

Q	2017 Survey Heatmap	KHFT results 2016	KHFT results 2017	Compared to Last year		Picker Acute Trust average 2017	Compared to Other Picker Acute Trusts 2017	
	Response rate %	51.1	52.8			45.5		
20f	Appraisal/review: training, learning or development needs identified	68%	74%	6%	↑	66%	8%	↑
20a	Had appraisal review in last 12 months	84%	89%	5%	↑	86%	3%	↑
15d	Last experience of harassment/bullying/abuse reported	42%	47%	5%	↑	44%	3%	↑
20c	Clear work objectives definitely agreed during appraisal	36%	39%	3%	↑	34%	5%	↑
14d	Last experience of physical violence reported	61%	64%	3%	↑	66%	-2%	↓
20e	Appraisal/review: organisation values definitely discussed	39%	42%	3%	↑	33%	9%	↑
9a	Organisation definitely takes positive action on health and well-being	34%	37%	3%	↑	32%	5%	↑
21c	Would recommend the organisation as place to work	69%	71%	2%	↑	60%	11%	↑
12d	Staff given feedback about changes made in response to reporting errors	63%	65%	2%	↑	57%	8%	↑
7c	Immediate manager gives clear feedback on my work	65%	67%	2%	↑	60%	7%	↑
21b	Organisation acts on concerns raised by patients/service users	78%	80%	2%	↑	73%	7%	↑
7d	Immediate manager asks for my opinion before making decisions that affect my work	59%	61%	2%	↑	54%	7%	↑
7b	Immediate manager can be counted upon to help with a difficult tasks	74%	76%	2%	↑	70%	6%	↑
21d	If a friend or relative needed treatment Would be happy with the standard of care provided by the organisation	75%	77%	2%	↑	71%	6%	↑
2a	Often/always look forward to going to work	61%	63%	2%	↑	58%	5%	↑
20b	Appraisal/review definitely helped me improve how I do my job	26%	28%	2%	↑	23%	5%	↑
7f	Immediate manager takes a positive interest in my health and wellbeing	69%	71%	2%	↑	66%	5%	↑
5d	Satisfied with amount of responsibility given	75%	77%	2%	↑	73%	4%	↑
20d	Appraisal/review: definitely left feeling work is valued	31%	33%	2%	↑	29%	4%	↑
7g	Immediate manager values my work	72%	74%	2%	↑	71%	3%	↑
2b	often/always enthusiastic about my job	74%	76%	2%	↑	74%	2%	↑
7e	Immediate manager supportive in a personal crisis	73%	75%	2%	↑	73%	2%	↑
18a	Had any training, learning or development in the last 12 months	70%	72%	2%	↑	72%	0%	→
19	Had Mandatory training in the last 12 months	94%	96%	2%	↑	96%	0%	→
11b	In the last month, have not seen any errors or near misses that could have hurt patients	70%	72%	2%	↑	73%	-1%	↓

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8d	Senior managers act on staff feedback	40%	42%	2%	↑	32%	10%	↑
5b	Satisfied with support from immediate manager	68%	70%	2%	↑	67%	3%	↑
8b	Communication between senior management and staff is effective	51%	52%	1%	↑	40%	12%	↑
5f	Satisfied with the extent organisation values my work	50%	51%	1%	↑	43%	8%	↑
4c	Involved in deciding on changes introduced that affect my work	59%	60%	1%	↑	52%	8%	↑
4g	Enough staff at organisation for me to do my job properly	37%	38%	1%	↑	31%	7%	↑
21a	Care of patients/ service users is organisation's top priority	82%	83%	1%	↑	76%	7%	↑
4d	Able to make improvements happen in my area of work	61%	62%	1%	↑	56%	6%	↑
4f	Have adequate materials, supplies and equipment to do my work	58%	59%	1%	↑	53%	6%	↑
6c	Able to provide care I aspire to	72%	73%	1%	↑	67%	6%	↑
6a	Satisfied with the quality of care I give to patient/service users	84%	85%	1%	↑	81%	4%	↑
3c	Able to do my job to a standard I am pleased with	82%	83%	1%	↑	80%	3%	↑
9d	In the last three months have not come to work when not feeling well enough to perform your duties	42%	43%	1%	↑	41%	2%	↑
18c	Training helped me to stay up to date with professional requirements	88%	89%	1%	↑	87%	2%	↑
15c	not experienced harassment, bullying or abuse from colleagues	80%	81%	1%	↑	81%	0%	→
10c	don't work any additional unpaid hours per week for this organisation, over and above contracted hours	36%	37%	1%	↑	43%	-6%	↓
22c	Feedback from patients/service users is used to make informed decisions within my directorate /department.	67%	67%	0%	→	58%	9%	↑
4i	Team members often meets to discuss the team effectiveness	66%	66%	0%	→	58%	8%	↑
22b	Receive regular updates on patient/service user feedback in my directorate/department	69%	69%	0%	→	62%	7%	↑
5a	Satisfied with the recognition for good work	57%	57%	0%	→	52%	5%	↑
7a	Immediate manager encourages teamwork	77%	77%	0%	→	73%	4%	↑
4e	Able to meet the conflicting demands on my time	50%	50%	0%	→	46%	4%	↑
2c	Time often/always passes quickly at work	79%	79%	0%	→	76%	3%	↑
6b	Feel that my role makes a difference to patients/service users	92%	92%	0%	→	90%	2%	↑
18d	Training helped me to deliver a better patient/service user experience	85%	85%	0%	→	83%	2%	↑

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9c	Not felt unwell due to work related stress in last 12 months	62%	62%	0% →	62%	0% →
13a	Know how to report unsafe clinical practice	95%	95%	0% →	95%	0% →
14b	not experienced physical violence from managers	99%	99%	0% →	99%	0% →
9e	Not felt pressure from manager to come to work when not feeling well enough	72%	72%	0% →	73%	-1% ↓
15b	not experienced harassment, bullying or abuse from managers	86%	86%	0% →	87%	-1% ↓
16	Organisation acts fairly: career progression	83%	83%	0% →	84%	-1% ↓
9b	In the last 12 months have not experienced musculoskeletal (MSK) problems as a result of work activities	71%	71%	0% →	74%	-3% ↓
3b	Feel trusted to do my job	94%	93%	-1% ↓	92%	1% ↑
11a	In the last month, have not seen any errors or near misses that could have hurt staff	82%	81%	-1% ↓	83%	-2% ↓
8c	Senior managers try to involve staff in important decisions	44%	43%	-1% ↓	34%	9% ↑
4h	Team members have a set of shared Objectives	78%	77%	-1% ↓	72%	5% ↑
13c	Would feel confident that the organisation would address concerns about unsafe practice	63%	62%	-1% ↓	57%	5% ↑
12c	Organisation takes action to errors are not repeated	74%	73%	-1% ↓	69%	4% ↑
13b	Would feel secure raising concerns about unsafe clinical practice	75%	74%	-1% ↓	70%	4% ↑
8a	I know who senior managers are?	87%	86%	-1% ↓	83%	3% ↑
4j	Team members have to communicate closely with each other to achieve the team objectives	81%	80%	-1% ↓	78%	2% ↑
5e	Satisfied with opportunities to use skills	74%	73%	-1% ↓	71%	2% ↑
5c	Satisfied with support from colleagues	83%	82%	-1% ↓	80%	2% ↑
11c	Last error/near miss/incident seen that could hurt staff and/or patients/service users reported	96%	95%	-1% ↓	94%	1% ↑
18b	Training helped me do my job more effectively	86%	85%	-1% ↓	84%	1% ↑
9g	not out myself under pressure to come to work when not feeling well enough	10%	9%	-1% ↓	8%	1% ↑
12b	Organisation encourages reporting errors	88%	87%	-1% ↓	87%	0% →
14c	not experienced physical violence from colleagues	99%	98%	-1% ↓	98%	0% →
17b	not experienced discrimination from manager/team leader or other colleagues	91%	90%	-1% ↓	91%	-1% ↓
22a	Patient/Service user feedback collected within directorate/department	88%	87%	-1% ↓	89%	-2% ↓

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17a	not experienced discrimination from patients/service users, their relatives or other members of the public	91%	90%	-1%	↓	93%	-3%	↓
27b	Disability: organisation made adequate adjustment(s) to enable me to carry out work	67%	66%	-1%	↓	72%	-6%	↓
15a	Not experienced harassment, bullying or abuse from patients/service users their relatives or member of the public	70%	68%	-2%	↓	73%	-5%	↓
12a	Organisation treats staff who are involved in errors fairly	63%	61%	-2%	↓	55%	6%	↑
4a	Opportunities for me to show initiative in my role	79%	76%	-3%	↓	72%	4%	↑
4b	Able to make suggestions to improve the work of my team/dept.	79%	76%	-3%	↓	74%	2%	↑
5h	Satisfied with opportunities for flexible working patterns	55%	52%	-3%	↓	51%	1%	↑
14a	Not experienced physical violence from patient/service users, their relatives or other members of the public	88%	85%	-3%	↓	85%	0%	→
3a	Always know what my work responsibilities are	89%	86%	-3%	↓	88%	-2%	↓
9f	Not felt pressure from colleagues to come to work when not feeling well enough	80%	77%	-3%	↓	79%	-2%	↓
10b	don't work any additional paid hours per week for this organisation, over and above contracted hours	66%	63%	-3%	↓	65%	-2%	↓
20g	Supported by manager to receive training, learning or development definitely identified in appraisal	50%	46%	-4%	↓	50%	-4%	↓
5g	Satisfied with level of pay	32%	27%	-5%	↓	31%	-4%	↓