



**2013 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 2013 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](http://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 4 of the seven pledges to staff in the NHS Constitution which was published in March 2013 (<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/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 education and training for their jobs, and line management support to enable them to fulfil their potential.
- 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

Please note that the NHS pledges were amended in 2013, however the report has been structured around 4 of the pledges which have been maintained since 2009. For more information regarding this please see the “Making Sense of Your Staff Survey Data” document.

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.

## Your Organisation

The scores presented below are un-weighted question level scores for questions Q12a - 12d and the weighted score for Key Finding 24. The percentages for Q12a – Q12d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

The Q12d score is related to CQUIN payments for Acute trusts participating in the National NHS Staff Survey. 2013/2014 guidance on CQUIN payments can be found via the following link <https://www.supply2health.nhs.uk/eContracts/Documents/cquin-guidance.pdf>.

Q12a, Q12c and Q12d feed into Key Finding 24 “Staff recommendation of the trust as a place to work or receive treatment”.

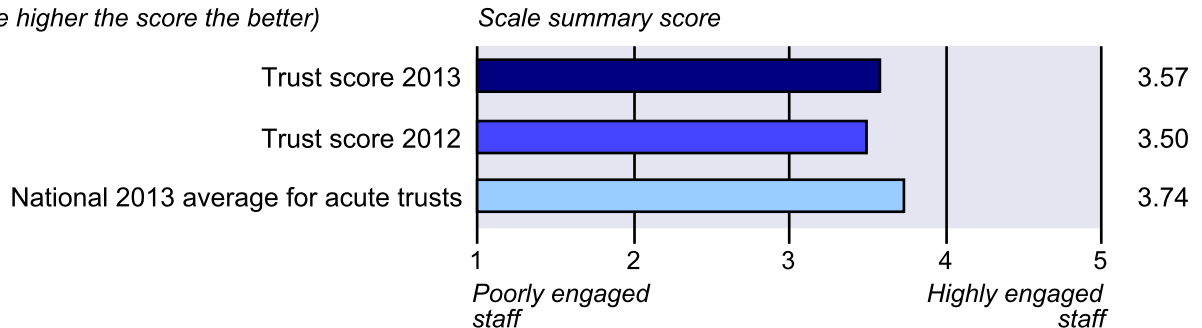
		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
Q12a	"Care of patients / service users is my organisation's top priority"	55	68	51
Q12b	"My organisation acts on concerns raised by patients / service users"	57	71	58
Q12c	"I would recommend my organisation as a place to work"	48	59	44
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	48	64	47
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	3.35	3.68	3.27

## 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 3.57 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 2012 survey.

	Change since 2012 survey	Ranking, compared with all acute trusts
<b>OVERALL STAFF ENGAGEMENT</b>	✓ Increase (better than 12)	! Lowest (worst) 20%
<b>KF22. Staff ability to contribute towards improvements at work</b> <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>	• No change	! Lowest (worst) 20%
<b>KF24. Staff recommendation of the trust as a place to work or receive treatment</b> <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%
<b>KF25. Staff motivation at work</b> <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 2013 Key Findings for Shrewsbury And Telford Hospital NHS Trust

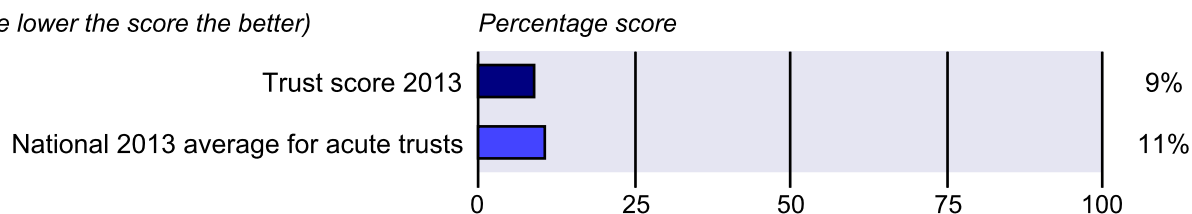
#### 3.1 Top and Bottom Ranking Scores

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

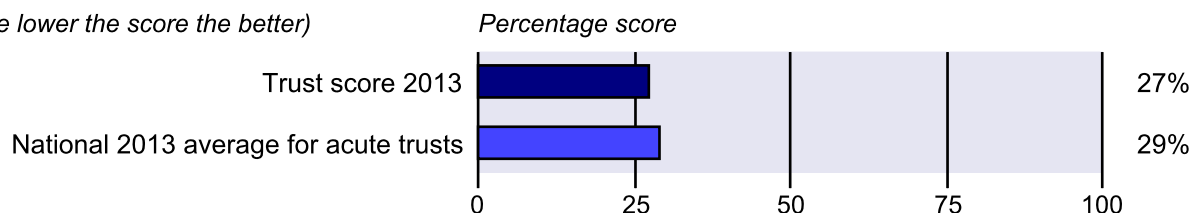
##### ✓ KF28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



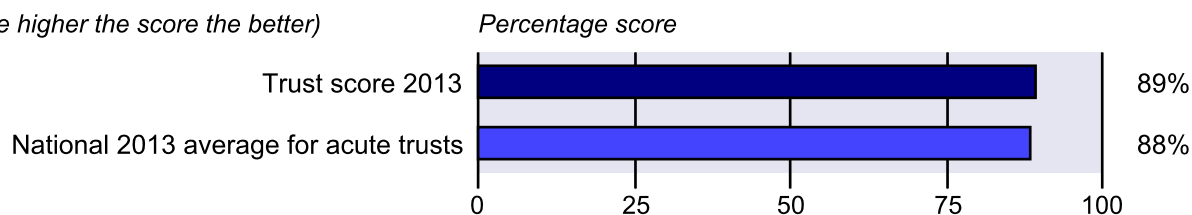
##### ✓ KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



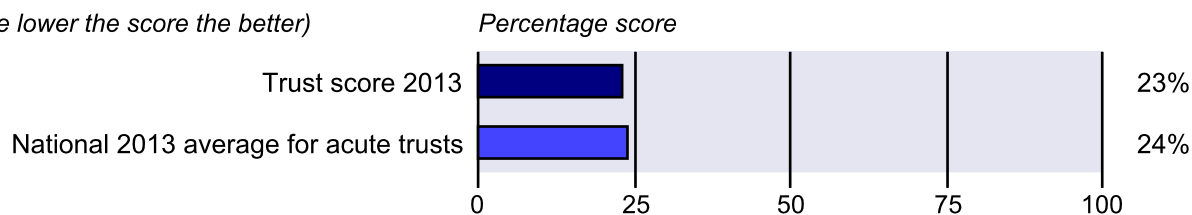
##### ✓ KF27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



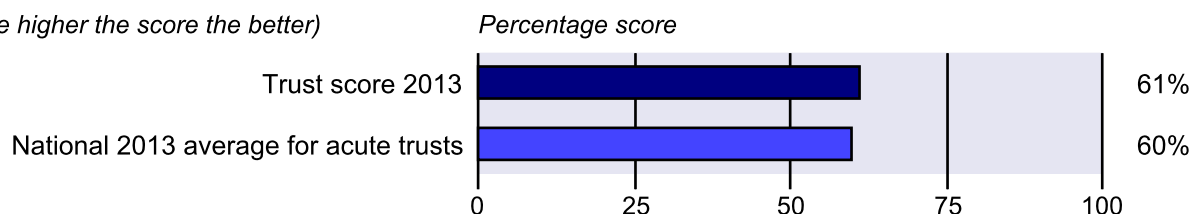
##### ✓ KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



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

(the higher the score the better)



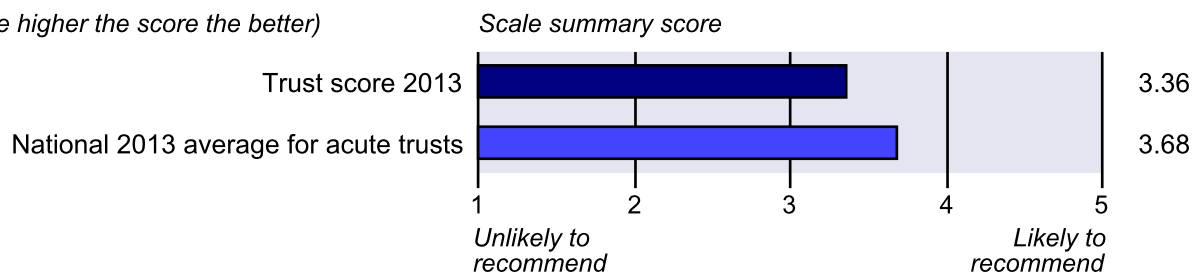
For each of the 28 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 141 (the bottom ranking score). Shrewsbury And Telford Hospital NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked 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

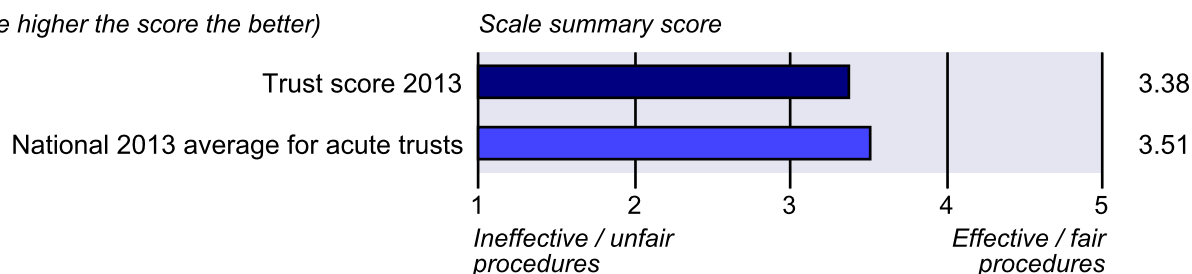
### ! KF24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



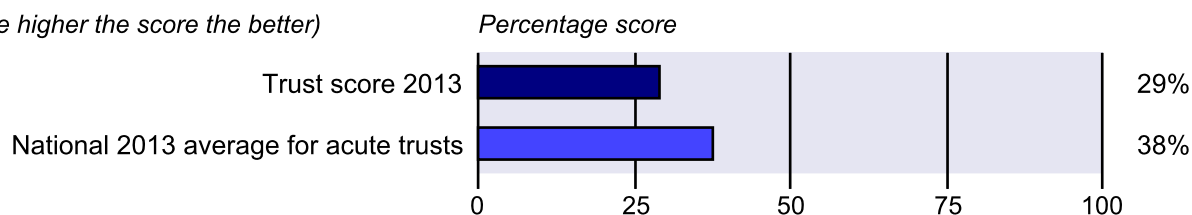
### ! KF15. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)



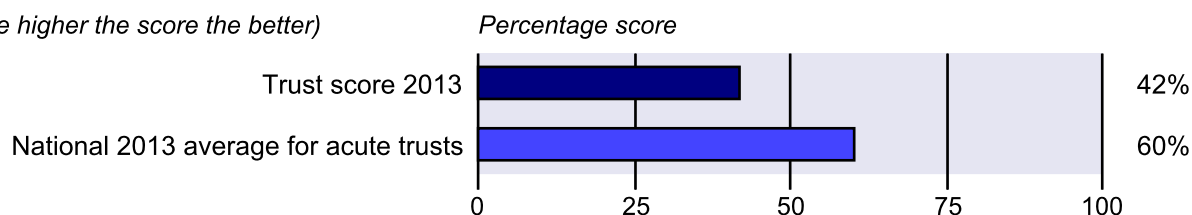
### ! KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



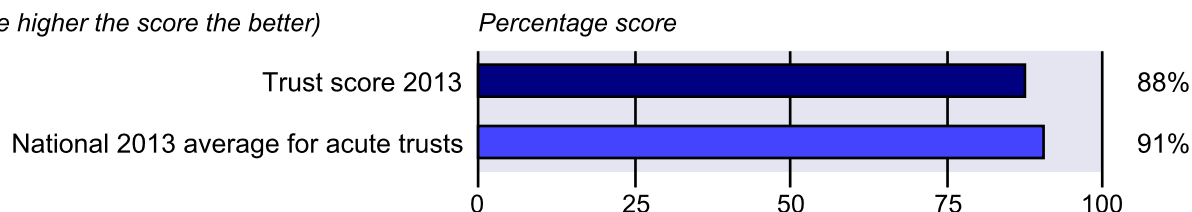
### ! KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



### ! KF2. Percentage of staff agreeing that their role makes a difference to patients

(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 141 (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 141. Further details about this can be found in the document *Making sense of your staff survey data*.

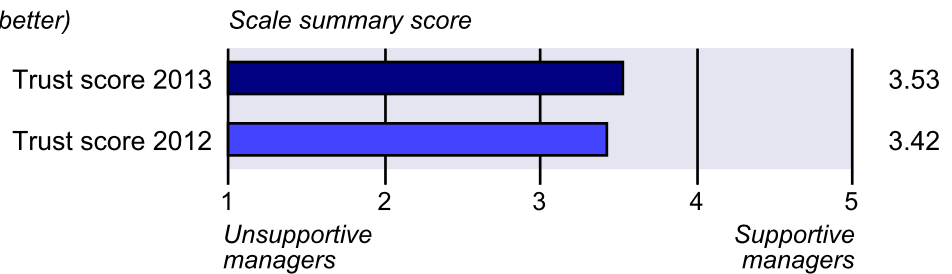
### 3.2 Largest Local Changes since the 2012 Survey

This page highlights the two Key Findings where staff experiences have improved at Shrewsbury And Telford Hospital NHS Trust since the 2012 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 KF9, and KF23 are worse than average).

#### WHERE STAFF EXPERIENCE HAS IMPROVED

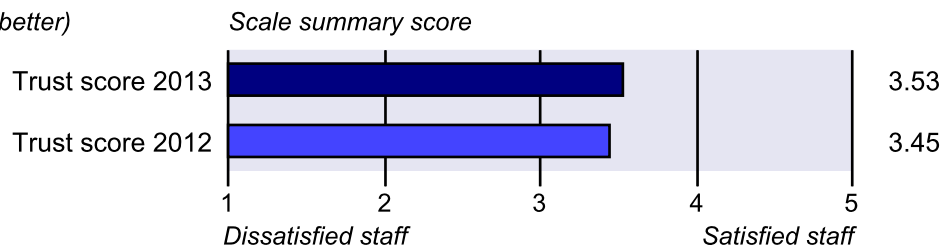
##### ✓ KF9. Support from immediate managers

(the higher the score the better)



##### ✓ KF23. Staff job satisfaction

(the higher the score the better)





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

**KEY**

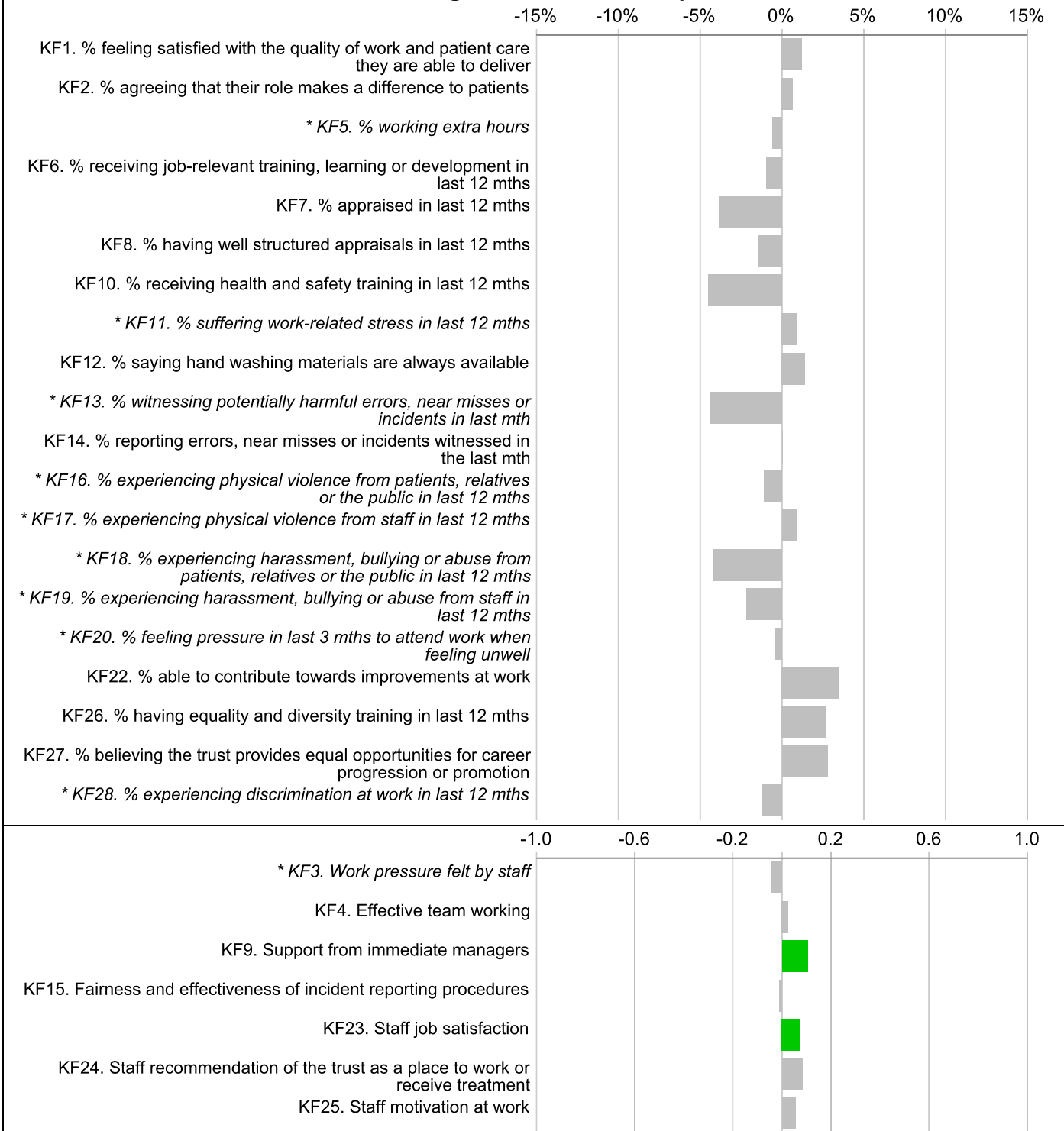
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2012 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2012 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2012 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 2012 survey



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

**KEY**

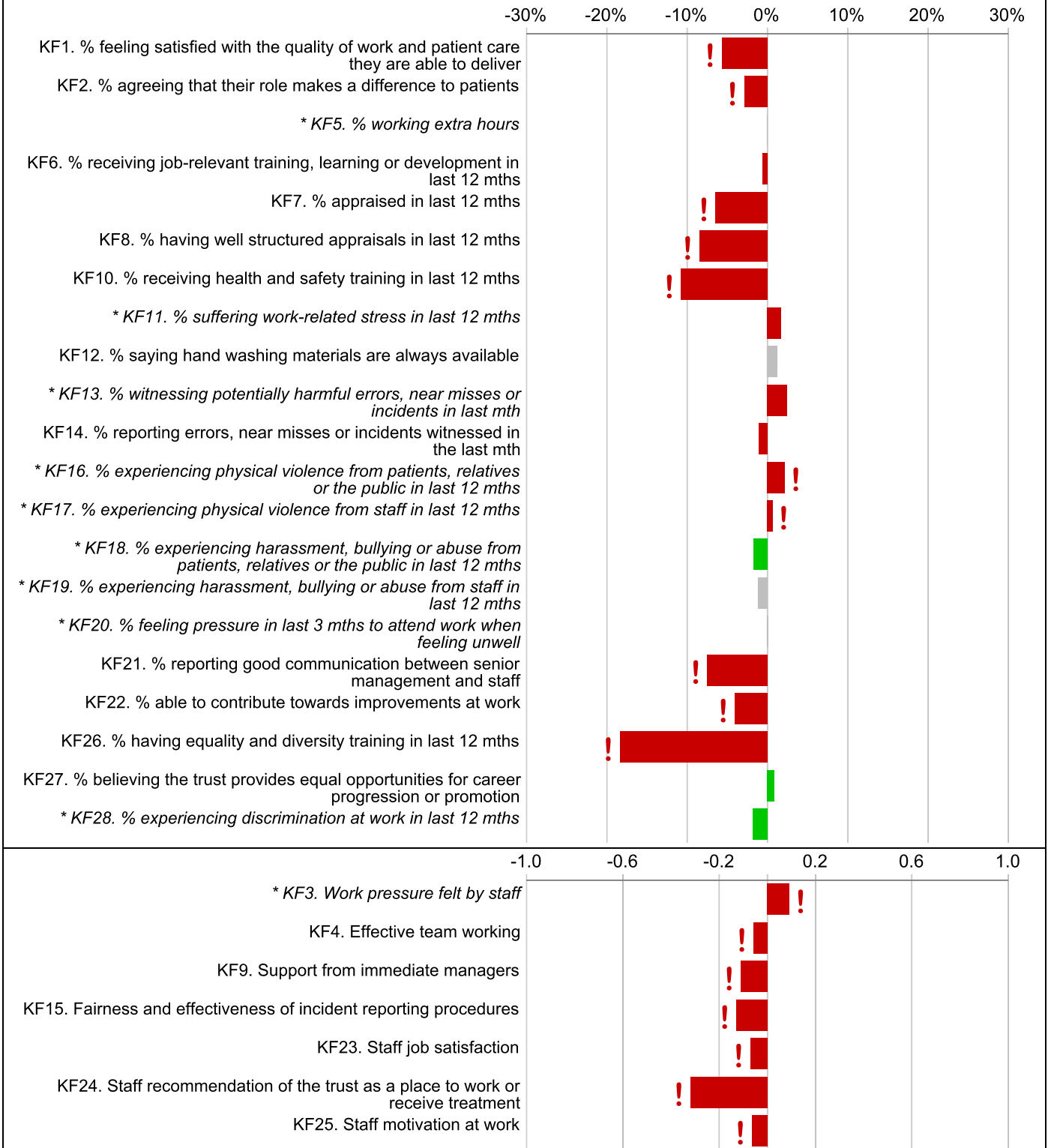
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

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 2013



### 3.3. 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 2012.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2012.

'Change since 2012 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2012 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2012 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 2012 survey      Ranking, compared with all acute trusts in 2013

#### 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>	• No change	! Highest (worst) 20%
KF4. Effective team working	• No change	! Lowest (worst) 20%
* <i>KF5. % working extra hours</i>	• No change	• Average

#### STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.

KF6. % receiving job-relevant training, learning or development in last 12 mths	• No change	! Below (worse than) average
KF7. % appraised in last 12 mths	• No change	! Lowest (worst) 20%
KF8. % having well structured appraisals in last 12 mths	• No change	! Lowest (worst) 20%
KF9. Support from immediate managers	✓ Increase (better than 12)	! 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	! Lowest (worst) 20%
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	! Above (worse than) average

##### Infection control and hygiene

KF12. % saying hand washing materials are always available	• No change	• Average
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##### Errors and incidents

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

### 3.3. Summary of all Key Findings for Shrewsbury And Telford Hospital NHS Trust (cont)

	Change since 2012 survey	Ranking, compared with all acute trusts in 2013
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	! Highest (worst) 20%
* KF17. % experiencing physical violence from staff in last 12 mths	• No change	! Highest (worst) 20%
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	✓ Below (better than) average
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	• Average
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	• No change	• Average
<b>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.</b>		
KF21. % reporting good communication between senior management and staff	--	! Lowest (worst) 20%
KF22. % able to contribute towards improvements at work	• No change	! Lowest (worst) 20%
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	✓ Increase (better than 12)	! 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%
<b>ADDITIONAL THEME: Equality and diversity</b>		
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	✓ Above (better 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

2849 staff at Shrewsbury And Telford Hospital NHS Trust took part in this survey. This is a response rate of 55%<sup>1</sup> which is above average for acute trusts in England, and compares with a response rate of 57% in this trust in the 2012 survey.

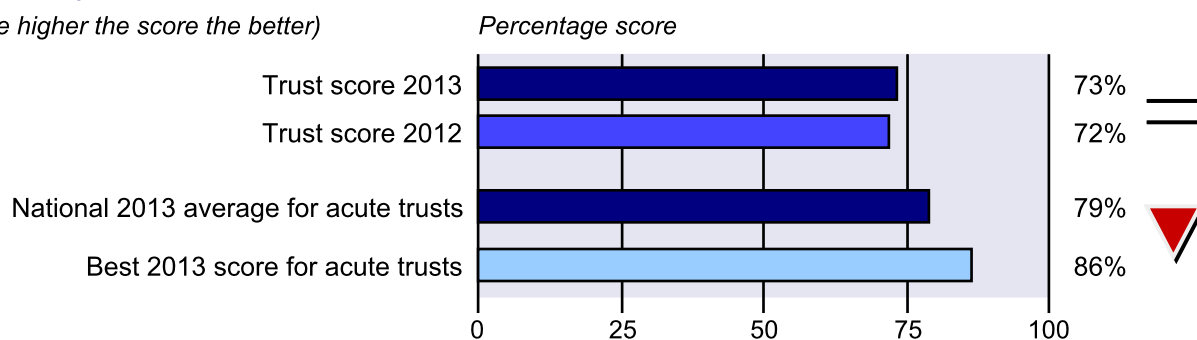
This section presents each of the 28 Key Findings, using data from the trust's 2013 survey, and compares these to other acute trusts in England and to the trust's performance in the 2012 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the two 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 2012). **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 2012). An equals sign indicates that there has been no change.

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

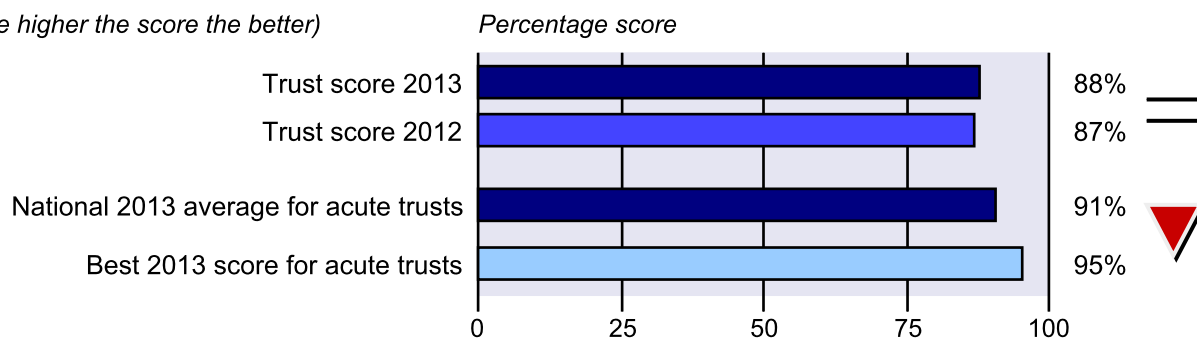
#### KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



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

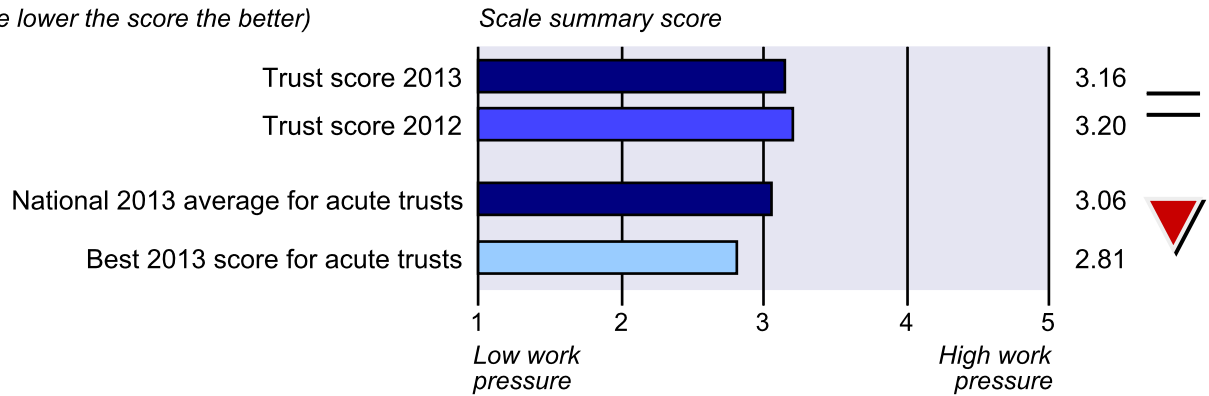
(the higher the score the better)



<sup>1</sup>Questionnaires were sent to all 5185 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

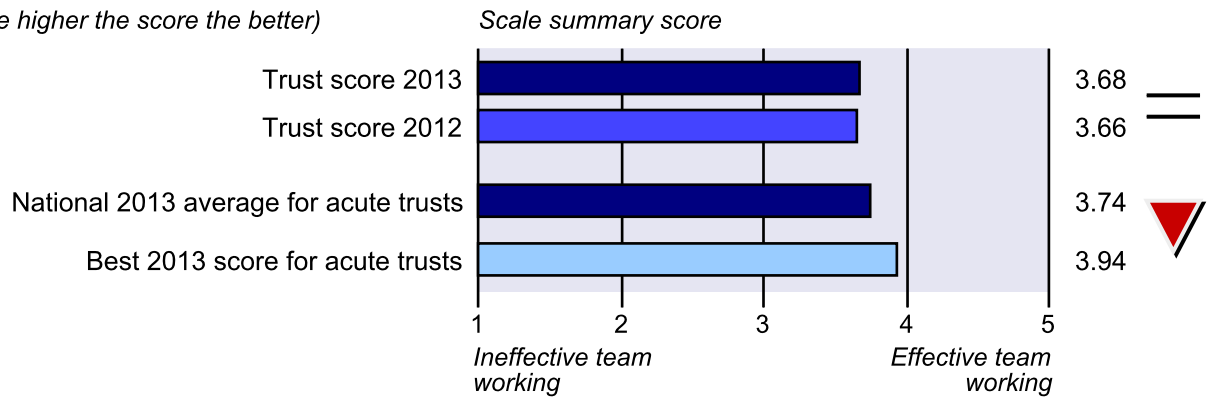
### KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



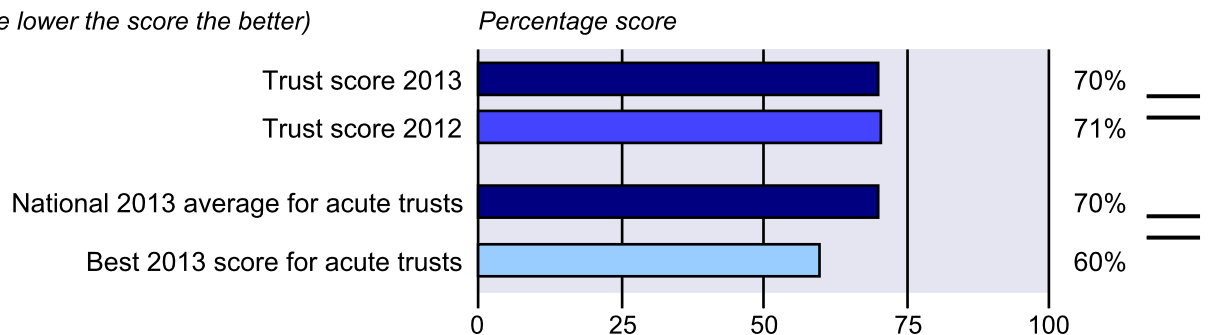
### KEY FINDING 4. Effective team working

(the higher the score the better)



### KEY FINDING 5. Percentage of staff working extra hours

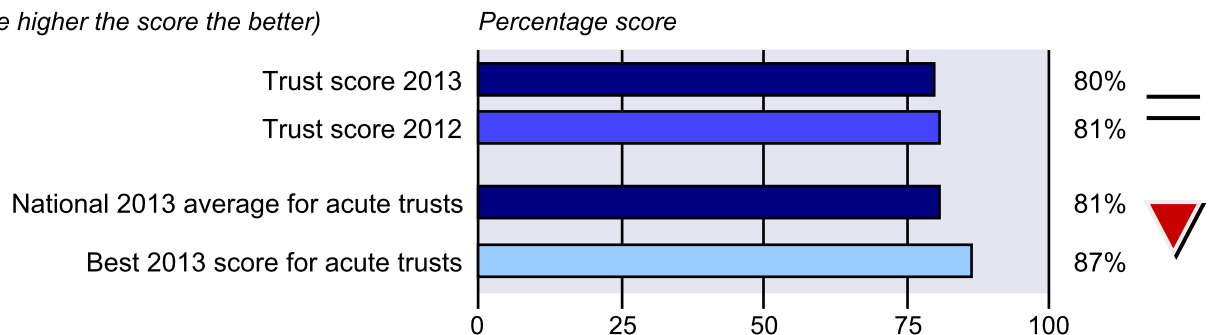
(the lower the score the better)



**STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.**

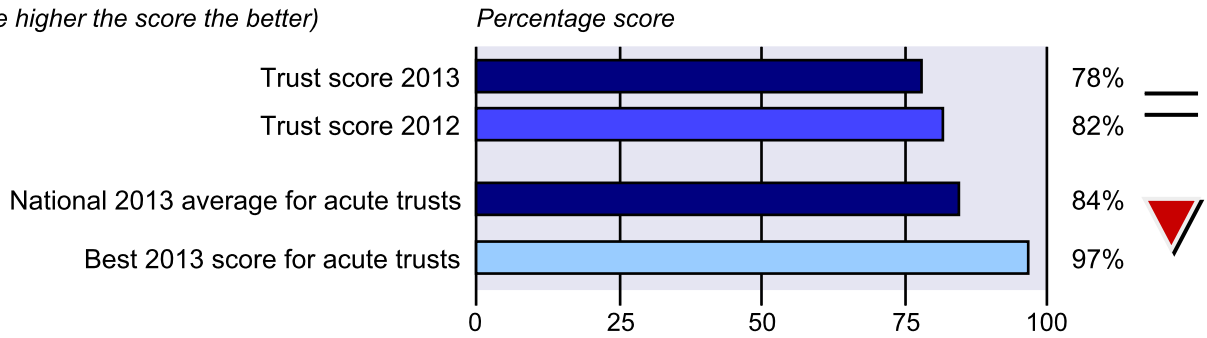
### KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



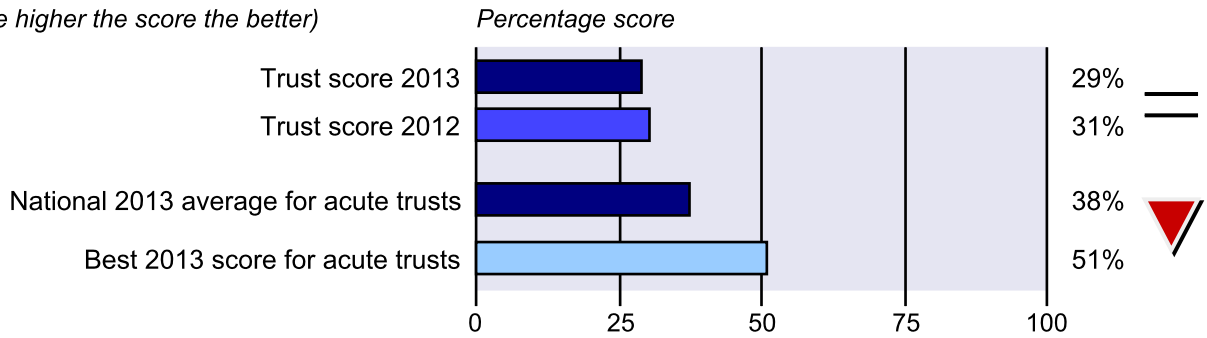
**KEY FINDING 7. Percentage of staff appraised in last 12 months**

(the higher the score the better)



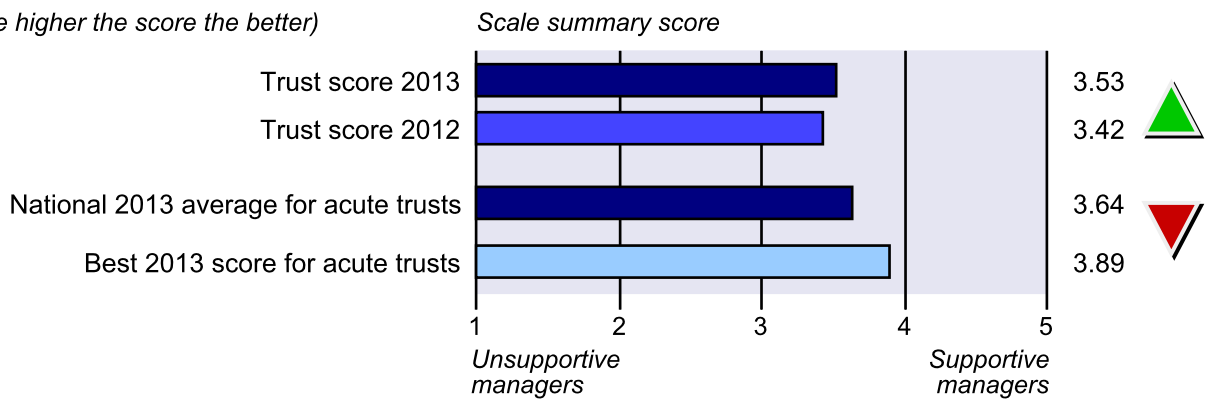
**KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months**

(the higher the score the better)



**KEY FINDING 9. Support from immediate managers**

(the higher the score the better)

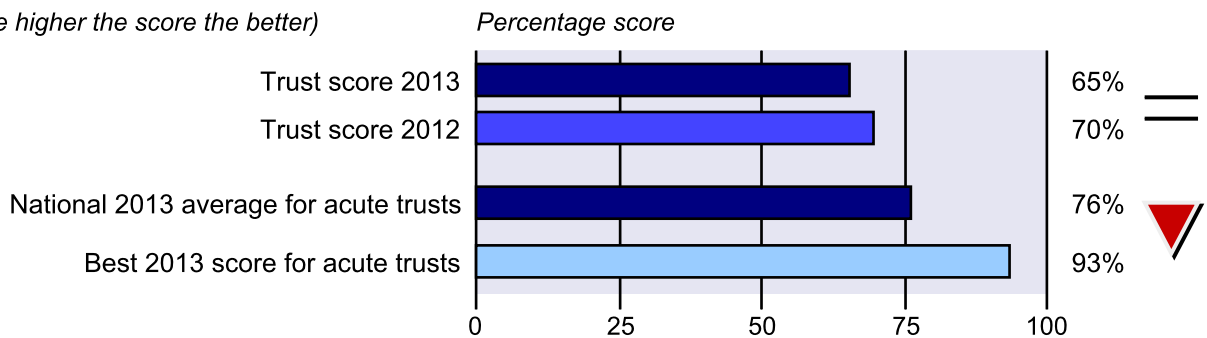


**STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.**

**Occupational health and safety**

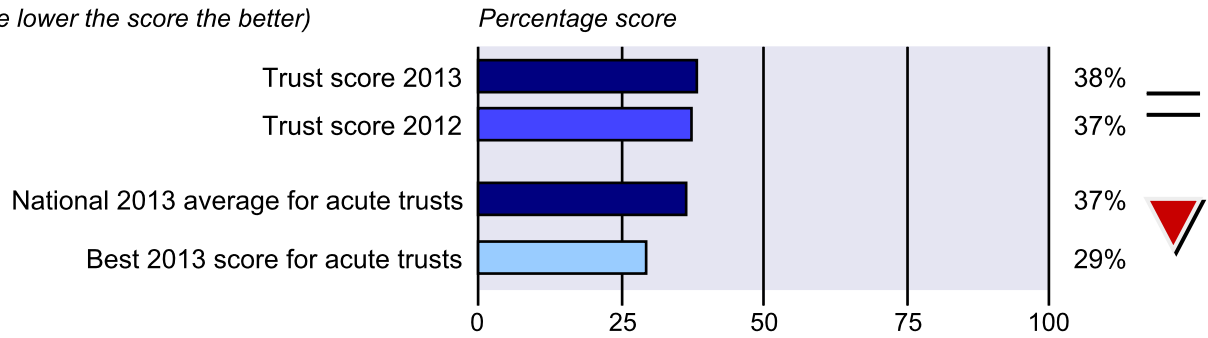
**KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months**

(the higher the score the better)



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

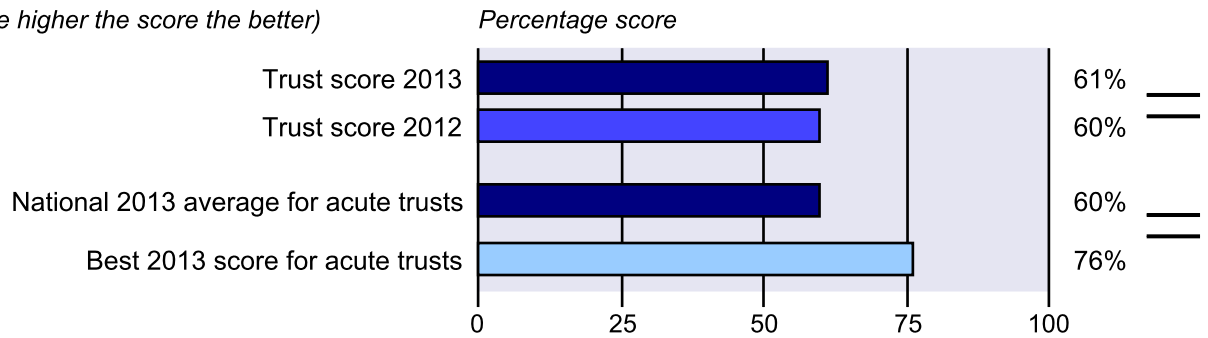
*(the lower the score the better)*



**Infection control and hygiene**

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

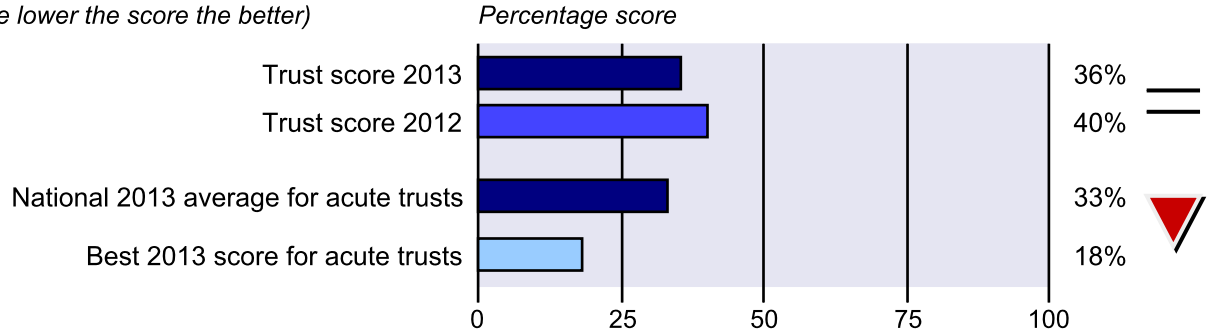
*(the higher the score the better)*



**Errors and incidents**

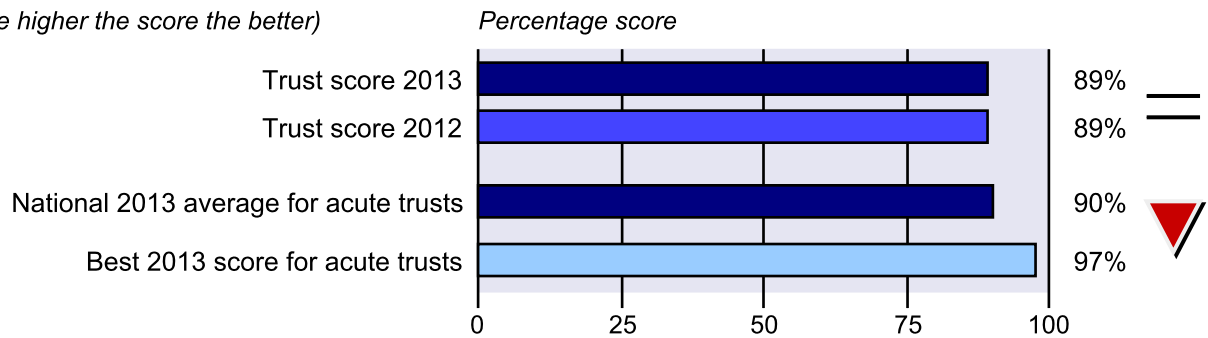
**KEY FINDING 13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month**

*(the lower the score the better)*



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

*(the higher the score the better)*

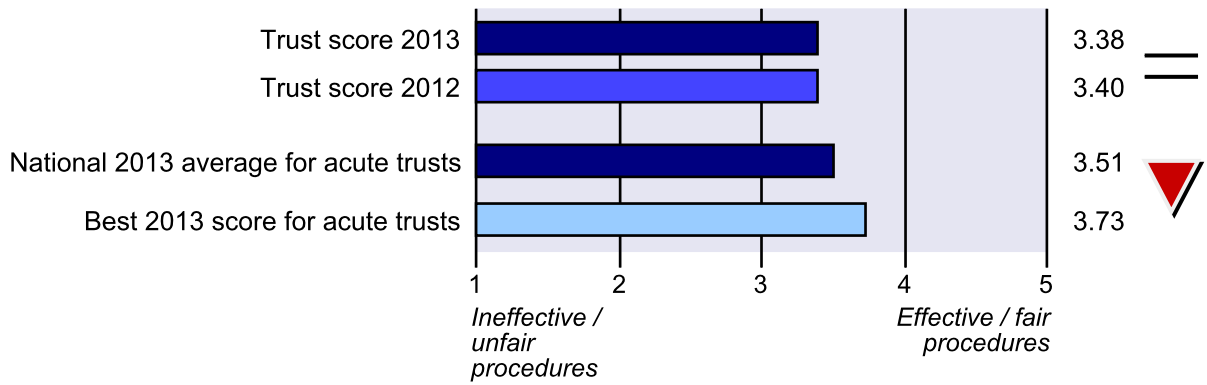




**KEY FINDING 15. Fairness and effectiveness of incident reporting procedures**

(the higher the score the better)

Scale summary score

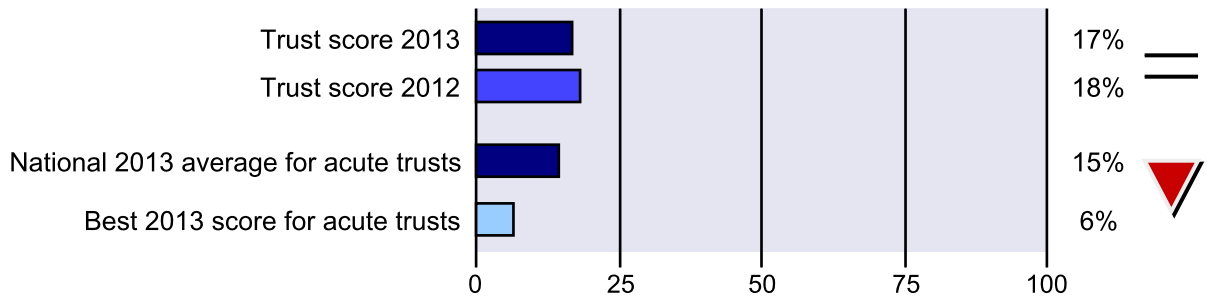


**Violence and harassment**

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

(the lower the score the better)

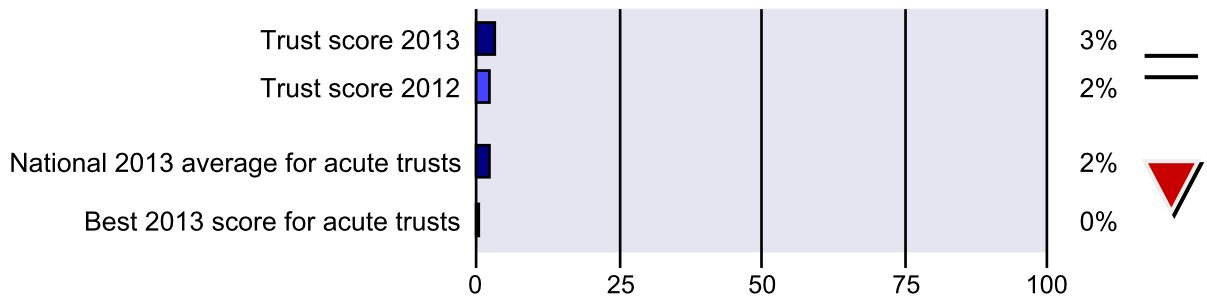
Percentage score



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

(the lower the score the better)

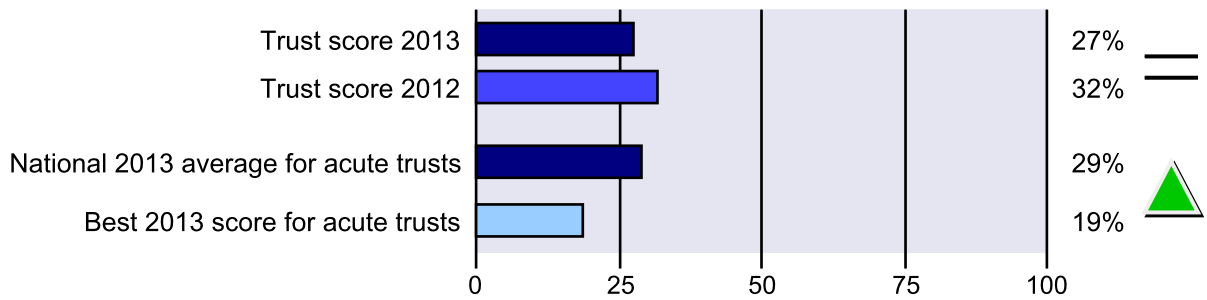
Percentage score



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

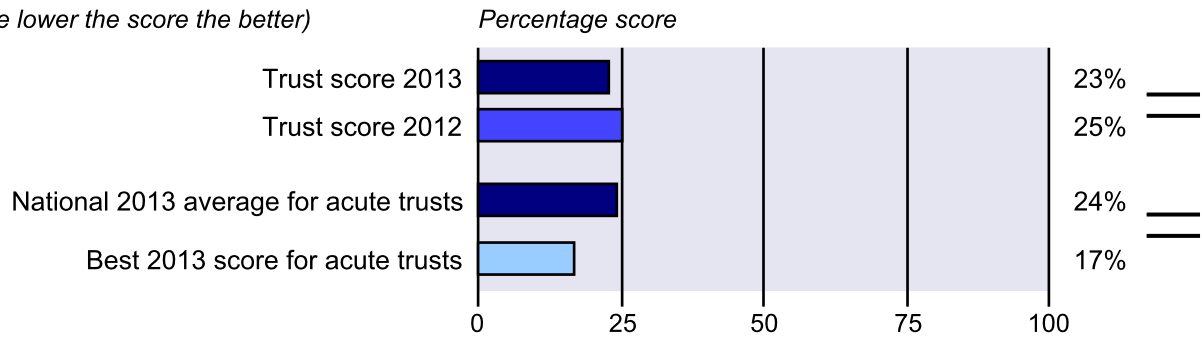
(the lower the score the better)

Percentage score



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

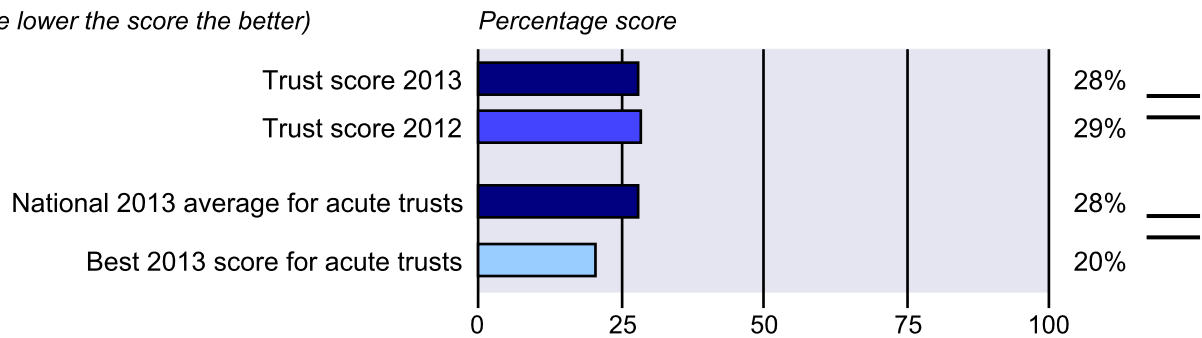
*(the lower the score the better)*



**Health and well-being**

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

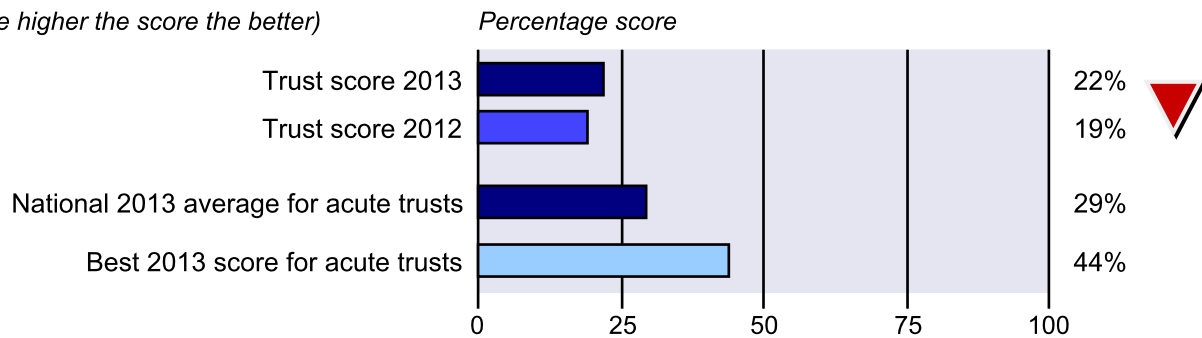
*(the lower the score the better)*



**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.**

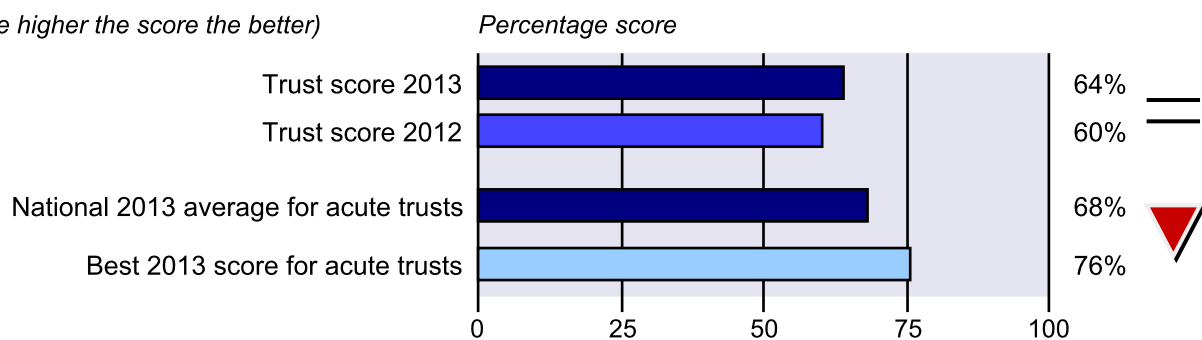
**KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff**

*(the higher the score the better)*



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

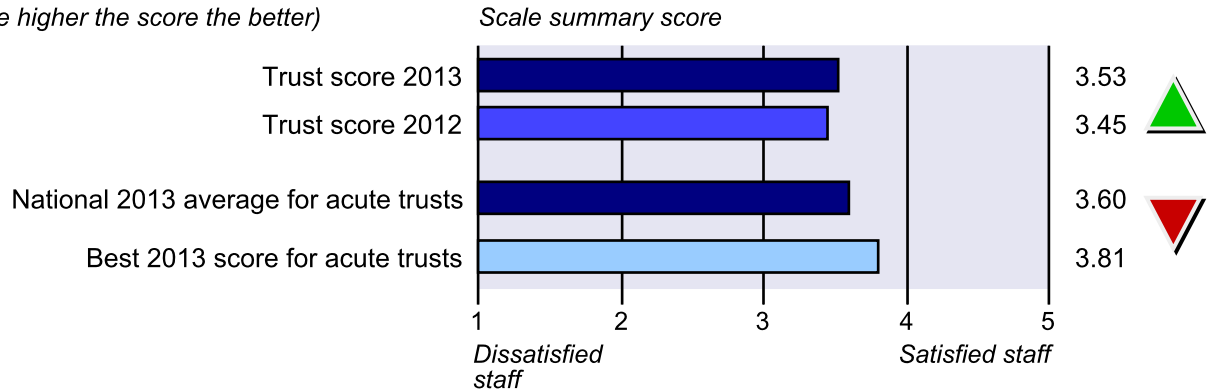
*(the higher the score the better)*



## ADDITIONAL THEME: Staff satisfaction

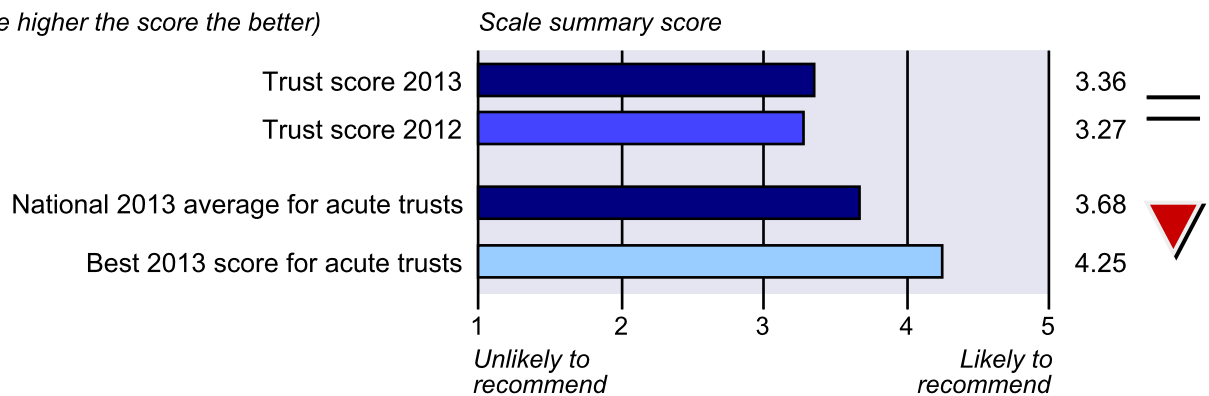
### KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



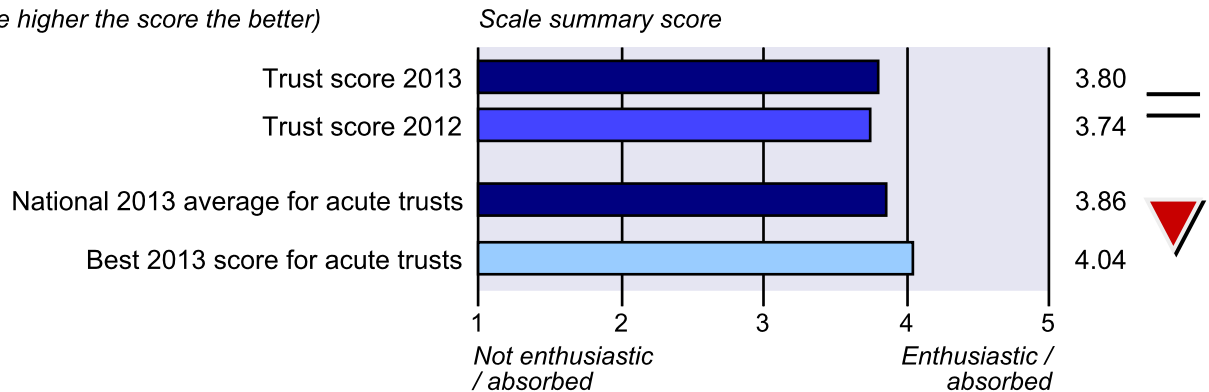
### KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



### KEY FINDING 25. Staff motivation at work

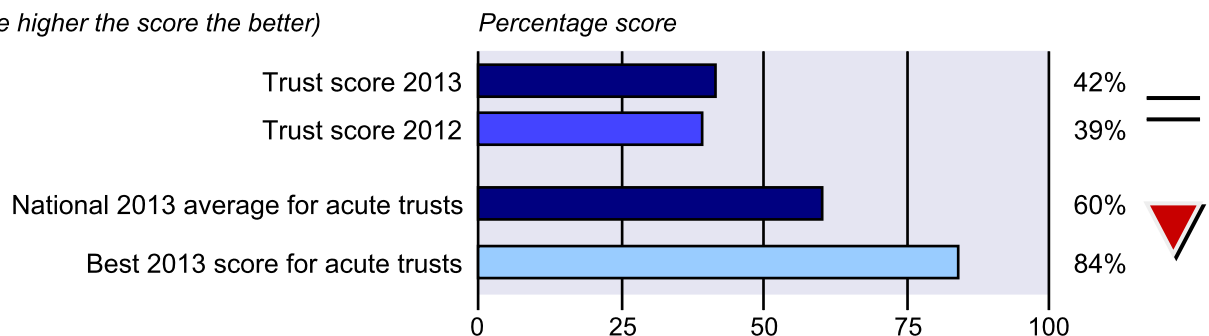
(the higher the score the better)



## ADDITIONAL THEME: Equality and diversity

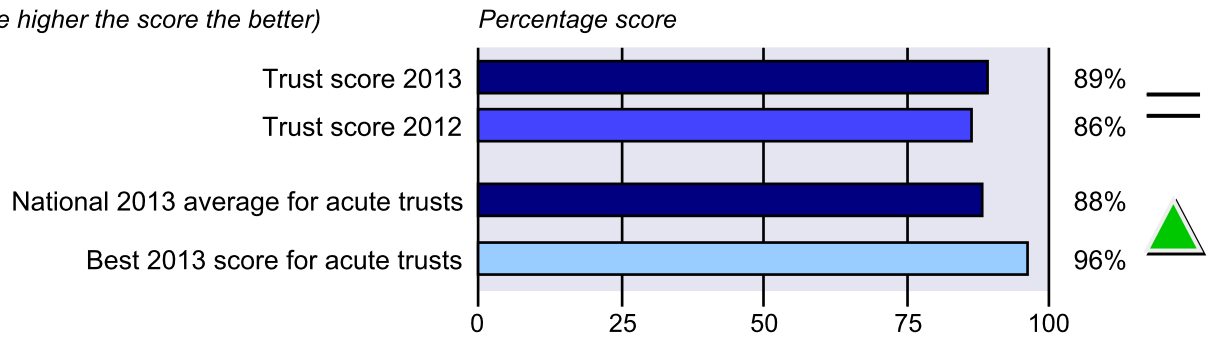
### KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



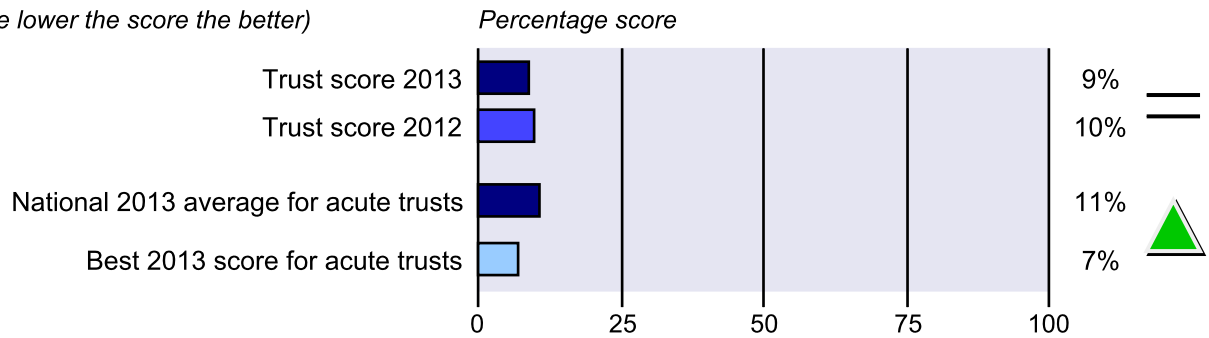
**KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion**

*(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, directorates, staff groups 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	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>													
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	65	73	84	74	55	51	82	66	67	80	77	78	71
KF2. % agreeing that their role makes a difference to patients	86	93	93	92	91	92	93	94	81	89	82	85	80
* KF3. <i>Work pressure felt by staff</i>	3.27	3.24	3.00	3.18	3.59	3.59	3.24	3.31	3.11	3.17	2.98	3.00	3.15
KF4. Effective team working	3.74	3.88	3.71	3.74	3.75	3.69	3.54	3.84	3.91	3.52	3.58	3.92	3.27
* KF5. <i>% working extra hours</i>	84	88	61	82	61	80	65	84	93	53	56	68	44
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>													
KF6. % receiving job-relevant training, learning or development in last 12 mths	84	88	84	85	88	92	85	88	79	78	72	69	65
KF7. % appraised in last 12 mths	76	93	85	75	82	85	74	68	84	82	72	69	76
KF8. % having well structured appraisals in last 12 mths	30	34	34	28	42	19	23	24	53	28	25	38	20
KF9. Support from immediate managers	3.60	3.72	3.58	3.39	3.62	3.49	3.36	3.40	3.87	3.42	3.55	3.85	3.04
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>													
<b>Occupational health and safety</b>													
KF10. % receiving health and safety training in last 12 mths	70	82	87	55	69	69	74	60	40	66	53	44	60
* KF11. <i>% suffering work-related stress in last 12 mths</i>	43	35	32	35	42	39	34	40	38	41	36	33	45
<b>Infection control and hygiene</b>													
KF12. % saying hand washing materials are always available	71	82	80	60	62	51	61	57	38	60	47	33	59
<b>Errors and incidents</b>													
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	50	43	32	51	29	34	43	40	23	40	18	10	27
KF14. % reporting errors, near misses or incidents witnessed in the last mth	95	97	86	89	-	71	88	95	-	95	79	86	78
KF15. Fairness and effectiveness of incident reporting procedures	3.39	3.70	3.46	3.39	3.54	3.33	3.29	3.35	3.45	3.50	3.25	3.26	3.18
<b>Number of respondents</b>	555	214	248	260	34	74	121	91	40	156	468	138	190

Due to low numbers of respondents, no scores are shown for the following occupational groups: Social Care Staff, Public Health / Health Improvement and Commissioning Staff.

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

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
<b>Violence and harassment</b>													
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	37	9	41	11	9	23	22	8	0	10	4	0	10
* KF17. % experiencing physical violence from staff in last 12 mths	6	0	7	1	3	1	1	0	0	3	0	0	8
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	43	34	37	26	12	30	38	25	3	20	21	7	15
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	26	22	20	21	9	12	25	22	20	21	22	21	29
<b>Health and well-being</b>													
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	33	24	35	13	13	33	29	30	13	28	24	20	44
<b>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.</b>													
KF21. % reporting good communication between senior management and staff	17	24	25	21	35	22	13	33	44	26	20	29	15
KF22. % able to contribute towards improvements at work	67	72	62	61	85	55	58	66	80	65	61	79	46
<b>ADDITIONAL THEME: Staff satisfaction</b>													
KF23. Staff job satisfaction	3.54	3.73	3.55	3.50	3.68	3.50	3.47	3.55	3.77	3.44	3.53	3.68	3.20
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.23	3.56	3.61	3.33	3.39	3.09	3.19	3.25	3.44	3.43	3.37	3.53	3.16
KF25. Staff motivation at work	3.85	3.98	3.99	3.84	3.96	3.82	3.75	3.72	3.80	3.65	3.71	3.79	3.52
<b>ADDITIONAL THEME: Equality and diversity</b>													
KF26. % having equality and diversity training in last 12 mths	41	47	61	41	44	37	53	40	30	44	37	32	35
KF27. % believing the trust provides equal opportunities for career progression or promotion	90	93	93	90	89	100	93	98	91	91	90	83	68
* KF28. % experiencing discrimination at work in last 12 mths	8	8	10	14	3	5	12	9	10	8	5	5	11
<b>Overall staff engagement</b>	<b>3.58</b>	<b>3.77</b>	<b>3.70</b>	<b>3.54</b>	<b>3.76</b>	<b>3.44</b>	<b>3.48</b>	<b>3.57</b>	<b>3.78</b>	<b>3.53</b>	<b>3.54</b>	<b>3.75</b>	<b>3.26</b>
<b>Number of respondents</b>	<b>555</b>	<b>214</b>	<b>248</b>	<b>260</b>	<b>34</b>	<b>74</b>	<b>121</b>	<b>91</b>	<b>40</b>	<b>156</b>	<b>468</b>	<b>138</b>	<b>190</b>

Due to low numbers of respondents, no scores are shown for the following occupational groups: Social Care Staff, Public Health / Health Improvement and Commissioning Staff.

**Table 5.2: Key Findings for different directorates**

	Chief Information Unit	Corporate Governance Directorate Estates and Facilities Directorate	Finance Directorate	Information Technology Unit	Medical Directorate	Quality and Safety Directorate	Scheduled Care	Support Services Care Group	Unscheduled Care	Women and Children's Care Group	Workforce Directorate	
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>												
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	-	83	68	79	50	75	76	76	73	67	78	74
KF2. % agreeing that their role makes a difference to patients	91	67	77	72	94	85	87	88	90	87	93	89
* KF3. <i>Work pressure felt by staff</i>	3.42	2.60	3.22	2.70	3.65	2.64	3.12	3.08	3.29	3.29	3.11	3.11
KF4. Effective team working	3.83	4.05	3.28	3.73	3.68	3.78	3.85	3.72	3.64	3.66	3.76	3.99
* KF5. <i>% working extra hours</i>	38	76	52	64	80	50	77	71	67	76	80	64
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>												
KF6. % receiving job-relevant training, learning or development in last 12 mths	69	87	61	62	56	77	82	81	81	85	84	80
KF7. % appraised in last 12 mths	56	93	81	48	75	87	75	78	78	71	89	93
KF8. % having well structured appraisals in last 12 mths	19	62	25	22	15	38	30	28	25	28	35	50
KF9. Support from immediate managers	3.28	4.31	3.04	3.83	3.41	3.63	3.41	3.51	3.47	3.53	3.70	4.03
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>												
<b>Occupational health and safety</b>												
KF10. % receiving health and safety training in last 12 mths	31	55	59	38	26	60	53	65	67	66	79	68
* KF11. <i>% suffering work-related stress in last 12 mths</i>	38	17	46	24	30	36	50	37	40	45	31	41
<b>Infection control and hygiene</b>												
KF12. % saying hand washing materials are always available	25	47	52	42	5	35	58	64	58	64	80	21
<b>Errors and incidents</b>												
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	19	17	29	6	15	12	30	36	40	47	34	9
KF14. % reporting errors, near misses or incidents witnessed in the last mth	-	-	77	-	-	-	-	90	88	89	93	-
KF15. Fairness and effectiveness of incident reporting procedures	2.97	3.52	3.19	3.24	2.94	3.24	3.51	3.34	3.38	3.37	3.65	3.29
<b>Number of respondents</b>	16	31	225	85	20	53	33	833	590	496	400	47

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



**Table 5.2: Key Findings for different directorates (cont)**

	Chief Information Unit	Corporate Governance Directorate Estates and Facilities Directorate	Finance Directorate	Information Technology Unit	Medical Directorate	Quality and Safety Directorate	Scheduled Care	Support Services Care Group	Unscheduled Care	Women and Children's Care Group	Workforce Directorate	
<b>Violence and harassment</b>												
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	0	0	9	0	0	8	0	17	12	43	6	0
* KF17. % experiencing physical violence from staff in last 12 mths	0	0	7	0	0	2	0	2	1	8	1	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	6	3	14	10	5	8	19	29	23	47	27	9
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	7	30	18	35	25	27	24	20	25	20	23
<b>Health and well-being</b>												
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	31	4	42	16	35	24	29	29	27	31	23	18
<b>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.</b>												
KF21. % reporting good communication between senior management and staff	6	57	15	21	5	36	27	18	25	18	26	43
KF22. % able to contribute towards improvements at work	69	90	44	72	60	60	67	63	65	61	72	85
<b>ADDITIONAL THEME: Staff satisfaction</b>												
KF23. Staff job satisfaction	3.35	4.21	3.20	3.60	3.19	3.56	3.56	3.54	3.48	3.48	3.69	3.93
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.98	3.96	3.12	3.49	2.98	3.43	3.40	3.30	3.24	3.34	3.65	3.68
KF25. Staff motivation at work	3.56	4.17	3.54	3.70	3.35	3.62	3.81	3.80	3.71	3.85	4.00	3.91
<b>ADDITIONAL THEME: Equality and diversity</b>												
KF26. % having equality and diversity training in last 12 mths	19	45	33	22	16	57	22	42	40	42	51	64
KF27. % believing the trust provides equal opportunities for career progression or promotion	-	100	65	87	50	89	74	91	94	89	94	92
* KF28. % experiencing discrimination at work in last 12 mths	19	3	12	2	10	0	9	8	8	14	8	4
<b>Overall staff engagement</b>	<b>3.35</b>	<b>4.12</b>	<b>3.26</b>	<b>3.64</b>	<b>3.29</b>	<b>3.56</b>	<b>3.60</b>	<b>3.57</b>	<b>3.50</b>	<b>3.57</b>	<b>3.78</b>	<b>3.88</b>
<b>Number of respondents</b>	<b>16</b>	<b>31</b>	<b>225</b>	<b>85</b>	<b>20</b>	<b>53</b>	<b>33</b>	<b>833</b>	<b>590</b>	<b>496</b>	<b>400</b>	<b>47</b>

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

**Table 5.3: 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
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>								
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	74	88	75	61	72	79	74	67
KF2. % agreeing that their role makes a difference to patients	86	93	82	95	79	87	92	88
* KF3. <i>Work pressure felt by staff</i>	3.36	2.95	3.00	3.46	3.20	3.18	3.19	3.27
KF4. Effective team working	3.54	3.71	3.66	3.66	3.26	3.67	3.75	3.78
* KF5. <i>% working extra hours</i>	75	54	61	78	45	81	84	85
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>								
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	84	71	87	67	79	85	85
KF7. % appraised in last 12 mths	78	82	73	75	78	90	76	80
KF8. % having well structured appraisals in last 12 mths	23	34	29	21	25	29	28	31
KF9. Support from immediate managers	3.34	3.62	3.60	3.43	3.04	3.68	3.39	3.62
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>								
<b>Occupational health and safety</b>								
KF10. % receiving health and safety training in last 12 mths	62	81	51	68	61	73	53	74
* KF11. <i>% suffering work-related stress in last 12 mths</i>	45	32	36	40	42	44	34	41
<b>Infection control and hygiene</b>								
KF12. % saying hand washing materials are always available	57	76	44	55	60	47	58	74
<b>Errors and incidents</b>								
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	51	28	17	43	26	45	53	48
KF14. % reporting errors, near misses or incidents witnessed in the last mth	94	83	79	89	79	95	89	95
KF15. Fairness and effectiveness of incident reporting procedures	3.43	3.47	3.27	3.32	3.23	3.45	3.39	3.48
<b>Number of respondents</b>	122	450	719	232	218	87	248	773

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

**Table 5.3: 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
<b>Violence and harassment</b>								
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	28	3	18	12	0	11	29
* KF17. % experiencing physical violence from staff in last 12 mths	2	5	1	1	7	0	1	5
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	20	30	17	32	17	11	25	40
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	26	21	23	18	28	14	22	25
<b>Health and well-being</b>								
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	39	30	24	27	41	28	12	31
<b>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.</b>								
KF21. % reporting good communication between senior management and staff	16	28	24	20	17	30	21	19
KF22. % able to contribute towards improvements at work	63	65	66	61	45	70	60	68
<b>ADDITIONAL THEME: Staff satisfaction</b>								
KF23. Staff job satisfaction	3.39	3.58	3.56	3.47	3.22	3.56	3.50	3.59
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.11	3.60	3.40	3.12	3.21	3.24	3.36	3.32
KF25. Staff motivation at work	3.57	3.92	3.74	3.79	3.57	3.49	3.85	3.89
<b>ADDITIONAL THEME: Equality and diversity</b>								
KF26. % having equality and diversity training in last 12 mths	36	56	36	45	37	27	40	42
KF27. % believing the trust provides equal opportunities for career progression or promotion	87	94	88	95	71	92	90	90
* KF28. % experiencing discrimination at work in last 12 mths	11	10	6	8	11	6	15	8
<b>Overall staff engagement</b>	3.40	3.69	3.60	3.49	3.29	3.47	3.54	3.63
<b>Number of respondents</b>	122	450	719	232	218	87	248	773

**Table 5.4: Key Findings for different work groups**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	73	75
KF2. % agreeing that their role makes a difference to patients	87	90
* KF3. <i>Work pressure felt by staff</i>	3.17	3.12
KF4. Effective team working	3.69	3.66
* KF5. <i>% working extra hours</i>	71	67
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>		
KF6. % receiving job-relevant training, learning or development in last 12 mths	79	83
KF7. % appraised in last 12 mths	78	78
KF8. % having well structured appraisals in last 12 mths	30	26
KF9. Support from immediate managers	3.52	3.54
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>		
<b>Occupational health and safety</b>		
KF10. % receiving health and safety training in last 12 mths	64	68
* KF11. <i>% suffering work-related stress in last 12 mths</i>	41	32
<b>Infection control and hygiene</b>		
KF12. % saying hand washing materials are always available	59	67
<b>Errors and incidents</b>		
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	38	30
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	88
KF15. Fairness and effectiveness of incident reporting procedures	3.38	3.39
<b>Number of respondents</b>	2024	792

<sup>a</sup> 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 <sup>a</sup>	
	Full time	Part time
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	16
* KF17. % experiencing physical violence from staff in last 12 mths	3	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	27	28
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	19
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	29	27
<b>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.</b>		
KF21. % reporting good communication between senior management and staff	23	18
KF22. % able to contribute towards improvements at work	66	60
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	3.51	3.56
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.36	3.32
KF25. Staff motivation at work	3.78	3.84
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	43	40
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	92
* KF28. % experiencing discrimination at work in last 12 mths	10	6
<b>Overall staff engagement</b>	3.58	3.55
<b>Number of respondents</b>	2024	792

<sup>a</sup> 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+
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	78	72	71	74
KF2. % agreeing that their role makes a difference to patients	90	88	87	87
* KF3. <i>Work pressure felt by staff</i>	3.03	3.13	3.23	3.15
KF4. Effective team working	3.64	3.75	3.70	3.65
* KF5. <i>% working extra hours</i>	66	71	74	68
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	84	82	81	77
KF7. % appraised in last 12 mths	75	76	78	80
KF8. % having well structured appraisals in last 12 mths	33	34	28	26
KF9. Support from immediate managers	3.64	3.62	3.50	3.47
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	70	64	66	64
* KF11. <i>% suffering work-related stress in last 12 mths</i>	35	35	41	39
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	53	60	61	65
<b>Errors and incidents</b>				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	41	37	36	32
KF14. % reporting errors, near misses or incidents witnessed in the last mth	83	93	91	88
KF15. Fairness and effectiveness of incident reporting procedures	3.44	3.41	3.38	3.36
<b>Number of respondents</b>	406	528	882	992

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	23	19	16	14
* KF17. % experiencing physical violence from staff in last 12 mths	2	5	3	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	26	26	29	28
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	18	20	25	25
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	28	32	25
<b>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.</b>				
KF21. % reporting good communication between senior management and staff	28	23	22	18
KF22. % able to contribute towards improvements at work	60	65	65	64
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.56	3.57	3.50	3.52
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.55	3.38	3.33	3.28
KF25. Staff motivation at work	3.68	3.80	3.79	3.85
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	51	41	40	40
KF27. % believing the trust provides equal opportunities for career progression or promotion	93	92	89	86
* KF28. % experiencing discrimination at work in last 12 mths	12	10	8	7
<b>Overall staff engagement</b>	3.58	3.60	3.58	3.55
<b>Number of respondents</b>	406	528	882	992



**Table 6.2: Key Findings for other demographic groups**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	70	74	68	74	72	84
KF2. % agreeing that their role makes a difference to patients	86	88	84	89	88	89
* KF3. <i>Work pressure felt by staff</i>	3.23	3.14	3.30	3.12	3.17	2.87
KF4. Effective team working	3.60	3.71	3.51	3.72	3.67	3.88
* KF5. <i>% working extra hours</i>	76	69	71	70	70	66
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>						
KF6. % receiving job-relevant training, learning or development in last 12 mths	71	83	76	81	80	87
KF7. % appraised in last 12 mths	74	79	76	78	78	74
KF8. % having well structured appraisals in last 12 mths	26	30	21	31	28	42
KF9. Support from immediate managers	3.37	3.57	3.40	3.56	3.53	3.58
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>						
<b>Occupational health and safety</b>						
KF10. % receiving health and safety training in last 12 mths	55	68	62	67	65	66
* KF11. <i>% suffering work-related stress in last 12 mths</i>	41	37	54	35	39	23
<b>Infection control and hygiene</b>						
KF12. % saying hand washing materials are always available	54	63	59	62	61	67
<b>Errors and incidents</b>						
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	44	34	44	34	36	38
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	90	91	89	89	87
KF15. Fairness and effectiveness of incident reporting procedures	3.27	3.42	3.28	3.41	3.37	3.54
<b>Number of respondents</b>	504	2228	449	2309	2603	198

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

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>Violence and harassment</b>						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	14	18	19	16	17	17
* KF17. % experiencing physical violence from staff in last 12 mths	3	3	5	3	3	5
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	29	38	26	28	27
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	27	22	36	20	22	29
<b>Health and well-being</b>						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	23	29	40	25	29	20
<b>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.</b>						
KF21. % reporting good communication between senior management and staff	21	23	18	23	21	32
KF22. % able to contribute towards improvements at work	59	65	58	65	64	65
<b>ADDITIONAL THEME: Staff satisfaction</b>						
KF23. Staff job satisfaction	3.37	3.57	3.36	3.57	3.53	3.58
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.23	3.39	3.17	3.39	3.34	3.63
KF25. Staff motivation at work	3.63	3.83	3.64	3.83	3.78	4.04
<b>ADDITIONAL THEME: Equality and diversity</b>						
KF26. % having equality and diversity training in last 12 mths	37	43	40	42	42	46
KF27. % believing the trust provides equal opportunities for career progression or promotion	78	92	80	91	90	83
* KF28. % experiencing discrimination at work in last 12 mths	13	8	17	7	8	20
<b>Overall staff engagement</b>	3.42	3.61	3.40	3.61	3.56	3.75
<b>Number of respondents</b>	504	2228	449	2309	2603	198

## 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
<b><i>Nurses, Midwives and Nursing Assistants</i></b>		
Registered Nurses - Adult / General	555	20%
Registered Nurses - Learning Disabilities	3	0%
Registered Nurses - Children	56	2%
Midwives	125	5%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	29	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	248	9%
<b><i>Medical and Dental</i></b>		
Medical / Dental - Consultant	136	5%
Medical / Dental - In Training	62	2%
Medical / Dental - Other	62	2%
<b><i>Allied Health Professionals</i></b>		
Clinical Psychology	2	0%
Occupational Therapy	34	1%
Physiotherapy	74	3%
Psychotherapy	1	0%
Radiography	121	4%
Other qualified Allied Health Professionals	88	3%
Support to Allied Health Professionals	41	1%
<b><i>Scientific and Technical / Healthcare Scientists</i></b>		
Pharmacy	69	2%
Other qualified Scientific and Technical / Healthcare Scientists	123	4%
Support to Scientific and Technical / Healthcare Scientists	46	2%
<b><i>Social Care Staff</i></b>		
Approved social workers / Social workers / Residential social workers	1	0%
<b><i>Other groups</i></b>		
Admin and Clerical	468	17%
Central Functions / Corporate Services	138	5%
Maintenance / Ancillary	190	7%
General Management	40	1%
Other	58	2%
Did not specify	73	

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
<b><i>Full time / part time</i></b>		
Full time	2024	72%
Part time	792	28%
Did not specify	33	
<b><i>Length of time in organisation</i></b>		
Less than a year	212	8%
Between 1 to 2 years	274	10%
Between 3 to 5 years	457	16%
Between 6 to 10 years	481	17%
Between 11 to 15 years	535	19%
Over 15 years	861	31%
Did not specify	29	

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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
<b>Age group</b>		
Between 16 and 30	406	14%
Between 31 and 40	528	19%
Between 41 and 50	882	31%
51 and over	992	35%
Did not specify	41	
<b>Gender</b>		
Male	504	18%
Female	2228	82%
Did not specify	117	
<b>Ethnic background</b>		
White	2603	93%
Black and minority ethnic	198	7%
Did not specify	48	
<b>Disability</b>		
Disabled	449	16%
Not disabled	2309	84%
Did not specify	91	

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	55	-	49	43	58	30	78
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	73	[71, 75]	79	75	82	66	86
KF2. % agreeing that their role makes a difference to patients	88	[86, 89]	91	89	92	85	95
* KF3. <i>Work pressure felt by staff</i>	3.16	[3.13, 3.18]	3.06	2.98	3.14	2.81	3.28
KF4. Effective team working	3.68	[3.65, 3.71]	3.74	3.69	3.80	3.52	3.94
* KF5. <i>% working extra hours</i>	70	[68, 72]	70	67	74	60	79
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>							
KF6. % receiving job-relevant training, learning or development in last 12 mths	80	[79, 82]	81	79	83	73	87
KF7. % appraised in last 12 mths	78	[76, 80]	84	80	89	62	97
KF8. % having well structured appraisals in last 12 mths	29	[27, 31]	38	34	43	23	51
KF9. Support from immediate managers	3.53	[3.49, 3.56]	3.64	3.58	3.71	3.35	3.89
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>							
<b>Occupational health and safety</b>							
KF10. % receiving health and safety training in last 12 mths	65	[64, 67]	76	70	82	50	93
* KF11. <i>% suffering work-related stress in last 12 mths</i>	38	[36, 40]	37	34	40	29	48
<b>Infection control and hygiene</b>							
KF12. % saying hand washing materials are always available	61	[59, 63]	60	51	66	40	76
<b>Errors and incidents</b>							
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	36	[34, 37]	33	30	36	18	42
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	[87, 91]	90	88	92	82	97
KF15. Fairness and effectiveness of incident reporting procedures	3.38	[3.36, 3.41]	3.51	3.45	3.58	3.28	3.73

**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
<b>Violence and harassment</b>							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	[15, 18]	15	13	17	6	21
* KF17. % experiencing physical violence from staff in last 12 mths	3	[2, 4]	2	2	3	0	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	27	[26, 29]	29	26	32	19	38
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	[21, 24]	24	21	27	17	34
<b>Health and well-being</b>							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	28	[26, 30]	28	25	31	20	39
<b>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.</b>							
KF21. % reporting good communication between senior management and staff	22	[20, 23]	29	25	34	14	44
KF22. % able to contribute towards improvements at work	64	[62, 66]	68	65	72	59	76
<b>ADDITIONAL THEME: Staff satisfaction</b>							
KF23. Staff job satisfaction	3.53	[3.50, 3.55]	3.60	3.54	3.68	3.40	3.81
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.36	[3.32, 3.39]	3.68	3.49	3.81	3.05	4.25
KF25. Staff motivation at work	3.80	[3.76, 3.83]	3.86	3.80	3.92	3.66	4.04
<b>ADDITIONAL THEME: Equality and diversity</b>							
KF26. % having equality and diversity training in last 12 mths	42	[40, 44]	60	47	71	26	84
KF27. % believing the trust provides equal opportunities for career progression or promotion	89	[88, 91]	88	84	91	71	96
* KF28. % experiencing discrimination at work in last 12 mths	9	[8, 10]	11	9	14	7	21



## Appendix 2

### Changes to the Key Findings since the 2011 and 2012 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.

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To enable comparison between years, scores from 2012 and 2011 have been re-calculated and re-weighted using the 2013 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](http://www.nhsstaffsurveys.com).

**Table A2.1: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2012 survey**

	Shrewsbury And Telford Hospital NHS Trust			
	2013 score	2012 score	Change	Statistically significant?
Response rate	55	57	-3	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	73	72	1	No
KF2. % agreeing that their role makes a difference to patients	88	87	1	No
* KF3. <i>Work pressure felt by staff</i>	3.16	3.20	-0.05	No
KF4. Effective team working	3.68	3.66	0.03	No
* KF5. <i>% working extra hours</i>	70	71	-1	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	80	81	-1	No
KF7. % appraised in last 12 mths	78	82	-4	No
KF8. % having well structured appraisals in last 12 mths	29	31	-1	No
KF9. Support from immediate managers	3.53	3.42	0.11	Yes
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	65	70	-5	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	38	37	1	No
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	61	60	1	No
<b>Errors and incidents</b>				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	36	40	-4	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	89	0	No
KF15. Fairness and effectiveness of incident reporting procedures	3.38	3.40	-0.01	No

**Table A2.1: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2012 survey (cont)**

	Shrewsbury And Telford Hospital NHS Trust			
	2013 score	2012 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	18	-1	No
* KF17. % experiencing physical violence from staff in last 12 mths	3	2	1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	27	32	-4	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	25	-2	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	28	29	0	No
<b>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.</b>				
KF21. % reporting good communication between senior management and staff	22	19	3	--
KF22. % able to contribute towards improvements at work	64	60	4	No
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.53	3.45	0.08	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.36	3.27	0.08	No
KF25. Staff motivation at work	3.80	3.74	0.06	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	42	39	3	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	89	86	3	No
* KF28. % experiencing discrimination at work in last 12 mths	9	10	-1	No

**Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2011 survey**

	Shrewsbury And Telford Hospital NHS Trust			
	2013 score	2011 score	Change	Statistically significant?
Response rate	55	56	-1	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	73	72	1	No
KF2. % agreeing that their role makes a difference to patients	88	90	-3	No
* KF3. <i>Work pressure felt by staff</i>	3.16	-	-	--
KF4. Effective team working	3.68	3.61	0.07	No
* KF5. <i>% working extra hours</i>	70	69	2	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	80	-	-	--
KF7. % appraised in last 12 mths	78	76	2	No
KF8. % having well structured appraisals in last 12 mths	29	24	5	Yes
KF9. Support from immediate managers	3.53	3.43	0.10	Yes
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	65	71	-6	Yes
* KF11. <i>% suffering work-related stress in last 12 mths</i>	38	32	6	Yes
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	61	68	-6	Yes
<b>Errors and incidents</b>				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	36	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	3.38	3.34	0.04	No

**Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2011 survey (cont)**

	Shrewsbury And Telford Hospital NHS Trust			
	2013 score	2011 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	-	-	--
* KF17. % experiencing physical violence from staff in last 12 mths	3	-	-	--
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	27	-	-	--
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	-	-	--
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	28	30	-2	No
<b>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.</b>				
KF21. % reporting good communication between senior management and staff	22	-	-	--
KF22. % able to contribute towards improvements at work	64	53	11	Yes
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.53	3.35	0.18	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.36	3.31	0.05	No
KF25. Staff motivation at work	3.80	3.79	0.00	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	42	36	5	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	89	90	0	No
* KF28. % experiencing discrimination at work in last 12 mths	9	14	-5	Yes

## Appendix 3

### Data tables: 2013 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 2013 survey response, the average (median) 2013 response for acute trusts, and your trust's 2012 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 2013 questionnaire.

#### Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2012' 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 2012 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](http://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 2013	Average (median) for acute trusts	Your Trust in 2012
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	73	79	72
KF2. % agreeing that their role makes a difference to patients	Q9b	88	91	87
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	3.16	3.07	3.20
KF4. Effective team working	Q4a-d	3.68	3.74	3.66
* <i>KF5. % working extra hours</i>	Q25b-c	70	70	70
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	80	81	82
KF7. % appraised in last 12 mths	Q3a	78	85	82
KF8. % having well structured appraisals in last 12 mths	Q3a-d	29	38	31
KF9. Support from immediate managers	Q10a-e	3.53	3.64	3.42
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	Q1a	65	76	70
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	38	36	38
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	Q13a-b	61	61	60
<b>Errors and incidents</b>				
* <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	36	33	40
KF14. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	89	90	89
KF15. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.38	3.52	3.40

**Table A3.1: Key Findings for Shrewsbury And Telford Hospital NHS Trust benchmarked against other acute trusts (cont)**

	Question number(s)	Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Violence and harassment</b>				
* <i>KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths</i>	Q20a	17	14	18
* <i>KF17. % experiencing physical violence from staff in last 12 mths</i>	Q20b	3	3	2
* <i>KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</i>	Q21a	27	29	32
* <i>KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths</i>	Q21b	23	24	25
<b>Health and well-being</b>				
* <i>KF20. % feeling pressure in last 3 mths to attend work when feeling unwell</i>	Q15a-c	28	28	29
<b>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.</b>				
KF21. % reporting good communication between senior management and staff	Q11a-d	22	29	19
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	64	68	60
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	Q8a-g	3.53	3.60	3.45
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	3.35	3.68	3.27
KF25. Staff motivation at work	Q5a-c	3.79	3.86	3.74
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	Q1b	42	60	39
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	89	88	86
* <i>KF28. % experiencing discrimination at work in last 12 mths</i>	Q23a-b	9	10	10



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

		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Areas of training, learning and development</b>				
% having received training, learning or development in the following areas in the last 12 months:				
Q1a	Health and safety training	65	76	70
Q1b	Equality and diversity training	42	60	39
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	19	38	19
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	59	77	58
Q1e	How to handle confidential information about patients / service users	82	79	84
Q1f	How to deliver a good patient / service user experience	37	50	30
Q1g	Any other job-relevant training, learning or development	68	76	67
<b>Job-relevant training, learning and development</b>				
% 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	67	68	70
Q2b	It has helped me stay up-to-date with professional requirements	74	75	75
Q2c	It has helped me to deliver a better patient / service user experience	61	65	62
<b>Appraisals</b>				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	78	85	82
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	54	45
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	70	77	67
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	58	63	57
Q3e	% saying their appraisal or development review had identified training, learning or development needs	72	71	70
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	83	87	84
<b>Team-based working</b>				
Q4a	% working in a team	96	96	97
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	77	78	77
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	55	59	51
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	79	80	78
<b>Staff motivation at work</b>				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	50	54	45
Q5b	"I am enthusiastic about my job"	67	70	65
Q5c	"Time passes quickly when I am working"	74	76	74

<b>Job design</b>				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	72	76	71
Q6b	"I always know what my work responsibilities are"	84	87	87
Q6c	"I am trusted to do my job"	90	92	89
Q6d	"I am able to do my job to a standard I am personally pleased with"	76	80	73
<b>Opportunities to develop potential at work</b>				
% agreeing / strongly agreeing with the following statements:				
Q7a	"There are frequent opportunities for me to show initiative in my role"	67	70	65
Q7b	"I am able to make suggestions to improve the work of my team / department"	70	73	68
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	49	52	47
Q7d	"I am able to make improvements happen in my area of work"	48	55	45
Q7e	"I am unable to meet all the conflicting demands on my time at work"	44	43	43
Q7f	"I have adequate materials, supplies and equipment to do my work"	50	56	45
Q7g	"There are enough staff at this organisation for me to do my job properly"	26	29	25
<b>Staff job satisfaction</b>				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	43	49	40
Q8b	"The support I get from my immediate manager"	60	65	54
Q8c	"The freedom I have to choose my own method of working"	61	65	56
Q8d	"The support I get from my work colleagues"	77	78	78
Q8e	"The amount of responsibility I am given"	74	75	71
Q8f	"The opportunities I have to use my skills"	69	72	65
Q8g	"The extent to which my organisation values my work"	36	42	33
Q8h	"My level of pay"	40	37	41
<b>Contribution to patient care</b>				
% agreeing / strongly agreeing with the following statements:				
Q9a	"I am satisfied with the quality of care I give to patients / service users"	80	84	76
Q9b	"I feel that my role makes a difference to patients / service users"	88	91	87
Q9c	"I am able to deliver the patient care I aspire to"	62	69	64

<b>Your managers</b>				
% agreeing / strongly agreeing with the following statements:				
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	66	70	64
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	63	68	60
Q10c	"My immediate manager gives me clear feedback on my work"	50	56	46
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	46	50	42
Q10e	"My immediate manager is supportive in a personal crisis"	68	71	65
Q11a	"I know who the senior managers are here"	71	81	73
Q11b	"Communication between senior management and staff is effective"	27	36	24
Q11c	"Senior managers here try to involve staff in important decisions"	24	30	21
Q11d	"Senior managers act on staff feedback"	21	29	19
Q11e	"Senior managers where I work are committed to patient care"	41	52	38
<b>Your organisation</b>				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	55	68	51
Q12b	"My organisation acts on concerns raised by patients / service users"	57	71	58
Q12c	"I would recommend my organisation as a place to work"	48	59	44
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	48	64	47
<b>Availability of hand washing materials</b>				
% saying hot water, soap and paper towels, or alcohol rubs are available for staff:				
Q13a	Always	65	64	63
Q13a	Most of the time	27	28	30
Q13a	Sometimes	4	5	4
Q13a	Never	0	0	0
Q13a	Don't know	3	3	2
% saying hot water, soap and paper towels, or alcohol rubs are available for patients / service users:				
Q13b	Always	59	59	58
Q13b	Most of the time	25	25	25
Q13b	Sometimes	3	4	4
Q13b	Never	0	0	0
Q13b	Don't know	14	13	12
<b>Health and well-being</b>				
% 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"	50	55	43
Q14c	"My organisation takes positive action on health and well-being"	37	44	31
<b>Health and well-being</b>				
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties:	68	67	71
(If YES to Q15a): % saying they...				
Q15b	...had felt pressure from their manager to come to work	32	33	34
Q15c	...had felt pressure from their colleagues to come to work	26	25	26
Q15d	...had put themselves under pressure to come to work	93	91	92

		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	38	36	38
<b>Witnessing and reporting errors, near misses and incidents</b>				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	20	19	26
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	31	28	34
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	94
<b>Fairness and effectiveness of procedures for reporting errors, near misses or incidents</b>				
% agreeing / strongly agreeing with the following statements:				
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	41	47	41
Q18b	"My organisation encourages us to report errors, near misses or incidents"	80	86	85
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	57	64	57
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"	53	61	58
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	35	43	34
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	35	42	35
<b>Raising concerns at work</b>				
Q19a	% saying if they were concerned about fraud, malpractice or wrongdoing they would know how to report it	85	89	86
Q19b	% saying they would feel safe in raising their concern	67	71	70
Q19c	% saying they would feel confident that the organisation would address their concern	48	53	49
<b>Experiencing and reporting physical violence at work</b>				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q20a	Never	83	86	82
Q20a	1 to 2 times	10	9	9
Q20a	3 to 5 times	4	3	6
Q20a	6 to 10 times	1	1	2
Q20a	More than 10 times	1	1	1
% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...				
Q20b	Never	97	97	98
Q20b	1 to 2 times	2	2	2
Q20b	3 to 5 times	0	0	1
Q20b	6 to 10 times	0	0	0
Q20b	More than 10 times	0	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	66	67	72

### 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	73	71	68
Q21a	1 to 2 times	16	18	19
Q21a	3 to 5 times	6	6	5
Q21a	6 to 10 times	2	2	4
Q21a	More than 10 times	3	3	4

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

Q21b	Never	77	76	75
Q21b	1 to 2 times	15	16	16
Q21b	3 to 5 times	4	5	4
Q21b	6 to 10 times	2	1	3
Q21b	More than 10 times	2	2	1

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

Q21c		41	45	49
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### Equal opportunities

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

Q22		89	88	86
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### Discrimination

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

Q23a		4	5	4
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Q23b % saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months

Q23b		6	7	7
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% saying they had experienced discrimination on the grounds of:

Q23c Ethnic background

Q23c	Ethnic background	2	3	2
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Q23c Gender

Q23c	Gender	2	2	2
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Q23c Religion

Q23c	Religion	0	0	0
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Q23c Sexual orientation

Q23c	Sexual orientation	0	0	0
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Q23c Disability

Q23c	Disability	1	1	1
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Q23c Age

Q23c	Age	2	2	1
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Q23c Other reason(s)

Q23c	Other reason(s)	3	3	4
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### BACKGROUND DETAILS

Gender

Q24a Male

Q24a	Male	18	20	19
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Q24a Female

Q24a	Female	82	80	81
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Age group

Q24b Between 16 and 30

Q24b	Between 16 and 30	14	15	14
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Q24b Between 31 and 40

Q24b	Between 31 and 40	19	19	21
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Q24b Between 41 and 50

Q24b	Between 41 and 50	31	28	29
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Q24b 51 and over

Q24b	51 and over	35	38	36
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Q25a % working part time

Q25a	% working part time	28	24	28
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Q25b % working additional PAID hours

Q25b	% working additional PAID hours	39	33	41
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Q25c % working additional UNPAID hours

Q25c	% working additional UNPAID hours	54	56	52
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		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Ethnic background</b>				
Q26	White	93	89	95
Q26	Mixed	1	1	1
Q26	Asian / Asian British	4	6	3
Q26	Black / Black British	1	2	1
Q26	Chinese	0	0	0
Q26	Other	1	1	0
<b>Sexuality</b>				
Q27	Heterosexual (straight)	93	92	91
Q27	Gay Man	1	1	1
Q27	Gay Woman (lesbian)	0	1	0
Q27	Bisexual	0	1	0
Q27	Other	0	0	0
Q27	Preferred not to say	5	5	7
<b>Religion</b>				
Q28	No religion	27	28	23
Q28	Christian	63	61	68
Q28	Buddhist	0	1	0
Q28	Hindu	1	2	1
Q28	Jewish	0	0	0
Q28	Muslim	1	2	1
Q28	Sikh	0	0	0
Q28	Other	2	1	2
Q28	Preferred not to say	5	4	4
<b>Disability</b>				
Q29a	% saying they have a long-standing illness, health problem or disability	16	16	16
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	66	72	63
<b>Contact with patients</b>				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	88	87	89
<b>Length of time at the organisation (or its predecessors)</b>				
Q31	Less than 1 year	8	7	4
Q31	1 to 2 years	10	9	9
Q31	3 to 5 years	16	18	15
Q31	6 to 10 years	17	21	22
Q31	11 to 15 years	19	18	17
Q31	More than 15 years	31	27	33

Occupational group		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
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	28	29	31
Q32	Nursing or Healthcare Assistants	9	8	11
Q32	Medical and Dental	9	8	7
Q32	Allied Health Professionals	13	13	12
Q32	Scientific and Technical / Healthcare Scientists	9	8	10
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	16	17
Q32	Central Functions / Corporate Services	5	5	4
Q32	Maintenance / Ancillary	7	6	4
Q32	General Management	1	2	1
Q32	Other	2	2	2

## Appendix 4

### Other NHS staff survey 2013 documentation

This report is one of several ways in which we present the results of the 2013 national NHS staff survey:

- 1) A separate summary report of the main 2013 survey results for Shrewsbury And Telford Hospital NHS Trust can be downloaded from: [www.nhsstaffsurveys.com](http://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 2013 survey and making comparisons with previous years, will be available from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) in March 2013.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from [www.nhsstaffsurveys.com](http://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](http://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