score the better)



ADDITIONAL THEME: Staff satisfaction

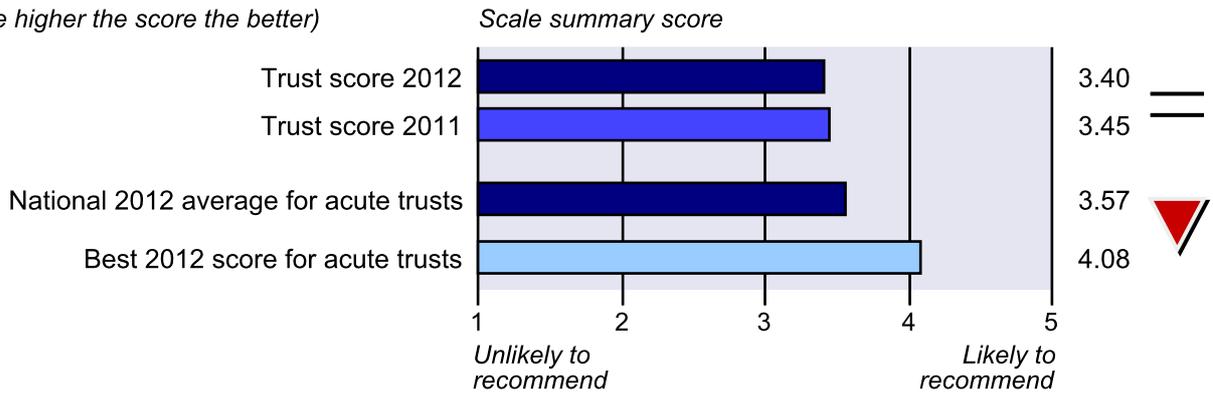
KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



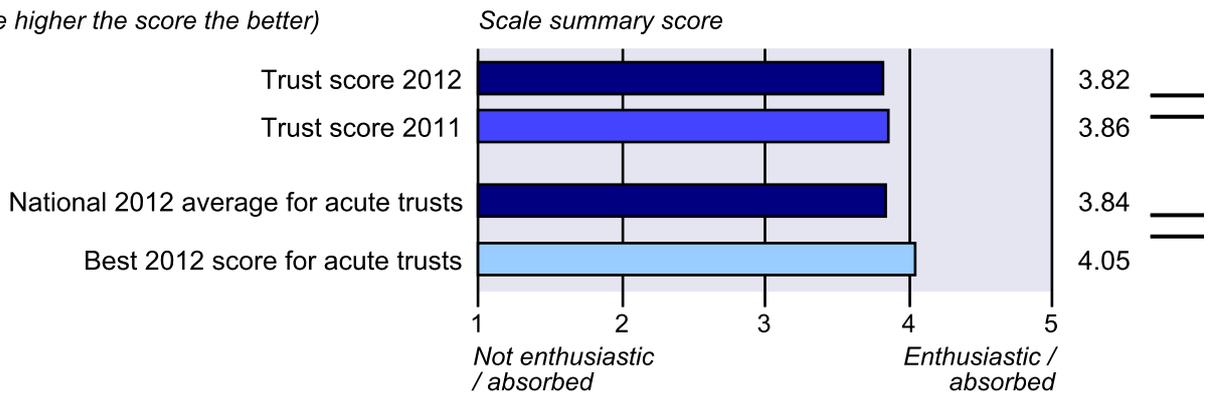
KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



KEY FINDING 25. Staff motivation at work

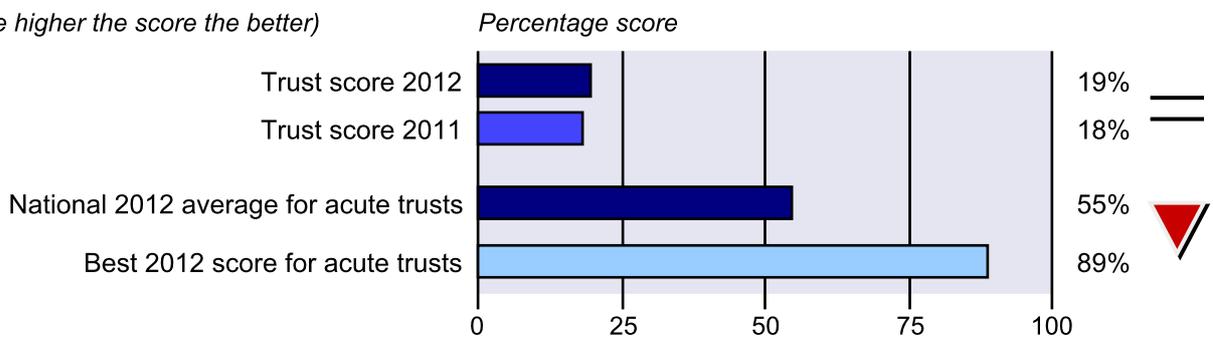
(the higher the score the better)



ADDITIONAL THEME: Equality and diversity

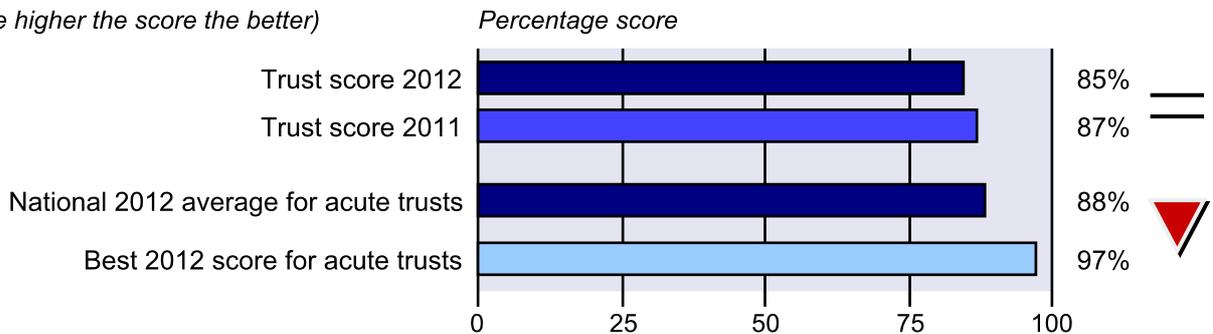
KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



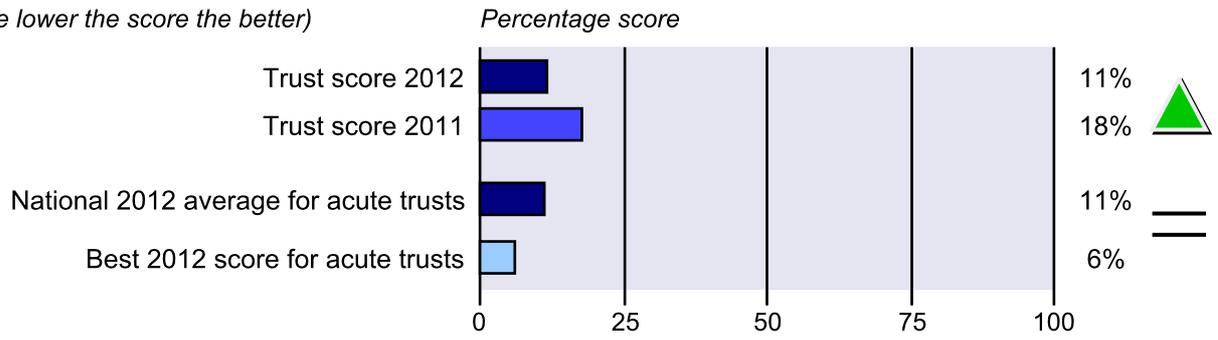
KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



KEY FINDING 28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



5. Key Findings by work group characteristics

Tables 5.1 to 5.4 show the Key Findings at Heart of England NHS Foundation Trust broken down by work group characteristics: occupational groups, directorates, additional departments 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 5.1 to 5.4, 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 'KF8. % having well structured appraisals in 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 well structured 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 well structured 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 5.1: Key Findings for different occupational groups

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Other Allied Health Professionals	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.									
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	75	76	90	80	-	50	87	79	78
KF2. % agreeing that their role makes a difference to patients	93	95	100	100	-	92	80	84	75
* KF3. <i>Work pressure felt by staff</i>	3.27	3.33	3.00	3.14	2.88	3.07	2.91	2.82	2.73
KF4. Effective team working	3.67	4.06	3.79	3.74	3.73	3.55	3.49	3.87	3.50
* KF5. <i>% working extra hours</i>	79	74	30	79	91	42	49	38	40
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.									
KF6. % receiving job-relevant training, learning or development in last 12 mths	87	91	80	86	-	77	55	72	73
KF7. % appraised in last 12 mths	81	91	89	94	100	85	89	96	87
KF8. % having well structured appraisals in last 12 mths	31	27	37	36	55	31	28	44	37
KF9. Support from immediate managers	3.48	3.86	3.65	3.58	3.80	3.62	3.46	4.00	3.46
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.									
Occupational health and safety									
KF10. % receiving health and safety training in last 12 mths	45	74	45	51	64	79	46	38	86
* KF11. <i>% suffering work-related stress in last 12 mths</i>	36	43	50	36	64	62	42	35	14
Infection control and hygiene									
KF12. % saying hand washing materials are always available	61	65	80	55	45	50	43	44	60
Errors and incidents									
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	43	50	30	56	27	21	12	4	10
KF14. % reporting errors, near misses or incidents witnessed in the last mth	90	91	-	89	-	-	-	-	-
KF15. Fairness and effectiveness of incident reporting procedures	3.40	3.64	3.50	3.57	3.16	3.56	3.22	3.41	3.47
Number of respondents	69	23	20	35	11	14	68	26	30

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Occupational Therapy, Physiotherapy, Radiography, General Management, Public Health / Health Improvement and Commissioning Staff.

Table 5.1: Key Findings for different occupational groups (cont)

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Other Allied Health Professionals	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Violence and harassment									
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	23	4	40	0	0	21	0	0	10
* KF17. % experiencing physical violence from staff in last 12 mths	6	0	10	0	0	8	0	4	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	37	55	30	40	18	7	25	0	13
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	26	18	25	23	36	23	18	15	17
Health and well-being									
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	35	38	50	19	-	42	32	4	23
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.									
KF21. % reporting good communication between senior management and staff	17	27	40	21	18	21	16	35	23
KF22. % able to contribute towards improvements at work	75	83	85	76	73	71	50	88	47
ADDITIONAL THEME: Staff satisfaction									
KF23. Staff job satisfaction	3.52	3.82	3.89	3.50	3.51	3.49	3.45	3.92	3.65
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.20	3.24	3.58	3.46	3.03	3.36	3.51	3.72	3.74
KF25. Staff motivation at work	3.87	4.04	4.33	3.80	3.94	3.43	3.61	3.87	4.00
ADDITIONAL THEME: Equality and diversity									
KF26. % having equality and diversity training in last 12 mths	18	35	28	24	-	31	6	12	8
KF27. % believing the trust provides equal opportunities for career progression or promotion	84	88	88	100	-	-	79	94	80
* KF28. % experiencing discrimination at work in last 12 mths	9	5	20	11	9	21	13	12	7
Overall staff engagement	3.60	3.75	3.96	3.64	3.62	3.44	3.50	3.87	3.67
Number of respondents	69	23	20	35	11	14	68	26	30

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Occupational Therapy, Physiotherapy, Radiography, General Management, Public Health / Health Improvement and Commissioning Staff.

Table 5.2: Key Findings for different directorates

	SOLDIV	CSSDIV	BHHDIV	CDDIV	FACDIV	WCDIV	GHHDIV
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	82	79	78	71	85	79	65
KF2. % agreeing that their role makes a difference to patients	91	88	90	84	79	100	88
* KF3. <i>Work pressure felt by staff</i>	3.00	3.16	3.19	2.88	2.65	3.25	3.69
KF4. Effective team working	3.94	3.50	3.62	3.73	3.61	3.75	3.42
* KF5. <i>% working extra hours</i>	65	68	68	62	43	61	71
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.							
KF6. % receiving job-relevant training, learning or development in last 12 mths	81	76	75	70	79	79	75
KF7. % appraised in last 12 mths	91	89	79	94	86	92	76
KF8. % having well structured appraisals in last 12 mths	31	22	38	37	34	44	29
KF9. Support from immediate managers	3.58	3.45	3.71	3.68	3.55	3.77	3.12
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Occupational health and safety							
KF10. % receiving health and safety training in last 12 mths	63	53	45	45	74	75	35
* KF11. <i>% suffering work-related stress in last 12 mths</i>	38	41	37	45	15	43	73
Infection control and hygiene							
KF12. % saying hand washing materials are always available	59	51	61	33	51	57	50
Errors and incidents							
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	27	35	42	7	11	48	53
KF14. % reporting errors, near misses or incidents witnessed in the last mth	76	96	89	-	-	92	-
KF15. Fairness and effectiveness of incident reporting procedures	3.48	3.33	3.40	3.33	3.47	3.59	3.22
Number of respondents	80	79	67	55	35	28	17

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

Table 5.2: Key Findings for different directorates (cont)

	SOLDIV	CSSTDIV	BHHDIV	CDDIV	FACDIV	WCDIV	GHHDIV
Violence and harassment							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	11	12	15	2	9	0	47
* KF17. % experiencing physical violence from staff in last 12 mths	1	1	6	2	0	0	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	30	32	37	6	11	30	59
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	21	30	20	17	7	29
Health and well-being							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	32	40	28	8	23	22	69
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.							
KF21. % reporting good communication between senior management and staff	18	14	32	25	23	19	24
KF22. % able to contribute towards improvements at work	73	60	73	75	49	89	59
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.66	3.39	3.64	3.61	3.68	3.70	3.05
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.38	3.24	3.53	3.50	3.71	3.31	2.96
KF25. Staff motivation at work	3.85	3.57	3.92	3.80	3.90	4.01	3.73
ADDITIONAL THEME: Equality and diversity							
KF26. % having equality and diversity training in last 12 mths	30	19	14	10	10	29	13
KF27. % believing the trust provides equal opportunities for career progression or promotion	96	75	89	78	75	100	86
* KF28. % experiencing discrimination at work in last 12 mths	6	16	13	11	9	4	24
Overall staff engagement	3.67	3.43	3.74	3.67	3.63	3.74	3.37
Number of respondents	80	79	67	55	35	28	17

Table 5.3: Key Findings for different additional departments

	HHB	GHH	SOL	COMM
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	76	84	78	83
KF2. % agreeing that their role makes a difference to patients	89	90	88	87
* KF3. <i>Work pressure felt by staff</i>	3.09	3.10	2.98	2.89
KF4. Effective team working	3.70	3.54	3.74	3.93
* KF5. <i>% working extra hours</i>	67	55	59	63
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	76	77	79	81
KF7. % appraised in last 12 mths	86	89	88	96
KF8. % having well structured appraisals in last 12 mths	35	32	27	22
KF9. Support from immediate managers	3.64	3.43	3.46	3.67
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	49	65	63	75
* KF11. <i>% suffering work-related stress in last 12 mths</i>	40	47	23	38
Infection control and hygiene				
KF12. % saying hand washing materials are always available	51	50	61	67
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	31	35	15	21
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	100	-	-
KF15. Fairness and effectiveness of incident reporting procedures	3.39	3.37	3.39	3.70
Number of respondents	228	76	33	24

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

Table 5.3: Key Findings for different additional departments (cont)

	BH	GH	SOL	COMM
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	18	21	0
* KF17. % experiencing physical violence from staff in last 12 mths	3	3	0	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	25	33	24	42
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	20	23	26
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	24	43	21	48
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	26	12	9	29
KF22. % able to contribute towards improvements at work	72	63	55	71
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.61	3.44	3.40	3.84
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.43	3.23	3.41	3.69
KF25. Staff motivation at work	3.86	3.63	3.74	3.93
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	15	21	33	29
KF27. % believing the trust provides equal opportunities for career progression or promotion	86	80	84	93
* KF28. % experiencing discrimination at work in last 12 mths	11	14	9	13
Overall staff engagement	3.67	3.46	3.50	3.83
Number of respondents	228	76	33	24

Table 5.4: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	77	84
KF2. % agreeing that their role makes a difference to patients	88	91
* KF3. <i>Work pressure felt by staff</i>	3.11	2.92
KF4. Effective team working	3.67	3.75
* KF5. <i>% working extra hours</i>	64	60
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.		
KF6. % receiving job-relevant training, learning or development in last 12 mths	76	79
KF7. % appraised in last 12 mths	87	91
KF8. % having well structured appraisals in last 12 mths	35	23
KF9. Support from immediate managers	3.57	3.61
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Occupational health and safety		
KF10. % receiving health and safety training in last 12 mths	55	58
* KF11. <i>% suffering work-related stress in last 12 mths</i>	40	38
Infection control and hygiene		
KF12. % saying hand washing materials are always available	53	52
Errors and incidents		
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	30	30
KF14. % reporting errors, near misses or incidents witnessed in the last mth	91	83
KF15. Fairness and effectiveness of incident reporting procedures	3.41	3.38
Number of respondents	277	81

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

Table 5.4: Key Findings for different work groups (cont)

	Full time / part time ^a	
	Full time	Part time
Violence and harassment		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	11	11
* KF17. % experiencing physical violence from staff in last 12 mths	3	1
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	29	24
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	17
Health and well-being		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	30	26
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF21. % reporting good communication between senior management and staff	23	15
KF22. % able to contribute towards improvements at work	68	70
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	3.54	3.66
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.40	3.41
KF25. Staff motivation at work	3.79	3.85
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	18	21
KF27. % believing the trust provides equal opportunities for career progression or promotion	85	84
* KF28. % experiencing discrimination at work in last 12 mths	13	7
Overall staff engagement	3.61	3.66
Number of respondents	277	81

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

6. Key Findings by demographic groups

Tables 6.1 and 6.2 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 6.1 and 6.2, 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 'KF8. % having well structured appraisals in 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 well structured 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 well structured 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 6.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	81	80	79	77
KF2. % agreeing that their role makes a difference to patients	83	92	93	87
* KF3. <i>Work pressure felt by staff</i>	3.00	3.16	3.12	3.04
KF4. Effective team working	3.62	3.63	3.66	3.74
* KF5. <i>% working extra hours</i>	63	60	67	62
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	79	80	73	76
KF7. % appraised in last 12 mths	83	92	87	89
KF8. % having well structured appraisals in last 12 mths	24	56	34	27
KF9. Support from immediate managers	3.54	3.77	3.48	3.59
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	60	55	61	51
* KF11. <i>% suffering work-related stress in last 12 mths</i>	36	35	47	38
Infection control and hygiene				
KF12. % saying hand washing materials are always available	43	52	56	54
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	30	40	39	22
KF14. % reporting errors, near misses or incidents witnessed in the last mth	100	86	86	91
KF15. Fairness and effectiveness of incident reporting procedures	3.41	3.49	3.40	3.38
Number of respondents	43	53	93	169

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	28	17	10	6
* KF17. % experiencing physical violence from staff in last 12 mths	0	0	4	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	30	33	28	25
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	21	26	21
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	38	27	29
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	19	22	22	23
KF22. % able to contribute towards improvements at work	56	81	73	65
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.39	3.76	3.48	3.60
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.28	3.51	3.36	3.43
KF25. Staff motivation at work	3.52	3.74	3.83	3.87
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	35	21	17	14
KF27. % believing the trust provides equal opportunities for career progression or promotion	93	79	86	85
* KF28. % experiencing discrimination at work in last 12 mths	23	17	12	7
Overall staff engagement	3.42	3.70	3.63	3.64
Number of respondents	43	53	93	169

Table 6.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	81	77	84	77	77	86
KF2. % agreeing that their role makes a difference to patients	85	89	82	90	87	96
* KF3. <i>Work pressure felt by staff</i>	2.95	3.12	3.11	3.06	3.09	2.93
KF4. Effective team working	3.40	3.77	3.61	3.72	3.68	3.78
* KF5. <i>% working extra hours</i>	64	63	71	62	65	57
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.						
KF6. % receiving job-relevant training, learning or development in last 12 mths	67	79	72	77	77	79
KF7. % appraised in last 12 mths	86	88	92	86	88	90
KF8. % having well structured appraisals in last 12 mths	28	33	27	34	30	48
KF9. Support from immediate managers	3.38	3.63	3.47	3.61	3.59	3.52
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Occupational health and safety						
KF10. % receiving health and safety training in last 12 mths	55	56	55	56	57	48
* KF11. <i>% suffering work-related stress in last 12 mths</i>	27	42	50	38	42	28
Infection control and hygiene						
KF12. % saying hand washing materials are always available	55	53	52	52	54	46
Errors and incidents						
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	30	31	29	30	30	26
KF14. % reporting errors, near misses or incidents witnessed in the last mth	85	90	94	88	89	93
KF15. Fairness and effectiveness of incident reporting procedures	3.38	3.42	3.31	3.43	3.38	3.55
Number of respondents	67	279	59	287	304	54

Table 6.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Violence and harassment						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	7	13	12	11	9	20
* KF17. % experiencing physical violence from staff in last 12 mths	2	3	4	2	3	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	25	28	32	26	28	25
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	22	21	23	22	25
Health and well-being						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	11	33	29	29	30	26
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.						
KF21. % reporting good communication between senior management and staff	18	23	14	23	20	28
KF22. % able to contribute towards improvements at work	56	72	64	70	69	64
ADDITIONAL THEME: Staff satisfaction						
KF23. Staff job satisfaction	3.36	3.61	3.40	3.60	3.56	3.62
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.44	3.40	3.32	3.41	3.37	3.64
KF25. Staff motivation at work	3.83	3.80	3.75	3.81	3.77	4.02
ADDITIONAL THEME: Equality and diversity						
KF26. % having equality and diversity training in last 12 mths	17	20	15	20	19	17
KF27. % believing the trust provides equal opportunities for career progression or promotion	77	88	76	87	86	77
* KF28. % experiencing discrimination at work in last 12 mths	13	11	22	9	10	20
Overall staff engagement	3.55	3.65	3.54	3.64	3.60	3.77
Number of respondents	67	279	59	287	304	54

7. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 7.1, other work characteristics are shown in table 7.2, and demographic characteristics are shown in table 7.3.

Table 7.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
<i>Nurses, Midwives and Nursing Assistants</i>		
Registered Nurses - Adult / General	69	19%
Registered Nurses - Mental Health	1	0%
Registered Nurses - Learning Disabilities	1	0%
Registered Nurses - Children	4	1%
Midwives	4	1%
Health Visitors	2	1%
Registered Nurses - District / Community	8	2%
Other Registered Nurses	4	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	20	6%
<i>Medical and Dental</i>		
Medical / Dental - Consultant	24	7%
Medical / Dental - In Training	2	1%
Medical / Dental - Other	9	3%
<i>Allied Health Professionals</i>		
Occupational Therapy	7	2%
Physiotherapy	9	3%
Radiography	9	3%
Other qualified Allied Health Professionals	11	3%
Support to Allied Health Professionals	6	2%
<i>Scientific and Technical / Healthcare Scientists</i>		
Pharmacy	4	1%
Other qualified Scientific and Technical / Healthcare Scientists	15	4%
Support to Scientific and Technical / Healthcare Scientists	4	1%
<i>Other groups</i>		
Admin and Clerical	68	19%
Central Functions / Corporate Services	26	7%
Maintenance / Ancillary	30	8%
General Management	10	3%
Other	4	1%
Did not specify	6	

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

Table 7.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	277	77%
Part time	81	23%
Did not specify	3	
<i>Length of time in organisation</i>		
Less than a year	17	5%
Between 1 to 2 years	34	9%
Between 3 to 5 years	61	17%
Between 6 to 10 years	74	21%
Between 11 to 15 years	68	19%
Over 15 years	104	29%
Did not specify	3	

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

Table 7.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	43	12%
Between 31 and 40	53	15%
Between 41 and 50	93	26%
51 and over	169	47%
Did not specify	3	
Gender		
Male	67	19%
Female	279	81%
Did not specify	15	
Ethnic background		
White	304	85%
Black and minority ethnic	54	15%
Did not specify	3	
Disability		
Disabled	59	17%
Not disabled	287	83%
Did not specify	15	

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	43	-	50	43	56	27	71
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	78	[73, 83]	78	74	81	68	89
KF2. % agreeing that their role makes a difference to patients	89	[86, 92]	89	88	92	84	95
* KF3. <i>Work pressure felt by staff</i>	3.07	[2.98, 3.16]	3.08	2.99	3.18	2.74	3.33
KF4. Effective team working	3.69	[3.60, 3.79]	3.72	3.65	3.78	3.44	3.92
* KF5. <i>% working extra hours</i>	63	[58, 68]	70	66	73	57	79
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.							
KF6. % receiving job-relevant training, learning or development in last 12 mths	77	[73, 82]	81	78	83	71	89
KF7. % appraised in last 12 mths	87	[84, 91]	84	78	88	63	94
KF8. % having well structured appraisals in last 12 mths	32	[27, 37]	36	32	41	21	48
KF9. Support from immediate managers	3.58	[3.48, 3.68]	3.61	3.53	3.69	3.26	3.81
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Occupational health and safety							
KF10. % receiving health and safety training in last 12 mths	57	[52, 63]	74	66	81	52	93
* KF11. <i>% suffering work-related stress in last 12 mths</i>	39	[34, 44]	37	34	40	28	46
Infection control and hygiene							
KF12. % saying hand washing materials are always available	54	[48, 59]	60	52	66	37	77
Errors and incidents							
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	30	[25, 35]	34	30	37	20	45
KF14. % reporting errors, near misses or incidents witnessed in the last mth	90	[84, 96]	90	88	93	82	96
KF15. Fairness and effectiveness of incident reporting procedures	3.42	[3.36, 3.48]	3.50	3.43	3.58	3.17	3.69

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
Violence and harassment							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	13	[9, 16]	15	13	17	7	22
* KF17. % experiencing physical violence from staff in last 12 mths	3	[1, 4]	3	2	3	0	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	[23, 32]	30	26	33	19	40
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	[18, 26]	24	22	28	16	38
Health and well-being							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	30	[25, 35]	29	26	32	21	40
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.							
KF21. % reporting good communication between senior management and staff	21	[17, 26]	27	22	31	8	44
KF22. % able to contribute towards improvements at work	69	[64, 74]	68	64	70	58	77
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.57	[3.49, 3.65]	3.58	3.51	3.64	3.33	3.77
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.40	[3.30, 3.51]	3.57	3.41	3.73	2.90	4.08
KF25. Staff motivation at work	3.82	[3.73, 3.91]	3.84	3.76	3.90	3.62	4.05
ADDITIONAL THEME: Equality and diversity							
KF26. % having equality and diversity training in last 12 mths	19	[15, 24]	55	44	69	19	89
KF27. % believing the trust provides equal opportunities for career progression or promotion	85	[80, 89]	88	85	91	70	97
* KF28. % experiencing discrimination at work in last 12 mths	11	[8, 15]	11	9	15	6	24

Appendix 2

Changes to the Key Findings since the 2010 and 2011 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 A2.1 or 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 2011 and 2010 have been re-calculated and re-weighted using the 2012 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 2011 survey

	Heart of England NHS Foundation Trust			
	2012 score	2011 score	Change	Statistically significant?
Response rate	43	45	-2	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	78	72	6	No
KF2. % agreeing that their role makes a difference to patients	89	91	-2	No
* KF3. <i>Work pressure felt by staff</i>	3.07	-	-	--
KF4. Effective team working	3.69	3.60	0.09	No
* KF5. <i>% working extra hours</i>	63	66	-3	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	77	-	-	--
KF7. % appraised in last 12 mths	87	89	-2	No
KF8. % having well structured appraisals in last 12 mths	32	40	-8	Yes
KF9. Support from immediate managers	3.58	3.54	0.04	No
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	57	74	-17	Yes
* KF11. <i>% suffering work-related stress in last 12 mths</i>	39	32	8	Yes
Infection control and hygiene				
KF12. % saying hand washing materials are always available	54	58	-4	No
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	30	32	-3	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	90	94	-4	No
KF15. Fairness and effectiveness of incident reporting procedures	3.42	3.38	0.04	No

Table A2.1: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2011 survey (cont)

	Heart of England NHS Foundation Trust			
	2012 score	2011 score	Change	Statistically significant?
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	13	-	-	--
* KF17. % experiencing physical violence from staff in last 12 mths	3	-	-	--
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	-	-	--
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	-	-	--
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	30	27	3	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	21	-	-	--
KF22. % able to contribute towards improvements at work	69	62	7	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.57	3.47	0.10	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.40	3.45	-0.05	No
KF25. Staff motivation at work	3.82	3.86	-0.04	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	19	18	1	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	85	87	-2	No
* KF28. % experiencing discrimination at work in last 12 mths	11	18	-6	Yes

Table A2.2: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2010 survey

	Heart of England NHS Foundation Trust			
	2012 score	2010 score	Change	Statistically significant?
Response rate	43	41	2	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	78	77	1	No
KF2. % agreeing that their role makes a difference to patients	89	91	-2	No
* KF3. <i>Work pressure felt by staff</i>	3.07	-	-	--
KF4. Effective team working	3.69	3.60	0.09	No
* KF5. <i>% working extra hours</i>	63	70	-7	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	77	-	-	--
KF7. % appraised in last 12 mths	87	92	-5	Yes
KF8. % having well structured appraisals in last 12 mths	32	36	-4	No
KF9. Support from immediate managers	3.58	3.60	-0.02	No
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	57	72	-15	Yes
* KF11. <i>% suffering work-related stress in last 12 mths</i>	39	29	10	Yes
Infection control and hygiene				
KF12. % saying hand washing materials are always available	54	60	-6	No
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	30	33	-3	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	90	97	-7	Yes
KF15. Fairness and effectiveness of incident reporting procedures	3.42	3.27	0.15	Yes

Table A2.2: Changes in the Key Findings for Heart of England NHS Foundation Trust since 2010 survey (cont)

	Heart of England NHS Foundation Trust			
	2012 score	2010 score	Change	Statistically significant?
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	13	-	-	--
* KF17. % experiencing physical violence from staff in last 12 mths	3	-	-	--
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	-	-	--
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	-	-	--
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	30	28	2	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	21	-	-	--
KF22. % able to contribute towards improvements at work	69	62	7	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.57	3.46	0.11	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.40	3.35	0.06	No
KF25. Staff motivation at work	3.82	3.75	0.07	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	19	20	0	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	85	83	1	No
* KF28. % experiencing discrimination at work in last 12 mths	11	16	-5	No

Appendix 3

Data tables: 2012 Key Findings and the responses to all survey questions

For each of the 28 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 2012 survey response, the average (median) 2012 response for acute trusts, and your trust's 2011 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 28 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 2012 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2011' column in Tables A3.1 or A3.2. This is because of changes to the format of survey questions or the calculation of the Key Findings so comparisons with the 2011 score are not possible.
- 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 2012	Average (median) for acute trusts	Your Trust in 2011
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	79	78	71
KF2. % agreeing that their role makes a difference to patients	Q9b	89	89	91
* KF3. <i>Work pressure felt by staff</i>	Q7e-g	3.07	3.07	-
KF4. Effective team working	Q4a-d	3.69	3.72	3.63
* KF5. <i>% working extra hours</i>	Q25b-c	63	70	67
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	77	81	-
KF7. % appraised in last 12 mths	Q3a	88	84	89
KF8. % having well structured appraisals in last 12 mths	Q3a-d	32	36	41
KF9. Support from immediate managers	Q10a-e	3.58	3.62	3.54
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	Q1a	56	74	73
* KF11. <i>% suffering work-related stress in last 12 mths</i>	Q16	39	37	32
Infection control and hygiene				
KF12. % saying hand washing materials are always available	Q13a-b	53	60	57
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	30	34	33
KF14. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	90	90	95
KF15. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.40	3.50	3.39

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

	Question number(s)	Your Trust in 2012	Average (median) for acute trusts	Your Trust in 2011
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q20a	11	15	-
* KF17. % experiencing physical violence from staff in last 12 mths	Q20b	2	3	-
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q21a	28	30	-
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	22	24	-
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	29	29	28
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	Q11a-d	22	27	-
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	69	68	61
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	Q8a-g	3.57	3.58	3.47
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	3.40	3.57	3.43
KF25. Staff motivation at work	Q5a-c	3.80	3.84	3.84
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	Q1b	19	55	19
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	85	88	86
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	11	11	17

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

		Your Trust in 2012	Average (median) for acute trusts	Your Trust in 2011
Areas of training, learning and development				
% having received training, learning or development in the following areas in the last 12 months:				
Q1a	Health and safety training	56	74	73
Q1b	Equality and diversity training	19	55	19
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	17	36	14
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	52	75	52
Q1e	How to handle confidential information about patients / service users	31	74	28
Q1f	How to deliver a good patient / service user experience	24	46	15
Q1g	Any other job-relevant training, learning or development	60	74	-
Job-relevant training, learning and development				
% who had received training, learning and development in the last 12 months (YES to any part of Q1a-g) agreeing / strongly agreeing that:				
Q2a	It has helped me to do my job more effectively	64	68	65
Q2b	It has helped me stay up-to-date with professional requirements	73	74	67
Q2c	It has helped me to deliver a better patient / service user experience	61	64	-
Appraisals				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	88	84	89
If (YES to Q3a) had received an appraisal or performance development review in the last 12 months:				
Q3b	% saying their appraisal or development review had helped them to improve how they do their job	44	52	57
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	76	76	77
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	61	62	61
Q3e	% saying their appraisal or development review had identified training, learning or development needs	69	71	-
If (YES to Q3a) had received an appraisal or performance development review AND (YES to Q3e) training, learning or development needs identified as part of their appraisal or development review:				
Q3f	% saying their manager supported them to receive training, learning or development	81	86	-
Team-based working				
Q4a	% working in a team	95	96	95
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	76	77	77
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	58	58	54
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	76	79	75
Staff motivation at work				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	52	52	53
Q5b	"I am enthusiastic about my job"	68	68	72
Q5c	"Time passes quickly when I am working"	74	75	75

Job design				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	71	74	71
Q6b	"I always know what my work responsibilities are"	85	87	82
Q6c	"I am trusted to do my job"	92	92	90
Q6d	"I am able to do my job to a standard I am personally pleased with"	80	80	61
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q7a	"There are frequent opportunities for me to show initiative in my role"	66	69	62
Q7b	"I am able to make suggestions to improve the work of my team / department"	75	74	68
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	52	52	48
Q7d	"I am able to make improvements happen in my area of work"	56	54	50
Q7e	"I am unable to meet all the conflicting demands on my time at work"	46	43	45
Q7f	"I have adequate materials, supplies and equipment to do my work"	58	56	55
Q7g	"There are enough staff at this organisation for me to do my job properly"	32	30	31
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	48	48	45
Q8b	"The support I get from my immediate manager"	57	64	58
Q8c	"The freedom I have to choose my own method of working"	67	64	61
Q8d	"The support I get from my work colleagues"	77	78	74
Q8e	"The amount of responsibility I am given"	73	74	71
Q8f	"The opportunities I have to use my skills"	69	71	66
Q8g	"The extent to which my organisation values my work"	39	40	34
Q8h	"My level of pay"	35	37	36
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q9a	"I am satisfied with the quality of care I give to patients / service users"	73	73	87
Q9b	"I feel that my role makes a difference to patients / service users"	82	83	91
Q9c	"I am able to deliver the patient care I aspire to"	53	55	68

Your managers				
% agreeing / strongly agreeing with the following statements:				
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	66	69	67
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	65	67	63
Q10c	"My immediate manager gives me clear feedback on my work"	54	55	53
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	50	50	49
Q10e	"My immediate manager is supportive in a personal crisis"	70	71	67
Q11a	"I know who the senior managers are here"	78	81	71
Q11b	"Communication between senior management and staff is effective"	30	34	25
Q11c	"Senior managers here try to involve staff in important decisions"	23	28	28
Q11d	"Senior managers act on staff feedback"	19	26	31
Q11e	"Senior managers where I work are committed to patient care"	41	49	53
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	58	63	59
Q12b	"My organisation acts on concerns raised by patients / service users"	59	68	-
Q12c	"I would recommend my organisation as a place to work"	53	55	52
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	55	60	55
Availability of hand washing materials				
% saying hot water, soap and paper towels, or alcohol rubs are available for staff:				
Q13a	Always	57	63	64
Q13a	Most of the time	34	29	29
Q13a	Sometimes	5	4	4
Q13a	Never	0	0	0
Q13a	Don't know	3	2	3
% saying hot water, soap and paper towels, or alcohol rubs are available for patients / service users:				
Q13b	Always	51	58	60
Q13b	Most of the time	32	25	25
Q13b	Sometimes	4	3	4
Q13b	Never	0	0	0
Q13b	Don't know	13	13	11
Health and well-being				
% agreeing / strongly agreeing with the following statements:				
Q14a	"In general, my job is good for my health"	40	42	44
Q14b	"My immediate manager takes a positive interest in my health and well-being"	52	53	47
Q14c	"My organisation takes positive action on health and well-being"	40	43	-
Health and well-being				
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties:	69	69	68
(If YES to Q15a): % saying they...				
Q15b	...had felt pressure from their manager to come to work	33	33	32
Q15c	...had felt pressure from their colleagues to come to work	26	25	23
Q15d	...had put themselves under pressure to come to work	93	91	88

		Your Trust in 2012	Average (median) for acute trusts	Your Trust in 2011
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	39	37	33
Witnessing and reporting errors, near misses and incidents				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	18	20	18
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	24	30	24
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	91	94	-
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
% agreeing / strongly agreeing with the following statements:				
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	38	48	39
Q18b	"My organisation encourages us to report errors, near misses or incidents"	79	86	78
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	54	64	58
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	16	13	14
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	55	61	54
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	39	41	34
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	37	41	35
Raising concerns at work				
Q19a	% saying if they were concerned about fraud, malpractice or wrongdoing they would know how to report it	82	89	82
Q19b	% saying they would feel safe in raising their concern	68	72	69
Q19c	% saying they would feel confident that the organisation would address their concern	53	54	48
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...				
Q20a	Never	89	85	-
Q20a	1 to 2 times	8	9	-
Q20a	3 to 5 times	2	3	-
Q20a	6 to 10 times	1	1	-
Q20a	More than 10 times	1	1	-
% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...				
Q20b	Never	98	97	-
Q20b	1 to 2 times	2	2	-
Q20b	3 to 5 times	0	0	-
Q20b	6 to 10 times	0	0	-
Q20b	More than 10 times	0	0	-
Q20c	(If YES to Q20a or YES to Q20b): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	60	69	-

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...

Q21a	Never	72	70	-
Q21a	1 to 2 times	16	18	-
Q21a	3 to 5 times	5	7	-
Q21a	6 to 10 times	2	2	-
Q21a	More than 10 times	4	3	-

% experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months...

Q21b	Never	78	76	-
Q21b	1 to 2 times	14	16	-
Q21b	3 to 5 times	5	5	-
Q21b	6 to 10 times	1	2	-
Q21b	More than 10 times	3	2	-

Q21c (If YES to Q21a or YES to Q21b): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it

Q21c		51	45	-
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Equal opportunities

Q22 % saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age

Q22		85	88	86
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Discrimination

Q23a % saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months

Q23a		5	5	11
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Q23b % saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months

Q23b		8	8	11
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% saying they had experienced discrimination on the grounds of:

Q23c	Ethnic background	3	4	5
Q23c	Gender	2	2	2
Q23c	Religion	1	0	0
Q23c	Sexual orientation	0	0	1
Q23c	Disability	0	1	1
Q23c	Age	3	2	3
Q23c	Other reason(s)	4	4	6

BACKGROUND DETAILS

Gender

Q24a	Male	19	20	18
Q24a	Female	81	80	82

Age group

Q24b	Between 16 and 30	12	14	15
Q24b	Between 31 and 40	15	19	19
Q24b	Between 41 and 50	26	28	24
Q24b	51 and over	47	39	43

Q25a % working part time

Q25a		23	25	20
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Q25b % working additional PAID hours

Q25b		28	32	29
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Q25c % working additional UNPAID hours

Q25c		55	57	57
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		Your Trust in 2012	Average (median) for acute trusts	Your Trust in 2011
Ethnic background				
Q26	White	85	89	80
Q26	Mixed	1	1	2
Q26	Asian / Asian British	10	7	11
Q26	Black / Black British	3	2	5
Q26	Chinese	1	0	1
Q26	Other	1	1	0
Sexuality				
Q27	Heterosexual (straight)	96	93	95
Q27	Gay Man	1	1	1
Q27	Gay Woman (lesbian)	0	1	0
Q27	Bisexual	1	0	0
Q27	Other	0	0	0
Q27	Preferred not to say	3	5	3
Religion				
Q28	No religion	21	26	22
Q28	Christian	69	62	61
Q28	Buddhist	1	0	1
Q28	Hindu	1	2	2
Q28	Jewish	0	0	1
Q28	Muslim	4	2	4
Q28	Sikh	2	0	3
Q28	Other	0	2	4
Q28	Preferred not to say	3	4	2
Disability				
Q29a	% saying they have a long-standing illness, health problem or disability	17	15	16
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	80	71	59
Contact with patients				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	85	87	87
Length of time at the organisation (or its predecessors)				
Q31	Less than 1 year	5	6	9
Q31	1 to 2 years	9	9	13
Q31	3 to 5 years	17	19	16
Q31	6 to 10 years	21	22	22
Q31	11 to 15 years	19	17	16
Q31	More than 15 years	29	27	25

Occupational group		Your Trust in 2012	Average (median) for acute trusts	Your Trust in 2011
Q32	Emergency Care Practitioner	0	0	0
Q32	Paramedic	0	0	0
Q32	Emergency Care Assistant	0	0	0
Q32	Ambulance Technician	0	0	0
Q32	Ambulance Control Staff	0	0	0
Q32	Patient Transport Service	0	0	0
Q32	Registered Nurses and Midwives	26	29	27
Q32	Nursing or Healthcare Assistants	6	8	8
Q32	Medical and Dental	10	8	8
Q32	Allied Health Professionals	12	13	12
Q32	Scientific and Technical / Healthcare Scientists	6	8	5
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	1	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	19	17	21
Q32	Central Functions / Corporate Services	7	5	6
Q32	Maintenance / Ancillary	8	6	8
Q32	General Management	3	2	2
Q32	Other	1	3	2

Appendix 4

Other NHS staff survey 2012 documentation

This report is one of several ways in which we present the results of the 2012 national NHS staff survey:

- 1) A separate summary report of the main 2012 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 2012 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2013.
- 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