

2015 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 2015 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.

In sections 3, 4, 6 and 7 of this report, the findings of the questionnaire have been summarised and presented in the form of 32 Key Findings.

In section 5 of this report, the data required for the Workforce Race Equality Standard (WRES) is presented.

These sections of the report have been structured around four 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: Equality and diversity
- Additional theme: Errors and incidents
- Additional theme: Patient experience measures

Please note, the questionnaire, key findings and benchmarking groups have all undergone substantial revision since the previous staff survey. For more detail on these changes, 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 Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d 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.

Q21a, Q21c and Q21d feed into Key Finding 1 “Staff recommendation of the organisation as a place to work or receive treatment”.

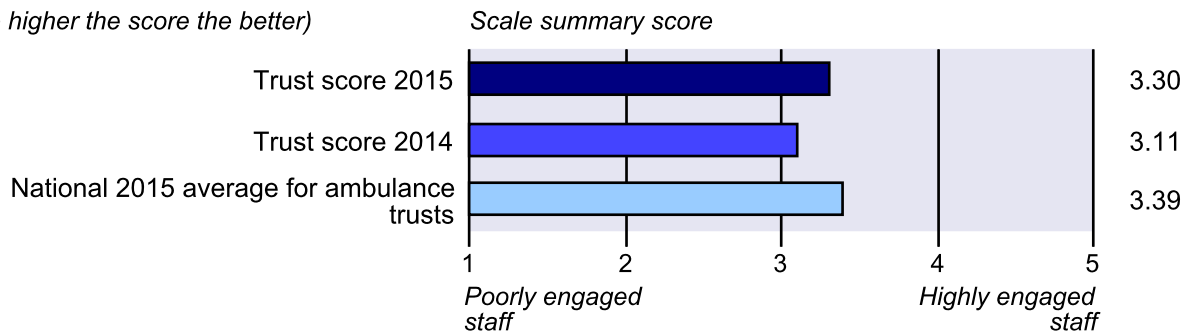
		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
Q21a	"Care of patients / service users is my organisation's top priority"	42%	52%	33%
Q21b	"My organisation acts on concerns raised by patients / service users"	56%	59%	45%
Q21c	"I would recommend my organisation as a place to work"	35%	41%	28%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	65%	65%	56%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.15	3.33	2.88

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 3.30 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 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

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 2014 survey.

	Change since 2014 survey	Ranking, compared with all ambulance trusts
OVERALL STAFF ENGAGEMENT	✓ Increase (better than 14)	! Below (worse than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment <i>(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)</i>	✓ Increase (better than 14)	! Below (worse than) average
KF4. Staff motivation at work <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>	✓ Increase (better than 14)	! Below (worse than) average
KF7. Staff ability to contribute towards improvements at work <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>	✓ Increase (better than 14)	• 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 2015 Key Findings for South East Coast Ambulance Service NHS Foundation Trust

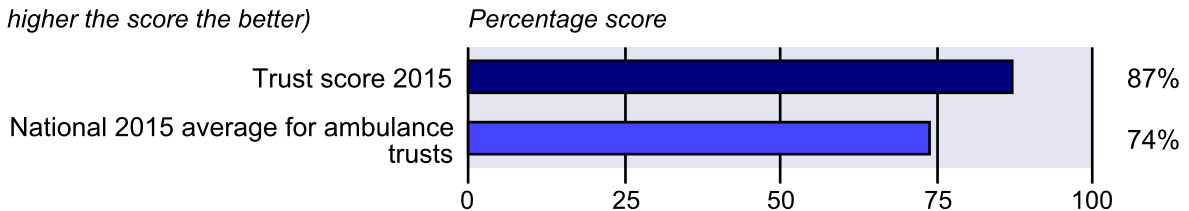
3.1 Top and Bottom Ranking Scores

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

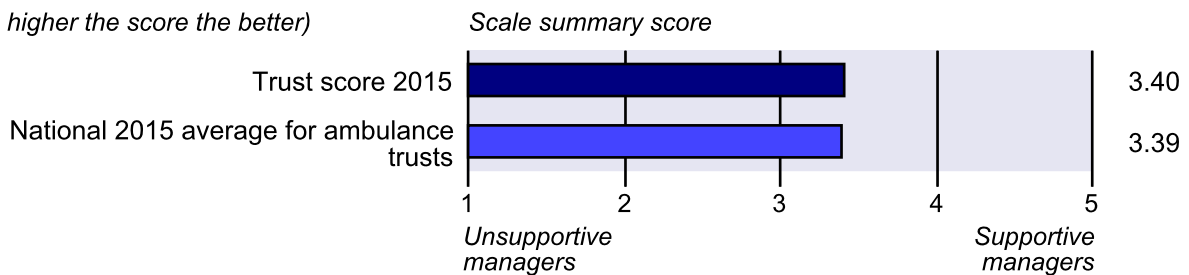
✓ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



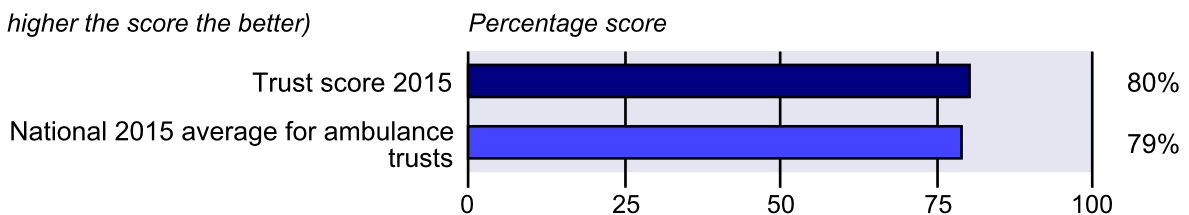
✓ KF10. Support from immediate managers

(the higher the score the better)



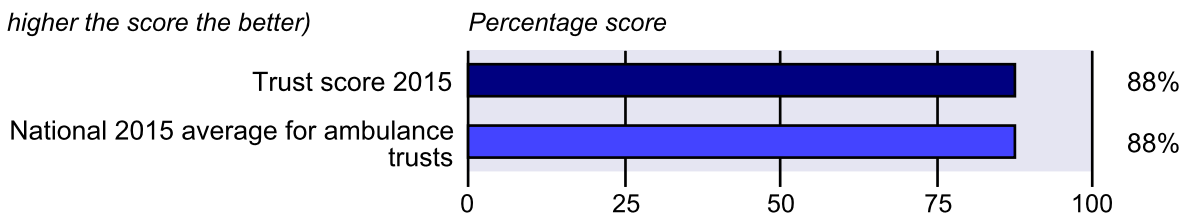
✓ KF29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



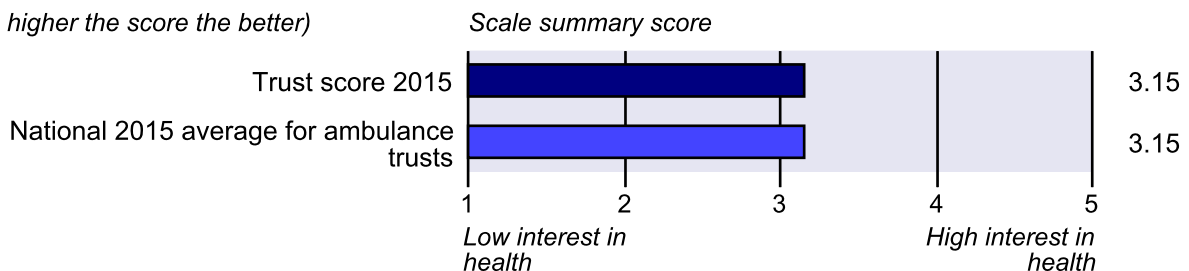
✓ KF3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



✓ KF19. Organisation and management interest in and action on health and wellbeing

(the higher the score the better)



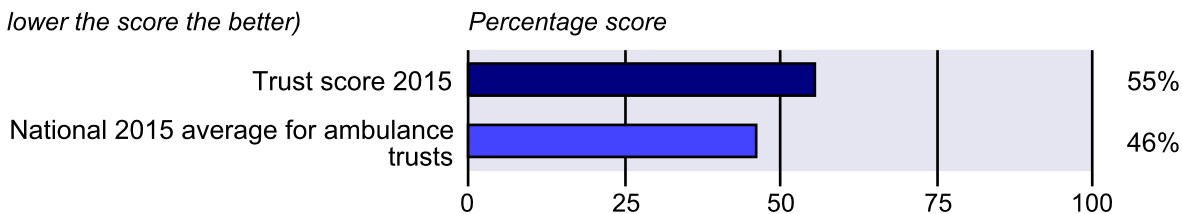
For each of the 32 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). South East Coast Ambulance Service NHS Foundation Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding 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

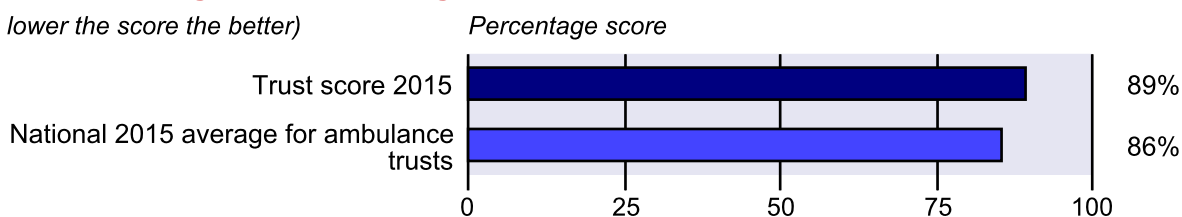
! KF25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



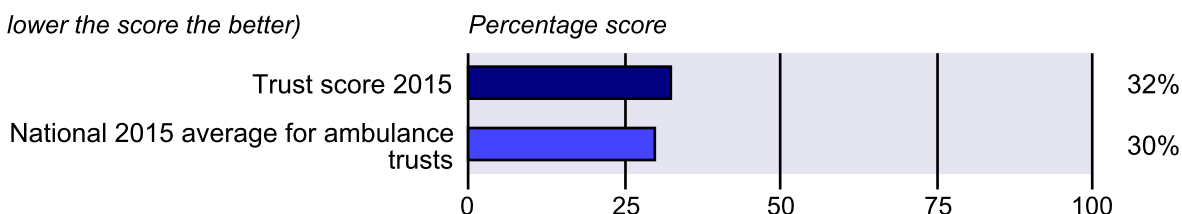
! KF16. Percentage of staff working extra hours

(the lower the score the better)



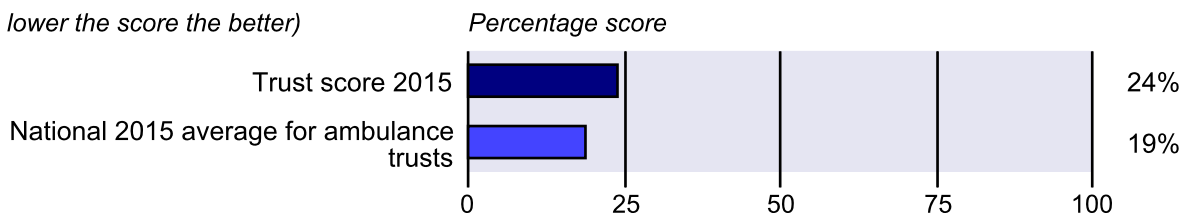
! KF26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



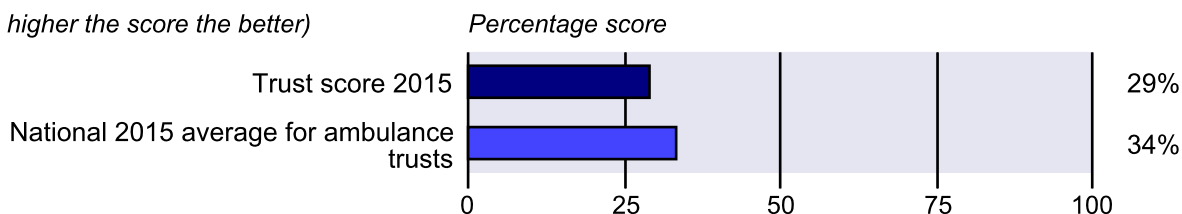
! KF20. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



! KF15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



For each of the 32 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 lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 11. Further details about this can be found in the document *Making sense of your staff survey data*.

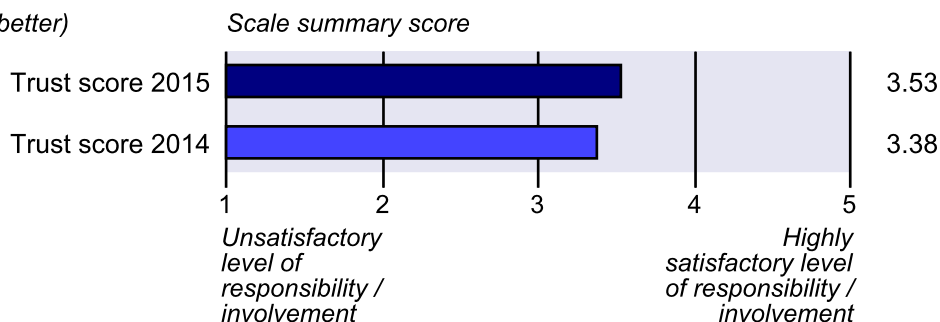
3.2 Largest Local Changes since the 2014 Survey

This page highlights the five Key Findings where staff experiences have improved at South East Coast Ambulance Service NHS Foundation Trust since the 2014 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 score for Key finding KF4 is worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

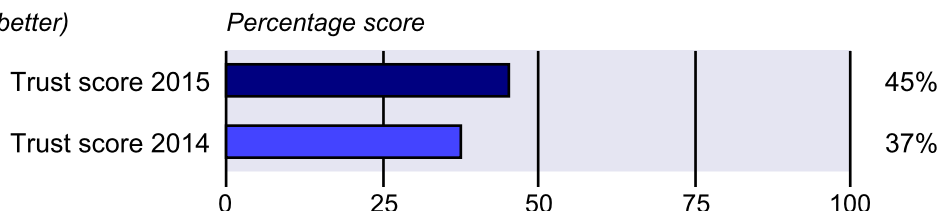
✓ KF8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



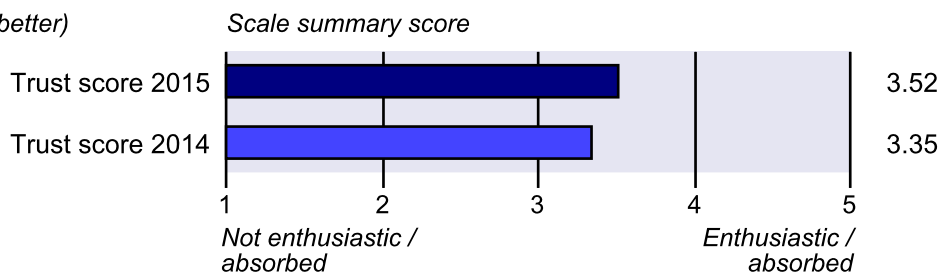
✓ KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



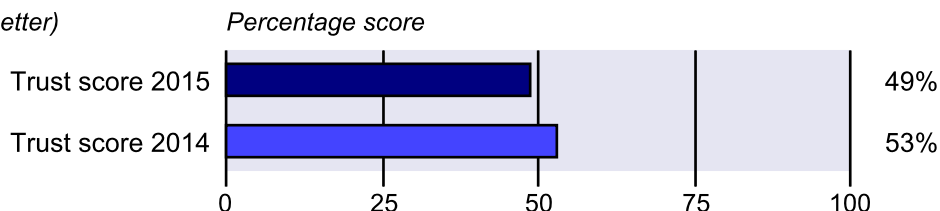
✓ KF4. Staff motivation at work

(the higher the score the better)



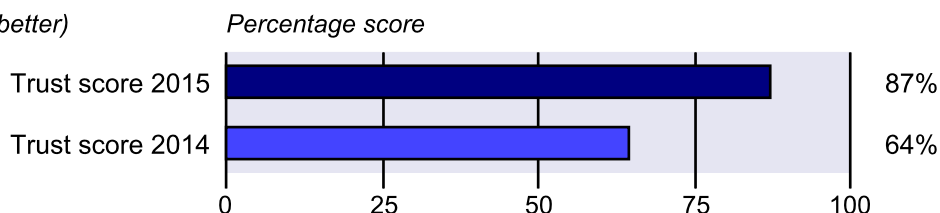
✓ KF17. Percentage of staff suffering work related stress in last 12 months

(the lower the score the better)



✓ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



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 2014 survey.

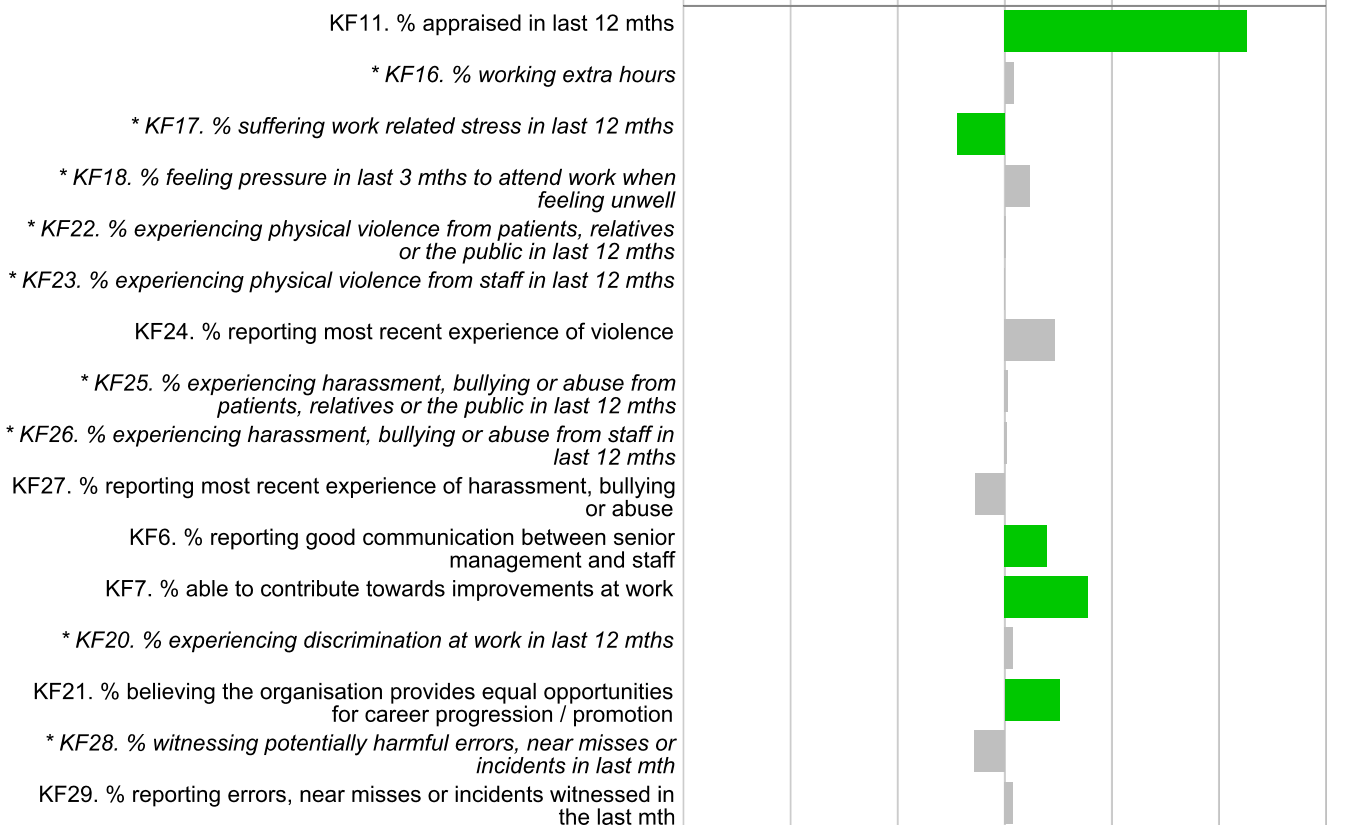
Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2014 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2014 survey.

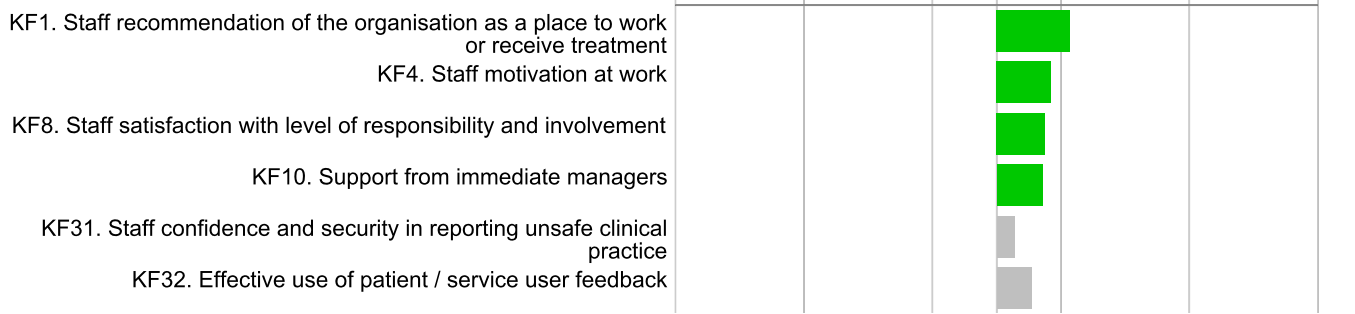
For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Change since 2014 survey

-30% -20% -10% 0% 10% 20% 30%



-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

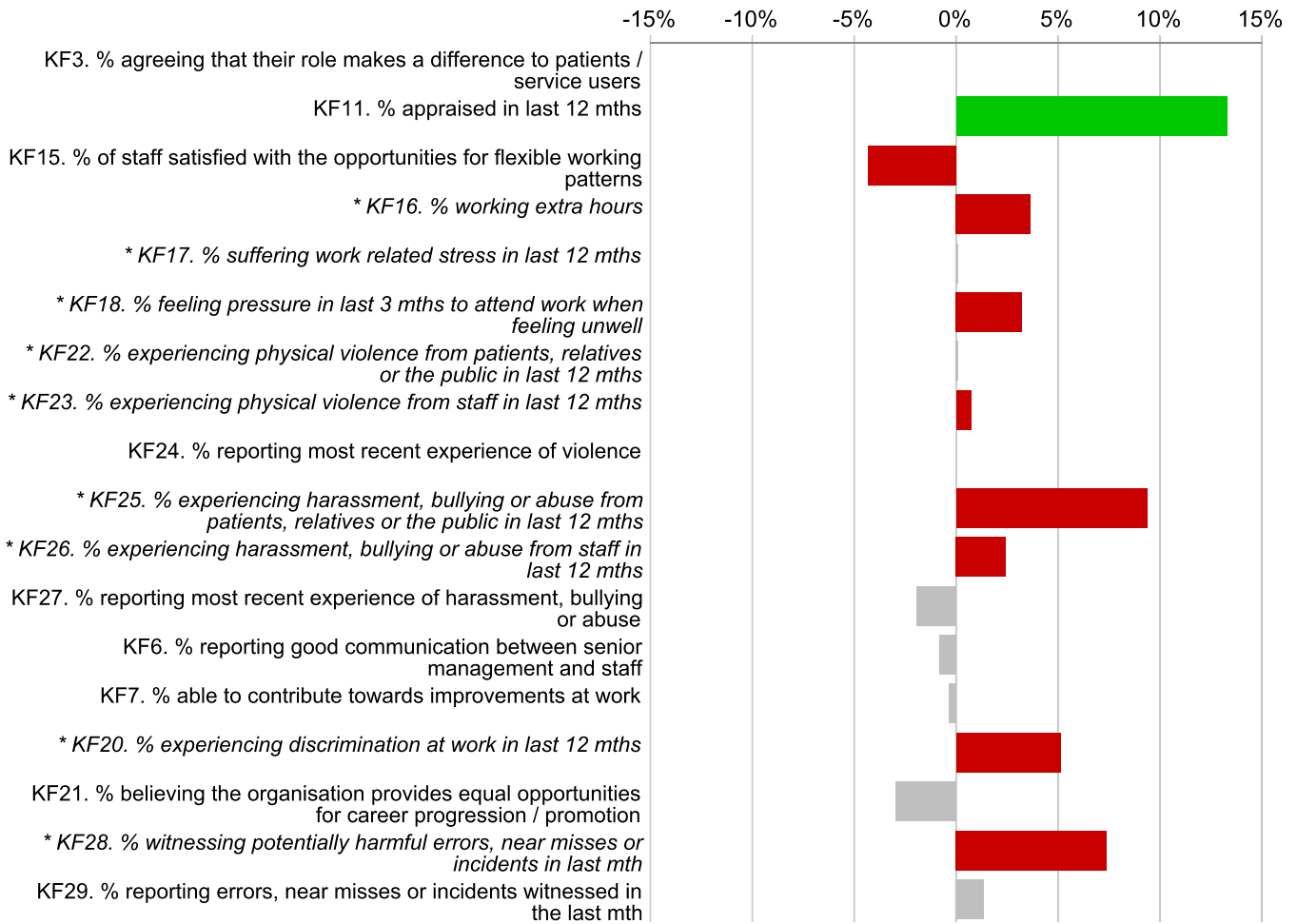
Green = Positive finding, e.g. better than average.

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 2015



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

KEY

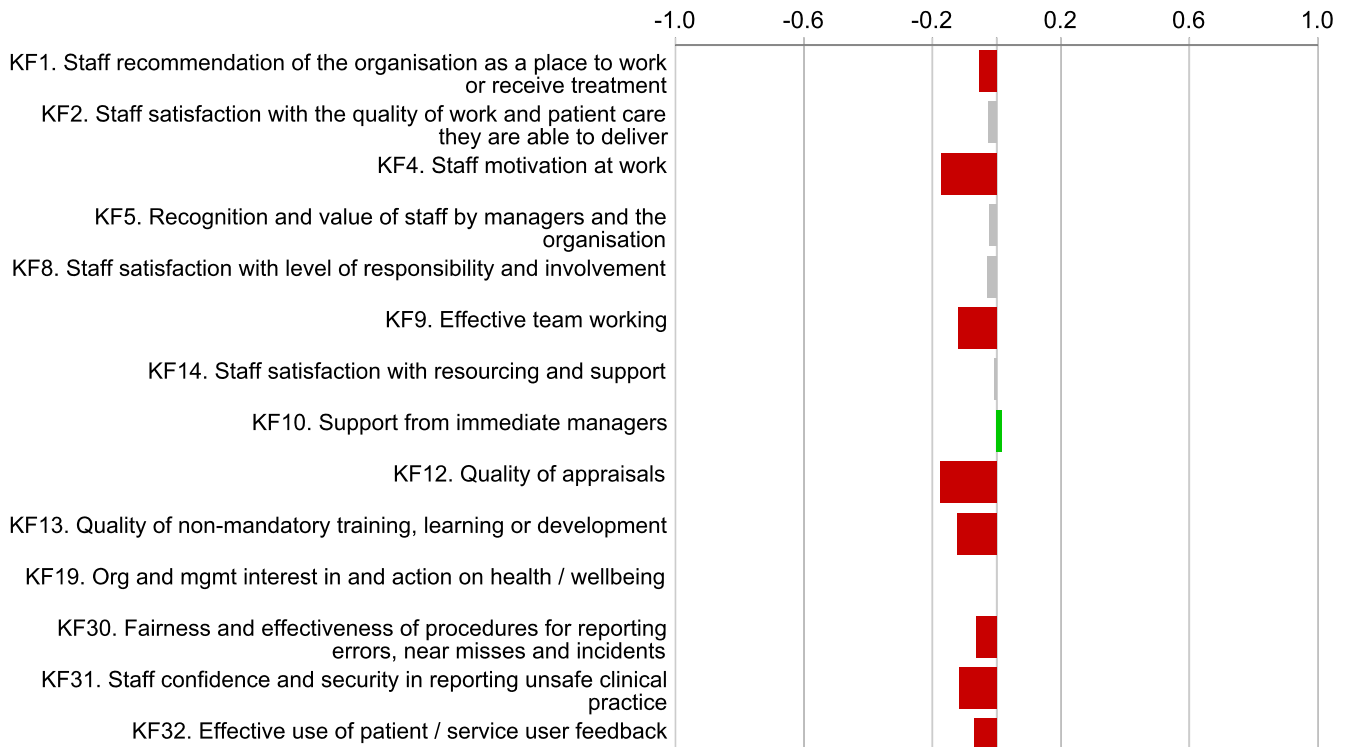
Green = Positive finding, e.g. better than average.

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 2015 (cont)



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 2014.

! Red = Negative finding, e.g. worse than average, worse than 2014.

'Change since 2014 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2014 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2014 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 2014 survey Ranking, compared with all ambulance trusts in 2015

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

KF1. Staff recommendation of the organisation as a place to work or receive treatment	✓ Increase (better than 14)	! Below (worse than) average
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	--	• Average
KF3. % agreeing that their role makes a difference to patients / service users	--	• Average
KF4. Staff motivation at work	✓ Increase (better than 14)	! Below (worse than) average
KF5. Recognition and value of staff by managers and the organisation	--	• Average
KF8. Staff satisfaction with level of responsibility and involvement	✓ Increase (better than 14)	• Average
KF9. Effective team working	--	! Below (worse than) average
KF14. Staff satisfaction with resourcing and support	--	• 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.

KF10. Support from immediate managers	✓ Increase (better than 14)	✓ Above (better than) average
KF11. % appraised in last 12 mths	✓ Increase (better than 14)	✓ Above (better than) average
KF12. Quality of appraisals	--	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	--	! Below (worse than) average

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

Health and well-being

KF15. % of staff satisfied with the opportunities for flexible working patterns	--	! Below (worse than) average
* KF16. % working extra hours	• No change	! Above (worse than) average
* KF17. % suffering work related stress in last 12 mths	✓ Decrease (better than 14)	• Average
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	• No change	! Above (worse than) average
KF19. Org and mgmt interest in and action on health / wellbeing	--	• Average

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

	Change since 2014 survey	Ranking, compared with all ambulance trusts in 2015
Violence and harassment		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	• Average
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	! Above (worse than) average
KF24. % reporting most recent experience of violence	• No change	• Average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	! Above (worse than) average
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	! Above (worse than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	• Average
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF6. % reporting good communication between senior management and staff	✓ Increase (better than 14)	• Average
KF7. % able to contribute towards improvements at work	✓ Increase (better than 14)	• Average
ADDITIONAL THEME: Equality and diversity		
* KF20. % experiencing discrimination at work in last 12 mths	• No change	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	✓ Increase (better than 14)	• Average
ADDITIONAL THEME: Errors and incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	• No change	! Above (worse than) average
KF29. % reporting errors, near misses or incidents witnessed in the last mth	• No change	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	--	! Below (worse than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	! Below (worse than) average
ADDITIONAL THEME: Patient experience measures		
KF32. Effective use of patient / service user feedback	• No change	! Below (worse than) average

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

1334 staff at South East Coast Ambulance Service NHS Foundation Trust took part in this survey. This is a response rate of 40%¹ which is above average for ambulance trusts in England, and compares with a response rate of 34% in this trust in the 2014 survey.

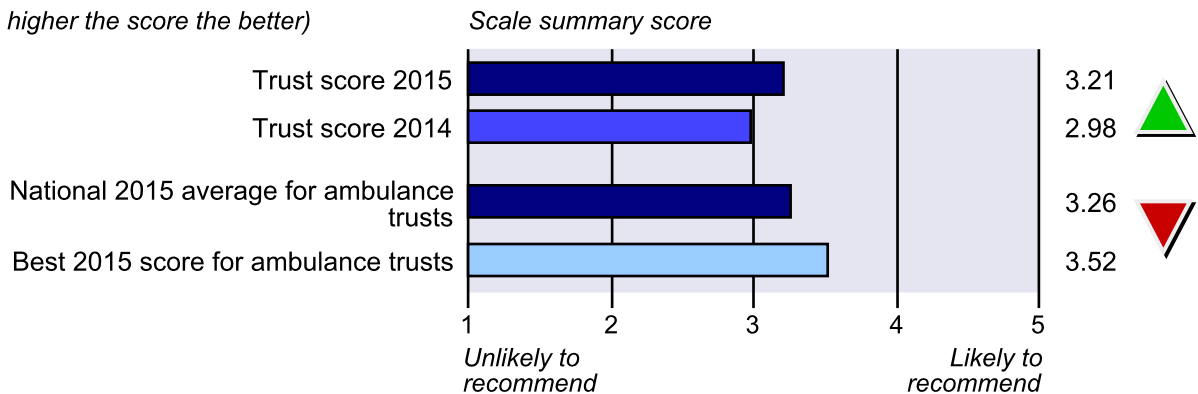
This section presents each of the 32 Key Findings, using data from the trust's 2015 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2014 survey. The findings are arranged under seven headings – the four staff pledges from the NHS Constitution, and the three additional themes of equality and diversity, errors and incidents, 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 2014). **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 2014). An equals sign indicates that there has been no change.

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

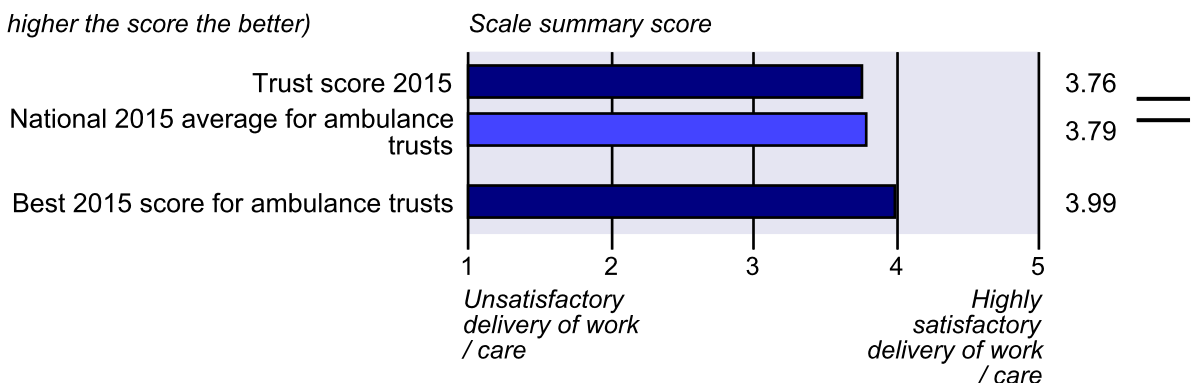
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



KEY FINDING 2. Staff satisfaction with the quality of work and patient care they are able to deliver

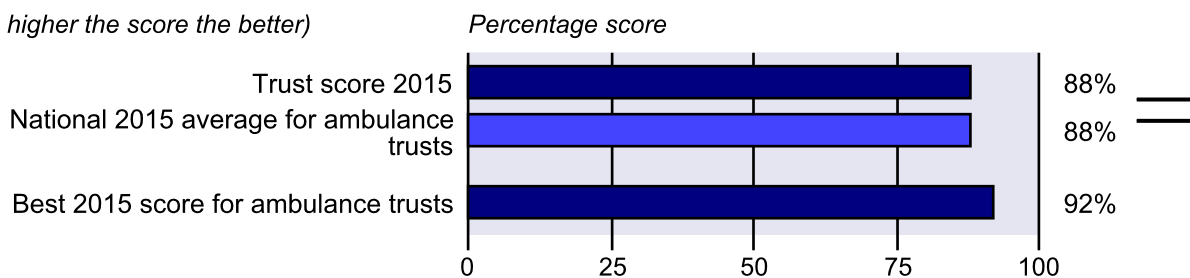
(the higher the score the better)



¹Questionnaires were sent to all 3310 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.

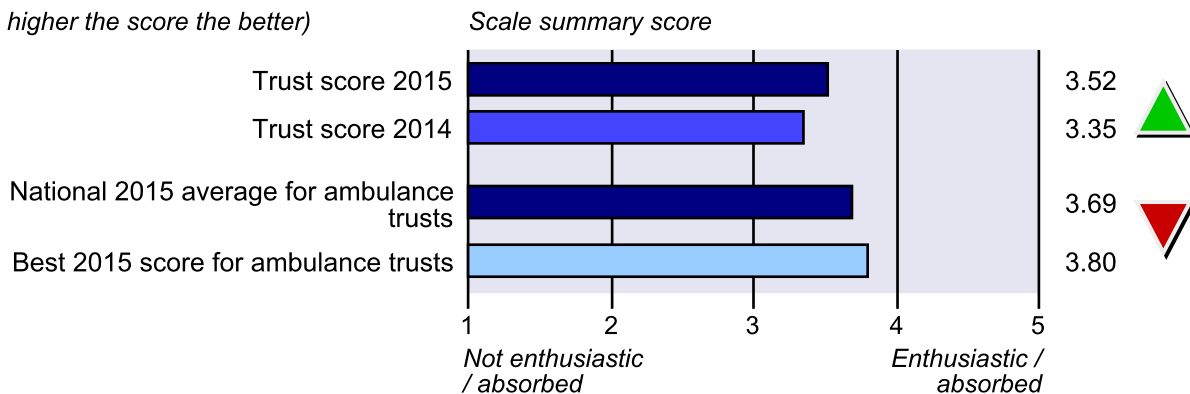
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



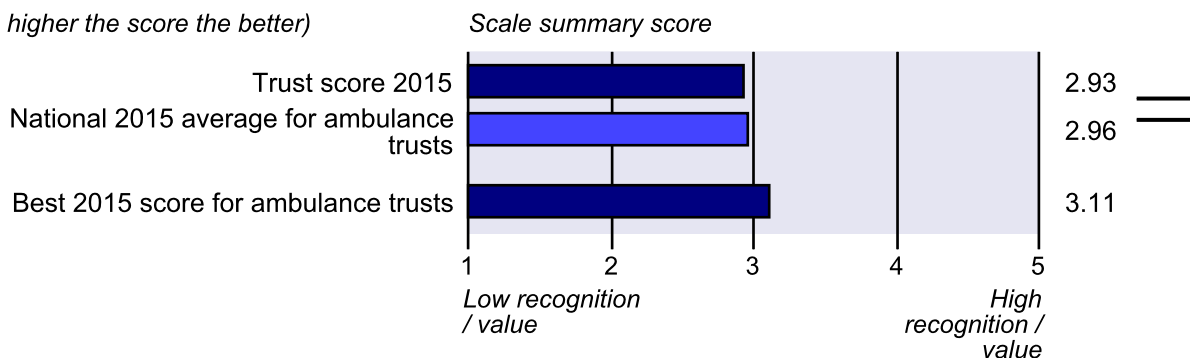
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



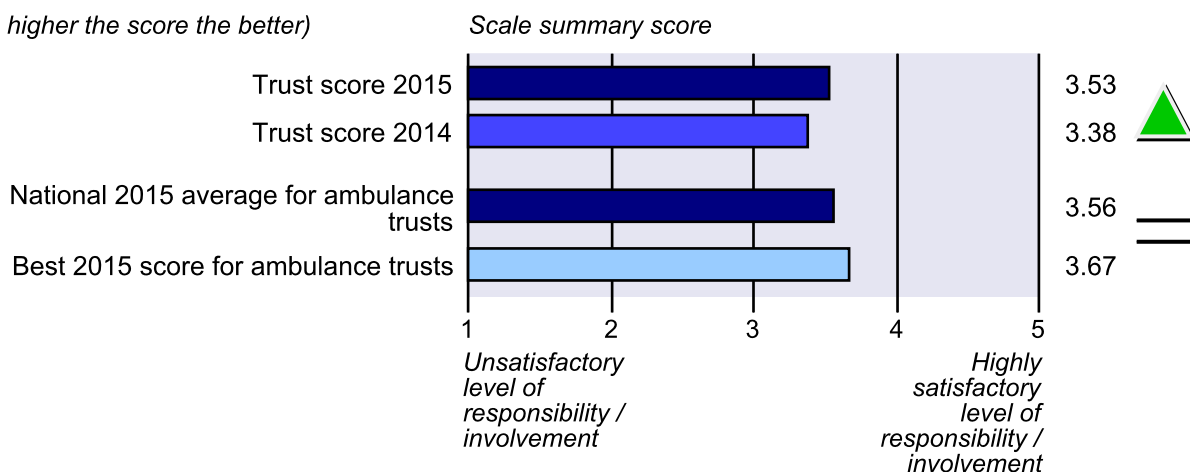
KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



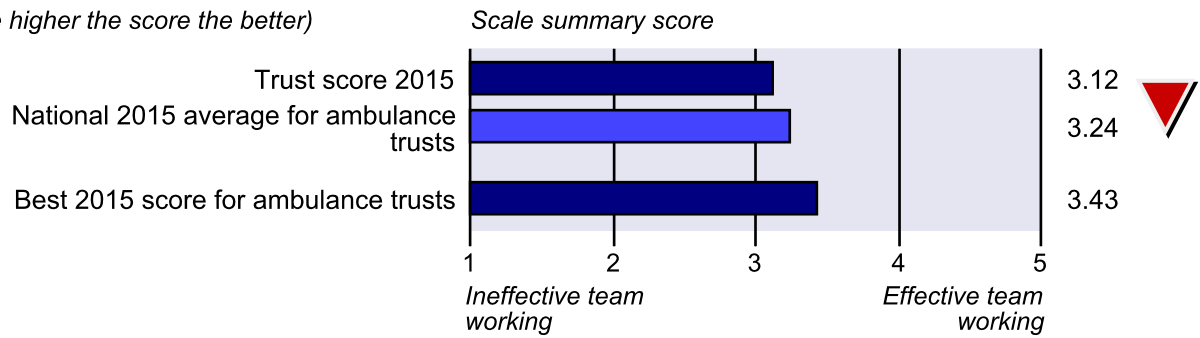
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



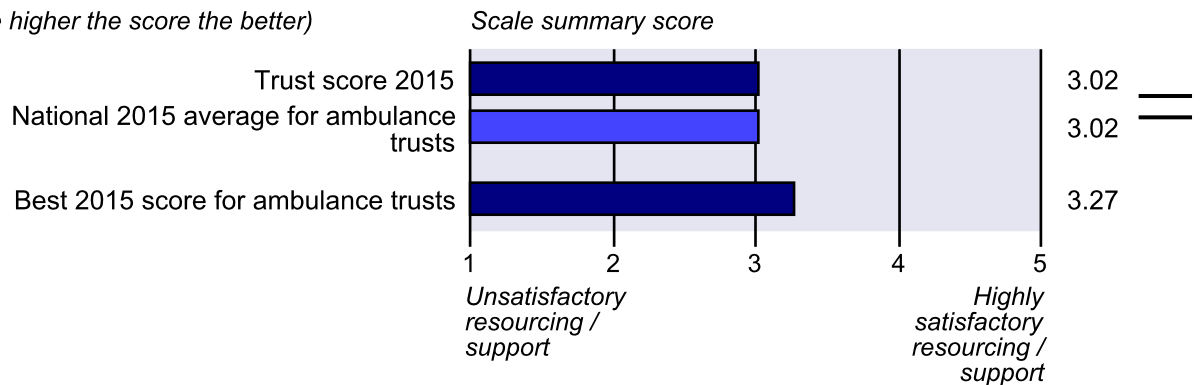
KEY FINDING 9. Effective team working

(the higher the score the better)



KEY FINDING 14. Staff satisfaction with resourcing and support

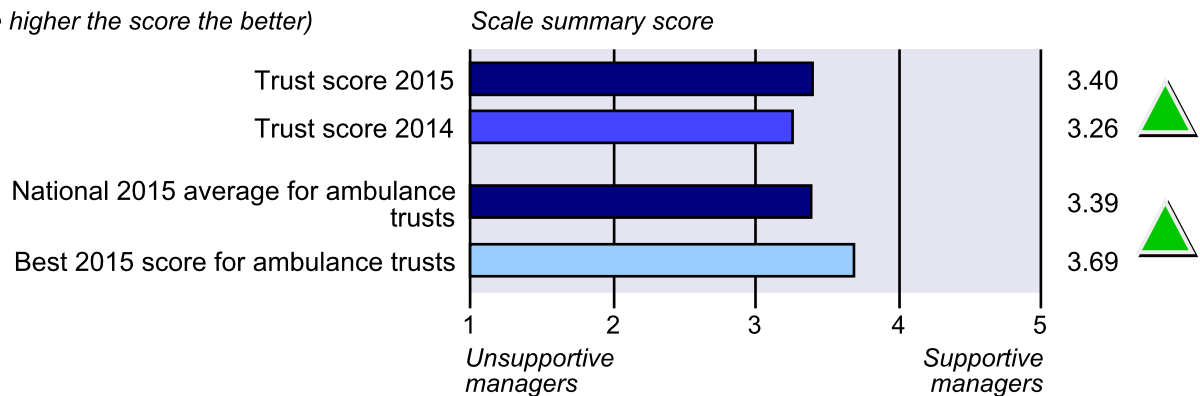
(the higher the score the better)



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.

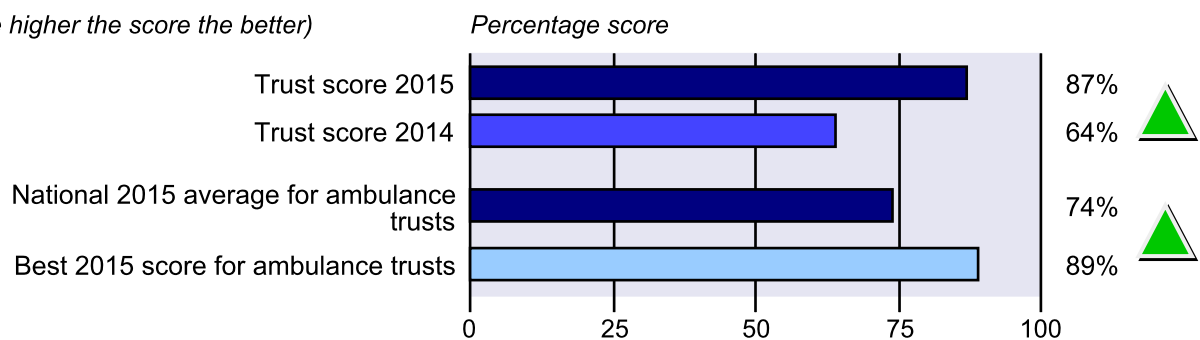
KEY FINDING 10. Support from immediate managers

(the higher the score the better)



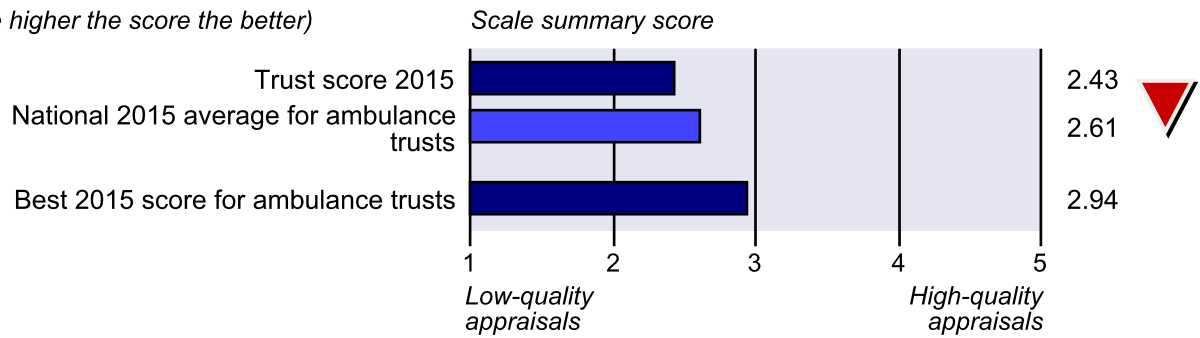
KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



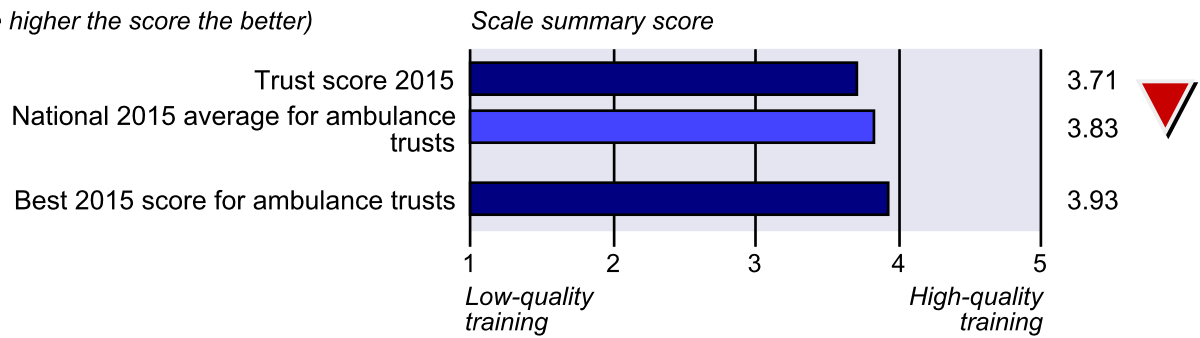
KEY FINDING 12. Quality of appraisals

(the higher the score the better)



KEY FINDING 13. Quality of non-mandatory training, learning or development

(the higher the score the better)

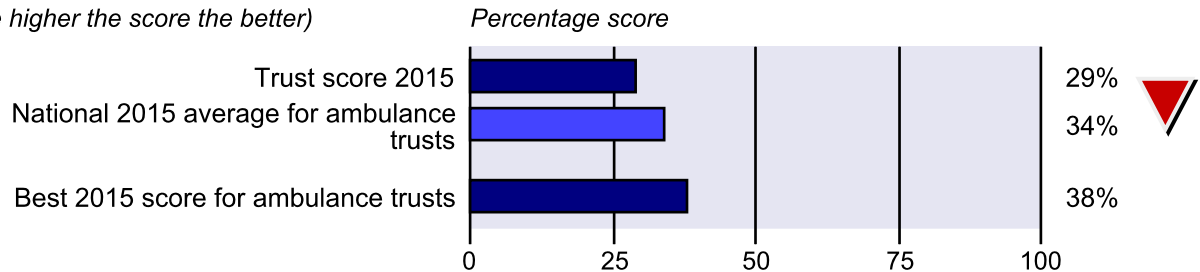


STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Health and well-being

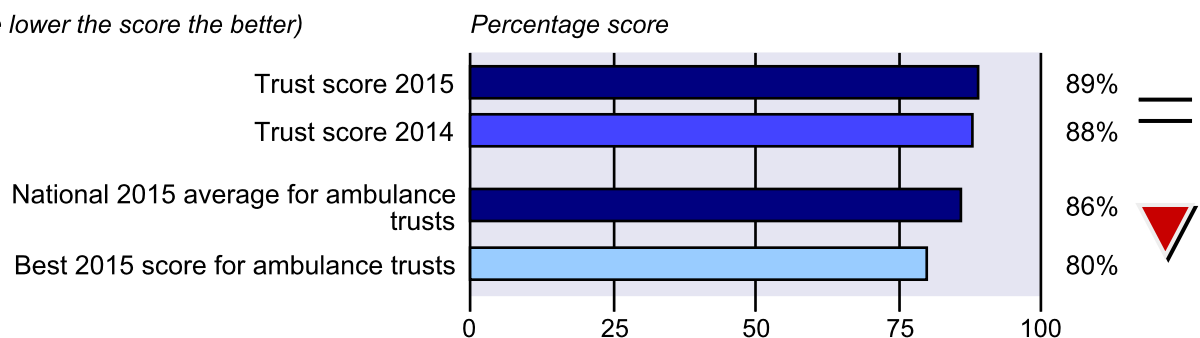
KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



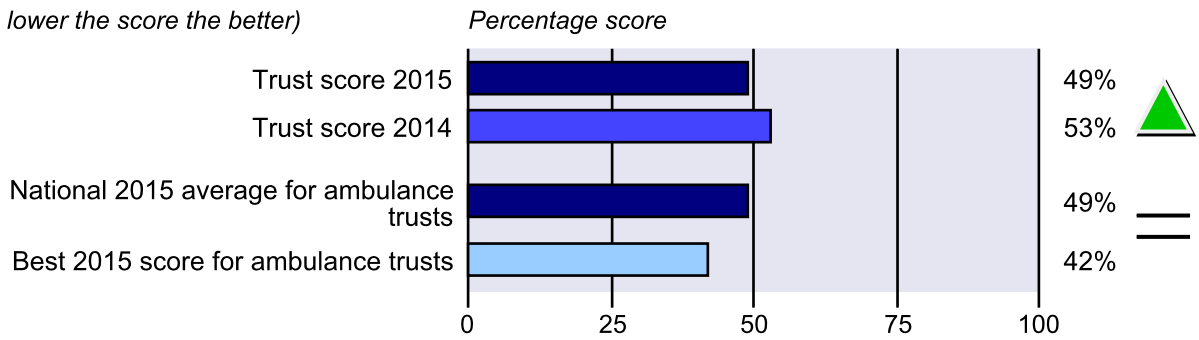
KEY FINDING 16. Percentage of staff working extra hours

(the lower the score the better)



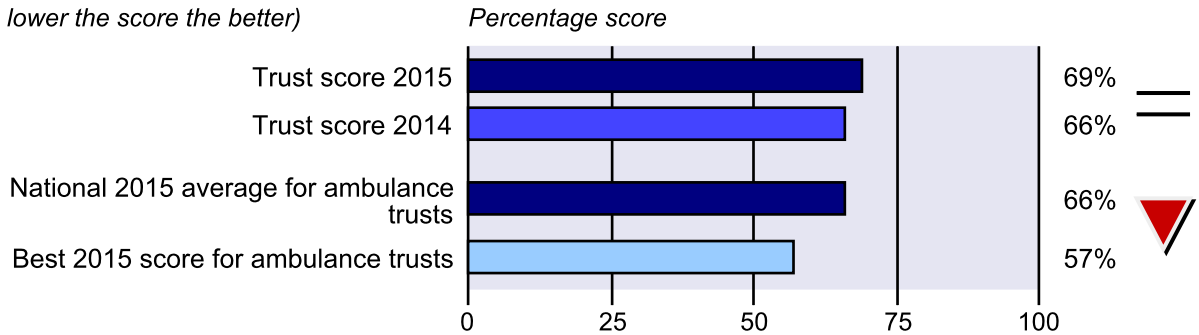
KEY FINDING 17. Percentage of staff suffering work related stress in last 12 months

(the lower the score the better)



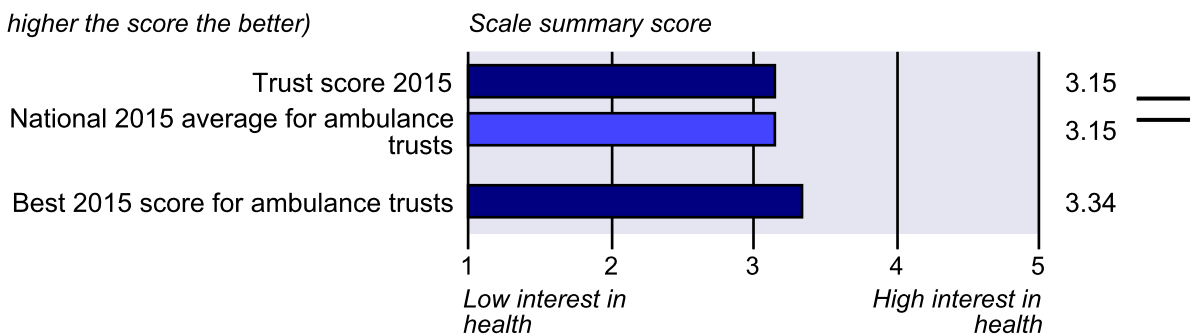
KEY FINDING 18. Percentage of staff feeling pressure in the last 3 months to attend work when feeling unwell

(the lower the score the better)



KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

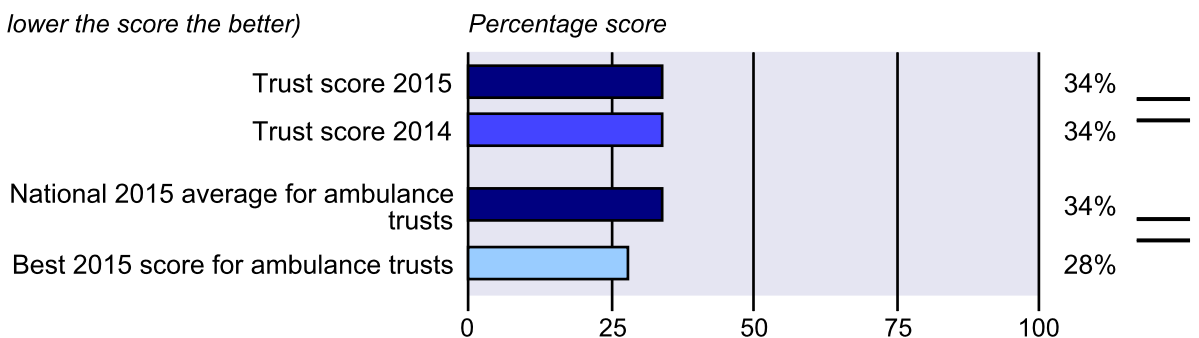
(the higher the score the better)



Violence and harassment

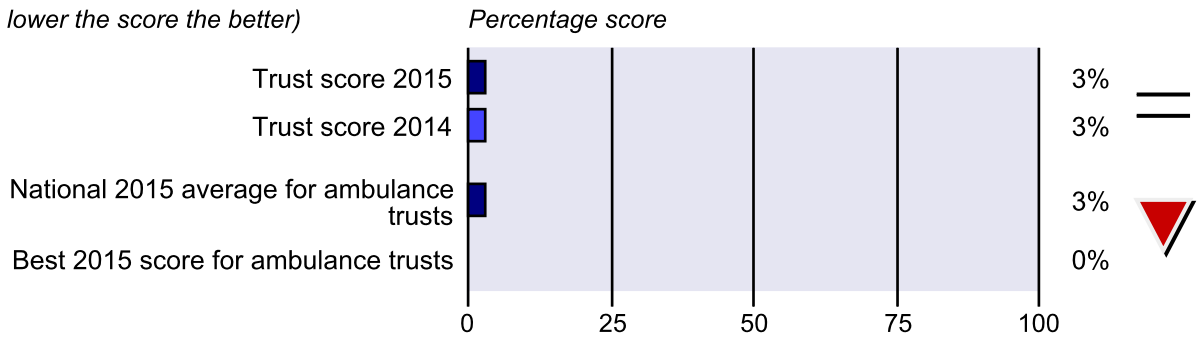
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



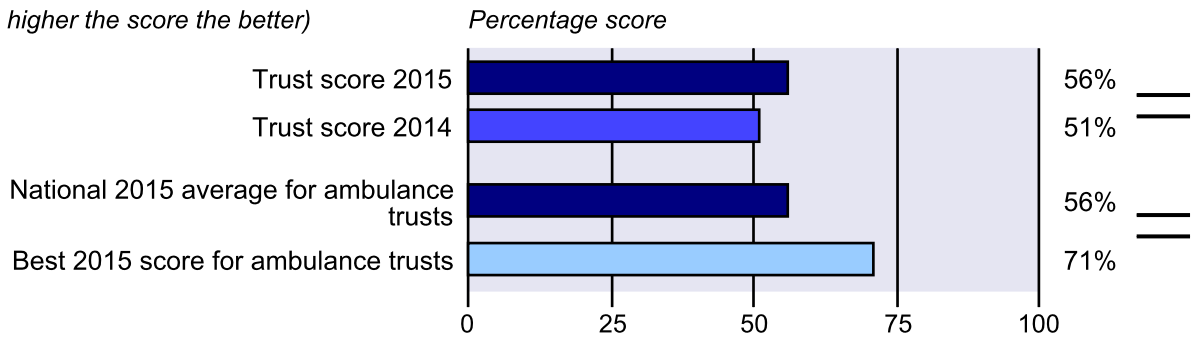
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



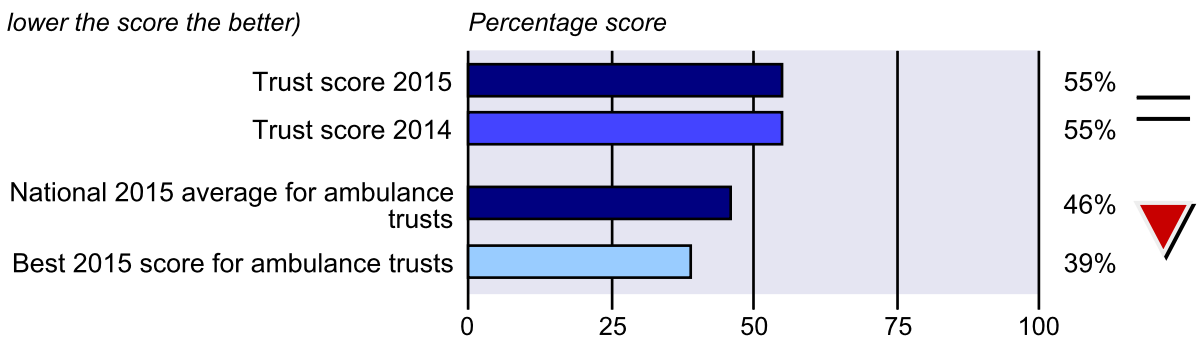
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



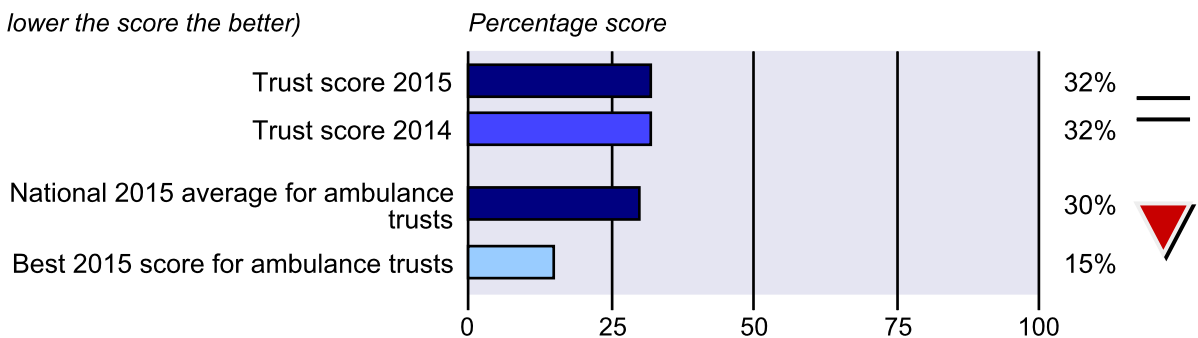
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



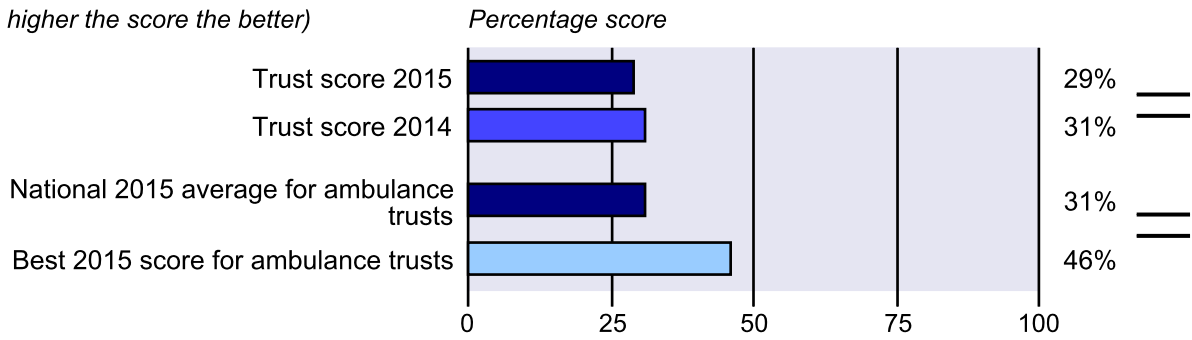
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



KEY FINDING 27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

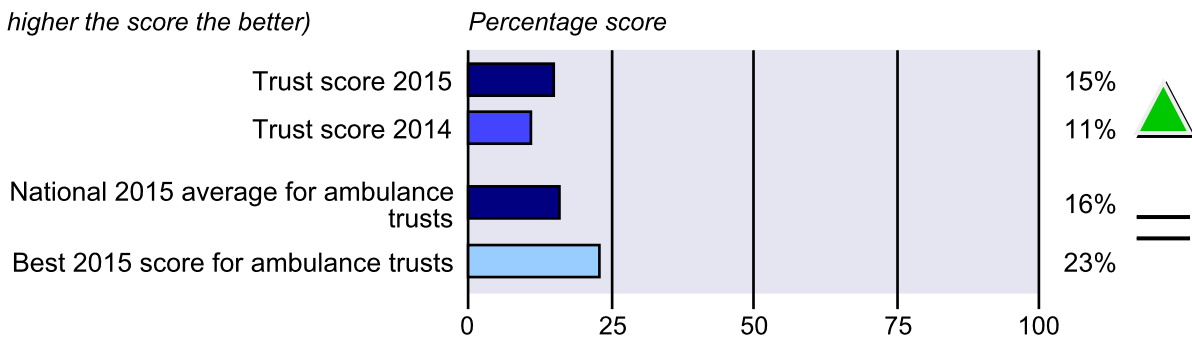
(the higher the score the better)



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.

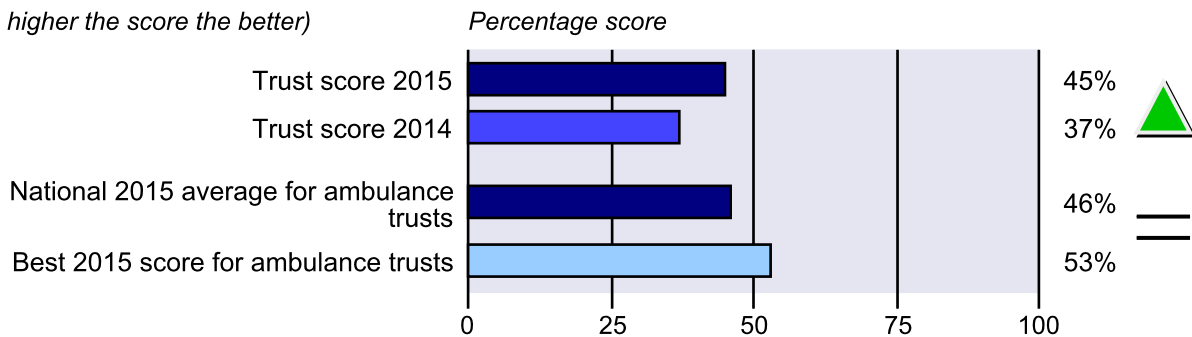
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

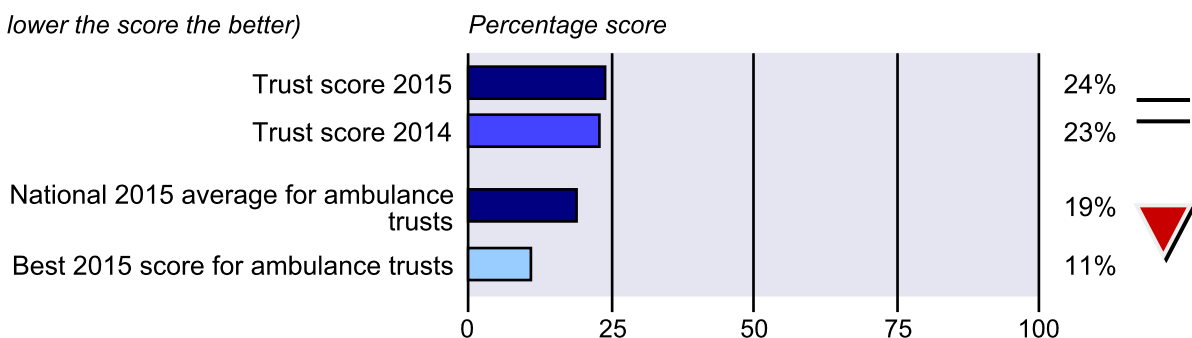
(the higher the score the better)



ADDITIONAL THEME: Equality and diversity

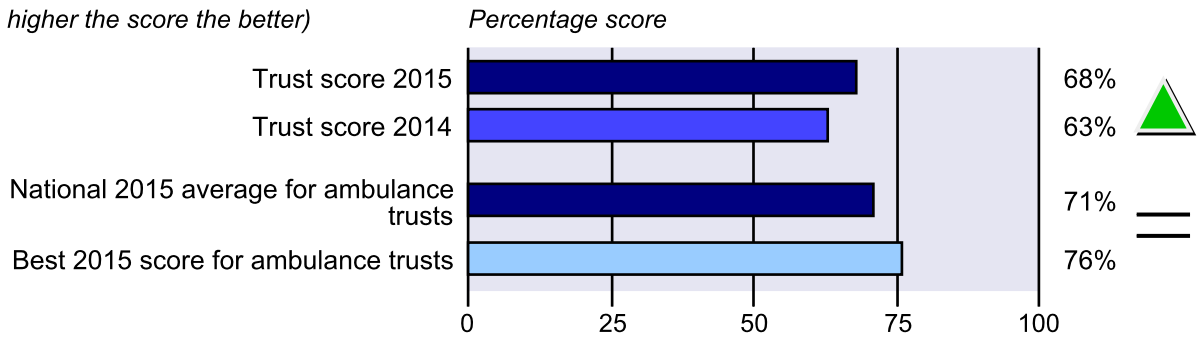
KEY FINDING 20. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

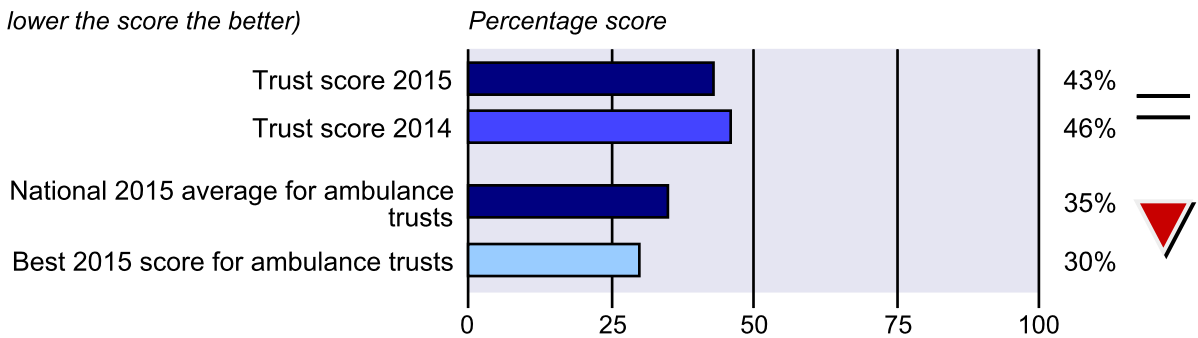
(the higher the score the better)



ADDITIONAL THEME: Errors and incidents

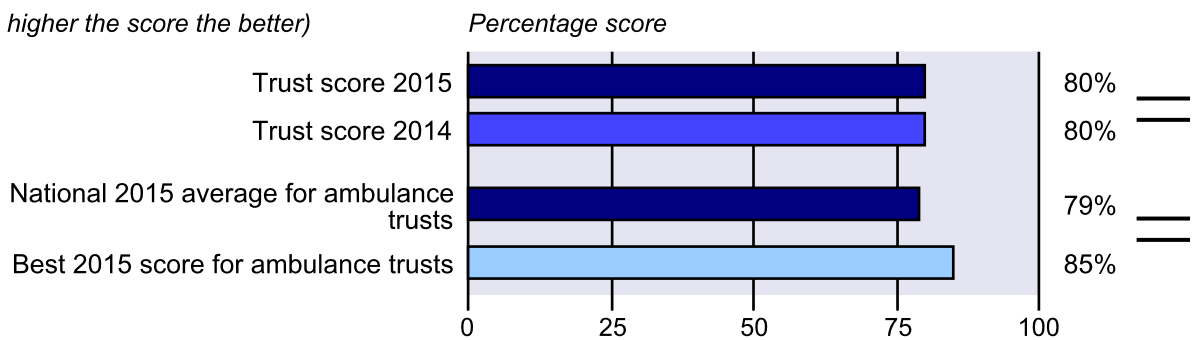
KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



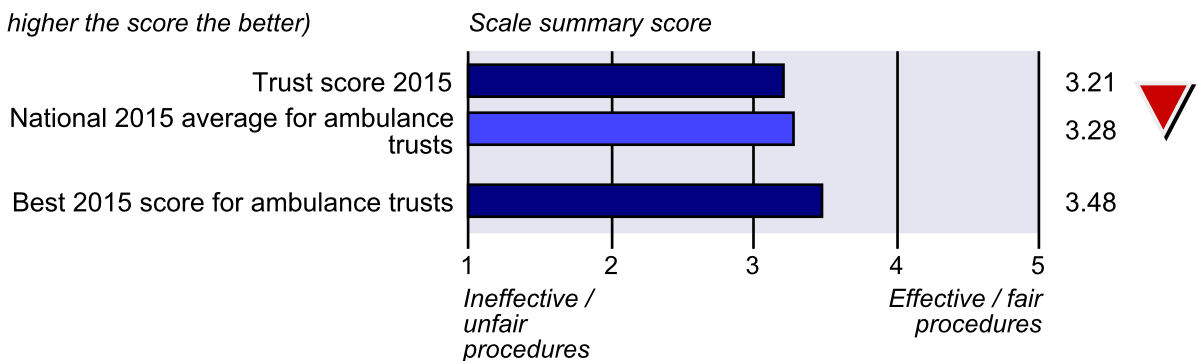
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



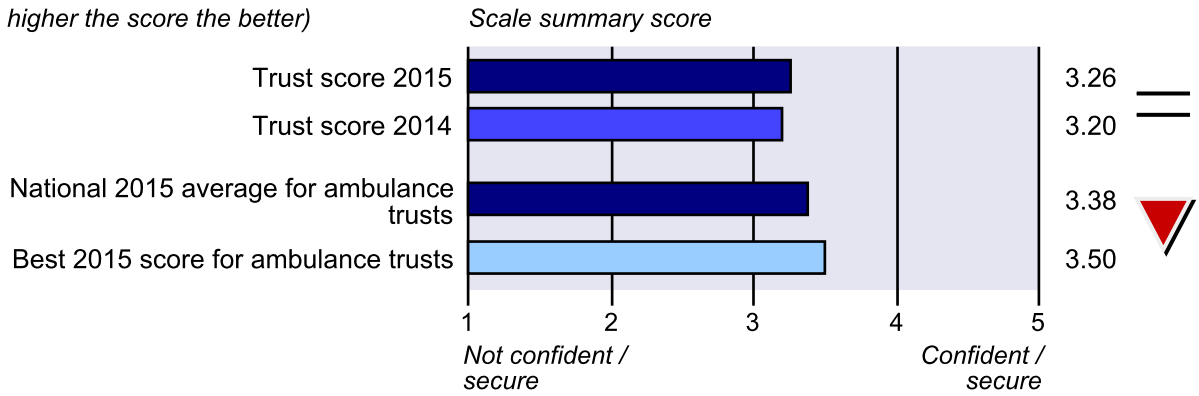
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice

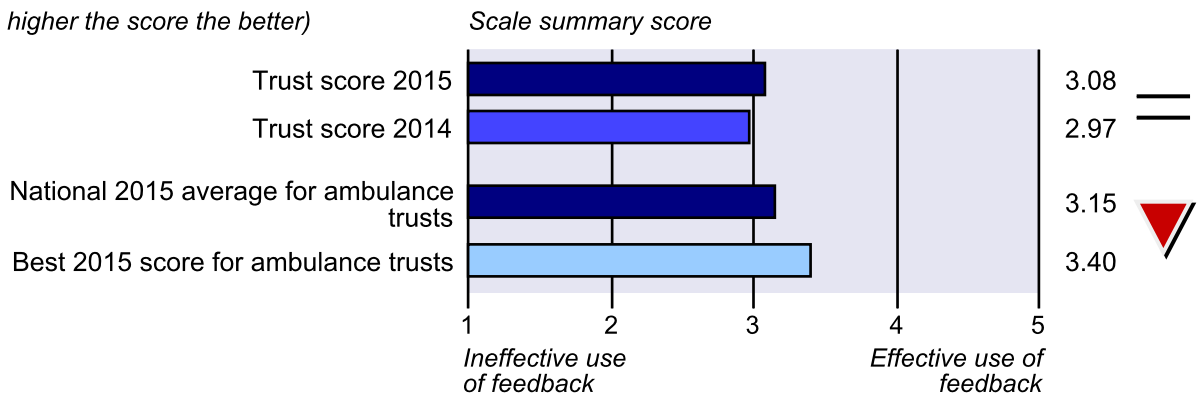
(the higher the score the better)



ADDITIONAL THEME: Patient experience measures

KEY FINDING 32. Effective use of patient / service user feedback

(the higher the score the better)



5. Workforce Race Equality Standard (WRES)

The scores presented below are the un-weighted question level score for question Q17b and un-weighted scores for Key Findings 25, 26, and 21, split between White and Black and Minority Ethnic (BME) staff, as required for the Workforce Race Equality Standard.

Note that for question 17b, the percentage featured is that of “Yes” responses to the question. Key Finding and question numbers have changed since 2014.

In order to preserve the 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.

			Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	61%	46%	60%
		BME	39%	39%	52%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	32%	29%	33%
		BME	27%	29%	31%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	66%	72%	61%
		BME	67%	58%	50%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	13%	11%	15%
		BME	16%	21%	32%

6. Key Findings by work group characteristics

Tables 6.1 to 6.3 show the Key Findings at South East Coast Ambulance Service NHS Foundation Trust broken down by work group characteristics: occupational groups, directorate/departments, 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 6.1 to 6.3, 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 'KF11. % appraised in the 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 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 had 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 6.1: Key Findings for different occupational groups

	Adult / General Nurses	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement	Commissioning Staff	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.67	3.92	3.68	3.53	3.56	3.02	3.10	3.44	2.82	3.29	3.11
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	4.22	-	3.74	3.65	-	3.79	3.79	4.04	3.81	3.29	3.67
KF3. % agreeing that their role makes a difference to patients / service users	100	94	53	93	-	91	89	89	86	79	90
KF4. Staff motivation at work	3.83	3.81	3.63	3.98	3.53	3.30	3.46	3.86	3.33	3.26	3.78
KF5. Recognition and value of staff by managers and the organisation	3.33	3.33	3.34	3.16	3.11	2.65	2.85	3.16	2.62	2.99	3.03
KF8. Staff satisfaction with level of responsibility and involvement	3.83	3.74	3.69	3.73	3.55	3.34	3.53	3.53	3.36	3.43	3.55
KF9. Effective team working	3.67	3.80	3.28	3.62	3.25	2.83	3.05	3.14	2.72	3.19	3.10
KF14. Staff satisfaction with resourcing and support	3.56	2.99	3.45	3.08	3.02	2.81	2.96	3.28	2.91	2.91	2.95
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.											
KF10. Support from immediate managers	3.52	3.67	3.66	3.46	3.28	3.11	3.37	3.62	3.24	3.53	3.45
KF11. % appraised in last 12 mths	73	91	85	92	100	85	91	88	92	83	71
KF12. Quality of appraisals	-	3.03	2.98	2.78	2.11	1.95	2.32	2.65	2.18	2.56	2.27
KF13. Quality of non-mandatory training, learning or development	-	3.57	3.70	3.45	-	3.60	3.78	3.86	3.51	3.67	3.64
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.											
Health and well-being											
KF15. % of staff satisfied with the opportunities for flexible working patterns	58	59	51	71	42	14	23	24	18	29	19
* KF16. % working extra hours	58	90	71	92	73	97	97	99	94	72	89
* KF17. % suffering work related stress in last 12 mths	42	41	23	33	42	69	59	38	58	43	39
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	-	67	57	52	64	76	74	57	80	65	67
KF19. Org and mgmt interest in and action on health / wellbeing	3.67	3.73	3.60	3.28	3.25	2.78	3.07	3.23	2.84	3.26	3.27
Number of respondents	12	22	43	39	12	88	483	101	241	122	116

Table 6.1: Key Findings for different occupational groups (cont)

	Adult / General Nurses	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement	Commissioning Staff	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
Violence and harassment											
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	9	2	3	0	48	53	49	52	1	29
* KF23. % experiencing physical violence from staff in last 12 mths	0	0	0	3	8	3	5	4	5	0	4
KF24. % reporting most recent experience of violence	-	-	-	-	-	64	54	52	62	-	37
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	83	18	7	0	0	73	74	59	72	47	46
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	41	32	29	25	40	32	22	30	36	39
KF27. % reporting most recent experience of harassment, bullying or abuse	-	18	23	36	-	33	26	26	27	33	27
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.											
KF6. % reporting good communication between senior management and staff	25	32	21	26	8	9	12	18	8	21	16
KF7. % able to contribute towards improvements at work	67	91	65	79	67	39	42	48	27	34	38
ADDITIONAL THEME: Equality and diversity											
* KF20. % experiencing discrimination at work in last 12 mths	25	18	7	15	17	26	30	14	29	22	17
KF21. % believing the organisation provides equal opportunities for career progression / promotion	-	80	82	81	-	56	67	70	49	75	73
ADDITIONAL THEME: Errors and incidents											
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	42	23	12	15	42	59	48	42	44	42	43
KF29. % reporting errors, near misses or incidents witnessed in the last mth	-	-	-	-	-	86	80	76	69	90	80
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.60	3.72	3.46	3.32	-	2.97	3.12	3.28	3.03	3.33	3.23
KF31. Staff confidence and security in reporting unsafe clinical practice	3.63	3.59	3.40	3.33	-	3.05	3.22	3.34	3.04	3.35	3.32
ADDITIONAL THEME: Patient experience measures											
KF32. Effective use of patient / service user feedback	-	-	-	-	-	2.89	3.10	3.06	2.92	3.27	2.96
Overall staff engagement	3.67	3.92	3.62	3.76	3.52	3.10	3.24	3.52	3.00	3.17	3.31
Number of respondents	12	22	43	39	12	88	483	101	241	122	116

Table 6.2: Key Findings for different directorate/departments

	Paramedic	Technician/Associat Practitioner	Support Services Admin (Band 2 - Band 6)	Clinical Team Leader	Dispatch	ECSW	ACAs and PTS Team Leaders	PPs and CCPs	Support Services Managers, Snr Managers,	SOMs and COMs
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.00	2.82	3.51	3.15	3.25	3.38	3.02	2.93	3.53	4.04
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.81	3.82	3.77	3.79	3.31	4.05	3.70	3.75	3.63	4.05
KF3. % agreeing that their role makes a difference to patients / service users	89	87	81	89	82	89	91	92	93	93
KF4. Staff motivation at work	3.45	3.31	3.62	3.42	3.14	3.91	3.76	3.28	3.91	3.89
KF5. Recognition and value of staff by managers and the organisation	2.74	2.58	3.22	2.99	2.85	3.13	3.02	2.58	3.16	3.63
KF8. Staff satisfaction with level of responsibility and involvement	3.48	3.35	3.67	3.59	3.33	3.52	3.53	3.33	3.73	4.09
KF9. Effective team working	2.83	2.71	3.26	3.13	3.20	3.15	3.04	2.77	3.83	3.94
KF14. Staff satisfaction with resourcing and support	2.97	2.91	3.24	2.96	2.83	3.27	2.93	2.78	2.91	3.24
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.										
KF10. Support from immediate managers	3.31	3.21	3.47	3.53	3.46	3.60	3.47	2.91	3.47	4.05
KF11. % appraised in last 12 mths	90	92	81	96	84	89	71	83	89	100
KF12. Quality of appraisals	2.18	2.14	2.81	2.41	2.48	2.62	2.30	1.73	2.81	3.07
KF13. Quality of non-mandatory training, learning or development	3.74	3.51	3.79	3.71	3.69	3.84	3.58	3.68	3.80	3.93
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.										
Health and well-being										
KF15. % of staff satisfied with the opportunities for flexible working patterns	19	18	49	16	25	23	17	8	64	46
* KF16. % working extra hours	98	94	77	99	73	99	90	96	97	96
* KF17. % suffering work related stress in last 12 mths	60	60	32	58	49	36	40	72	48	36
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	77	81	58	71	70	59	67	80	59	44
KF19. Org and mgmt interest in and action on health / wellbeing	2.95	2.83	3.45	3.18	3.16	3.24	3.25	2.57	3.40	3.75
Number of respondents	278	250	178	124	121	115	103	72	65	28

Please note that the directorate/departments classification was provided by South East Coast Ambulance Service NHS Foundation Trust

Table 6.2: Key Findings for different directorate/departments (cont)

	Paramedic	Technician/Associat Practitioner	Support Services Admin (Band 2 - Band 6)	Clinical Team Leader	Dispatch	ECSW	ACAs and PTS Team Leaders	PPs and CCPs	Support Services Managers, Snr Managers,	SOMs and COMs
Violence and harassment										
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	57	56	3	61	5	53	32	50	12	26
* KF23. % experiencing physical violence from staff in last 12 mths	5	5	2	2	1	5	4	6	5	7
KF24. % reporting most recent experience of violence	50	64	-	65	-	56	32	61	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	80	76	29	70	55	58	44	81	17	37
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	28	30	33	32	36	24	34	48	45	41
KF27. % reporting most recent experience of harassment, bullying or abuse	24	29	22	30	35	27	31	31	30	29
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.										
KF6. % reporting good communication between senior management and staff	8	7	21	15	20	17	16	3	26	50
KF7. % able to contribute towards improvements at work	30	27	61	60	31	45	33	38	86	75
ADDITIONAL THEME: Equality and diversity										
* KF20. % experiencing discrimination at work in last 12 mths	36	31	15	19	23	15	19	28	15	22
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	49	78	73	73	71	70	46	76	74
ADDITIONAL THEME: Errors and incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	51	46	25	49	50	44	44	60	28	33
KF29. % reporting errors, near misses or incidents witnessed in the last mth	79	70	80	82	90	78	77	86	78	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.01	2.99	3.47	3.31	3.26	3.26	3.16	2.82	3.35	3.86
KF31. Staff confidence and security in reporting unsafe clinical practice	3.09	3.02	3.39	3.48	3.21	3.34	3.32	2.92	3.42	4.00
ADDITIONAL THEME: Patient experience measures										
KF32. Effective use of patient / service user feedback	3.00	2.91	3.10	3.02	2.92	3.17	2.86	2.82	3.63	3.90
Overall staff engagement	3.14	2.98	3.53	3.31	3.10	3.48	3.24	3.04	3.80	3.95
Number of respondents	278	250	178	124	121	115	103	72	65	28

Please note that the directorate/departments classification was provided by South East Coast Ambulance Service NHS Foundation Trust

Table 6.3: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.15	3.08
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.75	3.82
KF3. % agreeing that their role makes a difference to patients / service users	88	88
KF4. Staff motivation at work	3.52	3.33
KF5. Recognition and value of staff by managers and the organisation	2.90	2.77
KF8. Staff satisfaction with level of responsibility and involvement	3.50	3.46
KF9. Effective team working	3.07	2.94
KF14. Staff satisfaction with resourcing and support	2.99	3.00
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.		
KF10. Support from immediate managers	3.40	3.25
KF11. % appraised in last 12 mths	87	87
KF12. Quality of appraisals	2.39	2.23
KF13. Quality of non-mandatory training, learning or development	3.70	3.63
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Health and well-being		
KF15. % of staff satisfied with the opportunities for flexible working patterns	22	53
* KF16. % working extra hours	93	78
* KF17. % suffering work related stress in last 12 mths	52	44
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	71	63
KF19. Org and mgmt interest in and action on health / wellbeing	3.10	3.08
Number of respondents	1150	163

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

Table 6.3: Key Findings for different work groups (cont)

	Full time / part time ^a	
	Full time	Part time
Violence and harassment		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	42	21
* KF23. % experiencing physical violence from staff in last 12 mths	4	1
KF24. % reporting most recent experience of violence	57	44
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	61	56
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	33	27
KF27. % reporting most recent experience of harassment, bullying or abuse	28	25
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.		
KF6. % reporting good communication between senior management and staff	14	13
KF7. % able to contribute towards improvements at work	43	34
ADDITIONAL THEME: Equality and diversity		
* KF20. % experiencing discrimination at work in last 12 mths	25	18
KF21. % believing the organisation provides equal opportunities for career progression / promotion	65	69
ADDITIONAL THEME: Errors and incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	47	26
KF29. % reporting errors, near misses or incidents witnessed in the last mth	80	74
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.16	3.26
KF31. Staff confidence and security in reporting unsafe clinical practice	3.23	3.23
ADDITIONAL THEME: Patient experience measures		
KF32. Effective use of patient / service user feedback	3.06	2.97
Overall staff engagement	3.27	3.13
Number of respondents	1150	163

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

7. Key Findings by demographic groups

Tables 7.1 and 7.2 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 7.1 and 7.2, 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 'KF11. % appraised in the 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 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 had 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 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	3.10	2.99	3.11
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	4.03	3.66	3.78	3.69
KF3. % agreeing that their role makes a difference to patients / service users	93	87	87	86
KF4. Staff motivation at work	3.73	3.39	3.44	3.48
KF5. Recognition and value of staff by managers and the organisation	3.18	2.79	2.81	2.85
KF8. Staff satisfaction with level of responsibility and involvement	3.68	3.45	3.45	3.47
KF9. Effective team working	3.27	2.94	2.97	3.06
KF14. Staff satisfaction with resourcing and support	3.27	2.95	2.89	2.95
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.				
KF10. Support from immediate managers	3.67	3.32	3.27	3.36
KF11. % appraised in last 12 mths	90	84	87	89
KF12. Quality of appraisals	2.69	2.27	2.23	2.38
KF13. Quality of non-mandatory training, learning or development	3.95	3.60	3.61	3.70
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	26	26	25	26
* KF16. % working extra hours	92	92	94	90
* KF17. % suffering work related stress in last 12 mths	47	52	55	50
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	67	69	74	71
KF19. Org and mgmt interest in and action on health / wellbeing	3.34	3.04	2.97	3.11
Number of respondents	235	259	325	491

Table 7.1: Key Findings for different age groups (cont)

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Violence and harassment				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	47	36	40	37
* KF23. % experiencing physical violence from staff in last 12 mths	2	3	5	4
KF24. % reporting most recent experience of violence	55	58	58	53
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	65	64	64	55
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	31	38	34
KF27. % reporting most recent experience of harassment, bullying or abuse	23	29	30	29
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF6. % reporting good communication between senior management and staff	20	10	12	15
KF7. % able to contribute towards improvements at work	45	42	43	40
ADDITIONAL THEME: Equality and diversity				
* KF20. % experiencing discrimination at work in last 12 mths	28	24	26	22
KF21. % believing the organisation provides equal opportunities for career progression / promotion	79	70	59	61
ADDITIONAL THEME: Errors and incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	54	45	45	38
KF29. % reporting errors, near misses or incidents witnessed in the last mth	80	82	74	80
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.36	3.23	3.09	3.10
KF31. Staff confidence and security in reporting unsafe clinical practice	3.39	3.25	3.19	3.16
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	3.31	3.00	2.97	3.03
Overall staff engagement	3.49	3.19	3.19	3.22
Number of respondents	235	259	325	491

Table 7.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.09	3.24	2.99	3.19	3.15	3.26
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.72	3.84	3.69	3.79	3.77	3.95
KF3. % agreeing that their role makes a difference to patients / service users	87	89	87	88	88	87
KF4. Staff motivation at work	3.48	3.53	3.32	3.54	3.50	3.57
KF5. Recognition and value of staff by managers and the organisation	2.84	2.98	2.71	2.93	2.89	3.15
KF8. Staff satisfaction with level of responsibility and involvement	3.44	3.59	3.31	3.55	3.51	3.55
KF9. Effective team working	3.04	3.10	2.96	3.07	3.05	3.50
KF14. Staff satisfaction with resourcing and support	2.94	3.07	2.83	3.03	3.00	3.24
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.						
KF10. Support from immediate managers	3.32	3.48	3.24	3.43	3.38	3.78
KF11. % appraised in last 12 mths	87	88	88	87	88	91
KF12. Quality of appraisals	2.33	2.46	2.10	2.45	2.38	2.59
KF13. Quality of non-mandatory training, learning or development	3.68	3.74	3.62	3.72	3.70	3.73
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Health and well-being						
KF15. % of staff satisfied with the opportunities for flexible working patterns	21	33	23	26	25	30
* KF16. % working extra hours	94	88	87	93	92	85
* KF17. % suffering work related stress in last 12 mths	51	51	65	48	51	42
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	70	71	80	68	71	61
KF19. Org and mgmt interest in and action on health / wellbeing	3.02	3.21	3.05	3.12	3.10	3.38
Number of respondents	726	549	254	1047	1275	33

Table 7.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Violence and harassment						
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	44	33	41	39	40	27
* KF23. % experiencing physical violence from staff in last 12 mths	4	2	4	3	4	3
KF24. % reporting most recent experience of violence	58	53	62	54	56	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	65	55	65	60	61	39
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	33	30	37	31	32	27
KF27. % reporting most recent experience of harassment, bullying or abuse	27	29	35	26	28	24
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.						
KF6. % reporting good communication between senior management and staff	15	14	15	14	14	12
KF7. % able to contribute towards improvements at work	40	44	34	44	42	52
ADDITIONAL THEME: Equality and diversity						
* KF20. % experiencing discrimination at work in last 12 mths	25	24	35	22	24	33
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	76	56	69	66	67
ADDITIONAL THEME: Errors and incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	47	41	53	42	45	30
KF29. % reporting errors, near misses or incidents witnessed in the last mth	76	83	84	78	79	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.08	3.30	3.07	3.20	3.17	3.29
KF31. Staff confidence and security in reporting unsafe clinical practice	3.16	3.33	3.09	3.26	3.23	3.27
ADDITIONAL THEME: Patient experience measures						
KF32. Effective use of patient / service user feedback	2.98	3.15	2.91	3.10	3.06	-
Overall staff engagement	3.21	3.32	3.08	3.30	3.26	3.37
Number of respondents	726	549	254	1047	1275	33

8. Work and demographic profile of the survey respondents

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

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Support to Allied Health Professionals	2	0%
Operational ambulance staff		
Emergency care practitioner	88	7%
Paramedic	483	37%
Emergency care assistant	101	8%
Ambulance technician	241	18%
Ambulance control staff	122	9%
Patient Transport Service	116	9%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	12	1%
Registered Nurses - Mental Health	2	0%
Health Visitors	1	0%
Other Registered Nurses	1	0%
Other groups		
Public Health / Health Improvement	5	0%
Commissioning managers / support staff	2	0%
Admin and Clerical	43	3%
Central Functions / Corporate Services	39	3%
Maintenance / Ancillary	12	1%
General Management	22	2%
Other	17	1%
Did not specify	25	

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

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	1150	88%
Part time	163	12%
Did not specify	21	
<i>Length of time in organisation</i>		
Less than a year	76	6%
Between 1 to 2 years	220	17%
Between 3 to 5 years	148	11%
Between 6 to 10 years	244	18%
Between 11 to 15 years	271	21%
Over 15 years	361	27%
Did not specify	14	

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

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	235	18%
Between 31 and 40	259	20%
Between 41 and 50	325	25%
51 and over	491	37%
Did not specify	24	
Gender		
Male	726	57%
Female	549	43%
Did not specify	59	
Ethnic background		
White	1275	97%
Black and minority ethnic	33	3%
Did not specify	26	
Disability		
Disabled	254	20%
Not disabled	1047	80%
Did not specify	33	

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	40	-	35	34	40	20	56
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.21	[3.15, 3.27]	3.26	3.24	3.39	2.86	3.52
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.76	[3.71, 3.81]	3.79	3.76	3.87	3.53	3.99
KF3. % agreeing that their role makes a difference to patients / service users	88	[86, 90]	88	88	88	80	92
KF4. Staff motivation at work	3.52	[3.46, 3.57]	3.69	3.62	3.70	3.36	3.80
KF5. Recognition and value of staff by managers and the organisation	2.93	[2.88, 2.99]	2.96	2.93	2.99	2.72	3.11
KF8. Staff satisfaction with level of responsibility and involvement	3.53	[3.48, 3.57]	3.56	3.53	3.61	3.31	3.67
KF9. Effective team working	3.12	[3.06, 3.17]	3.24	3.17	3.25	2.95	3.43
KF14. Staff satisfaction with resourcing and support	3.02	[2.97, 3.06]	3.02	2.97	3.08	2.85	3.27
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.							
KF10. Support from immediate managers	3.40	[3.34, 3.46]	3.39	3.34	3.40	3.19	3.69
KF11. % appraised in last 12 mths	87	[85, 89]	74	63	80	30	89
KF12. Quality of appraisals	2.43	[2.36, 2.51]	2.61	2.48	2.70	2.37	2.94
KF13. Quality of non-mandatory training, learning or development	3.71	[3.65, 3.77]	3.83	3.75	3.87	3.56	3.93
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Health and well-being							
KF15. % of staff satisfied with the opportunities for flexible working patterns	29	[26, 32]	34	31	35	29	38
* KF16. % working extra hours	89	[87, 91]	86	84	87	80	89
* KF17. % suffering work related stress in last 12 mths	49	[46, 52]	49	46	49	42	54
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	69	[66, 72]	66	63	69	57	77
KF19. Org and mgmt interest in and action on health / wellbeing	3.15	[3.09, 3.21]	3.15	3.12	3.20	2.87	3.34

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
Violence and harassment							
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	34	[31, 37]	34	32	35	28	38
* KF23. % experiencing physical violence from staff in last 12 mths	3	[2, 4]	3	2	3	0	4
KF24. % reporting most recent experience of violence	56	[51, 60]	56	54	62	47	71
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	55	[53, 58]	46	44	47	39	55
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	[30, 35]	30	27	31	15	38
KF27. % reporting most recent experience of harassment, bullying or abuse	29	[26, 32]	31	29	33	25	46
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.							
KF6. % reporting good communication between senior management and staff	15	[13, 18]	16	14	20	12	23
KF7. % able to contribute towards improvements at work	45	[42, 48]	46	45	49	37	53
ADDITIONAL THEME: Equality and diversity							
* KF20. % experiencing discrimination at work in last 12 mths	24	[21, 26]	19	17	19	11	29
KF21. % believing the organisation provides equal opportunities for career progression / promotion	68	[65, 71]	71	67	72	60	76
ADDITIONAL THEME: Errors and incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	43	[40, 46]	35	35	40	30	44
KF29. % reporting errors, near misses or incidents witnessed in the last mth	80	[77, 84]	79	78	81	73	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.21	[3.17, 3.26]	3.28	3.24	3.38	3.09	3.48
KF31. Staff confidence and security in reporting unsafe clinical practice	3.26	[3.20, 3.31]	3.38	3.34	3.46	3.17	3.50
ADDITIONAL THEME: Patient experience measures							
KF32. Effective use of patient / service user feedback	3.08	[2.99, 3.16]	3.15	3.10	3.28	2.93	3.40

Appendix 2

Changes to the Key Findings since the 2013 and 2014 staff surveys

Technical notes:

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

To enable comparison between years, scores from 2014 and 2013 have been re-calculated and re-weighted using the 2015 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2014 survey

	South East Coast Ambulance Service NHS Foundation Trust			
	2015 score	2014 score	Change	Statistically significant?
Response rate	40	34	7	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.21	2.98	0.23	Yes
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.76	-	-	--
KF3. % agreeing that their role makes a difference to patients / service users	88	-	-	--
KF4. Staff motivation at work	3.52	3.35	0.17	Yes
KF5. Recognition and value of staff by managers and the organisation	2.93	-	-	--
KF8. Staff satisfaction with level of responsibility and involvement	3.53	3.38	0.15	Yes
KF9. Effective team working	3.12	-	-	--
KF14. Staff satisfaction with resourcing and support	3.02	-	-	--
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.				
KF10. Support from immediate managers	3.40	3.26	0.14	Yes
KF11. % appraised in last 12 mths	87	64	23	Yes
KF12. Quality of appraisals	2.43	-	-	--
KF13. Quality of non-mandatory training, learning or development	3.71	-	-	--
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	29	-	-	--
* KF16. % working extra hours	89	88	1	No
* KF17. % suffering work related stress in last 12 mths	49	53	-4	Yes
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	69	66	2	No
KF19. Org and mgmt interest in and action on health / wellbeing	3.15	-	-	--

Table A2.1: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2014 survey (cont)

	South East Coast Ambulance Service NHS Foundation Trust			
	2015 score	2014 score	Change	Statistically significant?
Violence and harassment				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	34	34	0	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	3	0	No
KF24. % reporting most recent experience of violence	56	51	5	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	55	55	0	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	32	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	29	31	-3	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF6. % reporting good communication between senior management and staff	15	11	4	Yes
KF7. % able to contribute towards improvements at work	45	37	8	Yes
ADDITIONAL THEME: Equality and diversity				
* KF20. % experiencing discrimination at work in last 12 mths	24	23	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	68	63	5	Yes
ADDITIONAL THEME: Errors and incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	43	46	-3	No
KF29. % reporting errors, near misses or incidents witnessed in the last mth	80	80	1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.21	-	-	--
KF31. Staff confidence and security in reporting unsafe clinical practice	3.26	3.20	0.06	No
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	3.08	2.97	0.11	No

Table A2.2: 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			
	2015 score	2013 score	Change	Statistically significant?
Response rate	40	42	-2	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.21	2.98	0.23	Yes
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	3.76	-	-	--
KF3. % agreeing that their role makes a difference to patients / service users	88	-	-	--
KF4. Staff motivation at work	3.52	3.38	0.13	Yes
KF5. Recognition and value of staff by managers and the organisation	2.93	-	-	--
KF8. Staff satisfaction with level of responsibility and involvement	3.53	3.36	0.16	Yes
KF9. Effective team working	3.12	-	-	--
KF14. Staff satisfaction with resourcing and support	3.02	-	-	--
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.				
KF10. Support from immediate managers	3.40	3.19	0.21	Yes
KF11. % appraised in last 12 mths	87	67	20	Yes
KF12. Quality of appraisals	2.43	-	-	--
KF13. Quality of non-mandatory training, learning or development	3.71	-	-	--
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	29	-	-	--
* KF16. % working extra hours	89	89	0	No
* KF17. % suffering work related stress in last 12 mths	49	53	-4	No
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	69	69	-1	No
KF19. Org and mgmt interest in and action on health / wellbeing	3.15	-	-	--

Table A2.2: 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			
	2015 score	2013 score	Change	Statistically significant?
Violence and harassment				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	34	33	1	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	4	-1	No
KF24. % reporting most recent experience of violence	56	58	-2	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	55	51	4	Yes
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	33	-1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	29	32	-3	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF6. % reporting good communication between senior management and staff	15	11	5	Yes
KF7. % able to contribute towards improvements at work	45	40	5	Yes
ADDITIONAL THEME: Equality and diversity				
* KF20. % experiencing discrimination at work in last 12 mths	24	21	3	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	68	64	4	No
ADDITIONAL THEME: Errors and incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	43	42	0	No
KF29. % reporting errors, near misses or incidents witnessed in the last mth	80	80	0	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.21	-	-	--
KF31. Staff confidence and security in reporting unsafe clinical practice	3.26	-	-	--
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	3.08	-	-	--

Appendix 3

Data tables: 2015 Key Findings and the responses to all survey questions

For each of the 32 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 2015 survey response, the average (median) 2015 response for ambulance trusts, and your trust's 2014 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 32 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 2015 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2014' 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 2014 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

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 2015	Average (median) for ambulance trusts	Your Trust in 2014
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.15	3.33	2.88
KF2. Staff satisfaction with the quality of work and patient care they are able to deliver	Q3c, 6a, 6c	3.77	3.80	-
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	88	88	-
KF4. Staff motivation at work	Q2a-c	3.50	3.68	3.30
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	2.89	2.99	-
KF8. Staff satisfaction with level of responsibility and involvement	Q3a, 3b, 4c, 5d, 5e	3.50	3.57	3.34
KF9. Effective team working	Q4h-j	3.06	3.23	-
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.00	3.08	-
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.				
KF10. Support from immediate managers	Q5b, 7a-e	3.39	3.39	3.21
KF11. % appraised in last 12 mths	Q20a	87	75	63
KF12. Quality of appraisals	Q20b-d	2.38	2.72	-
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.70	3.82	-
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Health and well-being				
KF15. % of staff satisfied with the opportunities for flexible working patterns	Q5h	25	33	-
* KF16. % working extra hours	Q10b-c	91	85	90
* KF17. % suffering work related stress in last 12 mths	Q9c	51	47	55
* KF18. % feeling pressure in last 3 mths to attend work when feeling unwell	Q9d-g	70	64	67
KF19. Org and mgmt interest in and action on health / wellbeing	Q7f, 9a	3.10	3.17	-

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 2015	Average (median) for ambulance trusts	Your Trust in 2014
Violence and harassment				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q14a	40	31	39
* KF23. % experiencing physical violence from staff in last 12 mths	Q14b-c	4	3	4
KF24. % reporting most recent experience of violence	Q14d	56	56	51
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q15a	61	46	59
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q15b-c	32	29	33
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	28	32	31
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.				
KF6. % reporting good communication between senior management and staff	Q8a-d	14	17	10
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	42	45	34
ADDITIONAL THEME: Equality and diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	25	18	24
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	66	72	60
ADDITIONAL THEME: Errors and incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	44	36	47
KF29. % reporting errors, near misses or incidents witnessed in the last mth	Q11c	79	79	79
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.17	3.30	-
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.23	3.42	3.15
ADDITIONAL THEME: Patient experience measures				
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.05	3.17	2.90

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

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
Contact with patients				
Q1	% saying they have face-to-face contact with patients / service users as part of their job	82	68	82
Staff motivation at work				
% saying often or always to the following statements:				
Q2a	"I look forward to going to work"	47	52	39
Q2b	"I am enthusiastic about my job"	63	69	55
Q2c	"Time passes quickly when I am working"	49	58	44
Job design				
% agreeing / strongly agreeing with the following statements:				
Q3a	"I always know what my work responsibilities are"	84	82	74
Q3b	"I am trusted to do my job"	80	83	71
Q3c	"I am able to do my job to a standard I am personally pleased with"	74	76	68
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q4a	"There are frequent opportunities for me to show initiative in my role"	63	61	53
Q4b	"I am able to make suggestions to improve the work of my team / department"	46	51	39
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	23	28	21
Q4d	"I am able to make improvements happen in my area of work"	25	32	21
Q4e	"I am able to meet all the conflicting demands on my time at work"	27	33	-
Q4f	"I have adequate materials, supplies and equipment to do my work"	52	51	49
Q4g	"There are enough staff at this organisation for me to do my job properly"	13	19	14
Q4h	"The team I work in has a set of shared objectives"	59	59	-
Q4i	"The team I work in often meets to discuss the team's effectiveness"	19	27	-
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	50	57	-
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q5a	"The recognition I get for good work"	30	32	24
Q5b	"The support I get from my immediate manager"	57	56	52
Q5c	"The support I get from my work colleagues"	81	80	75
Q5d	"The amount of responsibility I am given"	63	65	59
Q5e	"The opportunities I have to use my skills"	60	61	54
Q5f	"The extent to which my organisation values my work"	22	26	18
Q5g	"My level of pay"	17	27	12
Q5h	"The opportunities for flexible working patterns"	25	33	-

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I am satisfied with the quality of care I give to patients / service users"	80	82	-
Q6b	"I feel that my role makes a difference to patients / service users"	88	88	-
Q6c	"I am able to deliver the patient care I aspire to"	63	63	-
Your managers				
% agreeing / strongly agreeing with the following statements:				
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	57	57	46
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	62	62	57
Q7c	"My immediate manager gives me clear feedback on my work"	45	44	37
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	36	36	29
Q7e	"My immediate manager is supportive in a personal crisis"	68	67	65
Q7f	"My immediate manager takes a positive interest in my health and well-being"	57	55	-
Q7g	"My immediate manager values my work"	59	55	-
Q8a	"I know who the senior managers are here"	74	75	74
Q8b	"Communication between senior management and staff is effective"	18	22	14
Q8c	"Senior managers here try to involve staff in important decisions"	14	21	11
Q8d	"Senior managers act on staff feedback"	14	20	9
Health and well-being				
Q9a	% saying their organisation definitely takes positive action on health and well-being	15	20	-
Q9b	% saying they have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	45	39	-
Q9c	% saying they have felt unwell in the last 12 months as a result of work related stress	51	47	55
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	74	68	70
If attended work despite not feeling well enough (YES to Q9d), % saying they...				
Q9e	...had felt pressure from their manager to come to work	50	43	55
Q9f	...had felt pressure from their colleagues to come to work	14	14	15
Q9g	...had put themselves under pressure to come to work	89	92	87
Working hours				
Q10a	% working part time (up to 29 hours a week)	12	11	14
Q10b	% working additional PAID hours	82	69	79
Q10c	% working additional UNPAID hours	49	45	48
Witnessing and reporting errors, near misses and incidents				
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	35	28	37
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	34	28	39
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	85	85	84

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
% agreeing / strongly agreeing with the following statements:				
Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	30	38	-
Q12b	"My organisation encourages us to report errors, near misses or incidents"	78	79	-
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	40	47	-
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	33	37	-
Raising concerns about unsafe clinical practice				
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	94	92	92
% agreeing / strongly agreeing with the following statements:				
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	54	60	52
Q13c	"I am confident that the organisation would address my concern"	39	45	33
Experiencing and reporting physical violence at work				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q14a	Never	60	69	61
Q14a	1 to 2 times	25	20	27
Q14a	3 to 5 times	11	8	9
Q14a	6 to 10 times	2	2	2
Q14a	More than 10 times	1	1	1
% experiencing physical violence at work from managers in last 12 months...				
Q14b	Never	99	99	-
Q14b	1 to 2 times	1	1	-
Q14b	3 to 5 times	0	0	-
Q14b	6 to 10 times	0	0	-
Q14b	More than 10 times	0	0	-
% experiencing physical violence at work from other colleagues in last 12 months...				
Q14c	Never	97	98	-
Q14c	1 to 2 times	3	2	-
Q14c	3 to 5 times	0	0	-
Q14c	6 to 10 times	0	0	-
Q14c	More than 10 times	0	0	-
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	62	62	57
Experiencing and reporting harassment, bullying and abuse at work				
% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q15a	Never	39	54	41
Q15a	1 to 2 times	24	19	26
Q15a	3 to 5 times	17	12	16
Q15a	6 to 10 times	8	6	7
Q15a	More than 10 times	12	9	10

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never	76	82	-
Q15b	1 to 2 times	15	12	-
Q15b	3 to 5 times	6	4	-
Q15b	6 to 10 times	2	1	-
Q15b	More than 10 times	1	1	-
% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...				
Q15c	Never	82	83	-
Q15c	1 to 2 times	13	13	-
Q15c	3 to 5 times	4	3	-
Q15c	6 to 10 times	1	1	-
Q15c	More than 10 times	0	1	-
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	32	37	35
Equal opportunities				
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	66	72	60
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	16	10	14
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	14	11	15
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	4	3	3
Q17c	Gender	8	5	8
Q17c	Religion	1	1	1
Q17c	Sexual orientation	2	2	3
Q17c	Disability	2	1	2
Q17c	Age	9	5	9
Q17c	Other reason(s)	7	6	7
Job-relevant training, learning and development				
Q18a	% having received non-mandatory training, learning or development in the last 12 months	67	65	-
% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:				
Q18b	"It has helped me to do my job more effectively"	71	76	-
Q18c	"It has helped me stay up-to-date with professional requirements"	72	76	-
Q18d	"It has helped me to deliver a better patient / service user experience"	67	71	-
Q19	% who had received mandatory training in the last 12 months	95	86	-
Appraisals				
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	87	75	63

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:				
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	8	15	-
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	18	24	-
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	12	20	-
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	16	24	-
Q20f	% saying their appraisal or development review had identified training, learning or development needs	47	52	52
If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:				
Q20g	% saying their manager definitely supported them to receive training, learning or development	37	42	-
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q21a	"Care of patients / service users is my organisation's top priority"	42	52	33
Q21b	"My organisation acts on concerns raised by patients / service users"	56	59	45
Q21c	"I would recommend my organisation as a place to work"	35	41	28
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	65	65	56
Patient / service user experience measures				
% saying 'Yes'				
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	86	81	78
If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:				
Q22b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	34	34	29
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	21	33	18
BACKGROUND DETAILS				
Gender				
Q23a	Male	57	57	58
Q23a	Female	43	43	42
Age group				
Q23b	Between 16 and 30	18	17	14
Q23b	Between 31 and 40	20	24	21
Q23b	Between 41 and 50	25	30	24
Q23b	51 and over	37	30	40
Ethnic background				
Q24	White	97	97	98
Q24	Mixed	1	1	1
Q24	Asian / Asian British	1	1	1
Q24	Black / Black British	1	0	1
Q24	Chinese	0	0	0
Q24	Other	0	1	0

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
Sexuality				
Q25	Heterosexual (straight)	87	87	87
Q25	Gay Man	3	2	3
Q25	Gay Woman (lesbian)	2	2	2
Q25	Bisexual	1	1	1
Q25	Other	0	0	0
Q25	Preferred not to say	6	7	7
Religion				
Q26	No religion	46	42	44
Q26	Christian	46	49	47
Q26	Buddhist	0	0	1
Q26	Hindu	0	0	0
Q26	Jewish	0	0	0
Q26	Muslim	0	1	0
Q26	Sikh	0	0	0
Q26	Other	1	1	1
Q26	Preferred not to say	6	7	7
Disability				
Q27a	% saying they have a long-standing illness, health problem or disability	20	19	20
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	44	62	40
Length of time at the organisation (or its predecessors)				
Q28	Less than 1 year	6	9	7
Q28	1 to 2 years	17	14	11
Q28	3 to 5 years	11	15	10
Q28	6 to 10 years	18	21	23
Q28	11 to 15 years	21	17	21
Q28	More than 15 years	27	26	27
Occupational group				
Q29	Registered Nurses and Midwives	1	1	1
Q29	Nursing or Healthcare Assistants	0	0	0
Q29	Medical and Dental	0	0	0
Q29	Allied Health Professionals	0	0	0
Q29	Scientific and Technical / Healthcare Scientists	0	0	0
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	7	2	7
Q29	Paramedic	37	37	33
Q29	Emergency Care Assistant	8	8	8
Q29	Ambulance Technician	18	9	20
Q29	Ambulance Control Staff	9	12	9
Q29	Patient Transport Service	9	9	10
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	3	5	3
Q29	Central Functions / Corporate Services	3	5	3
Q29	Maintenance / Ancillary	1	1	1
Q29	General Management	2	3	2
Q29	Other	1	4	2

		Your Trust in 2015	Average (median) for ambulance trusts	Your Trust in 2014
Team working				
Q30a	% working in a team	88	88	-
(If YES to Q30a): Number of core members in their team				
Q30b	2-5	31	33	-
Q30b	6-9	23	18	-
Q30b	10-15	22	19	-
Q30b	More than 15	23	28	-

Appendix 4

Other NHS staff survey 2015 documentation

This report is one of several ways in which we present the results of the 2015 national NHS staff survey:

- 1) A separate summary report of the main 2015 survey results for South East Coast Ambulance Service NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2015 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2015.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com. This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets are available on request from www.nhsstaffsurveys.com. In these detailed spreadsheets you can find:
 - responses of staff in your trust to every core survey question
 - responses in every trust in England
 - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
 - the average trust responses within each strategic health authority
 - the average responses for each major occupational and demographic group within the major trust types