2016 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 2016 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 thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

- Appraisals & support for development
- Equality & diversity
- Errors & incidents
- Health and wellbeing
- Working patterns
- Job satisfaction
- Managers
- Patient care & experience
- Violence, harassment & bullying

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. 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.

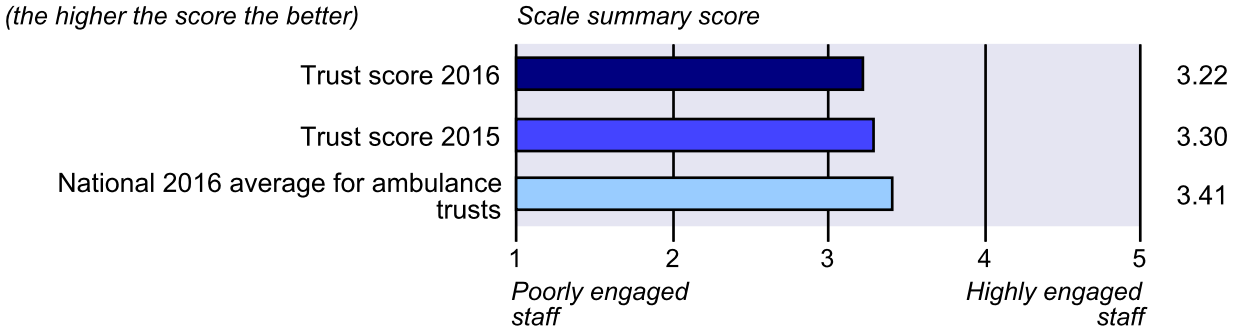
Q21a, Q21c and Q21d feed into Key Finding 1 “Staff recommendation of the organisation as a place to work or receive treatment”.

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Q21a	"Care of patients / service users is my organisation's top priority"	41%	58%	42%
Q21b	"My organisation acts on concerns raised by patients / service users"	49%	63%	56%
Q21c	"I would recommend my organisation as a place to work"	26%	46%	35%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	61%	70%	65%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.03	3.46	3.15

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 3.22 was below (worse than) average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT



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 significant change since the 2015 survey.

	Change since 2015 survey	Ranking, compared with all ambulance trusts
OVERALL STAFF ENGAGEMENT	! Decrease (worse than 15)	! Below (worse than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment *(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.)*	! Decrease (worse than 15)	! Below (worse than) average
KF4. Staff motivation at work *(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)*	• No change	! Below (worse than) average
KF7. Staff ability to contribute towards improvements at work *(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.)*	! Decrease (worse than 15)	! Below (worse than) average

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

3. Summary of 2016 Key Findings for South East Coast Ambulance Service NHS Foundation Trust

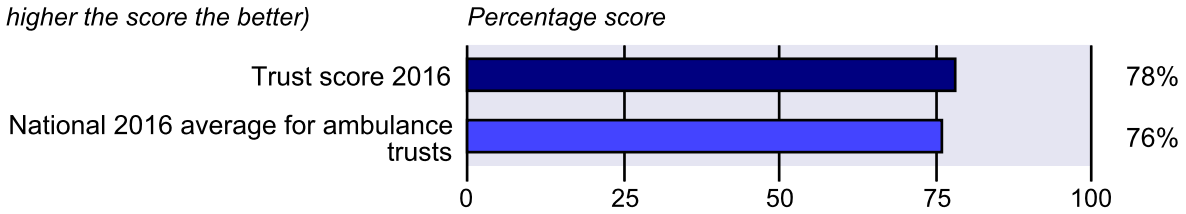
3.1 Top and Bottom Ranking Scores

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

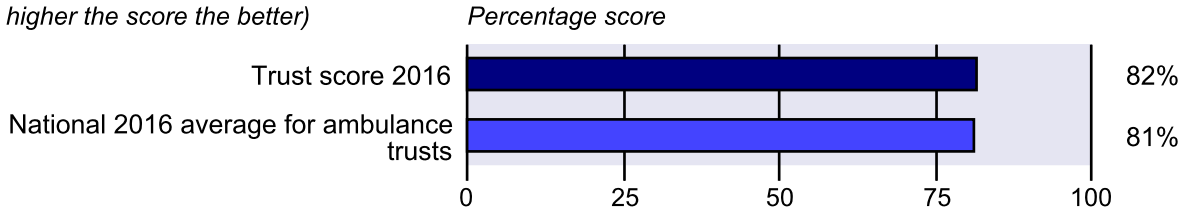
✓KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



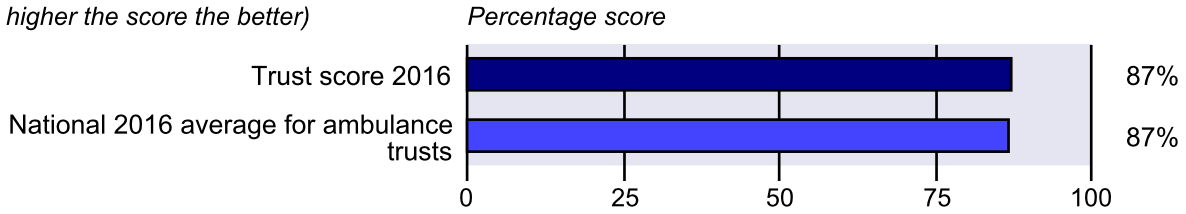
✓KF29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



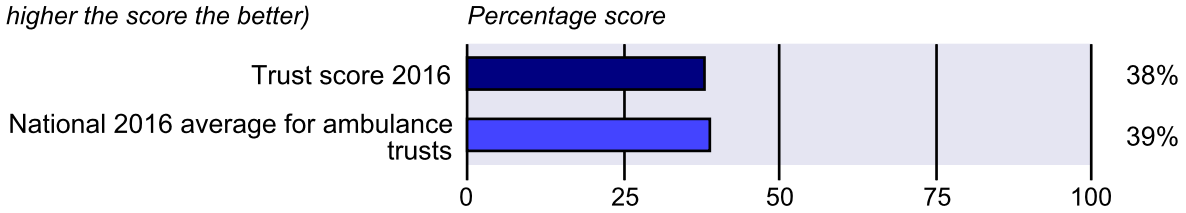
✓KF3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



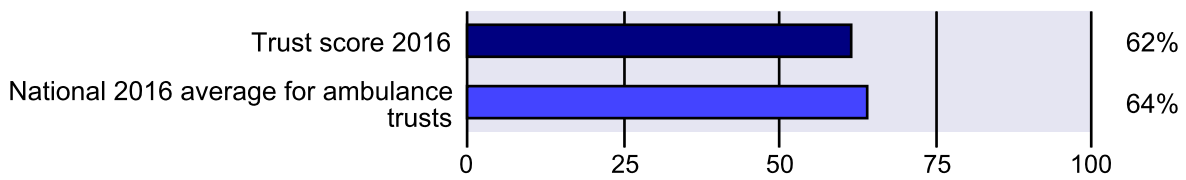
✓KF27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

(the higher the score the better)



✓KF24. Percentage of staff / colleagues reporting most recent experience of violence

(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.

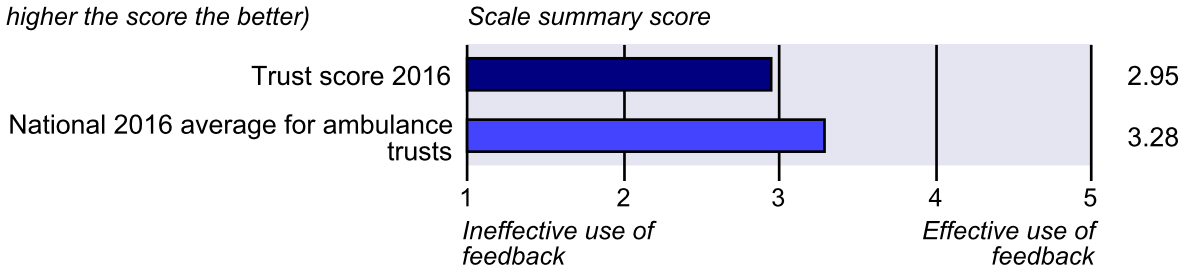
BOTTOM FIVE RANKING SCORES

! KF13. Quality of non-mandatory training, learning or development

(the higher the score the better)

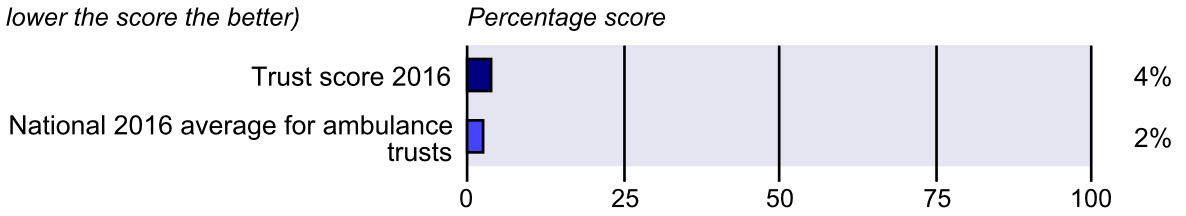
! KF32. Effective use of patient / service user feedback

(the higher the score the better)



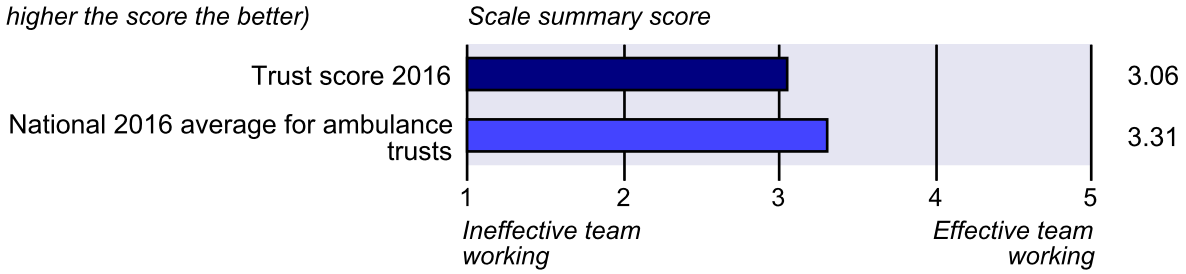
! KF23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



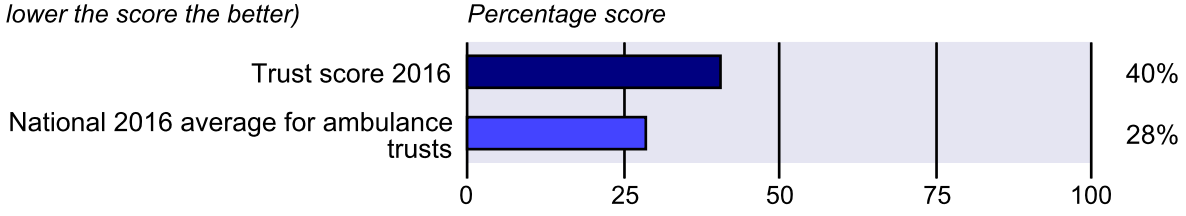
! KF9. Effective team working

(the higher 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)



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***.

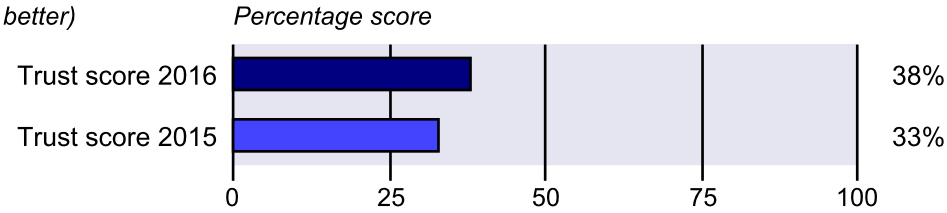
3.2 Largest Local Changes since the 2015 Survey

This page highlights the Key Finding that has improved at South East Coast Ambulance Service NHS Foundation Trust since the 2015 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

✓KF27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

(the higher the score the better)



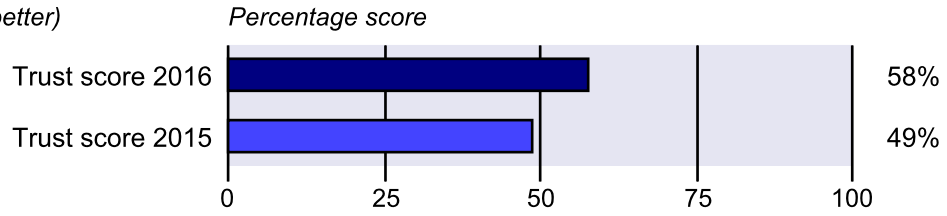
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2015-2016 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

This page highlights the five Key Findings where staff experiences have deteriorated since the 2015 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED

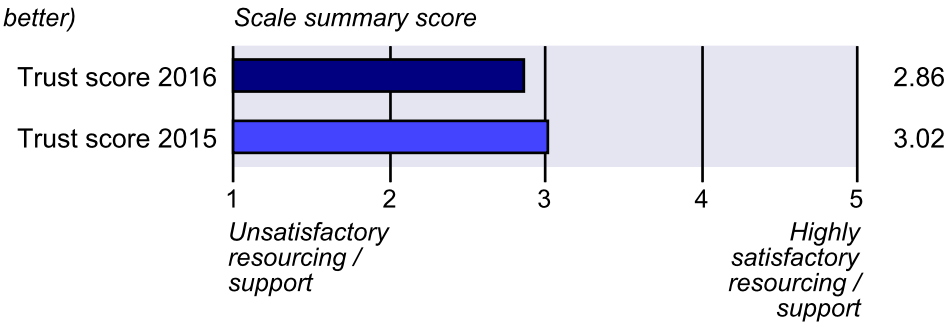
! KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



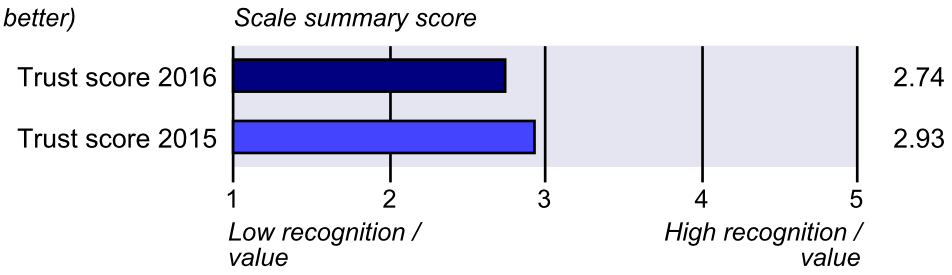
! KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



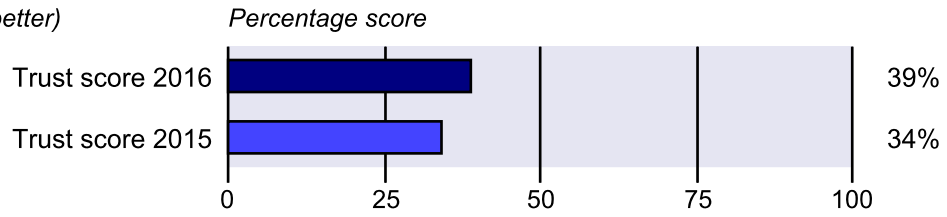
! KF5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



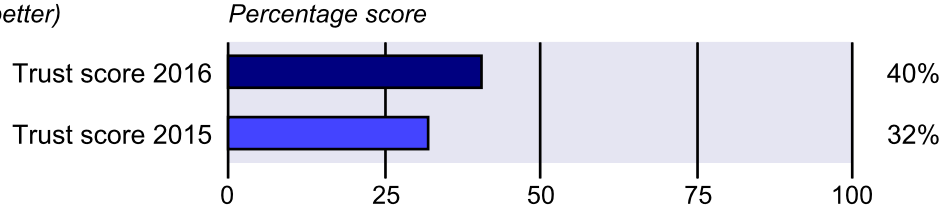
! KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(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)



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

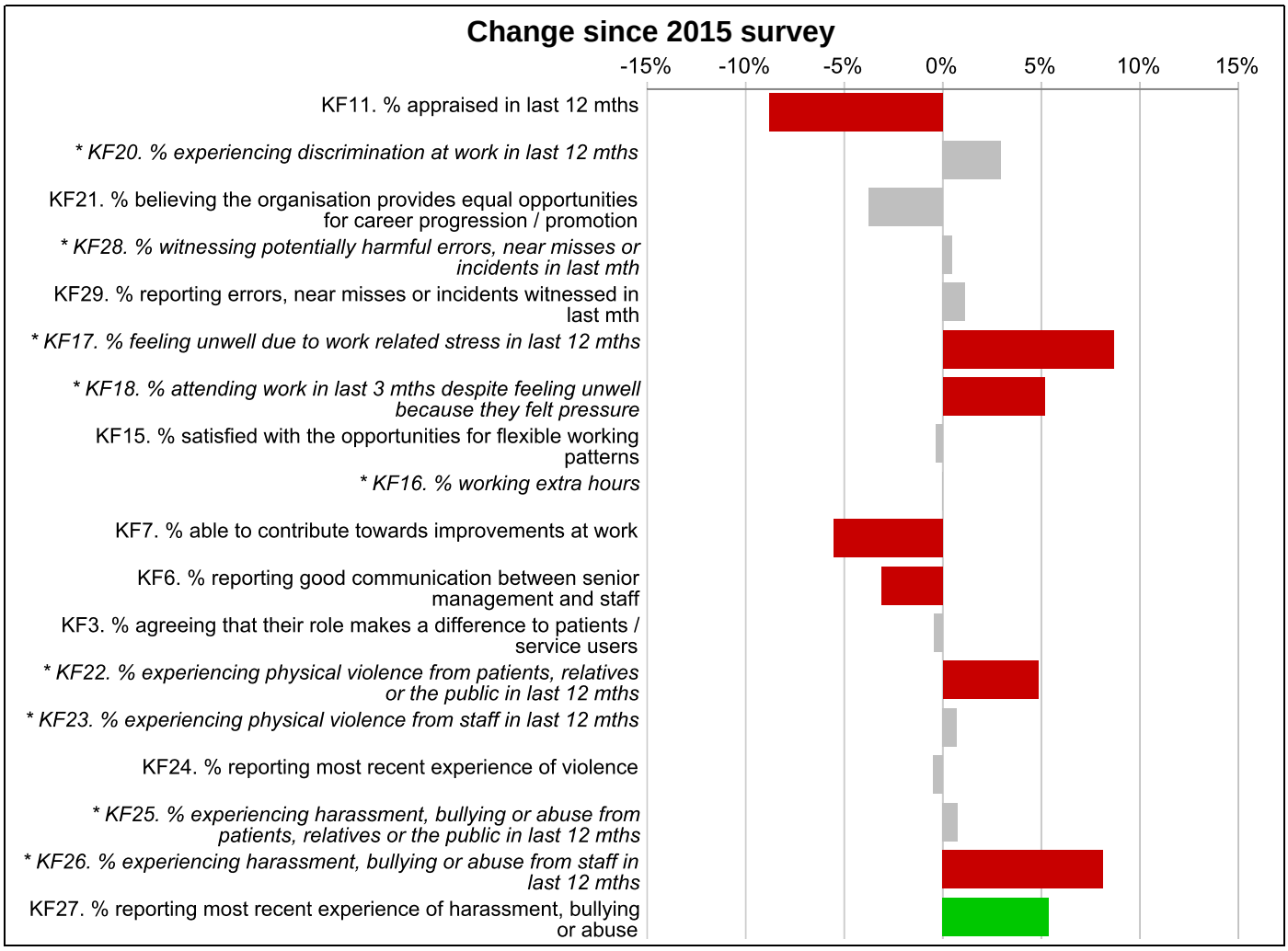
KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 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.



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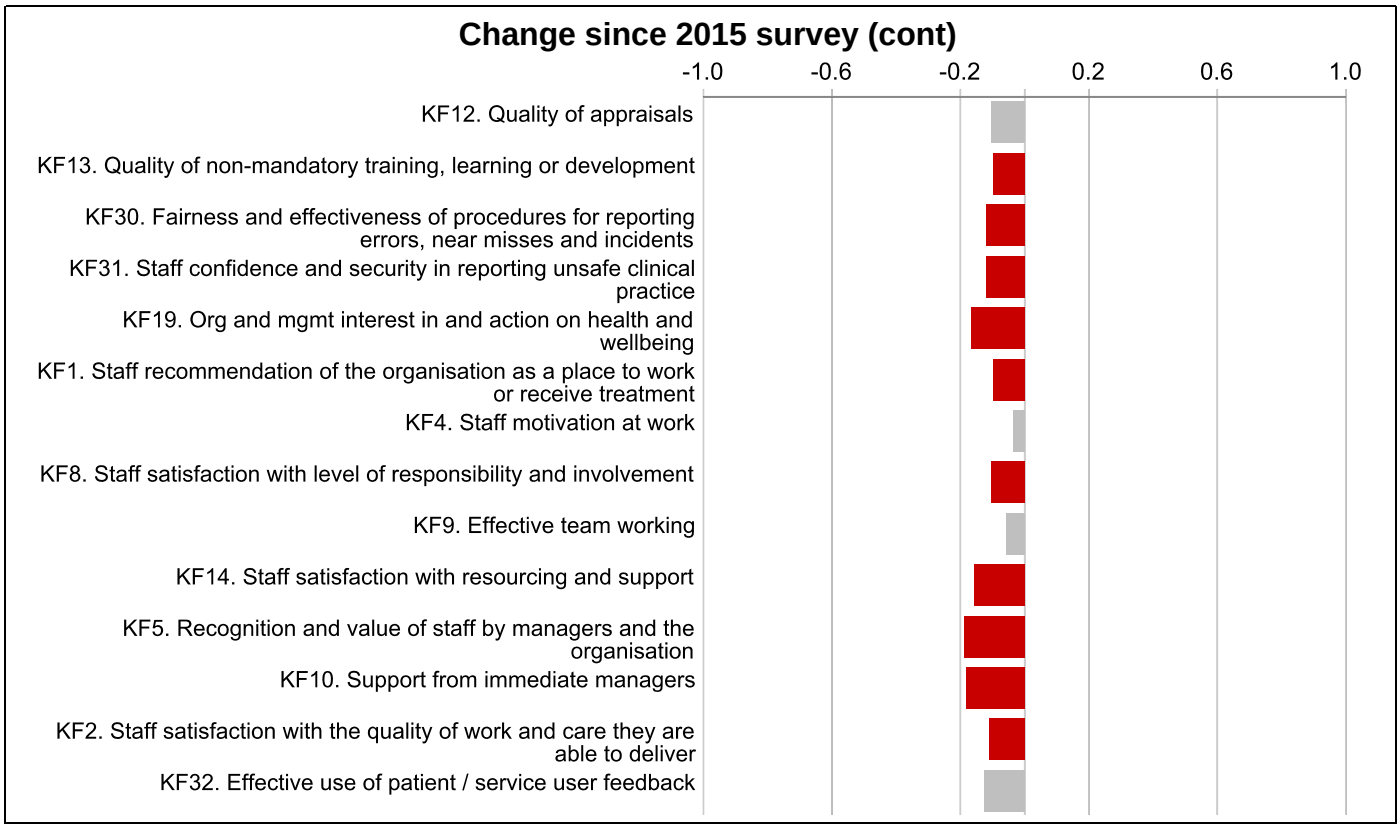


3.3. Summary of all Key Findings for South East Coast Ambulance Service NHS Foundation Trust

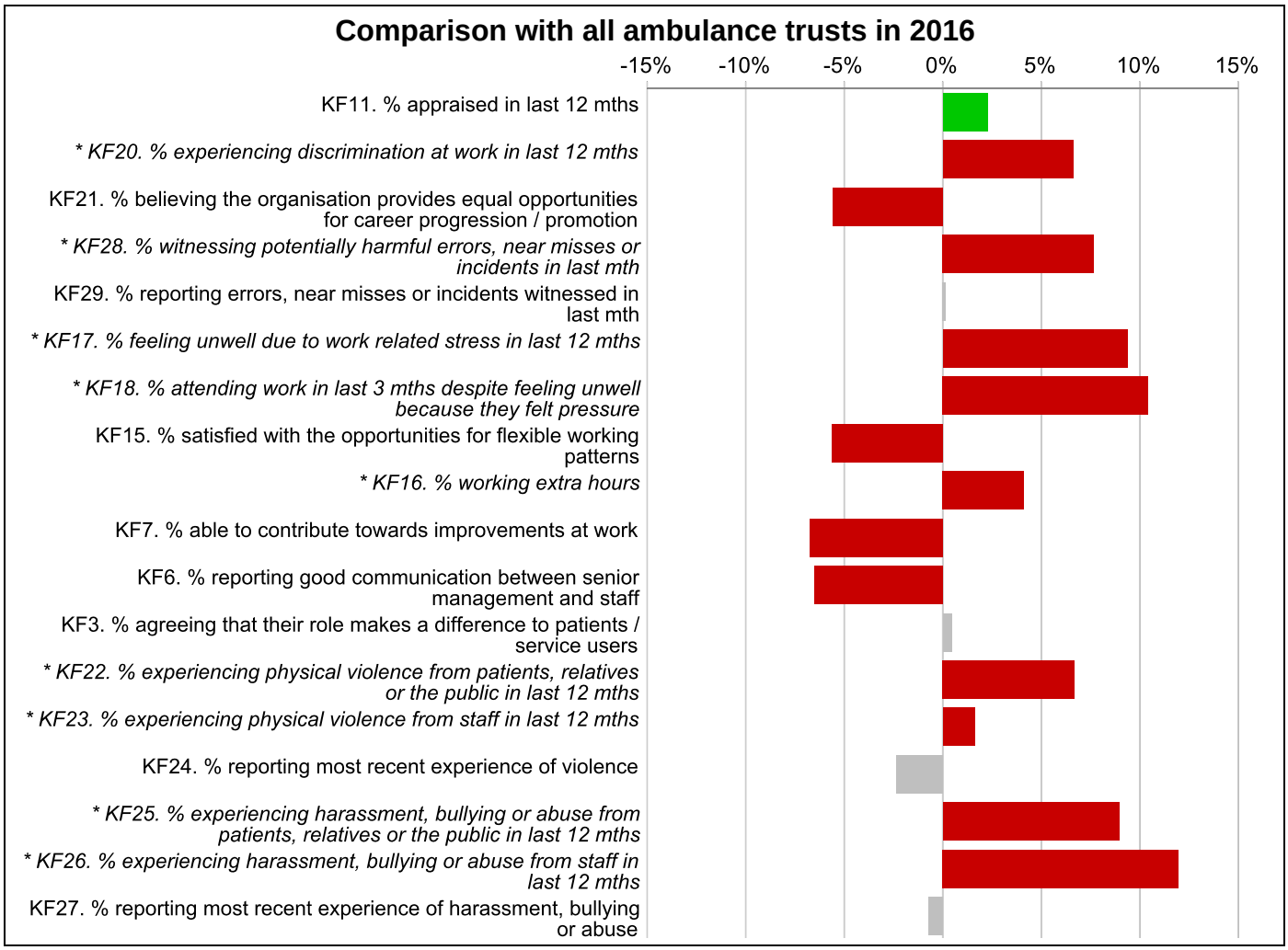
KEY

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

Red = Negative finding, i.e. 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.



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

KEY

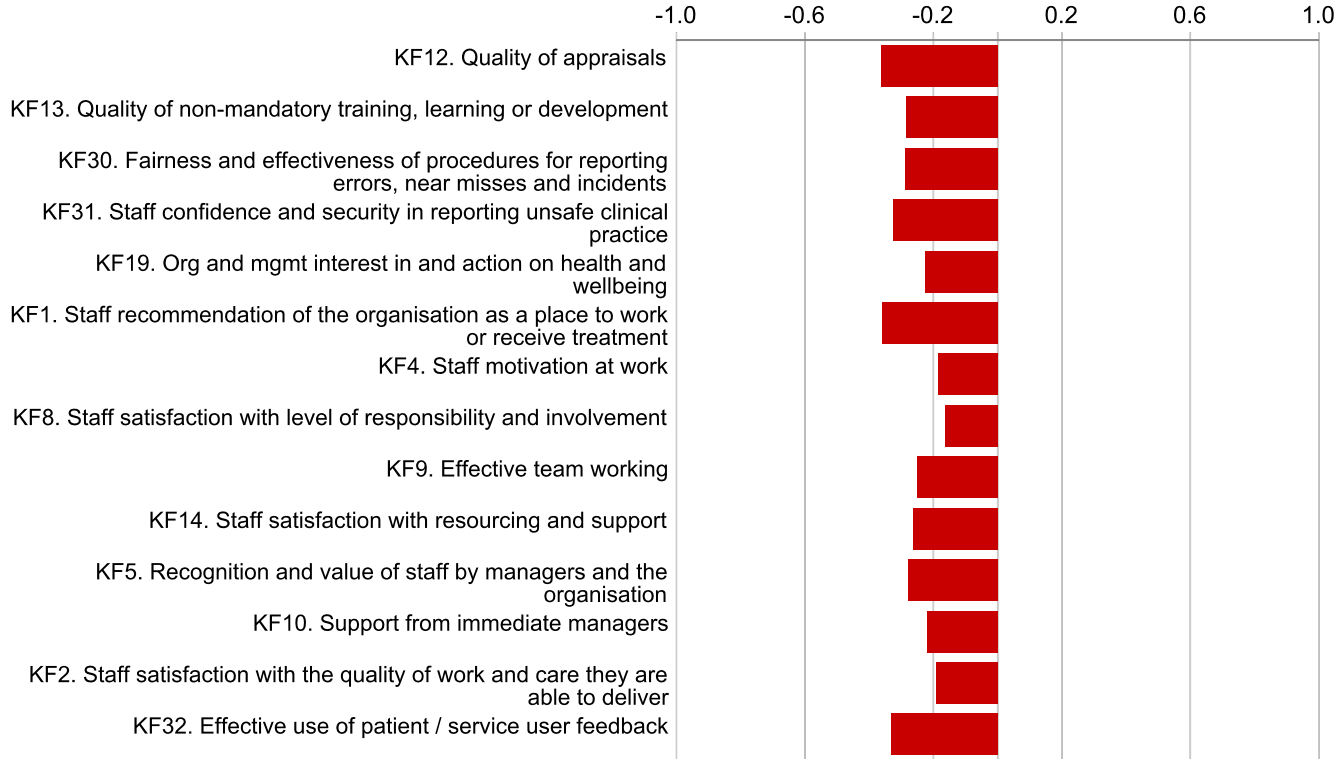
Green = Positive finding, e.g. better than average.

Red = Negative finding, i.e. 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 2016 (cont)



3.4. 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 2015.

! Red = Negative finding, e.g. worse than average, worse than 2015.

'Change since 2015 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2015 survey.

-- No comparison to the 2015 data is 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 2015 survey	Ranking, compared with all ambulance trusts in 2016
Appraisals & support for development		
KF11. % appraised in last 12 mths	! Decrease (worse than 15)	✓ Above (better than) average
KF12. Quality of appraisals	• No change	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	! Decrease (worse than 15)	! Below (worse than) average
Equality & 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	• No change	! Below (worse than) average
Errors & 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 last mth	• No change	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	! Decrease (worse than 15)	! Below (worse than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	! Decrease (worse than 15)	! Below (worse than) average
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	! Increase (worse than 15)	! Above (worse than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	! Increase (worse than 15)	! Above (worse than) average
KF19. Org and mgmt interest in and action on health and wellbeing	! Decrease (worse than 15)	! Below (worse than) average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	! Below (worse than) average
* *KF16. % working extra hours*	• No change	! Above (worse than) average

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

	Change since 2015 survey	Ranking, compared with all ambulance trusts in 2016
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	! Decrease (worse than 15)	! Below (worse than) average
KF4. Staff motivation at work	• No change	! Below (worse than) average
KF7. % able to contribute towards improvements at work	! Decrease (worse than 15)	! Below (worse than) average
KF8. Staff satisfaction with level of responsibility and involvement	! Decrease (worse than 15)	! Below (worse than) average
KF9. Effective team working	• No change	! Below (worse than) average
KF14. Staff satisfaction with resourcing and support	! Decrease (worse than 15)	! Below (worse than) average
Managers		
KF5. Recognition and value of staff by managers and the organisation	! Decrease (worse than 15)	! Below (worse than) average
KF6. % reporting good communication between senior management and staff	! Decrease (worse than 15)	! Below (worse than) average
KF10. Support from immediate managers	! Decrease (worse than 15)	! Below (worse than) average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	! Decrease (worse than 15)	! Below (worse than) average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	• Average
KF32. Effective use of patient / service user feedback	• No change	! Below (worse than) average
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	! Increase (worse than 15)	! Above (worse than) 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*	! Increase (worse than 15)	! Above (worse than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	✓ Increase (better than 15)	• Average

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

South East Coast Ambulance Service NHS Foundation Trust had 1278 staff take 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 40% in this trust in the 2015 survey.

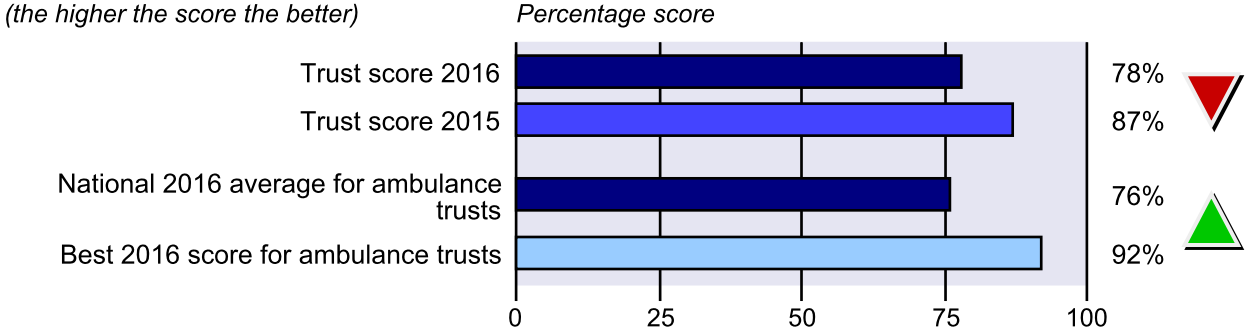
This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, errors and incidents, health and wellbeing, working patterns, job satisfaction, managers, patient care and experience , and violence, harassment and bullying.

Positive findings are indicated with a green arrow (e.g. where the trust is better than average, or where the score has improved since 2015). 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 2015). An equals sign indicates that there has been no change.

Appraisals & support for development

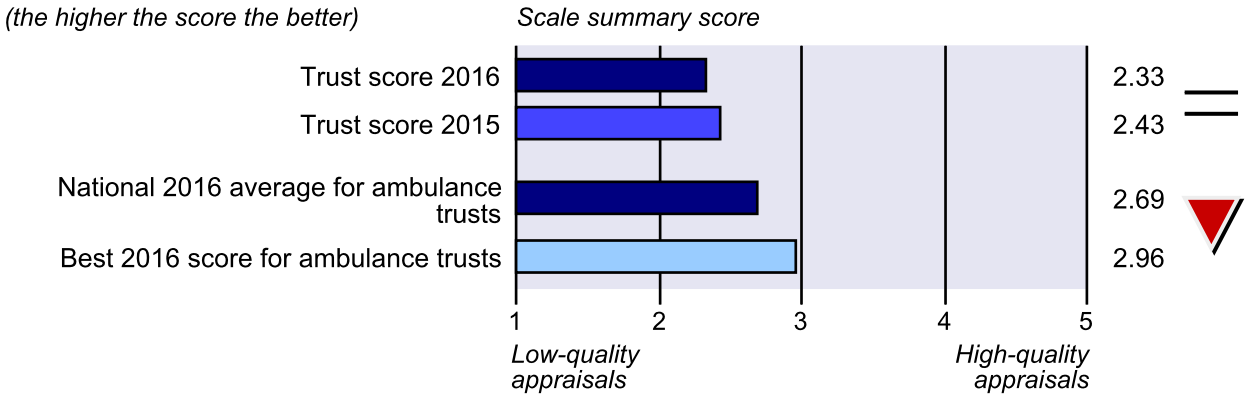
KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



KEY FINDING 12. Quality of appraisals

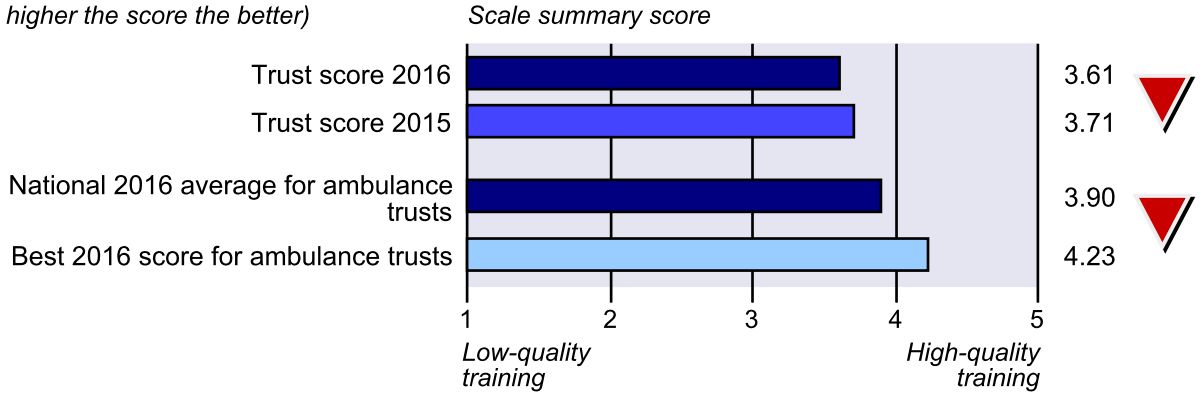
(the higher the score the better)



[1]Questionnaires were sent to all 3168 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 13. Quality of non-mandatory training, learning or development

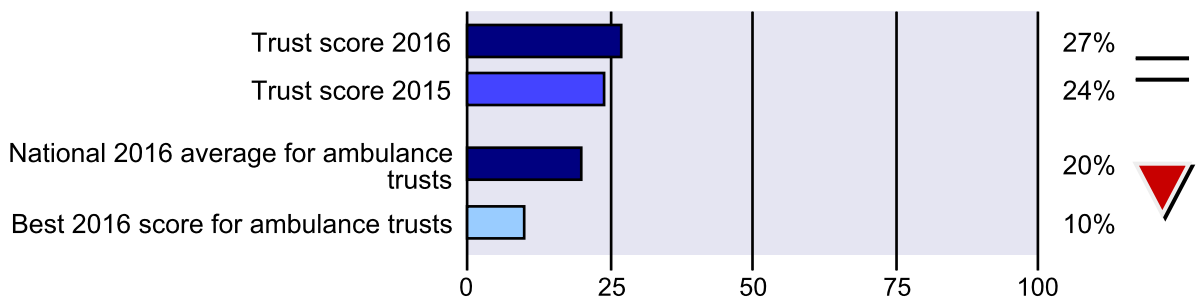
(the higher the score the better)



Equality & diversity

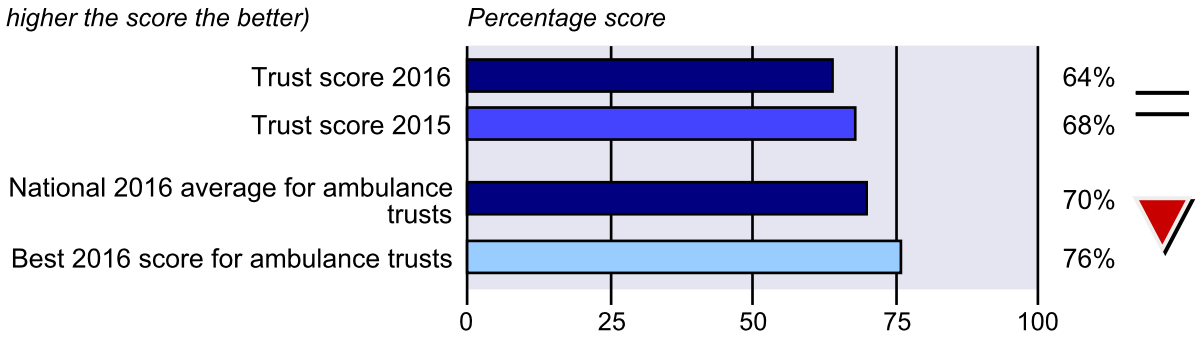
KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)



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

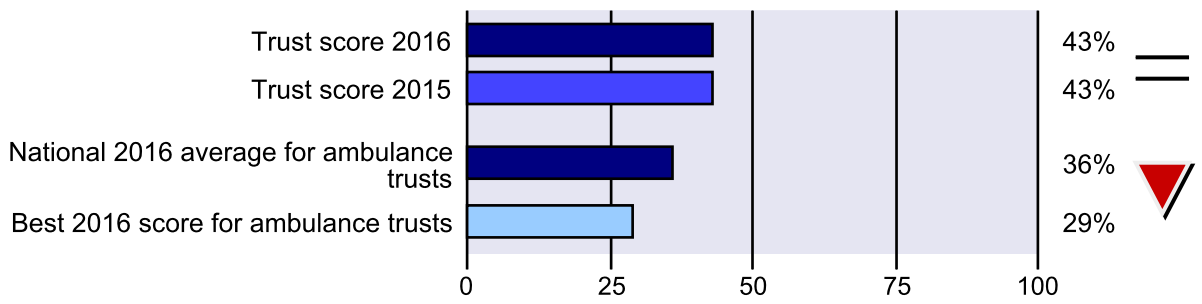
(the higher the score the better)



Errors & incidents

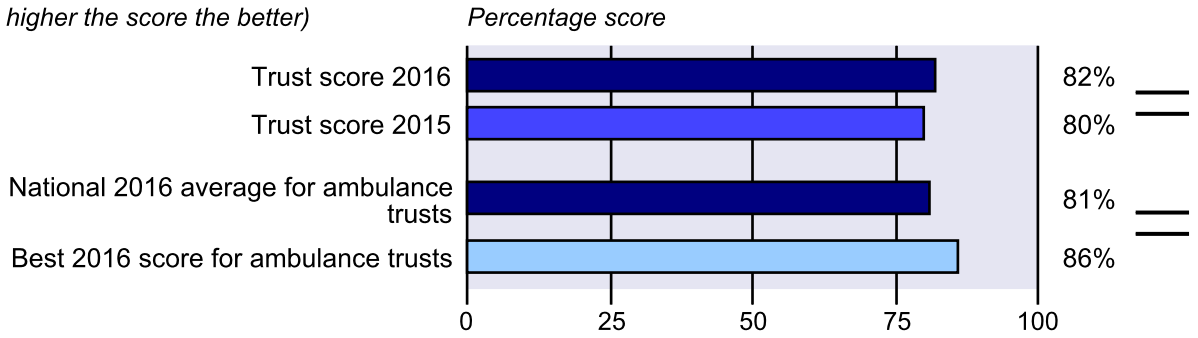
KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



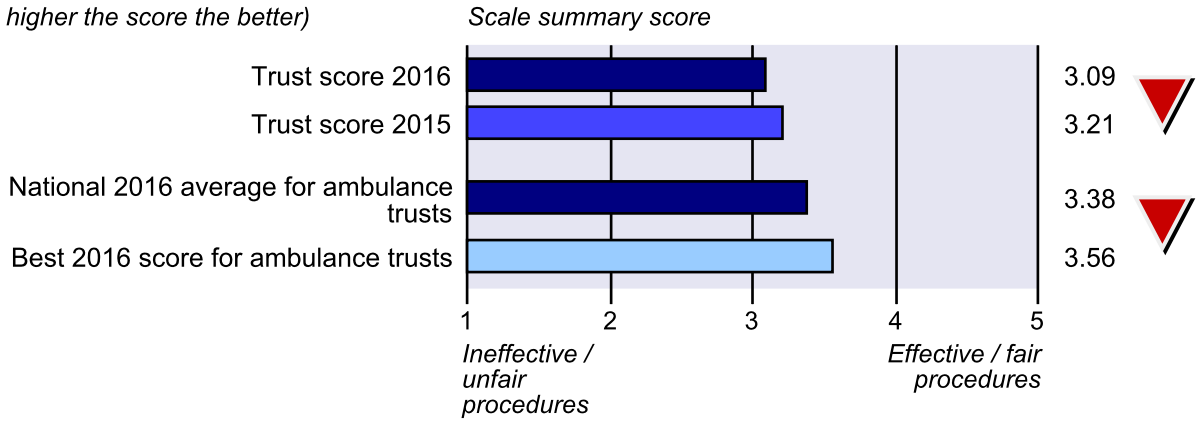
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



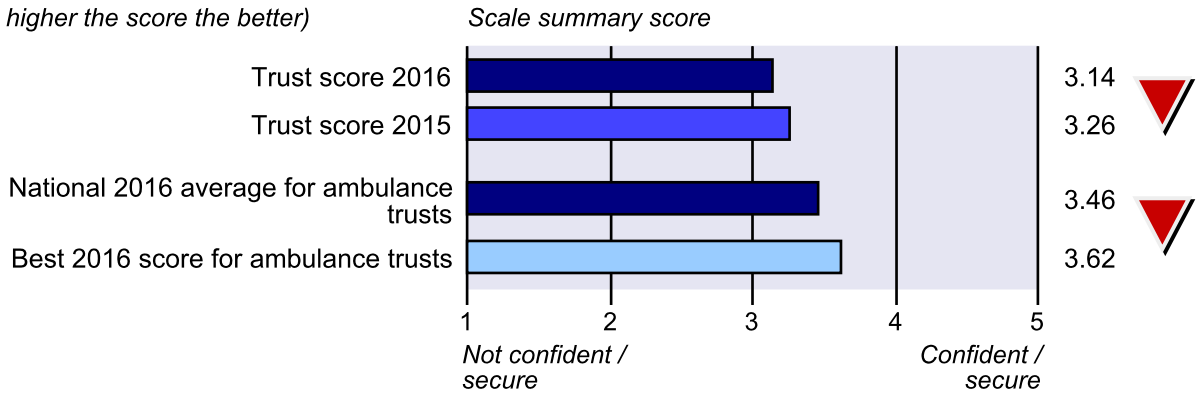
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



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

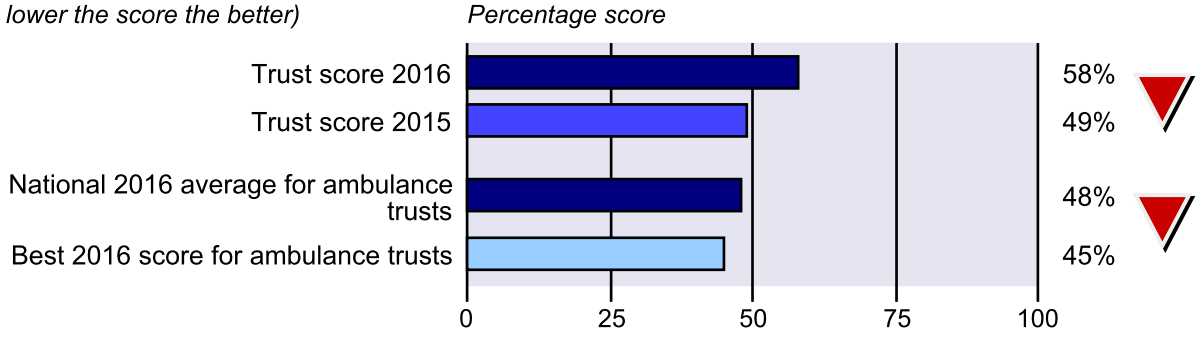
(the higher the score the better)



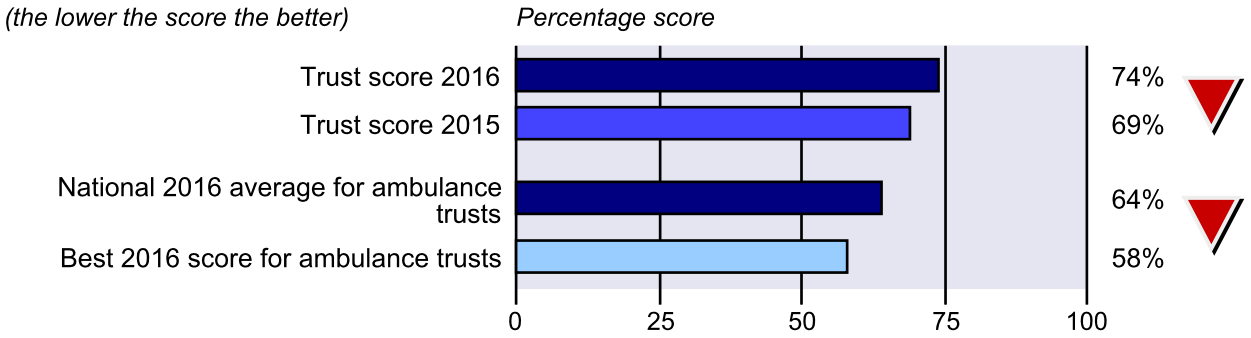
Health and wellbeing

KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

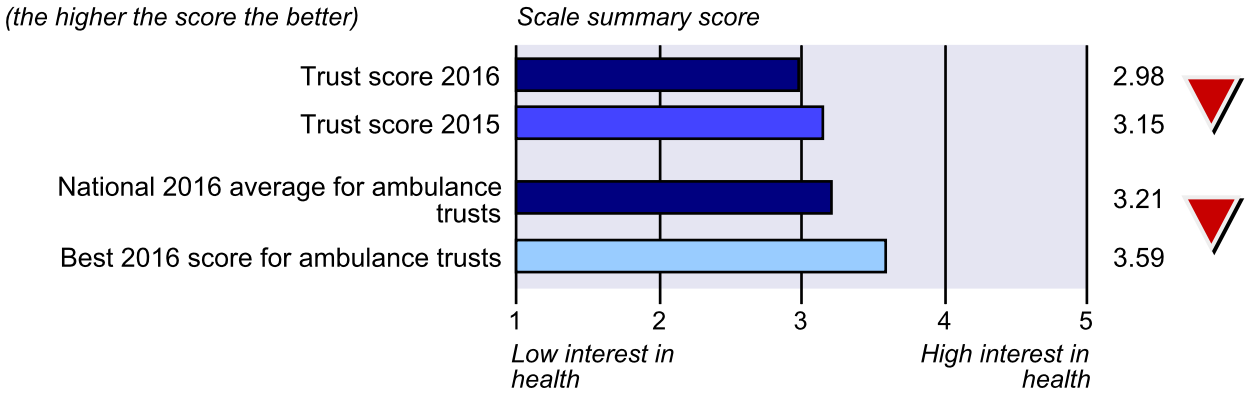
(the lower the score the better)



KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

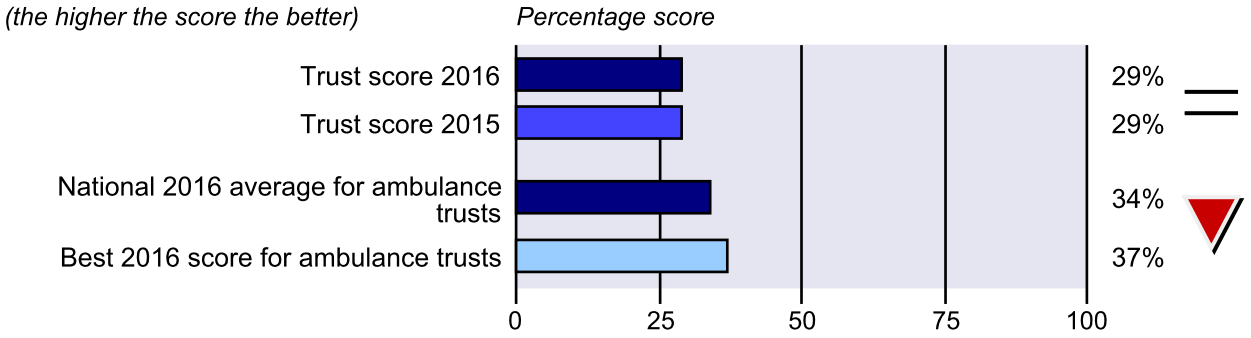


KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

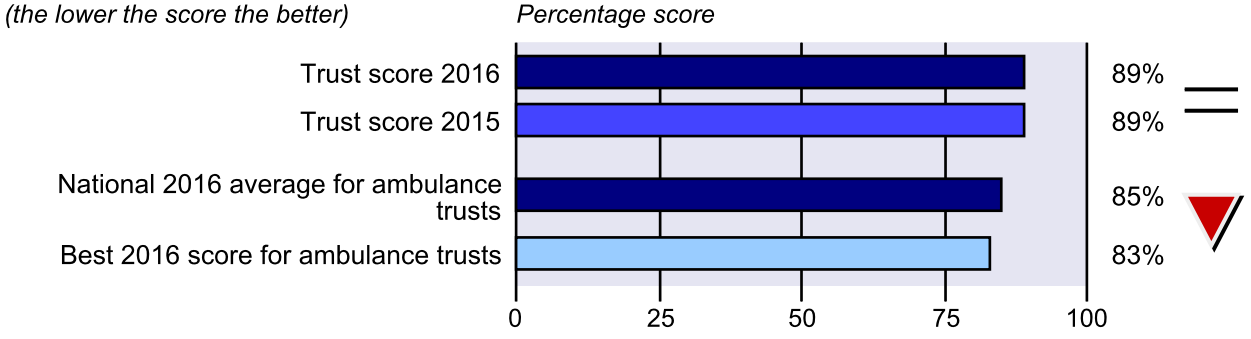


Working patterns

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



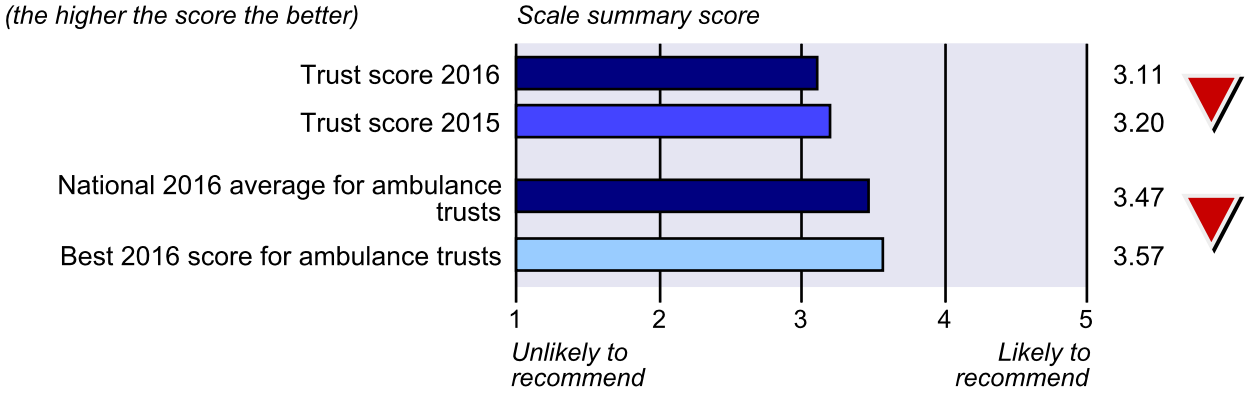
KEY FINDING 16. Percentage of staff working extra hours



Job satisfaction

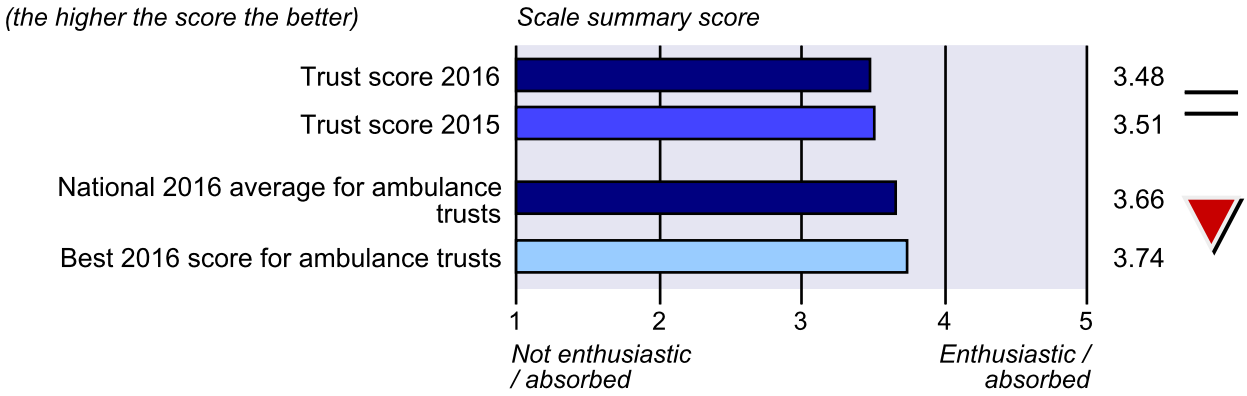
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



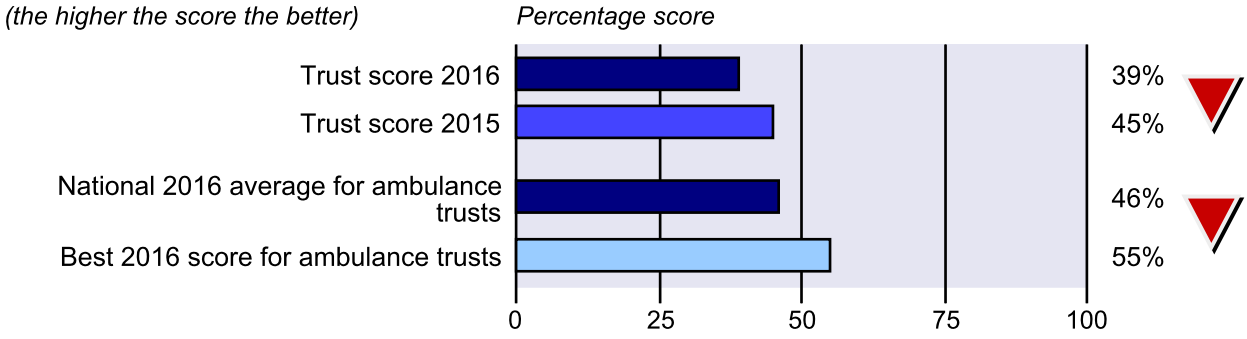
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



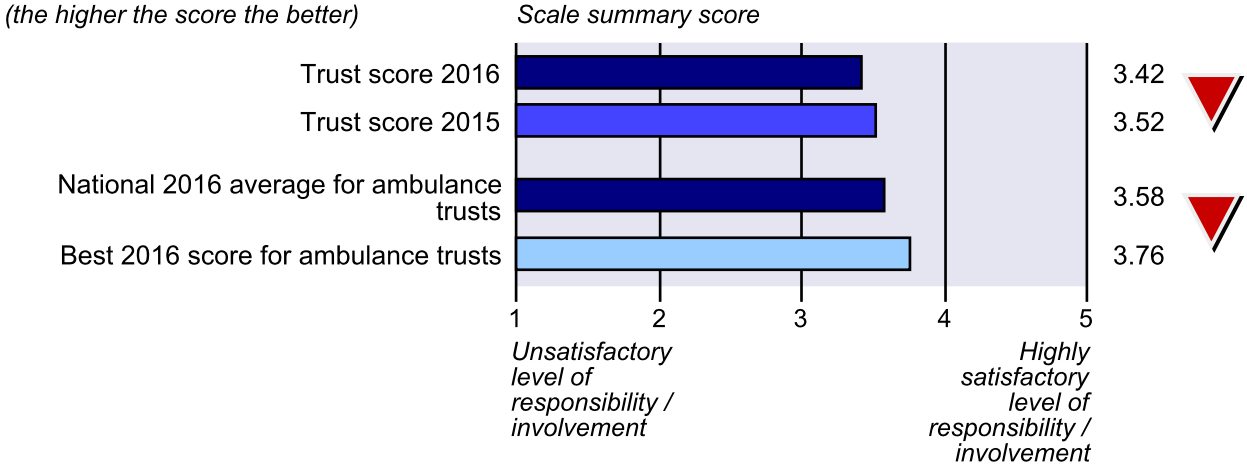
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



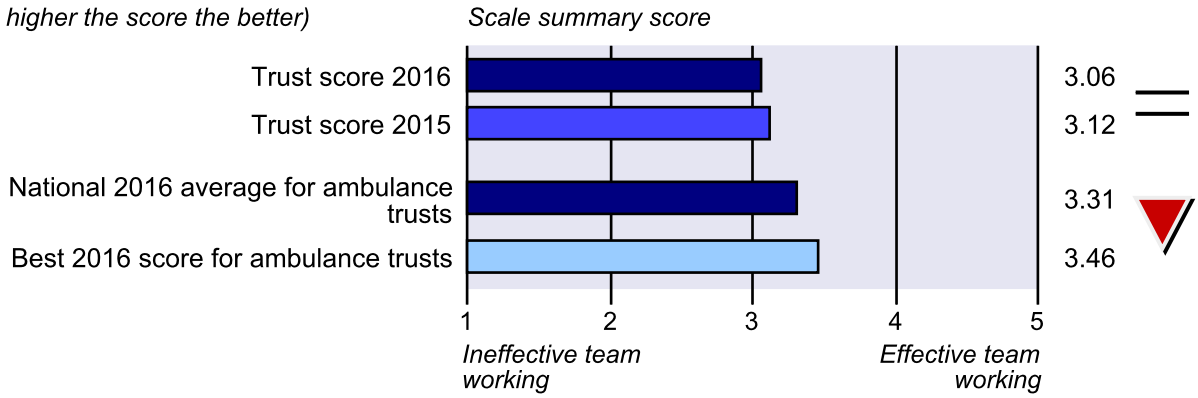
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



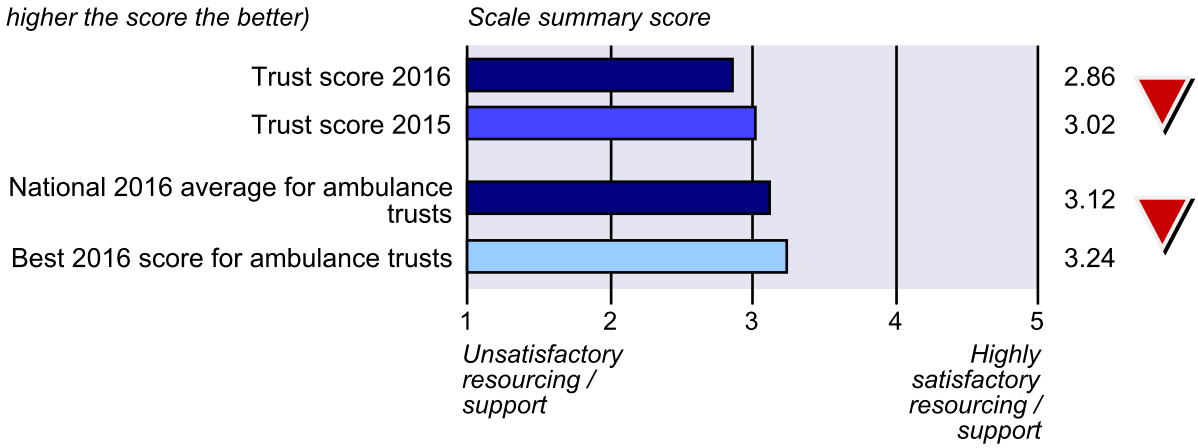
KEY FINDING 9. Effective team working

(the higher the score the better)



KEY FINDING 14. Staff satisfaction with resourcing and support

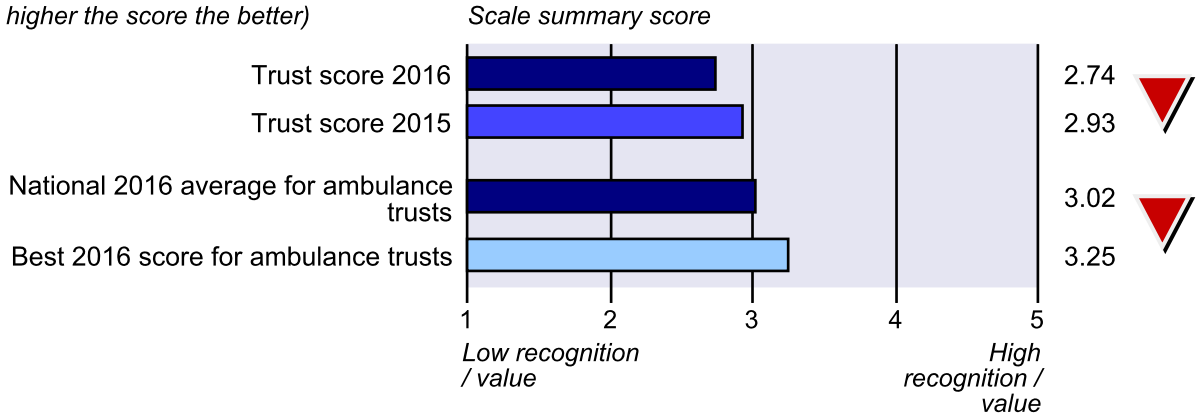
(the higher the score the better)



Managers

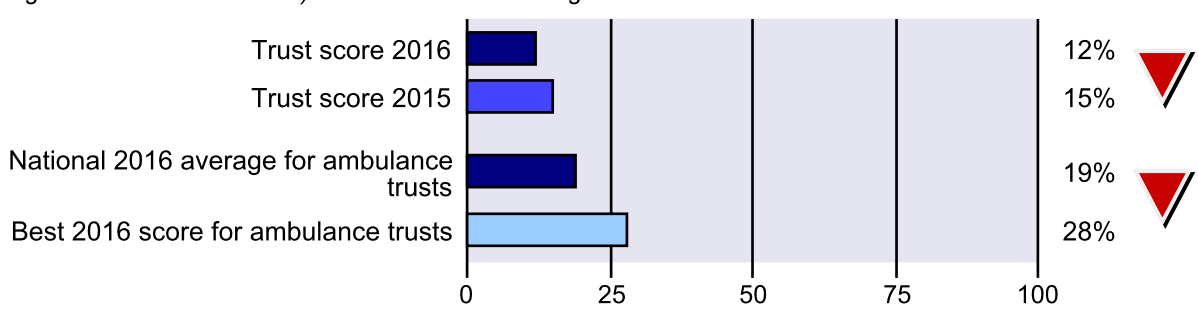
KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



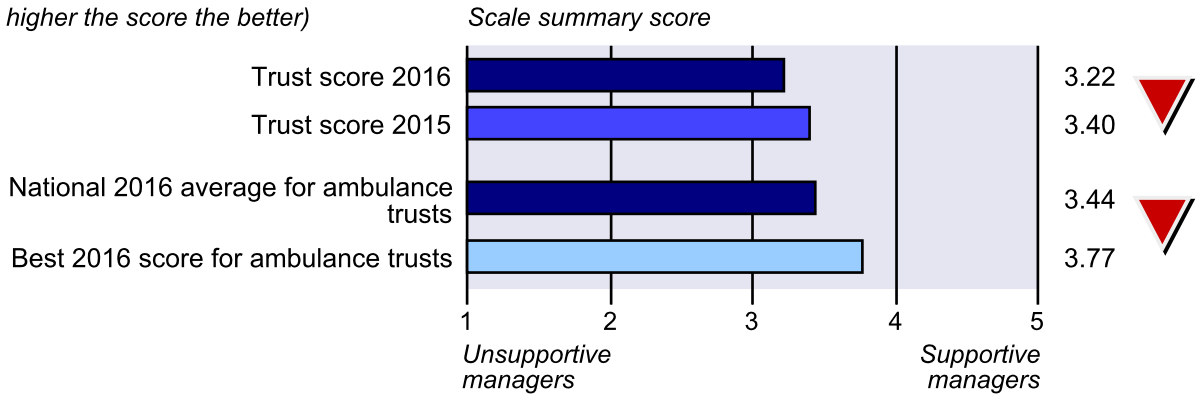
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 10. Support from immediate managers

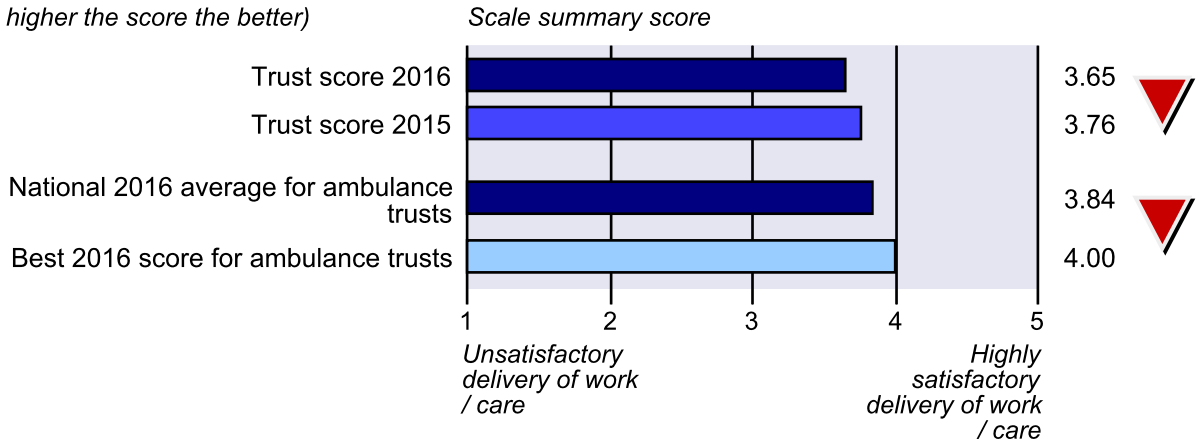
(the higher the score the better)



Patient care & experience

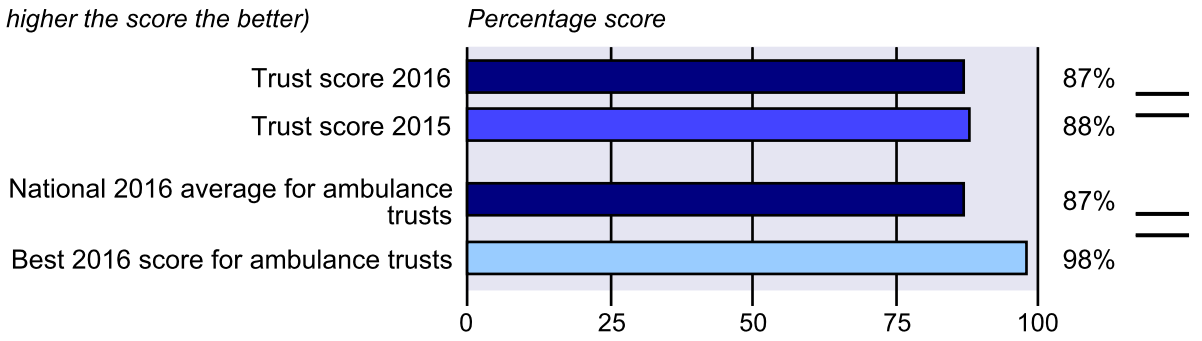
KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



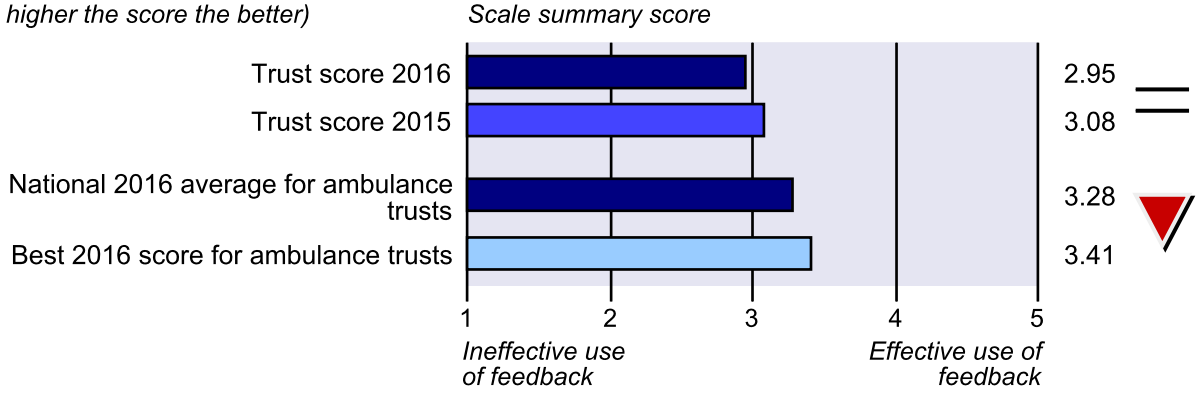
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



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

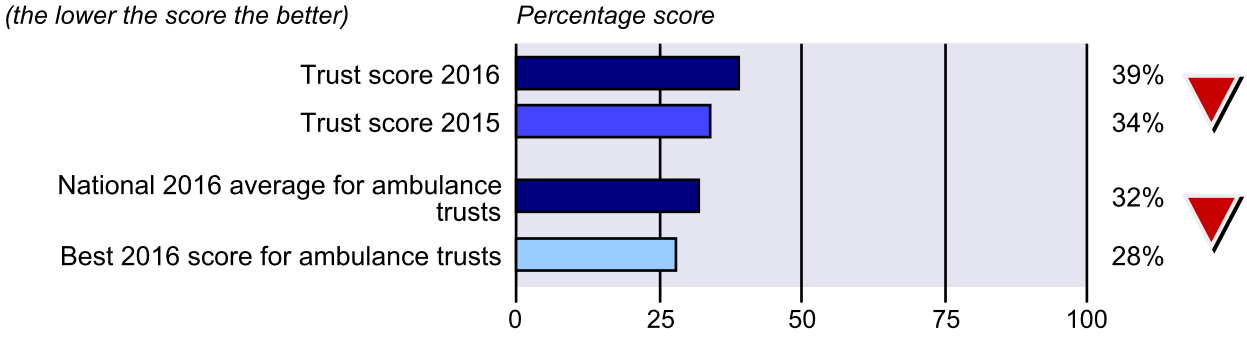
(the higher the score the better)



Violence, harassment & bullying

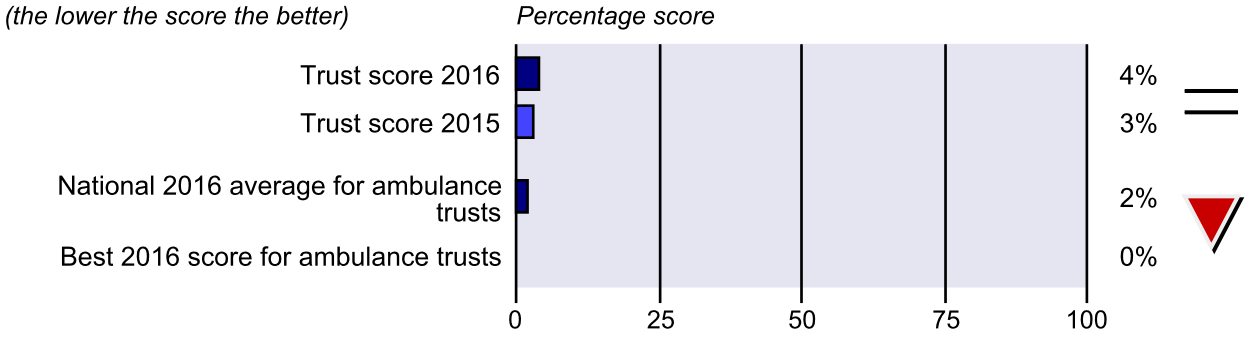
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



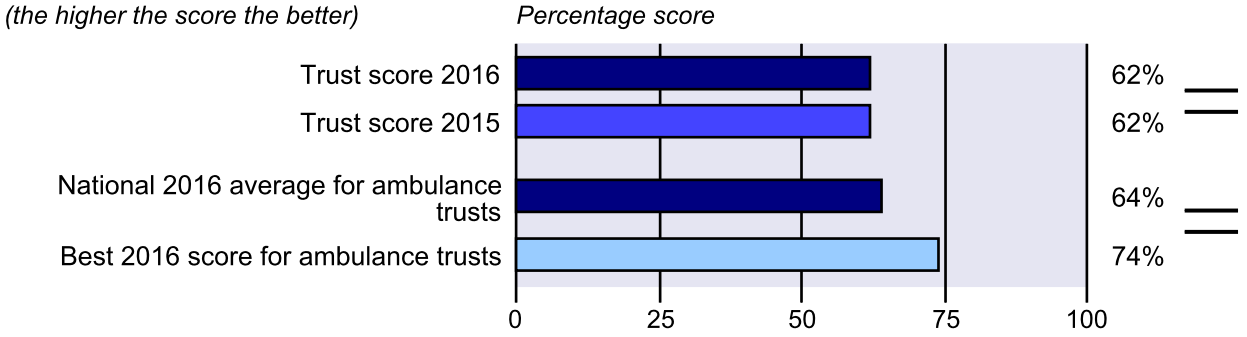
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



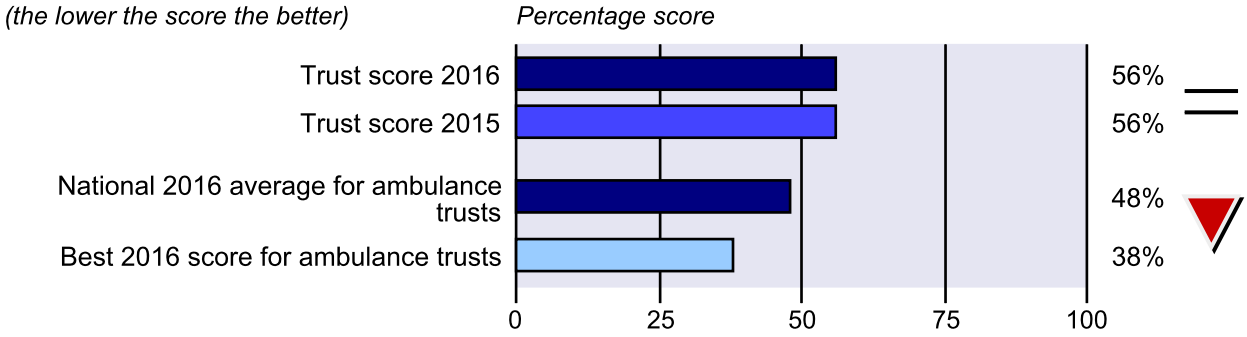
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



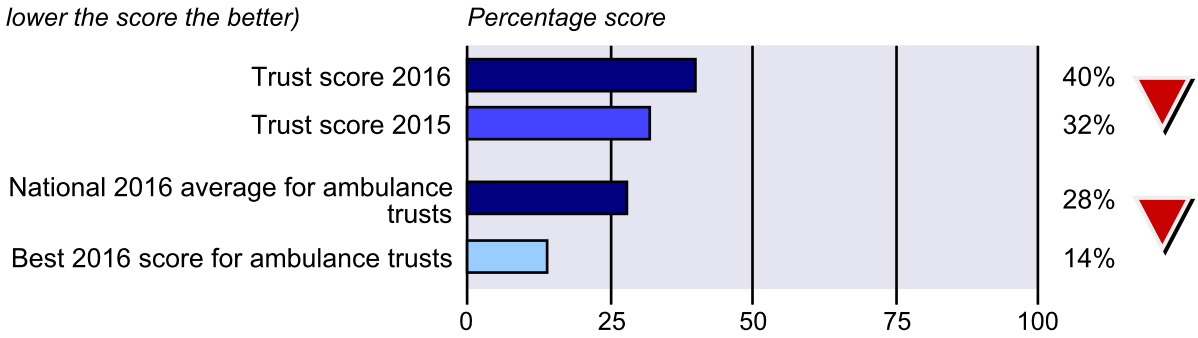
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



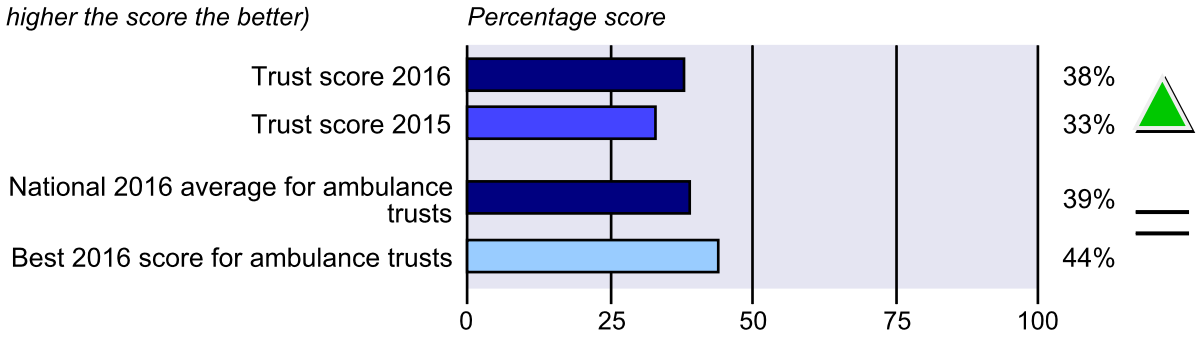
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(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)



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.

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 2016	Average (median) for ambulance trusts	Your Trust in 2015
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	62%	45%	61%
		BME	59%	40%	39%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	39%	28%	32%
		BME	44%	30%	27%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	63%	72%	66%
		BME	48%	55%	67%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	17%	11%	13%
		BME	27%	19%	16%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at South East Coast Ambulance Service NHS Foundation Trust broken down by work group characteristics: occupational groups, directorates, 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 6.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for '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
Appraisals & support for development											
KF11. % appraised in last 12 mths	83	74	67	69	93	74	78	75	79	84	77
KF12. Quality of appraisals	-	2.61	2.86	2.95	2.52	2.00	2.10	2.46	2.12	2.58	2.27
KF13. Quality of non-mandatory training, learning or development	3.55	3.94	3.19	3.78	3.59	3.49	3.69	3.64	3.48	3.42	3.94
Equality & diversity											
* *KF20. % experiencing discrimination at work in last 12 mths*	33	11	19	10	7	31	36	26	30	19	7
KF21. % believing the organisation provides equal opportunities for career progression / promotion	-	78	58	68	83	53	60	72	50	73	77
Errors & incidents											
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	58	43	9	9	33	48	50	44	44	48	48
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	82	-	-	-	84	89	77	75	83	60
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.63	3.21	3.33	3.30	3.11	2.94	3.01	3.18	2.93	3.29	3.02
KF31. Staff confidence and security in reporting unsafe clinical practice	3.67	3.39	3.28	3.26	3.08	2.96	3.11	3.23	2.96	3.31	3.02
Health and wellbeing											
* *KF17. % feeling unwell due to work related stress in last 12 mths*	25	57	32	51	47	72	66	41	62	63	44
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	67	62	68	66	64	81	79	67	79	68	69
KF19. Org and mgmt interest in and action on health and wellbeing	3.25	3.45	3.47	3.33	3.53	2.71	2.79	3.06	2.65	3.34	3.08
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	58	67	66	51	27	17	21	18	23	39	22
* *KF16. % working extra hours*	83	96	77	84	87	96	97	100	98	68	74
Number of respondents	12	28	44	43	15	92	487	123	229	115	32

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
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.86	3.52	3.37	3.66	3.93	2.78	2.88	3.39	2.74	3.32	3.26
KF4. Staff motivation at work	3.94	3.89	3.69	3.74	3.89	3.20	3.43	3.92	3.23	3.24	3.59
KF7. % able to contribute towards improvements at work	33	75	57	67	73	35	35	29	24	37	31
KF8. Staff satisfaction with level of responsibility and involvement	3.57	3.69	3.56	3.60	3.94	3.25	3.44	3.34	3.21	3.48	3.29
KF9. Effective team working	3.09	3.73	3.31	3.56	3.64	2.81	2.88	3.04	2.73	3.30	2.80
KF14. Staff satisfaction with resourcing and support	3.27	2.88	3.12	3.15	3.23	2.63	2.77	3.12	2.77	2.73	2.93
Managers											
KF5. Recognition and value of staff by managers and the organisation	3.22	2.95	3.22	3.07	3.20	2.41	2.56	2.94	2.45	3.06	2.75
KF6. % reporting good communication between senior management and staff	25	18	20	28	7	5	7	9	7	25	9
KF10. Support from immediate managers	3.72	3.39	3.56	3.45	3.44	3.11	3.17	3.32	2.98	3.56	2.76
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.50	3.56	3.51	3.62	-	3.55	3.65	3.98	3.69	3.21	3.77
KF3. % agreeing that their role makes a difference to patients / service users	92	88	63	70	-	90	90	91	85	82	84
KF32. Effective use of patient / service user feedback	-	-	-	-	-	2.75	2.77	2.98	3.04	3.31	-
Violence, harassment & bullying											
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	25	4	0	0	0	44	60	62	60	3	26
* *KF23. % experiencing physical violence from staff in last 12 mths*	8	0	0	0	0	2	4	7	7	2	3
KF24. % reporting most recent experience of violence	-	-	-	-	-	71	64	46	62	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	83	11	9	5	7	70	75	72	71	46	39
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	50	36	21	43	33	46	42	36	36	42	35
KF27. % reporting most recent experience of harassment, bullying or abuse	-	18	27	44	-	43	35	38	39	29	40
Overall staff engagement	3.57	3.75	3.47	3.70	3.86	2.96	3.11	3.40	2.90	3.23	3.19
Number of respondents	12	28	44	43	15	92	487	123	229	115	32

Table 6.2: Key Findings for different directorates Page 1 of 2

	Chief Executive	EOC Kent	EOC Surrey	EOC Sussex	Finance	Human Resources	Operations	OU Ashford	OU Brighton
Appraisals & support for development									
KF11. % appraised in last 12 mths	86	90	88	82	67	64	82	92	68
KF12. Quality of appraisals	3.44	2.58	2.50	2.48	2.28	2.75	2.52	2.20	2.00
KF13. Quality of non-mandatory training, learning or development	-	3.48	2.87	3.53	-	3.56	3.67	3.54	3.63
Equality & diversity									
* *KF20. % experiencing discrimination at work in last 12 mths*	13	18	30	25	5	21	15	39	35
KF21. % believing the organisation provides equal opportunities for career progression / promotion	82	84	75	64	53	63	75	63	63
Errors & incidents									
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	13	50	61	58	14	20	28	50	40
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	90	85	77	-	-	90	68	87
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.38	3.32	3.20	3.26	2.98	3.03	3.34	3.08	3.02
KF31. Staff confidence and security in reporting unsafe clinical practice	3.43	3.45	3.24	3.28	2.98	3.04	3.27	3.05	3.10
Health and wellbeing									
* *KF17. % feeling unwell due to work related stress in last 12 mths*	67	71	67	63	50	56	46	48	70
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	69	67	81	64	67	63	71	80	76
KF19. Org and mgmt interest in and action on health and wellbeing	3.32	3.37	3.58	3.05	3.18	2.96	3.40	2.93	2.77
Working patterns									
KF15. % satisfied with the opportunities for flexible working patterns	67	31	27	33	48	52	48	19	20
* *KF16. % working extra hours*	73	69	67	74	86	92	87	98	99
Number of respondents	15	42	33	40	22	25	111	54	82

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

Table 6.2: Key Findings for different directorates (cont) Page 1 of 2

	Chief Executive	EOC Kent	EOC Surrey	EOC Sussex	Finance	Human Resources	Operations	OU Ashford	OU Brighton
Job satisfaction									
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.80	3.40	3.08	3.28	3.67	3.31	3.44	2.90	3.02
KF4. Staff motivation at work	3.76	3.27	3.22	3.33	3.79	3.72	3.64	3.46	3.48
KF7. % able to contribute towards improvements at work	67	52	33	25	68	52	64	33	32
KF8. Staff satisfaction with level of responsibility and involvement	3.73	3.47	3.38	3.47	3.52	3.32	3.65	3.44	3.44
KF9. Effective team working	3.28	3.38	3.37	3.21	3.70	3.28	3.46	2.91	2.76
KF14. Staff satisfaction with resourcing and support	3.20	2.73	2.64	2.61	3.00	2.87	3.03	2.89	2.84
Managers									
KF5. Recognition and value of staff by managers and the organisation	3.38	3.17	2.93	2.91	2.94	2.75	3.06	2.79	2.46
KF6. % reporting good communication between senior management and staff	47	29	12	30	18	16	18	7	6
KF10. Support from immediate managers	3.48	3.69	3.72	3.34	3.42	3.15	3.36	3.27	3.09
Patient care & experience									
KF2. Staff satisfaction with the quality of work and care they are able to deliver	-	3.30	2.95	3.09	-	-	3.76	3.69	3.84
KF3. % agreeing that their role makes a difference to patients / service users	-	90	73	85	67	65	83	89	94
KF32. Effective use of patient / service user feedback	-	-	3.08	-	-	-	3.19	3.11	2.52
Violence, harassment & bullying									
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	0	8	6	0	0	4	12	59	63
* *KF23. % experiencing physical violence from staff in last 12 mths*	0	0	6	3	0	0	2	6	2
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	45	46	64
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	7	55	48	63	9	4	18	77	80
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	40	39	42	46	36	38	36	40	22
KF27. % reporting most recent experience of harassment, bullying or abuse	-	35	32	27	-	-	33	29	25
Overall staff engagement	3.73	3.31	3.08	3.21	3.71	3.50	3.53	3.13	3.15
Number of respondents	15	42	33	40	22	25	111	54	82

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

Table 6.2: Key Findings for different directorates Page 2 of 2

	OU Chertsey	OU Dartford & Medway	OU Eastbourne & Hastings	OU Gatwick & Redhill	OU Guildford	OU Paddock Wood	OU Tangmere & Worthing	OU Thanet	Paramedic	PTS Surrey	Quality & Safety	Urgent Care 111
Appraisals & support for development												
KF11. % appraised in last 12 mths	68	82	56	82	65	88	79	87	95	66	83	86
KF12. Quality of appraisals	2.12	2.42	1.88	2.21	2.21	2.04	1.88	2.06	2.21	2.18	-	3.29
KF13. Quality of non-mandatory training, learning or development	3.56	3.92	3.57	3.66	3.35	3.58	3.54	3.78	3.67	3.69	-	4.20
Equality & diversity												
* *KF20. % experiencing discrimination at work in last 12 mths*	32	24	35	28	29	44	41	38	33	7	33	17
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	61	46	69	56	54	49	68	31	73	-	80
Errors & incidents												
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	53	47	49	51	51	47	48	48	41	39	25	34
KF29. % reporting errors, near misses or incidents witnessed in last mth	81	88	85	82	76	86	89	86	80	58	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.07	3.23	2.87	2.96	2.95	3.01	2.73	3.16	2.89	3.07	3.35	3.75
KF31. Staff confidence and security in reporting unsafe clinical practice	3.07	3.24	2.84	3.10	3.12	3.05	2.86	3.26	3.15	3.10	3.42	3.59
Health and wellbeing												
* *KF17. % feeling unwell due to work related stress in last 12 mths*	64	56	68	57	59	62	64	71	59	41	58	31
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	77	78	77	72	83	76	84	82	70	69	-	67
KF19. Org and mgmt interest in and action on health and wellbeing	2.96	2.74	2.58	2.89	2.67	2.96	2.36	2.84	2.94	3.28	2.79	3.66
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	17	19	14	29	13	20	9	23	30	44	67	48
* *KF16. % working extra hours*	95	97	99	98	100	95	98	98	100	68	73	72
Number of respondents	69	103	114	123	71	61	105	62	61	32	12	29

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

Table 6.2: Key Findings for different directorates (cont) Page 2 of 2

	OU Chertsey	OU Dartford & Medway	OU Eastbourne & Hastings	OU Gatwick & Redhill	OU Guildford	OU Paddock Wood	OU Tangmere & Worthing	OU Thanet	Paramedic	PTS Surrey	Quality & Safety	Urgent Care 111
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	2.77	2.92	2.70	2.97	2.92	3.04	2.75	3.00	2.81	3.30	3.17	3.80
KF4. Staff motivation at work	3.46	3.46	3.16	3.47	3.55	3.46	3.37	3.54	3.43	3.48	3.56	3.70
KF7. % able to contribute towards improvements at work	30	29	25	24	20	34	30	42	51	38	67	52
KF8. Staff satisfaction with level of responsibility and involvement	3.33	3.45	3.26	3.35	3.39	3.47	3.22	3.34	3.25	3.38	3.05	3.70
KF9. Effective team working	2.81	2.95	2.63	2.67	2.79	2.88	2.67	2.85	3.45	3.06	3.14	3.24
KF14. Staff satisfaction with resourcing and support	2.81	2.88	2.61	2.84	2.72	2.82	2.85	2.91	2.73	3.03	2.69	3.33
Managers												
KF5. Recognition and value of staff by managers and the organisation	2.68	2.55	2.46	2.60	2.45	2.64	2.37	2.60	2.61	2.94	2.67	3.45
KF6. % reporting good communication between senior management and staff	13	3	5	6	7	11	3	10	7	9	0	34
KF10. Support from immediate managers	3.55	3.02	3.17	3.15	2.80	3.16	2.78	3.12	3.48	3.01	3.08	3.75
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.70	3.88	3.59	3.60	3.80	3.79	3.77	3.80	3.33	3.96	-	3.99
KF3. % agreeing that their role makes a difference to patients / service users	96	92	83	87	87	89	92	95	86	90	-	88
KF32. Effective use of patient / service user feedback	2.58	2.76	2.58	2.95	3.12	2.64	2.76	2.89	3.08	-	-	3.83
Violence, harassment & bullying												
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	68	71	59	61	67	53	67	56	33	29	0	18
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	6	4	6	6	5	7	7	7	0	0	7
KF24. % reporting most recent experience of violence	67	66	63	67	61	54	69	53	53	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	78	74	82	72	79	77	77	70	46	39	27	55
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	47	34	50	30	41	43	52	33	59	35	45	29
KF27. % reporting most recent experience of harassment, bullying or abuse	28	47	47	40	35	35	39	49	31	40	-	38
Overall staff engagement	3.02	3.11	2.85	3.10	3.13	3.17	2.96	3.18	3.17	3.20	3.27	3.59
Number of respondents	69	103	114	123	71	61	105	62	61	32	12	29

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

Table 6.3: Key Findings for different departments

	111	ACAs and PTS Team Leaders	Clinical Team Leader	ECSW	EOC	OUMs and COMs	Paramedic	PPs and CCPs	Support Services Admin (Band 2 - Band 6)	Support Services Managers, Snr Manager, Directors	Technician/Associat Practitioner
Appraisals & support for development											
KF11. % appraised in last 12 mths	85	75	73	77	88	92	77	66	74	83	80
KF12. Quality of appraisals	3.32	2.21	2.13	2.51	2.65	2.65	1.96	1.79	2.56	2.53	2.08
KF13. Quality of non-mandatory training, learning or development	4.25	-	3.57	3.75	3.29	3.98	3.68	3.52	3.44	3.69	3.52
Equality & diversity											
* *KF20. % experiencing discrimination at work in last 12 mths*	19	8	37	25	23	16	39	34	18	19	31
KF21. % believing the organisation provides equal opportunities for career progression / promotion	79	74	59	74	76	86	60	57	65	53	47
Errors & incidents											
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	33	44	50	43	52	32	50	53	23	39	47
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	64	86	75	80	-	89	88	73	91	78
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.76	3.13	3.14	3.19	3.31	3.64	2.95	2.78	3.19	3.04	2.88
KF31. Staff confidence and security in reporting unsafe clinical practice	3.58	3.06	3.27	3.28	3.36	3.74	3.00	2.86	3.06	3.38	2.93
Health and wellbeing											
* *KF17. % feeling unwell due to work related stress in last 12 mths*	30	42	64	40	65	48	67	77	43	73	63
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	64	74	80	66	69	70	81	81	66	75	80
KF19. Org and mgmt interest in and action on health and wellbeing	3.67	3.31	2.91	3.07	3.40	3.80	2.69	2.49	3.22	3.07	2.60
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	44	42	12	18	33	56	17	12	50	49	23
* *KF16. % working extra hours*	70	68	100	100	67	96	97	95	79	100	98
Number of respondents	27	26	107	144	99	25	306	82	143	83	236

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

Table 6.3: Key Findings for different departments (cont)

	111	ACAs and PTS Team Leaders	Clinical Team Leader	ECSW	EOC	OUMs and COMs	Paramedic	PPs and CCPs	Support Services Admin (Band 2 - Band 6)	Support Services Managers, Snr Manager, Directors	Technician/Associat Practitioner
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.81	3.36	2.87	3.39	3.38	3.64	2.84	2.65	3.41	3.13	2.67
KF4. Staff motivation at work	3.69	3.60	3.34	3.98	3.35	3.73	3.41	3.21	3.60	3.54	3.18
KF7. % able to contribute towards improvements at work	48	35	49	29	37	72	26	34	57	64	23
KF8. Staff satisfaction with level of responsibility and involvement	3.70	3.40	3.48	3.38	3.49	3.82	3.40	3.31	3.50	3.39	3.20
KF9. Effective team working	3.24	3.10	3.04	3.00	3.34	3.84	2.68	2.83	3.25	3.51	2.67
KF14. Staff satisfaction with resourcing and support	3.33	2.96	2.65	3.16	2.71	2.97	2.81	2.64	3.08	2.59	2.74
Managers											
KF5. Recognition and value of staff by managers and the organisation	3.40	2.91	2.61	2.96	3.10	3.40	2.48	2.28	2.95	2.78	2.41
KF6. % reporting good communication between senior management and staff	37	12	9	9	26	32	5	4	16	12	6
KF10. Support from immediate managers	3.70	2.99	3.16	3.38	3.69	3.90	3.10	2.92	3.23	3.38	2.96
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.03	4.09	3.36	4.03	3.25	4.01	3.75	3.65	3.47	3.14	3.67
KF3. % agreeing that their role makes a difference to patients / service users	88	96	91	92	84	92	91	94	73	84	85
KF32. Effective use of patient / service user feedback	3.86	-	2.81	3.05	3.35	3.26	2.63	2.62	3.17	3.03	2.91
Violence, harassment & bullying											
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	19	36	57	64	3	40	67	52	2	11	62
* *KF23. % experiencing physical violence from staff in last 12 mths*	8	0	6	6	2	4	4	3	1	2	7
KF24. % reporting most recent experience of violence	-	-	72	49	-	-	64	63	-	-	63
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	52	44	79	73	54	48	82	70	11	27	73
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	26	40	47	34	38	36	41	48	38	48	38
KF27. % reporting most recent experience of harassment, bullying or abuse	36	46	41	43	34	43	34	36	40	26	39
Overall staff engagement	3.58	3.21	3.13	3.43	3.26	3.70	3.04	2.93	3.46	3.43	2.86
Number of respondents	27	26	107	144	99	25	306	82	143	83	236

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

Table 6.4: Key Findings for different work groups

	Full time / part time[a]	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	78	75
KF12. Quality of appraisals	2.26	2.33
KF13. Quality of non-mandatory training, learning or development	3.61	3.58
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	30	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	61	69
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	46	32
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	72
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.04	3.19
KF31. Staff confidence and security in reporting unsafe clinical practice	3.11	3.17
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	61	50
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	77	67
KF19. Org and mgmt interest in and action on health and wellbeing	2.90	2.98
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	21	61
* *KF16. % working extra hours*	94	80
Number of respondents	1095	166

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

Table 6.4: Key Findings for different work groups (cont)

	Full time / part time[a]	
	Full time	Part time
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.02	3.05
KF4. Staff motivation at work	3.46	3.39
KF7. % able to contribute towards improvements at work	37	36
KF8. Staff satisfaction with level of responsibility and involvement	3.39	3.40
KF9. Effective team working	2.99	3.07
KF14. Staff satisfaction with resourcing and support	2.83	2.90
Managers		
KF5. Recognition and value of staff by managers and the organisation	2.67	2.76
KF6. % reporting good communication between senior management and staff	10	14
KF10. Support from immediate managers	3.20	3.19
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.66	3.64
KF3. % agreeing that their role makes a difference to patients / service users	88	85
KF32. Effective use of patient / service user feedback	2.89	3.12
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	48	35
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	3
KF24. % reporting most recent experience of violence	63	56
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	63	56
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	41	31
KF27. % reporting most recent experience of harassment, bullying or abuse	38	32
Overall staff engagement	3.17	3.15
Number of respondents	1095	166

[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+
Appraisals & support for development				
KF11. % appraised in last 12 mths	81	78	74	79
KF12. Quality of appraisals	2.37	2.26	2.13	2.33
KF13. Quality of non-mandatory training, learning or development	3.75	3.65	3.51	3.57
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	35	29	27	28
KF21. % believing the organisation provides equal opportunities for career progression / promotion	77	58	59	55
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	51	48	44	39
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	79	86	78
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.21	3.08	3.01	3.01
KF31. Staff confidence and security in reporting unsafe clinical practice	3.23	3.16	3.10	3.04
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	54	60	63	59
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	73	75	74	78
KF19. Org and mgmt interest in and action on health and wellbeing	3.11	2.94	2.81	2.87
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	25	28	25	27
* *KF16. % working extra hours*	92	94	93	91
Number of respondents	249	288	333	388

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.31	2.98	2.90	3.00
KF4. Staff motivation at work	3.64	3.45	3.35	3.42
KF7. % able to contribute towards improvements at work	37	38	33	39
KF8. Staff satisfaction with level of responsibility and involvement	3.54	3.40	3.34	3.34
KF9. Effective team working	3.05	2.98	2.94	3.02
KF14. Staff satisfaction with resourcing and support	2.97	2.82	2.79	2.80
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.84	2.73	2.51	2.68
KF6. % reporting good communication between senior management and staff	14	9	9	12
KF10. Support from immediate managers	3.42	3.28	3.08	3.11
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.88	3.61	3.59	3.58
KF3. % agreeing that their role makes a difference to patients / service users	94	88	87	84
KF32. Effective use of patient / service user feedback	2.85	2.86	2.98	2.95
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	57	44	49	38
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	5	5	4
KF24. % reporting most recent experience of violence	64	63	63	57
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	70	66	62	54
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	34	38	40	45
KF27. % reporting most recent experience of harassment, bullying or abuse	42	38	35	37
Overall staff engagement	3.34	3.16	3.08	3.14
Number of respondents	249	288	333	388

Table 7.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development						
KF11. % appraised in last 12 mths	79	77	78	79	78	84
KF12. Quality of appraisals	2.21	2.34	2.17	2.29	2.27	2.49
KF13. Quality of non-mandatory training, learning or development	3.60	3.63	3.43	3.66	3.61	3.83
Equality & diversity						
* *KF20. % experiencing discrimination at work in last 12 mths*	29	29	38	27	28	50
KF21. % believing the organisation provides equal opportunities for career progression / promotion	57	68	48	65	63	48
Errors & incidents						
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	47	42	53	42	44	45
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	83	83	82	83	73
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	2.96	3.20	2.95	3.10	3.07	3.16
KF31. Staff confidence and security in reporting unsafe clinical practice	3.03	3.21	2.98	3.16	3.13	2.95
Health and wellbeing						
* *KF17. % feeling unwell due to work related stress in last 12 mths*	60	59	72	56	59	53
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	75	76	83	73	75	71
KF19. Org and mgmt interest in and action on health and wellbeing	2.84	3.01	2.82	2.95	2.92	2.91
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	20	34	28	26	26	27
* *KF16. % working extra hours*	95	88	89	93	92	91
Number of respondents	695	552	272	969	1218	34

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

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	2.96	3.11	2.89	3.07	3.04	3.16
KF4. Staff motivation at work	3.43	3.49	3.25	3.51	3.45	3.66
KF7. % able to contribute towards improvements at work	36	38	28	39	36	44
KF8. Staff satisfaction with level of responsibility and involvement	3.36	3.44	3.22	3.45	3.41	3.23
KF9. Effective team working	2.96	3.04	2.91	3.02	3.00	3.15
KF14. Staff satisfaction with resourcing and support	2.79	2.90	2.74	2.87	2.84	2.85
Managers						
KF5. Recognition and value of staff by managers and the organisation	2.63	2.75	2.53	2.73	2.69	2.71
KF6. % reporting good communication between senior management and staff	9	13	11	11	11	9
KF10. Support from immediate managers	3.17	3.25	3.11	3.23	3.21	3.16
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.61	3.71	3.50	3.69	3.66	3.60
KF3. % agreeing that their role makes a difference to patients / service users	88	87	82	89	88	94
KF32. Effective use of patient / service user feedback	2.82	3.09	2.82	2.96	2.91	-
Violence, harassment & bullying						
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	50	41	43	46	46	32
* *KF23. % experiencing physical violence from staff in last 12 mths*	6	2	4	4	4	6
KF24. % reporting most recent experience of violence	62	62	65	61	61	64
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	66	58	64	61	62	59
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	43	35	50	37	39	44
KF27. % reporting most recent experience of harassment, bullying or abuse	39	36	38	38	37	40
Overall staff engagement	3.12	3.23	2.98	3.22	3.17	3.27
Number of respondents	695	552	272	969	1218	34

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		
Other qualified Allied Health Professionals	1	0%
Scientific and Technical / Healthcare Scientists		
Pharmacy	1	0%
Operational ambulance staff		
Emergency care practitioner	92	7%
Paramedic	487	39%
Emergency care assistant	123	10%
Ambulance technician	229	18%
Ambulance control staff	115	9%
Patient Transport Service	32	3%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	12	1%
Registered Nurses - Children	1	0%
Nursing auxiliary / Nursing assistant / Healthcare assistant	1	0%
Other groups		
Commissioning managers / support staff	2	0%
Admin and Clerical	44	4%
Central Functions / Corporate Services	43	3%
Maintenance / Ancillary	15	1%
General Management	28	2%
Other	21	2%
Did not specify	31	

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
Full time / part time		
Full time	1095	87%
Part time	166	13%
Did not specify	17	
Length of time in organisation		
Less than a year	77	6%
Between 1 to 2 years	167	13%
Between 3 to 5 years	210	17%
Between 6 to 10 years	204	16%
Between 11 to 15 years	203	16%
Over 15 years	405	32%
Did not specify	12	

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	249	20%
Between 31 and 40	288	23%
Between 41 and 50	333	26%
51 and over	388	31%
Did not specify	20	
Gender		
Male	695	56%
Female	552	44%
Did not specify	31	
Ethnic background		
White	1218	97%
Black and minority ethnic	34	3%
Did not specify	26	
Disability		
Disabled	272	22%
Not disabled	969	78%
Did not specify	37	

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	-	37	31	40	28	60
Appraisals & support for development							
KF11. % appraised in last 12 mths	78	[76, 81]	76	74	78	53	92
KF12. Quality of appraisals	2.33	[2.24, 2.41]	2.69	2.50	2.78	2.33	2.96
KF13. Quality of non-mandatory training, learning or development	3.61	[3.55, 3.68]	3.90	3.89	3.92	3.61	4.23
Equality & diversity							
* *KF20. % experiencing discrimination at work in last 12 mths*	27	[24, 29]	20	18	20	10	27
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	[61, 67]	70	69	73	64	76
Errors & incidents							
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	43	[40, 46]	36	34	36	29	43
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	[78, 85]	81	79	82	78	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.09	[3.04, 3.15]	3.38	3.29	3.40	3.09	3.56
KF31. Staff confidence and security in reporting unsafe clinical practice	3.14	[3.08, 3.19]	3.46	3.43	3.51	3.14	3.62
Health and wellbeing							
* *KF17. % feeling unwell due to work related stress in last 12 mths*	58	[55, 61]	48	48	49	45	60
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	74	[71, 77]	64	61	66	58	77
KF19. Org and mgmt interest in and action on health and wellbeing	2.98	[2.92, 3.05]	3.21	3.19	3.25	2.98	3.59
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	29	[26, 31]	34	33	36	16	37
* *KF16. % working extra hours*	89	[87, 91]	85	84	86	83	89

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
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.11	[3.05, 3.16]	3.47	3.40	3.49	3.11	3.57
KF4. Staff motivation at work	3.48	[3.42, 3.53]	3.66	3.57	3.69	3.41	3.74
KF7. % able to contribute towards improvements at work	39	[36, 42]	46	44	49	39	55
KF8. Staff satisfaction with level of responsibility and involvement	3.42	[3.37, 3.47]	3.58	3.55	3.66	3.42	3.76
KF9. Effective team working	3.06	[3.00, 3.12]	3.31	3.23	3.34	3.06	3.46
KF14. Staff satisfaction with resourcing and support	2.86	[2.81, 2.90]	3.12	3.03	3.14	2.86	3.24
Managers							
KF5. Recognition and value of staff by managers and the organisation	2.74	[2.68, 2.80]	3.02	2.94	3.06	2.74	3.25
KF6. % reporting good communication between senior management and staff	12	[10, 14]	19	17	20	9	28
KF10. Support from immediate managers	3.22	[3.15, 3.29]	3.44	3.32	3.58	3.22	3.77
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.65	[3.58, 3.71]	3.84	3.79	3.88	3.65	4.00
KF3. % agreeing that their role makes a difference to patients / service users	87	[85, 89]	87	86	89	84	98
KF32. Effective use of patient / service user feedback	2.95	[2.86, 3.05]	3.28	3.24	3.30	2.95	3.41
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	39	[36, 42]	32	31	35	28	39
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	[3, 5]	2	2	3	0	4
KF24. % reporting most recent experience of violence	62	[57, 66]	64	61	66	56	74
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	56	[53, 60]	48	44	49	38	56
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	40	[37, 43]	28	25	29	14	40
KF27. % reporting most recent experience of harassment, bullying or abuse	38	[35, 42]	39	38	41	32	44

Appendix 2

Changes to the Key Findings since the 2014 and 2015 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 A2.2. 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 2015 and 2014 have been re-calculated and re-weighted using the 2016 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 2015 survey

	South East Coast Ambulance Service NHS Foundation Trust			
	2016 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	40	40	0	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	78	87	-9	Yes
KF12. Quality of appraisals	2.33	2.43	-0.10	No
KF13. Quality of non-mandatory training, learning or development	3.61	3.71	-0.10	Yes
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	27	24	3	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	68	-4	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	43	43	0	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	80	1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.09	3.21	-0.12	Yes
KF31. Staff confidence and security in reporting unsafe clinical practice	3.14	3.26	-0.12	Yes
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	58	49	9	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	74	69	5	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	2.98	3.15	-0.17	Yes
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	29	29	0	No
* *KF16. % working extra hours*	89	89	0	No

Table A2.1: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2015 survey (cont)

	South East Coast Ambulance Service NHS Foundation Trust			
	2016 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.11	3.20	-0.10	Yes
KF4. Staff motivation at work	3.48	3.51	-0.03	No
KF7. % able to contribute towards improvements at work	39	45	-6	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.42	3.52	-0.11	Yes
KF9. Effective team working	3.06	3.12	-0.06	No
KF14. Staff satisfaction with resourcing and support	2.86	3.02	-0.16	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.74	2.93	-0.19	Yes
KF6. % reporting good communication between senior management and staff	12	15	-3	Yes
KF10. Support from immediate managers	3.22	3.40	-0.18	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.65	3.76	-0.11	Yes
KF3. % agreeing that their role makes a difference to patients / service users	87	88	0	No
KF32. Effective use of patient / service user feedback	2.95	3.08	-0.13	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	39	34	5	Yes
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	3	1	No
KF24. % reporting most recent experience of violence	62	62	0	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	56	56	1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	40	32	8	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	38	33	5	Yes

Table A2.2: 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			
	2016 score	**2014 score**	**Change**	**Statistically significant?**
Response rate	40	34	7	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	78	65	14	Yes
KF12. Quality of appraisals	2.33	-	-	-
KF13. Quality of non-mandatory training, learning or development	3.61	-	-	-
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	27	23	4	Yes
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	63	1	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	43	46	-2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	80	2	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.09	-	-	-
KF31. Staff confidence and security in reporting unsafe clinical practice	3.14	3.20	-0.06	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	58	53	4	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	74	67	7	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	2.98	-	-	-
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	29	-	-	-
* *KF16. % working extra hours*	89	89	1	No

Table A2.2: 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			
	2016 score	**2014 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.11	2.98	0.13	Yes
KF4. Staff motivation at work	3.48	3.34	0.14	Yes
KF7. % able to contribute towards improvements at work	39	37	2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.42	3.37	0.05	No
KF9. Effective team working	3.06	-	-	-
KF14. Staff satisfaction with resourcing and support	2.86	-	-	-
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.74	-	-	-
KF6. % reporting good communication between senior management and staff	12	11	1	No
KF10. Support from immediate managers	3.22	3.26	-0.04	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.65	-	-	-
KF3. % agreeing that their role makes a difference to patients / service users	87	-	-	-
KF32. Effective use of patient / service user feedback	2.95	2.97	-0.01	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	39	34	5	Yes
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	3	1	No
KF24. % reporting most recent experience of violence	62	57	5	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	56	55	1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	40	32	8	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	38	36	2	No

Appendix 3

Data tables: 2016 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 2016 survey response, the average (median) 2016 response for ambulance trusts, and your trust's 2015 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 2016 questionnaire.

Technical notes:

- 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.

- The question data within this section excludes any non-specific responses ('Don't know'/'Can't remember').

- 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 2016	Average (median) for ambulance trusts	Your Trust in 2015
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	78	77	87
KF12. Quality of appraisals	Q20b-d	2.27	2.68	2.38
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.61	3.90	3.70
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	Q17a-b	29	19	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	62	71	66
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q11a-b	44	35	44
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	83	80	79
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.06	3.39	3.17
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.12	3.51	3.23
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	Q9c	59	48	51
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	Q9d-g	75	64	70
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	2.92	3.21	3.10
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	26	36	25
* *KF16. % working extra hours*	Q10b-c	92	85	91

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 2016	Average (median) for ambulance trusts	Your Trust in 2015
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.03	3.46	3.15
KF4. Staff motivation at work	Q2a-c	3.45	3.67	3.50
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	37	48	42
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.40	3.58	3.50
KF9. Effective team working	Q4h-j	3.00	3.30	3.06
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	2.84	3.13	3.00
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	2.69	3.01	2.89
KF6. % reporting good communication between senior management and staff	Q8a-d	11	19	14
KF10. Support from immediate managers	Q5b, 7a-e	3.20	3.45	3.39
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.66	3.84	3.77
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	88	87	88
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	2.92	3.30	3.05
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	46	30	40
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	4	2	4
KF24. % reporting most recent experience of violence	Q14d	62	62	62
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	62	45	61
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	40	28	32
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	37	39	32

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

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	83	71	82
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	41	53	47
Q2b	"I am enthusiastic about my job"	63	69	63
Q2c	"Time passes quickly when I am working"	49	57	49
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	78	84	84
Q3b	"I am trusted to do my job"	76	83	80
Q3c	"I am able to do my job to a standard I am personally pleased with"	68	77	74
	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"	61	62	63
Q4b	"I am able to make suggestions to improve the work of my team / department"	41	53	46
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	22	30	23
Q4d	"I am able to make improvements happen in my area of work"	22	34	25
Q4e	"I am able to meet all the conflicting demands on my time at work"	22	34	27
Q4f	"I have adequate materials, supplies and equipment to do my work"	47	52	52
Q4g	"There are enough staff at this organisation for me to do my job properly"	8	23	13
Q4h	"The team I work in has a set of shared objectives"	53	62	59
Q4i	"The team I work in often meets to discuss the team's effectiveness"	19	28	19
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	48	59	50
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	24	34	30
Q5b	"The support I get from my immediate manager"	50	57	57
Q5c	"The support I get from my work colleagues"	79	80	81
Q5d	"The amount of responsibility I am given"	61	66	63
Q5e	"The opportunities I have to use my skills"	56	61	60
Q5f	"The extent to which my organisation values my work"	15	28	22
Q5g	"My level of pay"	12	23	17
Q5h	"The opportunities for flexible working patterns"	26	36	25

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	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"	79	82	80
Q6b	"I feel that my role makes a difference to patients / service users"	88	87	88
Q6c	"I am able to deliver the patient care I aspire to"	60	65	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"	50	58	57
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	58	62	62
Q7c	"My immediate manager gives me clear feedback on my work"	38	47	45
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	29	37	36
Q7e	"My immediate manager is supportive in a personal crisis"	65	69	68
Q7f	"My immediate manager takes a positive interest in my health and well-being"	50	55	57
Q7g	"My immediate manager values my work"	51	55	59
Q8a	"I know who the senior managers are here"	62	73	74
Q8b	"Communication between senior management and staff is effective"	13	27	18
Q8c	"Senior managers here try to involve staff in important decisions"	13	18	14
Q8d	"Senior managers act on staff feedback"	10	19	14
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	13	22	15
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	47	40	45
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	59	48	51
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	78	68	74
	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	41	50
Q9f	...had felt pressure from their colleagues to come to work	15	15	14
Q9g	...had put themselves under pressure to come to work	92	91	89
	Working hours			
Q10a	% working part time (up to 29 hours a week)	13	12	12
Q10b	% working additional PAID hours	83	69	82
Q10c	% working additional UNPAID hours	51	44	49
	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	26	35
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	36	27	34
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	88	87	85

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	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"	27	39	30
Q12b	"My organisation encourages us to report errors, near misses or incidents"	77	80	78
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	35	50	40
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	31	43	33
	Raising concerns about unsafe clinical practice			
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	93	94	94
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	52	63	54
Q13c	"I am confident that the organisation would address my concern"	32	50	39
	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	54	70	60
Q14a	1 to 2 times	29	20	25
Q14a	3 to 5 times	12	8	11
Q14a	6 to 10 times	3	2	2
Q14a	More than 10 times	3	1	1
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	98	99	99
Q14b	1 to 2 times	2	0	1
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
	% experiencing physical violence at work from other colleagues in last 12 months...			
Q14c	Never	97	98	97
Q14c	1 to 2 times	2	2	3
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	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	62
	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	38	55	39
Q15a	1 to 2 times	20	18	24
Q15a	3 to 5 times	18	12	17
Q15a	6 to 10 times	8	5	8
Q15a	More than 10 times	15	10	12

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	69	82	76
Q15b	1 to 2 times	19	12	15
Q15b	3 to 5 times	7	4	6
Q15b	6 to 10 times	2	1	2
Q15b	More than 10 times	3	1	1
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	79	82	82
Q15c	1 to 2 times	15	12	13
Q15c	3 to 5 times	3	3	4
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	2	1	0
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	37	39	32
	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	62	71	66
	Discrimination			
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	17	11	16
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	18	11	14
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	5	4	4
Q17c	Gender	11	6	8
Q17c	Religion	0	1	1
Q17c	Sexual orientation	5	2	2
Q17c	Disability	2	2	2
Q17c	Age	10	5	9
Q17c	Other reason(s)	7	7	7
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	69	68	67
	% 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"	68	79	71
Q18c	"It has helped me stay up-to-date with professional requirements"	71	80	72
Q18d	"It has helped me to deliver a better patient / service user experience"	63	76	67
Q19	% who had received mandatory training in the last 12 months	92	92	95
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	78	77	87

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	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	7	14	8
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	17	24	18
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	12	19	12
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	24	27	16
Q20f	% saying their appraisal or development review had identified training, learning or development needs	48	52	47
	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	35	43	37
	Your organisation			
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	41	58	42
Q21b	"My organisation acts on concerns raised by patients / service users"	49	63	56
Q21c	"I would recommend my organisation as a place to work"	26	46	35
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	61	70	65
	Patient / service user experience measures			
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	79	75	86
	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"	27	37	34
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	18	34	21
	BACKGROUND DETAILS			
	Gender			
Q23a	Male	56	56	57
Q23a	Female	44	44	43
	Age group			
Q23b	Between 16 and 30	20	18	18
Q23b	Between 31 and 40	23	24	20
Q23b	Between 41 and 50	26	29	25
Q23b	51 and over	31	28	37
	Ethnic background			
Q24	White	97	97	97
Q24	Mixed	1	1	1
Q24	Asian / Asian British	1	1	1
Q24	Black / Black British	1	1	1
Q24	Chinese	0	0	0
Q24	Other	0	1	0

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	Sexuality			
Q25	Heterosexual (straight)	87	88	87
Q25	Gay Man	2	2	3
Q25	Gay Woman (lesbian)	3	2	2
Q25	Bisexual	2	1	1
Q25	Other	0	0	0
Q25	Preferred not to say	6	6	6
	Religion			
Q26	No religion	48	44	46
Q26	Christian	43	46	46
Q26	Buddhist	1	0	0
Q26	Hindu	0	0	0
Q26	Jewish	0	0	0
Q26	Muslim	0	0	0
Q26	Sikh	0	0	0
Q26	Other	1	2	1
Q26	Preferred not to say	6	6	6
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	22	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	50	62	44
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	6	8	6
Q28	1 to 2 years	13	15	17
Q28	3 to 5 years	17	16	11
Q28	6 to 10 years	16	20	18
Q28	11 to 15 years	16	16	21
Q28	More than 15 years	32	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	1	7
Q29	Paramedic	39	34	37
Q29	Emergency Care Assistant	10	8	8
Q29	Ambulance Technician	18	16	18
Q29	Ambulance Control Staff	9	12	9
Q29	Patient Transport Service	3	7	9
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	4	5	3
Q29	Central Functions / Corporate Services	3	5	3
Q29	Maintenance / Ancillary	1	1	1
Q29	General Management	2	3	2
Q29	Other	2	4	1

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
	Team working			
Q30a	% working in a team	86	86	88
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	31	39	31
Q30b	6-9	23	18	23
Q30b	10-15	25	17	22
Q30b	More than 15	22	26	23

Appendix 4

Other NHS staff survey 2016 documentation

This report is one of several ways in which we present the results of the 2016 national NHS staff survey:

1) A separate summary report of the main 2016 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 2016 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2017.

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