

# Royal Papworth Hospital NHS Foundation Trust

2018 NHS Staff Survey

**Benchmark Report**

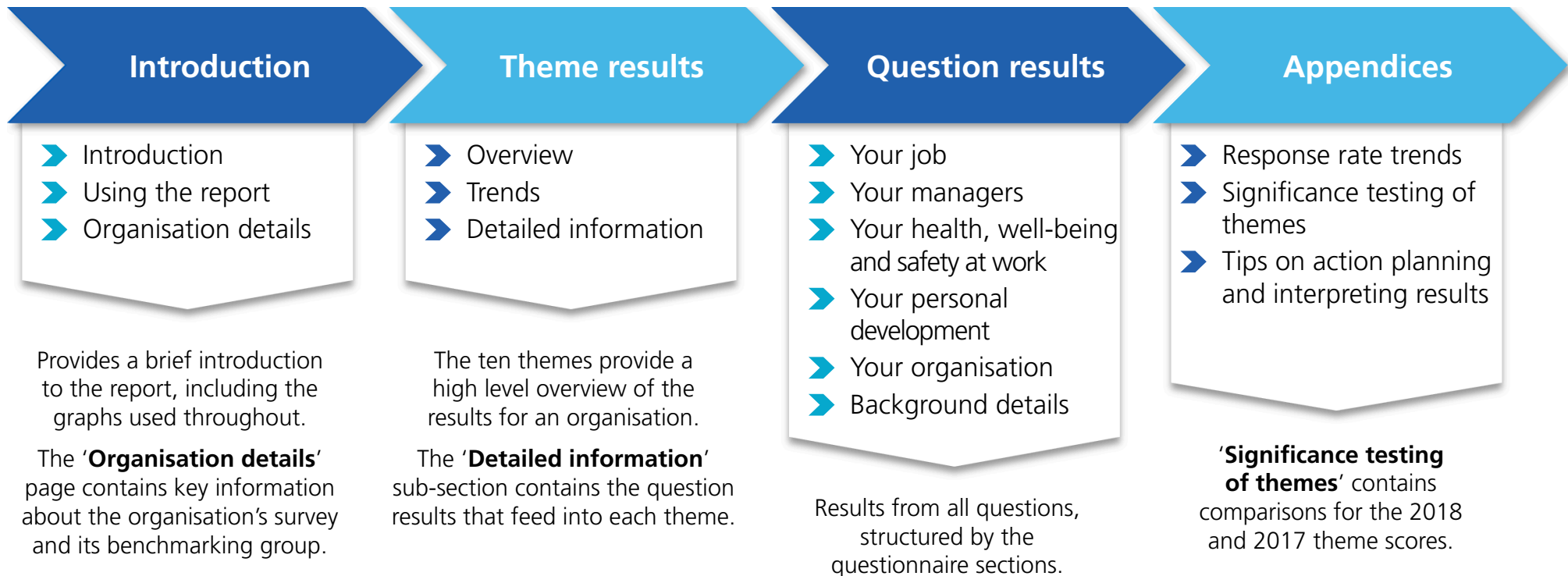
<b>Contents</b>	
Introduction . . . . .	3
Theme results . . . . .	6
Overview . . . . .	7
Theme results – Trends . . . . .	8
Equality, diversity & inclusion . . . . .	9
Health & wellbeing . . . . .	10
Immediate managers . . . . .	11
Morale . . . . .	12
Quality of appraisals . . . . .	13
Quality of care . . . . .	14
Safe environment - Bullying & harassment . . . . .	15
Safe environment - Violence . . . . .	16
Safety culture . . . . .	17
Staff engagement . . . . .	18
Theme results – Detailed information . . . . .	19
Equality, diversity & inclusion . . . . .	20
Health & wellbeing . . . . .	22
Immediate managers . . . . .	24
Morale . . . . .	26
Quality of appraisals . . . . .	29
Quality of care . . . . .	31
Safe environment - Bullying & harassment . . . . .	32
Safe environment - Violence . . . . .	33
Safety culture . . . . .	34
Staff engagement . . . . .	36
Question results . . . . .	39
Your job . . . . .	40
Your managers . . . . .	72
Your health, well-being and safety at work . . . . .	84
Your personal development . . . . .	123
Your organisation . . . . .	132
Background details . . . . .	148
Appendices . . . . .	159
A – Response rate . . . . .	161
B – Significance testing - 2017 v 2018 theme results . . . . .	163
C – Tips on using your benchmark report . . . . .	164
D – Additional reporting outputs . . . . .	170

This benchmark report for Royal Papworth Hospital NHS Foundation Trust contains results for themes and questions from the 2018 NHS Staff Survey, and historical results back to 2014 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data is calculated and weighted are included in the Technical Document, available to download from our [results website](#).

## The structure of this report



## Key features

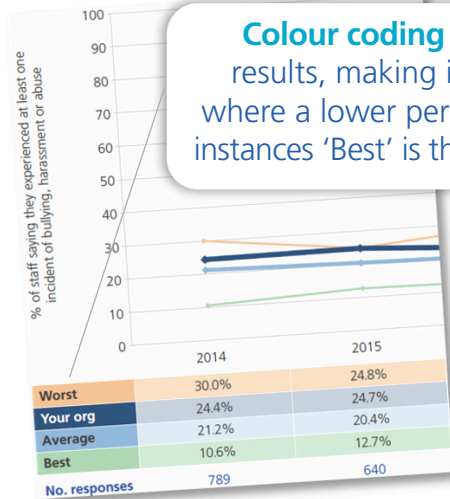
Question number and text (or the theme) specified at the top of each slide

Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Themes are always on a 0-10pt scale where 10 is the best score attainable

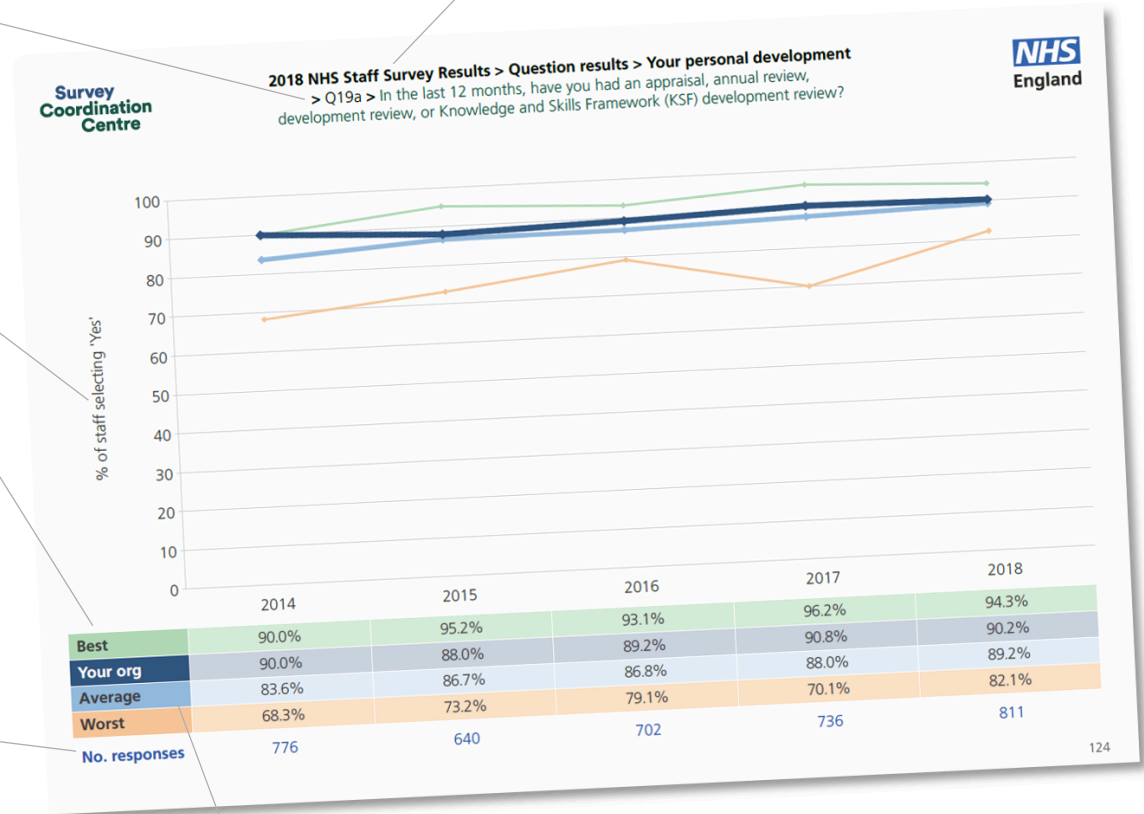
**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is better – in such instances 'Best' is the bottom line in the table

**Keep an eye out!**

**Number of responses** for the organisation for the given question



Slide headers are **hyperlinked** throughout the document. '2018 NHS Staff Survey Results' takes you back to the contents page (which is also hyperlinked to each section), while the rest of the text highlighted in bold can be used to navigate to sections and sub-sections



'Best', 'Average', and 'Worst' refer to the **benchmarking group's** best, average and worst **results**



Tips on how to read, interpret and use the data are included in the [Appendices](#)

Royal Papworth Hospital NHS  
Foundation Trust

2018 NHS Staff Survey



## Organisation details

Completed questionnaires **985**

2018 response rate **54%**

[See response rate trend for the last 5 years](#)

## Survey details

Survey mode **Online**

Sample type **Census**

This organisation is benchmarked against:

Acute Specialist Trusts



## 2018 benchmarking group details

Organisations in group: **16**

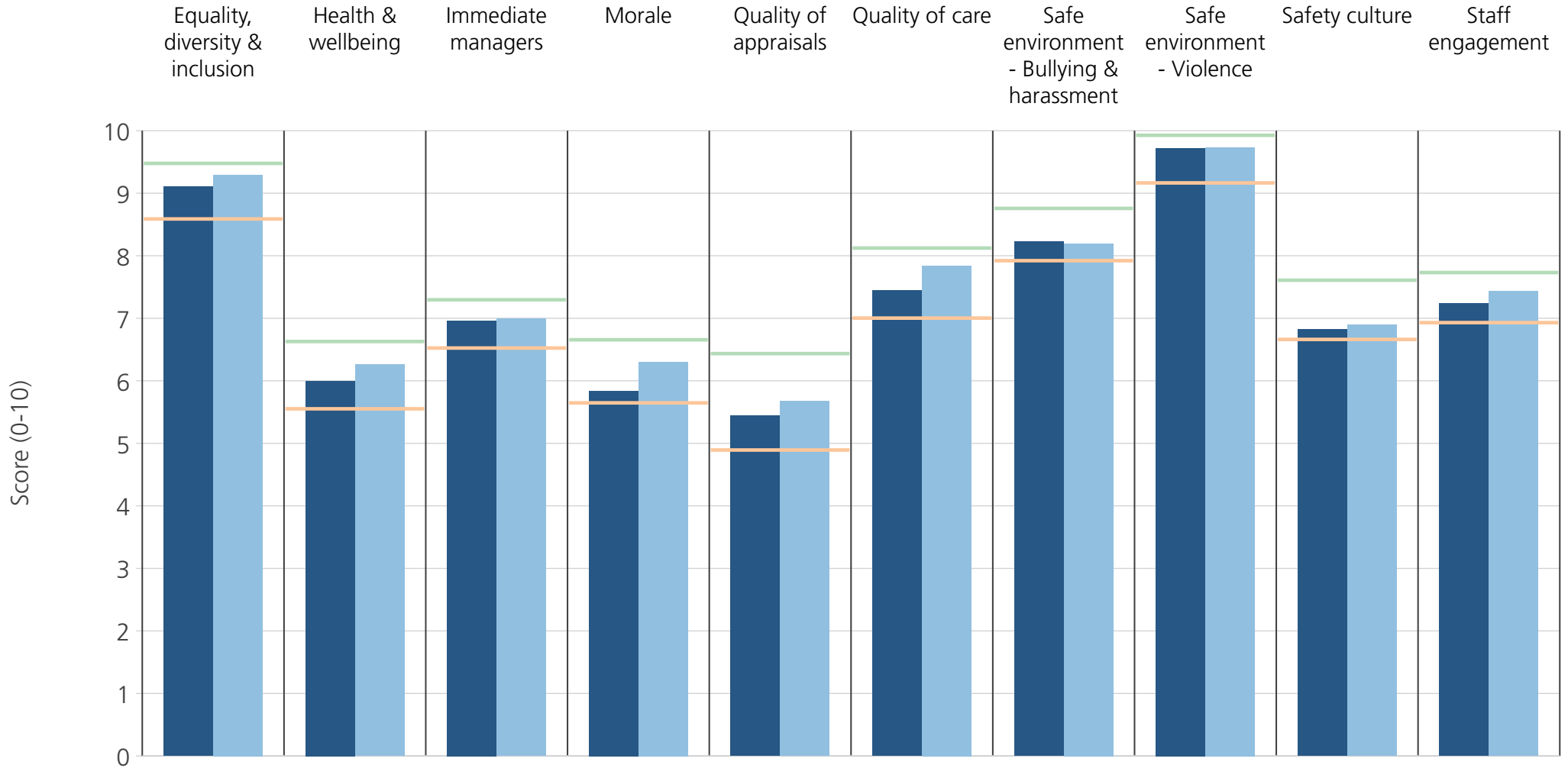
Average response rate: **53%**

No. of completed questionnaires:

**17,643**

# Theme results

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

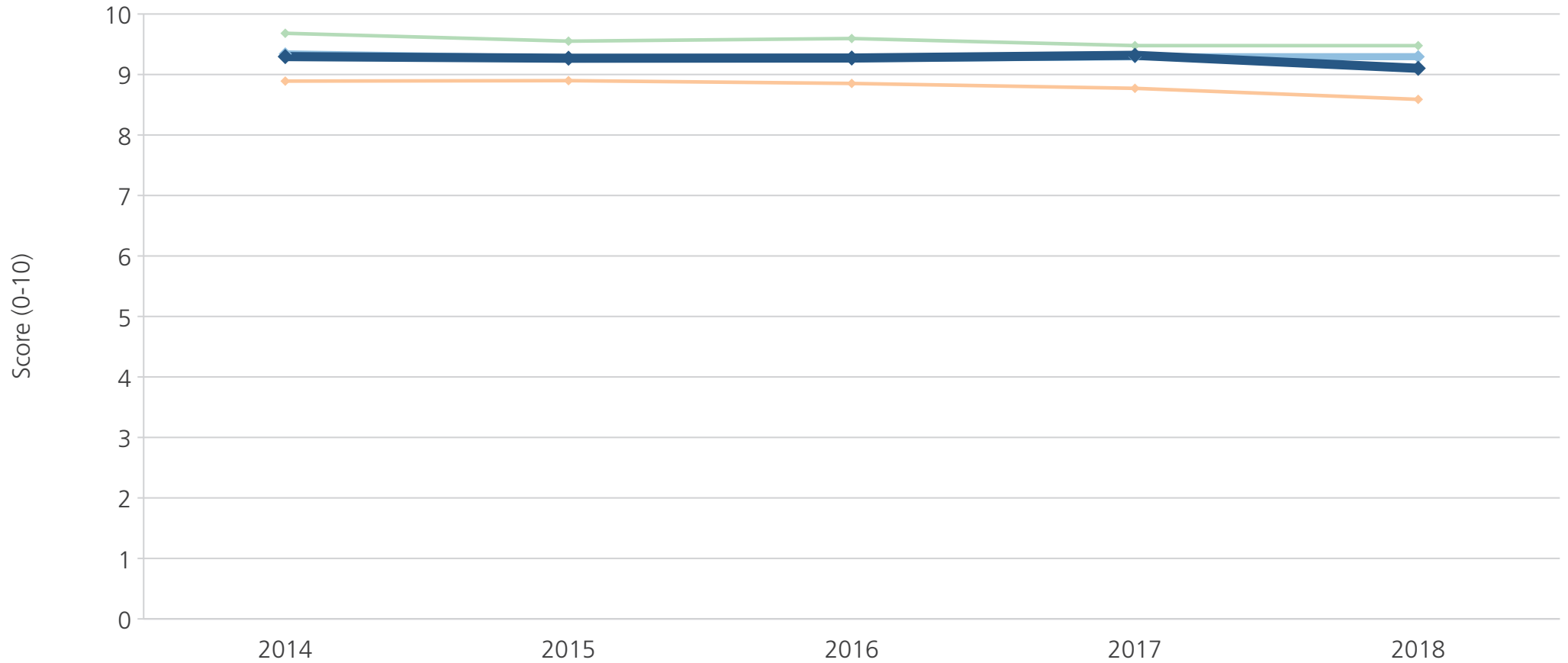


<b>Best</b>	9.5	6.6	7.3	6.7	6.4	8.1	8.8	9.9	7.6	7.7
<b>Your org</b>	9.1	6.0	7.0	5.8	5.4	7.4	8.2	9.7	6.8	7.2
<b>Average</b>	9.3	6.3	7.0	6.3	5.7	7.8	8.2	9.7	6.9	7.4
<b>Worst</b>	8.6	5.6	6.5	5.6	4.9	7.0	7.9	9.2	6.7	6.9
<b>No. responses</b>	946	957	959	937	796	853	943	940	949	972

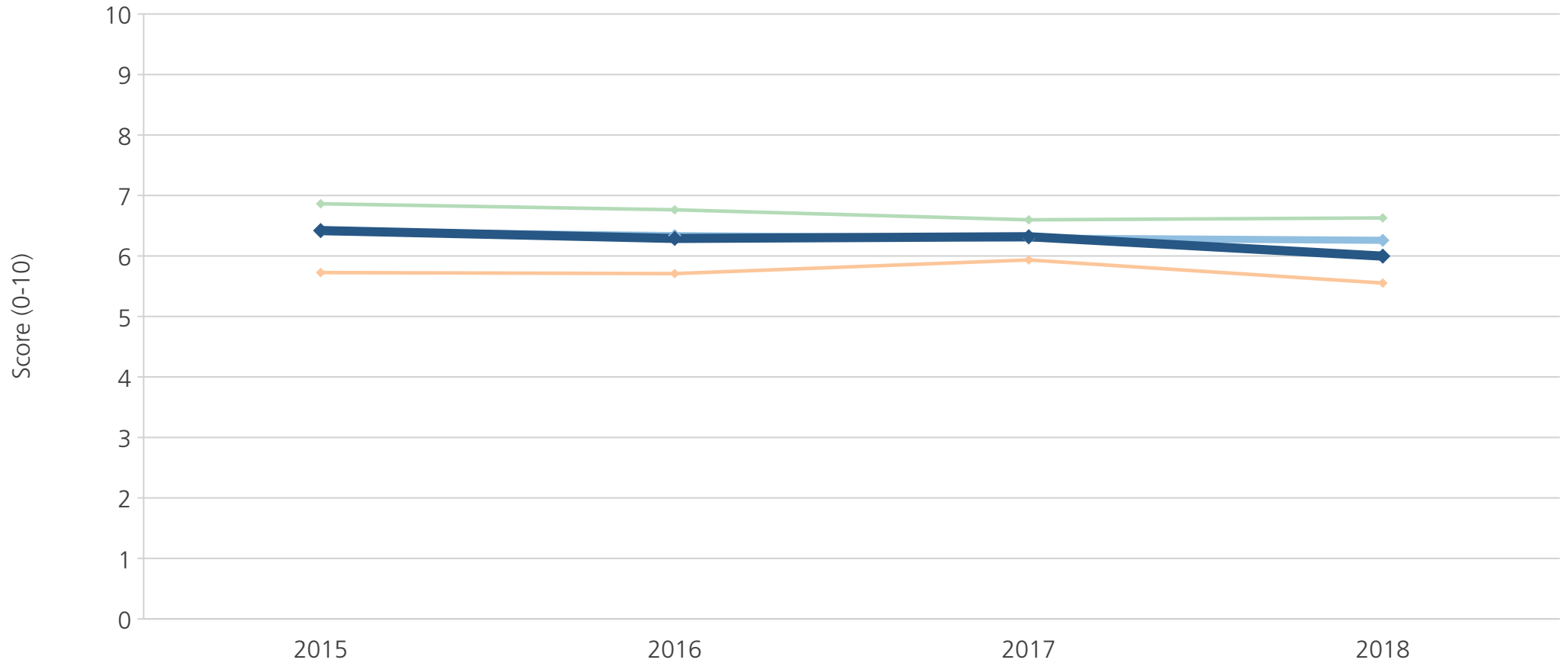
# Theme results – Trends

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

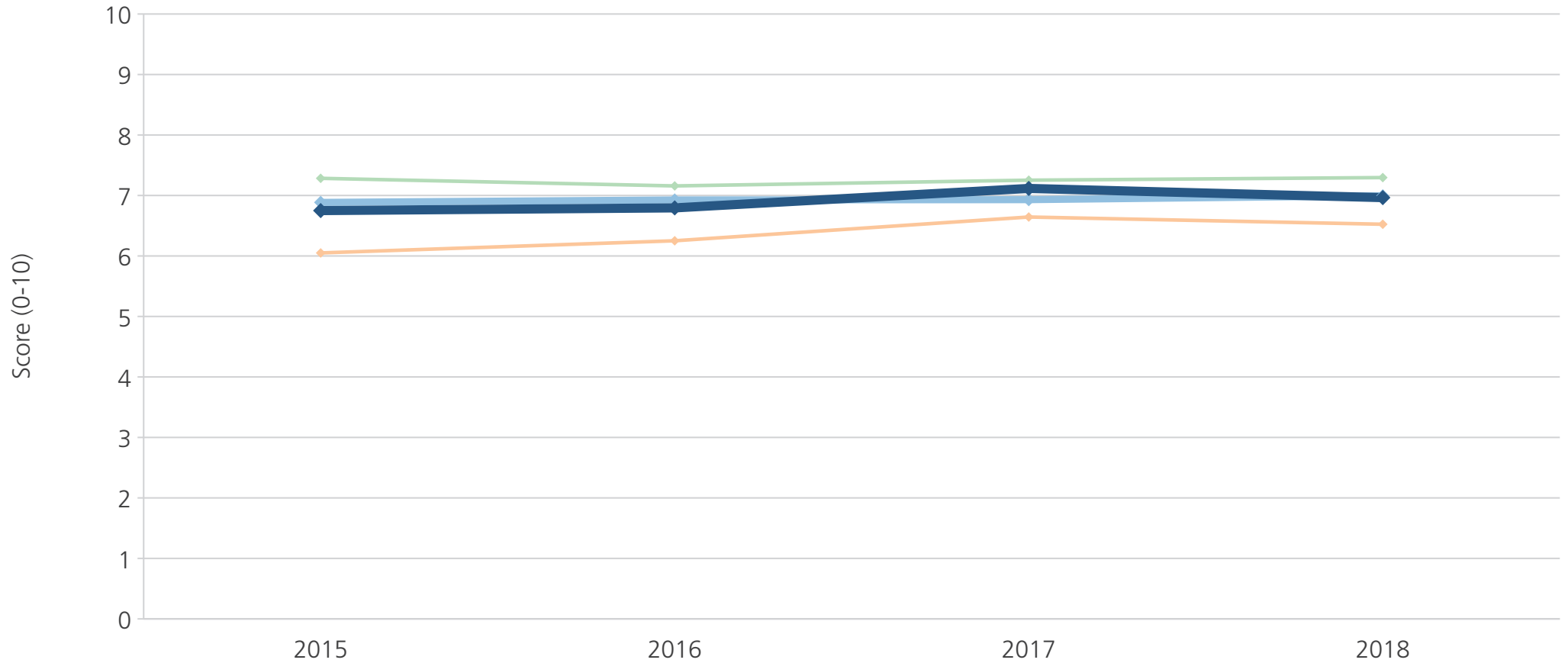




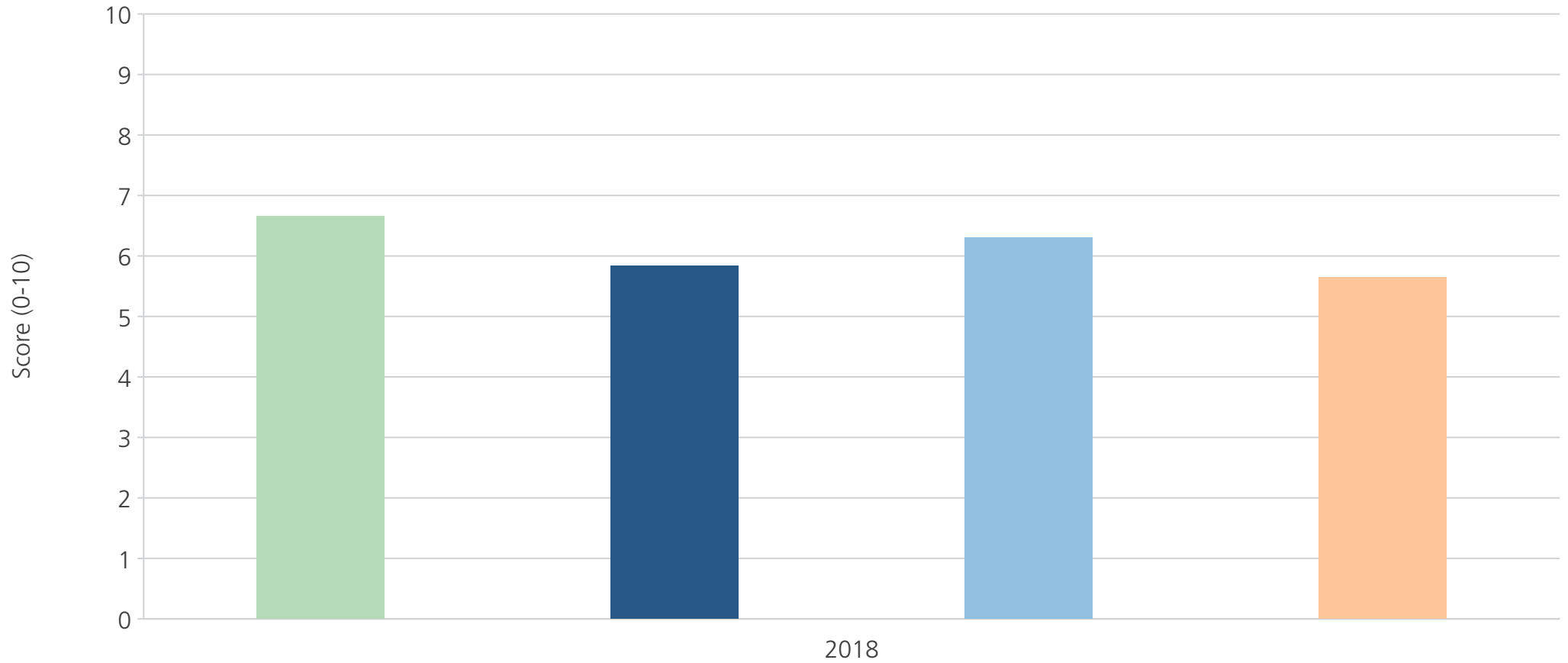
<b>Best</b>	9.7	9.6	9.6	9.5	9.5
<b>Your org</b>	9.3	9.3	9.3	9.3	9.1
<b>Average</b>	9.3	9.3	9.3	9.3	9.3
<b>Worst</b>	8.9	8.9	8.9	8.8	8.6
<b>No. responses</b>	987	1,013	964	556	946



	2015	2016	2017	2018
<b>Best</b>	6.9	6.8	6.6	6.6
<b>Your org</b>	6.4	6.3	6.3	6.0
<b>Average</b>	6.4	6.3	6.3	6.3
<b>Worst</b>	5.7	5.7	5.9	5.6
<b>No. responses</b>	1,018	969	560	957

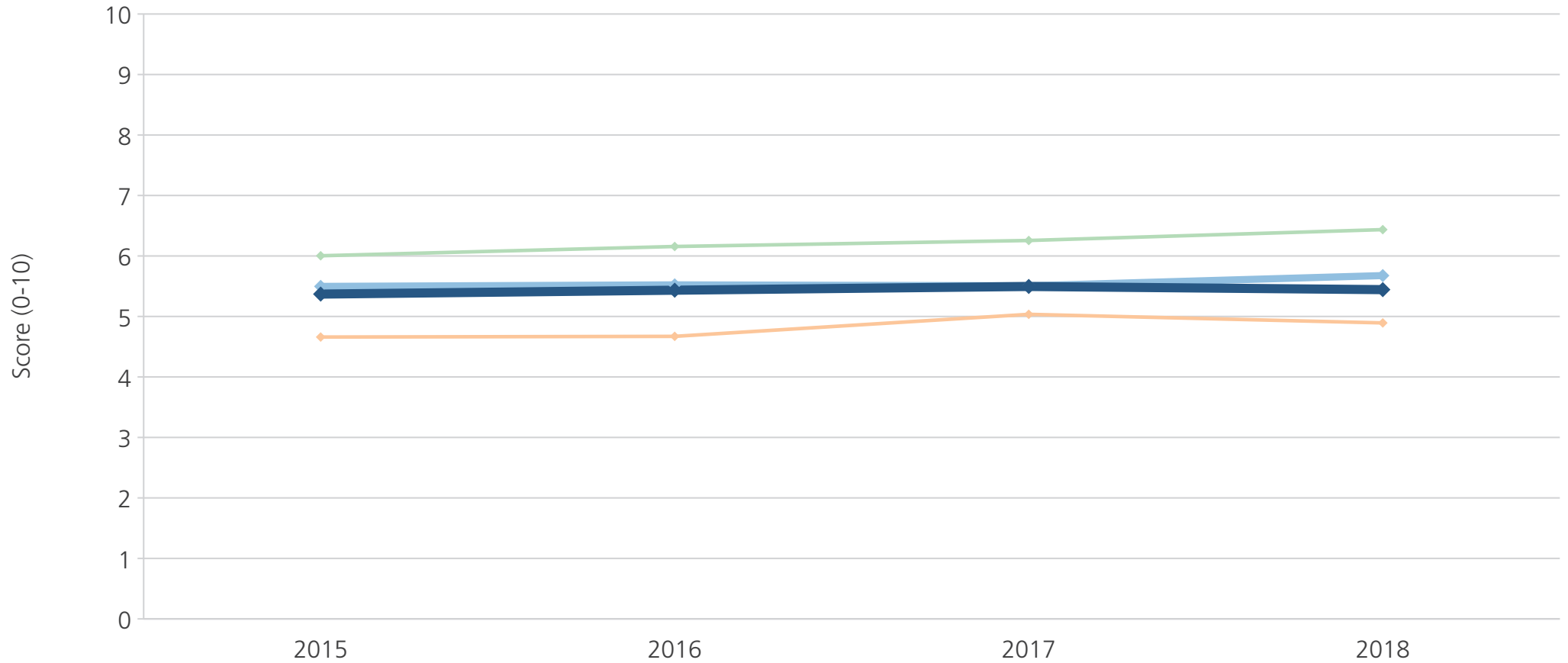


<b>Best</b>	7.3	7.2	7.3	7.3
<b>Your org</b>	6.8	6.8	7.1	7.0
<b>Average</b>	6.9	6.9	6.9	7.0
<b>Worst</b>	6.0	6.3	6.6	6.5
<b>No. responses</b>	1,022	968	560	959

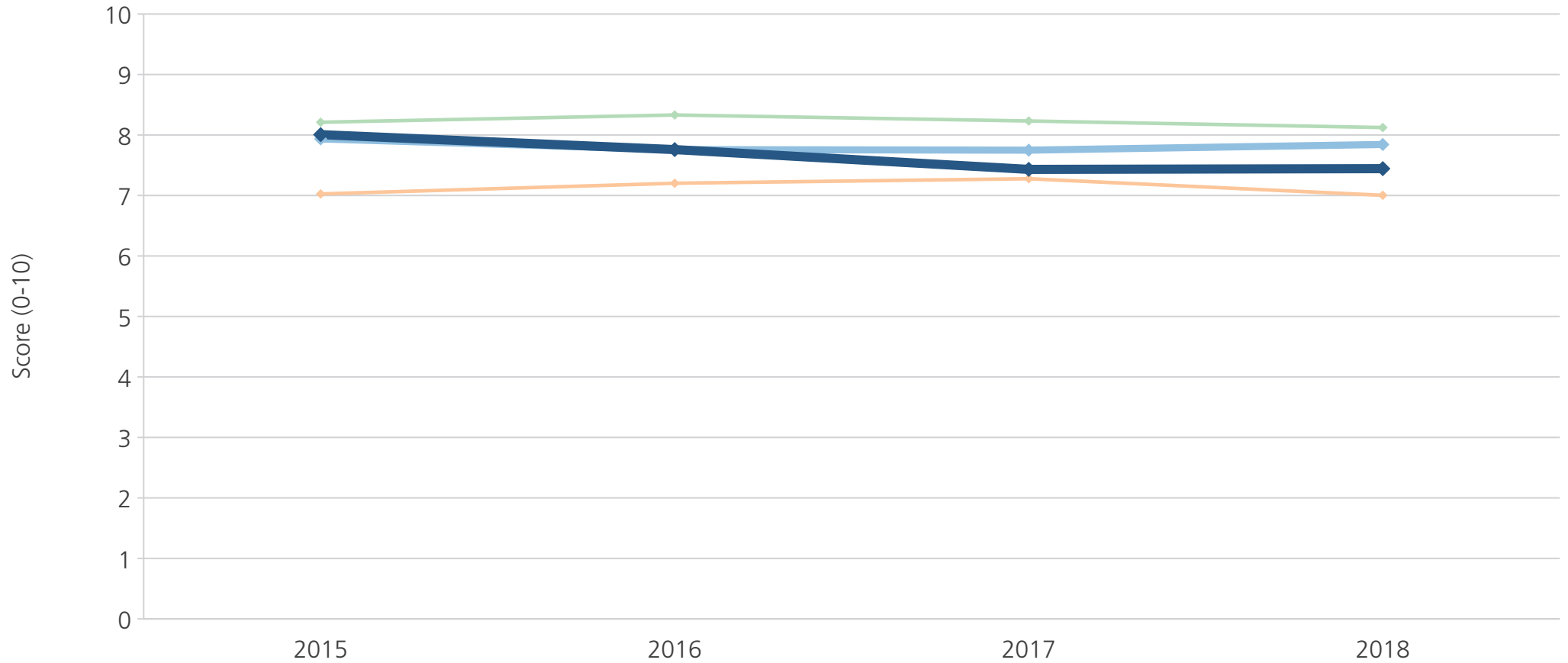


Best	6.7
Your org	5.8
Average	6.3
Worst	5.6

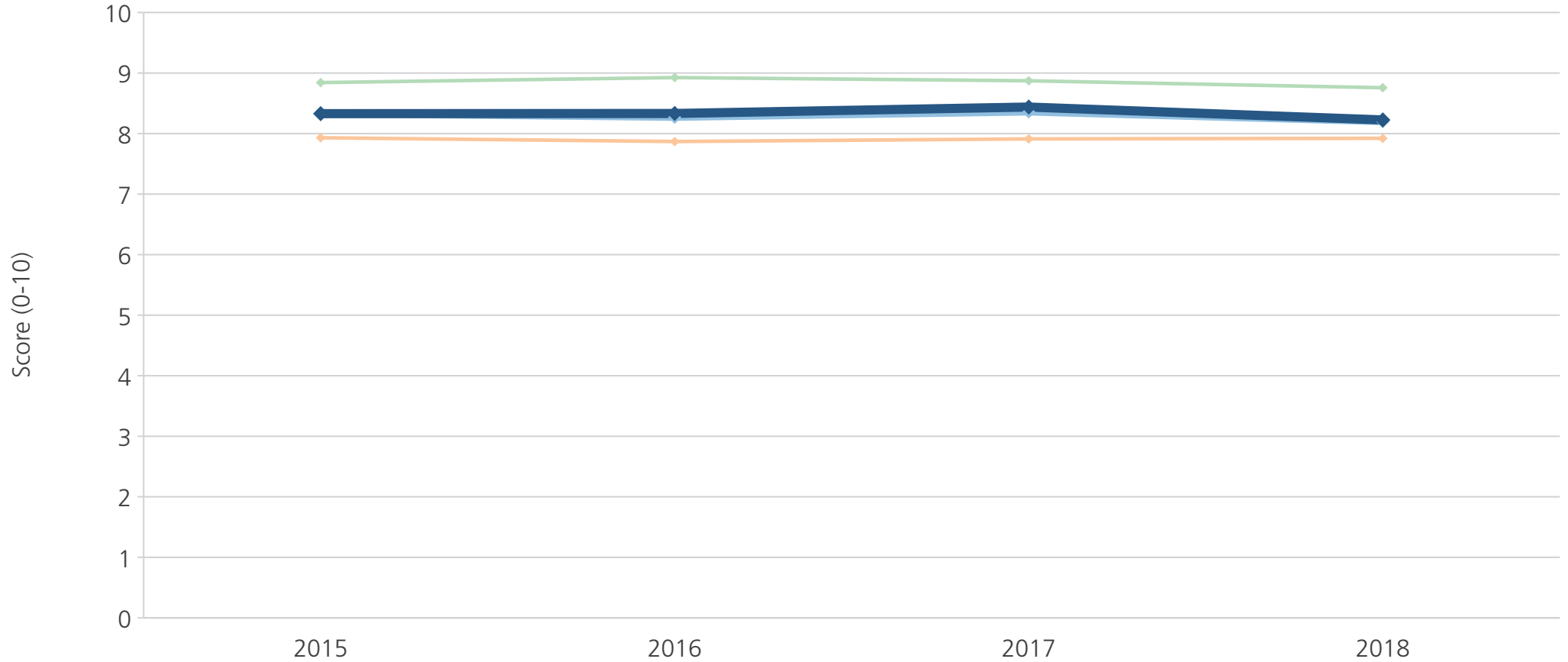
No. responses 937



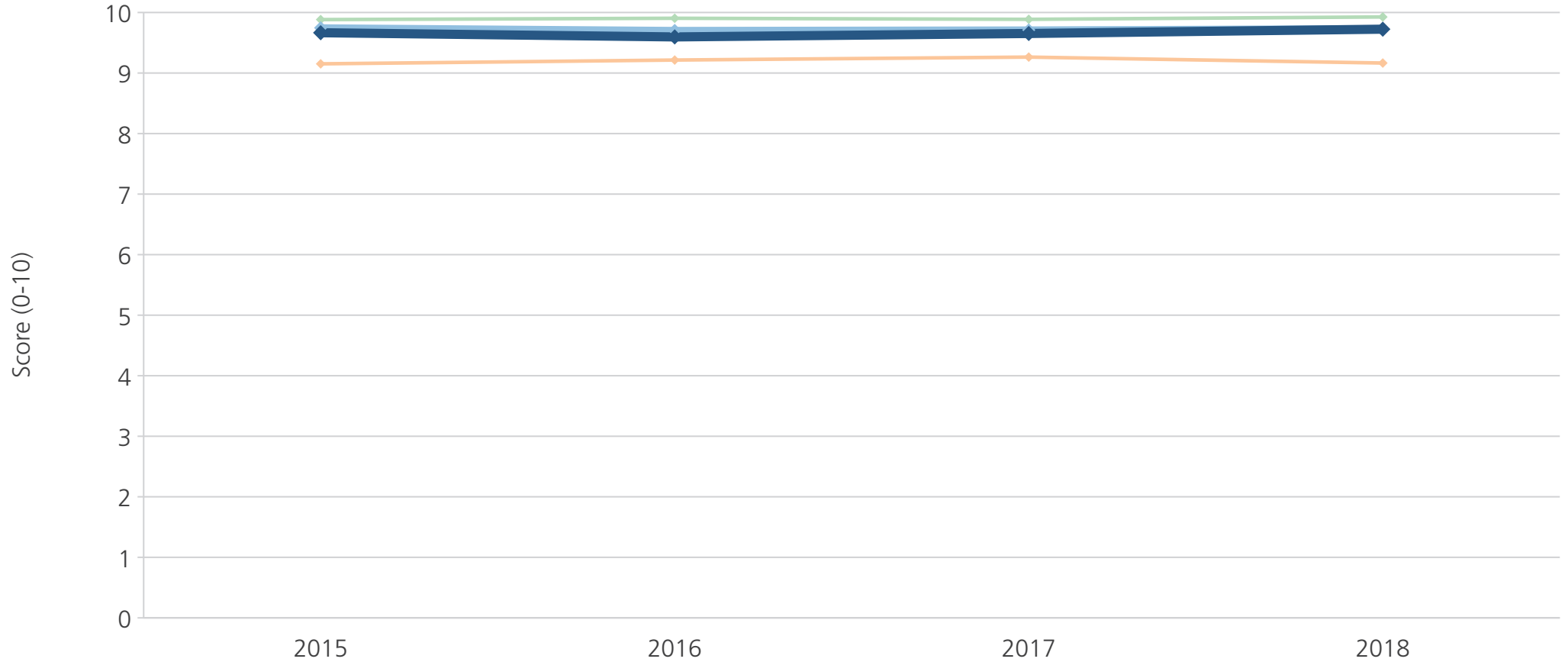
	2015	2016	2017	2018
<b>Best</b>	6.0	6.2	6.3	6.4
<b>Your org</b>	5.4	5.4	5.5	5.4
<b>Average</b>	5.5	5.5	5.5	5.7
<b>Worst</b>	4.7	4.7	5.0	4.9
<b>No. responses</b>	912	820	492	796



	2015	2016	2017	2018
<b>Best</b>	8.2	8.3	8.2	8.1
<b>Your org</b>	8.0	7.8	7.4	7.4
<b>Average</b>	7.9	7.8	7.7	7.8
<b>Worst</b>	7.0	7.2	7.3	7.0
<b>No. responses</b>	911	857	488	853

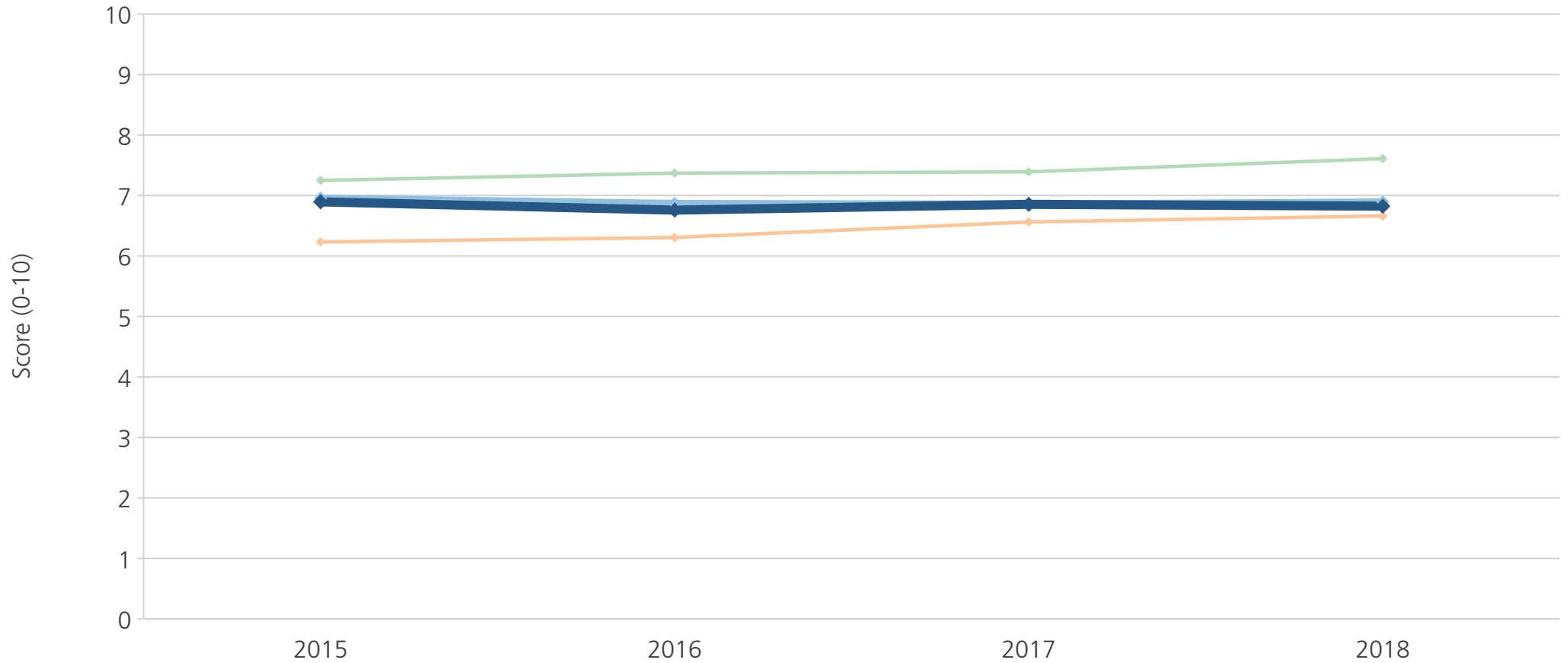


	2015	2016	2017	2018
<b>Best</b>	8.8	8.9	8.9	8.8
<b>Your org</b>	8.3	8.3	8.4	8.2
<b>Average</b>	8.3	8.3	8.4	8.2
<b>Worst</b>	7.9	7.9	7.9	7.9
<b>No. responses</b>	1,006	958	559	943

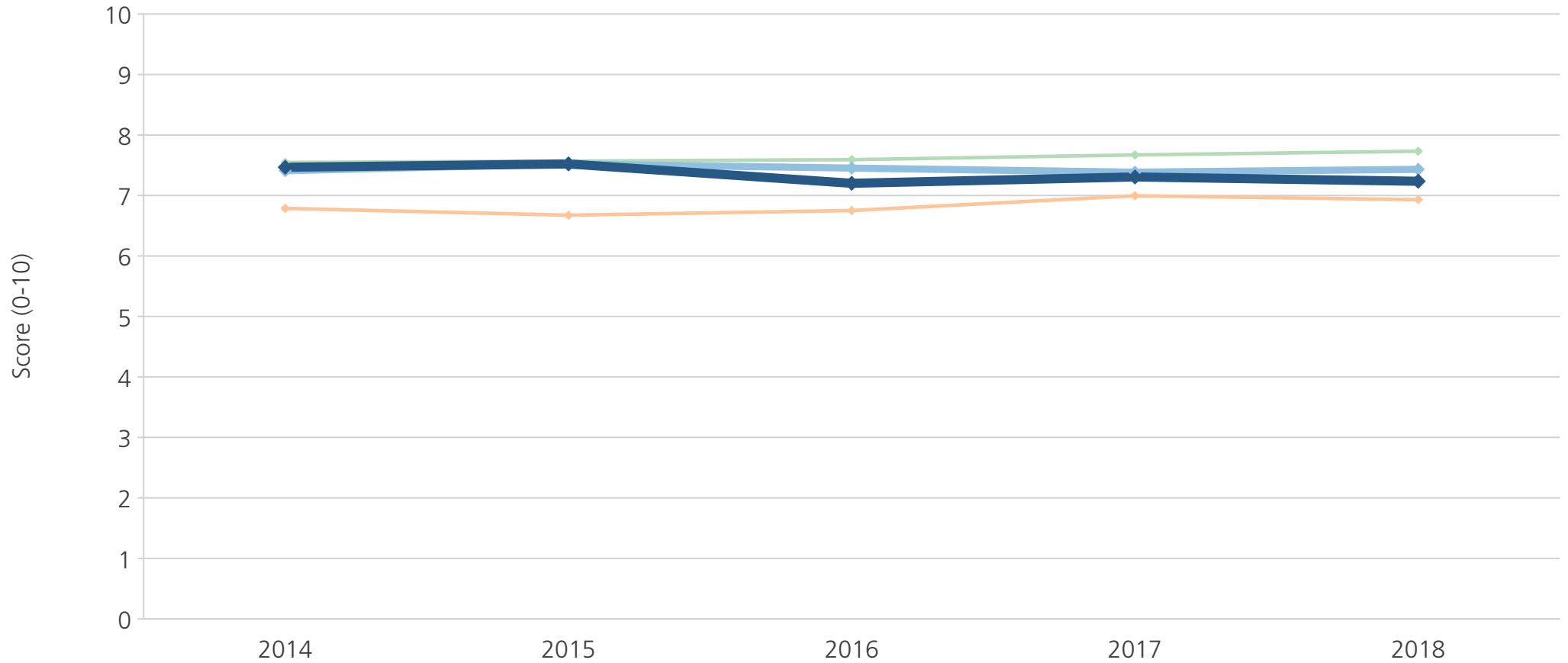


	2015	2016	2017	2018
<b>Best</b>	9.9	9.9	9.9	9.9
<b>Your org</b>	9.7	9.6	9.7	9.7
<b>Average</b>	9.7	9.7	9.7	9.7
<b>Worst</b>	9.2	9.2	9.3	9.2
<b>No. responses</b>	1,008	959	556	940





	2015	2016	2017	2018
<b>Best</b>	7.2	7.4	7.4	7.6
<b>Your org</b>	6.9	6.8	6.9	6.8
<b>Average</b>	7.0	6.9	6.9	6.9
<b>Worst</b>	6.2	6.3	6.6	6.7
<b>No. responses</b>	1,012	962	556	949



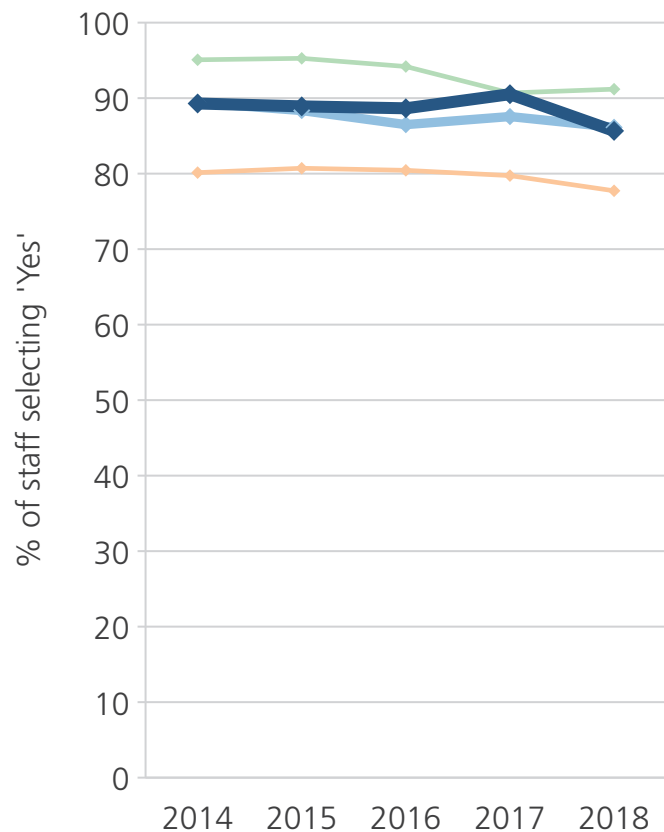
	2014	2015	2016	2017	2018
<b>Best</b>	7.5	7.6	7.6	7.7	7.7
<b>Your org</b>	7.5	7.5	7.2	7.3	7.2
<b>Average</b>	7.4	7.5	7.5	7.4	7.4
<b>Worst</b>	6.8	6.7	6.8	7.0	6.9
<b>No. responses</b>	1,004	1,023	970	564	972

# Theme results – Detailed information

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

**Q14**

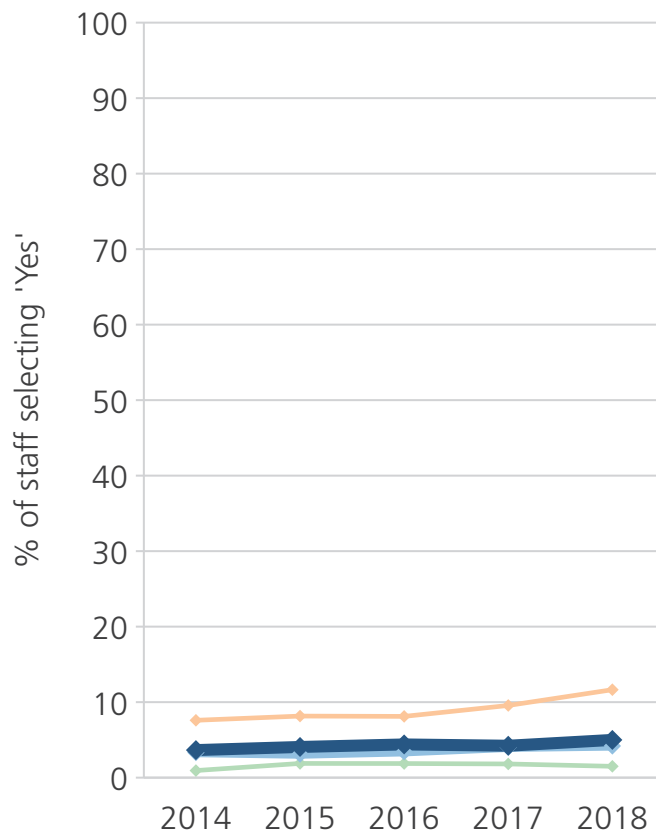
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



<b>Best</b>	95.1%	95.3%	94.2%	90.7%	91.2%
<b>Your org</b>	89.3%	88.9%	88.7%	90.5%	85.7%
<b>Average</b>	89.4%	88.4%	86.5%	87.6%	86.1%
<b>Worst</b>	80.1%	80.7%	80.4%	79.7%	77.7%

**Q15a**

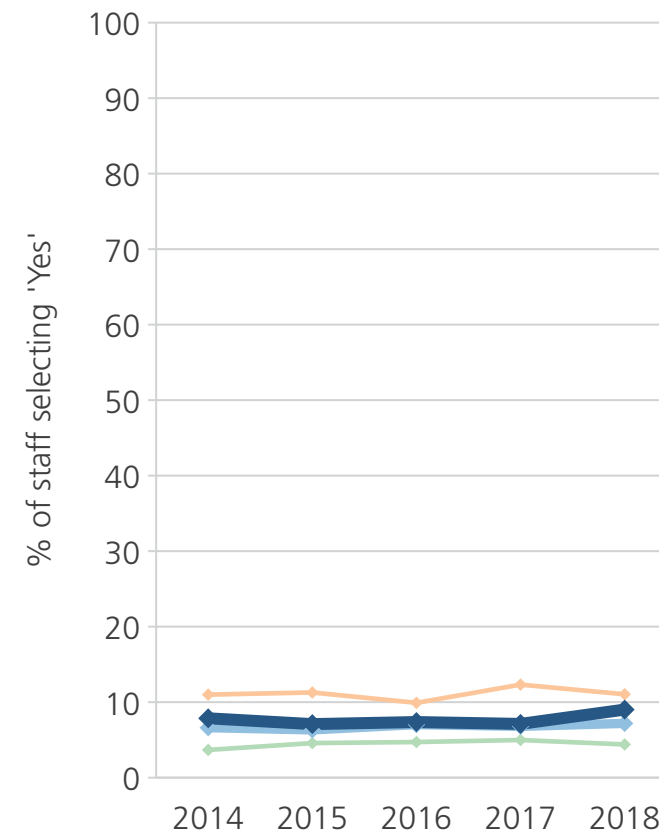
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	7.6%	8.2%	8.1%	9.6%	11.6%
<b>Your org</b>	3.6%	4.1%	4.4%	4.2%	5.0%
<b>Average</b>	3.3%	3.1%	3.4%	4.0%	4.2%
<b>Best</b>	0.9%	1.9%	1.9%	1.8%	1.5%

**Q15b**

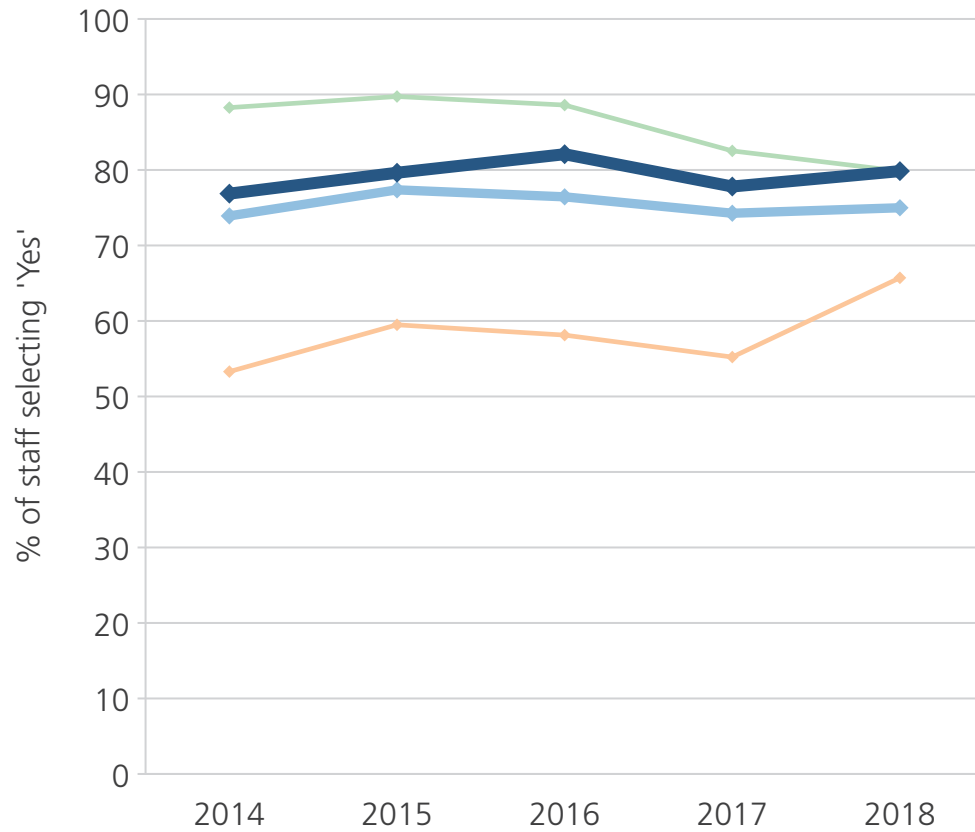
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



<b>Worst</b>	11.0%	11.3%	9.9%	12.3%	11.0%
<b>Your org</b>	7.9%	7.1%	7.4%	7.1%	9.0%
<b>Average</b>	6.6%	6.3%	7.0%	6.8%	7.2%
<b>Best</b>	3.7%	4.6%	4.7%	5.0%	4.4%

**Q28b**

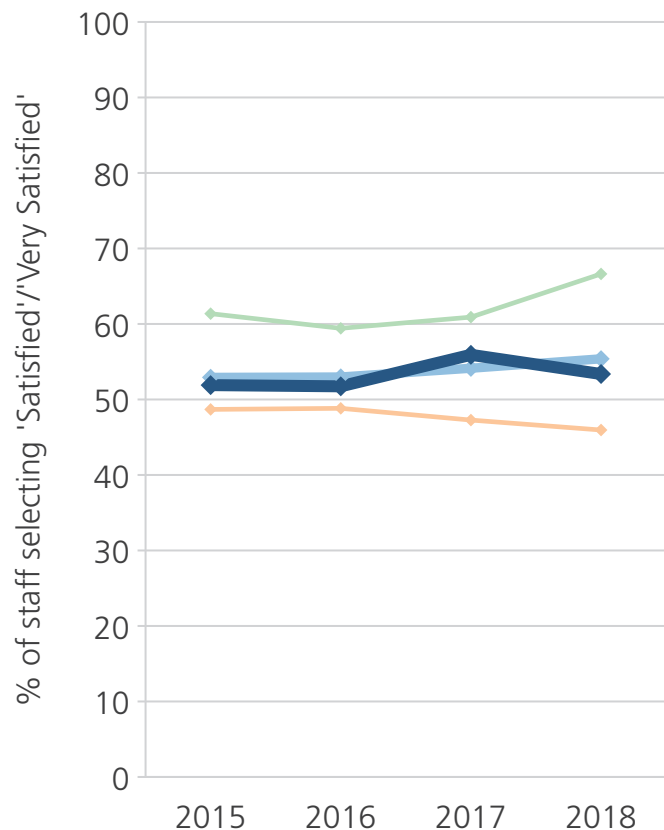
Has your employer made adequate adjustment(s) to enable you to carry out your work?



<b>Best</b>	88.3%	89.7%	88.6%	82.5%	79.8%
<b>Your org</b>	76.9%	79.6%	82.1%	77.8%	79.8%
<b>Average</b>	73.9%	77.4%	76.4%	74.3%	75.0%
<b>Worst</b>	53.3%	59.5%	58.1%	55.2%	65.7%

**Q5h**

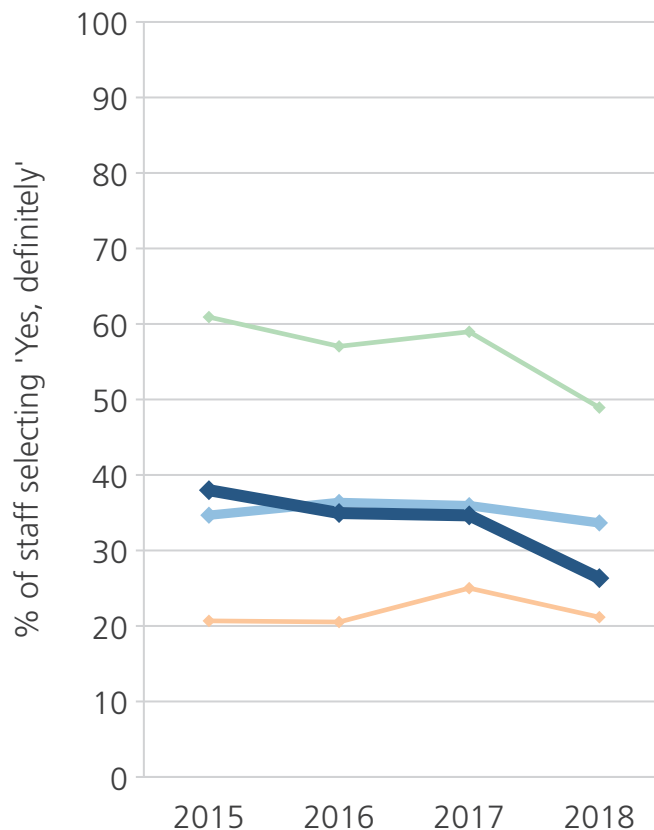
The opportunities for flexible working patterns



<b>Best</b>	61.4%	59.4%	60.9%	66.6%
<b>Your org</b>	51.9%	51.7%	55.9%	53.4%
<b>Average</b>	52.9%	53.0%	54.1%	55.4%
<b>Worst</b>	48.7%	48.8%	47.3%	46.0%

**Q11a**

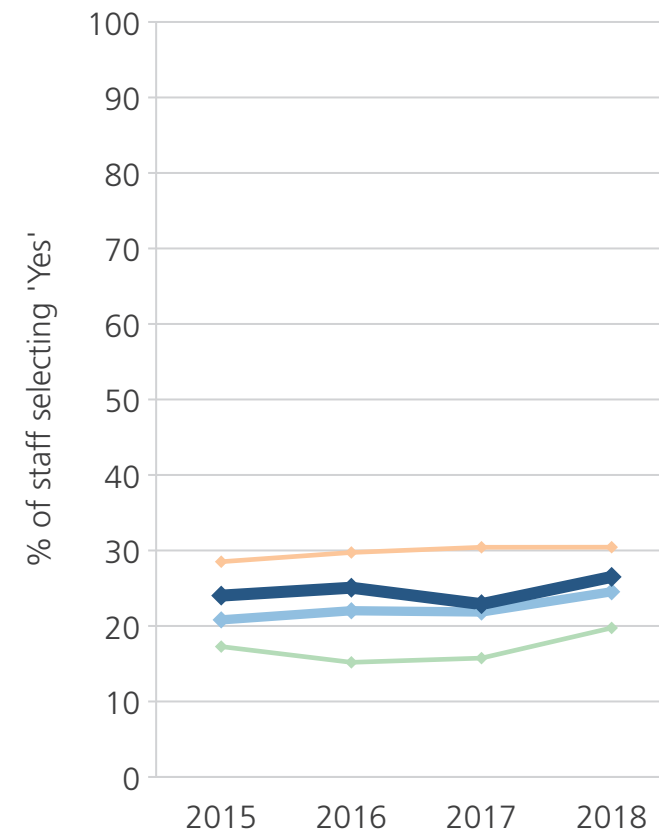
Does your organisation take positive action on health and well-being?



<b>Best</b>	60.9%	57.0%	59.0%	48.9%
<b>Your org</b>	38.0%	35.0%	34.6%	26.3%
<b>Average</b>	34.7%	36.4%	35.9%	33.6%
<b>Worst</b>	20.7%	20.5%	25.0%	21.2%

**Q11b**

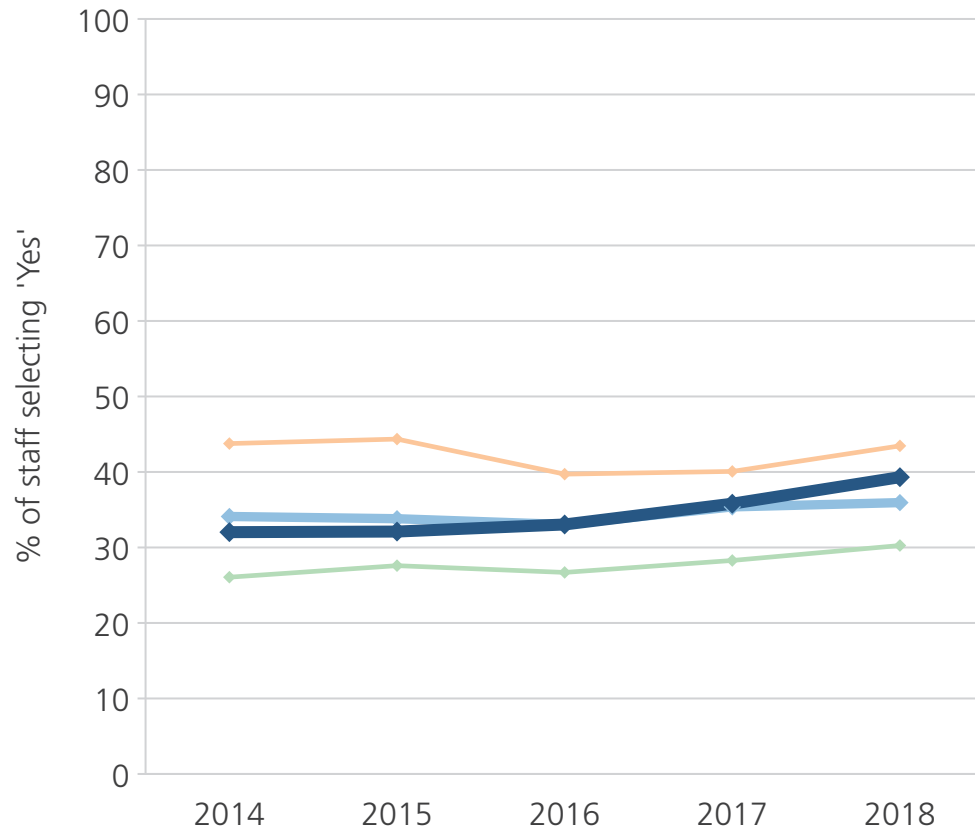
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



<b>Worst</b>	28.5%	29.7%	30.4%	30.4%
<b>Your org</b>	24.0%	25.1%	22.9%	26.5%
<b>Average</b>	20.8%	22.0%	21.8%	24.5%
<b>Best</b>	17.3%	15.2%	15.7%	19.7%

**Q11c**

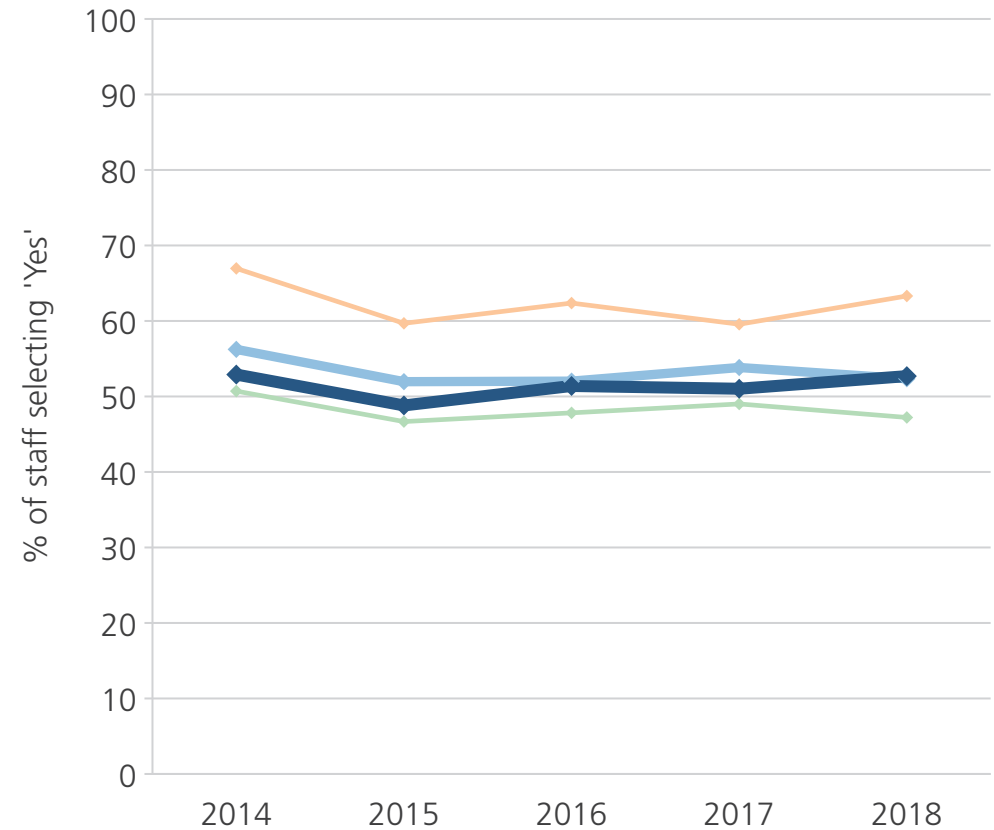
During the last 12 months have you felt unwell as a result of work related stress?



<b>Worst</b>	43.8%	44.4%	39.7%	40.1%	43.5%
<b>Your org</b>	32.0%	32.1%	33.0%	35.8%	39.3%
<b>Average</b>	34.1%	33.8%	33.0%	35.4%	35.9%
<b>Best</b>	26.1%	27.6%	26.7%	28.3%	30.3%

**Q11d**

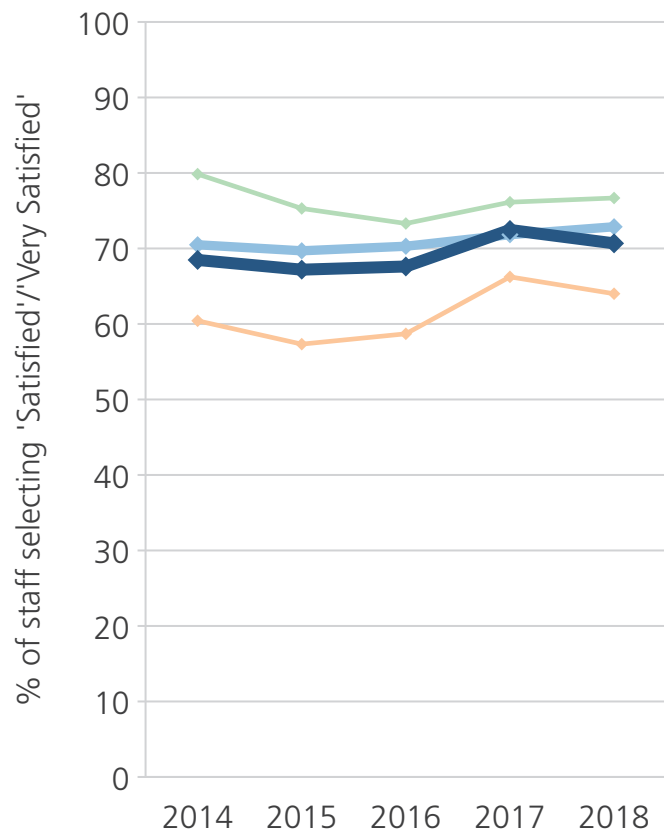
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



<b>Worst</b>	67.0%	59.7%	62.4%	59.6%	63.3%
<b>Your org</b>	52.9%	48.8%	51.4%	51.0%	52.7%
<b>Average</b>	56.2%	52.0%	52.0%	53.8%	52.3%
<b>Best</b>	50.7%	46.7%	47.8%	49.0%	47.2%

**Q5b**

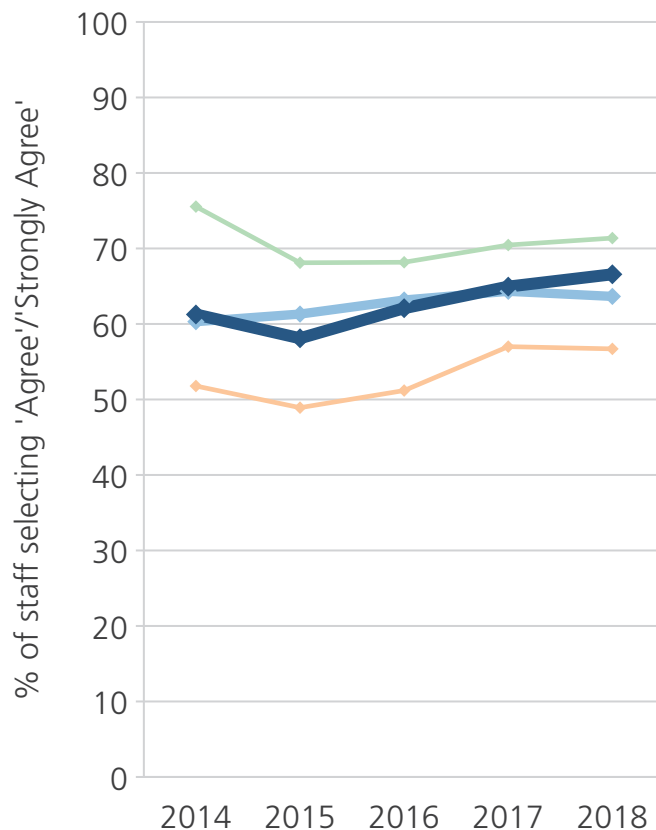
The support I get from my immediate manager



<b>Best</b>	79.9%	75.3%	73.3%	76.1%	76.7%
<b>Your org</b>	68.5%	67.2%	67.6%	72.5%	70.7%
<b>Average</b>	70.5%	69.7%	70.3%	71.8%	72.9%
<b>Worst</b>	60.4%	57.3%	58.7%	66.2%	64.0%

**Q8c**

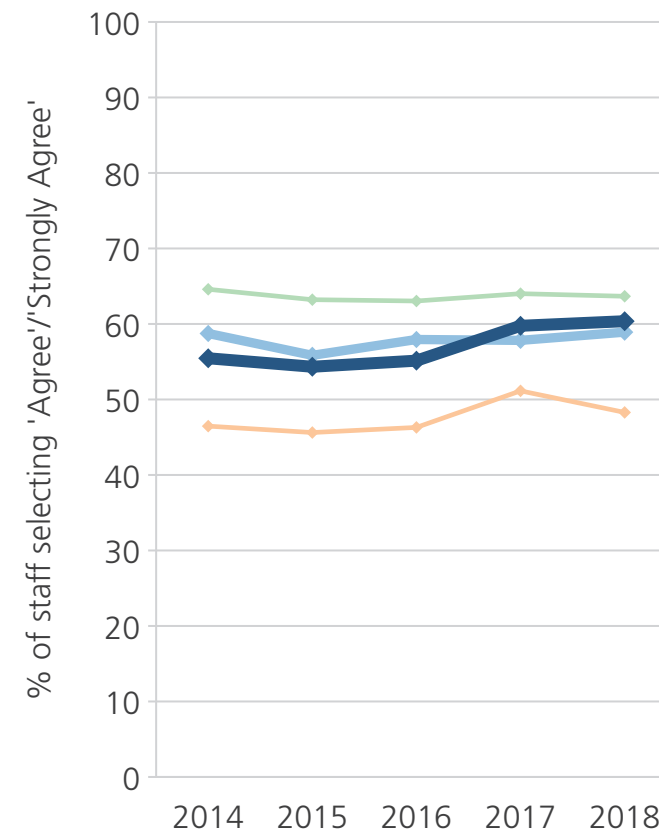
My immediate manager gives me clear feedback on my work



<b>Best</b>	75.5%	68.1%	68.2%	70.5%	71.4%
<b>Your org</b>	61.3%	58.1%	62.1%	64.9%	66.6%
<b>Average</b>	60.3%	61.3%	63.2%	64.3%	63.6%
<b>Worst</b>	51.8%	48.9%	51.2%	57.0%	56.7%

**Q8d**

My immediate manager asks for my opinion before making decisions that affect my work

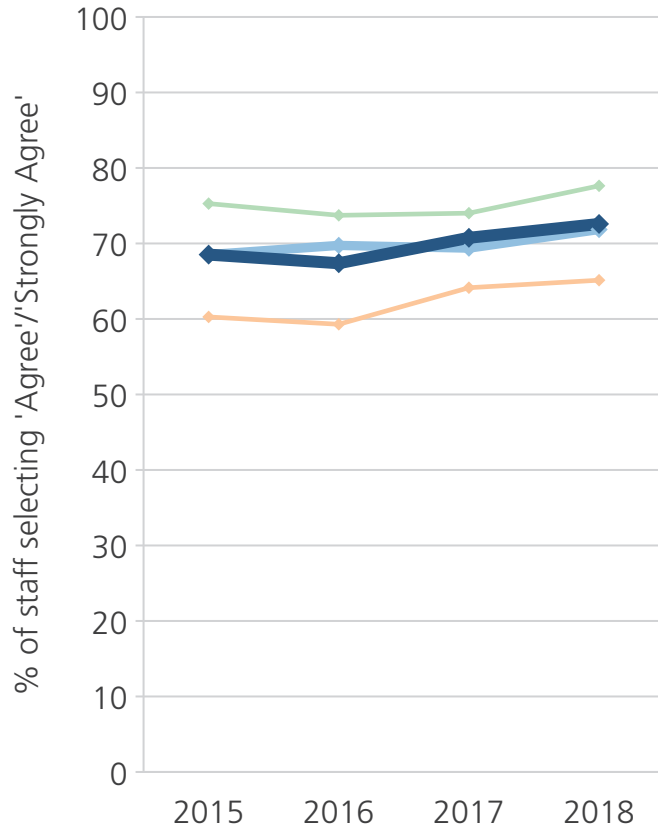


<b>Best</b>	64.6%	63.2%	63.0%	64.0%	63.7%
<b>Your org</b>	55.5%	54.3%	55.1%	59.8%	60.4%
<b>Average</b>	58.7%	55.8%	57.9%	57.8%	58.9%
<b>Worst</b>	46.5%	45.6%	46.3%	51.1%	48.3%



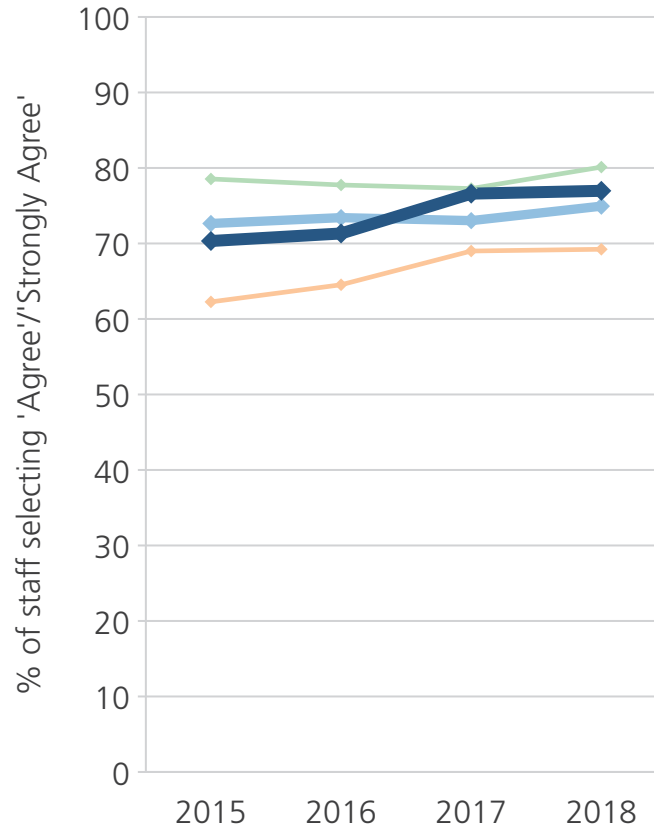
Q8f

My immediate manager takes a positive interest in my health and well-being



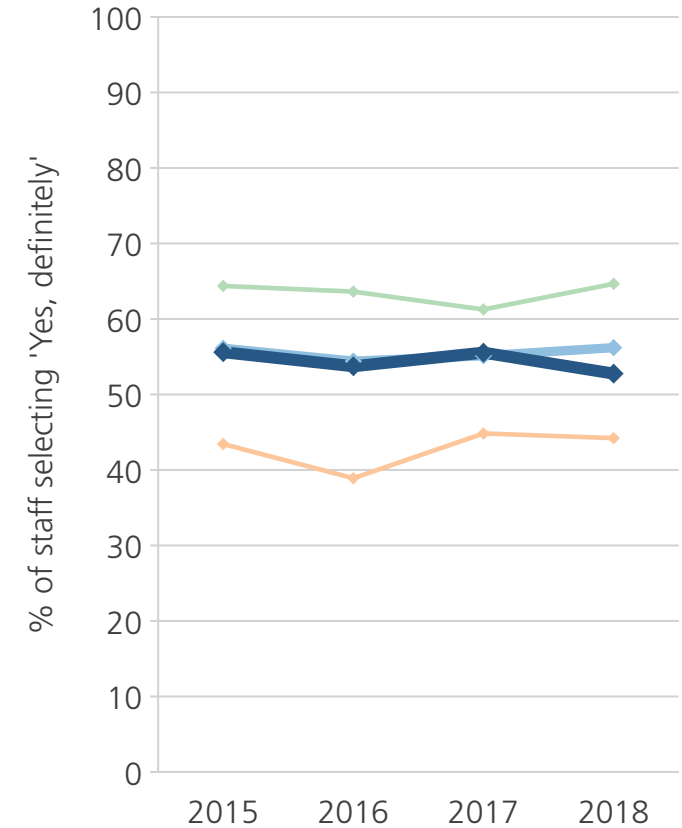
Q8g

My immediate manager values my work



Q19g

My manager supported me to receive this training, learning or development



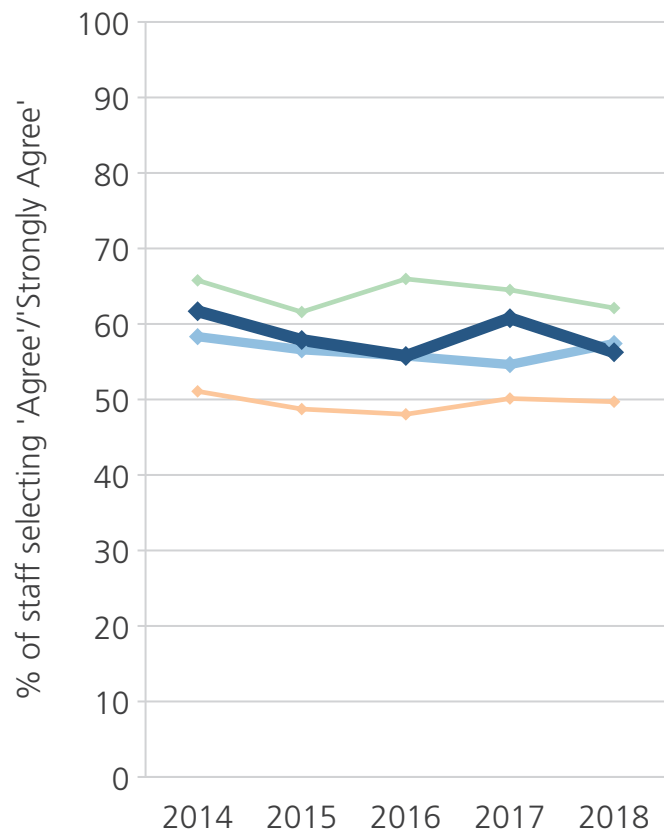
<b>Best</b>	75.3%	73.7%	74.0%	77.6%
<b>Your org</b>	68.5%	67.4%	70.7%	72.6%
<b>Average</b>	68.5%	69.7%	69.4%	71.9%
<b>Worst</b>	60.3%	59.3%	64.1%	65.1%

<b>Best</b>	78.5%	77.7%	77.3%	80.1%
<b>Your org</b>	70.3%	71.3%	76.6%	77.0%
<b>Average</b>	72.6%	73.4%	73.0%	74.9%
<b>Worst</b>	62.3%	64.5%	69.0%	69.2%

<b>Best</b>	64.4%	63.6%	61.3%	64.7%
<b>Your org</b>	55.6%	53.7%	55.5%	52.8%
<b>Average</b>	56.1%	54.4%	55.1%	56.2%
<b>Worst</b>	43.4%	38.9%	44.8%	44.2%

**Q4c**

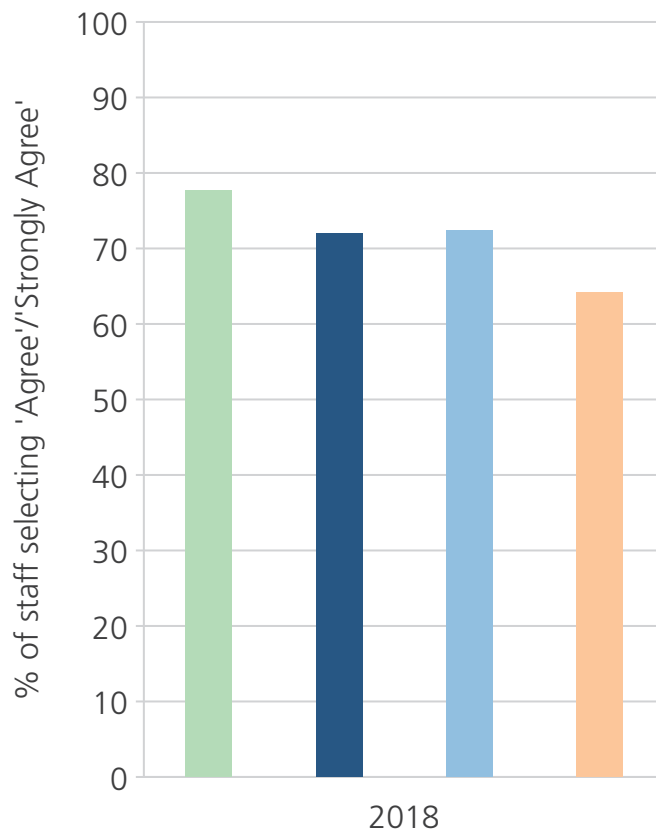
I am involved in deciding on changes introduced that affect my work area / team / department



<b>Best</b>	65.8%	61.6%	66.0%	64.5%	62.1%
<b>Your org</b>	61.7%	57.9%	55.8%	60.8%	56.3%
<b>Average</b>	58.3%	56.6%	55.8%	54.6%	57.4%
<b>Worst</b>	51.1%	48.7%	48.0%	50.1%	49.7%

**Q4j**

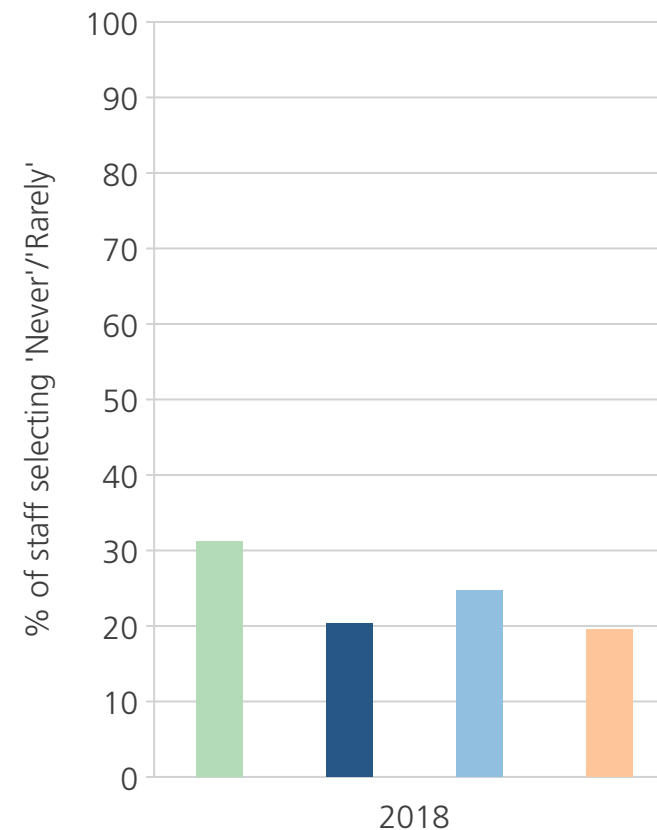
I receive the respect I deserve from my colleagues at work



<b>Best</b>	77.7%
<b>Your org</b>	71.9%
<b>Average</b>	72.4%
<b>Worst</b>	64.1%

**Q6a**

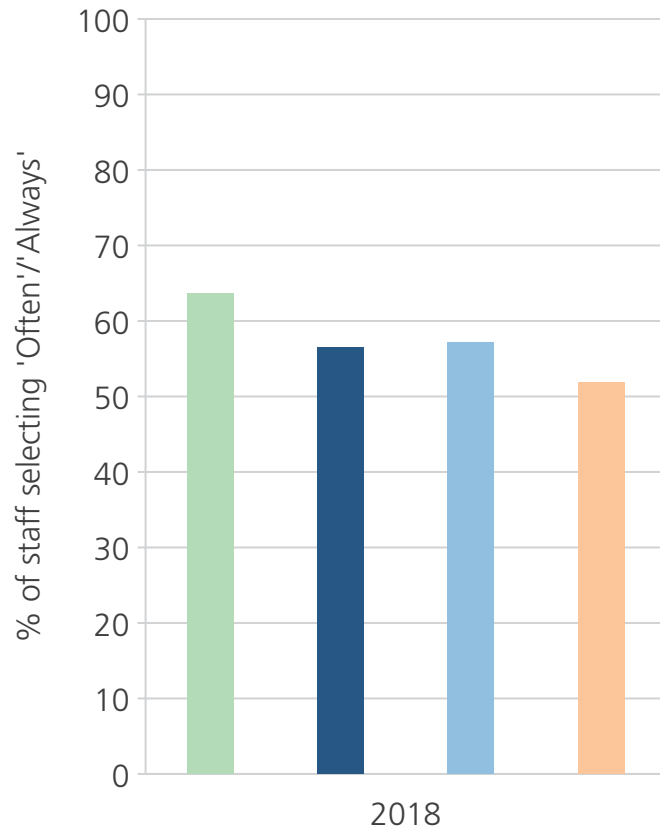
I have unrealistic time pressures



<b>Best</b>	31.2%
<b>Your org</b>	20.3%
<b>Average</b>	24.6%
<b>Worst</b>	19.5%

**Q6b**

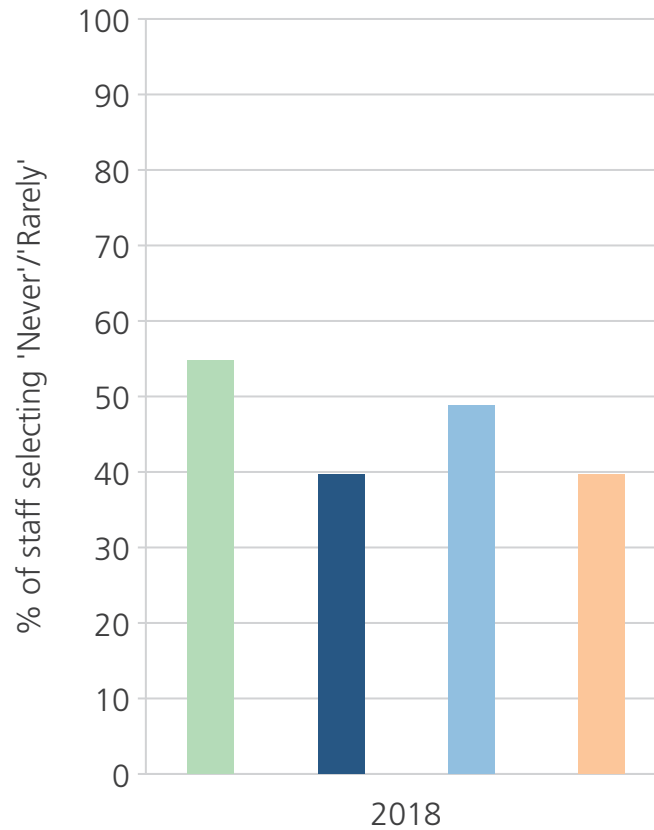
I have a choice in deciding how to do my work



Best	63.7%
Your org	56.6%
Average	57.1%
Worst	51.8%

**Q6c**

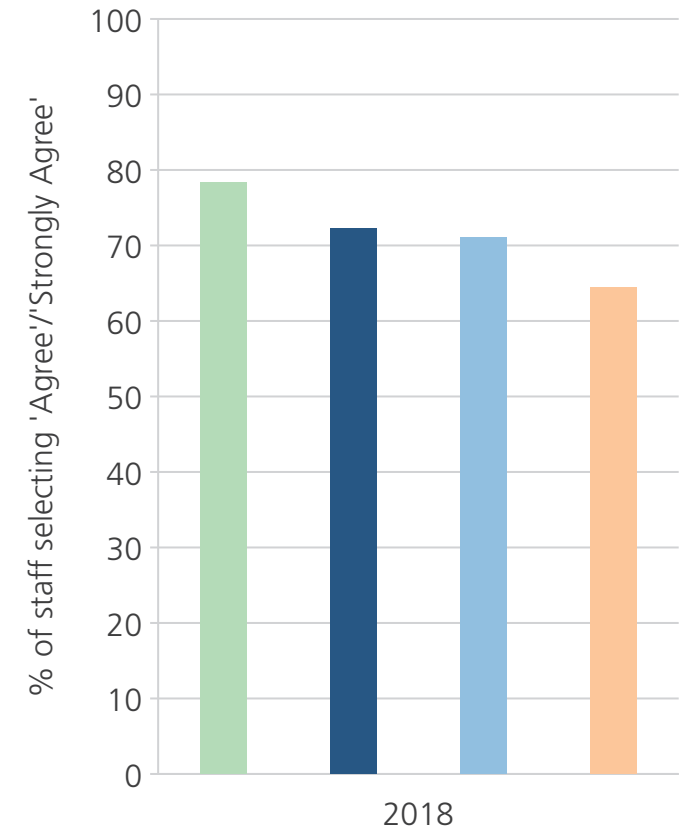
Relationships at work are strained



Best	54.8%
Your org	39.7%
Average	48.8%
Worst	39.7%

**Q8a**

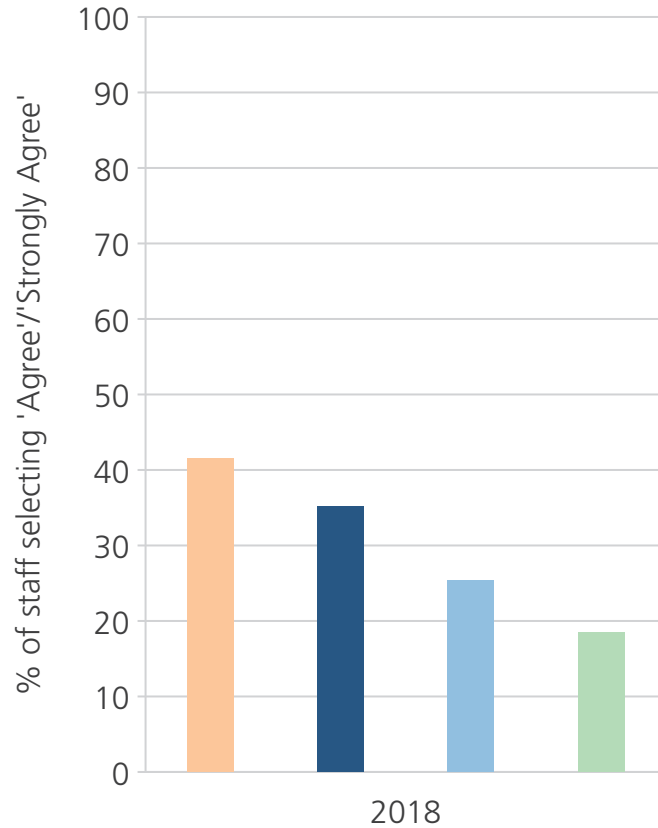
My immediate manager encourages me at work



Best	78.4%
Your org	72.2%
Average	71.0%
Worst	64.4%

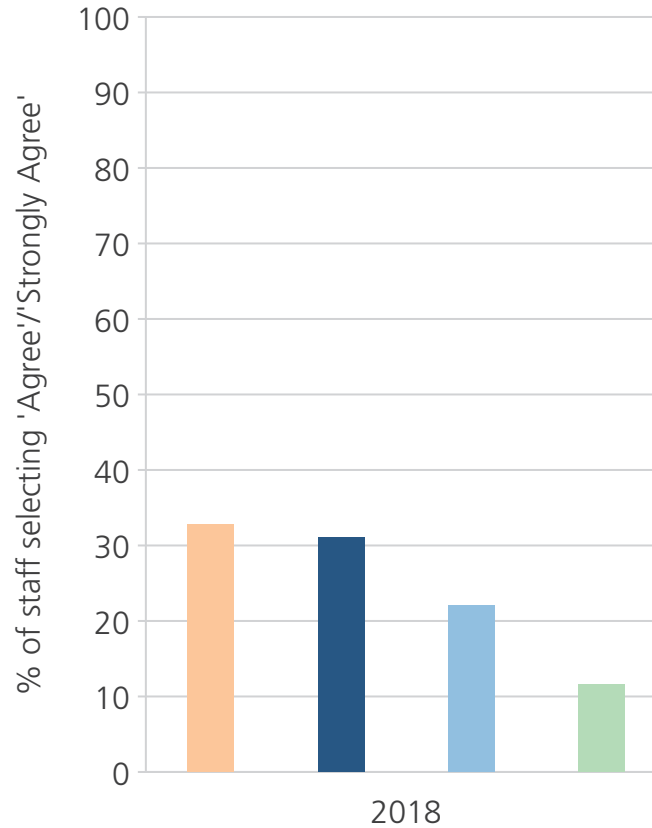
**Q23a**

I often think about leaving this organisation



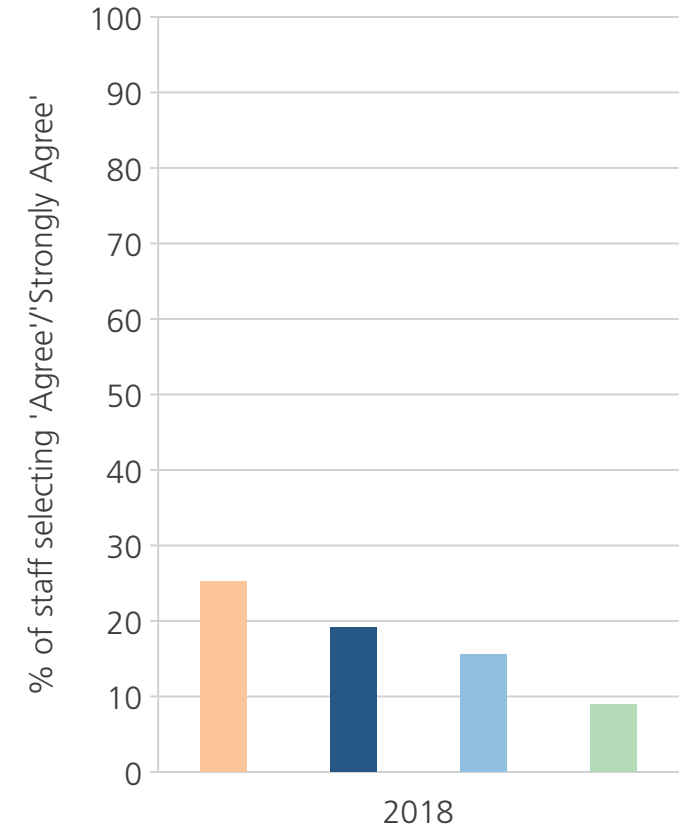
**Q23b**

I will probably look for a job at a new organisation in the next 12 months



**Q23c**

As soon as I can find another job, I will leave this organisation



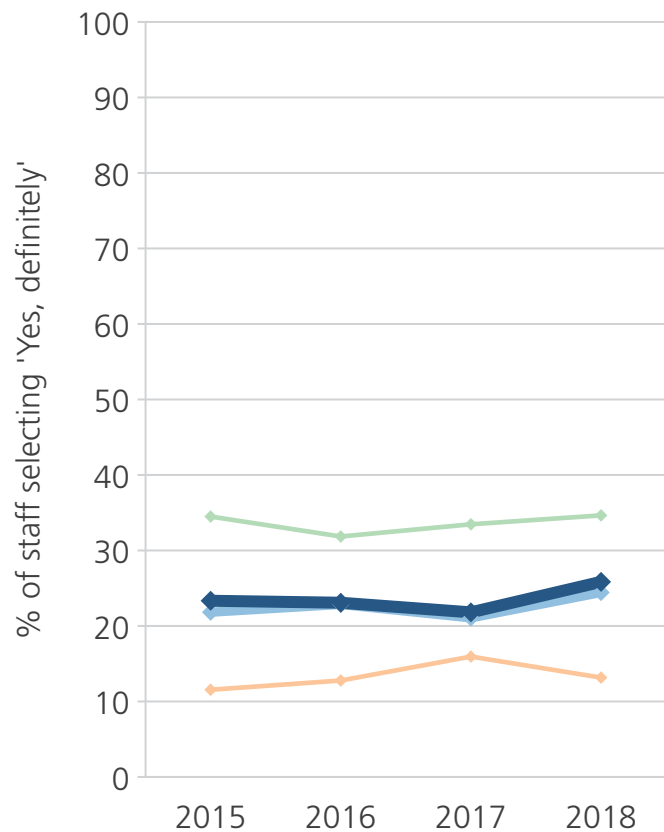
<b>Worst</b>	41.5%
<b>Your org</b>	35.1%
<b>Average</b>	25.3%
<b>Best</b>	18.5%

<b>Worst</b>	32.8%
<b>Your org</b>	31.1%
<b>Average</b>	22.1%
<b>Best</b>	11.6%

<b>Worst</b>	25.3%
<b>Your org</b>	19.1%
<b>Average</b>	15.6%
<b>Best</b>	8.9%

**Q19b**

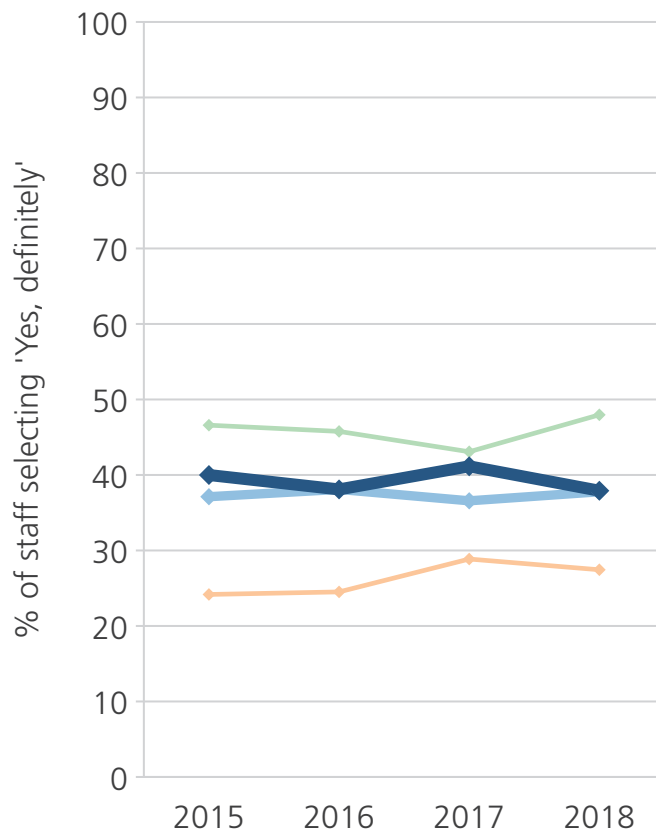
It helped me to improve how I do my job



<b>Best</b>	34.5%	31.9%	33.5%	34.6%
<b>Your org</b>	23.3%	23.1%	21.8%	25.8%
<b>Average</b>	21.8%	22.9%	21.1%	24.4%
<b>Worst</b>	11.6%	12.8%	15.9%	13.2%

**Q19c**

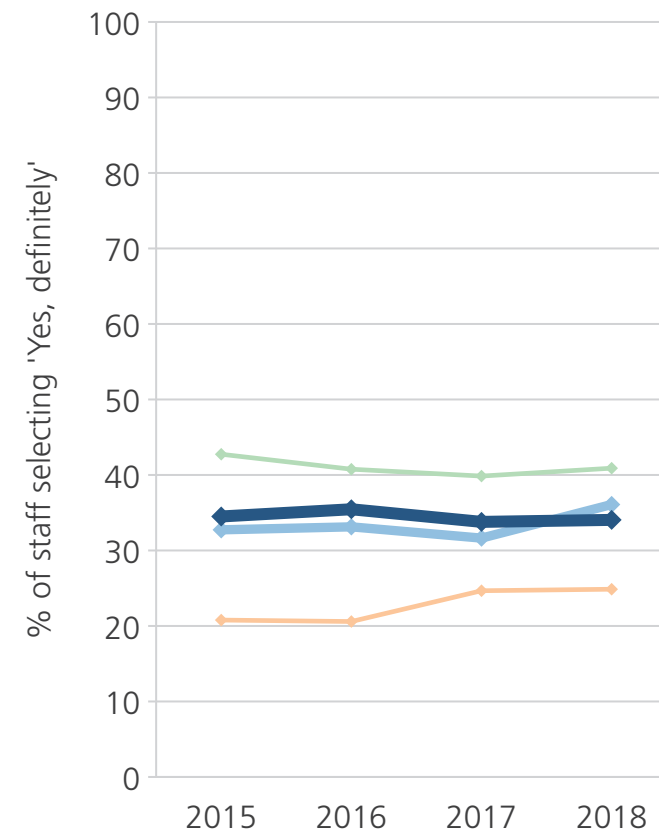
It helped me agree clear objectives for my work



<b>Best</b>	46.6%	45.8%	43.1%	48.0%
<b>Your org</b>	40.0%	38.1%	41.1%	37.9%
<b>Average</b>	37.1%	38.1%	36.6%	37.8%
<b>Worst</b>	24.2%	24.5%	28.9%	27.4%

**Q19d**

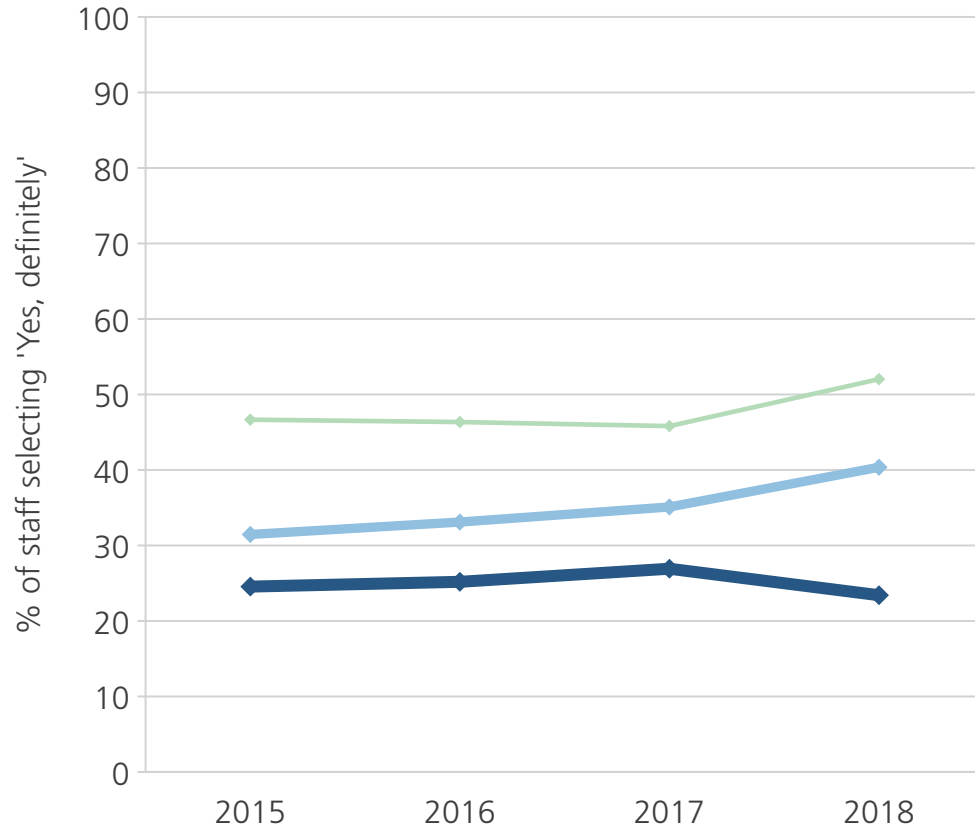
It left me feeling that my work is valued by my organisation



<b>Best</b>	42.7%	40.8%	39.9%	40.9%
<b>Your org</b>	34.5%	35.5%	33.8%	34.1%
<b>Average</b>	32.7%	33.1%	31.6%	36.1%
<b>Worst</b>	20.8%	20.6%	24.7%	24.9%

**Q19e**

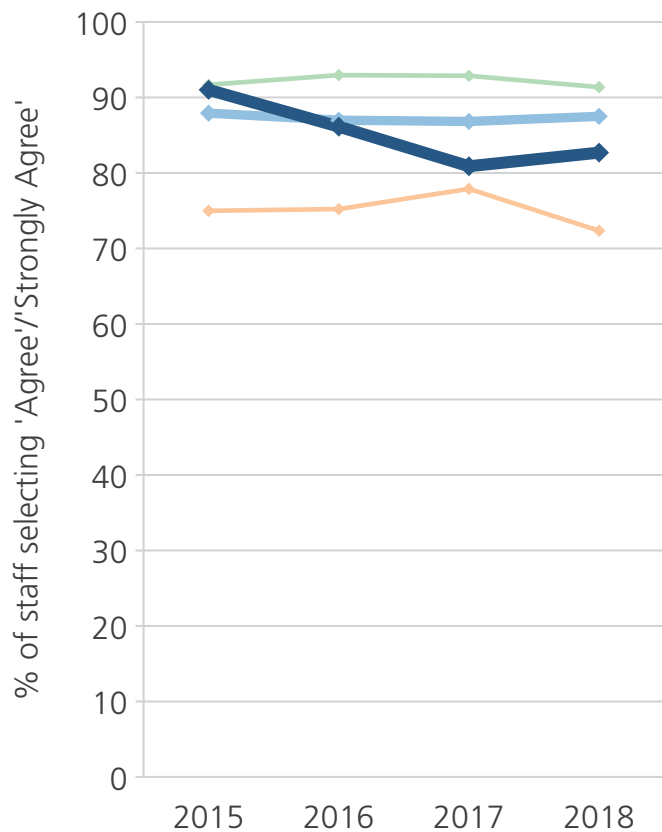
The values of my organisation were discussed as part of the appraisal process



<b>Best</b>	46.7%	46.3%	45.8%	52.0%
<b>Your org</b>	24.6%	25.2%	26.9%	23.4%
<b>Average</b>	31.5%	33.1%	35.1%	40.4%
<b>Worst</b>	24.6%	25.2%	26.9%	23.4%

**Q7a**

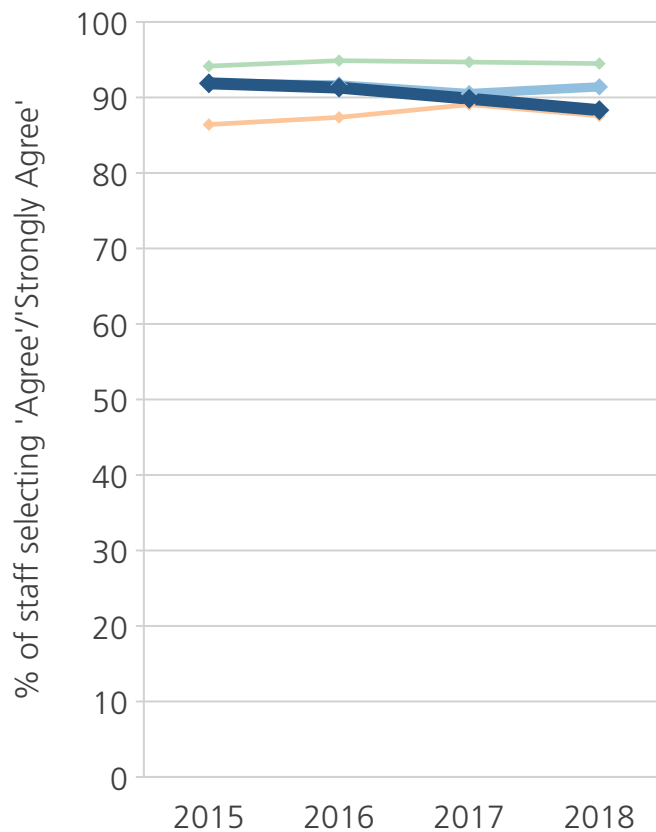
I am satisfied with the quality of care I give to patients / service users



<b>Best</b>	91.7%	93.0%	92.9%	91.4%
<b>Your org</b>	91.0%	86.1%	80.9%	82.7%
<b>Average</b>	87.9%	87.0%	86.8%	87.5%
<b>Worst</b>	75.0%	75.2%	77.9%	72.4%

**Q7b**

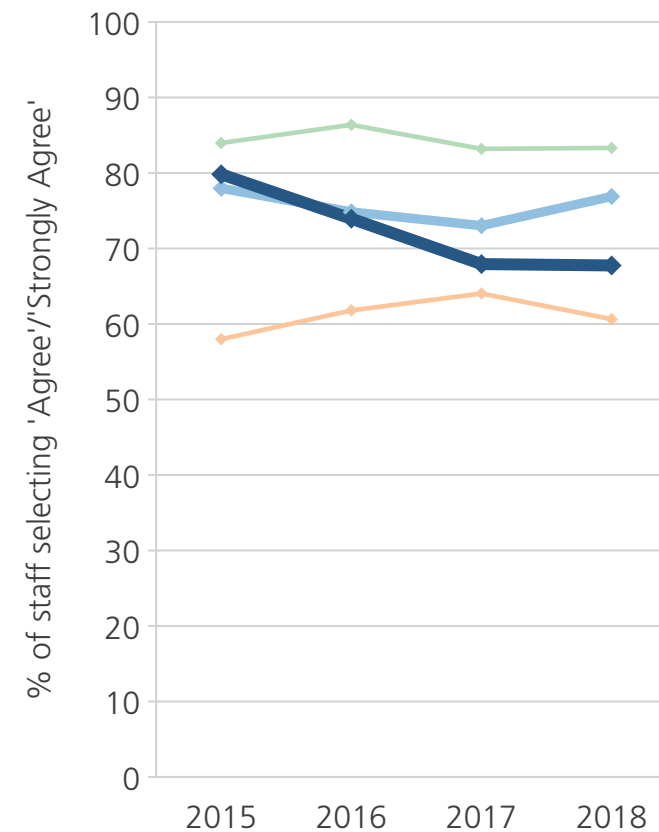
I feel that my role makes a difference to patients / service users



<b>Best</b>	94.2%	94.9%	94.7%	94.5%
<b>Your org</b>	91.9%	91.3%	89.8%	88.3%
<b>Average</b>	91.9%	91.7%	90.5%	91.4%
<b>Worst</b>	86.4%	87.4%	89.1%	87.6%

**Q7c**

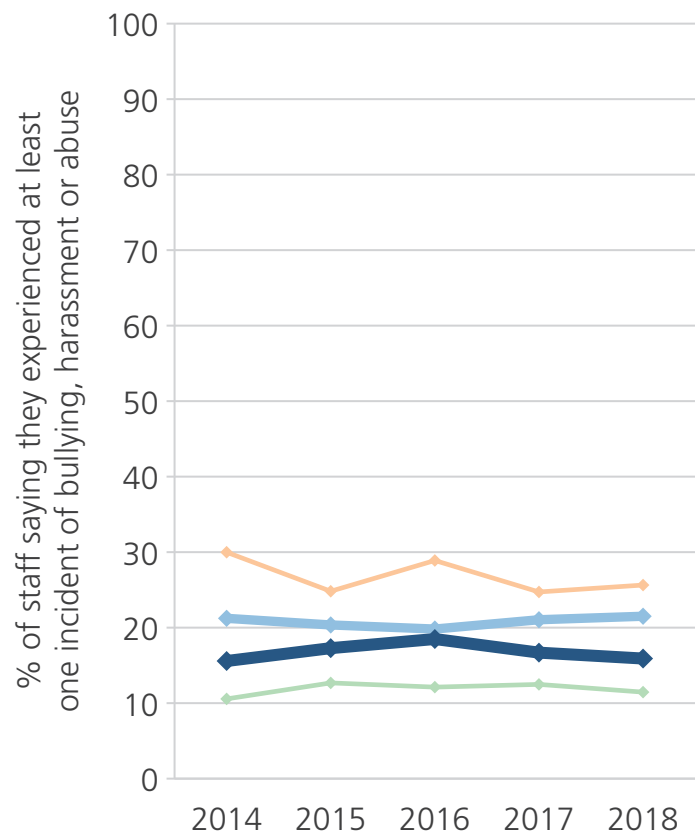
I am able to deliver the care I aspire to



<b>Best</b>	84.0%	86.4%	83.2%	83.3%
<b>Your org</b>	79.8%	73.9%	67.9%	67.8%
<b>Average</b>	78.0%	74.8%	73.0%	76.9%
<b>Worst</b>	58.0%	61.8%	64.0%	60.6%

**Q13a**

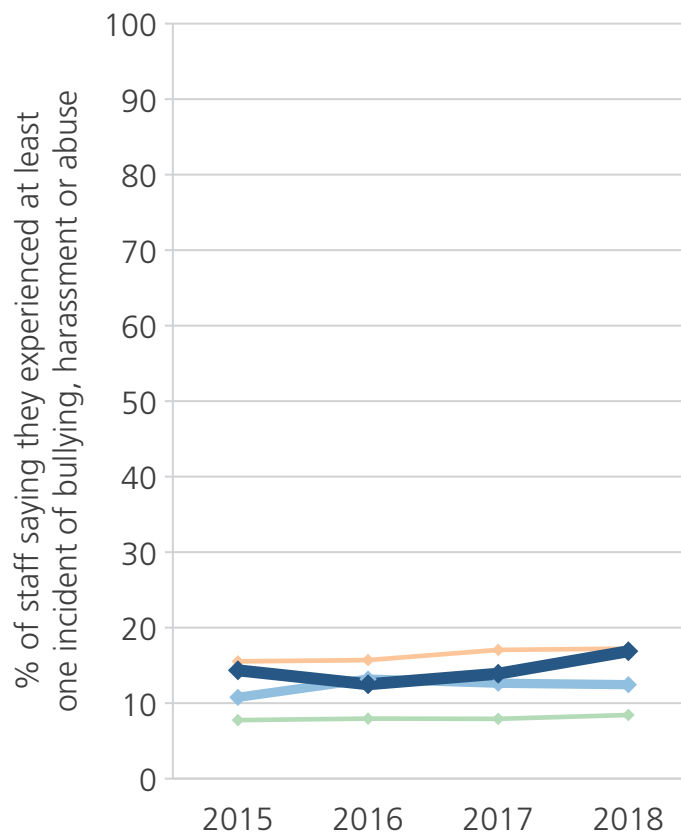
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	30.0%	24.8%	28.9%	24.7%	25.6%
<b>Your org</b>	15.6%	17.3%	18.5%	16.7%	15.9%
<b>Average</b>	21.2%	20.4%	19.8%	21.0%	21.5%
<b>Best</b>	10.6%	12.7%	12.1%	12.5%	11.5%

**Q13b**

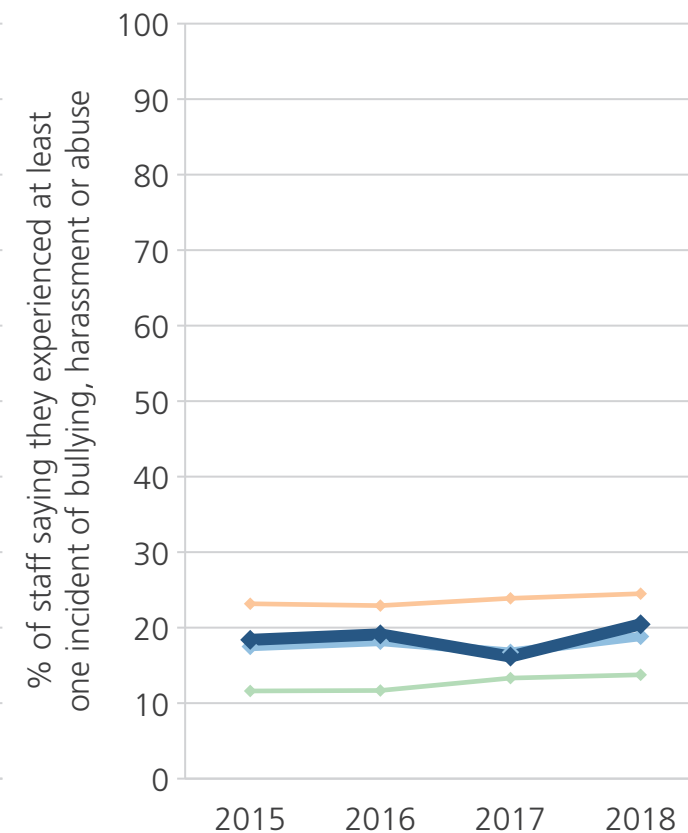
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



<b>Worst</b>	15.5%	15.7%	17.1%	17.2%
<b>Your org</b>	14.3%	12.5%	13.9%	16.9%
<b>Average</b>	10.8%	13.2%	12.6%	12.4%
<b>Best</b>	7.8%	8.0%	7.9%	8.4%

**Q13c**

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?

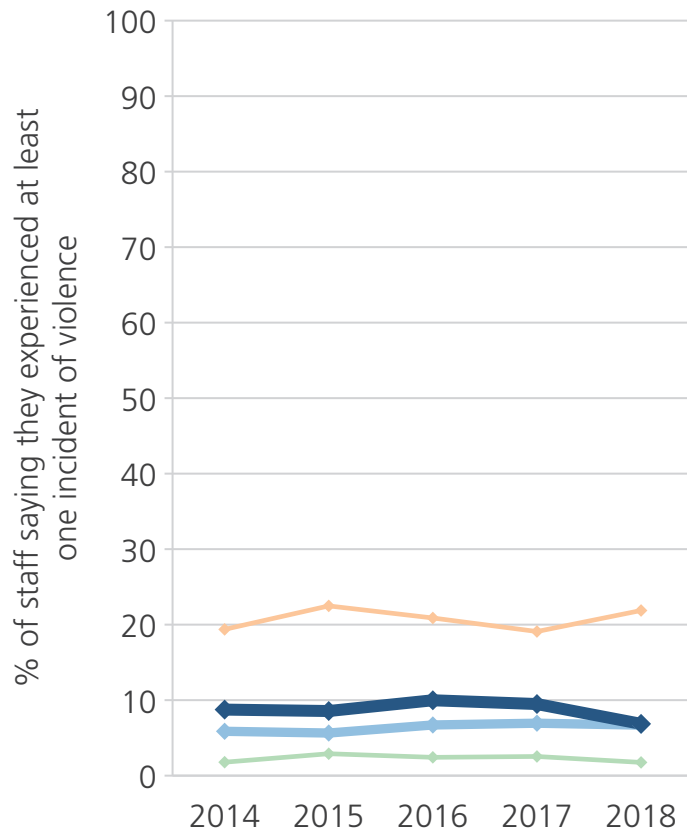


<b>Worst</b>	23.2%	22.9%	23.9%	24.5%
<b>Your org</b>	18.4%	19.1%	16.2%	20.4%
<b>Average</b>	17.5%	18.2%	16.7%	18.8%
<b>Best</b>	11.6%	11.7%	13.3%	13.8%



**Q12a**

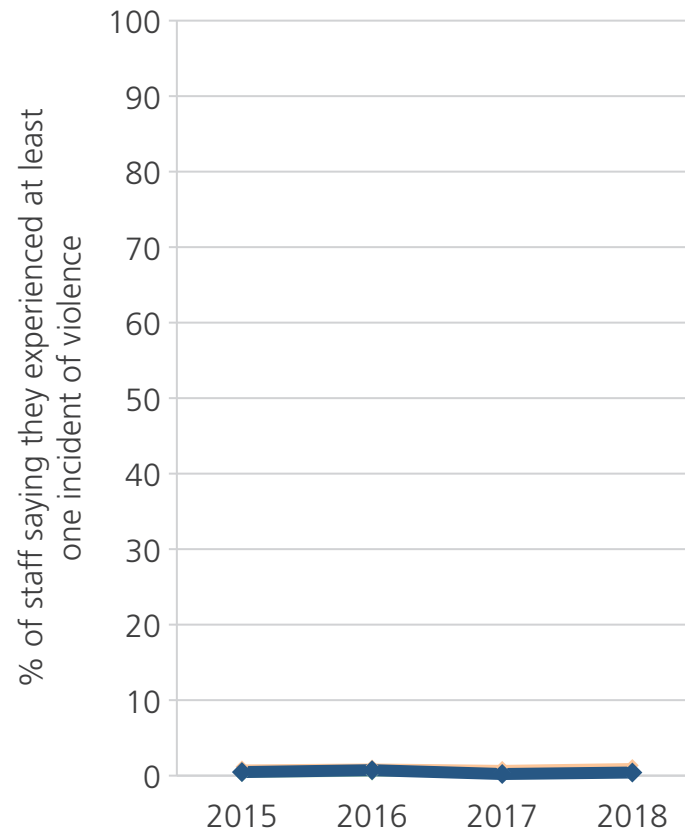
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	19.4%	22.5%	20.9%	19.1%	21.9%
<b>Your org</b>	8.7%	8.6%	10.0%	9.5%	6.9%
<b>Average</b>	5.9%	5.6%	6.7%	6.9%	6.7%
<b>Best</b>	1.8%	2.9%	2.4%	2.5%	1.8%

**Q12b**

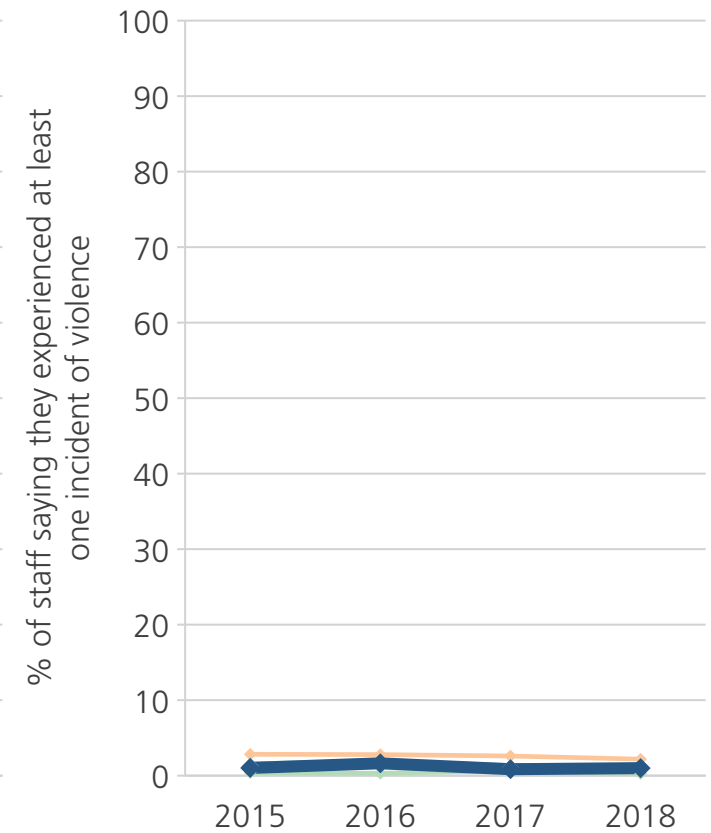
In the last 12 months how many times have you personally experienced physical violence at work from managers?



<b>Worst</b>	1.2%	1.3%	1.1%	1.4%
<b>Your org</b>	0.5%	0.7%	0.2%	0.4%
<b>Average</b>	0.4%	0.7%	0.3%	0.5%
<b>Best</b>	0.0%	0.2%	0.1%	0.0%

**Q12c**

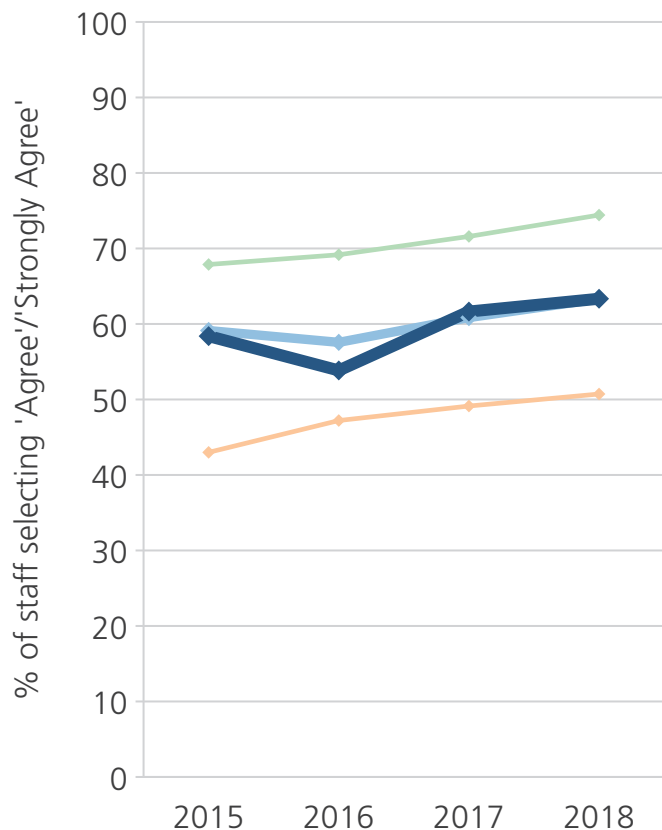
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



<b>Worst</b>	2.8%	2.8%	2.6%	2.2%
<b>Your org</b>	1.0%	1.6%	0.9%	1.0%
<b>Average</b>	1.3%	1.6%	1.0%	1.0%
<b>Best</b>	0.4%	0.3%	0.6%	0.3%

**Q17a**

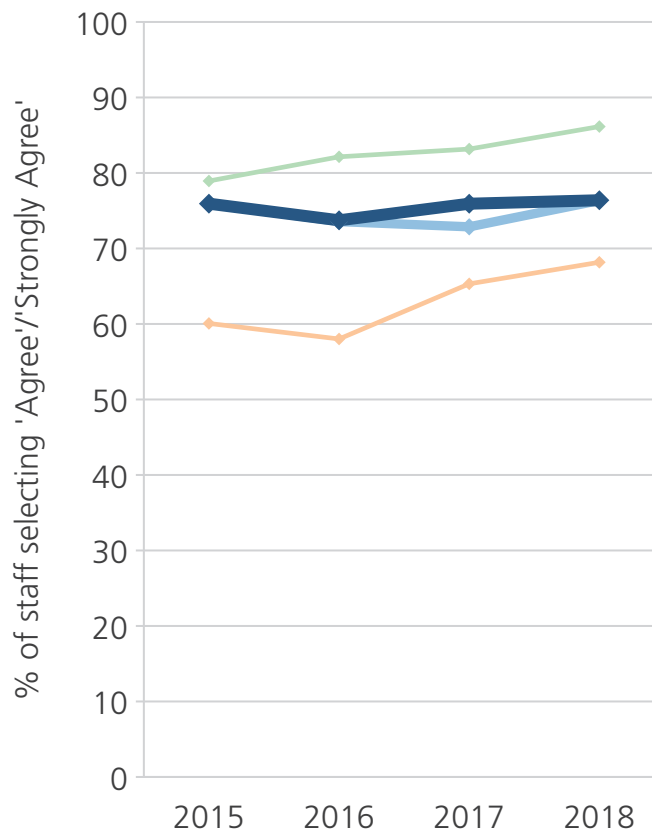
My organisation treats staff who are involved in an error, near miss or incident fairly



<b>Best</b>	67.9%	69.2%	71.6%	74.4%
<b>Your org</b>	58.4%	53.8%	61.6%	63.3%
<b>Average</b>	59.1%	57.6%	60.8%	63.3%
<b>Worst</b>	43.0%	47.2%	49.1%	50.7%

**Q17c**

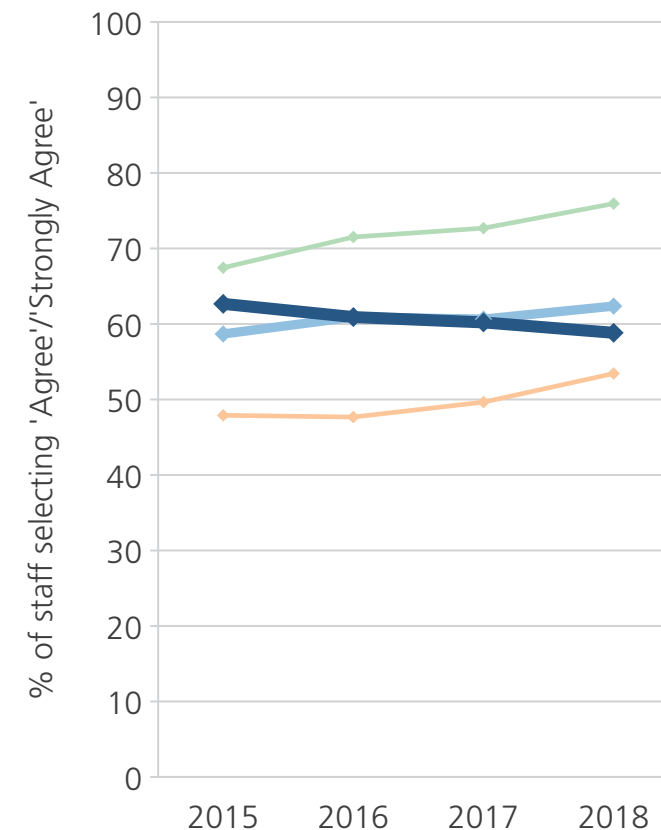
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



<b>Best</b>	78.9%	82.1%	83.2%	86.1%
<b>Your org</b>	75.9%	73.7%	75.9%	76.4%
<b>Average</b>	75.9%	73.6%	72.9%	76.4%
<b>Worst</b>	60.1%	58.0%	65.3%	68.2%

**Q17d**

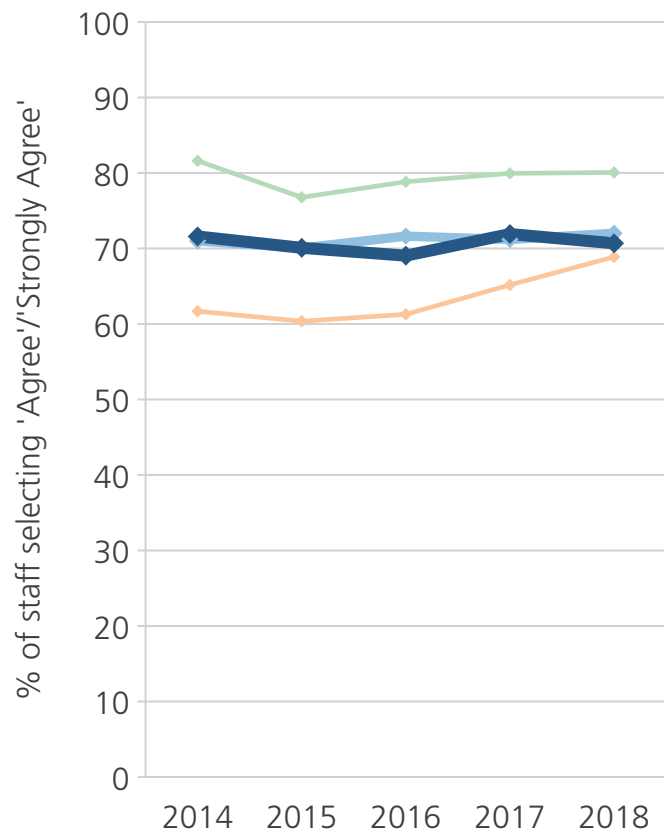
We are given feedback about changes made in response to reported errors, near misses and incidents



<b>Best</b>	67.5%	71.5%	72.7%	75.9%
<b>Your org</b>	62.7%	60.9%	60.2%	58.8%
<b>Average</b>	58.7%	60.9%	60.6%	62.4%
<b>Worst</b>	47.9%	47.7%	49.6%	53.4%

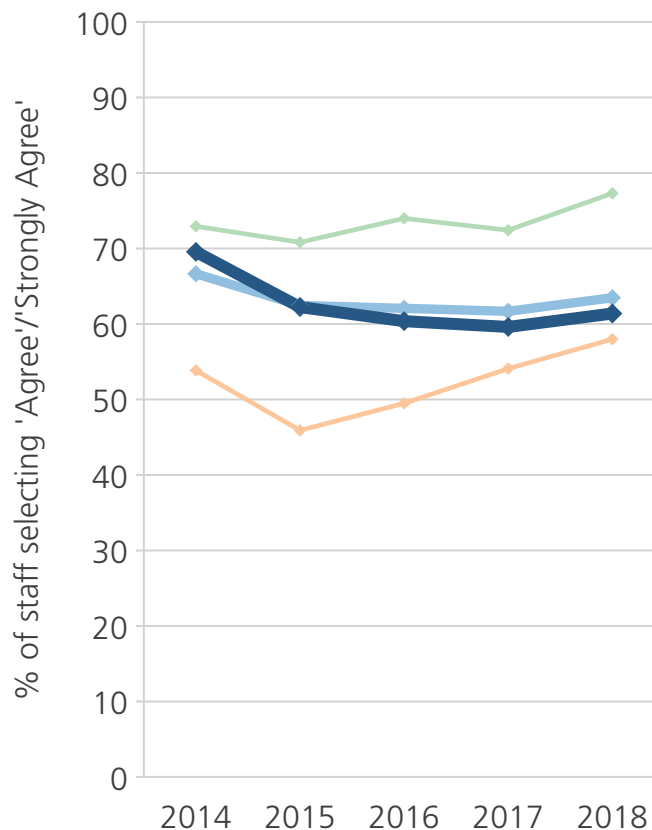
Q18b

I would feel secure raising concerns about unsafe clinical practice



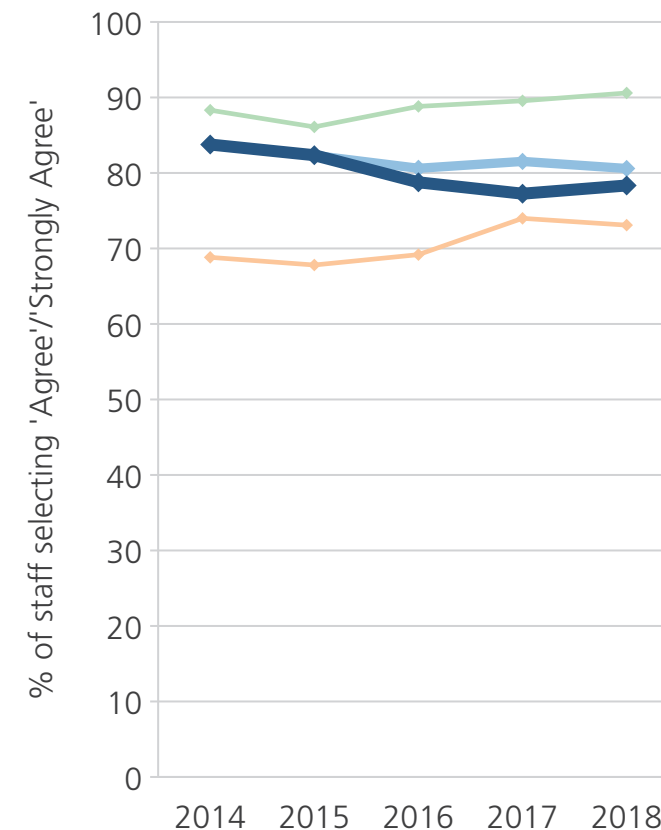
Q18c

I am confident that my organisation would address my concern



Q21b

My organisation acts on concerns raised by patients / service users



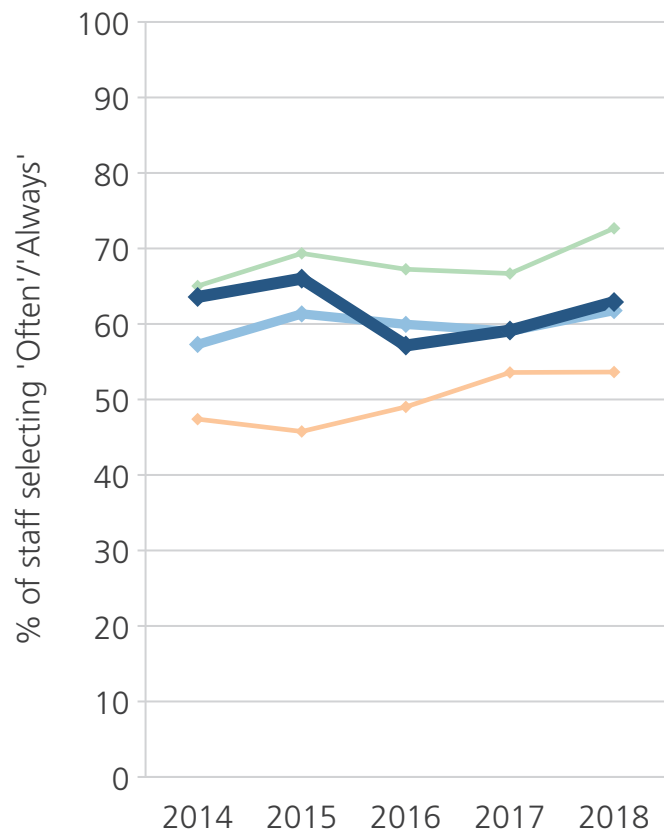
<b>Best</b>	81.6%	76.8%	78.8%	79.9%	80.1%
<b>Your org</b>	71.6%	70.1%	69.0%	71.9%	70.7%
<b>Average</b>	71.0%	70.1%	71.6%	71.2%	72.0%
<b>Worst</b>	61.7%	60.4%	61.3%	65.2%	68.9%

<b>Best</b>	72.9%	70.8%	74.0%	72.4%	77.3%
<b>Your org</b>	69.6%	62.2%	60.4%	59.6%	61.4%
<b>Average</b>	66.7%	62.5%	62.1%	61.7%	63.5%
<b>Worst</b>	53.9%	45.9%	49.5%	54.1%	58.0%

<b>Best</b>	88.3%	86.1%	88.8%	89.6%	90.6%
<b>Your org</b>	83.8%	82.4%	78.8%	77.3%	78.3%
<b>Average</b>	83.7%	82.3%	80.6%	81.5%	80.6%
<b>Worst</b>	68.8%	67.8%	69.2%	74.0%	73.1%

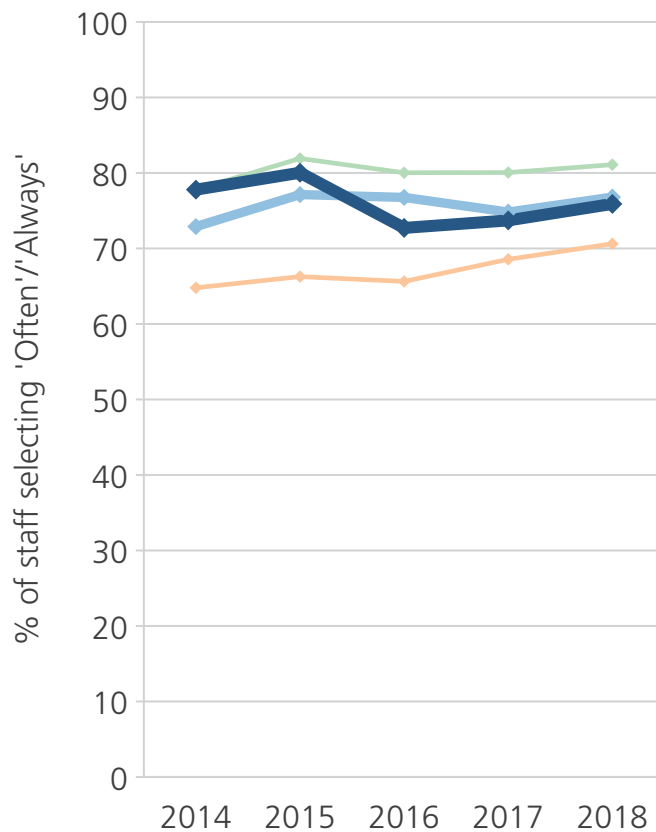
Q2a

I look forward to going to work



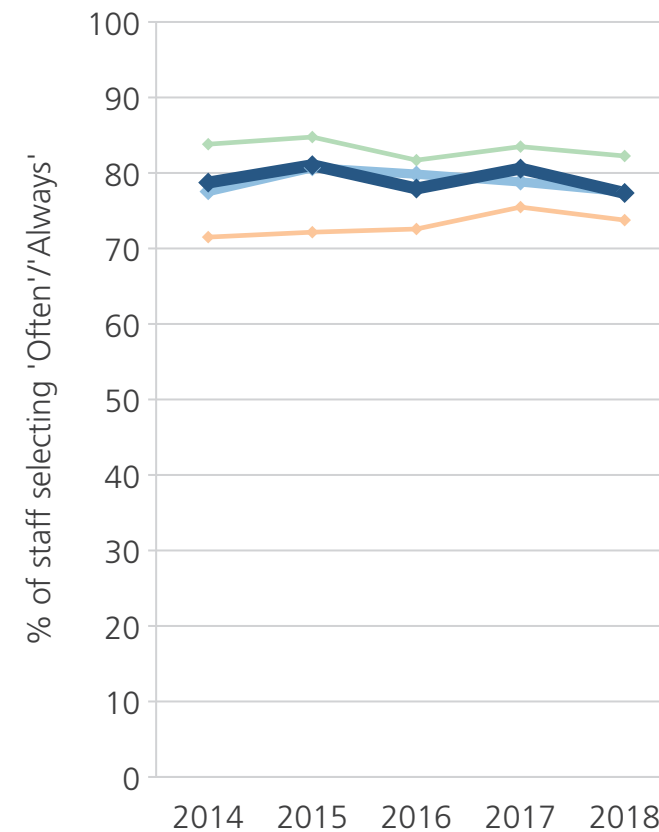
Q2b

I am enthusiastic about my job



Q2c

Time passes quickly when I am working



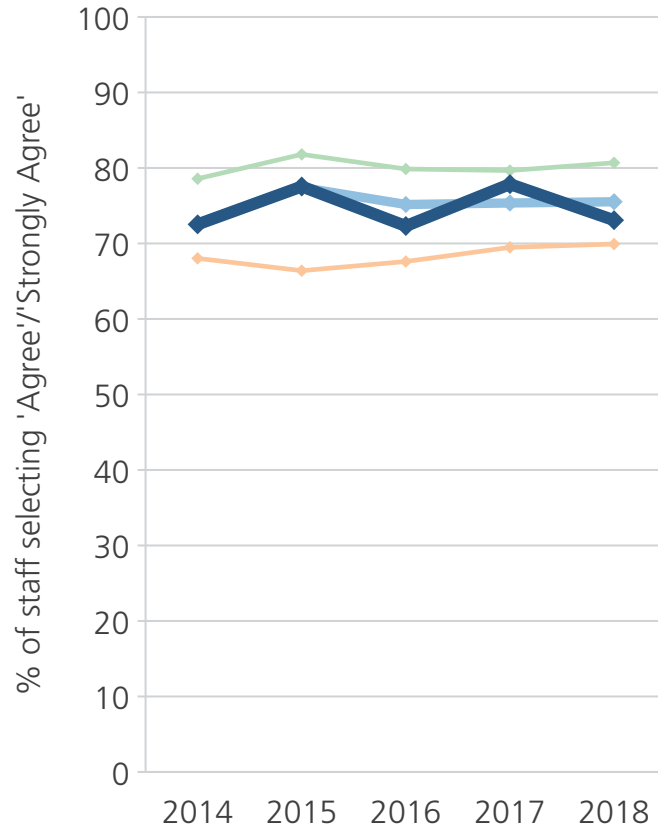
<b>Best</b>	65.0%	69.4%	67.2%	66.7%	72.7%
<b>Your org</b>	63.6%	66.0%	57.1%	59.1%	62.9%
<b>Average</b>	57.3%	61.3%	59.9%	59.0%	61.8%
<b>Worst</b>	47.4%	45.8%	49.0%	53.6%	53.6%

<b>Best</b>	77.8%	81.9%	80.0%	80.1%	81.1%
<b>Your org</b>	77.8%	80.0%	72.7%	73.7%	75.9%
<b>Average</b>	72.9%	77.1%	76.8%	74.8%	76.8%
<b>Worst</b>	64.8%	66.3%	65.6%	68.6%	70.6%

<b>Best</b>	83.8%	84.8%	81.7%	83.5%	82.2%
<b>Your org</b>	78.7%	81.0%	77.9%	80.6%	77.3%
<b>Average</b>	77.5%	80.7%	79.8%	78.8%	77.5%
<b>Worst</b>	71.5%	72.2%	72.6%	75.5%	73.8%

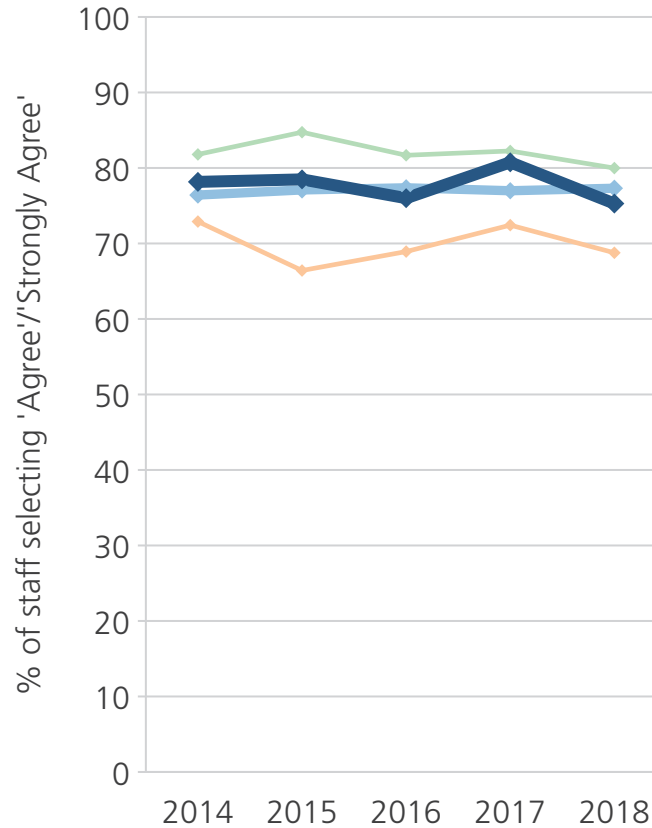
Q4a

There are frequent opportunities for me to show initiative in my role



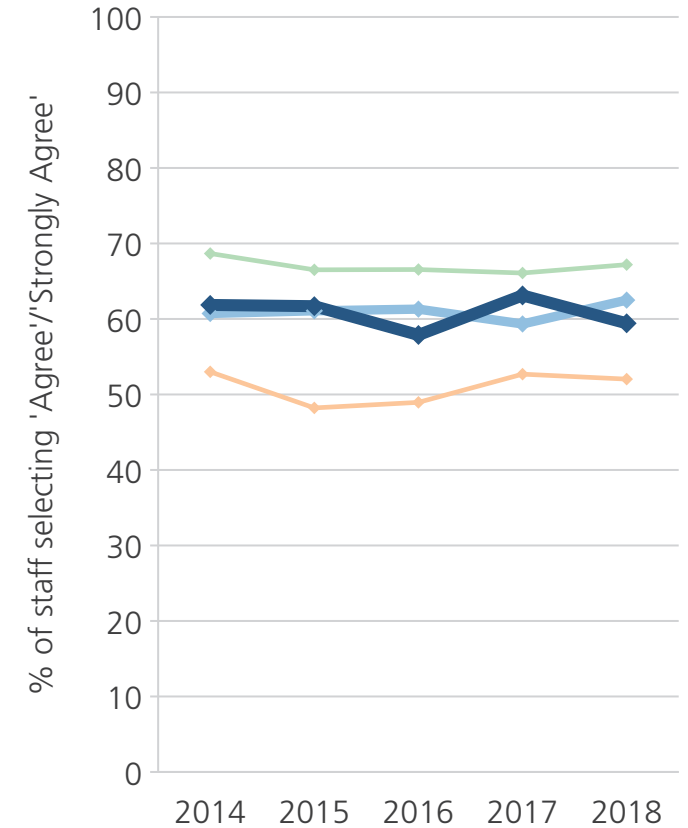
Q4b

I am able to make suggestions to improve the work of my team / department



Q4d

I am able to make improvements happen in my area of work



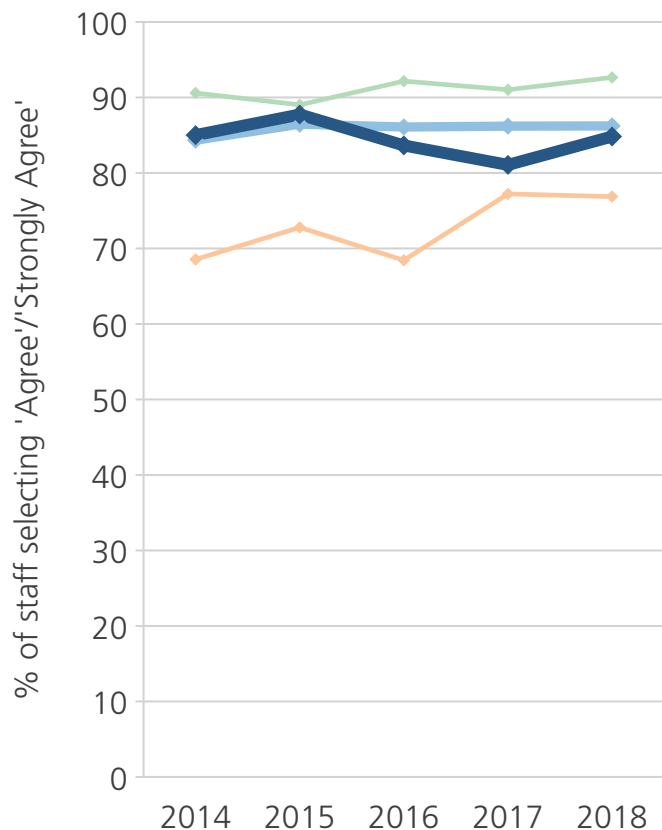
<b>Best</b>	78.6%	81.8%	79.9%	79.7%	80.7%
<b>Your org</b>	72.5%	77.5%	72.3%	77.9%	73.1%
<b>Average</b>	72.5%	77.4%	75.2%	75.4%	75.5%
<b>Worst</b>	68.0%	66.4%	67.6%	69.5%	69.9%

<b>Best</b>	81.8%	84.7%	81.7%	82.3%	80.0%
<b>Your org</b>	78.2%	78.5%	76.0%	80.7%	75.3%
<b>Average</b>	76.4%	77.1%	77.4%	77.0%	77.3%
<b>Worst</b>	72.9%	66.4%	68.9%	72.4%	68.8%

<b>Best</b>	68.7%	66.5%	66.5%	66.1%	67.2%
<b>Your org</b>	61.9%	61.7%	57.9%	63.1%	59.4%
<b>Average</b>	60.7%	61.1%	61.3%	59.3%	62.5%
<b>Worst</b>	53.0%	48.2%	49.0%	52.7%	52.0%

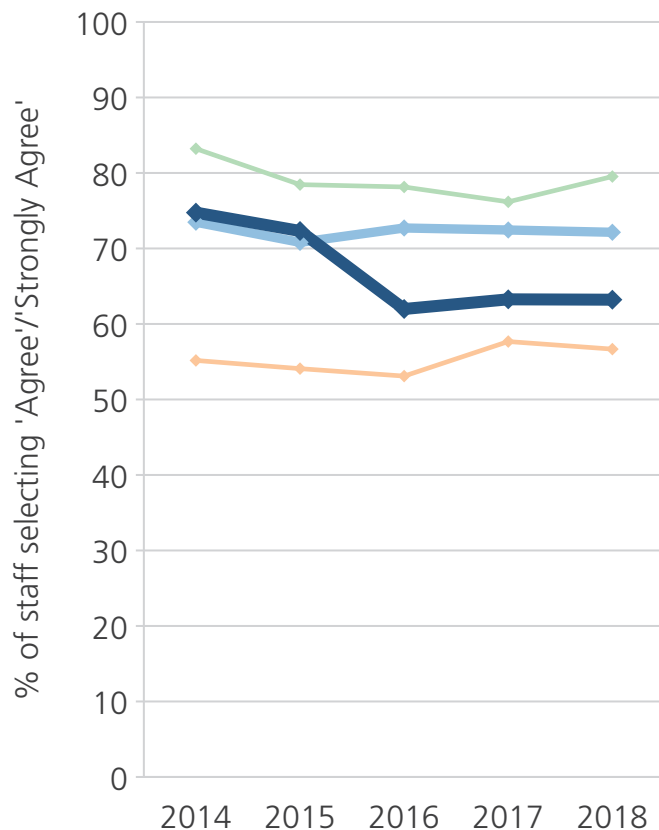
Q21a

Care of patients / service users  
is my organisation's top priority



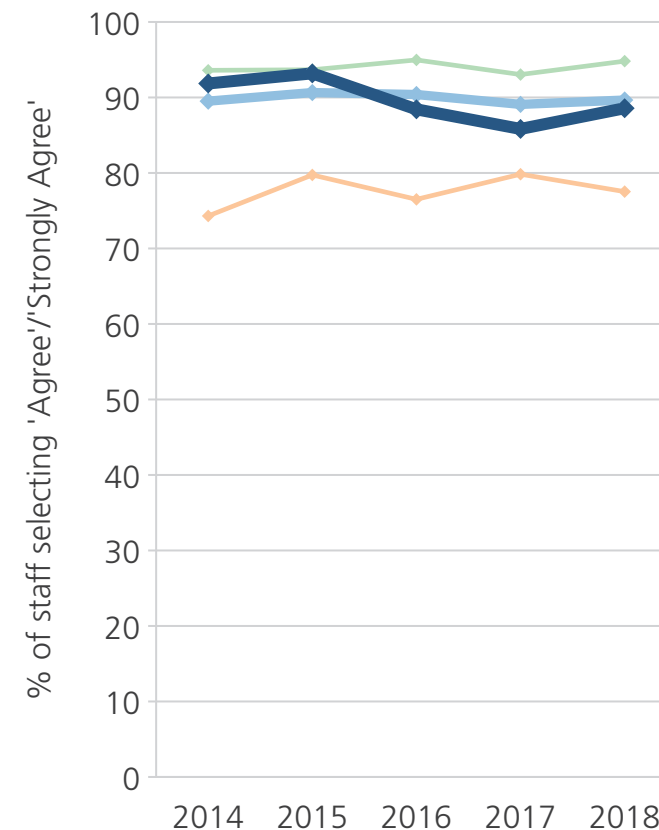
Q21c

I would recommend my  
organisation as a place to work



Q21d

If a friend or relative needed treatment  
I would be happy with the standard  
of care provided by this organisation



<b>Best</b>	90.6%	89.0%	92.2%	91.0%	92.7%
<b>Your org</b>	85.0%	87.7%	83.6%	81.1%	84.8%
<b>Average</b>	84.3%	86.5%	86.1%	86.2%	86.2%
<b>Worst</b>	68.5%	72.8%	68.4%	77.2%	76.9%

<b>Best</b>	83.2%	78.5%	78.1%	76.2%	79.5%
<b>Your org</b>	74.7%	72.3%	62.0%	63.3%	63.2%
<b>Average</b>	73.5%	70.8%	72.7%	72.4%	72.1%
<b>Worst</b>	55.2%	54.1%	53.1%	57.7%	56.7%

<b>Best</b>	93.6%	93.7%	95.0%	93.0%	94.8%
<b>Your org</b>	91.9%	93.2%	88.4%	85.8%	88.6%
<b>Average</b>	89.5%	90.6%	90.4%	89.1%	89.7%
<b>Worst</b>	74.3%	79.7%	76.5%	79.8%	77.5%

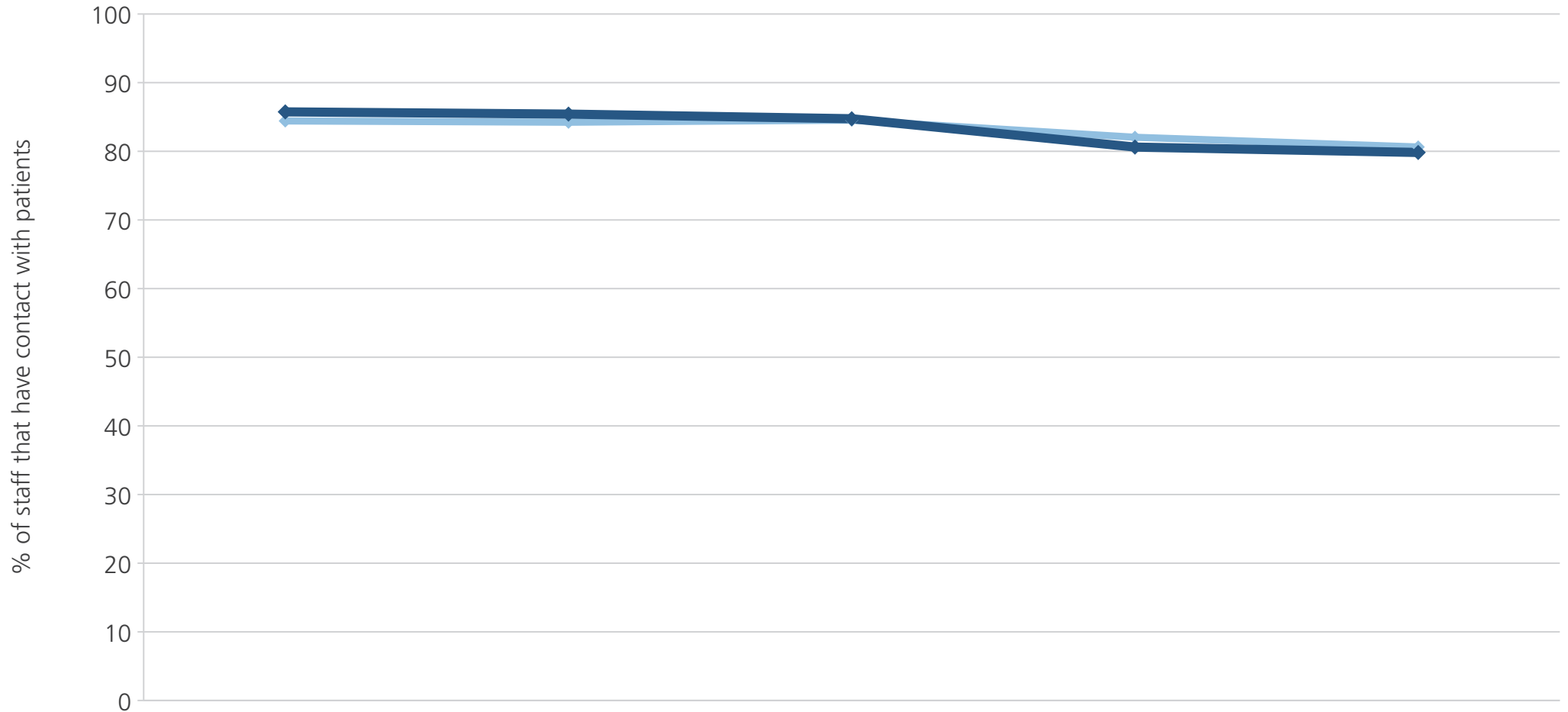
# Question results

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

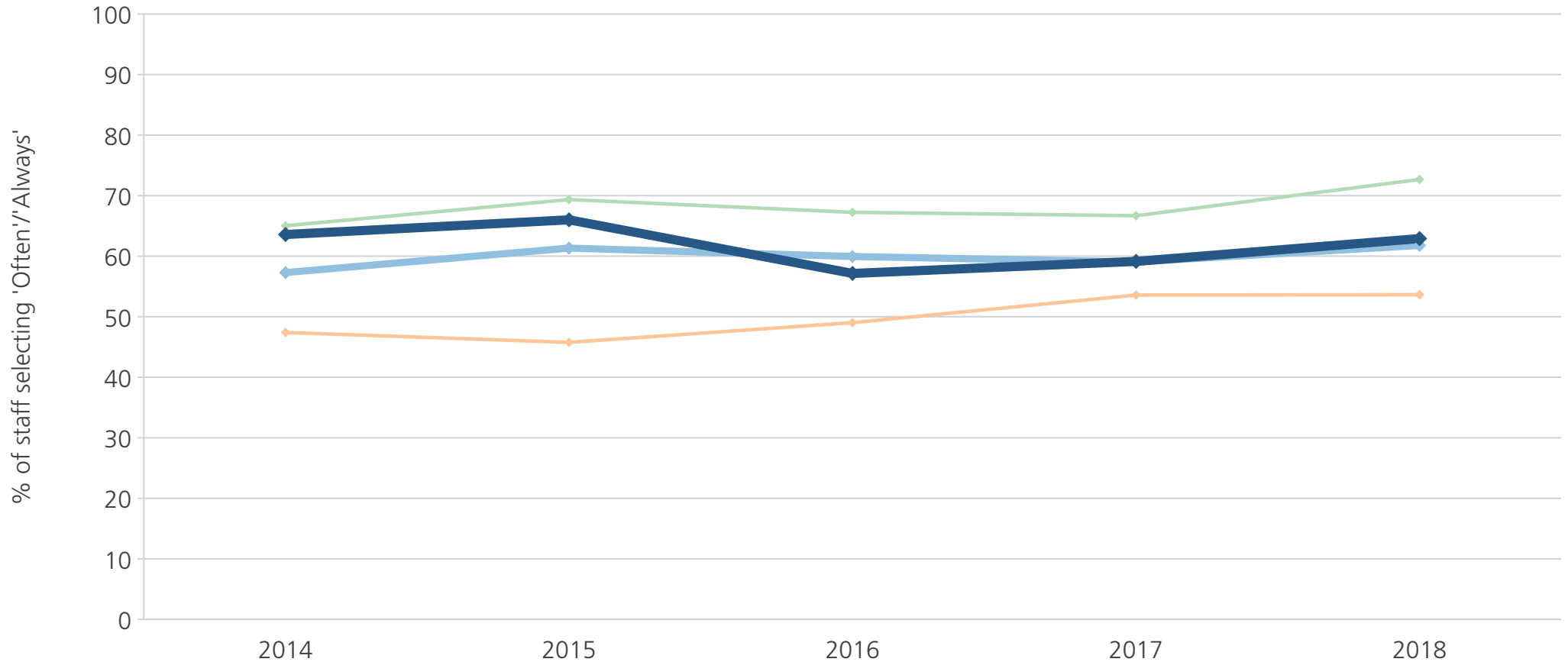
# Question results – Your job

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

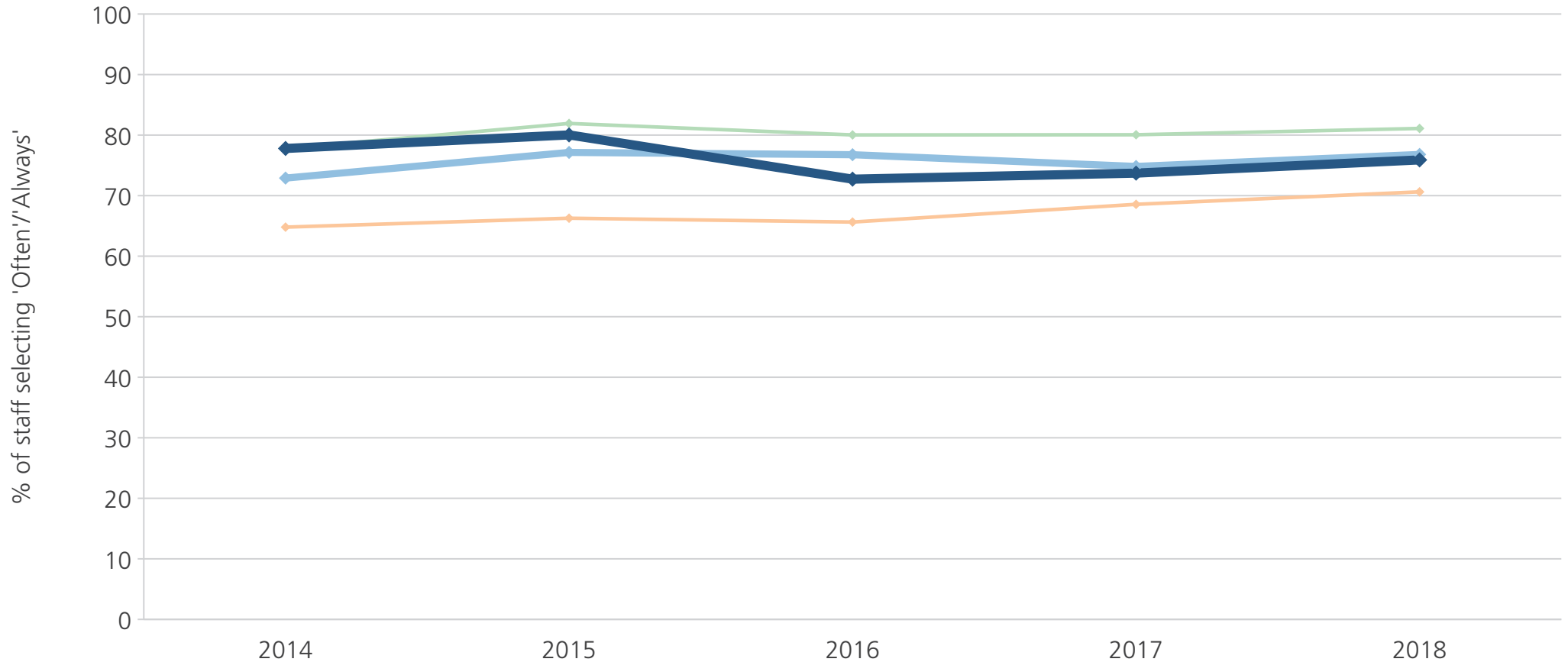




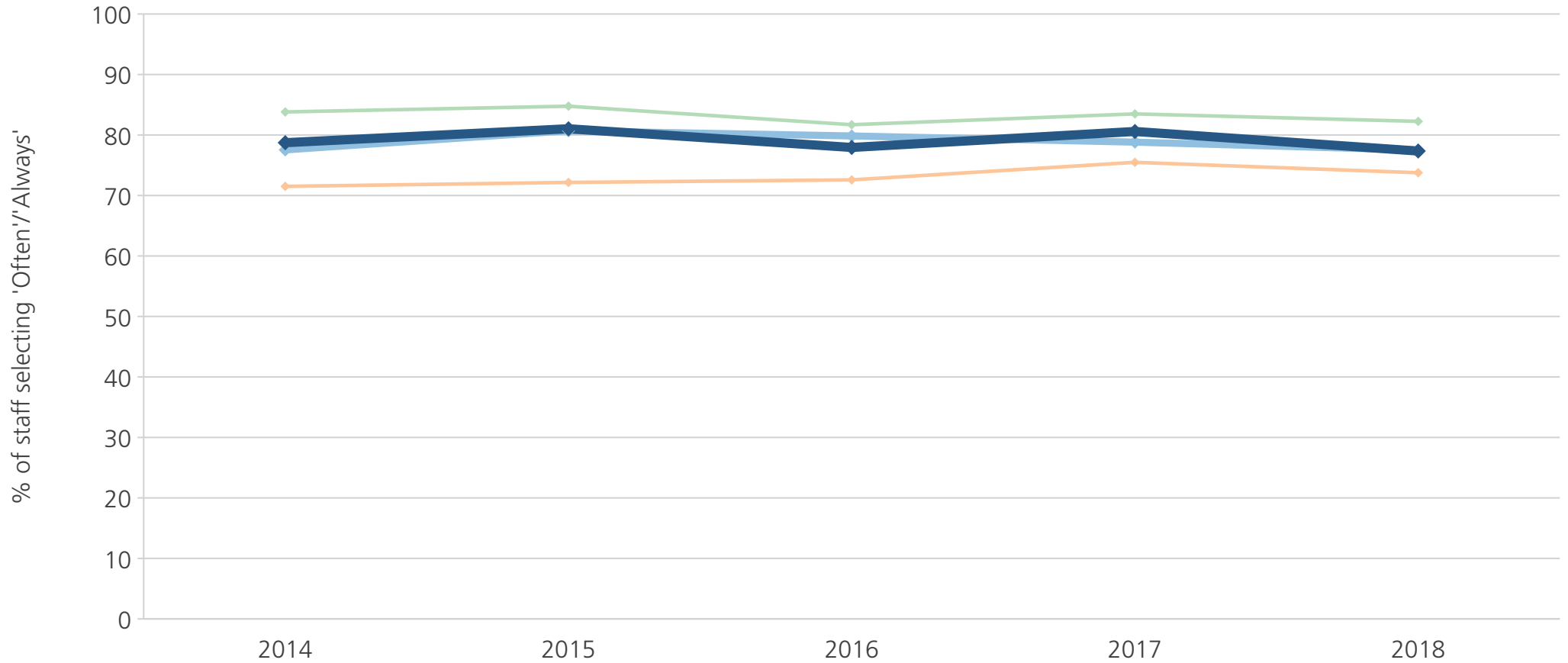
	2014	2015	2016	2017	2018
<b>Your org</b>	85.7%	85.4%	84.7%	80.6%	79.8%
<b>Average</b>	84.4%	84.2%	84.5%	82.0%	80.6%
<b>No. responses</b>	996	1,015	957	552	942



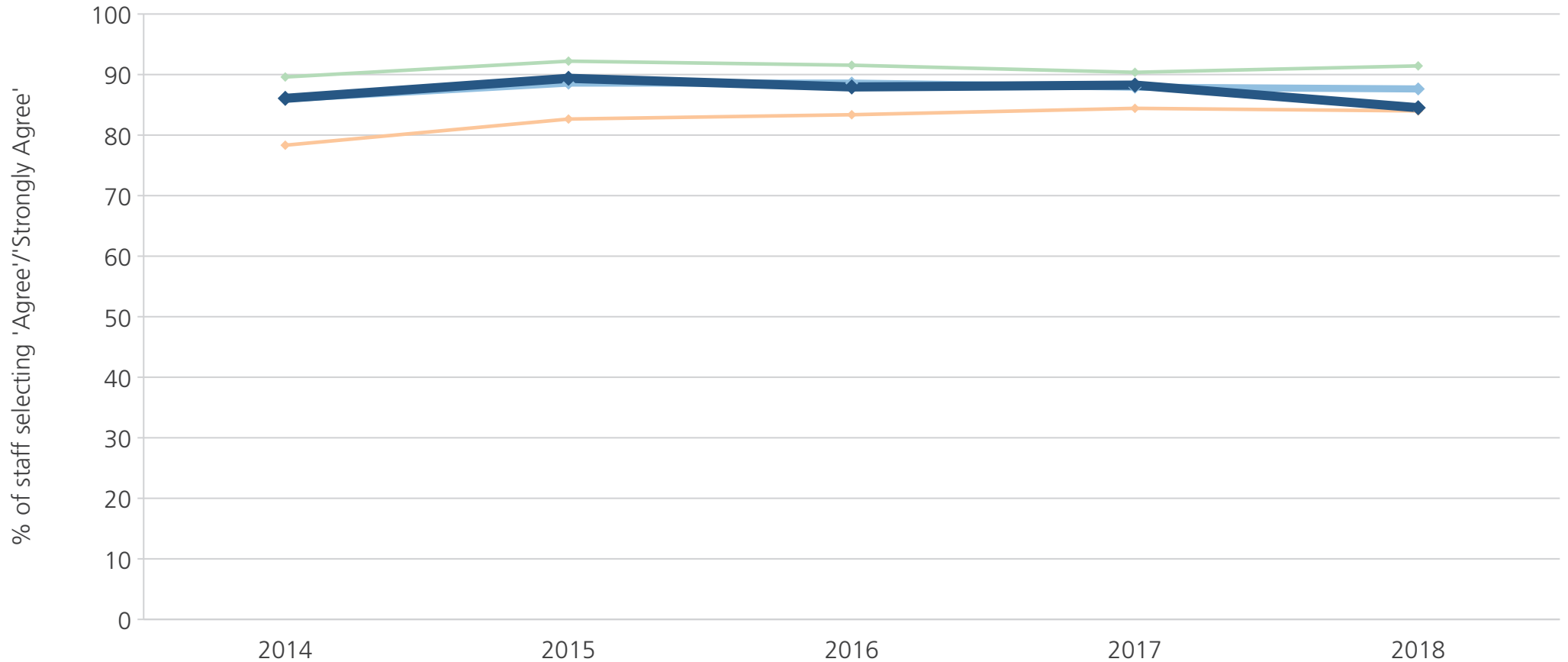
<b>Best</b>	65.0%	69.4%	67.2%	66.7%	72.7%
<b>Your org</b>	63.6%	66.0%	57.1%	59.1%	62.9%
<b>Average</b>	57.3%	61.3%	59.9%	59.0%	61.8%
<b>Worst</b>	47.4%	45.8%	49.0%	53.6%	53.6%
<b>No. responses</b>	996	1,016	971	560	979



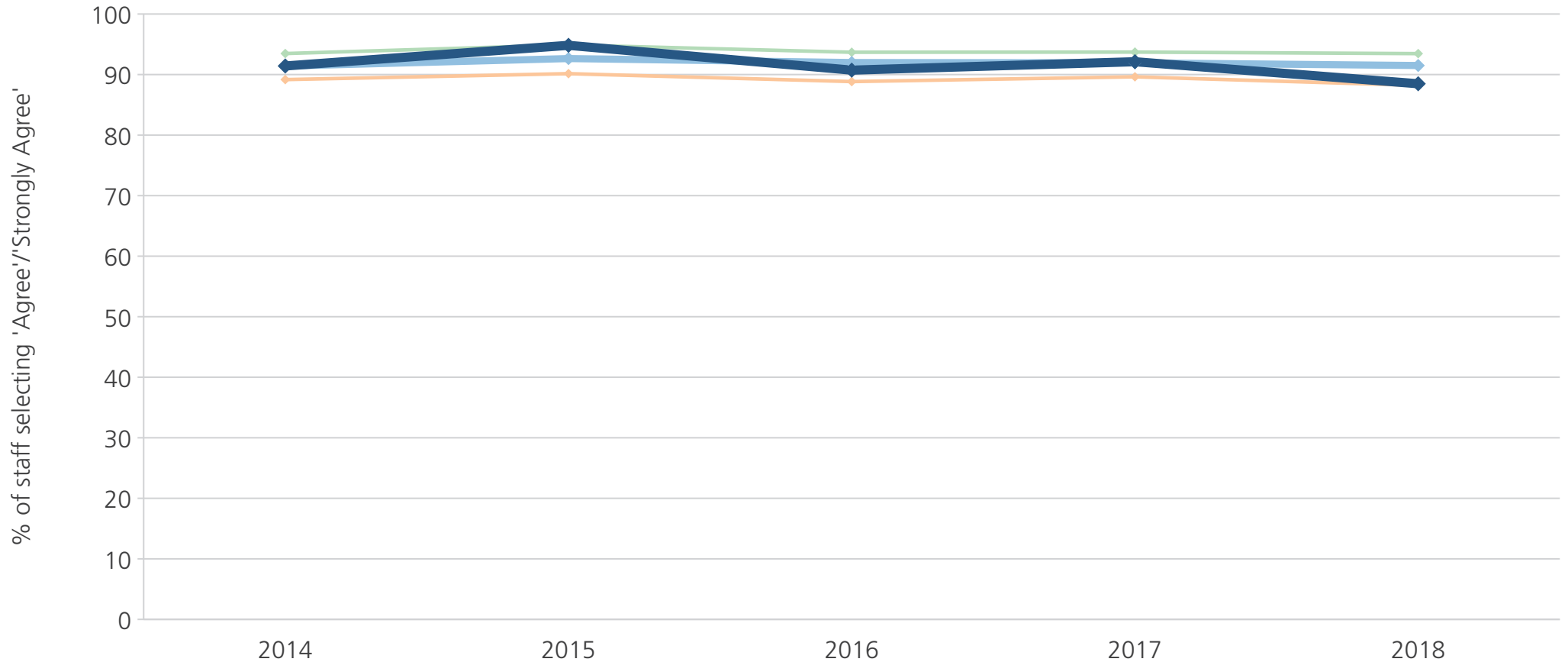
<b>Best</b>	77.8%	81.9%	80.0%	80.1%	81.1%
<b>Your org</b>	77.8%	80.0%	72.7%	73.7%	75.9%
<b>Average</b>	72.9%	77.1%	76.8%	74.8%	76.8%
<b>Worst</b>	64.8%	66.3%	65.6%	68.6%	70.6%
<b>No. responses</b>	999	1,013	957	556	962



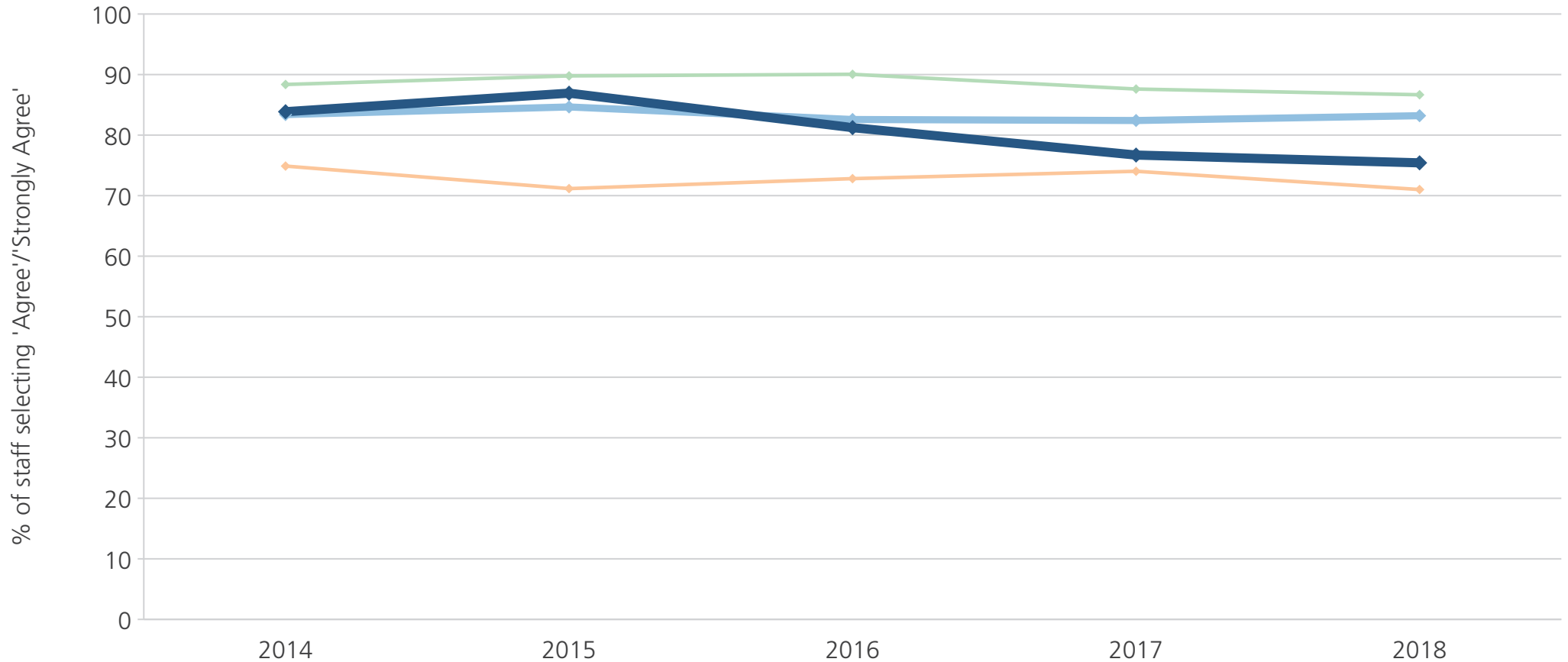
	2014	2015	2016	2017	2018
<b>Best</b>	83.8%	84.8%	81.7%	83.5%	82.2%
<b>Your org</b>	78.7%	81.0%	77.9%	80.6%	77.3%
<b>Average</b>	77.5%	80.7%	79.8%	78.8%	77.5%
<b>Worst</b>	71.5%	72.2%	72.6%	75.5%	73.8%
<b>No. responses</b>	999	1,011	959	558	962



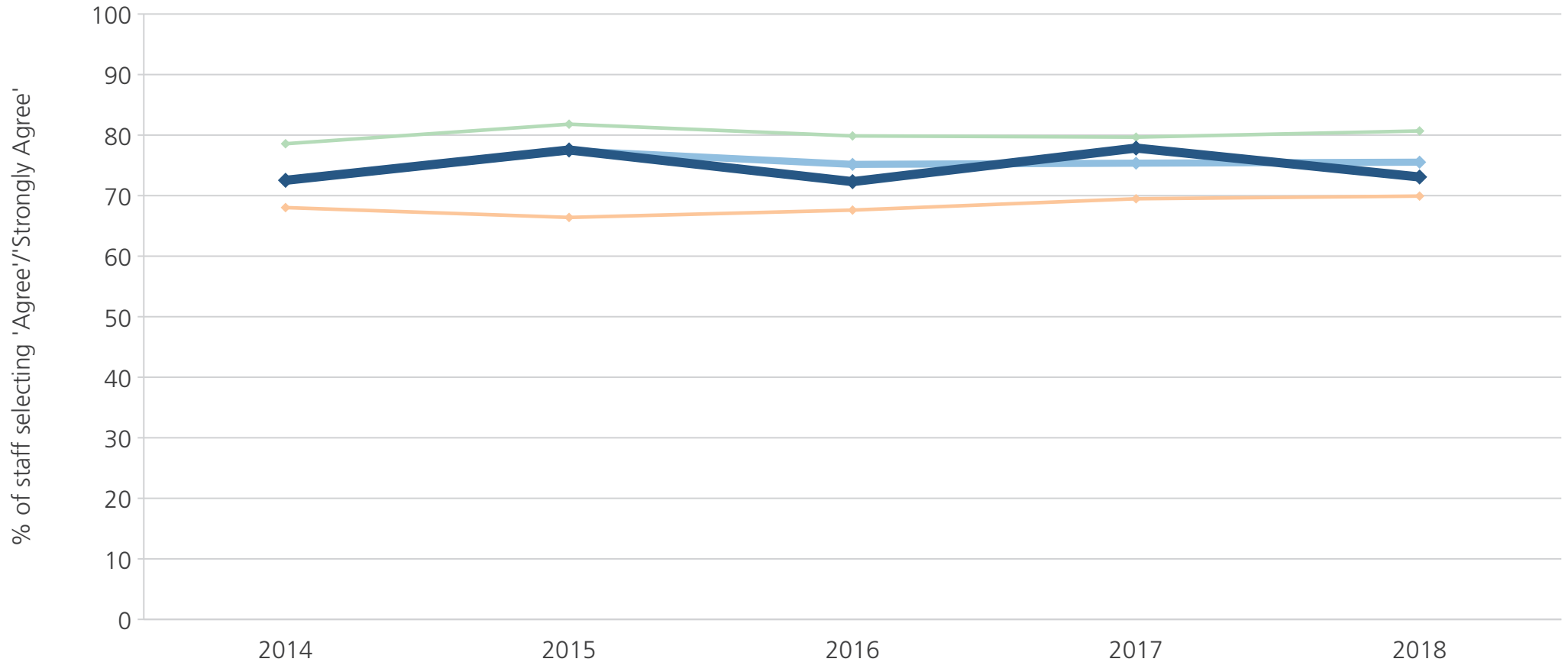
<b>Best</b>	89.6%	92.2%	91.5%	90.4%	91.4%
<b>Your org</b>	86.1%	89.4%	88.0%	88.3%	84.5%
<b>Average</b>	86.0%	88.6%	88.6%	87.9%	87.6%
<b>Worst</b>	78.3%	82.6%	83.4%	84.4%	84.0%
<b>No. responses</b>	1,006	1,018	973	561	976



<b>Best</b>	93.5%	94.9%	93.7%	93.7%	93.5%
<b>Your org</b>	91.4%	94.8%	90.7%	92.1%	88.5%
<b>Average</b>	91.4%	92.6%	92.0%	91.9%	91.5%
<b>Worst</b>	89.2%	90.1%	88.8%	89.6%	88.2%
<b>No. responses</b>	1,004	1,015	968	561	965

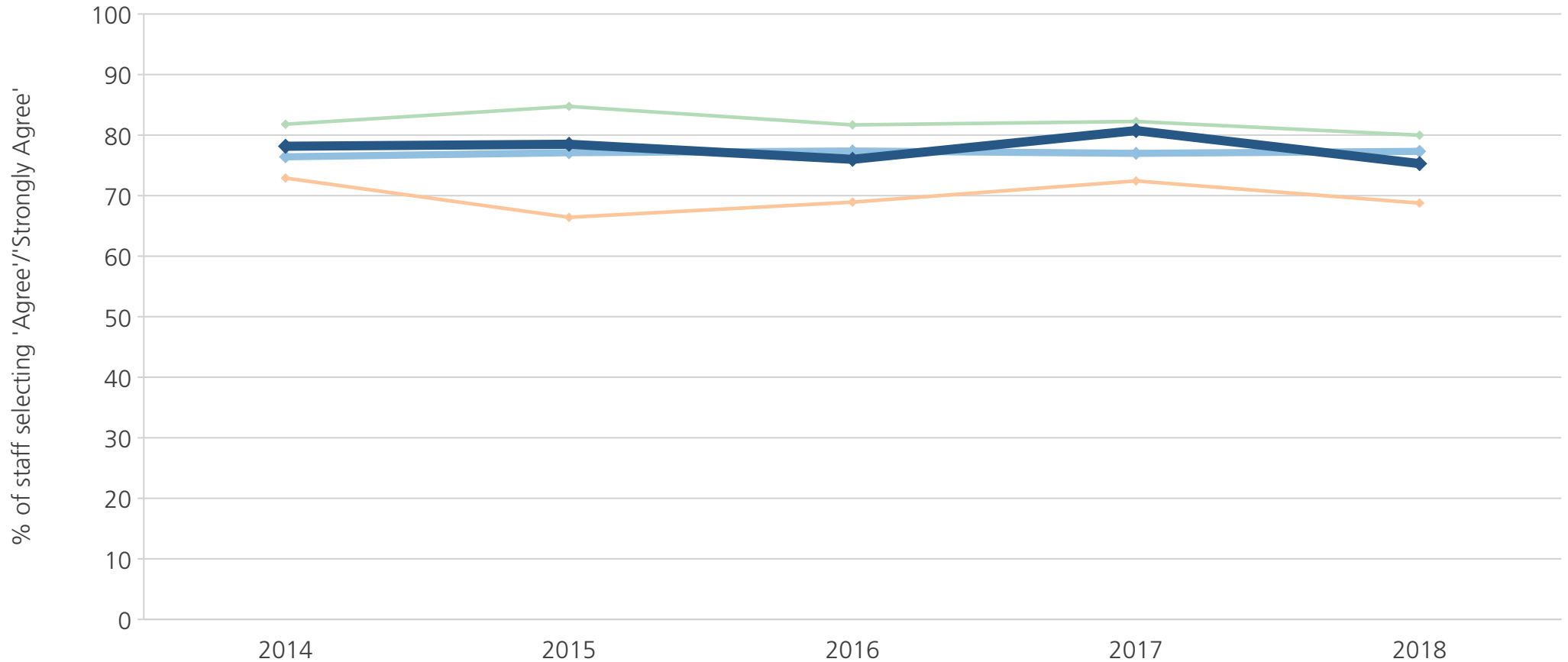


<b>Best</b>	88.4%	89.8%	90.0%	87.6%	86.7%
<b>Your org</b>	83.9%	86.9%	81.2%	76.7%	75.4%
<b>Average</b>	83.4%	84.6%	82.6%	82.4%	83.2%
<b>Worst</b>	74.9%	71.2%	72.8%	74.0%	71.0%
<b>No. responses</b>	1,006	1,013	968	558	963

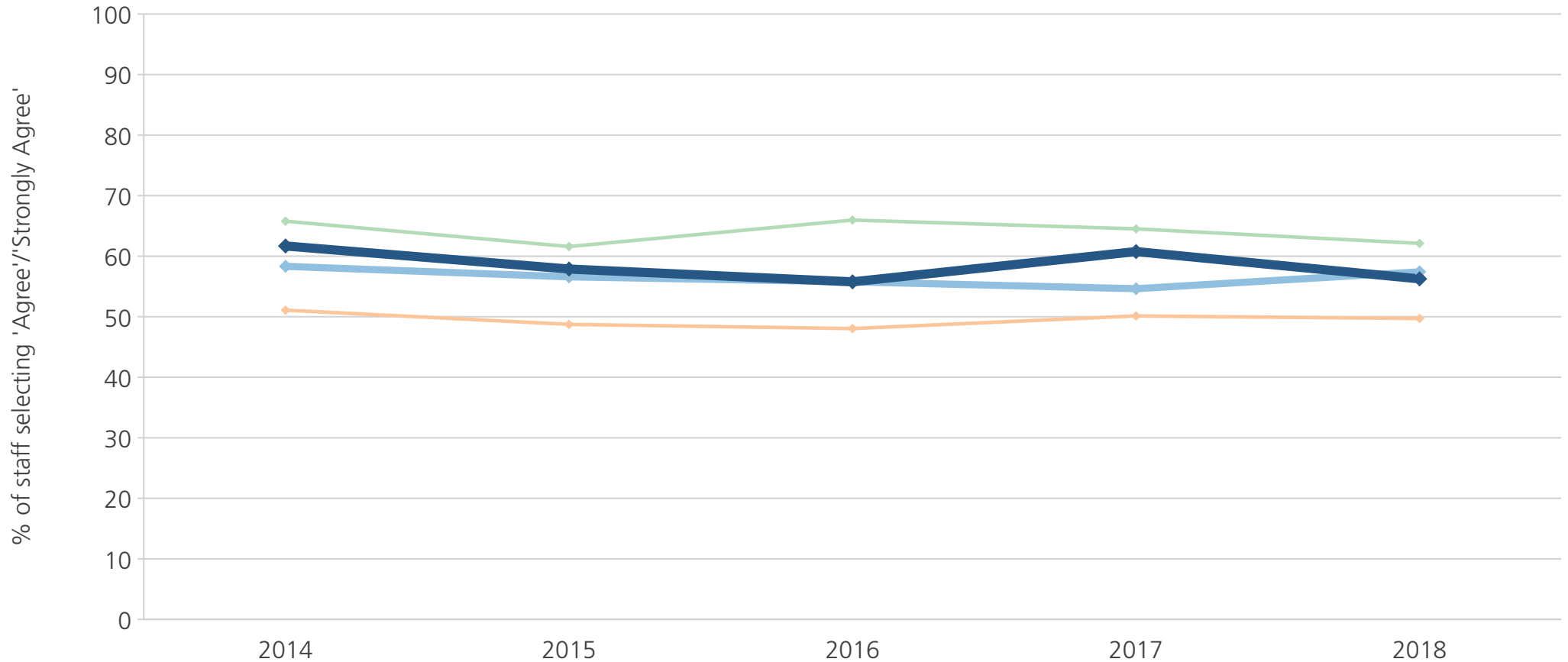


	2014	2015	2016	2017	2018
<b>Best</b>	78.6%	81.8%	79.9%	79.7%	80.7%
<b>Your org</b>	72.5%	77.5%	72.3%	77.9%	73.1%
<b>Average</b>	72.5%	77.4%	75.2%	75.4%	75.5%
<b>Worst</b>	68.0%	66.4%	67.6%	69.5%	69.9%
<b>No. responses</b>	1,001	1,020	969	561	974

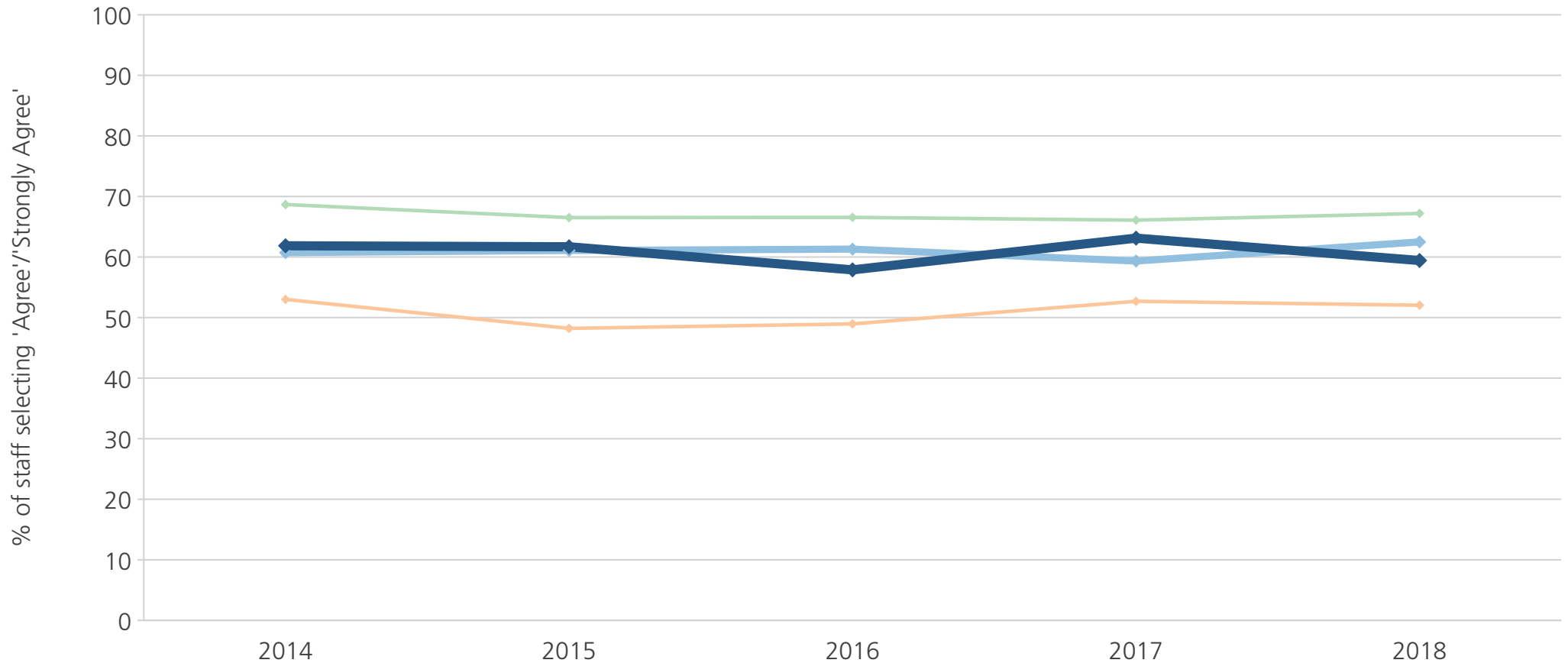




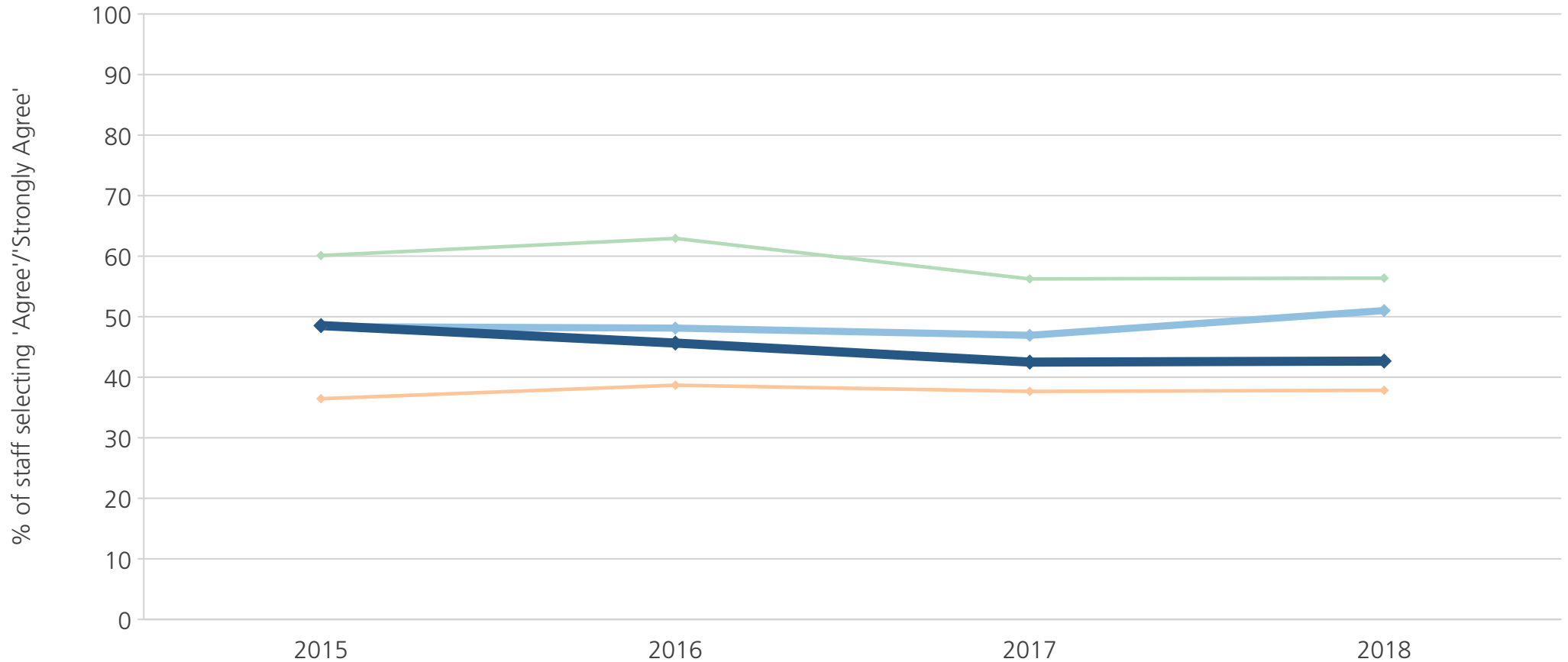
	2014	2015	2016	2017	2018
<b>Best</b>	81.8%	84.7%	81.7%	82.3%	80.0%
<b>Your org</b>	78.2%	78.5%	76.0%	80.7%	75.3%
<b>Average</b>	76.4%	77.1%	77.4%	77.0%	77.3%
<b>Worst</b>	72.9%	66.4%	68.9%	72.4%	68.8%
<b>No. responses</b>	1,003	1,020	969	561	973



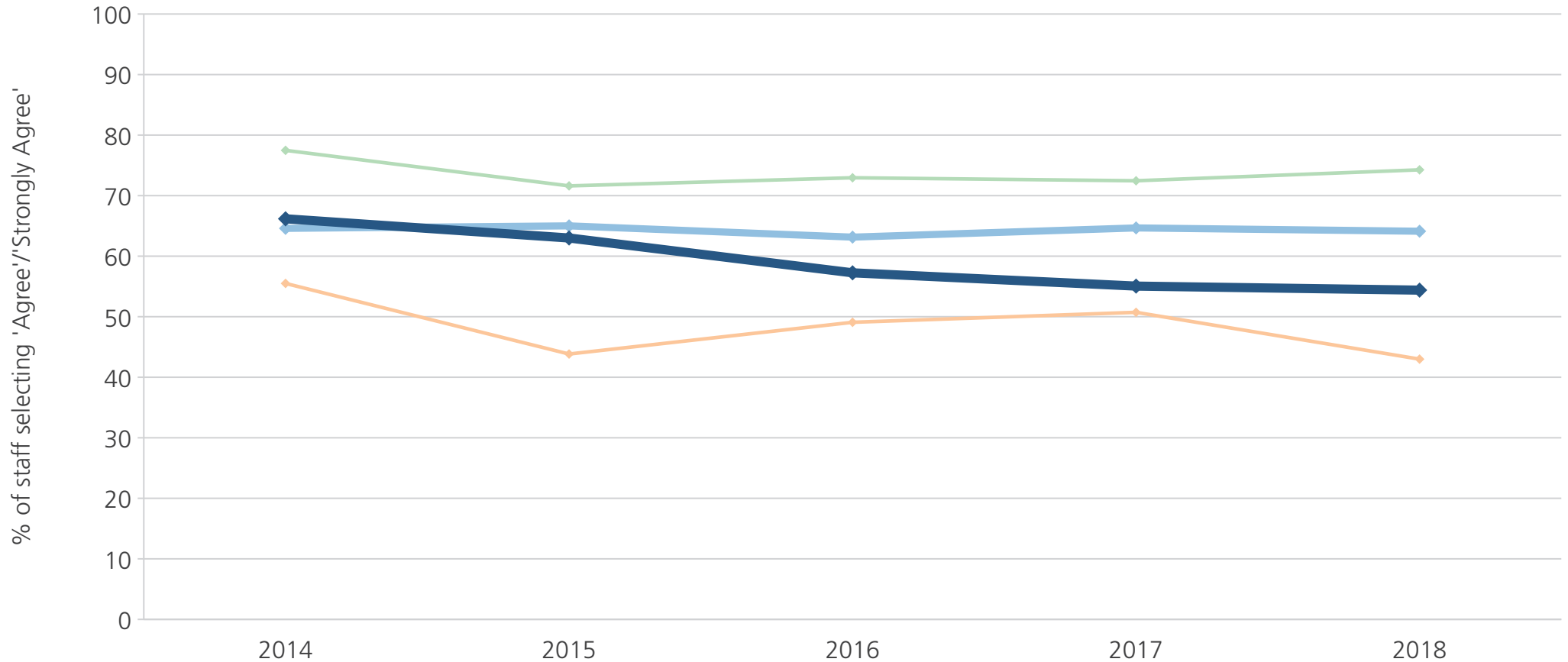
Best	65.8%	61.6%	66.0%	64.5%	62.1%
Your org	61.7%	57.9%	55.8%	60.8%	56.3%
Average	58.3%	56.6%	55.8%	54.6%	57.4%
Worst	51.1%	48.7%	48.0%	50.1%	49.7%
No. responses	1,001	1,016	969	559	970



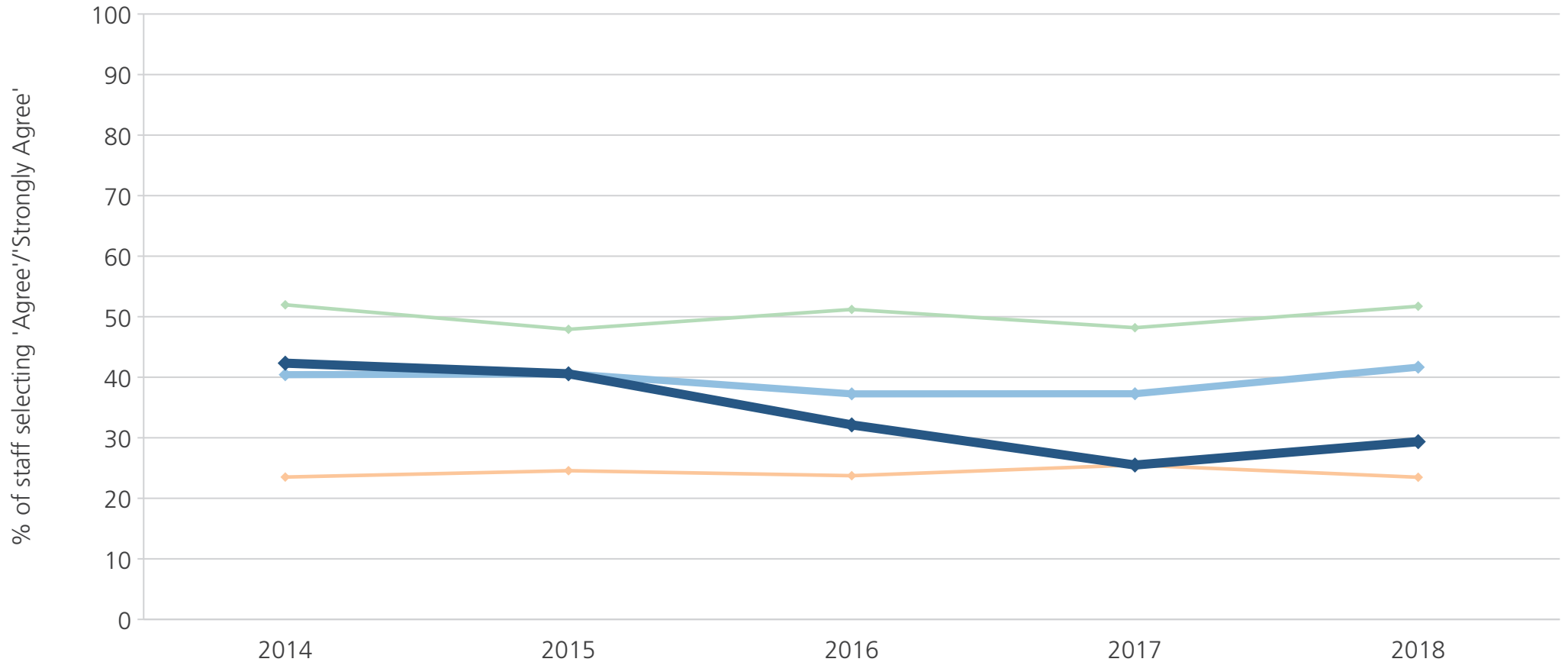
Best	68.7%	66.5%	66.5%	66.1%	67.2%
Your org	61.9%	61.7%	57.9%	63.1%	59.4%
Average	60.7%	61.1%	61.3%	59.3%	62.5%
Worst	53.0%	48.2%	49.0%	52.7%	52.0%
No. responses	999	1,019	967	560	969



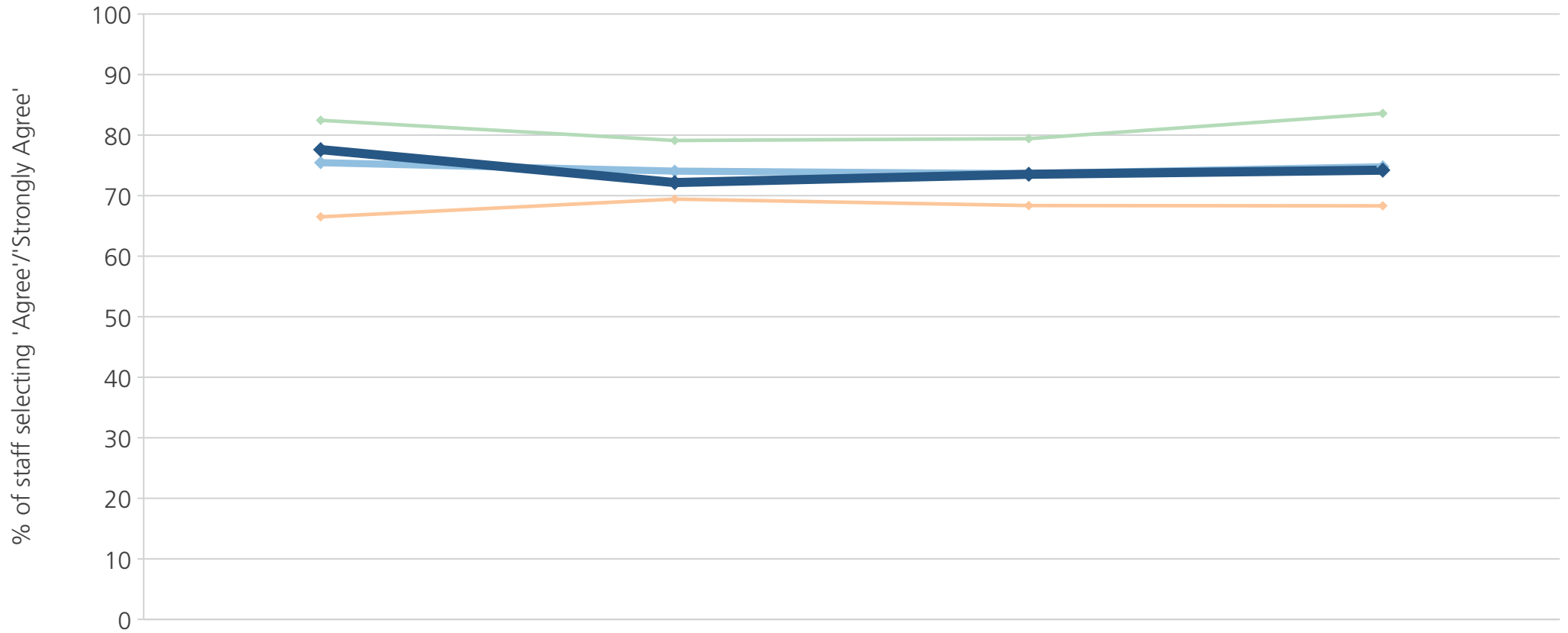
<b>Best</b>	60.1%	62.9%	56.2%	56.4%
<b>Your org</b>	48.5%	45.6%	42.5%	42.7%
<b>Average</b>	48.4%	48.1%	46.9%	51.0%
<b>Worst</b>	36.5%	38.7%	37.7%	37.8%
<b>No. responses</b>	1,016	966	558	966



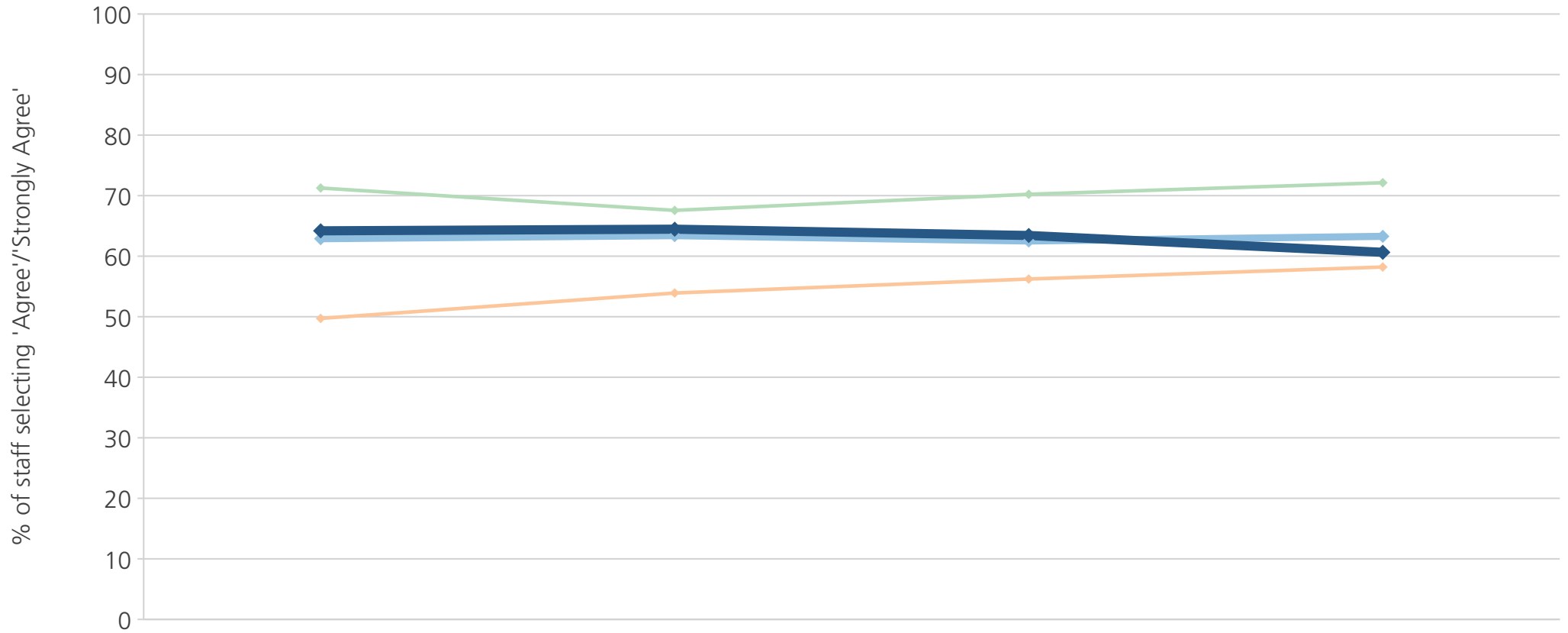
<b>Best</b>	77.5%	71.6%	73.0%	72.5%	74.3%
<b>Your org</b>	66.2%	63.0%	57.2%	55.1%	54.4%
<b>Average</b>	64.6%	65.0%	63.1%	64.7%	64.1%
<b>Worst</b>	55.5%	43.8%	49.1%	50.7%	43.0%
<b>No. responses</b>	1,001	1,017	968	558	964



<b>Best</b>	52.0%	47.9%	51.2%	48.2%	51.7%
<b>Your org</b>	42.3%	40.6%	32.1%	25.5%	29.4%
<b>Average</b>	40.4%	40.6%	37.3%	37.3%	41.7%
<b>Worst</b>	23.5%	24.6%	23.7%	25.5%	23.5%
<b>No. responses</b>	996	1,015	966	559	971

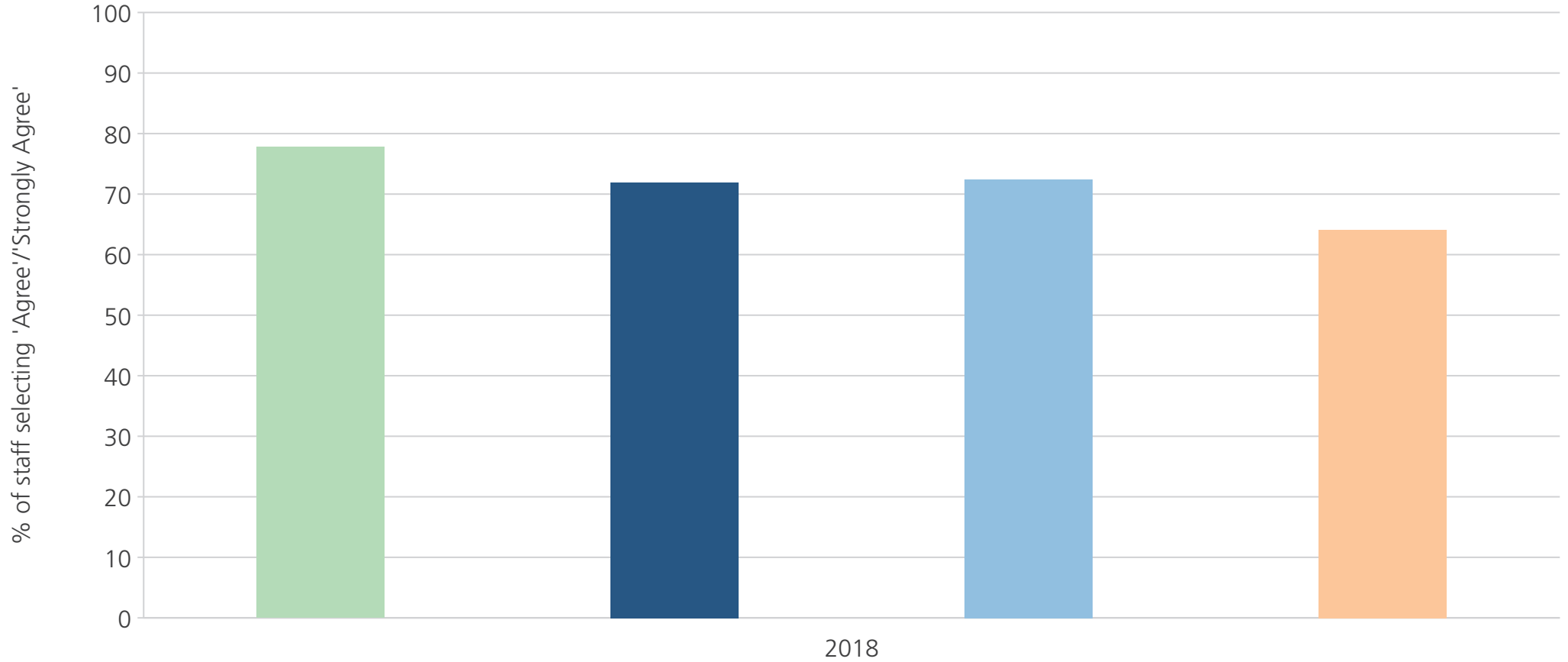


	2015	2016	2017	2018
Best	82.4%	79.1%	79.4%	83.6%
Your org	77.6%	72.2%	73.5%	74.2%
Average	75.4%	74.0%	73.6%	74.8%
Worst	66.5%	69.4%	68.4%	68.3%
No. responses	1,014	964	555	964



	2015	2016	2017	2018
<b>Best</b>	71.3%	67.6%	70.2%	72.1%
<b>Your org</b>	64.2%	64.5%	63.4%	60.6%
<b>Average</b>	62.9%	63.4%	62.5%	63.3%
<b>Worst</b>	49.7%	53.9%	56.2%	58.2%
<b>No. responses</b>	1,016	964	557	966

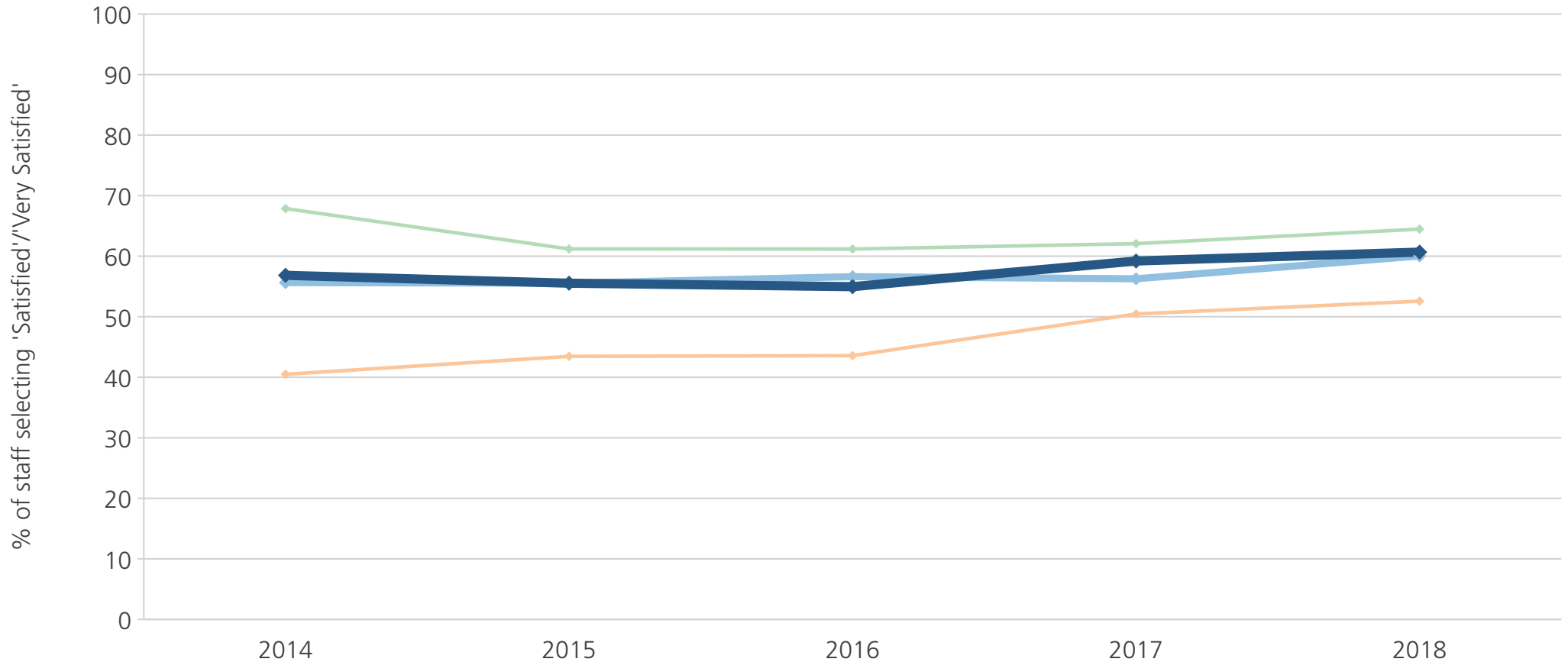




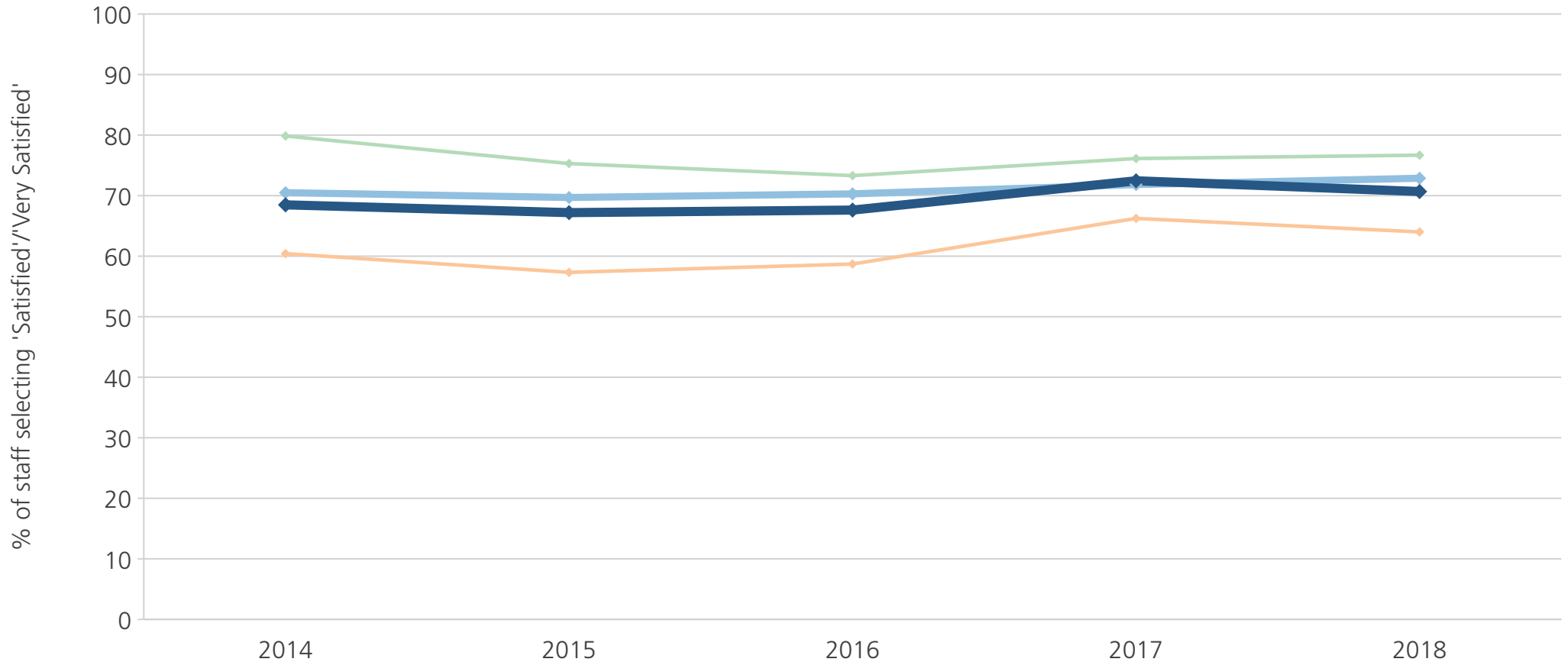
Best	77.7%
Your org	71.9%
Average	72.4%
Worst	64.1%

No. responses

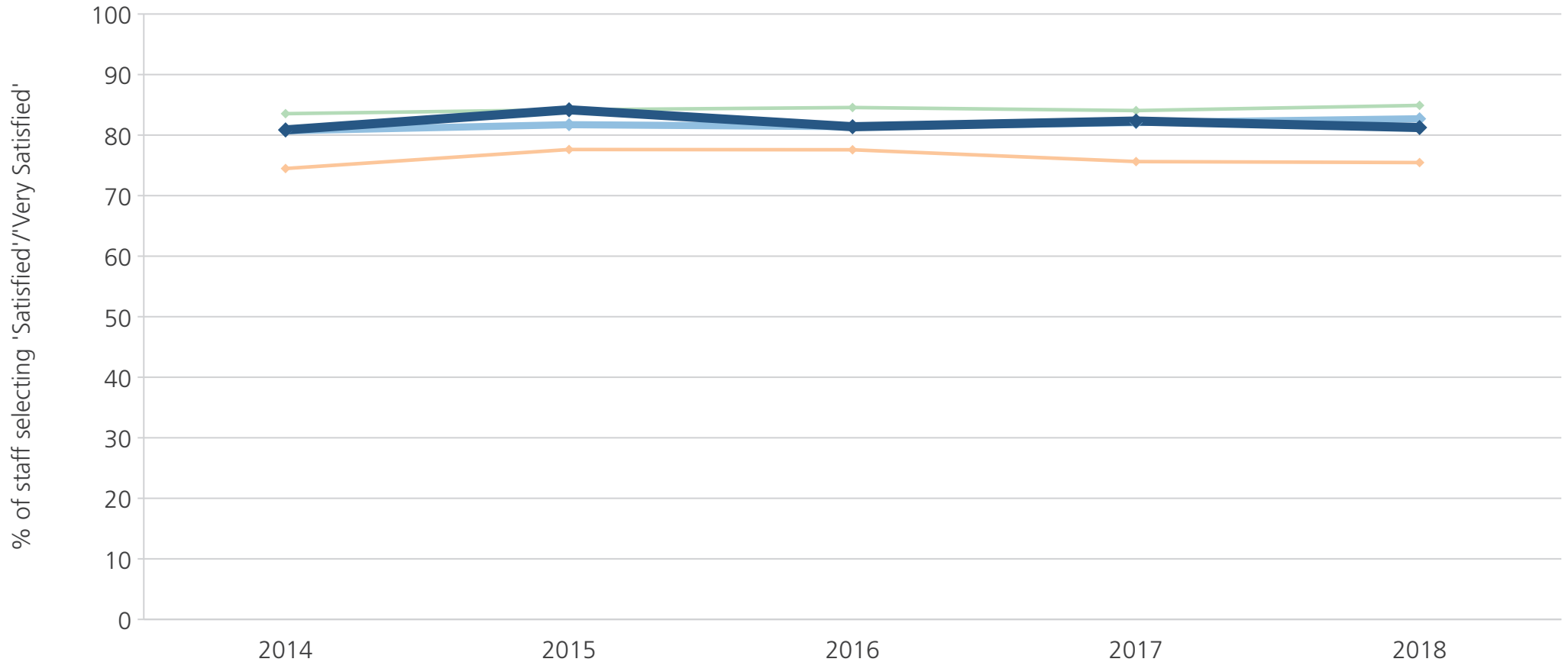
972



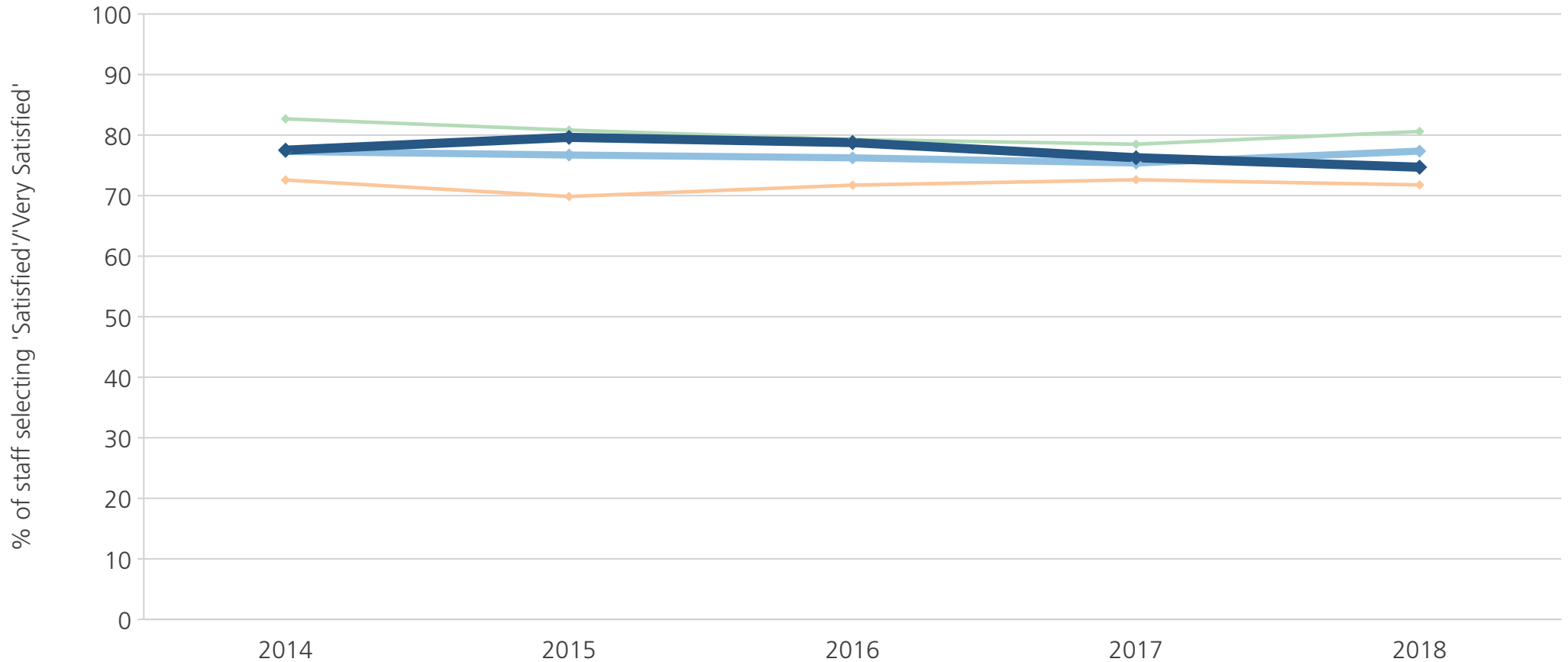
<b>Best</b>	67.9%	61.2%	61.2%	62.1%	64.5%
<b>Your org</b>	56.8%	55.5%	55.0%	59.2%	60.7%
<b>Average</b>	55.6%	55.5%	56.6%	56.3%	60.0%
<b>Worst</b>	40.5%	43.5%	43.6%	50.5%	52.6%
<b>No. responses</b>	1,002	1,017	970	559	964



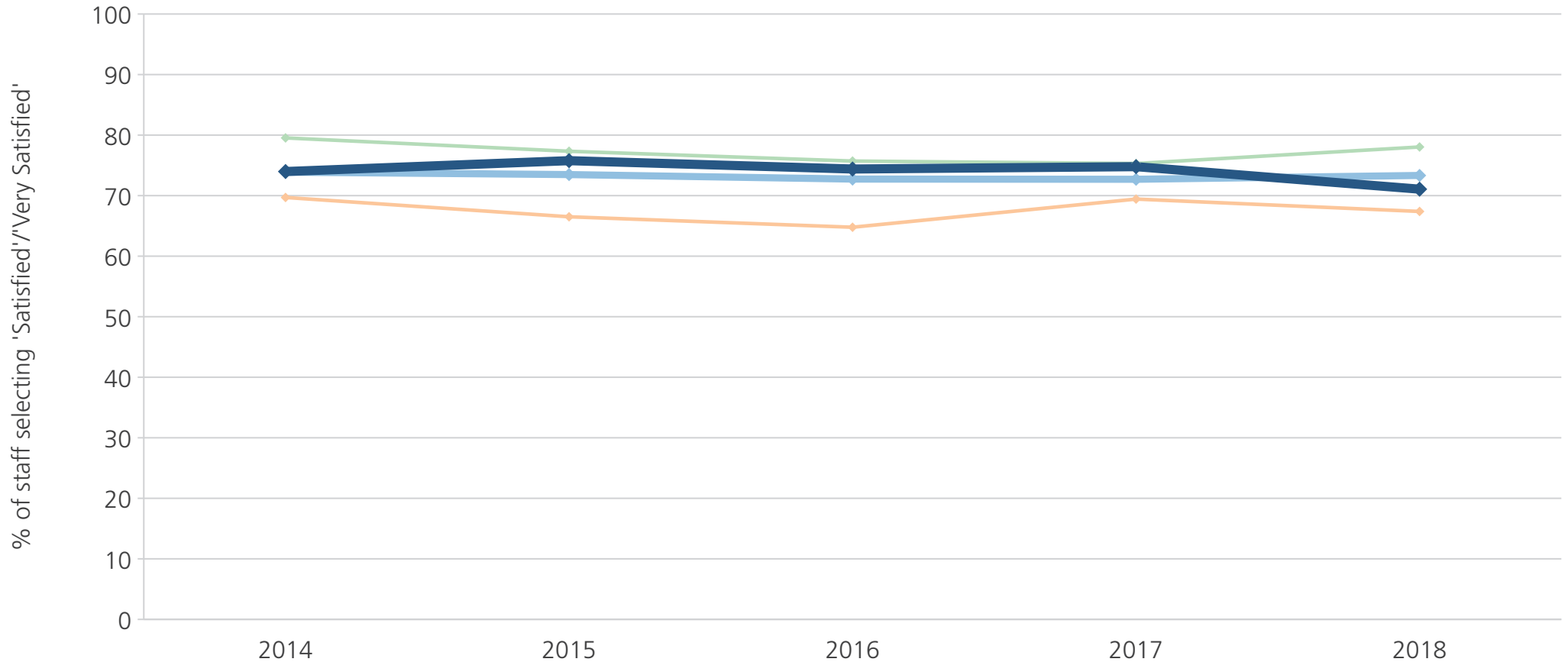
<b>Best</b>	79.9%	75.3%	73.3%	76.1%	76.7%
<b>Your org</b>	68.5%	67.2%	67.6%	72.5%	70.7%
<b>Average</b>	70.5%	69.7%	70.3%	71.8%	72.9%
<b>Worst</b>	60.4%	57.3%	58.7%	66.2%	64.0%
<b>No. responses</b>	1,000	1,017	970	562	962



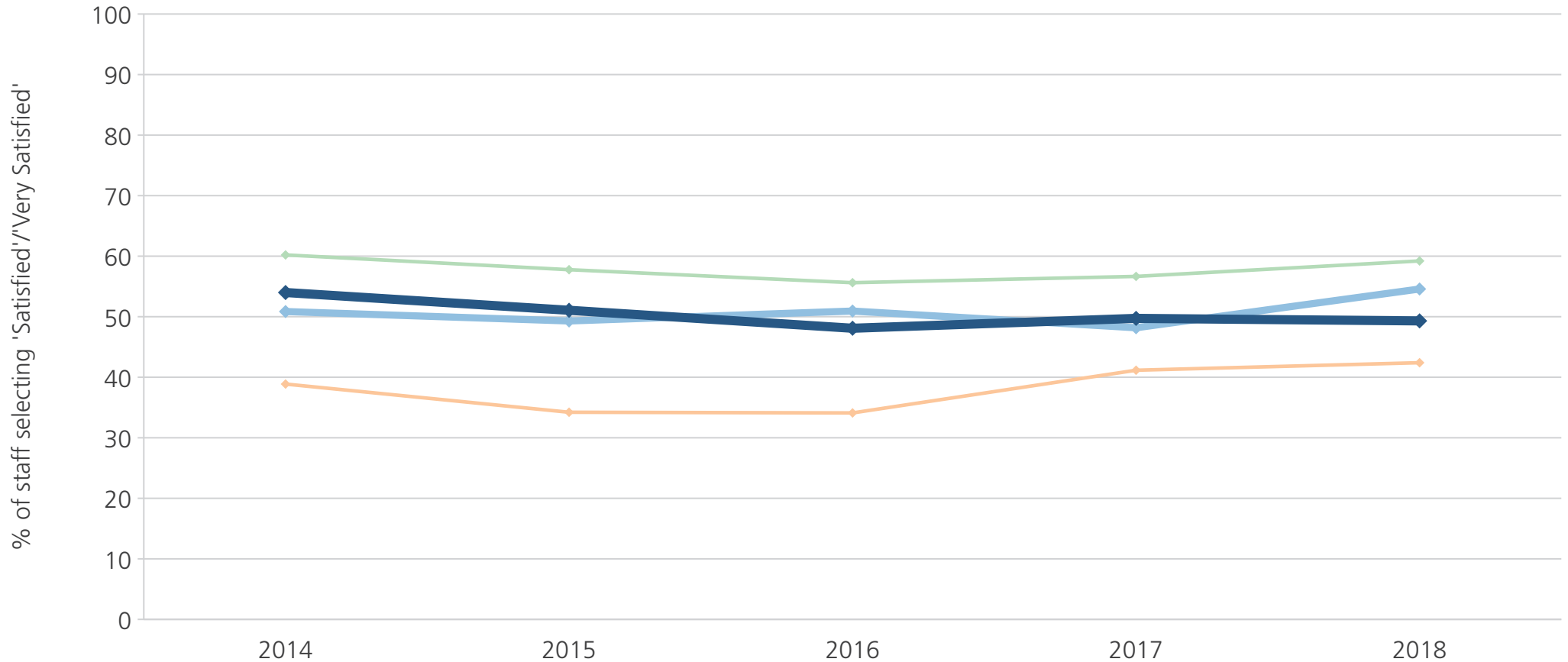
	2014	2015	2016	2017	2018
Best	83.5%	84.2%	84.6%	84.1%	84.9%
Your org	80.9%	84.2%	81.4%	82.3%	81.2%
Average	80.7%	81.7%	81.4%	82.1%	82.7%
Worst	74.5%	77.6%	77.6%	75.6%	75.5%
No. responses	1,001	1,020	968	560	962



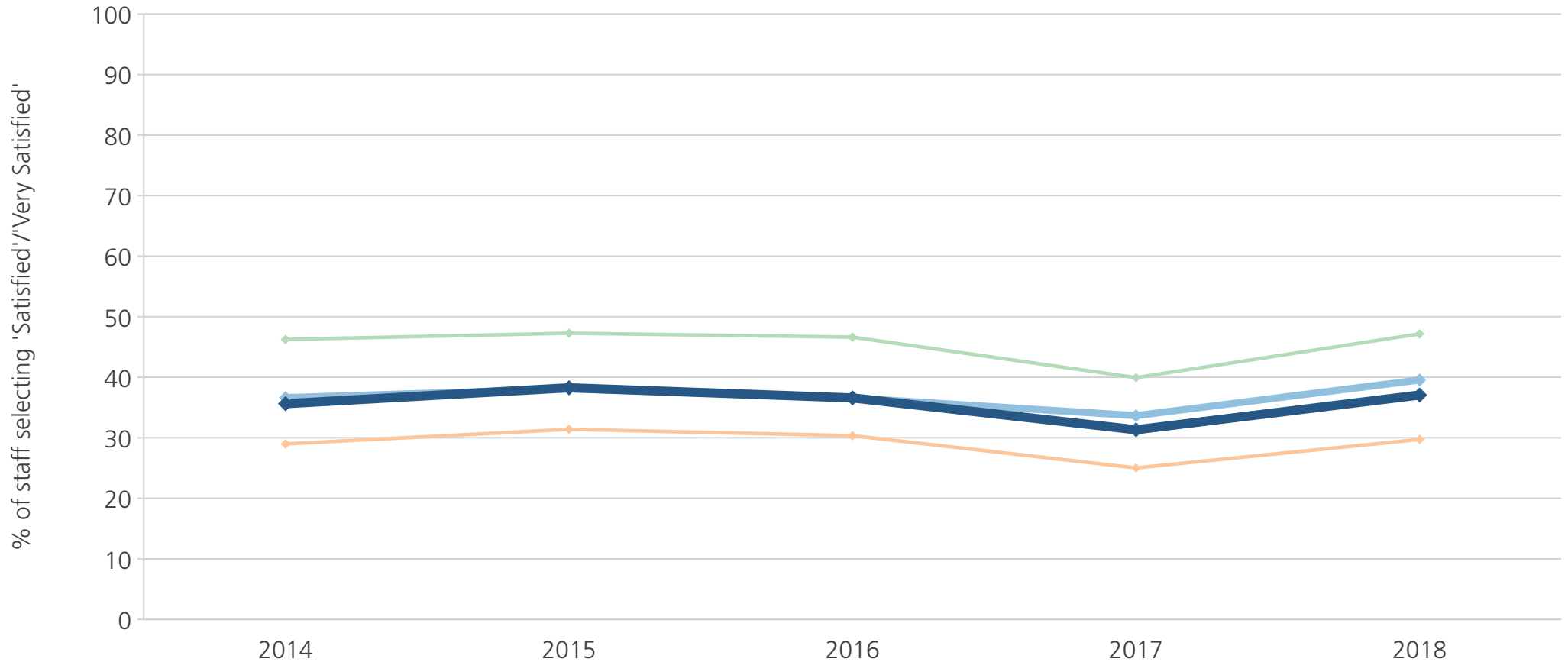
<b>Best</b>	82.7%	80.8%	79.3%	78.5%	80.6%
<b>Your org</b>	77.5%	79.6%	78.8%	76.3%	74.7%
<b>Average</b>	77.3%	76.7%	76.2%	75.4%	77.4%
<b>Worst</b>	72.6%	69.9%	71.7%	72.6%	71.8%
<b>No. responses</b>	998	1,018	967	557	957



	2014	2015	2016	2017	2018
<b>Best</b>	79.5%	77.3%	75.7%	75.3%	78.0%
<b>Your org</b>	74.0%	75.8%	74.4%	74.8%	71.1%
<b>Average</b>	73.9%	73.5%	72.7%	72.7%	73.3%
<b>Worst</b>	69.7%	66.5%	64.8%	69.4%	67.4%
<b>No. responses</b>	1,001	1,018	968	560	960

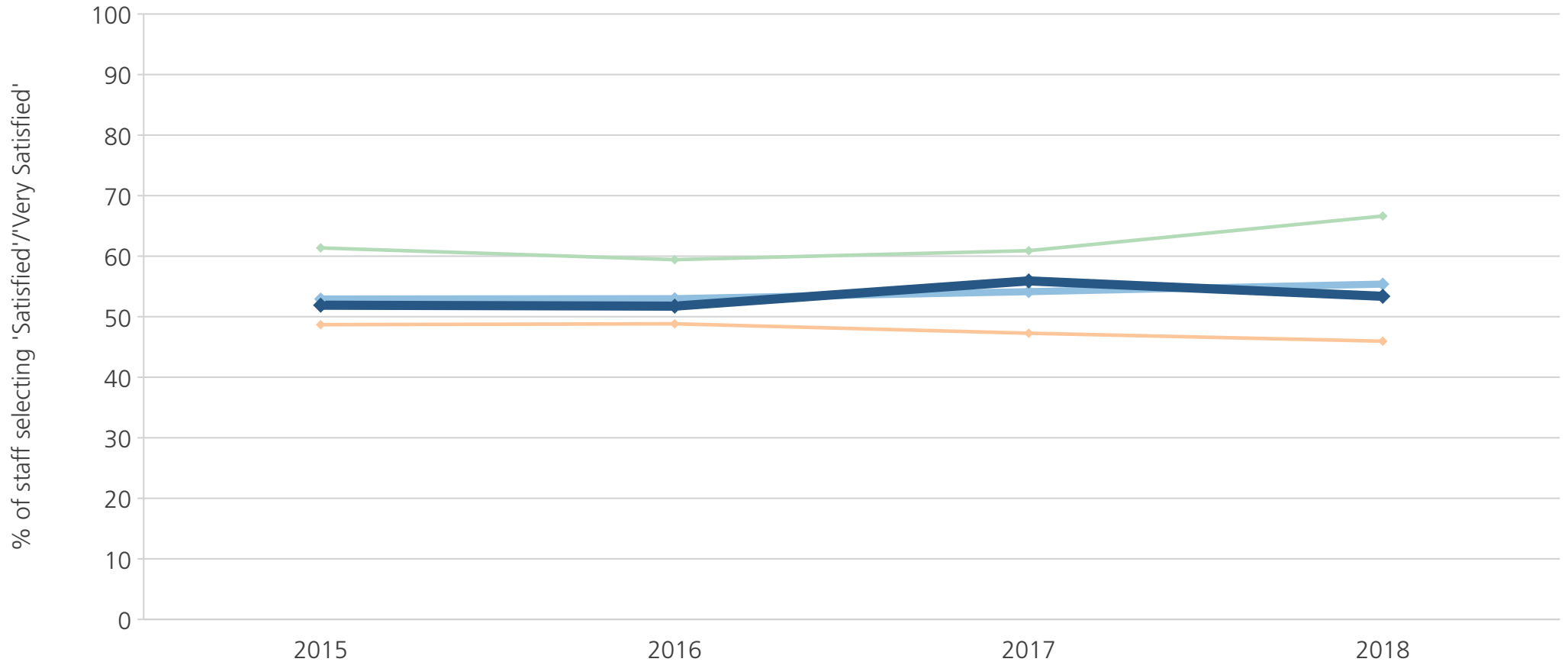


Best	60.2%	57.8%	55.6%	56.7%	59.2%
Your org	54.0%	51.1%	48.1%	49.7%	49.3%
Average	50.9%	49.3%	50.9%	48.2%	54.6%
Worst	38.9%	34.2%	34.1%	41.2%	42.4%
No. responses	997	1,016	969	558	959

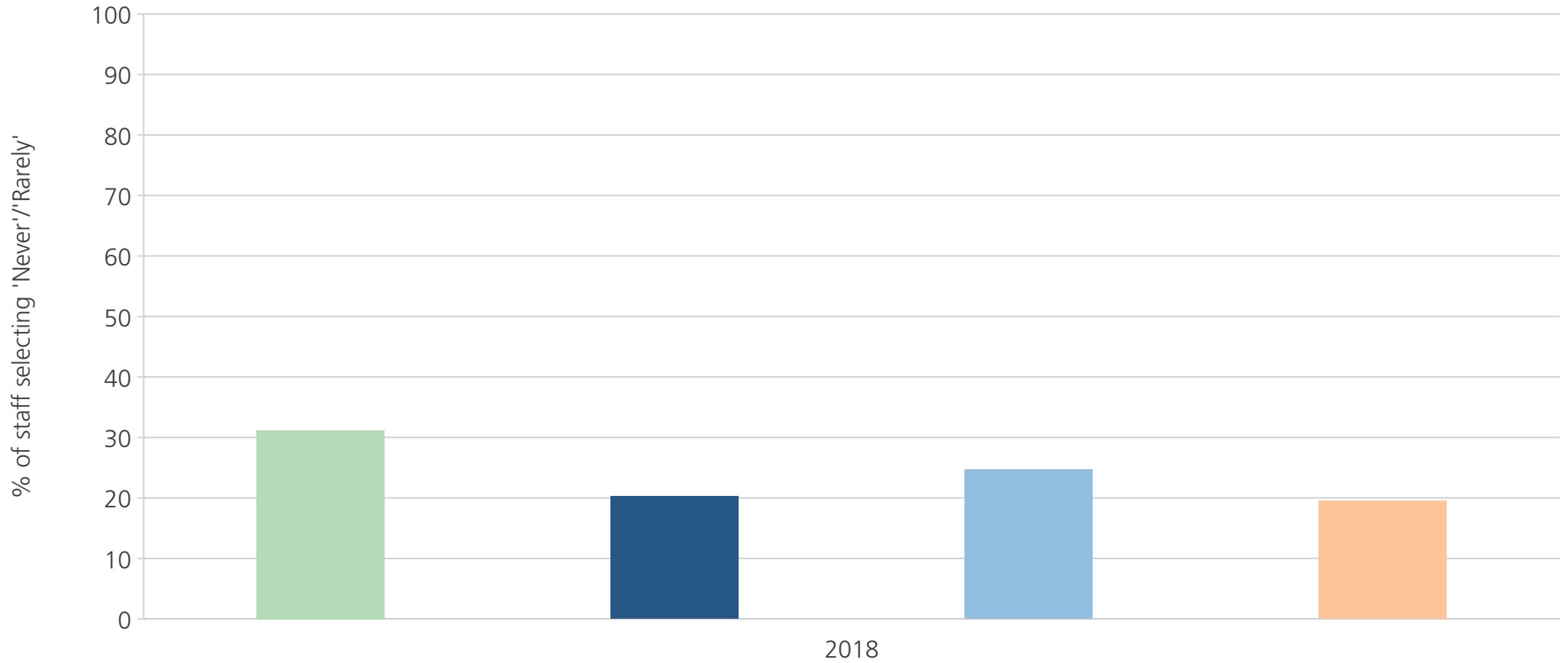


<b>Best</b>	46.2%	47.3%	46.6%	39.9%	47.2%
<b>Your org</b>	35.6%	38.3%	36.6%	31.3%	37.1%
<b>Average</b>	36.6%	38.1%	36.6%	33.7%	39.5%
<b>Worst</b>	29.0%	31.4%	30.3%	25.0%	29.7%
<b>No. responses</b>	999	1,017	966	560	961





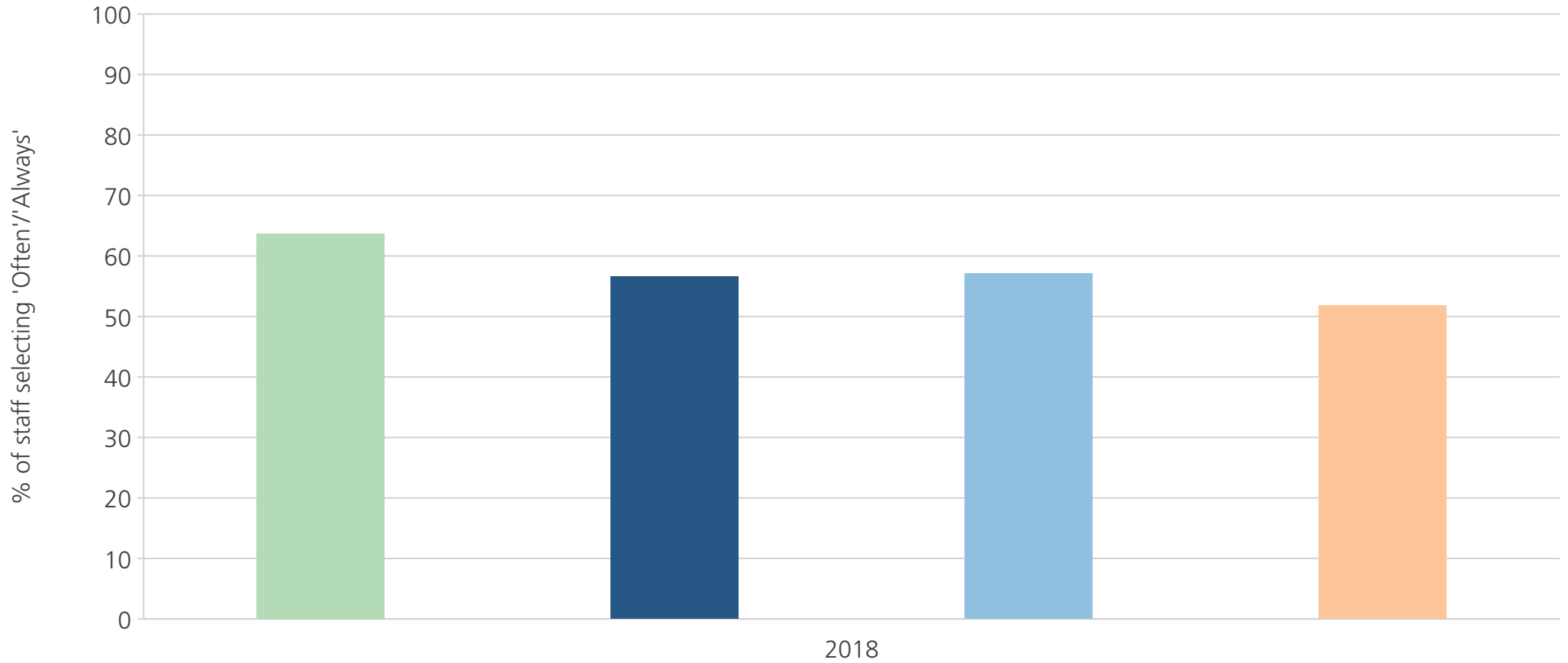
	2015	2016	2017	2018
<b>Best</b>	61.4%	59.4%	60.9%	66.6%
<b>Your org</b>	51.9%	51.7%	55.9%	53.4%
<b>Average</b>	52.9%	53.0%	54.1%	55.4%
<b>Worst</b>	48.7%	48.8%	47.3%	46.0%
<b>No. responses</b>	1,015	966	559	955



Best	31.2%
Your org	20.3%
Average	24.6%
Worst	19.5%

No. responses

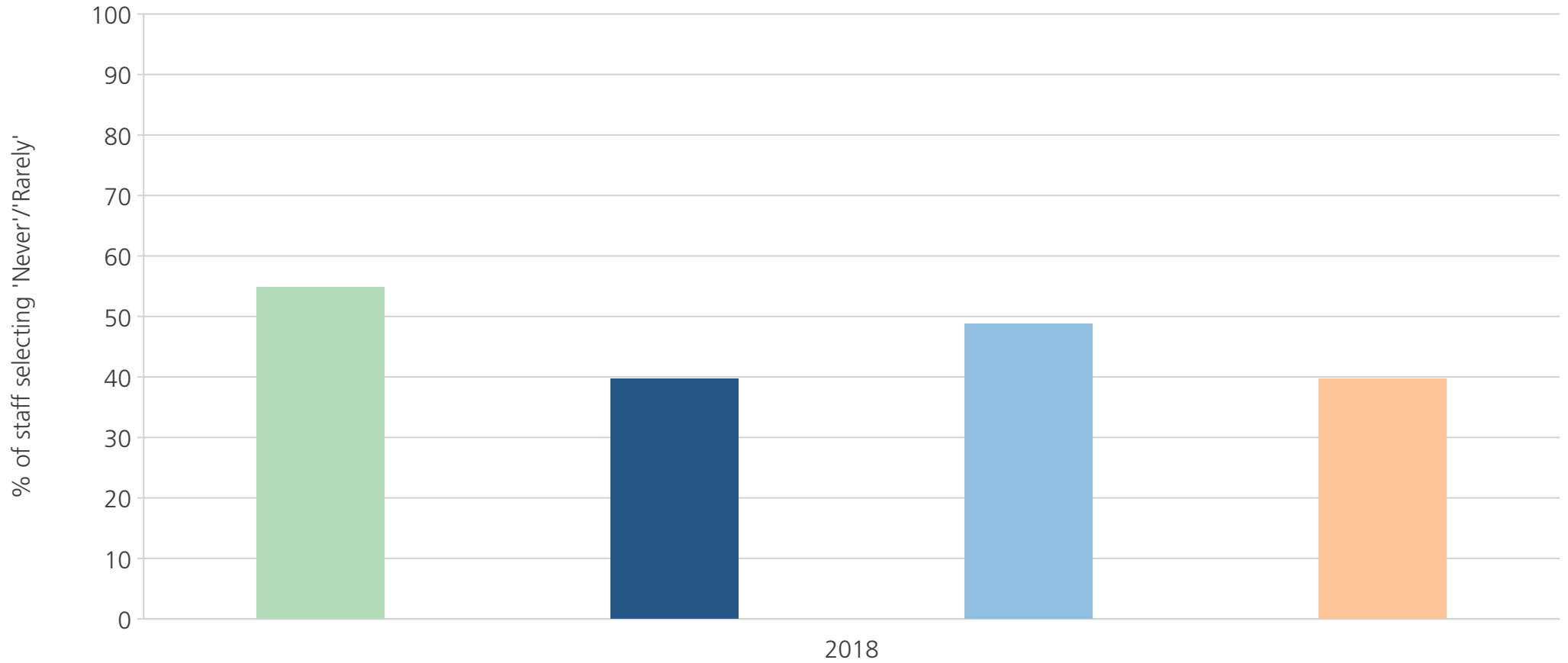
961



Best	63.7%
Your org	56.6%
Average	57.1%
Worst	51.8%

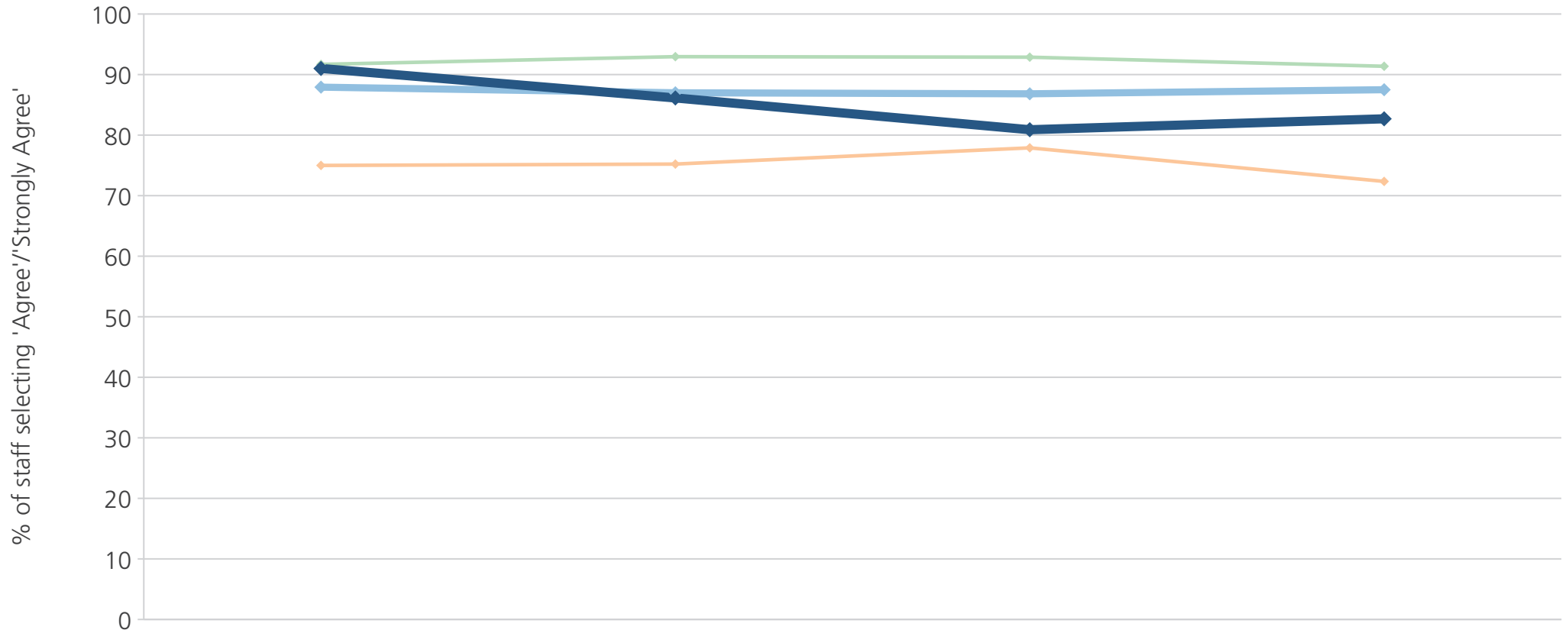
No. responses

959

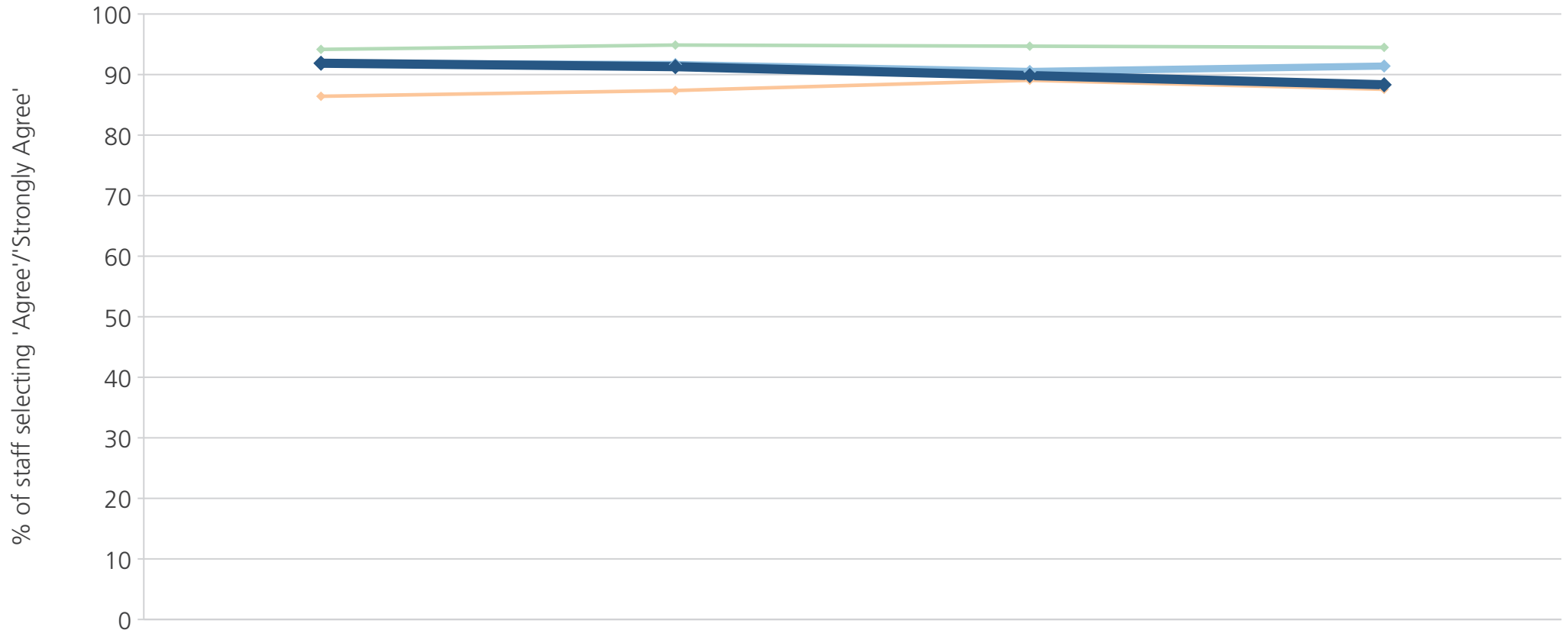


Best	54.8%
Your org	39.7%
Average	48.8%
Worst	39.7%

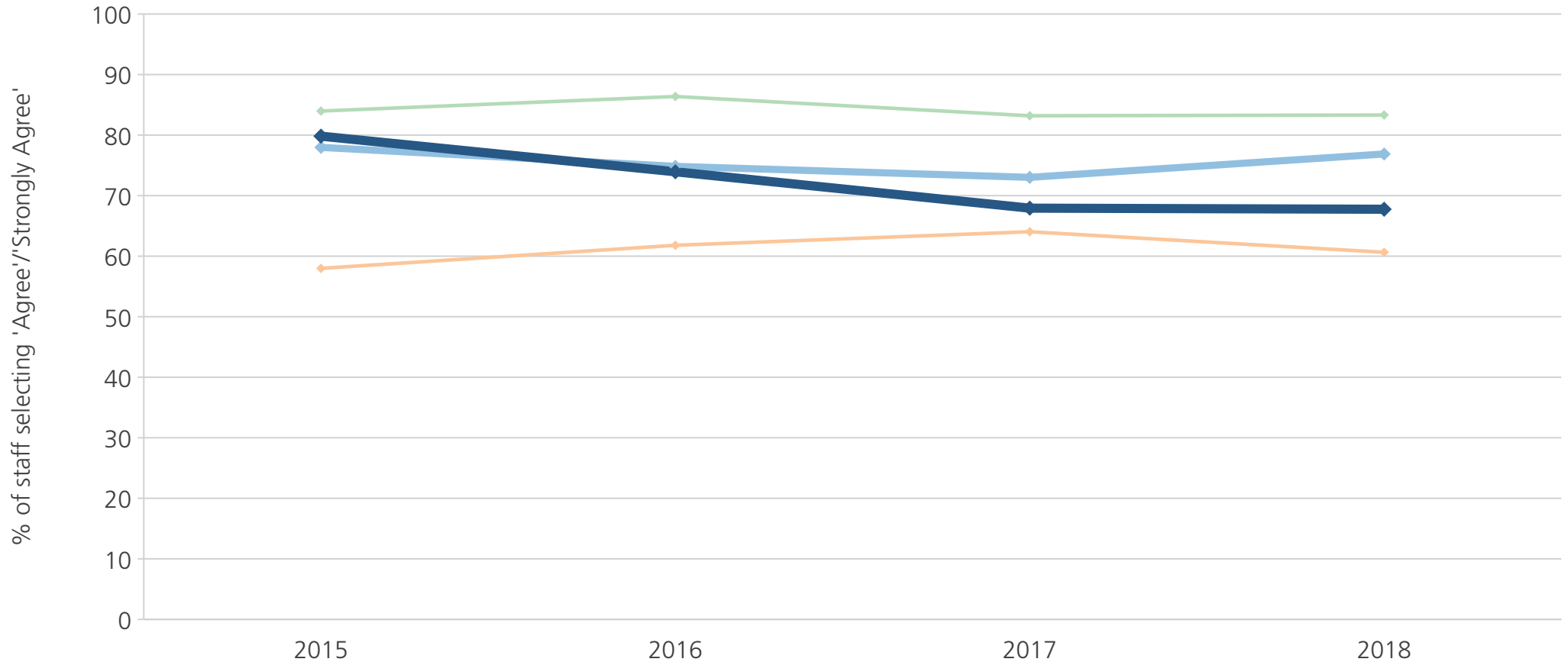
No. responses 957



	2015	2016	2017	2018
<b>Best</b>	91.7%	93.0%	92.9%	91.4%
<b>Your org</b>	91.0%	86.1%	80.9%	82.7%
<b>Average</b>	87.9%	87.0%	86.8%	87.5%
<b>Worst</b>	75.0%	75.2%	77.9%	72.4%
<b>No. responses</b>	908	853	485	843



	2015	2016	2017	2018
<b>Best</b>	94.2%	94.9%	94.7%	94.5%
<b>Your org</b>	91.9%	91.3%	89.8%	88.3%
<b>Average</b>	91.9%	91.7%	90.5%	91.4%
<b>Worst</b>	86.4%	87.4%	89.1%	87.6%
<b>No. responses</b>	959	906	513	904

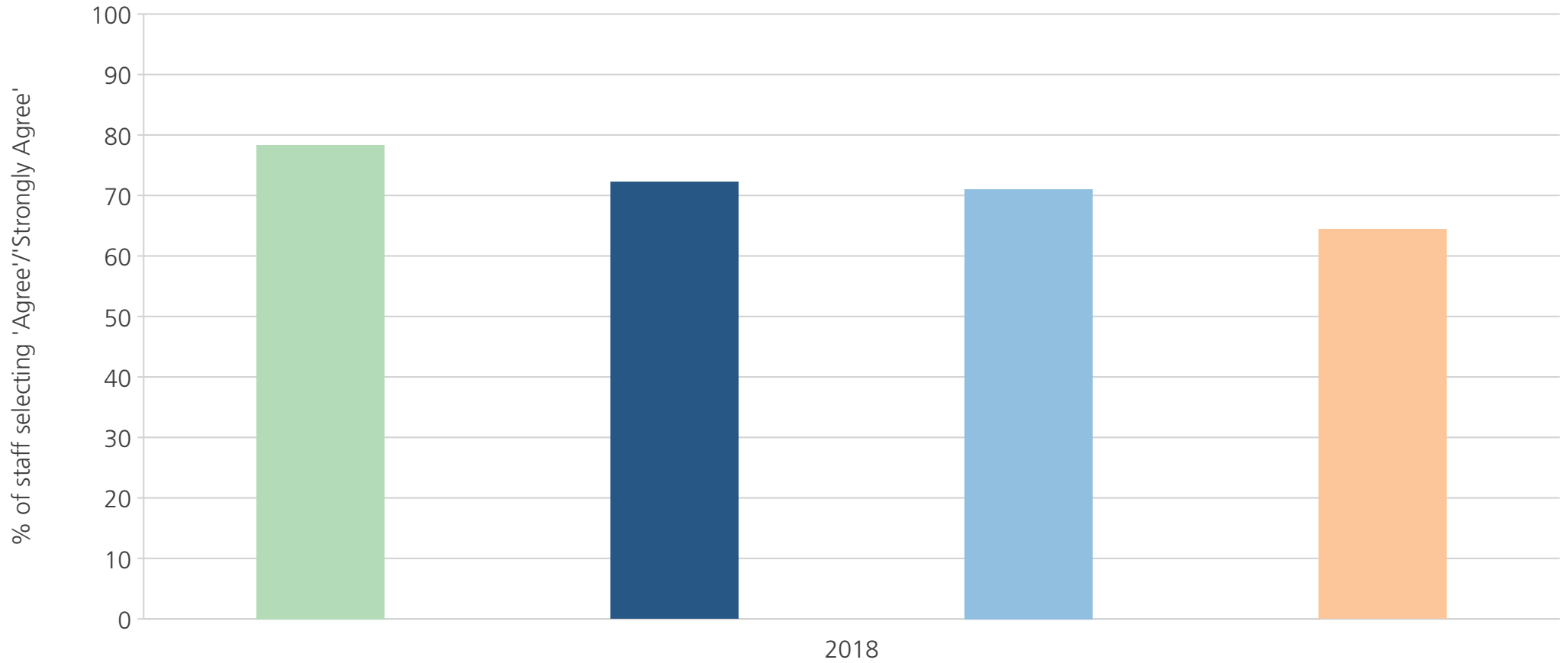


<b>Best</b>	84.0%	86.4%	83.2%	83.3%
<b>Your org</b>	79.8%	73.9%	67.9%	67.8%
<b>Average</b>	78.0%	74.8%	73.0%	76.9%
<b>Worst</b>	58.0%	61.8%	64.0%	60.6%
<b>No. responses</b>	889	841	474	835

# Question results – Your managers

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

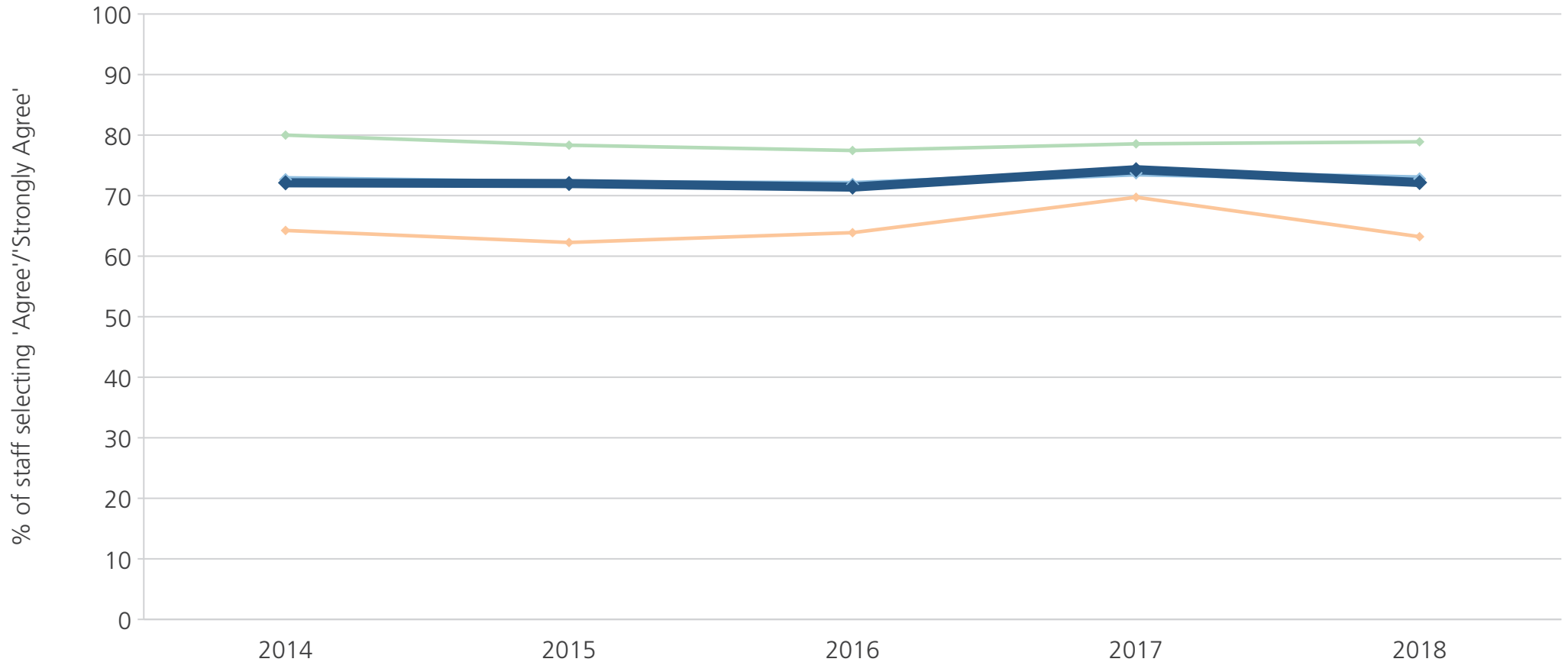




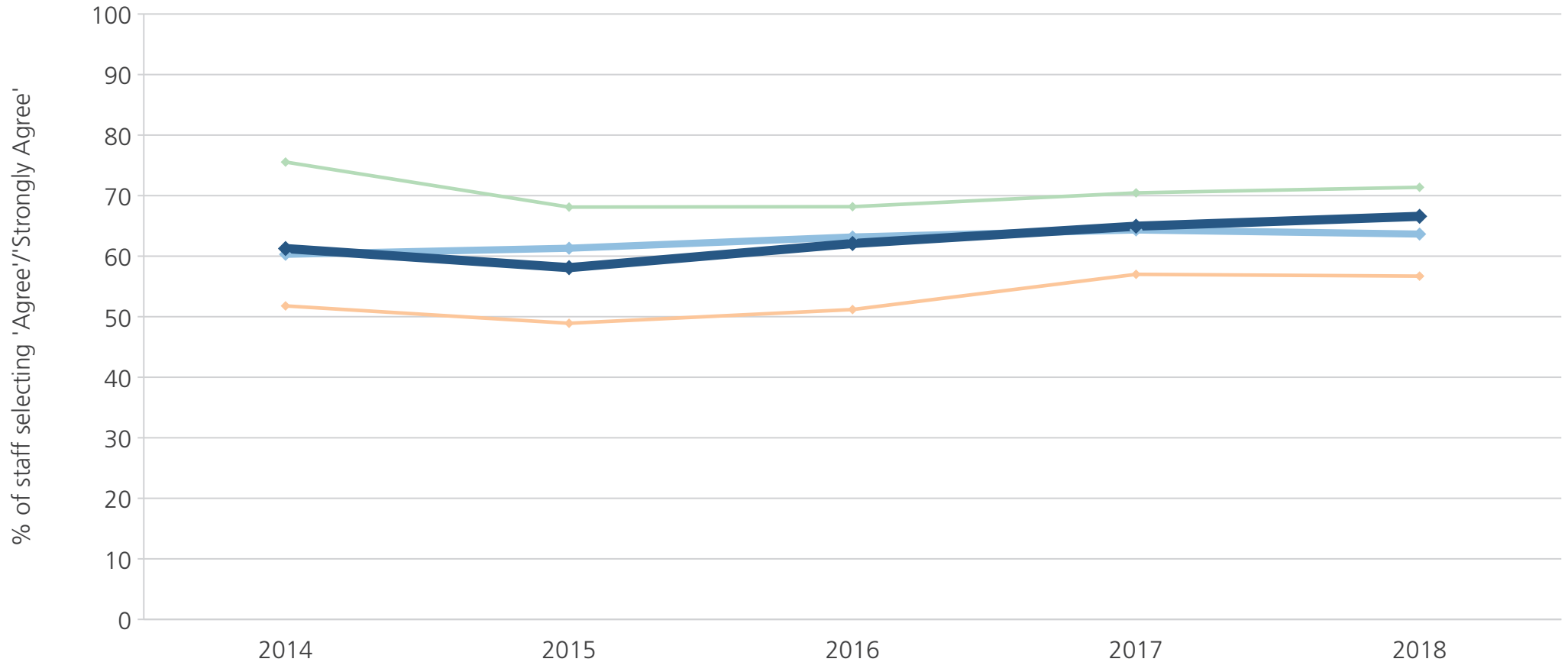
Best	78.4%
Your org	72.2%
Average	71.0%
Worst	64.4%

No. responses

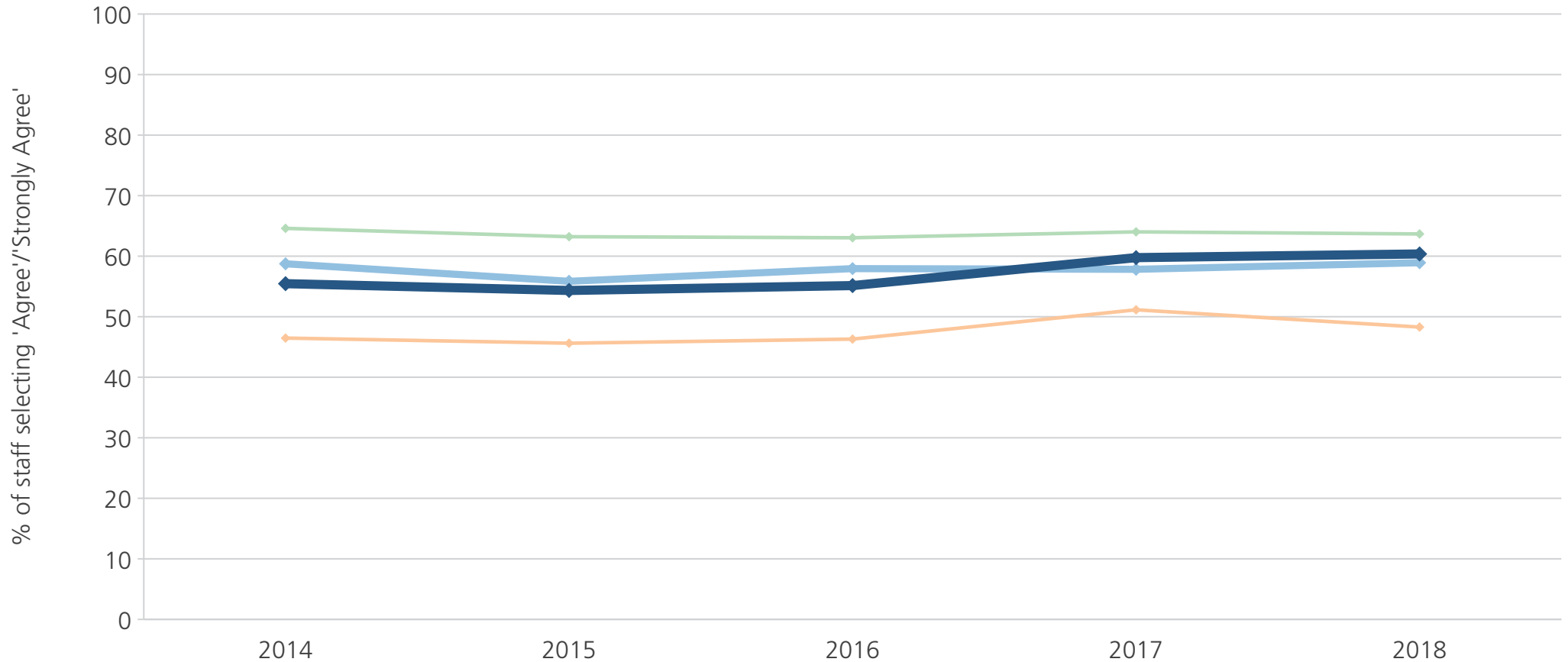
959



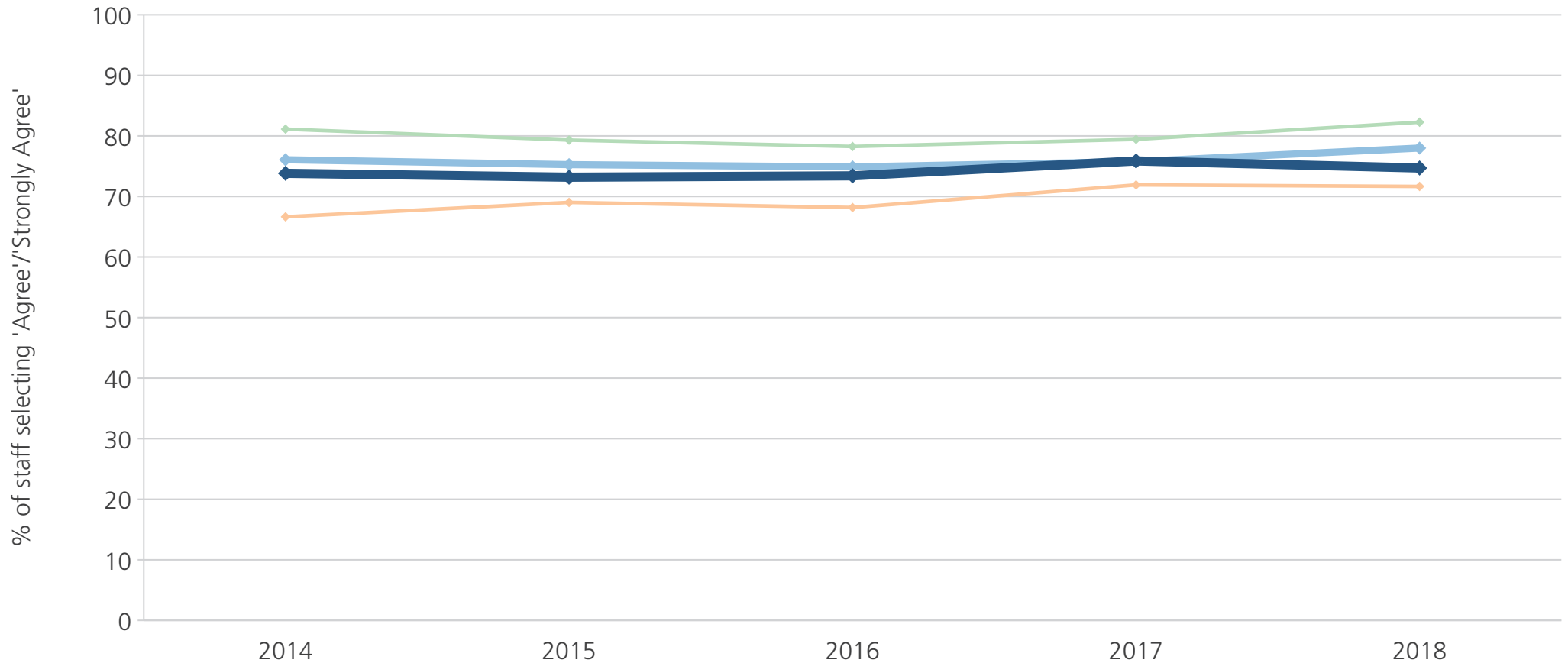
Best	80.0%	78.3%	77.5%	78.6%	78.9%
Your org	72.1%	72.0%	71.4%	74.3%	72.2%
Average	72.7%	72.0%	71.9%	73.7%	72.8%
Worst	64.2%	62.3%	63.9%	69.7%	63.2%
No. responses	998	1,021	967	559	958



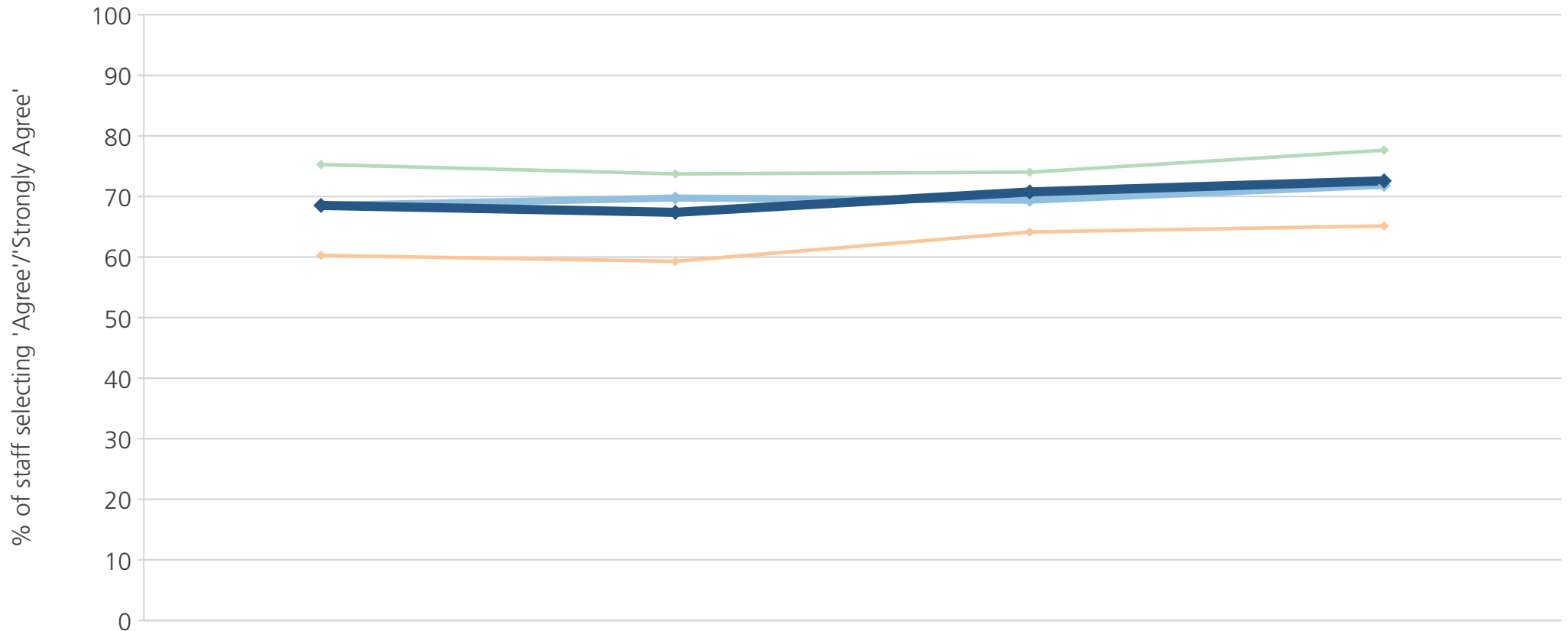
<b>Best</b>	75.5%	68.1%	68.2%	70.5%	71.4%
<b>Your org</b>	61.3%	58.1%	62.1%	64.9%	66.6%
<b>Average</b>	60.3%	61.3%	63.2%	64.3%	63.6%
<b>Worst</b>	51.8%	48.9%	51.2%	57.0%	56.7%
<b>No. responses</b>	999	1,021	967	559	955



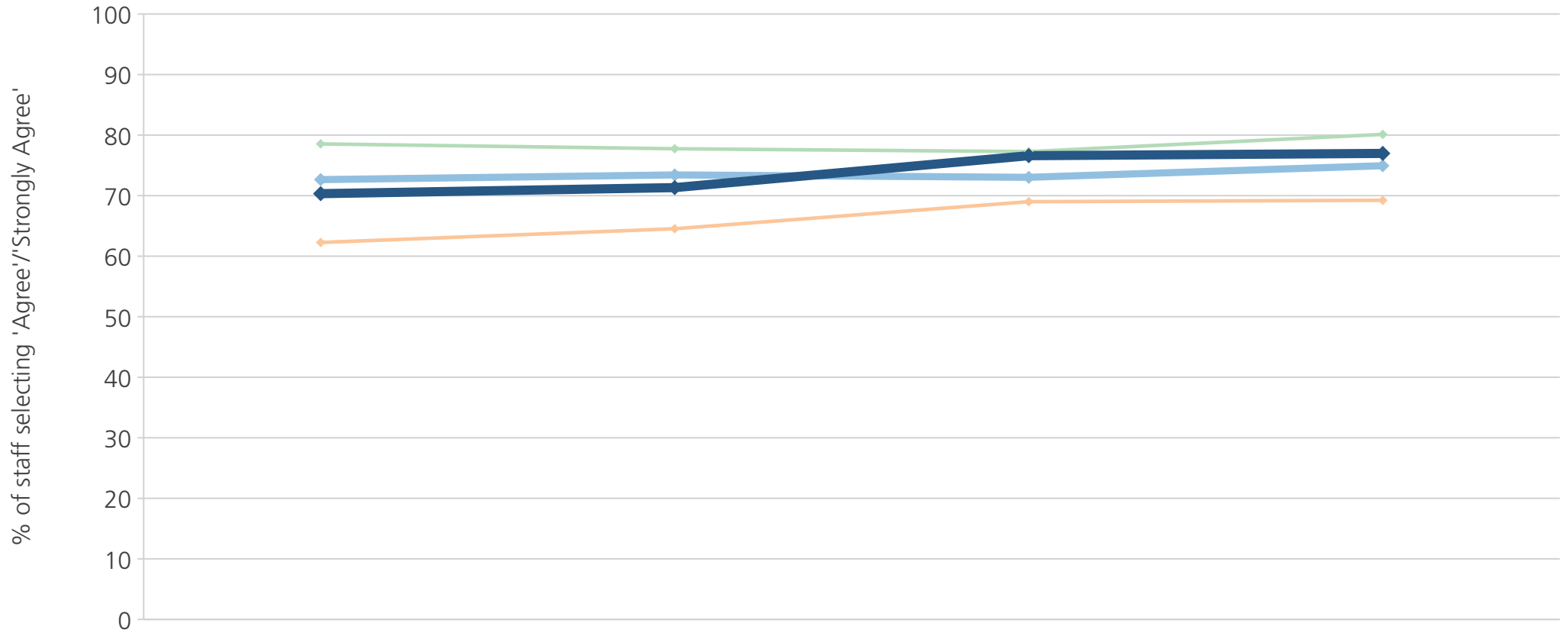
Best	64.6%	63.2%	63.0%	64.0%	63.7%
Your org	55.5%	54.3%	55.1%	59.8%	60.4%
Average	58.7%	55.8%	57.9%	57.8%	58.9%
Worst	46.5%	45.6%	46.3%	51.1%	48.3%
No. responses	998	1,019	965	559	958



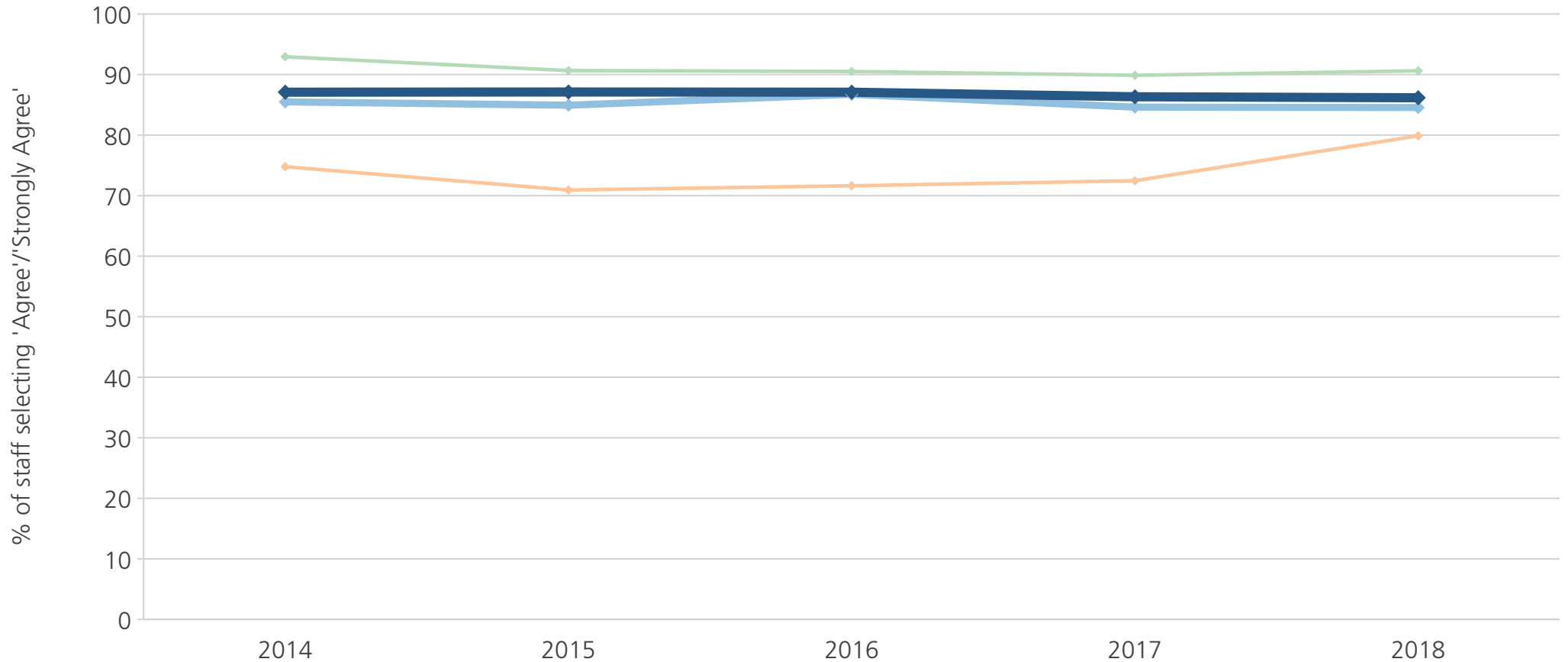
	2014	2015	2016	2017	2018
<b>Best</b>	81.1%	79.3%	78.3%	79.4%	82.3%
<b>Your org</b>	73.8%	73.2%	73.4%	75.9%	74.7%
<b>Average</b>	76.1%	75.3%	74.9%	75.8%	78.0%
<b>Worst</b>	66.6%	69.0%	68.2%	71.9%	71.7%
<b>No. responses</b>	996	1,021	967	557	956



	2015	2016	2017	2018
<b>Best</b>	75.3%	73.7%	74.0%	77.6%
<b>Your org</b>	68.5%	67.4%	70.7%	72.6%
<b>Average</b>	68.5%	69.7%	69.4%	71.9%
<b>Worst</b>	60.3%	59.3%	64.1%	65.1%
<b>No. responses</b>	1,019	968	558	957

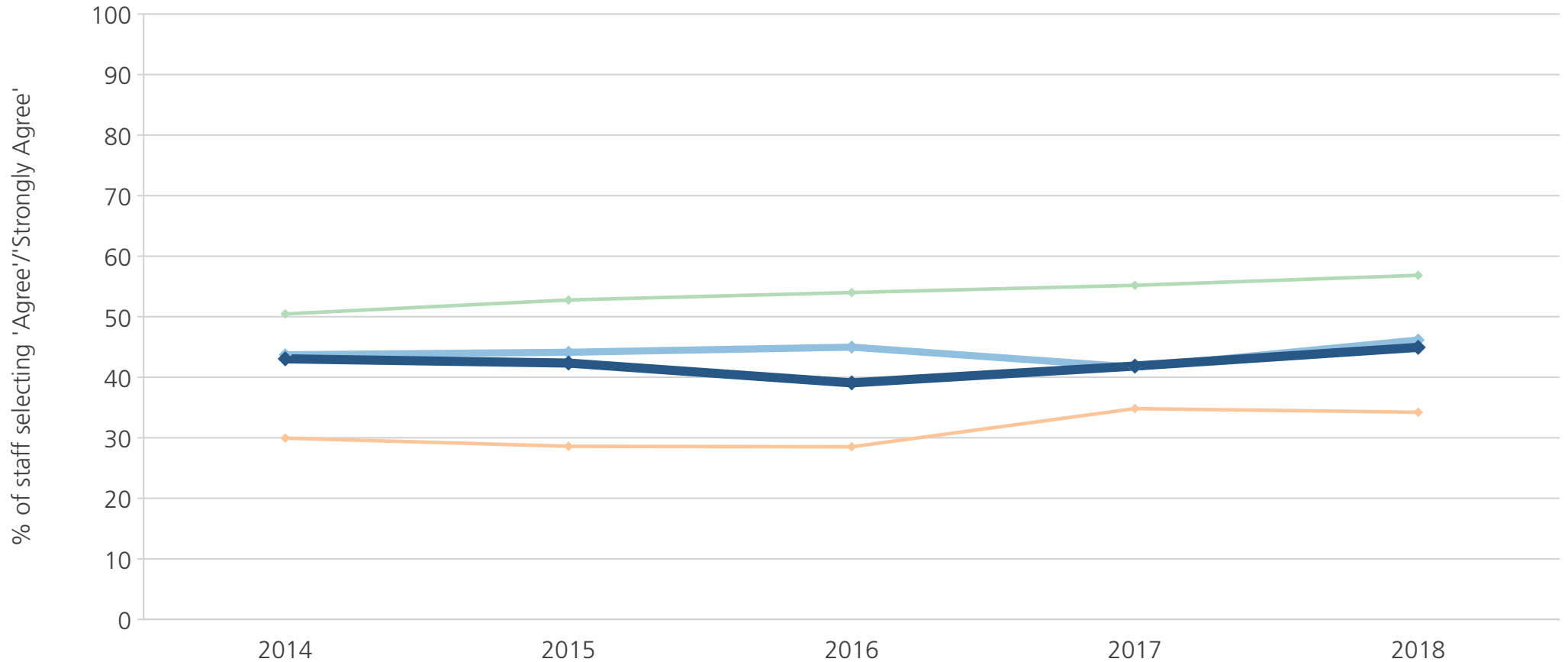


	2015	2016	2017	2018
<b>Best</b>	78.5%	77.7%	77.3%	80.1%
<b>Your org</b>	70.3%	71.3%	76.6%	77.0%
<b>Average</b>	72.6%	73.4%	73.0%	74.9%
<b>Worst</b>	62.3%	64.5%	69.0%	69.2%
<b>No. responses</b>	1,020	967	558	956

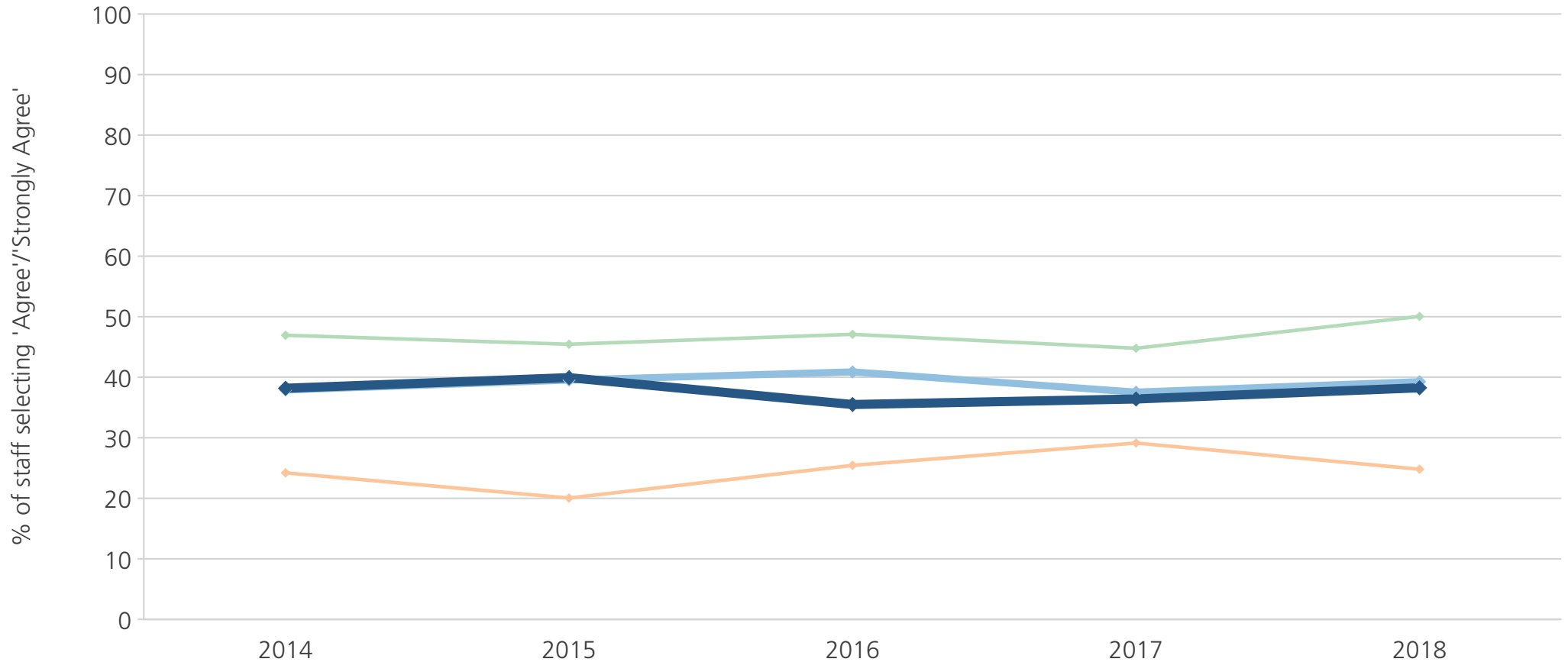


<b>Best</b>	92.9%	90.7%	90.5%	89.9%	90.6%
<b>Your org</b>	87.1%	87.1%	87.1%	86.3%	86.2%
<b>Average</b>	85.5%	84.9%	86.7%	84.6%	84.6%
<b>Worst</b>	74.8%	70.9%	71.6%	72.5%	79.9%
<b>No. responses</b>	999	1,023	969	560	960

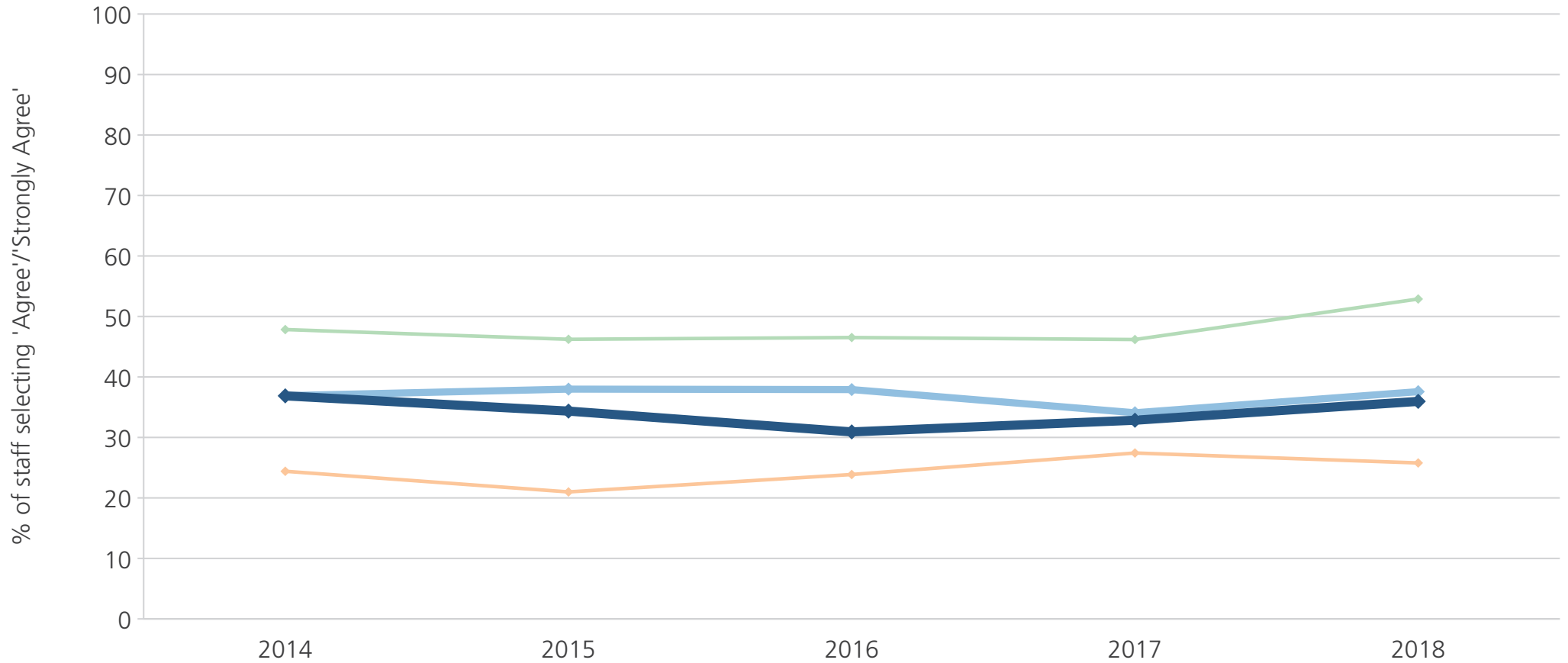




<b>Best</b>	50.5%	52.8%	54.0%	55.2%	56.8%
<b>Your org</b>	43.0%	42.3%	39.1%	41.8%	44.9%
<b>Average</b>	43.7%	44.1%	45.0%	41.7%	46.2%
<b>Worst</b>	29.9%	28.6%	28.5%	34.8%	34.2%
<b>No. responses</b>	1,000	1,020	967	558	957



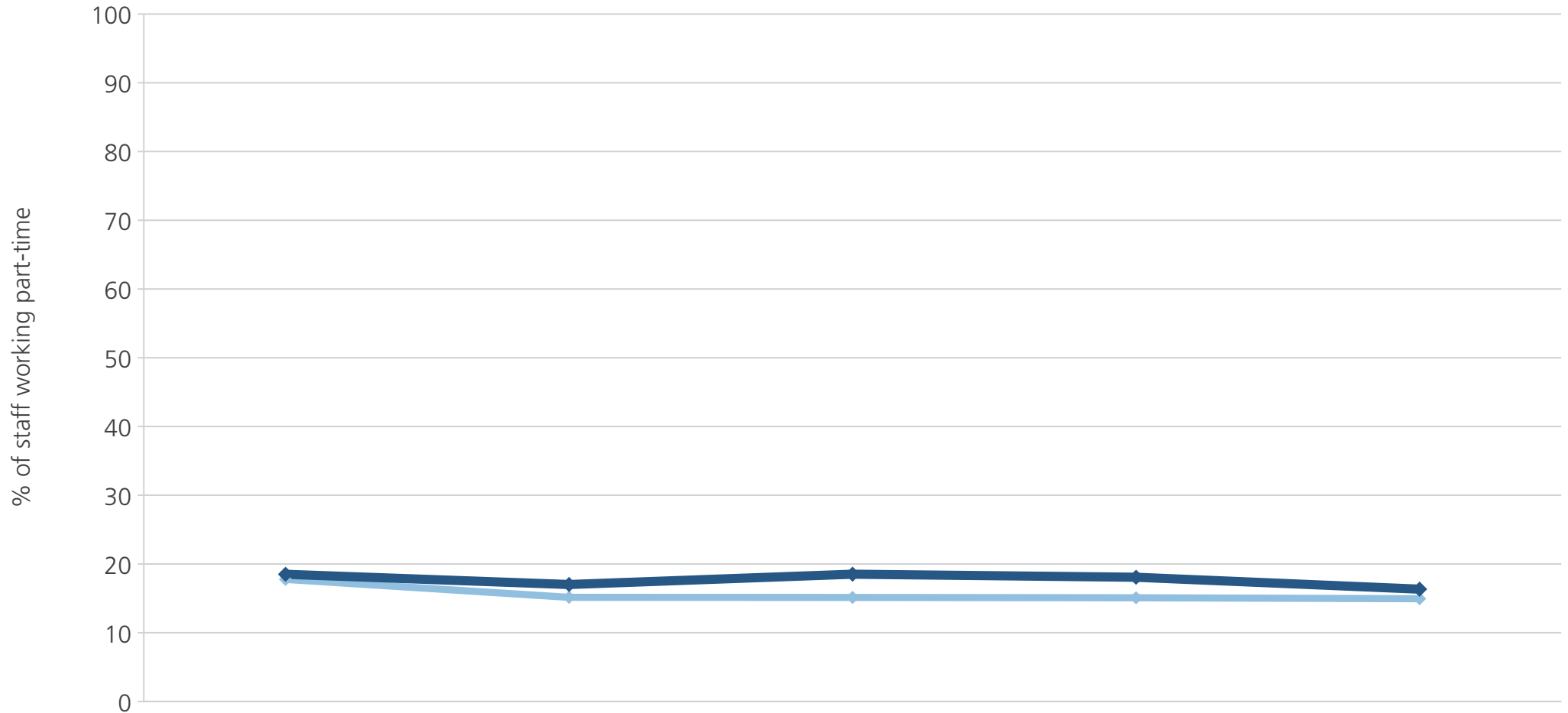
<b>Best</b>	46.9%	45.5%	47.1%	44.8%	50.0%
<b>Your org</b>	38.2%	39.9%	35.5%	36.4%	38.3%
<b>Average</b>	37.9%	39.5%	40.9%	37.5%	39.3%
<b>Worst</b>	24.2%	20.0%	25.4%	29.1%	24.8%
<b>No. responses</b>	1,001	1,022	968	559	957



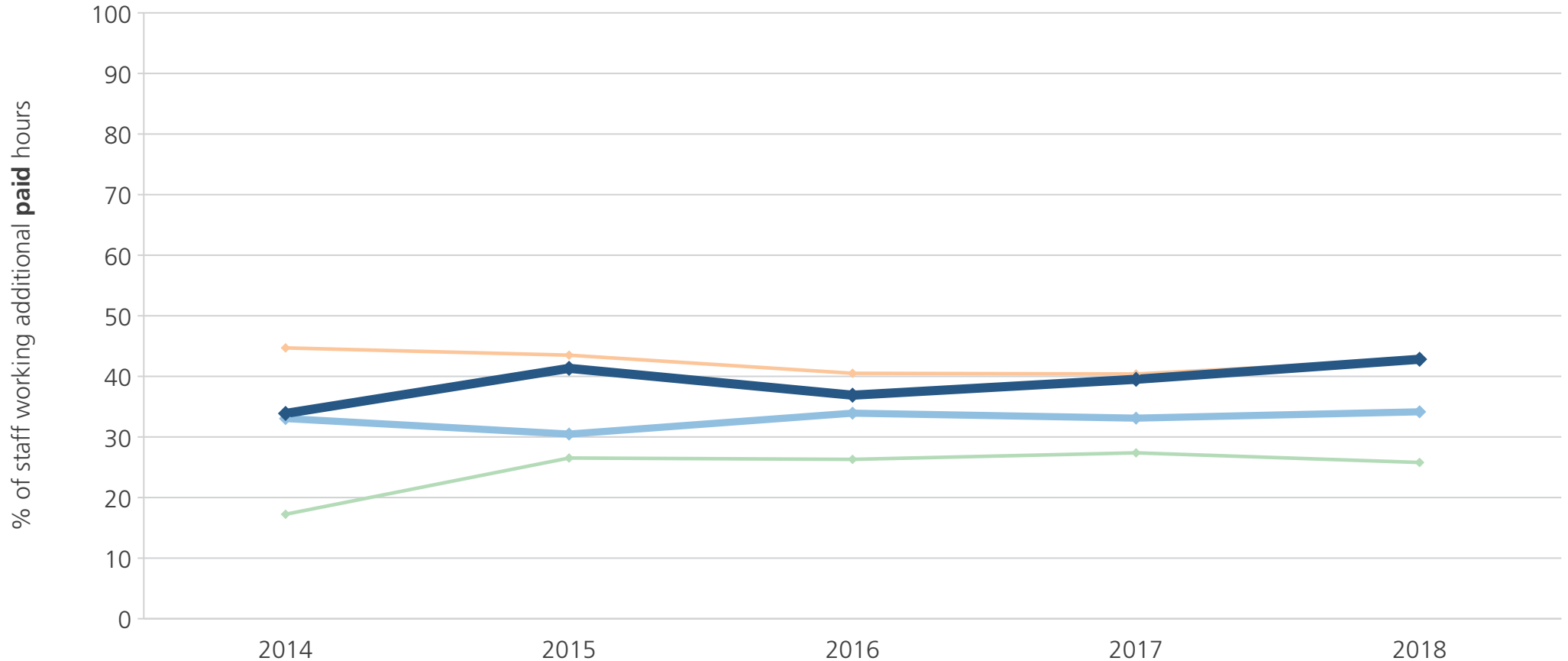
	2014	2015	2016	2017	2018
<b>Best</b>	47.8%	46.2%	46.5%	46.2%	52.9%
<b>Your org</b>	36.9%	34.4%	30.9%	32.8%	36.0%
<b>Average</b>	36.9%	38.0%	37.9%	34.1%	37.6%
<b>Worst</b>	24.4%	21.0%	23.9%	27.4%	25.8%
<b>No. responses</b>	995	1,018	967	557	956

# Question results – Your health, well-being and safety at work

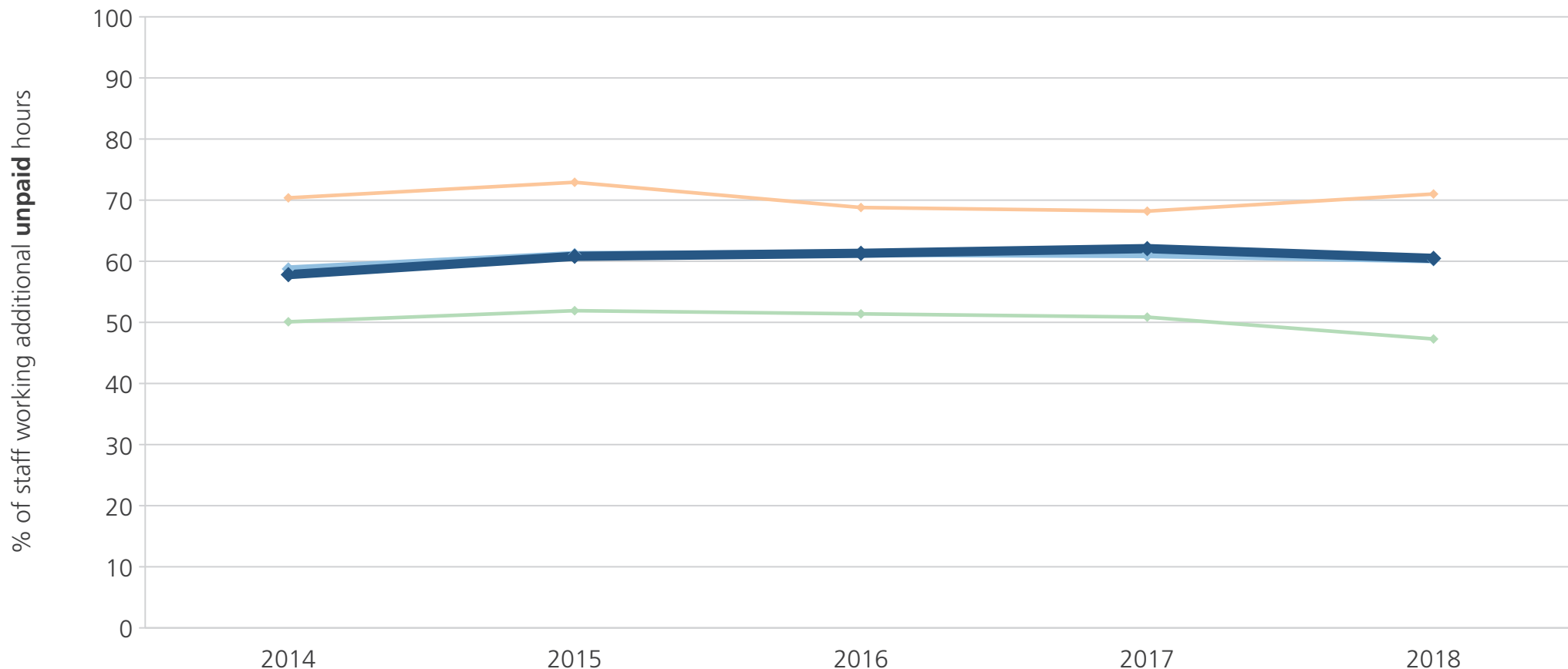
Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results



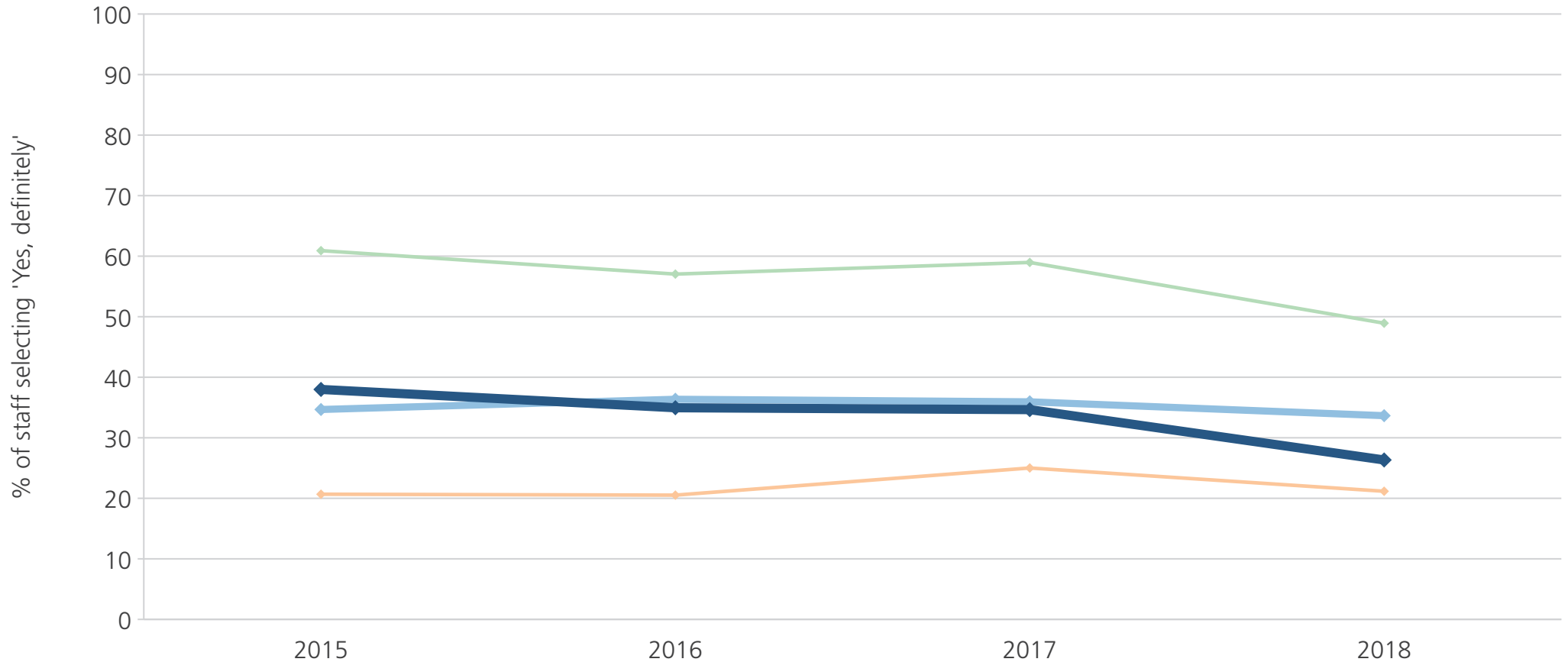
	2014	2015	2016	2017	2018
<b>Your org</b>	18.5%	17.0%	18.5%	18.1%	16.3%
<b>Average</b>	17.8%	15.1%	15.1%	15.1%	14.9%
<b>No. responses</b>	1,000	1,017	967	559	955



	2014	2015	2016	2017	2018
<b>Worst</b>	44.7%	43.5%	40.5%	40.4%	42.8%
<b>Your org</b>	33.9%	41.3%	36.9%	39.5%	42.8%
<b>Average</b>	33.0%	30.5%	33.9%	33.1%	34.2%
<b>Best</b>	17.2%	26.5%	26.3%	27.4%	25.8%
<b>No. responses</b>	970	940	923	540	928

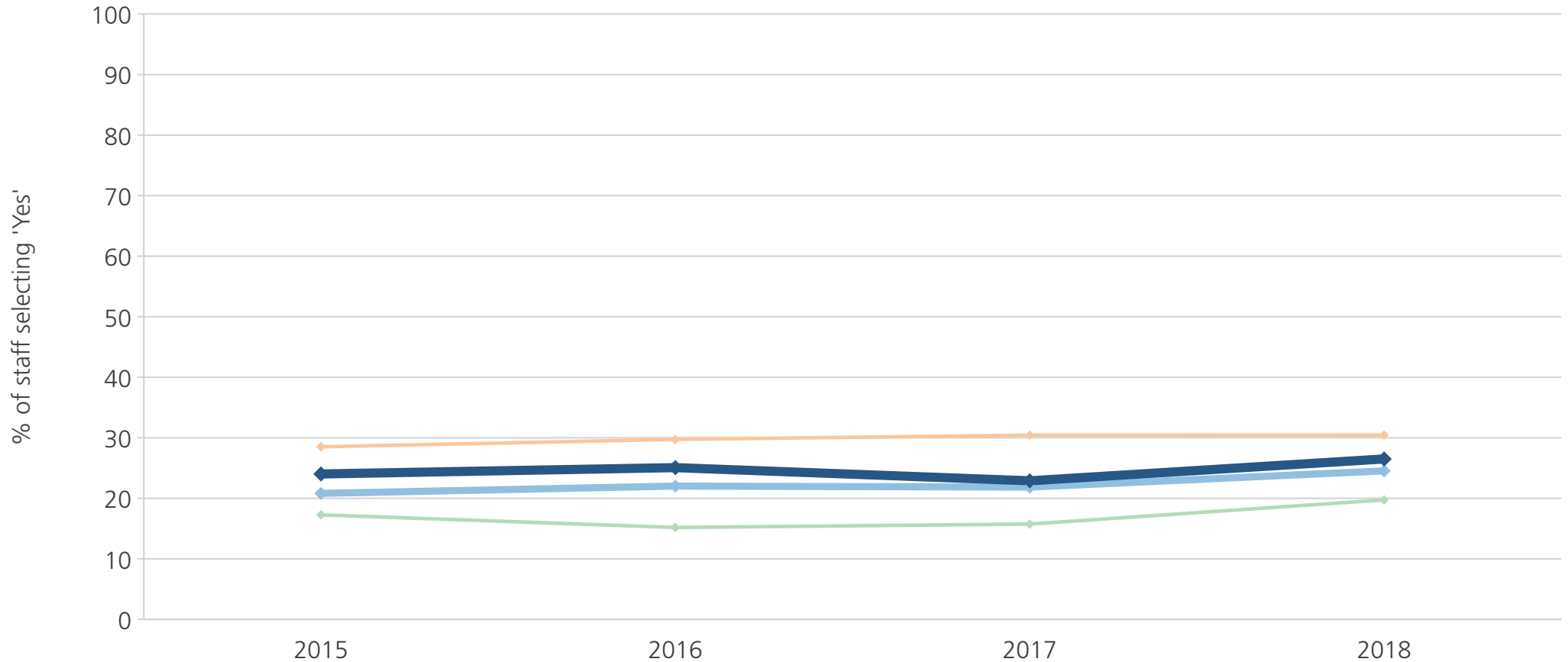


	2014	2015	2016	2017	2018
<b>Worst</b>	70.4%	72.9%	68.8%	68.2%	71.0%
<b>Your org</b>	57.8%	60.8%	61.3%	62.1%	60.5%
<b>Average</b>	58.7%	61.1%	61.3%	61.1%	60.2%
<b>Best</b>	50.1%	51.9%	51.4%	50.9%	47.3%
<b>No. responses</b>	959	964	925	540	932

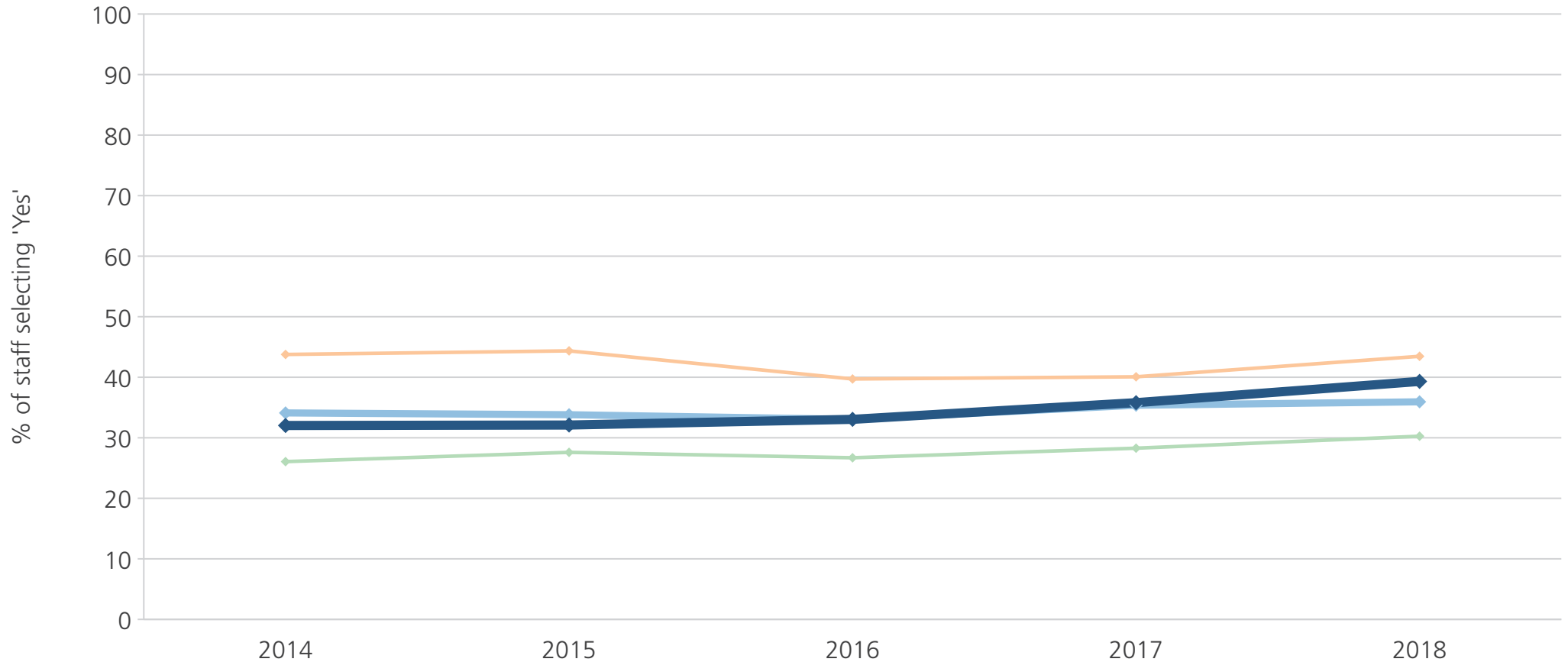


	2015	2016	2017	2018
<b>Best</b>	60.9%	57.0%	59.0%	48.9%
<b>Your org</b>	38.0%	35.0%	34.6%	26.3%
<b>Average</b>	34.7%	36.4%	35.9%	33.6%
<b>Worst</b>	20.7%	20.5%	25.0%	21.2%
<b>No. responses</b>	1,011	961	555	956

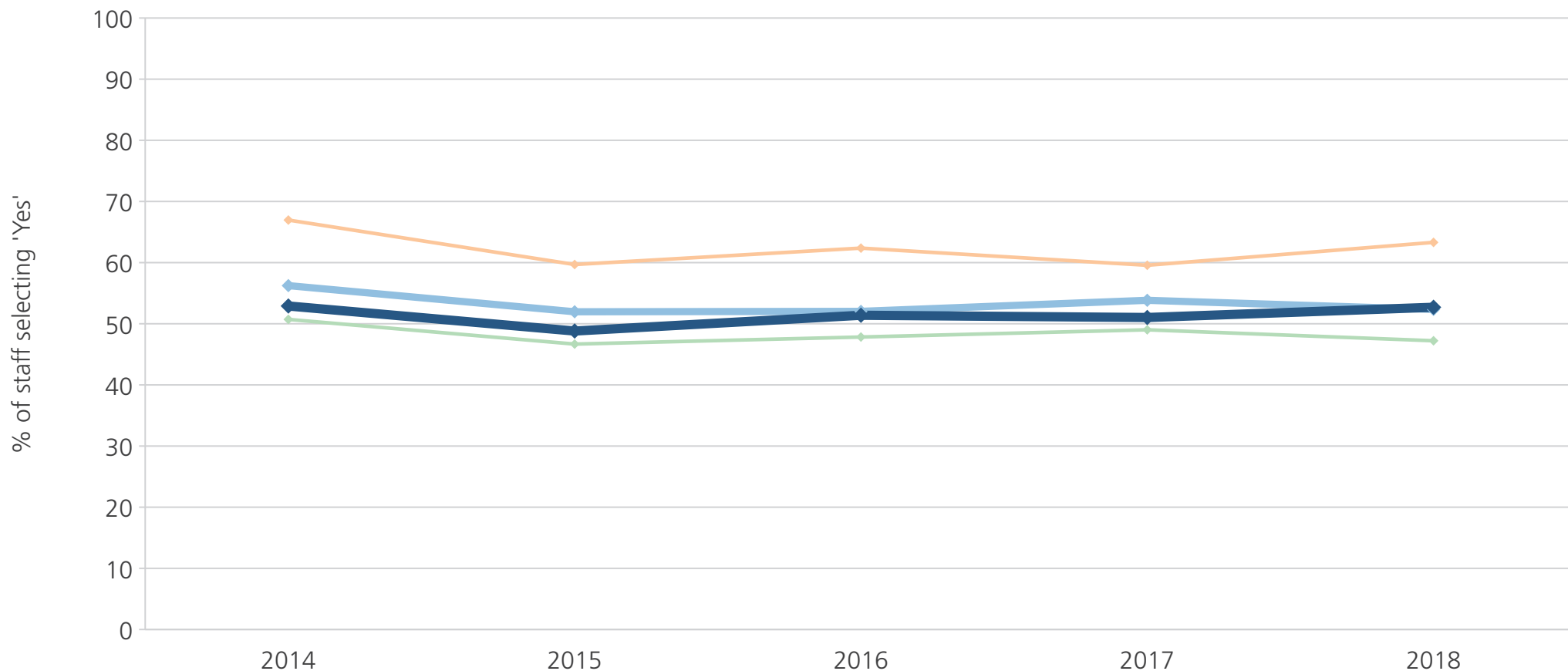




	2015	2016	2017	2018
<b>Worst</b>	28.5%	29.7%	30.4%	30.4%
<b>Your org</b>	24.0%	25.1%	22.9%	26.5%
<b>Average</b>	20.8%	22.0%	21.8%	24.5%
<b>Best</b>	17.3%	15.2%	15.7%	19.7%
<b>No. responses</b>	1,016	967	558	954

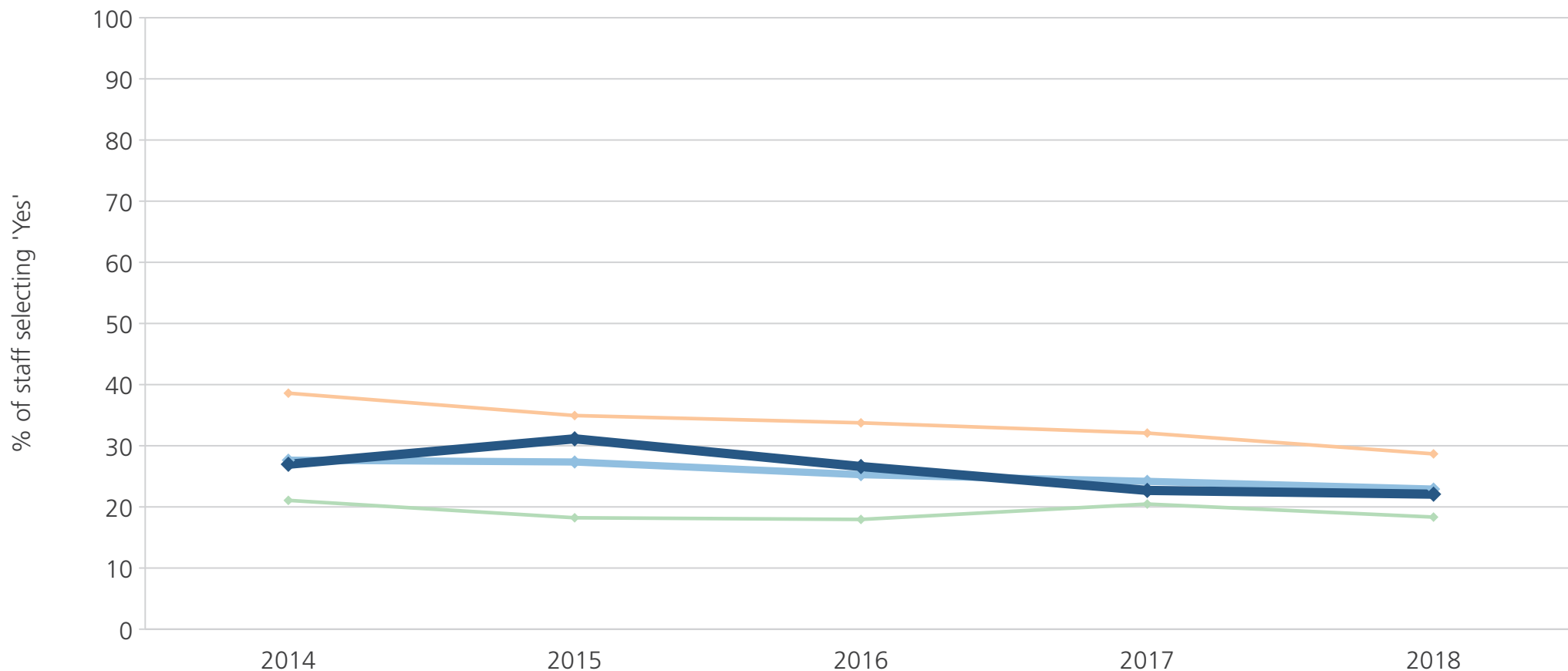


<b>Worst</b>	43.8%	44.4%	39.7%	40.1%	43.5%
<b>Your org</b>	32.0%	32.1%	33.0%	35.8%	39.3%
<b>Average</b>	34.1%	33.8%	33.0%	35.4%	35.9%
<b>Best</b>	26.1%	27.6%	26.7%	28.3%	30.3%
<b>No. responses</b>	981	1,013	970	557	957



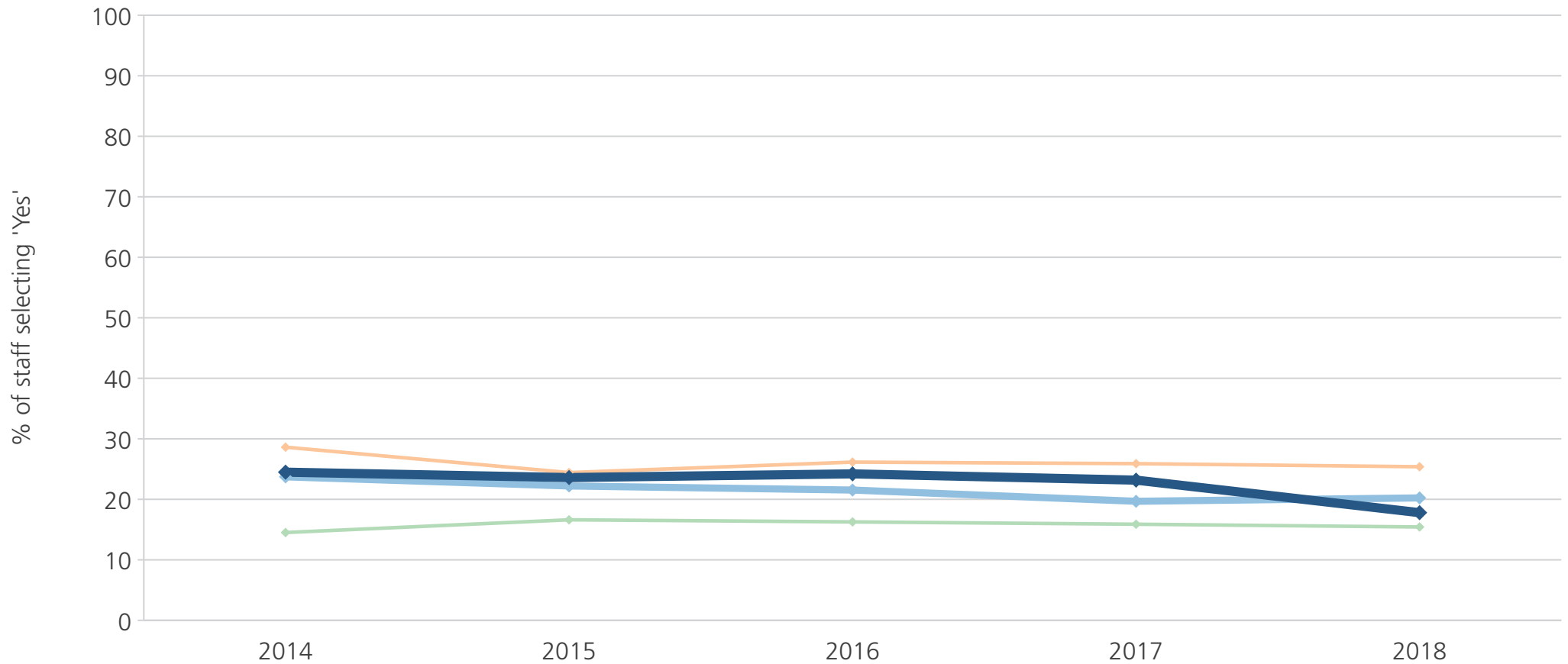
<b>Worst</b>	67.0%	59.7%	62.4%	59.6%	63.3%
<b>Your org</b>	52.9%	48.8%	51.4%	51.0%	52.7%
<b>Average</b>	56.2%	52.0%	52.0%	53.8%	52.3%
<b>Best</b>	50.7%	46.7%	47.8%	49.0%	47.2%
<b>No. responses</b>	967	1,016	964	559	953

Note: This question was only answered by staff who selected 'Yes' on q11d.



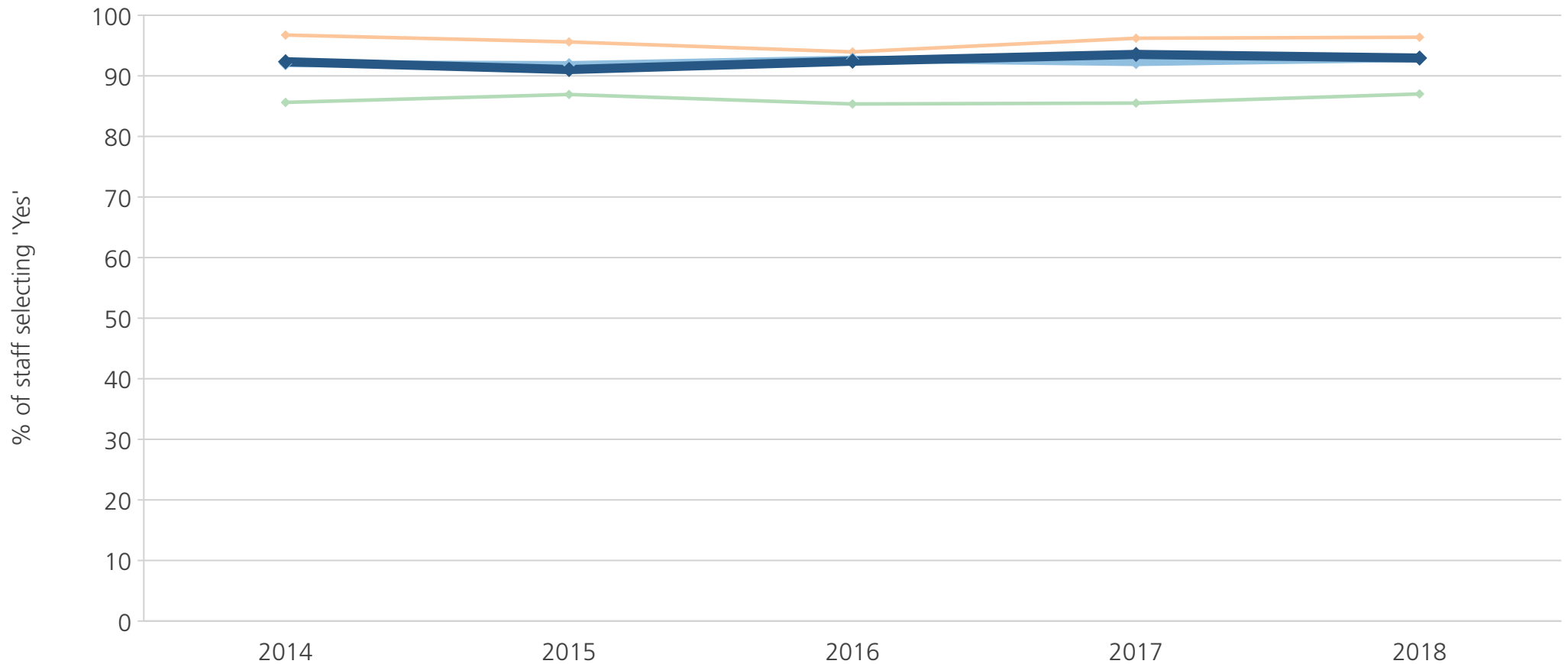
	2014	2015	2016	2017	2018
<b>Worst</b>	38.6%	34.9%	33.7%	32.1%	28.7%
<b>Your org</b>	27.0%	31.1%	26.6%	22.7%	22.1%
<b>Average</b>	27.6%	27.3%	25.3%	24.2%	22.9%
<b>Best</b>	21.1%	18.2%	17.9%	20.5%	18.3%
<b>No. responses</b>	498	485	488	285	490

Note: This question was only answered by staff who selected 'Yes' on q11d.

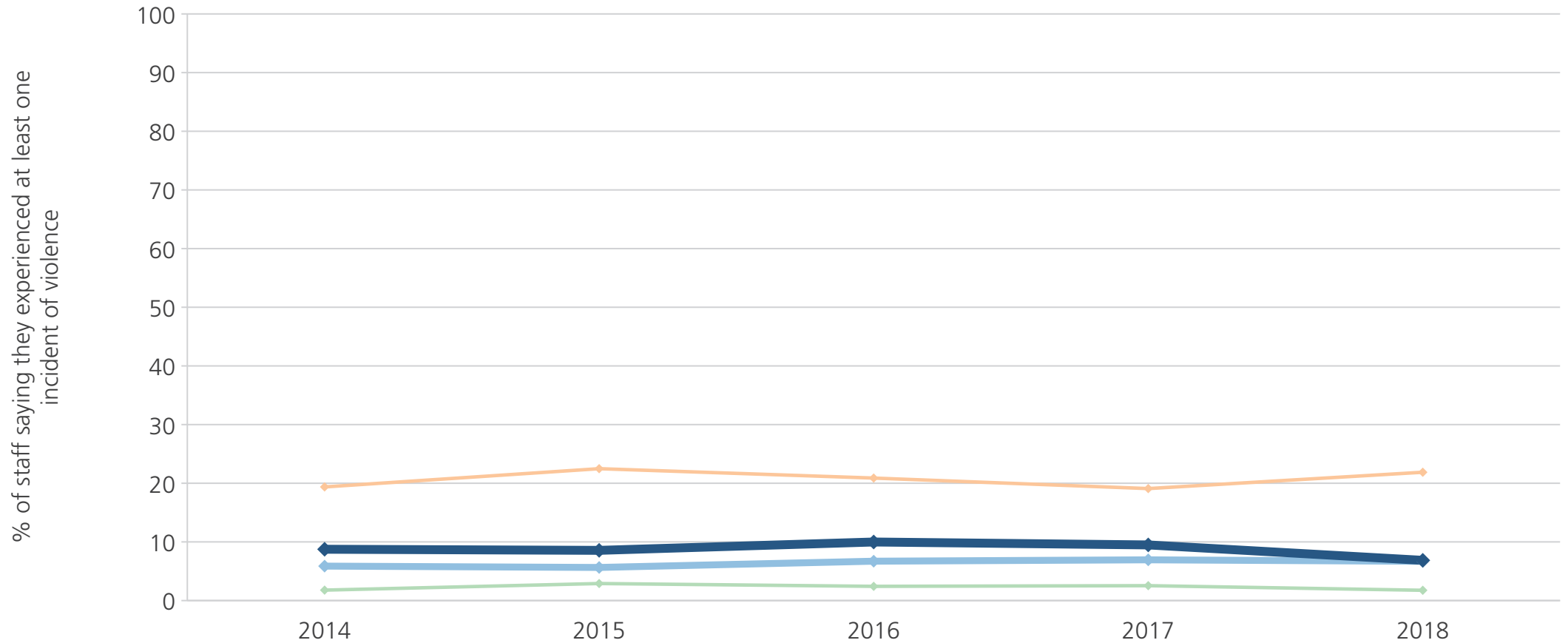


<b>Worst</b>	28.6%	24.4%	26.1%	25.9%	25.4%
<b>Your org</b>	24.5%	23.6%	24.2%	23.2%	17.8%
<b>Average</b>	23.7%	22.2%	21.5%	19.7%	20.2%
<b>Best</b>	14.5%	16.6%	16.3%	15.9%	15.4%
<b>No. responses</b>	498	484	491	285	490

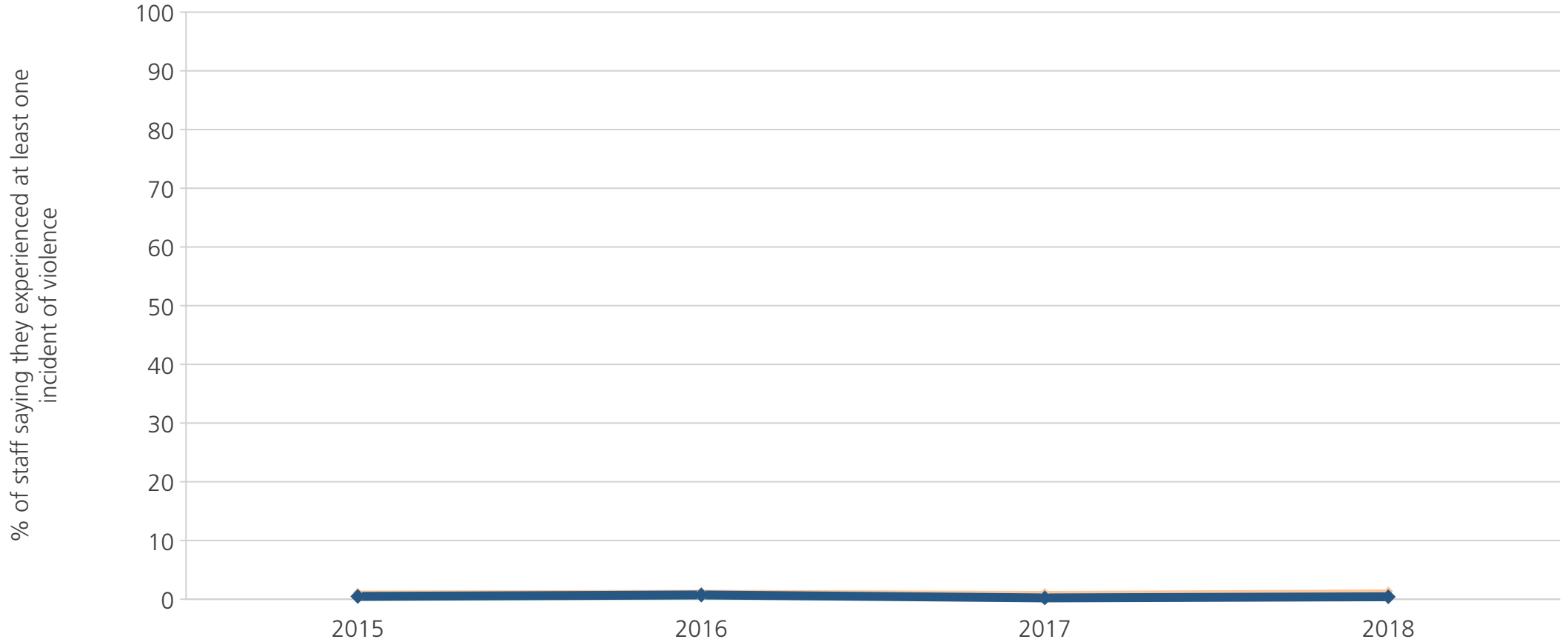
Note: This question was only answered by staff who selected 'Yes' on q11d.



	2014	2015	2016	2017	2018
<b>Worst</b>	96.7%	95.6%	93.9%	96.2%	96.4%
<b>Your org</b>	92.3%	91.0%	92.4%	93.5%	92.9%
<b>Average</b>	92.0%	91.9%	92.8%	92.2%	92.9%
<b>Best</b>	85.6%	86.9%	85.4%	85.5%	87.0%
<b>No. responses</b>	508	492	497	285	492

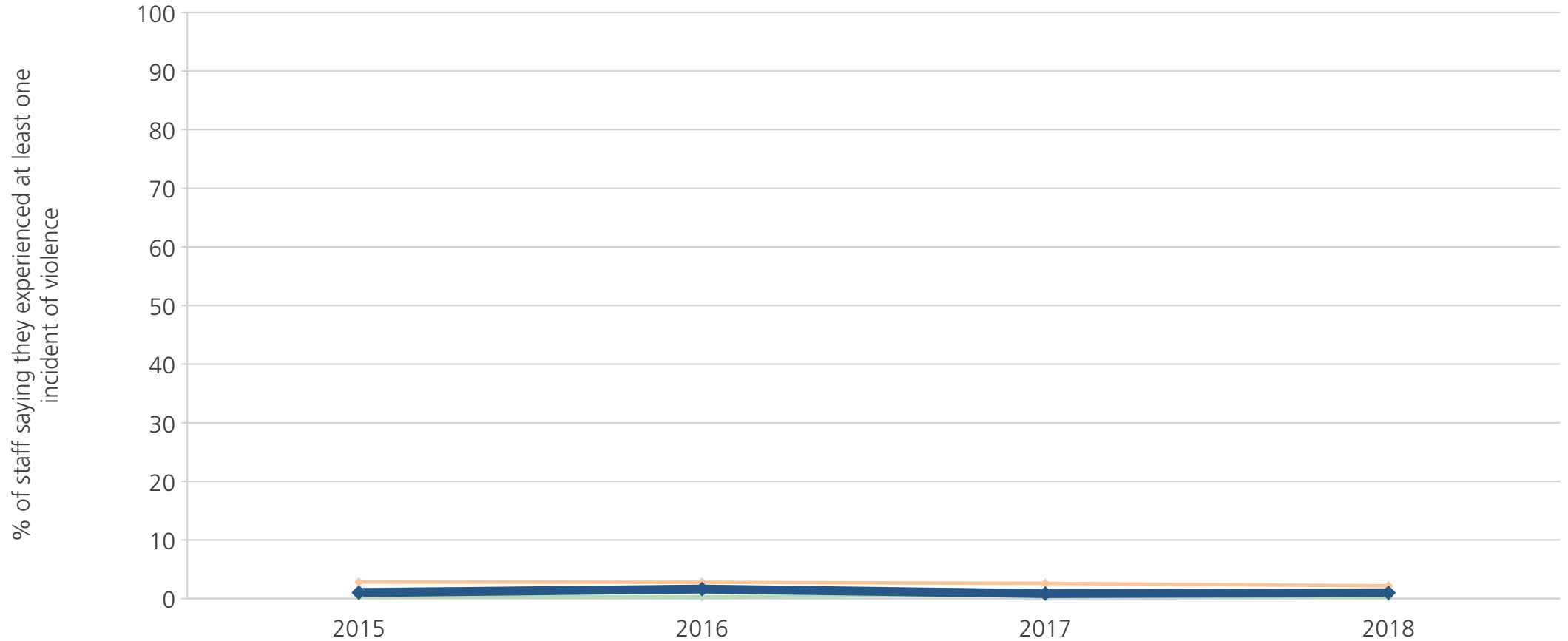


	2014	2015	2016	2017	2018
<b>Worst</b>	19.4%	22.5%	20.9%	19.1%	21.9%
<b>Your org</b>	8.7%	8.6%	10.0%	9.5%	6.9%
<b>Average</b>	5.9%	5.6%	6.7%	6.9%	6.7%
<b>Best</b>	1.8%	2.9%	2.4%	2.5%	1.8%
<b>No. responses</b>	994	1,010	967	558	955



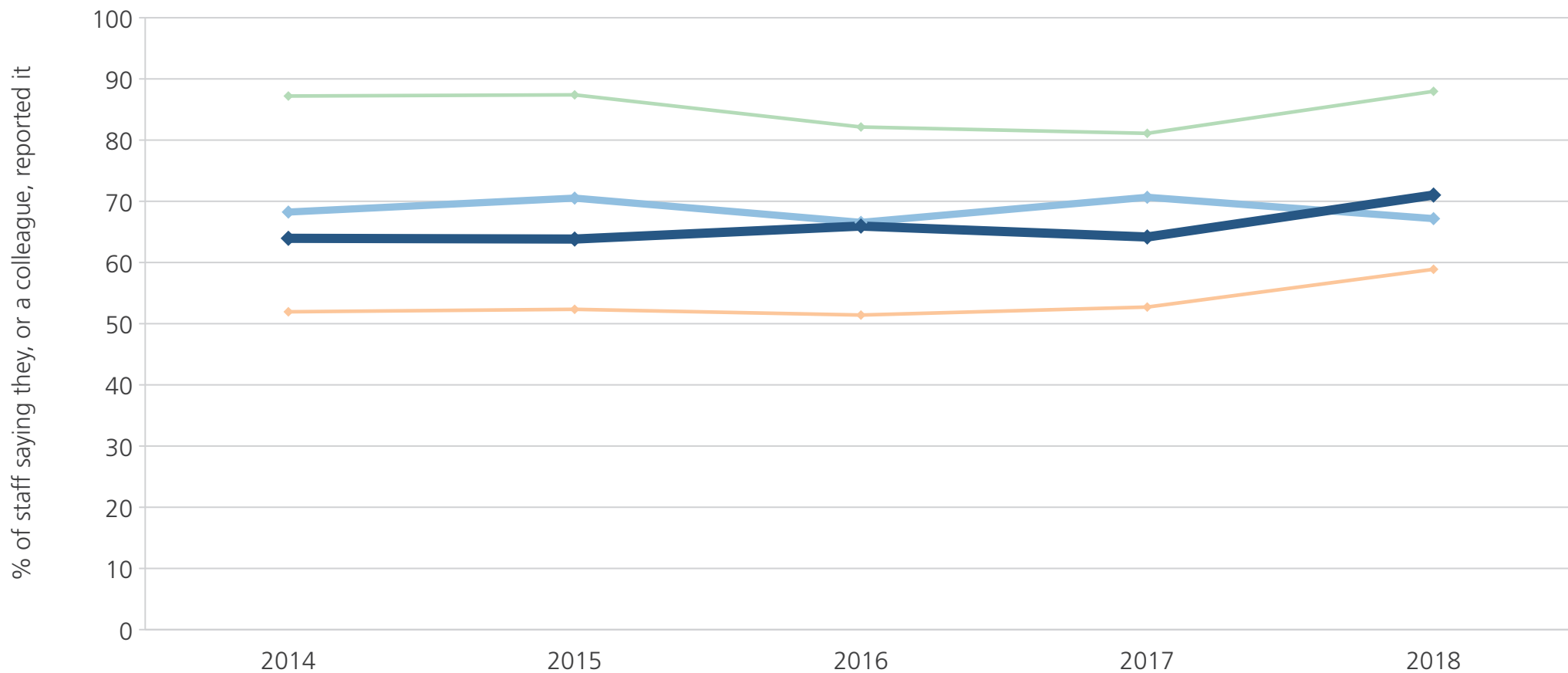
<b>Worst</b>	1.2%	1.3%	1.1%	1.4%
<b>Your org</b>	0.5%	0.7%	0.2%	0.4%
<b>Average</b>	0.4%	0.7%	0.3%	0.5%
<b>Best</b>	0.0%	0.2%	0.1%	0.0%
<b>No. responses</b>	1,006	960	556	936



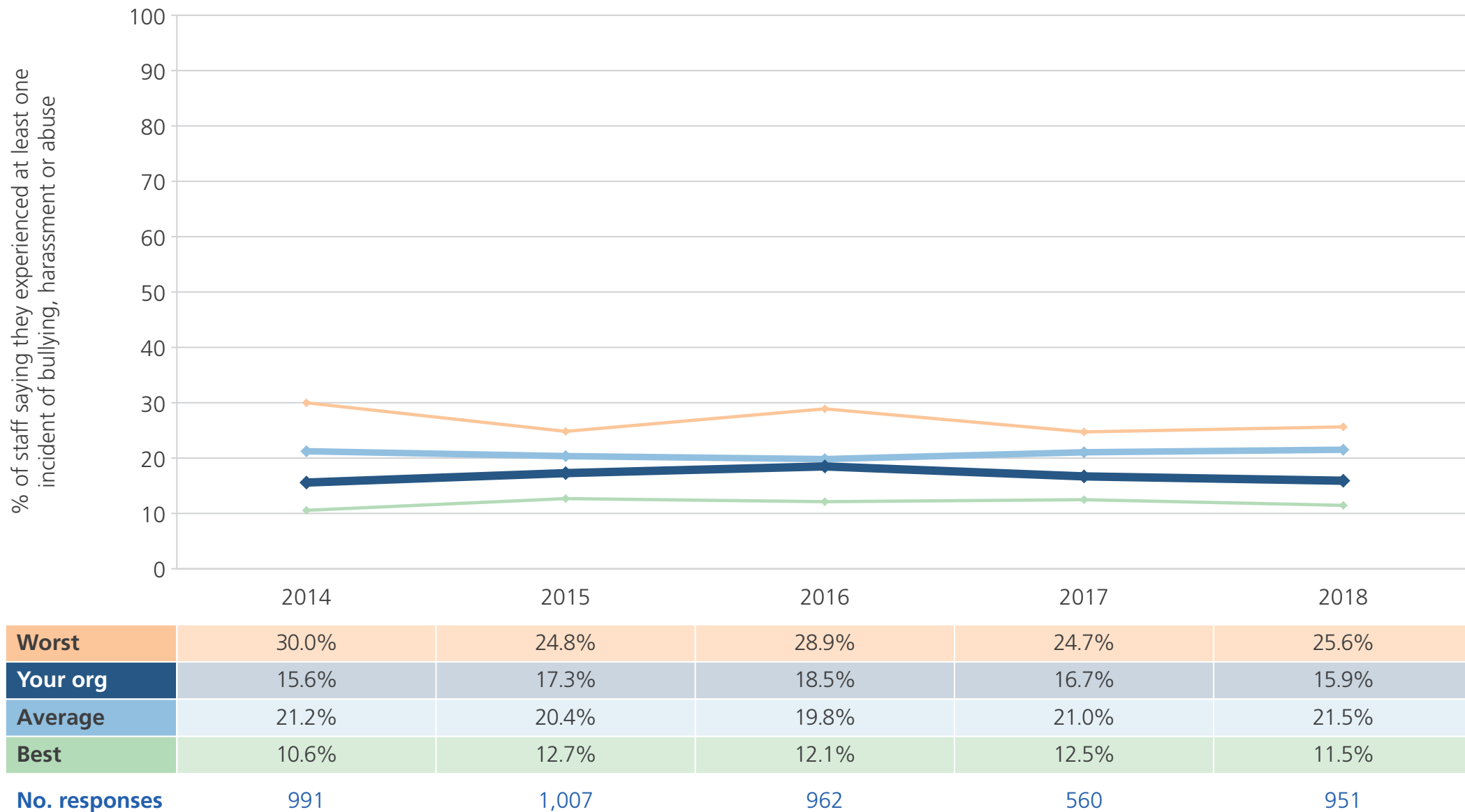


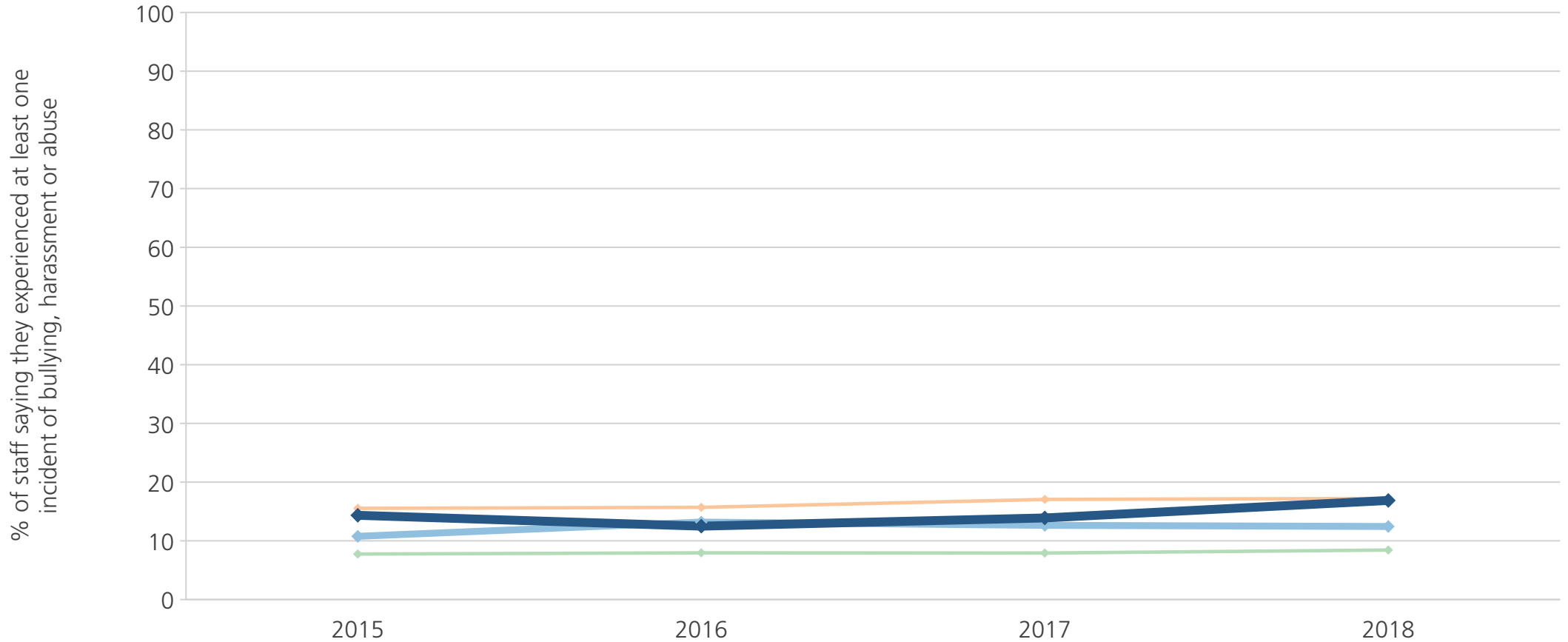
	2015	2016	2017	2018
<b>Worst</b>	2.8%	2.8%	2.6%	2.2%
<b>Your org</b>	1.0%	1.6%	0.9%	1.0%
<b>Average</b>	1.3%	1.6%	1.0%	1.0%
<b>Best</b>	0.4%	0.3%	0.6%	0.3%
<b>No. responses</b>	1,008	957	553	935

Note: This question was only answered by staff who reported experiencing at least one incident of violence in the last 12 months.

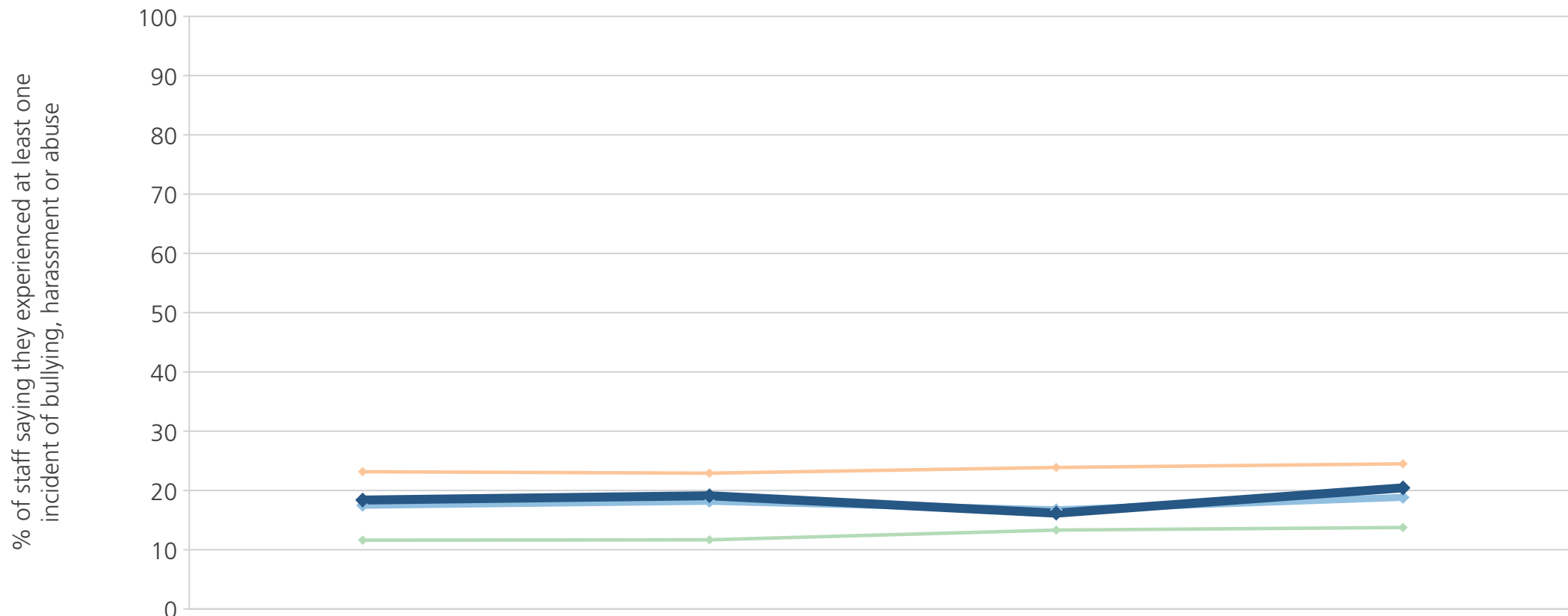


<b>Best</b>	87.2%	87.4%	82.1%	81.1%	88.0%
<b>Your org</b>	64.0%	63.8%	65.9%	64.2%	71.0%
<b>Average</b>	68.2%	70.5%	66.6%	70.7%	67.2%
<b>Worst</b>	51.9%	52.3%	51.4%	52.7%	58.9%
<b>No. responses</b>	84	82	86	41	57



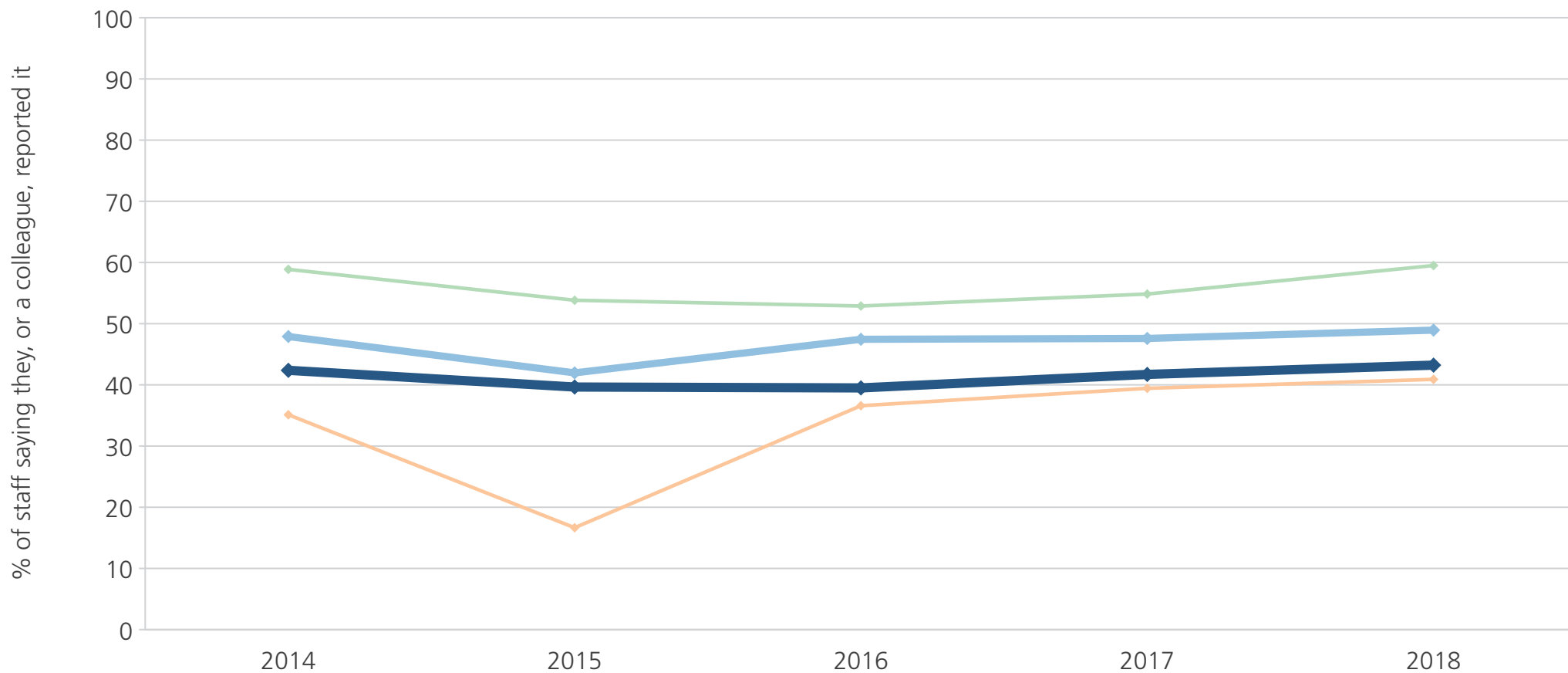


	2015	2016	2017	2018
<b>Worst</b>	15.5%	15.7%	17.1%	17.2%
<b>Your org</b>	14.3%	12.5%	13.9%	16.9%
<b>Average</b>	10.8%	13.2%	12.6%	12.4%
<b>Best</b>	7.8%	8.0%	7.9%	8.4%
<b>No. responses</b>	1,005	952	559	936

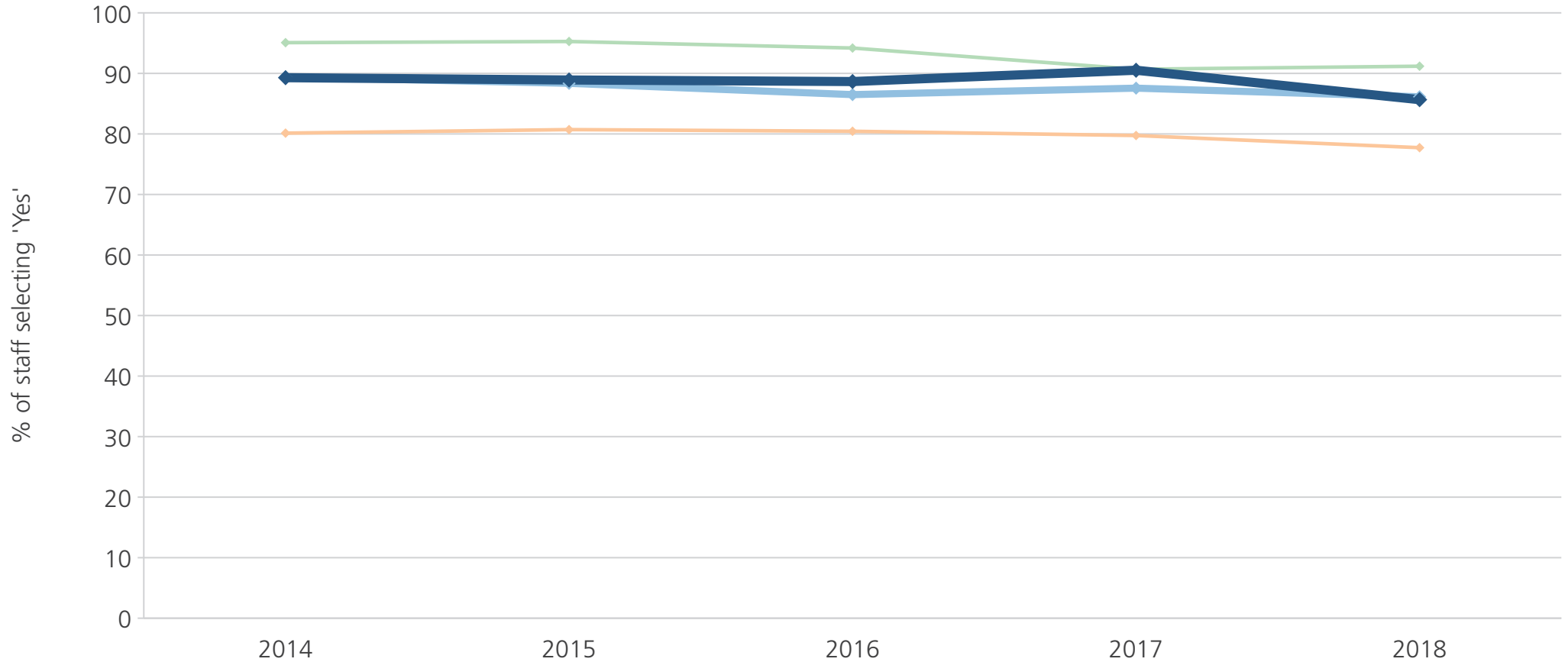


	2015	2016	2017	2018
<b>Worst</b>	23.2%	22.9%	23.9%	24.5%
<b>Your org</b>	18.4%	19.1%	16.2%	20.4%
<b>Average</b>	17.5%	18.2%	16.7%	18.8%
<b>Best</b>	11.6%	11.7%	13.3%	13.8%
<b>No. responses</b>	1,004	958	556	935

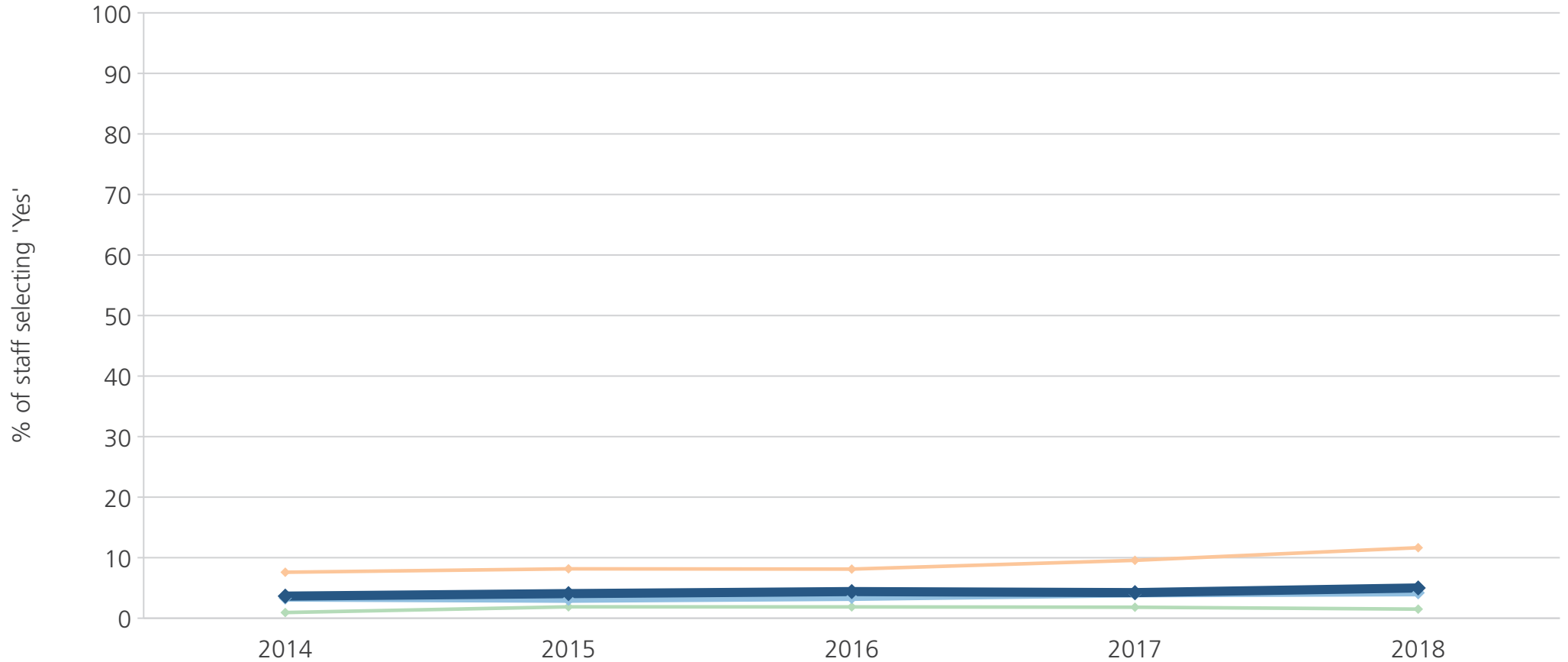
Note: This question was only answered by staff who reported experiencing at least one incident of harassment, bullying or abuse in the last 12 months.



<b>Best</b>	58.9%	53.8%	52.9%	54.8%	59.5%
<b>Your org</b>	42.4%	39.6%	39.5%	41.7%	43.2%
<b>Average</b>	47.9%	42.0%	47.4%	47.6%	48.9%
<b>Worst</b>	35.1%	16.7%	36.6%	39.4%	40.9%
<b>No. responses</b>	147	334	303	161	310

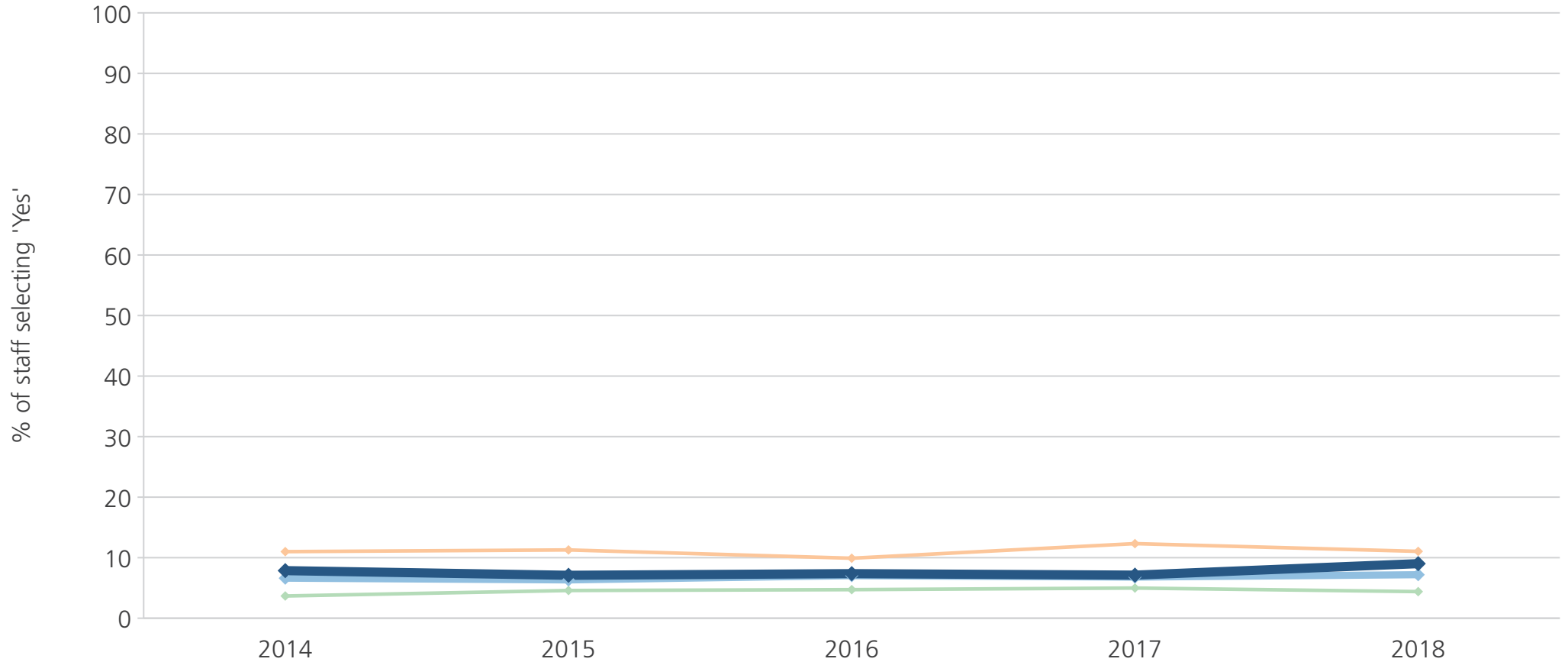


	2014	2015	2016	2017	2018
<b>Best</b>	95.1%	95.3%	94.2%	90.7%	91.2%
<b>Your org</b>	89.3%	88.9%	88.7%	90.5%	85.7%
<b>Average</b>	89.4%	88.4%	86.5%	87.6%	86.1%
<b>Worst</b>	80.1%	80.7%	80.4%	79.7%	77.7%
<b>No. responses</b>	753	741	697	402	628



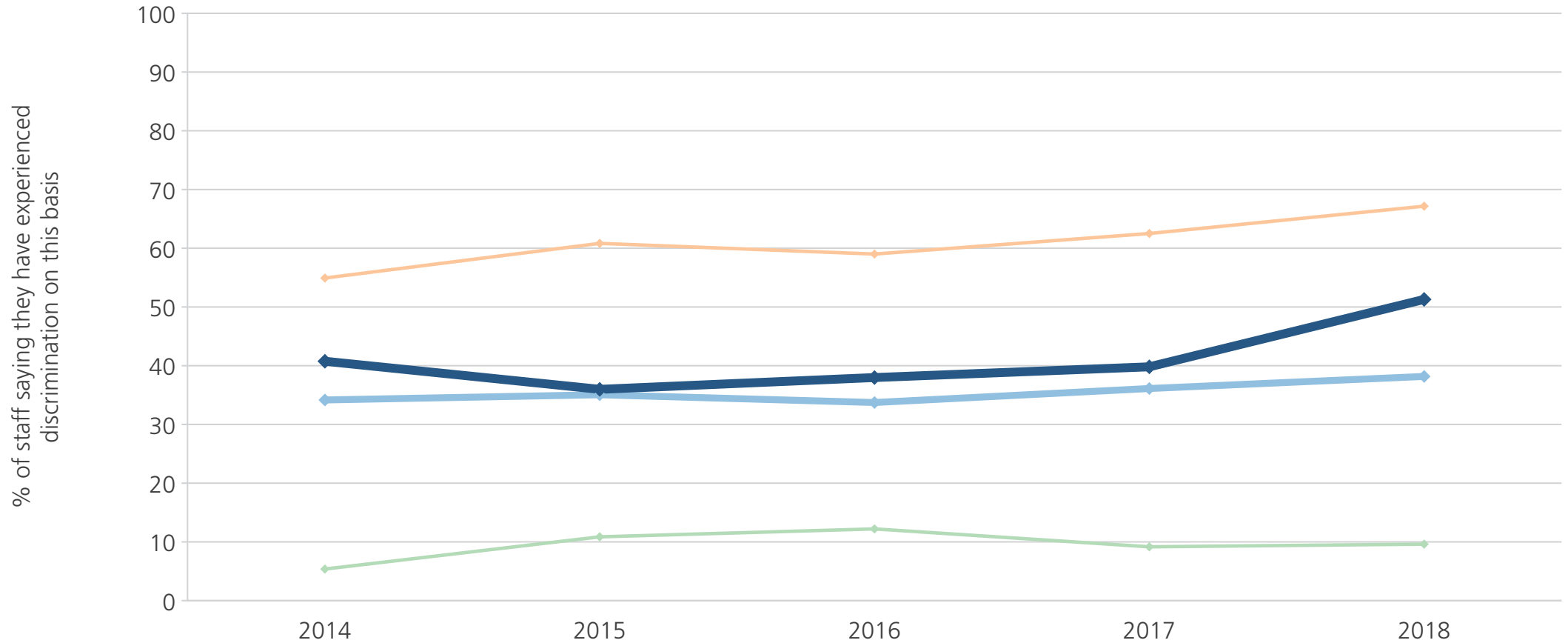
<b>Worst</b>	7.6%	8.2%	8.1%	9.6%	11.6%
<b>Your org</b>	3.6%	4.1%	4.4%	4.2%	5.0%
<b>Average</b>	3.3%	3.1%	3.4%	4.0%	4.2%
<b>Best</b>	0.9%	1.9%	1.9%	1.8%	1.5%
<b>No. responses</b>	987	1,011	962	557	940





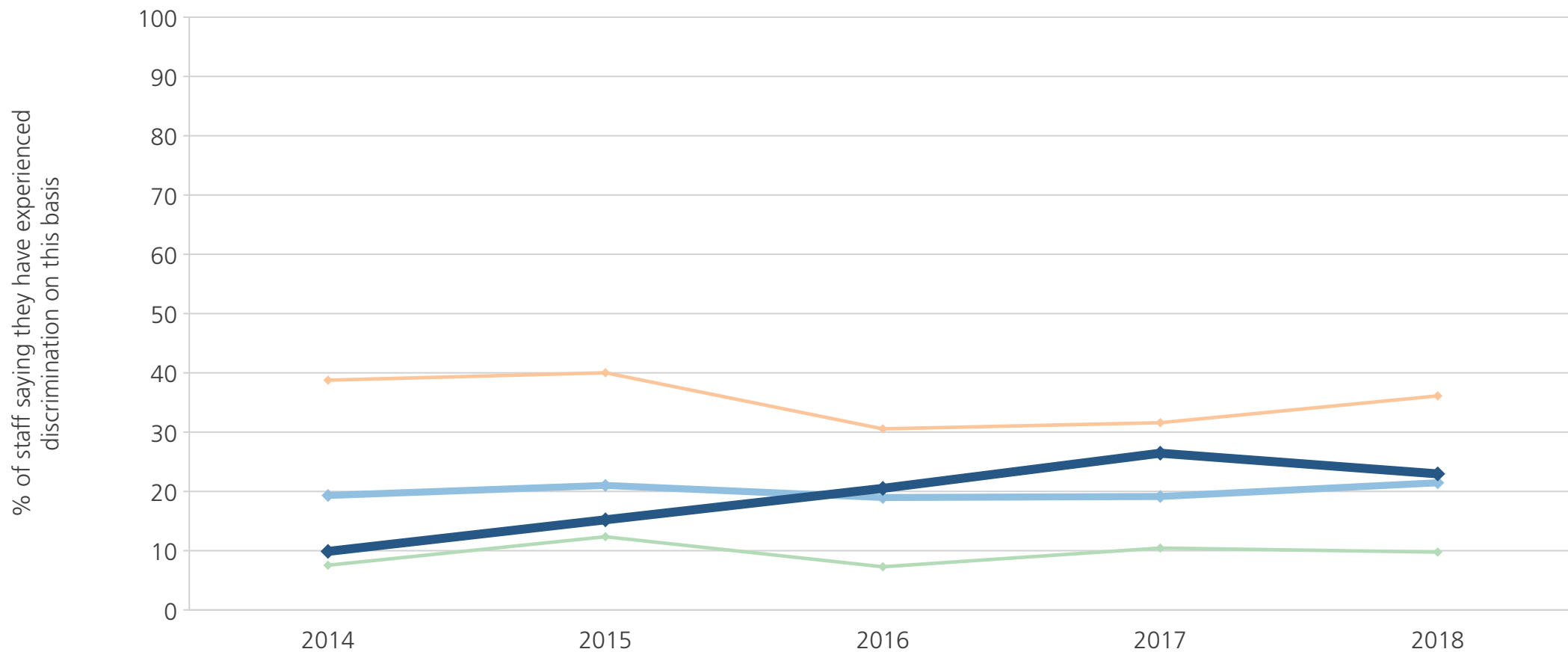
<b>Worst</b>	11.0%	11.3%	9.9%	12.3%	11.0%
<b>Your org</b>	7.9%	7.1%	7.4%	7.1%	9.0%
<b>Average</b>	6.6%	6.3%	7.0%	6.8%	7.2%
<b>Best</b>	3.7%	4.6%	4.7%	5.0%	4.4%
<b>No. responses</b>	989	1,010	962	556	946

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



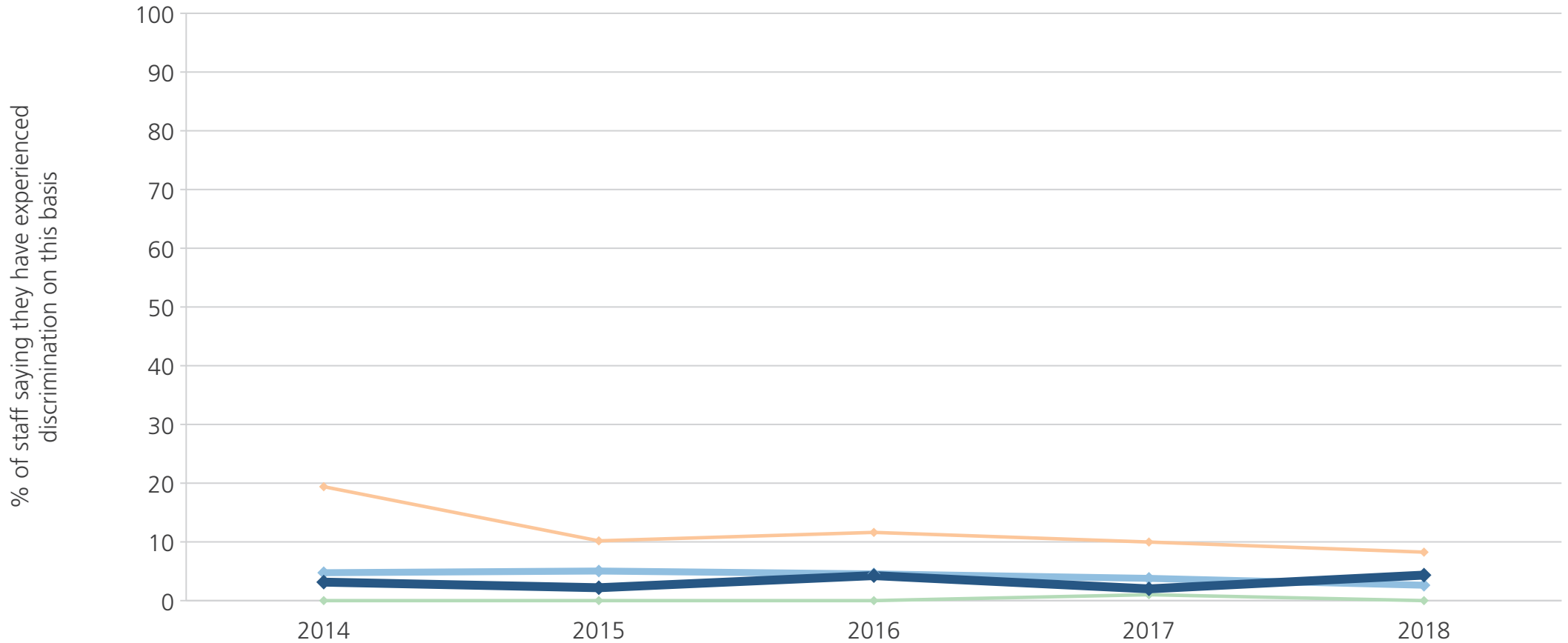
	2014	2015	2016	2017	2018
<b>Worst</b>	54.9%	60.8%	59.0%	62.5%	67.2%
<b>Your org</b>	40.8%	36.0%	38.0%	39.8%	51.3%
<b>Average</b>	34.2%	35.1%	33.7%	36.1%	38.2%
<b>Best</b>	5.4%	10.9%	12.2%	9.2%	9.6%
<b>No. responses</b>	99	93	103	52	119

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



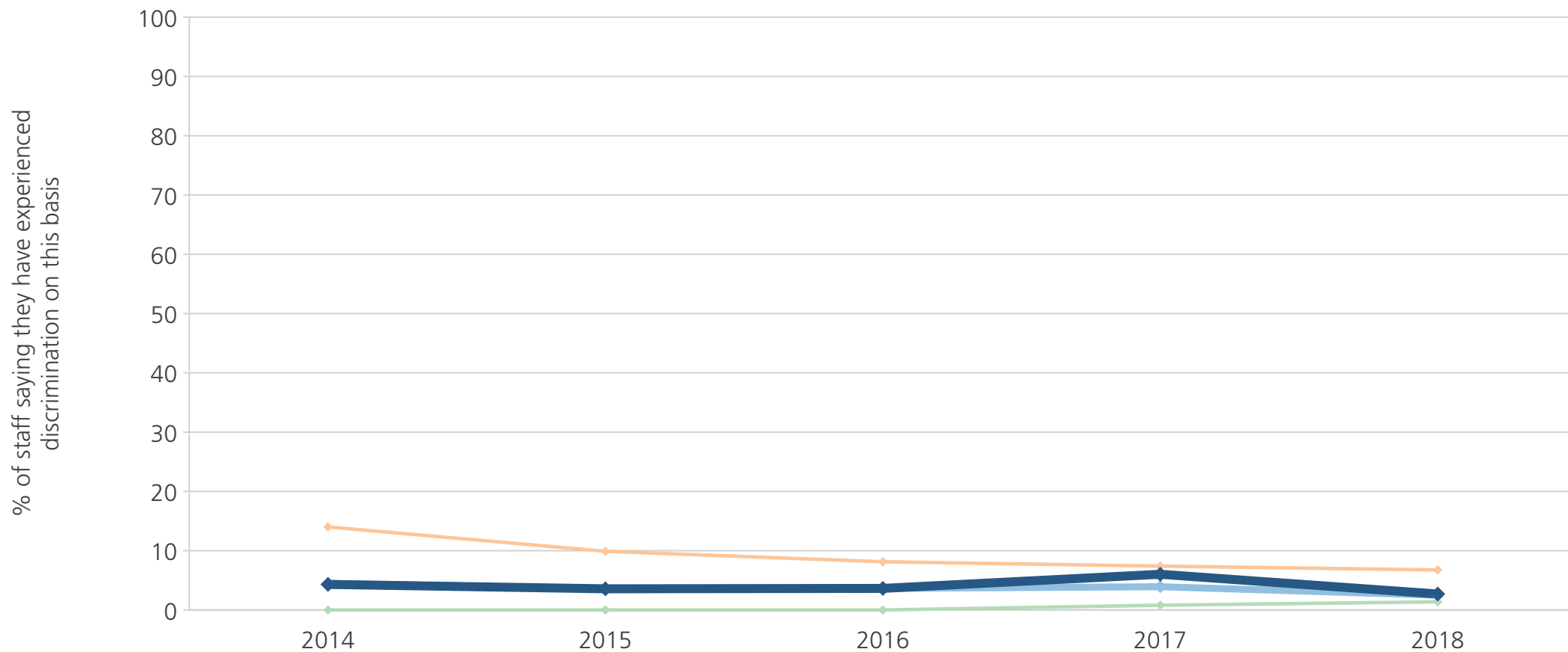
<b>Worst</b>	38.8%	40.0%	30.5%	31.6%	36.1%
<b>Your org</b>	9.9%	15.2%	20.5%	26.4%	23.0%
<b>Average</b>	19.3%	21.0%	19.0%	19.1%	21.5%
<b>Best</b>	7.5%	12.4%	7.3%	10.4%	9.8%
<b>No. responses</b>	99	93	103	52	119

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



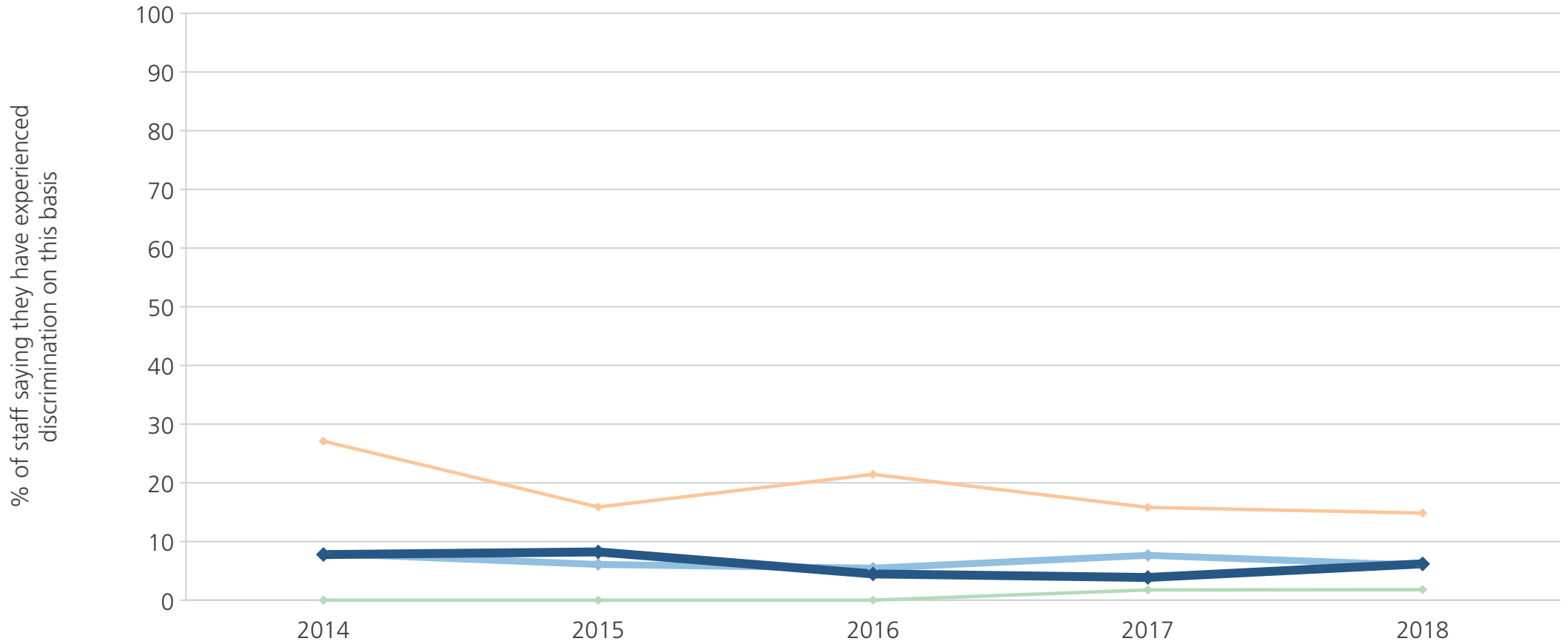
<b>Worst</b>	19.4%	10.2%	11.6%	10.0%	8.3%
<b>Your org</b>	3.1%	2.2%	4.3%	2.0%	4.3%
<b>Average</b>	4.8%	5.0%	4.6%	3.8%	2.6%
<b>Best</b>	0.0%	0.0%	0.0%	1.0%	0.0%
<b>No. responses</b>	99	93	103	52	119

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



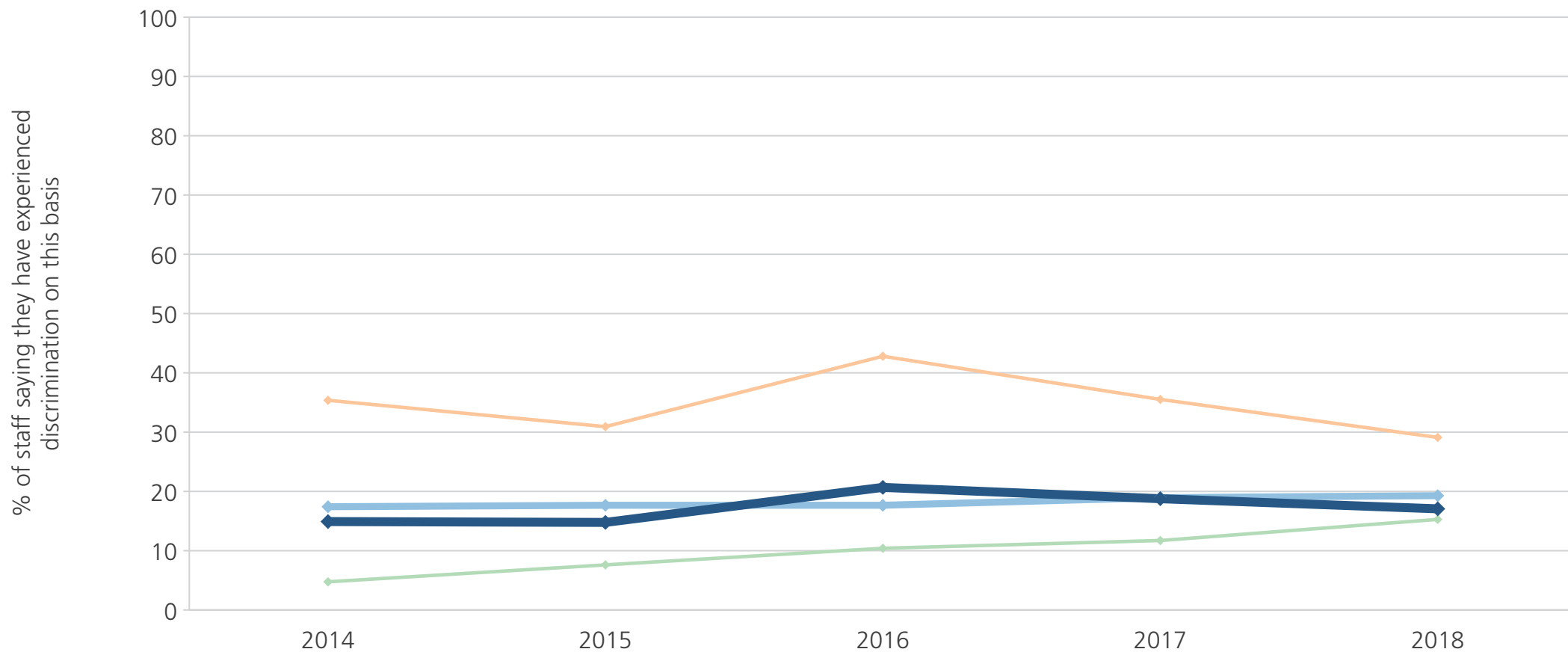
<b>Worst</b>	14.0%	9.9%	8.1%	7.4%	6.8%
<b>Your org</b>	4.3%	3.6%	3.6%	6.0%	2.7%
<b>Average</b>	4.5%	3.6%	3.6%	3.9%	2.5%
<b>Best</b>	0.0%	0.0%	0.0%	0.8%	1.4%
<b>No. responses</b>	99	93	103	52	119

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



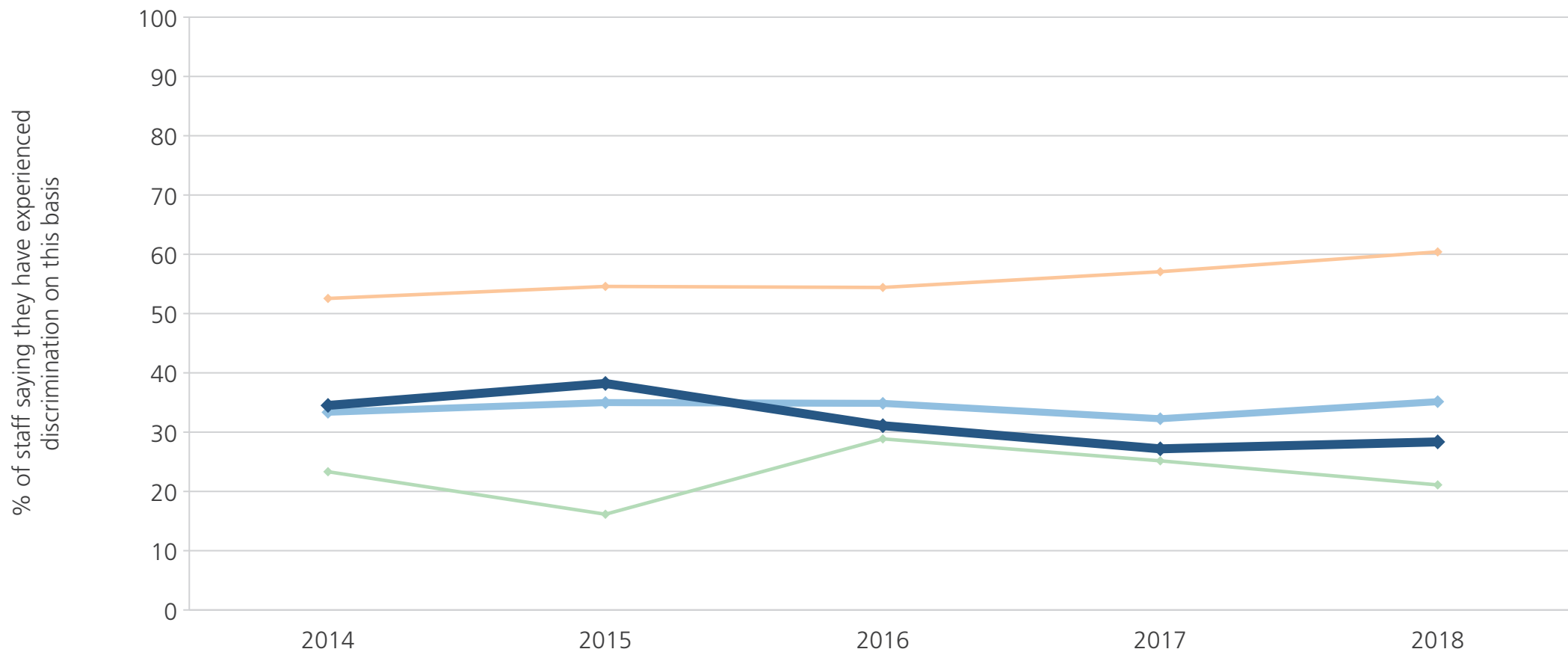
<b>Worst</b>	27.1%	15.9%	21.4%	15.8%	14.8%
<b>Your org</b>	7.8%	8.2%	4.5%	3.9%	6.2%
<b>Average</b>	8.0%	6.1%	5.4%	7.6%	6.0%
<b>Best</b>	0.0%	0.0%	0.0%	1.7%	1.8%
<b>No. responses</b>	99	93	103	52	119

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



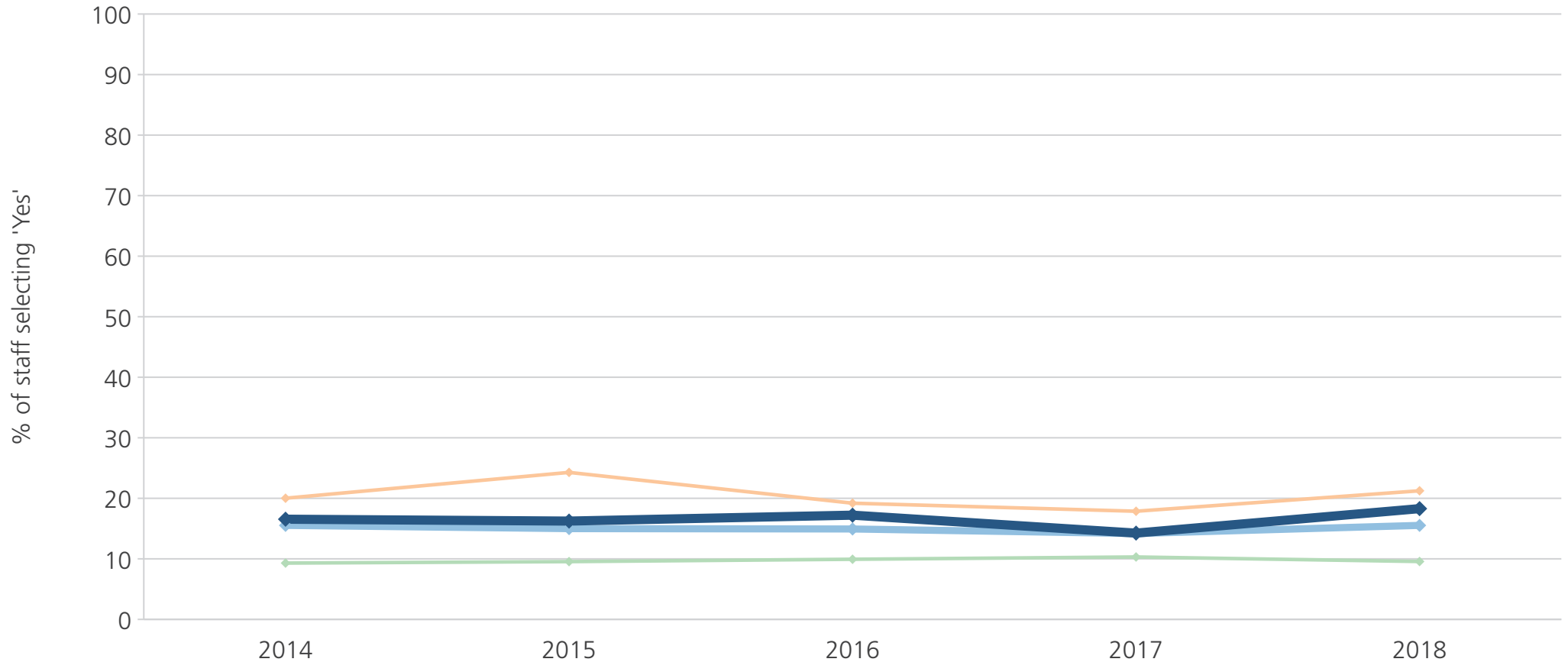
<b>Worst</b>	35.4%	30.9%	42.8%	35.5%	29.1%
<b>Your org</b>	14.9%	14.8%	20.7%	18.8%	17.1%
<b>Average</b>	17.4%	17.7%	17.7%	18.9%	19.3%
<b>Best</b>	4.8%	7.6%	10.4%	11.7%	15.3%
<b>No. responses</b>	99	93	103	52	119

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

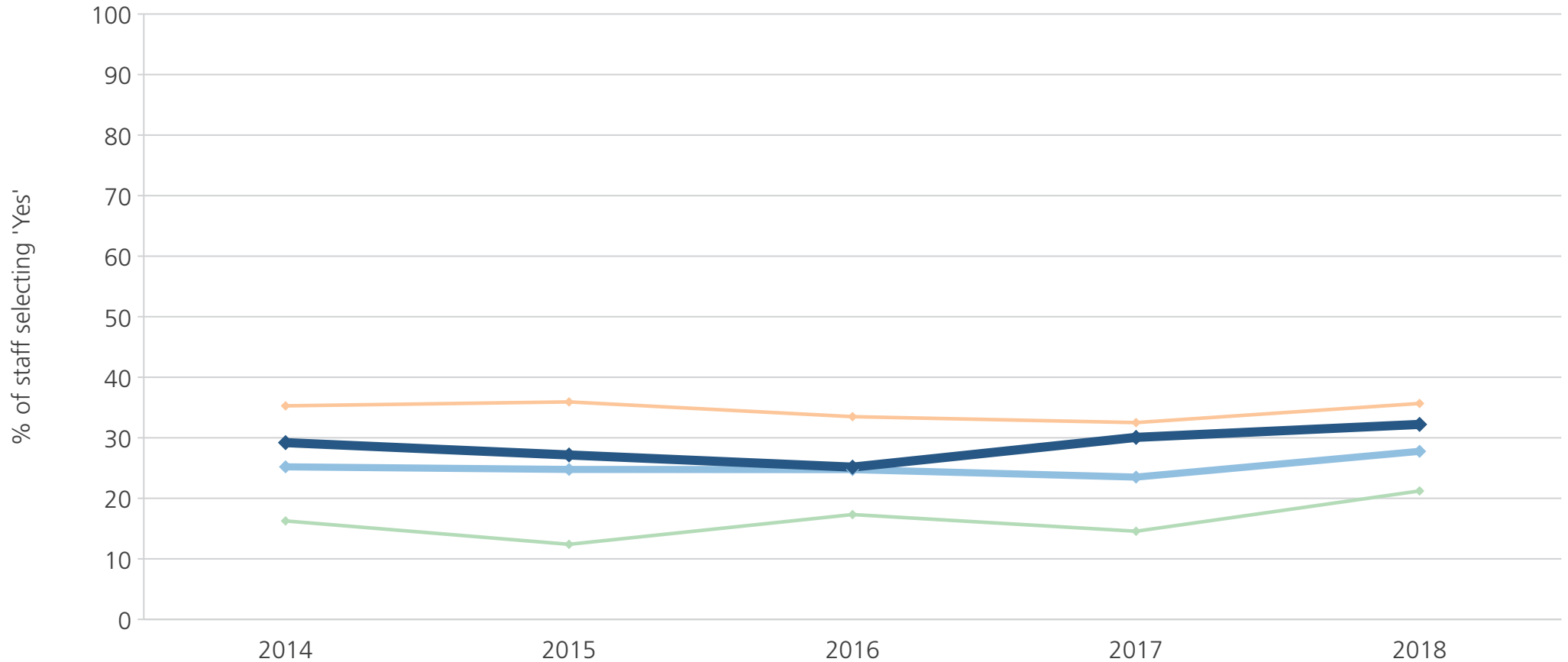


<b>Worst</b>	52.6%	54.6%	54.4%	57.1%	60.4%
<b>Your org</b>	34.5%	38.2%	31.1%	27.2%	28.4%
<b>Average</b>	33.4%	35.0%	34.9%	32.3%	35.1%
<b>Best</b>	23.3%	16.1%	28.9%	25.2%	21.1%
<b>No. responses</b>	99	93	103	52	119



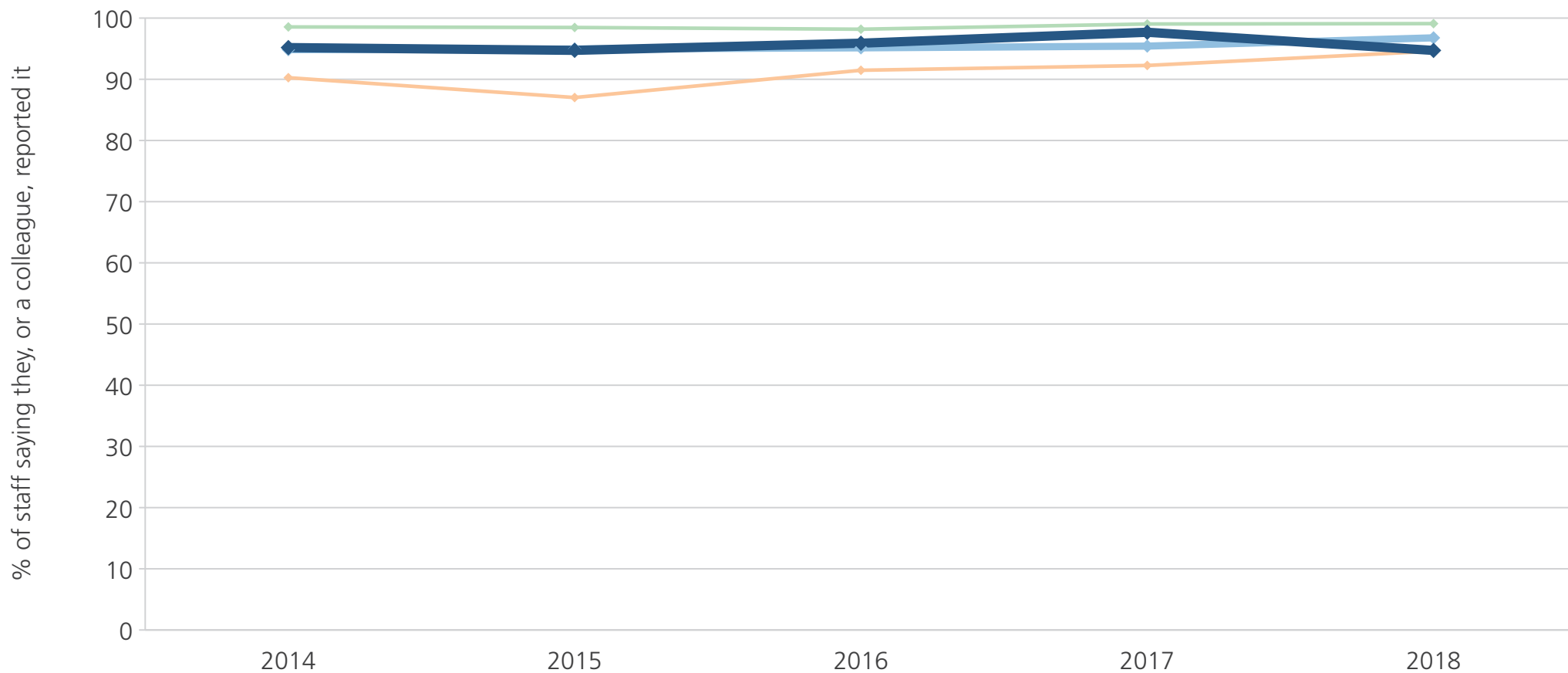


<b>Worst</b>	20.0%	24.3%	19.2%	17.9%	21.2%
<b>Your org</b>	16.5%	16.2%	17.2%	14.3%	18.3%
<b>Average</b>	15.5%	15.0%	14.9%	14.2%	15.5%
<b>Best</b>	9.3%	9.5%	9.9%	10.3%	9.6%
<b>No. responses</b>	990	1,002	953	550	943

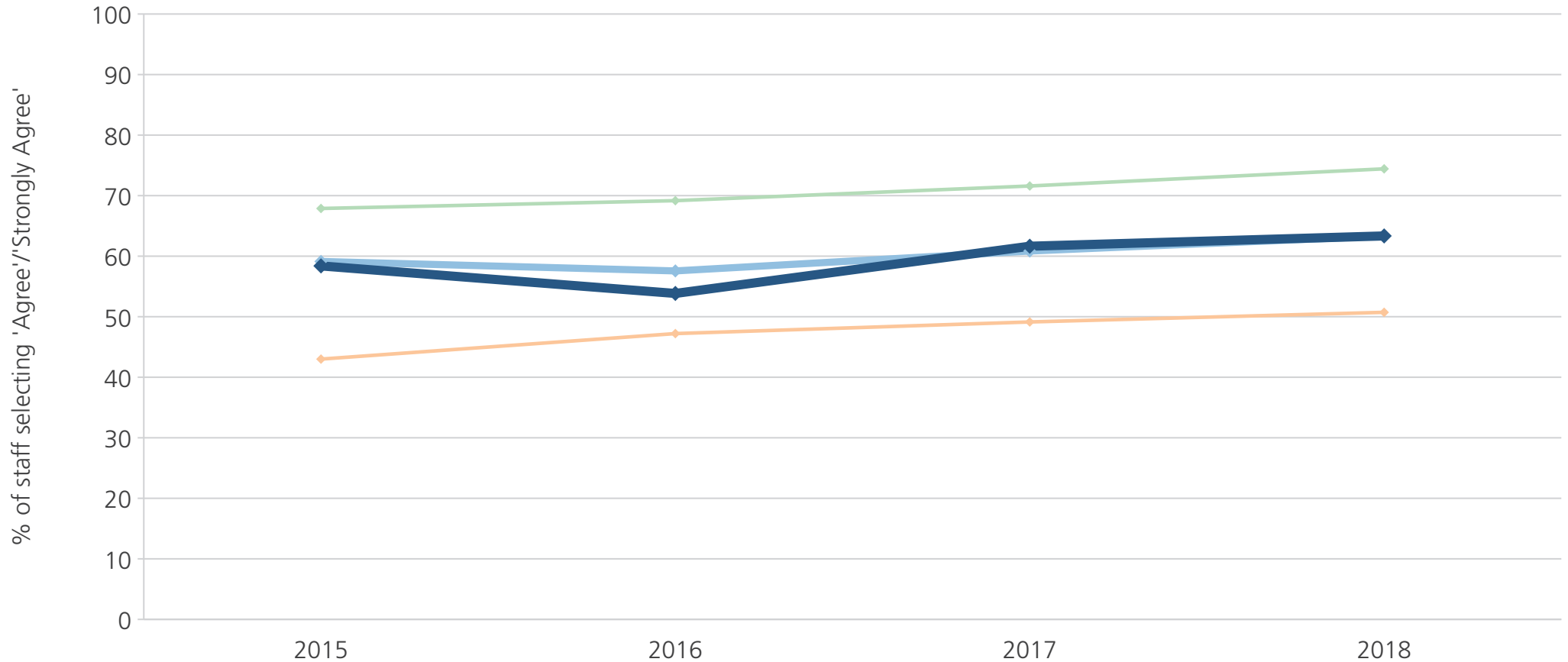


<b>Worst</b>	35.3%	35.9%	33.5%	32.5%	35.7%
<b>Your org</b>	29.2%	27.2%	25.1%	30.1%	32.2%
<b>Average</b>	25.2%	24.8%	24.7%	23.5%	27.8%
<b>Best</b>	16.3%	12.4%	17.3%	14.6%	21.2%
<b>No. responses</b>	975	984	948	548	942

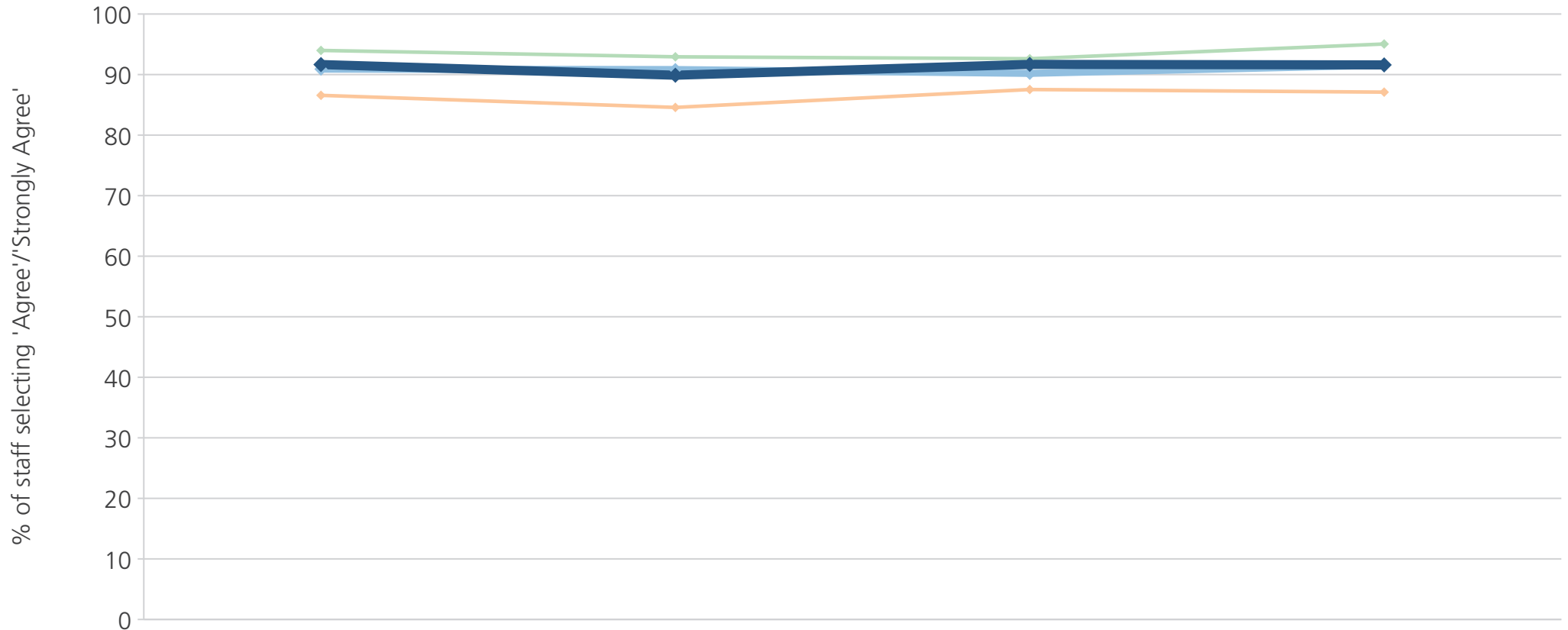
Note: This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.



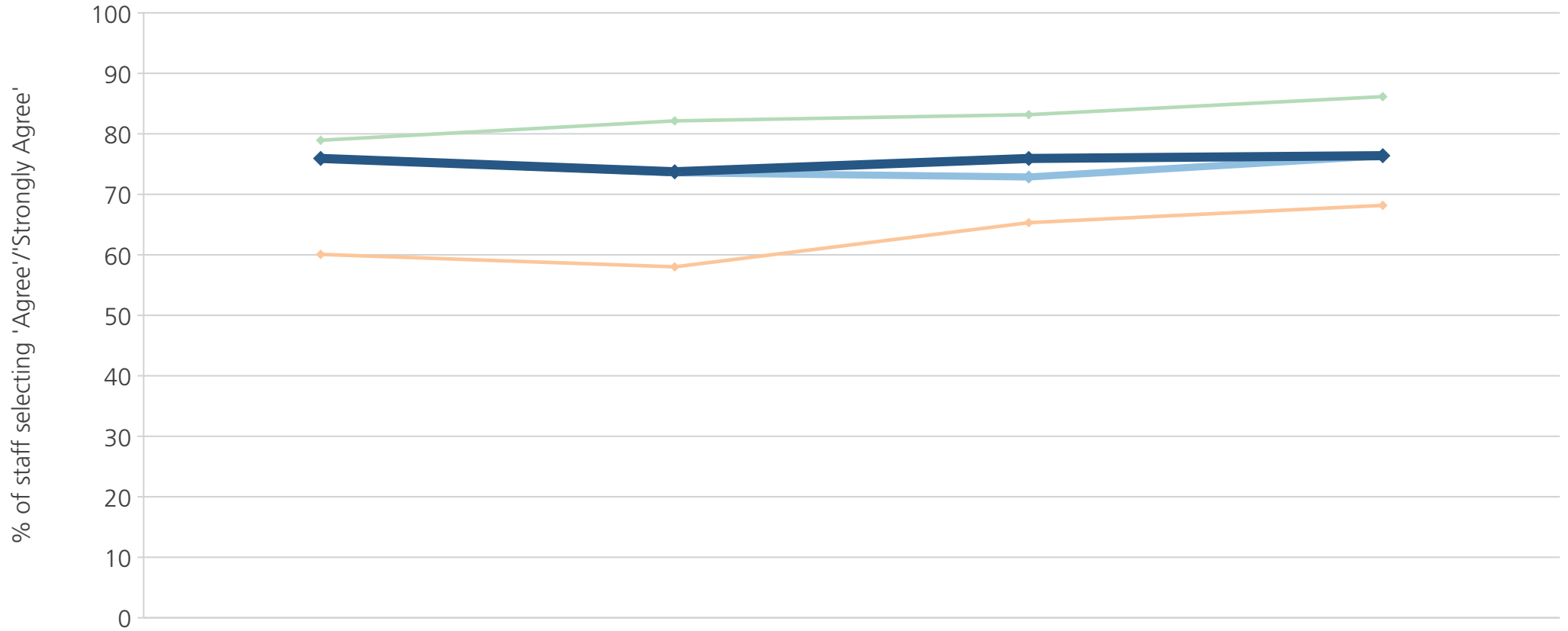
<b>Best</b>	98.6%	98.5%	98.2%	99.0%	99.1%
<b>Your org</b>	95.2%	94.7%	95.9%	97.7%	94.7%
<b>Average</b>	94.8%	94.9%	95.1%	95.4%	96.8%
<b>Worst</b>	90.3%	87.0%	91.5%	92.3%	94.6%
<b>No. responses</b>	321	302	278	165	323



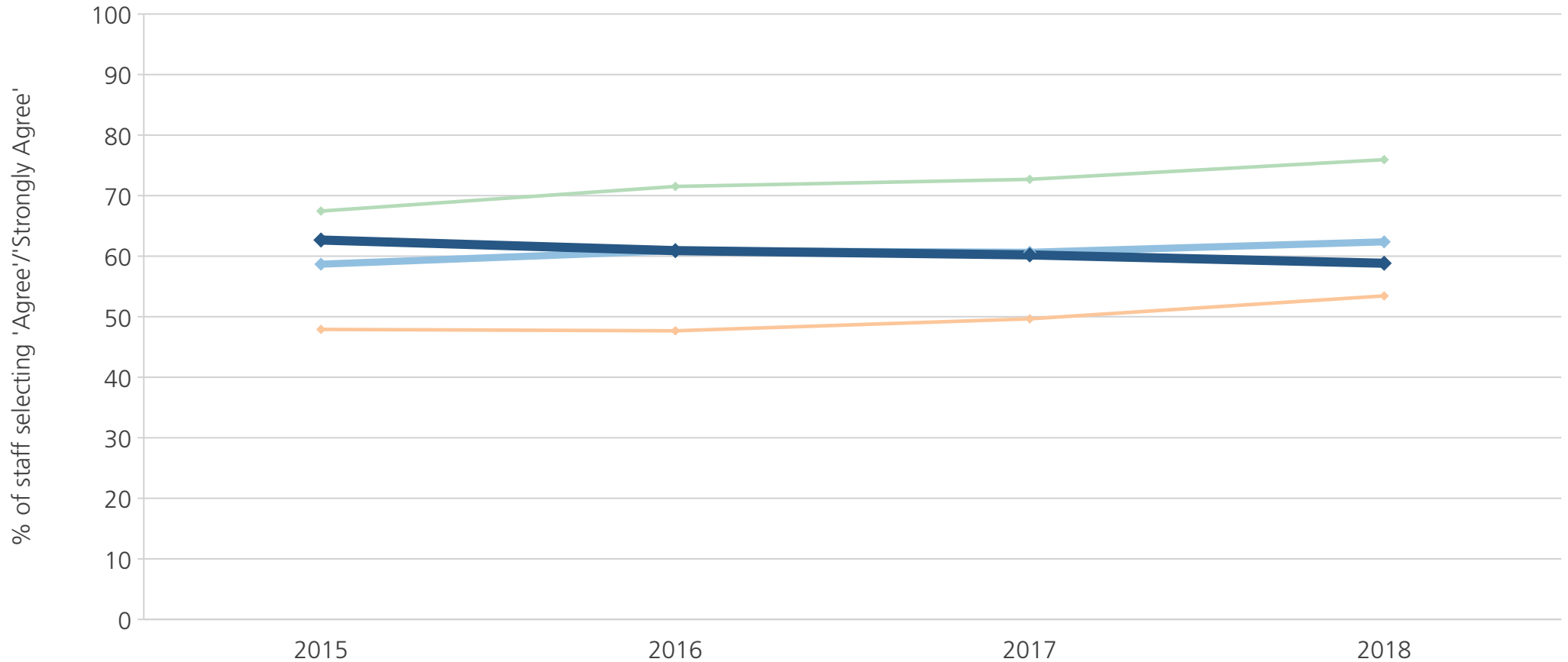
Best	67.9%	69.2%	71.6%	74.4%
Your org	58.4%	53.8%	61.6%	63.3%
Average	59.1%	57.6%	60.8%	63.3%
Worst	43.0%	47.2%	49.1%	50.7%
No. responses	872	836	474	733



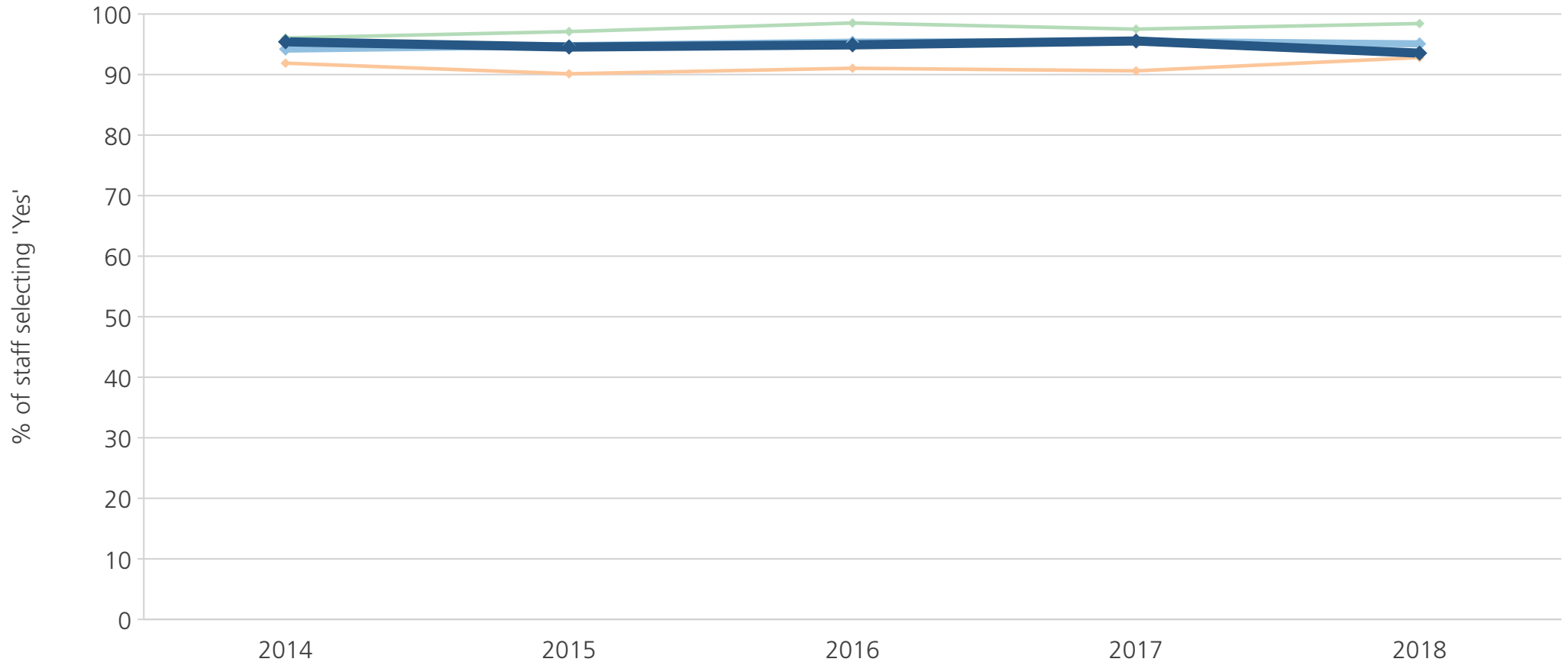
	2015	2016	2017	2018
<b>Best</b>	94.0%	92.9%	92.6%	95.0%
<b>Your org</b>	91.7%	89.9%	91.7%	91.6%
<b>Average</b>	90.9%	90.8%	90.2%	91.5%
<b>Worst</b>	86.6%	84.6%	87.5%	87.1%
<b>No. responses</b>	1,001	950	549	923



	2015	2016	2017	2018
Best	78.9%	82.1%	83.2%	86.1%
Your org	75.9%	73.7%	75.9%	76.4%
Average	75.9%	73.6%	72.9%	76.4%
Worst	60.1%	58.0%	65.3%	68.2%
No. responses	939	901	513	843

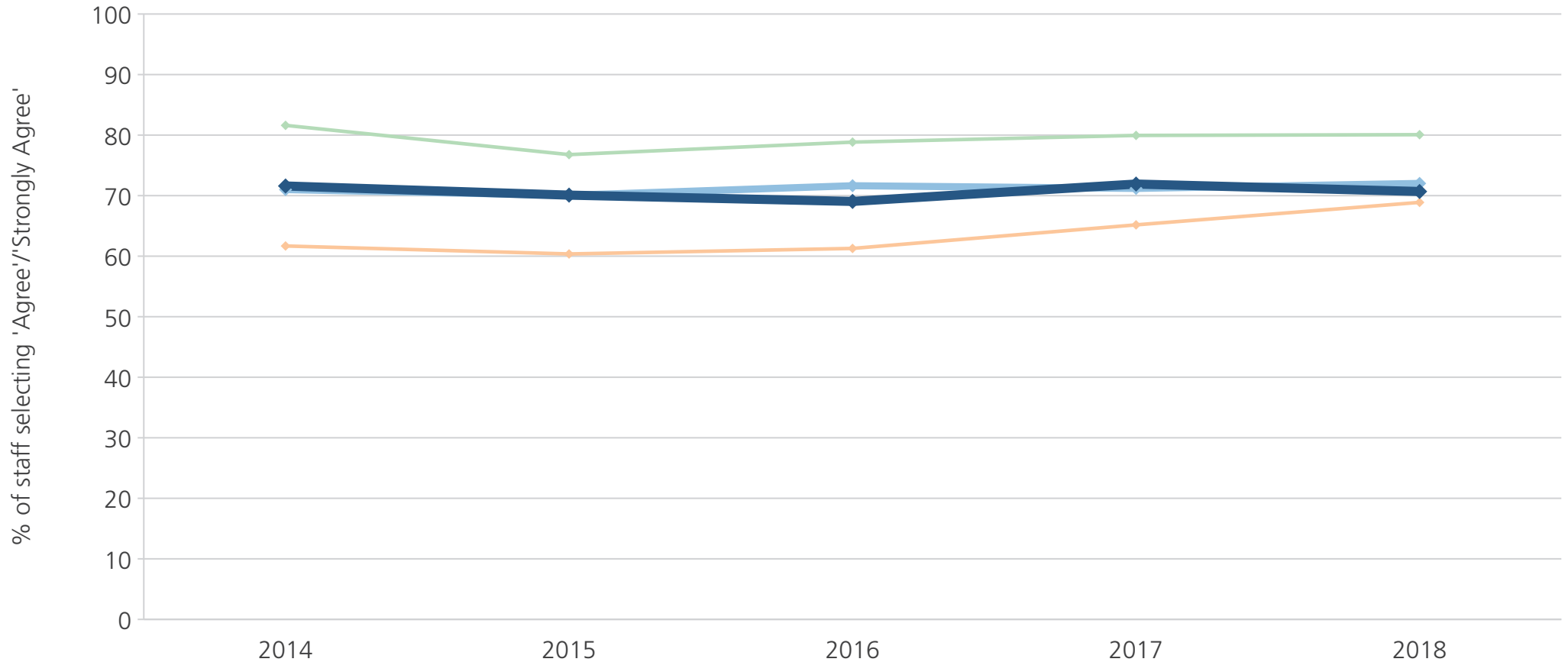


	2015	2016	2017	2018
Best	67.5%	71.5%	72.7%	75.9%
Your org	62.7%	60.9%	60.2%	58.8%
Average	58.7%	60.9%	60.6%	62.4%
Worst	47.9%	47.7%	49.6%	53.4%
No. responses	964	901	517	848

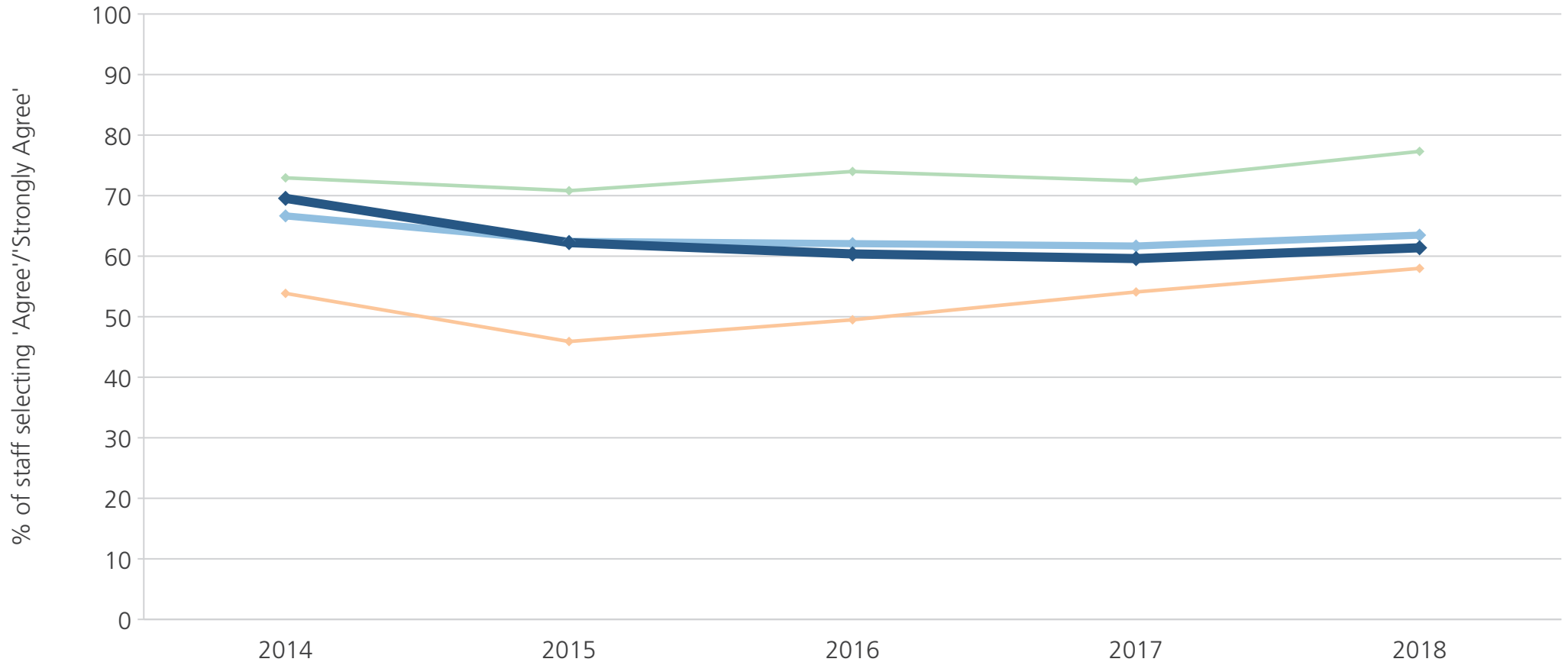


	2014	2015	2016	2017	2018
<b>Best</b>	96.1%	97.1%	98.5%	97.5%	98.4%
<b>Your org</b>	95.4%	94.5%	94.9%	95.5%	93.5%
<b>Average</b>	94.2%	94.8%	95.4%	95.5%	95.1%
<b>Worst</b>	91.9%	90.1%	91.0%	90.6%	92.8%
<b>No. responses</b>	918	923	874	493	856





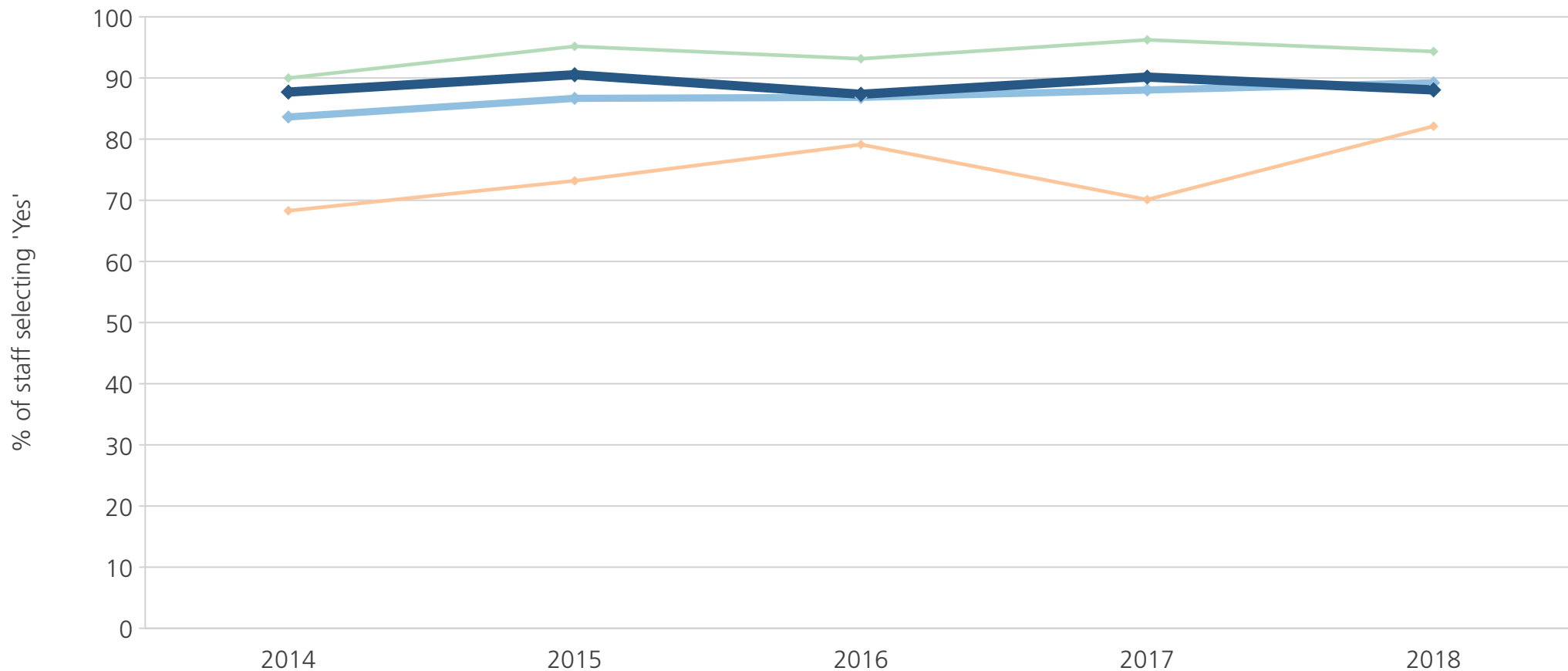
	2014	2015	2016	2017	2018
Best	81.6%	76.8%	78.8%	79.9%	80.1%
Your org	71.6%	70.1%	69.0%	71.9%	70.7%
Average	71.0%	70.1%	71.6%	71.2%	72.0%
Worst	61.7%	60.4%	61.3%	65.2%	68.9%
No. responses	981	989	954	547	941



<b>Best</b>	72.9%	70.8%	74.0%	72.4%	77.3%
<b>Your org</b>	69.6%	62.2%	60.4%	59.6%	61.4%
<b>Average</b>	66.7%	62.5%	62.1%	61.7%	63.5%
<b>Worst</b>	53.9%	45.9%	49.5%	54.1%	58.0%
<b>No. responses</b>	981	988	951	546	939

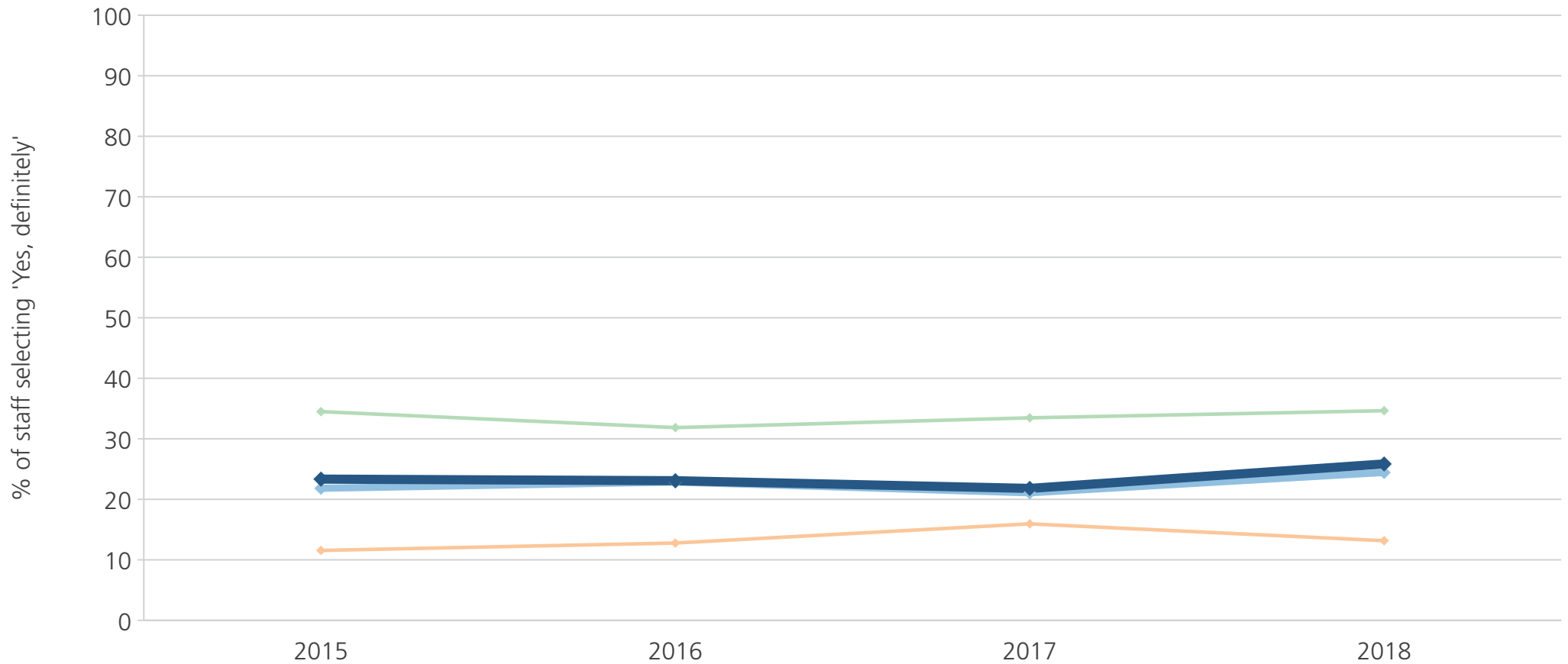
# Question results – Your personal development

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results



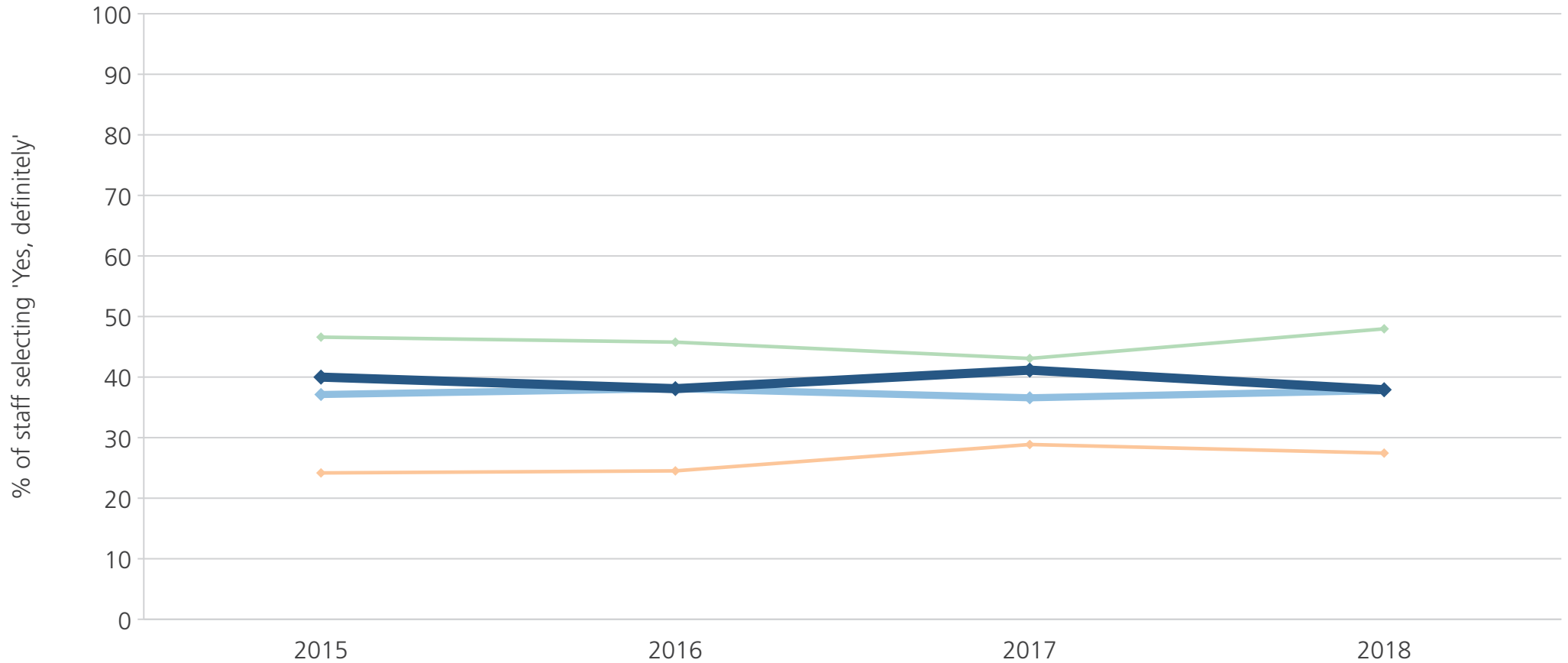
	2014	2015	2016	2017	2018
<b>Best</b>	90.0%	95.2%	93.1%	96.2%	94.3%
<b>Your org</b>	87.7%	90.5%	87.3%	90.1%	88.0%
<b>Average</b>	83.6%	86.7%	86.8%	88.0%	89.2%
<b>Worst</b>	68.3%	73.2%	79.1%	70.1%	82.1%
<b>No. responses</b>	978	1,005	942	552	920

Note: This question was only answered by staff who selected 'Yes' on q19a.



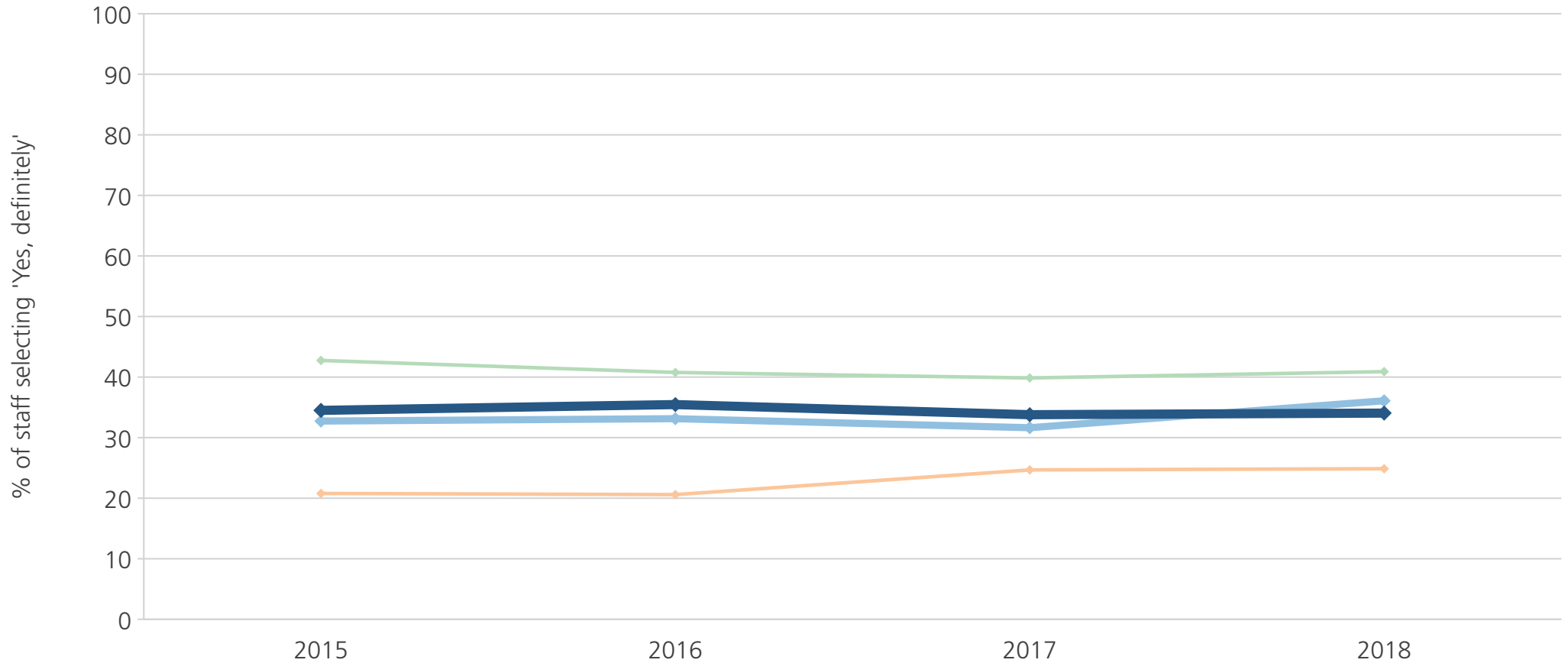
	2015	2016	2017	2018
<b>Best</b>	34.5%	31.9%	33.5%	34.6%
<b>Your org</b>	23.3%	23.1%	21.8%	25.8%
<b>Average</b>	21.8%	22.9%	21.1%	24.4%
<b>Worst</b>	11.6%	12.8%	15.9%	13.2%
<b>No. responses</b>	912	820	491	795

Note: This question was only answered by staff who selected 'Yes' on q19a.



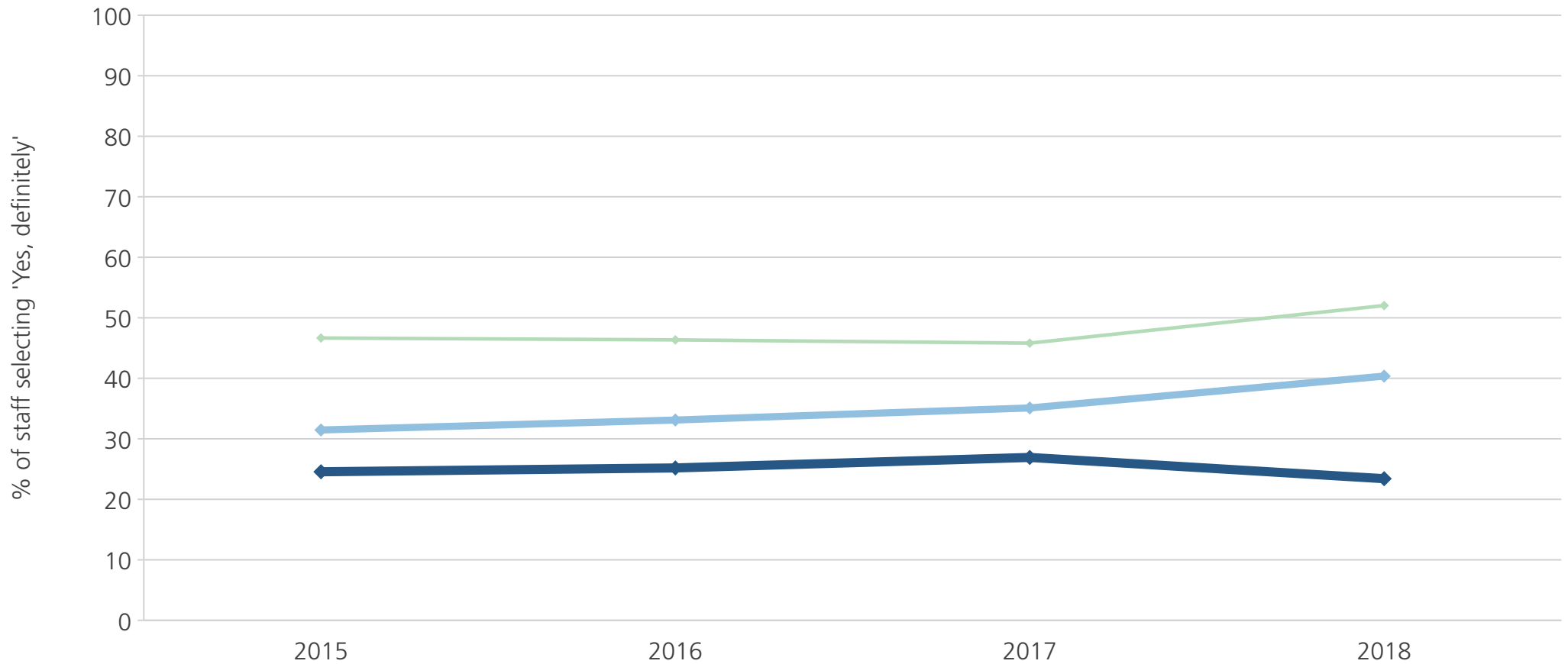
	2015	2016	2017	2018
<b>Best</b>	46.6%	45.8%	43.1%	48.0%
<b>Your org</b>	40.0%	38.1%	41.1%	37.9%
<b>Average</b>	37.1%	38.1%	36.6%	37.8%
<b>Worst</b>	24.2%	24.5%	28.9%	27.4%
<b>No. responses</b>	910	820	491	797

Note: This question was only answered by staff who selected 'Yes' on q19a.



	2015	2016	2017	2018
<b>Best</b>	42.7%	40.8%	39.9%	40.9%
<b>Your org</b>	34.5%	35.5%	33.8%	34.1%
<b>Average</b>	32.7%	33.1%	31.6%	36.1%
<b>Worst</b>	20.8%	20.6%	24.7%	24.9%
<b>No. responses</b>	908	814	488	795

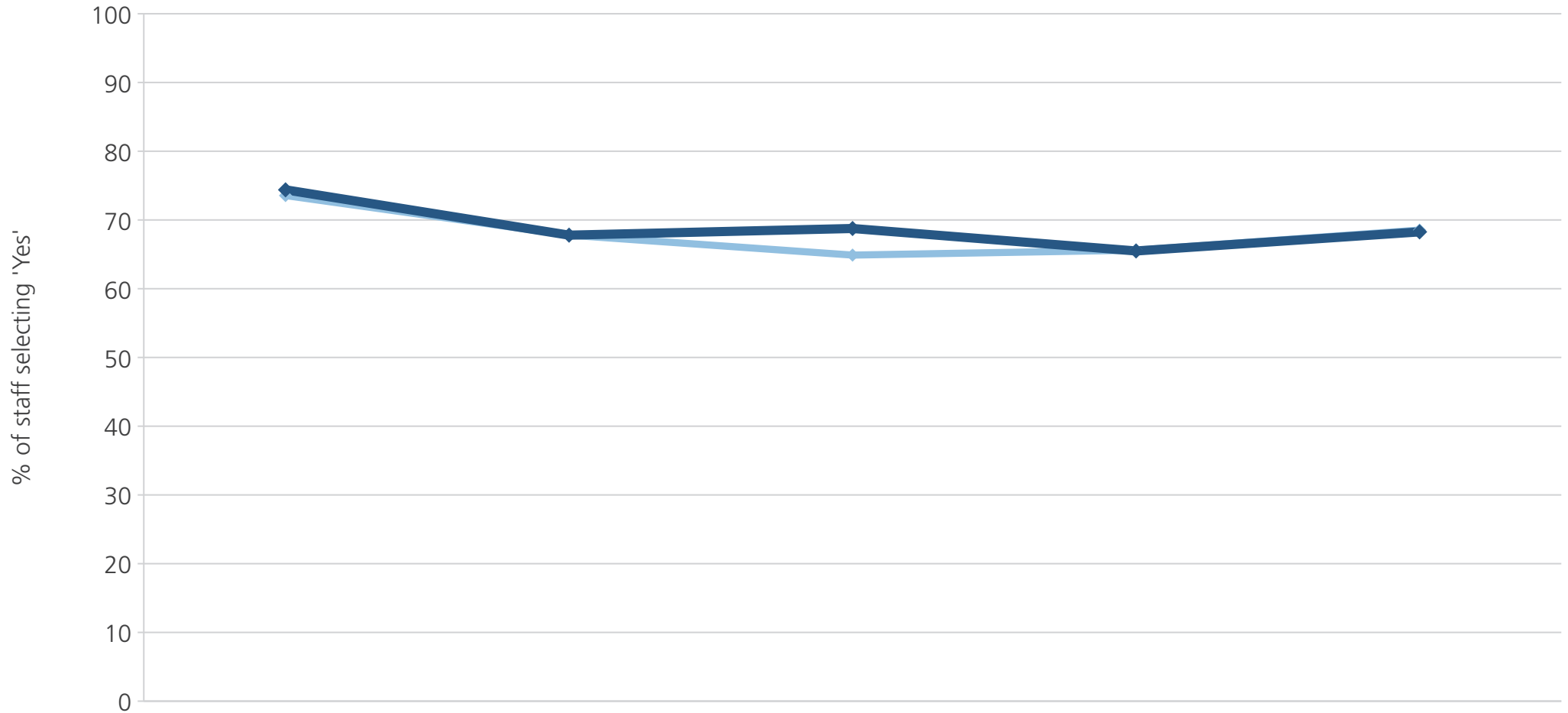
Note: This question was only answered by staff who selected 'Yes' on q19a.



	2015	2016	2017	2018
<b>Best</b>	46.7%	46.3%	45.8%	52.0%
<b>Your org</b>	24.6%	25.2%	26.9%	23.4%
<b>Average</b>	31.5%	33.1%	35.1%	40.4%
<b>Worst</b>	24.6%	25.2%	26.9%	23.4%
<b>No. responses</b>	900	808	481	791

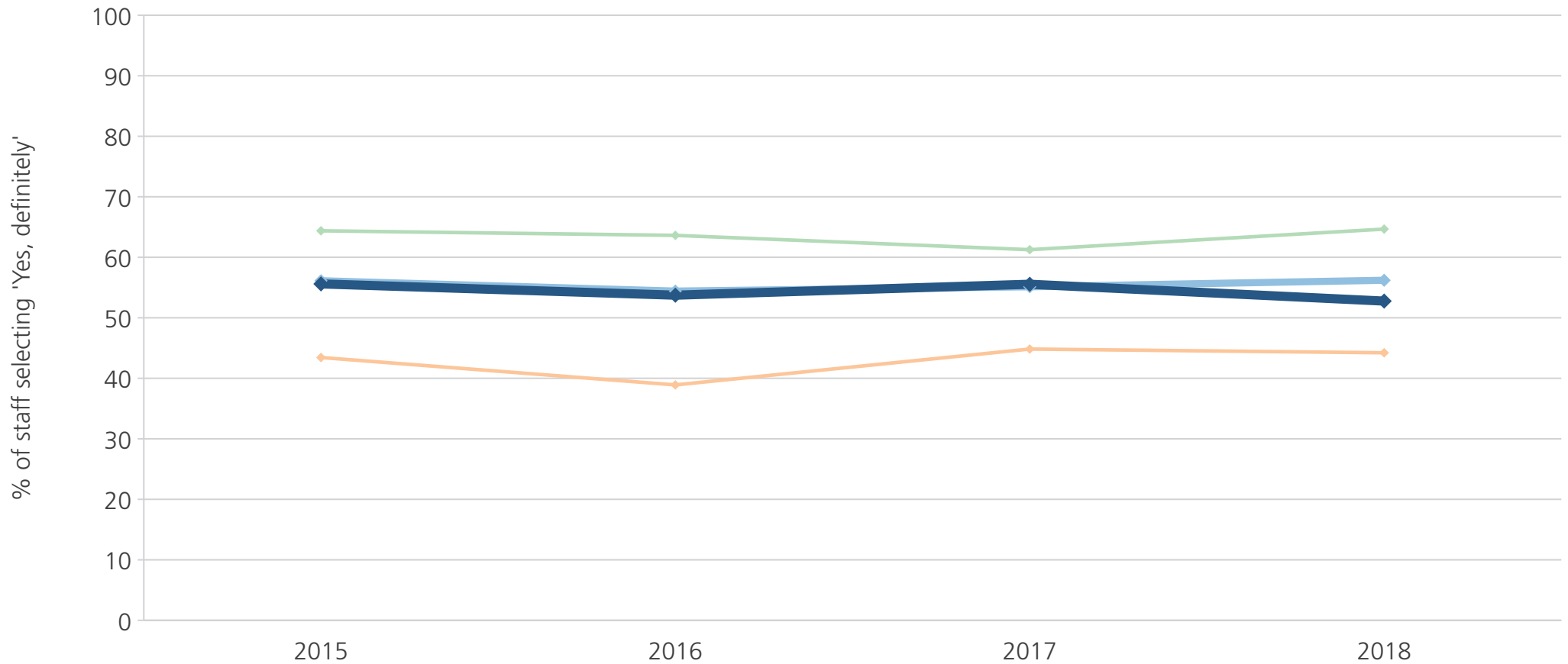


Note: This question was only answered by staff who selected 'Yes' on q19a.

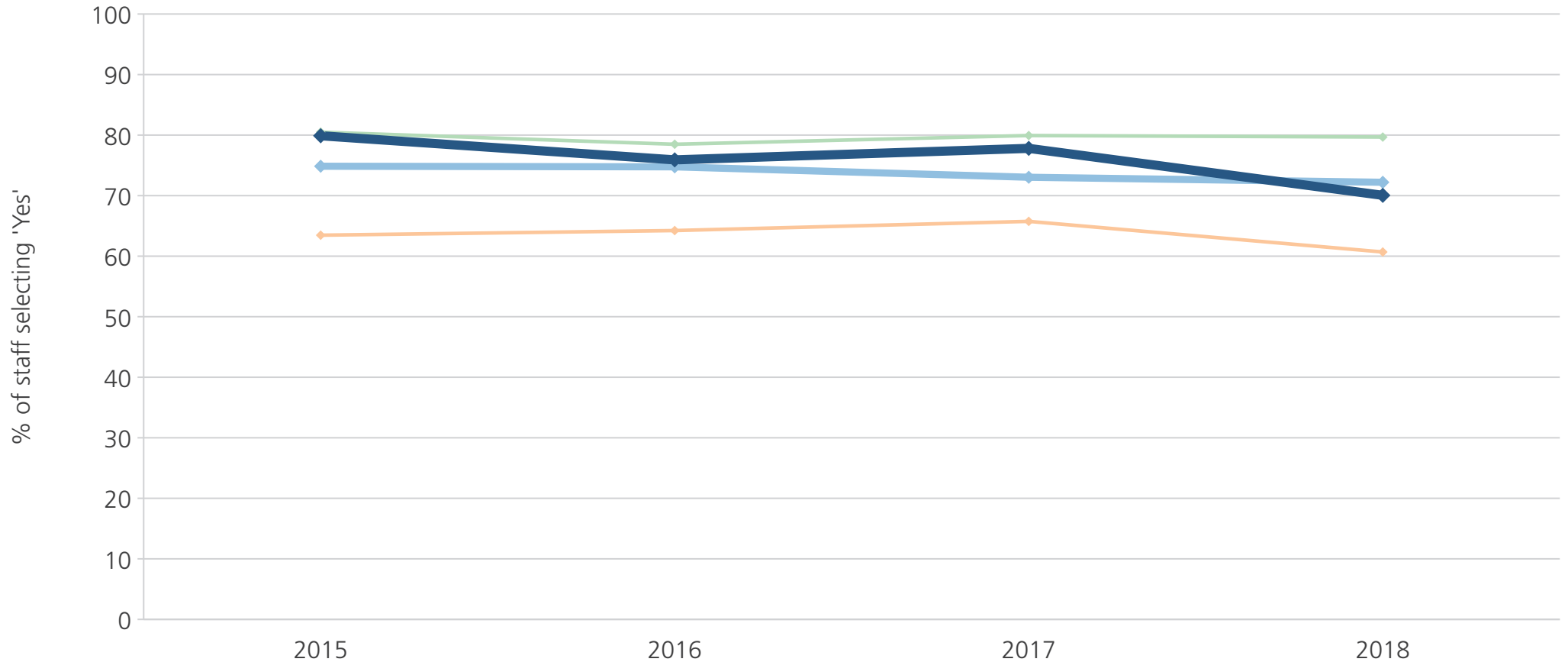


	2014	2015	2016	2017	2018
<b>Your org</b>	74.4%	67.8%	68.8%	65.5%	68.3%
<b>Average</b>	73.5%	67.8%	64.9%	65.6%	68.5%
<b>No. responses</b>	851	891	797	481	750

Note: This question was only answered by staff who selected 'Yes' on q19f.



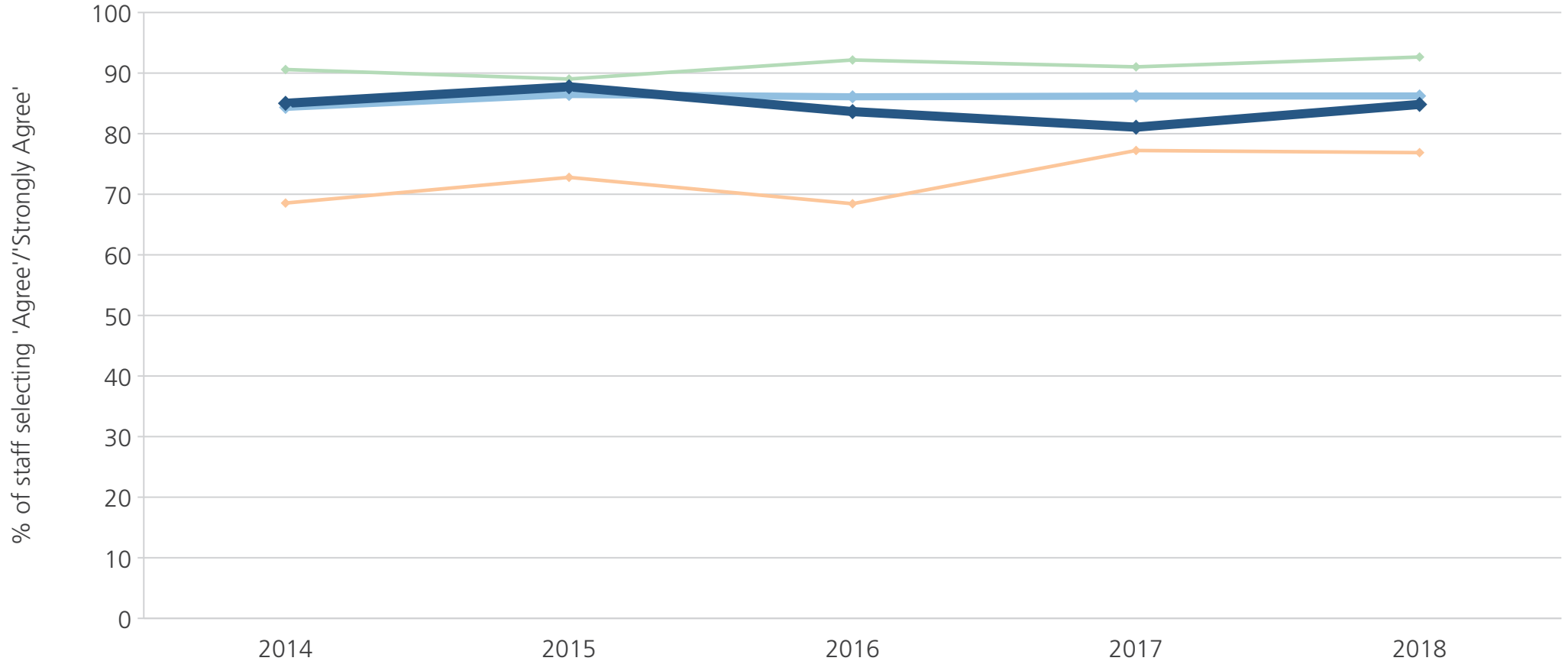
Best	64.4%	63.6%	61.3%	64.7%
Your org	55.6%	53.7%	55.5%	52.8%
Average	56.1%	54.4%	55.1%	56.2%
Worst	43.4%	38.9%	44.8%	44.2%
No. responses	586	536	303	486



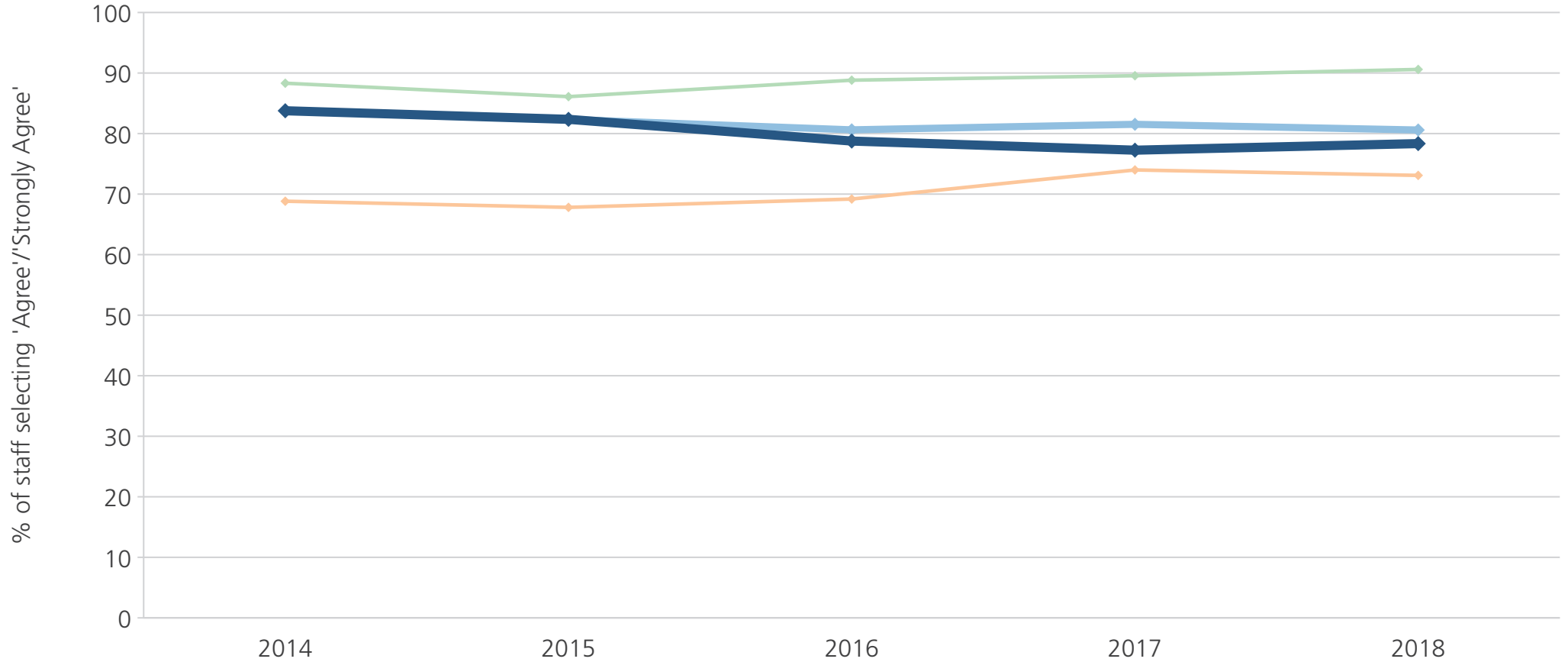
	2015	2016	2017	2018
Best	80.5%	78.5%	79.9%	79.7%
Your org	79.9%	75.9%	77.8%	70.0%
Average	74.9%	74.8%	73.0%	72.2%
Worst	63.5%	64.2%	65.7%	60.7%
No. responses	1,001	946	548	919

# Question results – Your organisation

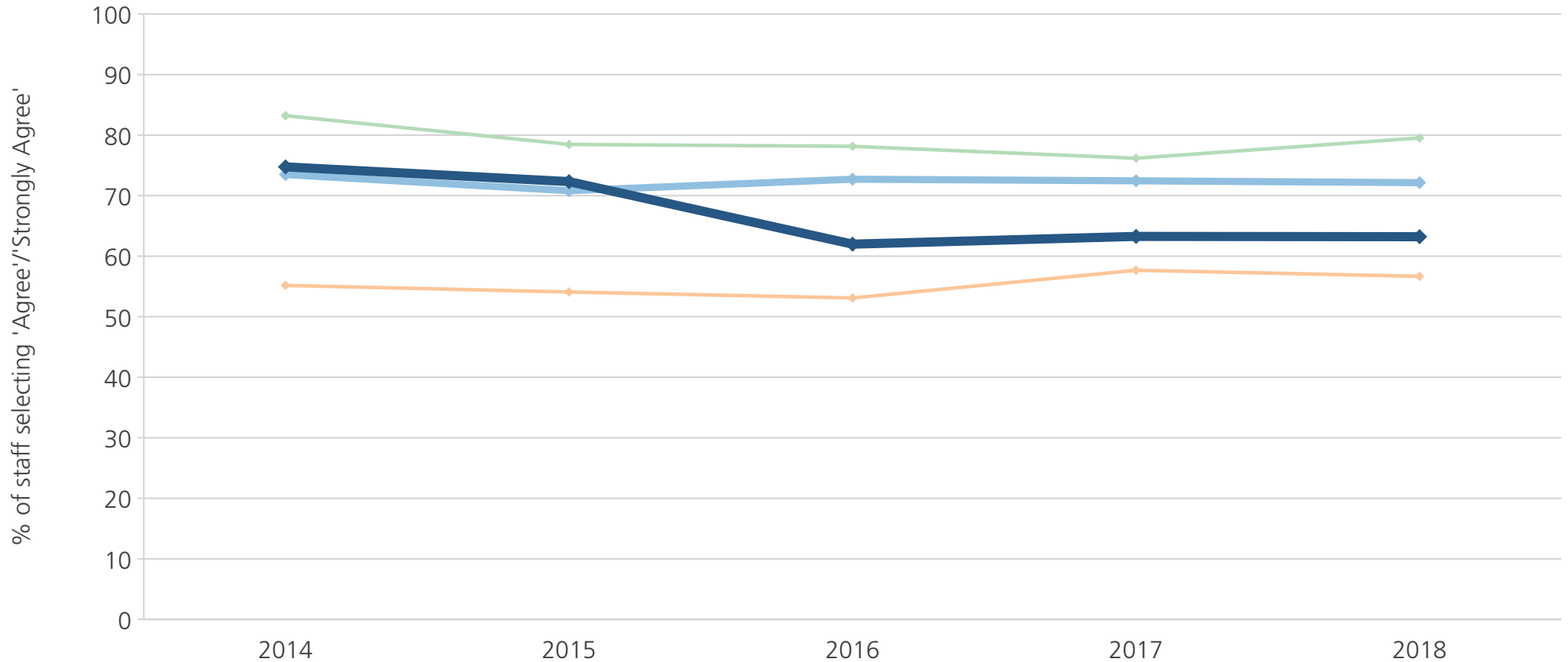
Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results



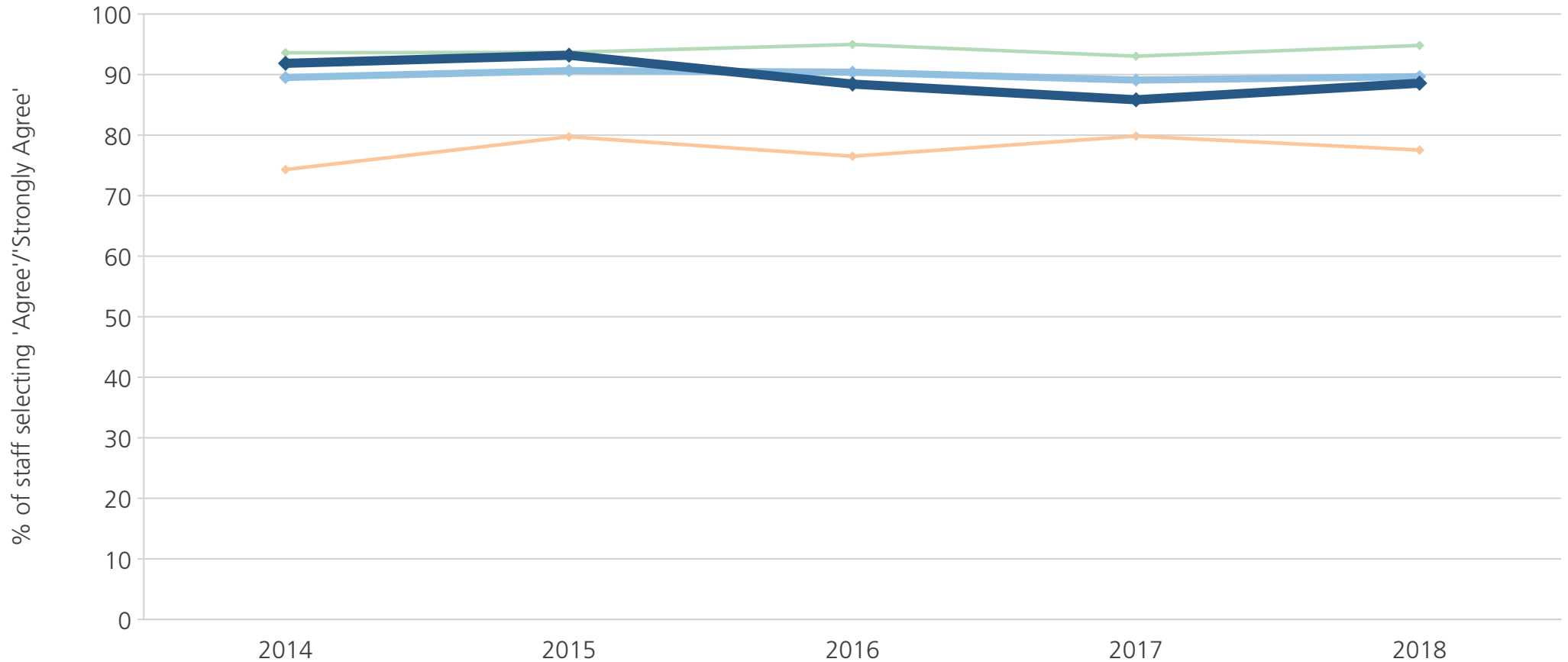
	2014	2015	2016	2017	2018
<b>Best</b>	90.6%	89.0%	92.2%	91.0%	92.7%
<b>Your org</b>	85.0%	87.7%	83.6%	81.1%	84.8%
<b>Average</b>	84.3%	86.5%	86.1%	86.2%	86.2%
<b>Worst</b>	68.5%	72.8%	68.4%	77.2%	76.9%
<b>No. responses</b>	998	1,006	958	557	935



	2014	2015	2016	2017	2018
<b>Best</b>	88.3%	86.1%	88.8%	89.6%	90.6%
<b>Your org</b>	83.8%	82.4%	78.8%	77.3%	78.3%
<b>Average</b>	83.7%	82.3%	80.6%	81.5%	80.6%
<b>Worst</b>	68.8%	67.8%	69.2%	74.0%	73.1%
<b>No. responses</b>	996	1,008	956	557	934

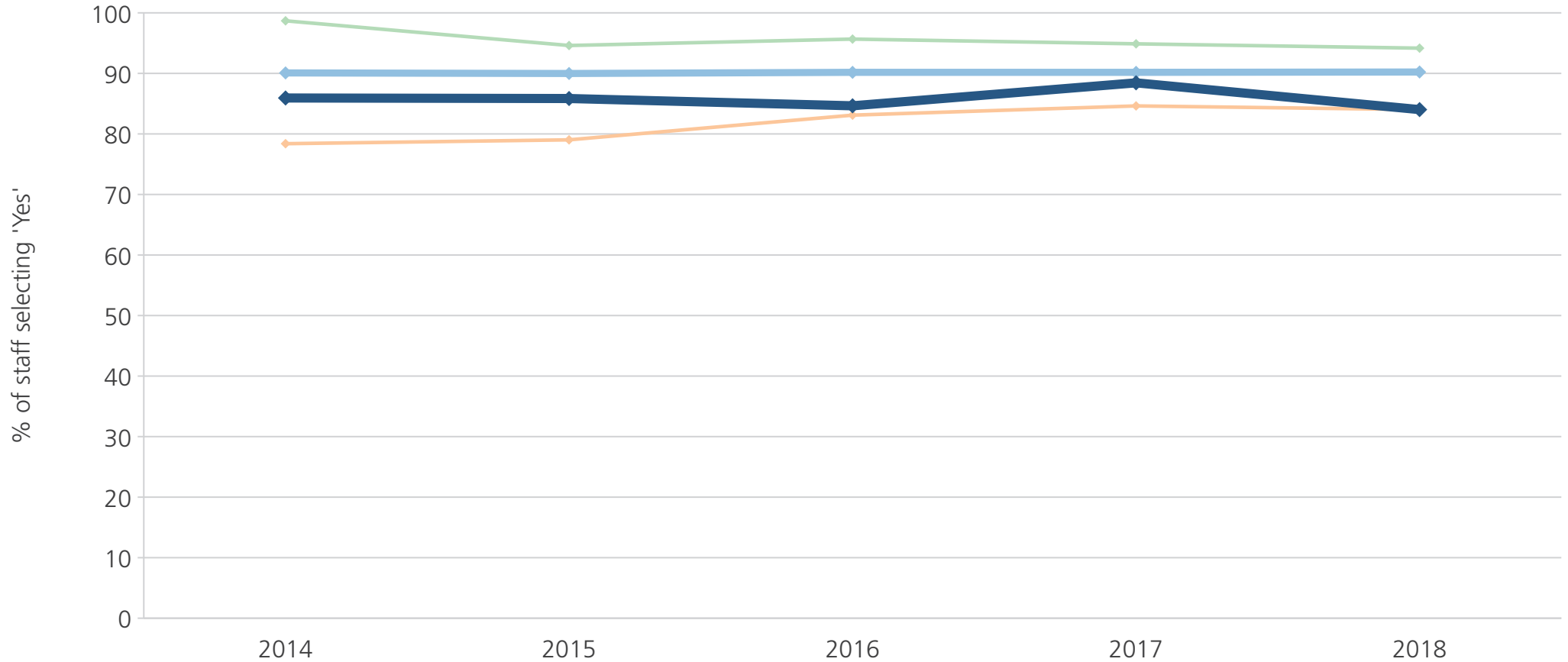


	2014	2015	2016	2017	2018
<b>Best</b>	83.2%	78.5%	78.1%	76.2%	79.5%
<b>Your org</b>	74.7%	72.3%	62.0%	63.3%	63.2%
<b>Average</b>	73.5%	70.8%	72.7%	72.4%	72.1%
<b>Worst</b>	55.2%	54.1%	53.1%	57.7%	56.7%
<b>No. responses</b>	998	1,007	958	558	933



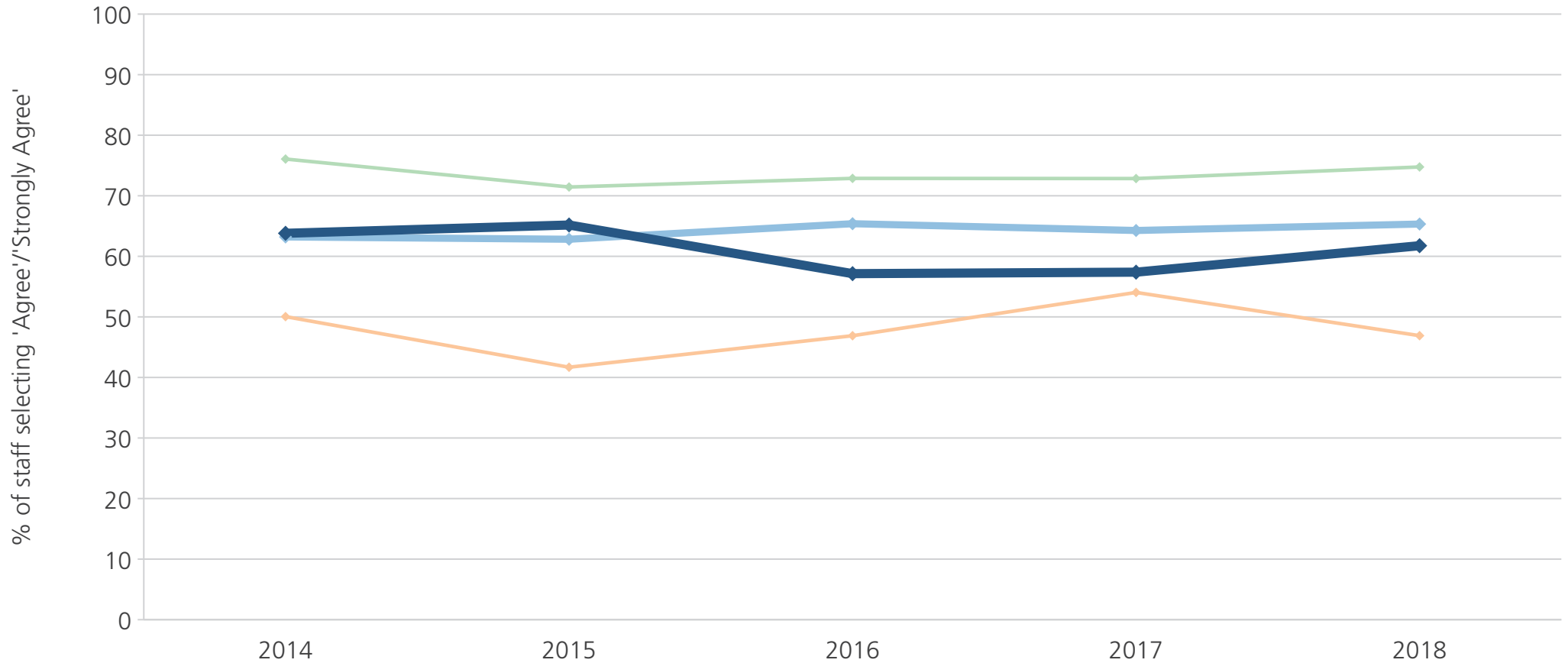
Best	93.6%	93.7%	95.0%	93.0%	94.8%
Your org	91.9%	93.2%	88.4%	85.8%	88.6%
Average	89.5%	90.6%	90.4%	89.1%	89.7%
Worst	74.3%	79.7%	76.5%	79.8%	77.5%
No. responses	999	1,007	957	556	932





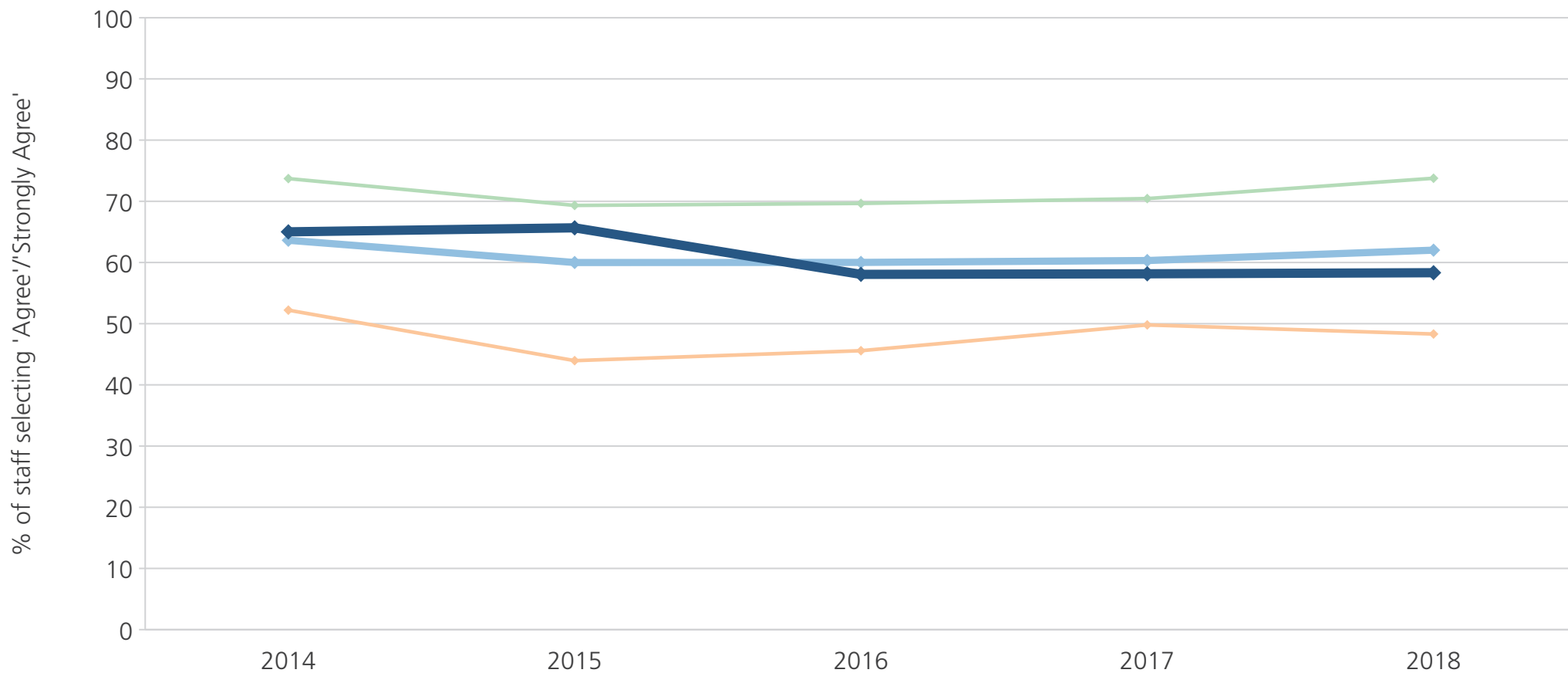
<b>Best</b>	98.7%	94.6%	95.7%	94.9%	94.2%
<b>Your org</b>	85.9%	85.8%	84.6%	88.4%	84.0%
<b>Average</b>	90.1%	90.0%	90.2%	90.2%	90.2%
<b>Worst</b>	78.4%	79.0%	83.1%	84.6%	84.0%
<b>No. responses</b>	661	675	647	348	565

Note: This question was only answered by staff who selected 'Yes' on q22a.

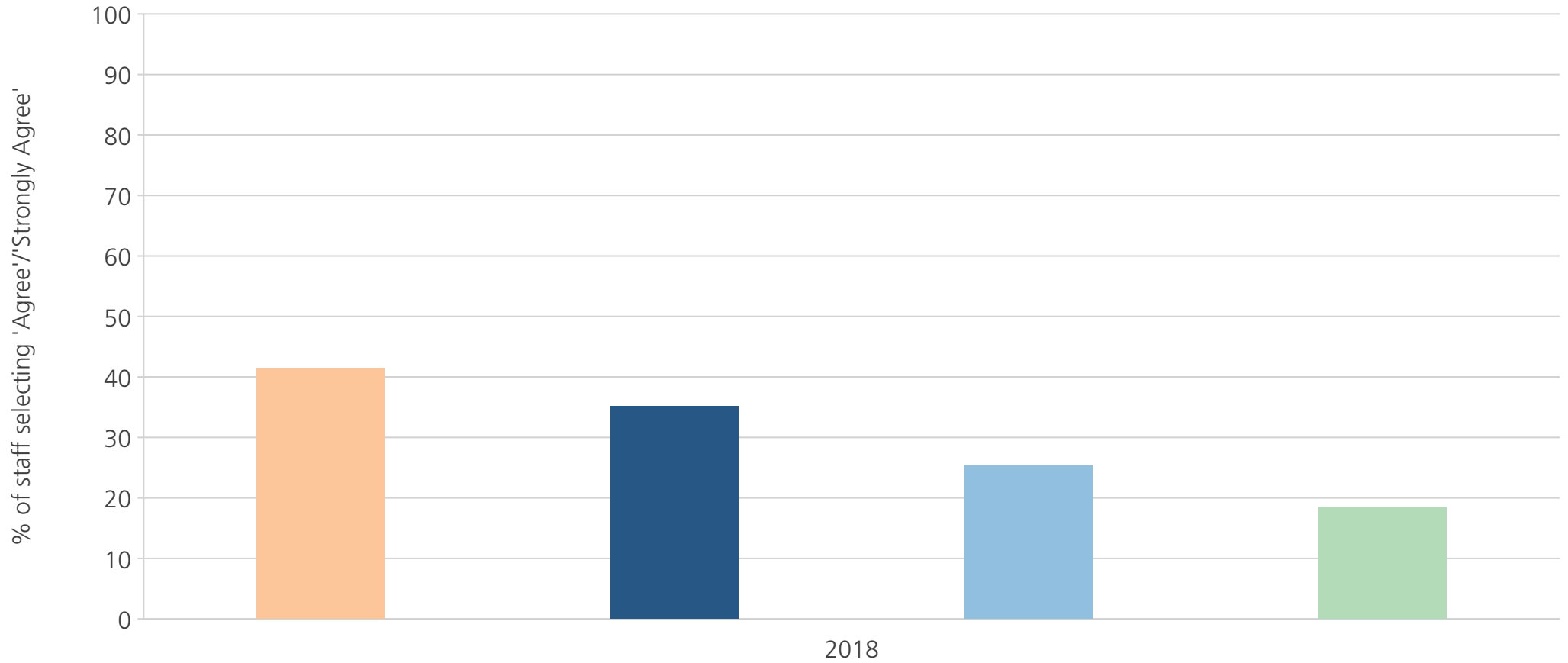


<b>Best</b>	76.1%	71.4%	72.9%	72.8%	74.8%
<b>Your org</b>	63.8%	65.2%	57.1%	57.4%	61.8%
<b>Average</b>	63.2%	62.8%	65.4%	64.3%	65.3%
<b>Worst</b>	50.0%	41.7%	46.9%	54.0%	46.9%
<b>No. responses</b>	551	560	530	298	451

Note: This question was only answered by staff who selected 'Yes' on q22a.

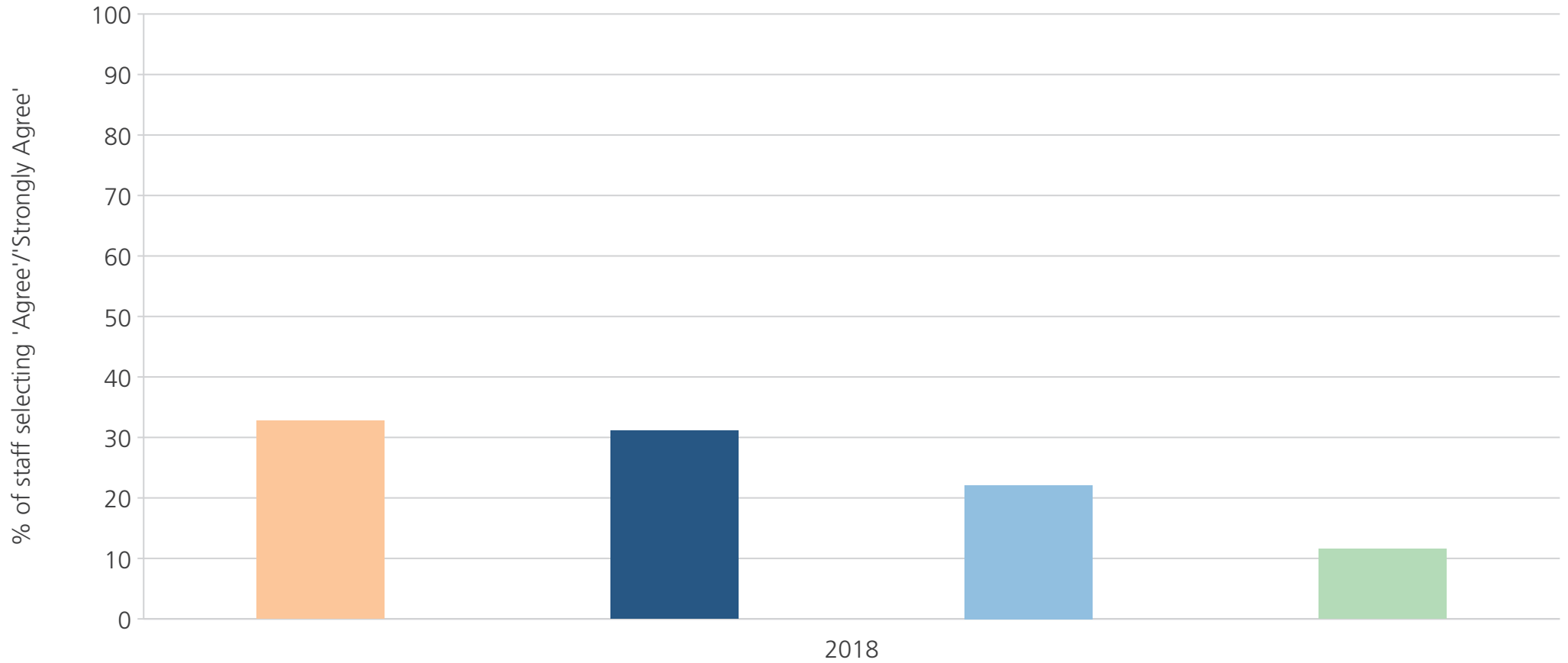


	2014	2015	2016	2017	2018
<b>Best</b>	73.7%	69.3%	69.7%	70.4%	73.8%
<b>Your org</b>	65.0%	65.7%	58.1%	58.2%	58.3%
<b>Average</b>	63.6%	60.0%	60.0%	60.3%	62.0%
<b>Worst</b>	52.2%	44.0%	45.6%	49.8%	48.3%
<b>No. responses</b>	523	536	484	280	417



Worst	41.5%
Your org	35.1%
Average	25.3%
Best	18.5%

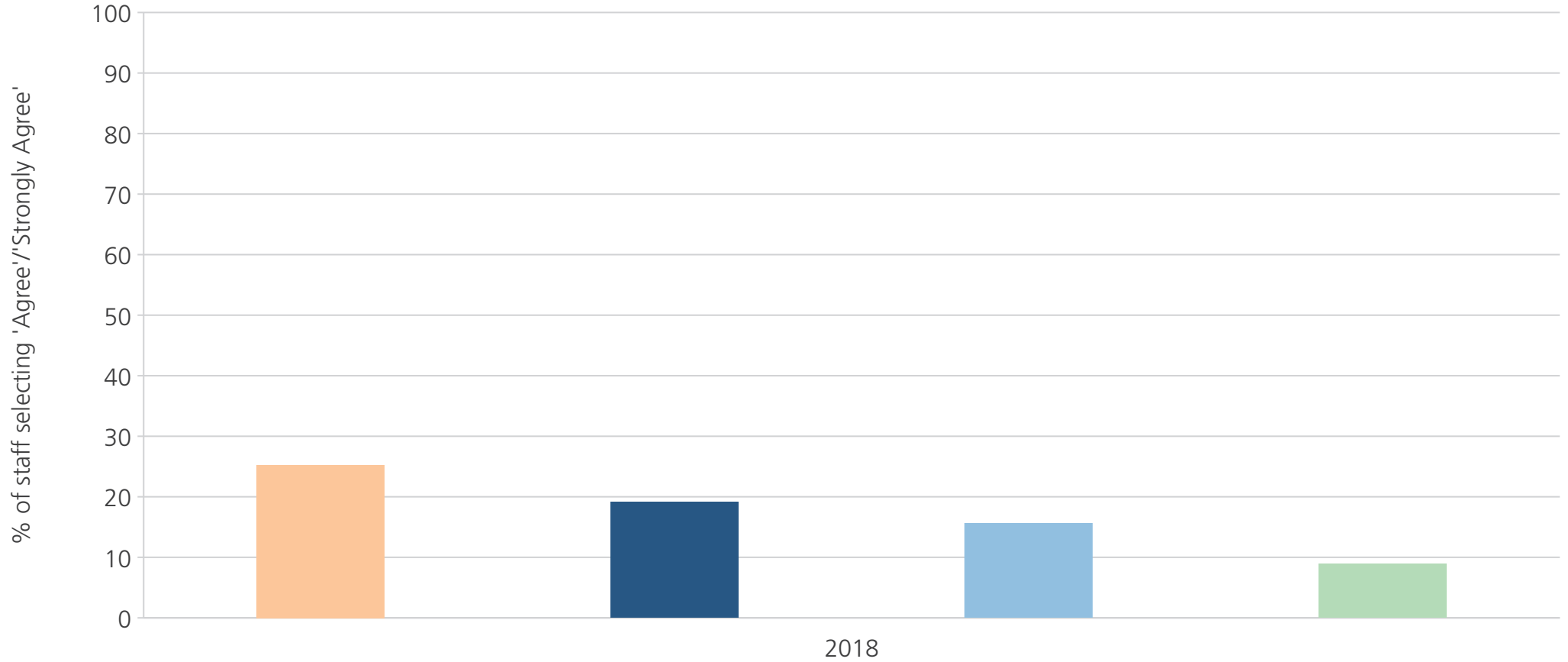
No. responses 942



Worst	32.8%
Your org	31.1%
Average	22.1%
Best	11.6%

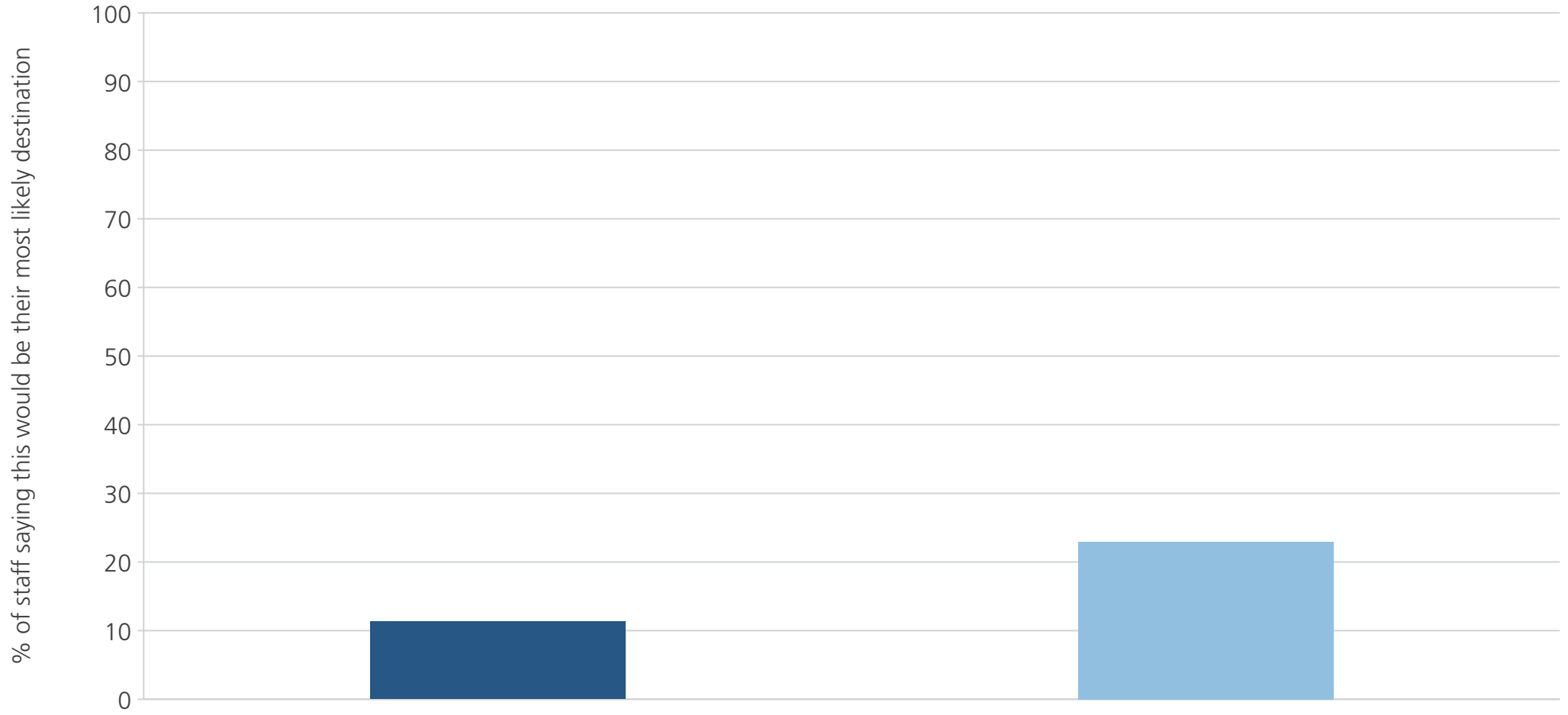
No. responses

940



Worst	25.3%
Your org	19.1%
Average	15.6%
Best	8.9%

No. responses 909

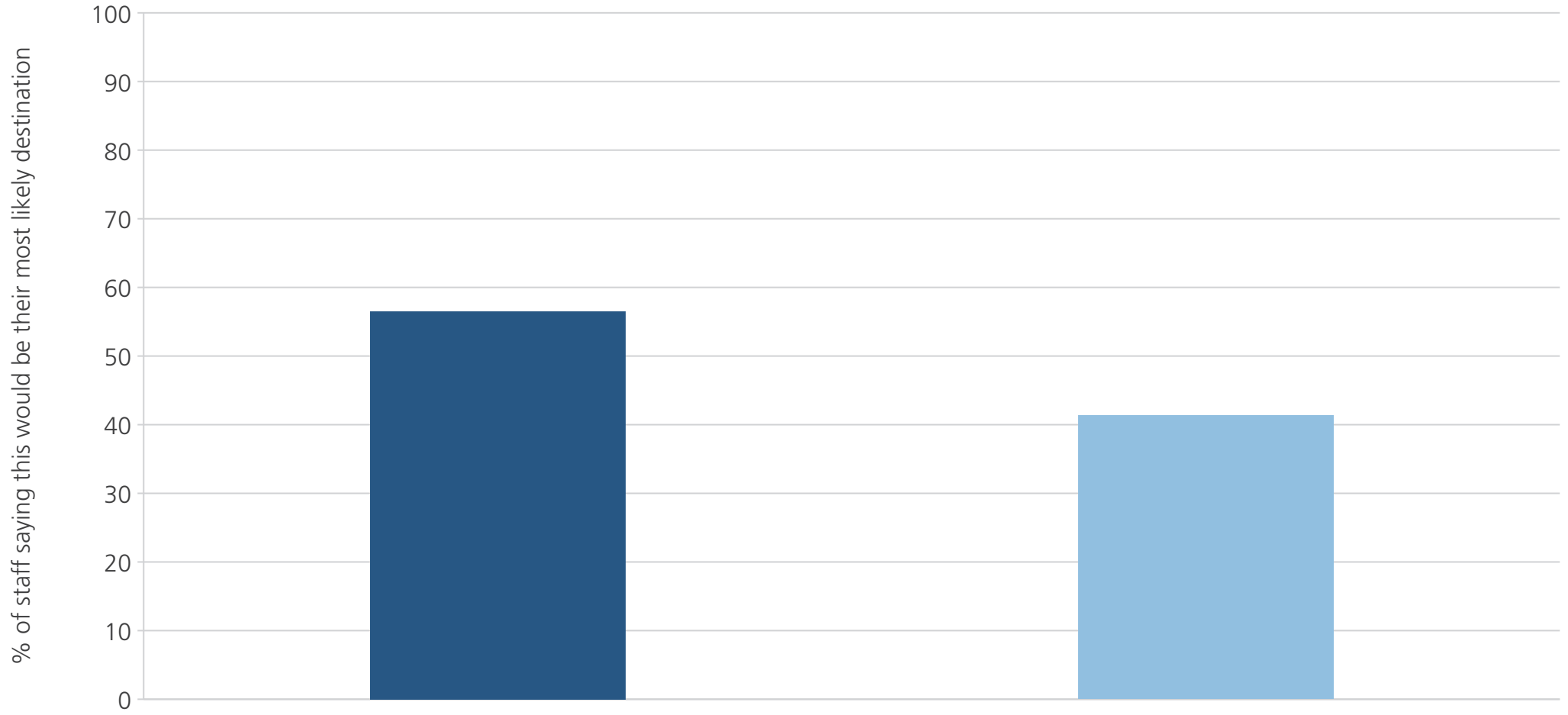


2018

<b>Your org</b>	11.3%
<b>Average</b>	23.0%

**No. responses** 494

> If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in a different NHS trust/organisation



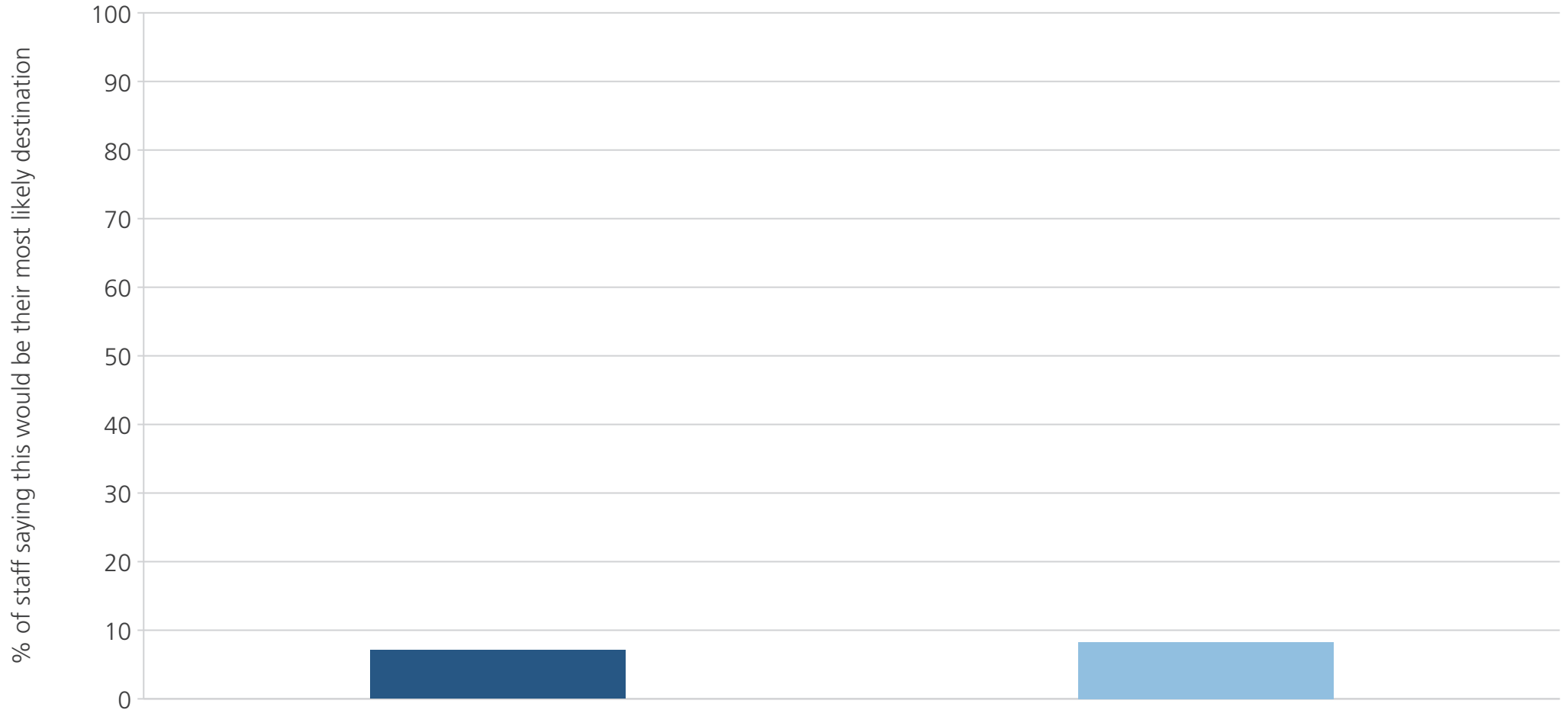
2018

<b>Your org</b>	56.5%
<b>Average</b>	41.4%

**No. responses** 494



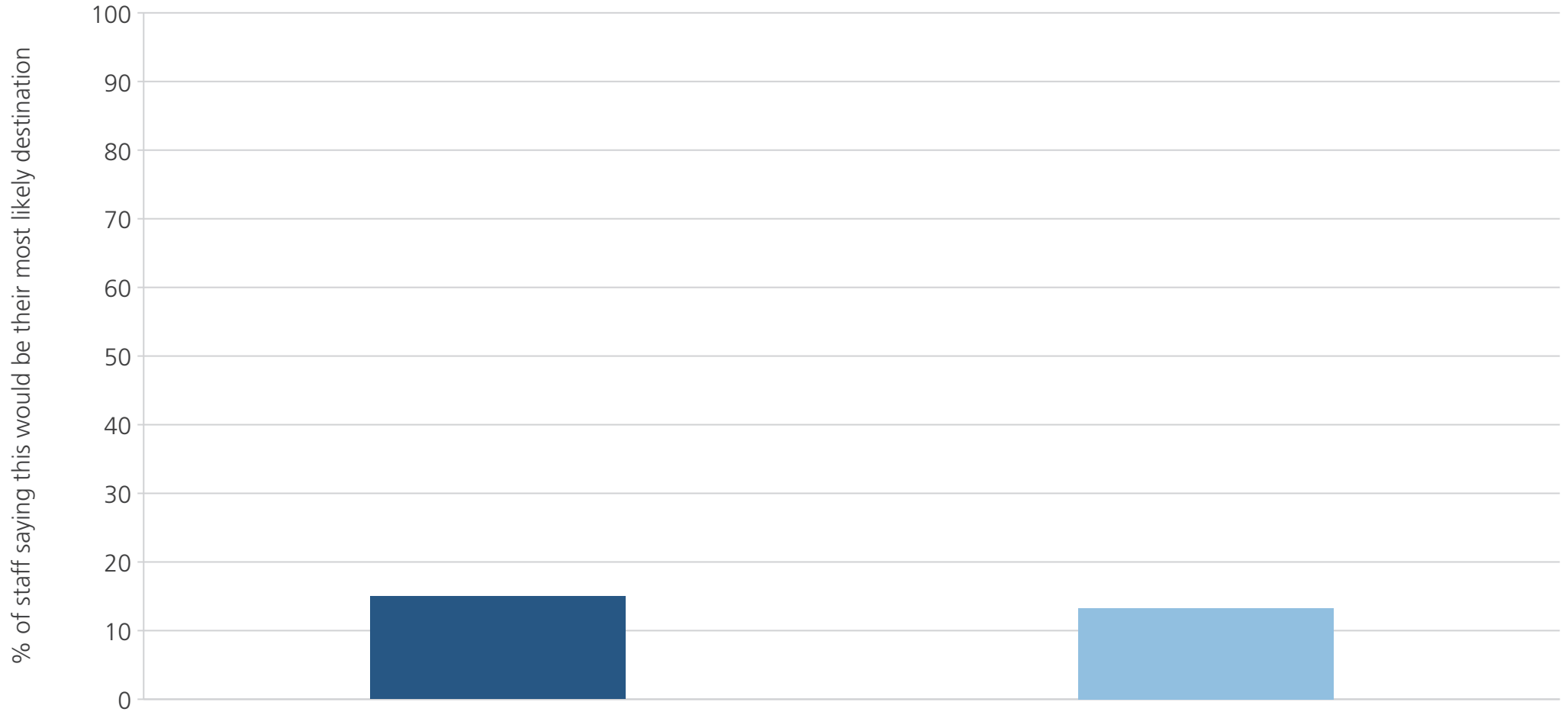
> If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS



2018

<b>Your org</b>	7.1%
<b>Average</b>	8.3%

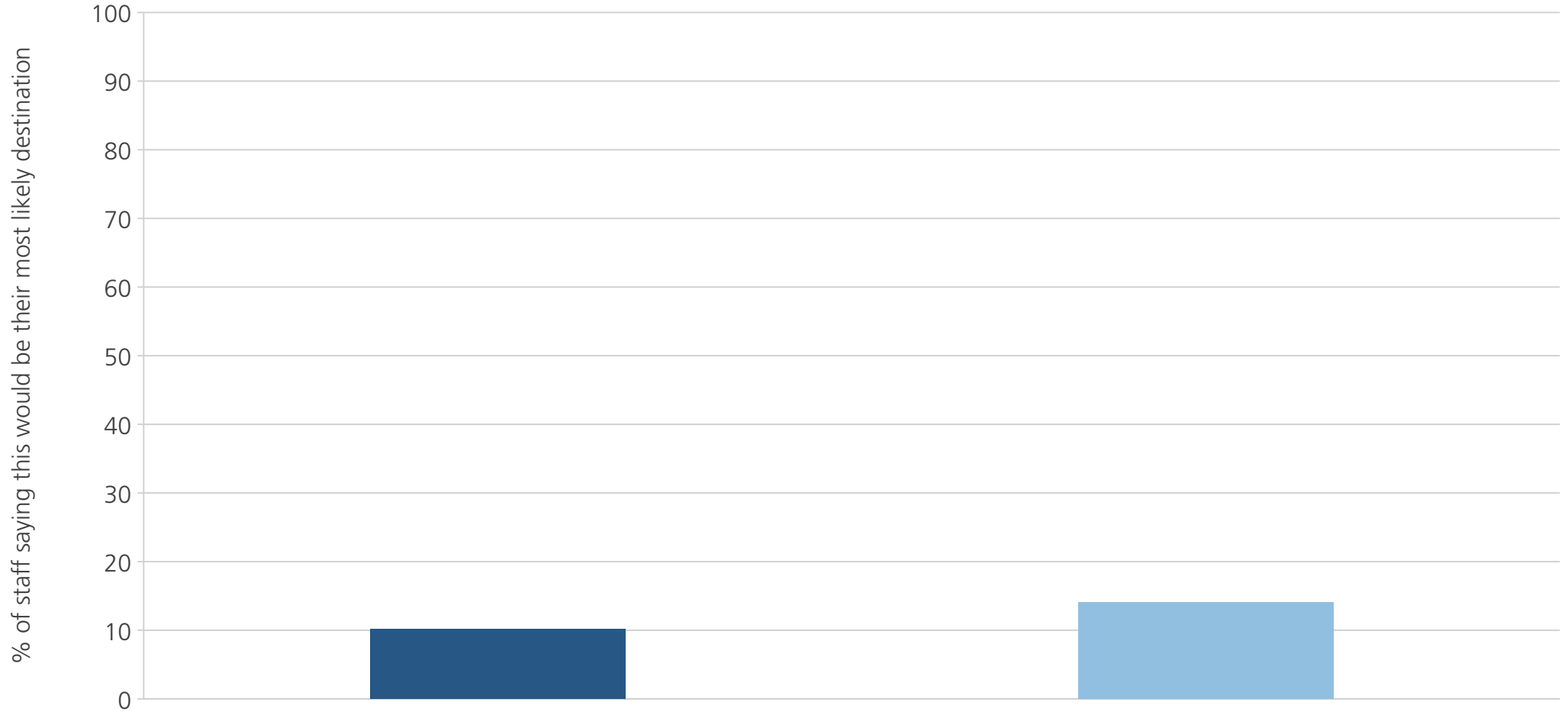
**No. responses** 494



2018

<b>Your org</b>	15.0%
<b>Average</b>	13.3%

**No. responses** 494



2018

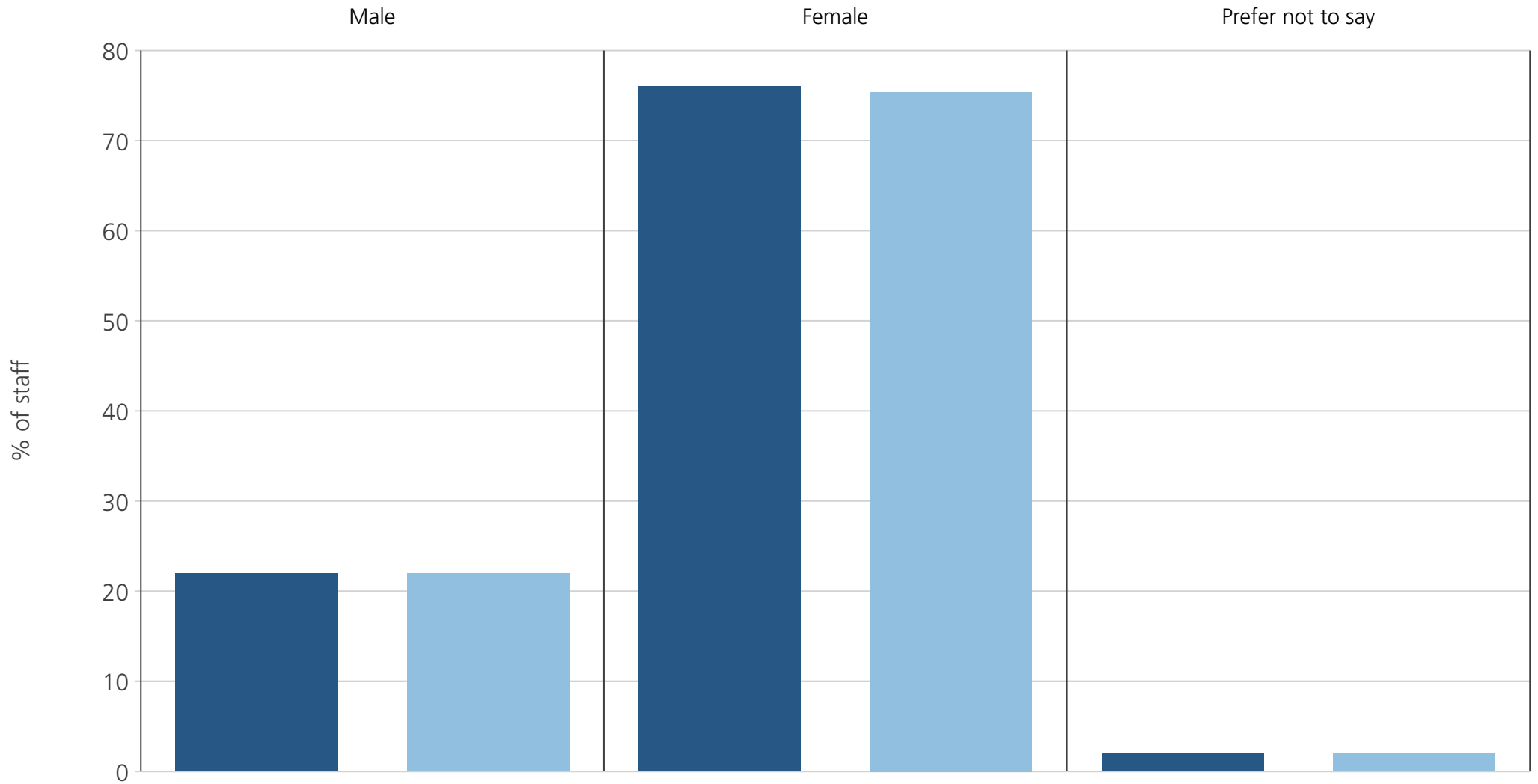
<b>Your org</b>	10.1%
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<b>Average</b>	14.1%
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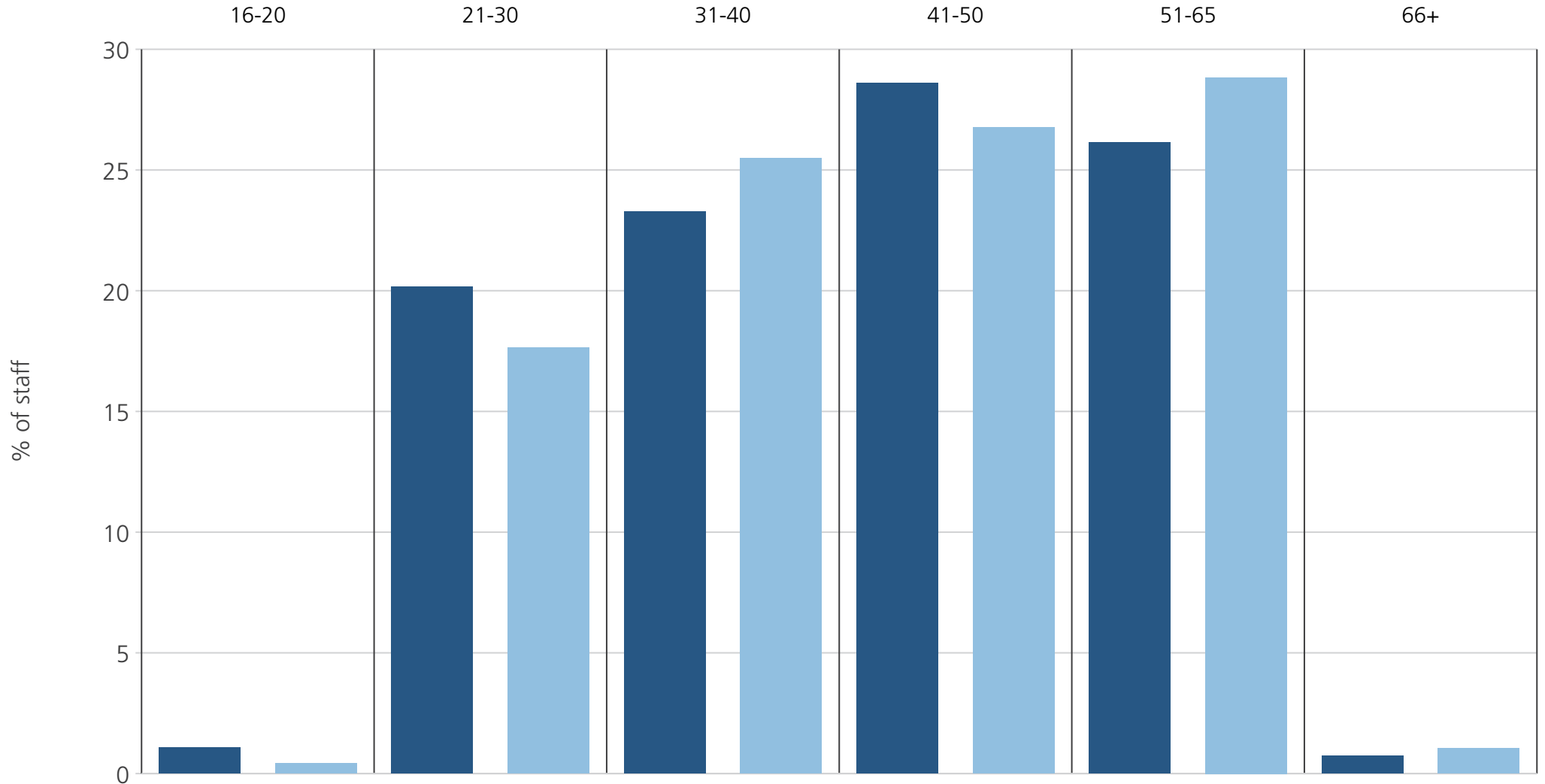
**No. responses** 494

# Question results – Background details

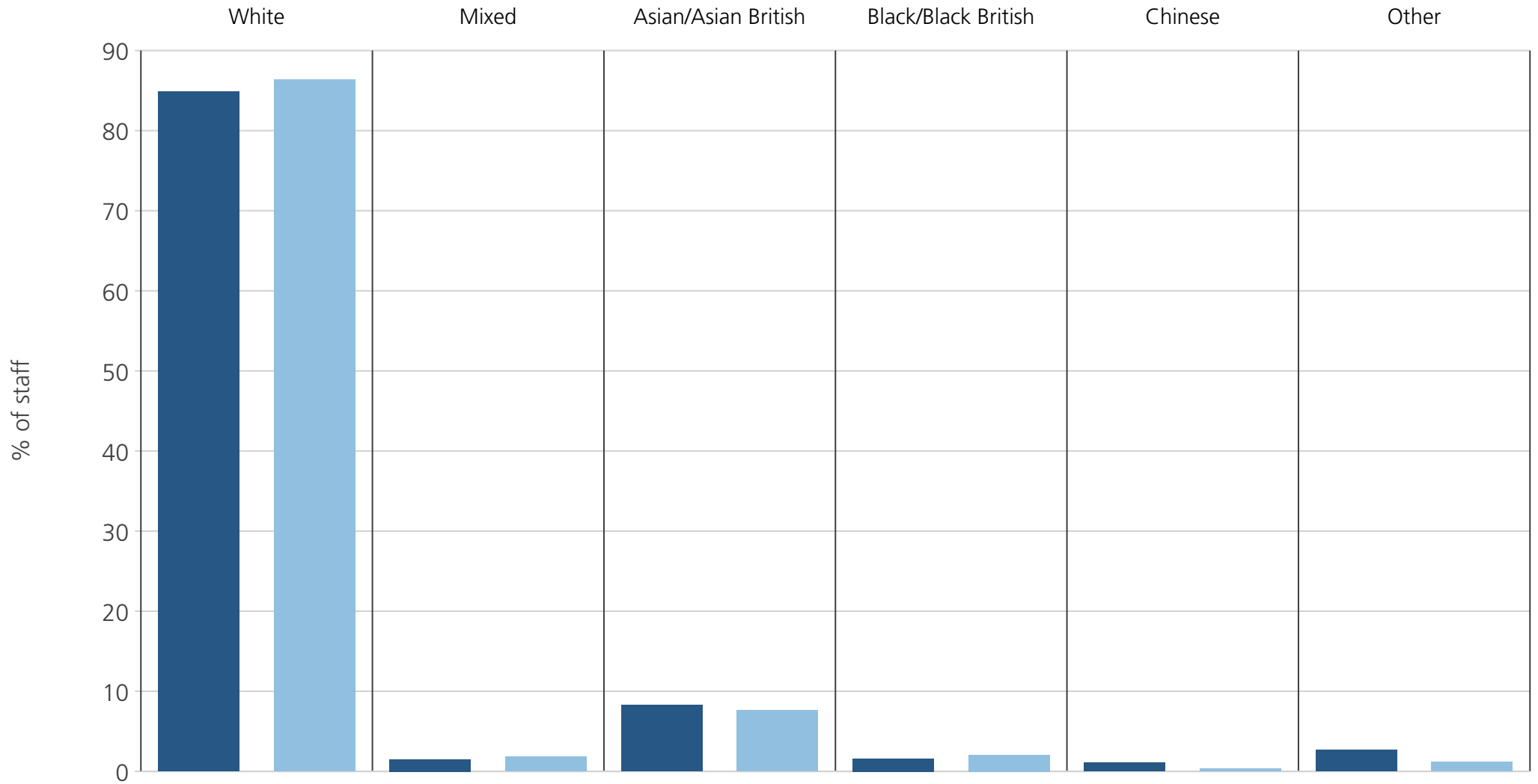
Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results



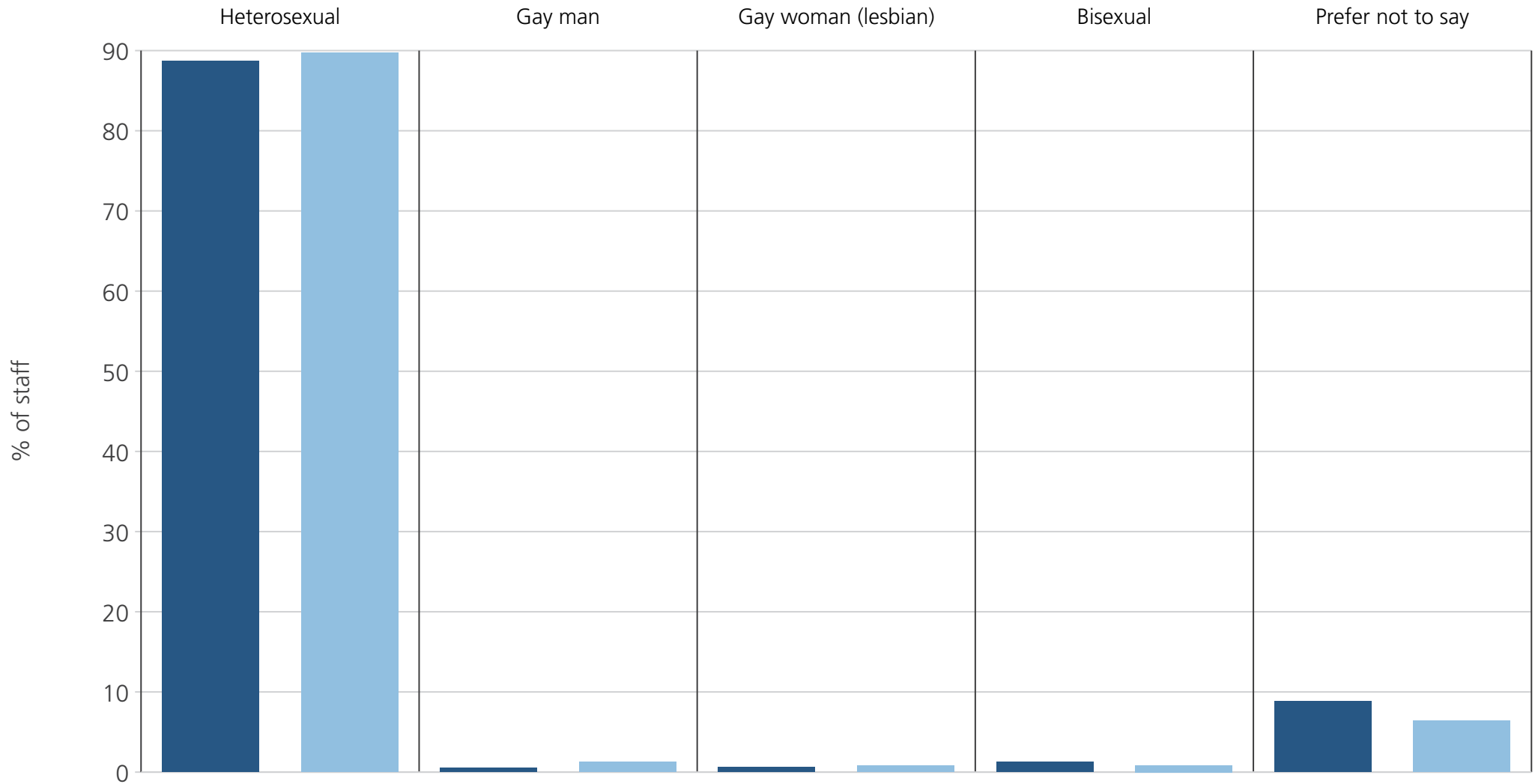
<b>Your org</b>	22.0%	76.0%	2.0%
<b>Average</b>	22.0%	75.4%	2.0%
<b>No. responses</b>	929	929	929



<b>Your org</b>	1.1%	20.2%	23.3%	28.6%	26.1%	0.7%
<b>Average</b>	0.4%	17.6%	25.5%	26.8%	28.8%	1.1%
<b>No. responses</b>	937	937	937	937	937	937

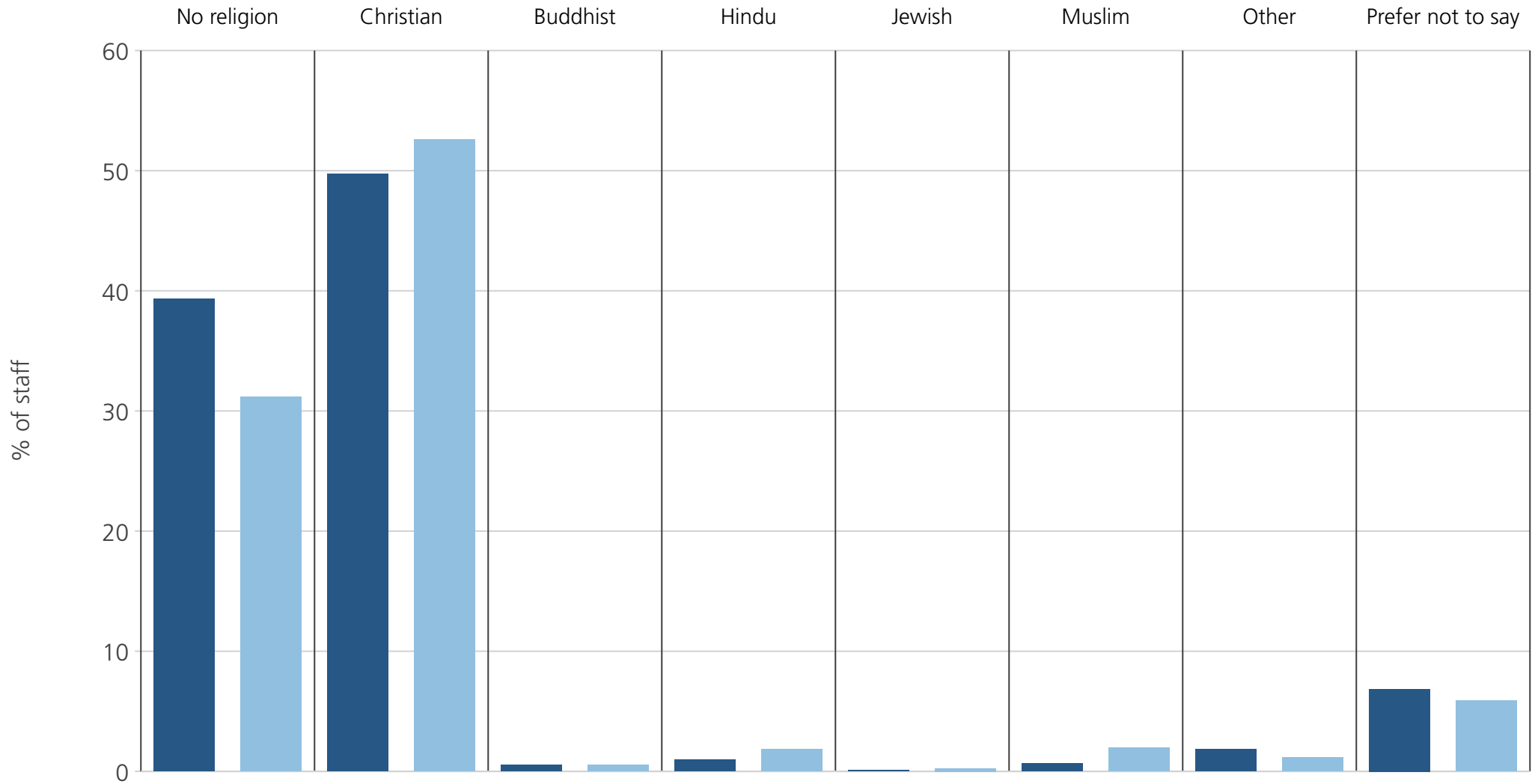


<b>Your org</b>	84.9%	1.5%	8.2%	1.6%	1.1%	2.7%
<b>Average</b>	86.3%	1.8%	7.6%	2.1%	0.3%	1.1%
<b>No. responses</b>	934	934	934	934	934	934



<b>Your org</b>	88.7%	0.5%	0.6%	1.3%	8.8%
<b>Average</b>	89.7%	1.3%	0.8%	0.8%	6.4%
<b>No. responses</b>	938	938	938	938	938

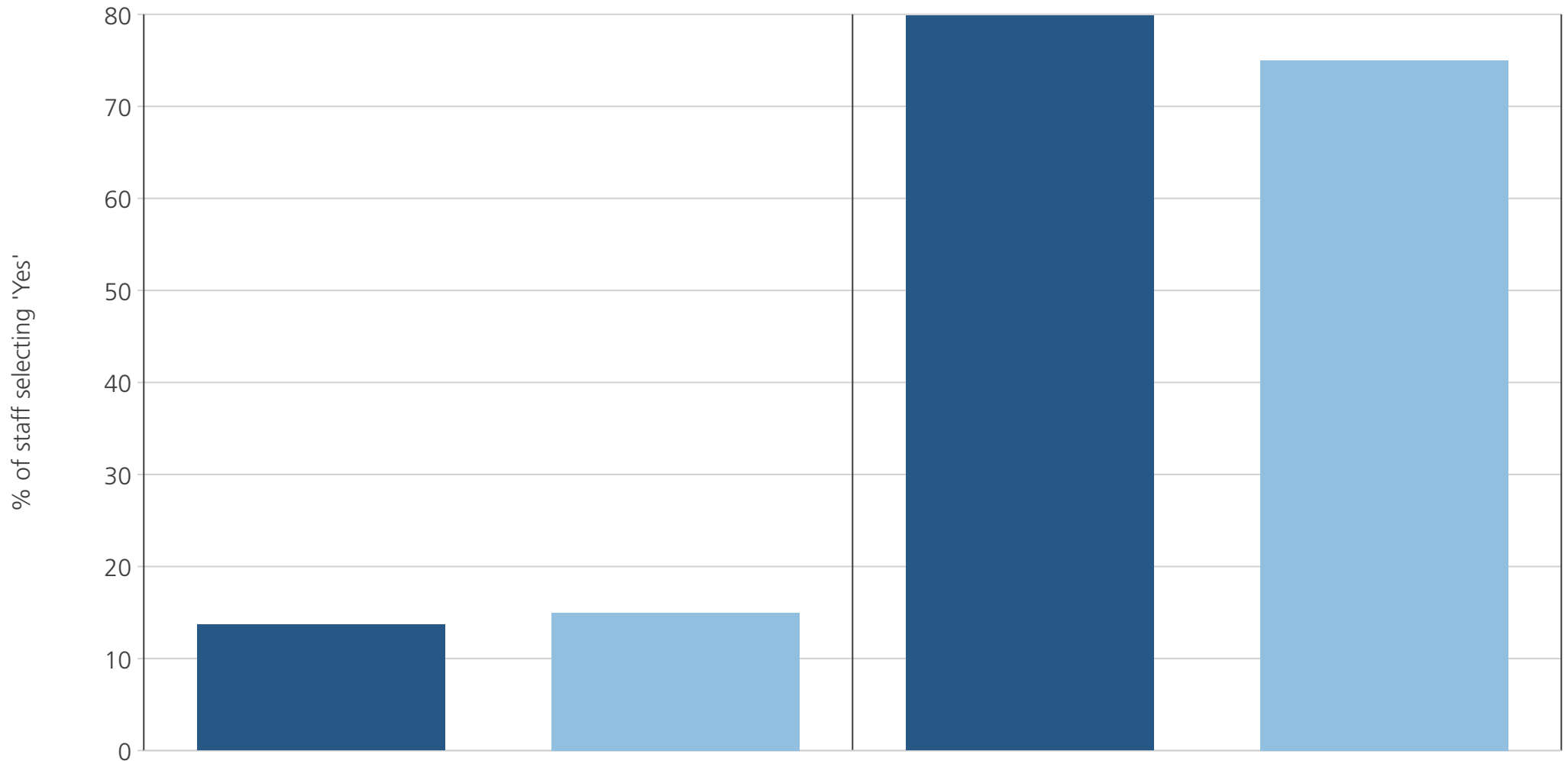




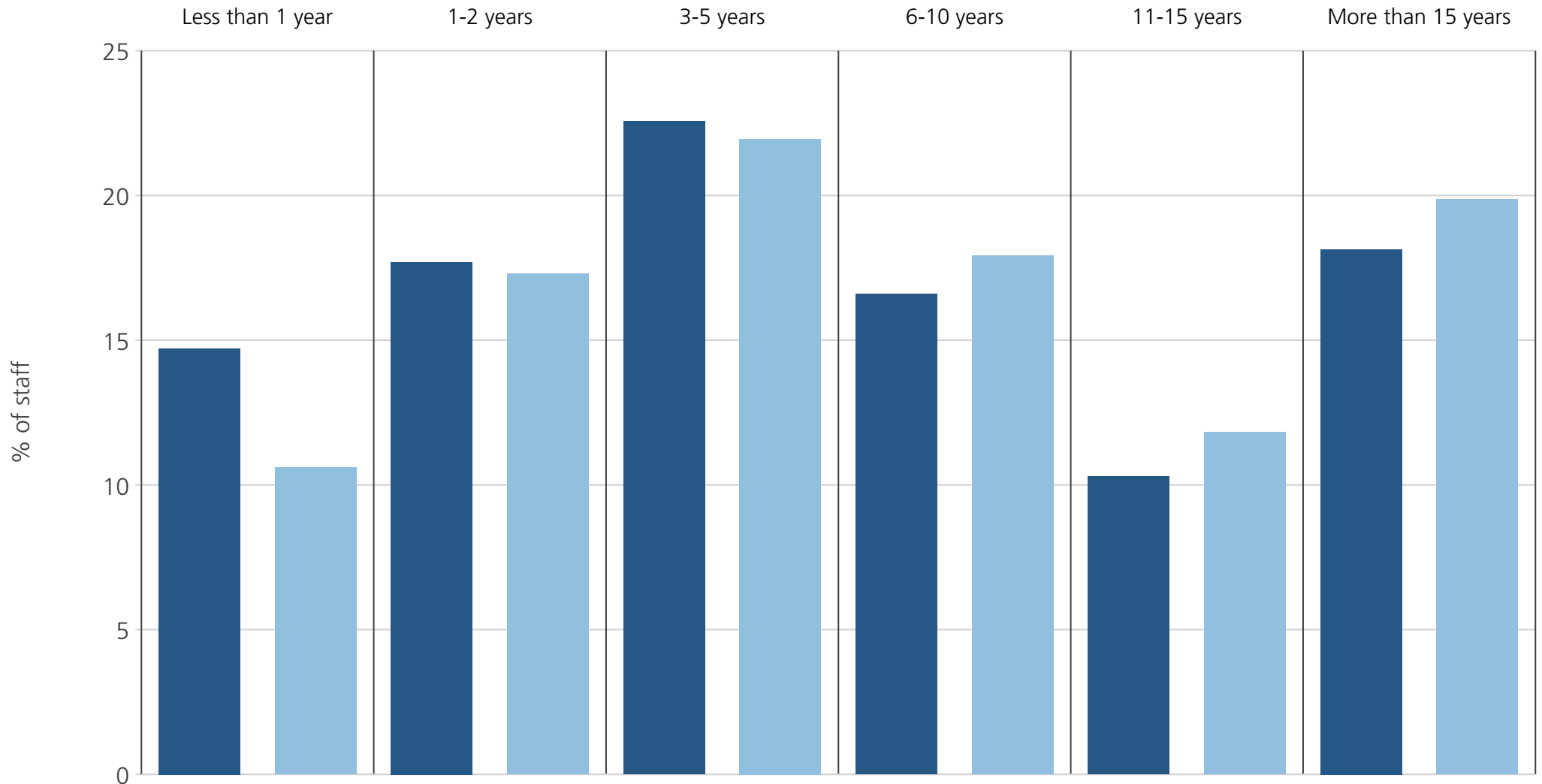
<b>Your org</b>	39.3%	49.7%	0.5%	1.0%	0.1%	0.6%	1.8%	6.9%
<b>Average</b>	31.2%	52.6%	0.5%	1.8%	0.3%	2.0%	1.1%	5.9%
<b>No. responses</b>	933	933	933	933	933	933	933	933

Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

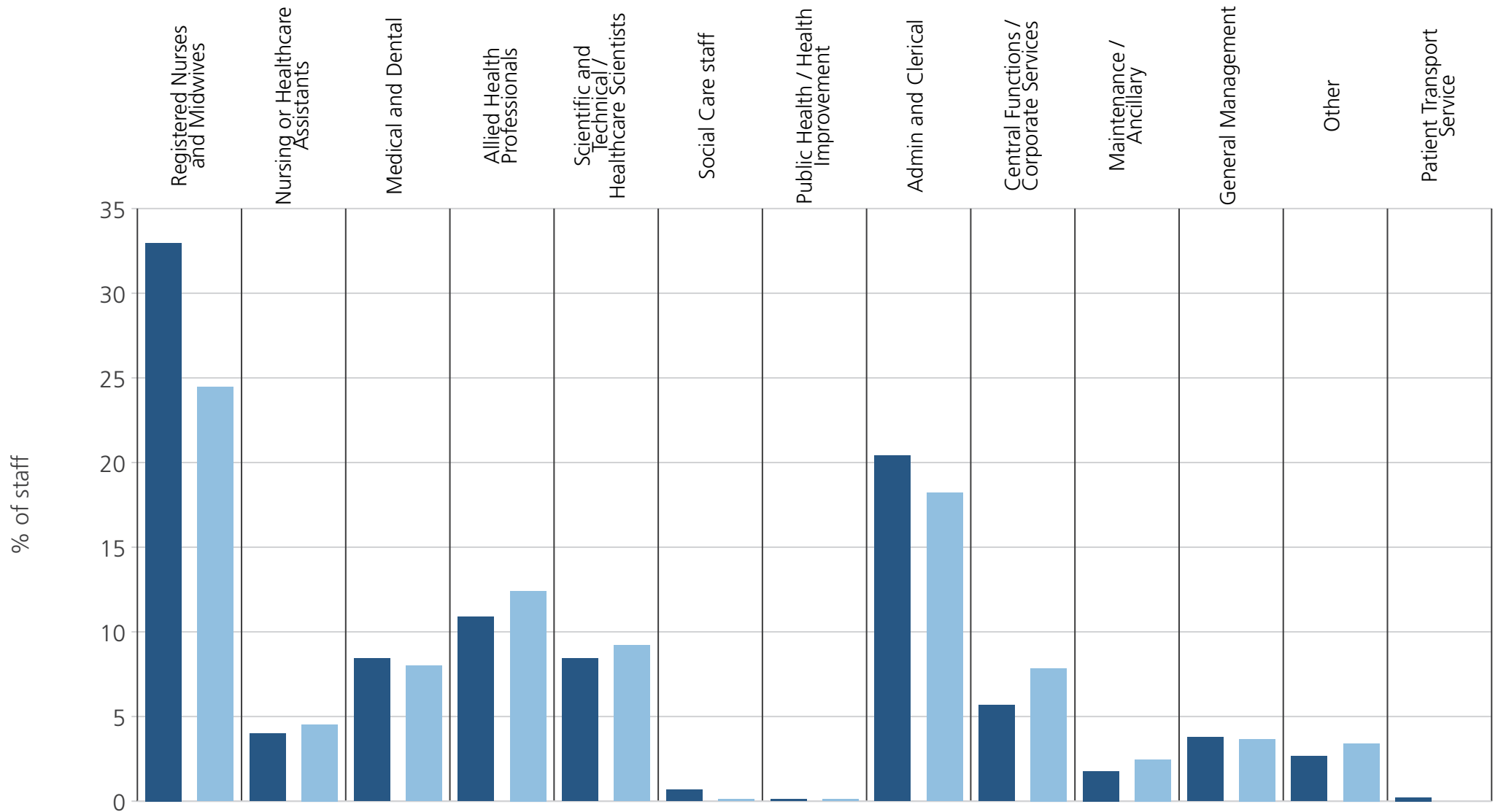
Has your employer made adequate adjustment(s) to enable you to carry out your work?



<b>Your org</b>	13.7%	79.8%
<b>Average</b>	15.0%	75.0%
<b>No. responses</b>	913	73

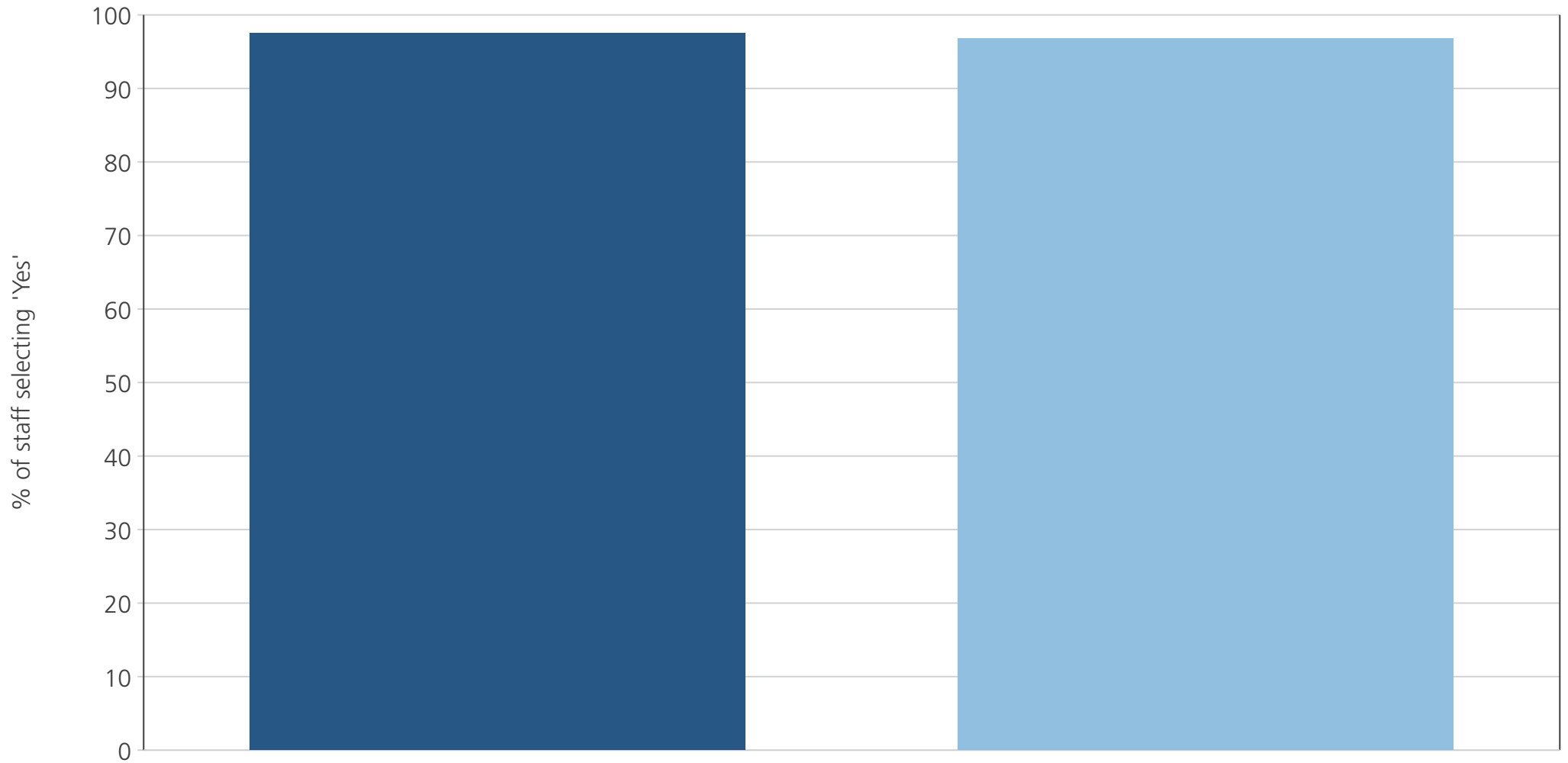


<b>Your org</b>	14.7%	17.7%	22.6%	16.6%	10.3%	18.1%
<b>Average</b>	10.6%	17.3%	22.0%	17.9%	11.8%	19.9%
<b>No. responses</b>	904	904	904	904	904	904

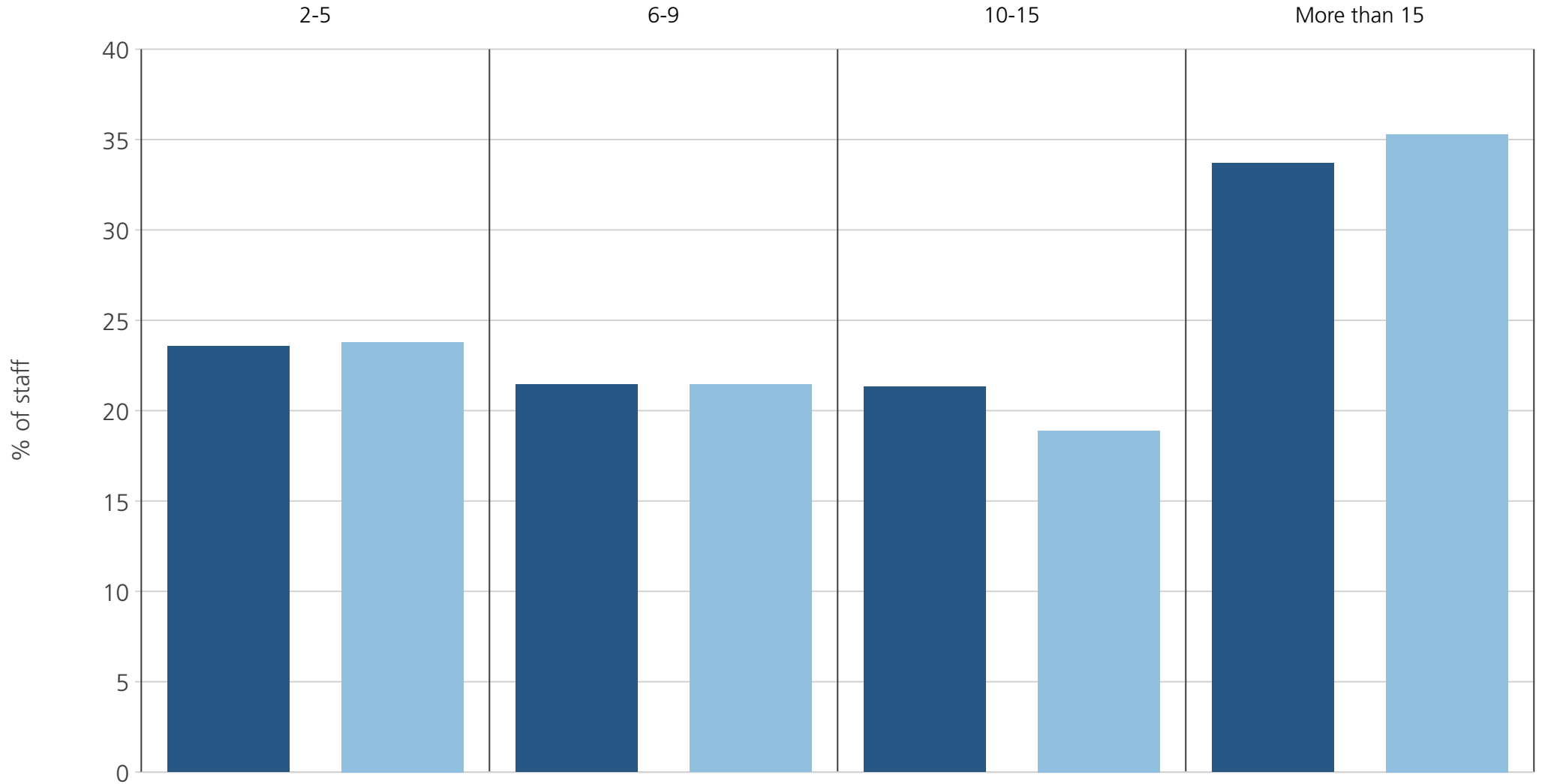


<b>Your org</b>	33.0%	4.0%	8.4%	10.9%	8.4%	0.7%	0.1%	20.4%	5.7%	1.8%	3.8%	2.7%	0.2%
<b>Average</b>	24.5%	4.5%	8.0%	12.4%	9.2%	0.1%	0.1%	18.2%	7.8%	2.5%	3.7%	3.4%	0.0%
<b>No. responses</b>	901	901	901	901	901	901	901	901	901	901	901	901	901

Do you work in a team?



<b>Your org</b>	97.5%
<b>Average</b>	96.8%
<b>No. responses</b>	872



<b>Your org</b>	23.6%	21.4%	21.3%	33.7%
<b>Average</b>	23.8%	21.4%	18.9%	35.3%
<b>No. responses</b>	849	849	849	849

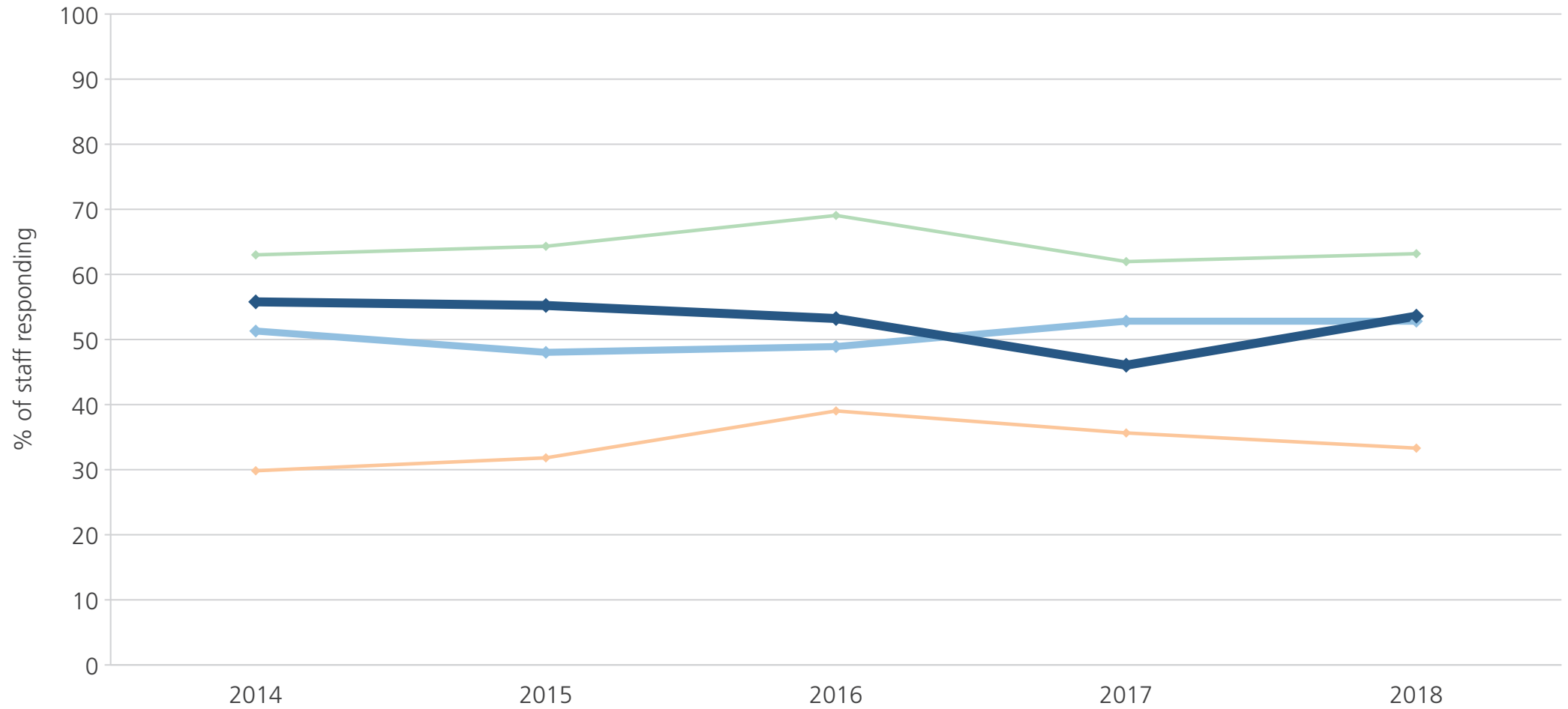
# Appendices

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

# Appendix A: Response rate

Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results





	2014	2015	2016	2017	2018
<b>Best</b>	63.0%	64.3%	69.1%	62.0%	63.2%
<b>Your org</b>	55.8%	55.2%	53.2%	46.0%	53.6%
<b>Average</b>	51.3%	48.0%	48.9%	52.8%	52.8%
<b>Worst</b>	29.8%	31.8%	39.0%	35.6%	33.3%

# Appendix B: Significance testing - 2017 v 2018 theme results

The table below presents the results of significance testing conducted on this year's theme scores and those from last year\*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: **↑** indicates that the 2018 score is significantly higher than last year's, whereas **↓** indicates that the 2018 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2017 score	2017 respondents	2018 score	2018 respondents	Statistically significant change?
Equality, diversity & inclusion	<b>9.3</b>	556	<b>9.1</b>	946	<b>↓</b>
Health & wellbeing	<b>6.3</b>	560	<b>6.0</b>	957	<b>↓</b>
Immediate managers	<b>7.1</b>	560	<b>7.0</b>	959	Not significant
Morale		0	<b>5.8</b>	937	N/A
Quality of appraisals	<b>5.5</b>	492	<b>5.4</b>	796	Not significant
Quality of care	<b>7.4</b>	488	<b>7.4</b>	853	Not significant
Safe environment - Bullying & harassment	<b>8.4</b>	559	<b>8.2</b>	943	Not significant
Safe environment - Violence	<b>9.7</b>	556	<b>9.7</b>	940	Not significant
Safety culture	<b>6.9</b>	556	<b>6.8</b>	949	Not significant
Staff engagement	<b>7.3</b>	564	<b>7.2</b>	972	Not significant

\* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

# Appendix C: Tips on using your benchmark report

The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users transitioning from the previous version of the benchmark report and those who are new to the Staff Survey.



## Key changes to note

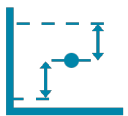
There are a number of differences in this benchmark report compared to the old style of benchmark reports, that was used prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together. **Please note that you cannot directly compare Key Finding results to theme results.**



- A key feature of the new reports is that they **provide organisations with up to 5 years of trend data** across theme **and** question results. Trend data provides a much **more reliable indication of whether the most recent results represent a change from the norm** for an organisation than comparing the most recent results to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons were drawn solely between the current and previous year.



- **Question results are now benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. This benchmarking has been extended to the trend data that is available so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

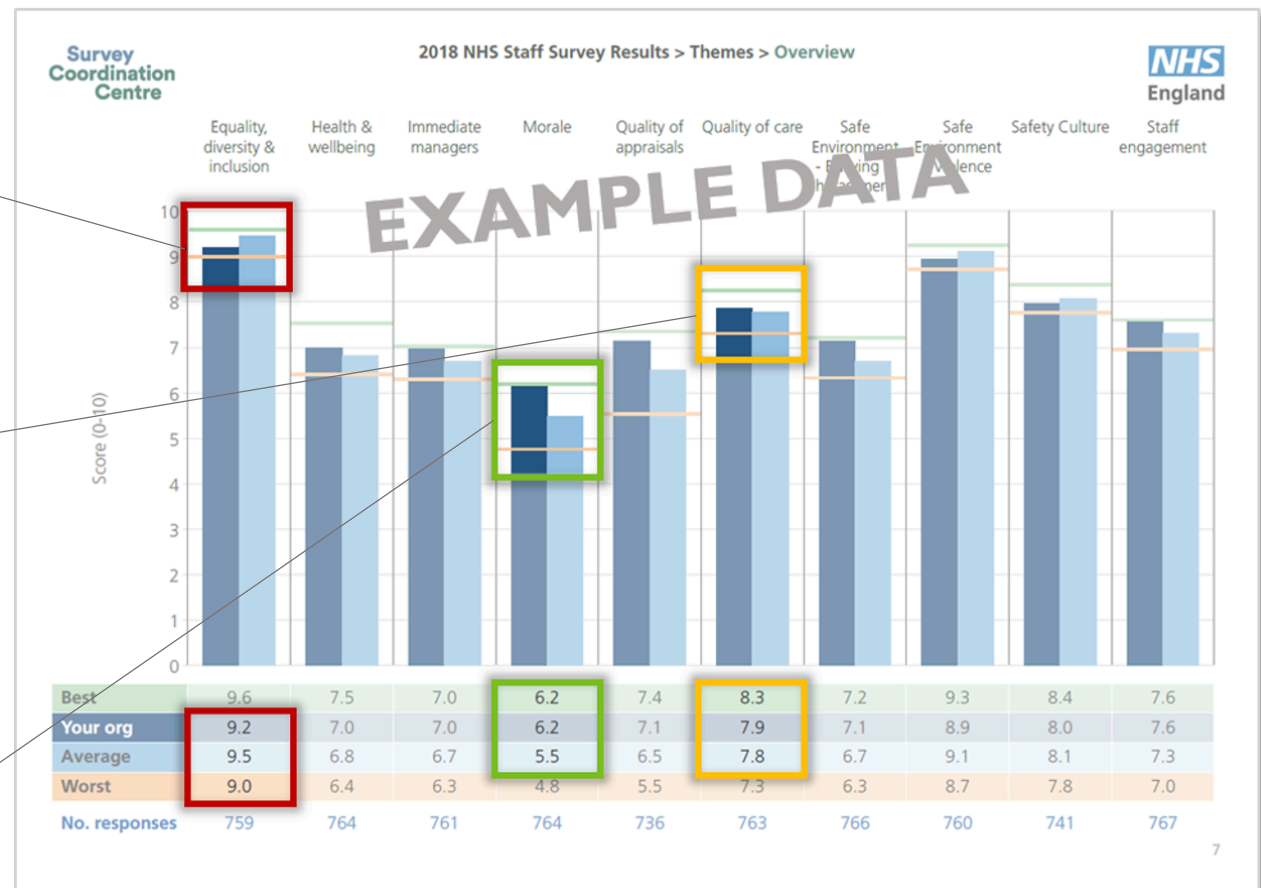
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

## Areas to improve

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.
- Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.

## Positive outcomes

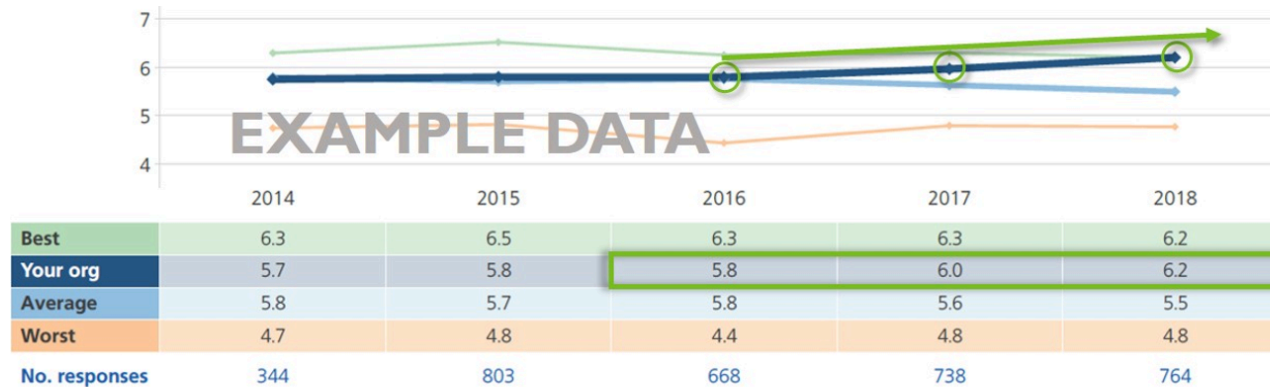
- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.
- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.



Only one example is highlighted for each point

## Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

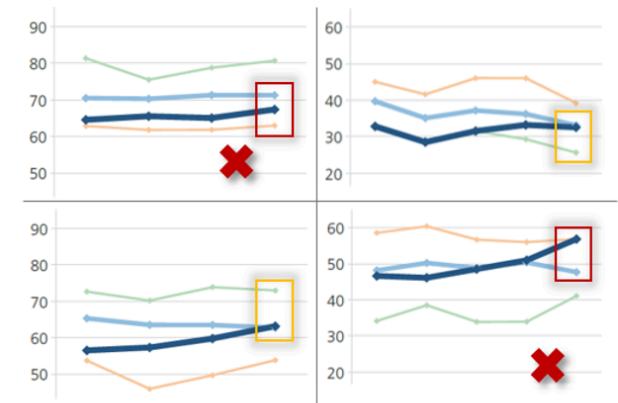


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation’s theme score, you should review the questions feeding into the theme. The **‘Detailed information’** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the ‘Question results’ section. By comparing ‘Your org’ scores to the benchmarking group ‘Average’, ‘Best’ and ‘Worst’ scores for each question, the **questions which are driving your organisation’s theme results can be identified**.

For themes where results need improvement, action plans can be formulated to **focus on the areas where the organisation’s results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



**X** = Negative driver, org result falls between average & worst benchmarking group result for question

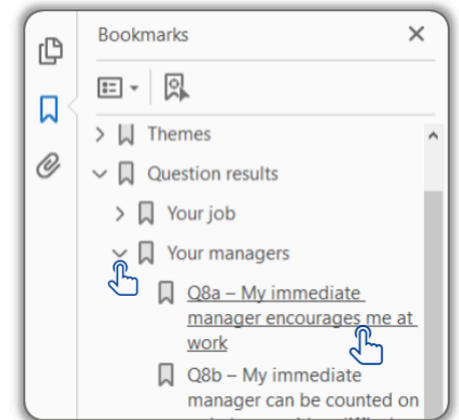
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 110 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

## Identifying questions of interest

### ➤ Pre-defined questions of interest – key questions for your organisation

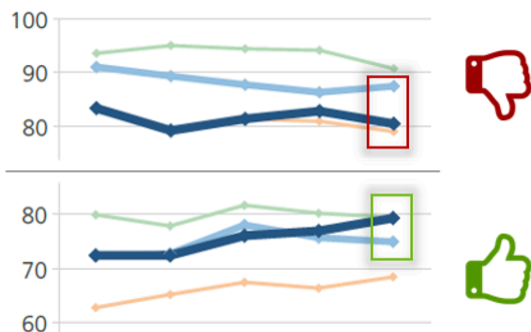
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



### ➤ Identifying questions of interest based on the results in this report

The methods recommended to review your theme results can also be applied to pick out question level results of interest. However, **unlike themes where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).



- **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.
- **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.





# Appendix D: Additional reporting outputs




Royal Papworth Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results

Below are links to other key reporting outputs which complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.


## Supporting documents

-  **Basic Guide:** Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **Technical Document:** Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, theme/KF calculations, historical comparability of organisations and questions in the survey.

## Other local results

-  **Key Finding results spreadsheet:** Response rate & KF results for every organisation (2017 & 2018). The results are compared and the difference between years is tested for statistical significance.
-  **Local Breakdowns:** Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **Directorate Reports:** Reports containing theme results split by directorate (locality) for Royal Papworth Hospital NHS Foundation Trust.

## National results

-  **National Trend Data** and **National Breakdowns:** Dashboards containing national results – data available for five years where possible.