2015 National NHS staff survey

Results from Shrewsbury And Telford Hospital NHS Trust

Table of Contents

1. Introduction to this report

This report presents the findings of the 2015 national NHS staff survey conducted in Shrewsbury And Telford Hospital NHS Trust.

In section 2 of this report, we present an overall indicator of staff engagement. Full details of how this indicator was created can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

In sections 3, 4, 6 and 7 of this report, the findings of the questionnaire have been summarised and presented in the form of 32 Key Findings.

In section 5 of this report, the data required for the Workforce Race Equality Standard (WRES) is presented.

These sections of the report have been structured around four 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: Equality and diversity

- Additional theme: Errors and incidents

- Additional theme: Patient experience measures

Please note, the questionnaire, key findings and benchmarking groups have all undergone substantial revision since the previous staff survey. For more detail on these changes, 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 Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d 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.

Q21a, Q21c and Q21d feed into Key Finding 1 "Staff recommendation of the organisation as a place to work or receive treatment".

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
Q21a	"Care of patients / service users is my organisation's top priority"	68%	75%	60%
Q21b	"My organisation acts on concerns raised by patients / service users"	65%	73%	61%
Q21c	"I would recommend my organisation as a place to work"	57%	61%	50%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	62%	70%	54%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.62	3.76	3.45

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 3.73 was below (worse than) average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)   *Scale summary score*

Trust score 2015	3.73
Trust score 2014	3.62
National 2015 average for acute trusts	3.79

1   2   3   4   5
Poorly engaged staff   *Highly engaged staff*
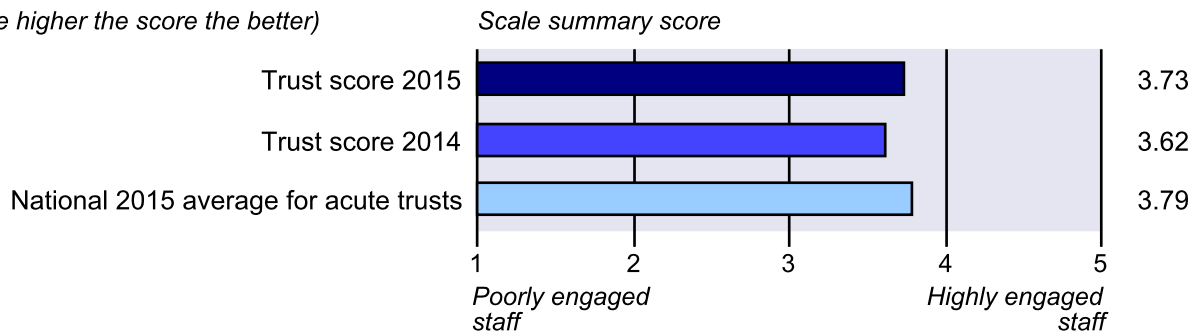
This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

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 2014 survey.

	Change since 2014 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	✓ Increase (better than 14)	! Below (worse than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment *(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.)*	✓ Increase (better than 14)	! Below (worse than) average
KF4. Staff motivation at work *(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)*	✓ Increase (better than 14)	! Below (worse than) average
KF7. Staff ability to contribute towards improvements at work *(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.)*	• No change	! Lowest (worst) 20%

Full details of how the overall indicator of staff engagement was created can be found in the document ***Making sense of your staff survey data***.

3. Summary of 2015 Key Findings for Shrewsbury And Telford Hospital NHS Trust
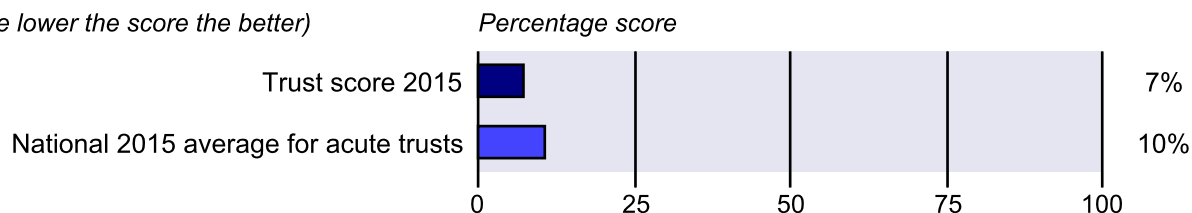
3.1 Top and Bottom Ranking Scores

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

✓ **KF20. Percentage of staff experiencing discrimination at work in last 12 months**

(the lower the score the better)   Percentage score

Trust score 2015	7%
National 2015 average for acute trusts	10%

0   25   50   75   100

✓ **KF26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months**

(the lower the score the better)   Percentage score

Trust score 2015	22%
National 2015 average for acute trusts	26%

0   25   50   75   100

✓ **KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion**

(the higher the score the better)   Percentage score

Trust score 2015	90%
National 2015 average for acute trusts	87%

0   25   50   75   100

✓ **KF11. Percentage of staff appraised in last 12 months**

(the higher the score the better)   Percentage score

Trust score 2015	88%
National 2015 average for acute trusts	86%

0   25   50   75   100

✓ **KF16. Percentage of staff working extra hours**

(the lower the score the better)   Percentage score

Trust score 2015	71%
National 2015 average for acute trusts	72%

0   25   50   75   100

For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 99 (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*.

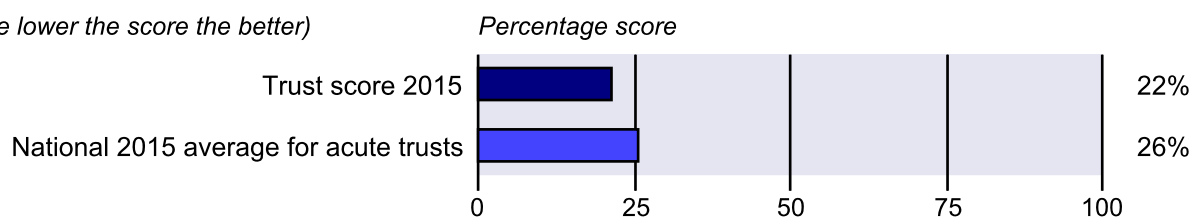This page highlights the five Key Findings for which Shrewsbury And Telford Hospital NHS Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

<p align="center" style="color:red">BOTTOM FIVE RANKING SCORES</p>

! KF31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)　　Scale summary score

Trust score 2015	3.49
National 2015 average for acute trusts	3.62

1　　2　　3　　4　　5
Not confident / secure　　*Confident / secure*

! KF32. Effective use of patient / service user feedback

(the higher the score the better)　　Scale summary score

Trust score 2015	3.50
National 2015 average for acute trusts	3.70

1　　2　　3　　4　　5
Ineffective use of feedback　　*Effective use of feedback*

! KF24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)　　Percentage score

Trust score 2015	45%
National 2015 average for acute trusts	53%

0　　25　　50　　75　　100

! KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)　　Scale summary score

Trust score 2015	3.59
National 2015 average for acute trusts	3.70

1　　2　　3　　4　　5
Ineffective / unfair procedures　　*Effective / fair procedures*

! KF13. Quality of non-mandatory training, learning or development

(the higher the score the better)　　Scale summary score

Trust score 2015	3.97
National 2015 average for acute trusts	4.03

1　　2　　3　　4　　5
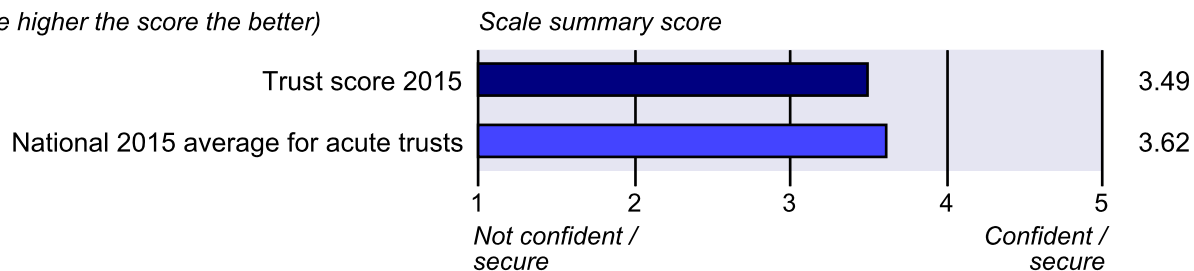*Low-quality training*　　*High-quality training*

For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 99 (the bottom ranking score). Shrewsbury And Telford Hospital NHS Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 99. Further details about this can be found in the document *Making sense of your staff survey data*.

3.2 Largest Local Changes since the 2014 Survey

This page highlights the five Key Findings where staff experiences have improved at Shrewsbury And Telford Hospital NHS Trust since the 2014 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 KF4, and KF28 are worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

✓ KF4. Staff motivation at work
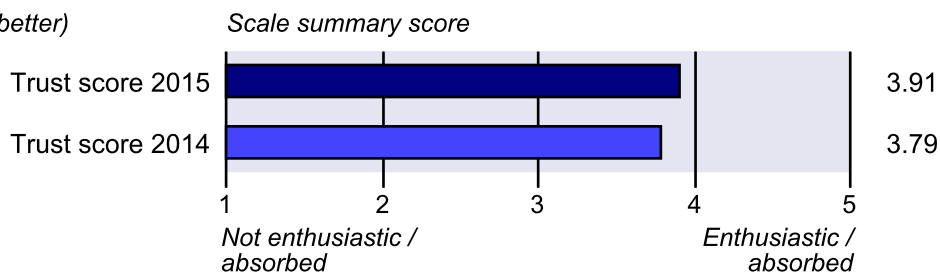
(the higher the score the better)   Scale summary score

Trust score 2015	3.91
Trust score 2014	3.79

Not enthusiastic / absorbed   *Enthusiastic / absorbed*

✓ KF28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)   Percentage score

Trust score 2015	32%
Trust score 2014	37%

✓ KF10. Support from immediate managers

(the higher the score the better)   Scale summary score

Trust score 2015	3.69
Trust score 2014	3.58

Unsupportive managers   *Supportive managers*

✓ KF17. Percentage of staff suffering work related stress in last 12 months

(the lower the score the better)   Percentage score

Trust score 2015	35%
Trust score 2014	40%

✓KF8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)   *Scale summary score*

Trust score 2015	3.90
Trust score 2014	3.83

1   2   3   4   5

Unsatisfactory level of responsibility / involvement

Highly satisfactory level of responsibility / involvement

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

KEY
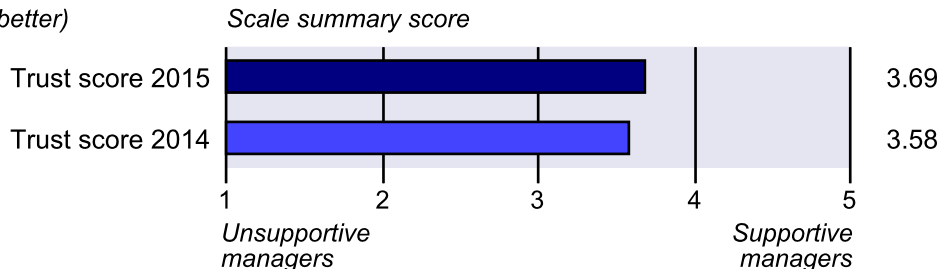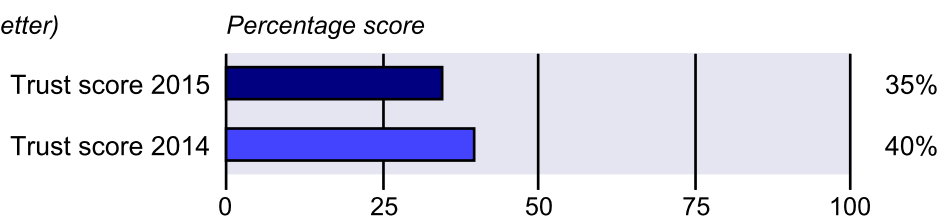
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2014 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2014 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2014 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 2014 survey

KF11. % appraised in last 12 mths

KF16. % working extra hours

KF17. % suffering work related stress in last 12 mths

KF18. % feeling pressure in last 3 mths to attend work when feeling unwell

KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths

KF23. % experiencing physical violence from staff in last 12 mths

KF24. % reporting most recent experience of violence

KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths

KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths

KF27. % reporting most recent experience of harassment, bullying or abuse

KF6. % reporting good communication between senior management and staff

KF7. % able to contribute towards improvements at work

KF20. % experiencing discrimination at work in last 12 mths

KF21. % believing the organisation provides equal opportunities for career progression / promotion

KF28. % witnessing potentially harmful errors, near misses or incidents in last mth

KF29. % reporting errors, near misses or incidents witnessed in the last mth

KF1. Staff recommendation of the organisation as a place to work or receive treatment

KF4. Staff motivation at work

KF8. Staff satisfaction with level of responsibility and involvement

KF10. Support from immediate managers

KF31. Staff confidence and security in reporting unsafe clinical practice

KF32. Effective use of patient / service user feedback

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

KEY

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

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

Grey = Average.

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

Comparison with all acute trusts in 2015

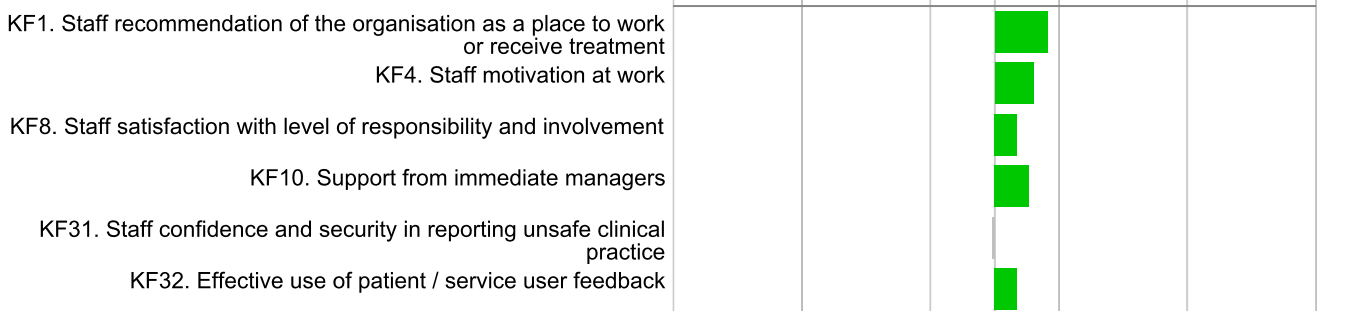| Key Finding	
KF3. % agreeing that their role makes a difference to patients / service users	
KF11. % appraised in last 12 mths	
KF15. % of staff satisfied with the opportunities for flexible working patterns	
KF16. % working extra hours	
KF17. % suffering work related stress in last 12 mths	
KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	
KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	
KF23. % experiencing physical violence from staff in last 12 mths	
KF24. % reporting most recent experience of violence	
KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	
KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	
KF27. % reporting most recent experience of harassment, bullying or abuse	
KF6. % reporting good communication between senior management and staff	
KF7. % able to contribute towards improvements at work	
KF20. % experiencing discrimination at work in last 12 mths	
KF21. % believing the organisation provides equal opportunities for career progression / promotion	
KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	
KF29. % reporting errors, near misses or incidents witnessed in the last mth	

11

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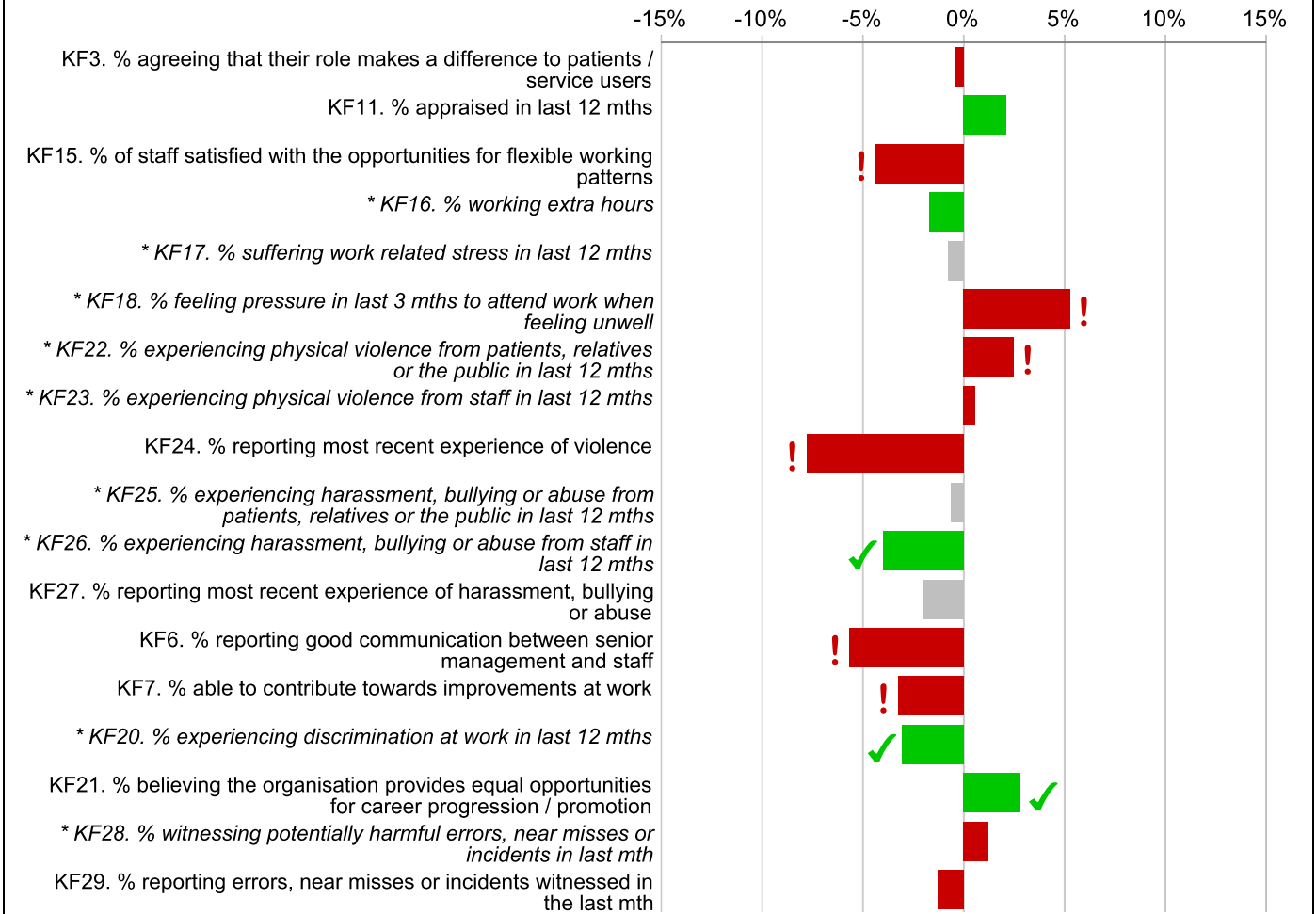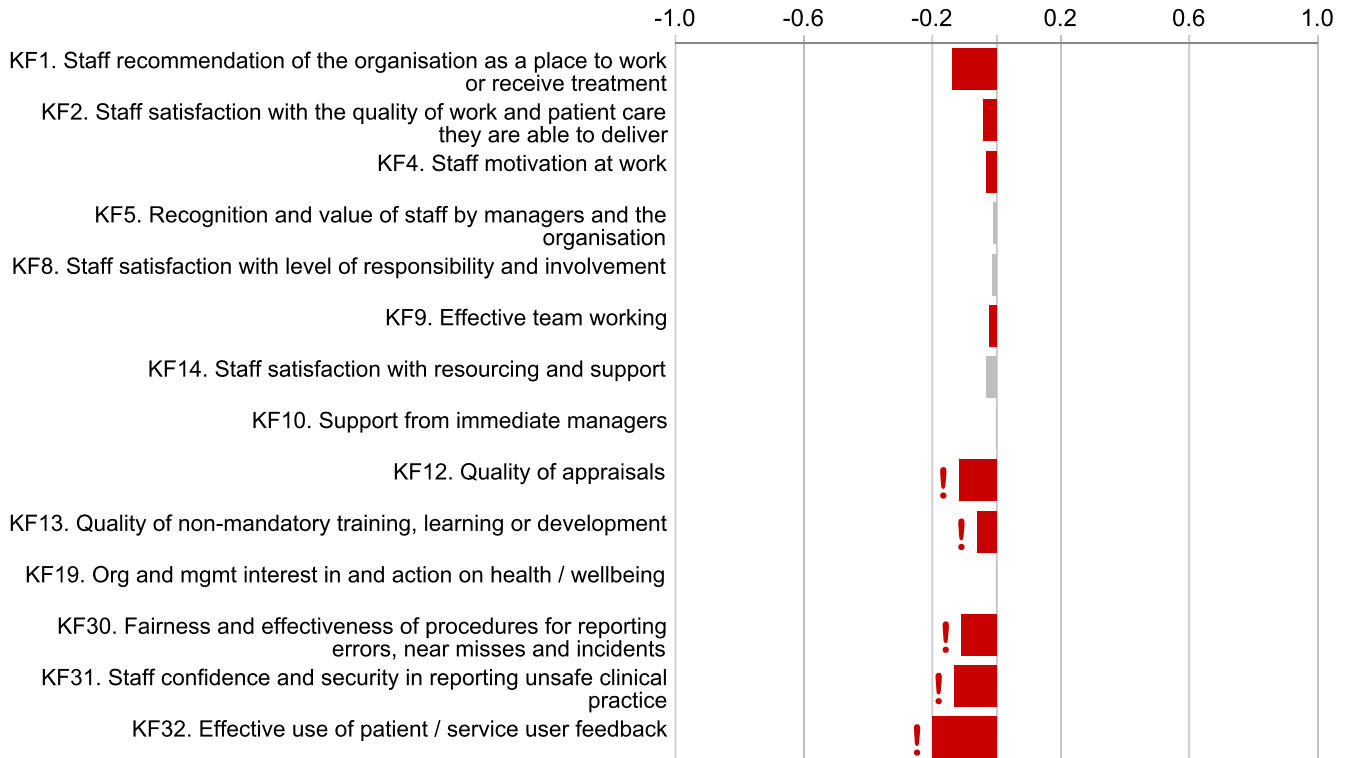
KEY

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

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

Grey = Average.

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

Comparison with all acute trusts in 2015 (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0
KF1. Staff recommendation of the organisation as a place to work or receive treatment						
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver						
KF4. Staff motivation at work						
KF5. Recognition and value of staff by managers and the organisation						
KF8. Staff satisfaction with level of responsibility and involvement						
KF9. Effective team working						
KF14. Staff satisfaction with resourcing and support						
KF10. Support from immediate managers						
KF12. Quality of appraisals						
KF13. Quality of non-mandatory training, learning or development						
KF19. Org and mgmt interest in and action on health / wellbeing						
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents						
KF31. Staff confidence and security in reporting unsafe clinical practice						
KF32. Effective use of patient / service user feedback						

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

KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2014.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2014.

'Change since 2014 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2014 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2014 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 2014 survey	Ranking, compared with all acute trusts in 2015
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	✓ Increase (better than 14)	! Below (worse than) average
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	--	! Below (worse than) average
KF3. % agreeing that their role makes a difference to patients / service users	--	! Below (worse than) average
KF4. Staff motivation at work	✓ Increase (better than 14)	! Below (worse than) average
KF5. Recognition and value of staff by managers and the organisation	--	• Average
KF8. Staff satisfaction with level of responsibility and involvement	✓ Increase (better than 14)	• Average
KF9. Effective team working	--	! Below (worse than) average
KF14. Staff satisfaction with resourcing and support	--	• Average
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.		
KF10. Support from immediate managers	✓ Increase (better than 14)	• Average
KF11. % appraised in last 12 mths	✓ Increase (better than 14)	✓ Above (better than) average
KF12. Quality of appraisals	--	! Lowest (worst) 20%
KF13. Quality of non-mandatory training, learning or development	--	! Lowest (worst) 20%
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Health and well-being		
KF15. % of staff satisfied with the opportunities for flexible working patterns	--	! Lowest (worst) 20%
* *KF16. % working extra hours*	• No change	✓ Below (better than) average
* *KF17. % suffering work related stress in last 12 mths*	✓ Decrease (better than 14)	• Average
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	• No change	! Highest (worst) 20%
KF19. Org and mgmt interest in and action on health / wellbeing	--	• Average

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

	Change since 2014 survey	Ranking, compared with all acute trusts in 2015
Violence and harassment		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	• No change	! Highest (worst) 20%
* *KF23. % experiencing physical violence from staff in last 12 mths*	• No change	! Above (worse than) average
KF24. % reporting most recent experience of violence	• No change	! Lowest (worst) 20%
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	• No change	• Average
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	• No change	✓ Lowest (best) 20%
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	• Average
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF6. % reporting good communication between senior management and staff	✓ Increase (better than 14)	! Lowest (worst) 20%
KF7. % able to contribute towards improvements at work	• No change	! Lowest (worst) 20%
ADDITIONAL THEME: Equality and diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	✓ Decrease (better than 14)	✓ Lowest (best) 20%
KF21. % believing the organisation provides equal opportunities for career progression / promotion	✓ Increase (better than 14)	✓ Highest (best) 20%
ADDITIONAL THEME: Errors and incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	✓ Decrease (better than 14)	! Above (worse than) average
KF29. % reporting errors, near misses or incidents witnessed in the last mth	• No change	! Below (worse than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	--	! Lowest (worst) 20%
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	! Lowest (worst) 20%
ADDITIONAL THEME: Patient experience measures		
KF32. Effective use of patient / service user feedback	✓ Increase (better than 14)	! Lowest (worst) 20%

4. Key Findings for Shrewsbury And Telford Hospital NHS Trust

2309 staff at Shrewsbury And Telford Hospital NHS Trust took part in this survey. This is a response rate of 44%[1] which is average for acute trusts in England, and compares with a response rate of 46% in this trust in the 2014 survey.
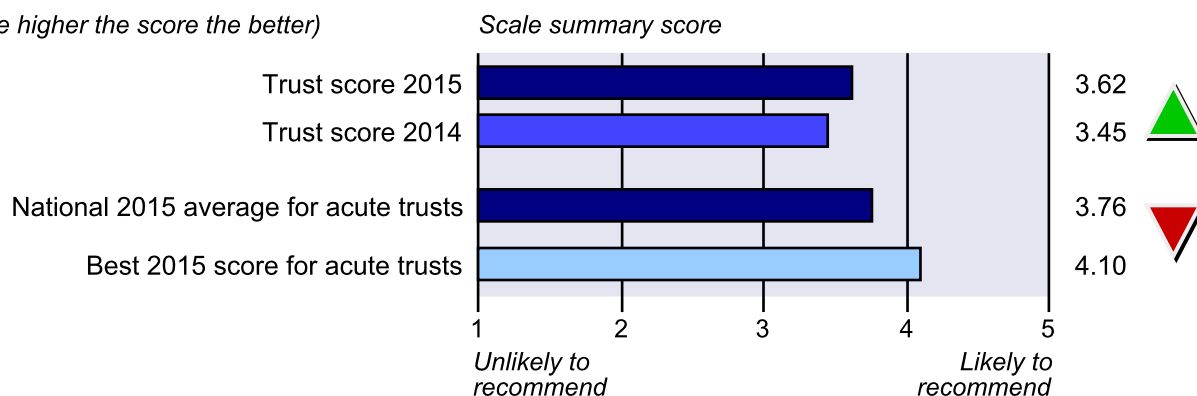
This section presents each of the 32 Key Findings, using data from the trust's 2015 survey, and compares these to other acute trusts in England and to the trust's performance in the 2014 survey. The findings are arranged under seven headings – the four staff pledges from the NHS Constitution, and the three additional themes of equality and diversity, errors and incidents, 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 2014). 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 2014). An equals sign indicates that there has been no change.

STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.
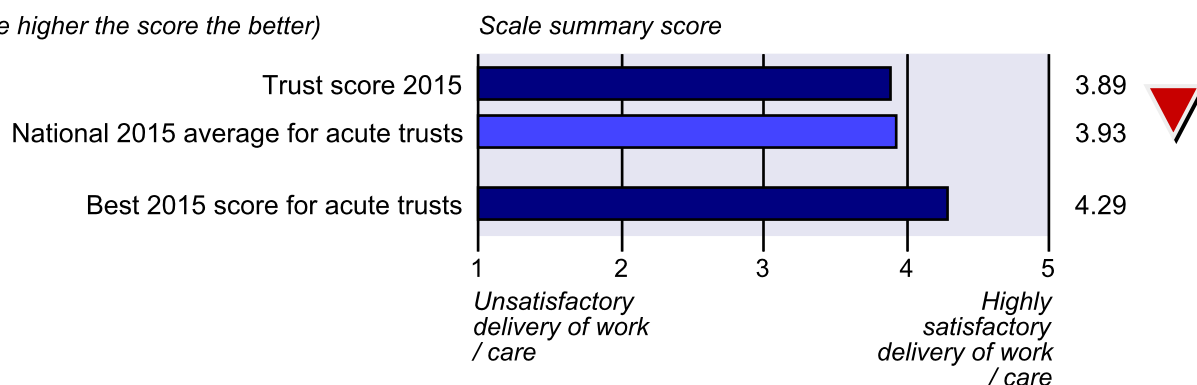
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)

Scale summary score

	Score
Trust score 2015	3.62
Trust score 2014	3.45
National 2015 average for acute trusts	3.76
Best 2015 score for acute trusts	4.10

1 — Unlikely to recommend
5 — Likely to recommend

KEY FINDING 2. Staff satisfaction with the quality of work and patient care they are able to deliver

(the higher the score the better)

Scale summary score

	Score
Trust score 2015	3.89
National 2015 average for acute trusts	3.93
Best 2015 score for acute trusts	4.29

1 — Unsatisfactory delivery of work / care
5 — Highly satisfactory delivery of work / care

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[1]Questionnaires were sent to all 5290 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.
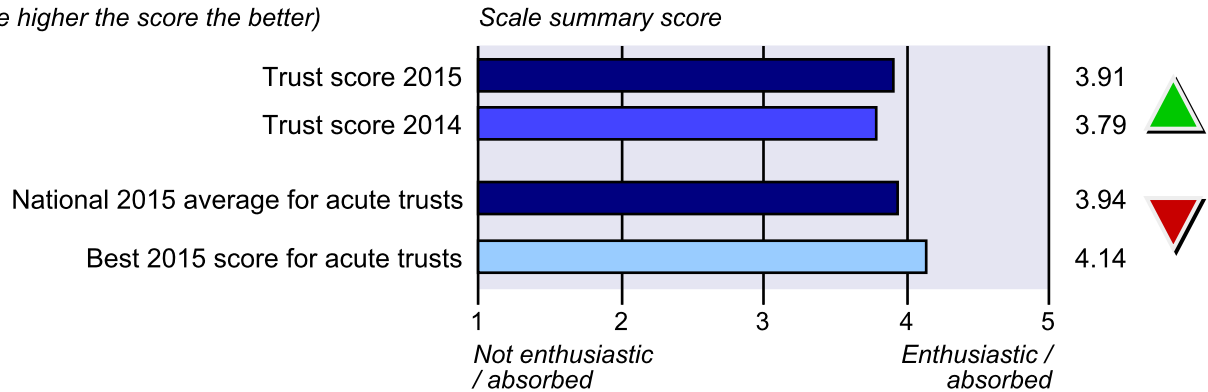
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users
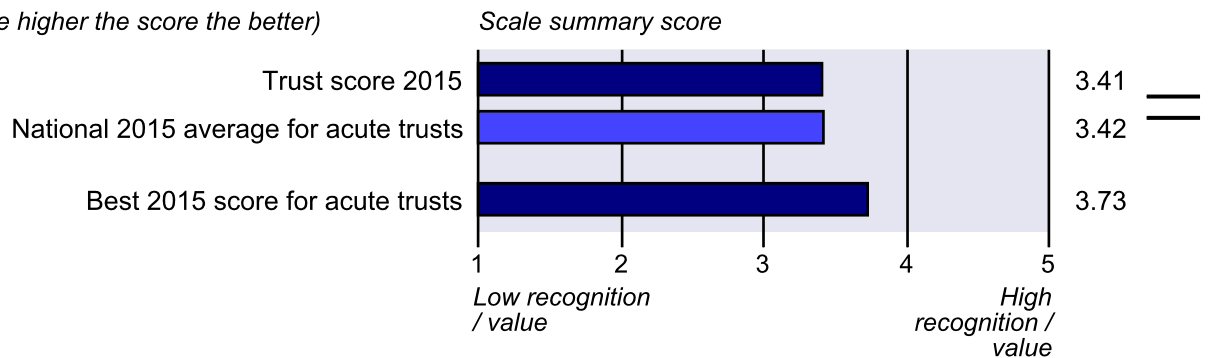
(the higher the score the better)   Percentage score

Trust score 2015	90% ▼
National 2015 average for acute trusts	90%
Best 2015 score for acute trusts	95%

0   25   50   75   100
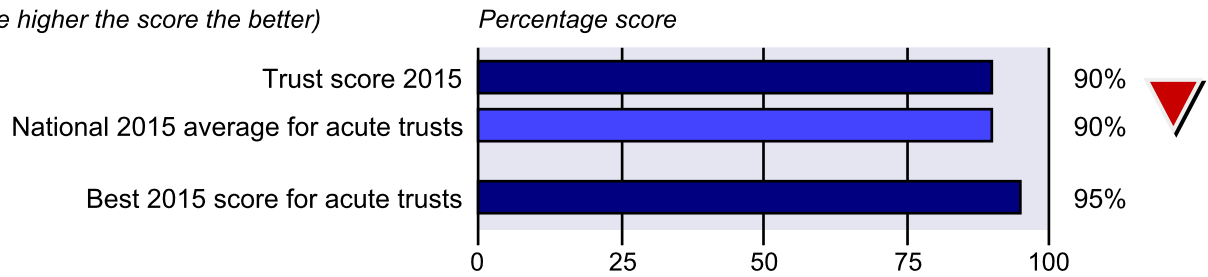
KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2015	3.91
Trust score 2014	3.79 ▲
National 2015 average for acute trusts	3.94 ▼
Best 2015 score for acute trusts	4.14

1   2   3   4   5
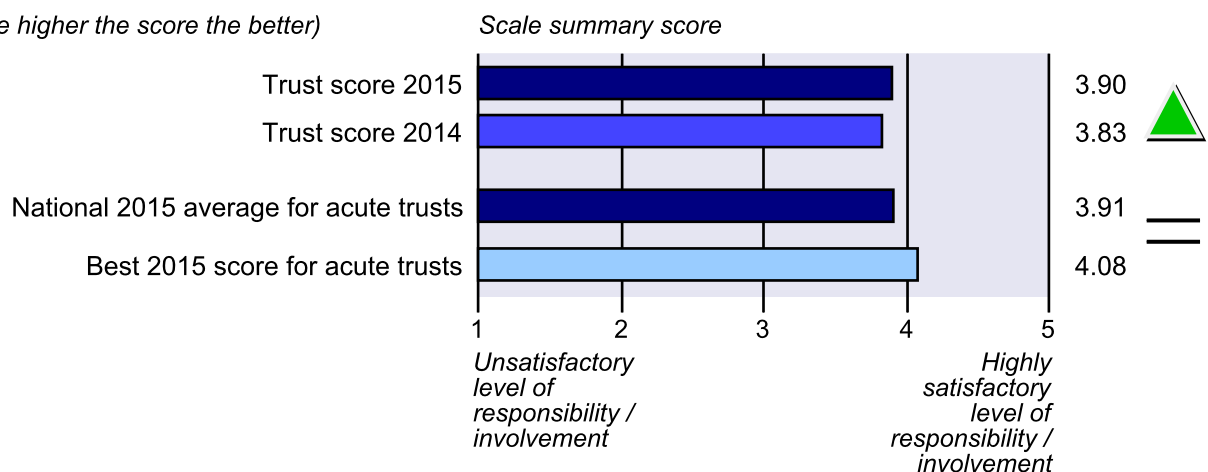
Not enthusiastic / absorbed   *Enthusiastic / absorbed*

KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)   Scale summary score

Trust score 2015	3.41 —
National 2015 average for acute trusts	3.42 —
Best 2015 score for acute trusts	3.73

1   2   3   4   5

Low recognition / value   *High recognition / value*

KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)   Scale summary score

Trust score 2015	3.90
Trust score 2014	3.83 ▲
National 2015 average for acute trusts	3.91 —
Best 2015 score for acute trusts	4.08

1   2   3   4   5

Unsatisfactory level of responsibility / involvement   *Highly satisfactory level of responsibility / involvement*

KEY FINDING 9. Effective team working

(the higher the score the better)   *Scale summary score*

Trust score 2015	3.70 ▼
National 2015 average for acute trusts	3.73
Best 2015 score for acute trusts	3.96

```
1        2        3        4        5
```

Ineffective team working   *Effective team working*
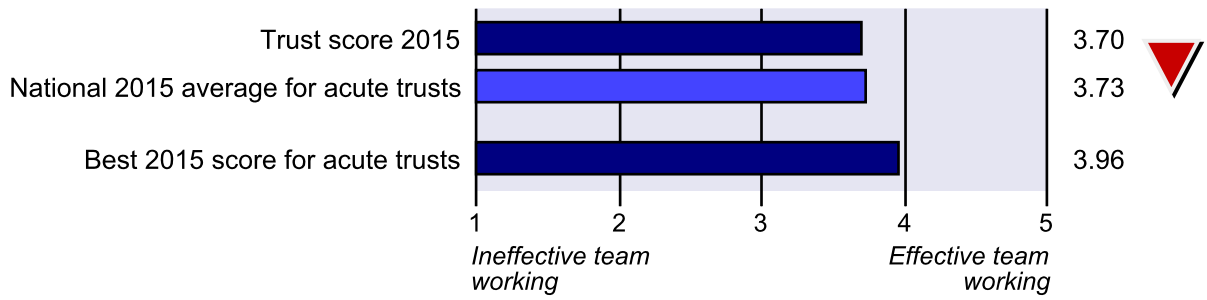
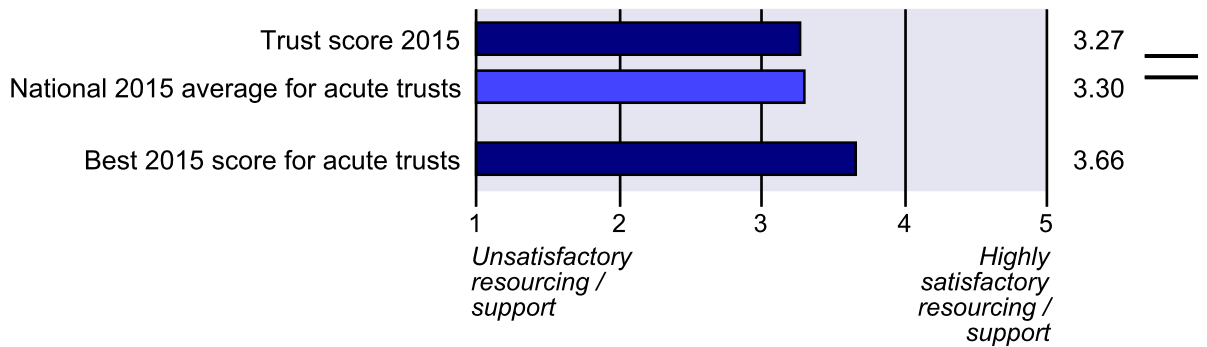## KEY FINDING 14. Staff satisfaction with resourcing and support

(the higher the score the better)   *Scale summary score*

Trust score 2015	3.27 —
National 2015 average for acute trusts	3.30 —
Best 2015 score for acute trusts	3.66

```
1        2        3        4        5
```

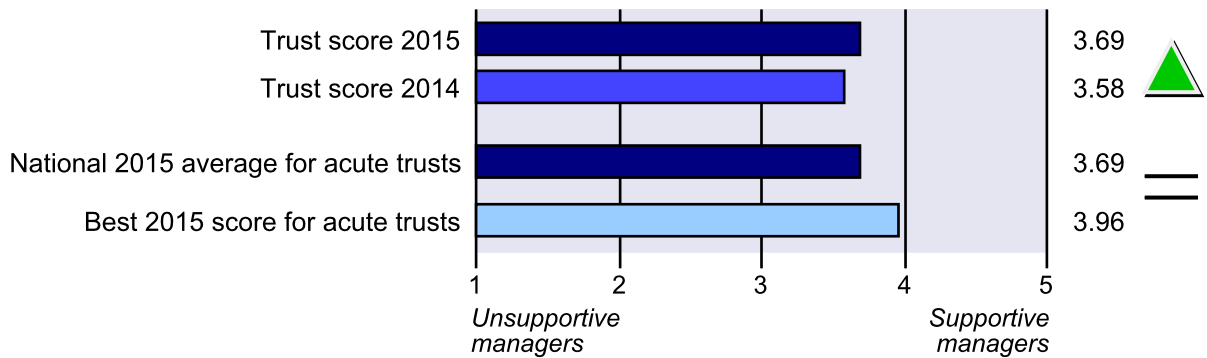*Unsatisfactory resourcing / support*   *Highly satisfactory resourcing / support*

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 10. Support from immediate managers
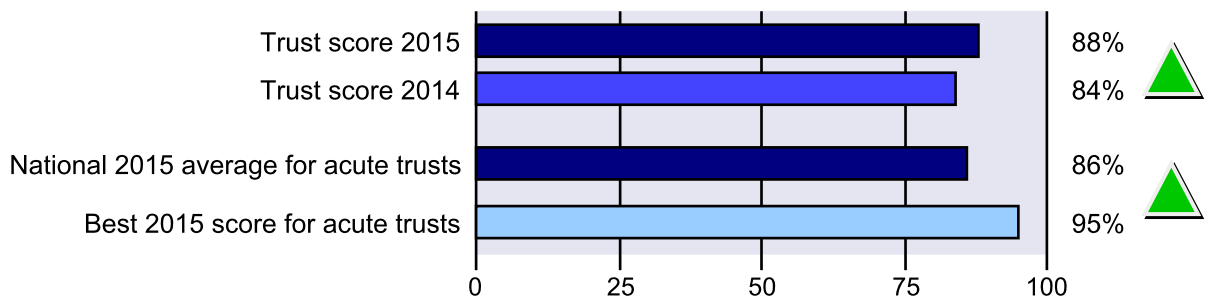
(the higher the score the better)   *Scale summary score*

Trust score 2015	3.69 ▲
Trust score 2014	3.58
National 2015 average for acute trusts	3.69 —
Best 2015 score for acute trusts	3.96

```
1        2        3        4        5
```

Unsupportive managers   *Supportive managers*

KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)   *Percentage score*

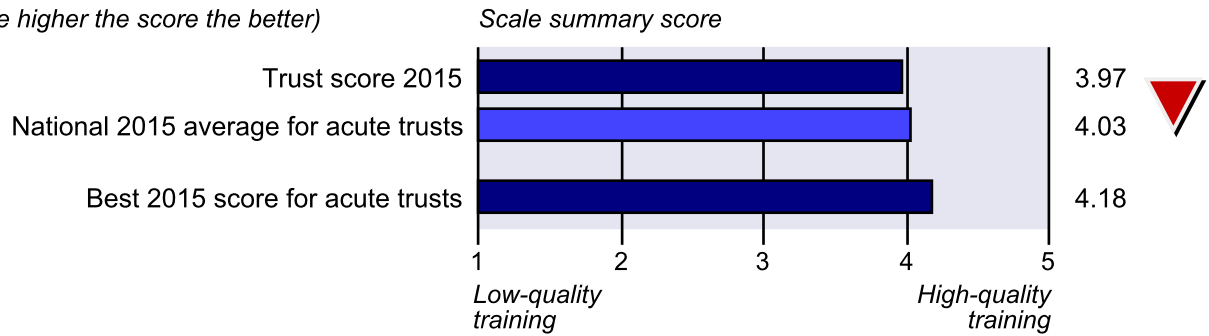|	
Trust score 2015	88% ▲
Trust score 2014	84%
National 2015 average for acute trusts	86% ▲
Best 2015 score for acute trusts	95%

```
0       25       50       75      100
```

KEY FINDING 12. Quality of appraisals

(the higher the score the better)   *Scale summary score*

Trust score 2015	2.93 ▼
National 2015 average for acute trusts	3.05
Best 2015 score for acute trusts	3.39

1   2   3   4   5

Low-quality appraisals   *High-quality appraisals*
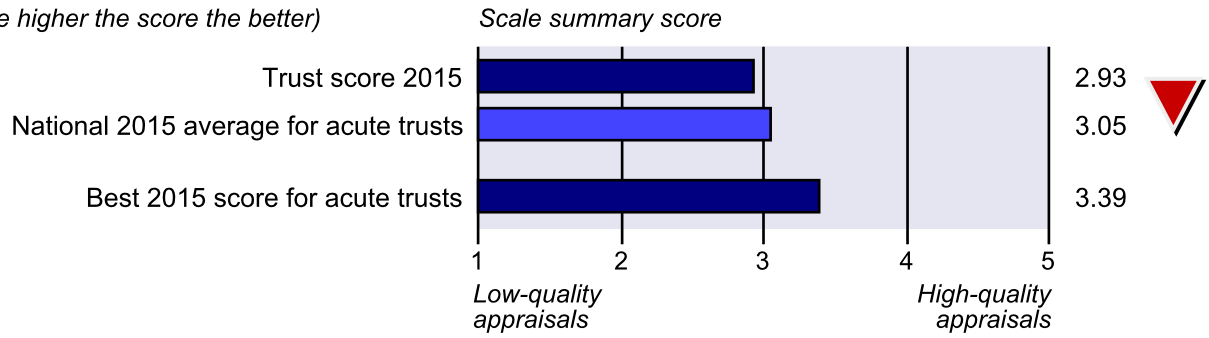
KEY FINDING 13. Quality of non-mandatory training, learning or development

(the higher the score the better)   *Scale summary score*

Trust score 2015	3.97 ▼
National 2015 average for acute trusts	4.03
Best 2015 score for acute trusts	4.18

1   2   3   4   5

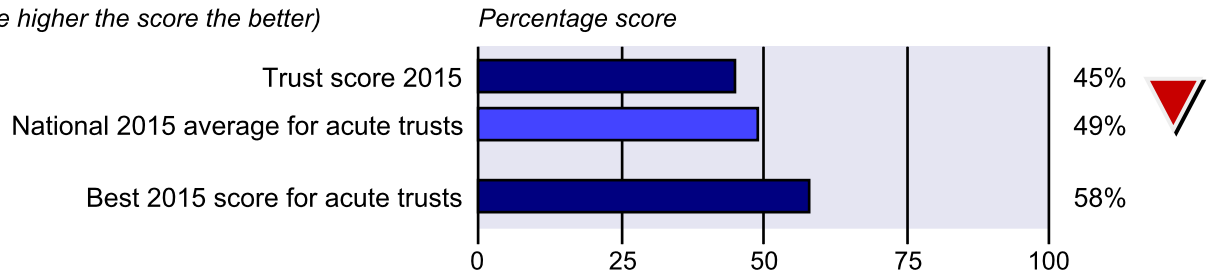*Low-quality training*   *High-quality training*

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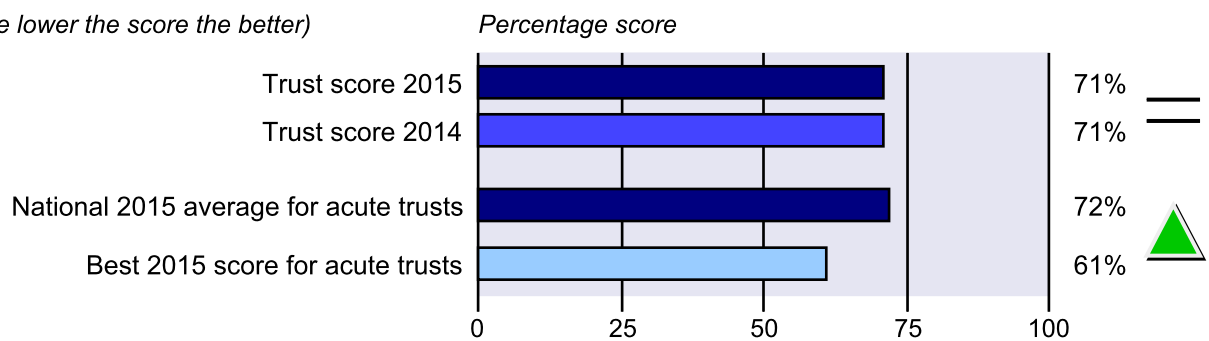
Health and well-being

KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)   *Percentage score*

Trust score 2015	45% ▼
National 2015 average for acute trusts	49%
Best 2015 score for acute trusts	58%

0   25   50   75   100

KEY FINDING 16. Percentage of staff working extra hours

(the lower the score the better)   *Percentage score*

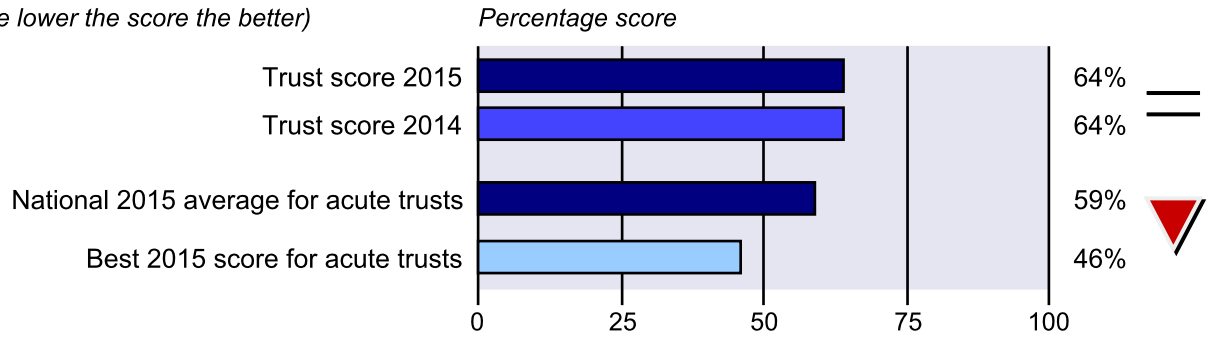|	
Trust score 2015	71% —
Trust score 2014	71%
National 2015 average for acute trusts	72% ▲
Best 2015 score for acute trusts	61%

0   25   50   75   100

KEY FINDING 17. Percentage of staff suffering work related stress in last 12 months

(the lower the score the better)   *Percentage score*

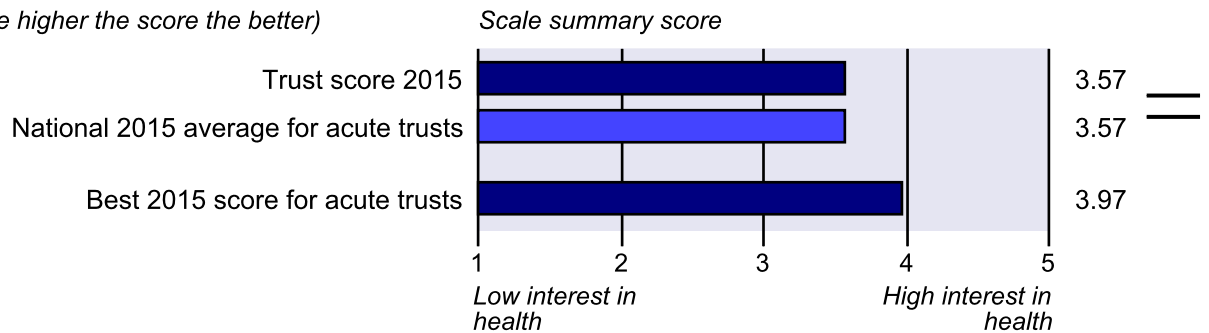|	
Trust score 2015	35% ▲
Trust score 2014	40%
National 2015 average for acute trusts	36%
Best 2015 score for acute trusts	24%

0   25   50   75   100
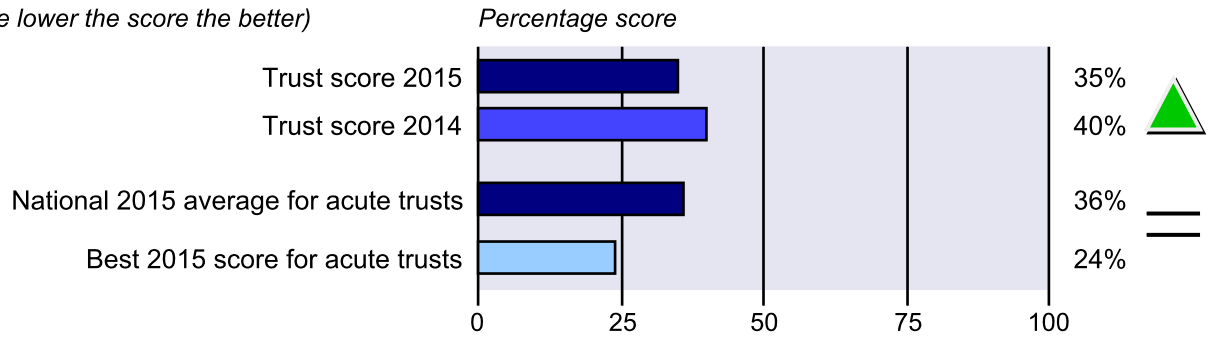
KEY FINDING 18. Percentage of staff feeling pressure in the last 3 months to attend work when feeling unwell

(the lower the score the better)   *Percentage score*

Trust score 2015	64%
Trust score 2014	64%
National 2015 average for acute trusts	59% ▼
Best 2015 score for acute trusts	46%

0   25   50   75   100

KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

(the higher the score the better)   *Scale summary score*

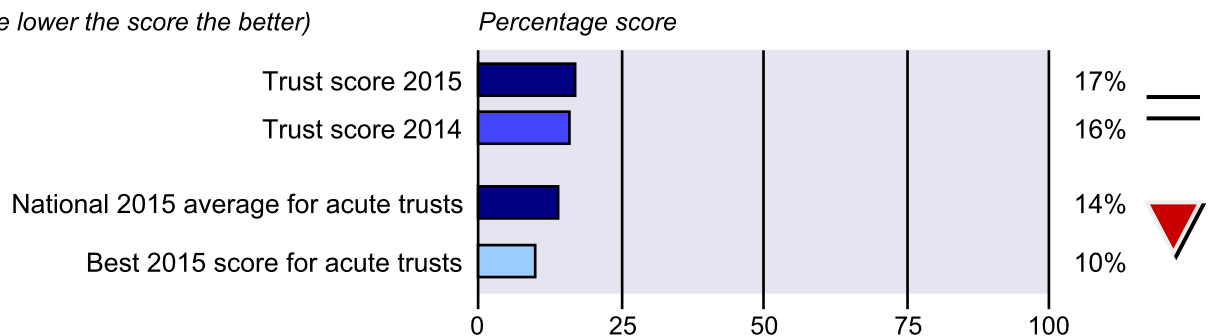|	
Trust score 2015	3.57
National 2015 average for acute trusts	3.57
Best 2015 score for acute trusts	3.97

1   2   3   4   5
Low interest in health   *High interest in health*

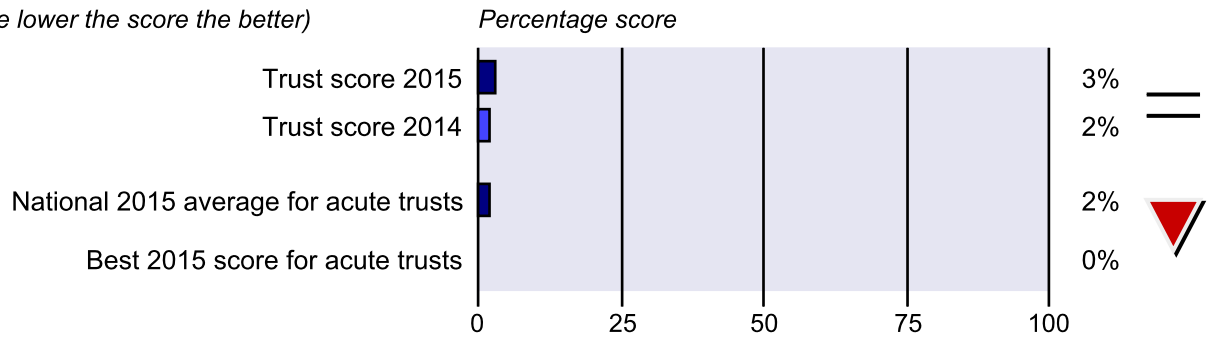## Violence and harassment

KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

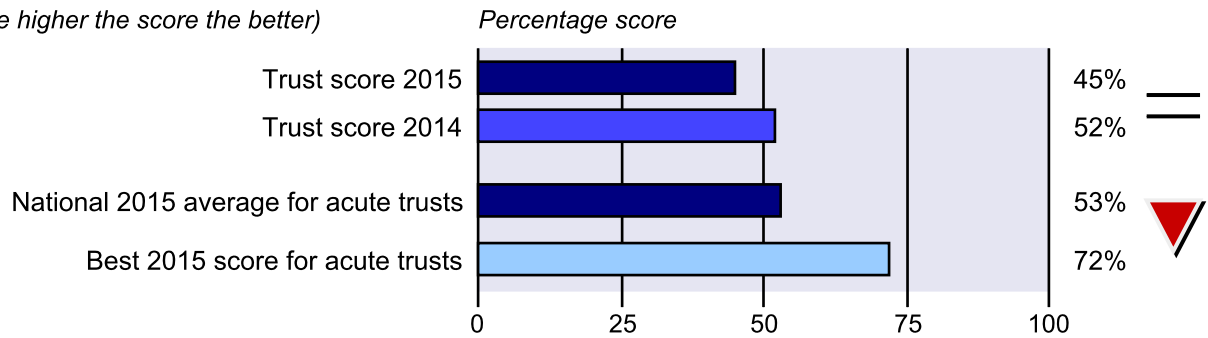*(the lower the score the better)*   *Percentage score*

Trust score 2015	17%
Trust score 2014	16%
National 2015 average for acute trusts	14% ▼
Best 2015 score for acute trusts	10%

0   25   50   75   100

KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2015	3%
Trust score 2014	2%
National 2015 average for acute trusts	2%
Best 2015 score for acute trusts	0%

0   25   50   75   100

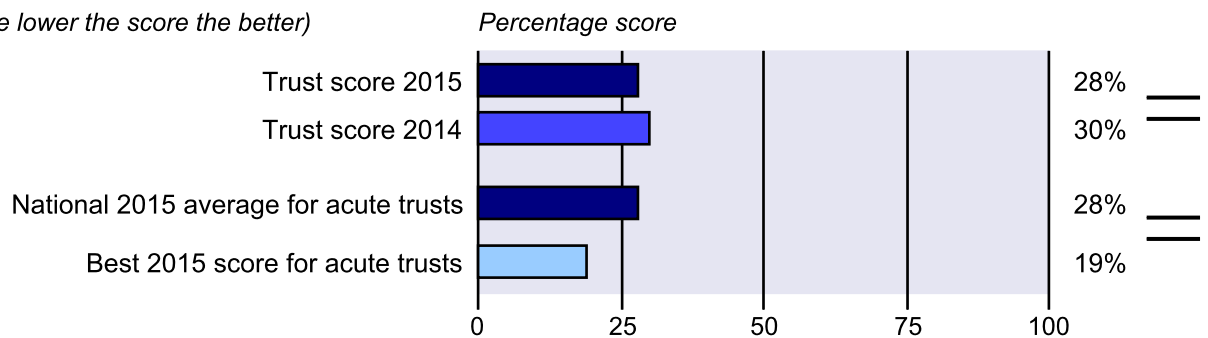**KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence**

(the higher the score the better)   *Percentage score*

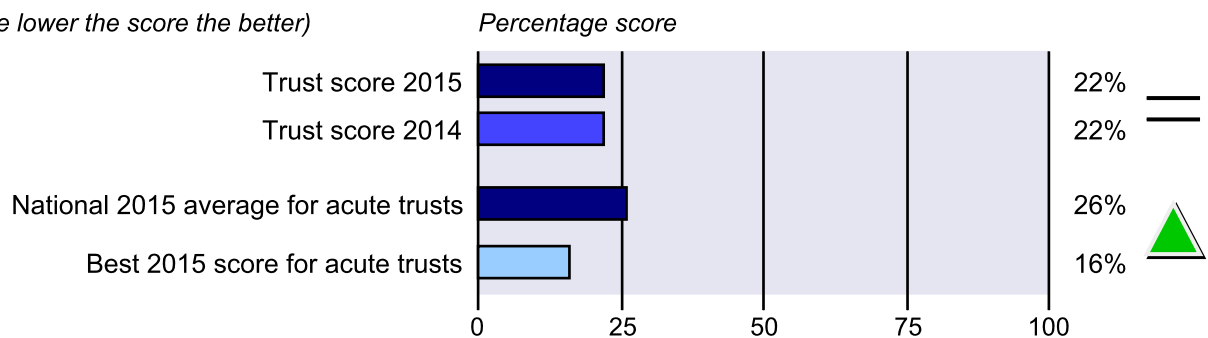|	
Trust score 2015	45%
Trust score 2014	52%
National 2015 average for acute trusts	53%
Best 2015 score for acute trusts	72%

0   25   50   75   100

KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)   *Percentage score*

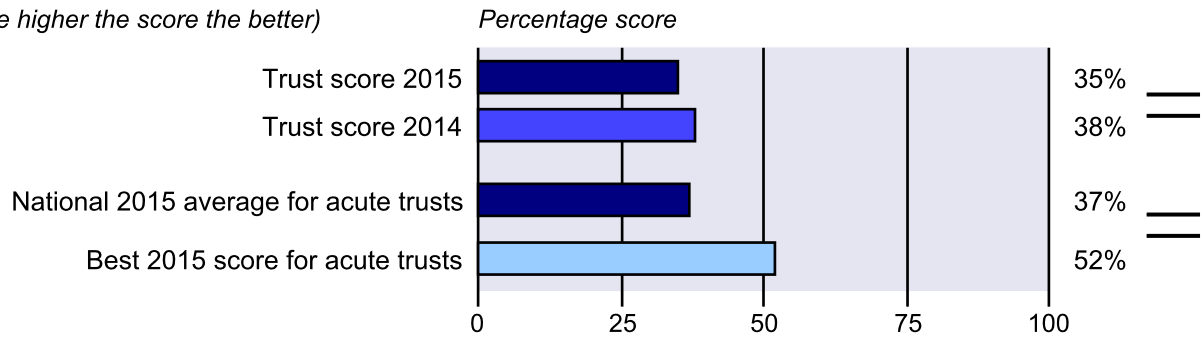|	
Trust score 2015	28%
Trust score 2014	30%
National 2015 average for acute trusts	28%
Best 2015 score for acute trusts	19%

0   25   50   75   100

KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2015	22%
Trust score 2014	22%
National 2015 average for acute trusts	26%
Best 2015 score for acute trusts	16%

0   25   50   75   100

KEY FINDING 27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

(the higher the score the better)   Percentage score

Trust score 2015	35%
Trust score 2014	38%
National 2015 average for acute trusts	37%
Best 2015 score for acute trusts	52%

0   25   50   75   100

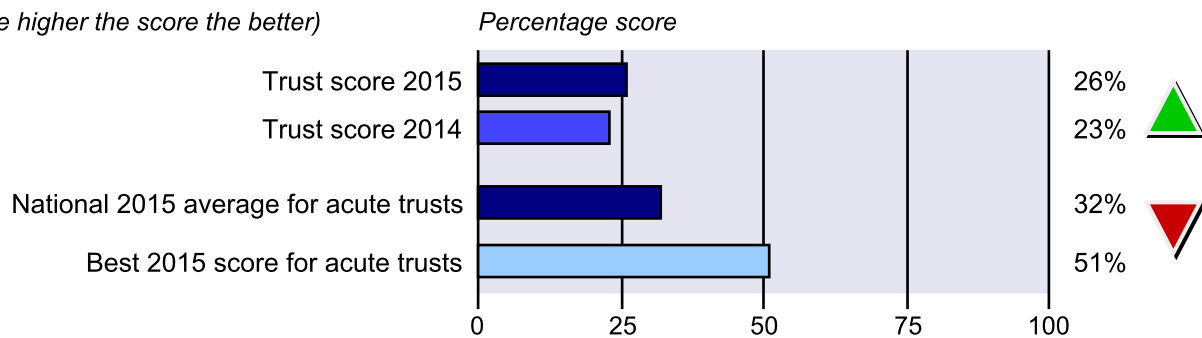**STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.**
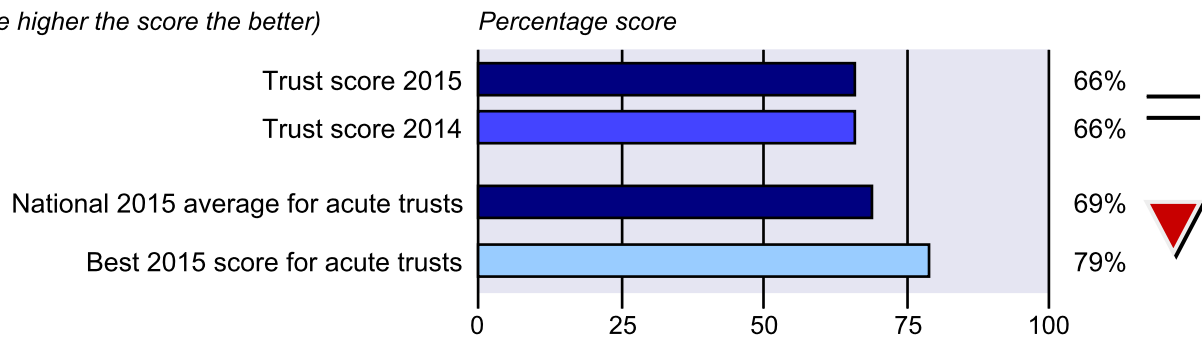
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)   Percentage score

Trust score 2015	26%
Trust score 2014	23%
National 2015 average for acute trusts	32%
Best 2015 score for acute trusts	51%

0   25   50   75   100

KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)   Percentage score

Trust score 2015	66%
Trust score 2014	66%
National 2015 average for acute trusts	69%
Best 2015 score for acute trusts	79%

0   25   50   75   100

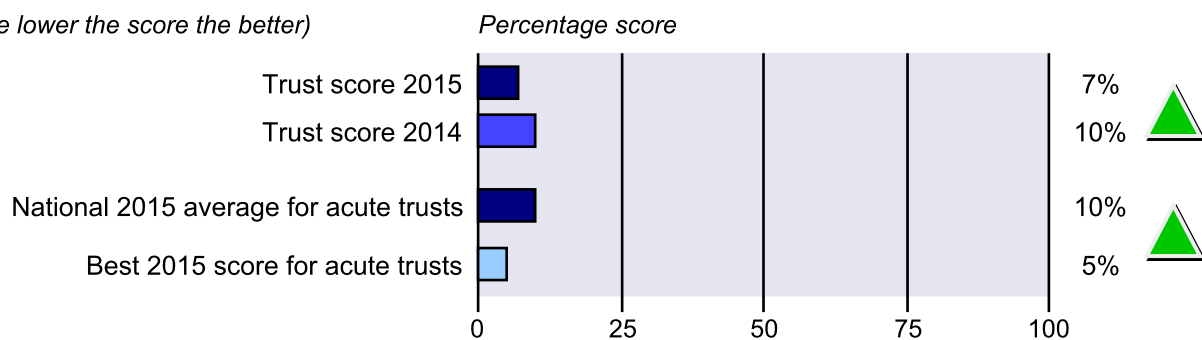**ADDITIONAL THEME: Equality and diversity**

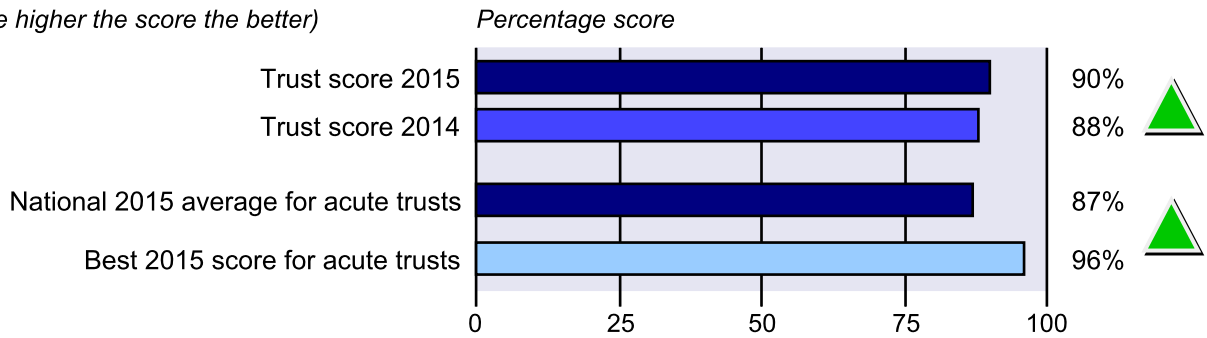**KEY FINDING 20. Percentage of staff experiencing discrimination at work in last 12 months**

(the lower the score the better)   Percentage score

Trust score 2015	7%
Trust score 2014	10%
National 2015 average for acute trusts	10%
Best 2015 score for acute trusts	5%

0   25   50   75   100

21

KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

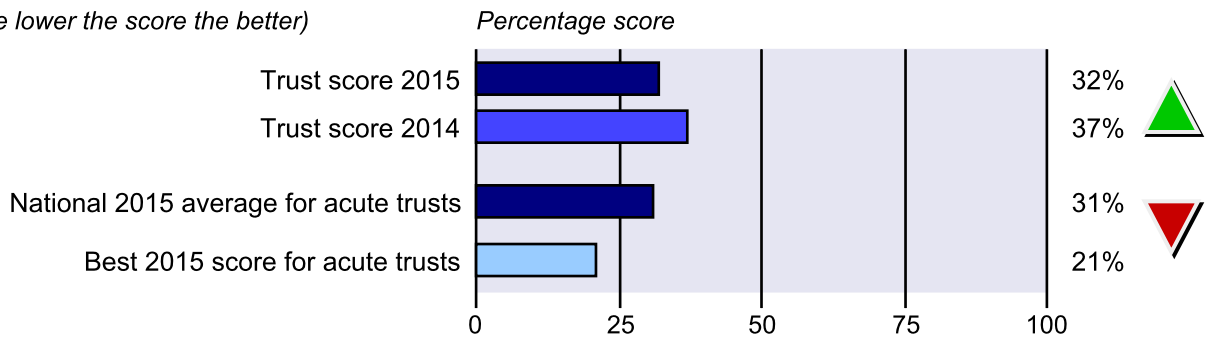*(the higher the score the better)*   Percentage score

	Percentage	
Trust score 2015	90%	▲
Trust score 2014	88%	
National 2015 average for acute trusts	87%	▲
Best 2015 score for acute trusts	96%	

0   25   50   75   100
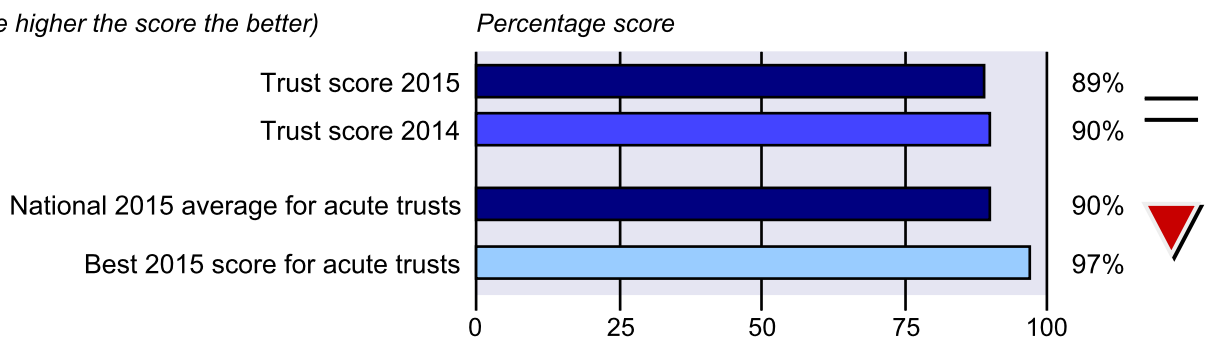
ADDITIONAL THEME: Errors and incidents

KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month
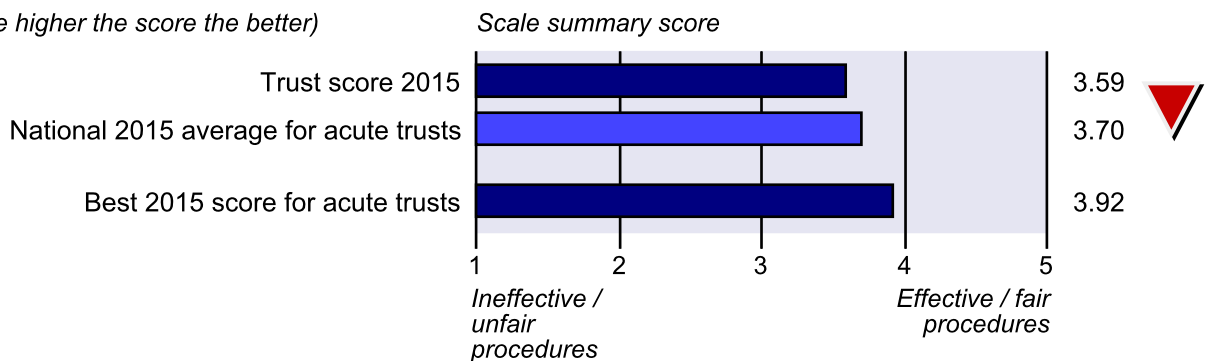
(the lower the score the better)   Percentage score

	Percentage	
Trust score 2015	32%	▲
Trust score 2014	37%	
National 2015 average for acute trusts	31%	▼
Best 2015 score for acute trusts	21%	

0   25   50   75   100

KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)   Percentage score

	Percentage	
Trust score 2015	89%	—
Trust score 2014	90%	
National 2015 average for acute trusts	90%	▼
Best 2015 score for acute trusts	97%	

0   25   50   75   100

KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)   Scale summary score

	Score	
Trust score 2015	3.59	▼
National 2015 average for acute trusts	3.70	
Best 2015 score for acute trusts	3.92	

1   2   3   4   5

Ineffective / unfair procedures   *Effective / fair procedures*

KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)   *Scale summary score*

	Score	
Trust score 2015	3.49	—
Trust score 2014	3.50	—
National 2015 average for acute trusts	3.62	▼
Best 2015 score for acute trusts	3.93	

1   2   3   4   5

Not confident / secure   *Confident / secure*
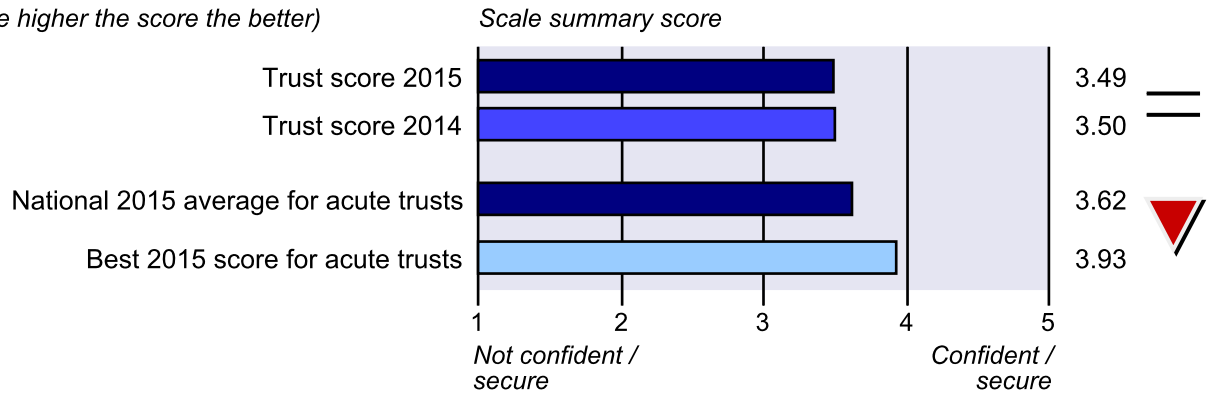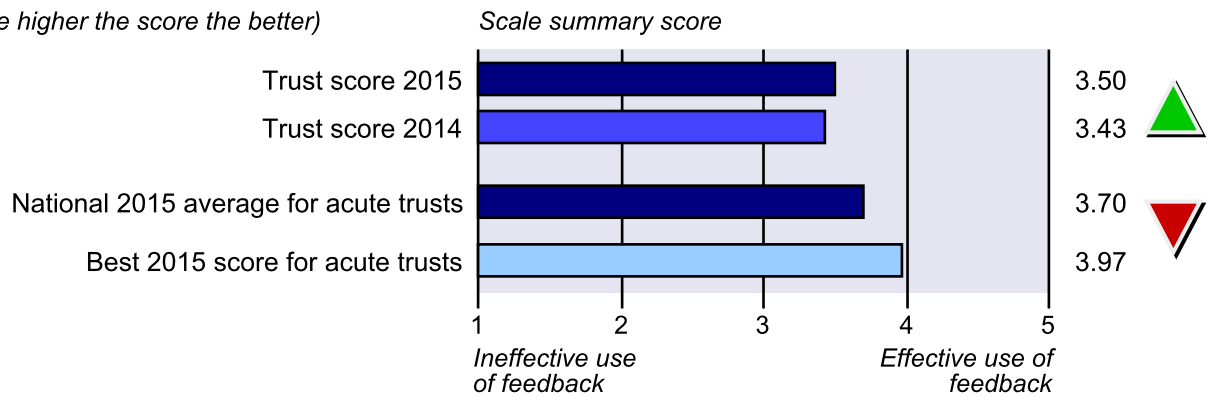
ADDITIONAL THEME: Patient experience measures

KEY FINDING 32. Effective use of patient / service user feedback

(the higher the score the better)   *Scale summary score*

	Score	
Trust score 2015	3.50	▲
Trust score 2014	3.43	
National 2015 average for acute trusts	3.70	▼
Best 2015 score for acute trusts	3.97	

1   2   3   4   5

Ineffective use of feedback   *Effective use of feedback*

23

5. Workforce Race Equality Standard (WRES)

The scores presented below are the un-weighted question level score for question Q17b and un-weighted scores for Key Findings 25, 26, and 21, split between White and Black and Minority Ethnic (BME) staff, as required for the Workforce Race Equality Standard.

Note that for question 17b, the percentage featured is that of "Yes" responses to the question. Key Finding and question numbers have changed since 2014.

In order to preserve the 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.

			Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	28%	28%	30%
		BME	32%	28%	28%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	21%	25%	22%
		BME	24%	28%	25%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	91%	89%	89%
		BME	81%	75%	73%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	5%	6%	5%
		BME	10%	13%	14%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 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 6.1 to 6.4, 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 'KF11. % appraised in the 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 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 had 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 6.1: 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
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.													
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	3.76	3.85	3.58	3.62	3.52	3.34	3.55	3.85	3.51	3.57	3.71	3.79
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.73	3.85	4.25	3.83	3.51	3.54	3.90	3.88	3.88	3.86	3.98	3.82	3.93
KF3. % agreeing that their role makes a difference to patients / service users	91	91	93	94	94	99	92	94	88	90	84	81	86
KF4. Staff motivation at work	3.94	4.00	4.10	3.93	3.97	3.95	3.67	3.91	4.12	3.64	3.86	3.78	3.98
KF5. Recognition and value of staff by managers and the organisation	3.41	3.42	3.50	3.43	3.50	3.54	3.30	3.48	3.73	3.27	3.31	3.62	3.37
KF8. Staff satisfaction with level of responsibility and involvement	3.96	4.03	3.90	3.96	3.89	4.07	3.82	4.00	4.05	3.85	3.80	3.94	3.78
KF9. Effective team working	3.77	3.87	3.71	3.80	3.85	3.82	3.51	3.86	4.08	3.66	3.47	3.87	3.60
KF14. Staff satisfaction with resourcing and support	3.20	3.31	3.43	3.28	3.16	3.14	3.07	3.22	3.46	3.09	3.31	3.45	3.29
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.													
KF10. Support from immediate managers	3.85	3.78	3.84	3.48	3.77	3.96	3.60	3.71	3.90	3.56	3.55	3.92	3.54
KF11. % appraised in last 12 mths	92	94	87	91	85	81	84	88	88	87	87	85	77
KF12. Quality of appraisals	3.08	2.74	3.06	3.04	3.19	2.99	2.71	2.91	3.37	2.82	2.76	3.01	2.84
KF13. Quality of non-mandatory training, learning or development	4.10	4.09	3.98	4.02	3.97	4.08	3.82	3.99	3.92	3.97	3.76	3.78	3.84
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.													
Health and well-being													
KF15. % of staff satisfied with the opportunities for flexible working patterns	44	41	47	32	48	48	35	41	78	38	48	68	41
* *KF16. % working extra hours*	84	86	64	85	55	78	68	70	92	71	60	68	49
* *KF17. % suffering work related stress in last 12 mths*	40	35	33	33	24	33	30	33	23	40	35	31	31
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	72	65	67	61	62	61	62	70	63	61	63	62	61
KF19. Org and mgmt interest in and action on health / wellbeing	3.57	3.61	3.63	3.40	3.72	3.84	3.28	3.55	4.01	3.49	3.53	3.91	3.56
Number of respondents	437	142	215	172	34	67	103	124	52	189	357	135	153

Due to low numbers of respondents, no scores are shown for the following occupational groups: Social Care Staff, Public Health / Health Improvement, Commissioning Staff and Emergency Care Assistant. Due to an error in the 2014 calculation, data for the following occupational groups in table 6.1 are not comparable to those in the equivalent table (5.1) in the 2014 reports: Other Allied Health Professionals, Other Scientific and Technical.

Table 6.1: 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
Violence and harassment													
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	38	6	42	12	9	27	21	8	2	8	3	0	12
* KF23. % experiencing physical violence from staff in last 12 mths	3	1	4	2	0	0	2	2	0	2	2	0	7
KF24. % reporting most recent experience of violence	46	-	52	33	-	44	39	9	-	38	33	-	43
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	45	37	34	29	15	21	38	22	10	18	25	3	18
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	27	20	19	26	9	9	25	18	18	21	22	13	23
KF27. % reporting most recent experience of harassment, bullying or abuse	39	44	40	27	-	24	19	21	64	31	35	24	40
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.													
KF6. % reporting good communication between senior management and staff	21	31	25	25	38	39	16	27	55	28	22	36	27
KF7. % able to contribute towards improvements at work	68	73	55	67	79	72	56	75	92	67	62	83	57
ADDITIONAL THEME: Equality and diversity													
* KF20. % experiencing discrimination at work in last 12 mths	10	4	10	10	3	4	9	11	4	5	7	2	7
KF21. % believing the organisation provides equal opportunities for career progression / promotion	89	91	94	91	100	100	87	94	93	89	87	86	90
ADDITIONAL THEME: Errors and incidents													
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	46	38	30	51	15	24	32	29	20	43	22	8	25
KF29. % reporting errors, near misses or incidents witnessed in the last mth	93	98	91	93	-	94	88	88	-	93	80	64	64
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.61	3.71	3.67	3.54	3.59	3.56	3.56	3.59	3.70	3.69	3.46	3.53	3.58
KF31. Staff confidence and security in reporting unsafe clinical practice	3.58	3.75	3.63	3.47	3.41	3.64	3.35	3.36	3.77	3.40	3.31	3.36	3.46
ADDITIONAL THEME: Patient experience measures													
KF32. Effective use of patient / service user feedback	3.54	3.53	3.60	3.44	3.38	3.22	3.30	3.41	3.83	3.62	3.34	3.89	3.77
Overall staff engagement	3.73	3.85	3.81	3.71	3.77	3.76	3.50	3.75	4.05	3.60	3.66	3.82	3.75
Number of respondents	437	142	215	172	34	67	103	124	52	189	357	135	153

Due to low numbers of respondents, no scores are shown for the following occupational groups: Social Care Staff, Public Health / Health Improvement, Commissioning Staff and Emergency Care Assistant. Due to an error in the 2014 calculation, data for the following occupational groups in table 6.1 are not comparable to those in the equivalent table (5.1) in the 2014 reports: Other Allied Health Professionals, Other Scientific and Technical.

Table 6.2: Key Findings for different staff groups

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.33	3.76	3.65	3.41	3.77	3.51	3.58	3.56
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.74	4.23	3.95	3.54	4.06	3.83	3.79	3.74
KF3. % agreeing that their role makes a difference to patients / service users	91	93	84	94	85	90	95	91
KF4. Staff motivation at work	3.68	3.95	3.88	3.86	3.96	3.69	3.96	3.95
KF5. Recognition and value of staff by managers and the organisation	3.08	3.50	3.44	3.43	3.35	3.33	3.46	3.39
KF8. Staff satisfaction with level of responsibility and involvement	3.89	3.92	3.86	3.96	3.72	3.81	3.98	3.98
KF9. Effective team working	3.49	3.72	3.62	3.76	3.55	3.80	3.83	3.78
KF14. Staff satisfaction with resourcing and support	2.97	3.44	3.34	3.02	3.33	3.11	3.22	3.21
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.								
KF10. Support from immediate managers	3.53	3.81	3.68	3.73	3.45	3.60	3.49	3.81
KF11. % appraised in last 12 mths	81	86	87	83	77	90	91	93
KF12. Quality of appraisals	2.43	3.02	2.89	2.94	2.91	2.82	3.06	2.96
KF13. Quality of non-mandatory training, learning or development	3.94	3.96	3.80	4.03	3.81	3.97	4.02	4.09
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.								
Health and well-being								
KF15. % of staff satisfied with the opportunities for flexible working patterns	25	45	56	45	38	42	31	42
* *KF16. % working extra hours*	79	60	65	78	39	73	88	85
* *KF17. % suffering work related stress in last 12 mths*	52	34	34	33	27	32	34	39
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	62	64	64	63	59	60	63	70
KF19. Org and mgmt interest in and action on health / wellbeing	3.41	3.66	3.66	3.55	3.43	3.53	3.35	3.56
Number of respondents	58	400	604	206	199	101	159	582

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

Table 6.2: Key Findings for different staff groups (cont)

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
Violence and harassment								
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	7	30	2	19	10	2	13	30
* KF23. % experiencing physical violence from staff in last 12 mths	2	4	1	0	6	2	1	3
KF24. % reporting most recent experience of violence	-	50	43	36	44	-	32	49
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	14	29	18	31	15	13	32	43
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	18	19	16	23	22	27	26
KF27. % reporting most recent experience of harassment, bullying or abuse	28	39	34	19	37	18	26	41
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.								
KF6. % reporting good communication between senior management and staff	19	28	29	32	25	23	24	23
KF7. % able to contribute towards improvements at work	64	59	70	72	54	69	68	70
ADDITIONAL THEME: Equality and diversity								
* KF20. % experiencing discrimination at work in last 12 mths	14	8	5	6	7	6	12	8
KF21. % believing the organisation provides equal opportunities for career progression / promotion	92	92	86	94	90	95	92	90
ADDITIONAL THEME: Errors and incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	49	28	18	31	21	43	55	44
KF29. % reporting errors, near misses or incidents witnessed in the last mth	89	86	79	92	71	91	93	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.60	3.67	3.49	3.58	3.59	3.66	3.53	3.63
KF31. Staff confidence and security in reporting unsafe clinical practice	3.38	3.57	3.38	3.48	3.43	3.30	3.47	3.62
ADDITIONAL THEME: Patient experience measures								
KF32. Effective use of patient / service user feedback	3.57	3.59	3.48	3.28	3.70	3.44	3.43	3.52
Overall staff engagement	3.51	3.76	3.75	3.67	3.71	3.63	3.72	3.75
Number of respondents	58	400	604	206	199	101	159	582

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

Table 6.3: Key Findings for different directorates

	Chief Information Unit	Corporate Governance Directorate	Estates and Facilities Directorate	Finance Directorate	Information Technology Unit	Medical Directorate	Quality and Safety Directorate	Scheduled Care	Support Services Care Group	Unscheduled Care	Women and Children's Care Group	Workforce Directorate
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.20	4.01	3.75	3.61	3.46	3.74	3.89	3.55	3.48	3.57	3.81	4.03
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	-	4.23	4.04	3.86	3.64	3.96	4.18	3.96	3.76	3.77	3.99	3.85
KF3. % agreeing that their role makes a difference to patients / service users	-	76	88	58	100	94	78	93	91	88	93	89
KF4. Staff motivation at work	3.26	4.24	3.97	3.74	3.76	3.89	4.14	3.87	3.79	3.99	4.03	3.94
KF5. Recognition and value of staff by managers and the organisation	3.07	4.05	3.37	3.55	3.63	3.50	3.68	3.39	3.38	3.31	3.47	3.79
KF8. Staff satisfaction with level of responsibility and involvement	3.54	4.23	3.76	3.91	3.91	3.86	4.18	3.86	3.92	3.91	3.99	4.01
KF9. Effective team working	2.98	4.10	3.63	3.81	3.84	3.95	4.11	3.64	3.70	3.68	3.80	4.02
KF14. Staff satisfaction with resourcing and support	3.29	3.77	3.31	3.49	3.20	3.51	3.53	3.31	3.12	3.12	3.38	3.40
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.												
KF10. Support from immediate managers	3.26	4.36	3.46	3.92	4.00	3.84	4.05	3.68	3.66	3.65	3.79	3.96
KF11. % appraised in last 12 mths	67	94	77	84	76	95	86	89	86	90	91	94
KF12. Quality of appraisals	2.22	3.64	2.87	2.72	2.54	3.40	3.21	2.90	2.87	2.96	2.91	3.30
KF13. Quality of non-mandatory training, learning or development	3.79	3.97	3.83	3.60	3.39	3.93	4.15	3.92	3.98	4.04	4.08	4.14
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.												
Health and well-being												
KF15. % of staff satisfied with the opportunities for flexible working patterns	61	85	40	72	38	59	59	41	39	44	46	77
* *KF16. % working extra hours*	50	67	45	69	76	79	83	73	69	77	79	57
* *KF17. % suffering work related stress in last 12 mths*	39	15	31	25	30	41	28	34	35	44	33	40
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	65	59	61	54	47	68	54	65	62	71	66	65
KF19. Org and mgmt interest in and action on health / wellbeing	3.28	4.26	3.50	3.93	3.83	3.83	4.11	3.53	3.51	3.45	3.65	3.88
Number of respondents	18	33	211	66	21	39	29	688	457	398	282	52

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

	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
Violence and harassment												
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	0	0	9	0	0	8	10	16	14	45	5	2
* KF23. % experiencing physical violence from staff in last 12 mths	0	0	6	0	0	0	3	2	1	4	2	0
KF24. % reporting most recent experience of violence	-	-	32	-	-	-	-	42	35	51	71	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	6	6	15	3	0	10	14	28	25	50	31	8
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	28	12	24	14	10	21	17	21	19	25	22	17
KF27. % reporting most recent experience of harassment, bullying or abuse	-	-	38	18	-	-	-	32	29	41	34	17
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.												
KF6. % reporting good communication between senior management and staff	22	58	27	31	10	46	41	20	29	20	30	42
KF7. % able to contribute towards improvements at work	50	85	58	69	90	74	83	64	69	62	69	88
ADDITIONAL THEME: Equality and diversity												
* KF20. % experiencing discrimination at work in last 12 mths	12	0	8	3	5	11	0	8	6	11	5	0
KF21. % believing the organisation provides equal opportunities for career progression / promotion	54	96	89	87	-	86	92	90	93	91	90	89
ADDITIONAL THEME: Errors and incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	17	6	20	6	5	15	41	36	34	44	32	8
KF29. % reporting errors, near misses or incidents witnessed in the last mth	-	-	71	-	-	-	91	89	89	91	94	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	2.97	3.90	3.54	3.40	3.45	3.61	3.88	3.53	3.61	3.59	3.71	3.68
KF31. Staff confidence and security in reporting unsafe clinical practice	2.86	3.61	3.36	3.44	2.88	3.51	3.91	3.49	3.45	3.51	3.62	3.58
ADDITIONAL THEME: Patient experience measures												
KF32. Effective use of patient / service user feedback	-	-	3.56	-	-	-	-	3.42	3.37	3.53	3.64	4.10
Overall staff engagement	3.29	4.14	3.73	3.71	3.77	3.85	4.06	3.67	3.65	3.72	3.85	4.02
Number of respondents	18	33	211	66	21	39	29	688	457	398	282	52

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

Table 6.4: Key Findings for different work groups

	Full time / part time[a]	
	Full time	Part time
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.64	3.55
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.89	3.85
KF3. % agreeing that their role makes a difference to patients / service users	89	91
KF4. Staff motivation at work	3.89	3.92
KF5. Recognition and value of staff by managers and the organisation	3.42	3.41
KF8. Staff satisfaction with level of responsibility and involvement	3.90	3.91
KF9. Effective team working	3.74	3.61
KF14. Staff satisfaction with resourcing and support	3.27	3.26
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.		
KF10. Support from immediate managers	3.70	3.69
KF11. % appraised in last 12 mths	88	88
KF12. Quality of appraisals	2.98	2.79
KF13. Quality of non-mandatory training, learning or development	3.99	3.91
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Health and well-being		
KF15. % of staff satisfied with the opportunities for flexible working patterns	42	53
* *KF16. % working extra hours*	72	66
* *KF17. % suffering work related stress in last 12 mths*	36	30
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	67	59
KF19. Org and mgmt interest in and action on health / wellbeing	3.59	3.53
Number of respondents	1693	579

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[a] Full time is defined as staff contracted to work 30 hours or more a week

	Full time / part time[a]	
	Full time	Part time
Violence and harassment		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	18	15
* KF23. % experiencing physical violence from staff in last 12 mths	3	1
KF24. % reporting most recent experience of violence	47	41
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	27
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	19
KF27. % reporting most recent experience of harassment, bullying or abuse	36	30
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF6. % reporting good communication between senior management and staff	27	23
KF7. % able to contribute towards improvements at work	69	60
ADDITIONAL THEME: Equality and diversity		
* KF20. % experiencing discrimination at work in last 12 mths	8	4
KF21. % believing the organisation provides equal opportunities for career progression / promotion	90	90
ADDITIONAL THEME: Errors and incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	26
KF29. % reporting errors, near misses or incidents witnessed in the last mth	90	84
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.60	3.55
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	3.48
ADDITIONAL THEME: Patient experience measures		
KF32. Effective use of patient / service user feedback	3.54	3.37
Overall staff engagement	3.74	3.68
Number of respondents	1693	579

[a] Full time is defined as staff contracted to work 30 hours or more a week

7. Key Findings by demographic groups

Tables 7.1 and 7.2 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 7.1 and 7.2, 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 'KF11. % appraised in the 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 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 had 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 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.73	3.63	3.63	3.56
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.99	3.88	3.87	3.87
KF3. % agreeing that their role makes a difference to patients / service users	91	92	90	89
KF4. Staff motivation at work	3.77	3.85	3.95	3.96
KF5. Recognition and value of staff by managers and the organisation	3.49	3.45	3.43	3.37
KF8. Staff satisfaction with level of responsibility and involvement	3.85	3.96	3.94	3.88
KF9. Effective team working	3.76	3.72	3.77	3.64
KF14. Staff satisfaction with resourcing and support	3.40	3.26	3.25	3.23
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.				
KF10. Support from immediate managers	3.80	3.77	3.72	3.62
KF11. % appraised in last 12 mths	82	89	87	90
KF12. Quality of appraisals	3.23	2.94	2.96	2.82
KF13. Quality of non-mandatory training, learning or development	4.11	4.00	3.97	3.90
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	45	49	45	43
* *KF16. % working extra hours*	67	71	73	70
* *KF17. % suffering work related stress in last 12 mths*	33	39	36	33
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	65	64	65	64
KF19. Org and mgmt interest in and action on health / wellbeing	3.65	3.55	3.61	3.54
Number of respondents	378	408	593	893

Table 7.1: Key Findings for different age groups (cont)

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Violence and harassment				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	23	21	18	12
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	2	3
KF24. % reporting most recent experience of violence	47	40	46	48
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	29	28	29	27
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	16	20	22	23
KF27. % reporting most recent experience of harassment, bullying or abuse	37	39	35	32
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.				
KF6. % reporting good communication between senior management and staff	36	26	28	21
KF7. % able to contribute towards improvements at work	67	71	67	64
ADDITIONAL THEME: Equality and diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	8	9	8	6
KF21. % believing the organisation provides equal opportunities for career progression / promotion	93	92	89	89
ADDITIONAL THEME: Errors and incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	36	37	35	27
KF29. % reporting errors, near misses or incidents witnessed in the last mth	89	92	90	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.70	3.63	3.53	3.57
KF31. Staff confidence and security in reporting unsafe clinical practice	3.60	3.55	3.48	3.44
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	3.41	3.56	3.52	3.50
Overall staff engagement	3.72	3.74	3.76	3.71
Number of respondents	378	408	593	893

Table 7.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.49	3.65	3.44	3.65	3.61	3.71
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.76	3.91	3.86	3.88	3.87	4.13
KF3. % agreeing that their role makes a difference to patients / service users	89	91	89	90	90	91
KF4. Staff motivation at work	3.75	3.94	3.83	3.92	3.90	4.05
KF5. Recognition and value of staff by managers and the organisation	3.29	3.45	3.26	3.45	3.41	3.51
KF8. Staff satisfaction with level of responsibility and involvement	3.81	3.93	3.81	3.92	3.90	3.95
KF9. Effective team working	3.70	3.71	3.56	3.74	3.70	3.84
KF14. Staff satisfaction with resourcing and support	3.19	3.29	3.13	3.29	3.26	3.38
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.						
KF10. Support from immediate managers	3.52	3.75	3.54	3.74	3.71	3.66
KF11. % appraised in last 12 mths	84	88	90	88	88	86
KF12. Quality of appraisals	2.83	2.96	2.61	2.99	2.91	3.36
KF13. Quality of non-mandatory training, learning or development	3.92	3.99	3.79	4.00	3.96	4.14
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Health and well-being						
KF15. % of staff satisfied with the opportunities for flexible working patterns	40	46	41	46	45	42
* *KF16. % working extra hours*	73	70	69	72	71	70
* *KF17. % suffering work related stress in last 12 mths*	40	34	50	32	34	39
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	64	64	79	62	64	65
KF19. Org and mgmt interest in and action on health / wellbeing	3.47	3.60	3.44	3.60	3.58	3.54
Number of respondents	410	1837	350	1878	2137	137

Table 7.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Violence and harassment						
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	14	18	19	16	17	18
* KF23. % experiencing physical violence from staff in last 12 mths	3	2	3	2	2	3
KF24. % reporting most recent experience of violence	40	46	48	45	46	33
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	29	34	27	28	32
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	21	32	19	21	24
KF27. % reporting most recent experience of harassment, bullying or abuse	33	35	31	36	35	33
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.						
KF6. % reporting good communication between senior management and staff	22	27	19	28	26	31
KF7. % able to contribute towards improvements at work	64	67	57	68	67	60
ADDITIONAL THEME: Equality and diversity						
* KF20. % experiencing discrimination at work in last 12 mths	11	7	10	7	7	19
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	92	85	91	91	81
ADDITIONAL THEME: Errors and incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	39	31	35	32	32	36
KF29. % reporting errors, near misses or incidents witnessed in the last mth	86	90	91	89	89	93
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.48	3.62	3.49	3.61	3.58	3.77
KF31. Staff confidence and security in reporting unsafe clinical practice	3.35	3.53	3.40	3.51	3.49	3.57
ADDITIONAL THEME: Patient experience measures						
KF32. Effective use of patient / service user feedback	3.33	3.53	3.30	3.53	3.50	3.53
Overall staff engagement	3.60	3.76	3.59	3.76	3.73	3.80
Number of respondents	410	1837	350	1878	2137	137

8. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 8.1, other work characteristics are shown in table 8.2, and demographic characteristics are shown in table 8.3.

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Occupational Therapy	34	2%
Physiotherapy	67	3%
Radiography	103	5%
Psychotherapy	2	0%
Other qualified Allied Health Professionals	81	4%
Support to Allied Health Professionals	41	2%
Scientific and Technical / Healthcare Scientists		
Pharmacy	43	2%
Other qualified Scientific and Technical / Healthcare Scientists	100	4%
Support to Scientific and Technical / Healthcare Scientists	46	2%
Medical and Dental		
Medical / Dental - Consultant	99	4%
Medical / Dental - In Training	34	2%
Medical / Dental - Other	39	2%
Operational ambulance staff		
Emergency care assistant	1	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	437	20%
Registered Nurses - Children	36	2%
Midwives	92	4%
Health Visitors	1	0%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	12	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	215	10%
Social Care Staff		
Social care support staff	1	0%
Other groups		
Public Health / Health Improvement	2	0%
Commissioning managers / support staff	2	0%
Admin and Clerical	357	16%
Central Functions / Corporate Services	135	6%
Maintenance / Ancillary	153	7%
General Management	52	2%
Other	43	2%
Did not specify	80	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Full time / part time		
Full time	1693	75%
Part time	579	25%
Did not specify	37	
Length of time in organisation		
Less than a year	162	7%
Between 1 to 2 years	273	12%
Between 3 to 5 years	358	16%
Between 6 to 10 years	395	17%
Between 11 to 15 years	390	17%
Over 15 years	703	31%
Did not specify	28	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	378	17%
Between 31 and 40	408	18%
Between 41 and 50	593	26%
51 and over	893	39%
Did not specify	37	
Gender		
Male	410	18%
Female	1837	82%
Did not specify	62	
Ethnic background		
White	2137	94%
Black and minority ethnic	137	6%
Did not specify	35	
Disability		
Disabled	350	16%
Not disabled	1878	84%
Did not specify	81	

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	44	-	41	34	49	25	78
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.62	[3.58, 3.65]	3.76	3.60	3.90	3.30	4.10
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.89	[3.85, 3.93]	3.93	3.86	4.02	3.63	4.29
KF3. % agreeing that their role makes a difference to patients / service users	90	[89, 91]	90	89	91	86	95
KF4. Staff motivation at work	3.91	[3.88, 3.94]	3.94	3.89	3.99	3.77	4.14
KF5. Recognition and value of staff by managers and the organisation	3.41	[3.38, 3.45]	3.42	3.35	3.52	3.23	3.73
KF8. Staff satisfaction with level of responsibility and involvement	3.90	[3.87, 3.92]	3.91	3.87	3.97	3.76	4.08
KF9. Effective team working	3.70	[3.67, 3.73]	3.73	3.68	3.79	3.58	3.96
KF14. Staff satisfaction with resourcing and support	3.27	[3.24, 3.30]	3.30	3.22	3.40	3.09	3.66
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.							
KF10. Support from immediate managers	3.69	[3.65, 3.73]	3.69	3.62	3.77	3.52	3.96
KF11. % appraised in last 12 mths	88	[86, 89]	86	81	89	71	95
KF12. Quality of appraisals	2.93	[2.88, 2.99]	3.05	2.94	3.17	2.71	3.39
KF13. Quality of non-mandatory training, learning or development	3.97	[3.93, 4.00]	4.03	3.97	4.07	3.91	4.18
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Health and well-being							
KF15. % of staff satisfied with the opportunities for flexible working patterns	45	[43, 47]	49	46	53	40	58
* *KF16. % working extra hours*	71	[69, 72]	72	69	75	61	80
* *KF17. % suffering work related stress in last 12 mths*	35	[33, 37]	36	32	39	24	45
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	64	[62, 67]	59	55	64	46	73
KF19. Org and mgmt interest in and action on health / wellbeing	3.57	[3.53, 3.61]	3.57	3.48	3.65	3.30	3.97

Table A1: Key Findings for Shrewsbury And Telford Hospital NHS Trust benchmarked against other acute trusts (cont)

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Violence and harassment							
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	[15, 18]	14	12	17	10	22
* KF23. % experiencing physical violence from staff in last 12 mths	3	[2, 3]	2	1	3	0	5
KF24. % reporting most recent experience of violence	45	[41, 50]	53	48	59	36	72
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	[26, 30]	28	25	31	19	38
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	[20, 23]	26	23	29	16	42
KF27. % reporting most recent experience of harassment, bullying or abuse	35	[32, 38]	37	30	42	10	52
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.							
KF6. % reporting good communication between senior management and staff	26	[24, 28]	32	26	36	19	51
KF7. % able to contribute towards improvements at work	66	[64, 68]	69	67	72	63	79
ADDITIONAL THEME: Equality and diversity							
* KF20. % experiencing discrimination at work in last 12 mths	7	[6, 8]	10	9	13	5	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	90	[89, 92]	87	83	90	76	96
ADDITIONAL THEME: Errors and incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	32	[30, 34]	31	29	33	21	38
KF29. % reporting errors, near misses or incidents witnessed in the last mth	89	[86, 91]	90	88	92	82	97
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	[3.56, 3.62]	3.70	3.62	3.76	3.45	3.92
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	[3.45, 3.53]	3.62	3.53	3.69	3.38	3.93
ADDITIONAL THEME: Patient experience measures							
KF32. Effective use of patient / service user feedback	3.50	[3.45, 3.55]	3.70	3.58	3.77	3.39	3.97

Appendix 2

Changes to the Key Findings since the 2013 and 2014 staff surveys

Technical notes:

- For most of the Key Findings presented in tables A2.1 and A2.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.

- It is likely that we would see some small change simply due to sample differences between the two years. The final column of the tables shows whether the change in your trust is statistically significant or not. If a change is not significant, then there is no evidence of a real change in the trust score.

- Please note that the trust scores and change scores presented in tables A2.1 and A2.2 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.

- All percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.

- In certain cases a dash (-) appears in Table A2.1 or A2.2. This is either because the Key Finding was not calculated in previous years, or there have been changes in how the Key Finding has been calculated this year.

To enable comparison between years, scores from 2014 and 2013 have been re-calculated and re-weighted using the 2015 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document *Making sense of your staff survey data*, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2014 survey

	Shrewsbury And Telford Hospital NHS Trust			
	2015 score	**2014 score**	**Change**	**Statistically significant?**
Response rate	44	46	-3	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.62	3.45	0.16	Yes
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.89	-	-	--
KF3. % agreeing that their role makes a difference to patients / service users	90	-	-	--
KF4. Staff motivation at work	3.91	3.79	0.12	Yes
KF5. Recognition and value of staff by managers and the organisation	3.41	-	-	--
KF8. Staff satisfaction with level of responsibility and involvement	3.90	3.83	0.07	Yes
KF9. Effective team working	3.70	-	-	--
KF14. Staff satisfaction with resourcing and support	3.27	-	-	--
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.				
KF10. Support from immediate managers	3.69	3.58	0.11	Yes
KF11. % appraised in last 12 mths	88	84	3	Yes
KF12. Quality of appraisals	2.93	-	-	--
KF13. Quality of non-mandatory training, learning or development	3.97	-	-	--
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	45	-	-	--
* *KF16. % working extra hours*	71	71	-1	No
* *KF17. % suffering work related stress in last 12 mths*	35	40	-5	Yes
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	64	64	0	No
KF19. Org and mgmt interest in and action on health / wellbeing	3.57	-	-	--

Table A2.1: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2014 survey (cont)

	Shrewsbury And Telford Hospital NHS Trust			
	2015 score	2014 score	Change	Statistically significant?
Violence and harassment				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	17	16	0	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	2	0	No
KF24. % reporting most recent experience of violence	45	52	-6	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	28	30	-2	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	22	-1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	35	38	-3	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF6. % reporting good communication between senior management and staff	26	23	3	Yes
KF7. % able to contribute towards improvements at work	66	66	0	No
ADDITIONAL THEME: Equality and diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	7	10	-2	Yes
KF21. % believing the organisation provides equal opportunities for career progression / promotion	90	88	2	Yes
ADDITIONAL THEME: Errors and incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	32	37	-4	Yes
KF29. % reporting errors, near misses or incidents witnessed in the last mth	89	90	-1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	-	-	--
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	3.50	-0.01	No
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	3.50	3.43	0.07	Yes

Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2013 survey

	Shrewsbury And Telford Hospital NHS Trust			
	2015 score	**2013 score**	**Change**	**Statistically significant?**
Response rate	44	55	-11	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.62	3.35	0.27	Yes
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.89	-	-	--
KF3. % agreeing that their role makes a difference to patients / service users	90	-	-	--
KF4. Staff motivation at work	3.91	3.79	0.12	Yes
KF5. Recognition and value of staff by managers and the organisation	3.41	-	-	--
KF8. Staff satisfaction with level of responsibility and involvement	3.90	3.79	0.10	Yes
KF9. Effective team working	3.70	-	-	--
KF14. Staff satisfaction with resourcing and support	3.27	-	-	--
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.				
KF10. Support from immediate managers	3.69	3.52	0.17	Yes
KF11. % appraised in last 12 mths	88	78	10	Yes
KF12. Quality of appraisals	2.93	-	-	--
KF13. Quality of non-mandatory training, learning or development	3.97	-	-	--
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	45	-	-	--
* *KF16. % working extra hours*	71	70	1	No
* *KF17. % suffering work related stress in last 12 mths*	35	38	-3	Yes
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	64	64	0	No
KF19. Org and mgmt interest in and action on health / wellbeing	3.57	-	-	--

Table A2.2: Changes in the Key Findings for Shrewsbury And Telford Hospital NHS Trust since 2013 survey (cont)

	Shrewsbury And Telford Hospital NHS Trust			
	2015 score	**2013 score**	**Change**	**Statistically significant?**
Violence and harassment				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	16	1	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	3	-1	No
KF24. % reporting most recent experience of violence	45	54	-8	Yes
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	26	1	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	23	-2	No
KF27. % reporting most recent experience of harassment, bullying or abuse	35	35	0	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF6. % reporting good communication between senior management and staff	26	22	4	Yes
KF7. % able to contribute towards improvements at work	66	64	3	No
ADDITIONAL THEME: Equality and diversity				
* KF20. % experiencing discrimination at work in last 12 mths	7	9	-1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	90	89	1	No
ADDITIONAL THEME: Errors and incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	32	35	-3	No
KF29. % reporting errors, near misses or incidents witnessed in the last mth	89	89	0	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	-	-	--
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	-	-	--
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	3.50	-	-	--

Appendix 3

Data tables: 2015 Key Findings and the responses to all survey questions

For each of the 32 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 2015 survey response, the average (median) 2015 response for acute trusts, and your trust's 2014 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 32 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 2015 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2014' 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 2014 score are not possible.

- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.

- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical acute trust.

- More details about the calculation of Key Findings and the weighting of data can be found in the document *Making sense of your staff survey data*, which can be downloaded from: www.nhsstaffsurveys.com

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

	Question number(s)	Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.62	3.76	3.45
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	Q3c, 6a, 6c	3.89	3.93	-
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	90	90	-
KF4. Staff motivation at work	Q2a-c	3.91	3.95	3.78
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.42	3.42	-
KF8. Staff satisfaction with level of responsibility and involvement	Q3a, 3b, 4c, 5d, 5e	3.90	3.91	3.83
KF9. Effective team working	Q4h-j	3.71	3.73	-
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.27	3.31	-
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.				
KF10. Support from immediate managers	Q5b, 7a-e	3.70	3.69	3.59
KF11. % appraised in last 12 mths	Q20a	88	86	84
KF12. Quality of appraisals	Q20b-d	2.93	3.05	-
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.97	4.02	-
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	Q5h	45	49	-
* *KF16. % working extra hours*	Q10b-c	71	72	72
* *KF17. % suffering work related stress in last 12 mths*	Q9c	35	36	39
* *KF18. % feeling pressure in last 3 mths to attend work when feeling unwell*	Q9d-g	65	59	64
KF19. Org and mgmt interest in and action on health / wellbeing	Q7f, 9a	3.57	3.57	-

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

	Question number(s)	Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
Violence and harassment				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	17	14	16
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	2	2
KF24. % reporting most recent experience of violence	Q14d	45	53	52
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	28	28	30
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	21	26	22
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	35	37	37
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF6. % reporting good communication between senior management and staff	Q8a-d	26	32	24
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	67	70	66
ADDITIONAL THEME: Equality and diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	Q17a-b	7	11	9
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	90	87	88
ADDITIONAL THEME: Errors and incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q11a-b	32	31	37
KF29. % reporting errors, near misses or incidents witnessed in the last mth	Q11c	89	90	90
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.59	3.70	-
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.49	3.63	3.50
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.50	3.70	3.43

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

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	86	84	86
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	57	59	49
Q2b	"I am enthusiastic about my job"	75	75	67
Q2c	"Time passes quickly when I am working"	78	78	74
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	89	89	85
Q3b	"I am trusted to do my job"	92	93	91
Q3c	"I am able to do my job to a standard I am personally pleased with"	80	81	76
	Opportunities to develop potential at work			
	% agreeing / strongly agreeing with the following statements:			
Q4a	"There are frequent opportunities for me to show initiative in my role"	71	73	69
Q4b	"I am able to make suggestions to improve the work of my team / department"	73	75	73
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	50	52	51
Q4d	"I am able to make improvements happen in my area of work"	51	55	51
Q4e	"I am able to meet all the conflicting demands on my time at work"	42	44	-
Q4f	"I have adequate materials, supplies and equipment to do my work"	51	55	47
Q4g	"There are enough staff at this organisation for me to do my job properly"	28	29	24
Q4h	"The team I work in has a set of shared objectives"	72	71	-
Q4i	"The team I work in often meets to discuss the team's effectiveness"	56	57	-
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	77	78	-
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	51	51	44
Q5b	"The support I get from my immediate manager"	67	66	64
Q5c	"The support I get from my work colleagues"	81	80	78
Q5d	"The amount of responsibility I am given"	78	75	74
Q5e	"The opportunities I have to use my skills"	73	72	71
Q5f	"The extent to which my organisation values my work"	39	42	38
Q5g	"My level of pay"	37	36	34
Q5h	"The opportunities for flexible working patterns"	45	49	-
	Contribution to patient care			
	% agreeing / strongly agreeing with the following statements:			
Q6a	"I am satisfied with the quality of care I give to patients / service users"	81	83	-
Q6b	"I feel that my role makes a difference to patients / service users"	90	90	-
Q6c	"I am able to deliver the patient care I aspire to"	66	68	-

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	Your managers			
	% agreeing / strongly agreeing with the following statements:			
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	73	72	70
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	69	69	67
Q7c	"My immediate manager gives me clear feedback on my work"	57	58	51
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	51	52	47
Q7e	"My immediate manager is supportive in a personal crisis"	75	72	71
Q7f	"My immediate manager takes a positive interest in my health and well-being"	64	64	-
Q7g	"My immediate manager values my work"	69	69	-
Q8a	"I know who the senior managers are here"	76	82	76
Q8b	"Communication between senior management and staff is effective"	32	39	29
Q8c	"Senior managers here try to involve staff in important decisions"	27	32	25
Q8d	"Senior managers act on staff feedback"	25	31	23
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	30	31	-
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	26	25	-
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	35	36	39
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	68	64	68
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	27	29	30
Q9f	...had felt pressure from their colleagues to come to work	23	22	23
Q9g	...had put themselves under pressure to come to work	93	91	93
	Working hours			
Q10a	% working part time (up to 29 hours a week)	25	22	26
Q10b	% working additional PAID hours	39	35	36
Q10c	% working additional UNPAID hours	55	58	58
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	18	17	21
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	27	27	32
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	93	94	94

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	Fairness and effectiveness of procedures for reporting errors, near misses or incidents			
	% agreeing / strongly agreeing with the following statements:			
Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	48	53	-
Q12b	"My organisation encourages us to report errors, near misses or incidents"	83	88	-
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	63	68	-
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	47	54	-
	Raising concerns about unsafe clinical practice			
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	92	94	91
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	60	68	62
Q13c	"I am confident that the organisation would address my concern"	49	56	49
	Experiencing and reporting physical violence at work			
	% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...			
Q14a	Never	83	86	84
Q14a	1 to 2 times	10	9	10
Q14a	3 to 5 times	4	3	4
Q14a	6 to 10 times	1	1	1
Q14a	More than 10 times	1	1	1
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	99	99	-
Q14b	1 to 2 times	1	0	-
Q14b	3 to 5 times	0	0	-
Q14b	6 to 10 times	0	0	-
Q14b	More than 10 times	0	0	-
	% experiencing physical violence at work from other colleagues in last 12 months...			
Q14c	Never	98	98	-
Q14c	1 to 2 times	2	1	-
Q14c	3 to 5 times	0	0	-
Q14c	6 to 10 times	0	0	-
Q14c	More than 10 times	0	0	-
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	59	67	62
	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...			
Q15a	Never	72	72	70
Q15a	1 to 2 times	18	17	19
Q15a	3 to 5 times	6	6	7
Q15a	6 to 10 times	2	2	2
Q15a	More than 10 times	2	3	2

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	90	87	-
Q15b	1 to 2 times	7	9	-
Q15b	3 to 5 times	2	2	-
Q15b	6 to 10 times	0	1	-
Q15b	More than 10 times	1	1	-
	% experiencing physical violence at work from other colleagues in last 12 months...			
Q15c	Never	84	81	-
Q15c	1 to 2 times	11	13	-
Q15c	3 to 5 times	3	4	-
Q15c	6 to 10 times	1	1	-
Q15c	More than 10 times	1	1	-
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	41	43	43
	Equal opportunities			
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	90	87	88
	Discrimination			
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	3	5	4
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	5	7	6
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	2	4	2
Q17c	Gender	1	2	1
Q17c	Religion	0	0	0
Q17c	Sexual orientation	0	0	0
Q17c	Disability	0	1	1
Q17c	Age	1	2	2
Q17c	Other reason(s)	3	3	3
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	75	72	-
	% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:			
Q18b	"It has helped me to do my job more effectively"	81	83	-
Q18c	"It has helped me stay up-to-date with professional requirements"	87	87	-
Q18d	"It has helped me to deliver a better patient / service user experience"	80	81	-
Q19	% who had received mandatory training in the last 12 months	94	97	-
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	88	86	84

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:			
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	17	20	-
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	27	33	-
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	27	29	-
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	31	30	-
Q20f	% saying their appraisal or development review had identified training, learning or development needs	69	66	70
	If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:			
Q20g	% saying their manager definitely supported them to receive training, learning or development	53	51	-
Your organisation				
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	68	75	60
Q21b	"My organisation acts on concerns raised by patients / service users"	65	73	61
Q21c	"I would recommend my organisation as a place to work"	57	61	50
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	62	70	54
Patient / service user experience measures				
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	89	91	87
	If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:			
Q22b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	51	61	49
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	46	57	44
BACKGROUND DETAILS				
	Gender			
Q23a	Male	18	21	19
Q23a	Female	82	79	81
	Age group			
Q23b	Between 16 and 30	17	16	14
Q23b	Between 31 and 40	18	19	16
Q23b	Between 41 and 50	26	26	24
Q23b	51 and over	39	38	46
	Ethnic background			
Q24	White	94	89	93
Q24	Mixed	1	1	1
Q24	Asian / Asian British	4	6	4
Q24	Black / Black British	1	2	1
Q24	Chinese	0	0	0
Q24	Other	0	1	0

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	Sexuality			
Q25	Heterosexual (straight)	93	92	93
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	0	1	0
Q25	Bisexual	0	1	0
Q25	Other	0	0	0
Q25	Preferred not to say	5	6	5
	Religion			
Q26	No religion	31	31	28
Q26	Christian	61	57	63
Q26	Buddhist	0	1	0
Q26	Hindu	1	2	1
Q26	Jewish	0	0	0
Q26	Muslim	1	2	1
Q26	Sikh	0	0	0
Q26	Other	1	1	1
Q26	Preferred not to say	4	5	5
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	16	16	16
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	72	74	73
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	7	9	6
Q28	1 to 2 years	12	12	9
Q28	3 to 5 years	16	14	18
Q28	6 to 10 years	17	20	16
Q28	11 to 15 years	17	17	19
Q28	More than 15 years	31	27	32
	Occupational group			
Q29	Registered Nurses and Midwives	26	28	26
Q29	Nursing or Healthcare Assistants	10	8	8
Q29	Medical and Dental	8	9	8
Q29	Allied Health Professionals	15	12	15
Q29	Scientific and Technical / Healthcare Scientists	8	9	9
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	0	0	0
Q29	Paramedic	0	0	0
Q29	Emergency Care Assistant	0	0	0
Q29	Ambulance Technician	0	0	0
Q29	Ambulance Control Staff	0	0	0
Q29	Patient Transport Service	0	0	0
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	16	17	17
Q29	Central Functions / Corporate Services	6	6	6
Q29	Maintenance / Ancillary	7	6	6
Q29	General Management	2	2	2
Q29	Other	2	3	2

		Your Trust in 2015	Average (median) for acute trusts	Your Trust in 2014
	Team working			
Q30a	% working in a team	96	96	-
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	22	23	-
Q30b	6-9	19	21	-
Q30b	10-15	20	18	-
Q30b	More than 15	38	37	-

Appendix 4

Other NHS staff survey 2015 documentation

This report is one of several ways in which we present the results of the 2015 national NHS staff survey:

1) A separate summary report of the main 2015 survey results for Shrewsbury And Telford Hospital NHS Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.

2) A national briefing document, describing the national Key Findings from the 2015 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2015.

3) The document *Making sense of your staff survey data*, which can be downloaded from www.nhsstaffsurveys.com. This includes details about the calculation of Key Findings and the data weighting method used.

4) A series of detailed spreadsheets are available on request from www.nhsstaffsurveys.com. In these detailed spreadsheets you can find:
   - responses of staff in your trust to every core survey question
   - responses in every trust in England
   - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
   - the average trust responses within each strategic health authority
   - the average responses for each major occupational and demographic group within the major trust types