

To:	Executive Team
From:	Kate Bradley Director of Human Resources
Date:	31 January 2013

Title:	National NHS Staff Survey 2012
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Author/Responsible Director: Kate Bradley, Director of Human Resources

Purpose of the Report:

To advise the Trust Board of the national staff survey results undertaken between October and December 2012, to assess the impact of interventions made based on the 2011 survey results and to set out actions to be taken as a result of the feedback given by our staff.

The Report is provided to the Board for:

Decision		Discussion	X
Assurance	X	Endorsement	

Summary / Key Points:

The report summarises analysis of the 2012 national staff survey results for UHL in comparison to the responses for 2011 specifically against the following five areas identified for action. These were:-

- Your Personal Development
- Your Job
- Your Managers
- Your Organisation
- Your Health, Well Being and Safety at Work

The report identifies items in the survey where we have seen a significant change against last year's result. The full comparison data and information for UHL and changes across the NHS is compiled by the Care Quality Commission (CQC) and will be available in March/April 2013. It is this analysis that confirms our overall Staff Engagement score and identifies key areas of focus.

First cut of results for 2012 are attached as **Appendix 1**. The column headed 'All' refers to the results from the 87 Acute Trusts that Quality Health supports to produce the survey.

Recommendations:

The Trust Board is asked to:

- Note the key messages from the analysis of the 2012 national survey results
- Support the key areas for development, which will be monitored through the Organisational Development Plan and the Workforce and Organisational Development Committee.

2013-2015 Strategic Risk Register Risk 3	Performance KPIs Appraisal Training attendance Sickness Absence Turnover rate
Resource Implications (e.g. Financial, HR): Allocation will be determined based on priorities identified. The UHL Staff Engagement Group will progress action planning and integrate these into the UHL Organisational Development Plan.	
Assurance Implications: Forms part of the annual Care Quality Commission (CQC) standards monitoring process	
Patient and Public Involvement (PPI): Results to be reviewed in conjunction with patient survey to provide public statement of Trust performance and will be examined by the Patient Adviser, who is a member of the Workforce and Organisational Development Committee.	
Equality Impact: Part of the analysis examines if there are response differences between staff groups pertaining to the nine protected characteristics	
Information exempt from Disclosure: No	
Requirement for further review? Monitor progress through the UHL Organisational Development Plan and Workforce and Organisational Development Committee.	

REPORT TO: Trust Board

DATE: 31 January 2013

REPORT FROM: Kate Bradley - Director of Human Resources

SUBJECT: NATIONAL NHS STAFF SURVEY RESULTS 2012

1.0 INTRODUCTION

1.1 The 10th national annual staff attitude and opinion survey was conducted between October and December 2012. The survey is conducted on behalf of the Care Quality Commission (CQC) and the results form a key part of the Commission's assessment of the Trust in respect of its regulatory activities such as registration, the monitoring of on-going compliance and reviews.

2.0 PURPOSE

2.1 The purpose of the survey is to collect staff views about their experiences of working in their local NHS Trust. It provides Trusts with information about the views and experiences of its staff to help improve the working lives of staff and the quality of care for patients. Importantly, staff are asked a small number of key questions relating to their opinions regarding the standard of care provided at their place of work.

3.0 PARTICIPATION

3.1 Analysis by the CQC of the survey results is undertaken through a self-completed questionnaire by a random sample of staff selected from across the whole Trust. 1700 staff were selected to receive the survey and 840 completed responses were returned, giving a response rate of 52% (increase by 2% from 2011).

4.0 STRUCTURE

4.1 The survey provides 40 key findings about working in the NHS derived from the responses to 174 questions. The key findings are linked to, and provide information about progress against the four pledges to staff in the NHS Constitution together with two additional themes; Staff Satisfaction and Equality and Diversity.

5.0 KEY RESULTS FOR UHL

5.1 Actions Arising from the 2011 Survey

5.1.1 The results from the 2011 national staff survey saw some deterioration in the feedback from staff in a number of areas. The results were not altogether surprising given the difficult year the Trust experienced. In view of this feedback, we reviewed the Staff Engagement Eight Point Action Plan that had been put in place in 2010 and decided that we should continue to support its implementation as embedding the actions it set out still seemed relevant in the context of the results. The Staff Engagement Action Plan comprised of key improvement actions under the following eight headings:-

1. Values, behaviours and staff attitudes
2. Appraisal
3. Communication
4. Recognition and acknowledgement
5. Work/life balance and health and well-being
6. Opportunity to develop

7. Equality and diversity training
 8. Materials and equipment to do the job
- 5.1.2 The Staff Engagement Action Plan can be accessed from iNsite at the following address and key actions (1-8) have been referenced in section 6 of this report:
<http://moss.xuhltr.nhs.uk/websites/staffexperience/default.aspx>
- 5.1.3 In measuring levels of staff engagement the annual 2012-13 Local Staff Survey was conducted during May and June 2012 over a period of eight weeks. A report on the results of the local survey and update on progress against key staff experience improvement actions was presented to the Trust Board (report dated: 25 October 2012).
- 5.1.4 The local survey is undertaken through a self-completed questionnaire (on-line and paper version) and during the 2012-13 survey period we received a total of 4323 completed responses. Analysis of results of the 2012-13 survey demonstrated a decrease (between 1-8%) in positive response rates against each of the fifteen questions. Findings also illustrated that results of local polling were highly variable by Directorate, Division and Clinical Business Unit area. Following feedback of results (October 2012), local action plans have been co-created involving and empowering staff in bringing about changes, through 'Think Tanks', 'Staff Focus Groups' or 'Ward Based Meetings'. Local action plans will be evaluated at agreed intervals, adopting a "you said, we did" approach.

6. KEY FINDINGS

- 6.1 Generally the results of the 2012 national survey showed some pleasing improvements more or less across the board. The results evidence a positive shift in staff experience and indicate some improvement from the previous position reported, based on the local polling results. The key findings have been mapped against the Staff Engagement Eight Point Action Plan, as illustrated in Appendix 2, and are set out below:-
- 6.2 **Your Personal Development – Questions 1a to 3f**
- 6.2.1 The Trust performance on appraisal completion rates continued to be strong with 94% of staff answering yes to this question against the average of 82% for all QH Acute Trusts (Question 3a). The organisational focus on the quality of the appraisal experienced during 2012 (Key Action 2) seems to be reflected in the significant improvement to the question 'Did your appraisal leave you feeling your work is valued by your organisation'. The response to this question (Question 3d) had increased by 10% to 63% (1% above the average).
- 6.2.2 Increasing the range of equality and diversity training and accessibility through developing an e-learning package (Key Action 7) has seen a 20% increase in the number of staff receiving equality and diversity training (Question 1b). However we have seen a 8% reduction in training in Health and Safety and this will be a key area of focus as part of the Trust's statutory and mandatory training review (report to be presented to the Executive Team on 5 February 2013).
- 6.3 **Your Job – Questions 4a to 9c**
- 6.3.1 A range of questions related to team working and level of job satisfaction comprise this section.
- 6.3.2 Managers focus on ensuring staff have adequate materials and equipment (Key Action 8) is reflected in Question 7f, 'I have adequate materials, supplies and equipment to do my work'. Those 'agreeing' or 'strongly agreeing' had improved by 6% in 2012 (equal to the average).
- 6.3.3 Organisation and manager focus on values, behaviours and staff attitudes (Key Action 1) will have positively impacted on Question 7f, 'I am able to do my job to a standard that I am

personally pleased with'. There has been a significant increase in those 'agreeing' or 'strongly agreeing' by 22% in 2012 (3% above average).

6.3.4 The Trust's continued focus on supporting staff to achieve their potential (Key Action 6) will have contributed to an improvement in Question 7a, 'There are frequent opportunities for me to show initiative in my role'. Those 'agreeing' or 'strongly agreeing' had increased by 13% in 2012 (4% above average).

6.3.5 Organisational initiatives that support staff recognition and acknowledgement (Key Action 4), such as Caring at its Best Awards have resulted in a 16% increase in the number of staff that are satisfied with the extent to which the organisation values their work (Question 8g). In addition we have seen a 4% increase in the recognition for good work (Question 8a).

6.4 Your Managers – Questions 10a to 11e

6.4.1 We have continued to focus on improving two-way communication and staff engagement (Key Action 3) including senior manager walkabouts and engagement forums, reflecting positively in this section. There has been a considerable improvement in the Trust's performance against the questions related to senior managers although 2012 scores continue to indicate slightly below average performance (between 3-6%). The percentage of staff 'agreeing' or 'strongly agreeing' to question 11a, 'I know who the senior managers are here', has increased by 15% in 2012. We have also seen 10% improvement in positive responses to Question 11b, 'Communication between senior management and staff is effective'. Encouragingly the positive response rates on questions specific to immediate managers in this section (Questions 11a -11e) are as good as or better than 2011 scores and comparable to the average.

6.5 Your Organisation – Question 12a to 13b

6.5.1 The organisational focus on values and behaviours (Key Action 1) and the re-statement of quality and safety as paramount (as demonstrated by the investment in, for example, nurses and midwives) may have made a difference to the way staff feel about the Trust. There have been really significant increases in the number of staff saying that they would recommend the Trust as a place to work (increase by 12%: Question 12c) and that the Trust's top priority is 'care' (increase by 11%: Question 12a).

6.5.2 However quality requires sustained focus as reinforced by Question 12d, 'If a friend or relative needed treatment I would be happy with the standard or care provided by this organisation'. Those 'agreeing' and 'strongly agreeing' in 2011 is equivalent to 2012 (11% below average).

6.5.3 Whilst results demonstrate a positive shift in staff experience, the continued need to focus on changing the organisational culture remains.

6.6 Your Health, Well Being and Safety at Work – Questions 14a to 23c

6.6.1 We take a proactive approach to supporting staff with their health and well-being as demonstrated through the provision of a comprehensive well-being at work programme (Key Action 5). On the whole most responses in this section are similar to 2011 (comparable to the average). We have seen some deterioration as there has been a slight increase in the number of staff feeling pressured to come to work by their manager (Question 15b). We have also seen a 4% increase in those feeling unwell as the result of work related stress (Question 16). Whereas 2% less staff have experienced discrimination at work from managers, team leaders or other colleagues (Question 23b), we will further explore a 19% increase in staff experiencing discrimination on the grounds of ethnic background (Question 23c) through mapping against other relevant data sets (pertaining to the protected characteristics).

6.6.2 A new question (14c) has been introduced within the survey 'My organisation takes positive action on health and well-being'. We found that 47% of staff 'agreed' or 'strongly agreed' to this question (1% below average). Despite the fact that scores in this section indicate an improvement against the previously reported local survey results (28% staff responded positively to 'This organisation/UHL is concerned for my Health and Well Being / Work Life Balance'), we need to continue to focus on improving staff health and well-being.

7.0 SUMMARY

7.1 The improvement in the vast majority of our scores between 2011 and 2012 is very encouraging. Particularly the significant shift in positive response rates from the 'agree' to 'strongly agree'. These results have in some instances brought us 'back to average' and in others we have maintained our strong performance e.g. appraisal. There is still much work to do to move into the top quartile. The results indicate that actions taken during 2012 have made a difference. The increased focus on patient quality, the production of the Strategic Direction, Clinical Strategy, the Quality Ambitions and revised Organisational Development Plan are likely to have contributed to these positive results. Also the inclusive way in which these developments have been created involving staff and asking their opinions will have helped. Additionally, work that has been taking place in the Divisions and Corporate Directorates on developing new approaches to staff engagement. 'Think Tanks', 'Staff Focus Groups' or 'Ward Based Meetings' which are about what is important to staff, co-creating action plans and feedback will also have impacted positively to how staff are feeling about UHL.

8.0 NEXT STEPS

8.1 The Organisational Development (OD) Plan builds on the Staff Engagement Action Plan and sets out a series of actions under its six key themes:-

- Live our values
- Improve two-way engagement
- Strengthen leadership
- Enhance workplace learning
- Improve external relationships and working partnerships
- Encourage creativity and innovation

8.2 The OD Plan will be fully integrated into Corporate, Divisional and CBU Plans with inclusion of reliable output measurements and effective on-going tracking of progress by senior teams. Key elements of the Francis Report (awaiting release) will be translated into the OD Plan.

8.3 The OD Plan highlights key priorities specific to improving appraisal quality as detailed within the 'Enhance Workplace Learning' substantial work programme. An appraisal quality audit will commence in March 2013 with the results presented to the Trust's Workforce and Organisational Development Committee (June 2013) and other senior teams in agreeing 2013/14 improvement actions. To coincide with the 'Strengthening Leadership' substantial work programme, work is underway in creating Leadership and Management Standards (to be completed by February 2013) that will be integral within the appraisal process and set clear expectation of "people managers". It is recognised that a set of behaviours for all staff and a sub-set of behaviours for managers will be required to embed Trust values. The 3rd annual local survey (2013-14) will be conducted by June 2013, measuring improvements in staff experience in six months' time.

8.4 As part of our 'Improve two-way engagement' work programme a series of actions have been set out to enhance Board, Executive and Senior Team engagement and involvement. A proposal to adopt the 'Listening into Action' approach at UHL will be presented to the Trust Board (report dated: 31 January 2013). This is an action orientated approach to engaging the right people in achieving quality outcomes. This pioneering approach has seen positive improvements in staff and patient experience results and a positive shift in organisational culture and leadership.

University Hospitals of Leicester NHS Trust

2012 National Staff Survey Survey Results





Survey results

This report sets out the results from the 2012 National Staff Survey, for the basic mandatory sample and core question set, ordered in exactly the same way as in the survey questionnaire sent to staff.

Reading the columns of figures

The results are shown firstly in absolute numbers, then as percentage responses. The first two columns show the basic sample results for the Trust from the 2011 survey (2011); the second two columns show the basic sample results for the Trust from the 2012 survey (2012); and the third two columns show the basic sample results from all the acute trusts where Quality Health undertook the survey in 2012 (ALL).

The purpose of presenting the figures in this way is to give direct, at-a-glance, comparisons between the Trust's performance in 2011 and 2012; and between the Trust and other trusts of your type in the Quality Health database.

On some questions there are no results in the 2011 columns. This is because the question is either a new question this year or because the question has been substantially changed and is therefore not comparable with the 2012 question.

Conventions

The percentages are calculated after excluding those staff that did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The number of staff that did not answer a particular question is shown as the 'missing' figure at the bottom of the actual number of responses. In some cases, the 'missing' figure is quite high, because it includes staff who did not answer that question, or group of questions, because it was not applicable to their circumstances.

On some questions there are also some figures which are italicised. These figures have been recalculated to exclude responses where the question was not applicable to the respondent's circumstances. For example, questions such as the question about Health and Safety training, where both those not answering ("missing") and those saying the question was not applicable to them have been excluded.

Changes made to the data

There are a number of questions which are 'routed' (i.e. where respondents are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that respondents give to these questions and the data is corrected to account for this. For example, respondents answering "no" to having had an appraisal, but answering the subsequent questions about appraisals will have their answers removed, as they should not have answered these questions.

YOUR PERSONAL DEVELOPMENT

	Total	2011	Total	2012	Total	All
1a : Have you had any training, learning or development (paid for or provided by your organisation), in the following areas?						
Health and safety (e.g. fire training, manual handling).						
<i>Yes in the last 12 months</i>	310	82%	292	74%	24683	76%
<i>Yes more than 12 months ago</i>	54	14%	73	19%	6092	19%
<i>No</i>	15	4%	29	7%	1899	6%
Not applicable to me	0	0%	6	2%	245	1%
Missing	9		8		699	
1b : Equality and diversity training (e.g. awareness of age, disability, gender, race, sexual orientation, religion).						
<i>Yes in the last 12 months</i>	138	39%	225	59%	18459	58%
<i>Yes more than 12 months ago</i>	113	32%	95	25%	9053	28%
<i>No</i>	104	29%	61	16%	4383	14%
Not applicable to me	8	2%	6	2%	520	2%
Missing	25		21		1203	
1c : How to prevent or handle violence and aggression to staff, patients / service users (e.g. Conflict Resolution training).						
<i>Yes in the last 12 months</i>	74	21%	120	33%	11875	40%
<i>Yes more than 12 months ago</i>	126	37%	127	35%	9708	33%
<i>No</i>	145	42%	120	33%	8120	27%
Not applicable to me	26	7%	20	5%	2561	8%
Missing	17		21		1354	
1d : Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles).						
<i>Yes in the last 12 months</i>	265	76%	299	80%	24489	79%
<i>Yes more than 12 months ago</i>	48	14%	49	13%	5077	16%
<i>No</i>	34	10%	25	7%	1499	5%
Not applicable to me	29	8%	26	7%	1792	5%
Missing	12		9		761	
1e : How to handle confidential information about patients / service users.						
<i>Yes in the last 12 months</i>	259	72%	336	84%	24429	76%
<i>Yes more than 12 months ago</i>	67	19%	44	11%	5554	17%
<i>No</i>	33	9%	19	5%	2074	6%
Not applicable to me	11	3%	3	1%	684	2%
Missing	18		6		877	
1f : How to deliver a good patient / service user experience						
<i>Yes in the last 12 months</i>	78	27%	157	44%	14872	50%
<i>Yes more than 12 months ago</i>	47	16%	70	20%	6130	21%
<i>No</i>	167	57%	129	36%	8630	29%
Not applicable to me	77	21%	32	8%	2503	8%
Missing	19		20		1483	

YOUR PERSONAL DEVELOPMENT

	Total	2011	Total	2012	Total	All
1g : Any other job-relevant training, learning or development						
<i>Yes in the last 12 months</i>	0	0%	286	74%	23994	76%
<i>Yes more than 12 months ago</i>	0	0%	42	11%	3741	12%
<i>No</i>	0	0%	59	15%	4003	13%
Not applicable to me	0	0%	5	1%	535	2%
Missing	0		16		1345	
2a : My training, learning and development has helped me to do my job more effectively.						
Strongly disagree	16	4%	25	6%	1743	5%
Disagree	32	8%	25	6%	2095	6%
Neither agree nor disagree	100	26%	91	23%	7406	22%
Agree	173	46%	184	46%	16285	49%
Strongly agree	58	15%	75	19%	5489	17%
Missing	9		8		600	
2b : My training, learning or development has helped me stay up-to-date with professional requirements.						
Strongly disagree	17	4%	25	6%	1853	6%
Disagree	23	6%	30	8%	1777	5%
Neither agree nor disagree	85	22%	52	13%	5341	16%
Agree	191	50%	199	50%	17586	53%
Strongly agree	63	17%	90	23%	6405	19%
Missing	9		12		656	
2c : My training, learning or development has helped me to deliver a better patient / service user experience.						
Strongly disagree	0	0%	22	6%	1703	5%
Disagree	0	0%	35	9%	2190	7%
Neither agree nor disagree	0	0%	94	24%	8566	26%
Agree	0	0%	170	43%	15086	46%
Strongly agree	0	0%	73	19%	5192	16%
Missing	0		14		881	
3a : In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?						
Yes	345	90%	379	94%	27091	82%
No	39	10%	25	6%	5946	18%
Can't remember	0	0%	2	0%	398	1%
Missing	4		2		183	
3b : Did it help you to improve how you do your job?						
Yes	176	51%	204	55%	13971	52%
No	168	49%	170	45%	12691	48%
Missing	44		34		6956	

YOUR PERSONAL DEVELOPMENT

	Total	2011	Total	2012	Total	All
3c : Did it help you agree clear objectives for your work?						
Yes	260	76%	285	77%	20313	76%
No	84	24%	85	23%	6269	24%
Missing	44		38		7036	
3d : Did it leave you feeling that your work is valued by your organisation?						
Yes	181	53%	229	63%	16382	62%
No	163	47%	136	37%	10052	38%
Missing	44		43		7184	
3e : Were any training, learning or development needs identified?						
Yes	0	0%	260	70%	18808	71%
No	0	0%	114	30%	7839	29%
Missing	0		34		6971	
3f : Did your manger support you to receive this training, learning or development?						
Yes	0	0%	201	83%	15048	86%
No	0	0%	42	17%	2452	14%
Missing	0		165		16118	

YOUR JOB	Total	2011	Total	2012	Total	All
4a : Do you work in a team?						
Yes	360	93%	395	98%	31902	96%
No	26	7%	9	2%	1468	4%
Missing	2		4		248	
4b : Team members have a set of shared objectives.						
Strongly disagree	4	1%	13	3%	1022	3%
Disagree	25	7%	26	7%	1959	6%
Neither agree nor disagree	55	16%	48	12%	4099	13%
Agree	215	61%	220	57%	18582	59%
Strongly agree	53	15%	78	20%	5830	19%
Missing	36		23		2126	
4c : Team members often meet to discuss the team's effectiveness.						
Strongly disagree	22	6%	30	8%	2467	8%
Disagree	68	19%	74	19%	5654	18%
Neither agree nor disagree	57	16%	71	18%	5167	16%
Agree	169	48%	167	43%	13468	43%
Strongly agree	37	10%	45	12%	4745	15%
Missing	35		21		2117	
4d : Team members have to communicate closely with each other to achieve the team's objectives.						
Strongly disagree	6	2%	10	3%	1122	4%
Disagree	21	6%	21	5%	1590	5%
Neither agree nor disagree	44	13%	38	10%	3845	12%
Agree	215	61%	231	59%	16677	53%
Strongly agree	66	19%	89	23%	8294	26%
Missing	36		19		2090	
5a : I look forward to going to work.						
Never	16	4%	14	3%	1305	4%
Rarely	37	10%	41	10%	3657	11%
Sometimes	132	34%	127	31%	10964	33%
Often	136	36%	138	34%	12026	36%
Always	62	16%	85	21%	5417	16%
Missing	5		3		249	
5b : I am enthusiastic about my job.						
Never	10	3%	6	1%	540	2%
Rarely	17	4%	23	6%	1862	6%
Sometimes	105	28%	99	24%	8237	25%
Often	146	38%	148	37%	12223	37%
Always	103	27%	129	32%	10436	31%
Missing	7		3		320	

YOUR JOB	Total	2011	Total	2012	Total	All
5c : Time passes quickly when I am working.						
Never	11	3%	7	2%	542	2%
Rarely	6	2%	13	3%	1213	4%
Sometimes	82	21%	80	20%	6523	20%
Often	142	37%	143	35%	11477	34%
Always	141	37%	161	40%	13573	41%
Missing	6		4		290	
6a : I have clear, planned goals and objectives for my job.						
Strongly disagree	6	2%	6	1%	647	2%
Disagree	31	8%	35	9%	2357	7%
Neither agree nor disagree	70	18%	65	16%	5686	17%
Agree	221	58%	215	53%	18377	55%
Strongly agree	53	14%	85	21%	6291	19%
Missing	7		2		260	
6b : I always know what my work responsibilities are.						
Strongly disagree	5	1%	4	1%	451	1%
Disagree	20	5%	24	6%	1700	5%
Neither agree nor disagree	34	9%	23	6%	2439	7%
Agree	250	65%	211	52%	18439	55%
Strongly agree	73	19%	143	35%	10423	31%
Missing	6		3		166	
6c : I am trusted to do my job.						
Strongly disagree	2	1%	2	0%	357	1%
Disagree	9	2%	3	1%	666	2%
Neither agree nor disagree	19	5%	22	5%	1802	5%
Agree	262	68%	190	47%	16609	50%
Strongly agree	91	24%	190	47%	14009	42%
Missing	5		1		175	
6d : I am able to do my job to a standard I am personally pleased with.						
Strongly disagree	22	6%	11	3%	838	3%
Disagree	66	17%	25	6%	2969	9%
Neither agree nor disagree	61	16%	37	9%	3028	9%
Agree	193	51%	179	44%	15442	46%
Strongly agree	38	10%	154	38%	11116	33%
Missing	8		2		225	

YOUR JOB	Total	2011	Total	2012	Total	All
7a : There are frequent opportunities for me to show initiative in my role.						
Strongly disagree	15	4%	6	1%	866	3%
Disagree	47	12%	34	8%	3287	10%
Neither agree nor disagree	92	24%	67	17%	6310	19%
Agree	193	50%	222	55%	16859	51%
Strongly agree	37	10%	74	18%	6026	18%
Missing	4		5		270	
7b : I am able to make suggestions to improve the work of my team / department.						
Strongly disagree	11	3%	9	2%	919	3%
Disagree	33	9%	29	7%	2761	8%
Neither agree nor disagree	71	18%	61	15%	5261	16%
Agree	236	61%	244	60%	18209	55%
Strongly agree	33	9%	63	16%	6227	19%
Missing	4		2		241	
7c : I am involved in deciding on changes introduced that affect my work area / team / department.						
Strongly disagree	45	12%	33	8%	2386	7%
Disagree	82	22%	83	20%	6247	19%
Neither agree nor disagree	79	21%	94	23%	7691	23%
Agree	150	39%	152	38%	12438	37%
Strongly agree	25	7%	43	11%	4569	14%
Missing	7		3		287	
7d : I am able to make improvements happen in my area of work.						
Strongly disagree	17	4%	18	4%	1627	5%
Disagree	62	16%	66	16%	5203	16%
Neither agree nor disagree	118	31%	111	28%	8818	26%
Agree	159	41%	173	43%	13401	40%
Strongly agree	28	7%	35	9%	4230	13%
Missing	4		5		339	
7e : I am unable to meet all the conflicting demands on my time at work.						
Strongly disagree	20	5%	22	5%	1415	4%
Disagree	110	29%	84	21%	7859	24%
Neither agree nor disagree	95	25%	126	31%	9649	29%
Agree	112	29%	119	30%	10413	31%
Strongly agree	45	12%	51	13%	3786	11%
Missing	6		6		496	

YOUR JOB

	Total	2011	Total	2012	Total	All
7f : I have adequate materials, supplies and equipment to do my work.						
Strongly disagree	26	7%	36	9%	2034	6%
Disagree	105	28%	70	17%	6284	19%
Neither agree nor disagree	65	17%	73	18%	6551	20%
Agree	166	44%	187	46%	15412	46%
Strongly agree	19	5%	38	9%	3016	9%
Missing	7		4		321	
7g : There are enough staff at this organisation for me to do my job properly.						
Strongly disagree	83	22%	82	20%	6034	18%
Disagree	119	31%	128	32%	10186	31%
Neither agree nor disagree	87	23%	91	22%	7227	22%
Agree	85	22%	84	21%	8253	25%
Strongly agree	6	2%	21	5%	1594	5%
Missing	8		2		324	
8a : How satisfied are you with the recognition you get for good work?						
Very dissatisfied	28	7%	25	6%	2362	7%
Dissatisfied	86	22%	80	20%	6313	19%
Neither satisfied nor dissatisfied	104	27%	104	26%	8801	26%
Satisfied	140	37%	157	39%	13178	39%
Very satisfied	25	7%	39	10%	2715	8%
Missing	5		3		249	
8b : How satisfied are you with the support you get from your immediate manager?						
Very dissatisfied	29	8%	20	5%	1778	5%
Dissatisfied	46	12%	45	11%	3916	12%
Neither satisfied nor dissatisfied	85	22%	73	18%	6393	19%
Satisfied	172	45%	183	45%	14254	43%
Very satisfied	51	13%	85	21%	7020	21%
Missing	5		2		257	
8c : How satisfied are you with the freedom you have to choose your own method of working?						
Very dissatisfied	23	6%	11	3%	911	3%
Dissatisfied	44	12%	31	8%	2713	8%
Neither satisfied nor dissatisfied	90	24%	103	25%	8357	25%
Satisfied	170	45%	197	49%	16157	49%
Very satisfied	54	14%	62	15%	5173	16%
Missing	7		4		307	

YOUR JOB

	Total	2011	Total	2012	Total	All
8d : How satisfied are you with the support you get from your work colleagues?						
Very dissatisfied	10	3%	3	1%	469	1%
Dissatisfied	24	6%	27	7%	1785	5%
Neither satisfied nor dissatisfied	56	15%	62	15%	5267	16%
Satisfied	216	57%	207	51%	18505	55%
Very satisfied	75	20%	105	26%	7357	22%
Missing	7		4		235	
8e : How satisfied are you with the amount of responsibility you are given?						
Very dissatisfied	4	1%	7	2%	635	2%
Dissatisfied	36	9%	27	7%	2284	7%
Neither satisfied nor dissatisfied	69	18%	66	16%	5753	17%
Satisfied	223	59%	239	59%	19374	58%
Very satisfied	48	13%	65	16%	5326	16%
Missing	8		4		246	
8f : How satisfied are you with the opportunities you have to use your skills?						
Very dissatisfied	14	4%	8	2%	928	3%
Dissatisfied	41	11%	31	8%	2920	9%
Neither satisfied nor dissatisfied	63	16%	76	19%	5825	17%
Satisfied	217	57%	218	54%	18466	55%
Very satisfied	47	12%	73	18%	5226	16%
Missing	6		2		253	
8g : How satisfied are you with the extent to which the organisation values your work?						
Very dissatisfied	54	14%	37	9%	3198	10%
Dissatisfied	102	27%	92	23%	6794	20%
Neither satisfied nor dissatisfied	134	35%	120	30%	10054	30%
Satisfied	78	20%	129	32%	10853	33%
Very satisfied	13	3%	27	7%	2423	7%
Missing	7		3		296	
8h : How satisfied are you with your level of pay?						
Very dissatisfied	39	10%	52	13%	3779	11%
Dissatisfied	91	24%	89	22%	8460	25%
Neither satisfied nor dissatisfied	100	26%	102	25%	8472	25%
Satisfied	139	36%	150	37%	11123	33%
Very satisfied	14	4%	13	3%	1484	4%
Missing	5		2		300	

YOUR JOB

	Total	2011	Total	2012	Total	All
9a : I am satisfied with the quality of care I give to patients / service users.						
<i>Strongly disagree</i>	3	1%	7	2%	590	2%
<i>Disagree</i>	25	8%	29	8%	1961	7%
<i>Neither agree nor disagree</i>	32	10%	29	8%	2541	9%
<i>Agree</i>	140	42%	150	42%	12865	44%
<i>Strongly agree</i>	131	40%	144	40%	11397	39%
Not applicable to me	52	14%	45	11%	3932	12%
Missing	5		4		332	
9b : I feel that my role makes a difference to patients/service users						
<i>Strongly disagree</i>	2	1%	3	1%	254	1%
<i>Disagree</i>	8	2%	7	2%	457	1%
<i>Neither agree nor disagree</i>	23	7%	25	7%	2501	8%
<i>Agree</i>	185	53%	170	46%	13915	45%
<i>Strongly agree</i>	134	38%	168	45%	13757	45%
Not applicable to me	32	8%	32	8%	2409	7%
Missing	4		3		325	
9c : I am able to deliver the patient care I aspire to						
<i>Strongly disagree</i>	8	3%	21	6%	1014	4%
<i>Disagree</i>	54	17%	38	11%	3536	13%
<i>Neither agree nor disagree</i>	50	16%	49	15%	4113	15%
<i>Agree</i>	127	41%	122	37%	10734	40%
<i>Strongly agree</i>	74	24%	104	31%	7655	28%
Not applicable to me	68	18%	70	17%	6151	19%
Missing	7		4		415	

YOUR MANAGERS

	Total	2011	Total	2012	Total	All
10a : My immediate manager encourages those who work for her / him to work as a team.						
Strongly disagree	22	6%	12	3%	1329	4%
Disagree	36	9%	34	8%	2865	9%
Neither agree nor disagree	66	17%	77	19%	6119	18%
Agree	192	50%	197	49%	16000	48%
Strongly agree	71	18%	84	21%	6854	21%
Missing	1		4		451	
10b : My immediate manager can be counted on to help me with a difficult task at work.						
Strongly disagree	23	6%	22	5%	1558	5%
Disagree	42	11%	44	11%	3227	10%
Neither agree nor disagree	58	15%	68	17%	6179	19%
Agree	186	48%	180	44%	14712	44%
Strongly agree	77	20%	91	22%	7462	23%
Missing	2		3		480	
10c : My immediate manager gives me clear feedback on my work.						
Strongly disagree	28	7%	23	6%	1871	6%
Disagree	59	15%	56	14%	4920	15%
Neither agree nor disagree	81	21%	88	22%	8174	25%
Agree	156	41%	166	41%	12569	38%
Strongly agree	61	16%	71	18%	5572	17%
Missing	3		4		512	
10d : My immediate manager asks for my opinion before making decisions that affect my work.						
Strongly disagree	45	12%	31	8%	2874	9%
Disagree	65	17%	75	19%	5938	18%
Neither agree nor disagree	90	23%	97	24%	7930	24%
Agree	134	35%	146	36%	11450	35%
Strongly agree	51	13%	54	13%	4911	15%
Missing	3		5		515	
10e : My immediate manager is supportive in a personal crisis.						
Strongly disagree	25	7%	17	4%	1476	4%
Disagree	23	6%	24	6%	1721	5%
Neither agree nor disagree	76	20%	75	19%	6458	20%
Agree	161	42%	171	42%	13288	40%
Strongly agree	96	25%	116	29%	10095	31%
Missing	7		5		580	

YOUR MANAGERS

	Total	2011	Total	2012	Total	All
11a : I know who the senior managers are here.						
Strongly disagree	33	9%	15	4%	891	3%
Disagree	70	19%	43	11%	2600	8%
Neither agree nor disagree	49	13%	46	11%	3045	9%
Agree	182	48%	214	53%	18603	56%
Strongly agree	43	11%	86	21%	8055	24%
Missing	11		4		424	
11b : Communication between senior management and staff is effective.						
Strongly disagree	90	24%	51	13%	3444	10%
Disagree	123	33%	105	26%	8084	24%
Neither agree nor disagree	97	26%	137	34%	10409	31%
Agree	62	16%	95	24%	9066	27%
Strongly agree	6	2%	16	4%	2096	6%
Missing	10		4		519	
11c : Senior managers here try to involve staff in important decisions.						
Strongly disagree	98	26%	78	19%	4529	14%
Disagree	115	30%	113	28%	8763	26%
Neither agree nor disagree	97	26%	122	30%	10563	32%
Agree	62	16%	81	20%	7558	23%
Strongly agree	8	2%	11	3%	1722	5%
Missing	8		3		483	
11d : Senior managers act on staff feedback.						
Strongly disagree	51	13%	62	15%	3976	12%
Disagree	96	25%	101	25%	7585	23%
Neither agree nor disagree	150	39%	153	38%	12885	39%
Agree	75	20%	78	19%	7116	21%
Strongly agree	10	3%	10	2%	1545	5%
Missing	6		4		511	
11e : Senior managers are committed to patient care.						
Strongly disagree	32	9%	41	10%	2266	7%
Disagree	65	17%	51	13%	3550	11%
Neither agree nor disagree	120	32%	145	36%	11327	34%
Agree	134	36%	137	34%	11857	36%
Strongly agree	24	6%	30	7%	3994	12%
Missing	13		4		624	

YOUR ORGANISATION

	Total	2011	Total	2012	Total	All
12a : Care of patients / service users is my organisation's top priority.						
Strongly disagree	35	9%	28	7%	1211	4%
Disagree	76	20%	56	14%	3928	12%
Neither agree nor disagree	92	24%	89	22%	6977	21%
Agree	136	36%	160	40%	14547	44%
Strongly agree	39	10%	66	17%	6356	19%
Missing	10		9		599	
12b : My organisation acts on concerns raised by patients / service users.						
Strongly disagree	0	0%	7	2%	491	1%
Disagree	0	0%	30	7%	1696	5%
Neither agree nor disagree	0	0%	94	23%	8445	26%
Agree	0	0%	218	54%	16985	51%
Strongly agree	0	0%	54	13%	5401	16%
Missing	0		5		600	
12c : I would recommend this organisation as a place to work.						
Strongly disagree	34	9%	21	5%	1608	5%
Disagree	64	17%	61	15%	3579	11%
Neither agree nor disagree	140	36%	124	31%	9591	29%
Agree	126	33%	140	35%	13577	41%
Strongly agree	20	5%	59	15%	4717	14%
Missing	4		3		546	
12d : If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.						
Strongly disagree	23	6%	14	3%	1014	3%
Disagree	50	13%	53	13%	2871	9%
Neither agree nor disagree	104	27%	114	28%	8198	25%
Agree	175	46%	173	43%	15418	47%
Strongly agree	30	8%	50	12%	5506	17%
Missing	6		4		611	
13a : Hot water, soap and paper towels, or alcohol rubs, are available when they are needed by staff.						
Always	250	65%	258	64%	21278	64%
Most of the time	115	30%	122	30%	9433	28%
Sometimes	10	3%	16	4%	1494	5%
Never	1	0%	0	0%	121	0%
Don't know	7	2%	10	2%	829	3%
Missing	5		2		463	

YOUR ORGANISATION

	Total	2011	Total	2012	Total	All
13b : Hot water, soap and paper towels, or alcohol rubs, are available when they are needed by patients / service users.						
Always	229	60%	233	58%	19430	59%
Most of the time	103	27%	112	28%	8166	25%
Sometimes	8	2%	14	3%	1119	3%
Never	1	0%	1	0%	105	0%
Don't know	42	11%	44	11%	4062	12%
Missing	5		4		736	

YOUR HEALTH WELLBEING AND SAFETY AT WORK

	Total	2011	Total	2012	Total	All
14a : In general, my job is good for my health.						
Strongly disagree	28	7%	24	6%	1993	6%
Disagree	66	17%	73	18%	6794	20%
Neither agree nor disagree	121	32%	122	30%	10648	32%
Agree	132	35%	156	38%	11492	35%
Strongly agree	34	9%	33	8%	2252	7%
Missing	7		0		439	
14b : My immediate manager takes a positive interest in my health and well-being.						
Strongly disagree	33	9%	22	5%	1892	6%
Disagree	57	15%	57	14%	4418	13%
Neither agree nor disagree	100	26%	113	28%	9211	28%
Agree	156	41%	161	40%	13197	40%
Strongly agree	34	9%	54	13%	4419	13%
Missing	8		1		481	
14c : My organisation takes positive action on health and well-being.						
Strongly disagree	0	0%	26	6%	1964	6%
Disagree	0	0%	60	15%	4732	14%
Neither agree nor disagree	0	0%	145	36%	11880	36%
Agree	0	0%	145	36%	11999	36%
Strongly agree	0	0%	30	7%	2556	8%
Missing	0		2		487	
15a : In the last three months have you ever come to work despite not feeling well enough to perform your duties?						
Yes	233	61%	255	63%	20849	63%
No	149	39%	152	37%	12386	37%
Missing	6		1		383	
15b : Have you felt pressure from your manager to come to work?						
Yes	85	37%	92	36%	6938	34%
No	144	63%	161	64%	13471	66%
Missing	159		155		13209	
15c : Have you felt pressure from your colleagues to come to work?						
Yes	49	22%	78	31%	5002	25%
No	178	78%	174	69%	15372	75%
Missing	161		156		13244	
15d : Have you put yourself under pressure to come to work?						
Yes	214	93%	225	89%	18818	91%
No	17	7%	29	11%	1840	9%
Missing	157		154		12960	

YOUR HEALTH WELLBEING AND SAFETY AT WORK		Total	2011	Total	2012	Total	All
16 :	During the last 12 months have you felt unwell as a result of work related stress?						
	Yes	111	29%	131	33%	11844	36%
	No	271	71%	267	67%	20927	64%
	Missing	6		10		847	
17a :	In the last month have you seen any errors, near misses, or incidents that could have hurt staff?						
	Yes	74	19%	70	17%	6542	20%
	No	309	81%	332	83%	26209	80%
	Missing	5		6		867	
17b :	In the last month have you seen any errors, near misses, or incidents that could have hurt patients / service users?						
	Yes	126	33%	121	30%	9459	29%
	No	258	67%	276	70%	22866	71%
	Missing	4		11		1293	
17c :	The last time you saw an error, near miss or incident that could have hurt staff or patients / service users, did you or a colleague report it? *						
	Yes, I reported it	68	54%	81	59%	6242	57%
	Yes, a colleague reported it	50	40%	39	28%	3199	29%
	No	3	2%	9	7%	655	6%
	Don't know	3	2%	3	2%	409	4%
	Yes both I and a colleague reported it	2	2%	5	4%	524	5%
	Missing	262		271		22589	
18a :	My organisation treats staff who are involved in an error, near miss or incident fairly.						
	Strongly disagree	7	2%	4	1%	584	2%
	Disagree	24	6%	33	8%	1830	6%
	Neither agree nor disagree	182	49%	170	42%	14747	45%
	Agree	147	39%	176	44%	13837	42%
	Strongly agree	15	4%	19	5%	1847	6%
	Missing	13		6		773	
18b :	My organisation encourages us to report errors, near misses or incidents.						
	Strongly disagree	2	1%	2	0%	236	1%
	Disagree	9	2%	9	2%	621	2%
	Neither agree nor disagree	59	16%	43	11%	3587	11%
	Agree	240	63%	263	65%	20989	64%
	Strongly agree	70	18%	87	22%	7590	23%
	Missing	8		4		595	

YOUR HEALTH WELLBEING AND SAFETY AT WORK

	Total	2011	Total	2012	Total	All
18c : My organisation treats reports of errors, near misses or incidents confidentially.						
Strongly disagree	5	1%	6	1%	411	1%
Disagree	20	5%	17	4%	1444	4%
Neither agree nor disagree	116	31%	107	27%	10113	31%
Agree	198	52%	213	53%	16486	50%
Strongly agree	39	10%	59	15%	4444	14%
Missing	10		6		720	
18d : My organisation blames or punishes people who are involved in errors, near misses or incidents.						
Strongly disagree	28	8%	36	9%	2856	9%
Disagree	92	25%	118	29%	10572	32%
Neither agree nor disagree	187	50%	193	48%	15027	46%
Agree	60	16%	46	11%	3607	11%
Strongly agree	6	2%	11	3%	725	2%
Missing	15		4		831	
18e : When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.						
Strongly disagree	7	2%	5	1%	473	1%
Disagree	22	6%	24	6%	1650	5%
Neither agree nor disagree	149	40%	121	30%	10419	32%
Agree	171	46%	204	51%	16844	51%
Strongly agree	24	6%	49	12%	3490	11%
Missing	15		5		742	
18f : We are informed about errors, near misses and incidents that happen in the organisation.						
Strongly disagree	20	5%	11	3%	1497	5%
Disagree	84	22%	76	19%	6569	20%
Neither agree nor disagree	130	35%	128	32%	10916	33%
Agree	130	35%	163	41%	11871	36%
Strongly agree	11	3%	24	6%	2048	6%
Missing	13		6		717	
18g : We are given feedback about changes made in response to reported errors, near misses and incidents.						
Strongly disagree	28	8%	19	5%	1735	5%
Disagree	81	22%	72	18%	6152	19%
Neither agree nor disagree	139	37%	121	30%	11111	34%
Agree	114	31%	167	42%	11844	36%
Strongly agree	11	3%	22	5%	2017	6%
Missing	15		7		759	

YOUR HEALTH WELLBEING AND SAFETY AT WORK	Total	2011	Total	2012	Total	All
19a : If you were concerned about fraud, malpractice or wrongdoing, would you know how to report it?						
Yes	332	87%	353	87%	28403	86%
No	50	13%	52	13%	4700	14%
Missing	6		3		515	
19b : Would you feel safe raising your concern?						
Yes	233	71%	248	71%	20107	72%
No	33	10%	38	11%	2799	10%
Don't know	61	19%	62	18%	4998	18%
Missing	61		60		5714	
19c : Would you feel confident that your organisation would address your concern?						
Yes	151	46%	192	55%	15324	55%
No	57	17%	41	12%	3508	13%
Don't know	118	36%	114	33%	9041	32%
Missing	62		61		5745	
20a : In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?						
Never	0	0%	337	83%	28234	85%
1-2	0	0%	47	12%	3092	9%
3-5	0	0%	14	3%	1020	3%
6-10	0	0%	2	0%	326	1%
More than 10	0	0%	5	1%	387	1%
Missing	0		3		559	
20b : In the last 12 months how many times have you personally experienced physical violence at work from managers/ team leaders or other colleagues?						
Never	0	0%	393	98%	31904	97%
1-2	0	0%	7	2%	640	2%
3-5	0	0%	0	0%	138	0%
6-10	0	0%	0	0%	43	0%
More than 10	0	0%	0	0%	47	0%
Missing	0		8		846	
20c : The last time you experienced physical violence at work, did you or a colleague report it?						
<i>Yes, I reported it</i>	10	45%	41	44%	3445	46%
<i>Yes, a colleague reported it</i>	4	18%	22	23%	1226	16%
No	5	23%	19	20%	1902	25%
Don't know	1	5%	11	12%	830	11%
<i>Yes both I and a colleague reported it</i>	2	9%	1	1%	110	1%
Not applicable	0	0%	293	76%	24056	76%
Missing	366		21		2049	

YOUR HEALTH WELLBEING AND SAFETY AT WORK	Total	2011	Total	2012	Total	All
21a : In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?						
Never	0	0%	291	72%	23353	71%
1-2	0	0%	74	18%	5836	18%
3-5	0	0%	20	5%	2103	6%
6-10	0	0%	7	2%	710	2%
More than 10	0	0%	10	2%	846	3%
Missing	0		6		770	
21b : In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers / team leaders or other colleagues?						
Never	0	0%	313	78%	24797	76%
1-2	0	0%	57	14%	5249	16%
3-5	0	0%	15	4%	1524	5%
6-10	0	0%	5	1%	493	2%
More than 10	0	0%	9	2%	588	2%
Missing	0		9		967	
21c : The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?						
<i>Yes, I reported it</i>	39	38%	64	40%	5401	38%
<i>Yes, a colleague reported it</i>	10	10%	11	7%	955	7%
<i>No</i>	50	49%	76	47%	6927	48%
<i>Don't know</i>	2	2%	8	5%	992	7%
<i>Yes both I and a colleague reported it</i>	1	1%	3	2%	117	1%
Not applicable	0	0%	227	58%	17335	55%
Missing	286		19		1891	
22 : Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?						
Yes	231	61%	255	63%	19468	59%
No	28	7%	29	7%	2534	8%
Don't know	121	32%	123	30%	10951	33%
Missing	8		1		665	
23a : In the last 12 months, have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?						
Yes	21	6%	24	6%	1641	5%
No	359	94%	378	94%	31284	95%
Missing	8		6		693	

YOUR HEALTH WELLBEING AND SAFETY AT WORK

	Total	2011	Total	2012	Total	All
23b : In the last 12 months, have you personally experienced discrimination at work from your manager / team leader or other colleagues?						
Yes	29	8%	26	6%	2447	7%
No	350	92%	375	94%	30331	93%
Missing	9		7		840	
23c : On which grounds have you experienced discrimination?						
Ethnic background	13	31%	24	52%	1348	38%
Missing	29		22		2206	
Gender	7	17%	9	20%	526	15%
Missing	35		37		3028	
Religion	5	12%	4	9%	146	4%
Missing	37		42		3408	
Sexual orientation	1	2%	1	2%	124	3%
Missing	41		45		3430	
Disability	1	2%	2	4%	238	7%
Missing	41		44		3316	
Age	6	14%	7	15%	612	17%
Missing	36		39		2942	
Other	17	40%	10	22%	1160	33%
Missing	25		36		2394	

BACKGROUND INFORMATION

	Total	2011	Total	2012	Total	All
24a : Gender:						
Male	87	23%	83	21%	6434	20%
Female	285	77%	310	79%	25802	80%
Missing	16		15		1382	
24b : Age:						
16-20	3	1%	1	0%	129	0%
21-30	43	11%	56	14%	4510	14%
31-40	81	21%	82	20%	6928	21%
41-50	107	28%	123	31%	9927	30%
51-65	126	33%	136	34%	11090	34%
66+	20	5%	3	1%	415	1%
Missing	8		7		619	
25a : How many hours a week are you contracted to work?						
Up to 29 hours	84	22%	88	22%	8101	25%
30 or more hours	300	78%	309	78%	24915	75%
Missing	4		11		602	
25b : On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?						
0 hours per week	270	72%	279	72%	21613	68%
Up to 5 hours per week	50	13%	45	12%	5463	17%
6 - 10 hours per week	34	9%	37	10%	2904	9%
11 or more hours	21	6%	27	7%	1941	6%
Missing	13		20		1697	
25c : On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?						
0 hours per week	178	47%	170	44%	13899	43%
Up to 5 hours per week	165	44%	174	45%	14107	44%
6 - 10 hours per week	27	7%	25	6%	2830	9%
11 or more hours	5	1%	17	4%	1197	4%
Missing	13		22		1585	

BACKGROUND INFORMATION

	Total	2011	Total	2012	Total	All
26 : What is your ethnic background?						
White British	281	74%	293	73%	26663	81%
White Irish	3	1%	1	0%	488	1%
Any other White background	10	3%	7	2%	1069	3%
White and Black Caribbean	0	0%	0	0%	77	0%
White and Black African	2	1%	0	0%	48	0%
White and Asian	0	0%	1	0%	104	0%
Any other mixed background	4	1%	4	1%	118	0%
Indian	49	13%	61	15%	1426	4%
Pakistani	1	0%	4	1%	233	1%
Bangladeshi	2	1%	0	0%	39	0%
Any other Asian background	9	2%	11	3%	858	3%
Caribbean	3	1%	1	0%	379	1%
African	9	2%	16	4%	742	2%
Any other Black background	0	0%	0	0%	60	0%
Chinese	5	1%	1	0%	181	1%
Any other ethnic background	3	1%	1	0%	373	1%
Missing	7		7		760	
27 : Which of the following best describes how you think of yourself?						
Heterosexual (straight)	334	89%	353	90%	30071	92%
Gay Man	1	0%	3	1%	276	1%
Gay Woman (lesbian)	1	0%	2	1%	198	1%
Bisexual	1	0%	3	1%	185	1%
Other	5	1%	1	0%	120	0%
I would prefer not to say	32	9%	31	8%	1832	6%
Missing	14		15		936	
28 : What is your religion?						
No religion	92	24%	84	21%	8459	26%
Christian	213	56%	233	58%	20133	62%
Buddhist	0	0%	2	1%	173	1%
Hindu	26	7%	34	9%	700	2%
Jewish	3	1%	0	0%	92	0%
Muslim	13	3%	18	5%	622	2%
Sikh	7	2%	4	1%	215	1%
Any other religion	7	2%	9	2%	847	3%
I would prefer not to say	17	4%	15	4%	1442	4%
Missing	10		9		935	
29a : Do you have a long-standing illness, health problem or disability?						
Yes	61	16%	62	15%	5728	17%
No	322	84%	342	85%	27373	83%
Missing	5		4		517	

BACKGROUND INFORMATION	Total	2011	Total	2012	Total	All
29b : Has your employer made adequate adjustment(s) to enable you to carry out your work?						
Yes	16	50%	24	59%	1958	59%
No	16	50%	17	41%	1372	41%
No adjustment required	28	47%	20	33%	2276	41%
Missing	328		347		28012	
30 : Do you have face-to-face contact with patients / service users as part of your job?						
Yes, frequently	273	71%	310	77%	23665	71%
Yes, occasionally	58	15%	46	11%	5016	15%
No	53	14%	49	12%	4431	13%
Missing	4		3		506	
31 : How many years have you worked for this organisation?						
Less than 1 year	11	3%	13	3%	1930	6%
1-2 years	31	8%	27	7%	3118	9%
3-5 years	54	14%	58	14%	6337	19%
6-10 years	89	23%	102	25%	7393	22%
11-15 years	84	22%	74	18%	5540	17%
More than 15 years	115	30%	132	33%	8808	27%
Missing	4		2		492	

BACKGROUND INFORMATION

	Total	2011	Total	2012	Total	All
32 : What is your occupational group?						
Occupational Therapy	6	2%	8	2%	447	1%
Physiotherapy	12	3%	9	2%	956	3%
Radiography	13	3%	11	3%	1011	3%
Pharmacy	9	2%	4	1%	789	2%
Clinical Psychology	0	0%	0	0%	61	0%
Psychotherapy	0	0%	0	0%	21	0%
Arts therapy	0	0%	0	0%	7	0%
Other qualified Allied Health Professionals	12	3%	16	4%	944	3%
Support to Allied Health Professionals	2	1%	4	1%	586	2%
Other qualified Scientific and Technical or Healthcare Scientists	20	5%	14	3%	1383	4%
Support to Healthcare Scientists	0	0%	7	2%	527	2%
Medical / Dental - Consultant	20	5%	18	4%	1588	5%
Medical / Dental - In Training	13	3%	10	2%	562	2%
Medical / Dental - Other	3	1%	7	2%	573	2%
Emergency Care Practitioner	0	0%	0	0%	2	0%
Paramedic	0	0%	0	0%	1	0%
Emergency Care Assistant	0	0%	0	0%	2	0%
Ambulance Technician	0	0%	0	0%	0	0%
Ambulance Control Staff	0	0%	0	0%	2	0%
Patient Transport Service	0	0%	0	0%	21	0%
Public Health/ Health Improvement	0	0%	2	0%	97	0%
Commissioning managers/ support staff	0	0%	0	0%	35	0%
Registered Nurse - Adult / General	88	24%	93	23%	6763	21%
Registered Nurse - Mental Health	0	0%	0	0%	26	0%
Registered Nurse - Learning disabilities	0	0%	1	0%	22	0%
Registered Nurse - Children	12	3%	20	5%	850	3%
Registered Nurse - Midwives	10	3%	12	3%	1059	3%
Registered Nurse - Health Visitors	0	0%	0	0%	120	0%
Registered Nurse - District / Community	0	0%	1	0%	260	1%
Other Registered Nurses	8	2%	9	2%	468	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	36	10%	39	10%	2797	9%
Approved social workers/ Social Workers/ Residential social workers	0	0%	0	0%	8	0%
Social care managers	0	0%	0	0%	5	0%
Social care support staff	0	0%	0	0%	22	0%
Admin & Clerical	60	16%	67	17%	5454	17%
Central Functions / Corporate Services	17	5%	10	2%	1657	5%
Maintenance / Ancillary	19	5%	23	6%	1694	5%
General Management	3	1%	2	0%	634	2%
Other occupational group	9	2%	14	3%	1064	3%
Missing	16		7		1100	

STAFF SURVEY RESULTS 2012 MAPPED AGAINST STAFF ENGAGEMENT ACTION PLAN

◆ 2011 Scores ■ 2012 Scores ▲ All Acute Trusts (Quality Health)

