

# South East Coast Ambulance Service NHS Foundation Trust

2019 NHS Staff Survey

**Benchmark Report**

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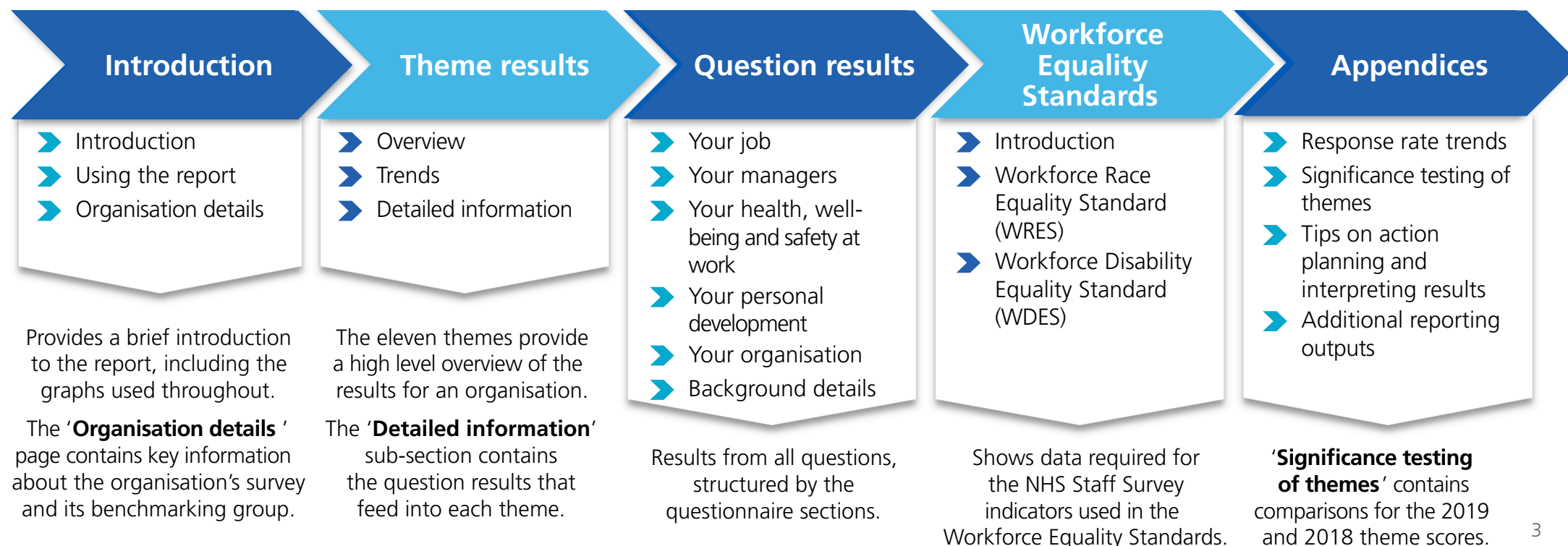
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This benchmark report for South East Coast Ambulance Service NHS Foundation Trust contains results for themes and questions from the 2019 NHS Staff Survey, and historical results back to 2015 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report is weighted to allow for fair comparisons between organisations.

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

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

## The structure of this report



## Key features

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

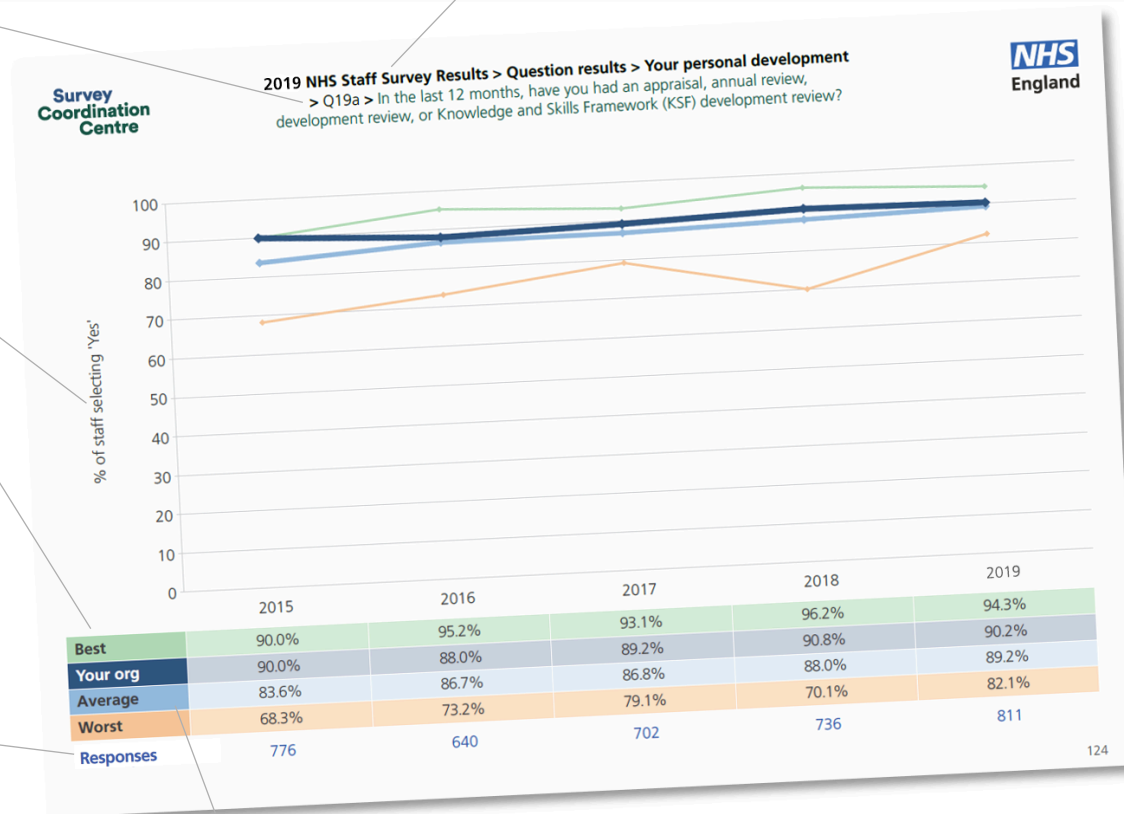
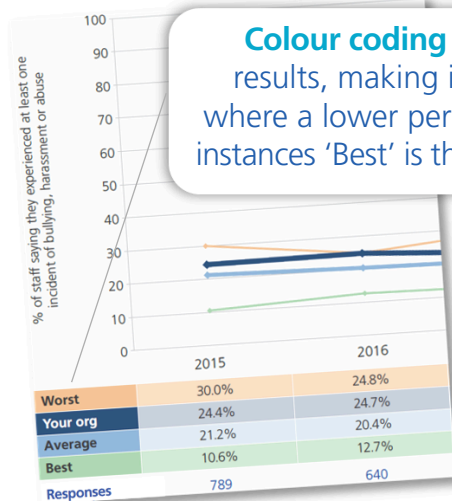
Question-level results are always  
reported as percentages; the **meaning  
of the value** is outlined along the axis.  
Themes are always on a 0-10pt scale  
where 10 is the best score attainable

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

 **Keep an eye out!**

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

Slide headers are **hyperlinked** throughout the document. '2019  
NHS Staff Survey Results' takes you back to the contents page  
(which is also hyperlinked to each section), while the rest of the text  
highlighted in bold can be used to navigate to sections and sub-sections



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

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

South East Coast Ambulance  
Service NHS Foundation Trust

2019 NHS Staff Survey



## Organisation details

Completed questionnaires **2,108**

2019 response rate **56%**

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

## Survey details

Survey mode **Online**

Sample type **Census**

This organisation is benchmarked against:

Ambulance Trusts



## 2019 benchmarking group details

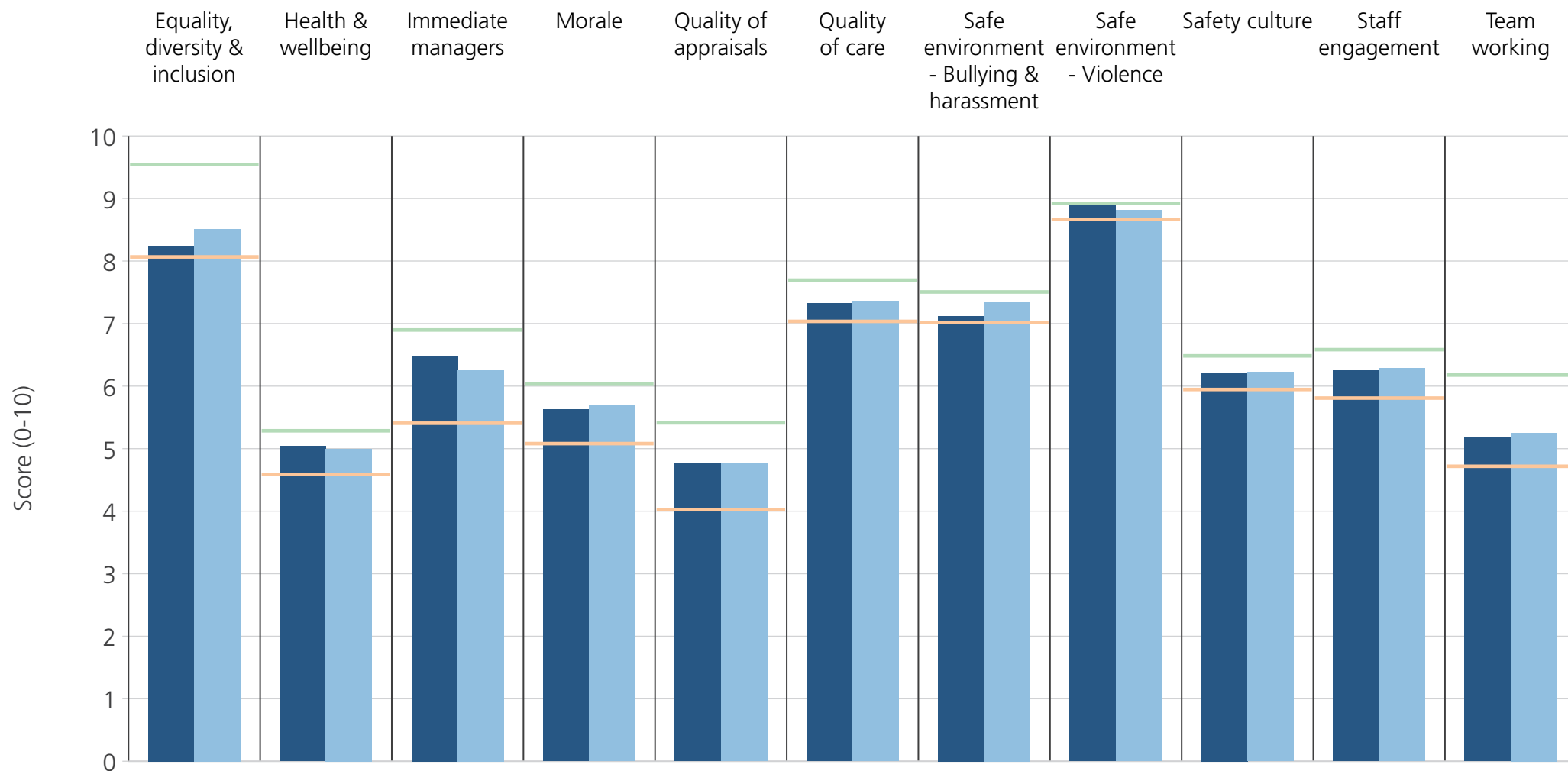
Organisations in group: **11**

Median response rate: **50%**

No. of completed questionnaires:  
**24,950**

# Theme results

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

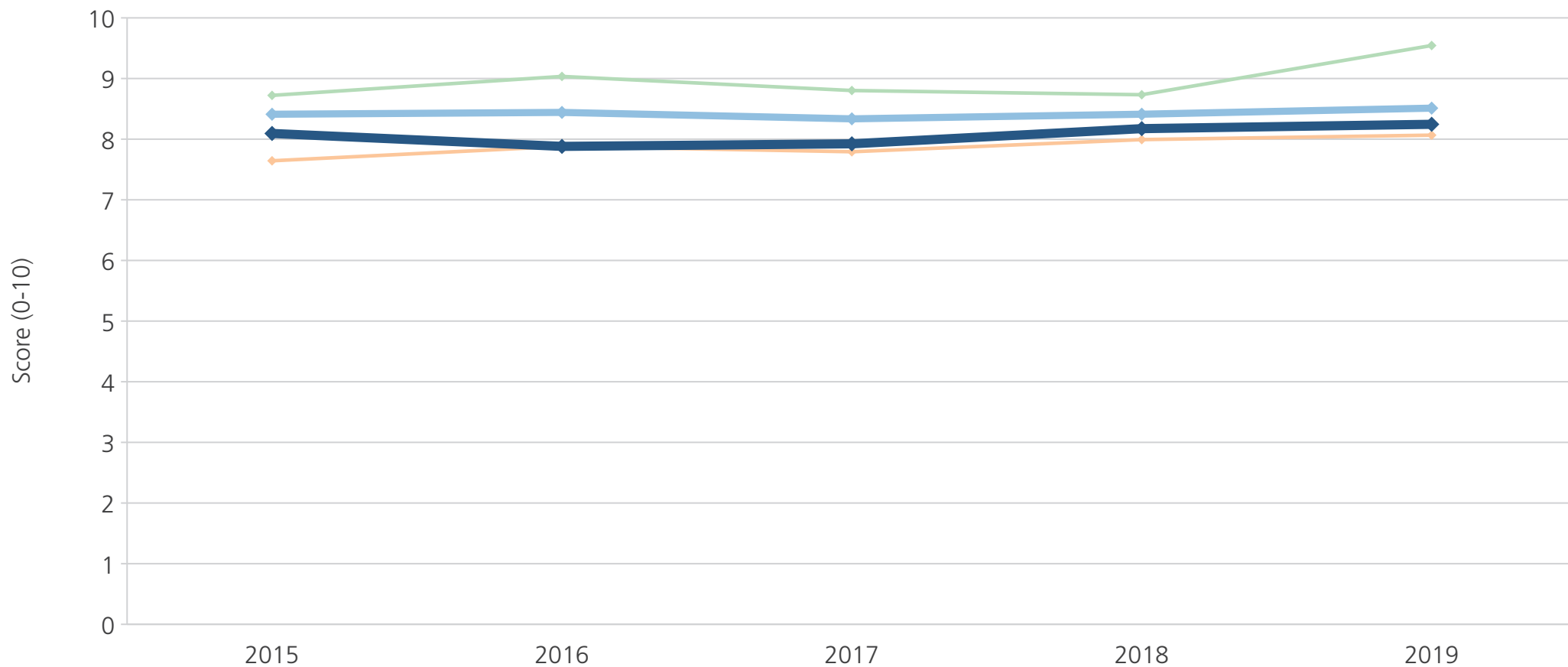


Best	9.5	5.3	6.9	6.0	5.4	7.7	7.5	8.9	6.5	6.6	6.2
Your org	8.2	5.0	6.5	5.6	4.8	7.3	7.1	8.9	6.2	6.2	5.2
Average	8.5	5.0	6.3	5.7	4.8	7.4	7.4	8.8	6.2	6.3	5.3
Worst	8.1	4.6	5.4	5.1	4.0	7.0	7.0	8.7	5.9	5.8	4.7
Responses	2,083	2,095	2,093	2,085	1,450	1,889	2,085	2,085	2,087	2,108	2,087

# Theme results – Trends

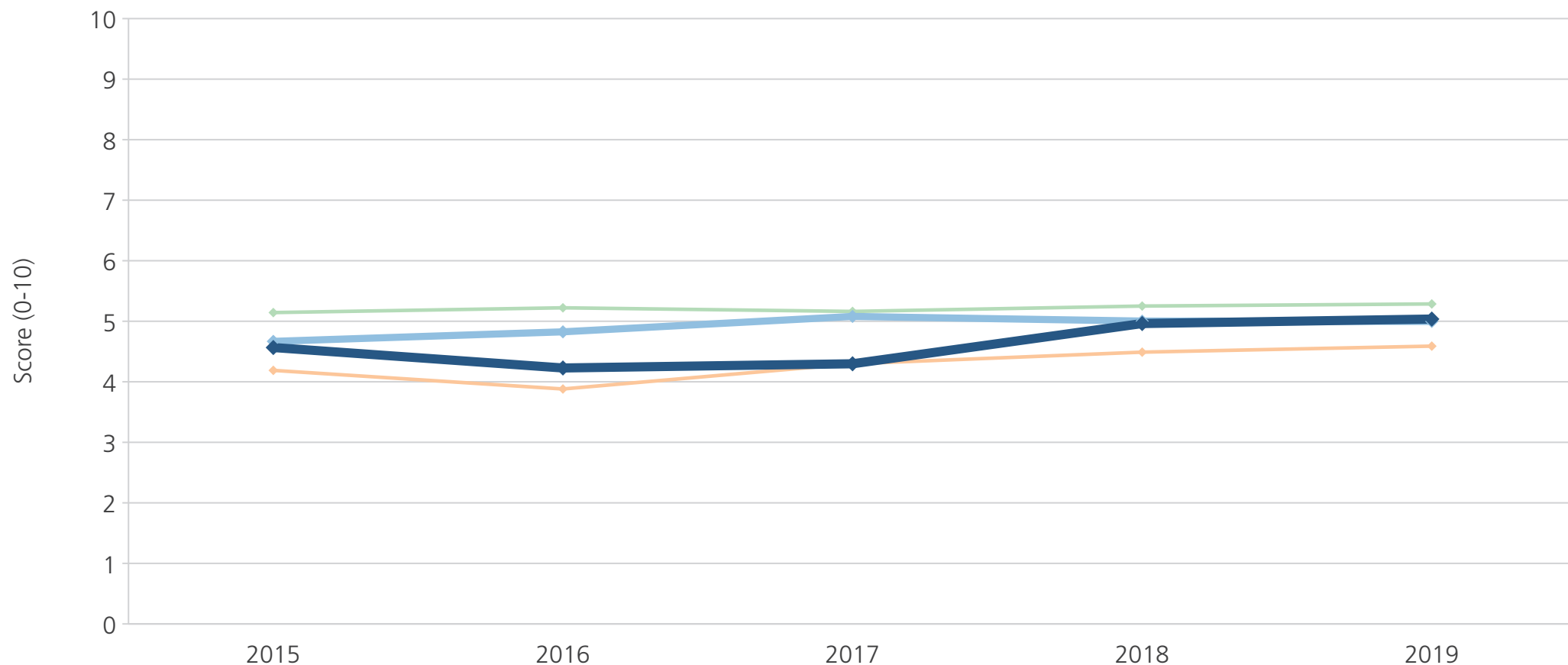
South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



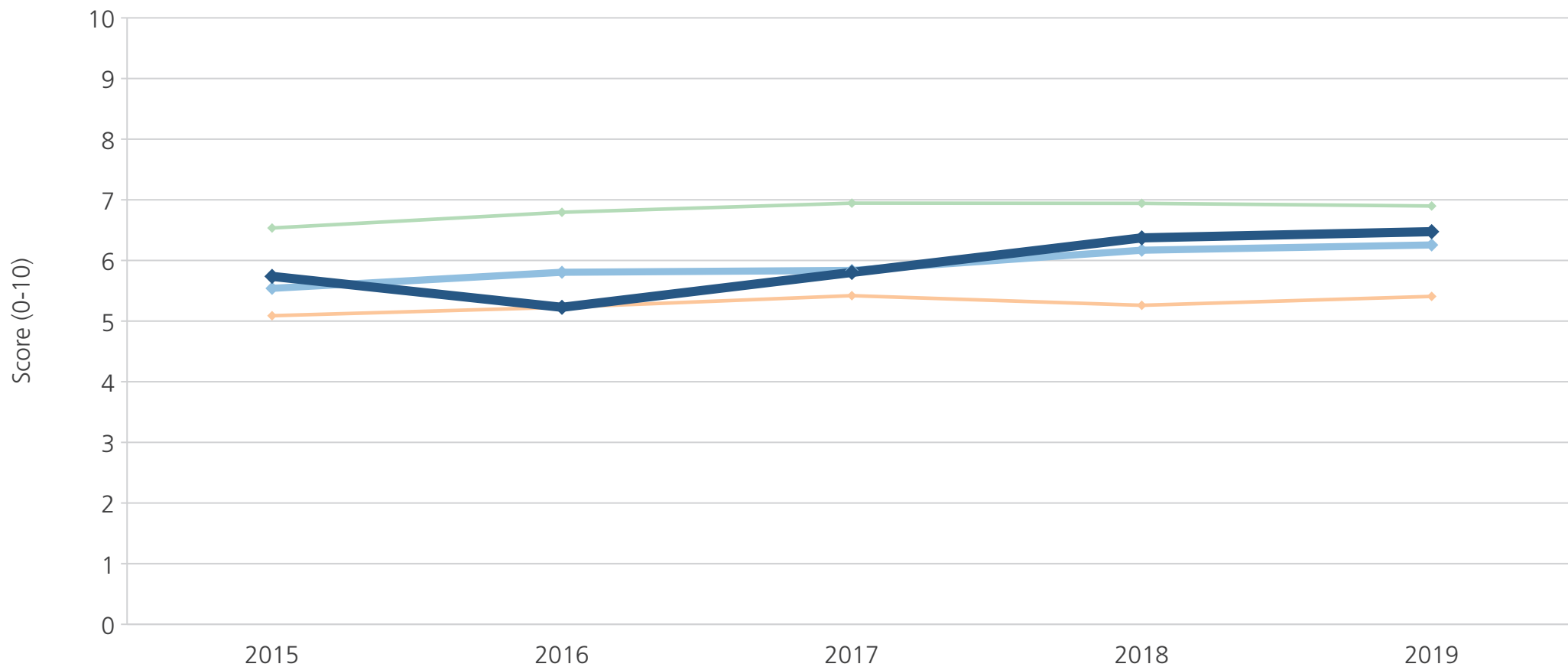


Best	8.7	9.0	8.8	8.7	9.5
Your org	8.1	7.9	7.9	8.2	8.2
Average	8.4	8.4	8.3	8.4	8.5
Worst	7.6	7.9	7.8	8.0	8.1

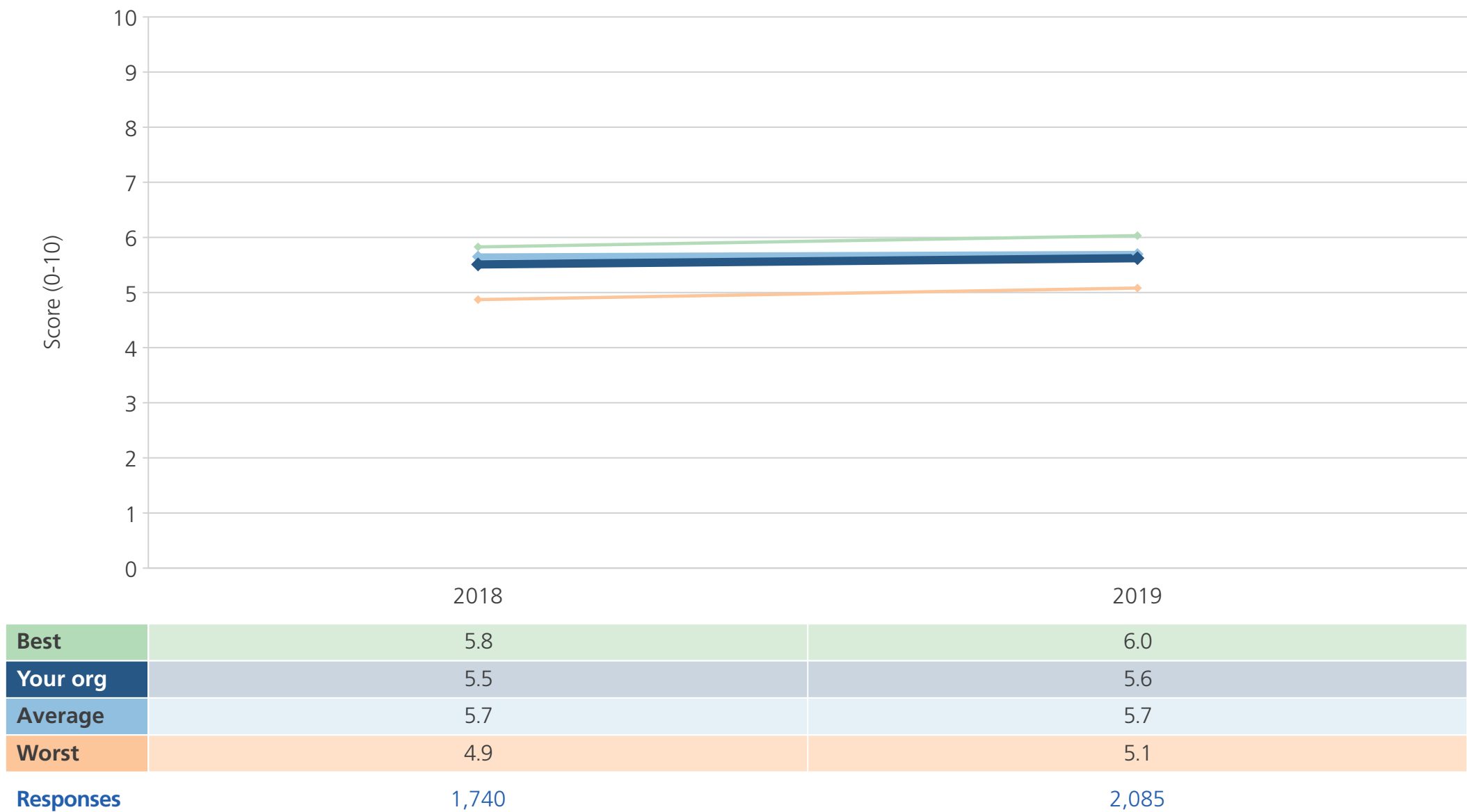
Responses	1,314	1,259	1,369	1,733	2,083
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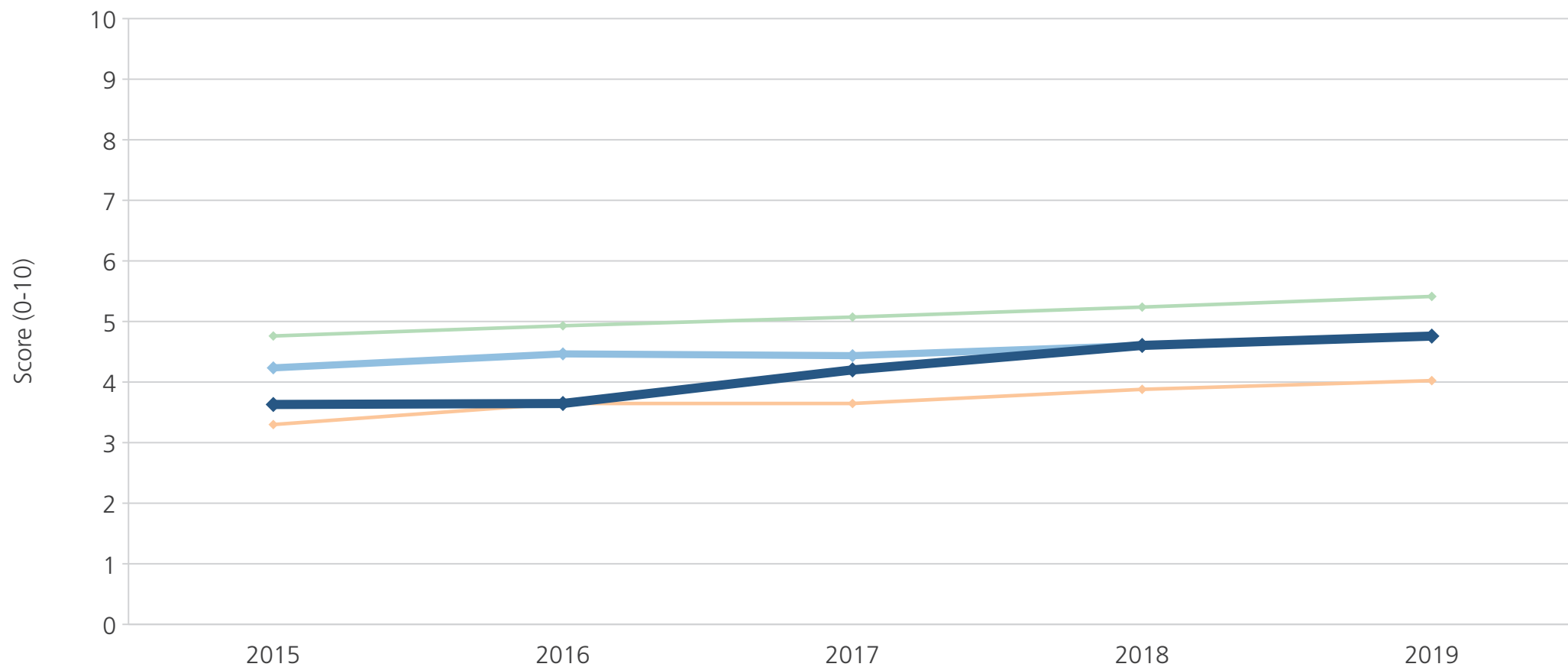


Best	5.1	5.2	5.2	5.3	5.3
Your org	4.6	4.2	4.3	5.0	5.0
Average	4.7	4.8	5.1	5.0	5.0
Worst	4.2	3.9	4.3	4.5	4.6
Responses	1,333	1,278	1,386	1,753	2,095

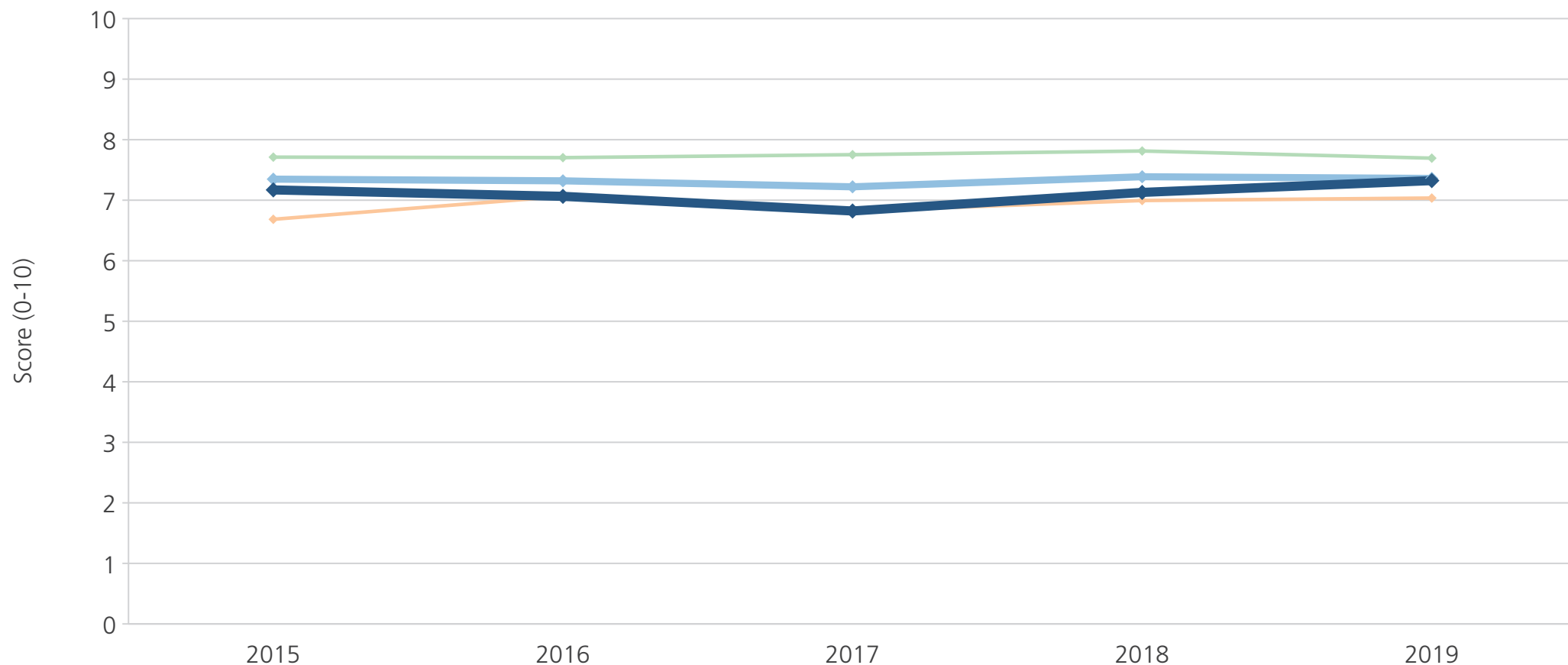


Best	6.5	6.8	6.9	6.9	6.9
Your org	5.7	5.2	5.8	6.4	6.5
Average	5.5	5.8	5.8	6.2	6.3
Worst	5.1	5.2	5.4	5.3	5.4
Responses	1,333	1,275	1,385	1,754	2,093

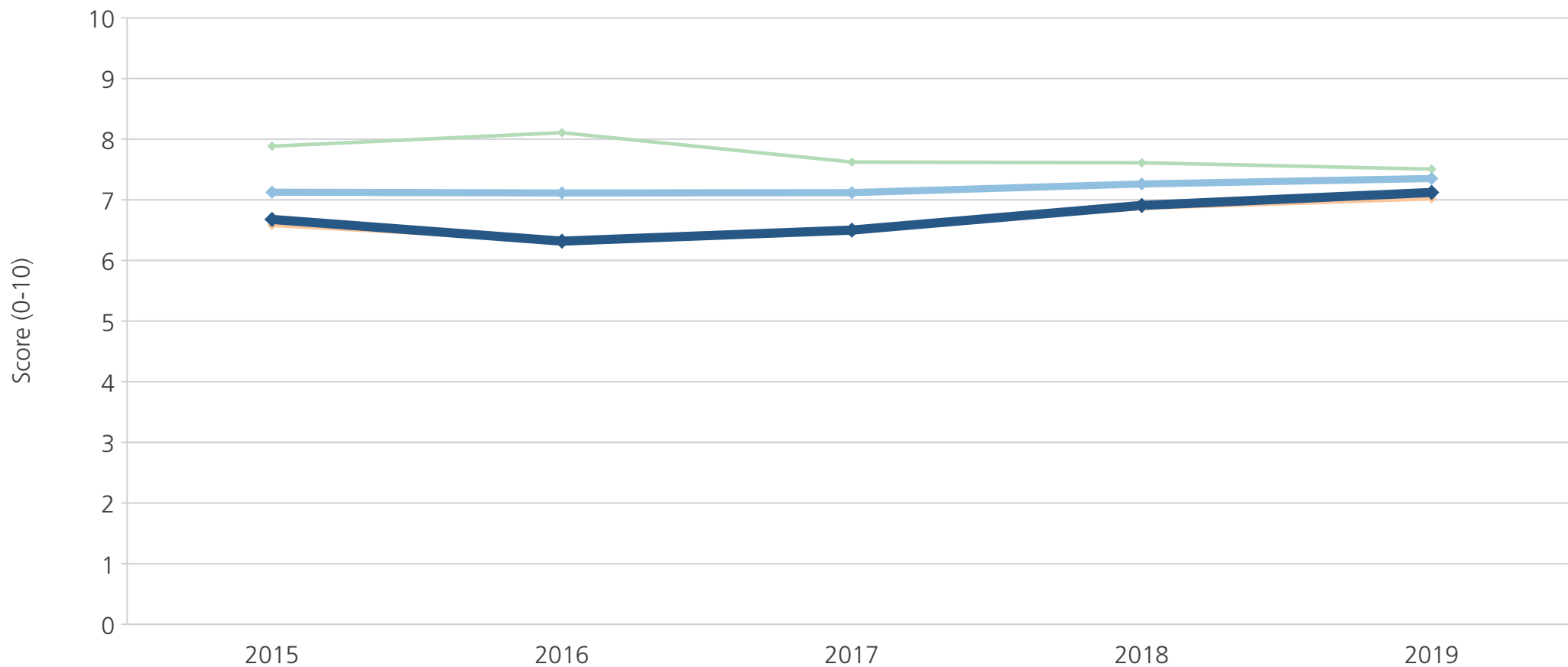




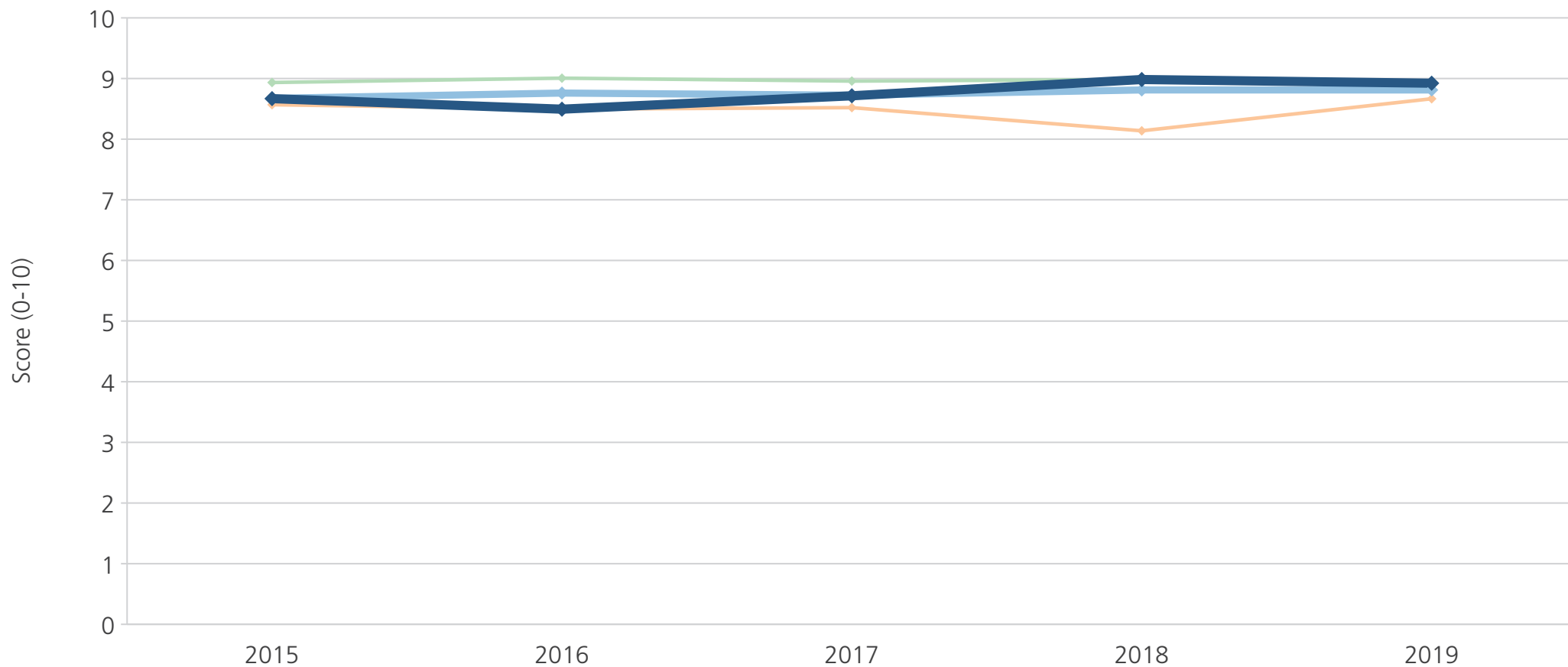
Best	4.8	4.9	5.1	5.2	5.4
Your org	3.6	3.6	4.2	4.6	4.8
Average	4.2	4.5	4.4	4.6	4.8
Worst	3.3	3.6	3.6	3.9	4.0
Responses	1,114	948	724	1,372	1,450



Best	7.7	7.7	7.8	7.8	7.7
Your org	7.2	7.1	6.8	7.1	7.3
Average	7.3	7.3	7.2	7.4	7.4
Worst	6.7	7.1	6.8	7.0	7.0
Responses	1,233	1,176	1,238	1,601	1,889

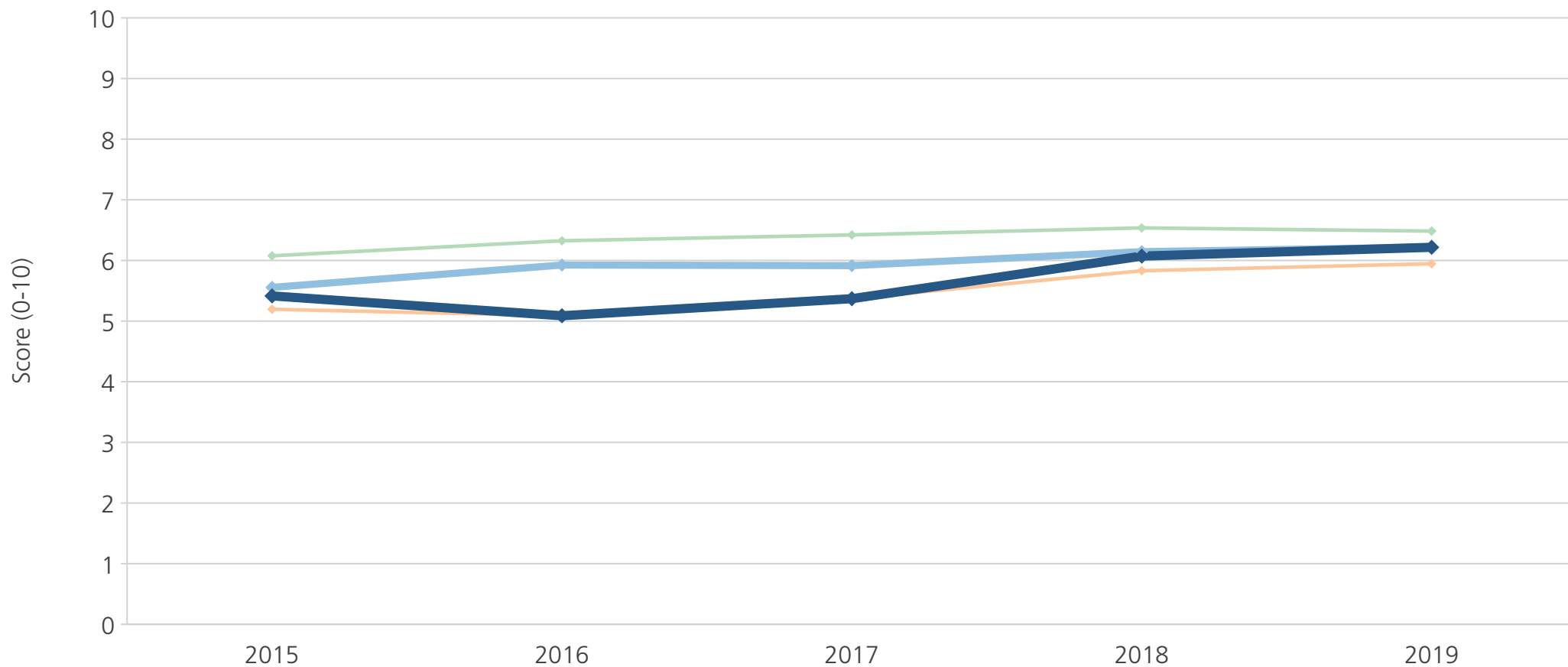


Best	7.9	8.1	7.6	7.6	7.5
Your org	6.7	6.3	6.5	6.9	7.1
Average	7.1	7.1	7.1	7.3	7.4
Worst	6.6	6.3	6.5	6.9	7.0
Responses	1,311	1,257	1,362	1,742	2,085

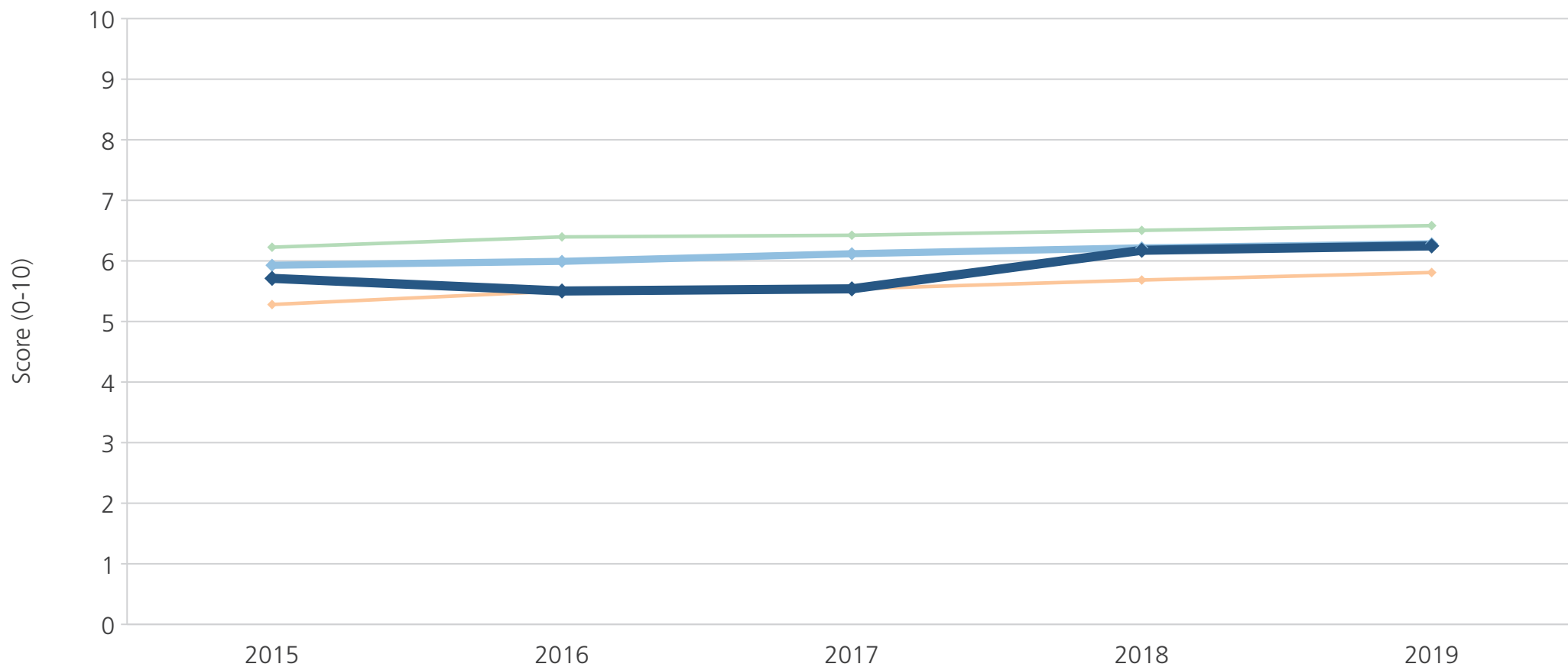


Best	8.9	9.0	9.0	9.0	8.9
Your org	8.7	8.5	8.7	9.0	8.9
Average	8.7	8.8	8.7	8.8	8.8
Worst	8.6	8.5	8.5	8.1	8.7
Responses	1,308	1,257	1,368	1,747	2,085

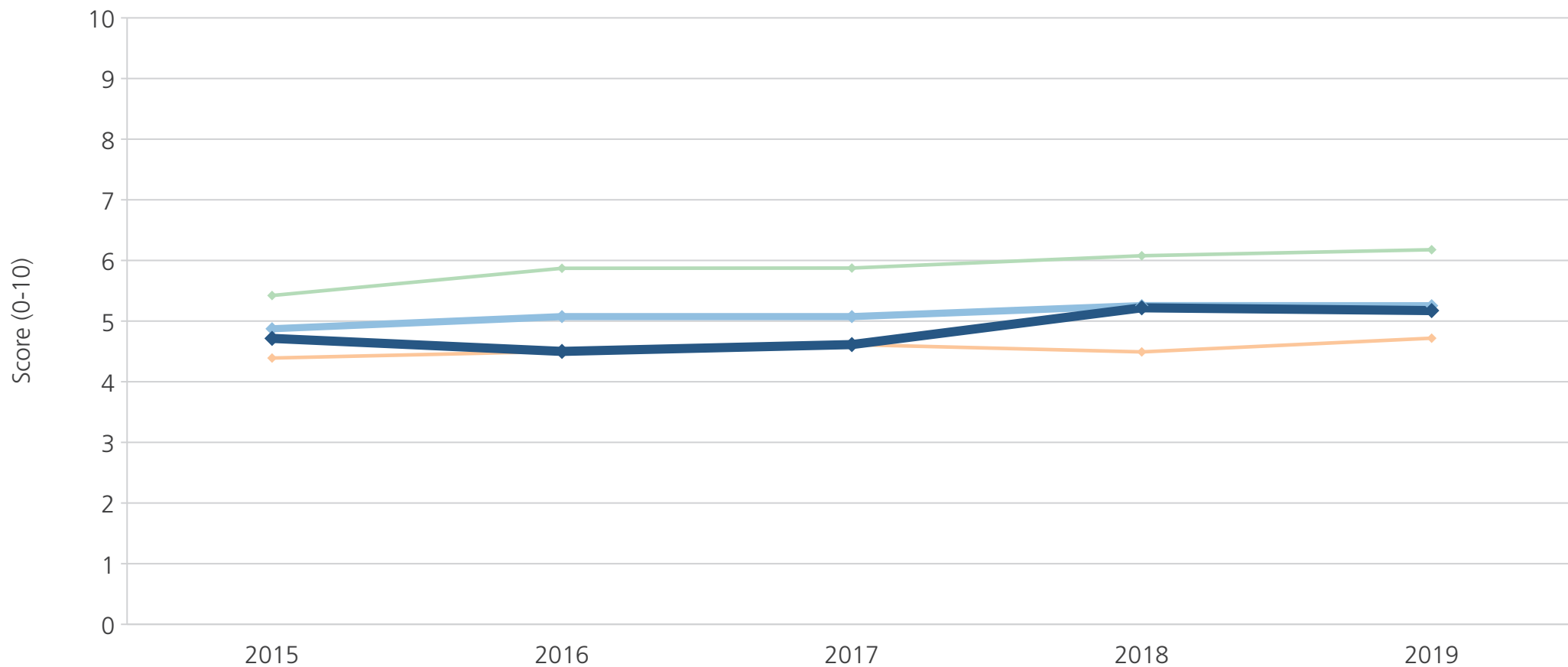




Best	6.1	6.3	6.4	6.5	6.5
Your org	5.4	5.1	5.4	6.1	6.2
Average	5.6	5.9	5.9	6.1	6.2
Worst	5.2	5.1	5.4	5.8	5.9
Responses	1,316	1,258	1,376	1,740	2,087



Best	6.2	6.4	6.4	6.5	6.6
Your org	5.7	5.5	5.5	6.2	6.2
Average	5.9	6.0	6.1	6.2	6.3
Worst	5.3	5.5	5.5	5.7	5.8
Responses	1,334	1,278	1,403	1,768	2,108



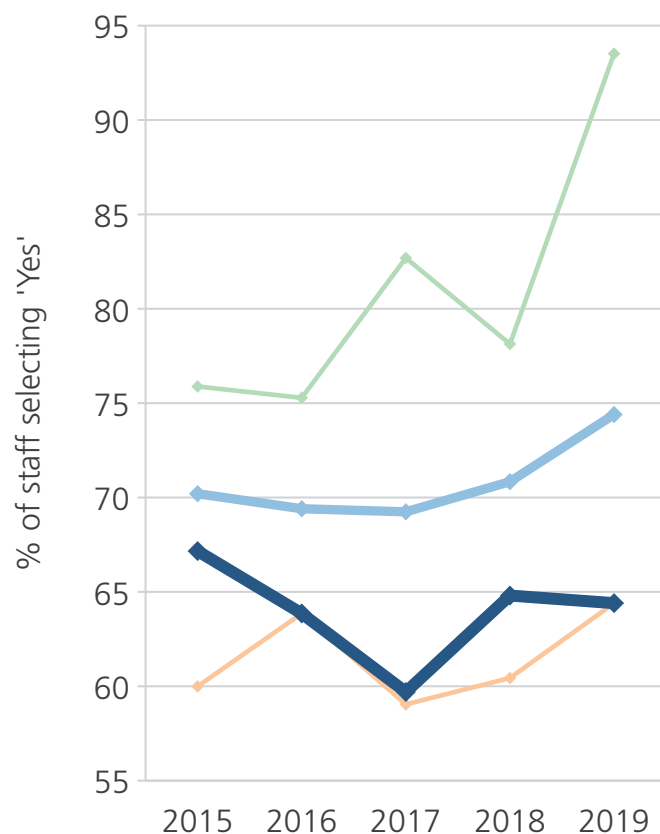
Best	5.4	5.9	5.9	6.1	6.2
Your org	4.7	4.5	4.6	5.2	5.2
Average	4.9	5.1	5.1	5.3	5.3
Worst	4.4	4.5	4.6	4.5	4.7
Responses	1,325	1,272	1,386	1,743	2,087

# Theme results – Detailed information

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

### Q14

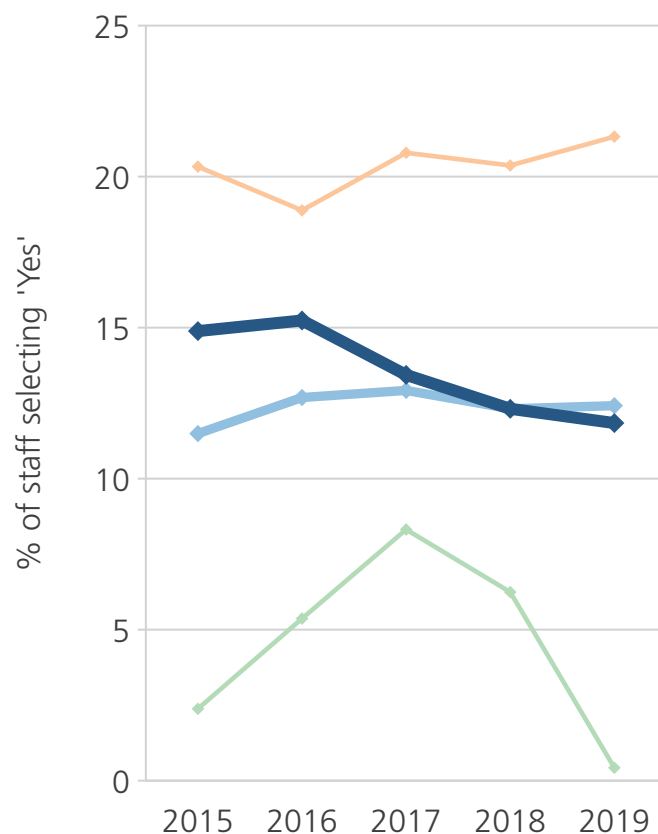
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



<b>Best</b>	75.9%	75.3%	82.7%	78.1%	93.5%
<b>Your org</b>	67.2%	63.9%	59.7%	64.8%	64.4%
<b>Average</b>	70.2%	69.4%	69.2%	70.8%	74.4%
<b>Worst</b>	60.0%	63.9%	59.0%	60.4%	64.4%

### Q15a

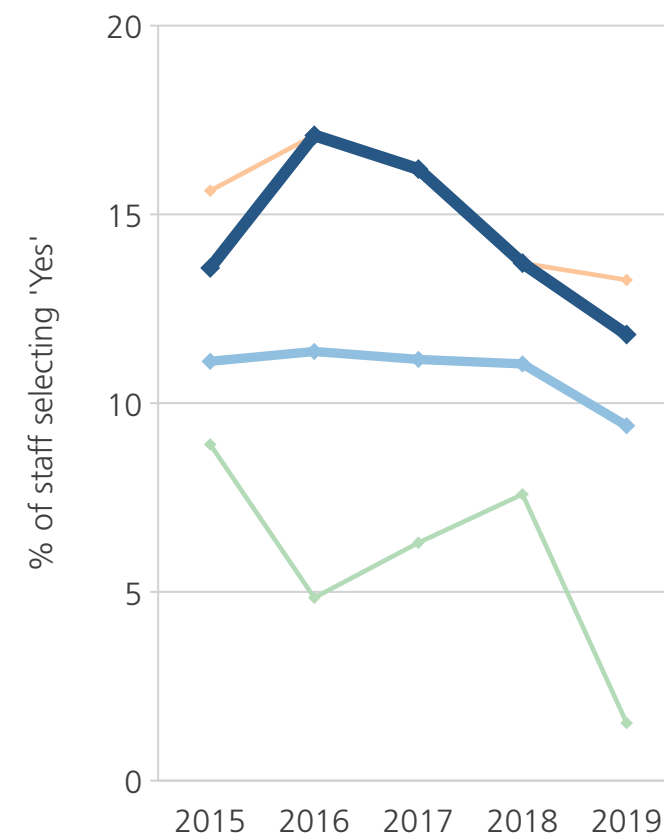
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	20.3%	18.9%	20.8%	20.4%	21.3%
<b>Your org</b>	14.9%	15.2%	13.4%	12.3%	11.8%
<b>Average</b>	11.5%	12.7%	12.9%	12.3%	12.4%
<b>Best</b>	2.4%	5.4%	8.3%	6.2%	0.4%

### Q15b

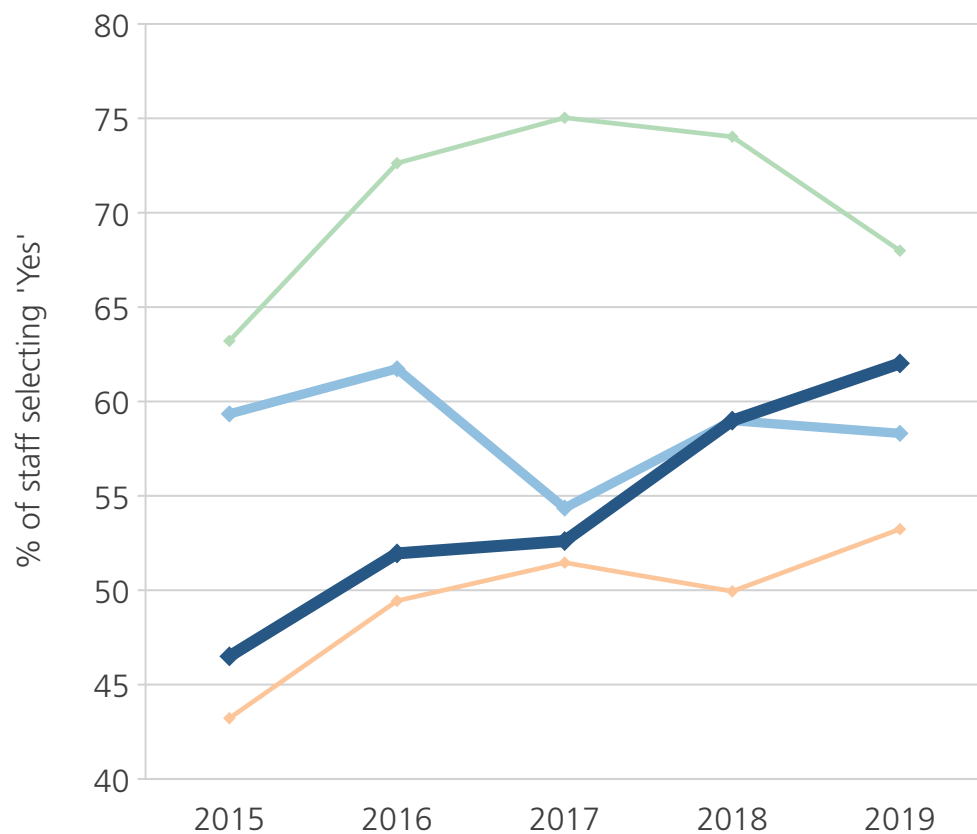
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



<b>Worst</b>	15.6%	17.1%	16.2%	13.7%	13.3%
<b>Your org</b>	13.6%	17.1%	16.2%	13.7%	11.8%
<b>Average</b>	11.1%	11.4%	11.2%	11.0%	9.4%
<b>Best</b>	8.9%	4.8%	6.3%	7.6%	1.5%

**Q28b**

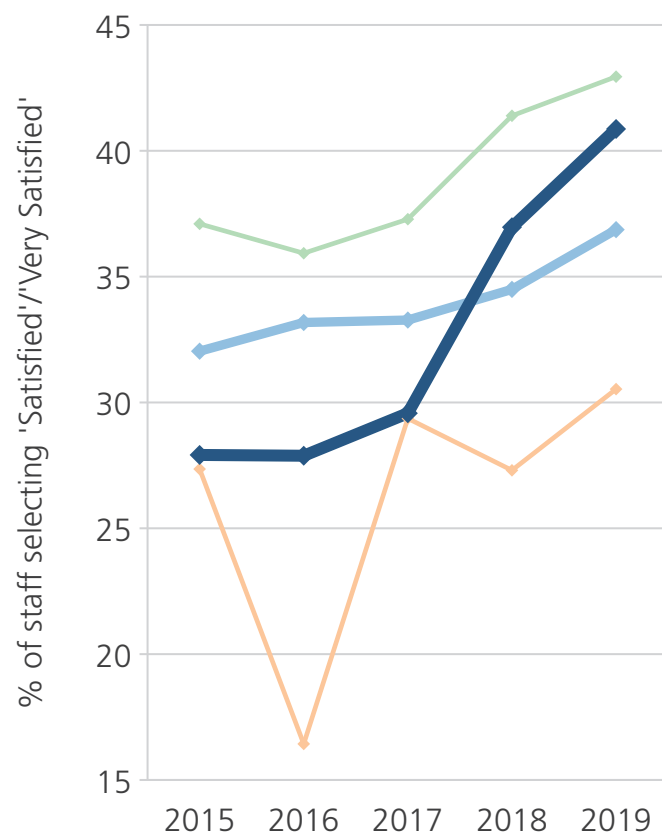
Has your employer made adequate adjustment(s)  
to enable you to carry out your work?



Best	63.2%	72.6%	75.0%	74.0%	68.0%
Your org	46.5%	52.0%	52.6%	59.0%	62.0%
Average	59.3%	61.7%	54.4%	59.0%	58.3%
Worst	43.2%	49.4%	51.5%	49.9%	53.2%

### Q5h

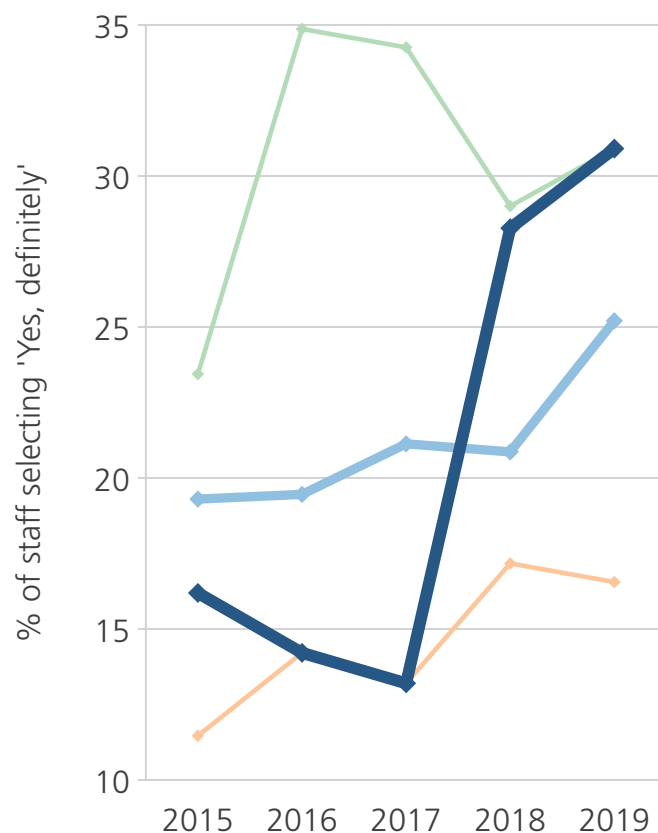
The opportunities for flexible working patterns



Best	37.1%	35.9%	37.3%	41.4%	42.9%
Your org	27.9%	27.9%	29.6%	37.0%	40.9%
Average	32.0%	33.2%	33.3%	34.5%	36.9%
Worst	27.4%	16.4%	29.4%	27.3%	30.5%

### Q11a

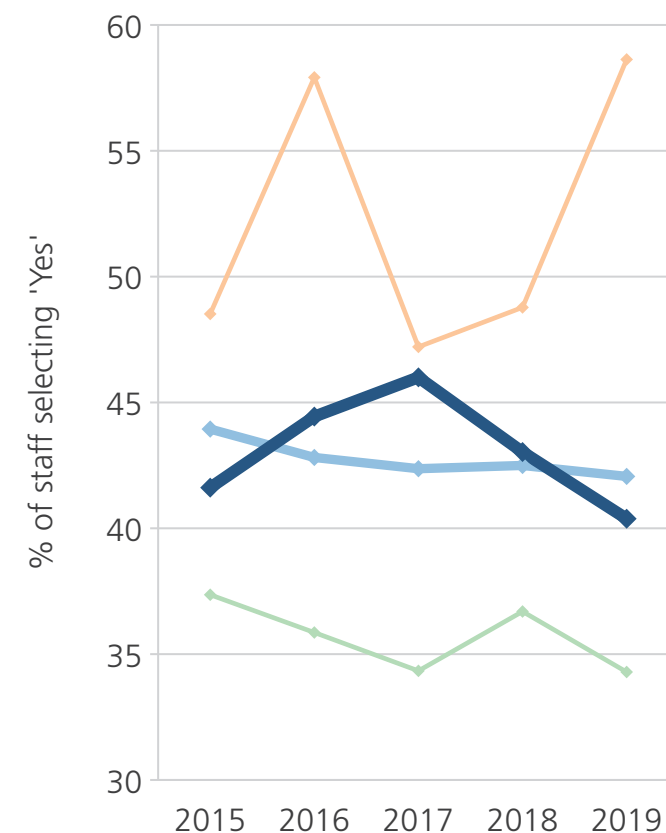
Does your organisation take positive action on health and well-being?



Best	23.4%	34.9%	34.3%	29.0%	30.9%
Your org	16.2%	14.2%	13.2%	28.3%	30.9%
Average	19.3%	19.5%	21.1%	20.9%	25.2%
Worst	11.5%	14.2%	13.2%	17.2%	16.6%

### Q11b

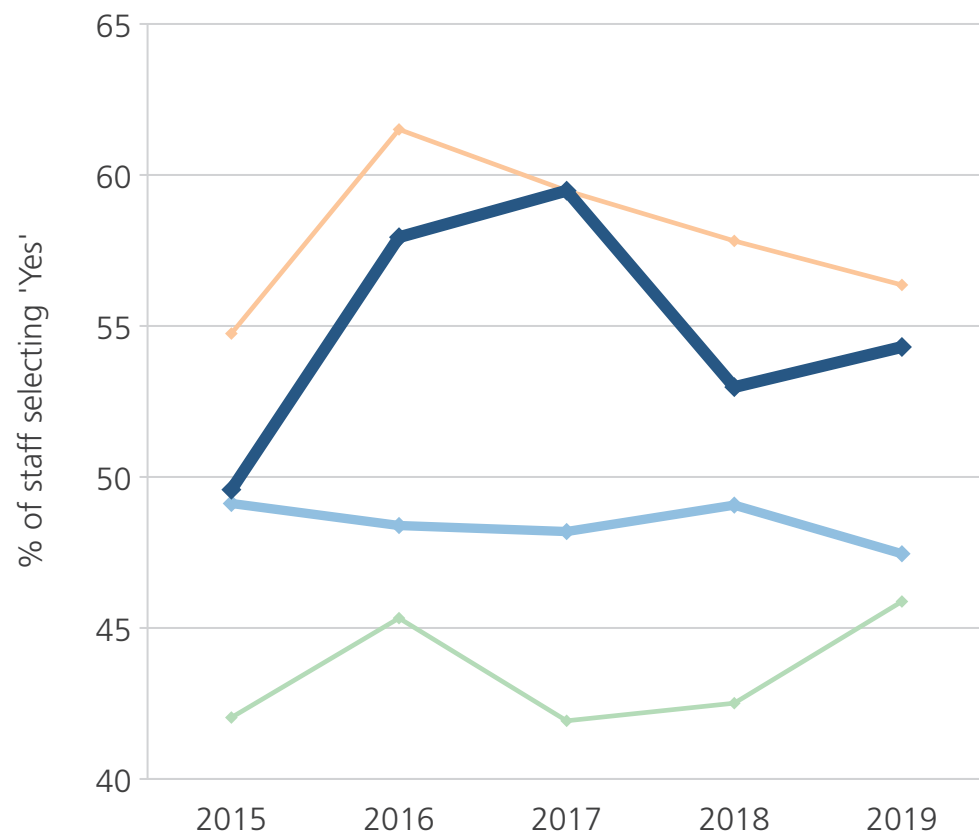
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	48.5%	57.9%	47.2%	48.8%	58.6%
Your org	41.6%	44.4%	46.0%	43.0%	40.4%
Average	43.9%	42.8%	42.4%	42.5%	42.1%
Best	37.4%	35.9%	34.3%	36.7%	34.3%

### Q11c

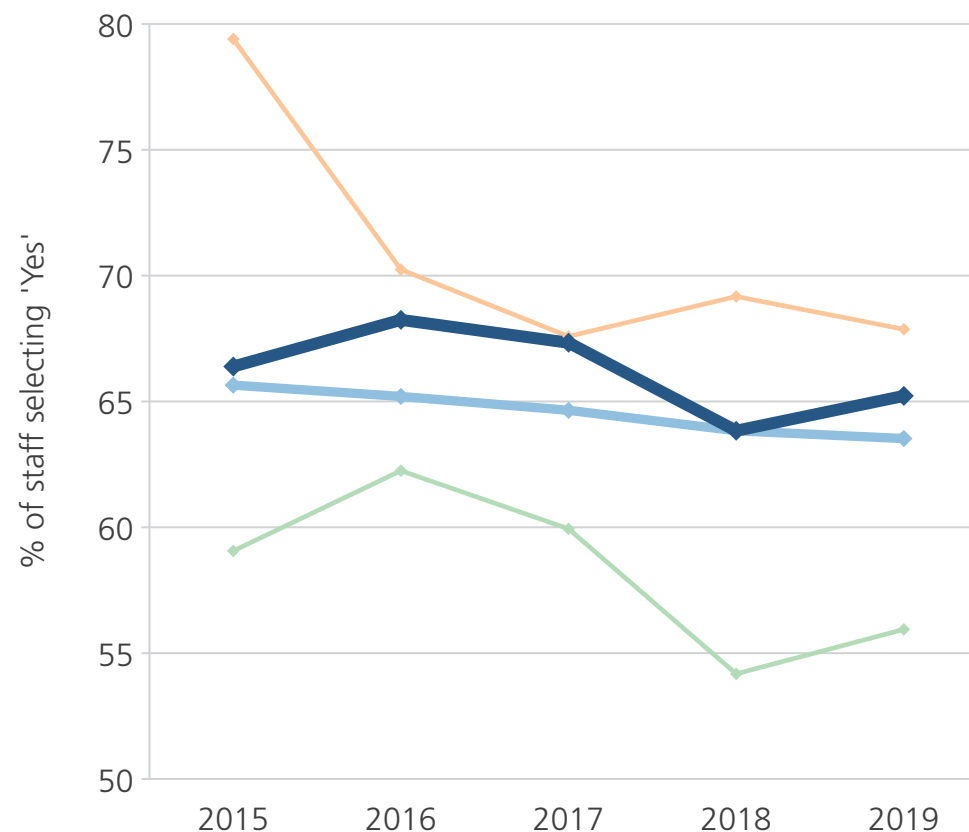
During the last 12 months have you felt unwell as a result of work related stress?



<b>Worst</b>	54.7%	61.5%	59.5%	57.8%	56.4%
<b>Your org</b>	49.6%	57.9%	59.5%	53.0%	54.3%
<b>Average</b>	49.1%	48.4%	48.2%	49.1%	47.5%
<b>Best</b>	42.0%	45.3%	41.9%	42.5%	45.9%

### Q11d

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

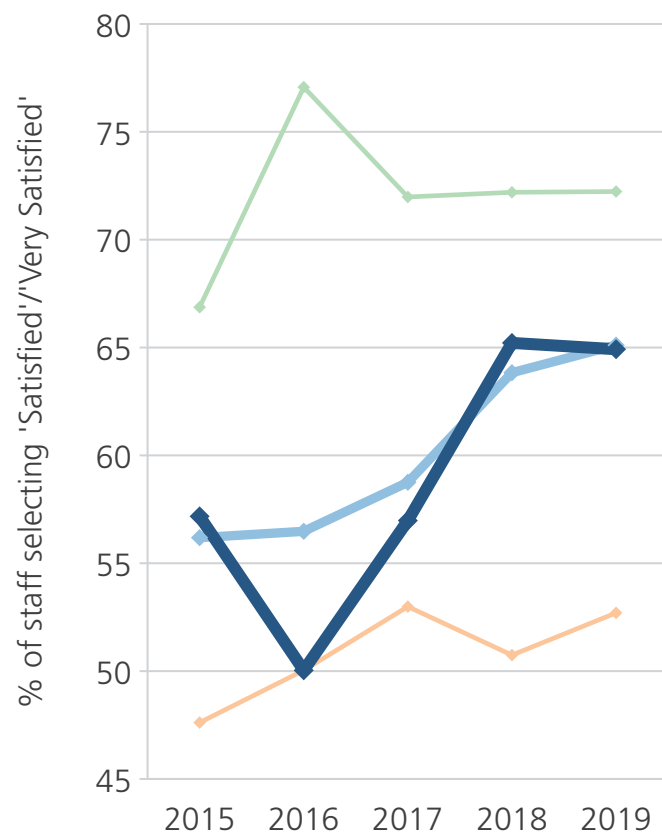


<b>Worst</b>	79.4%	70.2%	67.6%	69.2%	67.9%
<b>Your org</b>	66.4%	68.2%	67.3%	63.8%	65.2%
<b>Average</b>	65.6%	65.2%	64.6%	63.8%	63.5%
<b>Best</b>	59.1%	62.2%	59.9%	54.2%	55.9%



**Q5b**

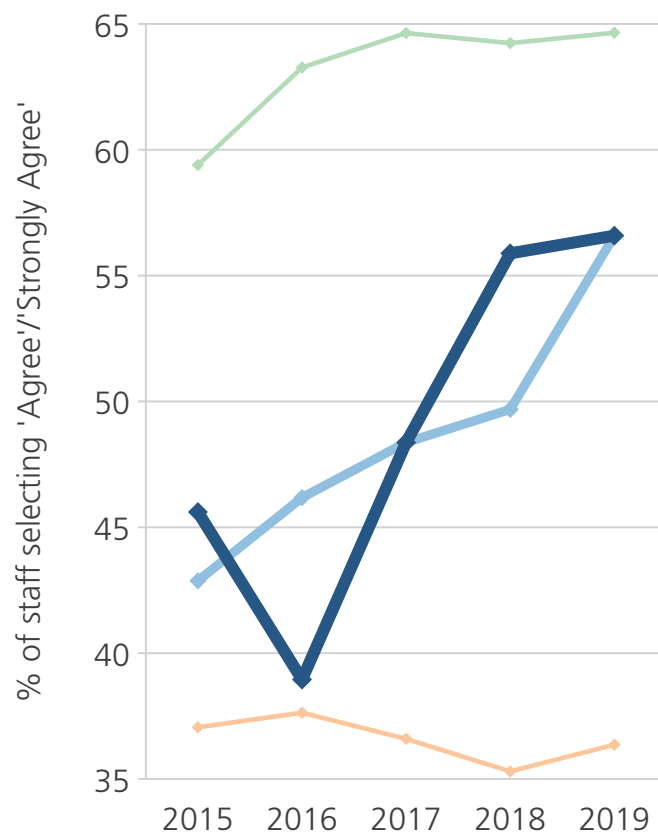
The support I get from my immediate manager



<b>Best</b>	66.9%	77.1%	72.0%	72.2%	72.2%
<b>Your org</b>	57.2%	50.0%	57.0%	65.2%	64.9%
<b>Average</b>	56.2%	56.5%	58.8%	63.8%	65.1%
<b>Worst</b>	47.6%	50.0%	53.0%	50.7%	52.7%

**Q8c**

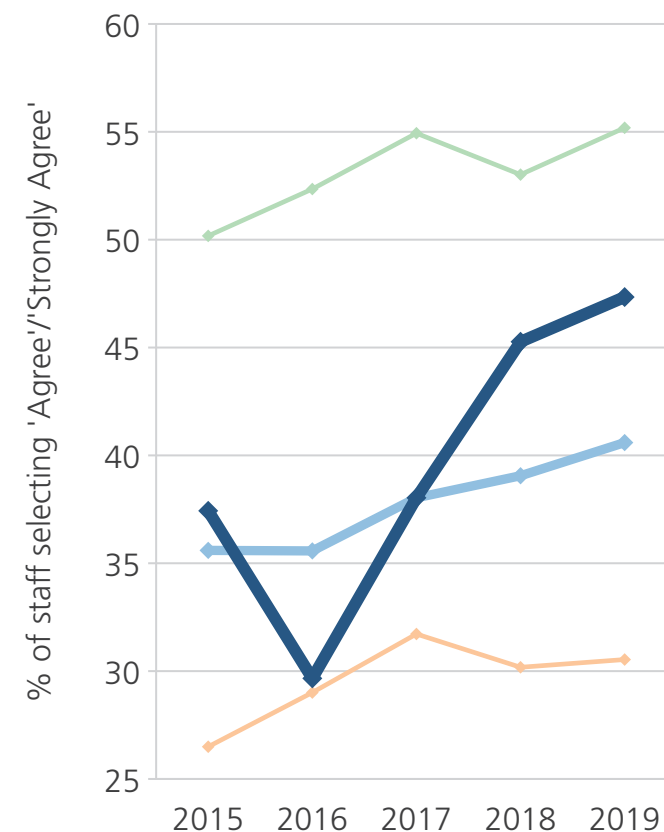
My immediate manager gives me clear feedback on my work



<b>Best</b>	59.4%	63.3%	64.6%	64.2%	64.7%
<b>Your org</b>	45.6%	39.0%	48.4%	55.9%	56.6%
<b>Average</b>	42.9%	46.2%	48.4%	49.7%	56.6%
<b>Worst</b>	37.1%	37.6%	36.6%	35.3%	36.4%

**Q8d**

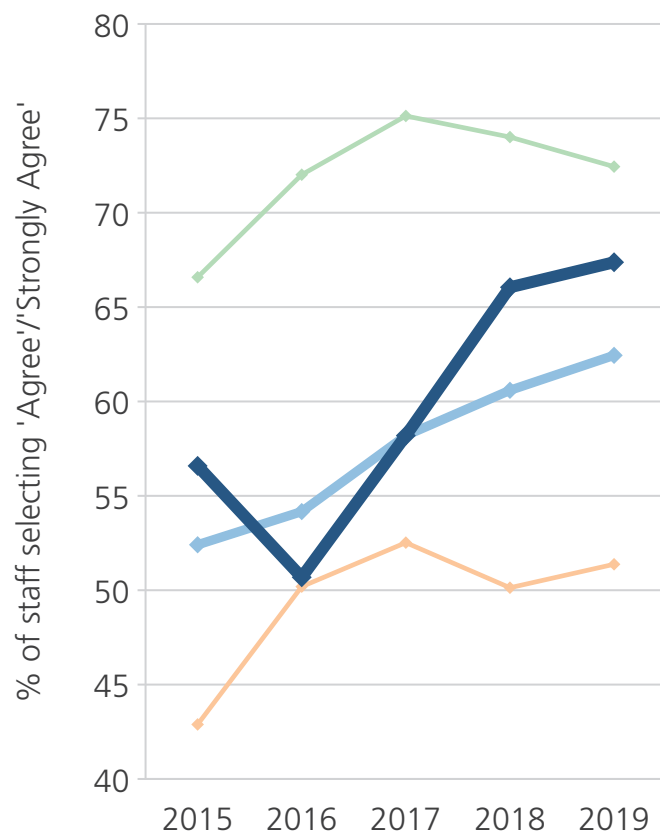
My immediate manager asks for my opinion before making decisions that affect my work



<b>Best</b>	50.2%	52.3%	54.9%	53.0%	55.2%
<b>Your org</b>	37.4%	29.7%	38.0%	45.3%	47.3%
<b>Average</b>	35.6%	35.6%	38.0%	39.1%	40.6%
<b>Worst</b>	26.5%	29.0%	31.7%	30.2%	30.5%

**Q8f**

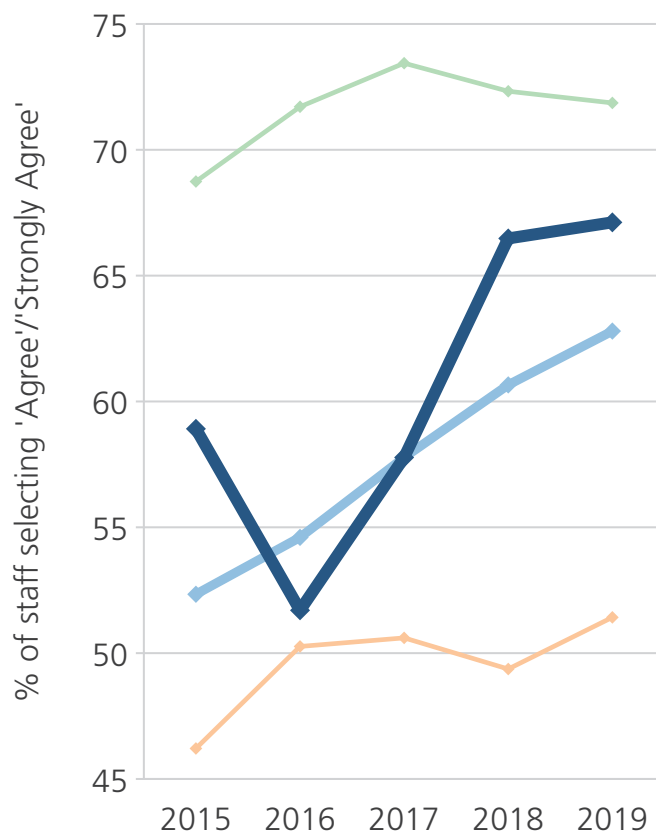
My immediate manager takes a positive interest in my health and well-being



Best	66.6%	72.0%	75.1%	74.0%	72.4%
Your org	56.6%	50.7%	58.2%	66.0%	67.4%
Average	52.4%	54.2%	58.2%	60.6%	62.4%
Worst	42.9%	50.2%	52.5%	50.1%	51.4%

**Q8g**

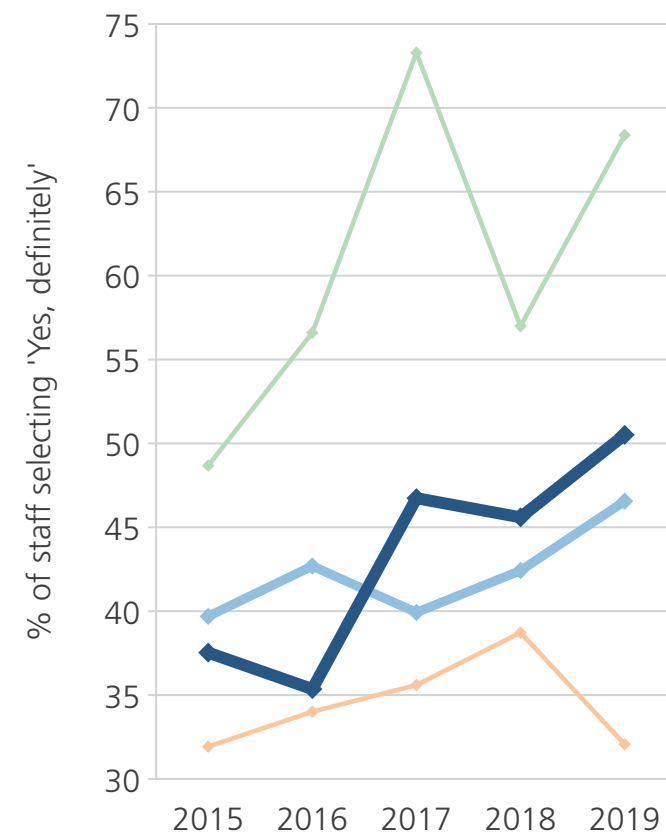
My immediate manager values my work



Best	68.7%	71.7%	73.4%	72.3%	71.9%
Your org	58.9%	51.7%	57.8%	66.5%	67.1%
Average	52.3%	54.6%	57.8%	60.7%	62.8%
Worst	46.2%	50.3%	50.6%	49.4%	51.4%

**Q19g**

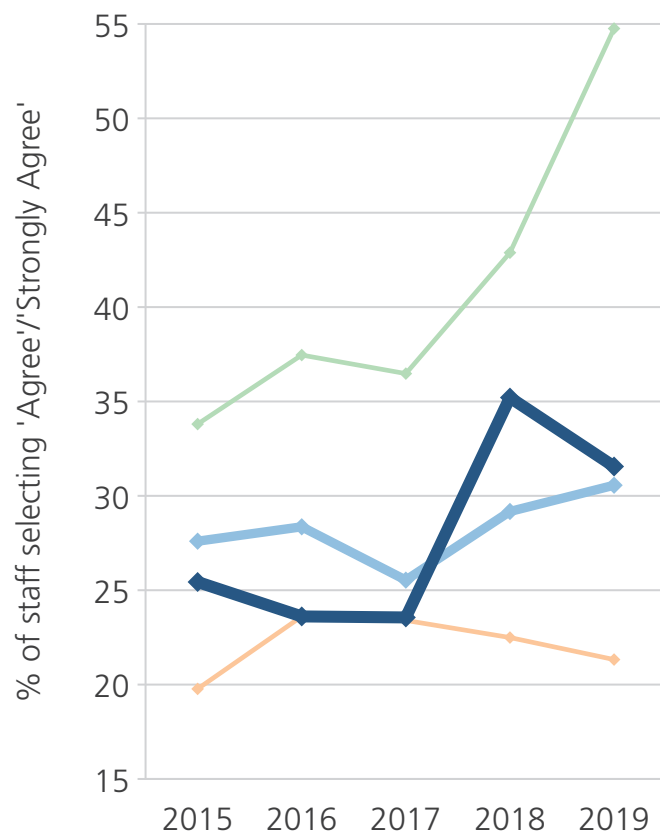
My manager supported me to receive this training, learning or development



Best	48.7%	56.6%	73.3%	57.0%	68.4%
Your org	37.5%	35.4%	46.7%	45.6%	50.5%
Average	39.7%	42.7%	39.9%	42.4%	46.6%
Worst	31.9%	34.0%	35.6%	38.7%	32.1%

**Q4c**

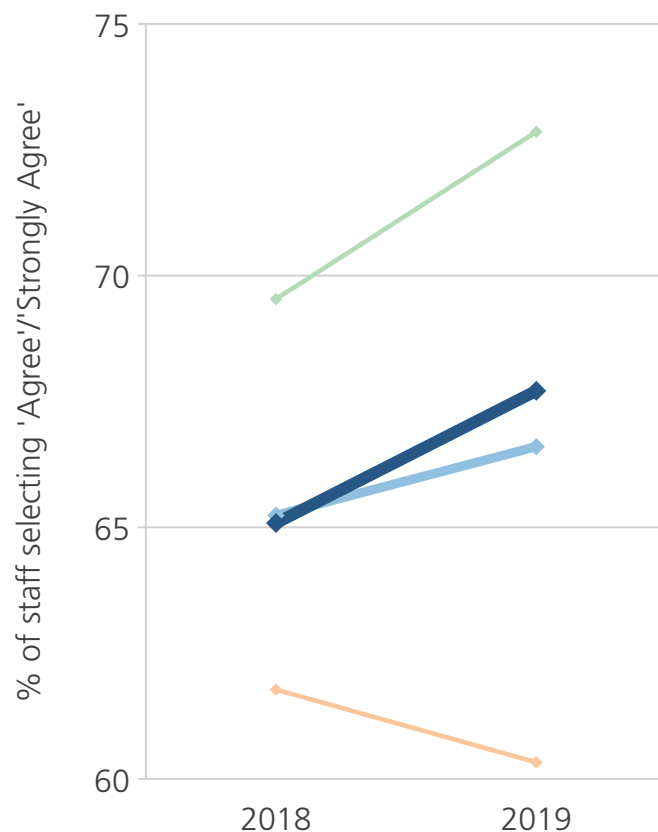
I am involved in deciding on changes introduced that affect my work area / team / department



Best	33.8%	37.5%	36.5%	42.9%	54.8%
Your org	25.4%	23.6%	23.6%	35.2%	31.6%
Average	27.6%	28.4%	25.5%	29.2%	30.6%
Worst	19.8%	23.6%	23.4%	22.5%	21.3%

**Q4j**

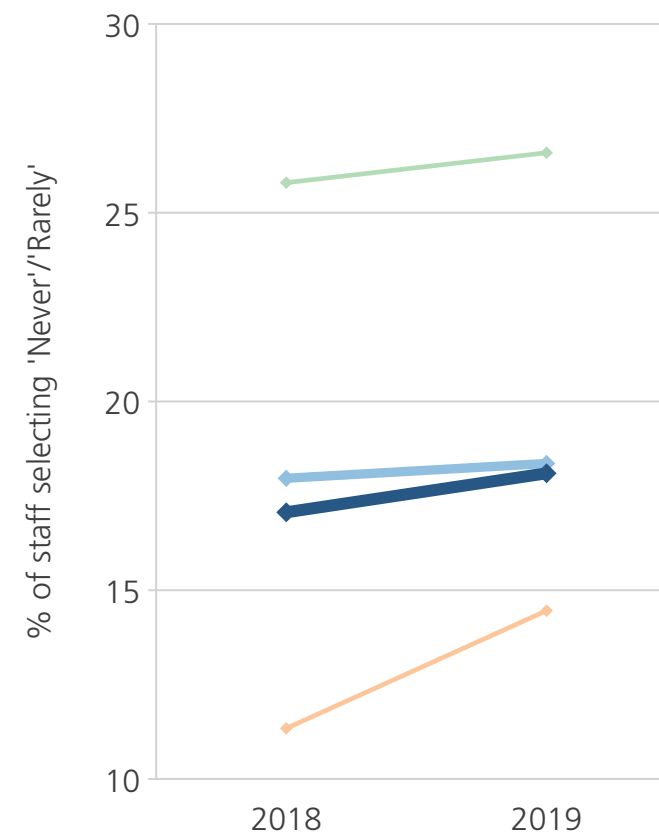
I receive the respect I deserve from my colleagues at work



Best	69.5%	72.9%
Your org	65.1%	67.7%
Average	65.2%	66.6%
Worst	61.8%	60.3%

**Q6a**

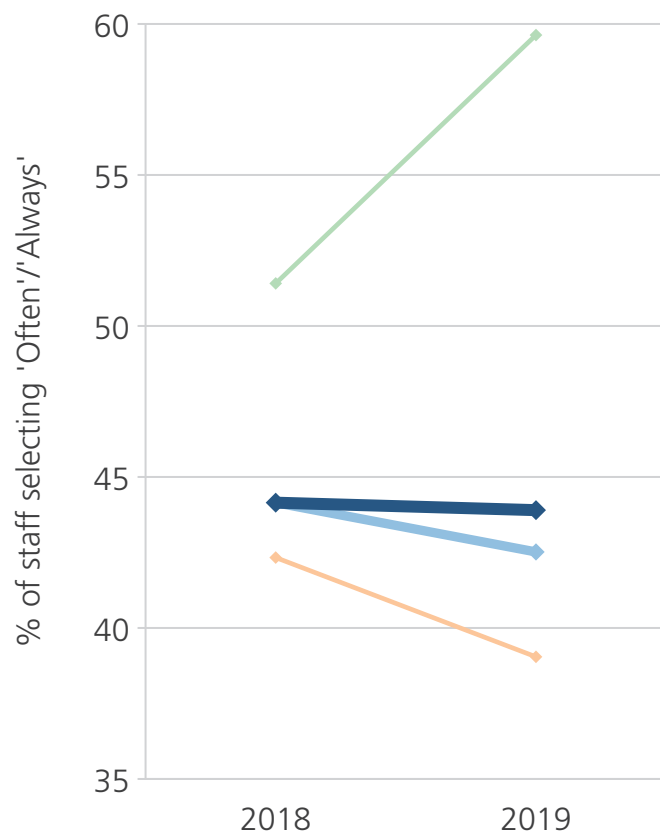
I have unrealistic time pressures



Best	25.8%	26.6%
Your org	17.1%	18.1%
Average	18.0%	18.4%
Worst	11.3%	14.5%

**Q6b**

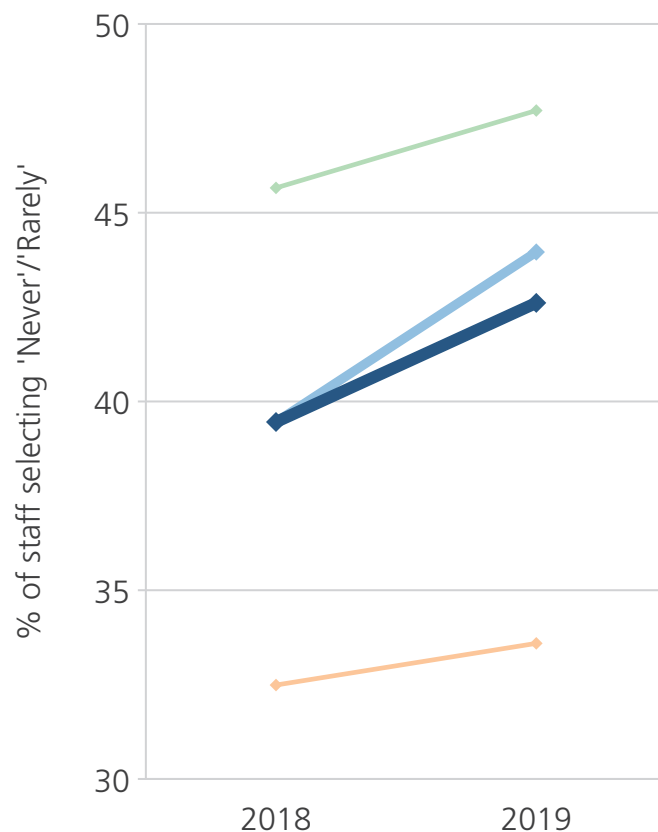
I have a choice in deciding  
how to do my work



Best	51.4%	59.6%
Your org	44.1%	43.9%
Average	44.1%	42.5%
Worst	42.3%	39.0%

**Q6c**

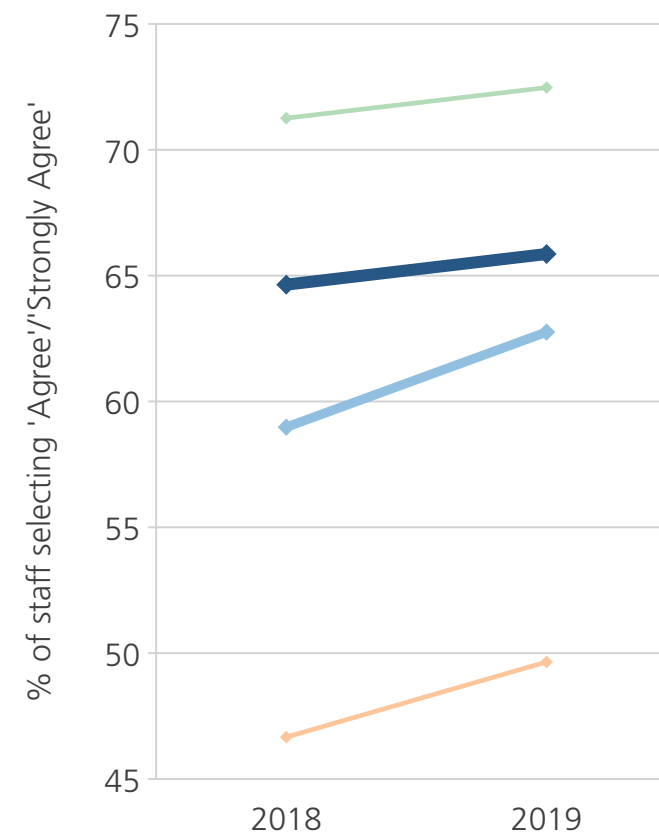
Relationships at work are strained



Best	45.7%	47.7%
Your org	39.5%	42.6%
Average	39.5%	44.0%
Worst	32.5%	33.6%

**Q8a**

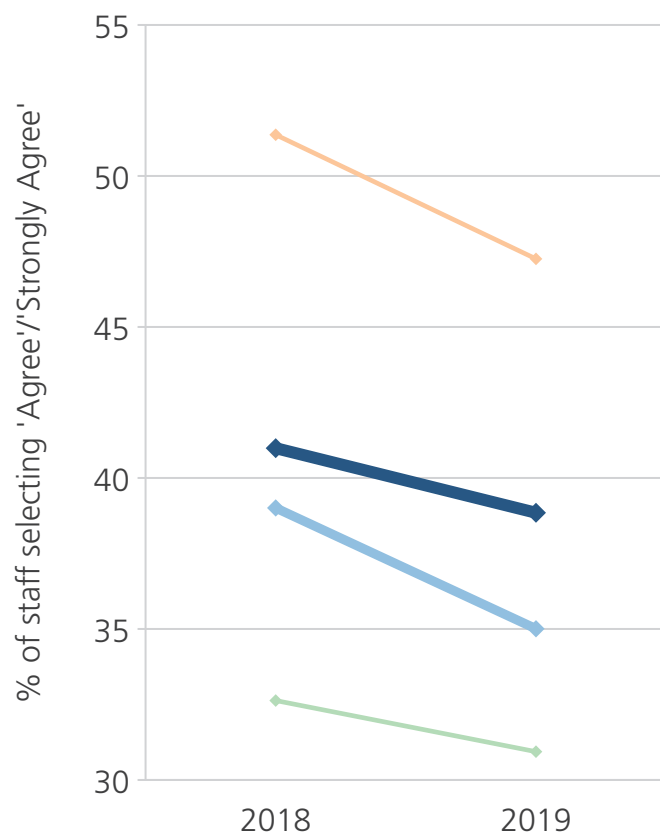
My immediate manager  
encourages me at work



Best	71.3%	72.5%
Your org	64.6%	65.9%
Average	59.0%	62.8%
Worst	46.7%	49.7%

**Q23a**

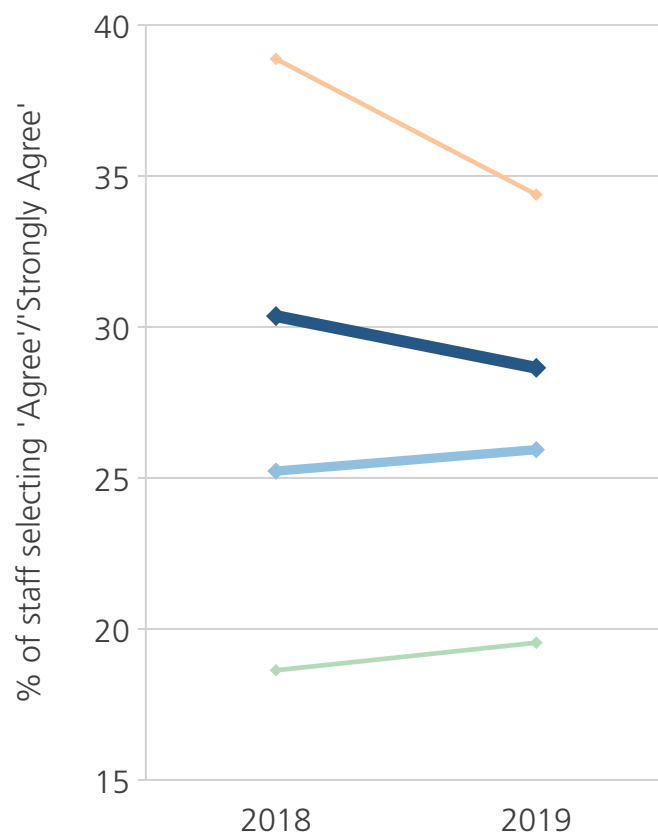
I often think about leaving this organisation



<b>Worst</b>	51.4%	47.3%
<b>Your org</b>	41.0%	38.8%
<b>Average</b>	39.0%	35.0%
<b>Best</b>	32.6%	30.9%

**Q23b**

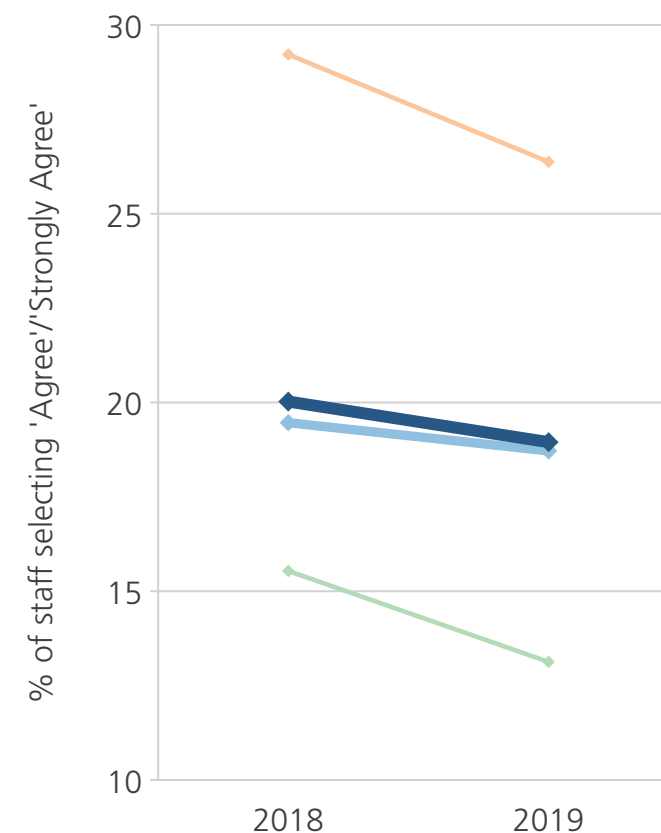
I will probably look for a job at a new organisation in the next 12 months



<b>Worst</b>	38.9%	34.4%
<b>Your org</b>	30.4%	28.6%
<b>Average</b>	25.2%	25.9%
<b>Best</b>	18.6%	19.5%

**Q23c**

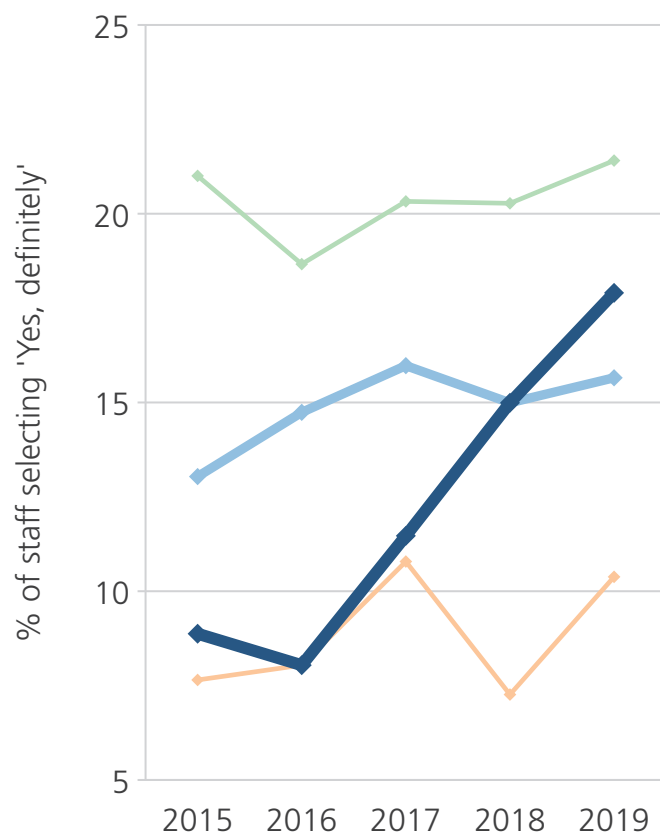
As soon as I can find another job, I will leave this organisation



<b>Worst</b>	29.2%	26.4%
<b>Your org</b>	20.0%	18.9%
<b>Average</b>	19.5%	18.7%
<b>Best</b>	15.5%	13.1%

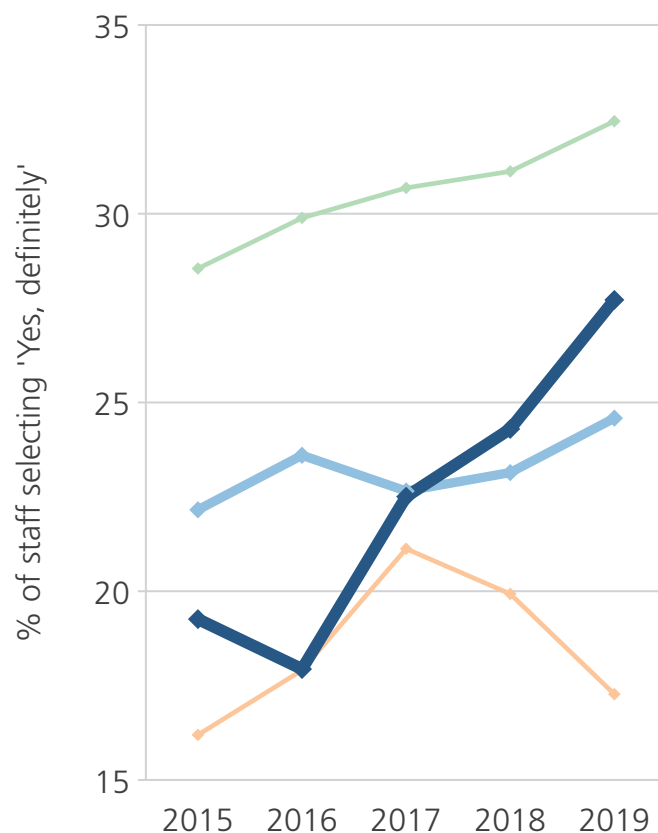
**Q19b**

It helped me to improve how I do my job



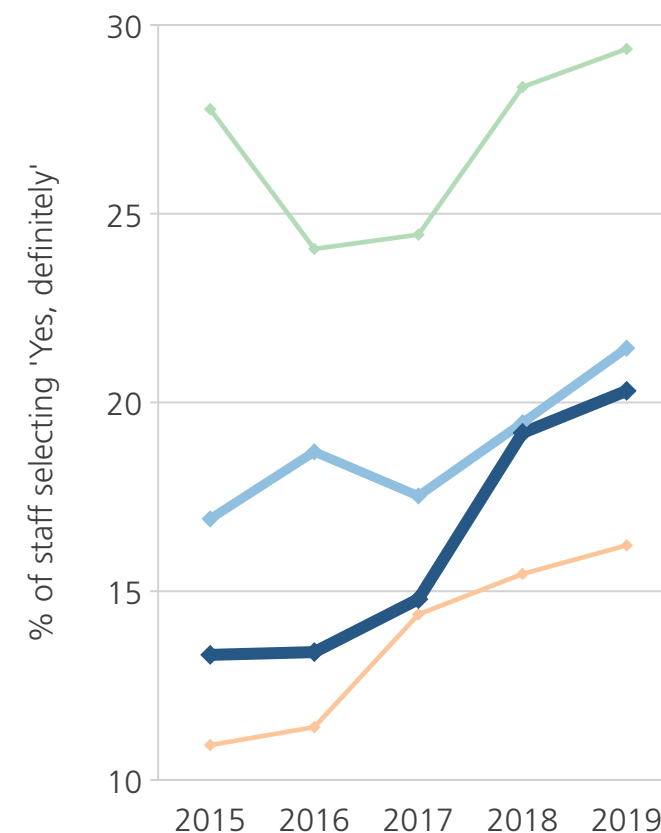
**Q19c**

It helped me agree clear objectives for my work



**Q19d**

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



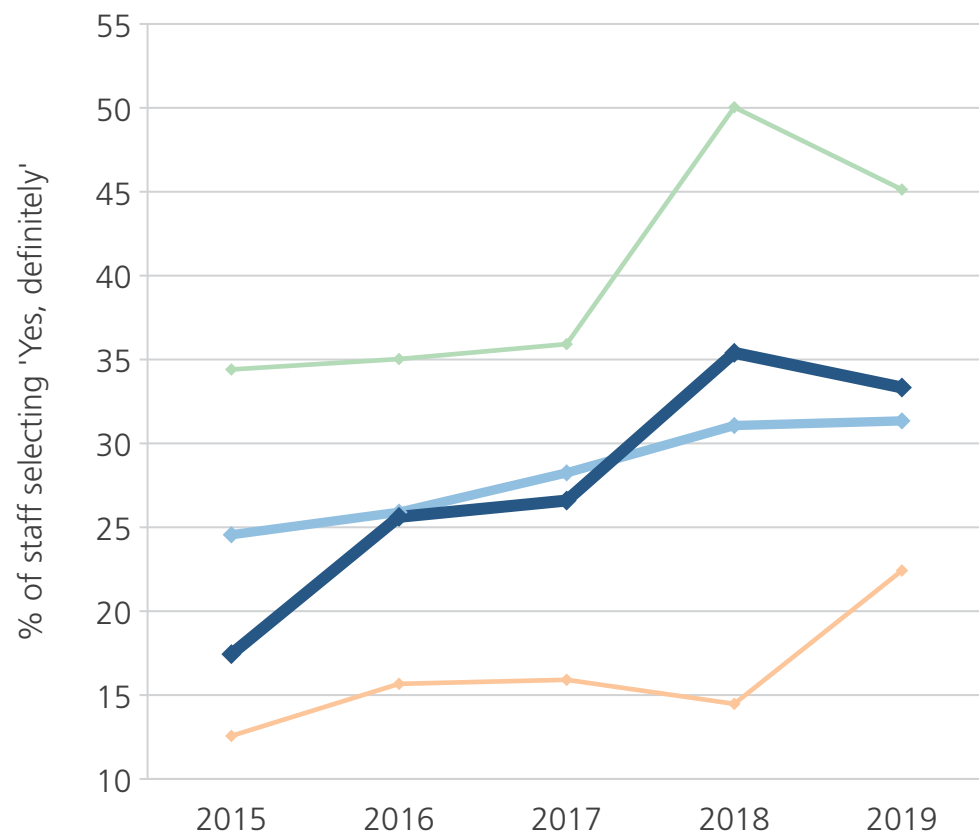
<b>Best</b>	21.0%	18.7%	20.3%	20.3%	21.4%
<b>Your org</b>	8.9%	8.0%	11.5%	15.0%	17.9%
<b>Average</b>	13.0%	14.7%	16.0%	15.0%	15.7%
<b>Worst</b>	7.6%	8.0%	10.8%	7.3%	10.4%

<b>Best</b>	28.5%	29.9%	30.7%	31.1%	32.5%
<b>Your org</b>	19.3%	17.9%	22.5%	24.3%	27.7%
<b>Average</b>	22.2%	23.6%	22.7%	23.1%	24.6%
<b>Worst</b>	16.2%	17.9%	21.1%	19.9%	17.3%

<b>Best</b>	27.8%	24.1%	24.4%	28.4%	29.4%
<b>Your org</b>	13.3%	13.4%	14.8%	19.2%	20.3%
<b>Average</b>	16.9%	18.7%	17.5%	19.5%	21.4%
<b>Worst</b>	10.9%	11.4%	14.4%	15.5%	16.2%

**Q19e**

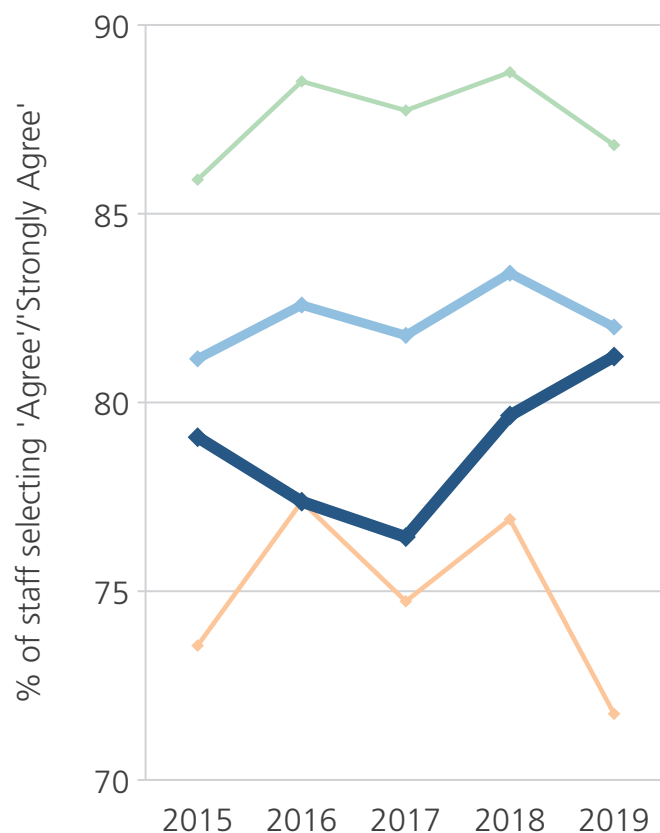
The values of my organisation were discussed as part of the appraisal process



Best	34.4%	35.0%	35.9%	50.0%	45.1%
Your org	17.4%	25.6%	26.6%	35.4%	33.3%
Average	24.6%	25.9%	28.2%	31.1%	31.3%
Worst	12.6%	15.7%	15.9%	14.5%	22.4%

**Q7a**

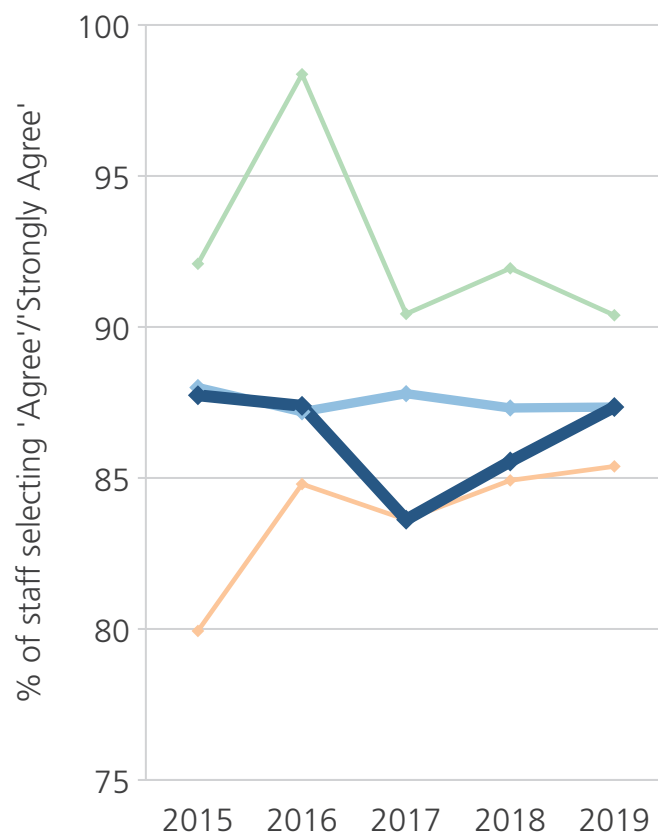
I am satisfied with the quality of care I give to patients / service users



Best	85.9%	88.5%	87.7%	88.7%	86.8%
Your org	79.1%	77.4%	76.4%	79.7%	81.2%
Average	81.2%	82.6%	81.8%	83.4%	82.0%
Worst	73.6%	77.4%	74.7%	76.9%	71.8%

**Q7b**

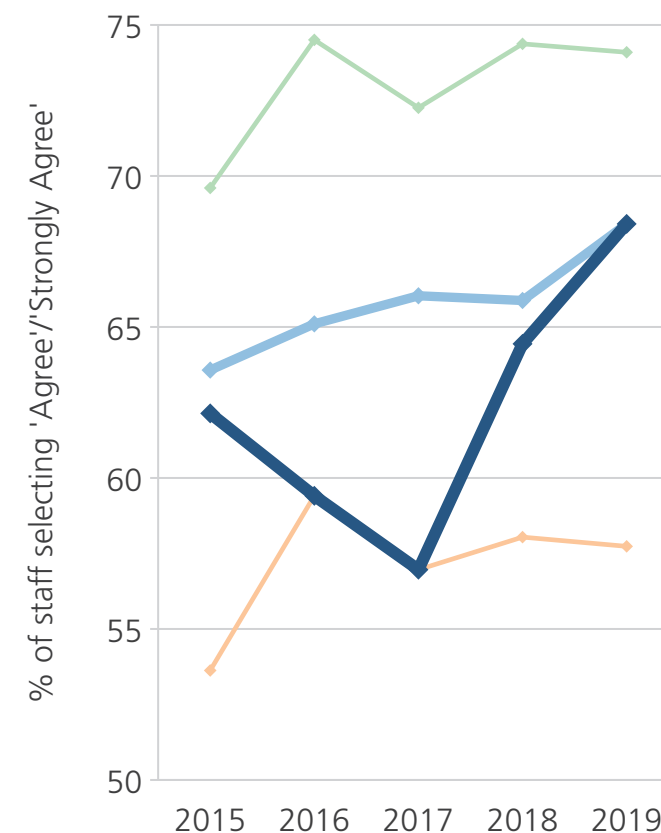
I feel that my role makes a difference to patients / service users



Best	92.1%	98.4%	90.4%	91.9%	90.4%
Your org	87.7%	87.4%	83.6%	85.5%	87.3%
Average	88.0%	87.2%	87.8%	87.3%	87.3%
Worst	79.9%	84.8%	83.6%	84.9%	85.4%

**Q7c**

I am able to deliver the care I aspire to

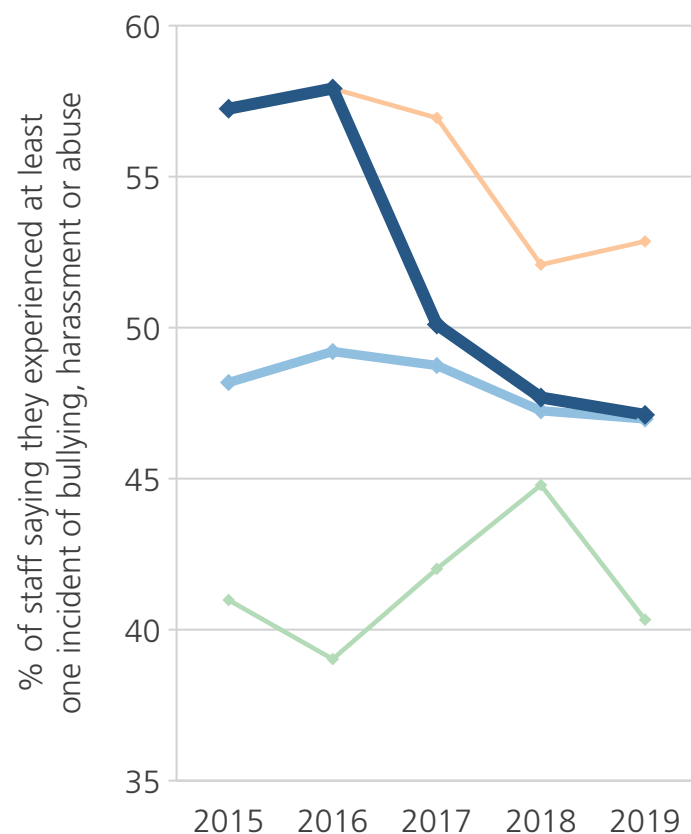


Best	69.6%	74.5%	72.3%	74.4%	74.1%
Your org	62.1%	59.4%	57.0%	64.4%	68.4%
Average	63.6%	65.1%	66.0%	65.9%	68.4%
Worst	53.6%	59.4%	57.0%	58.0%	57.7%



### Q13a

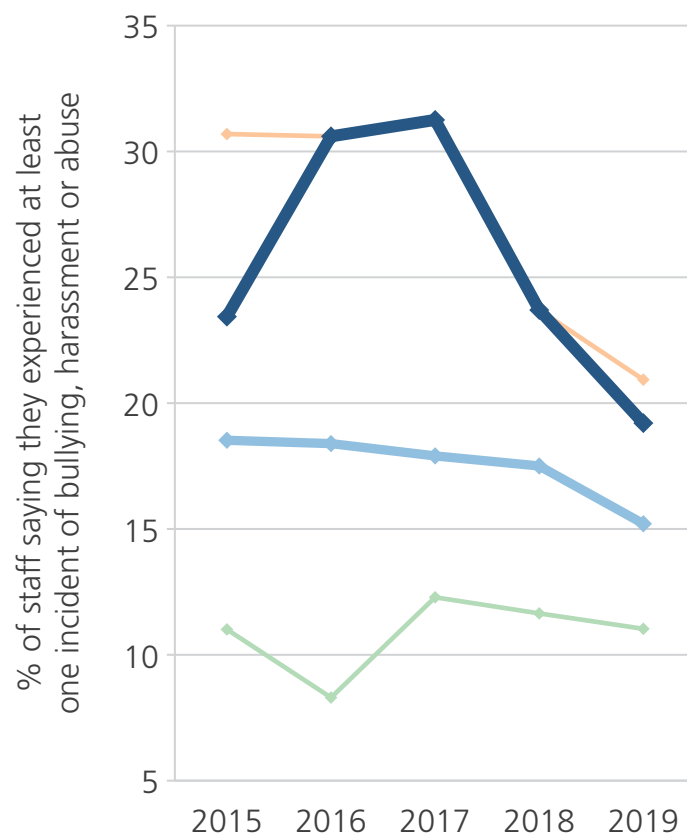
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	57.2%	57.9%	56.9%	52.1%	52.9%
<b>Your org</b>	57.2%	57.9%	50.1%	47.7%	47.1%
<b>Average</b>	48.2%	49.2%	48.7%	47.2%	47.0%
<b>Best</b>	41.0%	39.0%	42.0%	44.8%	40.3%

### Q13b

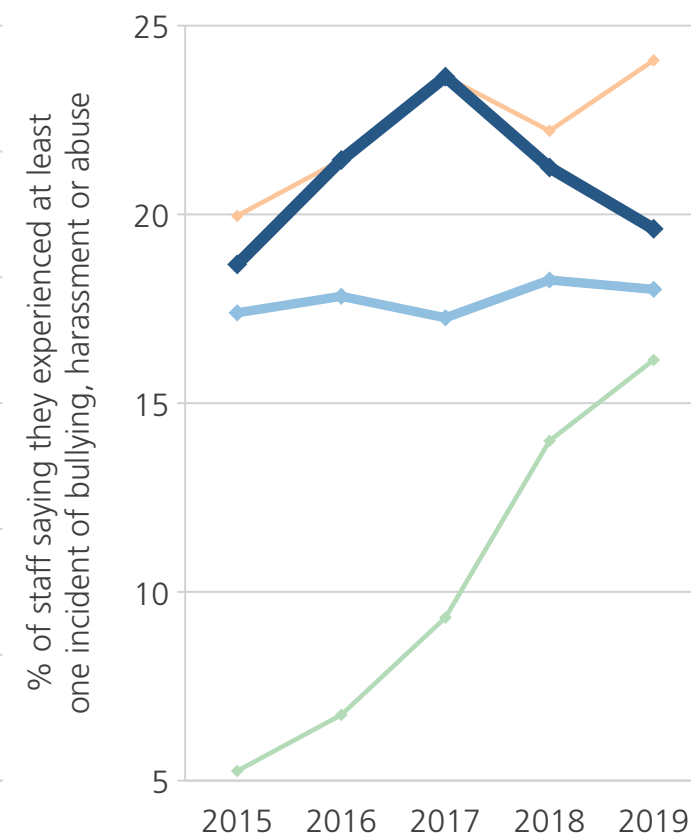
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



<b>Worst</b>	30.7%	30.6%	31.3%	23.7%	20.9%
<b>Your org</b>	23.4%	30.6%	31.3%	23.7%	19.2%
<b>Average</b>	18.5%	18.4%	17.9%	17.5%	15.2%
<b>Best</b>	11.0%	8.3%	12.3%	11.6%	11.0%

### Q13c

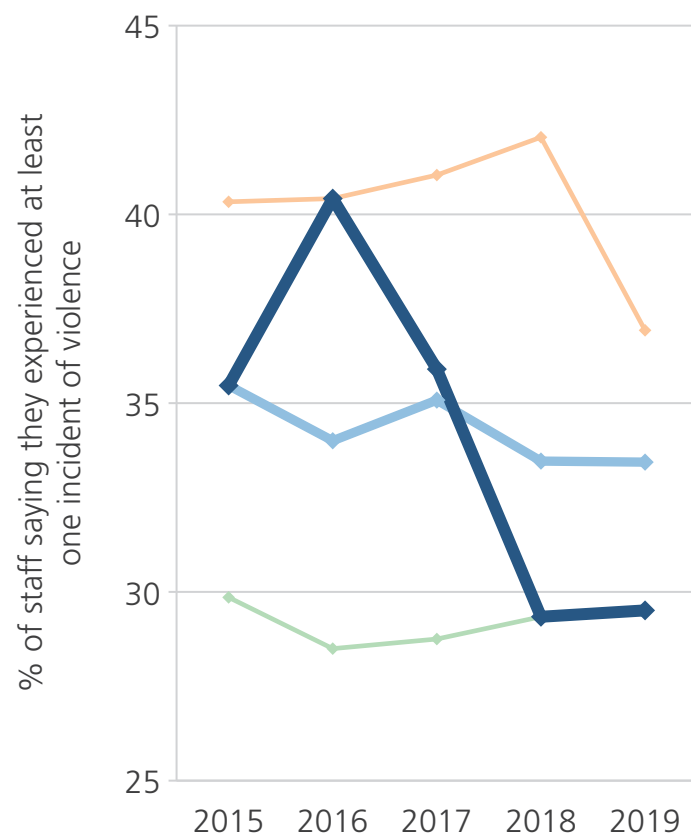
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



<b>Worst</b>	20.0%	21.4%	23.6%	22.2%	24.1%
<b>Your org</b>	18.7%	21.4%	23.6%	21.2%	19.6%
<b>Average</b>	17.4%	17.8%	17.3%	18.3%	18.0%
<b>Best</b>	5.3%	6.7%	9.3%	14.0%	16.1%

### Q12a

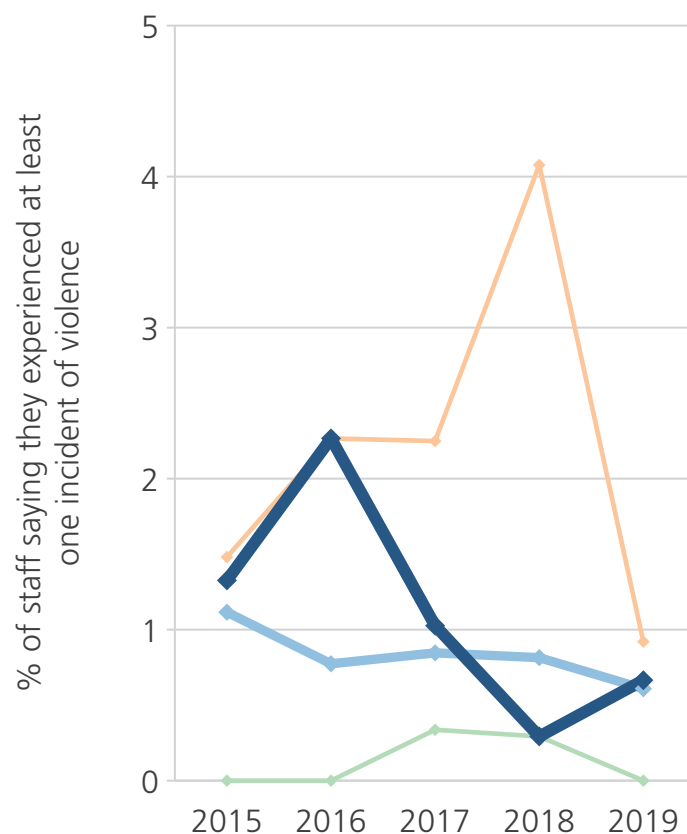
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



Worst	40.3%	40.4%	41.0%	42.0%	36.9%
Your org	35.5%	40.4%	35.9%	29.3%	29.5%
Average	35.5%	34.0%	35.1%	33.5%	33.4%
Best	29.9%	28.5%	28.8%	29.3%	29.5%

### Q12b

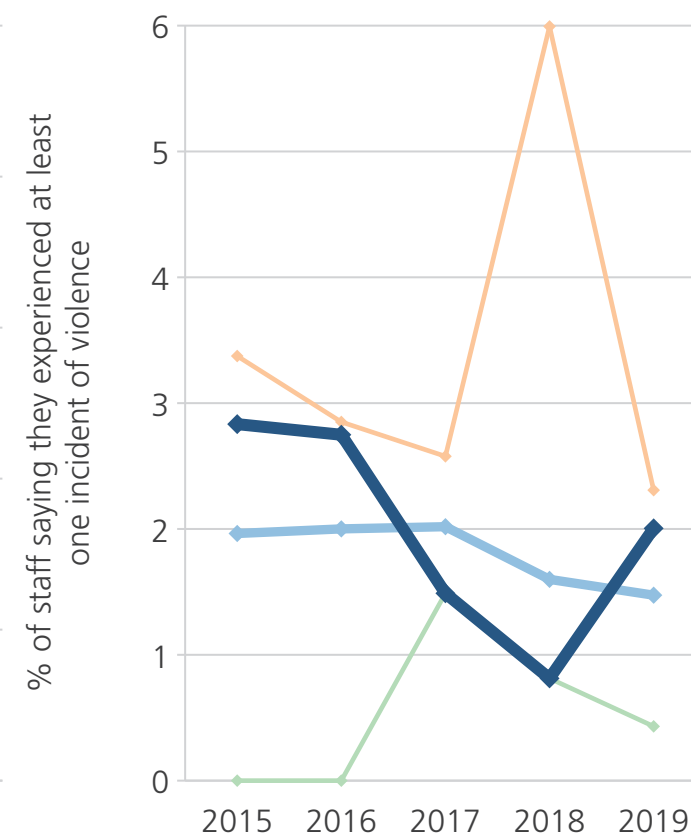
In the last 12 months how many times have you personally experienced physical violence at work from managers?



Worst	1.5%	2.3%	2.2%	4.1%	0.9%
Your org	1.3%	2.3%	1.0%	0.3%	0.7%
Average	1.1%	0.8%	0.8%	0.8%	0.6%
Best	0.0%	0.0%	0.3%	0.3%	0.0%

### Q12c

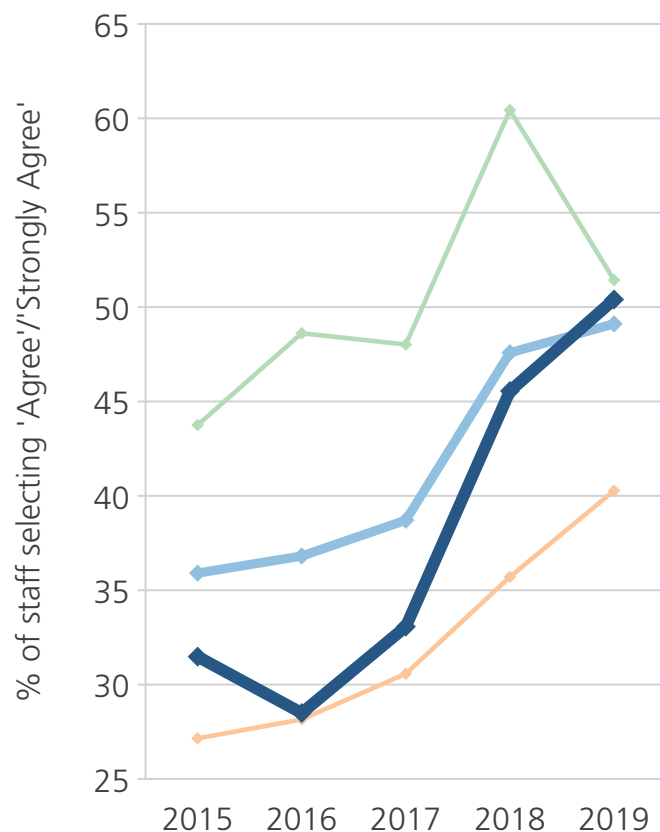
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



Worst	3.4%	2.9%	2.6%	6.0%	2.3%
Your org	2.8%	2.7%	1.5%	0.8%	2.0%
Average	2.0%	2.0%	2.0%	1.6%	1.5%
Best	0.0%	0.0%	1.5%	0.8%	0.4%

**Q17a**

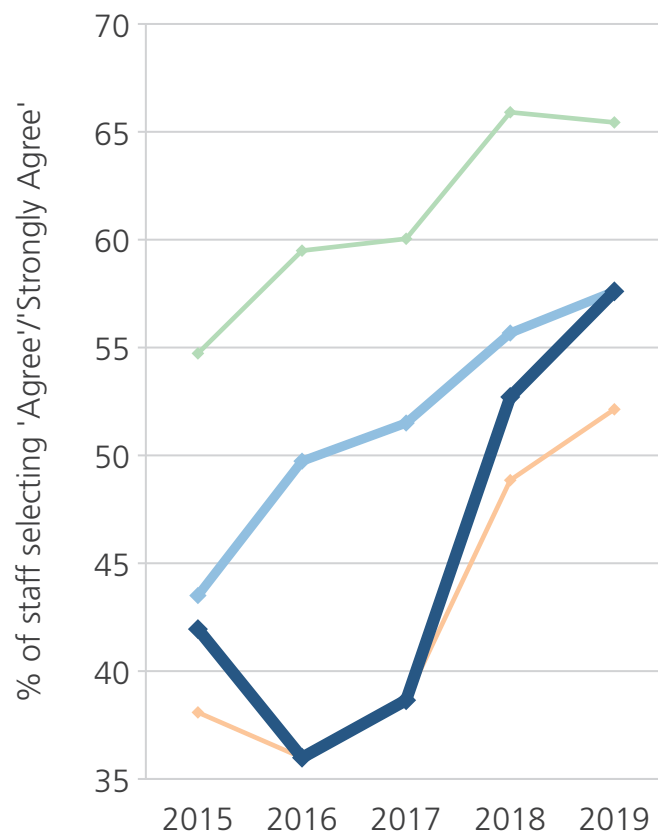
My organisation treats staff who are involved in an error, near miss or incident fairly



Best	43.7%	48.6%	48.0%	60.4%	51.4%
Your org	31.5%	28.5%	33.1%	45.6%	50.4%
Average	35.9%	36.8%	38.7%	47.6%	49.1%
Worst	27.2%	28.2%	30.6%	35.7%	40.3%

**Q17c**

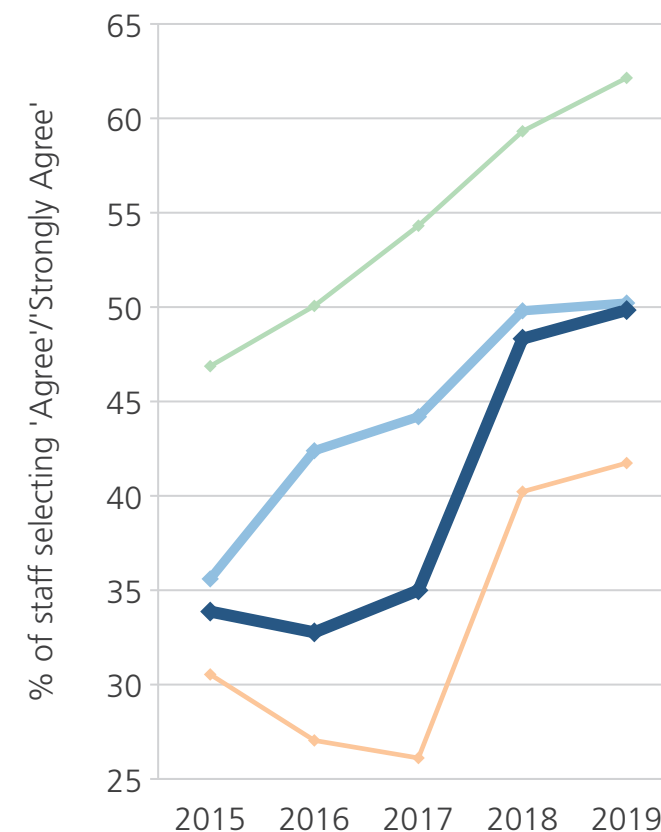
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



Best	54.7%	59.5%	60.0%	65.9%	65.4%
Your org	41.9%	36.0%	38.7%	52.7%	57.6%
Average	43.5%	49.7%	51.5%	55.7%	57.6%
Worst	38.1%	36.0%	38.7%	48.9%	52.1%

**Q17d**

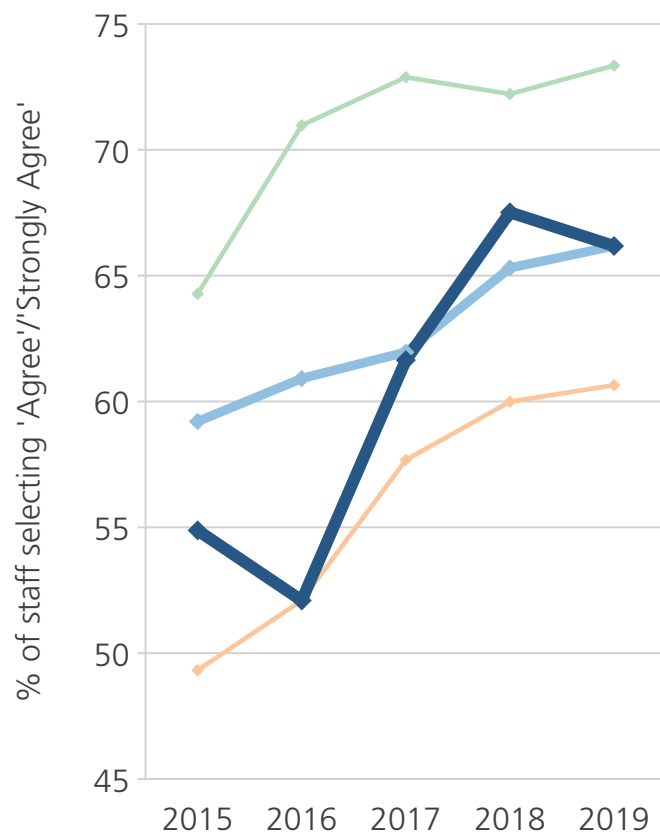
We are given feedback about changes made in response to reported errors, near misses and incidents



Best	46.9%	50.1%	54.3%	59.3%	62.1%
Your org	33.9%	32.8%	35.0%	48.3%	49.8%
Average	35.6%	42.4%	44.2%	49.8%	50.2%
Worst	30.5%	27.0%	26.1%	40.2%	41.7%

**Q18b**

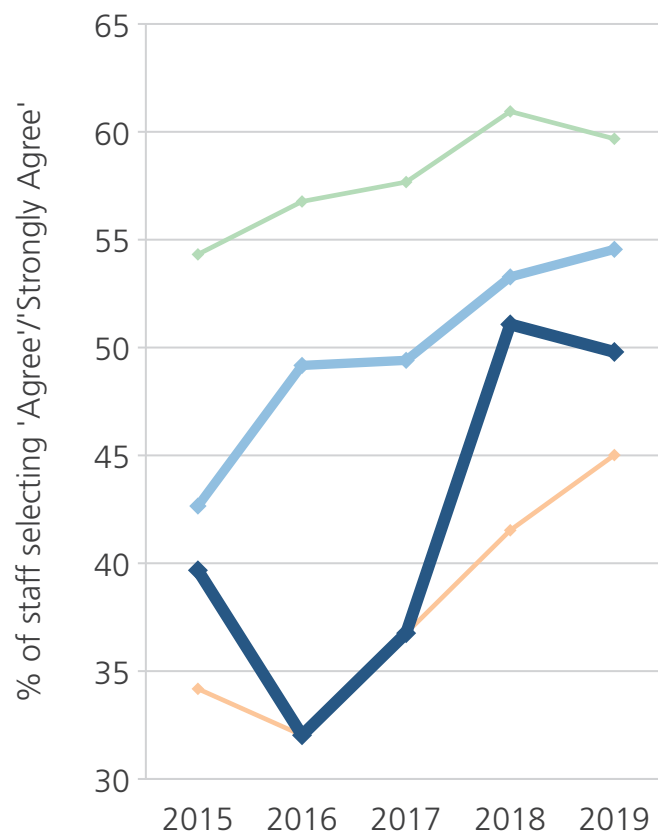
I would feel secure raising concerns about unsafe clinical practice



Best	64.3%	71.0%	72.9%	72.2%	73.3%
Your org	54.9%	52.1%	61.6%	67.5%	66.2%
Average	59.2%	60.9%	62.0%	65.3%	66.2%
Worst	49.3%	52.1%	57.7%	60.0%	60.6%

**Q18c**

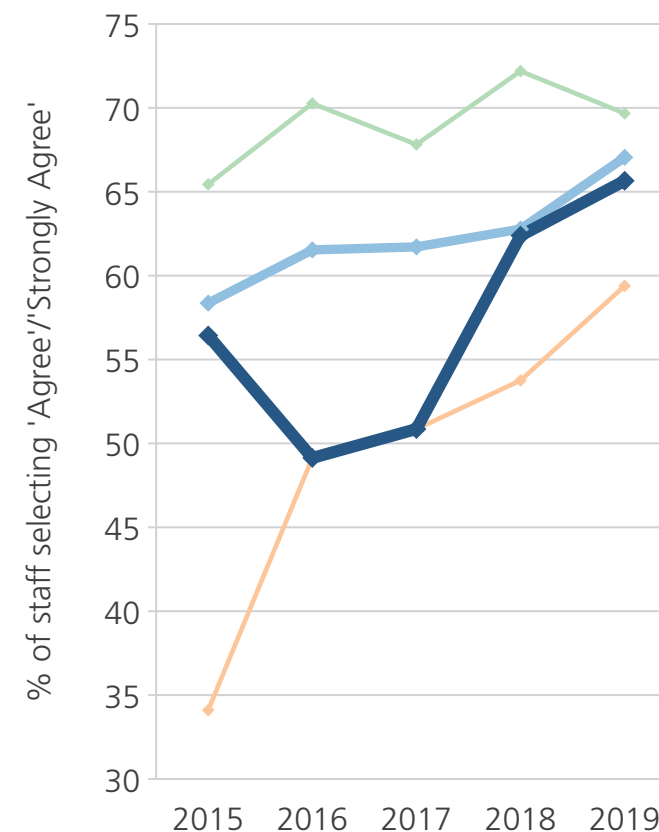
I am confident that my organisation would address my concern



Best	54.3%	56.8%	57.7%	60.9%	59.7%
Your org	39.7%	32.0%	36.8%	51.1%	49.8%
Average	42.7%	49.2%	49.4%	53.3%	54.6%
Worst	34.2%	32.0%	36.8%	41.5%	45.0%

**Q21b**

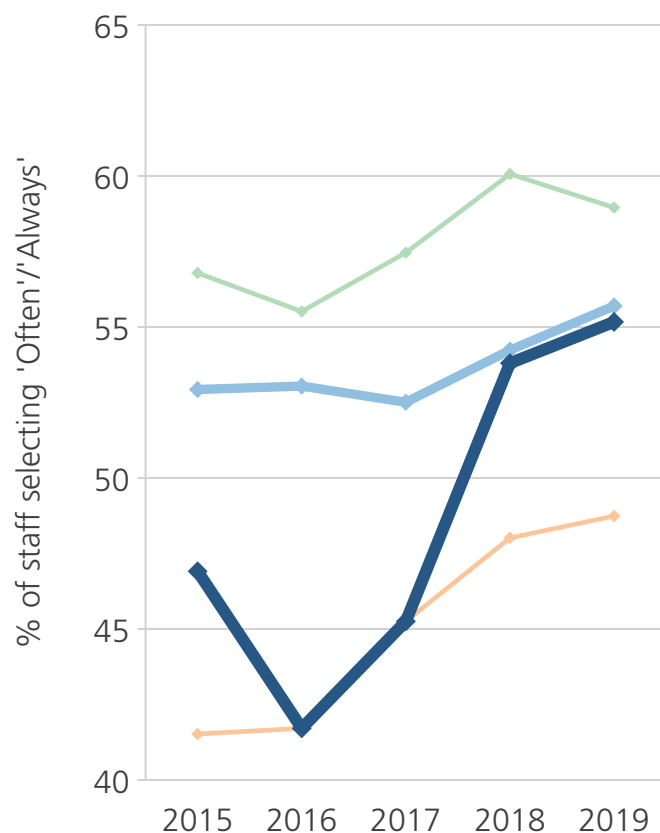
My organisation acts on concerns raised by patients / service users



Best	65.4%	70.3%	67.8%	72.2%	69.7%
Your org	56.4%	49.1%	50.9%	62.4%	65.7%
Average	58.4%	61.5%	61.7%	62.8%	67.0%
Worst	34.1%	49.1%	50.9%	53.8%	59.4%

**Q2a**

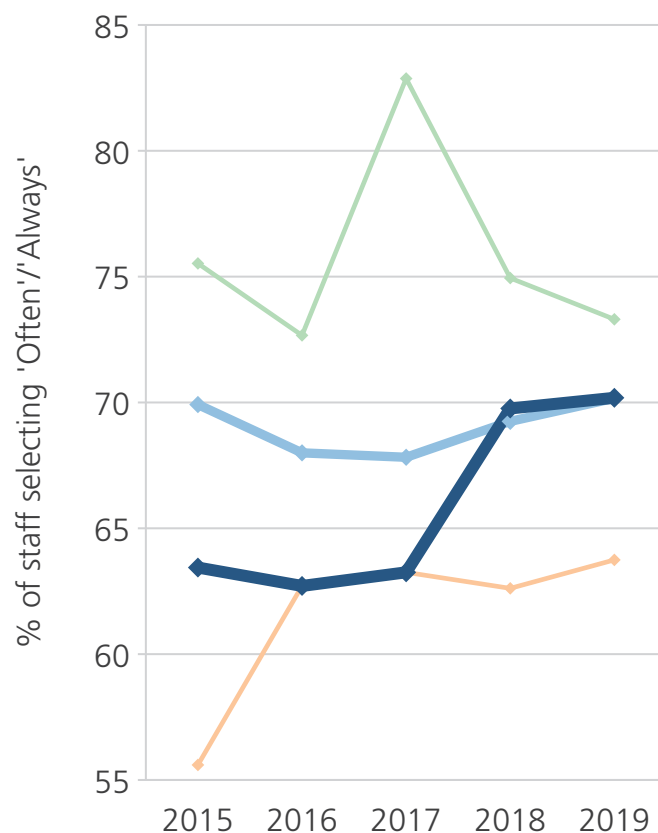
I look forward to going to work



Best	56.8%	55.5%	57.5%	60.1%	59.0%
Your org	46.9%	41.7%	45.3%	53.8%	55.2%
Average	52.9%	53.0%	52.5%	54.2%	55.7%
Worst	41.5%	41.7%	45.3%	48.0%	48.7%

**Q2b**

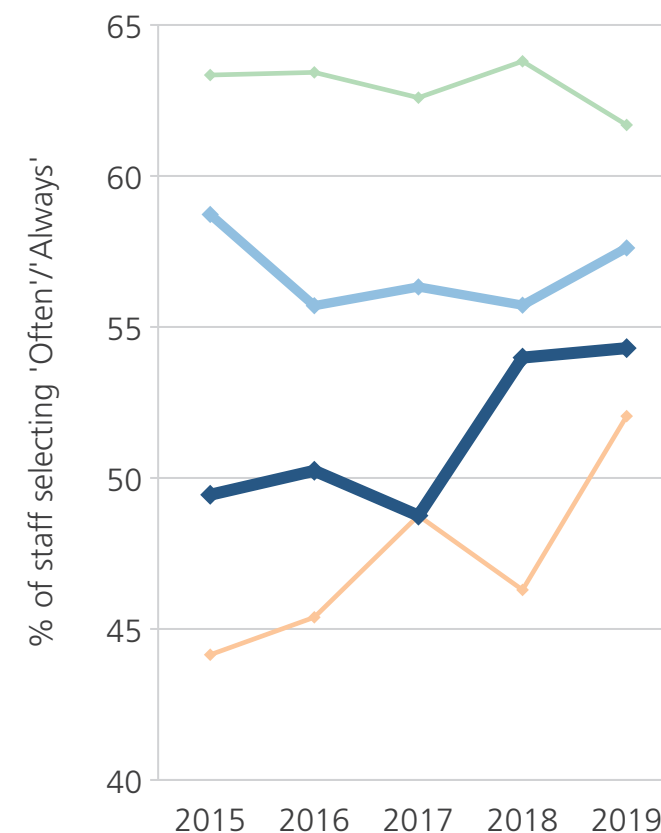
I am enthusiastic about my job



Best	75.5%	72.7%	82.9%	74.9%	73.3%
Your org	63.4%	62.7%	63.3%	69.8%	70.2%
Average	69.9%	68.0%	67.8%	69.2%	70.2%
Worst	55.6%	62.7%	63.3%	62.6%	63.7%

**Q2c**

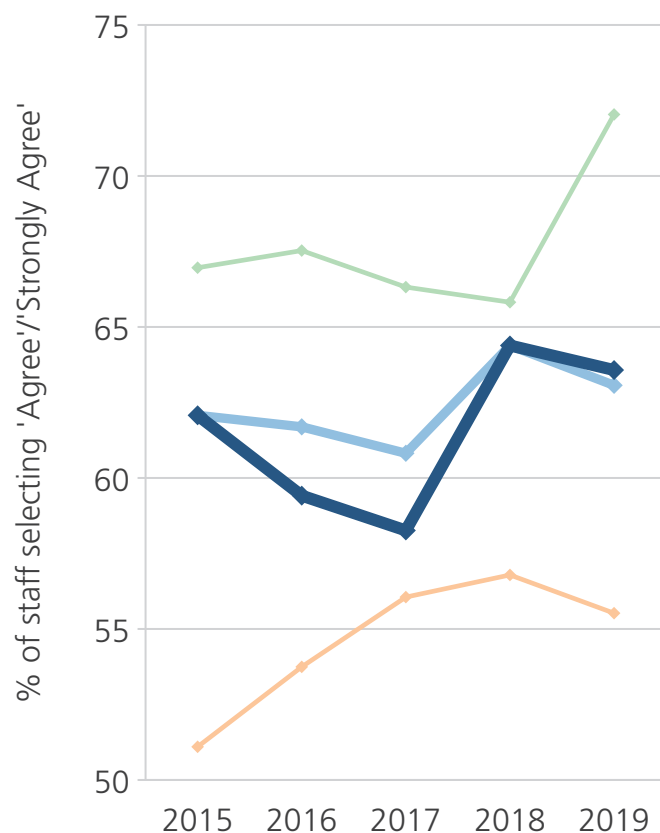
Time passes quickly when I am working



Best	63.3%	63.4%	62.6%	63.8%	61.7%
Your org	49.4%	50.2%	48.8%	54.0%	54.3%
Average	58.7%	55.7%	56.3%	55.7%	57.6%
Worst	44.1%	45.4%	48.8%	46.3%	52.0%

#### Q4a

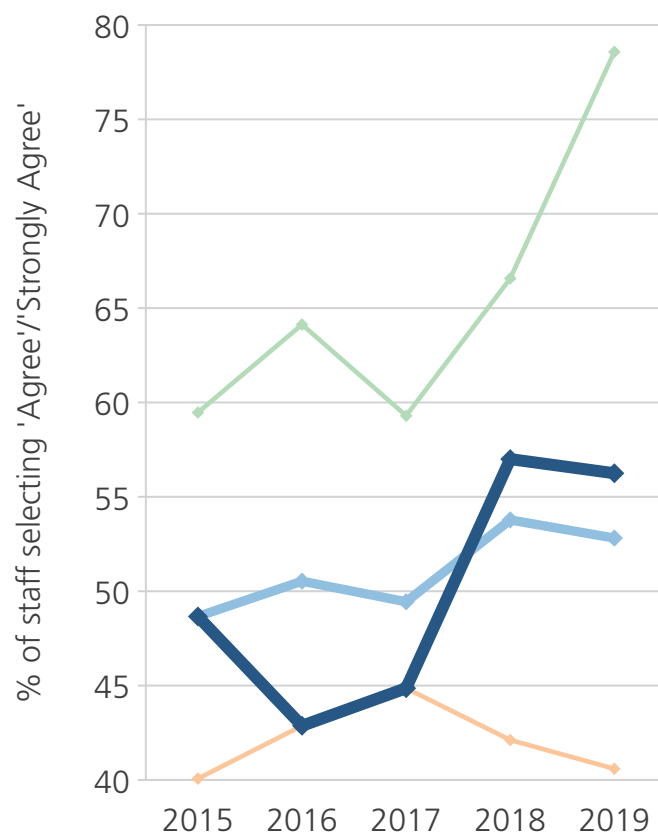
There are frequent opportunities for me to show initiative in my role



Best	67.0%	67.5%	66.3%	65.8%	72.0%
Your org	62.1%	59.4%	58.3%	64.4%	63.6%
Average	62.1%	61.7%	60.8%	64.4%	63.1%
Worst	51.1%	53.7%	56.1%	56.8%	55.5%

#### Q4b

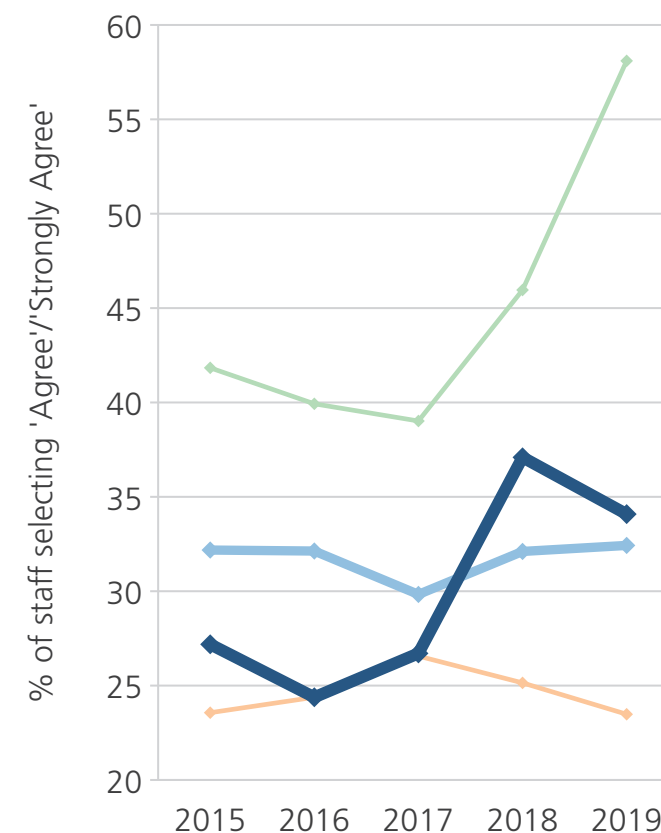
I am able to make suggestions to improve the work of my team / department



Best	59.5%	64.1%	59.3%	66.6%	78.6%
Your org	48.7%	42.9%	44.9%	57.0%	56.3%
Average	48.7%	50.5%	49.4%	53.8%	52.8%
Worst	40.1%	42.9%	44.9%	42.1%	40.6%

#### Q4d

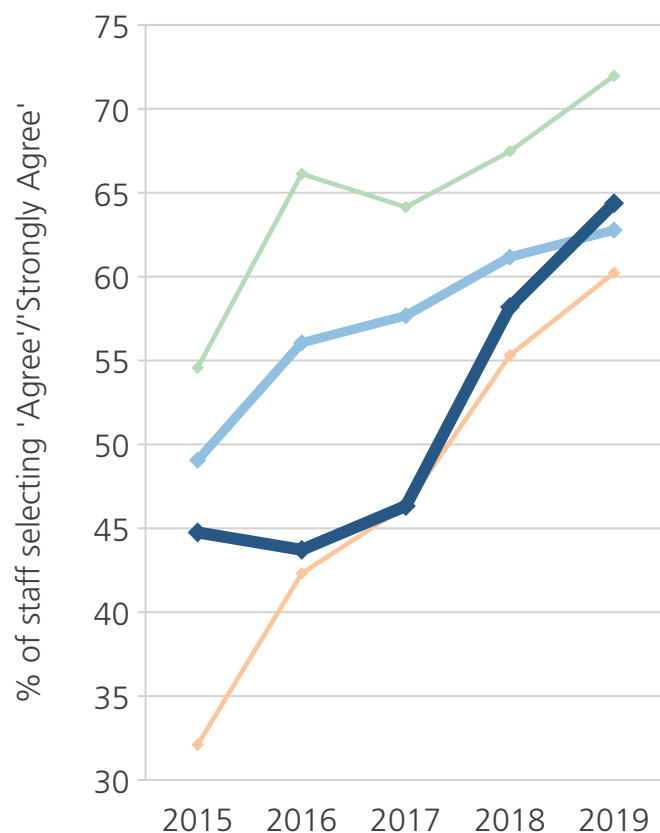
I am able to make improvements happen in my area of work



Best	41.8%	39.9%	39.0%	46.0%	58.1%
Your org	27.2%	24.4%	26.7%	37.1%	34.1%
Average	32.2%	32.1%	29.8%	32.1%	32.4%
Worst	23.6%	24.4%	26.6%	25.1%	23.5%

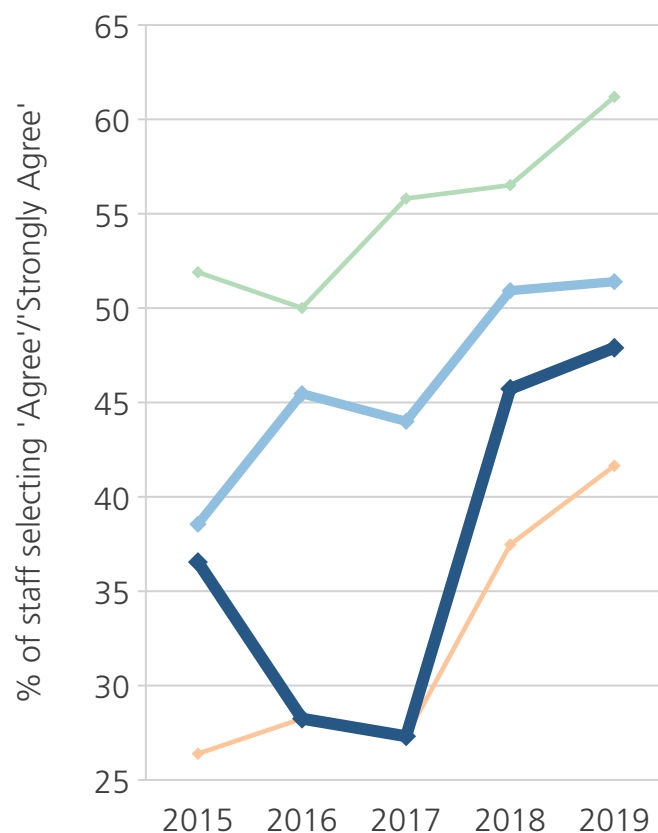
Q21a

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



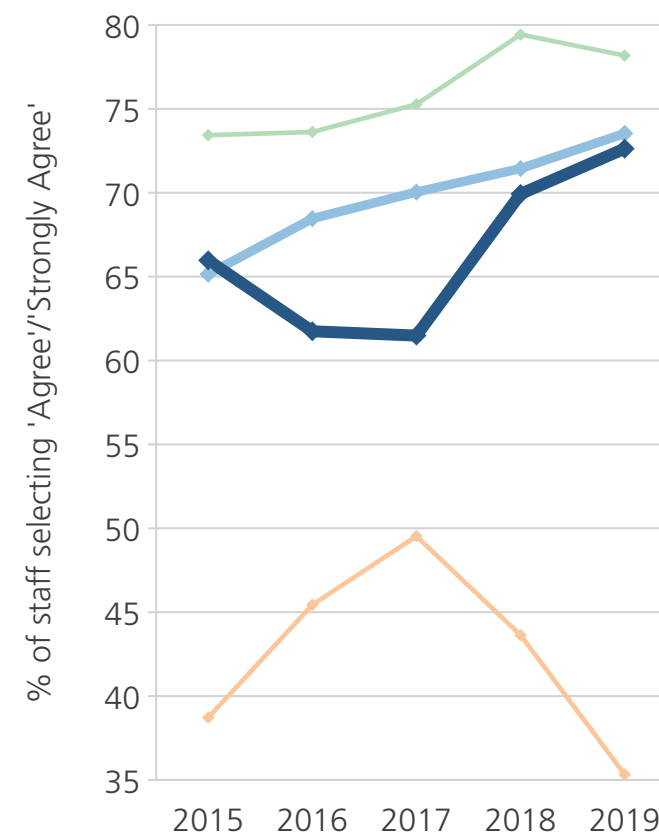
Q21c

I would recommend my  
organisation as a place to work



Q21d

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



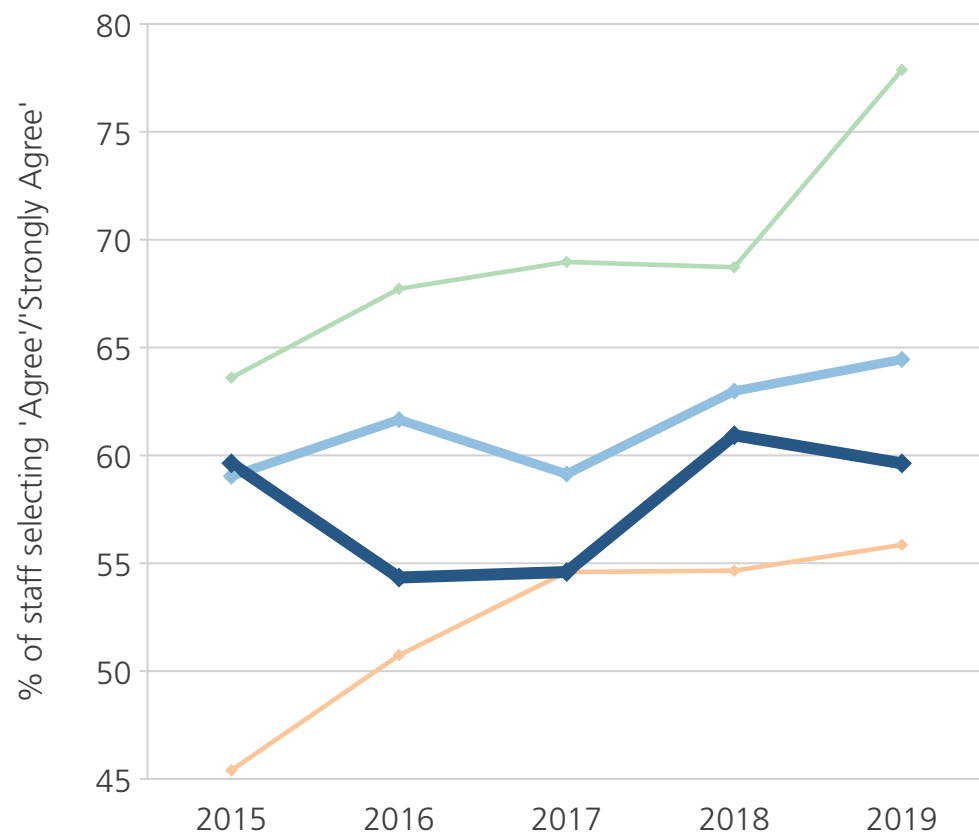
Best	54.6%	66.1%	64.1%	67.5%	72.0%
Your org	44.8%	43.7%	46.3%	58.2%	64.4%
Average	49.1%	56.1%	57.7%	61.2%	62.8%
Worst	32.1%	42.3%	46.3%	55.3%	60.2%

Best	51.9%	50.0%	55.8%	56.5%	61.2%
Your org	36.5%	28.2%	27.3%	45.7%	47.9%
Average	38.6%	45.5%	44.0%	50.9%	51.4%
Worst	26.4%	28.2%	27.3%	37.5%	41.6%

Best	73.4%	73.6%	75.3%	79.4%	78.2%
Your org	66.0%	61.7%	61.5%	69.9%	72.6%
Average	65.1%	68.5%	70.0%	71.4%	73.5%
Worst	38.7%	45.4%	49.5%	43.6%	35.3%

### Q4h

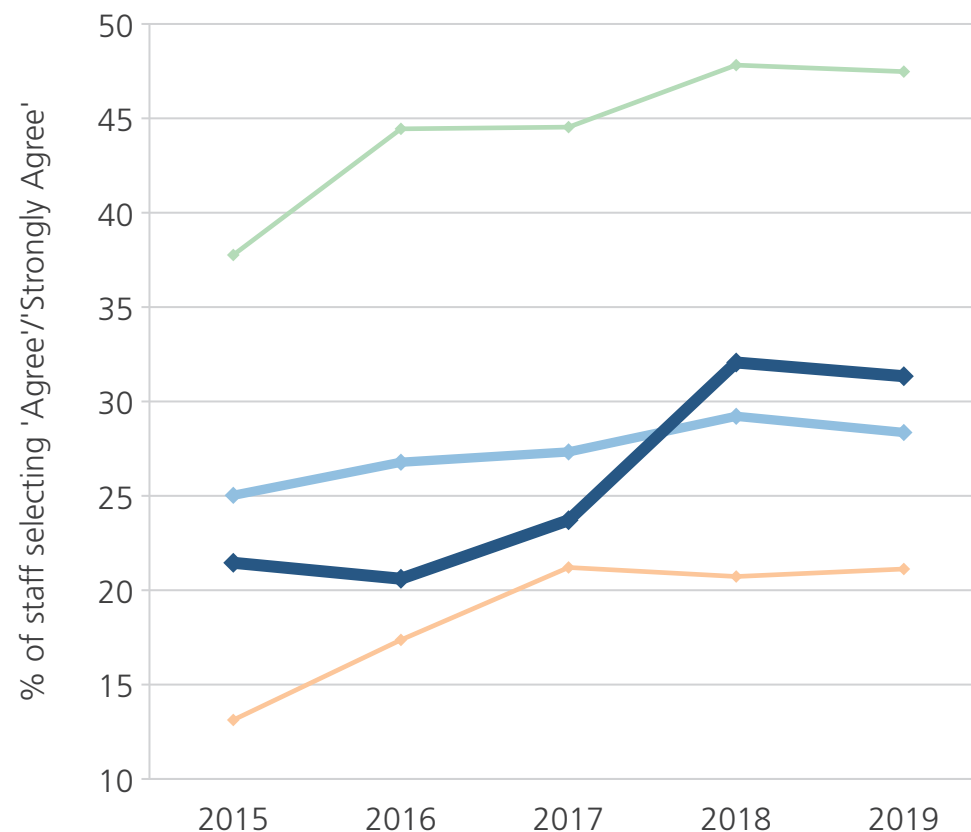
The team I work in has a set of shared objectives



<b>Best</b>	63.6%	67.7%	69.0%	68.7%	77.9%
<b>Your org</b>	59.6%	54.3%	54.6%	60.9%	59.6%
<b>Average</b>	59.0%	61.7%	59.1%	63.0%	64.4%
<b>Worst</b>	45.4%	50.7%	54.6%	54.7%	55.9%

### Q4i

The team I work in often meets to discuss the team's effectiveness



<b>Best</b>	37.8%	44.4%	44.5%	47.8%	47.5%
<b>Your org</b>	21.5%	20.6%	23.7%	32.1%	31.3%
<b>Average</b>	25.0%	26.8%	27.3%	29.2%	28.4%
<b>Worst</b>	13.1%	17.4%	21.2%	20.7%	21.1%

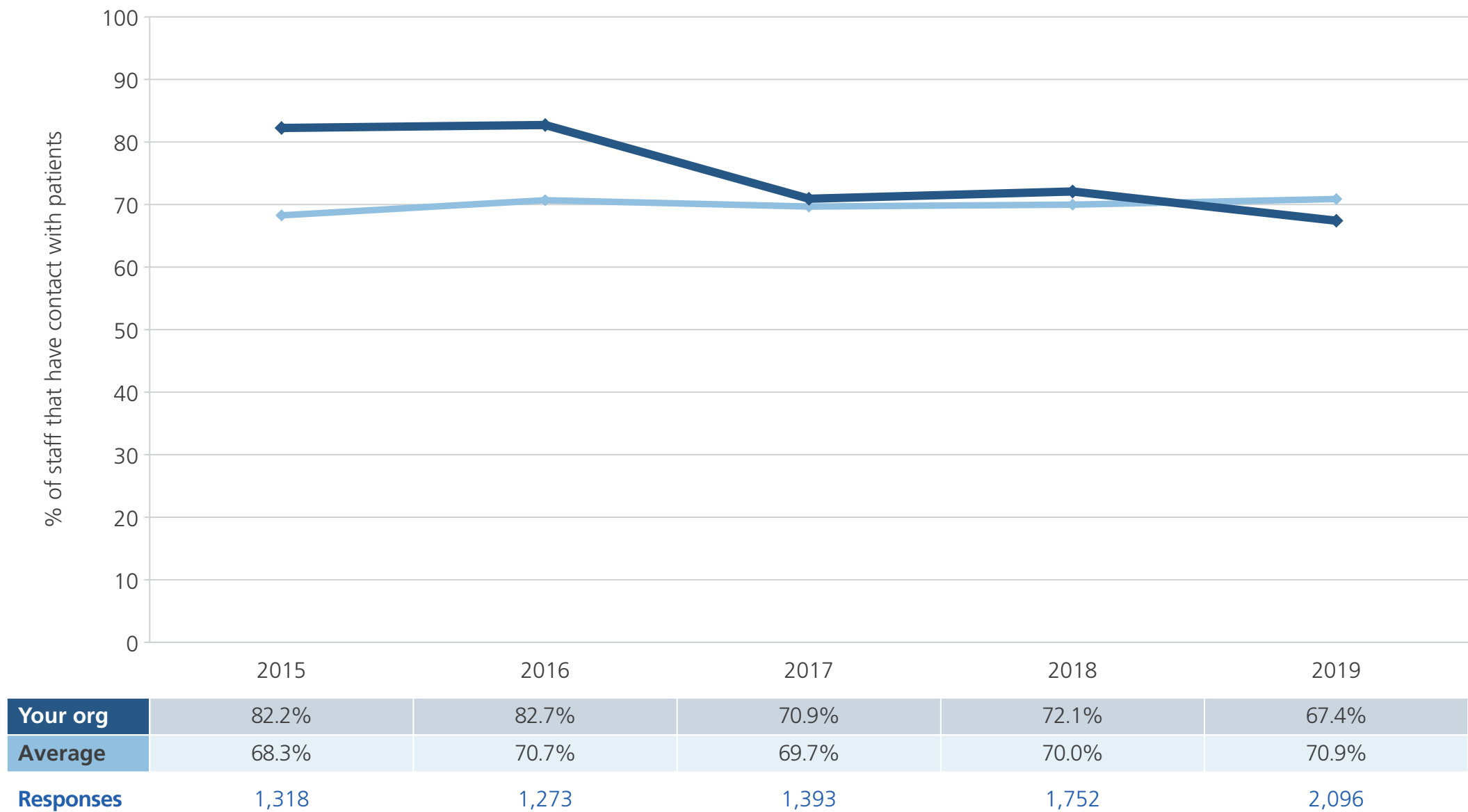


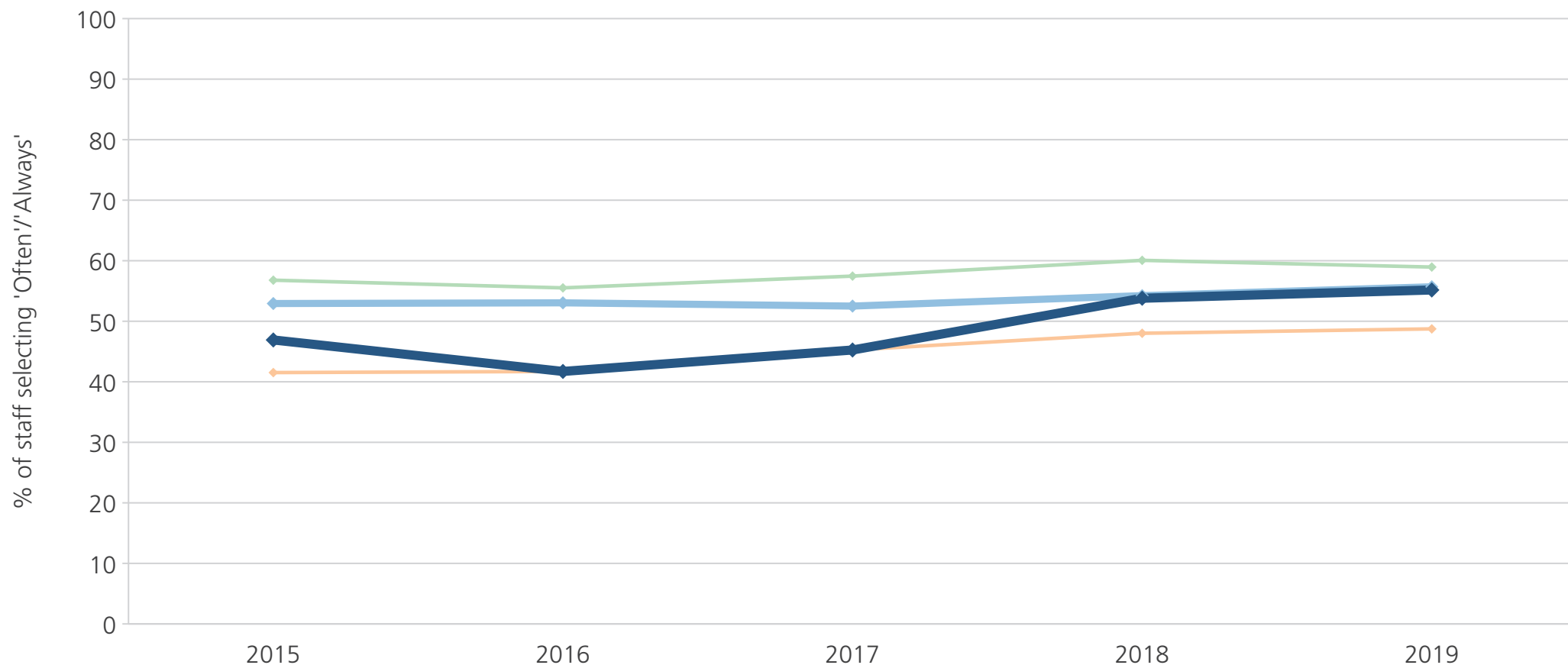
# Question results

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

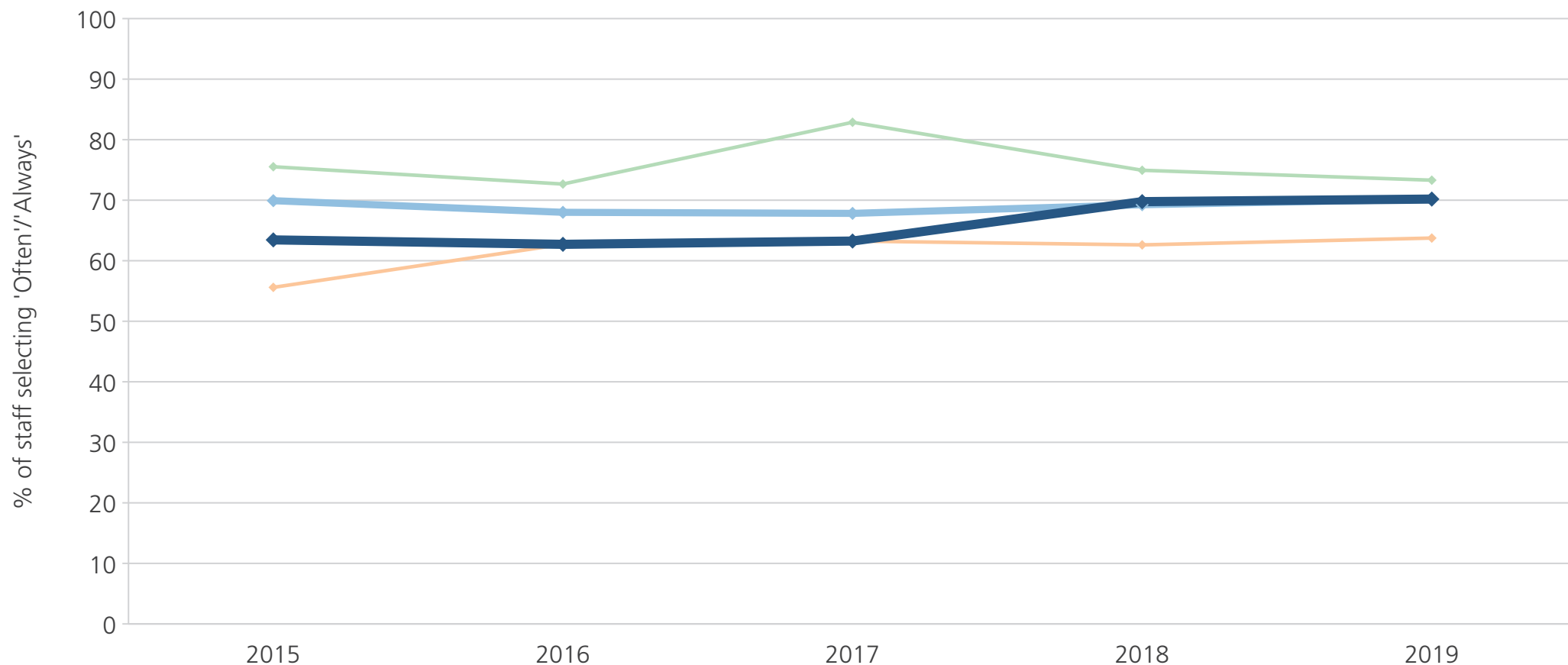
# Question results – Your job

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

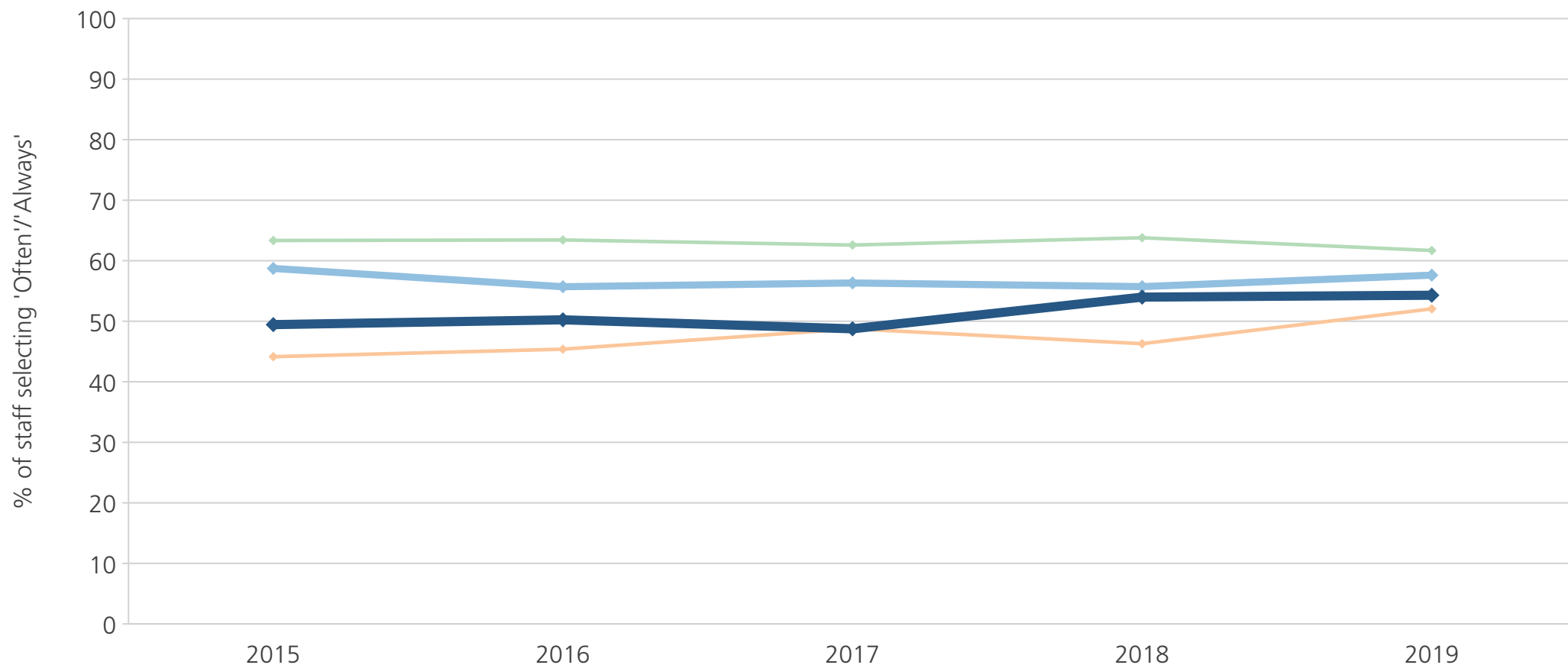




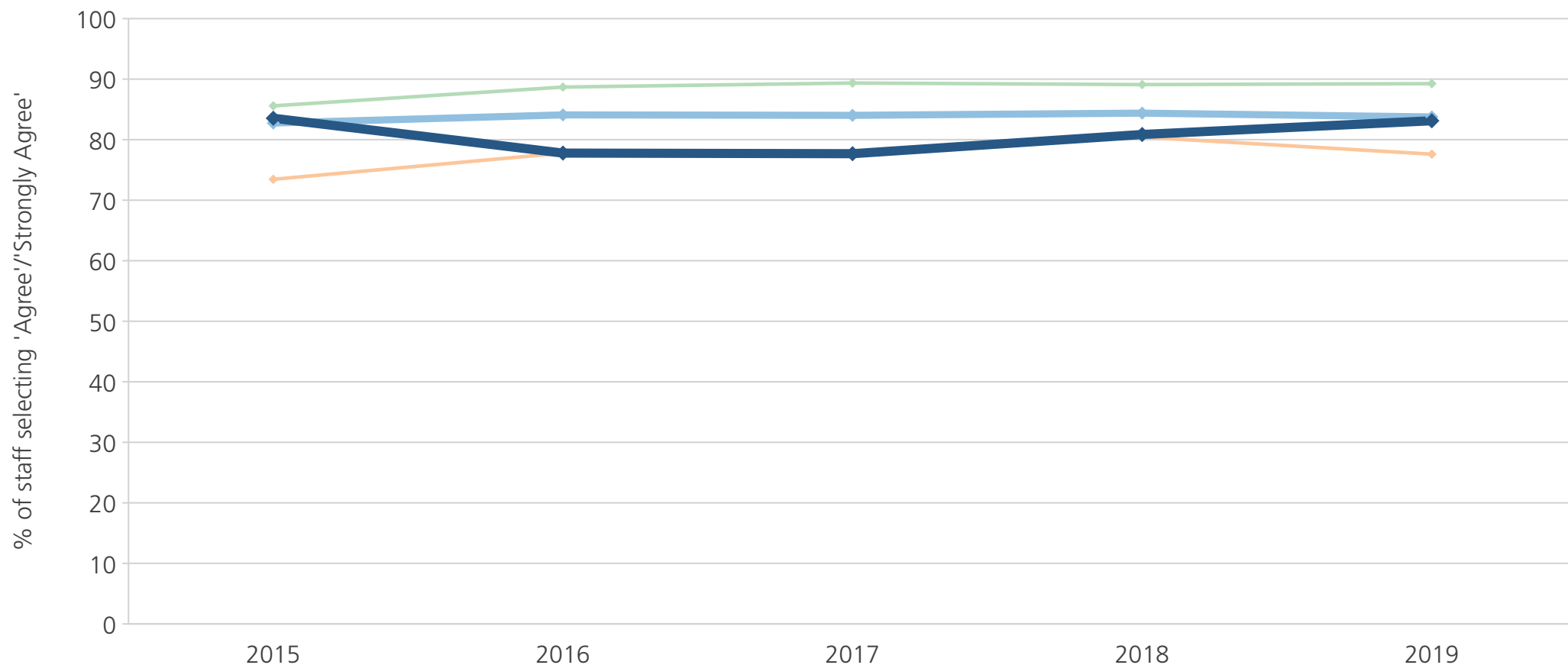
Best	56.8%	55.5%	57.5%	60.1%	59.0%
Your org	46.9%	41.7%	45.3%	53.8%	55.2%
Average	52.9%	53.0%	52.5%	54.2%	55.7%
Worst	41.5%	41.7%	45.3%	48.0%	48.7%
Responses	1,330	1,270	1,397	1,763	2,105



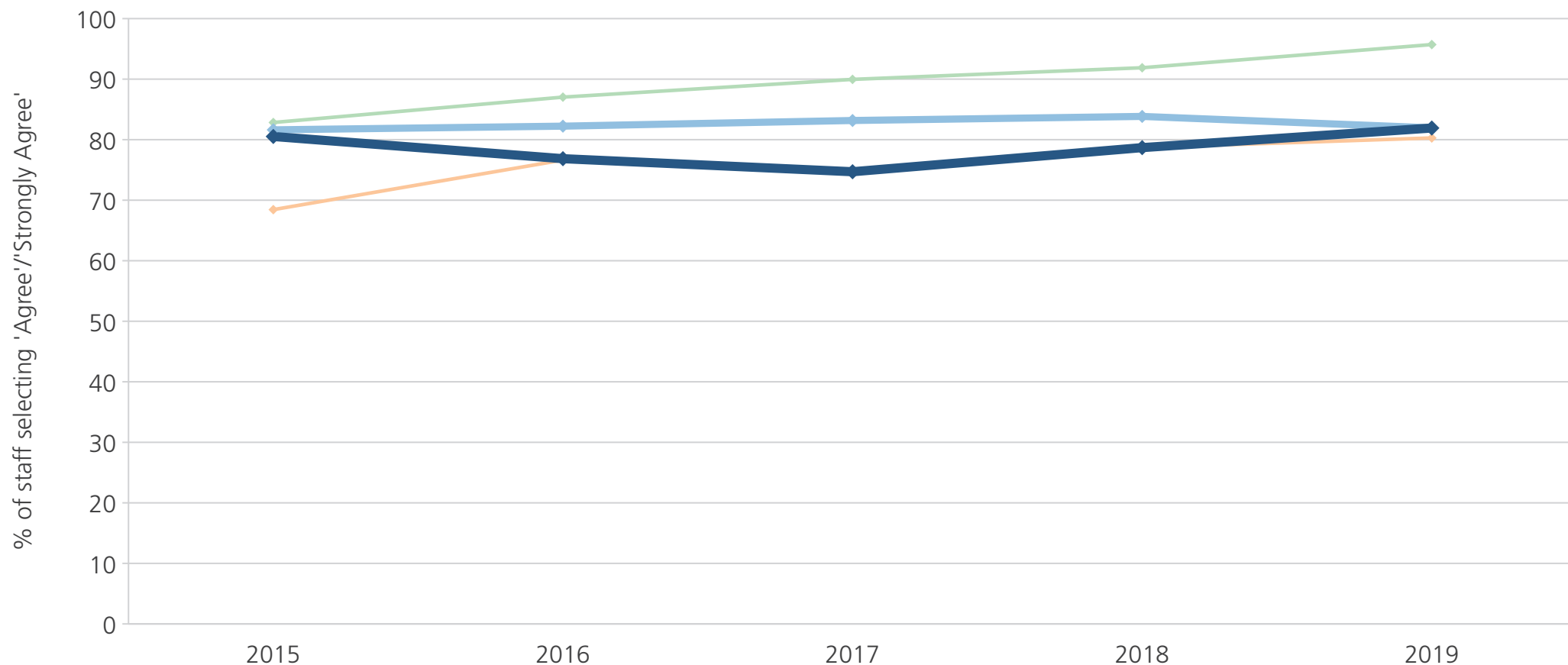
	2015	2016	2017	2018	2019
<b>Best</b>	75.5%	72.7%	82.9%	74.9%	73.3%
<b>Your org</b>	63.4%	62.7%	63.3%	69.8%	70.2%
<b>Average</b>	69.9%	68.0%	67.8%	69.2%	70.2%
<b>Worst</b>	55.6%	62.7%	63.3%	62.6%	63.7%
<b>Responses</b>	1,320	1,268	1,392	1,757	2,093



Best	63.3%	63.4%	62.6%	63.8%	61.7%
Your org	49.4%	50.2%	48.8%	54.0%	54.3%
Average	58.7%	55.7%	56.3%	55.7%	57.6%
Worst	44.1%	45.4%	48.8%	46.3%	52.0%
Responses	1,323	1,267	1,393	1,757	2,093

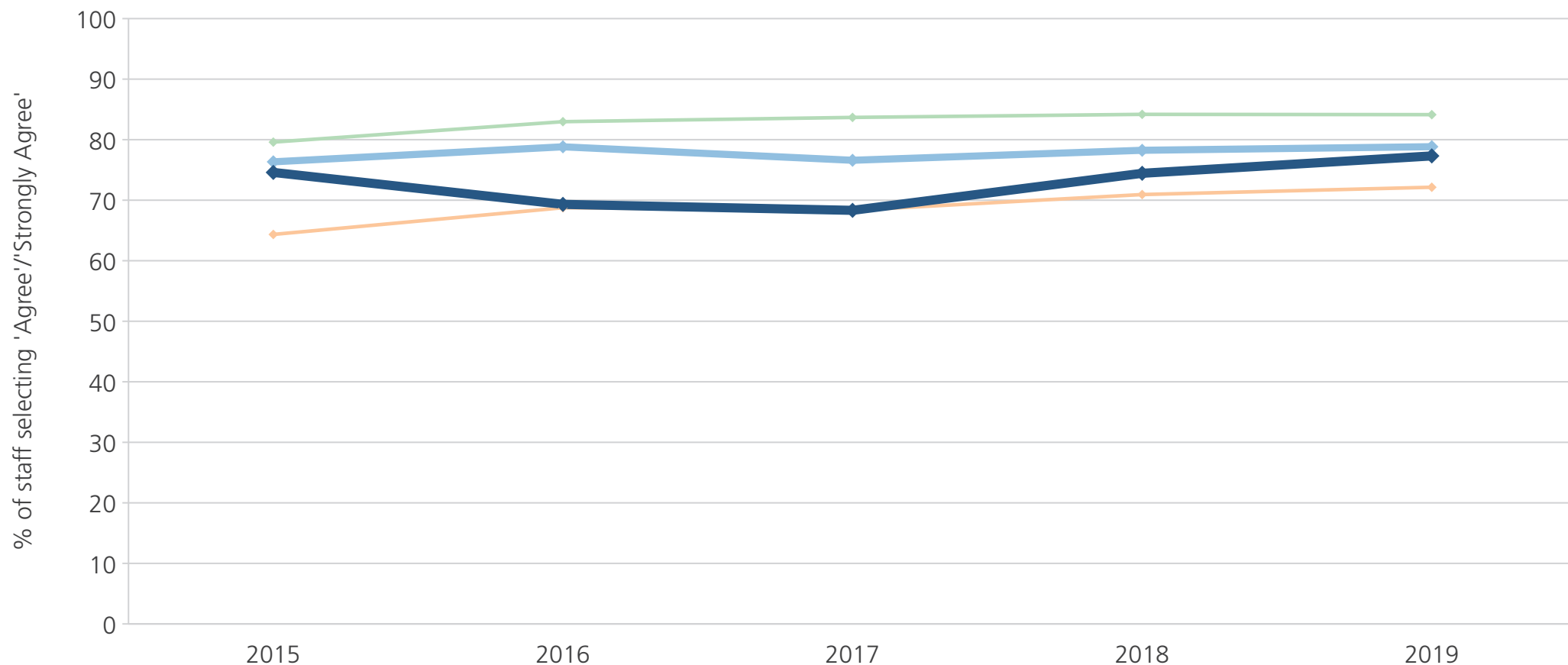


Best	85.6%	88.7%	89.4%	89.1%	89.3%
Your org	83.5%	77.8%	77.7%	80.9%	83.1%
Average	82.7%	84.1%	84.0%	84.4%	83.8%
Worst	73.5%	77.8%	77.7%	80.4%	77.6%
Responses	1,334	1,276	1,397	1,760	2,097

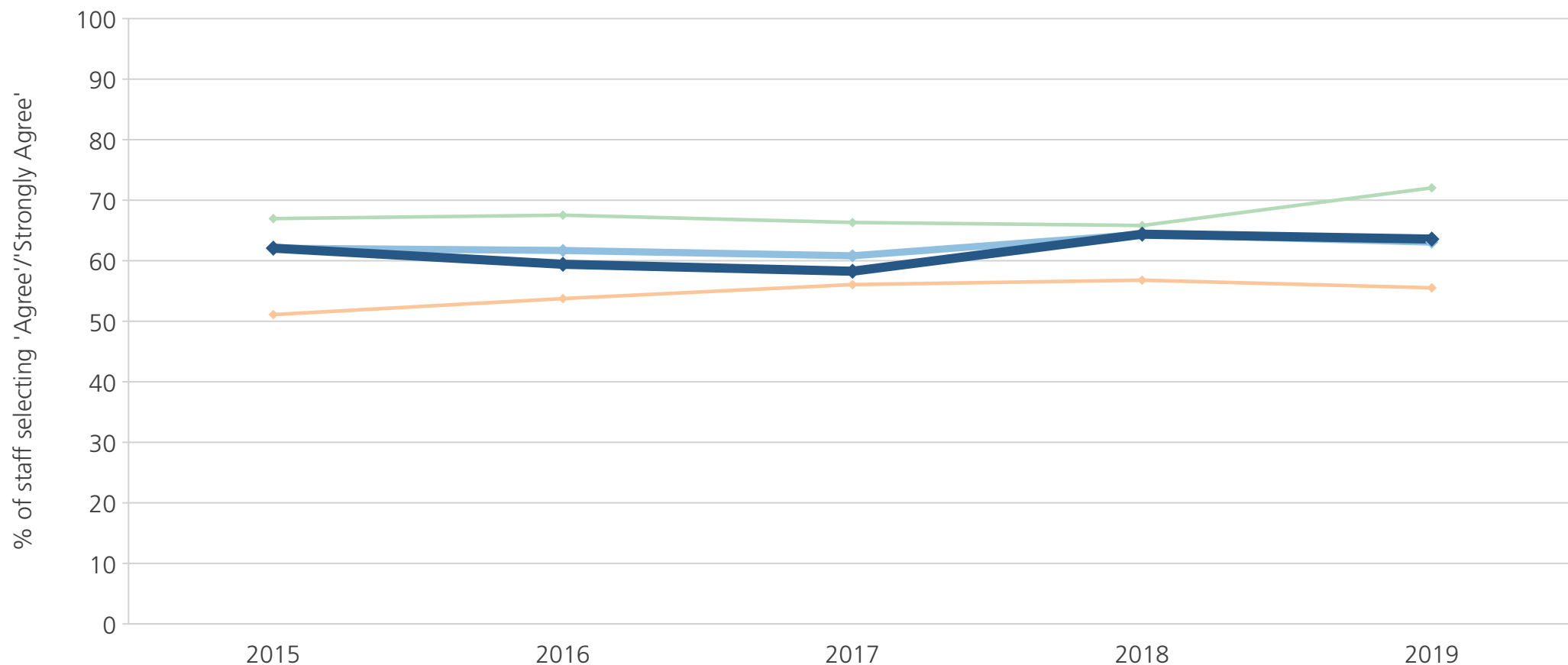


Best	82.8%	87.0%	90.0%	91.9%	95.7%
Your org	80.5%	76.9%	74.7%	78.7%	81.9%
Average	81.6%	82.2%	83.2%	83.8%	82.0%
Worst	68.4%	76.6%	74.7%	78.7%	80.3%
Responses	1,332	1,277	1,392	1,753	2,092

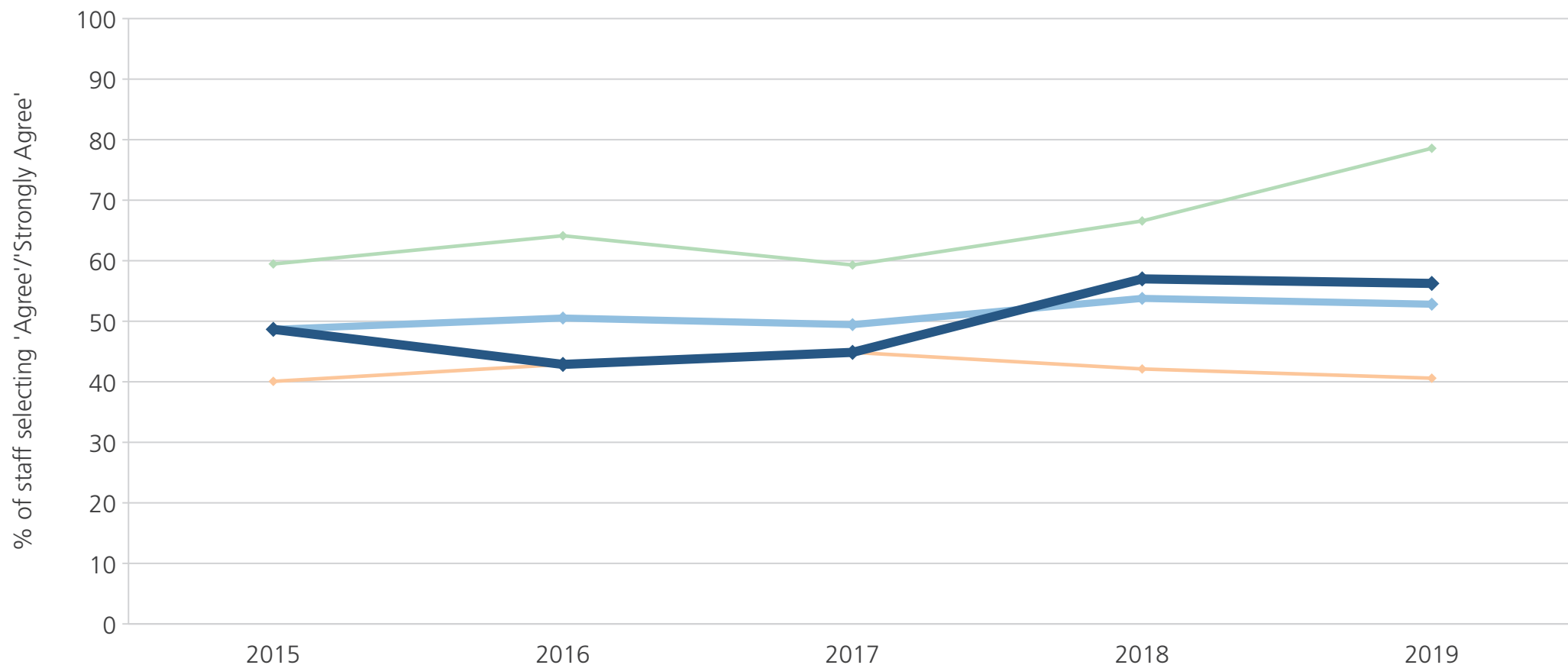




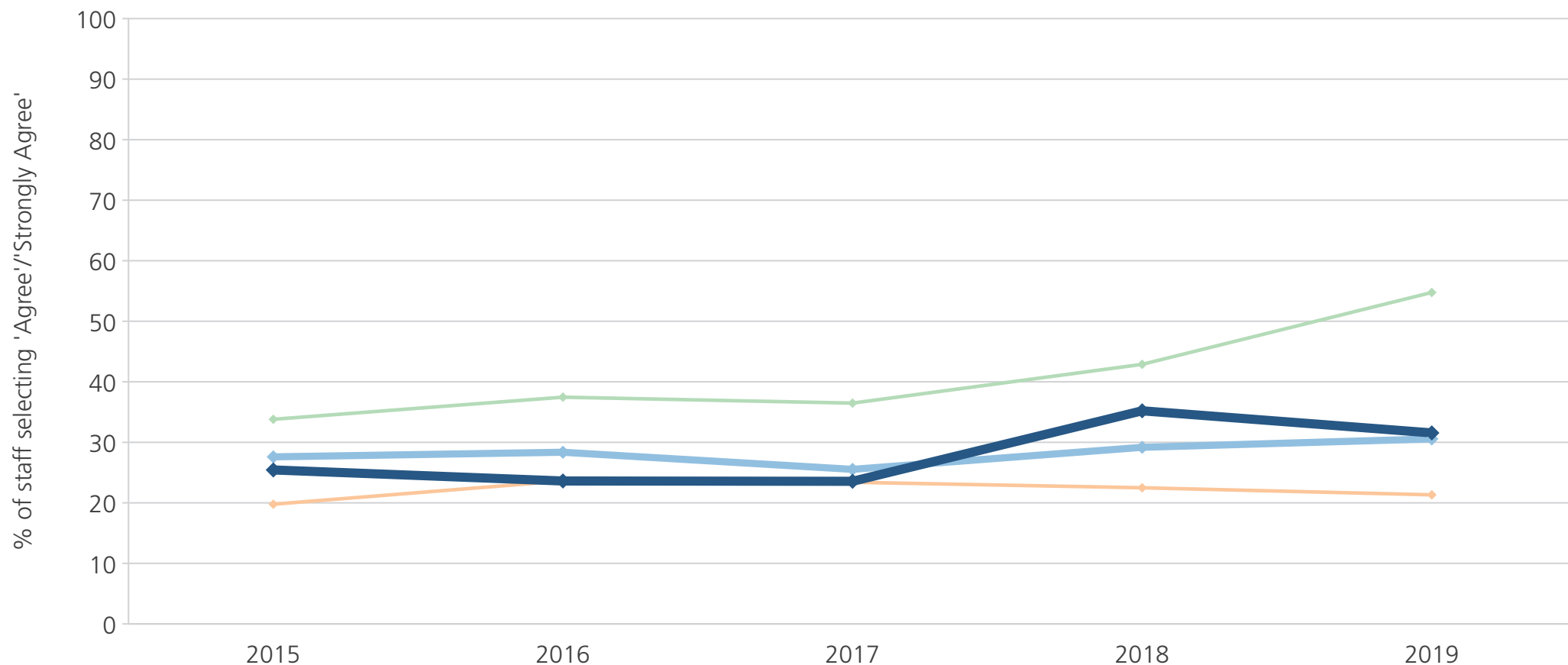
Best	79.6%	83.0%	83.7%	84.2%	84.1%
Your org	74.6%	69.3%	68.3%	74.4%	77.3%
Average	76.3%	78.8%	76.6%	78.2%	78.8%
Worst	64.3%	68.8%	68.3%	70.9%	72.1%
Responses	1,332	1,275	1,389	1,755	2,093



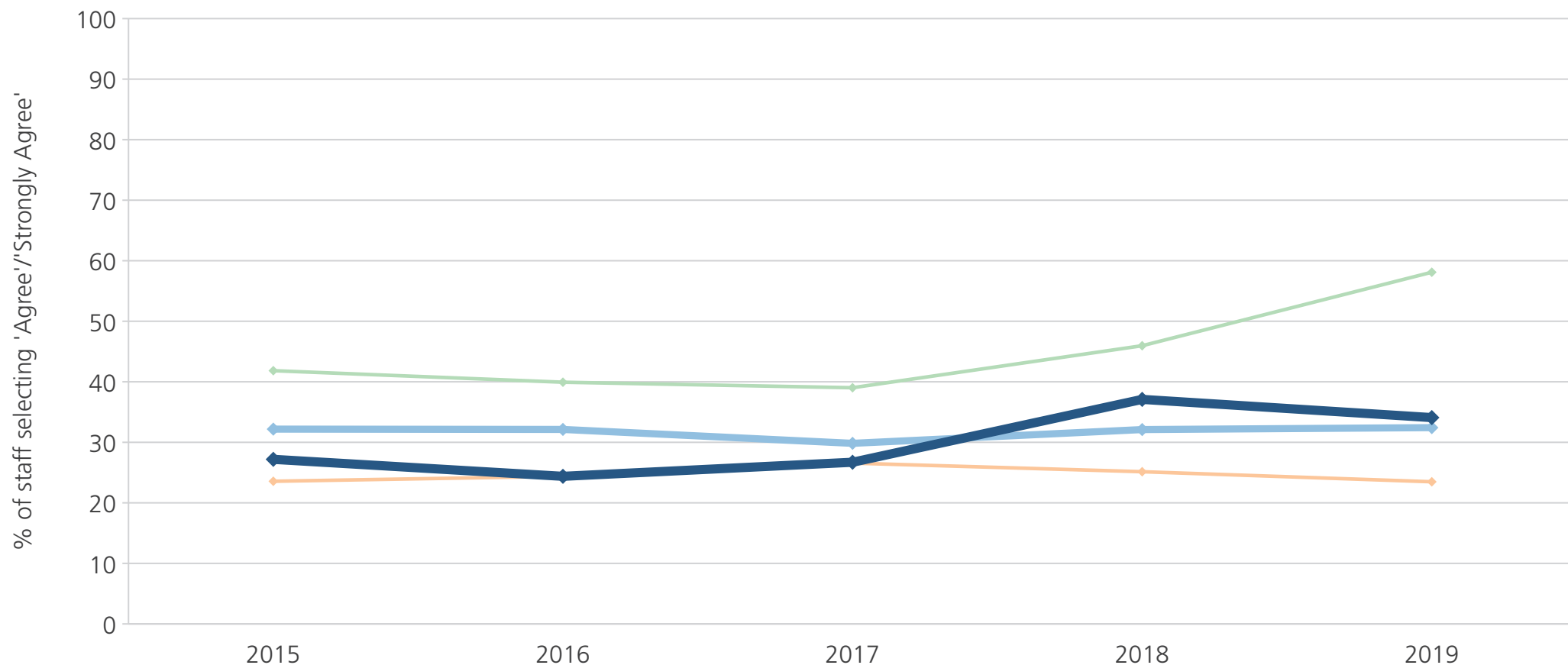
Best	67.0%	67.5%	66.3%	65.8%	72.0%
Your org	62.1%	59.4%	58.3%	64.4%	63.6%
Average	62.1%	61.7%	60.8%	64.4%	63.1%
Worst	51.1%	53.7%	56.1%	56.8%	55.5%
Responses	1,334	1,276	1,399	1,762	2,107



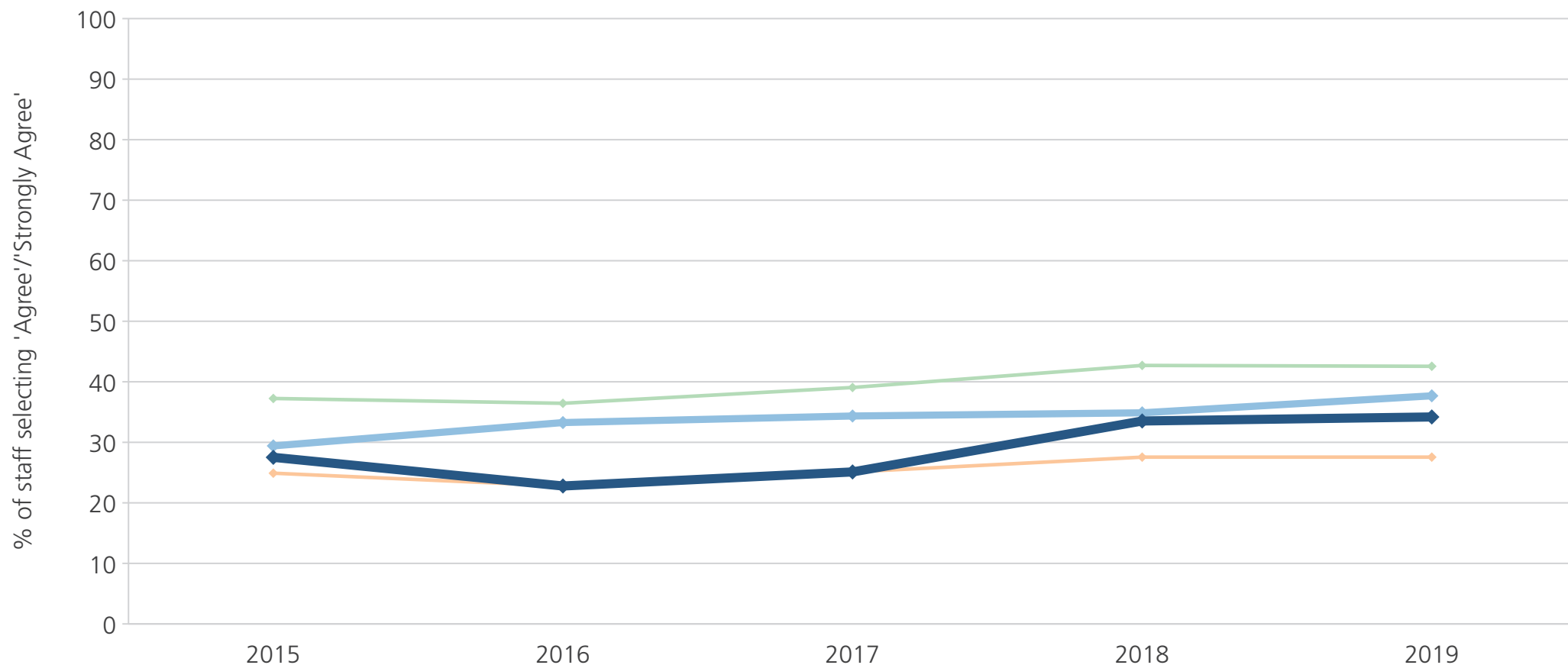
Best	59.5%	64.1%	59.3%	66.6%	78.6%
Your org	48.7%	42.9%	44.9%	57.0%	56.3%
Average	48.7%	50.5%	49.4%	53.8%	52.8%
Worst	40.1%	42.9%	44.9%	42.1%	40.6%
Responses	1,331	1,278	1,398	1,760	2,103



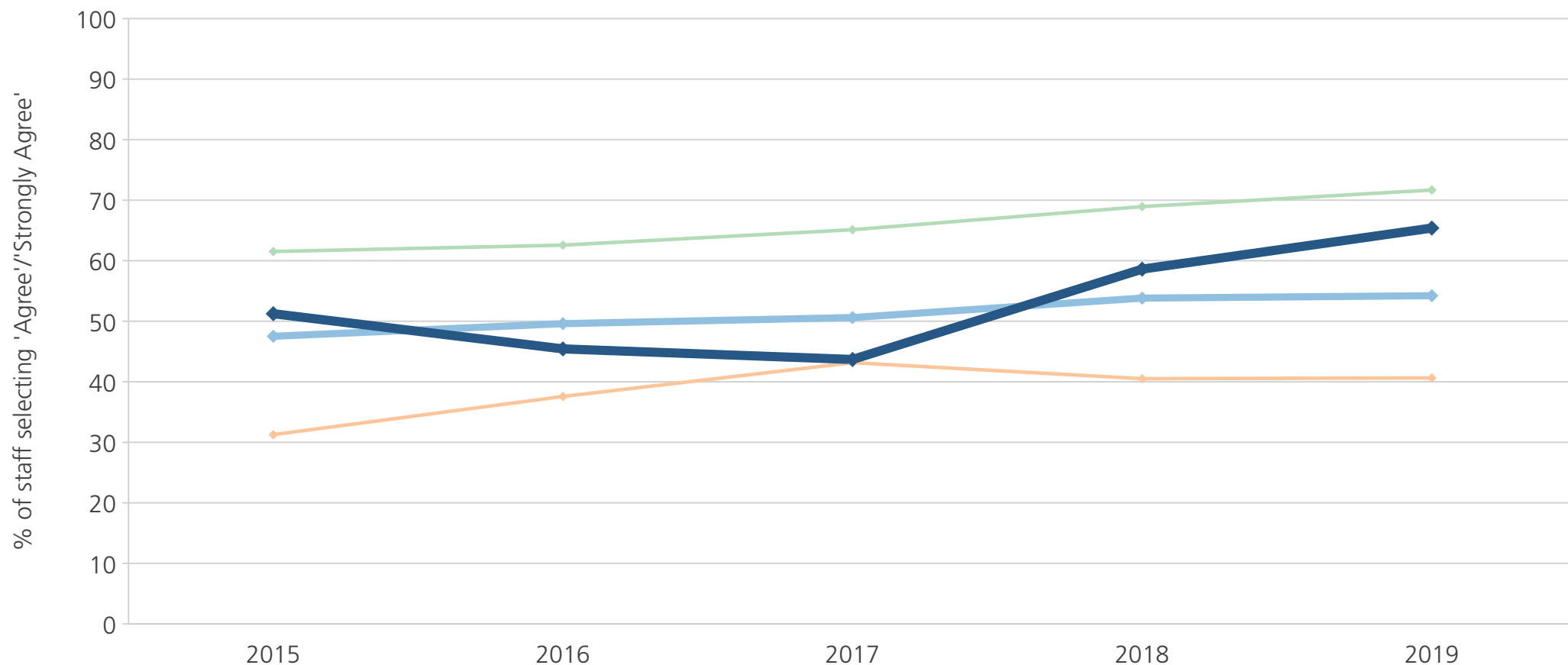
Best	33.8%	37.5%	36.5%	42.9%	54.8%
Your org	25.4%	23.6%	23.6%	35.2%	31.6%
Average	27.6%	28.4%	25.5%	29.2%	30.6%
Worst	19.8%	23.6%	23.4%	22.5%	21.3%
Responses	1,330	1,277	1,402	1,767	2,105



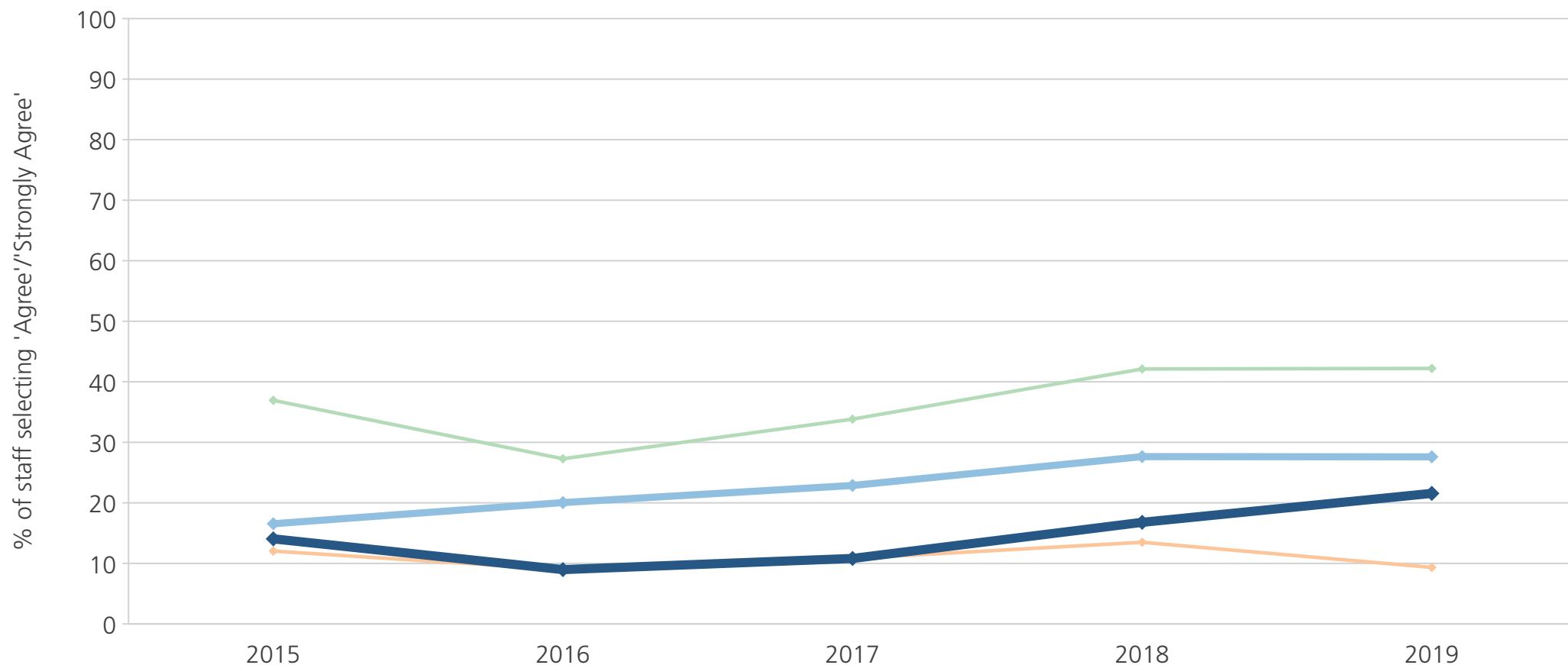
Best	41.8%	39.9%	39.0%	46.0%	58.1%
Your org	27.2%	24.4%	26.7%	37.1%	34.1%
Average	32.2%	32.1%	29.8%	32.1%	32.4%
Worst	23.6%	24.4%	26.6%	25.1%	23.5%
Responses	1,329	1,271	1,396	1,762	2,095



Best	37.2%	36.4%	39.1%	42.7%	42.6%
Your org	27.5%	22.8%	25.1%	33.5%	34.2%
Average	29.4%	33.3%	34.3%	34.9%	37.7%
Worst	24.9%	22.8%	25.1%	27.6%	27.6%
Responses	1,330	1,272	1,395	1,762	2,099

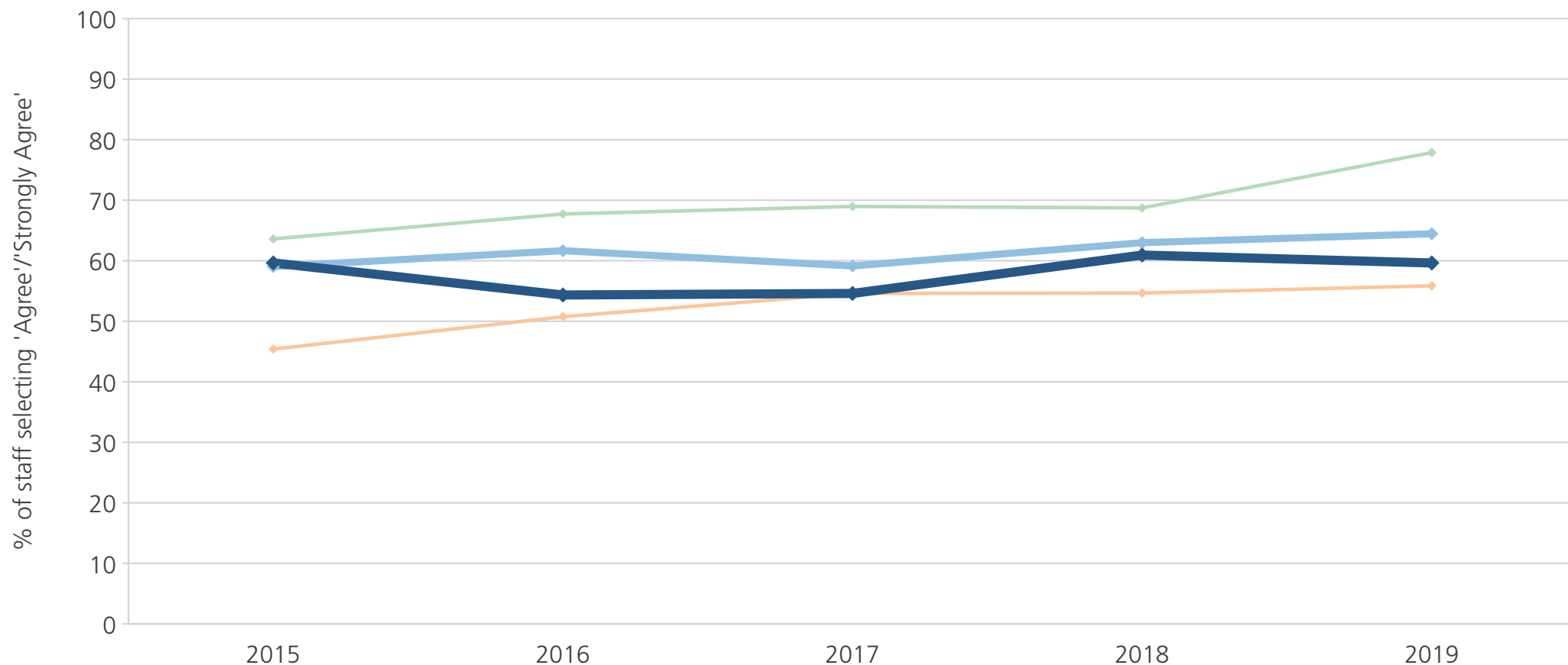


Best	61.5%	62.6%	65.1%	68.9%	71.7%
Your org	51.2%	45.4%	43.7%	58.6%	65.4%
Average	47.5%	49.6%	50.6%	53.8%	54.2%
Worst	31.3%	37.6%	43.2%	40.5%	40.6%
Responses	1,329	1,276	1,397	1,754	2,098

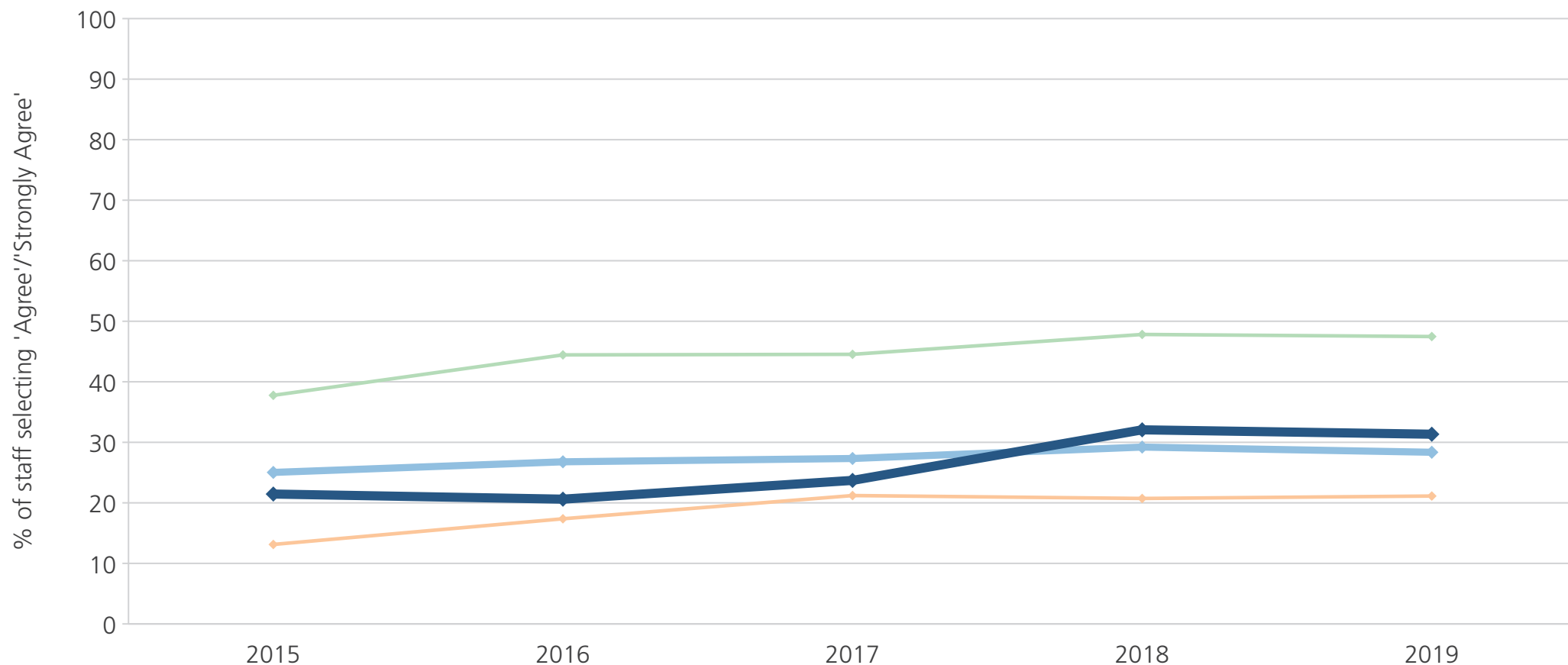


Best	36.9%	27.3%	33.8%	42.1%	42.2%
Your org	14.1%	9.0%	10.8%	16.8%	21.6%
Average	16.5%	20.0%	22.9%	27.6%	27.6%
Worst	12.0%	9.0%	10.8%	13.5%	9.3%
Responses	1,331	1,276	1,398	1,762	2,100

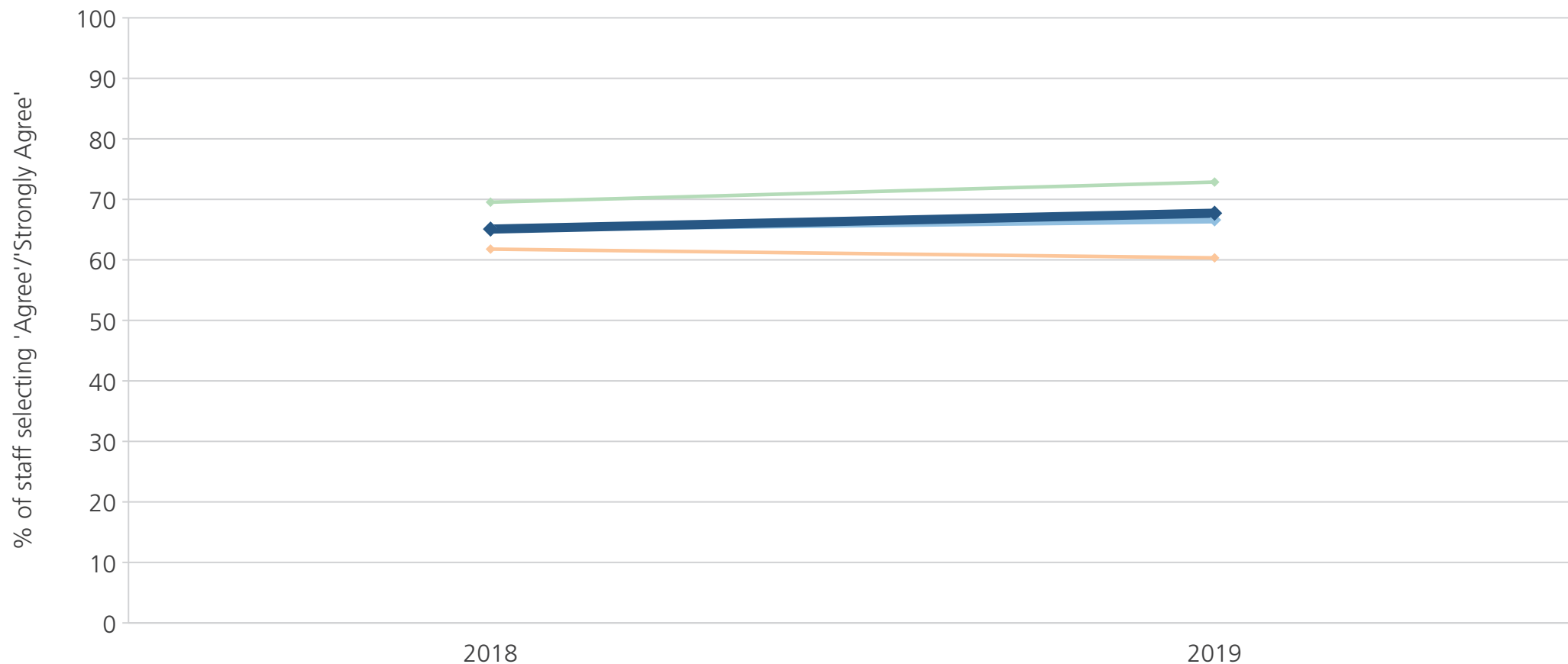




Best	63.6%	67.7%	69.0%	68.7%	77.9%
Your org	59.6%	54.3%	54.6%	60.9%	59.6%
Average	59.0%	61.7%	59.1%	63.0%	64.4%
Worst	45.4%	50.7%	54.6%	54.7%	55.9%
Responses	1,327	1,275	1,391	1,751	2,098



Best	37.8%	44.4%	44.5%	47.8%	47.5%
Your org	21.5%	20.6%	23.7%	32.1%	31.3%
Average	25.0%	26.8%	27.3%	29.2%	28.4%
Worst	13.1%	17.4%	21.2%	20.7%	21.1%
Responses	1,331	1,274	1,393	1,759	2,093

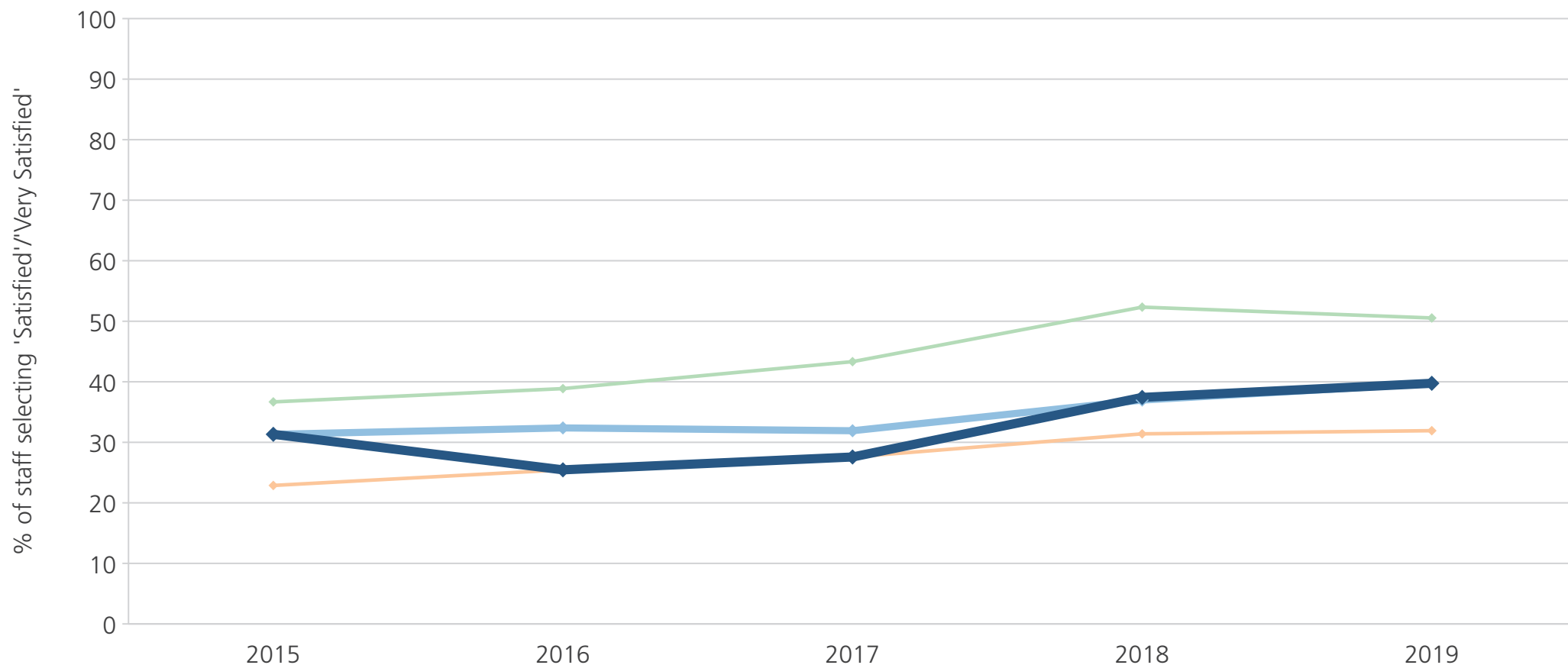


Best	69.5%	72.9%
Your org	65.1%	67.7%
Average	65.2%	66.6%
Worst	61.8%	60.3%

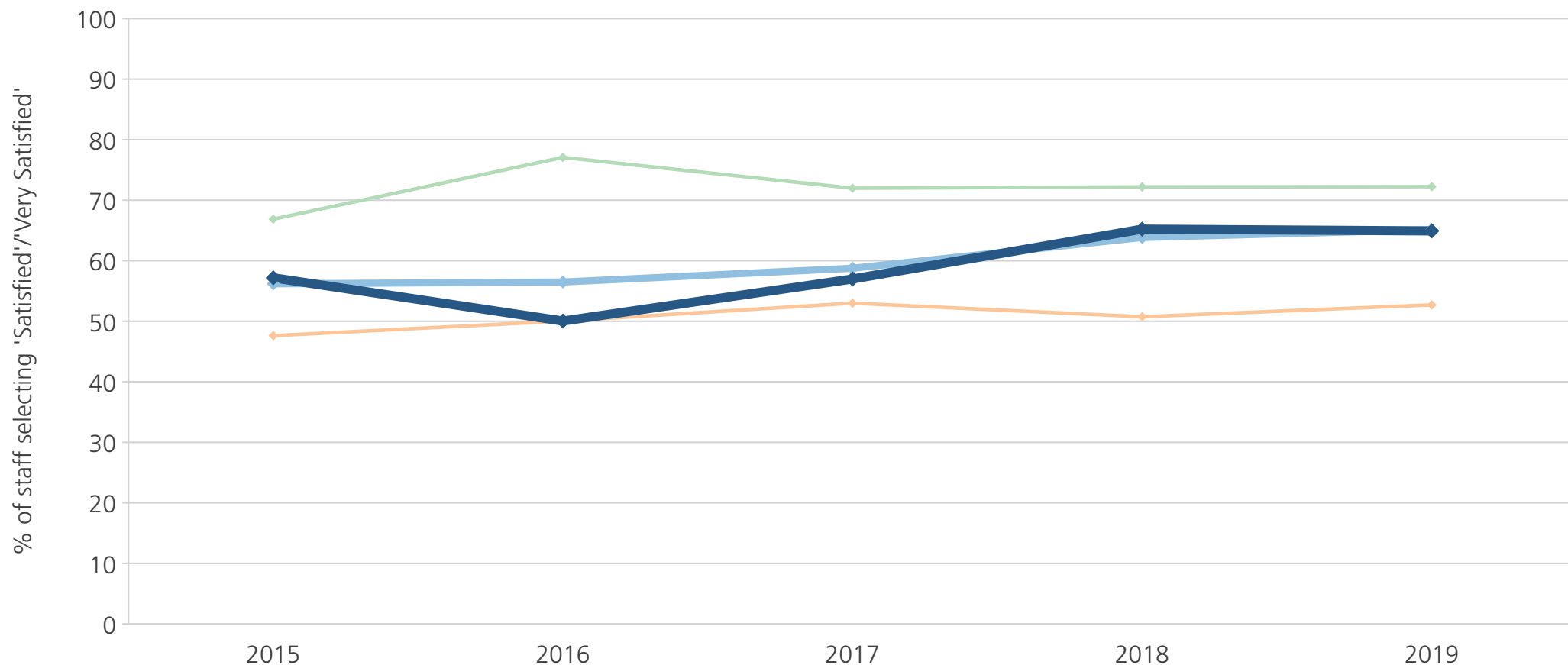
Responses

1,762

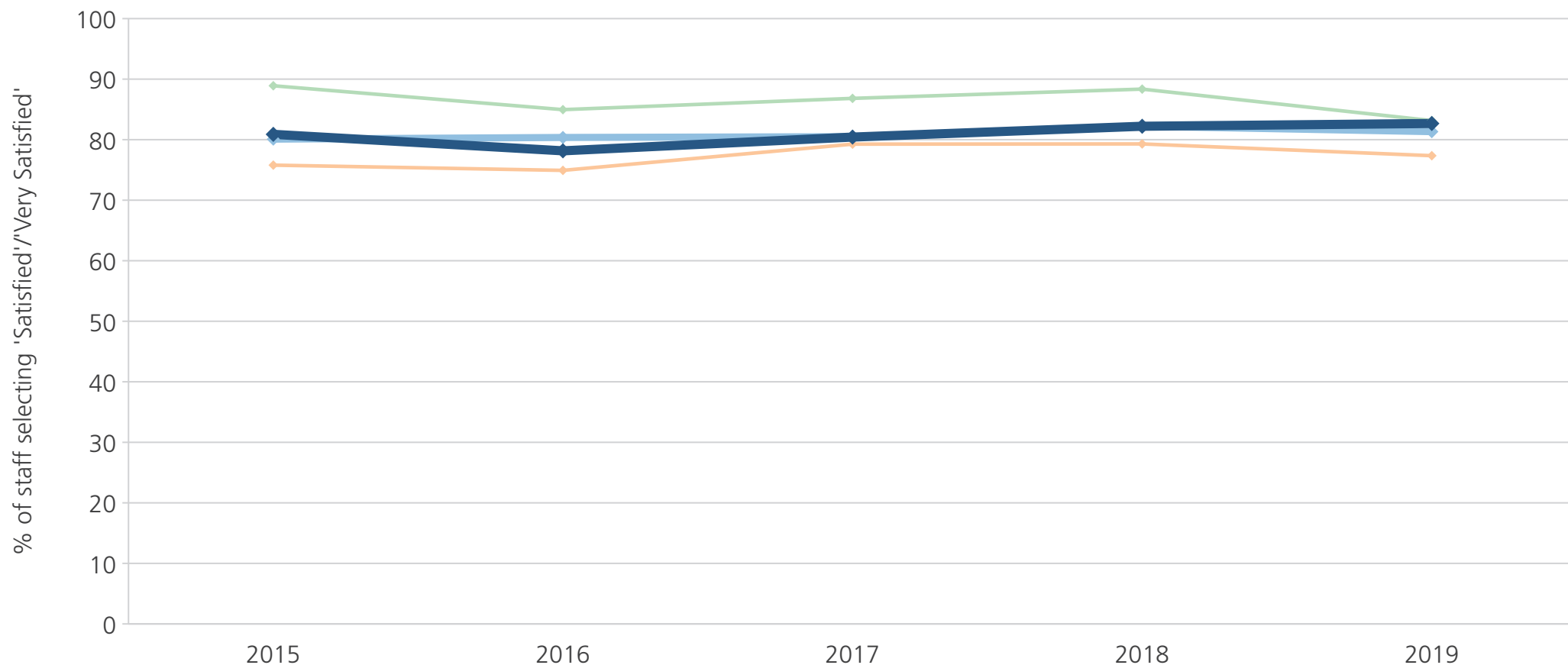
2,105



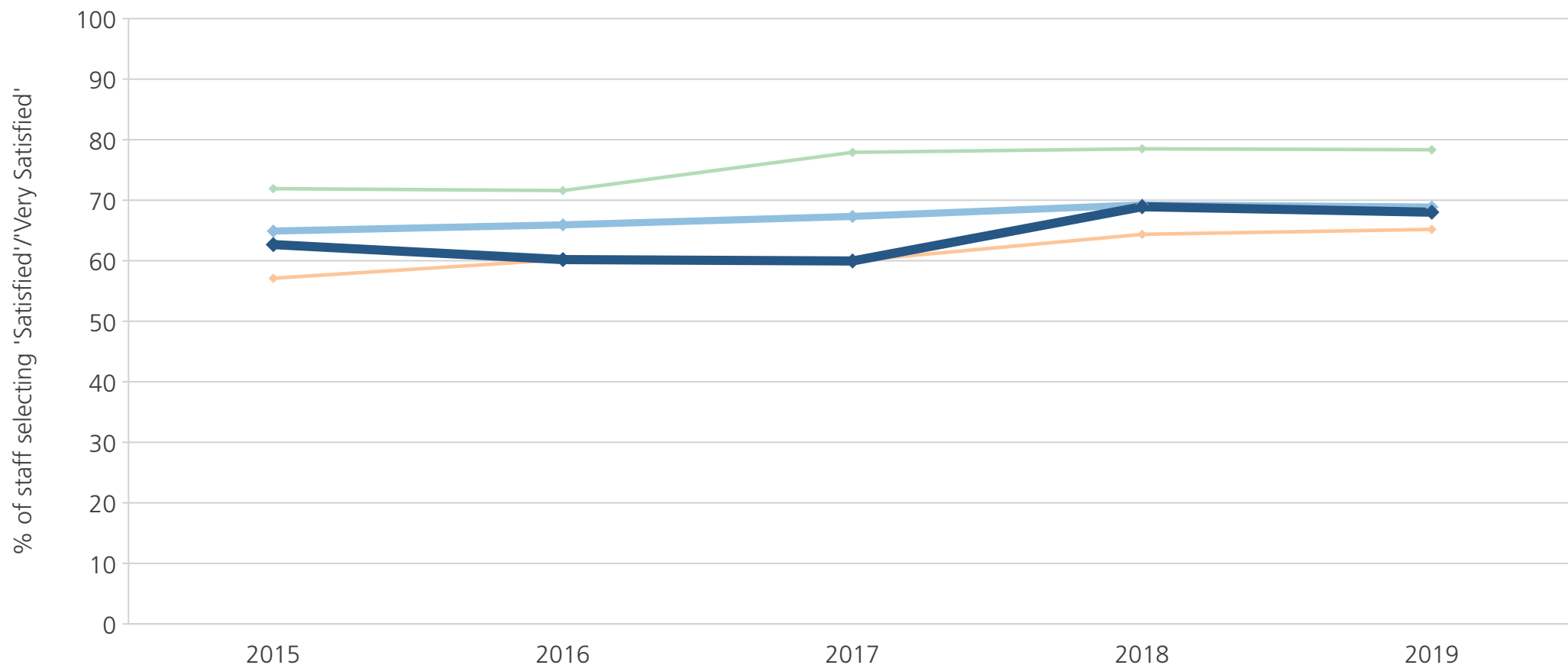
Best	36.7%	38.9%	43.3%	52.3%	50.5%
Your org	31.3%	25.5%	27.6%	37.4%	39.8%
Average	31.3%	32.4%	31.9%	37.0%	39.7%
Worst	22.9%	25.5%	27.6%	31.4%	31.9%
Responses	1,330	1,276	1,398	1,758	2,105



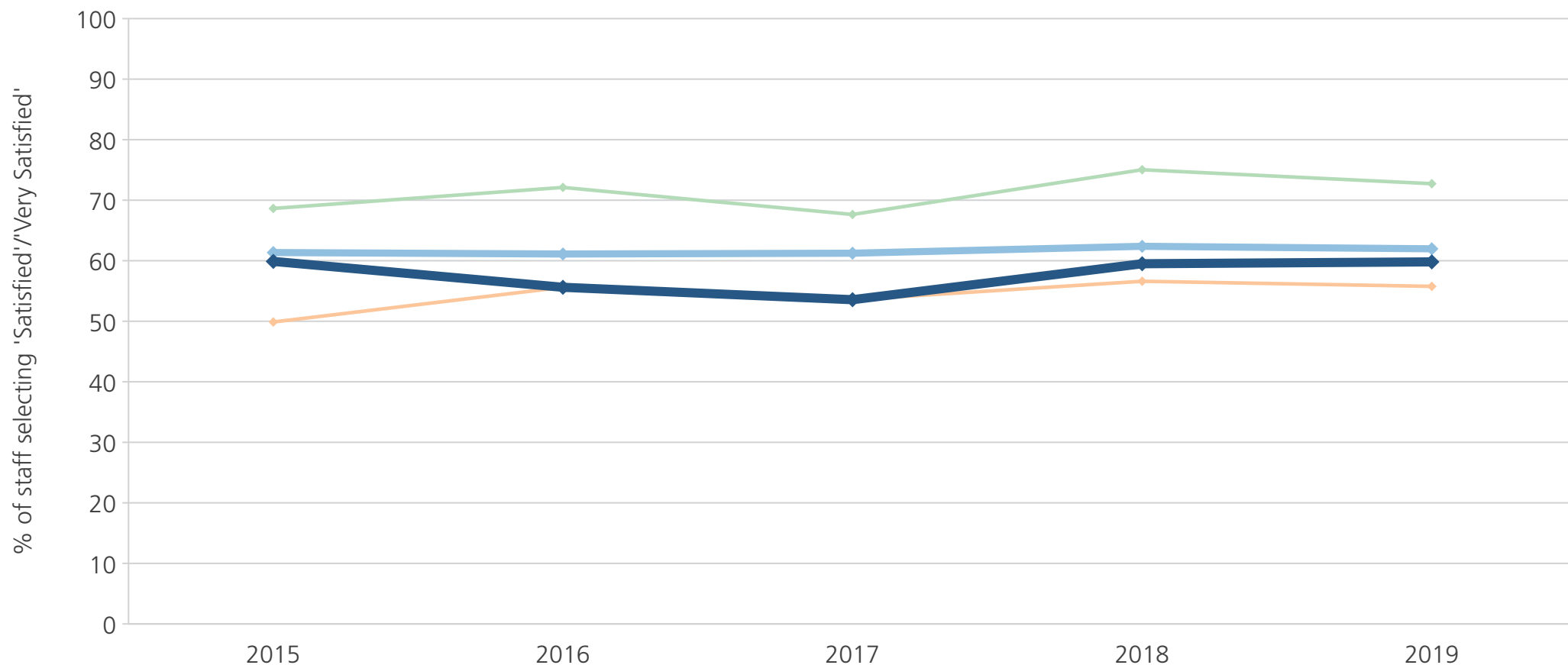
Best	66.9%	77.1%	72.0%	72.2%	72.2%
Your org	57.2%	50.0%	57.0%	65.2%	64.9%
Average	56.2%	56.5%	58.8%	63.8%	65.1%
Worst	47.6%	50.0%	53.0%	50.7%	52.7%
Responses	1,332	1,277	1,398	1,758	2,105



Best	88.9%	85.0%	86.8%	88.4%	83.1%
Your org	80.9%	78.2%	80.4%	82.2%	82.7%
Average	80.1%	80.4%	80.5%	82.2%	81.3%
Worst	75.8%	74.9%	79.3%	79.3%	77.4%
Responses	1,330	1,278	1,395	1,755	2,098

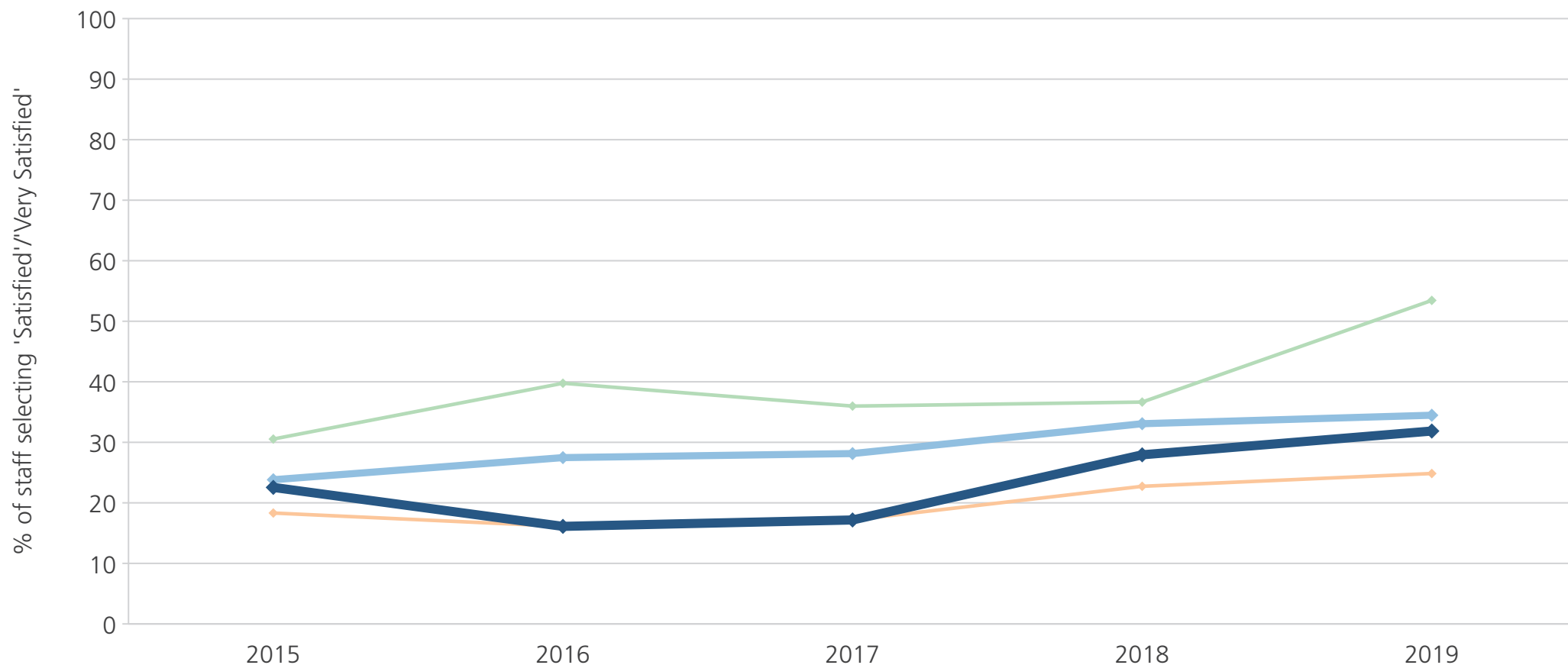


	2015	2016	2017	2018	2019
<b>Best</b>	71.9%	71.6%	77.9%	78.5%	78.3%
<b>Your org</b>	62.7%	60.2%	60.0%	68.9%	68.0%
<b>Average</b>	64.9%	65.9%	67.3%	69.2%	68.9%
<b>Worst</b>	57.1%	60.2%	60.0%	64.4%	65.2%
<b>Responses</b>	1,333	1,272	1,398	1,757	2,104

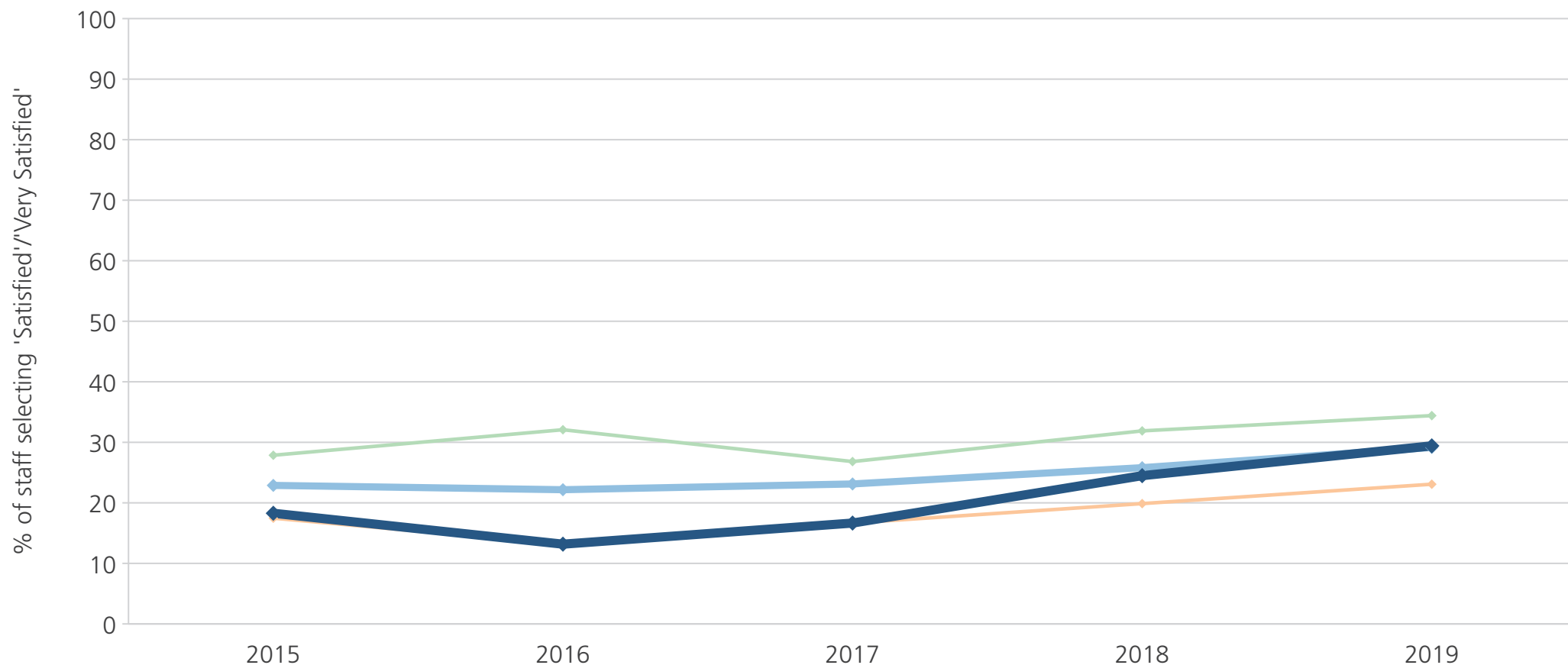


Best	68.6%	72.1%	67.6%	75.0%	72.7%
Your org	59.9%	55.6%	53.6%	59.5%	59.8%
Average	61.3%	61.1%	61.2%	62.4%	62.0%
Worst	49.9%	55.6%	53.6%	56.6%	55.8%
Responses	1,332	1,272	1,394	1,750	2,097

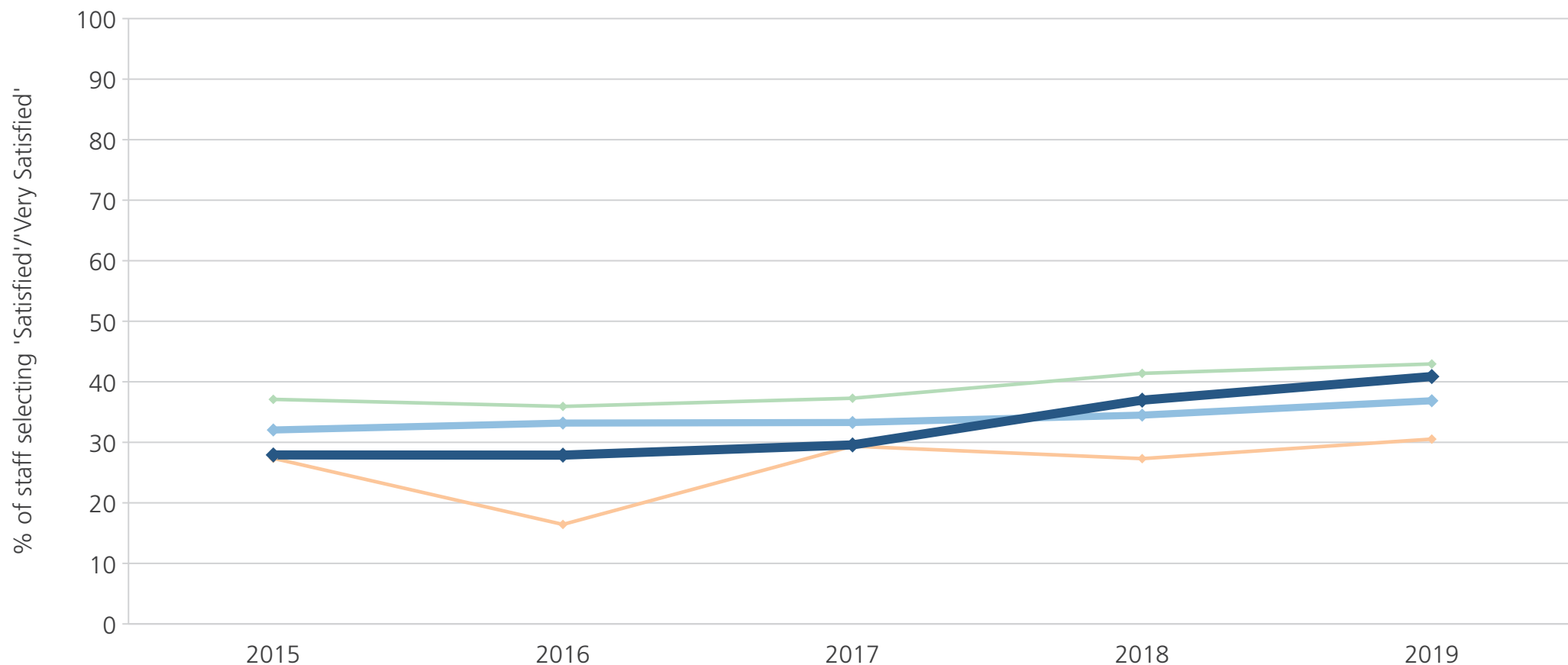




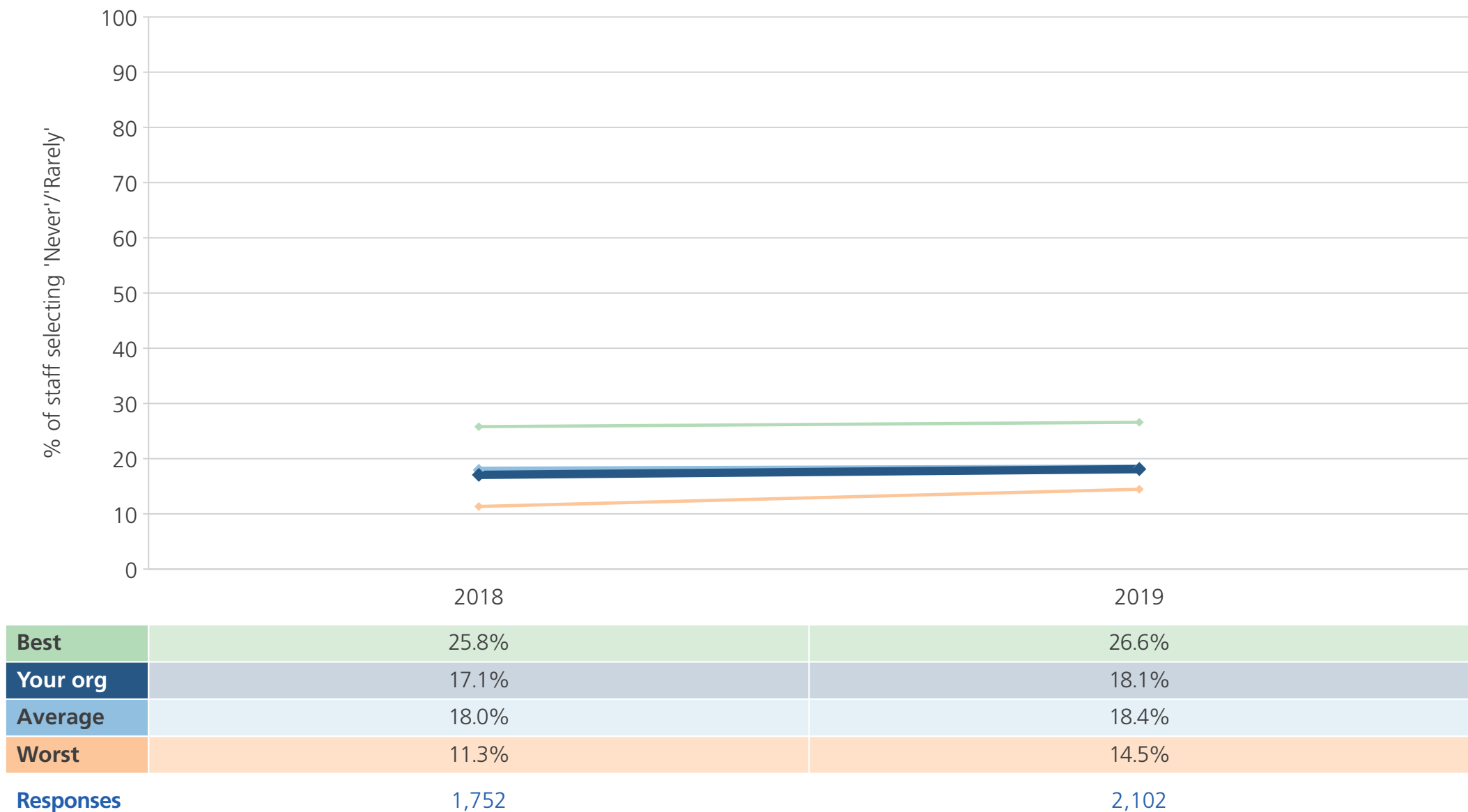
Best	30.5%	39.8%	36.0%	36.6%	53.4%
Your org	22.6%	16.1%	17.2%	27.9%	31.9%
Average	23.8%	27.5%	28.1%	33.1%	34.5%
Worst	18.3%	16.1%	17.2%	22.7%	24.8%
Responses	1,330	1,276	1,396	1,754	2,096

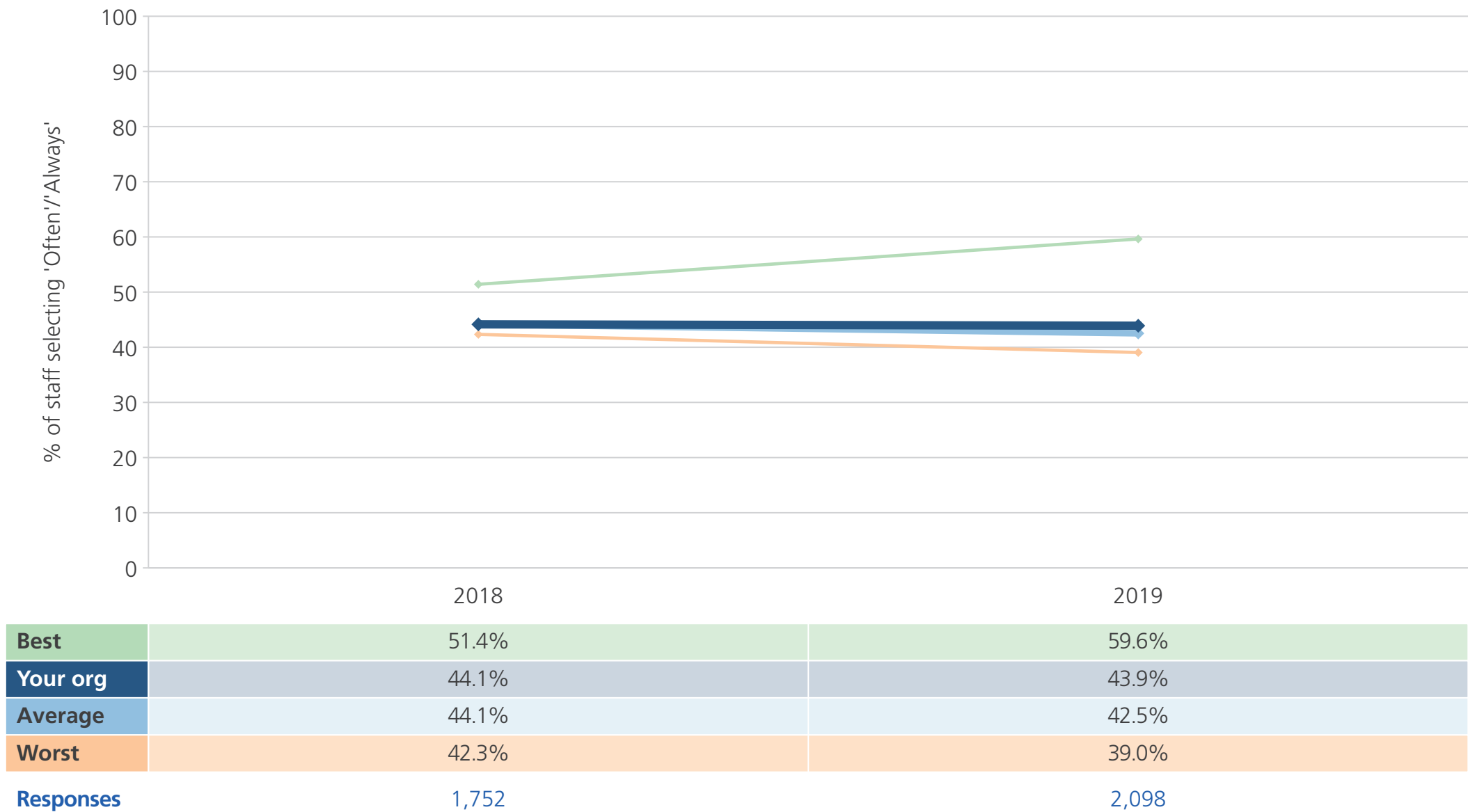


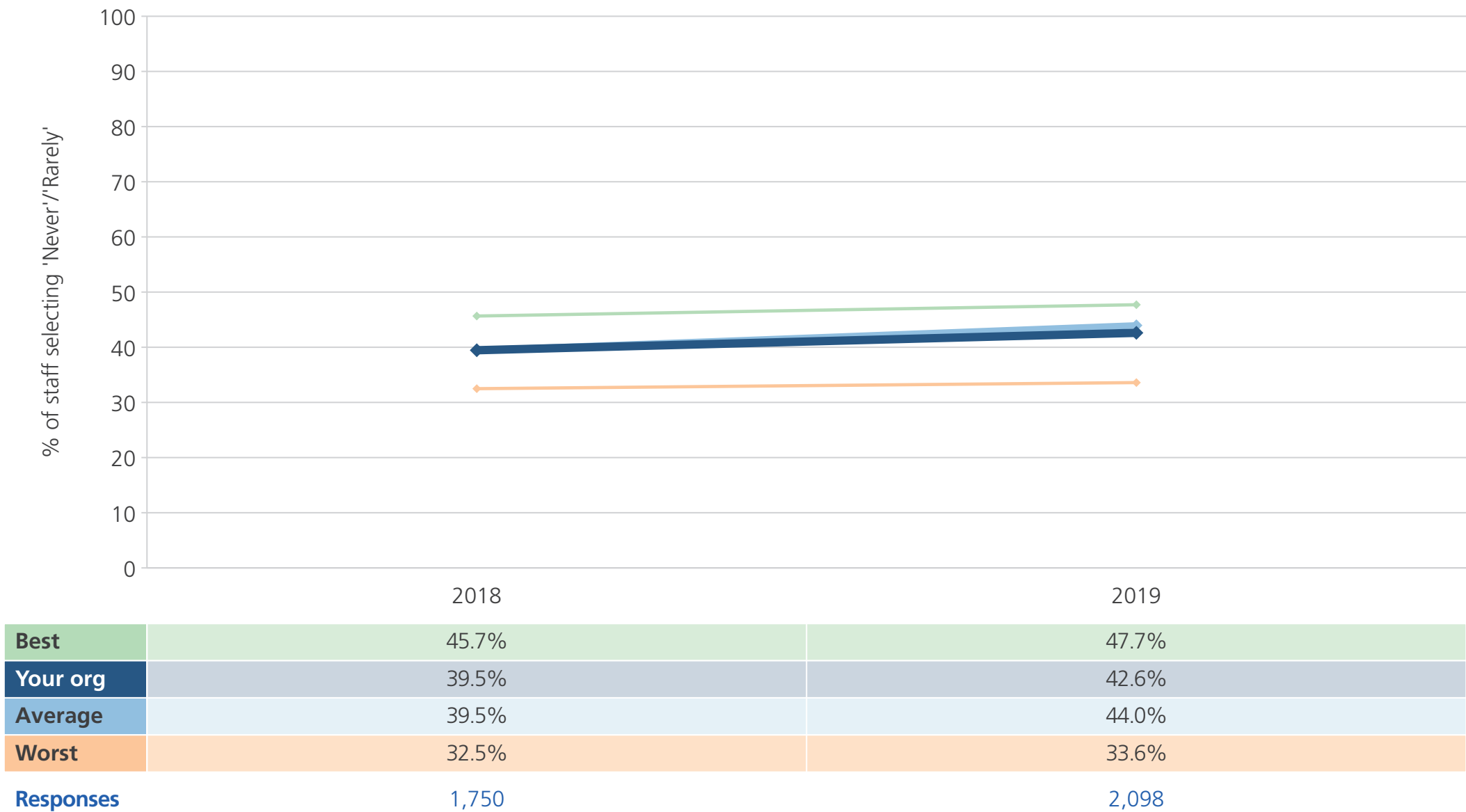
Best	27.9%	32.1%	26.8%	31.9%	34.4%
Your org	18.3%	13.2%	16.7%	24.5%	29.4%
Average	22.9%	22.2%	23.1%	25.8%	29.2%
Worst	17.5%	13.2%	16.7%	19.9%	23.1%
Responses	1,331	1,274	1,395	1,752	2,102

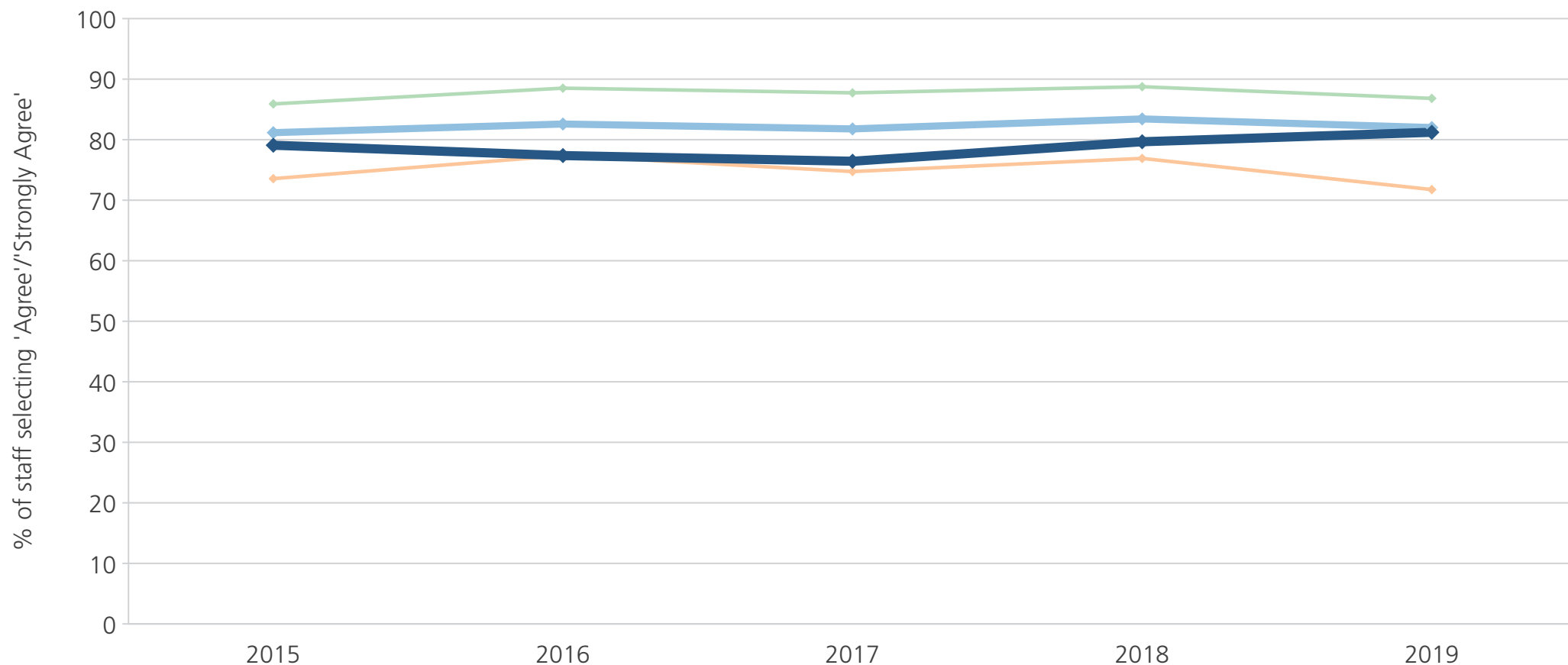


Best	37.1%	35.9%	37.3%	41.4%	42.9%
Your org	27.9%	27.9%	29.6%	37.0%	40.9%
Average	32.0%	33.2%	33.3%	34.5%	36.9%
Worst	27.4%	16.4%	29.4%	27.3%	30.5%
Responses	1,332	1,274	1,390	1,756	2,102

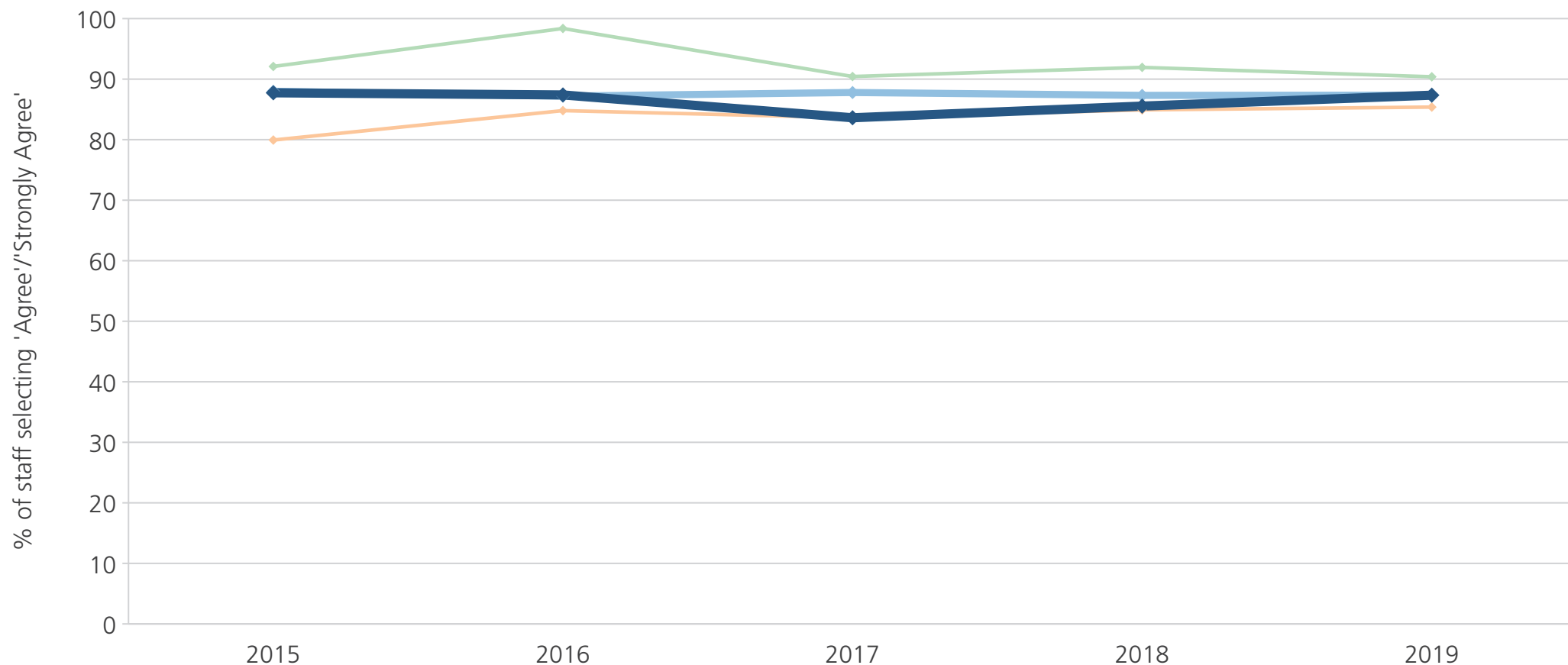






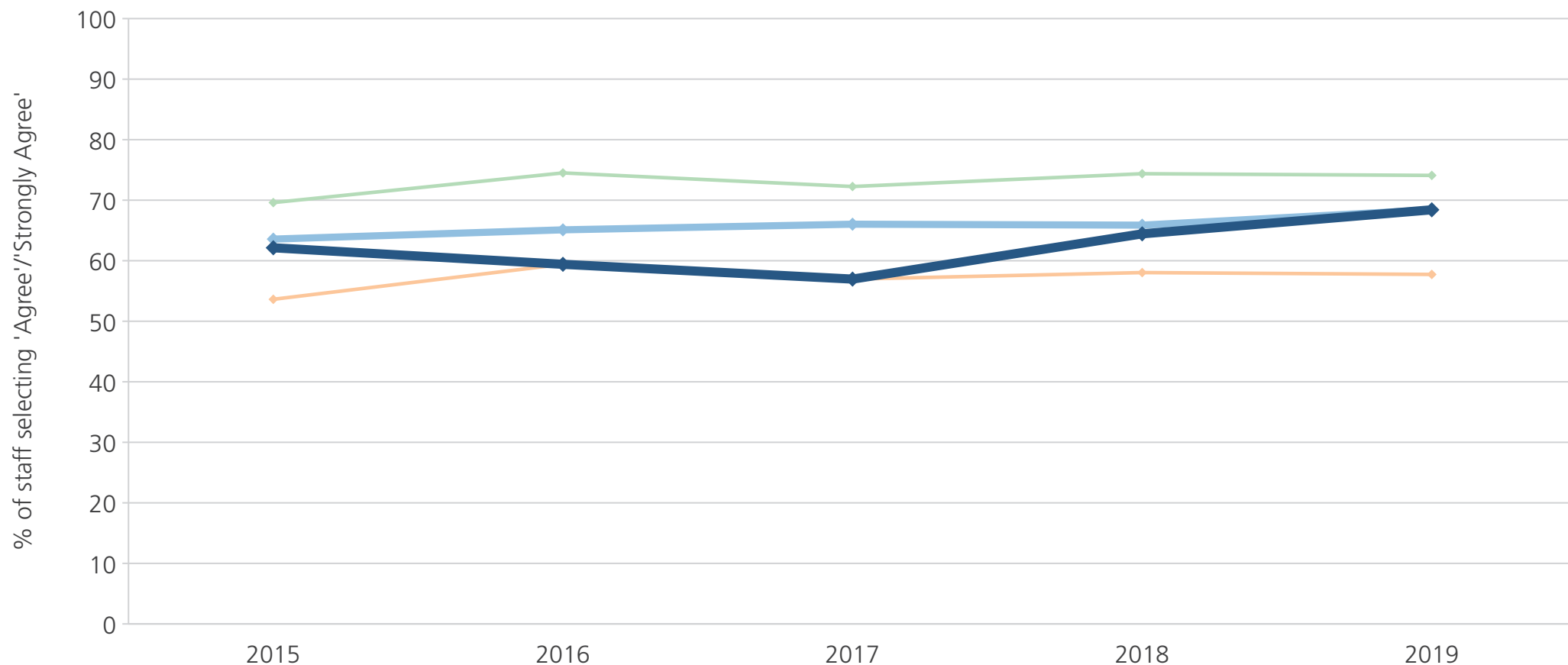


	2015	2016	2017	2018	2019
<b>Best</b>	85.9%	88.5%	87.7%	88.7%	86.8%
<b>Your org</b>	79.1%	77.4%	76.4%	79.7%	81.2%
<b>Average</b>	81.2%	82.6%	81.8%	83.4%	82.0%
<b>Worst</b>	73.6%	77.4%	74.7%	76.9%	71.8%
<b>Responses</b>	1,229	1,164	1,220	1,579	1,864



Best	92.1%	98.4%	90.4%	91.9%	90.4%
Your org	87.7%	87.4%	83.6%	85.5%	87.3%
Average	88.0%	87.2%	87.8%	87.3%	87.3%
Worst	79.9%	84.8%	83.6%	84.9%	85.4%
Responses	1,268	1,211	1,303	1,665	1,974

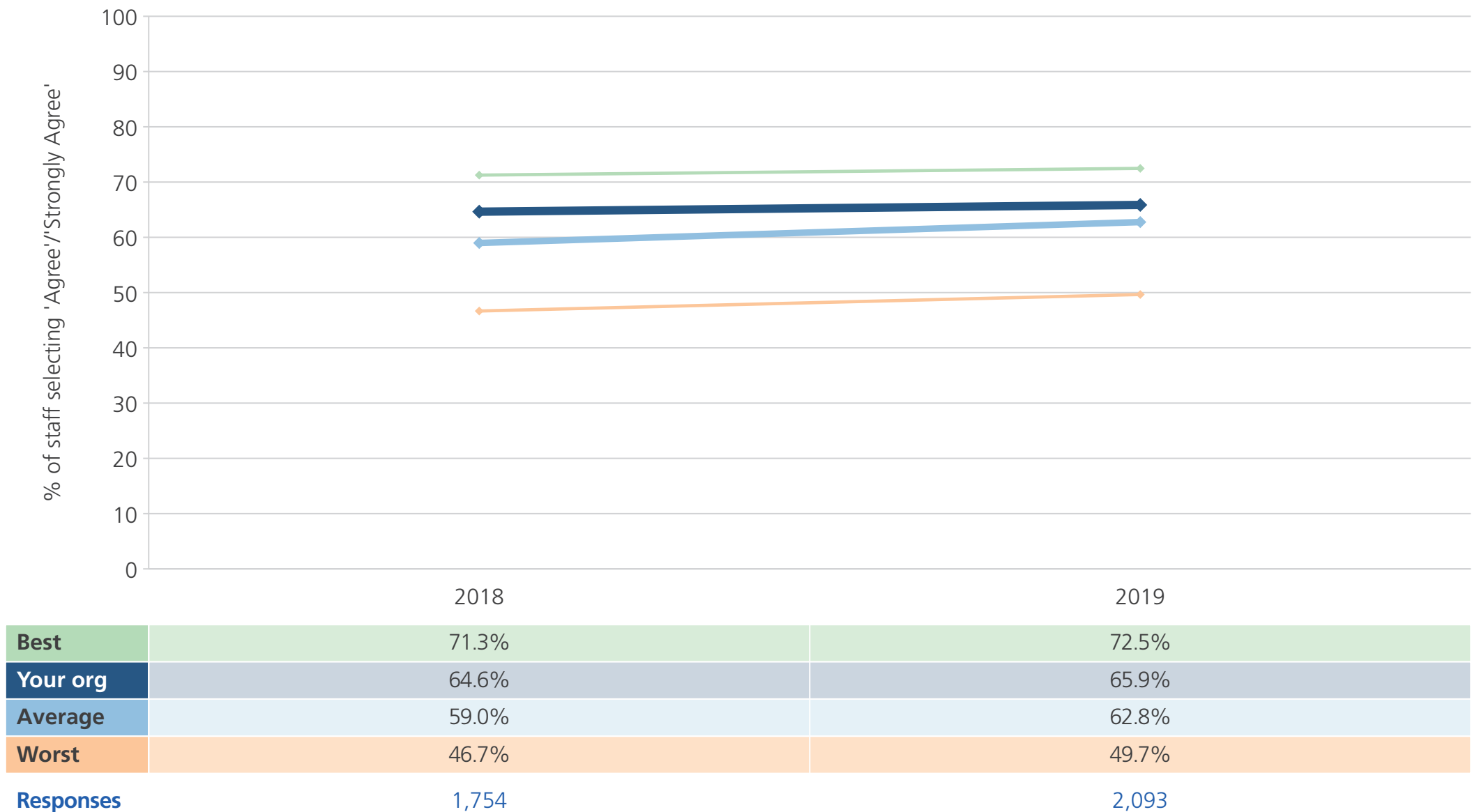


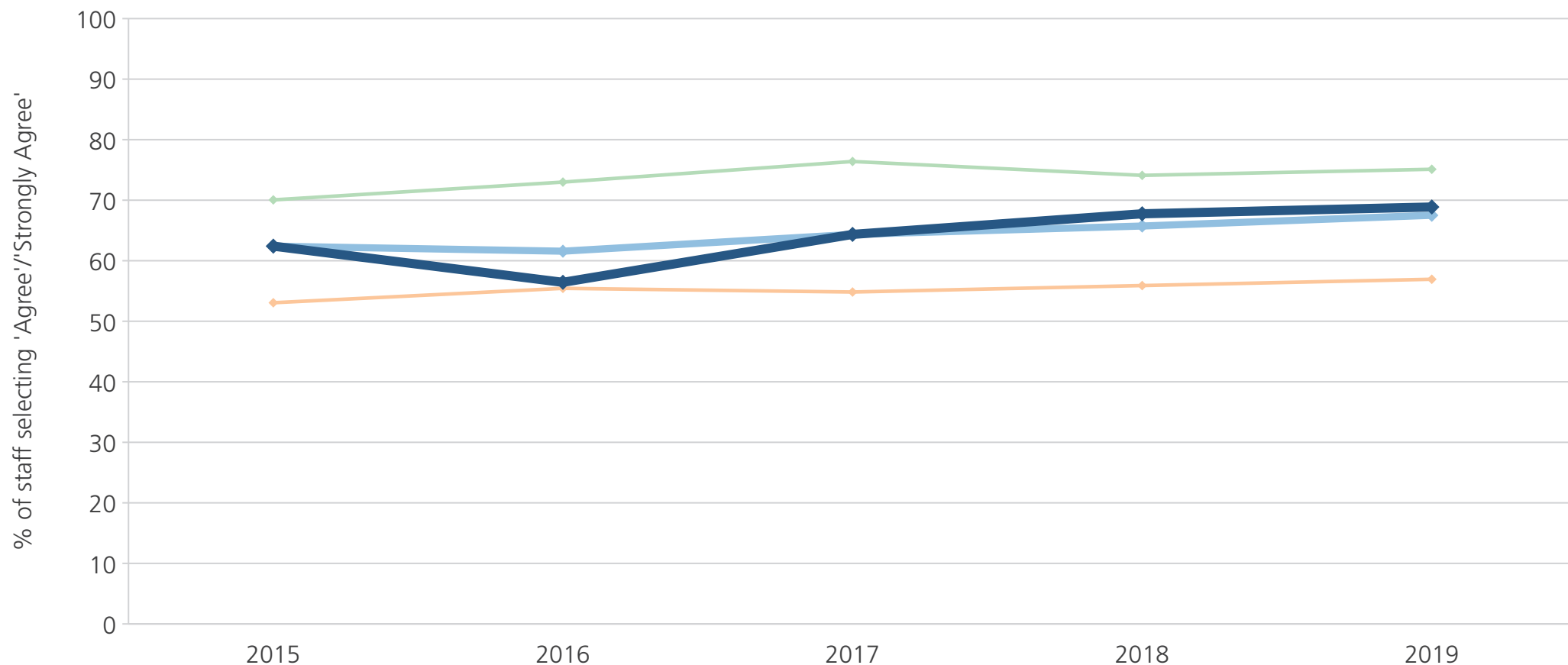


Best	69.6%	74.5%	72.3%	74.4%	74.1%
Your org	62.1%	59.4%	57.0%	64.4%	68.4%
Average	63.6%	65.1%	66.0%	65.9%	68.4%
Worst	53.6%	59.4%	57.0%	58.0%	57.7%
Responses	1,224	1,164	1,228	1,594	1,869

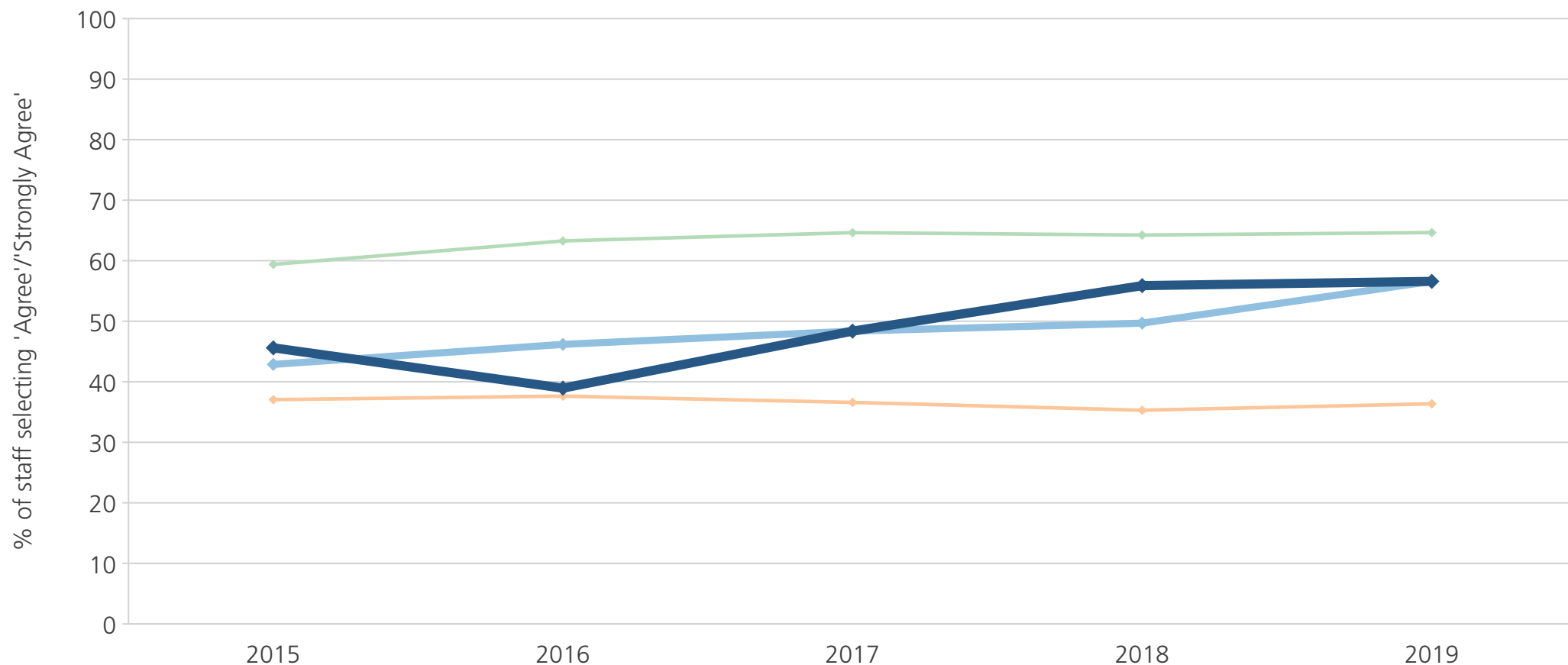
# Question results – Your managers

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

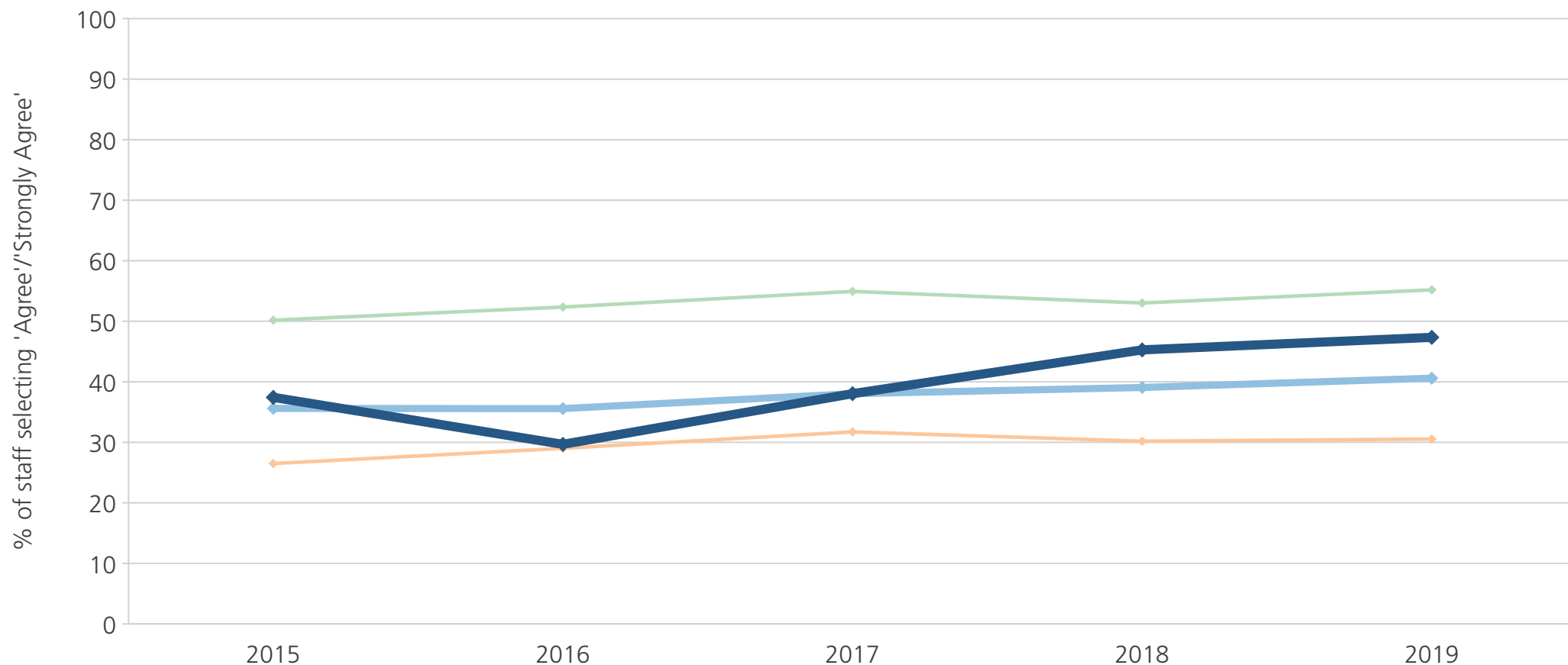




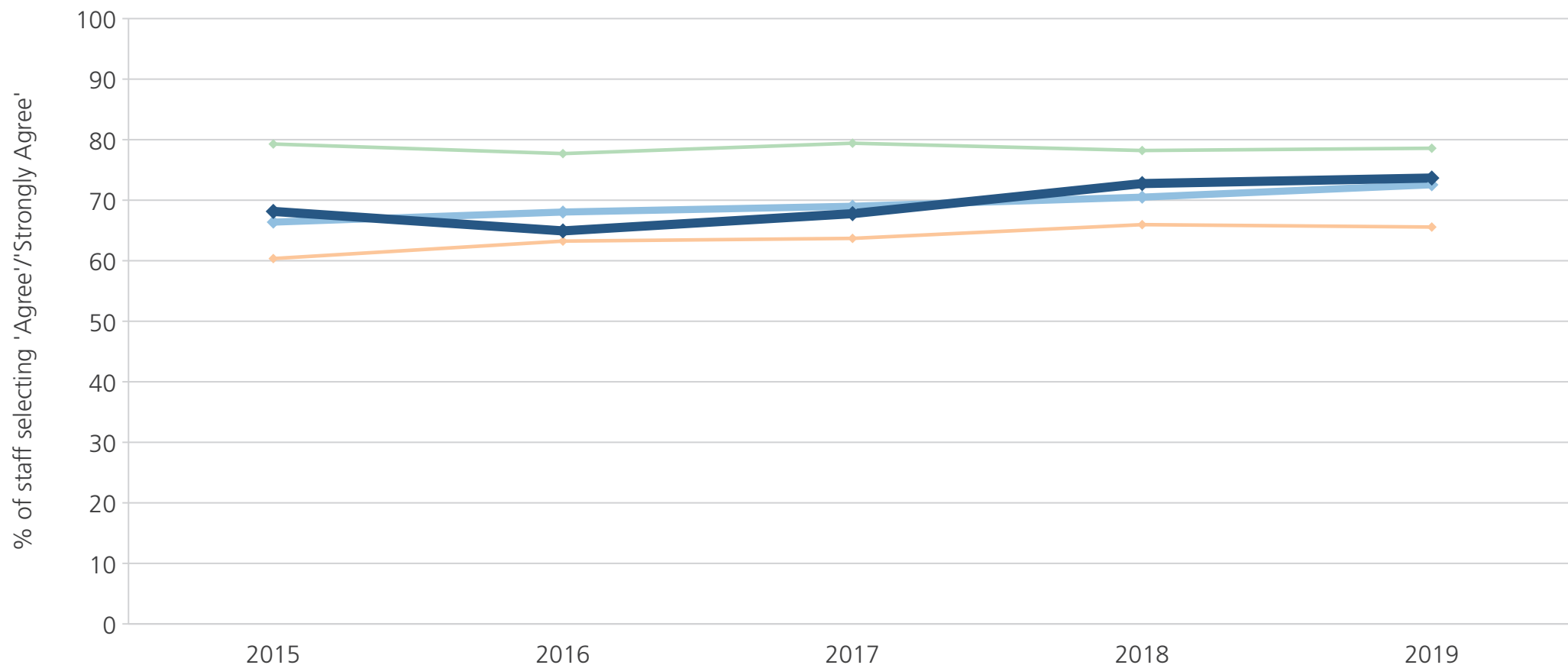
Best	70.1%	73.0%	76.4%	74.1%	75.1%
Your org	62.4%	56.4%	64.4%	67.8%	68.9%
Average	62.4%	61.6%	64.4%	65.7%	67.5%
Worst	53.1%	55.4%	54.8%	55.9%	56.9%
Responses	1,331	1,274	1,386	1,754	2,090



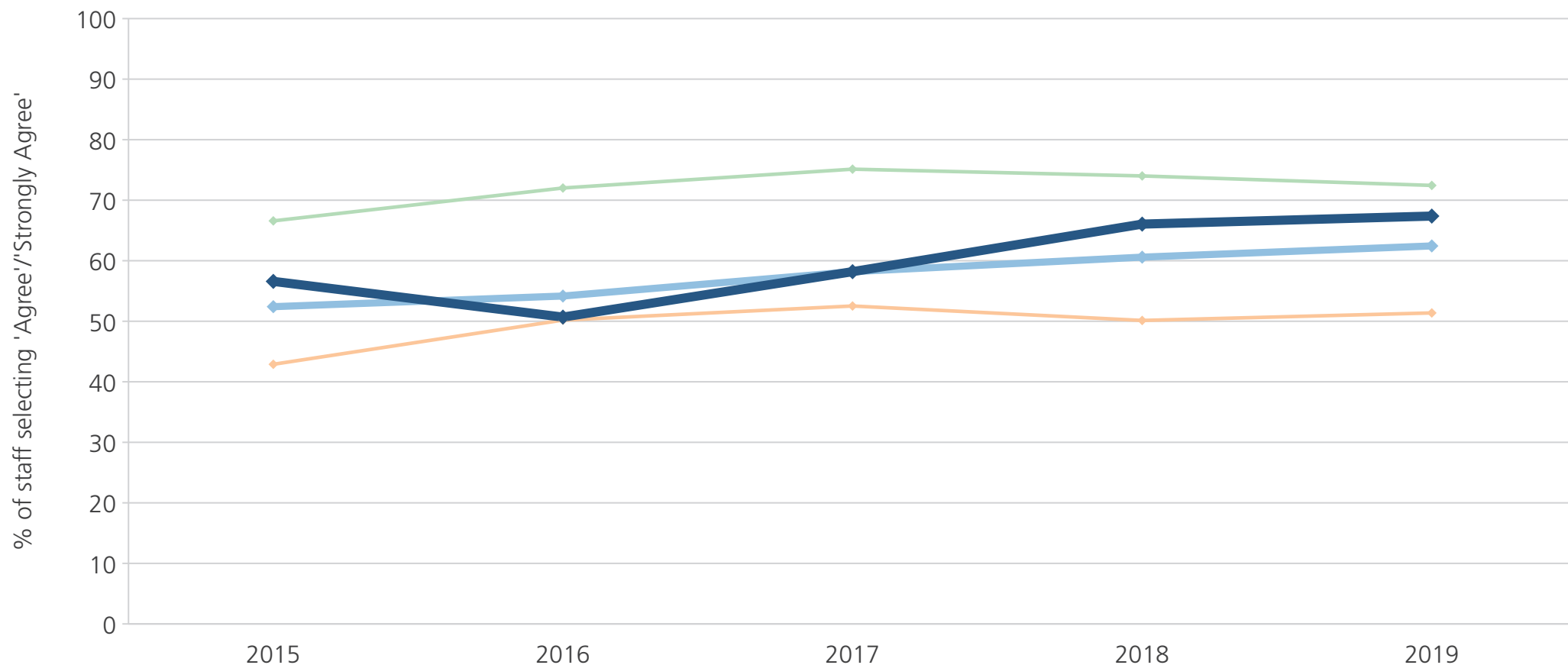
Best	59.4%	63.3%	64.6%	64.2%	64.7%
Your org	45.6%	39.0%	48.4%	55.9%	56.6%
Average	42.9%	46.2%	48.4%	49.7%	56.6%
Worst	37.1%	37.6%	36.6%	35.3%	36.4%
Responses	1,328	1,273	1,383	1,746	2,091



	2015	2016	2017	2018	2019
<b>Best</b>	50.2%	52.3%	54.9%	53.0%	55.2%
<b>Your org</b>	37.4%	29.7%	38.0%	45.3%	47.3%
<b>Average</b>	35.6%	35.6%	38.0%	39.1%	40.6%
<b>Worst</b>	26.5%	29.0%	31.7%	30.2%	30.5%
<b>Responses</b>	1,325	1,272	1,381	1,749	2,089

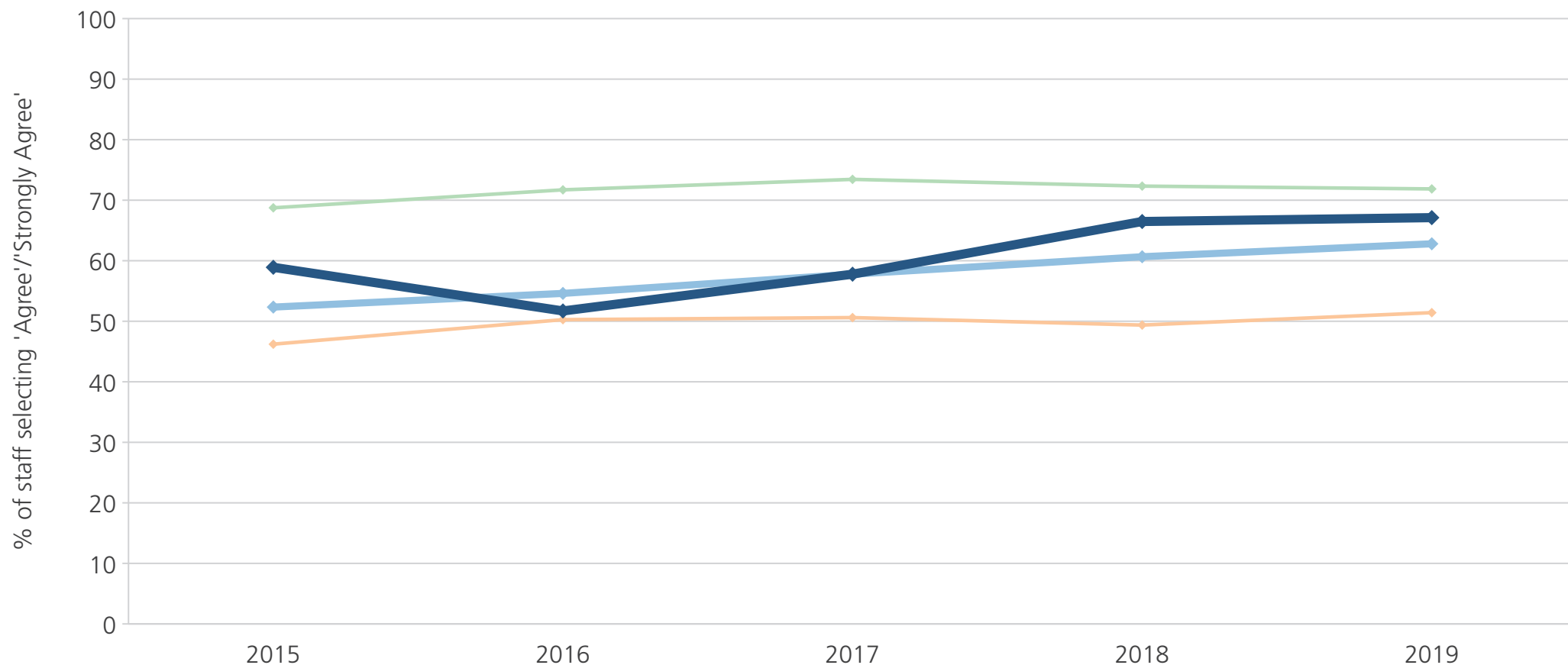


Best	79.3%	77.7%	79.4%	78.2%	78.6%
Your org	68.1%	64.9%	67.8%	72.7%	73.7%
Average	66.4%	68.0%	69.0%	70.5%	72.5%
Worst	60.4%	63.2%	63.7%	66.0%	65.6%
Responses	1,330	1,271	1,383	1,752	2,089

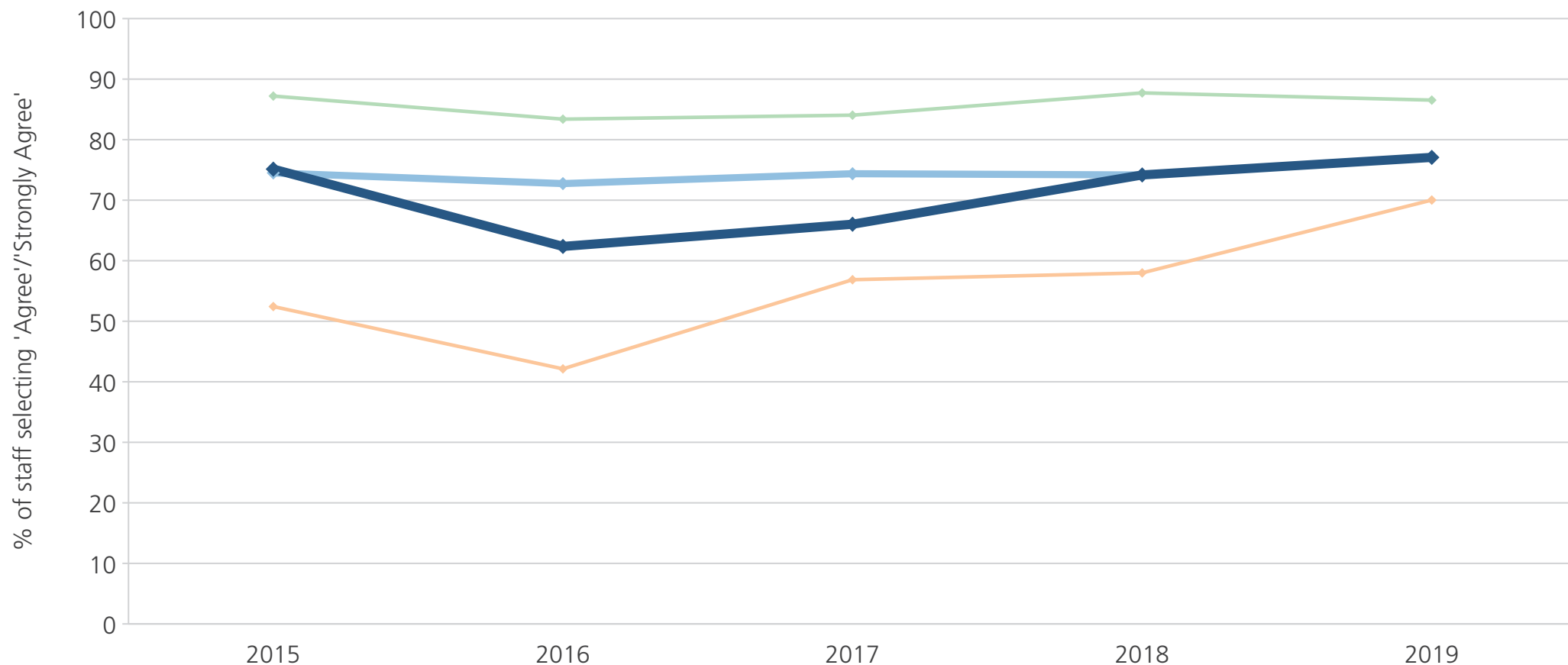


	2015	2016	2017	2018	2019
<b>Best</b>	66.6%	72.0%	75.1%	74.0%	72.4%
<b>Your org</b>	56.6%	50.7%	58.2%	66.0%	67.4%
<b>Average</b>	52.4%	54.2%	58.2%	60.6%	62.4%
<b>Worst</b>	42.9%	50.2%	52.5%	50.1%	51.4%
<b>Responses</b>	1,326	1,273	1,380	1,750	2,088

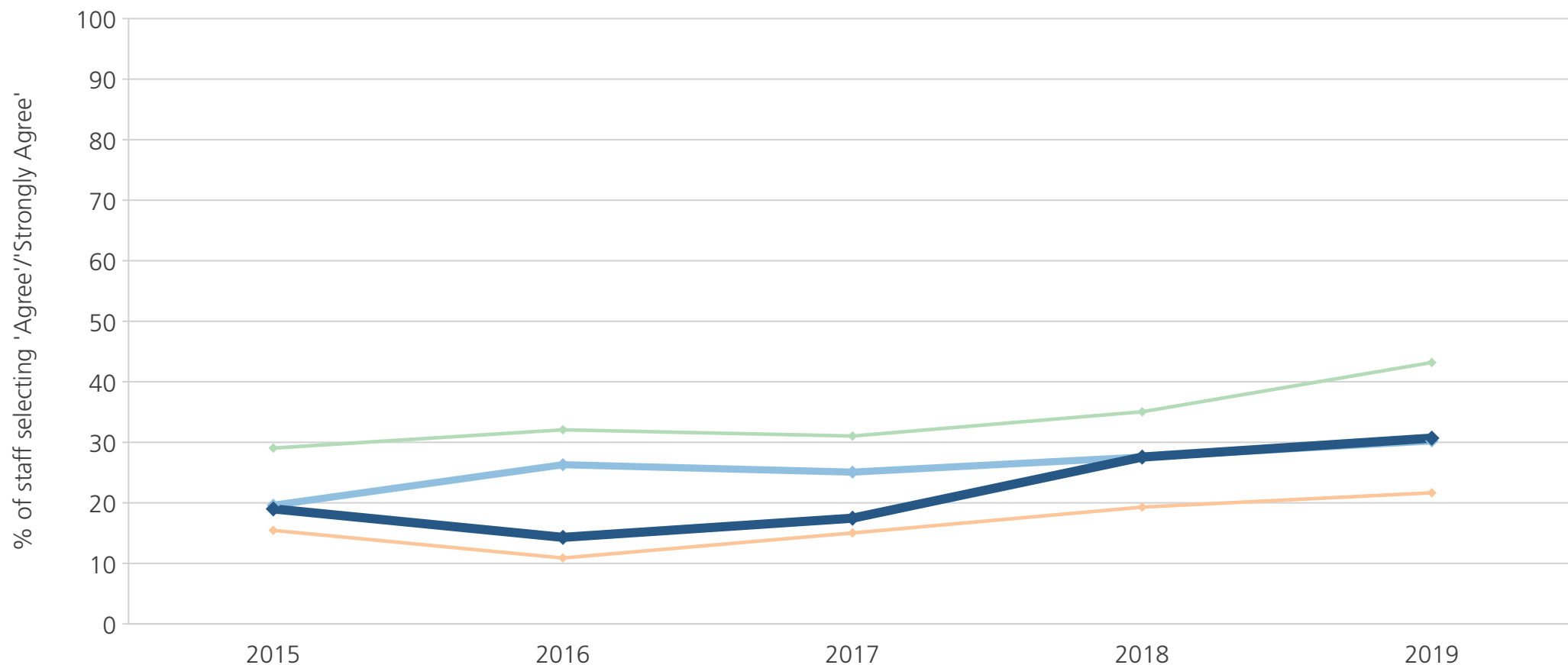




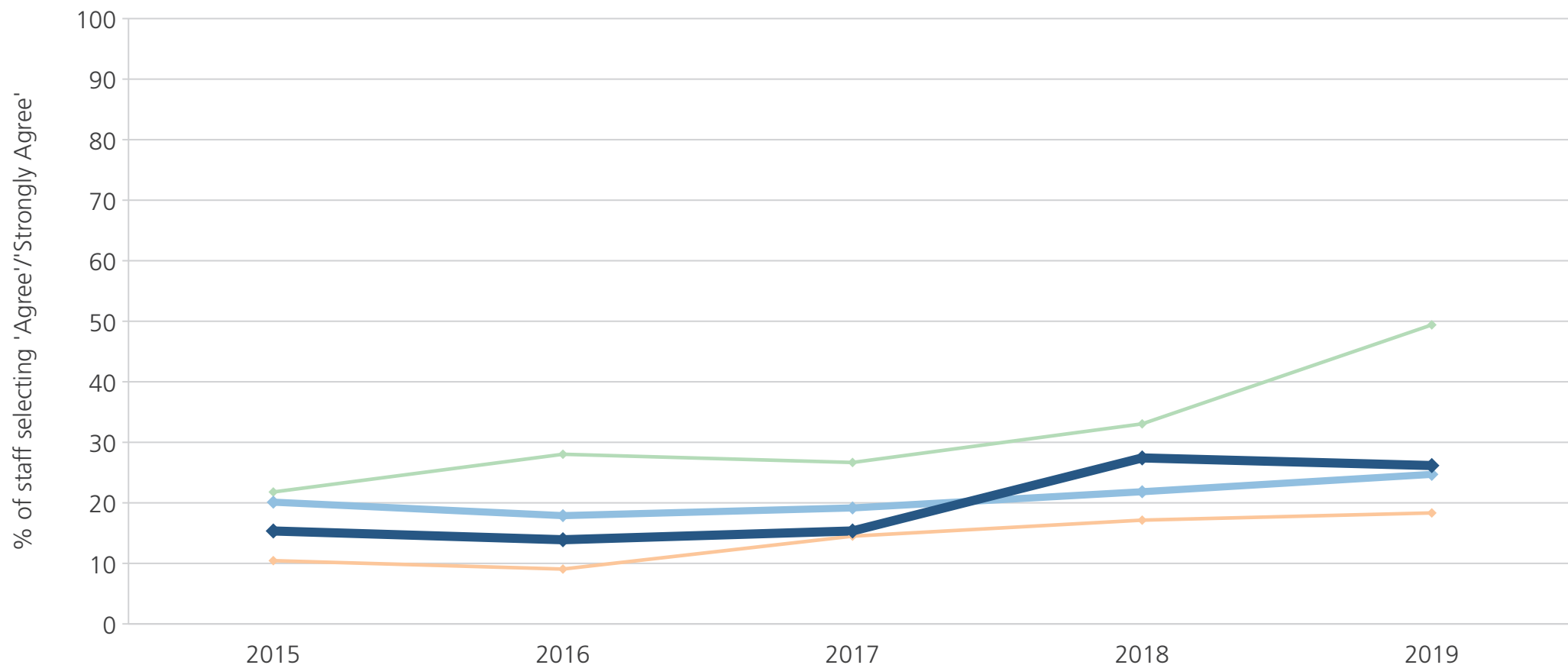
Best	68.7%	71.7%	73.4%	72.3%	71.9%
Your org	58.9%	51.7%	57.8%	66.5%	67.1%
Average	52.3%	54.6%	57.8%	60.7%	62.8%
Worst	46.2%	50.3%	50.6%	49.4%	51.4%
Responses	1,324	1,275	1,380	1,750	2,087



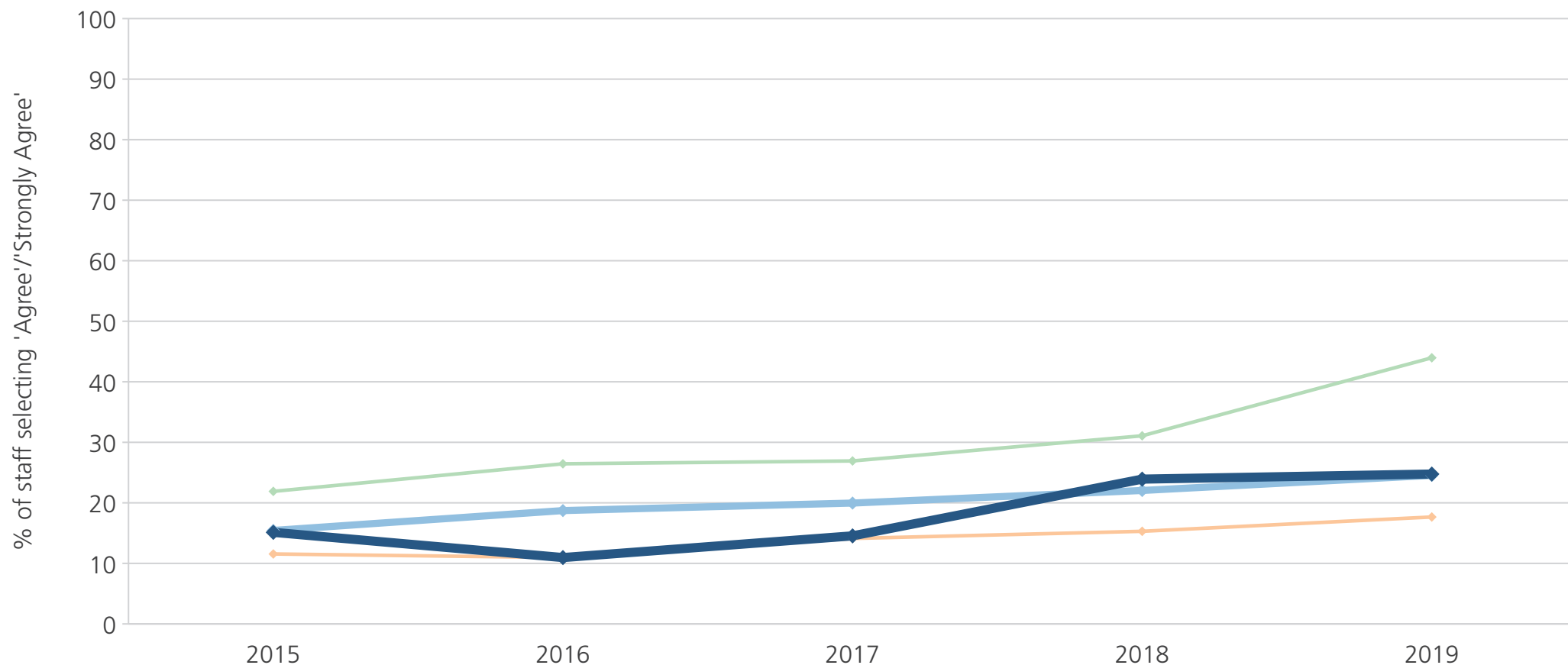
Best	87.2%	83.4%	84.0%	87.7%	86.5%
Your org	75.1%	62.4%	66.0%	74.2%	77.1%
Average	74.5%	72.7%	74.4%	74.2%	77.1%
Worst	52.4%	42.1%	56.9%	58.0%	70.0%
Responses	1,334	1,278	1,382	1,753	2,091



Best	29.0%	32.1%	31.0%	35.0%	43.2%
Your org	19.0%	14.3%	17.5%	27.6%	30.7%
Average	19.6%	26.3%	25.1%	27.6%	30.2%
Worst	15.5%	10.9%	15.0%	19.3%	21.7%
Responses	1,331	1,276	1,386	1,754	2,090



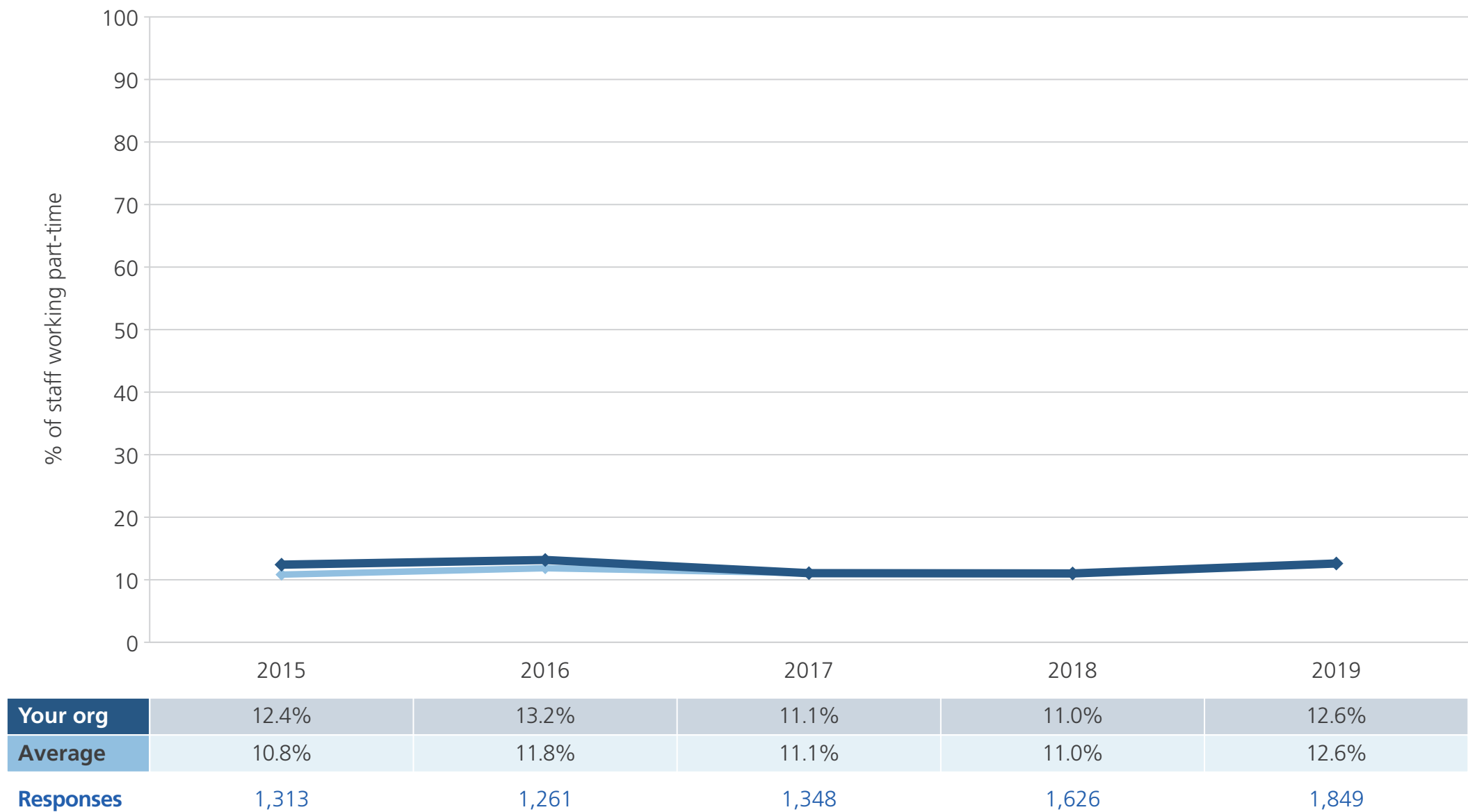
Best	21.8%	28.0%	26.7%	33.0%	49.4%
Your org	15.4%	13.9%	15.4%	27.4%	26.2%
Average	20.1%	17.9%	19.2%	21.8%	24.7%
Worst	10.4%	9.1%	14.5%	17.1%	18.3%
Responses	1,331	1,277	1,384	1,756	2,092

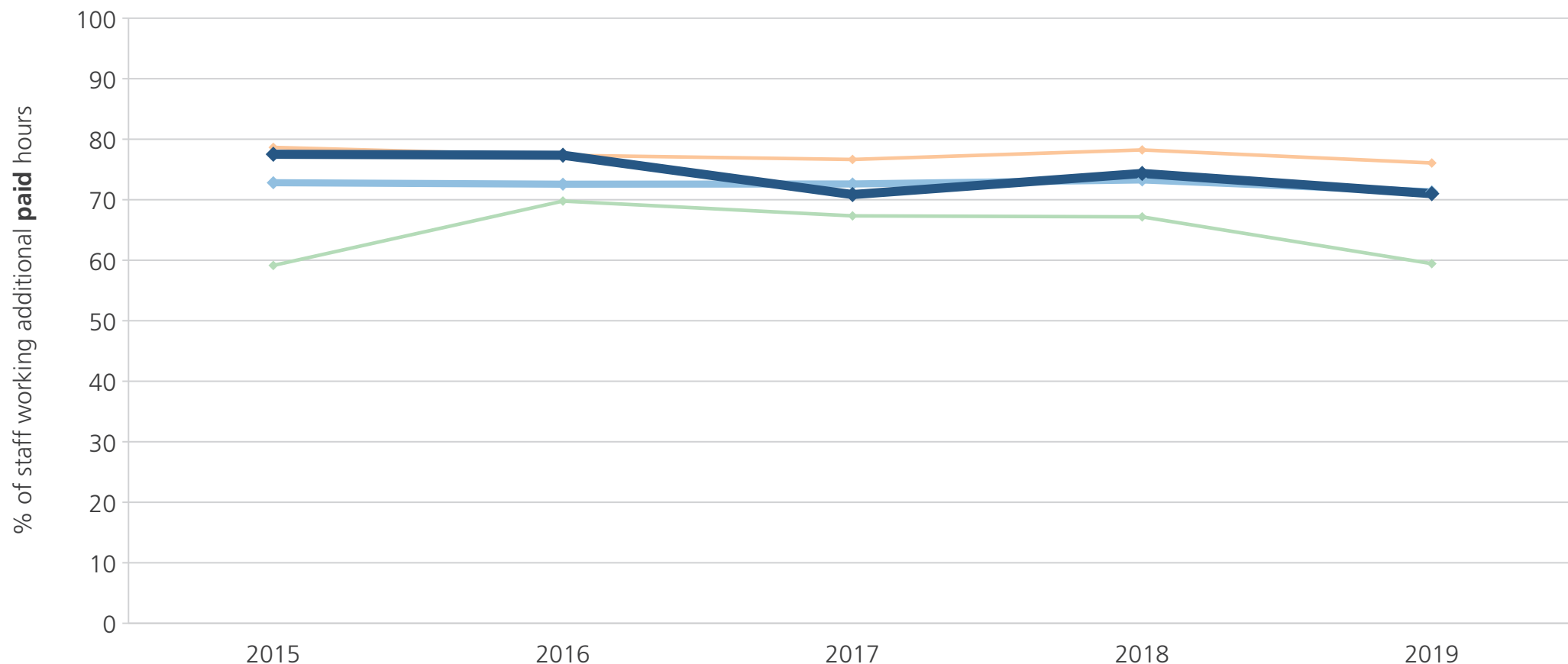


Best	21.9%	26.5%	26.9%	31.1%	44.0%
Your org	15.1%	11.0%	14.5%	23.9%	24.8%
Average	15.4%	18.7%	20.0%	22.0%	24.5%
Worst	11.6%	11.0%	14.1%	15.3%	17.7%
Responses	1,333	1,276	1,385	1,751	2,087

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

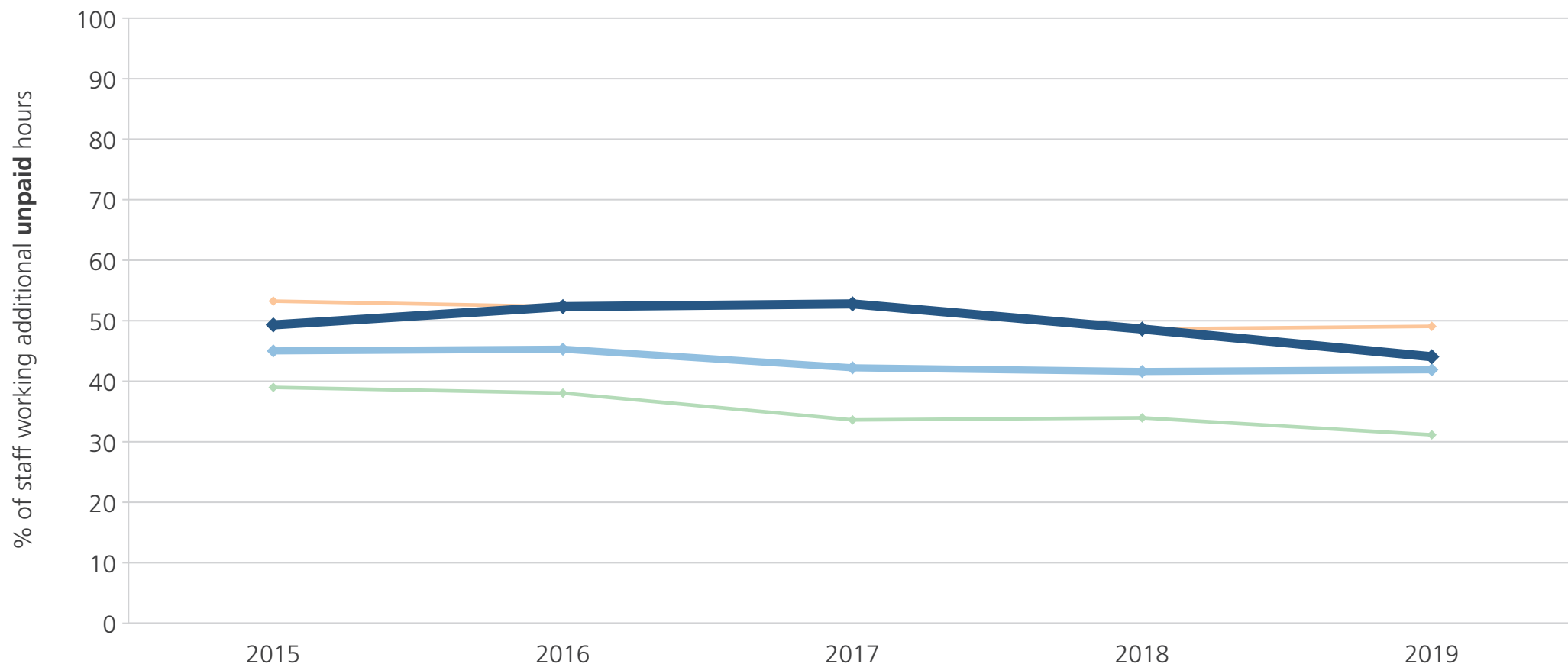
South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



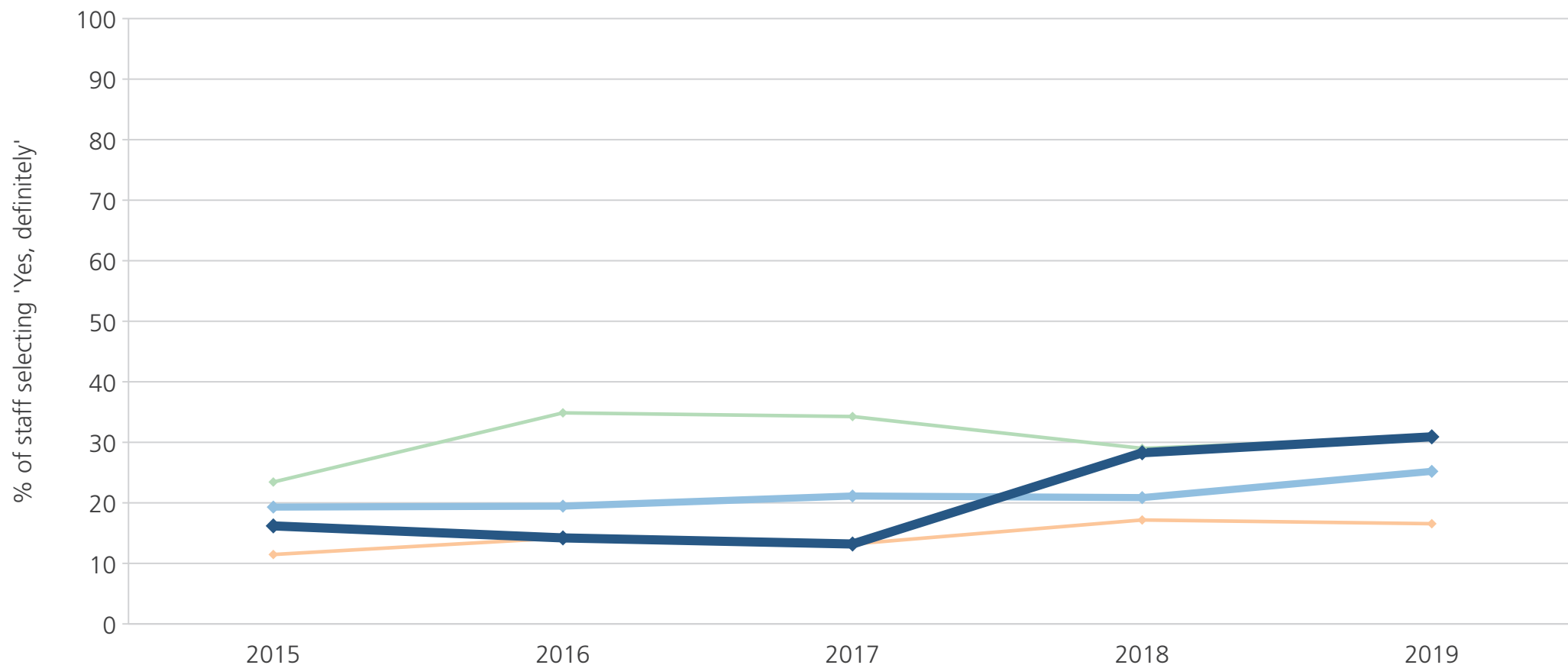


	2015	2016	2017	2018	2019
<b>Worst</b>	78.6%	77.4%	76.7%	78.2%	76.1%
<b>Your org</b>	77.5%	77.4%	70.8%	74.3%	71.0%
<b>Average</b>	72.8%	72.6%	72.6%	73.3%	71.3%
<b>Best</b>	59.1%	69.8%	67.3%	67.2%	59.4%
<b>Responses</b>	1,281	1,238	1,356	1,719	2,033

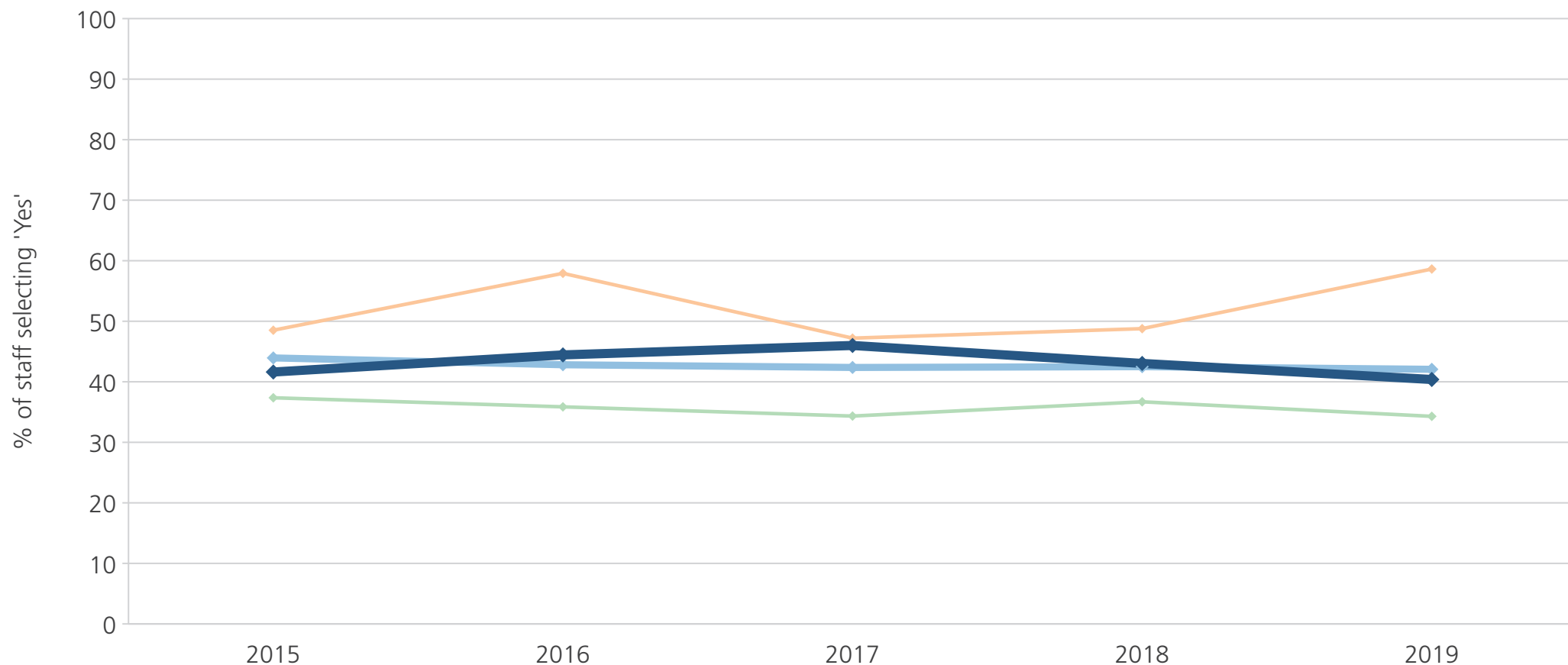




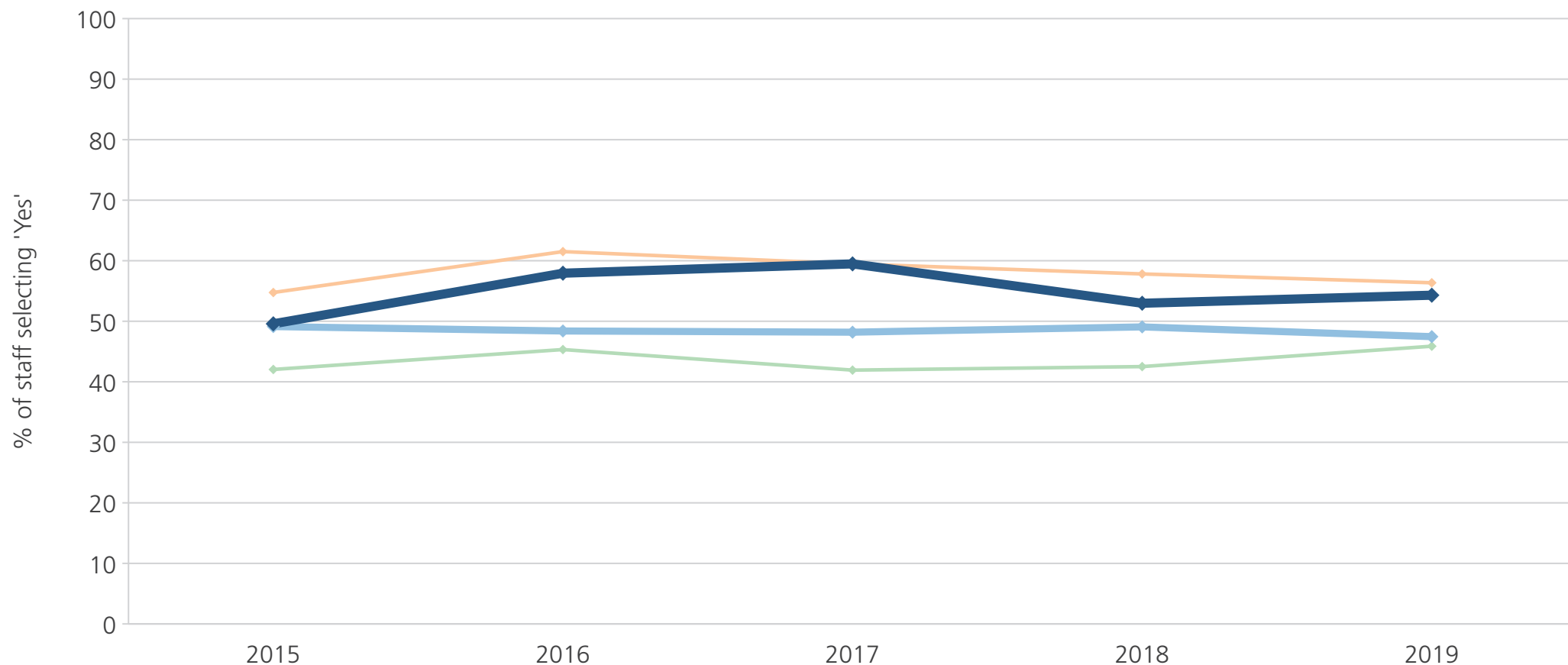
	2015	2016	2017	2018	2019
<b>Worst</b>	53.2%	52.3%	52.8%	48.6%	49.1%
<b>Your org</b>	49.3%	52.3%	52.8%	48.6%	44.1%
<b>Average</b>	45.0%	45.3%	42.2%	41.6%	41.9%
<b>Best</b>	39.0%	38.0%	33.6%	34.0%	31.1%
<b>Responses</b>	1,278	1,224	1,354	1,704	2,034



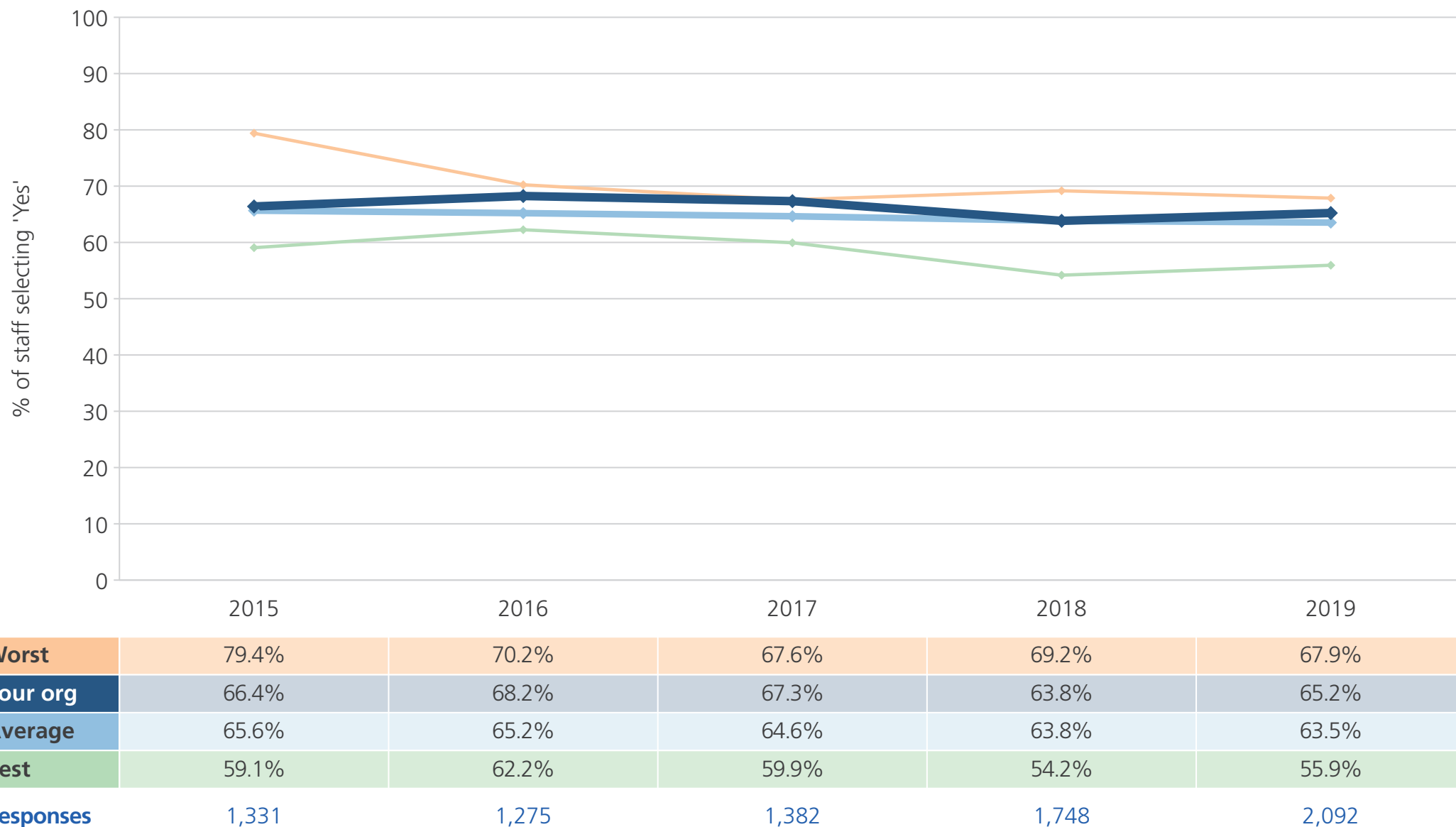
	2015	2016	2017	2018	2019
<b>Best</b>	23.4%	34.9%	34.3%	29.0%	30.9%
<b>Your org</b>	16.2%	14.2%	13.2%	28.3%	30.9%
<b>Average</b>	19.3%	19.5%	21.1%	20.9%	25.2%
<b>Worst</b>	11.5%	14.2%	13.2%	17.2%	16.6%
<b>Responses</b>	1,329	1,276	1,377	1,742	2,089



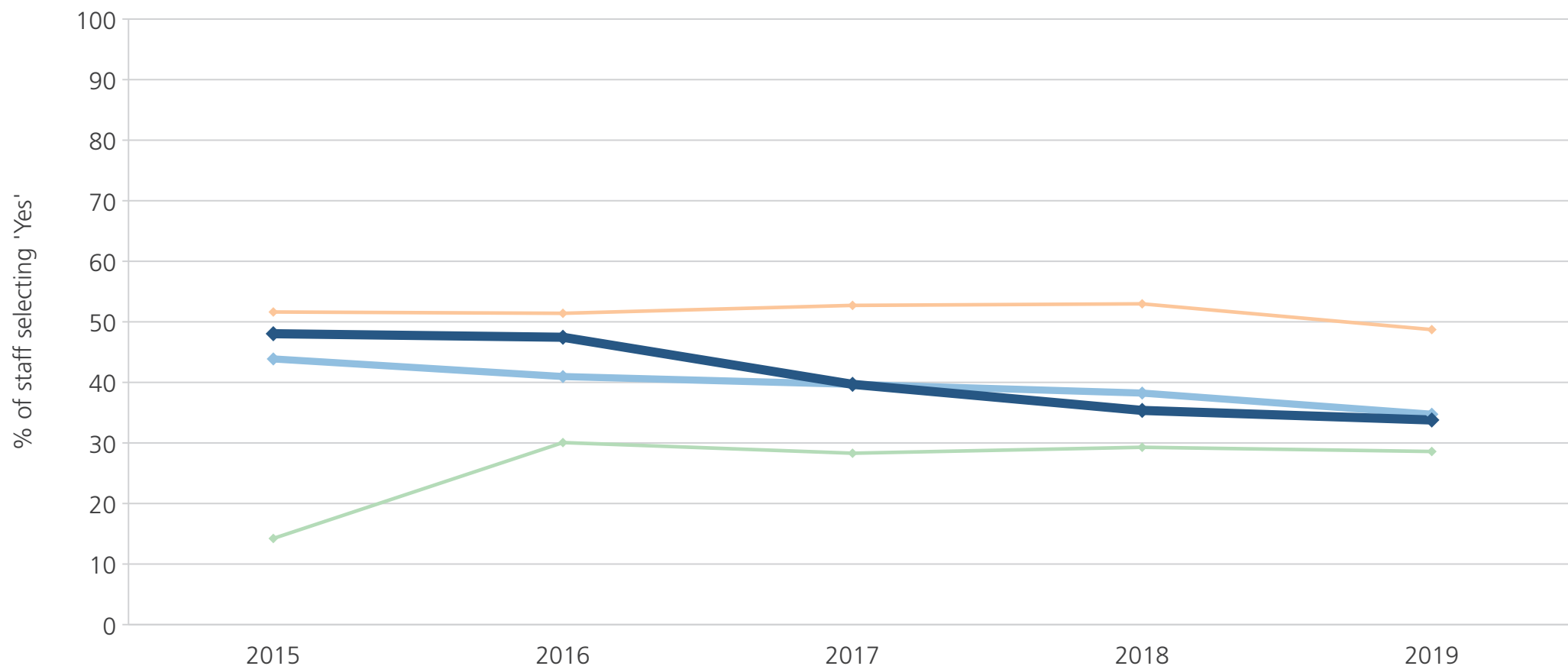
	2015	2016	2017	2018	2019
<b>Worst</b>	48.5%	57.9%	47.2%	48.8%	58.6%
<b>Your org</b>	41.6%	44.4%	46.0%	43.0%	40.4%
<b>Average</b>	43.9%	42.8%	42.4%	42.5%	42.1%
<b>Best</b>	37.4%	35.9%	34.3%	36.7%	34.3%
<b>Responses</b>	1,330	1,276	1,380	1,746	2,092



Worst	2015	2016	2017	2018	2019
Your org	49.6%	57.9%	59.5%	53.0%	54.3%
Average	49.1%	48.4%	48.2%	49.1%	47.5%
Best	42.0%	45.3%	41.9%	42.5%	45.9%
Responses	1,331	1,277	1,381	1,753	2,091

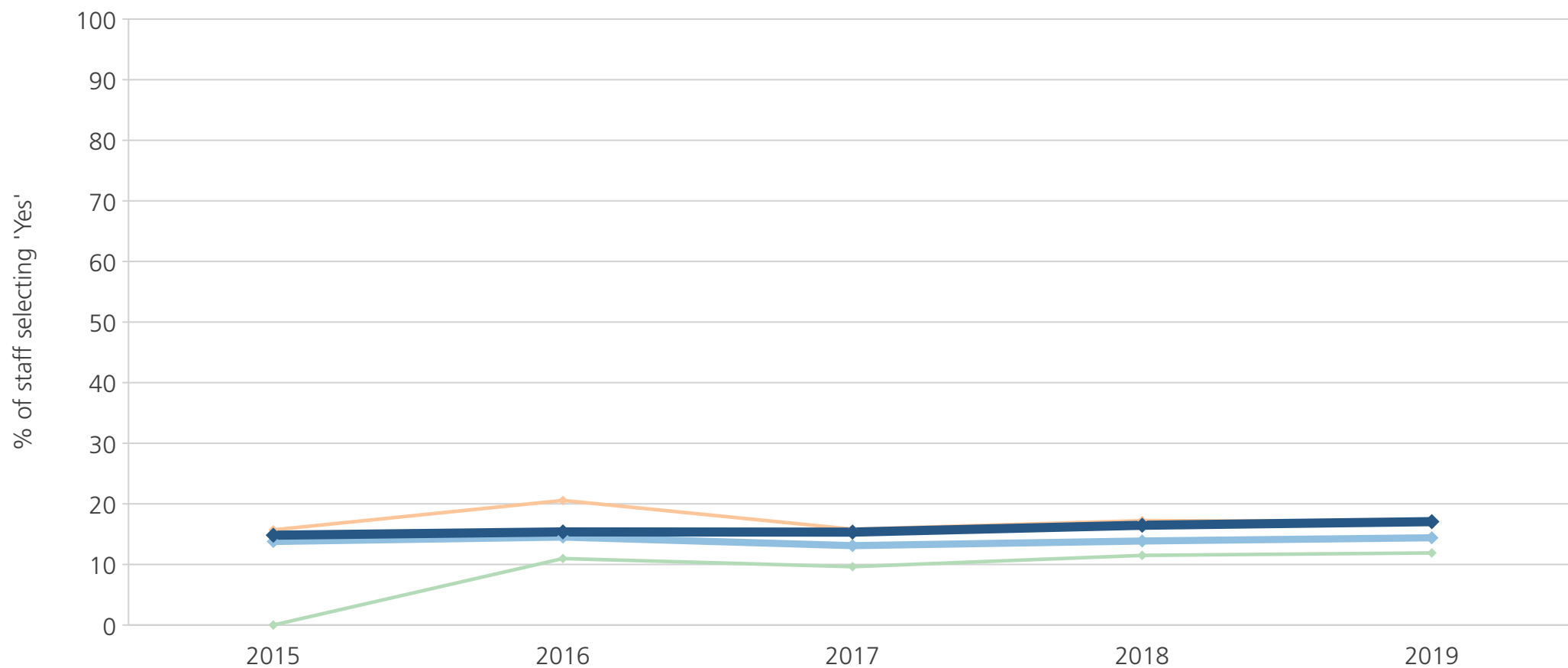


This question was only answered by people who responded to Q11d.



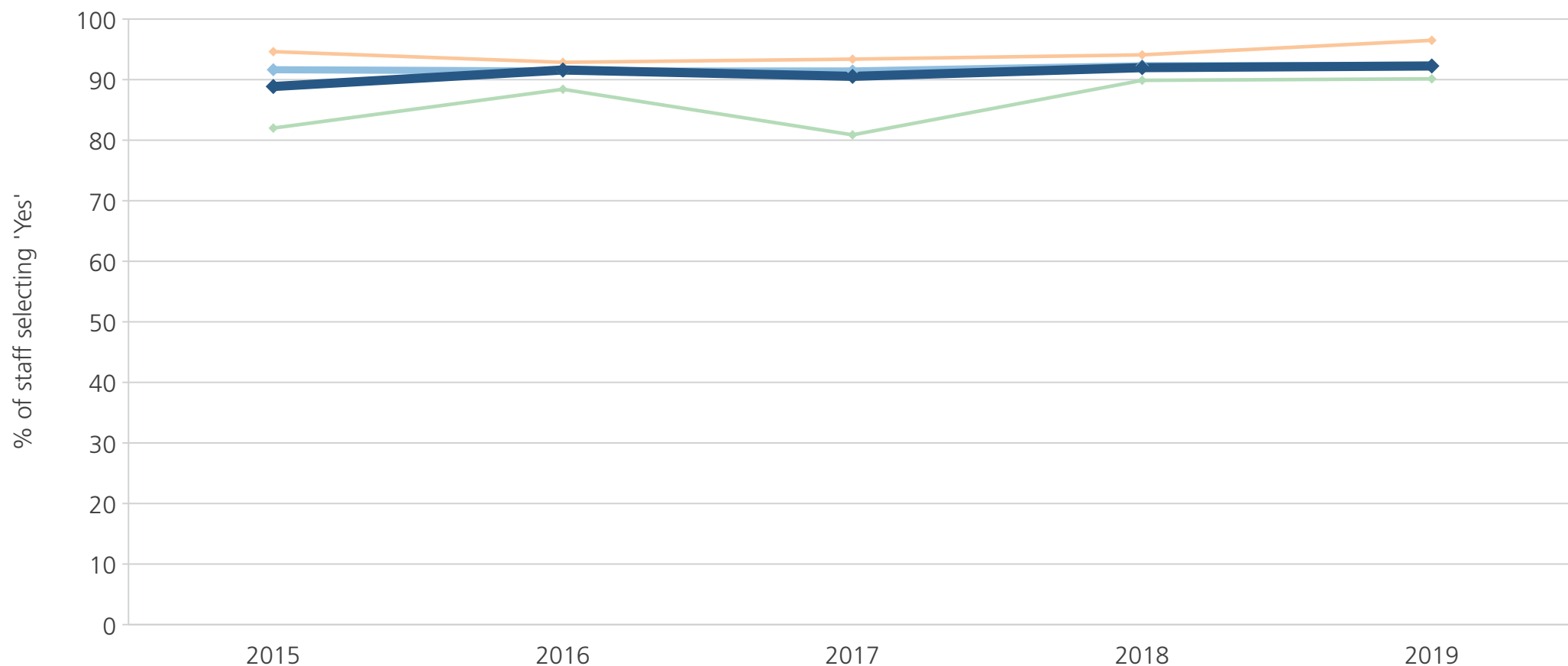
Worst	51.6%	51.4%	52.7%	53.0%	48.7%
Your org	48.0%	47.5%	39.7%	35.4%	33.8%
Average	43.9%	41.0%	39.7%	38.2%	34.7%
Best	14.2%	30.1%	28.3%	29.3%	28.6%
Responses	893	869	927	1,114	1,375

This question was only answered by people who responded to Q11d.



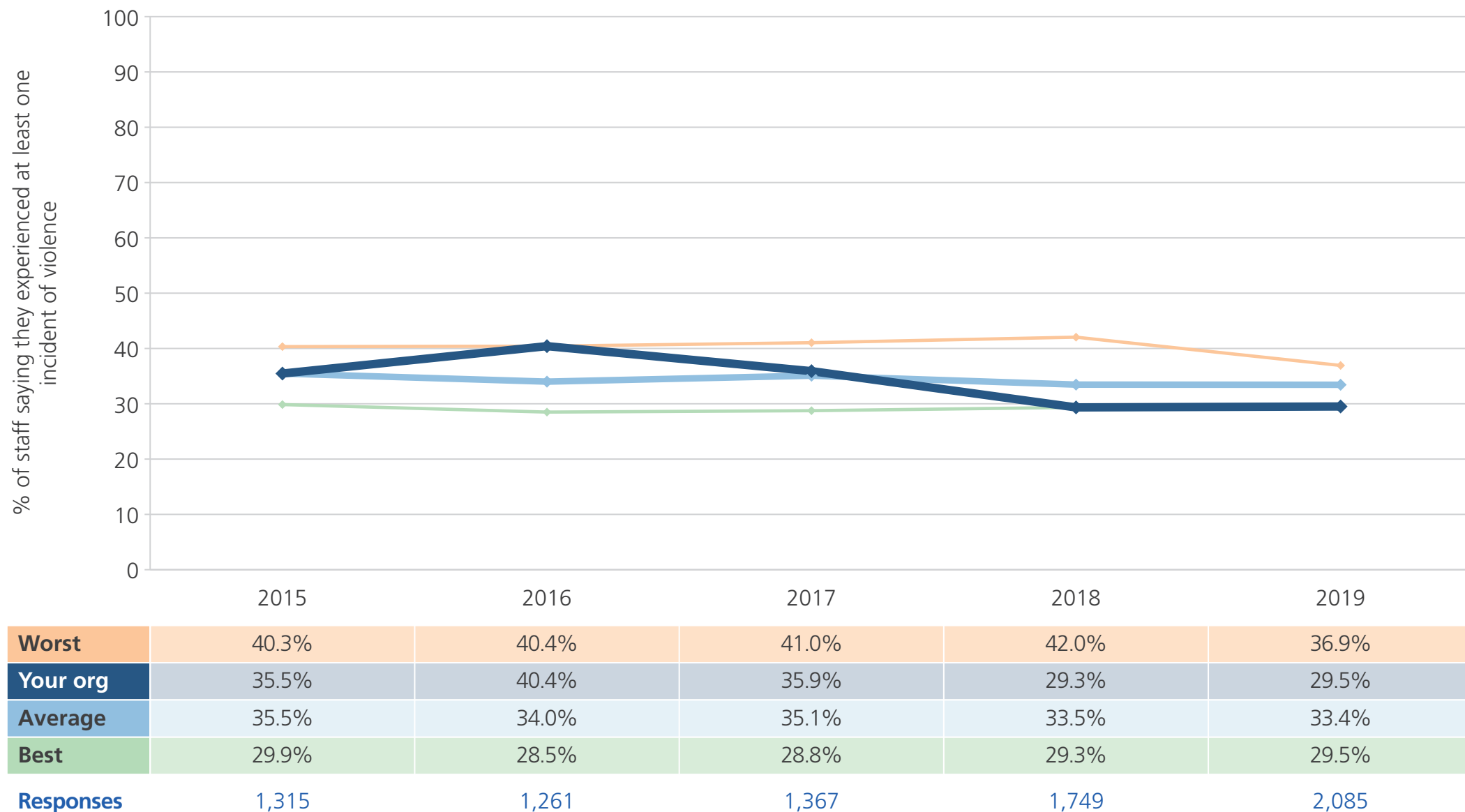
Worst	15.7%	20.6%	15.8%	17.2%	17.1%
Your org	14.8%	15.4%	15.3%	16.5%	17.1%
Average	13.8%	14.5%	13.1%	13.9%	14.4%
Best	0.0%	11.0%	9.6%	11.5%	11.9%
Responses	887	869	925	1,113	1,374

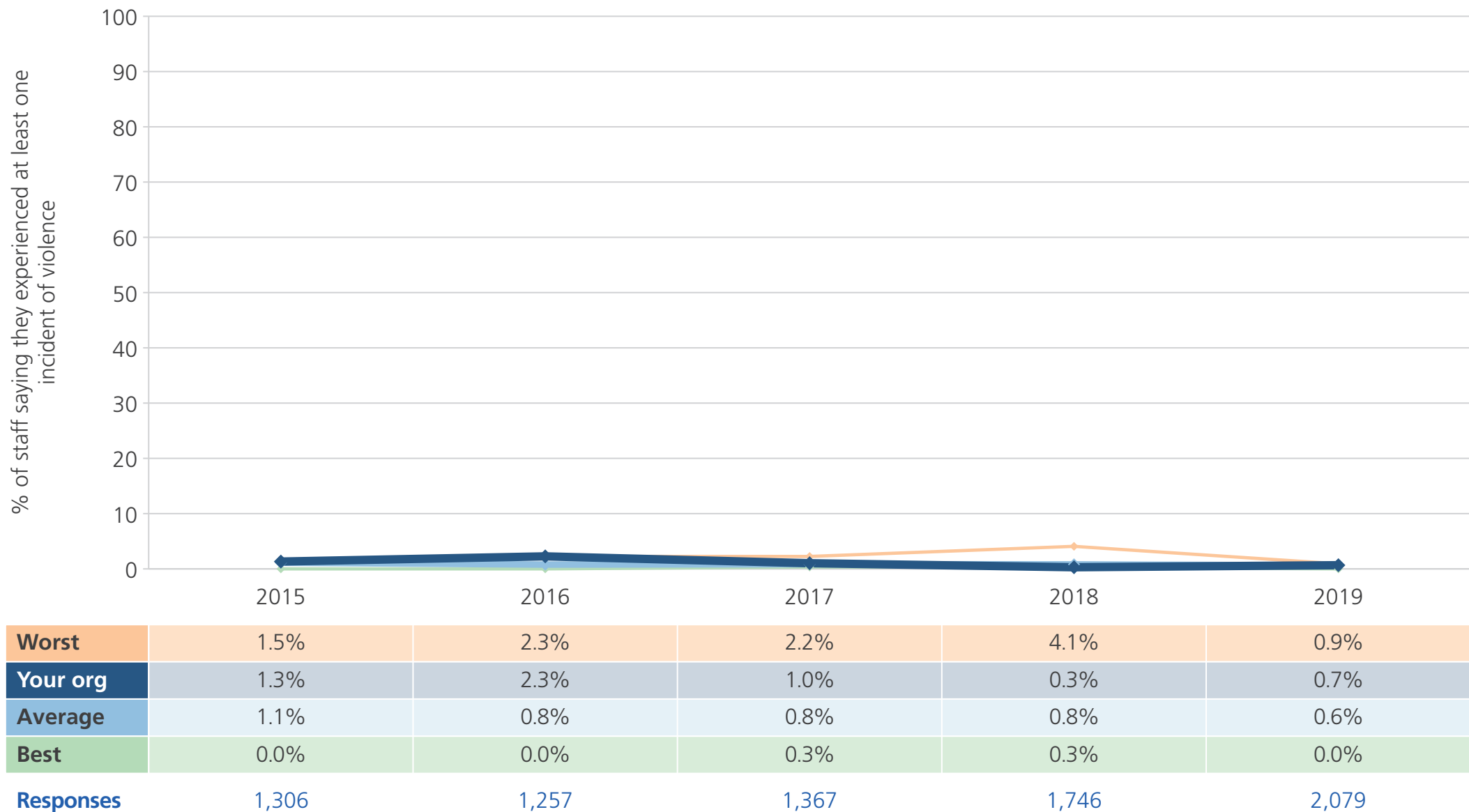
This question was only answered by people who responded to Q11d.

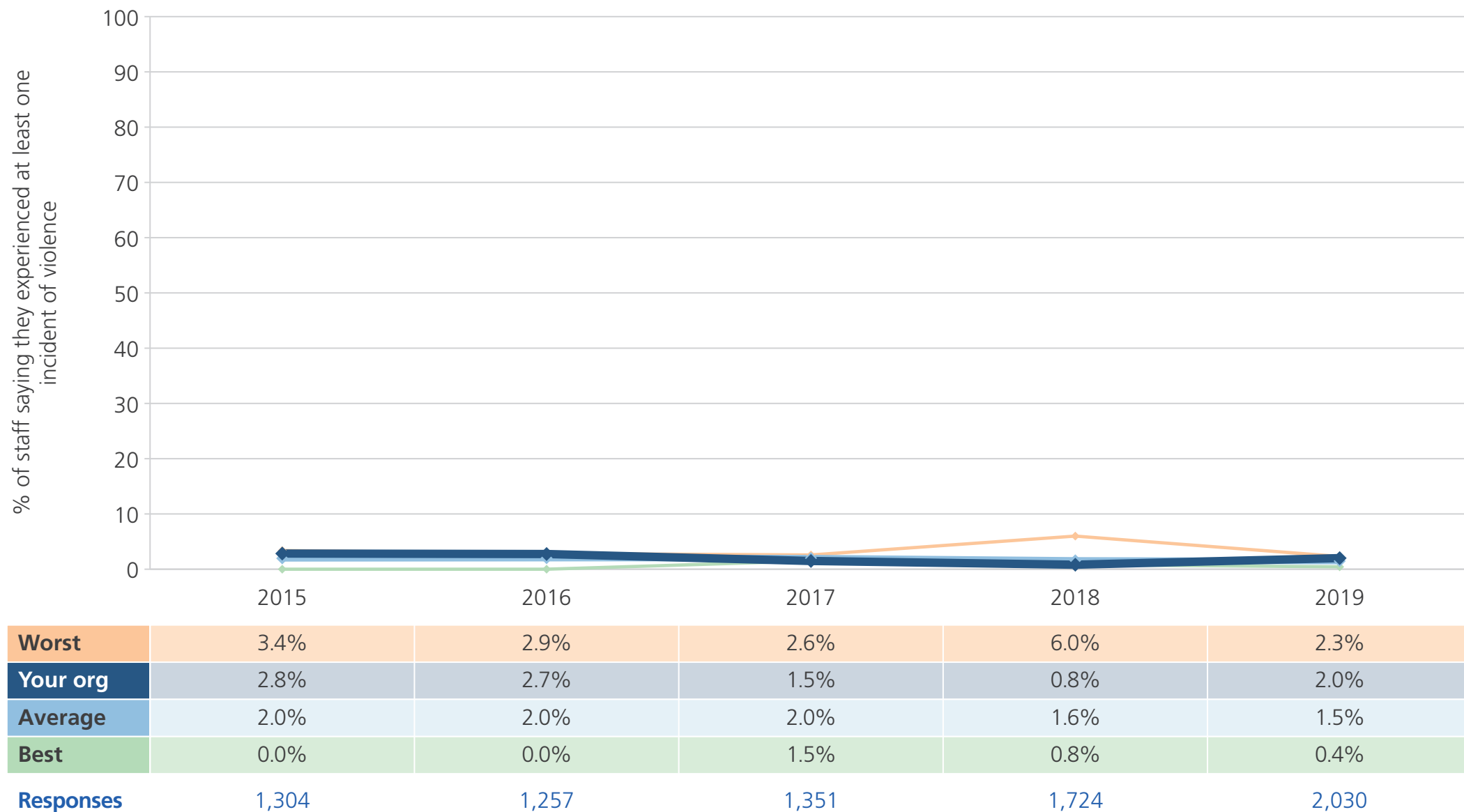


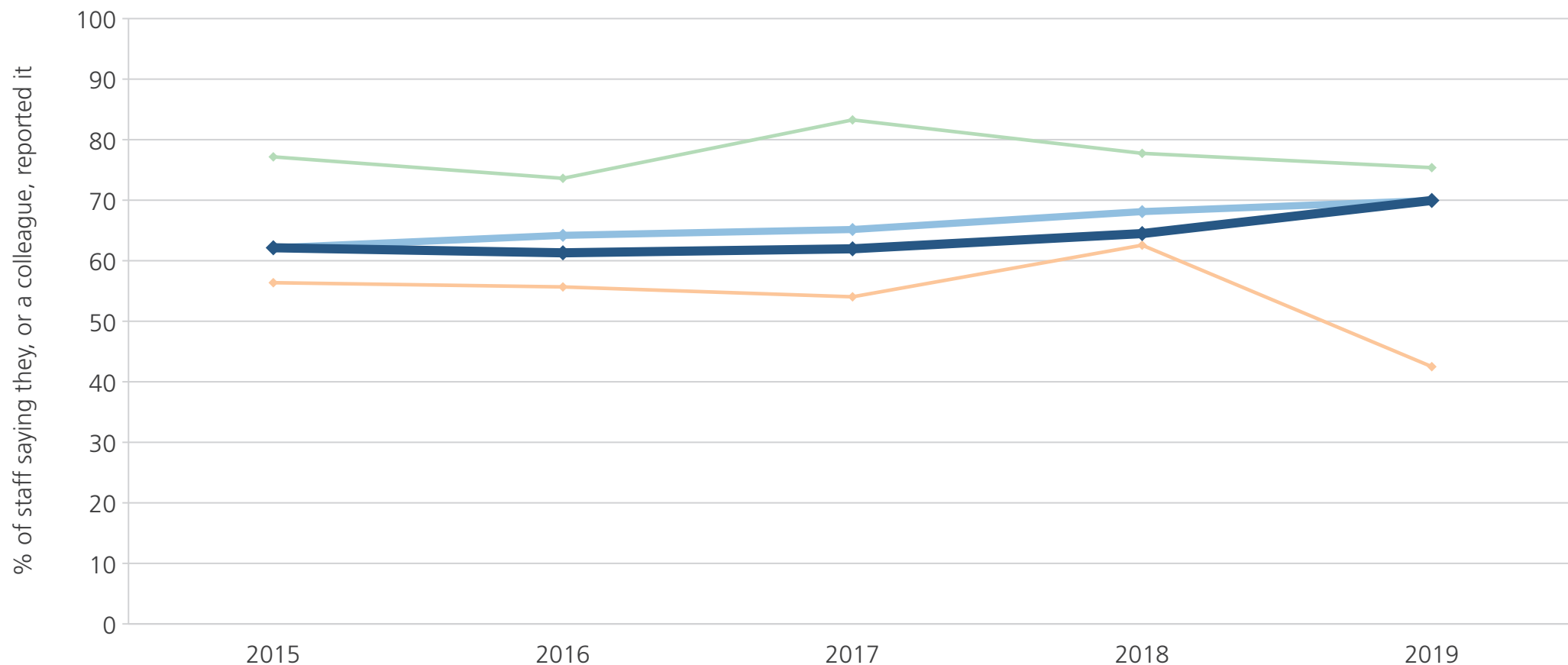
	2015	2016	2017	2018	2019
<b>Worst</b>	94.6%	92.9%	93.4%	94.1%	96.5%
<b>Your org</b>	88.9%	91.6%	90.5%	92.0%	92.3%
<b>Average</b>	91.6%	91.4%	91.4%	92.3%	92.4%
<b>Best</b>	82.0%	88.4%	80.9%	89.9%	90.1%
<b>Responses</b>	894	873	926	1,115	1,374



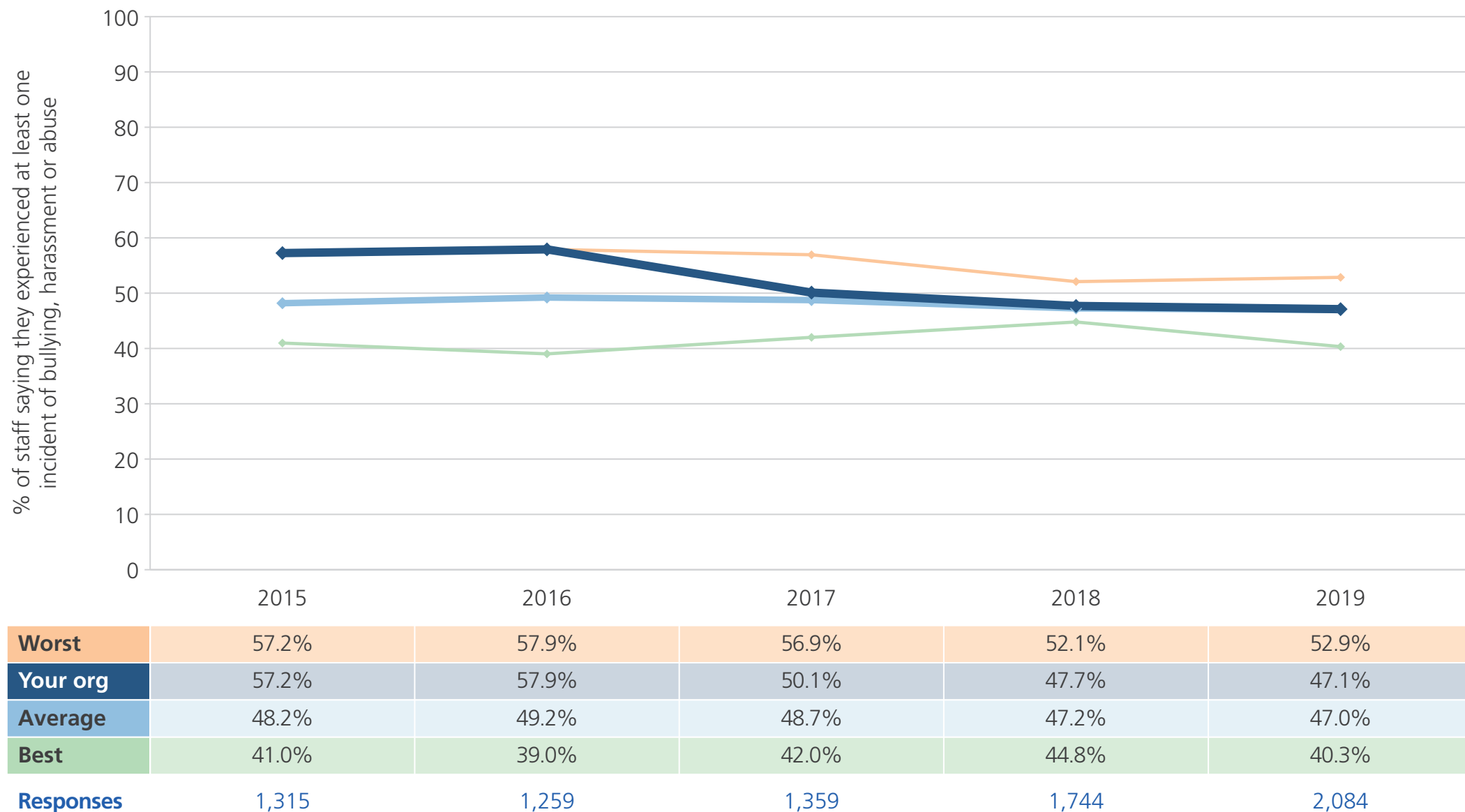


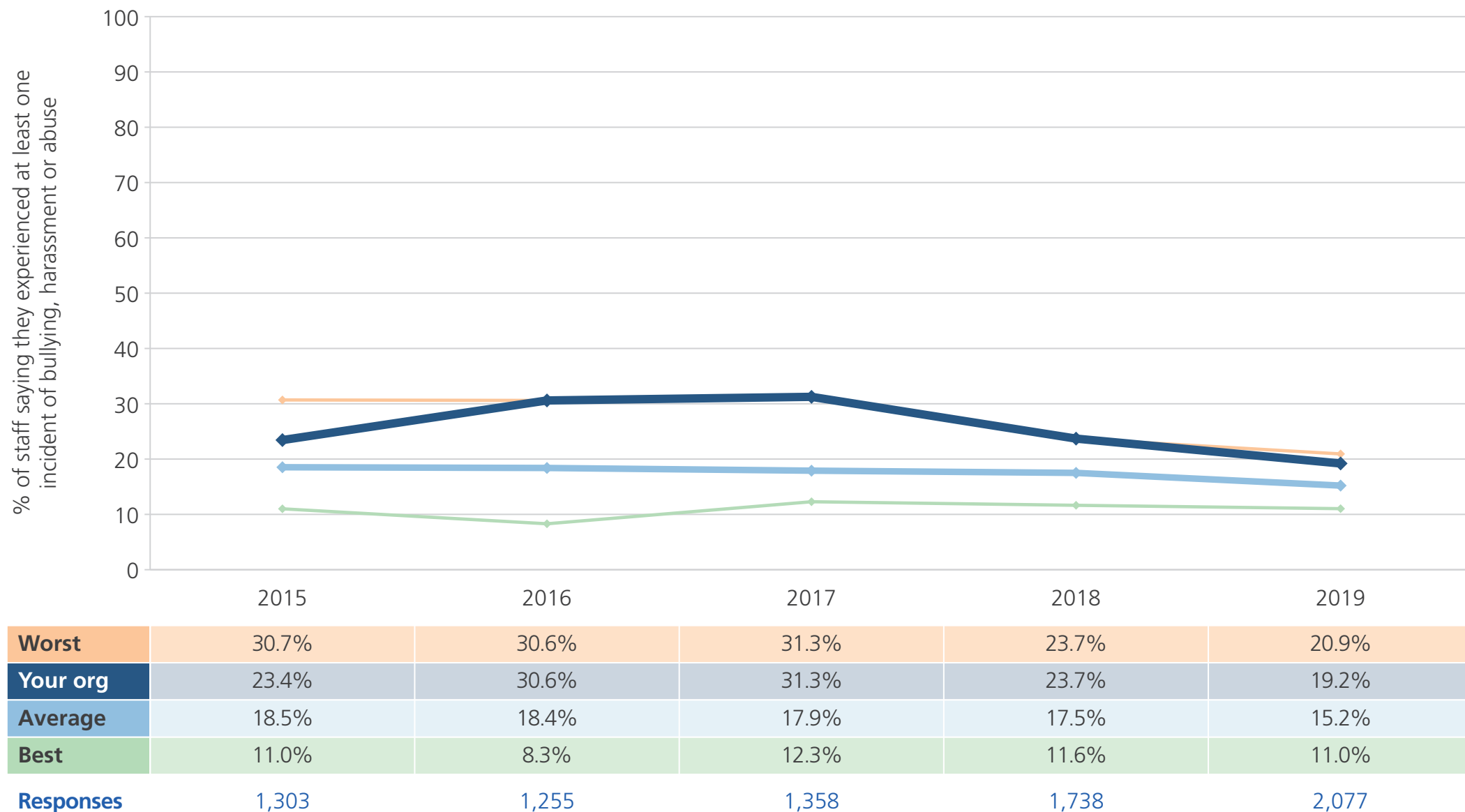


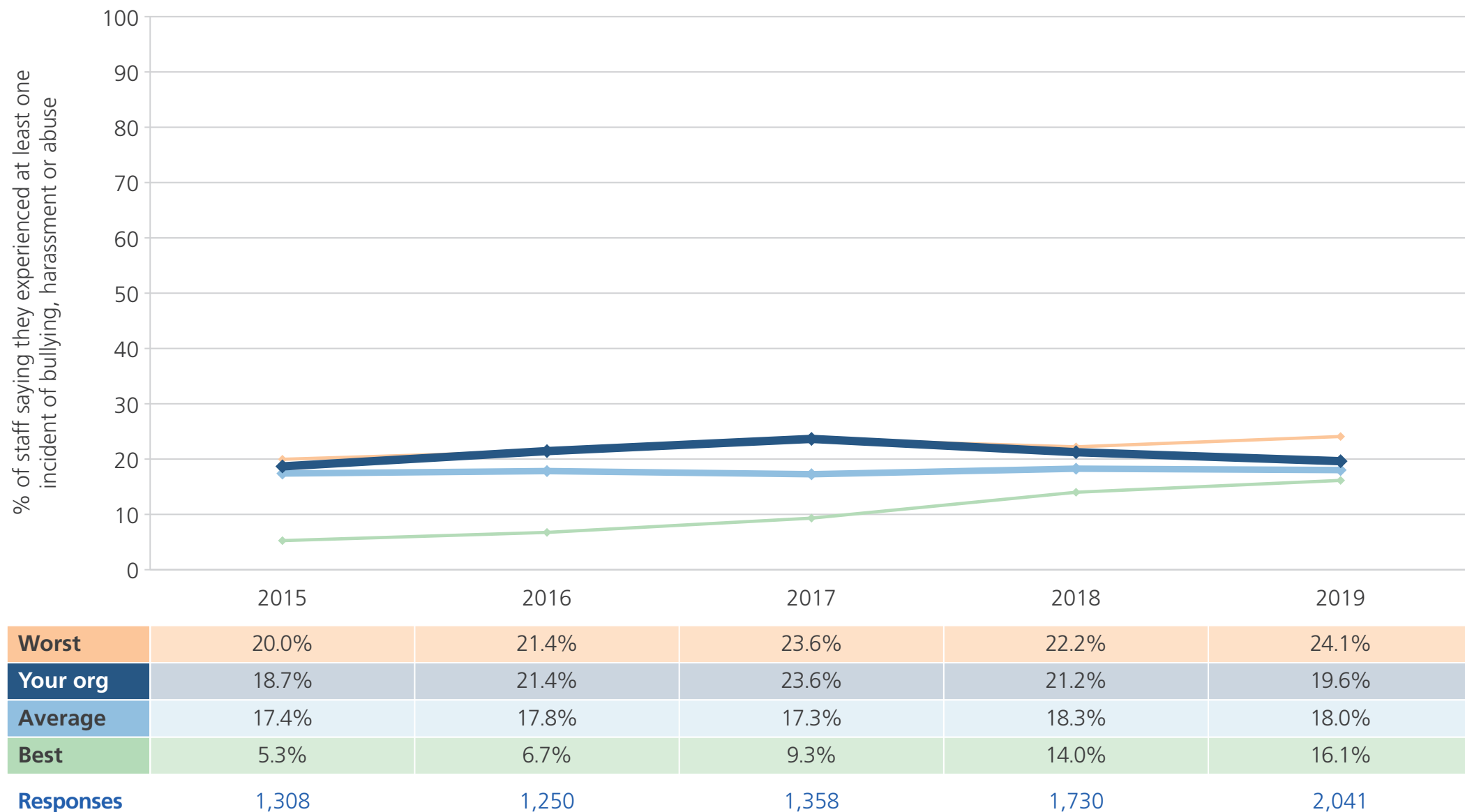


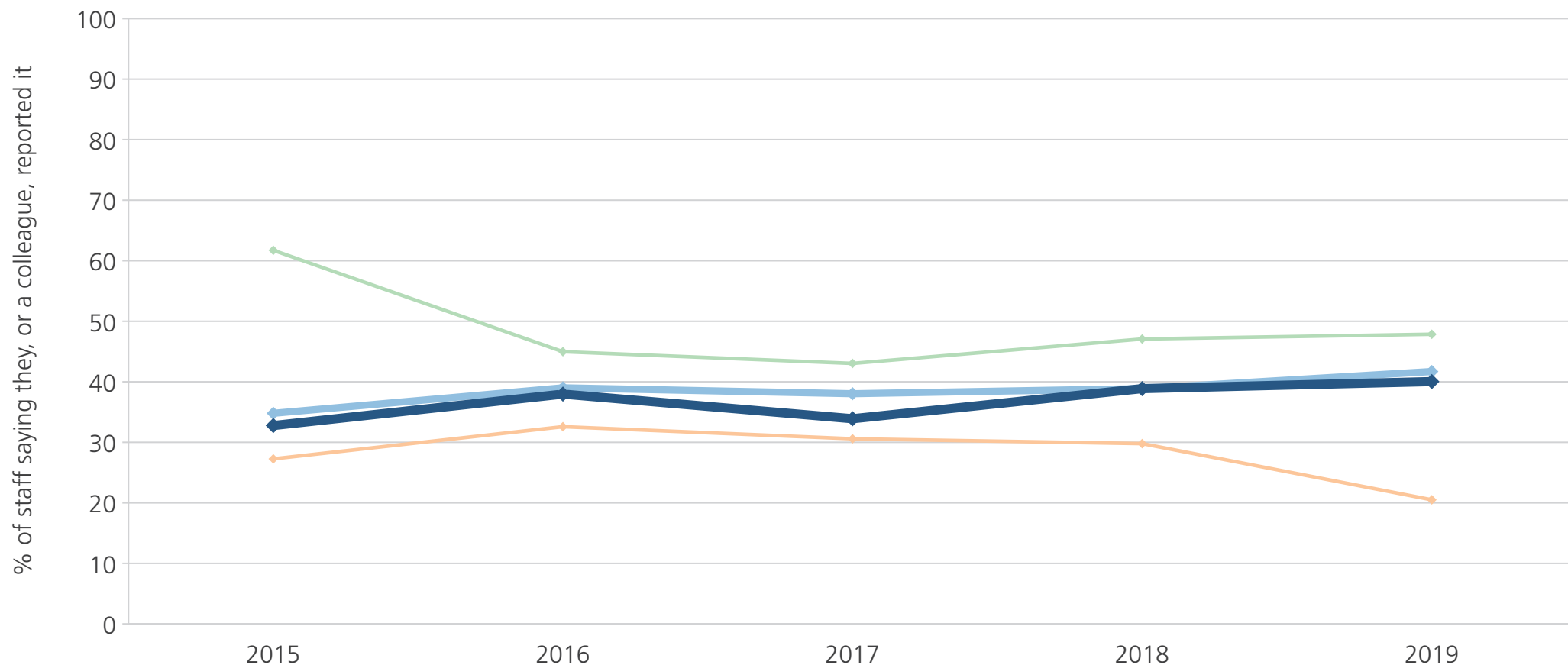


	2015	2016	2017	2018	2019
<b>Best</b>	77.2%	73.6%	83.3%	77.7%	75.4%
<b>Your org</b>	62.1%	61.3%	62.0%	64.5%	70.0%
<b>Average</b>	62.1%	64.2%	65.2%	68.1%	70.0%
<b>Worst</b>	56.4%	55.7%	54.0%	62.6%	42.5%
<b>Responses</b>	483	521	435	430	547



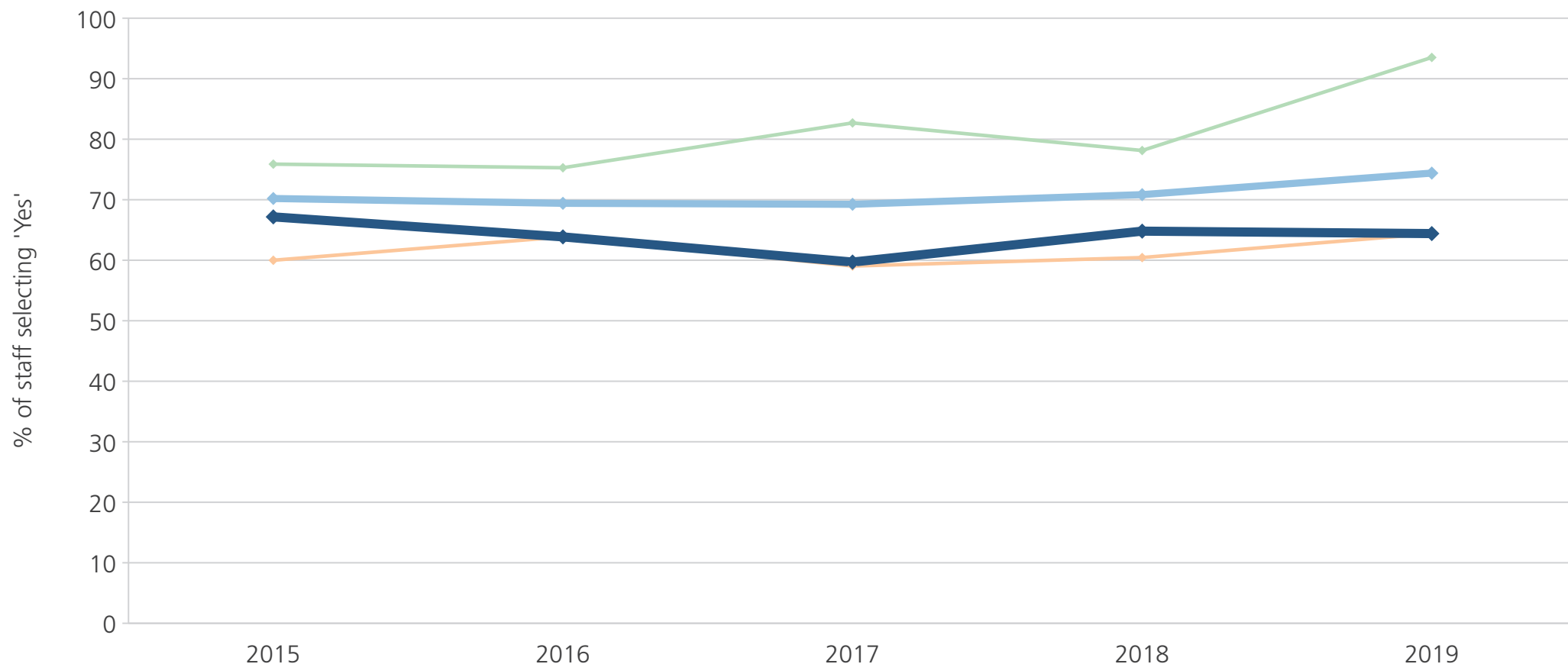




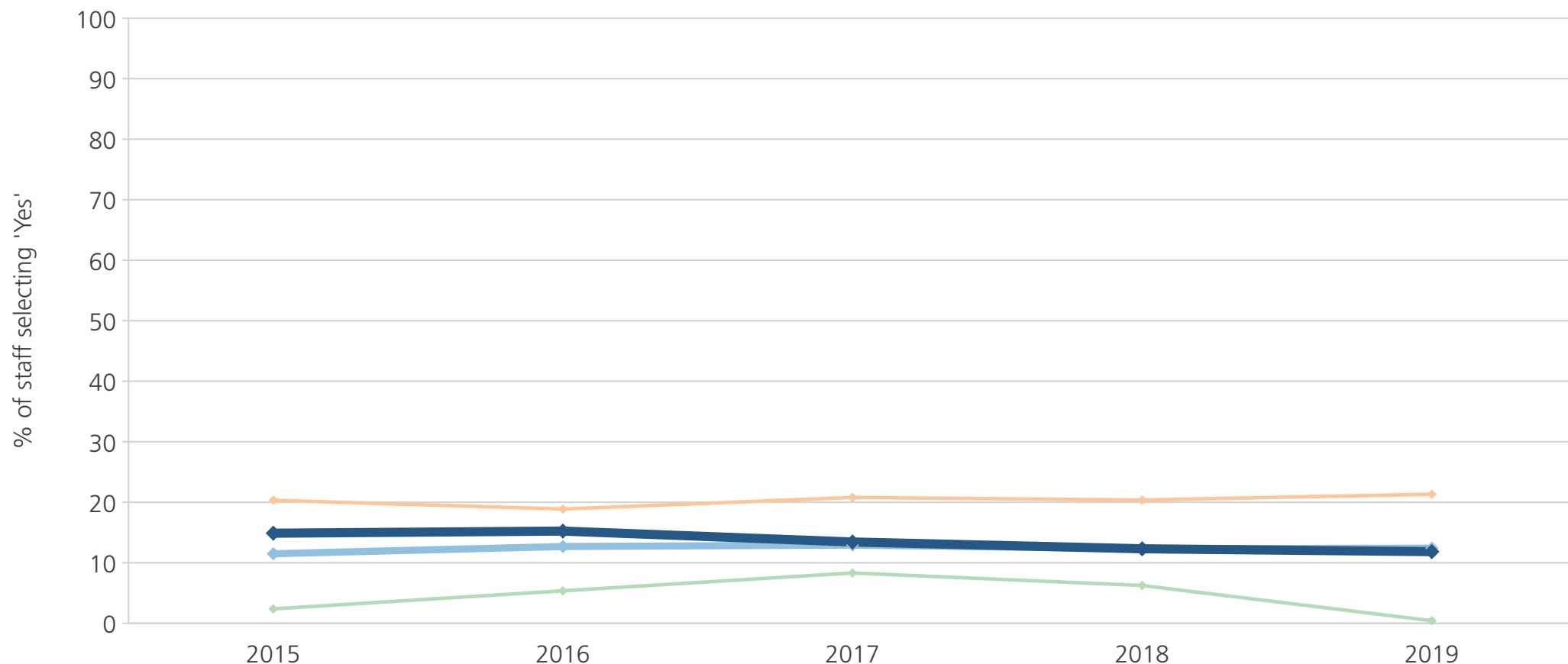


Best	61.7%	45.0%	43.0%	47.1%	47.9%
Your org	32.8%	38.0%	33.9%	38.9%	40.0%
Average	34.8%	39.0%	38.0%	38.9%	41.7%
Worst	27.3%	32.6%	30.6%	29.8%	20.5%
Responses	795	846	808	906	1,089

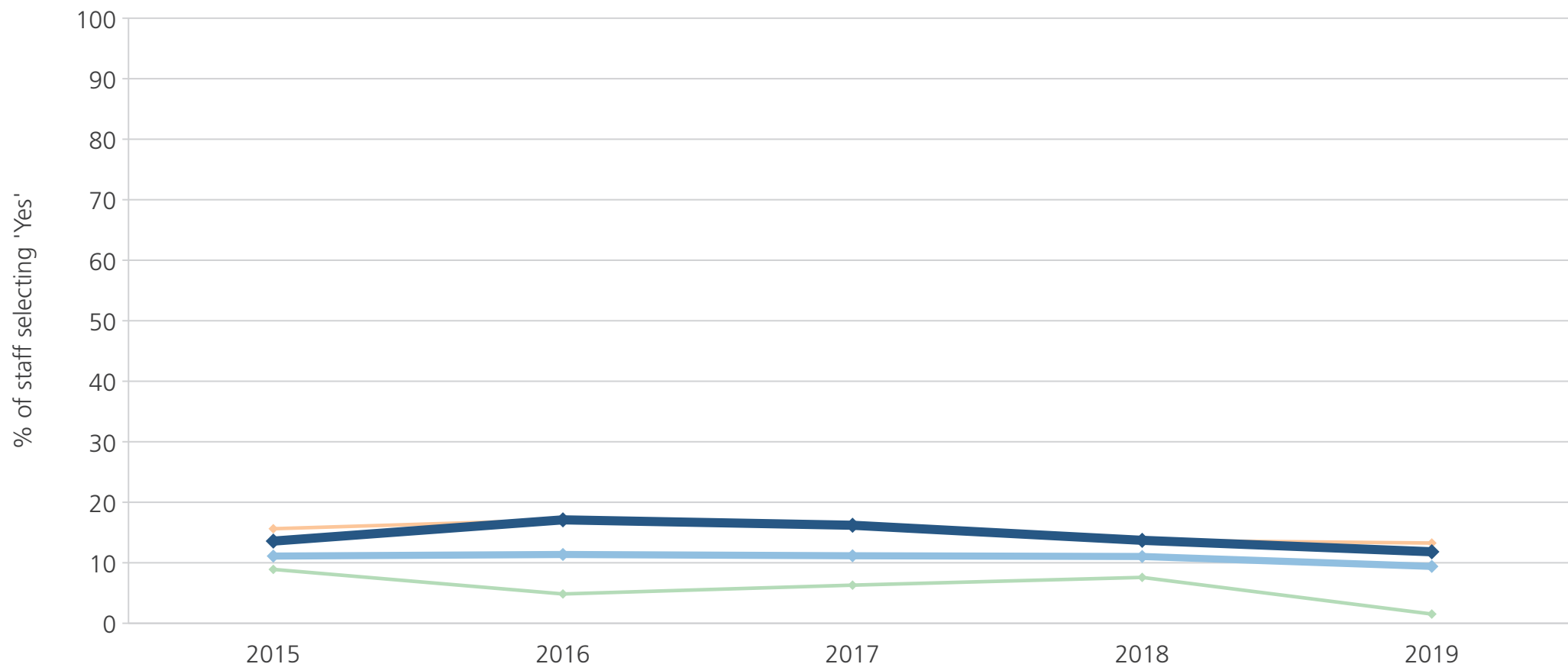




	2015	2016	2017	2018	2019
<b>Best</b>	75.9%	75.3%	82.7%	78.1%	93.5%
<b>Your org</b>	67.2%	63.9%	59.7%	64.8%	64.4%
<b>Average</b>	70.2%	69.4%	69.2%	70.8%	74.4%
<b>Worst</b>	60.0%	63.9%	59.0%	60.4%	64.4%
<b>Responses</b>	937	899	946	1,224	1,405

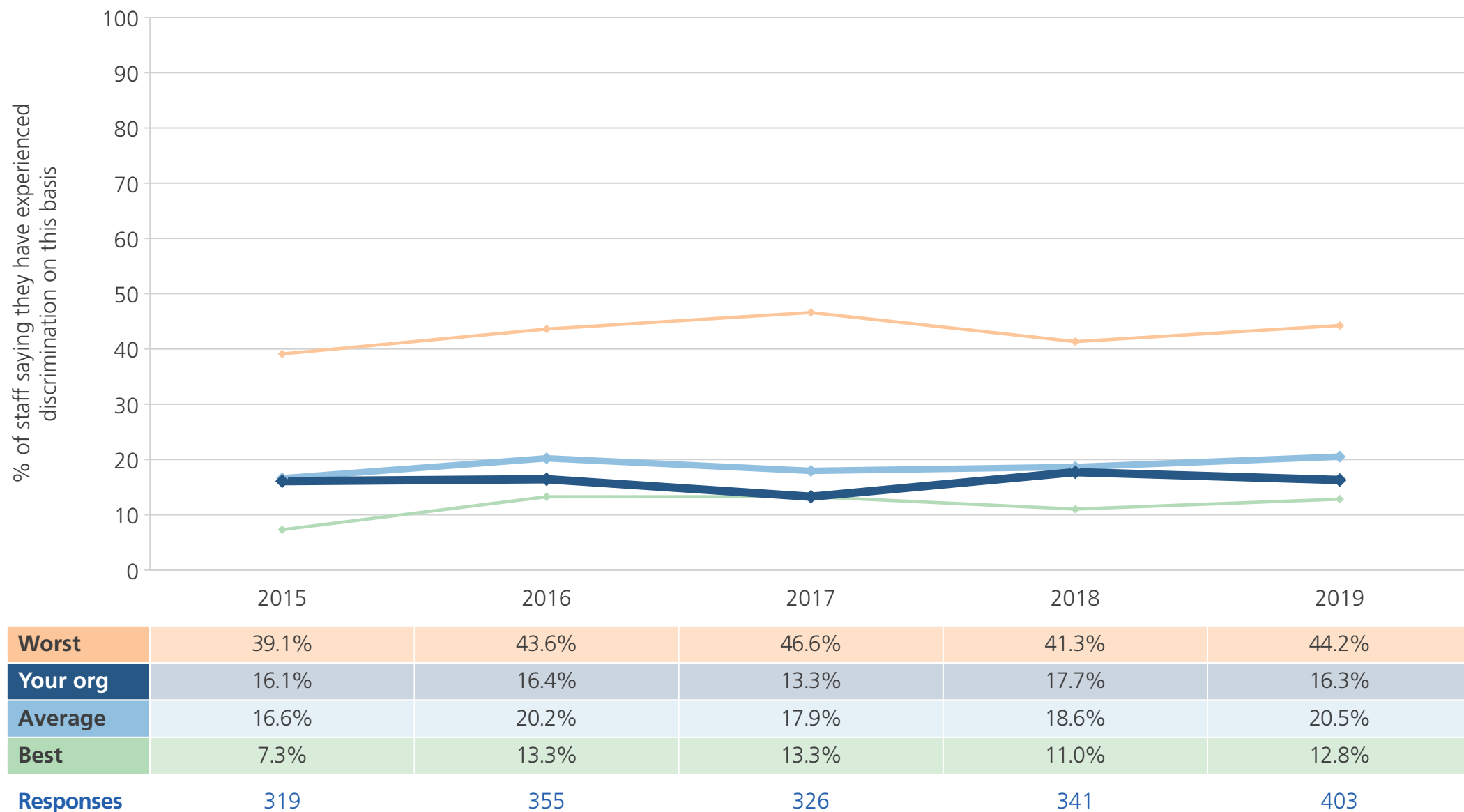


Worst	20.3%	18.9%	20.8%	20.4%	21.3%
Your org	14.9%	15.2%	13.4%	12.3%	11.8%
Average	11.5%	12.7%	12.9%	12.3%	12.4%
Best	2.4%	5.4%	8.3%	6.2%	0.4%
Responses	1,314	1,259	1,365	1,734	2,077

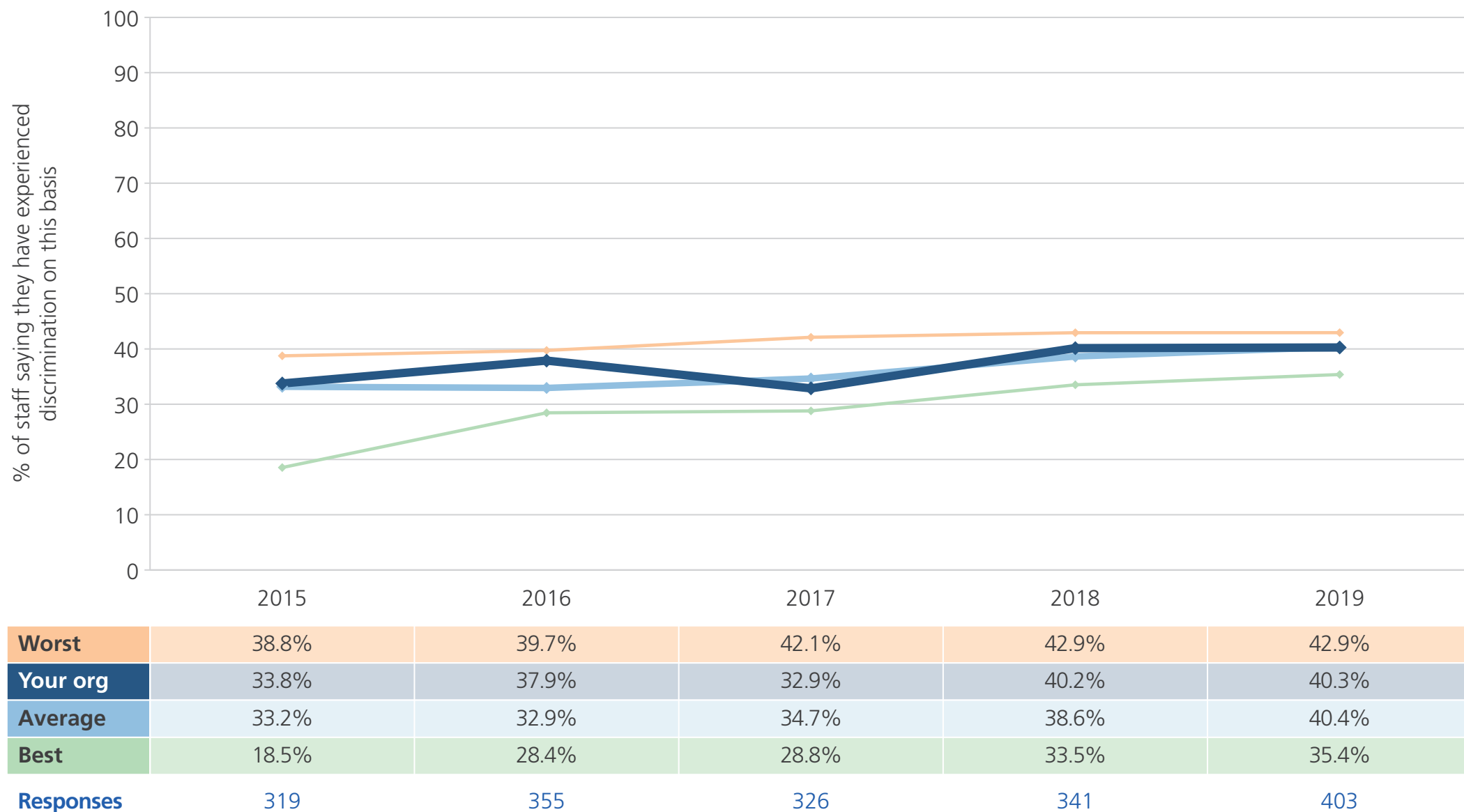


Worst	15.6%	17.1%	16.2%	13.7%	13.3%
Your org	13.6%	17.1%	16.2%	13.7%	11.8%
Average	11.1%	11.4%	11.2%	11.0%	9.4%
Best	8.9%	4.8%	6.3%	7.6%	1.5%
Responses	1,309	1,258	1,367	1,718	2,069

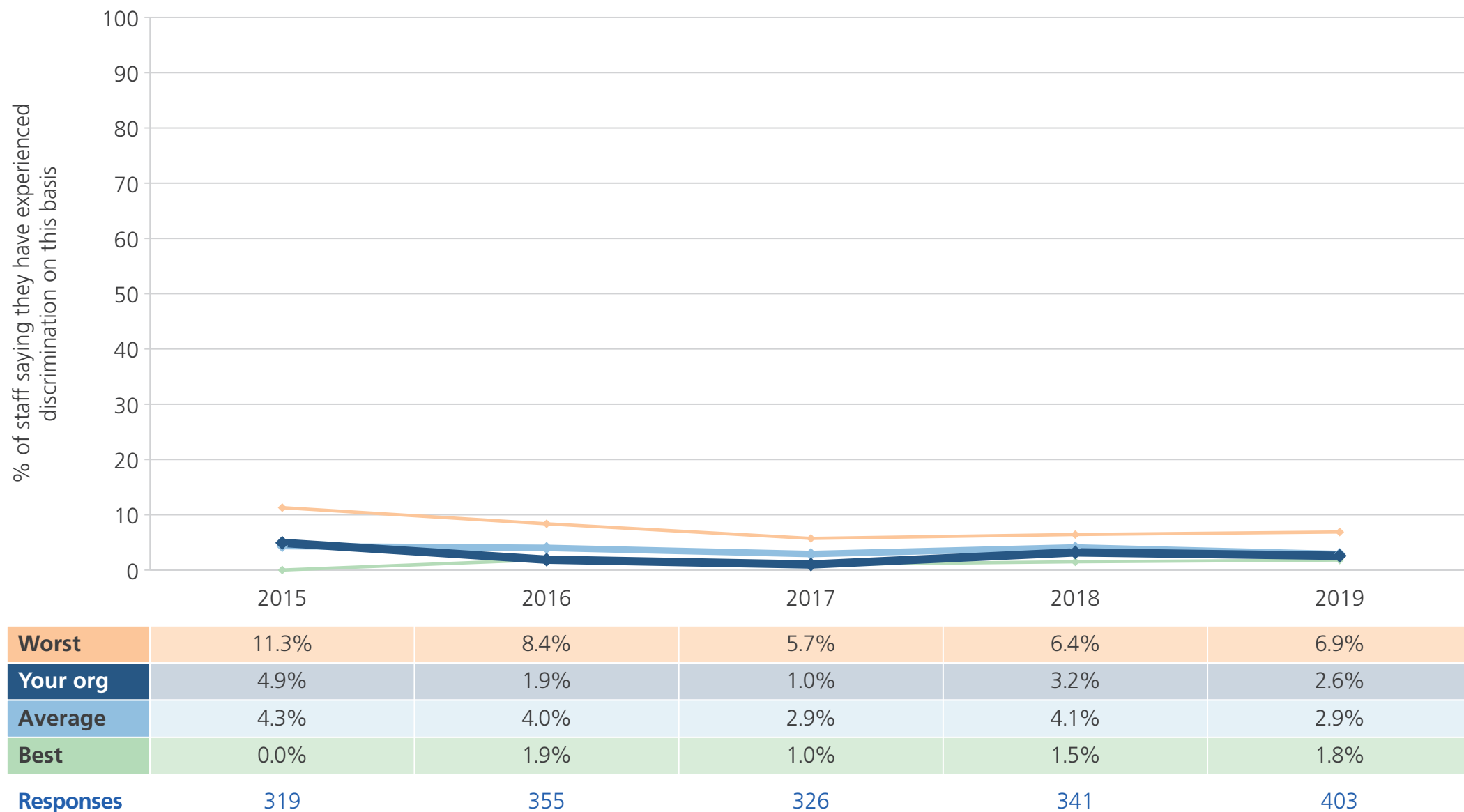
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



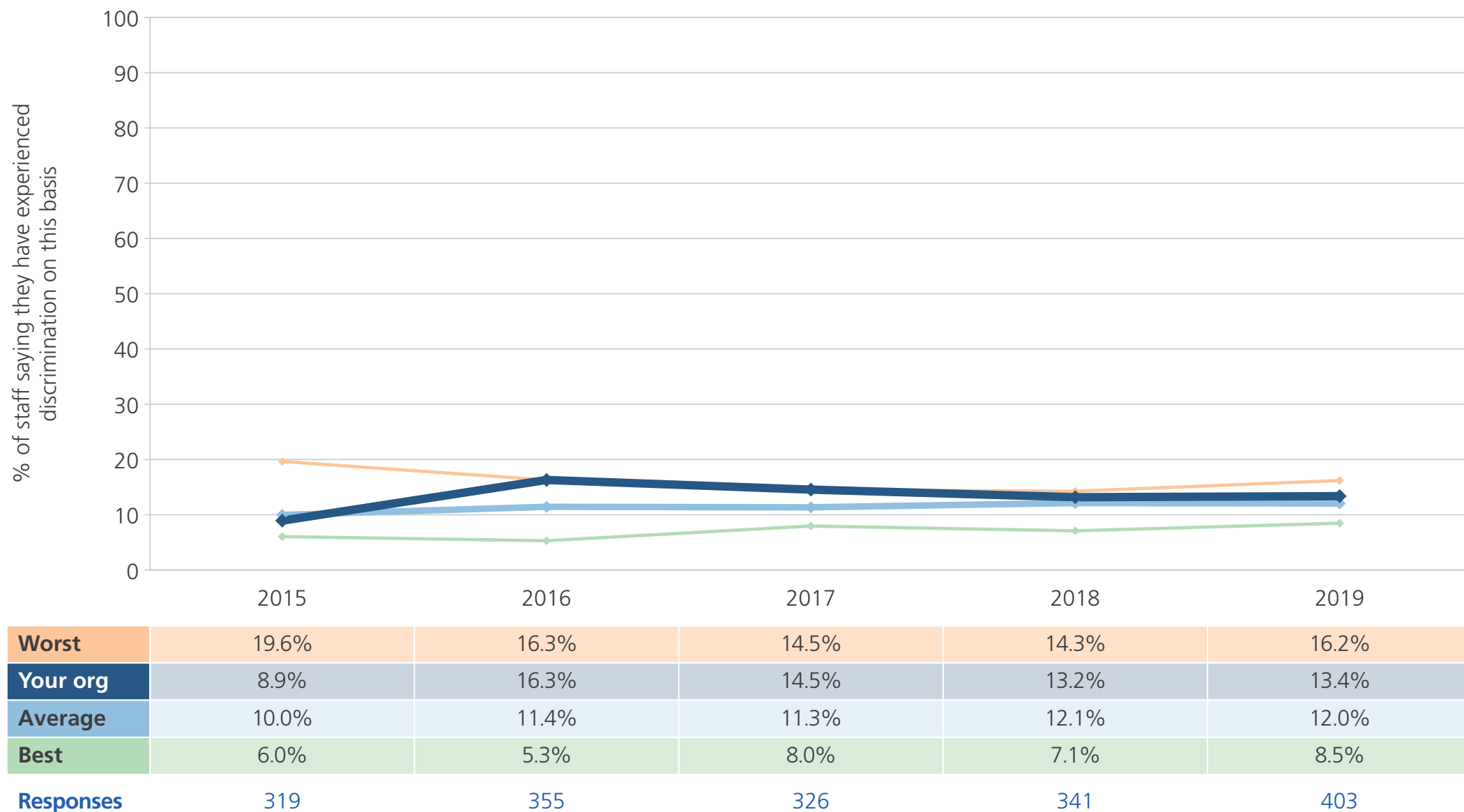
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



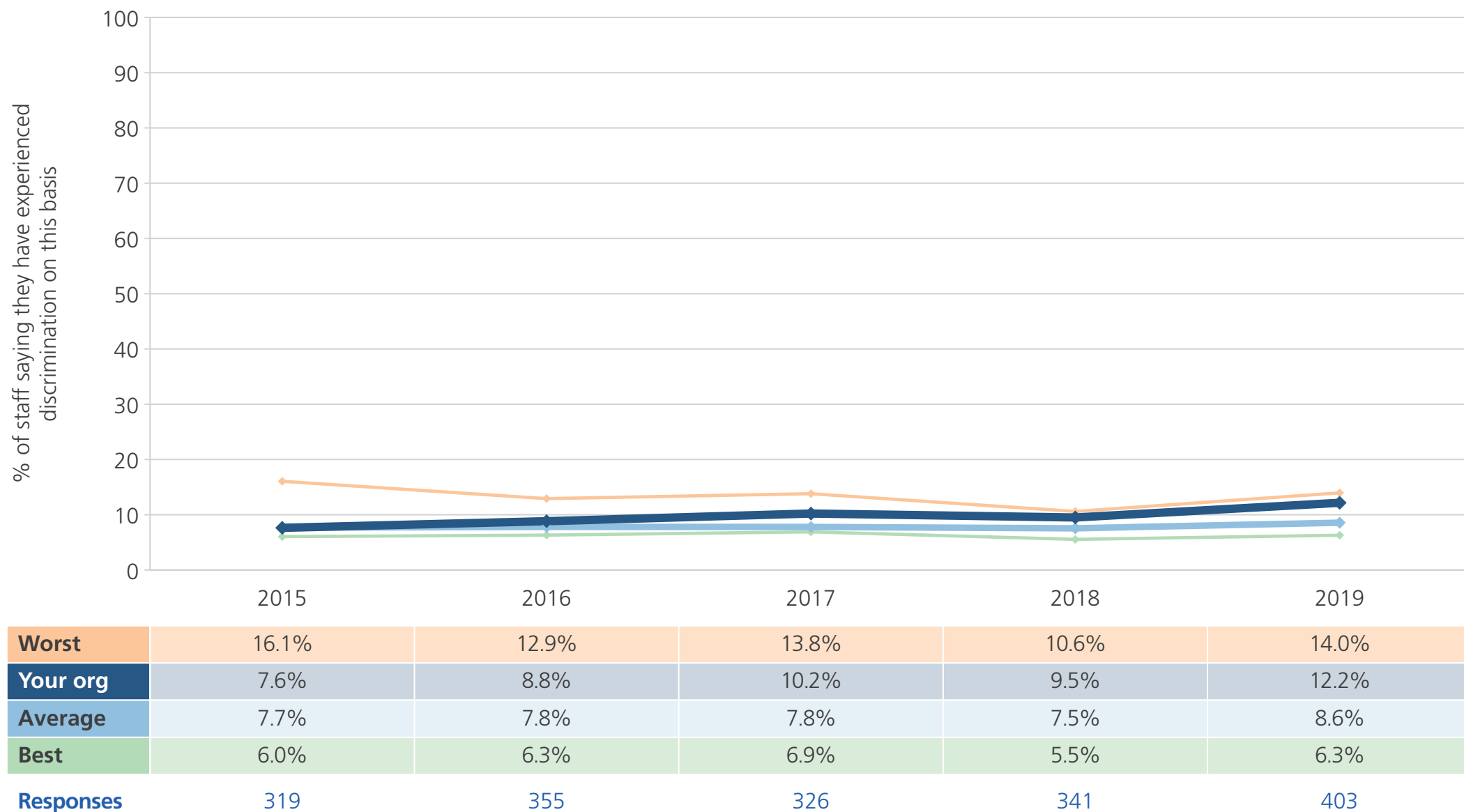
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



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

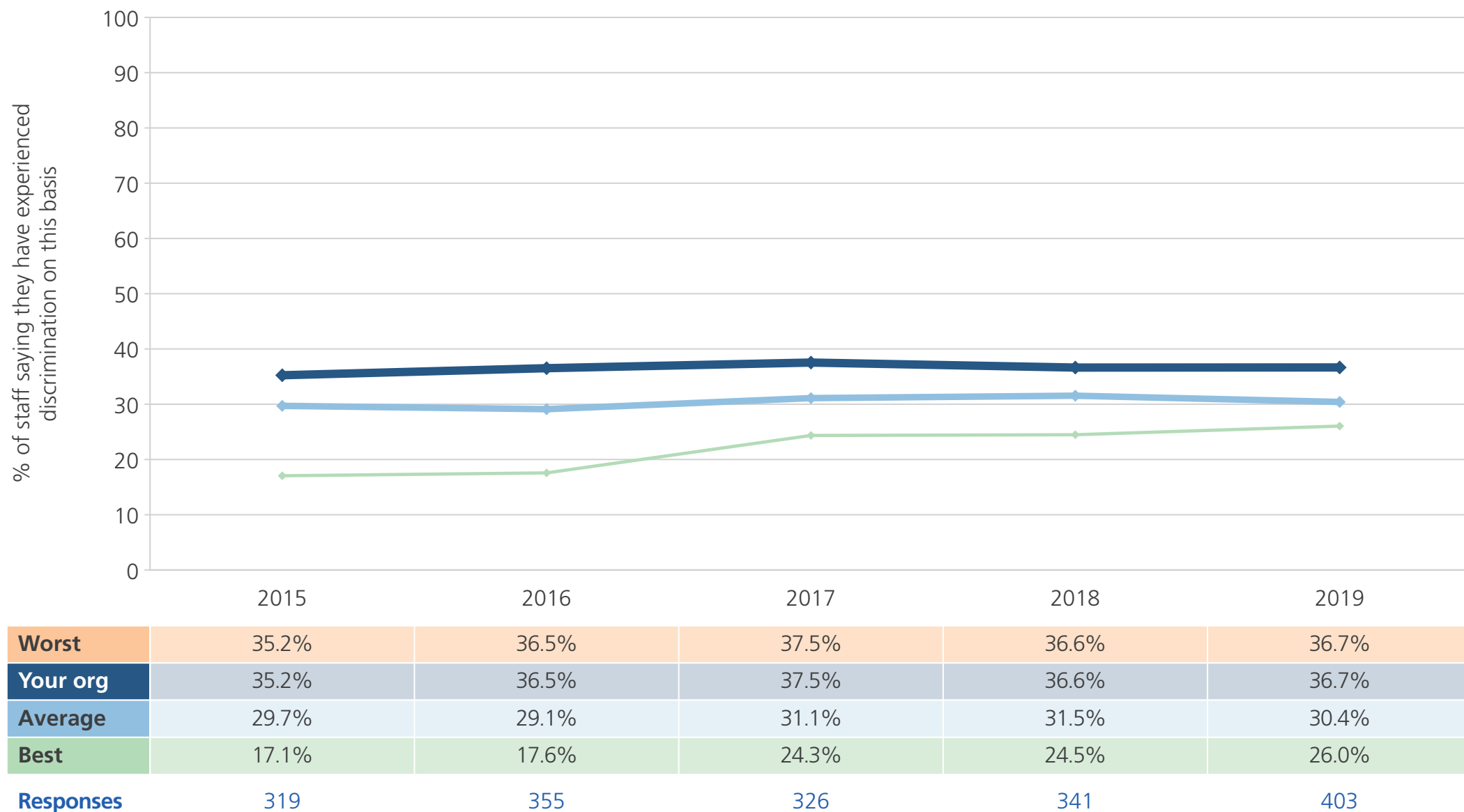


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

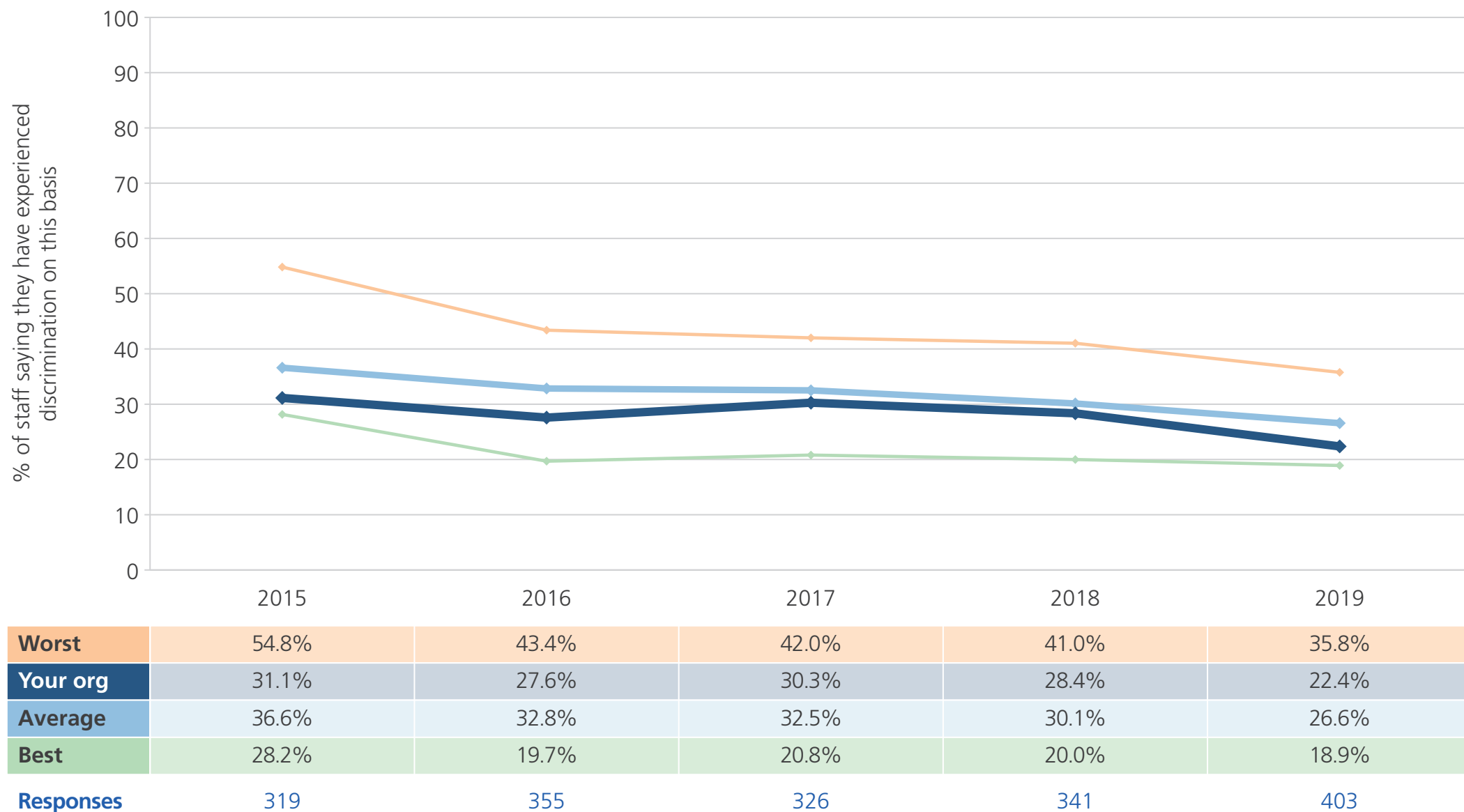


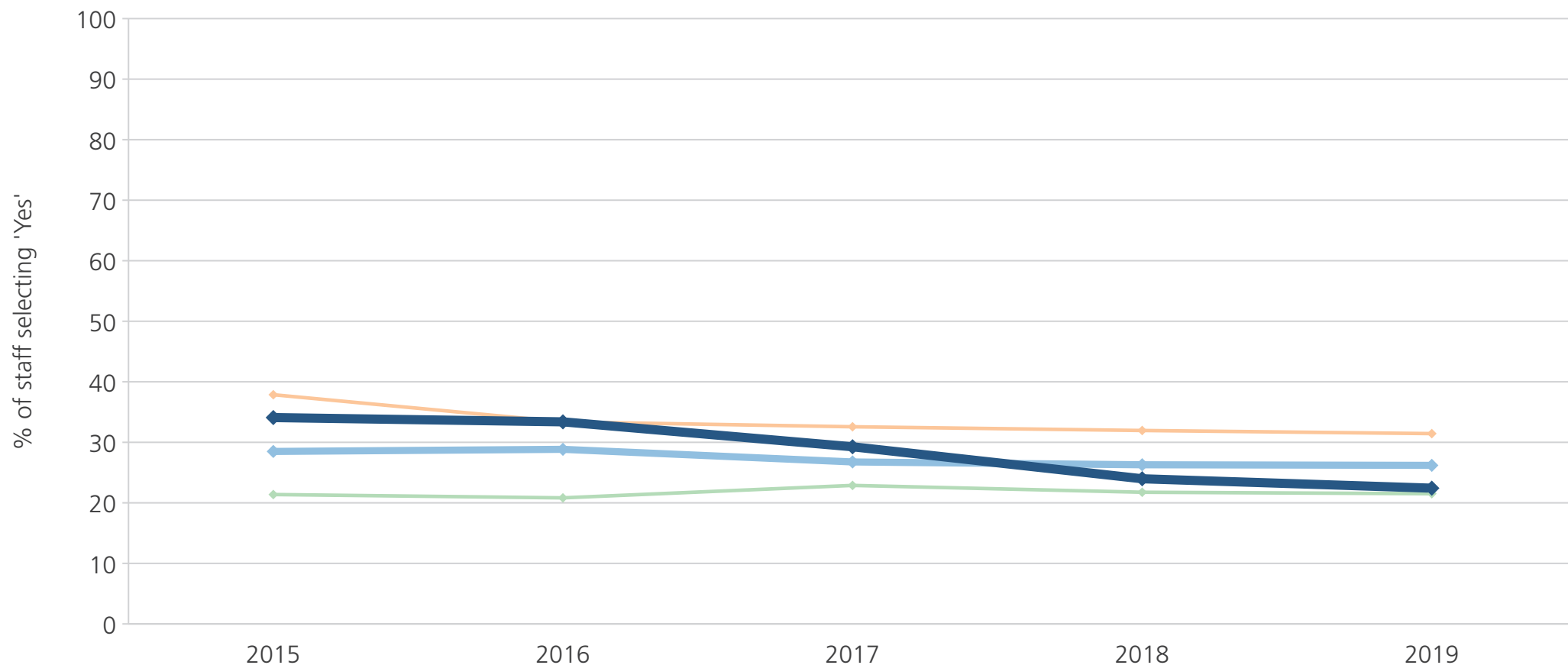


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

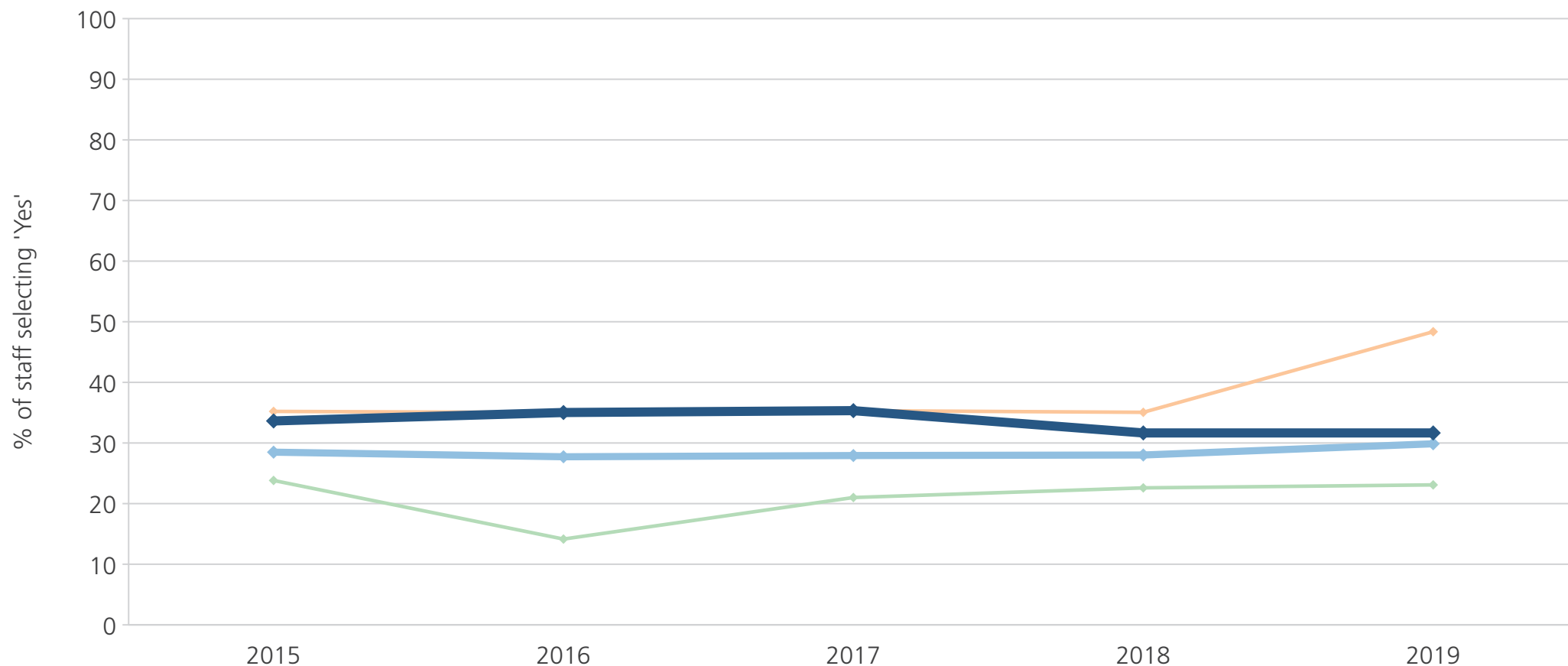


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



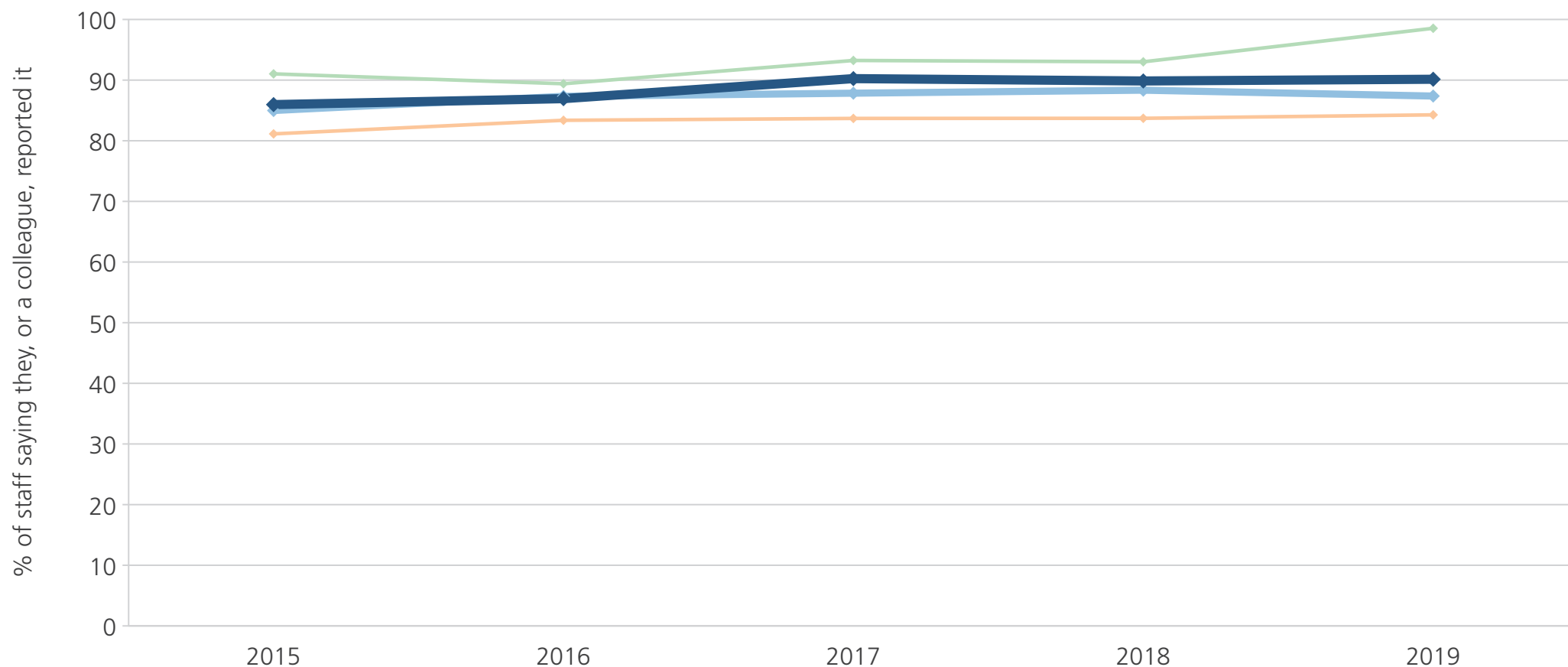


Worst	37.9%	33.4%	32.6%	32.0%	31.4%
Your org	34.1%	33.4%	29.3%	24.0%	22.4%
Average	28.5%	28.8%	26.8%	26.3%	26.2%
Best	21.4%	20.8%	22.9%	21.8%	21.5%
Responses	1,308	1,251	1,372	1,731	2,079

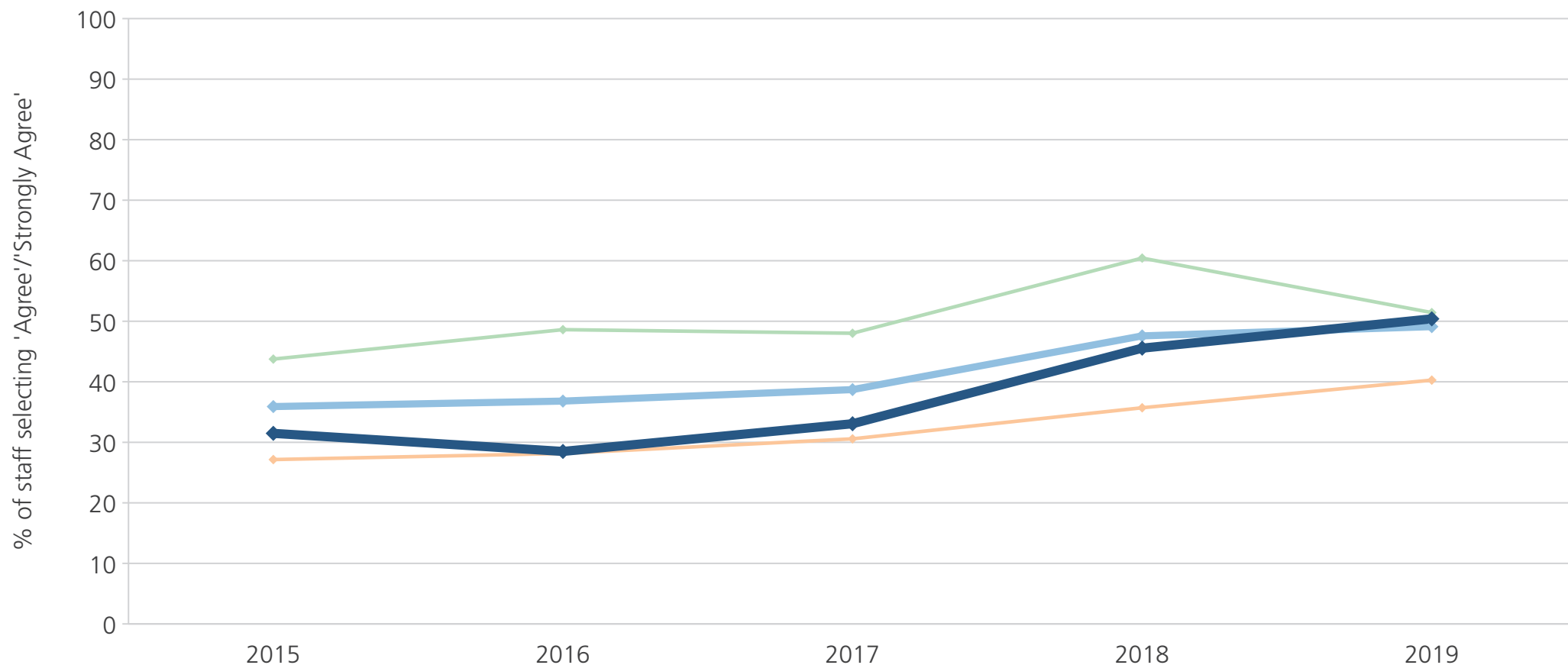


Worst	35.2%	35.0%	35.3%	35.1%	48.4%
Your org	33.6%	35.0%	35.3%	31.7%	31.7%
Average	28.5%	27.7%	27.9%	28.0%	29.9%
Best	23.8%	14.1%	21.0%	22.6%	23.1%
Responses	1,299	1,247	1,374	1,725	2,074

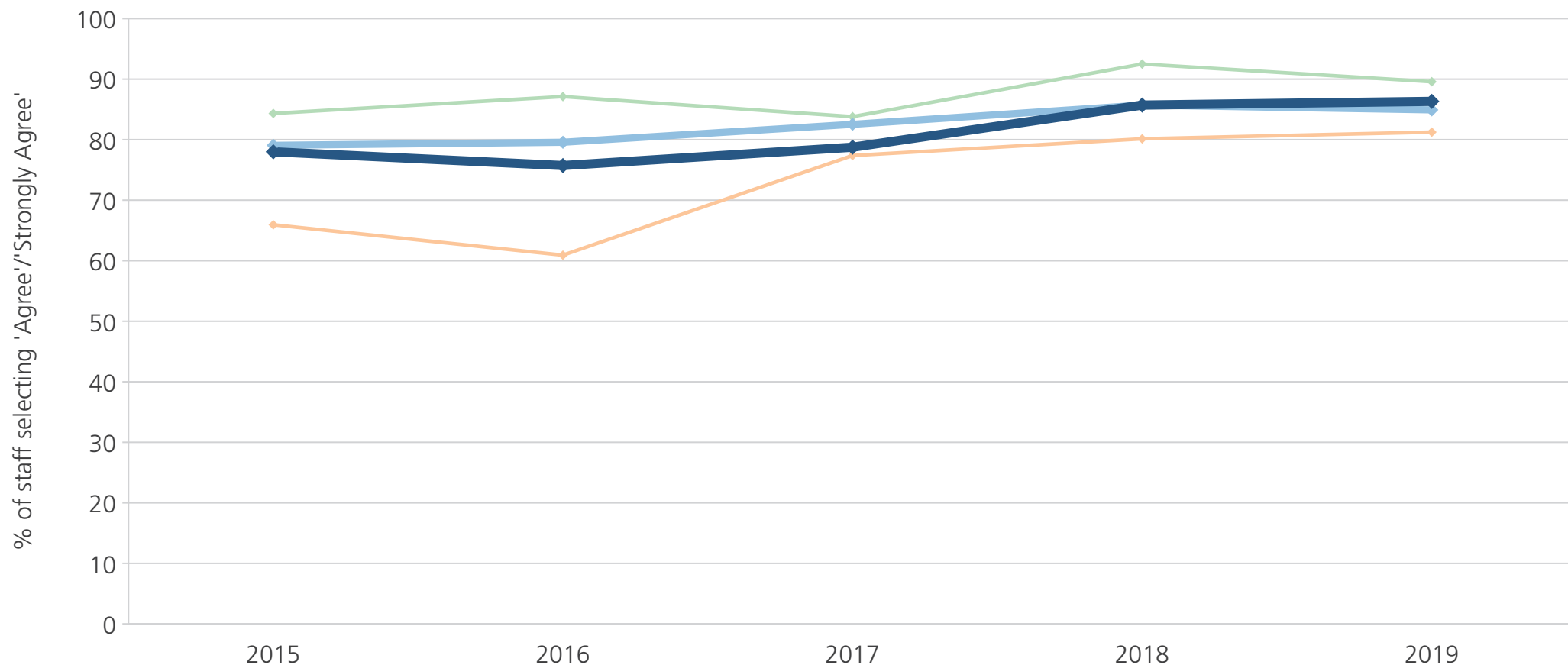
This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.



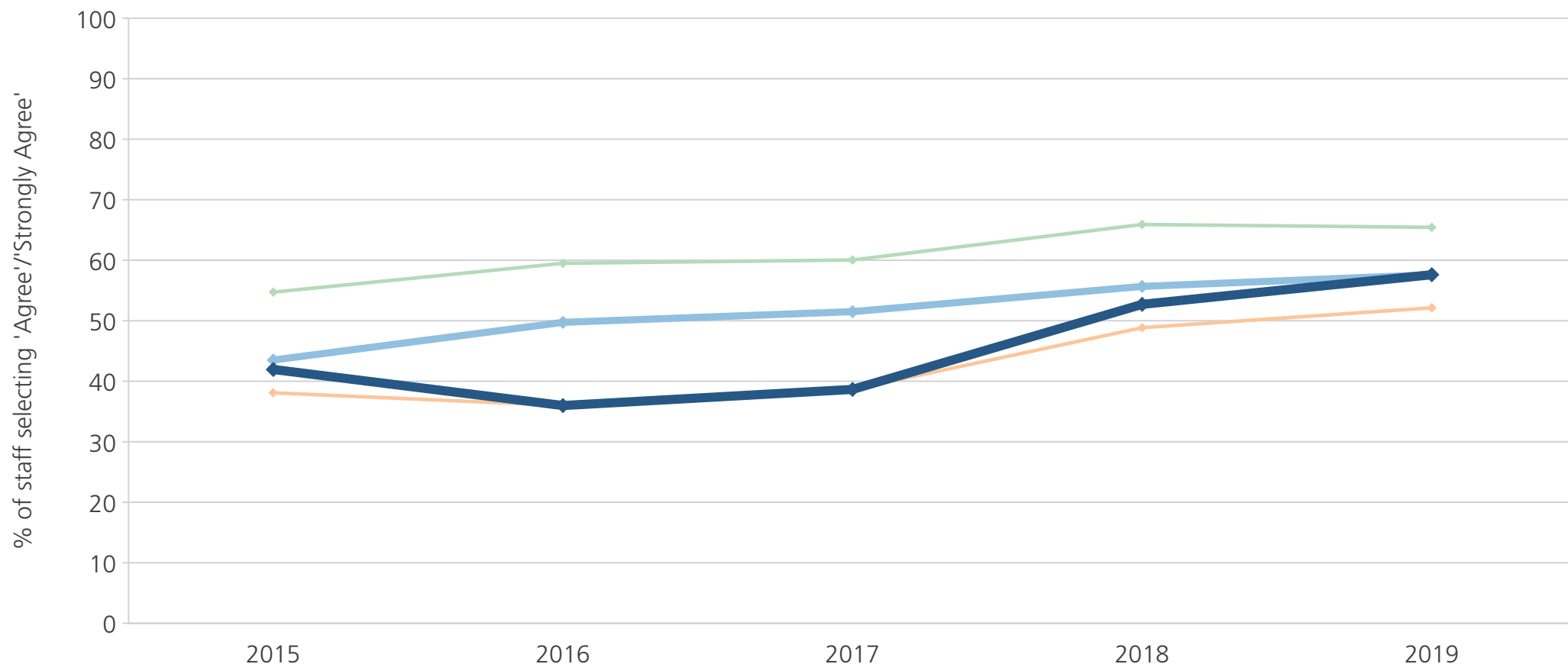
Best	91.0%	89.4%	93.2%	93.0%	98.5%
Your org	86.0%	86.9%	90.2%	89.9%	90.1%
Average	85.0%	87.3%	87.8%	88.3%	87.4%
Worst	81.1%	83.4%	83.7%	83.7%	84.3%
Responses	537	515	550	565	728



Best	43.7%	48.6%	48.0%	60.4%	51.4%
Your org	31.5%	28.5%	33.1%	45.6%	50.4%
Average	35.9%	36.8%	38.7%	47.6%	49.1%
Worst	27.2%	28.2%	30.6%	35.7%	40.3%
Responses	1,181	1,117	1,163	1,440	1,667

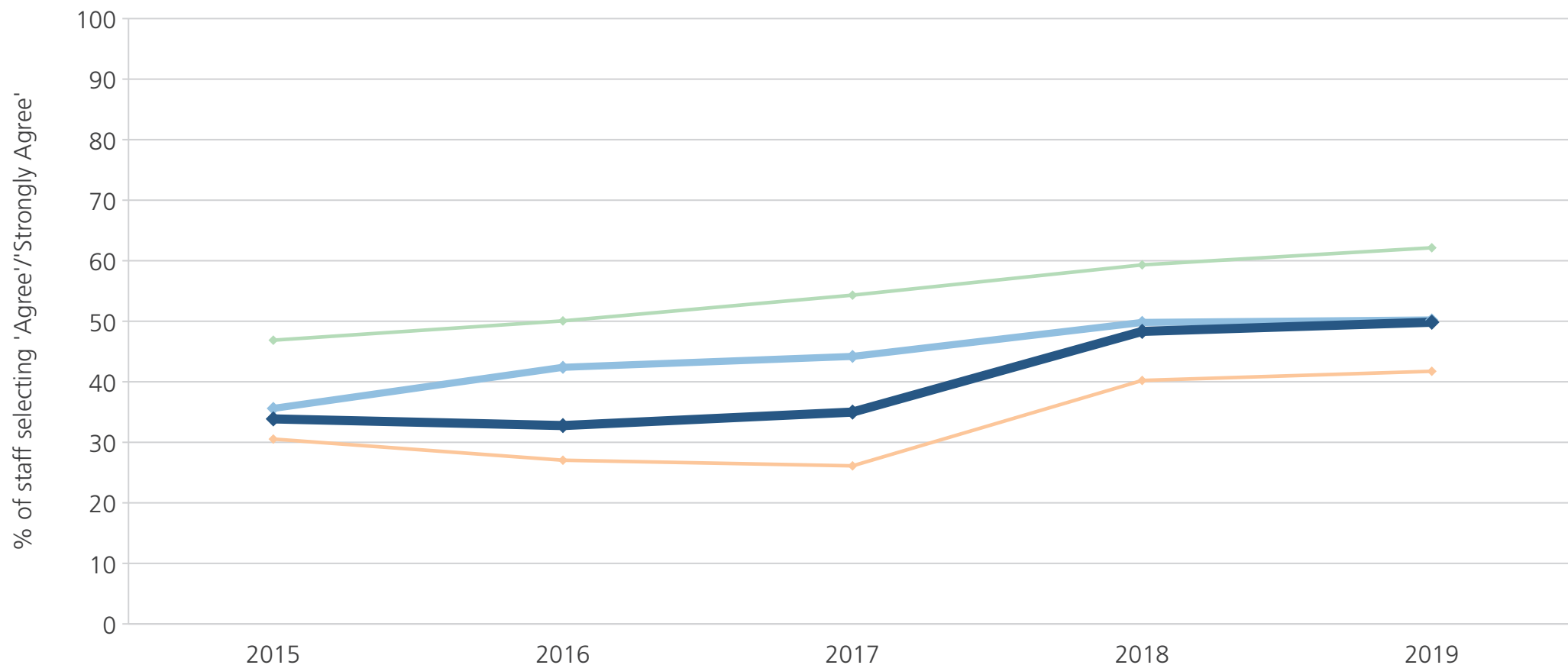


Best	84.3%	87.1%	83.8%	92.5%	89.6%
Your org	78.0%	75.7%	78.8%	85.7%	86.3%
Average	79.1%	79.6%	82.5%	85.7%	84.9%
Worst	65.9%	60.9%	77.4%	80.1%	81.2%
Responses	1,297	1,234	1,335	1,687	2,020

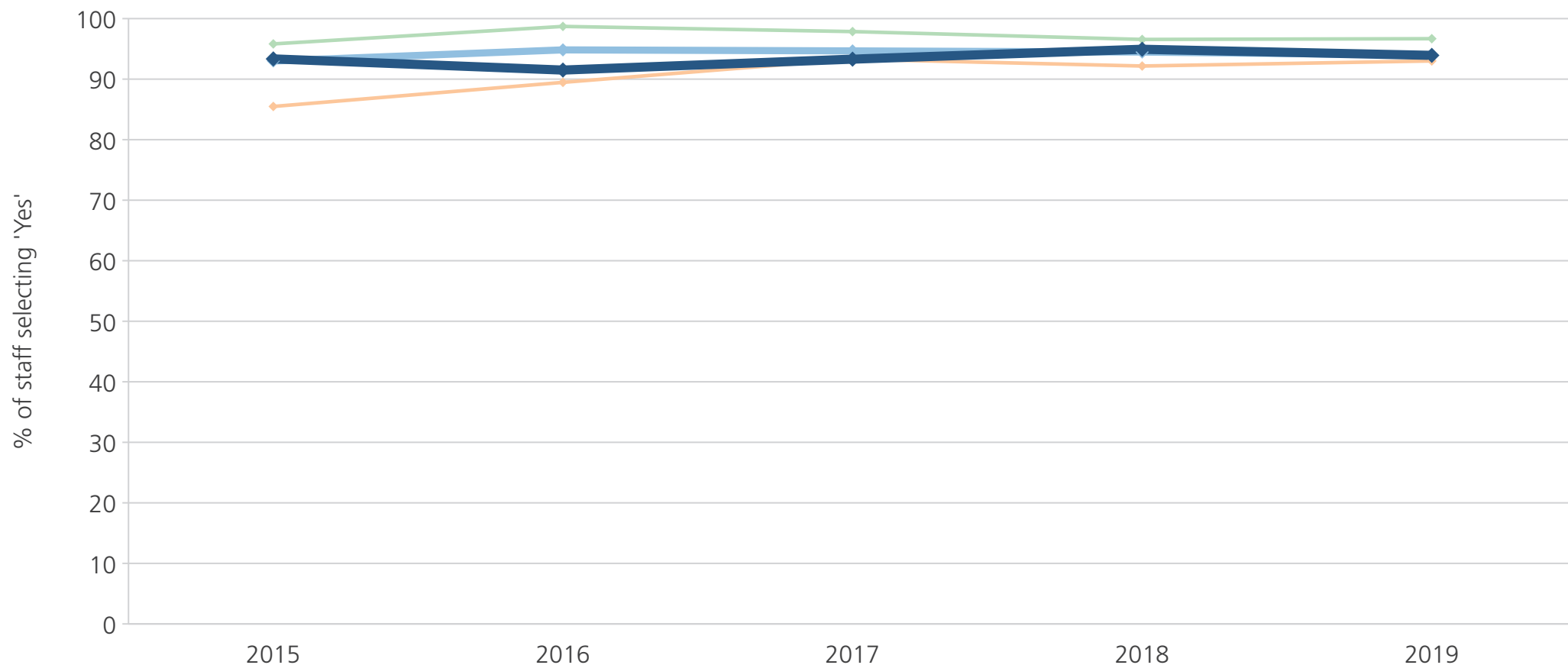


	2015	2016	2017	2018	2019
<b>Best</b>	54.7%	59.5%	60.0%	65.9%	65.4%
<b>Your org</b>	41.9%	36.0%	38.7%	52.7%	57.6%
<b>Average</b>	43.5%	49.7%	51.5%	55.7%	57.6%
<b>Worst</b>	38.1%	36.0%	38.7%	48.9%	52.1%
<b>Responses</b>	1,208	1,150	1,234	1,543	1,808

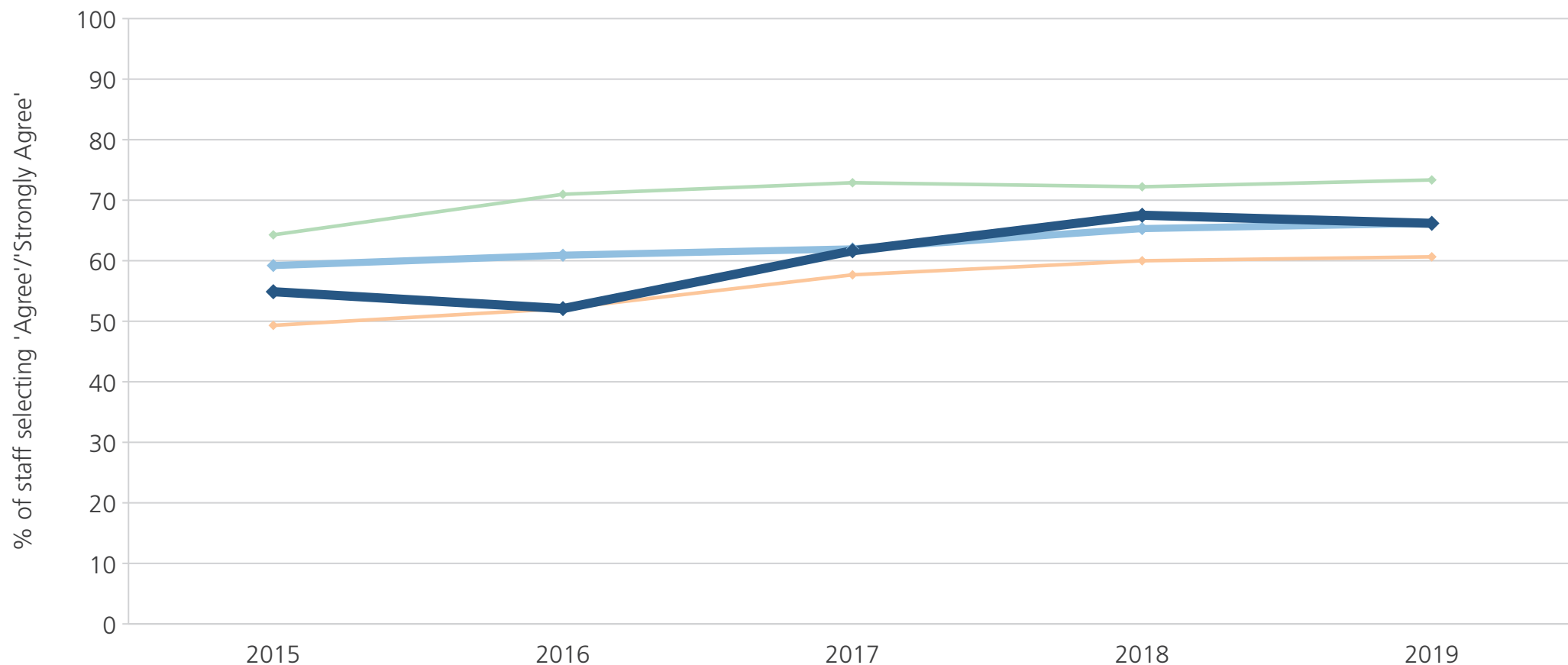




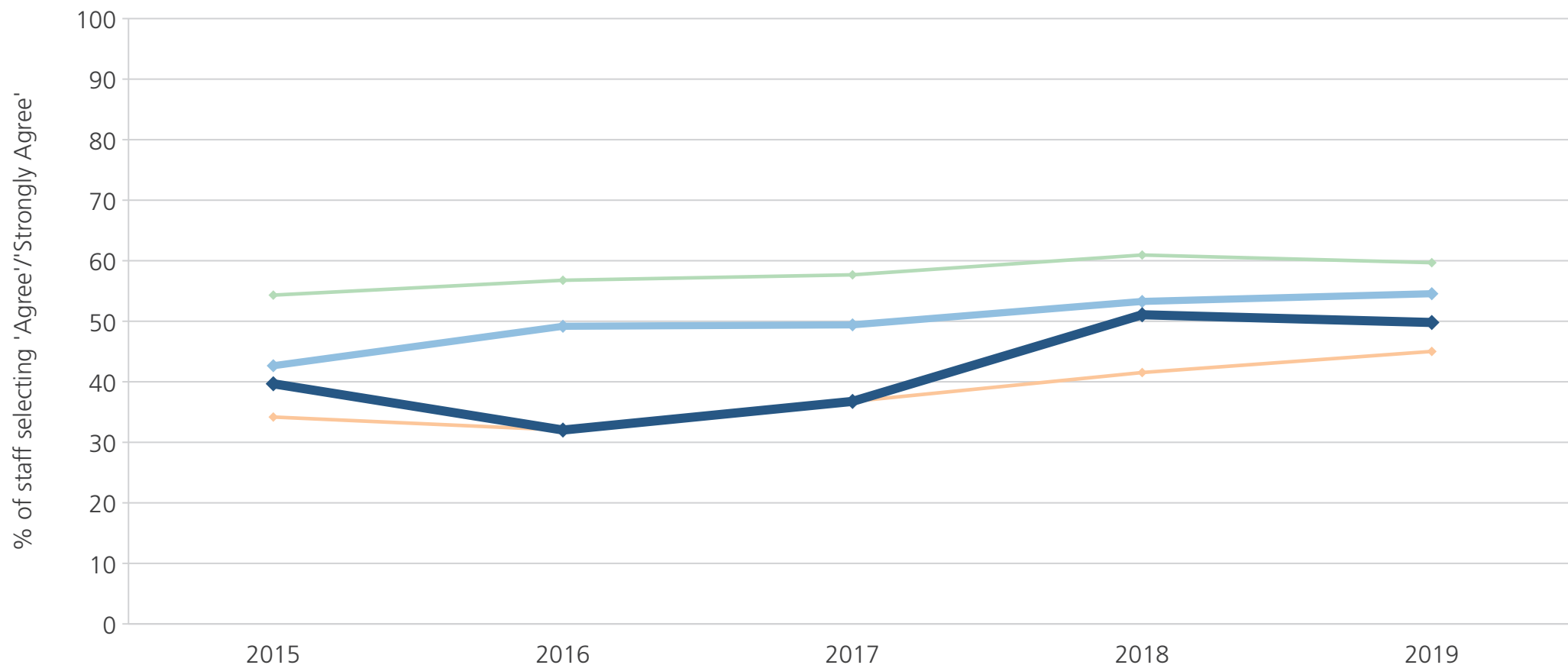
Best	46.9%	50.1%	54.3%	59.3%	62.1%
Your org	33.9%	32.8%	35.0%	48.3%	49.8%
Average	35.6%	42.4%	44.2%	49.8%	50.2%
Worst	30.5%	27.0%	26.1%	40.2%	41.7%
Responses	1,228	1,155	1,260	1,571	1,864



Best	95.8%	98.7%	97.9%	96.6%	96.7%
Your org	93.3%	91.5%	93.3%	94.9%	93.9%
Average	93.0%	94.8%	94.7%	94.5%	94.0%
Worst	85.5%	89.5%	93.3%	92.2%	93.0%
Responses	1,203	1,169	1,266	1,615	1,913



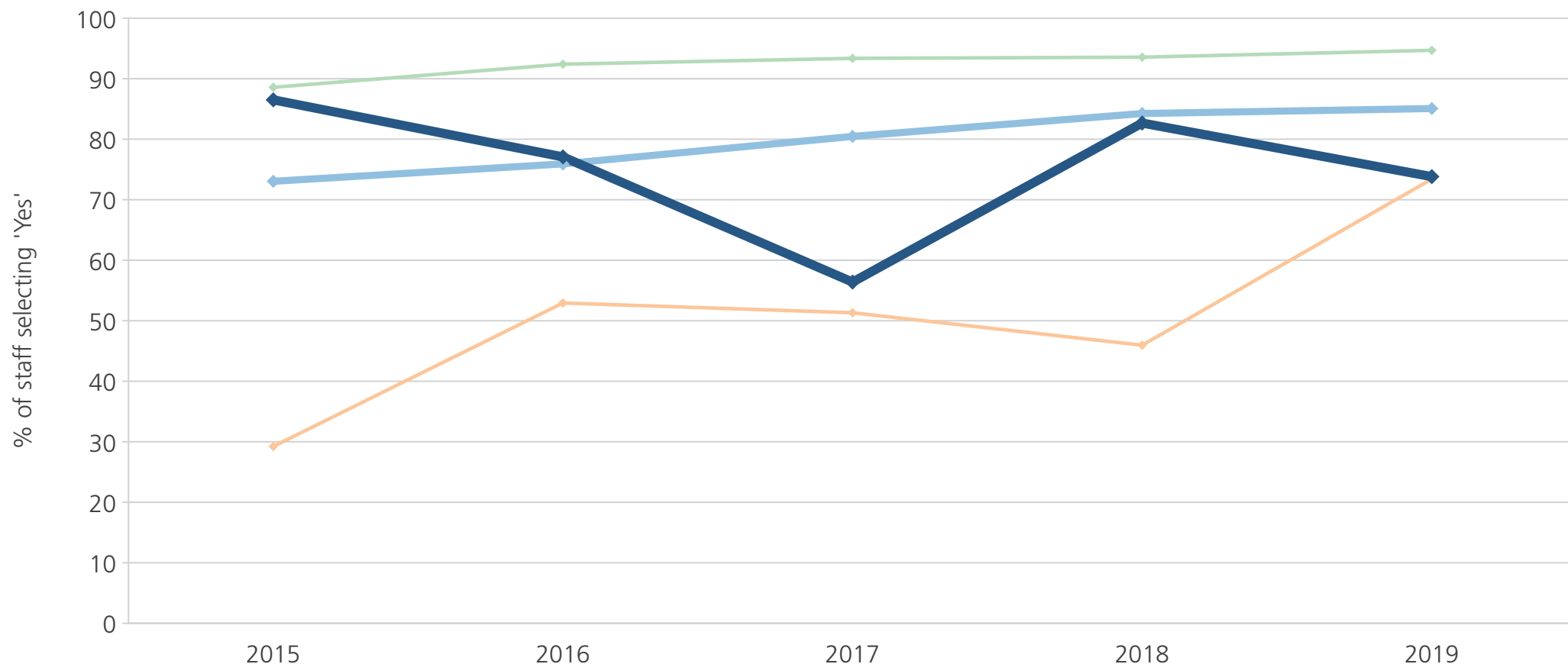
	2015	2016	2017	2018	2019
<b>Best</b>	64.3%	71.0%	72.9%	72.2%	73.3%
<b>Your org</b>	54.9%	52.1%	61.6%	67.5%	66.2%
<b>Average</b>	59.2%	60.9%	62.0%	65.3%	66.2%
<b>Worst</b>	49.3%	52.1%	57.7%	60.0%	60.6%
<b>Responses</b>	1,305	1,253	1,378	1,738	2,084



Best	54.3%	56.8%	57.7%	60.9%	59.7%
Your org	39.7%	32.0%	36.8%	51.1%	49.8%
Average	42.7%	49.2%	49.4%	53.3%	54.6%
Worst	34.2%	32.0%	36.8%	41.5%	45.0%
Responses	1,306	1,252	1,374	1,733	2,083

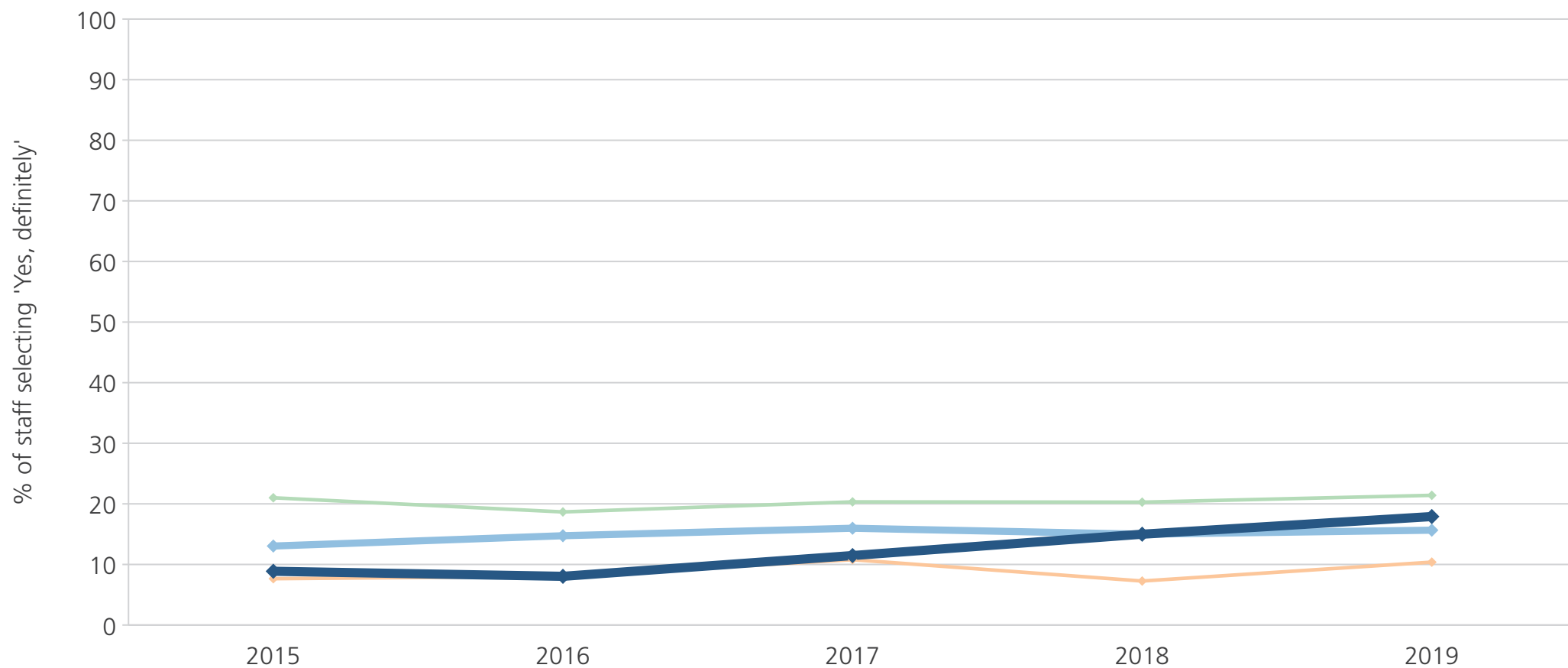
# Question results – Your personal development

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



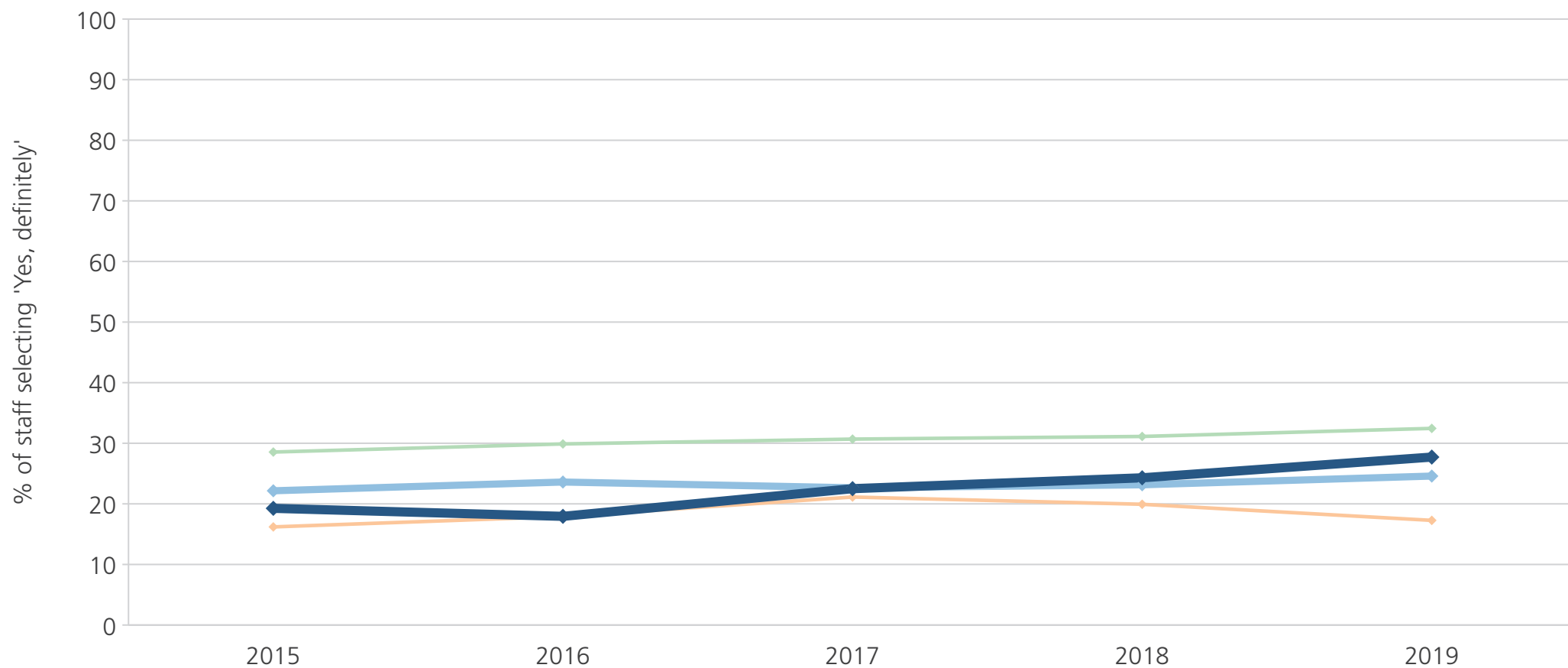
Best	88.6%	92.4%	93.4%	93.6%	94.7%
Your org	86.5%	77.1%	56.4%	82.7%	73.8%
Average	73.0%	75.9%	80.5%	84.2%	85.1%
Worst	29.2%	52.9%	51.3%	46.0%	73.4%
Responses	1,290	1,246	1,299	1,665	1,958

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



Best	21.0%	18.7%	20.3%	20.3%	21.4%
Your org	8.9%	8.0%	11.5%	15.0%	17.9%
Average	13.0%	14.7%	16.0%	15.0%	15.7%
Worst	7.6%	8.0%	10.8%	7.3%	10.4%
Responses	1,113	950	723	1,371	1,449

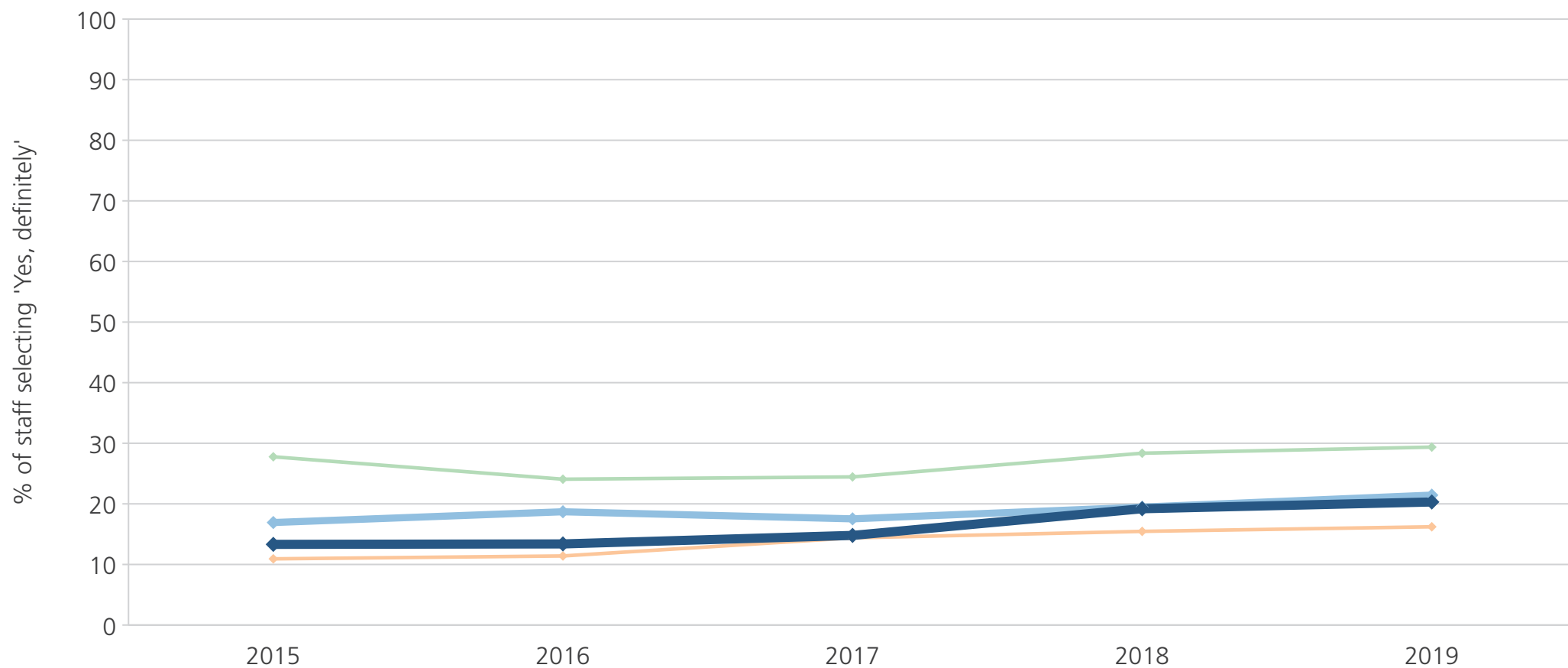
This question was only answered by staff who selected 'Yes' on q19a.



Best	28.5%	29.9%	30.7%	31.1%	32.5%
Your org	19.3%	17.9%	22.5%	24.3%	27.7%
Average	22.2%	23.6%	22.7%	23.1%	24.6%
Worst	16.2%	17.9%	21.1%	19.9%	17.3%
Responses	1,112	947	721	1,369	1,444

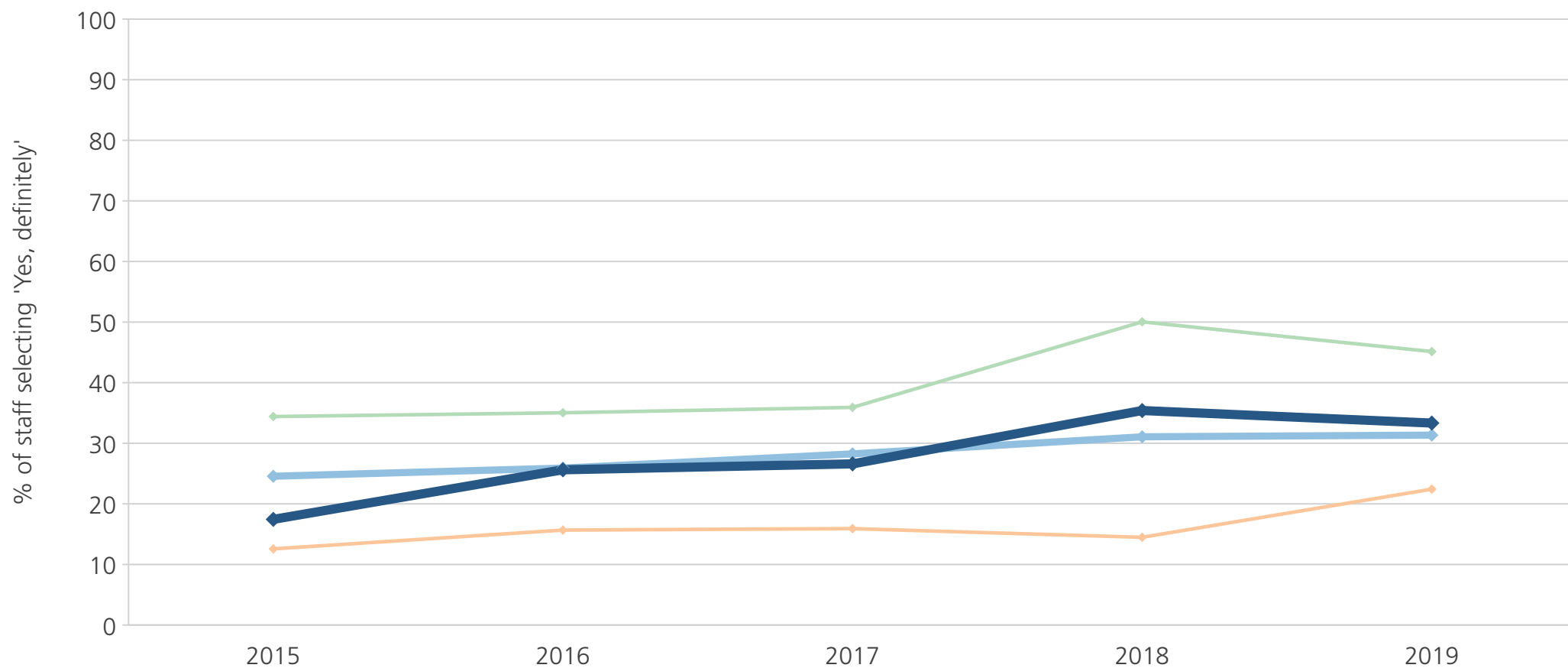


This question was only answered by staff who selected 'Yes' on q19a.



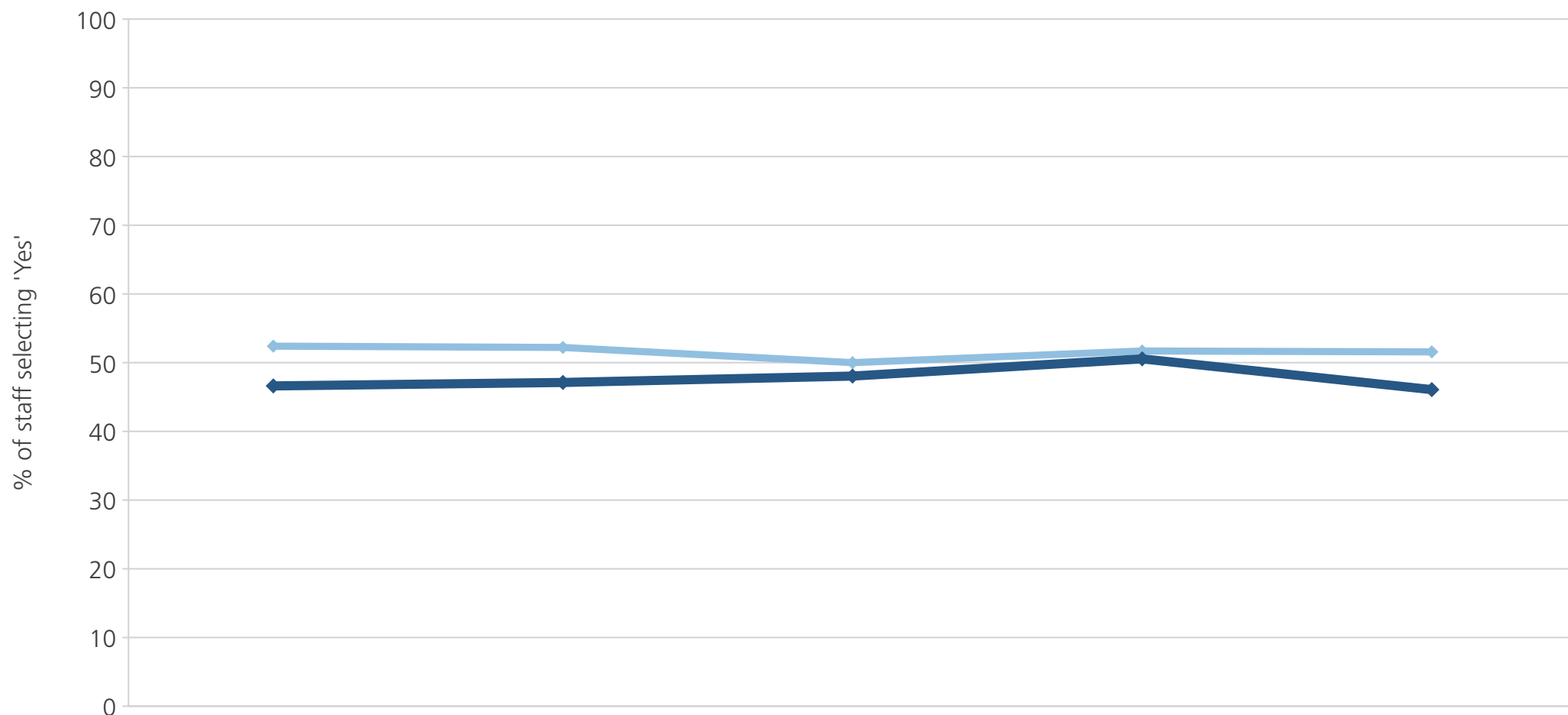
Best	27.8%	24.1%	24.4%	28.4%	29.4%
Your org	13.3%	13.4%	14.8%	19.2%	20.3%
Average	16.9%	18.7%	17.5%	19.5%	21.4%
Worst	10.9%	11.4%	14.4%	15.5%	16.2%
Responses	1,108	948	722	1,369	1,442

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



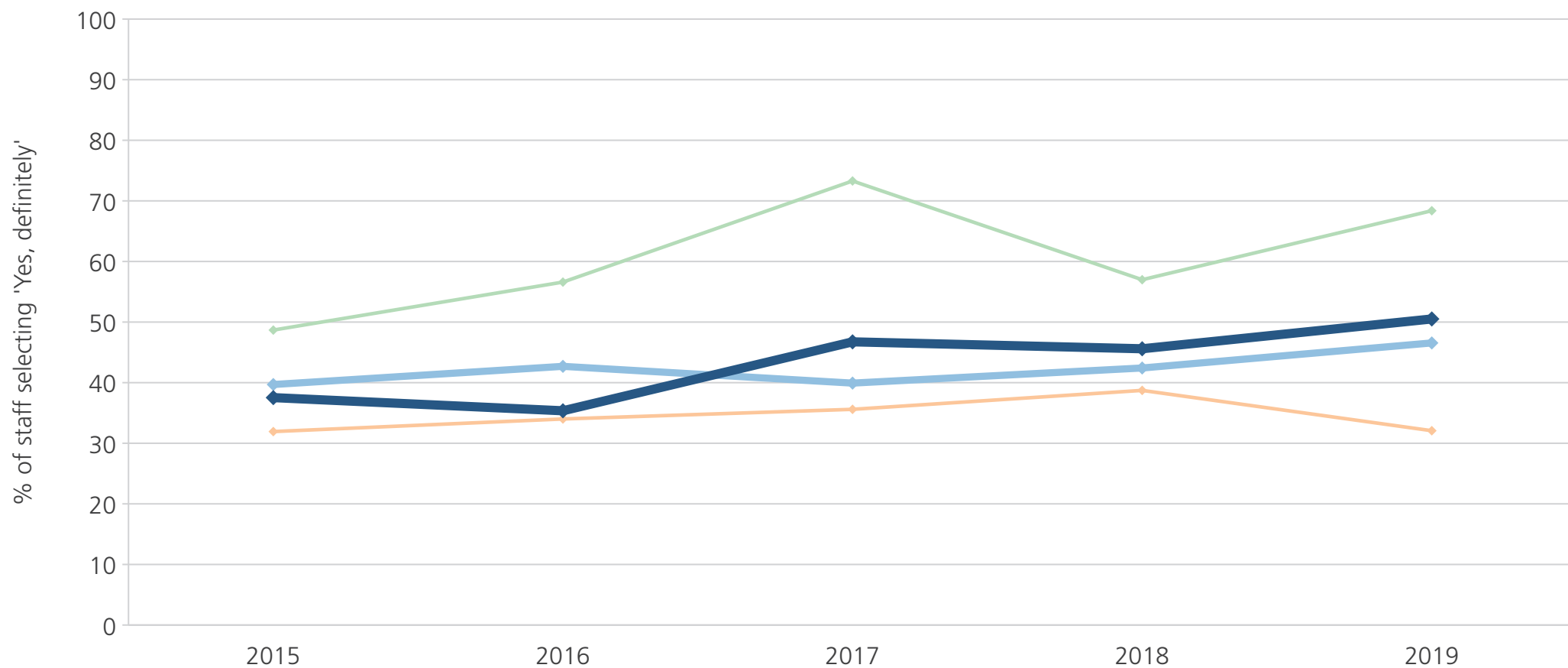
Best	34.4%	35.0%	35.9%	50.0%	45.1%
Your org	17.4%	25.6%	26.6%	35.4%	33.3%
Average	24.6%	25.9%	28.2%	31.1%	31.3%
Worst	12.6%	15.7%	15.9%	14.5%	22.4%
Responses	1,104	939	721	1,362	1,434

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

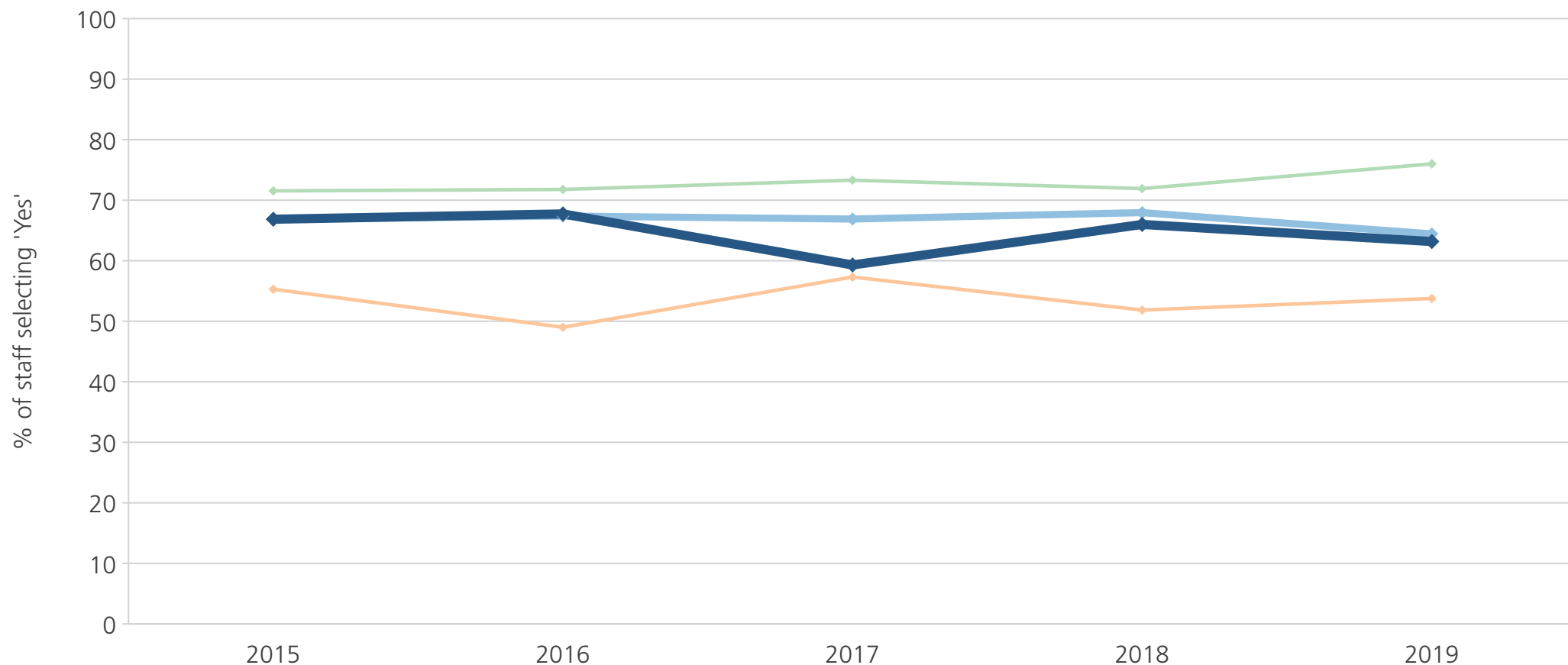


	2015	2016	2017	2018	2019
<b>Your org</b>	46.6%	47.1%	48.0%	50.6%	46.1%
<b>Average</b>	52.4%	52.2%	50.0%	51.7%	51.6%
<b>Responses</b>	1,107	936	716	1,361	1,439

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



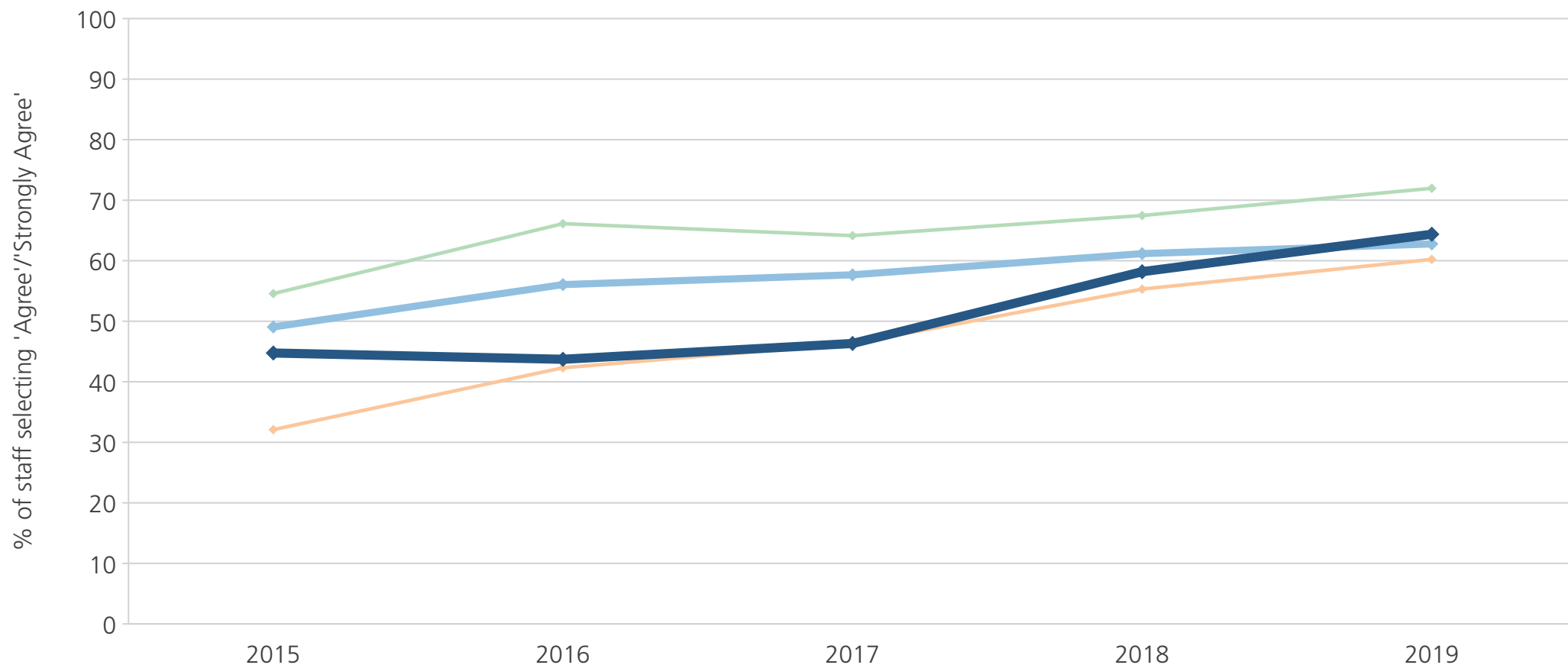
Best	48.7%	56.6%	73.3%	57.0%	68.4%
Your org	37.5%	35.4%	46.7%	45.6%	50.5%
Average	39.7%	42.7%	39.9%	42.4%	46.6%
Worst	31.9%	34.0%	35.6%	38.7%	32.1%
Responses	510	430	341	683	656



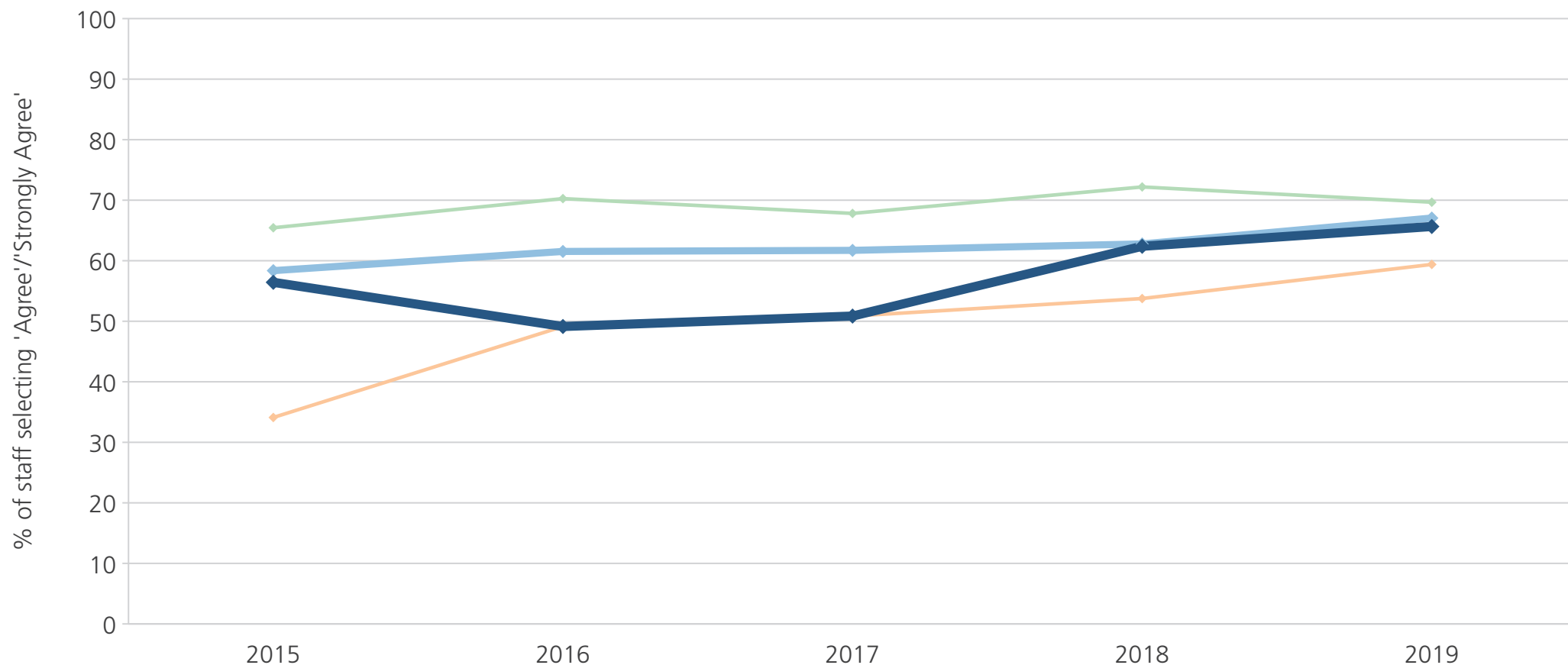
	2015	2016	2017	2018	2019
Best	71.5%	71.8%	73.3%	71.9%	76.0%
Your org	66.9%	67.7%	59.3%	66.0%	63.2%
Average	66.9%	67.4%	66.9%	67.9%	64.4%
Worst	55.3%	49.0%	57.3%	51.8%	53.8%
Responses	1,297	1,249	1,336	1,700	2,032

# Question results – Your organisation

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

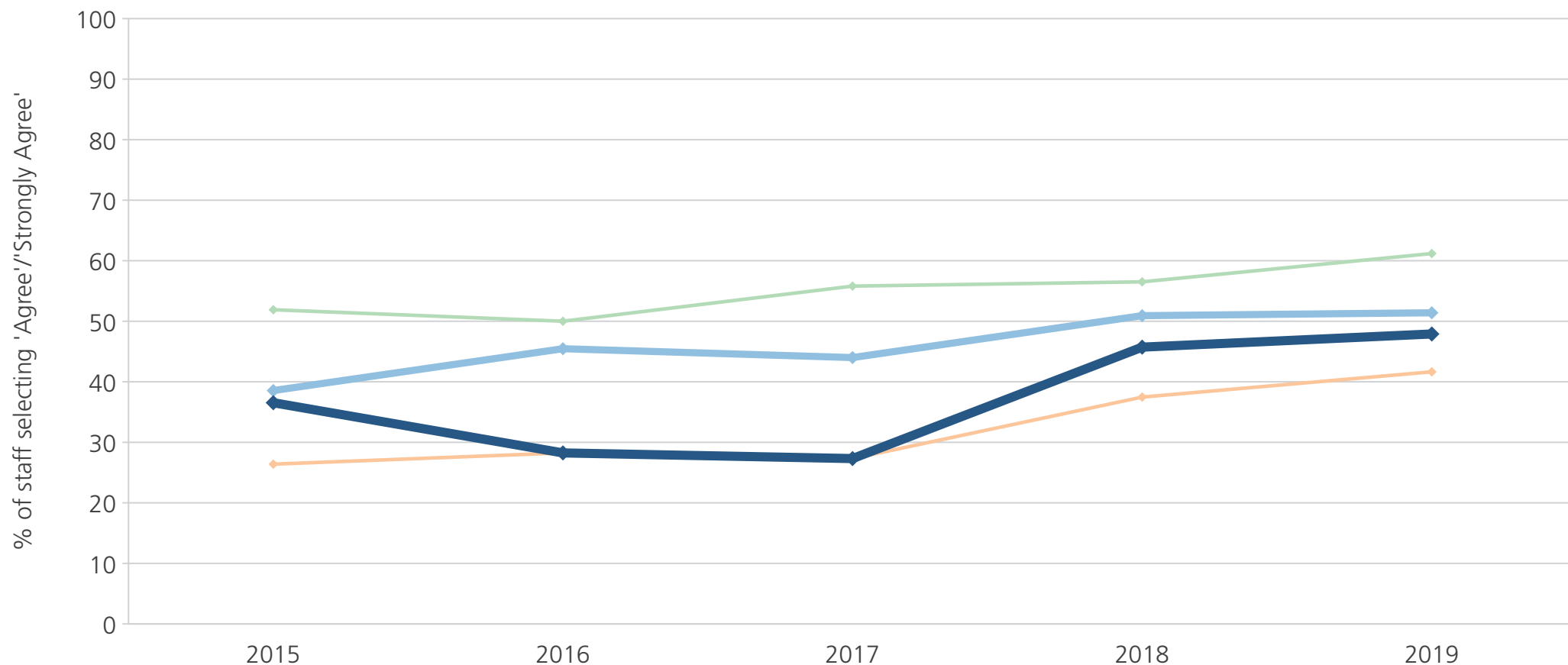


Best	54.6%	66.1%	64.1%	67.5%	72.0%
Your org	44.8%	43.7%	46.3%	58.2%	64.4%
Average	49.1%	56.1%	57.7%	61.2%	62.8%
Worst	32.1%	42.3%	46.3%	55.3%	60.2%
Responses	1,320	1,269	1,356	1,737	2,083

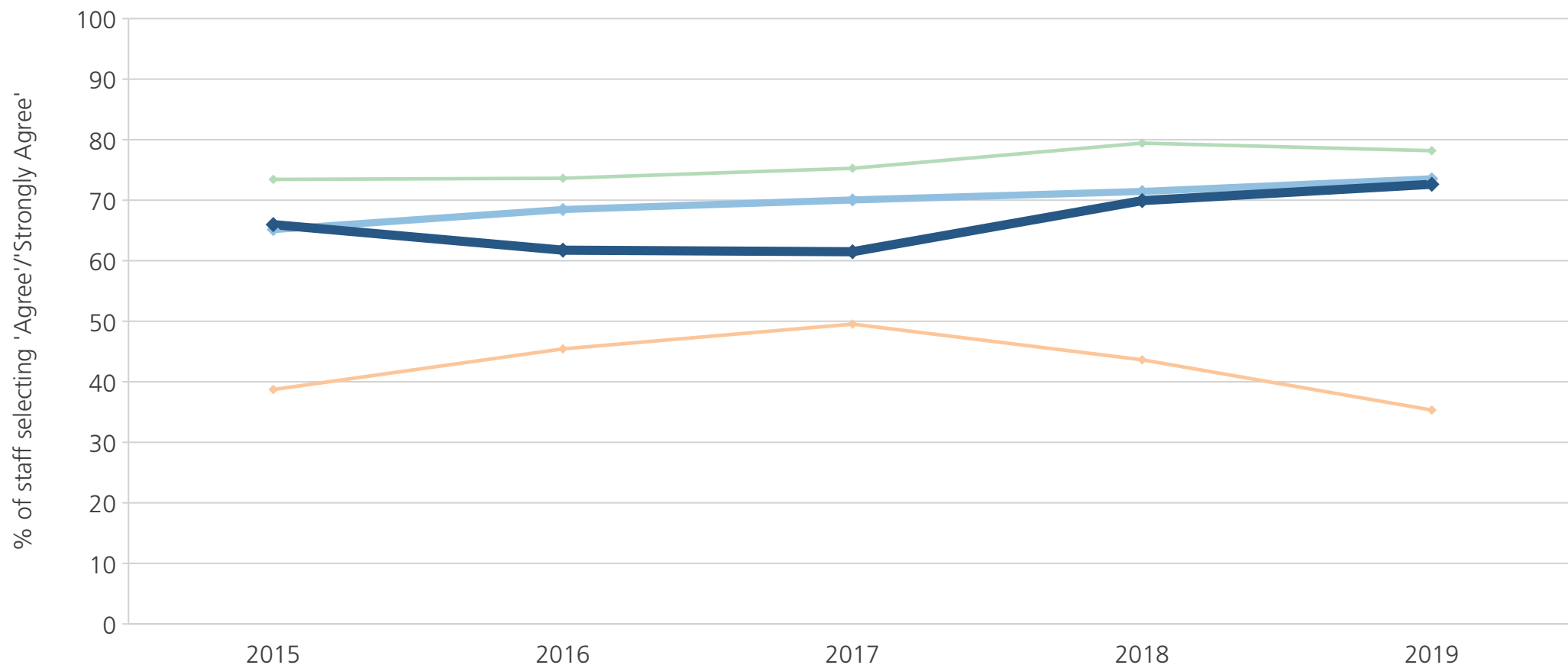


Best	65.4%	70.3%	67.8%	72.2%	69.7%
Your org	56.4%	49.1%	50.9%	62.4%	65.7%
Average	58.4%	61.5%	61.7%	62.8%	67.0%
Worst	34.1%	49.1%	50.9%	53.8%	59.4%
Responses	1,320	1,270	1,352	1,730	2,079

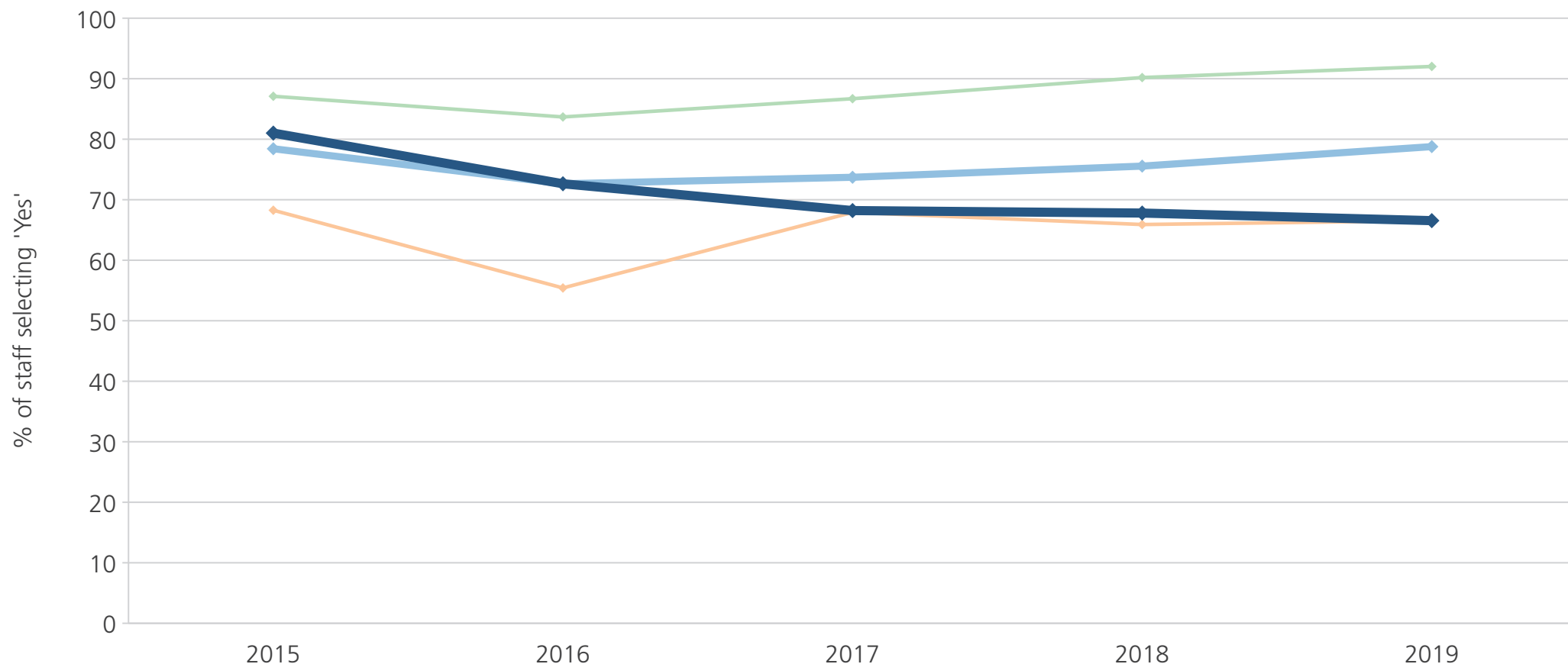




Best	51.9%	50.0%	55.8%	56.5%	61.2%
Your org	36.5%	28.2%	27.3%	45.7%	47.9%
Average	38.6%	45.5%	44.0%	50.9%	51.4%
Worst	26.4%	28.2%	27.3%	37.5%	41.6%
Responses	1,320	1,271	1,354	1,735	2,079

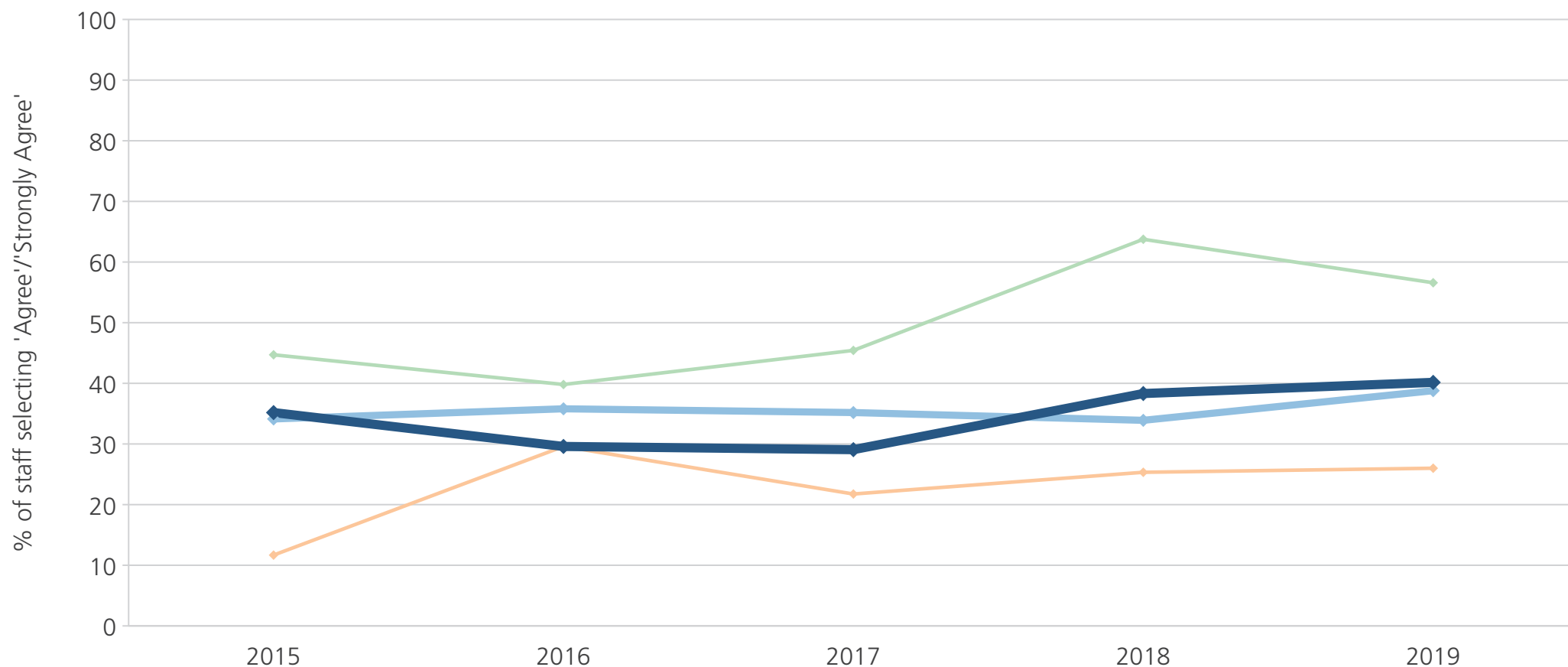


Best	73.4%	73.6%	75.3%	79.4%	78.2%
Your org	66.0%	61.7%	61.5%	69.9%	72.6%
Average	65.1%	68.5%	70.0%	71.4%	73.5%
Worst	38.7%	45.4%	49.5%	43.6%	35.3%
Responses	1,316	1,270	1,348	1,729	2,074



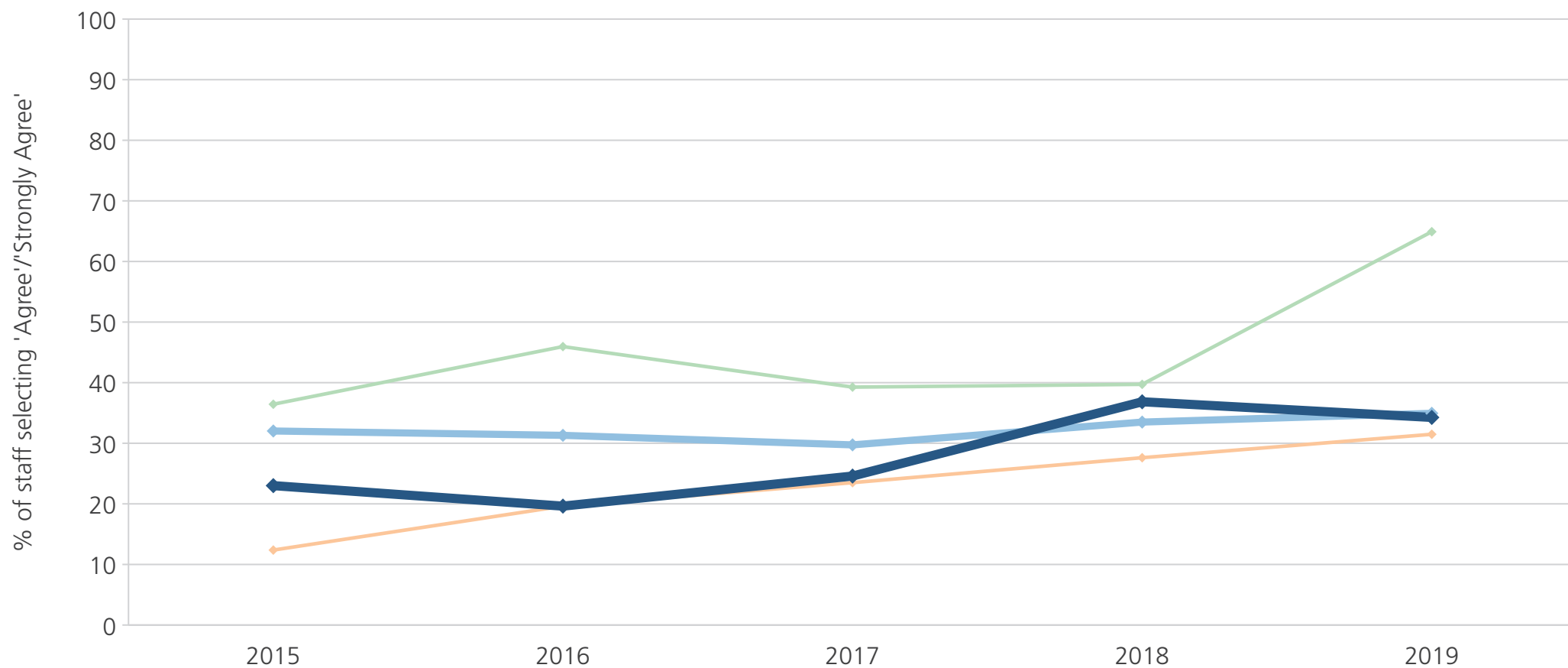
	2015	2016	2017	2018	2019
<b>Best</b>	87.1%	83.7%	86.7%	90.2%	92.0%
<b>Your org</b>	81.0%	72.6%	68.2%	67.8%	66.5%
<b>Average</b>	78.4%	72.6%	73.7%	75.6%	78.8%
<b>Worst</b>	68.3%	55.4%	67.9%	65.9%	66.5%
<b>Responses</b>	775	694	597	663	692

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

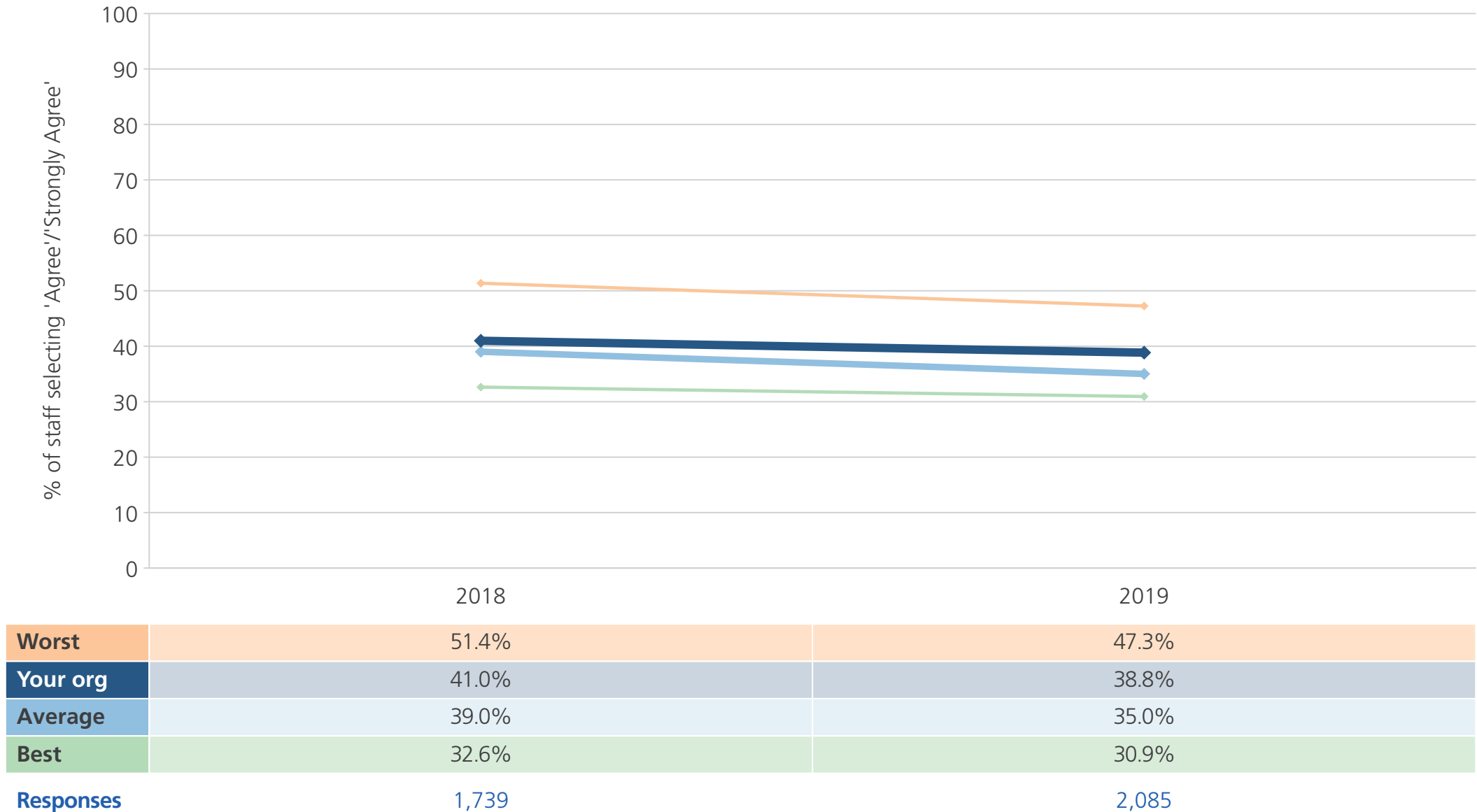


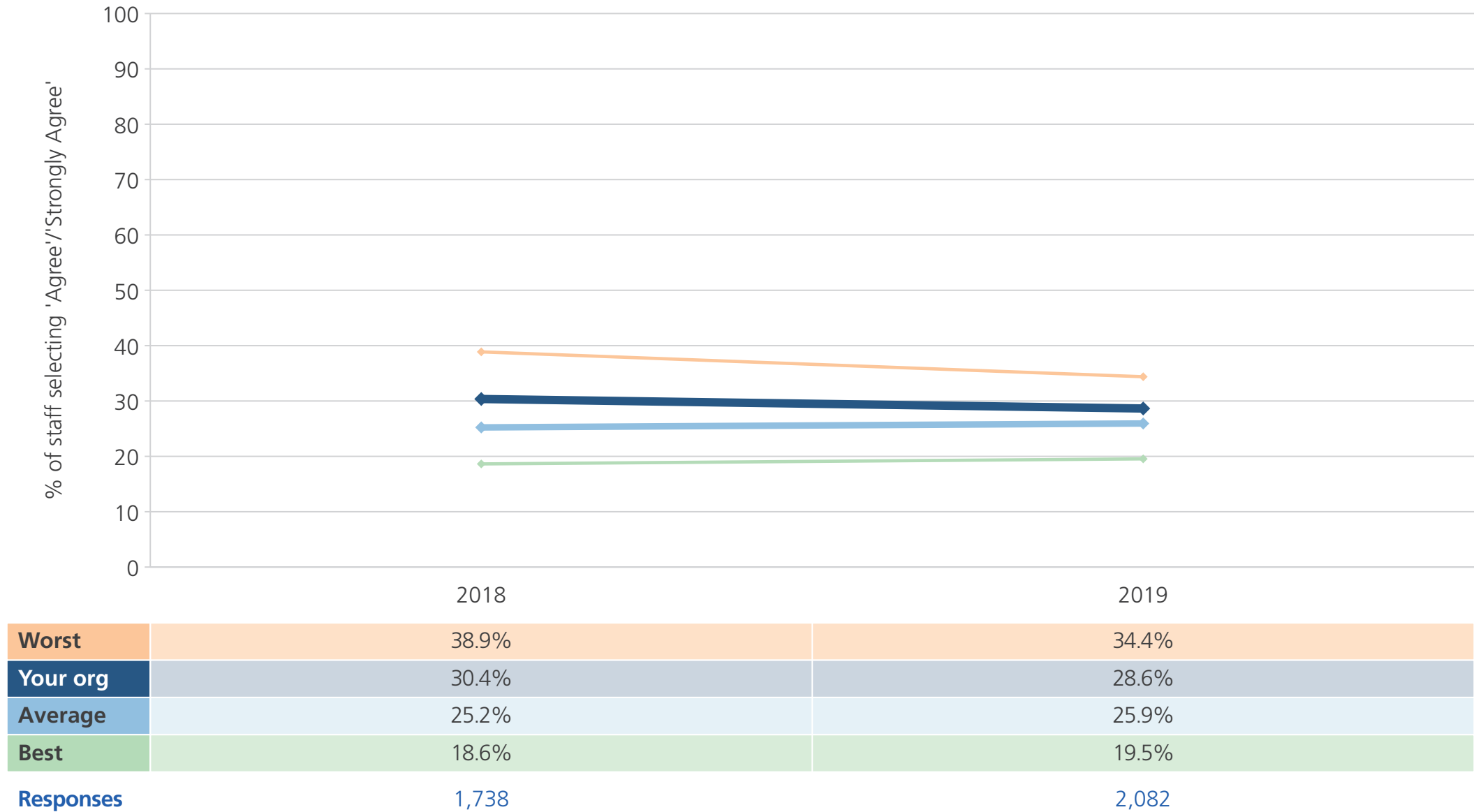
Best	44.7%	39.8%	45.4%	63.8%	56.6%
Your org	35.2%	29.6%	29.1%	38.3%	40.2%
Average	34.1%	35.8%	35.2%	33.9%	38.8%
Worst	11.7%	29.6%	21.7%	25.3%	26.0%
Responses	606	502	383	433	429

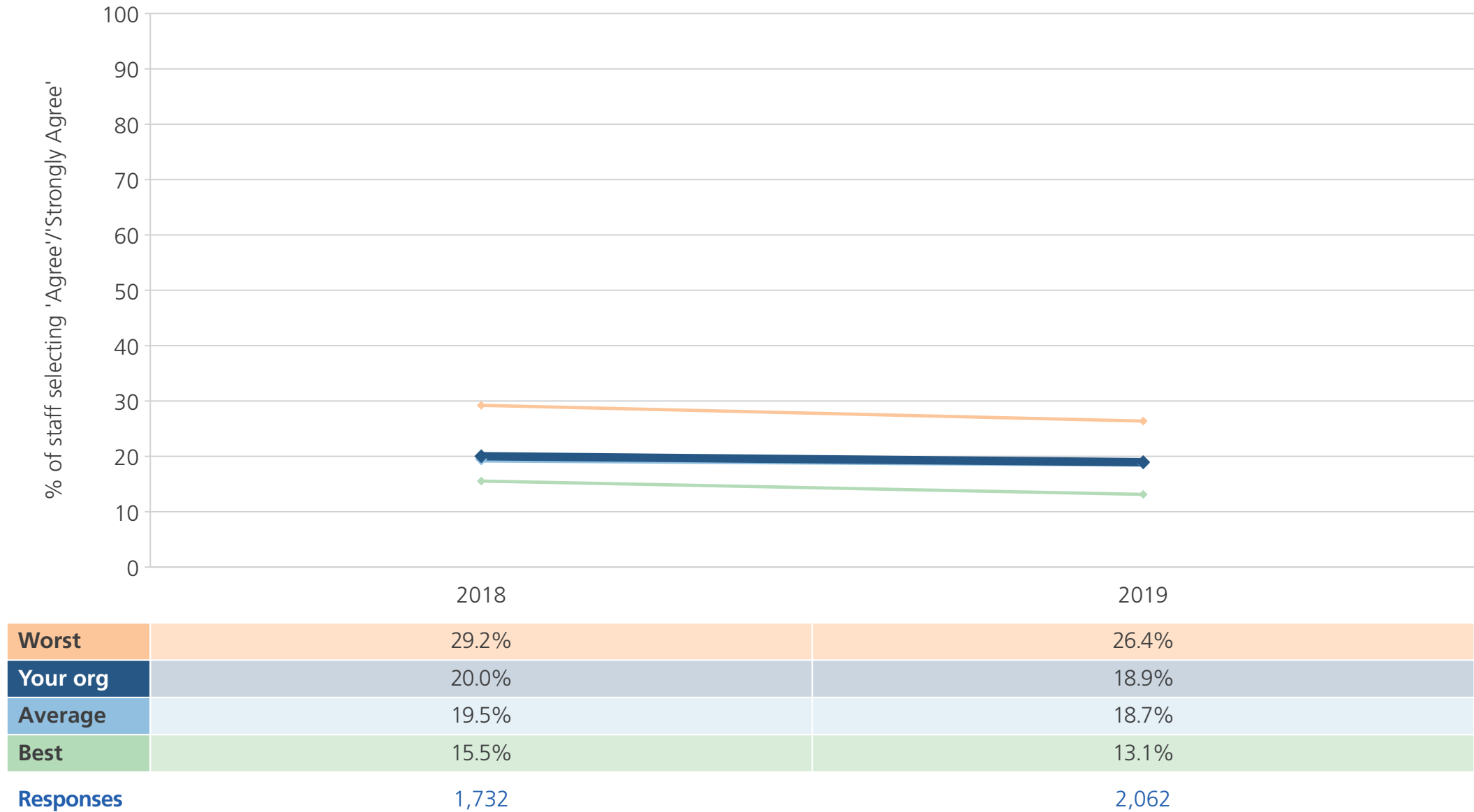
This question was only answered by staff who selected 'Yes' on q22a.



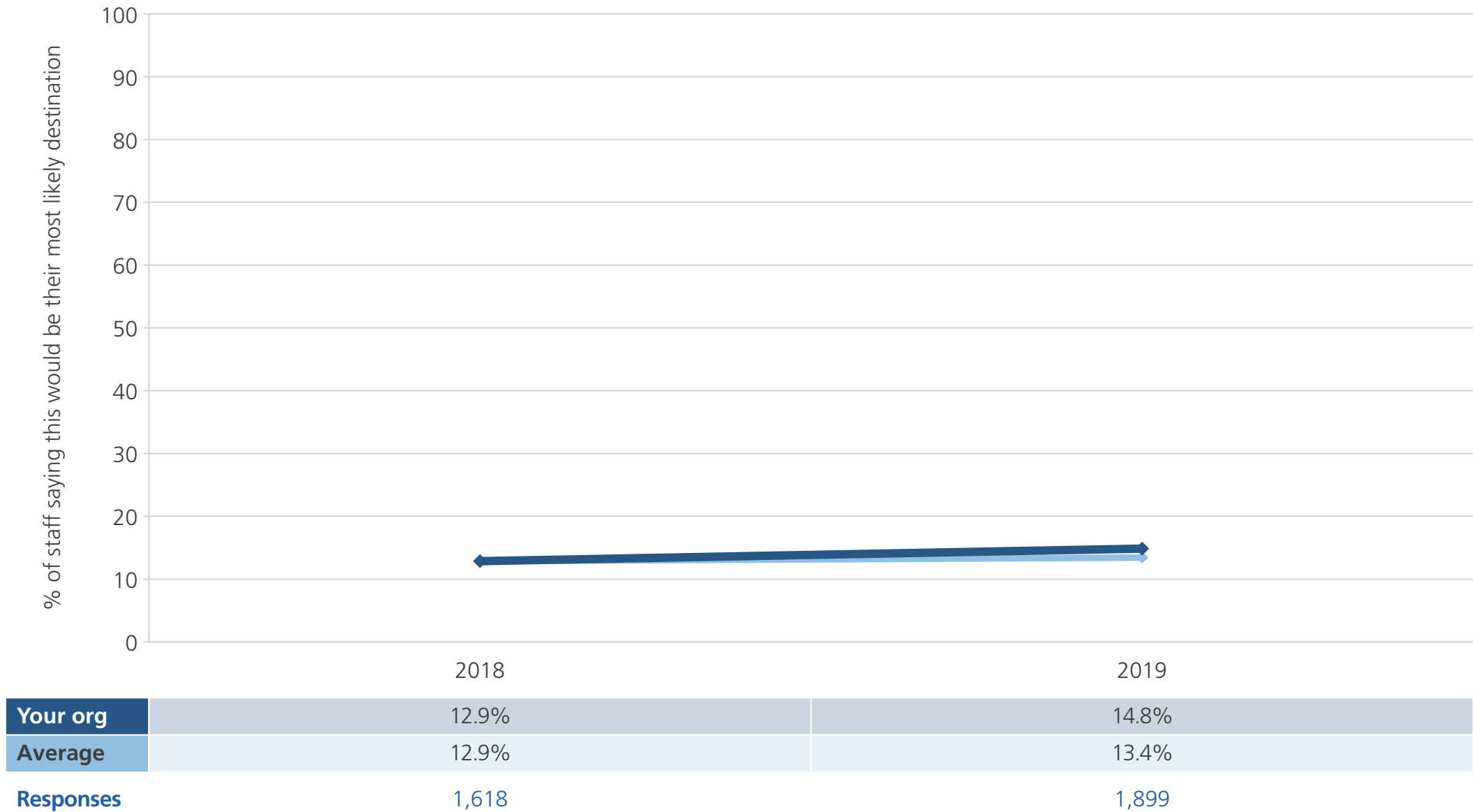
Best	36.4%	46.0%	39.3%	39.7%	64.9%
Your org	23.0%	19.6%	24.6%	36.8%	34.3%
Average	32.0%	31.3%	29.7%	33.5%	34.9%
Worst	12.4%	19.6%	23.5%	27.6%	31.5%
Responses	505	425	334	358	374

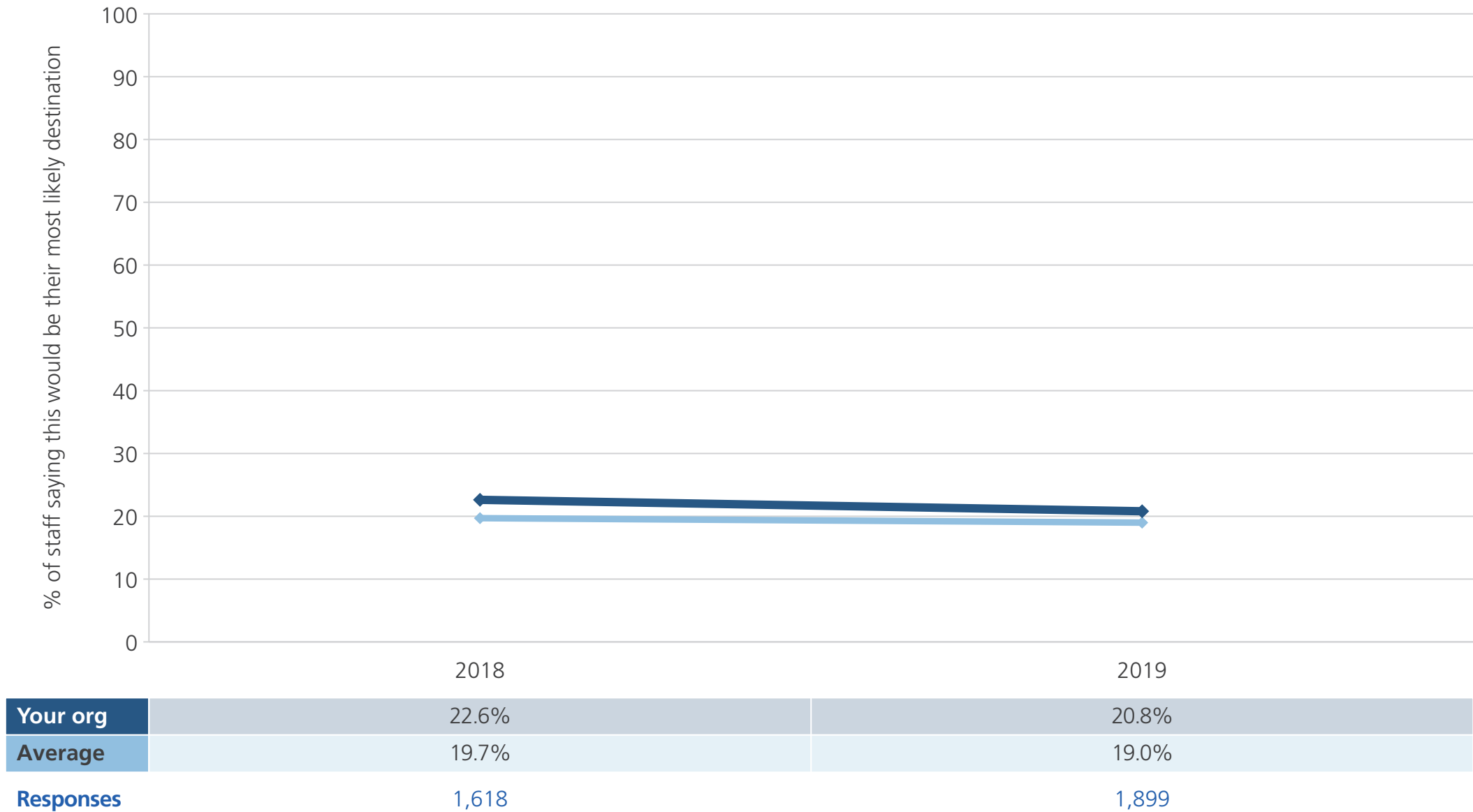


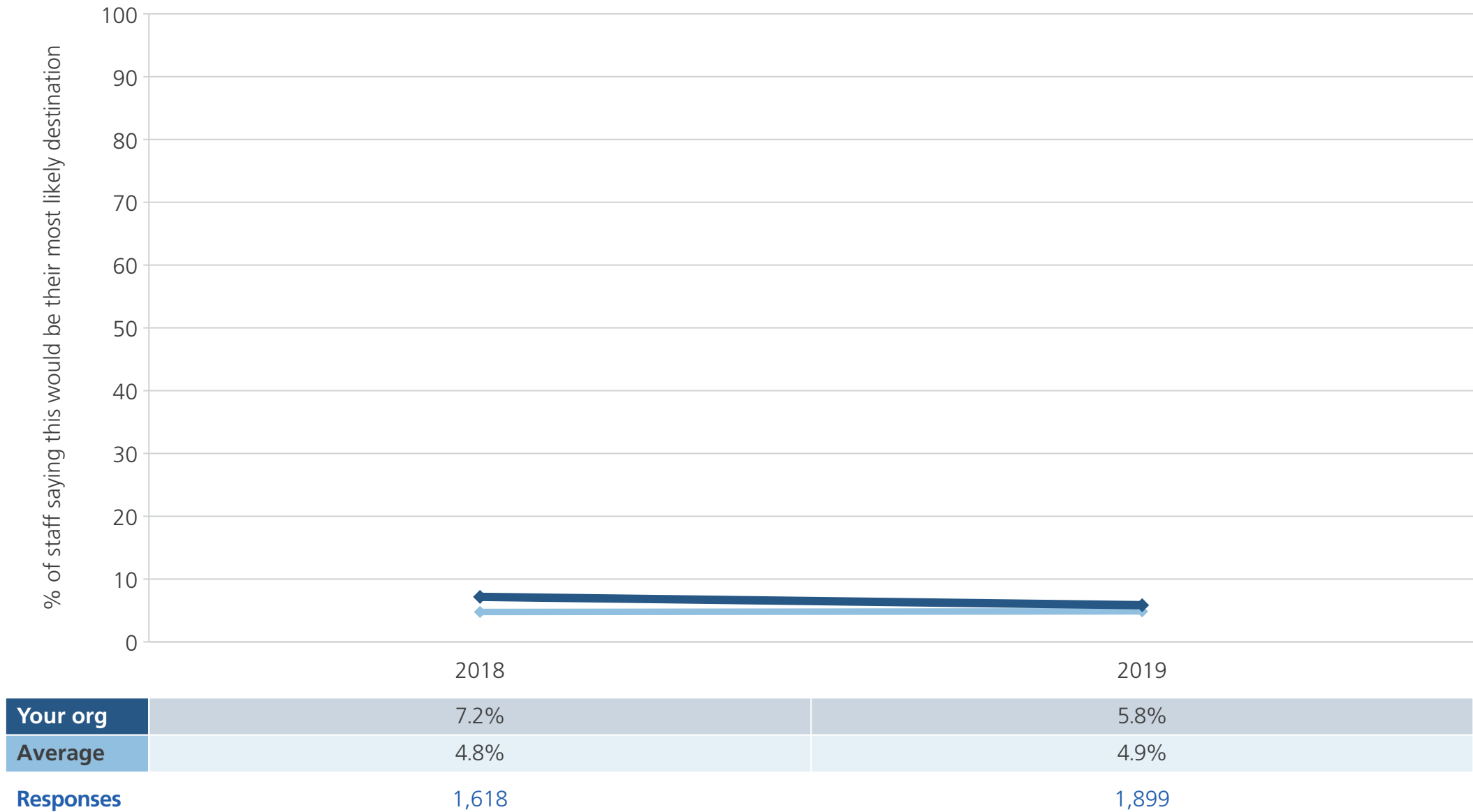


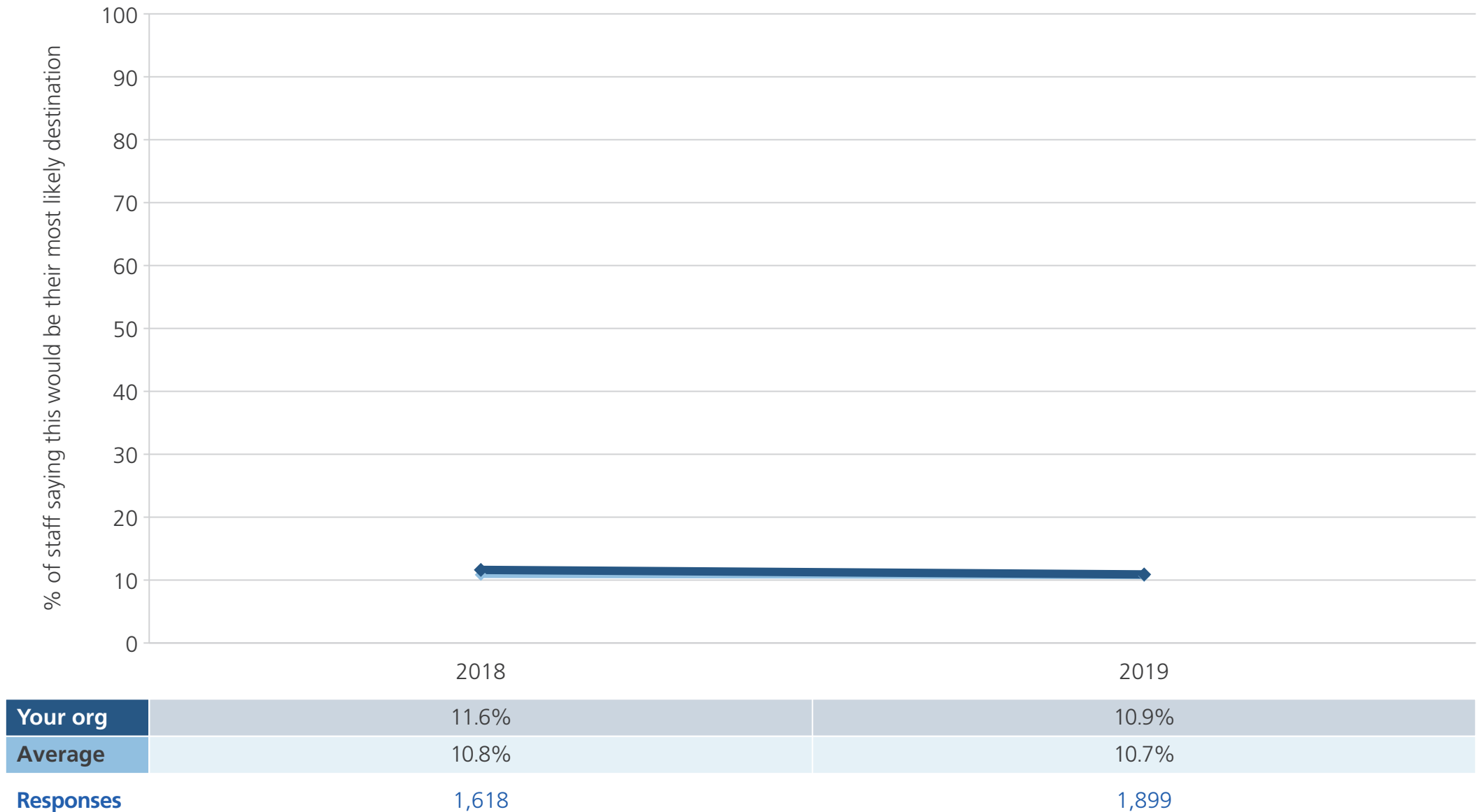


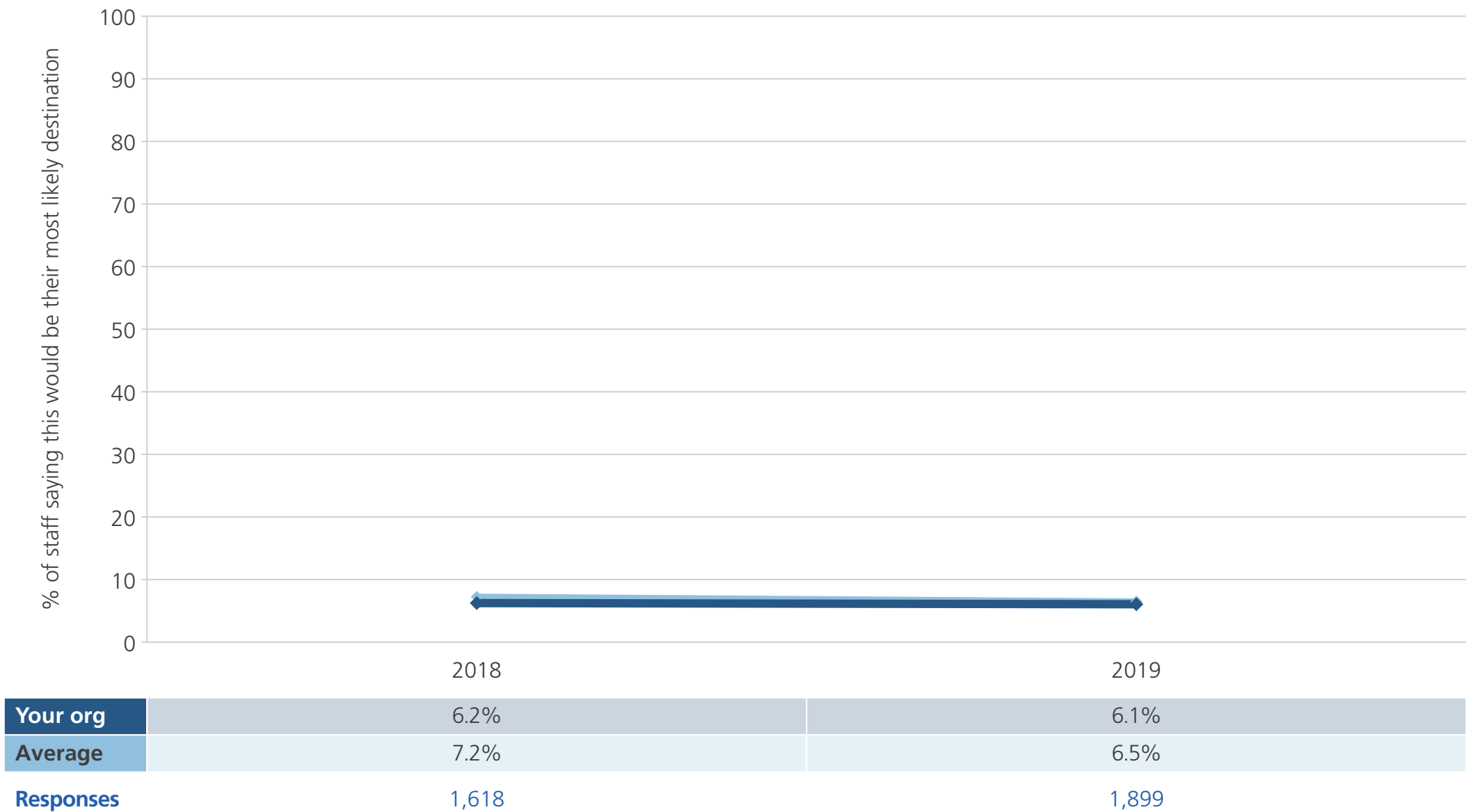


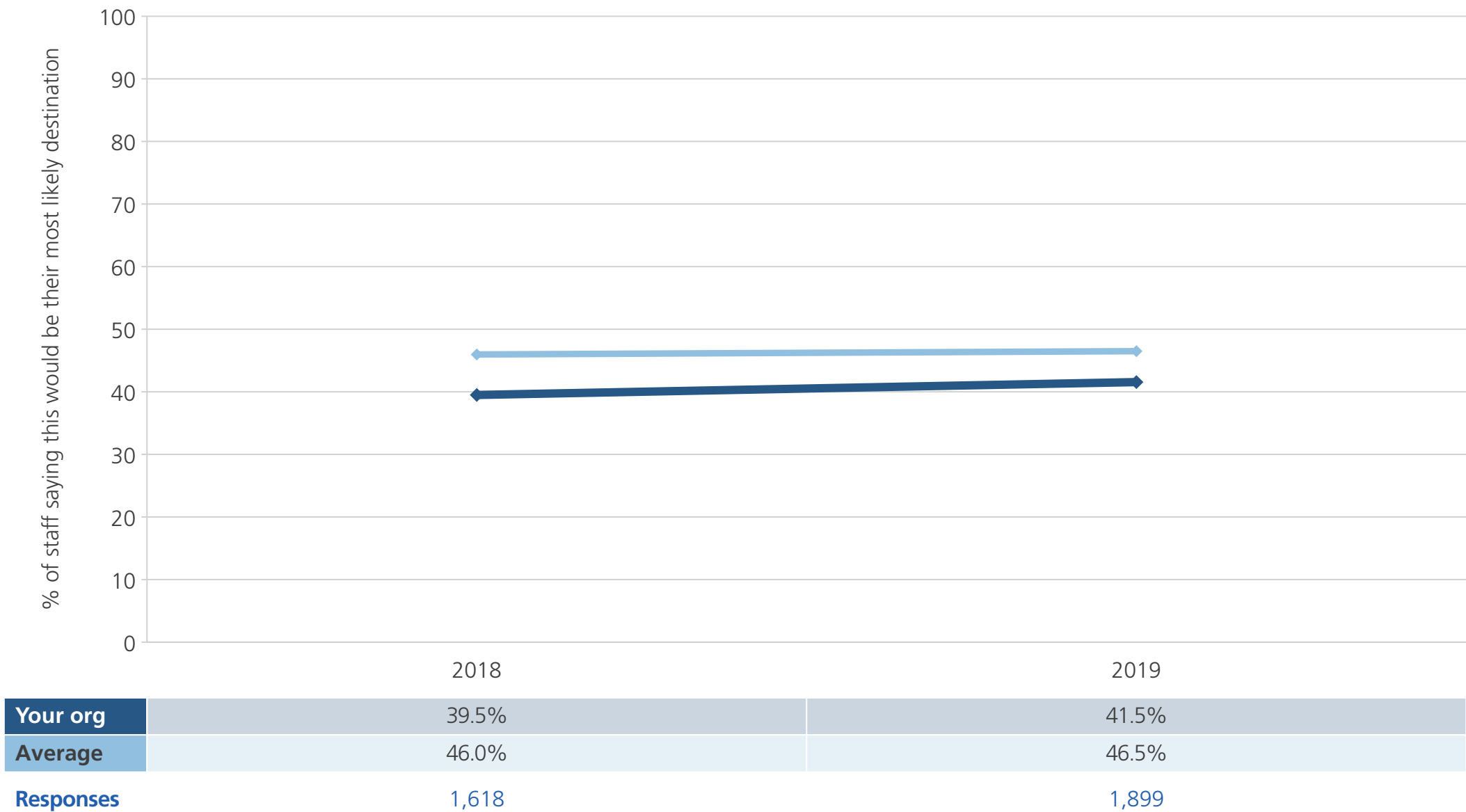






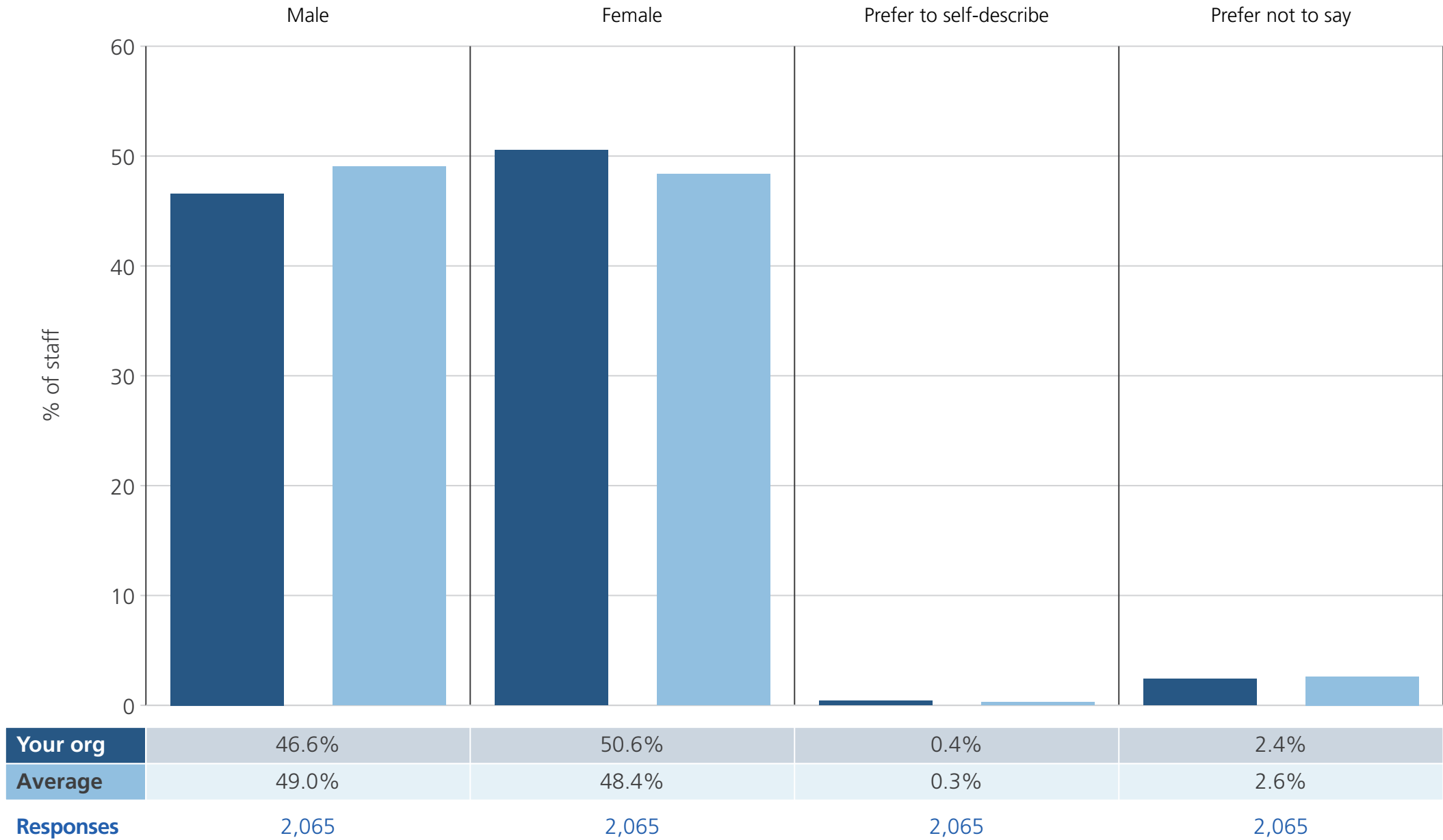




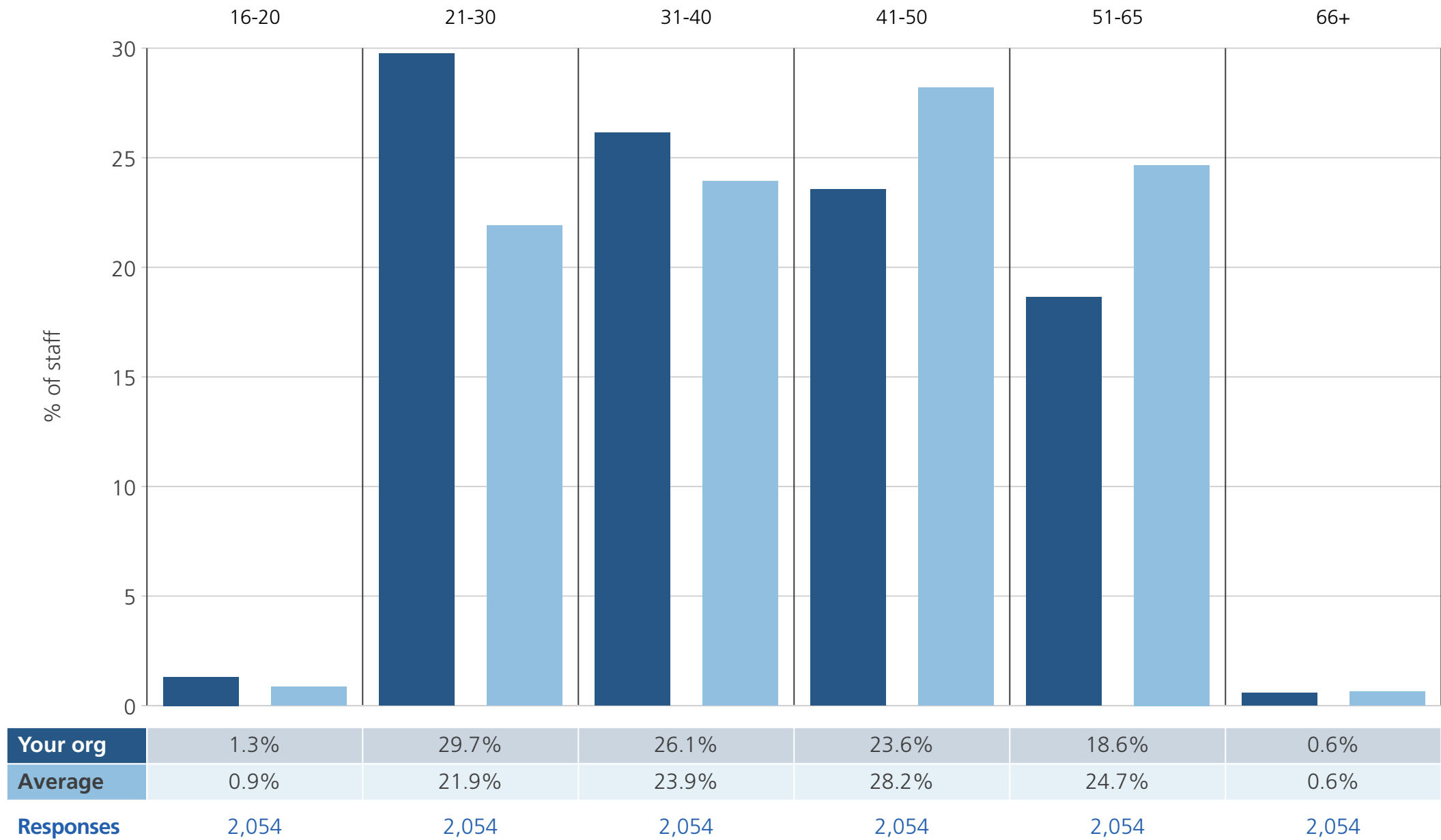


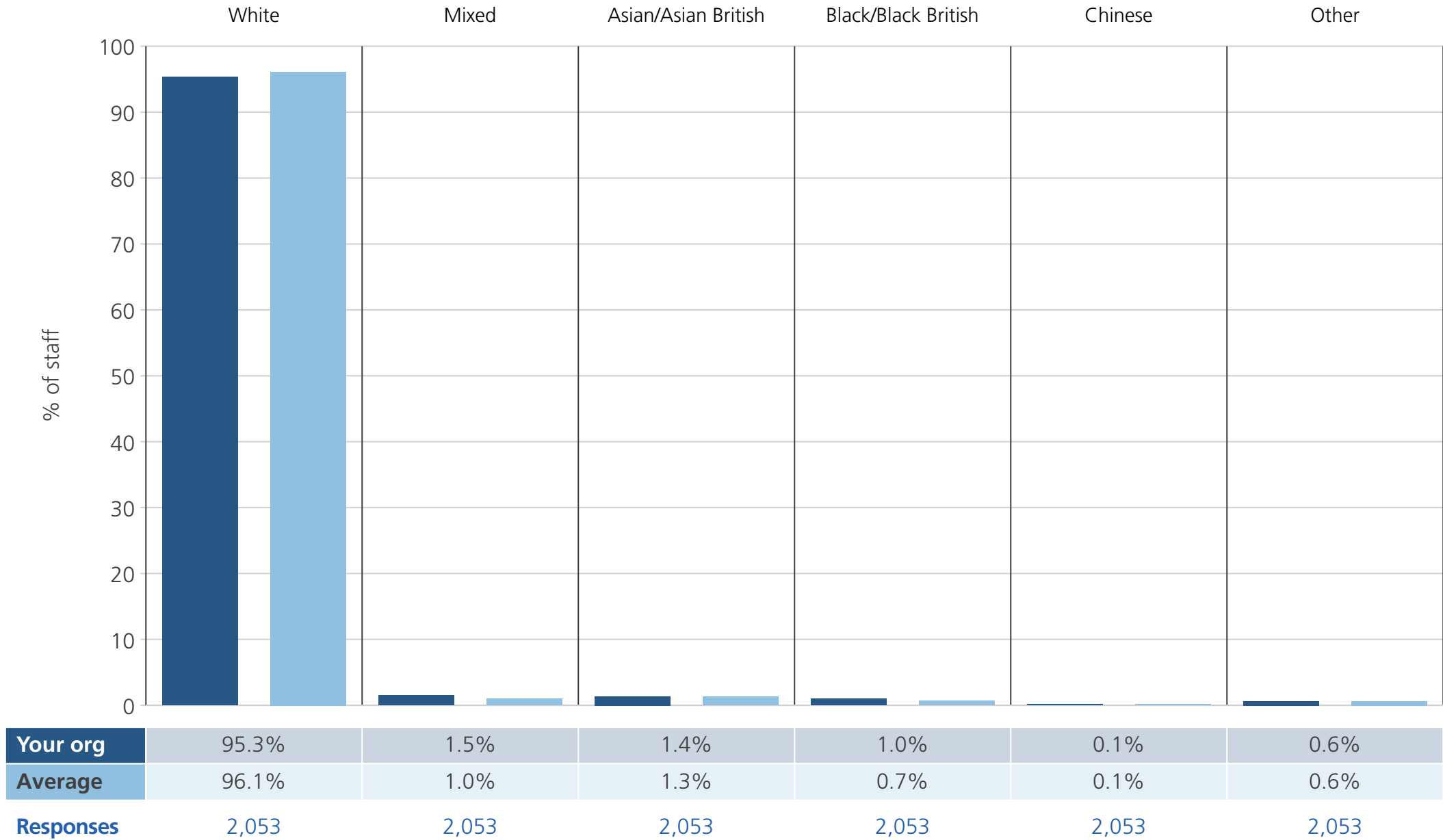
# Question results – Background details

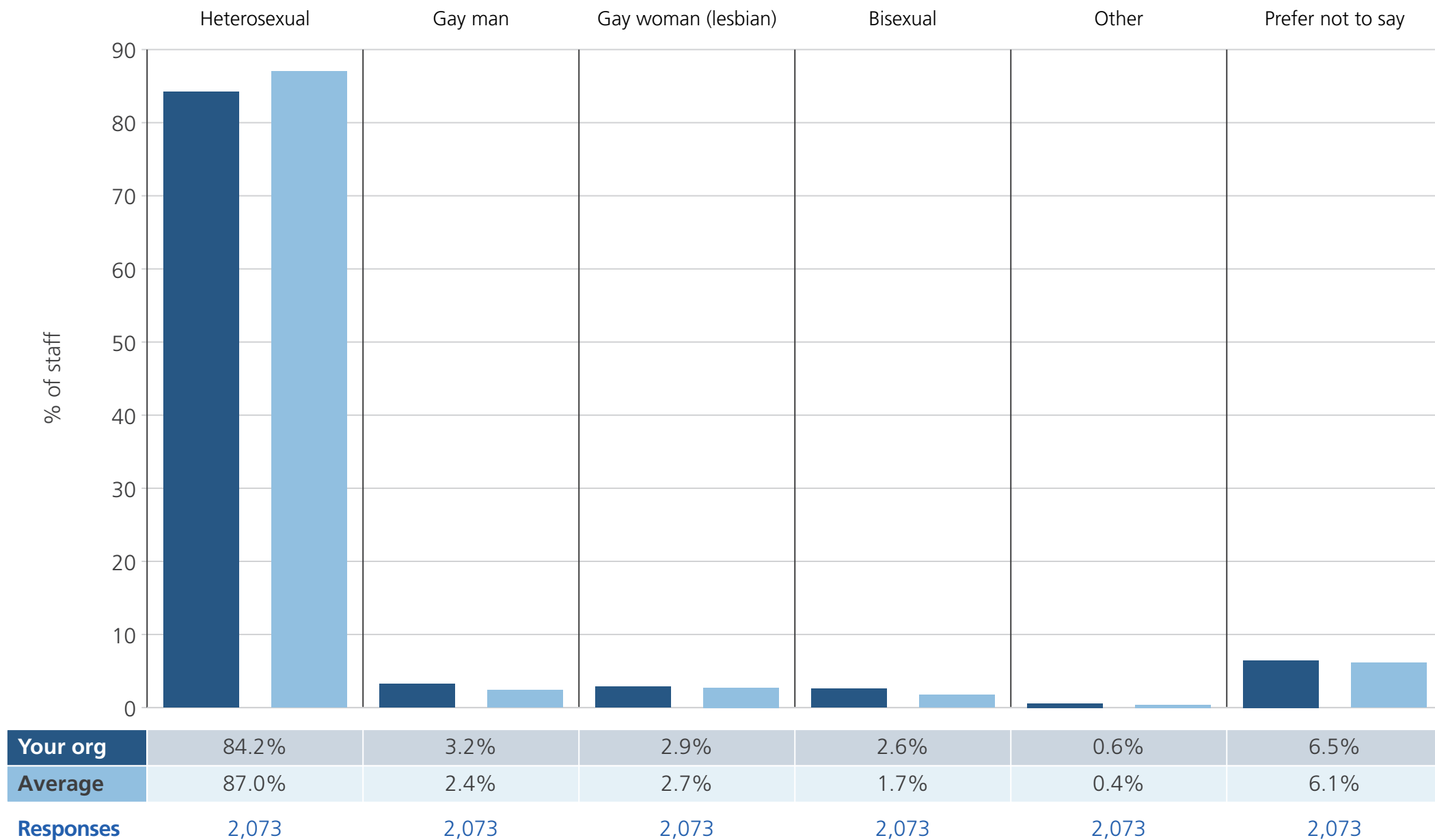
South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

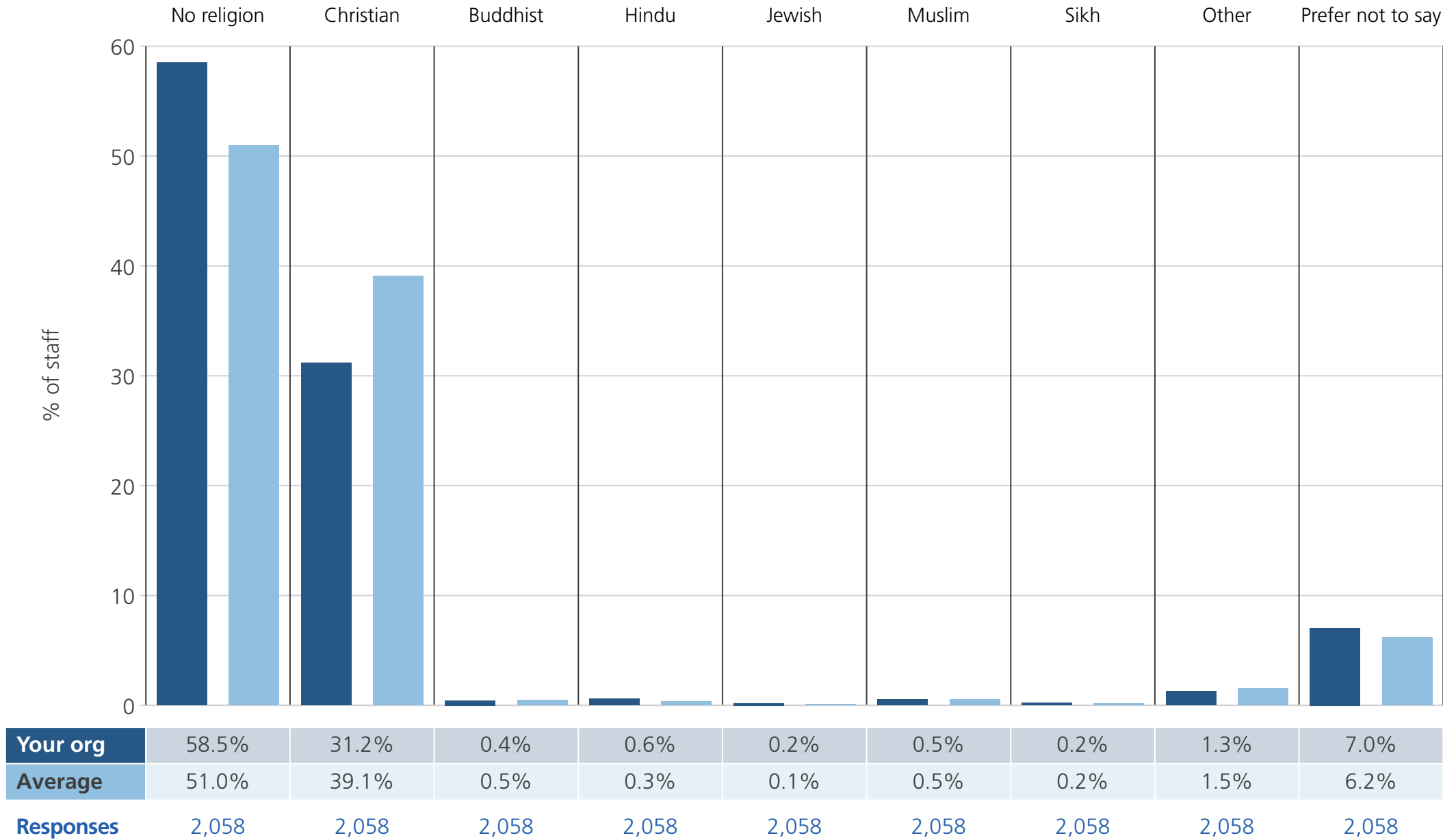






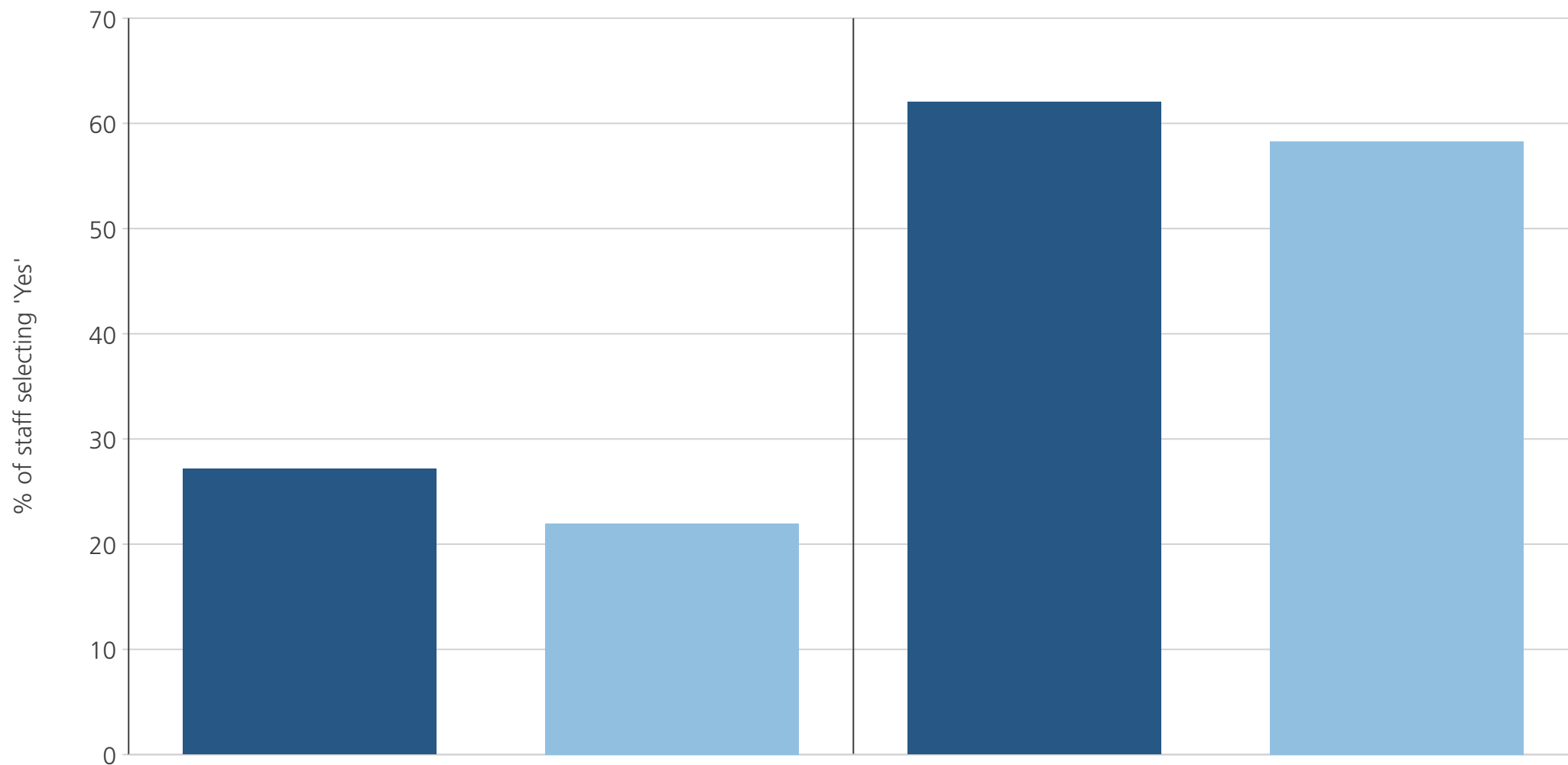






Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

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

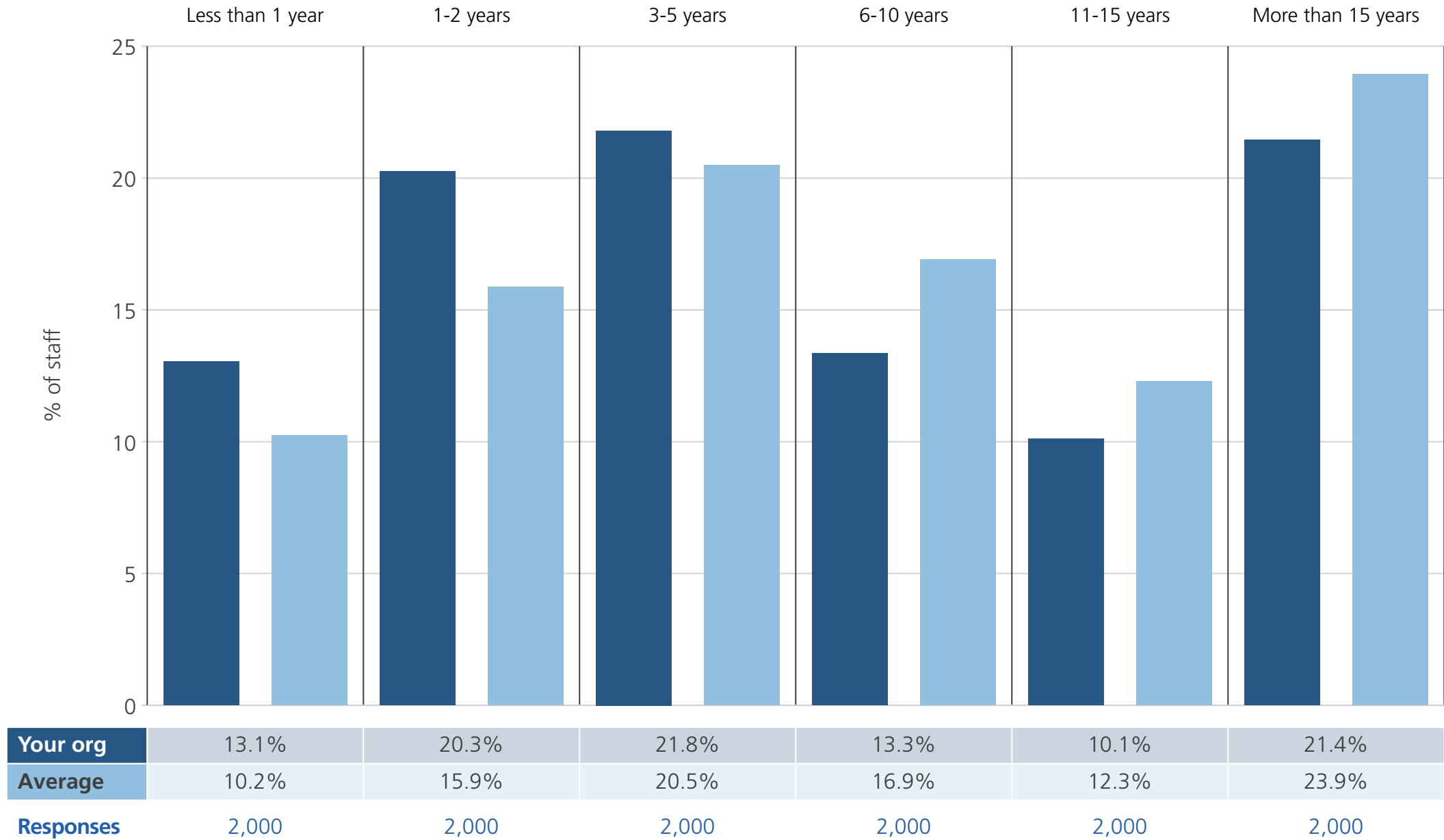


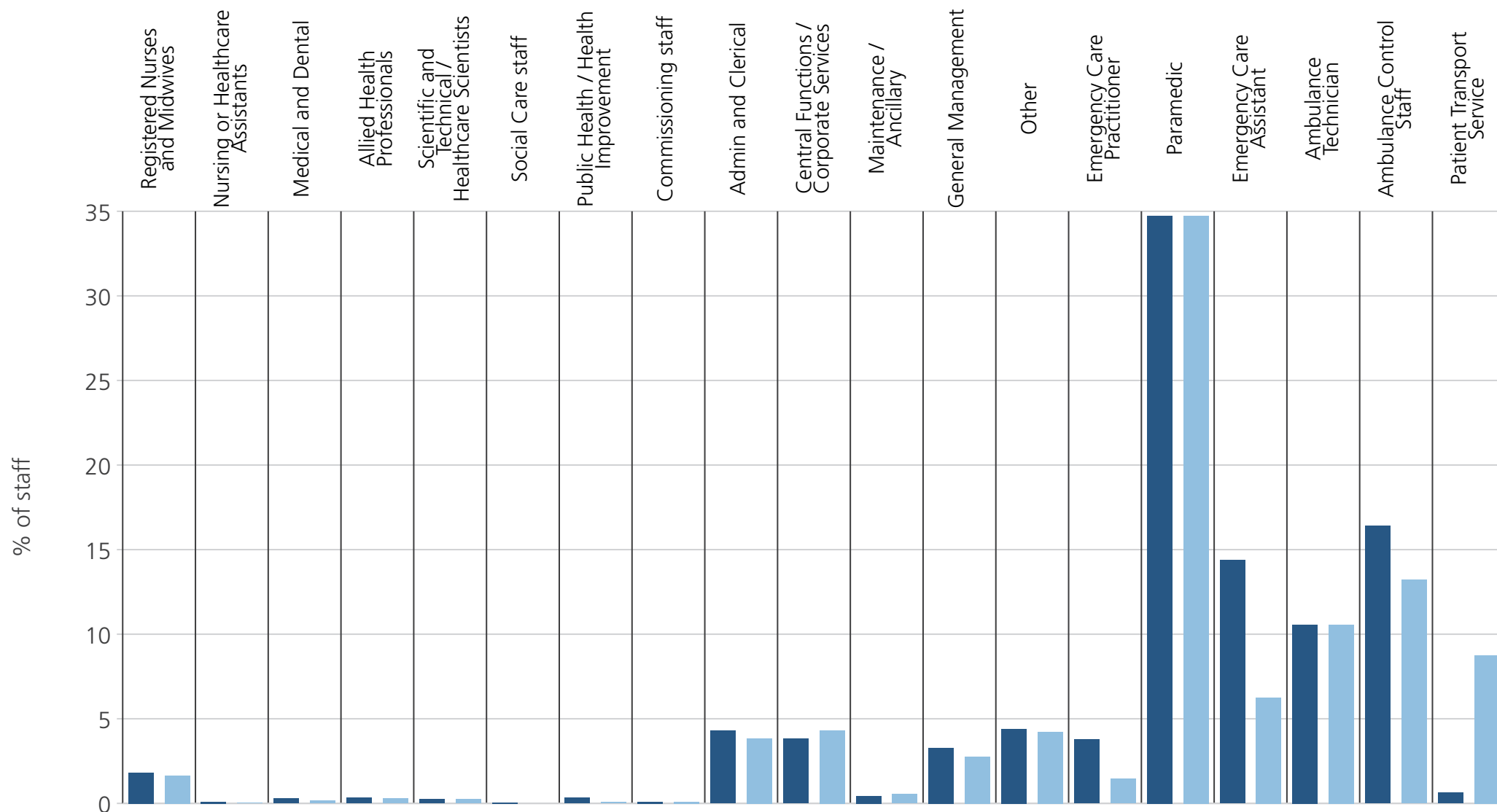
Your org	27.2%	62.0%
Average	21.9%	58.3%

Responses

2,076

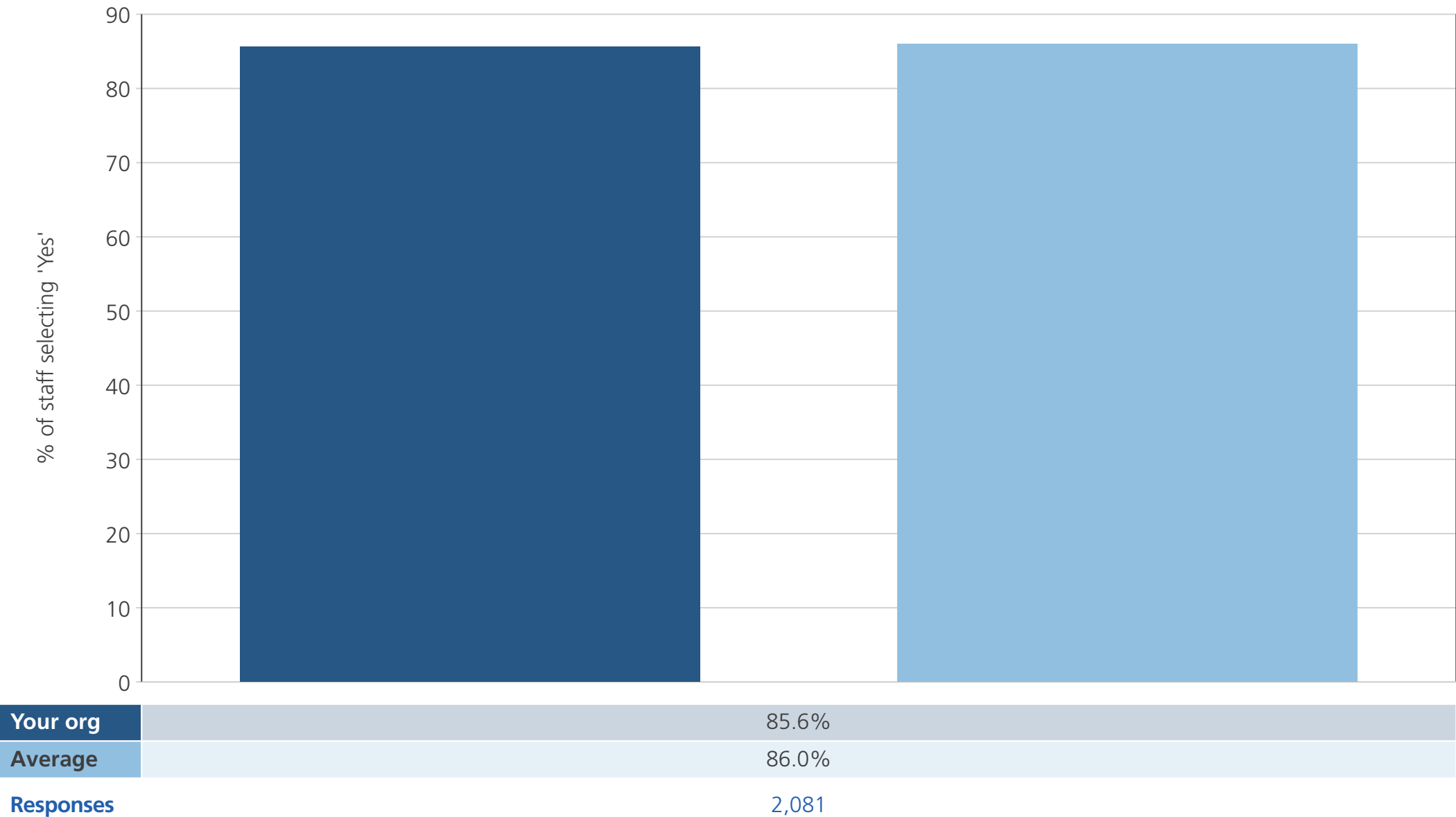
354



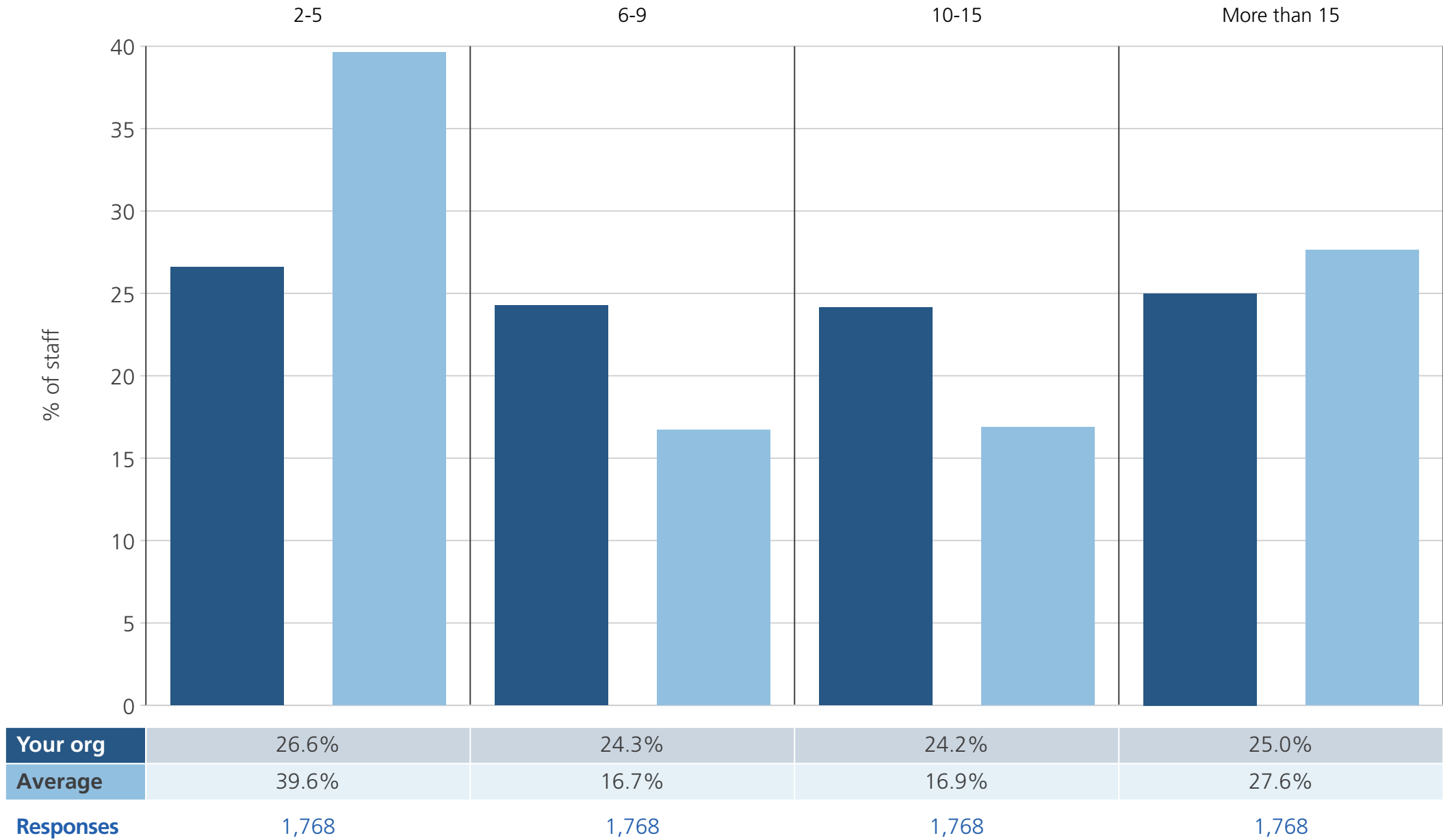


Your org	1.8%	0.1%	0.3%	0.3%	0.2%	0.0%	0.3%	0.1%	4.3%	3.8%	0.4%	3.3%	4.4%	3.8%	34.7%	14.4%	10.6%	16.4%	0.6%
Average	1.6%	0.0%	0.1%	0.3%	0.3%	0.0%	0.1%	0.1%	3.8%	4.3%	0.6%	2.8%	4.2%	1.5%	34.7%	6.3%	10.6%	13.2%	8.8%
Responses	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044	2,044

Do you work in a team?







# Workforce Equality Standards

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

This section contains data required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

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

## Workforce Race Equality Standard (WRES)

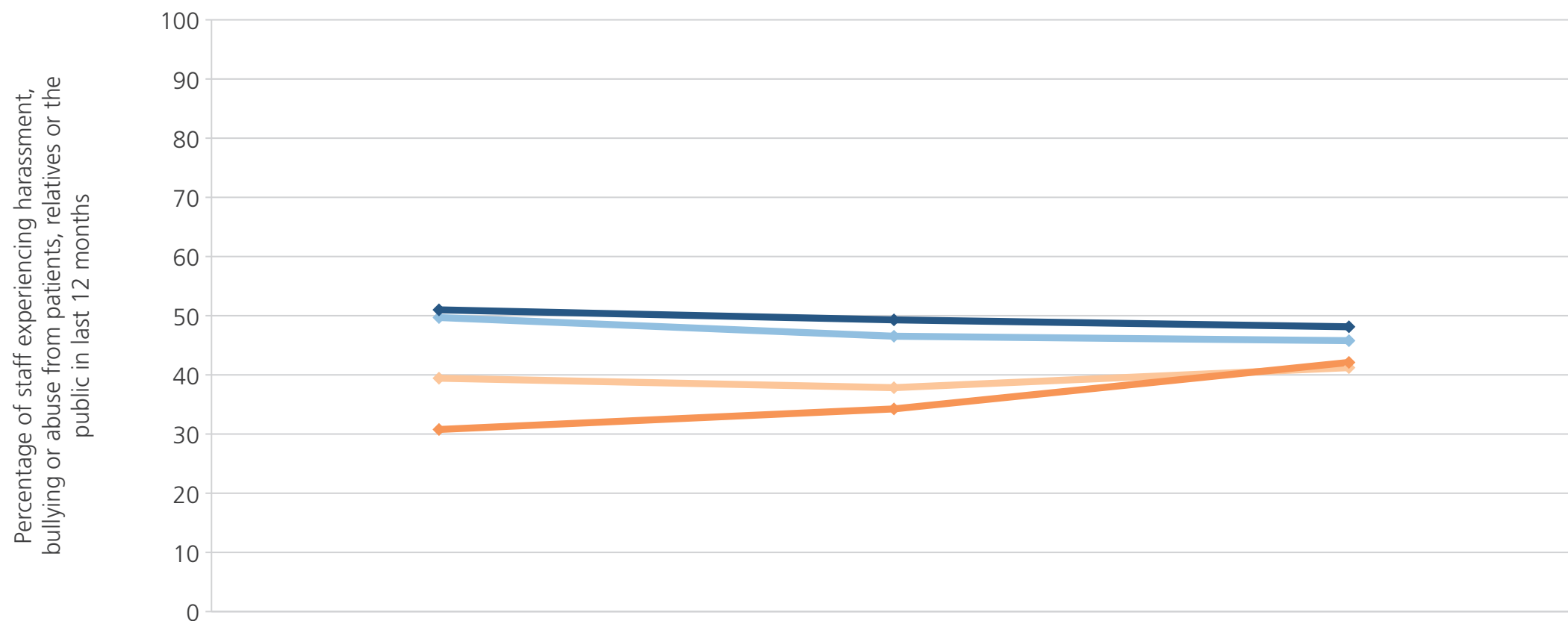
- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018 and 2019 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME staff).

## Workforce Disability Equality Standard (WDES)

- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018 and 2019 trust/CCG and benchmarking group median results for q5f, q11e, q13, and q14 split by disabled staff compared to non-disabled staff. It also shows results for q28b (for disabled staff only), and the staff engagement score for disabled staff, compared to non-disabled staff and the overall engagement score for the organisation.

# Workforce Race Equality Standard (WRES)

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



White: Your org	51.0%	49.3%	48.1%
BME: Your org	30.8%	34.2%	42.1%
White: Average	49.7%	46.5%	45.8%
BME: Average	39.4%	37.8%	41.2%

White: Responses

1,265

1,633

1,947

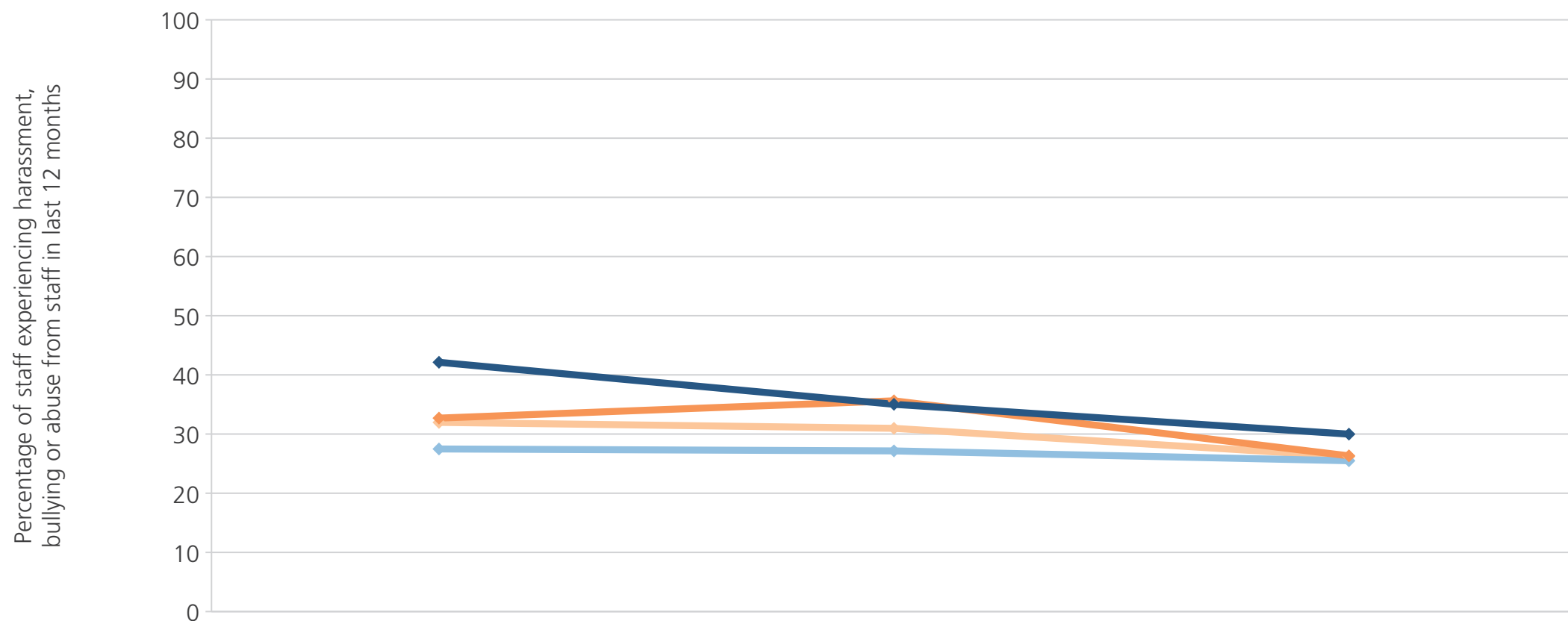
BME: Responses

52

73

95

Average calculated as the median for the benchmark group



	2017	2018	2019
<b>White: Your org</b>	42.1%	35.0%	30.0%
<b>BME: Your org</b>	32.7%	35.6%	26.3%
<b>White: Average</b>	27.5%	27.1%	25.5%
<b>BME: Average</b>	32.0%	31.0%	26.2%

**White: Responses**

1,270

**BME: Responses**

52

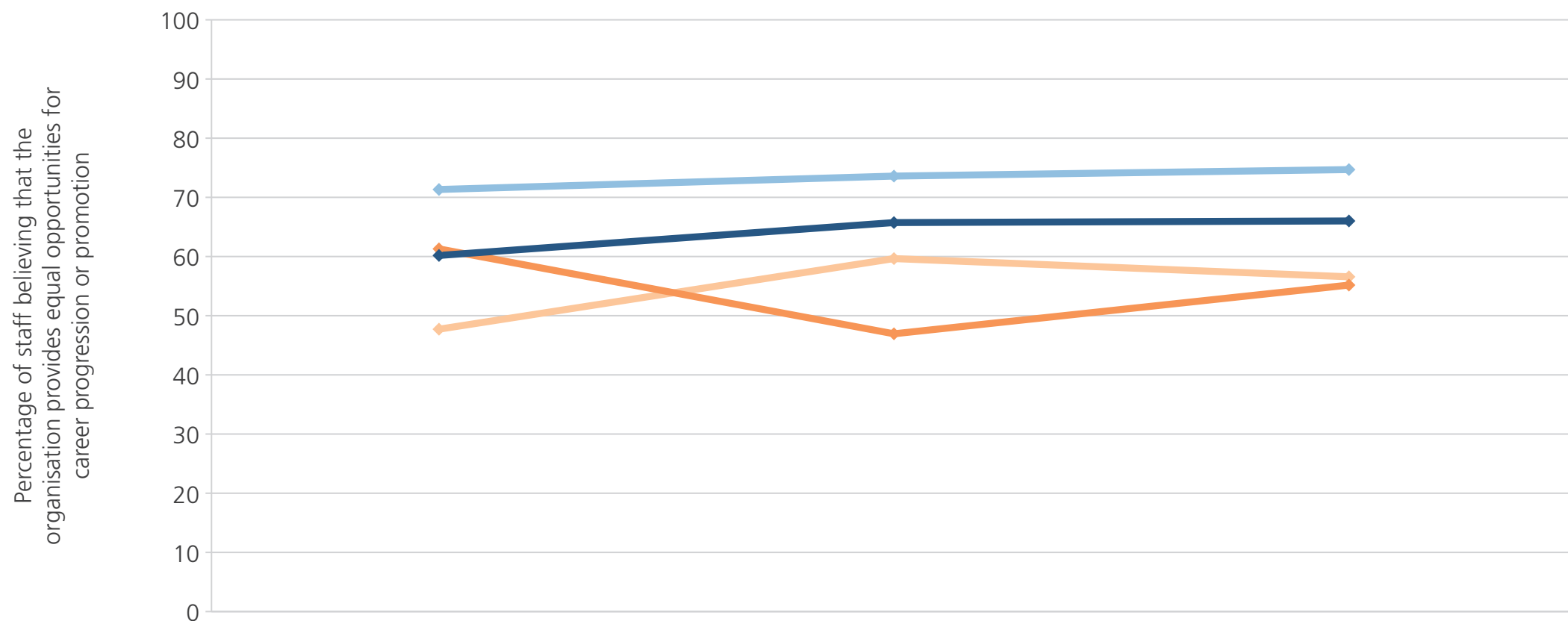
1,636

73

1,951

95

Average calculated as the median for the benchmark group



White: Your org	60.2%	65.7%	66.0%
BME: Your org	61.3%	46.9%	55.2%
White: Average	71.3%	73.6%	74.7%
BME: Average	47.7%	59.6%	56.6%

White: Responses

889

1,147

1,318

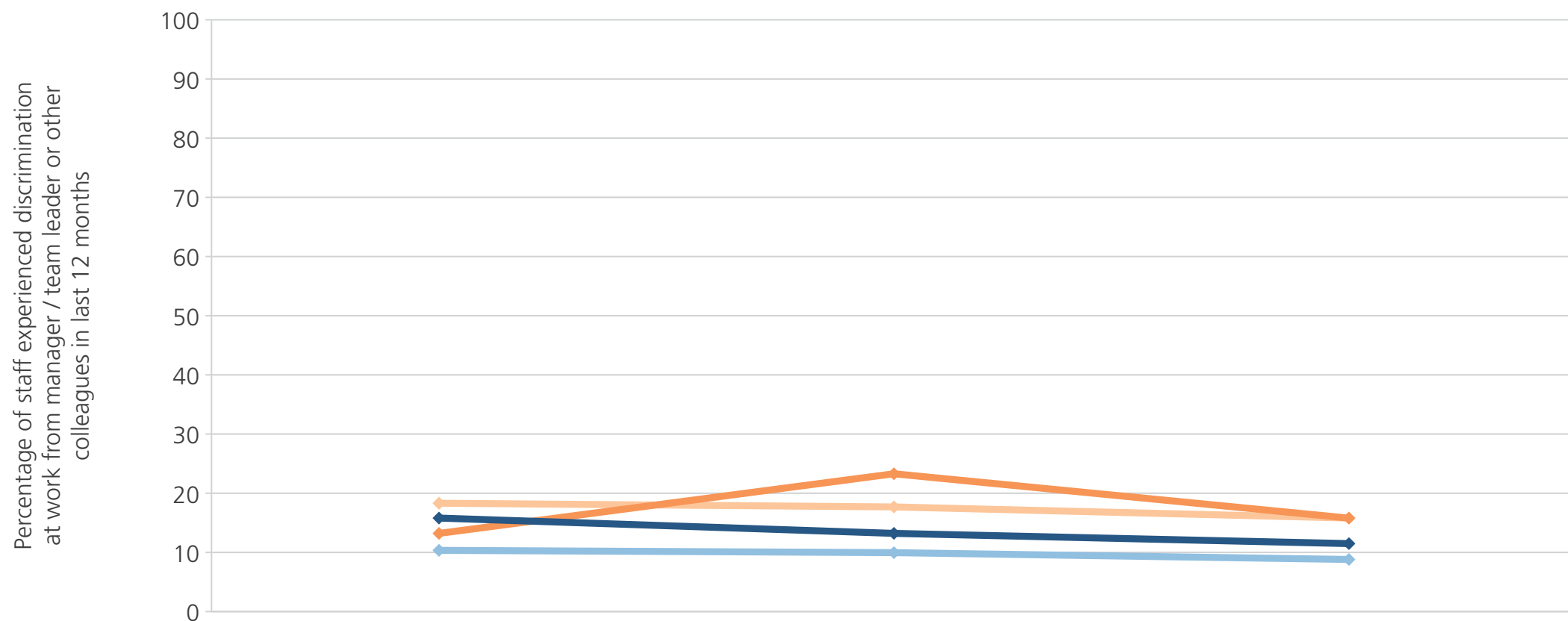
BME: Responses

31

49

58

Average calculated as the median for the benchmark group



<b>White: Your org</b>	15.8%	13.2%	11.5%
<b>BME: Your org</b>	13.2%	23.3%	15.8%
<b>White: Average</b>	10.3%	10.0%	8.8%
<b>BME: Average</b>	18.3%	17.7%	15.8%

**White: Responses**

1,272

**BME: Responses**

53

1,612

73

1,933

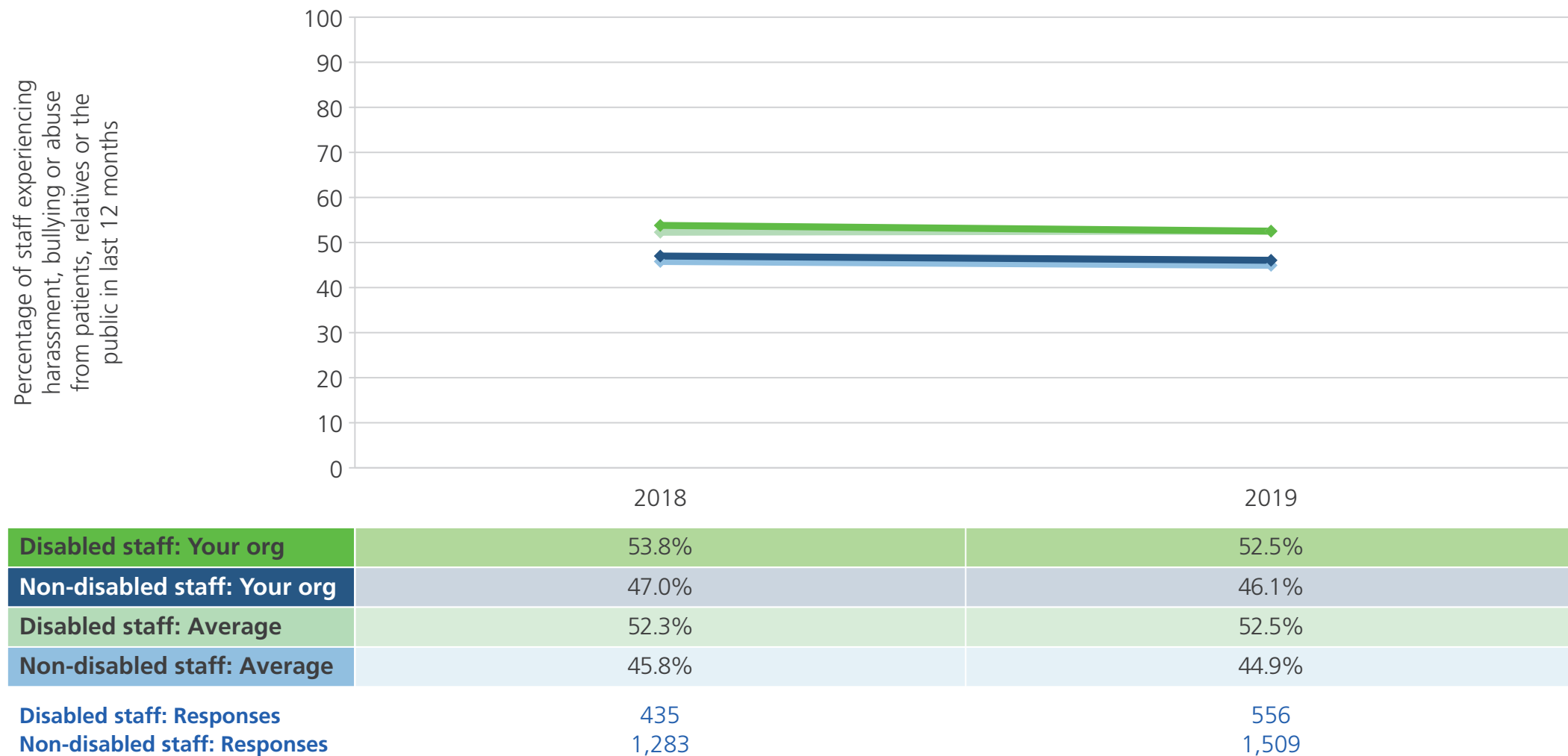
95

Average calculated as the median for the benchmark group



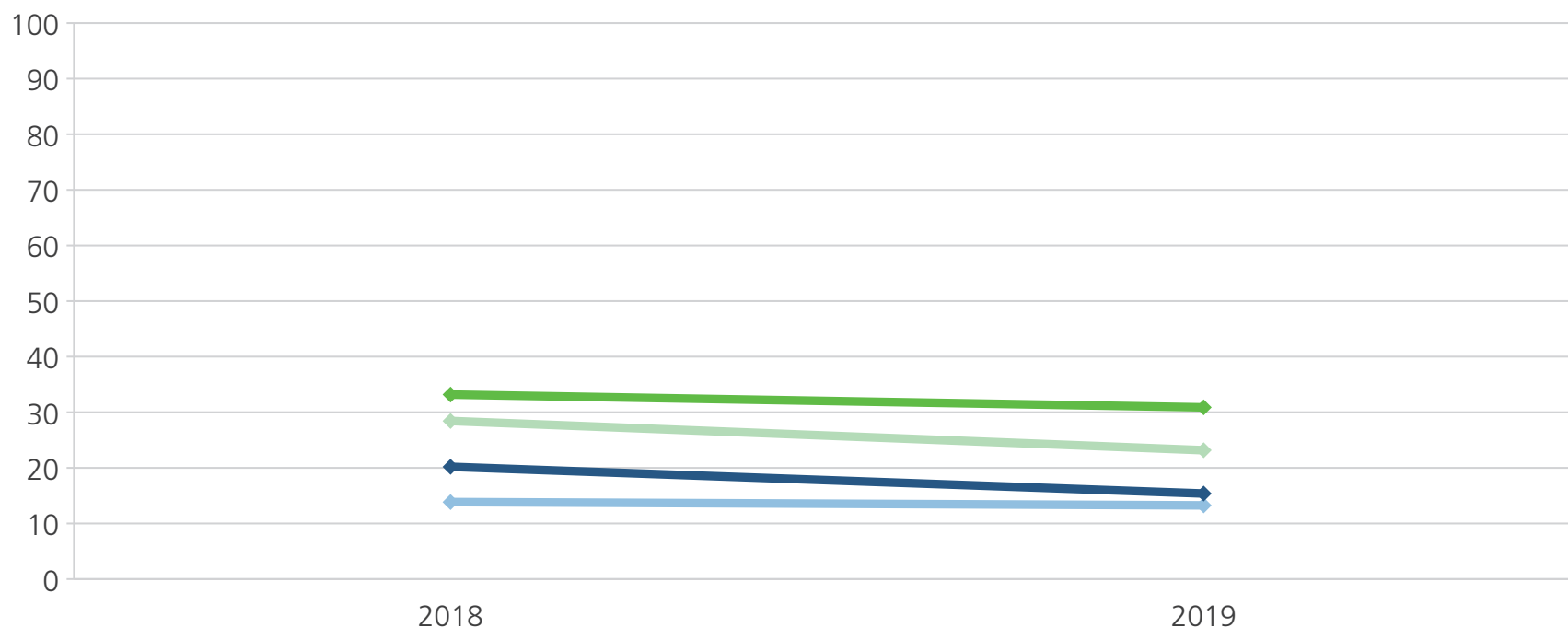
# Workforce Disability Equality Standard (WDES)

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



Average calculated as the median for the benchmark group

Percentage of staff experiencing  
harassment, bullying or abuse  
from manager in last 12 months



Disabled staff: Your org	33.2%	30.9%
Non-disabled staff: Your org	20.2%	15.4%
Disabled staff: Average	28.4%	23.2%
Non-disabled staff: Average	13.8%	13.3%

Disabled staff: Responses

434

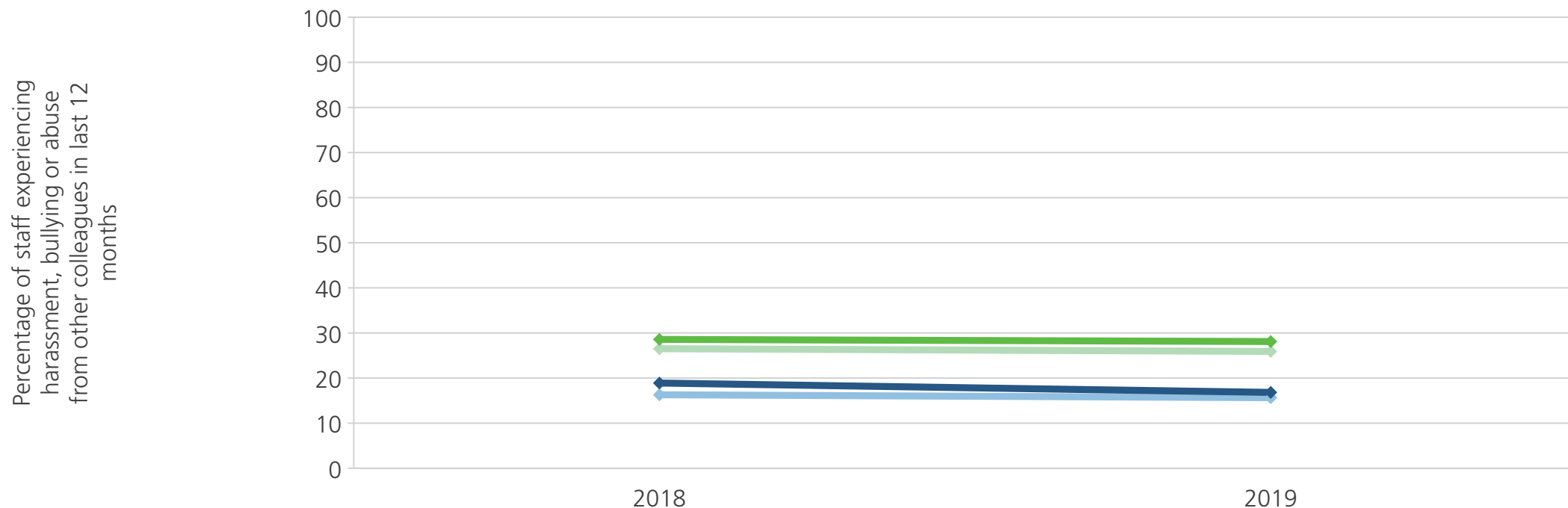
557

Non-disabled staff: Responses

1,278

1,502

Average calculated as the median for the benchmark group



Disabled staff: Your org	28.6%	28.1%
Non-disabled staff: Your org	18.9%	16.8%
Disabled staff: Average	26.5%	25.9%
Non-disabled staff: Average	16.3%	15.7%

Disabled staff: Responses

434

548

Non-disabled staff: Responses

1,270

1,474

Average calculated as the median for the benchmark group

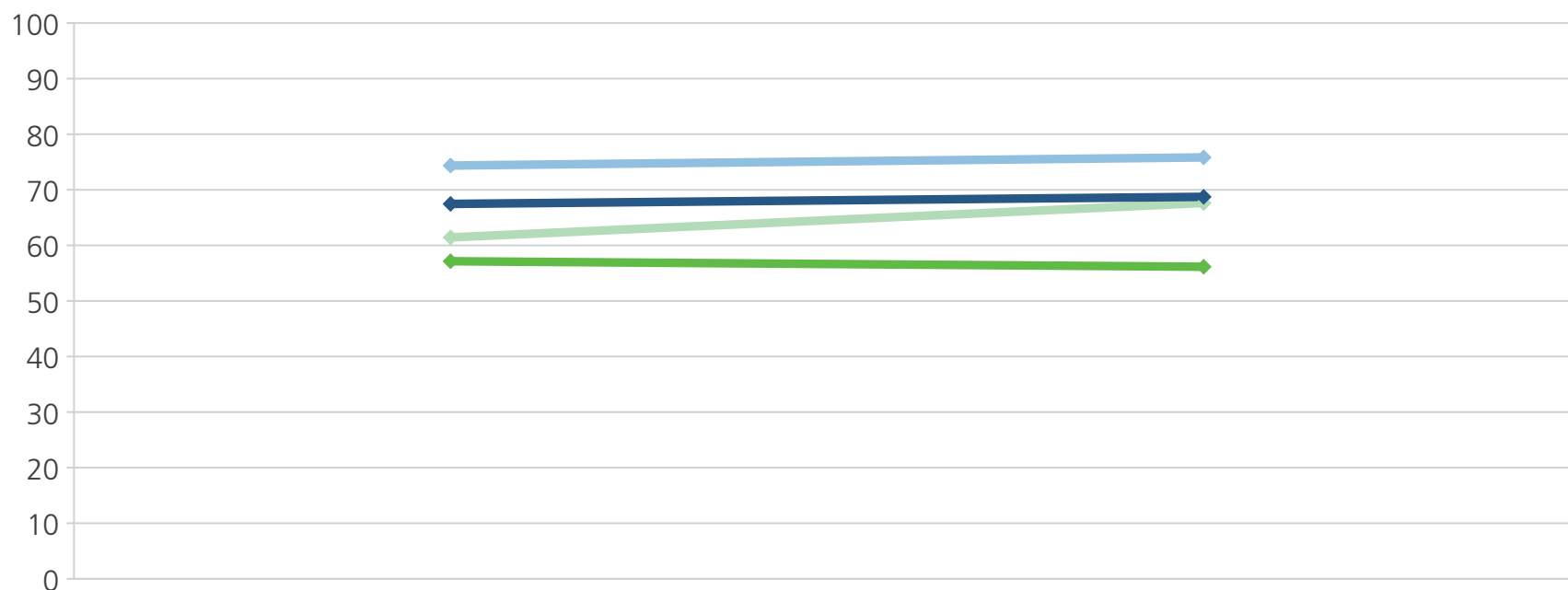
Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it



	2018	2019
<b>Disabled staff: Your org</b>	37.5%	40.1%
<b>Non-disabled staff: Your org</b>	37.8%	39.6%
<b>Disabled staff: Average</b>	40.1%	44.4%
<b>Non-disabled staff: Average</b>	40.5%	41.1%
<b>Disabled staff: Responses</b>	261	342
<b>Non-disabled staff: Responses</b>	630	737

Average calculated as the median for the benchmark group

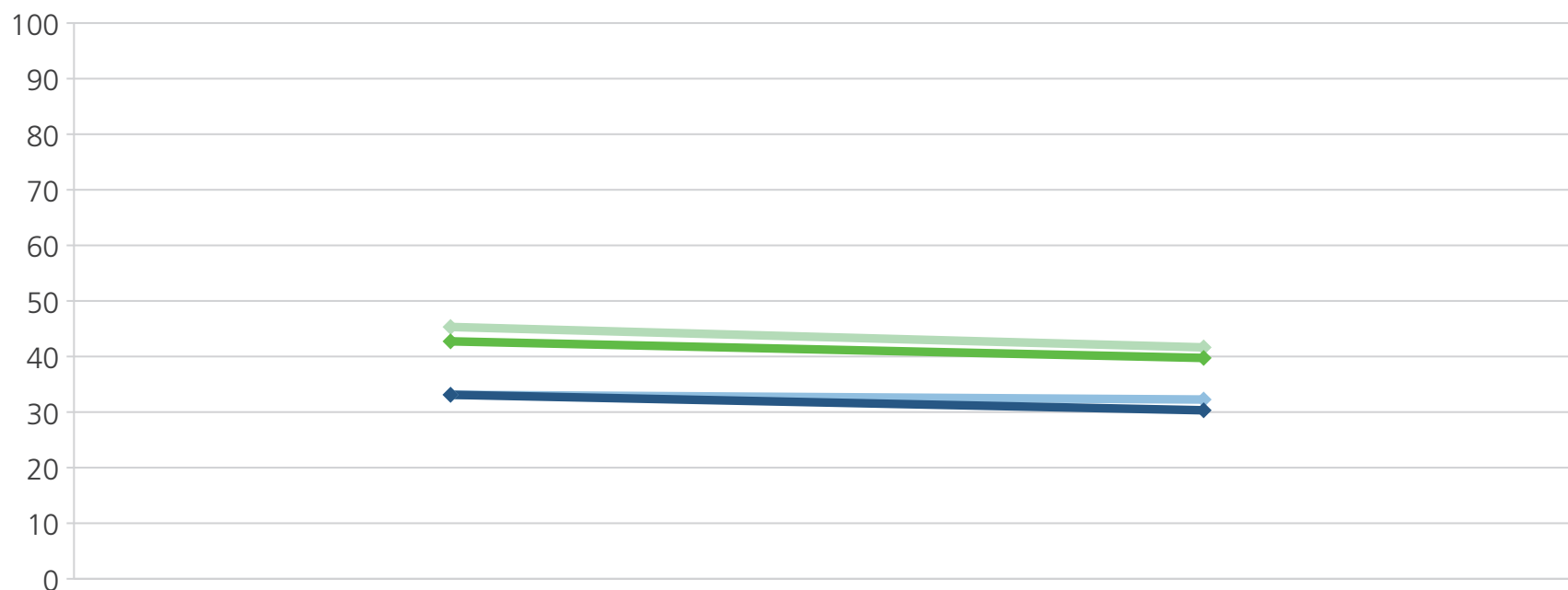
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



	2018	2019
<b>Disabled staff: Your org</b>	57.1%	56.2%
<b>Non-disabled staff: Your org</b>	67.5%	68.7%
<b>Disabled staff: Average</b>	61.4%	67.6%
<b>Non-disabled staff: Average</b>	74.4%	75.8%
<b>Disabled staff: Responses</b>	322	390
<b>Non-disabled staff: Responses</b>	882	1,001

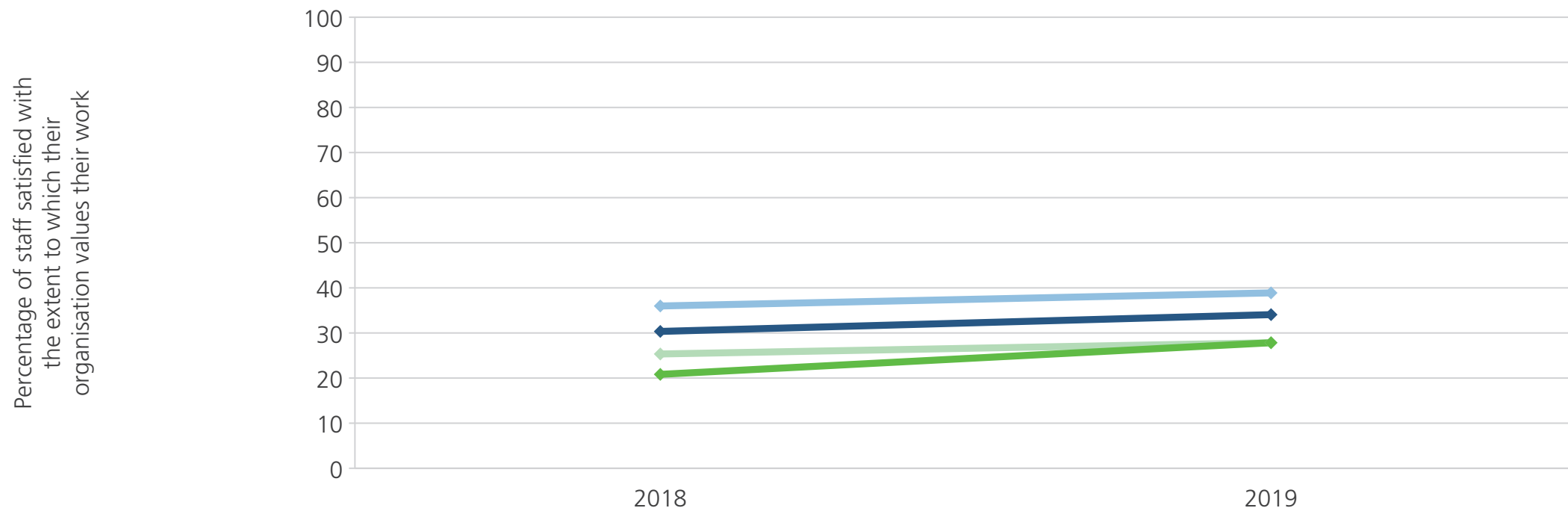
Average calculated as the median for the benchmark group

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties



	2018	2019
<b>Disabled staff: Your org</b>	42.7%	39.7%
<b>Non-disabled staff: Your org</b>	33.1%	30.3%
<b>Disabled staff: Average</b>	45.3%	41.6%
<b>Non-disabled staff: Average</b>	33.1%	32.3%
<b>Disabled staff: Responses</b>	337	463
<b>Non-disabled staff: Responses</b>	758	897

Average calculated as the median for the benchmark group



Disabled staff: Your org	20.8%	27.8%
Non-disabled staff: Your org	30.3%	34.1%
Disabled staff: Average	25.3%	27.8%
Non-disabled staff: Average	36.0%	38.9%

Disabled staff: Responses

437

564

Non-disabled staff: Responses

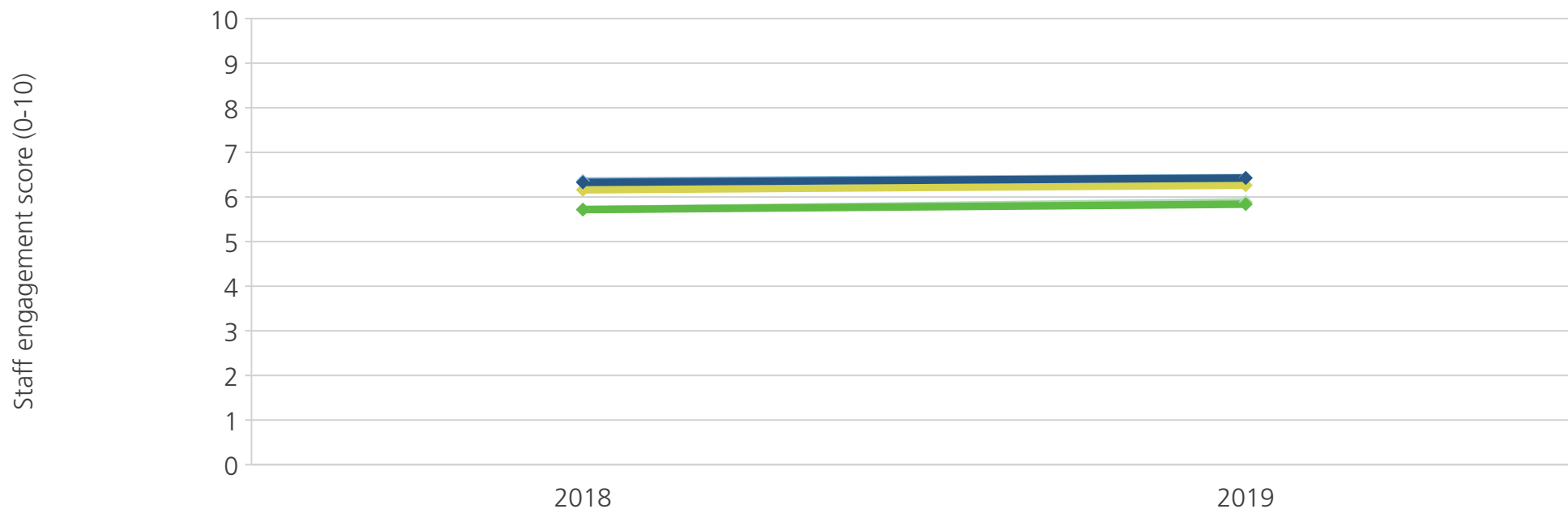
1,282

1,500

Average calculated as the median for the benchmark group







	2018	2019
Organisation average	6.2	6.3
Disabled staff: Your org	5.7	5.8
Non-disabled staff: Your org	6.3	6.4
Disabled staff: Average	5.7	5.9
Non-disabled staff: Average	6.4	6.4

Organisation Responses

1,768

2,108

Disabled staff: Responses

439

564

Non-disabled staff: Responses

1,291

1,512

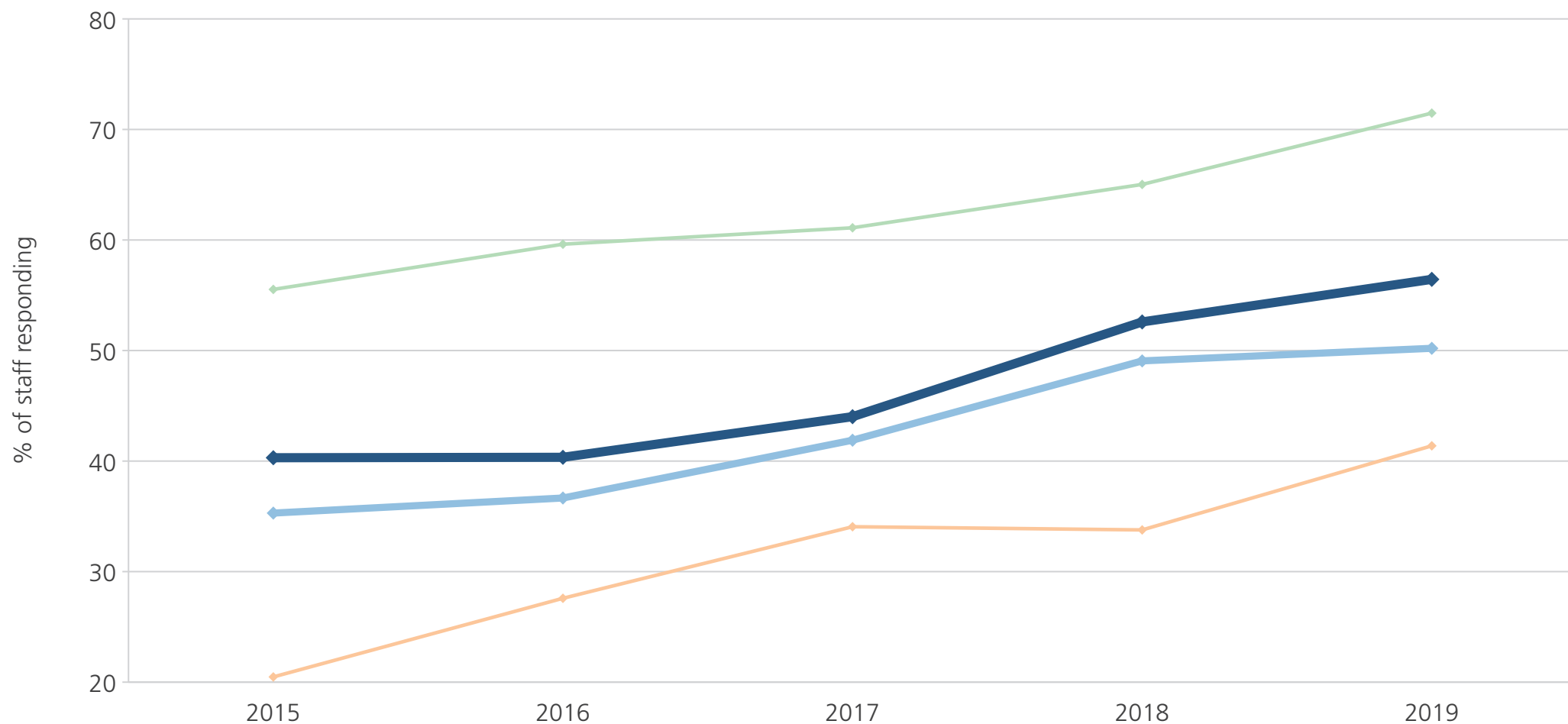
Average calculated as the median for the benchmark group

# Appendices

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

# Appendix A: Response rate

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



Best	55.5%	59.6%	61.1%	65.0%	71.5%
Your org	40.3%	40.3%	44.0%	52.6%	56.4%
Median	35.3%	36.7%	41.9%	49.1%	50.2%
Worst	20.5%	27.6%	34.1%	33.8%	41.4%

# Appendix B: Significance testing - 2018 v 2019 theme results

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

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

The final column contains the outcome of the significance testing: **↑** indicates that the 2019 score is significantly higher than last year's, whereas **↓** indicates that the 2019 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2018 score	2018 respondents	2019 score	2019 respondents	Statistically significant change?
Equality, diversity & inclusion	<b>8.2</b>	1733	<b>8.2</b>	2083	Not significant
Health & wellbeing	<b>5.0</b>	1753	<b>5.0</b>	2095	Not significant
Immediate managers	<b>6.4</b>	1754	<b>6.5</b>	2093	Not significant
Morale	<b>5.5</b>	1740	<b>5.6</b>	2085	Not significant
Quality of appraisals	<b>4.6</b>	1372	<b>4.8</b>	1450	Not significant
Quality of care	<b>7.1</b>	1601	<b>7.3</b>	1889	<b>↑</b>
Safe environment - Bullying & harassment	<b>6.9</b>	1742	<b>7.1</b>	2085	<b>↑</b>
Safe environment - Violence	<b>9.0</b>	1747	<b>8.9</b>	2085	Not significant
Safety culture	<b>6.1</b>	1740	<b>6.2</b>	2087	<b>↑</b>
Staff engagement	<b>6.2</b>	1768	<b>6.2</b>	2108	Not significant
Team working	<b>5.2</b>	1743	<b>5.2</b>	2087	Not significant

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

# Appendix C: Tips on using your benchmark report

South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results



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



## Key points to note

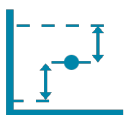
There are a number of differences in this benchmark report compared to the style of benchmark reports prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover eleven areas of staff experience and present results in these areas in a clear and consistent way. All of the eleven themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together.



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



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

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

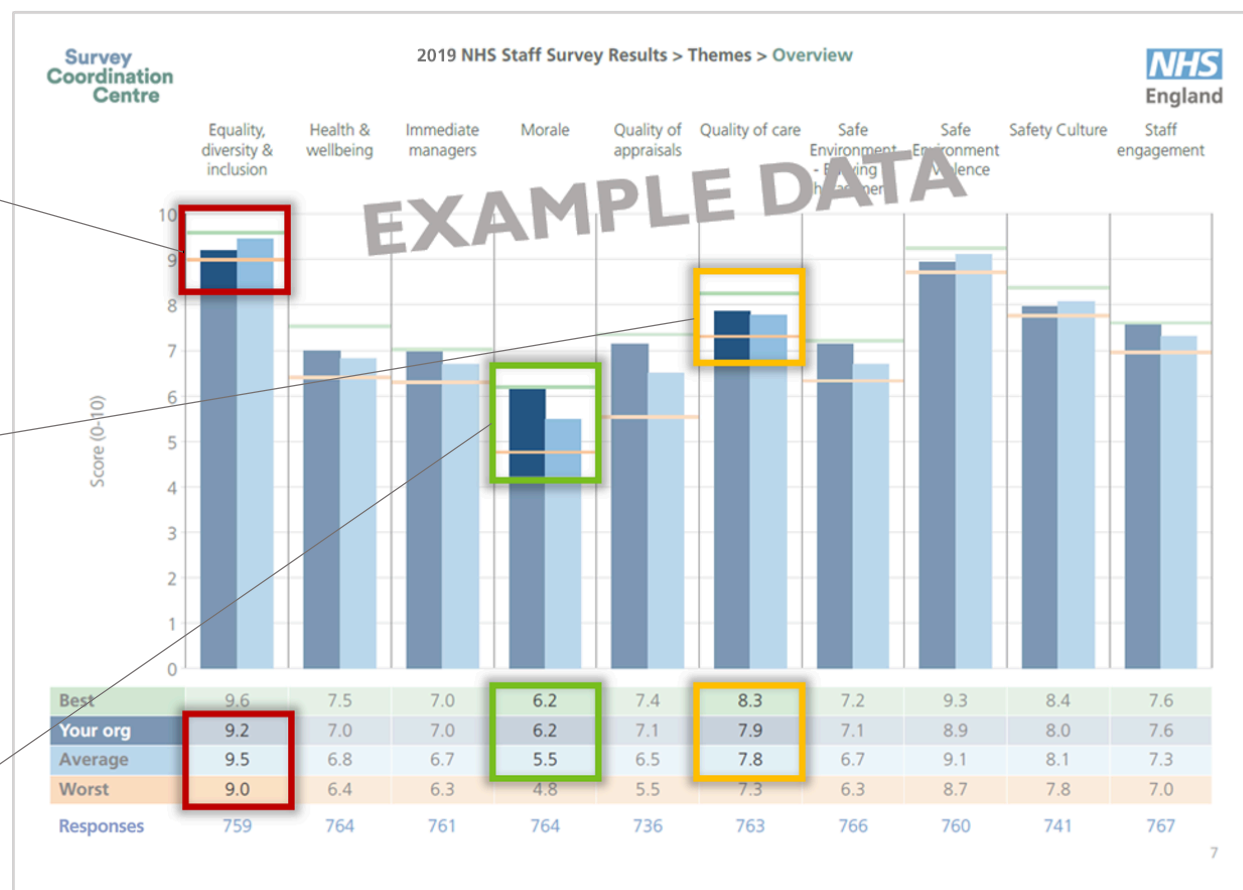
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

## Areas to improve

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

## Positive outcomes

- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

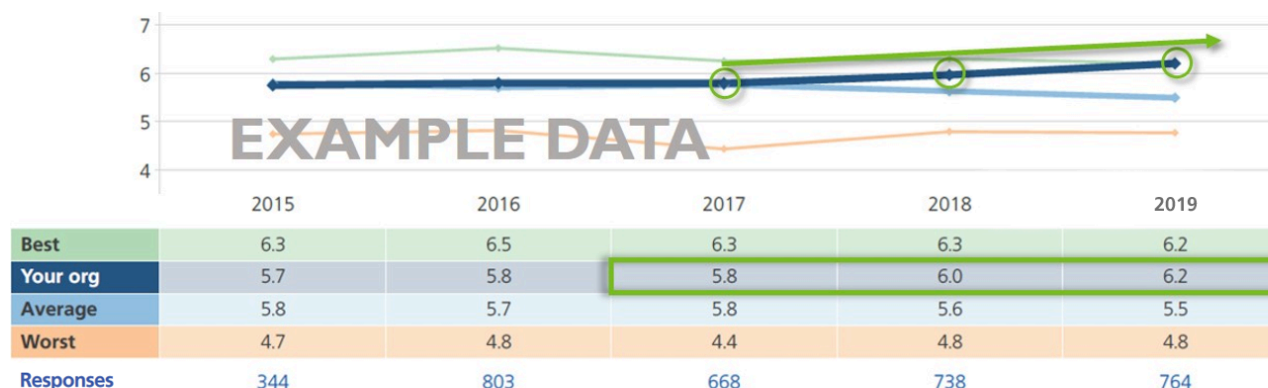


Only one example is highlighted for each point

- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.

## Review trend data

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

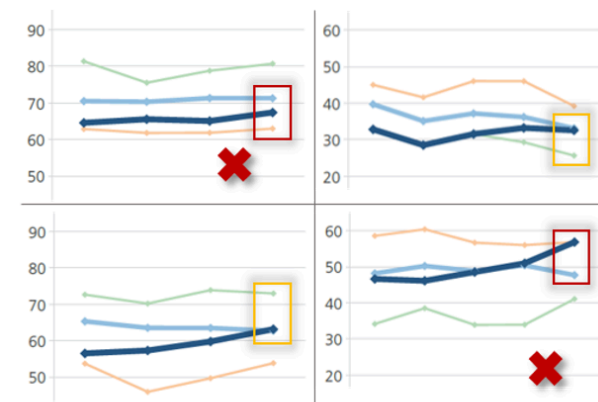


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## Review questions feeding into the themes

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

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



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

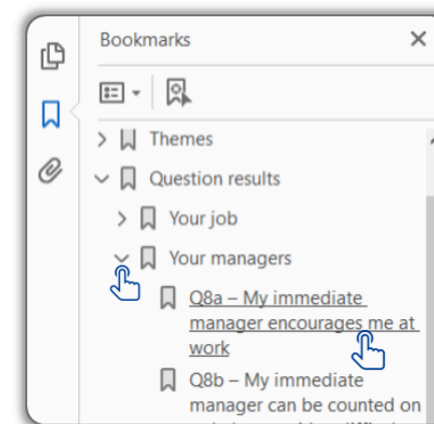
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 170 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data. It's also worth noting that new for 2019 is a PDF summary version of this benchmark report. This presents the same data as this main benchmark report, but does not include the detailed question level reporting.

## Identifying questions of interest

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

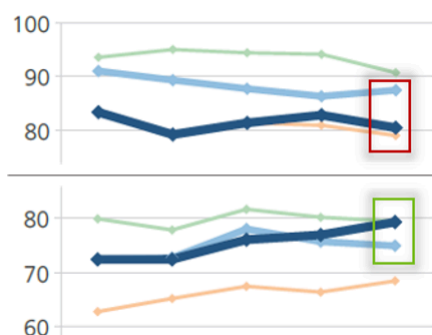
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for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

Use the bookmarks bar to navigate directly to questions of interest



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

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





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

# Appendix D: Additional reporting outputs




South East Coast Ambulance Service NHS Foundation Trust  
2019 NHS Staff Survey Results

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

## Supporting documents

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

## Other local results

-  **Benchmark summary reports:** A PDF summary version of this benchmark report, that produces the same data, but does not include the detailed question level reporting.
-  **Local Breakdowns:** Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **Directorate Reports:** Reports containing theme results split by directorate (locality) for South East Coast Ambulance Service NHS Foundation Trust.

## National results

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