

## Summary of results

### How do we compare to other localities?

We have used the positive score system (see columns below) to compare your performance to the average score for all localities in the organisation.

The survey shows that the locality is:

|                                      |              |
|--------------------------------------|--------------|
| Significantly BETTER than average on | 0 questions  |
| Significantly WORSE than average on  | 6 questions  |
| The scores are average on            | 82 questions |

- scores significantly better than average
- scores significantly worse than average

|                     |  |
|---------------------|--|
| <b>Locality</b>     | The positive score for your locality                 |
| <b>Organisation</b> | Average score for all localities in the organisation |

\* For an explanation of positive scores and significant differences please see Section 1.  
Note that **higher scores indicate better performance**.

**The locality has scored significantly better than the average for the Trust on the following questions:**

NONE

**The locality has scored significantly worse than the average for the Trust on the following questions:**

|      |   | Higher scores are better   |
|------|---|----------------------------|
|      |   | Locality      Organisation |
| 11a  | In last month, have not seen errors/near misses/incidents that could hurt staff                                     | 75 %      84 %             |
| 11b  | In last month, have not seen errors/near misses/incidents that could hurt patients                                  | 70 %      82 %             |
| 14a  | Not experienced physical violence from patients/service users, their relatives or other members of the public       | 69 %      85 %             |
| 15a  | Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public | 60 %      78 %             |
| 21d  | If friend/relative needed treatment would be happy with standard of care provided by organisation                   | 52 %      63 %             |
| 22b+ | Receive regular updates on patient/service user feedback in my directorate/department                               | 44 %      58 %             |

Section 2

# Positive Score Summary

*overview of results by section*



## Positive Score Summary

Positive scores are used as a summary measure. This report shows your positive score for each question and a comparison against the average score for all localities in the organisation. Significant differences between your locality and the average are indicated as follows:

▣ scores significantly better than average

▣ scores significantly worse than average

**Locality**      The positive score for your locality  
**Organisation**      Average score for all localities in the organisation

## YOUR JOB

|     |   | Locality | Organisation |
|-----|---|----------|--------------|
| 2a  | Often/always look forward to going to work  | 55 %     | 59 %         |
| 2b  | Often/always enthusiastic about my job  | 78 %     | 76 %         |
| 2c  | Time often/always passes quickly when I am working  | 76 %     | 82 %         |
| 3a  | Always know what work responsibilities are  | 85 %     | 85 %         |
| 3b  | Feel trusted to do my job   | 93 %     | 93 %         |
| 3c  | Able to do my job to a standard I am pleased with   | 81 %     | 80 %         |
| 4a  | Opportunities to show initiative frequent in my role                                      | 79 %     | 76 %         |
| 4b  | Able to make suggestions to improve the work of my team/dept                              | 80 %     | 83 %         |
| 4c  | Involved in deciding changes that affect work   | 50 %     | 57 %         |
| 4d  | Able to make improvements happen in my area of work                                       | 60 %     | 61 %         |
| 4e  | Able to meet conflicting demands on my time at work                                       | 49 %     | 45 %         |
| 4f  | Have adequate materials, supplies and equipment to do my work                             | 54 %     | 52 %         |
| 4g  | Enough staff at organisation to do my job properly  | 30 %     | 31 %         |
| 4h  | Team members have a set of shared objectives  | 81 %     | 81 %         |
| 4i  | Team members often meet to discuss the team's effectiveness                               | 71 %     | 76 %         |
| 4j  | Team members have to communicate closely with each other to achieve the team's objectives | 83 %     | 86 %         |
| 5a  | Satisfied with recognition for good work  | 58 %     | 62 %         |
| 5b  | Satisfied with support from immediate manager   | 75 %     | 74 %         |
| 5c  | Satisfied with support from colleagues  | 89 %     | 86 %         |
| 5d  | Satisfied with amount of responsibility given   | 78 %     | 77 %         |
| 5e  | Satisfied with opportunities to use skills  | 73 %     | 72 %         |
| 5f  | Satisfied with extent organisation values my work   | 39 %     | 45 %         |
| 5g  | Satisfied with level of pay   | 33 %     | 41 %         |
| 5h  | Satisfied with opportunities for flexible working patterns                                | 58 %     | 60 %         |
| 6a+ | Satisfied with quality of care I give to patients/service users                           | 80 %     | 83 %         |
| 6b+ | Feel my role makes a difference to patients/service users                                 | 90 %     | 89 %         |
| 6c+ | Able to provide the care I aspire to  | 63 %     | 67 %         |

## YOUR MANAGERS

|    |   | Locality | Organisation |
|----|---|----------|--------------|
| 7a | Immediate manager encourages team working   | 79 %     | 82 %         |
| 7b | Immediate manager can be counted upon to help with difficult tasks                | 76 %     | 77 %         |
| 7c | Immediate manager gives clear feedback on my work                                 | 65 %     | 69 %         |
| 7d | Immediate manager asks for my opinion before making decisions that affect my work | 62 %     | 64 %         |
| 7e | Immediate manager supportive in personal crisis                                   | 80 %     | 79 %         |
| 7f | Immediate manager takes a positive interest in my health & well-being             | 70 %     | 74 %         |
| 7g | Immediate manager values my work  | 77 %     | 79 %         |
| 8a | I know who senior managers are  | 75 %     | 82 %         |
| 8b | Communication between senior management and staff is effective                    | 32 %     | 36 %         |
| 8c | Senior managers try to involve staff in important decisions                       | 27 %     | 29 %         |
| 8d | Senior managers act on staff feedback   | 27 %     | 28 %         |

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK

|      |   | Locality | Organisation |
|------|---|----------|--------------|
| 9a   | Organisation definitely takes positive action on health and well-being  | 30 %     | 32 %         |
| 9b   | In last 12 months, have not experienced musculoskeletal (MSK) problems as a result of work activities               | 79 %     | 81 %         |
| 9c   | Not felt unwell due to work related stress in last 12 months  | 46 %     | 56 %         |
| 9d   | In last 3 months, have not come to work when not feeling well enough to perform duties                              | 36 %     | 38 %         |
| 9e   | Not felt pressure from manager to come to work when not feeling well enough   | 80 %     | 81 %         |
| 9f   | Not felt pressure from colleagues to come to work when not feeling well enough                                      | 82 %     | 84 %         |
| 9g   | Not put myself under pressure to come to work when not feeling well enough  | 10 %     | 7 %          |
| 10b  | Don't work any additional paid hours per week for this organisation, over and above contracted hours                | 75 %     | 78 %         |
| 10c  | Don't work any additional unpaid hours per week for this organisation, over and above contracted hours              | 38 %     | 39 %         |
| 11a  | In last month, have not seen errors/near misses/incidents that could hurt staff                                     | 75 %     | 84 %         |
| 11b  | In last month, have not seen errors/near misses/incidents that could hurt patients                                  | 70 %     | 82 %         |
| 11c+ | Last error/near miss/incident seen that could hurt staff and/or patients/service users reported                     | [93] %   | 98 %         |
| 12a+ | Organisation treats staff involved in errors fairly   | 43 %     | 54 %         |
| 12b+ | Organisation encourages reporting of errors   | 85 %     | 91 %         |
| 12c+ | Organisation takes action to ensure errors are not repeated   | 62 %     | 70 %         |
| 12d+ | Staff given feedback about changes made in response to reported errors  | 68 %     | 63 %         |
| 13a+ | Know how to report unsafe clinical practice   | 98 %     | 96 %         |
| 13b  | Would feel secure raising concerns about unsafe clinical practice   | 71 %     | 74 %         |
| 13c  | Would feel confident that organisation would address concerns about unsafe clinical practice                        | 53 %     | 60 %         |
| 14a  | Not experienced physical violence from patients/service users, their relatives or other members of the public       | 69 %     | 85 %         |
| 14b  | Not experienced physical violence from managers   | 98 %     | 99 %         |
| 14c  | Not experienced physical violence from other colleagues   | 96 %     | 97 %         |
| 14d+ | Last experience of physical violence reported   | [100] %  | 95 %         |
| 15a  | Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public | 60 %     | 78 %         |
| 15b  | Not experienced harassment, bullying or abuse from managers   | 89 %     | 91 %         |
| 15c  | Not experienced harassment, bullying or abuse from other colleagues   | 85 %     | 87 %         |
| 15d+ | Last experience of harassment/bullying/abuse reported   | [62] %   | 57 %         |
| 16+  | Organisation acts fairly: career progression  | 90 %     | 88 %         |
| 17a  | Not experienced discrimination from patients/service users, their relatives or other members of the public          | 92 %     | 95 %         |
| 17b  | Not experienced discrimination from manager/team leader or other colleagues   | 91 %     | 94 %         |

## YOUR PERSONAL DEVELOPMENT

|      |  | Locality | Organisation |
|------|--|----------|--------------|
| 18a+ | Had training, learning or development in the last 12 months  | 81 %     | 74 %         |
| 18b+ | Training helped me do my job more effectively  | 84 %     | 84 %         |
| 18c+ | Training helped me stay up-to-date with prof. requirements   | 87 %     | 88 %         |
| 18d+ | Training helped me deliver a better patient / service user experience                                | 79 %     | 80 %         |
| 19+  | Had mandatory training in the last 12 months   | 99 %     | 98 %         |
| 20a+ | Had appraisal/KSF review in last 12 months   | 79 %     | 86 %         |
| 20b  | Appraisal/review definitely helped me improve how I do my job  | 21 %     | 19 %         |
| 20c  | Clear work objectives definitely agreed during appraisal   | 36 %     | 33 %         |
| 20d  | Appraisal/performance review: definitely left feeling work is valued                                 | 21 %     | 24 %         |
| 20e  | Appraisal/performance review: organisational values definitely discussed                             | 35 %     | 34 %         |
| 20f  | Appraisal/performance review: training, learning or development needs identified                     | 63 %     | 68 %         |
| 20g  | Supported by manager to receive training, learning or development definitely identified in appraisal | [48] %   | 52 %         |

## YOUR ORGANISATION

|      |   | Locality | Organisation |
|------|---|----------|--------------|
| 21a  | Care of patients/service users is organisation's top priority   | 62 %     | 68 %         |
| 21b  | Organisation acts on concerns raised by patients/service users  | 74 %     | 72 %         |
| 21c  | Would recommend organisation as place to work   | 47 %     | 53 %         |
| 21d  | If friend/relative needed treatment would be happy with standard of care provided by organisation     | 52 %     | 63 %         |
| 22a+ | Patient/service user feedback collected within directorate/department                                 | 98 %     | 95 %         |
| 22b+ | Receive regular updates on patient/service user feedback in my directorate/department                 | 44 %     | 58 %         |
| 22c+ | Feedback from patients/service users is used to make informed decisions within directorate/department | 38 %     | 47 %         |

## BACKGROUND INFORMATION

|      |   | Locality | Organisation |
|------|---|----------|--------------|
| 27b+ | Disability: organisation made adequate adjustment(s) to enable me to carry out work | -        | 72 %         |