

2012 National NHS staff survey

Results from York Teaching Hospital NHS Foundation Trust

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1. Introduction to this report

This report presents the findings of the 2012 national NHS staff survey conducted in York Teaching Hospital 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 28 Key Findings.

These sections of the report have been structured around the four pledges to staff in the NHS Constitution which was published in January 2009 (<http://www.dh.gov.uk/nhsconstitution>) plus two 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 training for their jobs and line management support to succeed.
- 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

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

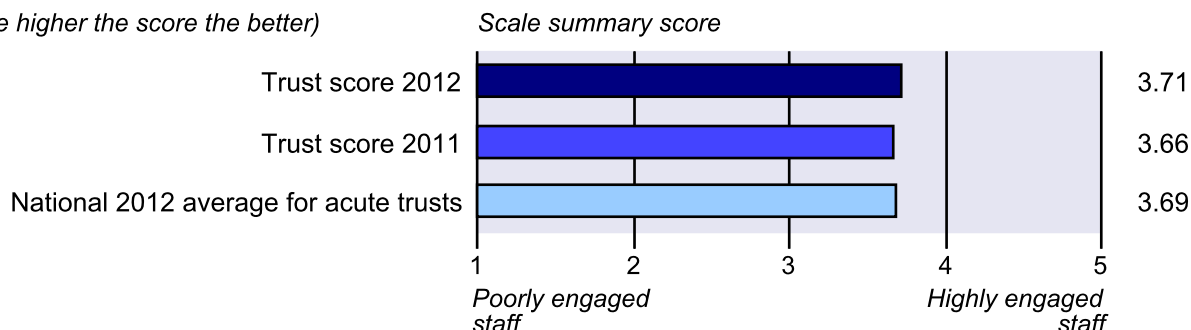
Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

2. Overall indicator of staff engagement for York Teaching Hospital NHS Foundation Trust

The figure below shows how York Teaching Hospital 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 3.71 was average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)



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 York Teaching Hospital 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 2011 survey.

| | Change since 2011 survey | Ranking, compared with all acute trusts |
|---|-----------------------------|---|
| OVERALL STAFF ENGAGEMENT | • No change | • Average |
| KF22. Staff ability to contribute towards improvements at work <i>(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.)</i> | ✓ Increase (better than 11) | • Average |
| KF24. Staff recommendation of the trust as a place to work or receive treatment <i>(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.)</i> | • No change | • Average |
| KF25. Staff motivation at work <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i> | • No change | ✓ Highest (best) 20% |

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 2012 Key Findings for York Teaching Hospital NHS Foundation Trust

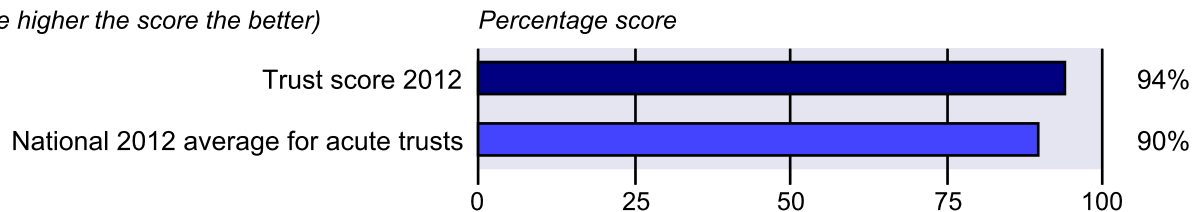
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which York Teaching Hospital NHS Foundation Trust compares most favourably with other acute trusts in England.

TOP FIVE RANKING SCORES

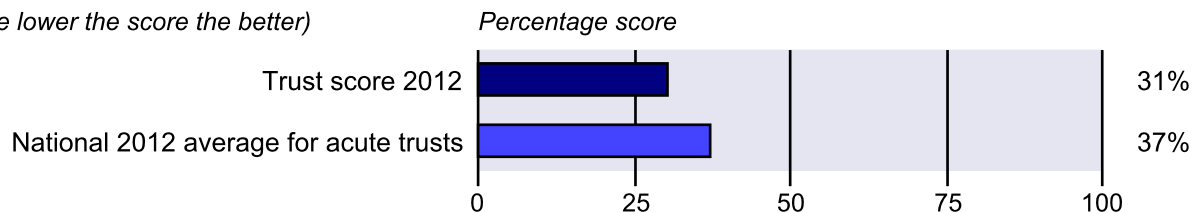
✓ KF14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



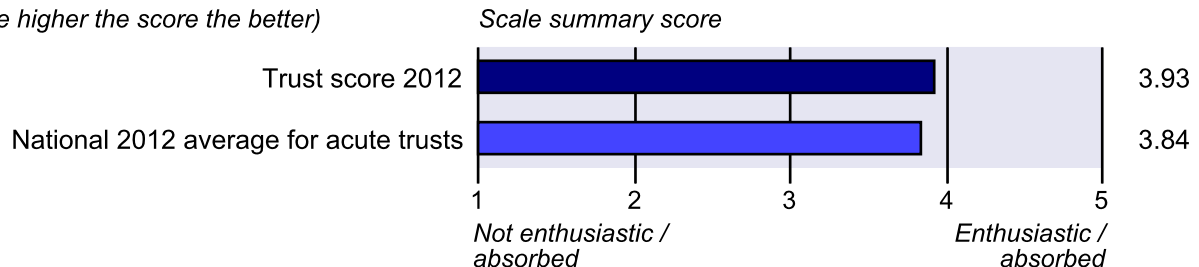
✓ KF11. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)



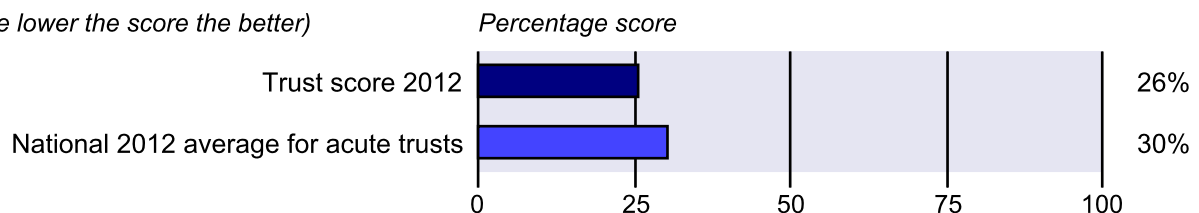
✓ KF25. Staff motivation at work

(the higher the score the better)



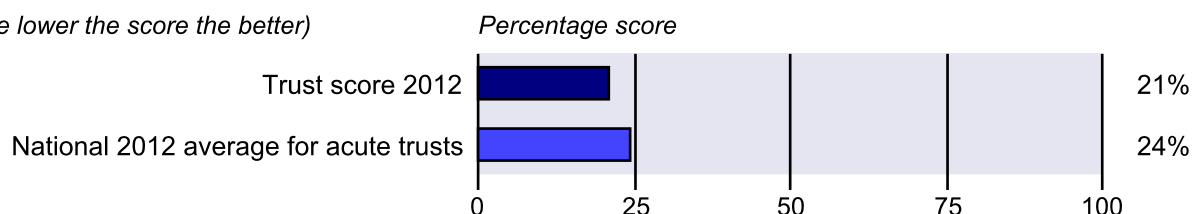
✓ KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



✓ KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)

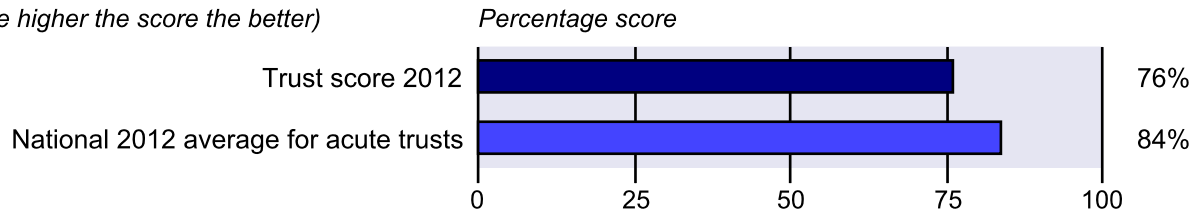


This page highlights the five Key Findings for which York Teaching Hospital NHS Foundation Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

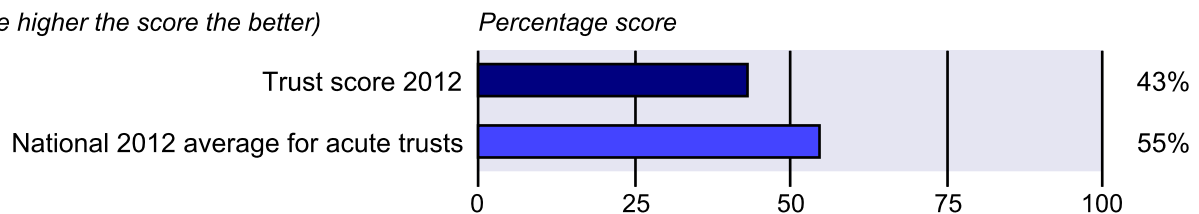
! KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



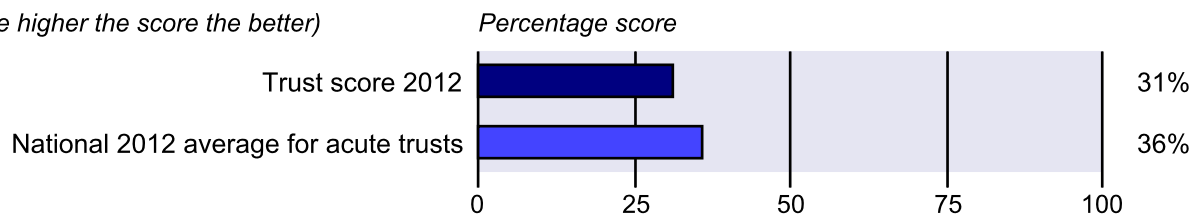
! KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



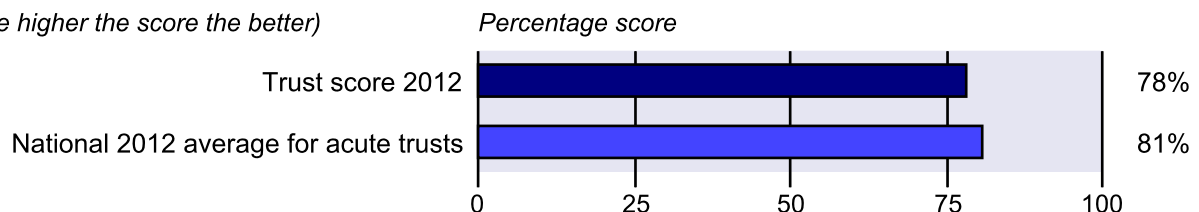
! KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



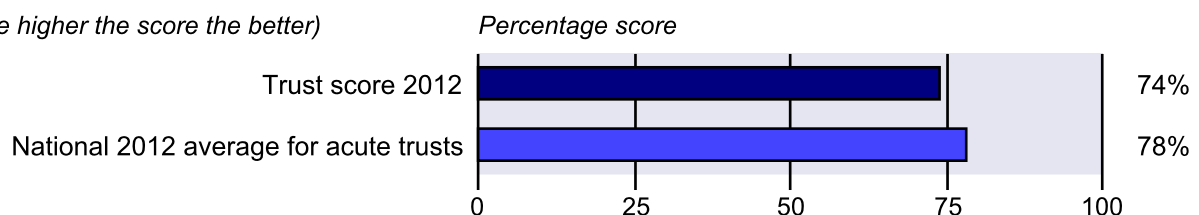
! KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



! KF1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



For each of the 28 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 142 (the bottom ranking score). York Teaching Hospital 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 142. Further details about this can be found in the document ***Making sense of your staff survey data.***

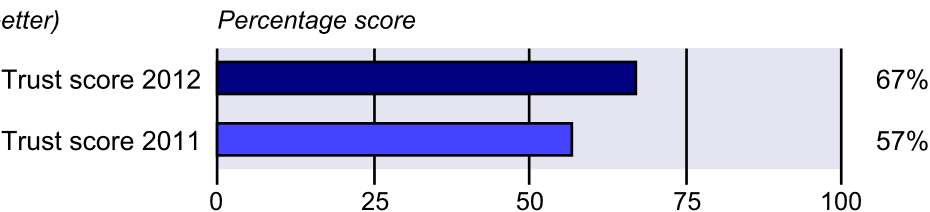
3.2 Largest Local Changes since the 2011 Survey

This page highlights the two Key Findings where staff experiences have improved at York Teaching Hospital NHS Foundation Trust since the 2011 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

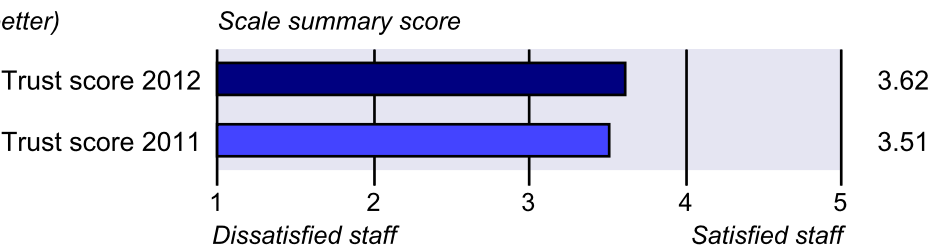
✓ **KF22. Percentage of staff able to contribute towards improvements at work**

(the higher the score the better)



✓ **KF23. Staff job satisfaction**

(the higher the score the better)

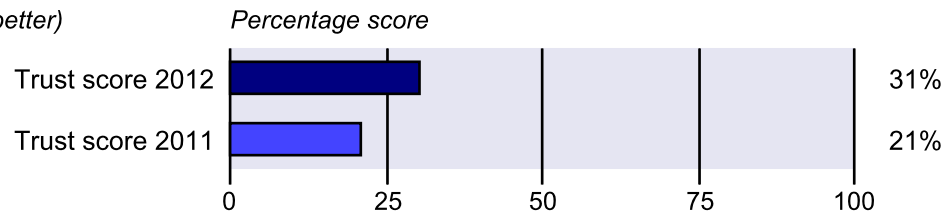


This page highlights the three Key Findings where staff experiences have deteriorated since the 2011 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer. (However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the scores for Key findings KF11, and KF20 are better than average).

WHERE STAFF EXPERIENCE HAS DETERIORATED

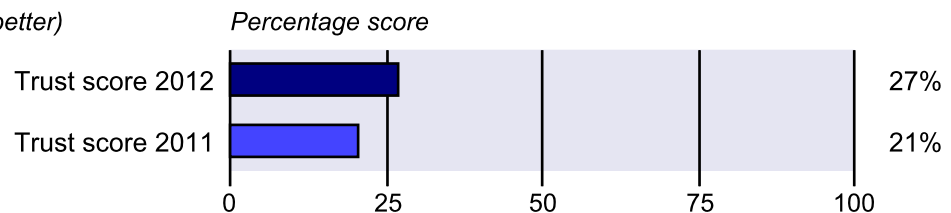
! KF11. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)



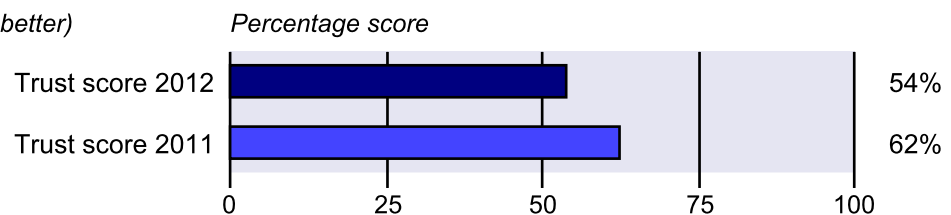
! KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

(the lower the score the better)



! KF12. Percentage of staff saying hand washing materials are always available

(the higher the score the better)



3.3. Summary of all Key Findings for York Teaching Hospital NHS Foundation Trust

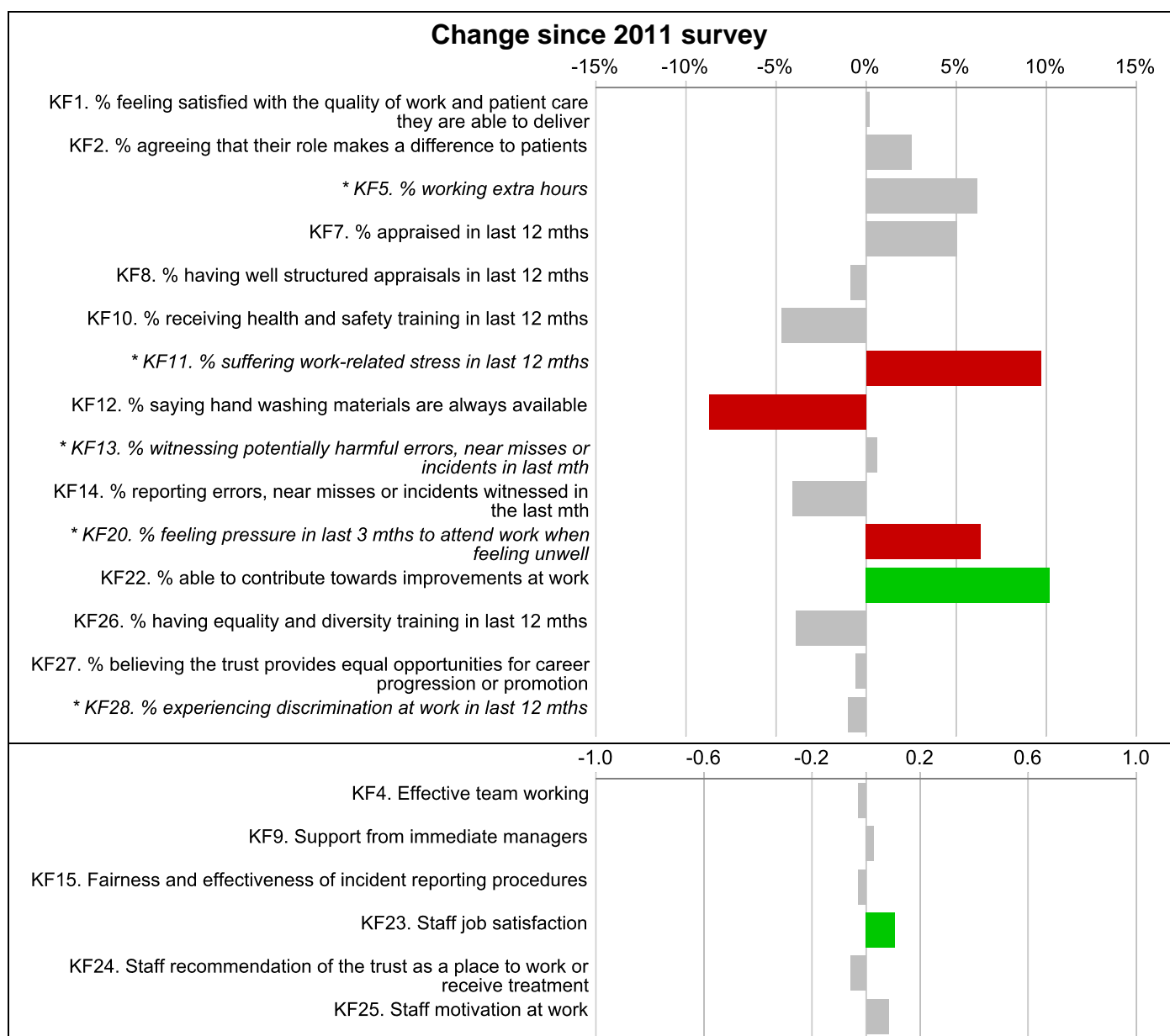
KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2011 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2011 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2011 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 asterisk and in *italics*, the lower the score the better.



3.3. Summary of all Key Findings for York Teaching Hospital NHS Foundation Trust

KEY

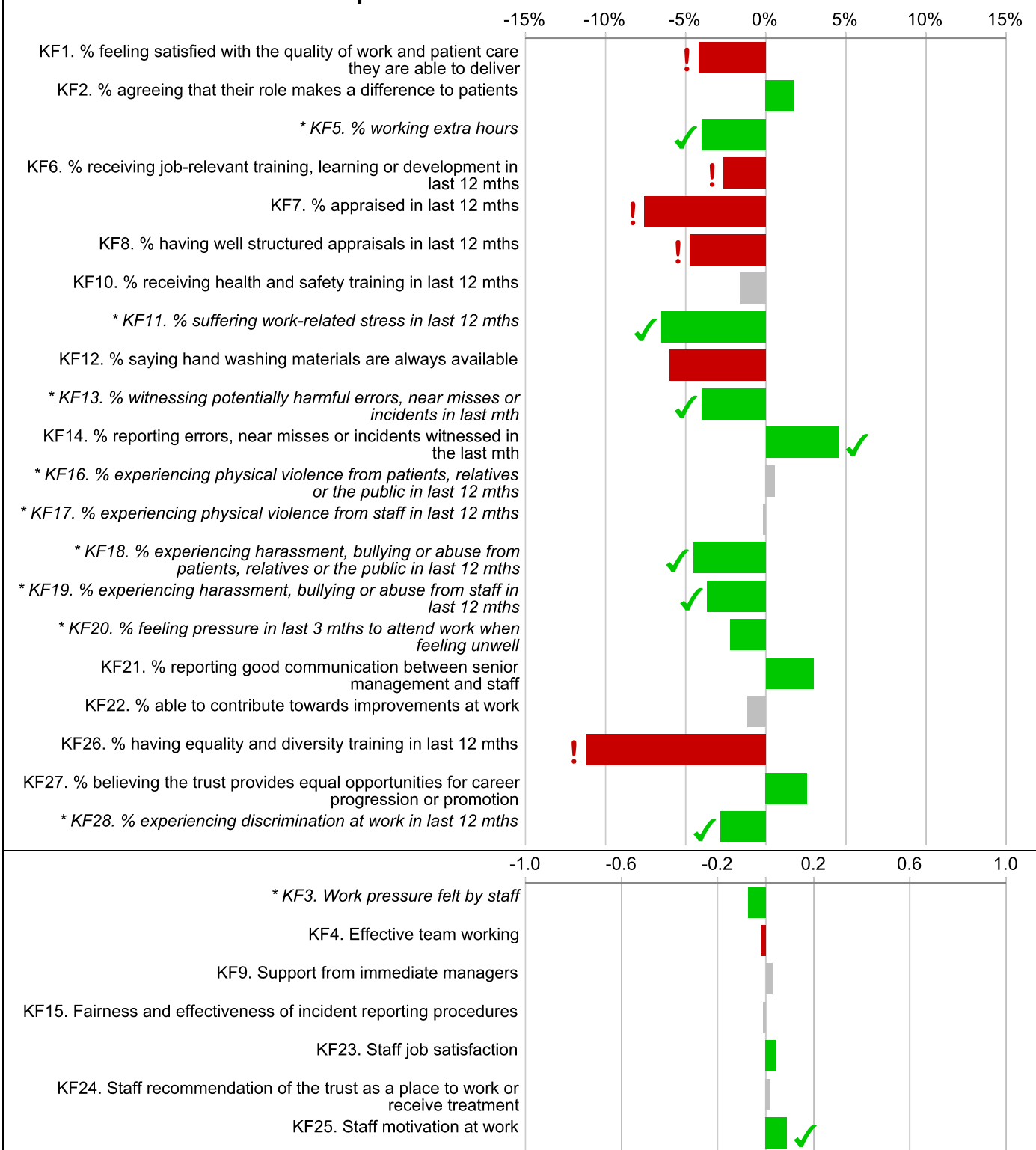
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, e.g. worse than average. 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 asterisk and in *italics*, the lower the score the better.

Comparison with all acute trusts in 2012



3.4. Summary of all Key Findings for York Teaching Hospital NHS Foundation Trust

KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2011.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2011.

'Change since 2011 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2011 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2011 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 asterisk and in *italics*, the lower the score the better.

Change since 2011 survey Ranking, compared with all acute trusts in 2012

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 | ! Lowest (worst) 20% |
| KF2. % agreeing that their role makes a difference to patients | • No change | ✓ Above (better than) average |
| * <i>KF3. Work pressure felt by staff</i> | -- | ✓ Below (better than) average |
| KF4. Effective team working | • No change | ! Below (worse than) average |
| * <i>KF5. % working extra hours</i> | • No change | ✓ Lowest (best) 20% |

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

| | | |
|---|-------------|----------------------|
| KF6. % receiving job-relevant training, learning or development in last 12 mths | -- | ! Lowest (worst) 20% |
| KF7. % appraised in last 12 mths | • No change | ! Lowest (worst) 20% |
| KF8. % having well structured appraisals in last 12 mths | • No change | ! Lowest (worst) 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 | • Average |
| * <i>KF11. % suffering work-related stress in last 12 mths</i> | ! Increase (worse than 11) | ✓ Lowest (best) 20% |

Infection control and hygiene

| | | |
|--|----------------------------|------------------------------|
| KF12. % saying hand washing materials are always available | ! Decrease (worse than 11) | ! Below (worse than) average |
|--|----------------------------|------------------------------|

Errors and incidents

| | | |
|--|-------------|----------------------|
| * <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i> | • No change | ✓ Lowest (best) 20% |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | • No change | ✓ Highest (best) 20% |
| KF15. Fairness and effectiveness of incident reporting procedures | • No change | • Average |

3.4. Summary of all Key Findings for York Teaching Hospital NHS Foundation Trust (cont)

| | Change since 2011 survey | Ranking, compared with all acute trusts in 2012 |
|--|-----------------------------|---|
| Violence and harassment | | |
| * KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths | -- | • Average |
| * KF17. % experiencing physical violence from staff in last 12 mths | -- | • Average |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | -- | ✓ Lowest (best) 20% |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | -- | ✓ Lowest (best) 20% |
| Health and well-being | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | ! Increase (worse than 11) | ✓ Below (better than) average |
| 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 | -- | ✓ Above (better than) average |
| KF22. % able to contribute towards improvements at work | ✓ Increase (better than 11) | • Average |
| ADDITIONAL THEME: Staff satisfaction | | |
| KF23. Staff job satisfaction | ✓ Increase (better than 11) | ✓ Above (better than) average |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | • No change | • Average |
| KF25. Staff motivation at work | • No change | ✓ Highest (best) 20% |
| ADDITIONAL THEME: Equality and diversity | | |
| KF26. % having equality and diversity training in last 12 mths | • No change | ! Lowest (worst) 20% |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | • No change | ✓ Above (better than) average |
| * KF28. % experiencing discrimination at work in last 12 mths | • No change | ✓ Lowest (best) 20% |

4. Key Findings for York Teaching Hospital NHS Foundation Trust

435 staff at York Teaching Hospital NHS Foundation Trust took part in this survey. This is a response rate of 51%¹ which is above average for acute trusts in England, and compares with a response rate of 60% in this trust in the 2011 survey.

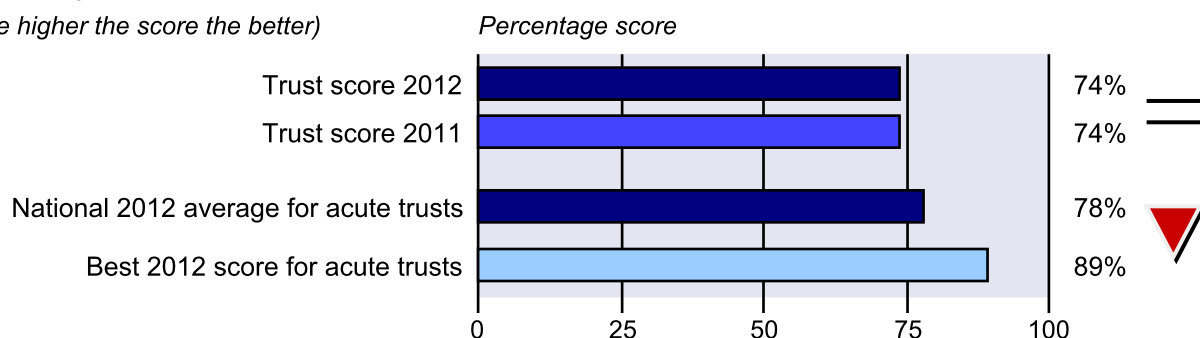
This section presents each of the 28 Key Findings, using data from the trust's 2012 survey, and compares these to other acute trusts in England and to the trust's performance in the 2011 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the two additional themes of staff satisfaction and equality and diversity.

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 2011). **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 2011). An equals sign indicates that there has been no change.

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

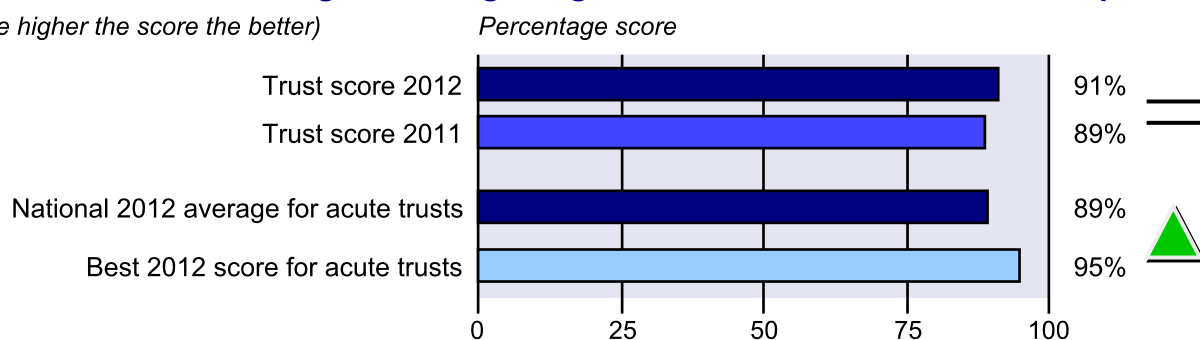
KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



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

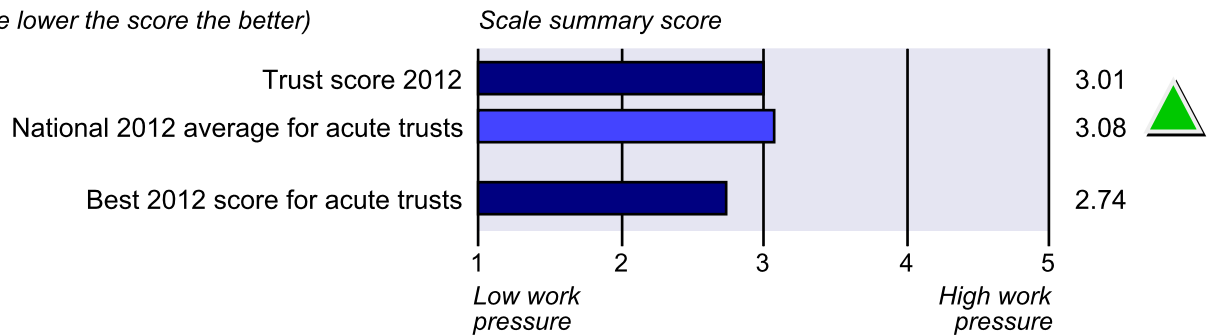
(the higher the score the better)



¹At the time of sampling, 8172 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 847 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.

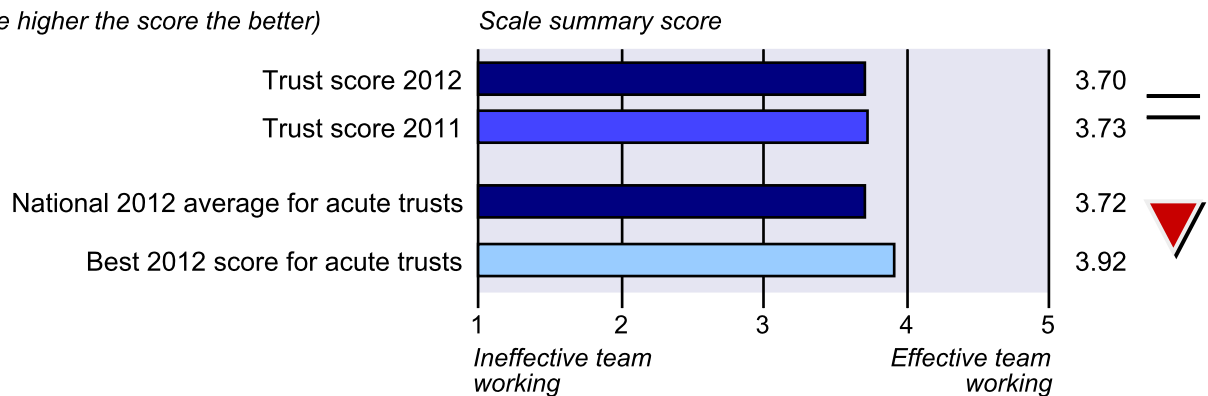
KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



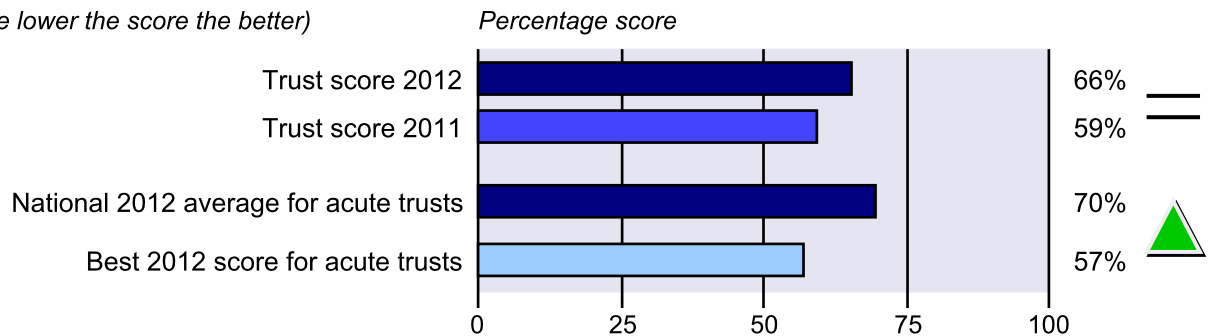
KEY FINDING 4. Effective team working

(the higher the score the better)



KEY FINDING 5. Percentage of staff working extra hours

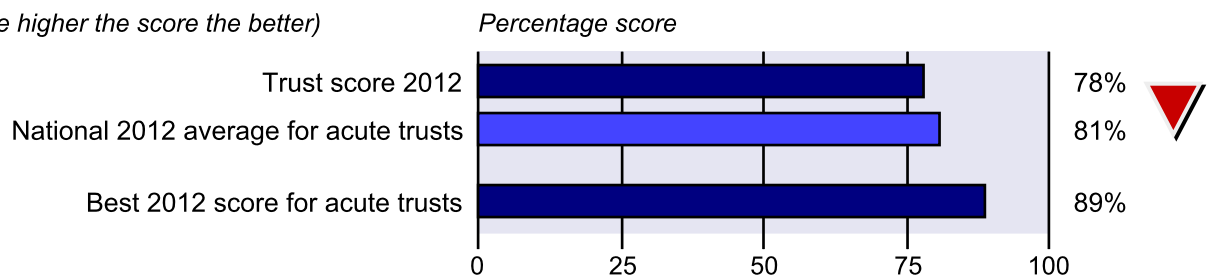
(the lower the score the better)



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

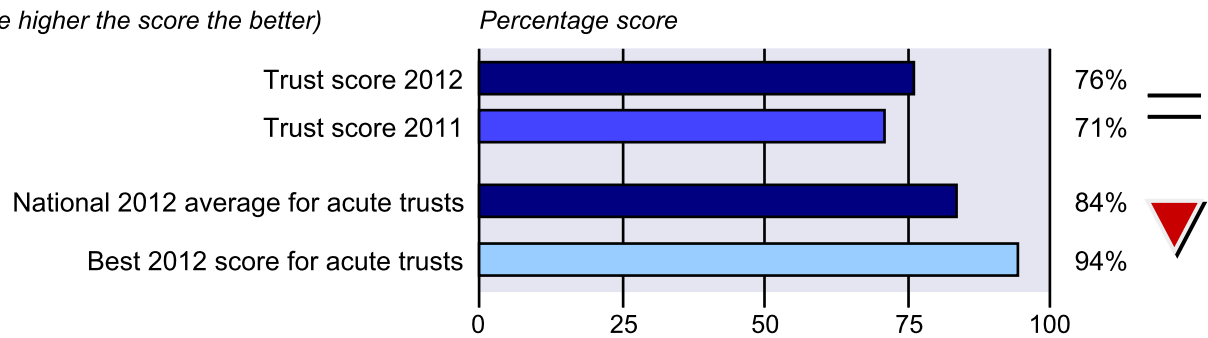
KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



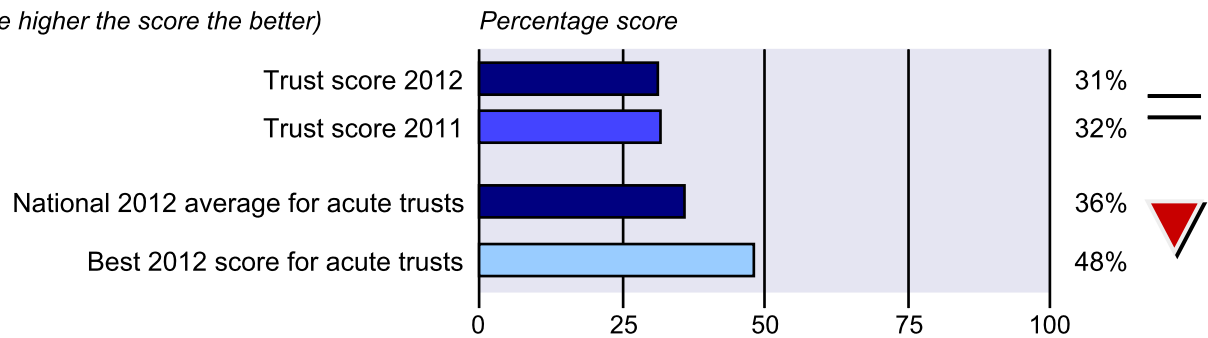
KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



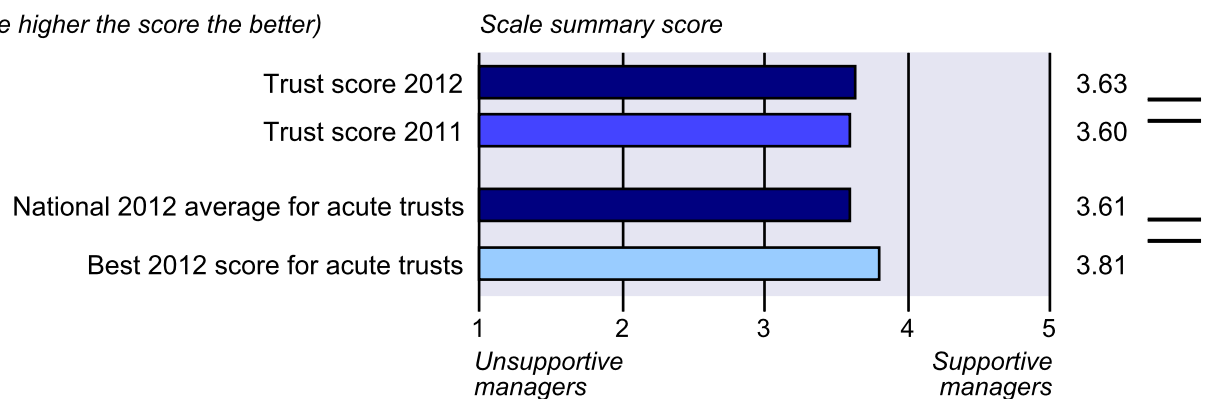
KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



KEY FINDING 9. Support from immediate managers

(the higher the score the better)

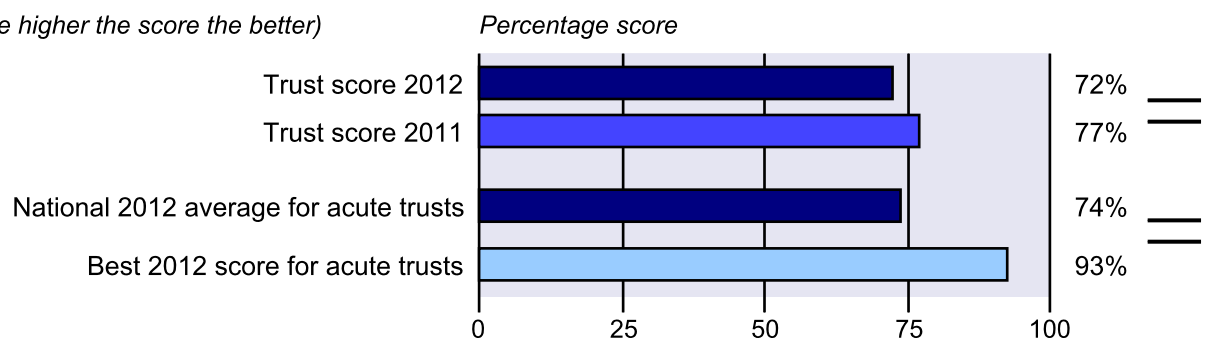


STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Occupational health and safety

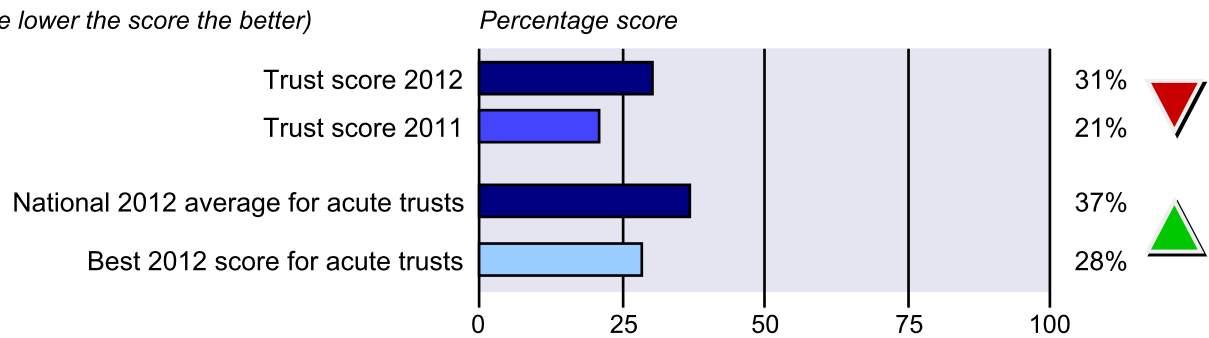
KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



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

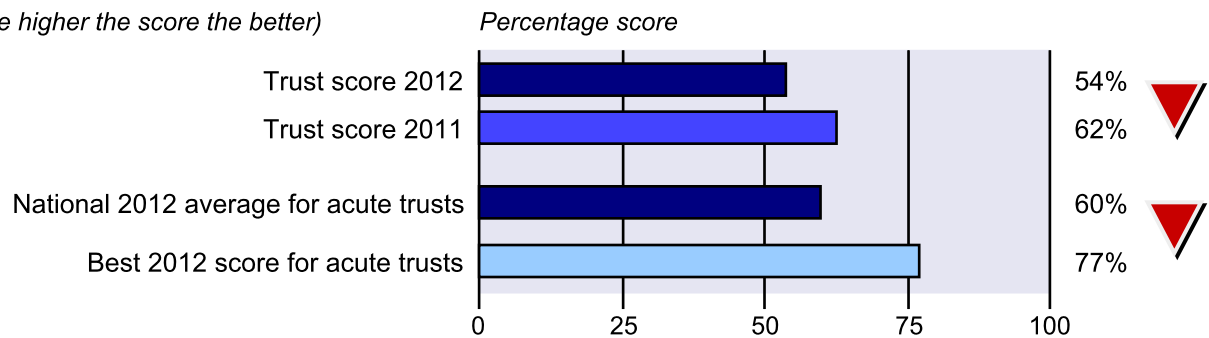
(the lower the score the better)



Infection control and hygiene

KEY FINDING 12. Percentage of staff saying hand washing materials are always available

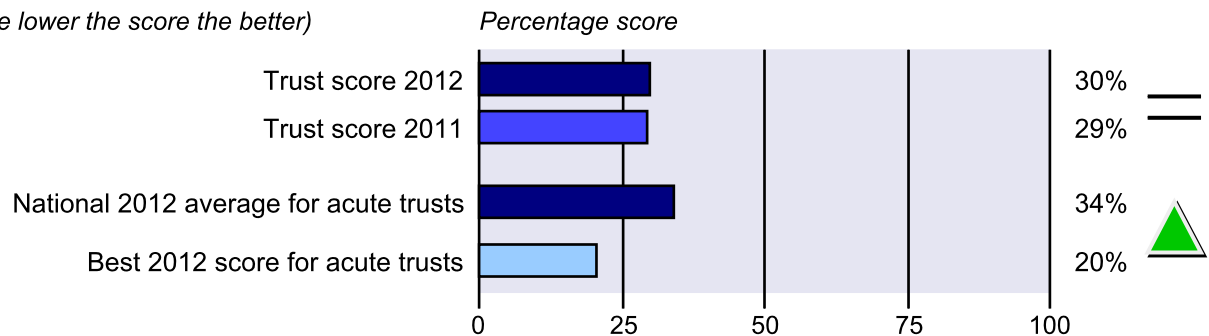
(the higher the score the better)



Errors and incidents

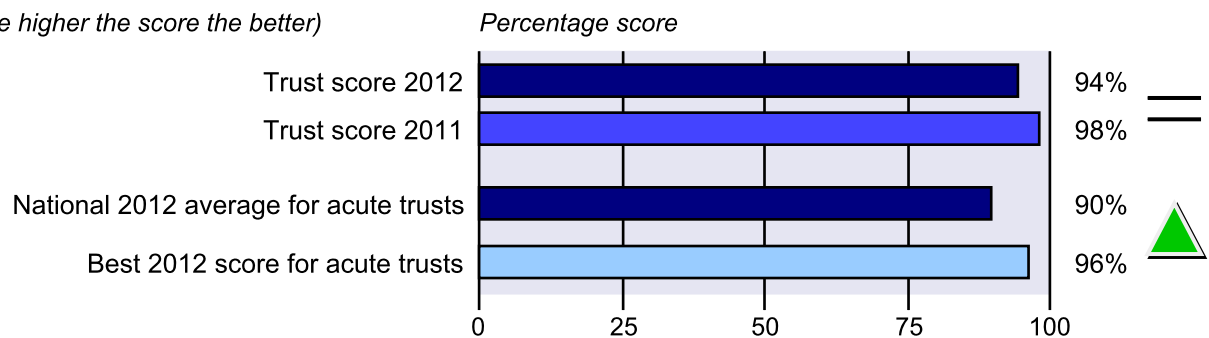
KEY FINDING 13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



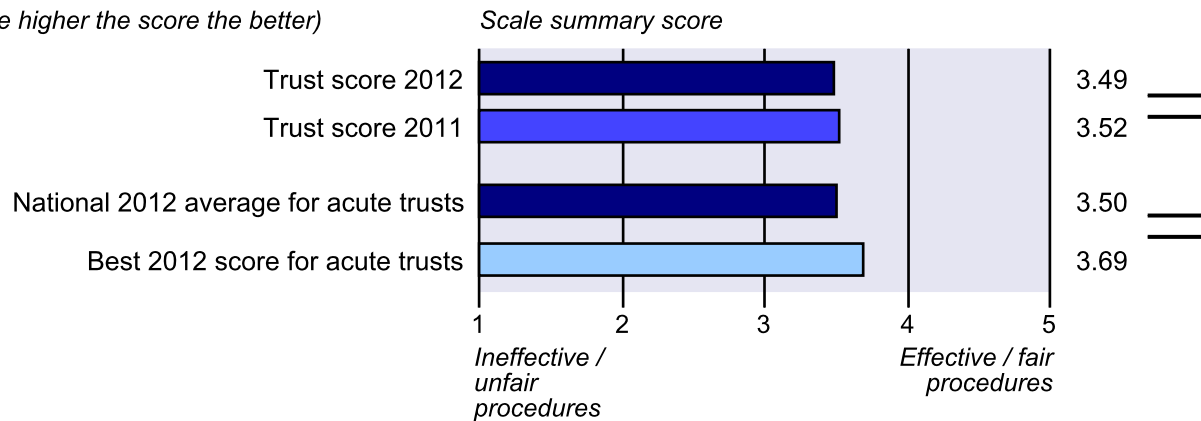
KEY FINDING 14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



KEY FINDING 15. Fairness and effectiveness of incident reporting procedures

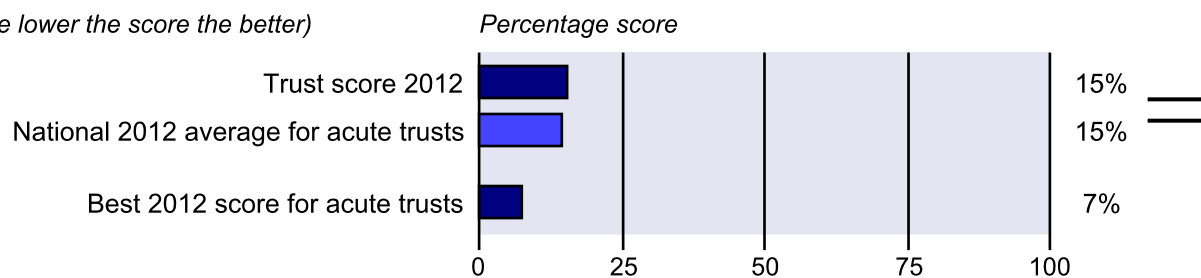
(the higher the score the better)



Violence and harassment

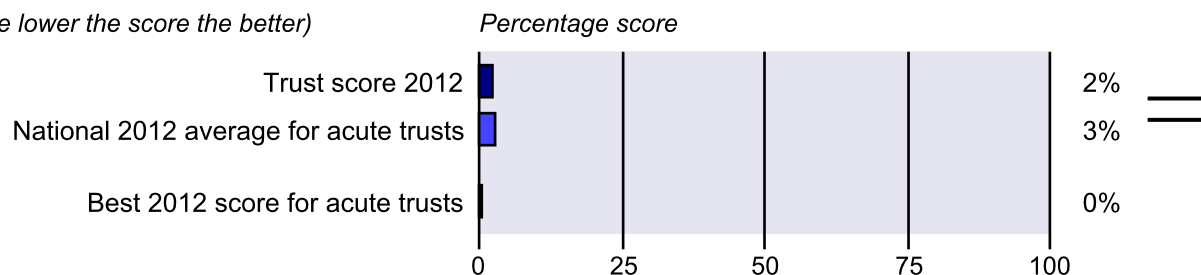
KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



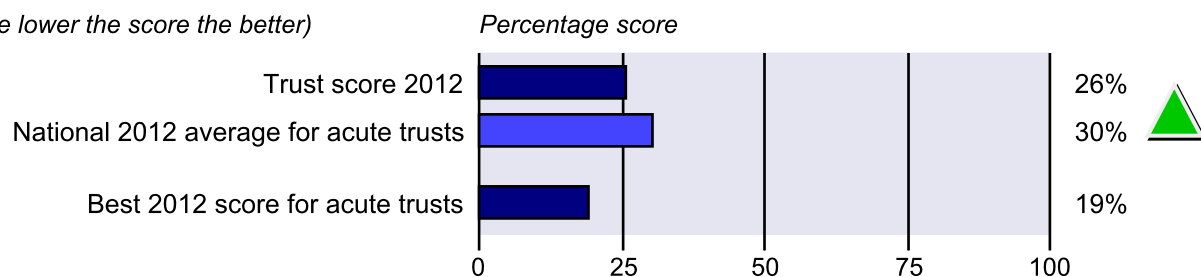
KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



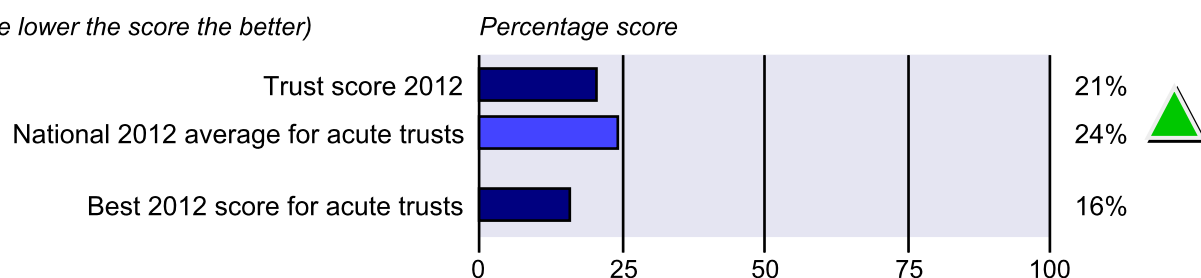
KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



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

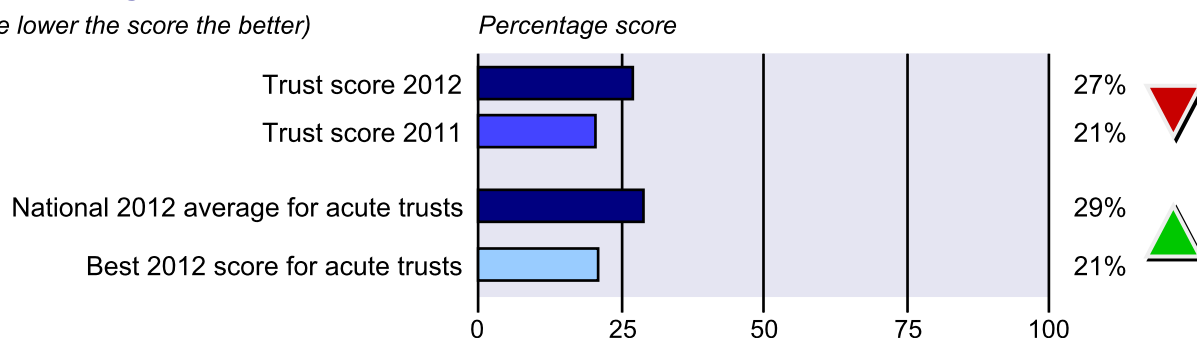
(the lower the score the better)



Health and well-being

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

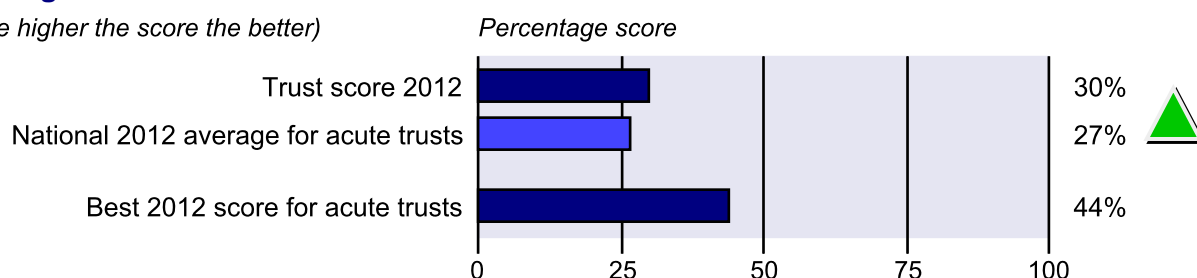
(the lower the score the better)



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.

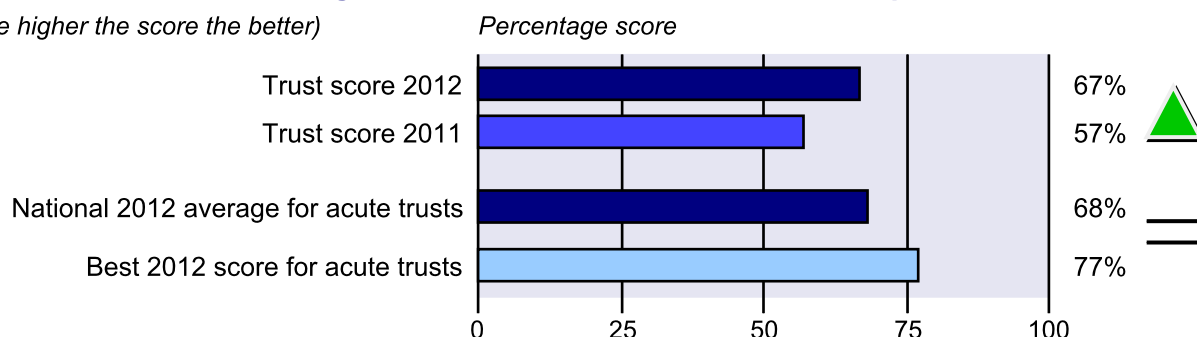
KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff

(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

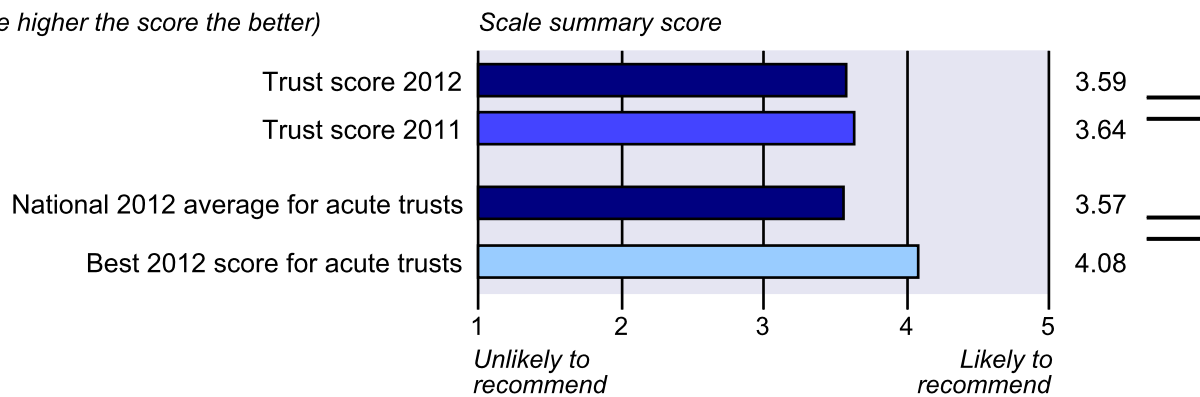
KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



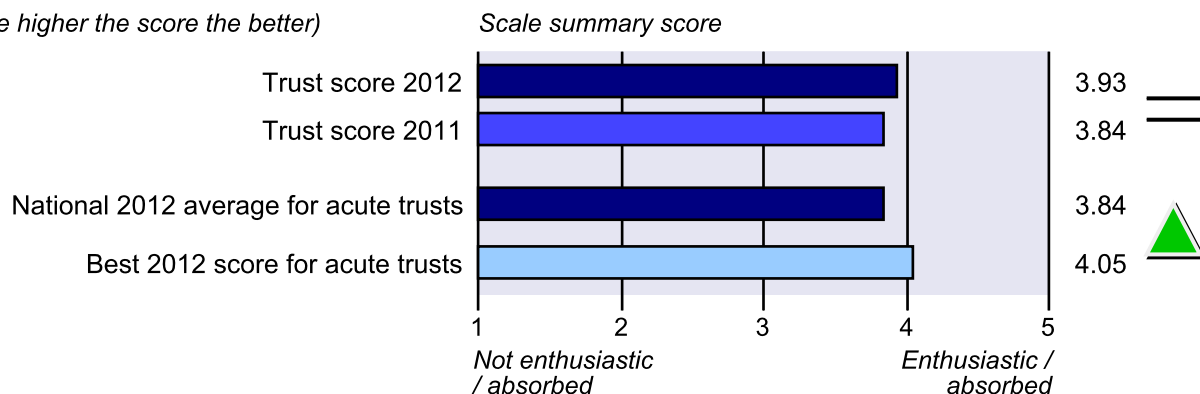
KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



KEY FINDING 25. Staff motivation at work

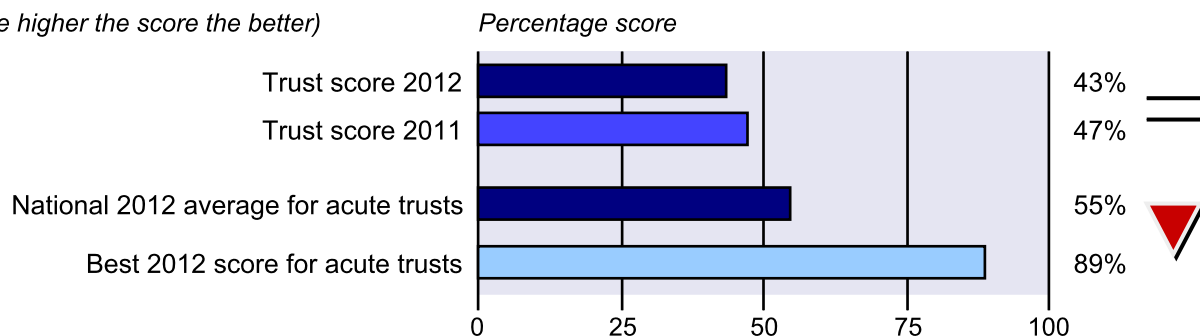
(the higher the score the better)



ADDITIONAL THEME: Equality and diversity

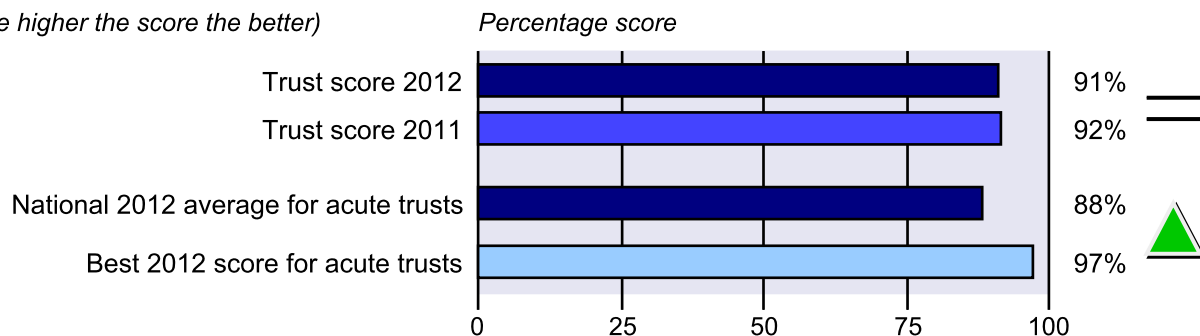
KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



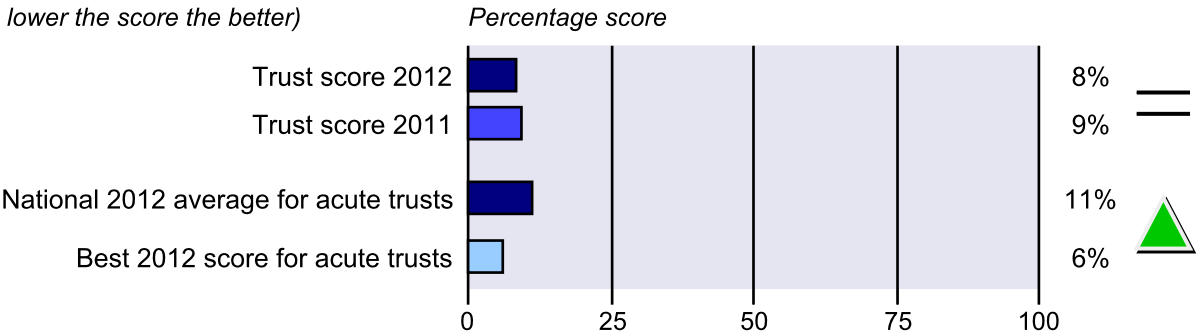
KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(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)



5. Key Findings by work group characteristics

Tables 5.1 to 5.4 show the Key Findings at York Teaching Hospital NHS Foundation Trust broken down by work group characteristics: occupational groups, directorates, 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 asterisk 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 | Other Registered Nurses | Nursing / Healthcare Assistants | Medical / Dental | Physiotherapy | Radiography | Other Allied Health Professionals | 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 | 78 | 73 | 85 | 53 | 91 | 91 | 42 | - | 57 | 74 | - | 79 |
| KF2. % agreeing that their role makes a difference to patients | 91 | 100 | 90 | 90 | 100 | 100 | 83 | 100 | 93 | 91 | 77 | 88 |
| * KF3. <i>Work pressure felt by staff</i> | 3.18 | 3.15 | 2.93 | 3.29 | 3.03 | 2.67 | 3.61 | 2.86 | 3.09 | 2.71 | 3.00 | 2.86 |
| KF4. Effective team working | 3.64 | 3.86 | 3.68 | 3.59 | 4.25 | 3.82 | 3.91 | 3.90 | 3.69 | 3.67 | 3.88 | 3.27 |
| * KF5. <i>% working extra hours</i> | 76 | 77 | 43 | 90 | 64 | 92 | 75 | 71 | 73 | 53 | 63 | 37 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | | | | | | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 81 | 84 | 87 | 73 | 100 | 91 | 82 | 91 | 60 | 77 | 50 | 73 |
| KF7. % appraised in last 12 mths | 77 | 76 | 80 | 77 | 64 | 67 | 67 | 93 | 80 | 72 | 74 | 72 |
| KF8. % having well structured appraisals in last 12 mths | 31 | 20 | 54 | 23 | 36 | 50 | 27 | 54 | 40 | 22 | 21 | 24 |
| KF9. Support from immediate managers | 3.55 | 3.46 | 3.81 | 3.32 | 3.74 | 3.95 | 3.53 | 4.13 | 3.64 | 3.77 | 3.89 | 3.43 |
| 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 | 76 | 88 | 57 | 77 | 83 | 83 | 57 | 73 | 69 | 84 | 66 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 36 | 24 | 24 | 37 | 23 | - | 33 | 36 | 43 | 27 | 37 | 33 |
| Infection control and hygiene | | | | | | | | | | | | |
| KF12. % saying hand washing materials are always available | 61 | 35 | 70 | 57 | 45 | 50 | 50 | 43 | 57 | 54 | 32 | 56 |
| Errors and incidents | | | | | | | | | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 40 | 23 | 27 | 50 | 45 | 50 | 25 | 21 | 50 | 14 | 0 | 25 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 97 | - | - | 100 | - | - | - | - | - | - | - | 75 |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.47 | 3.40 | 3.51 | 3.30 | 3.56 | 3.52 | 3.43 | 3.87 | 3.71 | 3.48 | 3.47 | 3.39 |
| Number of respondents | 78 | 26 | 42 | 30 | 22 | 12 | 12 | 14 | 15 | 80 | 19 | 48 |

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Occupational Therapy and Public Health / Health Improvement.

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

| | Adult / General Nurses | Other Registered Nurses | Nursing / Healthcare Assistants | Medical / Dental | Physiotherapy | Radiography | Other Allied Health Professionals | 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 | 31 | 4 | 33 | 17 | 32 | 25 | 0 | 7 | 15 | 4 | 0 | 2 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 3 | 0 | 10 | 3 | 5 | 0 | 0 | 0 | 7 | 0 | 0 | 0 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 37 | 27 | 43 | 33 | 27 | 25 | 8 | 29 | 33 | 19 | 0 | 13 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 25 | 12 | 13 | 27 | 18 | 0 | 25 | 21 | 40 | 19 | 26 | 15 |
| Health and well-being | | | | | | | | | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 35 | 32 | 26 | 25 | 20 | - | 25 | 18 | 38 | 24 | 6 | 33 |
| 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 | 27 | 23 | 48 | 37 | 36 | 33 | 25 | 64 | 13 | 24 | 21 | 23 |
| KF22. % able to contribute towards improvements at work | 68 | 65 | 71 | 60 | 64 | 83 | 67 | 100 | 73 | 68 | 79 | 49 |
| ADDITIONAL THEME: Staff satisfaction | | | | | | | | | | | | |
| KF23. Staff job satisfaction | 3.61 | 3.58 | 3.64 | 3.41 | 3.66 | 3.86 | 3.58 | 4.17 | 3.56 | 3.74 | 3.55 | 3.47 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.32 | 3.41 | 3.85 | 3.36 | 3.70 | 3.64 | 3.25 | 3.98 | 3.56 | 3.67 | 3.88 | 3.74 |
| KF25. Staff motivation at work | 3.89 | 4.09 | 4.11 | 3.60 | 3.97 | 3.89 | 3.92 | 4.18 | 3.93 | 3.93 | 3.67 | 3.88 |
| ADDITIONAL THEME: Equality and diversity | | | | | | | | | | | | |
| KF26. % having equality and diversity training in last 12 mths | 46 | 56 | 56 | 31 | 45 | 25 | 67 | 43 | 29 | 35 | 63 | 29 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 92 | 89 | 77 | 83 | 100 | - | - | 100 | - | 98 | 92 | 94 |
| * KF28. % experiencing discrimination at work in last 12 mths | 9 | 8 | 12 | 17 | 0 | 8 | 8 | 0 | 7 | 6 | 5 | 9 |
| Overall staff engagement | 3.62 | 3.67 | 3.86 | 3.50 | 3.80 | 3.81 | 3.52 | 4.17 | 3.72 | 3.75 | 3.80 | 3.62 |
| Number of respondents | 78 | 26 | 42 | 30 | 22 | 12 | 12 | 14 | 15 | 80 | 19 | 48 |

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Occupational Therapy and Public Health / Health Improvement.

Table 5.2: Key Findings for different directorates

| | Corporate | Clinical Support | Facilities & Estates | Community Services | General Medicine / Acute and General Medicine | Obs & Gynae and Child Health | Anaesthetics & Theatres / Anaesthetic | Specialist Medicine, Head & Neck and | Elderly Medicine, General Surgery & Urology | Trauma & Orthopaedics |
|---|-----------|------------------|----------------------|--------------------|---|------------------------------|---------------------------------------|--------------------------------------|---|-----------------------|
| 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 | 71 | 79 | 85 | 68 | 87 | 81 | 73 | 74 | 48 | 77 |
| KF2. % agreeing that their role makes a difference to patients | 86 | 94 | 86 | 92 | 87 | 97 | 93 | 92 | 95 | 100 |
| * KF3. <i>Work pressure felt by staff</i> | 2.90 | 2.87 | 2.90 | 3.21 | 2.97 | 2.93 | 3.12 | 2.87 | 3.39 | 2.95 |
| KF4. Effective team working | 3.87 | 3.91 | 3.37 | 3.86 | 3.67 | 3.78 | 3.45 | 3.58 | 3.50 | 3.50 |
| * KF5. <i>% working extra hours</i> | 61 | 72 | 43 | 68 | 63 | 69 | 63 | 66 | 90 | 57 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | | | | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 77 | 86 | 71 | 78 | 81 | 87 | 76 | 80 | 76 | 77 |
| KF7. % appraised in last 12 mths | 75 | 75 | 78 | 85 | 73 | 81 | 81 | 62 | 77 | 71 |
| KF8. % having well structured appraisals in last 12 mths | 24 | 36 | 36 | 33 | 43 | 38 | 29 | 21 | 23 | 21 |
| KF9. Support from immediate managers | 3.79 | 3.72 | 3.53 | 3.69 | 3.87 | 3.59 | 3.48 | 3.39 | 3.66 | 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 | 79 | 78 | 69 | 71 | 71 | 81 | 81 | 66 | 55 | 64 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 32 | 22 | 35 | 38 | 24 | 16 | 33 | 38 | 36 | 21 |
| Infection control and hygiene | | | | | | | | | | |
| KF12. % saying hand washing materials are always available | 40 | 56 | 59 | 47 | 61 | 56 | 45 | 66 | 55 | 64 |
| Errors and incidents | | | | | | | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 11 | 42 | 24 | 24 | 31 | 30 | 42 | 32 | 32 | 36 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | - | 100 | 71 | 100 | 85 | - | 92 | - | - | - |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.53 | 3.65 | 3.47 | 3.45 | 3.59 | 3.43 | 3.35 | 3.32 | 3.51 | 3.48 |
| Number of respondents | 70 | 67 | 59 | 54 | 42 | 33 | 32 | 29 | 22 | 14 |

Table 5.2: Key Findings for different directorates (cont)

| | Corporate | Clinical Support | Facilities & Estates | Community Services | General Medicine / Acute and General Medicine | Obs & Gynae and Child Health | Anaesthetics & Theatres / Anaesthetic | Specialist Medicine, Head & Neck and | Elderly Medicine, General Surgery & Urology | Trauma & Orthopaedics |
|--|-----------|------------------|----------------------|--------------------|---|------------------------------|---------------------------------------|--------------------------------------|---|-----------------------|
| Violence and harassment | | | | | | | | | | |
| * KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths | 6 | 14 | 2 | 11 | 31 | 0 | 32 | 11 | 36 | 21 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 1 | 1 | 0 | 4 | 10 | 0 | 0 | 4 | 0 | 7 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 14 | 19 | 11 | 31 | 31 | 26 | 29 | 41 | 41 | 29 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 28 | 14 | 18 | 26 | 15 | 13 | 20 | 25 | 9 | 31 |
| Health and well-being | | | | | | | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 25 | 25 | 30 | 22 | 22 | 27 | 35 | 26 | 32 | 29 |
| 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 | 29 | 34 | 24 | 26 | 45 | 31 | 23 | 28 | 36 | 36 |
| KF22. % able to contribute towards improvements at work | 77 | 75 | 53 | 63 | 62 | 72 | 63 | 59 | 82 | 71 |
| ADDITIONAL THEME: Staff satisfaction | | | | | | | | | | |
| KF23. Staff job satisfaction | 3.70 | 3.69 | 3.52 | 3.60 | 3.81 | 3.70 | 3.38 | 3.56 | 3.79 | 3.57 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.72 | 3.70 | 3.78 | 3.46 | 3.58 | 3.59 | 3.27 | 3.64 | 3.52 | 3.74 |
| KF25. Staff motivation at work | 3.88 | 4.01 | 3.89 | 3.96 | 4.15 | 3.99 | 3.67 | 4.01 | 3.94 | 4.00 |
| ADDITIONAL THEME: Equality and diversity | | | | | | | | | | |
| KF26. % having equality and diversity training in last 12 mths | 51 | 42 | 32 | 44 | 43 | 66 | 50 | 41 | 41 | 23 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 91 | 93 | 95 | 89 | 97 | 95 | 86 | 90 | 83 | 82 |
| * KF28. % experiencing discrimination at work in last 12 mths | 4 | 6 | 10 | 8 | 2 | 6 | 13 | 17 | 5 | 29 |
| Overall staff engagement | 3.78 | 3.83 | 3.67 | 3.69 | 3.80 | 3.74 | 3.45 | 3.70 | 3.84 | 3.74 |
| Number of respondents | 70 | 67 | 59 | 54 | 42 | 33 | 32 | 29 | 22 | 14 |

Table 5.3: Key Findings for different locations

| | York | Scarborough | Community (York) | Community (Scarborough) | Bridlington |
|---|------|-------------|------------------|-------------------------|-------------|
| 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 | 76 | 74 | 69 | 67 | 88 |
| KF2. % agreeing that their role makes a difference to patients | 93 | 89 | 92 | 92 | 80 |
| * KF3. <i>Work pressure felt by staff</i> | 2.95 | 2.99 | 3.23 | 3.19 | 2.88 |
| KF4. Effective team working | 3.78 | 3.51 | 3.96 | 3.75 | 3.24 |
| * KF5. <i>% working extra hours</i> | 64 | 64 | 72 | 63 | 48 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 79 | 80 | 71 | 86 | 78 |
| KF7. % appraised in last 12 mths | 74 | 75 | 79 | 92 | 78 |
| KF8. % having well structured appraisals in last 12 mths | 32 | 32 | 30 | 36 | 26 |
| KF9. Support from immediate managers | 3.72 | 3.58 | 3.94 | 3.40 | 3.17 |
| 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 | 74 | 63 | 80 | 61 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 28 | 31 | 29 | 48 | 32 |
| Infection control and hygiene | | | | | |
| KF12. % saying hand washing materials are always available | 53 | 56 | 54 | 40 | 64 |
| Errors and incidents | | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 32 | 26 | 21 | 28 | 17 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 93 | 90 | - | - | - |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.57 | 3.37 | 3.57 | 3.30 | 3.45 |
| Number of respondents | 244 | 114 | 29 | 25 | 23 |

Table 5.3: Key Findings for different locations (cont)

| | York | Scarborough | Community (York) | Community (Scarborough) | Bridlington |
|--|------|-------------|------------------|-------------------------|-------------|
| Violence and harassment | | | | | |
| * KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths | 17 | 13 | 3 | 20 | 9 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 2 | 4 | 0 | 8 | 0 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 22 | 28 | 17 | 48 | 32 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 17 | 23 | 17 | 38 | 25 |
| Health and well-being | | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 23 | 30 | 11 | 33 | 52 |
| 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 | 24 | 34 | 16 | 27 |
| KF22. % able to contribute towards improvements at work | 71 | 68 | 69 | 56 | 32 |
| ADDITIONAL THEME: Staff satisfaction | | | | | |
| KF23. Staff job satisfaction | 3.67 | 3.62 | 3.74 | 3.43 | 3.45 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.73 | 3.48 | 3.52 | 3.39 | 3.33 |
| KF25. Staff motivation at work | 3.93 | 4.00 | 4.08 | 3.81 | 3.73 |
| ADDITIONAL THEME: Equality and diversity | | | | | |
| KF26. % having equality and diversity training in last 12 mths | 47 | 39 | 27 | 63 | 23 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 93 | 89 | 100 | 82 | 94 |
| * KF28. % experiencing discrimination at work in last 12 mths | 7 | 8 | 0 | 16 | 17 |
| Overall staff engagement | 3.78 | 3.69 | 3.78 | 3.58 | 3.36 |
| Number of respondents | 244 | 114 | 29 | 25 | 23 |

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 | 69 | 89 |
| KF2. % agreeing that their role makes a difference to patients | 90 | 94 |
| * KF3. <i>Work pressure felt by staff</i> | 3.02 | 2.89 |
| KF4. Effective team working | 3.67 | 3.79 |
| * KF5. <i>% working extra hours</i> | 68 | 53 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 79 | 79 |
| KF7. % appraised in last 12 mths | 78 | 70 |
| KF8. % having well structured appraisals in last 12 mths | 32 | 28 |
| KF9. Support from immediate managers | 3.59 | 3.81 |
| 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 | 71 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 33 | 24 |
| Infection control and hygiene | | |
| KF12. % saying hand washing materials are always available | 51 | 61 |
| Errors and incidents | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 33 | 18 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 93 | 95 |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.49 | 3.51 |
| Number of respondents | 309 | 123 |

^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 | 17 | 7 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 3 | 1 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 27 | 20 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 24 | 10 |
| Health and well-being | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 28 | 21 |
| 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 | 32 |
| KF22. % able to contribute towards improvements at work | 70 | 61 |
| ADDITIONAL THEME: Staff satisfaction | | |
| KF23. Staff job satisfaction | 3.58 | 3.77 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.57 | 3.73 |
| KF25. Staff motivation at work | 3.87 | 4.12 |
| ADDITIONAL THEME: Equality and diversity | | |
| KF26. % having equality and diversity training in last 12 mths | 43 | 44 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 91 | 93 |
| * KF28. % experiencing discrimination at work in last 12 mths | 9 | 5 |
| Overall staff engagement | 3.70 | 3.80 |
| Number of respondents | 309 | 123 |

^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 York Teaching Hospital 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 asterisk 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 | 71 | 82 | 73 | 75 |
| KF2. % agreeing that their role makes a difference to patients | 90 | 90 | 90 | 92 |
| * KF3. <i>Work pressure felt by staff</i> | 2.91 | 2.91 | 3.04 | 3.01 |
| KF4. Effective team working | 3.67 | 3.84 | 3.69 | 3.67 |
| * KF5. <i>% working extra hours</i> | 52 | 76 | 66 | 62 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 78 | 90 | 77 | 77 |
| KF7. % appraised in last 12 mths | 71 | 74 | 77 | 77 |
| KF8. % having well structured appraisals in last 12 mths | 32 | 43 | 33 | 26 |
| KF9. Support from immediate managers | 3.59 | 3.82 | 3.73 | 3.58 |
| 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 | 80 | 76 | 64 | 73 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 35 | 26 | 24 | 34 |
| Infection control and hygiene | | | | |
| KF12. % saying hand washing materials are always available | 47 | 46 | 54 | 59 |
| Errors and incidents | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 38 | 39 | 26 | 23 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 92 | 100 | 96 | 88 |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.45 | 3.54 | 3.46 | 3.51 |
| Number of respondents | 66 | 62 | 110 | 191 |

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 | 30 | 19 | 10 | 11 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 5 | 2 | 2 | 2 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 22 | 19 | 19 | 32 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 22 | 16 | 13 | 25 |
| Health and well-being | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 32 | 33 | 14 | 30 |
| 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 | 34 | 28 | 29 |
| KF22. % able to contribute towards improvements at work | 65 | 76 | 64 | 67 |
| ADDITIONAL THEME: Staff satisfaction | | | | |
| KF23. Staff job satisfaction | 3.63 | 3.70 | 3.62 | 3.62 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.70 | 3.71 | 3.60 | 3.56 |
| KF25. Staff motivation at work | 3.85 | 3.92 | 3.99 | 3.95 |
| ADDITIONAL THEME: Equality and diversity | | | | |
| KF26. % having equality and diversity training in last 12 mths | 48 | 50 | 37 | 42 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 88 | 93 | 90 | 93 |
| * KF28. % experiencing discrimination at work in last 12 mths | 9 | 8 | 9 | 7 |
| Overall staff engagement | 3.70 | 3.81 | 3.74 | 3.69 |
| Number of respondents | 66 | 62 | 110 | 191 |

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 | 73 | 75 | 68 | 76 | 74 | 81 |
| KF2. % agreeing that their role makes a difference to patients | 86 | 92 | 91 | 91 | 91 | 90 |
| * KF3. <i>Work pressure felt by staff</i> | 2.93 | 3.00 | 3.03 | 2.99 | 3.00 | 2.67 |
| KF4. Effective team working | 3.60 | 3.74 | 3.52 | 3.74 | 3.71 | 3.60 |
| * KF5. <i>% working extra hours</i> | 62 | 63 | 66 | 65 | 64 | 68 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 68 | 83 | 69 | 81 | 79 | 89 |
| KF7. % appraised in last 12 mths | 78 | 75 | 75 | 77 | 76 | 86 |
| KF8. % having well structured appraisals in last 12 mths | 34 | 29 | 22 | 32 | 30 | 52 |
| KF9. Support from immediate managers | 3.51 | 3.68 | 3.51 | 3.67 | 3.65 | 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 | 64 | 75 | 67 | 74 | 72 | 85 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 31 | 30 | 42 | 28 | 31 | 9 |
| Infection control and hygiene | | | | | | |
| KF12. % saying hand washing materials are always available | 54 | 54 | 48 | 54 | 53 | 59 |
| Errors and incidents | | | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 43 | 25 | 36 | 28 | 29 | 23 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 95 | 92 | 90 | 95 | 94 | - |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.28 | 3.55 | 3.36 | 3.52 | 3.50 | 3.53 |
| Number of respondents | 87 | 331 | 59 | 359 | 406 | 22 |

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 | 10 | 16 | 22 | 14 | 15 | 14 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 2 | 2 | 7 | 2 | 2 | 5 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 26 | 25 | 38 | 24 | 25 | 32 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 21 | 19 | 32 | 17 | 20 | 14 |
| Health and well-being | | | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 23 | 27 | 42 | 24 | 27 | 18 |
| 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 | 28 | 32 | 31 | 31 | 30 | 41 |
| KF22. % able to contribute towards improvements at work | 66 | 68 | 61 | 68 | 68 | 68 |
| ADDITIONAL THEME: Staff satisfaction | | | | | | |
| KF23. Staff job satisfaction | 3.47 | 3.68 | 3.49 | 3.65 | 3.63 | 3.69 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.59 | 3.62 | 3.37 | 3.65 | 3.60 | 3.95 |
| KF25. Staff motivation at work | 3.79 | 3.96 | 3.84 | 3.95 | 3.92 | 4.32 |
| ADDITIONAL THEME: Equality and diversity | | | | | | |
| KF26. % having equality and diversity training in last 12 mths | 32 | 46 | 43 | 43 | 43 | 53 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 86 | 93 | 81 | 93 | 93 | 71 |
| * KF28. % experiencing discrimination at work in last 12 mths | 13 | 6 | 22 | 6 | 7 | 27 |
| Overall staff engagement | 3.63 | 3.75 | 3.55 | 3.75 | 3.71 | 4.02 |
| Number of respondents | 87 | 331 | 59 | 359 | 406 | 22 |

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 |
|--|--------------------------------|----------------------------------|
| <i>Nurses, Midwives and Nursing Assistants</i> | | |
| Registered Nurses - Adult / General | 78 | 19% |
| Registered Nurses - Mental Health | 1 | 0% |
| Registered Nurses - Children | 4 | 1% |
| Midwives | 9 | 2% |
| Health Visitors | 1 | 0% |
| Registered Nurses - District / Community | 10 | 2% |
| Other Registered Nurses | 2 | 0% |
| Nursing auxiliary / Nursing assistant / Healthcare assistant | 42 | 10% |
| <i>Medical and Dental</i> | | |
| Medical / Dental - Consultant | 20 | 5% |
| Medical / Dental - In Training | 5 | 1% |
| Medical / Dental - Other | 5 | 1% |
| <i>Allied Health Professionals</i> | | |
| Clinical Psychology | 1 | 0% |
| Occupational Therapy | 6 | 1% |
| Physiotherapy | 22 | 5% |
| Psychotherapy | 1 | 0% |
| Radiography | 12 | 3% |
| Other qualified Allied Health Professionals | 10 | 2% |
| Support to Allied Health Professionals | 3 | 1% |
| <i>Scientific and Technical / Healthcare Scientists</i> | | |
| Pharmacy | 6 | 1% |
| Other qualified Scientific and Technical / Healthcare Scientists | 12 | 3% |
| Support to Scientific and Technical / Healthcare Scientists | 6 | 1% |
| <i>Other groups</i> | | |
| Admin and Clerical | 80 | 19% |
| Central Functions / Corporate Services | 19 | 5% |
| Maintenance / Ancillary | 48 | 11% |
| General Management | 14 | 3% |
| Other | 2 | 0% |
| Did not specify | 15 | |

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 |
|--|--------------------------------------|--|
| <i>Full time / part time</i> | | |
| Full time | 309 | 72% |
| Part time | 123 | 28% |
| Did not specify | 3 | |
| <i>Length of time in organisation</i> | | |
| Less than a year | 27 | 6% |
| Between 1 to 2 years | 48 | 11% |
| Between 3 to 5 years | 77 | 18% |
| Between 6 to 10 years | 95 | 22% |
| Between 11 to 15 years | 70 | 16% |
| Over 15 years | 114 | 26% |
| Did not specify | 4 | |

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 |
|---------------------------------|--------------------------------------|--|
| <i>Age group</i> | | |
| Between 16 and 30 | 66 | 15% |
| Between 31 and 40 | 62 | 14% |
| Between 41 and 50 | 110 | 26% |
| 51 and over | 191 | 45% |
| Did not specify | 6 | |
| <i>Gender</i> | | |
| Male | 87 | 21% |
| Female | 331 | 79% |
| Did not specify | 17 | |
| <i>Ethnic background</i> | | |
| White | 406 | 95% |
| Black and minority ethnic | 22 | 5% |
| Did not specify | 7 | |
| <i>Disability</i> | | |
| Disabled | 59 | 14% |
| Not disabled | 359 | 86% |
| Did not specify | 17 | |

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 York Teaching Hospital 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 asterisk 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 York Teaching Hospital 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 | 51 | - | 50 | 43 | 56 | 27 | 71 |
| 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 | 74 | [69, 78] | 78 | 74 | 81 | 68 | 89 |
| KF2. % agreeing that their role makes a difference to patients | 91 | [88, 94] | 89 | 88 | 92 | 84 | 95 |
| * KF3. <i>Work pressure felt by staff</i> | 3.01 | [2.93, 3.09] | 3.08 | 2.99 | 3.18 | 2.74 | 3.33 |
| KF4. Effective team working | 3.70 | [3.62, 3.79] | 3.72 | 3.65 | 3.78 | 3.44 | 3.92 |
| * KF5. <i>% working extra hours</i> | 66 | [61, 70] | 70 | 66 | 73 | 57 | 79 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 78 | [74, 82] | 81 | 78 | 83 | 71 | 89 |
| KF7. % appraised in last 12 mths | 76 | [72, 80] | 84 | 78 | 88 | 63 | 94 |
| KF8. % having well structured appraisals in last 12 mths | 31 | [27, 36] | 36 | 32 | 41 | 21 | 48 |
| KF9. Support from immediate managers | 3.63 | [3.55, 3.72] | 3.61 | 3.53 | 3.69 | 3.26 | 3.81 |
| 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 | 72 | [68, 77] | 74 | 66 | 81 | 52 | 93 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 31 | [26, 35] | 37 | 34 | 40 | 28 | 46 |
| Infection control and hygiene | | | | | | | |
| KF12. % saying hand washing materials are always available | 54 | [49, 58] | 60 | 52 | 66 | 37 | 77 |
| Errors and incidents | | | | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 30 | [26, 34] | 34 | 30 | 37 | 20 | 45 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 94 | [90, 98] | 90 | 88 | 93 | 82 | 96 |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.49 | [3.43, 3.55] | 3.50 | 3.43 | 3.58 | 3.17 | 3.69 |

Table A1: Key Findings for York Teaching Hospital 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 | 15 | [12, 19] | 15 | 13 | 17 | 7 | 22 |
| * KF17. % experiencing physical violence from staff in last 12 mths | 2 | [1, 4] | 3 | 2 | 3 | 0 | 6 |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 26 | [21, 30] | 30 | 26 | 33 | 19 | 40 |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 21 | [17, 25] | 24 | 22 | 28 | 16 | 38 |
| Health and well-being | | | | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 27 | [22, 31] | 29 | 26 | 32 | 21 | 40 |
| 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 | 30 | [25, 34] | 27 | 22 | 31 | 8 | 44 |
| KF22. % able to contribute towards improvements at work | 67 | [63, 72] | 68 | 64 | 70 | 58 | 77 |
| ADDITIONAL THEME: Staff satisfaction | | | | | | | |
| KF23. Staff job satisfaction | 3.62 | [3.55, 3.69] | 3.58 | 3.51 | 3.64 | 3.33 | 3.77 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.59 | [3.51, 3.67] | 3.57 | 3.41 | 3.73 | 2.90 | 4.08 |
| KF25. Staff motivation at work | 3.93 | [3.85, 4.00] | 3.84 | 3.76 | 3.90 | 3.62 | 4.05 |
| ADDITIONAL THEME: Equality and diversity | | | | | | | |
| KF26. % having equality and diversity training in last 12 mths | 43 | [38, 48] | 55 | 44 | 69 | 19 | 89 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 91 | [88, 94] | 88 | 85 | 91 | 70 | 97 |
| * KF28. % experiencing discrimination at work in last 12 mths | 8 | [6, 11] | 11 | 9 | 15 | 6 | 24 |

Appendix 2

Changes to the Key Findings since the 2010 and 2011 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 asterisk 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 2011 and 2010 have been re-calculated and re-weighted using the 2012 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 York Teaching Hospital NHS Foundation Trust since 2011 survey

| | York Teaching Hospital NHS Foundation Trust | | | |
|---|---|------------|--------|----------------------------|
| | 2012 score | 2011 score | Change | Statistically significant? |
| Response rate | 51 | 60 | -9 | - |
| 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 | 74 | 74 | 0 | No |
| KF2. % agreeing that their role makes a difference to patients | 91 | 89 | 3 | No |
| * KF3. <i>Work pressure felt by staff</i> | 3.01 | - | - | -- |
| KF4. Effective team working | 3.70 | 3.73 | -0.03 | No |
| * KF5. <i>% working extra hours</i> | 66 | 59 | 6 | No |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 78 | - | - | -- |
| KF7. % appraised in last 12 mths | 76 | 71 | 5 | No |
| KF8. % having well structured appraisals in last 12 mths | 31 | 32 | -1 | No |
| KF9. Support from immediate managers | 3.63 | 3.60 | 0.03 | 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 | 72 | 77 | -5 | No |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 31 | 21 | 10 | Yes |
| Infection control and hygiene | | | | |
| KF12. % saying hand washing materials are always available | 54 | 62 | -9 | Yes |
| Errors and incidents | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 30 | 29 | 1 | No |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 94 | 98 | -4 | No |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.49 | 3.52 | -0.03 | No |

Table A2.1: Changes in the Key Findings for York Teaching Hospital NHS Foundation Trust since 2011 survey (cont)

| | York Teaching Hospital NHS Foundation Trust | | | |
|--|---|------------|--------|----------------------------|
| | 2012 score | 2011 score | Change | Statistically significant? |
| Violence and harassment | | | | |
| * KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths | 15 | - | - | -- |
| * KF17. % experiencing physical violence from staff in last 12 mths | 2 | - | - | -- |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 26 | - | - | -- |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 21 | - | - | -- |
| Health and well-being | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 27 | 21 | 6 | Yes |
| 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 | 30 | - | - | -- |
| KF22. % able to contribute towards improvements at work | 67 | 57 | 10 | Yes |
| ADDITIONAL THEME: Staff satisfaction | | | | |
| KF23. Staff job satisfaction | 3.62 | 3.51 | 0.11 | Yes |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.59 | 3.64 | -0.06 | No |
| KF25. Staff motivation at work | 3.93 | 3.84 | 0.08 | No |
| ADDITIONAL THEME: Equality and diversity | | | | |
| KF26. % having equality and diversity training in last 12 mths | 43 | 47 | -4 | No |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 91 | 92 | -1 | No |
| * KF28. % experiencing discrimination at work in last 12 mths | 8 | 9 | -1 | No |

Table A2.2: Changes in the Key Findings for York Teaching Hospital NHS Foundation Trust since 2010 survey

| | York Teaching Hospital NHS Foundation Trust | | | |
|---|---|------------|--------|----------------------------|
| | 2012 score | 2010 score | Change | Statistically significant? |
| Response rate | 51 | 63 | -11 | - |
| 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 | 74 | 75 | -1 | No |
| KF2. % agreeing that their role makes a difference to patients | 91 | 89 | 2 | No |
| * KF3. <i>Work pressure felt by staff</i> | 3.01 | - | - | -- |
| KF4. Effective team working | 3.70 | 3.72 | -0.02 | No |
| * KF5. <i>% working extra hours</i> | 66 | 62 | 4 | No |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | 78 | - | - | -- |
| KF7. % appraised in last 12 mths | 76 | 73 | 3 | No |
| KF8. % having well structured appraisals in last 12 mths | 31 | 27 | 4 | No |
| KF9. Support from immediate managers | 3.63 | 3.62 | 0.01 | 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 | 72 | 81 | -8 | Yes |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | 31 | 24 | 7 | Yes |
| Infection control and hygiene | | | | |
| KF12. % saying hand washing materials are always available | 54 | 74 | -20 | Yes |
| Errors and incidents | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | 30 | 36 | -6 | No |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | 94 | 97 | -3 | No |
| KF15. Fairness and effectiveness of incident reporting procedures | 3.49 | 3.54 | -0.05 | No |

Table A2.2: Changes in the Key Findings for York Teaching Hospital NHS Foundation Trust since 2010 survey (cont)

| | York Teaching Hospital NHS Foundation Trust | | | |
|--|---|------------|--------|----------------------------|
| | 2012 score | 2010 score | Change | Statistically significant? |
| Violence and harassment | | | | |
| * KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths | 15 | - | - | -- |
| * KF17. % experiencing physical violence from staff in last 12 mths | 2 | - | - | -- |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 26 | - | - | -- |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | 21 | - | - | -- |
| Health and well-being | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | 27 | 22 | 5 | 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 | 30 | - | - | -- |
| KF22. % able to contribute towards improvements at work | 67 | 61 | 6 | No |
| ADDITIONAL THEME: Staff satisfaction | | | | |
| KF23. Staff job satisfaction | 3.62 | 3.58 | 0.03 | No |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | 3.59 | 3.66 | -0.08 | No |
| KF25. Staff motivation at work | 3.93 | 3.83 | 0.10 | No |
| ADDITIONAL THEME: Equality and diversity | | | | |
| KF26. % having equality and diversity training in last 12 mths | 43 | 44 | -1 | No |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | 91 | 92 | -2 | No |
| * KF28. % experiencing discrimination at work in last 12 mths | 8 | 9 | -1 | No |

Appendix 3

Data tables: 2012 Key Findings and the responses to all survey questions

For each of the 28 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 2012 survey response, the average (median) 2012 response for acute trusts, and your trust's 2011 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 28 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 2012 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2011' 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 2011 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 York Teaching Hospital NHS Foundation Trust benchmarked against other acute trusts

| | Question number(s) | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|---|--------------------|--------------------|-----------------------------------|--------------------|
| 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 | 75 | 78 | 74 |
| KF2. % agreeing that their role makes a difference to patients | Q9b | 91 | 89 | 90 |
| * KF3. <i>Work pressure felt by staff</i> | Q7e-g | 2.99 | 3.07 | - |
| KF4. Effective team working | Q4a-d | 3.70 | 3.72 | 3.73 |
| * KF5. <i>% working extra hours</i> | Q25b-c | 64 | 70 | 61 |
| STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs, and line management support to succeed. | | | | |
| KF6. % receiving job-relevant training, learning or development in last 12 mths | Q1a-g, 2a-c | 79 | 81 | - |
| KF7. % appraised in last 12 mths | Q3a | 76 | 84 | 69 |
| KF8. % having well structured appraisals in last 12 mths | Q3a-d | 32 | 36 | 30 |
| KF9. Support from immediate managers | Q10a-e | 3.65 | 3.62 | 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 | Q1a | 72 | 74 | 78 |
| * KF11. <i>% suffering work-related stress in last 12 mths</i> | Q16 | 30 | 37 | 23 |
| Infection control and hygiene | | | | |
| KF12. % saying hand washing materials are always available | Q13a-b | 54 | 60 | 63 |
| Errors and incidents | | | | |
| * KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i> | Q17a, 17b | 29 | 34 | 30 |
| KF14. % reporting errors, near misses or incidents witnessed in the last mth | Q17a-b, 17c | 93 | 90 | 98 |
| KF15. Fairness and effectiveness of incident reporting procedures | Q18a-g | 3.49 | 3.50 | 3.52 |

Table A3.1: Key Findings for York Teaching Hospital NHS Foundation Trust benchmarked against other acute trusts (cont)

| | Question number(s) | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|--|--------------------|--------------------|-----------------------------------|--------------------|
| Violence and harassment | | | | |
| * KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths | Q20a | 15 | 15 | - |
| * KF17. % experiencing physical violence from staff in last 12 mths | Q20b | 2 | 3 | - |
| * KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | Q21a | 25 | 30 | - |
| * KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths | Q21b | 20 | 24 | - |
| Health and well-being | | | | |
| * KF20. % feeling pressure in last 3 mths to attend work when feeling unwell | Q15a-c | 26 | 29 | 22 |
| 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 | 31 | 27 | - |
| KF22. % able to contribute towards improvements at work | Q7a, 7b, 7d | 67 | 68 | 57 |
| ADDITIONAL THEME: Staff satisfaction | | | | |
| KF23. Staff job satisfaction | Q8a-g | 3.63 | 3.58 | 3.50 |
| KF24. Staff recommendation of the trust as a place to work or receive treatment | Q12a, 12c-d | 3.61 | 3.57 | 3.62 |
| KF25. Staff motivation at work | Q5a-c | 3.94 | 3.84 | 3.83 |
| ADDITIONAL THEME: Equality and diversity | | | | |
| KF26. % having equality and diversity training in last 12 mths | Q1b | 43 | 55 | 49 |
| KF27. % believing the trust provides equal opportunities for career progression or promotion | Q22 | 92 | 88 | 91 |
| * KF28. % experiencing discrimination at work in last 12 mths | Q23a-b | 8 | 11 | 9 |

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

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|---|--|-----------------------|---|-----------------------|
| 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 | 72 | 74 | 78 |
| Q1b | Equality and diversity training | 43 | 55 | 49 |
| Q1c | How to prevent or handle violence and aggression to staff, patients / service users | 30 | 36 | 26 |
| Q1d | Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles) | 65 | 75 | 60 |
| Q1e | How to handle confidential information about patients / service users | 64 | 74 | 56 |
| Q1f | How to deliver a good patient / service user experience | 37 | 46 | 20 |
| Q1g | Any other job-relevant training, learning or development | 73 | 74 | - |
| 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 | 64 | 68 | 63 |
| Q2b | It has helped me stay up-to-date with professional requirements | 71 | 74 | 67 |
| Q2c | It has helped me to deliver a better patient / service user experience | 64 | 64 | - |
| Appraisals | | | | |
| Q3a | % saying they had received an appraisal or performance development review in the last 12 months | 76 | 84 | 69 |
| 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 | 51 | 52 | 56 |
| Q3c | % saying their appraisal or development review had helped them agree clear objectives for their work | 73 | 76 | 78 |
| Q3d | % saying their appraisal or development review had made them feel their work was valued by the organisation | 64 | 62 | 60 |
| Q3e | % saying their appraisal or development review had identified training, learning or development needs | 68 | 71 | - |
| 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 | 86 | - |
| Team-based working | | | | |
| Q4a | % working in a team | 95 | 96 | 94 |
| If (YES to Q4a) they work in a team: | | | | |
| Q4b | % agreeing / strongly agreeing team members have a set of shared objectives | 78 | 77 | 77 |
| Q4c | % agreeing / strongly agreeing team members often meet to discuss the team's effectiveness | 59 | 58 | 59 |
| Q4d | % agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives | 80 | 79 | 81 |
| Staff motivation at work | | | | |
| % saying often or always to the following statements: | | | | |
| Q5a | "I look forward to going to work" | 57 | 52 | 52 |
| Q5b | "I am enthusiastic about my job" | 75 | 68 | 69 |
| Q5c | "Time passes quickly when I am working" | 80 | 75 | 78 |

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|--|--|-----------------------|---|-----------------------|
| Job design | | | | |
| % agreeing / strongly agreeing with the following statements: | | | | |
| Q6a | "I have clear, planned goals and objectives for my job" | 75 | 74 | 73 |
| Q6b | "I always know what my work responsibilities are" | 84 | 87 | 85 |
| Q6c | "I am trusted to do my job" | 92 | 92 | 92 |
| Q6d | "I am able to do my job to a standard I am personally pleased with" | 79 | 80 | 66 |
| 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" | 71 | 69 | 58 |
| Q7b | "I am able to make suggestions to improve the work of my team / department" | 74 | 74 | 68 |
| Q7c | "I am involved in deciding on changes introduced that affect my work area / team / department" | 52 | 52 | 48 |
| Q7d | "I am able to make improvements happen in my area of work" | 54 | 54 | 49 |
| Q7e | "I am unable to meet all the conflicting demands on my time at work" | 38 | 43 | 39 |
| Q7f | "I have adequate materials, supplies and equipment to do my work" | 56 | 56 | 55 |
| Q7g | "There are enough staff at this organisation for me to do my job properly" | 37 | 30 | 32 |
| Staff job satisfaction | | | | |
| % satisfied or very satisfied with the following aspects of their job: | | | | |
| Q8a | "The recognition I get for good work" | 52 | 48 | 45 |
| Q8b | "The support I get from my immediate manager" | 66 | 64 | 60 |
| Q8c | "The freedom I have to choose my own method of working" | 68 | 64 | 56 |
| Q8d | "The support I get from my work colleagues" | 79 | 78 | 76 |
| Q8e | "The amount of responsibility I am given" | 74 | 74 | 70 |
| Q8f | "The opportunities I have to use my skills" | 73 | 71 | 68 |
| Q8g | "The extent to which my organisation values my work" | 42 | 40 | 34 |
| Q8h | "My level of pay" | 45 | 37 | 39 |
| 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" | 70 | 73 | 88 |
| Q9b | "I feel that my role makes a difference to patients / service users" | 84 | 83 | 90 |
| Q9c | "I am able to deliver the patient care I aspire to" | 50 | 55 | 70 |

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|--|--|-----------------------|---|-----------------------|
| 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 | 69 | 71 |
| Q10b | "My immediate manager can be counted on to help me with a difficult task at work" | 70 | 67 | 66 |
| Q10c | "My immediate manager gives me clear feedback on my work" | 54 | 55 | 55 |
| Q10d | "My immediate manager asks for my opinion before making decisions that affect my work" | 50 | 50 | 54 |
| Q10e | "My immediate manager is supportive in a personal crisis" | 72 | 71 | 72 |
| Q11a | "I know who the senior managers are here" | 82 | 81 | 74 |
| Q11b | "Communication between senior management and staff is effective" | 39 | 34 | 29 |
| Q11c | "Senior managers here try to involve staff in important decisions" | 30 | 28 | 28 |
| Q11d | "Senior managers act on staff feedback" | 29 | 26 | 31 |
| Q11e | "Senior managers where I work are committed to patient care" | 52 | 49 | 51 |
| Your organisation | | | | |
| % agreeing / strongly agreeing with the following statements: | | | | |
| Q12a | "Care of patients / service users is my organisation's top priority" | 62 | 63 | 62 |
| Q12b | "My organisation acts on concerns raised by patients / service users" | 63 | 68 | - |
| Q12c | "I would recommend my organisation as a place to work" | 61 | 55 | 60 |
| Q12d | "If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation" | 60 | 60 | 66 |
| Availability of hand washing materials | | | | |
| % saying hot water, soap and paper towels, or alcohol rubs are available for staff: | | | | |
| Q13a | Always | 56 | 63 | 70 |
| Q13a | Most of the time | 35 | 29 | 25 |
| Q13a | Sometimes | 8 | 4 | 3 |
| Q13a | Never | 0 | 0 | 0 |
| Q13a | Don't know | 1 | 2 | 1 |
| % saying hot water, soap and paper towels, or alcohol rubs are available for patients / service users: | | | | |
| Q13b | Always | 54 | 58 | 63 |
| Q13b | Most of the time | 29 | 25 | 23 |
| Q13b | Sometimes | 5 | 3 | 2 |
| Q13b | Never | 0 | 0 | 0 |
| Q13b | Don't know | 13 | 13 | 11 |
| Health and well-being | | | | |
| % agreeing / strongly agreeing with the following statements: | | | | |
| Q14a | "In general, my job is good for my health" | 45 | 42 | 44 |
| Q14b | "My immediate manager takes a positive interest in my health and well-being" | 53 | 53 | 49 |
| Q14c | "My organisation takes positive action on health and well-being" | 51 | 43 | - |
| 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: | 63 | 69 | 59 |
| (If YES to Q15a): % saying they... | | | | |
| Q15b | ...had felt pressure from their manager to come to work | 35 | 33 | 30 |
| Q15c | ...had felt pressure from their colleagues to come to work | 22 | 25 | 20 |
| Q15d | ...had put themselves under pressure to come to work | 92 | 91 | 94 |

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|---|---|-----------------------|---|-----------------------|
| Q16 | % saying they have felt unwell in the last 12 months as a result of work related stress: | 30 | 37 | 23 |
| 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 | 20 | 18 |
| Q17b | % witnessing errors, near misses or incidents in the last month that could have hurt patients / service users | 25 | 30 | 22 |
| 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 | 96 | 94 | - |
| 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" | 48 | 48 | 40 |
| Q18b | "My organisation encourages us to report errors, near misses or incidents" | 86 | 86 | 85 |
| Q18c | "My organisation treats reports of errors, near misses or incidents confidentially" | 62 | 64 | 60 |
| Q18d | "My organisation blames or punishes people who are involved in errors, near misses or incidents" | 12 | 13 | 8 |
| Q18e | "When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again" | 61 | 61 | 55 |
| Q18f | "We are informed about errors, near misses and incidents that happen in the organisation" | 45 | 41 | 43 |
| Q18g | "We are given feedback about changes made in response to reported errors, near misses and incidents" | 41 | 41 | 41 |
| Raising concerns at work | | | | |
| Q19a | % saying if they were concerned about fraud, malpractice or wrongdoing they would know how to report it | 89 | 89 | 89 |
| Q19b | % saying they would feel safe in raising their concern | 75 | 72 | 75 |
| Q19c | % saying they would feel confident that the organisation would address their concern | 60 | 54 | 56 |
| 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 | 85 | 85 | - |
| Q20a | 1 to 2 times | 10 | 9 | - |
| Q20a | 3 to 5 times | 3 | 3 | - |
| Q20a | 6 to 10 times | 1 | 1 | - |
| Q20a | More than 10 times | 1 | 1 | - |
| % experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months... | | | | |
| Q20b | Never | 98 | 97 | - |
| Q20b | 1 to 2 times | 2 | 2 | - |
| Q20b | 3 to 5 times | 0 | 0 | - |
| Q20b | 6 to 10 times | 0 | 0 | - |
| Q20b | More than 10 times | 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 | 56 | 69 | - |

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|---|---|-----------------------|---|-----------------------|
| 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 | 75 | 70 | - |
| Q21a | 1 to 2 times | 16 | 18 | - |
| Q21a | 3 to 5 times | 5 | 7 | - |
| Q21a | 6 to 10 times | 2 | 2 | - |
| Q21a | More than 10 times | 2 | 3 | - |
| % experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months... | | | | |
| Q21b | Never | 80 | 76 | - |
| Q21b | 1 to 2 times | 14 | 16 | - |
| Q21b | 3 to 5 times | 3 | 5 | - |
| Q21b | 6 to 10 times | 1 | 2 | - |
| Q21b | More than 10 times | 2 | 2 | - |
| 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 | 46 | 45 | - |
| 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 | 92 | 88 | 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 | 2 | 5 | 4 |
| Q23b | % saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months | 7 | 8 | 6 |
| % saying they had experienced discrimination on the grounds of: | | | | |
| Q23c | Ethnic background | 1 | 4 | 2 |
| Q23c | Gender | 1 | 2 | 2 |
| Q23c | Religion | 0 | 0 | 0 |
| Q23c | Sexual orientation | 0 | 0 | 0 |
| Q23c | Disability | 1 | 1 | 0 |
| Q23c | Age | 1 | 2 | 2 |
| Q23c | Other reason(s) | 4 | 4 | 2 |
| BACKGROUND DETAILS | | | | |
| Gender | | | | |
| Q24a | Male | 21 | 20 | 20 |
| Q24a | Female | 79 | 80 | 80 |
| Age group | | | | |
| Q24b | Between 16 and 30 | 15 | 14 | 16 |
| Q24b | Between 31 and 40 | 14 | 19 | 17 |
| Q24b | Between 41 and 50 | 26 | 28 | 28 |
| Q24b | 51 and over | 45 | 39 | 39 |
| Q25a | % working part time | 28 | 25 | 27 |
| Q25b | % working additional PAID hours | 29 | 32 | 27 |
| Q25c | % working additional UNPAID hours | 51 | 57 | 50 |

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|--|--|-----------------------|---|-----------------------|
| Ethnic background | | | | |
| Q26 | White | 95 | 89 | 94 |
| Q26 | Mixed | 0 | 1 | 1 |
| Q26 | Asian / Asian British | 4 | 7 | 3 |
| Q26 | Black / Black British | 1 | 2 | 1 |
| Q26 | Chinese | 0 | 0 | 1 |
| Q26 | Other | 0 | 1 | 0 |
| Sexuality | | | | |
| Q27 | Heterosexual (straight) | 93 | 93 | 94 |
| Q27 | Gay Man | 0 | 1 | 1 |
| Q27 | Gay Woman (lesbian) | 1 | 1 | 0 |
| Q27 | Bisexual | 0 | 0 | 0 |
| Q27 | Other | 0 | 0 | 0 |
| Q27 | Preferred not to say | 5 | 5 | 5 |
| Religion | | | | |
| Q28 | No religion | 28 | 26 | 28 |
| Q28 | Christian | 64 | 62 | 64 |
| Q28 | Buddhist | 0 | 0 | 0 |
| Q28 | Hindu | 1 | 2 | 1 |
| Q28 | Jewish | 0 | 0 | 0 |
| Q28 | Muslim | 1 | 2 | 1 |
| Q28 | Sikh | 0 | 0 | 0 |
| Q28 | Other | 0 | 2 | 2 |
| Q28 | Preferred not to say | 5 | 4 | 4 |
| Disability | | | | |
| Q29a | % saying they have a long-standing illness, health problem or disability | 14 | 15 | 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 | 61 | 71 | 58 |
| Contact with patients | | | | |
| Q30 | % saying they have face-to-face contact with patients / service users as part of their job | 86 | 87 | 85 |
| Length of time at the organisation (or its predecessors) | | | | |
| Q31 | Less than 1 year | 6 | 6 | 8 |
| Q31 | 1 to 2 years | 11 | 9 | 13 |
| Q31 | 3 to 5 years | 18 | 19 | 17 |
| Q31 | 6 to 10 years | 22 | 22 | 24 |
| Q31 | 11 to 15 years | 16 | 17 | 14 |
| Q31 | More than 15 years | 26 | 27 | 25 |

| | | Your Trust in 2012 | Average (median) for acute trusts | Your Trust in 2011 |
|--------------------|--|-------------------------------|--|-------------------------------|
| 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 | 29 |
| Q32 | Nursing or Healthcare Assistants | 10 | 8 | 9 |
| Q32 | Medical and Dental | 7 | 8 | 4 |
| Q32 | Allied Health Professionals | 13 | 13 | 18 |
| Q32 | Scientific and Technical / Healthcare Scientists | 6 | 8 | 7 |
| 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 | 19 | 17 | 15 |
| Q32 | Central Functions / Corporate Services | 5 | 5 | 6 |
| Q32 | Maintenance / Ancillary | 11 | 6 | 9 |
| Q32 | General Management | 3 | 2 | 2 |
| Q32 | Other | 0 | 3 | 1 |

Appendix 4

Other NHS staff survey 2012 documentation

This report is one of several ways in which we present the results of the 2012 national NHS staff survey:

- 1) A separate summary report of the main 2012 survey results for York Teaching Hospital 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 2012 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