East London
NHS Foundation Trust

REPORT TO THE TRUST BOARD - PUBLIC
11 JULY 2018

Title	National Staff Survey 2017 results
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Purpose of the Report:

To report a summary of the Trust's results in the National Staff Survey 2017, and outline the Trust's approach to improvement. The Board are asked to reflect on its role in contributing the workstreams that address the findings of the survey.

Summary of Key Issues:

- The national results of the 2017 staff survey were disappointing, with 21/32 key findings deteriorating from the previous year
- The Trust experienced a deterioration in the overall staff engagement score, and in a number of other indicators
- The findings have been fed into discussions regarding the staff experience outcome of the Trust strategy, as well directorate level plans.
- The report sets out the Trust's approach to improvement, which links to the new Trust strategy
- The summary staff survey report is attached

Strategic priorities this paper supports (Please check box including brief statement)

Improved patient experience	☒	There is a strong evidence base that engaged staff provide better patient care and outcomes.
Improved health of the communities we serve	☐	
Improved staff experience	☒	The approach to improvement set out in this paper are designed to directly improve staff experience
Improved value for money	☒	There is a strong evidence base that engaged staff and more health and productive at work, and therefore contribute to value for money

Committees/Meetings where this item has been considered:

Date	Committee/Meeting
Various	Versions of this report have been presented to various internal Trust meetings, and has been reported to the Council of Governors on 17 May.

Implications:

Equality Analysis	The Trust's action plan is designed to improve equality through the reduction in variation between different staff groups. .
Risk and Assurance	If staff are not engaged at work, there is a clear risk that patient care will be adversely affected.
Service User/Carer/Staff	As above, the work in this area is designed to improve staff experience. Evidence shows a clear link between staff experience and patient care.
Financial	Evidence shows that high staff engagement is strongly correlated with low sickness absence levels, which has a financial benefit to the Trust.
Quality	Evidence shows a clear link between staff satisfaction and patient care.

1.0 Background

1.1 The National Staff Survey has been carried out since 2002. It seeks to measure staff experience in the NHS, in order to provide comparative analysis with other NHS Trusts, and opportunities for improvement.

1.2 The 2017 survey was conducted in October-November 2017. The results were published on 6 March 2017. The report is attached.

1.3 The Trust's response rate was 50%, an increase of 5% from the previous year (and a 15% increase over the last two years).

1.4 The profile of respondents is different than 2016, with the addition of Tower Hamlets Community services, and the loss of Newham health visiting and child information services.

2.0 National and local context

2.1 The national results of the 2017 national staff survey were disappointing, with 21/32 key findings deteriorating from the previous year. The national scores over time for mental health/community trusts are set out below:

2013 3.72
2014 3.71
2015 3.79
2016 3.80
2017 3.78

2.2 The overall staff engagement scores for the London mental health/community trusts are as follows:

Trust:	**Overall engagement score:**
Tavistock	4.01
ELFT	3.90
Oxleas	3.84
NELFT	3.82
WLMHT	3.82
BEHMHT	3.81
SLAM	3.80
CANDI	3.79
CNWL	3.78
SWLSTG	3.71

3.0 2017 results

3.1 The Trust's results for 2017 can be summarised as follows.

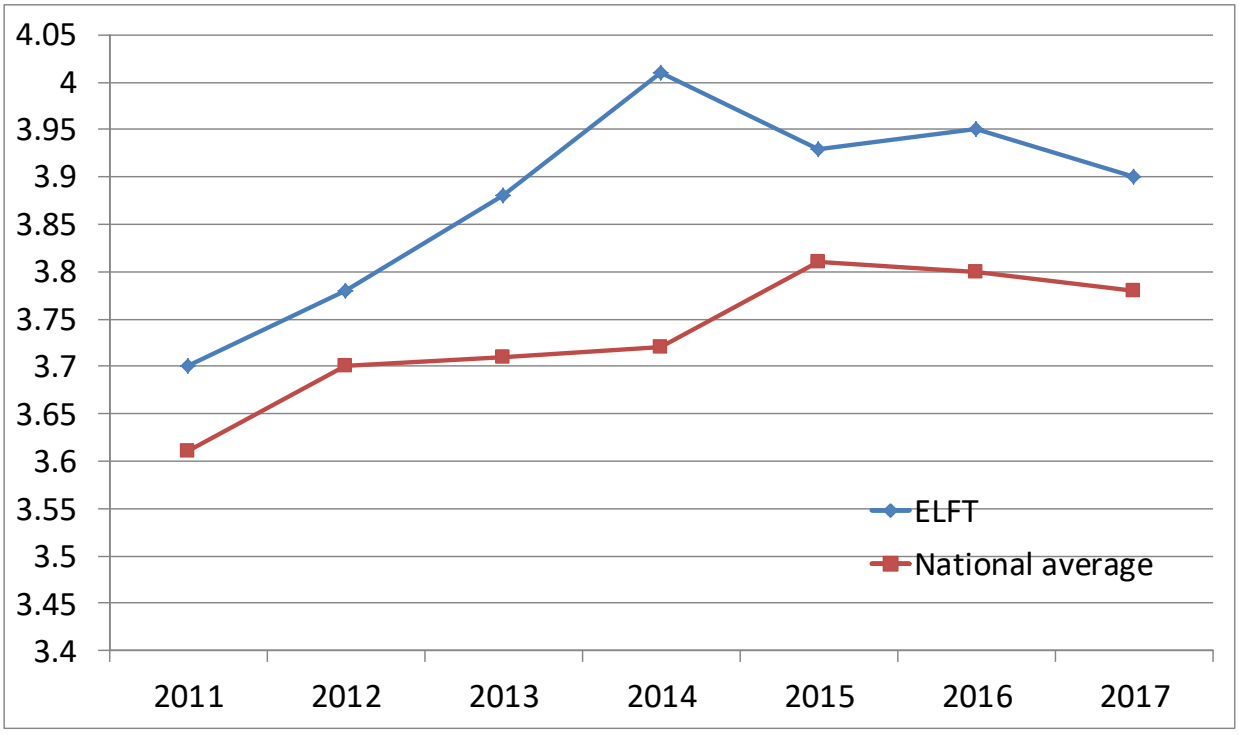
3.2 The Trust's score for the overall staff engagement indicator was 3.90 (with 5 being the maximum score), which places it 5th across mental health and mental health/community trusts (out of 55 Trusts). The Trust's score decreased from 3.95 in 2016.

3.3 The main directorates with lower scores than 2016 were Luton, Bedfordshire, and Forensic services. Across the Trust, there were deteriorating scores in relation to resourcing and support, health and wellbeing, reporting unsafe clinical practice and agreeing that their role makes a difference to patients. These scores provide a warning sign that staff experience is a significant risk for the Trust.

3.4 The Trust's ranking over the least five years is therefore as follows:

Year:	**National ranking:**
2013	4th
2014	1st=
2015	4th=
2016	1st
2017	5th

3.5 The Trust's progress over time is set out below:



3.6 The Trust has four scores that were the best in the country for mental health/community health providers, i.e.:

- Percentage of staff reporting errors, near misses or incidents witnessed in the last month
- Quality of non-mandatory training, learning or development
- Percentage of staff able to contribute towards improvements at work
- Staff satisfaction with the quality of work and care they are able to deliver

3.7 In contrast there continue to be areas where the Trust does less well compared to the national average, including levels of violence and aggression experienced by staff, and concerns about career progression and discrimination. The Trust's scores in this area are similar to other London mental health/community trusts, but this is not an acceptable benchmark as the scores themselves are of concern.

3.8 Additional questions were included in the survey so that staff were able to submit a narrative response to these questions. The results have been analysed for Trust-wide themes. The themes are:

- There were more responses about working hours and career progression, which probably reflect the fact that these issues affect all staff
- There is a high increase in the number of staff who feel that the Trust has good systems in place to reduce levels of physical violence from patients, and bullying/harassment from staff
- There is a stronger message around workloads being too high, challenging targets and resources being inadequate
- There was strong support for the Trust's approach to learning and development, but balanced by views about the need for greater transparency and subjectivity about the opportunities available

3.9 The results have been distributed in the Trust, and are being discussed at Directorate Management Teams, professional groups, staff equalities networks and other relevant forums.

3.10 The Joint Staff Committee away day held on 14 March focused on staff wellbeing, and a refreshed action plan is being developed following this event. The Freedom to Speak Up conference on 27 June focused on supporting staff to speak up, and effective resolution of concerns.

4.0 Equality

4.1 The report includes the results of the Workforce Race Equality Standards indicators that are measured through the staff survey. These are set out below:

			Your Trust in 2017	Average (median) for combined MH/LD and community 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	29%	25%	30%
		BME	33%	28%	36%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	23%	20%	21%
		BME	23%	23%	25%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	84%	88%	86%
		BME	73%	76%	70%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	9%	6%	8%
		BME	13%	11%	14%

4.2 The results show that:

- Bullying and harassment from patients has decreased by 3% for BME staff, and the gap between white and BME staff has reduced from 6% to 4%
- Bullying and harassment from staff has decreased by 2% for BME staff and there is now no difference between white and BME staff
- Fairness of career progression has improved by 3% for BME staff and the difference between white and BME staff has reduced from 16% and 11%
- Discrimination at work has reduced by 1% for BME staff and the difference between white and BME staff has reduced from 6% to 4%

4.3 There is also progress in other areas. For example, there has been a 16% increase over the last two years in the number of disabled staff reporting that reasonable adjustments were made, and a reduction in the number of staff reporting discrimination on the grounds of disability.

4.4 All of the staff networks (BAME, LGBTQ, Women and Disabled staff) have been considering the results in order to inform their workplans for the year.

5.0 Council of Governors input

5.1 The Council of Governors received a paper and a presentation regarding the results at their meeting on 17 May 2018. The Council broke into groups and fed back key issues for action as follows:

- Improve staff morale by more regular meetings between staff and senior management
- Staff management and resilience training for middle management
- Change management training
- Better corporate support and more emphasis on anti-bullying policies
- Better supervision arrangements
- Identify the factors that are conducive to good staff experience and focus on them (i.e. leadership development)

6.0 The Trust's approach to improvement

6.1 Improved staff experience is one of the four strategic outcomes in the Trust's new strategy, and work will therefore be planned and delivered as part of the strategic planning framework and the aligned workforce strategy. The workforce strategy has four drivers which explicitly link to staff experience (capacity & capability, leadership, team working and enjoying work).

6.2 The annual priorities for 2018/19 that explicitly address the staff survey results are in relation to development of the Trust's leadership programme, delivery of a staff wellbeing plan, and delivery of the workforce equalities plan.

6.3 At Trust level there is also a focus on improved listening and learning from staff feedback, with the further utilisation of the staff networks, Freedom to Speak Up Guardian, and staff governors. This will be drawn together at a Staff Council, chaired by the Chief Executive, which will oversee the workplan arising from the various forums.

6.4 At directorate level action planning based on local results has taken place. There is a focus on having time for reflective practice and team working, improved engagement with senior management, and addressing bullying and harassment.

6.5 At team level, three of the 5 teams in the Enjoying Work programme have now shown a positive shift in staff experience. The programme is currently being rolled out to 21 teams across the Trust. The programme was launched on 28 June.

6.6 The teams involved in the Enjoying Work programme collect data on a daily basis, through a mobile application co-developed by the Trust and a technology firm. Teams also collect other information in order to monitor progress. The Trust will also be introducing a quarterly Pulse survey.

6.7 In advance of the 2018 survey, which commences in October, a communications plan is in place in order to feedback changes and improvements made since the last survey.

6.8 Progress in this area will be monitored at the Workforce Committee, which is now chaired by the CEO. Board level scrutiny is provided by the Appointments & Remuneration Committee.

6.9 In terms of overall assurance, therefore, the following is in place:

6.9.1 Executive leads in place
6.9.2 Strategic objective as part of the Trust strategy
6.9.3 Workforce Committee providing executive oversight, chaired by the CEO
6.9.4 Appointments & Remuneration committee providing board oversight
6.9.5 Progress reported as part of the Integrated Quality & Performance report

6.10 All Board members are involved in the work in various ways, i.e. through executive and Non-Executive visits to services. The Board are also requested to contribute to the action plan by engaging in specific workstreams, as follows:

Workstream:	**Board input:**
Equalities	Chief Nursing Officer Director of Human Resources Trust Chair
Staff concerns/freedom to speak up	Chief Executive Chief Nursing Officer Senior Independent Director
Leadership development	Director of Planning and Performance Chief Quality Officer Director of Human Resources NED workforce lead
Enjoying Work QI programme	Chief Quality Officer Director of Planning and Performance NED workforce lead

7.0 Action being requested

7.1 The Trust Board is asked to:

- **RECEIVE** and **DISCUSS** the report
- **CONSIDER** areas where the Board can contribute to the work required

2017 National NHS staff survey

Results from East London NHS Foundation Trust

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1. Introduction to this report

This report presents the findings of the 2017 national NHS staff survey conducted in East London 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.

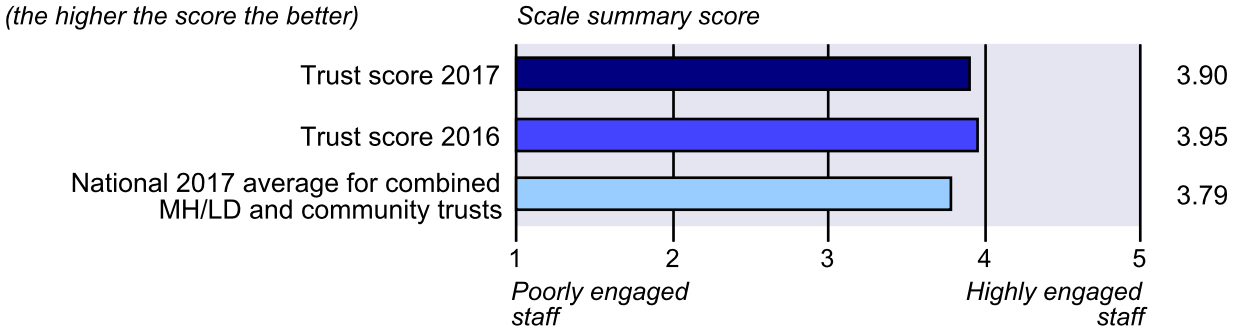
Q21a, Q21c and Q21d feed into Key Finding 1 “Staff recommendation of the organisation as a place to work or receive treatment”.

		Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	80%	72%	81%
Q21b	"My organisation acts on concerns raised by patients / service users"	81%	75%	81%
Q21c	"I would recommend my organisation as a place to work"	66%	58%	70%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	69%	67%	71%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.86	3.68	3.93

2. Overall indicator of staff engagement for East London NHS Foundation Trust

The figure below shows how East London NHS Foundation Trust compares with other combined mental health / learning disability and community 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 3.90 was above (better than) average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT



This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how East London NHS Foundation Trust compares with other combined mental health / learning disability and community 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 combined MH/LD and community trusts
OVERALL STAFF ENGAGEMENT	! Decrease (worse than 16)	✓ Above (better than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment *(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)*	! Decrease (worse than 16)	✓ Above (better 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	✓ Above (better 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	✓ Above (better 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 East London NHS Foundation Trust

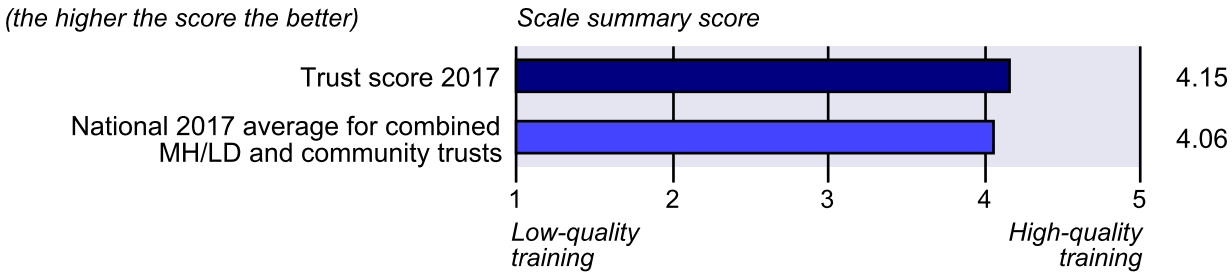
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which East London NHS Foundation Trust compares most favourably with other combined mental health / learning disability and community trusts in England.

TOP FIVE RANKING SCORES

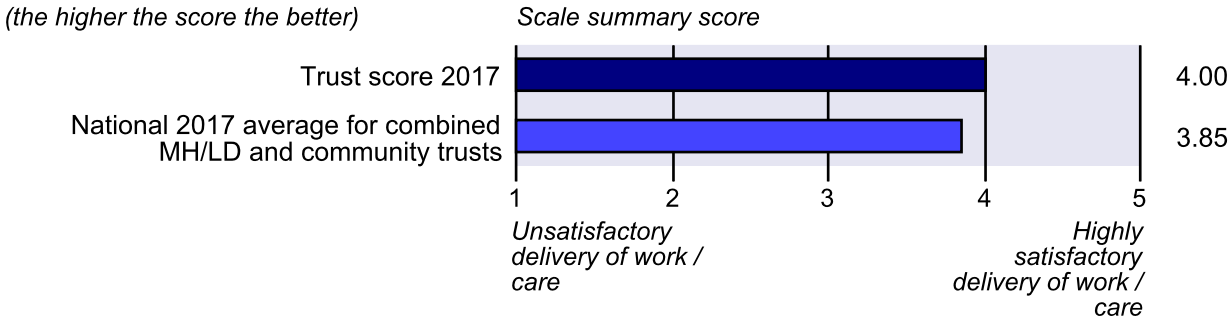
✓KF13. Quality of non-mandatory training, learning or development

(the higher the score the better)



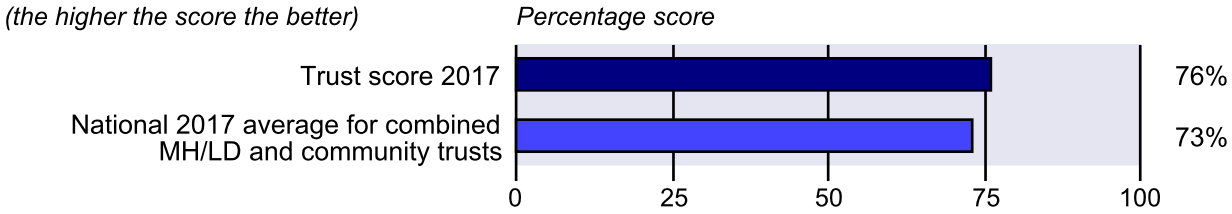
✓KF2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



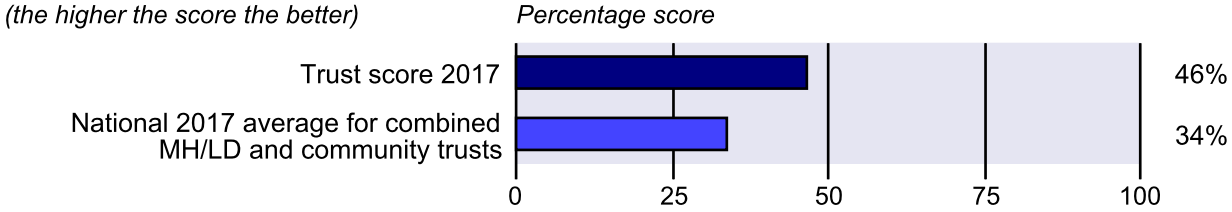
✓KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



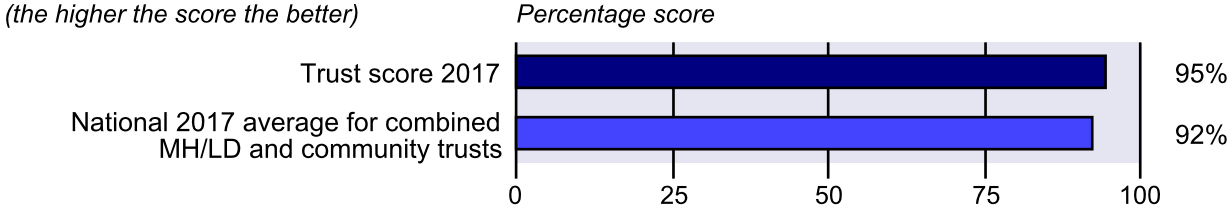
✓KF6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



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

(the higher the score the better)

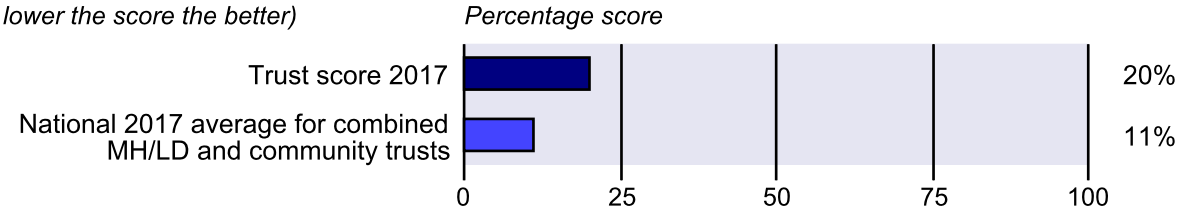


This page highlights the five Key Findings for which East London NHS Foundation Trust compares least favourably with other combined mental health / learning disability and community trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

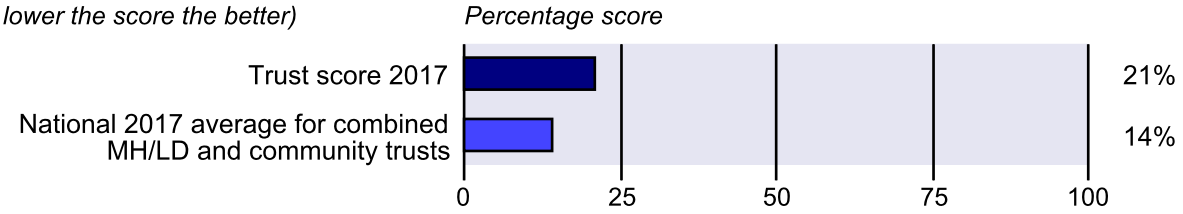
! KF20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)



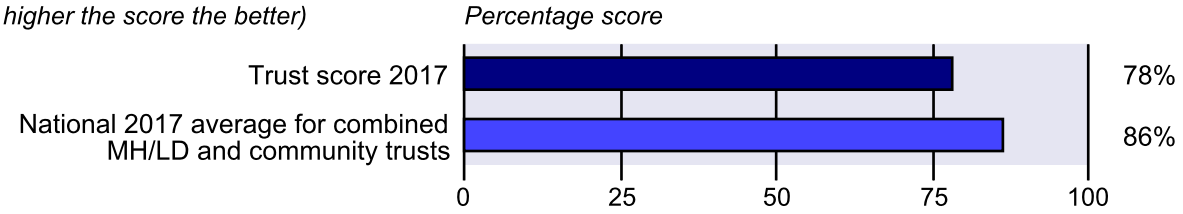
! KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



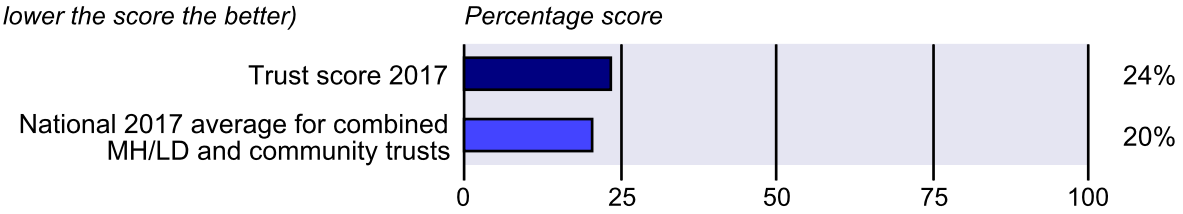
! KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(the higher the score the better)



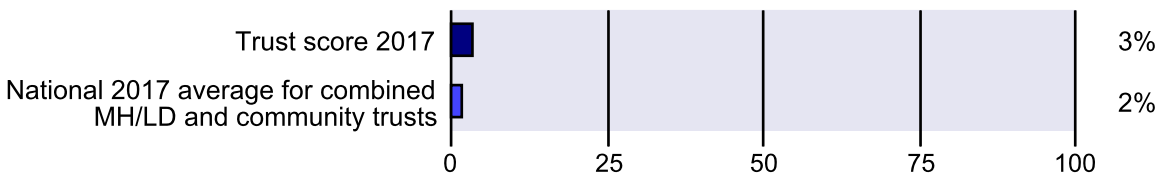
! KF26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



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

(the lower the score the better)



For each of the 32 Key Findings, the combined mental health / learning disability and community trusts in England were placed in order from 1 (the top ranking score) to 29 (the bottom ranking score). East London NHS Foundation Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 29. Further details about this can be found in the document ***Making sense of your staff survey data***.

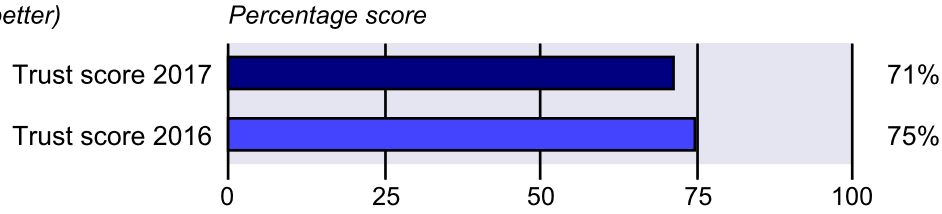
3.2 Largest Local Changes since the 2016 Survey

This page highlights the Key Finding that has improved at East London NHS Foundation Trust since the 2016 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

✓KF16. Percentage of staff working extra hours

(the lower the score the better)



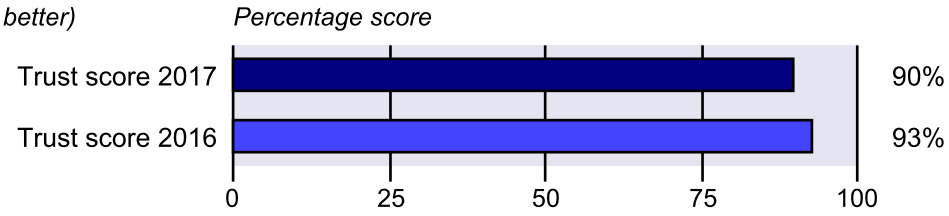
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2016-2017 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***.

This page highlights the five 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. (However, please note that, as shown in section 3.3, when compared with other combined mental health / learning disability and community trusts in England, the scores for Key findings KF3, KF14, and KF31 are better than average).

WHERE STAFF EXPERIENCE HAS DETERIORATED

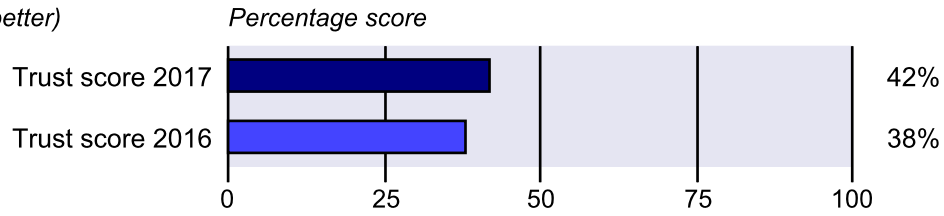
! KF3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



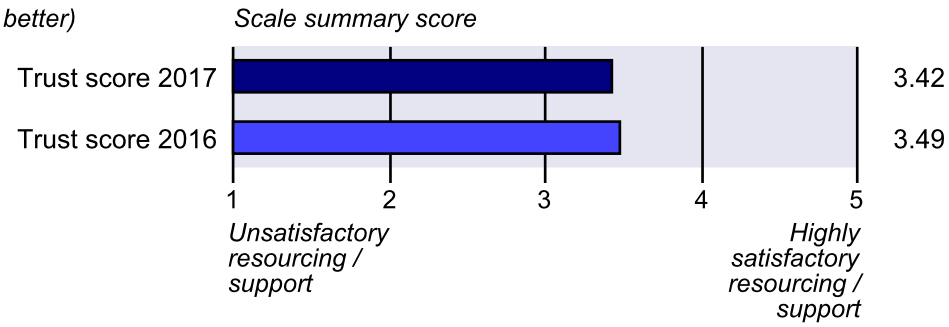
! KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



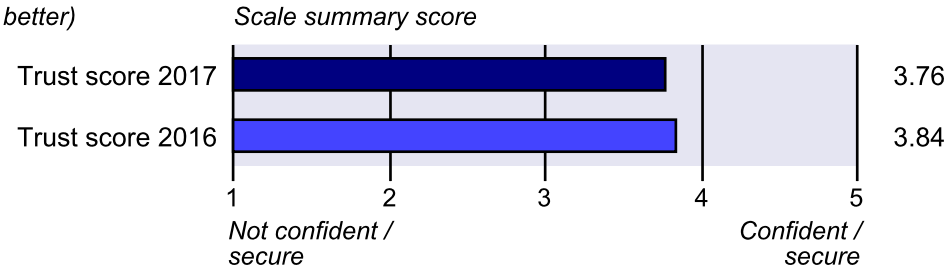
! KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



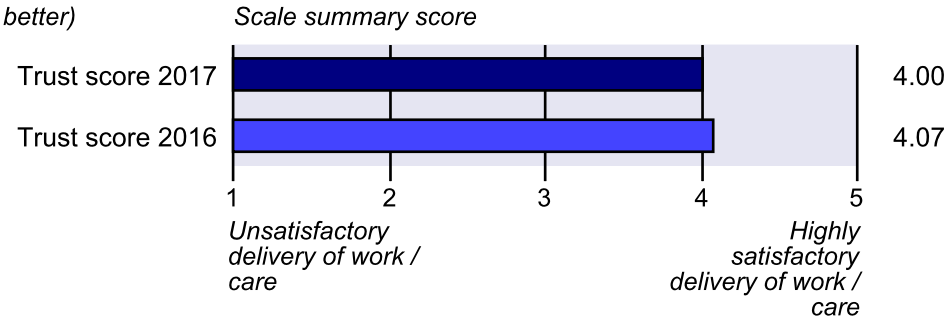
! KF31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)



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

(the higher the score the better)



Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have 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 East London NHS Foundation Trust

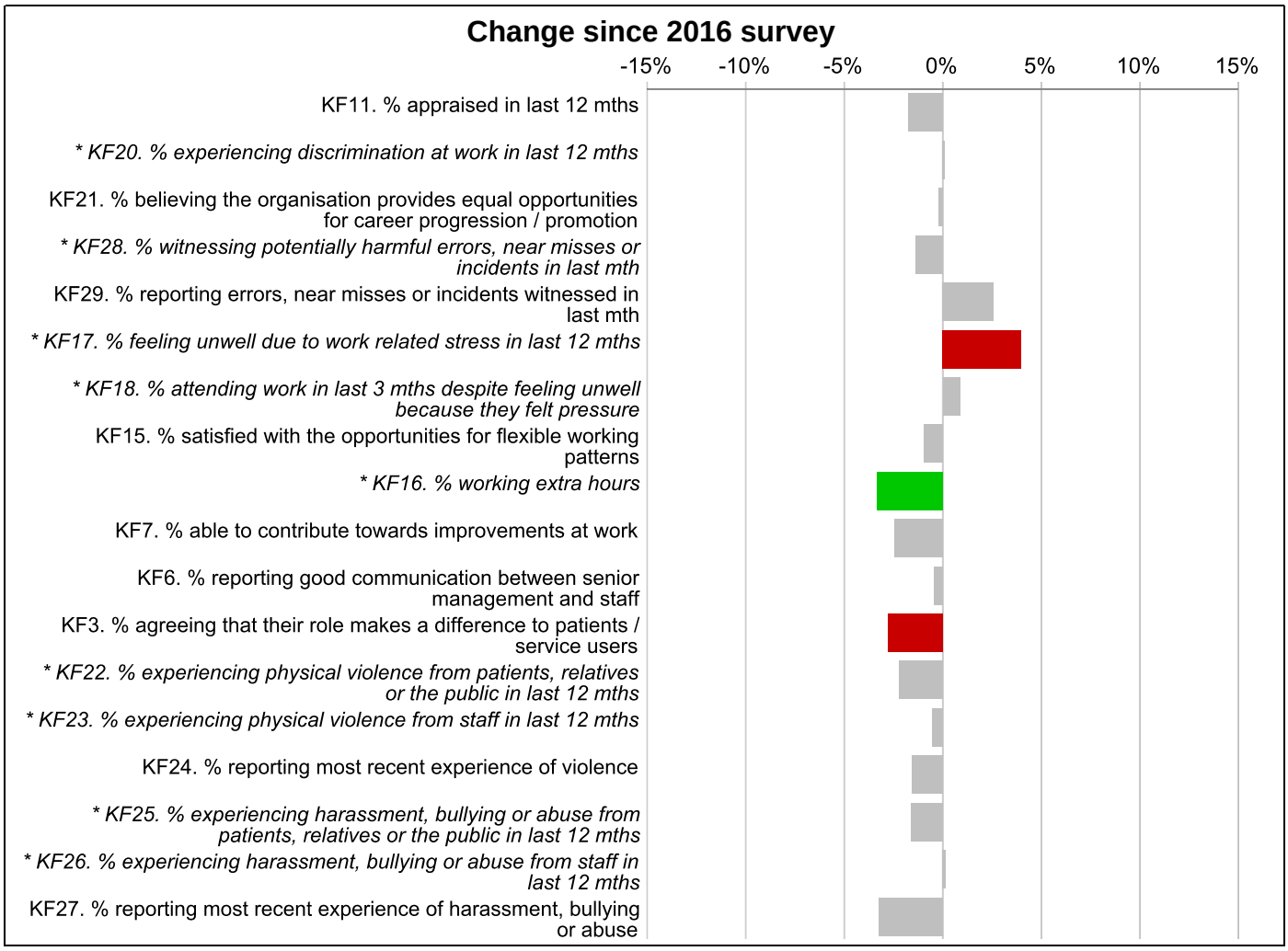
KEY

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.



3.3. Summary of all Key Findings for East London NHS Foundation Trust

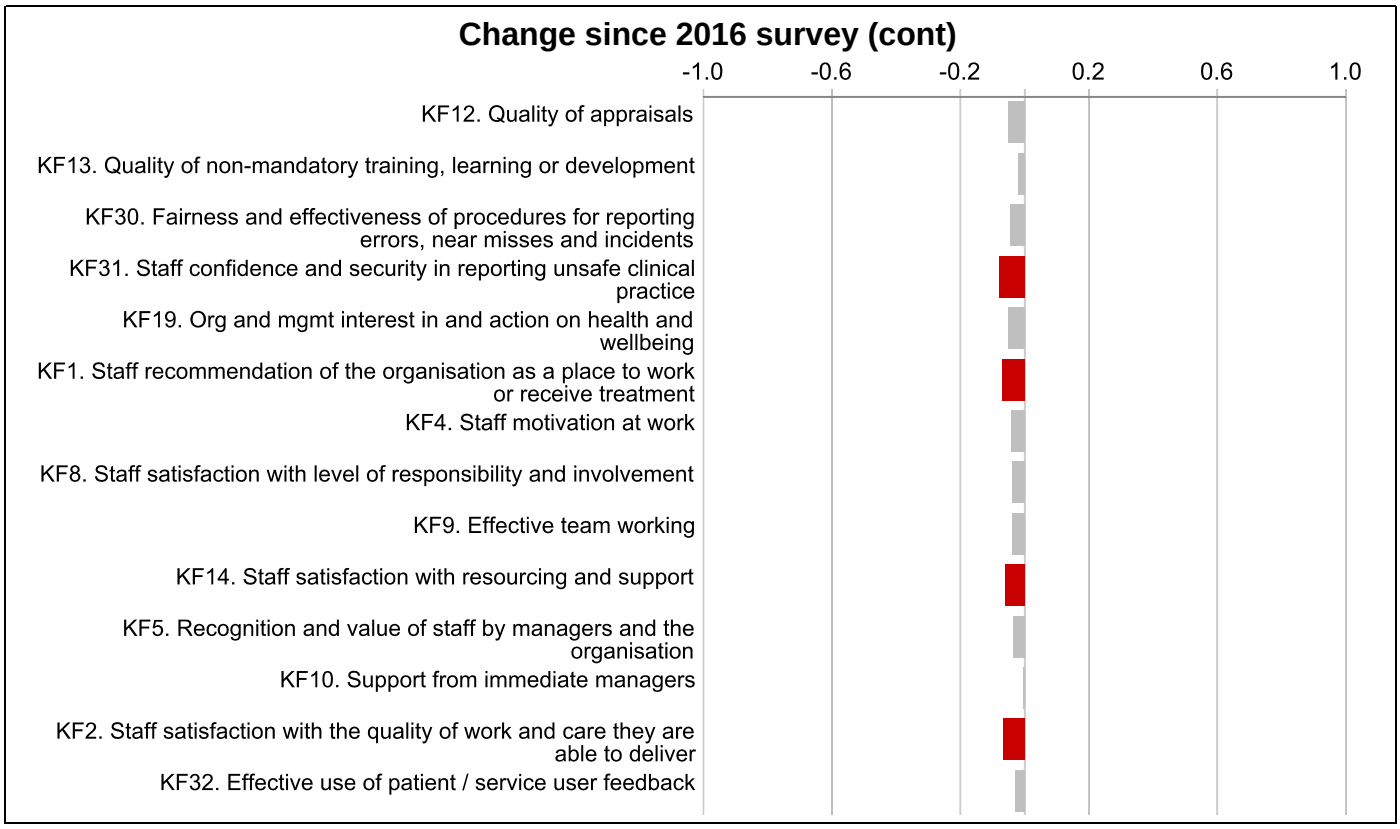
KEY

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.



3.3. Summary of all Key Findings for East London NHS Foundation Trust

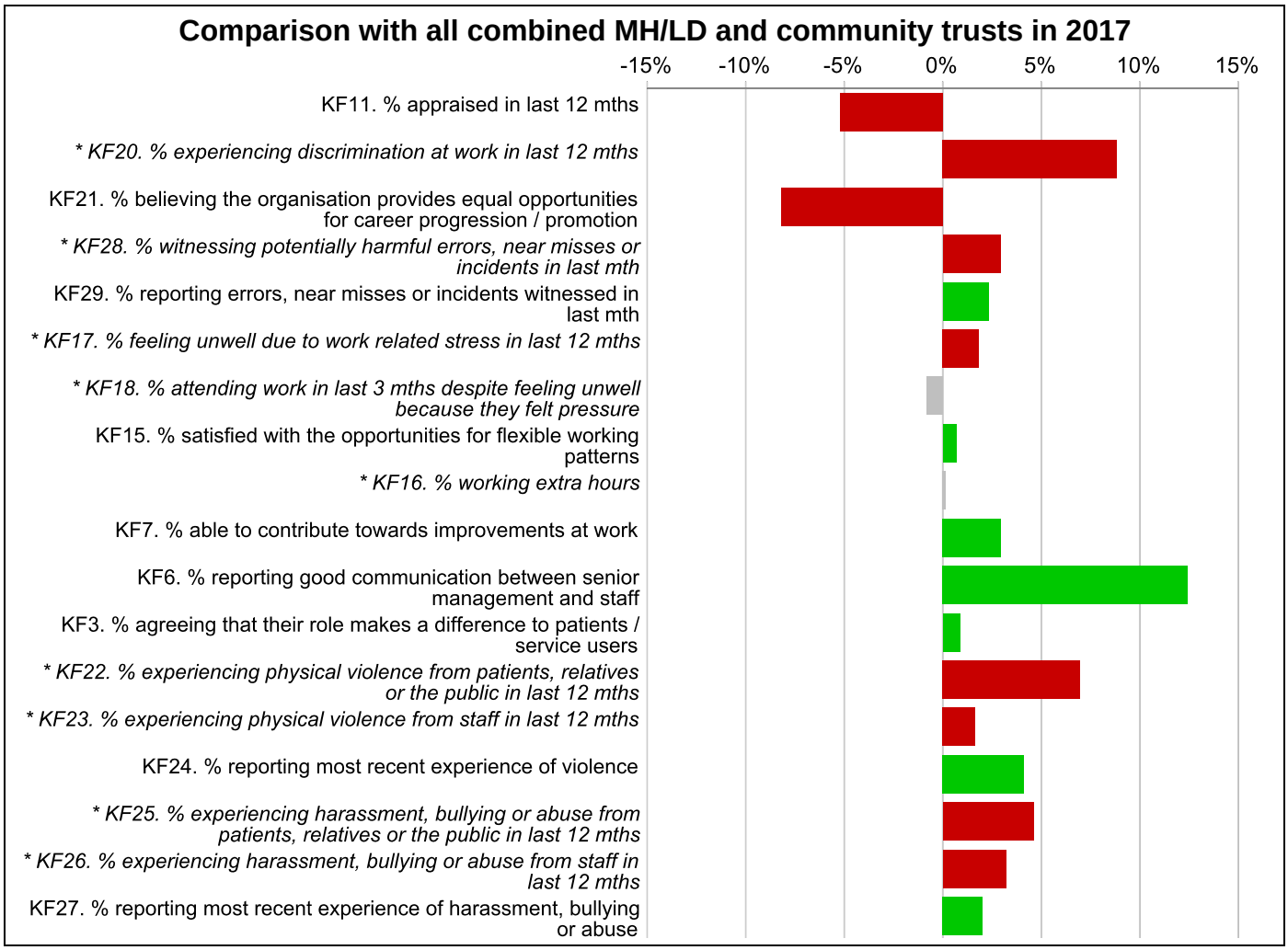
KEY

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

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

Grey = Average.

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



3.3. Summary of all Key Findings for East London NHS Foundation Trust

KEY

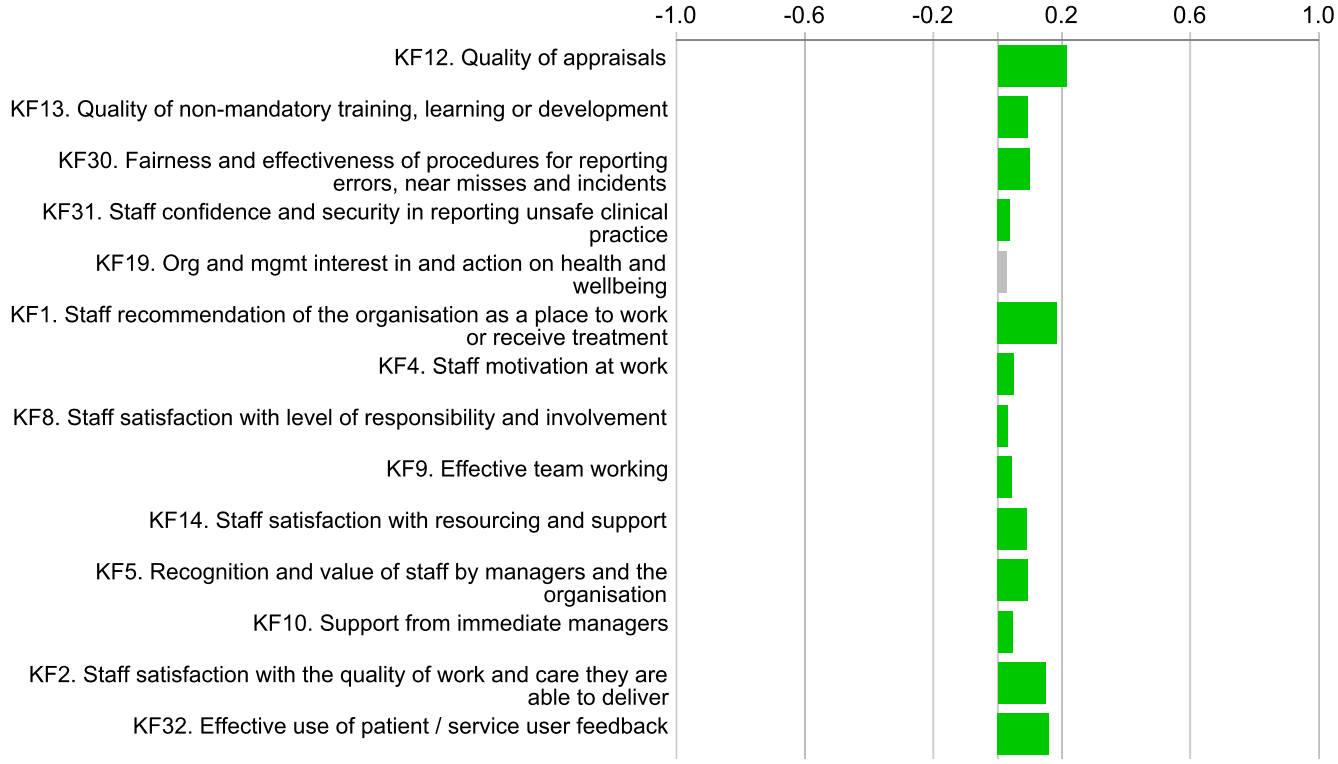
Green = Positive finding, e.g. better than average.

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 combined MH/LD and community trusts in 2017 (cont)



3.4. Summary of all Key Findings for East London 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 combined MH/LD and community trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	! Below (worse than) average
KF12. Quality of appraisals	• No change	✓ Above (better than) average
KF13. Quality of non-mandatory training, learning or development	• No change	✓ Above (better 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	• No change	✓ Above (better than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	! Decrease (worse than 16)	✓ Above (better than) average
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	! Increase (worse than 16)	! Above (worse than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	• No change	• Average
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	• Average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	✓ Above (better than) average
* *KF16. % working extra hours*	✓ Decrease (better than 16)	• Average

3.4. Summary of all Key Findings for East London NHS Foundation Trust (cont)

	Change since 2016 survey	Ranking, compared with all combined MH/LD and community trusts in 2017
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	! Decrease (worse than 16)	✓ Above (better than) average
KF4. Staff motivation at work	• No change	✓ Above (better than) average
KF7. % able to contribute towards improvements at work	• No change	✓ Above (better than) average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	✓ Above (better than) average
KF9. Effective team working	• No change	✓ Above (better than) average
KF14. Staff satisfaction with resourcing and support	! Decrease (worse than 16)	✓ Above (better than) average
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	✓ Above (better than) average
KF6. % reporting good communication between senior management and staff	• No change	✓ Above (better than) average
KF10. Support from immediate managers	• No change	✓ Above (better than) average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	! Decrease (worse than 16)	✓ Above (better than) average
KF3. % agreeing that their role makes a difference to patients / service users	! Decrease (worse than 16)	✓ Above (better than) average
KF32. Effective use of patient / service user feedback	• No change	✓ Above (better than) average
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	• No change	! Above (worse than) average
* *KF23. % experiencing physical violence from staff in last 12 mths*	• No change	! Above (worse than) average
KF24. % reporting most recent experience of violence	• No change	✓ Above (better than) average
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	• No change	! Above (worse than) average
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	• No change	! Above (worse than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	✓ Above (better than) average

4. Key Findings for East London NHS Foundation Trust

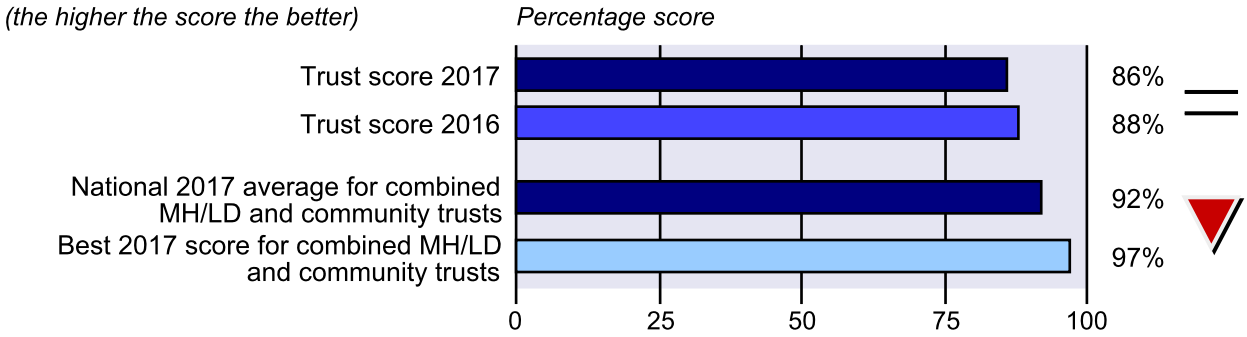
East London NHS Foundation Trust had 2384 staff take part in this survey. This is a response rate of 50%[1] which is above average for combined mental health / learning disability and community trusts in England (45%), and compares with a response rate of 45% in this trust in the 2016 survey.

This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other combined mental health / learning disability and community 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.

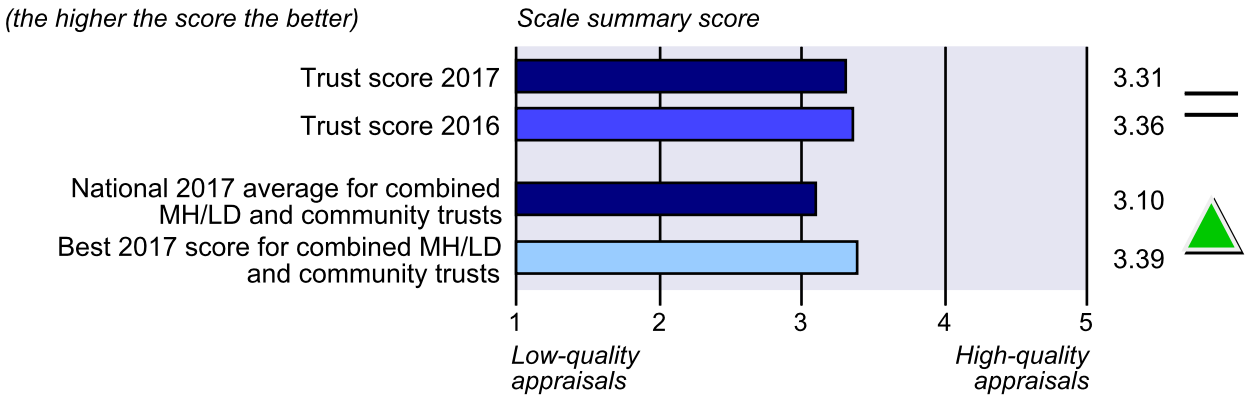
Positive findings are indicated with a green arrow (e.g. where the trust is better than average, or where the score has improved since 2016). Negative findings are highlighted with a red arrow (e.g. where the trust's score is worse than average, or where the score is not as good as 2016). An equals sign indicates that there has been no change.

Appraisals & support for development

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



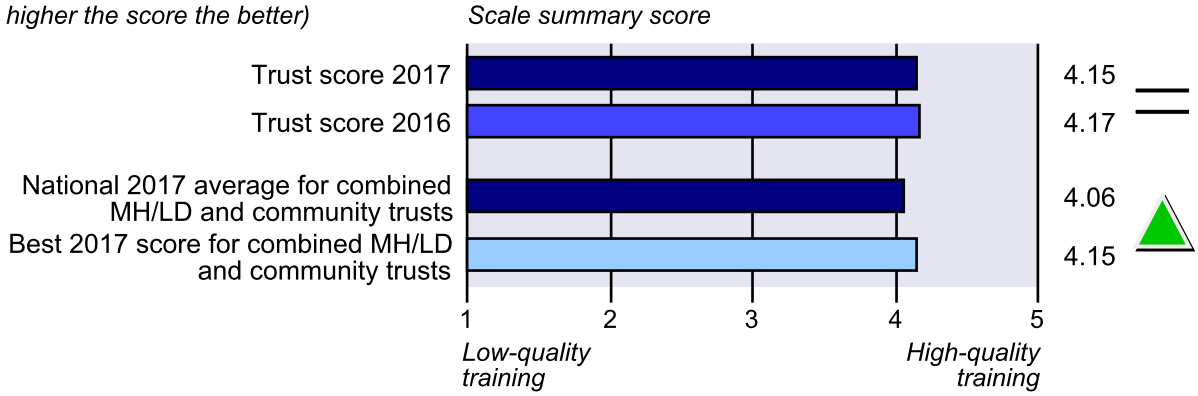
KEY FINDING 12. Quality of appraisals



[1]Questionnaires were sent to all 4790 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

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

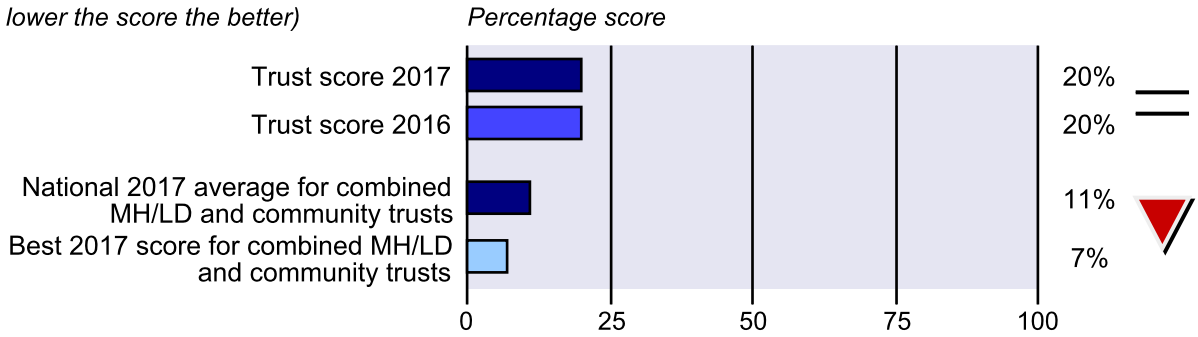
(the higher the score the better)



Equality & diversity

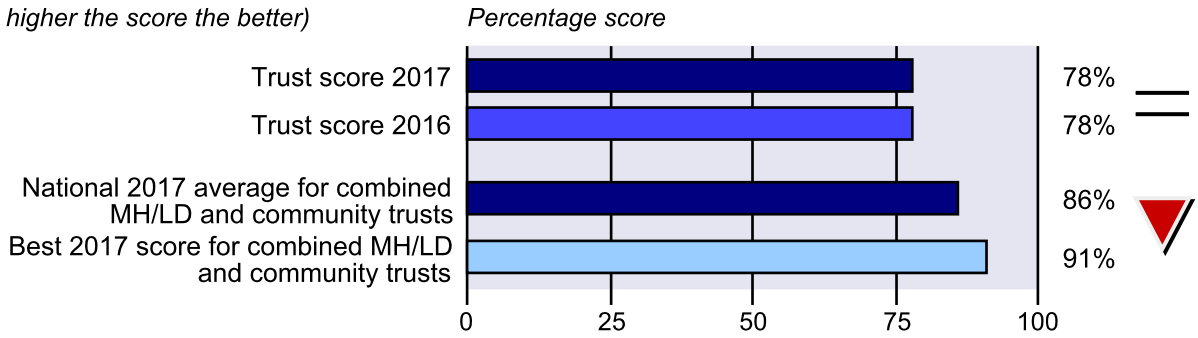
KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)



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

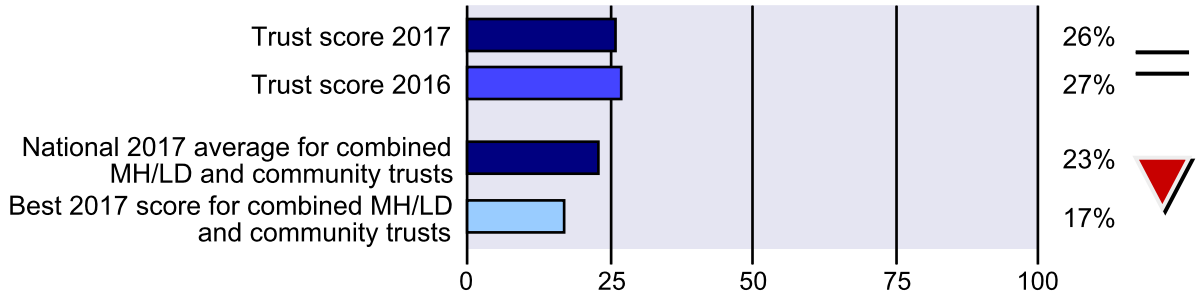
(the higher the score the better)



Errors & incidents

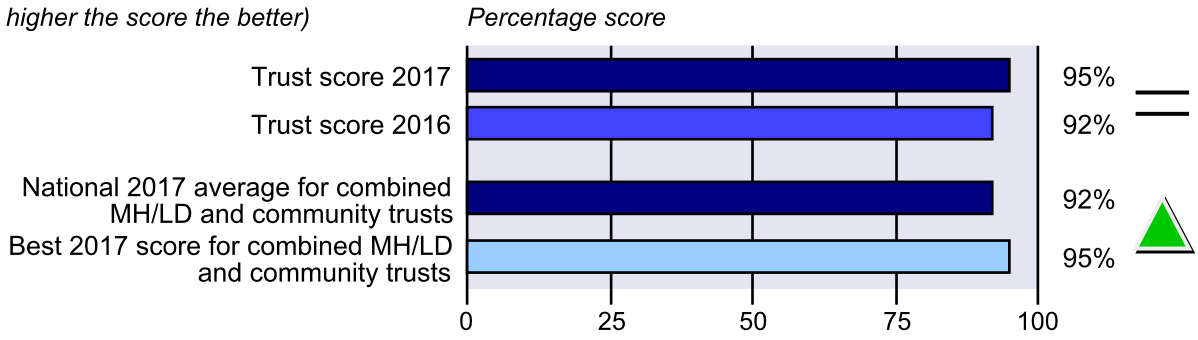
KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



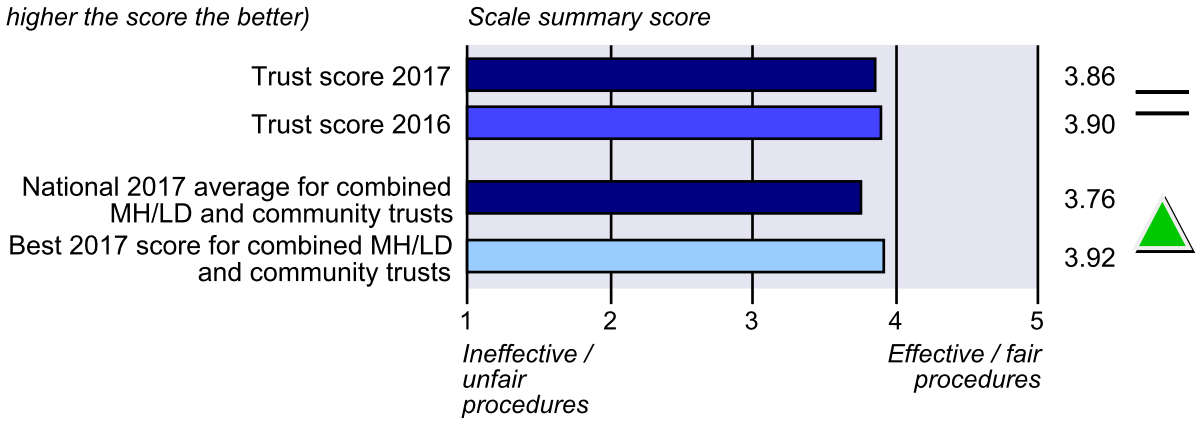
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



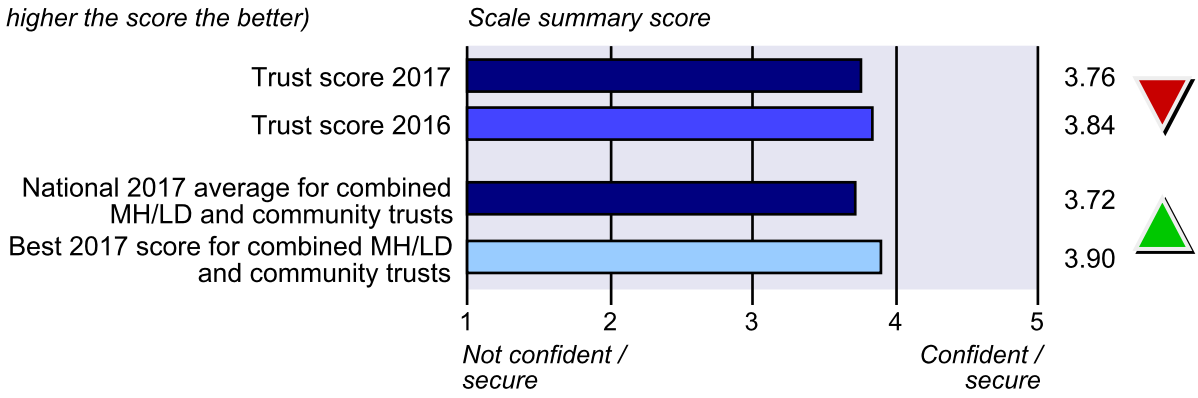
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



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

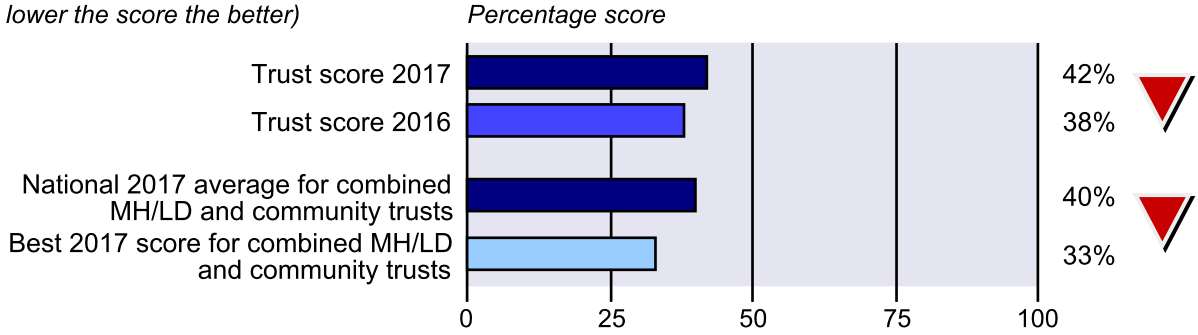
(the higher the score the better)



Health and wellbeing

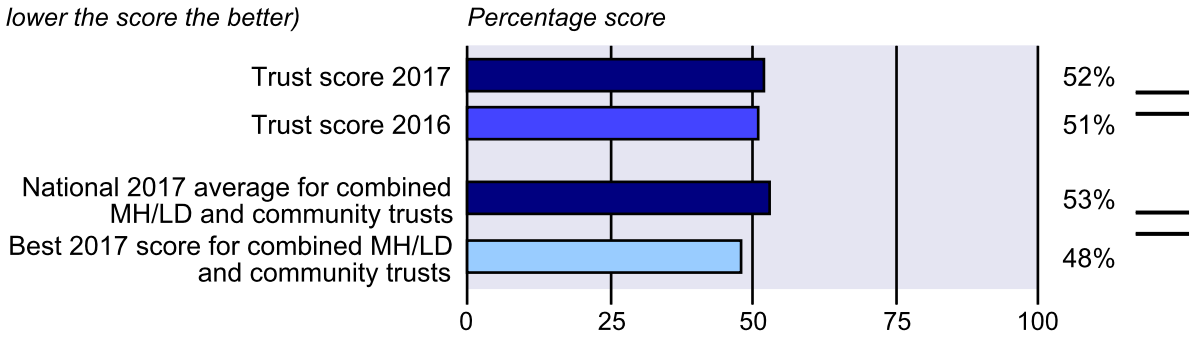
KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



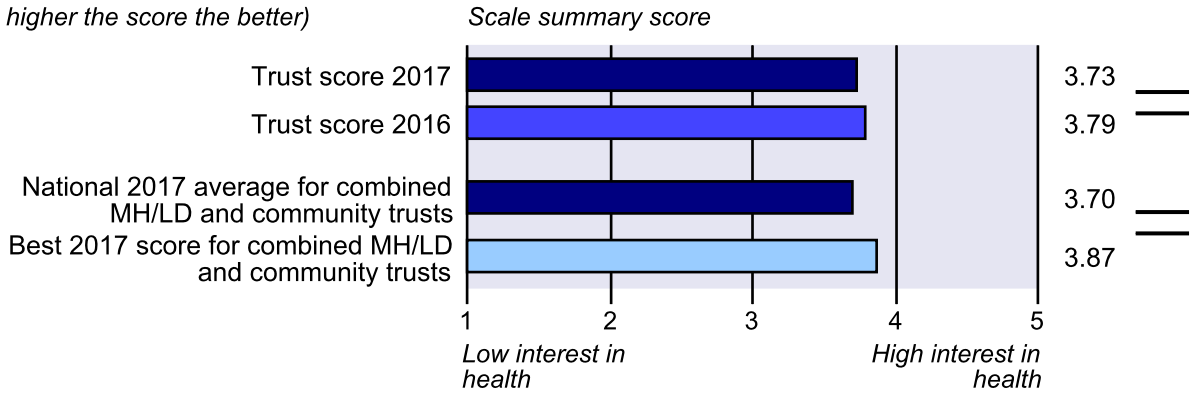
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



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

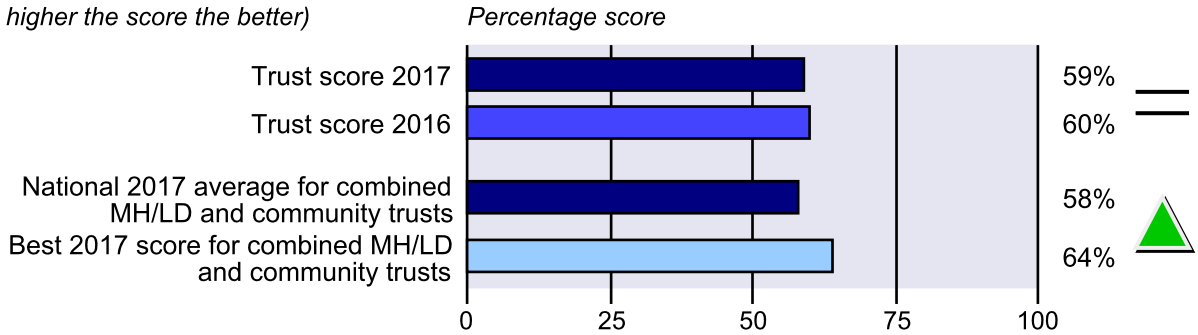
(the higher the score the better)



Working patterns

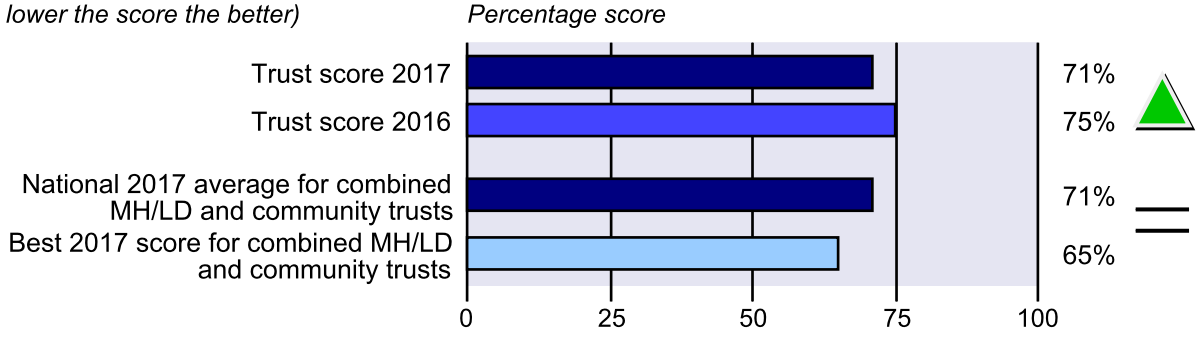
KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



KEY FINDING 16. Percentage of staff working extra hours

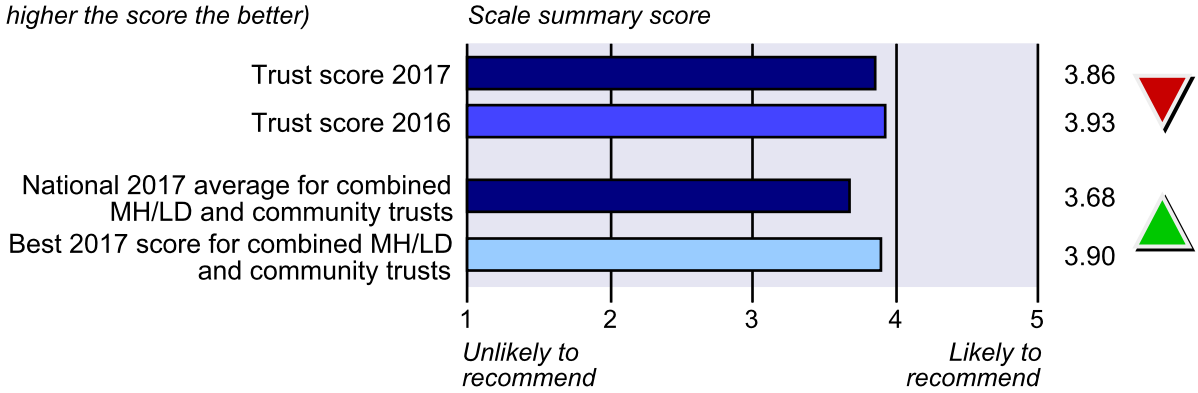
(the lower the score the better)



Job satisfaction

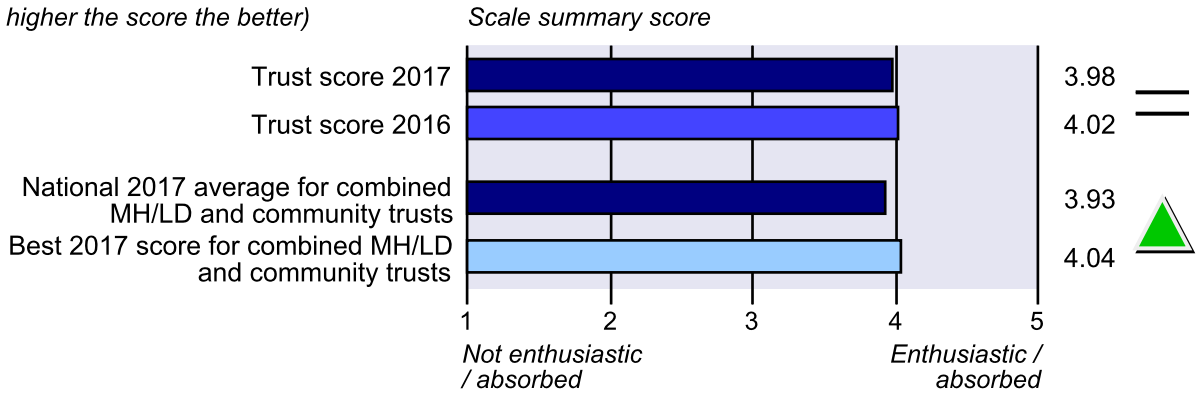
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



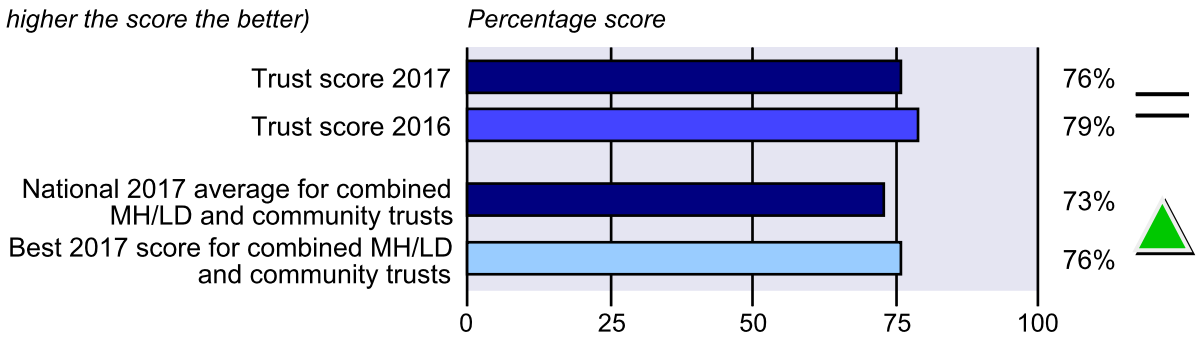
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



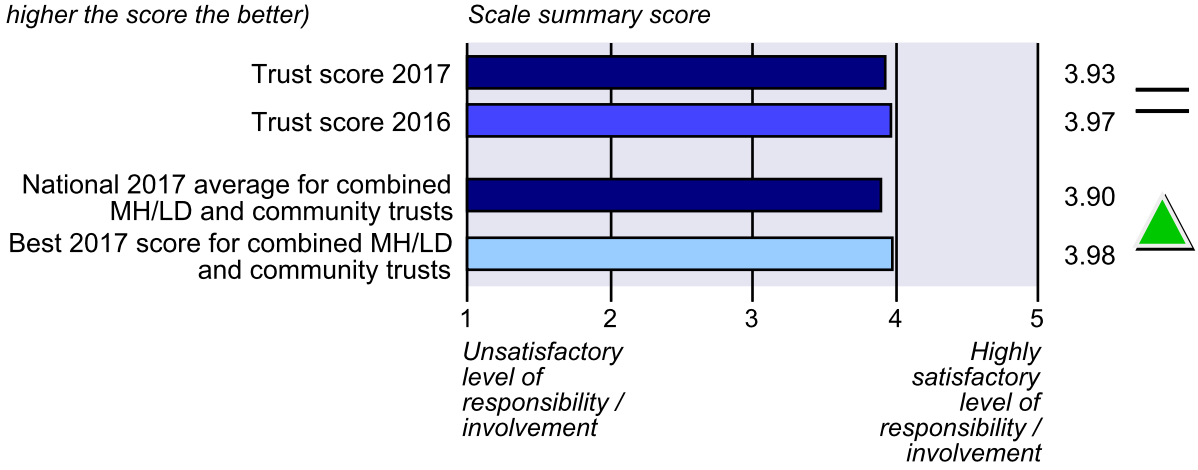
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



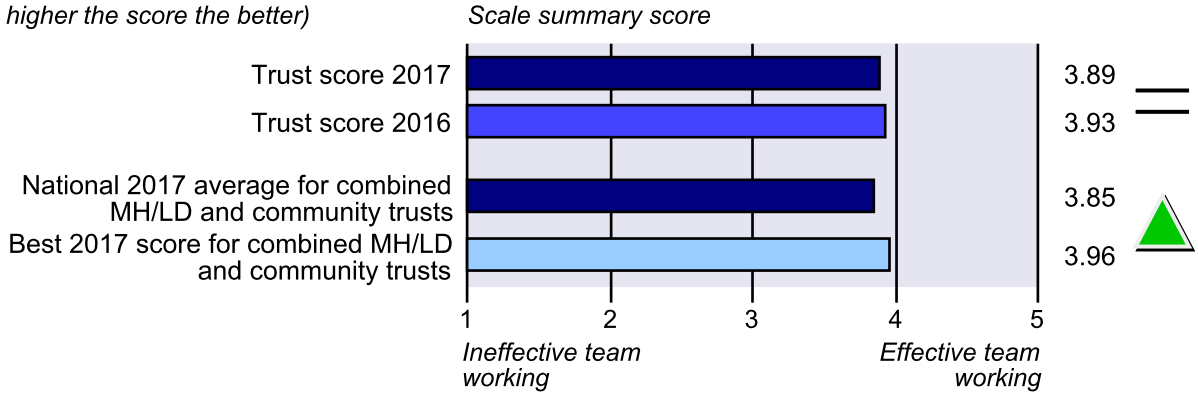
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



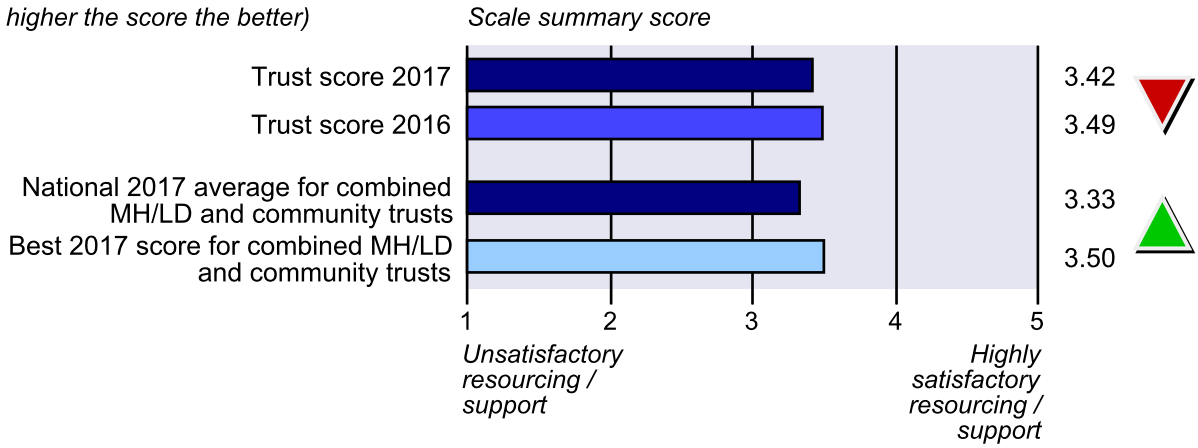
KEY FINDING 9. Effective team working

(the higher the score the better)



KEY FINDING 14. Staff satisfaction with resourcing and support

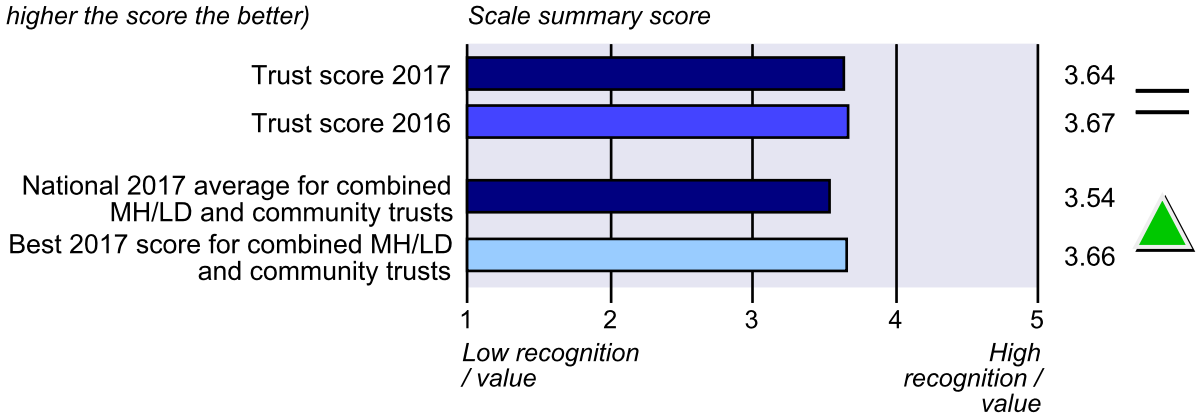
(the higher the score the better)



Managers

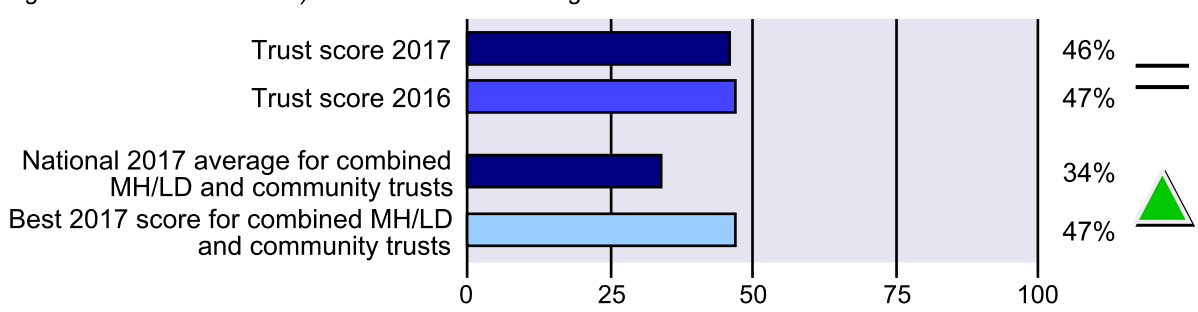
KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



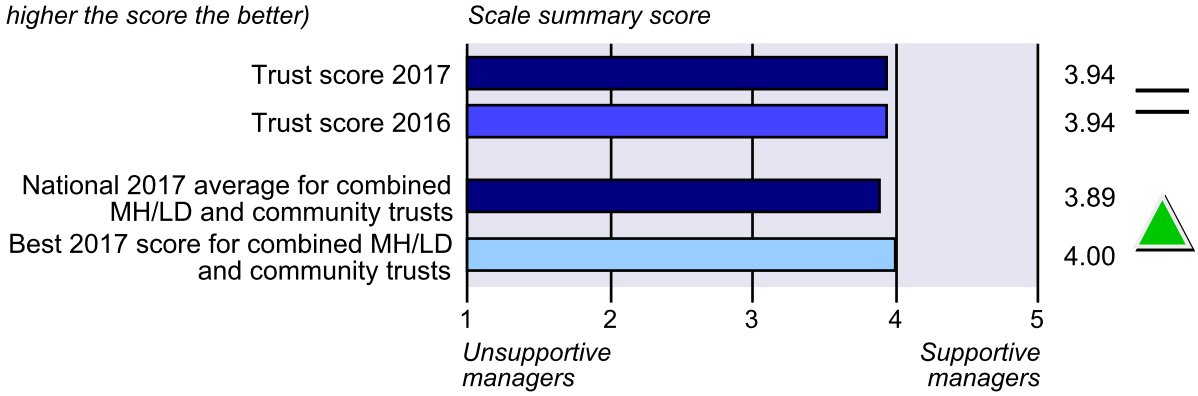
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 10. Support from immediate managers

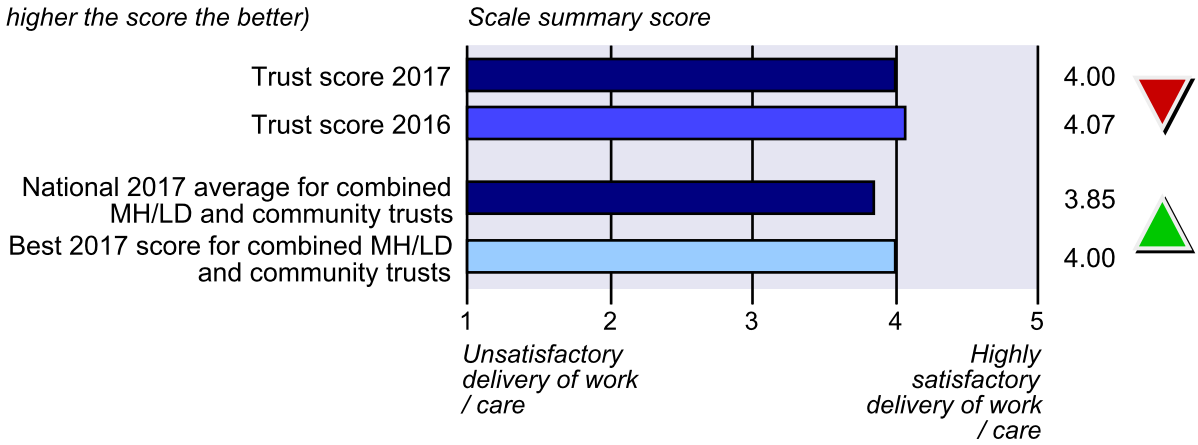
(the higher the score the better)



Patient care & experience

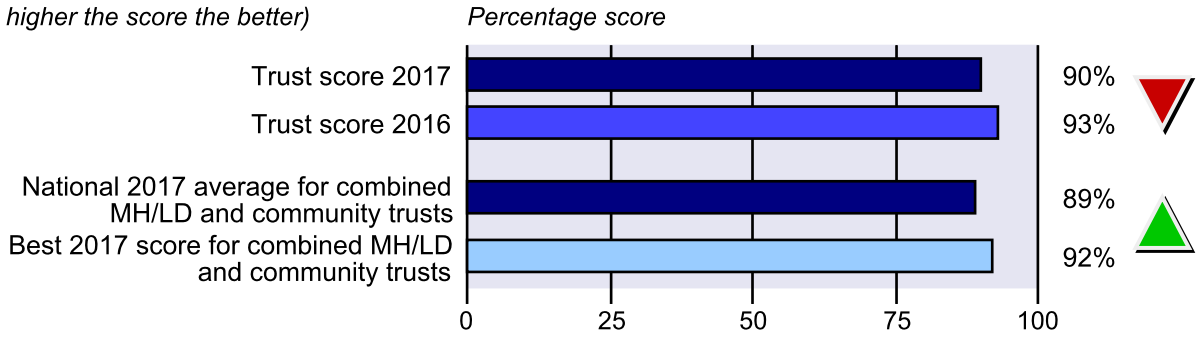
KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



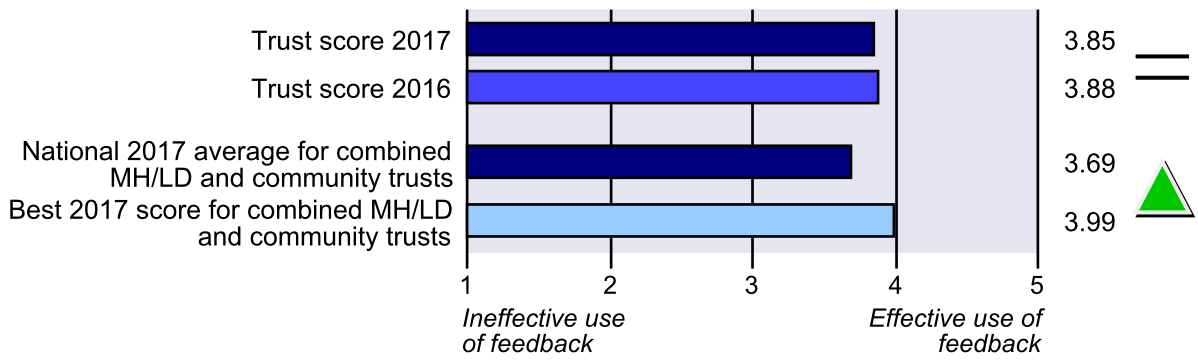
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



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

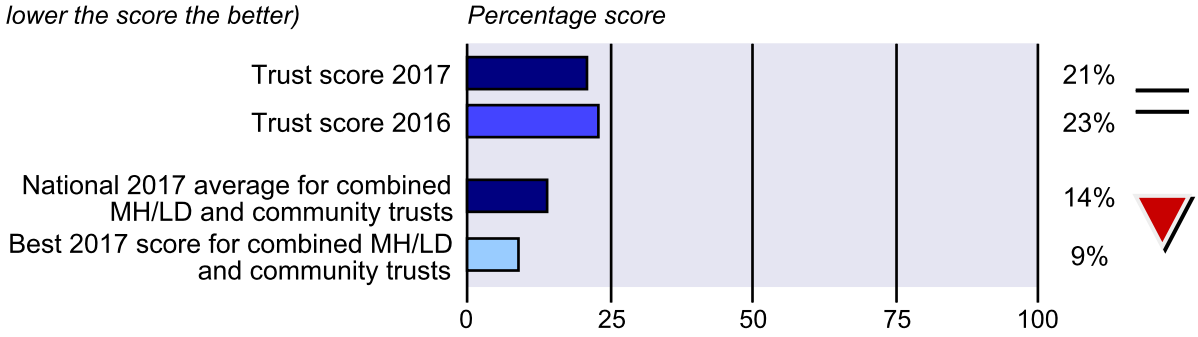
(the higher the score the better)



Violence, harassment & bullying

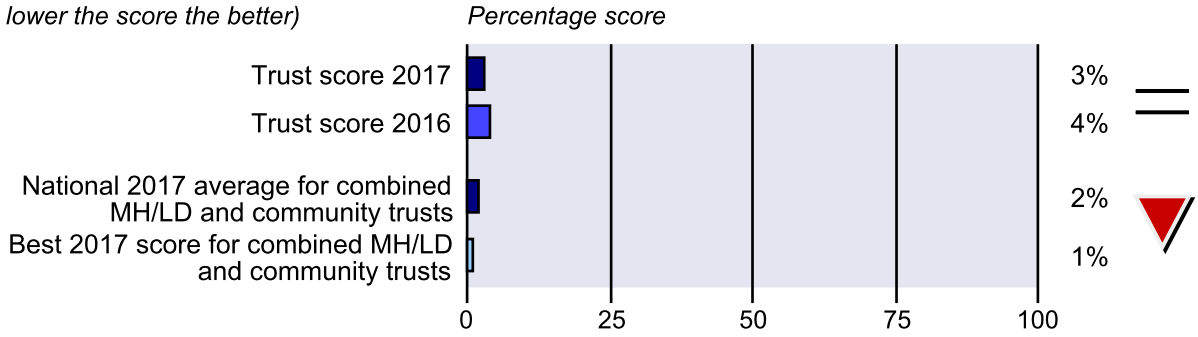
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



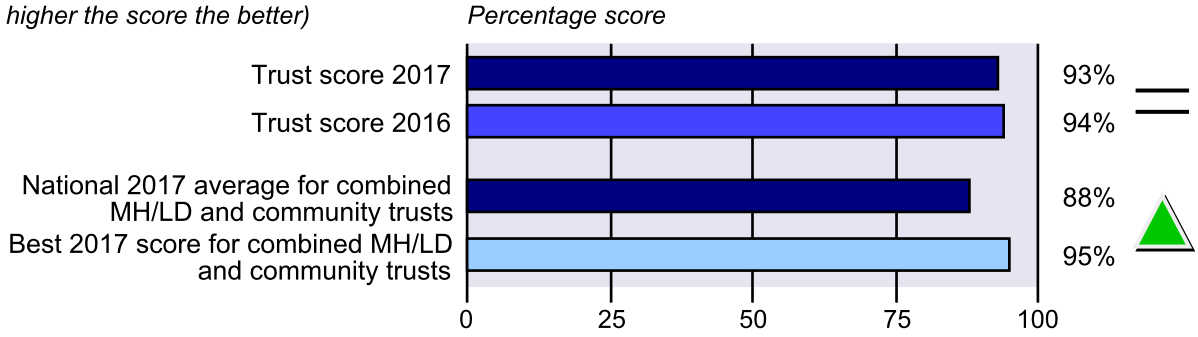
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



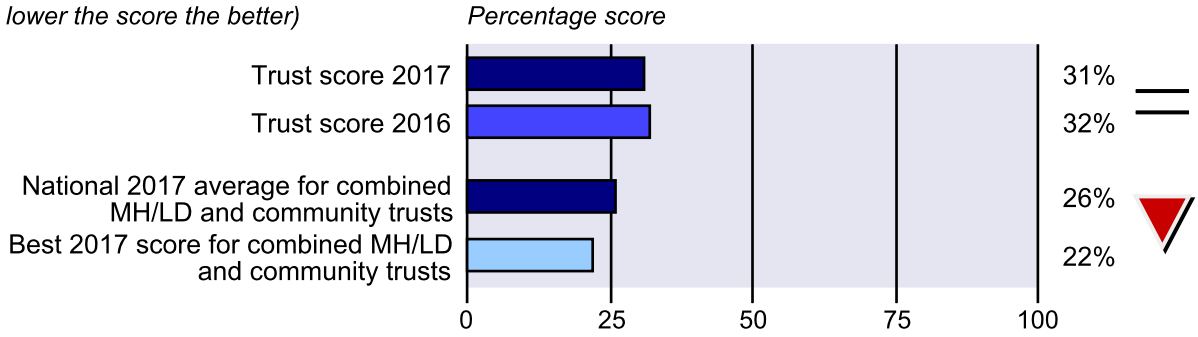
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



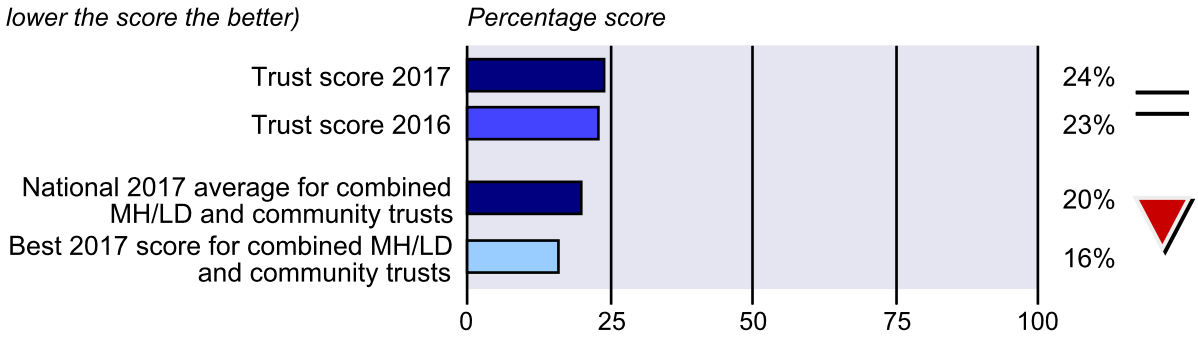
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



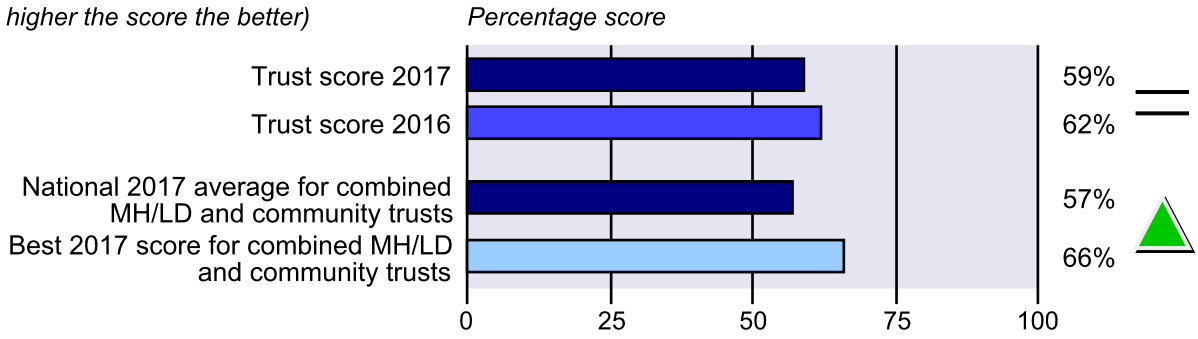
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



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

(the higher the score the better)



5. Workforce Race Equality Standard (WRES)

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

In order to preserve the anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

			Your Trust in 2017	Average (median) for combined MH/LD and community 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	29%	25%	30%
		BME	33%	28%	36%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	23%	20%	21%
		BME	23%	23%	25%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	84%	88%	86%
		BME	73%	76%	70%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	9%	6%	8%
		BME	13%	11%	14%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at East London NHS Foundation Trust broken down by work group characteristics: occupational groups, locations, 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	Mental Health Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Social Care Staff	Public Health / Health Improvement
Appraisals & support for development															
KF11. % appraised in last 12 mths	89	88	92	92	93	85	93	83	86	93	85	77	92	83	83
KF12. Quality of appraisals	3.61	3.52	3.49	3.66	3.41	3.37	3.64	3.14	3.30	3.32	2.84	3.18	3.22	3.41	-
KF13. Quality of non-mandatory training, learning or development	4.23	4.27	4.33	4.31	4.22	4.07	4.16	4.16	4.14	4.13	3.85	3.88	-	4.18	4.06
Equality & diversity															
* *KF20. % experiencing discrimination at work in last 12 mths*	21	28	23	29	14	17	14	18	10	21	15	9	15	11	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	76	80	77	84	95	92	90	75	79	81	70	76	100	79	-
Errors & incidents															
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	30	33	31	36	32	30	26	21	12	72	19	8	8	25	0
KF29. % reporting errors, near misses or incidents witnessed in last mth	93	97	100	100	100	93	-	94	-	100	88	-	-	93	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	4.06	3.92	3.98	3.91	4.01	3.87	3.74	3.75	3.92	4.35	3.71	3.82	3.98	3.72	3.91
KF31. Staff confidence and security in reporting unsafe clinical practice	3.98	3.90	3.97	3.80	3.93	3.80	3.78	3.60	3.77	4.26	3.55	3.85	3.83	3.78	3.77
Health and wellbeing															
* *KF17. % feeling unwell due to work related stress in last 12 mths*	36	43	50	36	31	34	48	46	37	40	45	38	8	38	46
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	40	56	57	47	31	41	64	49	54	59	60	52	31	47	46
KF19. Org and mgmt interest in and action on health and wellbeing	3.77	3.74	3.88	3.83	3.91	3.78	3.81	3.66	3.74	3.84	3.61	3.73	3.96	3.67	4.17
Working patterns															
KF15. % satisfied with the opportunities for flexible working patterns	51	59	62	59	52	66	62	61	72	43	56	58	50	58	77
* *KF16. % working extra hours*	74	84	80	72	81	71	82	73	79	66	46	69	62	77	54
Number of respondents	58	460	104	125	153	120	29	458	67	42	278	89	13	71	13

Due to low numbers of respondents, no scores are shown for the following occupational groups: Ambulance Control Staff and Patient Transport Service.

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

	Adult / General Nurses	Mental Health Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Social Care Staff	Public Health / Health Improvement
Job satisfaction															
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.05	3.99	4.04	4.02	4.10	3.98	3.68	3.61	3.92	4.03	3.68	3.90	3.95	3.77	4.00
KF4. Staff motivation at work	4.24	4.11	4.10	4.03	4.10	4.11	3.78	3.87	3.89	4.06	3.77	3.95	4.06	3.92	-
KF7. % able to contribute towards improvements at work	76	81	81	75	83	91	69	71	84	86	70	80	75	77	85
KF8. Staff satisfaction with level of responsibility and involvement	4.15	4.06	3.98	3.98	4.17	4.00	3.91	3.79	3.99	4.10	3.79	3.85	3.90	3.89	4.17
KF9. Effective team working	3.98	4.04	3.99	3.97	4.13	4.05	4.03	3.78	3.97	4.22	3.71	3.69	3.67	3.91	4.18
KF14. Staff satisfaction with resourcing and support	3.45	3.49	3.37	3.55	3.58	3.46	3.24	3.20	3.53	3.62	3.47	3.37	3.56	3.41	3.94
Managers															
KF5. Recognition and value of staff by managers and the organisation	3.69	3.70	3.69	3.70	3.88	3.82	3.67	3.58	3.71	3.60	3.47	3.66	3.75	3.67	3.92
KF6. % reporting good communication between senior management and staff	53	54	53	47	64	47	39	35	58	52	36	52	58	38	62
KF10. Support from immediate managers	4.03	4.00	4.05	4.05	4.05	4.05	3.92	3.92	3.85	3.96	3.81	3.82	4.06	4.00	4.05
Patient care & experience															
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.40	4.06	4.03	4.33	4.02	3.92	3.79	3.71	3.94	4.18	4.11	3.82	-	3.95	4.33
KF3. % agreeing that their role makes a difference to patients / service users	98	93	90	91	93	92	86	90	93	93	82	81	-	90	100
KF32. Effective use of patient / service user feedback	4.01	3.91	4.05	3.92	3.98	3.72	3.83	3.66	3.83	4.19	3.80	3.73	-	3.71	-
Violence, harassment & bullying															
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	16	41	29	46	25	18	3	14	1	7	6	0	0	15	15
* *KF23. % experiencing physical violence from staff in last 12 mths*	0	7	5	7	1	3	0	2	2	0	2	0	0	5	8
KF24. % reporting most recent experience of violence	-	94	80	98	88	85	-	90	-	-	81	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	36	46	38	46	38	34	24	24	9	20	20	6	0	34	8
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	35	24	28	23	16	21	28	20	26	21	28	22	23	16	25
KF27. % reporting most recent experience of harassment, bullying or abuse	59	66	56	70	45	67	-	51	39	57	57	43	-	55	-
Overall staff engagement	4.11	4.04	4.04	3.96	4.11	4.06	3.75	3.74	3.98	4.11	3.71	3.92	3.98	3.84	4.16
Number of respondents	58	460	104	125	153	120	29	458	67	42	278	89	13	71	13

Due to low numbers of respondents, no scores are shown for the following occupational groups: Ambulance Control Staff and Patient Transport Service.

Table 6.2: Key Findings for different locations

	Specialist Services	Tower Hamlets	Bedford	City & Hackney	Forensic Services	MHCOP - CHN	Newham	Corporate	Luton	Community Services - Tower Hamlets	Specialist - CHN
Appraisals & support for development											
KF11. % appraised in last 12 mths	83	89	83	86	93	94	92	82	81	85	84
KF12. Quality of appraisals	3.06	3.58	3.11	3.30	3.29	3.67	3.40	3.11	3.33	3.52	3.36
KF13. Quality of non-mandatory training, learning or development	4.02	4.21	4.08	4.26	4.07	4.24	4.24	4.09	4.20	4.22	4.26
Equality & diversity											
* *KF20. % experiencing discrimination at work in last 12 mths*	14	23	20	26	32	18	22	8	26	29	7
KF21. % believing the organisation provides equal opportunities for career progression / promotion	76	86	80	77	69	79	77	80	78	80	85
Errors & incidents											
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	18	31	28	24	42	25	29	19	37	32	7
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	97	95	98	98	88	98	95	100	92	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.74	4.01	3.73	3.85	3.78	3.93	3.99	3.91	3.61	3.93	3.89
KF31. Staff confidence and security in reporting unsafe clinical practice	3.66	3.78	3.73	3.74	3.59	3.84	3.85	3.91	3.59	3.86	3.81
Health and wellbeing											
* *KF17. % feeling unwell due to work related stress in last 12 mths*	48	40	43	41	42	40	38	37	42	52	34
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	53	54	52	52	49	45	43	54	50	55	46
KF19. Org and mgmt interest in and action on health and wellbeing	3.58	3.94	3.63	3.73	3.61	3.86	3.78	3.88	3.51	3.72	3.78
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	54	69	58	63	63	58	55	60	48	47	67
* *KF16. % working extra hours*	74	69	74	76	78	67	75	65	81	63	70
Number of respondents	359	297	278	225	181	208	214	280	125	99	118

Please note that the locations classification was provided by East London NHS Foundation Trust

Table 6.2: Key Findings for different locations (cont)

	Specialist Services	Tower Hamlets	Bedford	City & Hackney	Forensic Services	MHCOP - CHN	Newham	Corporate	Luton	Community Services - Tower Hamlets	Specialist - CHN
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.75	4.09	3.58	3.94	3.89	3.97	3.97	3.96	3.50	3.89	3.74
KF4. Staff motivation at work	3.88	4.12	3.91	3.97	3.89	4.08	4.00	4.00	3.96	4.01	3.91
KF7. % able to contribute towards improvements at work	65	86	71	78	82	77	75	81	70	74	84
KF8. Staff satisfaction with level of responsibility and involvement	3.76	4.12	3.82	3.94	3.91	4.06	3.93	4.00	3.78	3.88	4.00
KF9. Effective team working	3.77	4.07	3.85	3.88	3.90	3.99	4.00	3.86	3.75	3.81	4.02
KF14. Staff satisfaction with resourcing and support	3.28	3.57	3.30	3.41	3.38	3.51	3.55	3.51	3.33	3.41	3.36
Managers											
KF5. Recognition and value of staff by managers and the organisation	3.56	3.87	3.52	3.70	3.49	3.76	3.65	3.72	3.36	3.62	3.69
KF6. % reporting good communication between senior management and staff	44	55	39	46	43	55	48	53	31	43	35
KF10. Support from immediate managers	3.91	4.13	3.89	3.95	3.89	4.03	3.91	3.94	3.74	3.84	4.03
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.76	4.11	3.84	3.94	4.06	4.20	4.17	4.07	3.93	4.17	3.78
KF3. % agreeing that their role makes a difference to patients / service users	90	94	86	90	88	93	90	89	91	95	86
KF32. Effective use of patient / service user feedback	3.83	3.93	3.64	3.90	3.94	3.99	3.90	3.71	3.64	3.90	3.78
Violence, harassment & bullying											
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	10	31	25	29	44	10	29	3	34	12	4
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	6	3	4	5	3	5	1	5	2	0
KF24. % reporting most recent experience of violence	88	88	88	95	100	81	98	-	95	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	25	39	31	39	55	25	33	7	40	36	22
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	20	22	31	23	29	26	19	16	26	33	14
KF27. % reporting most recent experience of harassment, bullying or abuse	53	61	58	54	68	58	64	47	58	53	66
Overall staff engagement	3.76	4.09	3.75	3.92	3.90	4.01	3.95	3.99	3.75	3.91	3.88
Number of respondents	359	297	278	225	181	208	214	280	125	99	118

Please note that the locations classification was provided by East London NHS Foundation Trust

Table 6.3: Key Findings for different locations Page 1 of 2

	EPCT	Childrens	TH Wards/Enrich	Specialist Nursing	Bedford Mental Health	Bedford Mental Health - Inpatient	CAMHS Bedford	Bedford Mental Health Older People	Therapies	Luton Mental Health - Inpatient	CAMHS Newham	C&H Ward&MHCOPAdm.
Appraisals & support for development												
KF11. % appraised in last 12 mths	96	83	83	94	74	90	87	87	95	82	75	93
KF12. Quality of appraisals	3.21	3.38	3.70	4.30	2.76	3.74	3.20	3.59	3.70	3.93	2.75	3.19
KF13. Quality of non-mandatory training, learning or development	4.22	4.21	4.33	4.31	3.94	4.06	4.05	4.32	4.40	4.38	4.03	4.08
Equality & diversity												
* *KF20. % experiencing discrimination at work in last 12 mths*	20	8	36	19	26	36	8	27	13	24	28	34
KF21. % believing the organisation provides equal opportunities for career progression / promotion	75	88	84	73	59	89	86	82	89	100	50	74
Errors & incidents												
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	25	8	51	22	27	37	4	36	27	37	28	11
KF29. % reporting errors, near misses or incidents witnessed in last mth	93	-	100	-	91	-	-	-	-	-	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.86	3.87	4.03	3.94	3.56	3.87	3.79	3.91	3.96	4.05	3.49	3.83
KF31. Staff confidence and security in reporting unsafe clinical practice	3.82	3.74	4.14	3.76	3.58	3.89	3.90	4.14	3.87	4.04	3.28	3.87
Health and wellbeing												
* *KF17. % feeling unwell due to work related stress in last 12 mths*	43	36	55	30	51	50	40	39	49	16	69	39
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	46	47	60	26	64	36	38	50	57	36	62	55
KF19. Org and mgmt interest in and action on health and wellbeing	3.72	3.70	3.99	3.99	3.27	3.76	3.71	3.76	3.96	3.94	3.00	3.50
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	49	70	65	53	49	65	64	58	63	63	47	58
* *KF16. % working extra hours*	59	73	75	70	72	89	71	85	84	92	79	55
Number of respondents	78	88	55	50	48	24	50	33	46	26	30	32

Please note that the locations classification was provided by East London NHS Foundation Trust

Table 6.3: Key Findings for different locations (cont) Page 1 of 2

	EPCT	Childrens	TH Wards/Enrich	Specialist Nursing	Bedford Mental Health	Bedford Mental Health - Inpatient	CAMHS Bedford	Bedford Mental Health Older People	Therapies	Luton Mental Health - Inpatient	CAMHS Newham	C&H Ward&MHCOPAdm.
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.99	3.65	4.23	3.89	3.33	3.73	3.96	3.68	3.96	4.14	3.17	3.98
KF4. Staff motivation at work	4.00	3.88	4.09	4.32	3.66	4.12	3.92	4.08	3.95	4.22	3.34	3.89
KF7. % able to contribute towards improvements at work	69	82	95	76	60	74	82	76	91	84	57	69
KF8. Staff satisfaction with level of responsibility and involvement	3.99	3.95	4.21	4.20	3.70	3.88	3.86	3.99	4.06	4.06	3.49	3.88
KF9. Effective team working	3.83	4.00	4.14	4.03	3.65	4.04	4.00	4.02	4.18	4.03	3.29	3.75
KF14. Staff satisfaction with resourcing and support	3.38	3.20	3.51	3.81	3.03	3.49	3.42	3.36	3.36	3.62	2.76	3.65
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.54	3.67	3.89	3.78	3.23	3.67	3.80	3.72	3.91	3.75	3.03	3.54
KF6. % reporting good communication between senior management and staff	47	32	59	52	29	50	58	52	55	60	25	57
KF10. Support from immediate managers	3.92	3.95	4.29	4.06	3.68	4.05	4.02	4.21	4.20	4.01	3.48	3.63
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.32	3.56	4.04	4.50	3.45	4.03	4.00	4.05	3.83	4.16	3.31	4.12
KF3. % agreeing that their role makes a difference to patients / service users	93	85	100	98	77	91	88	97	93	88	73	86
KF32. Effective use of patient / service user feedback	3.87	3.76	3.87	3.99	3.69	3.33	3.98	3.85	4.01	4.00	3.24	3.88
Violence, harassment & bullying												
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	12	5	72	15	17	68	4	39	7	65	3	10
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	0	15	9	4	9	0	3	0	15	0	7
KF24. % reporting most recent experience of violence	-	-	88	-	-	85	-	100	-	100	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	24	26	64	26	38	50	17	42	24	56	24	27
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	30	14	26	37	31	23	18	24	13	12	31	27
KF27. % reporting most recent experience of harassment, bullying or abuse	58	63	83	63	64	-	55	65	50	93	-	55
Overall staff engagement	3.95	3.82	4.17	4.11	3.53	3.88	3.98	3.87	4.02	4.16	3.28	3.85
Number of respondents	78	88	55	50	48	24	50	33	46	26	30	32

Please note that the locations classification was provided by East London NHS Foundation Trust

Table 6.3: Key Findings for different locations Page 2 of 2

	CAMHS City & Hackney	TH BthlGr/Bw&Pplr/Clz/	CAMHS Tower Hamlets Luton Mental Health Older People	CAMHS Inpatient	Bedford LDS	C&H MH & MHCOP Medical Adult Newham Acute Treatment Teams & OT MH	Newham IAPT	TH Admin/Locality Management	TH Medical Staffing	OTHER
Appraisals & support for development										
KF11. % appraised in last 12 mths	84	97	82	86	81	96	85	89	88	98	92	85
KF12. Quality of appraisals	3.26	3.28	3.15	3.46	3.45	3.33	3.94	3.28	3.29	3.47	3.19	3.25
KF13. Quality of non-mandatory training, learning or development	4.05	4.27	4.10	4.27	4.13	4.37	4.32	4.31	3.93	3.94	4.31	4.13
Equality & diversity										
* *KF20. % experiencing discrimination at work in last 12 mths*	16	18	12	23	16	6	10	8	27	21	19	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	66	87	65	65	88	91	94	89	74	77	88	78
Errors & incidents										
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	28	26	18	43	35	22	26	16	14	22	29	27
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	-	-	-	-	-	-	-	-	-	-	96
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.87	4.06	3.71	3.62	4.02	4.14	4.34	4.05	3.89	4.03	3.89	3.83
KF31. Staff confidence and security in reporting unsafe clinical practice	3.85	3.70	3.62	3.44	3.94	4.24	4.15	4.04	3.66	3.49	3.79	3.72
Health and wellbeing										
* *KF17. % feeling unwell due to work related stress in last 12 mths*	38	29	48	38	50	26	33	22	50	26	46	43
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	51	50	52	40	55	38	33	41	52	64	62	52
KF19. Org and mgmt interest in and action on health and wellbeing	3.90	3.82	3.96	3.50	3.87	4.05	4.10	3.74	3.83	4.02	3.56	3.71
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	65	76	76	42	37	74	43	61	57	71	56	58
* *KF16. % working extra hours*	84	68	88	77	81	76	90	71	68	49	88	71
Number of respondents	37	41	26	32	36	50	22	38	30	42	27	1443

Please note that the locations classification was provided by East London NHS Foundation Trust

Table 6.3: Key Findings for different locations (cont) Page 2 of 2

	CAMHS City & Hackney	TH BthlGr/Bw&Pplr/Clz/	CAMHS Tower Hamlets Luton Mental Health Older People	CAMHS Inpatient	Bedford LDS	C&H MH & MHCOP Medical Adult Newham Acute Treatment Teams & OT MH	Newham IAPT	TH Admin/Locality Management	TH Medical Staffing	OTHER
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.28	4.07	4.00	3.46	4.23	4.06	4.30	4.08	3.60	4.12	4.11	3.82
KF4. Staff motivation at work	4.04	4.18	4.08	4.10	4.08	4.18	4.06	4.11	3.90	4.15	3.98	3.96
KF7. % able to contribute towards improvements at work	78	85	73	87	67	84	86	76	63	86	78	75
KF8. Staff satisfaction with level of responsibility and involvement	4.15	4.14	4.01	3.90	3.84	4.16	4.23	4.01	3.68	4.19	4.11	3.89
KF9. Effective team working	4.14	3.85	3.76	3.89	4.10	4.30	4.29	4.07	3.66	3.97	4.17	3.86
KF14. Staff satisfaction with resourcing and support	3.49	3.50	3.24	3.46	3.46	3.69	3.71	3.64	3.18	3.83	3.65	3.41
Managers										
KF5. Recognition and value of staff by managers and the organisation	4.05	3.91	3.72	3.36	3.62	3.84	4.08	3.79	3.54	3.92	3.73	3.61
KF6. % reporting good communication between senior management and staff	62	54	64	20	50	63	81	46	38	59	56	44
KF10. Support from immediate managers	4.26	4.10	3.95	3.78	4.07	4.18	4.36	4.05	3.90	4.14	3.78	3.91
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.91	4.26	3.48	4.19	4.23	4.13	4.06	4.12	3.71	4.44	4.00	3.98
KF3. % agreeing that their role makes a difference to patients / service users	100	95	91	93	97	90	90	87	100	97	85	90
KF32. Effective use of patient / service user feedback	3.85	3.89	3.91	3.53	4.02	3.74	-	3.94	3.95	4.09	3.83	3.83
Violence, harassment & bullying										
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	8	18	13	41	50	37	45	11	4	12	38	19
* *KF23. % experiencing physical violence from staff in last 12 mths*	0	8	0	3	9	2	0	0	0	5	4	3
KF24. % reporting most recent experience of violence	-	-	-	92	100	94	-	-	-	-	-	94
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	24	23	21	47	48	20	45	19	15	31	54	30
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	28	8	28	23	17	15	5	19	22	27	24
KF27. % reporting most recent experience of harassment, bullying or abuse	47	67	-	64	73	69	-	-	-	64	33	56
Overall staff engagement	4.14	4.12	3.94	3.81	3.99	4.09	4.15	4.03	3.73	4.11	4.00	3.88
Number of respondents	37	41	26	32	36	50	22	38	30	42	27	1443

Please note that the locations classification was provided by East London 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	87	82
KF12. Quality of appraisals	3.33	3.16
KF13. Quality of non-mandatory training, learning or development	4.15	4.16
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	21	13
KF21. % believing the organisation provides equal opportunities for career progression / promotion	79	76
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	27	19
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	94
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.86	3.82
KF31. Staff confidence and security in reporting unsafe clinical practice	3.77	3.67
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	42	39
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	44
KF19. Org and mgmt interest in and action on health and wellbeing	3.73	3.78
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	56	77
* *KF16. % working extra hours*	74	60
Number of respondents	1985	314

[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	3.87	3.74
KF4. Staff motivation at work	3.98	3.96
KF7. % able to contribute towards improvements at work	77	72
KF8. Staff satisfaction with level of responsibility and involvement	3.94	3.88
KF9. Effective team working	3.92	3.84
KF14. Staff satisfaction with resourcing and support	3.43	3.36
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.65	3.66
KF6. % reporting good communication between senior management and staff	47	40
KF10. Support from immediate managers	3.94	4.03
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.00	3.87
KF3. % agreeing that their role makes a difference to patients / service users	90	91
KF32. Effective use of patient / service user feedback	3.85	3.73
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	22	11
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	1
KF24. % reporting most recent experience of violence	93	88
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	33	20
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	16
KF27. % reporting most recent experience of harassment, bullying or abuse	59	51
Overall staff engagement	3.92	3.82
Number of respondents	1985	314

[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 East London NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- As in previous years, there are two types of Key Finding:
    - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
    - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 7.1 and 7.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	81	85	88	89
KF12. Quality of appraisals	3.35	3.29	3.42	3.25
KF13. Quality of non-mandatory training, learning or development	4.11	4.14	4.22	4.18
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	22	21	18	18
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	77	80	76
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	29	29	24	22
KF29. % reporting errors, near misses or incidents witnessed in last mth	96	95	96	94
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.94	3.84	3.88	3.84
KF31. Staff confidence and security in reporting unsafe clinical practice	3.80	3.76	3.77	3.78
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	47	43	38	39
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	57	53	47	47
KF19. Org and mgmt interest in and action on health and wellbeing	3.80	3.76	3.72	3.76
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	56	62	61	58
* *KF16. % working extra hours*	64	73	74	73
Number of respondents	362	585	609	670

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	3.94	3.86	3.89	3.81
KF4. Staff motivation at work	3.81	3.93	4.01	4.11
KF7. % able to contribute towards improvements at work	80	80	78	74
KF8. Staff satisfaction with level of responsibility and involvement	3.98	3.95	3.93	3.95
KF9. Effective team working	4.01	3.89	3.91	3.91
KF14. Staff satisfaction with resourcing and support	3.51	3.40	3.42	3.44
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.75	3.67	3.64	3.64
KF6. % reporting good communication between senior management and staff	47	46	47	46
KF10. Support from immediate managers	4.11	3.98	3.91	3.92
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.02	3.89	3.99	4.08
KF3. % agreeing that their role makes a difference to patients / service users	88	89	92	92
KF32. Effective use of patient / service user feedback	3.84	3.87	3.82	3.84
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	30	21	19	17
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	3	3	3
KF24. % reporting most recent experience of violence	93	96	93	88
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	38	33	28	26
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	20	23	24	23
KF27. % reporting most recent experience of harassment, bullying or abuse	67	61	54	55
Overall staff engagement	3.89	3.91	3.94	3.93
Number of respondents	362	585	609	670

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	91	85	-	86	83	87	85	88
KF12. Quality of appraisals	3.51	3.25	-	2.97	3.14	3.35	3.05	3.67
KF13. Quality of non-mandatory training, learning or development	4.20	4.16	-	3.81	4.13	4.17	4.07	4.29
Equality & diversity								
* *KF20. % experiencing discrimination at work in last 12 mths*	19	19	-	27	26	18	14	28
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	79	-	53	70	81	84	73
Errors & incidents								
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	24	26	-	26	30	25	26	25
KF29. % reporting errors, near misses or incidents witnessed in last mth	99	94	-	89	91	96	94	96
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.96	3.85	-	3.36	3.77	3.88	3.77	3.99
KF31. Staff confidence and security in reporting unsafe clinical practice	3.93	3.74	-	3.22	3.67	3.79	3.72	3.85
Health and wellbeing								
* *KF17. % feeling unwell due to work related stress in last 12 mths*	32	44	-	63	56	38	44	37
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	42	53	-	68	64	48	52	48
KF19. Org and mgmt interest in and action on health and wellbeing	3.89	3.72	-	3.20	3.67	3.75	3.69	3.82
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	60	60	-	40	53	61	60	59
* *KF16. % working extra hours*	76	71	-	73	73	72	75	67
Number of respondents	581	1550	0	81	405	1826	1271	955

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	4.01	3.83	-	3.32	3.75	3.88	3.76	4.00
KF4. Staff motivation at work	4.08	3.96	-	3.72	3.89	4.00	3.89	4.12
KF7. % able to contribute towards improvements at work	83	76	-	58	69	79	77	77
KF8. Staff satisfaction with level of responsibility and involvement	4.06	3.92	-	3.49	3.80	3.97	3.89	4.02
KF9. Effective team working	4.02	3.89	-	3.59	3.82	3.94	3.85	4.00
KF14. Staff satisfaction with resourcing and support	3.58	3.39	-	3.05	3.31	3.46	3.31	3.59
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.80	3.64	-	3.10	3.53	3.69	3.61	3.73
KF6. % reporting good communication between senior management and staff	54	44	-	29	41	48	44	51
KF10. Support from immediate managers	4.03	3.96	-	3.44	3.87	3.97	3.92	4.02
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.05	3.98	-	3.67	3.92	4.00	3.79	4.26
KF3. % agreeing that their role makes a difference to patients / service users	91	90	-	81	87	91	88	94
KF32. Effective use of patient / service user feedback	3.96	3.81	-	3.62	3.75	3.86	3.75	3.96
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	29	18	-	15	22	21	18	25
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	3	-	6	4	3	1	6
KF24. % reporting most recent experience of violence	97	90	-	-	92	92	92	93
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	32	30	-	30	31	30	29	33
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	18	24	-	39	32	21	23	23
KF27. % reporting most recent experience of harassment, bullying or abuse	61	59	-	41	52	60	52	66
Overall staff engagement	4.05	3.89	-	3.50	3.79	3.94	3.85	4.01
Number of respondents	581	1550	0	81	405	1826	1271	955

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		
Occupational Therapy	120	6%
Physiotherapy	29	1%
Clinical Psychology	133	6%
Psychotherapy	95	4%
Arts Therapy	23	1%
Other qualified Allied Health Professionals	88	4%
Support to Allied Health Professionals	119	6%
Scientific and Technical / Healthcare Scientists		
Pharmacy	33	2%
Other qualified Scientific and Technical / Healthcare Scientists	1	0%
Support to Scientific and Technical / Healthcare Scientists	8	0%
Medical and Dental		
Medical / Dental - Consultant	98	5%
Medical / Dental - In Training	34	2%
Medical / Dental - Other	21	1%
Operational ambulance staff		
Ambulance control staff	1	0%
Patient Transport Service	1	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	58	3%
Registered Nurses - Mental Health	460	22%
Registered Nurses - Learning Disabilities	36	2%
Registered Nurses - Children	7	0%
Health Visitors	3	0%
Registered Nurses - District / Community	44	2%
Other Registered Nurses	14	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	125	6%
Social Care Staff		
Approved social workers / Social workers / Residential social workers	41	2%
Social care managers	7	0%
Social care support staff	23	1%

Occupational group	Number questionnaires returned	Percentage of survey respondents
Other groups		
Public Health / Health Improvement	13	1%
Admin and Clerical	278	13%
Central Functions / Corporate Services	89	4%
Maintenance / Ancillary	13	1%
General Management	67	3%
Other	57	3%
Did not specify	245	

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	1985	86%
Part time	314	14%
Did not specify	85	
Length of time in organisation		
Less than a year	269	13%
Between 1 to 2 years	440	21%
Between 3 to 5 years	367	18%
Between 6 to 10 years	388	19%
Between 11 to 15 years	280	13%
Over 15 years	348	17%
Did not specify	292	

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	362	16%
Between 31 and 40	585	26%
Between 41 and 50	609	27%
51 and over	670	30%
Did not specify	158	
Gender		
Male	581	26%
Female	1550	70%
Prefer not to say	81	4%
Did not specify	172	
Ethnic background		
White	1271	57%
Black and minority ethnic	955	43%
Did not specify	158	
Disability		
Disabled	405	18%
Not disabled	1826	82%
Did not specify	153	

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 East London NHS Foundation Trust benchmarked against other combined mental health / learning disability and community 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 combined mental health / learning disability and community 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 combined mental health / learning disability and community 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 combined mental health / learning disability and community trust.

- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an combined mental health / learning disability and community 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 East London NHS Foundation Trust benchmarked against other combined mental health / learning disability and community trusts

	Your trust		National scores for combined MH/LD and community trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	50	-	45	42	49	32	63
Appraisals & support for development							
KF11. % appraised in last 12 mths	86	[85, 88]	92	90	94	76	97
KF12. Quality of appraisals	3.31	[3.25, 3.37]	3.10	3.06	3.16	2.87	3.39
KF13. Quality of non-mandatory training, learning or development	4.15	[4.12, 4.19]	4.06	4.04	4.09	3.94	4.15
Equality & diversity							
* *KF20. % experiencing discrimination at work in last 12 mths*	20	[18, 22]	11	9	12	7	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	78	[76, 80]	86	85	88	75	91
Errors & incidents							
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	26	[24, 28]	23	21	24	17	30
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	[93, 97]	92	91	93	88	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.86	[3.83, 3.89]	3.76	3.72	3.79	3.55	3.92
KF31. Staff confidence and security in reporting unsafe clinical practice	3.76	[3.72, 3.80]	3.72	3.67	3.76	3.38	3.90
Health and wellbeing							
* *KF17. % feeling unwell due to work related stress in last 12 mths*	42	[40, 44]	40	38	41	33	52
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	[50, 54]	53	52	53	48	61
KF19. Org and mgmt interest in and action on health and wellbeing	3.73	[3.69, 3.77]	3.70	3.68	3.75	3.50	3.87
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	59	[57, 61]	58	57	59	50	64
* *KF16. % working extra hours*	71	[69, 73]	71	69	72	65	77

Table A1: Key Findings for East London NHS Foundation Trust benchmarked against other combined mental health / learning disability and community trusts (cont)

	Your trust		National scores for combined MH/LD and community 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	3.86	[3.82, 3.90]	3.68	3.64	3.73	3.40	3.90
KF4. Staff motivation at work	3.98	[3.94, 4.01]	3.93	3.89	3.95	3.75	4.04
KF7. % able to contribute towards improvements at work	76	[74, 78]	73	71	74	61	76
KF8. Staff satisfaction with level of responsibility and involvement	3.93	[3.90, 3.96]	3.90	3.83	3.91	3.69	3.98
KF9. Effective team working	3.89	[3.86, 3.93]	3.85	3.80	3.88	3.61	3.96
KF14. Staff satisfaction with resourcing and support	3.42	[3.39, 3.46]	3.33	3.32	3.36	3.17	3.50
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.64	[3.60, 3.68]	3.54	3.51	3.59	3.32	3.66
KF6. % reporting good communication between senior management and staff	46	[44, 48]	34	32	37	21	47
KF10. Support from immediate managers	3.94	[3.90, 3.98]	3.89	3.85	3.93	3.66	4.00
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.00	[3.96, 4.04]	3.85	3.80	3.90	3.61	4.00
KF3. % agreeing that their role makes a difference to patients / service users	90	[89, 91]	89	88	90	83	92
KF32. Effective use of patient / service user feedback	3.85	[3.80, 3.89]	3.69	3.59	3.74	3.28	3.99
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	21	[19, 23]	14	13	16	9	21
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	[3, 4]	2	1	2	1	6
KF24. % reporting most recent experience of violence	93	[90, 95]	88	86	89	77	95
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	31	[29, 33]	26	25	28	22	34
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	[22, 25]	20	20	21	16	28
KF27. % reporting most recent experience of harassment, bullying or abuse	59	[56, 62]	57	56	59	51	66

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 East London NHS Foundation Trust since 2016 survey

	East London NHS Foundation Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Response rate	50	45	5	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	86	88	-2	No
KF12. Quality of appraisals	3.31	3.36	-0.05	No
KF13. Quality of non-mandatory training, learning or development	4.15	4.17	-0.02	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	20	20	0	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	78	78	0	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	26	27	-1	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	92	3	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.86	3.90	-0.04	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.76	3.84	-0.08	Yes
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	42	38	4	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	51	1	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.73	3.79	-0.05	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	59	60	-1	No
* *KF16. % working extra hours*	71	75	-3	Yes

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

	East London 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	3.86	3.93	-0.07	Yes
KF4. Staff motivation at work	3.98	4.02	-0.04	No
KF7. % able to contribute towards improvements at work	76	79	-2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.93	3.97	-0.04	No
KF9. Effective team working	3.89	3.93	-0.04	No
KF14. Staff satisfaction with resourcing and support	3.42	3.49	-0.06	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.64	3.67	-0.04	No
KF6. % reporting good communication between senior management and staff	46	47	0	No
KF10. Support from immediate managers	3.94	3.94	0.00	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.00	4.07	-0.07	Yes
KF3. % agreeing that their role makes a difference to patients / service users	90	93	-3	Yes
KF32. Effective use of patient / service user feedback	3.85	3.88	-0.03	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	21	23	-2	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	4	-1	No
KF24. % reporting most recent experience of violence	93	94	-2	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	31	32	-2	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	23	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	59	62	-3	No

Table A2.2: Changes in the Key Findings for East London NHS Foundation Trust since 2015 survey

	East London NHS Foundation Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	50	35	15	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	86	83	3	No
KF12. Quality of appraisals	3.31	3.42	-0.11	No
KF13. Quality of non-mandatory training, learning or development	4.15	4.18	-0.03	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	20	19	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	78	79	-1	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	26	22	3	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	91	4	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.86	3.83	0.03	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.76	3.77	-0.01	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	42	36	6	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	45	6	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.73	3.67	0.07	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	59	64	-5	No
* *KF16. % working extra hours*	71	78	-7	Yes

Table A2.2: Changes in the Key Findings for East London NHS Foundation Trust since 2015 survey (cont)

	East London 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	3.86	3.82	0.05	No
KF4. Staff motivation at work	3.98	4.05	-0.08	No
KF7. % able to contribute towards improvements at work	76	77	-1	No
KF8. Staff satisfaction with level of responsibility and involvement	3.93	3.93	0.00	No
KF9. Effective team working	3.89	3.87	0.02	No
KF14. Staff satisfaction with resourcing and support	3.42	3.49	-0.07	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.64	3.67	-0.03	No
KF6. % reporting good communication between senior management and staff	46	48	-1	No
KF10. Support from immediate managers	3.94	3.89	0.05	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.00	4.07	-0.07	No
KF3. % agreeing that their role makes a difference to patients / service users	90	92	-2	No
KF32. Effective use of patient / service user feedback	3.85	3.88	-0.03	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	21	21	1	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	3	0	No
KF24. % reporting most recent experience of violence	93	95	-3	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	31	32	-1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	25	-1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	59	66	-7	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 combined mental health / learning disability and community 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 combined mental health / learning disability and community 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 East London NHS Foundation Trust benchmarked against other combined mental health / learning disability and community trusts

	Question number(s)	Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	86	92	88
KF12. Quality of appraisals	Q20b-d	3.32	3.10	3.37
KF13. Quality of non-mandatory training, learning or development	Q18b-d	4.16	4.06	4.18
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	Q17a-b	20	11	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	79	86	79
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q11a-b	26	23	28
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	95	92	92
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.86	3.76	3.91
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.76	3.73	3.85
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	Q9c	42	40	37
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	Q9d-g	51	53	50
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.74	3.70	3.79
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	59	58	60
* *KF16. % working extra hours*	Q10b-c	72	71	76

Table A3.1: Key Findings for East London NHS Foundation Trust benchmarked against other combined mental health / learning disability and community trusts (cont)

	Question number(s)	Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.86	3.68	3.93
KF4. Staff motivation at work	Q2a-c	3.98	3.93	4.03
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	76	73	79
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.93	3.89	3.97
KF9. Effective team working	Q4h-j	3.90	3.84	3.95
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.42	3.34	3.48
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.65	3.54	3.69
KF6. % reporting good communication between senior management and staff	Q8a-d	46	34	47
KF10. Support from immediate managers	Q5b, 7a-e	3.95	3.89	3.96
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.99	3.85	4.06
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	90	89	93
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.84	3.69	3.88
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	21	14	23
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	3	2	4
KF24. % reporting most recent experience of violence	Q14d	92	89	94
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	31	26	32
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	23	20	23
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	58	57	61

Table A3.2: Survey questions benchmarked against other combined mental health / learning disability and community trusts

		Your Trust in 2017	Average (median) for combined MH/LD and community 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	92	85	91
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	63	59	64
Q2b	"I am enthusiastic about my job"	76	73	77
Q2c	"Time passes quickly when I am working"	76	79	79
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	85	84	86
Q3b	"I am trusted to do my job"	90	91	91
Q3c	"I am able to do my job to a standard I am personally pleased with"	81	77	82
	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"	77	74	80
Q4b	"I am able to make suggestions to improve the work of my team / department"	79	77	81
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	59	54	61
Q4d	"I am able to make improvements happen in my area of work"	66	58	67
Q4e	"I am able to meet all the conflicting demands on my time at work"	49	43	49
Q4f	"I have adequate materials, supplies and equipment to do my work"	60	58	63
Q4g	"There are enough staff at this organisation for me to do my job properly"	37	31	39
Q4h	"The team I work in has a set of shared objectives"	74	74	77
Q4i	"The team I work in often meets to discuss the team's effectiveness"	73	70	74
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	82	80	84
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	60	57	62
Q5b	"The support I get from my immediate manager"	73	73	76
Q5c	"The support I get from my work colleagues"	82	84	85
Q5d	"The amount of responsibility I am given"	74	74	76
Q5e	"The opportunities I have to use my skills"	71	71	74
Q5f	"The extent to which my organisation values my work"	52	44	55
Q5g	"My level of pay"	34	33	39
Q5h	"The opportunities for flexible working patterns"	59	58	60

		Your Trust in 2017	Average (median) for combined MH/LD and community 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"	84	81	88
Q6b	"I feel that my role makes a difference to patients / service users"	90	89	93
Q6c	"I am able to deliver the patient care I aspire to"	71	65	73
	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"	79	78	81
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	78	75	78
Q7c	"My immediate manager gives me clear feedback on my work"	71	67	70
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	65	61	67
Q7e	"My immediate manager is supportive in a personal crisis"	79	79	77
Q7f	"My immediate manager takes a positive interest in my health and well-being"	74	74	74
Q7g	"My immediate manager values my work"	78	76	79
Q8a	"I know who the senior managers are here"	91	85	91
Q8b	"Communication between senior management and staff is effective"	53	40	54
Q8c	"Senior managers here try to involve staff in important decisions"	46	34	47
Q8d	"Senior managers act on staff feedback"	43	32	45
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	34	32	39
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	21	21	19
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	42	40	37
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	56	56	54
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	20	20	20
Q9f	...had felt pressure from their colleagues to come to work	17	17	15
Q9g	...had put themselves under pressure to come to work	89	93	91
	Working hours			
Q10a	% working part time (up to 29 hours a week)	14	21	12
Q10b	% working additional PAID hours	25	21	24
Q10c	% working additional UNPAID hours	64	62	68
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	18	15	18

		Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	21	19	23
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	97	96	96
	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"	59	53	59
Q12b	"My organisation encourages us to report errors, near misses or incidents"	88	89	89
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	75	68	76
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	67	60	70
	Raising concerns about unsafe clinical practice			
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	95	97	97
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	73	73	76
Q13c	"I am confident that the organisation would address my concern"	63	60	66
	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	79	86	77
Q14a	1 to 2 times	12	8	14
Q14a	3 to 5 times	5	3	5
Q14a	6 to 10 times	2	1	1
Q14a	More than 10 times	2	2	3
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	99	100	98
Q14b	1 to 2 times	1	0	1
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
	% experiencing physical violence at work from other colleagues in last 12 months...			
Q14c	Never	97	98	97
Q14c	1 to 2 times	2	1	2
Q14c	3 to 5 times	1	0	1
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	93	88	94

		Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
	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	69	74	68
Q15a	1 to 2 times	16	15	17
Q15a	3 to 5 times	8	5	7
Q15a	6 to 10 times	3	2	2
Q15a	More than 10 times	4	4	6
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	87	90	86
Q15b	1 to 2 times	9	7	9
Q15b	3 to 5 times	3	2	3
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	1	1	1
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	85	85	84
Q15c	1 to 2 times	11	10	11
Q15c	3 to 5 times	2	3	3
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	58	57	61
	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	79	86	79
	Discrimination			
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	12	6	13
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	11	7	11
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	60	33	63
Q17c	Gender	28	21	21
Q17c	Religion	11	5	9
Q17c	Sexual orientation	3	5	6
Q17c	Disability	5	10	7
Q17c	Age	17	24	15
Q17c	Other reason(s)	27	33	25
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	77	75	79

		Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
	% 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"	87	84	88
Q18c	"It has helped me stay up-to-date with professional requirements"	89	88	90
Q18d	"It has helped me to deliver a better patient / service user experience"	86	83	87
Q19	% who had received mandatory training in the last 12 months	98	98	98
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	86	92	88
	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	30	21	32
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	40	34	41
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	32	28	37
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	37	33	32
Q20f	% saying their appraisal or development review had identified training, learning or development needs	76	67	75
	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	55	55	58
	Your organisation			
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	80	72	81
Q21b	"My organisation acts on concerns raised by patients / service users"	81	75	81
Q21c	"I would recommend my organisation as a place to work"	66	58	70
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	69	67	71
	Patient / service user experience measures			
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	95	94	95
	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"	66	62	67
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	65	54	67
	BACKGROUND DETAILS			
	Gender			
Q23a	Male	26	17	30
Q23a	Female	70	80	70
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	4	2	0

		Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
	Age group			
Q23b	Between 16 and 30	16	11	15
Q23b	Between 31 and 40	26	21	25
Q23b	Between 41 and 50	27	29	29
Q23b	51 and over	30	39	31
	Ethnic background			
Q24	White	57	92	58
Q24	Mixed	4	1	4
Q24	Asian / Asian British	13	4	13
Q24	Black / Black British	22	3	22
Q24	Chinese	1	0	1
Q24	Other	3	1	2
	Sexuality			
Q25	Heterosexual (straight)	87	89	87
Q25	Gay Man	2	1	2
Q25	Gay Woman (lesbian)	1	1	1
Q25	Bisexual	1	1	2
Q25	Other	0	0	0
Q25	Preferred not to say	9	8	7
	Religion			
Q26	No religion	32	35	33
Q26	Christian	43	50	46
Q26	Buddhist	1	1	1
Q26	Hindu	3	1	3
Q26	Jewish	1	0	1
Q26	Muslim	9	2	8
Q26	Sikh	1	0	1
Q26	Other	1	1	1
Q26	Preferred not to say	9	7	7
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	18	19	17
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	71	77	70
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	13	8	14
Q28	1 to 2 years	21	14	19
Q28	3 to 5 years	18	17	16
Q28	6 to 10 years	19	19	20
Q28	11 to 15 years	13	15	14
Q28	More than 15 years	17	26	17

		Your Trust in 2017	Average (median) for combined MH/LD and community trusts	Your Trust in 2016
	Occupational group			
Q29	Registered Nurses and Midwives	29	30	30
Q29	Nursing or Healthcare Assistants	6	7	6
Q29	Medical and Dental	7	4	8
Q29	Allied Health Professionals	28	23	27
Q29	Scientific and Technical / Healthcare Scientists	2	1	2
Q29	Social Care staff	3	1	3
Q29	Emergency Care Practitioner	0	0	0
Q29	Paramedic	0	0	0
Q29	Emergency Care Assistant	0	0	0
Q29	Ambulance Technician	0	0	0
Q29	Ambulance Control Staff	0	0	0
Q29	Patient Transport Service	0	0	0
Q29	Public Health / Health Improvement	1	1	1
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	13	16	13
Q29	Central Functions / Corporate Services	4	7	4
Q29	Maintenance / Ancillary	1	3	0
Q29	General Management	3	2	4
Q29	Other	3	3	2
	Team working			
Q30a	% working in a team	97	97	96
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	16	18	17
Q30b	6-9	19	21	19
Q30b	10-15	19	22	22
Q30b	More than 15	46	39	43

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 East London 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