NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Recommendation ☐ **DECISION** ☑ **NOTE**	Trust Board are asked to note the contents of the Trusts NHS Staff Survey 2017/18 Results and support.
Reporting to:	**Trust Board**
Date	29 March 2018
Paper Title	NHS Staff Survey Results 2017/18
Brief Description	The paper provides an overview of the Trusts Staff Survey 2017/17 compared with the national average and the 2016/17 results. The paper also aims to provide assurance to the Board of the steps being taken as a result of direct staff feedback.
Sponsoring Director	Victoria Maher, Workforce Director
Author(s)	Charlotte Banks – Staff Involvement Lead
Recommended / escalated by	
Previously considered by	
Link to strategic objectives	VALUES INTO PRACTICE - Value our workforce to achieve cultural change by putting our values into practice to make our organisation a great place to work with an appropriately skilled fully staffed workforce.
Link to Board Assurance Framework	If we do not get good levels of staff engagement to get a culture of continuous improvement then staff morale & patient outcomes may not improve (RR 423)

Equality Impact Assessment	◉ **Stage 1 only (no negative impacts identified)**
	
	◯ **Stage 2 recommended (negative impacts identified)**
	
	   ◯ negative impacts have been mitigated
	
	   ◯ negative impacts balanced against overall positive impacts

Freedom of Information Act (2000) status	◉ **This document is for full publication** ◯ **This document includes FOIA exempt information** ◯ **This whole document is exempt under the FOIA**

NHS Staff Survey Results 2017/18

Introduction

Between September and December 2017, the national NHS staff survey was undertaken, inviting staff to share their experiences of working in Shrewsbury and Telford Hospitals NHS Trust. As in 2016, the Board opted to undertake a full census of all staff across the Trust recognising that the link between employee engagement and patient experience is so fundamental that it is vital to give the opportunity for our entire workforce to have their say.

Working closely with the IT and Web Development Team, the Trust was able to increase the electronic to paper survey ratio with the aim to achieve a higher response rate this year. In total 2,366 surveys were completed giving us our response rate 43%. In comparison to last years response rate of 37%, we have seen a 6% increase. In comparison, the National and Acute Sector Average response rate of 44%.

2017 National NHS Staff Survey Results

There are five key documents provided to us, a Quality Health Management Report, Staff Survey Co-ordination Report, Bespoke Management Breakdown, free text comments and SOLAR Portal System.

Document	Description
Quality Health Management Report	This report, written by Quality Health, offers an organisational overview, comparing previous years and national results of 31 key findings and engagement scores.
Staff Survey Co-ordination Report	An organisational, care group and demographic breakdown against Key Findings, engagement scores and most increases/decreases from last year. The report is published nationally by the Co-ordination Centre.
Bespoke Management Report	Quality Health provide a Care Group, Centre, Centre by site and Department breakdown against the Key Findings and Engagement Scores. This will serve as the primary benchmark for engagement initiatives.
SOLAR Portal System	The portal provides raw data for all 100+ questions against answers on a Likert scale.
Free text comments	This year the Trust opted to include a free text comment box. Quality Health will break this down to Care Group level.

The Trust predominately focuses on 3 methods when interpreting our results: Staff Survey Co-ordination Centre Report (attached), Bespoke Management Report and Free Text Comments. The data is broken down into **32 Key Findings and an Engagement Score**, these are split into 10 main areas: Appraisals & support for development, Equality and diversity, Errors & incidents, Health and wellbeing, Working patterns, Job satisfaction, Managers, Patient care & experience, Violence, harassment & bullying and Engagement.

The table below shows the changes in Key Findings since 2016 and comparisons with all acute trusts in 2017.

Indicator - change since 2016	Number of key findings
Improved	2
Declined	6
No change	25

Indicator - Ranking compared with all acute trusts in 2017	Number of key findings
Best 20% nationally	2
Better than average	3
Average	11
Worse than average	10
Worst 20% nationally	7

The majority of the Trust's scores are in line with those of the Acute Trusts sector however, there are a number of scores that are in the bottom 20% of similar Trusts, alongside a handful that fall into the top 20%. At a local level, the majority of scores have not significantly changed. Six question scores have significantly declined in comparison to 2016, including:

- staff feeling unwell due to work related stress
- Staff satisfaction with resourcing and support
- Staff recommendation of the organisation as a place to work or receive treatment
- staff saying they are able to meet all the conflicting demands on their time at work
- staff reporting physical violence
- staff experiencing harassment, bullying or abuse from managers in the last 12 months.

The decreasing scores focus on our reporting culture, with involvement indictors (particularly at senior manager level) remaining static.

Three questions have significantly improved, and these are:

- staff feeling enthusiastic about their job
- staff experiencing physical violence from patients/service users
- staff experiencing physical violence from other (non-management) colleagues.

This year's survey results suggest that the many targeted work streams being undertaken throughout the Trust are leading to improvements, which in many areas are rewarding. There is, however, still significant work to be done in maintaining and accelerating progress and this will require sustained energy and commitment over the next few years.

Appendix 1 provides a full breakdown of Trust scores, however summarised scores are presented below.

Staff Engagement

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 the progress made by our Trust in terms of employee engagement over the last 8 years, there have been no increased in any of the scores that produce our engagement score. The average for acute trusts is 3.79 so whilst we have narrowed the margin to 0.06, we are still below average when ranked compared to all acute trusts.

	2010	2011	2012	2013	2014	2015	2016	2017
Overall engagement score	3.52	3.52	3.50	3.57	3.62	3.73	3.75	3.73
KF1	3.36	3.33	3.27	3.35	3.45	3.62	3.62	3.56
KF4	3.80	3.81	3.74	3.79	3.78	3.91	3.91	3.90
KF7	56%	54%	60%	64%	66%	67%	70%	69%

The following graph demonstrates our position compared to the national picture with regard to staff engagement.

OVERALL STAFF ENGAGEMENT SCORE 2010 - 2017
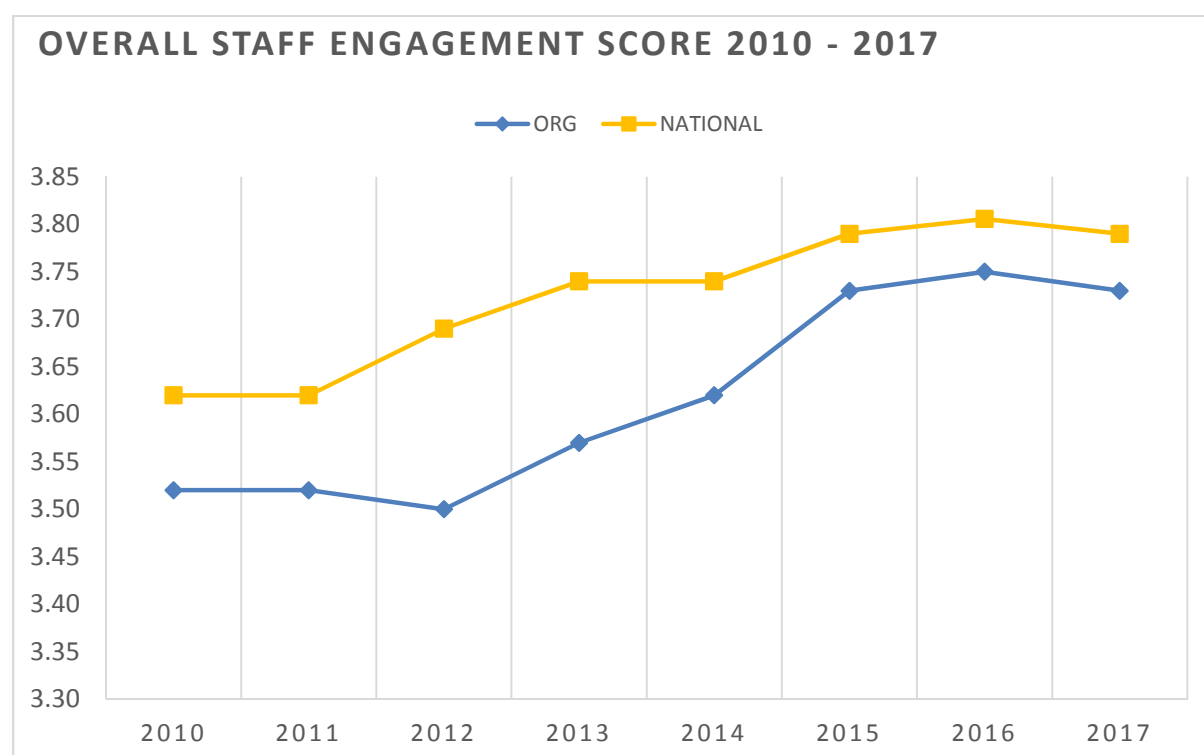
Values

As part of our appraisal process 87% of staff said that the organisation's values were discussed. This is one of the best score in the sector. We continue to record 99% of staff saying they were aware of the Trust's values. However, in 2016 57% of staff stated that they felt managers demonstrated these values at work, compared to a 5% decrease to 52% this year.

Top and Bottom Ranking Scores

This highlights the five key areas in which the Trust compares favourably with other acute trusts in England.

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

(the lower the score the better)   Percentage score

Trust score 2017 — 9%
National 2017 average for acute trusts — 12%

0   25   50   75   100

✓ **KF23** Percentage of staff experiencing physical violence from staff in the last 12 months

(the lower the score the better)   Percentage score

Trust score 2017 — 2%
National 2017 average for acute trusts — 2%

0   25   50   75   100

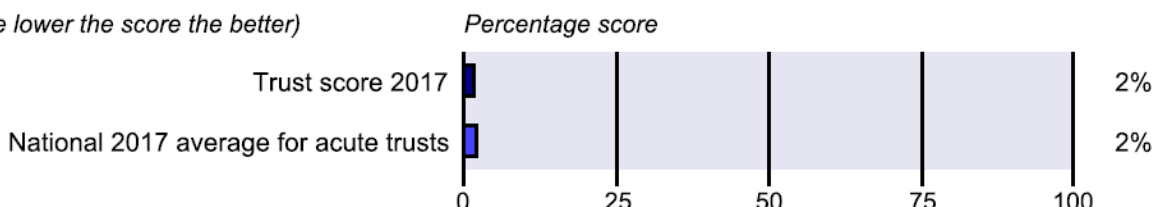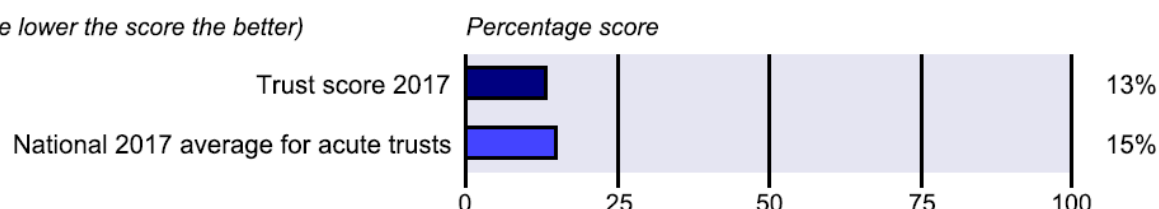✓ **KF22.** Percentage of staff experiencing physical violence from patients, relatives or the public in the last 12 months

(the lower the score the better)   Percentage score

Trust score 2017 — 13%
National 2017 average for acute trusts — 15%

0   25   50   75   100

✓ **KF25.** Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months

(the lower the score the better)   Percentage score

Trust score 2017 — 26%
National 2017 average for acute trusts — 28%

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 2017 — 87%
National 2017 average for acute trusts — 85%

0   25   50   75   100

In addition to being our top five key findings, we score better than the national average in all and are in the top 20% of Acute Trusts for 2 of the Key findings, which are:
- KF23 Percentage of staff experiencing physical violence from staff in the last 12 months
- KF20. Percentage of staff experiencing discrimination at work in the last 12 months

Bottom Ranking Scores

These are the five Key Findings for which the Trust compares least favourably with other acute trusts in England.

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

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

Trust score 2017	57%
National 2017 average for acute trusts	66%

0   25   50   75   100

KF32. Effective use of patient / service user feedback

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

Trust score 2017	3.53
National 2017 average for acute trusts	3.71

1   2   3   4   5

Ineffective use of feedback   *Effective use of feedback*

KF31. Staff confidence and security in reporting unsafe clinical practice

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

Trust score 2017	3.53
National 2017 average for acute trusts	3.65

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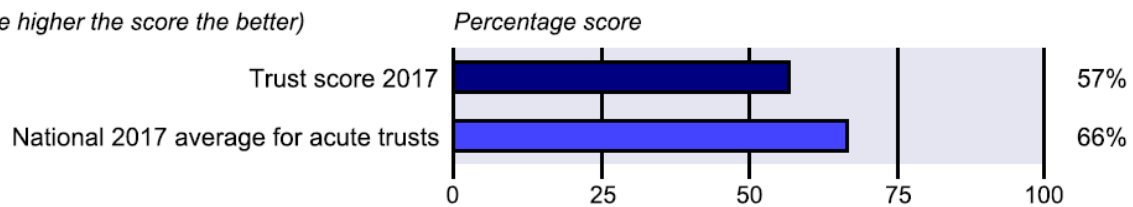
Not confident / secure   *Confident / secure*

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

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

Trust score 2017	3.59
National 2017 average for acute trusts	3.73

1   2   3   4   5

Ineffective / unfair procedures   *Effective / fair procedures*

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.55
National 2017 average for acute trusts	3.75

1 — Unlikely to recommend   5 — Likely to recommend
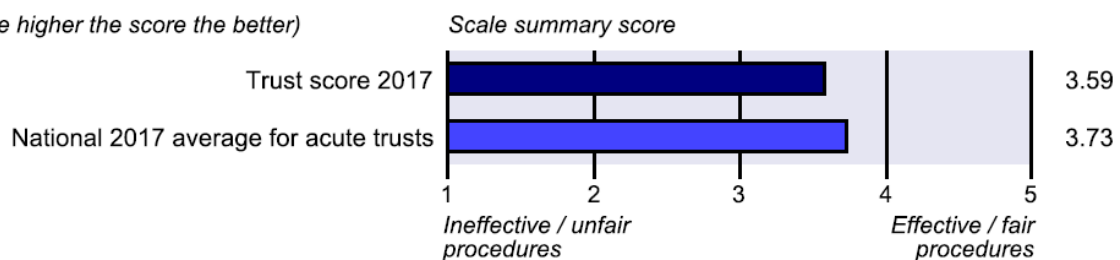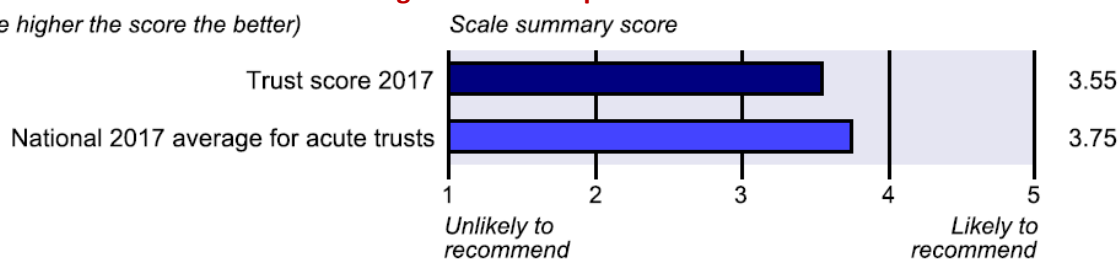
It is important to highlight that KF30, KF31 and KF32 have been our bottom ranking Key Findings for the past three consecutive years.

Local improvements and deteriorations since last year

This section highlights the two Key Findings where staff experiences have improved at The Shrewsbury and Telford Hospital NHS Trust since the 2016 survey.

✓KF22. 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 2017	13%
Trust score 2016	17%

✓KF23. Percentage of staff experiencing physical violence from staff in the last 12 months

(the lower the score the better)   Percentage score

Trust score 2017	2%
Trust score 2016	2%

Where staff experience has deteriorated

This section highlights the five Key Findings where staff experiences have deteriorated since 2016 survey. It is also suggested that these areas might be seen as a starting point for local action to improve.
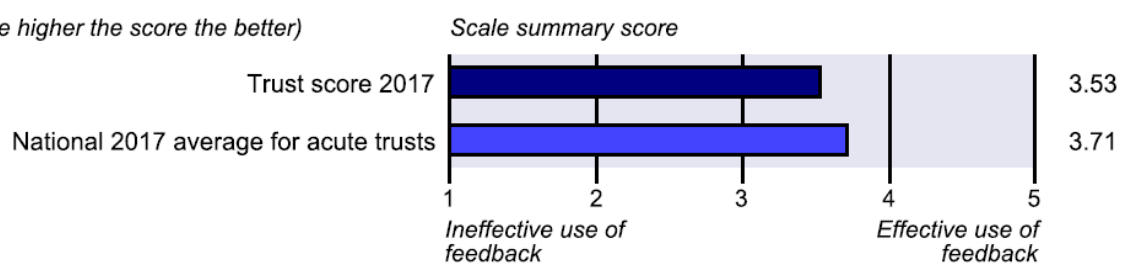
KF24. Percentage of staff/ colleagues reporting most recent experience of violence

(the higher the score the better)   Percentage score
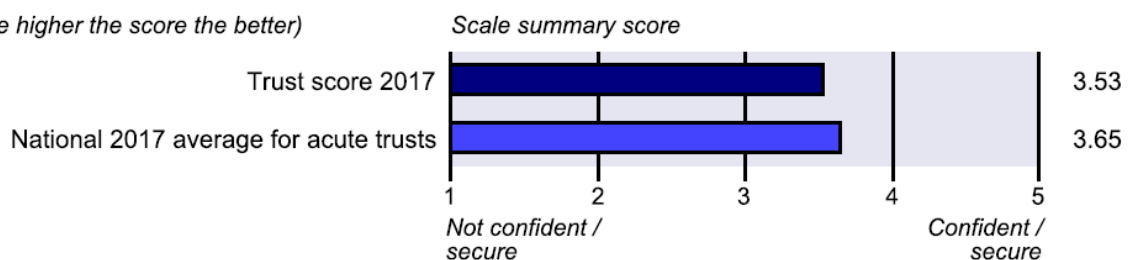
Trust score 2017	57%
Trust score 2016	67%

KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months

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

Trust score 2017	38%
Trust score 2016	35%

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 2017	26%
Trust score 2016	23%

0   25   50   75   100

KF14. Staff satisfaction with resourcing and support

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

Trust score 2017	3.23
Trust score 2016	3.28

1   2   3   4   5

Unsatisfactory resourcing / support   *Highly satisfactory resourcing / support*

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

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

Trust score 2017	3.55
National 2017 average for acute trusts	3.75

1   2   3   4   5

Unlikely to recommend   *Likely to recommend*
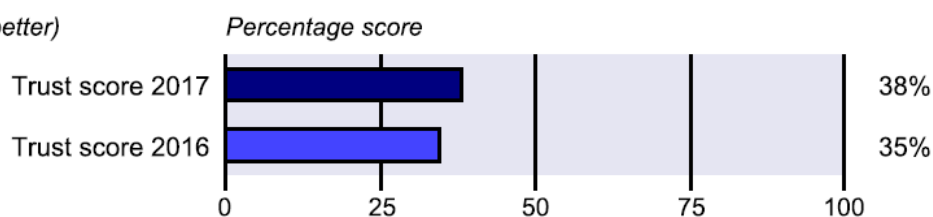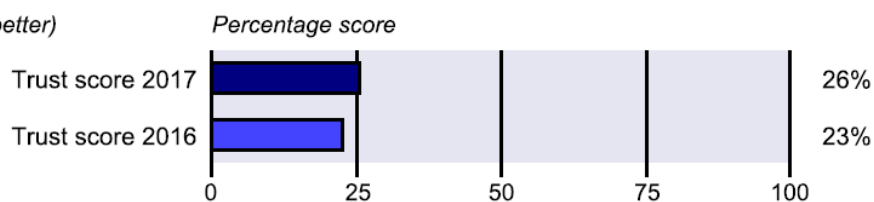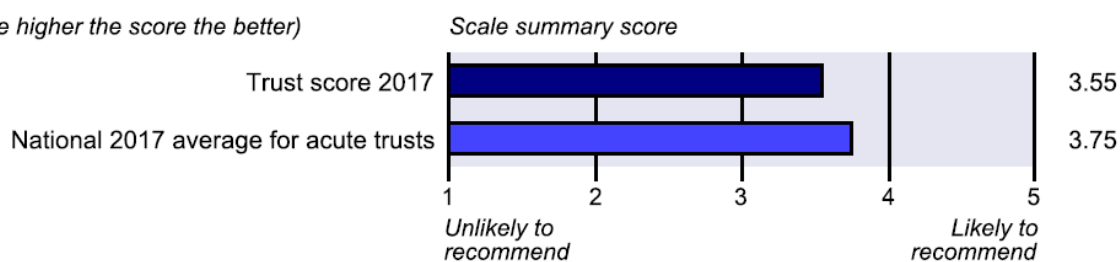
Progress from 2010 against national benchmarks

The following highlights where we are ranked nationally compared to other acute trusts since 2010, where we were first able to benchmark effectively.

Ranking compared to all acute trusts

Legend: Worst 20% | Below average | Average | Better than average | Highest 20%

Year	Worst 20%	Below average	Average	Better than average	Highest 20%
2010	19	11	4	3	2
2015	11	14	8	2	3
2016	6	11	10	3	2
2017	7	10	11	3	2

Conclusions and Next steps

Overall, the results of the 2017 Staff Survey show a mixed picture at the Shrewsbury and Telford Hospital NHS Trust. Whilst it is clear that significant progress has been made, it is ever more important that traction is maintained on the areas of improvement, with areas of concern requiring even more effort. It is not the aspiration of this Board to reach the average standard of engagement achieved by other Trusts, but to set its stall to be amongst the best. The argument setting out the link between highly engaged staff and improved patient experience has long been accepted by our Board and is increasingly recognised and owned by our Care groups.
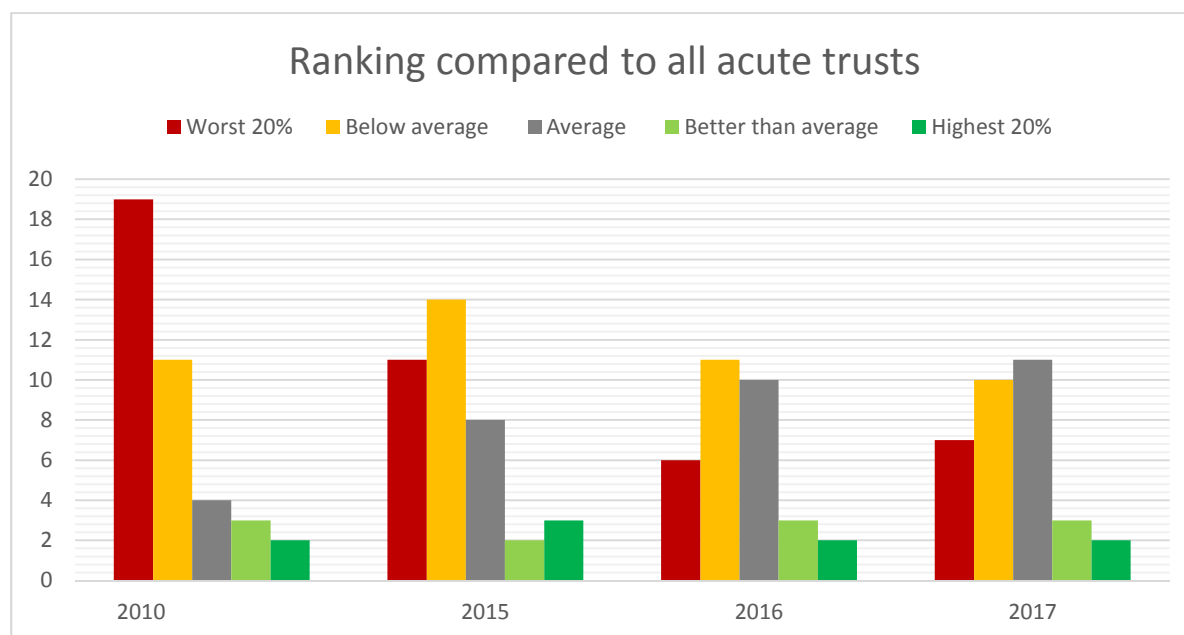
There are a number of work streams in progress and the intention is to continue with those programmes. The staff survey results provide a checkpoint to progress and before presenting a consolidated plan to the Board, it is vital that these results are shared with key stakeholders to obtain their perspectives.

The data is broadly described however it will be important for different staff groups and care groups to analyse and localise these results, where applicable. This process will be aided through the production of an infographic of our key results for dissemination. To ensure a deepened understanding of the results SaTH conversations start from 23rd March 2018.

It will also be important that these groups are encouraged by some of the positive progress being made. Maintaining our 'flywheel' approach of rolling action plans which are augmented by additional insights and activities each year remains the most likely way of embedding engagement as something that happens daily and is not just talked about.

Recommendations

Trust Board is asked to:

• Note the report

• Support the recommended approach as set out in the paper

• Ask the Workforce sub-committee to oversee the action plan and delivery against plan, thus providing assurance to the board.

Appendix 1 – 2017 National NHS staff survey - Results from The Shrewsbury and Telford Hospital NHS Trust

A full action plan will be developed. This will include the improvements required to reach above average/top 20%.

NHS

2017 National NHS staff survey

Results from The Shrewsbury And Telford Hospital NHS Trust

Table of Contents

1. Introduction to this report

This report presents the findings of the 2017 national NHS staff survey conducted in The 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 thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

- Appraisals & support for development

- Equality & diversity

- Errors & incidents

- Health and wellbeing

- Working patterns

- Job satisfaction

- Managers

- Patient care & experience

- Violence, harassment & bullying

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. 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 2017	Average (median) for acute trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	67%	76%	68%
Q21b	"My organisation acts on concerns raised by patients / service users"	63%	73%	65%
Q21c	"I would recommend my organisation as a place to work"	54%	61%	56%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	59%	71%	62%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.56	3.76	3.62

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

The figure below shows how The 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
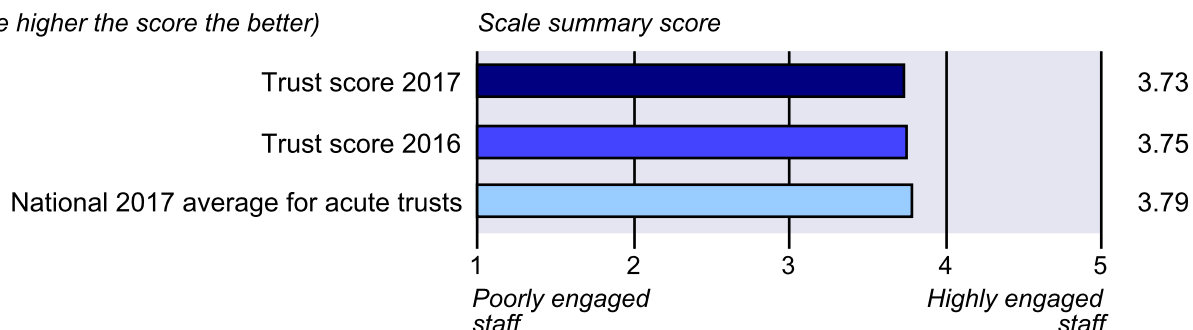
Trust score 2017	3.73
Trust score 2016	3.75
National 2017 average for acute trusts	3.79

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 The 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 significant change since the 2016 survey.

	Change since 2016 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	• No change	! 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.)*	! Decrease (worse than 16)	! Lowest (worst) 20%
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.)*	• No change	• 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	• Average

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

3. Summary of 2017 Key Findings for The Shrewsbury And Telford Hospital NHS Trust

3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which The 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 the last 12 months**

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

Trust score 2017	9%
National 2017 average for acute trusts	12%

0   25   50   75   100

✓**KF23. Percentage of staff experiencing physical violence from staff in last 12 months**

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

Trust score 2017	2%
National 2017 average for acute trusts	2%

0   25   50   75   100

✓**KF22. 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 2017	13%
National 2017 average for acute trusts	15%

0   25   50   75   100

✓**KF25. 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 2017	26%
National 2017 average for acute trusts	28%

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 2017	87%
National 2017 average for acute trusts	85%

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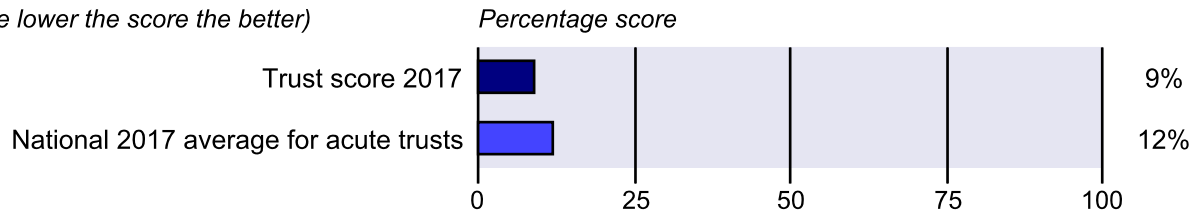
This page highlights the five Key Findings for which The Shrewsbury And Telford Hospital NHS Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

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

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

(the higher the score the better)   Percentage score

Trust score 2017	57%
National 2017 average for acute trusts	66%

0   25   50   75   100

! KF32. Effective use of patient / service user feedback

(the higher the score the better)   Scale summary score

Trust score 2017	3.53
National 2017 average for acute trusts	3.71

1   2   3   4   5

Ineffective use of feedback   *Effective use of feedback*

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.53
National 2017 average for acute trusts	3.65

1   2   3   4   5

Not confident / secure   *Confident / secure*

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.59
National 2017 average for acute trusts	3.73

1   2   3   4   5

Ineffective / unfair procedures   *Effective / fair procedures*

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.55
National 2017 average for acute trusts	3.75

1   2   3   4   5

Unlikely to recommend   *Likely to recommend*

For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 93 (the bottom ranking score). The 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 93. Further details about this can be found in the document ***Making sense of your staff survey data***.

3.2 Largest Local Changes since the 2016 Survey

This page highlights the two Key Findings where staff experiences have improved at The Shrewsbury And Telford Hospital NHS Trust since the 2016 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

✓ **KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months**

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

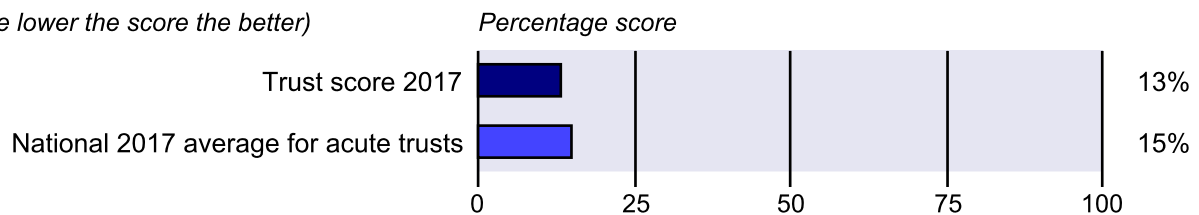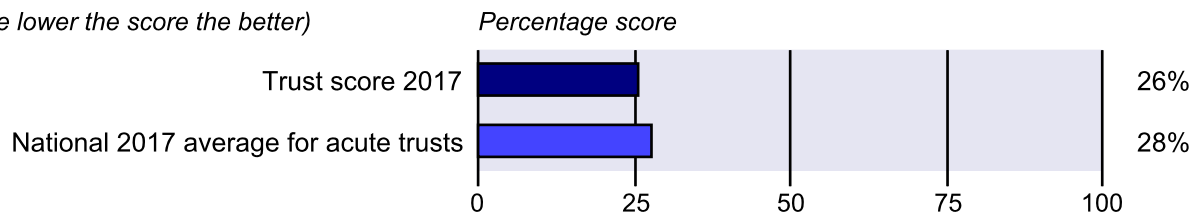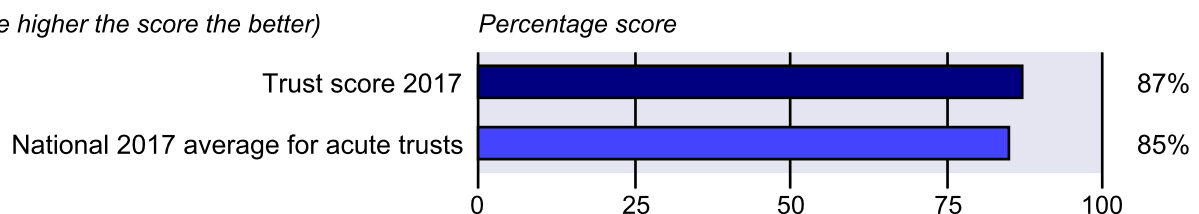|	
Trust score 2017	13%
Trust score 2016	17%

0   25   50   75   100

✓ **KF23. Percentage of staff experiencing physical violence from staff in last 12 months**

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

Trust score 2017	2%
Trust score 2016	2%

0   25   50   75   100
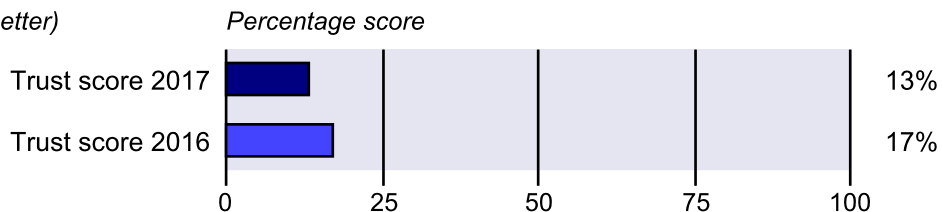
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document *Making sense of your staff survey data*.

This page highlights the five Key Findings where staff experiences have deteriorated since the 2016 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED

! KF24. Percentage of staff / colleagues reporting most recent experience of violence
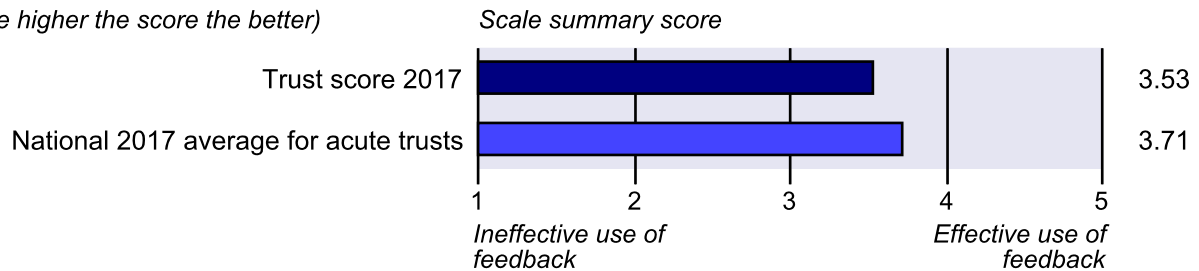
(the higher the score the better)   *Percentage score*

Trust score 2017	57%
Trust score 2016	67%

! KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months

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

Trust score 2017	38%
Trust score 2016	35%

! 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 2017	26%
Trust score 2016	23%

! KF14. Staff satisfaction with resourcing and support

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

Trust score 2017	3.23
Trust score 2016	3.28

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

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

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

Trust score 2017	3.55
Trust score 2016	3.62

Unlikely to recommend ... *Likely to recommend*

3.3. Summary of all Key Findings for The 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 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 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 2016 survey

KF11. % appraised in last 12 mths

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 last mth

KF17. % feeling unwell due to work related stress in last 12 mths

KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure

KF15. % satisfied with the opportunities for flexible working patterns

KF16. % working extra hours

KF7. % able to contribute towards improvements at work

KF6. % reporting good communication between senior management and staff

KF3. % agreeing that their role makes a difference to patients / service users

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

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

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Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

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Change since 2016 survey (cont)

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

3.3. Summary of all Key Findings for The 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, i.e. 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 2017

Chart axis: -15%, -10%, -5%, 0%, 5%, 10%, 15%

- KF11. % appraised in last 12 mths
- *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 last mth
- *KF17. % feeling unwell due to work related stress in last 12 mths*
- *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure* !
- KF15. % satisfied with the opportunities for flexible working patterns
- *KF16. % working extra hours*
- KF7. % able to contribute towards improvements at work
- KF6. % reporting good communication between senior management and staff
- KF3. % agreeing that their role makes a difference to patients / service users
- *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

3.3. Summary of all Key Findings for The 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, i.e. 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 2017 (cont)

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

13

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

KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2016.

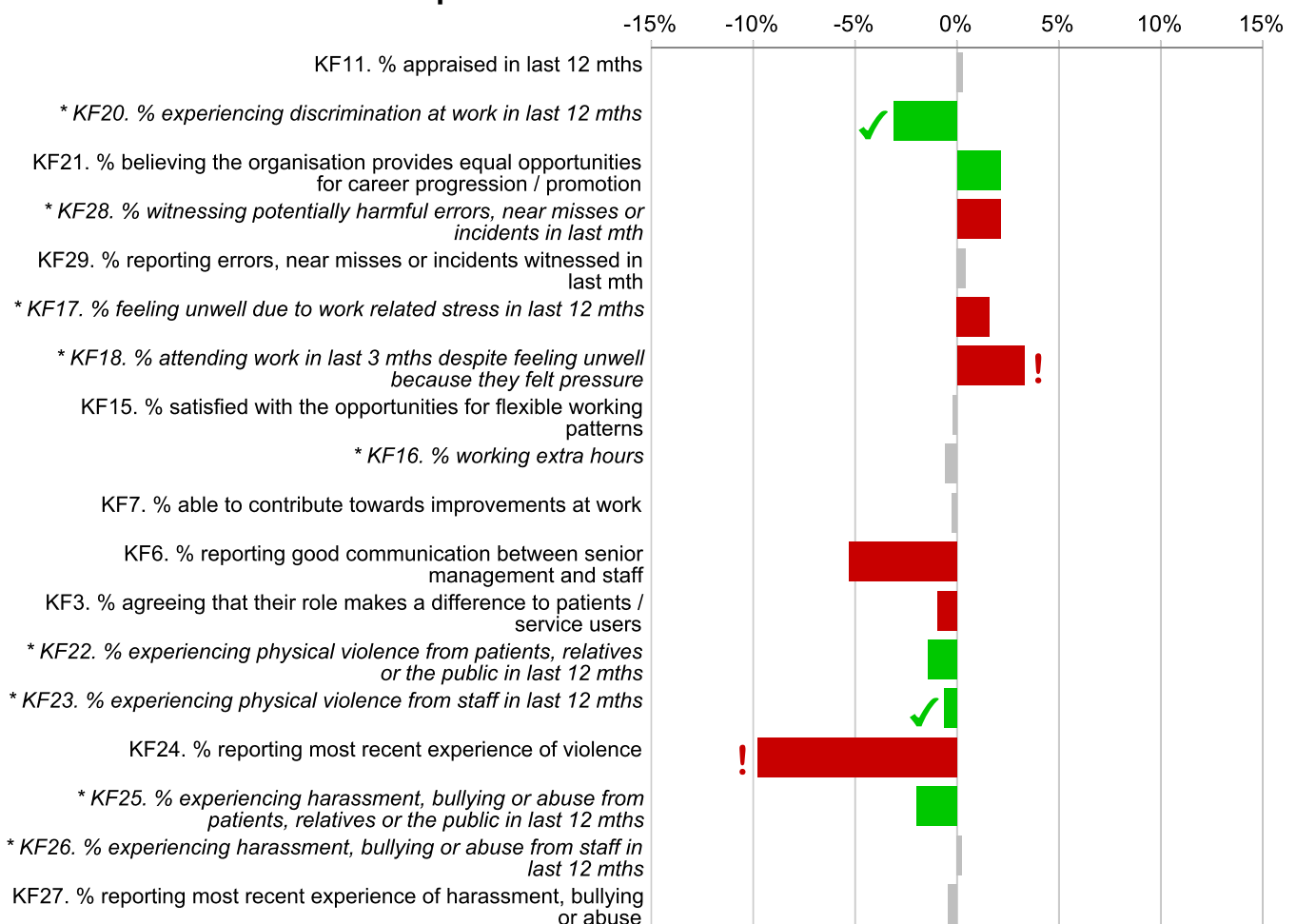! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2016.

'Change since 2016 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2016 survey.

-- No comparison to the 2016 data is 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 2016 survey	Ranking, compared with all acute trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	• Average
KF12. Quality of appraisals	• No change	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	• No change	• Average
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	• No change	✓ Lowest (best) 20%
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	✓ Above (better than) average
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	• No change	! Above (worse than) average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	! Lowest (worst) 20%
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	! Lowest (worst) 20%
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	! Increase (worse than 16)	! Above (worse than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	• No change	! Highest (worst) 20%
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	! Below (worse than) average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	• Average
* *KF16. % working extra hours*	• No change	• Average

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

	Change since 2016 survey	Ranking, compared with all acute trusts in 2017
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	! Decrease (worse than 16)	! Lowest (worst) 20%
KF4. Staff motivation at work	• No change	• Average
KF7. % able to contribute towards improvements at work	• No change	• Average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	! Below (worse than) average
KF9. Effective team working	• No change	• Average
KF14. Staff satisfaction with resourcing and support	! Decrease (worse than 16)	! Below (worse than) average
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	! Below (worse than) average
KF6. % reporting good communication between senior management and staff	• No change	! Below (worse than) average
KF10. Support from immediate managers	• No change	• Average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	! Lowest (worst) 20%
KF3. % agreeing that their role makes a difference to patients / service users	• No change	! Below (worse than) average
KF32. Effective use of patient / service user feedback	• No change	! Lowest (worst) 20%
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	✓ Decrease (better than 16)	✓ Below (better than) average
* *KF23. % experiencing physical violence from staff in last 12 mths*	✓ Decrease (better than 16)	✓ Lowest (best) 20%
KF24. % reporting most recent experience of violence	! Decrease (worse than 16)	! Lowest (worst) 20%
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	• No change	✓ Below (better than) average
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	! Increase (worse than 16)	• Average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	• Average

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

The Shrewsbury And Telford Hospital NHS Trust had 2365 staff take part in this survey. This is a response rate of 42%[1] which is below average for acute trusts in England (44%), and compares with a response rate of 37% in this trust in the 2016 survey.
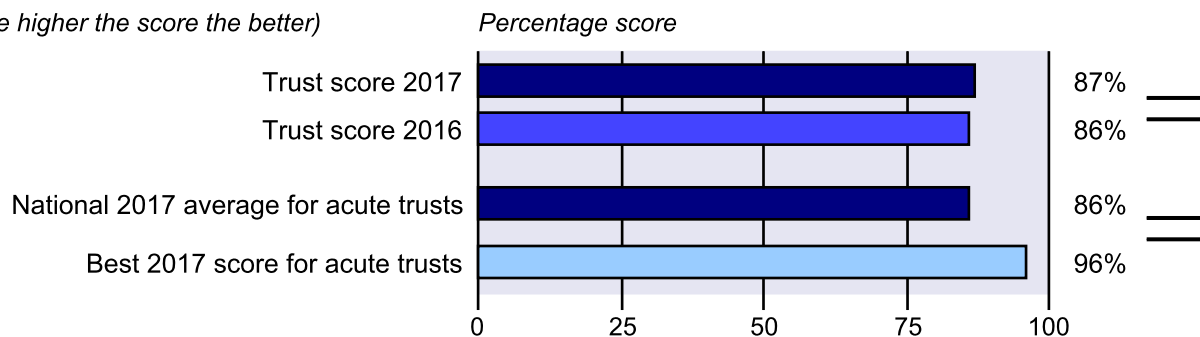
This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other acute trusts in England and to the trust's performance in the 2016 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, errors and incidents, health and wellbeing, working patterns, job satisfaction, managers, patient care and experience , and violence, harassment and bullying.

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 2016). 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 2016). An equals sign indicates that there has been no change.

Appraisals & support for development

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

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

	Percentage score
Trust score 2017	87% =
Trust score 2016	86%
National 2017 average for acute trusts	86% =
Best 2017 score for acute trusts	96%

Scale: 0, 25, 50, 75, 100

KEY FINDING 12. Quality of appraisals

(the higher the score the better)   *Scale summary score*
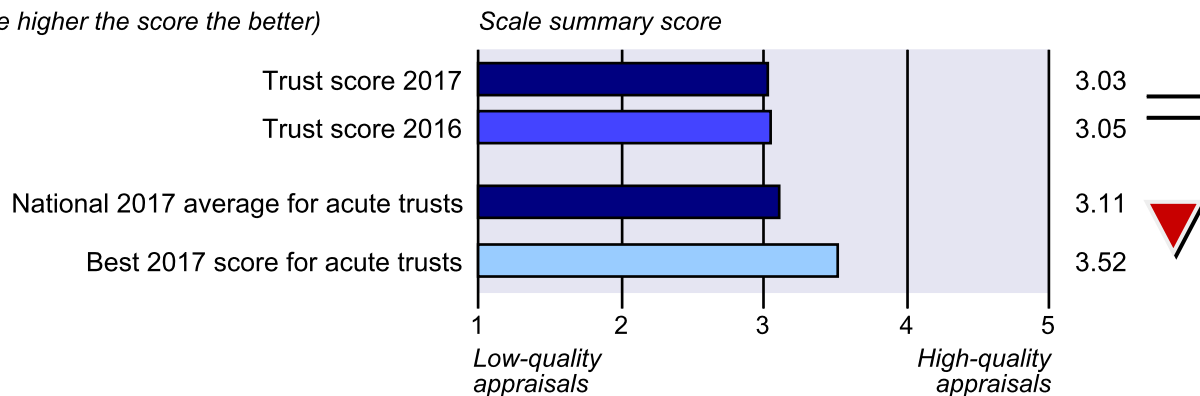
	Scale summary score
Trust score 2017	3.03 =
Trust score 2016	3.05
National 2017 average for acute trusts	3.11 ▼
Best 2017 score for acute trusts	3.52

Scale: 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 2017	4.05
Trust score 2016	4.04
National 2017 average for acute trusts	4.05
Best 2017 score for acute trusts	4.22

1   2   3   4   5

Low-quality training   *High-quality training*
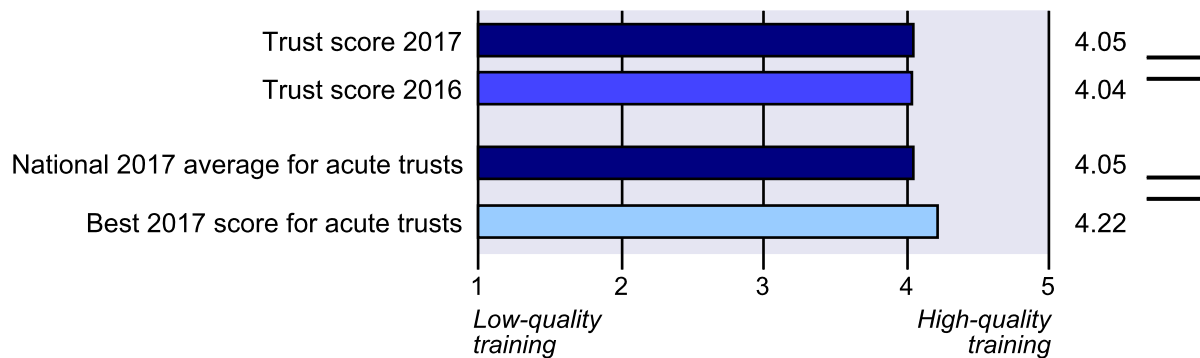
Equality & diversity

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

(the lower the score the better)   Percentage score

Trust score 2017	9%
Trust score 2016	9%
National 2017 average for acute trusts	12%
Best 2017 score for acute trusts	8%

0   25   50   75   100
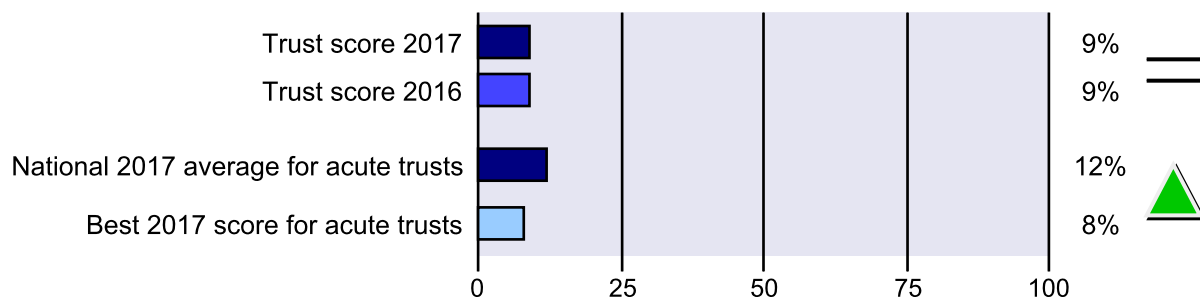
KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)   Percentage score

Trust score 2017	87%
Trust score 2016	88%
National 2017 average for acute trusts	85%
Best 2017 score for acute trusts	94%

0   25   50   75   100
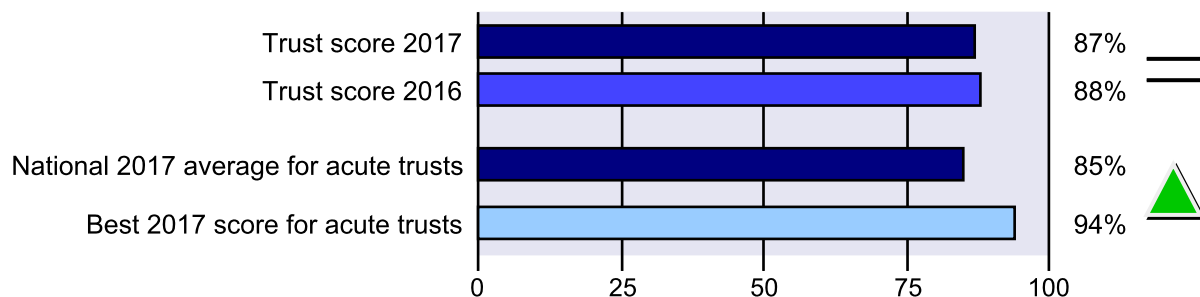
Errors & incidents

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

Trust score 2017	33%
Trust score 2016	31%
National 2017 average for acute trusts	31%
Best 2017 score for acute trusts	24%

0   25   50   75   100

17
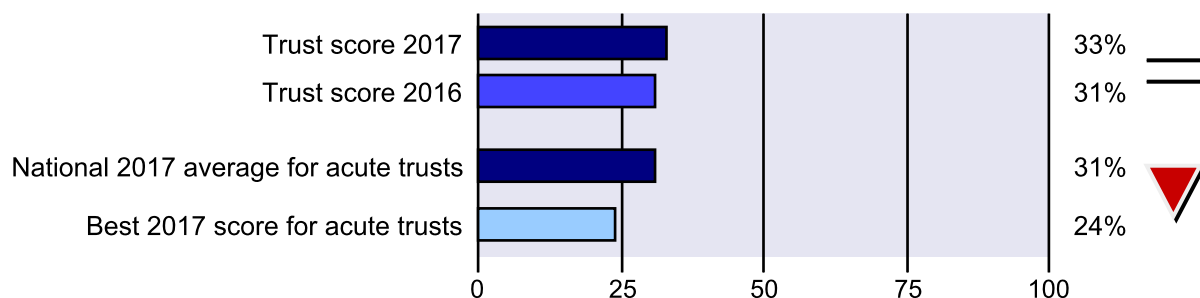
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

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

Trust score 2017	91%
Trust score 2016	91%
National 2017 average for acute trusts	90%
Best 2017 score for acute trusts	98%

0　　25　　50　　75　　100
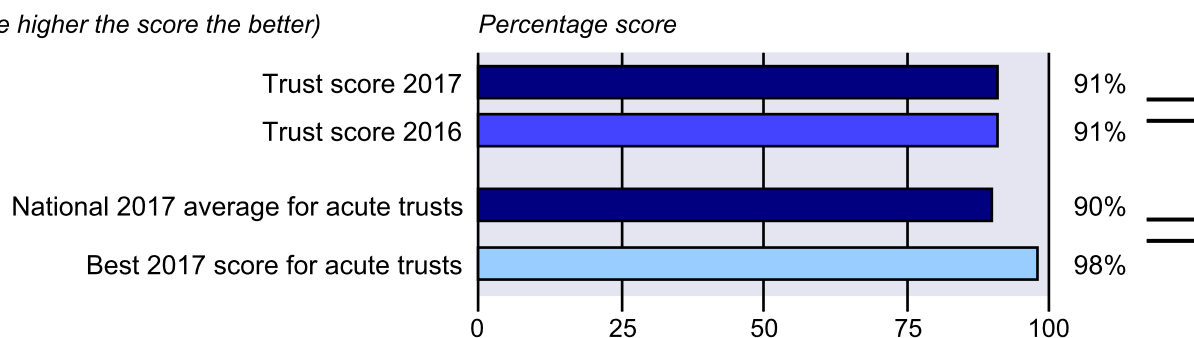
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

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

Trust score 2017	3.59
Trust score 2016	3.63
National 2017 average for acute trusts	3.73
Best 2017 score for acute trusts	3.88

1　　2　　3　　4　　5

Ineffective / unfair procedures　　　　　　*Effective / fair procedures*
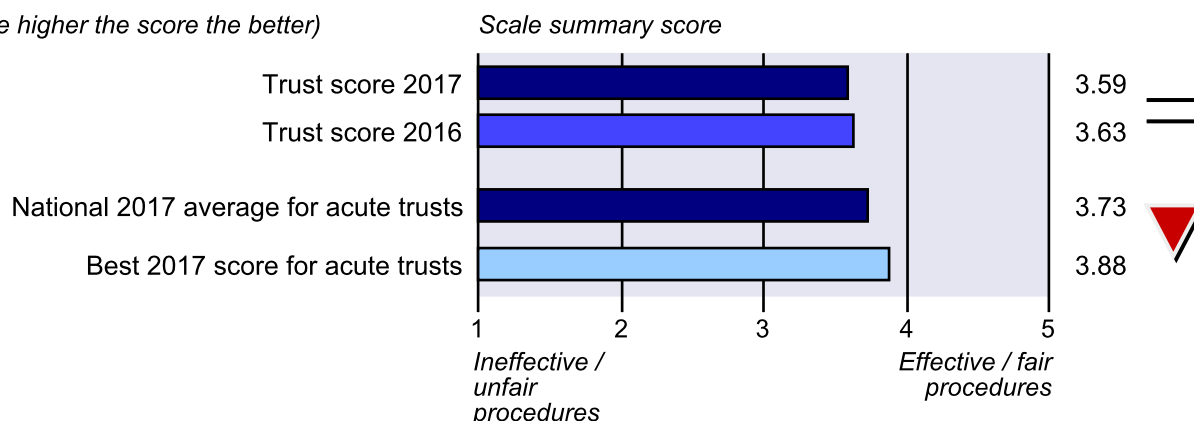
KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice

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

Trust score 2017	3.53
Trust score 2016	3.57
National 2017 average for acute trusts	3.65
Best 2017 score for acute trusts	3.83

1　　2　　3　　4　　5

Not confident / secure　　　　　　*Confident / secure*
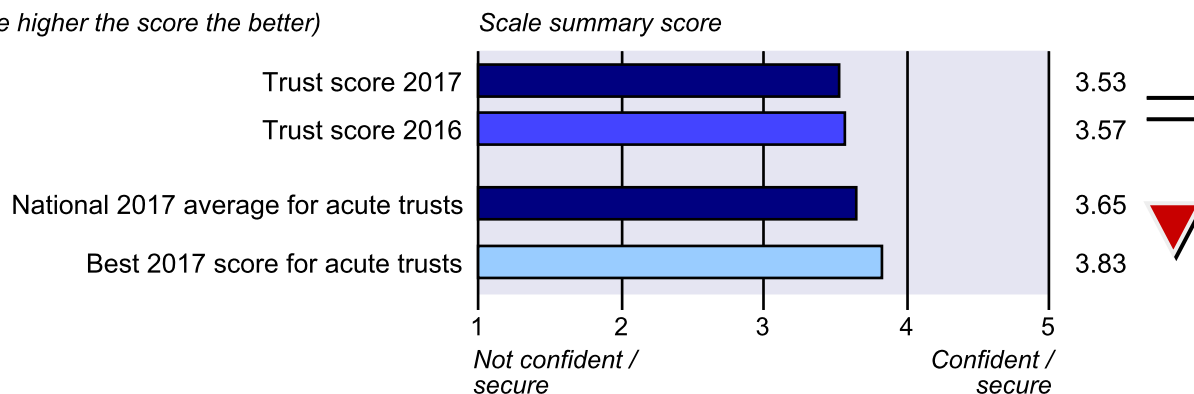
Health and wellbeing

KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

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

Trust score 2017	38%
Trust score 2016	35%
National 2017 average for acute trusts	36%
Best 2017 score for acute trusts	28%

0　　25　　50　　75　　100
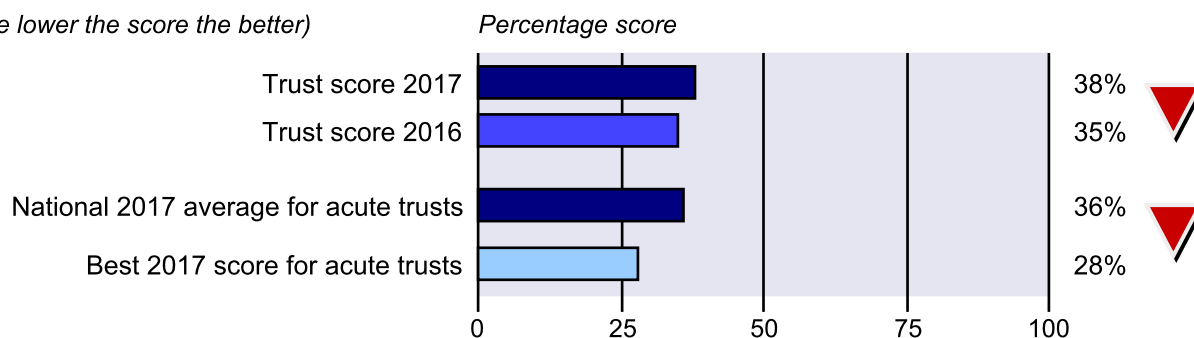
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

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

Trust score 2017	56%
Trust score 2016	53%
National 2017 average for acute trusts	52%
Best 2017 score for acute trusts	42%

0   25   50   75   100
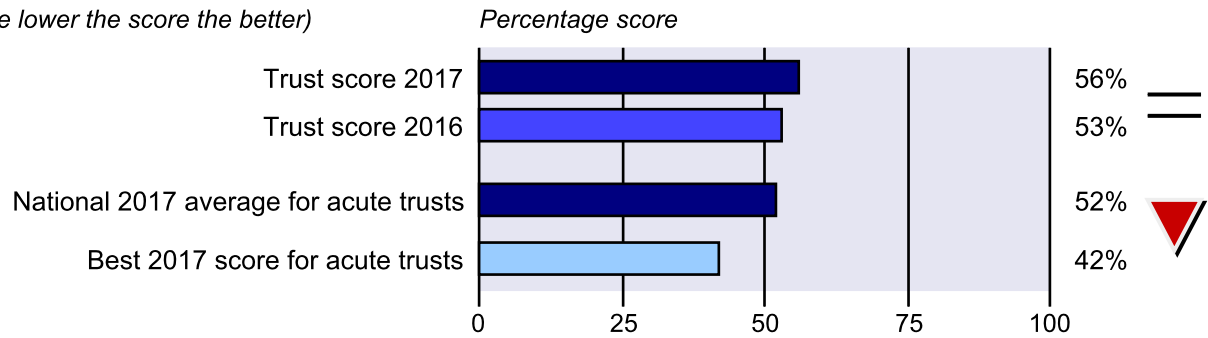
KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

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

Trust score 2017	3.58
Trust score 2016	3.62
National 2017 average for acute trusts	3.62
Best 2017 score for acute trusts	3.92

1   2   3   4   5

Low interest in health   *High interest in health*
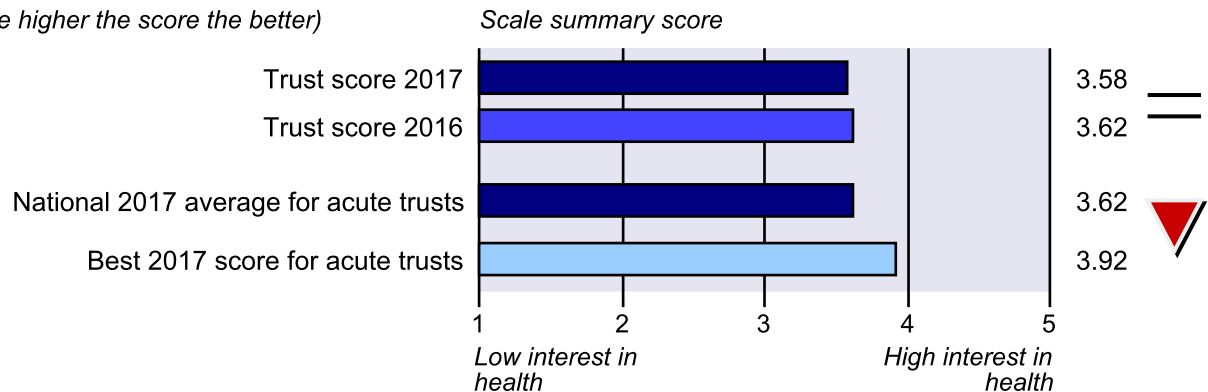
Working patterns

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

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

Trust score 2017	51%
Trust score 2016	48%
National 2017 average for acute trusts	51%
Best 2017 score for acute trusts	60%

0   25   50   75   100
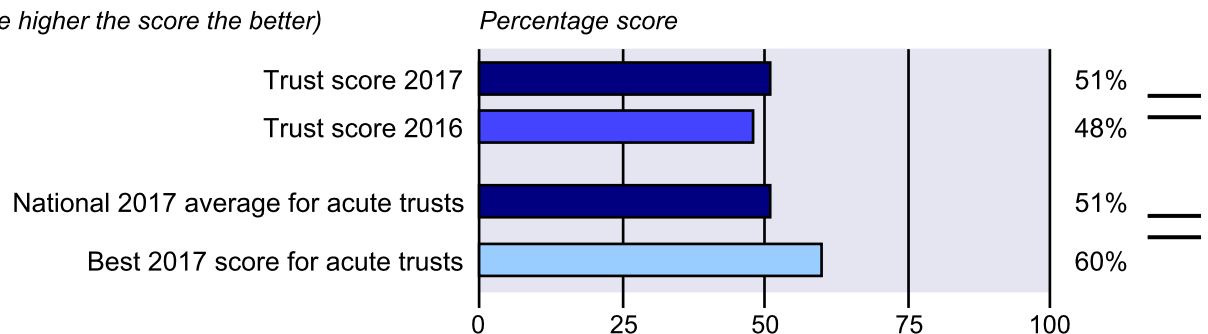
KEY FINDING 16. Percentage of staff working extra hours

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

Trust score 2017	71%
Trust score 2016	69%
National 2017 average for acute trusts	72%
Best 2017 score for acute trusts	62%

0   25   50   75   100

19
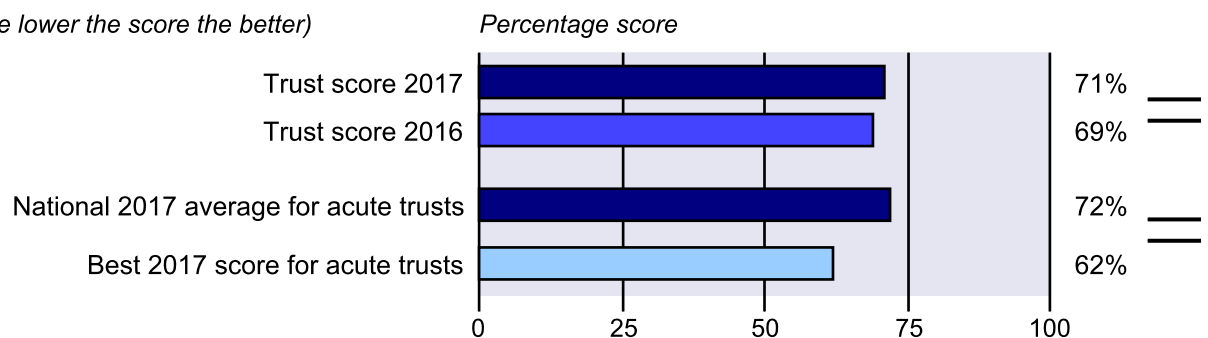
Job satisfaction

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

Trust score 2017	3.55 ▼
Trust score 2016	3.62
National 2017 average for acute trusts	3.75 ▼
Best 2017 score for acute trusts	4.12

1   2   3   4   5
Unlikely to recommend   *Likely to recommend*
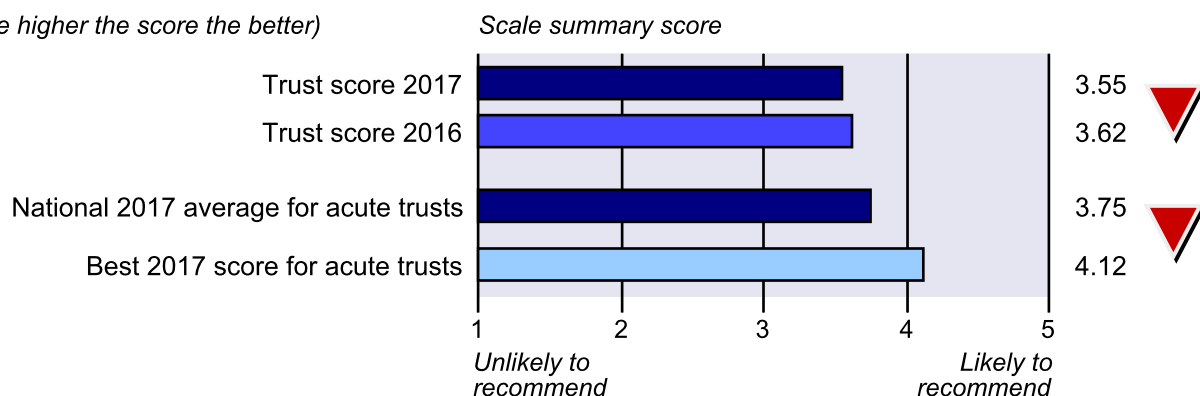
KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2017	3.92 —
Trust score 2016	3.91 —
National 2017 average for acute trusts	3.92 —
Best 2017 score for acute trusts	4.07

1   2   3   4   5
Not enthusiastic / absorbed   *Enthusiastic / absorbed*
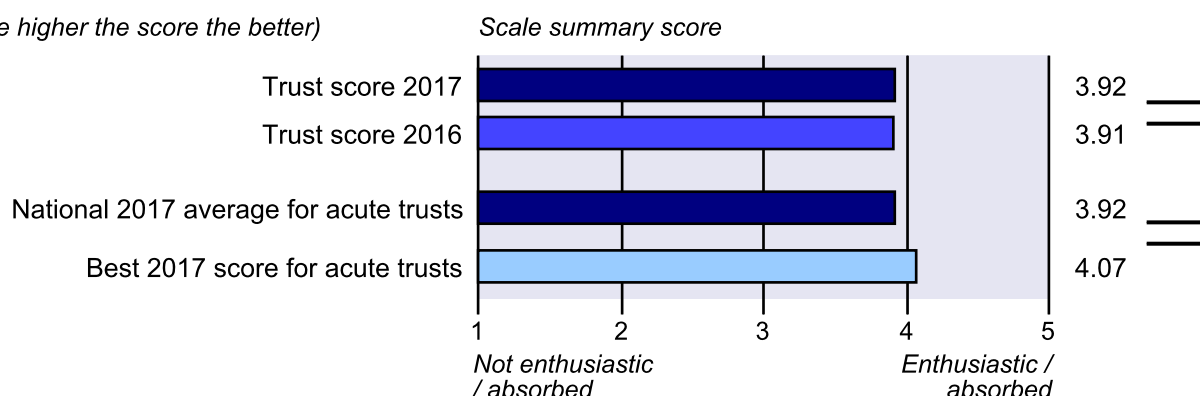
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)   Percentage score

Trust score 2017	70% —
Trust score 2016	70% —
National 2017 average for acute trusts	70% —
Best 2017 score for acute trusts	78%

0   25   50   75   100
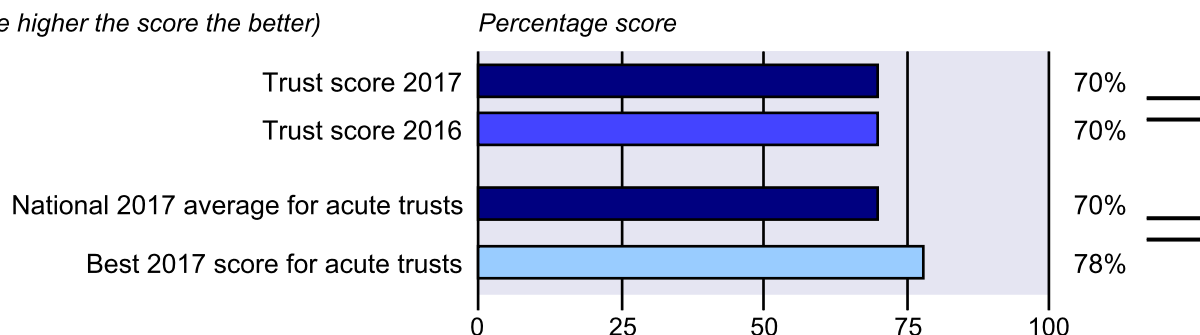
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)   Scale summary score

Trust score 2017	3.87 —
Trust score 2016	3.90 —
National 2017 average for acute trusts	3.91 ▼
Best 2017 score for acute trusts	4.04

1   2   3   4   5
Unsatisfactory level of responsibility / involvement   *Highly satisfactory level of responsibility / involvement*
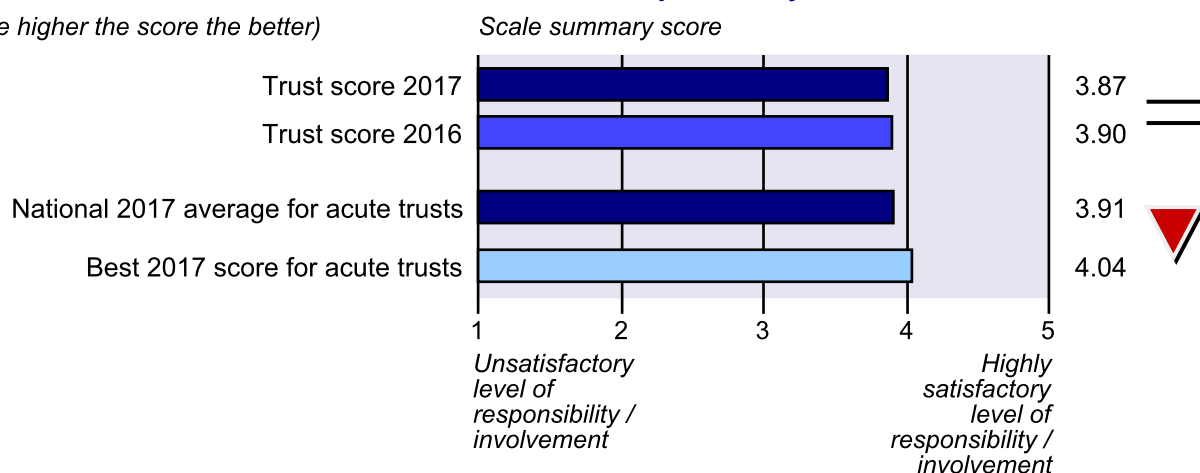
KEY FINDING 9. Effective team working

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

Trust score 2017	3.72
Trust score 2016	3.74
National 2017 average for acute trusts	3.72
Best 2017 score for acute trusts	3.88

Scale: 1 to 5

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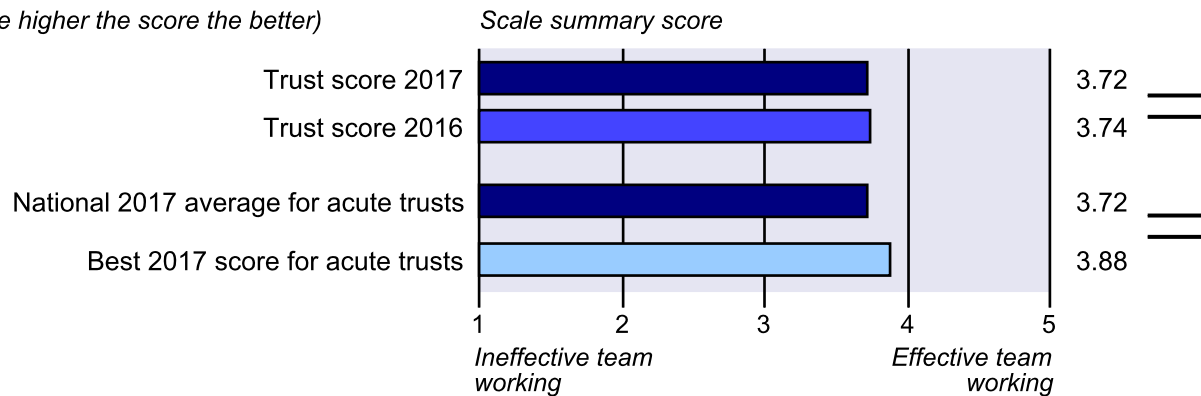
KEY FINDING 14. Staff satisfaction with resourcing and support

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

Trust score 2017	3.23 ▼
Trust score 2016	3.28
National 2017 average for acute trusts	3.31 ▼
Best 2017 score for acute trusts	3.58

Scale: 1 to 5

Unsatisfactory resourcing / support — *Highly satisfactory resourcing / support*
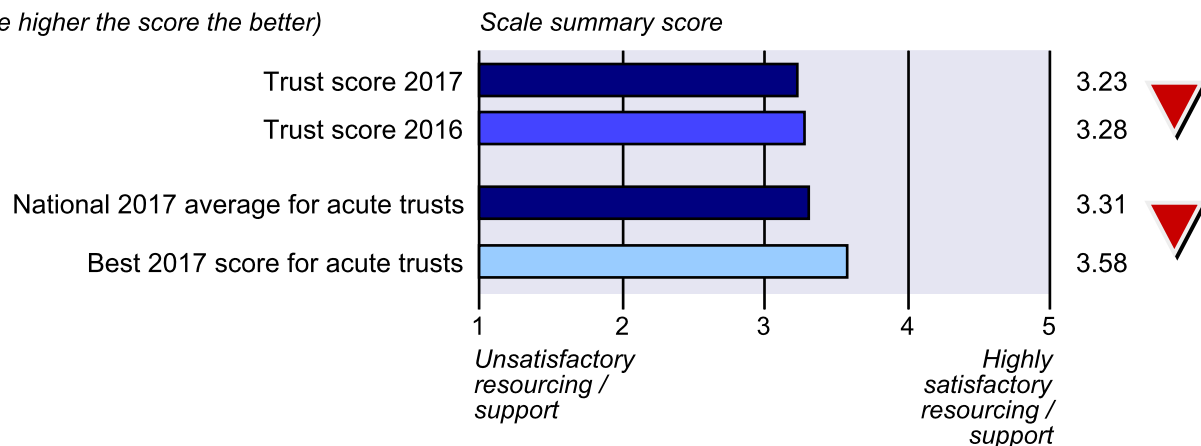
Managers

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

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

Trust score 2017	3.41
Trust score 2016	3.44
National 2017 average for acute trusts	3.45 ▼
Best 2017 score for acute trusts	3.71

Scale: 1 to 5

Low recognition / value — *High recognition / value*
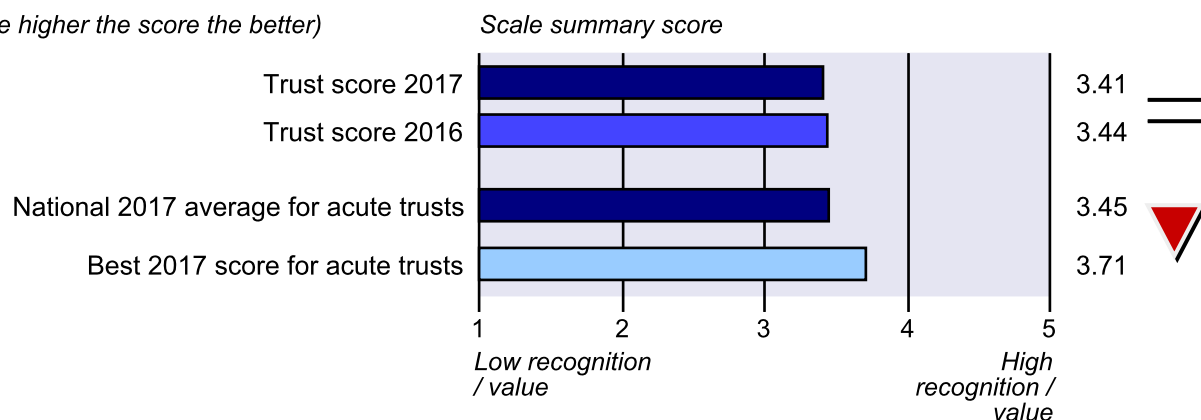
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

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

Trust score 2017	28%
Trust score 2016	30%
National 2017 average for acute trusts	33% ▼
Best 2017 score for acute trusts	48%

Scale: 0 to 100
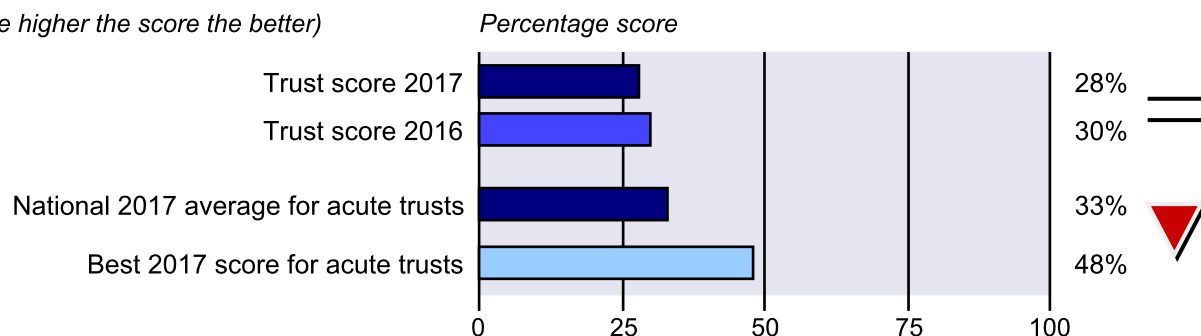
KEY FINDING 10. Support from immediate managers

(the higher the score the better)   Scale summary score

Trust score 2017	3.75
Trust score 2016	3.73
National 2017 average for acute trusts	3.74
Best 2017 score for acute trusts	3.94

1   2   3   4   5

Unsupportive managers   *Supportive managers*

Patient care & experience

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.80
Trust score 2016	3.85
National 2017 average for acute trusts	3.91
Best 2017 score for acute trusts	4.21

1   2   3   4   5

Unsatisfactory delivery of work / care   *Highly satisfactory delivery of work / care*

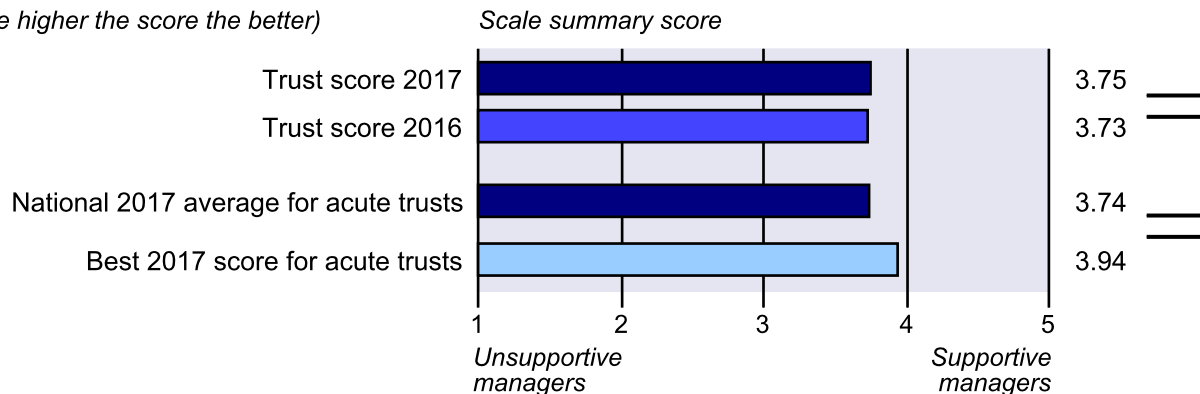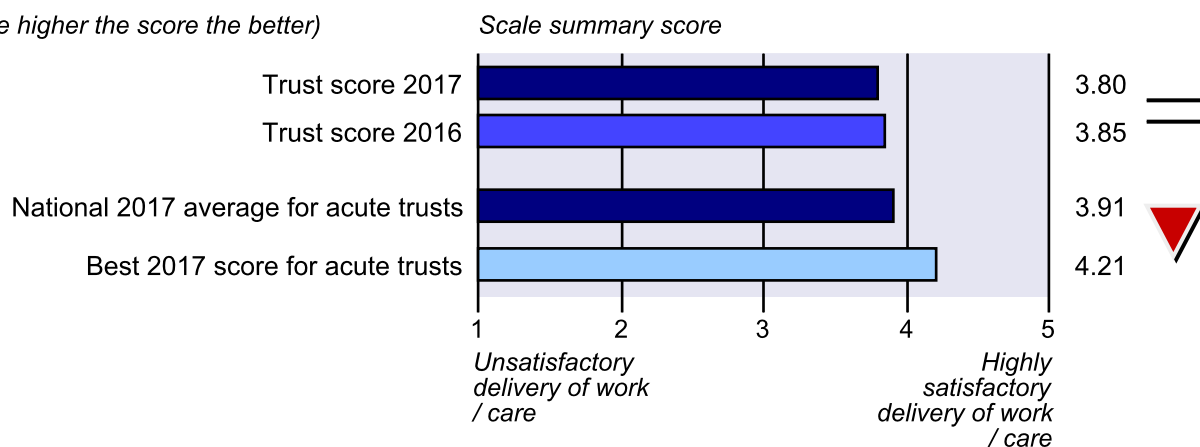## KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)   Percentage score

Trust score 2017	89%
Trust score 2016	90%
National 2017 average for acute trusts	90%
Best 2017 score for acute trusts	93%

0   25   50   75   100
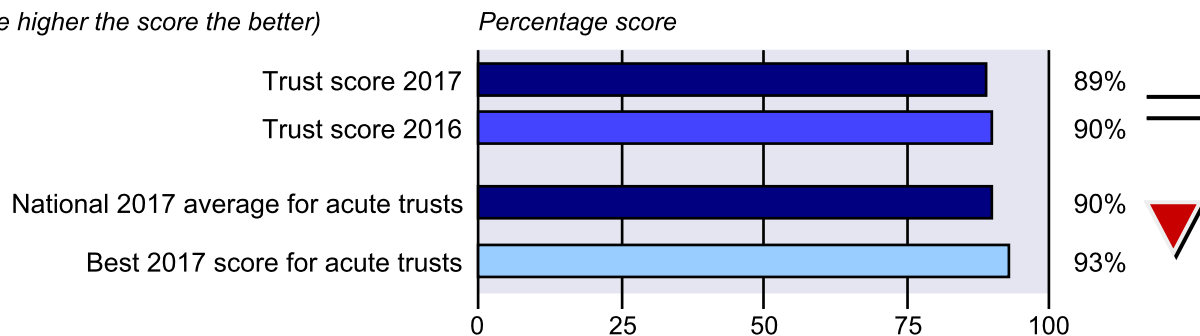
KEY FINDING 32. Effective use of patient / service user feedback

(the higher the score the better)   Scale summary score

Trust score 2017	3.53
Trust score 2016	3.56
National 2017 average for acute trusts	3.71
Best 2017 score for acute trusts	3.96

1   2   3   4   5

Ineffective use of feedback   *Effective use of feedback*
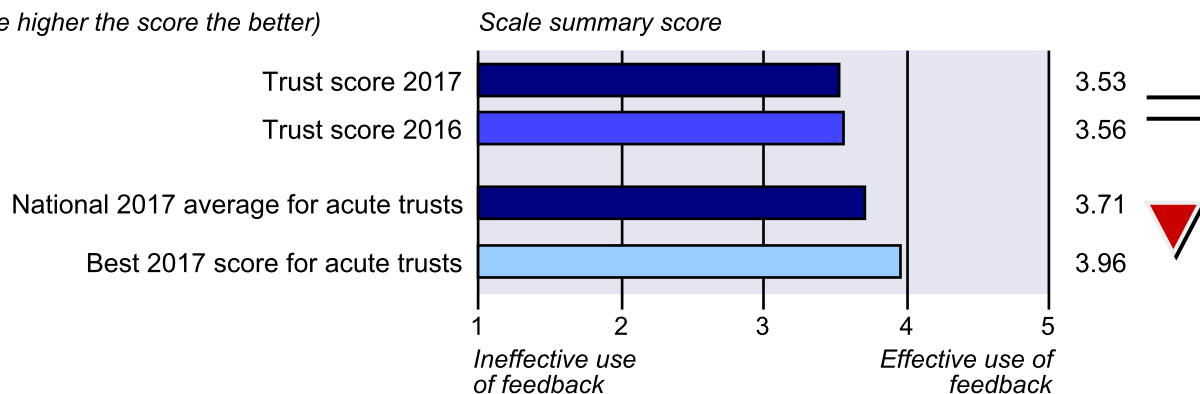
Violence, harassment & bullying

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 2017	13% ▲
Trust score 2016	17%
National 2017 average for acute trusts	15% ▲
Best 2017 score for acute trusts	9%

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

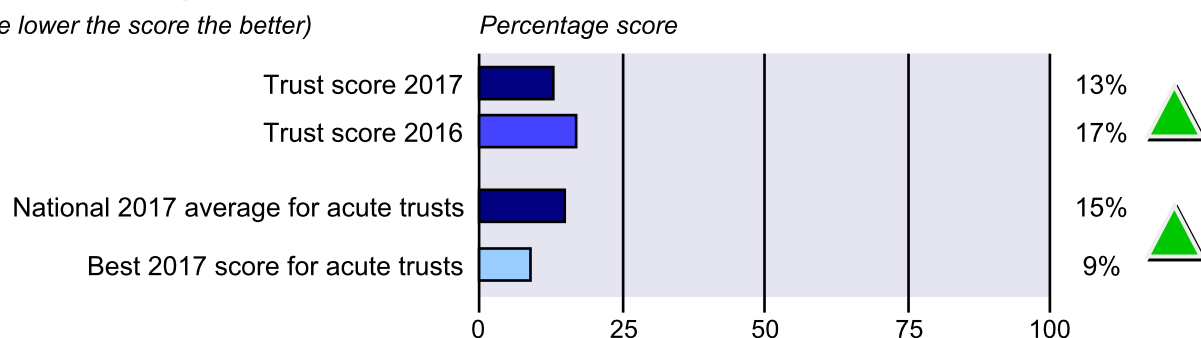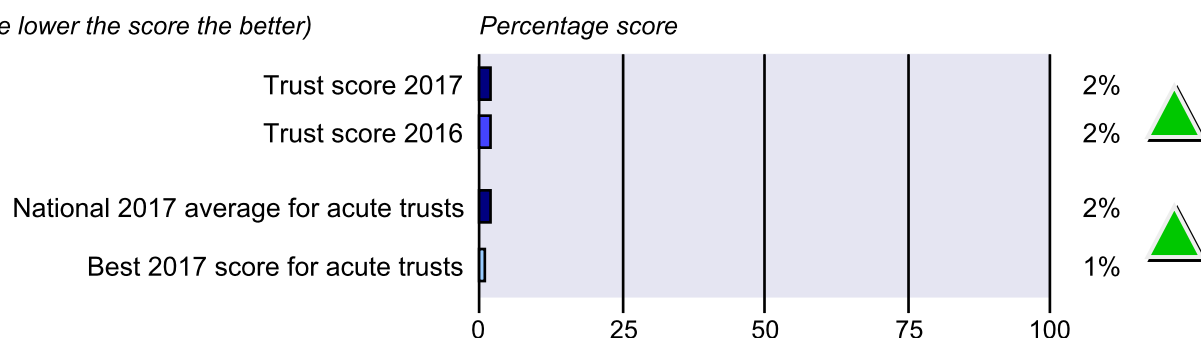|	
Trust score 2017	2% ▲
Trust score 2016	2%
National 2017 average for acute trusts	2% ▲
Best 2017 score for acute trusts	1%

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 2017	57% ▼
Trust score 2016	67%
National 2017 average for acute trusts	66% ▼
Best 2017 score for acute trusts	79%

0   25   50   75   100
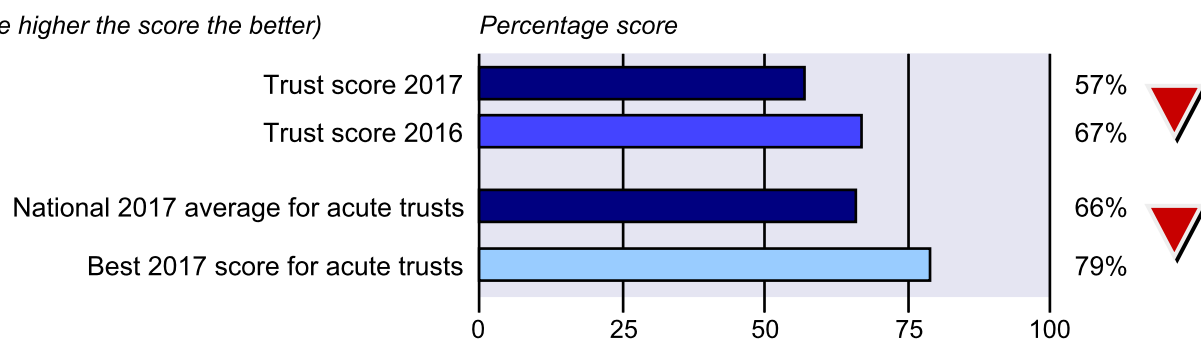
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)   Percentage score

Trust score 2017	26% —
Trust score 2016	27%
National 2017 average for acute trusts	28% ▲
Best 2017 score for acute trusts	20%

0   25   50   75   100
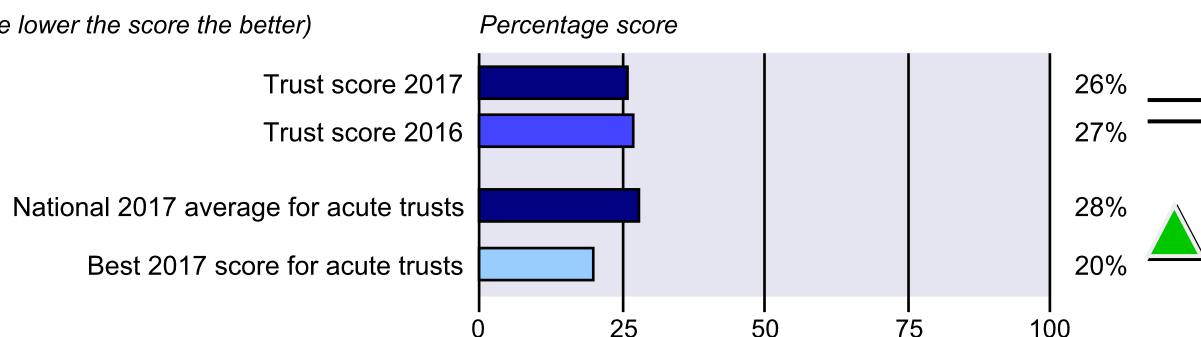
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

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

Trust score 2017	26% ▽
Trust score 2016	23%
National 2017 average for acute trusts	25%
Best 2017 score for acute trusts	19%

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 2017	44%
Trust score 2016	42%
National 2017 average for acute trusts	45%
Best 2017 score for acute trusts	59%

0   25   50   75   100

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.

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.

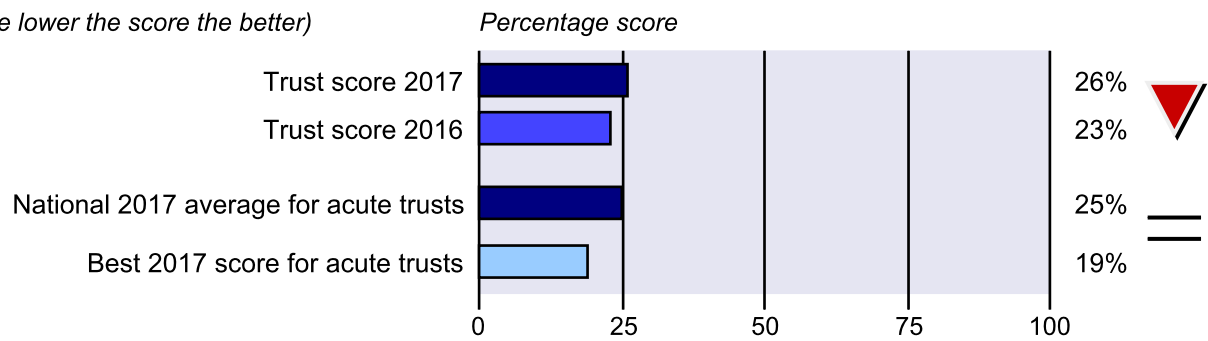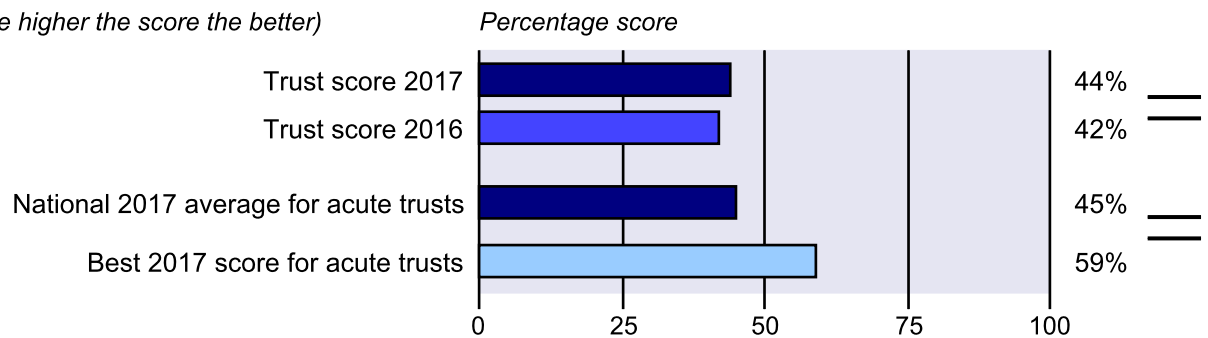|			Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	24%	27%	27%
		BME	22%	28%	21%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	25%	25%	23%
		BME	27%	27%	20%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	87%	87%	89%
		BME	84%	75%	81%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	6%	7%	5%
		BME	9%	15%	11%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at The 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
Appraisals & support for development													
KF11. % appraised in last 12 mths	89	90	78	91	94	91	89	92	90	85	84	91	81
KF12. Quality of appraisals	3.17	3.11	3.19	3.04	3.13	3.04	2.92	2.96	3.24	2.93	2.76	3.18	3.10
KF13. Quality of non-mandatory training, learning or development	4.21	4.25	4.09	4.13	4.13	4.13	3.89	4.02	3.90	3.96	3.63	4.04	3.92
Equality & diversity													
* *KF20. % experiencing discrimination at work in last 12 mths*	10	6	13	14	9	7	9	10	6	8	7	7	9
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	94	95	94	89	94	87	89	86	87	82	81	85
Errors & incidents													
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	42	48	29	50	19	36	40	40	19	39	17	10	24
KF29. % reporting errors, near misses or incidents witnessed in last mth	96	93	91	94	-	79	87	83	92	92	84	94	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.61	3.72	3.67	3.53	3.67	3.46	3.76	3.49	3.50	3.78	3.43	3.42	3.59
KF31. Staff confidence and security in reporting unsafe clinical practice	3.63	3.72	3.61	3.54	3.66	3.51	3.64	3.46	3.48	3.59	3.35	3.44	3.41
Health and wellbeing													
* *KF17. % feeling unwell due to work related stress in last 12 mths*	42	36	32	32	44	40	34	38	43	37	40	42	35
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	57	53	61	42	62	59	54	58	62	58	60	52	51
KF19. Org and mgmt interest in and action on health and wellbeing	3.57	3.54	3.64	3.43	3.59	3.72	3.64	3.49	3.82	3.56	3.58	3.80	3.51
Working patterns													
KF15. % satisfied with the opportunities for flexible working patterns	50	53	52	38	47	46	51	48	59	45	57	73	47
* *KF16. % working extra hours*	86	89	64	85	71	90	66	73	90	65	54	68	48
Number of respondents	329	125	151	219	35	54	82	100	69	223	356	166	240

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

Table 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
Job satisfaction													
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.37	3.73	3.92	3.54	3.45	3.42	3.50	3.43	3.65	3.66	3.47	3.52	3.66
KF4. Staff motivation at work	4.05	4.07	4.08	4.07	3.81	3.93	3.88	3.93	4.04	3.77	3.75	3.67	3.89
KF7. % able to contribute towards improvements at work	79	82	62	68	62	83	66	72	86	72	62	75	58
KF8. Staff satisfaction with level of responsibility and involvement	3.95	4.08	3.88	3.98	3.82	3.81	3.90	3.91	3.93	3.79	3.71	3.87	3.79
KF9. Effective team working	3.85	3.97	3.77	3.79	3.84	3.88	3.70	3.68	3.85	3.72	3.50	3.73	3.52
KF14. Staff satisfaction with resourcing and support	3.18	3.23	3.36	3.13	2.99	2.88	3.10	3.17	3.26	3.16	3.30	3.36	3.32
Managers													
KF5. Recognition and value of staff by managers and the organisation	3.39	3.49	3.43	3.42	3.36	3.38	3.49	3.38	3.56	3.36	3.34	3.58	3.40
KF6. % reporting good communication between senior management and staff	24	31	24	28	26	22	38	23	39	36	24	28	36
KF10. Support from immediate managers	3.94	3.79	3.76	3.57	3.95	3.96	3.79	3.69	3.90	3.68	3.65	3.95	3.51
Patient care & experience													
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.66	3.66	4.22	3.75	3.24	3.09	4.11	3.84	3.63	3.74	3.86	3.71	4.04
KF3. % agreeing that their role makes a difference to patients / service users	90	98	95	94	91	94	96	93	85	91	77	75	84
KF32. Effective use of patient / service user feedback	3.56	3.59	3.60	3.49	3.48	3.44	3.50	3.40	3.46	3.62	3.49	3.42	3.47
Violence, harassment & bullying													
* _KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths_	31	10	39	5	11	26	20	3	1	4	1	2	6
* _KF23. % experiencing physical violence from staff in last 12 mths_	2	0	4	1	0	0	2	0	1	1	1	1	4
KF24. % reporting most recent experience of violence	59	55	66	-	-	-	38	-	-	-	-	-	73
* _KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths_	35	35	39	28	17	35	40	32	10	13	20	5	14
* _KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths_	30	25	21	26	14	22	20	20	32	23	25	18	31
KF27. % reporting most recent experience of harassment, bullying or abuse	52	48	49	24	-	45	27	47	39	31	44	52	56
Overall staff engagement	3.76	3.91	3.86	3.74	3.61	3.71	3.67	3.71	3.94	3.71	3.59	3.68	3.68
Number of respondents	329	125	151	219	35	54	82	100	69	223	356	166	240

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

Table 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
Appraisals & support for development								
KF11. % appraised in last 12 mths	91	82	86	90	83	88	92	89
KF12. Quality of appraisals	2.86	3.21	2.93	3.02	2.97	2.72	3.05	3.14
KF13. Quality of non-mandatory training, learning or development	4.01	4.05	3.83	4.13	3.86	4.00	4.14	4.20
Equality & diversity								
* *KF20. % experiencing discrimination at work in last 12 mths*	5	11	6	9	11	4	15	8
KF21. % believing the organisation provides equal opportunities for career progression / promotion	95	91	81	91	82	85	94	87
Errors & incidents								
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	47	27	16	44	24	38	51	44
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	87	87	84	81	93	93	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.68	3.71	3.48	3.60	3.55	3.64	3.53	3.64
KF31. Staff confidence and security in reporting unsafe clinical practice	3.47	3.66	3.40	3.57	3.36	3.49	3.52	3.66
Health and wellbeing								
* *KF17. % feeling unwell due to work related stress in last 12 mths*	33	32	40	41	36	42	33	40
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	64	61	57	59	51	51	40	55
KF19. Org and mgmt interest in and action on health and wellbeing	3.54	3.71	3.68	3.60	3.41	3.49	3.40	3.55
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	37	49	61	47	38	60	36	50
* *KF16. % working extra hours*	69	58	62	80	44	82	88	88
Number of respondents	88	319	722	165	269	114	217	471

Please note that the staff groups classification was provided by The 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
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.45	3.83	3.52	3.47	3.63	3.54	3.53	3.45
KF4. Staff motivation at work	3.81	4.02	3.80	3.91	3.78	3.73	4.07	4.04
KF7. % able to contribute towards improvements at work	77	65	71	71	49	69	66	79
KF8. Staff satisfaction with level of responsibility and involvement	3.83	3.89	3.80	3.85	3.69	3.79	3.97	3.98
KF9. Effective team working	3.81	3.79	3.63	3.74	3.38	3.76	3.78	3.86
KF14. Staff satisfaction with resourcing and support	2.90	3.42	3.32	2.94	3.27	3.17	3.12	3.17
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.29	3.47	3.46	3.39	3.27	3.38	3.40	3.40
KF6. % reporting good communication between senior management and staff	34	31	28	26	33	25	28	26
KF10. Support from immediate managers	3.76	3.80	3.79	3.80	3.39	3.75	3.54	3.88
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.52	4.21	3.82	3.43	4.00	3.76	3.71	3.65
KF3. % agreeing that their role makes a difference to patients / service users	89	95	79	95	82	91	94	92
KF32. Effective use of patient / service user feedback	3.15	3.58	3.45	3.46	3.47	3.64	3.49	3.57
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	7	24	1	17	7	2	5	25
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	2	1	0	5	1	1	1
KF24. % reporting most recent experience of violence	-	64	-	29	71	-	-	58
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	20	27	15	36	16	17	29	36
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	17	19	24	22	35	25	27	29
KF27. % reporting most recent experience of harassment, bullying or abuse	44	47	45	37	57	21	23	51
Overall staff engagement	3.66	3.82	3.69	3.69	3.58	3.67	3.74	3.80
Number of respondents	88	319	722	165	269	114	217	471

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

Table 6.3: Key Findings for different directorates

	Chief Executive	Chief Operating Officer	Corporate Service Delivery	Director of Corporate Governance	Director of Quality and Safety/Chief Nurse	Finance Director	Medical Director	Workforce Director
Appraisals & support for development								
KF11. % appraised in last 12 mths	-	88	61	83	92	86	92	88
KF12. Quality of appraisals	-	2.99	3.57	3.08	2.91	2.85	3.12	3.58
KF13. Quality of non-mandatory training, learning or development	4.39	4.07	3.70	3.92	4.06	3.87	3.86	4.17
Equality & diversity								
* *KF20. % experiencing discrimination at work in last 12 mths*	9	9	6	11	8	6	0	3
KF21. % believing the organisation provides equal opportunities for career progression / promotion	91	89	85	86	78	75	95	76
Errors & incidents								
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	18	37	21	22	37	14	16	9
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	91	-	84	100	84	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.83	3.61	3.35	3.56	3.53	3.42	3.66	3.60
KF31. Staff confidence and security in reporting unsafe clinical practice	3.82	3.56	3.47	3.41	3.55	3.33	3.57	3.50
Health and wellbeing								
* *KF17. % feeling unwell due to work related stress in last 12 mths*	27	39	41	38	35	33	35	43
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	55	56	50	53	44	51	54	60
KF19. Org and mgmt interest in and action on health and wellbeing	4.55	3.55	3.26	3.53	3.55	3.69	4.00	3.93
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	55	47	47	45	64	68	73	75
* *KF16. % working extra hours*	73	74	67	46	88	67	78	66
Number of respondents	11	1620	34	307	42	239	37	75

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

Table 6.3: Key Findings for different directorates (cont)

	Chief Executive	Chief Operating Officer	Corporate Service Delivery	Director of Corporate Governance	Director of Quality and Safety/Chief Nurse	Finance Director	Medical Director	Workforce Director
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.27	3.55	3.39	3.68	3.28	3.41	3.75	3.58
KF4. Staff motivation at work	4.39	3.95	4.09	3.82	3.89	3.71	3.99	3.79
KF7. % able to contribute towards improvements at work	100	70	62	56	76	70	76	80
KF8. Staff satisfaction with level of responsibility and involvement	4.15	3.88	3.76	3.75	3.93	3.82	3.85	3.94
KF9. Effective team working	4.23	3.72	3.49	3.49	3.96	3.72	3.95	3.88
KF14. Staff satisfaction with resourcing and support	3.84	3.17	3.34	3.34	3.02	3.43	3.34	3.35
Managers								
KF5. Recognition and value of staff by managers and the organisation	4.33	3.39	3.06	3.35	3.46	3.46	3.59	3.78
KF6. % reporting good communication between senior management and staff	73	26	21	35	27	32	46	31
KF10. Support from immediate managers	4.42	3.74	3.22	3.49	3.84	3.86	3.93	4.20
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	-	3.77	3.94	4.02	3.48	3.72	3.95	3.82
KF3. % agreeing that their role makes a difference to patients / service users	-	91	87	83	75	75	96	85
KF32. Effective use of patient / service user feedback	-	3.53	-	3.55	3.33	3.36	3.58	-
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	0	15	18	7	10	2	0	1
* *KF23. % experiencing physical violence from staff in last 12 mths*	0	1	0	4	0	1	0	0
KF24. % reporting most recent experience of violence	-	56	-	64	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	0	30	21	17	18	6	0	7
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	9	24	38	35	38	22	14	16
KF27. % reporting most recent experience of harassment, bullying or abuse	-	42	29	61	47	39	-	55
Overall staff engagement	4.39	3.73	3.66	3.65	3.73	3.63	3.91	3.77
Number of respondents	11	1620	34	307	42	239	37	75

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

Table 6.4: Key Findings for different work groups

	Full time / part time[a]	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	87	88
KF12. Quality of appraisals	3.03	2.92
KF13. Quality of non-mandatory training, learning or development	4.04	3.99
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	9	6
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	88
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	32	28
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	3.56
KF31. Staff confidence and security in reporting unsafe clinical practice	3.50	3.57
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	40	31
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	57	51
KF19. Org and mgmt interest in and action on health and wellbeing	3.58	3.61
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	48	60
* KF16. % working extra hours	72	62
Number of respondents	1804	475

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

Table 6.4: Key Findings for different work groups (cont)

	Full time / part time[a]	
	Full time	Part time
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.55	3.61
KF4. Staff motivation at work	3.90	3.93
KF7. % able to contribute towards improvements at work	70	65
KF8. Staff satisfaction with level of responsibility and involvement	3.86	3.87
KF9. Effective team working	3.72	3.67
KF14. Staff satisfaction with resourcing and support	3.21	3.30
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.42	3.38
KF6. % reporting good communication between senior management and staff	29	27
KF10. Support from immediate managers	3.74	3.75
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.78	3.85
KF3. % agreeing that their role makes a difference to patients / service users	88	89
KF32. Effective use of patient / service user feedback	3.54	3.46
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	12	10
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	2
KF24. % reporting most recent experience of violence	60	41
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	25	20
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	26	21
KF27. % reporting most recent experience of harassment, bullying or abuse	44	44
Overall staff engagement	3.72	3.72
Number of respondents	1804	475

[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 The 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+
Appraisals & support for development				
KF11. % appraised in last 12 mths	84	84	88	89
KF12. Quality of appraisals	3.26	3.04	3.01	2.91
KF13. Quality of non-mandatory training, learning or development	4.09	4.08	4.01	3.99
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	11	9	9	7
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	83	88	88
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	33	32	32	30
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	93	89	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.69	3.59	3.55	3.57
KF31. Staff confidence and security in reporting unsafe clinical practice	3.54	3.58	3.46	3.51
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	37	38	39	38
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	64	56	54	52
KF19. Org and mgmt interest in and action on health and wellbeing	3.65	3.59	3.57	3.58
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	48	56	50	51
* *KF16. % working extra hours*	62	71	74	70
Number of respondents	416	433	675	767

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.65	3.51	3.53	3.55
KF4. Staff motivation at work	3.72	3.87	3.92	4.02
KF7. % able to contribute towards improvements at work	63	72	72	70
KF8. Staff satisfaction with level of responsibility and involvement	3.78	3.86	3.86	3.91
KF9. Effective team working	3.73	3.68	3.74	3.69
KF14. Staff satisfaction with resourcing and support	3.29	3.22	3.20	3.23
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.45	3.45	3.39	3.40
KF6. % reporting good communication between senior management and staff	33	30	26	29
KF10. Support from immediate managers	3.78	3.78	3.74	3.70
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.87	3.79	3.74	3.83
KF3. % agreeing that their role makes a difference to patients / service users	89	91	87	88
KF32. Effective use of patient / service user feedback	3.52	3.53	3.51	3.53
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	17	12	11	9
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1	1	2
KF24. % reporting most recent experience of violence	48	61	58	53
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	24	22	24	24
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	23	28	27
KF27. % reporting most recent experience of harassment, bullying or abuse	48	41	40	46
Overall staff engagement	3.65	3.70	3.73	3.76
Number of respondents	416	433	675	767

Table 7.2: Key Findings for other demographic groups

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development								
KF11. % appraised in last 12 mths	88	86	-	88	88	87	87	86
KF12. Quality of appraisals	2.91	3.06	-	2.91	2.67	3.08	2.98	3.54
KF13. Quality of non-mandatory training, learning or development	4.01	4.04	-	3.97	3.91	4.05	4.01	4.28
Equality & diversity								
* *KF20. % experiencing discrimination at work in last 12 mths*	11	8	-	14	17	7	8	19
KF21. % believing the organisation provides equal opportunities for career progression / promotion	83	88	-	74	78	88	87	84
Errors & incidents								
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	34	30	-	39	40	30	31	29
KF29. % reporting errors, near misses or incidents witnessed in last mth	90	91	-	100	87	91	91	87
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.48	3.62	-	3.52	3.39	3.62	3.57	3.79
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	3.53	-	3.13	3.32	3.54	3.51	3.59
Health and wellbeing								
* *KF17. % feeling unwell due to work related stress in last 12 mths*	34	39	-	55	54	35	38	31
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	48	57	-	59	74	53	56	44
KF19. Org and mgmt interest in and action on health and wellbeing	3.52	3.62	-	3.02	3.39	3.62	3.57	3.77
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	47	52	-	30	43	52	51	55
* *KF16. % working extra hours*	77	68	-	70	67	70	69	73
Number of respondents	505	1737	7	45	304	1972	2105	189

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

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.50	3.59	-	3.02	3.40	3.58	3.55	3.73
KF4. Staff motivation at work	3.83	3.94	-	3.45	3.71	3.93	3.88	4.18
KF7. % able to contribute towards improvements at work	69	70	-	36	56	72	69	71
KF8. Staff satisfaction with level of responsibility and involvement	3.83	3.87	-	3.39	3.70	3.88	3.85	3.92
KF9. Effective team working	3.66	3.73	-	3.23	3.55	3.73	3.70	3.84
KF14. Staff satisfaction with resourcing and support	3.17	3.25	-	2.84	3.08	3.25	3.22	3.40
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.41	3.43	-	2.82	3.15	3.46	3.40	3.57
KF6. % reporting good communication between senior management and staff	31	28	-	12	22	30	28	40
KF10. Support from immediate managers	3.71	3.77	-	3.03	3.55	3.77	3.74	3.81
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.75	3.82	-	3.41	3.65	3.82	3.78	4.05
KF3. % agreeing that their role makes a difference to patients / service users	87	89	-	78	84	89	88	94
KF32. Effective use of patient / service user feedback	3.43	3.55	-	3.44	3.36	3.55	3.50	3.79
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	10	12	-	14	15	11	12	11
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1	-	7	4	1	2	2
KF24. % reporting most recent experience of violence	50	57	-	-	50	56	55	77
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	21	25	-	33	34	22	24	22
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	27	24	-	43	41	23	25	27
KF27. % reporting most recent experience of harassment, bullying or abuse	32	48	-	27	47	43	45	40
Overall staff engagement	3.67	3.75	-	3.20	3.52	3.75	3.71	3.88
Number of respondents	505	1737	7	45	304	1972	2105	189

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	35	2%
Physiotherapy	54	2%
Radiography	82	4%
Other qualified Allied Health Professionals	71	3%
Support to Allied Health Professionals	29	1%
Scientific and Technical / Healthcare Scientists		
Pharmacy	87	4%
Other qualified Scientific and Technical / Healthcare Scientists	100	4%
Support to Scientific and Technical / Healthcare Scientists	36	2%
Medical and Dental		
Medical / Dental - Consultant	132	6%
Medical / Dental - In Training	50	2%
Medical / Dental - Other	37	2%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	329	15%
Registered Nurses - Learning Disabilities	1	0%
Registered Nurses - Children	32	1%
Midwives	74	3%
Health Visitors	1	0%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	16	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	151	7%
Social Care Staff		
Social care support staff	1	0%
Other groups		
Public Health / Health Improvement	1	0%
Commissioning managers / support staff	1	0%
Admin and Clerical	356	16%
Central Functions / Corporate Services	166	7%
Maintenance / Ancillary	240	11%
General Management	69	3%
Other	95	4%
Did not specify	118	

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	1804	79%
Part time	475	21%
Did not specify	86	
Length of time in organisation		
Less than a year	150	7%
Between 1 to 2 years	311	14%
Between 3 to 5 years	374	17%
Between 6 to 10 years	440	20%
Between 11 to 15 years	282	13%
Over 15 years	670	30%
Did not specify	138	

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	416	18%
Between 31 and 40	433	19%
Between 41 and 50	675	29%
51 and over	767	33%
Did not specify	74	
Gender		
Male	505	22%
Female	1737	76%
Prefer to self-describe	7	0%
Prefer not to say	45	2%
Did not specify	71	
Ethnic background		
White	2105	92%
Black and minority ethnic	189	8%
Did not specify	71	
Disability		
Disabled	304	13%
Not disabled	1972	87%
Did not specify	89	

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 The 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 The 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	42	-	44	39	50	29	73
Appraisals & support for development							
KF11. % appraised in last 12 mths	87	[85, 88]	86	81	91	65	96
KF12. Quality of appraisals	3.03	[2.97, 3.08]	3.11	3.01	3.20	2.83	3.52
KF13. Quality of non-mandatory training, learning or development	4.05	[4.01, 4.08]	4.05	4.01	4.10	3.90	4.22
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	9	[8, 10]	12	10	14	8	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	[85, 89]	85	82	88	69	94
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	33	[31, 35]	31	28	33	24	42
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	[88, 93]	90	89	91	86	98
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	[3.56, 3.62]	3.73	3.64	3.79	3.46	3.88
KF31. Staff confidence and security in reporting unsafe clinical practice	3.53	[3.49, 3.56]	3.65	3.58	3.71	3.43	3.83
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	38	[36, 40]	36	34	40	28	46
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	56	[53, 58]	52	49	55	42	59
KF19. Org and mgmt interest in and action on health and wellbeing	3.58	[3.54, 3.62]	3.62	3.51	3.71	3.34	3.92
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	51	[48, 53]	51	47	54	40	60
* KF16. % working extra hours	71	[69, 73]	72	69	74	62	78

Table A1: Key Findings for The 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
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.55	[3.52, 3.59]	3.75	3.58	3.94	3.34	4.12
KF4. Staff motivation at work	3.92	[3.89, 3.95]	3.92	3.87	3.96	3.76	4.07
KF7. % able to contribute towards improvements at work	70	[68, 72]	70	67	72	59	78
KF8. Staff satisfaction with level of responsibility and involvement	3.87	[3.84, 3.90]	3.91	3.86	3.96	3.76	4.04
KF9. Effective team working	3.72	[3.69, 3.75]	3.72	3.67	3.80	3.59	3.88
KF14. Staff satisfaction with resourcing and support	3.23	[3.20, 3.26]	3.31	3.23	3.40	3.12	3.58
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.41	[3.37, 3.44]	3.45	3.36	3.53	3.21	3.71
KF6. % reporting good communication between senior management and staff	28	[26, 30]	33	28	38	20	48
KF10. Support from immediate managers	3.75	[3.71, 3.79]	3.74	3.67	3.81	3.55	3.94
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.80	[3.75, 3.84]	3.91	3.82	3.99	3.69	4.21
KF3. % agreeing that their role makes a difference to patients / service users	89	[88, 90]	90	89	91	86	93
KF32. Effective use of patient / service user feedback	3.53	[3.48, 3.58]	3.71	3.62	3.78	3.41	3.96
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	13	[12, 15]	15	13	17	9	22
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	[1, 2]	2	2	3	1	5
KF24. % reporting most recent experience of violence	57	[50, 63]	66	63	72	55	79
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	26	[24, 28]	28	25	30	20	36
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	26	[24, 27]	25	22	28	19	38
KF27. % reporting most recent experience of harassment, bullying or abuse	44	[41, 48]	45	42	47	36	59

Appendix 2

Changes to the Key Findings since the 2015 and 2016 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 A2.2. 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.

Table A2.1: Changes in the Key Findings for The Shrewsbury And Telford Hospital NHS Trust since 2016 survey

	The Shrewsbury And Telford Hospital NHS Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Response rate	42	37	5	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	87	86	1	No
KF12. Quality of appraisals	3.03	3.05	-0.02	No
KF13. Quality of non-mandatory training, learning or development	4.05	4.04	0.00	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	9	9	-1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	88	-1	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	33	31	2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	91	-1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	3.63	-0.04	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.53	3.57	-0.04	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	38	35	3	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	56	53	3	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.58	3.62	-0.04	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	51	48	2	No
* *KF16. % working extra hours*	71	69	2	No

Table A2.1: Changes in the Key Findings for The Shrewsbury And Telford Hospital NHS Trust since 2016 survey (cont)

	The Shrewsbury And Telford Hospital NHS Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.55	3.62	-0.06	Yes
KF4. Staff motivation at work	3.92	3.91	0.02	No
KF7. % able to contribute towards improvements at work	70	70	0	No
KF8. Staff satisfaction with level of responsibility and involvement	3.87	3.90	-0.03	No
KF9. Effective team working	3.72	3.74	-0.02	No
KF14. Staff satisfaction with resourcing and support	3.23	3.28	-0.06	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.41	3.44	-0.03	No
KF6. % reporting good communication between senior management and staff	28	30	-2	No
KF10. Support from immediate managers	3.75	3.73	0.02	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.80	3.85	-0.05	No
KF3. % agreeing that their role makes a difference to patients / service users	89	90	-1	No
KF32. Effective use of patient / service user feedback	3.53	3.56	-0.04	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	13	17	-4	Yes
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	-1	Yes
KF24. % reporting most recent experience of violence	57	67	-10	Yes
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	26	27	-1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	26	23	3	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	44	42	2	No

Table A2.2: Changes in the Key Findings for The Shrewsbury And Telford Hospital NHS Trust since 2015 survey

	The Shrewsbury And Telford Hospital NHS Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	42	44	-2	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	87	87	-1	No
KF12. Quality of appraisals	3.03	2.93	0.10	Yes
KF13. Quality of non-mandatory training, learning or development	4.05	3.97	0.08	Yes
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	9	7	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	90	-3	Yes
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	33	33	0	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	89	2	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.59	3.59	0.00	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.53	3.49	0.03	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	38	35	3	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	56	55	1	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.58	3.57	0.01	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	51	45	6	Yes
* *KF16. % working extra hours*	71	71	0	No

Table A2.2: Changes in the Key Findings for The Shrewsbury And Telford Hospital NHS Trust since 2015 survey (cont)

	The Shrewsbury And Telford Hospital NHS Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.55	3.62	-0.07	Yes
KF4. Staff motivation at work	3.92	3.91	0.01	No
KF7. % able to contribute towards improvements at work	70	66	4	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.87	3.90	-0.03	No
KF9. Effective team working	3.72	3.68	0.04	No
KF14. Staff satisfaction with resourcing and support	3.23	3.27	-0.04	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.41	3.41	-0.01	No
KF6. % reporting good communication between senior management and staff	28	26	2	No
KF10. Support from immediate managers	3.75	3.69	0.06	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.80	3.89	-0.10	Yes
KF3. % agreeing that their role makes a difference to patients / service users	89	90	-1	No
KF32. Effective use of patient / service user feedback	3.53	3.50	0.03	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	13	17	-3	Yes
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	-1	Yes
KF24. % reporting most recent experience of violence	57	59	-2	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	26	28	-2	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	26	22	4	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	44	41	3	No

Appendix 3

Data tables: 2017 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 2017 survey response, the average (median) 2017 response for acute trusts, and your trust's 2016 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 2017 questionnaire.

Technical notes:

- 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.

- The question data within this section excludes any non-specific responses ('Don't know'/'Can't remember').

- 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 The Shrewsbury And Telford Hospital NHS Trust benchmarked against other acute trusts

	Question number(s)	Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	87	86	86
KF12. Quality of appraisals	Q20b-d	3.02	3.10	3.05
KF13. Quality of non-mandatory training, learning or development	Q18b-d	4.03	4.05	4.05
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	Q17a-b	9	12	9
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	86	85	88
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q11a-b	32	30	31
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	90	90	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.59	3.73	3.63
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.51	3.65	3.56
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	Q9c	38	36	34
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	Q9d-g	55	52	53
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.58	3.62	3.63
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	51	51	48
* *KF16. % working extra hours*	Q10b-c	70	71	69

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

	Question number(s)	Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.56	3.76	3.62
KF4. Staff motivation at work	Q2a-c	3.90	3.92	3.91
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	69	70	70
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.86	3.90	3.89
KF9. Effective team working	Q4h-j	3.70	3.71	3.74
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.23	3.31	3.29
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.41	3.44	3.44
KF6. % reporting good communication between senior management and staff	Q8a-d	29	33	31
KF10. Support from immediate managers	Q5b, 7a-e	3.74	3.74	3.73
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.80	3.92	3.85
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	88	90	90
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.52	3.71	3.56
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	11	14	17
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	2	3
KF24. % reporting most recent experience of violence	Q14d	56	67	67
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	24	27	26
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	25	25	22
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	44	45	43

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

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	83	83	85
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	56	58	59
Q2b	"I am enthusiastic about my job"	74	74	71
Q2c	"Time passes quickly when I am working"	77	77	79
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	87	88	88
Q3b	"I am trusted to do my job"	90	92	91
Q3c	"I am able to do my job to a standard I am personally pleased with"	77	80	78
	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"	72	73	74
Q4b	"I am able to make suggestions to improve the work of my team / department"	73	74	74
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	51	53	49
Q4d	"I am able to make improvements happen in my area of work"	56	56	55
Q4e	"I am able to meet all the conflicting demands on my time at work"	42	46	45
Q4f	"I have adequate materials, supplies and equipment to do my work"	49	54	51
Q4g	"There are enough staff at this organisation for me to do my job properly"	27	31	29
Q4h	"The team I work in has a set of shared objectives"	72	72	73
Q4i	"The team I work in often meets to discuss the team's effectiveness"	58	58	58
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	76	78	78
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	50	52	51
Q5b	"The support I get from my immediate manager"	67	67	67
Q5c	"The support I get from my work colleagues"	81	81	81
Q5d	"The amount of responsibility I am given"	75	74	76
Q5e	"The opportunities I have to use my skills"	69	71	73
Q5f	"The extent to which my organisation values my work"	40	43	42
Q5g	"My level of pay"	36	30	38
Q5h	"The opportunities for flexible working patterns"	51	51	48
	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"	78	81	80
Q6b	"I feel that my role makes a difference to patients / service users"	88	90	90
Q6c	"I am able to deliver the patient care I aspire to"	63	67	64

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	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	74	74
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	70	71	70
Q7c	"My immediate manager gives me clear feedback on my work"	59	61	60
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	53	55	51
Q7e	"My immediate manager is supportive in a personal crisis"	75	74	76
Q7f	"My immediate manager takes a positive interest in my health and well-being"	67	67	66
Q7g	"My immediate manager values my work"	70	71	71
Q8a	"I know who the senior managers are here"	81	83	79
Q8b	"Communication between senior management and staff is effective"	33	40	34
Q8c	"Senior managers here try to involve staff in important decisions"	29	34	30
Q8d	"Senior managers act on staff feedback"	28	32	29
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	27	32	32
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	26	26	26
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	38	36	34
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	59	56	56
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	22	27	24
Q9f	...had felt pressure from their colleagues to come to work	21	21	20
Q9g	...had put themselves under pressure to come to work	93	92	93
	Working hours			
Q10a	% working part time (up to 29 hours a week)	21	20	21
Q10b	% working additional PAID hours	34	35	34
Q10c	% working additional UNPAID hours	56	57	55
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	17	17	16
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	27	26	26
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	94	95	95

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	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"	52	55	51
Q12b	"My organisation encourages us to report errors, near misses or incidents"	84	88	85
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	62	69	65
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	47	56	51
	Raising concerns about unsafe clinical practice			
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	92	95	93
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	64	69	65
Q13c	"I am confident that the organisation would address my concern"	49	57	52
	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	89	86	83
Q14a	1 to 2 times	7	9	9
Q14a	3 to 5 times	3	3	4
Q14a	6 to 10 times	1	1	2
Q14a	More than 10 times	1	1	2
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	100	99	99
Q14b	1 to 2 times	0	0	1
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
	% experiencing physical violence at work from other colleagues in last 12 months...			
Q14c	Never	99	98	98
Q14c	1 to 2 times	1	1	2
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	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	56	67	67
	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	76	73	74
Q15a	1 to 2 times	15	17	16
Q15a	3 to 5 times	6	6	6
Q15a	6 to 10 times	1	2	2
Q15a	More than 10 times	2	3	2

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	86	87	89
Q15b	1 to 2 times	10	9	8
Q15b	3 to 5 times	2	2	2
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	1	1	1
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	81	81	83
Q15c	1 to 2 times	13	13	12
Q15c	3 to 5 times	2	3	2
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	2	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	44	45	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	86	85	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	4	6	5
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	6	8	6
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	28	40	30
Q17c	Gender	17	19	22
Q17c	Religion	4	4	3
Q17c	Sexual orientation	2	4	4
Q17c	Disability	9	8	6
Q17c	Age	19	18	19
Q17c	Other reason(s)	38	33	37
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	73	71	78
	% 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"	83	84	85
Q18c	"It has helped me stay up-to-date with professional requirements"	88	87	89
Q18d	"It has helped me to deliver a better patient / service user experience"	83	82	81
Q19	% who had received mandatory training in the last 12 months	93	97	94
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	87	86	86

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	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	19	22	18
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	30	34	31
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	29	30	29
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	42	33	42
Q20f	% saying their appraisal or development review had identified training, learning or development needs	67	64	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	54	51	54
Your organisation				
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	67	76	68
Q21b	"My organisation acts on concerns raised by patients / service users"	63	73	65
Q21c	"I would recommend my organisation as a place to work"	54	61	56
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	59	71	62
Patient / service user experience measures				
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	84	89	84
	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"	55	62	55
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	49	58	50
BACKGROUND DETAILS				
	Gender			
Q23a	Male	22	20	21
Q23a	Female	76	77	79
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	2	2	0
	Age group			
Q23b	Between 16 and 30	18	16	16
Q23b	Between 31 and 40	19	21	18
Q23b	Between 41 and 50	29	27	29
Q23b	51 and over	33	34	37
	Ethnic background			
Q24	White	92	88	92
Q24	Mixed	1	1	1
Q24	Asian / Asian British	6	7	6
Q24	Black / Black British	1	2	1
Q24	Chinese	0	0	0
Q24	Other	1	1	1

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	Sexuality			
Q25	Heterosexual (straight)	92	91	93
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	1	1	1
Q25	Bisexual	1	1	0
Q25	Other	1	0	0
Q25	Preferred not to say	6	7	5
	Religion			
Q26	No religion	34	34	33
Q26	Christian	55	53	57
Q26	Buddhist	0	1	1
Q26	Hindu	2	2	1
Q26	Jewish	0	0	0
Q26	Muslim	1	2	1
Q26	Sikh	1	0	0
Q26	Other	1	2	1
Q26	Preferred not to say	6	6	5
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	13	17	14
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	83	74	74
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	7	9	9
Q28	1 to 2 years	14	14	13
Q28	3 to 5 years	17	17	16
Q28	6 to 10 years	20	17	18
Q28	11 to 15 years	13	14	15
Q28	More than 15 years	30	28	29
	Occupational group			
Q29	Registered Nurses and Midwives	20	28	25
Q29	Nursing or Healthcare Assistants	7	8	9
Q29	Medical and Dental	10	9	8
Q29	Allied Health Professionals	12	12	12
Q29	Scientific and Technical / Healthcare Scientists	10	8	8
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	15
Q29	Central Functions / Corporate Services	7	5	6
Q29	Maintenance / Ancillary	11	6	11
Q29	General Management	3	3	3
Q29	Other	4	3	3

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
	Team working			
Q30a	% working in a team	96	95	95
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	21	22	22
Q30b	6-9	21	20	20
Q30b	10-15	17	18	17
Q30b	More than 15	41	38	41

Appendix 4

Other NHS staff survey 2017 documentation

This report is one of several ways in which we present the results of the 2017 national NHS staff survey:

1) A separate summary report of the main 2017 survey results for The 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 2017 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2018.

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 will be made available after publication via www.nhsstaffsurveys.com. In these detailed spreadsheets you will be able to 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 responses for each major occupational and demographic group within the major trust types