

2012 National NHS staff survey

Results from Shrewsbury And Telford Hospital NHS Trust

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1. Introduction to this report

This report presents the findings of the 2012 national NHS staff survey conducted in Shrewsbury And Telford Hospital NHS 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

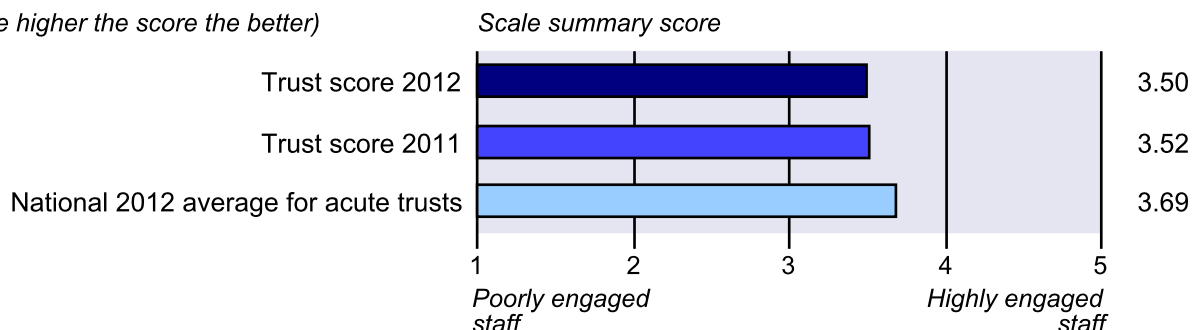
Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

2. Overall indicator of staff engagement for Shrewsbury And Telford Hospital NHS Trust

The figure below shows how Shrewsbury And Telford Hospital NHS 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 3.50 was in the **lowest (worst) 20%** when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)



This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 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 Shrewsbury And Telford Hospital NHS 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	! Lowest (worst) 20%
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>	✓ Increase (better than 11)	! Lowest (worst) 20%
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	! Lowest (worst) 20%

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 Shrewsbury And Telford Hospital NHS Trust

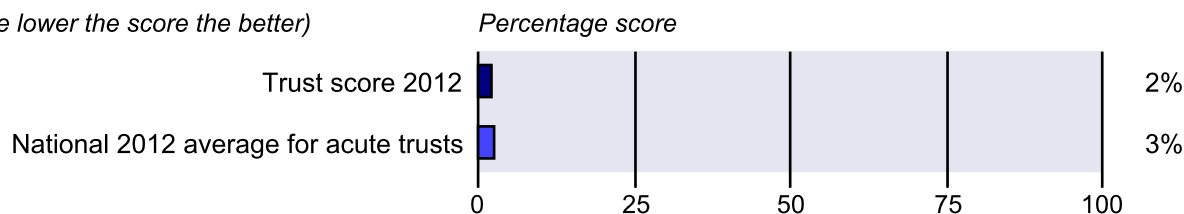
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which Shrewsbury And Telford Hospital NHS Trust compares most favourably with other acute trusts in England.

TOP FIVE RANKING SCORES

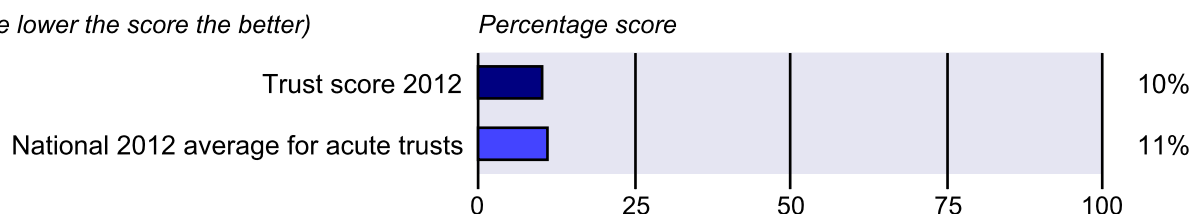
✓ KF17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



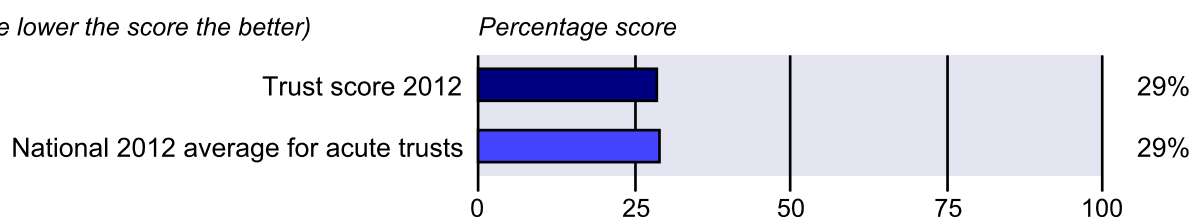
✓ KF28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



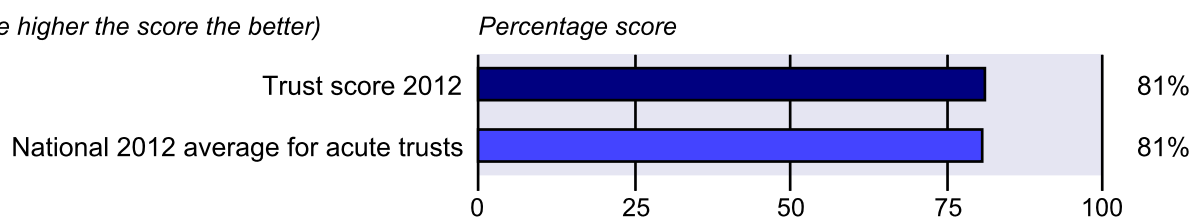
✓ KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

(the lower the score the better)



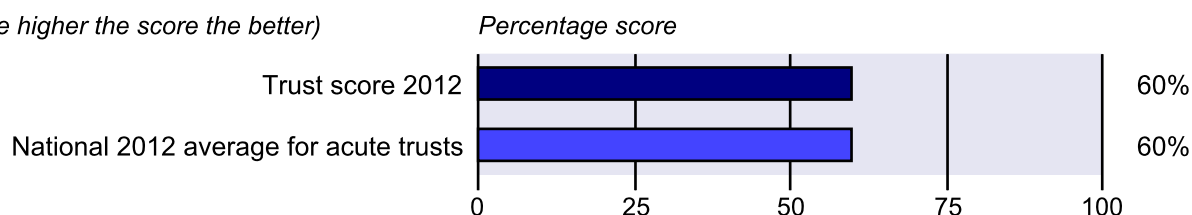
✓ KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



✓ KF12. Percentage of staff saying hand washing materials are always available

(the higher the score the better)



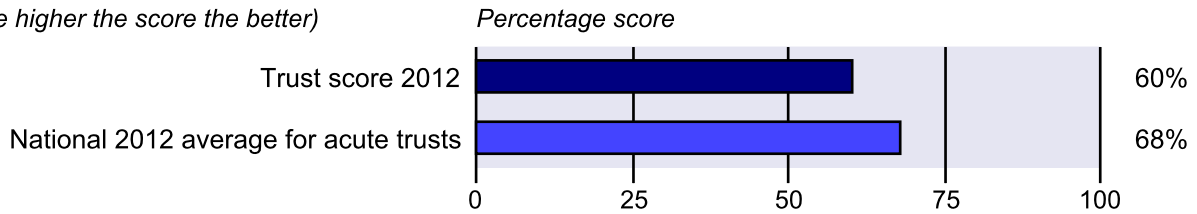
For each of the 28 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 142 (the bottom ranking score). Shrewsbury And Telford Hospital NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked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

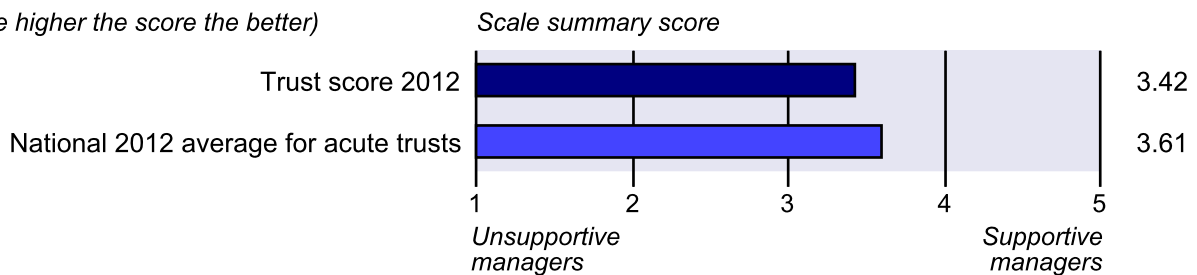
! KF22. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



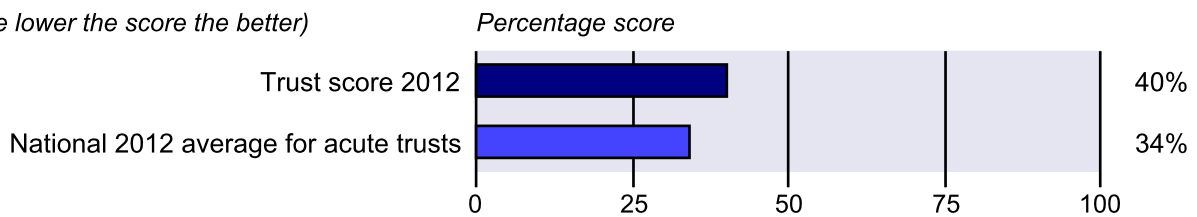
! KF9. Support from immediate managers

(the higher the score the better)



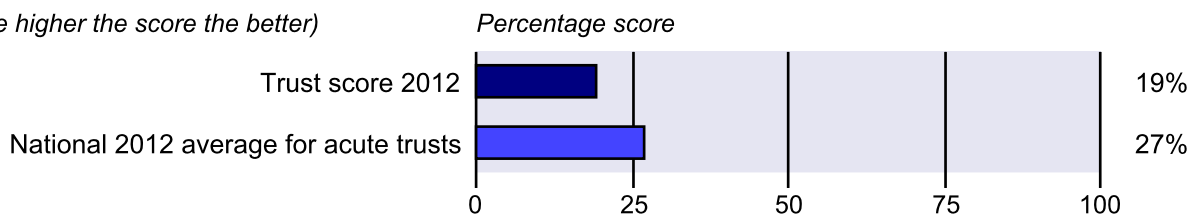
! KF13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



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

(the higher the score the better)



! KF23. Staff job satisfaction

(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). Shrewsbury And Telford Hospital NHS 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*.

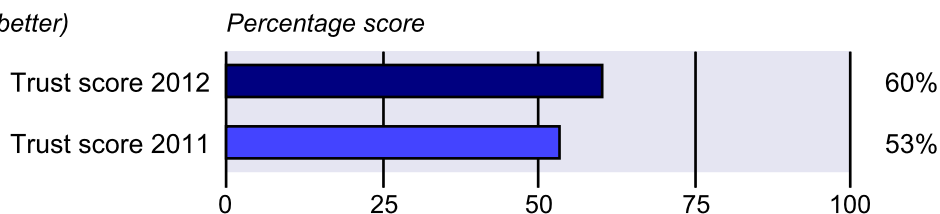
3.2 Largest Local Changes since the 2011 Survey

This page highlights the four Key Findings where staff experiences have improved the most at Shrewsbury And Telford Hospital NHS Trust since the 2011 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the scores for Key findings KF8, KF22, and KF23 are worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

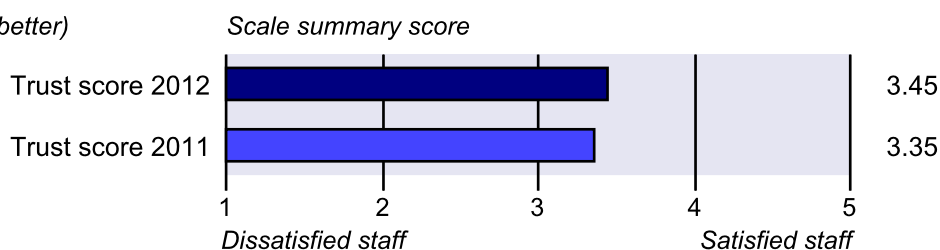
✓ KF22. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



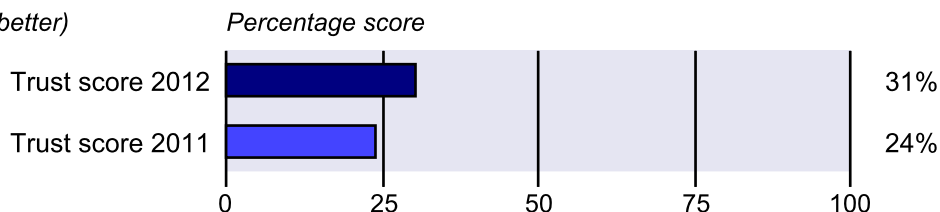
✓ KF23. Staff job satisfaction

(the higher the score the better)



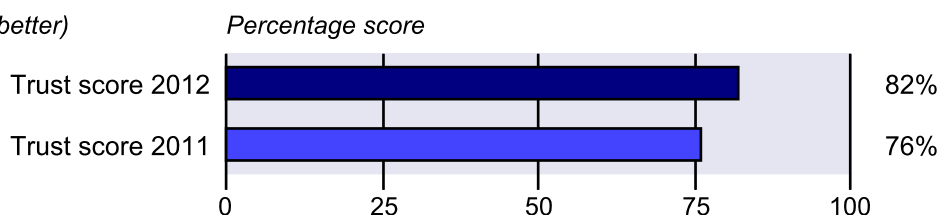
✓ KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



✓ KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



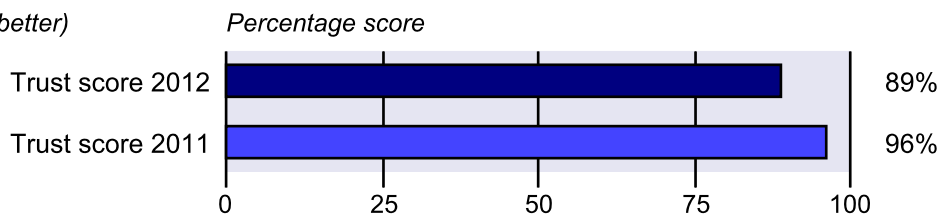
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 10-11 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

This page highlights the two 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

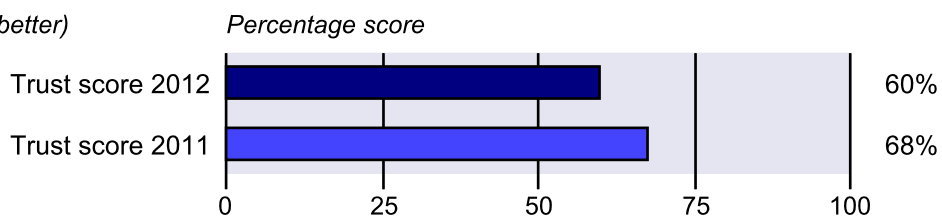
! KF14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



! KF12. Percentage of staff saying hand washing materials are always available

(the higher the score the better)



3.3. Summary of all Key Findings for Shrewsbury And Telford Hospital NHS Trust

KEY

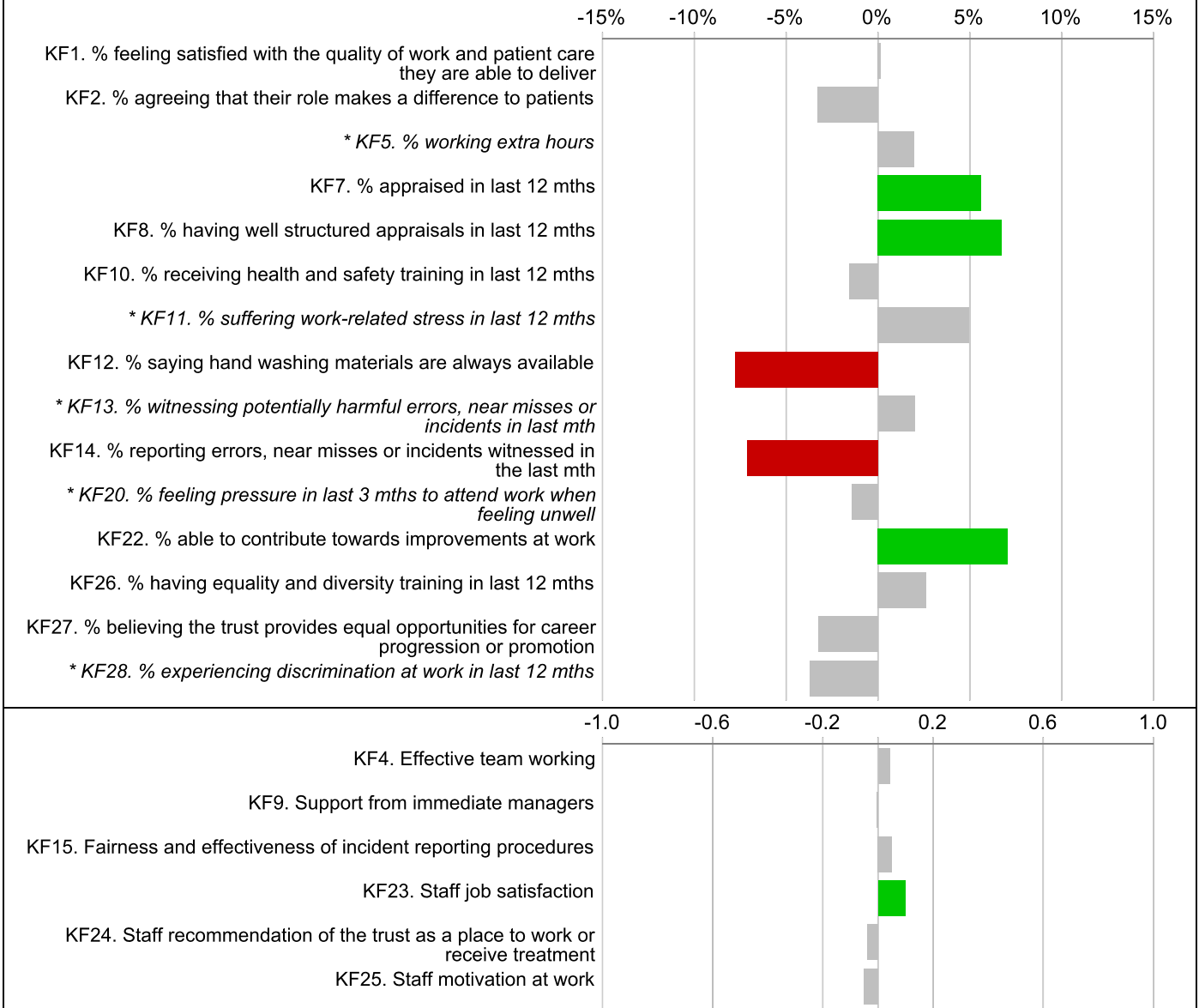
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2011 survey.

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 Shrewsbury And Telford Hospital NHS Trust

KEY

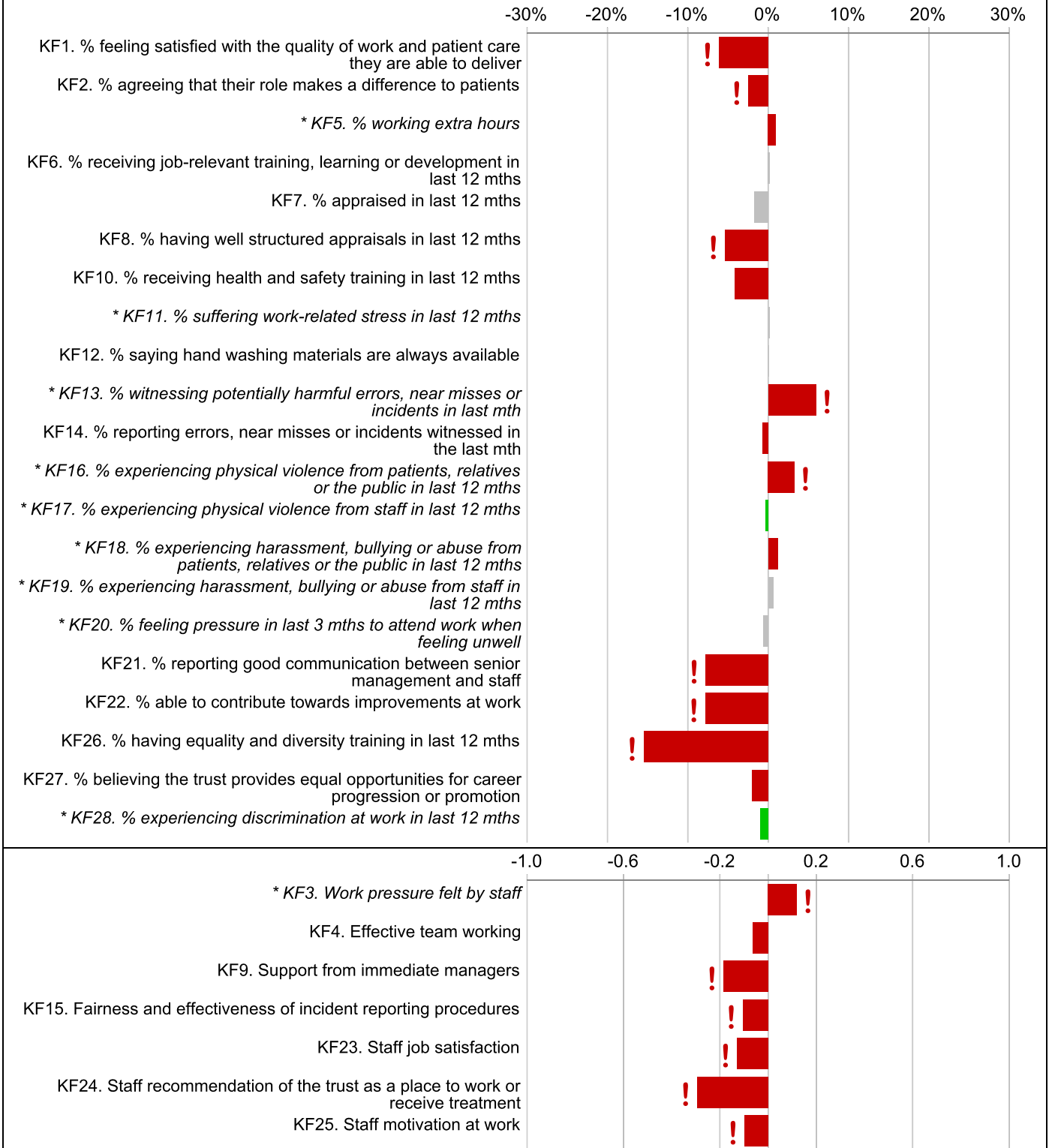
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

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



3.4. Summary of all Key Findings for Shrewsbury And Telford Hospital NHS 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	! Lowest (worst) 20%
KF2. % agreeing that their role makes a difference to patients	• No change	! Lowest (worst) 20%
* <i>KF3. Work pressure felt by staff</i>	--	! Highest (worst) 20%
KF4. Effective team working	• No change	! Below (worse than) average
* <i>KF5. % working extra hours</i>	• No change	! Above (worse than) average

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	--	• Average
KF7. % appraised in last 12 mths	✓ Increase (better than 11)	• Average
KF8. % having well structured appraisals in last 12 mths	✓ Increase (better than 11)	! Lowest (worst) 20%
KF9. Support from immediate managers	• No change	! Lowest (worst) 20%

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	• No change	! Below (worse than) average
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	• Average

Infection control and hygiene

KF12. % saying hand washing materials are always available	! Decrease (worse than 11)	• Average
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Errors and incidents

* <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	! Highest (worst) 20%
KF14. % reporting errors, near misses or incidents witnessed in the last mth	! Decrease (worse than 11)	! Below (worse than) average
KF15. Fairness and effectiveness of incident reporting procedures	• No change	! Lowest (worst) 20%

3.4. Summary of all Key Findings for Shrewsbury And Telford Hospital NHS 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	--	! Highest (worst) 20%
* KF17. % experiencing physical violence from staff in last 12 mths	--	✓ Below (better than) average
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	--	! Above (worse than) average
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	--	• Average
Health and well-being		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	• No change	• 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	✓ Increase (better than 11)	! Lowest (worst) 20%
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	✓ Increase (better than 11)	! Lowest (worst) 20%
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	! Lowest (worst) 20%
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	• No change	✓ Below (better than) average

4. Key Findings for Shrewsbury And Telford Hospital NHS Trust

485 staff at Shrewsbury And Telford Hospital NHS Trust took part in this survey. This is a response rate of 57%¹ which is in the highest 20% of acute trusts in England, and compares with a response rate of 56% in this trust in the 2011 survey.

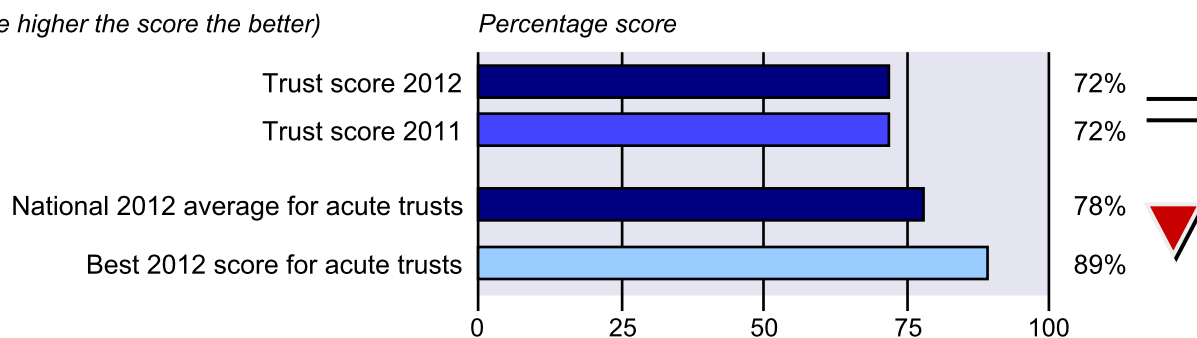
This section presents each of the 28 Key Findings, using data from the trust's 2012 survey, and compares these to other acute trusts in England and to the trust's performance in the 2011 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the two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

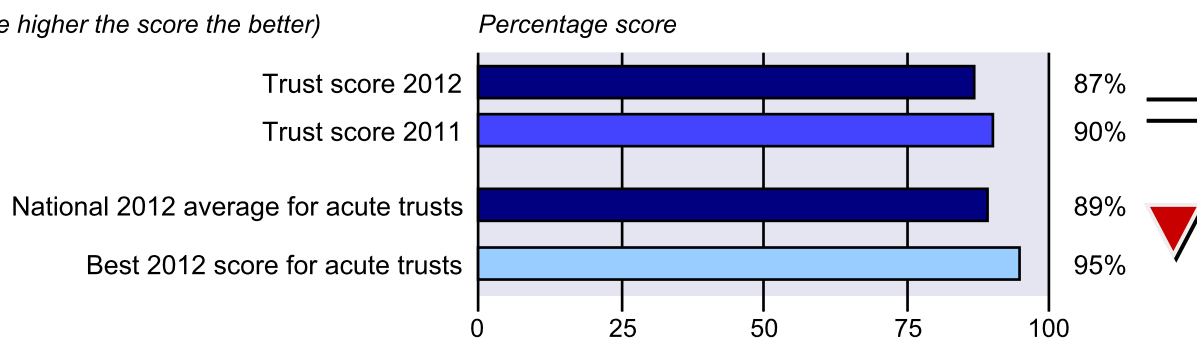
KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(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)

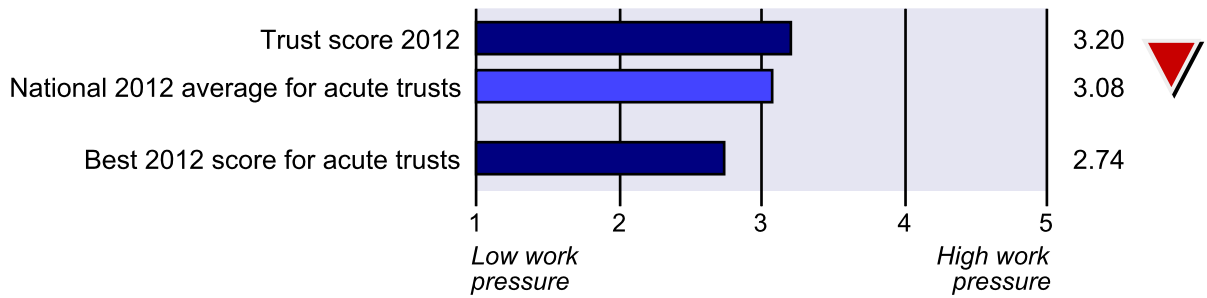


¹At the time of sampling, 5136 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 844 staff. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly 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)

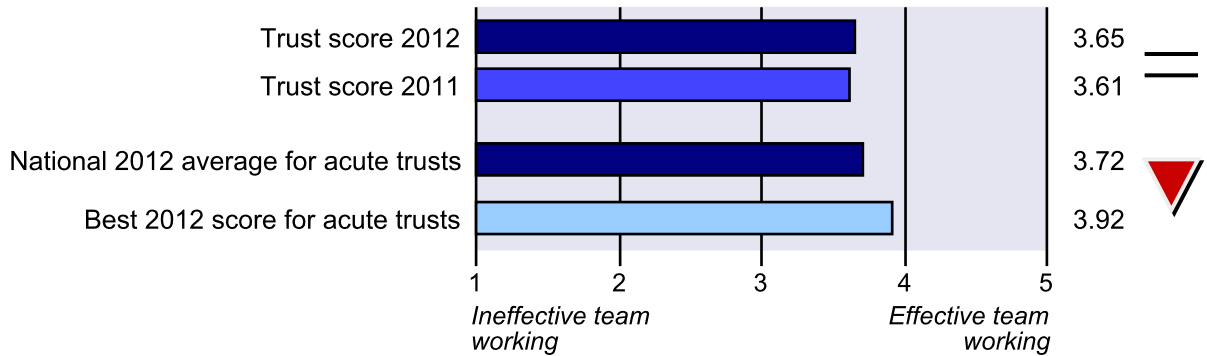
Scale summary score



KEY FINDING 4. Effective team working

(the higher the score the better)

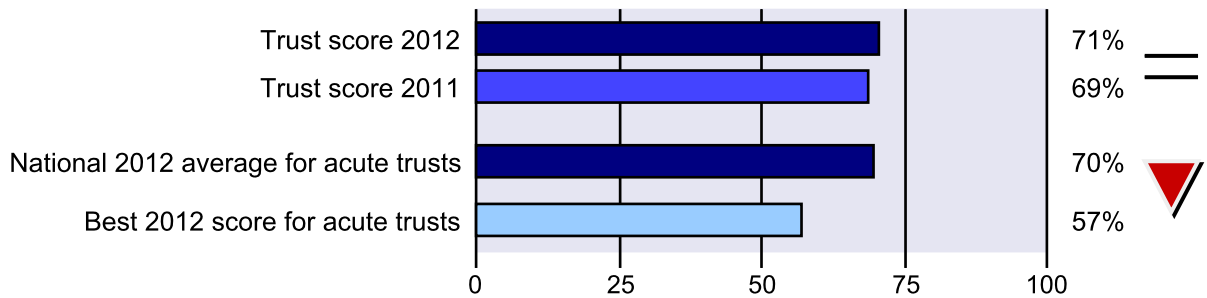
Scale summary score



KEY FINDING 5. Percentage of staff working extra hours

(the lower the score the better)

Percentage score

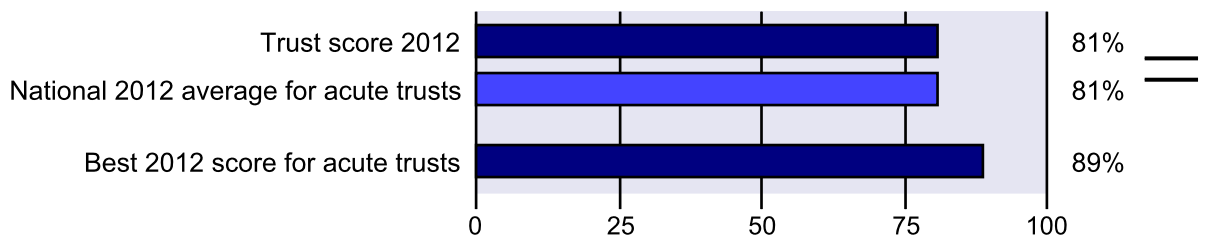


STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed.

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

(the higher the score the better)

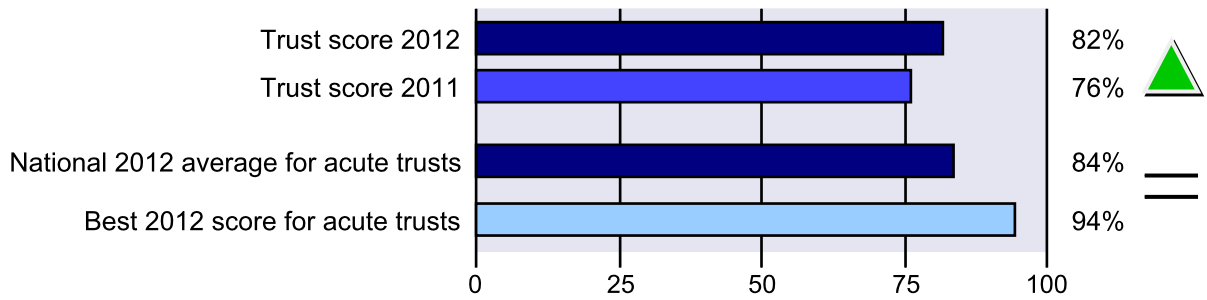
Percentage score



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

(the higher the score the better)

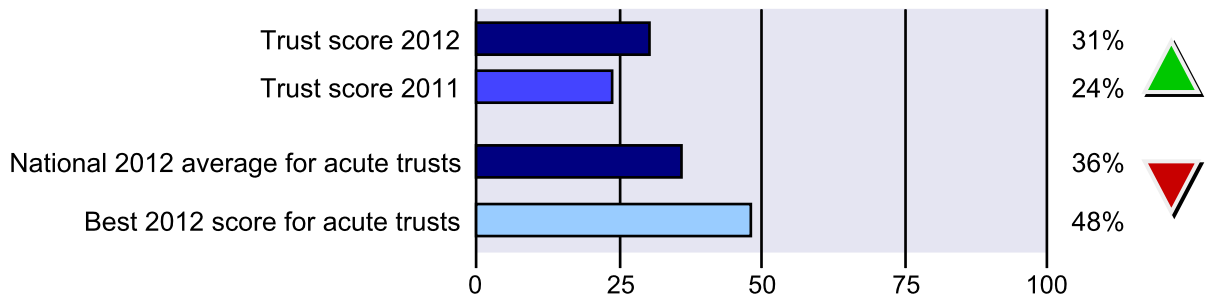
Percentage score



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

(the higher the score the better)

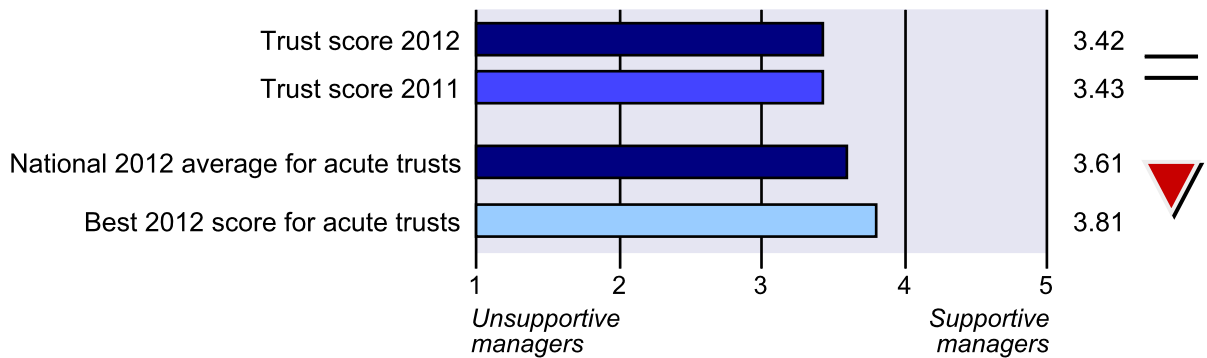
Percentage score



KEY FINDING 9. Support from immediate managers

(the higher the score the better)

Scale summary score



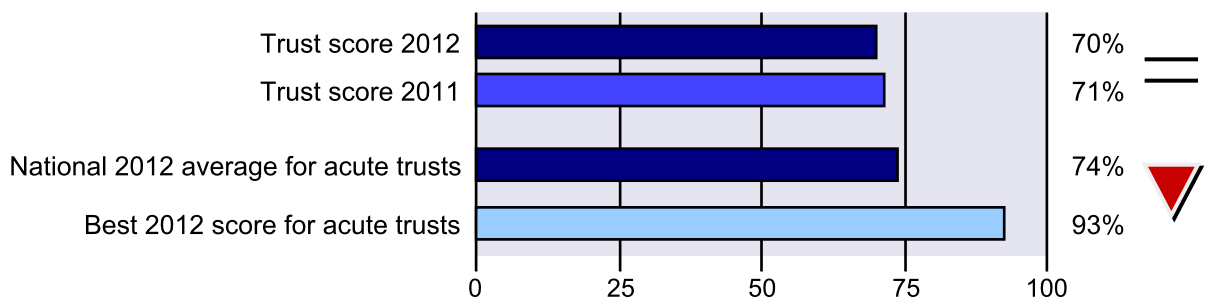
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Occupational health and safety

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

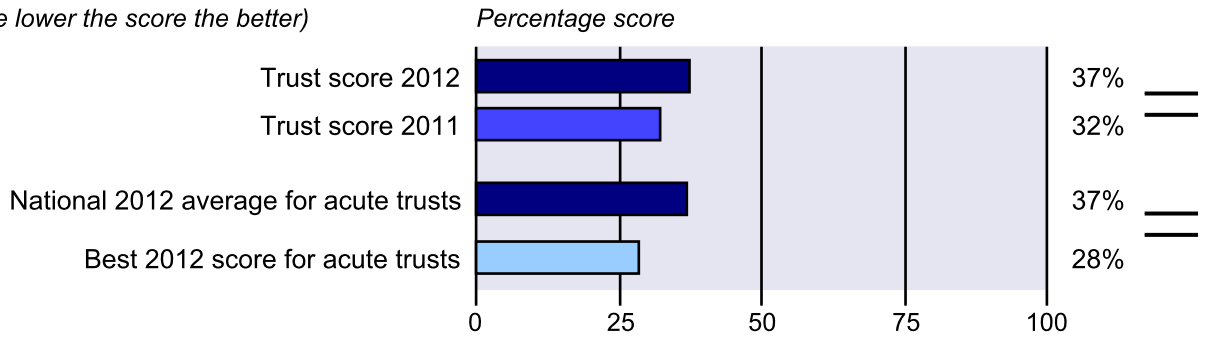
(the higher the score the better)

Percentage score



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

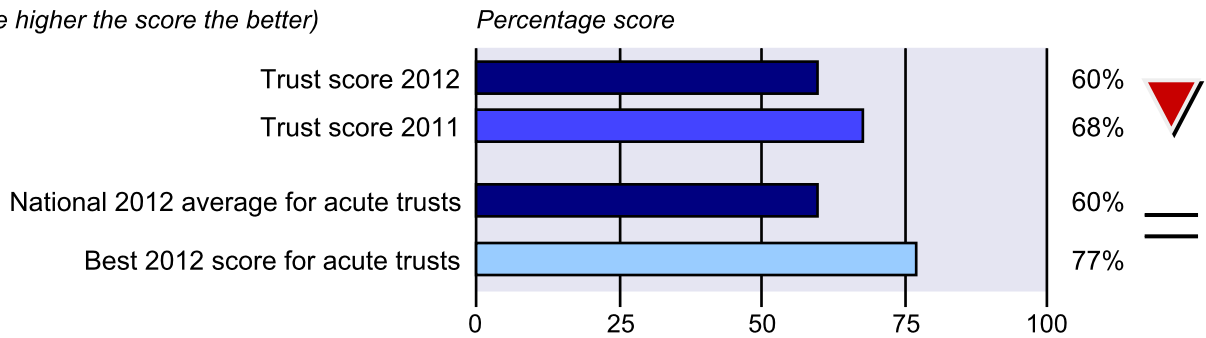
(the lower the score the better)



Infection control and hygiene

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

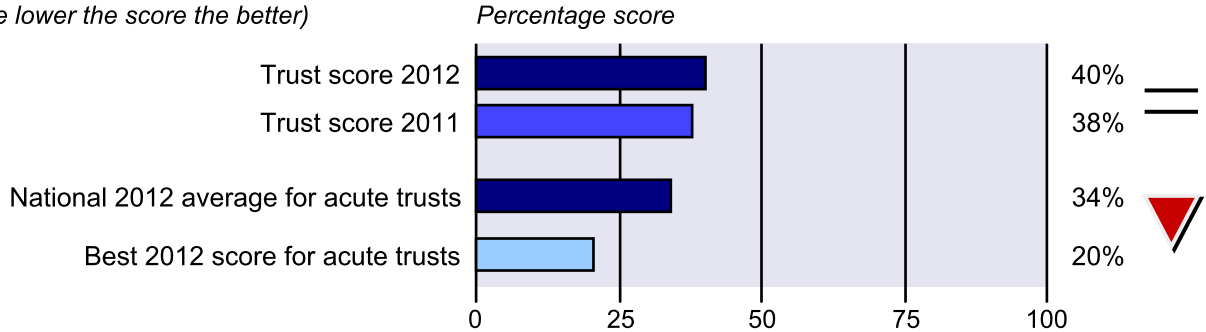
(the higher the score the better)



Errors and incidents

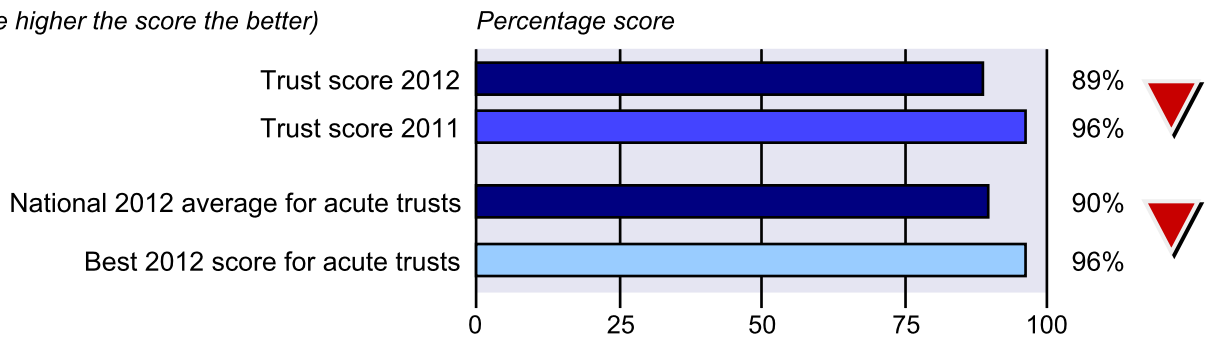
KEY FINDING 13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



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

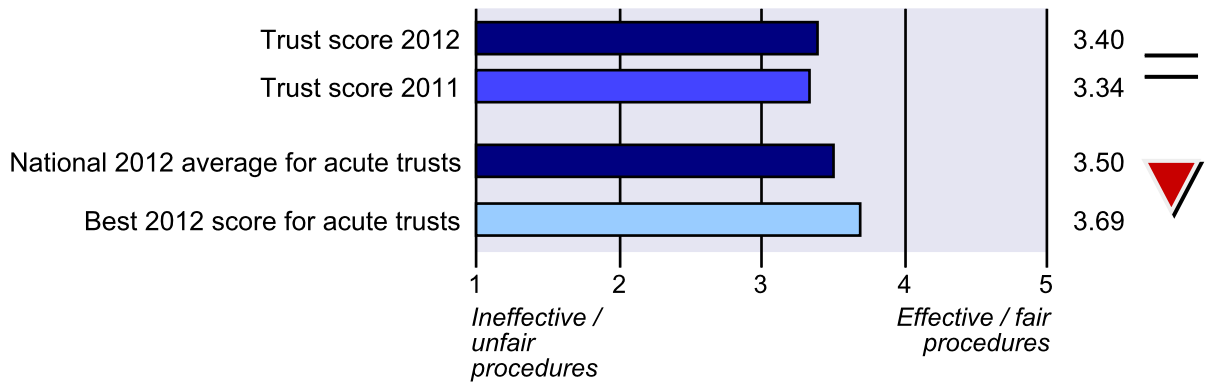
(the higher the score the better)



KEY FINDING 15. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)

Scale summary score

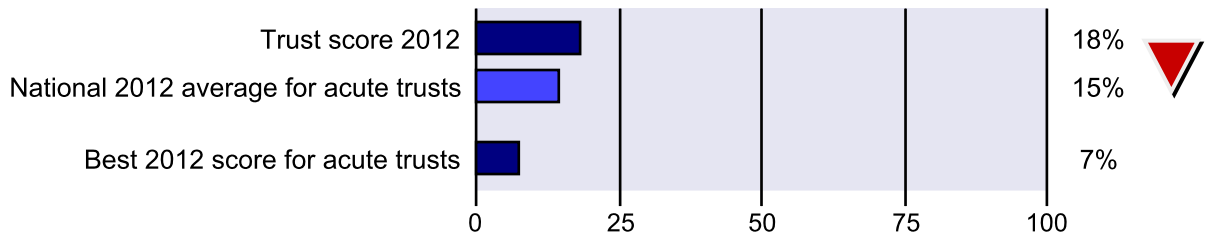


Violence and harassment

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)

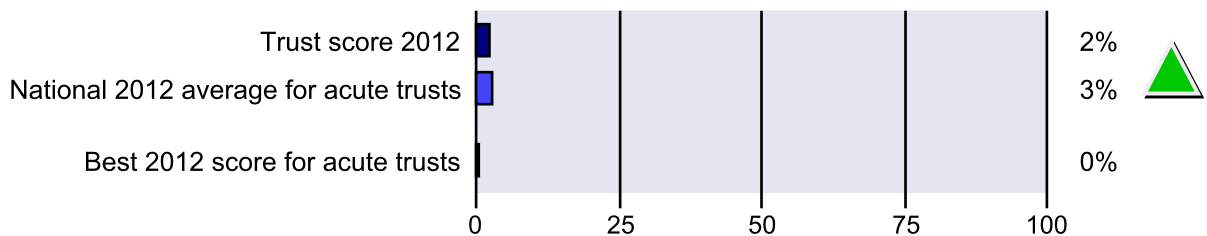
Percentage score



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

(the lower the score the better)

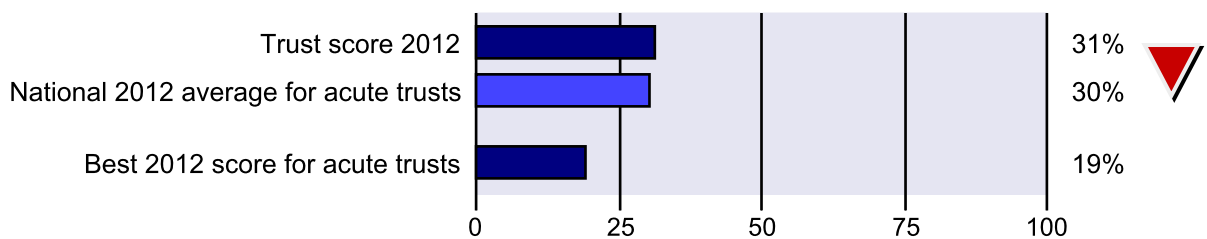
Percentage score



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)

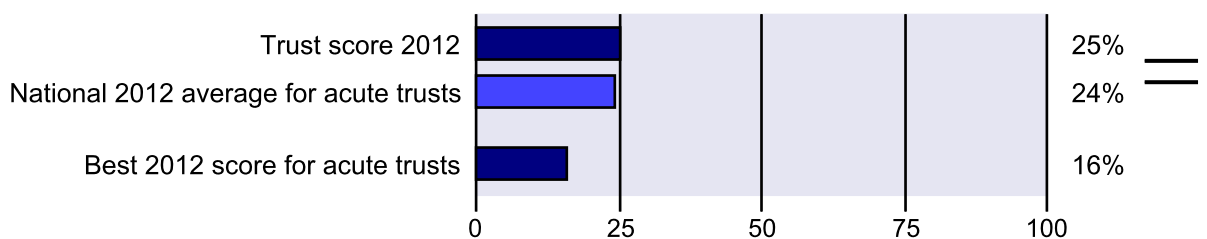
Percentage score



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

(the lower the score the better)

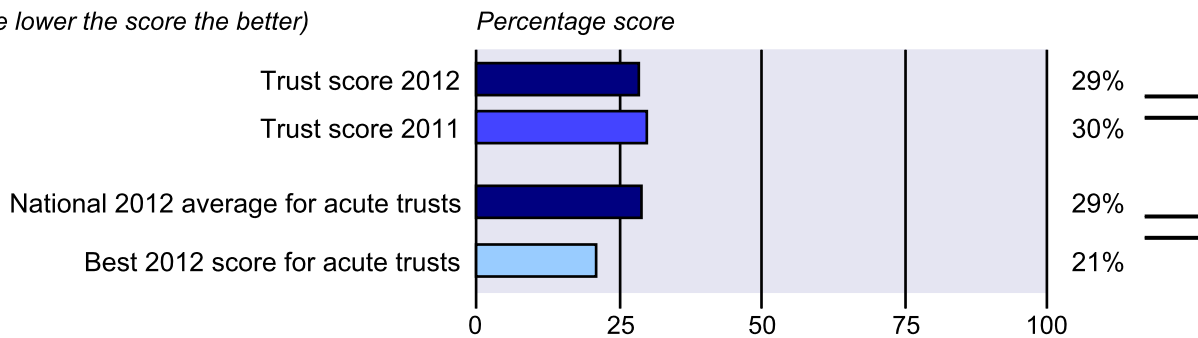
Percentage score



Health and well-being

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

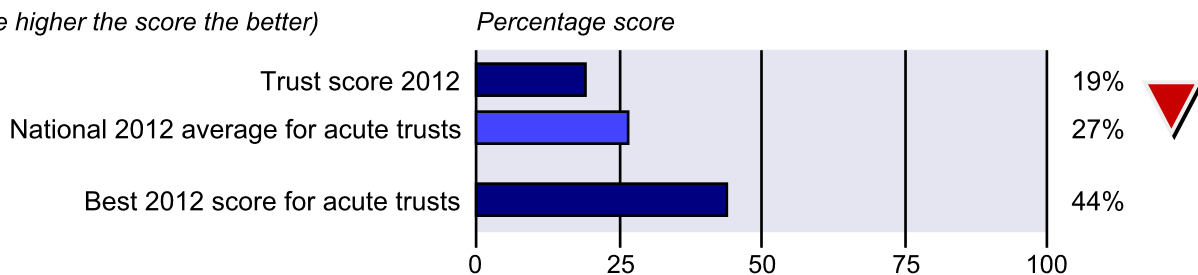
(the lower the score the better)



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.

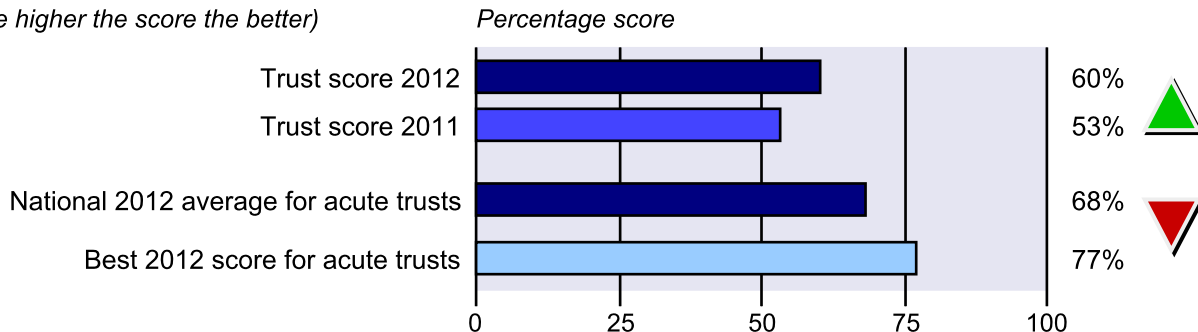
KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff

(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

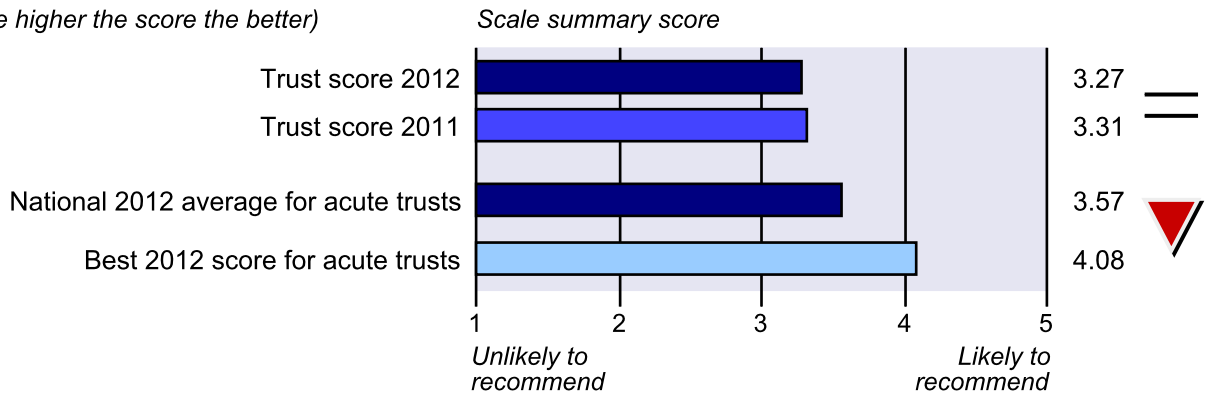
KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



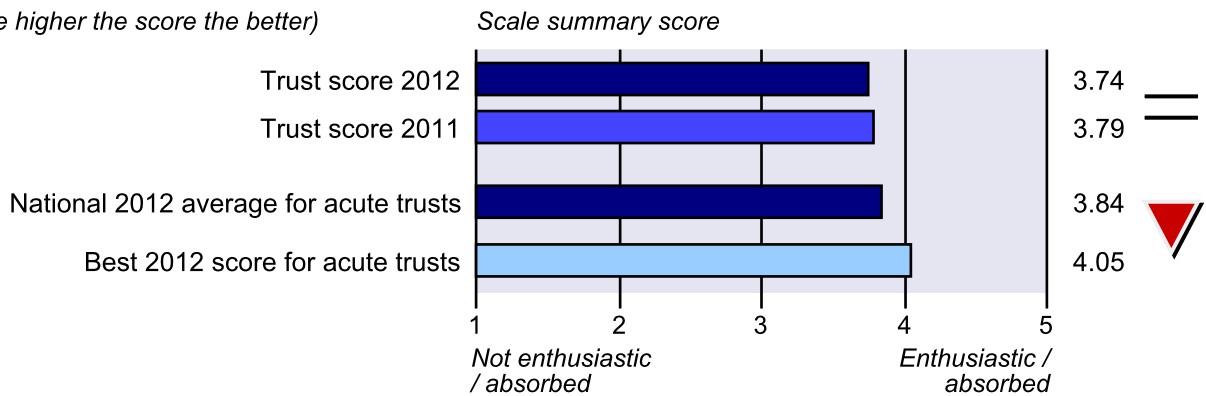
KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



KEY FINDING 25. Staff motivation at work

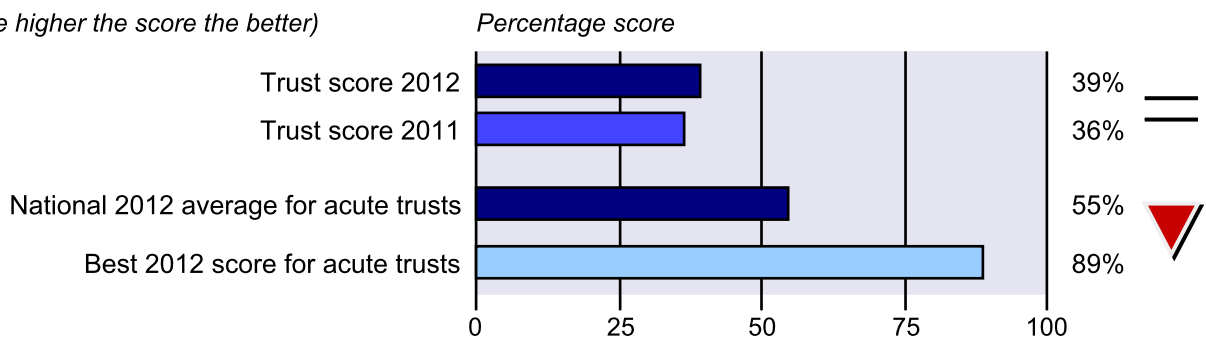
(the higher the score the better)



ADDITIONAL THEME: Equality and diversity

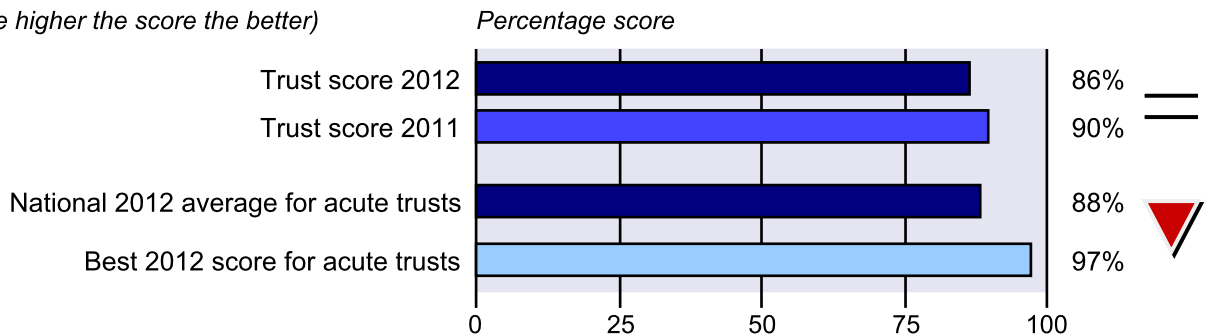
KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



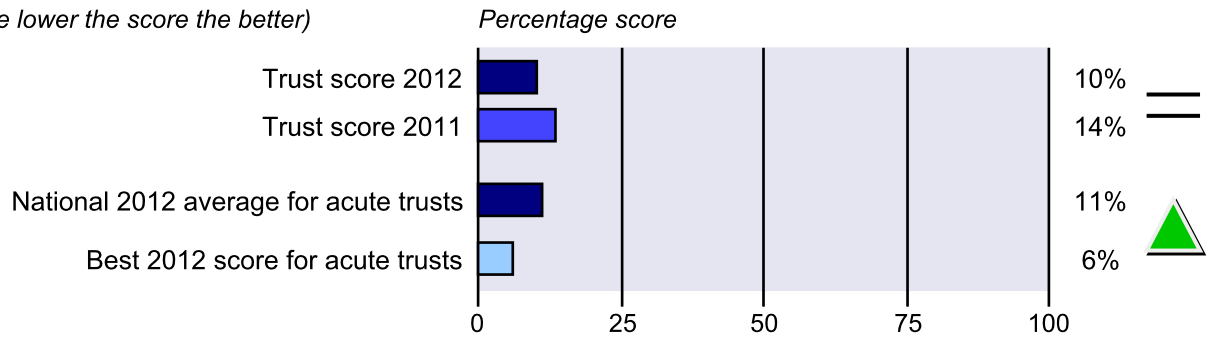
KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(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 Shrewsbury And Telford Hospital NHS Trust broken down by work group characteristics: occupational groups, staff groups, directorates 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	Physiotherapy	Radiography	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	64	54	80	82	85	75	83	78	84	-	33
KF2. % agreeing that their role makes a difference to patients	85	84	94	97	100	92	100	84	88	92	57
* KF3. <i>Work pressure felt by staff</i>	3.31	3.33	2.91	3.07	3.21	3.50	2.96	3.01	3.15	3.06	3.52
KF4. Effective team working	3.79	3.81	3.65	3.70	4.31	3.33	3.94	3.46	3.56	3.38	3.31
* KF5. <i>% working extra hours</i>	79	86	49	84	69	67	89	58	62	67	58
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	88	92	80	81	100	67	89	82	73	62	72
KF7. % appraised in last 12 mths	88	86	86	91	87	55	89	85	74	52	74
KF8. % having well structured appraisals in last 12 mths	37	31	42	41	40	9	28	30	24	14	11
KF9. Support from immediate managers	3.56	3.59	3.53	3.38	3.66	3.27	3.40	3.21	3.43	3.59	2.72
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	77	84	78	56	79	67	72	59	58	47	63
* KF11. <i>% suffering work-related stress in last 12 mths</i>	42	46	26	18	33	25	33	44	40	38	37
Infection control and hygiene											
KF12. % saying hand washing materials are always available	66	84	80	59	79	58	44	65	40	45	42
Errors and incidents											
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	52	43	38	53	29	67	39	36	19	15	42
KF14. % reporting errors, near misses or incidents witnessed in the last mth	95	100	74	94	-	-	-	77	80	-	-
KF15. Fairness and effectiveness of incident reporting procedures	3.45	3.68	3.48	3.29	3.66	3.17	3.32	3.43	3.35	3.32	3.14
Number of respondents	108	37	54	34	15	12	18	34	82	21	20

Due to low numbers of respondents, no scores are shown for the following occupational groups: Occupational Therapy and General Management.

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

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Physiotherapy	Radiography	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	44	8	38	12	21	17	0	6	4	0	10
* KF17. % experiencing physical violence from staff in last 12 mths	8	0	2	3	0	0	0	0	0	0	5
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	50	38	42	30	20	42	33	15	27	24	10
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	32	20	13	13	33	17	24	31	24	26
Health and well-being											
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	40	33	26	23	17	8	19	32	23	22	12
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	16	14	24	21	36	8	17	18	24	19	5
KF22. % able to contribute towards improvements at work	65	68	67	59	79	33	44	59	59	48	35
ADDITIONAL THEME: Staff satisfaction											
KF23. Staff job satisfaction	3.53	3.58	3.56	3.59	3.66	3.40	3.38	3.34	3.44	3.41	2.96
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.12	3.32	3.54	3.34	3.21	3.11	3.46	3.35	3.32	3.33	3.11
KF25. Staff motivation at work	3.76	3.85	3.99	3.94	3.95	3.36	3.78	3.57	3.78	3.19	3.92
ADDITIONAL THEME: Equality and diversity											
KF26. % having equality and diversity training in last 12 mths	47	39	53	47	21	42	50	38	30	16	21
KF27. % believing the trust provides equal opportunities for career progression or promotion	89	88	94	100	-	-	92	83	84	77	-
* KF28. % experiencing discrimination at work in last 12 mths	7	5	17	10	7	8	11	6	8	14	30
Overall staff engagement	3.47	3.62	3.68	3.59	3.64	3.13	3.56	3.47	3.53	3.28	3.41
Number of respondents	108	37	54	34	15	12	18	34	82	21	20

Due to low numbers of respondents, no scores are shown for the following occupational groups: Occupational Therapy and General Management.

Table 5.2: Key Findings for different staff groups

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
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	79	82	77	72	33	93	83	61
KF2. % agreeing that their role makes a difference to patients	93	88	86	97	47	87	97	86
* KF3. <i>Work pressure felt by staff</i>	3.26	2.88	3.18	3.37	3.45	3.11	3.07	3.34
KF4. Effective team working	3.52	3.74	3.49	3.93	3.18	3.40	3.77	3.79
* KF5. <i>% working extra hours</i>	86	48	64	82	45	80	86	82
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	90	82	70	90	70	80	80	89
KF7. % appraised in last 12 mths	82	85	70	86	80	93	90	87
KF8. % having well structured appraisals in last 12 mths	21	41	21	34	24	7	42	35
KF9. Support from immediate managers	2.83	3.54	3.44	3.52	2.88	3.31	3.47	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	61	79	56	69	64	93	58	79
* KF11. <i>% suffering work-related stress in last 12 mths</i>	45	34	39	32	28	53	17	43
Infection control and hygiene								
KF12. % saying hand washing materials are always available	69	75	40	59	36	60	55	72
Errors and incidents								
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	52	33	20	48	36	73	55	50
KF14. % reporting errors, near misses or incidents witnessed in the last mth	93	76	79	93	-	91	94	96
KF15. Fairness and effectiveness of incident reporting procedures	3.29	3.48	3.30	3.48	3.14	3.42	3.38	3.49
Number of respondents	29	87	120	30	26	15	32	146

Please note that the staff groups classification was provided by Shrewsbury And Telford Hospital NHS Trust

Table 5.2: Key Findings for different staff groups (cont)

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
Violence and harassment								
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	7	26	3	17	8	0	10	35
* KF17. % experiencing physical violence from staff in last 12 mths	0	1	0	0	4	0	3	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	24	28	25	27	15	13	30	47
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	20	30	23	16	27	14	27
Health and well-being								
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	52	25	22	11	23	46	22	37
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	10	24	21	21	8	13	26	15
KF22. % able to contribute towards improvements at work	52	62	56	66	38	80	63	64
ADDITIONAL THEME: Staff satisfaction								
KF23. Staff job satisfaction	3.06	3.55	3.39	3.53	3.18	3.37	3.63	3.54
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.37	3.43	3.27	3.26	3.11	3.04	3.45	3.17
KF25. Staff motivation at work	3.70	3.87	3.61	3.69	3.82	3.24	3.95	3.79
ADDITIONAL THEME: Equality and diversity								
KF26. % having equality and diversity training in last 12 mths	32	54	27	31	35	20	48	44
KF27. % believing the trust provides equal opportunities for career progression or promotion	74	91	83	86	62	92	100	89
* KF28. % experiencing discrimination at work in last 12 mths	21	14	8	7	23	7	7	6
Overall staff engagement	3.49	3.60	3.44	3.48	3.38	3.39	3.69	3.50
Number of respondents	29	87	120	30	26	15	32	146

Table 5.3: Key Findings for different directorates

	Diagnosics Centre	Emergency and Critical Care Centre	Facilities	Finance	Medicine Centre	Musculoskeletal Centre	Oncology Centre	Ophthalmology and Patient Access Centre	Pharmacy Centre	Surgical Centre	Therapy Centre	Women and Children's Centre
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	86	69	27	-	63	63	94	89	60	77	64	68
KF2. % agreeing that their role makes a difference to patients	87	88	25	-	93	94	94	93	80	87	91	84
* KF3. <i>Work pressure felt by staff</i>	3.27	3.17	3.46	3.00	3.27	3.37	2.77	3.18	3.20	3.26	3.30	3.21
KF4. Effective team working	3.44	3.62	3.21	3.40	3.72	3.27	3.63	3.58	3.16	3.91	4.19	3.75
* KF5. <i>% working extra hours</i>	65	67	38	59	73	63	94	61	65	70	64	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	80	89	69	50	84	76	84	78	76	82	96	86
KF7. % appraised in last 12 mths	67	95	78	47	73	76	79	88	94	89	92	88
KF8. % having well structured appraisals in last 12 mths	12	43	17	12	29	41	44	33	25	25	42	36
KF9. Support from immediate managers	3.17	3.54	2.81	3.51	3.49	3.25	3.56	3.61	2.76	3.37	3.56	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	72	81	67	59	59	75	79	82	59	70	70	76
* KF11. <i>% suffering work-related stress in last 12 mths</i>	43	28	44	29	38	35	32	38	47	47	43	33
Infection control and hygiene												
KF12. % saying hand washing materials are always available	63	68	28	44	54	47	53	52	59	62	61	82
Errors and incidents												
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	53	59	44	7	49	53	53	34	47	33	26	41
KF14. % reporting errors, near misses or incidents witnessed in the last mth	80	96	-	-	90	-	-	82	-	95	-	90
KF15. Fairness and effectiveness of incident reporting procedures	3.28	3.55	3.21	3.20	3.32	3.12	3.30	3.37	3.45	3.41	3.49	3.62
Number of respondents	46	42	19	17	61	17	19	34	17	63	24	75

Please note that the directorates classification was provided by Shrewsbury And Telford Hospital NHS Trust

Table 5.3: Key Findings for different directorates (cont)

	Diagnosics Centre	Emergency and Critical Care Centre	Facilities	Finance	Medicine Centre	Musculoskeletal Centre	Oncology Centre	Ophthalmology and Patient Access Centre	Pharmacy Centre	Surgical Centre	Therapy Centre	Women and Children's Centre
Violence and harassment												
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	4	60	5	0	44	47	28	6	6	11	13	8
* KF17. % experiencing physical violence from staff in last 12 mths	0	5	5	0	7	6	0	0	0	3	0	1
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	22	60	11	29	51	24	33	29	18	30	21	36
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	15	17	18	32	41	17	15	24	31	21	28
Health and well-being												
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	29	32	27	23	30	25	17	27	40	33	24	30
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	13	20	18	18	18	6	16	19	6	17	30	18
KF22. % able to contribute towards improvements at work	54	67	42	41	57	53	74	59	59	51	65	72
ADDITIONAL THEME: Staff satisfaction												
KF23. Staff job satisfaction	3.36	3.60	3.14	3.33	3.56	3.31	3.40	3.52	3.15	3.32	3.53	3.56
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.00	3.30	3.06	3.29	3.21	3.16	3.72	3.49	3.49	3.06	3.28	3.42
KF25. Staff motivation at work	3.41	3.82	3.67	3.12	3.82	3.73	4.05	3.92	3.47	3.62	3.83	3.98
ADDITIONAL THEME: Equality and diversity												
KF26. % having equality and diversity training in last 12 mths	33	39	35	13	38	59	28	39	29	49	26	45
KF27. % believing the trust provides equal opportunities for career progression or promotion	77	96	-	-	86	-	100	80	80	97	77	88
* KF28. % experiencing discrimination at work in last 12 mths	9	7	16	12	15	6	17	6	12	6	4	7
Overall staff engagement	3.25	3.56	3.26	3.18	3.52	3.43	3.73	3.62	3.49	3.36	3.57	3.68
Number of respondents	46	42	19	17	61	17	19	34	17	63	24	75

Please note that the directorates classification was provided by Shrewsbury And Telford Hospital NHS Trust

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	73	68
KF2. % agreeing that their role makes a difference to patients	88	85
* KF3. <i>Work pressure felt by staff</i>	3.20	3.22
KF4. Effective team working	3.68	3.64
* KF5. <i>% working extra hours</i>	72	65
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	82	81
KF7. % appraised in last 12 mths	82	81
KF8. % having well structured appraisals in last 12 mths	32	26
KF9. Support from immediate managers	3.46	3.33
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	68	74
* KF11. <i>% suffering work-related stress in last 12 mths</i>	39	33
Infection control and hygiene		
KF12. % saying hand washing materials are always available	61	57
Errors and incidents		
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	42	36
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	90
KF15. Fairness and effectiveness of incident reporting procedures	3.41	3.38
Number of respondents	342	136

^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	18	19
* KF17. % experiencing physical violence from staff in last 12 mths	2	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	34	26
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	27	21
Health and well-being		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	28	31
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	17
KF22. % able to contribute towards improvements at work	63	54
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	3.45	3.46
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.30	3.19
KF25. Staff motivation at work	3.76	3.68
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	40	38
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	79
* KF28. % experiencing discrimination at work in last 12 mths	10	9
Overall staff engagement	3.53	3.43
Number of respondents	342	136

^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 Shrewsbury And Telford Hospital NHS 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	83	77	69	67
KF2. % agreeing that their role makes a difference to patients	90	92	87	82
* KF3. <i>Work pressure felt by staff</i>	2.99	3.06	3.32	3.27
KF4. Effective team working	3.51	3.86	3.70	3.59
* KF5. <i>% working extra hours</i>	69	73	70	69
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	83	86	80	81
KF7. % appraised in last 12 mths	84	83	79	83
KF8. % having well structured appraisals in last 12 mths	39	42	22	27
KF9. Support from immediate managers	3.61	3.59	3.31	3.37
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	67	75	68	69
* KF11. <i>% suffering work-related stress in last 12 mths</i>	37	31	41	39
Infection control and hygiene				
KF12. % saying hand washing materials are always available	51	62	63	60
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	41	45	43	33
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	100	86	86
KF15. Fairness and effectiveness of incident reporting procedures	3.43	3.59	3.34	3.34
Number of respondents	68	99	138	175

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	26	20	15	16
* KF17. % experiencing physical violence from staff in last 12 mths	1	3	1	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	38	31	33	29
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	23	34	21
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	27	30	36	22
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	22	24	14	19
KF22. % able to contribute towards improvements at work	53	71	54	62
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.55	3.62	3.30	3.45
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.51	3.46	3.14	3.17
KF25. Staff motivation at work	3.65	3.90	3.64	3.77
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	43	38	34	43
KF27. % believing the trust provides equal opportunities for career progression or promotion	92	91	85	81
* KF28. % experiencing discrimination at work in last 12 mths	10	9	10	10
Overall staff engagement	3.53	3.69	3.42	3.45
Number of respondents	68	99	138	175

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	67	72	65	74	70	95
KF2. % agreeing that their role makes a difference to patients	87	87	80	89	86	96
* KF3. <i>Work pressure felt by staff</i>	3.30	3.18	3.40	3.16	3.23	2.84
KF4. Effective team working	3.55	3.70	3.62	3.67	3.67	3.58
* KF5. <i>% working extra hours</i>	76	69	71	70	71	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	82	83	83	82	80
KF7. % appraised in last 12 mths	85	81	86	81	82	83
KF8. % having well structured appraisals in last 12 mths	30	31	28	32	30	46
KF9. Support from immediate managers	3.33	3.45	3.30	3.45	3.42	3.58
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	66	71	69	70	70	62
* KF11. <i>% suffering work-related stress in last 12 mths</i>	36	38	54	34	38	25
Infection control and hygiene						
KF12. % saying hand washing materials are always available	55	61	64	59	60	56
Errors and incidents						
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	45	39	58	36	40	40
KF14. % reporting errors, near misses or incidents witnessed in the last mth	90	89	84	92	89	-
KF15. Fairness and effectiveness of incident reporting procedures	3.29	3.42	3.20	3.44	3.40	3.53
Number of respondents	87	381	75	391	452	26

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	15	20	36	15	18	16
* KF17. % experiencing physical violence from staff in last 12 mths	3	2	5	2	2	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	29	33	44	30	32	36
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	26	25	31	24	24	38
Health and well-being						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	29	28	42	25	29	15
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	22	18	11	21	18	36
KF22. % able to contribute towards improvements at work	59	60	55	62	60	64
ADDITIONAL THEME: Staff satisfaction						
KF23. Staff job satisfaction	3.37	3.48	3.32	3.49	3.45	3.48
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.22	3.28	3.12	3.31	3.24	3.76
KF25. Staff motivation at work	3.74	3.74	3.60	3.77	3.73	4.03
ADDITIONAL THEME: Equality and diversity						
KF26. % having equality and diversity training in last 12 mths	35	40	42	40	39	46
KF27. % believing the trust provides equal opportunities for career progression or promotion	82	87	71	89	86	93
* KF28. % experiencing discrimination at work in last 12 mths	19	8	25	7	9	20
Overall staff engagement	3.50	3.50	3.35	3.54	3.48	3.83
Number of respondents	87	381	75	391	452	26

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	108	23%
Registered Nurses - Children	10	2%
Midwives	22	5%
Other Registered Nurses	5	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	54	11%
<i>Medical and Dental</i>		
Medical / Dental - Consultant	18	4%
Medical / Dental - In Training	9	2%
Medical / Dental - Other	7	1%
<i>Allied Health Professionals</i>		
Occupational Therapy	3	1%
Physiotherapy	15	3%
Radiography	12	3%
Other qualified Allied Health Professionals	18	4%
Support to Allied Health Professionals	7	1%
<i>Scientific and Technical / Healthcare Scientists</i>		
Pharmacy	18	4%
Other qualified Scientific and Technical / Healthcare Scientists	18	4%
Support to Scientific and Technical / Healthcare Scientists	9	2%
<i>Other groups</i>		
Admin and Clerical	82	17%
Central Functions / Corporate Services	21	4%
Maintenance / Ancillary	20	4%
General Management	4	1%
Other	11	2%
Did not specify	14	

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	342	72%
Part time	136	28%
Did not specify	7	
<i>Length of time in organisation</i>		
Less than a year	19	4%
Between 1 to 2 years	41	9%
Between 3 to 5 years	72	15%
Between 6 to 10 years	104	22%
Between 11 to 15 years	83	17%
Over 15 years	157	33%
Did not specify	9	

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	68	14%
Between 31 and 40	99	21%
Between 41 and 50	138	29%
51 and over	175	36%
Did not specify	5	
Gender		
Male	87	19%
Female	381	81%
Did not specify	17	
Ethnic background		
White	452	95%
Black and minority ethnic	26	5%
Did not specify	7	
Disability		
Disabled	75	16%
Not disabled	391	84%
Did not specify	19	

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 Shrewsbury And Telford Hospital NHS 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 Shrewsbury And Telford Hospital NHS 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	57	-	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	72	[68, 76]	78	74	81	68	89
KF2. % agreeing that their role makes a difference to patients	87	[84, 90]	89	88	92	84	95
* KF3. <i>Work pressure felt by staff</i>	3.20	[3.13, 3.27]	3.08	2.99	3.18	2.74	3.33
KF4. Effective team working	3.65	[3.58, 3.73]	3.72	3.65	3.78	3.44	3.92
* KF5. <i>% working extra hours</i>	71	[66, 75]	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	81	[77, 85]	81	78	83	71	89
KF7. % appraised in last 12 mths	82	[78, 85]	84	78	88	63	94
KF8. % having well structured appraisals in last 12 mths	31	[26, 35]	36	32	41	21	48
KF9. Support from immediate managers	3.42	[3.33, 3.51]	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	70	[66, 74]	74	66	81	52	93
* KF11. <i>% suffering work-related stress in last 12 mths</i>	37	[33, 42]	37	34	40	28	46
Infection control and hygiene							
KF12. % saying hand washing materials are always available	60	[55, 64]	60	52	66	37	77
Errors and incidents							
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	40	[36, 44]	34	30	37	20	45
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	[84, 93]	90	88	93	82	96
KF15. Fairness and effectiveness of incident reporting procedures	3.40	[3.34, 3.45]	3.50	3.43	3.58	3.17	3.69

Table A1: Key Findings for Shrewsbury And Telford Hospital NHS 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	18	[15, 21]	15	13	17	7	22
* KF17. % experiencing physical violence from staff in last 12 mths	2	[1, 4]	3	2	3	0	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	[27, 36]	30	26	33	19	40
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	[21, 29]	24	22	28	16	38
Health and well-being							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	29	[24, 33]	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	19	[15, 23]	27	22	31	8	44
KF22. % able to contribute towards improvements at work	60	[56, 65]	68	64	70	58	77
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.45	[3.38, 3.52]	3.58	3.51	3.64	3.33	3.77
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.27	[3.19, 3.36]	3.57	3.41	3.73	2.90	4.08
KF25. Staff motivation at work	3.74	[3.67, 3.82]	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	39	[35, 44]	55	44	69	19	89
KF27. % believing the trust provides equal opportunities for career progression or promotion	86	[82, 90]	88	85	91	70	97
* KF28. % experiencing discrimination at work in last 12 mths	10	[7, 13]	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 Shrewsbury And Telford Hospital NHS Trust since 2011 survey

	Shrewsbury And Telford Hospital NHS Trust			
	2012 score	2011 score	Change	Statistically significant?
Response rate	57	56	1	-
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	72	72	0	No
KF2. % agreeing that their role makes a difference to patients	87	90	-3	No
* KF3. <i>Work pressure felt by staff</i>	3.20	-	-	--
KF4. Effective team working	3.65	3.61	0.04	No
* KF5. <i>% working extra hours</i>	71	69	2	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	81	-	-	--
KF7. % appraised in last 12 mths	82	76	6	Yes
KF8. % having well structured appraisals in last 12 mths	31	24	7	Yes
KF9. Support from immediate managers	3.42	3.43	-0.01	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	70	71	-2	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	37	32	5	No
Infection control and hygiene				
KF12. % saying hand washing materials are always available	60	68	-8	Yes
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	40	38	2	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	96	-7	Yes
KF15. Fairness and effectiveness of incident reporting procedures	3.40	3.34	0.05	No

Table A2.1: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2011 survey (cont)

	Shrewsbury And Telford Hospital NHS 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	18	-	-	--
* KF17. % experiencing physical violence from staff in last 12 mths	2	-	-	--
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	-	-	--
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	-	-	--
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	29	30	-1	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	19	-	-	--
KF22. % able to contribute towards improvements at work	60	53	7	Yes
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.45	3.35	0.10	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.27	3.31	-0.04	No
KF25. Staff motivation at work	3.74	3.79	-0.05	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	39	36	3	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	86	90	-3	No
* KF28. % experiencing discrimination at work in last 12 mths	10	14	-4	No

Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2010 survey

	Shrewsbury And Telford Hospital NHS Trust			
	2012 score	2010 score	Change	Statistically significant?
Response rate	57	54	3	-
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	72	71	1	No
KF2. % agreeing that their role makes a difference to patients	87	87	0	No
* KF3. <i>Work pressure felt by staff</i>	3.20	-	-	--
KF4. Effective team working	3.65	3.71	-0.06	No
* KF5. <i>% working extra hours</i>	71	66	5	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	81	-	-	--
KF7. % appraised in last 12 mths	82	81	0	No
KF8. % having well structured appraisals in last 12 mths	31	28	2	No
KF9. Support from immediate managers	3.42	3.51	-0.09	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	70	79	-9	Yes
* KF11. <i>% suffering work-related stress in last 12 mths</i>	37	32	5	No
Infection control and hygiene				
KF12. % saying hand washing materials are always available	60	73	-14	Yes
Errors and incidents				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	40	39	1	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	98	-10	Yes
KF15. Fairness and effectiveness of incident reporting procedures	3.40	3.36	0.04	No

Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2010 survey (cont)

	Shrewsbury And Telford Hospital NHS 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	18	-	-	--
* KF17. % experiencing physical violence from staff in last 12 mths	2	-	-	--
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	-	-	--
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	-	-	--
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	29	26	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	19	-	-	--
KF22. % able to contribute towards improvements at work	60	57	4	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.45	3.40	0.05	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.27	3.35	-0.07	No
KF25. Staff motivation at work	3.74	3.80	-0.06	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	39	31	8	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	86	89	-3	No
* KF28. % experiencing discrimination at work in last 12 mths	10	11	-1	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 Shrewsbury And Telford Hospital NHS 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	72	78	73
KF2. % agreeing that their role makes a difference to patients	Q9b	87	89	90
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	3.20	3.07	-
KF4. Effective team working	Q4a-d	3.66	3.72	3.63
* <i>KF5. % working extra hours</i>	Q25b-c	70	70	70
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	82	81	-
KF7. % appraised in last 12 mths	Q3a	82	84	77
KF8. % having well structured appraisals in last 12 mths	Q3a-d	31	36	25
KF9. Support from immediate managers	Q10a-e	3.42	3.62	3.44
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	70	74	72
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	38	37	32
Infection control and hygiene				
KF12. % saying hand washing materials are always available	Q13a-b	60	60	69
Errors and incidents				
* <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	40	34	40
KF14. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	89	90	97
KF15. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.40	3.50	3.36

Table A3.1: Key Findings for Shrewsbury And Telford Hospital NHS 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	18	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	32	30	-
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	25	24	-
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	29	29	30
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	19	27	-
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	60	68	54
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	Q8a-g	3.45	3.58	3.37
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	3.27	3.57	3.33
KF25. Staff motivation at work	Q5a-c	3.74	3.84	3.81
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	Q1b	39	55	38
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	86	88	91
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	10	11	13

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	70	74	72
Q1b	Equality and diversity training	39	55	38
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	19	36	25
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	58	75	58
Q1e	How to handle confidential information about patients / service users	84	74	76
Q1f	How to deliver a good patient / service user experience	30	46	18
Q1g	Any other job-relevant training, learning or development	67	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	70	68	59
Q2b	It has helped me stay up-to-date with professional requirements	75	74	65
Q2c	It has helped me to deliver a better patient / service user experience	62	64	-
Appraisals				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	82	84	77
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	45	52	45
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	67	76	66
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	57	62	47
Q3e	% saying their appraisal or development review had identified training, learning or development needs	70	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	84	86	-
Team-based working				
Q4a	% working in a team	97	96	94
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	77	77	74
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	51	58	53
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	78	79	79
Staff motivation at work				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	45	52	50
Q5b	"I am enthusiastic about my job"	65	68	65
Q5c	"Time passes quickly when I am working"	74	75	77

Job design				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	71	74	67
Q6b	"I always know what my work responsibilities are"	87	87	82
Q6c	"I am trusted to do my job"	89	92	89
Q6d	"I am able to do my job to a standard I am personally pleased with"	73	80	59
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"	65	69	55
Q7b	"I am able to make suggestions to improve the work of my team / department"	68	74	67
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	47	52	47
Q7d	"I am able to make improvements happen in my area of work"	45	54	48
Q7e	"I am unable to meet all the conflicting demands on my time at work"	43	43	49
Q7f	"I have adequate materials, supplies and equipment to do my work"	45	56	54
Q7g	"There are enough staff at this organisation for me to do my job properly"	25	30	25
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	40	48	37
Q8b	"The support I get from my immediate manager"	54	64	54
Q8c	"The freedom I have to choose my own method of working"	56	64	58
Q8d	"The support I get from my work colleagues"	78	78	71
Q8e	"The amount of responsibility I am given"	71	74	69
Q8f	"The opportunities I have to use my skills"	65	71	62
Q8g	"The extent to which my organisation values my work"	33	40	25
Q8h	"My level of pay"	41	37	38
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"	67	73	88
Q9b	"I feel that my role makes a difference to patients / service users"	80	83	90
Q9c	"I am able to deliver the patient care I aspire to"	53	55	67

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"	64	69	65
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	60	67	60
Q10c	"My immediate manager gives me clear feedback on my work"	46	55	46
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	42	50	43
Q10e	"My immediate manager is supportive in a personal crisis"	65	71	65
Q11a	"I know who the senior managers are here"	73	81	53
Q11b	"Communication between senior management and staff is effective"	24	34	18
Q11c	"Senior managers here try to involve staff in important decisions"	21	28	22
Q11d	"Senior managers act on staff feedback"	19	26	24
Q11e	"Senior managers where I work are committed to patient care"	38	49	43
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	51	63	53
Q12b	"My organisation acts on concerns raised by patients / service users"	58	68	-
Q12c	"I would recommend my organisation as a place to work"	44	55	44
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	47	60	51
Availability of hand washing materials				
% saying hot water, soap and paper towels, or alcohol rubs are available for staff:				
Q13a	Always	63	63	75
Q13a	Most of the time	30	29	22
Q13a	Sometimes	4	4	2
Q13a	Never	0	0	0
Q13a	Don't know	2	2	1
% saying hot water, soap and paper towels, or alcohol rubs are available for patients / service users:				
Q13b	Always	58	58	71
Q13b	Most of the time	25	25	19
Q13b	Sometimes	4	3	2
Q13b	Never	0	0	0
Q13b	Don't know	12	13	9
Health and well-being				
% agreeing / strongly agreeing with the following statements:				
Q14a	"In general, my job is good for my health"	38	42	38
Q14b	"My immediate manager takes a positive interest in my health and well-being"	43	53	41
Q14c	"My organisation takes positive action on health and well-being"	31	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:	71	69	65
(If YES to Q15a): % saying they...				
Q15b	...had felt pressure from their manager to come to work	34	33	33
Q15c	...had felt pressure from their colleagues to come to work	26	25	29
Q15d	...had put themselves under pressure to come to work	92	91	95

		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:	38	37	32
Witnessing and reporting errors, near misses and incidents				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	26	20	26
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	34	30	31
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	94	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"	41	48	38
Q18b	"My organisation encourages us to report errors, near misses or incidents"	85	86	83
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	57	64	55
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	14	13	14
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	58	61	54
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	34	41	29
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	35	41	32
Raising concerns at work				
Q19a	% saying if they were concerned about fraud, malpractice or wrongdoing they would know how to report it	86	89	85
Q19b	% saying they would feel safe in raising their concern	70	72	73
Q19c	% saying they would feel confident that the organisation would address their concern	49	54	45
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	82	85	-
Q20a	1 to 2 times	9	9	-
Q20a	3 to 5 times	6	3	-
Q20a	6 to 10 times	2	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	1	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	72	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	68	70	-
Q21a	1 to 2 times	19	18	-
Q21a	3 to 5 times	5	7	-
Q21a	6 to 10 times	4	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	75	76	-
Q21b	1 to 2 times	16	16	-
Q21b	3 to 5 times	4	5	-
Q21b	6 to 10 times	3	2	-
Q21b	More than 10 times	1	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

49	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	86	88	91
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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	4	5	7
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Q23b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	7	8	10
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% saying they had experienced discrimination on the grounds of:

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

Gender

Q24a	Male	19	20	20
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Q24a	Female	81	80	80
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Age group

Q24b	Between 16 and 30	14	14	12
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Q24b	Between 31 and 40	21	19	18
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Q24b	Between 41 and 50	29	28	36
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Q24b	51 and over	36	39	34
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Q25a	% working part time	28	25	29
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Q25b	% working additional PAID hours	41	32	39
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Q25c	% working additional UNPAID hours	52	57	55
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		Your Trust in 2012	Average (median) for acute trusts	Your Trust in 2011
Ethnic background				
Q26	White	95	89	93
Q26	Mixed	1	1	1
Q26	Asian / Asian British	3	7	4
Q26	Black / Black British	1	2	1
Q26	Chinese	0	0	0
Q26	Other	0	1	1
Sexuality				
Q27	Heterosexual (straight)	91	93	94
Q27	Gay Man	1	1	1
Q27	Gay Woman (lesbian)	0	1	0
Q27	Bisexual	0	0	0
Q27	Other	0	0	0
Q27	Preferred not to say	7	5	4
Religion				
Q28	No religion	23	26	27
Q28	Christian	68	62	65
Q28	Buddhist	0	0	1
Q28	Hindu	1	2	1
Q28	Jewish	0	0	0
Q28	Muslim	1	2	2
Q28	Sikh	0	0	0
Q28	Other	2	2	2
Q28	Preferred not to say	4	4	3
Disability				
Q29a	% saying they have a long-standing illness, health problem or disability	16	15	18
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	63	71	72
Contact with patients				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	89	87	88
Length of time at the organisation (or its predecessors)				
Q31	Less than 1 year	4	6	8
Q31	1 to 2 years	9	9	11
Q31	3 to 5 years	15	19	14
Q31	6 to 10 years	22	22	20
Q31	11 to 15 years	17	17	18
Q31	More than 15 years	33	27	28

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	31	29	29
Q32	Nursing or Healthcare Assistants	11	8	9
Q32	Medical and Dental	7	8	9
Q32	Allied Health Professionals	12	13	12
Q32	Scientific and Technical / Healthcare Scientists	10	8	9
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	17	17	15
Q32	Central Functions / Corporate Services	4	5	5
Q32	Maintenance / Ancillary	4	6	9
Q32	General Management	1	2	1
Q32	Other	2	3	3

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 Shrewsbury And Telford Hospital NHS 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