

Cover page	
Meeting	Trust Board
Agenda Item No.	13
Paper Title	NHS Staff Survey Results 2018/19
Date of meeting	4 th April 2019
Date paper was written	March 2019
Responsible Director	Workforce Director
Author	Charlotte Banks, OD Team
Executive Summary	
<p>This paper provides organisational level results for the 2018 Staff Survey including comparisons to the 38 Acute Trusts working with the Staff Survey provider Quality Health. It is to be noted that the national reporting style has been changed from 32 key findings to 10 themes: Equality, Diversity and Inclusion, Health and Wellbeing, Immediate managers, Morale, Quality of appraisals, Quality of care, Safe Environment (Harassment and Bullying), Safe Environment (Violence), Safety Culture and Staff Engagement. For the purposes of this report, the focus will be on national, sector, local changes in these themes and the response plan to these results.</p> <p>Overall, the results of the 2018 Staff Survey identify a number of areas that requires improvement. The Trust scored average against 4 of the 10 themes, there are:</p> <ul style="list-style-type: none"> • Equality, Diversity and Inclusion • Quality of Appraisals • Bullying and Harassment • Violence <p>3 of the 10 overall themes are significantly worse than the sector and national average scores. These themes are:</p> <ul style="list-style-type: none"> • Health and wellbeing • Safety Culture – scored the worst nationally • Staff Engagement <p>The overall 2018 staff engagement score for the Trust (6.57 out of 10) is both significantly lower than the Trust 2017 score and is significantly lower than the sector score of 6.93 out of 10 and national score of 7.0. The scores for all three sub sections (advocacy, motivation and involvement have decrease since last year and all are below the sector score. Advocacy is significantly worse than the sector score and all questions have declined since 2017 and most of them are in the bottom 20% of similar Trusts.</p> <p>This year's response plan is incorporated into the 6-month OD delivery plan agreed at Workforce Committee in March 2019. When comparing the staff survey priorities identified within this paper and the 4 strategic aims of the OD plan, the two cannot be split. The key areas of focus are: Behaviours and respect, Leadership Development, Psychological safety and Innovation and change with a cross cutting theme of staff engagement.</p> <p>The full report can be found in the Information Pack.</p>	
Previously considered by	<p><i>Operational forums and committees</i></p> <p><i>Include a brief summary of the outcome of previous debate (i.e. was the forum / committee fully assured / partially assured?). What, if any, concerns were raised</i></p>

through the previous debate? This should help the committee / Board to gain an overview of what has happened prior to the paper being presented.

The Board is asked to:

<input type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input checked="" type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Link to CQC domain:

<input checked="" type="checkbox"/> Safe	<input checked="" type="checkbox"/> Effective	<input checked="" type="checkbox"/> Caring	<input checked="" type="checkbox"/> Responsive	<input checked="" type="checkbox"/> Well-led
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Link to strategic objective(s)	<p><i>Select the strategic objective which this paper supports</i></p> <p><input type="checkbox"/> PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare</p> <p><input checked="" type="checkbox"/> SAFEST AND KINDEST Our patients and staff will tell us they feel safe and received kind care</p> <p><input type="checkbox"/> HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities</p> <p><input type="checkbox"/> LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions</p> <p><input checked="" type="checkbox"/> OUR PEOPLE Creating a great place to work</p>
	Link to Board Assurance Framework risk(s)

Equality Impact Assessment	<p><input checked="" type="radio"/> Stage 1 only (no negative impact identified)</p> <p><input type="radio"/> Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)</p>
Freedom of Information Act (2000) status	<p><input checked="" type="radio"/> This document is for full publication</p> <p><input type="radio"/> This document includes FOIA exempt information</p> <p><input type="radio"/> This whole document is exempt under the FOIA</p>
Financial assessment	<i>Is there a financial impact associated with the paper?</i>

NHS Staff Survey Results 2018/19

Introduction

Between September and December 2018, the National NHS Staff Survey was undertaken, inviting all staff to share their experiences of working in Shrewsbury and Telford Hospitals NHS Trust. Our response rate this year was 45%, which is a 2% increase from last year's results and the national average.

This report provides top-level results for the 2018 National Staff Survey. The main features of this report include:

- Significant results compared to national
- Significant results compared to last year
- Staff engagement scores

The national reporting style for presenting the 2018 Staff Survey results has changed from 32 Key Findings to 10 themes. These themes are: Equality, Diversity and Inclusion, Health and Wellbeing, Immediate managers, Morale, Quality of appraisals, Quality of care, Safe Environment (Harassment and Bullying, Safe Environment (Violence), Safety Culture and Staff Engagement. For the purposes of this report, the focus will be on national and local changes in these themes.

The national publication date of the results from the Co-ordination centre is 26th February. Departmental level results and free text comments will be available at the beginning of April.

Background

Last year's Staff Survey results showed overall a marginal determination compared to the national and 2016 local results (see table 2). Through a series of staff-led focus groups, two priority areas were highlighted. These priorities were:

- Advocacy
- Harassment and Bullying

The table below highlights the improvements made as a result of the last years Staff Survey Results:

Table 1

Theme	Action
Equality, Diversity and Inclusion	On site BME forum
	Equality and Diversity training compliance to reach 90%
	Diversity Forum – BME staff, older staff, staff with disabilities

	Revise Equality and Diversity Policy and Guidance through Trust consultation and approval process
	Equality and Diversity training compliance to reach 90%
Health and wellbeing	Menopause workshops
	Mental Health First Aid Champions
	Mental Health First Aid Awareness
	Shift You Stress – CBT App
	Legal Advise Clinics
	Financial Clinics
	Will Writing Clinics
	Mindfulness
	Improved pathway for Fast Track Physio
Immediate Managers	Developed Leadership Academy offer
	Develop OD Strategy
	Increase Director level visibility
	SLT standard agenda item of 'Learning from Good Practice'
Morale	Trust wide communications of 'Cascade' – including 'As a result of our feedback' stamps
	Trust wide communications of 'Time to talk about the future of our hospitals'
Quality of appraisals	Values discussed in appraisal
	Appraisal compliance
Quality of care	Board commitment to reduce or eliminate boarding
Safe Environment – Harassment and Bullying	Focus on listening and creating the opportunity to problem solve – Values Based Conversations (VBC) Course
	Trust wide communications of 'Respect Me' – to include what to do if you think you're being bullied
	Regular off site meetings 'Time to Talk'
Safe Environment – Violence	Revision of policies to focus on resolution
	Trust wide communications on the successes of the security team
Safety Culture	Board commitment to reduce or eliminate boarding
	Increase Freedom to Speak Up Guardian hours
	Greatix in Theatres, ED and ITU
Staff engagement	Ongoing staff focus groups
	Develop OD Strategy
	Cascade
	Hospital Reconfiguration/ NHS Future Fit engagement
	Ongoing work with TCI

Analysis

This report is based on the national comparison report from the Co-ordination centre and the acute sector report from Quality Health.

This year the Staff Survey results are presented in **32 key findings and 10 themes**. The introduction of the 10 themes will replace the key findings, however this year every Trust will be given both data sets. Currently, Quality Health has not shared the Key findings with the Trust and this will report will therefore present the data using the 10 themes. The 10 themes provide a balanced overview of organisational performance on staff experience, and are scored on a 0 – 10pt scale, reported as a mean score. This will be the last year we receive our Staff Survey results in Key Finding form.

Significant results compared to national

Question-level Benchmarking compared to sector

There are 38 acute organisations in our benchmarking sector that contract with Quality Health. The table below summaries the distribution of the 90 national questions where our organisation scored amongst the top 20%, middle 60% and bottom 20%:

Table 2

	2016	2017	2018
Top 20%	9	9	4
Middle 60%	61	58	46
Bottom 20%	17	20	40

The table shows a significant negative shift of questions moving into the bottom 20%.

Themes compared to national average

Out of the 10 themes, 0 themes have scored significantly better than the national average. Eight themes show no significant difference in relation to the national average and 4 themes have scored average when compared to the national picture, these are: Equality, Diversity and Inclusion, Quality of Appraisal, Bullying and Harassment and Violence. However, 3 themes scored significantly worse than the national average. These 3 themes are:

- Health and wellbeing
- Safety Culture
- Staff Engagement

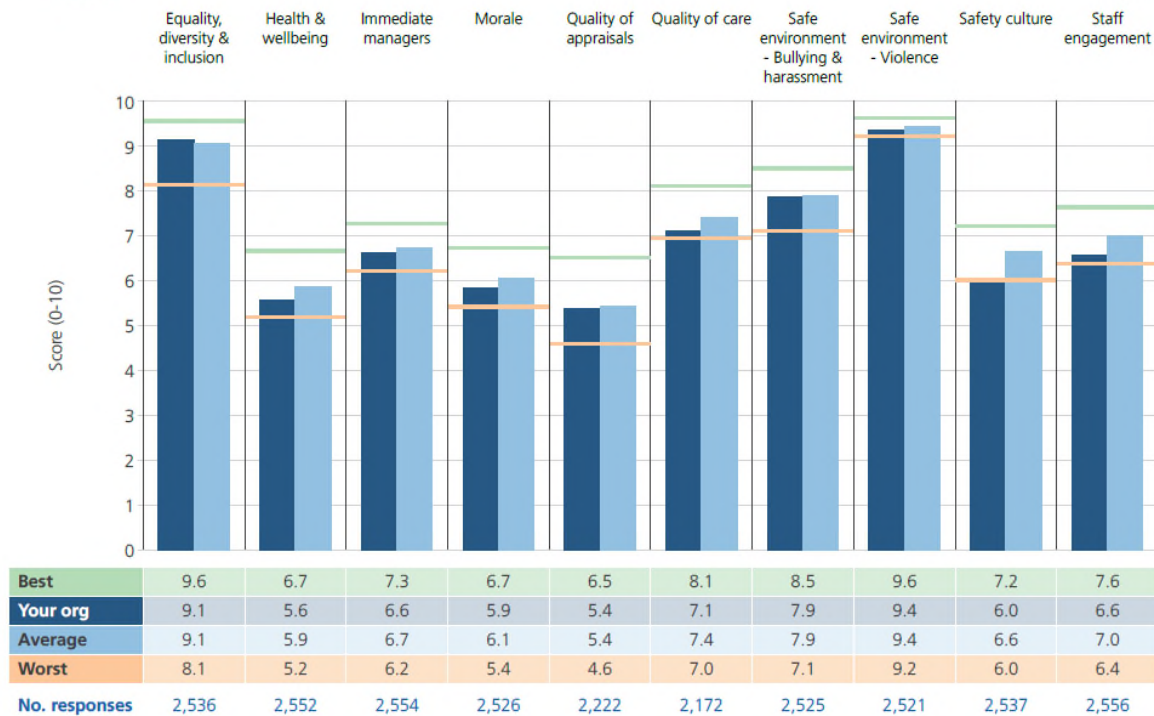


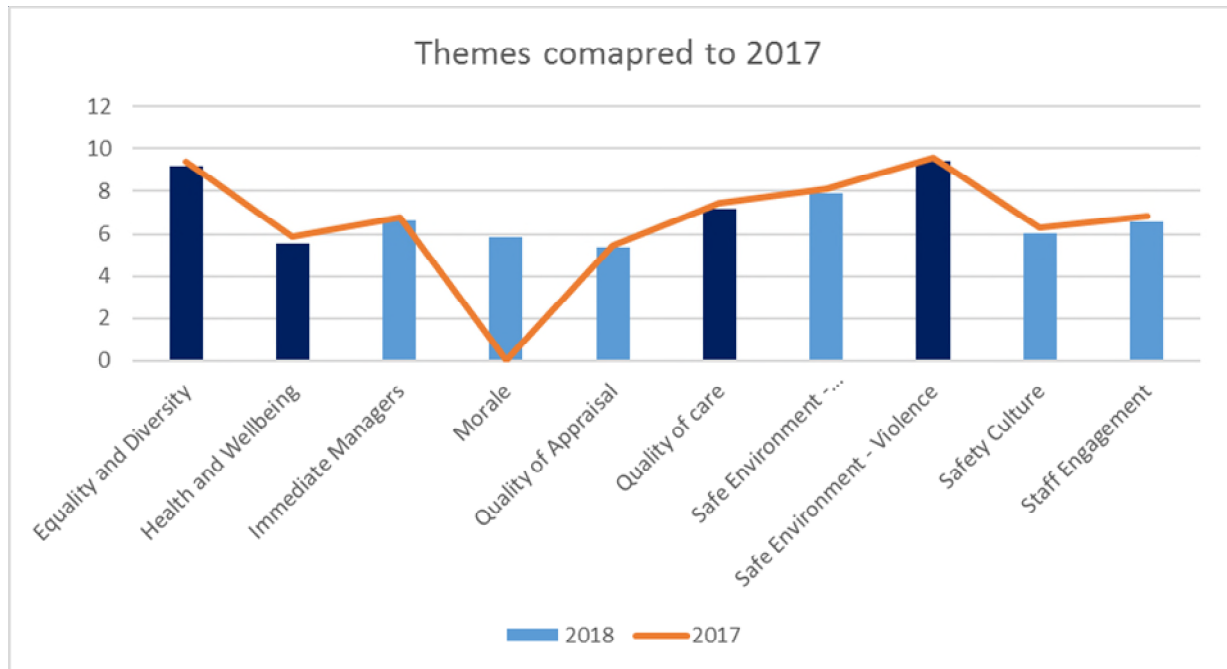
Table 3 Theme results.

Significant results compared to last year

Themes

Out of the 9* themes, 0 themes have shown significant improvement since 2017. Five themes have shown no significant movements since 2017 and 4 have shown significant declines since 2017. These 4 themes are:

- Equality, Diversity & Inclusion
- Health and Wellbeing
- Quality of care
- Safe environment - violence

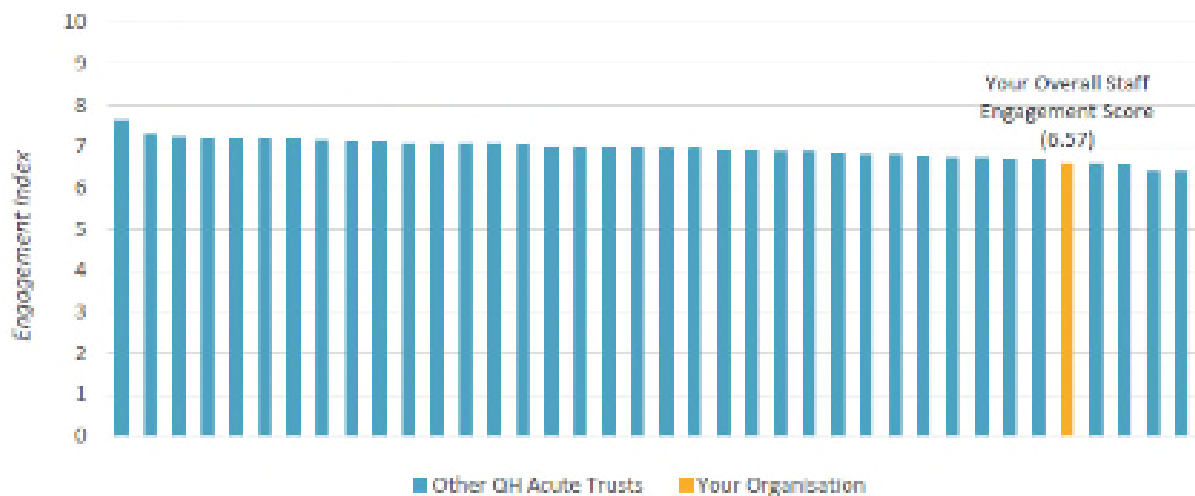


**There is no comparable data for morale for the previous year*

Staff engagement

This section compares sector and 2017 results to this year's 2018 results. Due to the changes highlighted earlier in this document, this year Staff Engagement Score has been calculated on a 0-10pt scale.

Presented in the chart below are the range of overall Staff Engagement Scores across the acute sector. Our score is 6.57 and is ranked 34th out of the 38 Trusts Quality Health works with:



The overall 2018 staff engagement score for the Trust is both significantly lower than the Trust 2017 score and significantly lower than the sector score of 6.93 and national average of 7. The scores for all three-sub sections (advocacy, motivation and involvement) have decrease since last year and all are below the sector score. Advocacy is significantly worse than the sector score and all questions have declined since 2017 with most of them being in the bottom 20% of similar Trusts.

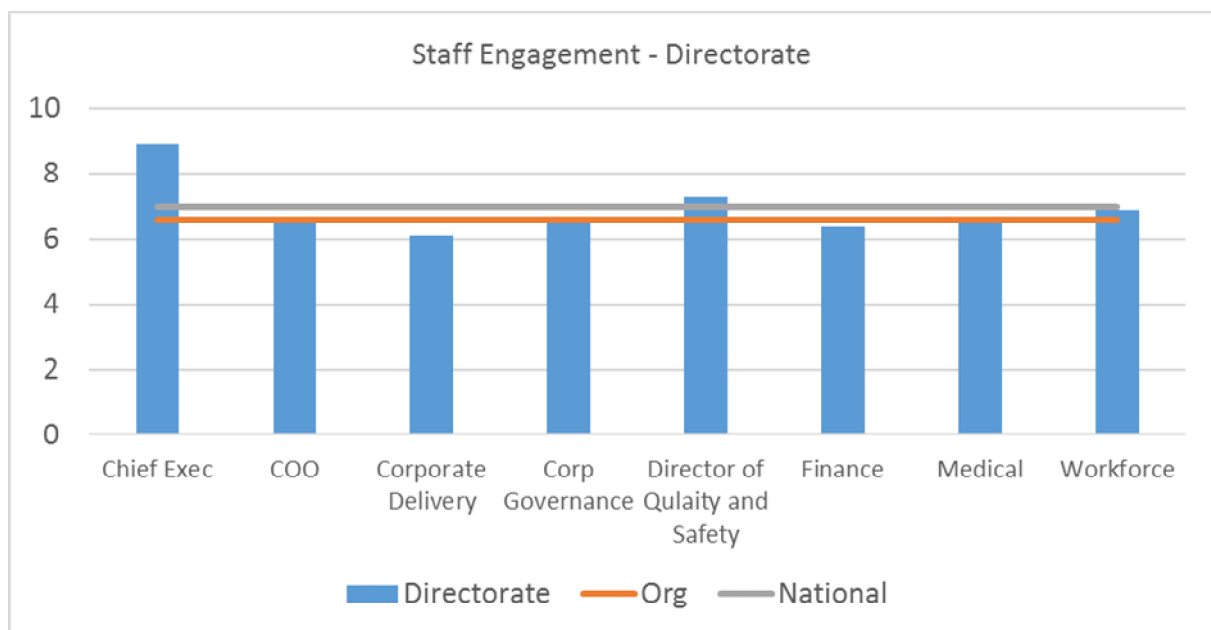
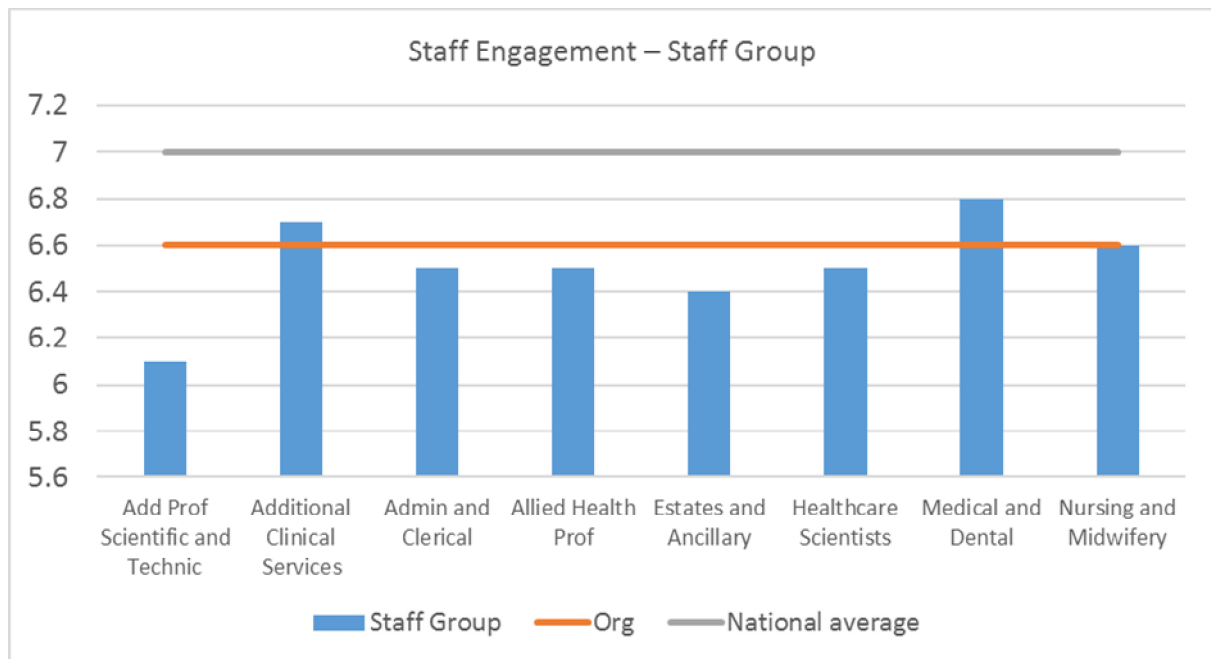
Staff saying that the **care of patients is the organisations top priority** is one of the worst scores in the sector and nationally.

Table 4

	2018 score	2017 score	Sector score 2018
Advocacy	6.06	6.43	6.80
Motivation	7.09	7.32	7.26
Involvement	6.57	6.77	6.73
Overall Staff Engagement	6.57	6.83	6.93

Staff Engagement by Staff Group and Directorate

There is a variance in engagement scores across Staff Group and Directorate. Staff engagement remains below average compared to the national across all areas apart from the Chief Executive Directorate and Director of Nursing and Safety. In comparison, there are 9 areas that fall below the organisational average score of 6.6. The anomalies within the data shown in the graphs below are the Chief Executive with a score of 8.9 and Additional Professional Scientific and Technical with a score of 6.1. Both scores fall significantly either above average (7.6) or significantly below average (6.4).



Appendix 1 provides a full breakdown of Trust results by themes and questions.

Response Plan

This year's response plan has been incorporated into the 6-month OD delivery plan agreed at Workforce Committee. When comparing the staff survey priorities identified within this paper to the 4 strategic aims of the OD plan, the two cannot be split.

The OD plan details four key areas of focus; Behaviours and respect, Leadership Development, Psychological safety and Innovation and change with a cross cutting theme

of staff engagement. The plan below details the first 6-month delivery to support our cultural improvement

This response cannot be viewed in isolation as it is cross cutting with priorities within the Staff Survey response plan.

**Please see paper 9 “Organisational Development Plan” for details.*

Conclusions and Next steps

Overall, the results of the 2018 Staff Survey identify a number of areas that need improvement at the Shrewsbury and Telford Hospital NHS Trust. Three of the 10 overall themes are significantly worse than the sector and national scores. These scores are:

- Health and wellbeing
- Safety Culture
- Staff Engagement

The Trust has scored the lowest nationally for safety culture.

At question level, the majority of scores were in the intermediate range or the bottom 20%.

At a local level, theme scores show some significant declines since 2017: Equality and Diversity, Health and Wellbeing, Quality of Care, Safe Environment. All questions on Staff Engagement shows significant declines, as well as the majority of questions in safety culture.

In the Information Pack

Appendix 1 – National Staff Survey report – Organisational Level

Appendix 2 - National Staff Survey report – Directorate level

The Shrewsbury and Telford Hospital NHS Trust

2018 NHS Staff Survey

Directorate Report

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Finance Director	19
Medical Director	20
Workforce Director	21

This directorate report for The Shrewsbury and Telford Hospital NHS Trust contains results by directorate for themes from the 2018 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.

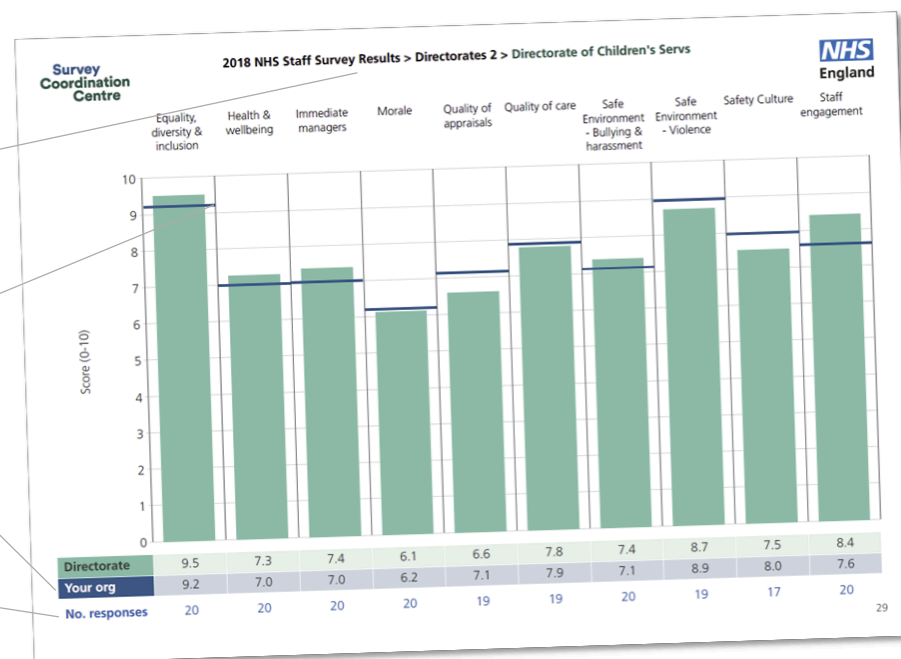
The directorate breakdowns used in this report were provided and defined by The Shrewsbury and Telford Hospital NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2018 NHS Staff Survey Results' navigates back to the contents page.

Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

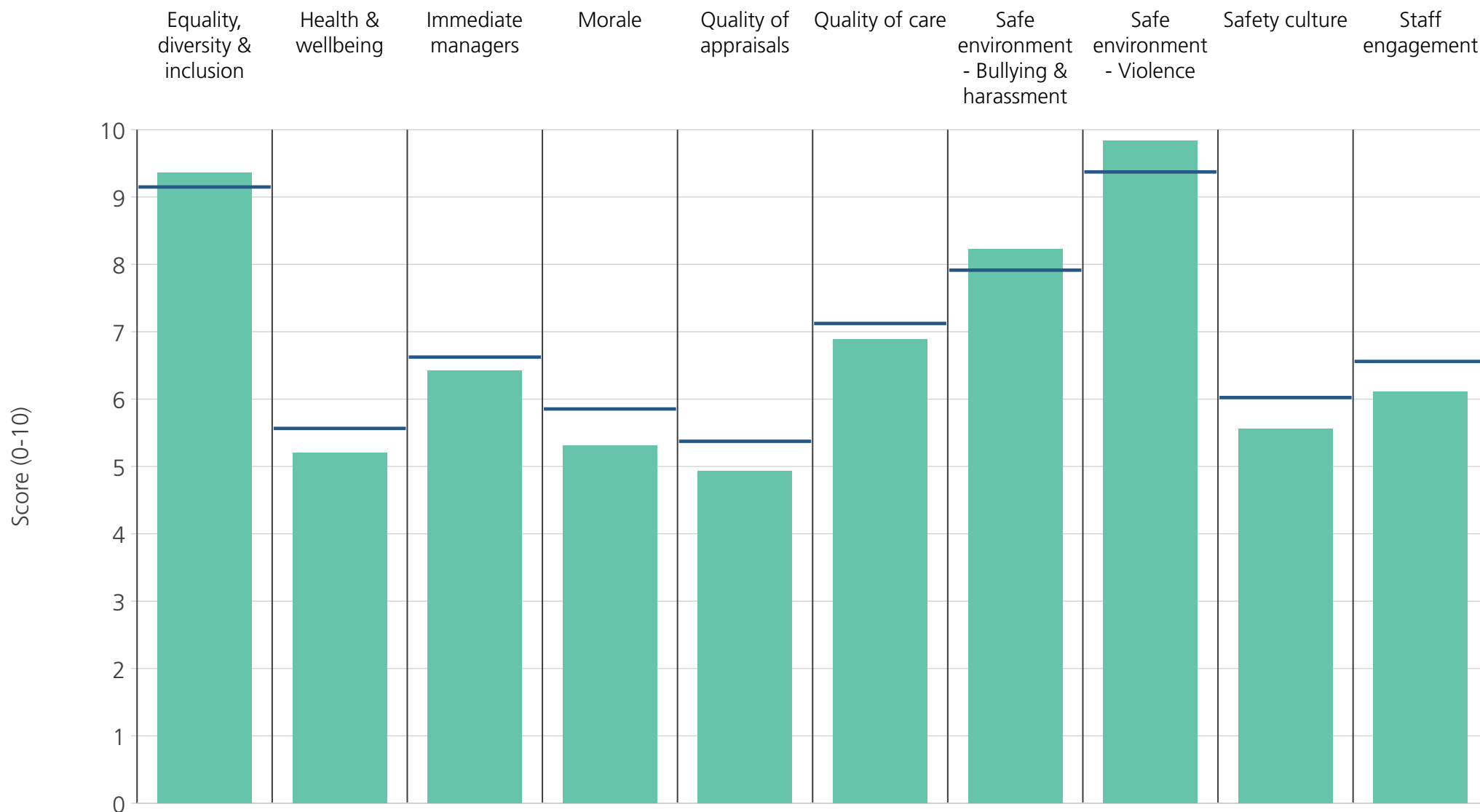
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



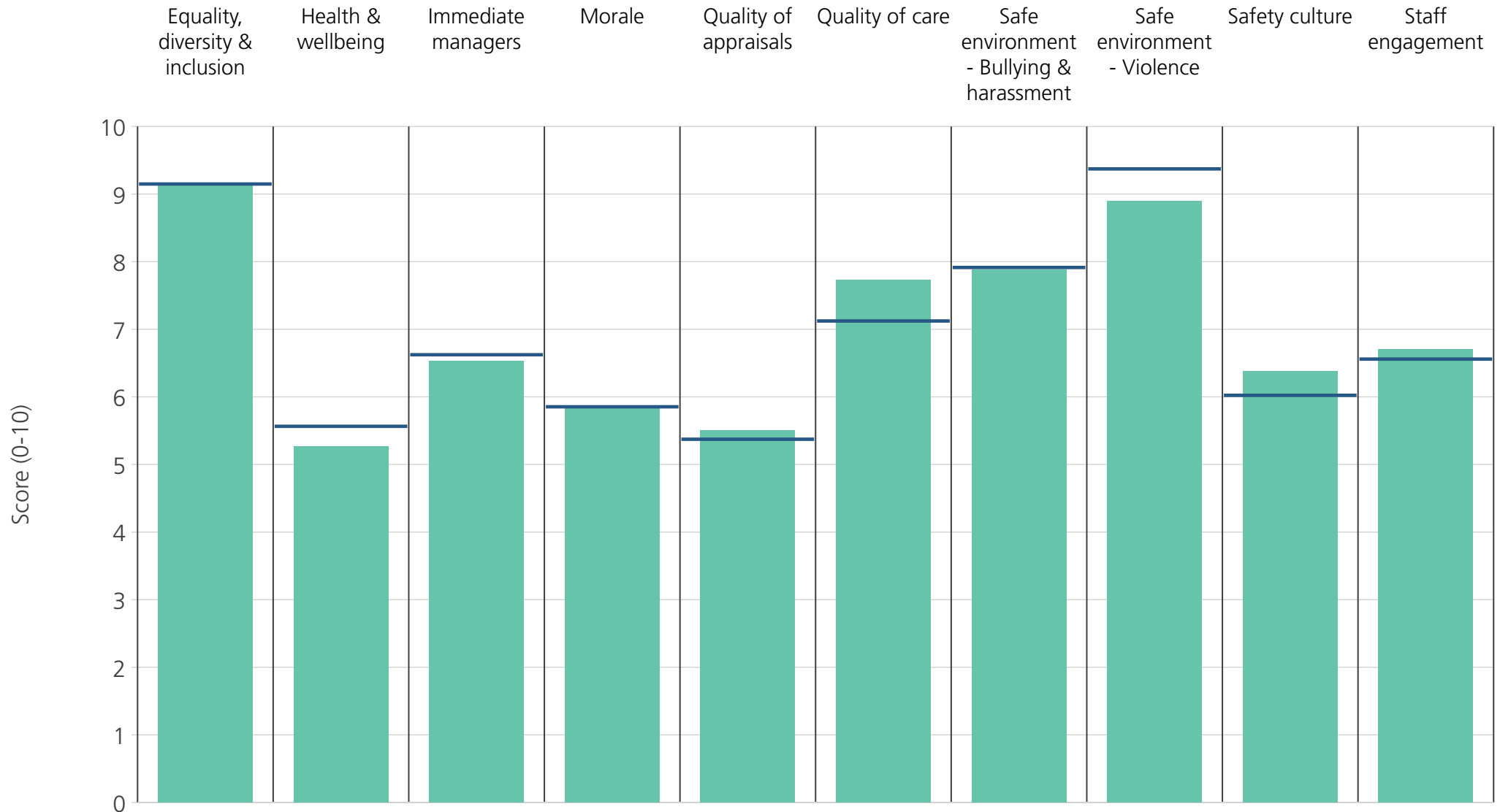
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

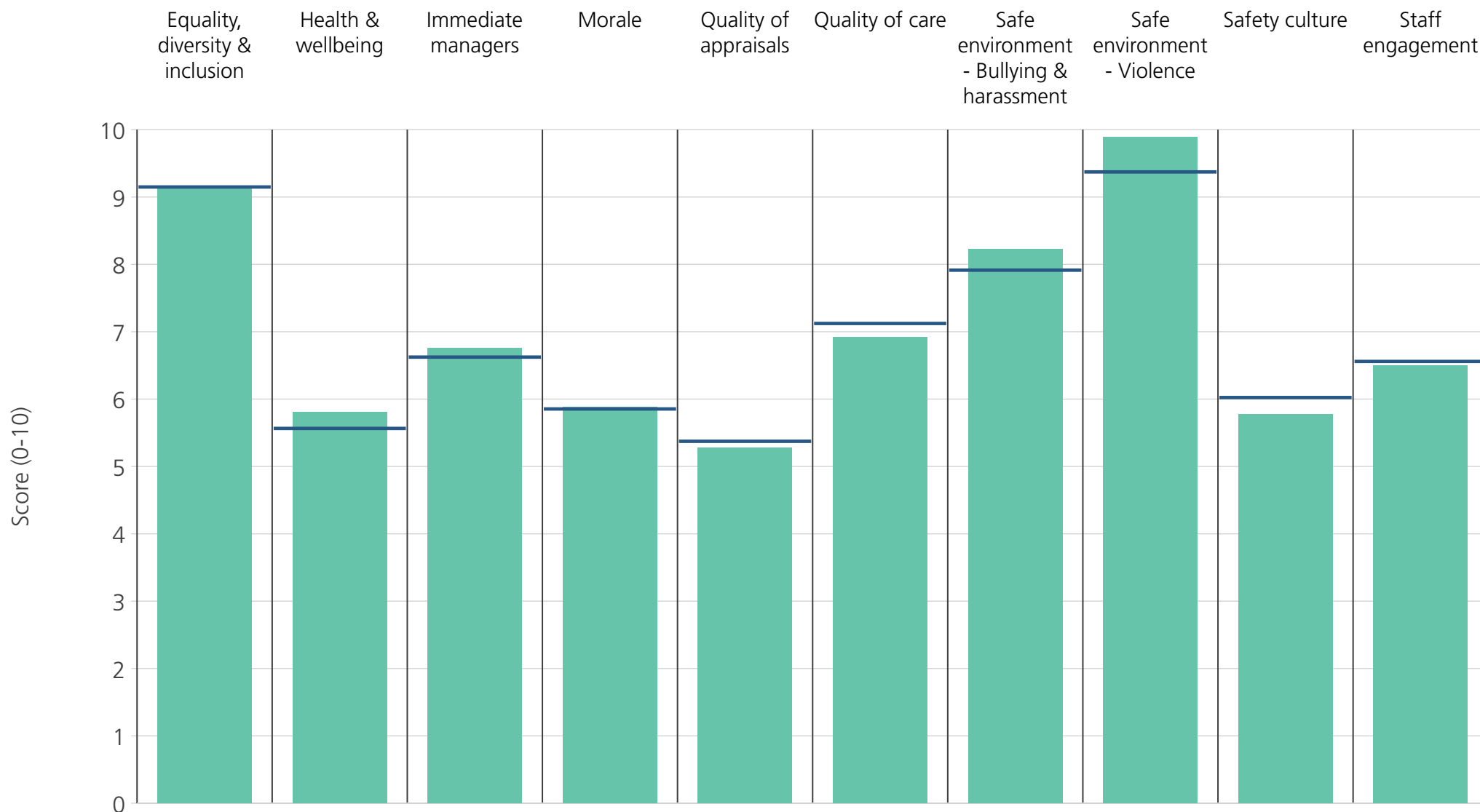
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2018 NHS Staff Survey Results



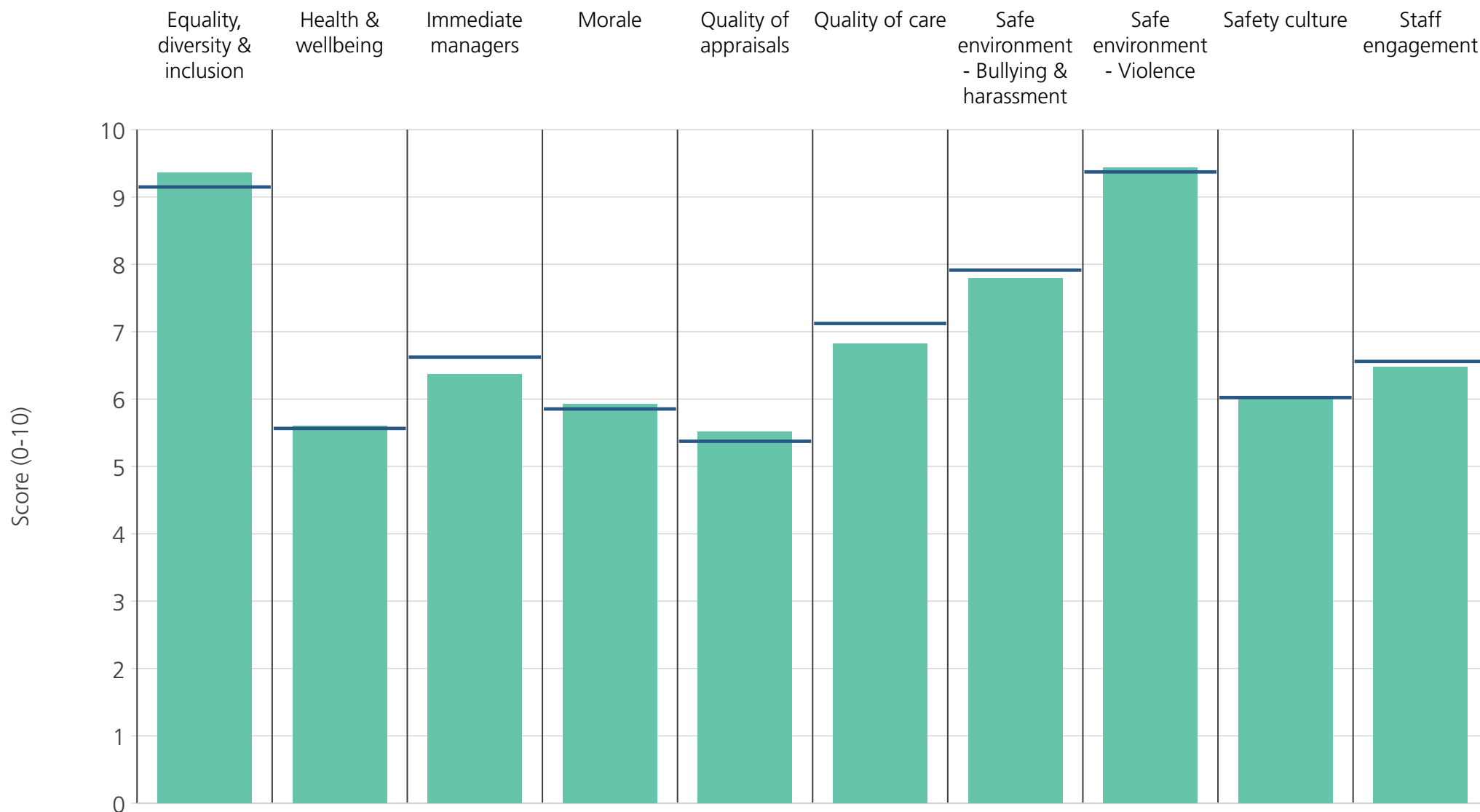
Directorate	9.4	5.2	6.4	5.3	4.9	6.9	8.2	9.8	5.6	6.1
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	62	62	62	61	58	64	62	62	61	64



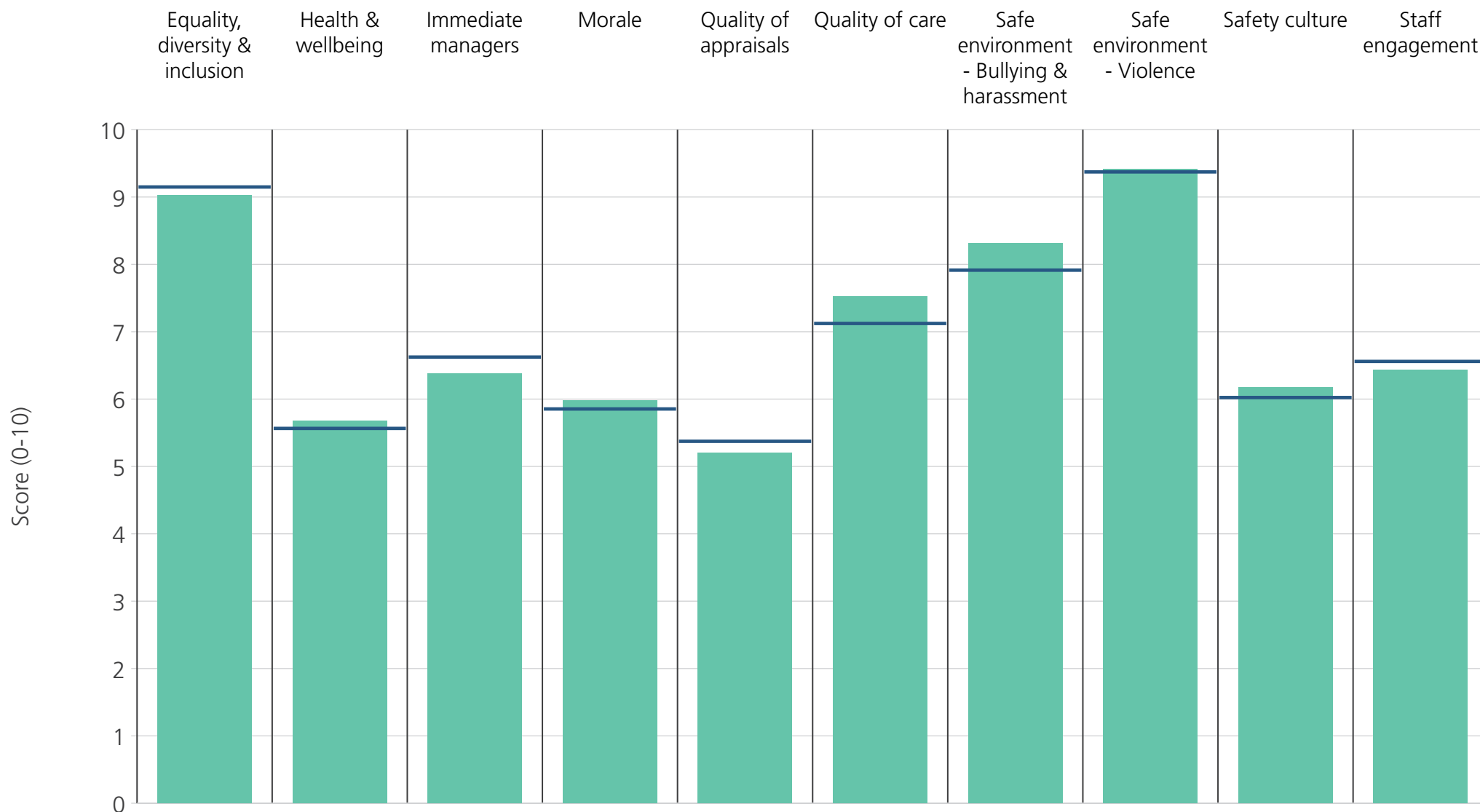
Directorate	9.1	5.3	6.5	5.9	5.5	7.7	7.9	8.9	6.4	6.7
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	403	406	405	399	325	392	398	397	404	409



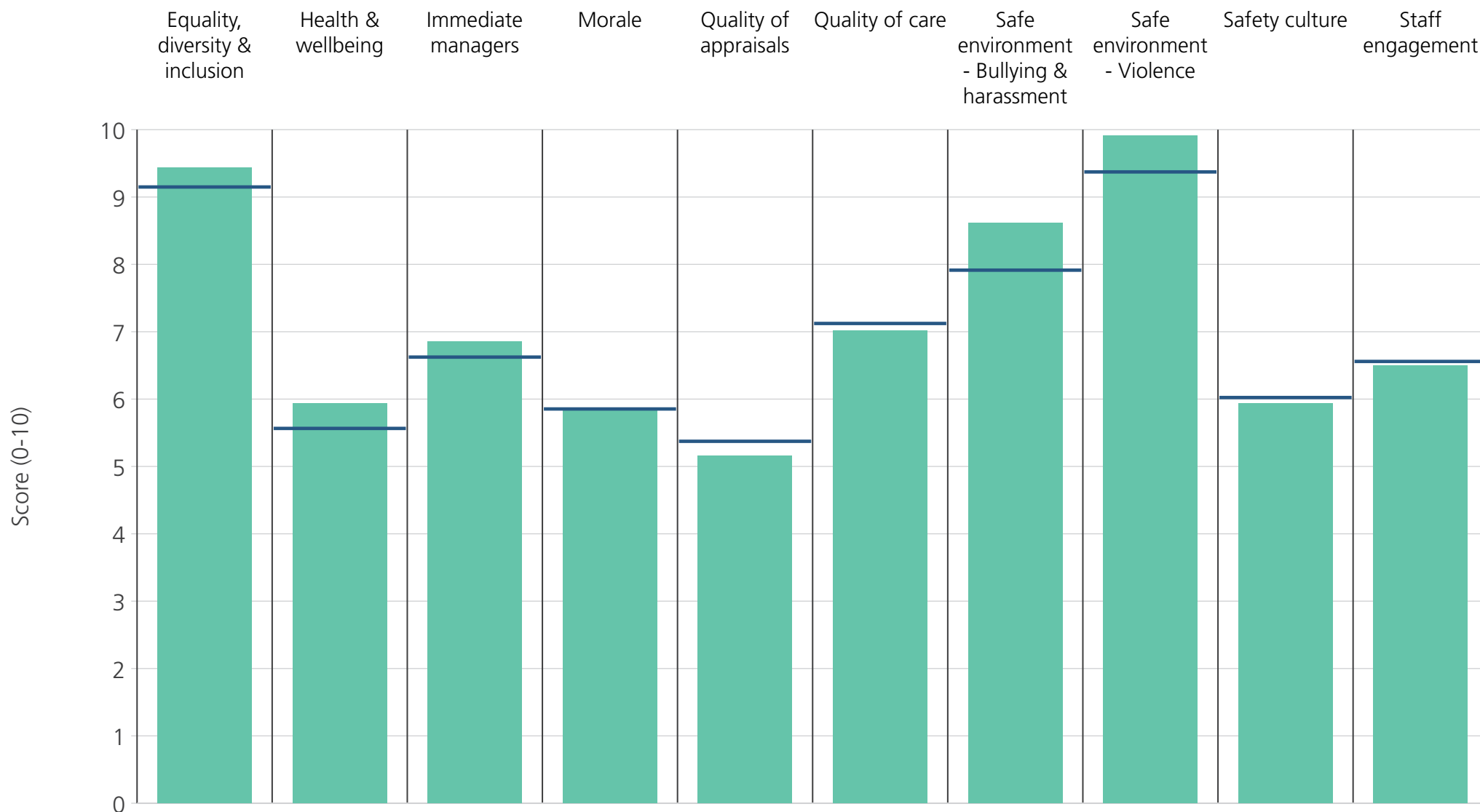
Directorate	9.2	5.8	6.8	5.9	5.3	6.9	8.2	9.9	5.8	6.5
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	678	681	681	678	597	399	677	677	674	683



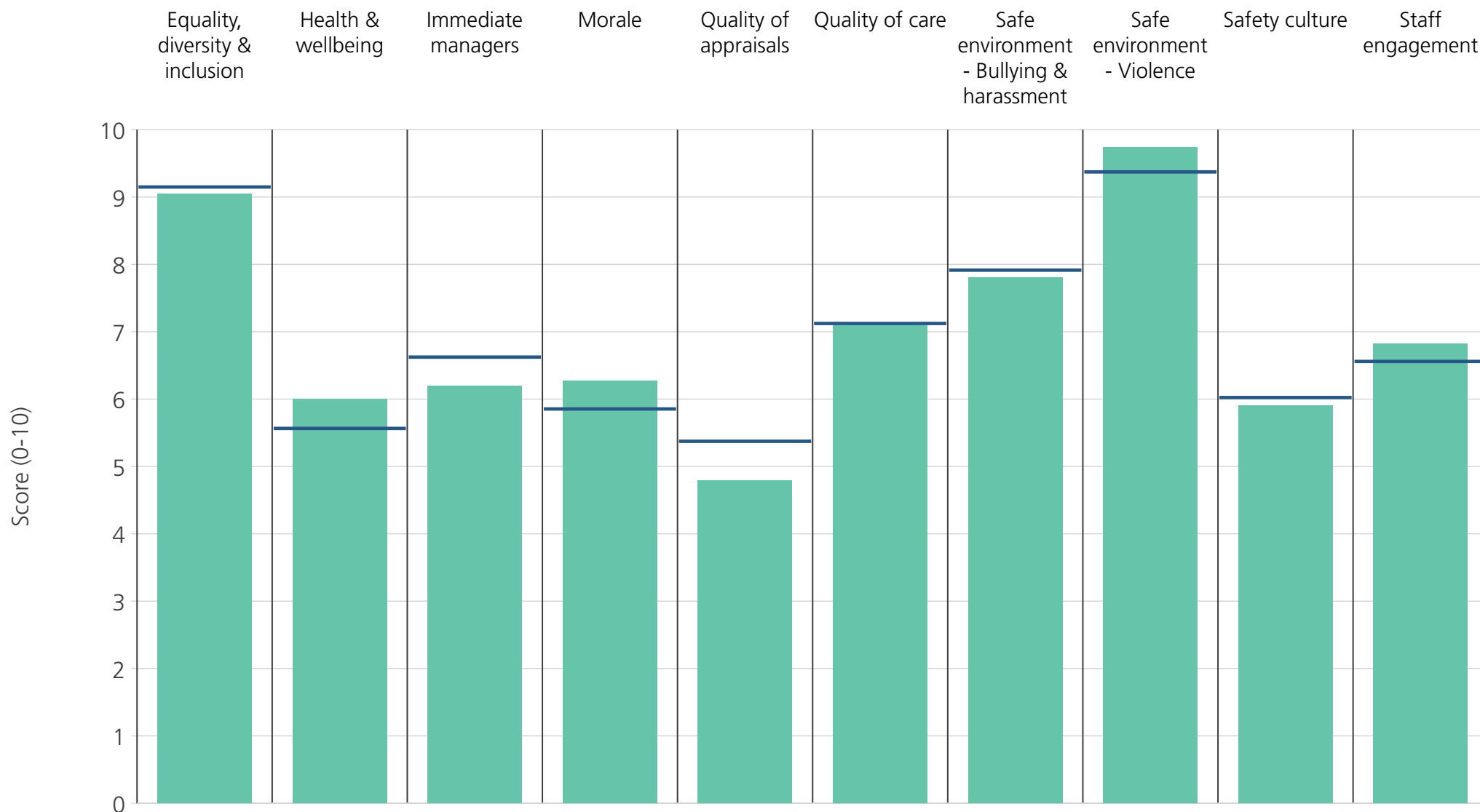
Directorate	9.4	5.6	6.4	5.9	5.5	6.8	7.8	9.4	6.0	6.5
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	208	209	210	209	184	208	208	208	208	210



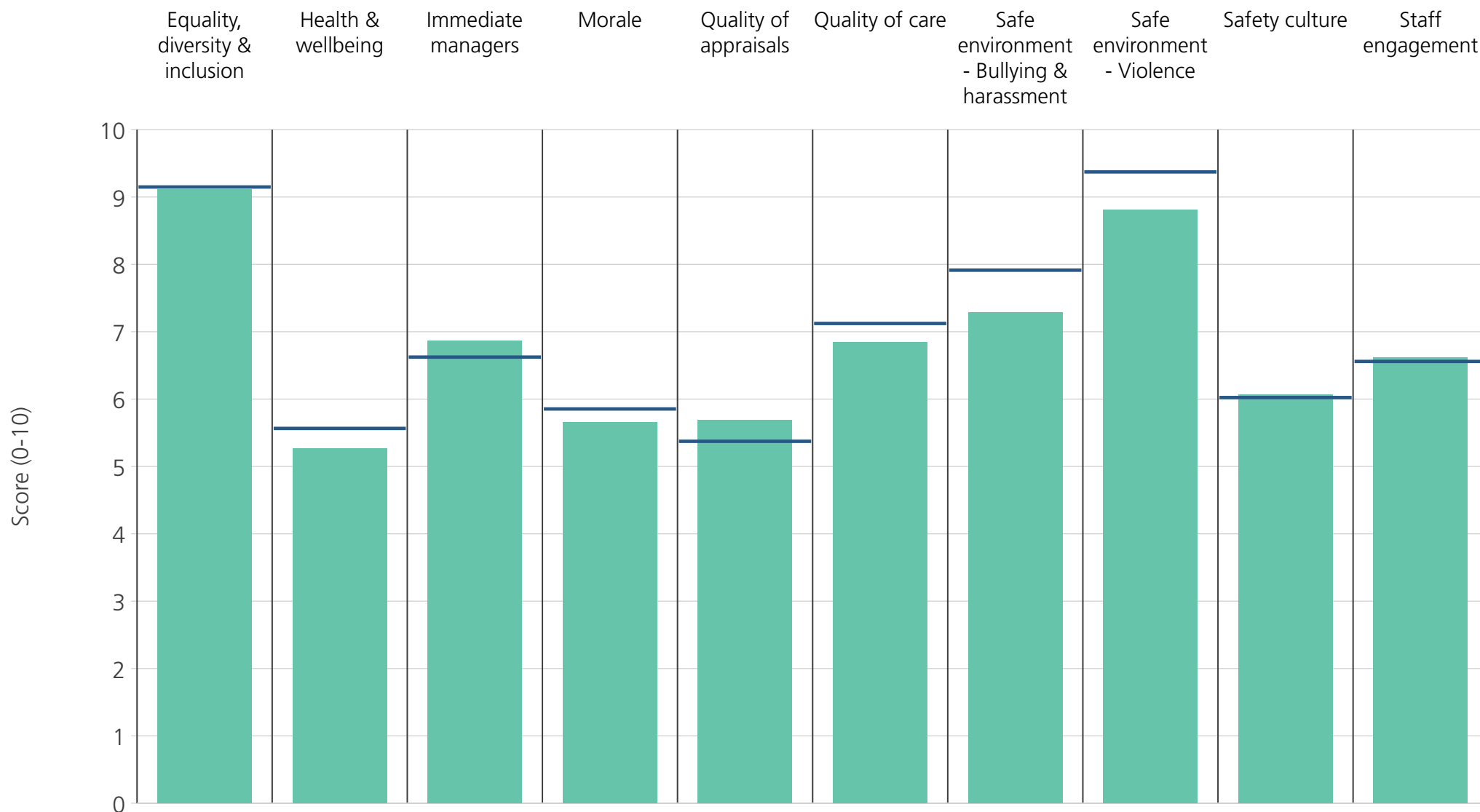
Directorate	9.0	5.7	6.4	6.0	5.2	7.5	8.3	9.4	6.2	6.4
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	315	319	323	307	262	246	305	305	314	317



Directorate	9.4	5.9	6.9	5.9	5.2	7.0	8.6	9.9	5.9	6.5
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	106	106	107	107	96	102	106	106	105	107



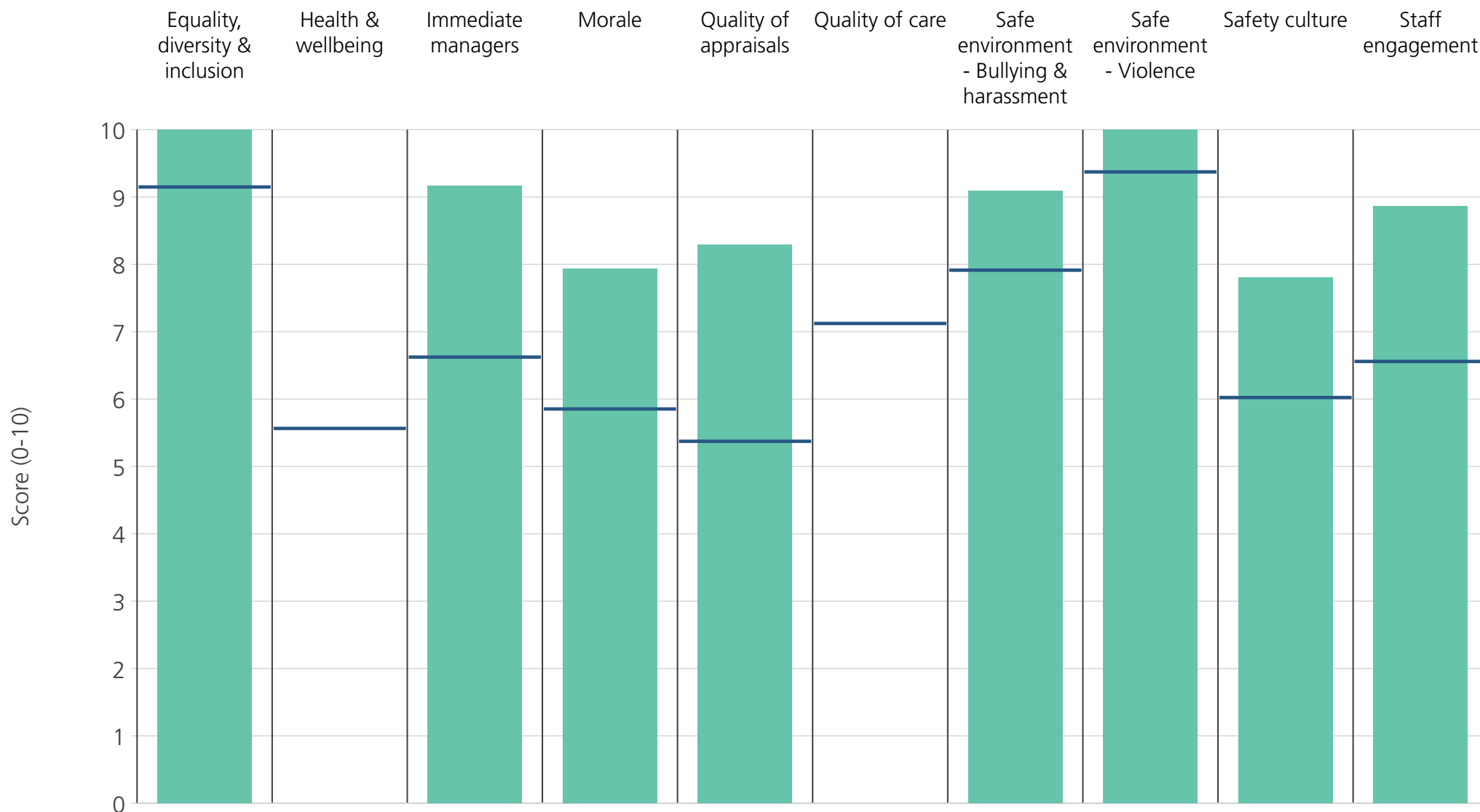
Directorate	9.1	6.0	6.2	6.3	4.8	7.1	7.8	9.7	5.9	6.8
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	172	175	174	174	159	175	175	175	175	174



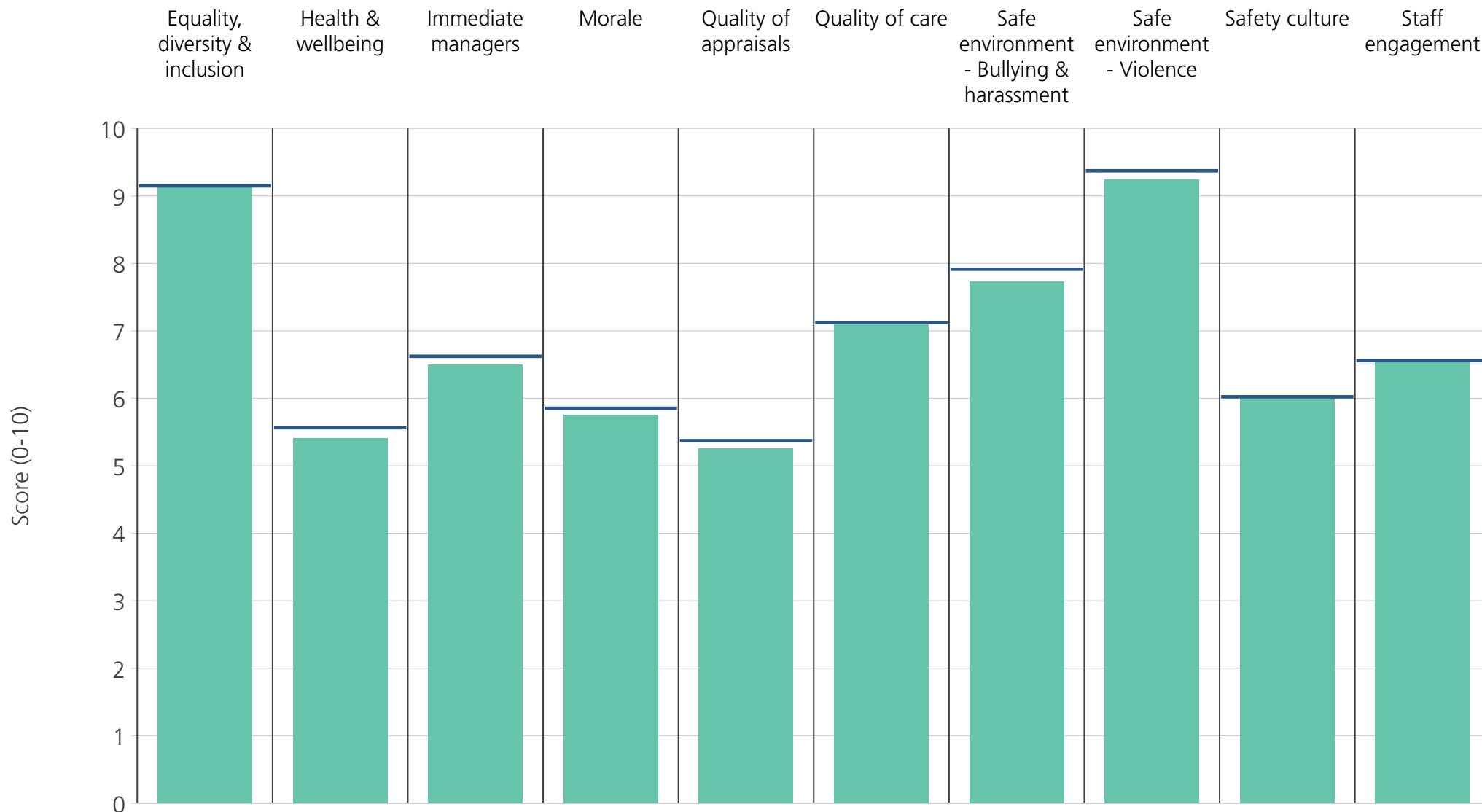
Directorate	9.1	5.3	6.9	5.7	5.7	6.8	7.3	8.8	6.1	6.6
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	592	594	592	591	541	586	594	591	596	592

Directorates 2

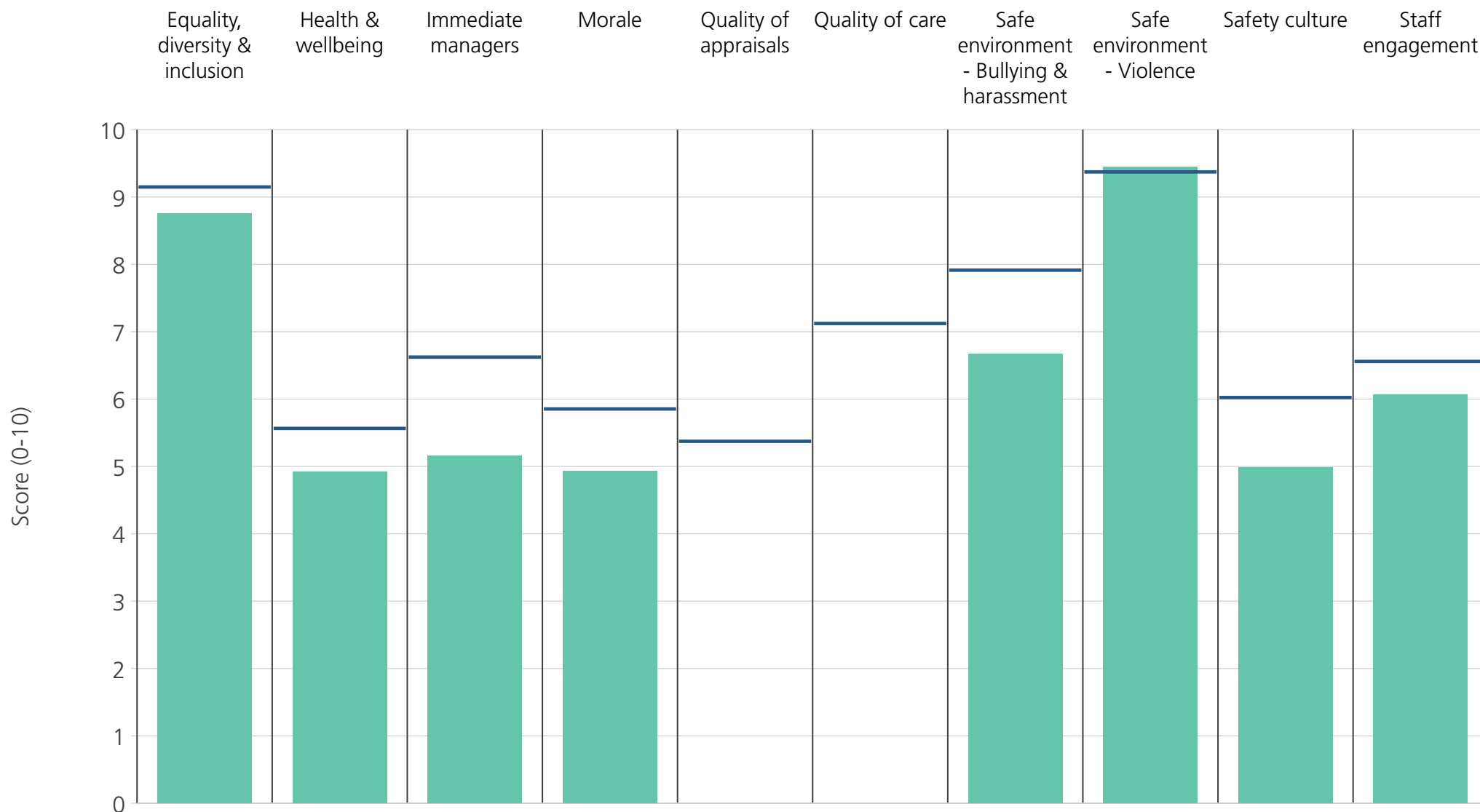
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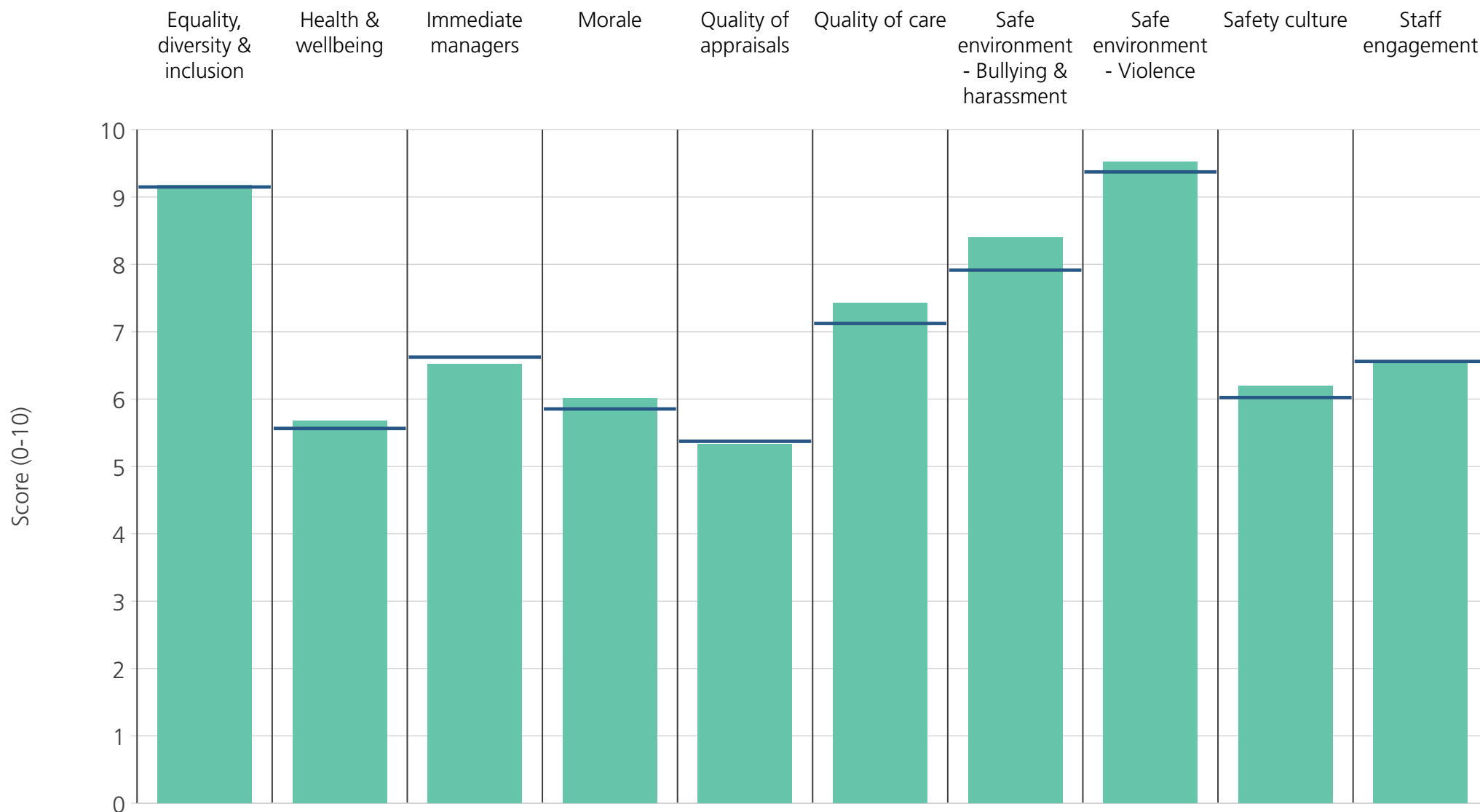
Directorate	10.0		9.2	7.9	8.3		9.1	10.0	7.8	8.9
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	11	10	11	11	11	7	11	11	11	11



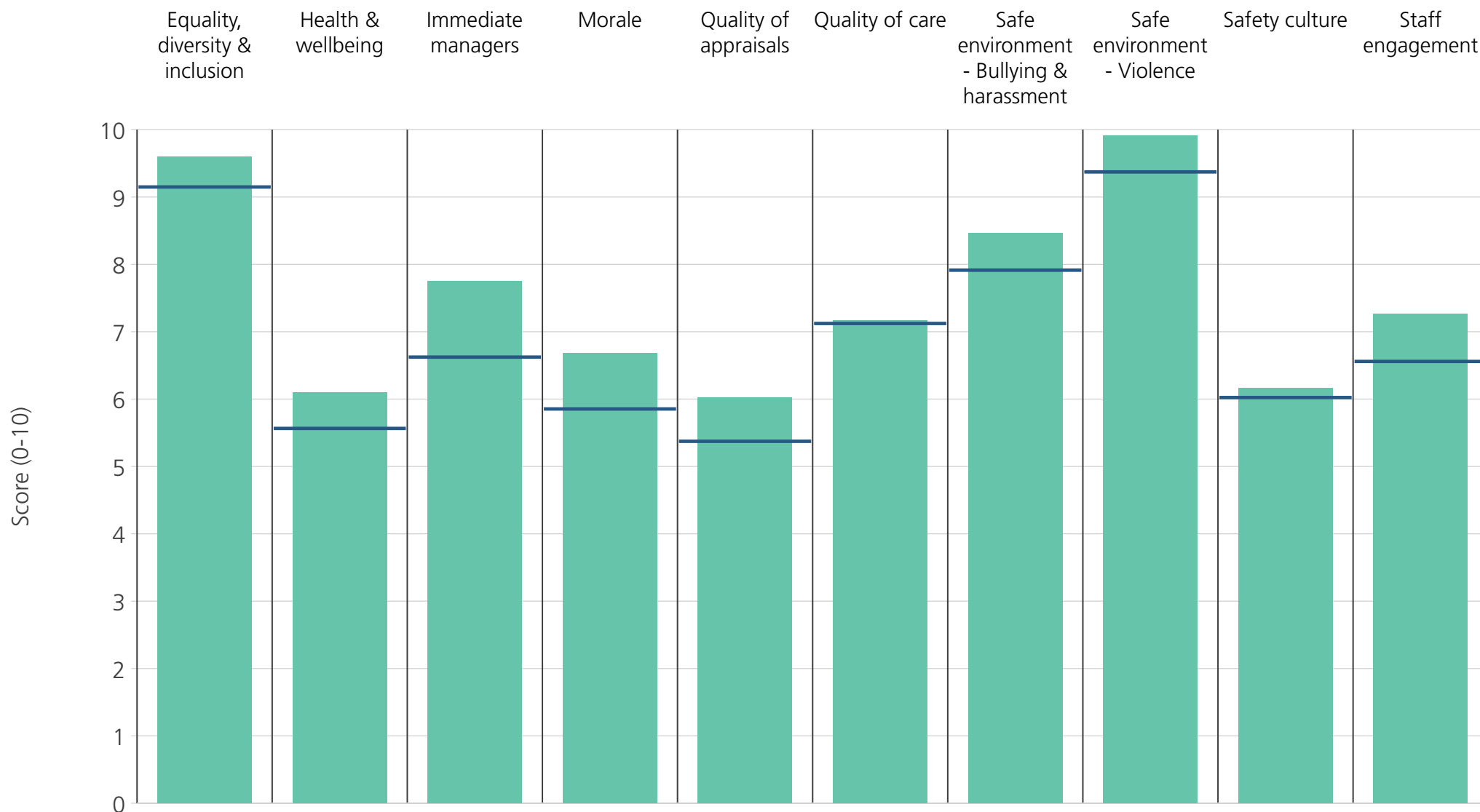
Directorate	9.2	5.4	6.5	5.8	5.3	7.1	7.7	9.2	6.0	6.5
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	1815	1827	1827	1810	1575	1719	1816	1815	1820	1832



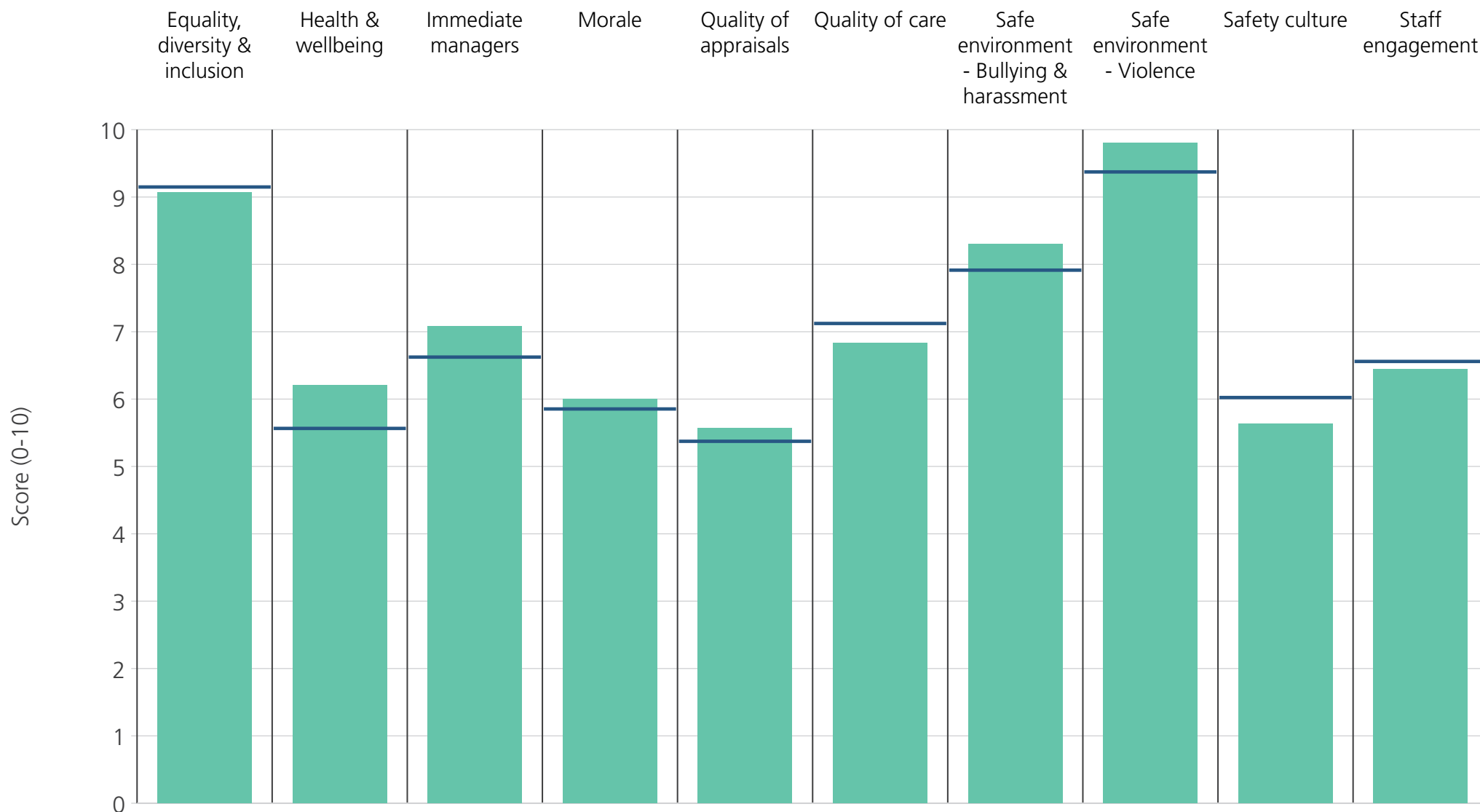
Directorate	8.8	4.9	5.2	4.9			6.7	9.4	5.0	6.1
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	12	12	12	12	7	10	11	12	11	12



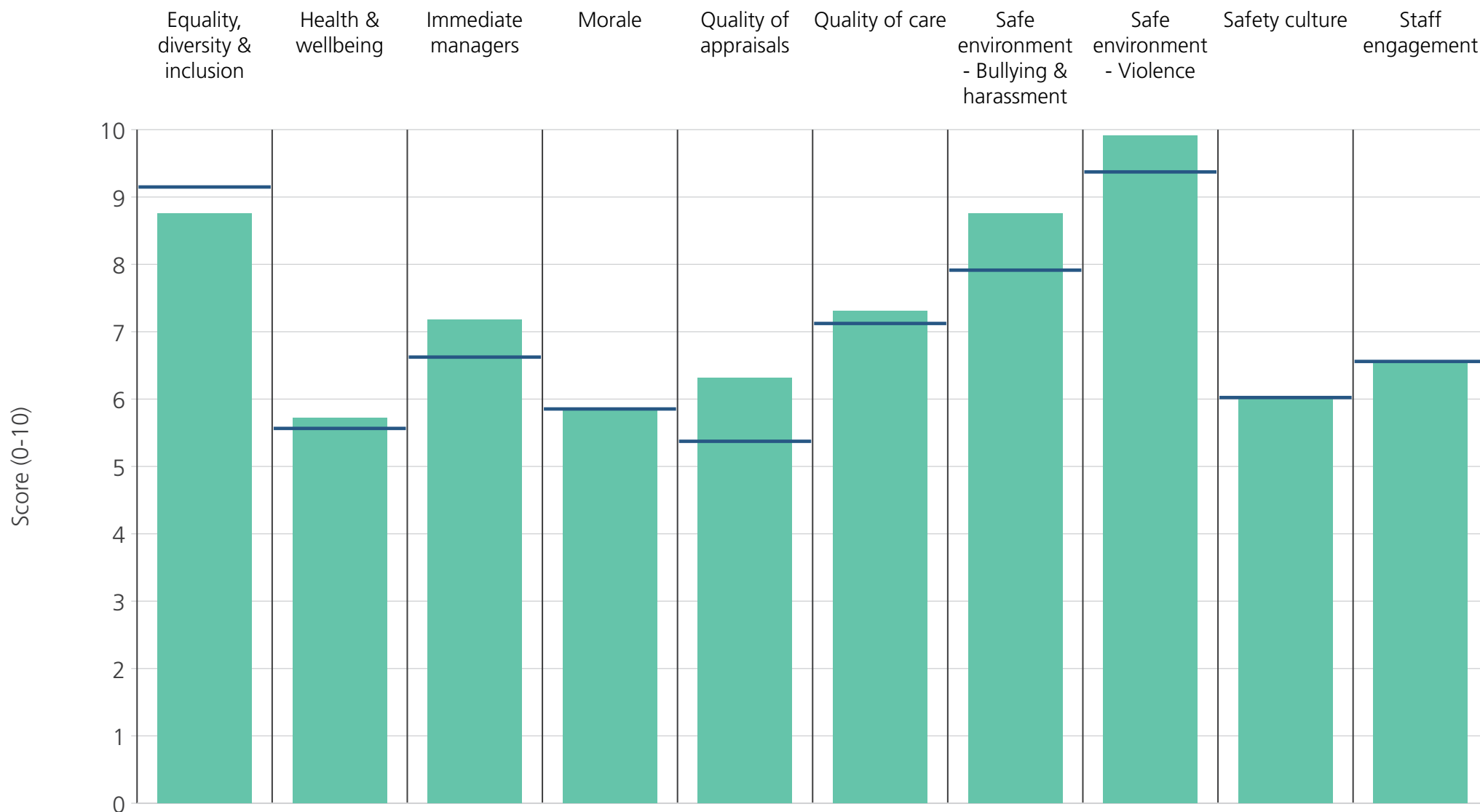
Directorate	9.2	5.7	6.5	6.0	5.3	7.4	8.4	9.5	6.2	6.5
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	323	327	328	316	276	237	311	313	322	324



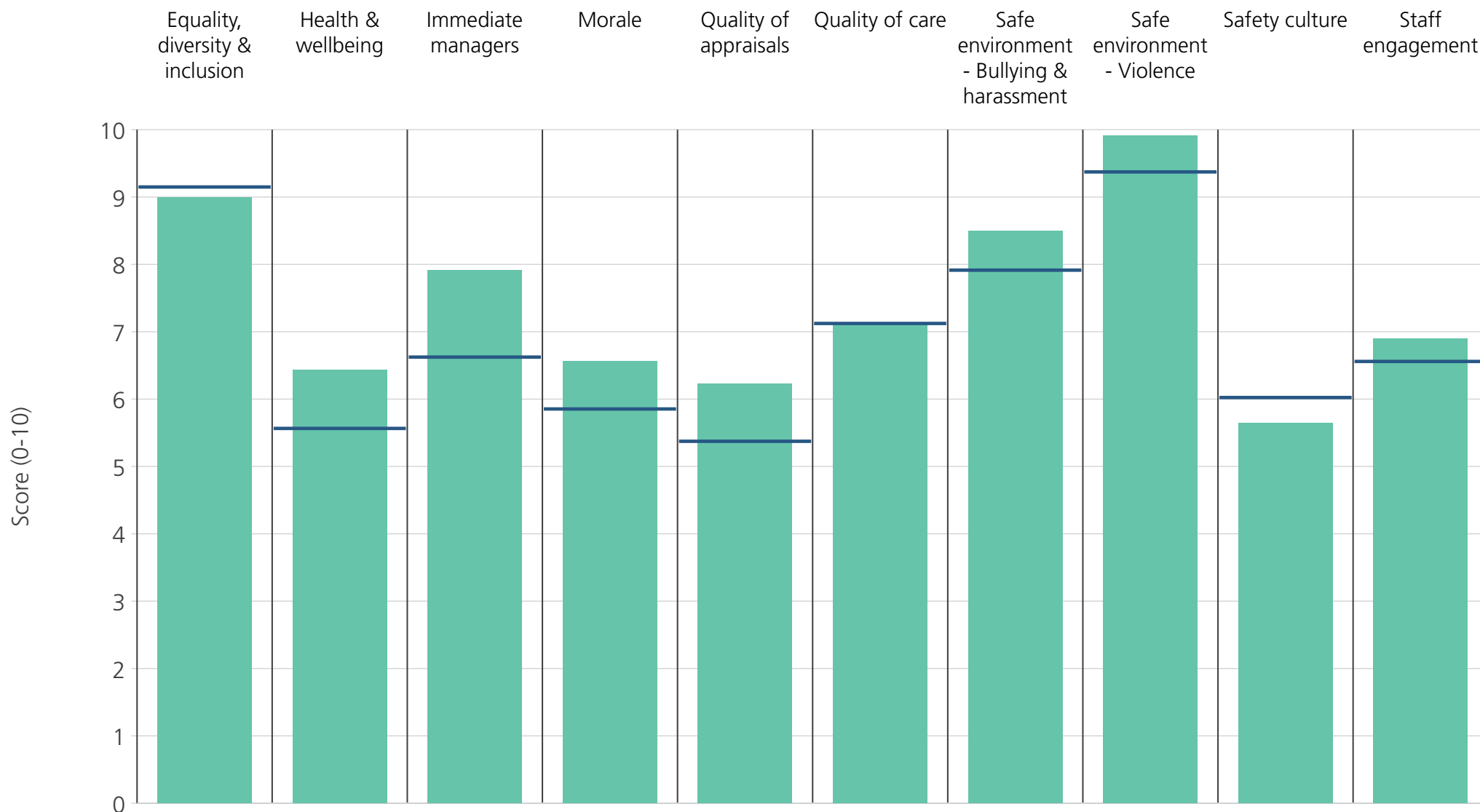
Directorate	9.6	6.1	7.7	6.7	6.0	7.2	8.5	9.9	6.2	7.3
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	39	39	39	39	39	35	39	38	39	39



Directorate	9.1	6.2	7.1	6.0	5.6	6.8	8.3	9.8	5.6	6.4
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	223	224	225	224	209	109	223	220	220	224



Directorate	8.8	5.7	7.2	5.9	6.3	7.3	8.8	9.9	6.0	6.6
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	40	39	39	40	38	31	40	39	40	40



Directorate	9.0	6.4	7.9	6.6	6.2	7.1	8.5	9.9	5.6	6.9
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
No. responses	73	74	73	74	67	24	74	73	74	74

The Shrewsbury and Telford Hospital NHS Trust

2018 NHS Staff Survey

Benchmark Report

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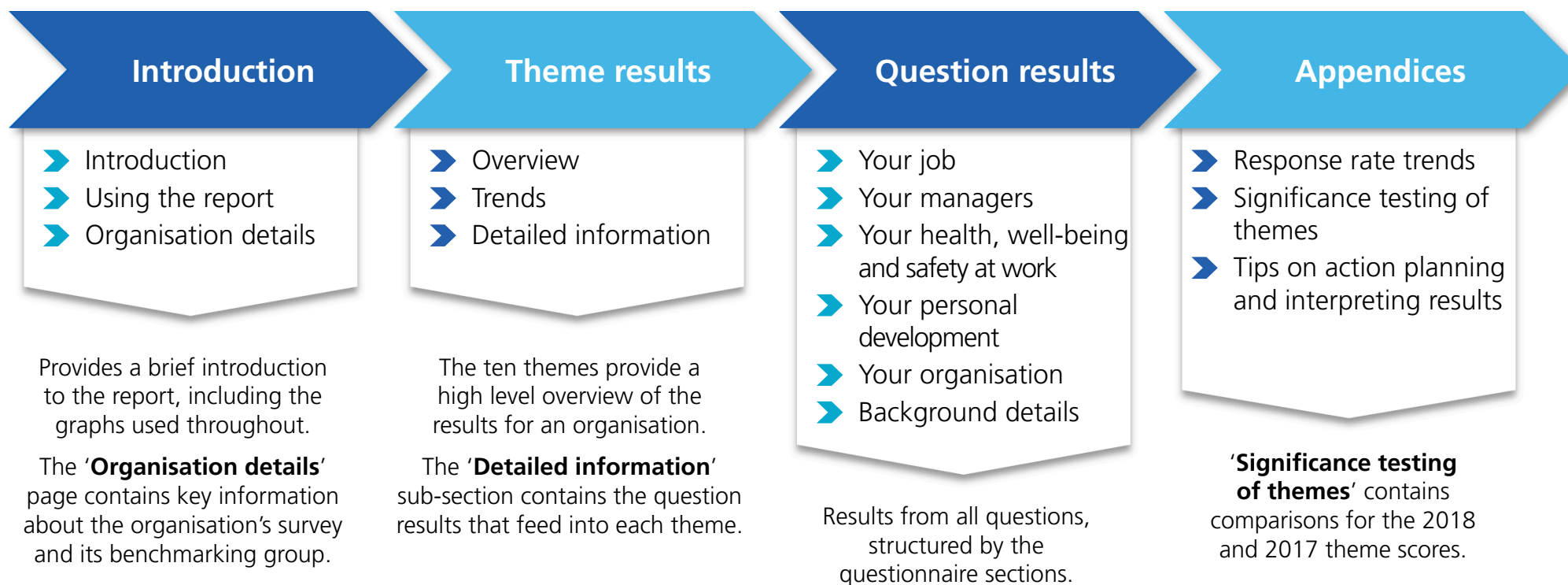
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This benchmark report for The Shrewsbury and Telford Hospital NHS Trust contains results for themes and questions from the 2018 NHS Staff Survey, and historical results back to 2014 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data is calculated and weighted are included in the Technical Document, available to download from our [results website](#).

The structure of this report



Key features

Question number and text
(or the theme) specified
at the top of each slide

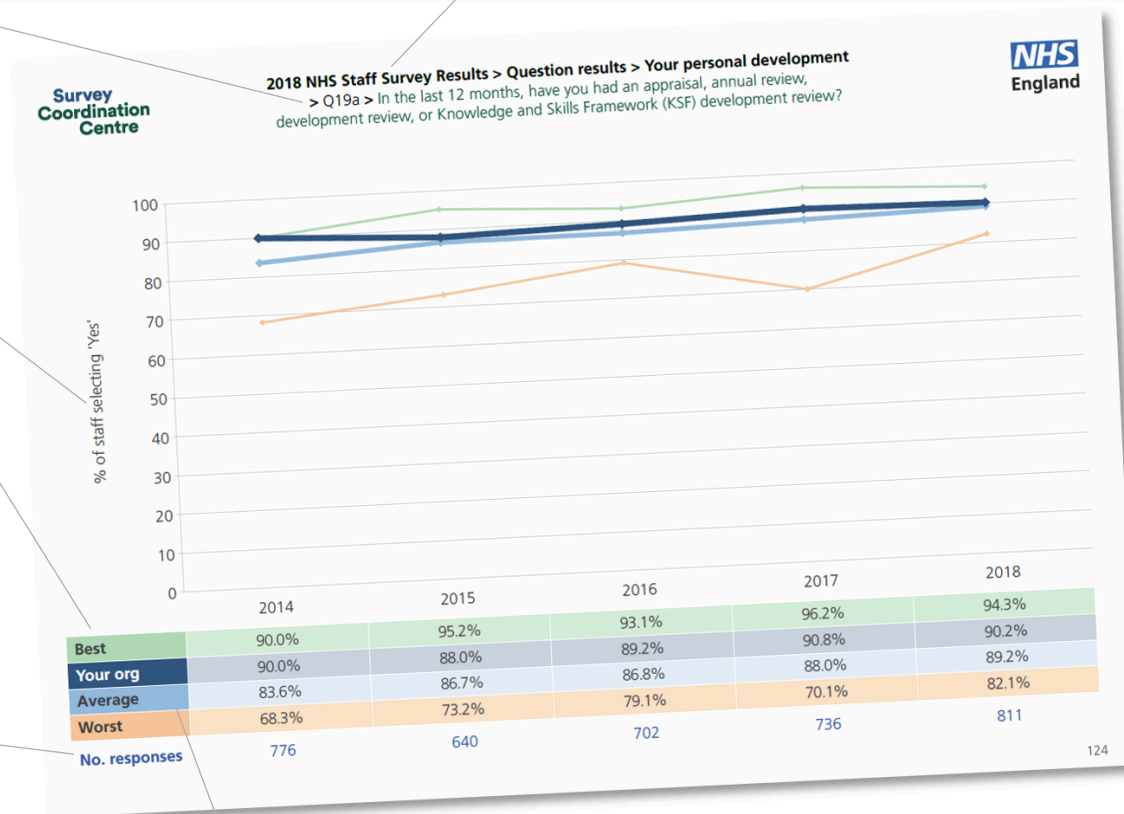
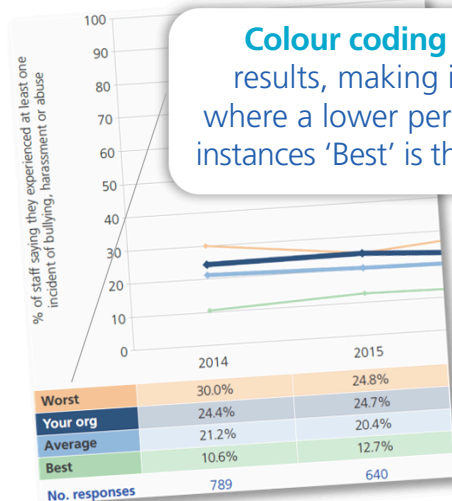
Question-level results are always
reported as percentages; the **meaning
of the value** is outlined along the axis.
Themes are always on a 0-10pt scale
where 10 is the best score attainable

Colour coding highlights best / worst
results, making it easy to spot questions
where a lower percentage is better – in such
instances 'Best' is the bottom line in the table

 **Keep an eye out!**

Number of responses
for the organisation
for the given question

Slide headers are **hyperlinked** throughout the document. '2018
NHS Staff Survey Results' takes you back to the contents page
(which is also hyperlinked to each section), while the rest of the text
highlighted in bold can be used to navigate to sections and sub-sections



Tips on how to read, interpret and use
the data are included in the [Appendices](#)

'Best', 'Average', and 'Worst' refer to the
benchmarking group's best, average and worst **results**

The Shrewsbury and Telford Hospital NHS Trust

2018 NHS Staff Survey



Organisation details

Completed questionnaires **2,580**

2018 response rate **45%**

➤ [See response rate trend for the last 5 years](#)

Survey details

Survey mode **Mixed**

Sample type **Census**

This organisation is benchmarked against:

Acute Trusts



2018 benchmarking group details

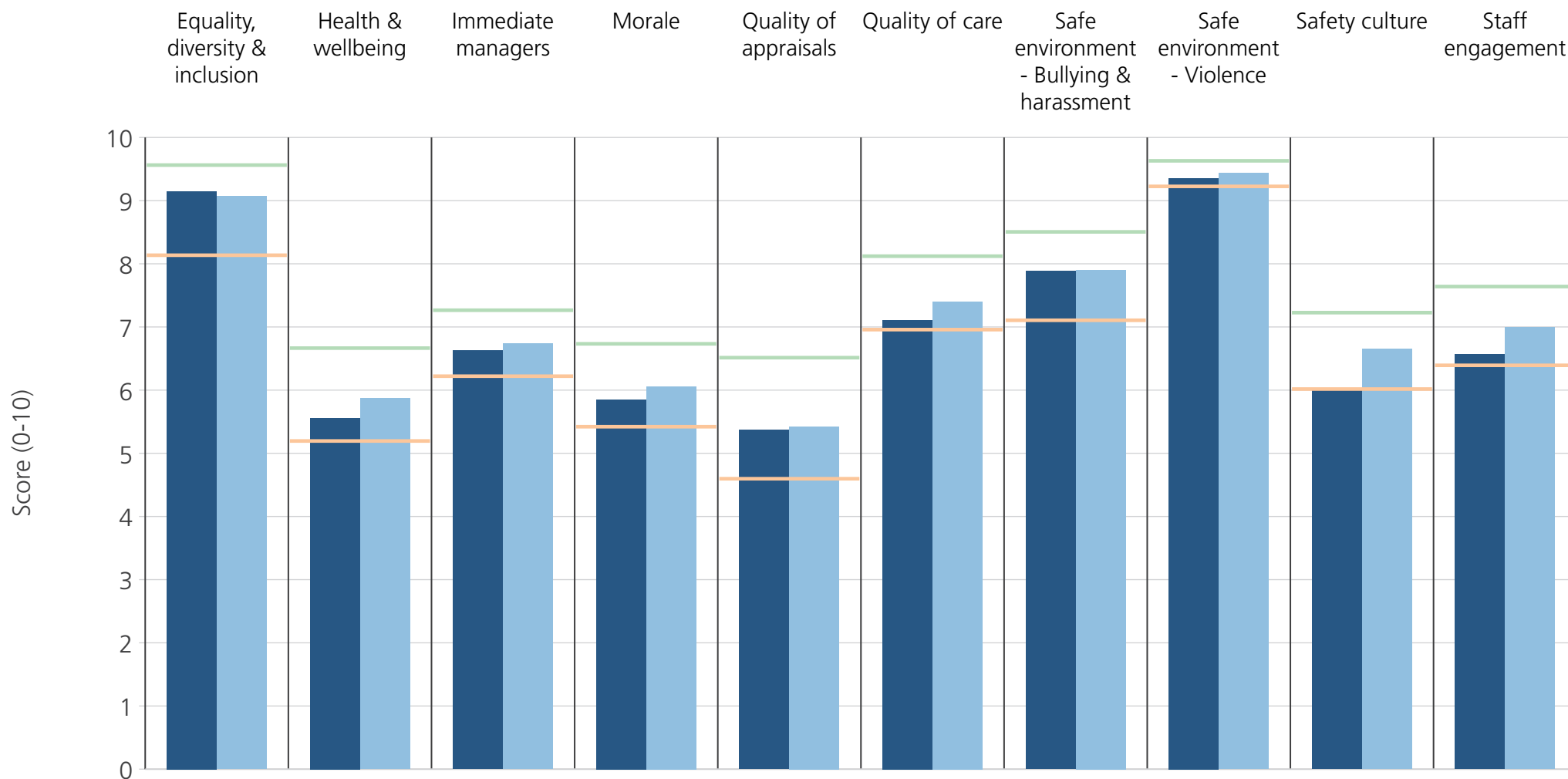
Organisations in group: **89**

Average response rate: **44%**

No. of completed questionnaires:
232,401

Theme results

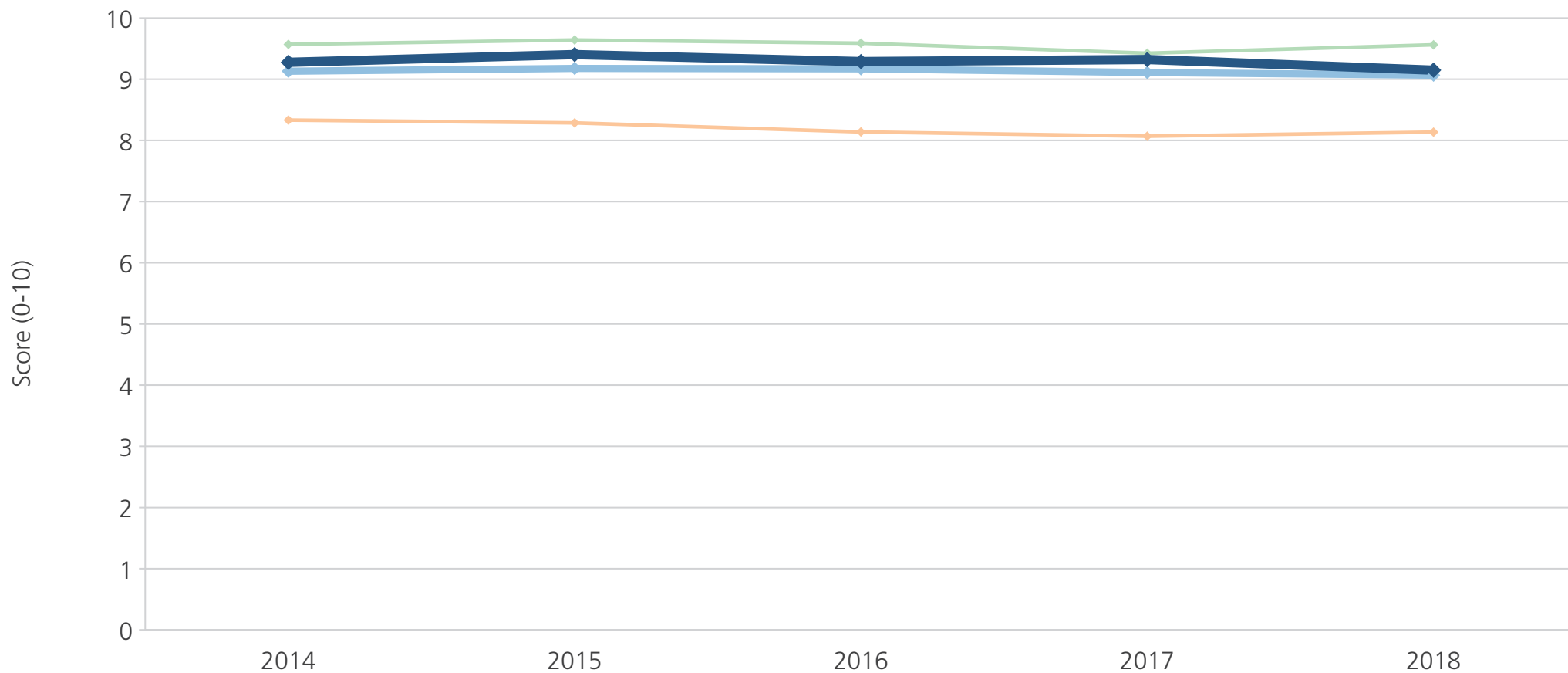
The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results



Best	9.6	6.7	7.3	6.7	6.5	8.1	8.5	9.6	7.2	7.6
Your org	9.1	5.6	6.6	5.9	5.4	7.1	7.9	9.4	6.0	6.6
Average	9.1	5.9	6.7	6.1	5.4	7.4	7.9	9.4	6.6	7.0
Worst	8.1	5.2	6.2	5.4	4.6	7.0	7.1	9.2	6.0	6.4
No. responses	2,536	2,552	2,554	2,526	2,222	2,172	2,525	2,521	2,537	2,556

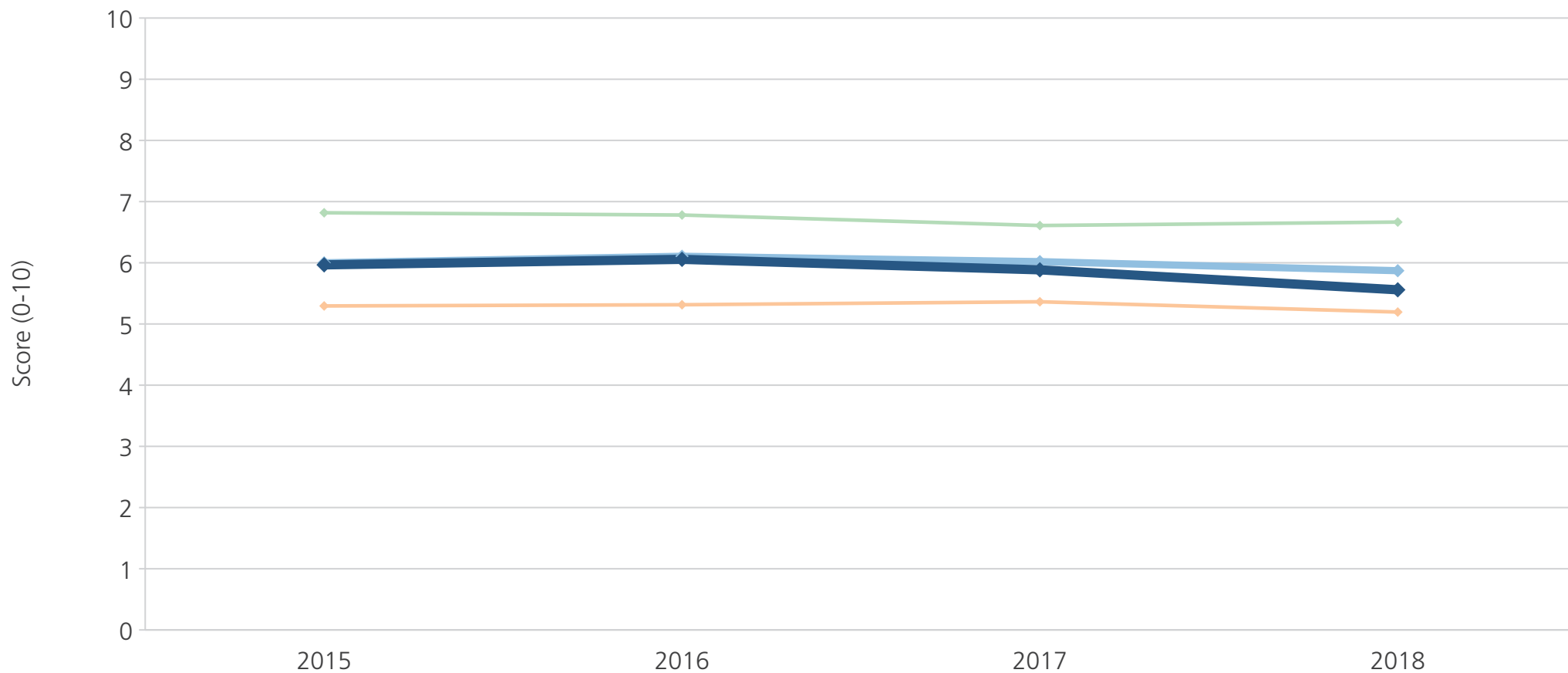
Theme results – Trends

The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results



Best	9.6	9.6	9.6	9.4	9.6
Your org	9.3	9.4	9.3	9.3	9.1
Average	9.1	9.2	9.2	9.1	9.1
Worst	8.3	8.3	8.1	8.1	8.1

No. responses	2,334	2,282	2,025	2,309	2,536
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Best	6.8	6.8	6.6	6.7
Your org	6.0	6.1	5.9	5.6
Average	6.0	6.1	6.0	5.9
Worst	5.3	5.3	5.4	5.2

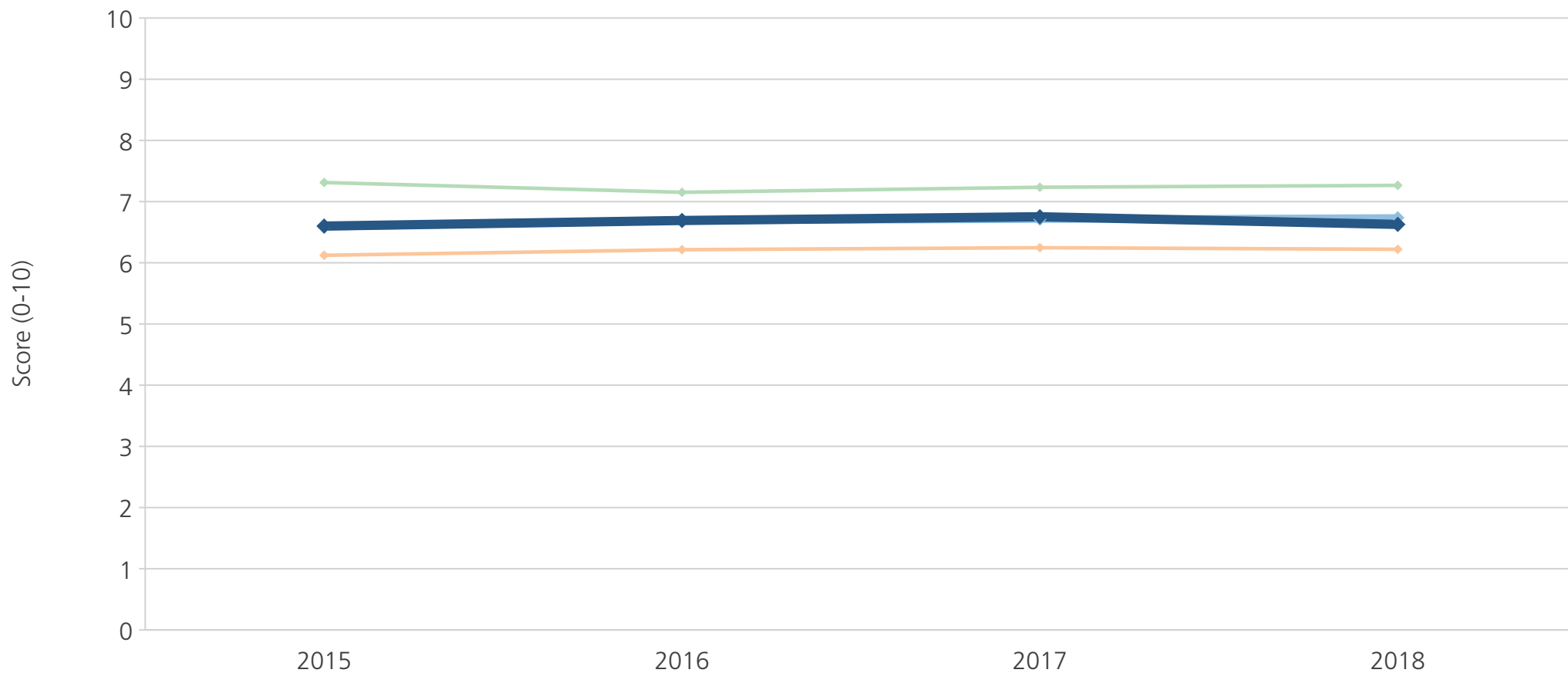
No. responses

2,302

2,036

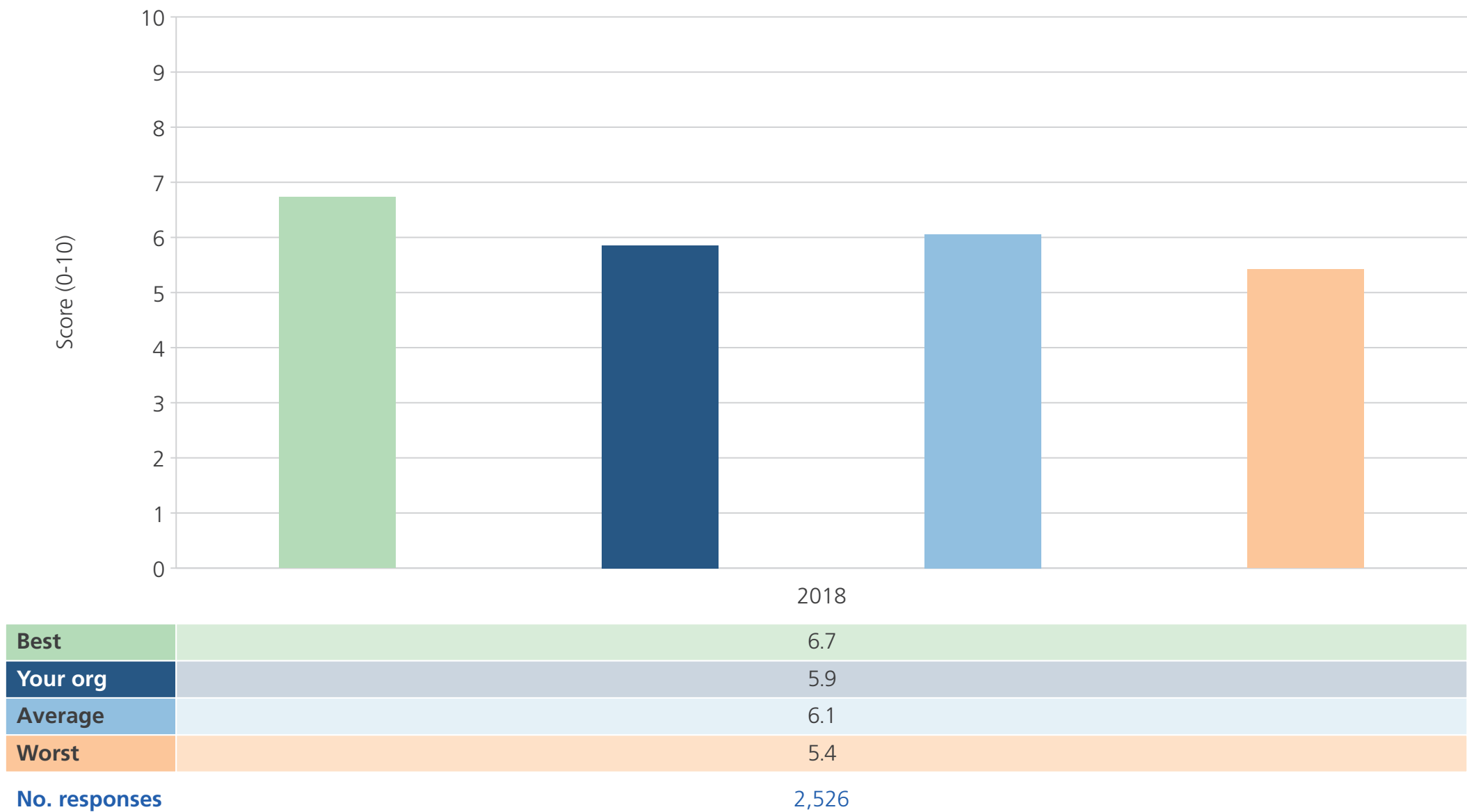
2,338

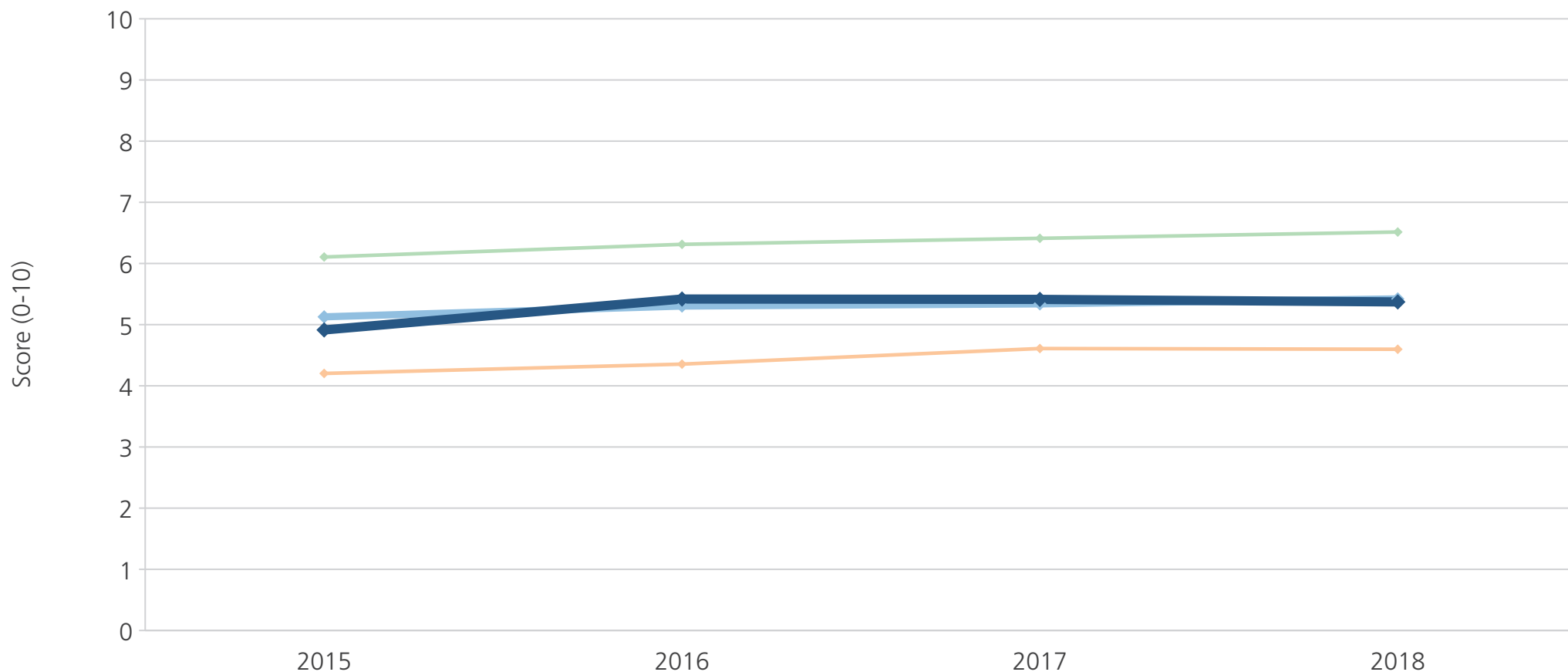
2,552



Best	7.3	7.2	7.2	7.3
Your org	6.6	6.7	6.8	6.6
Average	6.6	6.7	6.7	6.7
Worst	6.1	6.2	6.2	6.2

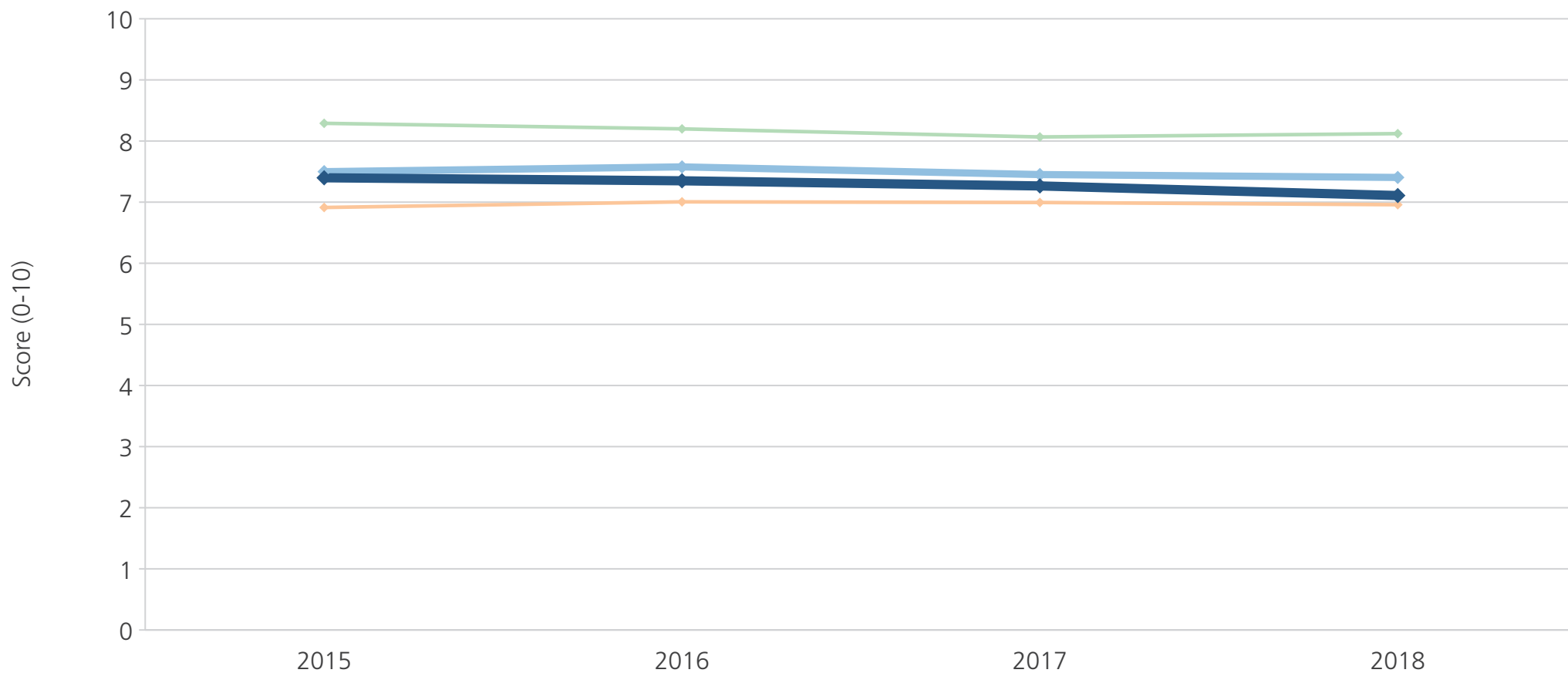
No. responses	2,298	2,034	2,336	2,554
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Best	6.1	6.3	6.4	6.5
Your org	4.9	5.4	5.4	5.4
Average	5.1	5.3	5.3	5.4
Worst	4.2	4.4	4.6	4.6

No. responses	1,946	1,682	1,950	2,222
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Best	8.3	8.2	8.1	8.1
Your org	7.4	7.3	7.3	7.1
Average	7.5	7.6	7.5	7.4
Worst	6.9	7.0	7.0	7.0

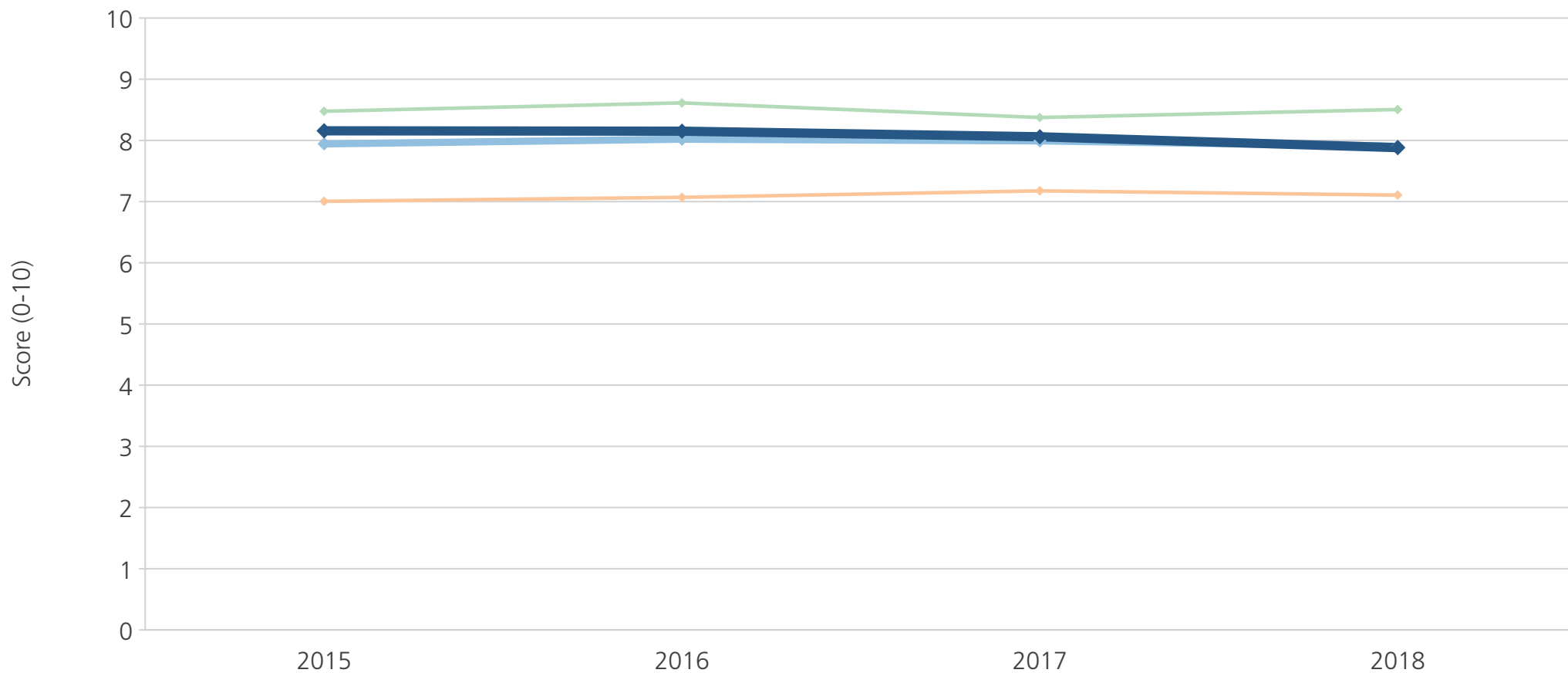
No. responses

2,015

1,728

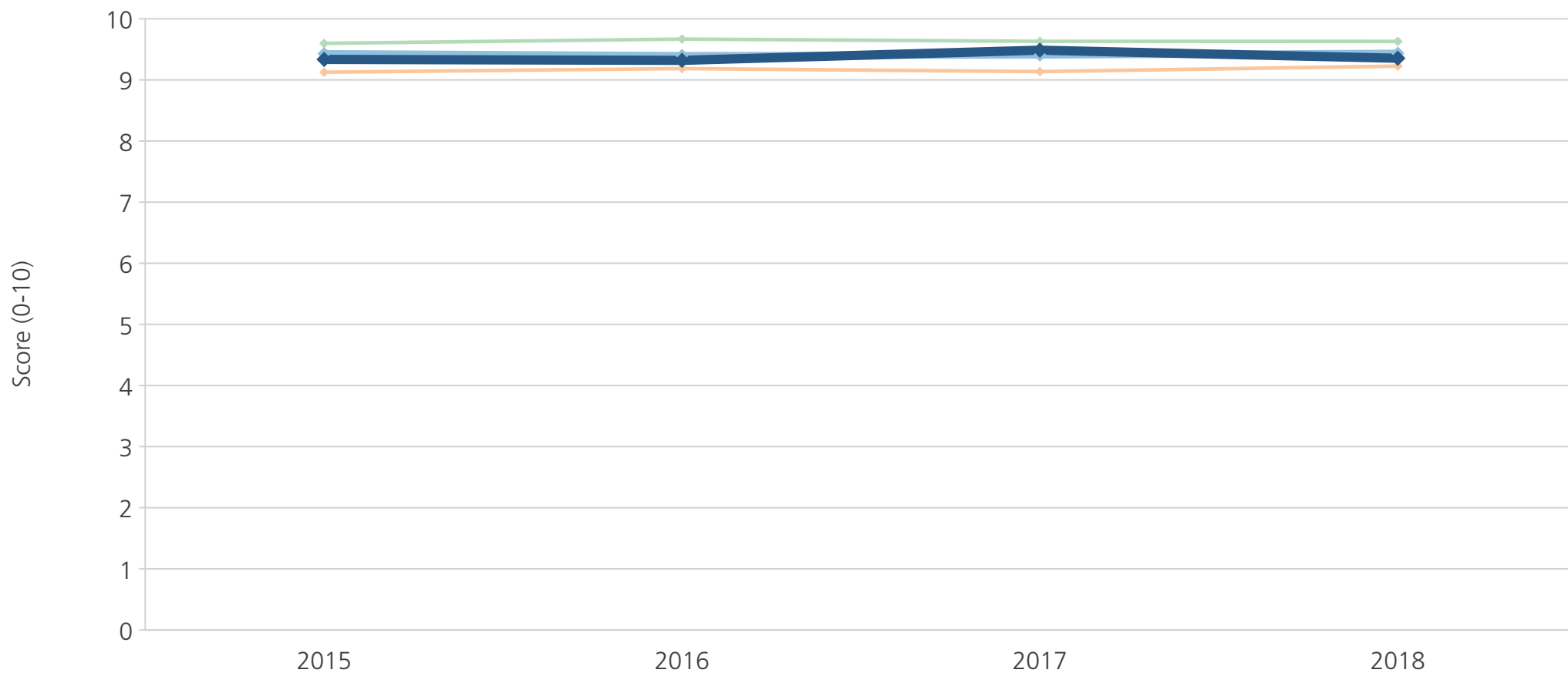
1,965

2,172



Best	8.5	8.6	8.4	8.5
Your org	8.2	8.2	8.1	7.9
Average	7.9	8.0	8.0	7.9
Worst	7.0	7.1	7.2	7.1

No. responses	2,278	2,020	2,300	2,525
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Best	9.6	9.7	9.6	9.6
Your org	9.3	9.3	9.5	9.4
Average	9.4	9.4	9.4	9.4
Worst	9.1	9.2	9.1	9.2

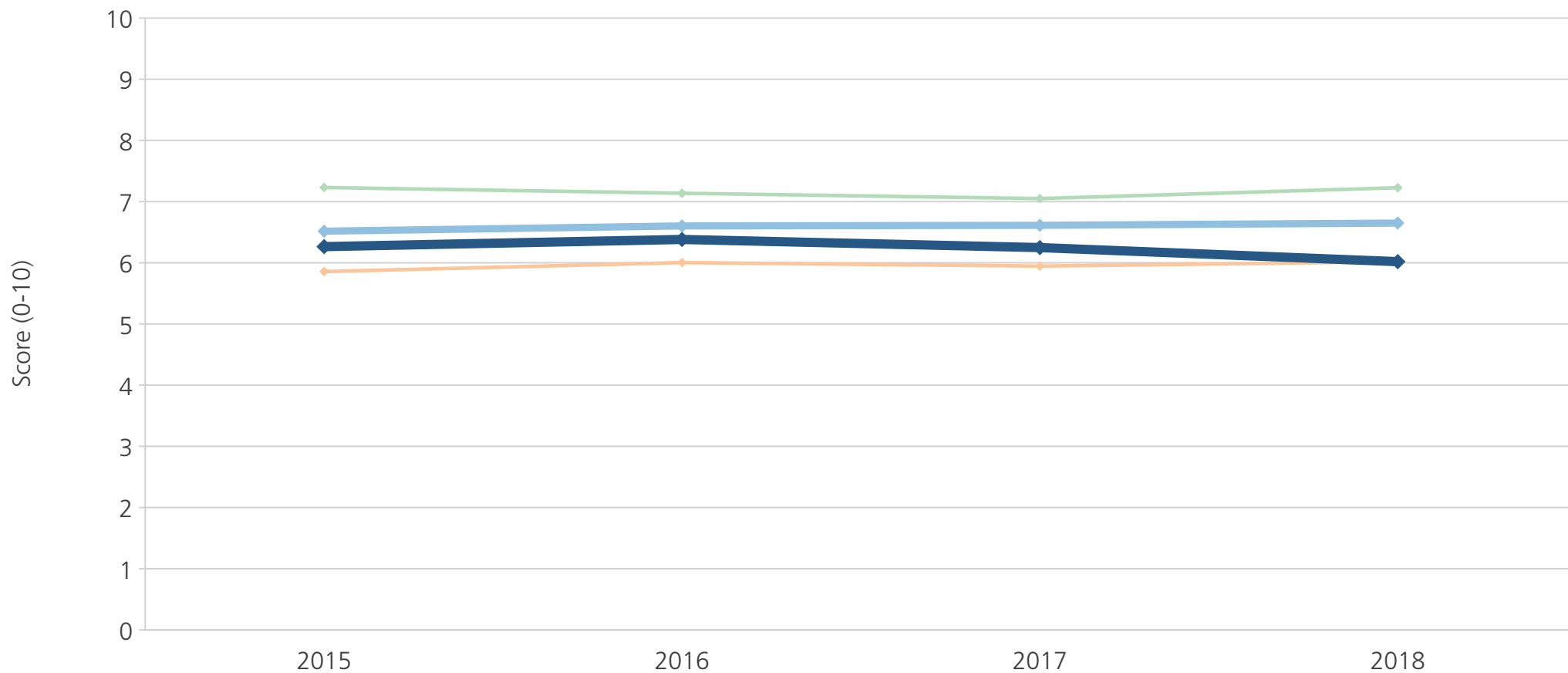
No. responses

2,275

2,025

2,304

2,521



Best	7.2	7.1	7.0	7.2
Your org	6.3	6.4	6.2	6.0
Average	6.5	6.6	6.6	6.6
Worst	5.9	6.0	5.9	6.0

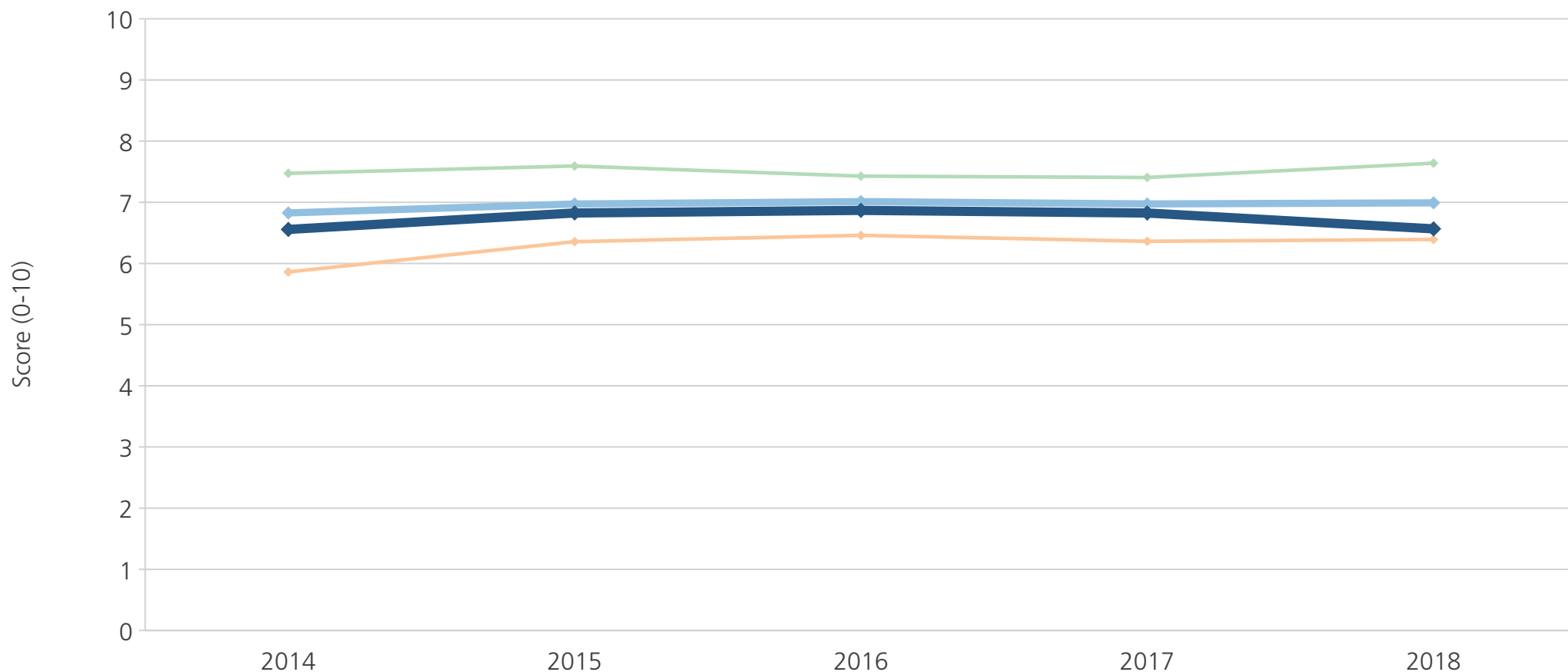
No. responses

2,277

2,026

2,317

2,537



Best	7.5	7.6	7.4	7.4	7.6
Your org	6.6	6.8	6.9	6.8	6.6
Average	6.8	7.0	7.0	7.0	7.0
Worst	5.9	6.4	6.5	6.4	6.4

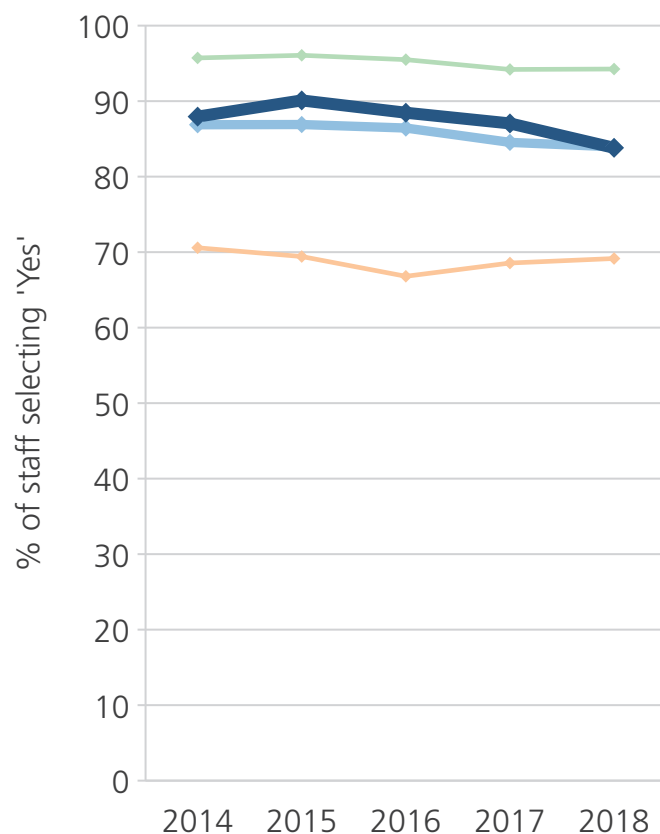
No. responses	2,353	2,303	2,048	2,355	2,556
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Theme results – Detailed information

The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results

Q14

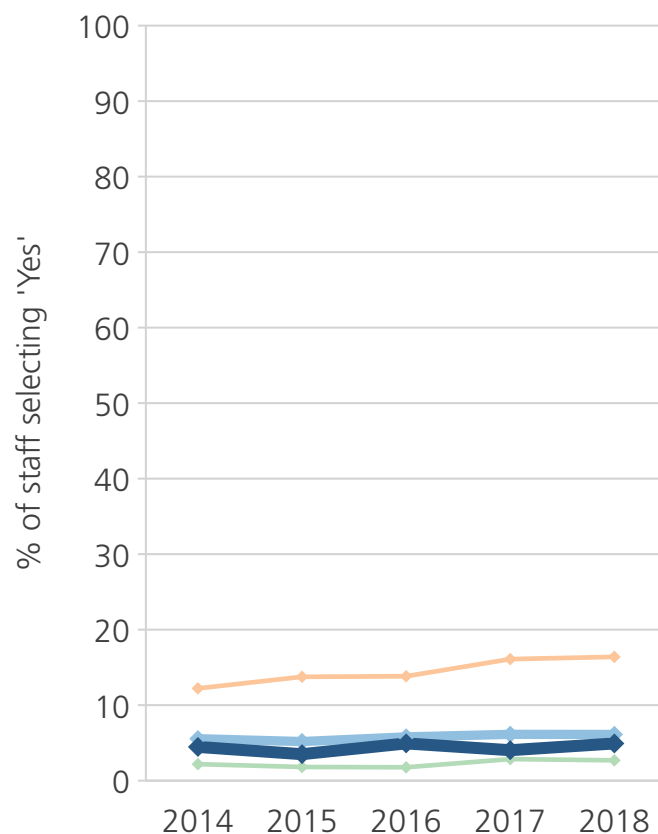
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



Best	95.7%	96.1%	95.5%	94.2%	94.3%
Your org	88.0%	90.1%	88.5%	87.0%	83.8%
Average	86.9%	86.9%	86.4%	84.5%	83.9%
Worst	70.6%	69.4%	66.8%	68.6%	69.2%

Q15a

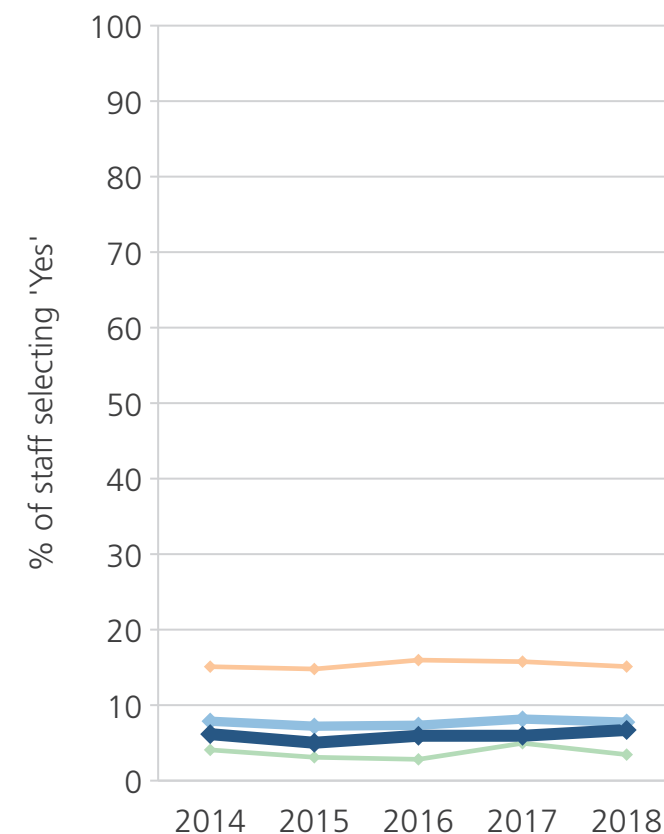
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



Worst	12.2%	13.8%	13.8%	16.1%	16.4%
Your org	4.5%	3.5%	4.9%	4.0%	4.9%
Average	5.6%	5.2%	5.8%	6.1%	6.1%
Best	2.2%	1.8%	1.8%	2.9%	2.7%

Q15b

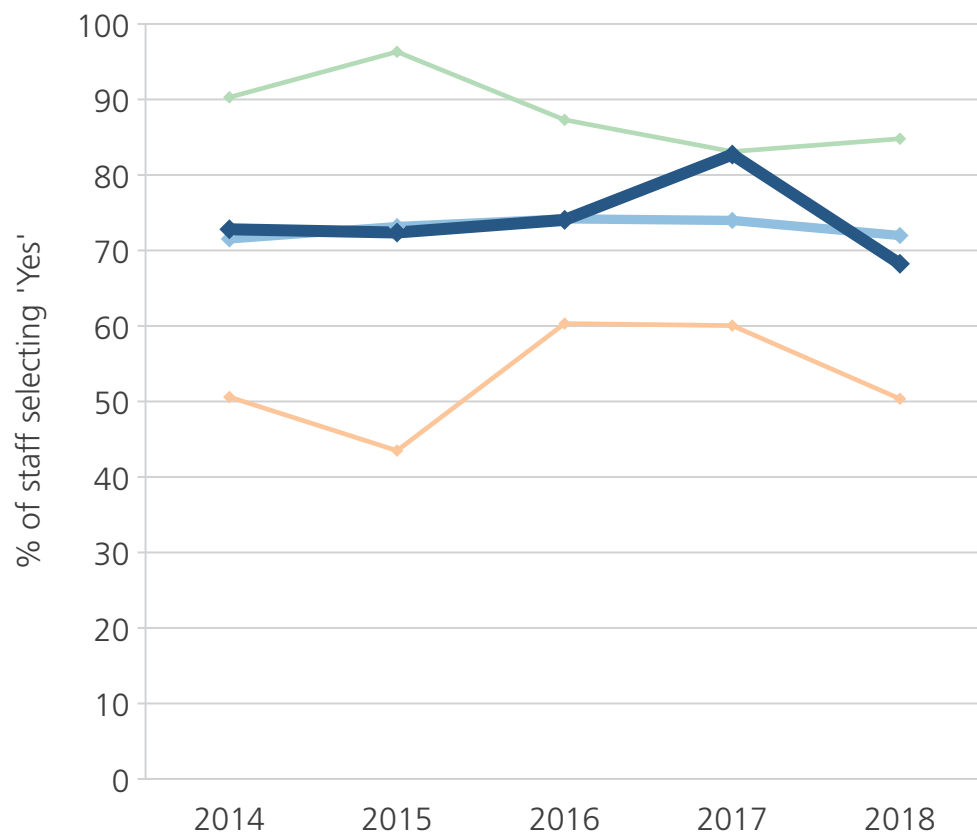
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



Worst	15.1%	14.8%	16.0%	15.8%	15.1%
Your org	6.2%	5.0%	5.9%	5.9%	6.7%
Average	7.9%	7.2%	7.3%	8.2%	7.7%
Best	4.1%	3.1%	2.8%	5.0%	3.4%

Q28b

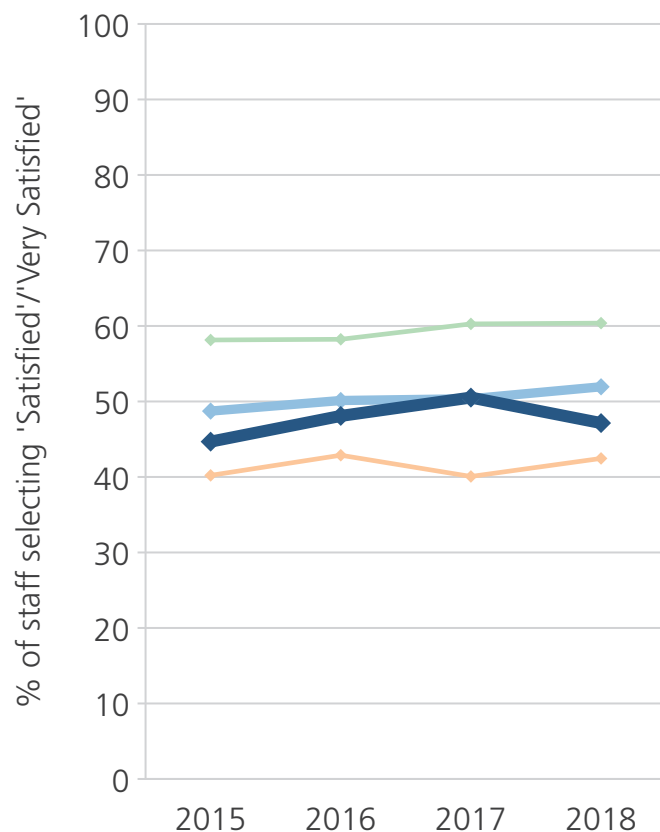
Has your employer made adequate adjustment(s)
to enable you to carry out your work?



Best	90.3%	96.3%	87.3%	83.1%	84.8%
Your org	72.8%	72.4%	74.0%	82.7%	68.2%
Average	71.5%	73.2%	74.2%	74.0%	72.0%
Worst	50.6%	43.5%	60.3%	60.0%	50.4%

Q5h

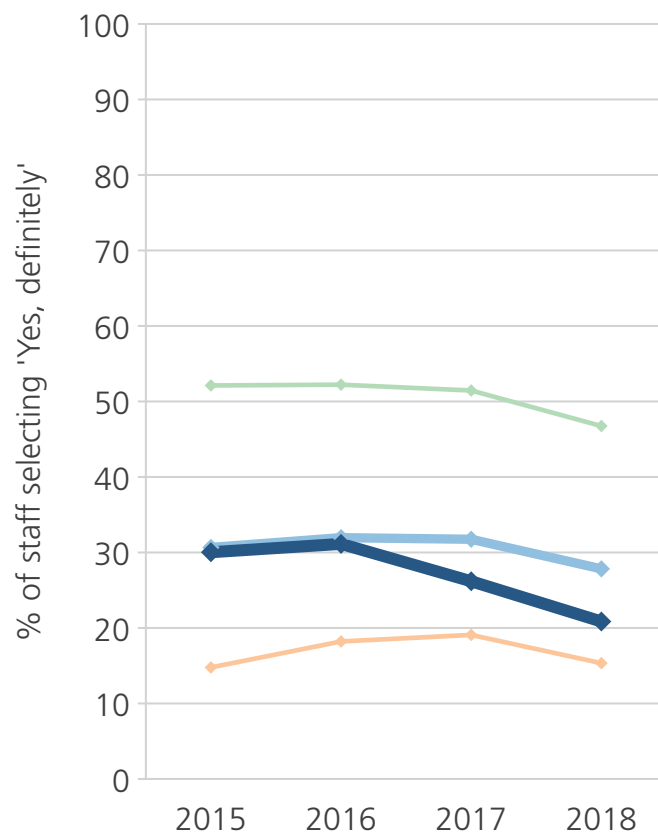
The opportunities for flexible working patterns



Best	58.1%	58.2%	60.3%	60.4%
Your org	44.7%	48.1%	50.5%	47.1%
Average	48.7%	50.1%	50.4%	51.9%
Worst	40.2%	42.9%	40.1%	42.5%

Q11a

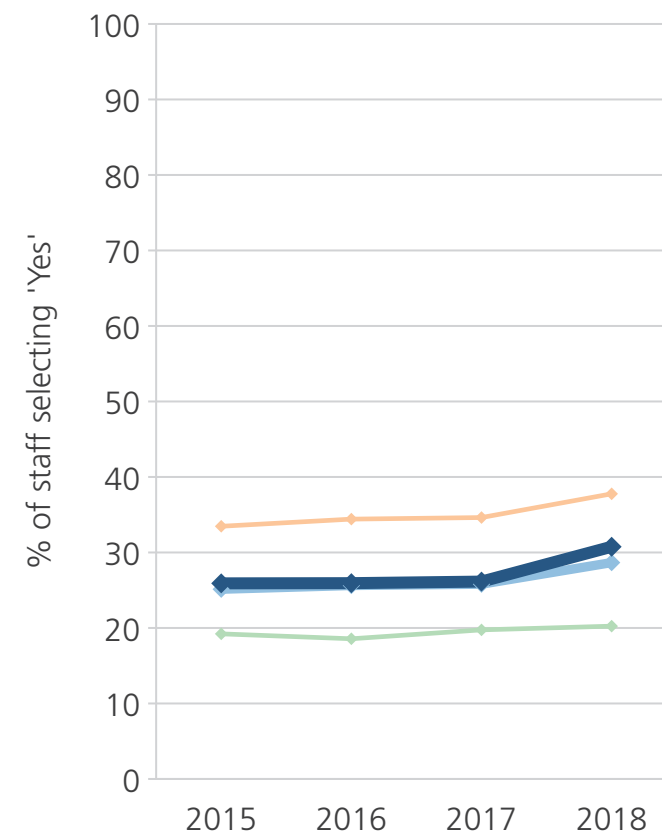
Does your organisation take positive action on health and well-being?



Best	52.1%	52.2%	51.5%	46.7%
Your org	30.0%	31.1%	26.2%	20.9%
Average	30.7%	32.0%	31.7%	27.8%
Worst	14.8%	18.2%	19.1%	15.3%

Q11b

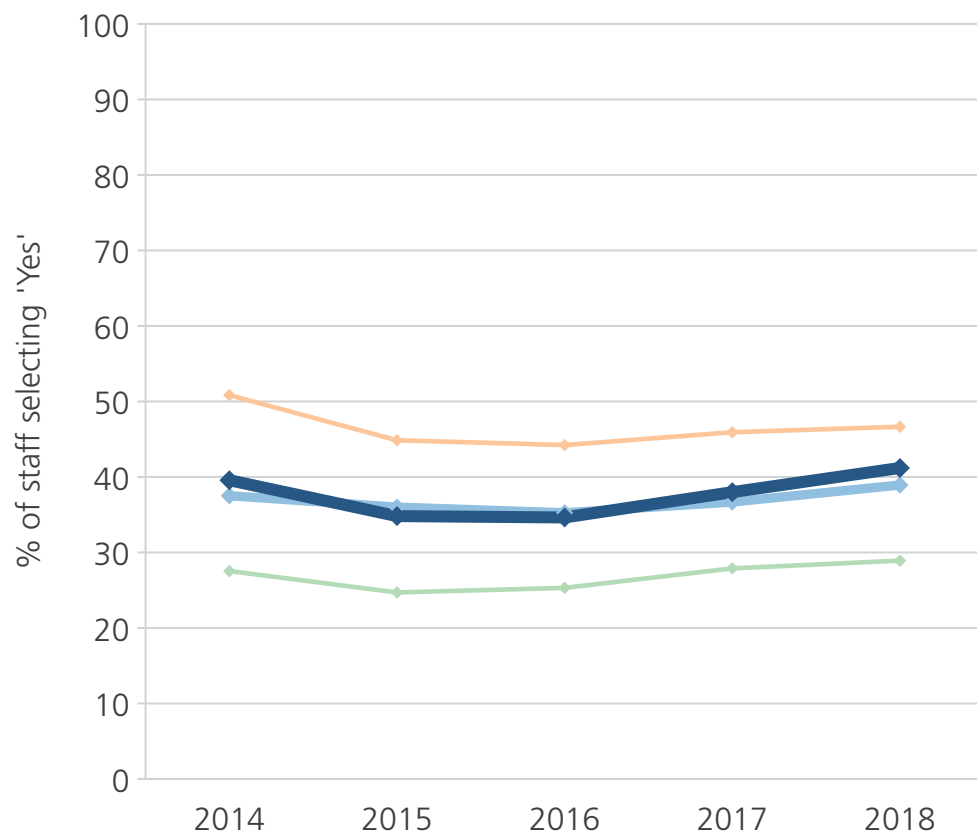
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	33.5%	34.4%	34.6%	37.8%
Your org	25.9%	25.9%	26.1%	30.8%
Average	25.1%	25.6%	25.8%	28.7%
Best	19.2%	18.6%	19.7%	20.2%

Q11c

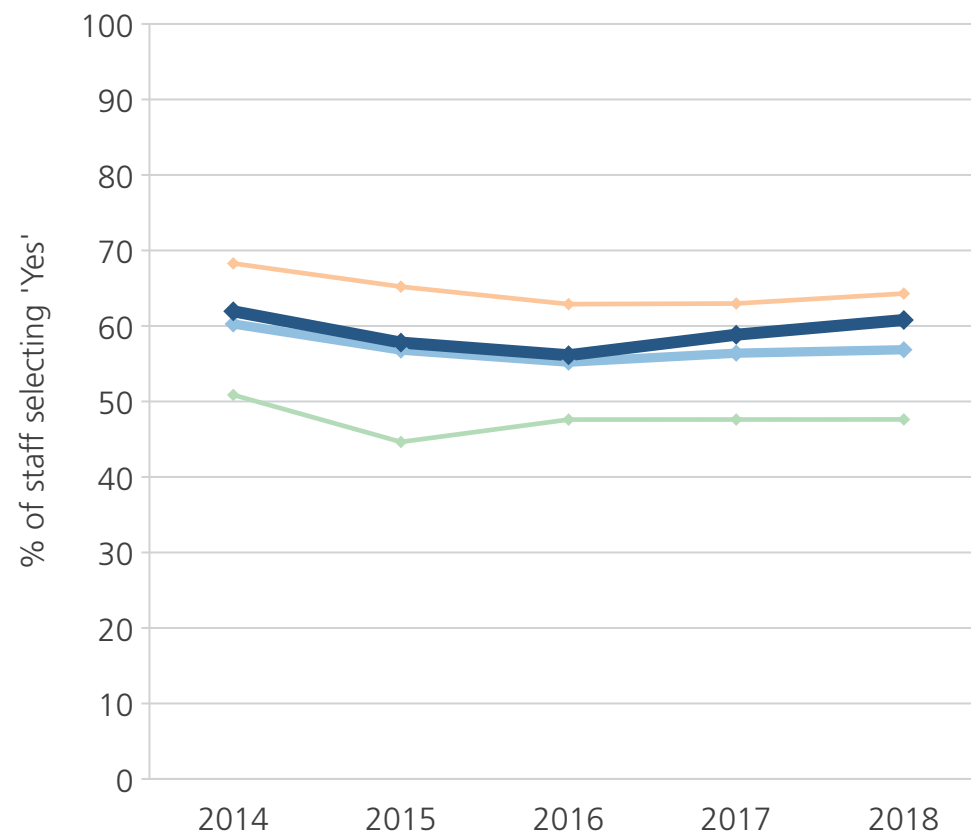
During the last 12 months have you felt unwell as a result of work related stress?



Worst	50.8%	44.9%	44.2%	45.9%	46.7%
Your org	39.6%	34.8%	34.6%	38.0%	41.2%
Average	37.5%	36.0%	35.3%	36.7%	38.9%
Best	27.5%	24.7%	25.3%	27.9%	28.9%

Q11d

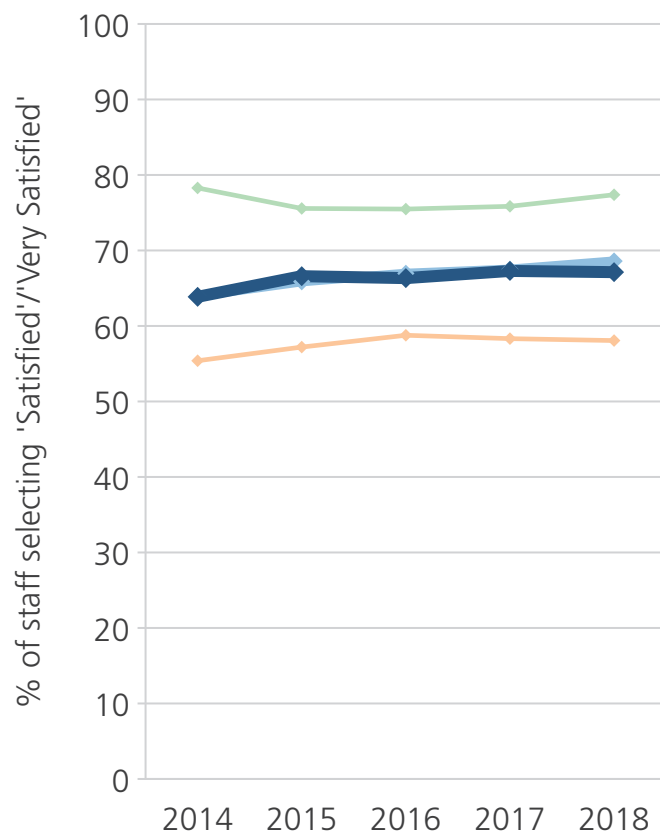
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Worst	68.3%	65.2%	62.9%	63.0%	64.3%
Your org	61.9%	57.8%	56.1%	58.8%	60.8%
Average	60.3%	56.8%	55.2%	56.4%	56.9%
Best	50.9%	44.6%	47.6%	47.6%	47.6%

Q5b

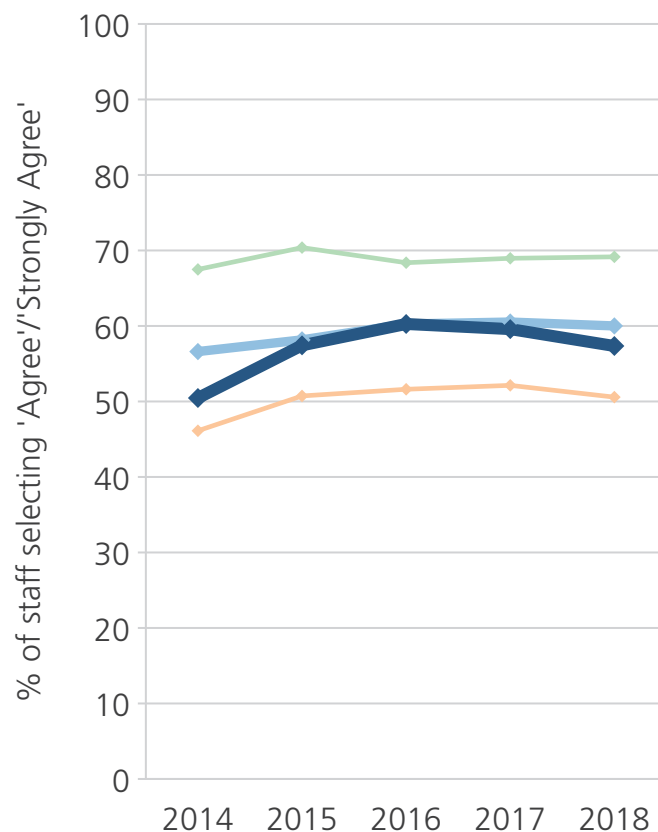
The support I get from my immediate manager



Best	78.3%	75.6%	75.5%	75.8%	77.4%
Your org	63.9%	66.6%	66.3%	67.3%	67.1%
Average	64.0%	65.9%	67.0%	67.5%	68.6%
Worst	55.4%	57.2%	58.8%	58.3%	58.1%

Q8c

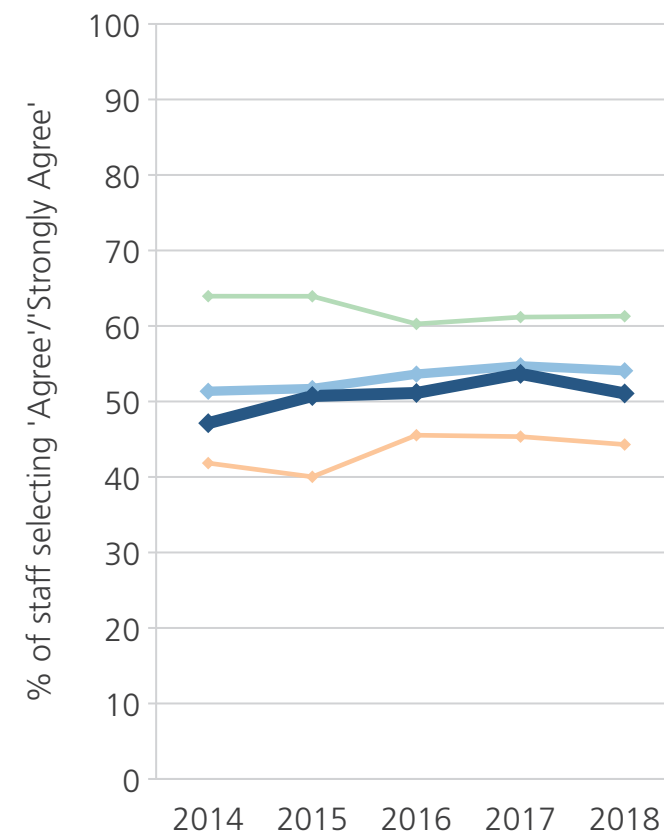
My immediate manager gives me clear feedback on my work



Best	67.5%	70.4%	68.4%	69.0%	69.2%
Your org	50.5%	57.4%	60.3%	59.6%	57.3%
Average	56.6%	58.2%	60.3%	60.5%	60.0%
Worst	46.1%	50.7%	51.6%	52.1%	50.6%

Q8d

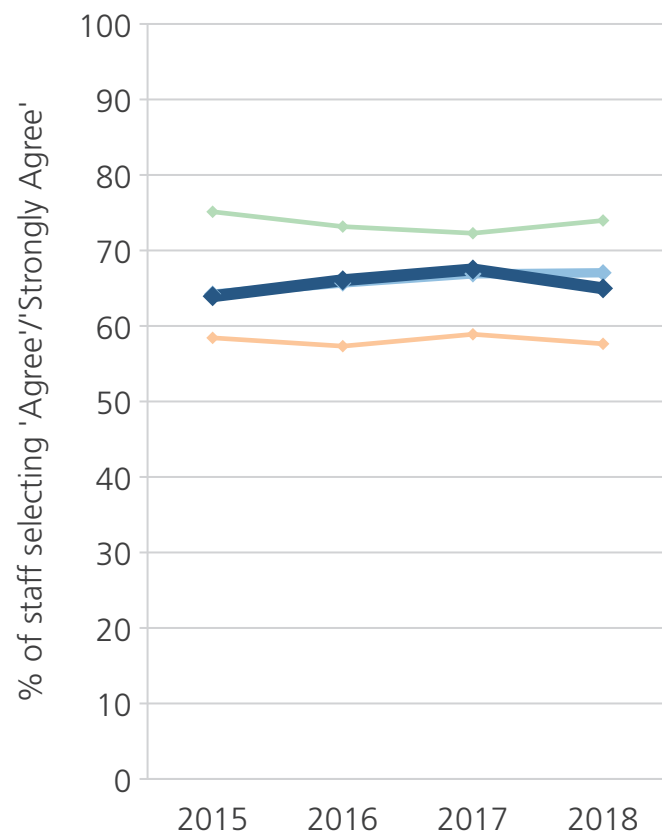
My immediate manager asks for my opinion before making decisions that affect my work



Best	63.9%	63.9%	60.3%	61.2%	61.3%
Your org	47.1%	50.7%	51.1%	53.7%	51.1%
Average	51.4%	51.7%	53.6%	54.7%	54.1%
Worst	41.8%	40.0%	45.5%	45.3%	44.3%

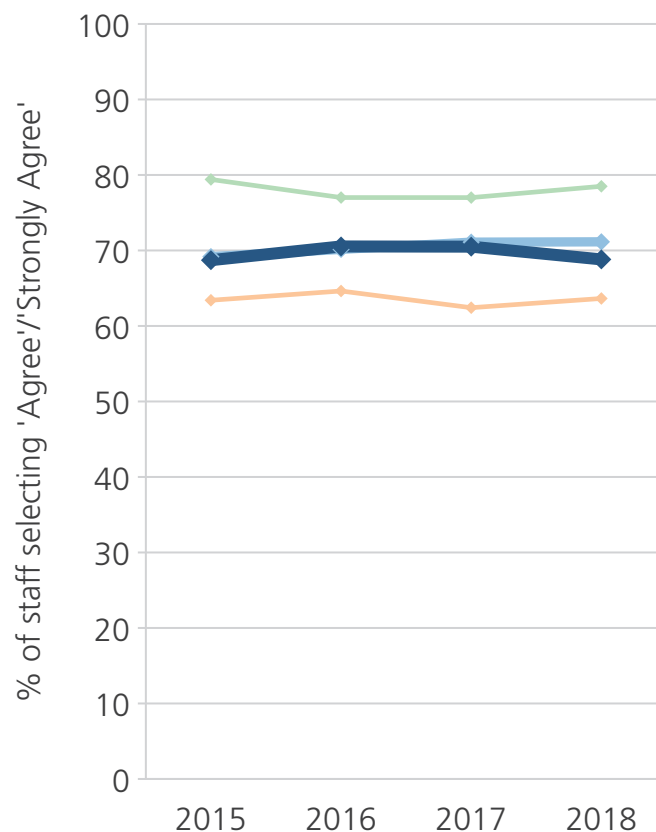
Q8f

My immediate manager takes a positive interest in my health and well-being



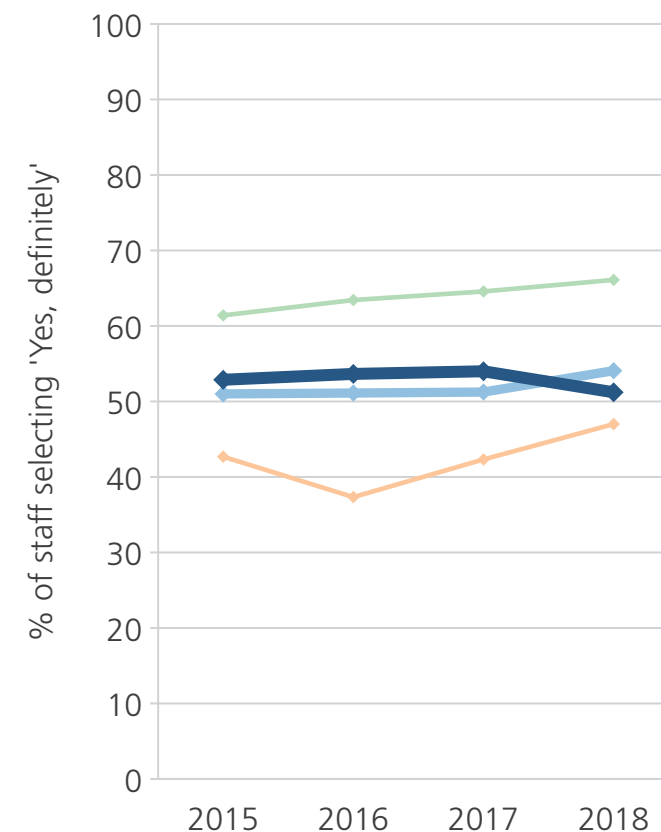
Q8g

My immediate manager values my work



Q19g

My manager supported me to receive this training, learning or development



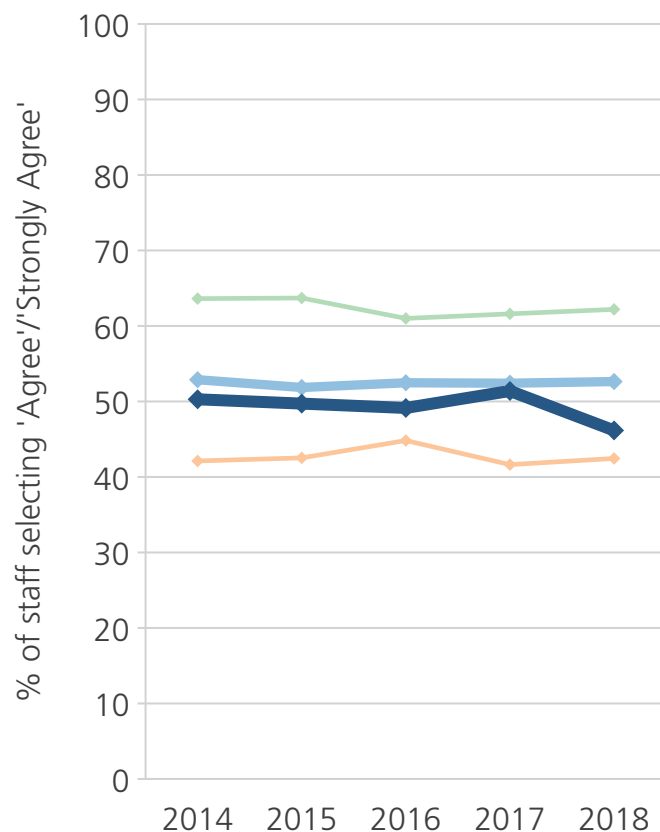
Best	75.1%	73.2%	72.3%	74.0%
Your org	63.9%	66.1%	67.5%	65.0%
Average	64.2%	65.7%	66.9%	67.0%
Worst	58.4%	57.3%	58.9%	57.6%

Best	79.4%	77.0%	77.0%	78.5%
Your org	68.7%	70.5%	70.5%	68.8%
Average	69.2%	70.1%	71.1%	71.1%
Worst	63.4%	64.6%	62.4%	63.6%

Best	61.4%	63.4%	64.6%	66.1%
Your org	52.9%	53.6%	54.0%	51.2%
Average	51.0%	51.1%	51.2%	54.1%
Worst	42.7%	37.3%	42.3%	47.0%

Q4c

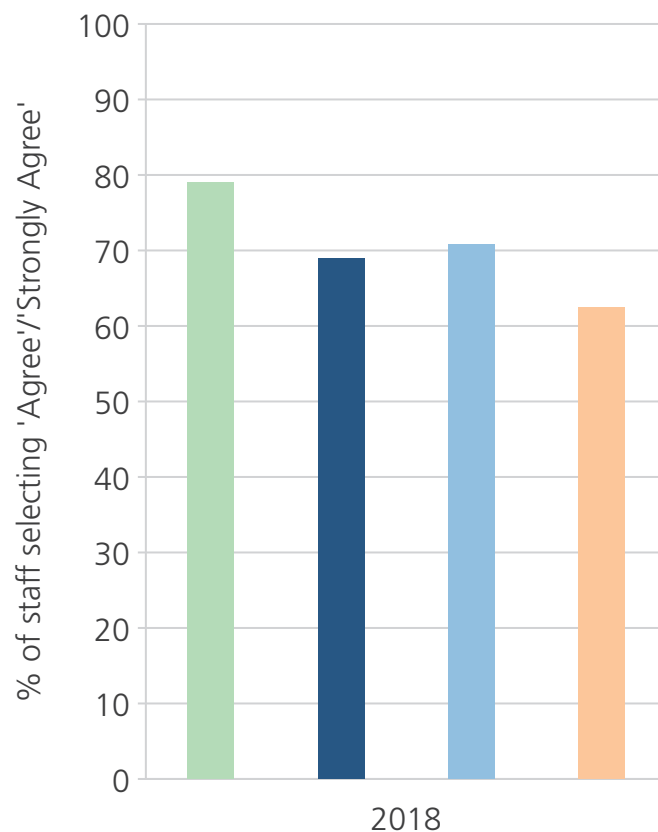
I am involved in deciding on changes introduced that affect my work area / team / department



Best	63.6%	63.7%	61.0%	61.6%	62.2%
Your org	50.3%	49.7%	49.1%	51.4%	46.2%
Average	52.9%	51.9%	52.5%	52.4%	52.6%
Worst	42.1%	42.5%	44.8%	41.6%	42.5%

Q4j

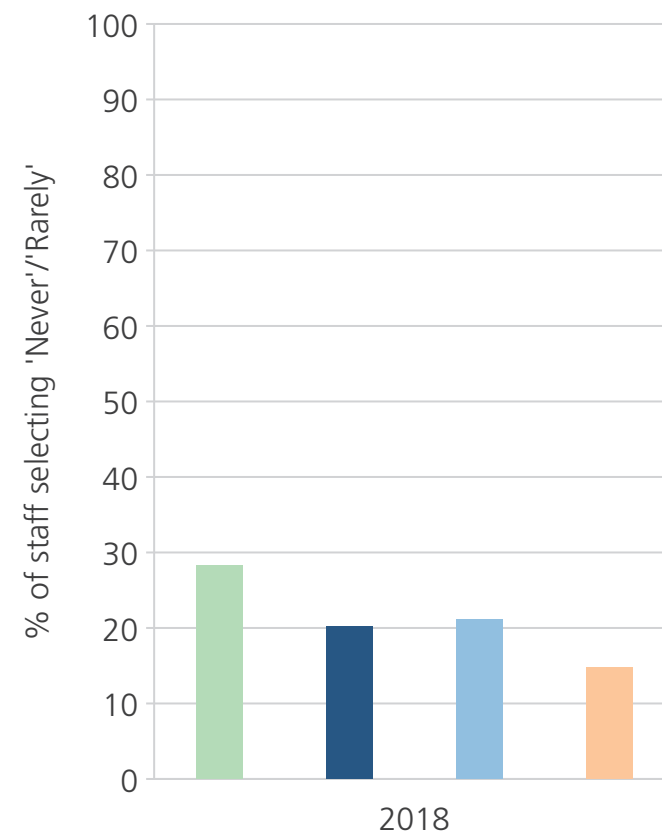
I receive the respect I deserve from my colleagues at work



Best	79.0%
Your org	68.9%
Average	70.9%
Worst	62.5%

Q6a

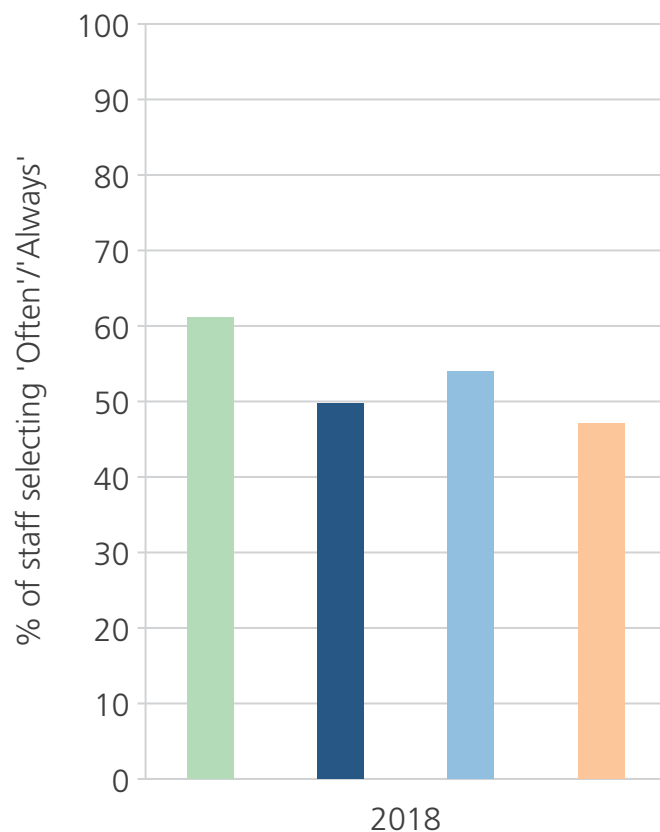
I have unrealistic time pressures



Best	28.3%
Your org	20.2%
Average	21.1%
Worst	14.7%

Q6b

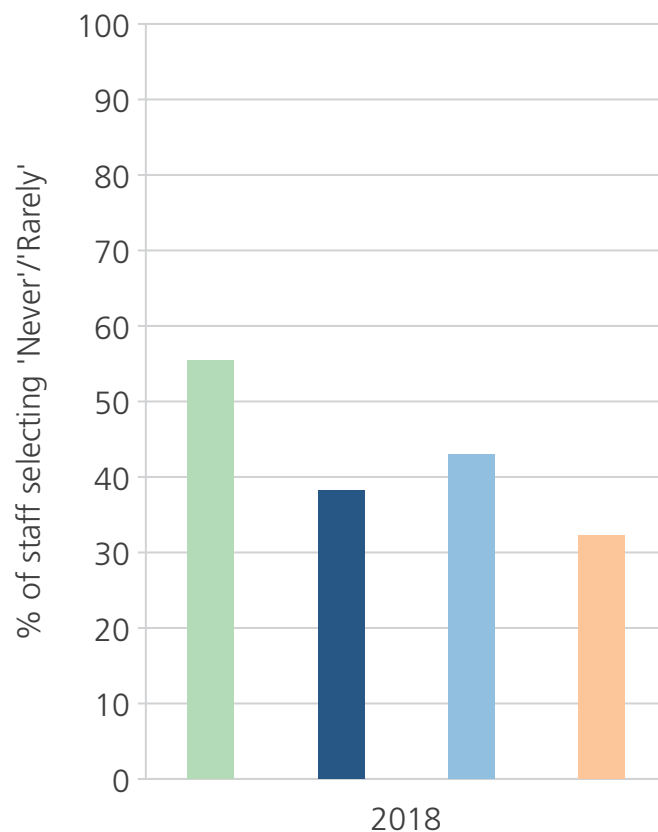
I have a choice in deciding
how to do my work



Best	61.1%
Your org	49.7%
Average	54.0%
Worst	47.0%

Q6c

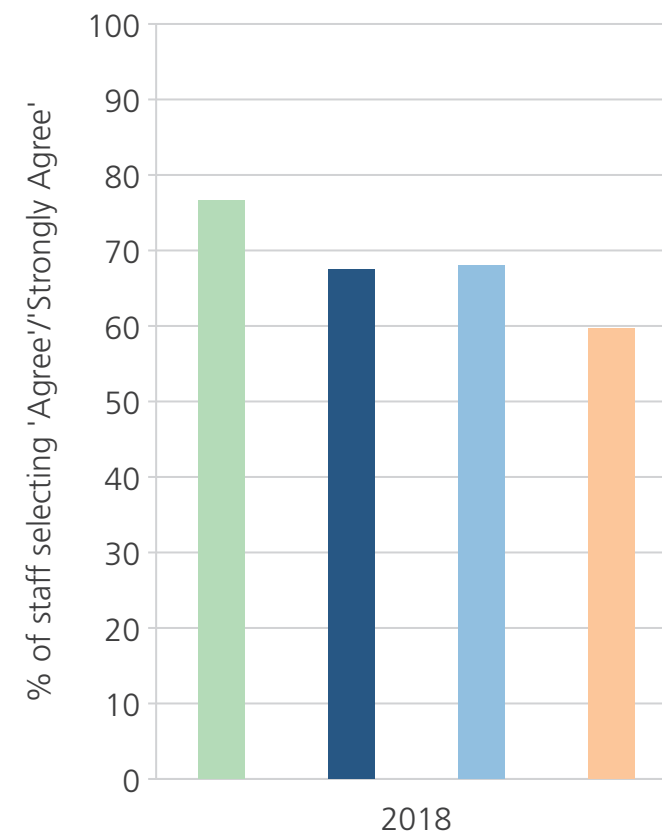
Relationships at work are strained



Best	55.5%
Your org	38.2%
Average	42.9%
Worst	32.2%

Q8a

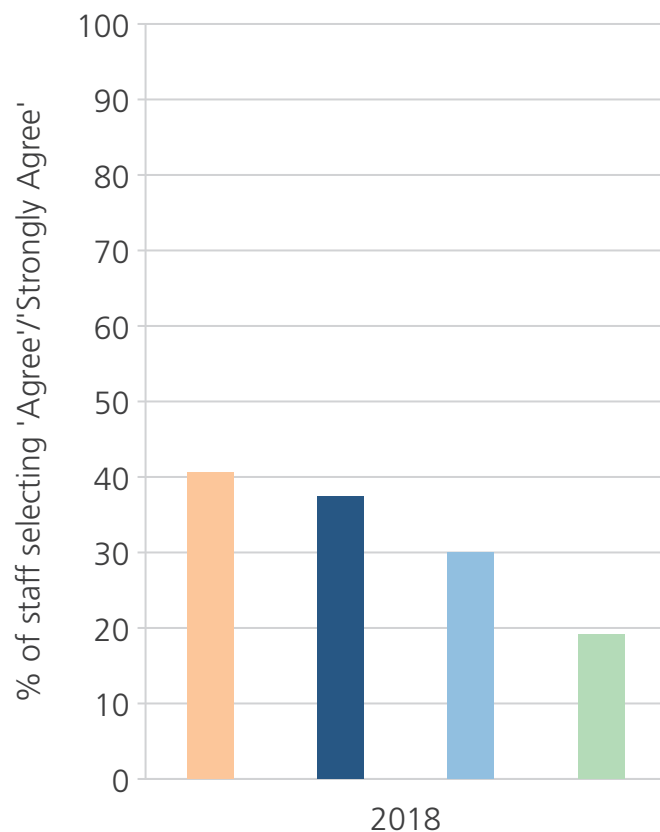
My immediate manager
encourages me at work



Best	76.7%
Your org	67.5%
Average	68.1%
Worst	59.7%

Q23a

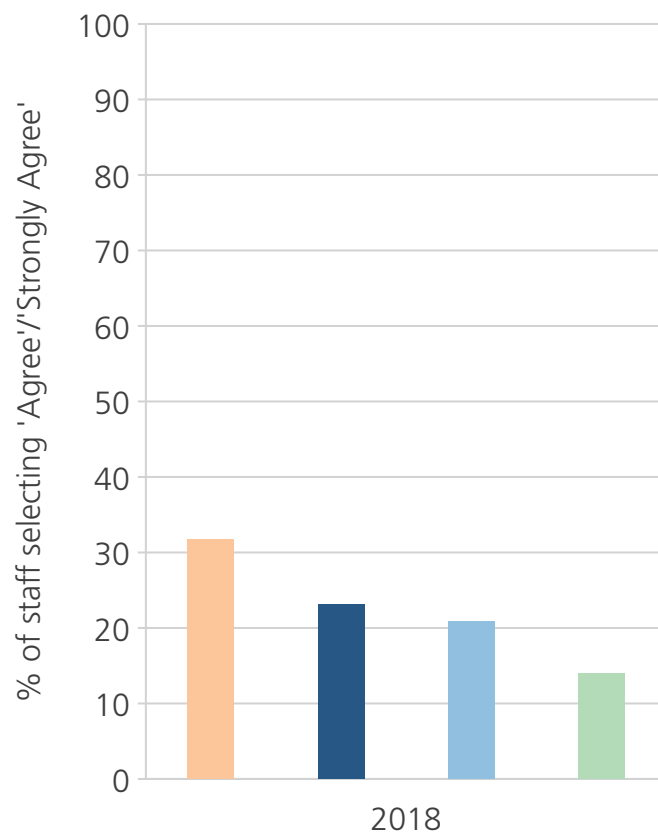
I often think about leaving this organisation



Worst	40.6%
Your org	37.4%
Average	29.9%
Best	19.1%

Q23b

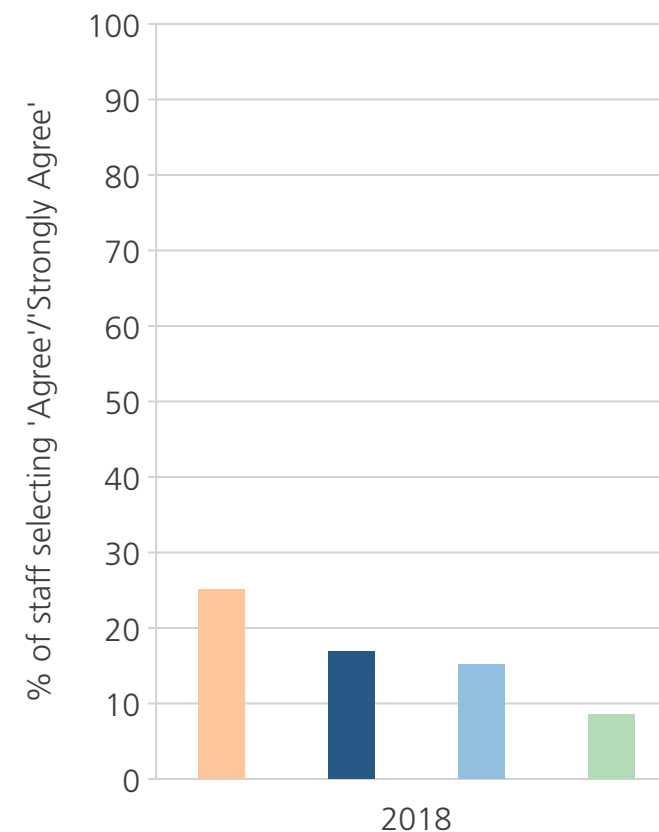
I will probably look for a job at a new organisation in the next 12 months



Worst	31.7%
Your org	23.1%
Average	20.8%
Best	14.0%

Q23c

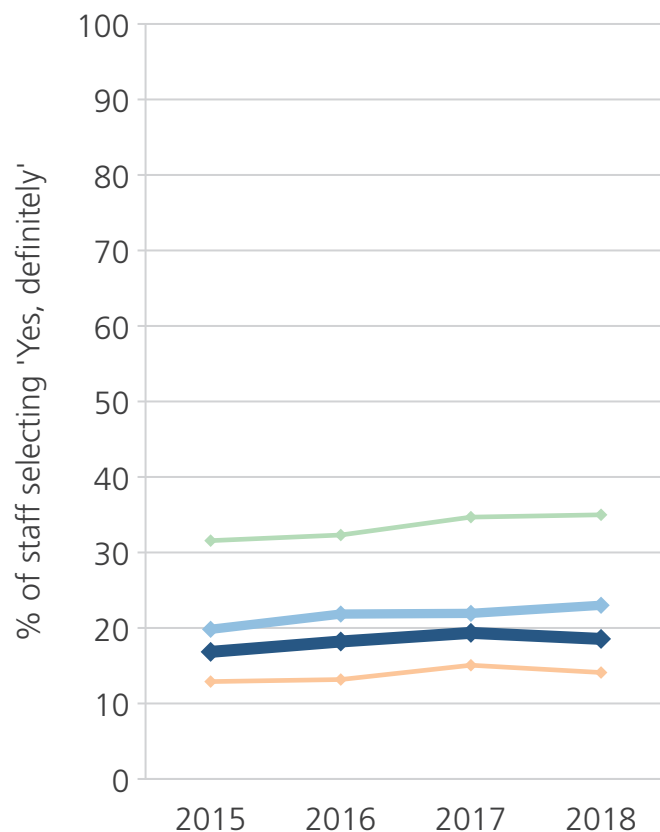
As soon as I can find another job, I will leave this organisation



Worst	25.0%
Your org	16.9%
Average	15.1%
Best	8.5%

Q19b

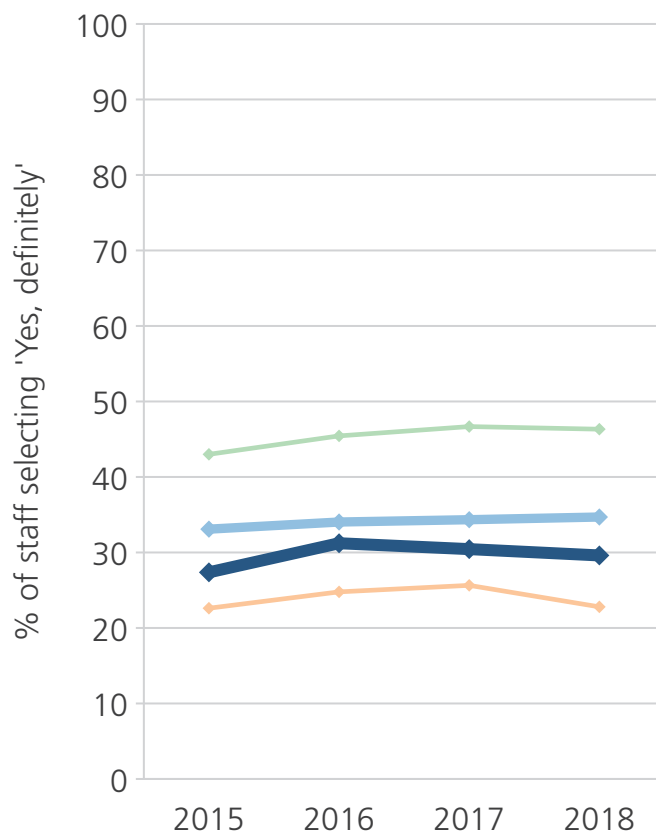
It helped me to improve how I do my job



Best	31.6%	32.3%	34.7%	35.0%
Your org	16.8%	18.2%	19.4%	18.6%
Average	19.8%	21.8%	21.9%	23.0%
Worst	12.9%	13.2%	15.1%	14.1%

Q19c

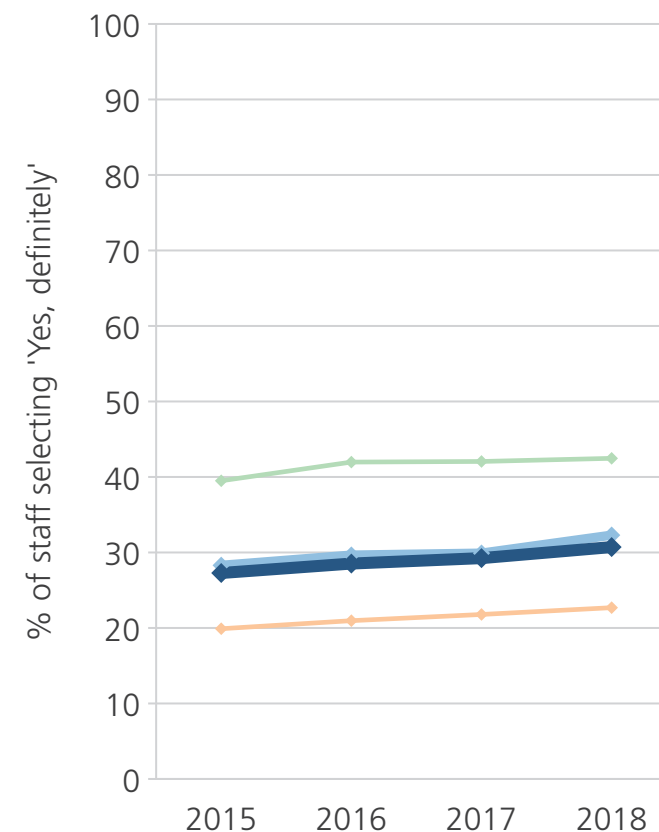
It helped me agree clear objectives for my work



Best	43.0%	45.4%	46.7%	46.3%
Your org	27.4%	31.2%	30.4%	29.6%
Average	33.1%	34.0%	34.3%	34.7%
Worst	22.6%	24.8%	25.6%	22.8%

Q19d

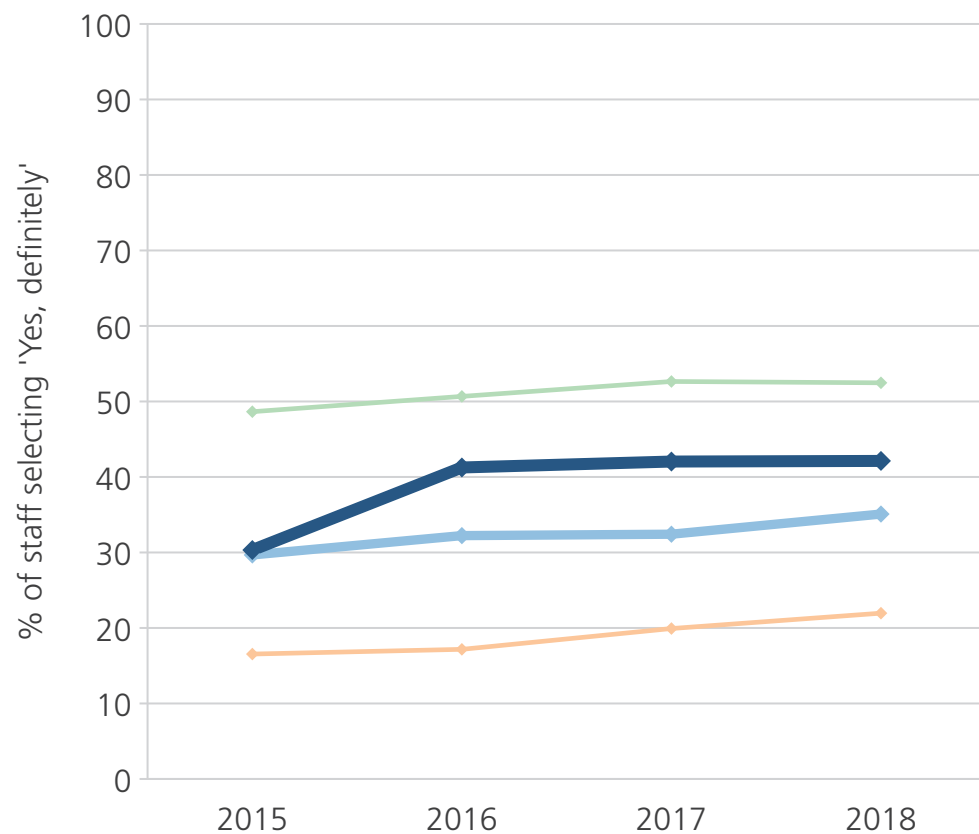
It left me feeling that my work is valued by my organisation



Best	39.5%	42.0%	42.1%	42.5%
Your org	27.3%	28.5%	29.3%	30.7%
Average	28.3%	29.7%	29.9%	32.3%
Worst	19.9%	21.0%	21.8%	22.7%

Q19e

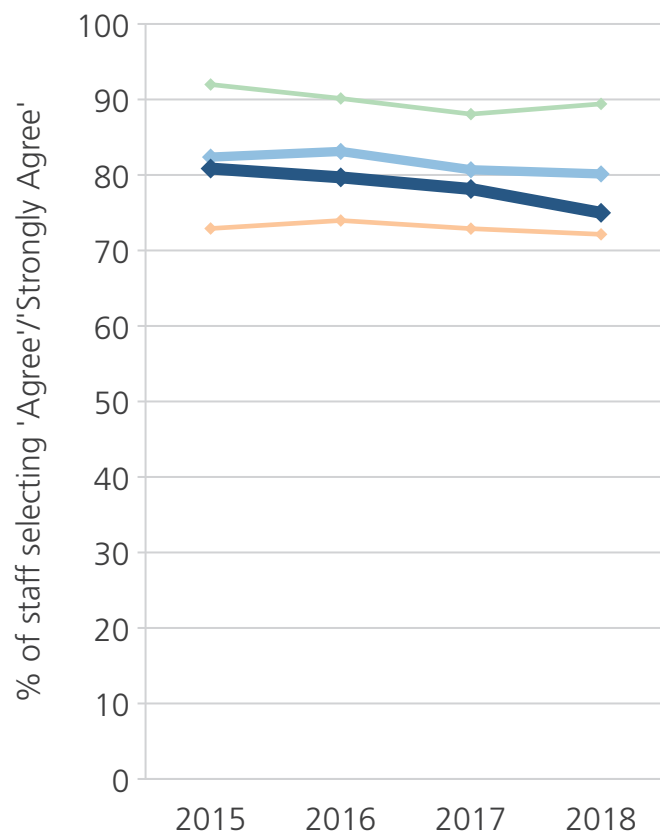
The values of my organisation were discussed as part of the appraisal process



Best	48.6%	50.7%	52.6%	52.5%
Your org	30.3%	41.3%	42.0%	42.1%
Average	29.7%	32.2%	32.4%	35.1%
Worst	16.5%	17.2%	19.9%	22.0%

Q7a

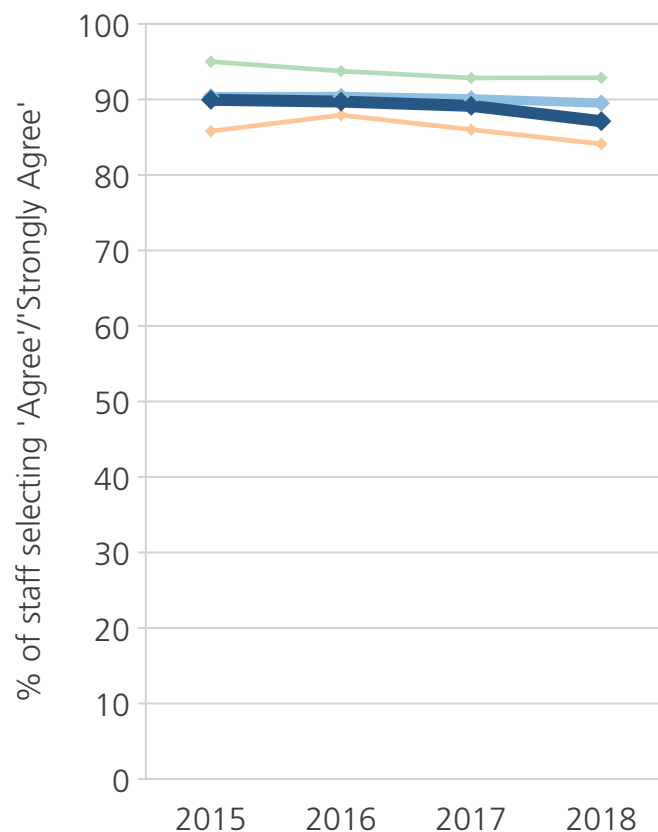
I am satisfied with the quality of care I give to patients / service users



Best	92.0%	90.1%	88.1%	89.4%
Your org	80.9%	79.7%	78.1%	75.0%
Average	82.4%	83.1%	80.7%	80.1%
Worst	72.9%	74.0%	72.9%	72.1%

Q7b

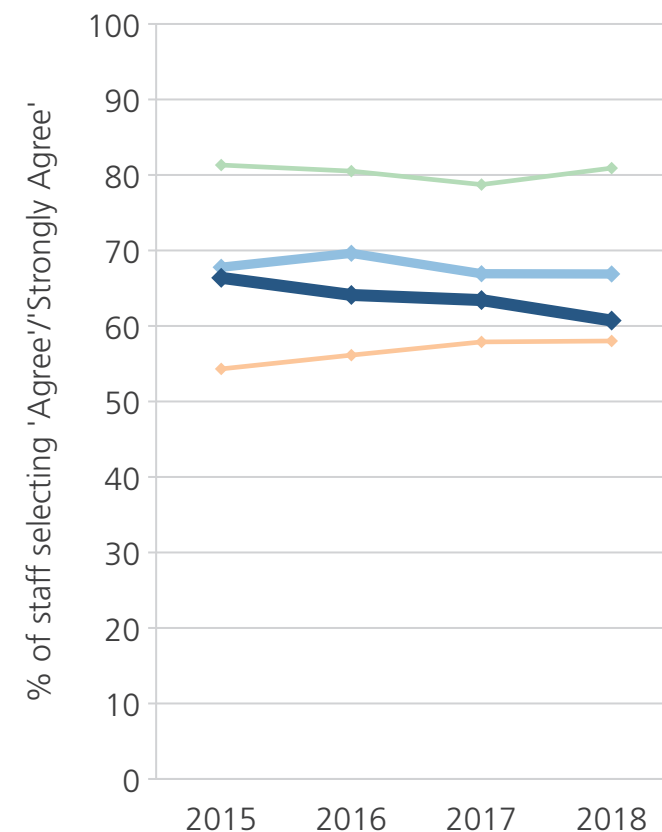
I feel that my role makes a difference to patients / service users



Best	95.0%	93.8%	92.8%	92.9%
Your org	90.0%	89.7%	89.2%	87.1%
Average	90.4%	90.4%	90.1%	89.5%
Worst	85.8%	87.9%	86.0%	84.1%

Q7c

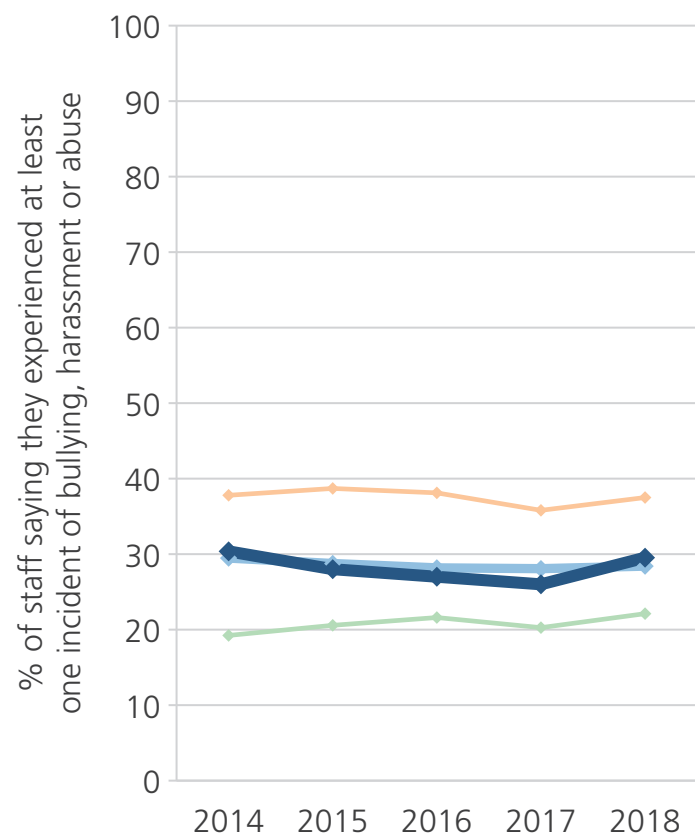
I am able to deliver the care I aspire to



Best	81.3%	80.5%	78.7%	80.9%
Your org	66.4%	64.1%	63.4%	60.7%
Average	67.8%	69.6%	66.9%	66.9%
Worst	54.3%	56.1%	57.9%	58.0%

Q13a

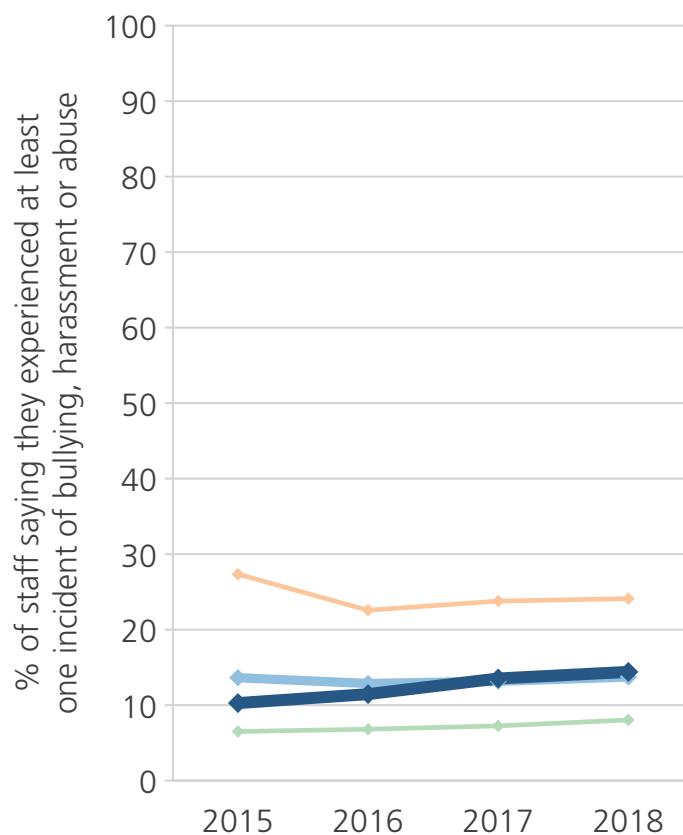
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



Worst	37.8%	38.7%	38.1%	35.8%	37.5%
Your org	30.4%	28.0%	27.0%	26.0%	29.5%
Average	29.5%	28.8%	28.2%	28.1%	28.4%
Best	19.2%	20.6%	21.6%	20.3%	22.1%

Q13b

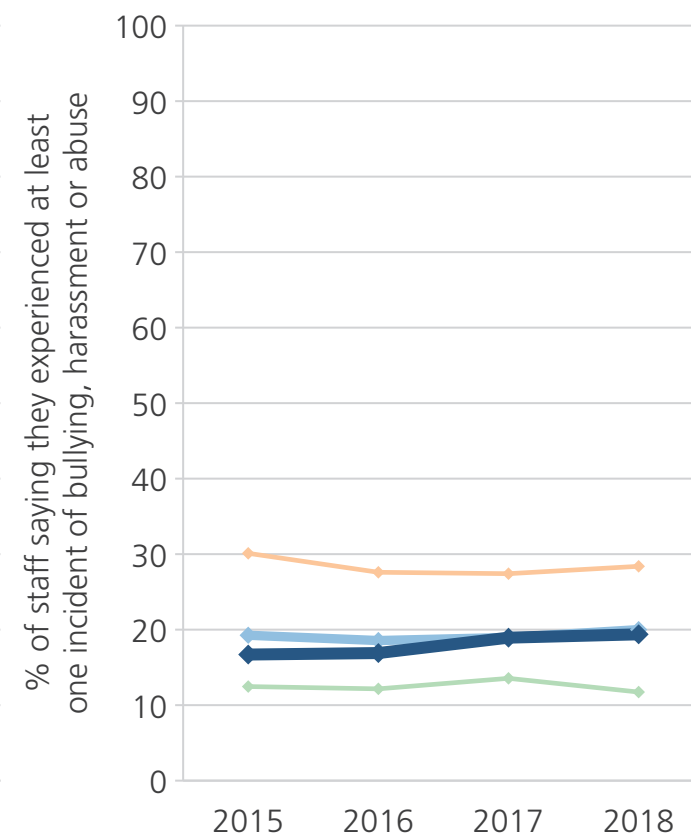
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



Worst	27.3%	22.6%	23.8%	24.1%
Your org	10.3%	11.5%	13.5%	14.4%
Average	13.6%	12.9%	13.2%	13.7%
Best	6.5%	6.8%	7.3%	8.0%

Q13c

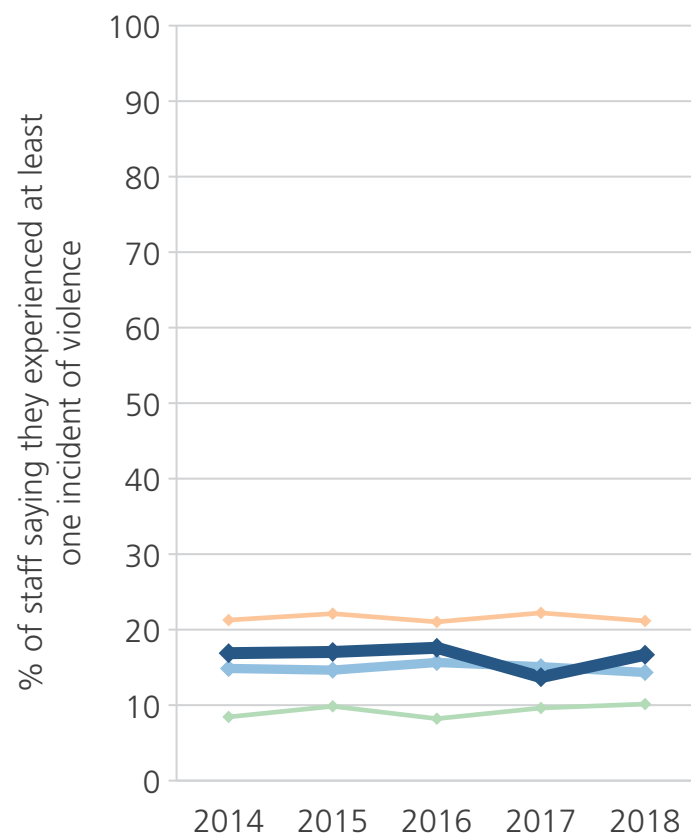
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



Worst	30.1%	27.6%	27.4%	28.4%
Your org	16.7%	16.9%	18.9%	19.4%
Average	19.3%	18.6%	19.0%	20.0%
Best	12.5%	12.2%	13.6%	11.7%

Q12a

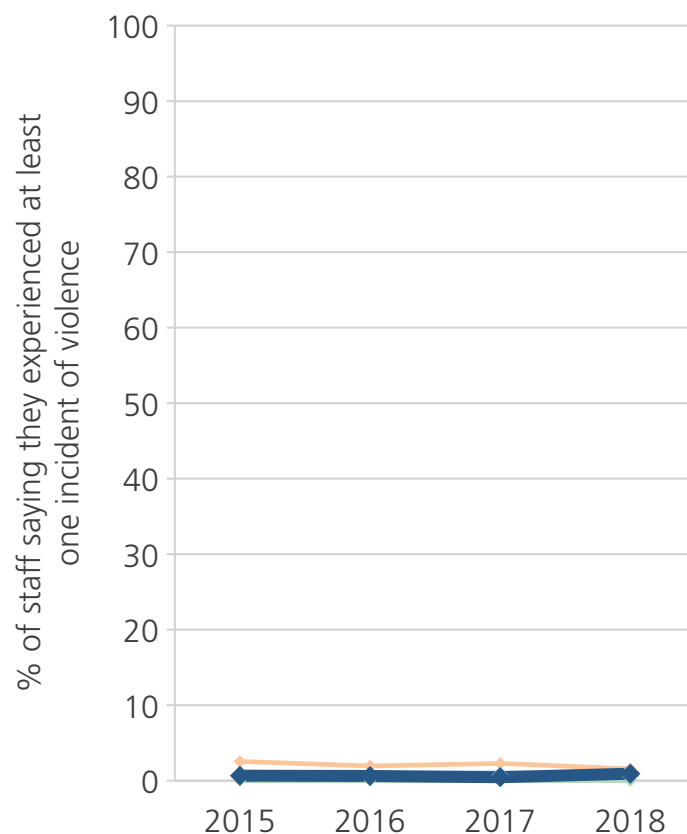
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



Worst	21.3%	22.1%	21.0%	22.2%	21.2%
Your org	16.9%	17.0%	17.6%	13.7%	16.7%
Average	14.9%	14.6%	15.7%	15.1%	14.3%
Best	8.4%	9.8%	8.2%	9.6%	10.1%

Q12b

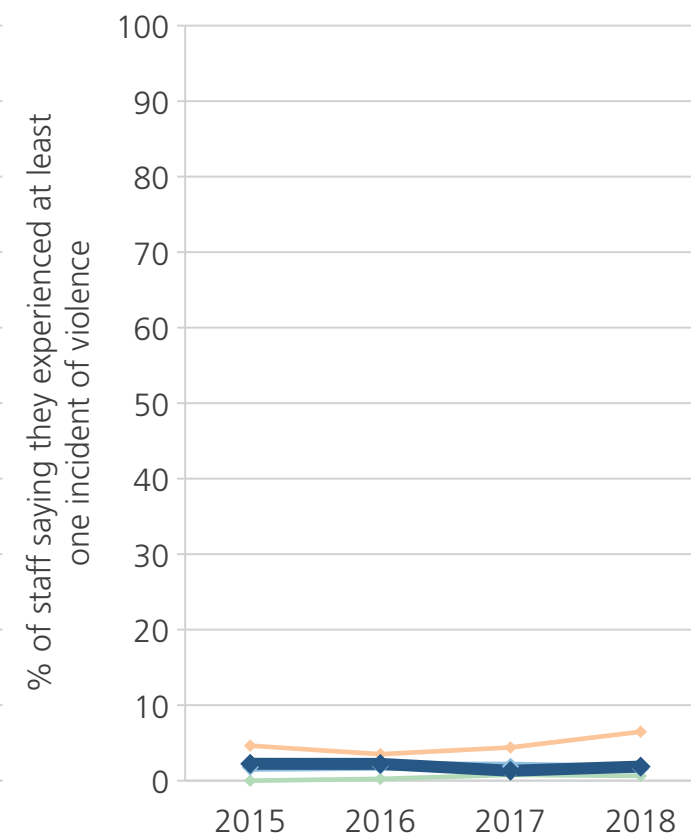
In the last 12 months how many times have you personally experienced physical violence at work from managers?



Worst	2.5%	1.9%	2.3%	1.6%
Your org	0.7%	0.6%	0.5%	0.9%
Average	0.6%	0.6%	0.7%	0.7%
Best	0.0%	0.0%	0.0%	0.0%

Q12c

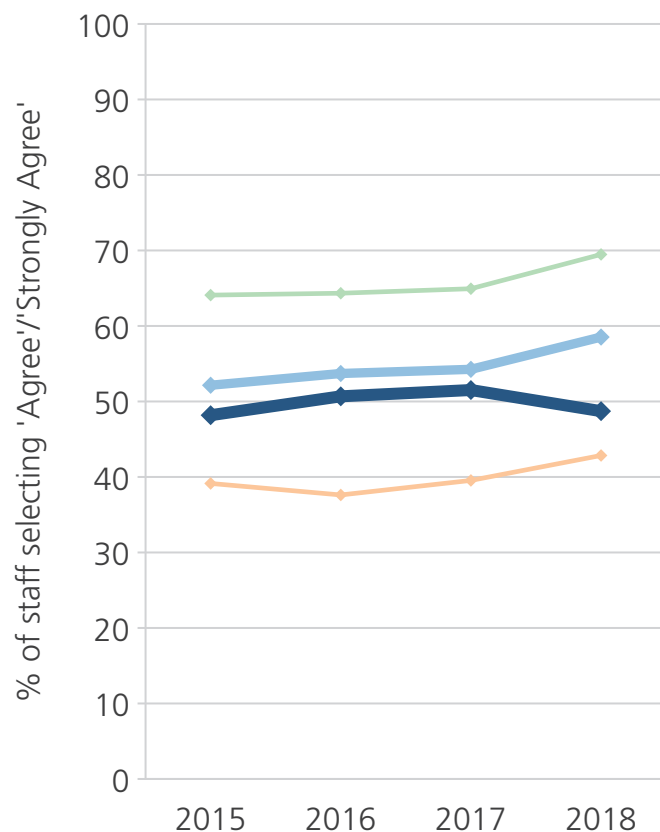
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



Worst	4.6%	3.5%	4.4%	6.5%
Your org	2.2%	2.2%	1.3%	1.9%
Average	1.8%	1.9%	1.9%	1.6%
Best	0.0%	0.2%	0.8%	0.6%

Q17a

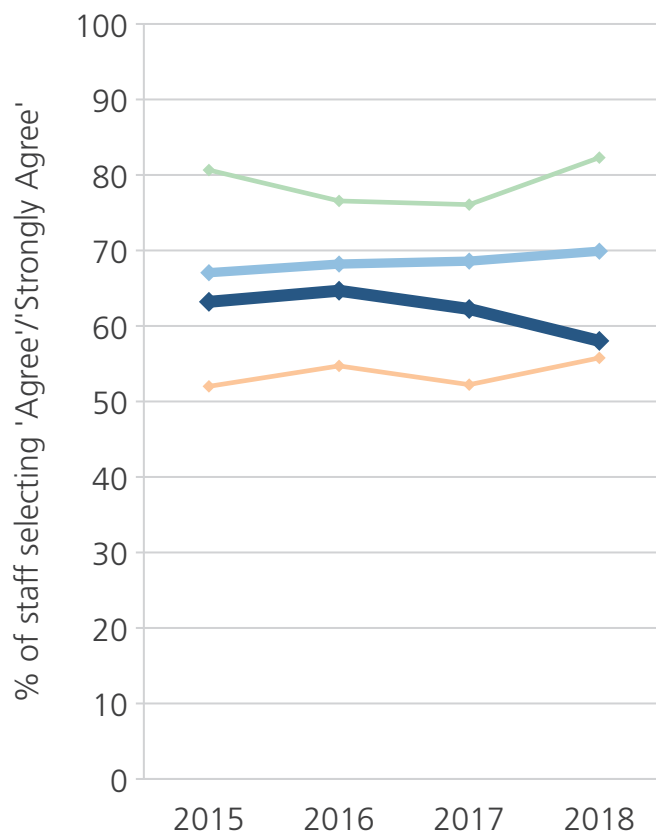
My organisation treats staff who are involved in an error, near miss or incident fairly



Best	64.1%	64.3%	64.9%	69.5%
Your org	48.2%	50.7%	51.5%	48.7%
Average	52.1%	53.7%	54.3%	58.5%
Worst	39.1%	37.6%	39.5%	42.8%

Q17c

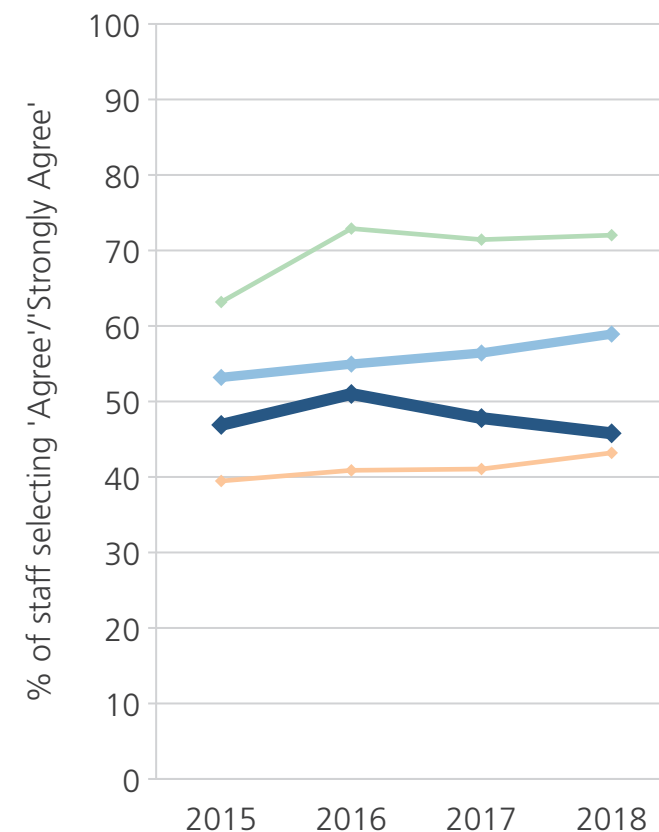
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



Best	80.7%	76.6%	76.1%	82.3%
Your org	63.2%	64.7%	62.2%	58.0%
Average	67.1%	68.2%	68.6%	69.9%
Worst	52.0%	54.7%	52.2%	55.8%

Q17d

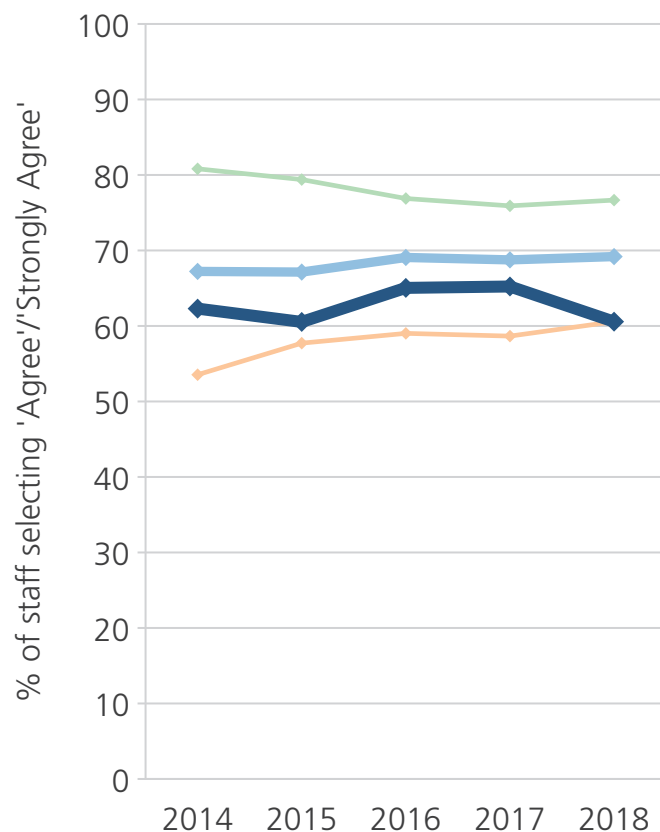
We are given feedback about changes made in response to reported errors, near misses and incidents



Best	63.2%	72.9%	71.4%	72.0%
Your org	46.9%	51.0%	47.8%	45.8%
Average	53.2%	54.9%	56.4%	58.9%
Worst	39.5%	40.9%	41.1%	43.2%

Q18b

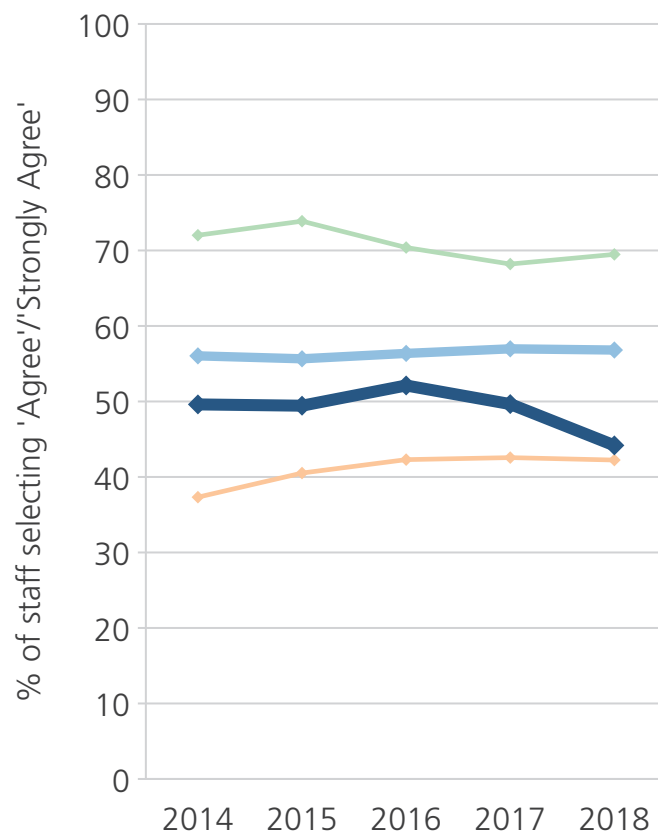
I would feel secure raising concerns about unsafe clinical practice



Best	80.8%	79.4%	76.9%	75.9%	76.7%
Your org	62.3%	60.5%	65.0%	65.2%	60.6%
Average	67.2%	67.1%	69.1%	68.8%	69.2%
Worst	53.5%	57.7%	59.0%	58.7%	60.6%

Q18c

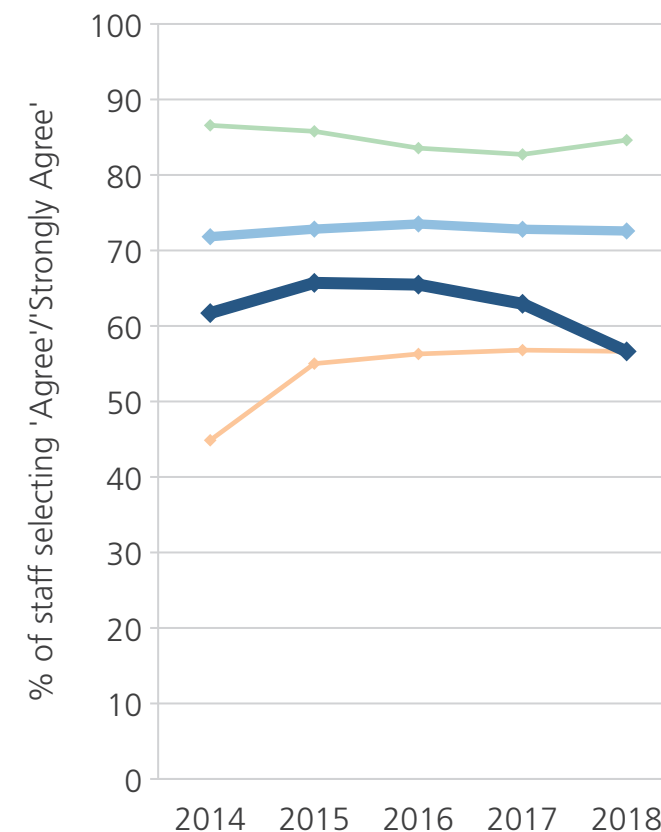
I am confident that my organisation would address my concern



Best	72.0%	73.9%	70.4%	68.2%	69.5%
Your org	49.6%	49.4%	52.1%	49.7%	44.2%
Average	56.0%	55.7%	56.4%	57.0%	56.8%
Worst	37.3%	40.5%	42.3%	42.6%	42.2%

Q21b

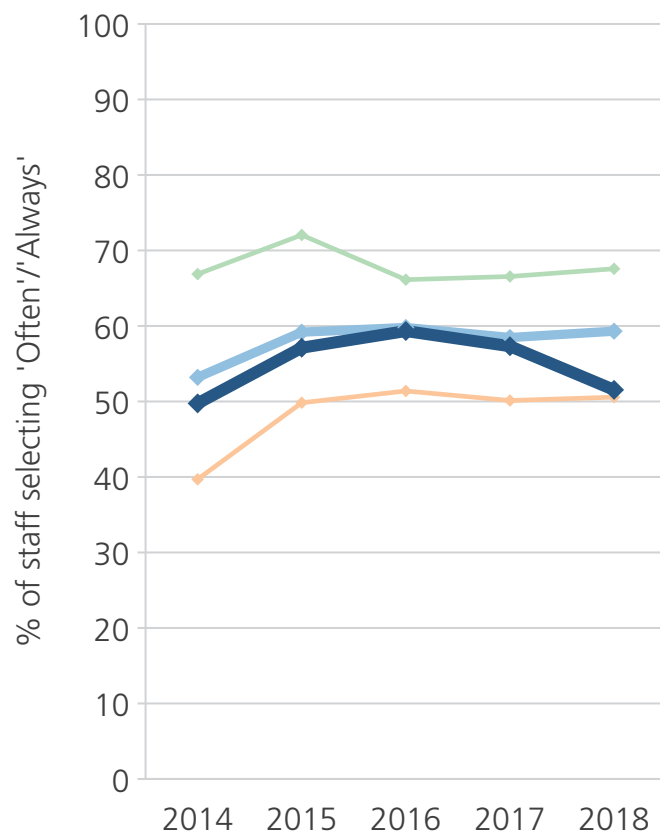
My organisation acts on concerns raised by patients / service users



Best	86.6%	85.8%	83.6%	82.7%	84.6%
Your org	61.7%	65.7%	65.5%	62.9%	56.6%
Average	71.8%	72.8%	73.5%	72.8%	72.6%
Worst	44.9%	55.0%	56.3%	56.8%	56.6%

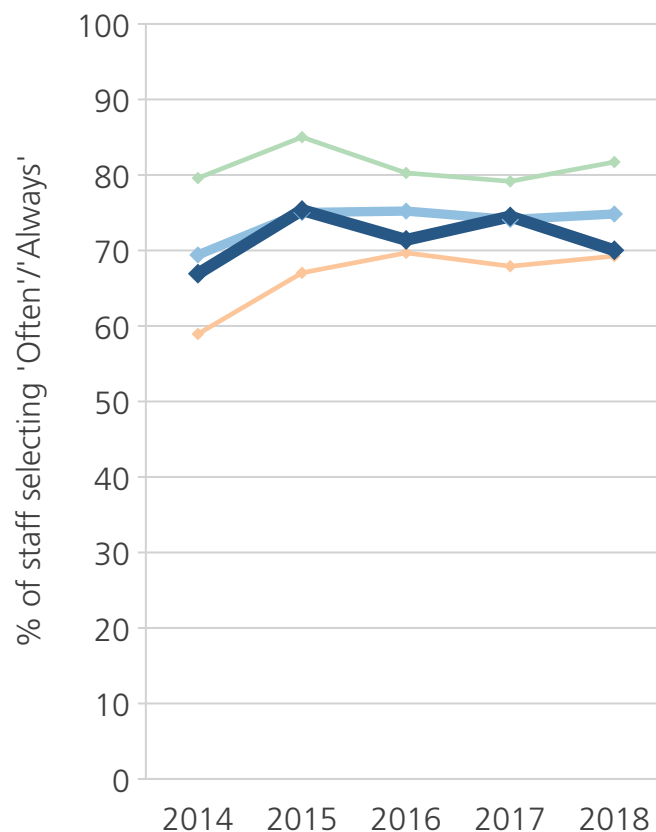
Q2a

I look forward to going to work



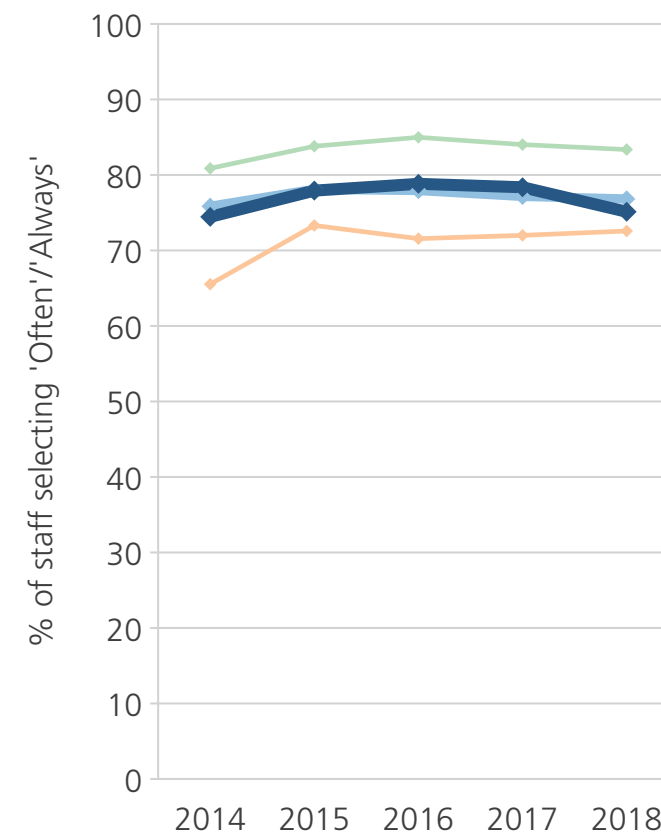
Q2b

I am enthusiastic about my job



Q2c

Time passes quickly when I am working



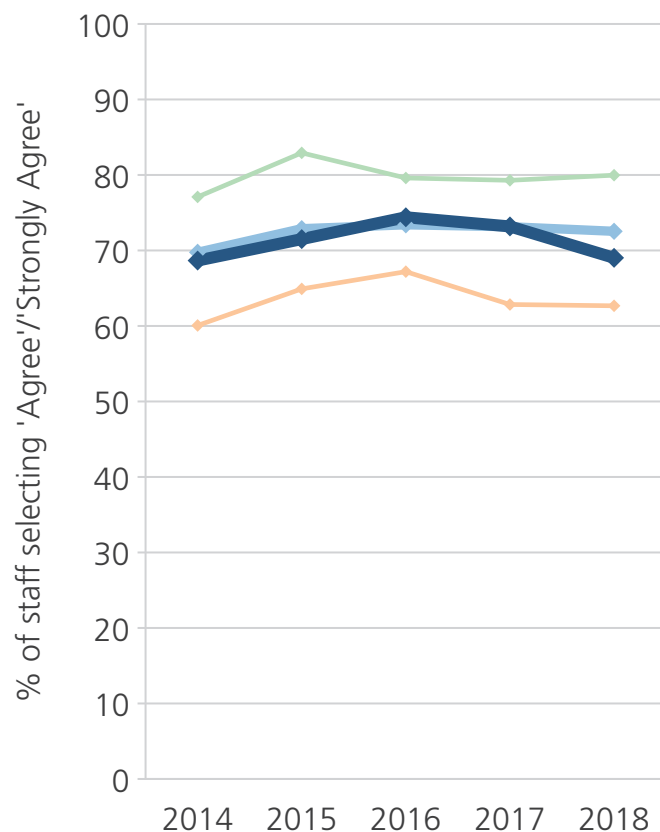
Best	66.9%	72.0%	66.1%	66.6%	67.6%
Your org	49.7%	57.1%	59.3%	57.3%	51.5%
Average	53.2%	59.2%	59.8%	58.5%	59.3%
Worst	39.7%	49.8%	51.4%	50.1%	50.6%

Best	79.6%	85.0%	80.3%	79.2%	81.7%
Your org	66.9%	75.3%	71.4%	74.5%	70.0%
Average	69.4%	75.0%	75.2%	74.1%	74.8%
Worst	58.9%	67.0%	69.7%	67.9%	69.3%

Best	80.9%	83.8%	85.0%	84.0%	83.4%
Your org	74.5%	77.9%	78.8%	78.4%	75.1%
Average	75.9%	78.1%	77.9%	77.2%	76.8%
Worst	65.5%	73.3%	71.6%	72.0%	72.6%

Q4a

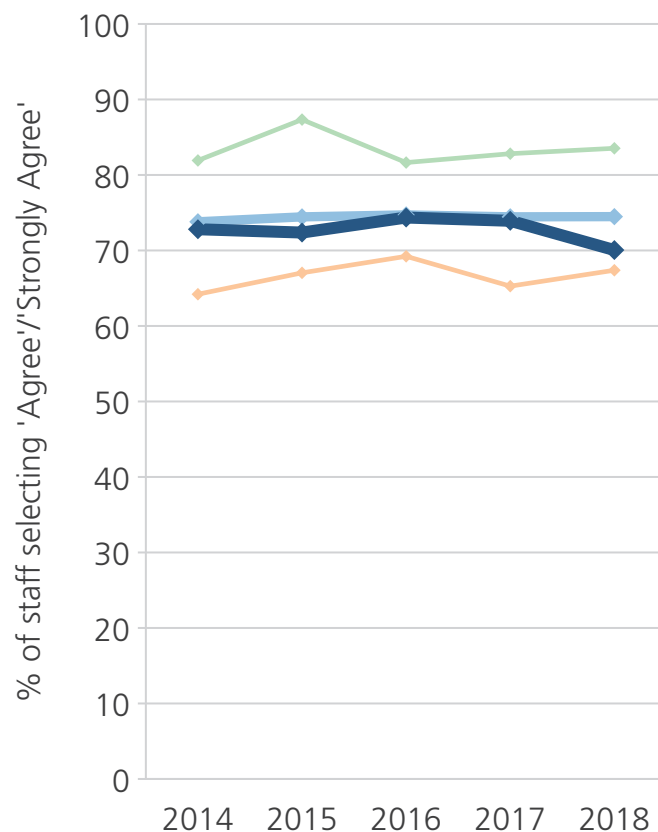
There are frequent opportunities
for me to show initiative in my role



Best	77.1%	82.9%	79.6%	79.3%	80.0%
Your org	68.7%	71.5%	74.4%	73.2%	69.0%
Average	69.8%	72.9%	73.4%	73.1%	72.5%
Worst	60.1%	64.9%	67.2%	62.8%	62.7%

Q4b

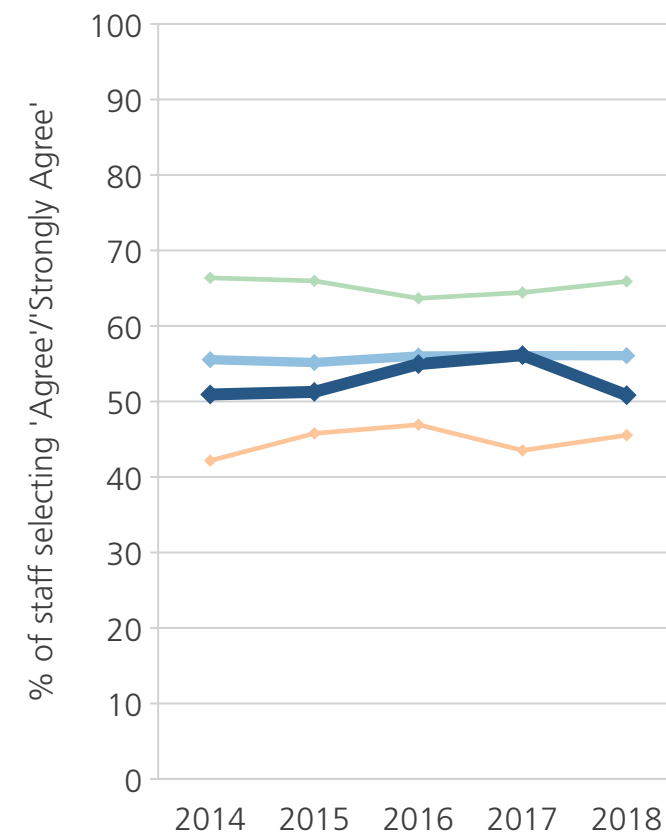
I am able to make suggestions
to improve the work of
my team / department



Best	81.9%	87.3%	81.6%	82.8%	83.5%
Your org	72.8%	72.4%	74.4%	73.9%	70.1%
Average	73.8%	74.4%	74.7%	74.5%	74.5%
Worst	64.2%	67.0%	69.2%	65.3%	67.4%

Q4d

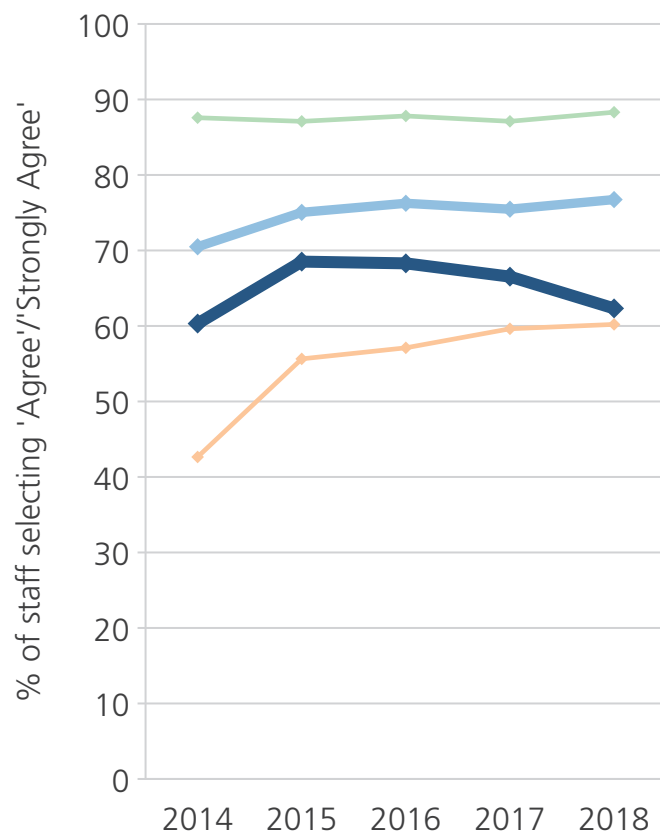
I am able to make improvements
happen in my area of work



Best	66.4%	66.0%	63.7%	64.4%	65.9%
Your org	50.9%	51.3%	54.9%	56.1%	50.8%
Average	55.5%	55.2%	56.0%	56.1%	56.1%
Worst	42.2%	45.8%	46.9%	43.5%	45.5%

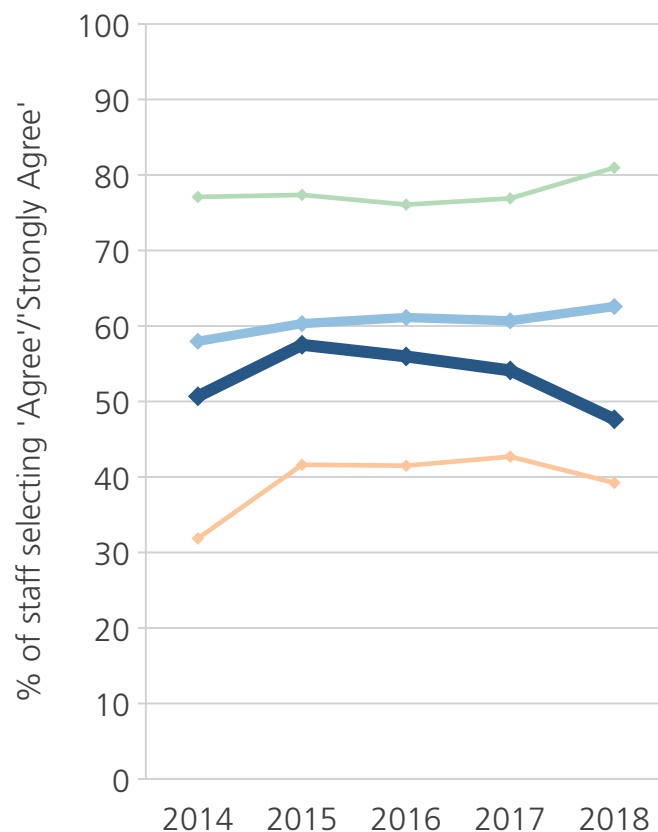
Q21a

Care of patients / service users
is my organisation's top priority



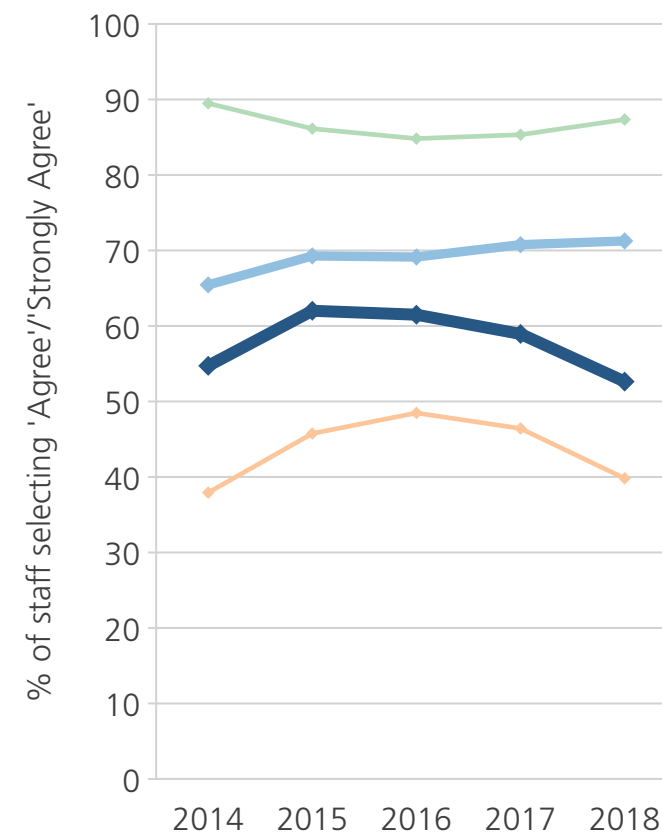
Q21c

I would recommend my
organisation as a place to work



Q21d

If a friend or relative needed treatment
I would be happy with the standard
of care provided by this organisation



Best	87.6%	87.1%	87.8%	87.1%	88.3%
Your org	60.3%	68.5%	68.3%	66.5%	62.3%
Average	70.5%	75.0%	76.2%	75.5%	76.7%
Worst	42.6%	55.6%	57.1%	59.6%	60.2%

Best	77.1%	77.4%	76.1%	76.9%	81.0%
Your org	50.7%	57.5%	56.0%	54.1%	47.6%
Average	58.0%	60.3%	61.1%	60.7%	62.6%
Worst	31.9%	41.6%	41.5%	42.7%	39.2%

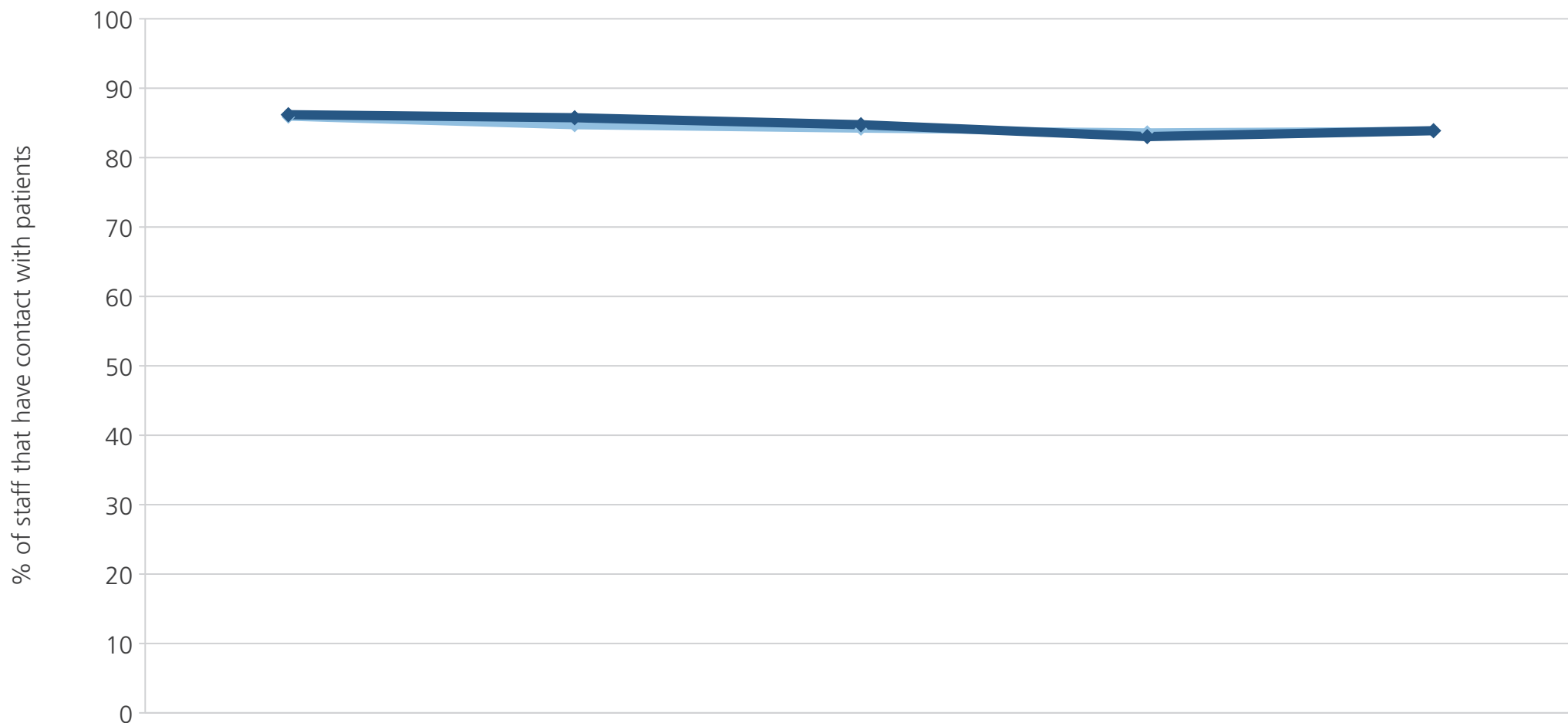
Best	89.5%	86.1%	84.8%	85.3%	87.3%
Your org	54.7%	62.0%	61.5%	58.9%	52.6%
Average	65.4%	69.3%	69.1%	70.8%	71.3%
Worst	37.9%	45.8%	48.5%	46.4%	39.8%

Question results

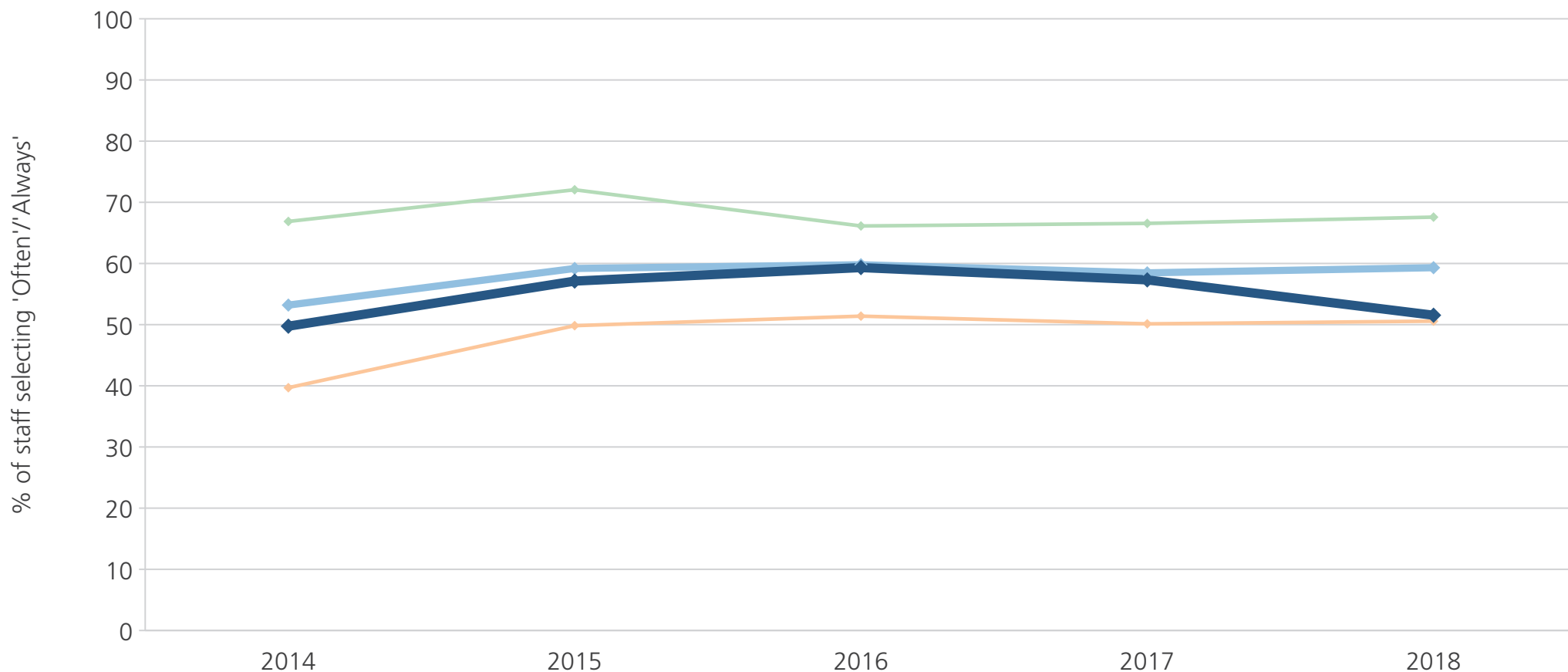
The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results

Question results – Your job

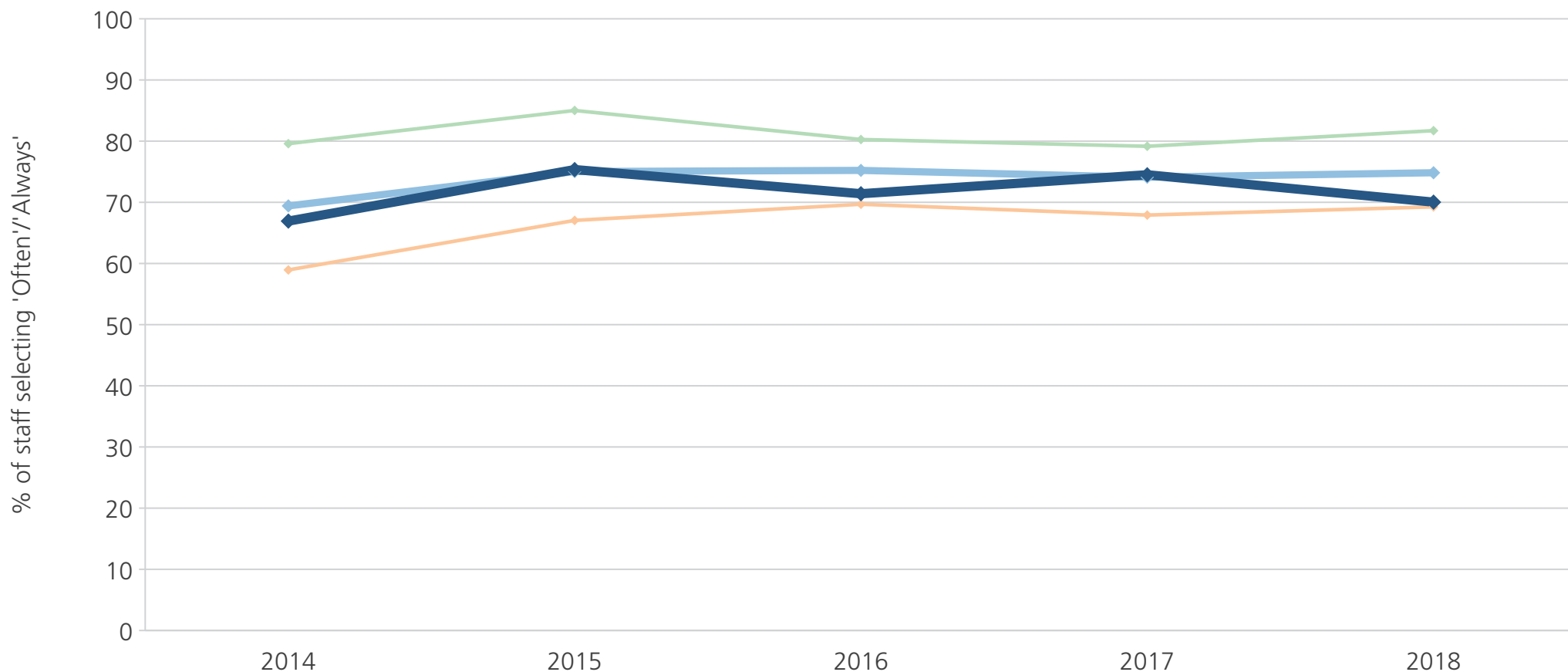
The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results



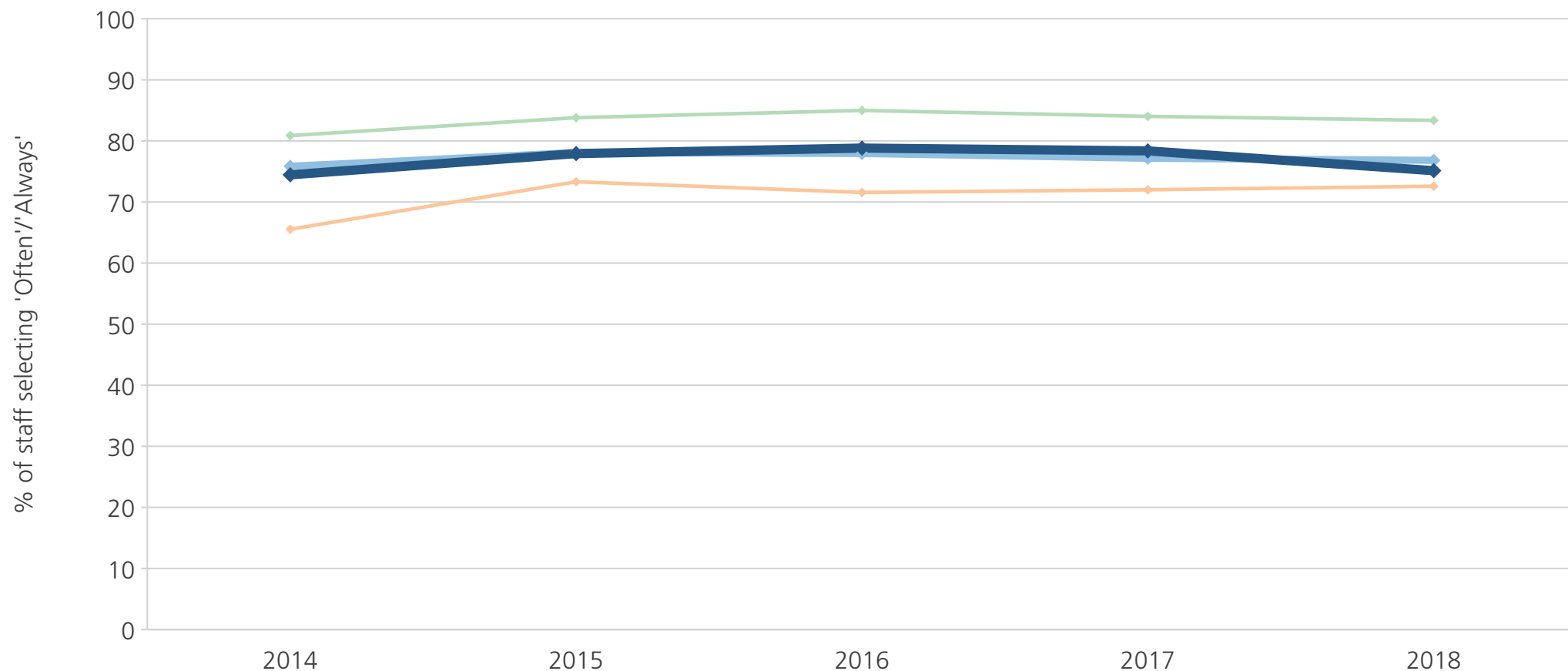
Your org	86.2%	85.7%	84.7%	83.0%	83.9%
Average	85.8%	84.6%	84.1%	83.7%	83.9%
No. responses	2,345	2,280	2,038	2,345	2,537



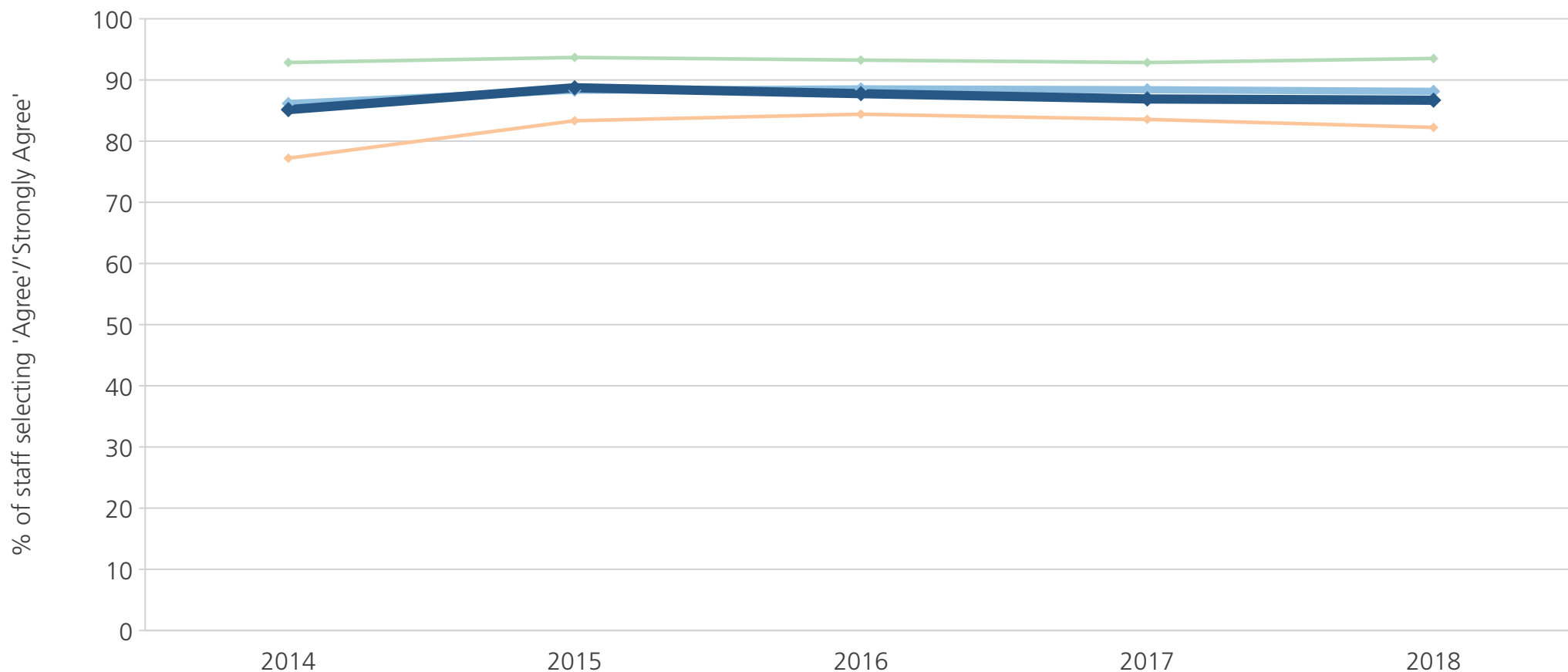
Best	66.9%	72.0%	66.1%	66.6%	67.6%
Your org	49.7%	57.1%	59.3%	57.3%	51.5%
Average	53.2%	59.2%	59.8%	58.5%	59.3%
Worst	39.7%	49.8%	51.4%	50.1%	50.6%
No. responses	2,346	2,284	2,040	2,351	2,543



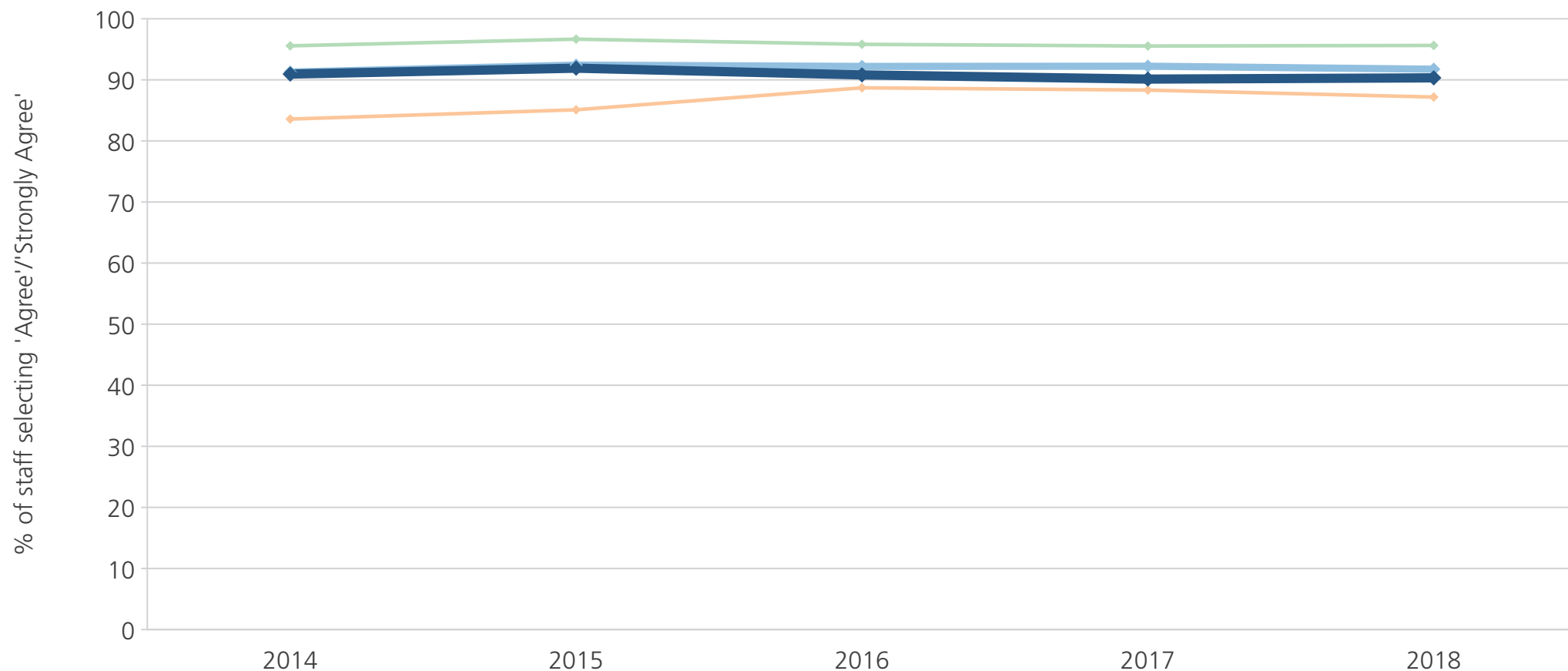
Best	79.6%	85.0%	80.3%	79.2%	81.7%
Your org	66.9%	75.3%	71.4%	74.5%	70.0%
Average	69.4%	75.0%	75.2%	74.1%	74.8%
Worst	58.9%	67.0%	69.7%	67.9%	69.3%
No. responses	2,343	2,274	2,032	2,331	2,522



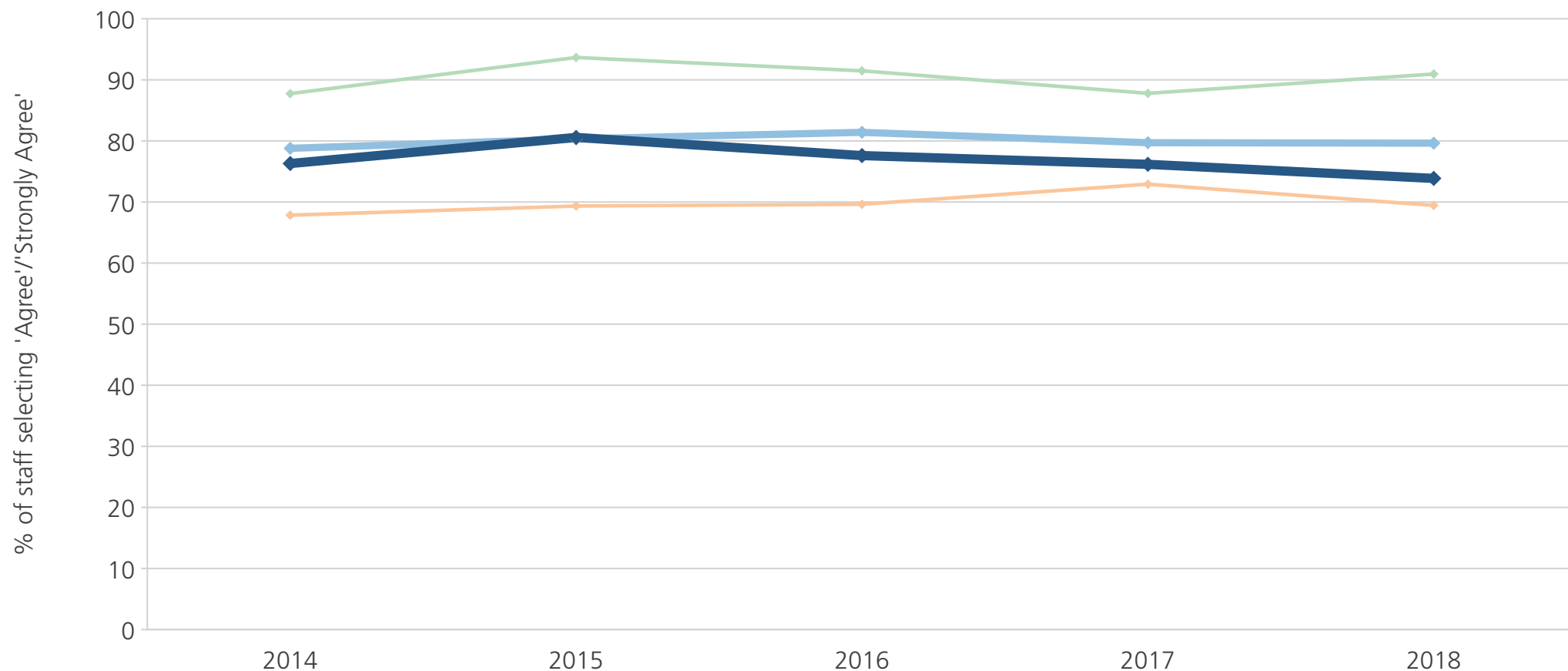
Best	80.9%	83.8%	85.0%	84.0%	83.4%
Your org	74.5%	77.9%	78.8%	78.4%	75.1%
Average	75.9%	78.1%	77.9%	77.2%	76.8%
Worst	65.5%	73.3%	71.6%	72.0%	72.6%
No. responses	2,346	2,272	2,027	2,337	2,524



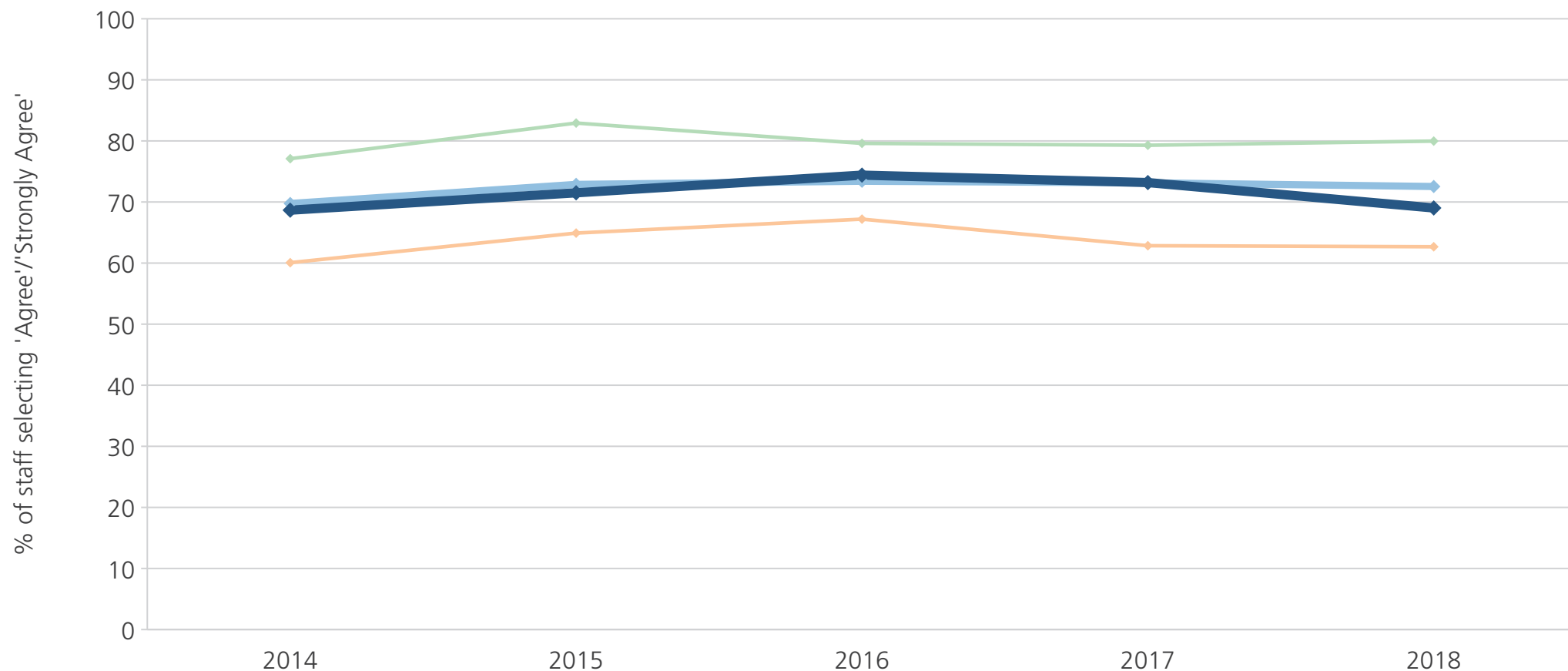
Best	92.9%	93.7%	93.2%	92.9%	93.5%
Your org	85.2%	88.7%	87.8%	86.9%	86.7%
Average	86.2%	88.3%	88.5%	88.4%	88.1%
Worst	77.2%	83.3%	84.4%	83.6%	82.2%
No. responses	2,350	2,295	2,034	2,341	2,555



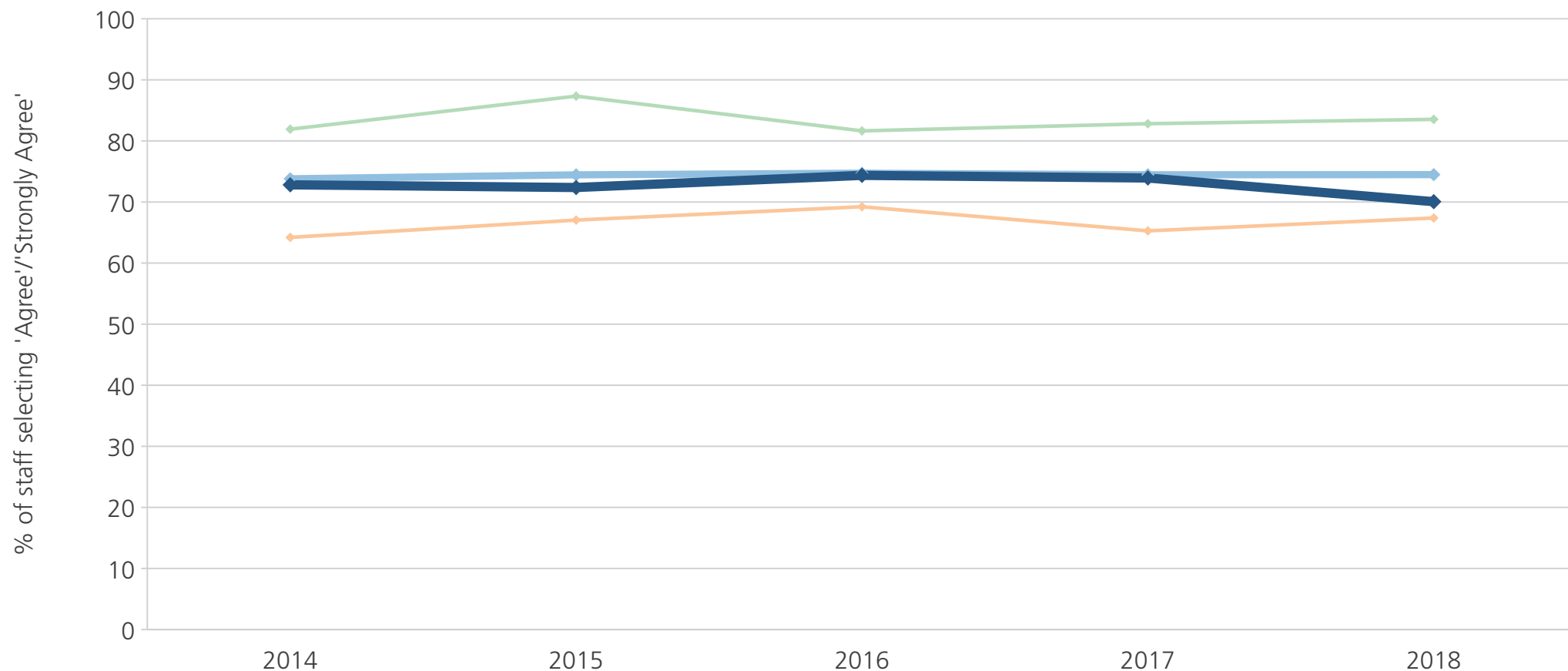
Best	95.6%	96.7%	95.8%	95.5%	95.6%
Your org	90.9%	91.9%	90.8%	90.1%	90.3%
Average	91.3%	92.4%	92.2%	92.2%	91.7%
Worst	83.6%	85.1%	88.7%	88.3%	87.2%
No. responses	2,350	2,293	2,032	2,327	2,540



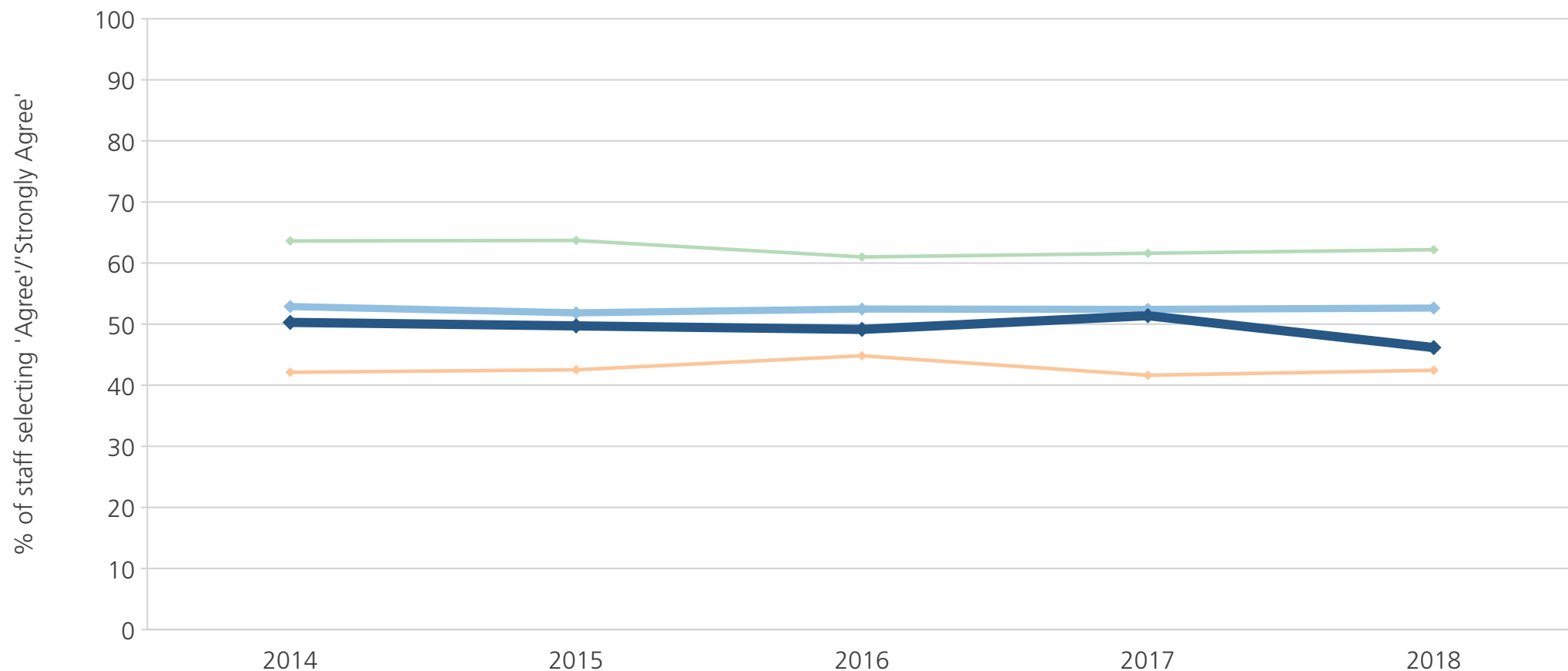
Best	87.7%	93.7%	91.5%	87.8%	91.0%
Your org	76.3%	80.6%	77.6%	76.2%	73.9%
Average	78.8%	80.3%	81.4%	79.7%	79.6%
Worst	67.8%	69.3%	69.6%	72.9%	69.4%
No. responses	2,348	2,282	2,030	2,332	2,541



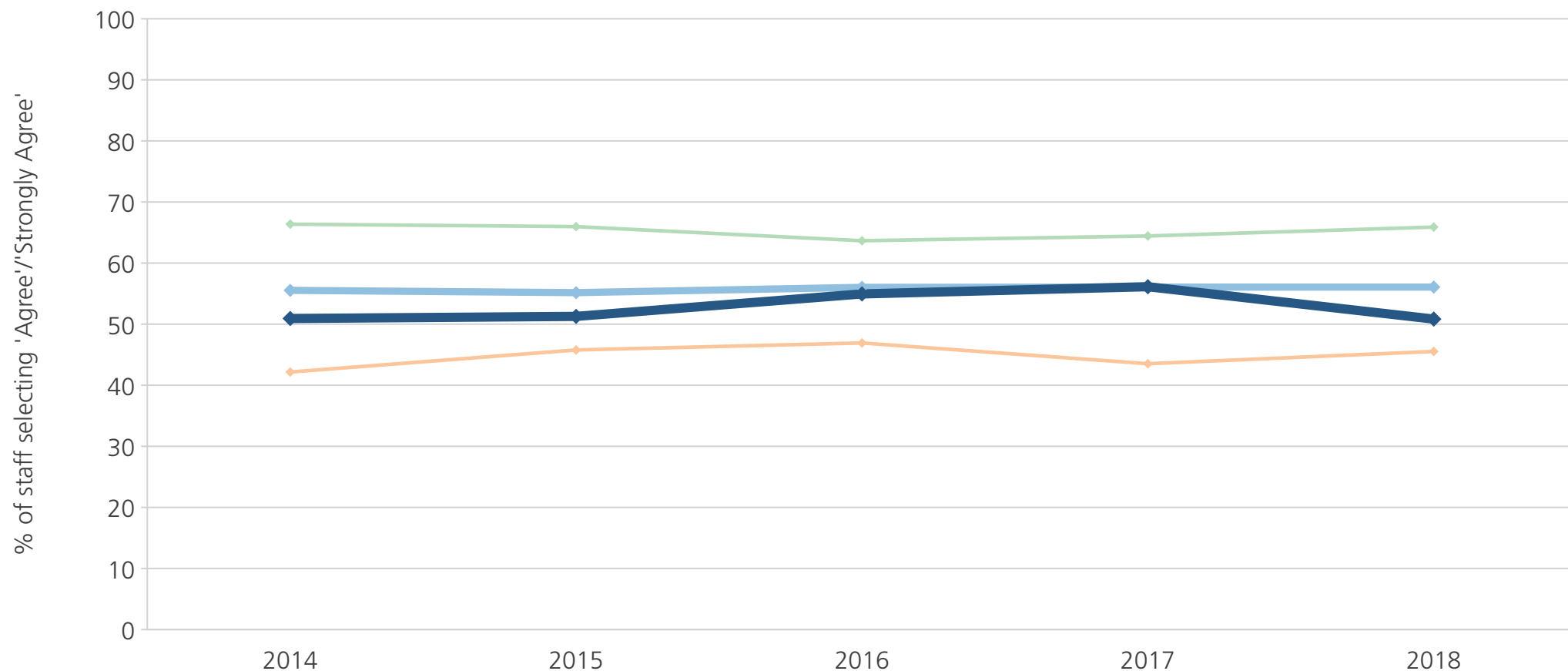
Best	77.1%	82.9%	79.6%	79.3%	80.0%
Your org	68.7%	71.5%	74.4%	73.2%	69.0%
Average	69.8%	72.9%	73.4%	73.1%	72.5%
Worst	60.1%	64.9%	67.2%	62.8%	62.7%
No. responses	2,347	2,291	2,043	2,353	2,551



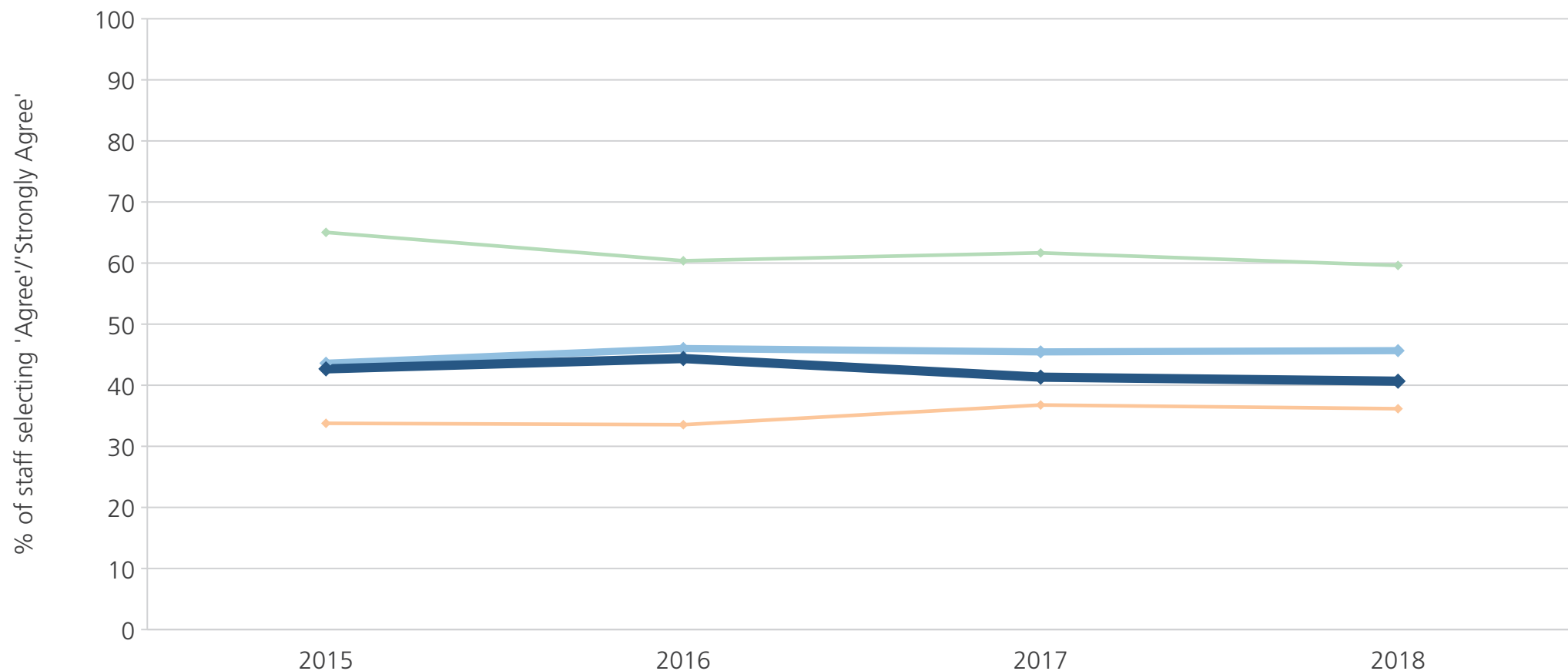
	2014	2015	2016	2017	2018
Best	81.9%	87.3%	81.6%	82.8%	83.5%
Your org	72.8%	72.4%	74.4%	73.9%	70.1%
Average	73.8%	74.4%	74.7%	74.5%	74.5%
Worst	64.2%	67.0%	69.2%	65.3%	67.4%
No. responses	2,347	2,295	2,039	2,350	2,555



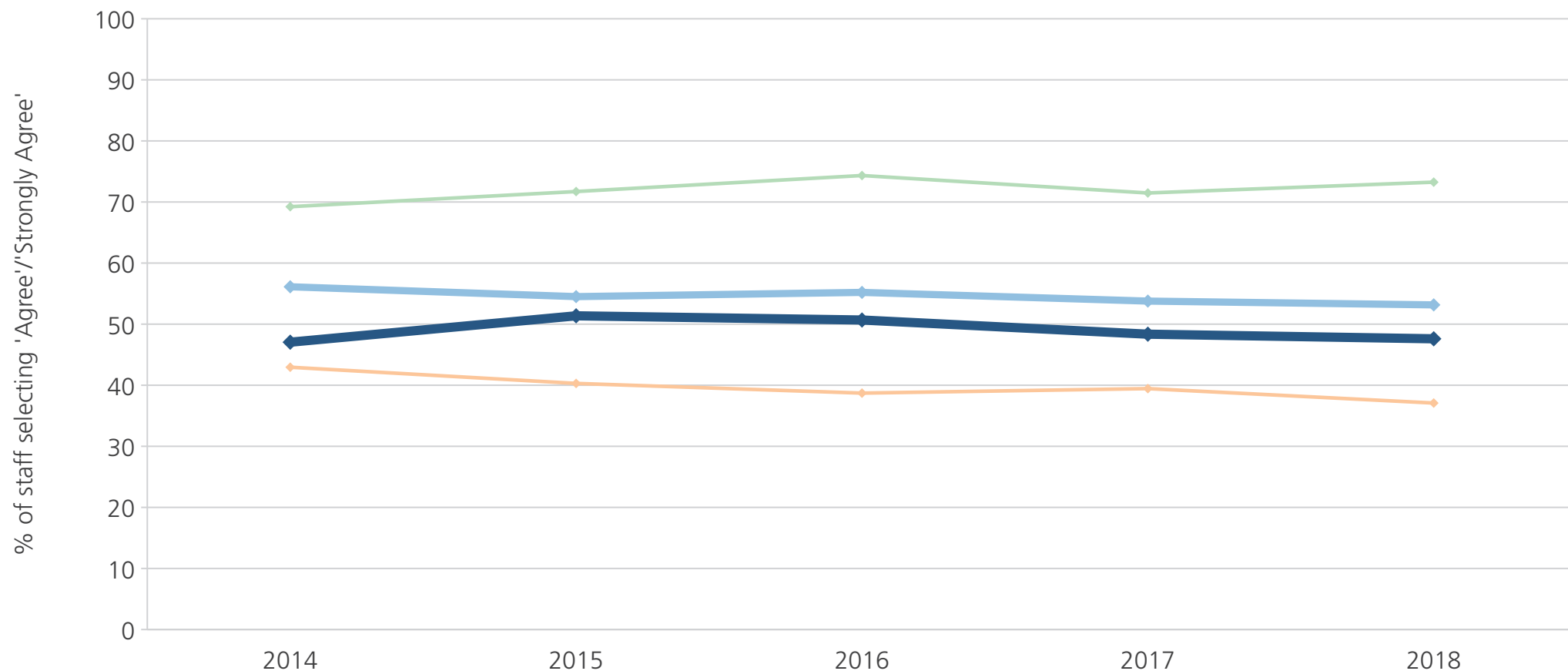
Best	63.6%	63.7%	61.0%	61.6%	62.2%
Your org	50.3%	49.7%	49.1%	51.4%	46.2%
Average	52.9%	51.9%	52.5%	52.4%	52.6%
Worst	42.1%	42.5%	44.8%	41.6%	42.5%
No. responses	2,349	2,290	2,040	2,346	2,543



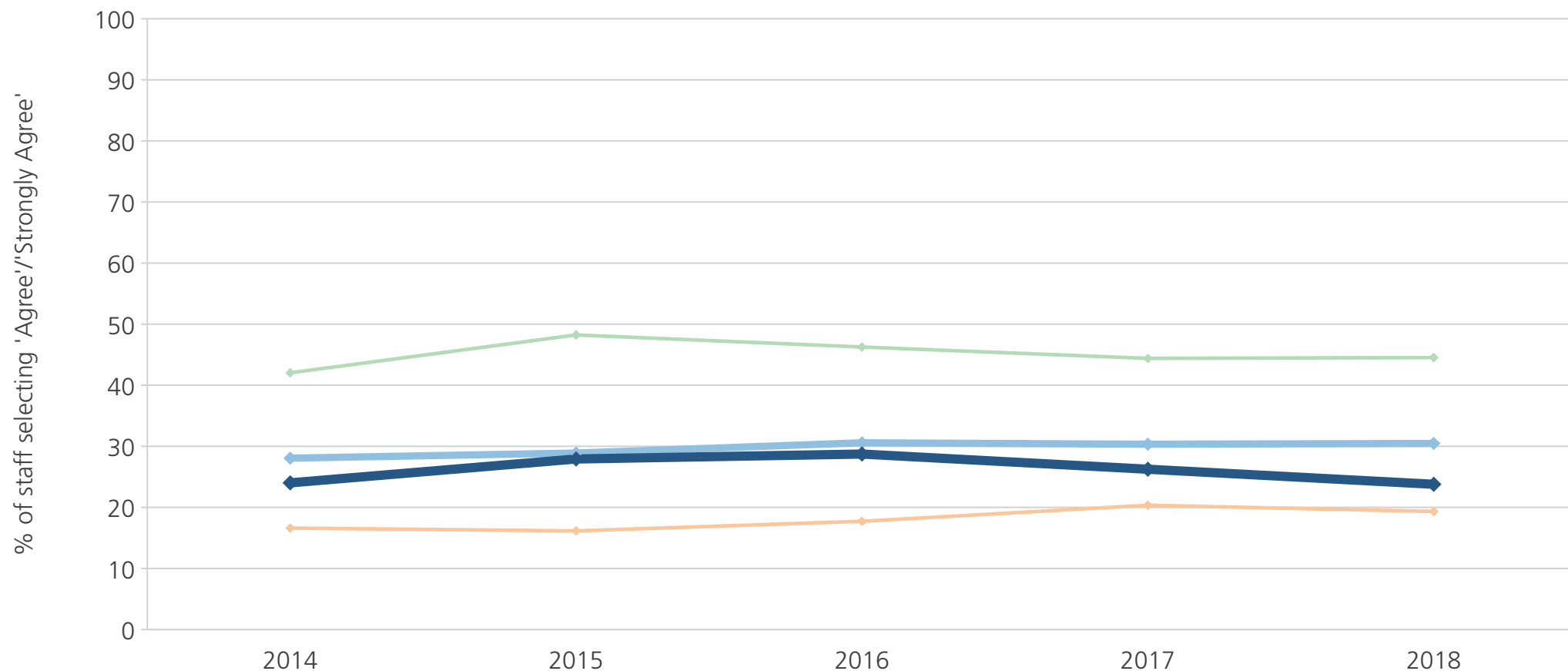
Best	66.4%	66.0%	63.7%	64.4%	65.9%
Your org	50.9%	51.3%	54.9%	56.1%	50.8%
Average	55.5%	55.2%	56.0%	56.1%	56.1%
Worst	42.2%	45.8%	46.9%	43.5%	45.5%
No. responses	2,340	2,282	2,033	2,341	2,535



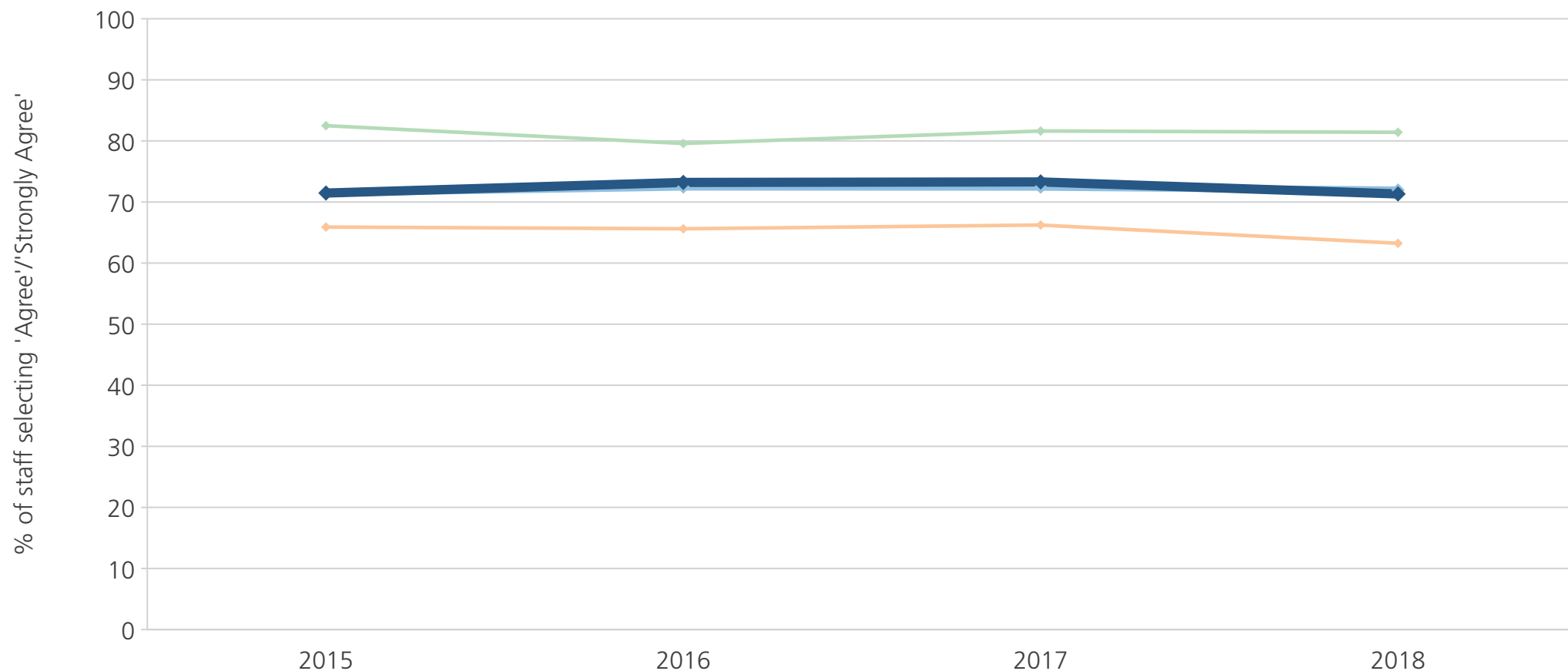
Best	65.0%	60.4%	61.7%	59.6%
Your org	42.7%	44.4%	41.3%	40.7%
Average	43.6%	46.0%	45.5%	45.7%
Worst	33.8%	33.5%	36.8%	36.2%
No. responses	2,283	2,038	2,347	2,551



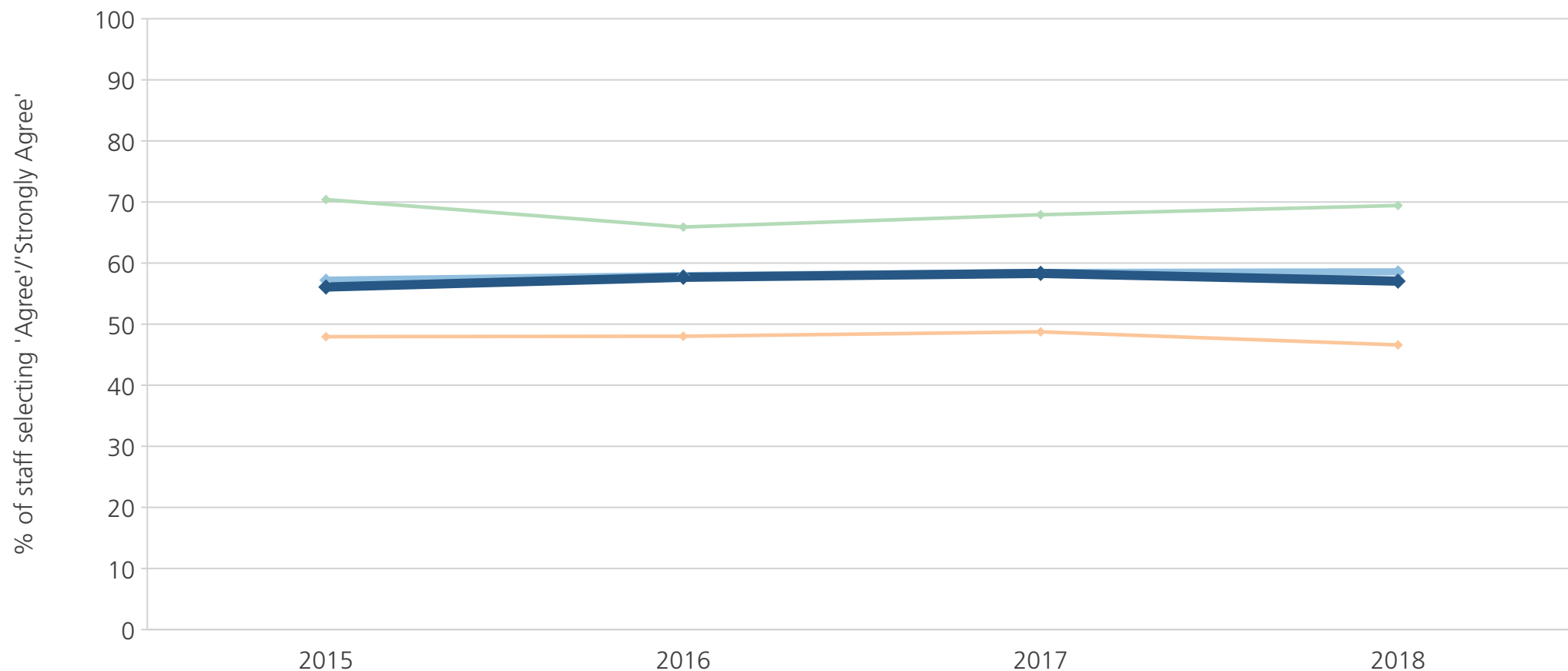
Best	69.2%	71.7%	74.3%	71.5%	73.2%
Your org	47.0%	51.4%	50.7%	48.4%	47.6%
Average	56.1%	54.5%	55.2%	53.8%	53.2%
Worst	42.9%	40.3%	38.7%	39.4%	37.1%
No. responses	2,345	2,292	2,041	2,346	2,550



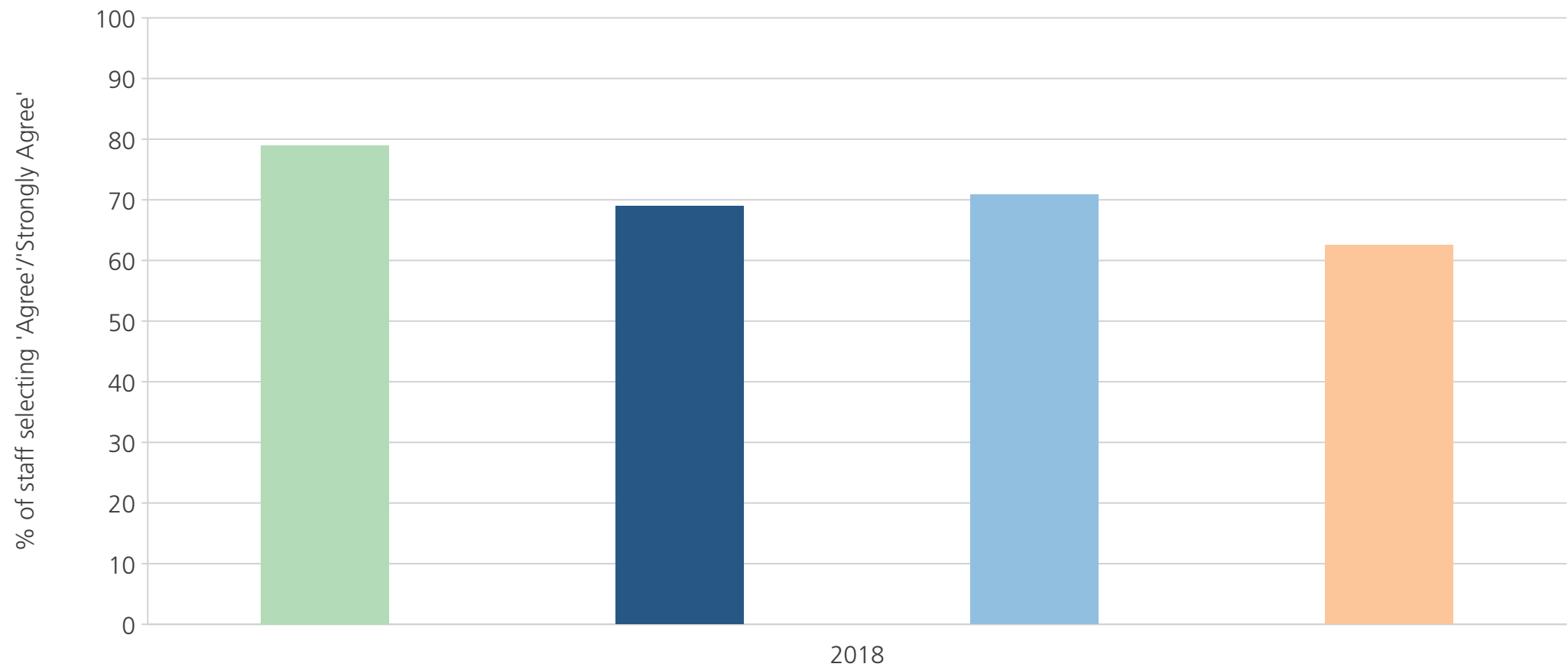
	2014	2015	2016	2017	2018
Best	42.0%	48.2%	46.3%	44.4%	44.5%
Your org	24.0%	27.9%	28.7%	26.2%	23.8%
Average	28.1%	28.9%	30.6%	30.3%	30.5%
Worst	16.6%	16.2%	17.7%	20.4%	19.3%
No. responses	2,345	2,285	2,035	2,342	2,543



Best	82.5%	79.6%	81.6%	81.4%
Your org	71.5%	73.2%	73.3%	71.3%
Average	71.5%	72.5%	72.4%	72.0%
Worst	65.9%	65.6%	66.2%	63.2%
No. responses	2,286	2,024	2,334	2,546

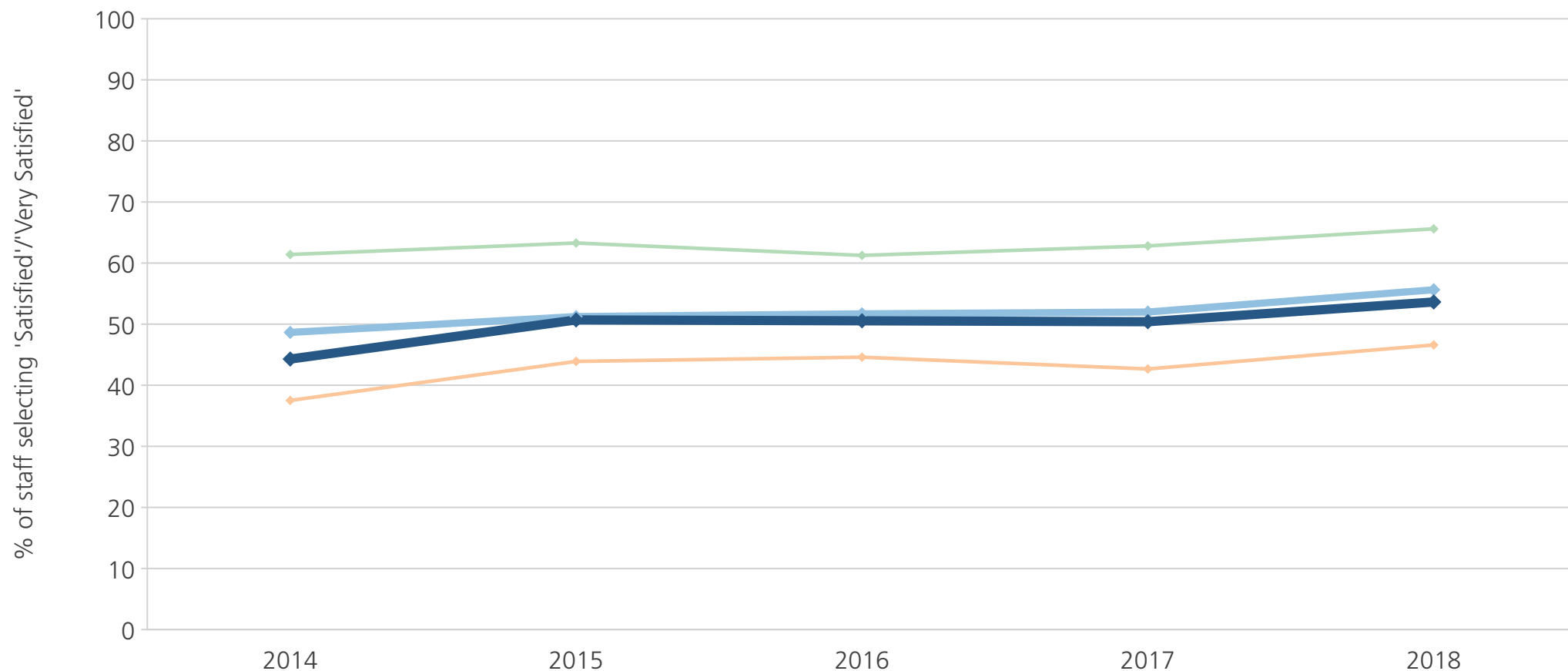


Best	70.4%	65.9%	67.9%	69.4%
Your org	56.1%	57.7%	58.3%	57.0%
Average	57.2%	57.9%	58.5%	58.6%
Worst	48.0%	48.0%	48.7%	46.6%
No. responses	2,287	2,030	2,329	2,549

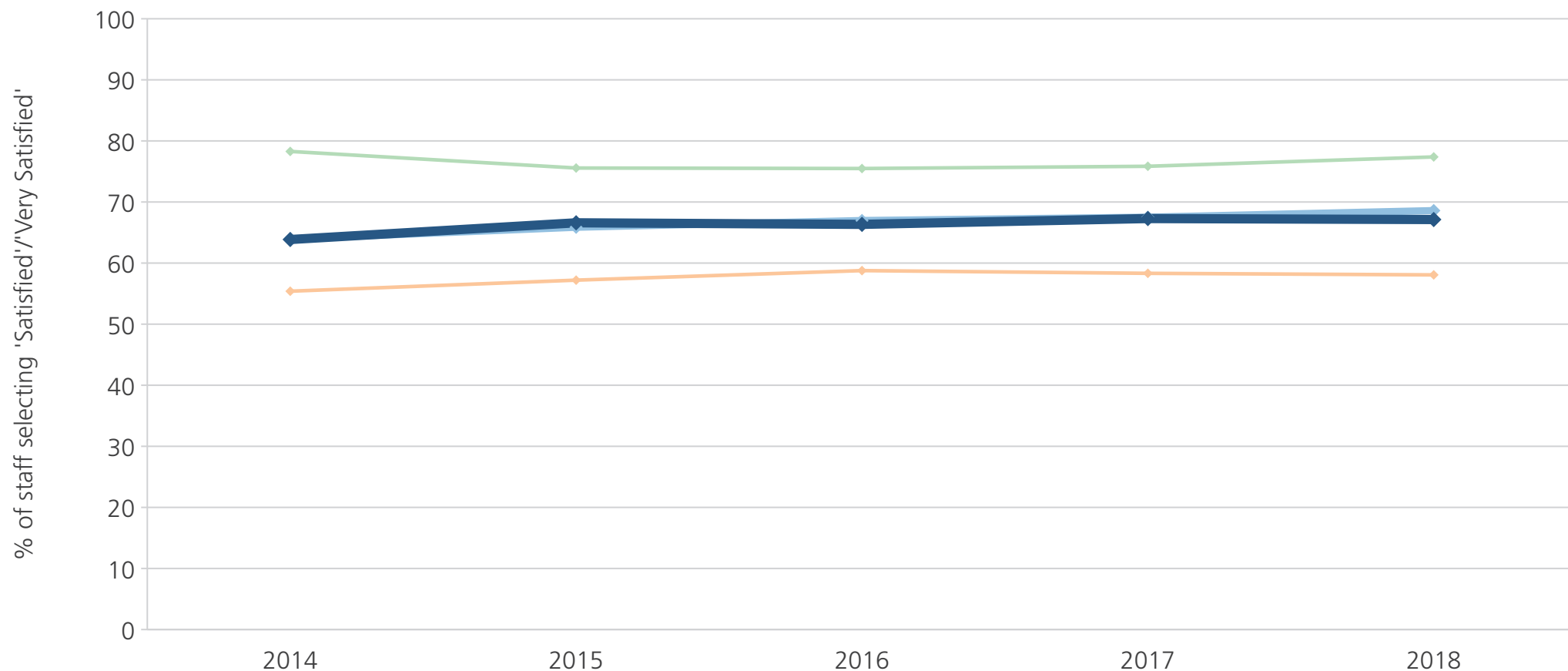


Best	79.0%
Your org	68.9%
Average	70.9%
Worst	62.5%

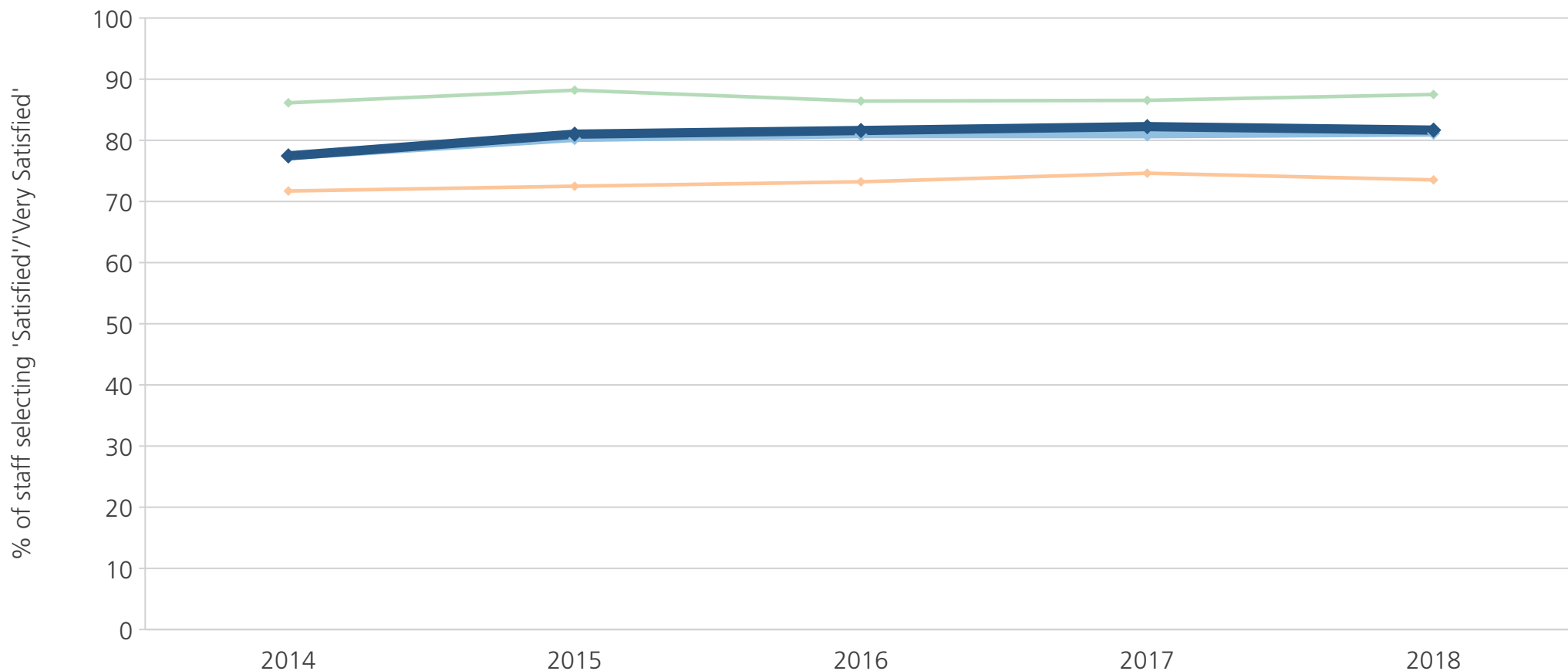
No. responses 2,555



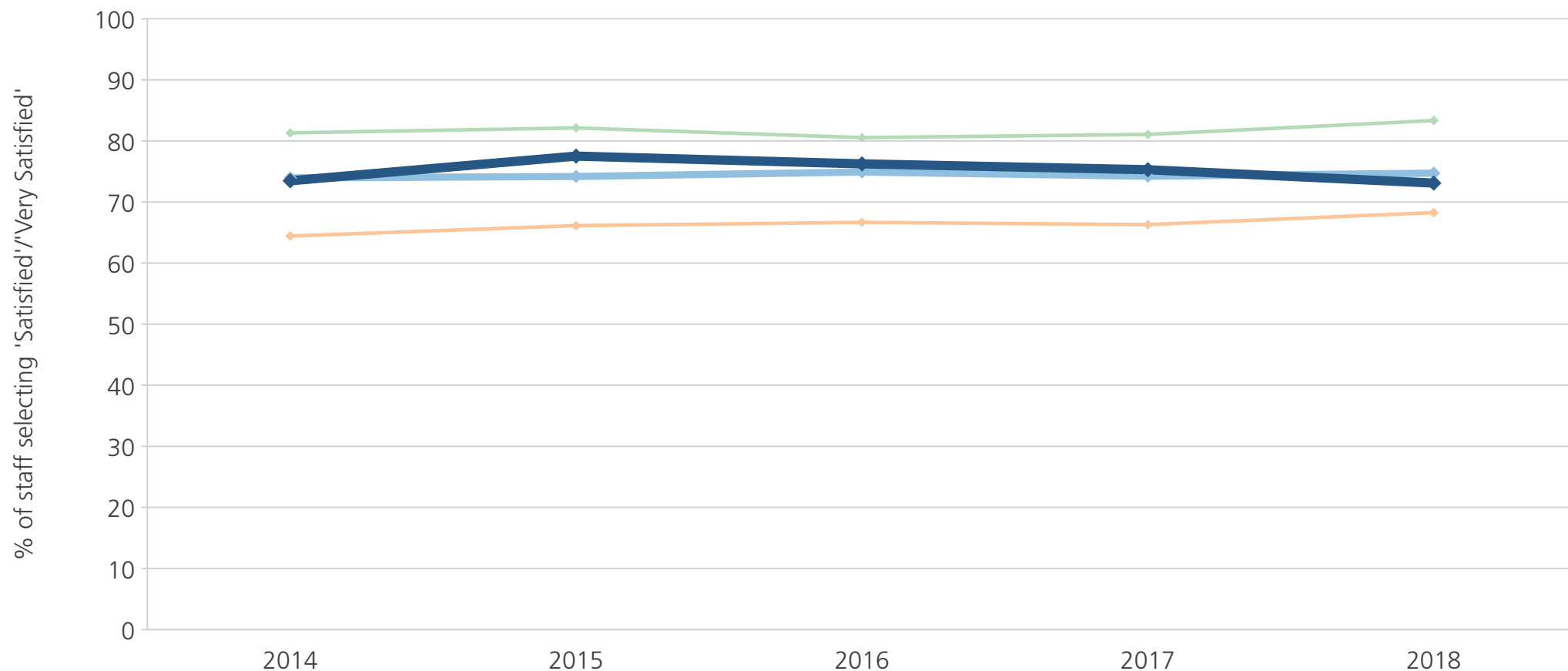
Best	61.4%	63.3%	61.3%	62.8%	65.6%
Your org	44.3%	50.7%	50.5%	50.4%	53.6%
Average	48.6%	51.2%	51.7%	52.0%	55.6%
Worst	37.5%	43.9%	44.6%	42.7%	46.6%
No. responses	2,348	2,295	2,041	2,346	2,549



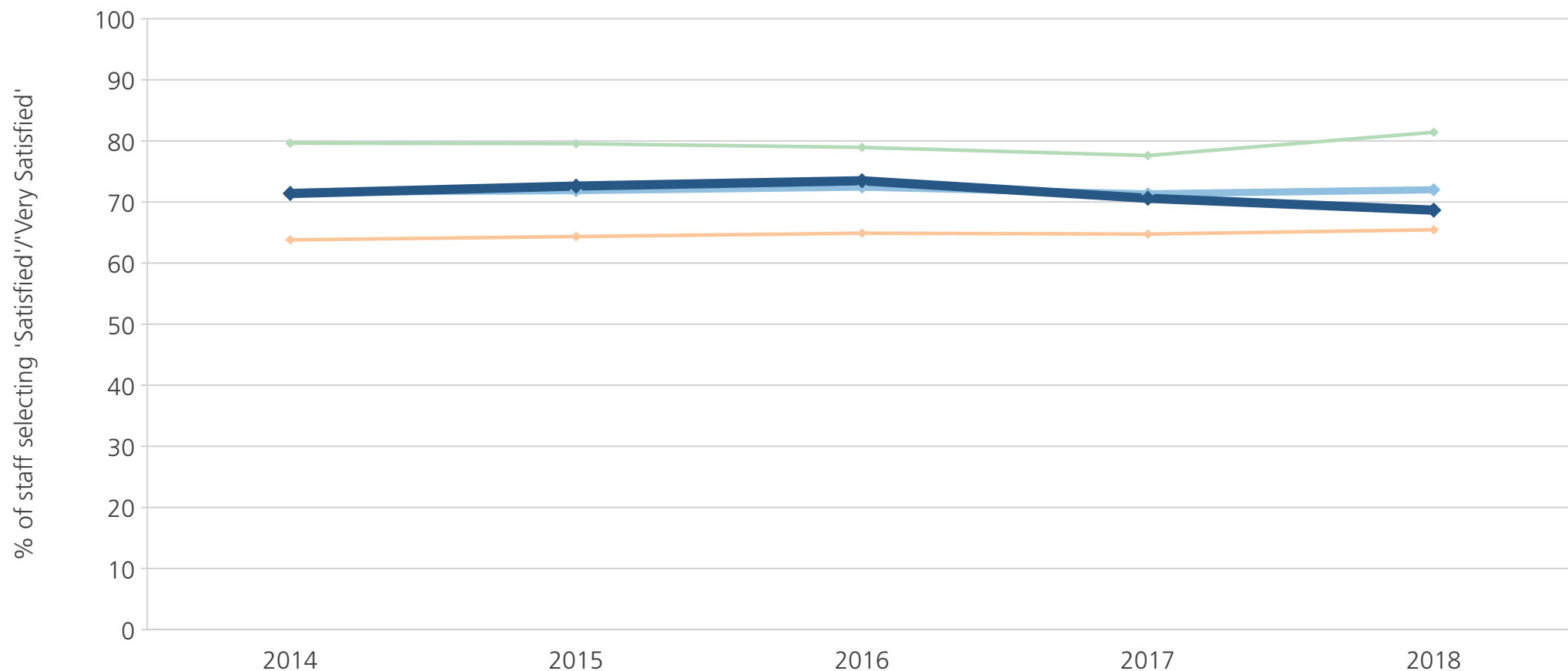
Best	78.3%	75.6%	75.5%	75.8%	77.4%
Your org	63.9%	66.6%	66.3%	67.3%	67.1%
Average	64.0%	65.9%	67.0%	67.5%	68.6%
Worst	55.4%	57.2%	58.8%	58.3%	58.1%
No. responses	2,346	2,289	2,039	2,349	2,550



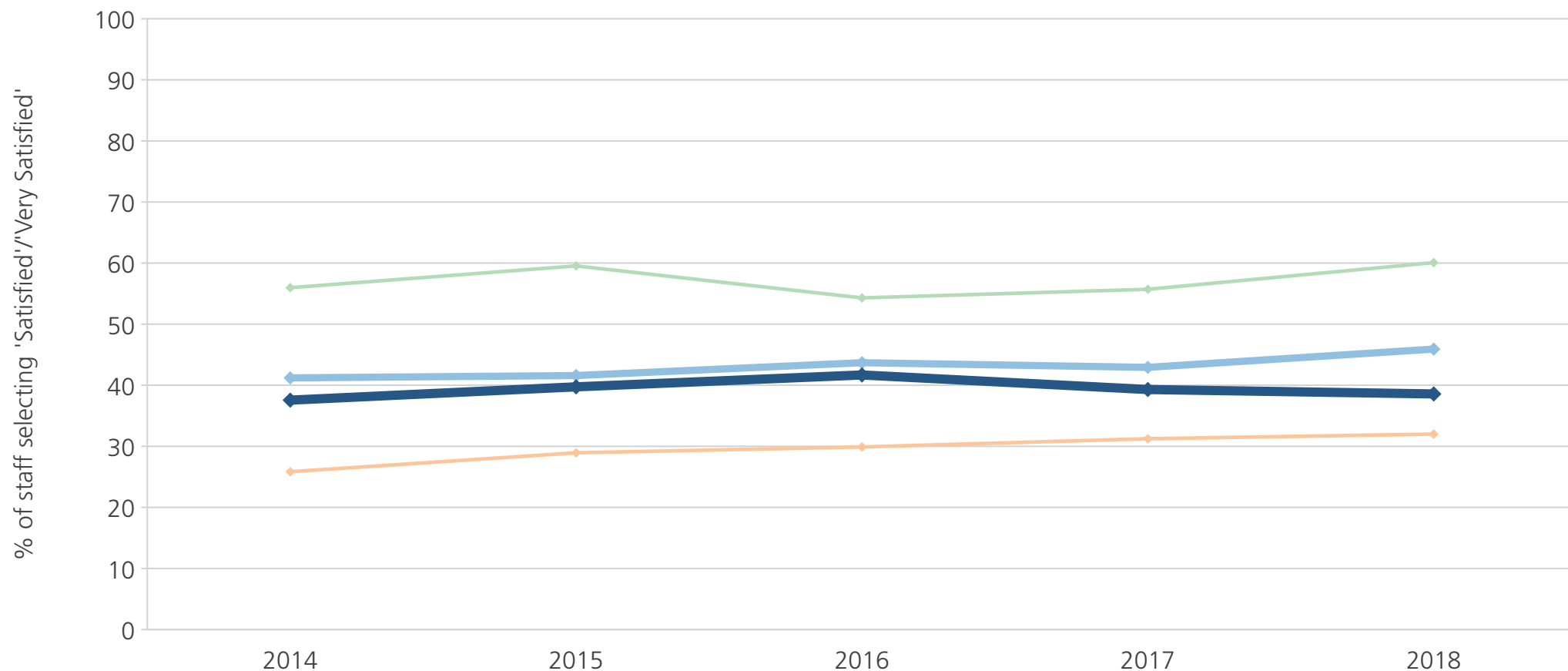
Best	86.1%	88.2%	86.4%	86.5%	87.5%
Your org	77.5%	81.0%	81.6%	82.2%	81.7%
Average	77.3%	80.3%	80.9%	80.9%	81.2%
Worst	71.7%	72.5%	73.2%	74.6%	73.5%
No. responses	2,349	2,293	2,035	2,343	2,549



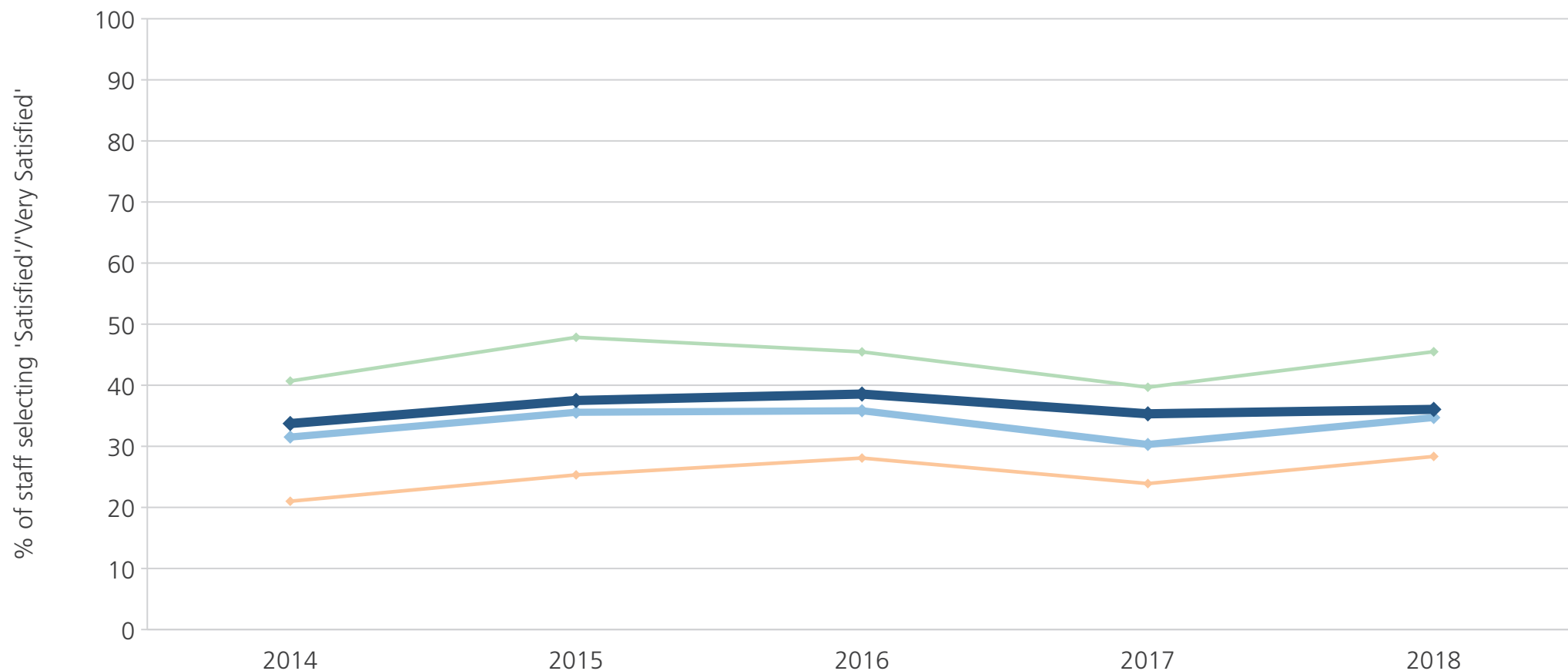
Best	81.3%	82.1%	80.5%	81.1%	83.3%
Your org	73.5%	77.5%	76.2%	75.3%	73.1%
Average	73.9%	74.2%	74.9%	74.2%	74.7%
Worst	64.4%	66.1%	66.7%	66.3%	68.3%
No. responses	2,345	2,291	2,037	2,344	2,546



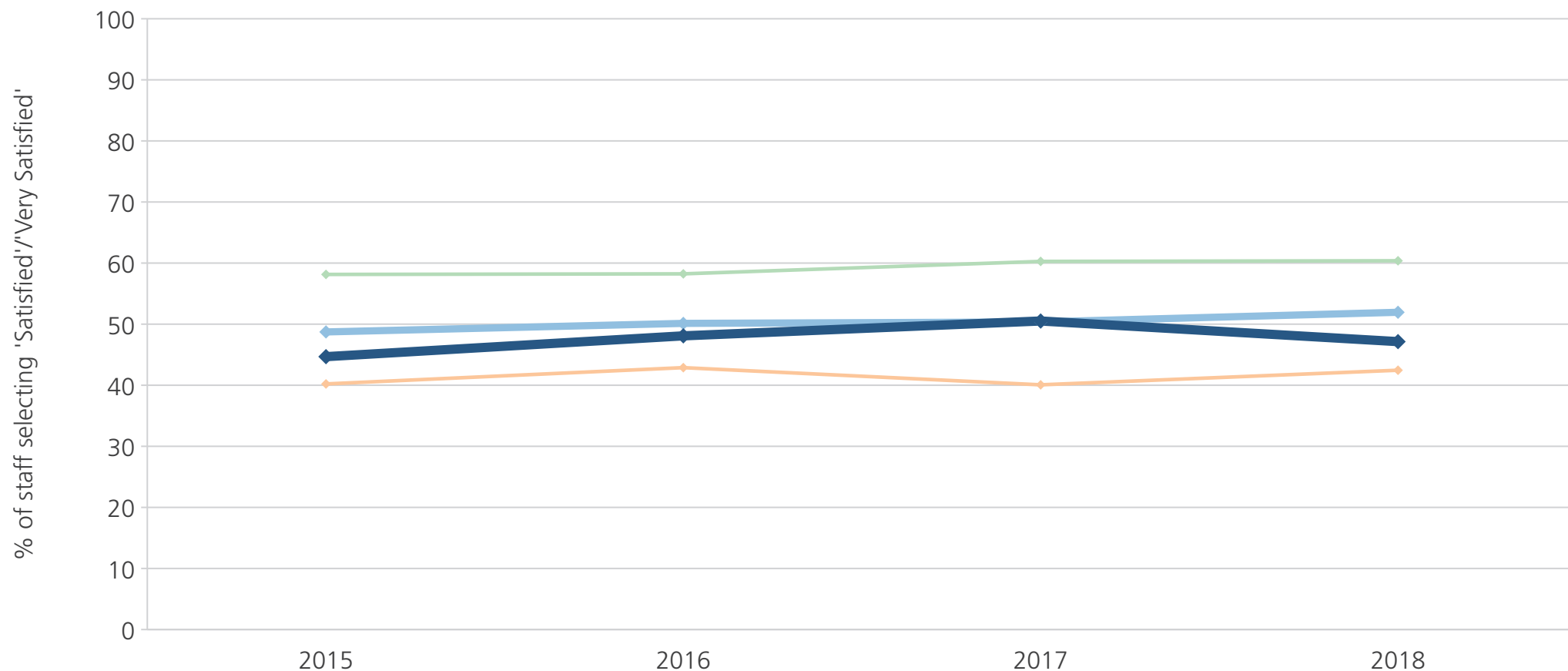
Best	79.6%	79.6%	78.9%	77.6%	81.4%
Your org	71.4%	72.6%	73.5%	70.6%	68.7%
Average	71.6%	71.9%	72.4%	71.3%	72.0%
Worst	63.8%	64.3%	64.9%	64.7%	65.5%
No. responses	2,346	2,292	2,030	2,339	2,545



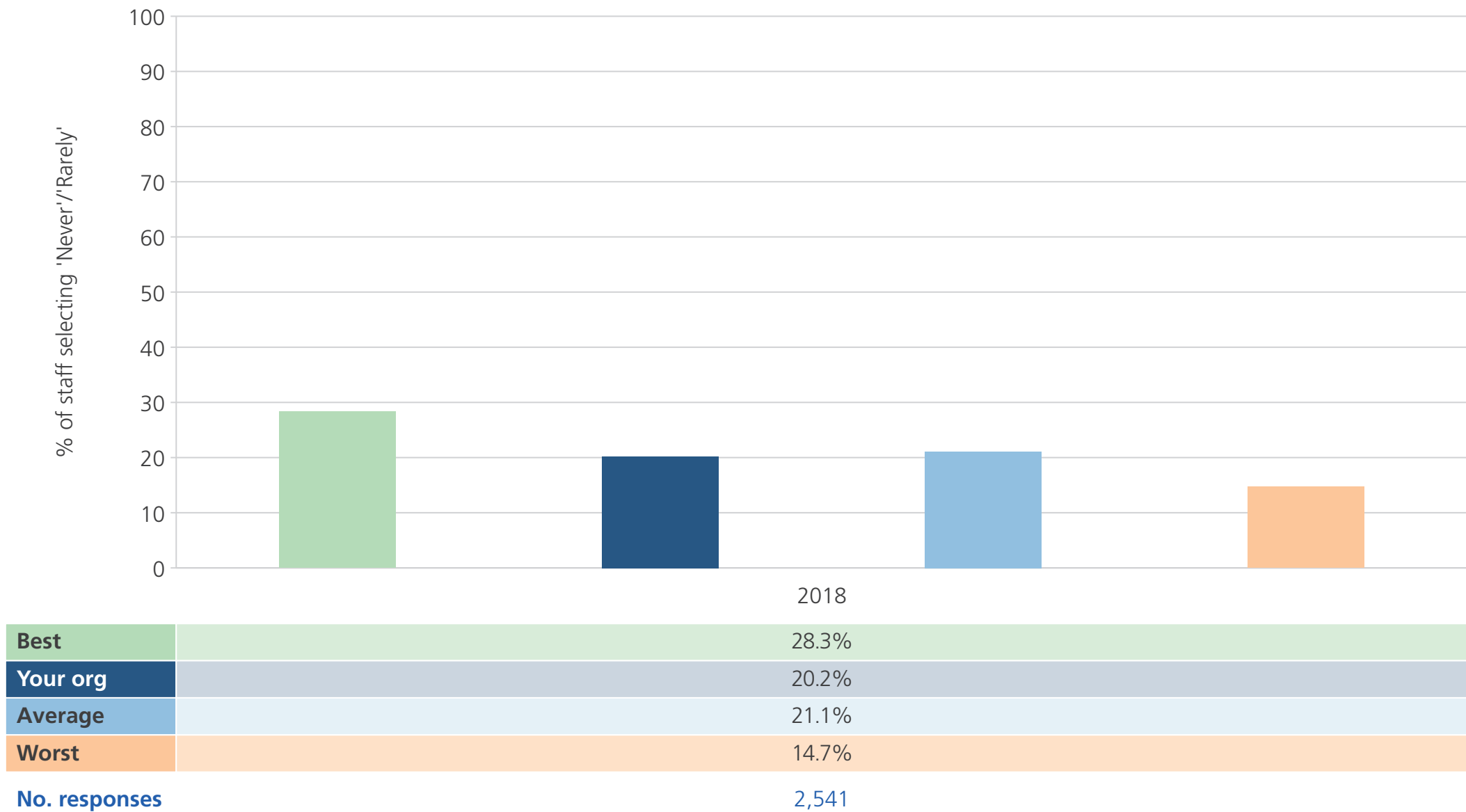
Best	56.0%	59.5%	54.3%	55.7%	60.1%
Your org	37.6%	39.7%	41.7%	39.3%	38.6%
Average	41.2%	41.6%	43.7%	42.9%	45.9%
Worst	25.8%	28.9%	29.9%	31.2%	32.0%
No. responses	2,347	2,296	2,034	2,340	2,537

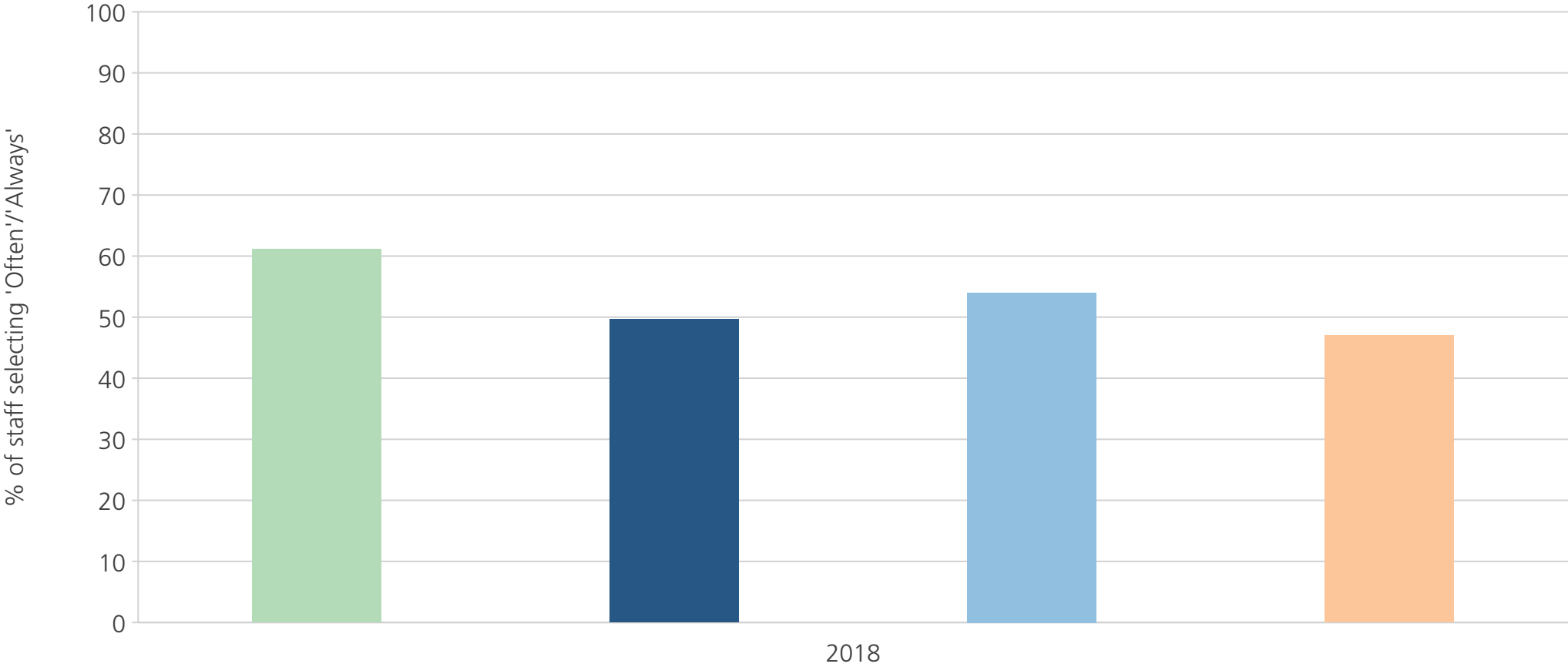


	2014	2015	2016	2017	2018
Best	40.7%	47.8%	45.5%	39.7%	45.5%
Your org	33.7%	37.5%	38.6%	35.3%	36.0%
Average	31.5%	35.6%	35.8%	30.3%	34.7%
Worst	21.0%	25.3%	28.1%	23.9%	28.3%
No. responses	2,344	2,293	2,034	2,340	2,539



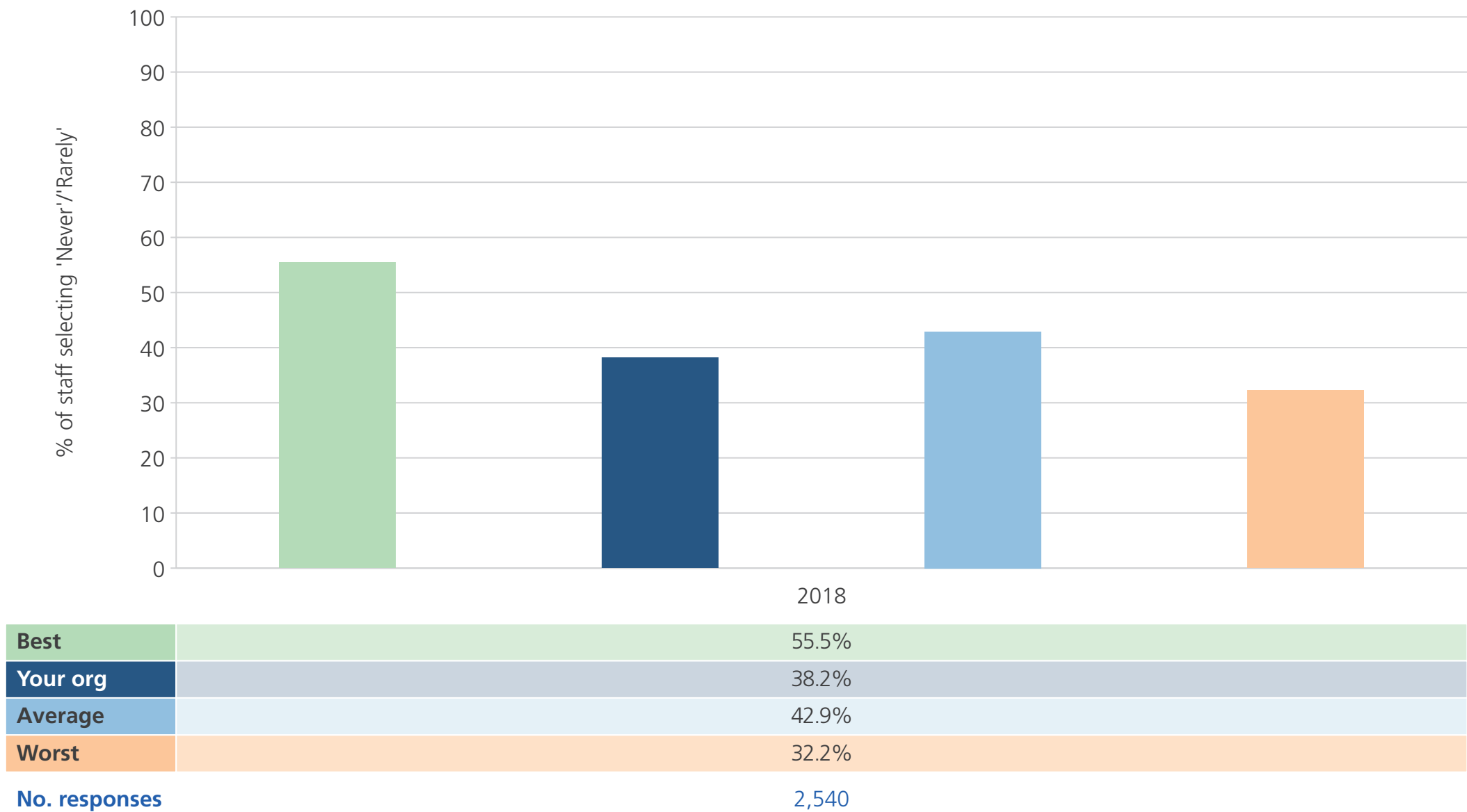
Best	58.1%	58.2%	60.3%	60.4%
Your org	44.7%	48.1%	50.5%	47.1%
Average	48.7%	50.1%	50.4%	51.9%
Worst	40.2%	42.9%	40.1%	42.5%
No. responses	2,294	2,036	2,341	2,548

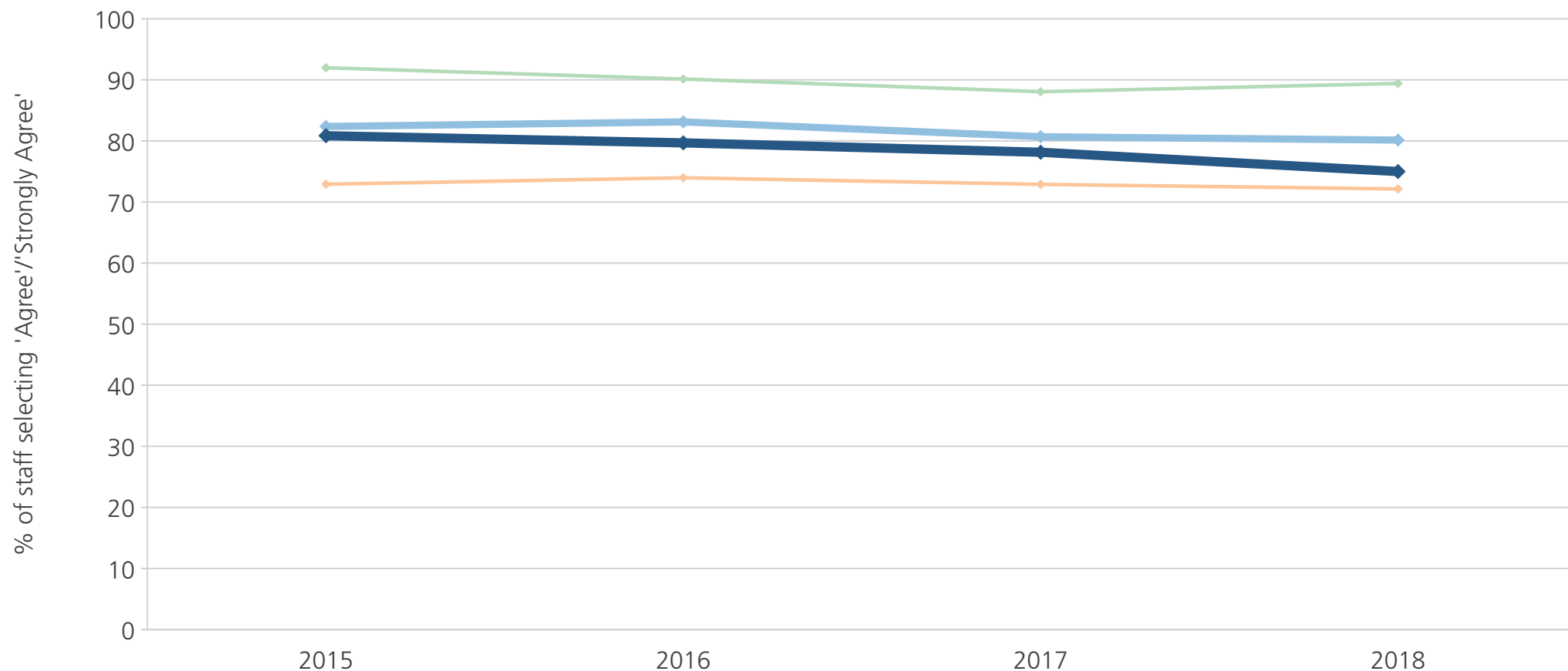




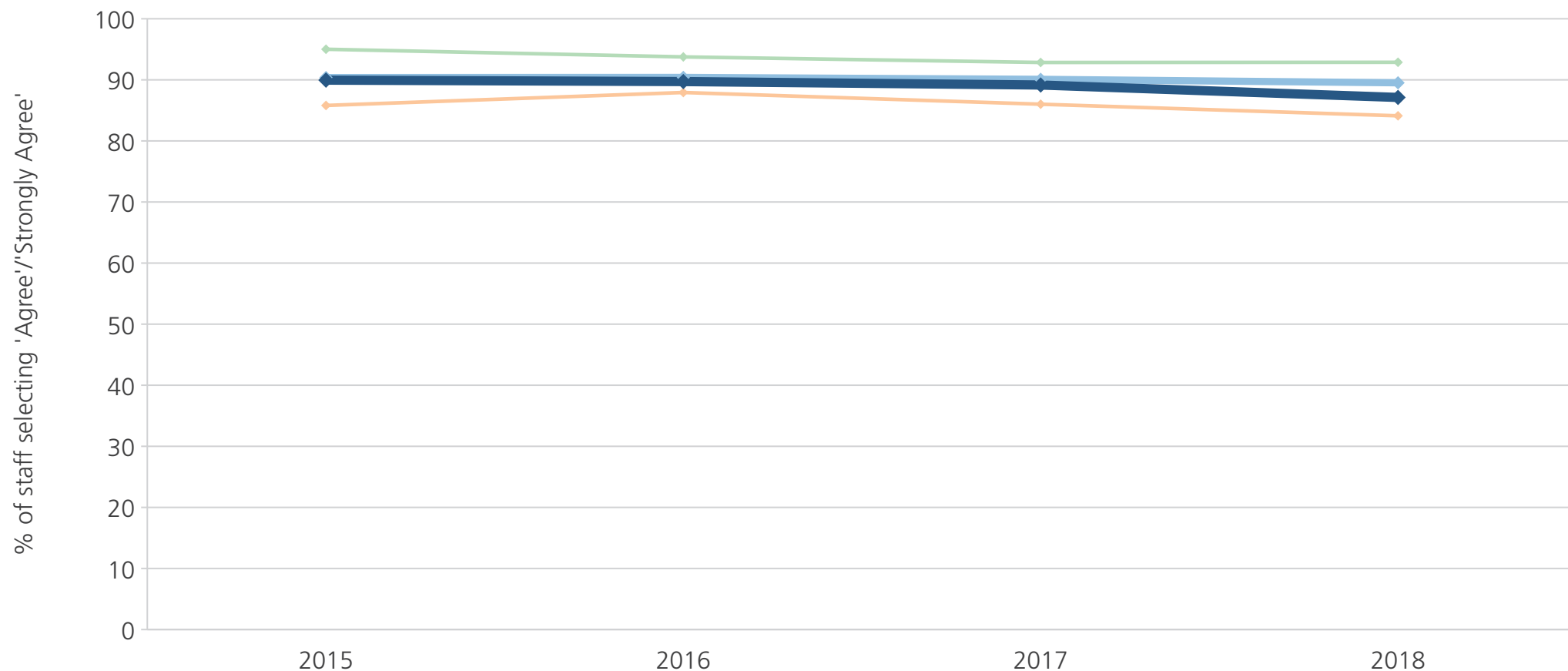
Best	61.1%
Your org	49.7%
Average	54.0%
Worst	47.0%

No. responses 2,550

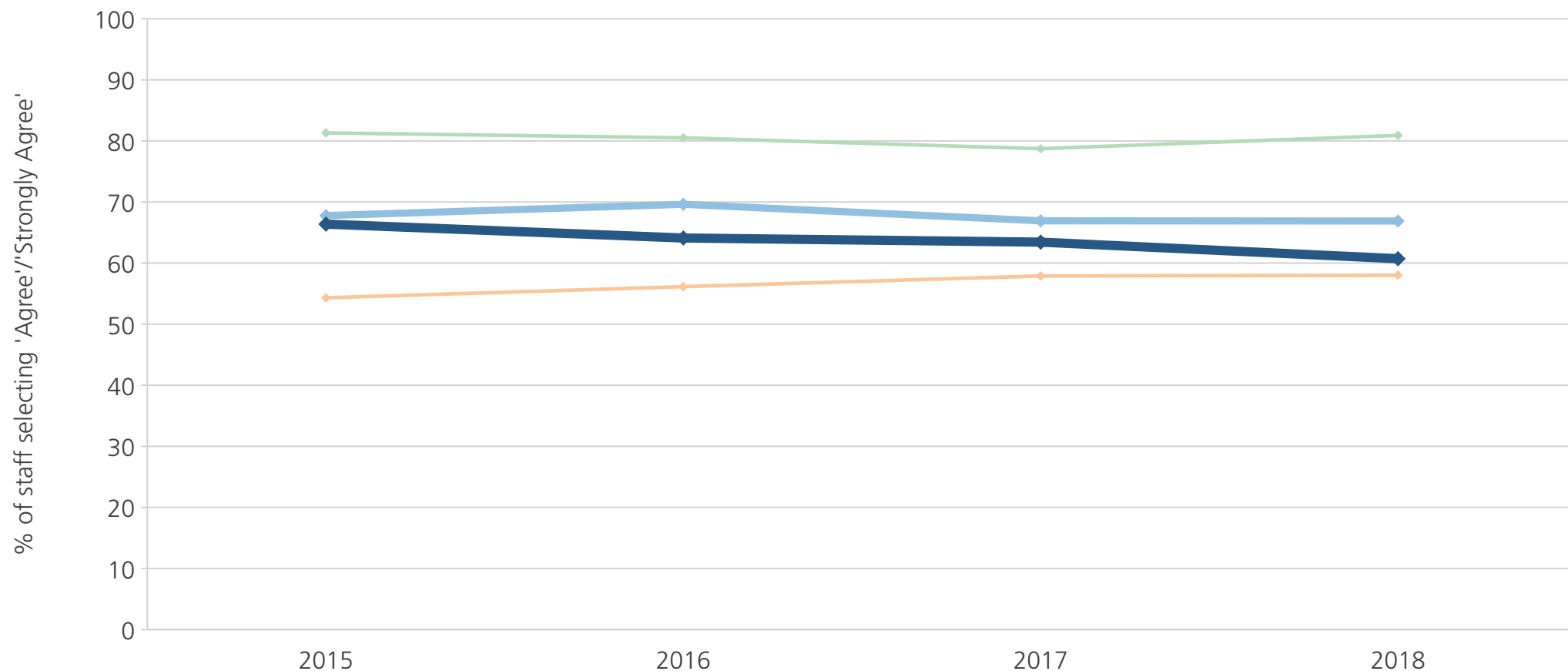




Best	92.0%	90.1%	88.1%	89.4%
Your org	80.9%	79.7%	78.1%	75.0%
Average	82.4%	83.1%	80.7%	80.1%
Worst	72.9%	74.0%	72.9%	72.1%
No. responses	2,001	1,707	1,914	2,148



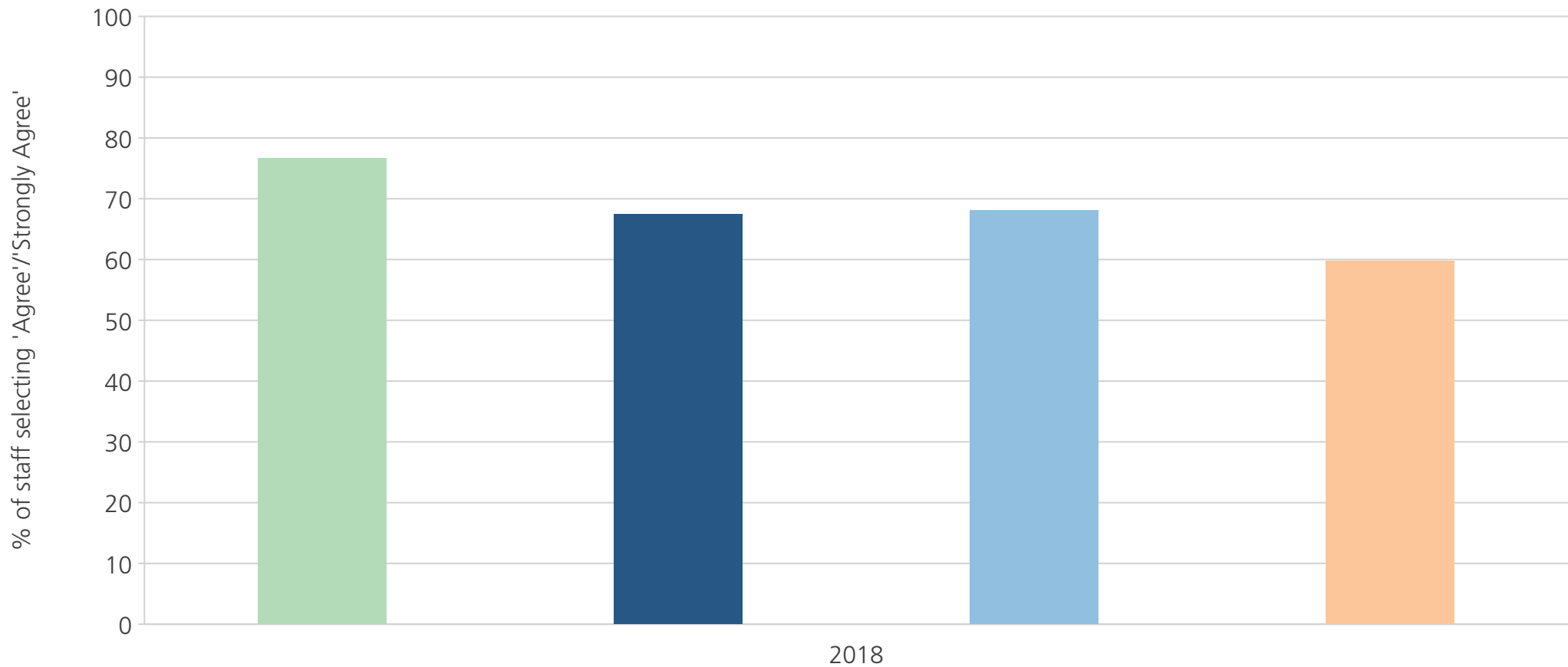
Best	95.0%	93.8%	92.8%	92.9%
Your org	90.0%	89.7%	89.2%	87.1%
Average	90.4%	90.4%	90.1%	89.5%
Worst	85.8%	87.9%	86.0%	84.1%
No. responses	2,141	1,883	2,150	2,353



Best	81.3%	80.5%	78.7%	80.9%
Your org	66.4%	64.1%	63.4%	60.7%
Average	67.8%	69.6%	66.9%	66.9%
Worst	54.3%	56.1%	57.9%	58.0%
No. responses	1,967	1,685	1,909	2,127

Question results – Your managers

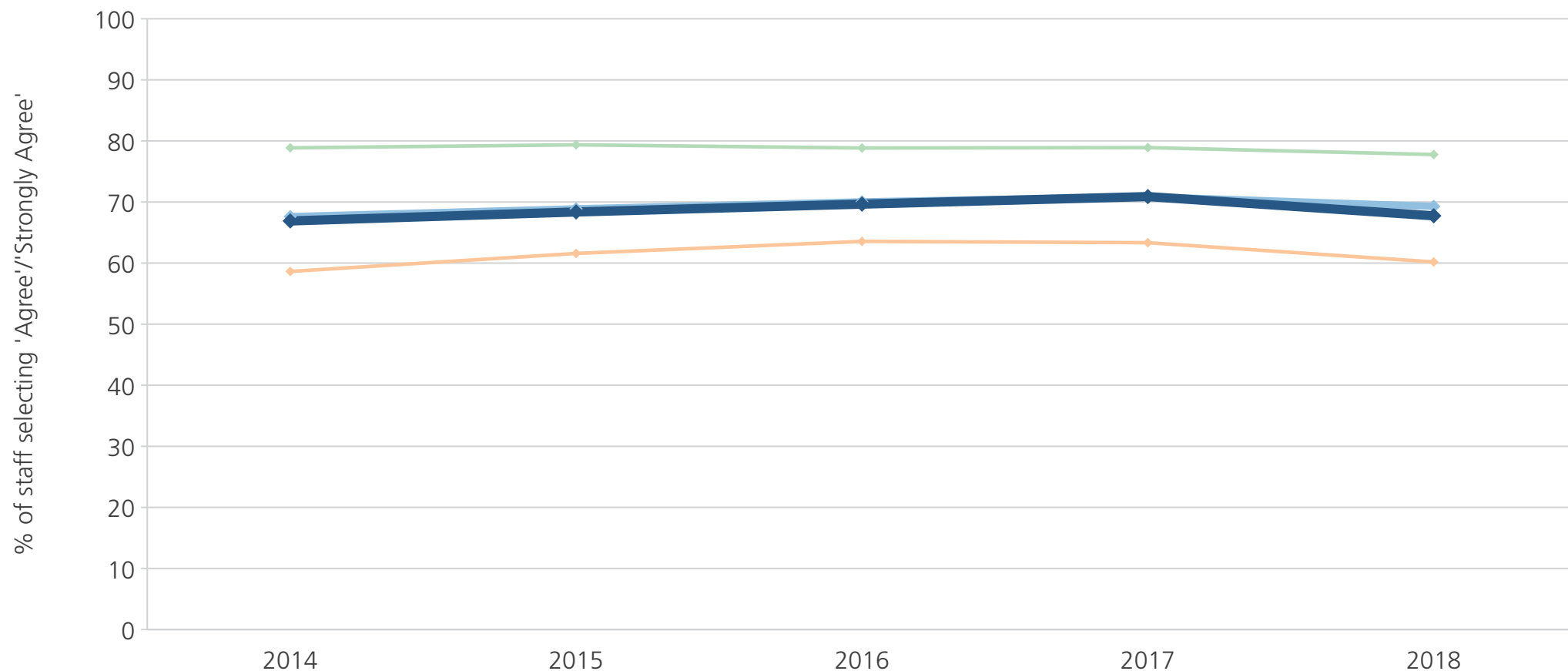
The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results



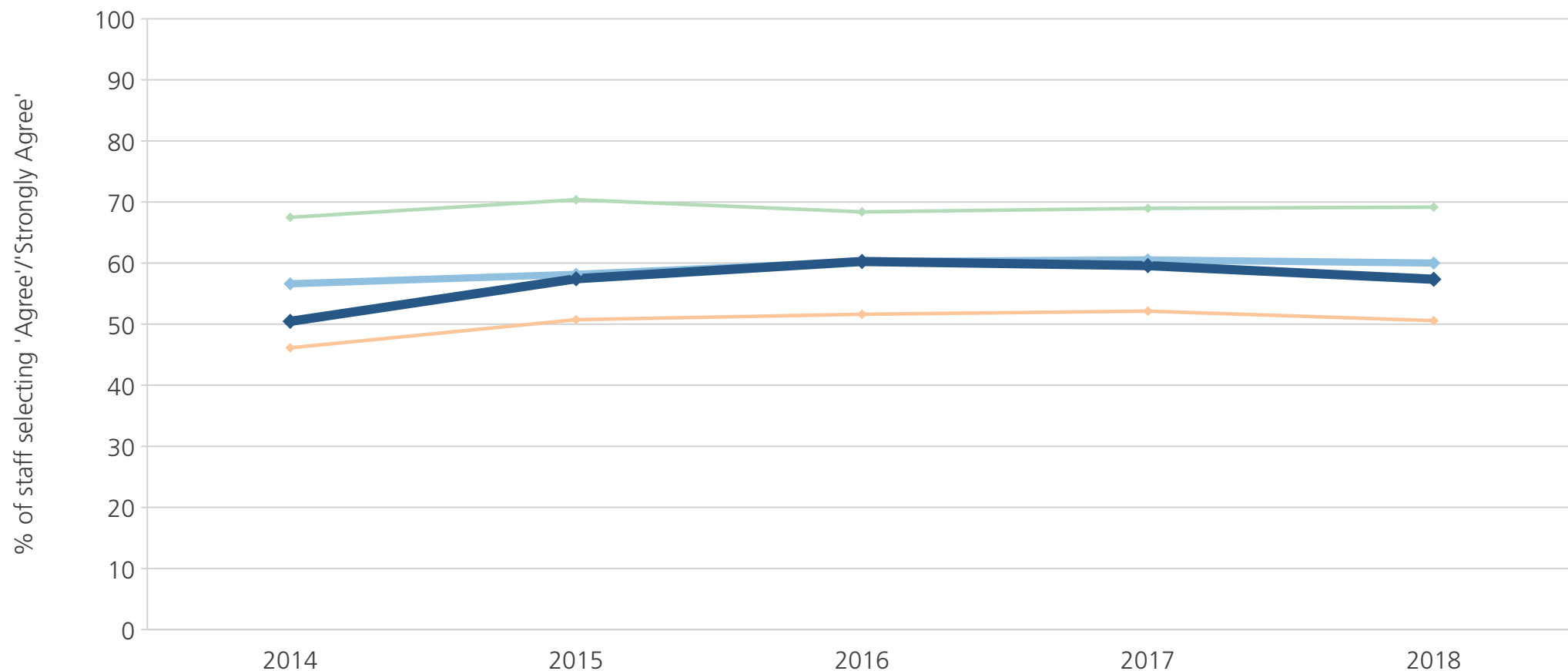
Best	76.7%
Your org	67.5%
Average	68.1%
Worst	59.7%

No. responses

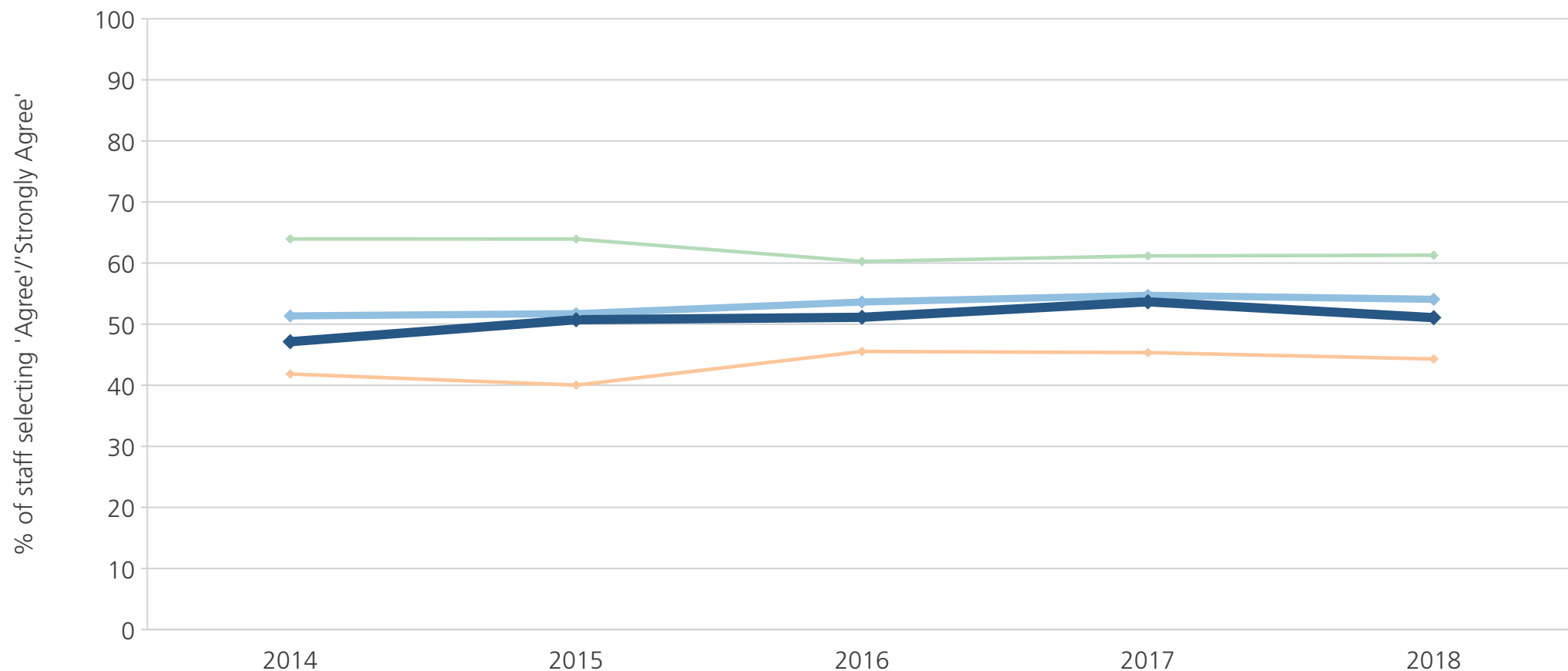
2,544



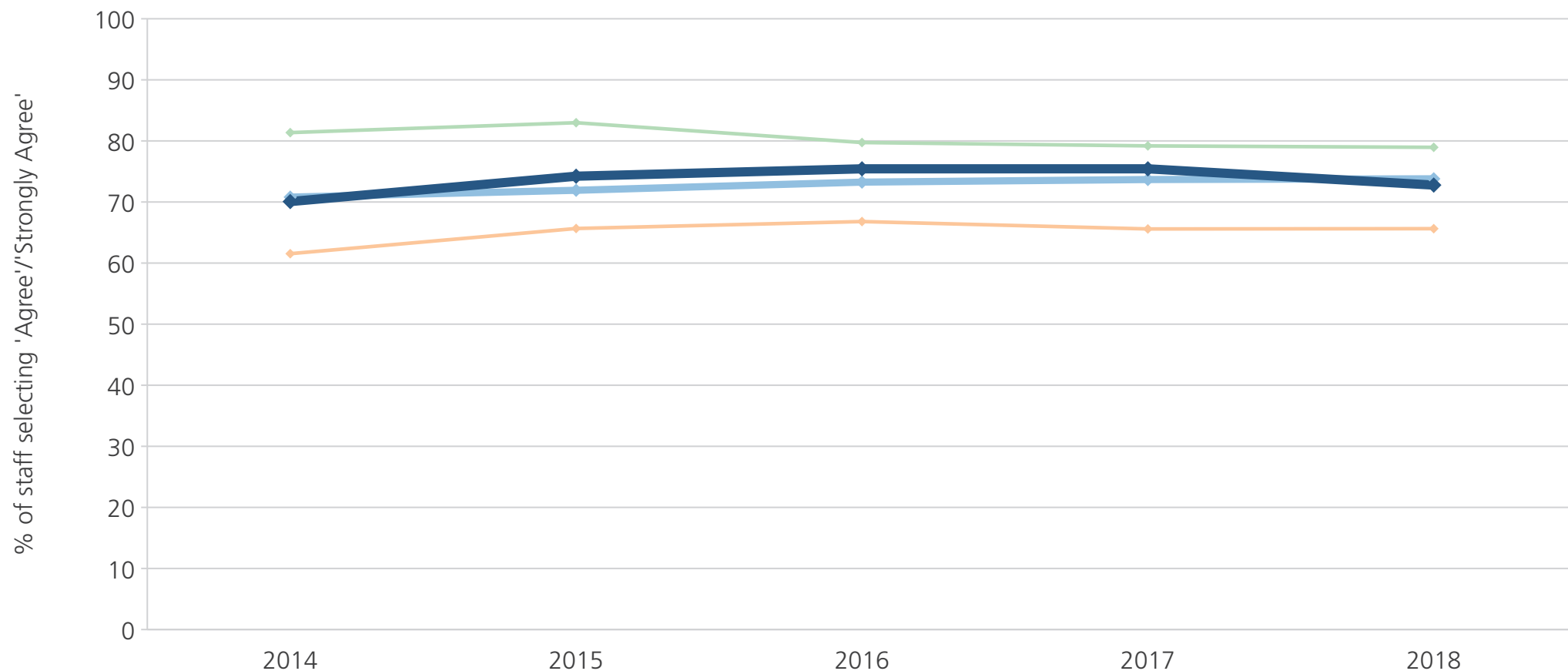
Best	78.9%	79.4%	78.8%	78.9%	77.8%
Your org	66.9%	68.4%	69.7%	70.9%	67.7%
Average	67.6%	68.9%	70.0%	70.9%	69.3%
Worst	58.6%	61.6%	63.6%	63.3%	60.2%
No. responses	2,337	2,290	2,031	2,332	2,543



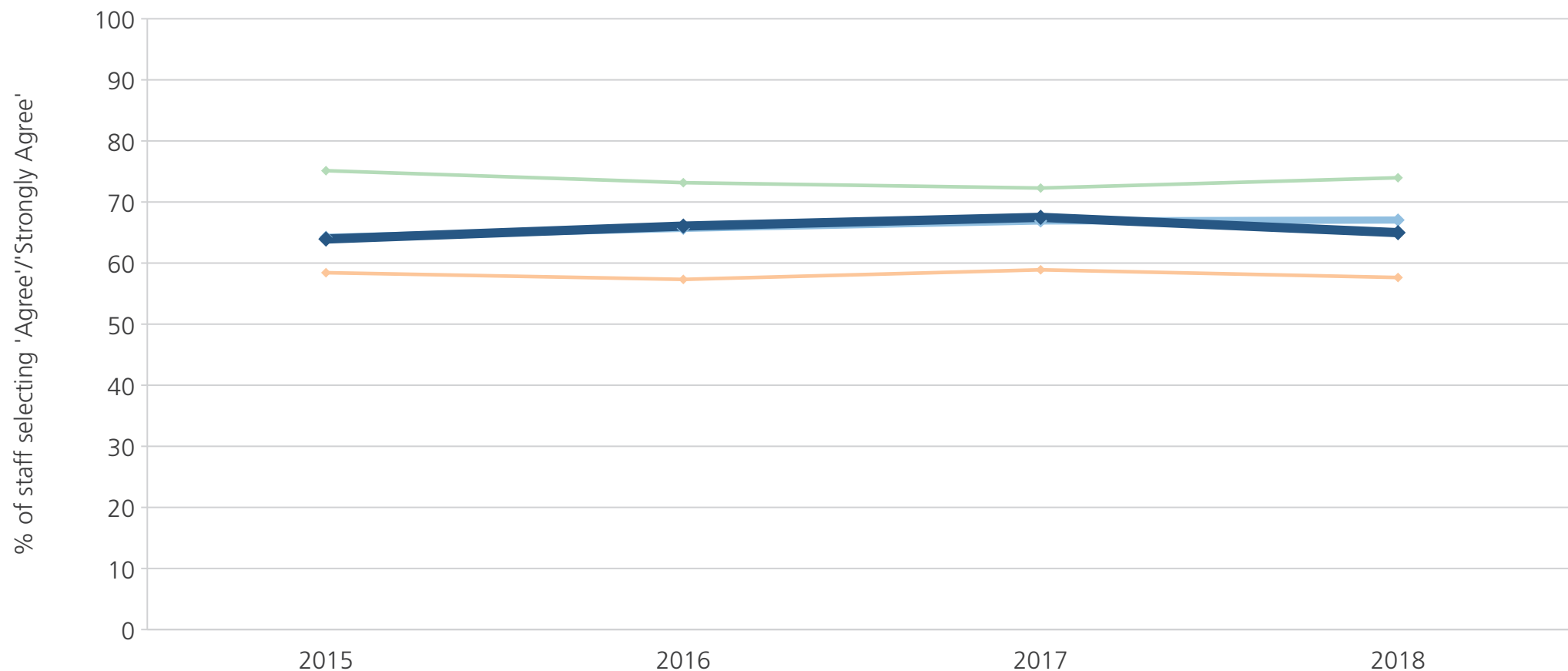
Best	67.5%	70.4%	68.4%	69.0%	69.2%
Your org	50.5%	57.4%	60.3%	59.6%	57.3%
Average	56.6%	58.2%	60.3%	60.5%	60.0%
Worst	46.1%	50.7%	51.6%	52.1%	50.6%
No. responses	2,335	2,287	2,026	2,327	2,546



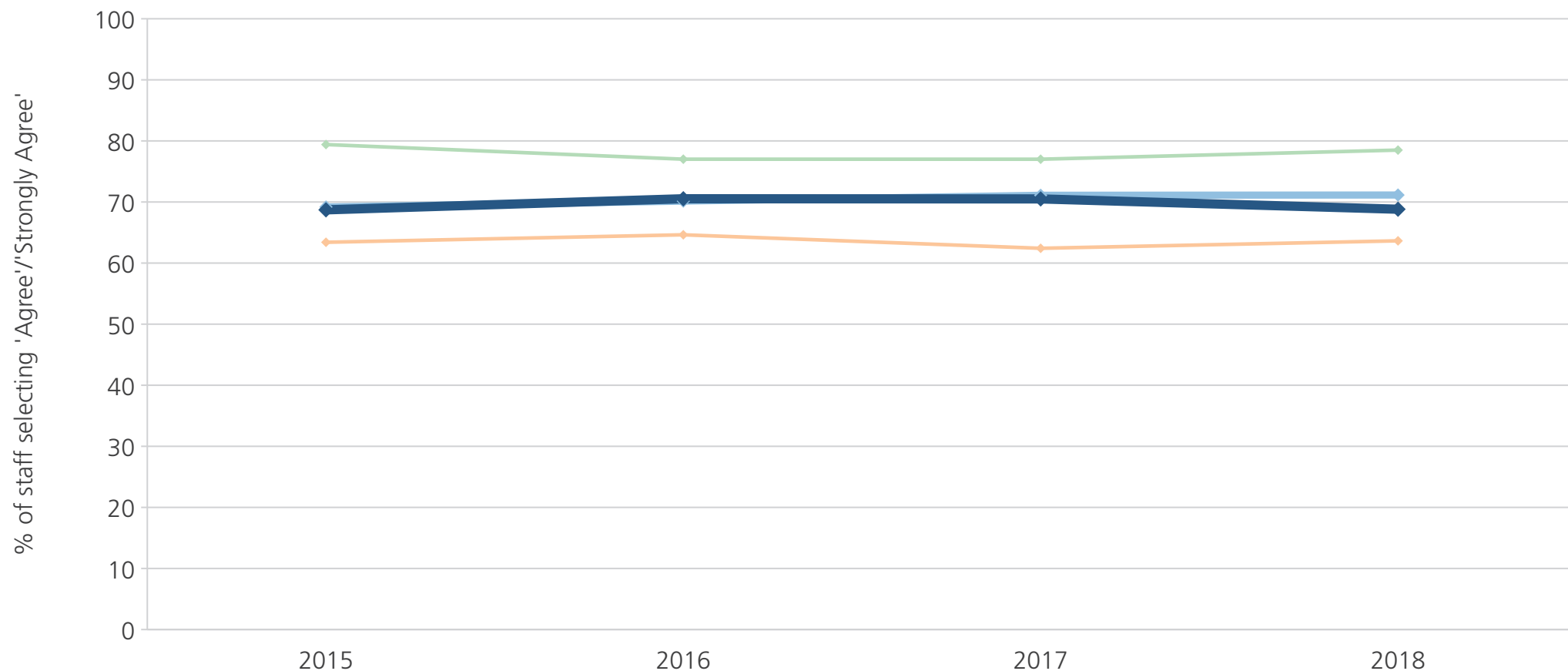
Best	63.9%	63.9%	60.3%	61.2%	61.3%
Your org	47.1%	50.7%	51.1%	53.7%	51.1%
Average	51.4%	51.7%	53.6%	54.7%	54.1%
Worst	41.8%	40.0%	45.5%	45.3%	44.3%
No. responses	2,331	2,286	2,029	2,332	2,547



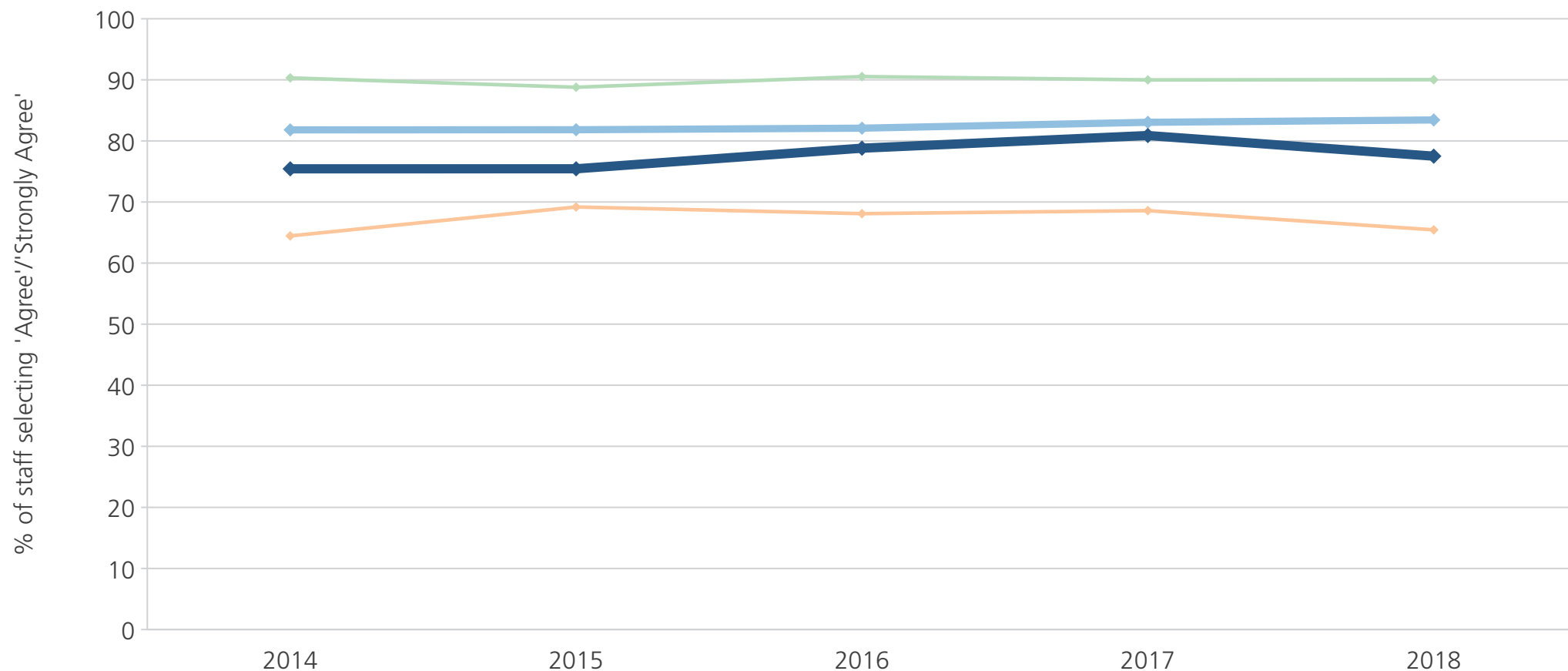
	2014	2015	2016	2017	2018
Best	81.4%	83.0%	79.7%	79.2%	79.0%
Your org	70.1%	74.2%	75.4%	75.4%	72.8%
Average	70.8%	71.9%	73.3%	73.7%	73.8%
Worst	61.5%	65.7%	66.8%	65.6%	65.6%
No. responses	2,335	2,289	2,022	2,328	2,545



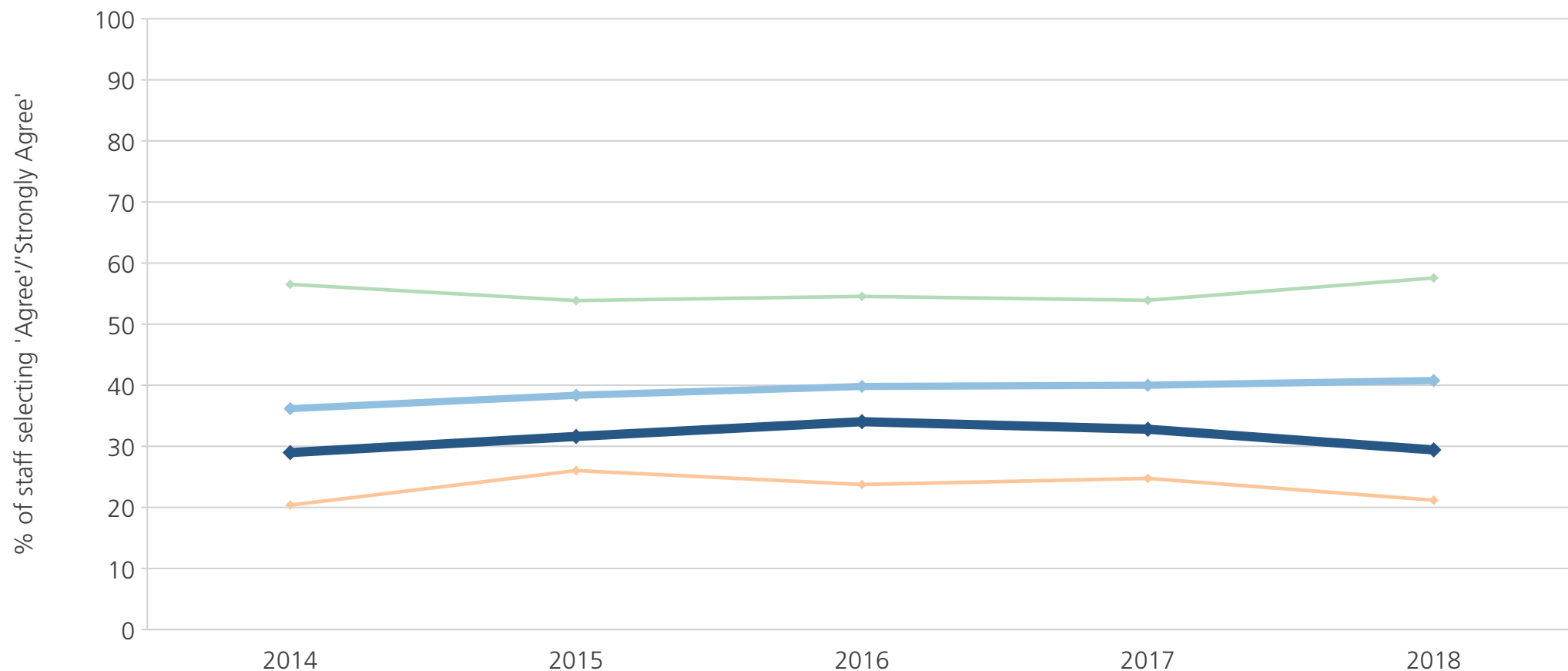
Best	75.1%	73.2%	72.3%	74.0%
Your org	63.9%	66.1%	67.5%	65.0%
Average	64.2%	65.7%	66.9%	67.0%
Worst	58.4%	57.3%	58.9%	57.6%
No. responses	2,296	2,031	2,328	2,548



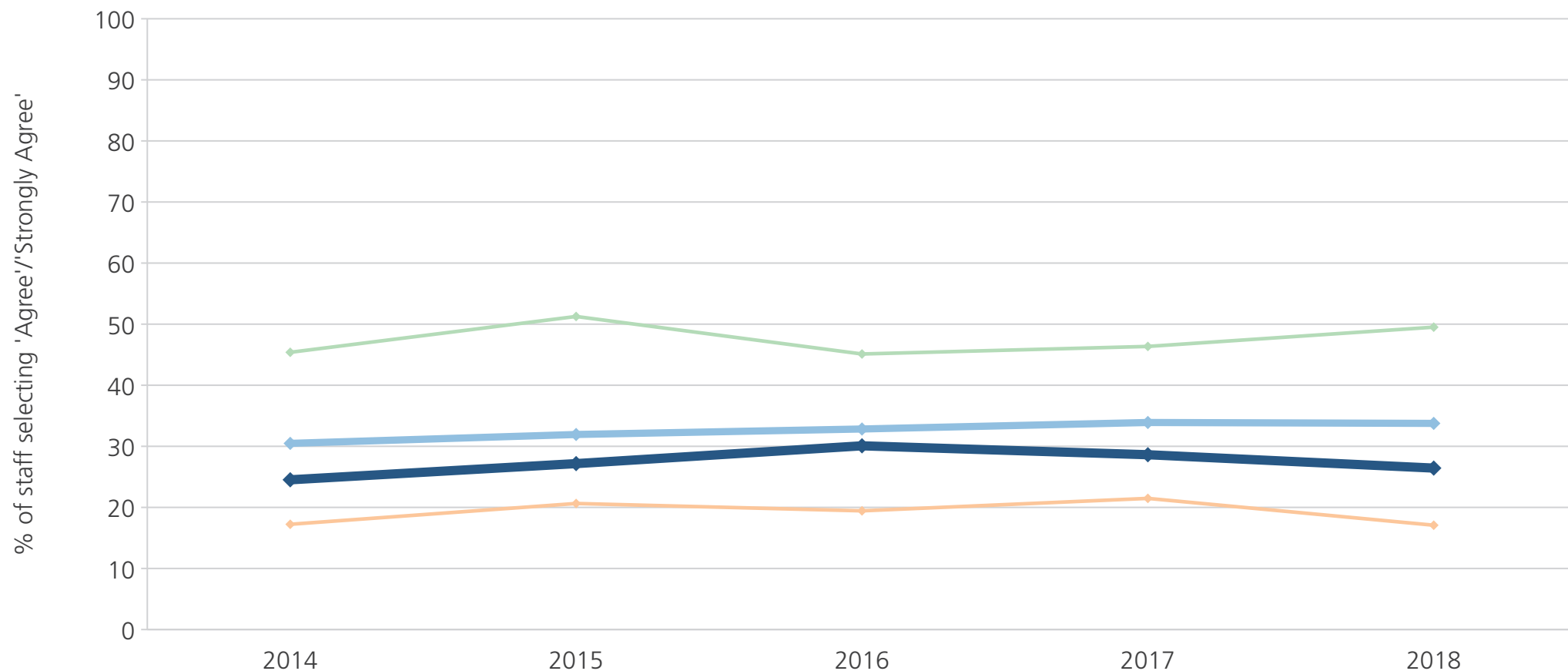
Best	79.4%	77.0%	77.0%	78.5%
Your org	68.7%	70.5%	70.5%	68.8%
Average	69.2%	70.1%	71.1%	71.1%
Worst	63.4%	64.6%	62.4%	63.6%
No. responses	2,297	2,032	2,330	2,553



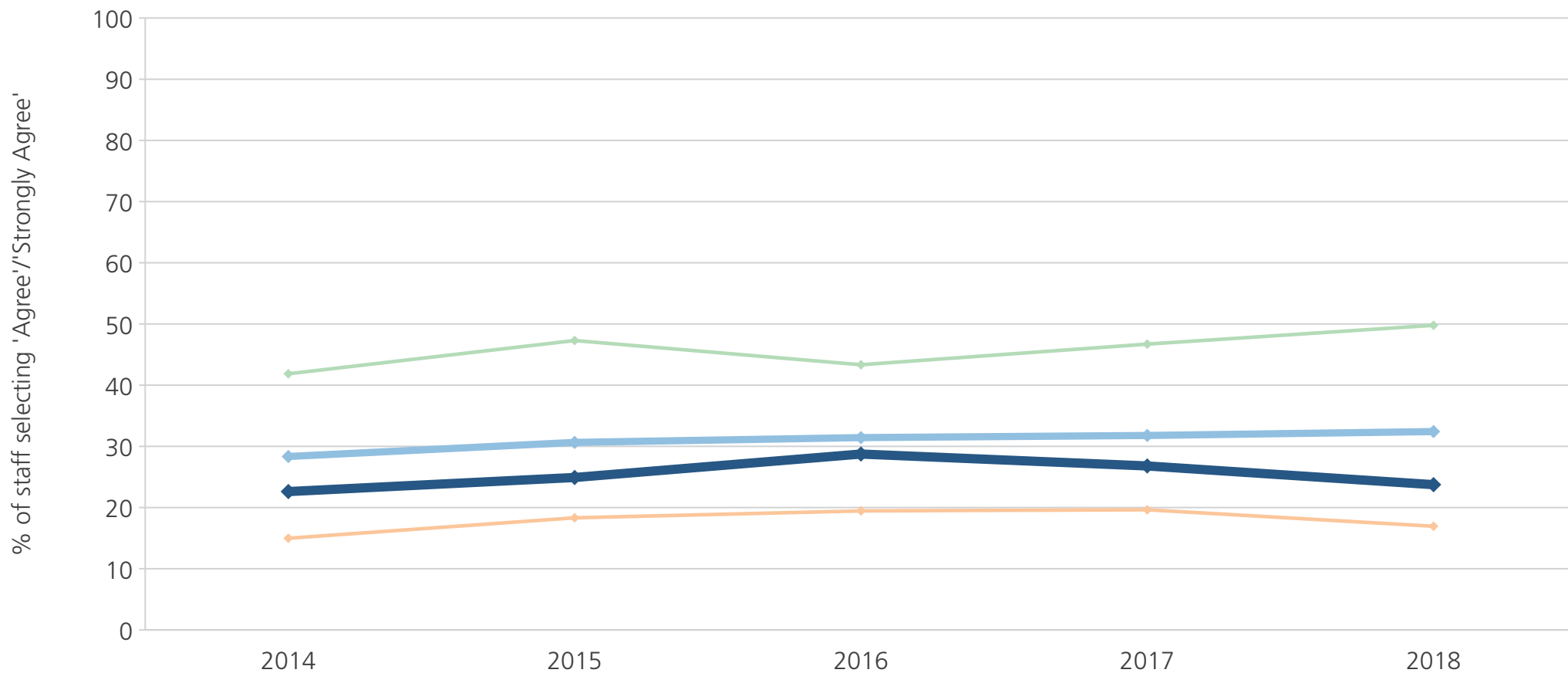
Best	90.3%	88.8%	90.5%	90.0%	90.0%
Your org	75.4%	75.4%	78.8%	80.9%	77.5%
Average	81.8%	81.8%	82.1%	83.0%	83.4%
Worst	64.4%	69.2%	68.1%	68.6%	65.4%
No. responses	2,344	2,296	2,035	2,338	2,554



Best	56.5%	53.9%	54.5%	53.9%	57.6%
Your org	29.0%	31.6%	34.0%	32.8%	29.4%
Average	36.2%	38.4%	39.8%	40.0%	40.8%
Worst	20.4%	26.0%	23.7%	24.7%	21.2%
No. responses	2,333	2,297	2,031	2,329	2,545



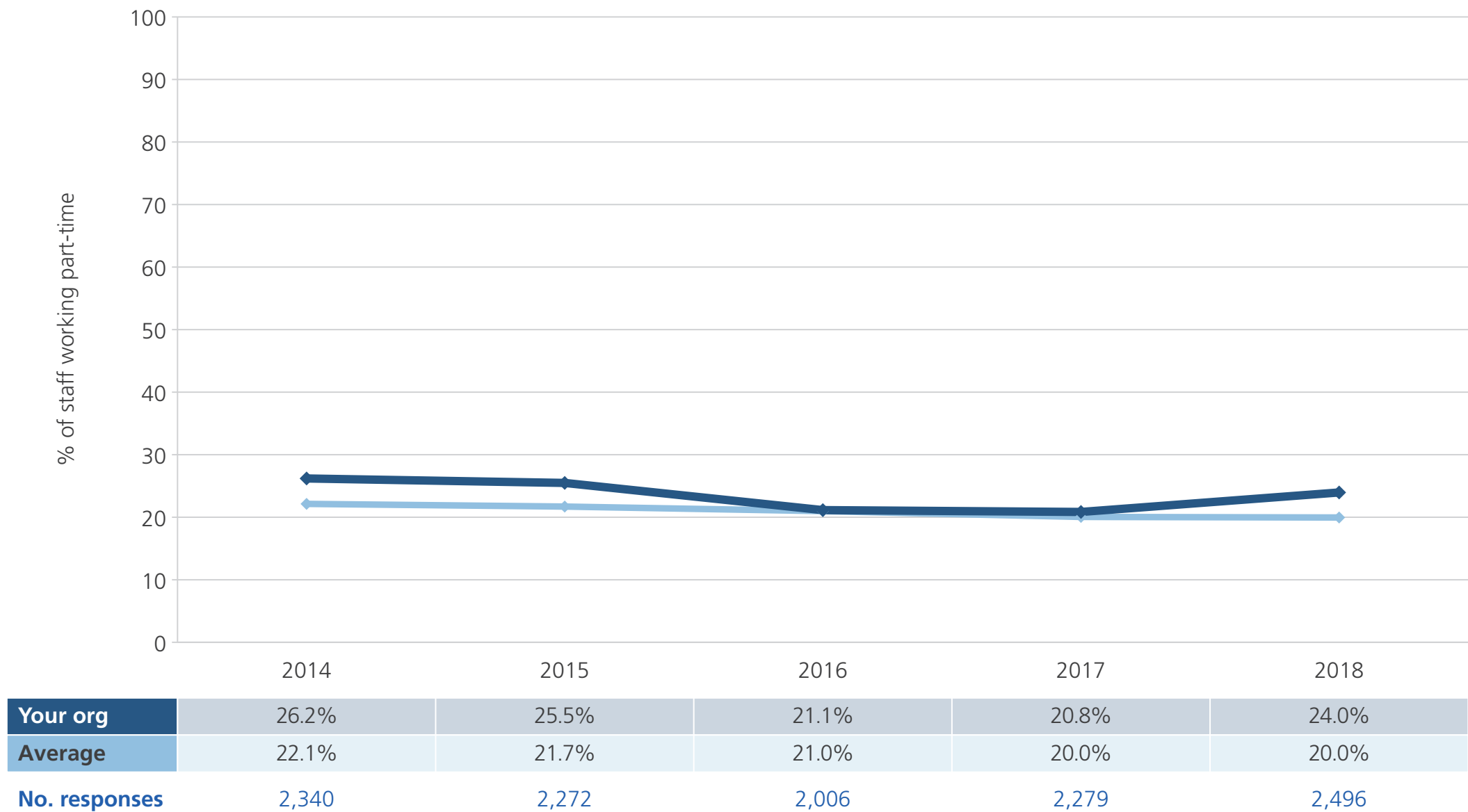
Best	45.4%	51.3%	45.1%	46.4%	49.5%
Your org	24.5%	27.2%	30.1%	28.6%	26.4%
Average	30.5%	31.9%	32.8%	33.9%	33.8%
Worst	17.2%	20.6%	19.4%	21.5%	17.1%
No. responses	2,338	2,290	2,031	2,332	2,546

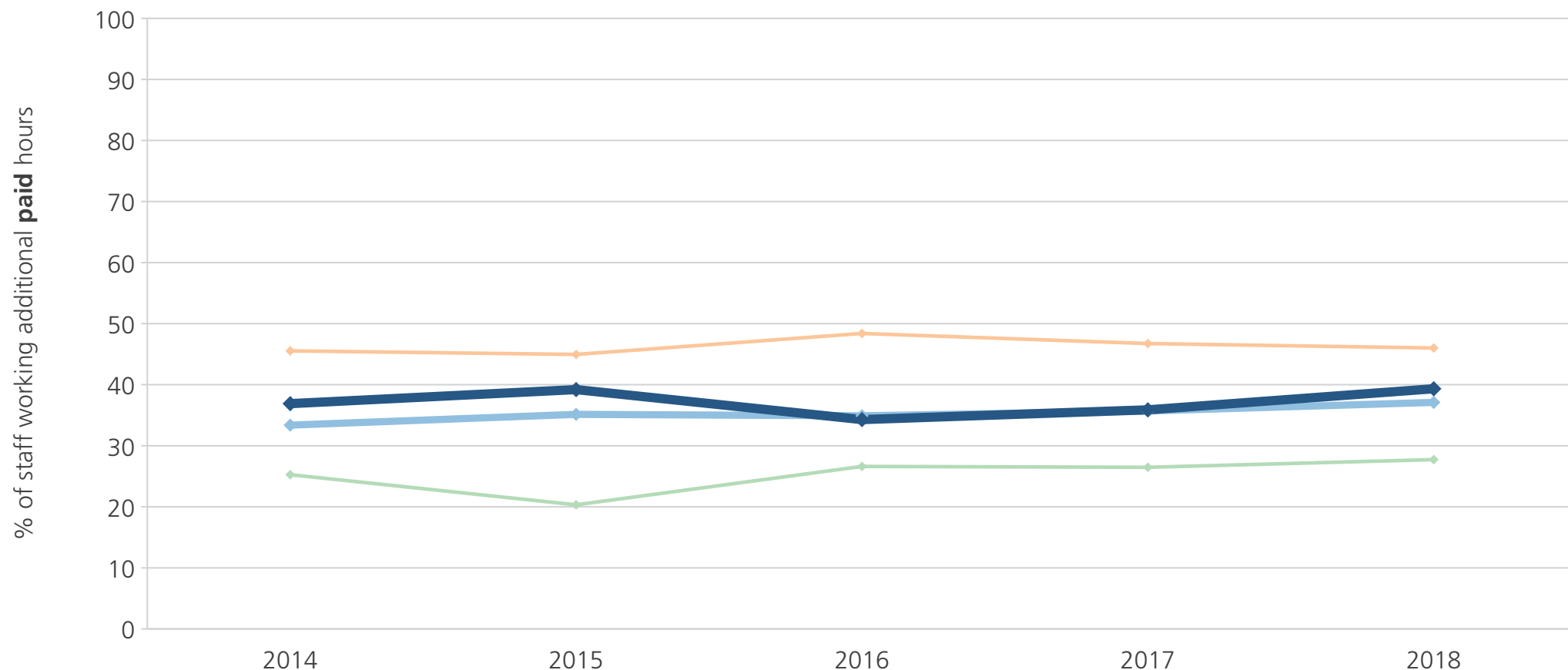


Best	41.9%	47.3%	43.3%	46.7%	49.8%
Your org	22.6%	24.9%	28.7%	26.8%	23.7%
Average	28.3%	30.6%	31.4%	31.8%	32.4%
Worst	15.0%	18.3%	19.4%	19.6%	16.9%
No. responses	2,335	2,292	2,027	2,331	2,542

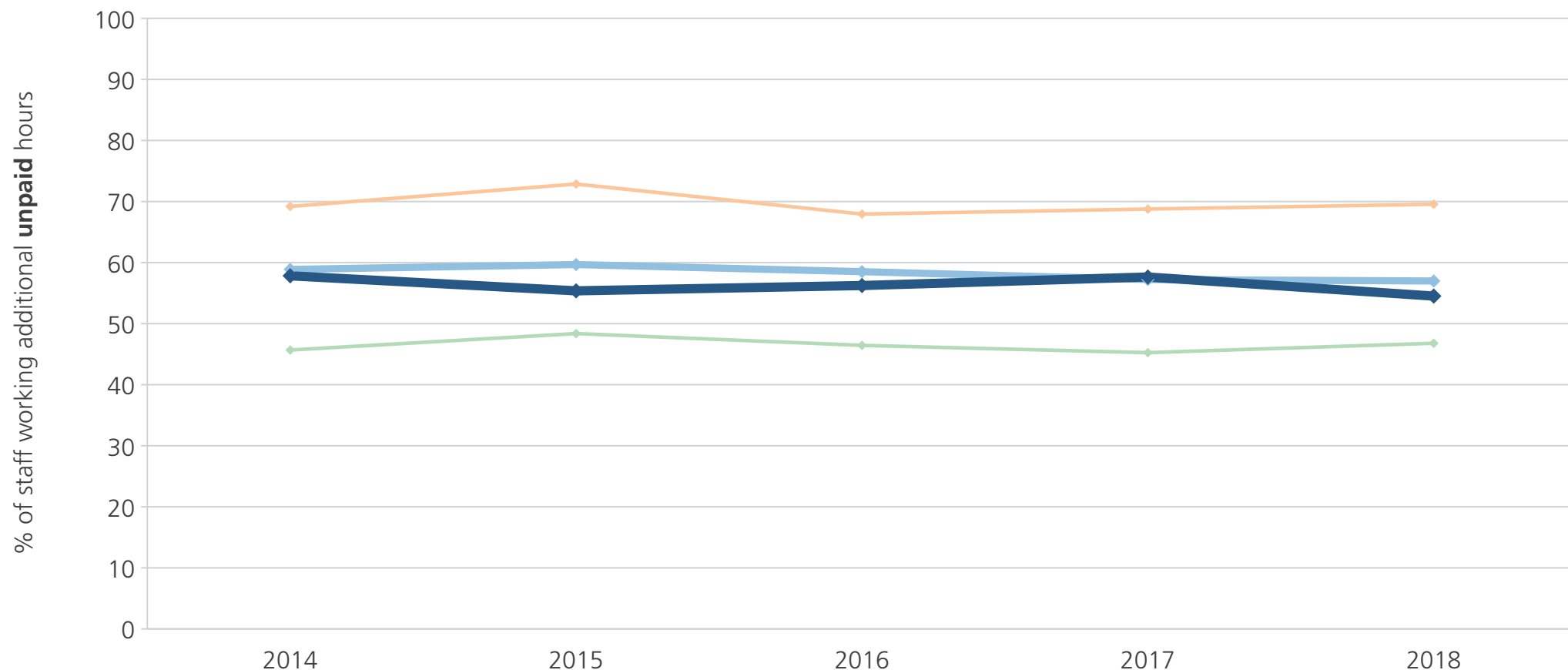
Question results – Your health, well-being and safety at work

The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results

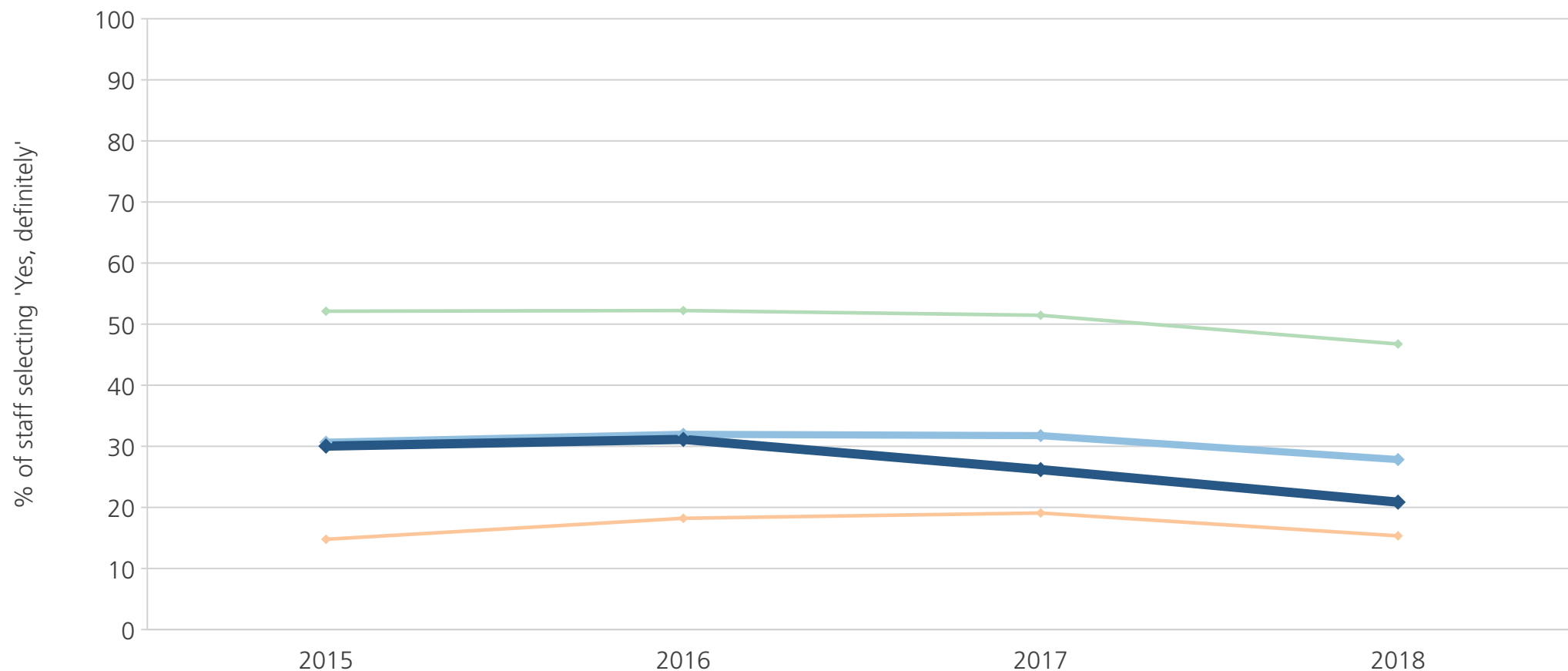




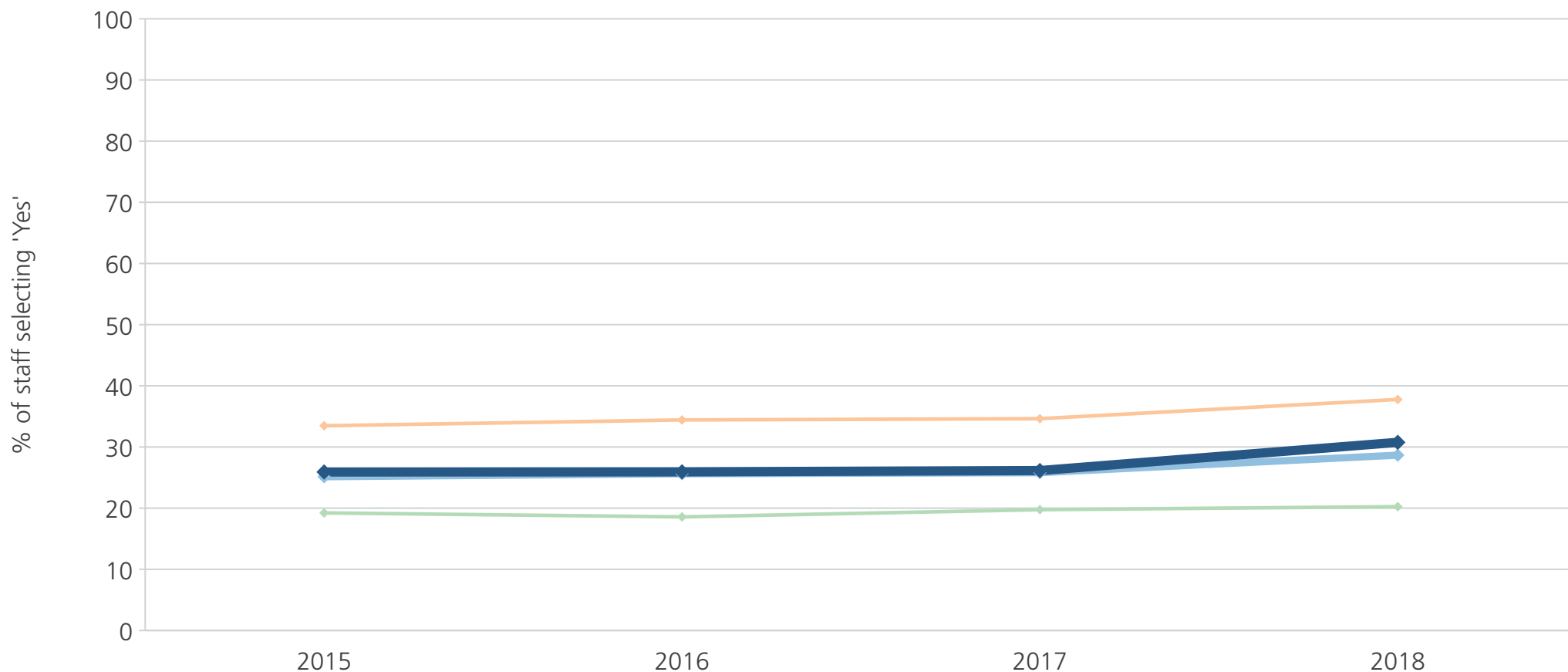
	2014	2015	2016	2017	2018
Worst	45.5%	45.0%	48.4%	46.7%	46.0%
Your org	36.9%	39.2%	34.3%	35.9%	39.3%
Average	33.4%	35.1%	34.9%	35.7%	37.1%
Best	25.3%	20.3%	26.6%	26.5%	27.7%
No. responses	2,277	2,184	1,940	2,215	2,444



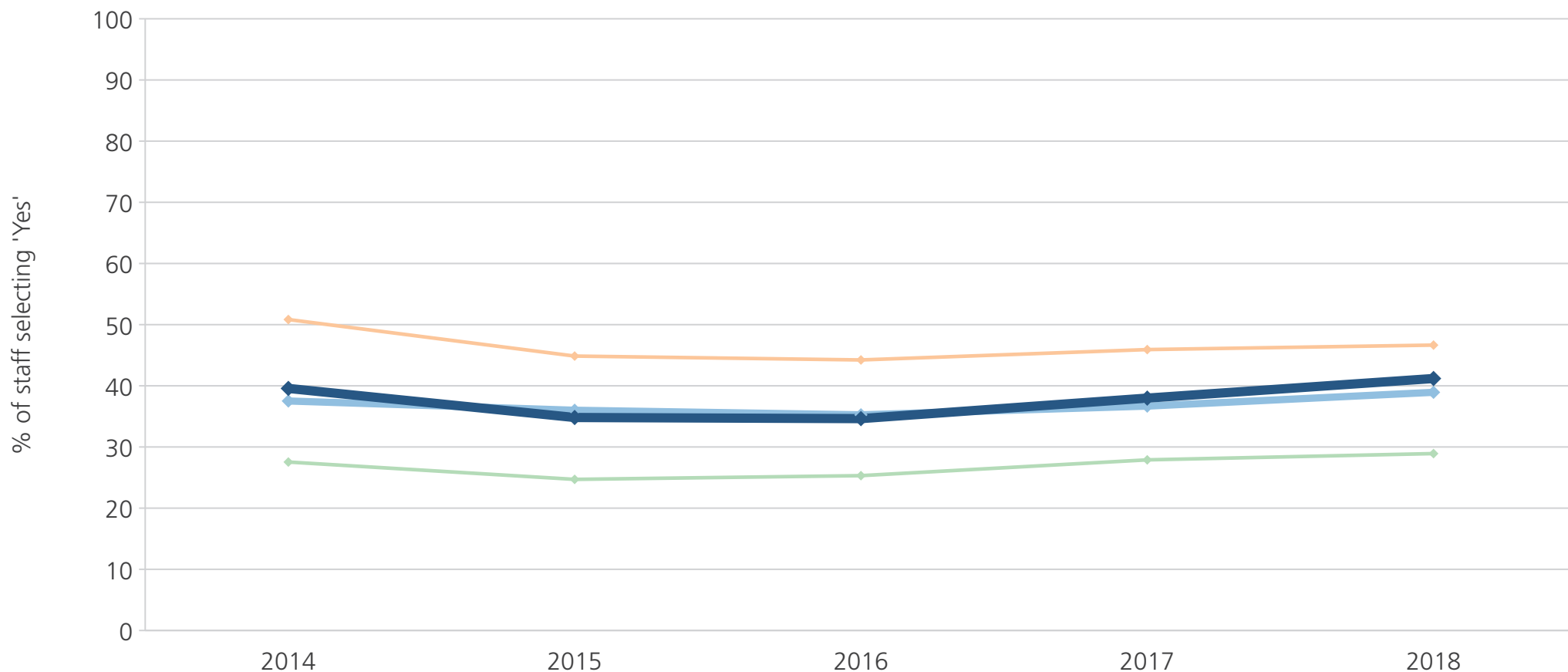
	2014	2015	2016	2017	2018
Worst	69.2%	72.9%	67.9%	68.8%	69.6%
Your org	57.8%	55.4%	56.2%	57.6%	54.5%
Average	58.9%	59.7%	58.5%	57.2%	57.0%
Best	45.7%	48.4%	46.4%	45.2%	46.8%
No. responses	2,247	2,191	1,942	2,235	2,472



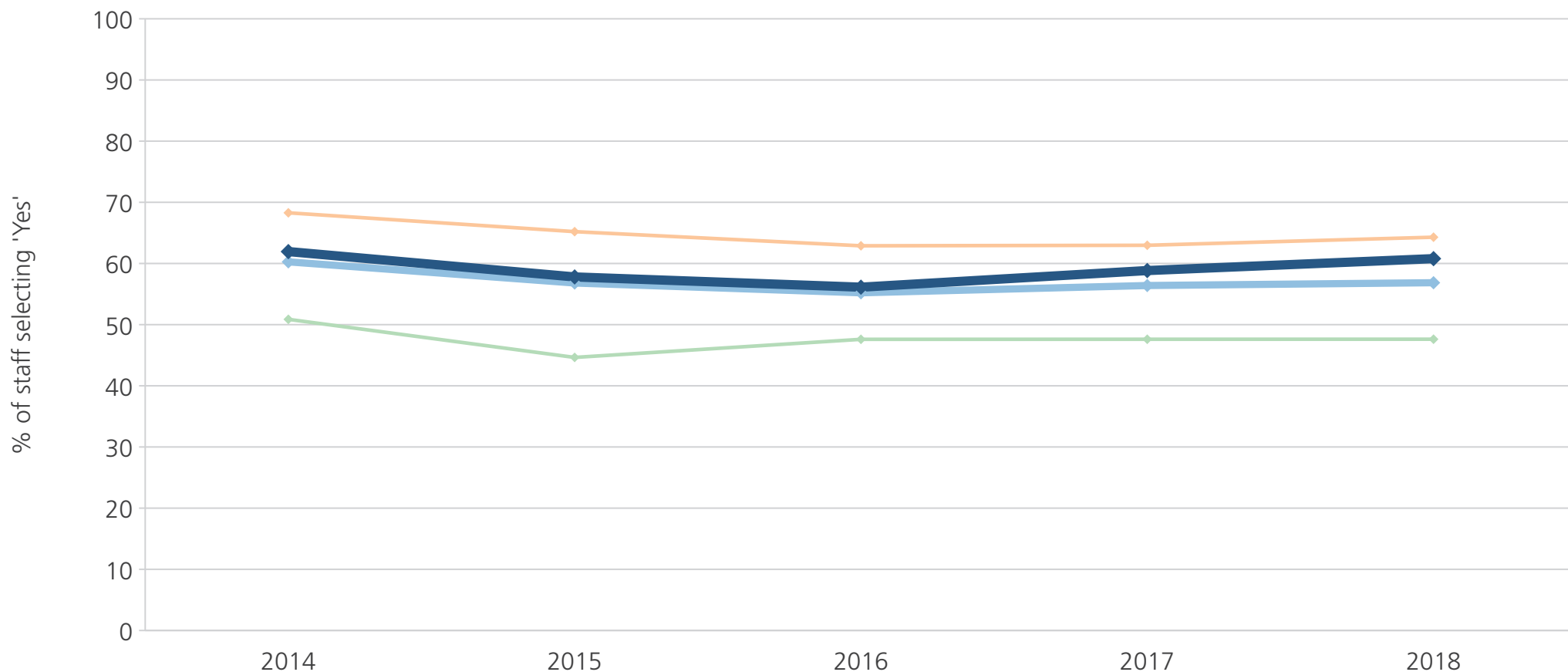
	2015	2016	2017	2018
Best	52.1%	52.2%	51.5%	46.7%
Your org	30.0%	31.1%	26.2%	20.9%
Average	30.7%	32.0%	31.7%	27.8%
Worst	14.8%	18.2%	19.1%	15.3%
No. responses	2,281	2,020	2,318	2,521



	2015	2016	2017	2018
Worst	33.5%	34.4%	34.6%	37.8%
Your org	25.9%	25.9%	26.1%	30.8%
Average	25.1%	25.6%	25.8%	28.7%
Best	19.2%	18.6%	19.7%	20.2%
No. responses	2,287	2,028	2,324	2,535

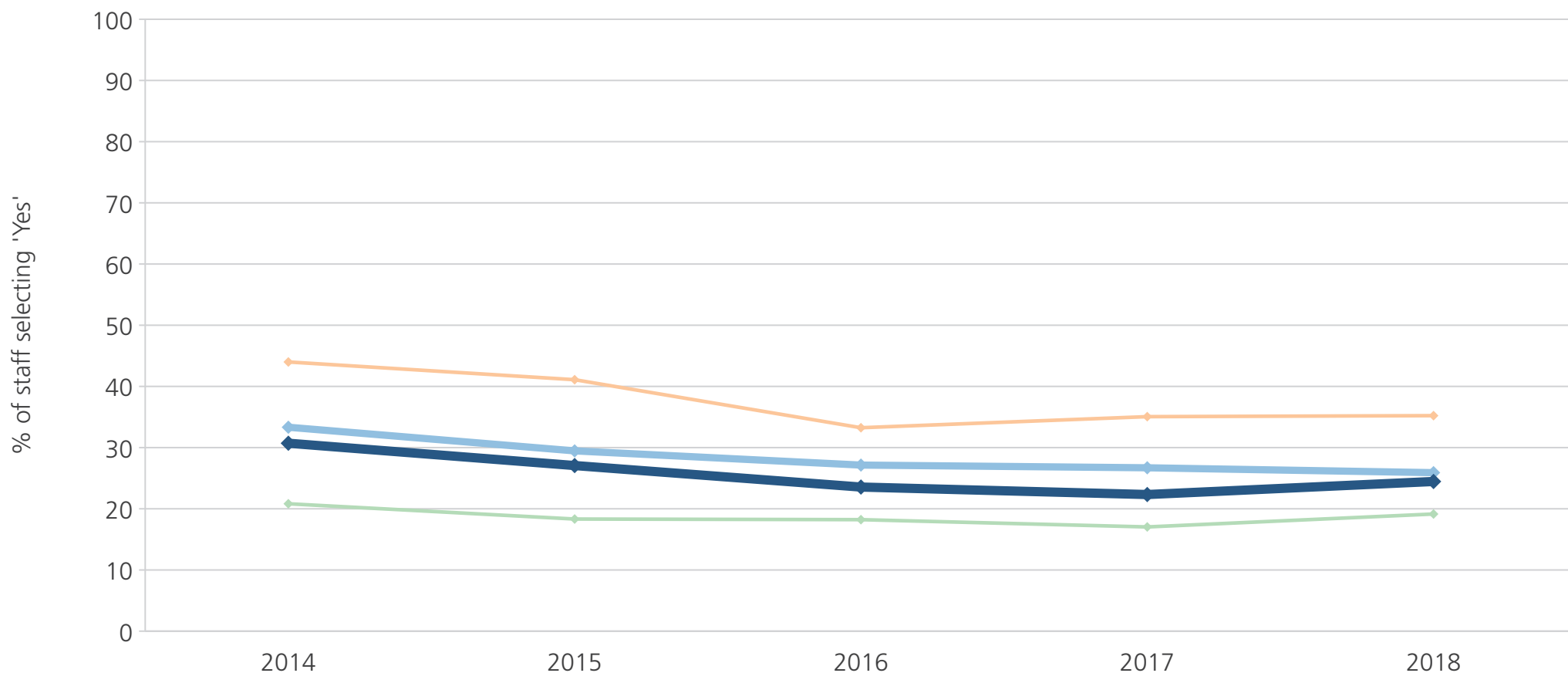


	2014	2015	2016	2017	2018
Worst	50.8%	44.9%	44.2%	45.9%	46.7%
Your org	39.6%	34.8%	34.6%	38.0%	41.2%
Average	37.5%	36.0%	35.3%	36.7%	38.9%
Best	27.5%	24.7%	25.3%	27.9%	28.9%
No. responses	2,313	2,297	2,024	2,326	2,540



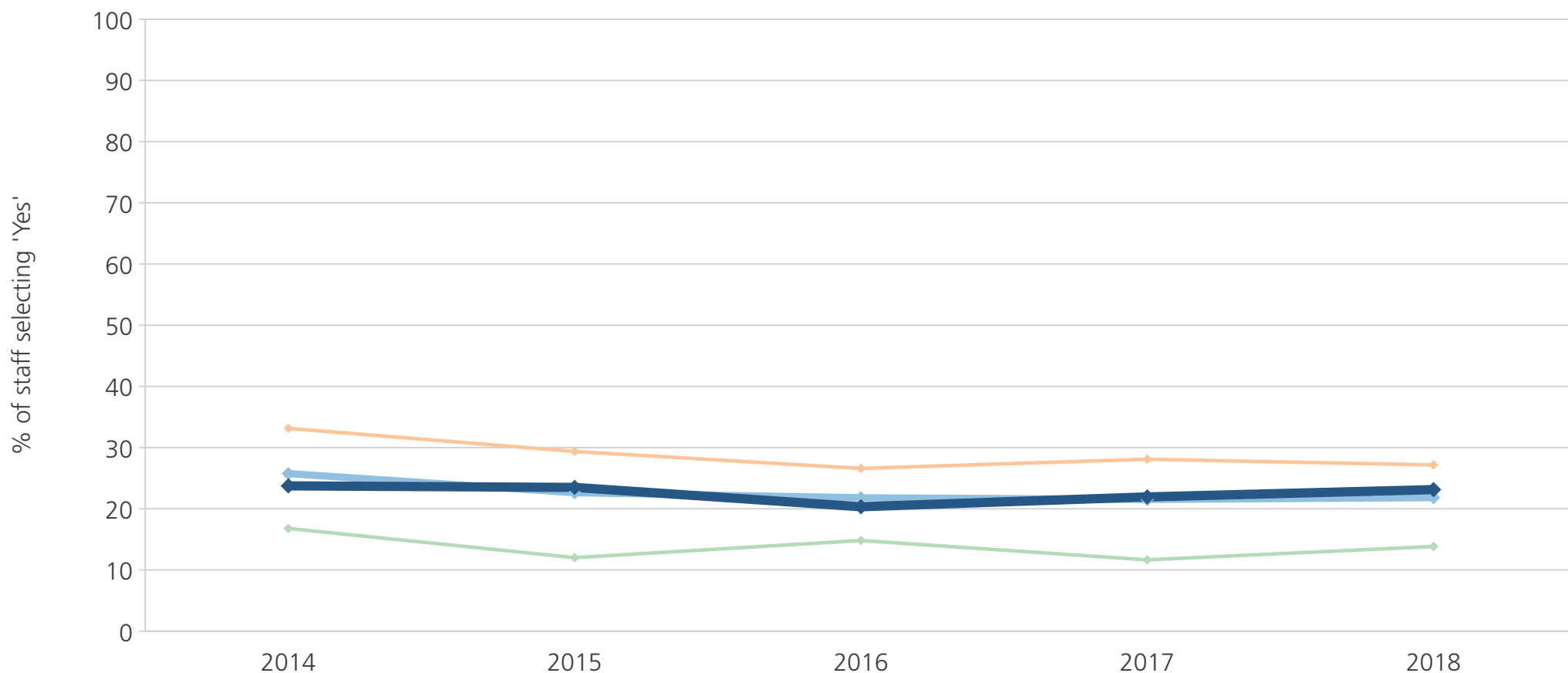
	2014	2015	2016	2017	2018
Worst	68.3%	65.2%	62.9%	63.0%	64.3%
Your org	61.9%	57.8%	56.1%	58.8%	60.8%
Average	60.3%	56.8%	55.2%	56.4%	56.9%
Best	50.9%	44.6%	47.6%	47.6%	47.6%
No. responses	2,248	2,291	2,028	2,331	2,545

Note: This question was only answered by staff who selected 'Yes' on q11d.



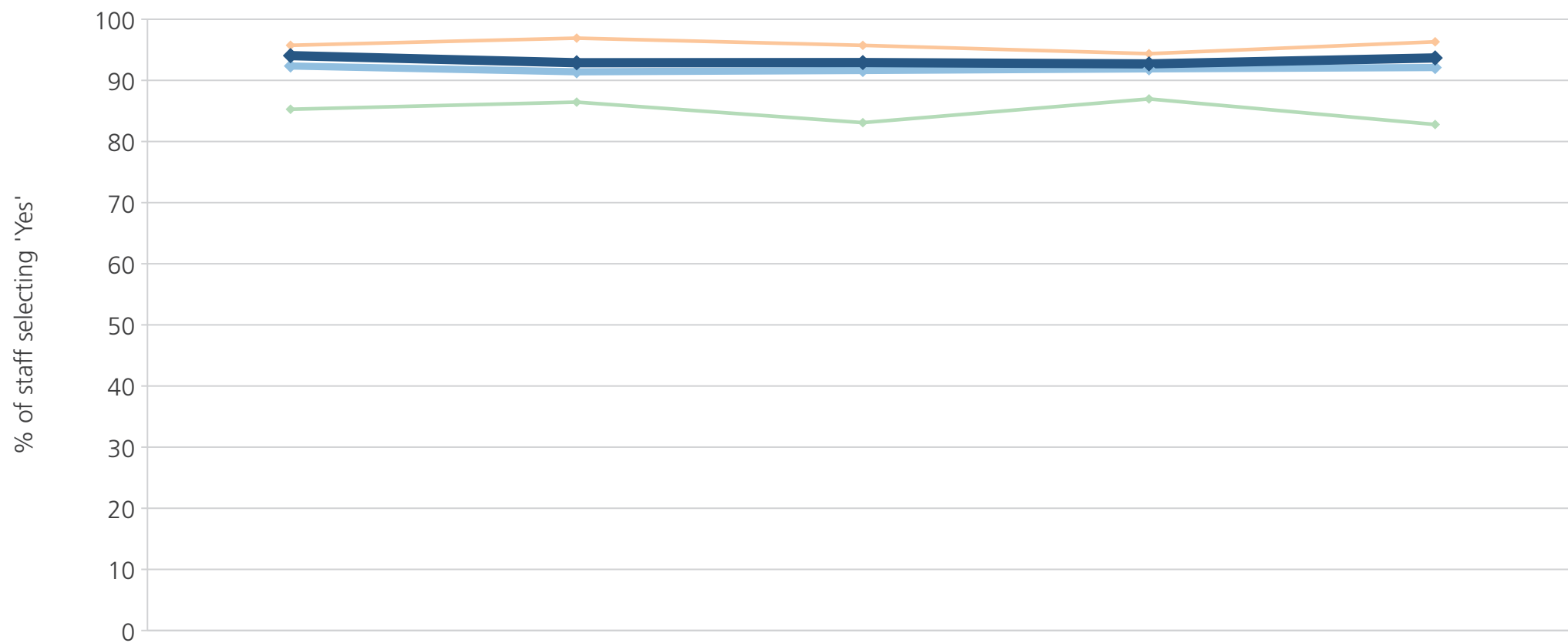
	2014	2015	2016	2017	2018
Worst	44.0%	41.1%	33.2%	35.1%	35.2%
Your org	30.7%	27.1%	23.6%	22.3%	24.5%
Average	33.3%	29.5%	27.1%	26.7%	25.9%
Best	20.8%	18.3%	18.2%	17.0%	19.1%
No. responses	1,362	1,300	1,121	1,354	1,522

Note: This question was only answered by staff who selected 'Yes' on q11d.

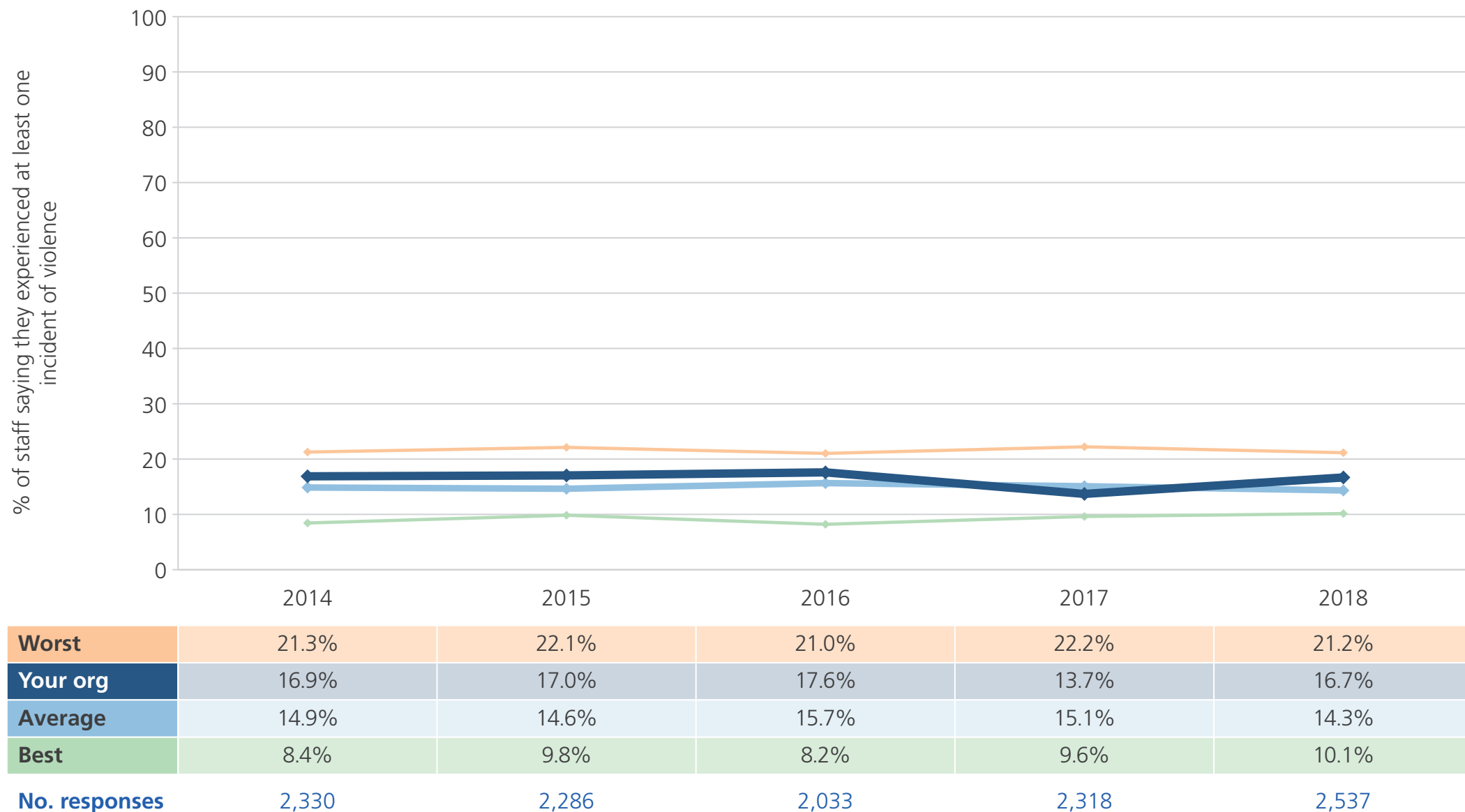


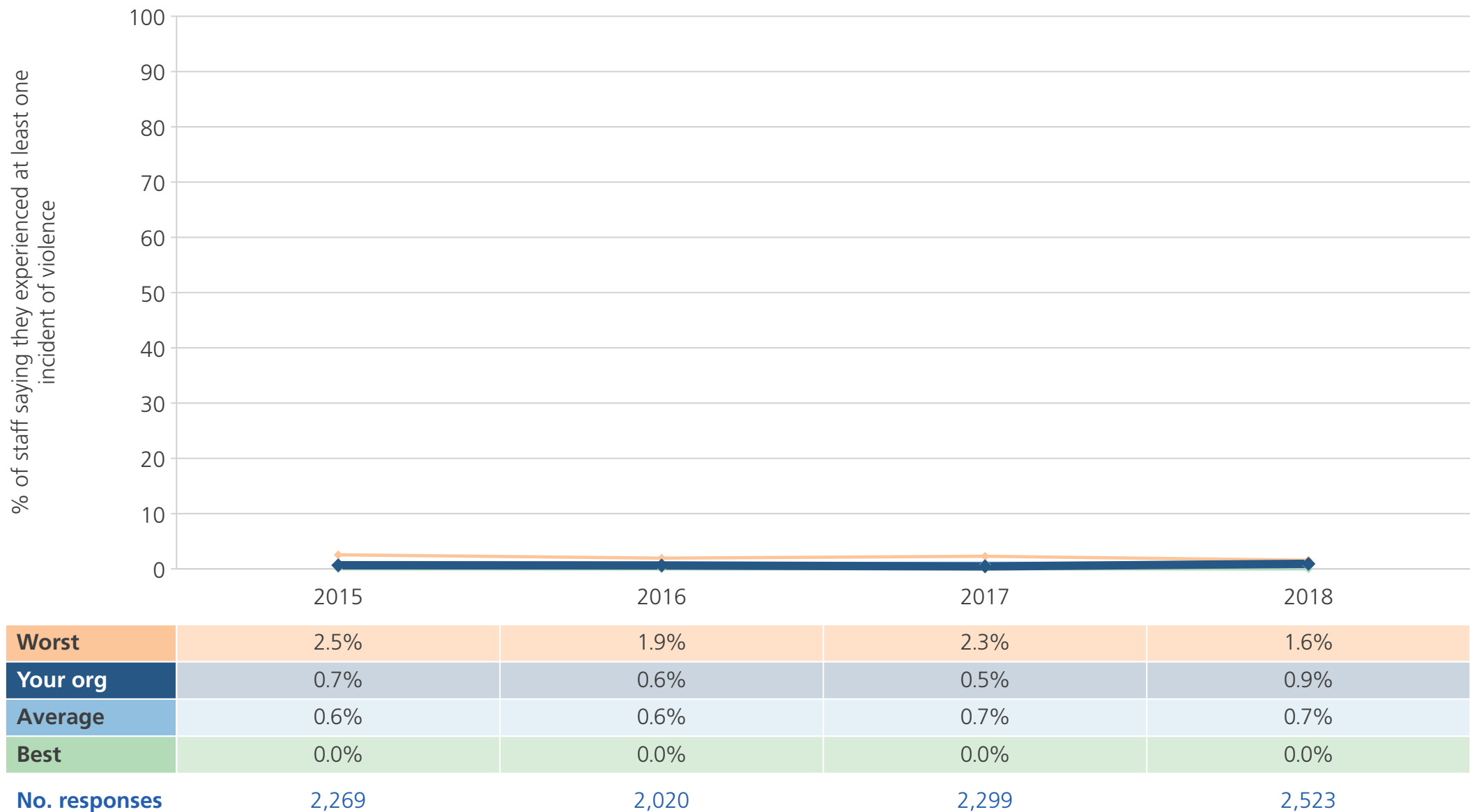
	2014	2015	2016	2017	2018
Worst	33.1%	29.4%	26.6%	28.1%	27.2%
Your org	23.7%	23.5%	20.3%	21.9%	23.1%
Average	25.7%	22.6%	21.8%	21.5%	21.8%
Best	16.8%	12.0%	14.8%	11.7%	13.8%
No. responses	1,357	1,301	1,122	1,350	1,519

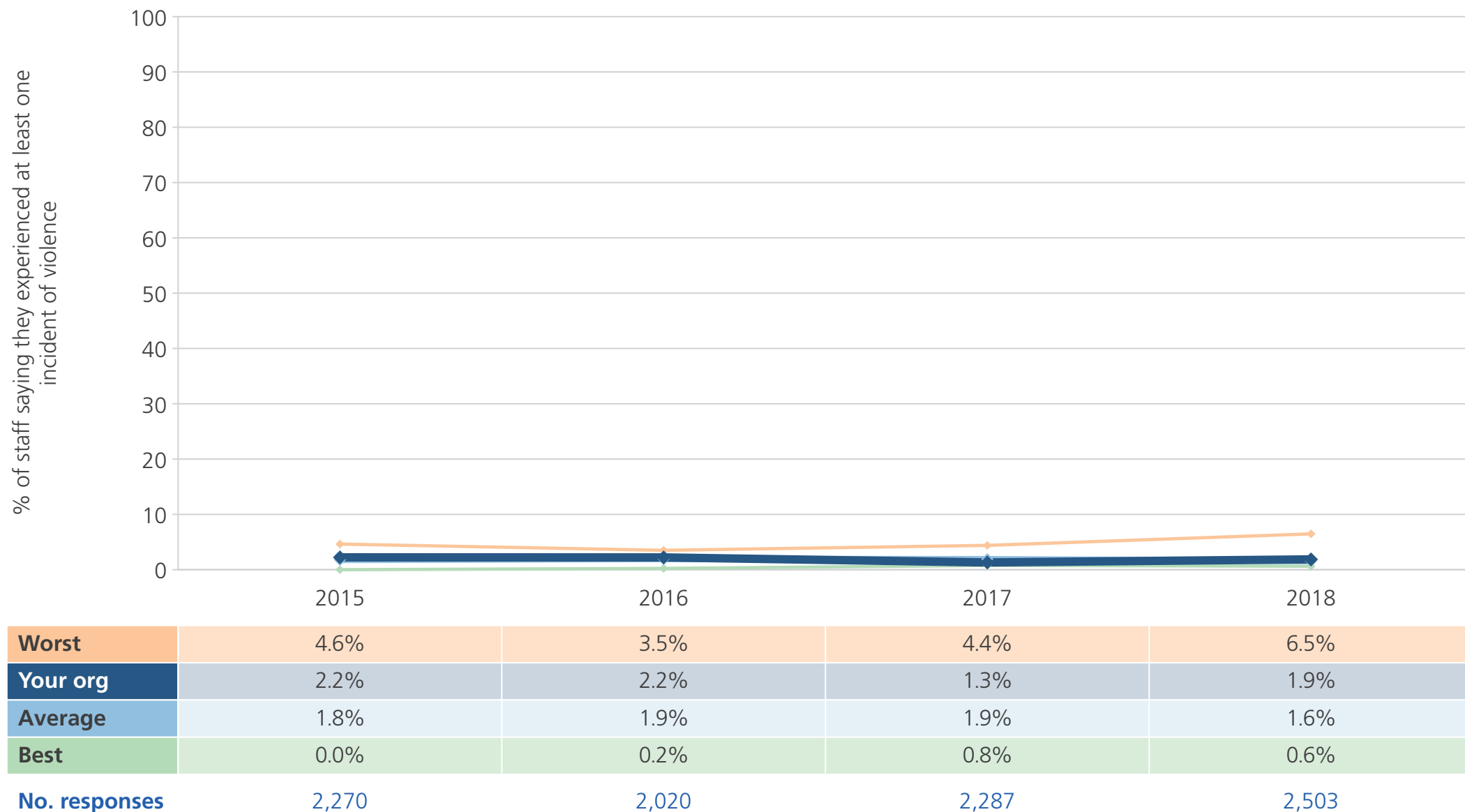
Note: This question was only answered by staff who selected 'Yes' on q11d.



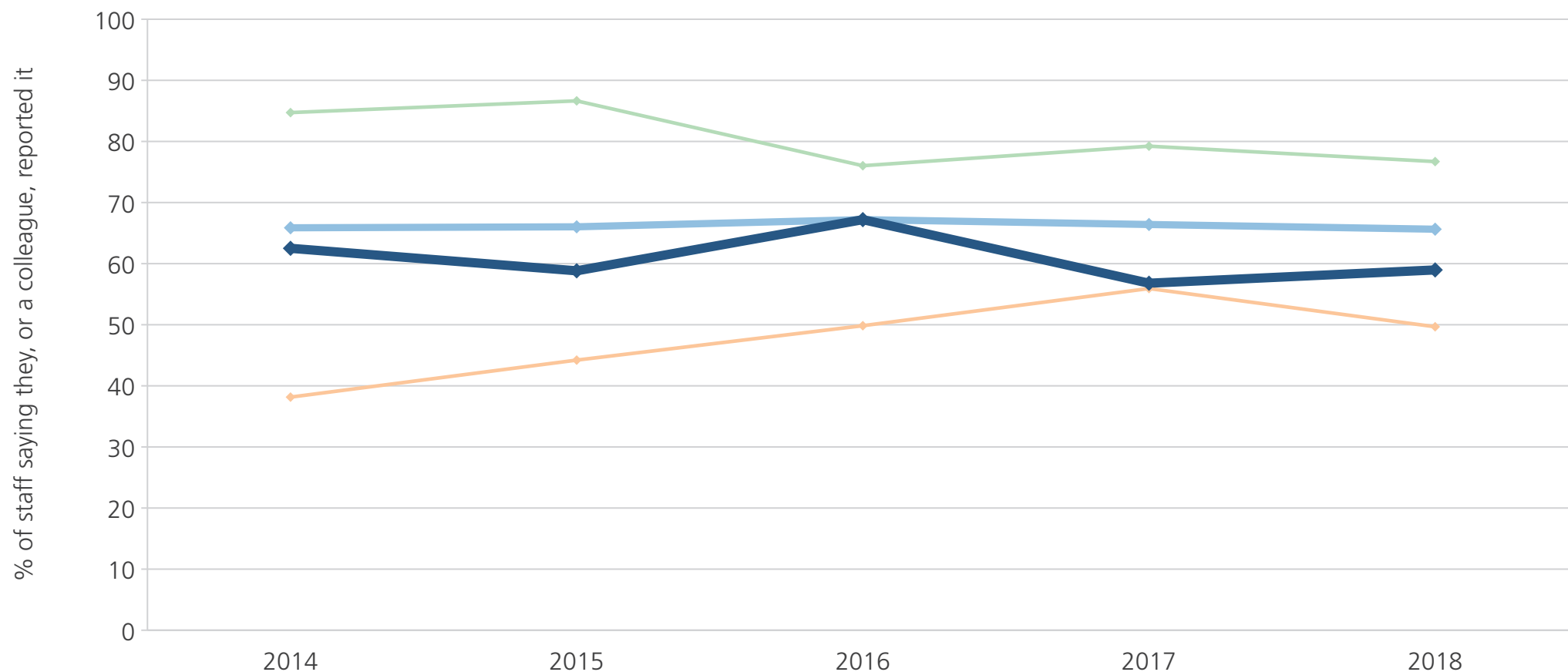
	2014	2015	2016	2017	2018
Worst	95.7%	96.9%	95.7%	94.4%	96.3%
Your org	94.0%	92.9%	92.9%	92.7%	93.7%
Average	92.4%	91.4%	91.6%	91.9%	92.1%
Best	85.3%	86.4%	83.1%	87.0%	82.8%
No. responses	1,379	1,320	1,132	1,355	1,538



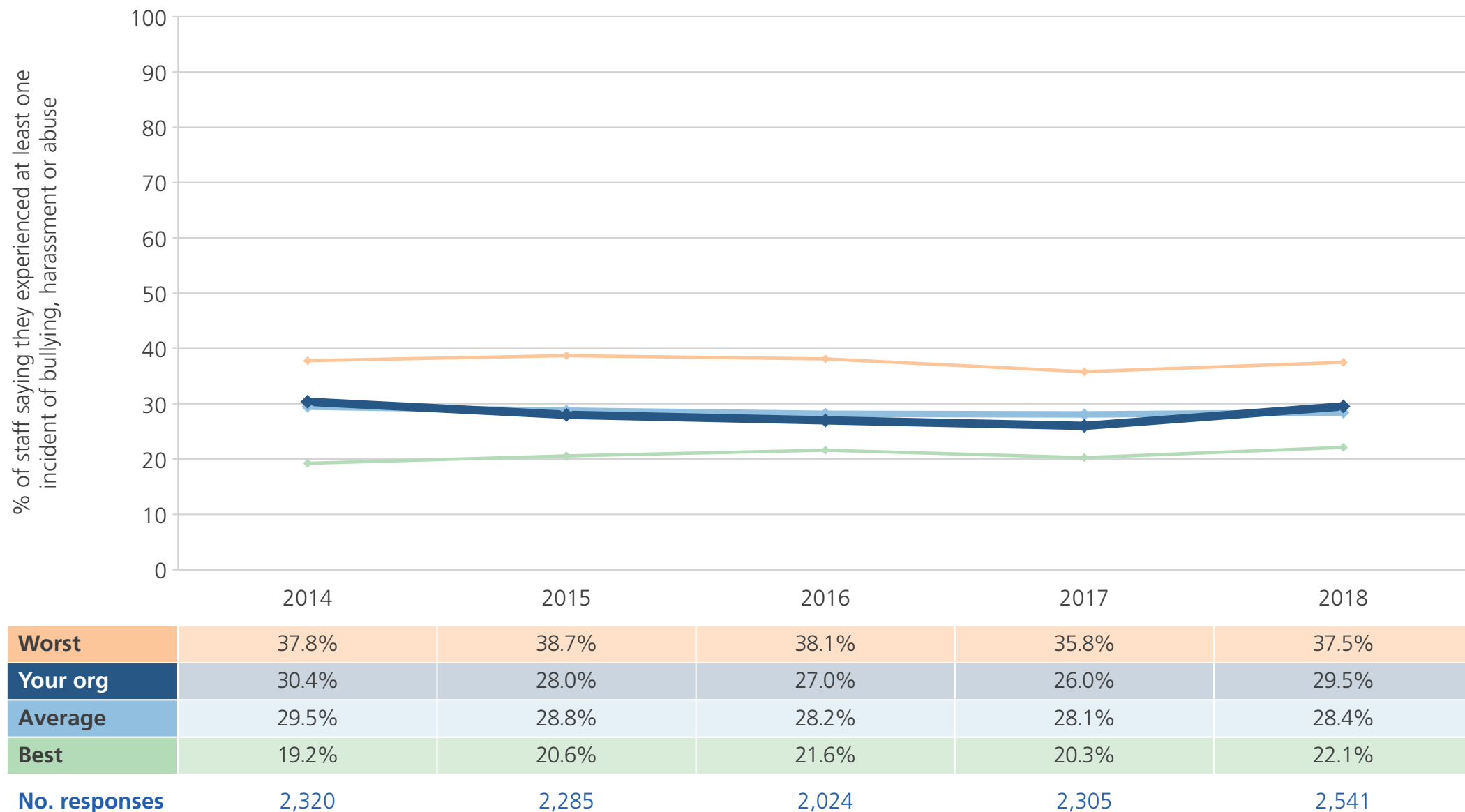


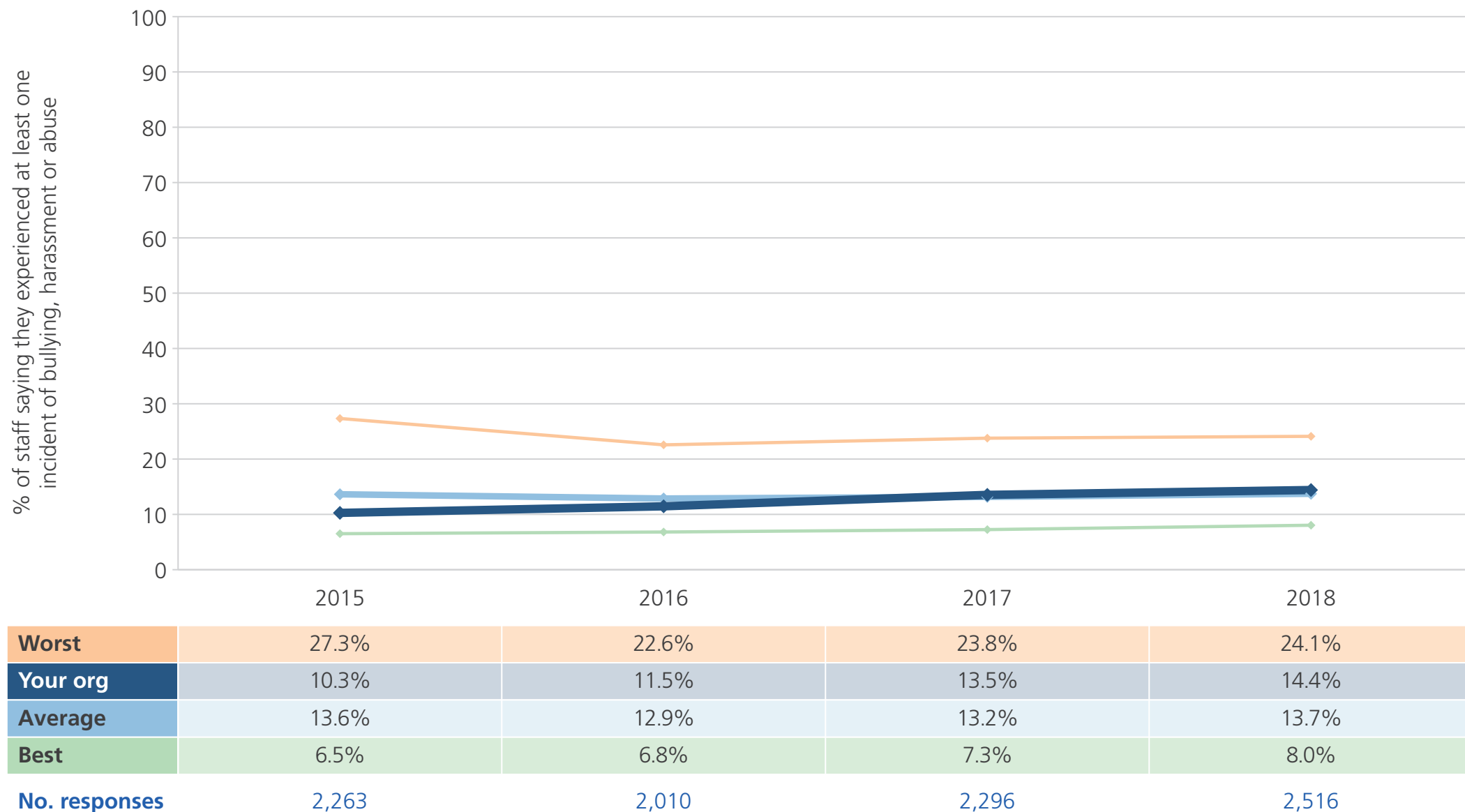


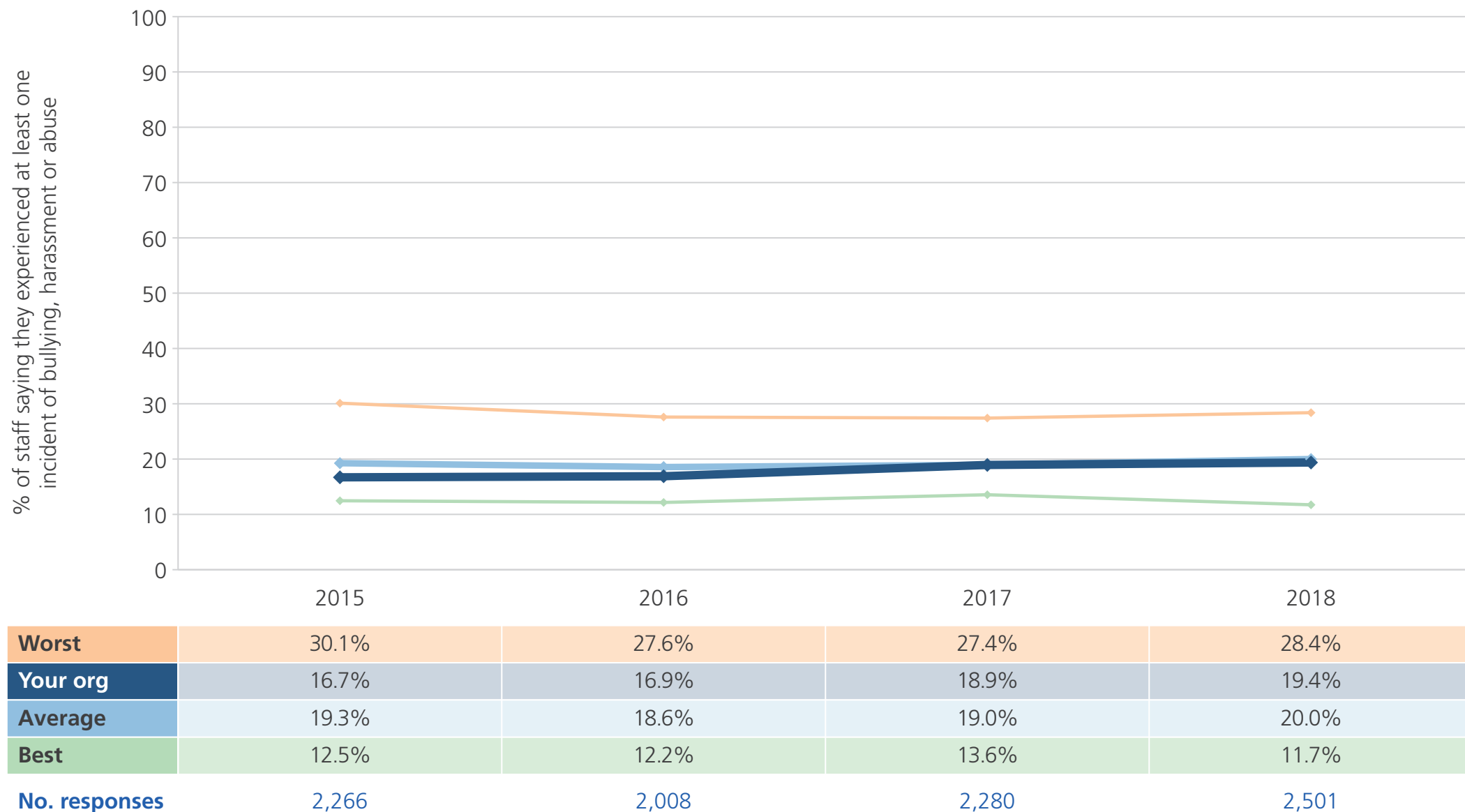
Note: This question was only answered by staff who reported experiencing at least one incident of violence in the last 12 months.



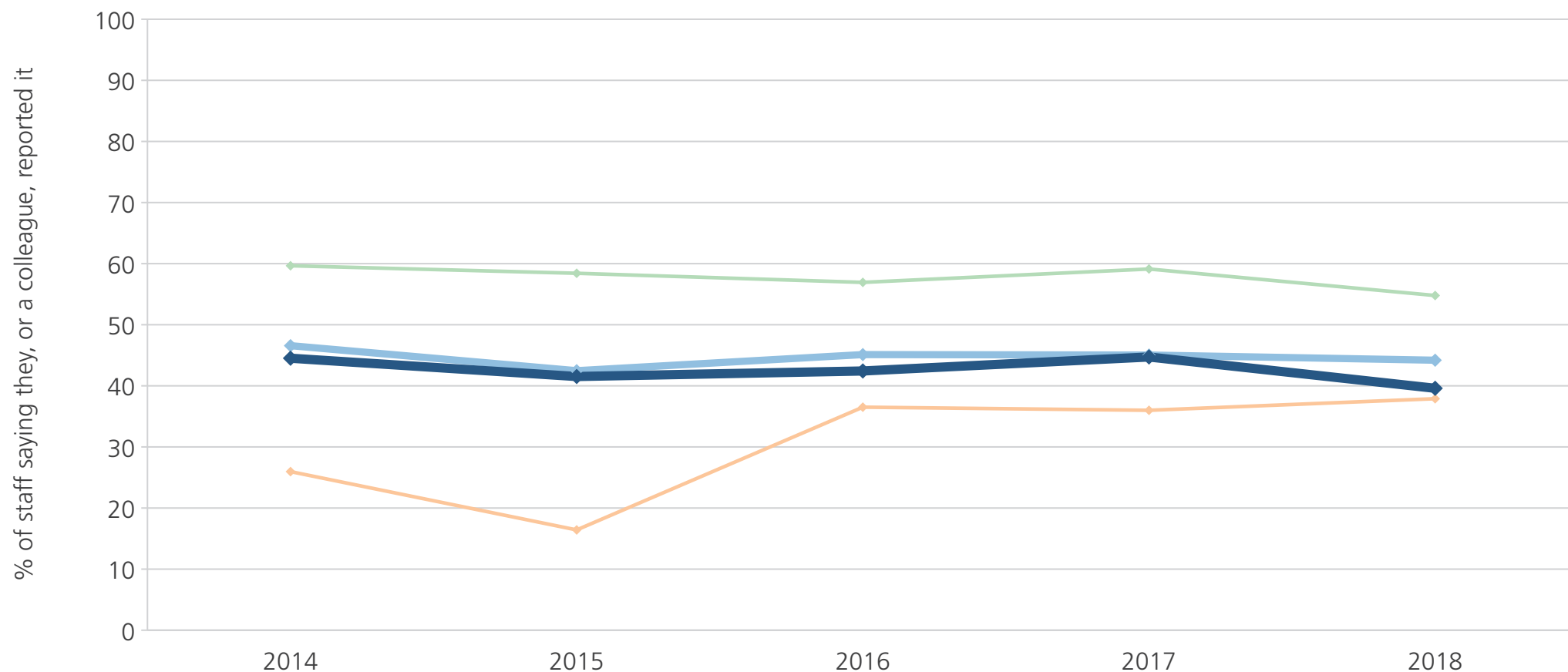
Best	84.7%	86.6%	76.0%	79.2%	76.7%
Your org	62.5%	58.8%	67.2%	56.8%	59.0%
Average	65.9%	66.0%	67.2%	66.4%	65.6%
Worst	38.2%	44.2%	49.8%	55.9%	49.7%
No. responses	325	322	296	223	347



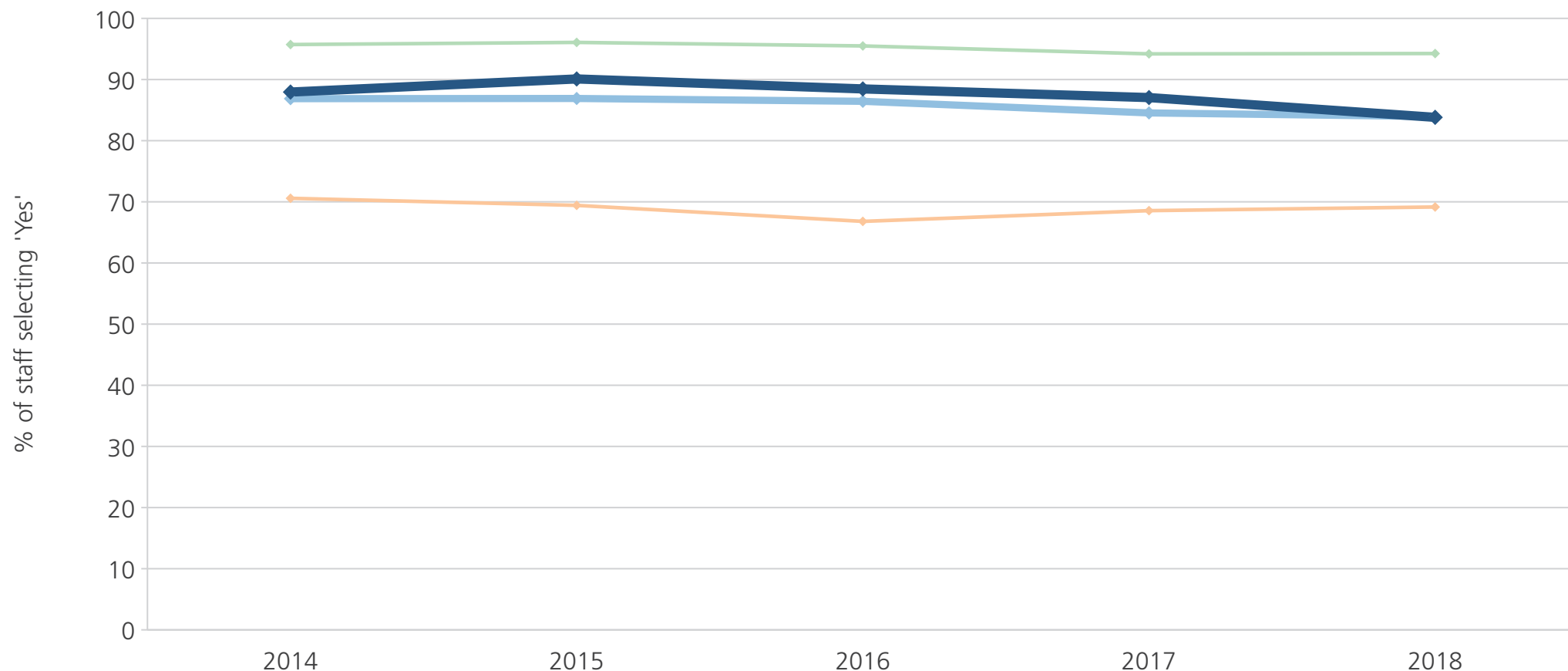




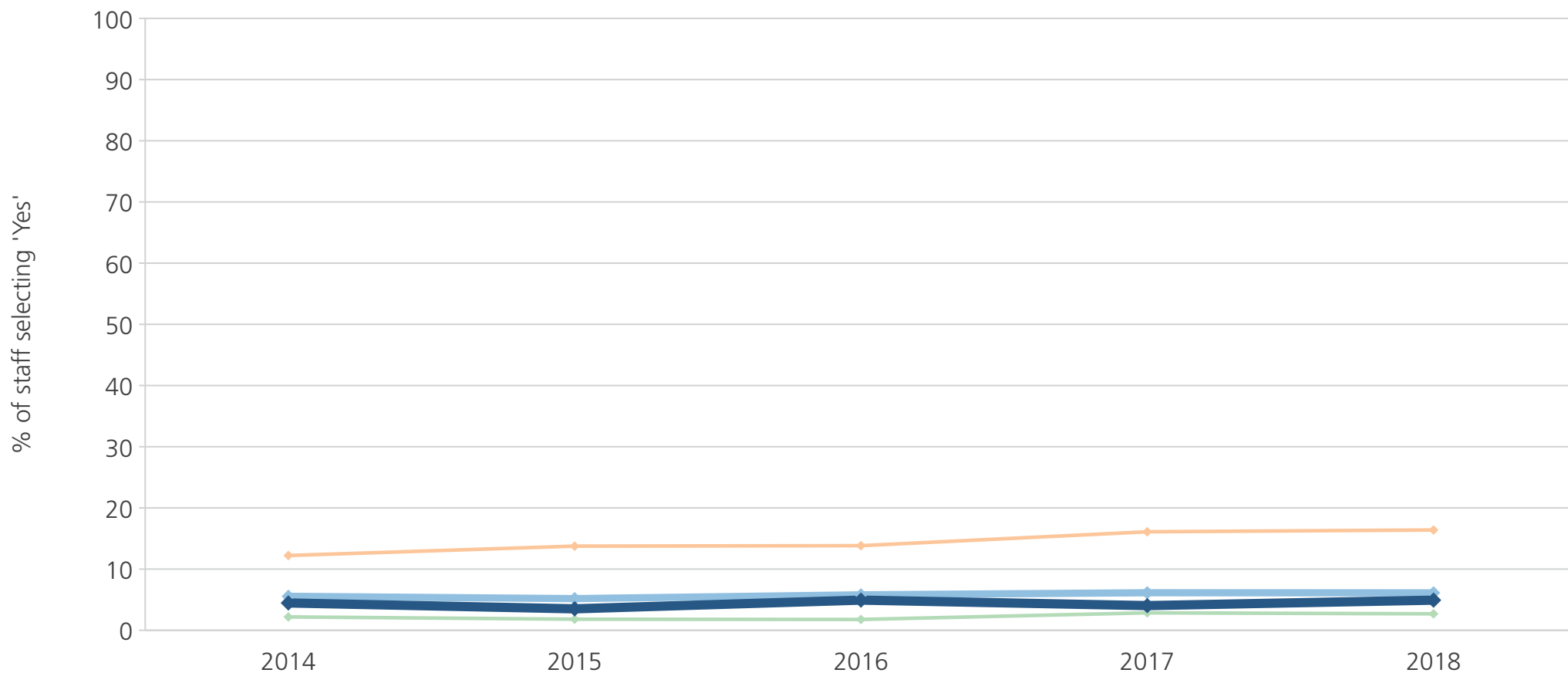
Note: This question was only answered by staff who reported experiencing at least one incident of harassment, bullying or abuse in the last 12 months.



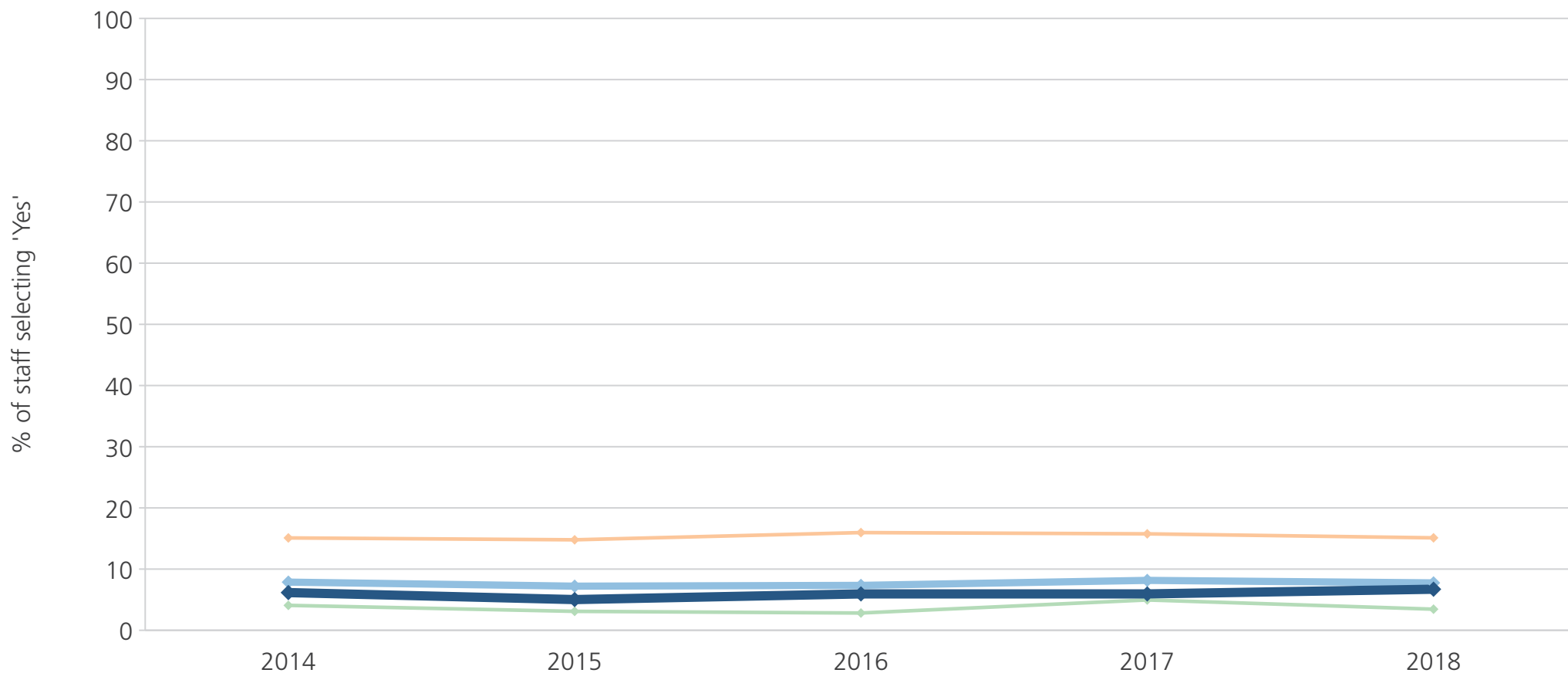
Best	59.7%	58.4%	56.9%	59.1%	54.8%
Your org	44.5%	41.5%	42.4%	44.7%	39.6%
Average	46.6%	42.5%	45.1%	45.0%	44.2%
Worst	26.0%	16.4%	36.5%	36.0%	37.9%
No. responses	595	761	661	781	862



	2014	2015	2016	2017	2018
Best	95.7%	96.1%	95.5%	94.2%	94.3%
Your org	88.0%	90.1%	88.5%	87.0%	83.8%
Average	86.9%	86.9%	86.4%	84.5%	83.9%
Worst	70.6%	69.4%	66.8%	68.6%	69.2%
No. responses	1,569	1,552	1,356	1,502	1,622

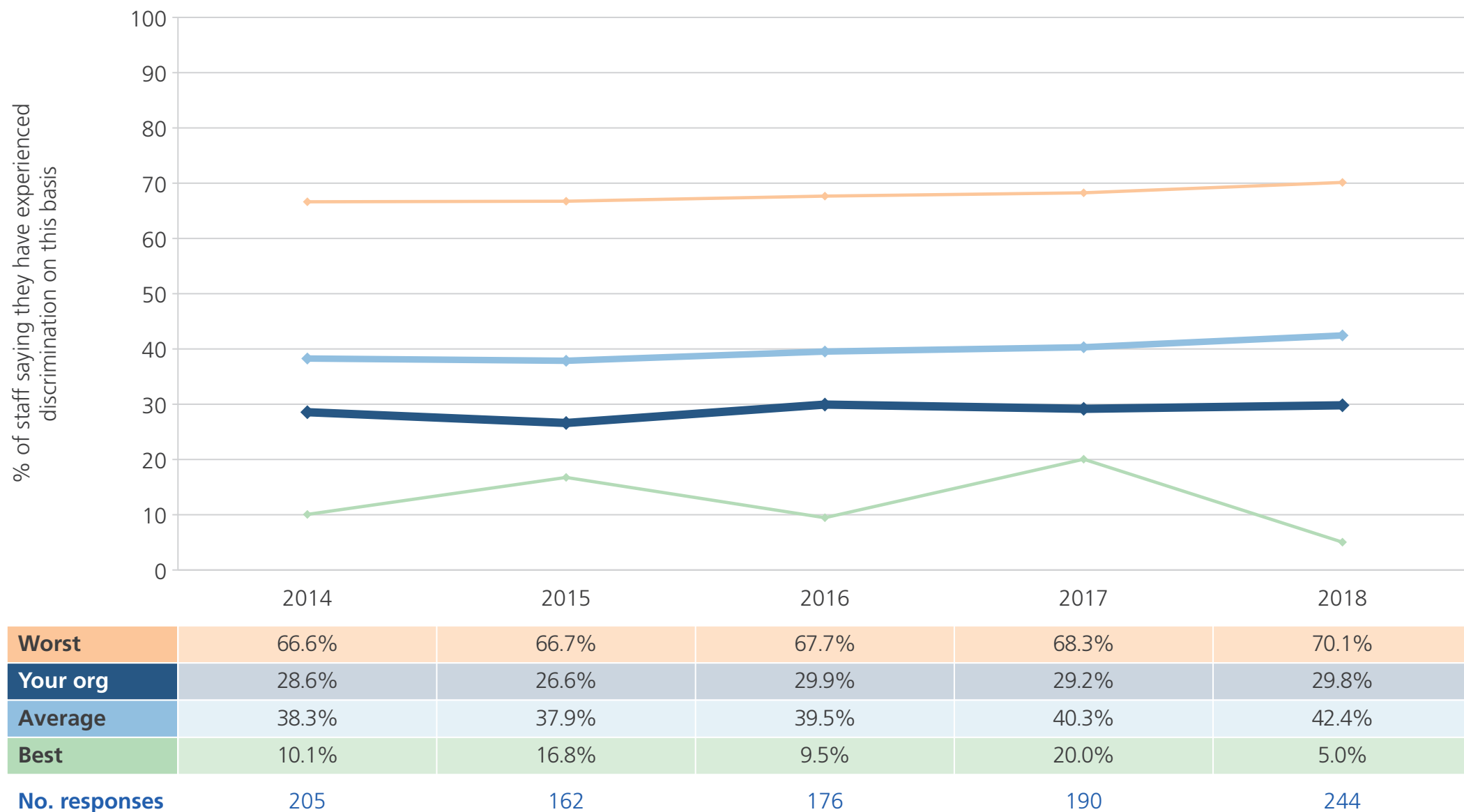


Worst	12.2%	13.8%	13.8%	16.1%	16.4%
Your org	4.5%	3.5%	4.9%	4.0%	4.9%
Average	5.6%	5.2%	5.8%	6.1%	6.1%
Best	2.2%	1.8%	1.8%	2.9%	2.7%
No. responses	2,334	2,284	2,022	2,303	2,539

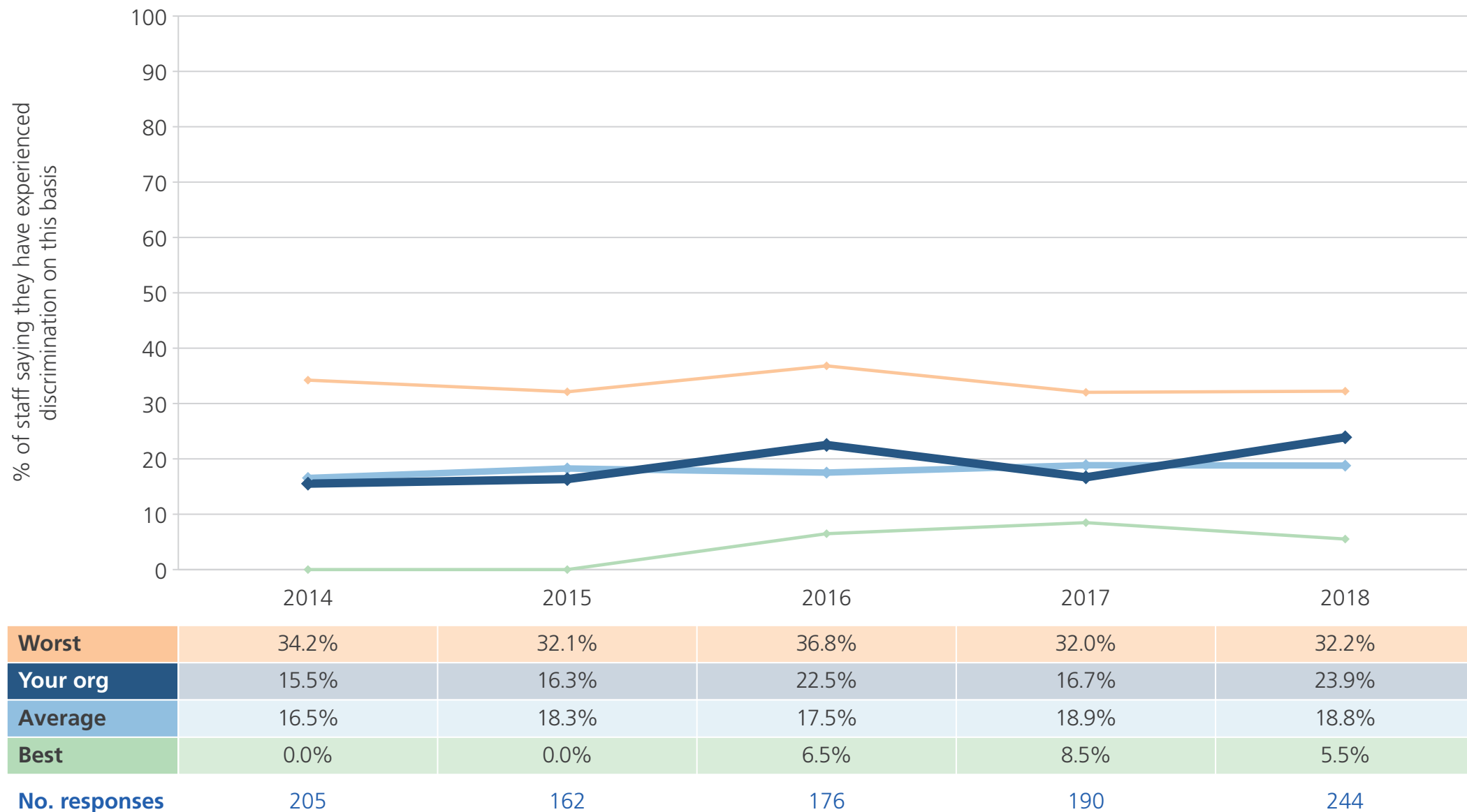


	2014	2015	2016	2017	2018
Worst	15.1%	14.8%	16.0%	15.8%	15.1%
Your org	6.2%	5.0%	5.9%	5.9%	6.7%
Average	7.9%	7.2%	7.3%	8.2%	7.7%
Best	4.1%	3.1%	2.8%	5.0%	3.4%
No. responses	2,325	2,274	2,018	2,309	2,523

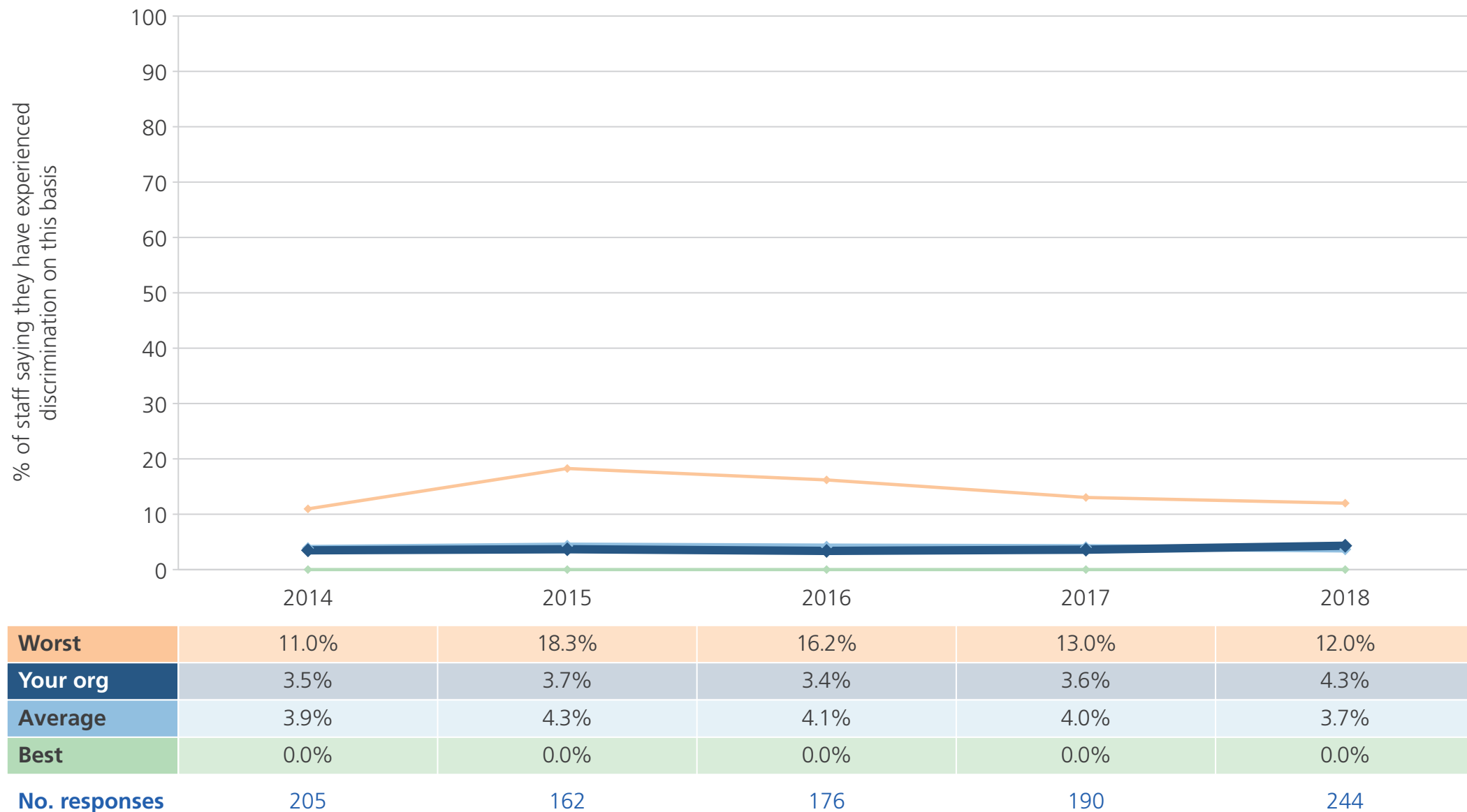
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



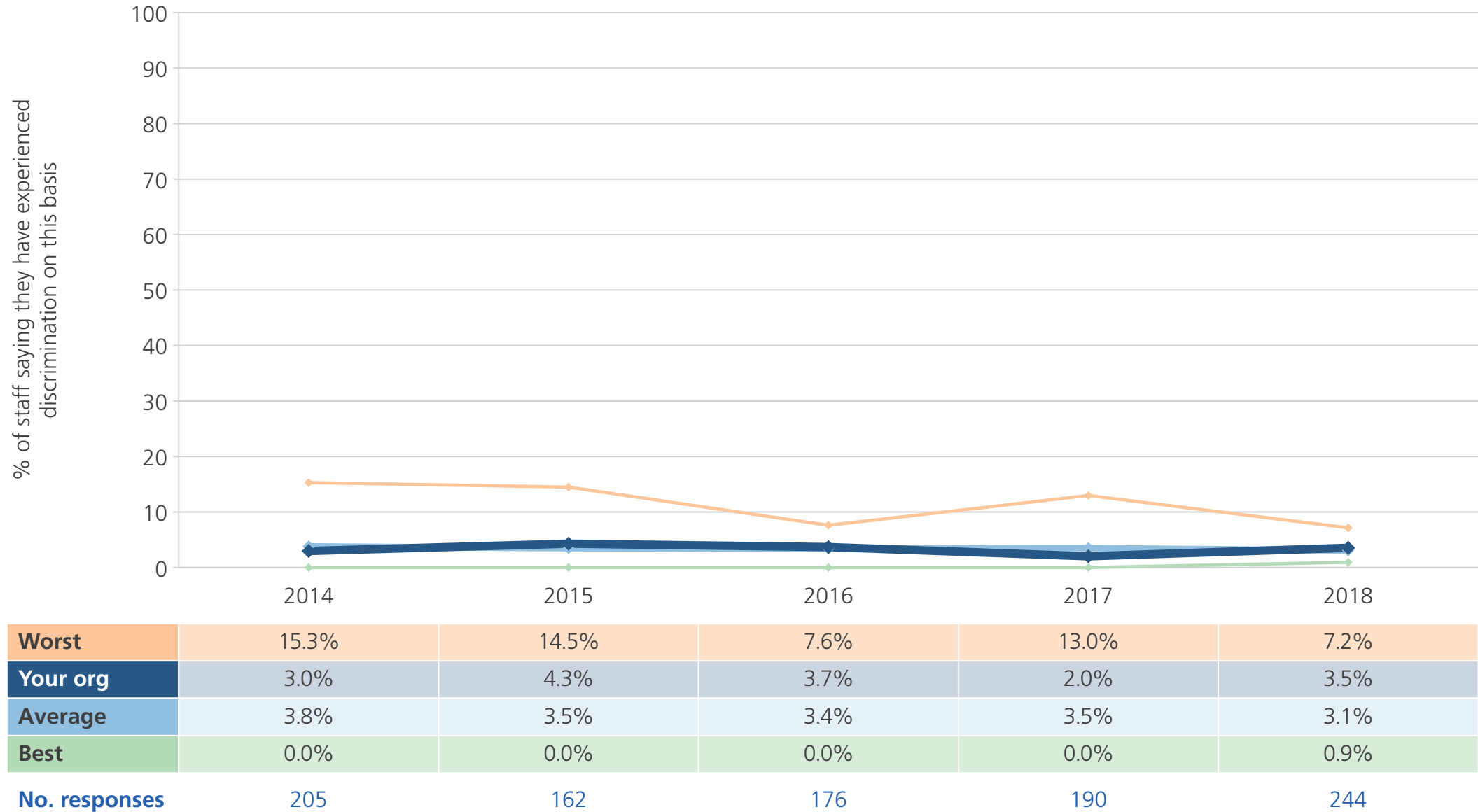
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



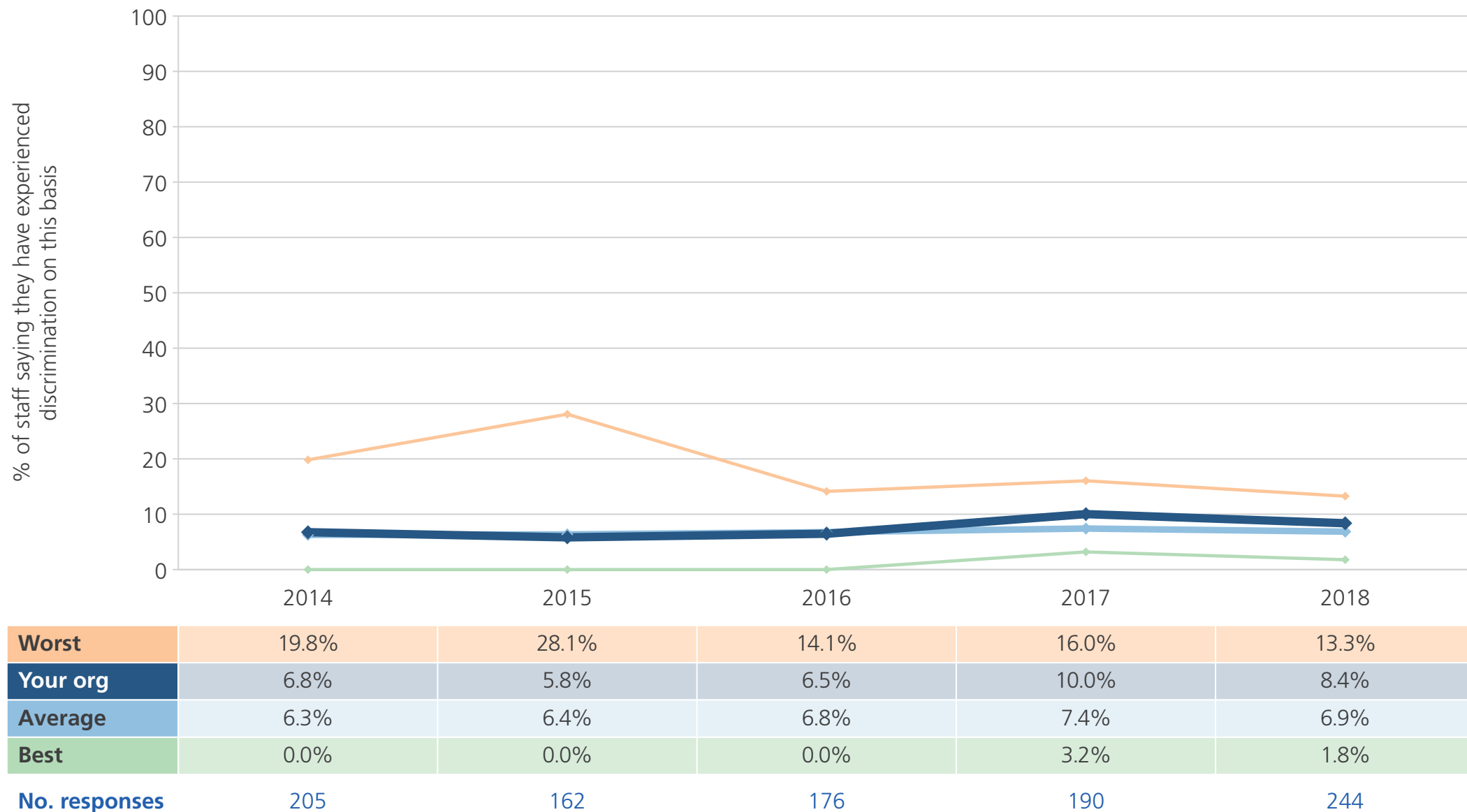
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



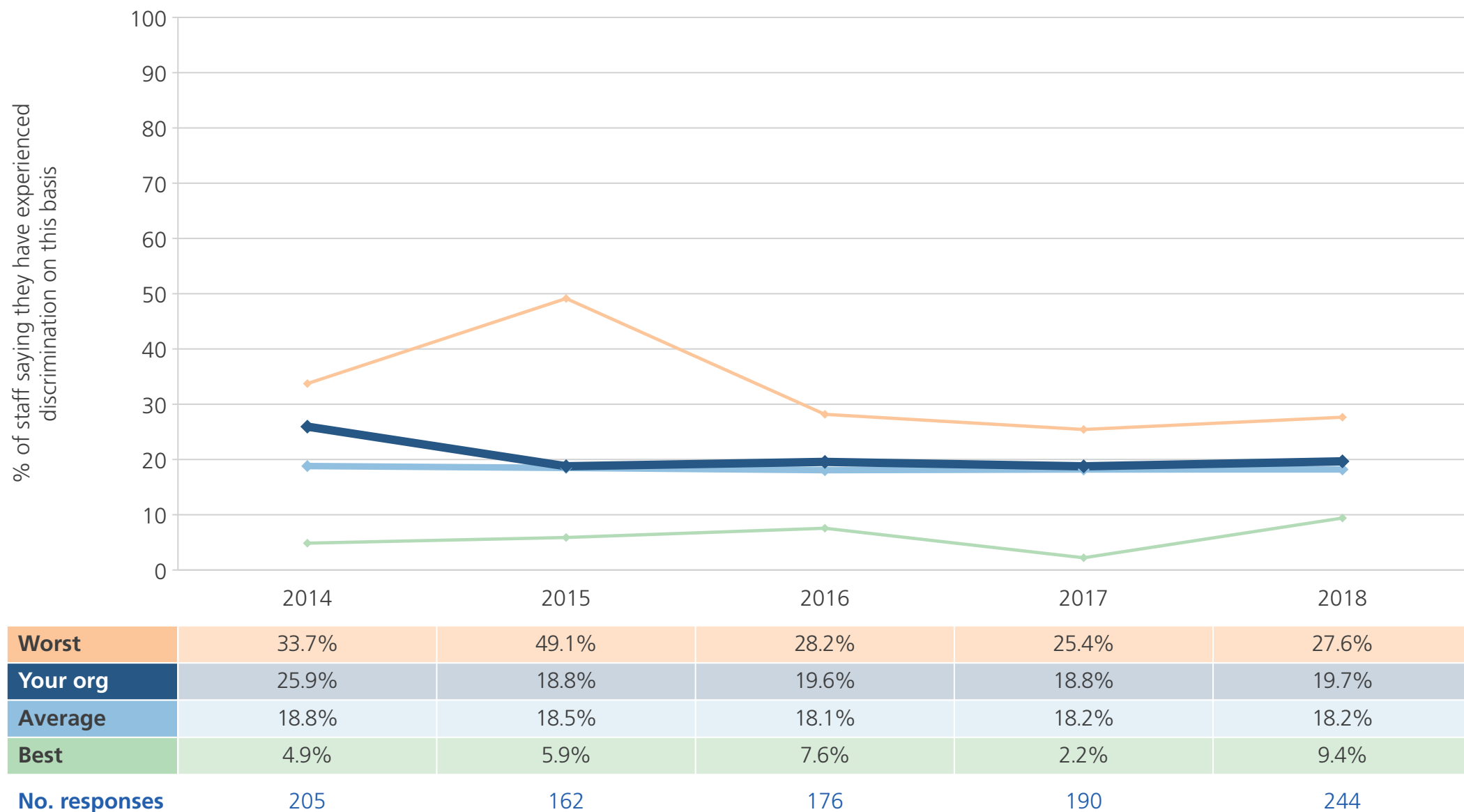
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



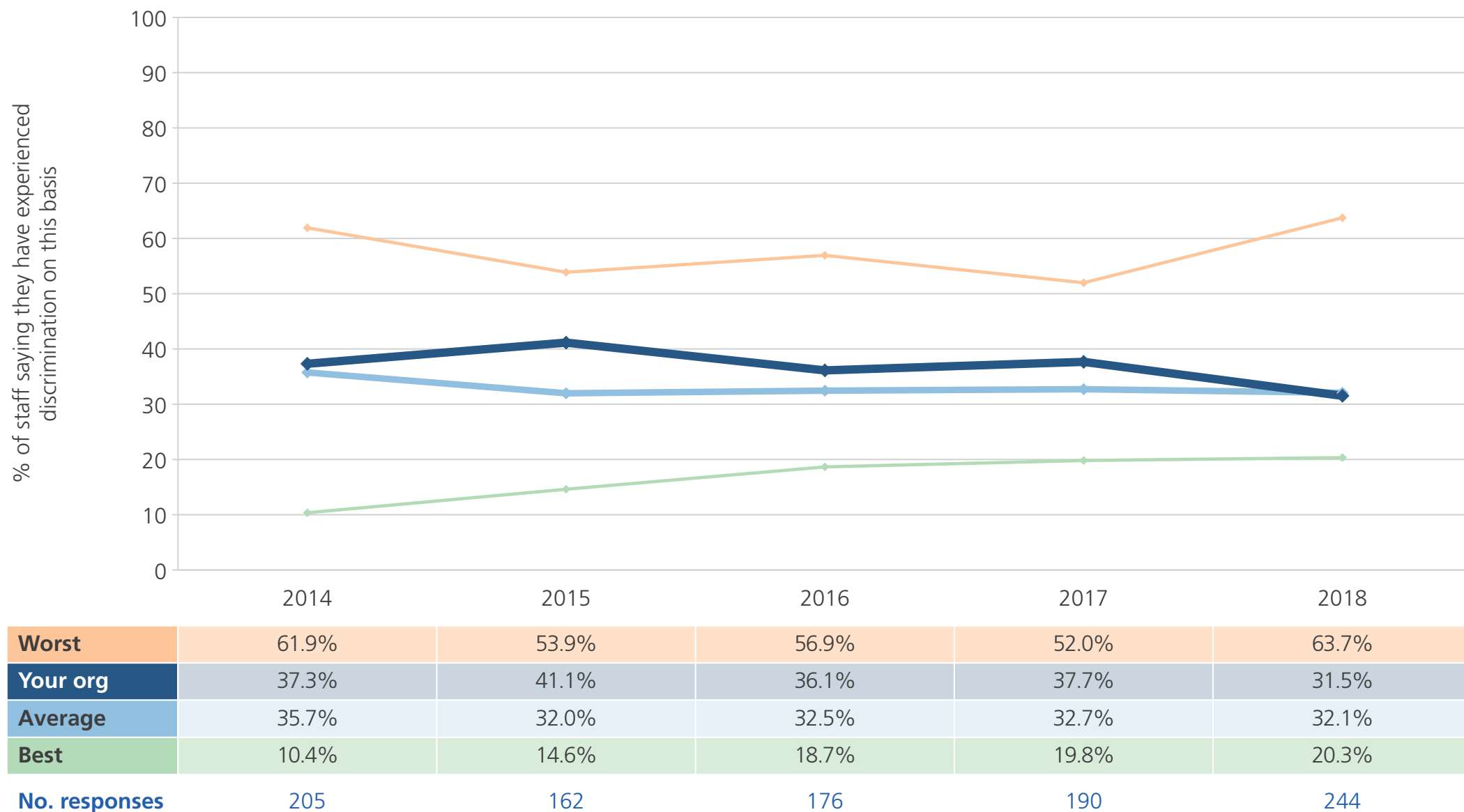
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

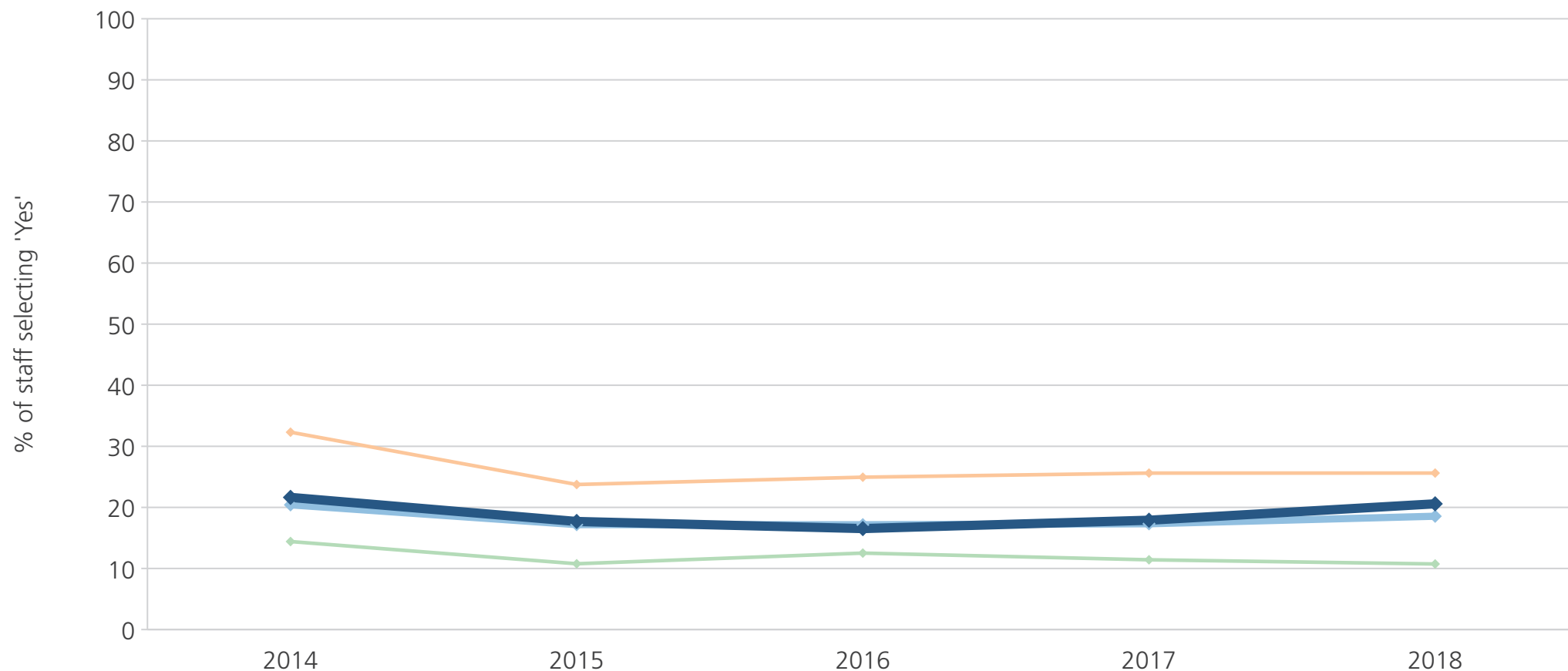


Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

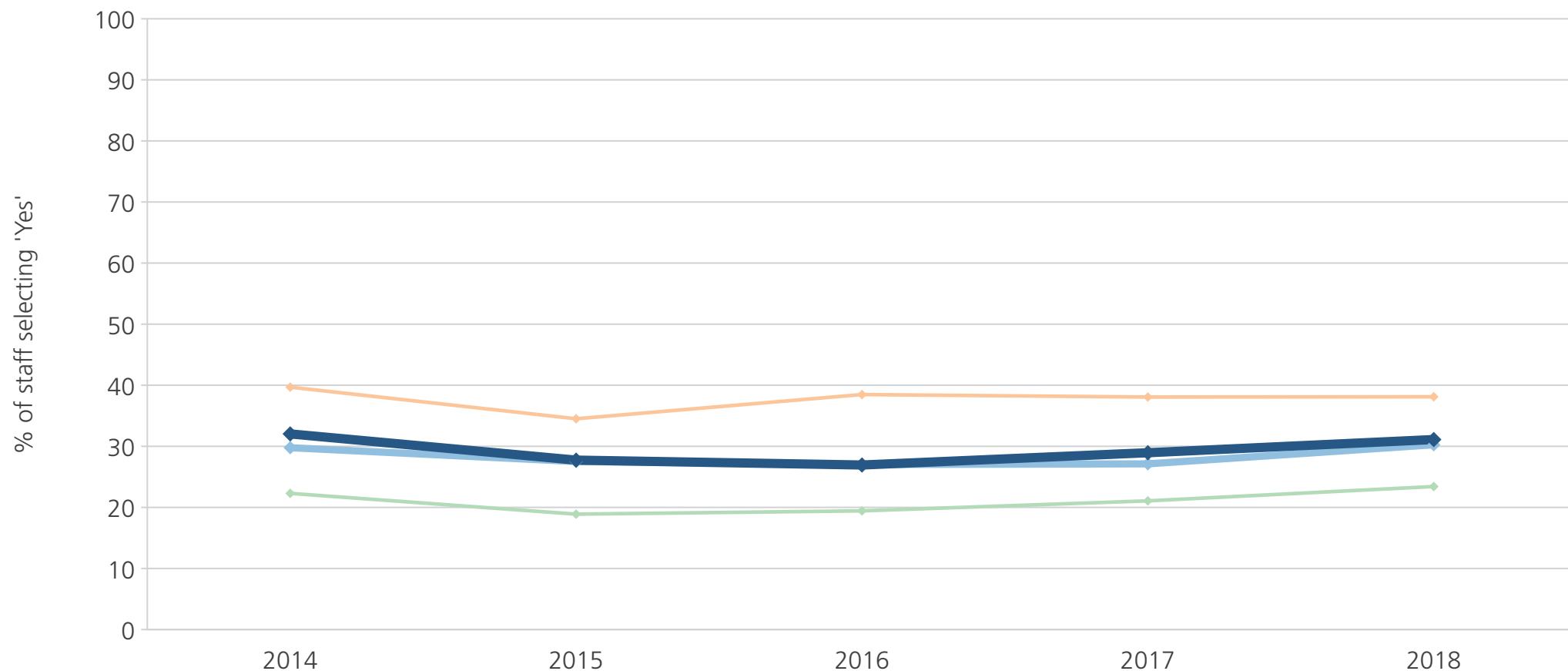


Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



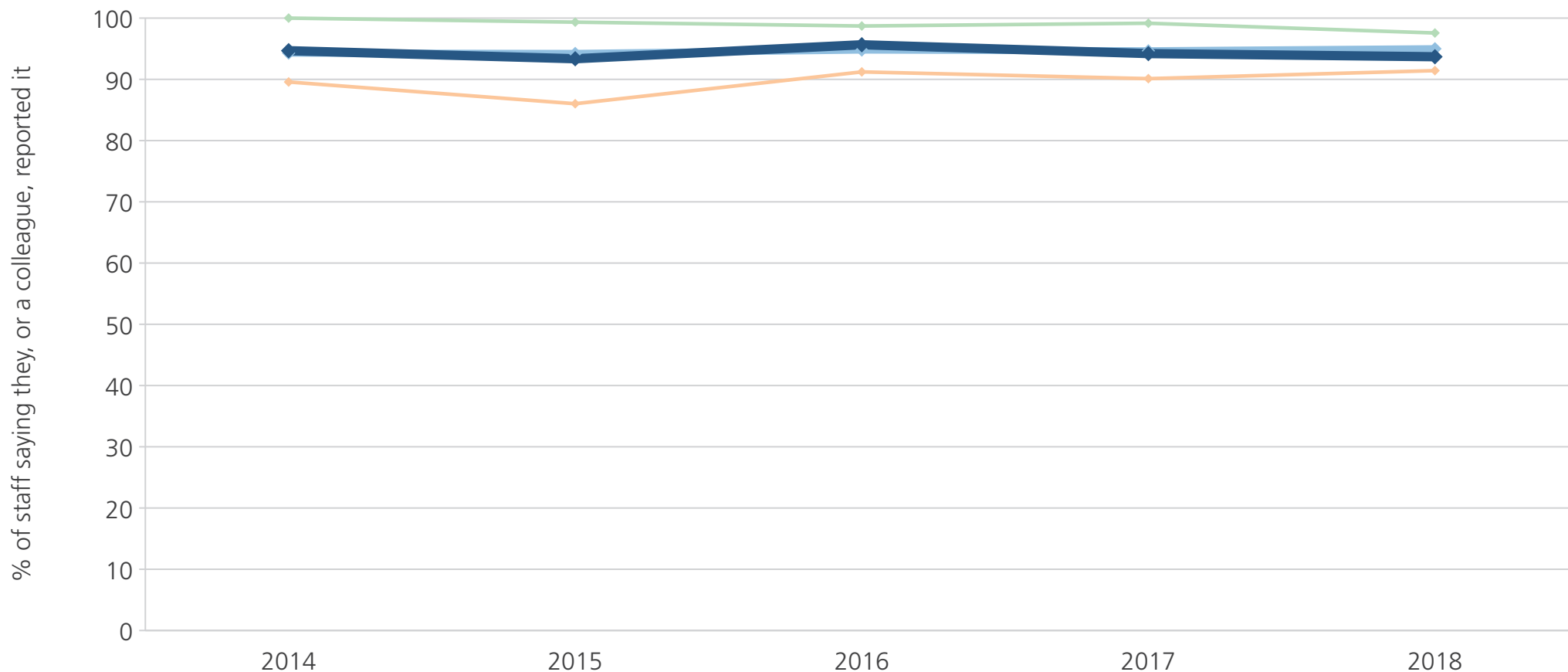


	2014	2015	2016	2017	2018
Worst	32.3%	23.7%	24.9%	25.6%	25.6%
Your org	21.6%	17.7%	16.5%	17.9%	20.6%
Average	20.4%	17.2%	17.2%	17.3%	18.6%
Best	14.4%	10.8%	12.5%	11.4%	10.7%
No. responses	2,293	2,256	2,005	2,286	2,518

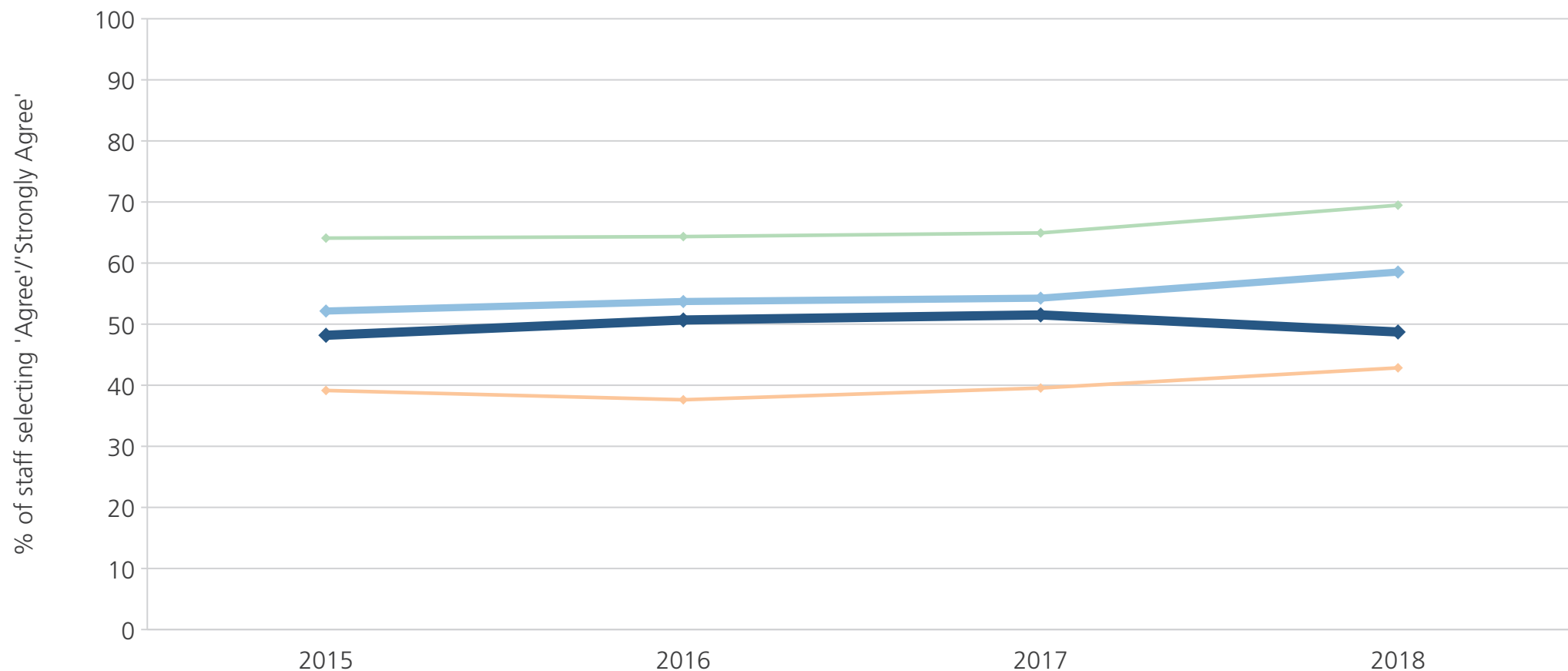


Worst	39.7%	34.5%	38.5%	38.1%	38.1%
Your org	32.0%	27.7%	26.9%	28.9%	31.1%
Average	29.8%	27.5%	27.0%	27.1%	30.3%
Best	22.3%	18.9%	19.4%	21.1%	23.4%
No. responses	2,258	2,232	1,987	2,267	2,497

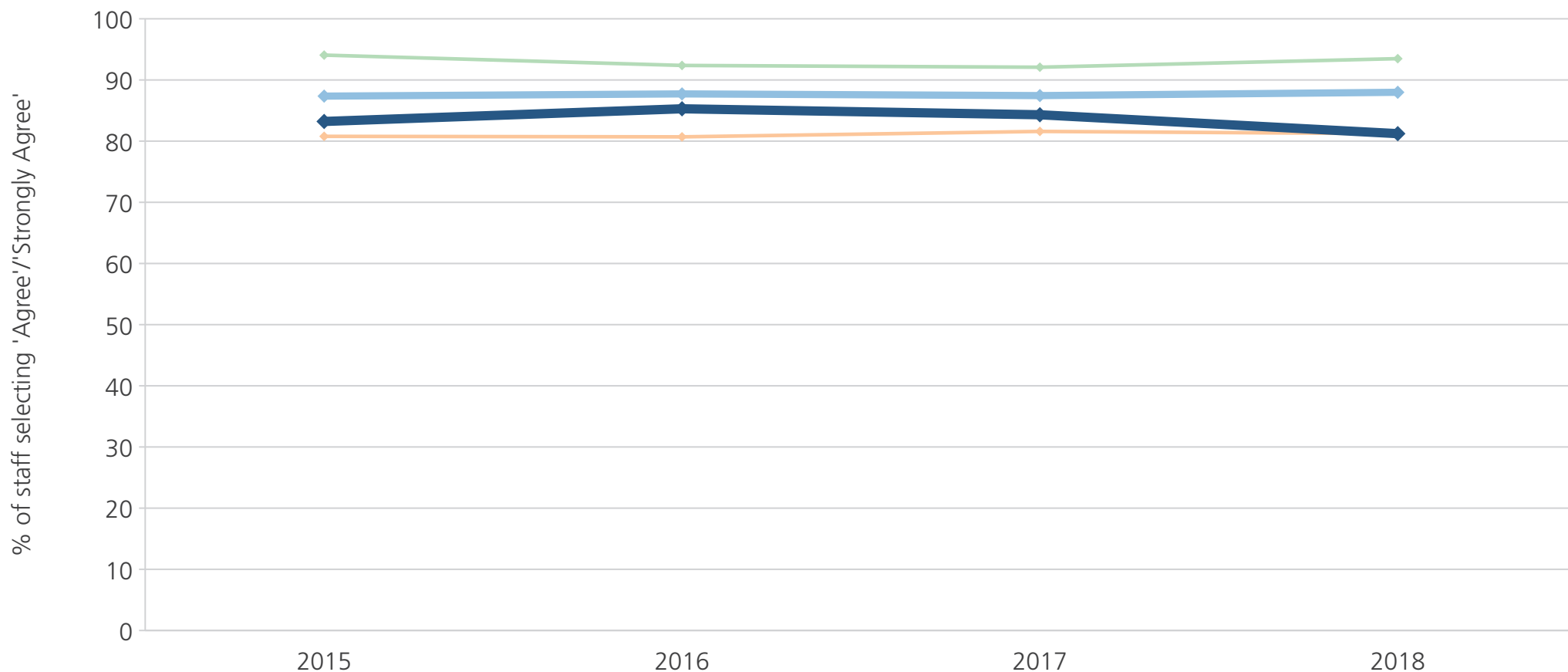
Note: This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.



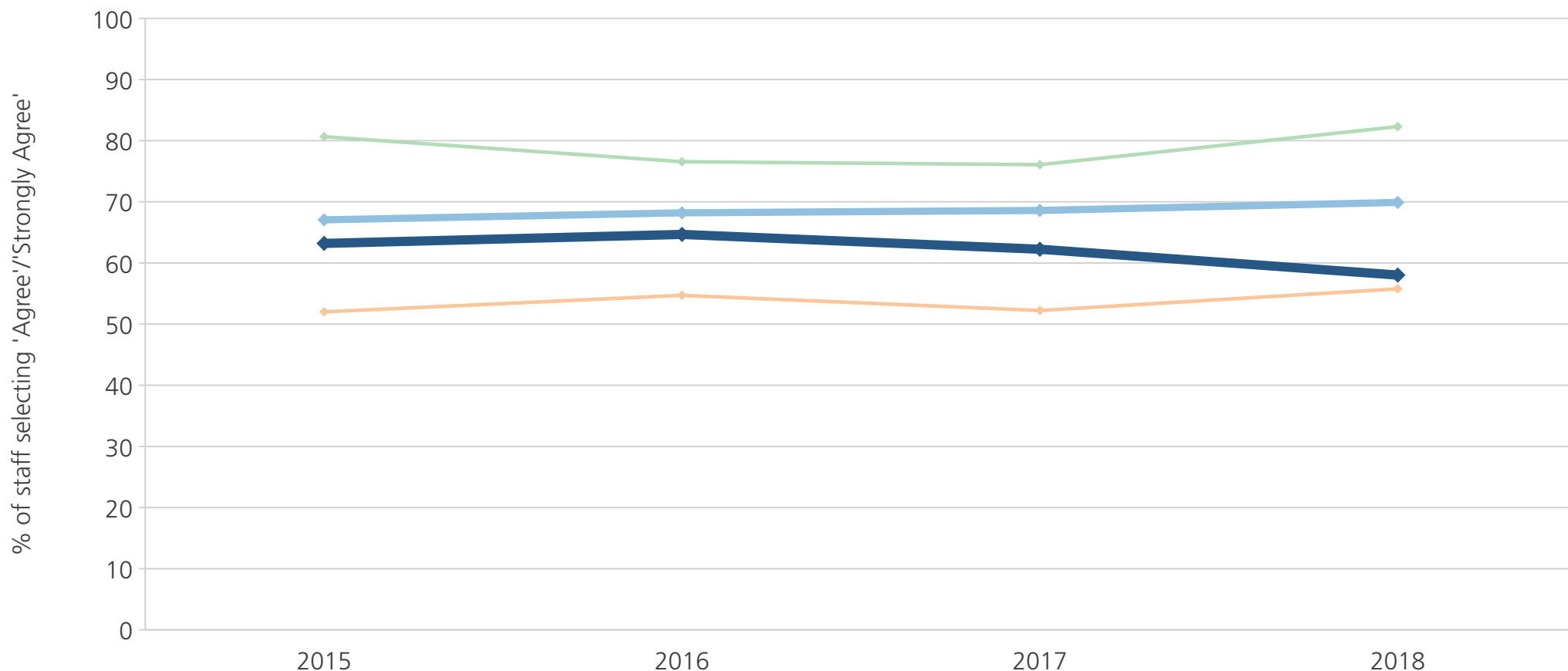
	2014	2015	2016	2017	2018
Best	100.0%	99.3%	98.7%	99.2%	97.6%
Your org	94.7%	93.4%	95.6%	94.2%	93.7%
Average	94.3%	94.2%	94.8%	94.7%	95.0%
Worst	89.6%	86.0%	91.2%	90.1%	91.4%
No. responses	794	690	586	689	803



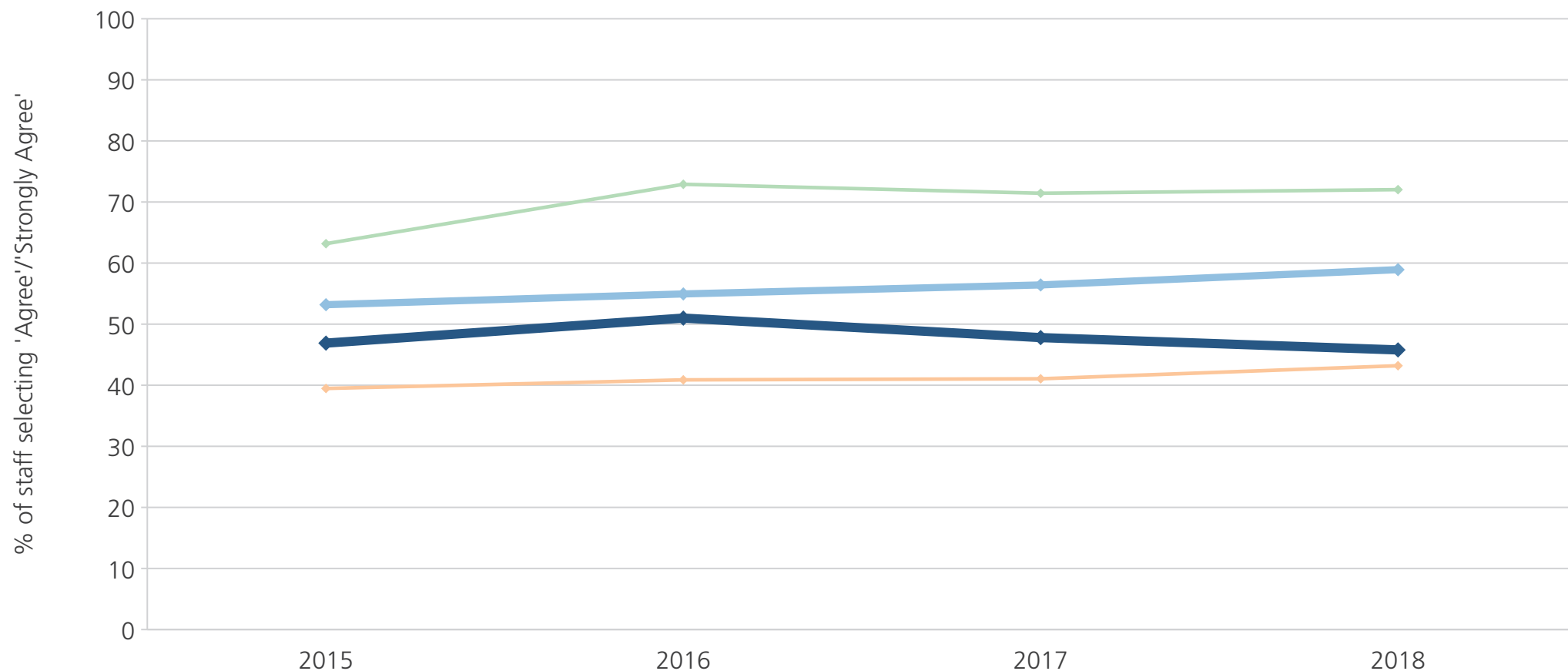
Best	64.1%	64.3%	64.9%	69.5%
Your org	48.2%	50.7%	51.5%	48.7%
Average	52.1%	53.7%	54.3%	58.5%
Worst	39.1%	37.6%	39.5%	42.8%
No. responses	1,926	1,625	1,860	1,932



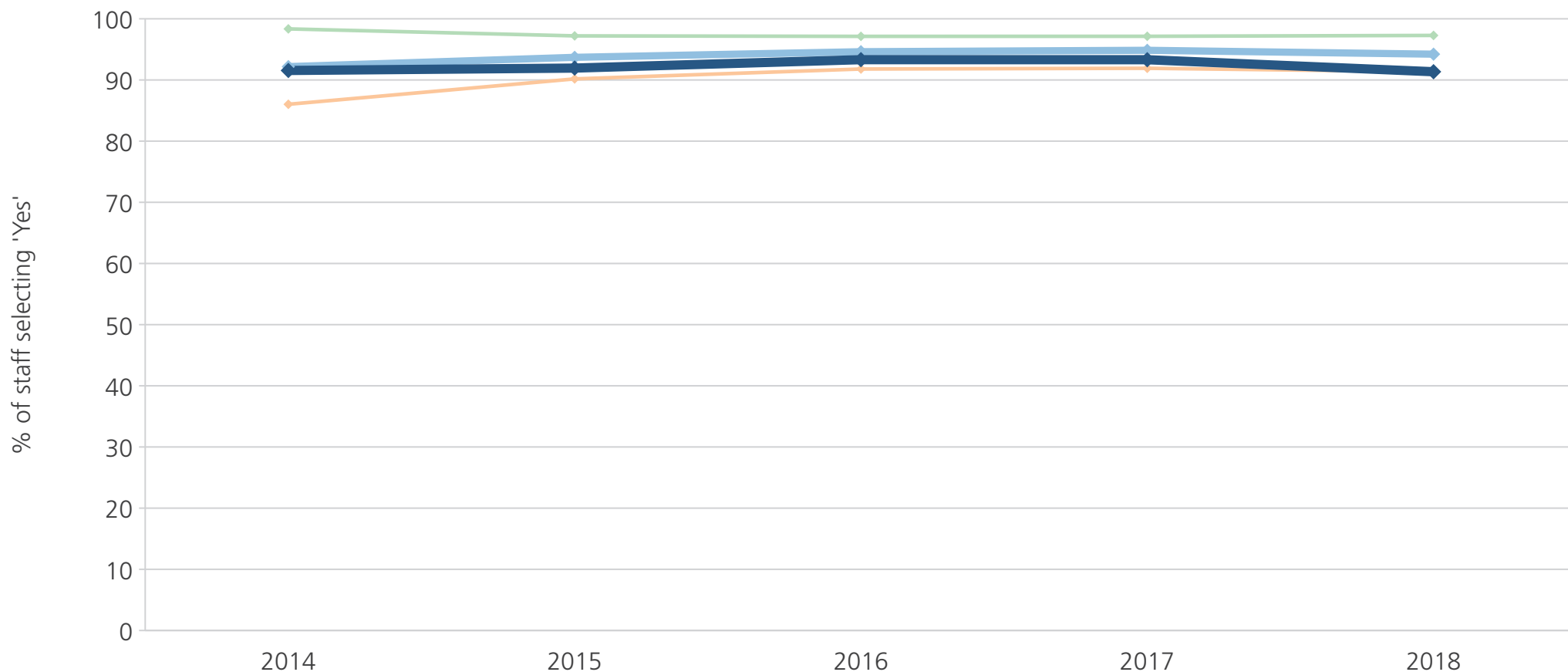
Best	94.1%	92.4%	92.1%	93.5%
Your org	83.2%	85.3%	84.3%	81.2%
Average	87.4%	87.7%	87.4%	88.0%
Worst	80.8%	80.7%	81.6%	81.2%
No. responses	2,210	1,957	2,235	2,440



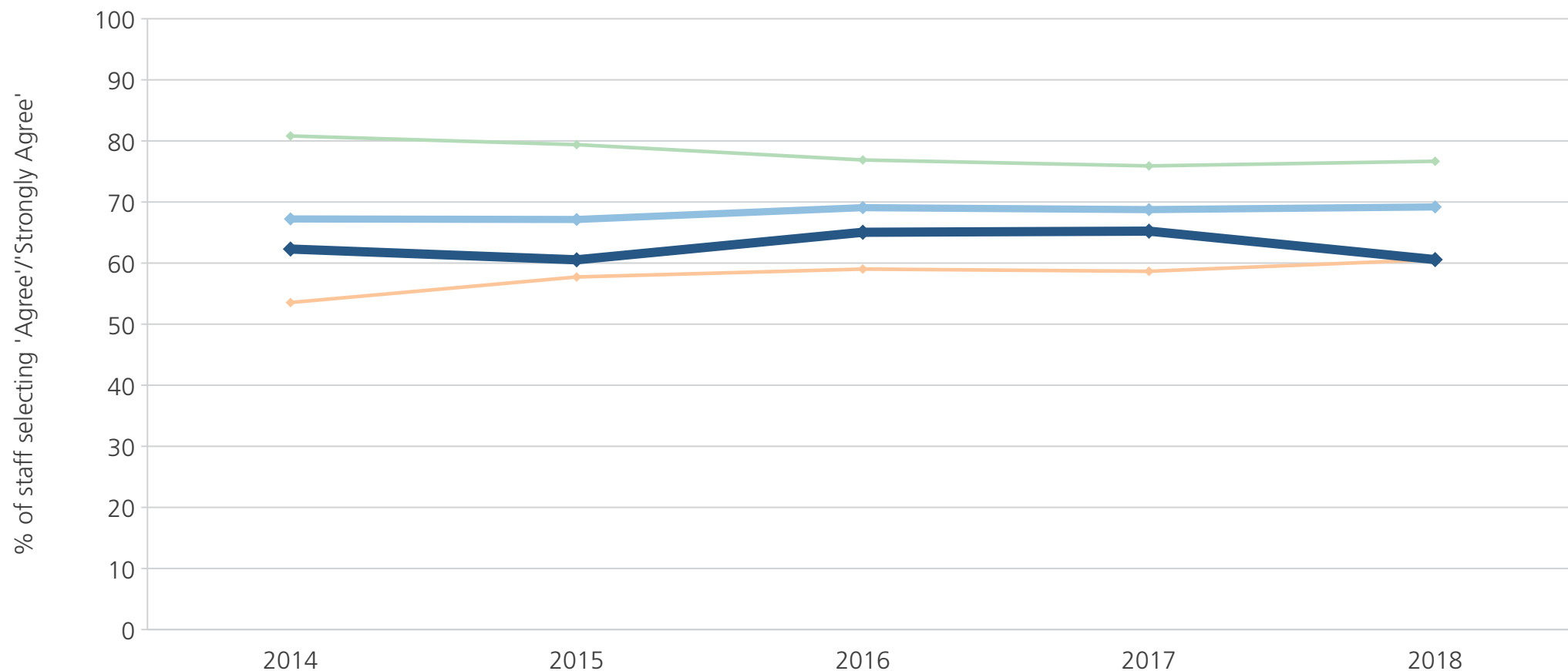
Best	80.7%	76.6%	76.1%	82.3%
Your org	63.2%	64.7%	62.2%	58.0%
Average	67.1%	68.2%	68.6%	69.9%
Worst	52.0%	54.7%	52.2%	55.8%
No. responses	2,064	1,820	2,050	2,198



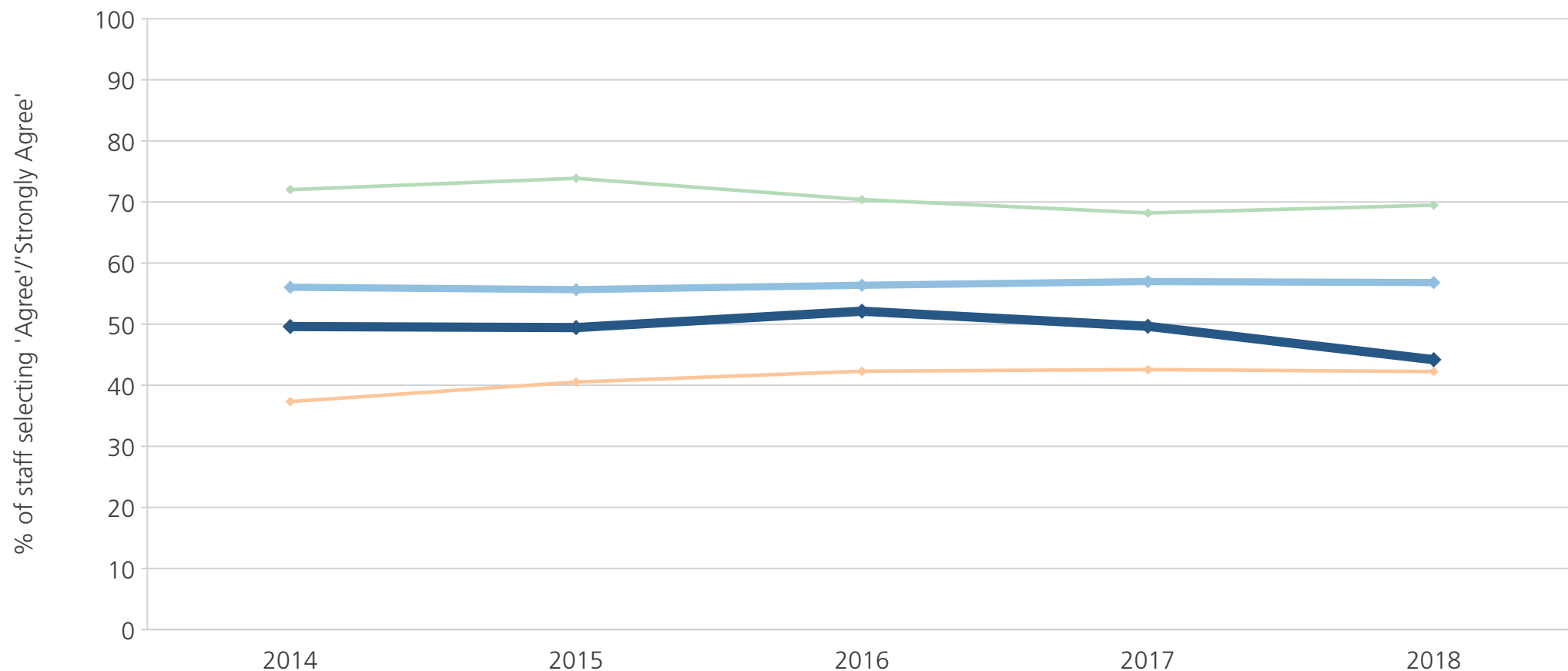
Best	63.2%	72.9%	71.4%	72.0%
Your org	46.9%	51.0%	47.8%	45.8%
Average	53.2%	54.9%	56.4%	58.9%
Worst	39.5%	40.9%	41.1%	43.2%
No. responses	2,097	1,810	2,084	2,244



	2014	2015	2016	2017	2018
Best	98.3%	97.2%	97.1%	97.1%	97.3%
Your org	91.6%	91.9%	93.3%	93.3%	91.3%
Average	92.2%	93.7%	94.6%	94.8%	94.2%
Worst	86.0%	90.2%	91.8%	91.9%	91.3%
No. responses	2,105	2,060	1,808	2,039	2,239



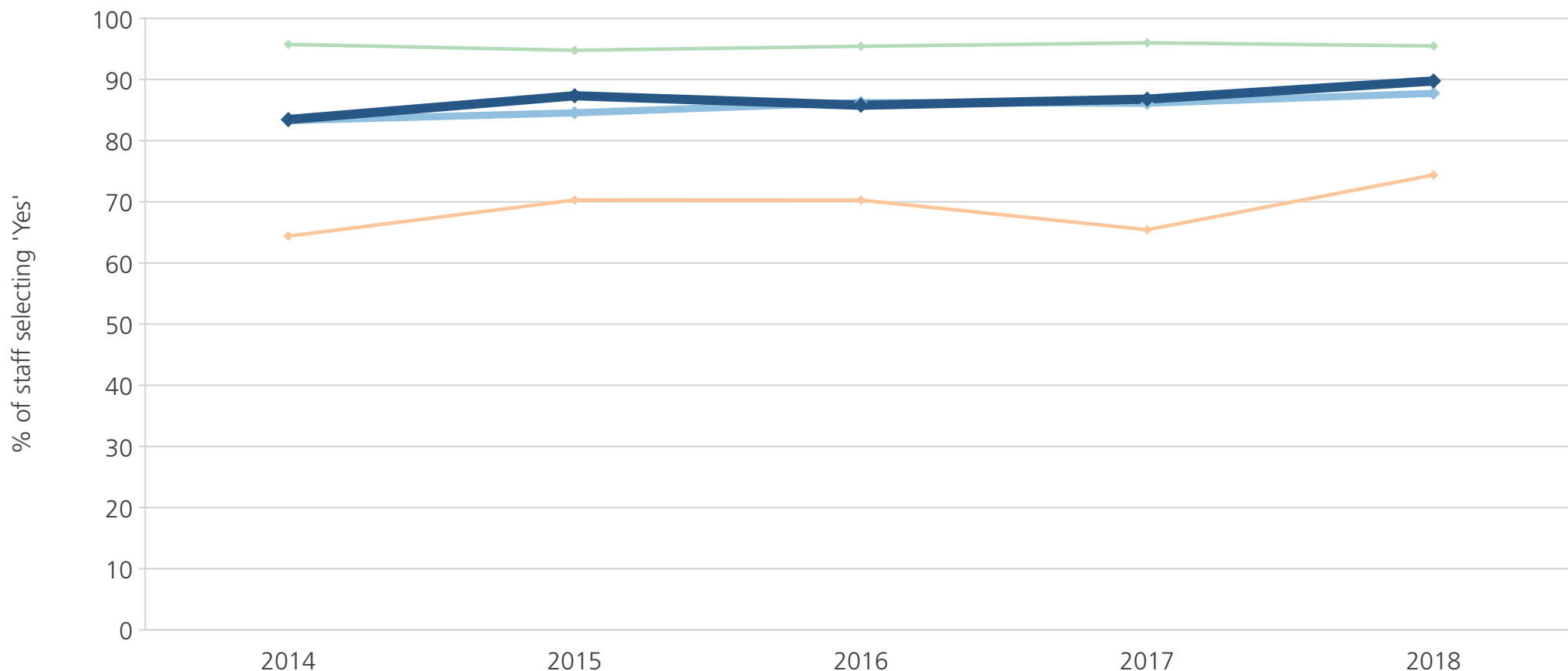
Best	80.8%	79.4%	76.9%	75.9%	76.7%
Your org	62.3%	60.5%	65.0%	65.2%	60.6%
Average	67.2%	67.1%	69.1%	68.8%	69.2%
Worst	53.5%	57.7%	59.0%	58.7%	60.6%
No. responses	2,310	2,252	2,021	2,311	2,512



Best	72.0%	73.9%	70.4%	68.2%	69.5%
Your org	49.6%	49.4%	52.1%	49.7%	44.2%
Average	56.0%	55.7%	56.4%	57.0%	56.8%
Worst	37.3%	40.5%	42.3%	42.6%	42.2%
No. responses	2,305	2,248	2,015	2,305	2,511

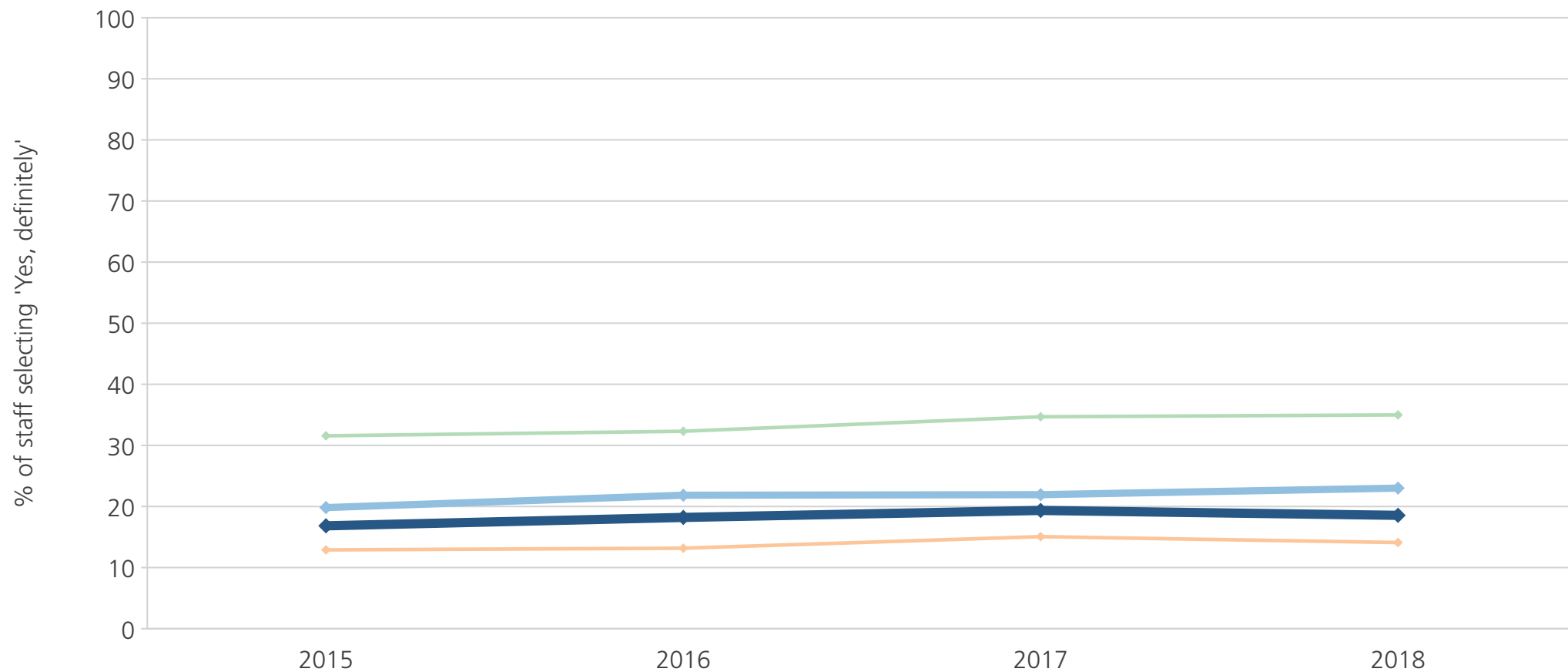
Question results – Your personal development

The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results



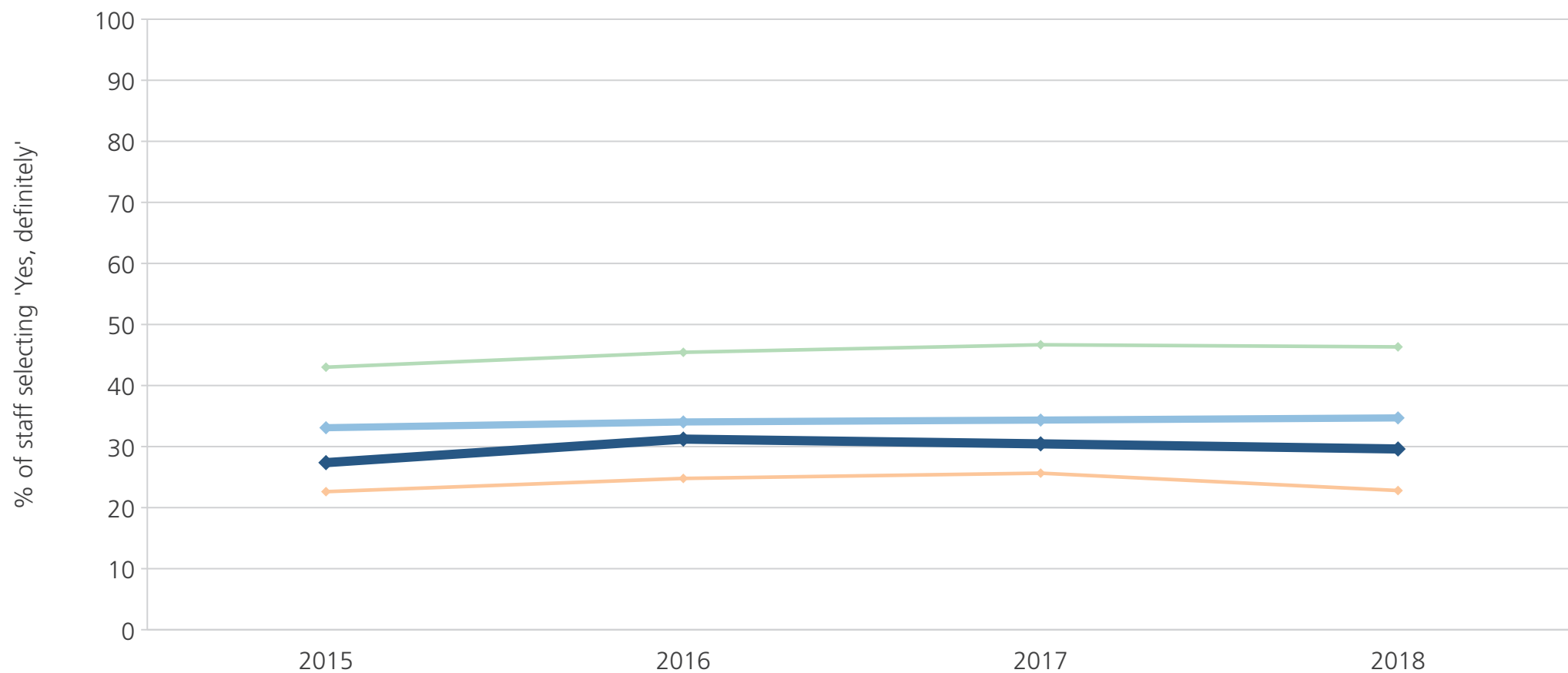
Best	95.7%	94.8%	95.4%	96.0%	95.5%
Your org	83.5%	87.3%	85.8%	86.8%	89.8%
Average	83.3%	84.6%	86.2%	86.1%	87.7%
Worst	64.4%	70.3%	70.3%	65.4%	74.4%
No. responses	2,266	2,252	1,975	2,260	2,497

Note: This question was only answered by staff who selected 'Yes' on q19a.



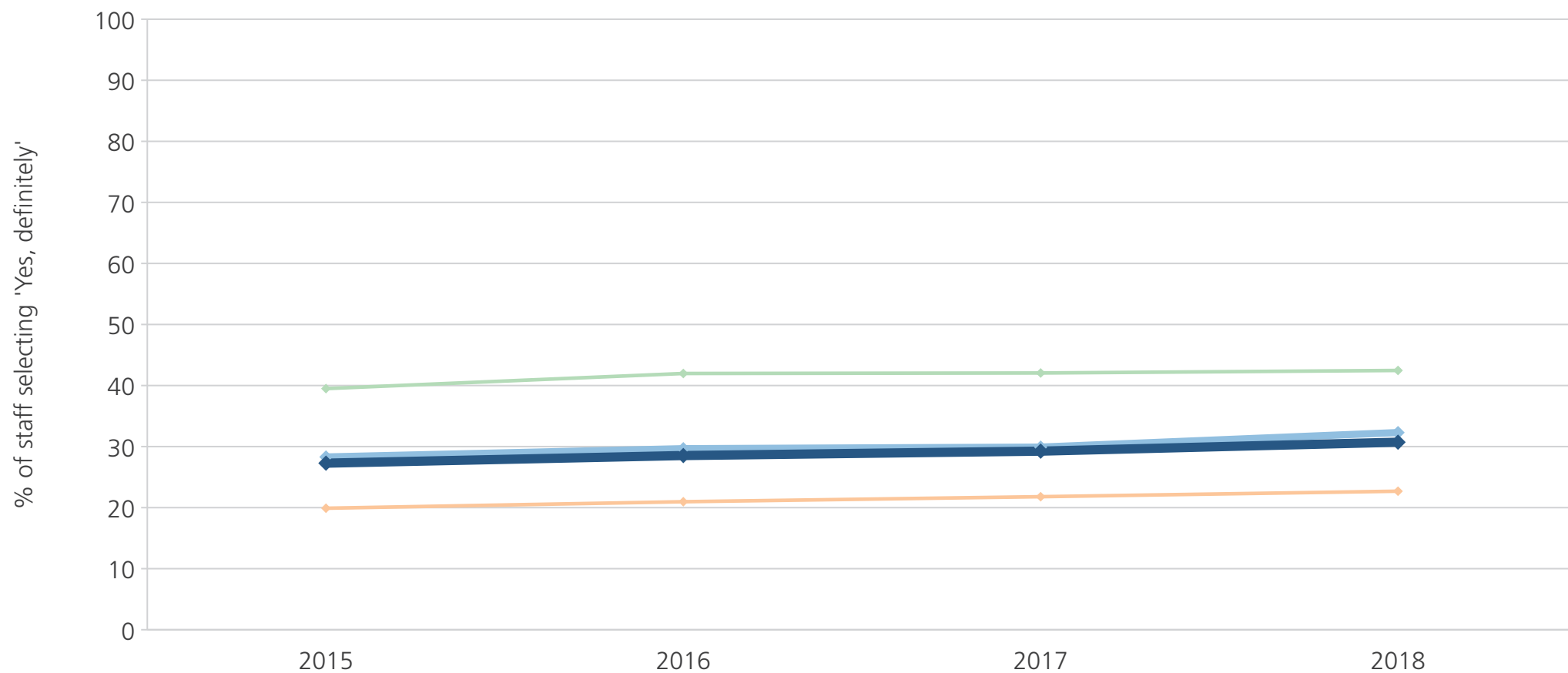
Best	31.6%	32.3%	34.7%	35.0%
Your org	16.8%	18.2%	19.4%	18.6%
Average	19.8%	21.8%	21.9%	23.0%
Worst	12.9%	13.2%	15.1%	14.1%
No. responses	1,945	1,677	1,947	2,219

Note: This question was only answered by staff who selected 'Yes' on q19a.



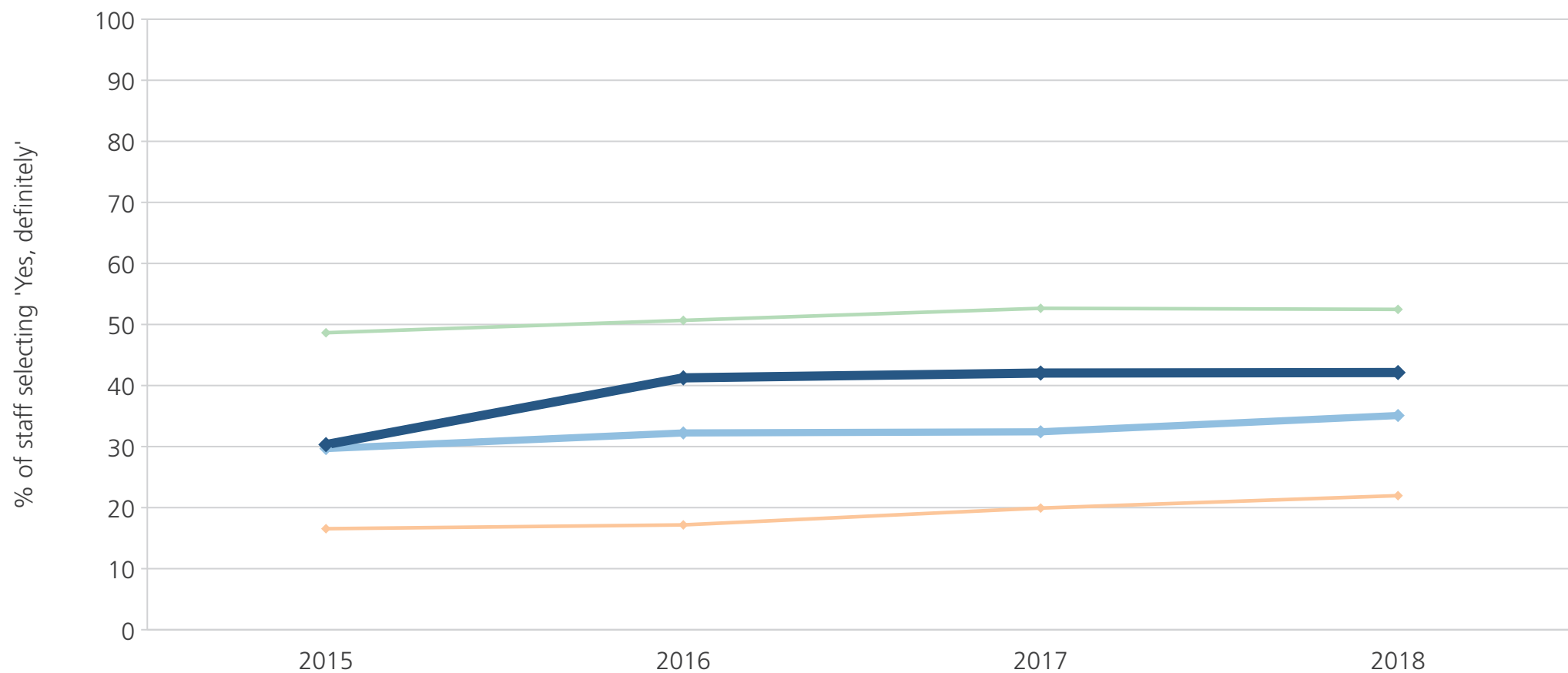
Best	43.0%	45.4%	46.7%	46.3%
Your org	27.4%	31.2%	30.4%	29.6%
Average	33.1%	34.0%	34.3%	34.7%
Worst	22.6%	24.8%	25.6%	22.8%
No. responses	1,937	1,676	1,946	2,219

Note: This question was only answered by staff who selected 'Yes' on q19a.



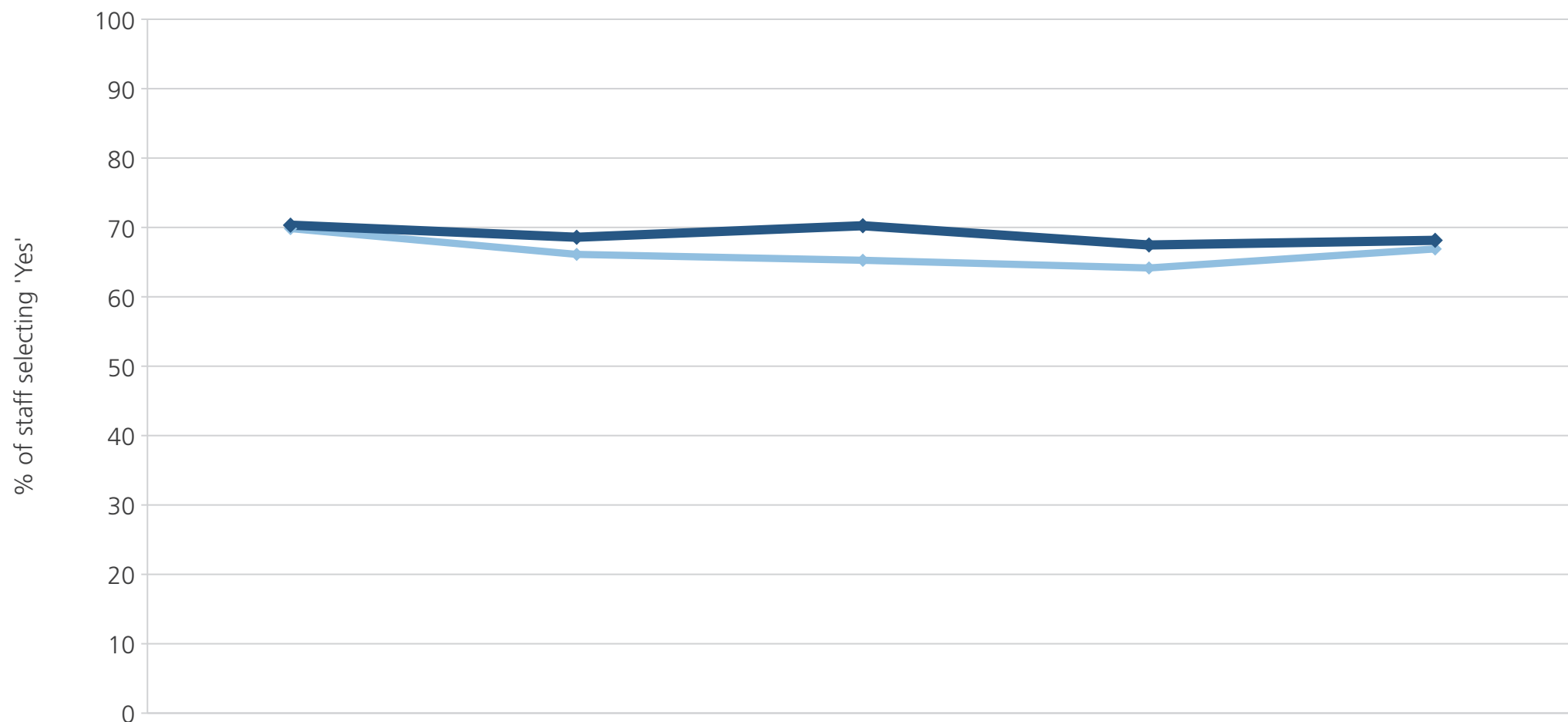
	2015	2016	2017	2018
Best	39.5%	42.0%	42.1%	42.5%
Your org	27.3%	28.5%	29.3%	30.7%
Average	28.3%	29.7%	29.9%	32.3%
Worst	19.9%	21.0%	21.8%	22.7%
No. responses	1,932	1,676	1,938	2,212

Note: This question was only answered by staff who selected 'Yes' on q19a.



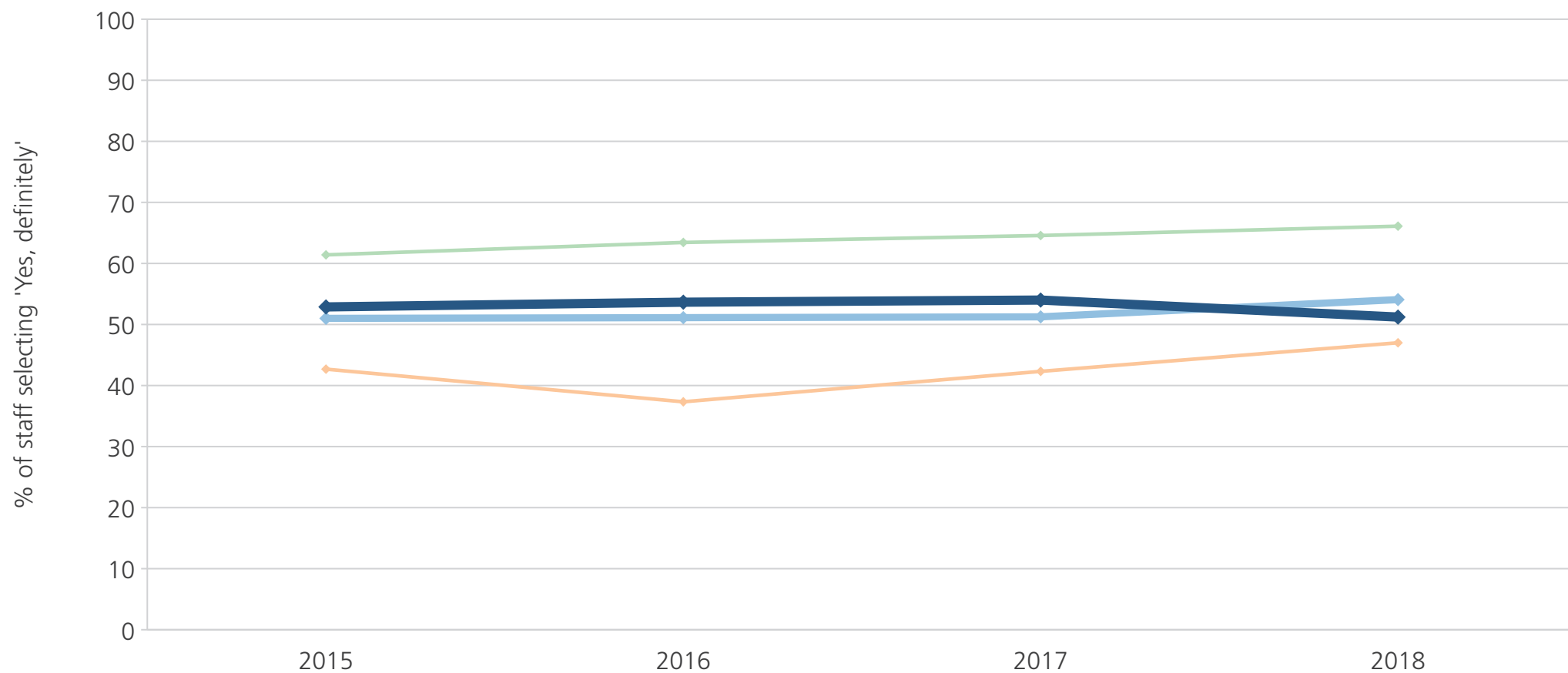
Best	48.6%	50.7%	52.6%	52.5%
Your org	30.3%	41.3%	42.0%	42.1%
Average	29.7%	32.2%	32.4%	35.1%
Worst	16.5%	17.2%	19.9%	22.0%
No. responses	1,910	1,653	1,919	2,195

Note: This question was only answered by staff who selected 'Yes' on q19a.

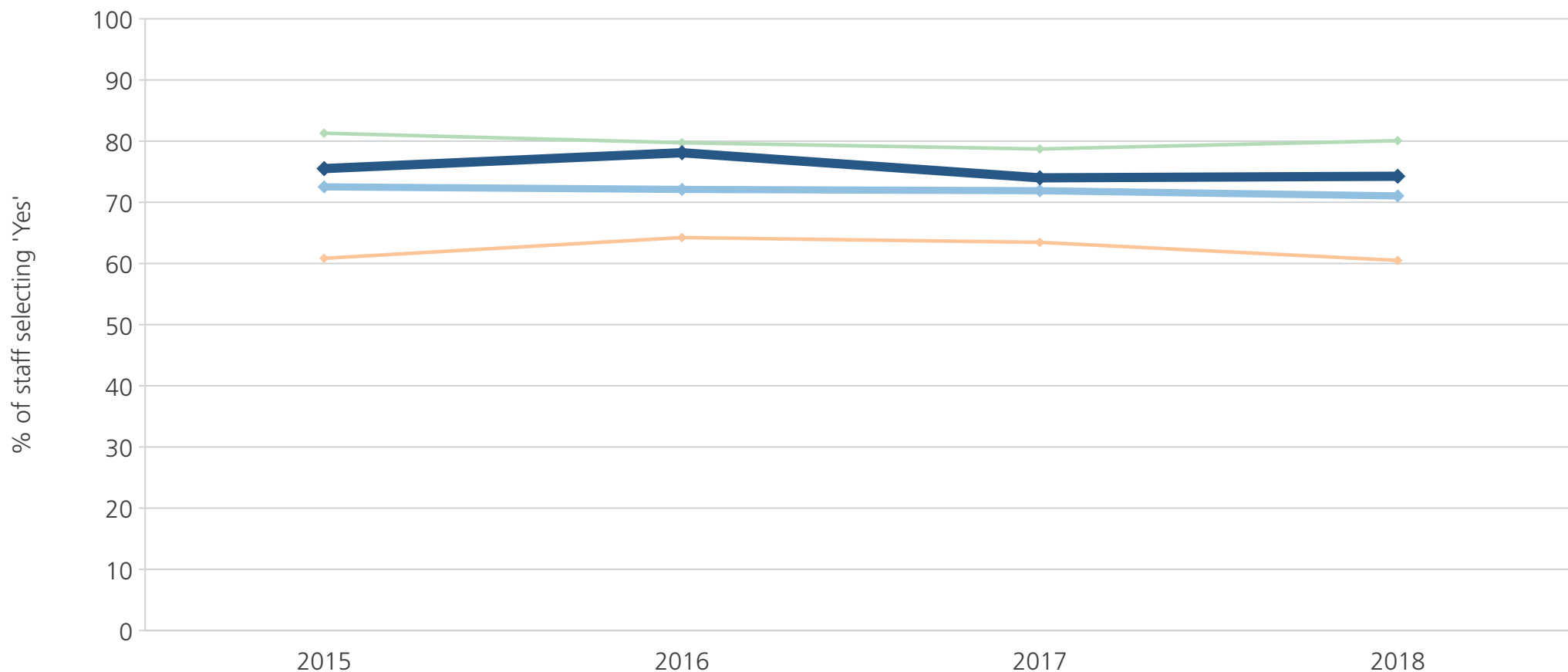


	2014	2015	2016	2017	2018
Your org	70.3%	68.6%	70.2%	67.5%	68.1%
Average	69.8%	66.1%	65.3%	64.2%	66.9%
No. responses	1,840	1,897	1,640	1,912	2,194

Note: This question was only answered by staff who selected 'Yes' on q19f.



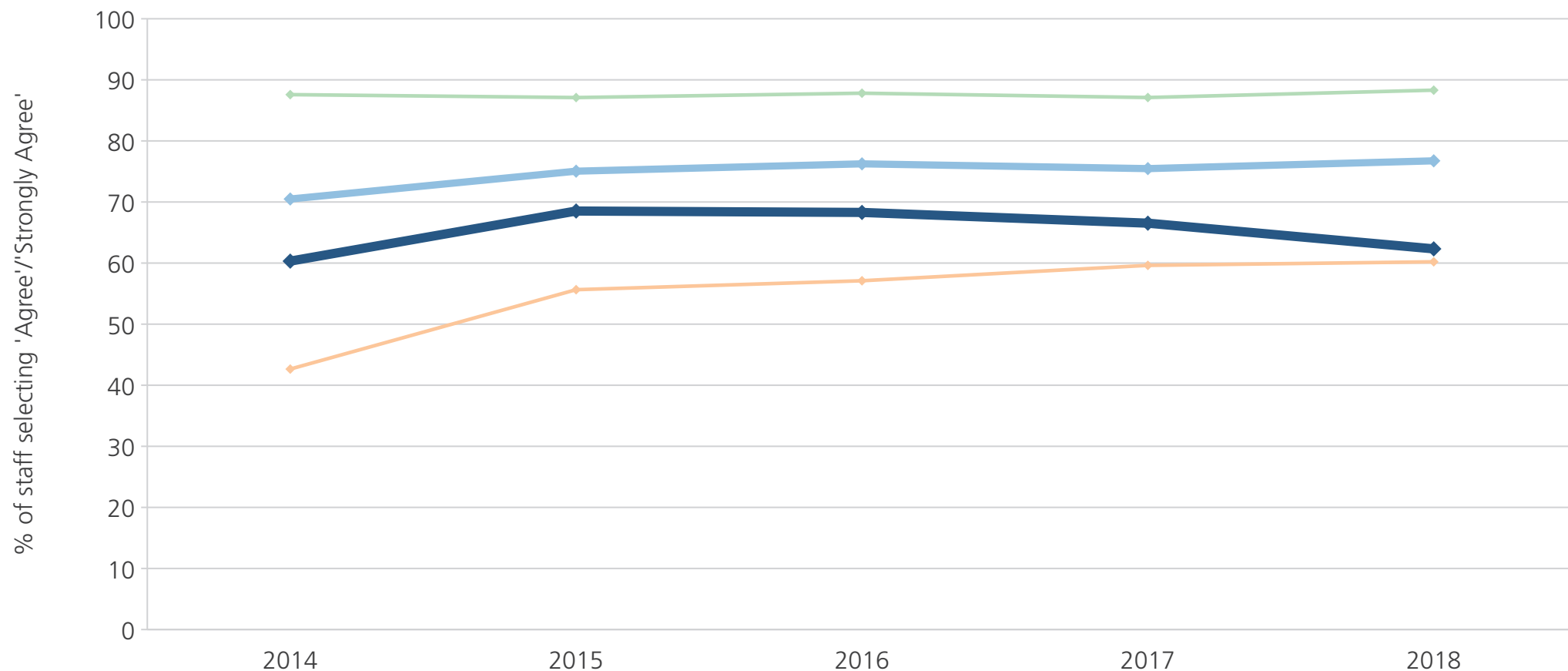
Best	61.4%	63.4%	64.6%	66.1%
Your org	52.9%	53.6%	54.0%	51.2%
Average	51.0%	51.1%	51.2%	54.1%
Worst	42.7%	37.3%	42.3%	47.0%
No. responses	1,278	1,132	1,281	1,479



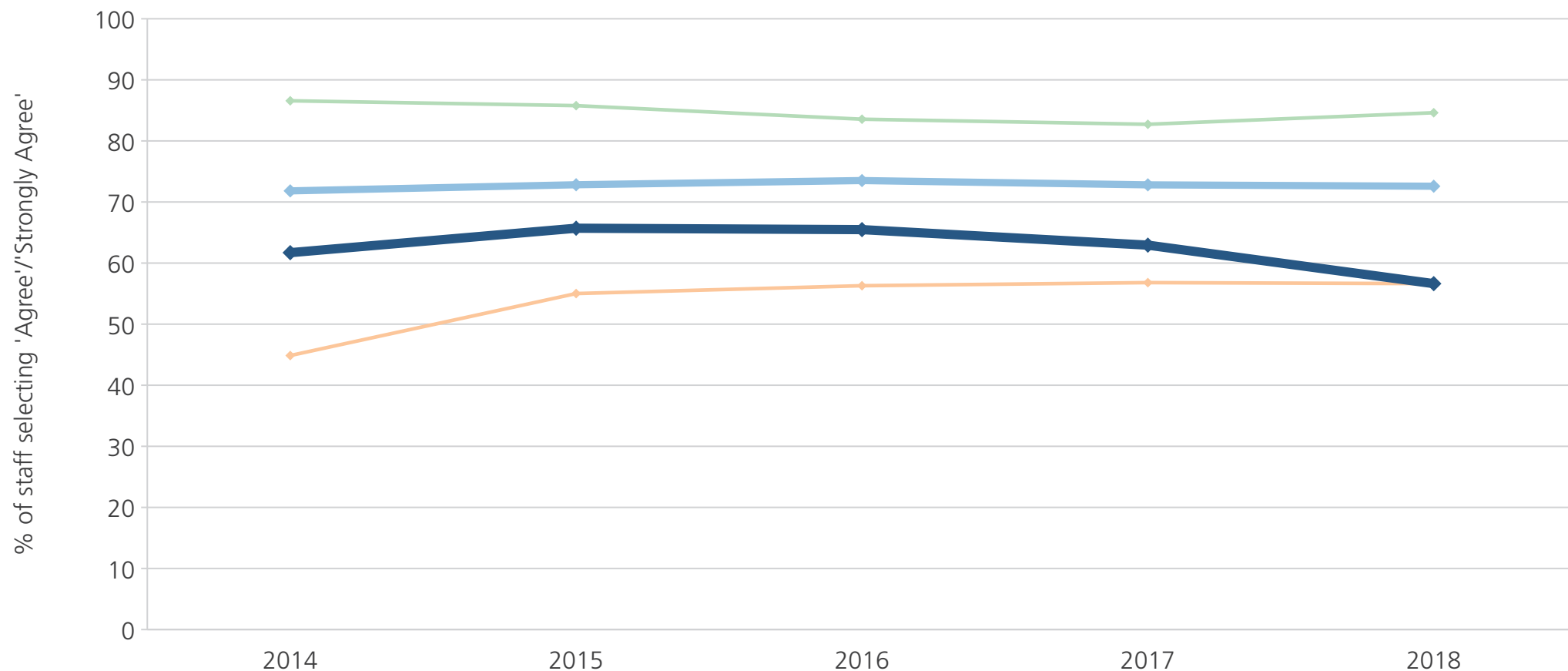
	2015	2016	2017	2018
Best	81.3%	79.7%	78.7%	80.1%
Your org	75.5%	78.1%	74.0%	74.3%
Average	72.5%	72.1%	71.9%	71.0%
Worst	60.8%	64.2%	63.5%	60.5%
No. responses	2,235	1,951	2,228	2,459

Question results – Your organisation

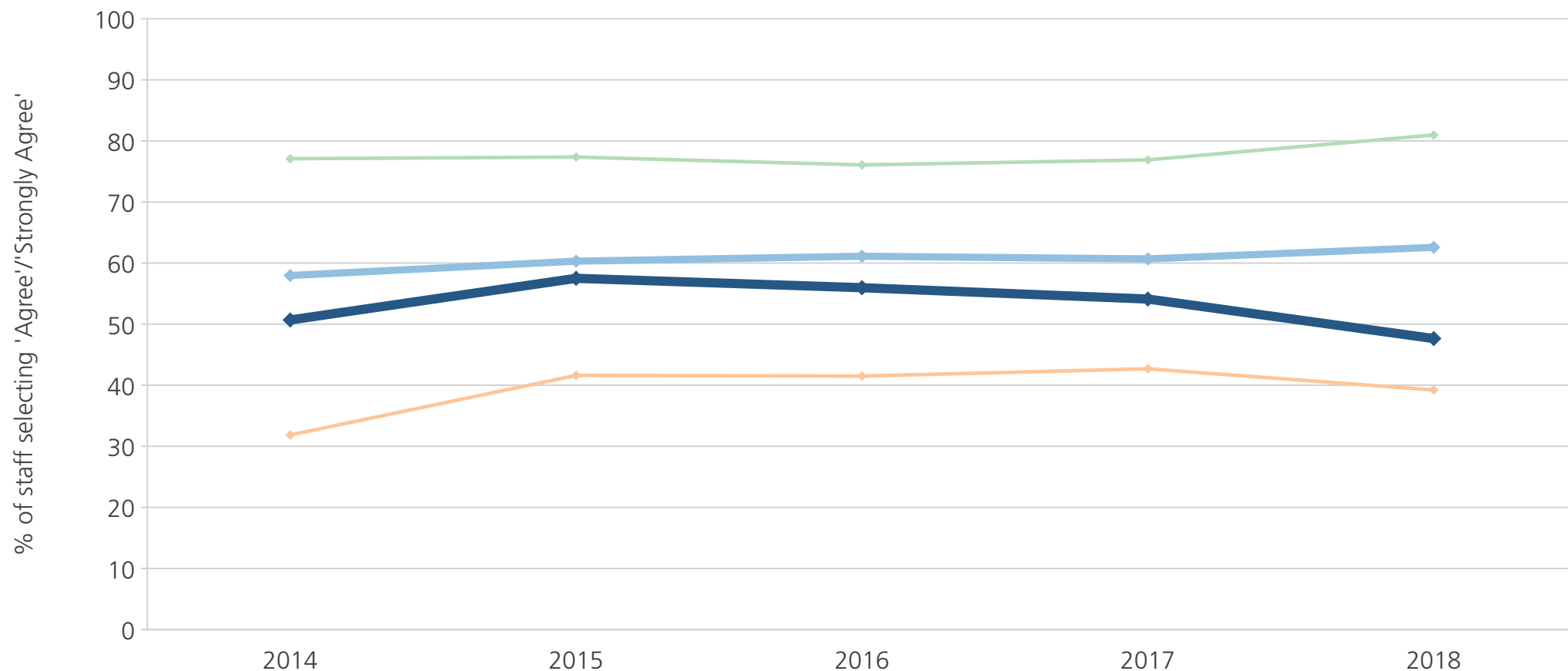
The Shrewsbury and Telford Hospital NHS Trust
2018 NHS Staff Survey Results



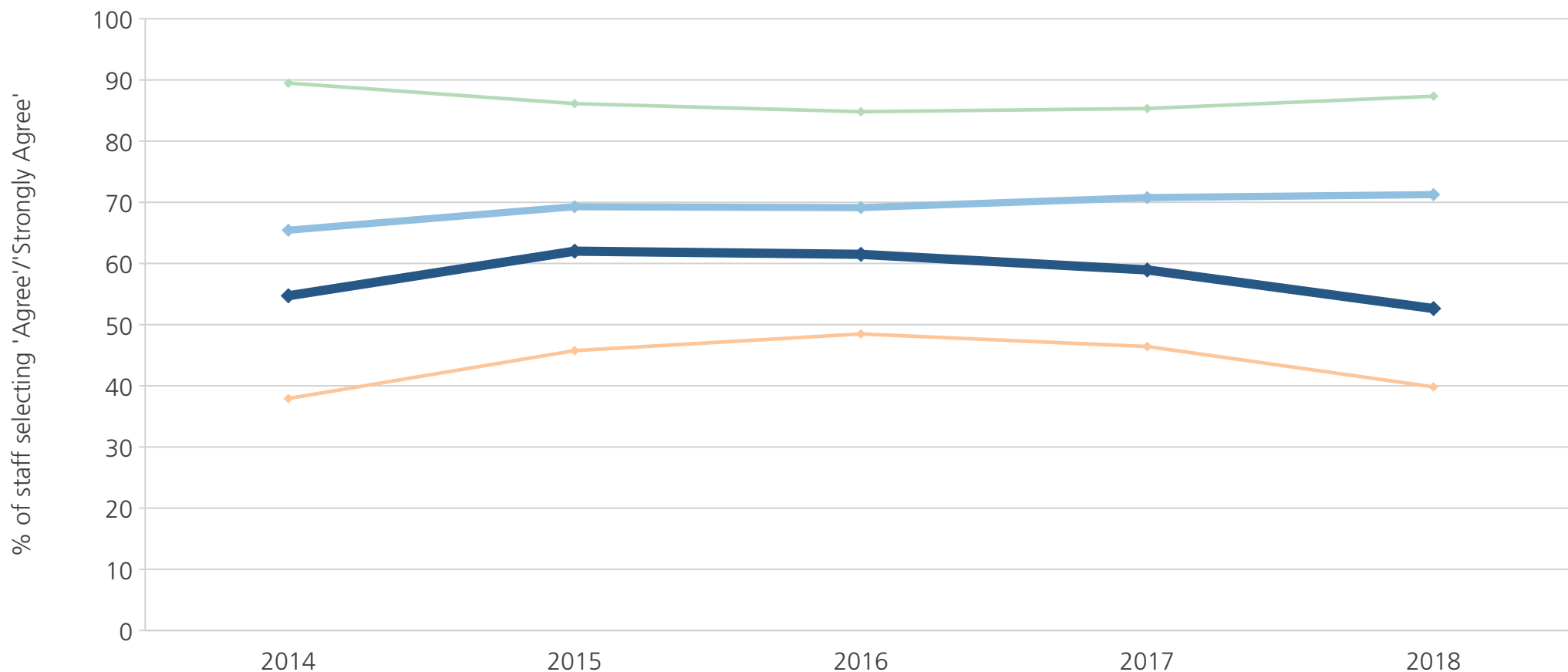
Best	87.6%	87.1%	87.8%	87.1%	88.3%
Your org	60.3%	68.5%	68.3%	66.5%	62.3%
Average	70.5%	75.0%	76.2%	75.5%	76.7%
Worst	42.6%	55.6%	57.1%	59.6%	60.2%
No. responses	2,325	2,281	2,016	2,295	2,542



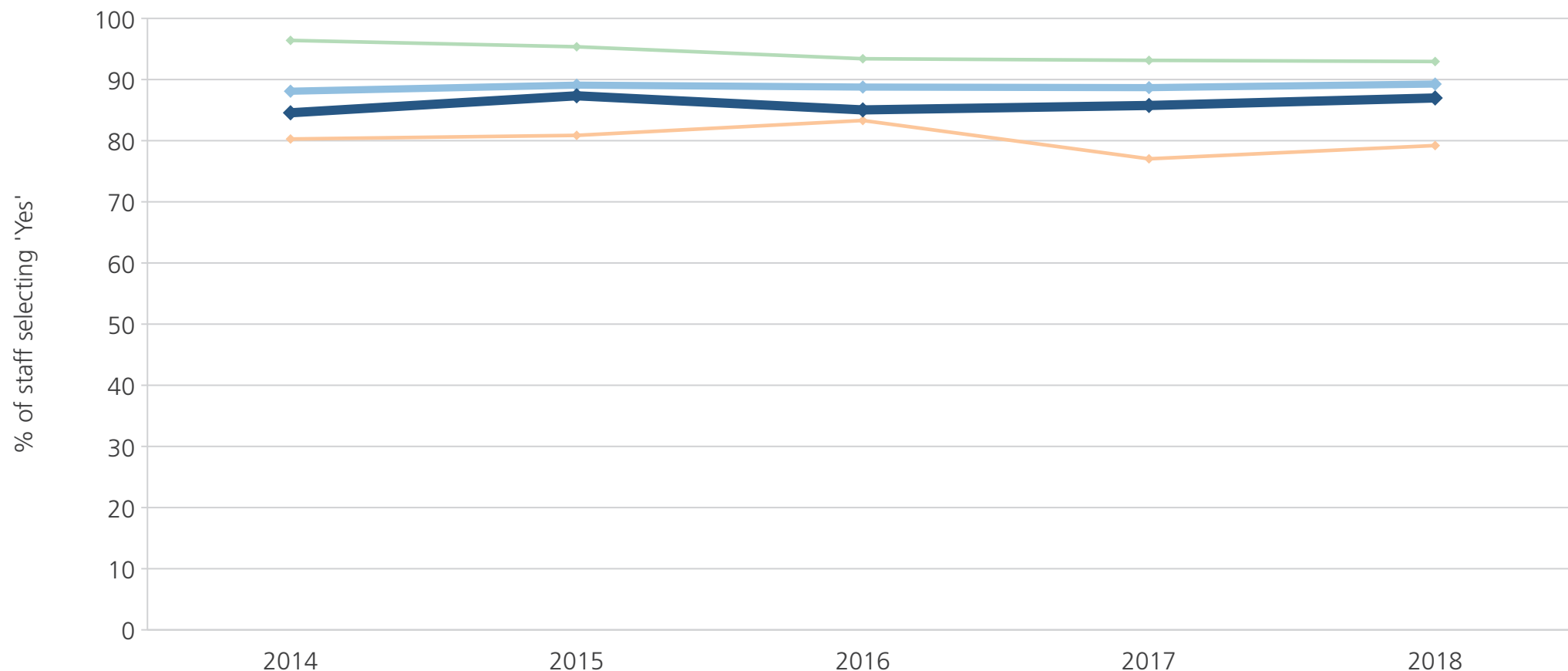
Best	86.6%	85.8%	83.6%	82.7%	84.6%
Your org	61.7%	65.7%	65.5%	62.9%	56.6%
Average	71.8%	72.8%	73.5%	72.8%	72.6%
Worst	44.9%	55.0%	56.3%	56.8%	56.6%
No. responses	2,327	2,276	2,012	2,297	2,533



Best	77.1%	77.4%	76.1%	76.9%	81.0%
Your org	50.7%	57.5%	56.0%	54.1%	47.6%
Average	58.0%	60.3%	61.1%	60.7%	62.6%
Worst	31.9%	41.6%	41.5%	42.7%	39.2%
No. responses	2,331	2,275	2,015	2,293	2,538

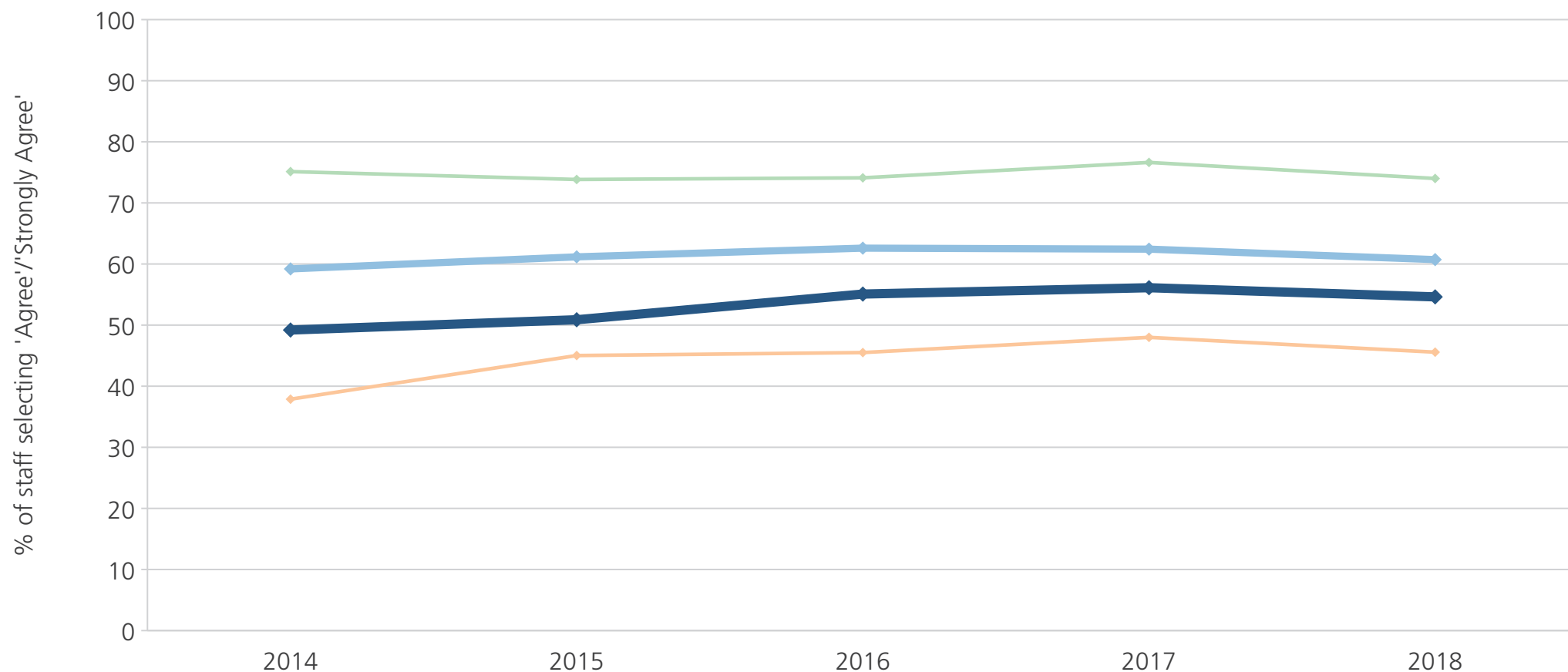


Best	89.5%	86.1%	84.8%	85.3%	87.3%
Your org	54.7%	62.0%	61.5%	58.9%	52.6%
Average	65.4%	69.3%	69.1%	70.8%	71.3%
Worst	37.9%	45.8%	48.5%	46.4%	39.8%
No. responses	2,328	2,278	2,015	2,287	2,531



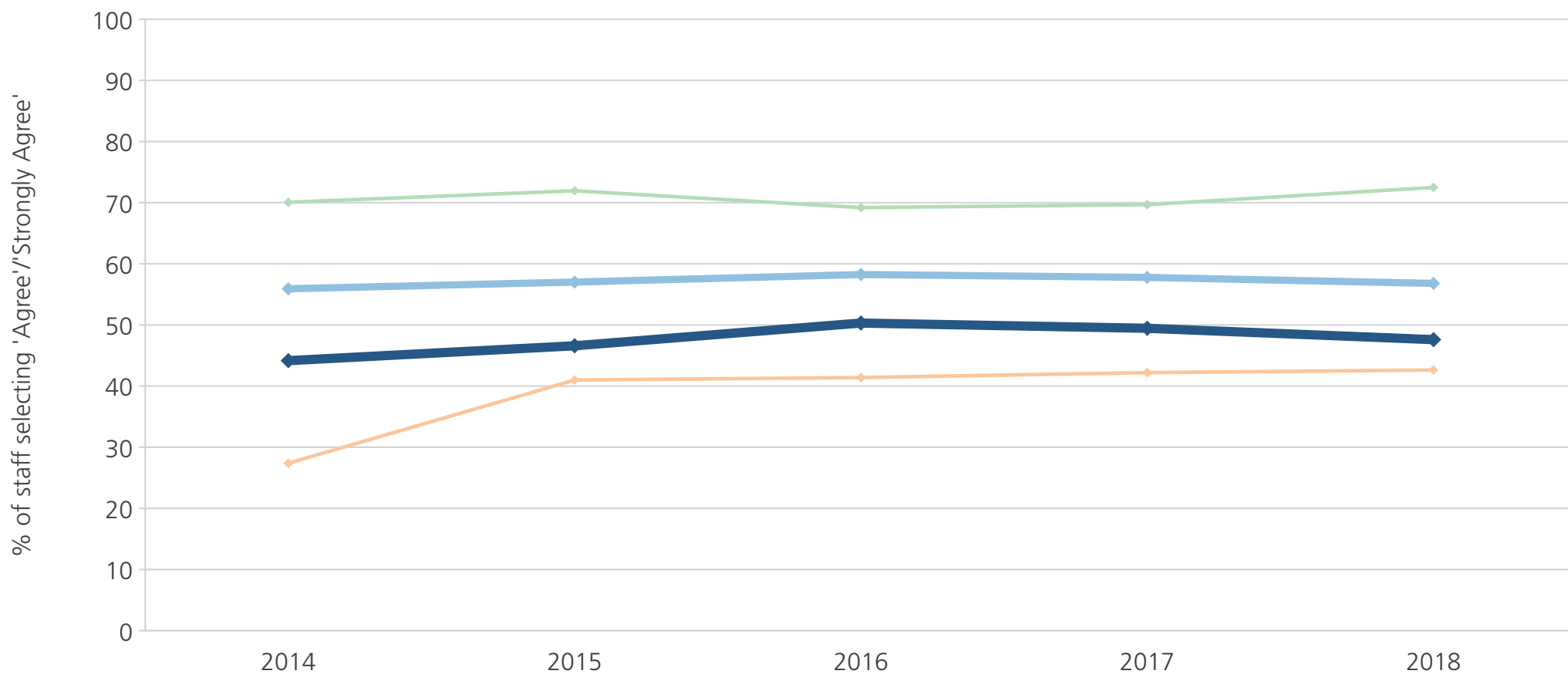
	2014	2015	2016	2017	2018
Best	96.4%	95.4%	93.4%	93.1%	92.9%
Your org	84.6%	87.3%	85.0%	85.8%	87.0%
Average	88.1%	89.1%	88.8%	88.7%	89.3%
Worst	80.3%	80.9%	83.3%	77.0%	79.2%
No. responses	1,490	1,485	1,308	1,417	1,651

Note: This question was only answered by staff who selected 'Yes' on q22a.

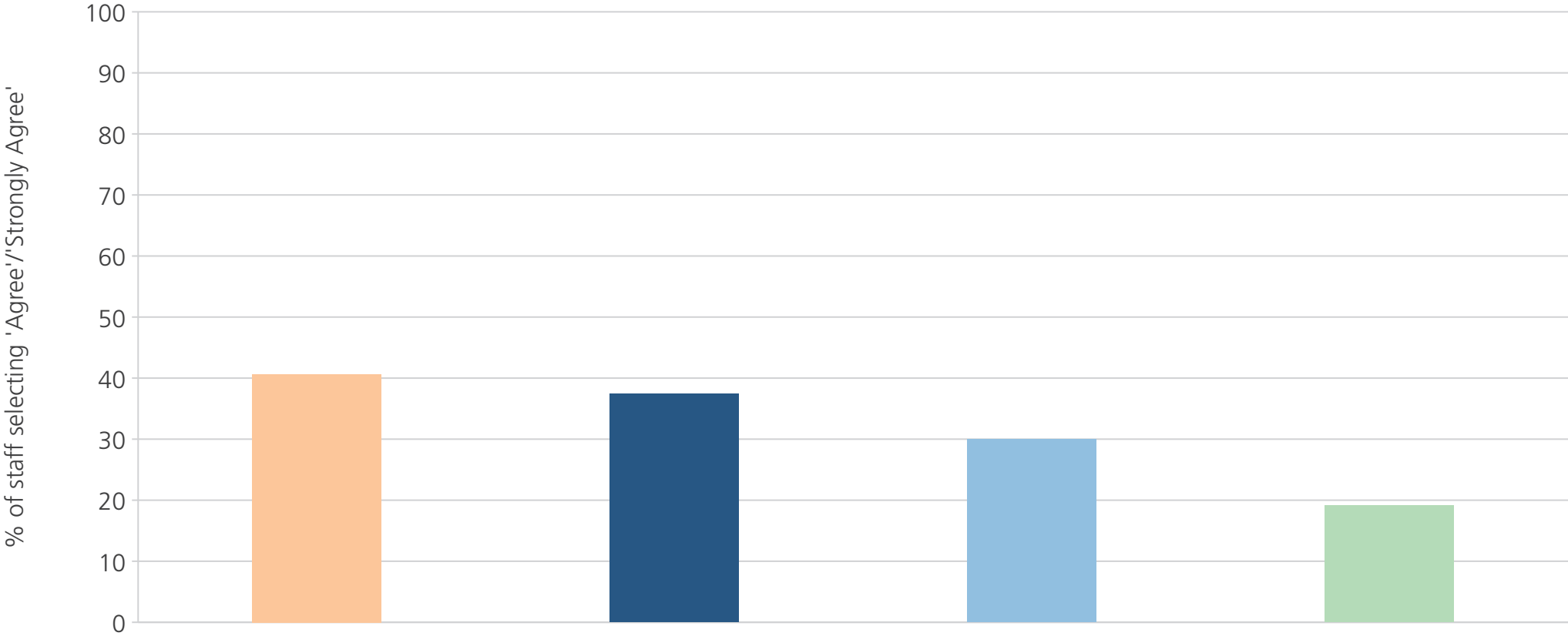


Best	75.1%	73.8%	74.1%	76.6%	74.0%
Your org	49.2%	50.9%	55.1%	56.1%	54.6%
Average	59.2%	61.2%	62.6%	62.4%	60.7%
Worst	37.9%	45.0%	45.5%	48.0%	45.6%
No. responses	1,209	1,229	1,062	1,146	1,359

Note: This question was only answered by staff who selected 'Yes' on q22a.



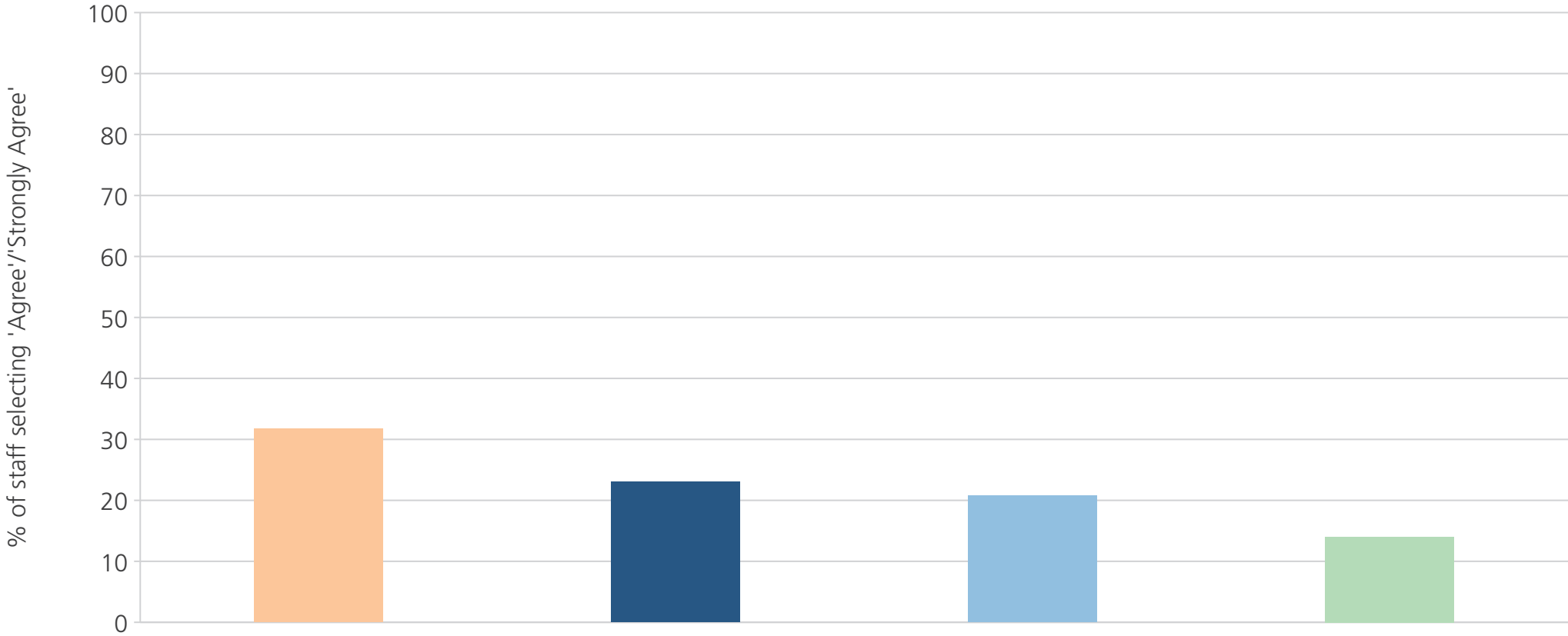
Best	70.1%	71.9%	69.2%	69.7%	72.5%
Your org	44.2%	46.6%	50.3%	49.5%	47.6%
Average	55.9%	57.0%	58.2%	57.8%	56.8%
Worst	27.4%	41.0%	41.4%	42.2%	42.6%
No. responses	1,123	1,129	964	1,050	1,267



2018

Worst	40.6%
Your org	37.4%
Average	29.9%
Best	19.1%

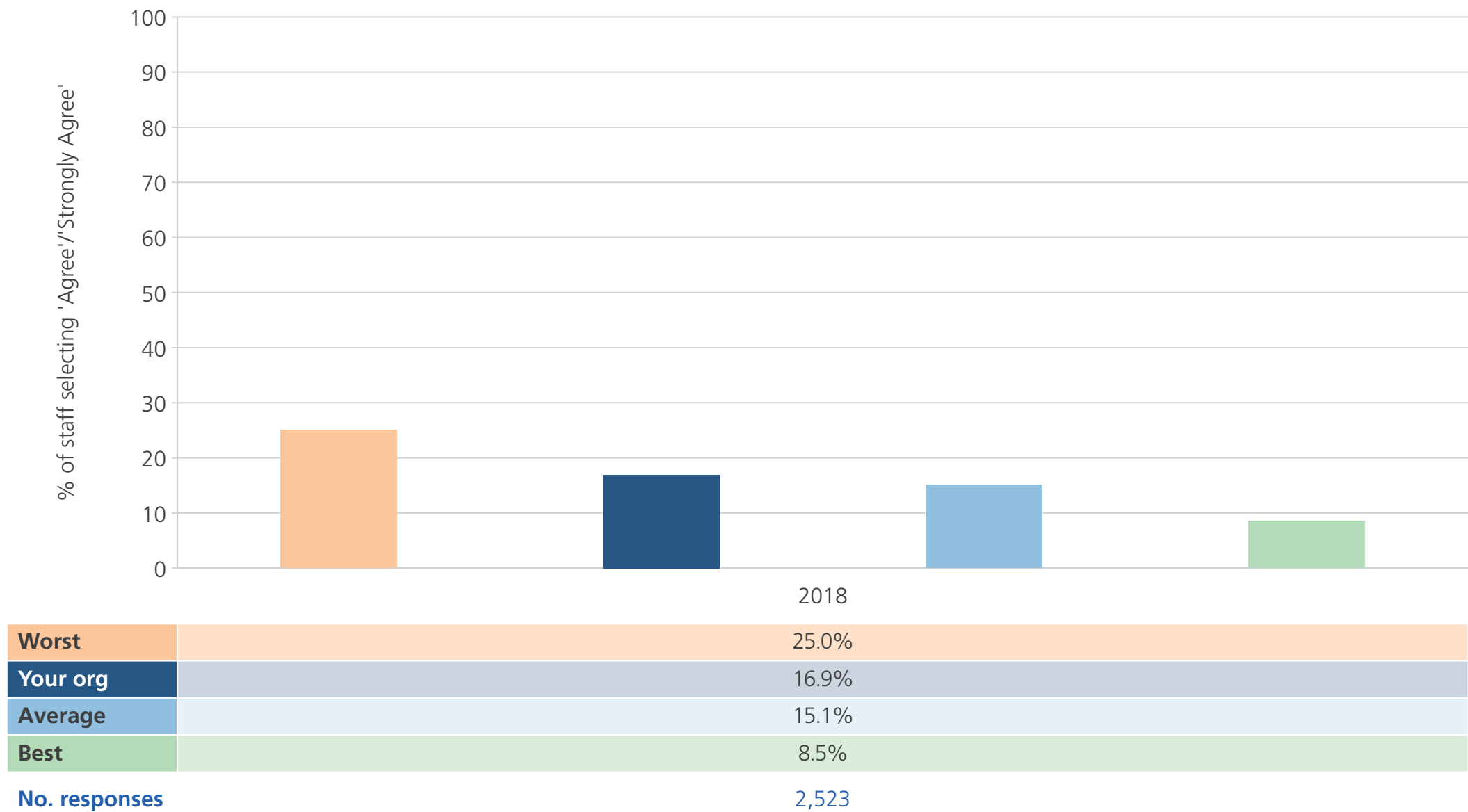
No. responses2,544

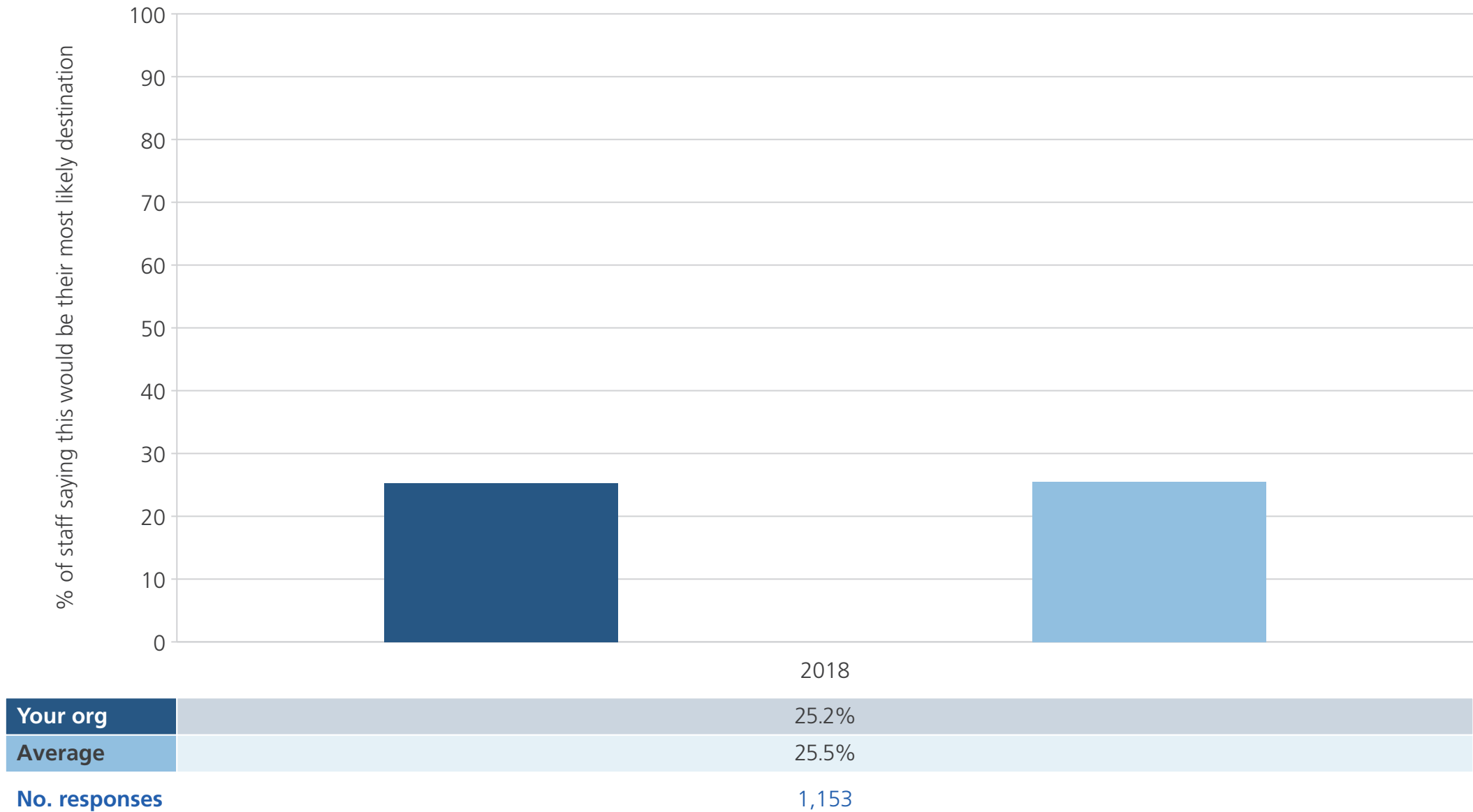


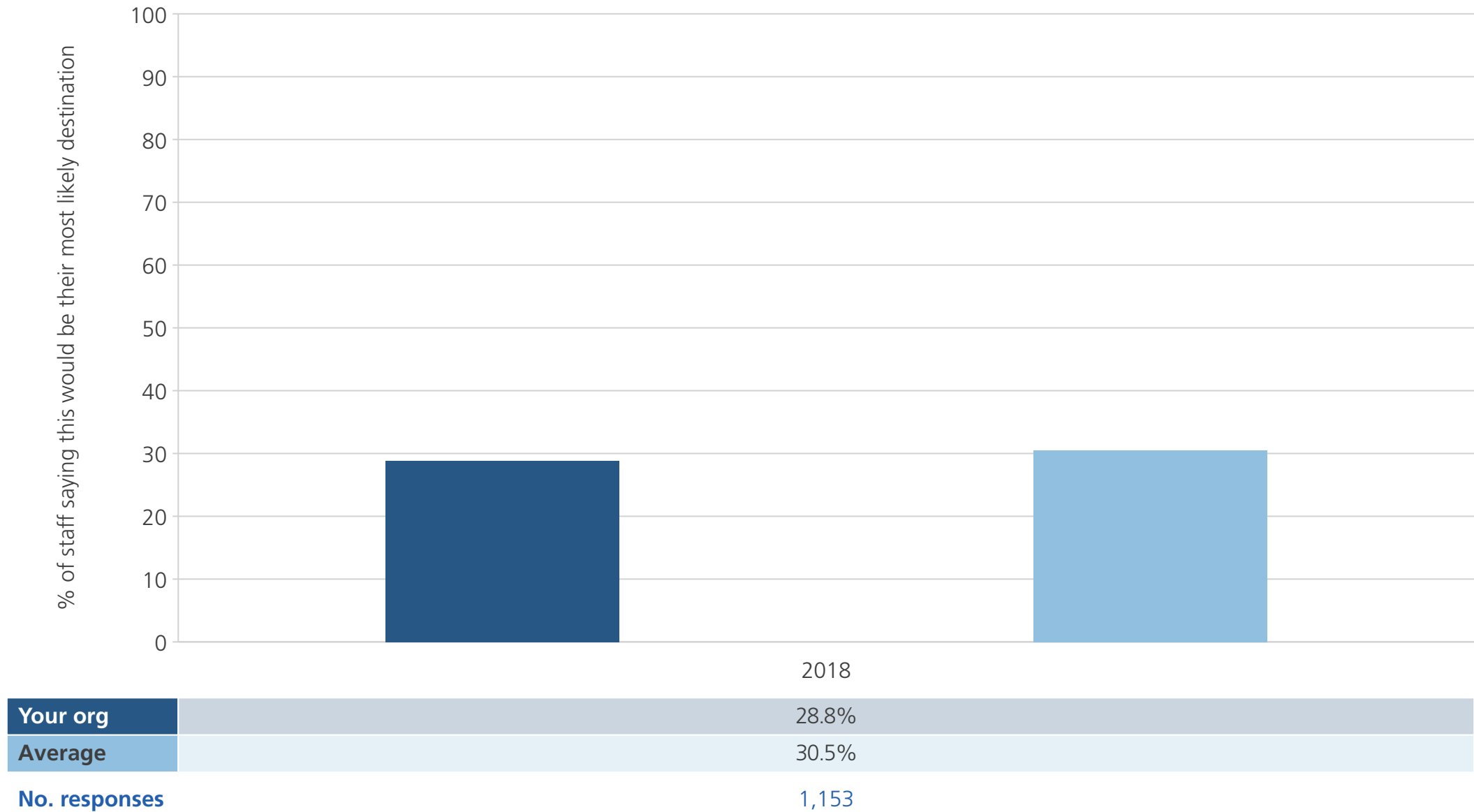
2018

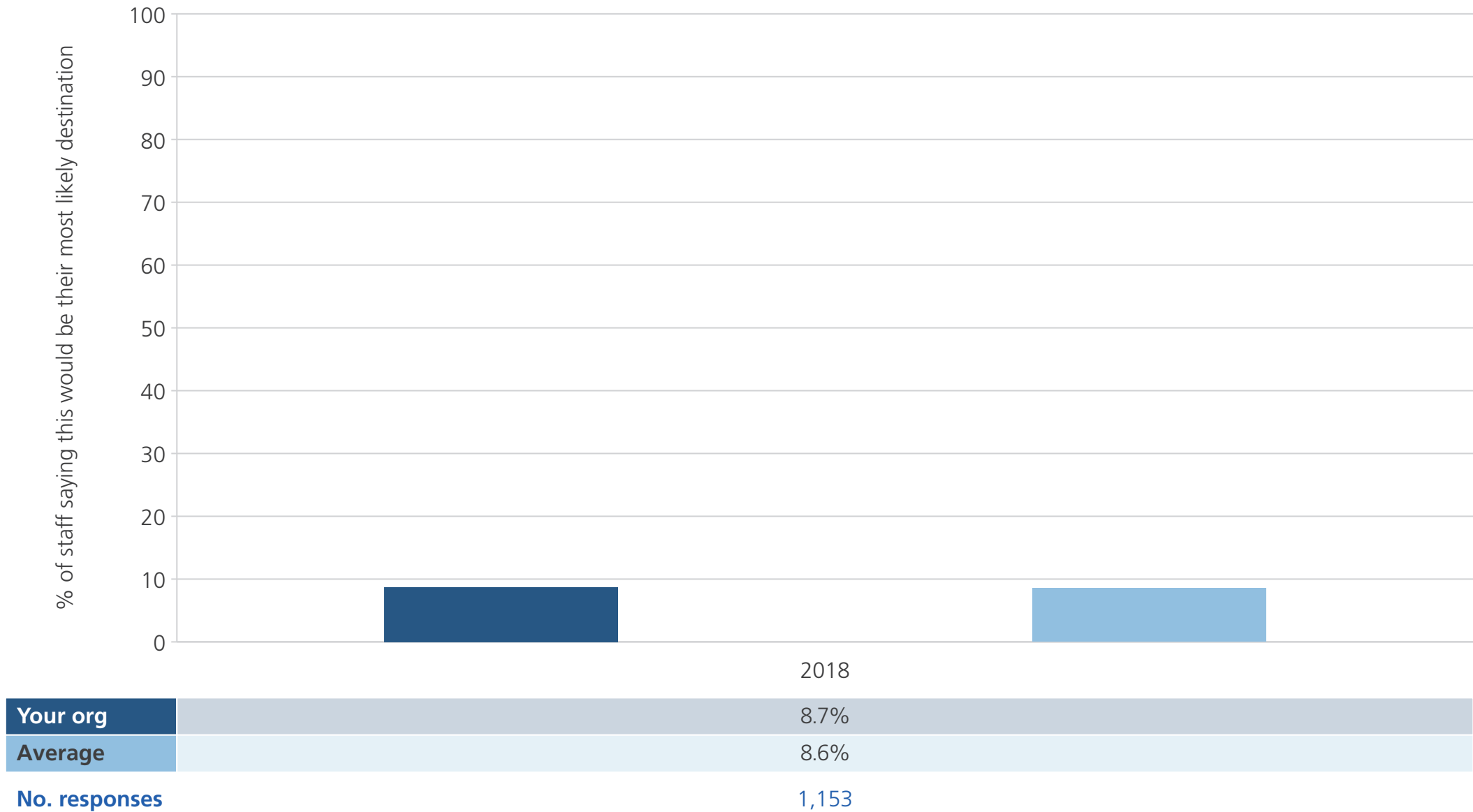
Worst	31.7%
Your org	23.1%
Average	20.8%
Best	14.0%

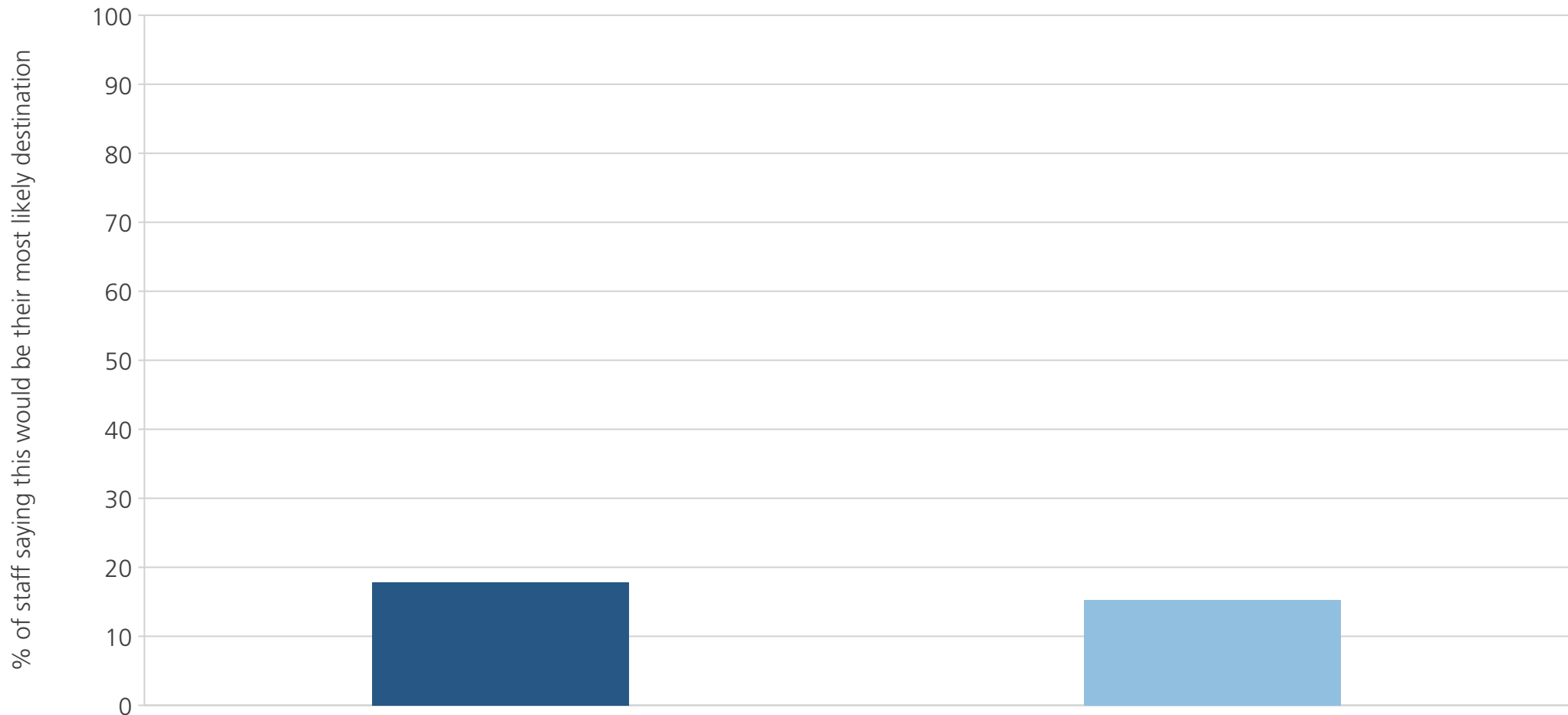
No. responses 2,534









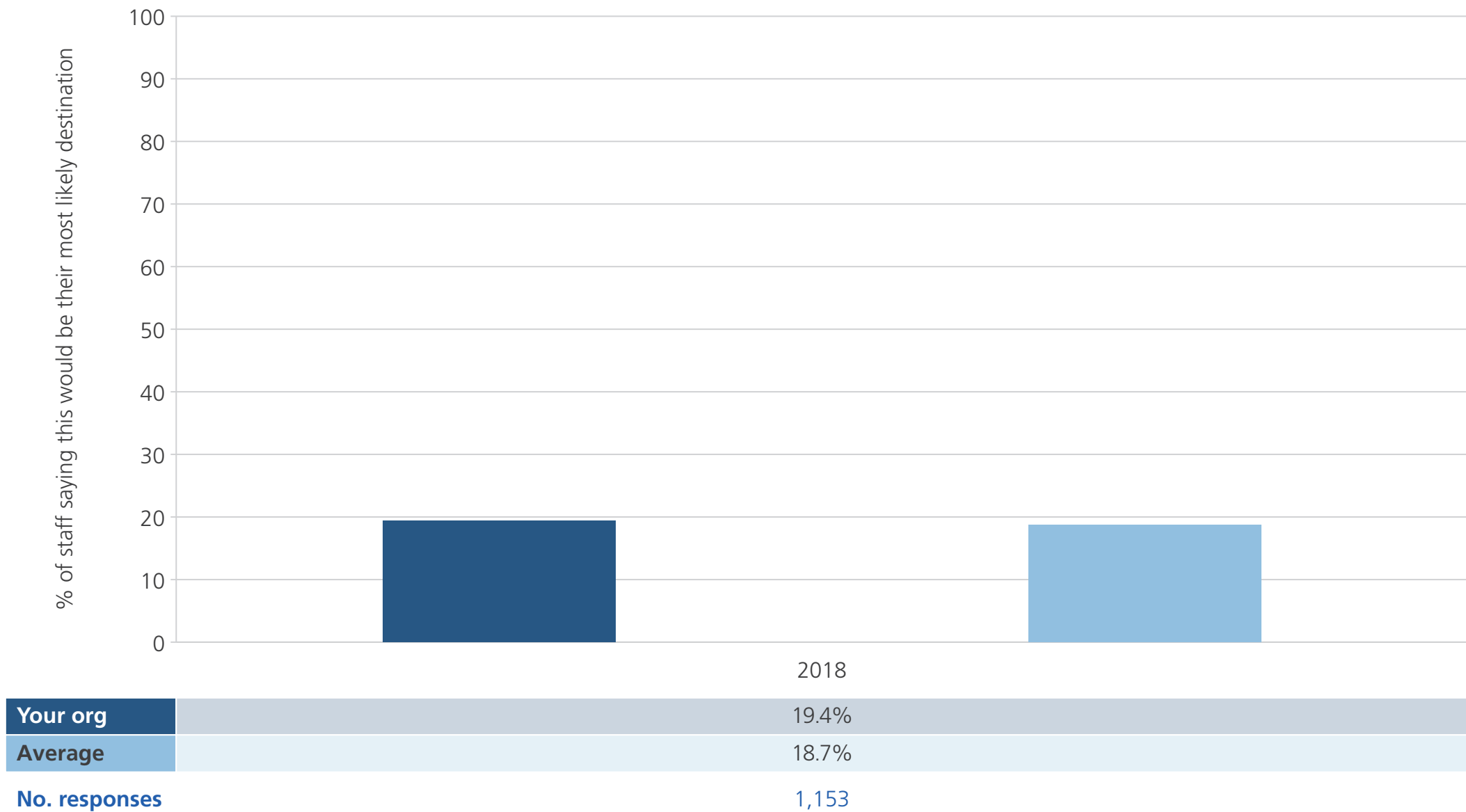


2018

Your org	17.9%
Average	15.3%

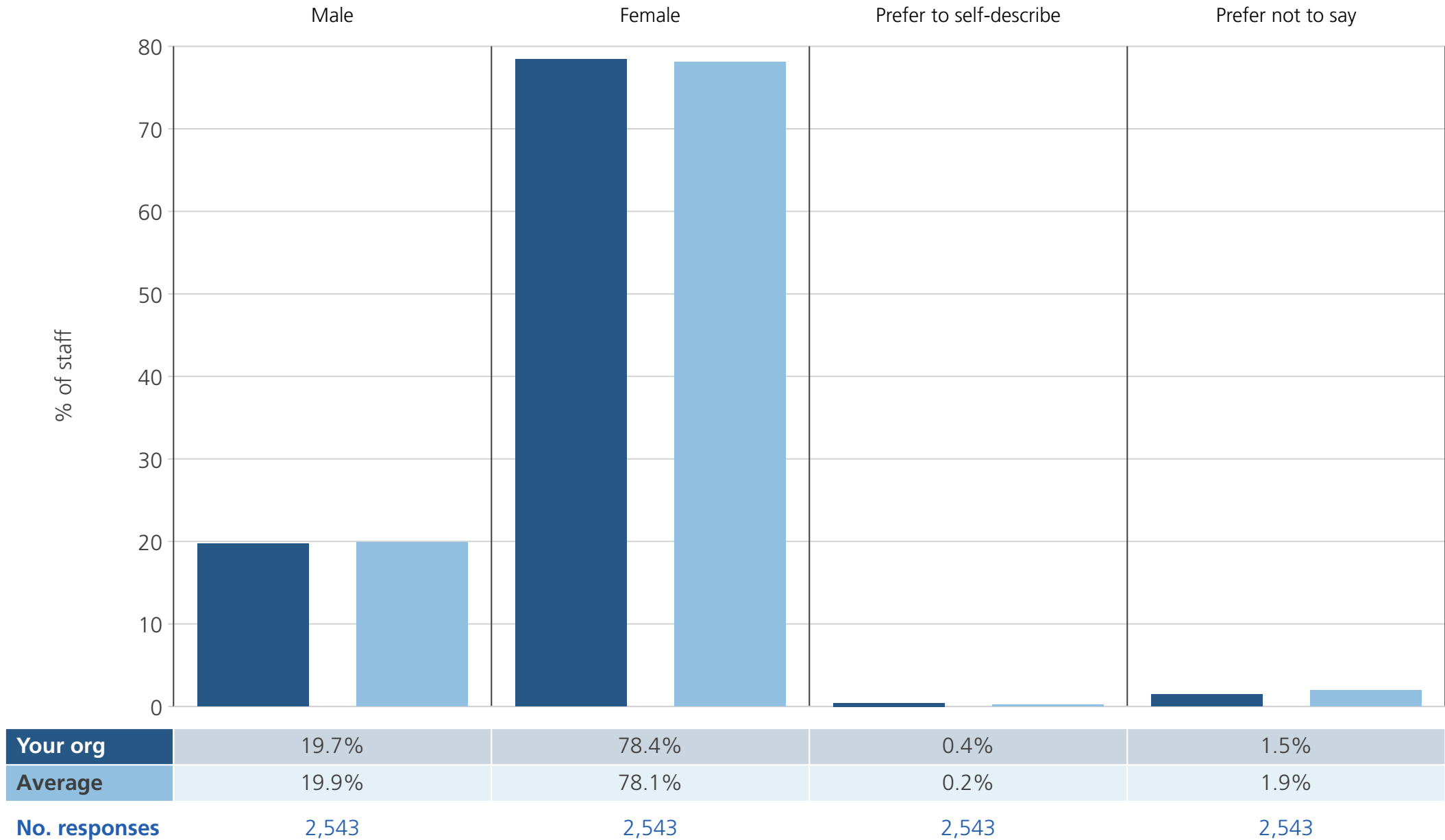
No. responses

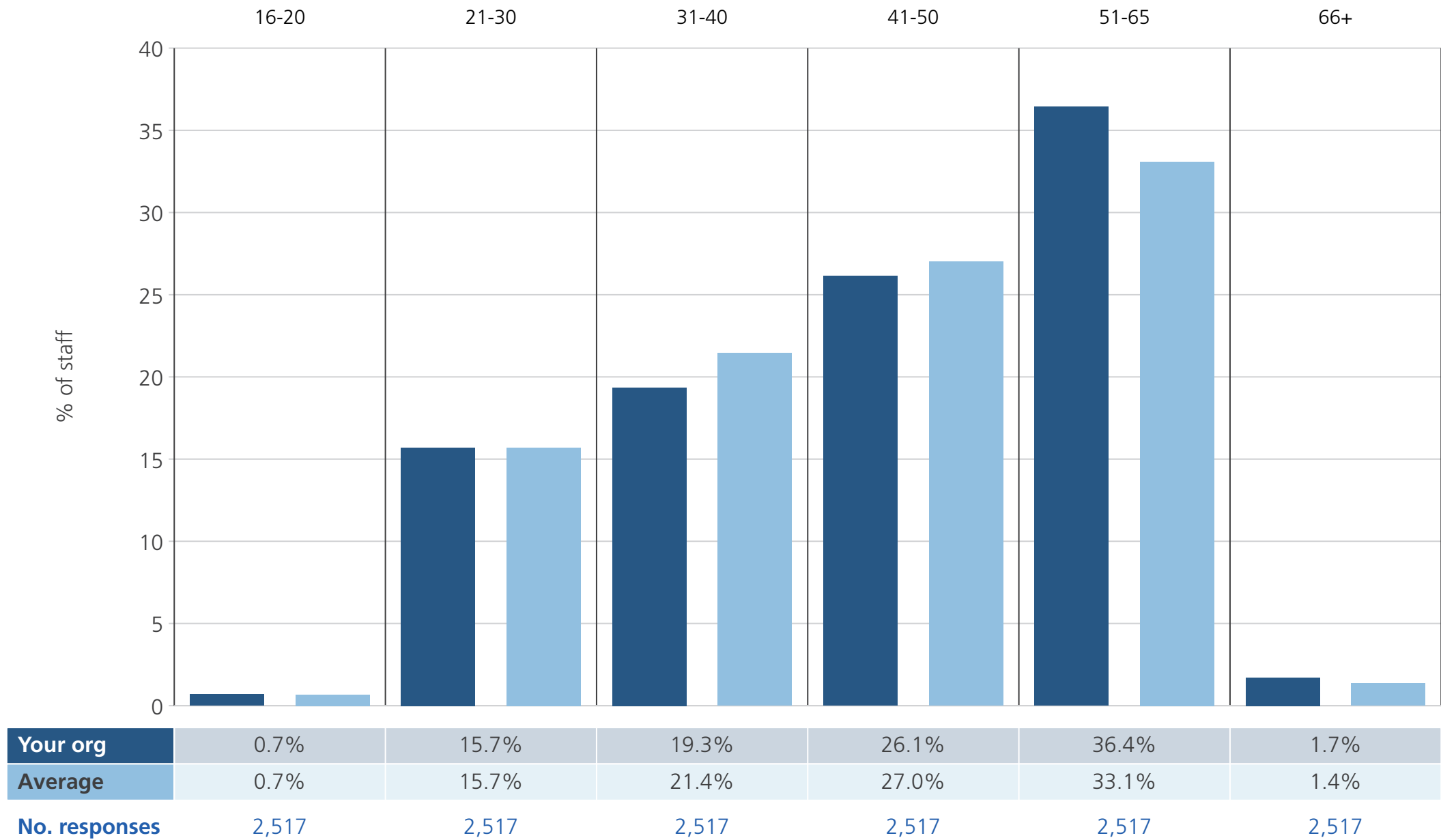
1,153

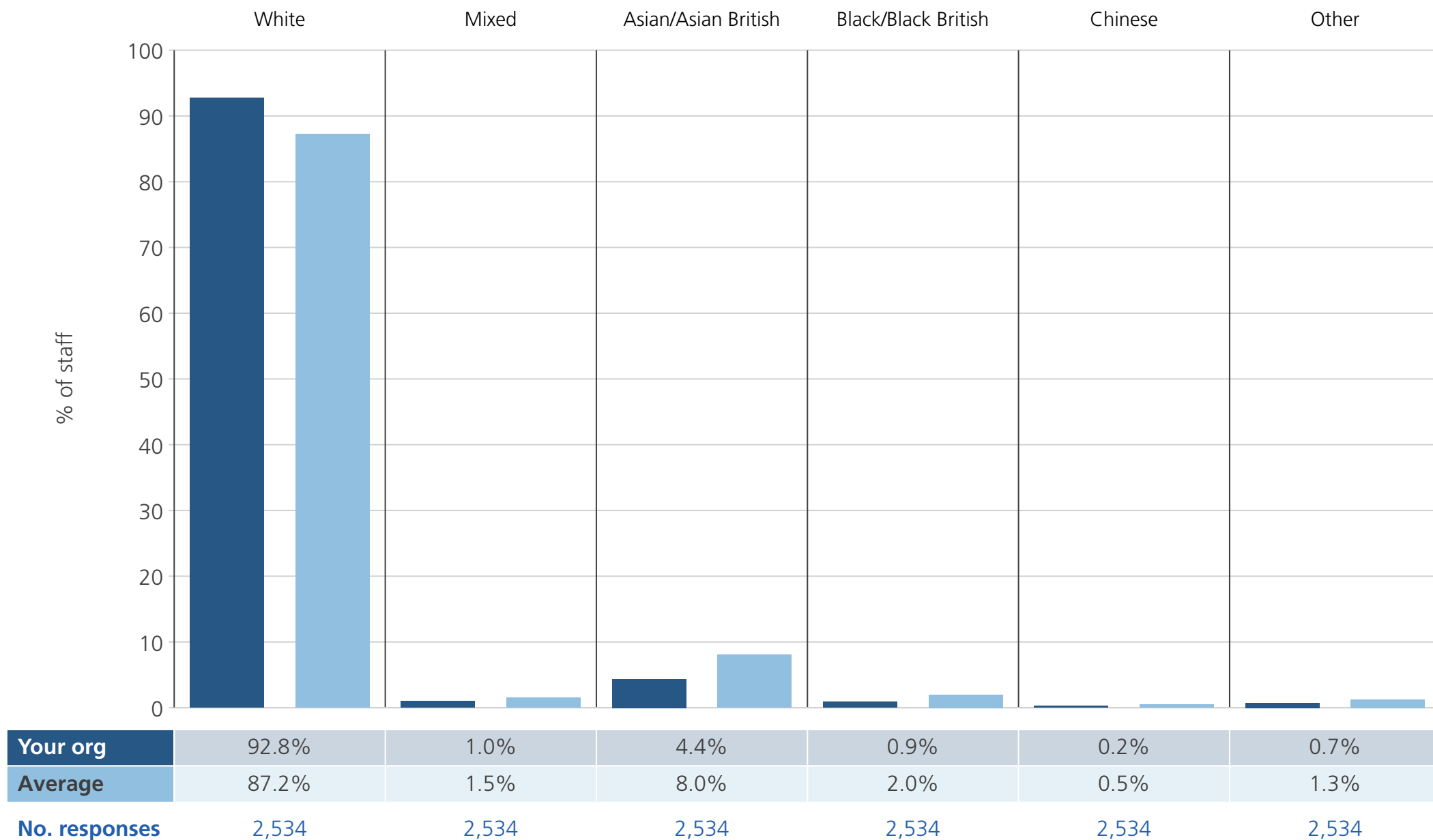


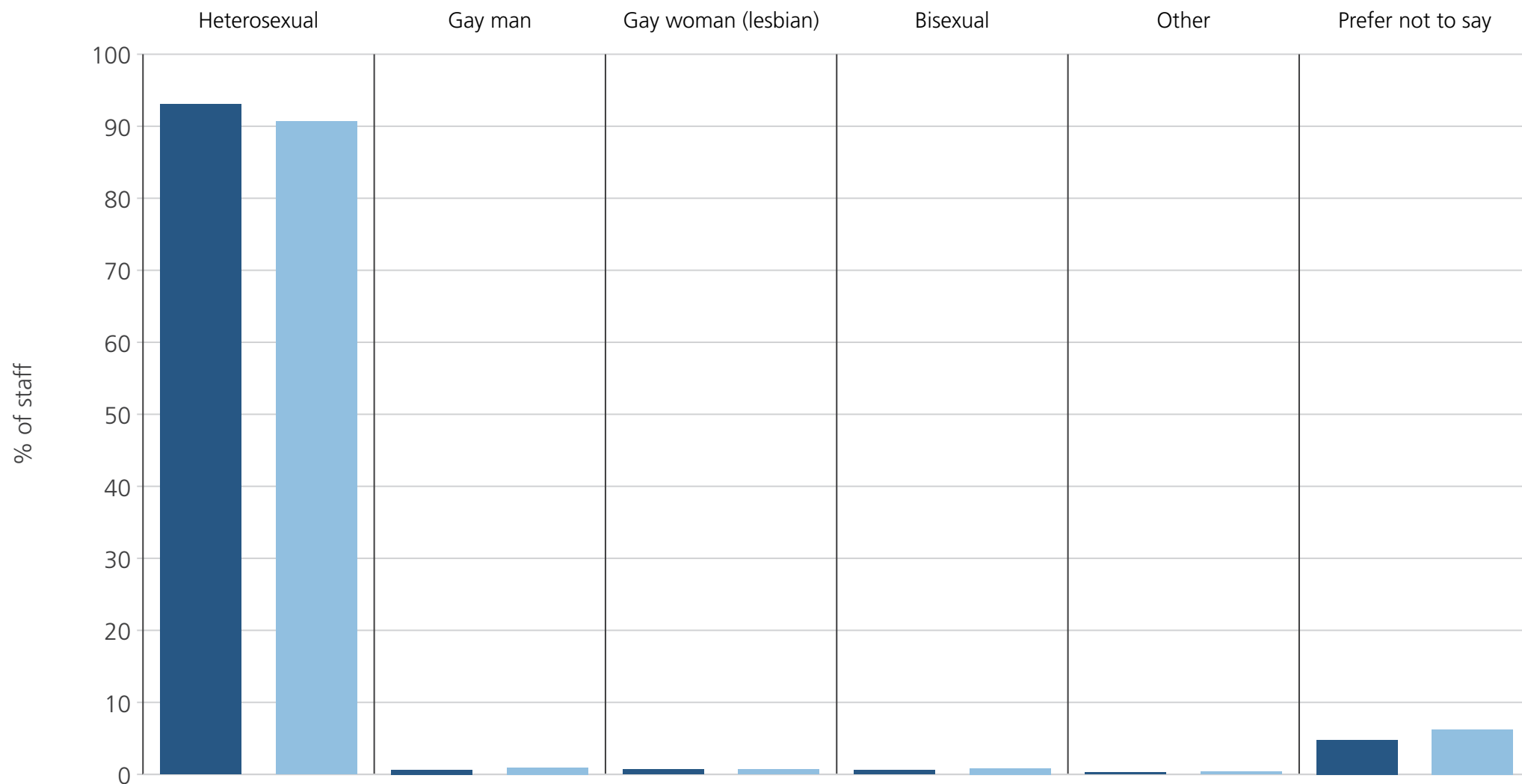
Question results – Background details

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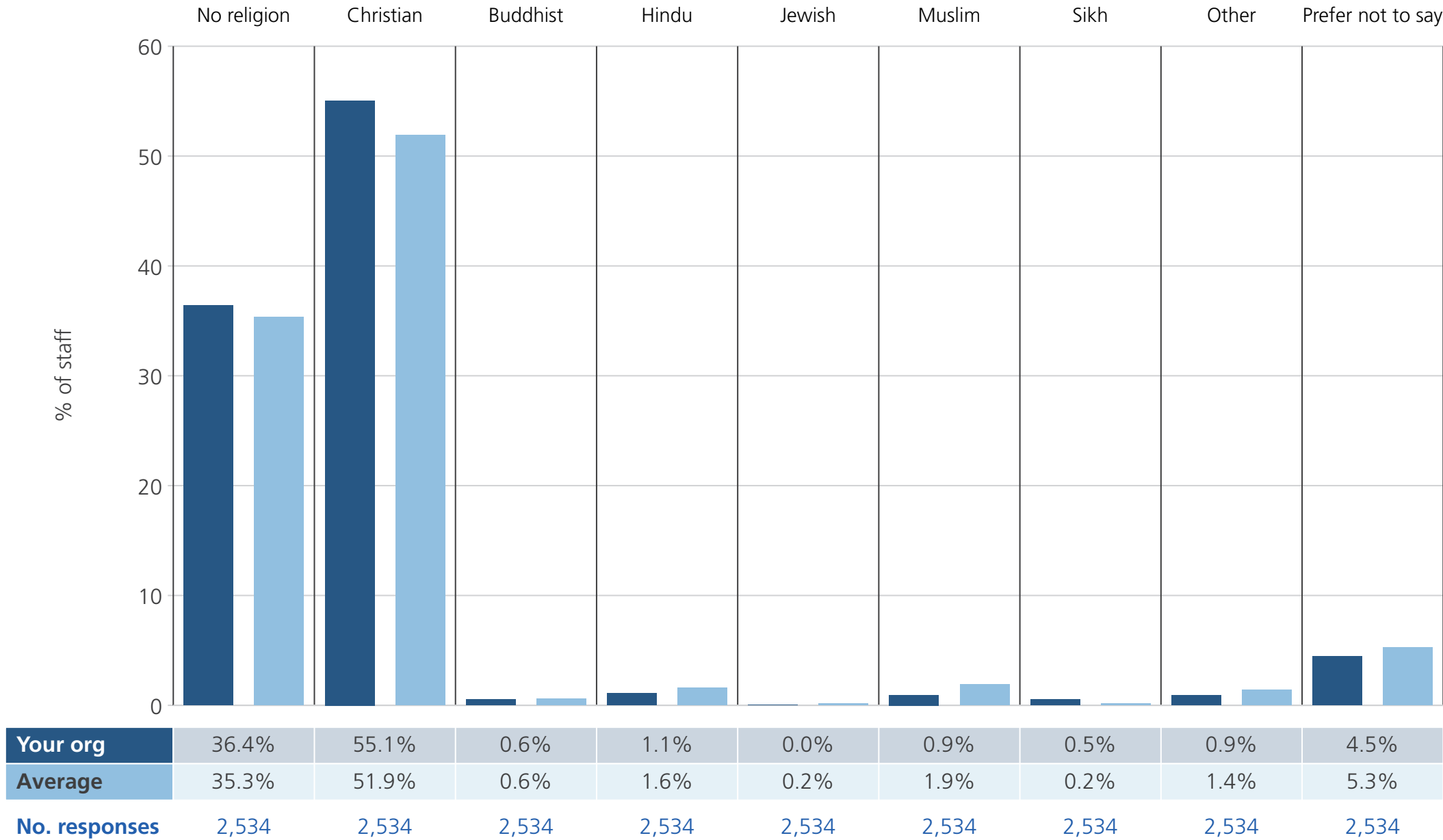






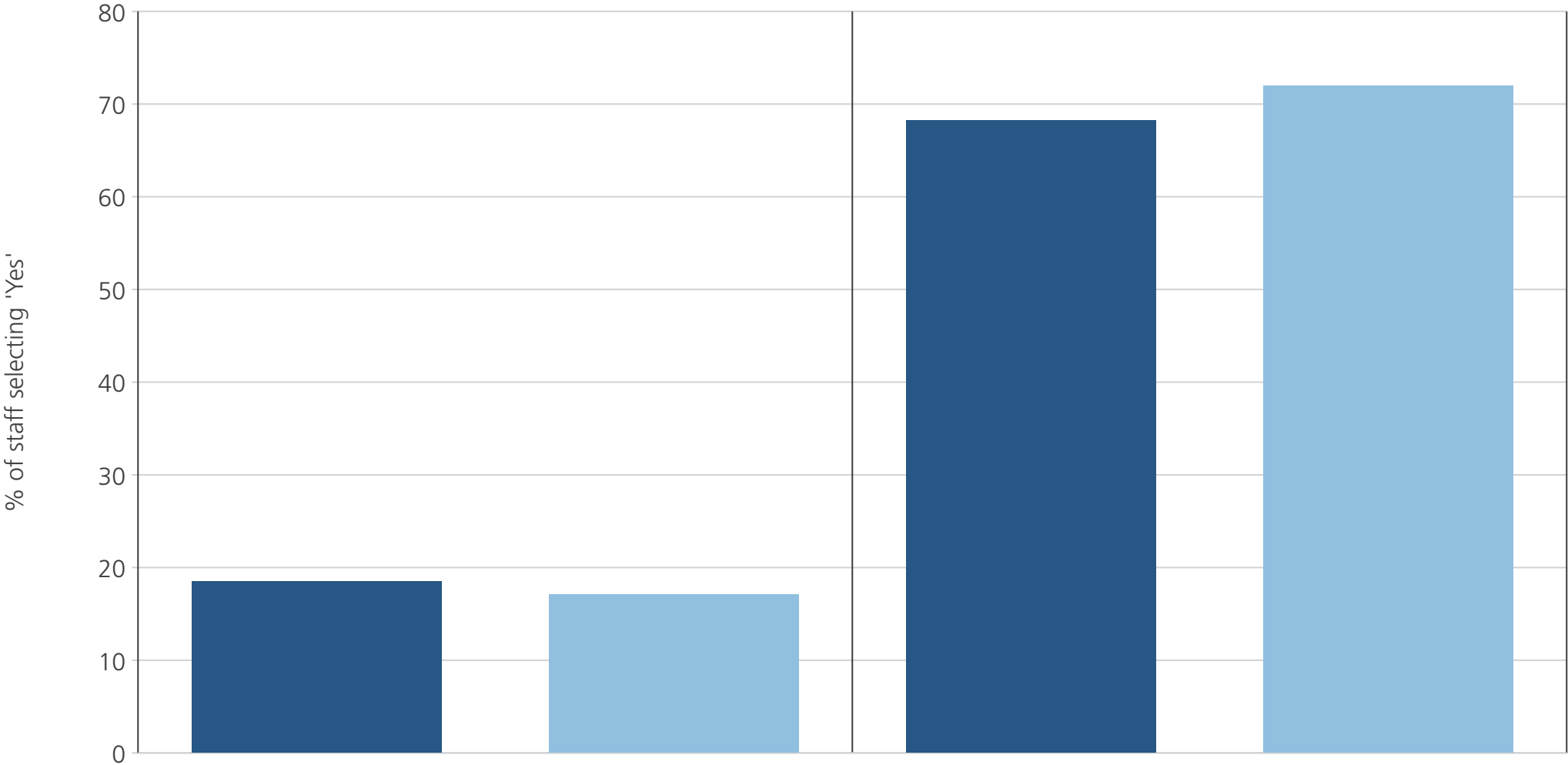


Your org	93.0%	0.6%	0.7%	0.6%	0.3%	4.8%
Average	90.7%	0.9%	0.7%	0.8%	0.4%	6.2%
No. responses	2,527	2,527	2,527	2,527	2,527	2,527



Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

Has your employer made adequate adjustment(s) to enable you to carry out your work?

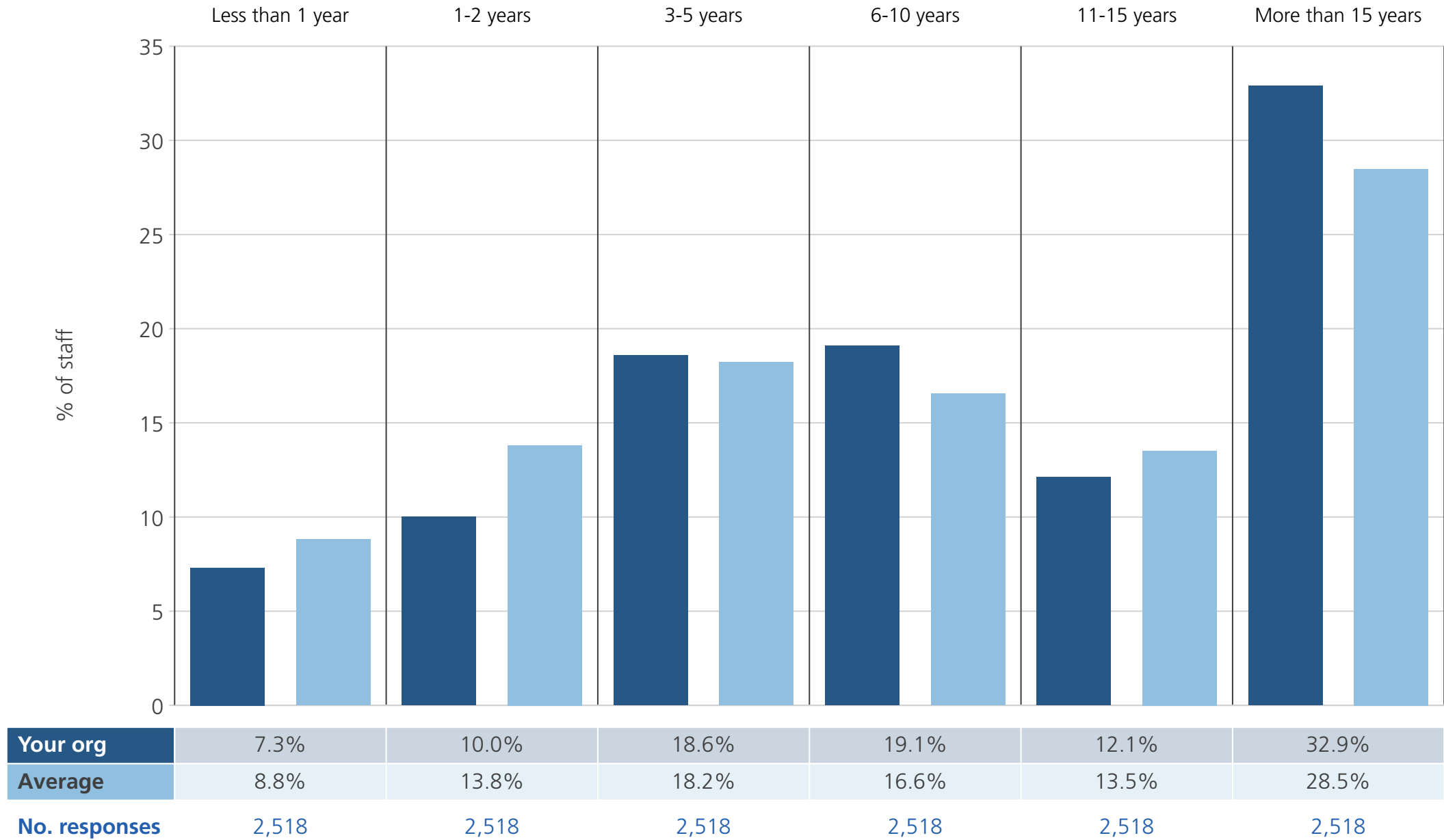


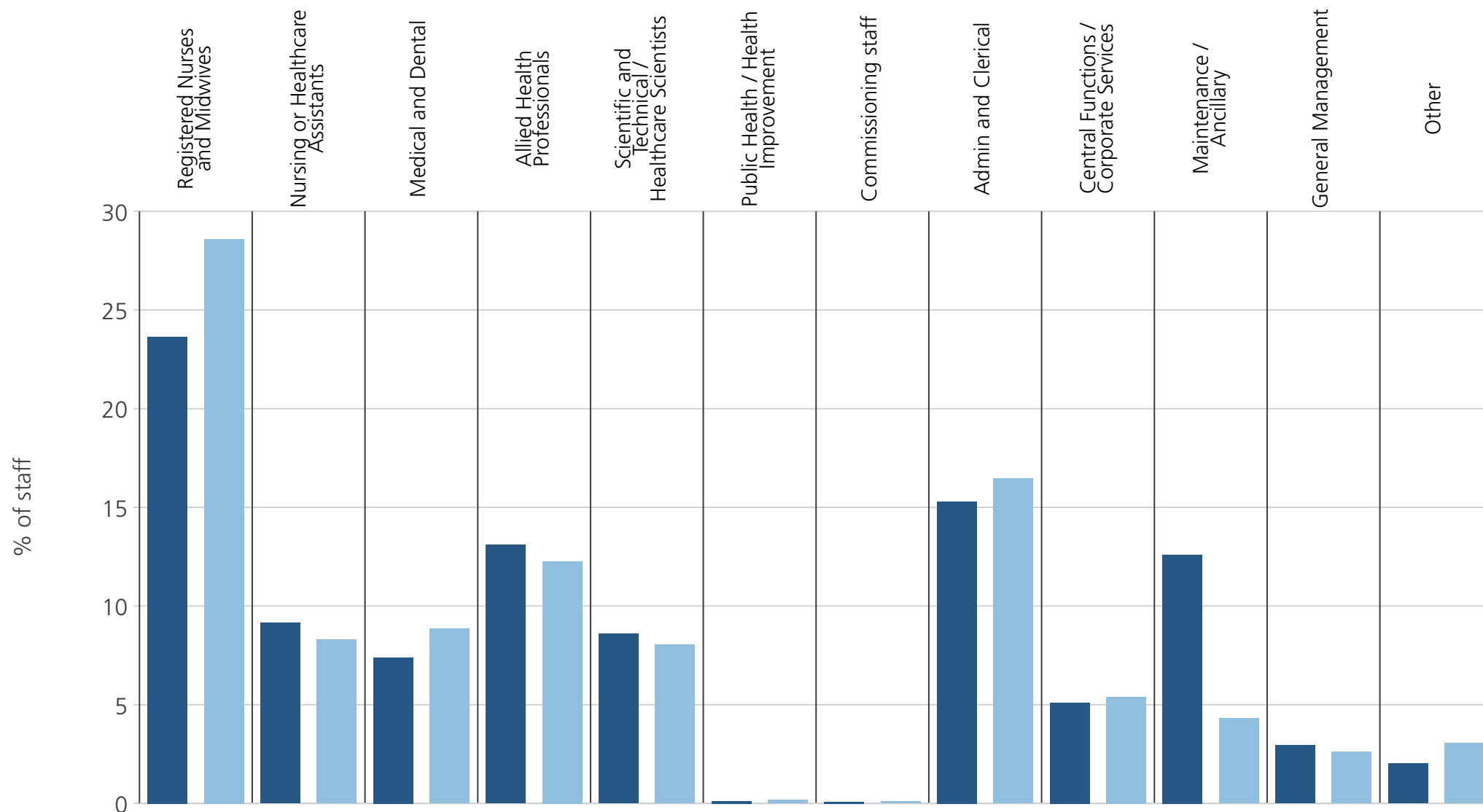
Your org	18.5%	68.2%
Average	17.1%	72.0%

No. responses

2,542

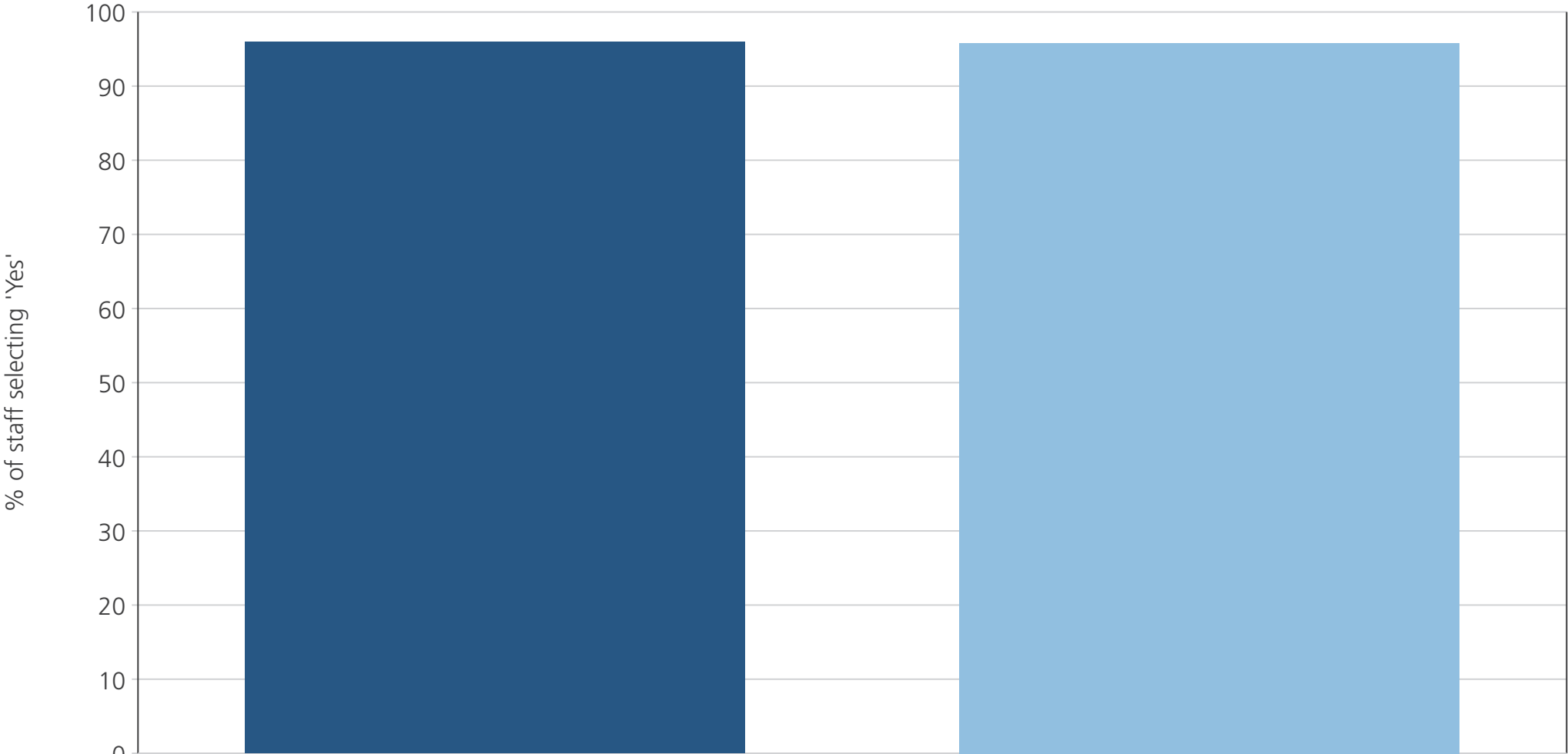
270



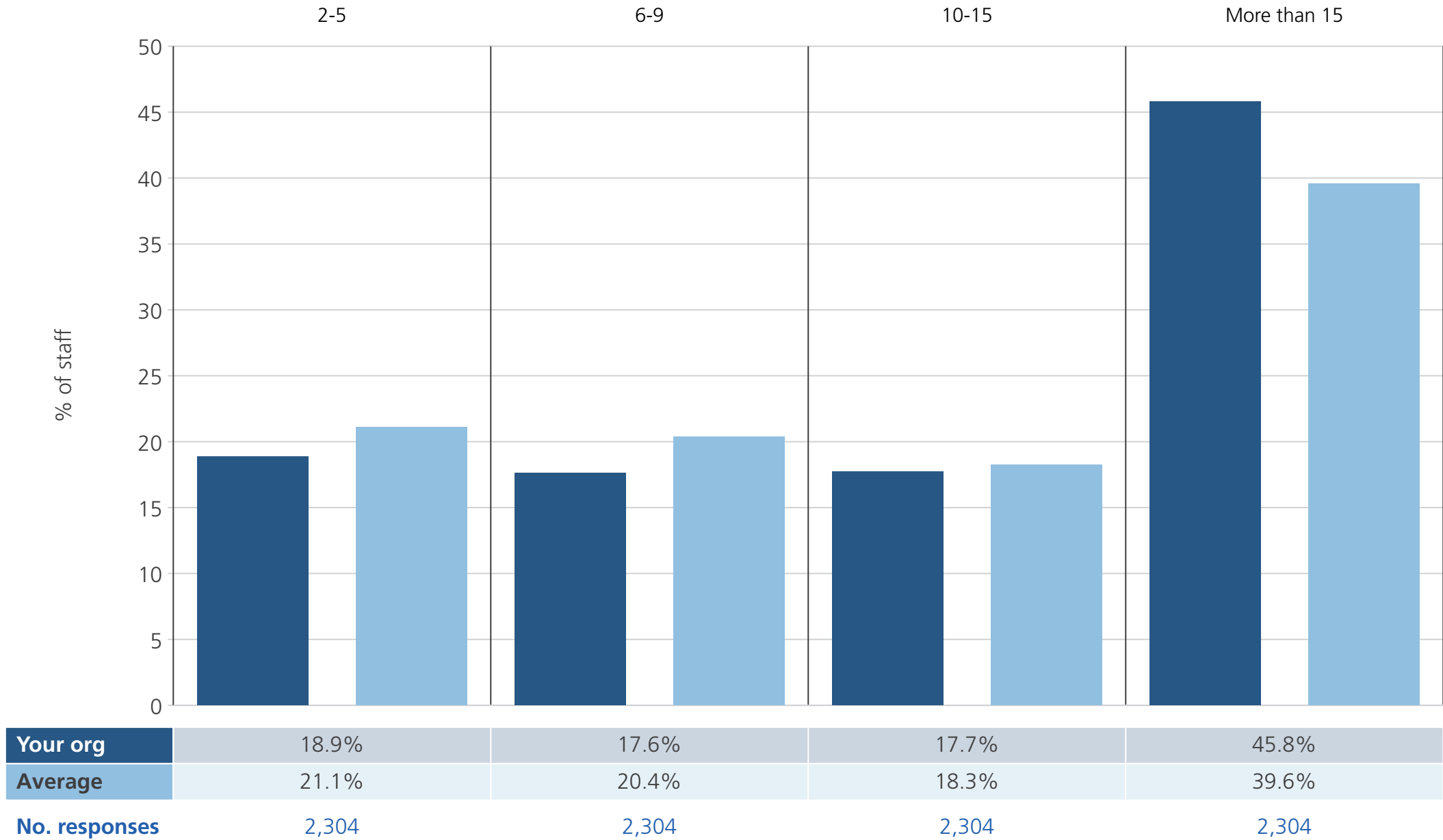


Your org	23.6%	9.2%	7.4%	13.1%	8.6%	0.1%	0.1%	15.3%	5.1%	12.6%	2.9%	2.0%
Average	28.6%	8.3%	8.8%	12.3%	8.0%	0.2%	0.1%	16.5%	5.4%	4.3%	2.6%	3.0%
No. responses	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491	2,491

Do you work in a team?



Your org	95.9%
Average	95.8%
No. responses	2,433

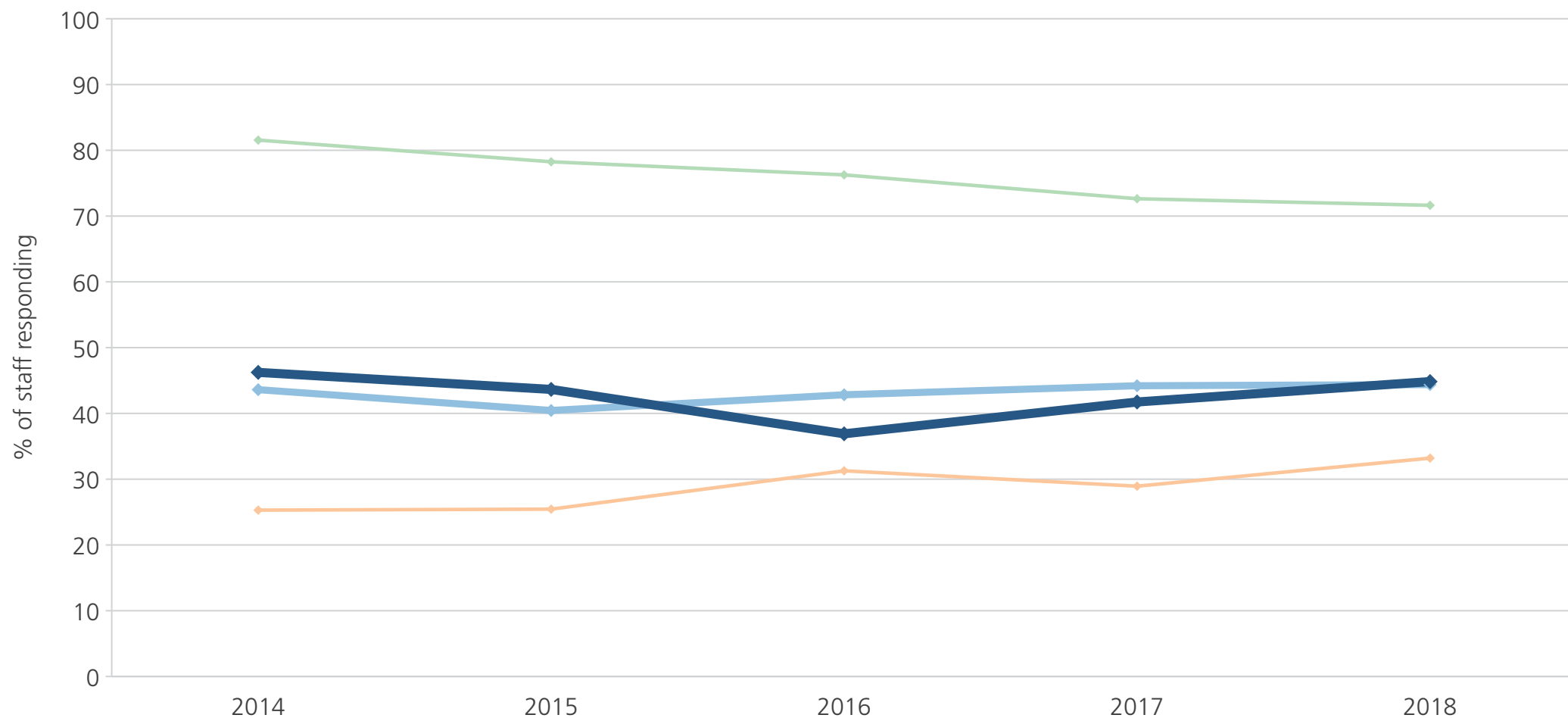


Appendices

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Appendix A: Response rate

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Best	81.5%	78.3%	76.3%	72.6%	71.6%
Your org	46.2%	43.6%	36.9%	41.7%	44.8%
Average	43.6%	40.4%	42.8%	44.2%	44.4%
Worst	25.3%	25.4%	31.3%	28.9%	33.2%

Appendix B: Significance testing - 2017 v 2018 theme results

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The table below presents the results of significance testing conducted on this year's theme scores and those from last year*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: ↑ indicates that the 2018 score is significantly higher than last year's, whereas ↓ indicates that the 2018 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2017 score	2017 respondents	2018 score	2018 respondents	Statistically significant change?
Equality, diversity & inclusion	9.3	2309	9.1	2536	↓
Health & wellbeing	5.9	2338	5.6	2552	↓
Immediate managers	6.8	2336	6.6	2554	Not significant
Morale		0	5.9	2526	N/A
Quality of appraisals	5.4	1950	5.4	2222	Not significant
Quality of care	7.3	1965	7.1	2172	↓
Safe environment - Bullying & harassment	8.1	2300	7.9	2525	↓
Safe environment - Violence	9.5	2304	9.4	2521	↓
Safety culture	6.2	2317	6.0	2537	↓
Staff engagement	6.8	2355	6.6	2556	↓

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

Appendix C: Tips on using your benchmark report

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The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users transitioning from the previous version of the benchmark report and those who are new to the Staff Survey.



Key changes to note

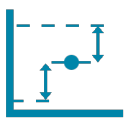
There are a number of differences in this benchmark report compared to the old style of benchmark reports, that was used prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together. **Please note that you cannot directly compare Key Finding results to theme results.**



- A key feature of the new reports is that they **provide organisations with up to 5 years of trend data** across theme and question results. Trend data provides a much **more reliable indication of whether the most recent results represent a change from the norm** for an organisation than comparing the most recent results to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons were drawn solely between the current and previous year.



- **Question results are now benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. This benchmarking has been extended to the trend data that is available so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

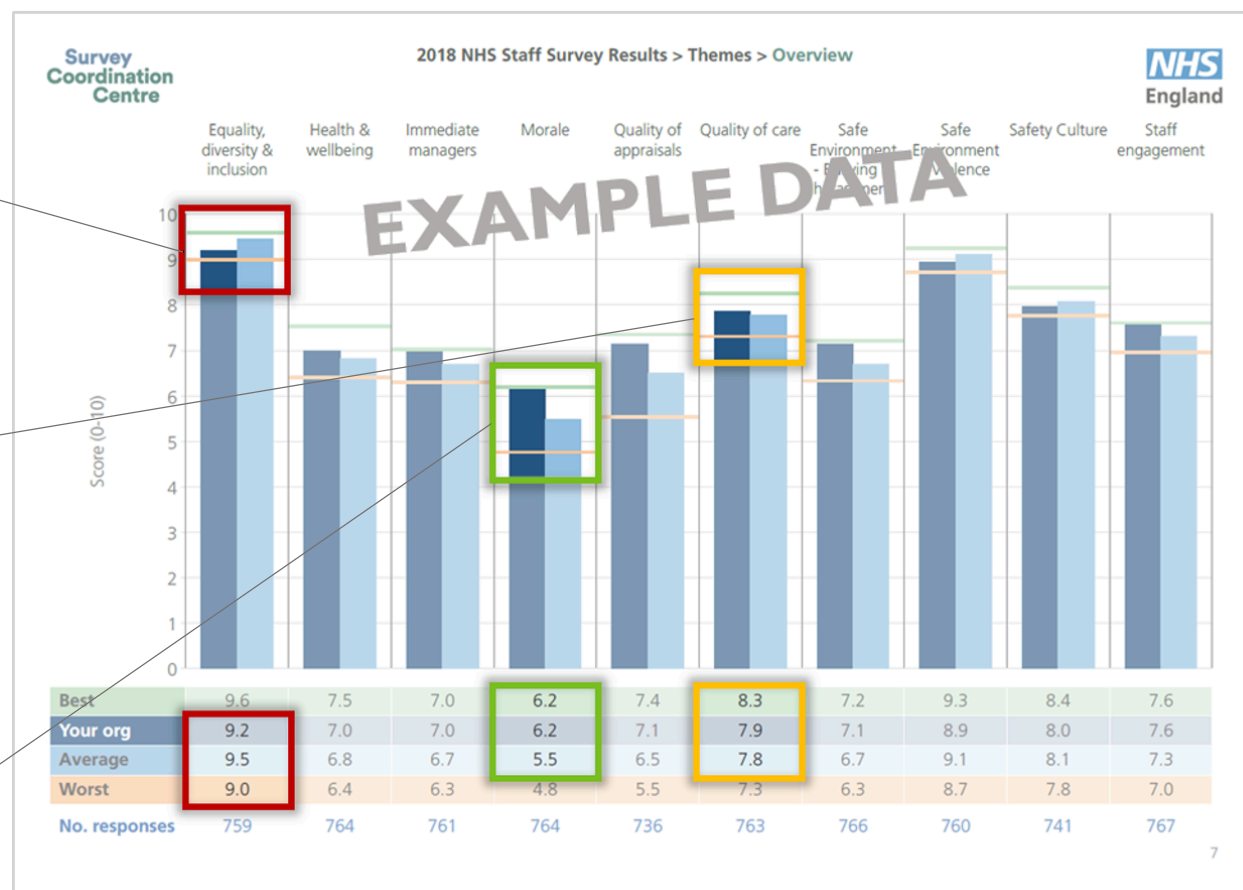
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.
- Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.

Positive outcomes

- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

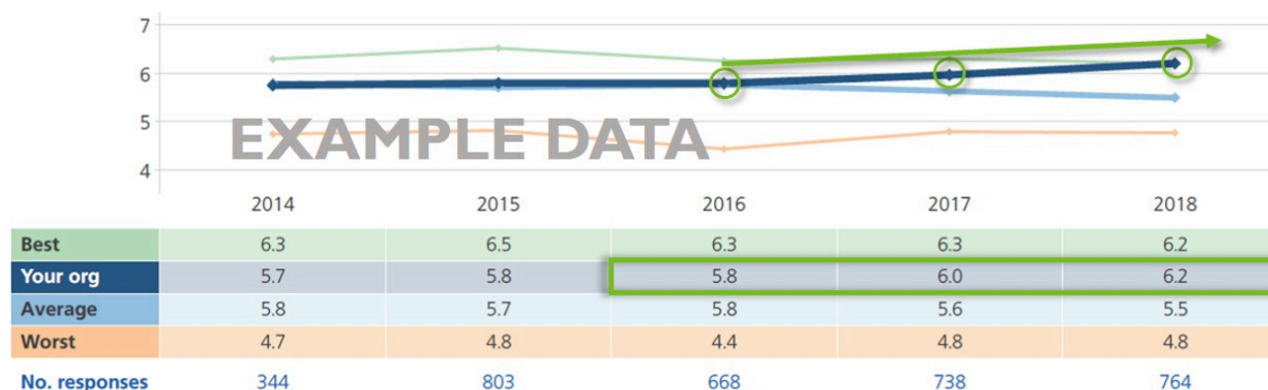


Only one example is highlighted for each point

- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

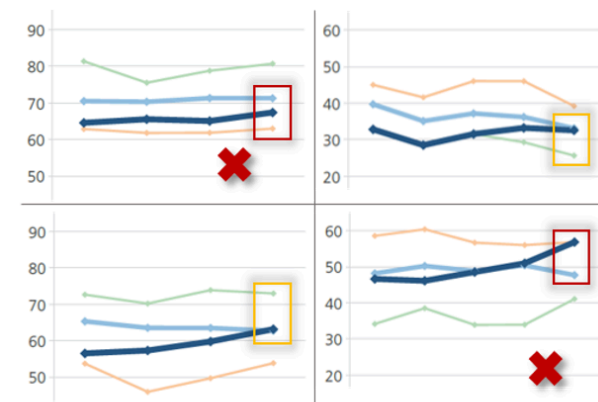


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation's theme score, you should review the questions feeding into the theme. The **'Detailed information'** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the 'Question results' section. By comparing 'Your org' scores to the benchmarking group 'Average', 'Best' and 'Worst' scores for each question, the **questions which are driving your organisation's theme results can be identified**.

For themes where results need improvement, action plans can be formulated to **focus on the areas where the organisation's results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



✗ = Negative driver, org result falls between average & worst benchmarking group result for question

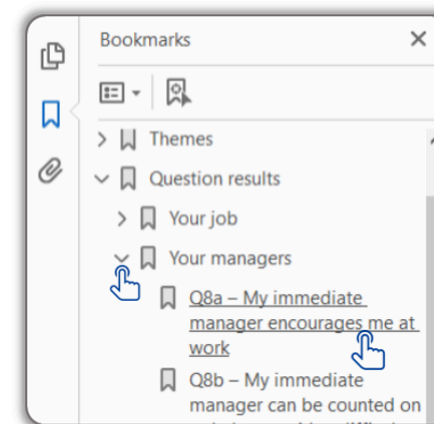
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 110 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

➤ Pre-defined questions of interest – key questions for your organisation

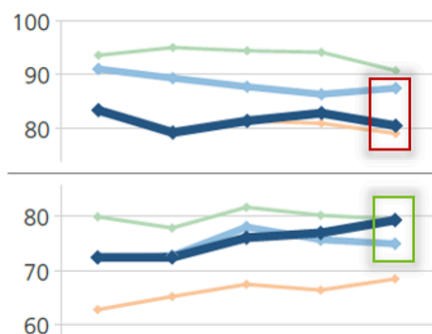
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



➤ Identifying questions of interest based on the results in this report

The methods recommended to review your theme results can also be applied to pick out question level results of interest. However, **unlike themes where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).





- **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.
- **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

Appendix D: Additional reporting outputs




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Below are links to other key reporting outputs which complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.

Supporting documents

-  **Basic Guide:** Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **Technical Document:** Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, theme/KF calculations, historical comparability of organisations and questions in the survey.

Other local results

-  **Key Finding results spreadsheet:** Response rate & KF results for every organisation (2017 & 2018). The results are compared and the difference between years is tested for statistical significance.
-  **Local Breakdowns:** Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **Directorate Reports:** Reports containing theme results split by directorate (locality) for The Shrewsbury and Telford Hospital NHS Trust.

National results

-  **National Trend Data** and **National Breakdowns:** Dashboards containing national results – data available for five years where possible.