

Inspecting **Informing** Improving



NHS national staff survey 2006

Results from The Whittington Hospital NHS Trust

1. NHS Staff Survey 2006 documentation

This report is one of several ways in which we present the results of the NHS National Staff Survey 2006:

- 1) This **feedback report** summarises the main 2006 survey results for The Whittington Hospital NHS Trust, and includes:
 - comparisons on 28 key scores with other acute trusts nationally
 - comparisons with the 2005 and 2004 staff survey results at The Whittington Hospital NHS Trust
 - breakdowns of the key scores within the trust by occupational group and other work characteristics
 - breakdowns of the key scores within the trust by age, gender, disability, and ethnic background
 - information about how the trust can use the survey results in support of Improving Working Lives and the Health and Safety Executive's Stress Audit
 - information about which survey findings the Healthcare Commission will be using in the 2007 Annual Health Check
- 2) A separate **summary report** can be downloaded from: <http://www.healthcarecommission.org.uk/staffsurveys/>. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 3) A **series of detailed spreadsheets** can be downloaded from: <http://www.healthcarecommission.org.uk/staffsurveys/>, in which 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 responses for each sub-category of trust (e.g. acute teaching trusts in London, acute teaching trusts outside London, large acute trusts in London, large acute trusts outside London etc)
 - the average trust responses within each strategic health authority
 - the average responses for each major occupational and demographic group within the major trust types
- 4) The document ***Making sense of your staff survey data*** can be downloaded from <http://www.healthcarecommission.org.uk/staffsurveys/>
This includes:
 - details about the calculation of key scores, including the weighting method used, and confidence intervals
 - an overview of the spreadsheets described above
 - detailed information about which survey findings can be used to review Improving Working Lives and the Health and Safety Executive's Stress Audit, and about which survey findings will be used in the 2007 Annual Health Check
- 5) The documents listed above are produced for every trust participating in the survey by the NHS Staff Survey Advice Centre. However, some trusts may have commissioned separate reports of the 2006 survey findings from their survey contractor.

2. Introduction to this report

The Whittington Hospital NHS Trust is classified as an acute trust, and the trusts used for comparison in this report are other acute trusts nationally¹.

The Whittington Hospital NHS Trust had, at the time of sampling, 2155 staff who were eligible to receive the survey². Questionnaires were sent to a random sample of 796 staff. 320 completed questionnaires were returned, representing a response rate of 40%³. This is in the lowest 20% of acute trusts in England, and compares with a response rate of 41% in this trust in the 2005 survey.

The rest of this report is structured as follows:

Section 3:	Description of this year's survey results	4
Section 4:	Graphs showing 28 key scores for The Whittington Hospital NHS Trust, compared with other acute trusts nationally	10
Section 5:	Tables indicating any changes in the key scores for the trust since the 2004 and 2005 staff surveys	13
Section 6:	Tables of key scores, broken down by occupational group and full time/part time staff, line managers/non-line managers, and shift workers/non-shift workers	18
Section 7:	Tables of key scores, broken down by age, gender, disability, and ethnic background	23
Section 8:	Tables showing the profile of respondents to the survey in terms of work and demographic characteristics	28
Appendix 1:	Tables showing the numbers used to construct the graphs in section 4	31
Appendix 2:	Survey findings that are relevant to the Healthcare Commission's Annual Health Check, Improving Working Lives and the Health and Safety Executive's stress audit	33

¹Acute trusts include all acute (teaching and non-teaching) trusts, as well as multiple service providers that include acute services, but not specialist trusts

²This 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.

³Questionnaires could only be counted if they were received complete with their ID number by the closing date

3. Description of the 2006 survey results for The Whittington Hospital NHS Trust

This report focuses on 28 key areas which include data from all sections of the core questionnaire: work life balance; appraisal, training, learning and development; team working, supervision, communication and staff involvement; safety at work; and staff attitudes. Later in the report, charts and tables show how The Whittington Hospital NHS Trust compares with other acute trusts on each of these key scores, how they have changed since previous surveys, and how scores differ for staff groups within the trust. In this section, we provide an introduction to the scores and describe the main results for The Whittington Hospital NHS Trust.

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

3.1 Work life balance

3.1.1 Percentage of staff working extra hours

(the lower the score the better)

77% of staff at the trust said that, in an average week, they work longer than the hours for which they are contracted. The trust's score of 77% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 79% of staff gave this response.

3.1.2 Percentage of staff working extra hours due to pressure and demands of job

(the lower the score the better)

68% of staff at the trust said that in an average week they work longer than the hours for which they are contracted, and give at least one of the following reasons for this: because it is necessary to meet deadlines; because it is expected by their immediate manager; because it is expected by colleagues; because it is impossible to do the job without doing so; or because they don't want to let down the people they work with. The trust's score of 68% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 67% of staff gave this response.

3.1.3 Quality of work life balance

(the higher the score the better)

Staff were asked questions to assess the extent to which they believe that their trust and immediate manager are committed to helping them find a good balance between their work and home life. Possible scores range from 1 to 5, with 1 representing virtually no commitment from the trust, and 5 representing excellent commitment from the trust to helping staff achieve a good balance. The trust's score of 3.35 was above average for acute trusts in England. The trust's 2006 score has shown a statistically significant increase since the 2005 survey, when the trust score was 3.26.

3.1.4 Percentage of staff using flexible working options

(the higher the score the better)

63% of staff at the trust said that they had taken advantage of at least one of the following flexible working options in their current job: flexi-time, working reduced hours (i.e. part-time), working from home, annualised hours, working during school term-time only, making team decisions about rotas, and job-sharing. The trust's score of 63% was in the lowest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 69% of staff gave this response.

For more survey findings about work life balance (including support for carers), please see appendix 2 of this report, and questions 1 to 6 in the detailed spreadsheets which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurveys/>.

3.2 Appraisal, training, learning and development

3.2.1 Percentage of staff appraised within previous 12 months

(the higher the score the better)

54% of staff at the trust said that they had received an appraisal or performance development review in the last 12 months. The trust's score of 54% was average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 61% of staff gave this response.

3.2.2 Percentage of staff having well structured appraisal reviews within previous 12 months

(the higher the score the better)

27% of staff at the trust said that they had received an appraisal or performance development review in the last 12 months, in which they had agreed clear objectives for their work, which they had found useful in helping them improve how they do their job, and which had left them feeling that their work is valued by their employer. The trust's score of 27% was below average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 34% of staff gave this response.

3.2.3 Percentage of staff appraised with personal development plans within previous 12 months

(the higher the score the better)

44% of staff at the trust said that they had agreed a personal development plan as part of their appraisal or performance development review in the last 12 months. The trust's score of 44% was average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 50% of staff gave this response.

3.2.4 Percentage of staff receiving training, learning or development in previous 12 months

(the higher the score the better)

89% of staff at the trust said that they had taken part in at least one of the following types of employer-supported training, learning or development in the last 12 months: taught courses, supervised on the job training, having a mentor, shadowing someone, e-learning or online training, keeping up to date with work developments (e.g. by reading books or journals, or by attending seminars or workshops), or other types of learning. The trust's score of 89% was in the lowest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 92% of staff gave this response.

3.2.5 Percentage of staff receiving job-relevant training, learning or development in previous 12 months

(the higher the score the better)

70% of staff at the trust said that they had received training, learning or development in the previous 12 months which had helped them perform their jobs better, stay up-to-date with their jobs or stay up-to-date with professional requirements. The trust's score of 70% was below average for acute trusts in England. *(There was no equivalent score in the 2005 survey).*

For more survey findings about appraisals, training, learning and development (including different methods of learning; training in specific areas such as equal opportunities, awareness, major incidents, handling violence, alcohol and drugs, computer skills, infection control and handling confidential information), please see appendix 2 of this report, and questions 7 to 12 in the detailed spreadsheets.

3.3 Team working, supervision, communication and staff involvement

3.3.1 Percentage of staff working in a well structured team environment

(the higher the score the better)

49% of staff at the trust said that they work in a team of 15 or fewer people which has clear objectives, and in which team members work closely together to achieve their objectives, and meet regularly to discuss the team's effectiveness and how it could be improved. The trust's score of 49% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 44% of staff gave this response.

3.3.2 Quality of job design (clear job content, feedback and staff involvement)

(the higher the score the better)

Staff were asked questions to assess the extent to which they feel they have clear goals in their jobs, are given clear feedback on their performance and are given the opportunity to participate in decision making. A 'well designed' job is one that is rated highly on all these aspects. Possible scores range from 1 to 5, with 1 representing jobs that are poor in design, and 5 representing jobs that are very well designed. The trust's score of 3.39 was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when the trust score was 3.41.

3.3.3 Support from immediate managers

(the higher the score the better)

Staff were asked questions to assess the extent to which they feel that their immediate manager provides them with support, guidance and feedback on their work, and takes into account their opinions before making decisions that affect their work. Possible scores range from 1 to 5, with 1 representing very unsupportive managers, and 5 representing highly supportive managers. The trust's score of 3.43 was above average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when the trust score was 3.40.

3.3.4 Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)

(the higher the score the better)

Staff were asked questions about the wider organisational climate, or general feeling within the trust. The questions covered a range of issues including communication within the trust, employee involvement, innovation and patient care. Possible scores range from 1 to 5, with 1 representing a very negative feeling within the organisation, and 5 representing a very positive feeling within the organisation. The trust's score of 3.11 was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when the trust score was also 3.11.

For more survey findings about team working, supervision, communication and staff involvement (including findings on equal opportunities and discrimination), please see appendix 2 of this report, and questions 15, 16, 19, 20, 22 and 23 in the detailed spreadsheets.

3.4 Safety at work

3.4.1 Percentage of staff having health and safety training in previous 12 months

(the higher the score the better)

69% of staff at the trust said that they had received health and safety training (including fire training, manual handling etc) in the previous 12 months. The trust's score of 69% was below average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 65% of staff gave this response.

3.4.2 Percentage of staff suffering work related injury in previous 12 months

(the lower the score the better)

17% of staff at the trust said that, in the previous year, they had been injured or felt unwell as a result of one of the following problems: moving and handling; needlestick and sharps injuries; slips, trips or falls; or exposure to dangerous substances. The trust's score of 17% was in the lowest 20% of acute trusts in England. The trust's 2006 score has shown a statistically significant decrease since the 2005 survey, when 24% of staff gave this response.

3.4.3 Percentage of staff suffering work related stress in previous 12 months

(the lower the score the better)

35% of staff at the trust said that, in the previous year, they had suffered from work related stress. The trust's score of 35% was above average for acute trusts in England. However, the trust's 2006 score has shown a statistically significant decrease since the 2005 survey, when 43% of staff gave this response.

3.4.4 Percentage of staff witnessing potentially harmful errors, near misses or incidents in previous month

(the lower the score the better)

40% of staff at the trust said that, in the previous month, they had witnessed at least one error, near miss or incident which could have hurt patients or staff. The trust's score of 40% was average for acute trusts in England. The trust's 2006 score has shown a statistically significant decrease since the 2005 survey, when 50% of staff gave this response.

3.4.5 Percentage of staff reporting harmful errors, near misses or incidents

(the higher the score the better)

94% of staff who had witnessed such an error, near miss or incident said that they, or a colleague, had reported it. The trust's score of 94% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 92% of staff gave this response.

3.4.6 Fairness and effectiveness of procedures for reporting errors, near misses or incidents

(the higher the score the better)

Staff were asked questions to assess the climate and culture of incident reporting in trusts. In particular, the questions asked whether staff were aware of the procedures for reporting errors, near misses and incidents; to what extent staff feel that the trust encourages such reports, and then treats the reports fairly and confidentially; and to what extent the trust takes action to ensure that such incidents do not happen again. Possible scores range from 1 to 5, with 1 representing very unfair and ineffective procedures, and 5 representing very fair and effective procedures. The trust's score of 3.37 was average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when the trust score was 3.34.

3.4.7 Percentage of staff experiencing physical violence from patients or relatives in previous 12 months

(the lower the score the better)

12% of staff had experienced physical violence from patients, service users or their relatives in the previous 12 months. The trust's score of 12% was above average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 14% of staff gave this response.

3.4.8 Percentage of staff experiencing physical violence from staff in previous 12 months

(the lower the score the better)

5% of staff had experienced physical violence from colleagues or managers in the previous 12 months. The trust's score of 5% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 3% of staff gave this response.

3.4.9 Percentage of staff experiencing harassment, bullying or abuse from patients or relatives in previous 12 months

(the lower the score the better)

35% of staff had experienced harassment, bullying or abuse from patients, service users or their relatives in the previous 12 months. The trust's score of 35% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 30% of staff gave this response.

3.4.10 Percentage of staff experiencing harassment, bullying or abuse from staff in previous 12 months

(the lower the score the better)

26% of staff had experienced harassment, bullying or abuse from colleagues or managers in the previous 12 months. The trust's score of 26% was in the highest 20% of acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when 21% of staff gave this response.

3.4.11 Perceptions of effective action from trust towards violence and harassment

(the higher the score the better)

Staff were asked questions about the extent to which they think their trust takes effective action if staff are physically attacked or bullied, harassed or abused (including racial and sexual harassment). Possible scores range from 1 to 5, with 1 representing the perception that the trust never takes any effective action, and 5 representing the perception that the trust always takes effective action. The trust's score of 3.40 was average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when the trust score was 3.43.

3.4.12 Availability of hand washing materials

(the higher the score the better)

Staff were asked questions about the availability of materials for hand washing for staff, patients and visitors to the trust. Possible scores range from 1 to 5, with 1 representing no availability, and 5 representing full availability. The trust's score of 4.30 was in the lowest 20% of acute trusts in England. The trust's 2006 score has shown a statistically significant decrease since the 2005 survey, when the trust score was 4.39.

For more survey findings about safety at work (including training in handling violence and aggression, awareness of reporting procedures for incidents of violence and harassment, whistle blowing, and infection control and hygiene), please see appendix 2 of this report, and questions 10 and 24 to 34 in the detailed spreadsheets.

3.5 Staff attitudes

3.5.1 Staff job satisfaction

(the higher the score the better)

Staff were asked questions about how satisfied they are with various aspects of their job including: recognition for good work; support from their immediate manager and colleagues; freedom to choose methods of working; amount of responsibility; opportunities to use their abilities; and the extent to which the trust values their work. Possible scores range from 1 to 5, with 1 representing very unsatisfied staff and 5 representing very satisfied staff. The trust's score of 3.43 was above average for acute trusts in England. The trust's 2006 score has shown a statistically significant increase since the 2005 survey, when the trust score was 3.36.

3.5.2 Work pressure felt by staff

(the lower the score the better)

Staff were asked questions to assess the extent to which they feel their workload is larger than they can cope with. Possible scores range from 1 to 5, with 1 representing virtually no pressure felt by staff, and 5 representing extremely high feelings of work pressure. The trust's score of 3.14 was below average for acute trusts in England. The trust's 2006 score has not changed significantly since the 2005 survey, when the trust score was also 3.14.

3.5.3 Staff intention to leave jobs

(the lower the score the better)

Staff were asked questions to assess the extent to which they are considering leaving their trust and looking for a new job, either within or outside the NHS. Possible scores range from 1 to 5, with 1 representing staff who have no intention of leaving their jobs, and 5 representing staff who are very keen to leave their jobs. The trust's score of 2.75 was above average for acute trusts in England. The trust's 2006 score has shown a statistically significant increase since the 2005 survey, when the trust score was 2.69.

For more survey findings about staff attitudes, please see appendix 2 of this report, and questions 16 to 19 in the detailed spreadsheets.

4. Summary scores and benchmarks for key variables

The following 2 pages present the 28 key scores described in Section 3 graphically.

To aid presentation in charts, the scores are organised in a different order from section 3. There are two basic types of scores:

- **percentage scores** (Figure 4.1), i.e. percentage of respondents giving a particular response to a survey question or series of questions
- **scale summary scores** (Figure 4.2), calculated by converting staff responses to particular questions into scores; for each of the 10 key scores in Figure 4.2, the minimum score is always 1 and the maximum score is 5

How to interpret figures 4.1 and 4.2

Figures 4.1 and 4.2 display your trust's 28 key scores, compared with national benchmarks for acute trusts. (The same data are displayed in tabular form in Tables 1 and 2 in Appendix 1).

In the figures:

- Your trust's score is represented by a small red circle.
- The black lines to either side of this circle represent the confidence interval around the trust score (a measure of how accurate the trust score is).
- The light green section of the coloured bar represents the best 20% of trusts
- The dark green section represents the worst 20% of trusts
- The medium green section represents the middle 60% of trusts
- The median (middle) trust score is represented by the vertical line within the medium green section

The shading in the charts has been designed so that the different sections (light, medium, dark) are clearly visible when printed out in black and white.

What a high or low score means

As the survey covers both positive and negative staff experiences, we have separated the scores in Figs 4.1 and 4.2 to indicate whether a higher, or a lower score is preferable.

To aid your interpretation, the shading is always consistent:

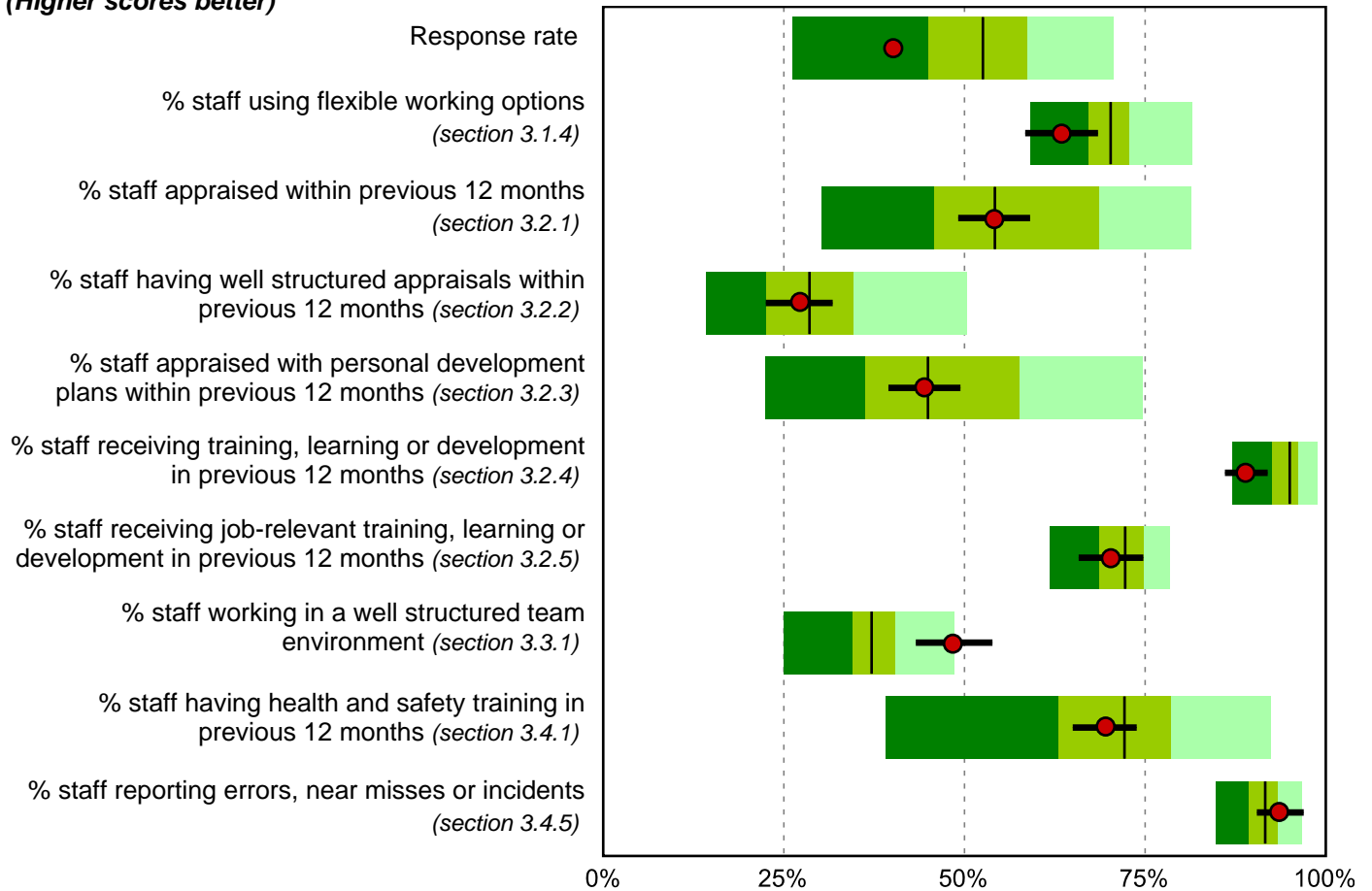
- light green is always the best 20% of trusts
- dark green is always the worst 20% of trusts

Similarly, in figure 4.2:

- for the first eight key scores, the higher score the better
- for the last two key scores, the lower score the better

Figure 4.1: Graph showing percentage scores for The Whittington Hospital NHS Trust compared with other acute trusts nationally

(Higher scores better)



(Lower scores better)

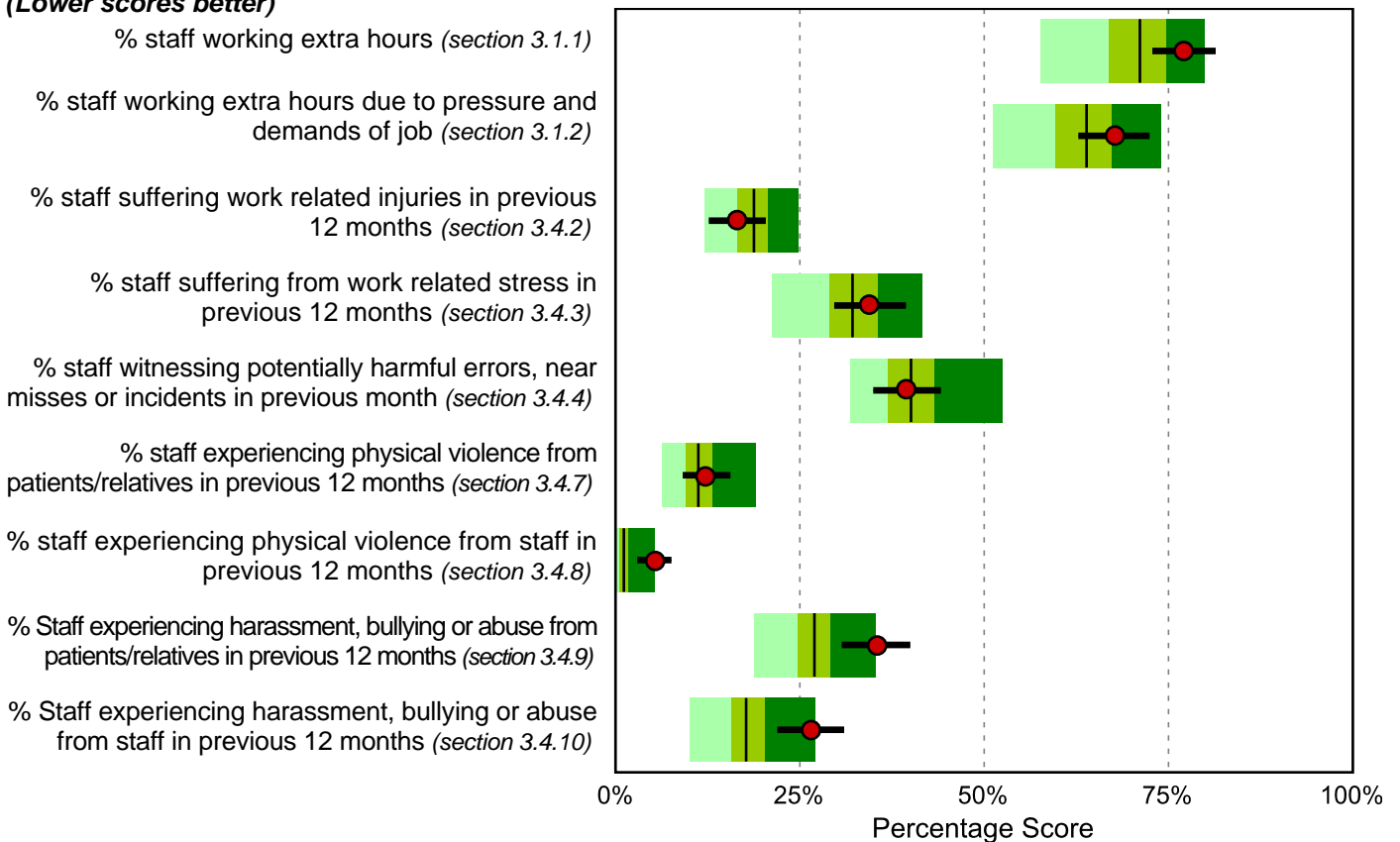
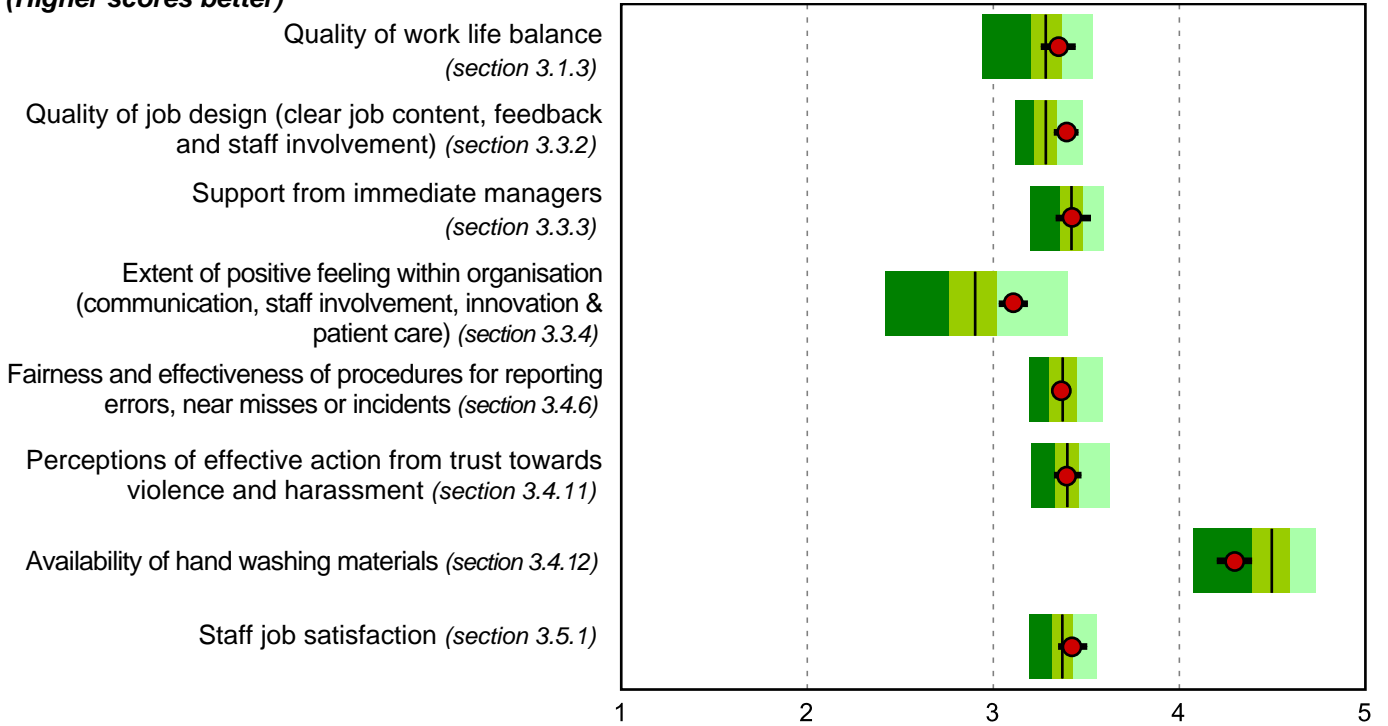
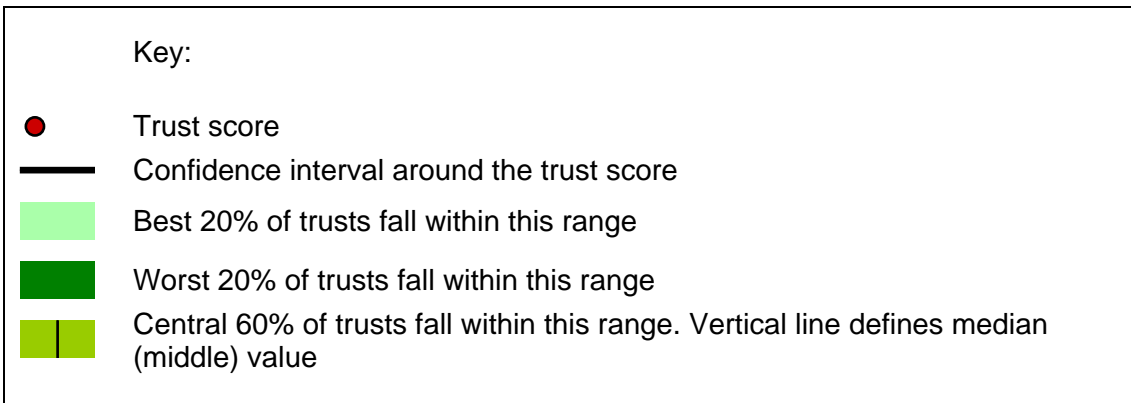
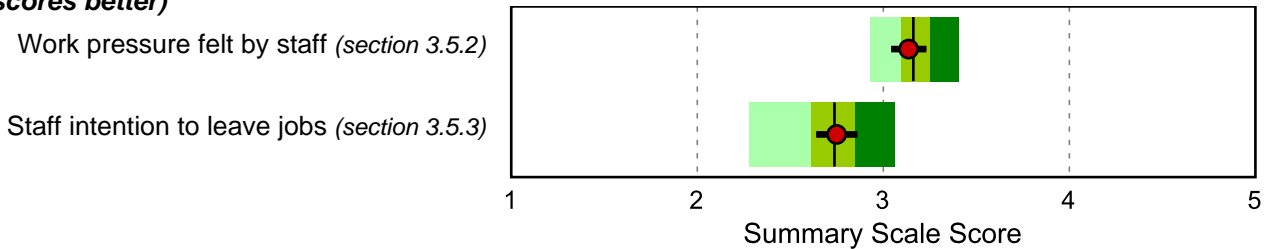


Figure 4.2: Graph showing scale summary scores for The Whittington Hospital NHS Trust compared with other acute trusts nationally

(Higher scores better)



(Lower scores better)



Source: National NHS Staff Survey 2006

5. Changes since the 2005 survey

Tables 5.1 and 5.2 show changes in the 28 key scores for The Whittington Hospital NHS Trust since the 2005 survey.

It is likely that we would see some small change simply due to sample differences between the two years: therefore 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.

Tables 5.3 and 5.4 show changes in the key scores for The Whittington Hospital NHS Trust since the 2004 survey.

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

The calculation of some key scores has changed slightly since previous years. In addition, there are slight differences in the weightings applied to the data. To enable comparison between years, scores from 2004 and 2005 have been re-calculated and re-weighted using the 2006 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 <http://www.healthcarecommission.org.uk/staffsurveys/>.

Where a key score comparison has been omitted, this is because the constituent questions were not asked in that year.

Table 5.1: Changes in percentage scores for The Whittington Hospital NHS Trust since 2005 survey

Percentage score	The Whittington Hospital NHS Trust			
	2006 score	2005 score	Change	Statistically significant?
	%	%	%	
Response rate	40	41	-1	-
% staff working extra hours (section 3.1.1)	77	79	-2	No
% staff working extra hours due to pressure and demands of job (section 3.1.2)	68	67	1	No
% staff using flexible working options (section 3.1.4)	63	69	-6	No
% staff appraised within previous 12 months (section 3.2.1)	54	61	-7	No
% staff having well structured appraisals within previous 12 months (section 3.2.2)	27	34	-7	No
% staff appraised with personal development plans within previous 12 months (section 3.2.3)	44	50	-6	No
% staff receiving training, learning or development in previous 12 months (section 3.2.4)	89	92	-3	No
% staff receiving job-relevant training, learning or development in previous 12 months (section 3.2.5)	70	-	-	-
% staff working in a well structured team environment (section 3.3.1)	49	44	5	No
% staff having health and safety training in previous 12 months (section 3.4.1)	69	65	4	No
% staff suffering work related injury in previous 12 months (section 3.4.2)	17	24	-7	Yes
% staff suffering work related stress in previous 12 months (section 3.4.3)	35	43	-8	Yes
% staff witnessing potentially harmful errors, near misses or incidents in previous month (section 3.4.4)	40	50	-10	Yes
% staff reporting errors, near misses or incidents (section 3.4.5)	94	92	2	No
% staff experiencing physical violence from patients/relatives in previous 12 months (section 3.4.7)	12	14	-2	No
% staff experiencing physical violence from staff in previous 12 months (section 3.4.8)	5	3	2	No
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months (section 3.4.9)	35	30	5	No
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months (section 3.4.10)	26	21	5	No

Table 5.2: Changes in scale summary scores for The Whittington Hospital NHS Trust since 2005 survey

Scale score	The Whittington Hospital NHS Trust			
	2006 score	2005 score	Change	Statistically significant?
Quality of work life balance (<i>section 3.1.3</i>)	3.35	3.26	0.09	Yes
Quality of job design (clear job content, feedback and staff involvement) (<i>section 3.3.2</i>)	3.39	3.41	-0.02	No
Support from immediate managers (<i>section 3.3.3</i>)	3.43	3.40	0.03	No
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care) (<i>section 3.3.4</i>)	3.11	3.11	0.00	No
Fairness and effectiveness of procedures for reporting errors, near misses or incidents (<i>section 3.4.6</i>)	3.37	3.34	0.03	No
Perceptions of effective action from trust towards violence and harassment (<i>section 3.4.11</i>)	3.40	3.43	-0.03	No
Availability of hand washing materials (<i>section 3.4.12</i>)	4.30	4.39	-0.09	Yes
Staff job satisfaction (<i>section 3.5.1</i>)	3.43	3.36	0.07	Yes
Work pressure felt by staff (<i>section 3.5.2</i>)	3.14	3.14	0.00	No
Staff intention to leave jobs (<i>section 3.5.3</i>)	2.75	2.69	0.06	Yes

Table 5.3: Changes in percentage scores for The Whittington Hospital NHS Trust since 2004 survey

Percentage score	The Whittington Hospital NHS Trust			
	2006 score	2004 score	Change	Statistically significant?
	%	%	%	
Response rate	40	48	-8	-
% staff working extra hours (section 3.1.1)	77	77	0	No
% staff working extra hours due to pressure and demands of job (section 3.1.2)	68	68	0	No
% staff using flexible working options (section 3.1.4)	63	-	-	-
% staff appraised within previous 12 months (section 3.2.1)	54	66	-12	Yes
% staff having well structured appraisals within previous 12 months (section 3.2.2)	27	41	-14	Yes
% staff appraised with personal development plans within previous 12 months (section 3.2.3)	44	55	-11	Yes
% staff receiving training, learning or development in previous 12 months (section 3.2.4)	89	92	-3	No
% staff receiving job-relevant training, learning or development in previous 12 months (section 3.2.5)	70	-	-	-
% staff working in a well structured team environment (section 3.3.1)	49	46	3	No
% staff having health and safety training in previous 12 months (section 3.4.1)	69	64	5	No
% staff suffering work related injury in previous 12 months (section 3.4.2)	17	23	-6	Yes
% staff suffering work related stress in previous 12 months (section 3.4.3)	35	39	-4	No
% staff witnessing potentially harmful errors, near misses or incidents in previous month (section 3.4.4)	40	52	-12	Yes
% staff reporting errors, near misses or incidents (section 3.4.5)	94	86	8	Yes
% staff experiencing physical violence from patients/relatives in previous 12 months (section 3.4.7)	12	16	-4	No
% staff experiencing physical violence from staff in previous 12 months (section 3.4.8)	5	3	2	No
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months (section 3.4.9)	35	32	3	No
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months (section 3.4.10)	26	19	7	Yes

Table 5.4: Changes in scale summary scores for The Whittington Hospital NHS Trust since 2004 survey

Scale score	The Whittington Hospital NHS Trust			
	2006 score	2004 score	Change	Statistically significant?
Quality of work life balance (<i>section 3.1.3</i>)	3.35	3.32	0.03	No
Quality of job design (clear job content, feedback and staff involvement) (<i>section 3.3.2</i>)	3.39	3.31	0.08	Yes
Support from immediate managers (<i>section 3.3.3</i>)	3.43	3.44	-0.01	No
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care) (<i>section 3.3.4</i>)	3.11	3.20	-0.09	Yes
Fairness and effectiveness of procedures for reporting errors, near misses or incidents (<i>section 3.4.6</i>)	3.37	-	-	-
Perceptions of effective action from trust towards violence and harassment (<i>section 3.4.11</i>)	3.40	-	-	-
Availability of hand washing materials (<i>section 3.4.12</i>)	4.30	-	-	-
Staff job satisfaction (<i>section 3.5.1</i>)	3.43	3.47	-0.04	No
Work pressure felt by staff (<i>section 3.5.2</i>)	3.14	3.14	0.00	No
Staff intention to leave jobs (<i>section 3.5.3</i>)	2.75	2.75	0.00	No

6. Summary scores for occupational group and other work characteristics

Tables 6.1.1 to 6.2.2 show the scores for several groups defined by work categories in this trust.

Care should be taken not to over interpret the findings if scores differ only slightly. For example, if medical and dental staff score 3.22 on job satisfaction, and general managers 3.31, it may appear that general managers are more satisfied than medical and dental staff. However, this difference is very small, and would probably not be statistically significant. A more sensible interpretation would be that, on average, medical and dental staff have similar job satisfaction to general managers.

Please note that, unlike the overall Trust scores, data in this section are not weighted.

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

Table 6.1.1: Percentage scores for different occupational groups

	Occupational group						
	All nurses	Medical & Dental	All Allied Health Professionals	Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
	%	%	%	%	%	%	%
% staff working extra hours	81	94	86	61	69	67	80
% staff working extra hours due to pressure and demands of job	66	91	82	54	63	67	50
% staff using flexible working options	70	55	50	47	65	93	62
% staff appraised within previous 12 months	44	91	83	69	48	50	36
% staff having well structured appraisals within previous 12 months	25	29	43	41	19	29	21
% staff appraised with personal development plans within previous 12 months	36	76	83	58	36	43	15
% staff receiving training, learning or development in previous 12 months	97	97	100	89	66	87	88
% staff receiving job-relevant training, learning or development in previous 12 months	81	86	83	69	41	80	53
% staff working in a well structured team environment	44	59	62	50	40	86	44
% staff having health and safety training in previous 12 months	82	63	96	71	40	57	87
% staff suffering work related injury in previous 12 months	20	9	13	25	18	0	13
% staff suffering work related stress in previous 12 months	39	12	35	33	48	20	6
% staff witnessing potentially harmful errors, near misses or incidents in previous month	53	57	65	44	12	7	13
% staff reporting errors, near misses or incidents	95	94	89	89	100	-	-
% staff experiencing physical violence from patients/relatives in previous 12 months	25	15	4	3	2	0	6
% staff experiencing physical violence from staff in previous 12 months	9	3	0	3	4	0	0
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months	55	32	35	15	28	0	6
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months	37	12	30	21	19	13	13
Number of respondents	117	35	23	36	58	15	16

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. In addition, due to low numbers of respondents, no scores are shown for the group: General Management.

Table 6.1.2: Scale summary scores for different occupational groups

	Occupational group						
	All nurses	Medical & Dental	All Allied Health Professionals	Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Quality of work life balance	3.28	3.09	3.35	3.65	3.27	3.84	3.78
Quality of job design (clear job content, feedback and staff involvement)	3.37	3.47	3.44	3.47	3.32	3.58	3.38
Support from immediate managers	3.43	3.41	3.44	3.52	3.27	3.87	3.78
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)	3.07	3.32	2.98	3.23	2.87	3.61	3.55
Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.48	3.45	3.25	3.27	3.19	3.31	3.33
Perceptions of effective action from trust towards violence and harassment	3.41	3.43	3.26	3.42	3.13	3.82	3.80
Availability of hand washing materials	4.46	4.15	3.82	4.52	3.93	-	4.74
Staff job satisfaction	3.40	3.75	3.43	3.45	3.22	3.61	3.74
Work pressure felt by staff	3.20	3.24	3.21	3.08	3.17	3.00	2.59
Staff intention to leave jobs	2.76	2.14	3.03	2.70	3.12	2.91	1.75
Number of respondents	117	35	23	36	58	15	16

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. In addition, due to low numbers of respondents, no scores are shown for the group: General Management.

Table 6.2.1: Percentage scores for different work groups

	Full time / part time ^a		Line managers / non line managers		Shift workers / non-shift workers	
	Full time	Part time	Line managers	Non line managers	Shift workers	Non shift workers
	%	%	%	%	%	%
% staff working extra hours	78	76	85	69	85	69
% staff working extra hours due to pressure and demands of job	69	69	81	58	72	64
% staff using flexible working options	57	95	67	58	61	65
% staff appraised within previous 12 months	58	51	64	51	57	56
% staff having well structured appraisals within previous 12 months	28	30	29	27	28	28
% staff appraised with personal development plans within previous 12 months	47	48	54	42	46	46
% staff receiving training, learning or development in previous 12 months	91	76	97	83	95	84
% staff receiving job-relevant training, learning or development in previous 12 months	73	61	79	65	80	63
% staff working in a well structured team environment	50	41	55	45	45	55
% staff having health and safety training in previous 12 months	70	67	78	61	78	60
% staff suffering work related injury in previous 12 months	16	15	10	22	19	12
% staff suffering work related stress in previous 12 months	35	24	31	34	33	35
% staff witnessing potentially harmful errors, near misses or incidents in previous month	41	37	49	34	53	26
% staff reporting errors, near misses or incidents	95	78	92	93	94	91
% staff experiencing physical violence from patients/relatives in previous 12 months	14	5	11	13	21	2
% staff experiencing physical violence from staff in previous 12 months	6	0	4	5	6	4
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months	35	29	35	34	44	23
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months	26	20	22	26	32	18
Number of respondents	273	41	144	162	166	148

^a Full time is defined for the purposes of this survey as working 30 hours or more a week

Table 6.2.2: Scale summary scores for different work groups

	Full time / part time ^a		Line managers / non line managers		Shift workers / non-shift workers	
	Full time	Part time	Line managers	Non line managers	Shift workers	Non shift workers
Quality of work life balance	3.29	3.73	3.45	3.30	3.21	3.53
Quality of job design (clear job content, feedback and staff involvement)	3.41	3.31	3.49	3.31	3.37	3.43
Support from immediate managers	3.43	3.48	3.56	3.34	3.42	3.49
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)	3.12	3.08	3.24	3.03	3.12	3.14
Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.39	3.29	3.43	3.33	3.40	3.33
Perceptions of effective action from trust towards violence and harassment	3.42	3.30	3.48	3.32	3.39	3.43
Availability of hand washing materials	4.31	4.32	4.37	4.25	4.39	4.20
Staff job satisfaction	3.43	3.51	3.54	3.35	3.46	3.44
Work pressure felt by staff	3.16	2.96	3.34	2.97	3.17	3.12
Staff intention to leave jobs	2.76	2.61	2.64	2.79	2.66	2.78
Number of respondents	273	41	144	162	166	148

^a Full time is defined as working 30 hours or more a week

7. Summary scores for different demographic groups

Tables 7.1.1 to 7.2.2 show the scores for different demographic groups in this trust.

Care should be taken not to over interpret the findings if scores differ only slightly. For example, if male staff score 3.22 on job satisfaction, and women score 3.31, it may appear that women are more satisfied than men. However, this difference is very small, and would probably be statistically insignificant. A more sensible interpretation would be that, on average, men and women have similar job satisfaction on average.

Please note that, unlike the overall Trust scores, data in this section are not weighted.

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

In order to aid comparison between years, scores from 2004 and 2005 have been re-weighted according to the 2006 weightings. This explains any slight differences between the figures quoted in this report and those given in previous years.

Table 7.1.1: Percentage scores for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
	%	%	%	%
% staff working extra hours	71	76	76	83
% staff working extra hours due to pressure and demands of job	63	68	69	68
% staff using flexible working options	37	69	63	75
% staff appraised within previous 12 months	73	49	59	50
% staff having well structured appraisals within previous 12 months	36	25	29	24
% staff appraised with personal development plans within previous 12 months	61	43	47	38
% staff receiving training, learning or development in previous 12 months	90	91	89	87
% staff receiving job-relevant training, learning or development in previous 12 months	73	79	71	61
% staff working in a well structured team environment	45	53	49	44
% staff having health and safety training in previous 12 months	65	75	70	62
% staff suffering work related injury in previous 12 months	16	22	12	14
% staff suffering work related stress in previous 12 months	33	30	36	39
% staff witnessing potentially harmful errors, near misses or incidents in previous month	58	45	36	24
% staff reporting errors, near misses or incidents	91	92	93	94
% staff experiencing physical violence from patients/relatives in previous 12 months	16	15	9	9
% staff experiencing physical violence from staff in previous 12 months	0	6	4	8
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months	48	38	25	33
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months	30	26	23	25
Number of respondents	52	99	92	67

Table 7.1.2: Scale summary scores for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Quality of work life balance	3.28	3.45	3.37	3.28
Quality of job design (clear job content, feedback and staff involvement)	3.26	3.41	3.39	3.54
Support from immediate managers	3.34	3.49	3.45	3.44
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)	3.11	3.04	3.16	3.26
Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.13	3.41	3.46	3.36
Perceptions of effective action from trust towards violence and harassment	3.12	3.32	3.55	3.60
Availability of hand washing materials	3.87	4.34	4.44	4.47
Staff job satisfaction	3.34	3.41	3.49	3.51
Work pressure felt by staff	3.18	3.05	3.23	3.11
Staff intention to leave jobs	3.17	2.79	2.63	2.41
Number of respondents	52	99	92	67

Table 7.2.1: Percentage scores for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
	%	%	%	%	%	%
% staff working extra hours	74	78	71	77	78	76
% staff working extra hours due to pressure and demands of job	65	70	62	69	74	57
% staff using flexible working options	51	68	55	64	60	68
% staff appraised within previous 12 months	62	53	48	56	63	46
% staff having well structured appraisals within previous 12 months	34	26	24	28	29	25
% staff appraised with personal development plans within previous 12 months	53	44	29	47	53	34
% staff receiving training, learning or development in previous 12 months	93	88	76	90	91	87
% staff receiving job-relevant training, learning or development in previous 12 months	76	70	52	72	73	69
% staff working in a well structured team environment	54	46	44	49	48	55
% staff having health and safety training in previous 12 months	73	68	52	70	71	68
% staff suffering work related injury in previous 12 months	19	16	24	16	15	19
% staff suffering work related stress in previous 12 months	27	37	57	32	25	46
% staff witnessing potentially harmful errors, near misses or incidents in previous month	32	43	29	40	40	40
% staff reporting errors, near misses or incidents	92	93	80	94	90	97
% staff experiencing physical violence from patients/relatives in previous 12 months	15	12	10	12	10	16
% staff experiencing physical violence from staff in previous 12 months	6	5	5	5	4	5
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months	24	39	33	34	32	38
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months	19	28	29	25	21	28
Number of respondents	88	219	21	291	186	119

Table 7.2.2: Scale summary scores for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Quality of work life balance	3.38	3.34	3.29	3.36	3.40	3.34
Quality of job design (clear job content, feedback and staff involvement)	3.43	3.39	3.17	3.42	3.40	3.42
Support from immediate managers	3.46	3.43	3.23	3.47	3.52	3.37
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)	3.22	3.09	3.11	3.13	3.11	3.19
Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.43	3.35	3.33	3.37	3.37	3.39
Perceptions of effective action from trust towards violence and harassment	3.47	3.39	3.21	3.43	3.38	3.50
Availability of hand washing materials	4.42	4.31	4.12	4.32	4.21	4.46
Staff job satisfaction	3.50	3.42	3.20	3.46	3.50	3.36
Work pressure felt by staff	3.08	3.13	3.19	3.13	3.22	2.98
Staff intention to leave jobs	2.55	2.78	2.87	2.72	2.68	2.80
Number of respondents	88	219	21	291	186	119

8. Work and demographic profile of the respondents

The occupational group of the staff survey respondents is shown in table 8.1, other work characteristics are shown in table 8.2, and demographic characteristics are shown in table 8.3.

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
<i>Nurses, Midwives and Nursing Assistants</i>		
Registered Nurses - Adult/General	65	20%
Registered Nurses – Children	10	3%
Midwives	17	5%
Other Registered Nurses	10	3%
Nursing Auxiliary/Nursing Assistant/Healthcare Assistant	15	5%
<i>Medical and dental</i>		
Medical/Dental – Consultant	21	7%
Medical/Dental – In Training	11	3%
Medical/Dental – Other	3	1%
<i>Allied Health Professionals</i>		
Occupational Therapy	4	1%
Physiotherapy	12	4%
Radiography	1	0%
Other qualified Allied Health Professionals	5	2%
Support to Allied Health Professionals	1	0%
<i>Scientific & Technical/Healthcare Scientists</i>		
Pharmacy	9	3%
Other qualified Scientific & Technical/Healthcare Scientists	20	6%
Support to Scientific & Technical/Healthcare Scientists	7	2%
<i>Other groups</i>		
Admin & Clerical	58	18%
Central Functions/Corporate Services (e.g. HR, Finance, Information Systems, Information Technology)	15	5%
Maintenance/Ancillary	16	5%
General Management	8	3%
Other	6	2%
Did not specify	6	2%

Sums of percentages may add to more than 100% due to rounding

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Full time/part time		
Full time	273	85%
Part time	41	13%
Did not specify	6	2%
Shift work		
Shift worker	166	52%
Non shift worker	148	46%
Did not specify	6	2%
Line manager/non line manager		
Line manager	144	45%
Non line manager	162	51%
Did not specify	14	4%
Length of time in trust		
Less than a year	24	8%
1-2 years	49	15%
3-5 years	78	24%
6-10 years	63	20%
11-15 years	29	9%
Over 15 years	69	22%
Did not specify	8	3%

Sums of percentages may add to more than 100% due to rounding

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
16-30	52	16%
31-40	99	31%
41-50	92	29%
Over 51	67	21%
Did not specify	10	3%
Gender		
Male	88	28%
Female	219	68%
Did not specify	13	4%
Ethnic background		
White	186	58%
Black and minority ethnic	119	37%
Did not specify	15	5%
Disabled status		
Disabled	21	7%
Not disabled	291	91%
Did not specify	8	3%
Dependants		
Staff with dependants	122	38%
Staff with child(ren) under 5 years old	42	13%
Staff with child(ren) between 5 and 18 years old	67	21%
Staff with elderly dependants	18	6%
Staff with disabled dependants	9	3%
Staff with other dependants	19	6%
Staff with no dependants	192	60%
Did not specify	6	2%

Sums of percentages may add to more than 100% due to rounding

Sum of dependant categories may add to more than 100%, not only because of rounding but also because of multiple types of dependant

Appendix 1: Information used to create figures 4.1 & 4.2

Table A1.1: Percentage scores for The Whittington Hospital NHS Trust benchmarked against other acute trusts (information shown in figure 4.1)

Percentage score	The Whittington Hospital NHS 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	40	-	53	45	59	26	71
% staff using flexible working options	63	[58, 68]	70	67	73	59	82
% staff appraised within previous 12 months	54	[49, 59]	54	46	69	30	81
% staff having well structured appraisals within previous 12 months	27	[23, 32]	29	23	35	14	50
% staff appraised with personal development plans within previous 12 months	44	[39, 49]	45	36	58	23	75
% staff receiving training, learning or development in previous 12 months	89	[86, 92]	95	93	96	87	99
% staff receiving job-relevant training, learning or development in previous 12 months	70	[66, 75]	72	69	75	62	78
% staff working in a well structured team environment	49	[43, 54]	37	35	40	25	49
% staff having health and safety training in previous 12 months	69	[65, 74]	72	63	79	39	92
% staff reporting errors, near misses or incidents	94	[90, 97]	92	89	93	85	97
% staff working extra hours	77	[73, 81]	71	67	75	58	80
% staff working extra hours due to pressure and demands of job	68	[63, 72]	64	60	67	51	74
% staff suffering work related injury in previous 12 months	17	[13, 20]	19	17	21	12	25
% staff suffering work related stress in previous 12 months	35	[30, 39]	32	29	36	21	42
% staff witnessing potentially harmful errors, near misses or incidents in previous month	40	[35, 44]	40	37	43	32	53
% staff experiencing physical violence from patients/relatives in previous 12 months	12	[9, 16]	11	10	13	6	19
% staff experiencing physical violence from staff in previous 12 months	5	[3, 8]	1	1	2	0	5
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months	35	[31, 40]	27	25	29	19	35
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months	26	[22, 31]	18	16	20	10	27

Table A1.2: Scale summary scores for The Whittington Hospital NHS Trust benchmarked against other acute trusts (information shown in figure 4.2)

Scale summary score	The Whittington Hospital NHS 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
Quality of work life balance	3.35	[3.26, 3.44]	3.28	3.20	3.37	2.94	3.53
Quality of job design (clear job content, feedback and staff involvement)	3.39	[3.33, 3.46]	3.28	3.22	3.35	3.12	3.48
Support from immediate managers	3.43	[3.34, 3.53]	3.42	3.36	3.48	3.20	3.59
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)	3.11	[3.03, 3.19]	2.90	2.76	3.02	2.42	3.40
Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.37	[3.31, 3.42]	3.37	3.30	3.45	3.19	3.59
Perceptions of effective action from trust towards violence and harassment	3.40	[3.33, 3.47]	3.40	3.33	3.46	3.20	3.63
Availability of hand washing materials	4.30	[4.20, 4.39]	4.50	4.39	4.60	4.07	4.73
Staff job satisfaction	3.43	[3.35, 3.51]	3.37	3.32	3.43	3.19	3.55
Work pressure felt by staff	3.14	[3.04, 3.23]	3.16	3.09	3.25	2.93	3.40
Staff intention to leave jobs	2.75	[2.64, 2.86]	2.74	2.61	2.85	2.28	3.06

Appendix 2: Scores relevant to the Healthcare Commission's Annual Health Check, Improving Working Lives and the Health and Safety Executive's stress audit

This appendix outlines which survey questions map onto the core standards in the Department of Health's "Standards for Better Health", and therefore how the Healthcare Commission will use survey data in its Annual Health Check. It also shows survey scores which can be used to support Improving Working Lives and the Health and Safety Executive's stress audit - the table at the end of this appendix shows how these scores map onto each area.

As well as giving your trust's 2006 score in each area, it gives the median (middle) 2006 score for acute trusts and your trust's score from the 2005 survey (where applicable).

A copy of the questionnaire can be downloaded from the Advice Centre website at <http://www.nhsstaffsurveys.com/>. The 28 key scores used throughout this feedback report are shown below in bold, together with many individual survey questions some of which contribute to those scores.

More detailed information for any question can be found in the detailed spreadsheets at: <http://www.healthcarecommission.org.uk/staffsurveys/>.

If, for example, you would like to explore responses to question 11a (% staff trained in equal opportunities), go to the spreadsheet entitled "Q7-Q12 detailed responses.xls". Using columns AU-AY, you can explore the responses of staff in all NHS Trusts, responses by major trust type, within strategic health authority and by occupational and demographic group.

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% staff working part time	Q1a	11a	13%	26%	11%
% staff working extra hours	Q1b-c	11a	77%	71%	79%
% staff working extra hours due to pressure and demands of the job	Q1b-c, Q2a,d,e,g,i	11a	68%	64%	67%
Quality of work life balance	Q3a-c	8b, 11a	3.35	3.28	3.26
% staff using flexible working options	Q4a-g	8b, 11a	63%	70%	69%
% staff with children under 5 years old	Q5a	-	13%	11%	11%
% staff with children aged 5-18	Q5b	-	21%	23%	21%
% staff with elderly dependants	Q5c	-	6%	9%	9%
% staff with disabled dependants	Q5d	-	3%	4%	3%
% staff with other dependants	Q5e	-	6%	3%	6%
% of staff with dependant children who say the trust offers access to a childcare coordinator	Q6a	-	29%	30%	32%

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% staff with dependant children who say the trust offers subsidised childcare	Q6b	-	15%	27%	17%
% staff with dependant children who say the trust offers childcare vouchers	Q6c	-	31%	29%	31%
% staff with dependant children who say the trust offers other childcare support	Q6d	-	10%	12%	18%
% staff with dependants who say the trust offers support for carers of other dependants	Q6e	-	9%	7%	11%
% staff appraised within previous 12 months	Q7a	5c, 8b, 11a-c	54%	54%	61%
% staff having well structured appraisals within previous 12 months	Q7a-d	5c, 8b, 11a-c	27%	29%	34%
% staff appraised with personal development plans within previous 12 months	Q7a, Q8a	5c, 8b, 11a-c	44%	45%	50%
% staff who had received training, learning and development identified in personal development plan	Q8b	5c, 8b, 11a-c	50%	53%	59%
% staff who had received support from immediate manager in accessing training, learning and development identified in personal development plan	Q8c	5c, 8b, 11a-c	61%	63%	64%
% staff receiving training, learning or development in previous 12 months	Q9a-g, Q10a-i, Q11a-f	5c, 11a-c, 13a	89%	95%	92%
% staff receiving job-relevant training, learning or development in previous 12 months	Q9a-g, Q10a-i, Q11a-f, Q12a,c,d	5c, 11a-c, 13a	70%	72%	-
% staff having health and safety training in previous 12 months	Q10a	8a, 11b-c, 20	69%	72%	65%
% staff trained in major incidents or emergencies	Q10b	24	57%	56%	60%
% staff trained in preventing and handling violence	Q10c	-	43%	42%	46%
% staff trained in infection control	Q10d	4a, 11b-c, 21	72%	79%	71%
% staff trained in computer skills	Q10e	-	60%	60%	54%

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% staff trained in handling confidential patient information	Q10f	9	65%	60%	60%
% staff trained in asking patients/service about their use of alcohol or drugs	Q10g	-	23%	16%	-
% staff trained in handling patients/service users who are drunk or under the influence of drugs	Q10h	-	18%	15%	-
% staff trained in give information to patients/service users on diagnosis, medication, side effects etc.	Q10i	-	35%	31%	-
% staff trained in equal opportunities	Q11a	7e, 8b, 13a	42%	33%	37%
% staff trained in racial awareness	Q11b	7e, 8b, 13a	33%	30%	27%
% staff trained in gender awareness	Q11c	7e, 8b, 13a	29%	26%	20%
% staff trained in disability awareness	Q11d	7e, 8b, 13a	34%	29%	28%
% staff trained in harassment and bullying awareness	Q11e	7e, 8b, 13a	40%	33%	32%
% staff trained in religious awareness	Q11f	7e, 8b, 13a	29%	24%	18%
% staff agreeing that "My training, learning and development has helped me to do the job better"	Q12a	5c, 8b	63%	60%	-
% staff agreeing that "It has improved my chances of promotion"	Q12b	8b	25%	18%	-
% staff agreeing that "It has helped me stay up-to-date with the job"	Q12c	5c, 11c	66%	64%	-
% staff agreeing that "It has helped me stay up-to-date with professional requirements"	Q12d	5c, 11a, 11c	65%	63%	-
% staff who had received a new job outline or description under Agenda for Change	Q13a	-	87%	85%	-
% staff who believed their Agenda for Change re-banding was fair	Q13b	-	45%	55%	-

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% staff agreeing that "Agenda for Change has been implemented successfully in my trust"	Q14a	8b	40%	25%	-
% staff agreeing that "I have taken on increased responsibilities in my job as a result of Agenda for Change"	Q14b	-	39%	24%	-
% staff agreeing that "I am satisfied with the information I have received from the trust about Agenda for Change"	Q14c	-	41%	37%	-
% staff working in a well structured team environment	Q15a-e	8a, 8b	49%	37%	44%
Quality of job design (clear job content, feedback and staff involvement)	Q16a-c, Q19a,b,d	7b, 8b	3.39	3.28	3.41
Work pressure felt by staff	Q16d-f, Q19c	7b	3.14	3.16	3.14
% staff agreeing that "I have clear, planned goals and objectives for my job"	Q16a	7b, 8b	73%	63%	71%
% staff agreeing that "I cannot meet all the conflicting demands on my time at work"	Q16d	7b	42%	43%	42%
% staff agreeing that "I am asked to do work without adequate resources to complete it"	Q16e	7b	42%	39%	39%
% staff agreeing that "I am required to do unimportant tasks which prevent me from completing more important ones"	Q16f	7b	41%	37%	37%
Staff intention to leave jobs	Q17a-c	-	2.75	2.74	2.69
% staff saying that if they leave their current job, they would stay in NHS	Q17d	-	49%	46%	57%
% staff considering leaving and stating "Career development" as a reason	Q17e	-	43%	37%	49%

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% staff considering leaving and stating "Change of career" as a reason	Q17e	-	18%	20%	17%
% staff considering leaving and stating "Would like more pay" as a reason	Q17e	-	40%	37%	46%
% staff considering leaving and stating "Unhappy with current job" as a reason	Q17e	-	40%	39%	36%
% staff considering leaving and stating "Family or personal reasons" for thinking about leaving	Q17e	-	17%	17%	16%
% staff considering leaving and stating "Full time education" as a reason	Q17e	-	2%	1%	4%
% staff considering leaving and stating "Don't want to work in NHS" as a reason	Q17e	-	21%	16%	10%
% staff considering leaving and stating "Retirement" as a reason	Q17e	-	8%	8%	10%
Staff job satisfaction	Q18a-g	8a, 8b	3.43	3.37	3.36
% staff agreeing that "I am satisfied with the recognition I get for good work"	Q18a	-	46%	40%	45%
% staff agreeing that "I am satisfied with the support I get from my immediate manager"	Q18b	-	61%	56%	56%
% staff agreeing that "I am satisfied with the support I get from my work colleagues"	Q18d	-	75%	75%	65%
% staff agreeing that "I always know what my responsibilities are"	Q19a	-	83%	78%	82%
% staff agreeing that "I am consulted about the changes that affect my work area/team/department"	Q19b	-	51%	49%	55%
% staff agreeing that "I do not have time to carry out all my work"	Q19c	-	48%	48%	46%
% staff agreeing that "I get clear feedback about how well I am doing my job"	Q19d	-	34%	29%	33%
% staff agreeing that "Relationships at work are strained"	Q19e	-	26%	30%	24%

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% staff agreeing that "I can decide on my own how to go about doing my work"	Q19f	-	65%	63%	62%
Support from immediate manager	Q20a-e	5b, 8b	3.43	3.42	3.40
Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)	Q22a-f	7a, 7c, 8b	3.11	2.90	3.11
% staff saying trust acts fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	Q23a	7b, 7e, 8a	54%	50%	57%
% staff experiencing discrimination at the trust	Q23b	11a	14%	7%	11%
% staff saying they would know how to report concerns about negligence or wrongdoing by staff	Q24a	8a	75%	76%	74%
% staff saying there is a system to report such concerns confidentially	Q24b	8a	53%	57%	55%
% staff suffering work related injury in previous 12 months	Q25a-d	4b, 20a	17%	19%	24%
% staff suffering work related stress in previous 12 months	Q25e	4b, 20a	35%	32%	43%
% staff saying they have access to counselling services at work	Q26a	20a	69%	73%	-
% staff saying they have access to occupational health services at work	Q26b	20a	97%	97%	-
% staff experiencing physical violence from patients/relatives in previous 12 months	Q27a-b	20a	12%	11%	14%
% staff experiencing physical violence from staff in previous 12 months	Q27c-d	20a	5%	1%	3%

Question / Score	Number	Map to core standards	Trust score (2006)	Median acute trust score (2006)	Trust score (2005)
% Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months	Q28a-b	20a	35%	27%	30%
% Staff experiencing harassment, bullying or abuse from staff in previous 12 months	Q28c-d	20a	26%	18%	21%
% staff experiencing harassment, bullying or abuse from manager/team leader	Q28c	20a	13%	8%	10%
% staff experiencing harassment, bullying or abuse from colleagues	Q28d	20a	19%	13%	16%
% staff aware of how to report violence, harassment, bullying or abuse	Q29	20a	78%	80%	82%
Perceptions of effective action from employer towards violence and harassment	Q30a-d	7e, 8a, 20a	3.40	3.40	3.43
Availability of hand washing materials	Q31a-c	4a, 21	4.30	4.50	4.39
% staff witnessing potentially harmful errors, near misses or incidents in previous month	Q32a-b	1a, 7a, 7c, 8a, 20a	40%	40%	50%
% staff saying they are aware how to report errors, near misses or incidents	Q32c	1a, 7a, 7c, 8a, 20a	79%	85%	84%
% staff reporting errors, near misses or incidents	Q33	1a, 7a, 7c, 8a, 20a	94%	92%	92%
Fairness and effectiveness of procedures for reporting errors, near misses or incidents	Q34a-g	1a, 7a, 7c, 8a, 20a	3.37	3.37	3.34

The table below shows which questions can be used to assess Improving Working Lives, the Health and Safety Executive's Stress Audit, Agenda for Change and NPFIT:

Area	Key Scores / Question Numbers
Improving Working Lives	
Human Resource Strategy and Management	<p>Key scores</p> <ul style="list-style-type: none"> % staff appraised within previous 12 months % staff having well structured appraisals within previous 12 months Staff intention to leave jobs Support from immediate manager
Equality and Diversity	<p>Other questions</p> <p>Q8b-c; Q17d, e</p> <p>Key scores</p> <ul style="list-style-type: none"> Staff job satisfaction Support from immediate manager
Staff Involvement and Communication	<p>Other questions</p> <p>Q11; Q23</p> <p>Key scores</p> <ul style="list-style-type: none"> Quality of job design (clear job content, feedback and staff involvement) Support from immediate manager Extent of positive feeling within organisation (communication, staff involvement, innovation & patient care)
Flexible Working	<p>Other questions</p> <p>Q16a; Q18a; Q19a-b, d;</p> <p>Key scores</p> <ul style="list-style-type: none"> Quality of work life balance % staff using flexible working options
Healthy Workplace	<p>Key scores</p> <ul style="list-style-type: none"> % staff working extra hours % staff working extra hours due to pressure and demands of the job % staff having health and safety training in previous 12 months Work pressure felt by staff % staff suffering work related injury in previous 12 months % staff suffering work related stress in previous 12 months % staff experiencing physical violence from patients/relatives in previous 12 months % staff experiencing physical violence from staff in previous 12 months % Staff experiencing harassment, bullying or abuse from patients/relatives in previous 12 months % Staff experiencing harassment, bullying or abuse in previous 12 months Perceptions of effective action from employer towards violence and harassment Availability of hand washing materials % staff witnessing potentially harmful errors, near misses or incidents in previous month % staff reporting errors, near misses or incidents Fairness and effectiveness of procedures for reporting errors, near misses or incidents <p>Other questions</p> <p>Q1a; Q10a-b, d-e, g; Q24; Q26; Q29; Q32c</p>

Area	Key Scores / Question Numbers
Training and Development	<p>Key scores</p> <p>% staff receiving training, learning or development in previous 12 months</p> <p>% staff receiving job-relevant training, learning or development in previous 12 months</p> <p>% staff having health and safety training in previous 12 months</p> <p>Other questions</p> <p>Q10; Q11; Q12; Q23a</p>
Flexible Retirement, Childcare and Support for Carers	<p>Other questions</p> <p>Q5, Q6</p>
Health & Safety:	
Stress Audit	
Control	Q19f
Role	Q16a
Relationships	Q19e; Q28c-d
Demands	Q16d-f, Q19c
Support	Q18b, d
Change	Q19b
Agenda for Change	Q13; Q14
NPFIT	Q10e