2014 National NHS staff survey

Results from University Hospitals Birmingham NHS Foundation Trust

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1. Introduction to this report

This report presents the findings of the 2014 national NHS staff survey conducted in University Hospitals Birmingham NHS Foundation Trust.

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

In sections 3 to 6 of this report, the findings of the questionnaire have been summarised and presented in the form of 29 Key Findings.

These sections of the report have been structured around 4 of the seven pledges to staff in the NHS Constitution which was published in March 2013 (http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution) plus three additional themes:

- Staff Pledge 1: To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- Staff Pledge 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.
- Staff Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety.
- Staff Pledge 4: To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.
- Additional theme: Staff satisfaction
- Additional theme: Equality and diversity
- Additional theme: Patient experience measures

Please note that the NHS pledges were amended in 2014, however the report has been structured around 4 of the pledges which have been maintained since 2009. For more information regarding this please see the “Making Sense of Your Staff Survey Data” document.

As in previous years, there are two types of Key Finding:

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions

- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

Your Organisation

The scores presented below are un-weighted question level scores for questions Q12a - 12d and the un-weighted score for Key Finding 24. The percentages for Q12a – Q12d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

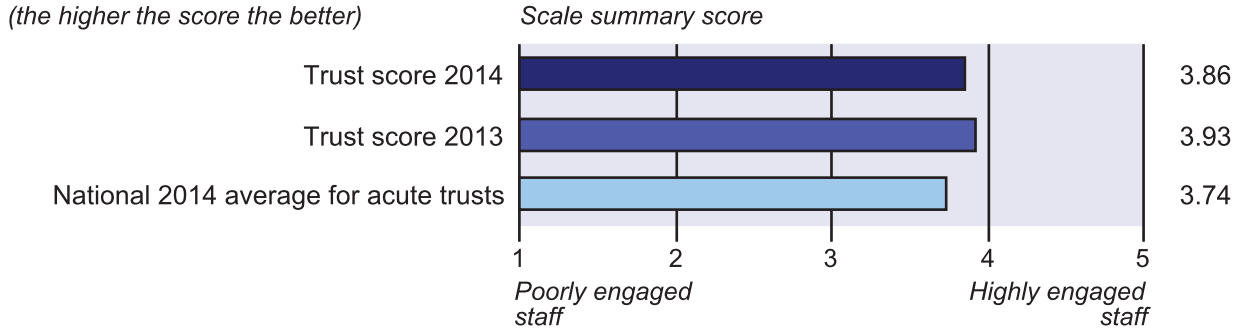
Q12a, Q12c and Q12d feed into Key Finding 24 “Staff recommendation of the trust as a place to work or receive treatment”.

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
Q12a	"Care of patients / service users is my organisation's top priority"	81	70	81
Q12b	"My organisation acts on concerns raised by patients / service users"	81	71	81
Q12c	"I would recommend my organisation as a place to work"	70	58	75
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	82	65	82
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	3.97	3.67	4.04

2. Overall indicator of staff engagement for University Hospitals Birmingham NHS Foundation Trust

The figure below shows how University Hospitals Birmingham NHS Foundation Trust compares with other acute trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.86 was in the highest (best) 20% when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT



This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 22, 24 and 25. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 22); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 24); and the extent to which they feel motivated and engaged with their work (Key Finding 25).

The table below shows how University Hospitals Birmingham NHS Foundation Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a change since the 2013 survey.

	Change since 2013 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	• No change	✓ Highest (best) 20%
KF22. Staff ability to contribute towards improvements at work *(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)*	• No change	✓ Above (better than) average
KF24. Staff recommendation of the trust as a place to work or receive treatment *(the extent to which staff think care of patients/service users is the Trust's top priority, would recommend their Trust to others as a place to work, and would be happy with the standard of care provided by the Trust if a friend or relative needed treatment.)*	• No change	✓ Highest (best) 20%
KF25. Staff motivation at work *(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)*	• No change	✓ Above (better than) average

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

3. Summary of 2014 Key Findings for University Hospitals Birmingham NHS Foundation Trust

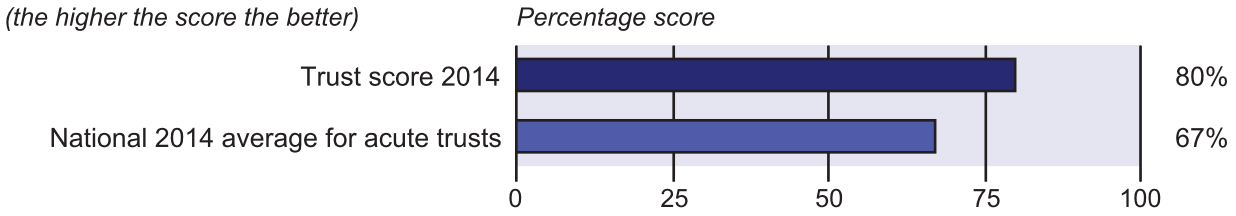
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which University Hospitals Birmingham NHS Foundation Trust compares most favourably with other acute trusts in England.

TOP FIVE RANKING SCORES

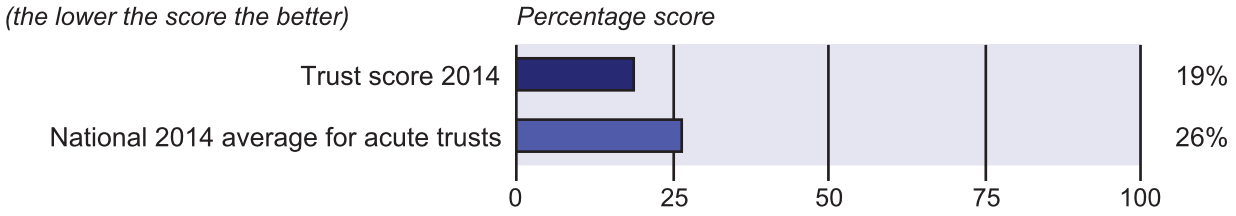
✓KF15. Percentage of staff agreeing that they would feel secure raising concerns about unsafe clinical practice

(the higher the score the better)



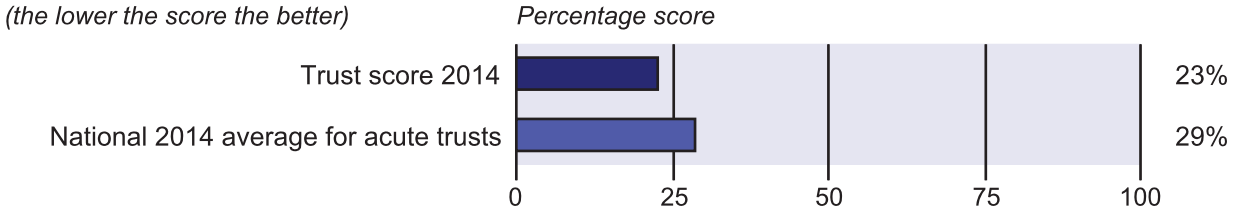
✓KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

(the lower the score the better)



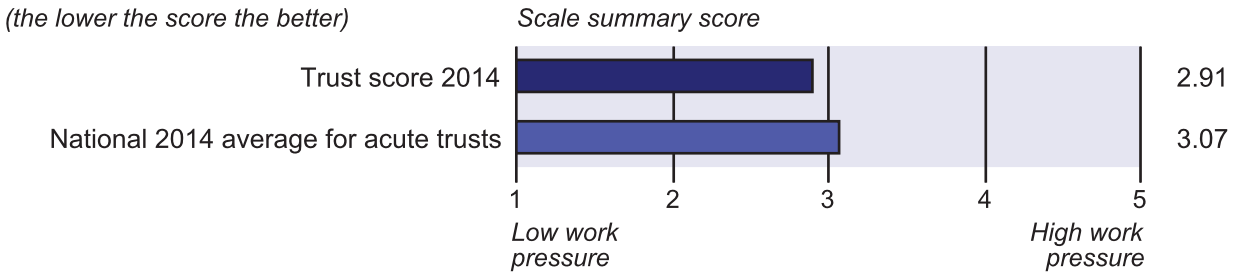
✓KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)

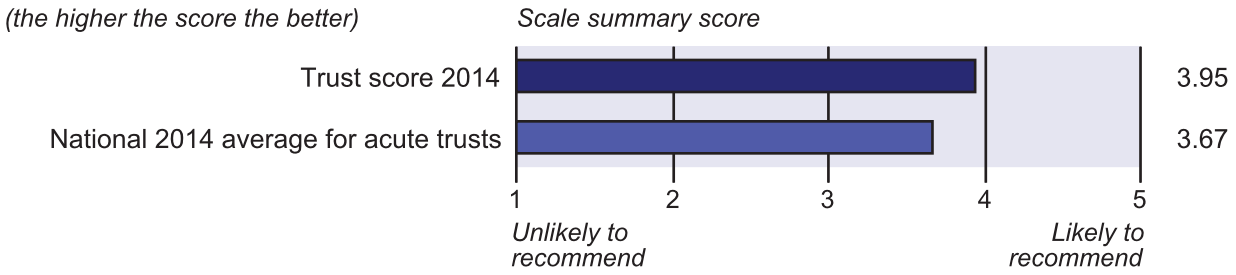


✓KF3. Work pressure felt by staff

(the lower the score the better)



✓KF24. Staff recommendation of the trust as a place to work or receive treatment



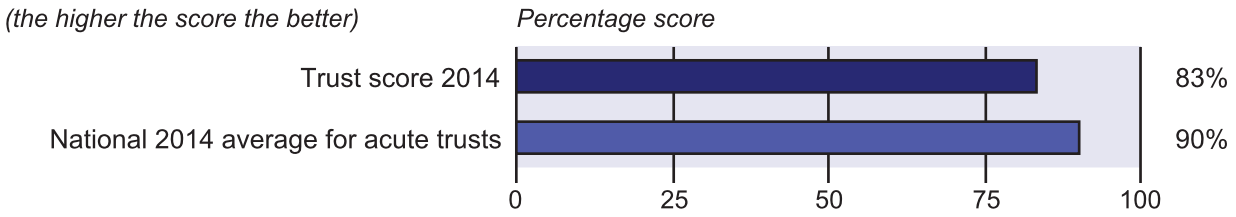
For each of the 29 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 138 (the bottom ranking score). University Hospitals Birmingham NHS Foundation Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document ***Making sense of your staff survey data***.

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

BOTTOM FIVE RANKING SCORES

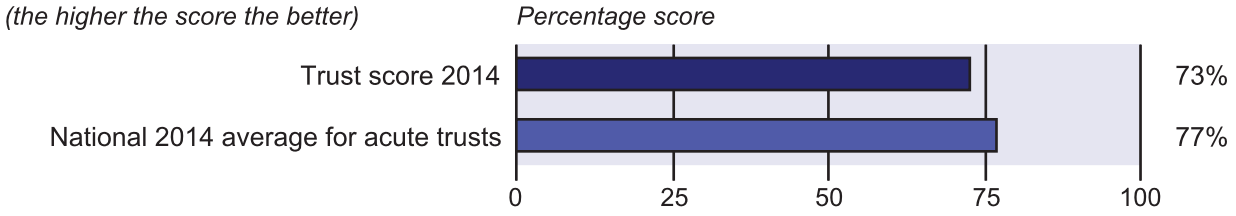
! KF13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



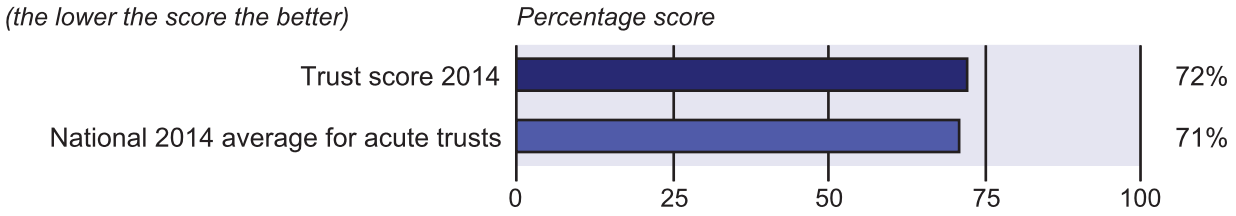
! KF10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



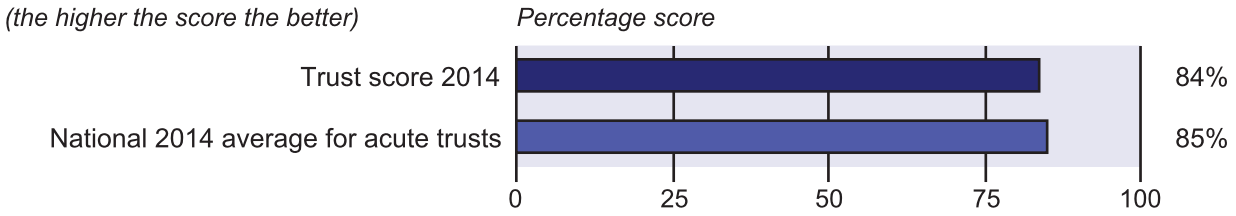
! KF5. Percentage of staff working extra hours

(the lower the score the better)



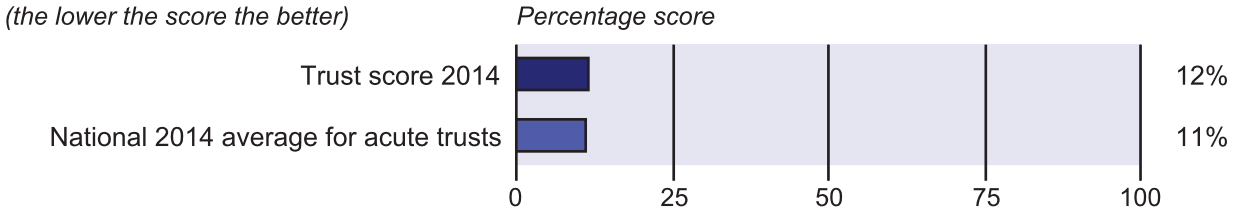
! KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



! KF28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



For each of the 29 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 138 (the bottom ranking score). University Hospitals Birmingham NHS Foundation Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 138. Further details about this can be found in the document ***Making sense of your staff survey data***.

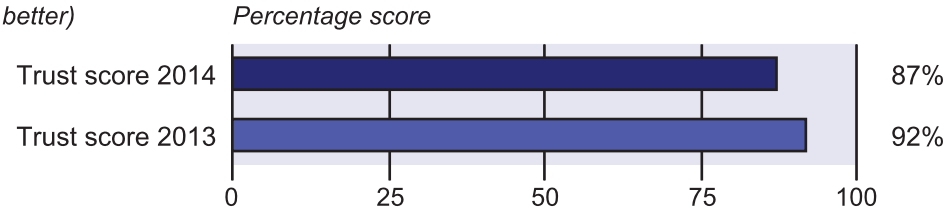
3.2 Largest Local Changes since the 2013 Survey

This page highlights the Key Finding that has deteriorated at University Hospitals Birmingham NHS Foundation Trust since the 2013 survey. It is suggested that this might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED

! KF27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



3.3. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

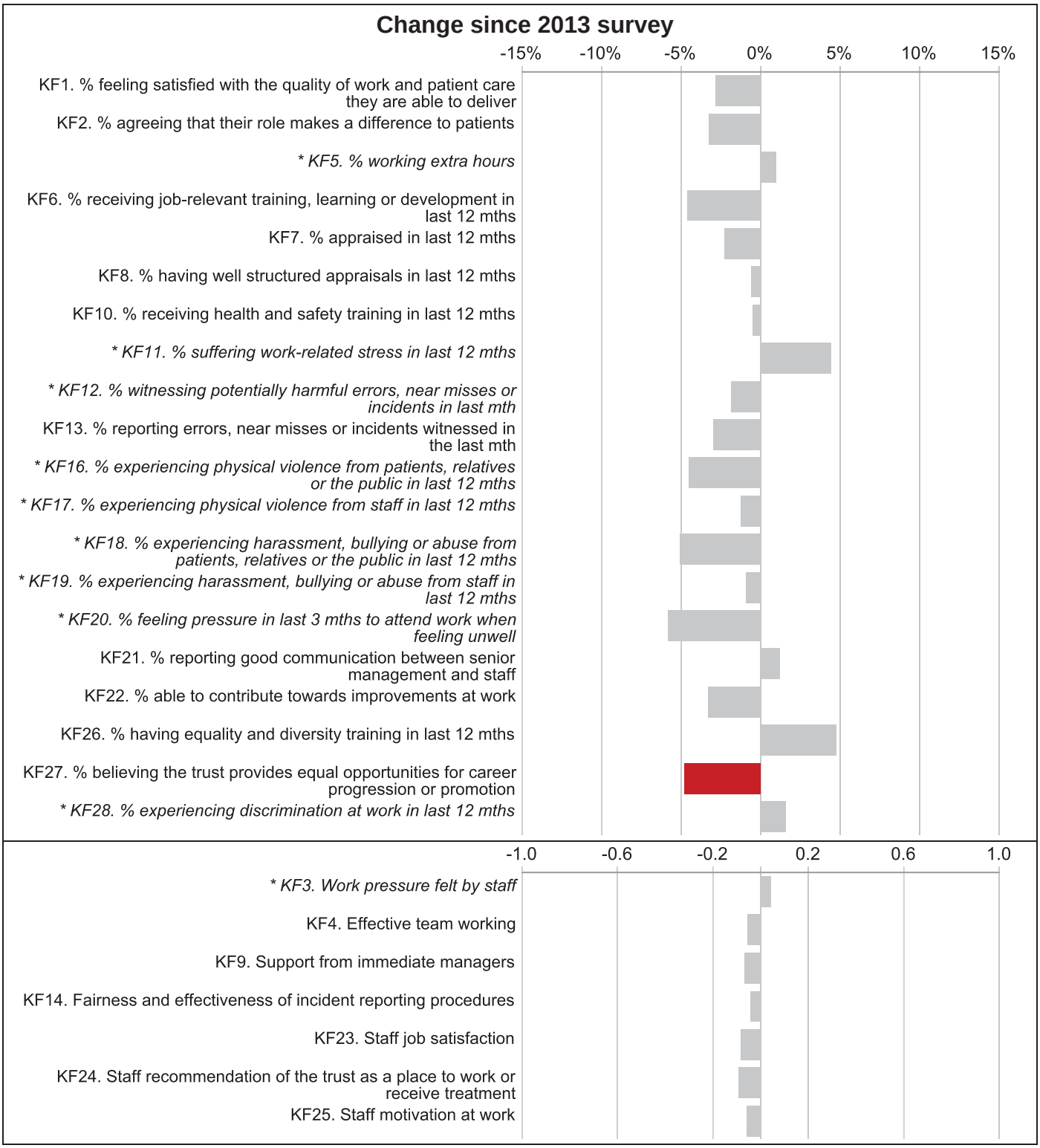
KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2013 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2013 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2013 survey.

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



3.3. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

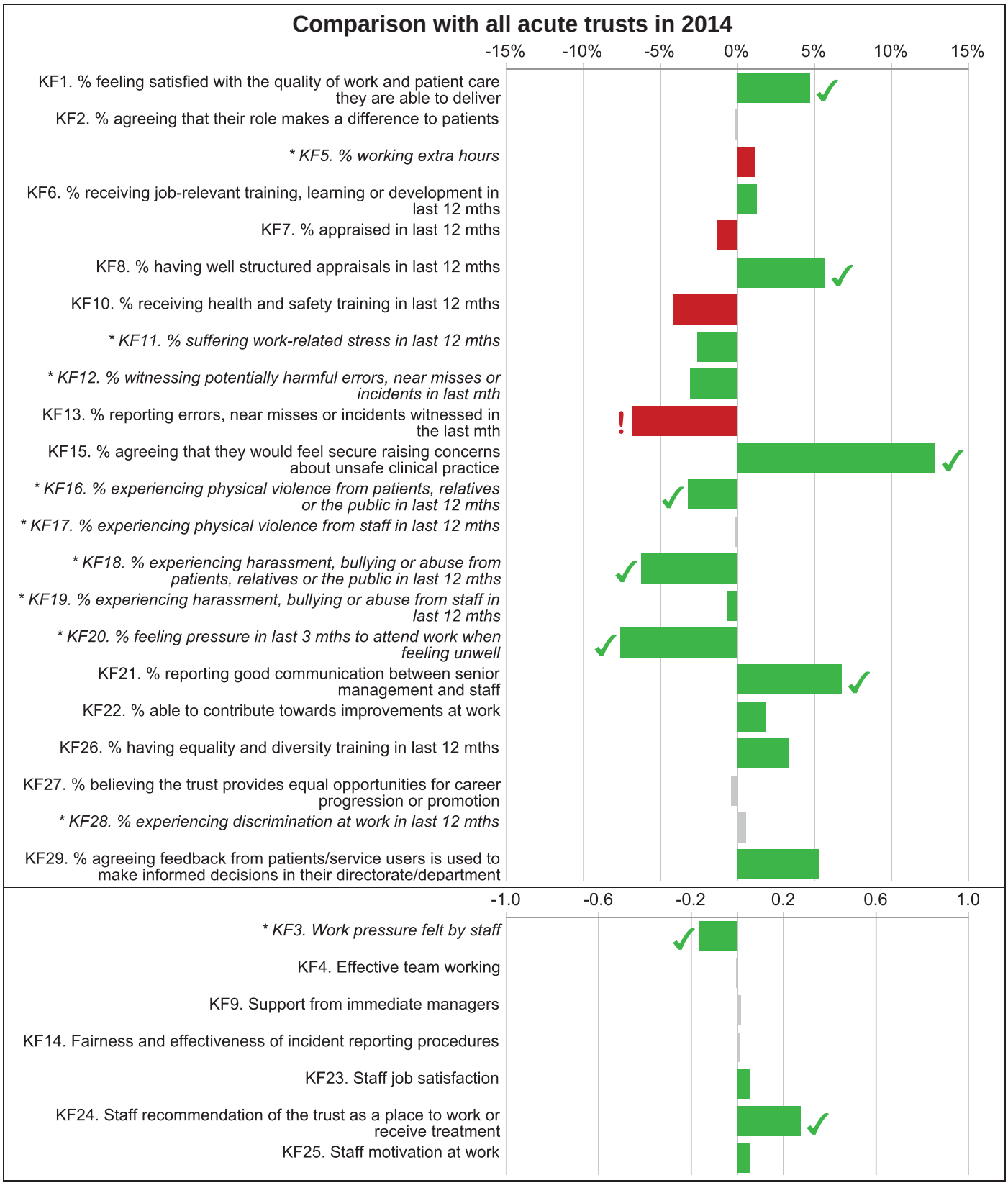
KEY

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

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

Grey = Average.

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



3.4. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2013.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2013.

'Change since 2013 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2013 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2013 score are not possible.

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

	Change since 2013 survey	Ranking, compared with all acute trusts in 2014
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	• No change	✓ Highest (best) 20%
KF2. % agreeing that their role makes a difference to patients	• No change	• Average
* *KF3. Work pressure felt by staff*	• No change	✓ Lowest (best) 20%
KF4. Effective team working	• No change	• Average
* *KF5. % working extra hours*	• No change	! Above (worse than) average
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.		
KF6. % receiving job-relevant training, learning or development in last 12 mths	• No change	✓ Above (better than) average
KF7. % appraised in last 12 mths	• No change	! Below (worse than) average
KF8. % having well structured appraisals in last 12 mths	• No change	✓ Highest (best) 20%
KF9. Support from immediate managers	• No change	• Average
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Occupational health and safety		
KF10. % receiving health and safety training in last 12 mths	• No change	! Below (worse than) average
* *KF11. % suffering work-related stress in last 12 mths*	• No change	✓ Below (better than) average
Errors and incidents		
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	• No change	✓ Below (better than) average
KF13. % reporting errors, near misses or incidents witnessed in the last mth	• No change	! Lowest (worst) 20%
KF14. Fairness and effectiveness of incident reporting procedures	• No change	• Average
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	--	✓ Highest (best) 20%

3.4. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust (cont)

	Change since 2013 survey	Ranking, compared with all acute trusts in 2014
Violence and harassment		
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	• No change	✓ Lowest (best) 20%
* *KF17. % experiencing physical violence from staff in last 12 mths*	• No change	• Average
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	• No change	✓ Lowest (best) 20%
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	• No change	✓ Below (better than) average
Health and well-being		
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	• No change	✓ Lowest (best) 20%
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF21. % reporting good communication between senior management and staff	• No change	✓ Highest (best) 20%
KF22. % able to contribute towards improvements at work	• No change	✓ Above (better than) average
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	• No change	✓ Above (better than) average
KF24. Staff recommendation of the trust as a place to work or receive treatment	• No change	✓ Highest (best) 20%
KF25. Staff motivation at work	• No change	✓ Above (better than) average
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	• No change	✓ Above (better than) average
KF27. % believing the trust provides equal opportunities for career progression or promotion	! Decrease (worse than 13)	• Average
* *KF28. % experiencing discrimination at work in last 12 mths*	• No change	• Average
ADDITIONAL THEME: Patient experience measures		
Patient/Service user experience Feedback		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	--	✓ Above (better than) average

4. Key Findings for University Hospitals Birmingham NHS Foundation Trust

467 staff at University Hospitals Birmingham NHS Foundation Trust took part in this survey. This is a response rate of 56%[1] which is in the highest 20% of acute trusts in England, and compares with a response rate of 60% in this trust in the 2013 survey.

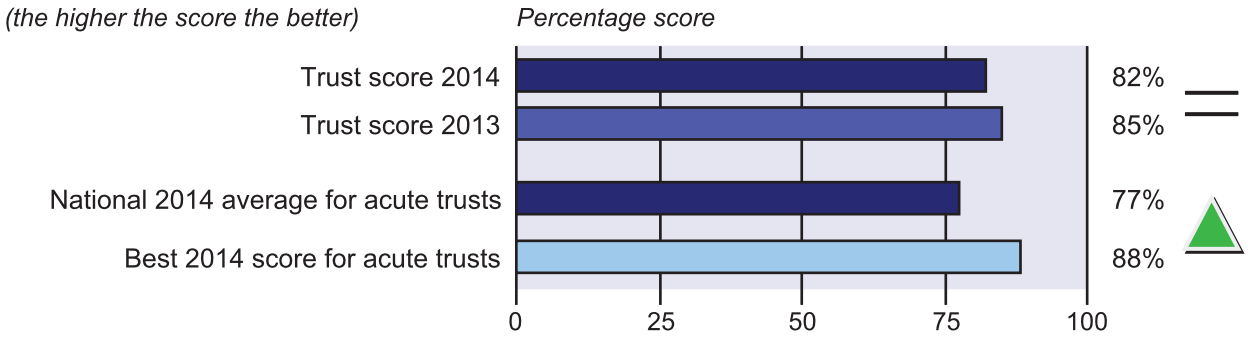
This section presents each of the 29 Key Findings, using data from the trust's 2014 survey, and compares these to other acute trusts in England and to the trust's performance in the 2013 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the three additional themes of staff satisfaction, equality and diversity and patient experience measures.

Positive findings are indicated with a green arrow (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2013). Negative findings are highlighted with a red arrow (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2013). An equals sign indicates that there has been no change.

STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.

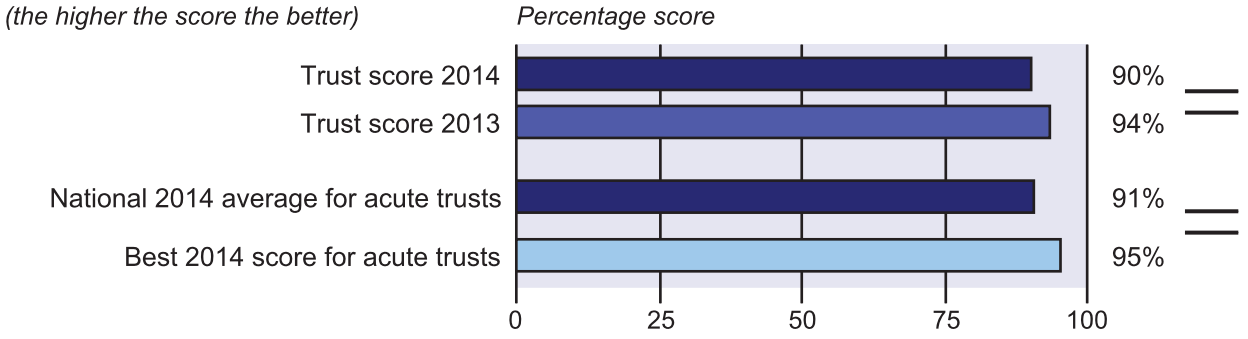
KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



KEY FINDING 2. Percentage of staff agreeing that their role makes a difference to patients

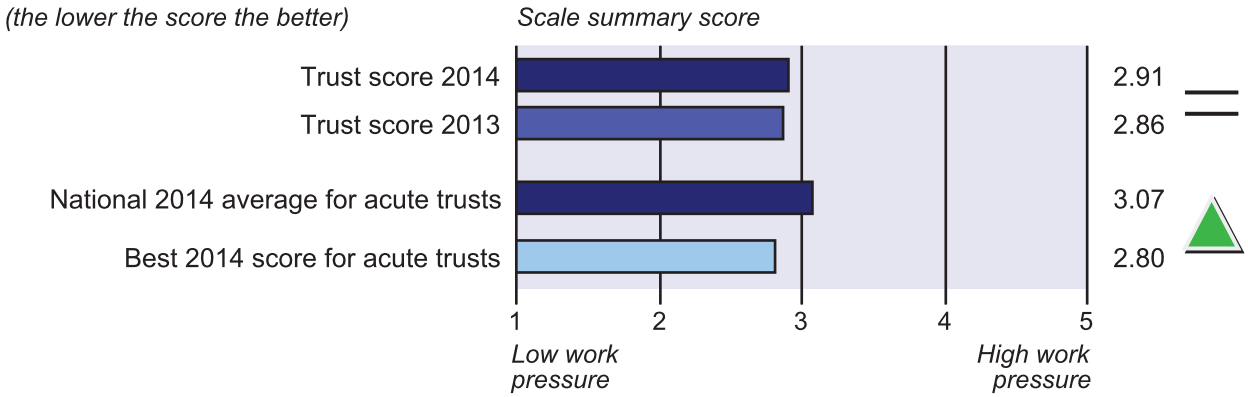
(the higher the score the better)



[1]At the time of sampling, 8143 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 836 staff. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

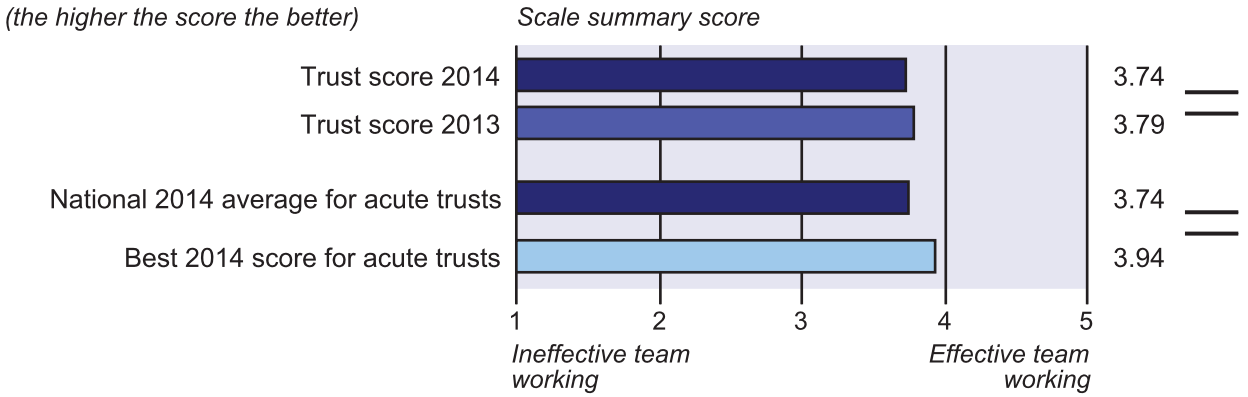
KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



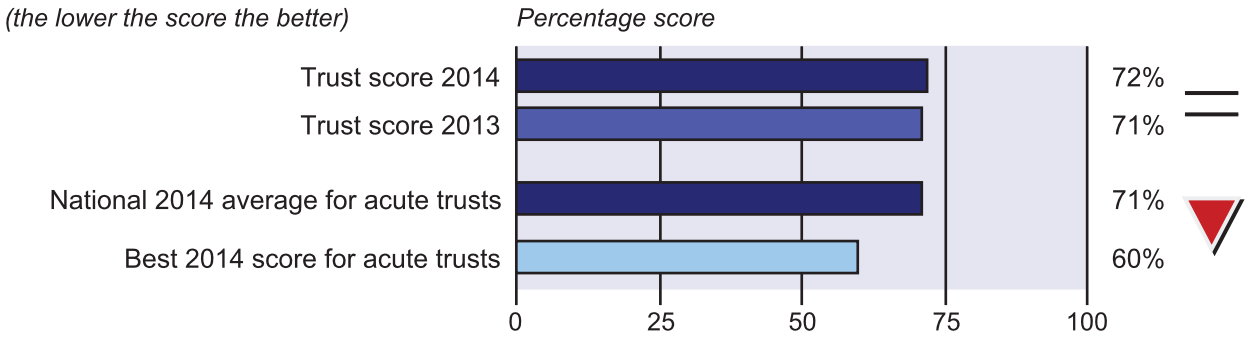
KEY FINDING 4. Effective team working

(the higher the score the better)



KEY FINDING 5. Percentage of staff working extra hours

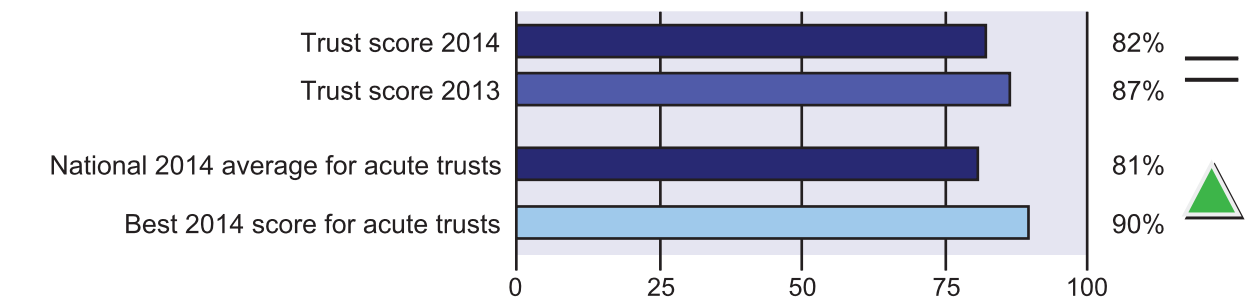
(the lower the score the better)



STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.

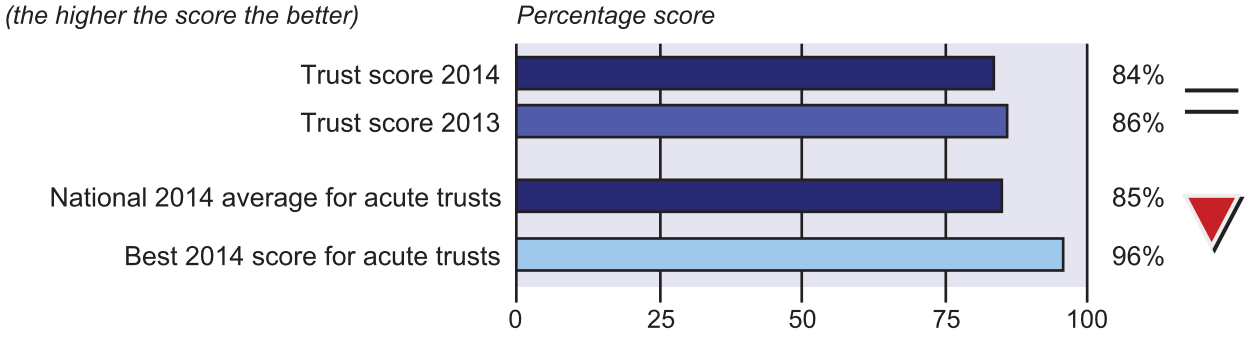
KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



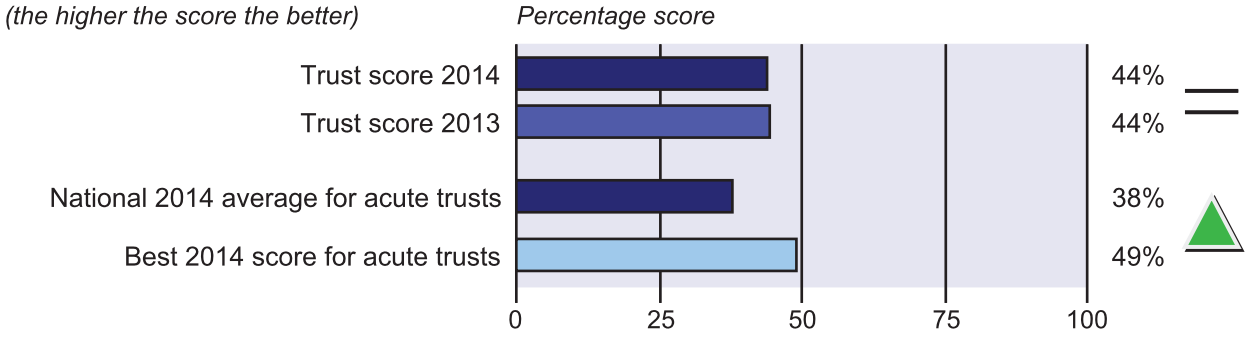
KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



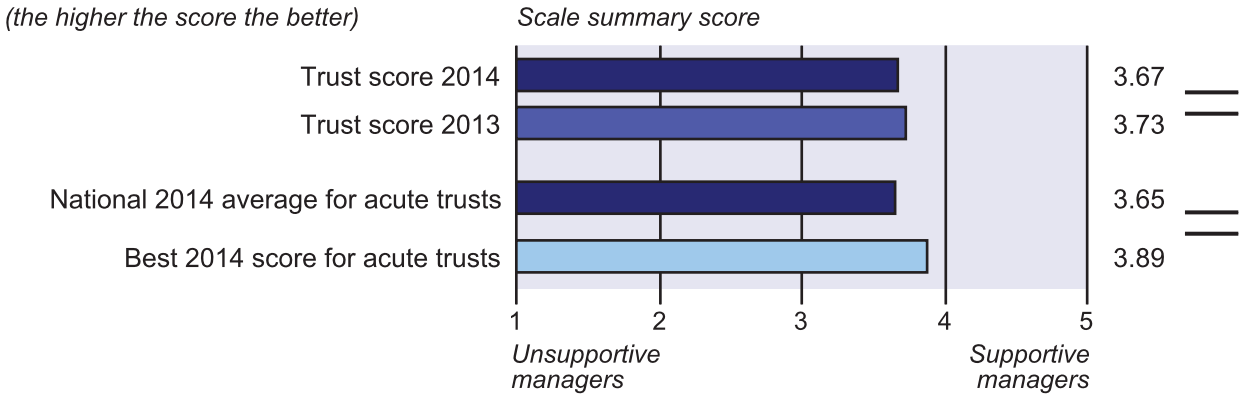
KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



KEY FINDING 9. Support from immediate managers

(the higher the score the better)

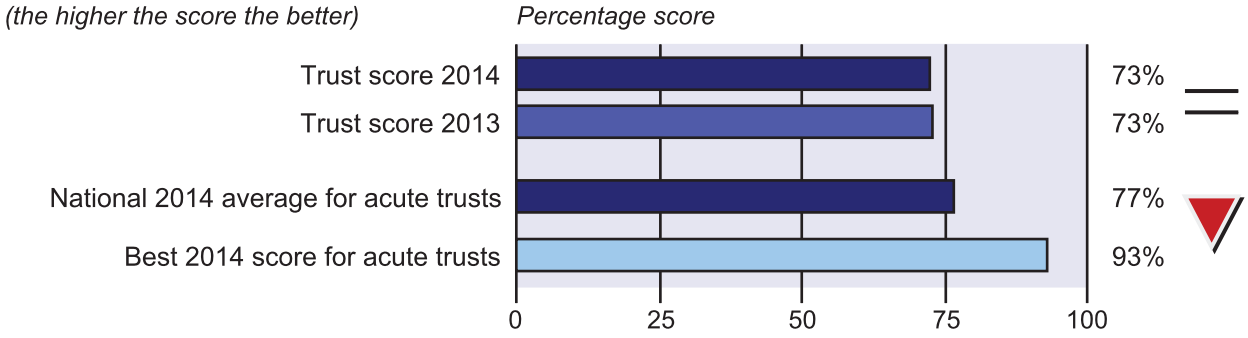


STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Occupational health and safety

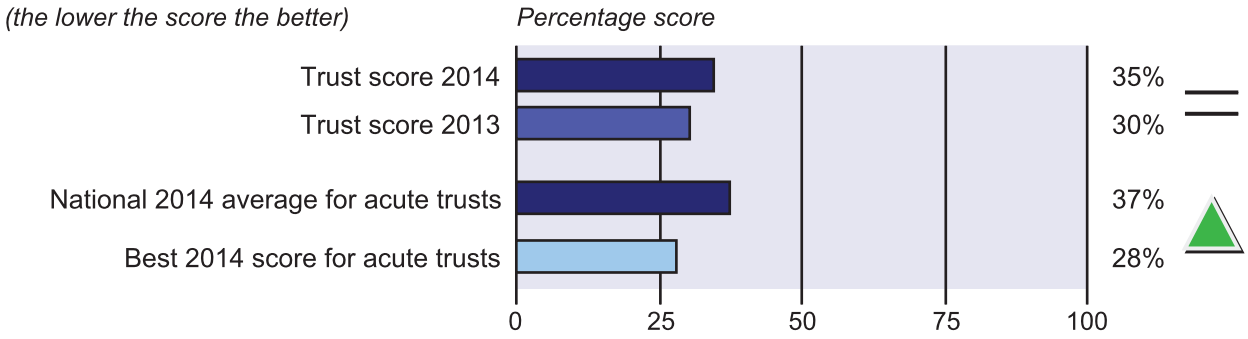
KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



KEY FINDING 11. Percentage of staff suffering work-related stress in last 12 months

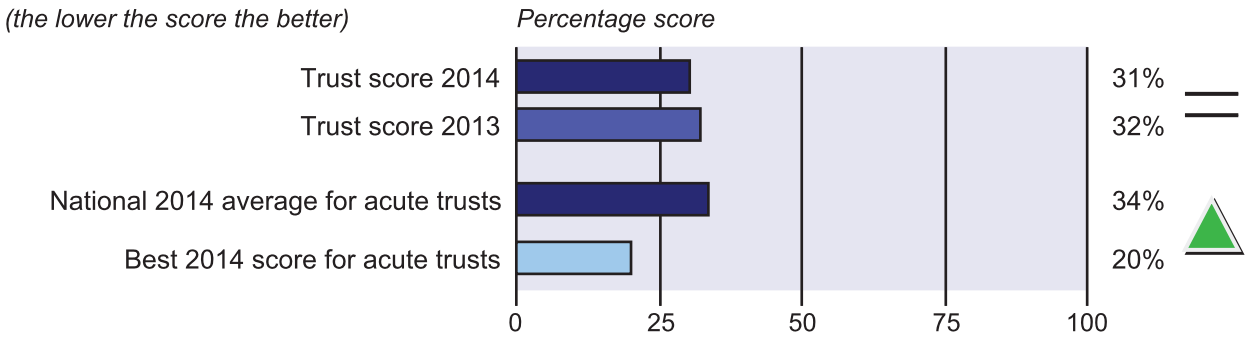
(the lower the score the better)



Errors and incidents

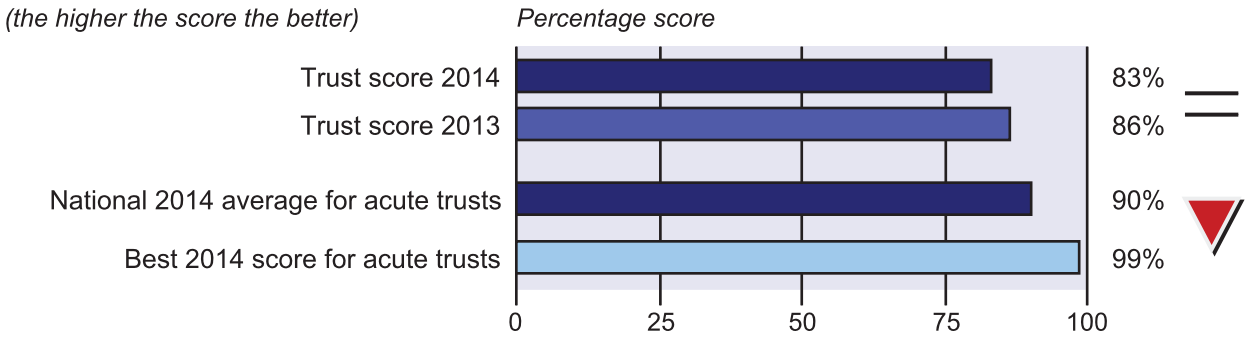
KEY FINDING 12. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



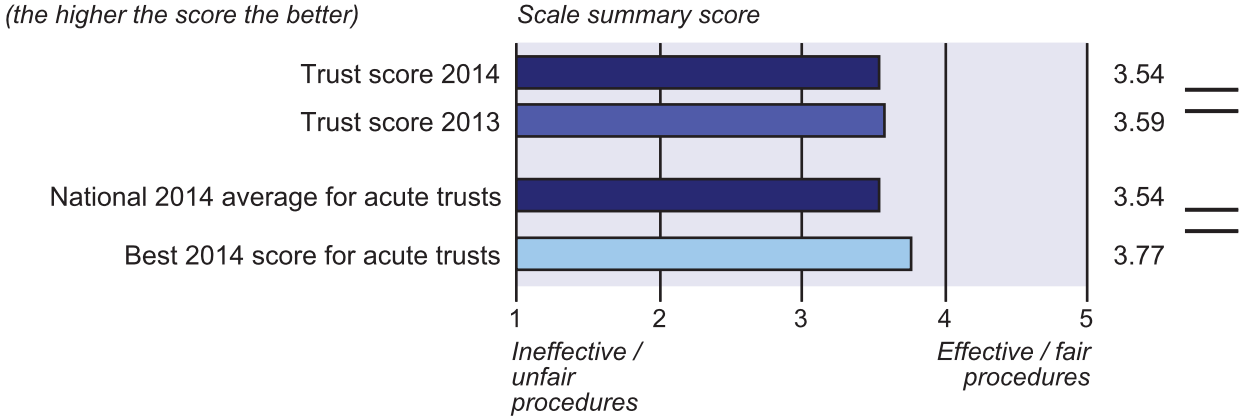
KEY FINDING 13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



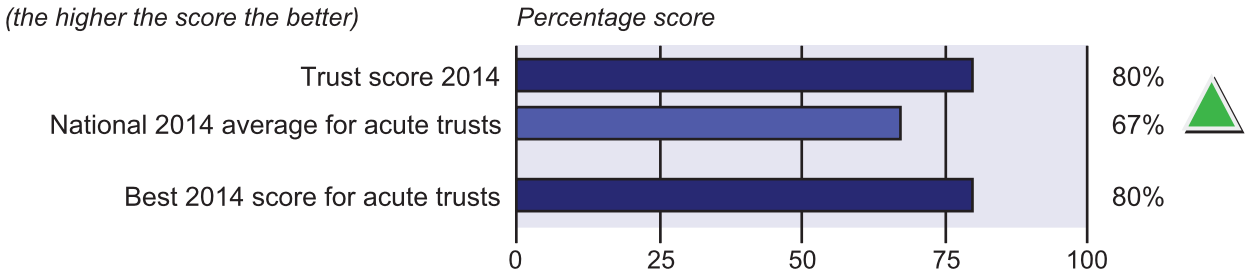
KEY FINDING 14. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)



KEY FINDING 15. Percentage of staff agreeing that they would feel secure raising concerns about unsafe clinical practice

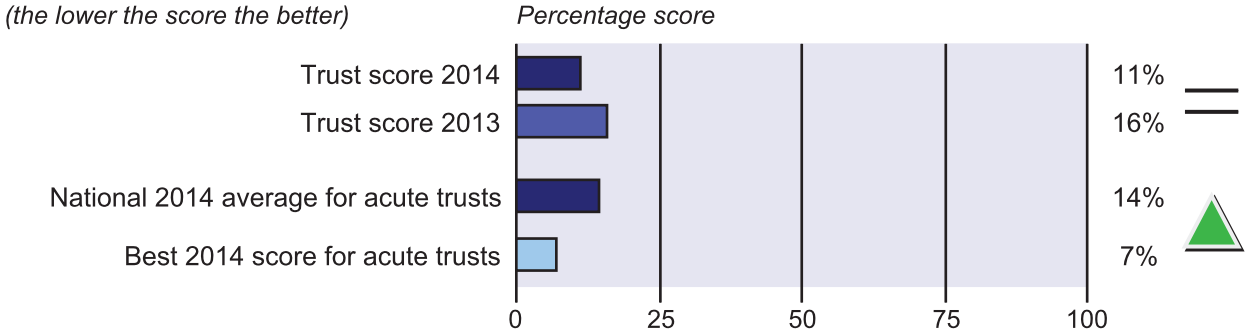
(the higher the score the better)



Violence and harassment

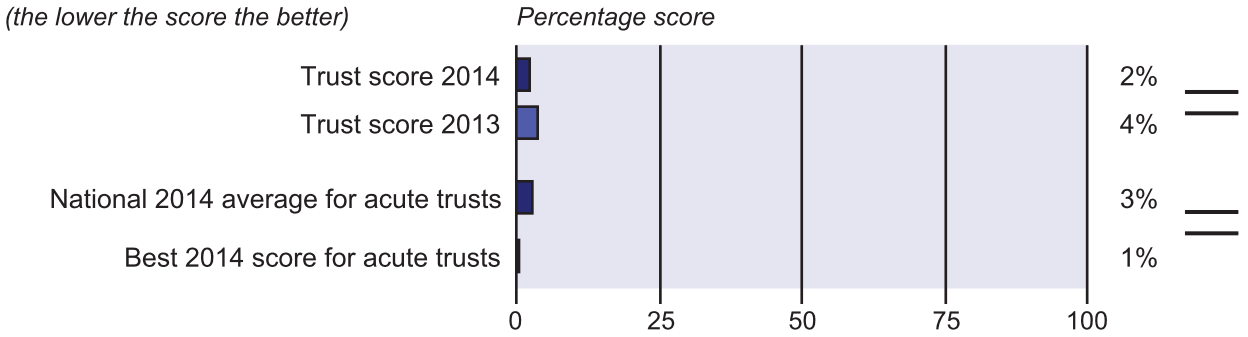
KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



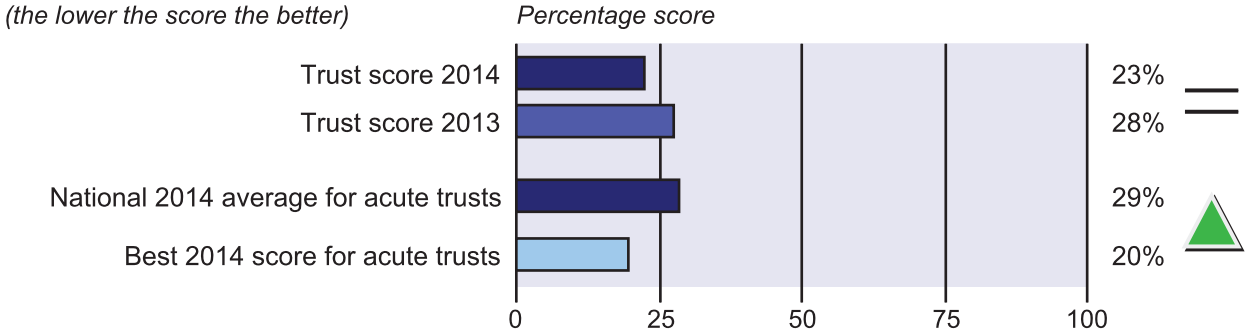
KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



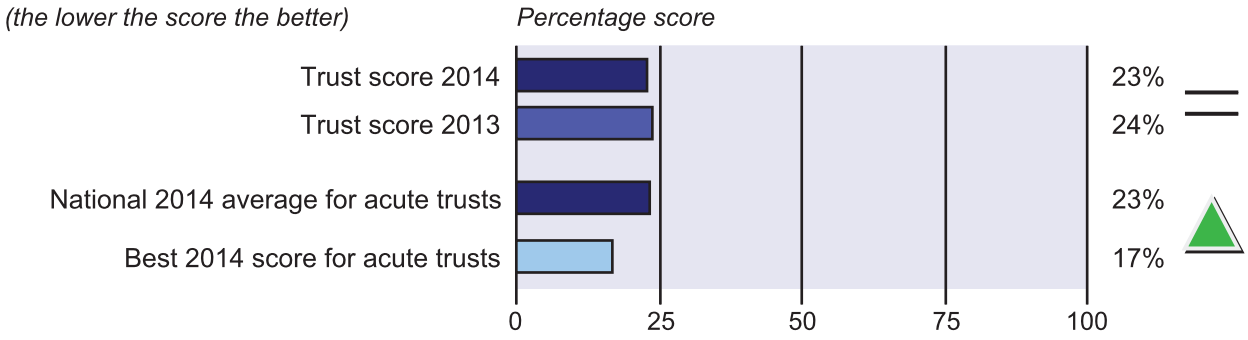
KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



KEY FINDING 19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

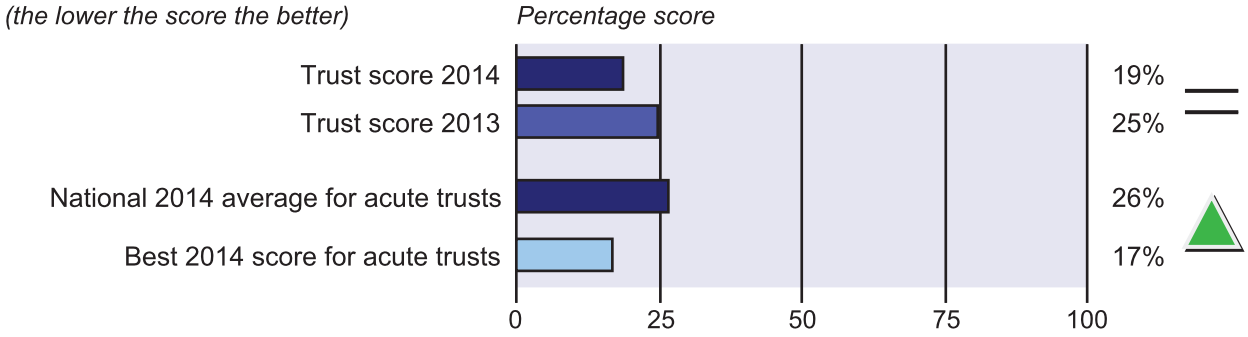
(the lower the score the better)



Health and well-being

KEY FINDING 20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

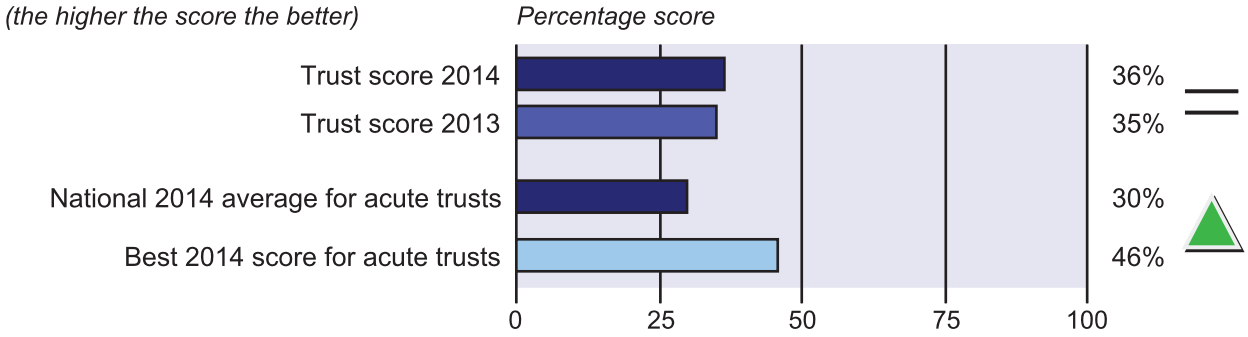
(the lower the score the better)



STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.

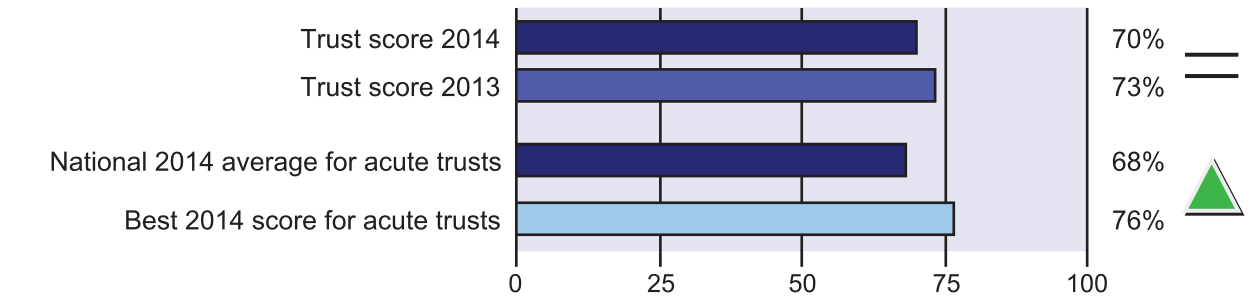
KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 22. Percentage of staff able to contribute towards improvements at work

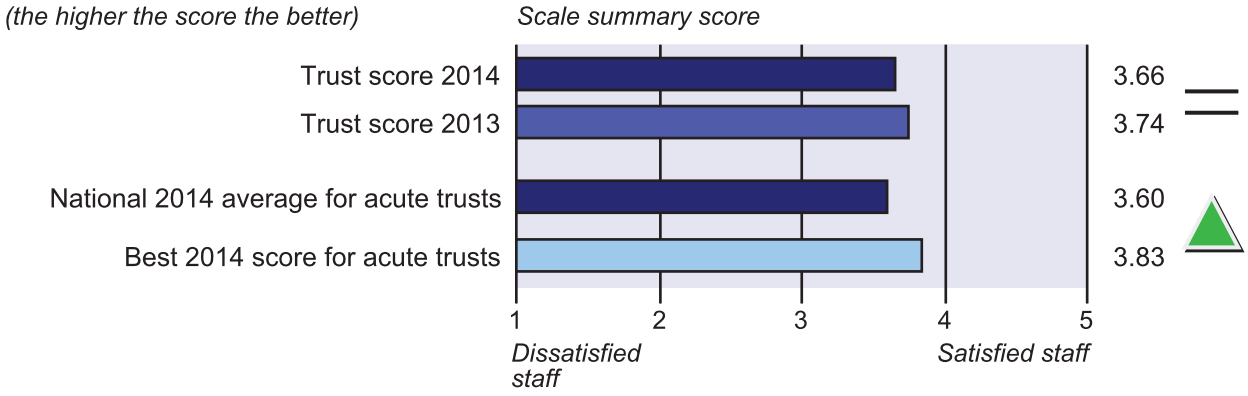
(the higher the score the better)



ADDITIONAL THEME: Staff satisfaction

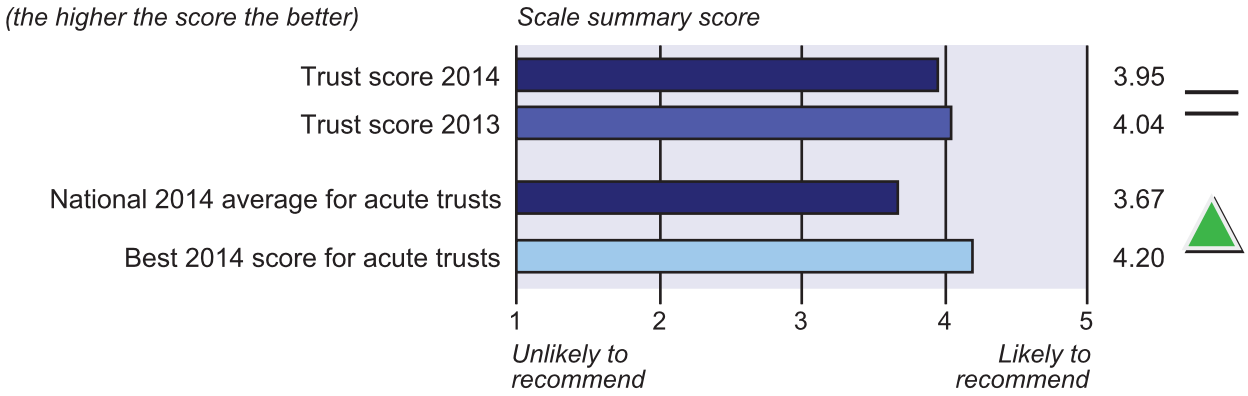
KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



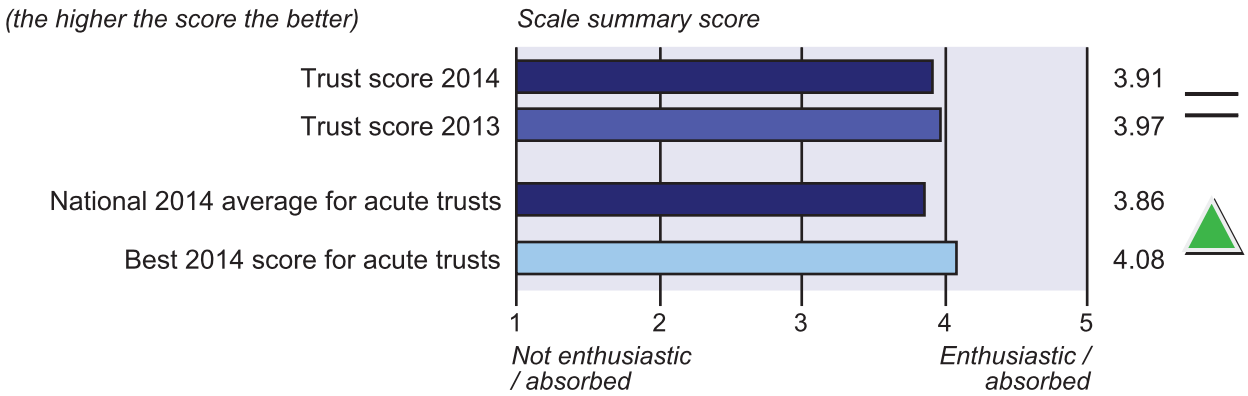
KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



KEY FINDING 25. Staff motivation at work

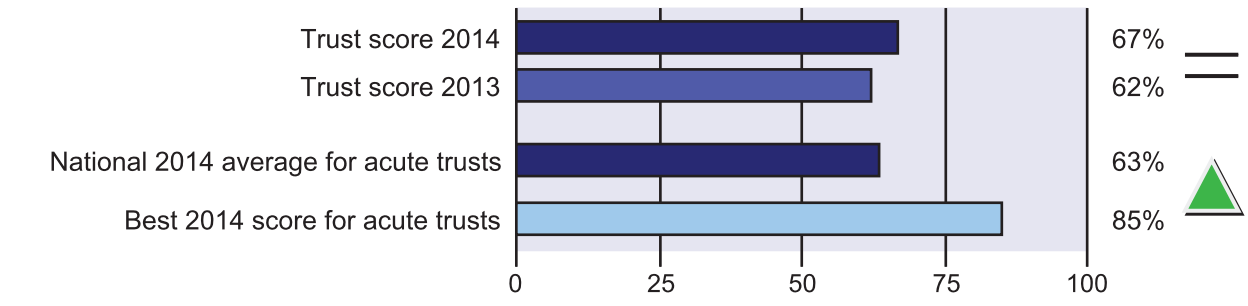
(the higher the score the better)



ADDITIONAL THEME: Equality and diversity

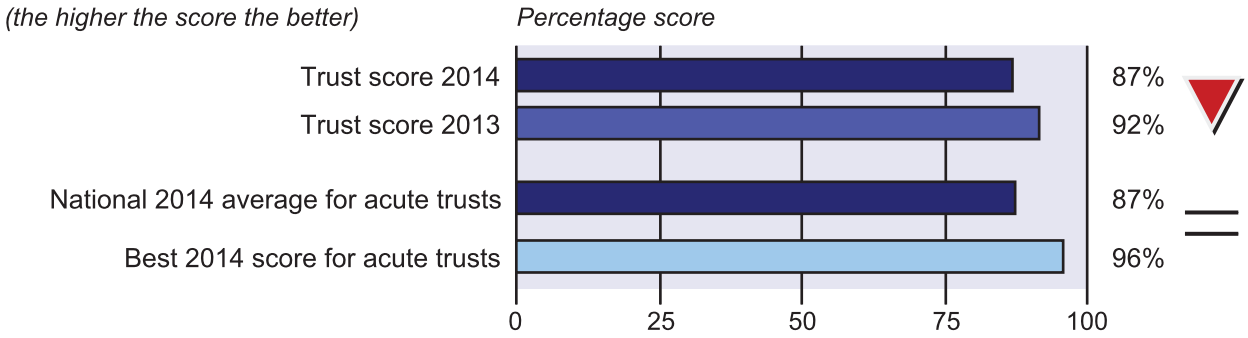
KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



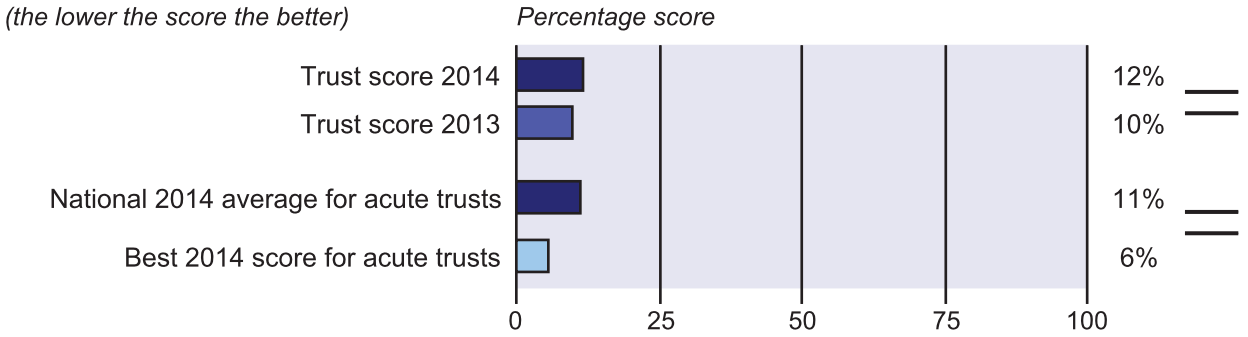
KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



KEY FINDING 28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)

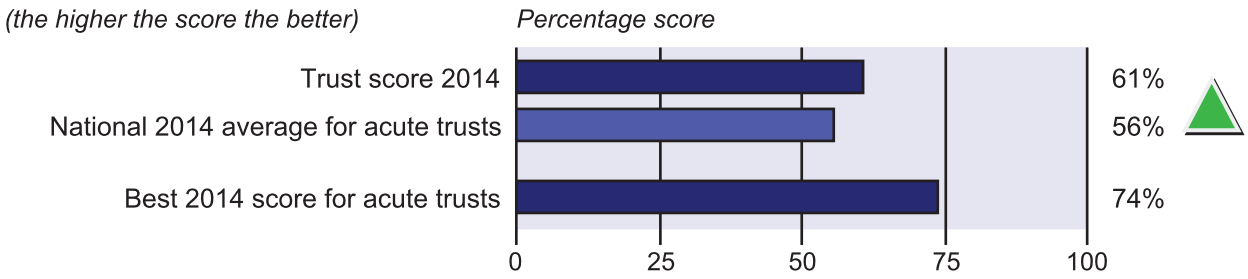


ADDITIONAL THEME: Patient experience measures

Patient/Service user experience Feedback

KEY FINDING 29. Percentage of staff agreeing that feedback from patients/service users is used to make informed decisions in their directorate/department

(the higher the score the better)



5. Key Findings by work group characteristics

Tables 5.1 to 5.4 show the Key Findings at University Hospitals Birmingham NHS Foundation Trust broken down by work group characteristics: occupational groups, locations, locations and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
    - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
    - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 5.1 to 5.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterix and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF8. % having well structured appraisals in last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had well structured appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have well structured appraisals.
- Please note that, unlike the overall Trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

Table 5.1: Key Findings for different occupational groups

	Adult / General Nurses	Nursing / Healthcare Assistants	Medical / Dental	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.								
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	80	100	85	85	79	79	92	94
KF2. % agreeing that their role makes a difference to patients	93	100	96	81	89	85	87	88
* *KF3. Work pressure felt by staff*	3.02	2.63	2.92	2.69	2.90	2.77	2.73	2.71
KF4. Effective team working	3.73	3.74	3.78	4.10	3.77	3.76	3.83	3.95
* *KF5. % working extra hours*	82	57	94	88	75	44	57	53
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.								
KF6. % receiving job-relevant training, learning or development in last 12 mths	85	90	81	93	80	76	70	82
KF7. % appraised in last 12 mths	84	68	96	88	84	84	86	71
KF8. % having well structured appraisals in last 12 mths	47	37	42	47	44	40	48	48
KF9. Support from immediate managers	3.82	3.89	3.50	4.04	3.68	3.63	3.98	3.49
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.								
Occupational health and safety								
KF10. % receiving health and safety training in last 12 mths	66	100	73	63	95	63	62	84
* *KF11. % suffering work-related stress in last 12 mths*	34	35	31	38	30	35	19	24
Errors and incidents								
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	36	34	35	25	50	17	5	28
KF13. % reporting errors, near misses or incidents witnessed in the last mth	91	-	89	-	-	64	-	55
KF14. Fairness and effectiveness of incident reporting procedures	3.56	3.74	3.45	3.63	3.56	3.43	3.59	3.64
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	87	92	78	60	55	72	88	72
Number of respondents	99	29	52	16	20	63	21	38

Due to low numbers of respondents, no scores are shown for the following occupational groups: Other Registered Nurses, Occupational Therapy, Physiotherapy, Radiography, Other Allied Health Professionals and Commissioning Staff.

Table 5.1: Key Findings for different occupational groups (cont)

	Adult / General Nurses	Nursing / Healthcare Assistants	Medical / Dental	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Violence and harassment								
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	19	28	13	0	5	5	0	8
* *KF17. % experiencing physical violence from staff in last 12 mths*	3	0	2	0	0	5	0	3
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	28	24	31	19	5	25	5	19
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	28	21	23	13	30	20	10	16
Health and well-being								
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	22	23	7	25	29	12	0	27
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.								
KF21. % reporting good communication between senior management and staff	31	52	40	50	35	30	48	31
KF22. % able to contribute towards improvements at work	76	69	67	100	60	63	71	53
ADDITIONAL THEME: Staff satisfaction								
KF23. Staff job satisfaction	3.67	3.73	3.57	4.01	3.57	3.64	3.74	3.86
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.82	4.34	3.89	4.33	3.74	3.94	4.24	4.19
KF25. Staff motivation at work	3.97	4.08	3.89	4.23	3.73	3.80	3.68	4.23
ADDITIONAL THEME: Equality and diversity								
KF26. % having equality and diversity training in last 12 mths	73	96	59	60	74	54	33	70
KF27. % believing the trust provides equal opportunities for career progression or promotion	91	95	90	85	86	90	82	83
* *KF28. % experiencing discrimination at work in last 12 mths*	13	14	17	6	5	6	5	16
ADDITIONAL THEME: Patient experience measures								
Patient/Service user experience Feedback								
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	73	63	41	82	-	68	-	44
Overall staff engagement	3.90	4.04	3.78	4.36	3.66	3.78	3.94	3.91
Number of respondents	99	29	52	16	20	63	21	38

Due to low numbers of respondents, no scores are shown for the following occupational groups: Other Registered Nurses, Occupational Therapy, Physiotherapy, Radiography, Other Allied Health Professionals and Commissioning Staff.

Table 5.2: Key Findings for different locations

	Corporate	Division A	Division B	Division C	Division D
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.					
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	88	83	74	85	83
KF2. % agreeing that their role makes a difference to patients	87	92	94	89	94
* *KF3. Work pressure felt by staff*	2.70	2.90	3.05	2.88	3.10
KF4. Effective team working	3.92	3.69	3.59	3.84	3.62
* *KF5. % working extra hours*	59	79	86	70	74
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.					
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	82	88	86	74
KF7. % appraised in last 12 mths	82	87	85	82	77
KF8. % having well structured appraisals in last 12 mths	51	40	47	43	32
KF9. Support from immediate managers	3.83	3.44	3.65	3.79	3.62
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.					
Occupational health and safety					
KF10. % receiving health and safety training in last 12 mths	69	78	74	80	69
* *KF11. % suffering work-related stress in last 12 mths*	28	45	38	33	23
Errors and incidents					
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	22	36	38	30	30
KF13. % reporting errors, near misses or incidents witnessed in the last mth	74	83	83	86	94
KF14. Fairness and effectiveness of incident reporting procedures	3.55	3.56	3.44	3.59	3.65
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	79	79	70	85	91
Number of respondents	153	121	78	51	64

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

Table 5.2: Key Findings for different locations (cont)

	Corporate	Division A	Division B	Division C	Division D
Violence and harassment					
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	8	10	14	27	7
* *KF17. % experiencing physical violence from staff in last 12 mths*	4	1	4	0	0
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	12	18	32	38	33
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	16	28	25	20	23
Health and well-being					
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	18	21	25	14	13
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.					
KF21. % reporting good communication between senior management and staff	37	35	38	40	36
KF22. % able to contribute towards improvements at work	72	69	73	60	71
ADDITIONAL THEME: Staff satisfaction					
KF23. Staff job satisfaction	3.85	3.55	3.59	3.62	3.56
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.10	3.83	3.89	3.97	4.05
KF25. Staff motivation at work	4.05	3.79	4.02	3.88	3.88
ADDITIONAL THEME: Equality and diversity					
KF26. % having equality and diversity training in last 12 mths	59	72	71	78	59
KF27. % believing the trust provides equal opportunities for career progression or promotion	84	84	87	94	94
* *KF28. % experiencing discrimination at work in last 12 mths*	10	14	12	16	11
ADDITIONAL THEME: Patient experience measures					
Patient/Service user experience Feedback					
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	64	52	59	60	60
Overall staff engagement	3.98	3.75	3.92	3.84	3.82
Number of respondents	153	121	78	51	64

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

Table 5.3: Key Findings for different locations

	Administration	Anaesthetics	Cardiology	Clinical Oncology	Domestic Services	Finance	GENERAL MEDICINE	Haematology	Medicine	Operating Department	Pharmacy	Physiotherapy	Renal Medicine
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.													
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	75	100	68	92	89	-	87	75	77	86	73	91	68
KF2. % agreeing that their role makes a difference to patients	74	100	89	92	90	-	91	92	92	95	91	100	92
* *KF3. Work pressure felt by staff*	2.81	2.61	3.14	2.54	2.58	2.67	3.01	3.22	3.18	2.94	3.03	2.97	3.16
KF4. Effective team working	3.95	3.67	3.44	-	3.81	3.81	3.75	3.42	3.36	3.72	3.75	4.15	3.67
* *KF5. % working extra hours*	62	-	94	50	52	59	57	82	100	100	73	100	91
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.													
KF6. % receiving job-relevant training, learning or development in last 12 mths	86	73	85	75	78	87	87	50	92	81	83	100	79
KF7. % appraised in last 12 mths	86	100	89	67	65	88	71	83	100	71	91	100	88
KF8. % having well structured appraisals in last 12 mths	46	55	63	33	35	65	38	33	38	24	-	73	46
KF9. Support from immediate managers	3.90	-	3.27	3.97	3.30	3.85	3.69	3.07	3.60	3.37	3.68	3.73	3.75
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.													
Occupational health and safety													
KF10. % receiving health and safety training in last 12 mths	57	73	80	75	78	47	78	92	85	65	100	91	63
* *KF11. % suffering work-related stress in last 12 mths*	33	-	53	8	26	12	38	36	27	65	27	45	24
Errors and incidents													
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	38	-	41	33	33	0	29	64	55	33	55	9	43
KF13. % reporting errors, near misses or incidents witnessed in the last mth	86	-	-	-	45	-	-	-	-	-	-	-	-
KF14. Fairness and effectiveness of incident reporting procedures	3.50	-	3.51	3.86	3.59	3.50	3.58	3.61	3.91	3.36	3.66	3.65	3.32
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	79	-	69	-	68	-	95	-	91	81	-	91	87
Number of respondents	38	11	20	12	33	17	24	12	13	21	12	11	25

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

Table 5.3: Key Findings for different locations (cont)

	Administration	Anaesthetics	Cardiology	Clinical Oncology	Domestic Services	Finance	GENERAL MEDICINE	Haematology	Medicine	Operating Department	Pharmacy	Physiotherapy	Renal Medicine
Violence and harassment													
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	3	-	24	8	17	0	50	-	18	0	-	36	18
* *KF17. % experiencing physical violence from staff in last 12 mths*	5	-	6	0	3	0	0	0	-	0	0	0	0
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	22	-	18	0	25	0	50	27	45	5	9	45	23
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	27	-	18	0	13	6	23	45	27	30	27	9	15
Health and well-being													
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	23	-	9	-	29	0	24	-	-	23	-	-	24
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.													
KF21. % reporting good communication between senior management and staff	35	-	39	50	20	47	38	8	58	14	42	55	21
KF22. % able to contribute towards improvements at work	89	64	74	100	47	59	67	58	85	62	58	91	68
ADDITIONAL THEME: Staff satisfaction													
KF23. Staff job satisfaction	3.92	3.87	3.53	3.85	3.77	3.57	3.73	3.24	3.49	3.37	3.60	3.71	3.54
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.25	-	3.93	4.40	4.13	4.08	3.88	3.64	4.12	3.56	3.71	4.21	3.56
KF25. Staff motivation at work	4.02	3.76	3.89	4.00	4.14	3.78	3.89	3.78	4.36	3.59	3.56	3.88	4.00
ADDITIONAL THEME: Equality and diversity													
KF26. % having equality and diversity training in last 12 mths	62	64	85	64	65	29	79	73	77	80	73	91	64
KF27. % believing the trust provides equal opportunities for career progression or promotion	83	-	71	-	85	85	93	-	-	76	-	-	-
* *KF28. % experiencing discrimination at work in last 12 mths*	19	-	24	0	16	6	5	36	18	10	9	9	5
ADDITIONAL THEME: Patient experience measures													
Patient/Service user experience Feedback													
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	70	-	73	-	42	-	53	-	-	-	-	-	69
Overall staff engagement	4.13	3.76	3.84	4.13	3.82	3.90	3.81	3.53	4.09	3.54	3.57	4.01	3.79
Number of respondents	38	11	20	12	33	17	24	12	13	21	12	11	25

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

Table 5.4: Key Findings for different work groups

	Full time / part time[a]	
	Full time	Part time
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	83	89
KF2. % agreeing that their role makes a difference to patients	90	90
* *KF3. Work pressure felt by staff*	2.88	2.84
KF4. Effective team working	3.77	3.80
* *KF5. % working extra hours*	73	64
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.		
KF6. % receiving job-relevant training, learning or development in last 12 mths	84	74
KF7. % appraised in last 12 mths	83	83
KF8. % having well structured appraisals in last 12 mths	46	35
KF9. Support from immediate managers	3.69	3.63
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Occupational health and safety		
KF10. % receiving health and safety training in last 12 mths	73	72
* *KF11. % suffering work-related stress in last 12 mths*	36	26
Errors and incidents		
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	31	29
KF13. % reporting errors, near misses or incidents witnessed in the last mth	84	75
KF14. Fairness and effectiveness of incident reporting procedures	3.56	3.46
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	82	61
Number of respondents	369	67

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

Table 5.4: Key Findings for different work groups (cont)

	Full time / part time[a]	
	Full time	Part time
Violence and harassment		
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	12	6
* *KF17. % experiencing physical violence from staff in last 12 mths*	3	2
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	23	18
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	23
Health and well-being		
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	19	19
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF21. % reporting good communication between senior management and staff	39	26
KF22. % able to contribute towards improvements at work	72	60
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	3.67	3.75
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.99	3.86
KF25. Staff motivation at work	3.93	3.96
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	66	67
KF27. % believing the trust provides equal opportunities for career progression or promotion	87	87
* *KF28. % experiencing discrimination at work in last 12 mths*	12	12
ADDITIONAL THEME: Patient experience measures		
Patient/Service user experience Feedback		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	60	61
Overall staff engagement	3.90	3.80
Number of respondents	369	67

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

6. Key Findings by demographic groups

Tables 6.1 and 6.2 show the Key Findings at University Hospitals Birmingham NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- As in previous years, there are two types of Key Finding:
    - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
    - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 6.1 and 6.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterix and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF8. % having well structured appraisals in last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had well structured appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have well structured appraisals.
- Please note that, unlike the overall Trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.

Table 6.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	89	79	82	86
KF2. % agreeing that their role makes a difference to patients	93	90	89	89
* *KF3. Work pressure felt by staff*	2.74	2.86	2.95	2.93
KF4. Effective team working	3.75	3.83	3.73	3.79
* *KF5. % working extra hours*	72	81	66	68
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	88	80	79	83
KF7. % appraised in last 12 mths	75	88	85	84
KF8. % having well structured appraisals in last 12 mths	44	52	39	41
KF9. Support from immediate managers	3.76	3.65	3.69	3.60
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	84	79	61	69
* *KF11. % suffering work-related stress in last 12 mths*	37	25	35	38
Errors and incidents				
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	35	34	30	24
KF13. % reporting errors, near misses or incidents witnessed in the last mth	78	88	97	63
KF14. Fairness and effectiveness of incident reporting procedures	3.54	3.55	3.59	3.49
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	89	81	79	69
Number of respondents	108	101	115	113

Table 6.1: Key Findings for different age groups (cont)

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Violence and harassment				
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	10	13	13	8
* *KF17. % experiencing physical violence from staff in last 12 mths*	0	3	3	4
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	24	20	23	20
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	21	19	25	23
Health and well-being				
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	20	23	16	17
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	44	39	37	28
KF22. % able to contribute towards improvements at work	70	72	70	66
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.75	3.63	3.72	3.61
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.10	3.96	3.90	3.92
KF25. Staff motivation at work	3.91	3.96	3.89	4.02
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	75	67	63	62
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	85	90	84
* *KF28. % experiencing discrimination at work in last 12 mths*	10	10	15	13
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	61	64	52	67
Overall staff engagement	3.94	3.90	3.84	3.85
Number of respondents	108	101	115	113

Table 6.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	84	83	87	83	83	85
KF2. % agreeing that their role makes a difference to patients	96	89	92	90	90	92
* *KF3. Work pressure felt by staff*	2.79	2.91	3.06	2.85	2.94	2.69
KF4. Effective team working	3.92	3.80	3.68	3.81	3.76	3.81
* *KF5. % working extra hours*	78	71	72	72	75	64
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.						
KF6. % receiving job-relevant training, learning or development in last 12 mths	87	82	76	84	82	83
KF7. % appraised in last 12 mths	89	80	87	82	82	86
KF8. % having well structured appraisals in last 12 mths	57	41	41	43	40	58
KF9. Support from immediate managers	3.76	3.68	3.56	3.68	3.66	3.70
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Occupational health and safety						
KF10. % receiving health and safety training in last 12 mths	70	73	69	73	69	84
* *KF11. % suffering work-related stress in last 12 mths*	32	34	52	32	37	27
Errors and incidents						
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	29	32	35	31	33	23
KF13. % reporting errors, near misses or incidents witnessed in the last mth	80	85	79	84	85	72
KF14. Fairness and effectiveness of incident reporting procedures	3.61	3.54	3.47	3.56	3.52	3.64
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	79	80	69	81	79	83
Number of respondents	102	281	69	346	318	110

Table 6.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Violence and harassment						
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	9	12	12	11	12	8
* *KF17. % experiencing physical violence from staff in last 12 mths*	1	2	3	2	3	0
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	19	23	26	21	25	12
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	19	21	32	21	21	23
Health and well-being						
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	10	20	38	14	20	15
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.						
KF21. % reporting good communication between senior management and staff	45	36	29	39	35	45
KF22. % able to contribute towards improvements at work	78	68	62	70	69	71
ADDITIONAL THEME: Staff satisfaction						
KF23. Staff job satisfaction	3.76	3.69	3.61	3.69	3.69	3.68
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.07	3.95	3.79	4.00	3.92	4.12
KF25. Staff motivation at work	3.94	3.94	3.87	3.95	3.88	4.09
ADDITIONAL THEME: Equality and diversity						
KF26. % having equality and diversity training in last 12 mths	60	70	65	67	66	67
KF27. % believing the trust provides equal opportunities for career progression or promotion	85	90	84	88	91	77
* *KF28. % experiencing discrimination at work in last 12 mths*	13	10	16	12	10	17
ADDITIONAL THEME: Patient experience measures						
Patient/Service user experience Feedback						
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	64	58	44	62	60	60
Overall staff engagement	3.96	3.87	3.75	3.90	3.84	3.98
Number of respondents	102	281	69	346	318	110

7. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 7.1, other work characteristics are shown in table 7.2, and demographic characteristics are shown in table 7.3.

Table 7.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	99	24%
Other Registered Nurses	4	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	29	7%
Medical and Dental		
Medical / Dental - Consultant	26	6%
Medical / Dental - In Training	15	4%
Medical / Dental - Other	11	3%
Allied Health Professionals		
Occupational Therapy	3	1%
Physiotherapy	10	2%
Psychotherapy	1	0%
Radiography	8	2%
Other qualified Allied Health Professionals	9	2%
Support to Allied Health Professionals	4	1%
Scientific and Technical / Healthcare Scientists		
Pharmacy	12	3%
Other qualified Scientific and Technical / Healthcare Scientists	23	5%
Support to Scientific and Technical / Healthcare Scientists	4	1%
Other groups		
Admin and Clerical	63	15%
Central Functions / Corporate Services	21	5%
Maintenance / Ancillary	38	9%
General Management	16	4%
Other	22	5%
Did not specify	47	

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

Table 7.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Full time / part time		
Full time	369	85%
Part time	67	15%
Did not specify	31	
Length of time in organisation		
Less than a year	38	9%
Between 1 to 2 years	66	15%
Between 3 to 5 years	79	18%
Between 6 to 10 years	68	16%
Between 11 to 15 years	68	16%
Over 15 years	114	26%
Did not specify	34	

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

Table 7.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	108	25%
Between 31 and 40	101	23%
Between 41 and 50	115	26%
51 and over	113	26%
Did not specify	30	
Gender		
Male	102	27%
Female	281	73%
Did not specify	84	
Ethnic background		
White	318	74%
Black and minority ethnic	110	26%
Did not specify	39	
Disability		
Disabled	69	17%
Not disabled	346	83%
Did not specify	52	

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

Appendix 1

Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts

Technical notes:

- The first column in table A1 shows the trust's scores for each of the Key Findings. The same data are displayed in section 3 and 4 of this report.
- The second column in table A1 shows the 95% confidence intervals around the trust's scores for each of the Key Findings.
- The third column in table A1 shows the average (median) score for each of the Key Findings for acute trusts. The same data are displayed in section 3 and 4 of this report.
- The fourth and fifth columns in table A1 show the thresholds for the lowest and highest 20% for each of the Key Findings for acute trusts. The data are used to describe comparisons with other trusts as displayed in section 3 and 4 of this report.
- The sixth column in table A1 shows the lowest score attained for each of the Key Findings by an acute trust.
- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an acute trust.
- For most of the Key Findings presented in table A1, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative score. For these Key Findings, marked with an asterix and shown in italics, the lower the score the better.
- Please note that the data presented in table A1 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.

Table A1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Response rate	56	-	43	35	50	23	82
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	82	[78, 86]	77	75	82	64	88
KF2. % agreeing that their role makes a difference to patients	90	[87, 93]	91	88	92	84	95
* *KF3. Work pressure felt by staff*	2.91	[2.83, 2.98]	3.07	3.01	3.17	2.80	3.32
KF4. Effective team working	3.74	[3.66, 3.82]	3.74	3.68	3.80	3.57	3.94
* *KF5. % working extra hours*	72	[68, 76]	71	68	74	60	81
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.							
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	[78, 86]	81	78	83	74	90
KF7. % appraised in last 12 mths	84	[80, 87]	85	80	89	64	96
KF8. % having well structured appraisals in last 12 mths	44	[39, 48]	38	33	42	24	49
KF9. Support from immediate managers	3.67	[3.57, 3.76]	3.65	3.57	3.73	3.43	3.89
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Occupational health and safety							
KF10. % receiving health and safety training in last 12 mths	73	[68, 77]	77	70	83	56	93
* *KF11. % suffering work-related stress in last 12 mths*	35	[30, 39]	37	34	41	28	51
Errors and incidents							
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	31	[26, 35]	34	30	37	20	46
KF13. % reporting errors, near misses or incidents witnessed in the last mth	83	[77, 90]	90	88	93	80	99
KF14. Fairness and effectiveness of incident reporting procedures	3.54	[3.49, 3.60]	3.54	3.46	3.60	3.30	3.77
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	80	[76, 84]	67	64	73	54	80

Table A1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts (cont)

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Violence and harassment							
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	[8, 14]	14	12	17	7	24
* *KF17. % experiencing physical violence from staff in last 12 mths*	2	[1, 4]	3	2	3	1	5
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	23	[18, 27]	29	25	31	20	37
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	[19, 27]	23	21	27	17	42
Health and well-being							
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	19	[14, 23]	26	24	29	17	36
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.							
KF21. % reporting good communication between senior management and staff	36	[32, 41]	30	25	34	15	46
KF22. % able to contribute towards improvements at work	70	[66, 74]	68	65	72	58	76
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.66	[3.58, 3.73]	3.60	3.53	3.67	3.40	3.83
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.95	[3.87, 4.02]	3.67	3.47	3.84	2.99	4.20
KF25. Staff motivation at work	3.91	[3.84, 3.98]	3.86	3.77	3.93	3.60	4.08
ADDITIONAL THEME: Equality and diversity							
KF26. % having equality and diversity training in last 12 mths	67	[62, 71]	63	51	74	30	85
KF27. % believing the trust provides equal opportunities for career progression or promotion	87	[83, 91]	87	83	90	70	96
* *KF28. % experiencing discrimination at work in last 12 mths*	12	[9, 15]	11	9	14	6	20
ADDITIONAL THEME: Patient experience measures							
Patient/Service user experience Feedback							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	61	[54, 67]	56	49	61	27	74

Appendix 2

Changes to the Key Findings since the 2012 and 2013 staff surveys

Technical notes:

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

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

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

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

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

To enable comparison between years, scores from 2013 and 2012 have been re-calculated and re-weighted using the 2014 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2013 survey

	University Hospitals Birmingham NHS Foundation Trust			
	2014 score	**2013 score**	**Change**	**Statistically significant?**
Response rate	56	60	-4	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	82	85	-3	No
KF2. % agreeing that their role makes a difference to patients	90	94	-3	No
* *KF3. Work pressure felt by staff*	2.91	2.86	0.04	No
KF4. Effective team working	3.74	3.79	-0.06	No
* *KF5. % working extra hours*	72	71	1	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	87	-5	No
KF7. % appraised in last 12 mths	84	86	-2	No
KF8. % having well structured appraisals in last 12 mths	44	44	-1	No
KF9. Support from immediate managers	3.67	3.73	-0.07	No
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	73	73	0	No
* *KF11. % suffering work-related stress in last 12 mths*	35	30	4	No
Errors and incidents				
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	31	32	-2	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	83	86	-3	No
KF14. Fairness and effectiveness of incident reporting procedures	3.54	3.59	-0.04	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	80	-	-	--

Table A2.1: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2013 survey (cont)

	University Hospitals Birmingham NHS Foundation Trust			
	2014 score	**2013 score**	**Change**	**Statistically significant?**
Violence and harassment				
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	16	-5	No
* *KF17. % experiencing physical violence from staff in last 12 mths*	2	4	-1	No
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	23	28	-5	No
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	24	-1	No
Health and well-being				
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	19	25	-6	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	36	35	1	No
KF22. % able to contribute towards improvements at work	70	73	-3	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.66	3.74	-0.08	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.95	4.04	-0.09	No
KF25. Staff motivation at work	3.91	3.97	-0.06	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	67	62	5	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	87	92	-5	Yes
* *KF28. % experiencing discrimination at work in last 12 mths*	12	10	2	No
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	61	-	-	--

Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2012 survey

	University Hospitals Birmingham NHS Foundation Trust			
	2014 score	**2012 score**	**Change**	**Statistically significant?**
Response rate	56	48	8	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	82	86	-4	No
KF2. % agreeing that their role makes a difference to patients	90	94	-3	No
* *KF3. Work pressure felt by staff*	2.91	2.88	0.02	No
KF4. Effective team working	3.74	3.78	-0.04	No
* *KF5. % working extra hours*	72	73	-1	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	84	-2	No
KF7. % appraised in last 12 mths	84	83	0	No
KF8. % having well structured appraisals in last 12 mths	44	39	5	No
KF9. Support from immediate managers	3.67	3.61	0.06	No
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	73	72	0	No
* *KF11. % suffering work-related stress in last 12 mths*	35	29	5	No
Errors and incidents				
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	31	31	-1	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	83	92	-9	Yes
KF14. Fairness and effectiveness of incident reporting procedures	3.54	3.49	0.05	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	80	-	-	--

Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2012 survey (cont)

	University Hospitals Birmingham NHS Foundation Trust			
	2014 score	**2012 score**	**Change**	**Statistically significant?**
Violence and harassment				
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	15	-3	No
* *KF17. % experiencing physical violence from staff in last 12 mths*	2	2	0	No
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	23	29	-6	No
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	23	0	No
Health and well-being				
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	19	25	-6	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	36	33	4	No
KF22. % able to contribute towards improvements at work	70	71	-1	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.66	3.64	0.01	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.95	3.94	0.01	No
KF25. Staff motivation at work	3.91	3.86	0.05	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	67	56	10	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	87	90	-3	No
* *KF28. % experiencing discrimination at work in last 12 mths*	12	15	-3	No
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	61	-	-	--

Appendix 3

Data tables: 2014 Key Findings and the responses to all survey questions

For each of the 29 Key Findings (Table A3.1) and each individual survey question in the core version of the questionnaire (Table A3.2), this appendix presents your trust's 2014 survey response, the average (median) 2014 response for acute trusts, and your trust's 2013 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 29 Key Findings are also listed in the first column.

In Table A3.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2014 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2013' column in Tables A3.1 or A3.2. This is because of changes to the format of survey questions or the calculation of the Key Findings so comparisons with the 2013 score are not possible.

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

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

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

Table A3.1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts

	Question number(s)	Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	83	77	85
KF2. % agreeing that their role makes a difference to patients	Q9b	91	91	94
* *KF3. Work pressure felt by staff*	Q7e-g	2.88	3.07	2.86
KF4. Effective team working	Q4a-d	3.75	3.74	3.79
* *KF5. % working extra hours*	Q25b-c	72	71	72
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	82	81	87
KF7. % appraised in last 12 mths	Q3a	83	85	86
KF8. % having well structured appraisals in last 12 mths	Q3a-d	44	38	45
KF9. Support from immediate managers	Q10a-e	3.67	3.65	3.73
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	Q1a	73	77	74
* *KF11. % suffering work-related stress in last 12 mths*	Q16	34	37	30
Errors and incidents				
* *KF12. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q17a, 17b	30	34	33
KF13. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	82	90	86
KF14. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.55	3.54	3.59
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	Q19b	80	67	-

Table A3.1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts (cont)

	Question number(s)	Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
Violence and harassment				
* *KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q20a	11	14	16
* *KF17. % experiencing physical violence from staff in last 12 mths*	Q20b	2	3	4
* *KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q21a	22	28	27
* *KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q21b	22	23	23
Health and well-being				
* *KF20. % feeling pressure in last 3 mths to attend work when feeling unwell*	Q15a-c	19	26	24
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	Q11a-d	37	30	35
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	70	68	72
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	Q8a-g	3.66	3.60	3.73
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	3.97	3.67	4.03
KF25. Staff motivation at work	Q5a-c	3.94	3.86	3.96
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	Q1b	67	63	63
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	87	87	91
* *KF28. % experiencing discrimination at work in last 12 mths*	Q23a-b	12	11	10
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	Q13a, 13c	59	56	-

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

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Areas of training, learning and development			
	% having received training, learning or development in the following areas in the last 12 months:			
Q1a	Health and safety training	73	77	74
Q1b	Equality and diversity training	67	63	63
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	35	40	35
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	83	77	88
Q1e	How to handle confidential information about patients / service users	94	81	91
Q1f	How to deliver a good patient / service user experience	53	50	51
Q1g	Any other job-relevant training, learning or development	78	76	81
	Job-relevant training, learning and development			
	% who had received training, learning and development in the last 12 months (YES to any part of Q1a-g) agreeing / strongly agreeing that:			
Q2a	It has helped me to do my job more effectively	70	68	78
Q2b	It has helped me stay up-to-date with professional requirements	80	75	81
Q2c	It has helped me to deliver a better patient / service user experience	70	65	73
	Appraisals			
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	83	85	86
	If (YES to Q3a) had received an appraisal or performance development review in the last 12 months:			
Q3b	% saying their appraisal or development review had helped them to improve how they do their job	62	53	58
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	80	78	80
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	70	63	69
Q3e	% saying their appraisal or development review had identified training, learning or development needs	72	70	72
	If (YES to Q3a) had received an appraisal or performance development review AND (YES to Q3e) training, learning or development needs identified as part of their appraisal or development review:			
Q3f	% saying their manager supported them to receive training, learning or development	86	87	89
	Team-based working			
Q4a	% working in a team	95	96	97
	If (YES to Q4a) they work in a team:			
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	80	78	81
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	59	59	59
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	81	79	82
	Staff motivation at work			
	% saying often or always to the following statements:			
Q5a	"I look forward to going to work"	54	53	56
Q5b	"I am enthusiastic about my job"	74	70	74
Q5c	"Time passes quickly when I am working"	76	76	80

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q6a	"I have clear, planned goals and objectives for my job"	82	75	79
Q6b	"I always know what my work responsibilities are"	91	86	91
Q6c	"I am trusted to do my job"	92	91	95
Q6d	"I am able to do my job to a standard I am personally pleased with"	85	79	85
	Opportunities to develop potential at work			
	% agreeing / strongly agreeing with the following statements:			
Q7a	"There are frequent opportunities for me to show initiative in my role"	75	70	74
Q7b	"I am able to make suggestions to improve the work of my team / department"	73	74	76
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	50	53	52
Q7d	"I am able to make improvements happen in my area of work"	59	56	57
Q7e	"I am unable to meet all the conflicting demands on my time at work"	43	44	42
Q7f	"I have adequate materials, supplies and equipment to do my work"	68	57	68
Q7g	"There are enough staff at this organisation for me to do my job properly"	37	29	39
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q8a	"The recognition I get for good work"	52	49	55
Q8b	"The support I get from my immediate manager"	67	65	70
Q8c	"The freedom I have to choose my own method of working"	69	65	67
Q8d	"The support I get from my work colleagues"	76	78	80
Q8e	"The amount of responsibility I am given"	78	74	81
Q8f	"The opportunities I have to use my skills"	76	71	77
Q8g	"The extent to which my organisation values my work"	49	42	50
Q8h	"My level of pay"	36	32	43
	Contribution to patient care			
	% agreeing / strongly agreeing with the following statements:			
Q9a	"I am satisfied with the quality of care I give to patients / service users"	86	83	89
Q9b	"I feel that my role makes a difference to patients / service users"	91	91	94
Q9c	"I am able to deliver the patient care I aspire to"	73	69	76

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Your managers			
	% agreeing / strongly agreeing with the following statements:			
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	72	70	71
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	69	69	72
Q10c	"My immediate manager gives me clear feedback on my work"	61	57	61
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	53	51	53
Q10e	"My immediate manager is supportive in a personal crisis"	72	72	72
Q11a	"I know who the senior managers are here"	84	81	88
Q11b	"Communication between senior management and staff is effective"	45	37	45
Q11c	"Senior managers here try to involve staff in important decisions"	35	30	32
Q11d	"Senior managers act on staff feedback"	34	28	36
Q11e	"Senior managers where I work are committed to patient care"	62	54	62
	Your organisation			
	% agreeing / strongly agreeing with the following statements:			
Q12a	"Care of patients / service users is my organisation's top priority"	81	70	81
Q12b	"My organisation acts on concerns raised by patients / service users"	81	71	81
Q12c	"I would recommend my organisation as a place to work"	70	58	75
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	82	65	82
	Patient / service user experience measures			
	"% saying 'Yes'"			
Q13a	"Is patient / service user experience feedback collected within your directorate / department?"	66	73	-
	"% agreeing or strongly agreeing that they receive regular updates on patient / service user experience feedback in their directorate / department"			
Q13b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	60	59	-
	"% agreeing or strongly agreeing that feedback from patients / service users is used to make informed decisions within my directorate / department"			
Q13c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	59	56	-
	Health and well-being			
	% agreeing / strongly agreeing with the following statements:			
Q14a	"In general, my job is good for my health"	43	39	49
Q14b	"My immediate manager takes a positive interest in my health and well-being"	54	54	55
Q14c	"My organisation takes positive action on health and well-being"	44	44	51
	Health and well-being			
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties:	51	66	64
	(If YES to Q15a): % saying they...			
Q15b	...had felt pressure from their manager to come to work	26	32	30
Q15c	...had felt pressure from their colleagues to come to work	19	24	22
Q15d	...had put themselves under pressure to come to work	90	91	91
Q16	% saying they have have felt unwell in the last 12 months as a result of work related stress:	34	37	30

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Witnessing and reporting errors, near misses and incidents			
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	17	19	20
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	27	29	28
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	91	94	92
	Fairness and effectiveness of procedures for reporting errors, near misses or incidents			
	% agreeing / strongly agreeing with the following statements:			
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	51	47	57
Q18b	"My organisation encourages us to report errors, near misses or incidents"	84	86	88
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	64	64	70
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	21	13	17
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	71	63	70
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	49	45	46
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	52	44	47
	Raising concerns about unsafe clinical practice			
Q19a	% saying if they were concerned about unsafe clinical practice they would know how to report it	89	92	-
Q19b	% saying they would feel secure raising concerns about unsafe clinical practice	80	67	-
Q19c	% saying they are confident that the organisation would address their concern	69	57	-
	Experiencing and reporting physical violence at work			
	% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...			
Q20a	Never	89	86	84
Q20a	1 to 2 times	9	9	10
Q20a	3 to 5 times	2	3	4
Q20a	6 to 10 times	1	1	2
Q20a	More than 10 times	0	1	1
	% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...			
Q20b	Never	98	97	96
Q20b	1 to 2 times	2	2	3
Q20b	3 to 5 times	0	0	0
Q20b	6 to 10 times	0	0	0
Q20b	More than 10 times	0	0	0
Q20c	(If YES to Q20a or YES to Q20b): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	55	67	63

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Experiencing and reporting harassment, bullying and abuse at work			
	% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...			
Q21a	Never	78	72	73
Q21a	1 to 2 times	14	17	17
Q21a	3 to 5 times	5	6	7
Q21a	6 to 10 times	3	2	1
Q21a	More than 10 times	1	3	3
	% experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months...			
Q21b	Never	78	77	77
Q21b	1 to 2 times	14	16	14
Q21b	3 to 5 times	5	5	6
Q21b	6 to 10 times	2	1	1
Q21b	More than 10 times	2	2	3
Q21c	(If YES to Q21a or YES to Q21b): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	45	45	51
	Equal opportunities			
Q22	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	87	87	91
	Discrimination			
Q23a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	4	5	5
Q23b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	9	8	6
	% saying they had experienced discrimination on the grounds of:			
Q23c	Ethnic background	3	4	5
Q23c	Gender	3	2	2
Q23c	Religion	1	0	1
Q23c	Sexual orientation	1	0	0
Q23c	Disability	0	1	1
Q23c	Age	2	2	1
Q23c	Other reason(s)	4	4	2
	BACKGROUND DETAILS			
	Gender			
Q24a	Male	27	20	29
Q24a	Female	73	80	71
	Age group			
Q24b	Between 16 and 30	25	14	17
Q24b	Between 31 and 40	23	17	16
Q24b	Between 41 and 50	26	26	23
Q24b	51 and over	26	43	43
Q25a	% working part time	15	23	16
Q25b	% working additional PAID hours	40	33	37
Q25c	% working additional UNPAID hours	56	58	54

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Ethnic background			
Q26	White	74	89	80
Q26	Mixed	3	1	1
Q26	Asian / Asian British	12	7	11
Q26	Black / Black British	8	2	6
Q26	Chinese	1	0	0
Q26	Other	2	1	1
	Sexuality			
Q27	Heterosexual (straight)	92	92	91
Q27	Gay Man	1	1	1
Q27	Gay Woman (lesbian)	0	1	0
Q27	Bisexual	1	1	1
Q27	Other	0	0	1
Q27	Preferred not to say	6	6	6
	Religion			
Q28	No religion	26	28	28
Q28	Christian	56	60	55
Q28	Buddhist	0	1	1
Q28	Hindu	3	2	2
Q28	Jewish	0	0	0
Q28	Muslim	7	2	3
Q28	Sikh	2	0	3
Q28	Other	2	1	2
Q28	Preferred not to say	4	5	5
	Disability			
Q29a	% saying they have a long-standing illness, health problem or disability	17	16	15
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	84	72	77
	Contact with patients			
Q30	% saying they have face-to-face contact with patients / service users as part of their job	84	86	85
	Length of time at the organisation (or its predecessors)			
Q31	Less than 1 year	9	8	8
Q31	1 to 2 years	15	11	11
Q31	3 to 5 years	18	15	16
Q31	6 to 10 years	16	21	23
Q31	11 to 15 years	16	18	16
Q31	More than 15 years	26	27	26

		Your Trust in 2014	Average (median) for acute trusts	Your Trust in 2013
	Occupational group			
Q32	Emergency Care Practitioner	0	0	0
Q32	Paramedic	0	0	0
Q32	Emergency Care Assistant	0	0	0
Q32	Ambulance Technician	0	0	0
Q32	Ambulance Control Staff	0	0	0
Q32	Patient Transport Service	0	0	0
Q32	Registered Nurses and Midwives	25	29	26
Q32	Nursing or Healthcare Assistants	7	8	7
Q32	Medical and Dental	12	9	9
Q32	Allied Health Professionals	8	13	13
Q32	Scientific and Technical / Healthcare Scientists	9	8	11
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	15	17	13
Q32	Central Functions / Corporate Services	5	6	4
Q32	Maintenance / Ancillary	9	5	10
Q32	General Management	4	2	2
Q32	Other	5	3	4

Appendix 4

Other NHS staff survey 2014 documentation

This report is one of several ways in which we present the results of the 2014 national NHS staff survey:

1) A separate summary report of the main 2014 survey results for University Hospitals Birmingham NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.

2) A national briefing document, describing the national Key Findings from the 2014 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2013.

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

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