NHS

2017 National NHS staff survey

Results from South East Coast Ambulance Service NHS Foundation Trust

Table of Contents

1. Introduction to this report

This report presents the findings of the 2017 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 2017	Average (median) for ambulance trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	46%	59%	41%
Q21b	"My organisation acts on concerns raised by patients / service users"	50%	62%	49%
Q21c	"I would recommend my organisation as a place to work"	27%	47%	26%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	61%	70%	61%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.08	3.44	3.03

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

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.22
Trust score 2016	3.21
National 2017 average for ambulance trusts	3.45

1   2   3   4   5

Poorly engaged staff   *Highly engaged staff*
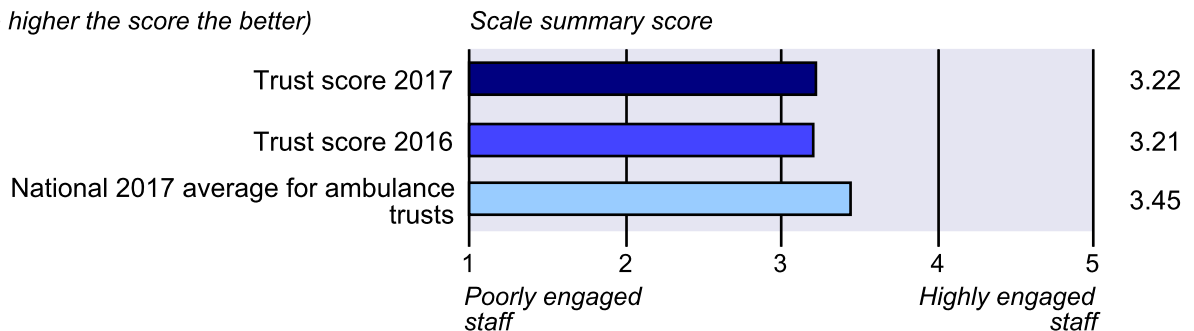
This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to 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 2016 survey.

	Change since 2016 survey	Ranking, compared with all ambulance trusts
OVERALL STAFF ENGAGEMENT	• No change	! 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.)*	• No change	! 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.)*	• No change	! Below (worse than) average

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

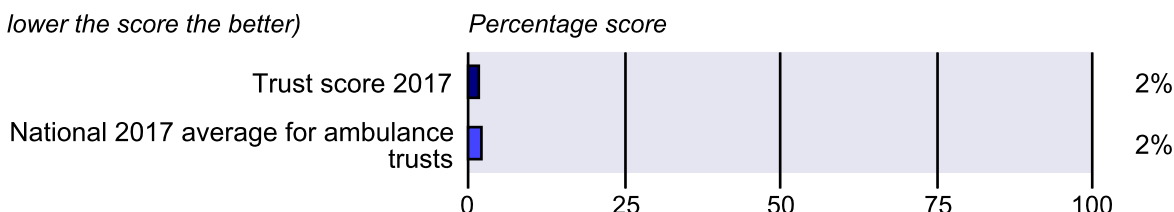## 3. Summary of 2017 Key Findings for South East Coast Ambulance Service NHS Foundation Trust

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.

<p style="text-align:center">TOP FIVE RANKING SCORES</p>

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

(the lower the score the better)   *Percentage score*

Trust score 2017	2%
National 2017 average for ambulance trusts	2%

0   25   50   75   100

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

(the higher the score the better)   *Percentage score*

Trust score 2017	84%
National 2017 average for ambulance trusts	82%

0   25   50   75   100

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

(the lower the score the better)   *Percentage score*

Trust score 2017	49%
National 2017 average for ambulance trusts	48%

0   25   50   75   100

✓ **KF12. Quality of appraisals**

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.60
National 2017 average for ambulance trusts	2.65

1   2   3   4   5

Low-quality appraisals   *High-quality appraisals*

✓ **KF10. Support from immediate managers**

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.42
National 2017 average for ambulance trusts	3.44

1   2   3   4   5

Unsupportive managers   *Supportive managers*

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.
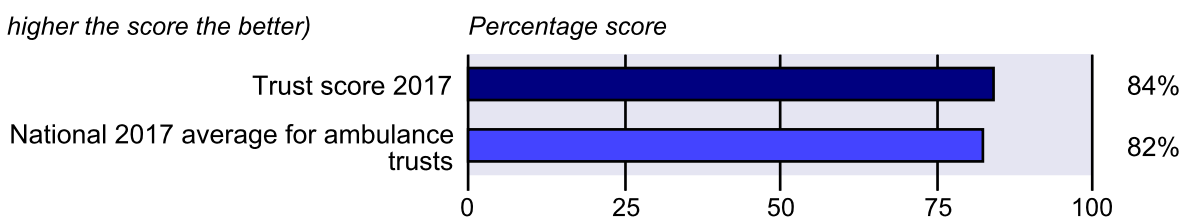
<div align="center">**BOTTOM FIVE RANKING SCORES**</div>

! KF1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)   Scale summary score

Trust score 2017	3.10
National 2017 average for ambulance trusts	3.44

1 — 2 — 3 — 4 — 5

Unlikely to recommend   *Likely to recommend*

! KF14. Staff satisfaction with resourcing and support

(the higher the score the better)   Scale summary score

Trust score 2017	2.90
National 2017 average for ambulance trusts	3.16

1 — 2 — 3 — 4 — 5

Unsatisfactory resourcing / support   *Highly satisfactory resourcing / support*

! KF2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)   Scale summary score

Trust score 2017	3.58
National 2017 average for ambulance trusts	3.81

1 — 2 — 3 — 4 — 5

Unsatisfactory delivery of work / care   *Highly satisfactory delivery of work / care*

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

(the lower the score the better)   Percentage score

Trust score 2017	59%
National 2017 average for ambulance trusts	48%

0 — 25 — 50 — 75 — 100

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

(the lower the score the better)   Percentage score
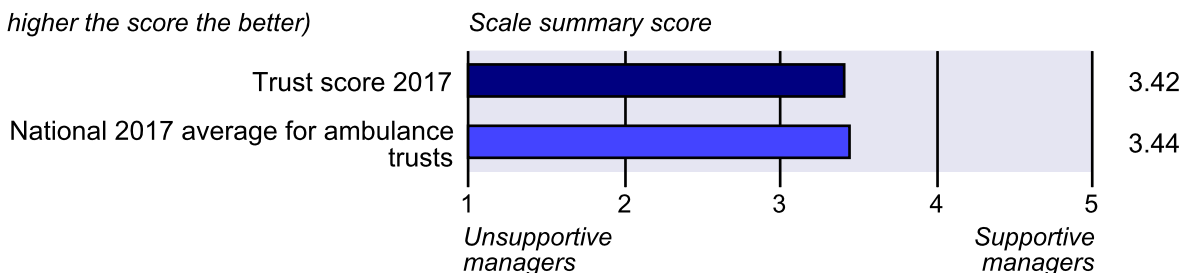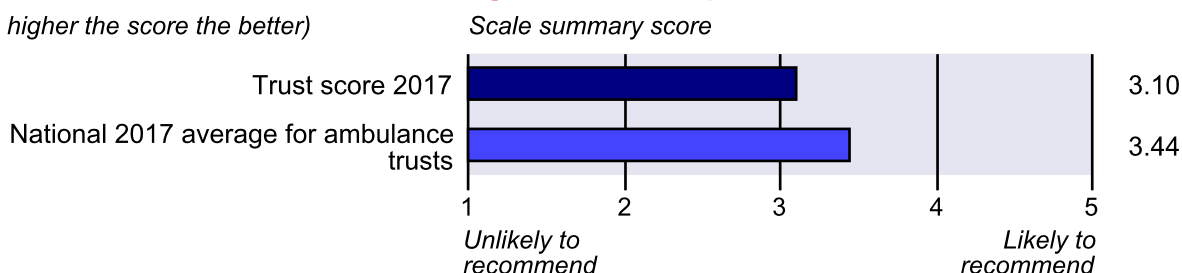
Trust score 2017	41%
National 2017 average for ambulance trusts	28%

0 — 25 — 50 — 75 — 100
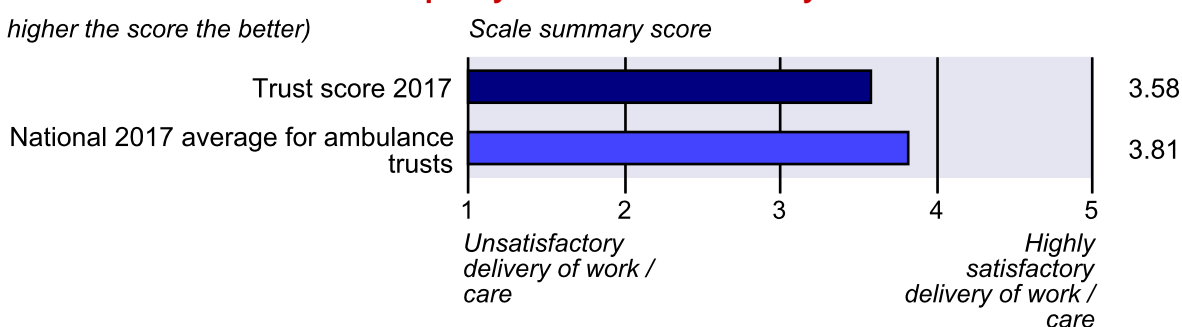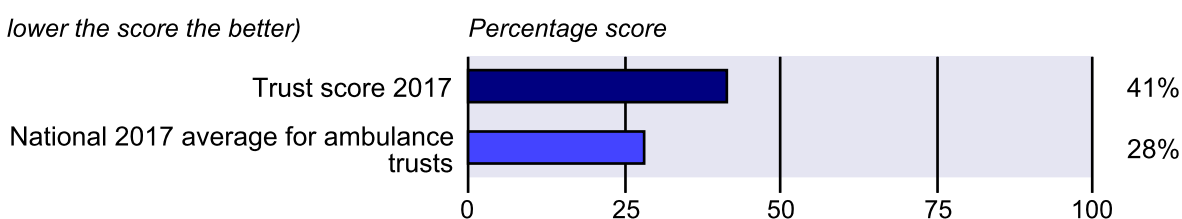
3.2 Largest Local Changes since the 2016 Survey

This page highlights the five Key Findings where staff experiences have improved at South East Coast Ambulance Service NHS Foundation Trust since the 2016 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other ambulance trusts in England, the score for Key finding KF13 is worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

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

(the lower the score the better)   *Percentage score*

Trust score 2017	2%
Trust score 2016	4%

0   25   50   75   100

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

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.84
Trust score 2016	3.62

1   2   3   4   5
Low-quality training   *High-quality training*

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

(the lower the score the better)   *Percentage score*

Trust score 2017	49%
Trust score 2016	57%

0   25   50   75   100

✓ KF12. Quality of appraisals

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.60
Trust score 2016	2.32

1   2   3   4   5
Low-quality appraisals   *High-quality appraisals*

✓ KF31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.30
Trust score 2016	3.13

1   2   3   4   5
Not confident / secure   *Confident / secure*
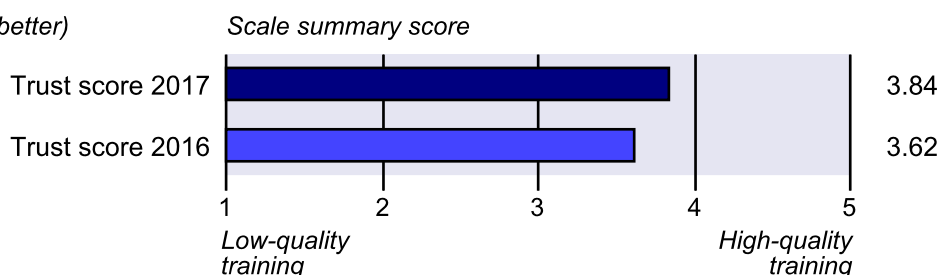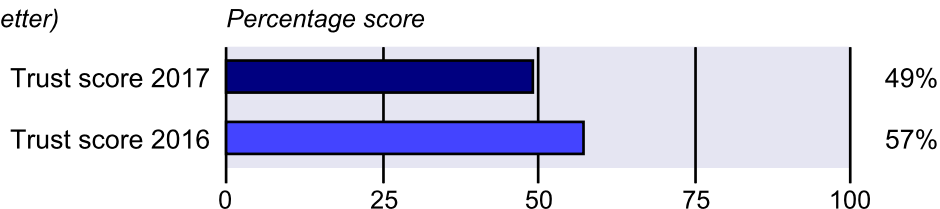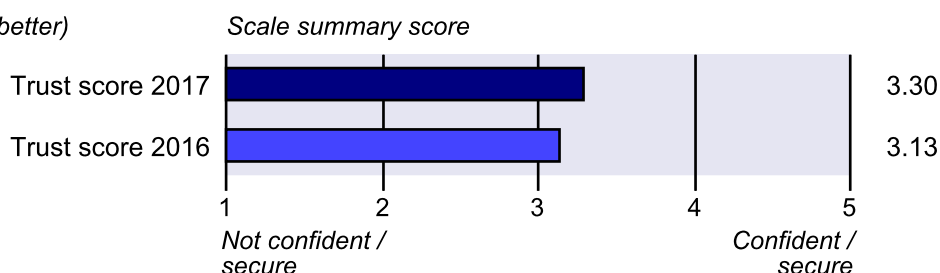
This page highlights the two Key Findings where staff experiences have deteriorated since the 2016 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED
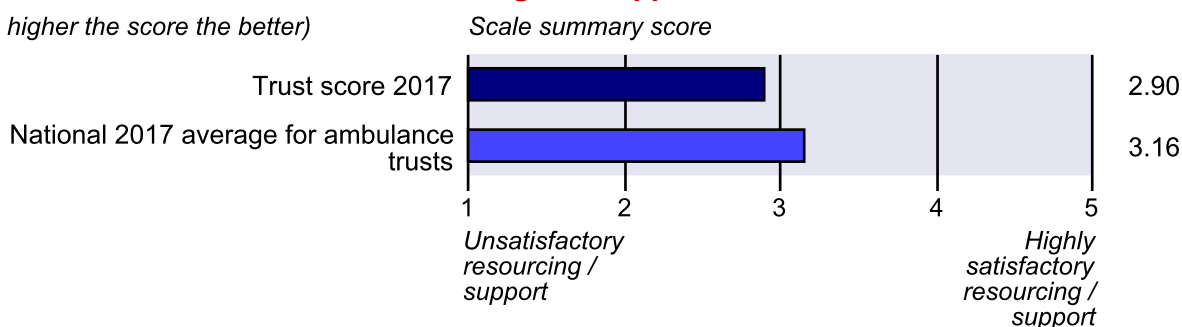
！ KF3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)   *Percentage score*

Trust score 2017	83%
Trust score 2016	87%

0   25   50   75   100

！ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)   *Percentage score*

Trust score 2017	57%
Trust score 2016	77%

0   25   50   75   100
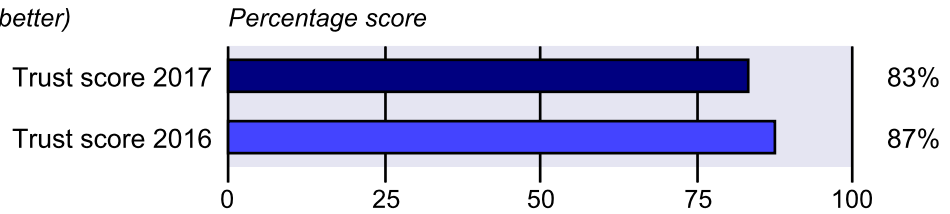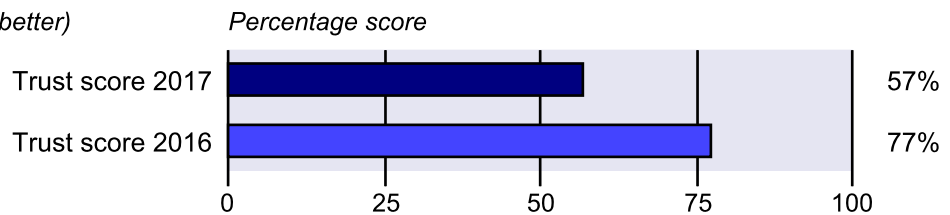
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have deteriorated the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

3.3. 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 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 survey.

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

Change since 2016 survey

KF11. % appraised in last 12 mths

* KF20. % experiencing discrimination at work in last 12 mths

KF21. % believing the organisation provides equal opportunities for career progression / promotion

* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth

KF29. % reporting errors, near misses or incidents witnessed in last mth

* KF17. % feeling unwell due to work related stress in last 12 mths

* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure

KF15. % satisfied with the opportunities for flexible working patterns

* KF16. % working extra hours

KF7. % able to contribute towards improvements at work

KF6. % reporting good communication between senior management and staff

KF3. % agreeing that their role makes a difference to patients / service users

* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths

* KF23. % experiencing physical violence from staff in last 12 mths

KF24. % reporting most recent experience of violence

* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths

* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths

KF27. % reporting most recent experience of harassment, bullying or abuse

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 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 survey.

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

Change since 2016 survey (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0
KF12. Quality of appraisals						
KF13. Quality of non-mandatory training, learning or development						
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents						
KF31. Staff confidence and security in reporting unsafe clinical practice						
KF19. Org and mgmt interest in and action on health and wellbeing						
KF1. Staff recommendation of the organisation as a place to work or receive treatment						
KF4. Staff motivation at work						
KF8. Staff satisfaction with level of responsibility and involvement						
KF9. Effective team working						
KF14. Staff satisfaction with resourcing and support						
KF5. Recognition and value of staff by managers and the organisation						
KF10. Support from immediate managers						
KF2. Staff satisfaction with the quality of work and care they are able to deliver						
KF32. Effective use of patient / service user feedback						

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 2017

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

KF11. % appraised in last 12 mths

* KF20. % experiencing discrimination at work in last 12 mths

KF21. % believing the organisation provides equal opportunities for career progression / promotion

* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth

KF29. % reporting errors, near misses or incidents witnessed in last mth

* KF17. % feeling unwell due to work related stress in last 12 mths

* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure

KF15. % satisfied with the opportunities for flexible working patterns

* KF16. % working extra hours

KF7. % able to contribute towards improvements at work

KF6. % reporting good communication between senior management and staff

KF3. % agreeing that their role makes a difference to patients / service users

* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths

* KF23. % experiencing physical violence from staff in last 12 mths

KF24. % reporting most recent experience of violence

* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths

* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths

KF27. % reporting most recent experience of harassment, bullying or abuse

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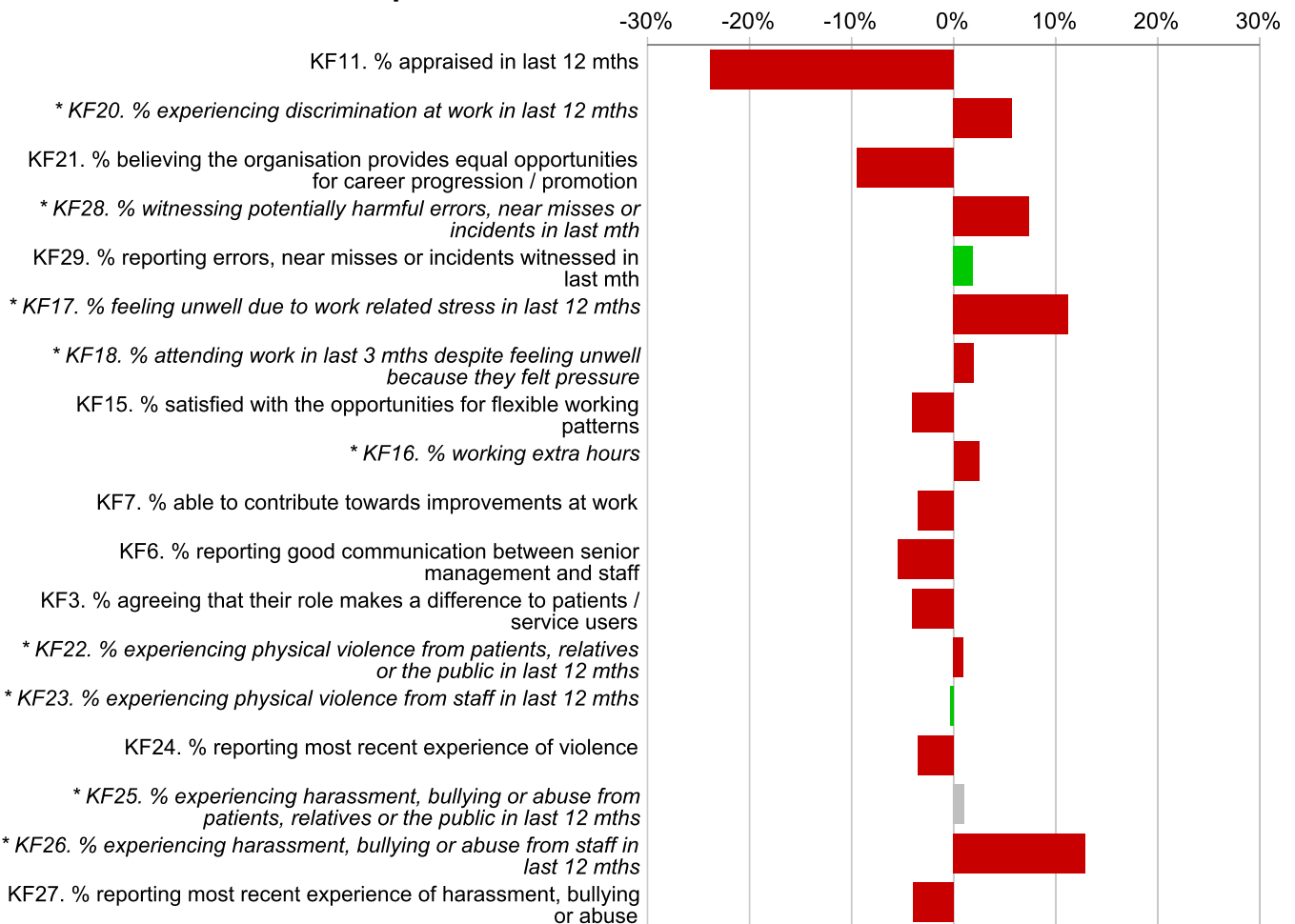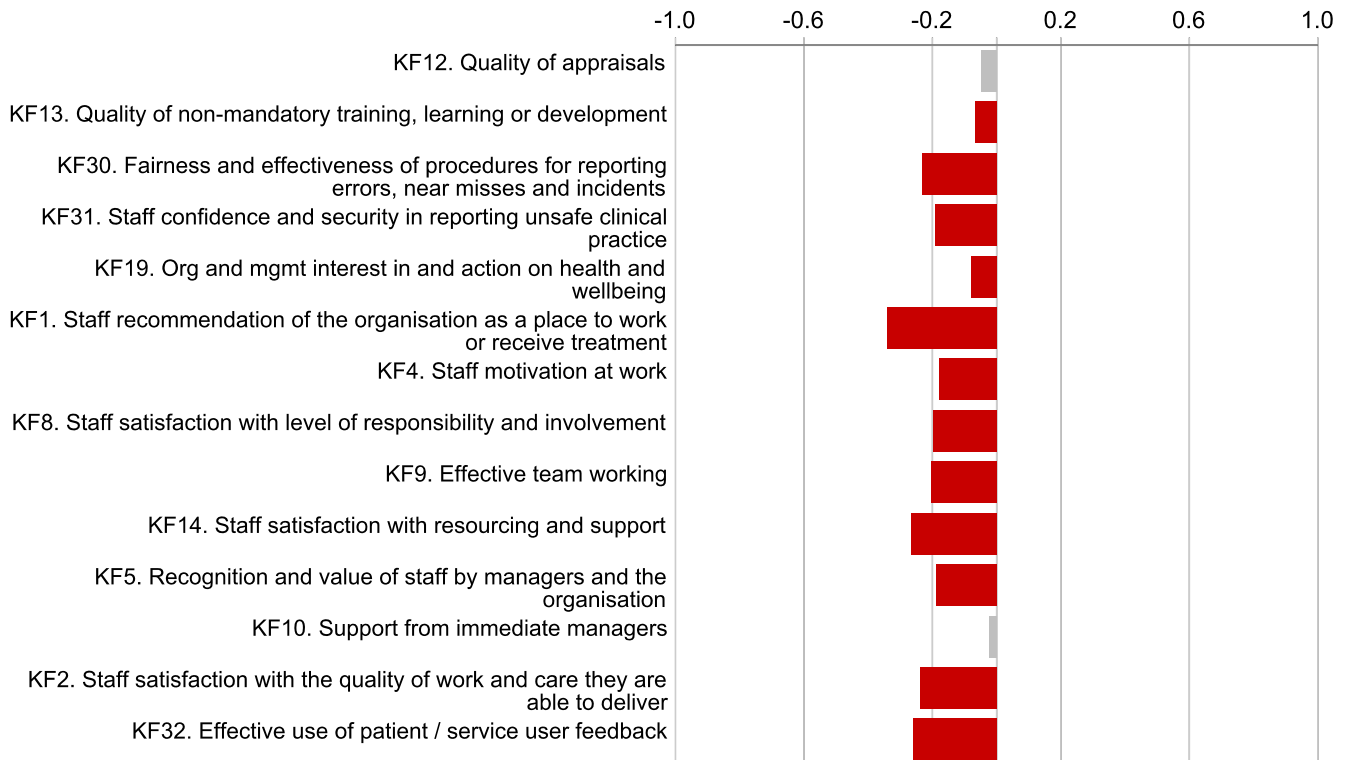
KEY

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 2017 (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0

KF12. Quality of appraisals

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

KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

KF31. Staff confidence and security in reporting unsafe clinical practice

KF19. Org and mgmt interest in and action on health and wellbeing

KF1. Staff recommendation of the organisation as a place to work or receive treatment

KF4. Staff motivation at work

KF8. Staff satisfaction with level of responsibility and involvement

KF9. Effective team working

KF14. Staff satisfaction with resourcing and support

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

KF10. Support from immediate managers

KF2. Staff satisfaction with the quality of work and care they are able to deliver

KF32. Effective use of patient / service user feedback

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 2016.

! Red = Negative finding, e.g. worse than average, worse than 2016.

'Change since 2016 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2016 survey.

-- No comparison to the 2016 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 2016 survey	Ranking, compared with all ambulance trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	! Decrease (worse than 16)	! Below (worse than) average
KF12. Quality of appraisals	✓ Increase (better than 16)	• Average
KF13. Quality of non-mandatory training, learning or development	✓ Increase (better than 16)	! 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	✓ Above (better than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	✓ Increase (better than 16)	! Below (worse than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	✓ Increase (better than 16)	! Below (worse than) average
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	• No change	! Above (worse than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	• No change	! Above (worse than) average
KF19. Org and mgmt interest in and action on health and wellbeing	✓ Increase (better than 16)	! 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 2016 survey	Ranking, compared with all ambulance trusts in 2017
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	! Below (worse than) average
KF4. Staff motivation at work	• No change	! Below (worse than) average
KF7. % able to contribute towards improvements at work	• No change	! Below (worse than) average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	! Below (worse than) average
KF9. Effective team working	• No change	! Below (worse than) average
KF14. Staff satisfaction with resourcing and support	• No change	! Below (worse than) average
Managers		
KF5. Recognition and value of staff by managers and the organisation	✓ Increase (better than 16)	! Below (worse than) average
KF6. % reporting good communication between senior management and staff	• No change	! Below (worse than) average
KF10. Support from immediate managers	✓ Increase (better than 16)	• Average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	! Below (worse than) average
KF3. % agreeing that their role makes a difference to patients / service users	! Decrease (worse than 16)	! Below (worse than) 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*	✓ Decrease (better than 16)	! Above (worse than) average
* *KF23. % experiencing physical violence from staff in last 12 mths*	✓ Decrease (better than 16)	✓ Below (better than) average
KF24. % reporting most recent experience of violence	• No change	! Below (worse than) average
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	✓ Decrease (better than 16)	• Average
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	• No change	! Above (worse than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	! Below (worse than) average

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

South East Coast Ambulance Service NHS Foundation Trust had 1405 staff take part in this survey. This is a response rate of 44%[1] which is average for ambulance trusts in England (42%), and compares with a response rate of 40% in this trust in the 2016 survey.
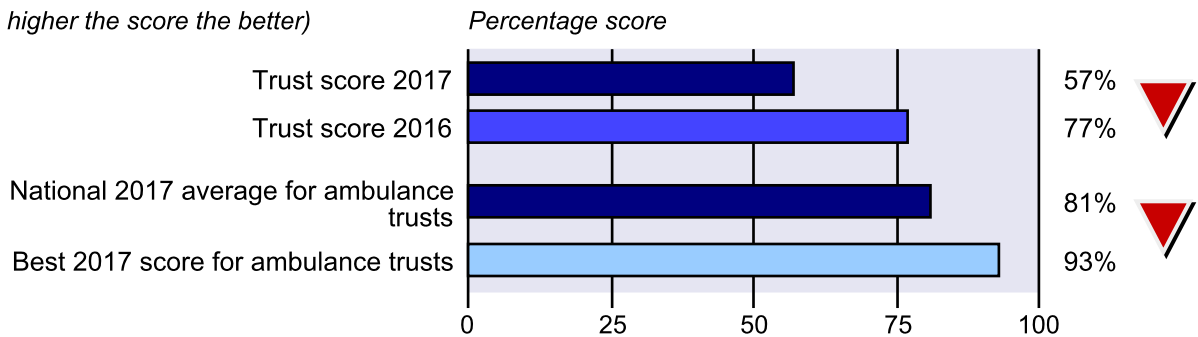
This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2016 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, 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 2016). 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 2016). An equals sign indicates that there has been no change.

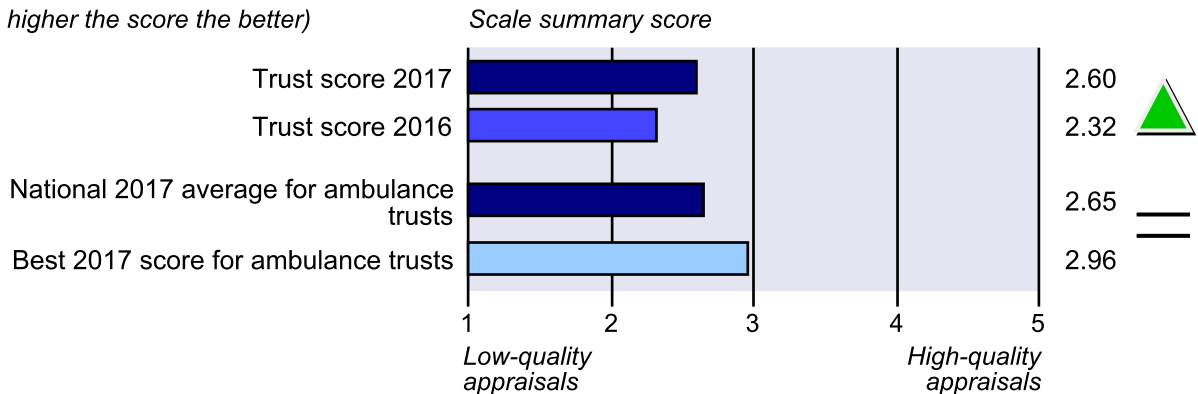### Appraisals & support for development

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

(the higher the score the better)   *Percentage score*

Trust score 2017	57% ▼
Trust score 2016	77%
National 2017 average for ambulance trusts	81% ▼
Best 2017 score for ambulance trusts	93%

KEY FINDING 12. Quality of appraisals

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.60 ▲
Trust score 2016	2.32
National 2017 average for ambulance trusts	2.65 ▬
Best 2017 score for ambulance trusts	2.96

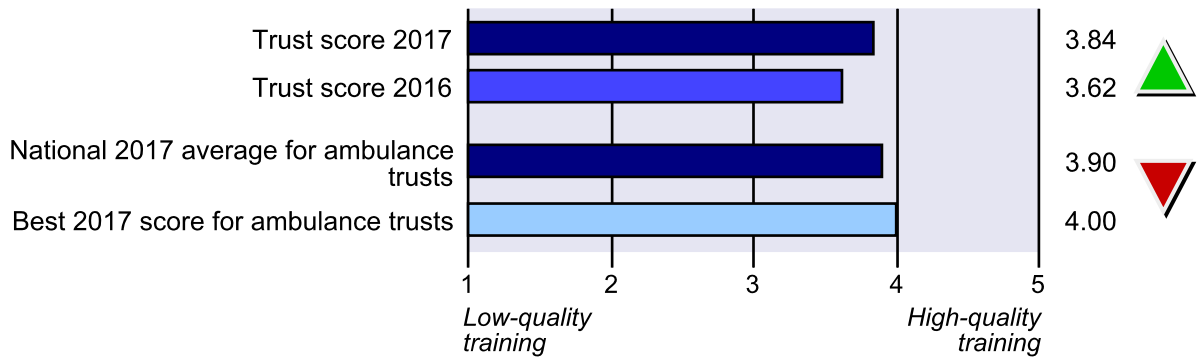*Low-quality appraisals*   *High-quality appraisals*

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[1]Questionnaires were sent to all 3192 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)   Scale summary score

Trust score 2017	3.84 ▲
Trust score 2016	3.62
National 2017 average for ambulance trusts	3.90 ▼
Best 2017 score for ambulance trusts	4.00

Scale: 1 — 2 — 3 — 4 — 5
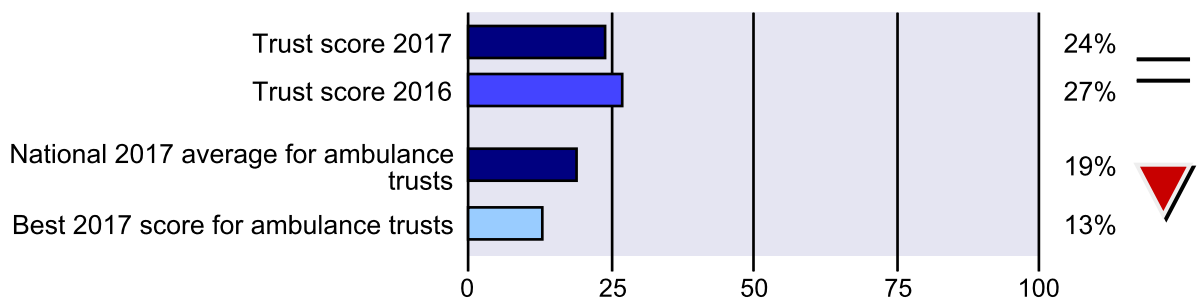
Low-quality training   *High-quality training*

Equality & diversity

KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months
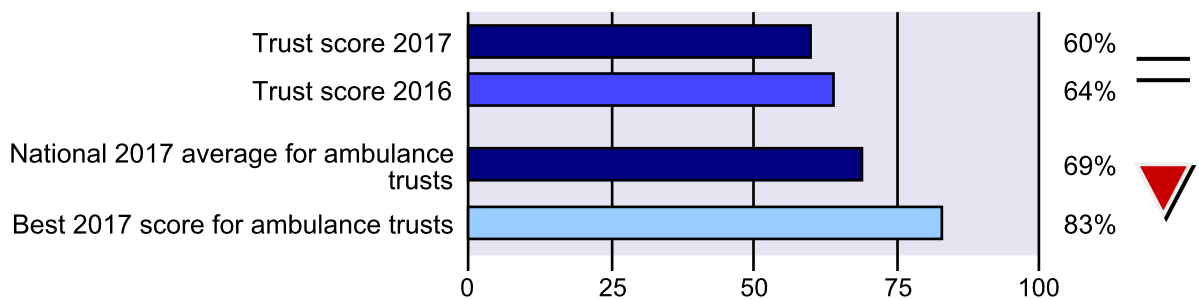
(the lower the score the better)   Percentage score

Trust score 2017	24%
Trust score 2016	27%
National 2017 average for ambulance trusts	19% ▼
Best 2017 score for ambulance trusts	13%

Scale: 0 — 25 — 50 — 75 — 100

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

(the higher the score the better)   Percentage score

Trust score 2017	60%
Trust score 2016	64%
National 2017 average for ambulance trusts	69% ▼
Best 2017 score for ambulance trusts	83%

Scale: 0 — 25 — 50 — 75 — 100

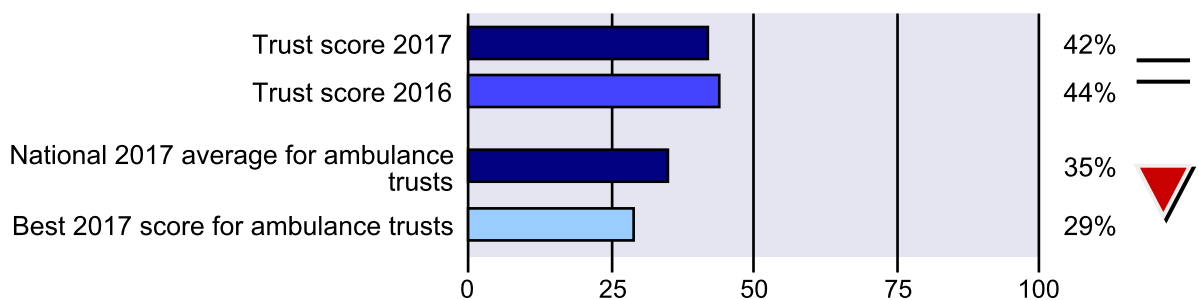## Errors & incidents

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

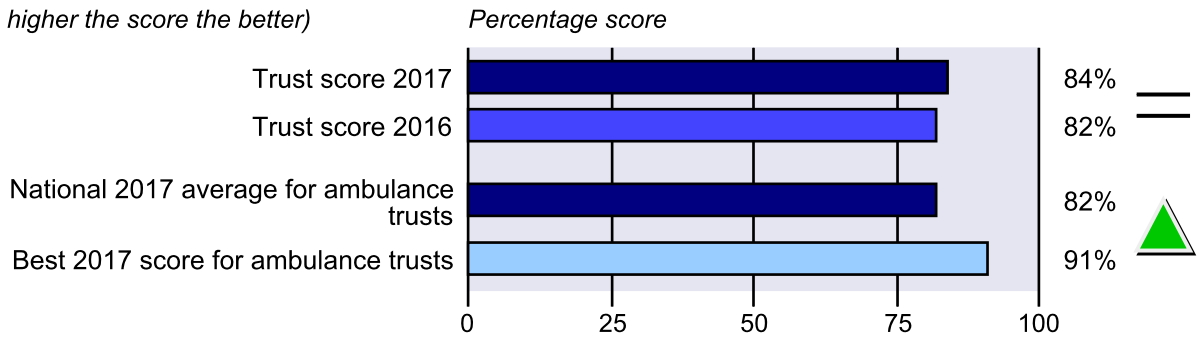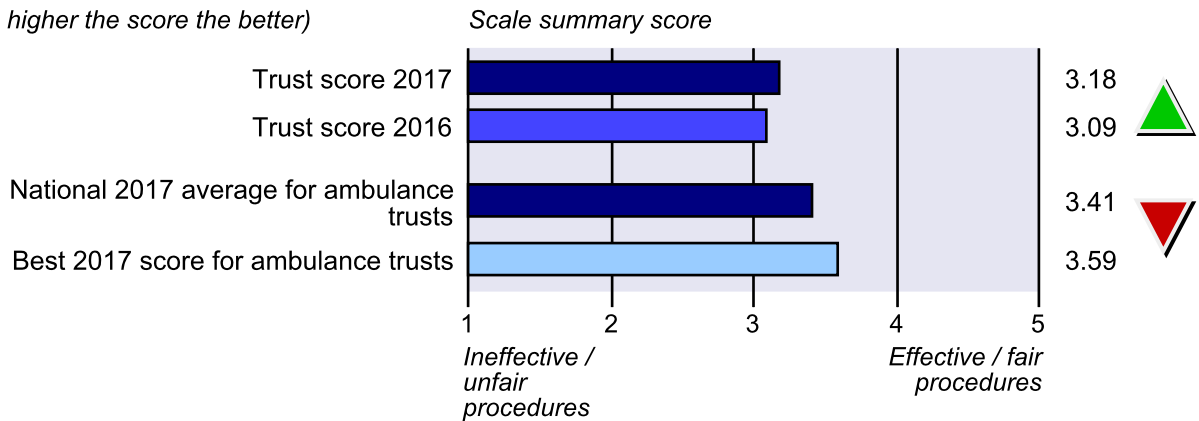*(the lower the score the better)*   Percentage score

Trust score 2017	42%
Trust score 2016	44%
National 2017 average for ambulance trusts	35% ▼
Best 2017 score for ambulance trusts	29%

Scale: 0 — 25 — 50 — 75 — 100

KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month
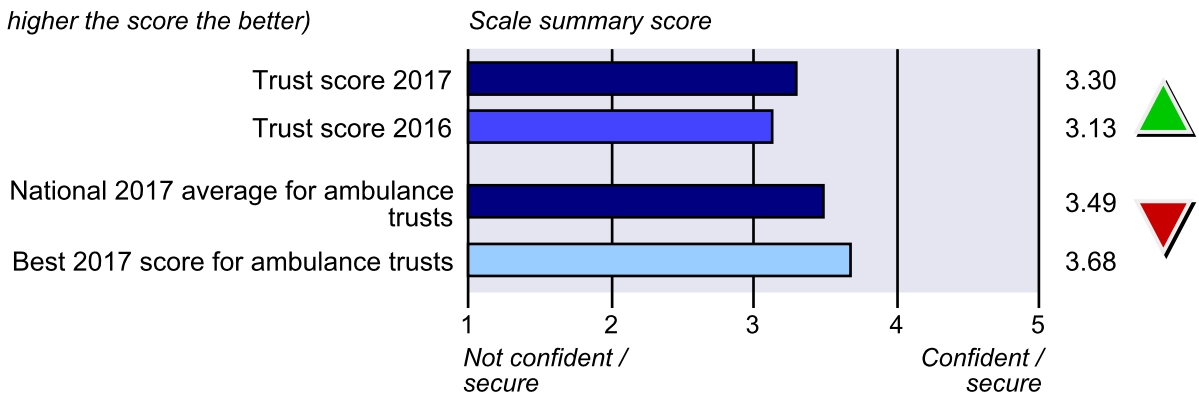
(the higher the score the better)   *Percentage score*

Trust score 2017	84%
Trust score 2016	82%
National 2017 average for ambulance trusts	82%
Best 2017 score for ambulance trusts	91%

0   25   50   75   100

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

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.18
Trust score 2016	3.09
National 2017 average for ambulance trusts	3.41
Best 2017 score for ambulance trusts	3.59

1   2   3   4   5

Ineffective / unfair procedures   *Effective / fair procedures*

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

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.30
Trust score 2016	3.13
National 2017 average for ambulance trusts	3.49
Best 2017 score for ambulance trusts	3.68

1   2   3   4   5

Not confident / secure   *Confident / secure*
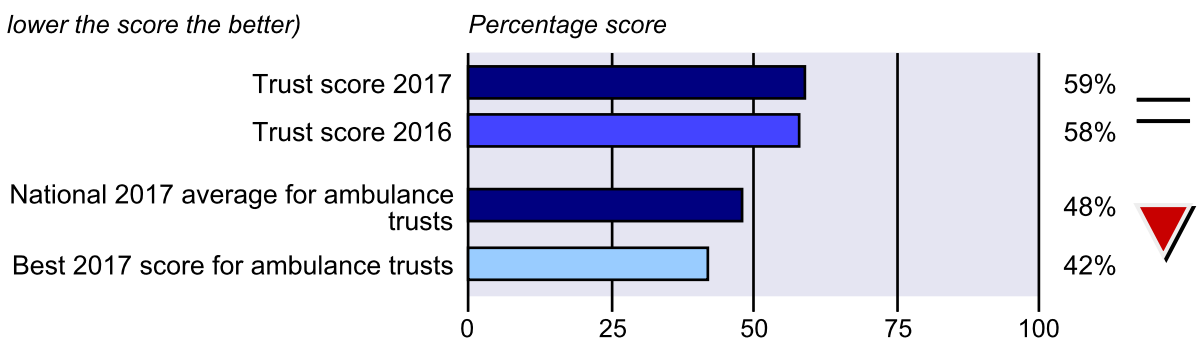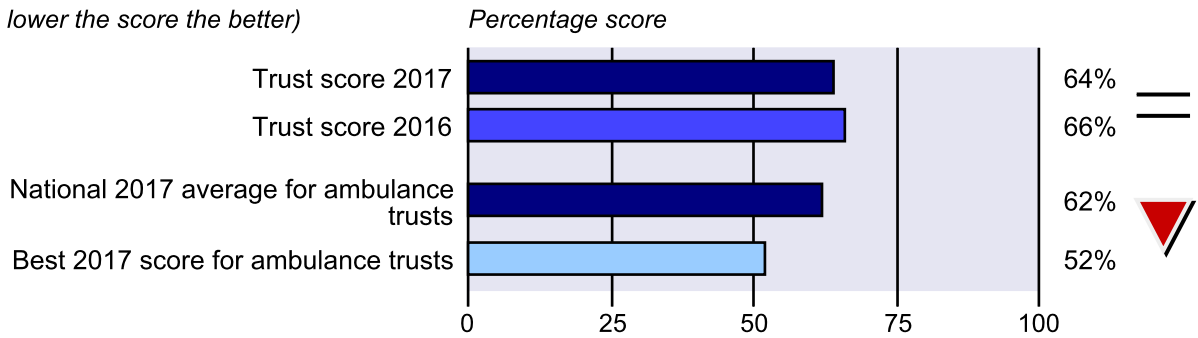
Health and wellbeing

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

(the lower the score the better)   *Percentage score*

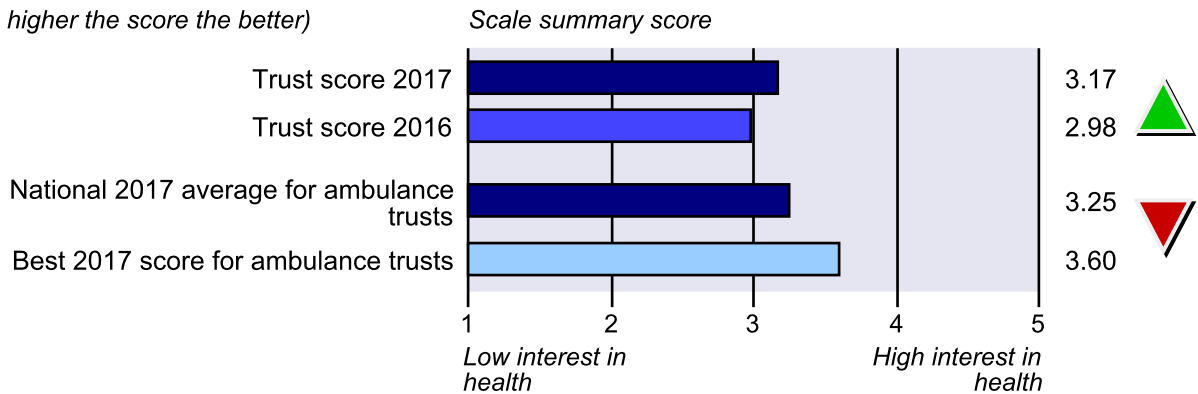|	
Trust score 2017	59%
Trust score 2016	58%
National 2017 average for ambulance trusts	48%
Best 2017 score for ambulance trusts	42%

0   25   50   75   100

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

(the lower the score the better)   Percentage score

Trust score 2017	64%
Trust score 2016	66%
National 2017 average for ambulance trusts	62%
Best 2017 score for ambulance trusts	52%

0   25   50   75   100

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.17
Trust score 2016	2.98
National 2017 average for ambulance trusts	3.25
Best 2017 score for ambulance trusts	3.60

1   2   3   4   5

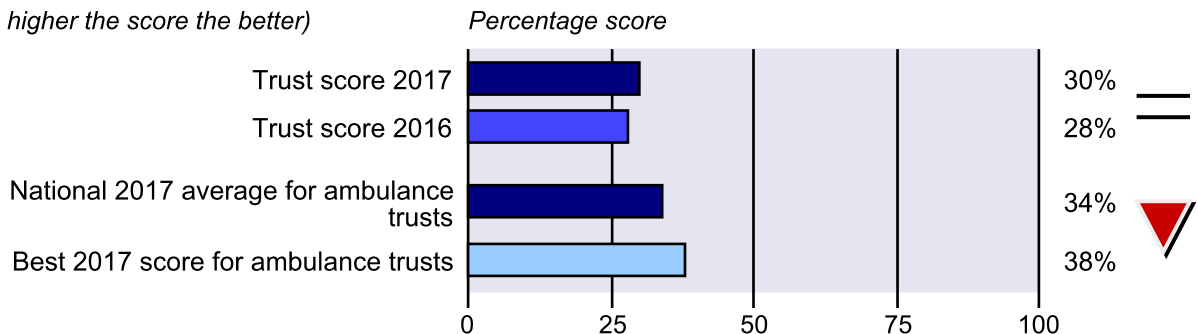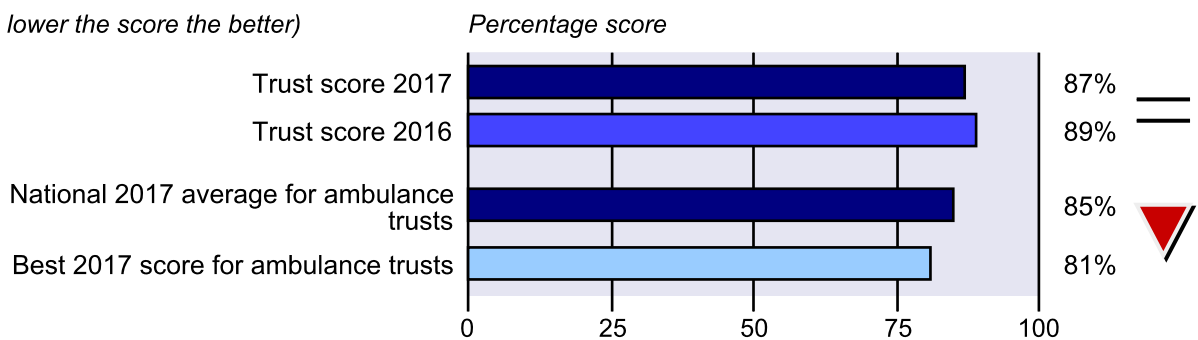Low interest in health   High interest in health

Working patterns

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

(the higher the score the better)   Percentage score

Trust score 2017	30%
Trust score 2016	28%
National 2017 average for ambulance trusts	34%
Best 2017 score for ambulance trusts	38%

0   25   50   75   100

KEY FINDING 16. Percentage of staff working extra hours

(the lower the score the better)   Percentage score

Trust score 2017	87%
Trust score 2016	89%
National 2017 average for ambulance trusts	85%
Best 2017 score for ambulance trusts	81%

0   25   50   75   100

19
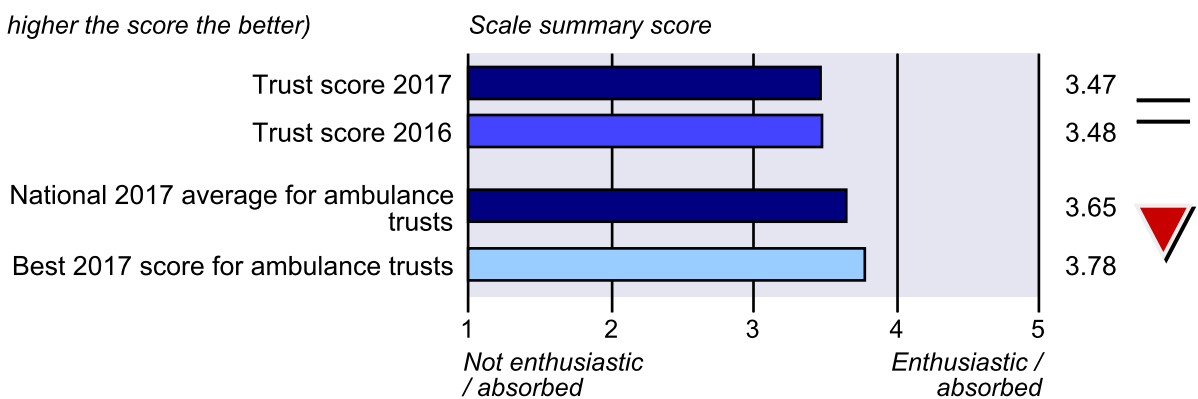
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment
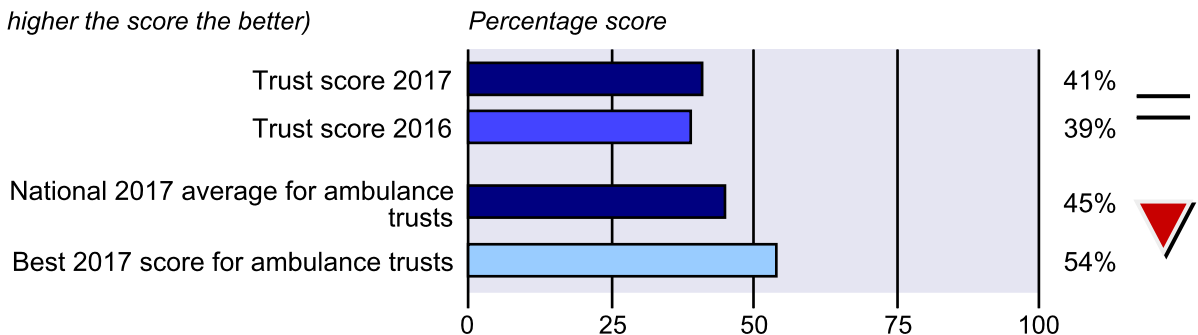
(the higher the score the better)   Scale summary score

Trust score 2017	3.10
Trust score 2016	3.10
National 2017 average for ambulance trusts	3.44
Best 2017 score for ambulance trusts	3.66

1   2   3   4   5

Unlikely to recommend   *Likely to recommend*
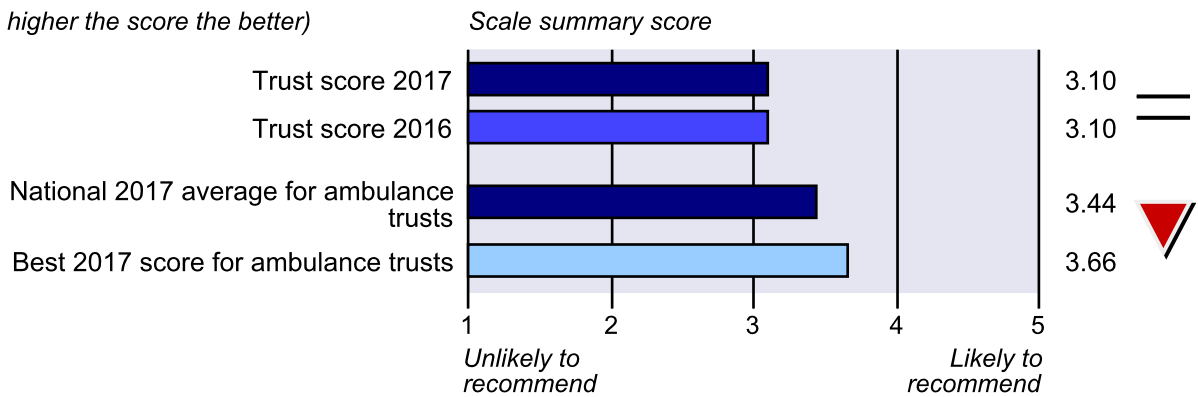
KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2017	3.47
Trust score 2016	3.48
National 2017 average for ambulance trusts	3.65
Best 2017 score for ambulance trusts	3.78

1   2   3   4   5

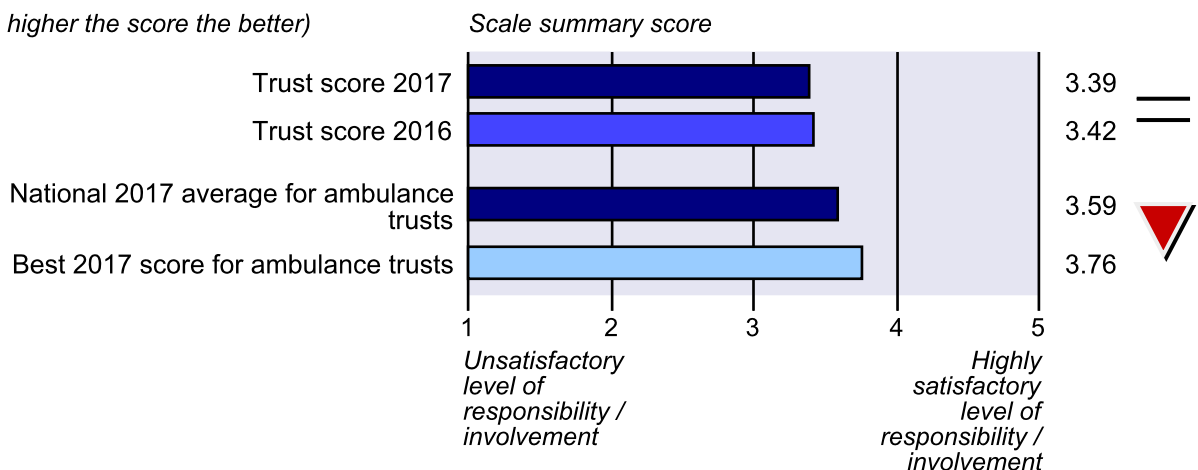*Not enthusiastic / absorbed*   *Enthusiastic / absorbed*

KEY FINDING 7. Percentage of staff able to contribute towards improvements at work
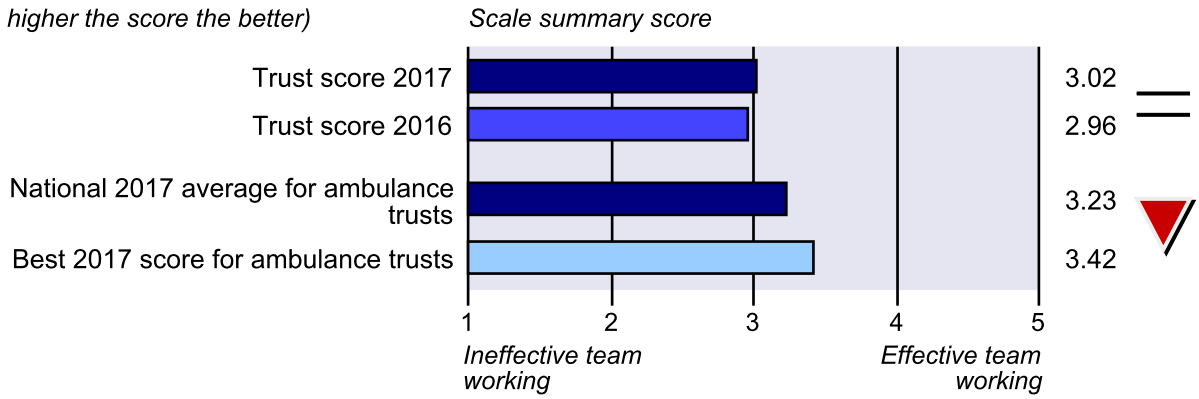
(the higher the score the better)   Percentage score

Trust score 2017	41%
Trust score 2016	39%
National 2017 average for ambulance trusts	45%
Best 2017 score for ambulance trusts	54%

0   25   50   75   100

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.39
Trust score 2016	3.42
National 2017 average for ambulance trusts	3.59
Best 2017 score for ambulance trusts	3.76

1   2   3   4   5

Unsatisfactory level of responsibility / involvement   *Highly satisfactory level of responsibility / involvement*

KEY FINDING 9. Effective team working

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.02
Trust score 2016	2.96
National 2017 average for ambulance trusts	3.23
Best 2017 score for ambulance trusts	3.42

Scale: 1 — 5

Ineffective team working ... *Effective team working*

KEY FINDING 14. Staff satisfaction with resourcing and support

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.90
Trust score 2016	2.86
National 2017 average for ambulance trusts	3.16
Best 2017 score for ambulance trusts	3.35

Scale: 1 — 5
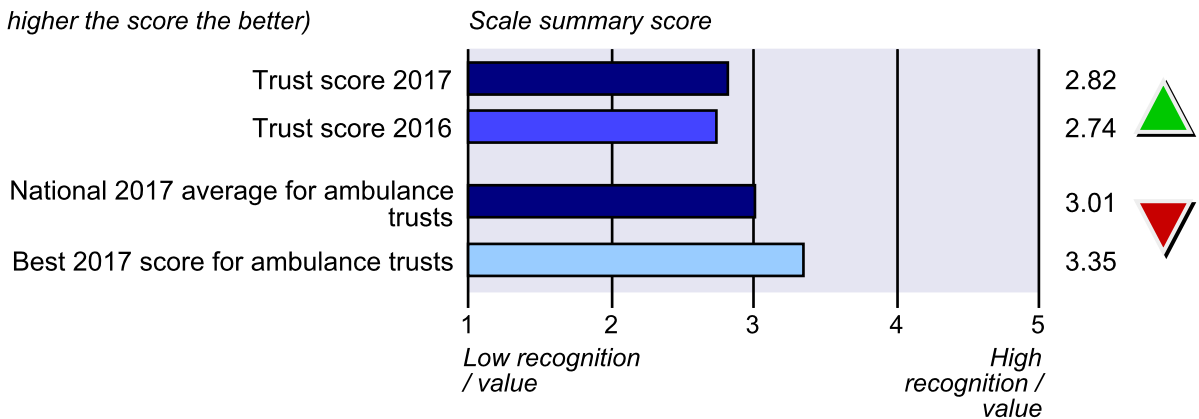
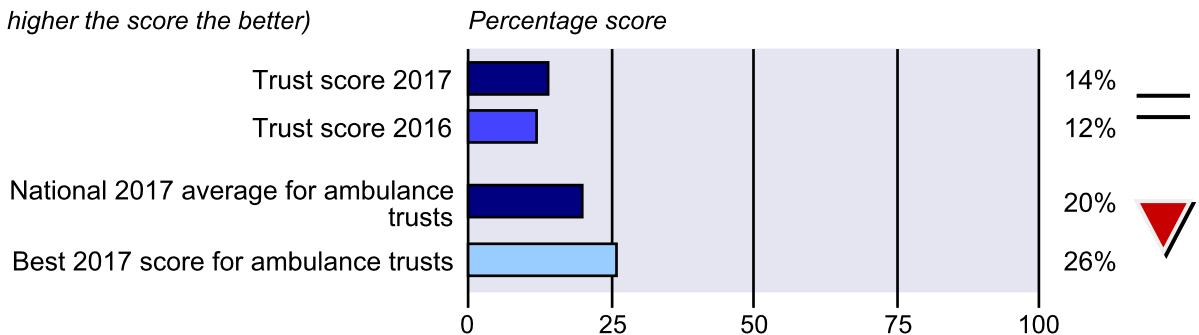*Unsatisfactory resourcing / support* ... *Highly satisfactory resourcing / support*
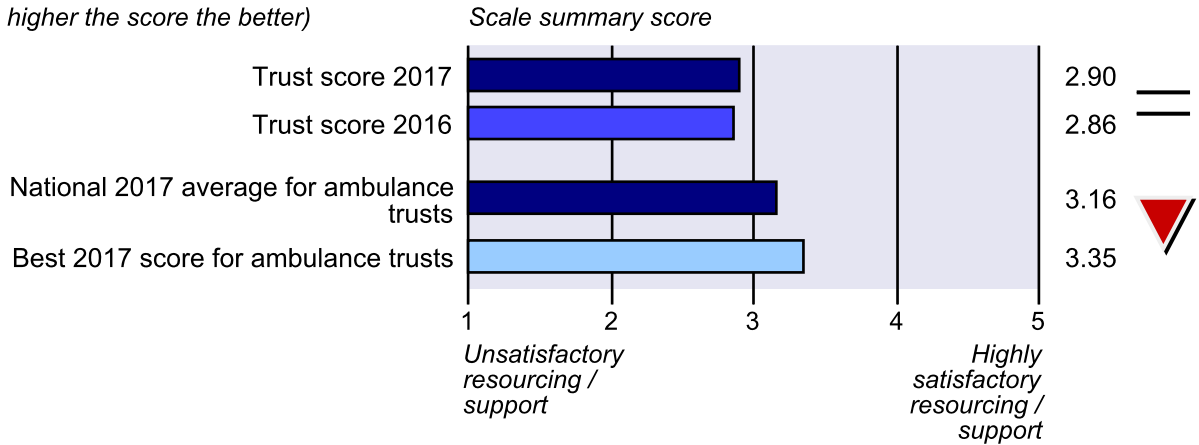
Managers

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

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.82
Trust score 2016	2.74
National 2017 average for ambulance trusts	3.01
Best 2017 score for ambulance trusts	3.35

Scale: 1 — 5

Low recognition / value ... *High recognition / value*

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

(the higher the score the better)   *Percentage score*

Trust score 2017	14%
Trust score 2016	12%
National 2017 average for ambulance trusts	20%
Best 2017 score for ambulance trusts	26%

Scale: 0 — 100

KEY FINDING 10. Support from immediate managers

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.42 ▲
Trust score 2016	3.21
National 2017 average for ambulance trusts	3.44 —
Best 2017 score for ambulance trusts	3.85

Scale: 1 — 2 — 3 — 4 — 5
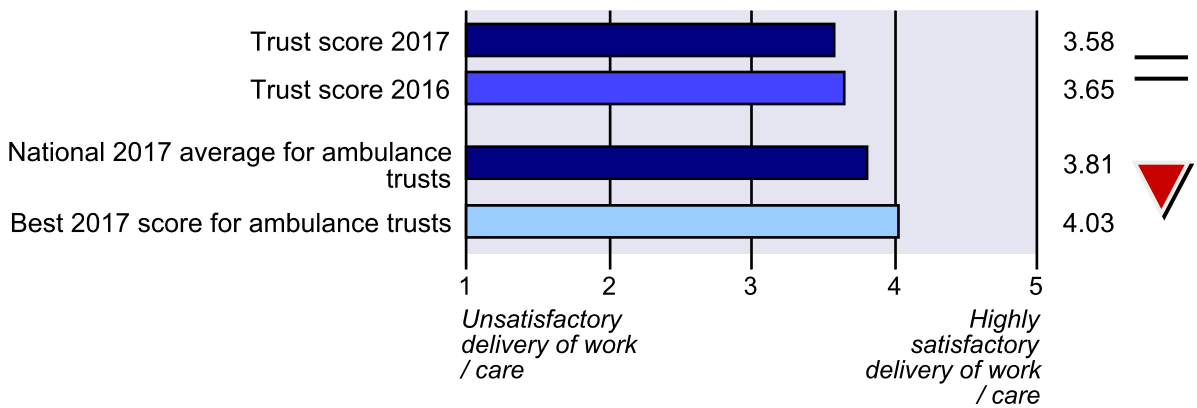
Unsupportive managers   Supportive managers
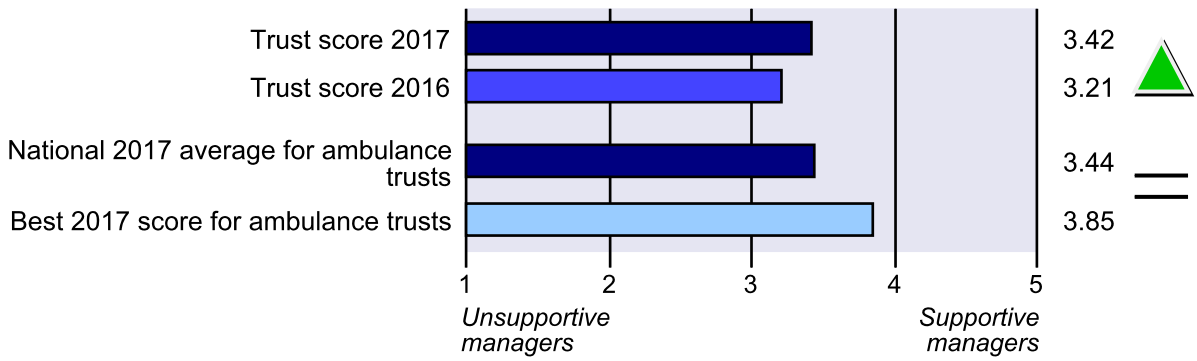
Patient care & experience

KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver
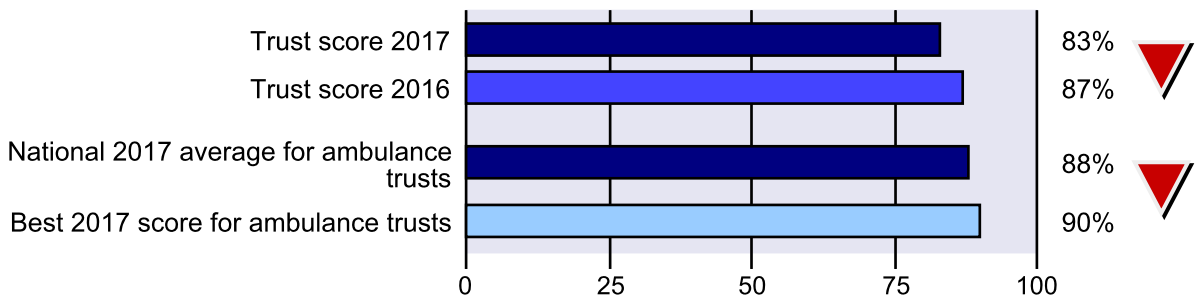
(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.58 —
Trust score 2016	3.65 —
National 2017 average for ambulance trusts	3.81 ▼
Best 2017 score for ambulance trusts	4.03

Scale: 1 — 2 — 3 — 4 — 5

Unsatisfactory delivery of work / care   Highly satisfactory delivery of work / care

KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users
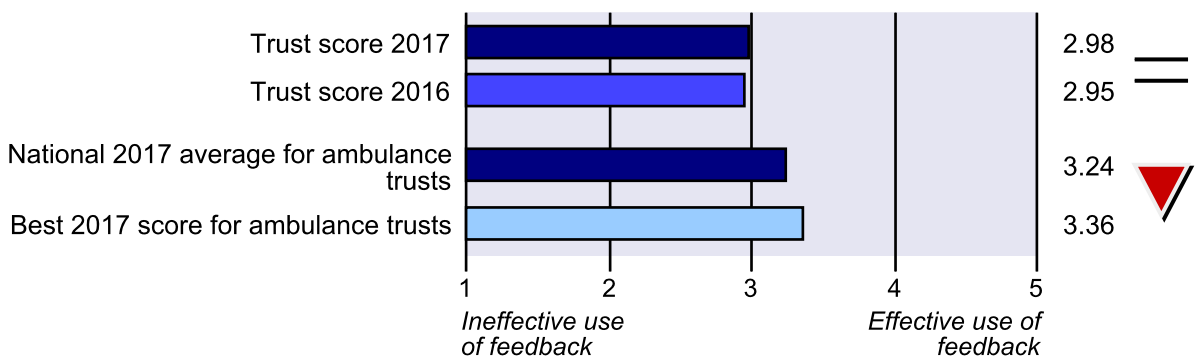
(the higher the score the better)   Percentage score

	Score
Trust score 2017	83% ▼
Trust score 2016	87%
National 2017 average for ambulance trusts	88% ▼
Best 2017 score for ambulance trusts	90%

Scale: 0 — 25 — 50 — 75 — 100

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

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	2.98 —
Trust score 2016	2.95 —
National 2017 average for ambulance trusts	3.24 ▼
Best 2017 score for ambulance trusts	3.36

Scale: 1 — 2 — 3 — 4 — 5

Ineffective use of feedback   Effective use of feedback
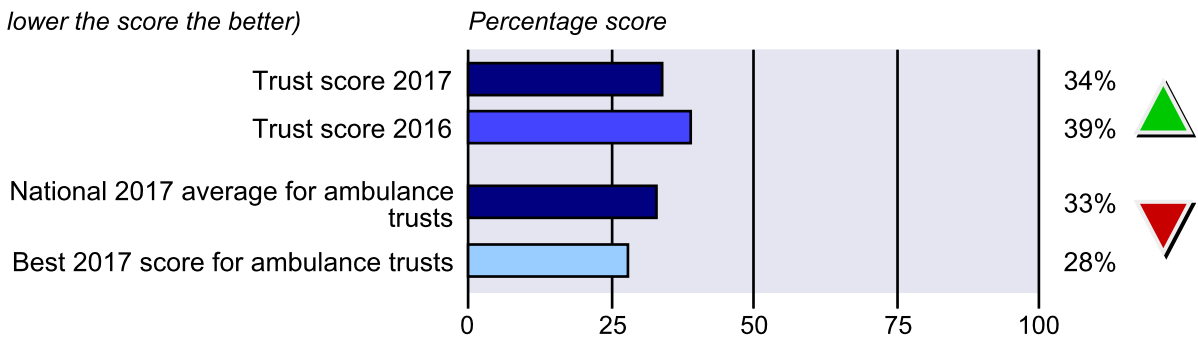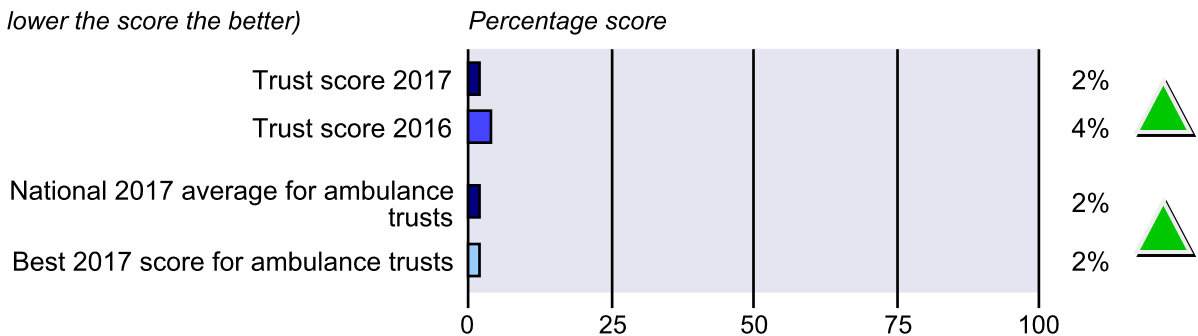
Violence, harassment & bullying

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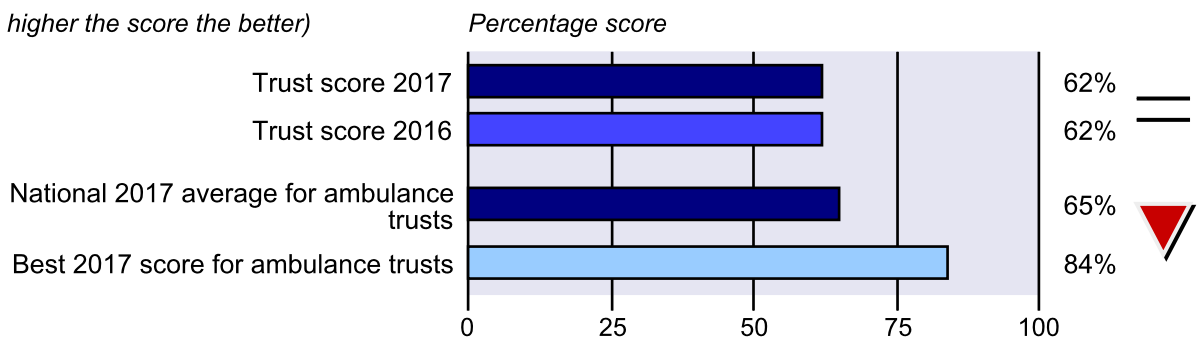
(the lower the score the better)   Percentage score

Trust score 2017	34% ▲
Trust score 2016	39%
National 2017 average for ambulance trusts	33% ▼
Best 2017 score for ambulance trusts	28%

0   25   50   75   100

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

(the lower the score the better)   Percentage score
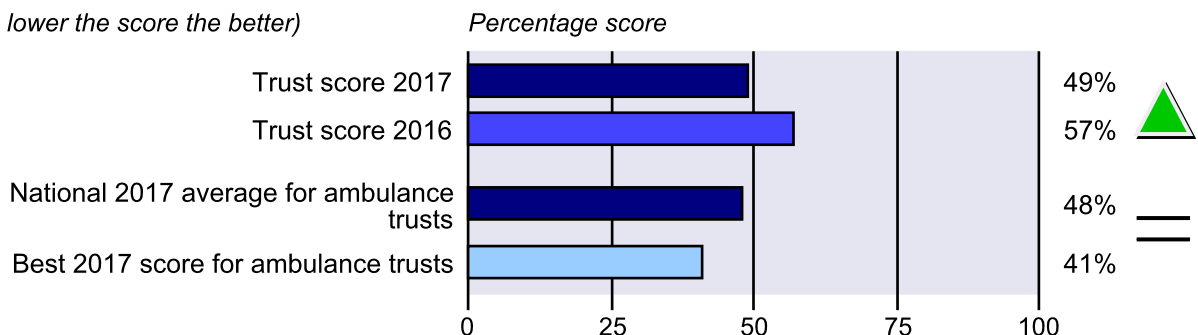
Trust score 2017	2% ▲
Trust score 2016	4%
National 2017 average for ambulance trusts	2% ▲
Best 2017 score for ambulance trusts	2%

0   25   50   75   100

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

(the higher the score the better)   Percentage score

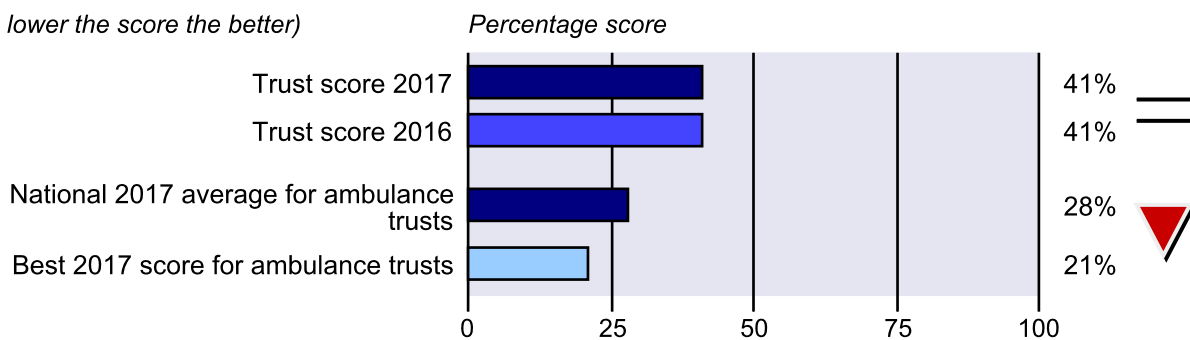|	
Trust score 2017	62% —
Trust score 2016	62%
National 2017 average for ambulance trusts	65% ▼
Best 2017 score for ambulance trusts	84%

0   25   50   75   100

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

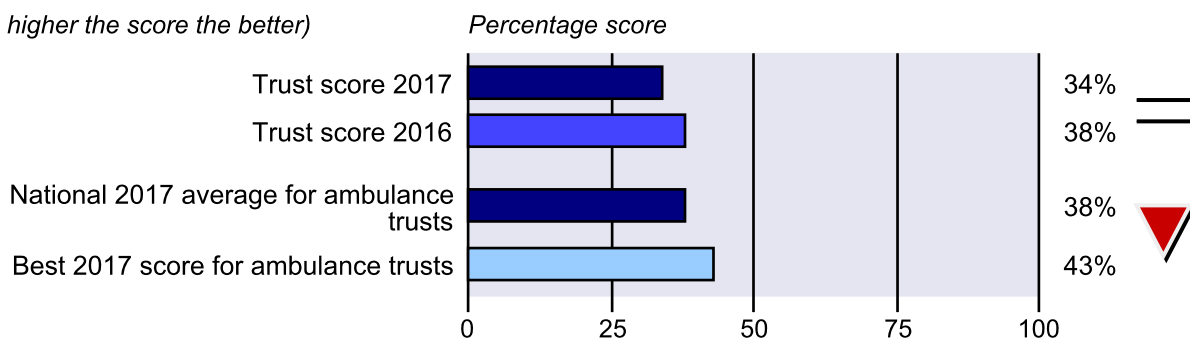*(the lower the score the better)*   Percentage score

Trust score 2017	49% ▲
Trust score 2016	57%
National 2017 average for ambulance trusts	48% —
Best 2017 score for ambulance trusts	41%

0   25   50   75   100

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

(the lower the score the better)   *Percentage score*

Trust score 2017	41%
Trust score 2016	41%
National 2017 average for ambulance trusts	28%
Best 2017 score for ambulance trusts	21%

0   25   50   75   100

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

(the higher the score the better)   *Percentage score*

Trust score 2017	34%
Trust score 2016	38%
National 2017 average for ambulance trusts	38%
Best 2017 score for ambulance trusts	43%

0   25   50   75   100

24

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 2017	Average (median) for ambulance trusts	Your Trust in 2016
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	51%	50%	62%
		BME	31%	39%	59%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	42%	27%	39%
		BME	33%	32%	44%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	60%	71%	63%
		BME	61%	48%	48%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	16%	10%	17%
		BME	13%	18%	27%

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
Appraisals & support for development										
KF11. % appraised in last 12 mths	81	53	64	57	77	37	55	56	56	50
KF12. Quality of appraisals	3.15	2.94	2.63	3.04	-	2.36	2.46	2.74	2.40	2.58
KF13. Quality of non-mandatory training, learning or development	4.10	3.91	3.89	3.72	-	3.80	3.88	3.87	3.89	3.57
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	24	15	18	9	0	29	26	27	34	21
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	67	57	63	-	50	62	62	53	57
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	24	12	9	36	34	49	36	48	61
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	100	-	-	-	70	89	89	77	79
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.71	3.29	3.10	3.14	3.52	3.09	3.16	3.22	2.99	3.19
KF31. Staff confidence and security in reporting unsafe clinical practice	3.62	3.67	3.18	3.37	3.50	3.13	3.30	3.40	3.17	3.13
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	31	59	55	43	29	68	65	48	65	68
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	56	52	65	44	57	76	65	60	68	70
KF19. Org and mgmt interest in and action on health and wellbeing	4.03	3.48	3.37	3.40	3.79	2.79	3.08	3.21	2.85	3.19
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	59	47	52	58	36	31	26	20	20	28
* KF16. % working extra hours	75	96	79	77	43	96	96	94	97	66
Number of respondents	17	46	51	54	14	68	538	121	148	198

Due to low numbers of respondents, no scores are shown for the following occupational group: Patient Transport Service.

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
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.90	3.47	3.42	3.51	3.64	2.70	3.01	3.33	2.82	2.87
KF4. Staff motivation at work	3.88	3.82	3.44	3.54	3.81	3.23	3.52	3.82	3.33	3.09
KF7. % able to contribute towards improvements at work	35	76	53	63	36	34	44	32	25	30
KF8. Staff satisfaction with level of responsibility and involvement	3.55	3.60	3.55	3.50	3.66	3.15	3.48	3.29	3.23	3.20
KF9. Effective team working	3.25	3.57	3.12	3.39	3.40	2.57	3.04	2.98	2.59	2.99
KF14. Staff satisfaction with resourcing and support	3.35	3.02	3.24	3.17	2.96	2.62	2.84	2.90	2.78	2.72
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.69	3.04	3.12	3.04	3.05	2.50	2.78	2.86	2.51	2.74
KF6. % reporting good communication between senior management and staff	35	26	24	17	0	6	13	13	14	8
KF10. Support from immediate managers	4.08	3.41	3.50	3.42	3.61	3.17	3.35	3.54	3.16	3.62
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.63	3.53	3.42	2.82	-	3.37	3.70	3.87	3.78	2.86
KF3. % agreeing that their role makes a difference to patients / service users	82	82	57	70	75	84	88	82	91	70
KF32. Effective use of patient / service user feedback	-	3.78	3.24	3.42	-	2.57	2.94	3.18	2.77	2.61
Violence, harassment & bullying										
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	6	4	2	0	0	41	50	57	63	1
* KF23. % experiencing physical violence from staff in last 12 mths	0	0	0	0	0	1	3	2	3	1
KF24. % reporting most recent experience of violence	-	-	-	-	-	68	64	52	63	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	76	11	6	2	0	54	62	60	71	43
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	42	41	39	36	37	44	37	45	43
KF27. % reporting most recent experience of harassment, bullying or abuse	27	47	52	45	-	31	29	32	36	35
Overall staff engagement	3.64	3.70	3.43	3.52	3.58	2.93	3.24	3.34	2.96	2.92
Number of respondents	17	46	51	54	14	68	538	121	148	198

Due to low numbers of respondents, no scores are shown for the following occupational group: Patient Transport Service.

	111 Urgent Care	Chief Executive Office	Director of Finance & Corporate Services	Director of Human Resources	Director of Operations	Director of Quality & Safety	EOC Clinicians	EOC East	EOC West	HART East
Appraisals & support for development										
KF11. % appraised in last 12 mths	92	88	33	89	56	33	33	52	50	45
KF12. Quality of appraisals	3.03	3.18	-	2.93	2.77	-	-	2.22	2.65	-
KF13. Quality of non-mandatory training, learning or development	4.03	-	3.47	3.85	3.85	-	3.50	3.33	3.64	3.91
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	24	12	10	19	11	23	19	29	14	27
KF21. % believing the organisation provides equal opportunities for career progression / promotion	63	77	58	49	70	-	53	51	61	31
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	6	13	13	29	15	61	57	66	22
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	-	-	-	95	-	84	81	75	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.76	3.57	3.12	2.98	3.35	3.11	3.01	3.01	3.20	2.96
KF31. Staff confidence and security in reporting unsafe clinical practice	3.56	4.19	3.10	3.25	3.54	3.42	3.23	3.09	3.10	3.00
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	43	41	50	49	44	54	61	74	70	57
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	67	35	48	56	50	50	52	71	73	52
KF19. Org and mgmt interest in and action on health and wellbeing	3.50	3.53	3.24	3.57	3.53	3.00	3.27	3.08	3.23	3.22
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	47	71	50	51	49	58	45	20	26	9
* KF16. % working extra hours	79	76	81	83	76	69	53	68	66	86
Number of respondents	70	17	32	56	143	13	31	70	109	23

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

	111 Urgent Care	Chief Executive Office	Director of Finance & Corporate Services	Director of Human Resources	Director of Operations	Director of Quality & Safety	EOC Clinicians	EOC East	EOC West	HART East
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.71	4.00	3.39	3.43	3.40	3.28	2.90	2.76	2.78	2.58
KF4. Staff motivation at work	3.46	3.88	3.56	3.61	3.62	3.69	3.31	3.07	3.08	3.59
KF7. % able to contribute towards improvements at work	46	76	81	59	55	62	35	24	26	48
KF8. Staff satisfaction with level of responsibility and involvement	3.60	3.91	3.69	3.62	3.49	3.55	3.28	3.13	3.22	3.30
KF9. Effective team working	3.18	3.65	3.55	3.49	3.35	3.49	2.97	2.83	3.00	3.83
KF14. Staff satisfaction with resourcing and support	3.46	3.38	3.19	3.08	3.00	2.79	2.72	2.49	2.79	3.23
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.33	3.30	3.27	3.08	3.02	2.90	2.82	2.63	2.85	2.91
KF6. % reporting good communication between senior management and staff	33	53	13	16	21	8	10	1	8	9
KF10. Support from immediate managers	3.69	3.43	3.57	3.62	3.46	3.32	3.48	3.47	3.74	3.65
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.14	-	-	3.28	3.54	-	3.32	2.66	2.73	3.41
KF3. % agreeing that their role makes a difference to patients / service users	88	81	88	81	83	-	71	67	69	74
KF32. Effective use of patient / service user feedback	3.38	-	-	3.82	3.25	-	-	-	2.83	-
Violence, harassment & bullying										
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	1	0	0	2	4	8	6	1	2	45
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	0	0	2	0	0	0	3	0	5
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	53	0	0	2	7	8	68	43	46	59
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	28	25	43	47	44	54	39	47	39	68
KF27. % reporting most recent experience of harassment, bullying or abuse	43	-	54	48	44	-	11	26	42	30
Overall staff engagement	3.48	3.97	3.63	3.55	3.48	3.50	3.06	2.83	2.89	3.14
Number of respondents	70	17	32	56	143	13	31	70	109	23

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

	HART West	Medical Director	OU - Ashford	OU - Brighton	OU - Chertsey	OU - Dartford & Medway	OU - Gatwick & Redhill	OU - Guildford	OU - Paddock Wood	OU - Polegate & Hastings	OU - Tangmere & Worthing	OU - Thanet
Appraisals & support for development												
KF11. % appraised in last 12 mths	73	55	73	44	56	40	67	82	56	32	32	66
KF12. Quality of appraisals	2.03	2.80	2.31	1.98	2.40	2.40	2.43	2.36	2.64	2.46	2.09	3.01
KF13. Quality of non-mandatory training, learning or development	4.19	4.03	3.82	3.91	3.99	3.82	3.84	3.62	3.93	3.57	3.85	4.19
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	25	29	33	34	38	30	27	30	19	33	28	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	-	50	56	67	66	55	62	62	59	46	52	80
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	50	19	52	53	49	48	45	53	36	50	55	43
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	-	80	95	79	88	81	81	81	93	87	79
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	2.41	3.31	2.97	3.05	3.20	3.32	3.23	3.08	3.10	3.05	2.78	3.39
KF31. Staff confidence and security in reporting unsafe clinical practice	2.91	3.45	3.14	3.25	3.07	3.45	3.35	3.07	3.28	3.16	3.10	3.56
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	56	71	71	72	61	65	65	60	56	67	68	56
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	56	65	69	73	68	74	65	67	59	67	74	61
KF19. Org and mgmt interest in and action on health and wellbeing	3.30	3.45	2.97	2.91	3.00	3.01	3.17	3.07	2.98	2.83	2.61	3.32
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	6	56	18	14	26	16	33	19	27	23	16	29
* KF16. % working extra hours	94	94	92	97	96	95	97	97	100	98	99	100
Number of respondents	16	32	49	74	57	104	108	62	61	95	97	78

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

	HART West	Medical Director	OU - Ashford	OU - Brighton	OU - Chertsey	OU - Dartford & Medway	OU - Gatwick & Redhill	OU - Guildford	OU - Paddock Wood	OU - Polegate & Hastings	OU - Tangmere & Worthing	OU - Thanet
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	2.93	2.91	2.93	2.93	2.77	3.03	3.10	3.02	2.91	2.83	2.88	3.44
KF4. Staff motivation at work	3.31	3.45	3.57	3.41	3.49	3.42	3.62	3.55	3.50	3.29	3.39	3.70
KF7. % able to contribute towards improvements at work	31	69	33	22	32	25	44	31	46	41	30	47
KF8. Staff satisfaction with level of responsibility and involvement	3.21	3.44	3.41	3.33	3.30	3.28	3.40	3.50	3.40	3.26	3.25	3.59
KF9. Effective team working	3.51	3.44	2.87	2.72	2.94	2.74	2.89	2.81	2.77	2.85	2.62	3.06
KF14. Staff satisfaction with resourcing and support	3.22	2.91	2.87	2.63	2.79	2.84	2.88	2.87	2.62	2.69	2.70	3.12
Managers												
KF5. Recognition and value of staff by managers and the organisation	2.60	2.88	2.73	2.67	2.61	2.64	2.85	2.58	2.71	2.55	2.39	3.10
KF6. % reporting good communication between senior management and staff	6	16	8	15	9	13	14	13	12	8	5	23
KF10. Support from immediate managers	3.75	3.47	3.44	3.31	3.32	3.13	3.60	3.07	3.24	3.25	2.86	3.68
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.44	3.58	3.78	3.64	3.68	3.76	3.61	3.84	3.83	3.55	3.89	3.87
KF3. % agreeing that their role makes a difference to patients / service users	69	77	86	86	86	85	88	94	92	87	89	90
KF32. Effective use of patient / service user feedback	-	-	3.33	2.77	-	2.88	2.82	2.71	2.80	2.61	2.60	3.15
Violence, harassment & bullying												
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	44	10	66	73	59	63	49	63	51	61	54	53
* *KF23. % experiencing physical violence from staff in last 12 mths*	6	0	2	3	2	2	2	2	2	3	7	1
KF24. % reporting most recent experience of violence	-	-	52	66	72	63	62	66	52	65	58	58
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	63	19	73	65	66	70	54	72	66	77	68	61
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	50	58	49	41	32	35	30	39	54	52	59	26
KF27. % reporting most recent experience of harassment, bullying or abuse	-	37	27	29	29	38	25	34	24	40	30	33
Overall staff engagement	3.08	3.28	3.21	3.04	3.02	3.11	3.30	3.18	3.15	3.02	3.01	3.48
Number of respondents	16	32	49	74	57	104	108	62	61	95	97	78

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	ECSW	EOC	Operational Team Leader	OUMs and OMs	Paramedics	PPs and CCPs	Support Services Admin (Band 2 - Band 6)	Support Services Managers, Snr Manager, Directors	Technician/Associate Practitioner
Appraisals & support for development										
KF11. % appraised in last 12 mths	93	57	47	55	72	53	36	60	61	54
KF12. Quality of appraisals	3.00	2.70	2.51	2.86	2.97	2.32	1.67	2.82	2.87	2.35
KF13. Quality of non-mandatory training, learning or development	4.02	3.89	3.52	3.79	3.95	3.89	3.88	3.80	3.88	3.86
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths*	26	26	21	23	13	31	24	11	19	34
KF21. % believing the organisation provides equal opportunities for career progression / promotion	62	63	56	63	82	61	51	61	60	51
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	37	38	62	46	35	52	45	17	31	49
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	91	76	94	100	86	84	86	97	75
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.72	3.22	3.08	3.33	3.72	3.07	2.96	3.21	3.28	2.98
KF31. Staff confidence and security in reporting unsafe clinical practice	3.48	3.39	3.10	3.53	4.02	3.19	3.02	3.32	3.57	3.13
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths*	44	50	69	58	39	68	75	43	63	66
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	69	62	68	63	42	67	79	49	61	69
KF19. Org and mgmt interest in and action on health and wellbeing	3.47	3.14	3.21	3.32	3.68	2.96	2.75	3.50	3.35	2.84
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	44	20	27	43	43	17	20	52	50	19
* KF16. % working extra hours*	78	95	62	99	90	97	96	70	96	97
Number of respondents	65	143	188	106	31	356	69	179	114	154

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

	111	ECSW	EOC	Operational Team Leader	OUMs and OMs	Paramedics	PPs and CCPs	Support Services Admin (Band 2 - Band 6)	Support Services Managers, Snr Manager, Directors	Technician/Associate Practitioner
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.63	3.36	2.81	3.13	3.58	2.93	2.67	3.44	3.24	2.80
KF4. Staff motivation at work	3.39	3.77	3.09	3.56	3.86	3.47	3.33	3.53	3.69	3.29
KF7. % able to contribute towards improvements at work	42	32	24	67	74	31	43	56	67	23
KF8. Staff satisfaction with level of responsibility and involvement	3.51	3.26	3.20	3.58	3.85	3.39	3.34	3.55	3.51	3.23
KF9. Effective team working	3.09	2.95	2.88	3.46	3.85	2.76	2.99	3.33	3.58	2.56
KF14. Staff satisfaction with resourcing and support	3.44	2.91	2.68	2.86	3.09	2.82	2.72	3.12	2.89	2.77
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.27	2.84	2.77	3.12	3.31	2.63	2.51	3.10	2.96	2.47
KF6. % reporting good communication between senior management and staff	30	13	6	20	42	8	10	20	18	13
KF10. Support from immediate managers	3.64	3.50	3.64	3.57	3.76	3.27	3.04	3.49	3.50	3.12
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.12	3.86	2.86	3.57	3.90	3.72	3.53	3.54	3.14	3.77
KF3. % agreeing that their role makes a difference to patients / service users	89	83	71	83	90	89	86	74	80	89
KF32. Effective use of patient / service user feedback	3.18	3.18	2.75	2.98	3.37	2.73	2.64	3.31	3.41	2.79
Violence, harassment & bullying										
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	2	59	2	43	10	61	51	1	4	64
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	1	2	0	3	1	1	0	3
KF24. % reporting most recent experience of violence	-	55	-	76	-	62	50	-	-	63
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	54	64	48	59	10	70	54	5	16	72
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	29	39	40	40	35	43	50	45	46	42
KF27. % reporting most recent experience of harassment, bullying or abuse	41	32	32	36	42	28	29	46	38	37
Overall staff engagement	3.38	3.32	2.87	3.45	3.78	3.12	3.00	3.46	3.54	2.93
Number of respondents	65	143	188	106	31	356	69	179	114	154

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	56	50
KF12. Quality of appraisals	2.59	2.60
KF13. Quality of non-mandatory training, learning or development	3.85	3.76
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	25	24
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	62
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	45	36
KF29. % reporting errors, near misses or incidents witnessed in last mth	85	78
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.16	3.17
KF31. Staff confidence and security in reporting unsafe clinical practice	3.30	3.18
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	61	58
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	65	58
KF19. Org and mgmt interest in and action on health and wellbeing	3.16	3.07
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	26	58
* KF16. % working extra hours	90	70
Number of respondents	1199	149

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[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	3.08	2.95
KF4. Staff motivation at work	3.47	3.31
KF7. % able to contribute towards improvements at work	41	30
KF8. Staff satisfaction with level of responsibility and involvement	3.40	3.28
KF9. Effective team working	3.04	2.80
KF14. Staff satisfaction with resourcing and support	2.88	2.87
Managers		
KF5. Recognition and value of staff by managers and the organisation	2.81	2.75
KF6. % reporting good communication between senior management and staff	14	11
KF10. Support from immediate managers	3.43	3.24
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.60	3.42
KF3. % agreeing that their role makes a difference to patients / service users	84	78
KF32. Effective use of patient / service user feedback	3.02	2.81
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	37	22
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2
KF24. % reporting most recent experience of violence	62	61
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	51	48
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	43	34
KF27. % reporting most recent experience of harassment, bullying or abuse	35	28
Overall staff engagement	3.22	3.03
Number of respondents	1199	149

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[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 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	55	51	55	63
KF12. Quality of appraisals	2.66	2.60	2.50	2.64
KF13. Quality of non-mandatory training, learning or development	3.86	3.92	3.75	3.81
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	27	22	26	21
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	62	59	54
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	52	45	42	32
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	88	84	78
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.19	3.18	3.13	3.19
KF31. Staff confidence and security in reporting unsafe clinical practice	3.30	3.28	3.28	3.30
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	64	59	62	55
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	65	63	65	60
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	3.13	3.10	3.22
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	26	34	29	32
* *KF16. % working extra hours*	87	87	89	88
Number of respondents	375	342	339	282

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	3.07	3.07	2.97	3.23
KF4. Staff motivation at work	3.41	3.47	3.48	3.55
KF7. % able to contribute towards improvements at work	33	42	41	48
KF8. Staff satisfaction with level of responsibility and involvement	3.38	3.41	3.38	3.41
KF9. Effective team working	2.93	3.03	3.02	3.07
KF14. Staff satisfaction with resourcing and support	2.91	2.86	2.83	2.91
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.81	2.81	2.74	2.90
KF6. % reporting good communication between senior management and staff	12	13	14	17
KF10. Support from immediate managers	3.50	3.38	3.34	3.37
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.68	3.54	3.49	3.57
KF3. % agreeing that their role makes a difference to patients / service users	83	87	82	81
KF32. Effective use of patient / service user feedback	2.68	2.86	3.01	3.26
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	43	34	38	24
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1	3	3
KF24. % reporting most recent experience of violence	55	66	65	63
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	61	51	48	38
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	38	46	42	42
KF27. % reporting most recent experience of harassment, bullying or abuse	35	31	34	35
Overall staff engagement	3.15	3.22	3.18	3.33
Number of respondents	375	342	339	282

Table 7.2: Key Findings for other demographic groups

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development								
KF11. % appraised in last 12 mths	55	56	-	57	55	56	56	57
KF12. Quality of appraisals	2.52	2.73	-	1.80	2.43	2.64	2.60	2.79
KF13. Quality of non-mandatory training, learning or development	3.85	3.84	-	3.70	3.72	3.87	3.84	3.99
Equality & diversity								
* *KF20. % experiencing discrimination at work in last 12 mths*	23	24	-	47	33	22	24	30
KF21. % believing the organisation provides equal opportunities for career progression / promotion	58	64	-	24	48	63	60	61
Errors & incidents								
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	47	39	-	44	48	42	44	35
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	85	-	81	82	85	85	72
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.12	3.26	-	2.64	2.98	3.22	3.17	3.32
KF31. Staff confidence and security in reporting unsafe clinical practice	3.25	3.37	-	2.79	3.11	3.34	3.29	3.44
Health and wellbeing								
* *KF17. % feeling unwell due to work related stress in last 12 mths*	59	61	-	78	75	57	61	45
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	62	65	-	80	78	60	65	47
KF19. Org and mgmt interest in and action on health and wellbeing	3.14	3.19	-	2.76	2.98	3.20	3.15	3.30
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	25	35	-	31	23	32	29	37
* *KF16. % working extra hours*	93	82	-	89	85	89	88	92
Number of respondents	707	601	3	36	286	1066	1278	53

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

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.05	3.13	-	2.70	2.95	3.12	3.08	3.24
KF4. Staff motivation at work	3.51	3.44	-	3.17	3.27	3.52	3.48	3.52
KF7. % able to contribute towards improvements at work	42	39	-	14	31	43	40	51
KF8. Staff satisfaction with level of responsibility and involvement	3.38	3.42	-	2.97	3.16	3.45	3.39	3.54
KF9. Effective team working	2.99	3.05	-	2.65	2.80	3.07	3.00	3.31
KF14. Staff satisfaction with resourcing and support	2.85	2.93	-	2.59	2.74	2.92	2.88	3.06
Managers								
KF5. Recognition and value of staff by managers and the organisation	2.79	2.85	-	2.47	2.52	2.89	2.81	3.14
KF6. % reporting good communication between senior management and staff	13	15	-	3	12	14	14	21
KF10. Support from immediate managers	3.38	3.44	-	3.21	3.05	3.50	3.40	3.59
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.57	3.60	-	3.15	3.41	3.61	3.59	3.34
KF3. % agreeing that their role makes a difference to patients / service users	84	83	-	69	80	84	83	84
KF32. Effective use of patient / service user feedback	2.98	3.00	-	-	2.92	3.01	2.98	-
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	43	26	-	33	32	36	36	26
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	1	-	3	3	2	2	0
KF24. % reporting most recent experience of violence	61	63	-	67	66	60	62	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	53	47	-	40	53	49	51	31
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	44	39	-	54	55	38	42	33
KF27. % reporting most recent experience of harassment, bullying or abuse	32	36	-	17	30	35	34	33
Overall staff engagement	3.22	3.22	-	2.80	3.02	3.27	3.22	3.38
Number of respondents	707	601	3	36	286	1066	1278	53

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	3	0%
Medical and Dental		
Medical / Dental - Consultant	1	0%
Operational ambulance staff		
Emergency care practitioner	68	5%
Paramedic	538	40%
Emergency care assistant	121	9%
Ambulance technician	148	11%
Ambulance control staff	198	15%
Patient Transport Service	3	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	17	1%
Other Registered Nurses	1	0%
Other groups		
Public Health / Health Improvement	4	0%
Commissioning managers / support staff	1	0%
Admin and Clerical	51	4%
Central Functions / Corporate Services	54	4%
Maintenance / Ancillary	14	1%
General Management	46	3%
Other	61	5%
Did not specify	75	

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	1199	89%
Part time	149	11%
Did not specify	57	
Length of time in organisation		
Less than a year	111	9%
Between 1 to 2 years	219	17%
Between 3 to 5 years	260	20%
Between 6 to 10 years	210	16%
Between 11 to 15 years	155	12%
Over 15 years	324	25%
Did not specify	126	

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	375	28%
Between 31 and 40	342	26%
Between 41 and 50	339	25%
51 and over	282	21%
Did not specify	67	
Gender		
Male	707	52%
Female	601	45%
Prefer to self-describe	3	0%
Prefer not to say	36	3%
Did not specify	58	
Ethnic background		
White	1278	96%
Black and minority ethnic	53	4%
Did not specify	74	
Disability		
Disabled	286	21%
Not disabled	1066	79%
Did not specify	53	

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	44	-	42	38	48	34	61
Appraisals & support for development							
KF11. % appraised in last 12 mths	57	[54, 60]	81	72	82	52	93
KF12. Quality of appraisals	2.60	[2.51, 2.69]	2.65	2.60	2.74	2.48	2.96
KF13. Quality of non-mandatory training, learning or development	3.84	[3.79, 3.89]	3.90	3.85	3.93	3.78	4.00
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	24	[22, 27]	19	18	22	13	27
KF21. % believing the organisation provides equal opportunities for career progression / promotion	60	[57, 63]	69	67	74	59	83
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	42	[40, 45]	35	34	36	29	42
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	[81, 87]	82	80	84	79	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.18	[3.13, 3.23]	3.41	3.34	3.47	3.18	3.59
KF31. Staff confidence and security in reporting unsafe clinical practice	3.30	[3.25, 3.34]	3.49	3.44	3.56	3.30	3.68
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	59	[56, 62]	48	46	50	42	59
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	64	[61, 66]	62	61	62	52	64
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	[3.12, 3.22]	3.25	3.21	3.45	3.17	3.60
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	30	[28, 33]	34	34	35	29	38
* KF16. % working extra hours	87	[85, 89]	85	83	87	81	88

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	3.10	[3.05, 3.15]	3.44	3.38	3.51	3.10	3.66
KF4. Staff motivation at work	3.47	[3.42, 3.51]	3.65	3.62	3.66	3.47	3.78
KF7. % able to contribute towards improvements at work	41	[38, 44]	45	42	46	41	54
KF8. Staff satisfaction with level of responsibility and involvement	3.39	[3.35, 3.44]	3.59	3.56	3.66	3.39	3.76
KF9. Effective team working	3.02	[2.97, 3.07]	3.23	3.10	3.29	3.02	3.42
KF14. Staff satisfaction with resourcing and support	2.90	[2.86, 2.93]	3.16	3.12	3.17	2.90	3.35
Managers							
KF5. Recognition and value of staff by managers and the organisation	2.82	[2.77, 2.87]	3.01	2.98	3.11	2.82	3.35
KF6. % reporting good communication between senior management and staff	14	[12, 16]	20	18	21	13	26
KF10. Support from immediate managers	3.42	[3.36, 3.47]	3.44	3.42	3.59	3.31	3.85
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.58	[3.52, 3.63]	3.81	3.75	3.88	3.58	4.03
KF3. % agreeing that their role makes a difference to patients / service users	83	[81, 85]	88	86	89	83	90
KF32. Effective use of patient / service user feedback	2.98	[2.88, 3.08]	3.24	3.22	3.30	2.98	3.36
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	34	[32, 37]	33	32	34	28	40
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	[1, 3]	2	2	3	2	3
KF24. % reporting most recent experience of violence	62	[57, 66]	65	63	69	55	84
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	49	[46, 52]	48	45	49	41	56
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	41	[39, 44]	28	24	30	21	41
KF27. % reporting most recent experience of harassment, bullying or abuse	34	[31, 38]	38	36	41	31	43

Appendix 2

Changes to the Key Findings since the 2015 and 2016 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 2016 and 2015 have been re-calculated and re-weighted using the 2017 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 2016 survey

	South East Coast Ambulance Service NHS Foundation Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Response rate	44	40	4	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	57	77	-20	Yes
KF12. Quality of appraisals	2.60	2.32	0.28	Yes
KF13. Quality of non-mandatory training, learning or development	3.84	3.62	0.22	Yes
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	24	27	-3	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	60	64	-4	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	42	44	-2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	82	3	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.18	3.09	0.09	Yes
KF31. Staff confidence and security in reporting unsafe clinical practice	3.30	3.13	0.16	Yes
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	59	58	1	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	64	66	-2	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	2.98	0.19	Yes
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	30	28	2	No
* *KF16. % working extra hours*	87	89	-2	No

Table A2.1: Changes in the Key Findings for South East Coast Ambulance Service NHS Foundation Trust since 2016 survey (cont)

	South East Coast Ambulance Service NHS Foundation Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.10	3.10	0.00	No
KF4. Staff motivation at work	3.47	3.48	-0.01	No
KF7. % able to contribute towards improvements at work	41	39	2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.39	3.42	-0.02	No
KF9. Effective team working	3.02	2.96	0.07	No
KF14. Staff satisfaction with resourcing and support	2.90	2.86	0.04	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.82	2.74	0.08	Yes
KF6. % reporting good communication between senior management and staff	14	12	2	No
KF10. Support from immediate managers	3.42	3.21	0.20	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.58	3.65	-0.07	No
KF3. % agreeing that their role makes a difference to patients / service users	83	87	-4	Yes
KF32. Effective use of patient / service user feedback	2.98	2.95	0.03	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	34	39	-5	Yes
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	4	-2	Yes
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*	49	57	-8	Yes
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	41	41	1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	34	38	-4	No

Table A2.2: 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			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	44	40	4	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	57	86	-30	Yes
KF12. Quality of appraisals	2.60	2.42	0.18	Yes
KF13. Quality of non-mandatory training, learning or development	3.84	3.72	0.12	Yes
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	24	24	0	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	60	68	-8	Yes
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	42	43	-1	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	81	4	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.18	3.21	-0.03	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.30	3.26	0.04	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	59	49	10	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	64	63	1	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	3.15	0.03	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	30	29	2	No
* *KF16. % working extra hours*	87	89	-2	No

Table A2.2: 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			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.10	3.20	-0.10	Yes
KF4. Staff motivation at work	3.47	3.51	-0.04	No
KF7. % able to contribute towards improvements at work	41	45	-4	No
KF8. Staff satisfaction with level of responsibility and involvement	3.39	3.52	-0.13	Yes
KF9. Effective team working	3.02	3.05	-0.03	No
KF14. Staff satisfaction with resourcing and support	2.90	3.01	-0.12	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.82	2.93	-0.11	Yes
KF6. % reporting good communication between senior management and staff	14	15	-1	No
KF10. Support from immediate managers	3.42	3.40	0.02	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.58	3.76	-0.18	Yes
KF3. % agreeing that their role makes a difference to patients / service users	83	88	-4	Yes
KF32. Effective use of patient / service user feedback	2.98	3.08	-0.09	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	34	34	0	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	3	-1	Yes
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*	49	56	-7	Yes
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	41	32	9	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	34	33	1	No

Appendix 3

Data tables: 2017 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 2017 survey response, the average (median) 2017 response for ambulance trusts, and your trust's 2016 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 2017 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 2017	Average (median) for ambulance trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	56	80	77
KF12. Quality of appraisals	Q20b-d	2.59	2.70	2.27
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.84	3.91	3.61
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	24	19	29
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	60	71	62
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	43	35	44
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	84	82	83
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.17	3.43	3.06
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.29	3.48	3.12
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	60	48	59
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	64	62	67
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.15	3.27	2.92
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	30	36	26
* KF16. % working extra hours	Q10b-c	88	85	92

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 2017	Average (median) for ambulance trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.08	3.44	3.03
KF4. Staff motivation at work	Q2a-c	3.46	3.65	3.45
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	40	45	37
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.39	3.59	3.40
KF9. Effective team working	Q4h-j	3.01	3.25	2.90
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	2.88	3.18	2.84
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	2.81	3.02	2.69
KF6. % reporting good communication between senior management and staff	Q8a-d	14	20	11
KF10. Support from immediate managers	Q5b, 7a-e	3.41	3.49	3.20
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.57	3.80	3.66
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	83	88	88
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	2.98	3.28	2.92
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	35	30	46
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	2	4
KF24. % reporting most recent experience of violence	Q14d	62	65	62
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	50	49	62
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	42	28	40
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	34	39	37

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

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	71	70	83
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	44	52	41
Q2b	"I am enthusiastic about my job"	63	68	63
Q2c	"Time passes quickly when I am working"	48	56	49
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	77	84	78
Q3b	"I am trusted to do my job"	75	83	76
Q3c	"I am able to do my job to a standard I am personally pleased with"	68	77	68
	Opportunities to develop potential at work			
	% agreeing / strongly agreeing with the following statements:			
Q4a	"There are frequent opportunities for me to show initiative in my role"	58	63	61
Q4b	"I am able to make suggestions to improve the work of my team / department"	45	50	41
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	24	27	22
Q4d	"I am able to make improvements happen in my area of work"	27	30	22
Q4e	"I am able to meet all the conflicting demands on my time at work"	25	37	22
Q4f	"I have adequate materials, supplies and equipment to do my work"	43	52	47
Q4g	"There are enough staff at this organisation for me to do my job properly"	11	23	8
Q4h	"The team I work in has a set of shared objectives"	55	60	53
Q4i	"The team I work in often meets to discuss the team's effectiveness"	24	28	19
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	54	59	48
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	28	34	24
Q5b	"The support I get from my immediate manager"	57	60	50
Q5c	"The support I get from my work colleagues"	81	81	79
Q5d	"The amount of responsibility I am given"	61	68	61
Q5e	"The opportunities I have to use my skills"	54	61	56
Q5f	"The extent to which my organisation values my work"	17	28	15
Q5g	"My level of pay"	17	25	12
Q5h	"The opportunities for flexible working patterns"	30	36	26

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	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"	76	83	79
Q6b	"I feel that my role makes a difference to patients / service users"	83	88	88
Q6c	"I am able to deliver the patient care I aspire to"	57	66	60
	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"	59	60	50
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	65	65	58
Q7c	"My immediate manager gives me clear feedback on my work"	48	50	38
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	38	38	29
Q7e	"My immediate manager is supportive in a personal crisis"	68	70	65
Q7f	"My immediate manager takes a positive interest in my health and well-being"	58	58	50
Q7g	"My immediate manager values my work"	58	58	51
Q8a	"I know who the senior managers are here"	66	75	62
Q8b	"Communication between senior management and staff is effective"	18	26	13
Q8c	"Senior managers here try to involve staff in important decisions"	15	19	13
Q8d	"Senior managers act on staff feedback"	15	21	10
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	13	21	13
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	46	40	47
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	60	48	59
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	68	65	69
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	40	39	50
Q9f	...had felt pressure from their colleagues to come to work	16	14	15
Q9g	...had put themselves under pressure to come to work	91	91	92
	Working hours			
Q10a	% working part time (up to 29 hours a week)	11	11	13
Q10b	% working additional PAID hours	71	71	83
Q10c	% working additional UNPAID hours	53	43	51
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	30	26	35
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	36	27	36
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	91	89	88

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
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"	33	38	27
Q12b	"My organisation encourages us to report errors, near misses or incidents"	78	83	77
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	38	52	35
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	34	45	31
Raising concerns about unsafe clinical practice				
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	94	94	93
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	62	62	52
Q13c	"I am confident that the organisation would address my concern"	36	50	32
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	65	70	54
Q14a	1 to 2 times	26	20	29
Q14a	3 to 5 times	7	7	12
Q14a	6 to 10 times	1	1	3
Q14a	More than 10 times	1	1	3
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	99	99	98
Q14b	1 to 2 times	1	1	2
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	99	98	97
Q14c	1 to 2 times	1	2	2
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	65	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	50	51	38
Q15a	1 to 2 times	20	18	20
Q15a	3 to 5 times	15	13	18
Q15a	6 to 10 times	5	6	8
Q15a	More than 10 times	11	9	15

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	68	83	69
Q15b	1 to 2 times	20	12	19
Q15b	3 to 5 times	7	3	7
Q15b	6 to 10 times	2	1	2
Q15b	More than 10 times	3	1	3
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	76	82	79
Q15c	1 to 2 times	17	12	15
Q15c	3 to 5 times	5	3	3
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	2
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	34	39	37
	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	60	71	62
	Discrimination			
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	13	11	17
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	16	11	18
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	13	18	16
Q17c	Gender	33	35	39
Q17c	Religion	1	3	2
Q17c	Sexual orientation	15	11	18
Q17c	Disability	10	8	8
Q17c	Age	38	30	37
Q17c	Other reason(s)	29	33	26
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	60	67	69
	% 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"	80	80	68
Q18c	"It has helped me stay up-to-date with professional requirements"	81	81	71
Q18d	"It has helped me to deliver a better patient / service user experience"	74	77	63
Q19	% who had received mandatory training in the last 12 months	91	91	92
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	56	80	77

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	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	12	16	7
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	23	23	17
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	15	18	12
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	27	27	24
Q20f	% saying their appraisal or development review had identified training, learning or development needs	48	50	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	48	42	35
	Your organisation			
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	46	59	41
Q21b	"My organisation acts on concerns raised by patients / service users"	50	62	49
Q21c	"I would recommend my organisation as a place to work"	27	47	26
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	61	70	61
	Patient / service user experience measures			
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	68	73	74
	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"	29	38	27
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	25	33	18
	BACKGROUND DETAILS			
	Gender			
Q23a	Male	52	53	56
Q23a	Female	45	45	44
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	3	3	0
	Age group			
Q23b	Between 16 and 30	28	19	20
Q23b	Between 31 and 40	26	24	23
Q23b	Between 41 and 50	25	30	26
Q23b	51 and over	21	25	31
	Ethnic background			
Q24	White	96	96	97
Q24	Mixed	2	1	1
Q24	Asian / Asian British	1	1	1
Q24	Black / Black British	1	0	1
Q24	Chinese	0	0	0
Q24	Other	0	1	0

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	Sexuality			
Q25	Heterosexual (straight)	85	88	87
Q25	Gay Man	4	2	2
Q25	Gay Woman (lesbian)	3	2	3
Q25	Bisexual	2	1	2
Q25	Other	1	0	0
Q25	Preferred not to say	7	6	6
	Religion			
Q26	No religion	51	45	48
Q26	Christian	39	45	43
Q26	Buddhist	0	1	1
Q26	Hindu	0	0	0
Q26	Jewish	0	0	0
Q26	Muslim	0	0	0
Q26	Sikh	0	0	0
Q26	Other	1	1	1
Q26	Preferred not to say	7	6	6
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	21	19	22
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	53	56	50
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	9	8	6
Q28	1 to 2 years	17	15	13
Q28	3 to 5 years	20	19	17
Q28	6 to 10 years	16	19	16
Q28	11 to 15 years	12	13	16
Q28	More than 15 years	25	27	32
	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	5	1	7
Q29	Paramedic	40	37	39
Q29	Emergency Care Assistant	9	8	10
Q29	Ambulance Technician	11	11	18
Q29	Ambulance Control Staff	15	15	9
Q29	Patient Transport Service	0	10	3
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	4	4	4
Q29	Central Functions / Corporate Services	4	5	3
Q29	Maintenance / Ancillary	1	1	1
Q29	General Management	3	3	2
Q29	Other	5	4	2

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	Team working			
Q30a	% working in a team	87	86	86
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	28	38	31
Q30b	6-9	23	16	23
Q30b	10-15	28	18	25
Q30b	More than 15	21	27	22

Appendix 4

Other NHS staff survey 2017 documentation

This report is one of several ways in which we present the results of the 2017 national NHS staff survey:

1) A separate summary report of the main 2017 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 2017 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2018.

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 will be made available after publication via www.nhsstaffsurveys.com. In these detailed spreadsheets you will be able to 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 responses for each major occupational and demographic group within the major trust types