






Comparison of 2016 Staff Survey Results by Trust, Division, & Staff Groups

Key:	ACUTE TRUST BEST SCORE 2015	ACUTE TRUST BEST SCORE 2016	ACUTE TRUST AVERAGE 2015	ACUTE TRUST AVERAGE 2016	RUH AVERAGE 2015	RUH AVERAGE 2016
<div></div> = top 20% of acute trusts <div></div> = Above average <div></div> = Average (Median) <div></div> = Below average <div></div> = bottom 20% of acute trusts						
Appraisals & Support for Development						
KF11. % Staff appraised in the last 12 months	95%	95%	86%	87%	88%	90%
KF12. Quality of appraisals	3.39	3.49	3.05	3.11	3.06	3.17
KF13. Quality of non-mandatory training, learning or development	4.18	4.17	4.03	4.05	3.97	3.99
Equality & Diversity						
KF20. % Staff experiencing discrimination at work in last 12 months	5%	5%	10%	11%	10%	11%
KF21. % Staff believing that the organisation provides equal opportunities for career progression and promotion	96%	95%	87%	87%	91%	89%
Errors & Incidents						
KF28. % Staff witnessing potentially harmful errors, near misses or incidents last month	21%	22%	31%	31%	31%	31%
KF29. % Staff reporting errors, near misses or incidents witnessed in the last month	97%	95%	90%	90%	89%	89%
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.92	3.89	3.70	3.72	3.61	3.62
KF31. Staff confidence and security in reporting unsafe clinical practice	3.93	3.88	3.62	3.65	3.57	3.57
Health and Wellbeing						
KF17. % of staff feeling unwell due to work related stress in the last 12 months	24%	25%	36%	35%	35%	35%
KF18. % of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves	46%	47%	59%	56%	60%	59%
KF19. Organisation and management interest in action on health and well-being	3.97	3.93	3.57	3.61	3.58	3.63
Working Patterns						
KF15. % Staff satisfied with the opportunities for flexible working patterns	58%	58%	49%	51%	48%	50%
KF16. % Staff working extra hours	61%	61%	72%	72%	71%	70%
Job Satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.10	4.10	3.76	3.76	3.81	3.83
KF4. Staff motivation at work	4.14	4.07	3.94	3.94	3.92	3.94
KF7. % Staff able to contribute towards improvements at work	79%	77%	69%	70%	69%	70%
KF8. Staff satisfaction with level of responsibility and involvement	4.08	4.06	3.91	3.92	3.92	3.93
KF9. Effective team working	3.96	3.89	3.73	3.75	3.70	3.73
KF14. Staff satisfaction with resourcing and support	3.66	3.67	3.30	3.33	3.22	3.26
Managers						
KF5. Recognition and value of staff by managers and the organisation	3.73	3.67	3.42	3.45	3.45	3.51
KF6. % Staff reporting good communication between senior management and staff	51%	46%	32%	33%	28%	33%
KF10. Support from immediate managers	3.96	3.92	3.69	3.73	3.71	3.77
Patient Care & Experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.29	4.28	3.93	3.96	3.80	3.86
KF3. % Staff agreeing that their role makes a difference to patients/service users	95%	94%	90%	90%	89%	90%
KF32. Effective use of patient/service user feedback	3.97	3.97	3.70	3.72	3.65	3.69

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Key:						
	= top 20% of acute trusts					
	= Above average					
	= Average (Median)					
	= Below average					
	= bottom 20% of acute trusts					
	ACUTE TRUST BEST SCORE 2015	ACUTE TRUST BEST SCORE 2016	ACUTE TRUST AVERAGE 2015	ACUTE TRUST AVERAGE 2016	RUH AVERAGE 2015	RUH AVERAGE 2016
Violence, Harassment & Bullying						
KF22. % Staff experiencing physical violence from patients, relatives or the public ... 12 months	10%	8%	14%	15%	17%	17%
KF23. % Staff experiencing physical violence from staff in the last 12 months	0%	0%	2%	2%	2%	2%
KF24. % Staff/colleagues reporting most recent experience of violence	-	77%	-	67%	65%	62%
KF25. % Staff experiencing harassment, bullying or abuse from patients, relatives or the public ... 12 months	19%	20%	28%	27%	30%	28%
KF26. % Staff experiencing harassment, bullying or abuse from staff in the last 12 months	16%	16%	26%	25%	24%	23%
KF27. % Staff/colleagues reporting most recent experience of harassment, bullying or abuse	-	57%	-	45%	43%	45%
Overall staff engagement						
	4.04	3.97	3.79	3.81	3.80	3.83

Comparison of 2016 Staff Survey Results by Trust, Division & Staff Groups

Unlike the overall Trust results, analysis is only available in the following categories for these groups: Top 20% = ■ and Bottom 20% = ■		Corporate Division	Estates & Facilities Division	Medical Division	Surgical Division	Women and Children's Division
Appraisals & Support for Development						
KF11. % Staff appraised in the last 12 months		84%	84%	92%	90%	93%
KF12. Quality of appraisals		3.22	3.37	3.17	3.08	3.18
KF13. Quality of non-mandatory training, learning or development		3.97	3.91	4.02	3.96	4.04
Equality & Diversity						
KF20. % Staff experiencing discrimination at work in last 12 months		8%	18%	12%	13%	7%
KF21. % Staff believing that the organisation provides equal opportunities for career progression and promotion		88%	80%	92%	86%	93%
Errors & Incidents						
KF28. % Staff witnessing potentially harmful errors, near misses or incidents last month		16%	22%	34%	35%	43%
KF29. % Staff reporting errors, near misses or incidents witnessed in the last month		83%	80%	90%	86%	95%
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents		3.60	3.61	3.59	3.57	3.79
KF31. Staff confidence and security in reporting unsafe clinical practice		3.56	3.43	3.60	3.49	3.72
Health and Wellbeing						
KF17. % of staff feeling unwell due to work related stress in the last 12 months		35%	30%	36%	37%	32%
KF18. % Staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves		47%	50%	63%	67%	58%
KF19. Organisation and management interest in action on health and well-being		3.79	3.66	3.64	3.51	3.60
Working Patterns						
KF15. % Staff satisfied with the opportunities for flexible working patterns		59%	51%	50%	47%	46%
KF16. % Staff working extra hours		67%	58%	72%	71%	79%
Job Satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment		3.96	3.66	3.84	3.75	3.94
KF4. Staff motivation at work		3.87	3.92	3.97	3.89	4.01
KF7. % Staff able to contribute towards improvements at work		74%	58%	72%	67%	74%
KF8. Staff satisfaction with level of responsibility and involvement		3.85	3.83	3.96	3.93	3.98
KF9. Effective team working		3.78	3.51	3.73	3.70	3.83
KF14. Staff satisfaction with resourcing and support		3.44	3.36	3.18	3.24	3.13
Managers						
KF5. Recognition and value of staff by managers and the organisation		3.61	3.49	3.52	3.38	3.56
KF6. % Staff reporting good communication between senior management and staff		42%	33%	29%	30%	36%
KF10. Support from immediate managers		3.87	3.60	3.83	3.66	3.77
Patient Care & Experience						
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver		3.81	3.98	3.84	3.88	3.79
KF3. % Staff agreeing that their role makes a difference to patients/service users		83%	83%	94%	89%	91%
KF32. Effective use of patient/service user feedback		3.81	3.75	3.67	3.67	3.73

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	Violence, Harassment & Bullying					
	KF22. % Staff experiencing physical violence from patients, relatives or the public ... 12 months	5%	8%	27%	22%	9%
	KF23. % Staff experiencing physical violence from staff in the last 12 months	1%	6%	3%	2%	1%
	KF24. % Staff/colleagues reporting most recent experience of violence	83%	57%	65%	55%	67%
	KF25. % Staff experiencing harassment, bullying or abuse from patients, relatives or the public ... 12 months	10%	11%	38%	35%	30%
	KF26. % Staff experiencing harassment, bullying or abuse from staff in the last 12 months	24%	23%	23%	25%	21%
	KF27. % Staff/colleagues reporting most recent experience of harassment, bullying or abuse	48%	50%	44%	38%	59%
Overall staff engagement		3.88	3.70	3.85	3.77	3.91

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<p>Unlike the overall Trust results, analysis is only available in the following categories for these groups: Top 20% = and Bottom 20% = </p>	Adult/General Nurses	Other Registered Nurses	Nursing/Healthcare Assistants	Medical/Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Scientific & Technical	Admin & Clerical	Central Functions/Corporate	Maintenance/Ancillary
Appraisals & Support for Development													
KF11. % Staff appraised in the last 12 months	92%	94%	90%	96%	93%	94%	88%	93%	96%	88%	86%	84%	88%
KF12. Quality of appraisals	3.33	3.15	3.36	2.97	3.35	3.29	2.80	2.98	3.42	3.18	2.90	3.13	3.32
KF13. Quality of non-mandatory training, learning or development	4.14	4.12	3.98	3.96	3.88	4.09	3.92	4.05	4.20	3.98	3.72	3.92	3.93
Equality & Diversity													
KF20. % Staff experiencing discrimination at work in last 12 months	15%	9%	18%	13%	10%	14%	2%	6%	8%	6%	8%	5%	14%
KF21. % Staff believing that the organisation provides equal opportunities for career progression and promotion	87%	93%	88%	92%	94%	94%	100%	90%	87%	88%	87%	90%	85%
Errors & Incidents													
KF28. % Staff witnessing potentially harmful errors, near misses or incidents in the last month	46%	49%	30%	51%	14%	29%	33%	17%	21%	39%	11%	8%	25%
KF29. % Staff reporting errors, near misses or incidents witnessed in the last month	92%	96%	83%	94%	-	95%	95%	83%	-	84%	72%	-	78%
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.58	3.81	3.74	3.57	3.45	3.48	3.69	3.62	3.64	3.70	3.54	3.69	3.62
KF31. Staff confidence and security in reporting unsafe clinical practice	3.58	3.81	3.63	3.51	3.43	3.67	3.57	3.66	3.74	3.62	3.47	3.56	3.47
Health and Wellbeing													
KF17. % of staff feeling unwell due to work related stress in the last 12 months	38%	34%	36%	29%	34%	34%	32%	41%	45%	33%	33%	35%	32%
KF18. % Staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves	68%	61%	59%	58%	63%	63%	51%	66%	58%	50%	62%	50%	49%
KF19. Organisation and management interest in action on health and well-being	3.55	3.53	3.67	3.54	3.54	3.84	3.60	3.64	3.88	3.62	3.67	3.79	3.63
Working Patterns													
KF15. % Staff satisfied with the opportunities for flexible working patterns	53%	41%	60%	39%	45%	59%	41%	61%	58%	42%	51%	60%	47%
KF16. % Staff working extra hours	85%	87%	57%	93%	66%	77%	71%	65%	94%	65%	51%	69%	57%
Job Satisfaction													
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.71	3.89	3.83	3.95	3.84	3.90	3.96	3.83	4.08	3.94	3.85	3.98	3.71
KF4. Staff motivation at work	4.00	3.99	4.09	4.00	4.04	4.06	3.86	3.94	4.02	3.86	3.78	3.76	3.99
KF7. % Staff able to contribute towards improvements at work	75%	72%	65%	74%	97%	85%	68%	74%	92%	75%	59%	76%	59%
KF8. Staff satisfaction with level of responsibility and involvement	4.01	3.96	3.94	4.06	3.99	3.98	3.93	4.03	4.03	3.99	3.79	3.79	3.83
KF9. Effective team working	3.75	3.90	3.67	3.87	3.98	3.81	3.51	3.96	3.96	3.84	3.56	3.76	3.50

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KF14. Staff satisfaction with resourcing and support	3.11	3.02	3.26	3.15	3.20	3.13	3.25	3.43	3.35	3.36	3.38	3.37	3.31
Managers													
KF5. Recognition and value of staff by managers and the organisation	3.45	3.51	3.59	3.49	3.39	3.53	3.50	3.59	3.86	3.50	3.43	3.61	3.50
KF6. % Staff reporting good communication between senior management and staff	32%	34%	39%	31%	14%	39%	25%	21%	56%	36%	24%	45%	34%
KF10. Support from immediate managers	3.80	3.71	3.81	3.76	3.78	3.99	3.70	3.79	4.10	3.78	3.70	3.79	3.62
Patient Care & Experience													
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.70	3.63	4.14	3.72	3.53	3.79	4.06	4.14	3.49	3.96	3.97	3.78	3.97
KF3. % Staff agreeing that their role makes a difference to patients/service users	92%	90%	94%	94%	97%	100%	92%	94%	93%	88%	86%	74%	83%
KF32. Effective use of patient/service user feedback	3.68	3.76	3.75	3.65	3.83	3.35	3.61	3.73	3.97	3.80	3.67	3.70	3.76
Violence, Harassment & Bullying													
KF22. % Staff experiencing physical violence from patients, relatives or the public in the last 12 months	39%	8%	44%	13%	3%	25%	15%	14%	6%	4%	2%	1%	6%
KF23. % Staff experiencing physical violence from staff in the last 12 months	3%	1%	7%	1%	0%	0%	3%	1%	4%	1%	1%	2%	5%
KF24. % Staff/colleagues reporting most recent experience of violence	68%	-	68%	39%	-	33%	-	-	-	-	-	-	60%
KF25. % Staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months	42%	37%	39%	30%	41%	53%	27%	24%	21%	18%	22%	8%	11%
KF26. % Staff experiencing harassment, bullying or abuse from staff in the last 12 months	28%	28%	25%	20%	24%	19%	9%	17%	27%	21%	22%	24%	22%
KF27. % Staff/colleagues reporting most recent experience of harassment, bullying or abuse	42%	62%	51%	25%	21%	28%	56%	45%	42%	48%	49%	50%	48%
Overall staff engagement	3.82	3.88	3.86	3.90	3.98	3.96	3.82	3.87	4.14	3.87	3.73	3.87	3.74