



**2014 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 2014 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 29 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 three 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
- Additional theme: Patient experience measures

Please note that the NHS pledges were amended in 2014, 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 un-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.

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

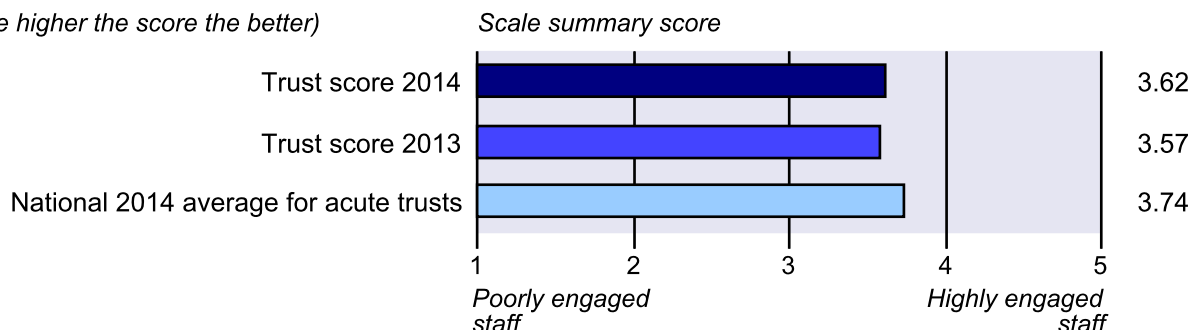
		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
Q12a	"Care of patients / service users is my organisation's top priority"	60	70	55
Q12b	"My organisation acts on concerns raised by patients / service users"	61	71	57
Q12c	"I would recommend my organisation as a place to work"	50	58	48
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	54	65	48
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	3.45	3.67	3.36

## 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 3.62 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 2013 survey.

	Change since 2013 survey	Ranking, compared with all acute trusts
<b>OVERALL STAFF ENGAGEMENT</b>	✓ Increase (better than 13)	! 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	! Below (worse than) average
<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>	✓ Increase (better than 13)	! 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	! Below (worse than) average

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 2014 Key Findings for Shrewsbury And Telford Hospital NHS Trust

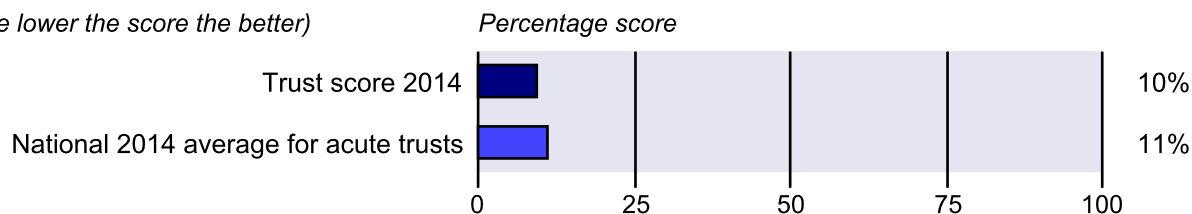
#### 3.1 Top and Bottom Ranking Scores

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

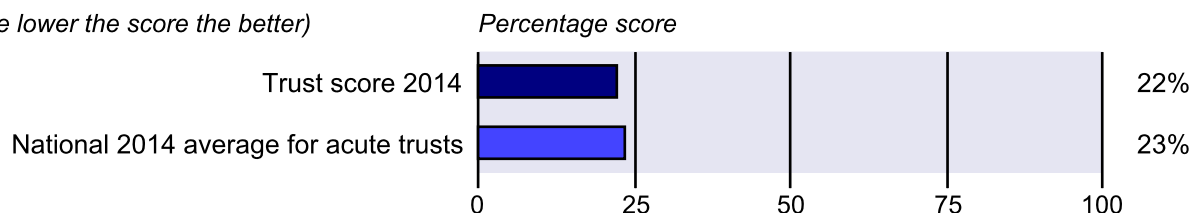
##### ✓ KF28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



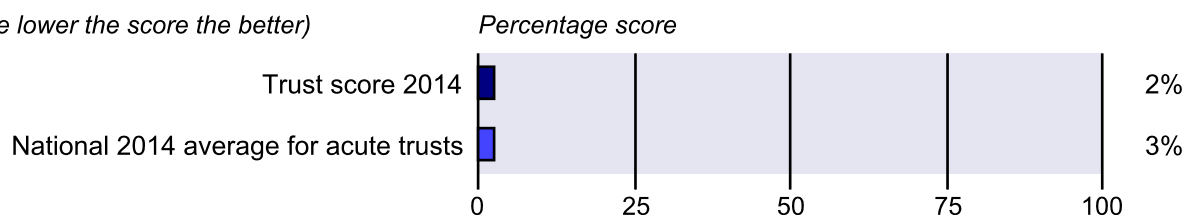
##### ✓ KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



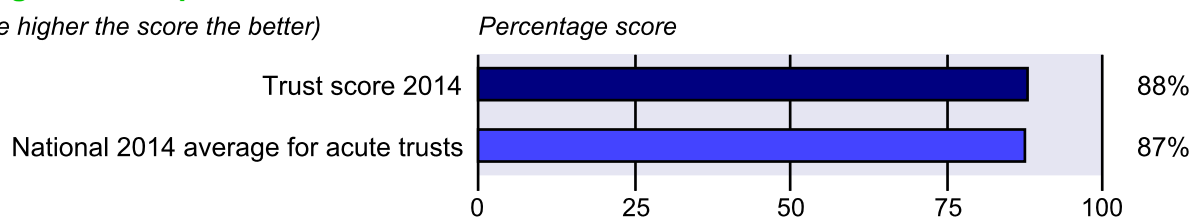
##### ✓ KF17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



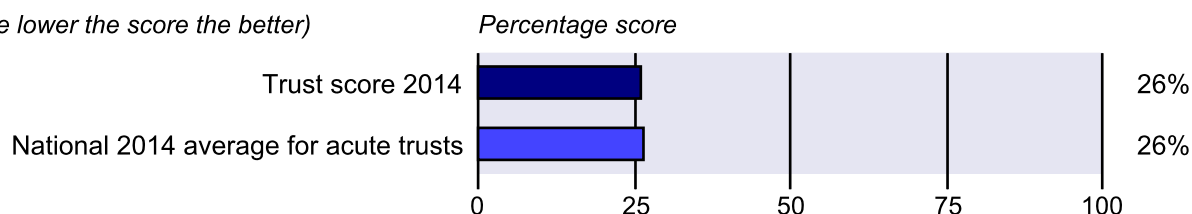
##### ✓ KF27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



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

(the lower the score the better)



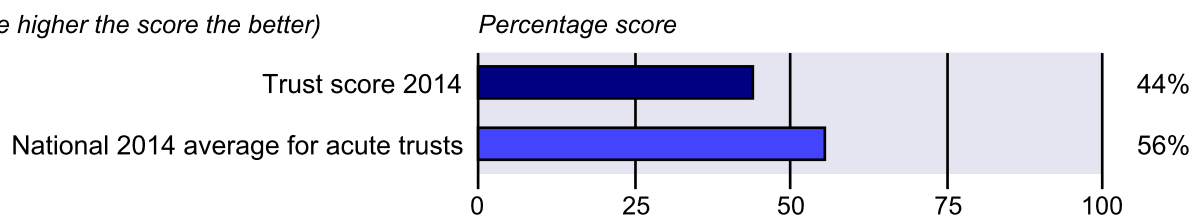
For each of the 29 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 138 (the bottom ranking score). Shrewsbury And Telford Hospital NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked 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

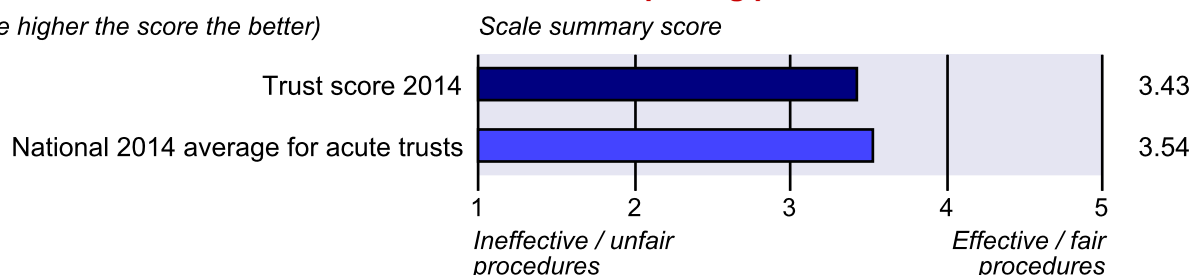
**! KF29. Percentage of staff agreeing that feedback from patients/service users is used to make informed decisions in their directorate/department**

(the higher the score the better)



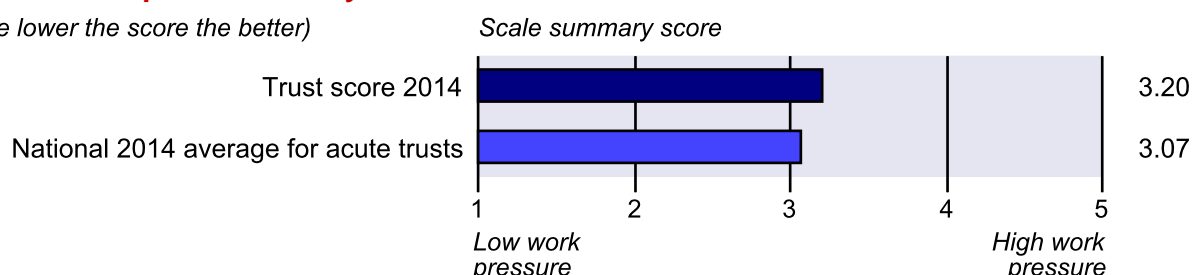
**! KF14. Fairness and effectiveness of incident reporting procedures**

(the higher the score the better)



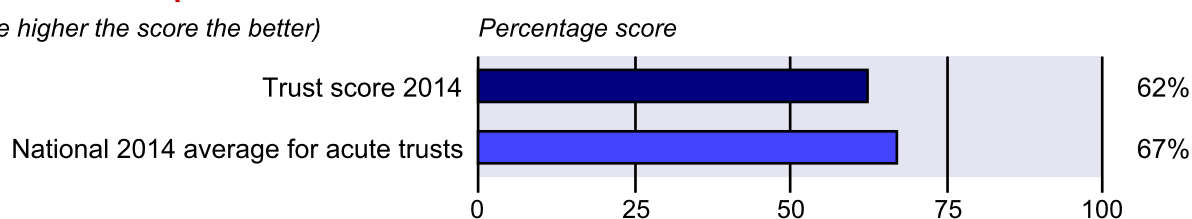
**! KF3. Work pressure felt by staff**

(the lower the score the better)



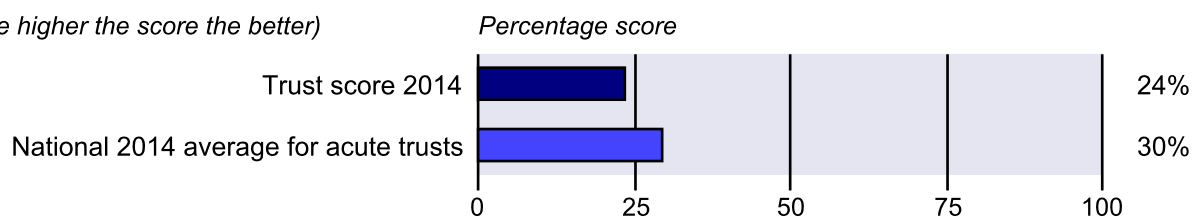
**! KF15. Percentage of staff agreeing that they would feel secure raising concerns about unsafe clinical practice**

(the higher the score the better)



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

(the higher the score the better)



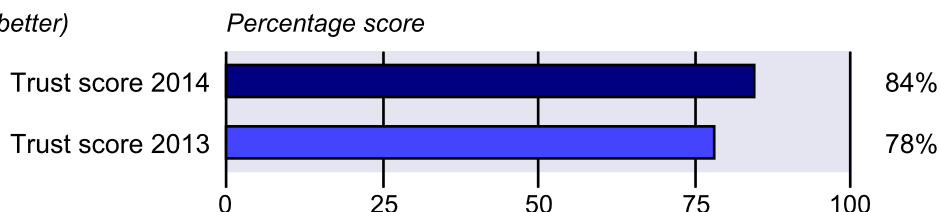
### 3.2 Largest Local Changes since the 2013 Survey

This page highlights the five Key Findings where staff experiences have improved at Shrewsbury And Telford Hospital NHS Trust since the 2013 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, KF14, and KF26 are worse than average).

#### WHERE STAFF EXPERIENCE HAS IMPROVED

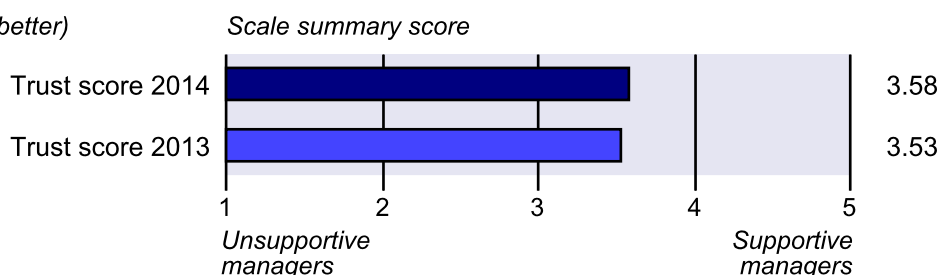
##### ✓ KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



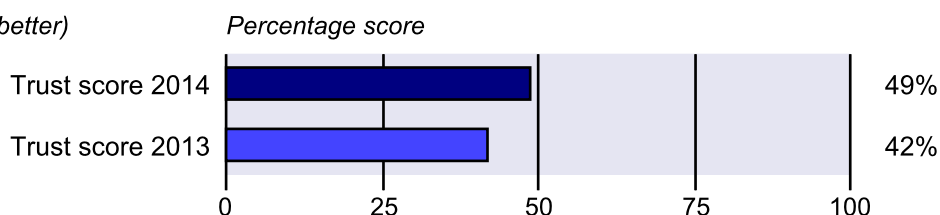
##### ✓ KF9. Support from immediate managers

(the higher the score the better)



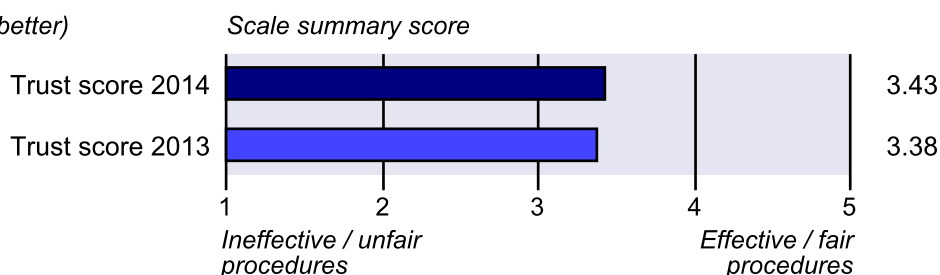
##### ✓ KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



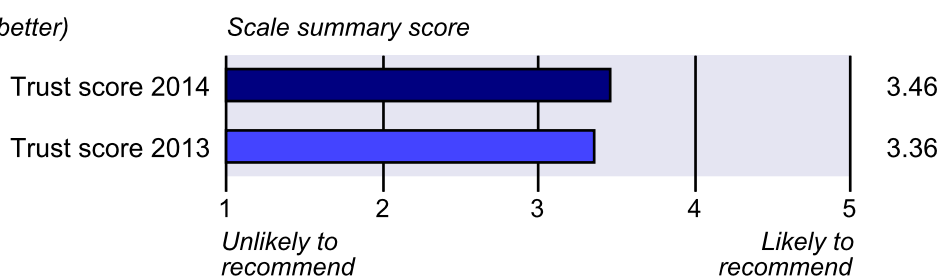
##### ✓ KF14. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)



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

(the higher the score the better)



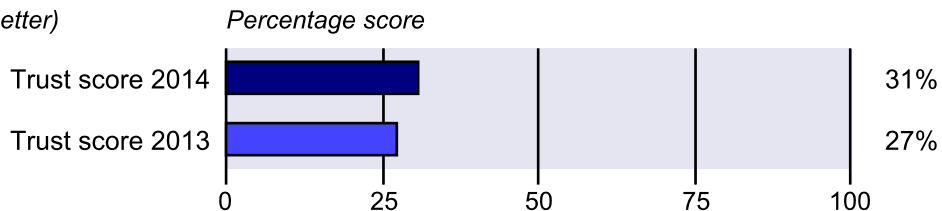


This page highlights the two Key Findings where staff experiences have deteriorated since the 2013 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

### WHERE STAFF EXPERIENCE HAS DETERIORATED

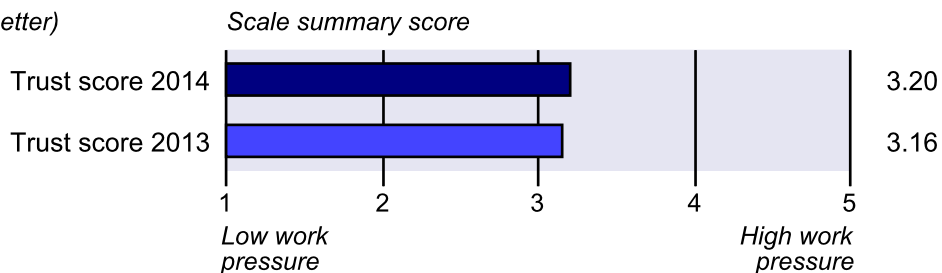
#### ! KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



#### ! KF3. Work pressure felt by staff

(the lower the score the better)



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

**KEY**

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2013 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2013 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2013 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 2013 survey



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

**KEY**

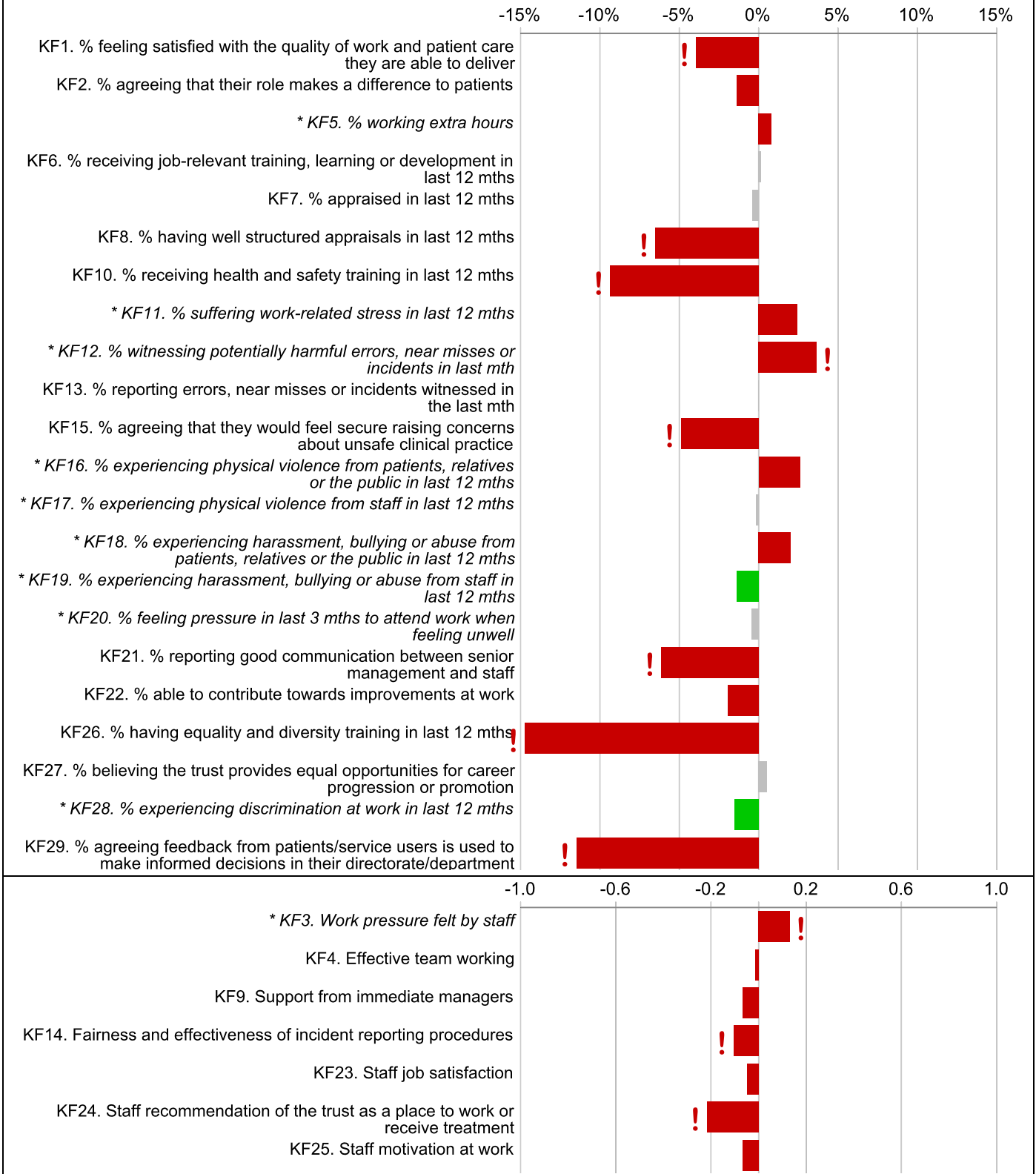
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, e.g. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

#### Comparison with all acute trusts in 2014



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

#### KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2013.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2013.

'Change since 2013 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2013 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2013 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 2013 survey	Ranking, compared with all acute trusts in 2014
<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	• No change	! Lowest (worst) 20%
KF2. % agreeing that their role makes a difference to patients	• No change	! Below (worse than) average
* <i>KF3. Work pressure felt by staff</i>	! Increase (worse than 13)	! Highest (worst) 20%
KF4. Effective team working	• No change	! Below (worse than) average
* <i>KF5. % working extra hours</i>	• No change	! Above (worse than) average
<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	• No change	• Average
KF7. % appraised in last 12 mths	✓ Increase (better than 13)	• Average
KF8. % having well structured appraisals in last 12 mths	• No change	! Lowest (worst) 20%
KF9. Support from immediate managers	✓ Increase (better than 13)	! Below (worse than) average
<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	• No change	! Lowest (worst) 20%
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	! Above (worse than) average
<b>Errors and incidents</b>		
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	! Highest (worst) 20%
KF13. % reporting errors, near misses or incidents witnessed in the last mth	• No change	• Average
KF14. Fairness and effectiveness of incident reporting procedures	✓ Increase (better than 13)	! Lowest (worst) 20%
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	--	! Lowest (worst) 20%

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

	Change since 2013 survey	Ranking, compared with all acute trusts in 2014
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	! Above (worse than) average
* KF17. % experiencing physical violence from staff in last 12 mths	• No change	• Average
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	! Increase (worse than 13)	! Above (worse than) average
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	✓ Below (better than) 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	• No change	! Lowest (worst) 20%
KF22. % able to contribute towards improvements at work	• No change	! Below (worse than) average
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	• No change	! Below (worse than) average
KF24. Staff recommendation of the trust as a place to work or receive treatment	✓ Increase (better than 13)	! Lowest (worst) 20%
KF25. Staff motivation at work	• No change	! Below (worse than) average
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	✓ Increase (better than 13)	! Lowest (worst) 20%
KF27. % believing the trust provides equal opportunities for career progression or promotion	• No change	• Average
* KF28. % experiencing discrimination at work in last 12 mths	• No change	✓ Below (better than) average
<b>ADDITIONAL THEME: Patient experience measures</b>		
<b>Patient/Service user experience Feedback</b>		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	--	! Lowest (worst) 20%

## 4. Key Findings for Shrewsbury And Telford Hospital NHS Trust

2364 staff at Shrewsbury And Telford Hospital NHS Trust took part in this survey. This is a response rate of 46%<sup>1</sup> which is above average for acute trusts in England, and compares with a response rate of 55% in this trust in the 2013 survey.

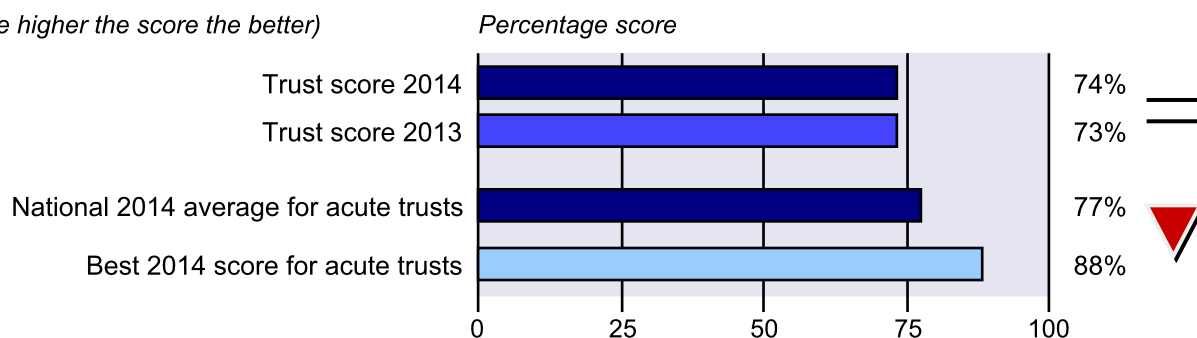
This section presents each of the 29 Key Findings, using data from the trust's 2014 survey, and compares these to other acute trusts in England and to the trust's performance in the 2013 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the three additional themes of staff satisfaction, equality and diversity and patient experience measures.

**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 2013). **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 2013). An equals sign indicates that there has been no change.

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

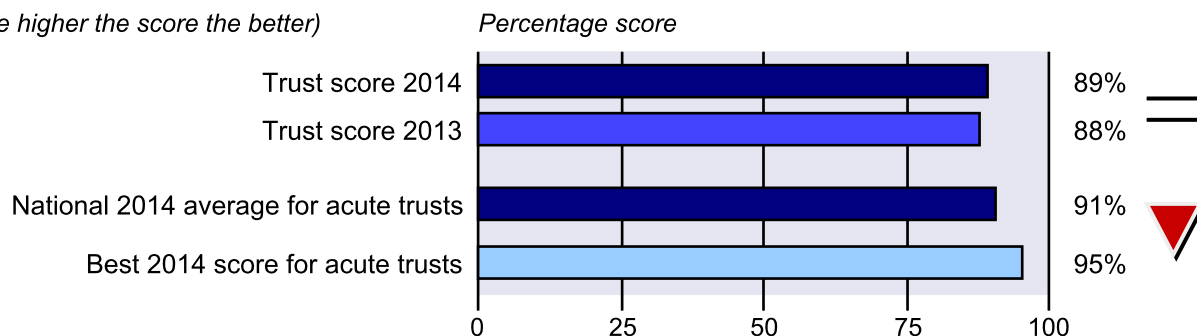
#### KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



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

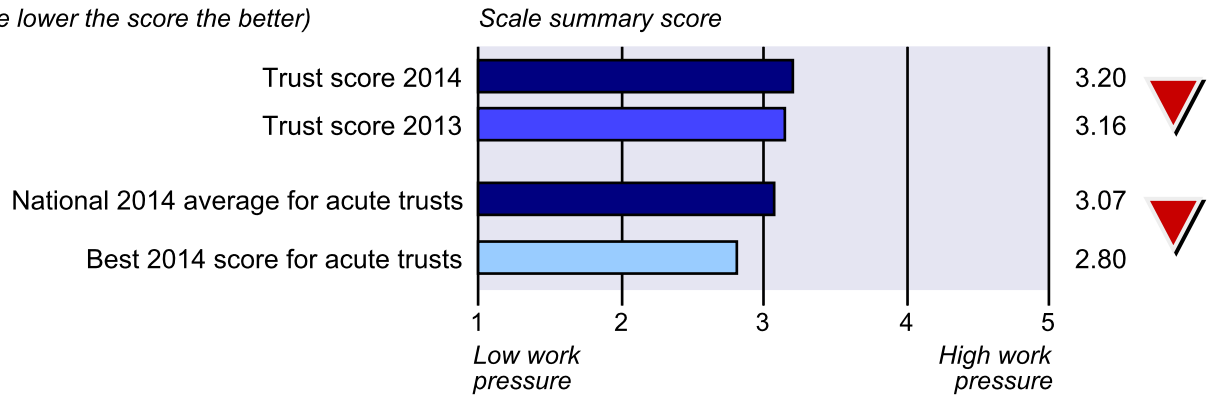
(the higher the score the better)



<sup>1</sup>Questionnaires were sent to all 5113 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.

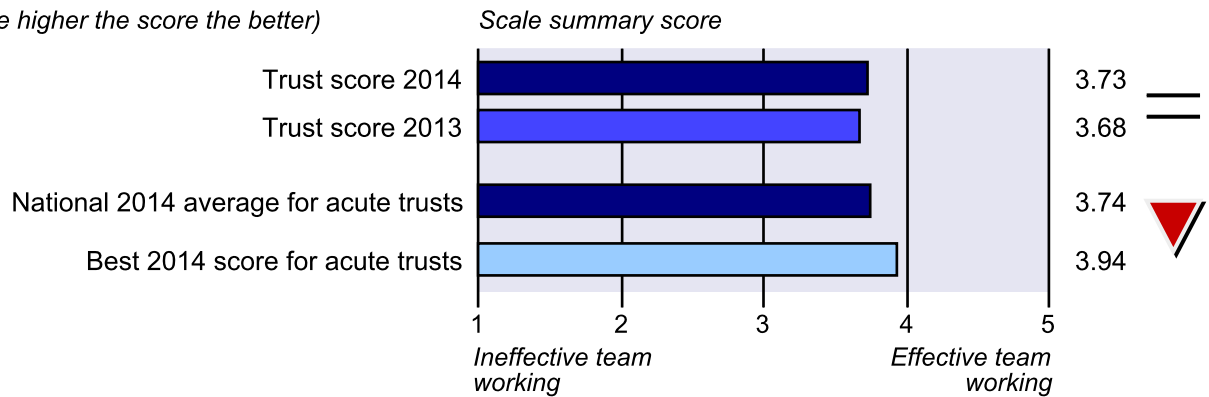
### KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



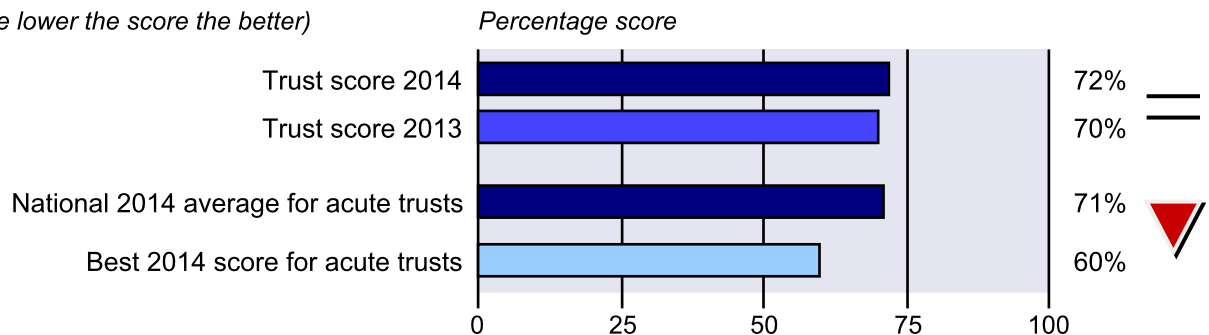
### KEY FINDING 4. Effective team working

(the higher the score the better)



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

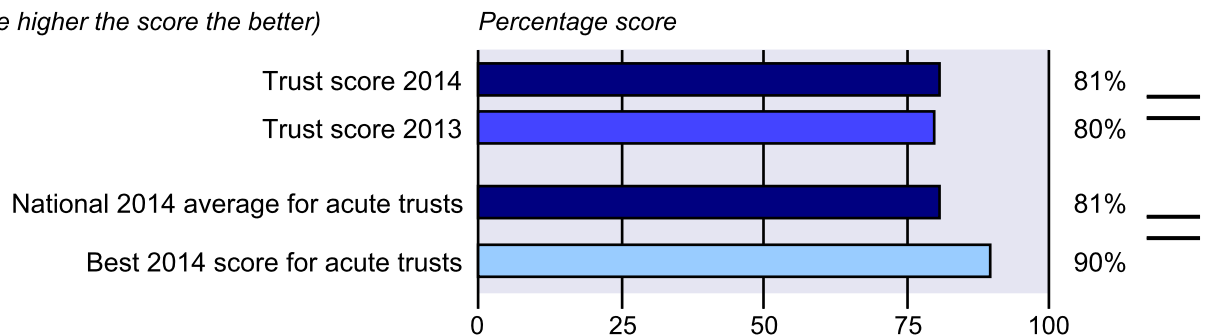
(the lower the score the better)



**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.**

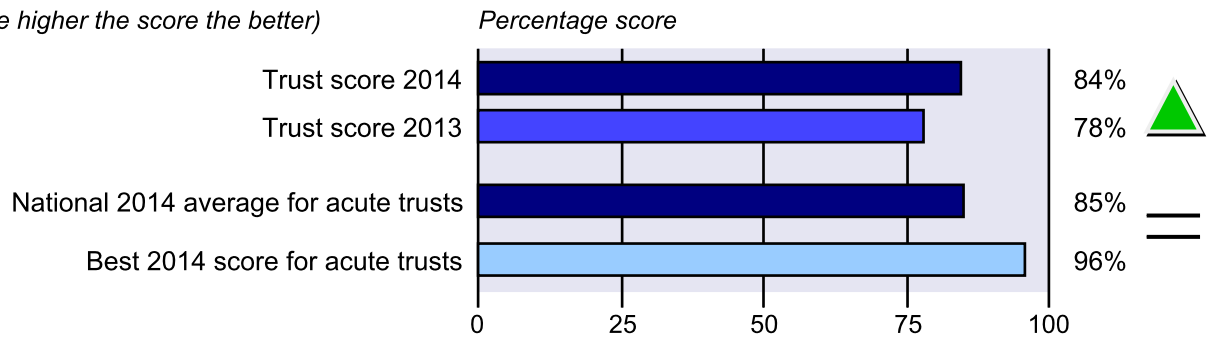
### KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



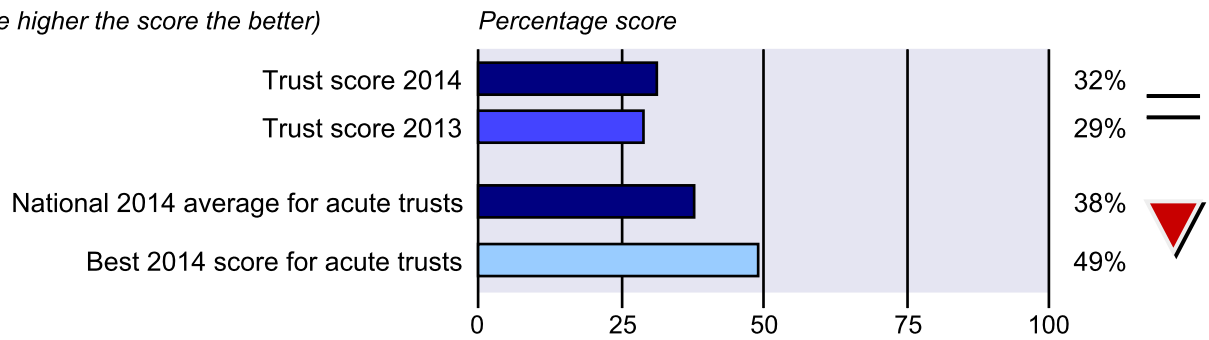
### KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



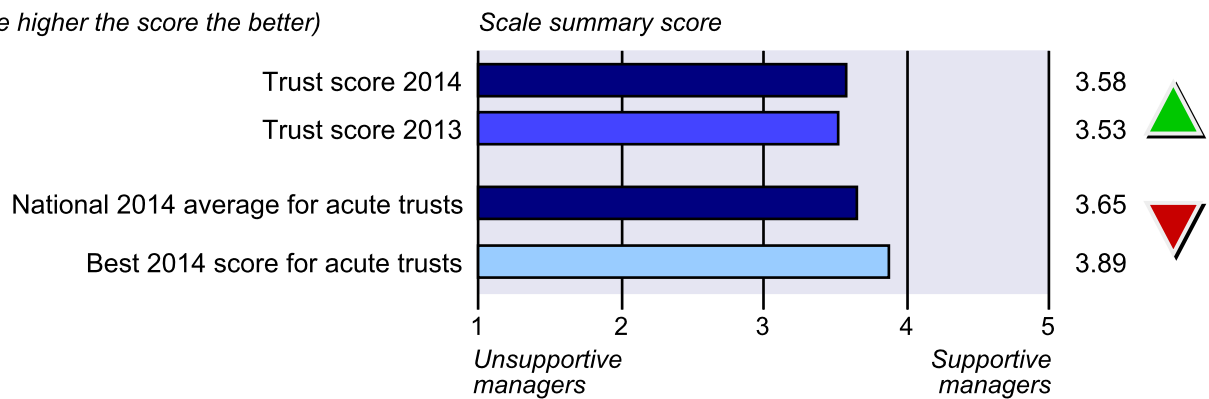
### KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



### KEY FINDING 9. Support from immediate managers

(the higher the score the better)

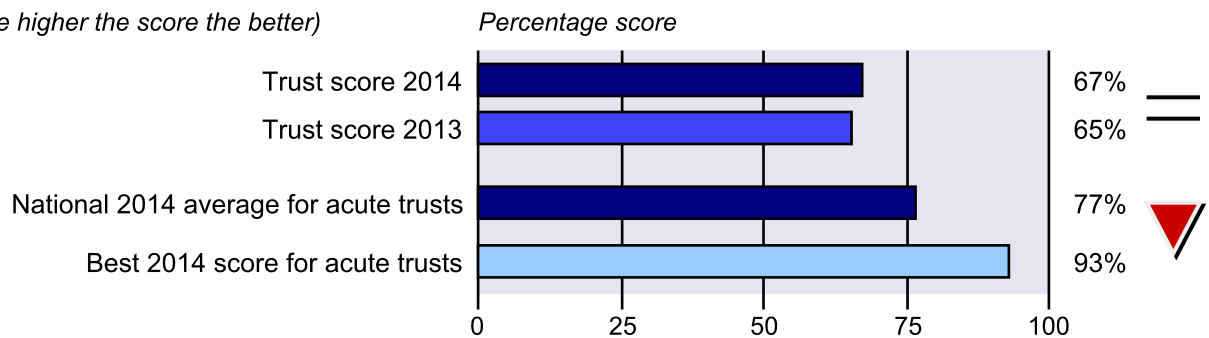


**STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.**

### Occupational health and safety

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

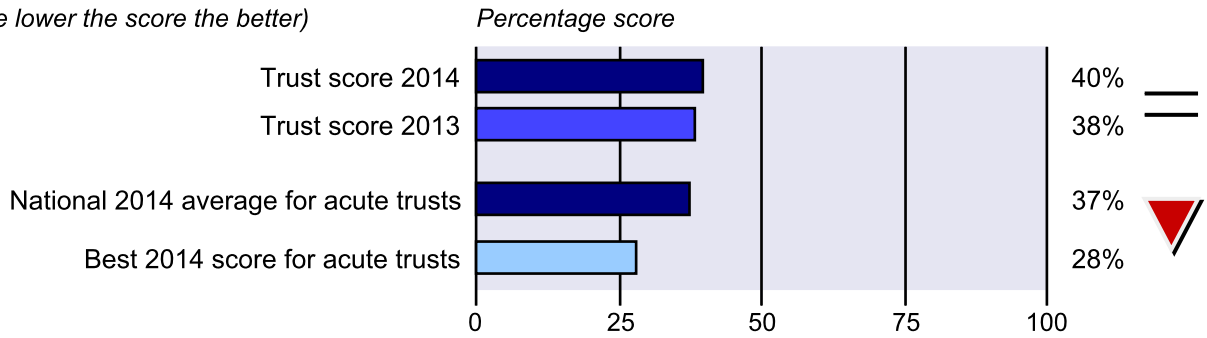
(the higher the score the better)





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

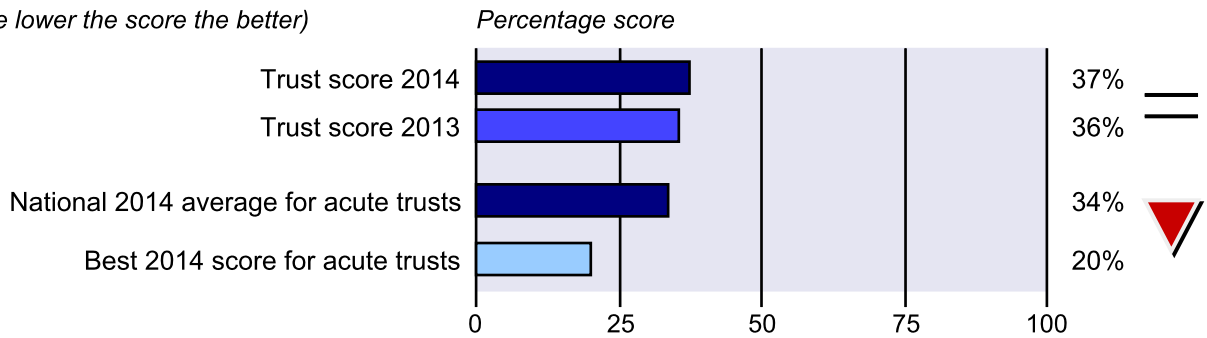
(the lower the score the better)



**Errors and incidents**

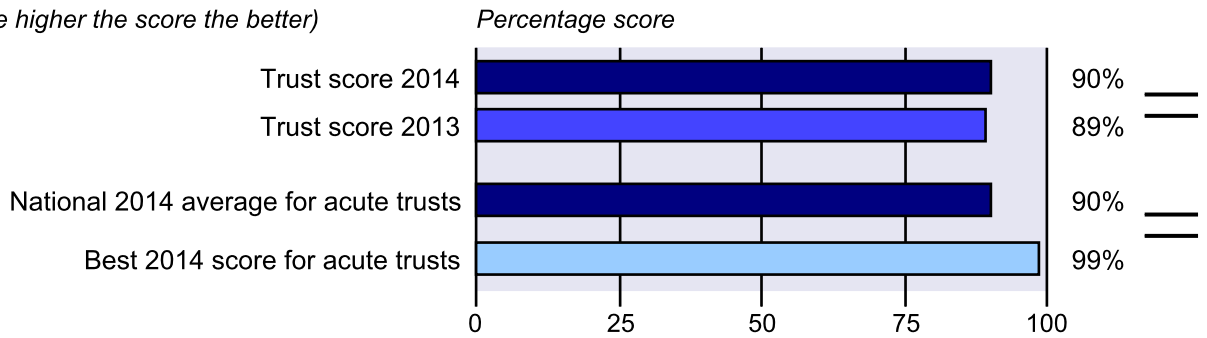
**KEY FINDING 12. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month**

(the lower the score the better)



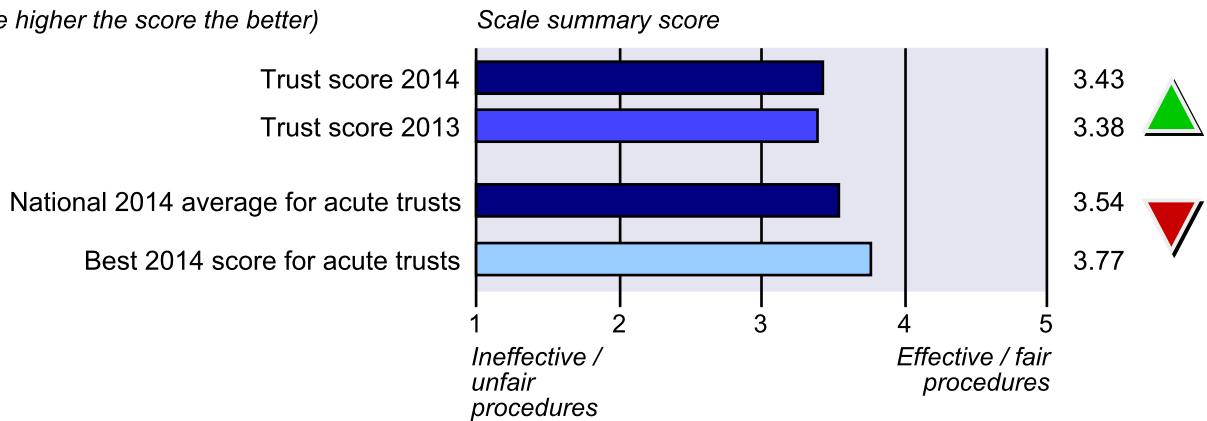
**KEY FINDING 13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month**

(the higher the score the better)



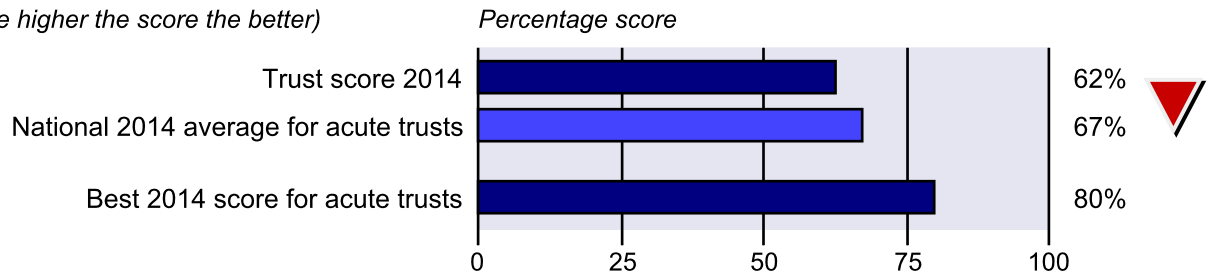
**KEY FINDING 14. Fairness and effectiveness of incident reporting procedures**

(the higher the score the better)



**KEY FINDING 15. Percentage of staff agreeing that they would feel secure raising concerns about unsafe clinical practice**

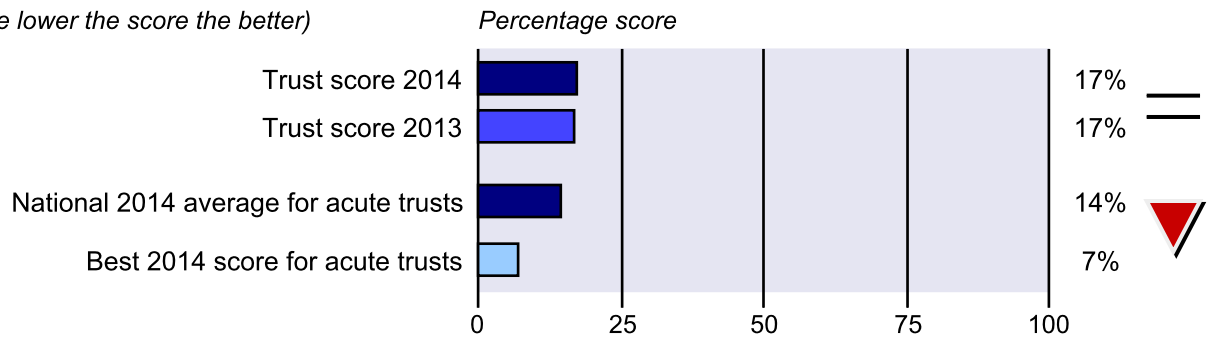
*(the higher the score the better)*



**Violence and harassment**

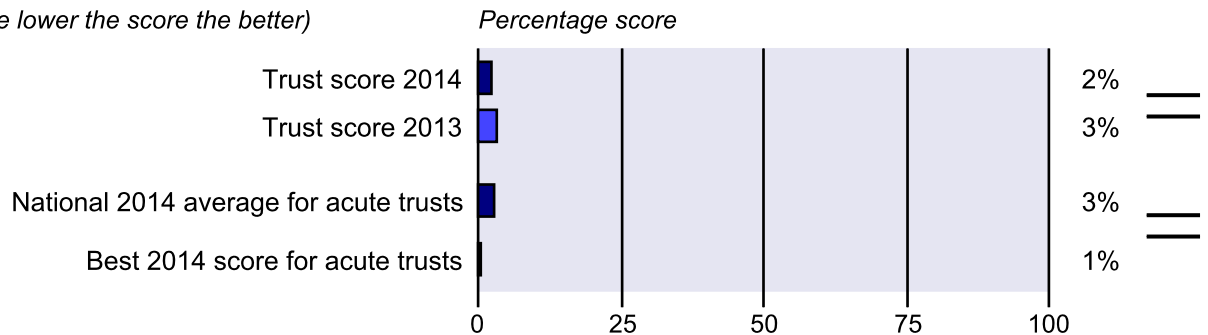
**KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months**

*(the lower the score the better)*



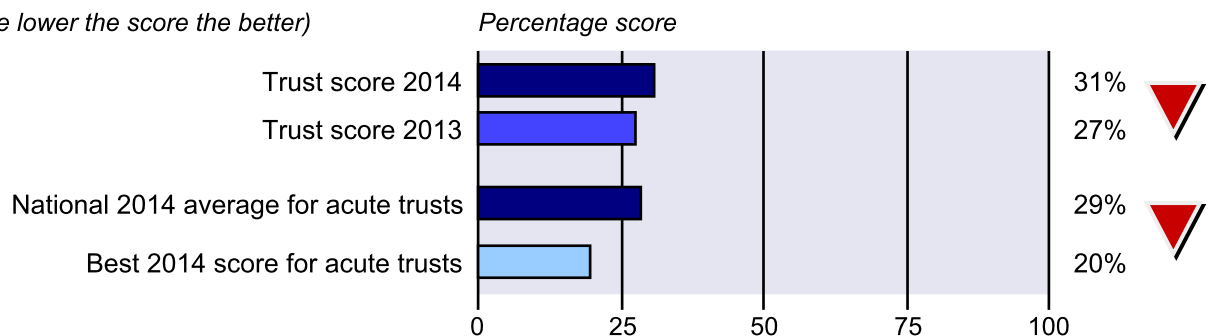
**KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months**

*(the lower the score the better)*



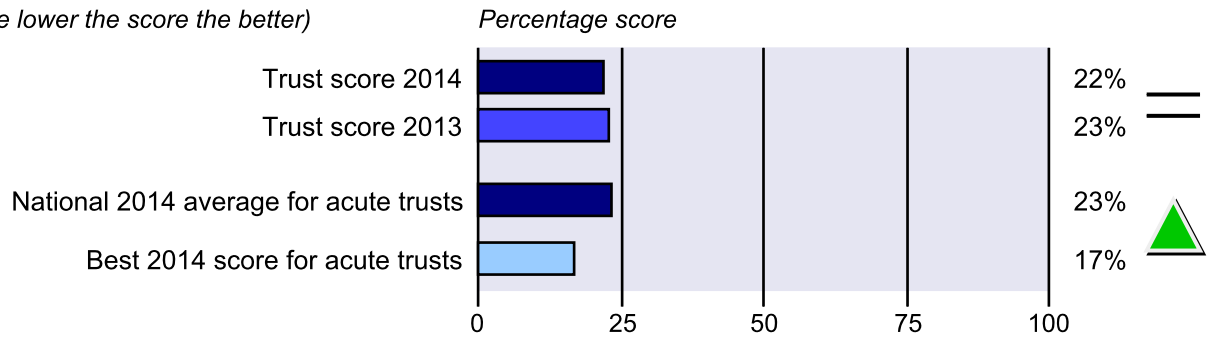
**KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months**

*(the lower the score the better)*



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

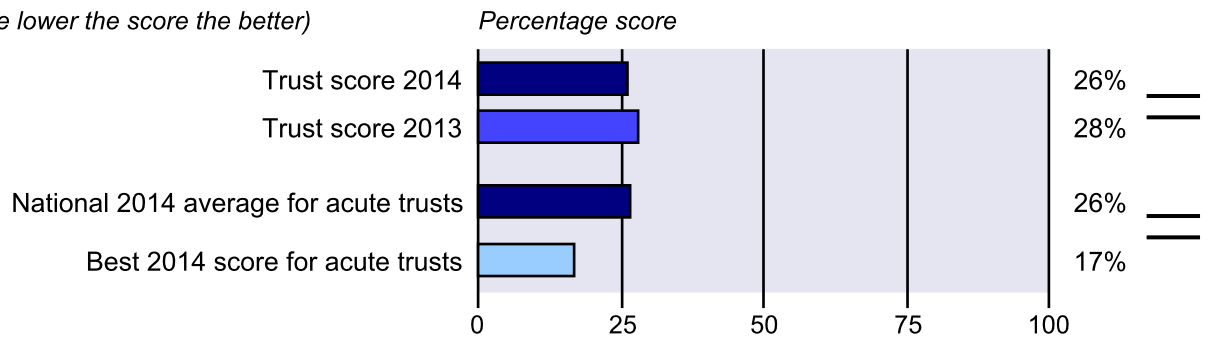
*(the lower the score the better)*



**Health and well-being**

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

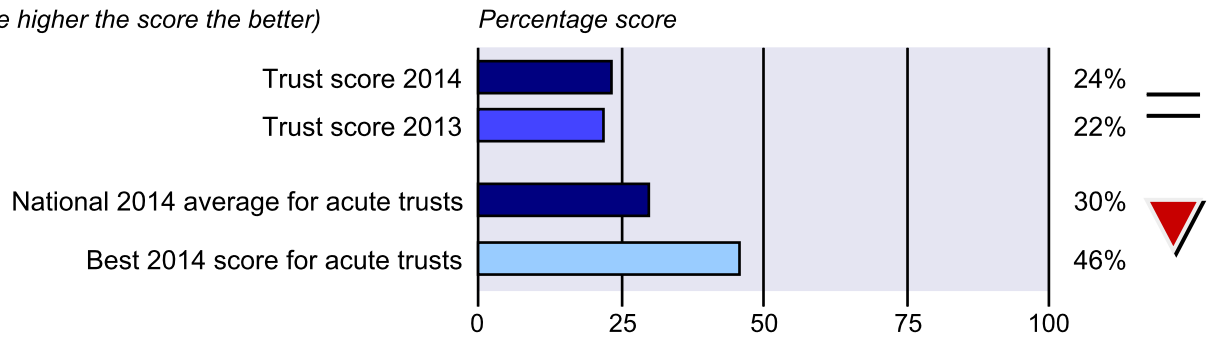
*(the lower the score the better)*



**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.**

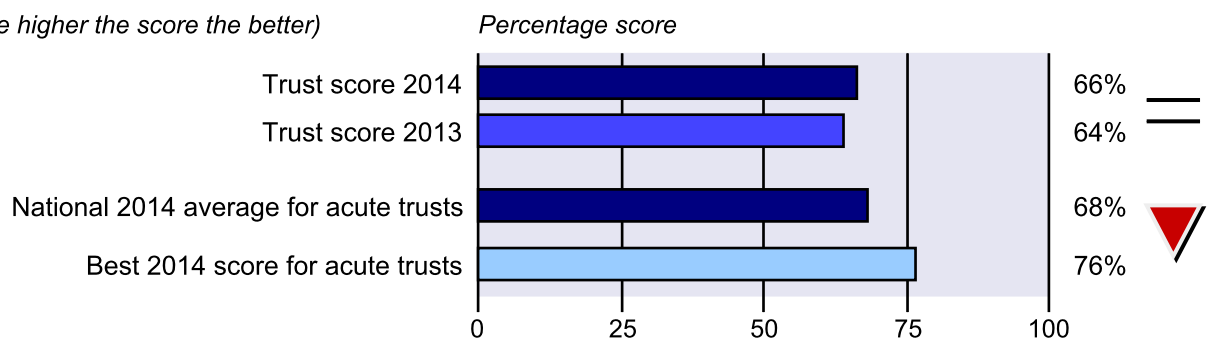
**KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff**

*(the higher the score the better)*



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

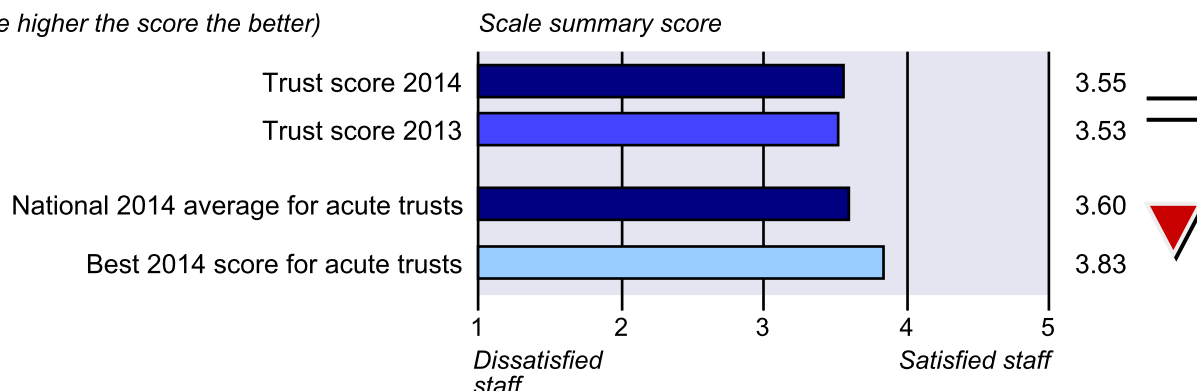
*(the higher the score the better)*



## ADDITIONAL THEME: Staff satisfaction

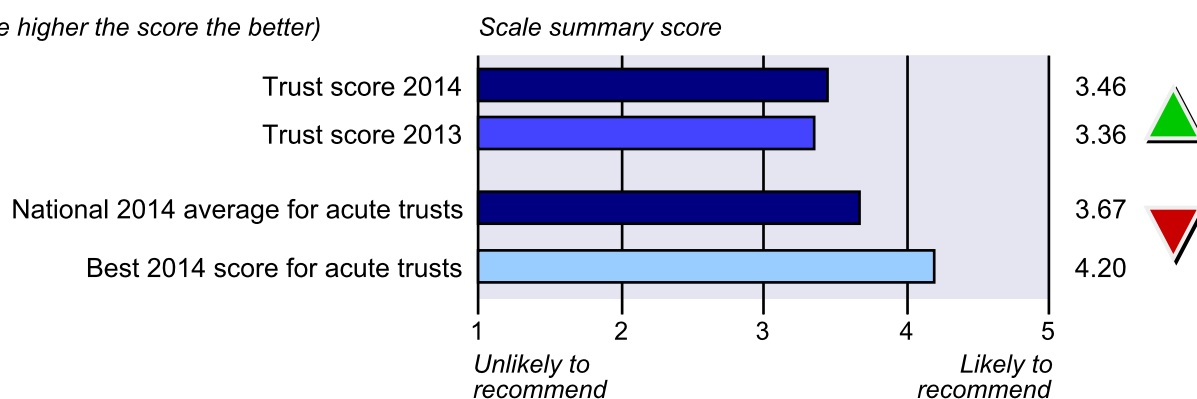
### KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



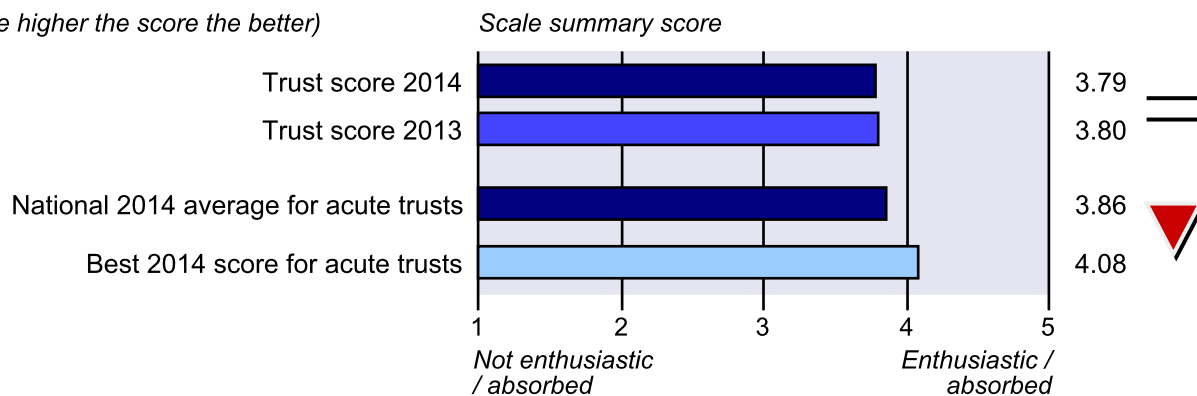
### KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



### KEY FINDING 25. Staff motivation at work

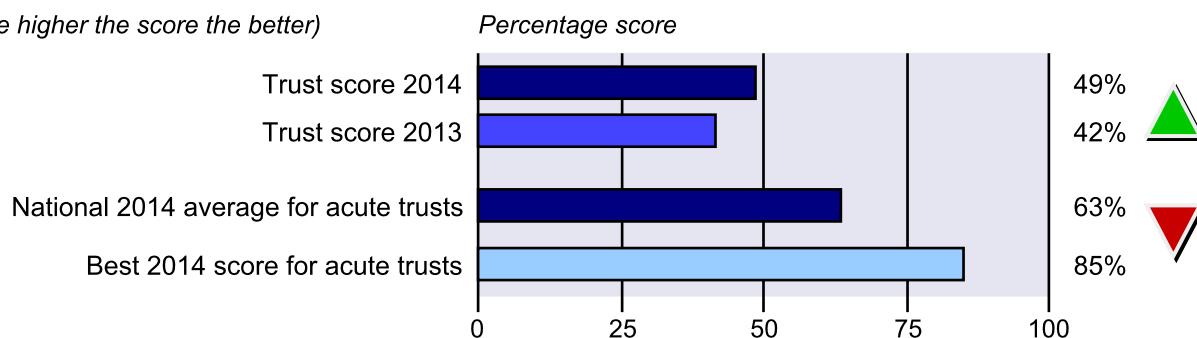
(the higher the score the better)



## ADDITIONAL THEME: Equality and diversity

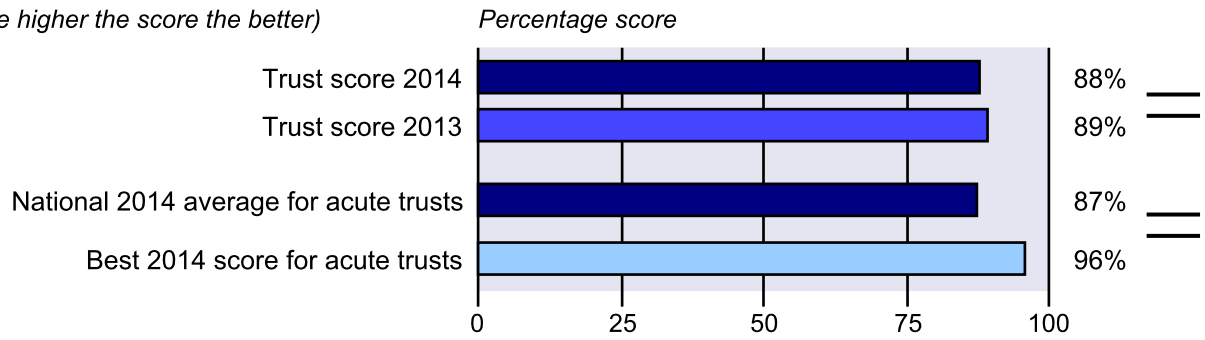
### KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



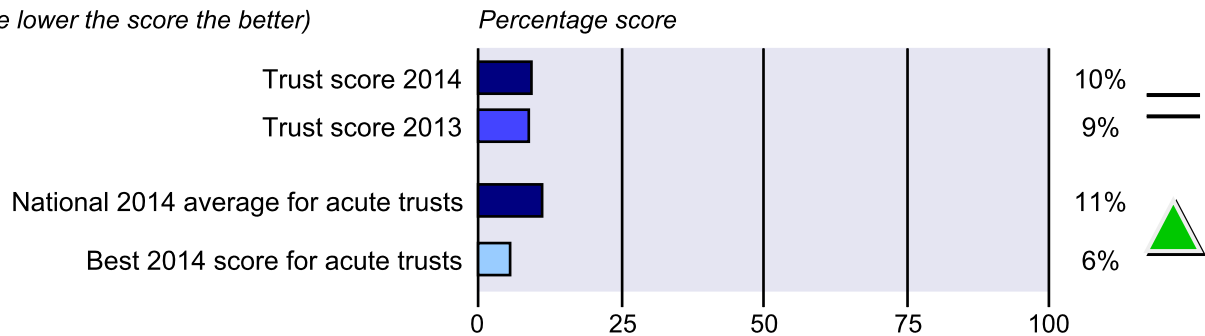
**KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion**

*(the higher the score the better)*



**KEY FINDING 28. Percentage of staff experiencing discrimination at work in last 12 months**

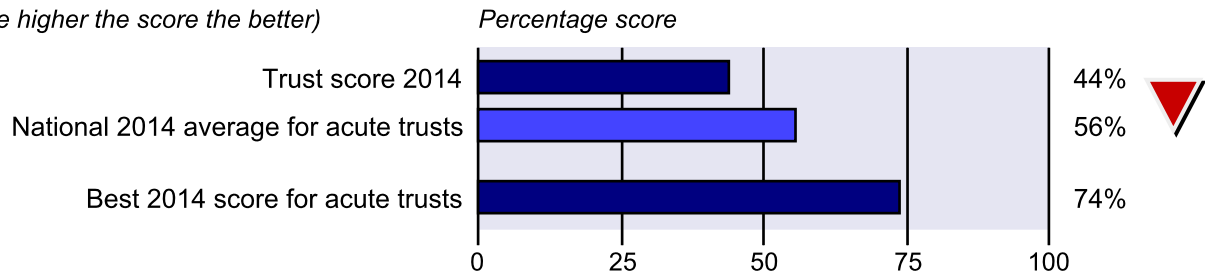
*(the lower the score the better)*



**ADDITIONAL THEME: Patient experience measures**  
**Patient/Service user experience Feedback**

**KEY FINDING 29. Percentage of staff agreeing that feedback from patients/service users is used to make informed decisions in their directorate/department**

*(the higher the score the better)*



## 5. Key Findings by work group characteristics

Tables 5.1 to 5.4 show the Key Findings at Shrewsbury And Telford Hospital NHS Trust broken down by work group characteristics: occupational groups, staff groups, directorates and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
  - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
  - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 5.1 to 5.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF8. % having well structured appraisals in last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had well structured appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have well structured appraisals.
- Please note that, unlike the overall Trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

**Table 5.1: Key Findings for different occupational groups**

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	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	68	71	86	79	48	53	80	73	71	70	74	79	72
KF2. % agreeing that their role makes a difference to patients	91	91	93	95	94	96	95	95	88	88	80	86	85
* KF3. <i>Work pressure felt by staff</i>	3.28	3.23	3.01	3.17	3.53	3.65	3.20	3.27	3.18	3.35	3.12	2.91	3.32
KF4. Effective team working	3.79	3.81	3.60	3.83	4.14	3.92	3.61	3.97	4.05	3.69	3.59	3.94	3.36
* KF5. <i>% working extra hours</i>	83	89	65	87	65	81	66	78	91	64	59	71	45
<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	86	83	86	86	94	89	82	86	78	79	72	70	71
KF7. % appraised in last 12 mths	86	90	83	92	97	84	79	83	82	86	83	84	84
KF8. % having well structured appraisals in last 12 mths	31	32	30	36	67	25	28	25	50	28	32	40	24
KF9. Support from immediate managers	3.70	3.63	3.65	3.41	3.76	3.72	3.59	3.66	3.81	3.52	3.51	3.90	3.10
<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	73	79	86	55	73	72	69	67	76	63	52	58	74
* KF11. <i>% suffering work-related stress in last 12 mths</i>	43	45	37	37	36	37	30	35	35	48	38	28	46
<b>Errors and incidents</b>													
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	51	45	33	56	32	25	39	35	19	45	25	8	30
KF13. % reporting errors, near misses or incidents witnessed in the last mth	95	99	89	93	82	94	76	91	-	95	76	100	86
KF14. Fairness and effectiveness of incident reporting procedures	3.48	3.68	3.53	3.42	3.59	3.41	3.43	3.32	3.64	3.47	3.26	3.35	3.28
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	73	76	64	68	76	71	62	64	68	63	46	54	50
<b>Number of respondents</b>	427	165	195	184	34	69	102	99	45	127	397	135	142

Due to low numbers of respondents, no scores are shown for the following occupational groups: 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	40	13	9	18	20	7	5	12	4	1	9
* KF17. % experiencing physical violence from staff in last 12 mths	4	1	7	2	0	1	1	0	5	0	2	0	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	47	39	40	26	15	30	42	26	9	24	30	5	15
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	21	20	22	9	7	20	22	19	19	24	17	27
<b>Health and well-being</b>													
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	32	23	26	18	10	30	22	20	16	35	23	15	38
<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	18	25	27	22	35	20	22	28	39	28	19	41	15
KF22. % able to contribute towards improvements at work	72	74	59	66	85	67	62	74	91	64	62	80	46
<b>ADDITIONAL THEME: Staff satisfaction</b>													
KF23. Staff job satisfaction	3.60	3.63	3.52	3.56	3.70	3.71	3.50	3.67	3.90	3.47	3.47	3.75	3.29
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.39	3.60	3.71	3.48	3.48	3.29	3.25	3.36	3.85	3.43	3.36	3.65	3.35
KF25. Staff motivation at work	3.83	3.86	3.90	3.90	3.82	3.89	3.76	3.79	4.17	3.64	3.67	3.78	3.75
<b>ADDITIONAL THEME: Equality and diversity</b>													
KF26. % having equality and diversity training in last 12 mths	44	44	67	57	33	23	54	47	60	49	44	40	47
KF27. % believing the trust provides equal opportunities for career progression or promotion	90	94	88	87	96	98	85	93	95	90	80	87	79
* KF28. % experiencing discrimination at work in last 12 mths	11	6	13	15	3	3	5	4	9	6	12	3	12
<b>ADDITIONAL THEME: Patient experience measures</b>													
<b>Patient/Service user experience Feedback</b>													
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	45	48	44	44	33	33	35	37	60	41	41	55	50
<b>Overall staff engagement</b>	3.65	3.73	3.69	3.67	3.72	3.62	3.53	3.63	4.10	3.54	3.51	3.79	3.45
<b>Number of respondents</b>	427	165	195	184	34	69	102	99	45	127	397	135	142

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



**Table 5.2: Key Findings for different staff groups**

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
<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	60	85	76	62	75	73	79	69
KF2. % agreeing that their role makes a difference to patients	87	91	83	95	87	87	95	91
* KF3. <i>Work pressure felt by staff</i>	3.59	3.00	3.09	3.45	3.26	3.43	3.18	3.27
KF4. Effective team working	3.59	3.69	3.72	3.88	3.28	3.70	3.84	3.79
* KF5. <i>% working extra hours</i>	81	60	65	77	40	75	88	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	89	83	72	88	72	81	86	86
KF7. % appraised in last 12 mths	82	82	84	83	81	74	92	87
KF8. % having well structured appraisals in last 12 mths	25	31	36	28	23	23	36	32
KF9. Support from immediate managers	3.52	3.60	3.66	3.68	3.11	3.44	3.39	3.68
<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	44	80	57	72	69	66	54	74
* KF11. <i>% suffering work-related stress in last 12 mths</i>	51	37	35	37	43	47	37	43
<b>Errors and incidents</b>								
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	57	34	20	35	27	47	57	50
KF13. % reporting errors, near misses or incidents witnessed in the last mth	97	84	81	87	81	85	93	96
KF14. Fairness and effectiveness of incident reporting procedures	3.47	3.49	3.33	3.40	3.28	3.43	3.43	3.53
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	61	63	51	67	50	50	69	74
<b>Number of respondents</b>	<b>70</b>	<b>357</b>	<b>649</b>	<b>225</b>	<b>165</b>	<b>115</b>	<b>179</b>	<b>604</b>

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

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

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
<b>Violence and harassment</b>								
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	11	28	3	16	11	2	14	29
* KF17. % experiencing physical violence from staff in last 12 mths	0	5	1	0	4	1	2	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	20	33	21	35	18	13	26	45
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	27	20	21	14	26	25	21	24
<b>Health and well-being</b>								
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	28	21	25	38	27	18	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	20	28	27	24	16	22	22	21
KF22. % able to contribute towards improvements at work	56	60	69	71	43	70	66	72
<b>ADDITIONAL THEME: Staff satisfaction</b>								
KF23. Staff job satisfaction	3.43	3.52	3.60	3.61	3.30	3.45	3.56	3.61
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.34	3.61	3.49	3.25	3.42	3.20	3.48	3.44
KF25. Staff motivation at work	3.52	3.84	3.74	3.80	3.80	3.47	3.91	3.84
<b>ADDITIONAL THEME: Equality and diversity</b>								
KF26. % having equality and diversity training in last 12 mths	39	61	45	41	46	57	58	45
KF27. % believing the trust provides equal opportunities for career progression or promotion	92	87	85	91	82	91	86	91
* KF28. % experiencing discrimination at work in last 12 mths	7	9	9	4	11	8	16	10
<b>ADDITIONAL THEME: Patient experience measures</b>								
<b>Patient/Service user experience Feedback</b>								
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	35	43	47	32	47	44	44	46
<b>Overall staff engagement</b>	3.45	3.66	3.64	3.58	3.45	3.44	3.67	3.67
<b>Number of respondents</b>	70	357	649	225	165	115	179	604

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

**Table 5.3: Key Findings for different directorates**

	B&E and CEO 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	-	69	100	74	79	67	88	76	77	68	69	75	91
KF2. % agreeing that their role makes a difference to patients	-	78	84	86	74	94	94	89	89	89	89	92	97
* KF3. <i>Work pressure felt by staff</i>	2.53	3.19	2.65	3.34	2.88	3.25	2.77	3.26	3.12	3.35	3.36	3.15	2.89
KF4. Effective team working	3.94	3.87	3.92	3.40	3.76	3.69	3.88	3.85	3.73	3.74	3.66	3.79	4.35
* KF5. <i>% working extra hours</i>	92	50	82	53	66	65	60	80	72	69	75	84	61
<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	67	60	86	70	61	69	80	86	81	84	83	83	88
KF7. % appraised in last 12 mths	92	89	96	83	81	63	98	75	84	84	81	89	88
KF8. % having well structured appraisals in last 12 mths	58	26	68	26	26	16	52	32	30	31	30	31	53
KF9. Support from immediate managers	4.13	3.20	4.25	3.16	3.81	3.57	3.75	3.71	3.57	3.60	3.52	3.66	4.17
<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	91	58	75	64	59	37	59	53	67	66	69	74	55
* KF11. <i>% suffering work-related stress in last 12 mths</i>	17	48	14	47	23	26	43	27	37	39	46	42	28
<b>Errors and incidents</b>													
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	8	10	11	31	5	0	13	41	38	40	50	38	7
KF13. % reporting errors, near misses or incidents witnessed in the last mth	-	-	-	81	-	-	-	100	88	88	90	96	-
KF14. Fairness and effectiveness of incident reporting procedures	3.77	3.14	3.97	3.26	3.27	3.10	3.34	3.61	3.41	3.40	3.43	3.61	3.44
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	67	30	82	45	40	37	50	79	62	63	66	69	72
<b>Number of respondents</b>	12	21	28	177	81	19	48	30	679	508	408	305	44

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

**Table 5.3: Key Findings for different directorates (cont)**

	B&E and CEO 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>Violence and harassment</b>													
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	0	0	7	8	0	0	0	7	16	10	43	9	7
* KF17. % experiencing physical violence from staff in last 12 mths	0	0	0	3	0	0	0	0	2	1	6	3	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	8	0	4	16	11	0	10	17	34	28	49	30	9
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	8	25	7	29	15	21	23	28	23	18	25	22	25
<b>Health and well-being</b>													
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	0	35	7	39	15	6	19	7	25	26	29	26	14
<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	75	19	57	13	20	16	35	23	20	27	18	27	65
KF22. % able to contribute towards improvements at work	100	62	82	46	70	63	75	83	67	68	63	70	86
<b>ADDITIONAL THEME: Staff satisfaction</b>													
KF23. Staff job satisfaction	4.10	3.43	4.24	3.31	3.63	3.35	3.62	3.88	3.58	3.54	3.46	3.58	4.03
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.36	3.06	4.14	3.31	3.49	3.35	3.56	3.66	3.44	3.28	3.44	3.62	4.02
KF25. Staff motivation at work	4.11	3.35	4.31	3.77	3.59	3.54	3.69	3.99	3.80	3.72	3.79	3.83	3.97
<b>ADDITIONAL THEME: Equality and diversity</b>													
KF26. % having equality and diversity training in last 12 mths	91	33	75	43	21	25	57	31	51	51	48	47	64
KF27. % believing the trust provides equal opportunities for career progression or promotion	-	58	100	79	83	58	90	91	89	90	85	91	89
* KF28. % experiencing discrimination at work in last 12 mths	17	20	7	13	4	0	6	3	9	4	17	8	7
<b>ADDITIONAL THEME: Patient experience measures</b>													
<b>Patient/Service user experience Feedback</b>													
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	-	-	-	52	-	-	67	-	46	35	40	49	50
<b>Overall staff engagement</b>	4.30	3.27	4.25	3.45	3.62	3.47	3.72	3.89	3.62	3.54	3.58	3.72	4.05
<b>Number of respondents</b>	12	21	28	177	81	19	48	30	679	508	408	305	44

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

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

	Full time / part time <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	74	73
KF2. % agreeing that their role makes a difference to patients	90	88
* KF3. <i>Work pressure felt by staff</i>	3.21	3.21
KF4. Effective team working	3.75	3.69
* KF5. <i>% working extra hours</i>	74	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	81	81
KF7. % appraised in last 12 mths	84	84
KF8. % having well structured appraisals in last 12 mths	33	27
KF9. Support from immediate managers	3.62	3.51
<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	67	66
* KF11. <i>% suffering work-related stress in last 12 mths</i>	42	34
<b>Errors and incidents</b>		
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	40	28
KF13. % reporting errors, near misses or incidents witnessed in the last mth	90	86
KF14. Fairness and effectiveness of incident reporting procedures	3.44	3.38
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	63	58
<b>Number of respondents</b>	<b>1727</b>	<b>613</b>

<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	14
* KF17. % experiencing physical violence from staff in last 12 mths	3	1
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	30	33
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	20
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	26
<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	26	18
KF22. % able to contribute towards improvements at work	68	61
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	3.57	3.50
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.48	3.38
KF25. Staff motivation at work	3.80	3.75
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	49	46
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	88
* KF28. % experiencing discrimination at work in last 12 mths	10	8
<b>ADDITIONAL THEME: Patient experience measures</b>		
<b>Patient/Service user experience Feedback</b>		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	47	35
<b>Overall staff engagement</b>	3.65	3.53
<b>Number of respondents</b>	1727	613

<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	79	73	71	73
KF2. % agreeing that their role makes a difference to patients	93	89	89	89
* <i>KF3. Work pressure felt by staff</i>	3.14	3.22	3.24	3.20
KF4. Effective team working	3.79	3.78	3.74	3.69
* <i>KF5. % working extra hours</i>	70	74	74	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	85	85	79	79
KF7. % appraised in last 12 mths	78	80	85	87
KF8. % having well structured appraisals in last 12 mths	32	32	33	30
KF9. Support from immediate managers	3.67	3.67	3.58	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	70	64	63	69
* <i>KF11. % suffering work-related stress in last 12 mths</i>	43	38	38	40
<b>Errors and incidents</b>				
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	44	40	39	32
KF13. % reporting errors, near misses or incidents witnessed in the last mth	89	92	90	89
KF14. Fairness and effectiveness of incident reporting procedures	3.42	3.46	3.40	3.43
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	66	67	61	60
<b>Number of respondents</b>	328	372	560	1054



**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	25	21	14	13
* KF17. % experiencing physical violence from staff in last 12 mths	2	2	2	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	30	30	31
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	18	20	22	24
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	28	25	27	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	27	26	26	21
KF22. % able to contribute towards improvements at work	64	68	71	65
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.55	3.58	3.57	3.55
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.52	3.45	3.47	3.43
KF25. Staff motivation at work	3.64	3.71	3.82	3.84
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	56	46	47	48
KF27. % believing the trust provides equal opportunities for career progression or promotion	91	91	88	87
* KF28. % experiencing discrimination at work in last 12 mths	11	10	12	7
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	33	44	46	46
<b>Overall staff engagement</b>	3.57	3.61	3.65	3.63
<b>Number of respondents</b>	328	372	560	1054

**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	71	74	64	75	72	85
KF2. % agreeing that their role makes a difference to patients	87	90	85	90	89	94
* KF3. <i>Work pressure felt by staff</i>	3.24	3.20	3.32	3.18	3.22	2.96
KF4. Effective team working	3.67	3.75	3.58	3.75	3.73	3.68
* KF5. <i>% working extra hours</i>	73	71	69	72	72	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	77	82	73	82	81	86
KF7. % appraised in last 12 mths	83	84	83	84	84	82
KF8. % having well structured appraisals in last 12 mths	30	32	21	33	30	49
KF9. Support from immediate managers	3.52	3.61	3.38	3.63	3.59	3.57
<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	58	69	65	67	67	67
* KF11. <i>% suffering work-related stress in last 12 mths</i>	39	39	55	36	40	27
<b>Errors and incidents</b>						
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	46	35	44	35	36	45
KF13. % reporting errors, near misses or incidents witnessed in the last mth	91	89	85	91	90	91
KF14. Fairness and effectiveness of incident reporting procedures	3.31	3.45	3.29	3.45	3.42	3.57
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	61	63	51	64	62	63
<b>Number of respondents</b>	433	1852	379	1930	2180	154

**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	13	17	17	16	16	15
* KF17. % experiencing physical violence from staff in last 12 mths	2	3	2	2	2	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	32	39	29	30	28
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	22	34	19	22	25
<b>Health and well-being</b>						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	22	27	41	22	26	24
<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	24	19	25	23	29
KF22. % able to contribute towards improvements at work	65	67	54	69	67	55
<b>ADDITIONAL THEME: Staff satisfaction</b>						
KF23. Staff job satisfaction	3.51	3.57	3.31	3.60	3.55	3.60
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.33	3.49	3.24	3.49	3.44	3.66
KF25. Staff motivation at work	3.67	3.82	3.59	3.82	3.77	4.06
<b>ADDITIONAL THEME: Equality and diversity</b>						
KF26. % having equality and diversity training in last 12 mths	47	49	46	49	48	59
KF27. % believing the trust provides equal opportunities for career progression or promotion	81	90	82	89	89	73
* KF28. % experiencing discrimination at work in last 12 mths	12	9	14	8	8	27
<b>ADDITIONAL THEME: Patient experience measures</b>						
<b>Patient/Service user experience Feedback</b>						
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	38	45	33	46	44	47
<b>Overall staff engagement</b>	3.54	3.65	3.39	3.67	3.61	3.75
<b>Number of respondents</b>	433	1852	379	1930	2180	154

## 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	427	19%
Registered Nurses - Children	39	2%
Midwives	107	5%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	18	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	195	8%
<b><i>Medical and Dental</i></b>		
Medical / Dental - Consultant	114	5%
Medical / Dental - In Training	27	1%
Medical / Dental - Other	43	2%
<b><i>Allied Health Professionals</i></b>		
Arts Therapy	1	0%
Clinical Psychology	1	0%
Occupational Therapy	34	1%
Physiotherapy	69	3%
Psychotherapy	3	0%
Radiography	102	4%
Other qualified Allied Health Professionals	94	4%
Support to Allied Health Professionals	30	1%
<b><i>Scientific and Technical / Healthcare Scientists</i></b>		
Pharmacy	60	3%
Other qualified Scientific and Technical / Healthcare Scientists	118	5%
Support to Scientific and Technical / Healthcare Scientists	37	2%
<b><i>Other groups</i></b>		
Admin and Clerical	397	17%
Central Functions / Corporate Services	135	6%
Maintenance / Ancillary	142	6%
General Management	45	2%
Other	57	2%
Did not specify	66	

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	1727	74%
Part time	613	26%
Did not specify	24	
<b><i>Length of time in organisation</i></b>		
Less than a year	150	6%
Between 1 to 2 years	203	9%
Between 3 to 5 years	413	18%
Between 6 to 10 years	380	16%
Between 11 to 15 years	432	19%
Over 15 years	730	32%
Did not specify	56	

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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	328	14%
Between 31 and 40	372	16%
Between 41 and 50	560	24%
51 and over	1054	46%
Did not specify	50	
<b>Gender</b>		
Male	433	19%
Female	1852	81%
Did not specify	79	
<b>Ethnic background</b>		
White	2180	93%
Black and minority ethnic	154	7%
Did not specify	30	
<b>Disability</b>		
Disabled	379	16%
Not disabled	1930	84%
Did not specify	55	

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	46	-	43	35	50	23	82
<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	[72, 75]	77	75	82	64	88
KF2. % agreeing that their role makes a difference to patients	89	[88, 90]	91	88	92	84	95
* KF3. <i>Work pressure felt by staff</i>	3.20	[3.17, 3.24]	3.07	3.01	3.17	2.80	3.32
KF4. Effective team working	3.73	[3.69, 3.76]	3.74	3.68	3.80	3.57	3.94
* KF5. <i>% working extra hours</i>	72	[70, 74]	71	68	74	60	81
<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	81	[79, 83]	81	78	83	74	90
KF7. % appraised in last 12 mths	84	[83, 86]	85	80	89	64	96
KF8. % having well structured appraisals in last 12 mths	32	[30, 33]	38	33	42	24	49
KF9. Support from immediate managers	3.58	[3.55, 3.62]	3.65	3.57	3.73	3.43	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	67	[65, 69]	77	70	83	56	93
* KF11. <i>% suffering work-related stress in last 12 mths</i>	40	[38, 42]	37	34	41	28	51
<b>Errors and incidents</b>							
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	37	[35, 39]	34	30	37	20	46
KF13. % reporting errors, near misses or incidents witnessed in the last mth	90	[88, 92]	90	88	93	80	99
KF14. Fairness and effectiveness of incident reporting procedures	3.43	[3.41, 3.45]	3.54	3.46	3.60	3.30	3.77
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	62	[60, 64]	67	64	73	54	80



**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	[16, 19]	14	12	17	7	24
* KF17. % experiencing physical violence from staff in last 12 mths	2	[2, 3]	3	2	3	1	5
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	[29, 33]	29	25	31	20	37
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	[20, 24]	23	21	27	17	42
<b>Health and well-being</b>							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	[24, 28]	26	24	29	17	36
<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	24	[22, 25]	30	25	34	15	46
KF22. % able to contribute towards improvements at work	66	[64, 68]	68	65	72	58	76
<b>ADDITIONAL THEME: Staff satisfaction</b>							
KF23. Staff job satisfaction	3.55	[3.52, 3.58]	3.60	3.53	3.67	3.40	3.83
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.46	[3.42, 3.49]	3.67	3.47	3.84	2.99	4.20
KF25. Staff motivation at work	3.79	[3.76, 3.82]	3.86	3.77	3.93	3.60	4.08
<b>ADDITIONAL THEME: Equality and diversity</b>							
KF26. % having equality and diversity training in last 12 mths	49	[47, 51]	63	51	74	30	85
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	[86, 90]	87	83	90	70	96
* KF28. % experiencing discrimination at work in last 12 mths	10	[8, 11]	11	9	14	6	20
<b>ADDITIONAL THEME: Patient experience measures</b>							
<b>Patient/Service user experience Feedback</b>							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	44	[41, 47]	56	49	61	27	74

## Appendix 2

### Changes to the Key Findings since the 2012 and 2013 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 2013 and 2012 have been re-calculated and re-weighted using the 2014 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 2013 survey**

	Shrewsbury And Telford Hospital NHS Trust			
	2014 score	2013 score	Change	Statistically significant?
Response rate	46	55	-9	-
<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	73	0	No
KF2. % agreeing that their role makes a difference to patients	89	88	2	No
* KF3. <i>Work pressure felt by staff</i>	3.20	3.16	0.05	Yes
KF4. Effective team working	3.73	3.68	0.05	No
* KF5. <i>% working extra hours</i>	72	70	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	81	80	1	No
KF7. % appraised in last 12 mths	84	78	6	Yes
KF8. % having well structured appraisals in last 12 mths	32	29	2	No
KF9. Support from immediate managers	3.58	3.53	0.06	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	67	65	2	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	40	38	1	No
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	37	36	2	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	90	89	1	No
KF14. Fairness and effectiveness of incident reporting procedures	3.43	3.38	0.05	Yes
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	62	-	-	--

**Table A2.1: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2013 survey (cont)**

	Shrewsbury And Telford Hospital NHS Trust			
	2014 score	2013 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	17	0	No
* KF17. % experiencing physical violence from staff in last 12 mths	2	3	-1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	27	3	Yes
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	23	-1	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	28	-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	24	22	2	No
KF22. % able to contribute towards improvements at work	66	64	2	No
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.55	3.53	0.03	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.46	3.36	0.10	Yes
KF25. Staff motivation at work	3.79	3.80	-0.01	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	49	42	7	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	89	-1	No
* KF28. % experiencing discrimination at work in last 12 mths	10	9	1	No
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	44	-	-	--

**Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2012 survey**

	Shrewsbury And Telford Hospital NHS Trust			
	2014 score	2012 score	Change	Statistically significant?
Response rate	46	57	-11	-
<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	72	2	No
KF2. % agreeing that their role makes a difference to patients	89	87	2	No
* KF3. <i>Work pressure felt by staff</i>	3.20	3.20	0.00	No
KF4. Effective team working	3.73	3.65	0.07	No
* KF5. <i>% working extra hours</i>	72	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	81	81	0	No
KF7. % appraised in last 12 mths	84	82	3	No
KF8. % having well structured appraisals in last 12 mths	32	30	1	No
KF9. Support from immediate managers	3.58	3.42	0.16	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	67	70	-2	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	40	37	2	No
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	37	40	-3	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	90	89	1	No
KF14. Fairness and effectiveness of incident reporting procedures	3.43	3.39	0.04	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	62	-	-	--

**Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2012 survey (cont)**

	Shrewsbury And Telford Hospital NHS Trust			
	2014 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	2	2	0	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	31	-1	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	25	-3	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	26	29	-3	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	24	19	4	Yes
KF22. % able to contribute towards improvements at work	66	60	6	Yes
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.55	3.45	0.10	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.46	3.27	0.18	Yes
KF25. Staff motivation at work	3.79	3.74	0.05	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	49	39	10	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	86	2	No
* KF28. % experiencing discrimination at work in last 12 mths	10	10	-1	No
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	44	-	-	--

## Appendix 3

### Data tables: 2014 Key Findings and the responses to all survey questions

For each of the 29 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 2014 survey response, the average (median) 2014 response for acute trusts, and your trust's 2013 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 29 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 2014 questionnaire.

#### Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2013' 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 2013 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 2014	Average (median) for acute trusts	Your Trust in 2013
<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	77	73
KF2. % agreeing that their role makes a difference to patients	Q9b	89	91	88
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	3.21	3.07	3.16
KF4. Effective team working	Q4a-d	3.73	3.74	3.68
* <i>KF5. % working extra hours</i>	Q25b-c	72	71	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	81	81	80
KF7. % appraised in last 12 mths	Q3a	84	85	78
KF8. % having well structured appraisals in last 12 mths	Q3a-d	31	38	29
KF9. Support from immediate managers	Q10a-e	3.59	3.65	3.53
<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	67	77	65
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	39	37	38
<b>Errors and incidents</b>				
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	37	34	36
KF13. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	90	90	89
KF14. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.43	3.54	3.38
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	Q19b	62	67	-



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

	Question number(s)	Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q20a	16	14	17
* KF17. % experiencing physical violence from staff in last 12 mths	Q20b	2	3	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q21a	30	28	27
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	22	23	23
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	26	26	28
<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	24	30	22
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	66	68	64
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	Q8a-g	3.55	3.60	3.53
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	3.45	3.67	3.35
KF25. Staff motivation at work	Q5a-c	3.78	3.86	3.79
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	Q1b	49	63	42
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	88	87	89
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	9	11	9
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	Q13a, 13c	44	56	-

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

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
<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	67	77	65
Q1b	Equality and diversity training	49	63	42
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	22	40	19
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	59	77	59
Q1e	How to handle confidential information about patients / service users	83	81	82
Q1f	How to deliver a good patient / service user experience	42	50	37
Q1g	Any other job-relevant training, learning or development	71	76	68
<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	69	68	67
Q2b	It has helped me stay up-to-date with professional requirements	76	75	74
Q2c	It has helped me to deliver a better patient / service user experience	65	65	61
<b>Appraisals</b>				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	84	85	78
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	44	53	45
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	71	78	70
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	59	63	58
Q3e	% saying their appraisal or development review had identified training, learning or development needs	70	70	72
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	85	87	83
<b>Team-based working</b>				
Q4a	% working in a team	97	96	96
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	57	59	55
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	79	79	79
<b>Staff motivation at work</b>				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	49	53	50
Q5b	"I am enthusiastic about my job"	67	70	67
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"	74	75	72
Q6b	"I always know what my work responsibilities are"	85	86	84
Q6c	"I am trusted to do my job"	91	91	90
Q6d	"I am able to do my job to a standard I am personally pleased with"	76	79	76
<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"	69	70	67
Q7b	"I am able to make suggestions to improve the work of my team / department"	73	74	70
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	51	53	49
Q7d	"I am able to make improvements happen in my area of work"	51	56	48
Q7e	"I am unable to meet all the conflicting demands on my time at work"	45	44	44
Q7f	"I have adequate materials, supplies and equipment to do my work"	47	57	50
Q7g	"There are enough staff at this organisation for me to do my job properly"	24	29	26
<b>Staff job satisfaction</b>				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	44	49	43
Q8b	"The support I get from my immediate manager"	64	65	60
Q8c	"The freedom I have to choose my own method of working"	62	65	61
Q8d	"The support I get from my work colleagues"	78	78	77
Q8e	"The amount of responsibility I am given"	74	74	74
Q8f	"The opportunities I have to use my skills"	71	71	69
Q8g	"The extent to which my organisation values my work"	38	42	36
Q8h	"My level of pay"	34	32	40
<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"	81	83	80
Q9b	"I feel that my role makes a difference to patients / service users"	89	91	88
Q9c	"I am able to deliver the patient care I aspire to"	63	69	62

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
<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"	70	70	66
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	67	69	63
Q10c	"My immediate manager gives me clear feedback on my work"	51	57	50
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	47	51	46
Q10e	"My immediate manager is supportive in a personal crisis"	71	72	68
Q11a	"I know who the senior managers are here"	76	81	71
Q11b	"Communication between senior management and staff is effective"	29	37	27
Q11c	"Senior managers here try to involve staff in important decisions"	25	30	24
Q11d	"Senior managers act on staff feedback"	23	28	21
Q11e	"Senior managers where I work are committed to patient care"	47	54	41
<b>Your organisation</b>				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	60	70	55
Q12b	"My organisation acts on concerns raised by patients / service users"	61	71	57
Q12c	"I would recommend my organisation as a place to work"	50	58	48
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	54	65	48
<b>Patient / service user experience measures</b>				
"% saying 'Yes'"				
Q13a	"Is patient / service user experience feedback collected within your directorate / department?"	70	73	-
"% agreeing or strongly agreeing that they receive regular updates on patient / service user experience feedback in their directorate / department"				
Q13b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	49	59	-
"% agreeing or strongly agreeing that feedback from patients / service users is used to make informed decisions within my directorate / department"				
Q13c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	44	56	-
<b>Health and well-being</b>				
% agreeing / strongly agreeing with the following statements:				
Q14a	"In general, my job is good for my health"	35	39	38
Q14b	"My immediate manager takes a positive interest in my health and well-being"	51	54	50
Q14c	"My organisation takes positive action on health and well-being"	38	44	37
<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	66	68
(If YES to Q15a): % saying they...				
Q15b	...had felt pressure from their manager to come to work	30	32	32
Q15c	...had felt pressure from their colleagues to come to work	23	24	26
Q15d	...had put themselves under pressure to come to work	93	91	93
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	39	37	38

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
<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	21	19	20
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	32	29	31
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	94	94	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"	45	47	41
Q18b	"My organisation encourages us to report errors, near misses or incidents"	83	86	80
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	59	64	57
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	12	13	14
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	56	63	53
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	37	45	35
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	36	44	35
<b>Raising concerns about unsafe clinical practice</b>				
Q19a	% saying if they were concerned about unsafe clinical practice they would know how to report it	91	92	-
Q19b	% saying they would feel secure raising concerns about unsafe clinical practice	62	67	-
Q19c	% saying they are confident that the organisation would address their concern	49	57	-
<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	84	86	83
Q20a	1 to 2 times	10	9	10
Q20a	3 to 5 times	4	3	4
Q20a	6 to 10 times	1	1	1
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	98	97	97
Q20b	1 to 2 times	2	2	2
Q20b	3 to 5 times	0	0	0
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	62	67	66

### 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	70	72	73
Q21a	1 to 2 times	19	17	16
Q21a	3 to 5 times	7	6	6
Q21a	6 to 10 times	2	2	2
Q21a	More than 10 times	2	3	3

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

Q21b	Never	78	77	77
Q21b	1 to 2 times	15	16	15
Q21b	3 to 5 times	4	5	4
Q21b	6 to 10 times	1	1	2
Q21b	More than 10 times	2	2	2

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

Q21c		43	45	41
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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		88	87	89
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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	8	6
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% saying they had experienced discrimination on the grounds of:

Q23c Ethnic background

Q23c	Ethnic background	2	4	2
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Q23c Gender

Q23c	Gender	1	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	2
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Q23c Other reason(s)

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

Gender

Q24a Male

Q24a	Male	19	20	18
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Q24a Female

Q24a	Female	81	80	82
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Age group

Q24b Between 16 and 30

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

Q24b	Between 31 and 40	16	17	19
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Q24b Between 41 and 50

Q24b	Between 41 and 50	24	26	31
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Q24b 51 and over

Q24b	51 and over	46	43	35
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Q25a % working part time

Q25a	% working part time	26	23	28
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Q25b % working additional PAID hours

Q25b	% working additional PAID hours	36	33	39
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Q25c % working additional UNPAID hours

Q25c	% working additional UNPAID hours	58	58	54
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		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
<b>Ethnic background</b>				
Q26	White	93	89	93
Q26	Mixed	1	1	1
Q26	Asian / Asian British	4	7	4
Q26	Black / Black British	1	2	1
Q26	Chinese	0	0	0
Q26	Other	0	1	1
<b>Sexuality</b>				
Q27	Heterosexual (straight)	93	92	93
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	6	5
<b>Religion</b>				
Q28	No religion	28	28	27
Q28	Christian	63	60	63
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	1	1	2
Q28	Preferred not to say	5	5	5
<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	73	72	66
<b>Contact with patients</b>				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	86	86	88
<b>Length of time at the organisation (or its predecessors)</b>				
Q31	Less than 1 year	6	8	8
Q31	1 to 2 years	9	11	10
Q31	3 to 5 years	18	15	16
Q31	6 to 10 years	16	21	17
Q31	11 to 15 years	19	18	19
Q31	More than 15 years	32	27	31

Occupational group		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
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	26	29	28
Q32	Nursing or Healthcare Assistants	8	8	9
Q32	Medical and Dental	8	9	9
Q32	Allied Health Professionals	15	13	13
Q32	Scientific and Technical / Healthcare Scientists	9	8	9
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	17	17	17
Q32	Central Functions / Corporate Services	6	6	5
Q32	Maintenance / Ancillary	6	5	7
Q32	General Management	2	2	1
Q32	Other	2	3	2



## Appendix 4

### Other NHS staff survey 2014 documentation

This report is one of several ways in which we present the results of the 2014 national NHS staff survey:

- 1) A separate summary report of the main 2014 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 2014 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