



**2014 National NHS staff survey**

**Results from South East Coast Ambulance Service NHS  
Foundation Trust**

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## 1. Introduction to this report

This report presents the findings of the 2014 national NHS staff survey conducted in South East Coast Ambulance Service NHS Foundation Trust.

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

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

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

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

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

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

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

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

## Your Organisation

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

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

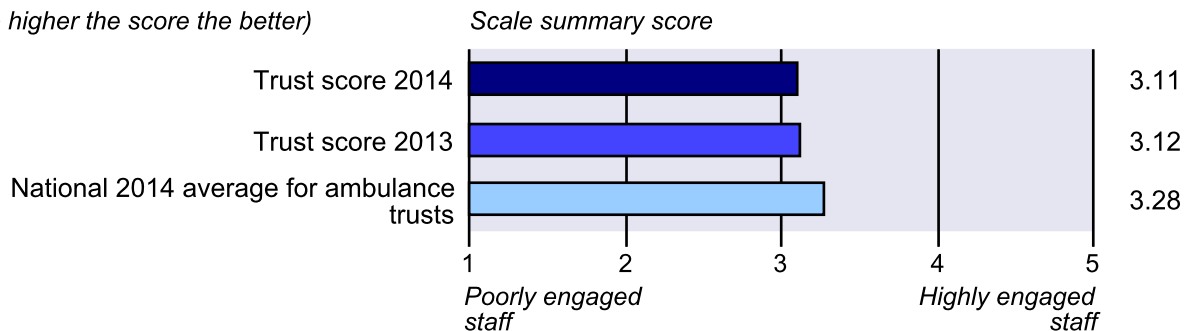
		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
Q12a	"Care of patients / service users is my organisation's top priority"	33	44	31
Q12b	"My organisation acts on concerns raised by patients / service users"	45	57	46
Q12c	"I would recommend my organisation as a place to work"	28	39	29
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	56	58	50
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	2.88	3.17	2.95

## 2. Overall indicator of staff engagement for South East Coast Ambulance Service NHS Foundation Trust

The figure below shows how South East Coast Ambulance Service NHS Foundation Trust compares with other ambulance trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.11 was **below (worse than) average** when compared with trusts of a similar type.

### OVERALL STAFF ENGAGEMENT

(the higher the score the better)



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

The table below shows how South East Coast Ambulance Service NHS Foundation Trust compares with other ambulance trusts on each of the sub-dimensions of staff engagement, and whether there has been a change since the 2013 survey.

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

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

### 3. Summary of 2014 Key Findings for South East Coast Ambulance Service NHS Foundation Trust

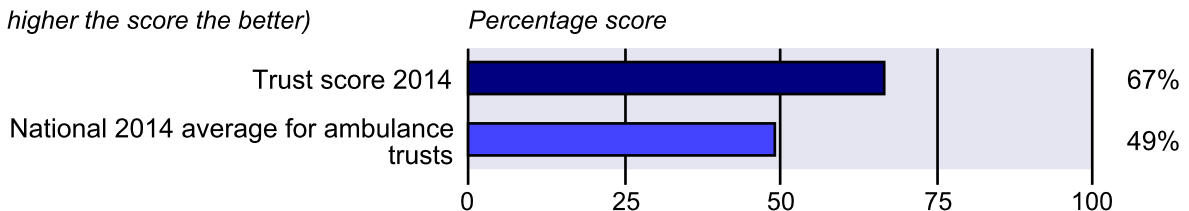
#### 3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which South East Coast Ambulance Service NHS Foundation Trust compares most favourably with other ambulance trusts in England.

#### TOP FIVE RANKING SCORES

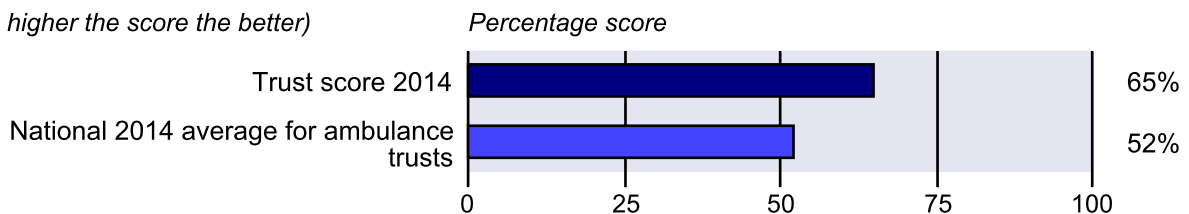
##### ✓ KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



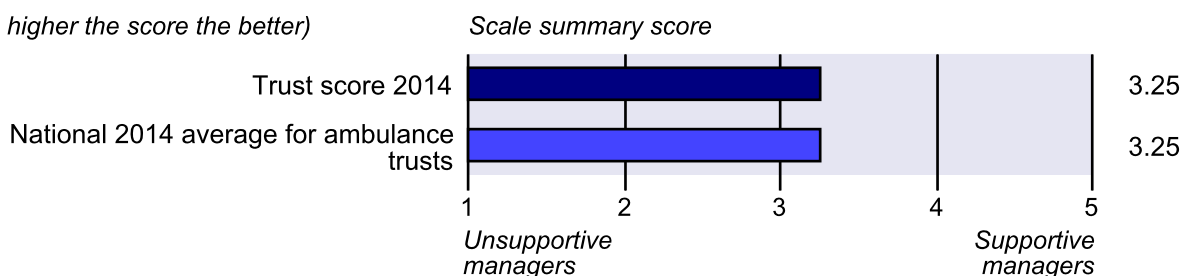
##### ✓ KF10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



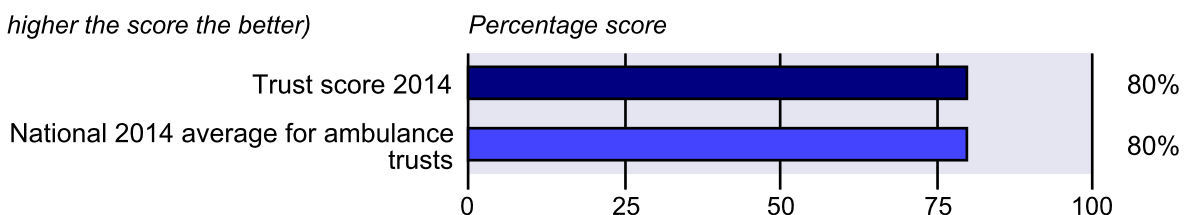
##### ✓ KF9. Support from immediate managers

(the higher the score the better)



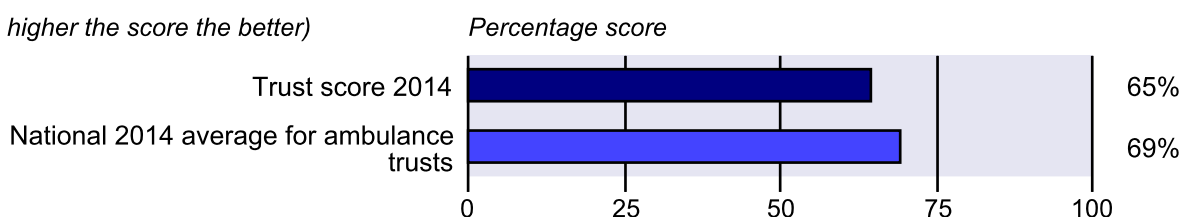
##### ✓ KF13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



##### ✓ KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



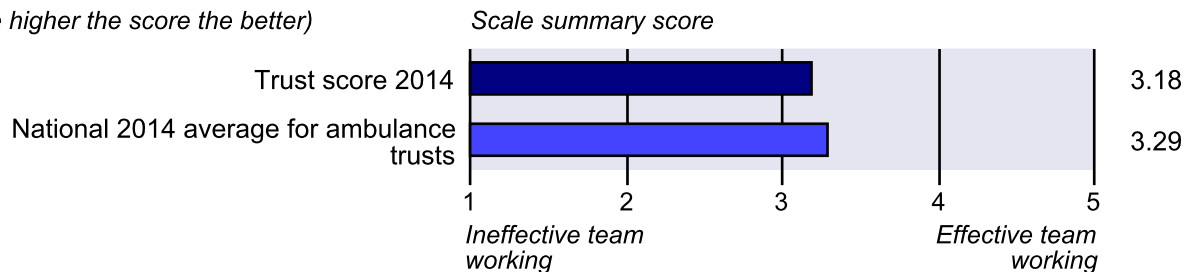
For each of the 29 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). South East Coast Ambulance Service NHS Foundation Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document ***Making sense of your staff survey data***.

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

### BOTTOM FIVE RANKING SCORES

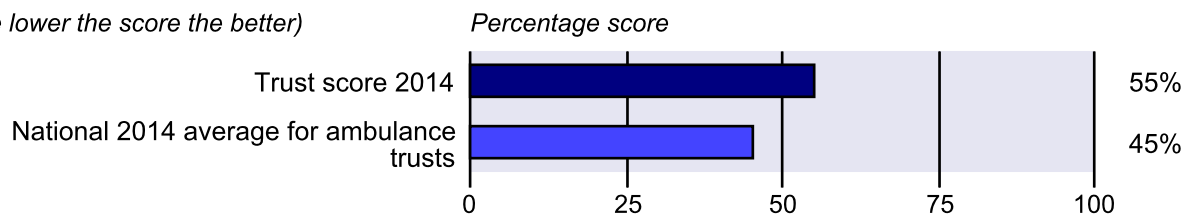
#### ! KF4. Effective team working

(the higher the score the better)



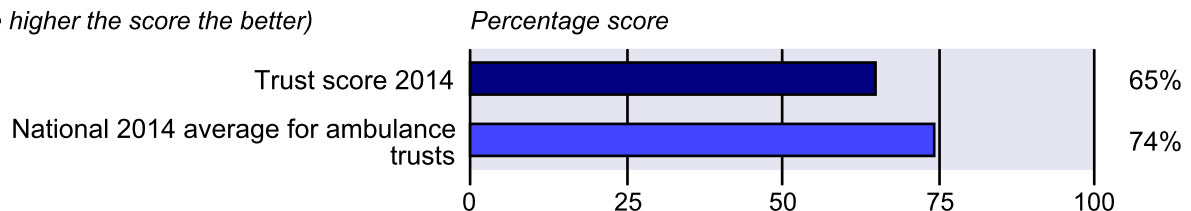
#### ! KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



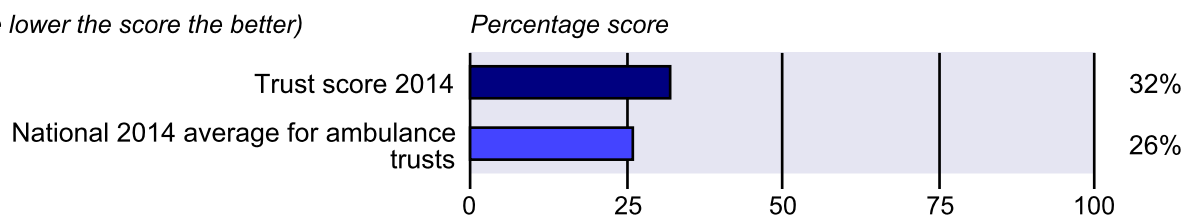
#### ! KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



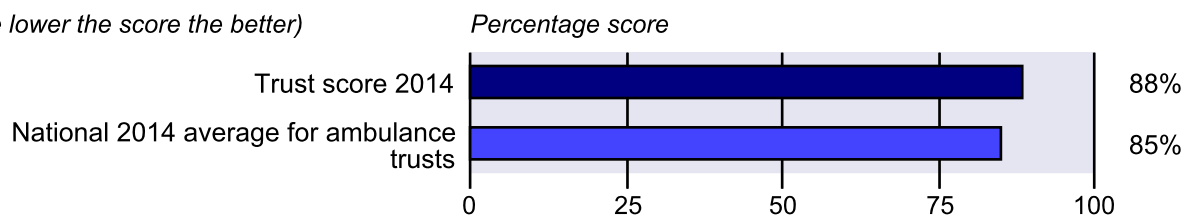
#### ! KF19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



#### ! KF5. Percentage of staff working extra hours

(the lower the score the better)



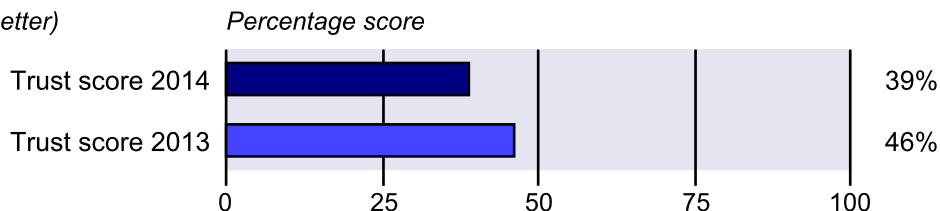
### 3.2 Largest Local Changes since the 2013 Survey

This page highlights the four Key Findings where staff experiences have improved the most at South East Coast Ambulance Service NHS Foundation Trust since the 2013 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other ambulance trusts in England, the scores for Key findings KF14, and KF20 are worse than average).

#### WHERE STAFF EXPERIENCE HAS IMPROVED

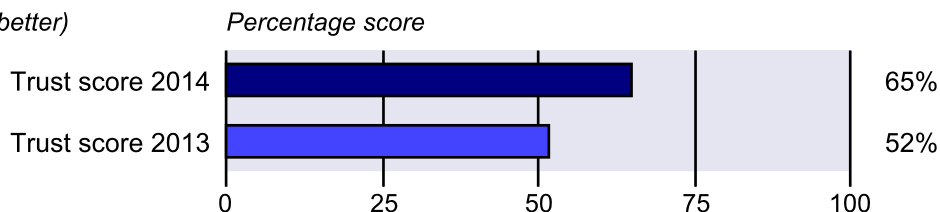
##### ✓ KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

(the lower the score the better)



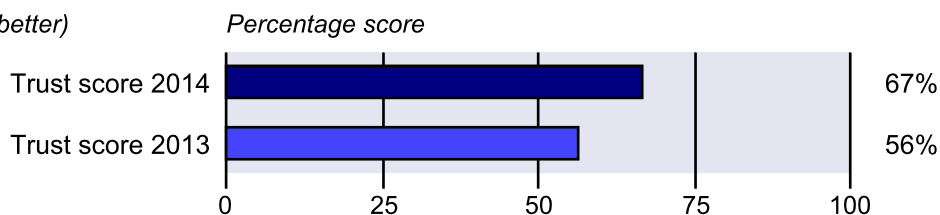
##### ✓ KF10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



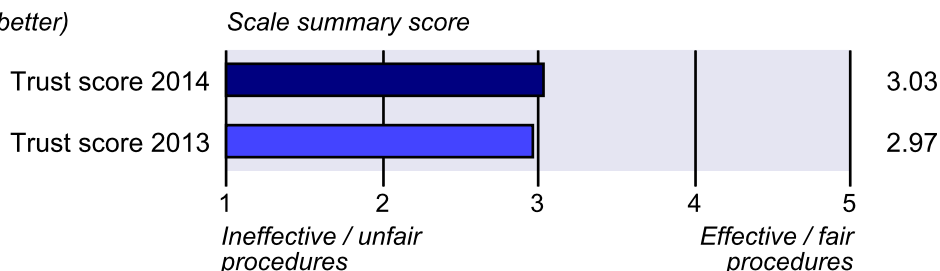
##### ✓ KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



##### ✓ KF14. Fairness and effectiveness of incident reporting procedures

(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, others 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 10-11 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***.



### 3.2. Summary of all Key Findings for South East Coast Ambulance Service NHS Foundation Trust

**KEY**

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

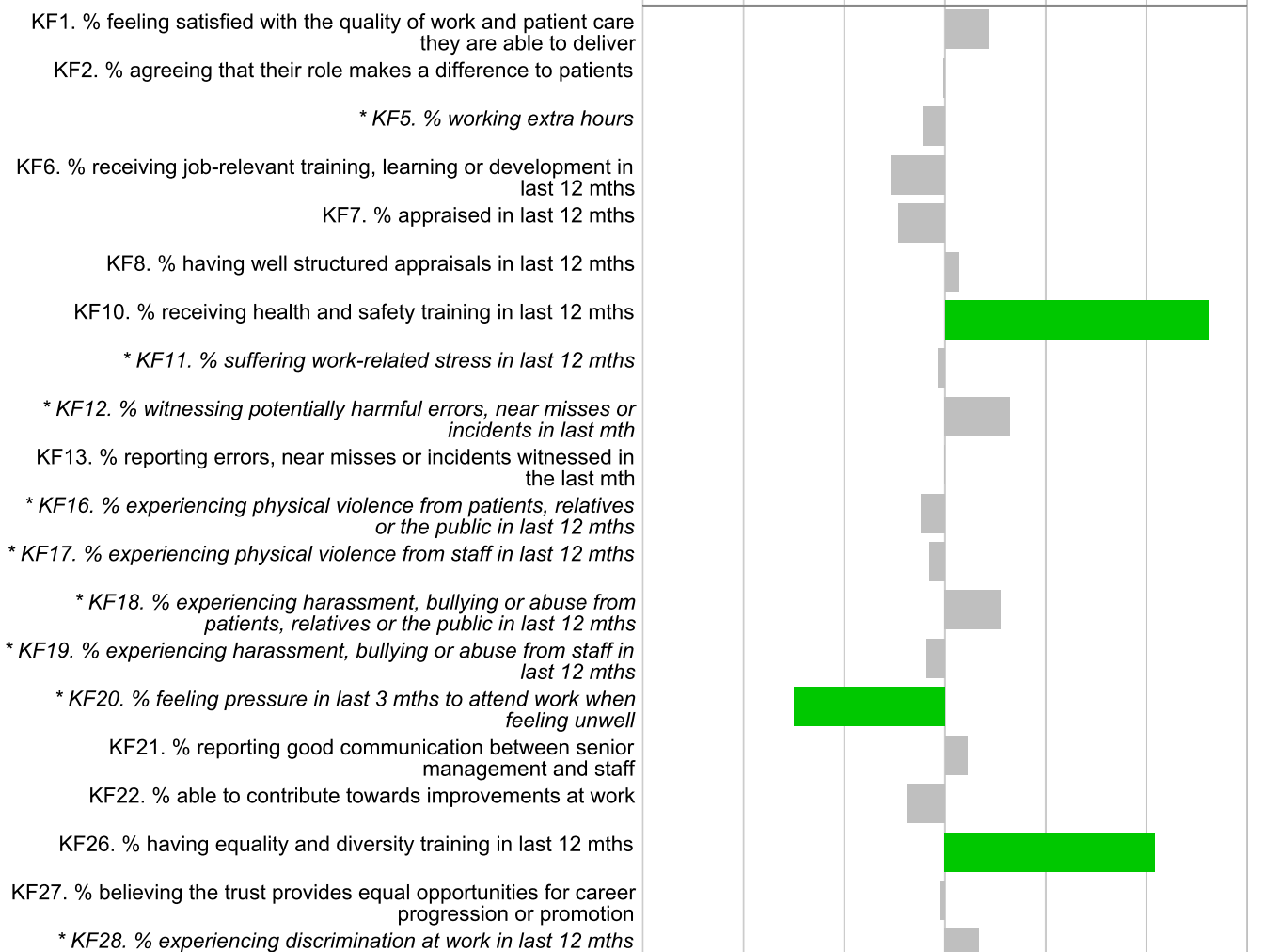
Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2013 survey.

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

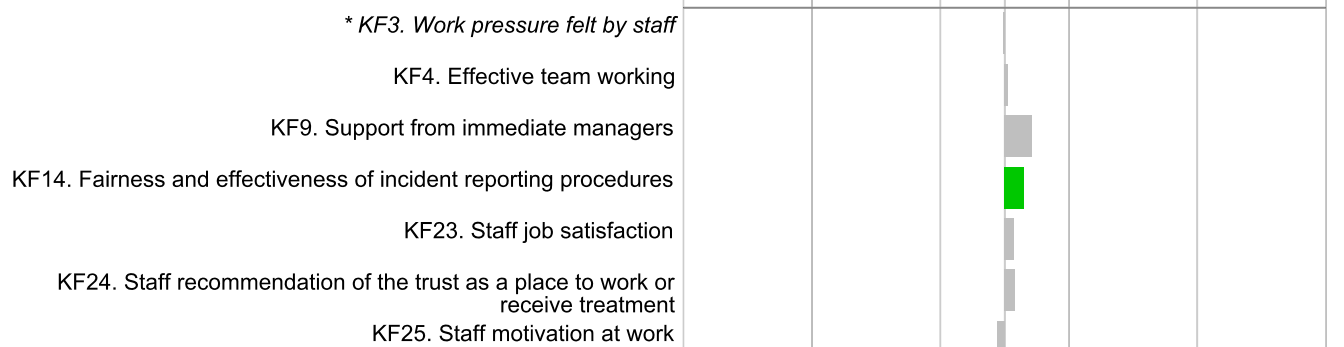
For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

#### Change since 2013 survey

-15% -10% -5% 0% 5% 10% 15%



-1.0 -0.6 -0.2 0.2 0.6 1.0



### 3.2. Summary of all Key Findings for South East Coast Ambulance Service NHS Foundation Trust

**KEY**

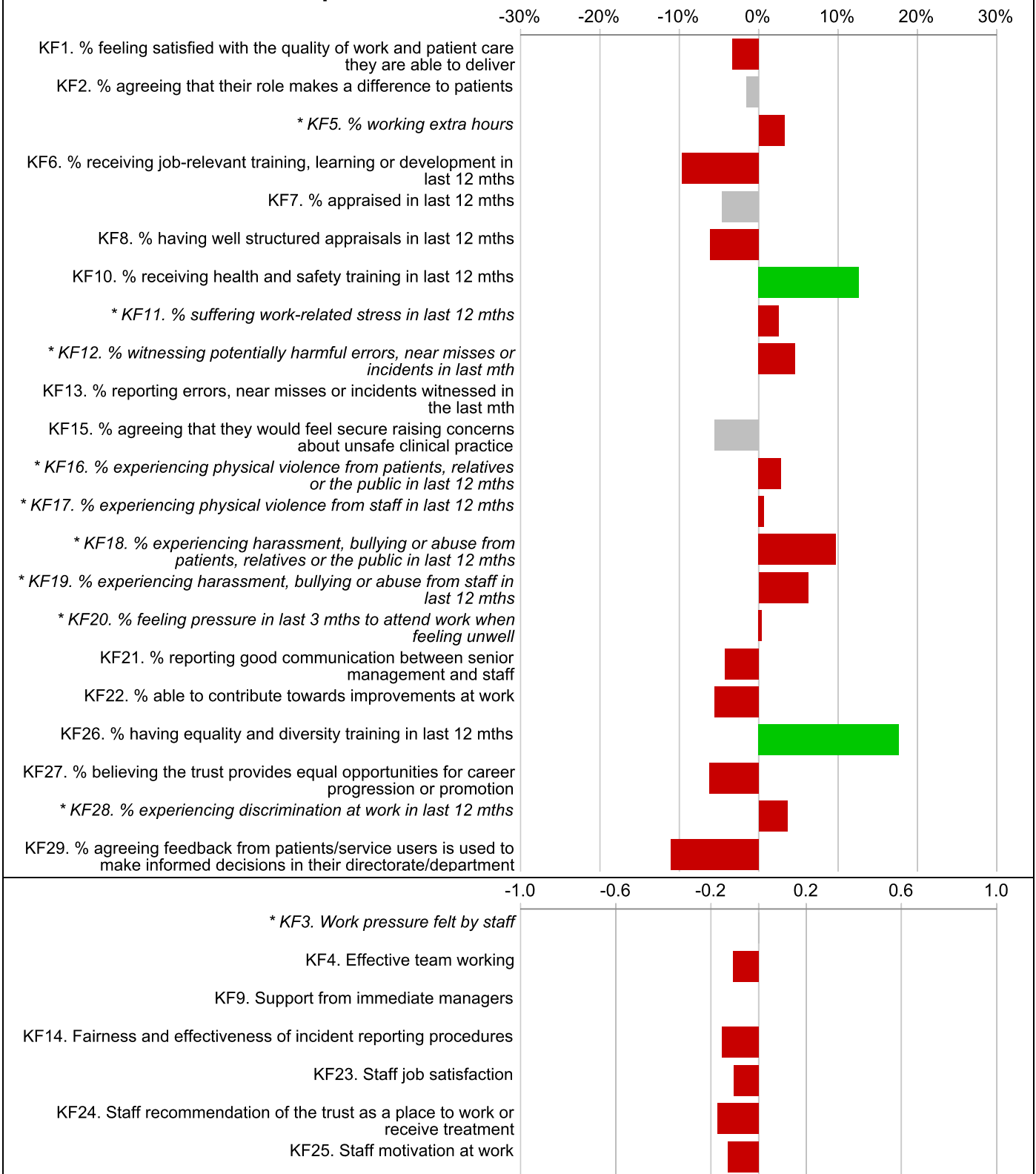
Green = Positive finding, e.g. better than average.

Red = Negative finding, e.g. worse than average.

Grey = Average.

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

#### Comparison with all ambulance trusts in 2014



### 3.3. Summary of all Key Findings for South East Coast Ambulance Service NHS Foundation Trust

#### KEY

✓ Green = Positive finding, e.g. better than average, better than 2013.

! Red = Negative finding, e.g. worse than average, worse than 2013.

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

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

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

Change since 2013 survey      Ranking, compared with all ambulance trusts in 2014

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

KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	• No change	! Below (worse than) average
KF2. % agreeing that their role makes a difference to patients	• No change	• Average
* <i>KF3. Work pressure felt by staff</i>	• No change	• Average
KF4. Effective team working	• No change	! Below (worse than) average
* <i>KF5. % working extra hours</i>	• No change	! Above (worse than) average

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

KF6. % receiving job-relevant training, learning or development in last 12 mths	• No change	! Below (worse than) average
KF7. % appraised in last 12 mths	• No change	• Average
KF8. % having well structured appraisals in last 12 mths	• No change	! Below (worse than) average
KF9. Support from immediate managers	• No change	• Average

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

##### Occupational health and safety

KF10. % receiving health and safety training in last 12 mths	✓ Increase (better than 13)	✓ Above (better than) average
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	! Above (worse than) average

##### Errors and incidents

* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	! Above (worse than) average
KF13. % reporting errors, near misses or incidents witnessed in the last mth	• No change	• Average
KF14. Fairness and effectiveness of incident reporting procedures	✓ Increase (better than 13)	! Below (worse than) average
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	--	• Average

### 3.3. Summary of all Key Findings for South East Coast Ambulance Service NHS Foundation Trust (cont)

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

## 4. Key Findings for South East Coast Ambulance Service NHS Foundation Trust

1144 staff at South East Coast Ambulance Service NHS Foundation Trust took part in this survey. This is a response rate of 34%<sup>1</sup> which is average for ambulance trusts in England, and compares with a response rate of 42% in this trust in the 2013 survey.

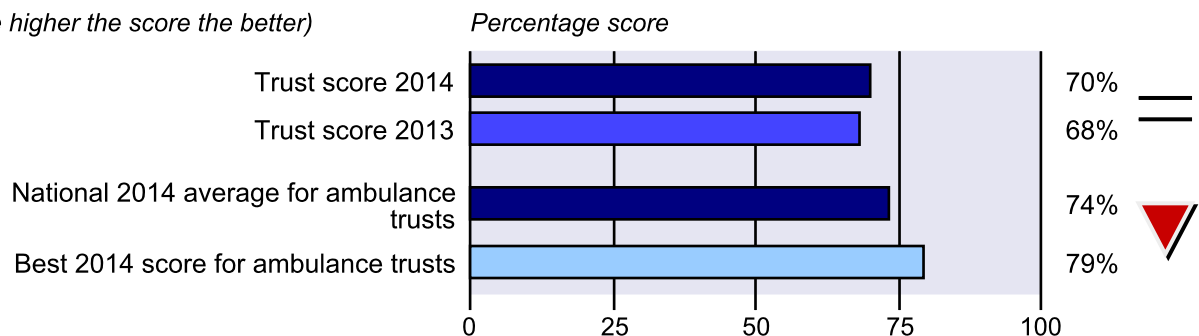
This section presents each of the 29 Key Findings, using data from the trust's 2014 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2013 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the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

**Positive findings** are indicated with a **green arrow** (e.g. where the trust is better than average, or where the score has improved since 2013). **Negative findings** are highlighted with a **red arrow** (e.g. where the trust's score is worse than average, or where the score is not as good as 2013). An equals sign indicates that there has been no change.

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

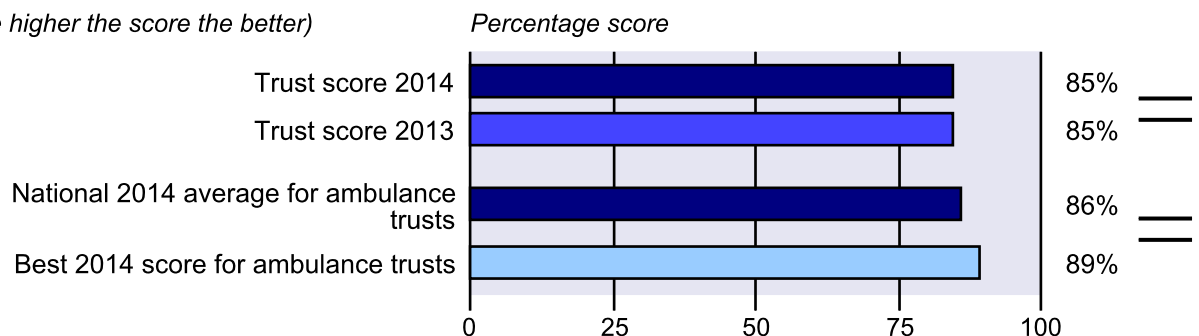
#### KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



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

(the higher the score the better)

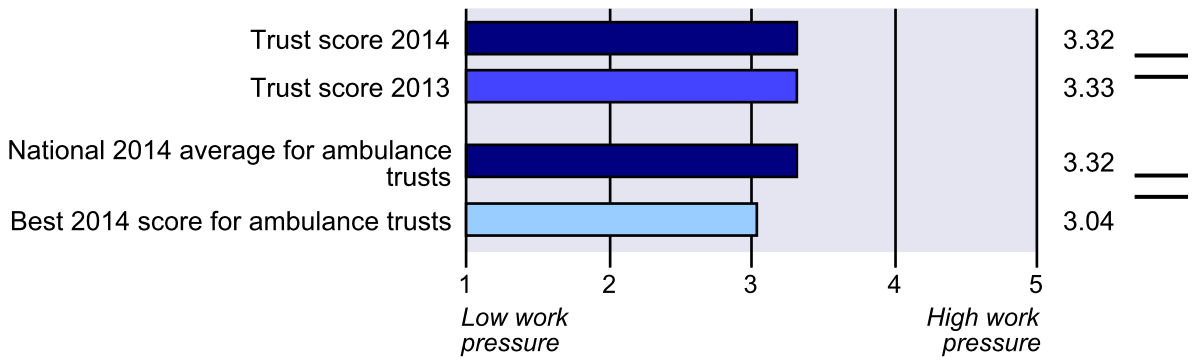


<sup>1</sup>Questionnaires were sent to all 3407 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

**KEY FINDING 3. Work pressure felt by staff**

(the lower the score the better)

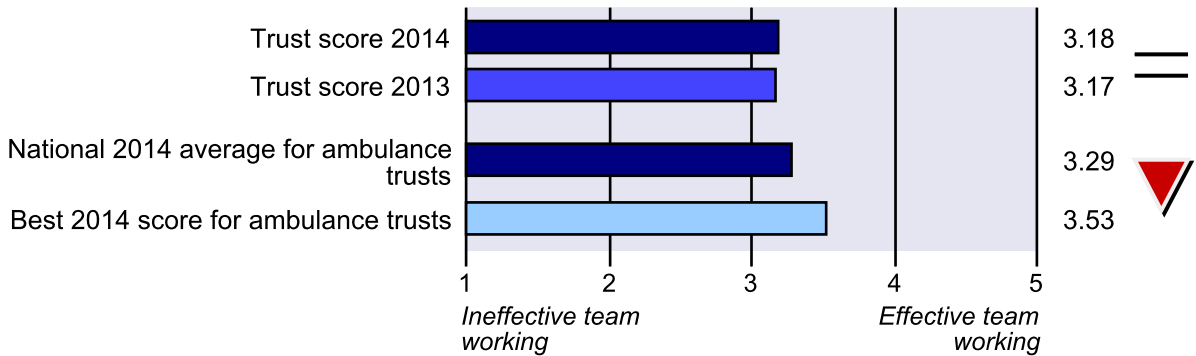
Scale summary score



**KEY FINDING 4. Effective team working**

(the higher the score the better)

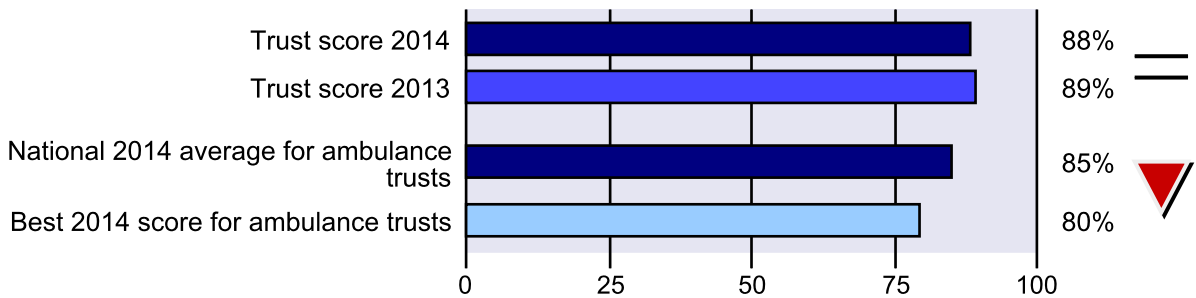
Scale summary score



**KEY FINDING 5. Percentage of staff working extra hours**

(the lower the score the better)

Percentage score

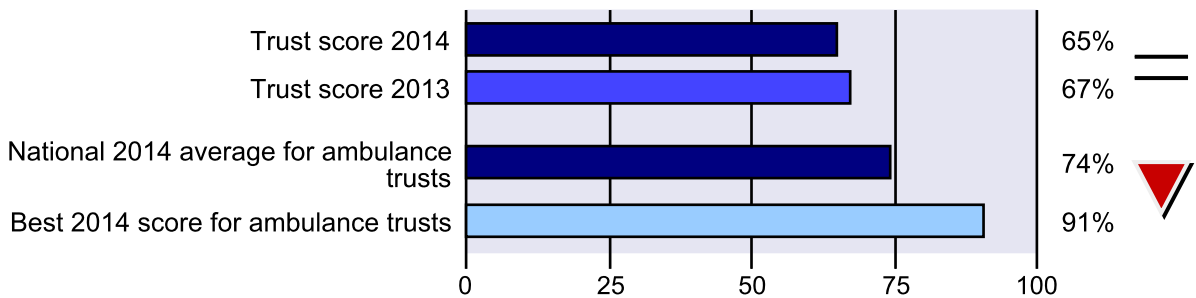


**STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.**

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

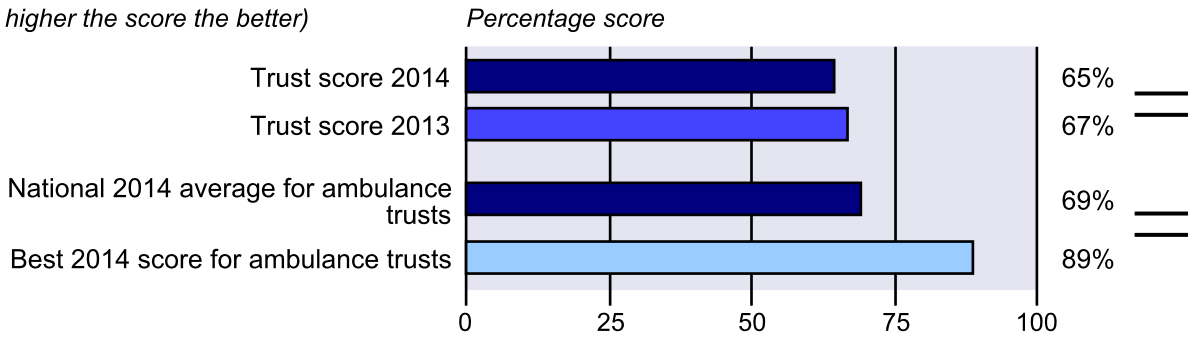
(the higher the score the better)

Percentage score



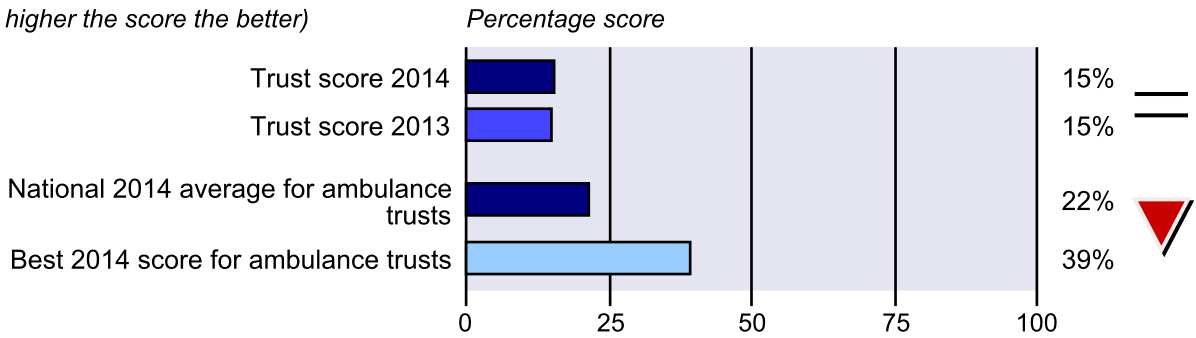
**KEY FINDING 7. Percentage of staff appraised in last 12 months**

(the higher the score the better)



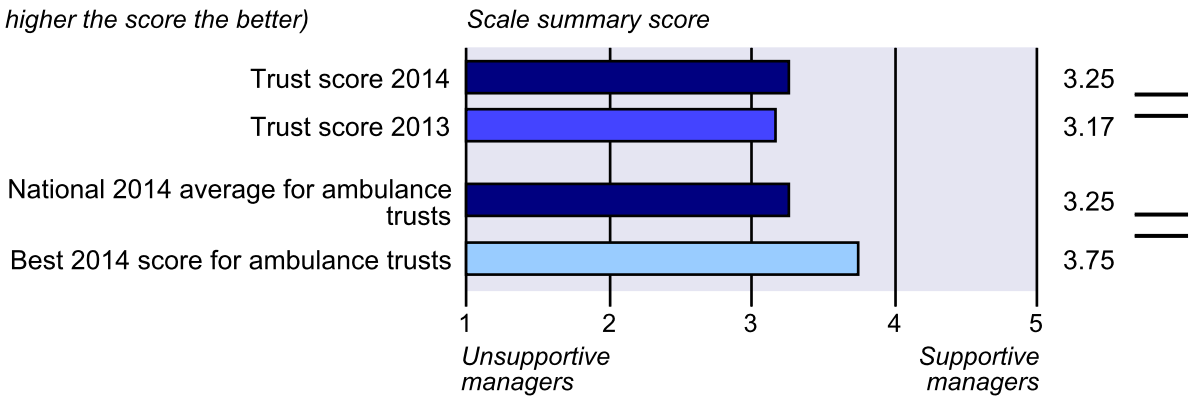
**KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months**

(the higher the score the better)



**KEY FINDING 9. Support from immediate managers**

(the higher the score the better)

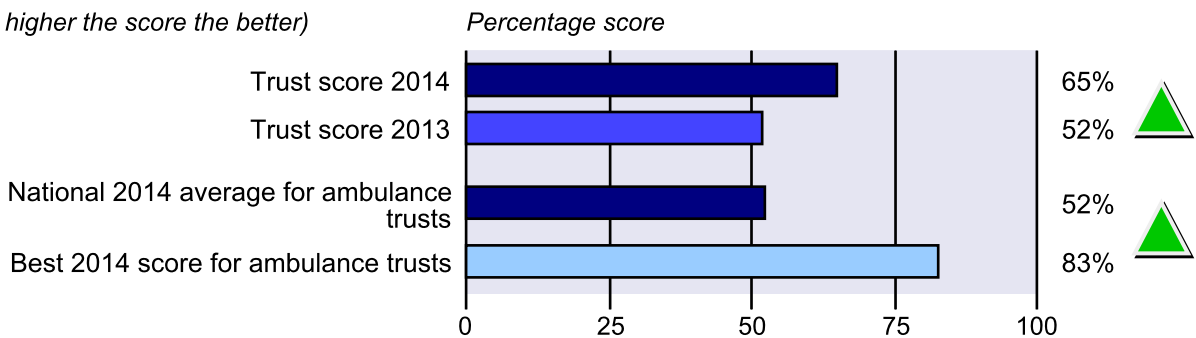


**STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.**

**Occupational health and safety**

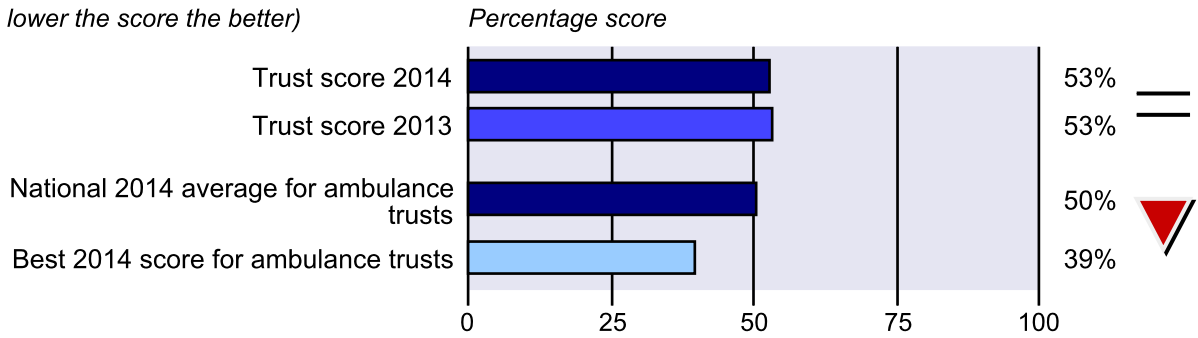
**KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months**

(the higher the score the better)



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

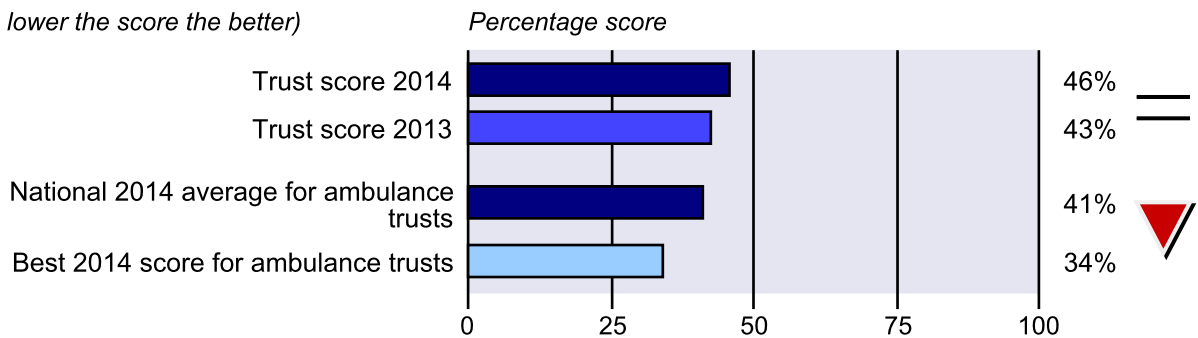
(the lower the score the better)



## Errors and incidents

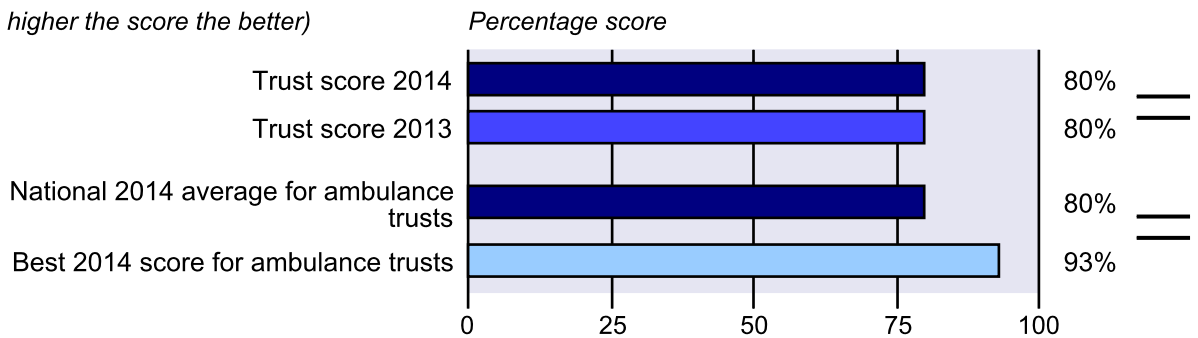
### KEY FINDING 12. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



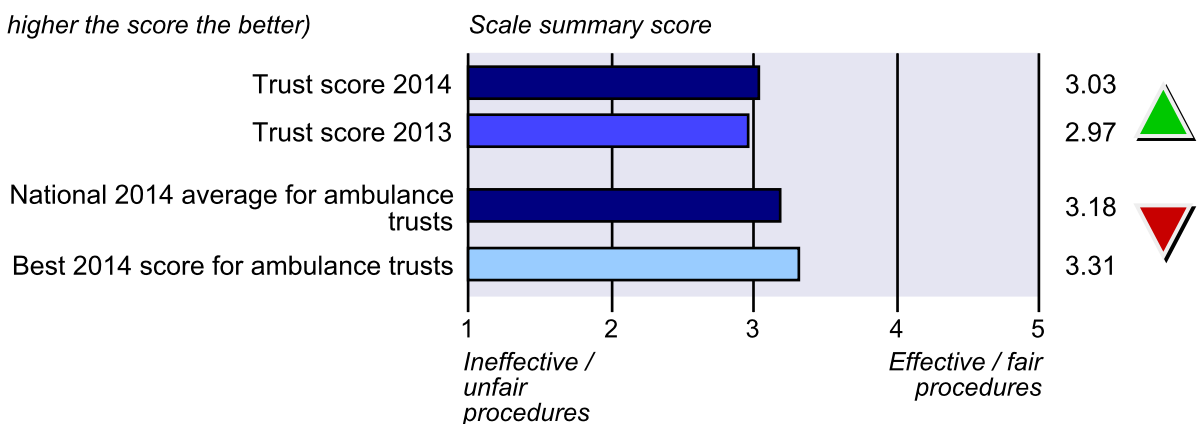
### KEY FINDING 13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



### KEY FINDING 14. Fairness and effectiveness of incident reporting procedures

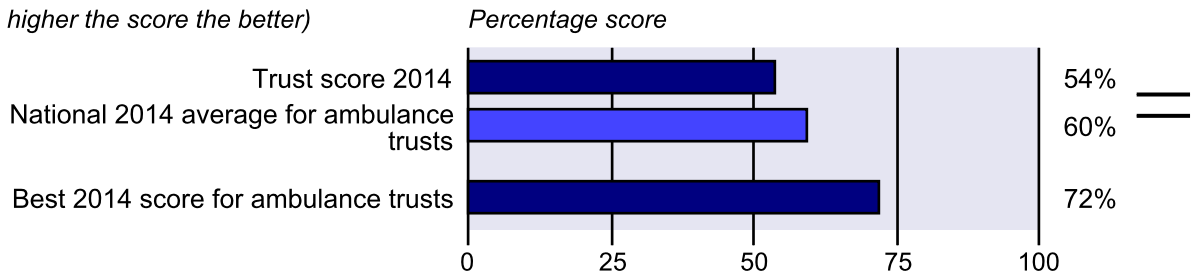
(the higher the score the better)





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

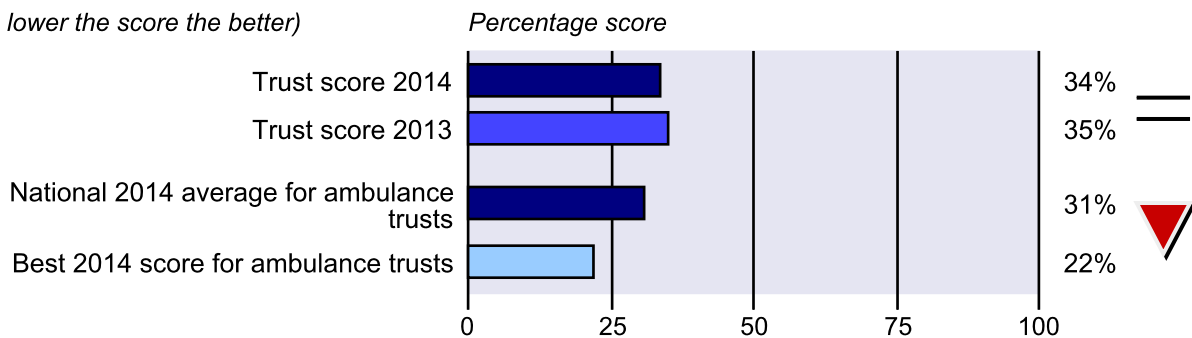
(the higher the score the better)



**Violence and harassment**

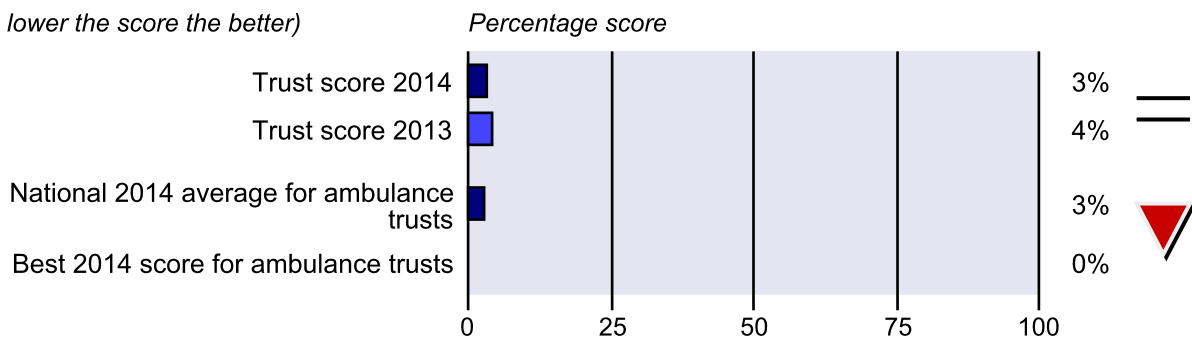
**KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months**

(the lower the score the better)



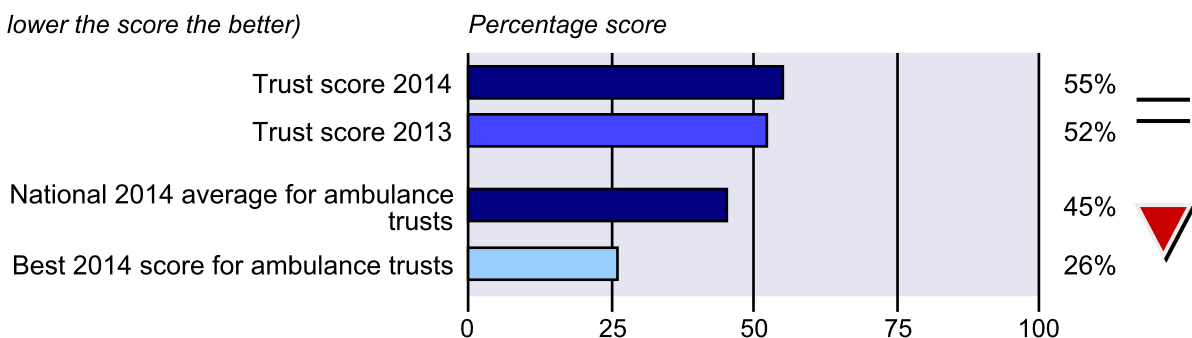
**KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months**

(the lower the score the better)



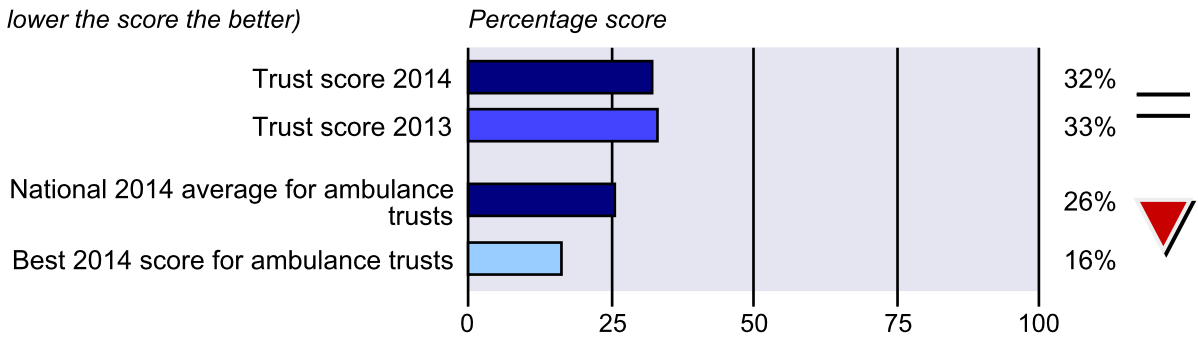
**KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months**

(the lower the score the better)



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

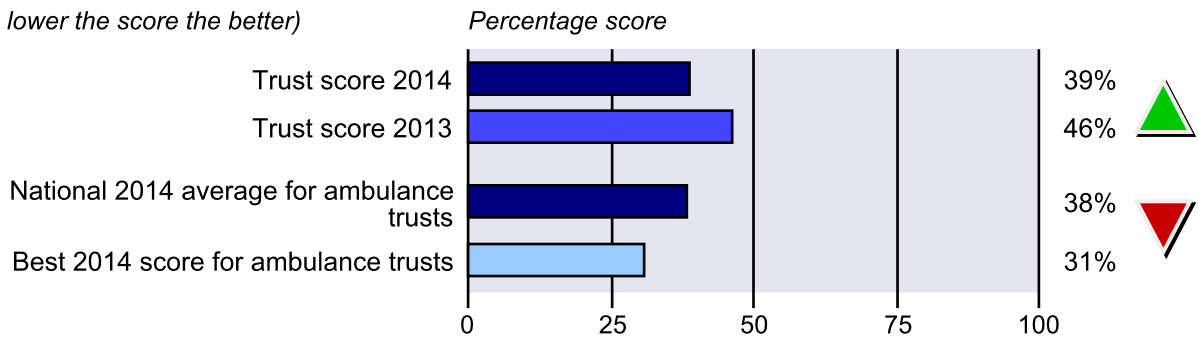
*(the lower the score the better)*



**Health and well-being**

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

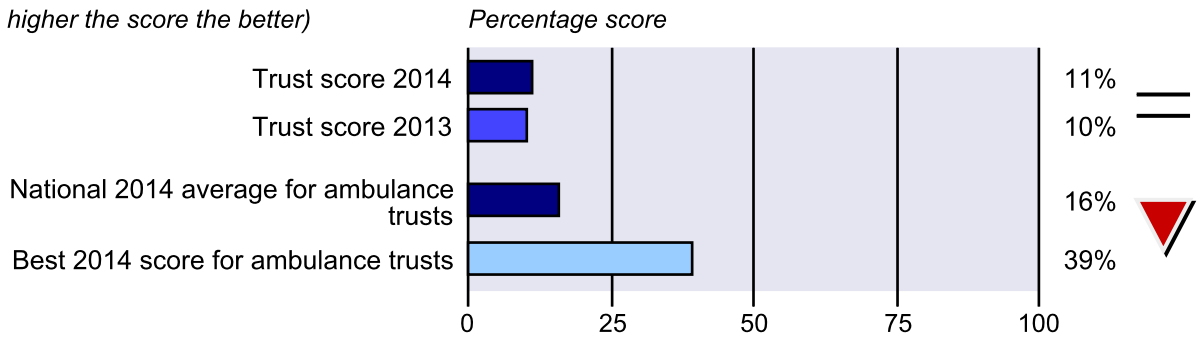
*(the lower the score the better)*



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

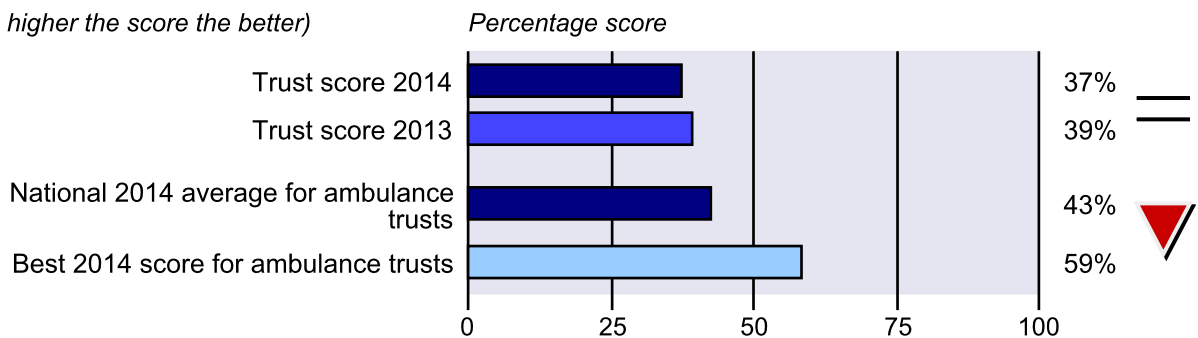
**KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff**

*(the higher the score the better)*



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

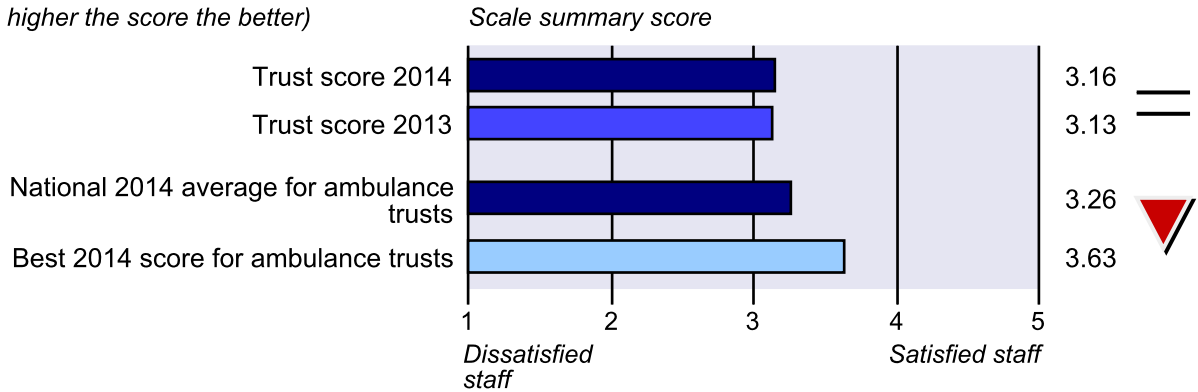
*(the higher the score the better)*



## ADDITIONAL THEME: Staff satisfaction

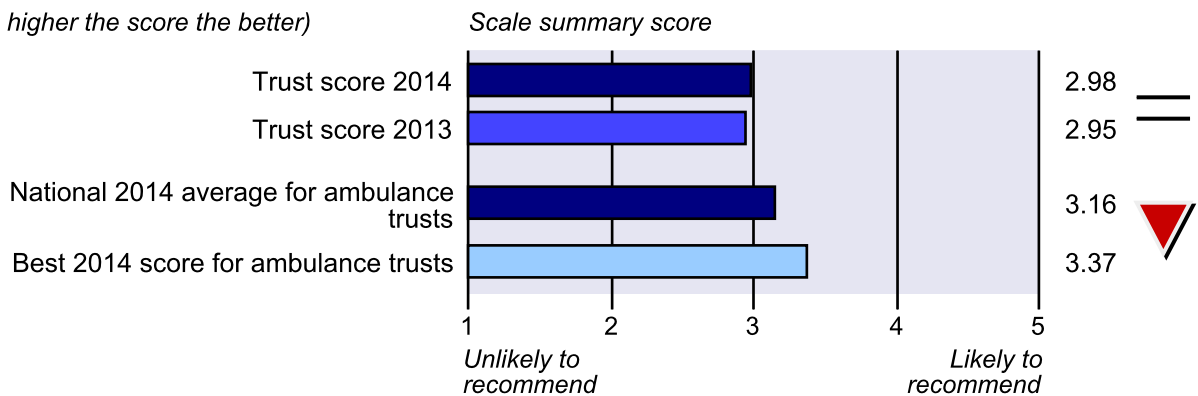
### KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



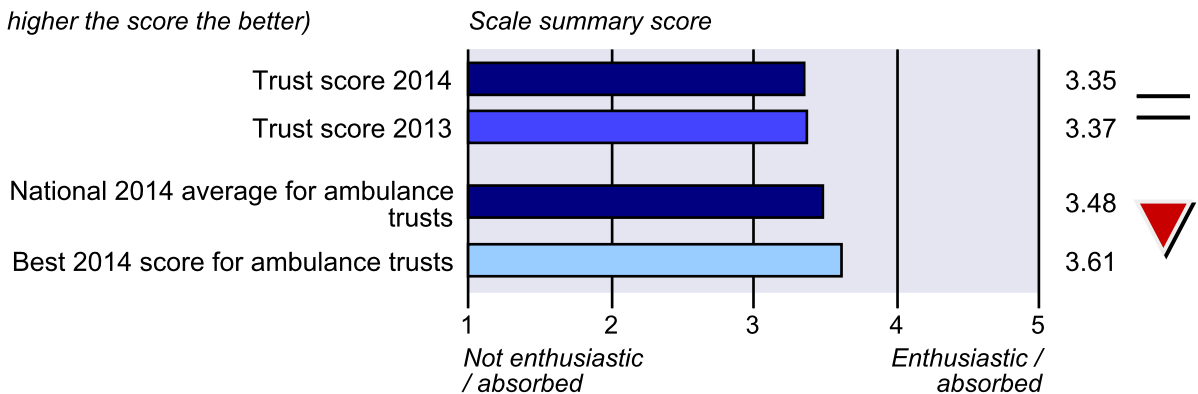
### KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



### KEY FINDING 25. Staff motivation at work

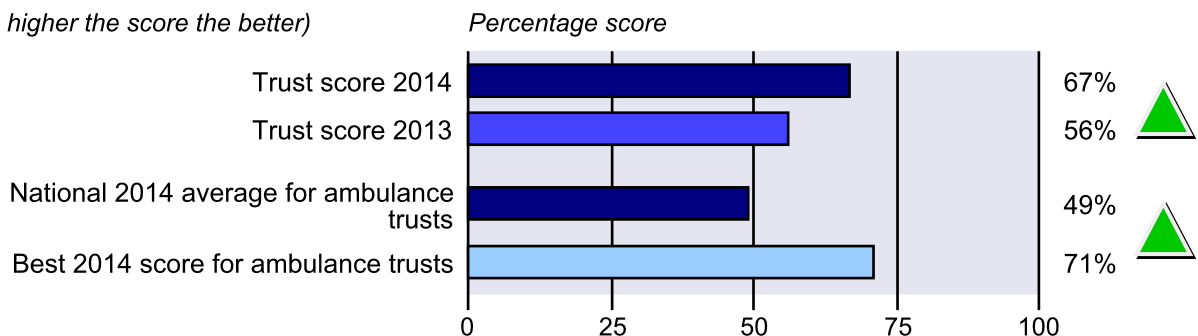
(the higher the score the better)



## ADDITIONAL THEME: Equality and diversity

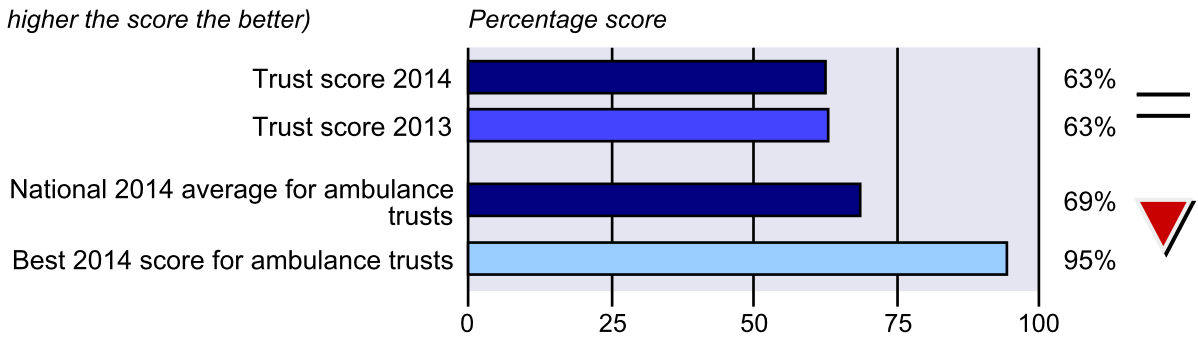
### KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



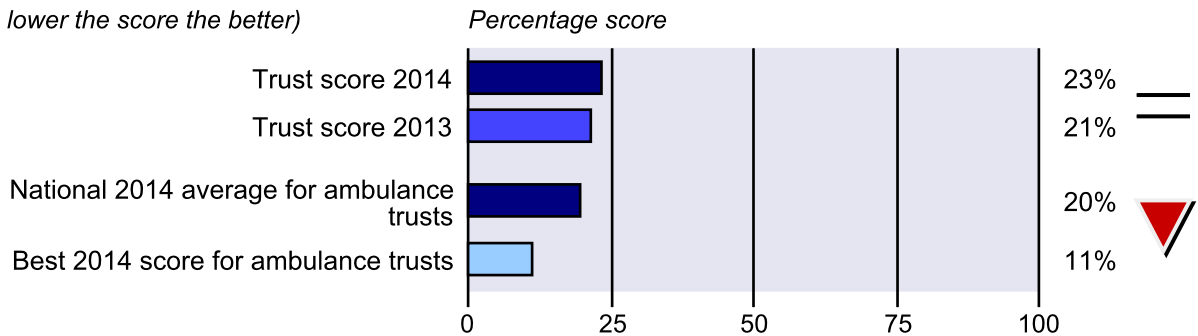
**KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion**

*(the higher the score the better)*



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

*(the lower the score the better)*

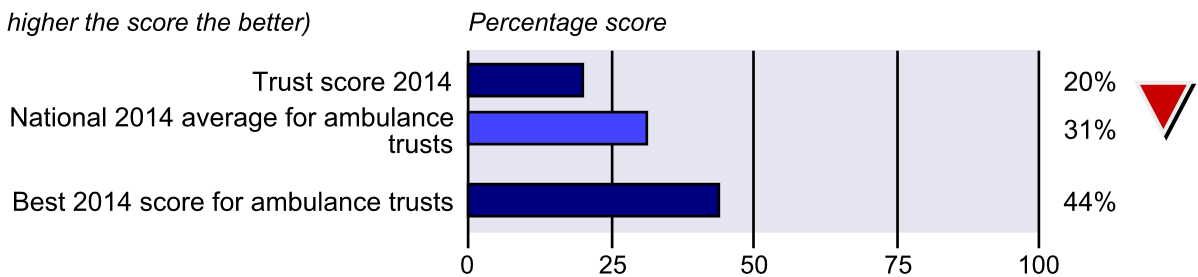


**ADDITIONAL THEME: Patient experience measures**

**Patient/Service user experience Feedback**

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

*(the higher the score the better)*



## 5. Key Findings by work group characteristics

Tables 5.1 to 5.3 show the Key Findings at South East Coast Ambulance Service NHS Foundation Trust broken down by work group characteristics: occupational groups, directorates, and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
  - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
  - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 5.1 to 5.3, 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, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF8. % having well structured appraisals in last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had well structured appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have well structured appraisals.
- Please note that, unlike the overall Trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

**Table 5.1: Key Findings for different occupational groups**

	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Emergency Care Practitioner	Paramedics	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>										
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	93	43	64	-	73	77	79	72	51	61
KF2. % agreeing that their role makes a difference to patients	91	67	88	-	88	90	85	81	75	82
* KF3. <i>Work pressure felt by staff</i>	3.24	2.84	3.08	3.10	3.50	3.44	3.16	3.49	3.27	3.36
KF4. Effective team working	3.96	3.64	3.64	3.46	2.96	3.03	3.04	2.96	3.43	3.02
* KF5. <i>% working extra hours</i>	100	63	84	77	98	98	95	95	66	80
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>										
KF6. % receiving job-relevant training, learning or development in last 12 mths	88	58	59	69	68	67	72	59	69	58
KF7. % appraised in last 12 mths	77	66	68	100	53	65	64	68	71	34
KF8. % having well structured appraisals in last 12 mths	31	32	20	27	6	12	17	10	15	7
KF9. Support from immediate managers	3.58	3.77	3.59	3.11	3.05	3.14	3.21	3.08	3.42	2.98
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>										
<b>Occupational health and safety</b>										
KF10. % receiving health and safety training in last 12 mths	72	68	72	85	61	64	76	48	68	51
* KF11. <i>% suffering work-related stress in last 12 mths</i>	35	30	45	50	65	63	35	70	52	42
<b>Errors and incidents</b>										
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	19	11	13	38	52	54	40	48	50	54
KF13. % reporting errors, near misses or incidents witnessed in the last mth	-	-	-	-	79	84	88	64	78	81
KF14. Fairness and effectiveness of incident reporting procedures	3.49	3.24	3.23	3.20	2.89	2.94	2.97	2.75	3.08	2.98
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	69	57	57	54	56	54	55	42	50	47
<b>Number of respondents</b>	26	35	32	13	81	365	86	219	102	107

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

	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Emergency Care Practitioner	Paramedics	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
<b>Violence and harassment</b>										
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	0	0	0	49	51	54	57	2	29
* KF17. % experiencing physical violence from staff in last 12 mths	0	0	0	0	3	4	5	6	3	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	12	9	6	0	71	72	59	70	47	54
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	15	29	22	54	37	36	19	39	31	34
<b>Health and well-being</b>										
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	9	18	19	25	44	46	33	54	37	28
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>										
KF21. % reporting good communication between senior management and staff	23	18	31	15	7	10	5	6	14	5
KF22. % able to contribute towards improvements at work	96	71	81	62	35	33	30	21	31	21
<b>ADDITIONAL THEME: Staff satisfaction</b>										
KF23. Staff job satisfaction	3.71	3.51	3.62	3.44	3.07	3.10	3.14	2.92	3.01	2.94
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.76	3.48	3.75	3.72	2.73	2.77	3.03	2.43	3.09	2.80
KF25. Staff motivation at work	3.99	3.74	3.86	3.74	3.13	3.20	3.60	2.99	3.12	3.60
<b>ADDITIONAL THEME: Equality and diversity</b>										
KF26. % having equality and diversity training in last 12 mths	73	74	78	77	72	64	73	52	66	51
KF27. % believing the trust provides equal opportunities for career progression or promotion	86	81	75	-	63	62	59	40	71	65
* KF28. % experiencing discrimination at work in last 12 mths	8	6	6	31	28	26	21	32	22	16
<b>ADDITIONAL THEME: Patient experience measures</b>										
<b>Patient/Service user experience Feedback</b>										
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	-	64	-	-	10	18	17	8	14	10
<b>Overall staff engagement</b>	3.95	3.59	3.86	3.57	2.91	2.97	3.19	2.70	3.02	3.01
<b>Number of respondents</b>	26	35	32	13	81	365	86	219	102	107

**Table 5.2: Key Findings for different directorates**

	Paramedic	Technician	Support Services Admin	Dispatch	ACAs and PTS Team Leaders	ECSW	Clinical Team Leader	Support Services Managers, Snr Managers,	PPs and CCPs	SOMs and COMs
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>										
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	78	71	73	50	60	82	78	70	70	77
KF2. % agreeing that their role makes a difference to patients	89	80	79	79	83	88	91	85	90	91
* KF3. <i>Work pressure felt by staff</i>	3.42	3.48	2.96	3.35	3.39	3.17	3.51	3.31	3.62	3.34
KF4. Effective team working	2.85	2.93	3.47	3.34	2.96	3.14	3.01	3.73	2.79	4.10
* KF5. <i>% working extra hours</i>	98	96	72	74	79	96	100	98	97	100
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>										
KF6. % receiving job-relevant training, learning or development in last 12 mths	62	59	63	69	58	71	73	74	60	82
KF7. % appraised in last 12 mths	59	68	58	77	36	65	70	77	56	95
KF8. % having well structured appraisals in last 12 mths	4	10	21	14	9	20	20	36	2	36
KF9. Support from immediate managers	3.03	3.05	3.37	3.45	3.05	3.29	3.35	3.56	2.80	4.06
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>										
<b>Occupational health and safety</b>										
KF10. % receiving health and safety training in last 12 mths	57	50	65	81	53	76	80	72	51	71
* KF11. <i>% suffering work-related stress in last 12 mths</i>	68	69	34	51	44	37	56	48	69	41
<b>Errors and incidents</b>										
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	56	49	27	54	55	39	53	32	53	43
KF13. % reporting errors, near misses or incidents witnessed in the last mth	83	64	90	78	80	87	80	90	72	-
KF14. Fairness and effectiveness of incident reporting procedures	2.81	2.76	3.21	3.08	2.97	3.00	3.12	3.41	2.75	3.72
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	45	42	56	57	47	57	67	68	53	86
<b>Number of respondents</b>	239	220	143	109	100	99	86	66	60	22



**Table 5.2: Key Findings for different directorates (cont)**

	Paramedic	Technician	Support Services Admin	Dispatch	ACAs and PTS Team Leaders	ECSW	Clinical Team Leader	Support Services Managers, Snr Managers,	PPs and CCPs	SOMs and COMs
<b>Violence and harassment</b>										
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	59	57	3	5	29	56	47	12	53	32
* KF17. % experiencing physical violence from staff in last 12 mths	3	6	3	4	4	3	2	2	5	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	76	70	29	52	55	59	74	23	71	50
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	34	39	30	28	36	19	33	32	44	27
<b>Health and well-being</b>										
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	52	54	22	36	30	33	32	24	60	27
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>										
KF21. % reporting good communication between senior management and staff	5	4	16	15	4	7	14	29	3	36
KF22. % able to contribute towards improvements at work	22	22	51	31	21	33	49	85	23	68
<b>ADDITIONAL THEME: Staff satisfaction</b>										
KF23. Staff job satisfaction	3.03	2.91	3.39	3.05	2.96	3.17	3.20	3.57	2.83	3.89
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.61	2.42	3.44	3.13	2.80	3.04	2.96	3.56	2.52	3.88
KF25. Staff motivation at work	3.10	2.97	3.62	3.09	3.64	3.64	3.35	3.86	2.93	3.86
<b>ADDITIONAL THEME: Equality and diversity</b>										
KF26. % having equality and diversity training in last 12 mths	60	52	68	75	49	74	76	79	68	76
KF27. % believing the trust provides equal opportunities for career progression or promotion	57	41	74	72	67	57	68	72	47	80
* KF28. % experiencing discrimination at work in last 12 mths	30	33	16	21	16	21	19	12	32	14
<b>ADDITIONAL THEME: Patient experience measures</b>										
<b>Patient/Service user experience Feedback</b>										
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	11	8	36	24	6	18	13	37	7	40
<b>Overall staff engagement</b>	2.82	2.68	3.44	3.03	3.01	3.22	3.16	3.81	2.69	3.87
<b>Number of respondents</b>	239	220	143	109	100	99	86	66	60	22

**Table 5.3: Key Findings for different work groups**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	71	72
KF2. % agreeing that their role makes a difference to patients	85	85
* KF3. <i>Work pressure felt by staff</i>	3.38	3.24
KF4. Effective team working	3.13	3.08
* KF5. <i>% working extra hours</i>	92	78
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>		
KF6. % receiving job-relevant training, learning or development in last 12 mths	65	61
KF7. % appraised in last 12 mths	64	58
KF8. % having well structured appraisals in last 12 mths	14	10
KF9. Support from immediate managers	3.21	3.15
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>		
<b>Occupational health and safety</b>		
KF10. % receiving health and safety training in last 12 mths	63	61
* KF11. <i>% suffering work-related stress in last 12 mths</i>	56	51
<b>Errors and incidents</b>		
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	50	35
KF13. % reporting errors, near misses or incidents witnessed in the last mth	79	73
KF14. Fairness and effectiveness of incident reporting procedures	2.97	3.01
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	52	52
<b>Number of respondents</b>	<b>976</b>	<b>156</b>

<sup>a</sup> Full time is defined as staff contracted to work 30 hours or more a week

**Table 5.3: Key Findings for different work groups (cont)**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	41	27
* KF17. % experiencing physical violence from staff in last 12 mths	4	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	60	55
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	34	26
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	41	41
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>		
KF21. % reporting good communication between senior management and staff	10	8
KF22. % able to contribute towards improvements at work	35	27
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	3.11	3.09
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.88	2.79
KF25. Staff motivation at work	3.31	3.21
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	65	61
KF27. % believing the trust provides equal opportunities for career progression or promotion	59	65
* KF28. % experiencing discrimination at work in last 12 mths	25	20
<b>ADDITIONAL THEME: Patient experience measures</b>		
<b>Patient/Service user experience Feedback</b>		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	19	9
<b>Overall staff engagement</b>	3.05	2.92
<b>Number of respondents</b>	976	156

<sup>a</sup> Full time is defined as staff contracted to work 30 hours or more a week

## 6. Key Findings by demographic groups

Tables 6.1 and 6.2 show the Key Findings at South East Coast Ambulance Service NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

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

**Table 6.1: Key Findings for different age groups**

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	82	70	72	67
KF2. % agreeing that their role makes a difference to patients	87	83	87	84
* <i>KF3. Work pressure felt by staff</i>	3.20	3.40	3.38	3.37
KF4. Effective team working	3.12	3.17	3.13	3.13
* <i>KF5. % working extra hours</i>	91	93	92	88
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	78	64	64	62
KF7. % appraised in last 12 mths	60	63	59	67
KF8. % having well structured appraisals in last 12 mths	18	14	10	15
KF9. Support from immediate managers	3.33	3.20	3.21	3.16
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	75	61	58	62
* <i>KF11. % suffering work-related stress in last 12 mths</i>	51	55	57	56
<b>Errors and incidents</b>				
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	60	52	47	40
KF13. % reporting errors, near misses or incidents witnessed in the last mth	84	76	73	82
KF14. Fairness and effectiveness of incident reporting procedures	3.10	3.00	2.93	2.97
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	60	55	50	51
<b>Number of respondents</b>	156	241	274	455

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	47	40	43	34
* KF17. % experiencing physical violence from staff in last 12 mths	2	5	4	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	61	66	61	54
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	34	33	33
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	32	41	41	43
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	14	10	10	9
KF22. % able to contribute towards improvements at work	37	34	35	33
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.27	3.18	3.05	3.06
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.20	2.86	2.80	2.83
KF25. Staff motivation at work	3.45	3.27	3.28	3.29
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	68	62	65	64
KF27. % believing the trust provides equal opportunities for career progression or promotion	77	64	57	54
* KF28. % experiencing discrimination at work in last 12 mths	30	23	23	24
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	19	21	18	16
<b>Overall staff engagement</b>	3.22	3.03	3.01	3.01
<b>Number of respondents</b>	156	241	274	455

**Table 6.2: Key Findings for other demographic groups**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	69	75	66	72	71	75
KF2. % agreeing that their role makes a difference to patients	83	87	77	87	85	92
* KF3. <i>Work pressure felt by staff</i>	3.43	3.25	3.52	3.32	3.35	3.23
KF4. Effective team working	3.05	3.27	2.88	3.18	3.13	3.03
* KF5. <i>% working extra hours</i>	93	87	87	91	91	74
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>						
KF6. % receiving job-relevant training, learning or development in last 12 mths	62	69	57	66	65	60
KF7. % appraised in last 12 mths	63	63	56	65	63	68
KF8. % having well structured appraisals in last 12 mths	13	15	7	15	14	13
KF9. Support from immediate managers	3.17	3.28	2.97	3.25	3.20	3.18
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>						
<b>Occupational health and safety</b>						
KF10. % receiving health and safety training in last 12 mths	61	65	56	64	63	42
* KF11. <i>% suffering work-related stress in last 12 mths</i>	56	53	74	51	55	52
<b>Errors and incidents</b>						
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	51	42	57	46	47	46
KF13. % reporting errors, near misses or incidents witnessed in the last mth	79	78	78	79	78	83
KF14. Fairness and effectiveness of incident reporting procedures	2.92	3.07	2.80	3.02	2.98	2.96
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	50	56	45	54	52	62
<b>Number of respondents</b>	637	458	217	895	1096	27

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

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>Violence and harassment</b>						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	45	31	45	38	39	27
* KF17. % experiencing physical violence from staff in last 12 mths	4	2	4	4	4	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	63	55	68	58	60	52
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	36	28	45	30	33	31
<b>Health and well-being</b>						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	41	39	56	37	41	46
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>						
KF21. % reporting good communication between senior management and staff	9	11	6	11	10	12
KF22. % able to contribute towards improvements at work	33	36	27	36	34	46
<b>ADDITIONAL THEME: Staff satisfaction</b>						
KF23. Staff job satisfaction	3.04	3.22	2.88	3.16	3.11	3.11
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.80	3.02	2.64	2.93	2.88	2.95
KF25. Staff motivation at work	3.26	3.38	3.03	3.36	3.30	3.46
<b>ADDITIONAL THEME: Equality and diversity</b>						
KF26. % having equality and diversity training in last 12 mths	63	67	62	65	65	46
KF27. % believing the trust provides equal opportunities for career progression or promotion	54	70	42	65	61	50
* KF28. % experiencing discrimination at work in last 12 mths	26	21	38	21	24	42
<b>ADDITIONAL THEME: Patient experience measures</b>						
<b>Patient/Service user experience Feedback</b>						
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	17	22	15	19	18	-
<b>Overall staff engagement</b>	2.98	3.14	2.79	3.09	3.03	3.21
<b>Number of respondents</b>	637	458	217	895	1096	27



## 7. Work and demographic profile of the survey respondents

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

**Table 7.1: Occupational group of respondents**

Occupational group	Number questionnaires returned	Percentage of survey respondents
<b>Operational ambulance staff</b>		
Emergency care practitioner	81	7%
Paramedic	365	33%
Emergency care assistant	86	8%
Ambulance technician	219	20%
Ambulance control staff	102	9%
Patient Transport Service	107	10%
<b>Other groups</b>		
Registered nurses	1	0%
Allied Health Professionals	1	0%
Admin and Clerical	35	3%
Central Functions / Corporate Services	32	3%
Maintenance / Ancillary	13	1%
General Management	26	2%
Other	24	2%
Did not specify	35	

**Table 7.2: Work characteristics of respondents**

	Number questionnaires returned	Percentage of survey respondents
<b><i>Full time / part time</i></b>		
Full time	976	86%
Part time	156	14%
Did not specify	12	
<b><i>Length of time in organisation</i></b>		
Less than a year	83	7%
Between 1 to 2 years	129	11%
Between 3 to 5 years	116	10%
Between 6 to 10 years	256	23%
Between 11 to 15 years	242	21%
Over 15 years	301	27%
Did not specify	17	

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

**Table 7.3: Demographic characteristics of respondents**

	Number questionnaires returned	Percentage of survey respondents
<b>Age group</b>		
Between 16 and 30	156	14%
Between 31 and 40	241	21%
Between 41 and 50	274	24%
51 and over	455	40%
Did not specify	18	
<b>Gender</b>		
Male	637	58%
Female	458	42%
Did not specify	49	
<b>Ethnic background</b>		
White	1096	98%
Black and minority ethnic	27	2%
Did not specify	21	
<b>Disability</b>		
Disabled	217	20%
Not disabled	895	80%
Did not specify	32	

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

## Appendix 1

### Key Findings for South East Coast Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts

Technical notes:

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

**Table A1: Key Findings for South East Coast Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts**

	Your trust		National scores for ambulance trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	34	-	34	29	38	24	58
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	70	[67, 73]	74	73	75	49	79
KF2. % agreeing that their role makes a difference to patients	85	[82, 87]	86	85	87	71	89
* KF3. <i>Work pressure felt by staff</i>	3.32	[3.27, 3.37]	3.32	3.25	3.32	3.04	3.65
KF4. Effective team working	3.18	[3.12, 3.25]	3.29	3.26	3.32	3.18	3.53
* KF5. <i>% working extra hours</i>	88	[86, 90]	85	84	86	80	89
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>							
KF6. % receiving job-relevant training, learning or development in last 12 mths	65	[62, 68]	74	72	77	63	91
KF7. % appraised in last 12 mths	65	[62, 67]	69	61	75	30	89
KF8. % having well structured appraisals in last 12 mths	15	[13, 18]	22	17	23	8	39
KF9. Support from immediate managers	3.25	[3.19, 3.32]	3.25	3.18	3.32	2.99	3.75
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>							
<b>Occupational health and safety</b>							
KF10. % receiving health and safety training in last 12 mths	65	[62, 68]	52	46	64	32	83
* KF11. <i>% suffering work-related stress in last 12 mths</i>	53	[50, 56]	50	49	51	39	59
<b>Errors and incidents</b>							
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	46	[43, 49]	41	41	42	34	50
KF13. % reporting errors, near misses or incidents witnessed in the last mth	80	[76, 83]	80	79	82	73	93
KF14. Fairness and effectiveness of incident reporting procedures	3.03	[2.98, 3.07]	3.18	3.05	3.23	2.90	3.31
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	54	[51, 57]	60	54	65	40	72

**Table A1: Key Findings for South East Coast Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts (cont)**

	Your trust		National scores for ambulance trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
<b>Violence and harassment</b>							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	34	[31, 36]	31	30	33	22	39
* KF17. % experiencing physical violence from staff in last 12 mths	3	[2, 4]	3	2	3	0	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	55	[52, 58]	45	45	49	26	55
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	[29, 35]	26	25	30	16	35
<b>Health and well-being</b>							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	39	[36, 42]	38	35	39	31	48
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>							
KF21. % reporting good communication between senior management and staff	11	[9, 13]	16	12	20	7	39
KF22. % able to contribute towards improvements at work	37	[34, 40]	43	41	47	28	59
<b>ADDITIONAL THEME: Staff satisfaction</b>							
KF23. Staff job satisfaction	3.16	[3.11, 3.21]	3.26	3.17	3.29	2.88	3.63
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.98	[2.92, 3.05]	3.16	3.05	3.28	2.60	3.37
KF25. Staff motivation at work	3.35	[3.29, 3.41]	3.48	3.40	3.54	3.04	3.61
<b>ADDITIONAL THEME: Equality and diversity</b>							
KF26. % having equality and diversity training in last 12 mths	67	[64, 70]	49	40	51	16	71
KF27. % believing the trust provides equal opportunities for career progression or promotion	63	[59, 66]	69	65	70	62	95
* KF28. % experiencing discrimination at work in last 12 mths	23	[21, 26]	20	19	21	11	32
<b>ADDITIONAL THEME: Patient experience measures</b>							
<b>Patient/Service user experience Feedback</b>							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	20	[16, 25]	31	30	34	15	44

## Appendix 2

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

Technical notes:

- For most of the Key Findings presented in tables A2.1 and A2.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- It is likely that we would see some small change simply due to sample differences between the two years. The final column of the tables shows whether the change in your trust is statistically significant or not. If a change is not significant, then there is no evidence of a real change in the trust score.
- Please note that the trust scores and change scores presented in tables A2.1 and A2.2 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.
- All percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In certain cases a dash (-) appears in Table A2.1 or A2.2. This is either because the Key Finding was not calculated in previous years, or there have been changes in how the Key Finding has been calculated this year.

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

**Table A2.1: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2013 survey**

	South East Coast Ambulance Service NHS Foundation Trust			
	2014 score	2013 score	Change	Statistically significant?
Response rate	34	42	-8	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	70	68	2	No
KF2. % agreeing that their role makes a difference to patients	85	85	0	No
* KF3. <i>Work pressure felt by staff</i>	3.32	3.33	0.00	No
KF4. Effective team working	3.18	3.17	0.01	No
* KF5. <i>% working extra hours</i>	88	89	-1	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	65	67	-3	No
KF7. % appraised in last 12 mths	65	67	-2	No
KF8. % having well structured appraisals in last 12 mths	15	15	1	No
KF9. Support from immediate managers	3.25	3.17	0.09	No
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	65	52	13	Yes
* KF11. <i>% suffering work-related stress in last 12 mths</i>	53	53	0	No
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	46	43	3	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	80	80	0	No
KF14. Fairness and effectiveness of incident reporting procedures	3.03	2.97	0.06	Yes
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	54	-	-	--



**Table A2.1: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2013 survey (cont)**

	South East Coast Ambulance Service NHS Foundation Trust			
	2014 score	2013 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	34	35	-1	No
* KF17. % experiencing physical violence from staff in last 12 mths	3	4	-1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	55	52	3	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	33	-1	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	39	46	-7	Yes
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	11	10	1	No
KF22. % able to contribute towards improvements at work	37	39	-2	No
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.16	3.13	0.03	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.98	2.95	0.03	No
KF25. Staff motivation at work	3.35	3.37	-0.02	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	67	56	10	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	63	63	0	No
* KF28. % experiencing discrimination at work in last 12 mths	23	21	2	No
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	20	-	-	--

**Table A2.2: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2012 survey**

	South East Coast Ambulance Service NHS Foundation Trust			
	2014 score	2012 score	Change	Statistically significant?
Response rate	34	49	-15	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	70	71	-1	No
KF2. % agreeing that their role makes a difference to patients	85	89	-5	Yes
* KF3. <i>Work pressure felt by staff</i>	3.32	3.32	0.01	No
KF4. Effective team working	3.18	3.18	0.00	No
* KF5. <i>% working extra hours</i>	88	88	1	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	65	68	-3	No
KF7. % appraised in last 12 mths	65	81	-17	Yes
KF8. % having well structured appraisals in last 12 mths	15	18	-3	No
KF9. Support from immediate managers	3.25	3.19	0.06	No
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	65	64	1	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	53	49	4	No
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	46	40	5	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	80	82	-2	No
KF14. Fairness and effectiveness of incident reporting procedures	3.03	3.03	0.00	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	54	-	-	--

**Table A2.2: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2012 survey (cont)**

	South East Coast Ambulance Service NHS Foundation Trust			
	2014 score	2012 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	34	29	5	No
* KF17. % experiencing physical violence from staff in last 12 mths	3	3	1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	55	50	5	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	33	-1	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	39	43	-4	No
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	11	12	-1	No
KF22. % able to contribute towards improvements at work	37	44	-7	Yes
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.16	3.20	-0.04	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.98	3.01	-0.02	No
KF25. Staff motivation at work	3.35	3.46	-0.11	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	67	62	5	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	63	60	3	No
* KF28. % experiencing discrimination at work in last 12 mths	23	20	3	No
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	20	-	-	--

## Appendix 3

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

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

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

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

#### Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2013' column in Tables A3.1 or A3.2. This is because of changes to the format of survey questions or the calculation of the Key Findings so comparisons with the 2013 score are not possible.
- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.
- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical ambulance trust.
- More details about the calculation of Key Findings and the weighting of data can be found in the document ***Making sense of your staff survey data***, which can be downloaded from: [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com)

**Table A3.1: Key Findings for South East Coast Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts**

	Question number(s)	Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	71	75	68
KF2. % agreeing that their role makes a difference to patients	Q9b	85	87	85
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	3.35	3.30	3.35
KF4. Effective team working	Q4a-d	3.13	3.29	3.13
* <i>KF5. % working extra hours</i>	Q25b-c	90	84	90
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	65	74	66
KF7. % appraised in last 12 mths	Q3a	63	71	66
KF8. % having well structured appraisals in last 12 mths	Q3a-d	14	23	13
KF9. Support from immediate managers	Q10a-e	3.20	3.28	3.13
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	Q1a	63	51	49
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	55	50	54
<b>Errors and incidents</b>				
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	47	41	43
KF13. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	79	79	79
KF14. Fairness and effectiveness of incident reporting procedures	Q18a-g	2.98	3.18	2.94
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	Q19b	52	59	-

**Table A3.1: Key Findings for South East Coast Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts (cont)**

	Question number(s)	Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q20a	39	31	38
* KF17. % experiencing physical violence from staff in last 12 mths	Q20b	4	3	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q21a	59	47	55
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	33	25	33
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	41	37	48
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	Q11a-d	10	14	9
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	34	44	37
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	Q8a-g	3.11	3.22	3.09
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	2.88	3.17	2.89
KF25. Staff motivation at work	Q5a-c	3.30	3.48	3.34
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	Q1b	64	50	54
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	60	70	61
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	24	20	21
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	Q13a, 13c	18	31	-

**Table A3.2: Survey questions benchmarked against other ambulance trusts**

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Areas of training, learning and development</b>				
% having received training, learning or development in the following areas in the last 12 months:				
Q1a	Health and safety training	63	51	49
Q1b	Equality and diversity training	64	50	54
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	28	31	24
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	60	48	48
Q1e	How to handle confidential information about patients / service users	75	58	58
Q1f	How to deliver a good patient / service user experience	37	45	30
Q1g	Any other job-relevant training, learning or development	65	69	55
<b>Job-relevant training, learning and development</b>				
% who had received training, learning and development in the last 12 months (YES to any part of Q1a-g) agreeing / strongly agreeing that:				
Q2a	It has helped me to do my job more effectively	52	61	50
Q2b	It has helped me stay up-to-date with professional requirements	55	65	58
Q2c	It has helped me to deliver a better patient / service user experience	42	55	44
<b>Appraisals</b>				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	63	71	66
If (YES to Q3a) had received an appraisal or performance development review in the last 12 months:				
Q3b	% saying their appraisal or development review had helped them to improve how they do their job	30	39	29
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	61	62	62
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	35	43	31
Q3e	% saying their appraisal or development review had identified training, learning or development needs	52	54	54
If (YES to Q3a) had received an appraisal or performance development review AND (YES to Q3e) training, learning or development needs identified as part of their appraisal or development review:				
Q3f	% saying their manager supported them to receive training, learning or development	68	74	69
<b>Team-based working</b>				
Q4a	% working in a team	86	86	85
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	65	71	64
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	24	30	24
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	59	67	58
<b>Staff motivation at work</b>				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	39	43	40
Q5b	"I am enthusiastic about my job"	55	59	56
Q5c	"Time passes quickly when I am working"	44	52	43

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Job design</b>				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	57	61	57
Q6b	"I always know what my work responsibilities are"	74	76	74
Q6c	"I am trusted to do my job"	71	79	71
Q6d	"I am able to do my job to a standard I am personally pleased with"	68	75	67
<b>Opportunities to develop potential at work</b>				
% agreeing / strongly agreeing with the following statements:				
Q7a	"There are frequent opportunities for me to show initiative in my role"	53	58	57
Q7b	"I am able to make suggestions to improve the work of my team / department"	39	47	40
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	21	27	20
Q7d	"I am able to make improvements happen in my area of work"	21	30	25
Q7e	"I am unable to meet all the conflicting demands on my time at work"	42	43	42
Q7f	"I have adequate materials, supplies and equipment to do my work"	49	48	48
Q7g	"There are enough staff at this organisation for me to do my job properly"	14	17	14
<b>Staff job satisfaction</b>				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	24	30	22
Q8b	"The support I get from my immediate manager"	52	52	47
Q8c	"The freedom I have to choose my own method of working"	42	46	43
Q8d	"The support I get from my work colleagues"	75	77	73
Q8e	"The amount of responsibility I am given"	59	61	58
Q8f	"The opportunities I have to use my skills"	54	59	56
Q8g	"The extent to which my organisation values my work"	18	24	17
Q8h	"My level of pay"	12	21	17
<b>Contribution to patient care</b>				
% agreeing / strongly agreeing with the following statements:				
Q9a	"I am satisfied with the quality of care I give to patients / service users"	81	83	79
Q9b	"I feel that my role makes a difference to patients / service users"	85	87	85
Q9c	"I am able to deliver the patient care I aspire to"	61	63	58



		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Your managers</b>				
% agreeing / strongly agreeing with the following statements:				
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	46	49	44
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	57	58	52
Q10c	"My immediate manager gives me clear feedback on my work"	37	42	37
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	29	34	27
Q10e	"My immediate manager is supportive in a personal crisis"	65	65	61
Q11a	"I know who the senior managers are here"	74	73	72
Q11b	"Communication between senior management and staff is effective"	14	21	13
Q11c	"Senior managers here try to involve staff in important decisions"	11	15	9
Q11d	"Senior managers act on staff feedback"	9	15	10
Q11e	"Senior managers where I work are committed to patient care"	24	30	23
<b>Your organisation</b>				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	33	44	31
Q12b	"My organisation acts on concerns raised by patients / service users"	45	57	46
Q12c	"I would recommend my organisation as a place to work"	28	39	29
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	56	58	50
<b>Patient / service user experience measures</b>				
"% saying 'Yes'"				
Q13a	"Is patient / service user experience feedback collected within your directorate / department?"	51	37	-
"% agreeing or strongly agreeing that they receive regular updates on patient / service user experience feedback in their directorate / department"				
Q13b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	29	36	-
"% agreeing or strongly agreeing that feedback from patients / service users is used to make informed decisions within my directorate / department"				
Q13c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	18	31	-
<b>Health and well-being</b>				
% agreeing / strongly agreeing with the following statements:				
Q14a	"In general, my job is good for my health"	12	19	14
Q14b	"My immediate manager takes a positive interest in my health and well-being"	35	37	35
Q14c	"My organisation takes positive action on health and well-being"	18	26	18
<b>Health and well-being</b>				
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties: (If YES to Q15a): % saying they...	70	71	73
Q15b	...had felt pressure from their manager to come to work	55	48	62
Q15c	...had felt pressure from their colleagues to come to work	15	16	15
Q15d	...had put themselves under pressure to come to work	87	90	87
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	55	50	54

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Witnessing and reporting errors, near misses and incidents</b>				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	37	32	35
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	39	33	33
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	84	87	85
<b>Fairness and effectiveness of procedures for reporting errors, near misses or incidents</b>				
% agreeing / strongly agreeing with the following statements:				
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	25	34	23
Q18b	"My organisation encourages us to report errors, near misses or incidents"	73	76	70
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	38	48	39
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	35	28	40
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	33	43	32
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	21	26	22
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	22	27	21
<b>Raising concerns about unsafe clinical practice</b>				
Q19a	% saying if they were concerned about unsafe clinical practice they would know how to report it	92	90	-
Q19b	% saying they would feel secure raising concerns about unsafe clinical practice	52	59	-
Q19c	% saying they are confident that the organisation would address their concern	33	43	-
<b>Experiencing and reporting physical violence at work</b>				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q20a	Never	61	69	62
Q20a	1 to 2 times	27	22	27
Q20a	3 to 5 times	9	7	8
Q20a	6 to 10 times	2	2	2
Q20a	More than 10 times	1	1	1
% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...				
Q20b	Never	96	97	96
Q20b	1 to 2 times	3	2	3
Q20b	3 to 5 times	0	0	1
Q20b	6 to 10 times	0	0	0
Q20b	More than 10 times	0	0	0
Q20c	(If YES to Q20a or YES to Q20b): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	57	65	64

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Experiencing and reporting harassment, bullying and abuse at work</b>				
% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q21a	Never	41	53	45
Q21a	1 to 2 times	26	19	24
Q21a	3 to 5 times	16	13	15
Q21a	6 to 10 times	7	6	7
Q21a	More than 10 times	10	10	9
% experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months...				
Q21b	Never	67	75	67
Q21b	1 to 2 times	18	18	20
Q21b	3 to 5 times	9	6	7
Q21b	6 to 10 times	3	2	2
Q21b	More than 10 times	3	2	3
Q21c	(If YES to Q21a or YES to Q21b): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	35	38	36
<b>Equal opportunities</b>				
Q22	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	60	70	61
<b>Discrimination</b>				
Q23a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	14	10	11
Q23b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	15	12	14
% saying they had experienced discrimination on the grounds of:				
Q23c	Ethnic background	3	3	3
Q23c	Gender	8	6	6
Q23c	Religion	1	1	1
Q23c	Sexual orientation	3	2	3
Q23c	Disability	2	1	2
Q23c	Age	9	4	7
Q23c	Other reason(s)	7	7	7
<b>BACKGROUND DETAILS</b>				
Gender				
Q24a	Male	58	56	58
Q24a	Female	42	44	42
Age group				
Q24b	Between 16 and 30	14	15	13
Q24b	Between 31 and 40	21	20	21
Q24b	Between 41 and 50	24	30	25
Q24b	51 and over	40	37	40
Q25a	% working part time	14	12	15
Q25b	% working additional PAID hours	79	70	79
Q25c	% working additional UNPAID hours	48	44	47

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Ethnic background</b>				
Q26	White	98	97	97
Q26	Mixed	1	1	1
Q26	Asian / Asian British	1	1	0
Q26	Black / Black British	1	1	1
Q26	Chinese	0	0	0
Q26	Other	0	1	0
<b>Sexuality</b>				
Q27	Heterosexual (straight)	87	89	88
Q27	Gay Man	3	2	3
Q27	Gay Woman (lesbian)	2	1	2
Q27	Bisexual	1	1	1
Q27	Other	0	0	0
Q27	Preferred not to say	7	6	6
<b>Religion</b>				
Q28	No religion	44	38	42
Q28	Christian	47	52	50
Q28	Buddhist	1	1	0
Q28	Hindu	0	0	0
Q28	Jewish	0	0	0
Q28	Muslim	0	0	0
Q28	Sikh	0	0	0
Q28	Other	1	1	1
Q28	Preferred not to say	7	6	6
<b>Disability</b>				
Q29a	% saying they have a long-standing illness, health problem or disability	20	19	19
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	40	58	33
<b>Contact with patients</b>				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	82	72	82
<b>Length of time at the organisation (or its predecessors)</b>				
Q31	Less than 1 year	7	5	8
Q31	1 to 2 years	11	11	7
Q31	3 to 5 years	10	16	13
Q31	6 to 10 years	23	22	22
Q31	11 to 15 years	21	20	23
Q31	More than 15 years	27	27	27

		<b>Your Trust in 2014</b>	<b>Average (median) for ambulance trusts</b>	<b>Your Trust in 2013</b>
	<b>Occupational group</b>			
Q32	Emergency Care Practitioner	7	2	8
Q32	Paramedic	33	34	31
Q32	Emergency Care Assistant	8	9	6
Q32	Ambulance Technician	20	9	22
Q32	Ambulance Control Staff	9	12	11
Q32	Patient Transport Service	14	14	15
Q32	Registered Nurses and Midwives	1	1	1
Q32	Nursing or Healthcare Assistants	0	0	0
Q32	Medical and Dental	0	0	0
Q32	Allied Health Professionals	0	0	0
Q32	Scientific and Technical / Healthcare Scientists	0	0	0
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	3	4	3
Q32	Central Functions / Corporate Services	3	5	3
Q32	Maintenance / Ancillary	1	1	1
Q32	General Management	2	3	2
Q32	Other	2	5	0

## Appendix 4

### Other NHS staff survey 2014 documentation

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

- 1) A separate summary report of the main 2014 survey results for South East Coast Ambulance Service NHS Foundation Trust can be downloaded from: [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2014 survey and making comparisons with previous years, will be available from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) in March 2013.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets are available on request from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). In these detailed spreadsheets you can find:
  - responses of staff in your trust to every core survey question
  - responses in every trust in England
  - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
  - the average trust responses within each strategic health authority
  - the average responses for each major occupational and demographic group within the major trust types