

Question No	Question	Answers	2009 %	2010 %	2011 %	2012 %	2013 %	Change 2012 to 2013	Trend plot	Difference to peers 2013	Peer group average score 2013	Trust initial RAG	Comments
YOUR PERSONAL DEVELOPMENT													
1	Have you had any training learning or development in the following areas?												
1a	Health and safety	Yes in last 12 months	70	90	90	88	79	↓		3	76	Yellow	Some drop off in training reported but still generally comparable to peers
1b	Equality and diversity	Yes in last 12 months	17	48	53	67	63	↓		3	60	Green	
1c	Handling conflict and aggression	Yes in last 12 months	12	36	29	42	43	↑		5	38	Green	
1d	Infection control	Yes in last 12 months	62	80	83	83	77	↓		0	77	Yellow	
1e	Confidentiality	Yes in last 12 months	27	42	71	81	76	↓		3	79	Yellow	
1f	User experience	Yes in last 12 months		22	28	56	56	→		6	50	Green	
1g	Other training	Yes in last 12 months				73	76	↑		0	76	Green	
2	My training or development has helped me:												
2a	to do my job more effectively	Agree	73	61	63	69	69	→		1	68	Green	
2b	to stay up to date with professional requirements	Agree	72	67	67	78	76	↓		1	75	Green	
2c	to deliver a better patient experience	Agree				65	67	↑		2	65	Green	
3a	Have you had an appraisal/PDR?	Yes	71	88	88	91	89	↓		4	85	Green	
3b	Did appraisal/PDR help improve how you do your job?	Yes	58	53	54	54	56	↑		2	54	Green	
3c	Did appraisal/PDR leave you with clear objectives?	Yes	83	80	78	76	77	↑		1	76	Green	
3d	Did appraisal/PDR leave you feeling valued?	Yes	53	54	52	61	62	↑		1	63	Green	
3e	Did appraisal/PDR identify development needs?	Yes				74	72	↓		1	71	Green	
3f	Did manager support development needs being met?	Yes				85	84	↓		3	87	Red	Our managers appear less supportive than in other Trusts
YOUR JOB													
4a	Do you work in a team?	Yes	91	94	95	96	97	↑		1	96	Green	
4b	Team members have a set of shared objectives?	Agree		75	70	80	76	↓		2	78	Red	Team working scores have fallen - perhaps reflects re-structuring to service lines?
4c	Team members meet to discuss effectiveness?	Agree		59	55	63	61	↓		2	59	Yellow	
4d	Team members communicate closely?	Agree		74	75	81	77	↓		3	80	Red	
5a	Look forward to going to work?	Often/always	51	52	47	52	50	↓		4	54	Red	Motivation and enthusiasm is down although wellbeing is up (see 14 and 15)
5b	I am enthusiastic about my job?	Often/always	68	65	63	68	68	→		2	70	Red	
5c	Time passes quickly at work?	Often/always	81	76	75	78	76	↓		0	76	Green	
6a	I have clear planned goals and objectives?	Agree	68	75	69	79	78	↓		2	76	Green	
6b	I always know what my work responsibilities are?	Agree	82	82	81	90	90	→		3	87	Green	
6c	I am trusted to do my job?	Agree	88	91	89	93	93	→		1	92	Green	
6d	I am able to do my job to a standard I am pleased with?	Agree	56	58	56	81	77	↓		3	80	Yellow	
7a	There are frequent opportunities to use initiative?	Agree	61	63	59	75	71	↓		1	70	Yellow	
7b	I am able to make suggestions for improvement?	Agree	65	70	67	75	78	↑		5	73	Green	
7c	I am involved in decisions affecting my work or team?	Agree	47	49	46	58	55	↓		3	52	Yellow	
7d	I am able to make improvements happen in my area?	Agree	50	56	48	59	59	→		4	55	Yellow	
7e	I am unable to meet the conflicting demands on my time?	Disagree	45	45	48	43	45	↑		2	43	Green	
7f	I have adequate materials, supplies and equipment?	Agree	53	54	58	61	54	↓		2	56	Red	Staffing and equipment levels identified as an issue by staff
7g	There are enough staff for me to do my job properly?	Agree	21	25	24	30	23	↓		6	29	Red	
8a	How satisfied are you with the recognition you get for good work?	Satisfied	38	42	41	48	49	↑		0	49	Green	
8b	How satisfied are you with support from your immediate manager?	Satisfied	51	52	56	69	65	↓		0	65	Yellow	
8c	How satisfied are you with the freedom to choose your own methods of working?	Satisfied	56	60	56	69	62	↓		3	65	Yellow	
8d	How satisfied are you with support from colleagues?	Satisfied	71	72	73	79	77	↓		1	78	Yellow	
8e	How satisfied are you with level of responsibility given?	Satisfied	70	73	68	77	74	↓		1	75	Yellow	
8f	How satisfied are you with opportunities to use your skills?	Satisfied	67	67	65	75	72	↓		0	72	Yellow	
8g	How satisfied are you with the extent to which the organisation values your work?	Satisfied	26	33	26	40	40	→		2	42	Yellow	
8h	How satisfied are you with pay?	Satisfied	32	33	26	36	30	↓		7	37	Red	
9a	I am satisfied with the quality of care I give?	Agree	86	84	88	74	85	↑		1	84	Green	
9b	I feel that my role makes a difference to patients?	Agree	92	90	90	84	92	↑		1	91	Green	
9c	I am able to deliver the patient care I aspire to?	Agree	67	64	68	56	68	↑		1	69	Green	
YOUR MANAGERS													
10a	My manager encourages teamwork?	Agree	63	69	66	72	68	↓		2	70	Red	Manager scores have fallen (not for senior management's leadership see 11)
10b	My manager can be counted on to help with a difficult task?	Agree	61	63	64	71	65	↓		3	68	Red	Manager support and engagement with staff has fallen - perhaps with changes to SLM?
10c	My manager gives me clear feedback on my work?	Agree	49	50	51	60	59	↓		3	56	Red	
10d	My manager asks for my opinion before making decisions affecting my work?	Agree	48	48	48	54	49	↓		1	50	Red	
10e	My immediate manager is supportive in a personal crisis?	Agree	63	62	72	71	70	↓		1	71	Green	
11a	I know who senior managers are?	Agree	64	70	72	84	82	↓		1	81	Green	
11b	Communication between senior management and staff is effective?	Agree	27	27	24	42	42	→		6	36	Green	
11c	Senior managers try to involve staff in important decisions?	Agree	26	30	23	35	35	→		5	30	Green	
11d	Senior managers act on staff feedback?	Agree	27	29	26	31	31	→		2	29	Green	
11e	Senior managers are committed to patient care?	Agree	48	47	54	55	56	↑		4	52	Green	
YOUR ORGANISATION													
12a	Care of patients is my organisations top priority?	Agree	53	55	67	68	71	↑		3	68	Green	
12b	My organisation acts on concerns raised by patients?	Agree				76	74	↓		3	71	Green	
12c	I would recommend this organisation as a place to work?	Agree	49	49	48	57	59	↑		0	59	Green	
12d	If a friend or relative needed treatment I would be happy with the standard of care?	Agree	58	65	63	65	62	↓		2	64	Yellow	
13a	Hot water, soap and towels are available when needed by staff?	Never/rarely Sometimes Most of the time Often/always	0 3 31 66	1 4 36 57	0 4 38 56	1 7 44 47	0 5 43 48	0 5 43 48	0 5 43 48	0 0 15 16	0 5 28 64	0 5 28 64	

13b	Hot water, soap and towels are available when needed by patients or service users ?	Never/rarely Sometimes Most of the time Often/always	0 2 27 60	0 4 32 53	1 3 31 51	0 5 36 42	0 5 33 47	↑		0 1 8 12	0 4 25 59	Some improvement but still bottom 20% for this
YOUR HEALTH WELLBEING AND SAFETY AT WORK												
14a	In general my job is good for my health	Agree	43	46	40	44	42	↓		0	42	
14b	My immediate manager takes a positive interest in my health and wellbeing?	Agree	44	48	49	55	54	↓		1	55	
14c	My organisation takes positive action on health and wellbeing?	Agree				50	53	↑		9	44	Good relative score on OH&W
15a	In the last three months have you come to work despite not feeling well enough?	Yes	67	73	75	71	71	→		4	67	
15b	Have you felt pressure from your manager to come to work?	Yes	34	33	36	34	30	↓		3	33	
15c	Have you felt pressure from colleagues to come to work?	Yes	27	25	32	26	24	↓		1	25	
15d	Have you put yourself under pressure to come to work?	Yes	88	89	93	92	89	↓		2	91	
16	During the last 12 months have you felt unwell because of stress?	Yes	31	30	33	39	34	↓		2	36	
17a	In the last month have you seen any errors or near misses that could have hurt staff	Yes	22	17	25	22	19	↓		0	19	
17b	In the last month have you seen any errors or near misses that could have hurt patients ?	Yes	33	30	33	34	32	↓		4	28	Trust is rated 'bottom 20%' for this because of a high number of errors being witnessed but this is arguably good and there is a positive score for reporting (17c)
17c	Last time you saw an error or near miss or incident that could have hurts staff or patients did you or a colleague report it?	Yes				93	95	↑		1	94	
18a	My organisation treats staff who are involved in an error or near miss or incident fairly?	Agree	47	45	43	52	49	↓		2	47	
18b	My organisation encourages us to report errors near misses and incidents?	Agree	80	81	82	84	88	↑		2	86	Good evidence of a reporting culture
18c	My organisation treats reports of errors, near misses or incidents confidentially?	Agree	58	61	59	65	69	↑		5	64	
18d	My organisation blames or punishes people who are involved in errors, near misses or incidents?	Agree	10	11	13	11	13	↑		0	13	Some evidence of uncertainty about fairness
18e	When errors, incidents or near misses are reported my organisation takes action to ensure they do not happen again?	Agree	54	51	55	64	61	↓		0	61	Need to improve feedback loop on incidents
18f	We are informed about errors, near misses and incidents that happen?	Agree	32	33	31	41	39	↓		4	43	
18g	We are given feedback about changes made in response to reported incidents, errors and near misses?	Agree	36	35	37	43	41	↓		1	42	
19a	If you were concerned about fraud, malpractice or wrongdoing, would you know how to report it?	Yes		85	86	90	89	↓		0	89	
19b	Would you feel safe raising your concerns?	Yes		74	66	72	70	↓		1	71	
19c	Would you feel confident your organisation would address your concerns?	Yes		50	48	55	56	↑		3	53	
20a	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 ?	Never				88	86	↓		0	86	
20b	In the last 12 months how many times have you personally experienced physical violence at work from managers, team leaders or other colleagues ?	Never				98	99	↑		2	97	
20c	The last time you experienced physical violence at work did you or a colleague report it?	Yes				63	42	↓		25	67	Significantly less reporting than other acute trusts - reflects dementia incidents and associated patient behaviours?
21a	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients relatives or other members of the public ?	Never				71	71	→		0	71	
21b	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers, team leaders or other colleagues ?	Never				75	74	↓		2	76	
21c	The last time you experienced harassment, bullying or abuse at work did you or a colleague report it?	Yes				38	46	↑		1	45	
22	Does your organisation act fairly with regard to career progression, promotion etc regardless of ethnic background, gender, religion, sexual orientation, disability or age?	Yes	86	83	84	86	84	↓		4	88	
23a	In the last 12 months have you personally experienced discrimination at work from patients, their relatives or other members of the public ?	Yes		9	12	5	8	↑		3	5	
23b	In the last 12 months have you personally experienced discrimination at work from managers, team leaders or other colleagues ?	Yes		12	12	8	10	↑		3	7	
23c	% saying they had experienced discrimination on the grounds of:	Ethnicity Gender Religion Sexual orientation Disability Age Other		8 3 1 2 1 3 6	11 3 1 1 2 3 4	7 1 2 0 1 2 3	8 2 0 1 2 1 4	↑ ↑ ↓ ↑ ↑ ↓ ↑		5 0 0 1 1 1 1	3 2 0 0 1 2 3	
Overall engagement score			3.6	3.62	3.61	3.75	3.74	↓		0	3.74	Overall 'average'