



Inspecting **Informing** Improving



National NHS staff survey 2008

Results from Nottingham University Hospitals NHS Trust

Table of Contents

1: Introduction to this report	3
2: Summary of 2008 Key Findings for Nottingham University Hospitals NHS Trust	4
3: Full description of 2008 Key Findings for Nottingham University Hospitals NHS Trust (including comparisons with the trust's 2007 survey, and with other acute trusts)	10
4: Key Findings by work group characteristics	23
5: Key Findings by demographic groups	30
6: Work and demographic profile of the survey respondents	35
Appendix 1: Detailed changes to the Key Findings since the 2006 and 2007 staff surveys (including indication of statistically significant changes)	38
Appendix 2: Detailed data tables: 2008 Key Findings and the responses to all survey questions (including comparisons with other acute trusts in 2008, and with the trust's 2007 survey)	43
Appendix 3: Other NHS staff survey 2008 documentation	54

1. Introduction to this report

This report presents the findings of the 2008 national NHS staff survey conducted in Nottingham University Hospitals NHS Trust. For the first time this year, the survey report has been structured around the four pledges to staff in the NHS Constitution which was published in January 2009 (<http://www.dh.gov.uk/nhsconstitution>).

As in previous years, the detailed content of the questionnaire has been summarised and presented in the form of Key Findings. This year there are 36 such Key Findings which appear throughout the report under the following six headings:

- 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 a survey question 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

Please note that the number of Key Findings has risen from 26 to 36 this year, and the numbering of these Key Findings has changed since 2007. Full details of these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurvey08>.

Detailed responses to the individual survey questions can be found in Appendix 2 to this report, along with an indication of which survey questions were used to calculate the summary Key Findings.

2. Summary of 2008 Key Findings for Nottingham University Hospitals NHS Trust

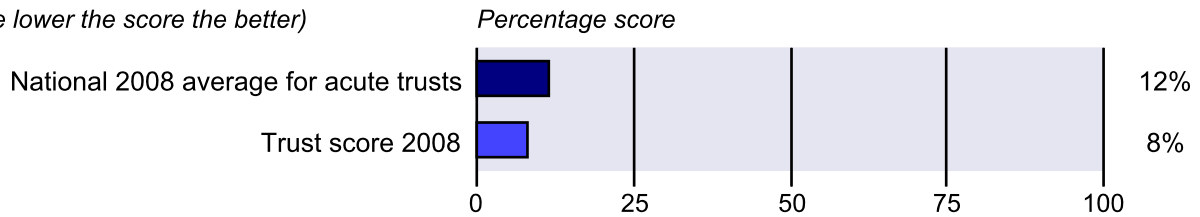
2.1 Top and Bottom Ranking Scores

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

TOP FOUR RANKING SCORES

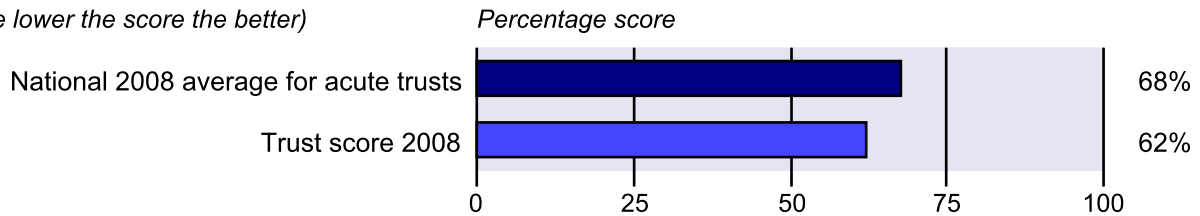
✓ KF24. Percentage of staff experiencing physical violence from patients / relatives in last 12 months

(the lower the score the better)



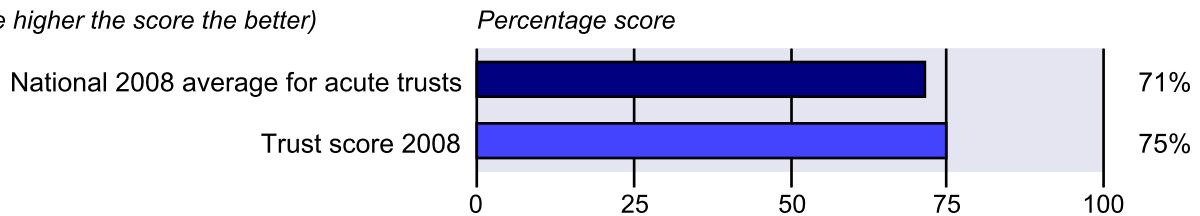
✓ KF9. Percentage of staff working extra hours

(the lower the score the better)



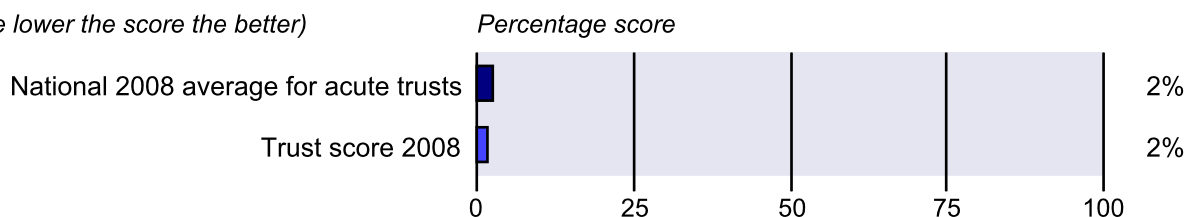
✓ KF10. Percentage of staff using flexible working options

(the higher the score the better)



✓ KF25. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



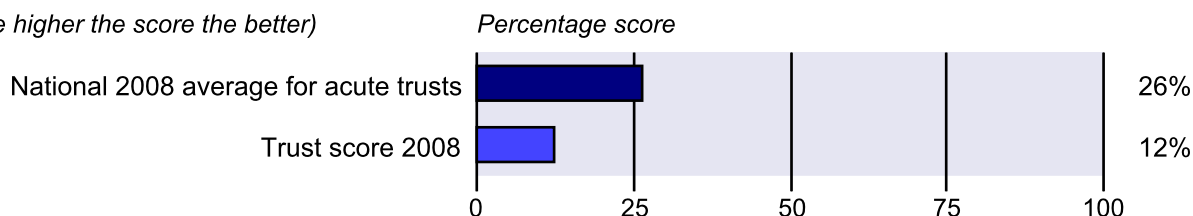
For each of the 36 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 150 (the bottom ranking score). Nottingham University Hospitals NHS Trust's four highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document **Making sense of your staff survey data**, which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurvey08>.

This page highlights the four Key Findings for which Nottingham University Hospitals NHS Trust compares most unfavourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for the trust's action planning.

BOTTOM FOUR RANKING SCORES

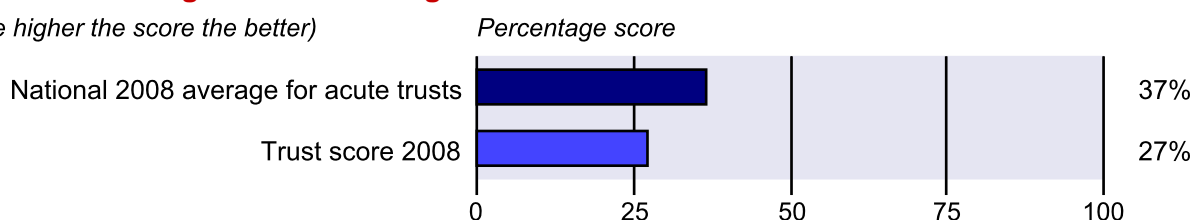
! KF14. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



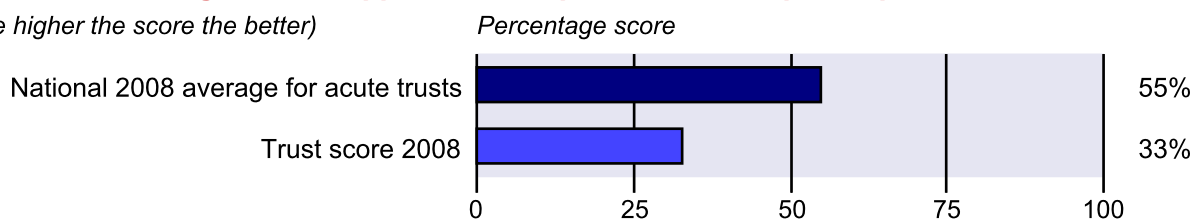
! KF7. Percentage of staff working in a well structured team environment

(the higher the score the better)



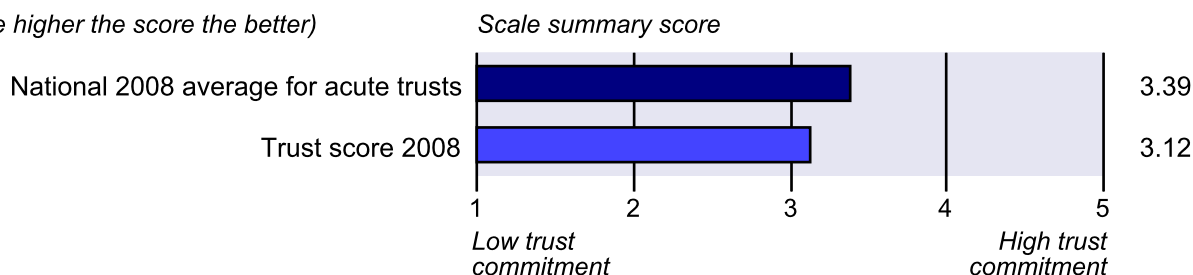
! KF15. Percentage of staff appraised with personal development plans in last 12 months

(the higher the score the better)



! KF8. Trust commitment to work-life balance

(the higher the score the better)



For each of the 36 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 150 (the bottom ranking score). Nottingham University Hospitals NHS Trust's four lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 150. Further details about this can be found in the document **Making sense of your staff survey data**, which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurvey08>.

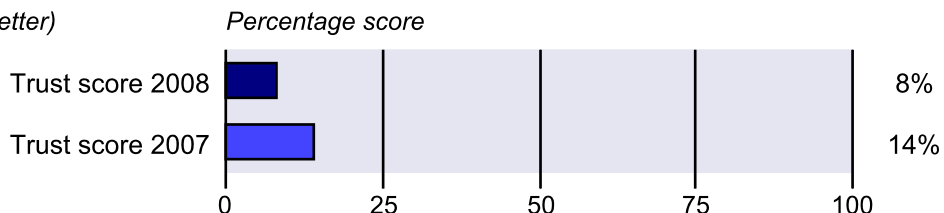
2.2 Largest Local Changes since the 2007 Survey

This page highlights the four Key Findings where staff experiences have improved the most at Nottingham University Hospitals NHS Trust since the 2007 survey. (This is a positive local result. However, please note that, as shown in section 2.3, when compared with other acute trusts in England, the scores for Key findings KF6, and KF19 are worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

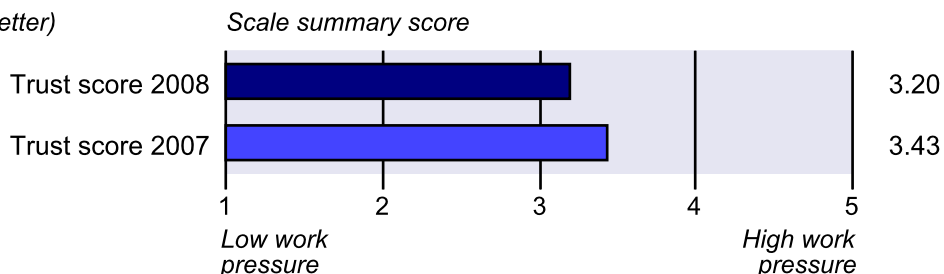
✓ KF24. Percentage of staff experiencing physical violence from patients / relatives in last 12 months

(the lower the score the better)



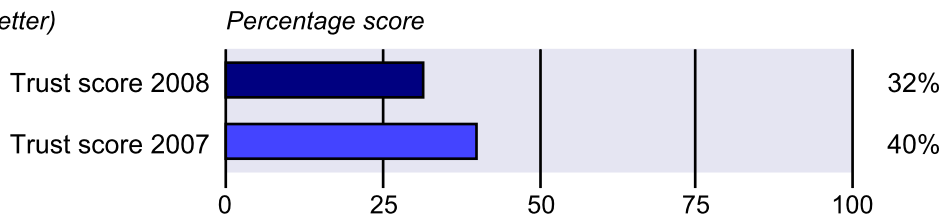
✓ KF6. Work pressure felt by staff

(the lower the score the better)



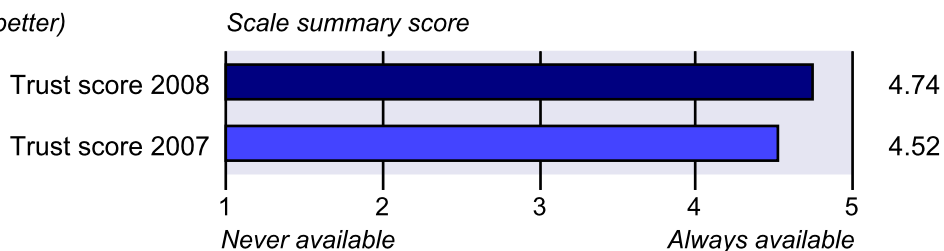
✓ KF19. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)



✓ KF20. Availability of hand washing materials

(the higher the score the better)



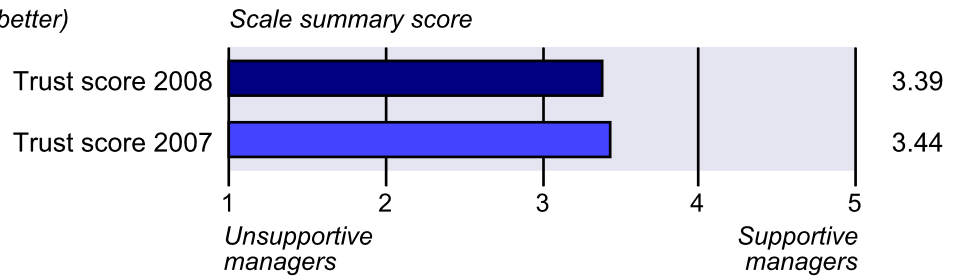
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, other are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 07-08 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document **Making sense of your staff survey data**, which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurvey08>.

This page highlights the Key Finding that has deteriorated at Nottingham University Hospitals NHS Trust since the 2007 survey. It is suggested that this might be seen as a starting point for the trust's action planning.

WHERE STAFF EXPERIENCE HAS DETERIORATED

! KF16. Support from immediate managers

(the higher the score the better)



2.3. Summary of all Key Findings for Nottingham University Hospitals NHS Trust

KEY

- ✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2007
- ! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2007
- Key Finding was not calculated in the 2007 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 asterisked and in *italics*, the lower the score the better

	Change since 2007 survey	Ranking, compared with all acute trusts in 2008
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.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	--	! Below (worse than) average
KF2. % agreeing that their role makes a difference to patients	--	• Average
KF3. % feeling valued by their work colleagues	--	! Below (worse than) average
KF4. % agreeing that they have an interesting job	--	! Lowest (worst) 20%
KF5. Quality of job design	• No change	! Lowest (worst) 20%
* <i>KF6. Work pressure felt by staff</i>	✓ Decrease (better than 07)	! Above (worse than) average
KF7. % working in a well structured team environment	• No change	! Lowest (worst) 20%
KF8. Trust commitment to work-life balance	✓ Increase (better than 07)	! Lowest (worst) 20%
* <i>KF9. % working extra hours</i>	• No change	✓ Lowest (best) 20%
KF10. % using flexible working options	• No change	✓ Highest (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.		
KF11. % feeling there are good opportunities to develop their potential at work	--	! Lowest (worst) 20%
KF12. % receiving job-relevant training, learning or development in last 12 months	• No change	! Below (worse than) average
KF13. % appraised in last 12 months	• No change	! Lowest (worst) 20%
KF14. % having well structured appraisals in last 12 months	• No change	! Lowest (worst) 20%
KF15. % appraised with personal development plans in last 12 months	• No change	! Lowest (worst) 20%
KF16. Support from immediate managers	! Decrease (worse than 07)	! Lowest (worst) 20%
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Health and safety		
KF17. % receiving health and safety training in last 12 months	✓ Increase (better than 07)	! Below (worse than) average
* <i>KF18. % suffering work-related injury in last 12 months</i>	• No change	! Above (worse than) average
* <i>KF19. % suffering work-related stress in last 12 months</i>	✓ Decrease (better than 07)	! Highest (worst) 20%
KF20. Availability of hand washing materials	✓ Increase (better than 07)	✓ Above (better than) average

2.3. Summary of all Key Findings for Nottingham University Hospitals NHS Trust (cont)

	Change since 2007 survey	Ranking, compared with all acute trusts in 2008
Errors and incidents		
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	• No change	! Above (worse than) average
KF22. % reporting errors, near misses or incidents witnessed in the last month	• No change	• Average
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	• No change	! Below (worse than) average
Violence and harassment		
* KF24. % experiencing physical violence from patients / relatives in last 12 months	✓ Decrease (better than 07)	✓ Lowest (best) 20%
* KF25. % experiencing physical violence from staff in last 12 months	• No change	• Average
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	• No change	• Average
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	• No change	• Average
KF28. Perceptions of effective action from employer towards violence and harassment	• No change	! Lowest (worst) 20%
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.		
KF29. % reporting good communication between senior management and staff	--	! Lowest (worst) 20%
KF30. % agreeing that they understand their role and where it fits in	--	! Lowest (worst) 20%
KF31. % able to contribute towards improvements at work	--	! Lowest (worst) 20%
ADDITIONAL THEME: Staff satisfaction		
KF32. Staff job satisfaction	✓ Increase (better than 07)	! Lowest (worst) 20%
* KF33. Staff intention to leave jobs	✓ Decrease (better than 07)	! Highest (worst) 20%
KF34. % that would recommend the trust as a place to work	--	! Lowest (worst) 20%
ADDITIONAL THEME: Equality and diversity		
KF35. % having equality and diversity training in last 12 months	--	! Lowest (worst) 20%
KF36. % believing trust provides equal opportunities for career progression or promotion	• No change	! Below (worse than) average

3. Full description of Key Findings for Nottingham University Hospitals NHS Trust

385 staff at Nottingham University Hospitals NHS Trust took part in this survey. This is a response rate of 47%¹ which is below average for acute trusts in England, and compares with a response rate of 55% in this trust in the 2007 survey.

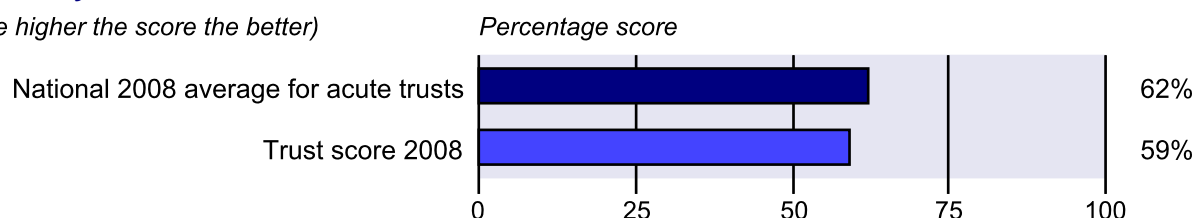
This section presents each of the 36 Key Findings from the trust's 2008 survey and compares these to other acute trusts in England, and to the trust's own 2007 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the two additional themes of staff satisfaction and equality and diversity.

Positive findings are highlighted in **green** (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2007). **Negative findings** are highlighted in **red** (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2007).

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.

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)

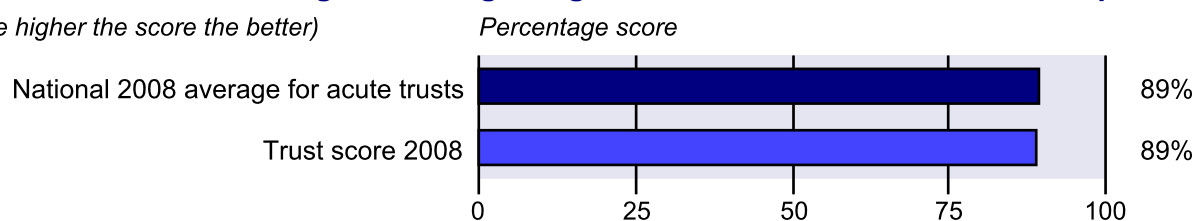


59% of staff in the trust agreed with at least two of the following three statements - that they are satisfied with the quality of care they give to patients, that they are able to deliver the patient care they aspire to, and that they are able to do their job to a standard they are personally pleased with.

- The trust's score of 59% was **below (worse than) average** for acute trusts in England.
- These questions were not asked in 2007.

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

(the higher the score the better)



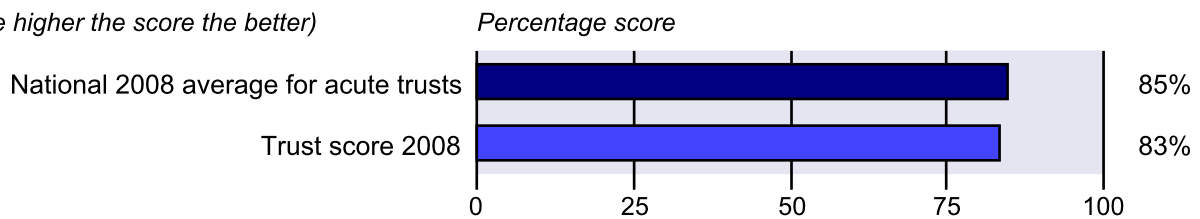
89% of staff in the trust agreed that their role makes a difference to patients or service users.

- The trust's score of 89% was average for acute trusts in England.
- This question was not asked in 2007.

¹At the time of sampling, 11457 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 828 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 complete with their ID number by the closing date.

KEY FINDING 3. Percentage of staff feeling valued by their work colleagues

(the higher the score the better)

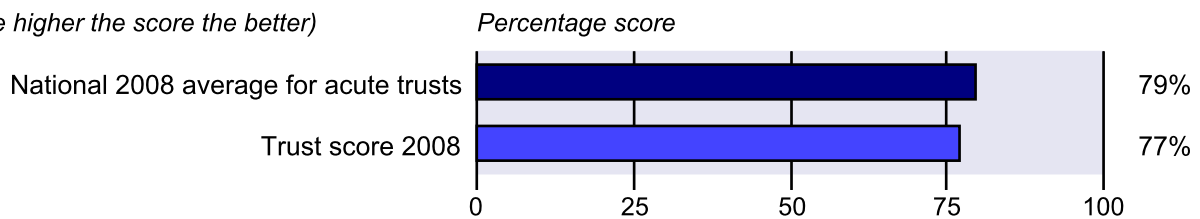


83% of staff in the trust agreed with at least three of the following four statements - that their colleagues treat them with respect, that their colleagues seek their opinions, that they are trusted to do their job, and that they feel part of a team.

- The trust's score of 83% was **below (worse than) average** for acute trusts in England.
- These questions were not asked in 2007.

KEY FINDING 4. Percentage of staff agreeing that they have an interesting job

(the higher the score the better)

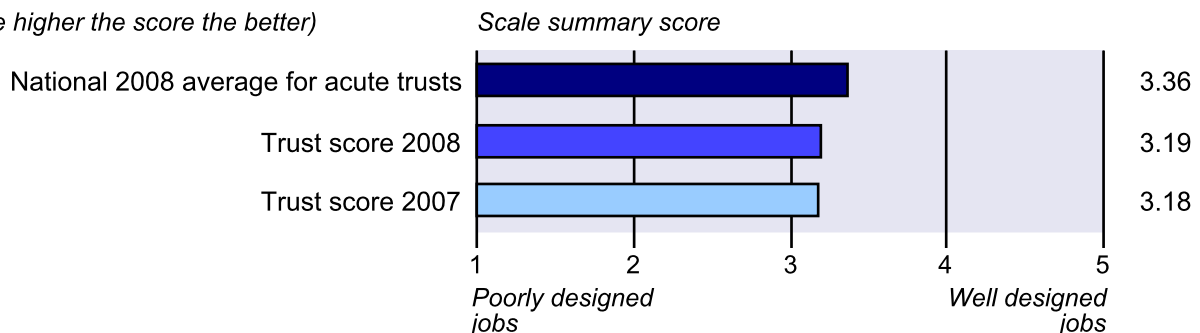


77% of staff in the trust agreed that they have an interesting job.

- The trust's score of 77% was in the **lowest (worst) 20%** of acute trusts in England.
- This question was not asked in 2007.

KEY FINDING 5. Quality of job design (clear job content, feedback and staff involvement)

(the higher the score the better)

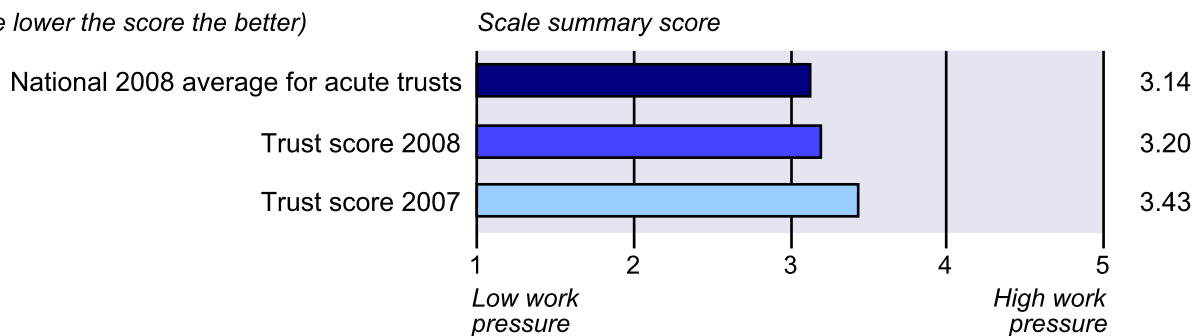


Staff were asked questions to assess the extent to which they feel they have clear goals in their jobs, are given clear feedback on their performance and are given the opportunity to participate in decision making. A 'well designed' job is one that is rated highly on all these aspects. Possible scores range from 1 to 5, with 1 representing jobs that are poor in design, and 5 representing jobs that are very well designed.

- The trust's score of 3.19 was in the **lowest (worst) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 3.18.

KEY FINDING 6. Work pressure felt by staff

(the lower the score the better)

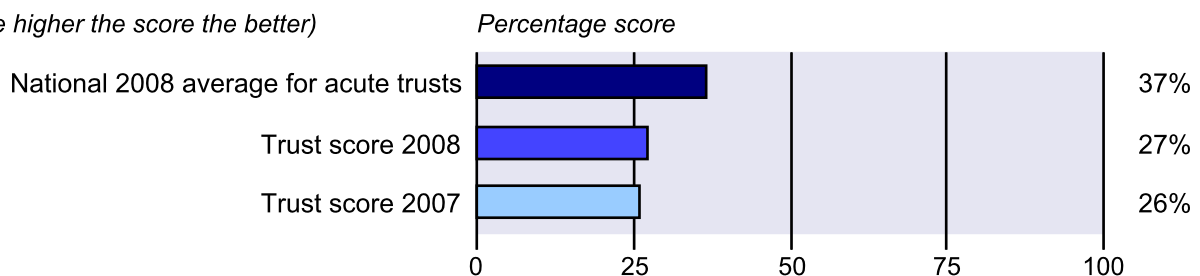


Staff were asked questions to assess the extent to which they feel there is adequate time, equipment and staffing for them to do their job properly. Possible scores range from 1 to 5, with 1 representing virtually no pressure felt by staff, and 5 representing extremely high feelings of work pressure.

- The trust's score of 3.20 was **above (worse than) average** for acute trusts in England.
- However, it is a statistically significant **decrease since 2007 (i.e. a better score than in 2007)**, when the trust scored 3.43.

KEY FINDING 7. Percentage of staff working in a well structured team environment

(the higher the score the better)

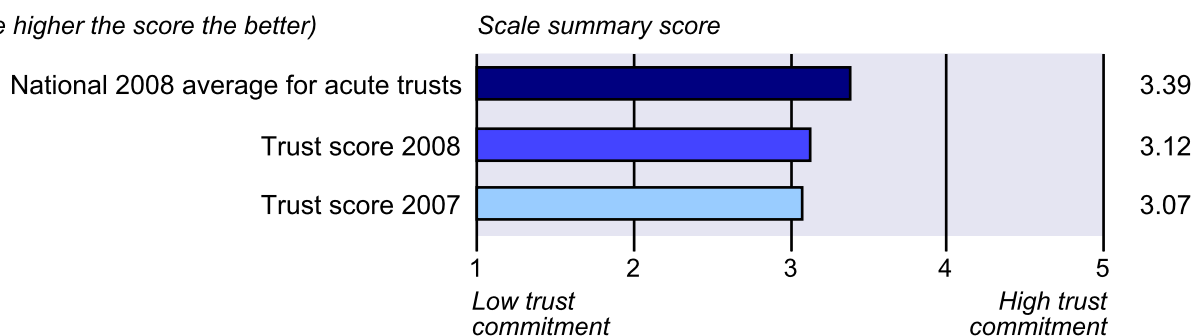


27% of staff at the trust said that they work in a team of 15 or fewer people which has clear objectives, and in which team members work closely together to achieve their objectives, and meet regularly to discuss the team's effectiveness and how it could be improved.

- The trust's score of 27% was in the **lowest (worst) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 26%.

KEY FINDING 8. Trust commitment to work-life balance

(the higher the score the better)

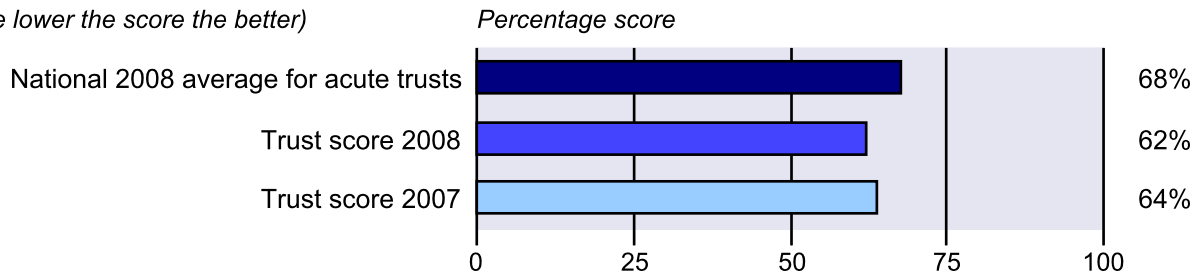


Staff were asked questions to assess the extent to which they believe that their trust and immediate manager are committed to helping them find a good balance between their work and home life. Possible scores range from 1 to 5, with 1 representing virtually no commitment from the trust, and 5 representing excellent commitment from the trust to helping staff achieve a good balance.

- The trust's score of 3.12 was in the **lowest (worst) 20%** of acute trusts in England.
- However, it is a statistically significant **increase since 2007 (i.e. a better score than in 2007)**, when the trust scored 3.07.

KEY FINDING 9. Percentage of staff working extra hours

(the lower the score the better)

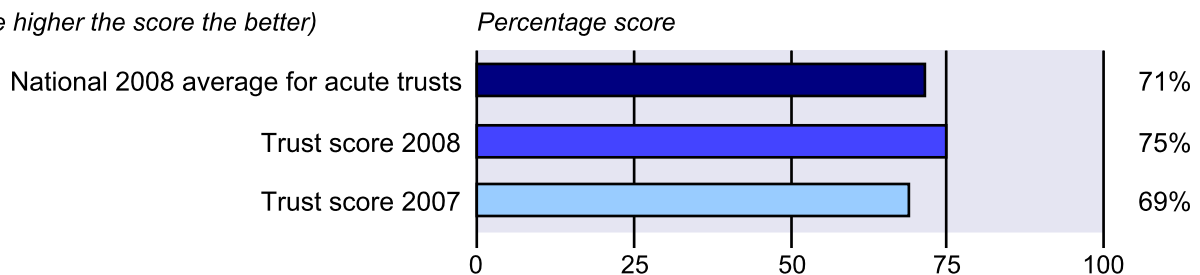


62% of staff at the trust said that, in an average week, they work longer than the hours for which they are contracted.

- The trust's score of 62% was in the **lowest (best) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 64%.

KEY FINDING 10. Percentage of staff using flexible working options

(the higher the score the better)



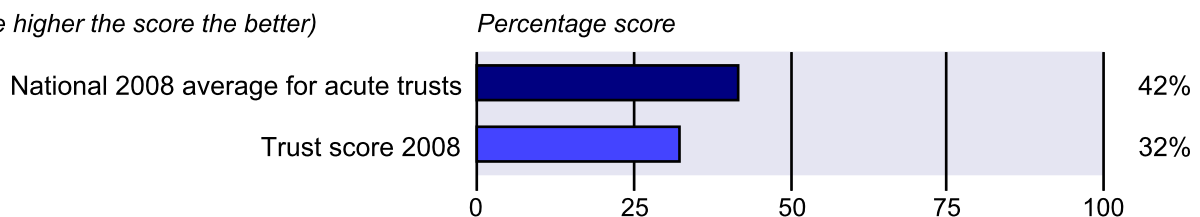
75% of staff at the trust said that they had taken advantage of at least one of the following flexible working options in their current job: flexi-time, working reduced hours (i.e. part-time), working from home, annualised hours, working during school term-time only, making team decisions about rotas, and job-sharing.

- The trust's score of 75% was in the **highest (best) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 69%.

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 11. Percentage of staff feeling there are good opportunities to develop their potential at work

(the higher the score the better)

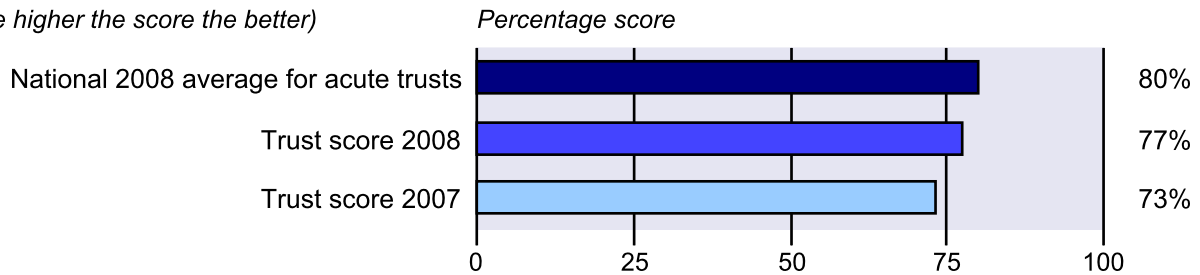


32% of staff at the trust agreed with at least three of the following four statements - that there are opportunities for them to progress in their job, that they are supported to keep up-to-date with developments in their field, that they are encouraged to develop their own expertise and that there is strong support for training in their area of work.

- The trust's score of 32% was in the **lowest (worst) 20%** of acute trusts in England.
- These questions were not asked in 2007.

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

(the higher the score the better)

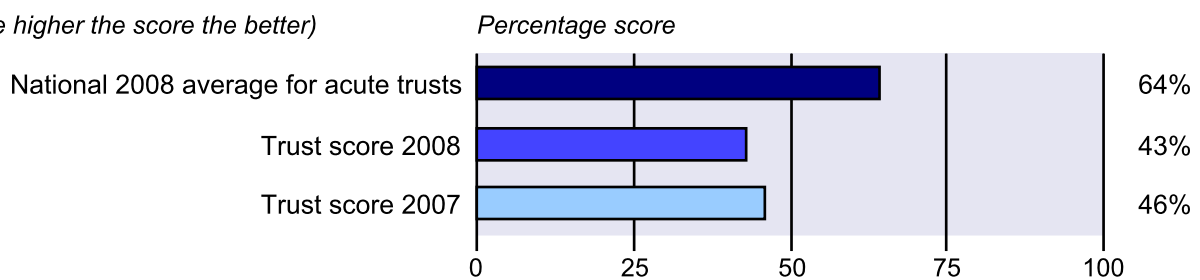


77% of staff at the trust said that they had received training, learning or development in the last 12 months which had helped them perform their jobs better, stay up-to-date with their jobs or stay up-to-date with professional requirements.

- The trust's score of 77% was **below (worse than) average** for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 73%.

KEY FINDING 13. Percentage of staff appraised in last 12 months

(the higher the score the better)

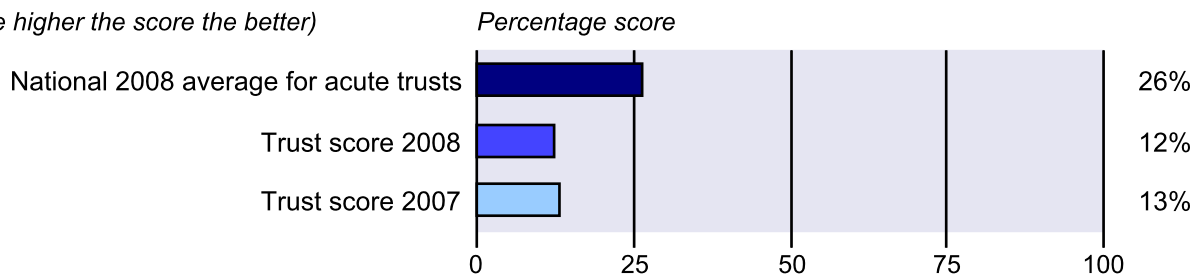


43% of staff at the trust said that they had received an appraisal, performance development review, Knowledge and Skills Framework (KSF) development review or other such review in the last 12 months.

- The trust's score of 43% was in the **lowest (worst) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 46%.

KEY FINDING 14. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)

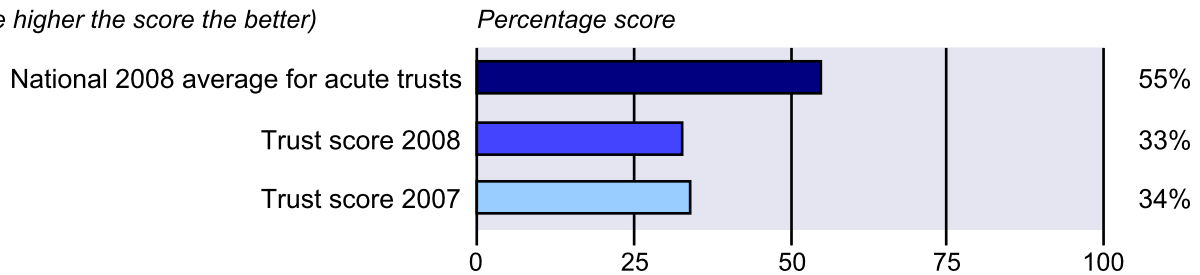


12% of staff at the trust said that they had received an appraisal or performance development review in the last 12 months, in which they had agreed clear objectives for their work, which they had found useful in helping them improve how they do their job, and which had left them feeling that their work is valued by their employer.

- The trust's score of 12% was in the **lowest (worst) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 13%.

KEY FINDING 15. Percentage of staff appraised with personal development plans in last 12 months

(the higher the score the better)

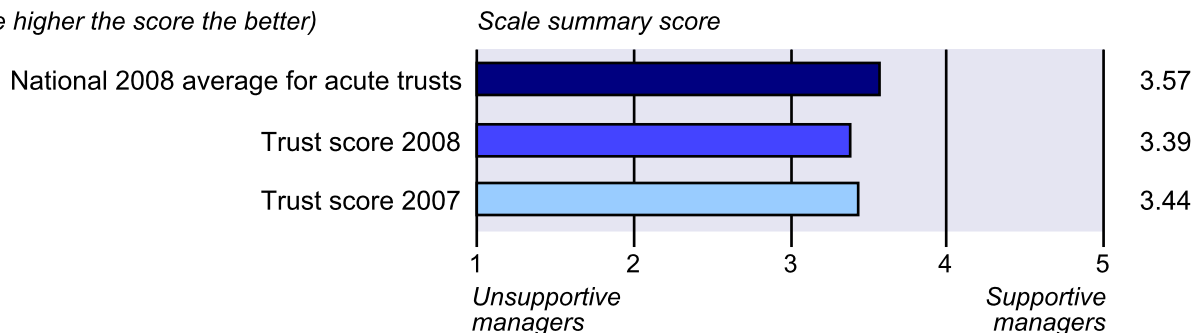


33% of staff at the trust said that they had agreed a personal development plan as part of their appraisal or performance development review in the last 12 months.

- The trust's score of 33% was in the **lowest (worst) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 34%.

KEY FINDING 16. Support from immediate managers

(the higher the score the better)



Staff were asked questions to assess the extent to which they feel that their immediate manager provides them with support, guidance and feedback on their work, and takes into account their opinions before making decisions that affect their work. Possible scores range from 1 to 5, with 1 representing very unsupportive managers, and 5 representing highly supportive managers.

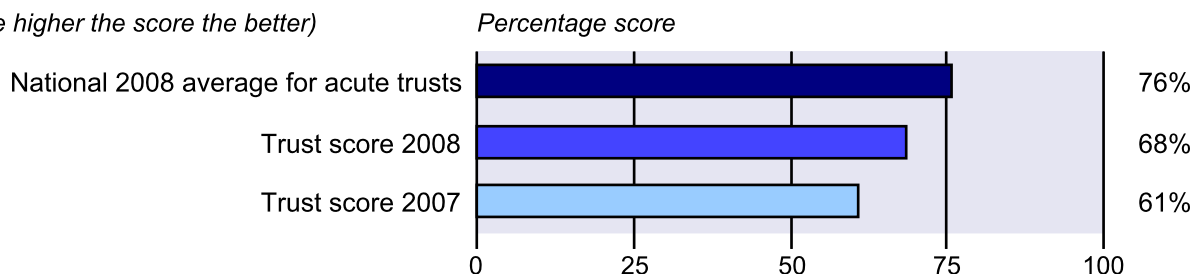
- The trust's score of 3.39 was in the **lowest (worst) 20%** of acute trusts in England.
- It is also a statistically significant **decrease since 2007 (i.e. a worse score than in 2007)**, when the trust scored 3.44.

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

Health and safety

KEY FINDING 17. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)

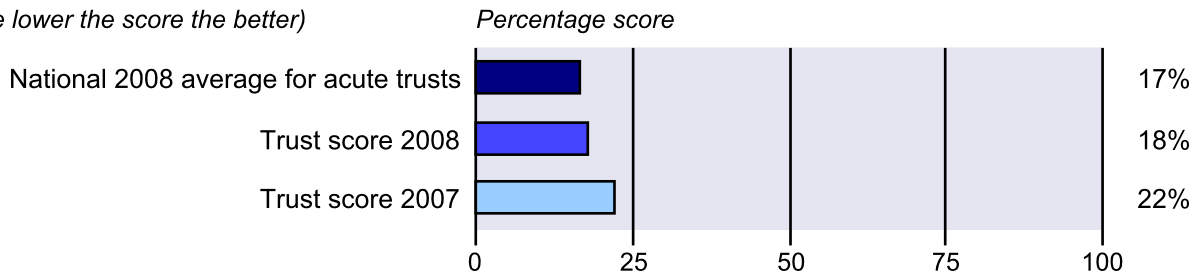


68% of staff at the trust said that they had received health and safety training (the definition of which included fire training and manual handling) in the last 12 months.

- The trust's score of 68% was **below (worse than) average** for acute trusts in England.
- However, it is a statistically significant **increase since 2007 (i.e. a better score than in 2007)**, when the trust scored 61%.

KEY FINDING 18. Percentage of staff suffering work-related injury in last 12 months

(the lower the score the better)

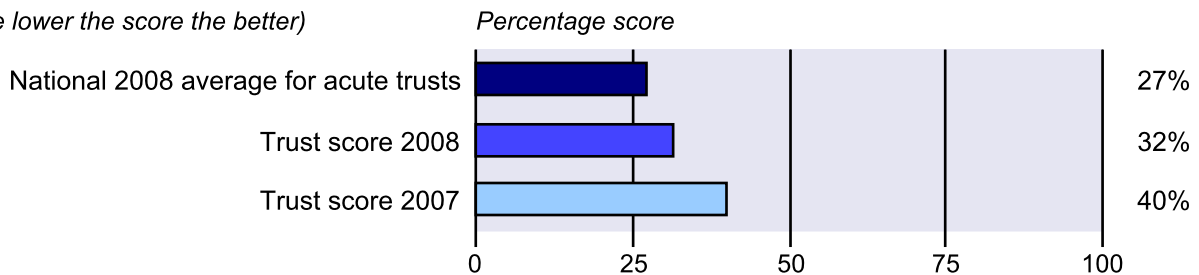


18% of staff at the trust said that, in the last year, they had been injured or felt unwell as a result of at least one of the following: moving and handling; needlestick and sharps injuries; slips, trips or falls; or exposure to dangerous substances.

- The trust's score of 18% was **above (worse than) average** for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 22%.

KEY FINDING 19. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)

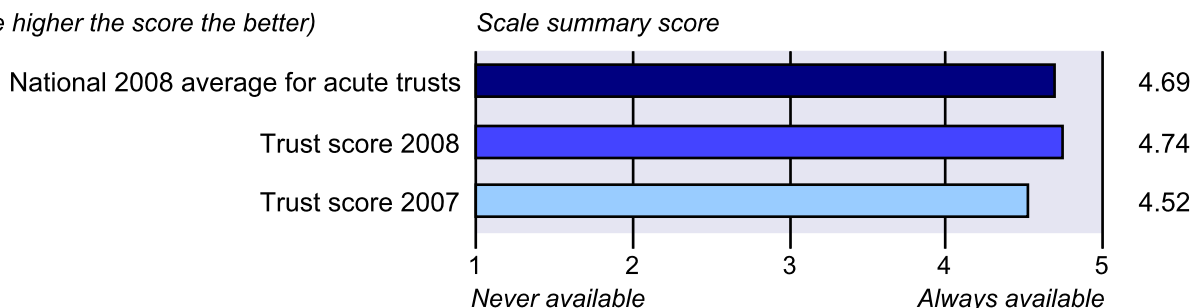


32% of staff at the trust said that, in the last year, they had suffered from work related stress.

- The trust's score of 32% was in the **highest (worst) 20%** of acute trusts in England.
- However, it is a statistically significant **decrease since 2007 (i.e. a better score than in 2007)**, when the trust scored 40%.

KEY FINDING 20. Availability of hand washing materials

(the higher the score the better)



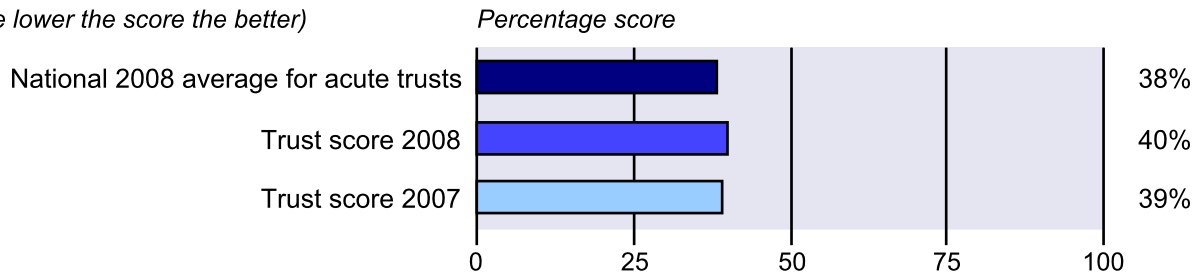
Staff were asked questions about the availability of hand washing materials, such as hot water, soap and paper towels, or alcohol rubs, to staff, patients or service users and visitors to the trust. Possible scores range from 1 to 5, with 1 representing no availability, and 5 representing full availability.

- The trust's score of 4.74 was **above (better than) average** for acute trusts in England.
- It is also a statistically significant **increase since 2007 (i.e. a better score than in 2007)**, when the trust scored 4.52.

Errors and incidents

KEY FINDING 21. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)

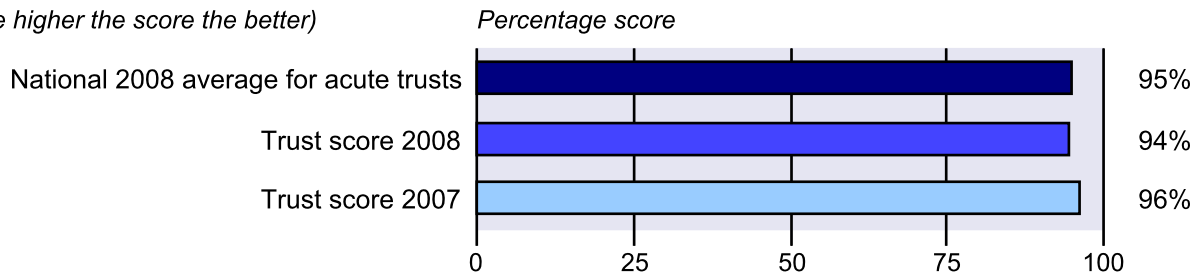


40% of staff at the trust said that, in the previous month, they had witnessed at least one error, near miss or incident which could have hurt staff, patients or service users.

- The trust's score of 40% was **above (worse than) average** for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 39%.

KEY FINDING 22. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)

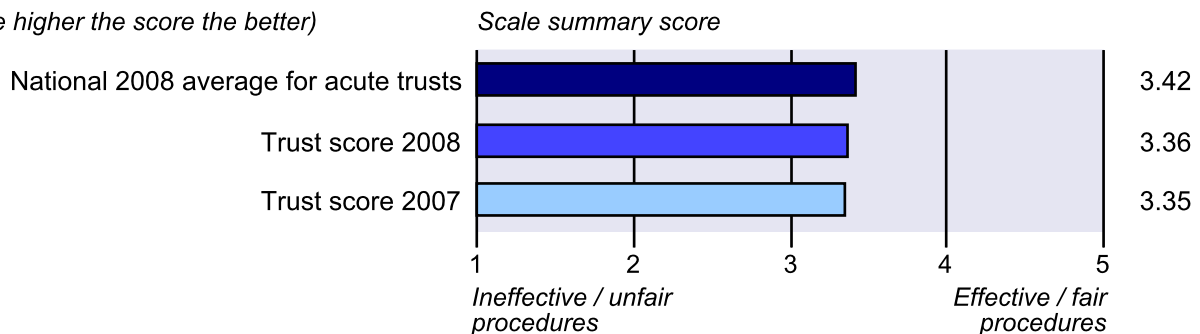


94% of staff who had witnessed such an error, near miss or incident in the last month said that they, or a colleague, had reported it.

- The trust's score of 94% was average for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 96%.

KEY FINDING 23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents

(the higher the score the better)



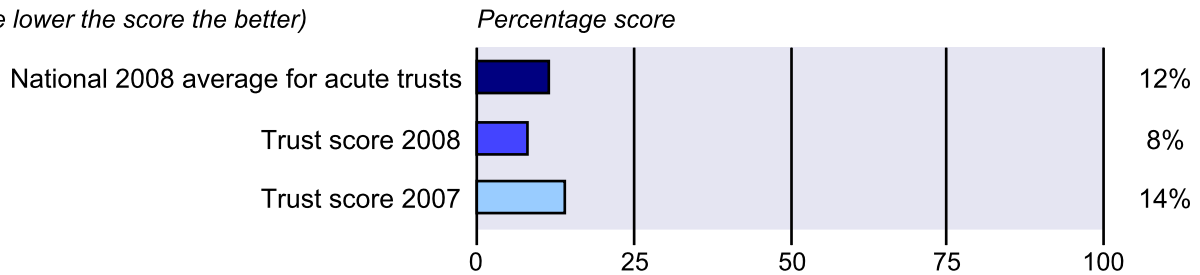
Staff were asked questions to assess the climate and culture of incident reporting in their trust. In particular, the questions asked whether staff are aware of the procedures for reporting errors, near misses and incidents; to what extent staff feel that the trust encourages such reports, and then treats the reports fairly and confidentially; and to what extent the trust takes action to ensure that such incidents do not happen again. Possible scores range from 1 to 5, with 1 representing unfair and ineffective procedures, and 5 representing fair and effective procedures.

- The trust's score of 3.36 was **below (worse than) average** for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 3.35.

Violence and harassment

KEY FINDING 24. Percentage of staff experiencing physical violence from patients / relatives in last 12 months

(the lower the score the better)

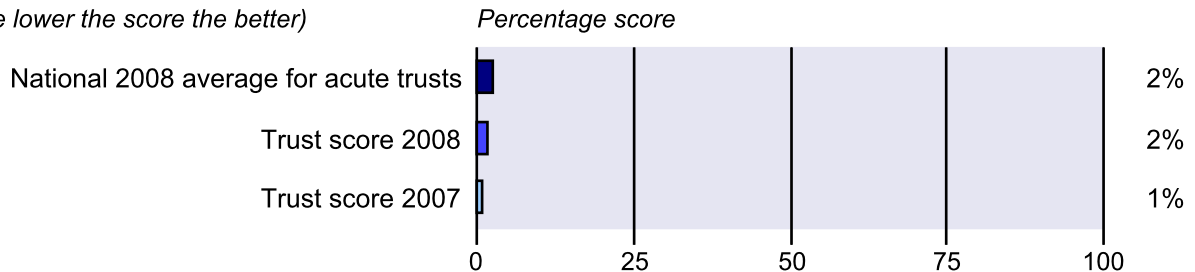


8% of staff at the trust said that they had experienced physical violence from patients, service users or their relatives in the previous 12 months.

- The trust's score of 8% was in the **lowest (best) 20%** of acute trusts in England.
- It is also a statistically significant **decrease since 2007 (i.e. a better score than in 2007)**, when the trust scored 14%.

KEY FINDING 25. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)

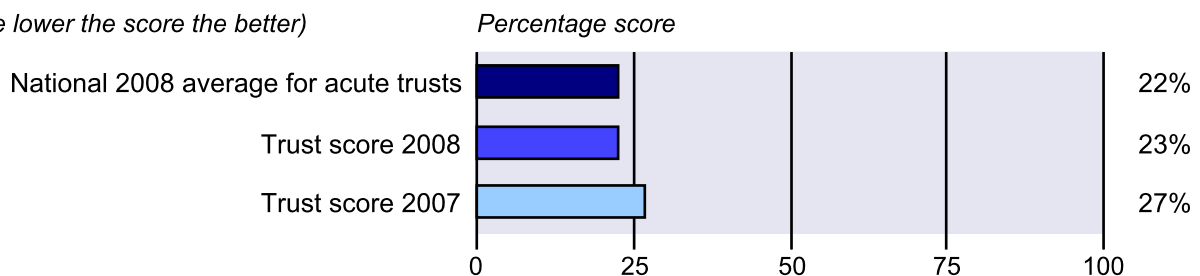


2% of staff at the trust said that they had experienced physical violence from colleagues or managers in the previous 12 months.

- The trust's score of 2% was average for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 1%.

KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from patients / relatives in last 12 months

(the lower the score the better)

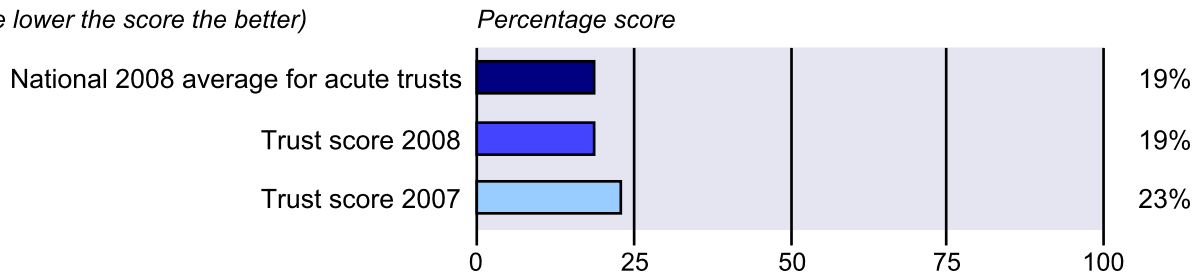


23% of staff at the trust said that they had experienced harassment, bullying or abuse from patients, service users or their relatives in the previous 12 months.

- The trust's score of 23% was average for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 27%.

KEY FINDING 27. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)

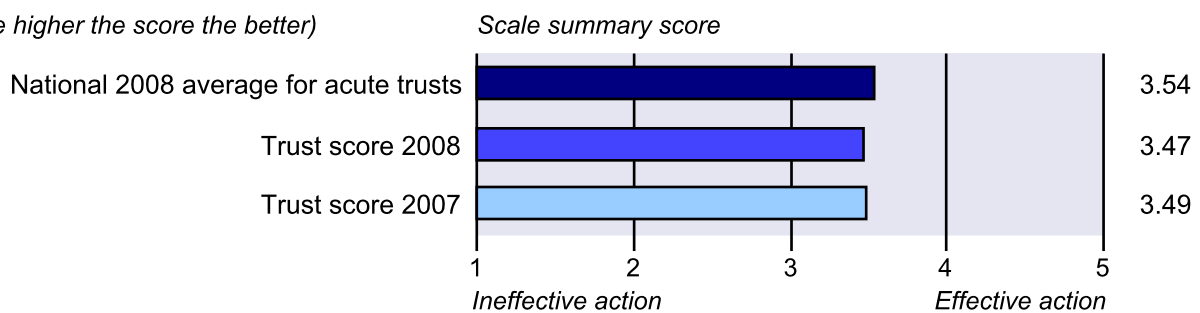


19% of staff at the trust said that they had experienced harassment, bullying or abuse from colleagues or managers in the previous 12 months.

- The trust's score of 19% was average for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 23%.

KEY FINDING 28. Perceptions of effective action from employer towards violence and harassment

(the higher the score the better)



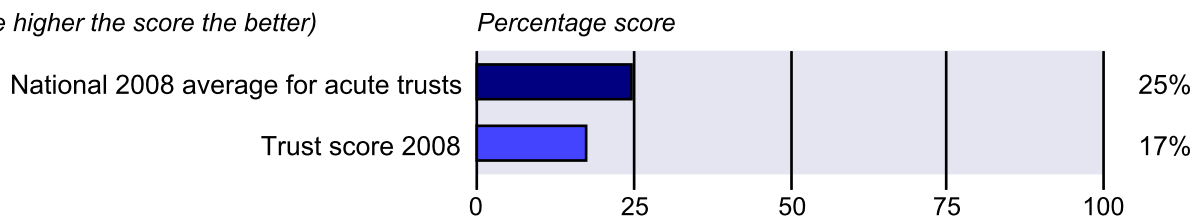
Staff were asked questions about the extent to which they think their trust takes effective action if staff are physically attacked, bullied, harassed or abused. Possible scores range from 1 to 5, with 1 representing the perception that the trust never takes any effective action, and 5 representing the perception that the trust always takes effective action.

- The trust's score of 3.47 was in the **lowest (worst) 20%** of acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 3.49.

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.

KEY FINDING 29. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)

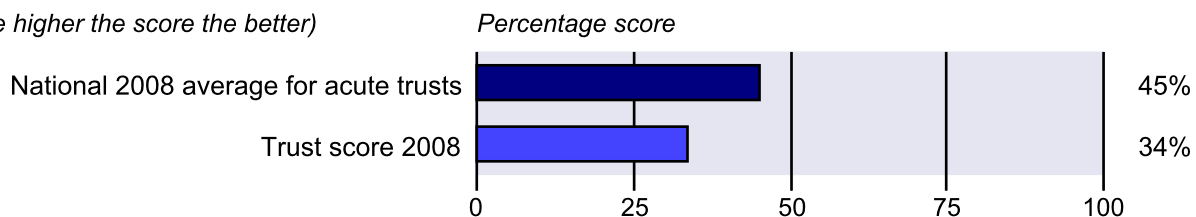


17% of staff agreed with at least four of the following six statements - that they know who senior managers are, that senior managers communicate effectively with staff, that they try to involve staff in important decisions, that they encourage staff to suggest new ideas for improving services, that they act on staff feedback and that healthcare professionals and managers in non-clinical roles work well together.

- The trust's score of 17% was in the **lowest (worst) 20%** of acute trusts in England.
- These questions were not asked in 2007.

KEY FINDING 30. Percentage of staff agreeing that they understand their role and where it fits in

(the higher the score the better)

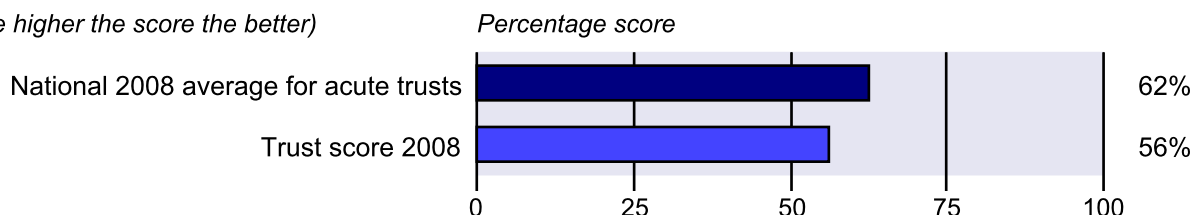


34% of staff at the trust agreed with at least three of the following four statements - that the trust communicates clearly with staff about what it is trying to achieve, that they personally know how their role contributes to this, that they know how the trust contributes to what the NHS is trying to achieve and that they understand the national vision for the NHS.

- The trust's score of 34% was in the **lowest (worst) 20%** of acute trusts in England.
- These questions were not asked in 2007.

KEY FINDING 31. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



56% of staff at the trust agreed with at least two of the following three statements - that they are able to make suggestions to improve the work of their team, that there are frequent opportunities for them to show initiative in their role, and that they are able to make improvements at work.

- The trust's score of 56% was in the **lowest (worst) 20%** of acute trusts in England.
- These questions were not asked in 2007.

ADDITIONAL THEME: Staff satisfaction

KEY FINDING 32. Staff job satisfaction

(the higher the score the better)

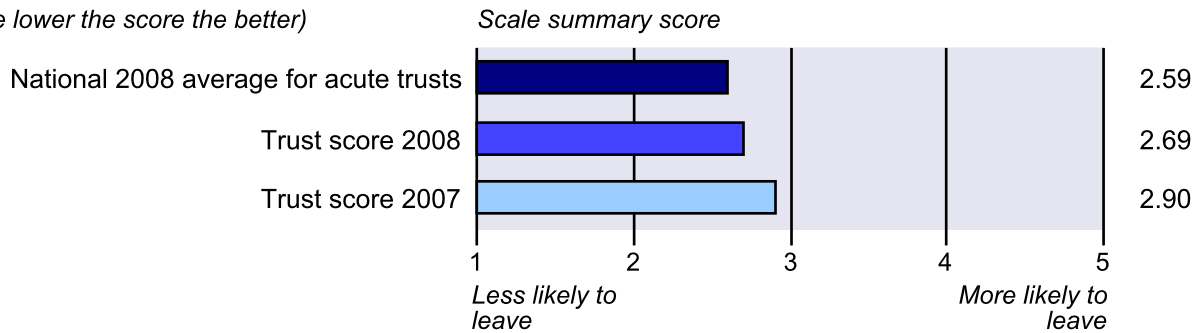


Staff were asked questions about how satisfied they are with various aspects of their job including: recognition for good work; support from their immediate manager and colleagues; freedom to choose methods of working; amount of responsibility; opportunities to use their skills; and the extent to which the trust values their work. Possible scores range from 1 to 5, with 1 representing very unsatisfied staff and 5 representing very satisfied staff.

- The trust's score of 3.31 was in the **lowest (worst) 20%** of acute trusts in England.
- However, it is a statistically significant **increase since 2007 (i.e. a better score than in 2007)**, when the trust scored 3.23.

KEY FINDING 33. Staff intention to leave jobs

(the lower the score the better)

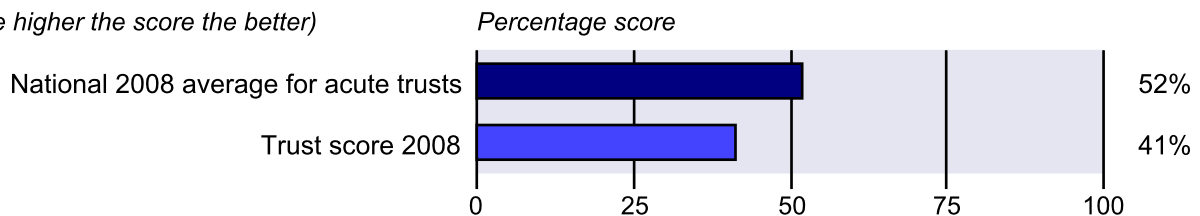


Staff were asked questions to assess the extent to which they are considering leaving their trust and looking for a new job, either within or outside the NHS. Possible scores range from 1 to 5, with 1 representing staff who have no intention of leaving their jobs, and 5 representing staff who are very keen to leave their jobs.

- The trust's score of 2.69 was in the **highest (worst) 20%** of acute trusts in England.
- However, it is a statistically significant **decrease since 2007 (i.e. a better score than in 2007)**, when the trust scored 2.90.

KEY FINDING 34. Percentage of staff that would recommend the trust as a place to work

(the higher the score the better)



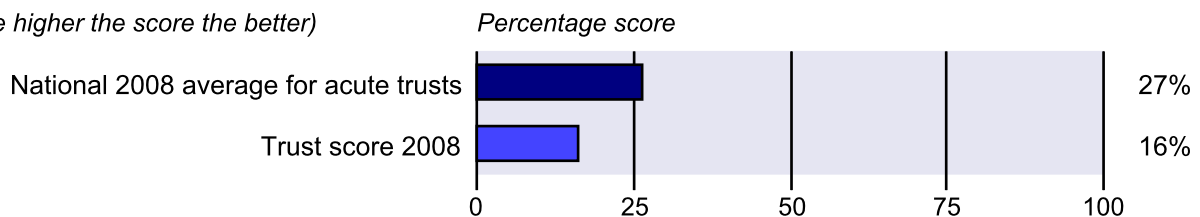
41% of staff at the trust said they would recommend their Trust to others as a place to work.

- The trust's score of 41% was in the **lowest (worst) 20%** of acute trusts in England.
- This question was not asked in 2007.

ADDITIONAL THEME: Equality and diversity

KEY FINDING 35. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)

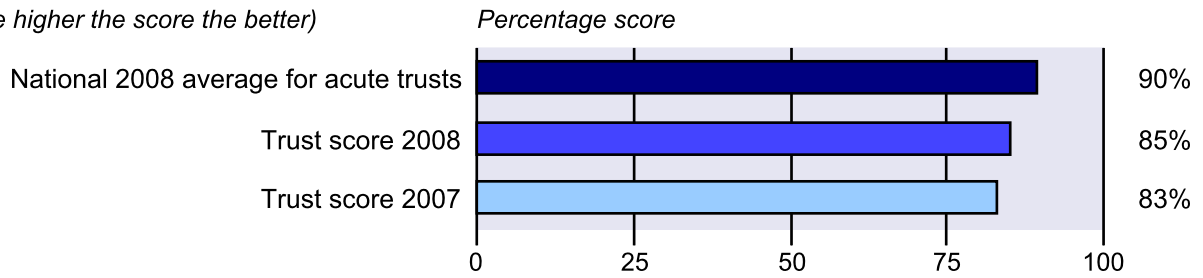


16% of staff at the trust said that they had received equality and diversity training (the definition of which included training on the awareness of age, disability, gender, race, sexual orientation and religion) in the last 12 months.

- The trust's score of 16% was in the **lowest (worst) 20%** of acute trusts in England.
- This question was not asked in this format in 2007.

KEY FINDING 36. Percentage of staff believing trust provides equal opportunities for career progression or promotion

(the higher the score the better)



85% of staff at the trust said that the Trust acts fairly with regard to career progression or promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age.

- The trust's score of 85% was **below (worse than) average** for acute trusts in England.
- It has not changed significantly since the 2007 survey, when the trust scored 83%.

4. Key Findings by work group characteristics

Tables 4.1 to 4.3 show the Key Findings at Nottingham University Hospitals NHS Trust broken down by work group characteristics: occupational groups, directorates, full time/part time staff, line managers/non-line managers, and shift workers/non-shift workers.

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 a survey question 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 4.1 to 4.3, 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, which are asterisked and 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 'KF7. % working in a well structured team environment' staff in Group A score 55%, and staff in Group B score 50%, it may appear that a higher proportion of staff in Group A work in structured teams 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 work in well structured teams.
- 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 4.1: Key Findings for different occupational groups

	Occupational group						
	All nurses	Medical & Dental	All Allied Health Professionals	Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
STAFF 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.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	61	64	80	58	53	38	49
KF2. % agreeing that their role makes a difference to patients	89	97	97	87	86	-	85
KF3. % feeling valued by their work colleagues	82	79	88	81	87	91	82
KF4. % agreeing that they have an interesting job	83	91	86	74	66	92	50
KF5. Quality of job design	3.13	3.24	3.25	3.11	3.19	3.41	3.24
* KF6. <i>Work pressure felt by staff</i>	3.37	3.34	3.04	3.13	3.10	2.79	2.81
KF7. % working in a well structured team environment	22	22	50	28	24	31	33
KF8. Trust commitment to work-life balance	2.92	3.06	3.16	3.13	3.39	3.74	3.18
* KF9. <i>% working extra hours</i>	65	88	56	64	48	69	53
KF10. % using flexible working options	79	63	54	57	88	77	76
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.							
KF11. % feeling there are good opportunities to develop their potential at work	35	42	31	27	16	54	37
KF12. % receiving job-relevant training, learning or development in last 12 months	87	84	79	63	66	75	75
KF13. % appraised in last 12 months	40	73	42	44	31	69	35
KF14. % having well structured appraisals in last 12 months	13	16	10	7	11	25	11
KF15. % appraised with personal development plans in last 12 months	29	72	41	31	23	50	20
KF16. Support from immediate managers	3.35	3.38	3.64	3.32	3.28	3.86	3.39
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Health and safety							
KF17. % receiving health and safety training in last 12 months	79	45	74	65	53	75	69
* KF18. <i>% suffering work-related injury in last 12 months</i>	24	16	24	13	13	0	11
* KF19. <i>% suffering work-related stress in last 12 months</i>	40	30	20	24	31	0	25
KF20. Availability of hand washing materials	4.83	4.61	4.61	4.64	4.75	-	4.67
Number of respondents	141	33	35	48	57	13	38

Due to low numbers of respondents, no scores are shown for the following occupational group: General Management.

Table 4.1: Key Findings for different occupational groups (cont)

	Occupational group						
	All nurses	Medical & Dental	All Allied Health Professionals	Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Errors and incidents							
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	55	66	17	37	25	8	25
KF22. % reporting errors, near misses or incidents witnessed in the last month	97	95	-	100	92	-	-
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.41	3.46	3.28	3.28	3.27	3.49	3.30
Violence and harassment							
* KF24. % experiencing physical violence from patients / relatives in last 12 months	17	0	6	4	4	0	0
* KF25. % experiencing physical violence from staff in last 12 months	1	0	0	0	2	0	6
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	41	15	20	7	15	0	3
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	23	21	6	7	19	0	26
KF28. Perceptions of effective action from employer towards violence and harassment	3.40	3.34	3.40	3.45	3.48	3.73	3.72
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.							
KF29. % reporting good communication between senior management and staff	20	3	20	15	9	23	26
KF30. % agreeing that they understand their role and where it fits in	42	18	20	23	31	38	41
KF31. % able to contribute towards improvements at work	56	55	60	50	53	62	54
ADDITIONAL THEME: Staff satisfaction							
KF32. Staff job satisfaction	3.15	3.39	3.41	3.18	3.33	3.82	3.50
* KF33. Staff intention to leave jobs	2.87	2.52	2.79	2.61	2.59	2.38	2.38
KF34. % that would recommend the trust as a place to work	40	30	31	33	37	46	68
ADDITIONAL THEME: Equality and diversity							
KF35. % having equality and diversity training in last 12 months	16	15	15	13	14	17	22
KF36. % believing trust provides equal opportunities for career progression or promotion	85	88	78	82	87	-	92
Number of respondents	141	33	35	48	57	13	38

Due to low numbers of respondents, no scores are shown for the following occupational group: General Management.

Table 4.2: Key Findings for different directorates

	Directorate										
	Diagnosics & Clin Supp	Family Health Directorate	Specialist Support	Acute Med Directorate	Estates & Facilities	Diabetic/Renal/Card	Cancer/Assoc Specialities	Corporate Departments	Musculo/Neuroscien	Digestive Dis / Thoracic	Head & Neck Directorate
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.											
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	64	49	77	48	47	72	74	36	59	63	68
KF2. % agreeing that their role makes a difference to patients	86	87	91	93	80	96	91	90	88	94	91
KF3. % feeling valued by their work colleagues	83	84	74	75	85	78	89	96	92	92	70
KF4. % agreeing that they have an interesting job	78	77	86	79	50	75	95	86	85	75	59
KF5. Quality of job design	3.11	3.08	3.15	3.07	3.31	3.19	3.46	3.39	3.25	3.27	3.08
* KF6. Work pressure felt by staff	3.23	3.42	2.99	3.45	2.72	3.15	3.24	2.92	3.28	3.28	3.28
KF7. % working in a well structured team environment	34	23	21	26	31	13	48	32	8	25	35
KF8. Trust commitment to work-life balance	3.04	2.87	2.94	2.85	3.33	3.56	3.32	3.57	2.87	3.27	3.24
* KF9. % working extra hours	61	68	69	68	56	60	86	46	56	69	45
KF10. % using flexible working options	56	83	91	80	72	79	78	82	73	63	64
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.											
KF11. % feeling there are good opportunities to develop their potential at work	28	38	20	14	38	36	45	46	33	44	18
KF12. % receiving job-relevant training, learning or development in last 12 months	69	85	76	79	83	79	73	69	83	94	72
KF13. % appraised in last 12 months	46	44	43	35	39	48	23	61	59	33	30
KF14. % having well structured appraisals in last 12 months	8	13	9	6	19	17	10	19	15	14	10
KF15. % appraised with personal development plans in last 12 months	37	35	38	15	27	36	18	44	54	21	21
KF16. Support from immediate managers	3.36	3.44	3.34	3.31	3.53	3.56	3.52	3.59	2.89	3.53	3.21
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.											
Health and safety											
KF17. % receiving health and safety training in last 12 months	68	67	64	90	63	60	83	59	76	75	52
* KF18. % suffering work-related injury in last 12 months	14	22	24	14	6	28	32	7	16	19	19
* KF19. % suffering work-related stress in last 12 months	28	38	31	36	19	20	50	15	40	44	29
KF20. Availability of hand washing materials	4.61	4.76	4.68	4.64	4.83	4.90	4.75	4.76	4.90	4.89	4.51
Number of respondents	77	65	35	31	35	25	23	28	27	16	23

Please note that the directorate classification was provided by Nottingham University Hospitals NHS Trust

Table 4.2: Key Findings for different directorates (cont)

	Directorate										
	Diagnosics & Clin Supp	Family Health Directorate	Specialist Support	Acute Med Directorate	Estates & Facilities	Diabetic/Renal/Card	Cancer/Assoc Specialities	Corporate Departments	Musculo/Neuroscien	Digestive Dis / Thoracic	Head & Neck Directorate
Errors and incidents											
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	35	61	41	45	19	40	45	11	40	63	35
KF22. % reporting errors, near misses or incidents witnessed in the last month	96	95	100	92	-	-	-	-	-	-	-
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.25	3.41	3.40	3.41	3.43	3.35	3.38	3.34	3.40	3.39	3.19
Violence and harassment											
* KF24. % experiencing physical violence from patients / relatives in last 12 months	6	8	3	38	0	13	5	0	12	6	0
* KF25. % experiencing physical violence from staff in last 12 months	0	0	6	0	3	13	0	0	0	0	0
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	11	33	9	57	3	32	18	4	28	50	19
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	11	16	37	18	13	32	32	11	16	6	14
KF28. Perceptions of effective action from employer towards violence and harassment	3.40	3.32	3.38	3.51	3.82	3.72	3.47	3.54	3.22	3.48	3.52
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.											
KF29. % reporting good communication between senior management and staff	14	8	11	13	38	24	23	21	11	25	18
KF30. % agreeing that they understand their role and where it fits in	20	25	31	28	42	48	41	46	41	56	27
KF31. % able to contribute towards improvements at work	51	59	57	43	55	60	73	64	56	50	50
ADDITIONAL THEME: Staff satisfaction											
KF32. Staff job satisfaction	3.22	3.26	3.20	3.13	3.63	3.23	3.49	3.64	3.21	3.32	3.08
* KF33. Staff intention to leave jobs	2.75	2.79	2.75	2.77	2.29	2.65	2.53	2.46	2.73	2.73	2.92
KF34. % that would recommend the trust as a place to work	32	37	32	29	73	58	36	54	33	56	33
ADDITIONAL THEME: Equality and diversity											
KF35. % having equality and diversity training in last 12 months	13	23	9	10	19	17	18	22	21	20	5
KF36. % believing trust provides equal opportunities for career progression or promotion	77	89	68	88	95	84	93	81	83	100	88
Number of respondents	77	65	35	31	35	25	23	28	27	16	23

Please note that the directorate classification was provided by Nottingham University Hospitals NHS Trust

Table 4.3: Key Findings for different work groups

	Full time / part time ^a		Line managers / non line managers		Shift workers / non-shift workers	
	Full time	Part time	Line managers	Non line managers	Shift workers	Non shift workers
STAFF 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.						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	60	55	57	60	56	62
KF2. % agreeing that their role makes a difference to patients	89	86	93	87	89	88
KF3. % feeling valued by their work colleagues	85	78	94	79	81	86
KF4. % agreeing that they have an interesting job	77	76	90	73	78	76
KF5. Quality of job design	3.22	3.10	3.41	3.10	3.15	3.23
* KF6. <i>Work pressure felt by staff</i>	3.16	3.26	3.32	3.14	3.33	3.04
KF7. % working in a well structured team environment	27	28	35	25	21	34
KF8. Trust commitment to work-life balance	3.15	3.04	3.17	3.10	2.94	3.31
* KF9. <i>% working extra hours</i>	64	55	76	57	68	54
KF10. % using flexible working options	67	93	75	73	74	73
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.						
KF11. % feeling there are good opportunities to develop their potential at work	35	24	44	28	34	32
KF12. % receiving job-relevant training, learning or development in last 12 months	80	70	81	76	81	73
KF13. % appraised in last 12 months	47	31	59	38	43	44
KF14. % having well structured appraisals in last 12 months	14	9	12	12	14	10
KF15. % appraised with personal development plans in last 12 months	36	24	49	28	34	34
KF16. Support from immediate managers	3.41	3.32	3.50	3.34	3.30	3.47
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Health and safety						
KF17. % receiving health and safety training in last 12 months	72	59	73	66	69	69
* KF18. <i>% suffering work-related injury in last 12 months</i>	18	18	15	19	21	13
* KF19. <i>% suffering work-related stress in last 12 months</i>	33	25	28	33	31	32
KF20. Availability of hand washing materials	4.74	4.74	4.81	4.71	4.75	4.71
Number of respondents	283	96	96	282	210	166

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

Table 4.3: Key Findings for different work groups (cont)

	Full time / part time ^a		Line managers / non line managers		Shift workers / non-shift workers	
	Full time	Part time	Line managers	Non line managers	Shift workers	Non shift workers
Errors and incidents						
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	40	39	63	33	52	26
KF22. % reporting errors, near misses or incidents witnessed in the last month	96	97	98	94	96	95
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.39	3.30	3.50	3.31	3.40	3.30
Violence and harassment						
* KF24. % experiencing physical violence from patients / relatives in last 12 months	10	2	12	7	12	2
* KF25. % experiencing physical violence from staff in last 12 months	2	0	4	1	3	0
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	23	20	25	21	30	12
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	18	20	14	20	19	17
KF28. Perceptions of effective action from employer towards violence and harassment	3.48	3.41	3.61	3.41	3.42	3.50
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.						
KF29. % reporting good communication between senior management and staff	20	10	30	13	20	15
KF30. % agreeing that they understand their role and where it fits in	34	27	43	29	34	32
KF31. % able to contribute towards improvements at work	57	53	84	45	53	59
ADDITIONAL THEME: Staff satisfaction						
KF32. Staff job satisfaction	3.33	3.24	3.51	3.22	3.23	3.38
* KF33. Staff intention to leave jobs	2.66	2.72	2.53	2.74	2.77	2.60
KF34. % that would recommend the trust as a place to work	43	35	45	40	41	40
ADDITIONAL THEME: Equality and diversity						
KF35. % having equality and diversity training in last 12 months	19	10	18	15	14	20
KF36. % believing trust provides equal opportunities for career progression or promotion	84	89	86	84	86	86
Number of respondents	283	96	96	282	210	166

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

5. Key Findings by demographic groups

Tables 5.1 and 5.2 show the Key Findings at Nottingham University Hospitals NHS 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 a survey question 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 and 5.2, 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, which are asterisked and 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 'KF7. % working in a well structured team environment' staff in Group A score 55%, and staff in Group B score 50%, it may appear that a higher proportion of staff in Group A work in structured teams 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 work in well structured teams.
- 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 5.1: 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 and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	71	58	57	57
KF2. % agreeing that their role makes a difference to patients	96	84	94	84
KF3. % feeling valued by their work colleagues	81	83	83	83
KF4. % agreeing that they have an interesting job	78	80	80	70
KF5. Quality of job design	3.12	3.21	3.20	3.18
* KF6. <i>Work pressure felt by staff</i>	3.08	3.23	3.25	3.13
KF7. % working in a well structured team environment	32	29	29	21
KF8. Trust commitment to work-life balance	3.22	2.95	3.15	3.18
* KF9. <i>% working extra hours</i>	67	63	66	52
KF10. % using flexible working options	52	69	83	77
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.				
KF11. % feeling there are good opportunities to develop their potential at work	47	38	26	26
KF12. % receiving job-relevant training, learning or development in last 12 months	85	80	77	71
KF13. % appraised in last 12 months	63	47	37	33
KF14. % having well structured appraisals in last 12 months	21	11	10	10
KF15. % appraised with personal development plans in last 12 months	55	38	29	20
KF16. Support from immediate managers	3.42	3.34	3.46	3.30
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and safety				
KF17. % receiving health and safety training in last 12 months	72	66	74	59
* KF18. <i>% suffering work-related injury in last 12 months</i>	23	14	20	16
* KF19. <i>% suffering work-related stress in last 12 months</i>	22	31	34	32
KF20. Availability of hand washing materials	4.52	4.65	4.84	4.79
Number of respondents	55	102	117	99

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Errors and incidents				
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	43	49	40	27
KF22. % reporting errors, near misses or incidents witnessed in the last month	96	94	100	92
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.31	3.43	3.40	3.28
Violence and harassment				
* KF24. % experiencing physical violence from patients / relatives in last 12 months	7	12	5	5
* KF25. % experiencing physical violence from staff in last 12 months	0	1	2	2
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	19	28	22	18
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	13	18	18	21
KF28. Perceptions of effective action from employer towards violence and harassment	3.45	3.46	3.45	3.50
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.				
KF29. % reporting good communication between senior management and staff	18	18	16	19
KF30. % agreeing that they understand their role and where it fits in	29	38	31	35
KF31. % able to contribute towards improvements at work	55	60	59	48
ADDITIONAL THEME: Staff satisfaction				
KF32. Staff job satisfaction	3.29	3.28	3.31	3.32
* KF33. Staff intention to leave jobs	2.73	2.81	2.65	2.52
KF34. % that would recommend the trust as a place to work	56	33	36	47
ADDITIONAL THEME: Equality and diversity				
KF35. % having equality and diversity training in last 12 months	28	14	16	11
KF36. % believing trust provides equal opportunities for career progression or promotion	89	86	84	84
Number of respondents	55	102	117	99

Table 5.2: 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 and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	61	59	48	62	58	79
KF2. % agreeing that their role makes a difference to patients	90	88	77	91	88	97
KF3. % feeling valued by their work colleagues	87	82	67	86	86	67
KF4. % agreeing that they have an interesting job	75	78	63	80	78	73
KF5. Quality of job design	3.19	3.18	3.02	3.20	3.17	3.37
* KF6. <i>Work pressure felt by staff</i>	3.05	3.23	3.32	3.17	3.22	2.84
KF7. % working in a well structured team environment	22	29	28	27	27	32
KF8. Trust commitment to work-life balance	3.17	3.10	3.30	3.10	3.13	3.04
* KF9. <i>% working extra hours</i>	63	61	60	62	63	50
KF10. % using flexible working options	69	75	74	73	73	78
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.						
KF11. % feeling there are good opportunities to develop their potential at work	33	32	21	34	32	37
KF12. % receiving job-relevant training, learning or development in last 12 months	74	79	68	79	77	83
KF13. % appraised in last 12 months	57	39	35	44	41	62
KF14. % having well structured appraisals in last 12 months	14	11	10	12	10	30
KF15. % appraised with personal development plans in last 12 months	46	29	28	34	31	57
KF16. Support from immediate managers	3.31	3.40	3.42	3.38	3.39	3.34
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Health and safety						
KF17. % receiving health and safety training in last 12 months	67	68	67	69	68	69
* KF18. <i>% suffering work-related injury in last 12 months</i>	13	19	40	15	18	19
* KF19. <i>% suffering work-related stress in last 12 months</i>	30	31	37	31	31	30
KF20. Availability of hand washing materials	4.67	4.75	4.76	4.74	4.75	4.79
Number of respondents	86	292	44	331	336	38

Table 5.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Errors and incidents						
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	48	38	41	40	40	44
KF22. % reporting errors, near misses or incidents witnessed in the last month	97	95	100	95	96	100
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.28	3.38	3.29	3.37	3.34	3.53
Violence and harassment						
* KF24. % experiencing physical violence from patients / relatives in last 12 months	7	8	20	7	8	3
* KF25. % experiencing physical violence from staff in last 12 months	2	1	7	1	1	5
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	17	23	33	21	22	22
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	20	18	31	17	18	24
KF28. Perceptions of effective action from employer towards violence and harassment	3.45	3.46	3.56	3.46	3.45	3.62
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.						
KF29. % reporting good communication between senior management and staff	15	18	21	17	17	18
KF30. % agreeing that they understand their role and where it fits in	27	35	36	33	31	53
KF31. % able to contribute towards improvements at work	51	56	43	58	56	55
ADDITIONAL THEME: Staff satisfaction						
KF32. Staff job satisfaction	3.32	3.29	3.08	3.33	3.30	3.36
* KF33. Staff intention to leave jobs	2.64	2.69	3.13	2.61	2.68	2.64
KF34. % that would recommend the trust as a place to work	46	40	39	42	39	56
ADDITIONAL THEME: Equality and diversity						
KF35. % having equality and diversity training in last 12 months	12	17	5	17	16	15
KF36. % believing trust provides equal opportunities for career progression or promotion	82	86	65	87	88	64
Number of respondents	86	292	44	331	336	38

6. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 6.1, other work characteristics are shown in table 6.2, and demographic characteristics are shown in table 6.3.

Table 6.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
<i>Nurses, Midwives and Nursing Assistants</i>		
Registered Nurses - Adult / General	80	21%
Registered Nurses - Children	16	4%
Midwives	11	3%
Other Registered Nurses	3	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	31	8%
<i>Medical and Dental</i>		
Medical / Dental - Consultant	21	6%
Medical / Dental - In Training	10	3%
Medical / Dental - Other	2	1%
<i>Allied Health Professionals</i>		
Clinical Psychology	1	0%
Occupational Therapy	6	2%
Physiotherapy	5	1%
Radiography	7	2%
Other qualified Allied Health Professionals	9	2%
Support to Allied Health Professionals	7	2%
<i>Scientific and Technical / Healthcare Scientists</i>		
Pharmacy	11	3%
Other qualified Scientific and Technical / Healthcare Scientists	19	5%
Support to Scientific and Technical / Healthcare Scientists	18	5%
<i>Other groups</i>		
Admin and Clerical	57	15%
Central Functions / Corporate Services	13	3%
Maintenance / Ancillary	38	10%
General Management	5	1%
Other	4	1%
Did not specify	11	

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

Table 6.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Full time / part time		
Full time	283	75%
Part time	96	25%
Did not specify	6	
Shift work		
Shift worker	210	56%
Non-shift worker	166	44%
Did not specify	9	
Line manager / non line manager		
Line manager	96	25%
Not line manager	282	75%
Did not specify	7	
Length of time in trust		
Less than a year	33	9%
Between 1 to 2 years	30	8%
Between 3 to 5 years	66	18%
Between 6 to 10 years	93	25%
Between 11 to 15 years	51	14%
Over 15 years	102	27%
Did not specify	10	

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

Table 6.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	55	15%
Between 31 and 40	102	27%
Between 41 and 50	117	31%
51 and over	99	27%
Did not specify	12	
Gender		
Male	86	23%
Female	292	77%
Did not specify	7	
Ethnic background		
White	336	90%
Black and minority ethnic	38	10%
Did not specify	11	
Disability		
Disabled	44	12%
Not disabled	331	88%
Did not specify	10	

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

Appendix 1

Detailed changes to the Key Findings since the 2006 and 2007 staff surveys

Technical notes:

- For most of the Key Findings presented in tables A1.1 and A1.2, 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, which are asterisked and 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: therefore the final column of the tables shows whether the change in your trust is statistically significant or not. If a change is not significant, then there is no evidence of a real change in the trust score.
- All percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- **Positive findings** are highlighted in **green** (e.g. where the score has improved since 2006 or 2007), while **negative findings** are highlighted in **red** (e.g. where the score is not as good as in 2006 or 2007).
- Because of changes to the wording of some questions in the 2007 survey, we recommend some caution when interpreting differences over time for Key Findings: KF6, KF14, KF16, and KF22 where part of any change might be attributed to these alterations.

To enable comparison between years, scores from 2007 and 2006 have been re-calculated and re-weighted using the 2008 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurvey08>.

Table A1.1: Changes in the Key Findings for Nottingham University Hospitals NHS Trust since 2007 survey

	Nottingham University Hospitals NHS Trust			
	2008 score	2007 score	Change	Statistically significant?
Response rate	46	55	-9	-
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.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	59	-	-	--
KF2. % agreeing that their role makes a difference to patients	89	-	-	--
KF3. % feeling valued by their work colleagues	83	-	-	--
KF4. % agreeing that they have an interesting job	77	-	-	--
KF5. Quality of job design	3.19	3.18	0.01	No
* KF6. <i>Work pressure felt by staff</i>	3.20	3.43	-0.23	Yes
KF7. % working in a well structured team environment	27	26	1	No
KF8. Trust commitment to work-life balance	3.12	3.07	0.05	Yes
* KF9. <i>% working extra hours</i>	62	64	-2	No
KF10. % using flexible working options	75	69	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.				
KF11. % feeling there are good opportunities to develop their potential at work	32	-	-	--
KF12. % receiving job-relevant training, learning or development in last 12 months	77	73	4	No
KF13. % appraised in last 12 months	43	46	-3	No
KF14. % having well structured appraisals in last 12 months	12	13	-1	No
KF15. % appraised with personal development plans in last 12 months	33	34	-1	No
KF16. Support from immediate managers	3.39	3.44	-0.05	Yes
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and safety				
KF17. % receiving health and safety training in last 12 months	68	61	7	Yes
* KF18. <i>% suffering work-related injury in last 12 months</i>	18	22	-4	No
* KF19. <i>% suffering work-related stress in last 12 months</i>	32	40	-8	Yes
KF20. Availability of hand washing materials	4.74	4.52	0.22	Yes

Table A1.1: Changes in the Key Findings for Nottingham University Hospitals NHS Trust since 2007 survey (cont)

	Nottingham University Hospitals NHS Trust			
	2008 score	2007 score	Change	Statistically significant?
Errors and incidents				
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	40	39	1	No
KF22. % reporting errors, near misses or incidents witnessed in the last month	94	96	-2	No
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.36	3.35	0.01	No
Violence and harassment				
* KF24. % experiencing physical violence from patients / relatives in last 12 months	8	14	-6	Yes
* KF25. % experiencing physical violence from staff in last 12 months	2	1	1	No
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	23	27	-4	No
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	19	23	-4	No
KF28. Perceptions of effective action from employer towards violence and harassment	3.47	3.49	-0.02	No
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.				
KF29. % reporting good communication between senior management and staff	17	-	-	--
KF30. % agreeing that they understand their role and where it fits in	34	-	-	--
KF31. % able to contribute towards improvements at work	56	-	-	--
ADDITIONAL THEME: Staff satisfaction				
KF32. Staff job satisfaction	3.31	3.23	0.08	Yes
* KF33. Staff intention to leave jobs	2.69	2.90	-0.21	Yes
KF34. % that would recommend the trust as a place to work	41	-	-	--
ADDITIONAL THEME: Equality and diversity				
KF35. % having equality and diversity training in last 12 months	16	-	-	--
KF36. % believing trust provides equal opportunities for career progression or promotion	85	83	2	No

Table A1.2: Changes in the Key Findings for Nottingham University Hospitals NHS Trust since 2006 survey

	Nottingham University Hospitals NHS Trust			
	2008 score	2006 score	Change	Statistically significant?
Response rate	46	54	-8	-
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.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	59	-	-	--
KF2. % agreeing that their role makes a difference to patients	89	-	-	--
KF3. % feeling valued by their work colleagues	83	-	-	--
KF4. % agreeing that they have an interesting job	77	-	-	--
KF5. Quality of job design	3.19	3.26	-0.07	Yes
* KF6. <i>Work pressure felt by staff</i>	3.20	3.17	0.03	No
KF7. % working in a well structured team environment	27	31	-4	No
KF8. Trust commitment to work-life balance	3.12	3.19	-0.07	Yes
* KF9. <i>% working extra hours</i>	62	62	0	No
KF10. % using flexible working options	75	70	5	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.				
KF11. % feeling there are good opportunities to develop their potential at work	32	-	-	--
KF12. % receiving job-relevant training, learning or development in last 12 months	77	75	2	No
KF13. % appraised in last 12 months	43	60	-17	Yes
KF14. % having well structured appraisals in last 12 months	12	29	-17	Yes
KF15. % appraised with personal development plans in last 12 months	33	47	-14	Yes
KF16. Support from immediate managers	3.39	3.37	0.02	No
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and safety				
KF17. % receiving health and safety training in last 12 months	68	68	0	No
* KF18. <i>% suffering work-related injury in last 12 months</i>	18	19	-1	No
* KF19. <i>% suffering work-related stress in last 12 months</i>	32	37	-5	No
KF20. Availability of hand washing materials	4.74	4.56	0.18	Yes

Table A1.2: Changes in the Key Findings for Nottingham University Hospitals NHS Trust since 2006 survey (cont)

	Nottingham University Hospitals NHS Trust			
	2008 score	2006 score	Change	Statistically significant?
Errors and incidents				
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	40	45	-5	No
KF22. % reporting errors, near misses or incidents witnessed in the last month	94	89	5	No
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	3.36	3.43	-0.07	Yes
Violence and harassment				
* KF24. % experiencing physical violence from patients / relatives in last 12 months	8	10	-2	No
* KF25. % experiencing physical violence from staff in last 12 months	2	1	1	No
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	23	25	-2	No
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	19	12	7	Yes
KF28. Perceptions of effective action from employer towards violence and harassment	3.47	-	-	--
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.				
KF29. % reporting good communication between senior management and staff	17	-	-	--
KF30. % agreeing that they understand their role and where it fits in	34	-	-	--
KF31. % able to contribute towards improvements at work	56	-	-	--
ADDITIONAL THEME: Staff satisfaction				
KF32. Staff job satisfaction	3.31	3.35	-0.04	Yes
* KF33. Staff intention to leave jobs	2.69	2.77	-0.08	Yes
KF34. % that would recommend the trust as a place to work	41	-	-	--
ADDITIONAL THEME: Equality and diversity				
KF35. % having equality and diversity training in last 12 months	16	-	-	--
KF36. % believing trust provides equal opportunities for career progression or promotion	85	87	-2	No

Appendix 2

Detailed data tables: 2008 Key Findings and the responses to all survey questions

For each of the 36 Key Findings (Table A2.1) and each individual survey question in the core version of the questionnaire (Table A2.2), this appendix presents your trust's 2008 survey response, the average (median) 2008 response for acute trusts, and your trust's 2007 survey response (where applicable).

In Table A2.1, the question numbers used to calculate the 36 Key Findings are also listed in the first column.

In Table A2.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2008 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2007' column in Table A2.1. This is because the Key Finding was not calculated in previous years.
- In certain cases a dash (-) appears in the in Table A2.2. This is either because the question was not asked in previous years (e.g. "The people I work with seek my opinions"), or that the format of the question has changed (e.g. from six individual questions on Equality and diversity training to one combined question) or, in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a question.
- Please note that the figures reported in tables A2.1 and A2.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 2 and 3 and Appendix 1 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: <http://www.healthcarecommission.org.uk/staffsurvey08>
- The question numbers refer to the acute trust version of the core questionnaire. A copy of the core questionnaire can be downloaded from the Advice Centre website at: <http://www.nhsstaffsurveys.com/>.

Table A2.1: Key Findings for Nottingham University Hospitals NHS Trust benchmarked against other acute trusts

	Question number(s)	Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
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.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q11g, 21a, 21c	59	62	-
KF2. % agreeing that their role makes a difference to patients	Q21b	89	90	-
KF3. % feeling valued by their work colleagues	Q15a-c, Q22a	83	85	-
KF4. % agreeing that they have an interesting job	Q19e	77	79	-
KF5. Quality of job design	Q11a-c, Q14a, b, d	3.18	3.36	3.16
* <i>KF6. Work pressure felt by staff</i>	Q11d-f, Q14c	3.19	3.13	3.43
KF7. % working in a well structured team environment	Q10a-e	27	37	26
KF8. Trust commitment to work-life balance	Q2a-c	3.11	3.39	3.08
* <i>KF9. % working extra hours</i>	Q1b-c	62	67	64
KF10. % using flexible working options	Q3a-g	74	71	69
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.				
KF11. % feeling there are good opportunities to develop their potential at work	Q19a-d	32	42	-
KF12. % receiving job-relevant training, learning or development in last 12 months	Q4a-g, Q5a-h, Q6a, c, d	78	80	75
KF13. % appraised in last 12 months	Q8a	43	64	46
KF14. % having well structured appraisals in last 12 months	Q8a-d	12	26	13
KF15. % appraised with personal development plans in last 12 months	Q8a, Q9a	33	54	34
KF16. Support from immediate managers	Q7a-e	3.39	3.57	3.44
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and safety				
KF17. % receiving health and safety training in last 12 months	Q5b	69	76	63
* <i>KF18. % suffering work-related injury in last 12 months</i>	Q30a-d	18	16	23
* <i>KF19. % suffering work-related stress in last 12 months</i>	Q30e	31	27	40
KF20. Availability of hand washing materials	Q32a-c	4.73	4.69	4.54

Table A2.1: Key Findings for Nottingham University Hospitals NHS Trust benchmarked against other acute trusts (cont)

	Question number(s)	Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Errors and incidents				
* KF21. % witnessing potentially harmful errors, near misses or incidents in last month	Q24a, Q25a	40	38	39
KF22. % reporting errors, near misses or incidents witnessed in the last month	Q24a/Q25a, Q24b/Q25b	96	96	95
KF23. Fairness and effectiveness of procedures for reporting errors, near misses or incidents	Q26a-g	3.35	3.41	3.37
Violence and harassment				
* KF24. % experiencing physical violence from patients / relatives in last 12 months	Q27a-b	8	12	14
* KF25. % experiencing physical violence from staff in last 12 months	Q27d-e	2	2	1
* KF26. % experiencing harassment, bullying or abuse from patients / relatives in last 12 months	Q28a-b	22	23	28
* KF27. % experiencing harassment, bullying or abuse from staff in last 12 months	Q28d-e	18	18	23
KF28. Perceptions of effective action from employer towards violence and harassment	Q29a-d	3.46	3.54	3.49
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.				
KF29. % reporting good communication between senior management and staff	Q16a-c, f, Q23d-e	17	25	-
KF30. % agreeing that they understand their role and where it fits in	Q20a-d	33	45	-
KF31. % able to contribute towards improvements at work	Q23a-c	56	62	-
ADDITIONAL THEME: Staff satisfaction				
KF32. Staff job satisfaction	Q13a-g	3.30	3.44	3.23
* KF33. Staff intention to leave jobs	Q12a-c	2.69	2.59	2.90
KF34. % that would recommend the trust as a place to work	Q20e	41	52	-
ADDITIONAL THEME: Equality and diversity				
KF35. % having equality and diversity training in last 12 months	Q5a	16	26	-
KF36. % believing trust provides equal opportunities for career progression or promotion	Q17a	85	90	82

Table A2.2: Key Findings benchmarked against other acute trusts

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Working hours				
Q1a	% working part time	25	25	20
Q1b	% working additional PAID hours	29	36	31
Q1c	% working additional UNPAID hours	48	53	53
Q1d	% working rotating shifts	37	34	37
Q1e	% working any time between 7pm and 7am	53	50	55
Quality of work-life balance				
% agreeing / strongly agreeing with the following statements:				
Q2a	"My Trust is committed to helping staff balance their work and home life"	25	41	25
Q2b	"My immediate manager helps me find a good work-life balance"	44	53	42
Q2c	"I can approach my immediate manager to talk openly about flexible working"	54	62	52
Flexible working options				
% using the following flexible working options:				
Q3a	Work flexi-time (e.g. able to vary start & finish times)	29	27	25
Q3b	Work reduced hours (e.g. part time)	32	33	29
Q3c	Work from home in normal working hours	5	5	5
Q3d	Work to annualised hours (working an agreed number of hours over the year)	21	22	22
Q3e	Work during school term-time only	0	1	1
Q3f	Team makes its own decisions about rotas	27	28	25
Q3g	Job share with someone else	5	4	4
Types of training, learning and development				
% having taken part in the following types of training, learning or development in the last 12 months:				
Q4a	Taught courses (internal or external)	55	64	49
Q4b	Supervised on-the-job training	34	36	23
Q4c	Having a mentor	11	17	13
Q4d	Shadowing someone	17	18	12
Q4e	e-learning / online training	20	28	14
Q4f	Keeping up-to-date with developments in work (e.g. reading books or attending workshops)	61	66	53
Q4g	Other method of training, learning or development	10	11	11
Areas of training, learning and development				
% having received training, learning or development in the following areas in the last 12 months:				
Q5a	Equality and diversity training (e.g. awareness of age, disability, gender, race, sexual orientation, religion)	16	26	-
Q5b	Health and safety training (e.g. fire training, manual handling)	69	76	63
Q5c	What to do if there is a major incident or emergency	24	34	30
Q5d	How to prevent or handle violence and aggression to either staff, patients / service users (e.g. Conflict Resolution training)	47	22	30
Q5e	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	72	66	55
Q5f	Computer skills (e.g. using Trust IT systems, spreadsheets, databases, Intranet, email etc.)	15	27	16
Q5g	How to handle confidential information about patients / service users	16	34	16
Q5h	How to give information to patients / service users on condition, medication, side effects etc.	9	17	7

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Job-relevant training, learning and development				
% who had received training, learning and development in the last 12 months (YES to any part of Q4a-g or Q5a-h) agreeing / strongly agreeing that:				
Q6a	It has helped me to do my job better	60	66	59
Q6b	It has improved my chances of promotion	16	22	14
Q6c	It has helped me stay up-to-date with my job	67	69	62
Q6d	It has helped me stay up-to-date with professional requirements	68	68	63
Management and supervision				
% agreeing / strongly agreeing with the following statements:				
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	61	68	67
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	57	66	61
Q7c	"My immediate manager gives me clear feedback on my work"	41	52	44
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	43	50	43
Q7e	"My immediate manager is supportive in a personal crisis"	63	69	66
Q7f	"My immediate manager helps me when my workload is not manageable"	40	50	41
Appraisals and personal development plans				
Q8a	% saying they had received an appraisal or performance development review in the last 12 months	43	64	46
Q8a	Yes, KSF development review	20	44	21
Q8a	Yes, other type of appraisal or performance development review	24	21	26
If (YES to Q8a) had received an appraisal or performance development review in the last 12 months:				
Q8b	% saying their appraisal or development review had helped them to improve how they do their job	45	53	49
Q8c	% saying their appraisal or development review had helped them agree clear objectives for their work	74	77	70
Q8d	% saying their appraisal or development review had made them feel their work was valued by the Trust	50	55	42
Q9a	% saying they had agreed a personal development plan as part of their appraisal or development review	83	87	79
If (YES to Q8a) had received an appraisal or performance development review AND (YES to Q9a) had agreed a personal development plan as part of their appraisal or development review:				
Q9b	% saying they had received the training, learning and development identified in the plan	39	49	49
Q9c	% saying they had received support from their immediate manager in accessing the training, learning and development identified in the plan	50	56	52
Team-based working				
Q10a	% working in a team	90	92	94
If (YES to Q10a) they work in a team:				
Q10b	% saying the team has clear objectives	81	85	75
Q10c	% saying team members work closely to achieve the team's objectives	88	88	84
Q10d	% saying the team meets regularly to discuss its effectiveness and how it could be improved	50	61	44
Q10e	% saying the team has fewer than 16 core members	72	74	66

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Job design and work pressure (1)				
% agreeing / strongly agreeing with the following statements:				
Q11a	"I have clear, planned goals and objectives for my job"	55	66	52
Q11b	"I often have trouble working out whether I am doing well or poorly in this job"	29	23	28
Q11c	"I am involved in deciding on changes introduced that affect my work area / team / department"	41	48	46
Q11d	"I cannot meet all the conflicting demands on my time at work"	42	40	47
Q11e	"I have adequate materials, supplies and equipment to do my work"	55	56	46
Q11f	"There are enough staff at this Trust for me to do my job properly"	22	29	13
Q11g	"I am able to do my job to a standard I am personally pleased with"	54	59	-
Staff intention to leave				
% agreeing / strongly agreeing with the following statements:				
Q12a	"I often think about leaving this Trust"	35	31	46
Q12b	"I will probably look for a job at a new organisation in the next 12 months"	22	20	30
Q12c	"As soon as I can find another job, I will leave this Trust"	16	15	20
Q12d	"If I leave my current job, I would want to stay in the NHS"	53	54	43
If considering leaving (i.e. agreeing / strongly agreeing to part Q12a, b or c), % giving the following reasons:				
Q12e	Career development	15	13	21
Q12e	Change of career	7	6	12
Q12e	Would like more pay	13	12	18
Q12e	Not being valued for my work	22	16	28
Q12e	Relationship with manager	5	5	6
Q12e	Family / personal reasons	9	6	7
Q12e	Health reasons	2	2	4
Q12e	End of contract	1	1	1
Q12e	Retirement	3	3	3
Q12e	Don't want to work in NHS	4	3	9
Q12e	Other reason(s)	7	5	9
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q13a	"The recognition I get for good work"	35	41	31
Q13b	"The support I get from my immediate manager"	50	57	47
Q13c	"The freedom I have to choose my own method of working"	55	60	55
Q13d	"The support I get from my work colleagues"	68	75	72
Q13e	"The amount of responsibility I am given"	65	70	61
Q13f	"The opportunities I have to use my skills"	62	67	59
Q13g	"The extent to which my Trust values my work"	24	30	15
Q13h	"My level of pay"	31	32	26

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Job design and work pressure (2)				
% agreeing / strongly agreeing with the following statements:				
Q14a	"I always know what my work responsibilities are"	78	81	76
Q14b	"I am consulted about changes that affect my work area / team / department"	41	50	42
Q14c	"I do not have time to carry out all my work"	49	46	58
Q14d	"I get clear feedback about how well I am doing my job"	23	34	23
Q14e	"Relationships at work are strained"	30	26	35
Q14f	"I can decide on my own how to go about doing my work"	59	64	62
Being respected at work				
% agreeing / strongly agreeing with the following statements:				
Q15a	"The people I work with treat me with respect"	72	76	-
Q15b	"The people I work with seek my opinions"	72	73	-
Q15c	"I am trusted to do my job"	90	90	-
Senior management				
% agreeing / strongly agreeing with the following statements:				
Q16a	"Senior managers here try to involve staff in important decisions"	19	25	18
Q16b	"Communication between senior management and staff is effective"	18	25	14
Q16c	"Senior managers encourage staff to suggest new ideas for improving services"	26	33	22
Q16d	"On the whole, the different parts of the Trust communicate effectively with each other"	12	19	12
Q16e	"Care of patients / service users is my Trust's top priority"	50	54	35
Q16f	"I know who the senior managers are here"	57	67	-
Q16g	"Senior managers where I work are committed to patient care"	41	48	-
Q16h	"Patient information is treated confidentially by staff in this Trust"	84	83	83
Equal opportunities				
Q17a	% saying the Trust acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	85	90	82
Whistle blowing and confidentiality				
Q18a	% saying they would know how to report concerns about negligence or wrongdoing by staff	70	79	75
Q18b	% saying there is a system to report such concerns confidentially	51	62	59
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q19a	"There are opportunities for me to progress in my job"	34	40	-
Q19b	"I am supported to keep up-to-date with developments in my field"	44	56	-
Q19c	"I am encouraged to develop my own expertise"	49	56	-
Q19d	"There is strong support for training in my area of work"	36	44	-
Q19e	"I have an interesting job"	77	79	-

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Working in the NHS				
% agreeing / strongly agreeing with the following statements:				
Q20a	"My Trust communicates clearly with staff about what it is trying to achieve"	39	48	-
Q20b	"I know how my role contributes to what my Trust is trying to achieve"	44	56	-
Q20c	"I know how my Trust contributes to what the NHS is trying to achieve"	41	53	-
Q20d	"I understand the national vision for the NHS"	39	52	-
Q20e	"I would recommend my Trust as a place to work"	41	52	-
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q21a	"I am satisfied with the quality of care I give to patients / service users"	78	83	-
Q21b	"I feel that my role makes a difference to patients / service users"	89	90	-
Q21c	"I am able to deliver the patient care I aspire to"	62	66	-
People at work				
% agreeing / strongly agreeing with the following statements:				
Q22a	"I feel I belong to a team"	69	77	-
Q22b	"It's acceptable for me to spend time during work hours to get to know people I work with"	53	57	-
Improving the way we work				
% agreeing / strongly agreeing with the following statements:				
Q23a	"I am able to make suggestions to improve the work of my team / department"	64	70	-
Q23b	"There are frequent opportunities for me to show initiative in my role"	55	61	-
Q23c	"I am able to make improvements happen in my area of work"	45	54	-
Q23d	"Healthcare professionals and managers in non-clinical roles work well together in my area of work"	40	43	-
Q23e	"Senior managers act on staff feedback"	23	29	-
Witnessing and reporting errors, near misses and incidents				
Q24a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	24	23	21
Q24b	(If YES to Q24a): % saying the last time they witnessed an error, near miss or incident that could have hurt staff, either they or a colleague had reported it	90	94	93
Q25a	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	32	31	33
Q25b	(If YES to Q25a): % saying the last time they witnessed an error, near miss or incident that could have hurt patients / service users, either they or a colleague had reported it	96	96	95

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
% agreeing / strongly agreeing with the following statements:				
Q26a	"My Trust treats staff who are involved in an error, near miss or incident fairly"	44	44	44
Q26b	"My Trust encourages us to report errors, near misses or incidents"	78	81	76
Q26c	"My Trust treats reports of errors, near misses or incidents confidentially"	60	60	59
Q26d	"My Trust blames or punishes people who are involved in errors, near misses or incidents"	12	10	12
Q26e	"When errors, near misses or incidents are reported, my Trust takes action to ensure that they do not happen again"	52	55	52
Q26f	"We are informed about errors, near misses and incidents that happen in the Trust"	28	33	34
Q26g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	32	35	36
Experiencing and reporting physical violence at work				
% saying they have personally experienced physical violence at work in the last 12 months from the following:				
Q27a	Patients / service users	7	11	14
Q27b	Relatives of patients / service users	5	4	4
Q27c	Other members of the public	2	2	1
Q27d	Manager / team leader	1	1	0
Q27e	Other colleagues	1	2	1
(If YES to ANY of Q27a to e): How many times have you experienced physical violence at work from patients / service users, their relatives or other members of the public in last 12 months?				
Q27f	No times	10	10	6
Q27f	1 to 2 times	53	54	48
Q27f	3 to 5 times	27	23	38
Q27f	6 to 10 times	10	6	2
Q27f	More than 10 times	0	6	6
Q27g	(If YES to ANY of Q27a to e): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	73	67	55
Experiencing and reporting harassment, bullying and abuse at work				
% saying they have personally experienced harassment, bullying or abuse at work in the last 12 months from the following:				
Q28a	Patients / service users	18	19	23
Q28b	Relatives of patients / service users	16	17	21
Q28c	Other members of the public	5	5	7
Q28d	Manager / team leader	7	8	10
Q28e	Other colleagues	14	13	17
Q28f	(If YES to ANY of Q28a to e): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	49	50	45
Effectiveness of action following violence, harassment, bullying and abuse at work				
% agreeing / strongly agreeing with the statements "My Trust takes effective action if staff are..."				
Q29a	...physically attacked by patients / service users, their relatives or other members of the public"	51	57	51
Q29b	...physically attacked by other members of staff"	52	58	55
Q29c	...bullied, harassed or abused by patients / service users, their relatives or other members of the public"	45	51	48
Q29d	...bullied, harassed or abused by other members of staff"	41	48	42

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Injuries and illness at work				
% saying they have suffered injuries or have felt unwell in the last 12 months as a result of the following problems at work:				
Q30a	Moving and handling	14	11	18
Q30b	Needlestick and sharps injuries	4	3	2
Q30c	Slips, trips and falls	2	3	4
Q30d	Exposure to dangerous substances	0	2	1
Q30e	Work-related stress	31	27	41
Support for staff				
Q31a	% saying they have access to counselling services at their Trust	60	61	45
Q31b	% saying they have access to occupational health services at their Trust	94	96	97
Availability of hand washing materials				
% saying hot water, soap and paper towels, or alcohol rubs are available for staff:				
Q32a	Always	79	76	70
Q32a	Most of the time	18	20	25
Q32a	Sometimes	2	2	3
Q32a	Never	0	0	0
Q32a	Don't know	1	1	2
% saying hot water, soap and paper towels, or alcohol rubs are available for patients / service users:				
Q32b	Always	73	70	60
Q32b	Most of the time	16	19	26
Q32b	Sometimes	1	2	5
Q32b	Never	0	0	0
Q32b	Don't know	10	8	9
% saying hot water, soap and paper towels, or alcohol rubs are available for visitors to the trust:				
Q32c	Always	72	69	60
Q32c	Most of the time	17	19	25
Q32c	Sometimes	2	2	5
Q32c	Never	0	0	0
Q32c	Don't know	9	8	9
Promotion of infection control				
% agreeing / strongly agreeing with the following statements:				
Q33a	"The Trust does enough to promote the importance of hand washing to staff"	91	89	77
Q33b	"The Trust does enough to promote the importance of hand washing to patients, service users and trust visitors"	86	80	69
Q33c	"Infection control applies to me in my role"	86	85	87
BACKGROUND DETAILS				
Gender				
Q34a	Male	23	19	21
Q34a	Female	77	81	79
Age group				
Q34b	Between 16 and 30	15	15	19
Q34b	Between 31 and 40	27	23	22
Q34b	Between 41 and 50	31	32	31
Q34b	51 and over	27	29	29

		Your Trust in 2008	Average (median) for acute trusts	Your Trust in 2007
Ethnic background				
Q35	White	90	90	94
Q35	Mixed	0	1	0
Q35	Asian / Asian British	6	6	4
Q35	Black / Black British	3	2	2
Q35	Chinese	1	0	0
Q35	Other	0	1	0
Disability				
Q36a	% saying they have a long-standing illness, health problem or disability	12	11	16
Q36b	(If YES to Q36a): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	51	48	39
Managing staff				
Q37	% saying they manage other staff as part of their job	25	31	27
Contact with patients				
Q38	% saying they have face-to-face contact with patients / service users as part of their job	87	88	89
Length of time at the Trust (or its predecessors)				
Q39	Less than 1 year	9	10	3
Q39	1 to 2 years	8	10	7
Q39	3 to 5 years	18	20	25
Q39	6 to 10 years	25	23	21
Q39	11 to 15 years	14	12	12
Q39	More than 15 years	27	26	32
Occupational group				
Q40	Registered Nurses and Midwives	29	30	33
Q40	Nursing or Healthcare Assistants	8	8	10
Q40	Medical and Dental	9	9	6
Q40	Allied Health Professionals	9	11	10
Q40	Scientific and Technical / Healthcare Scientists	13	9	11
Q40	Admin and Clerical	15	17	14
Q40	Central Functions / Corporate Services	3	5	3
Q40	Maintenance / Ancillary	10	6	11
Q40	General Management	1	2	1
Q40	Other	1	2	2

Appendix 3

Other NHS staff survey 2008 documentation

This report is one of several ways in which we present the results of the national NHS staff survey 2008:

- 1) A separate summary report of the main 2008 survey results for Nottingham University Hospitals NHS Trust can be downloaded from: <http://www.healthcarecommission.org.uk/staffsurvey08>. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust
- 2) A series of detailed spreadsheets can be downloaded from: <http://www.healthcarecommission.org.uk/staffsurvey08>, in which you can find:
 - responses of staff in your trust to every core survey question
 - responses in every trust in England
 - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
 - the average trust responses within each strategic health authority
 - the average responses for each major occupational and demographic group within the major trust types
- 3) A national briefing document and national comparison data tables show the Key Findings of the 2008 national NHS staff survey and the main changes at a national level since the 2007 and 2006 surveys.
- 4) The document ***Making sense of your staff survey data***, which can be downloaded from <http://www.healthcarecommission.org.uk/staffsurvey08>. This includes details about the calculation of Key Findings and the data weighting method used.