

2017 National NHS staff survey

**Results from West Midlands Ambulance Service 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 West Midlands Ambulance Service NHS Foundation Trust.

In section 2 of this report, we present an overall indicator of staff engagement. Full details of how this indicator was created can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

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

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

These sections of the report have been structured thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

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

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. For more detail on these changes, please see the ***Making sense of your staff survey data*** document.

As in previous years, there are two types of Key Finding:

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

Your Organisation

The scores presented below are un-weighted question level scores for questions Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

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

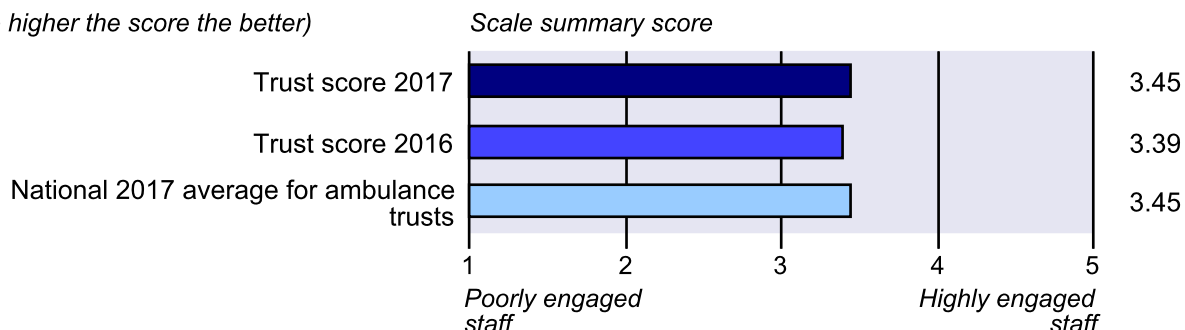
		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	52%	59%	55%
Q21b	"My organisation acts on concerns raised by patients / service users"	64%	62%	66%
Q21c	"I would recommend my organisation as a place to work"	52%	47%	48%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	71%	70%	72%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.49	3.44	3.49

2. Overall indicator of staff engagement for West Midlands Ambulance Service NHS Foundation Trust

The figure below shows how West Midlands Ambulance Service NHS Foundation Trust compares with other ambulance trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.45 was average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)



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

The table below shows how West Midlands Ambulance Service NHS Foundation Trust compares with other ambulance trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2016 survey.

	Change since 2016 survey	Ranking, compared with all ambulance trusts
OVERALL STAFF ENGAGEMENT	✓ Increase (better than 16)	• Average
KF1. Staff recommendation of the trust as a place to work or receive treatment <i>(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)</i>		
	• No change	✓ Above (better than) average
KF4. Staff motivation at work <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>		
	✓ Increase (better than 16)	• Average
KF7. Staff ability to contribute towards improvements at work <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>		
	• No change	! Below (worse than) average

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

3. Summary of 2017 Key Findings for West Midlands Ambulance Service NHS Foundation Trust

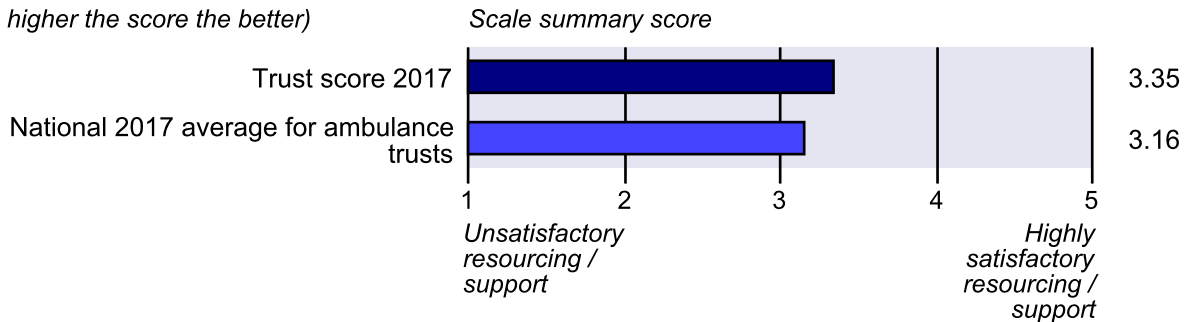
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which West Midlands Ambulance Service NHS Foundation Trust compares most favourably with other ambulance trusts in England.

TOP FIVE RANKING SCORES

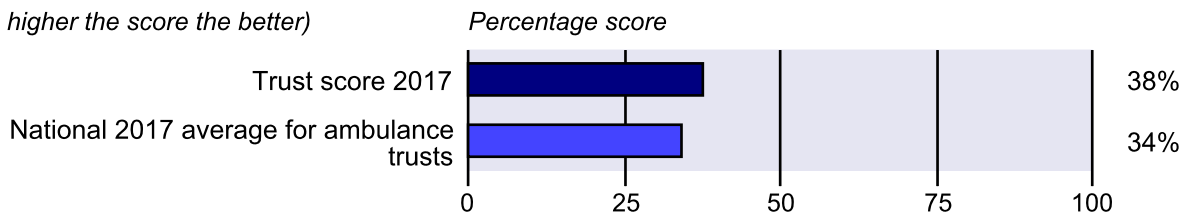
✓ KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



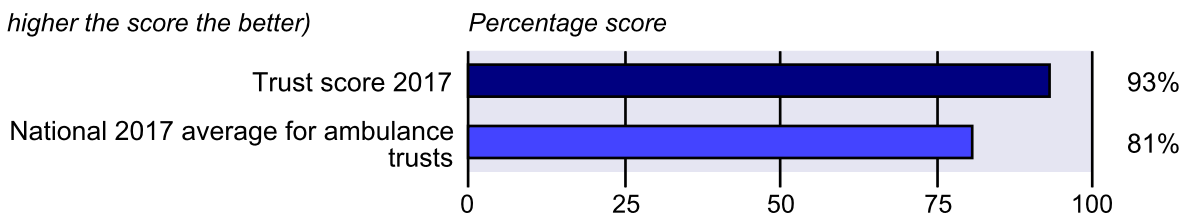
✓ KF15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



✓ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



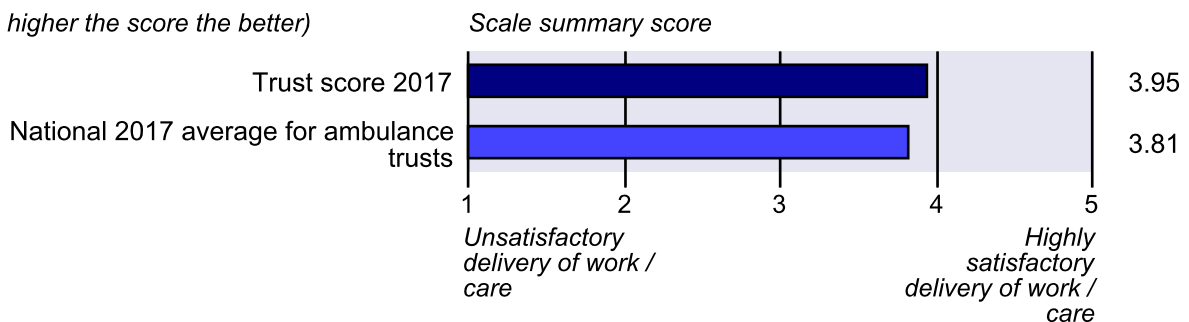
✓ KF13. Quality of non-mandatory training, learning or development

(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)

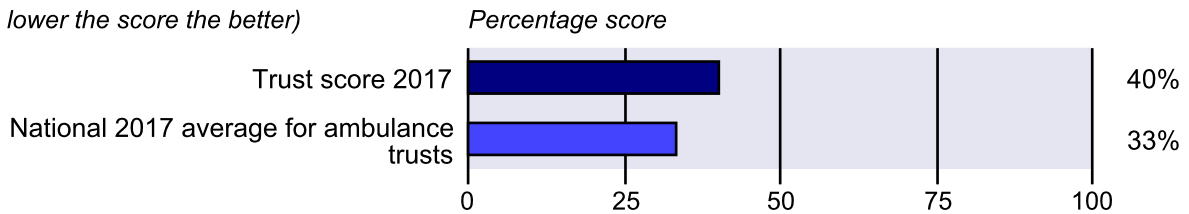


This page highlights the five Key Findings for which West Midlands Ambulance Service NHS Foundation Trust compares least favourably with other ambulance trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

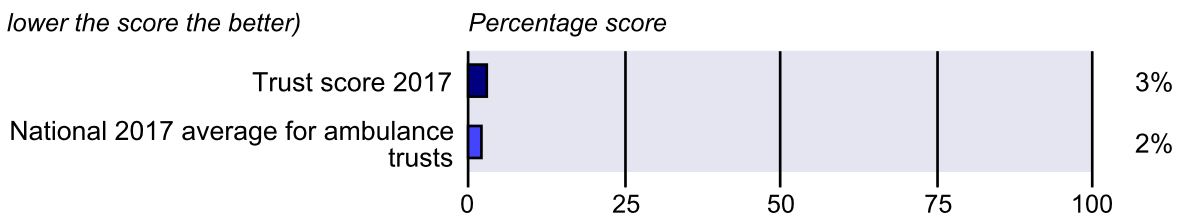
! KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



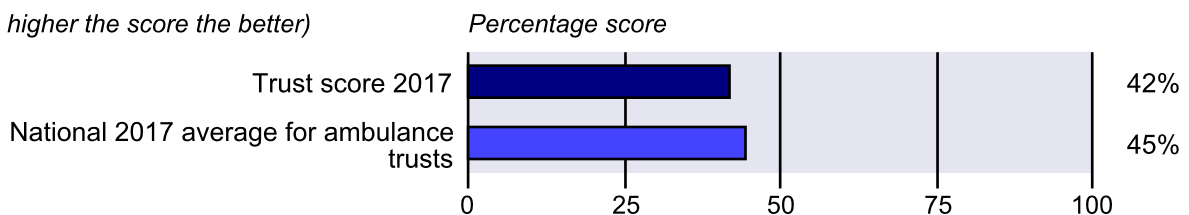
! KF23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



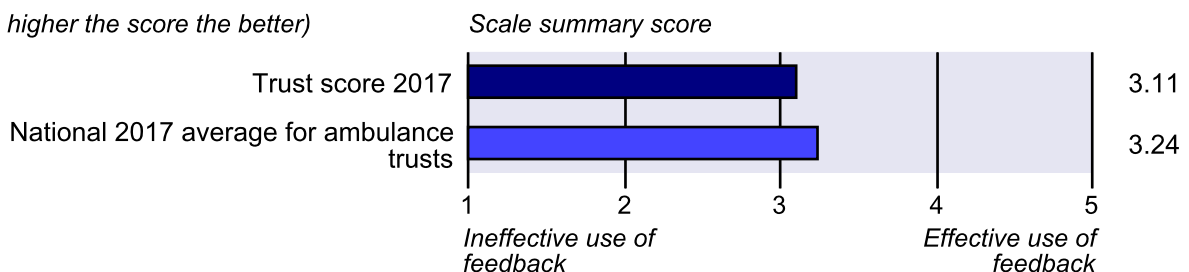
! KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



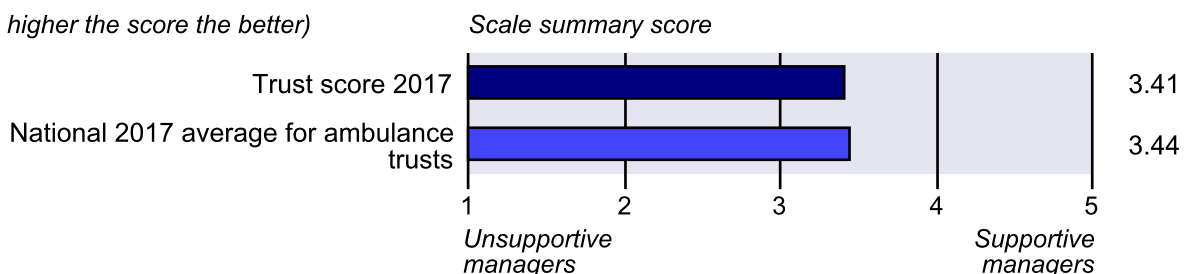
! KF32. Effective use of patient / service user feedback

(the higher the score the better)



! KF10. Support from immediate managers

(the higher the score the better)



For each of the 32 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). West Midlands Ambulance Service NHS Foundation Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 11. Further details about this can be found in the document ***Making sense of your staff survey data***.

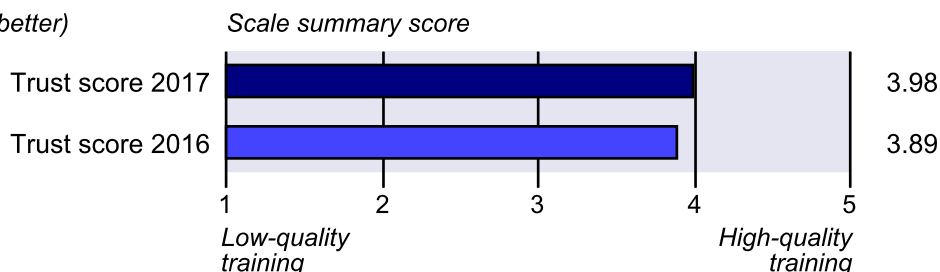
3.2 Largest Local Changes since the 2016 Survey

This page highlights the five Key Findings where staff experiences have improved at West Midlands Ambulance Service NHS Foundation Trust since the 2016 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other ambulance trusts in England, the score for Key finding KF12 is worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

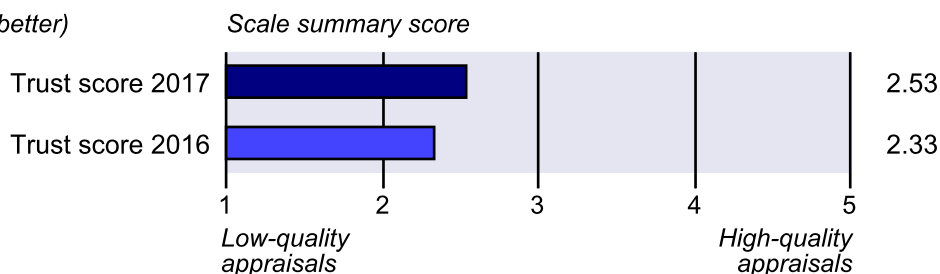
✓ KF13. Quality of non-mandatory training, learning or development

(the higher the score the better)



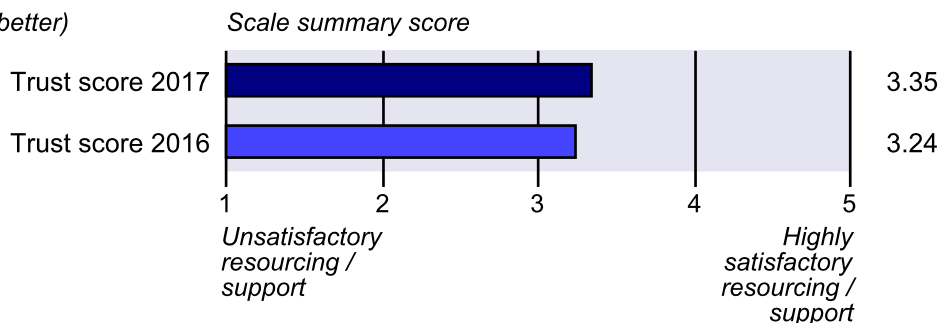
✓ KF12. Quality of appraisals

(the higher the score the better)



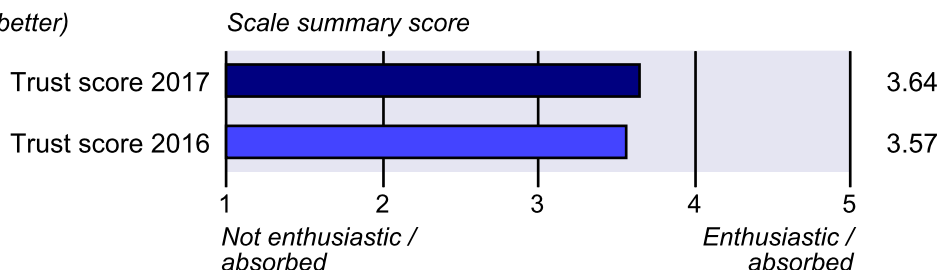
✓ KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



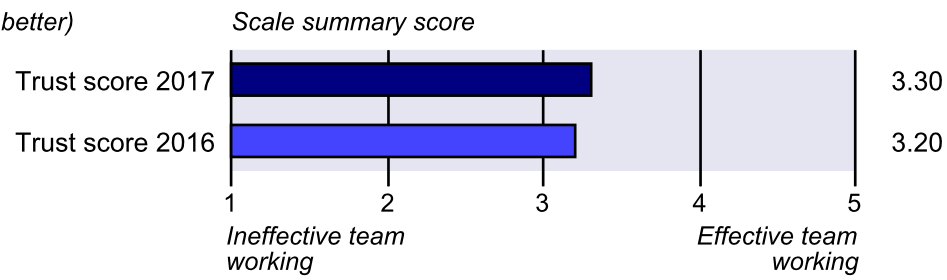
✓ KF4. Staff motivation at work

(the higher the score the better)



✓ **KF9. Effective team working**

(the higher the score the better)



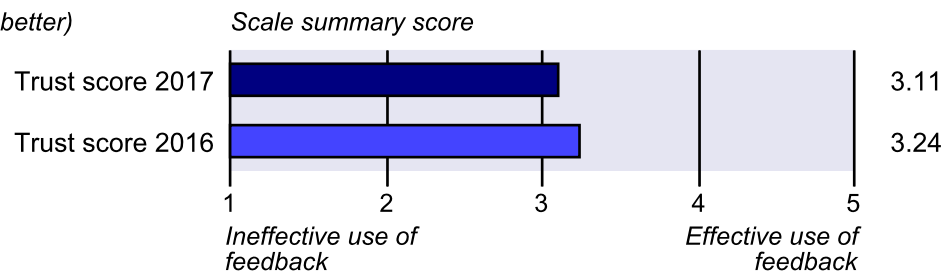
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2016-2017 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 Key Finding that has deteriorated at West Midlands Ambulance Service NHS Foundation Trust since the 2016 survey. It is suggested that this might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED

! KF32. Effective use of patient / service user feedback

(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 West Midlands Ambulance Service NHS Foundation Trust

KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

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

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

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

Change since 2016 survey

-15% -10% -5% 0% 5% 10% 15%



3.3. Summary of all Key Findings for West Midlands Ambulance Service NHS Foundation Trust

KEY

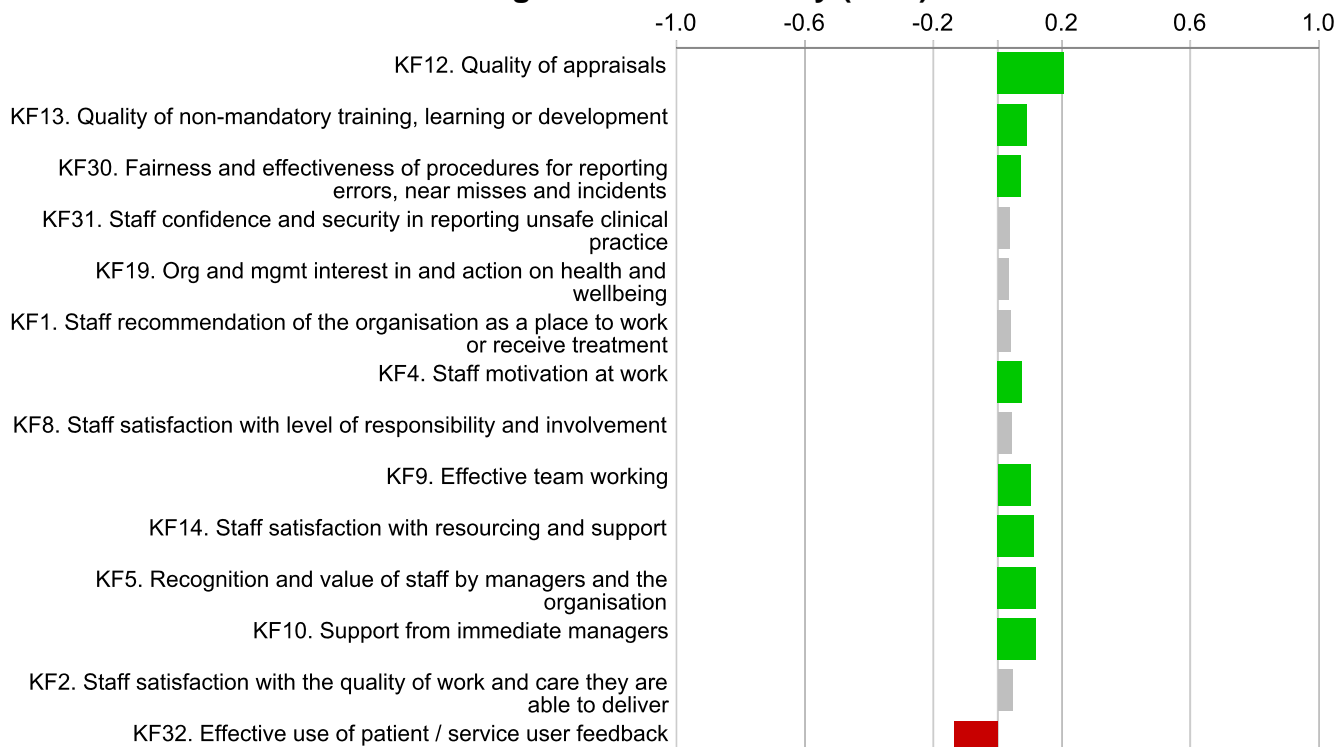
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

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

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

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

Change since 2016 survey (cont)



3.3. Summary of all Key Findings for West Midlands Ambulance Service NHS Foundation Trust

KEY

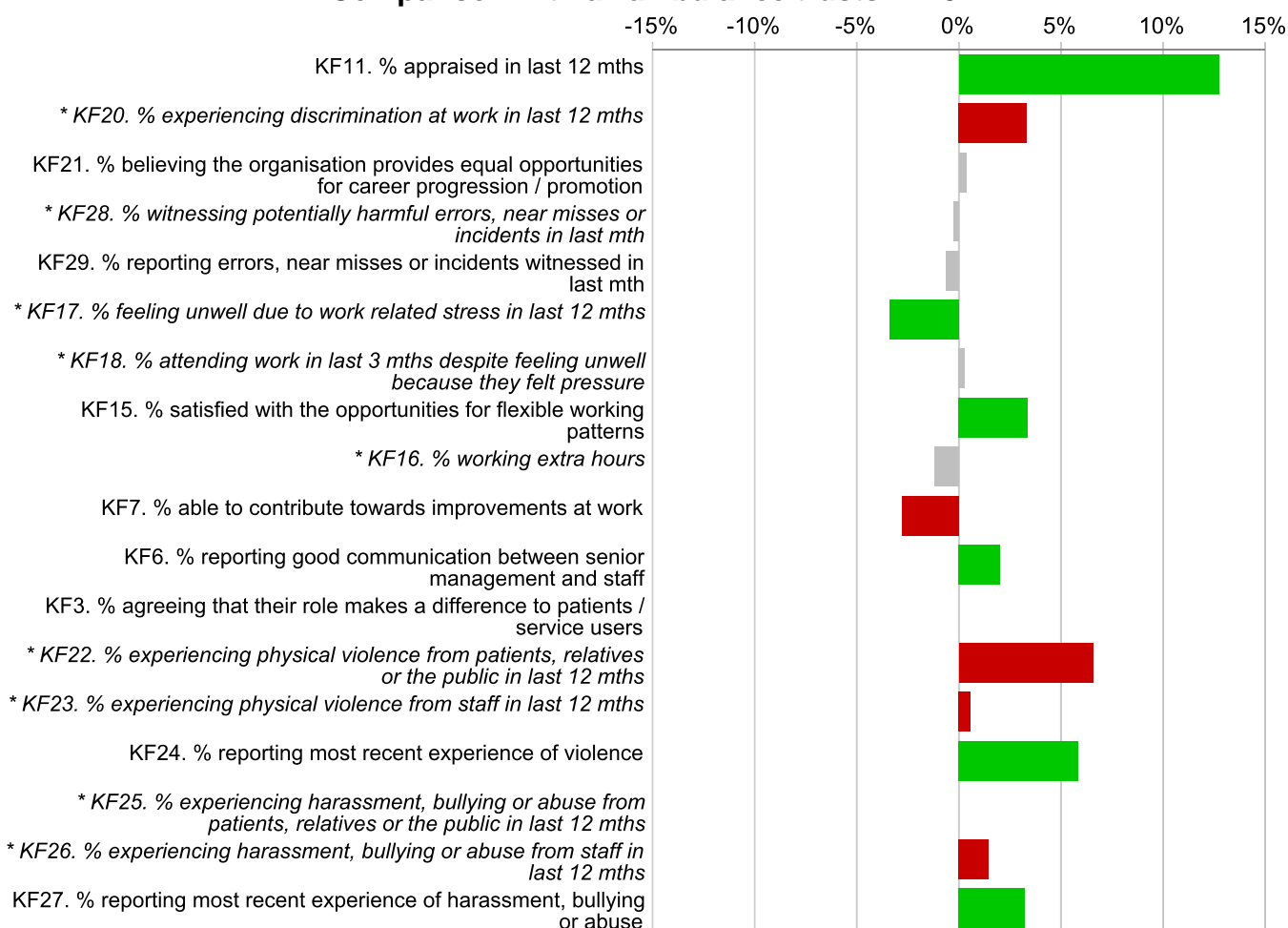
Green = Positive finding, e.g. better than average.

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

Grey = Average.

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

Comparison with all ambulance trusts in 2017



3.3. Summary of all Key Findings for West Midlands Ambulance Service NHS Foundation Trust

KEY

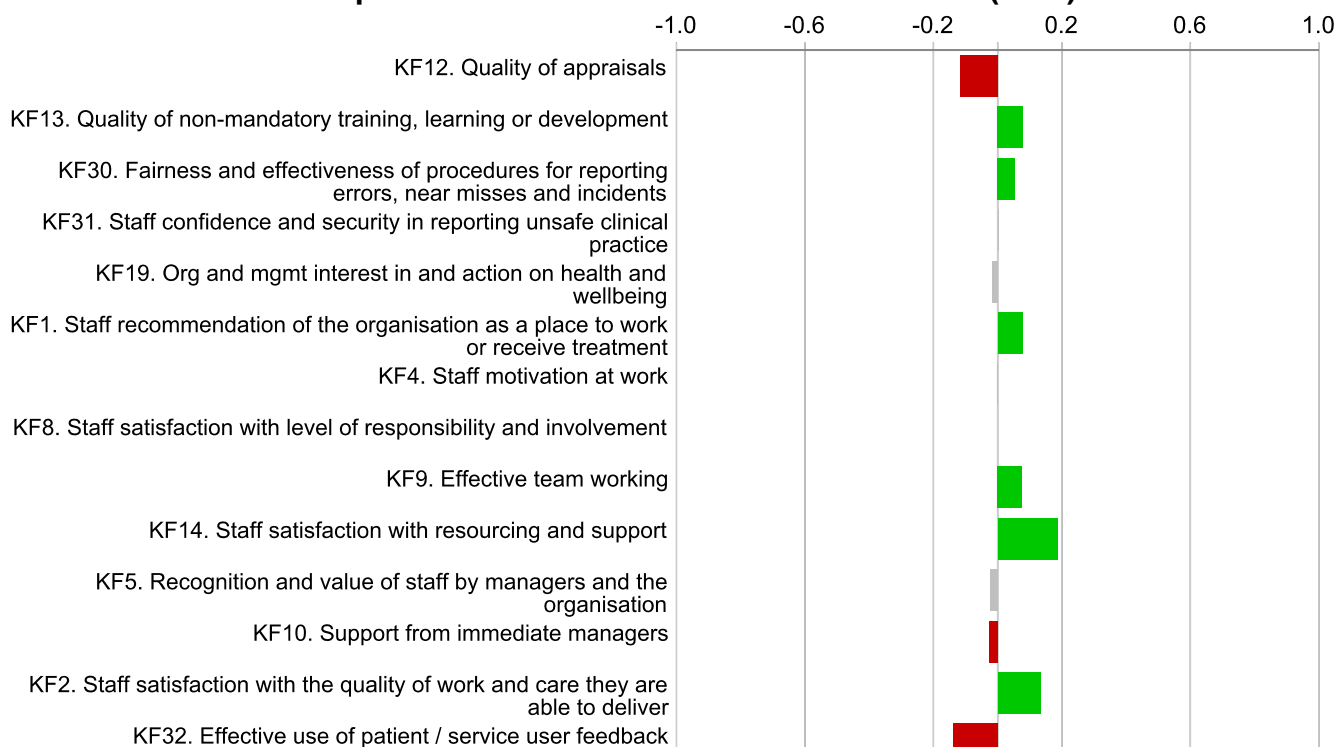
Green = Positive finding, e.g. better than average.

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

Grey = Average.

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

Comparison with all ambulance trusts in 2017 (cont)



3.4. Summary of all Key Findings for West Midlands Ambulance Service NHS Foundation Trust

KEY

✓ Green = Positive finding, e.g. better than average, better than 2016.

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

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

-- No comparison to the 2016 data is possible.

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

	Change since 2016 survey	Ranking, compared with all ambulance trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	✓ Above (better than) average
KF12. Quality of appraisals	✓ Increase (better than 16)	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	✓ Increase (better than 16)	✓ Above (better than) average
Equality & diversity		
* <i>KF20. % experiencing discrimination at work in last 12 mths</i>	• No change	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	• Average
Errors & incidents		
* <i>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	• Average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	✓ Increase (better than 16)	✓ Above (better than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	• Average
Health and wellbeing		
* <i>KF17. % feeling unwell due to work related stress in last 12 mths</i>	✓ Decrease (better than 16)	✓ Below (better than) average
* <i>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</i>	• 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
* <i>KF16. % working extra hours</i>	• No change	• Average

3.4. Summary of all Key Findings for West Midlands Ambulance Service NHS Foundation Trust (cont)

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

4. Key Findings for West Midlands Ambulance Service NHS Foundation Trust

West Midlands Ambulance Service NHS Foundation Trust had 2282 staff take part in this survey. This is a response rate of 48%¹ which is above average for ambulance trusts in England (42%), and compares with a response rate of 31% in this trust in the 2016 survey.

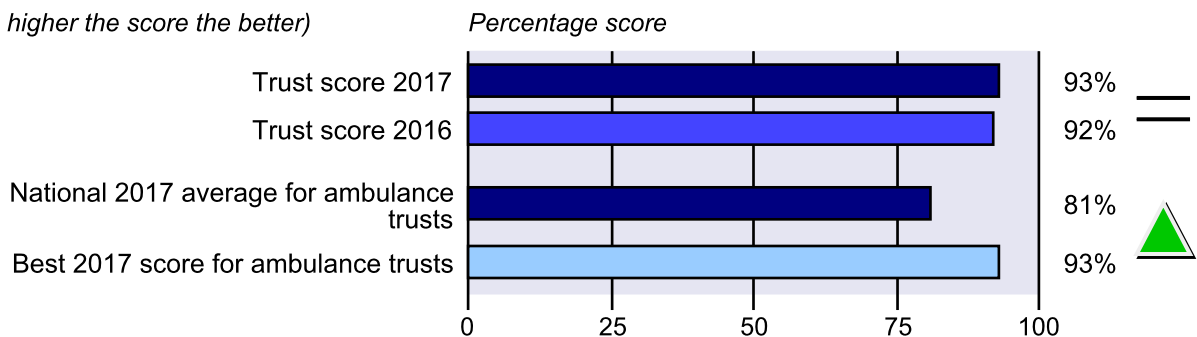
This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2016 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, errors and incidents, health and wellbeing, working patterns, job satisfaction, managers, patient care and experience, and violence, harassment and bullying.

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

Appraisals & support for development

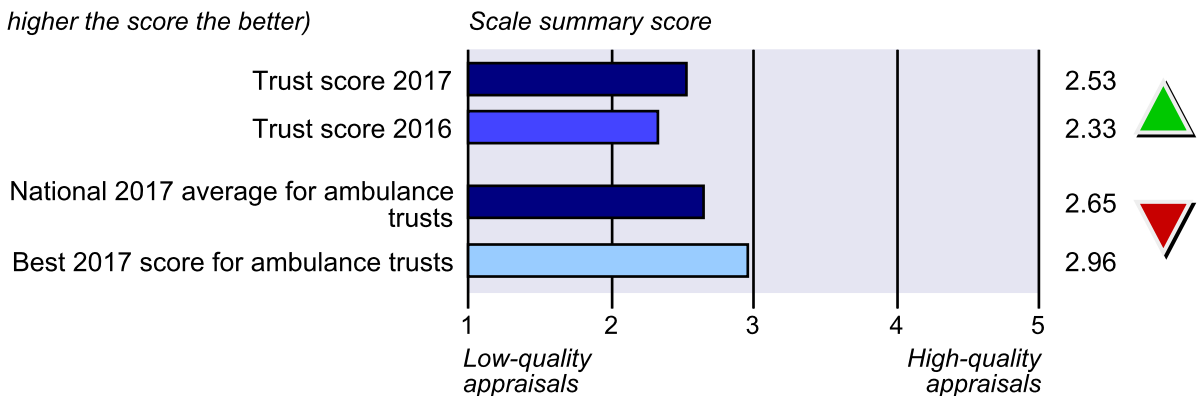
KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



KEY FINDING 12. Quality of appraisals

(the higher the score the better)

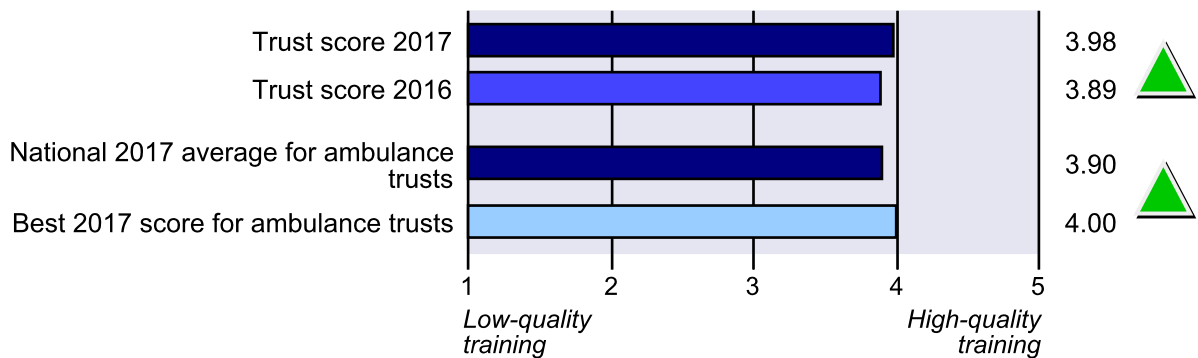


¹Questionnaires were sent to all 4738 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

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

(the higher the score the better)

Scale summary score

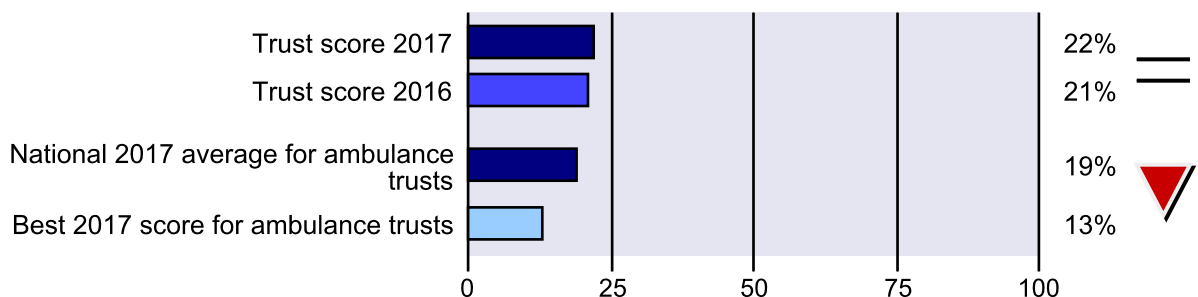


Equality & diversity

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

(the lower the score the better)

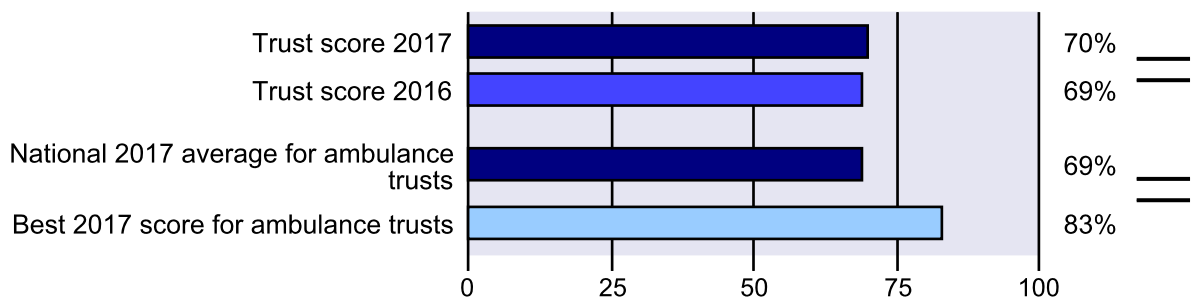
Percentage score



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

(the higher the score the better)

Percentage score

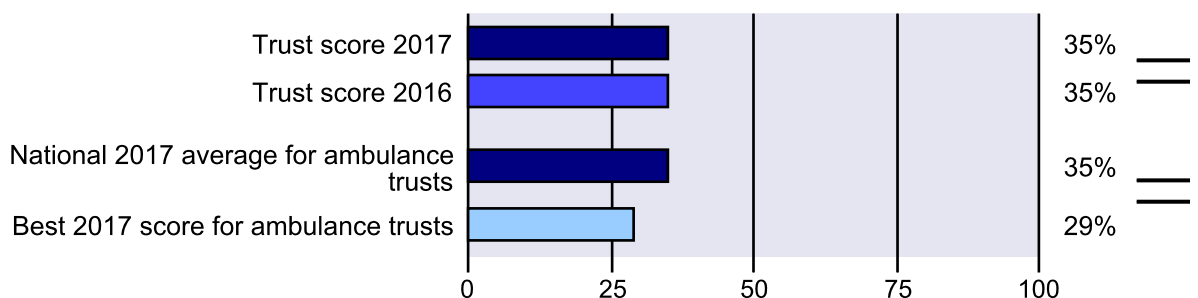


Errors & incidents

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

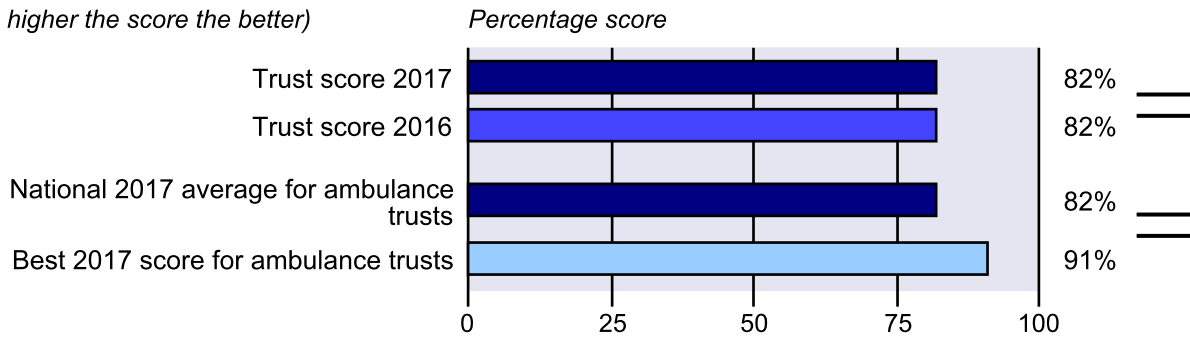
(the lower the score the better)

Percentage score



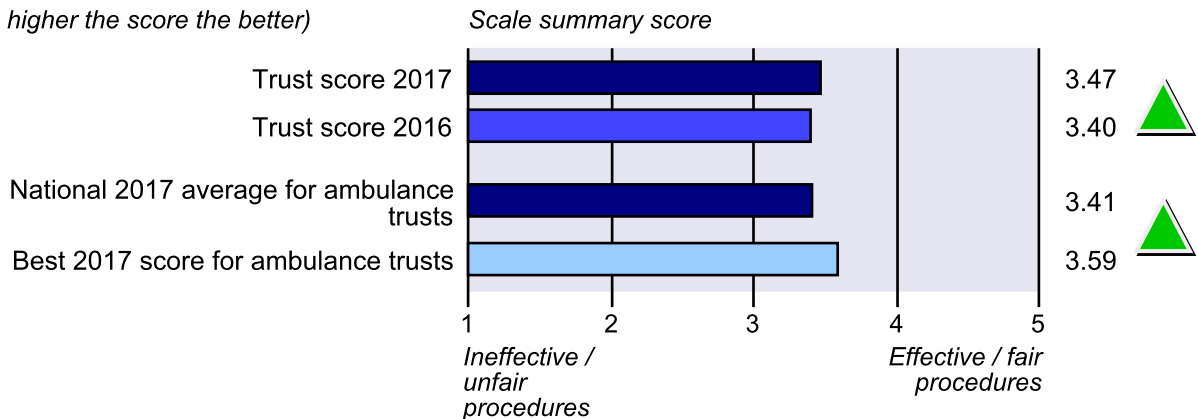
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



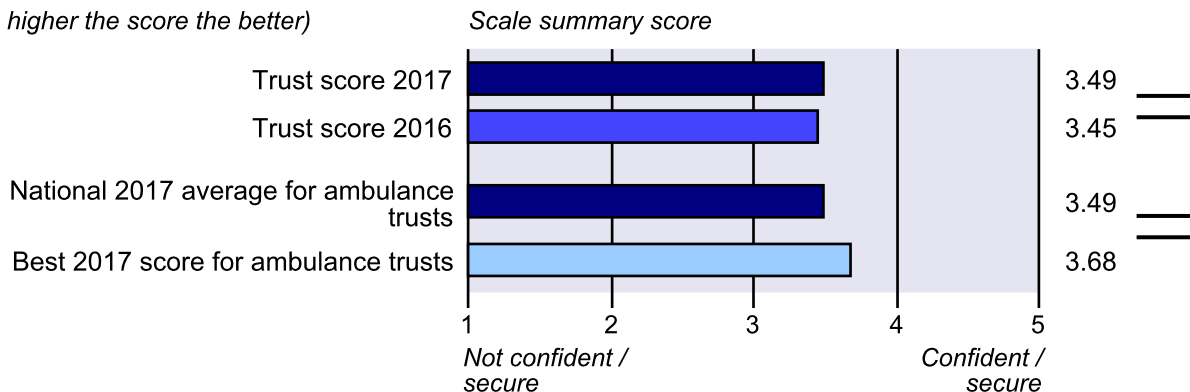
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



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

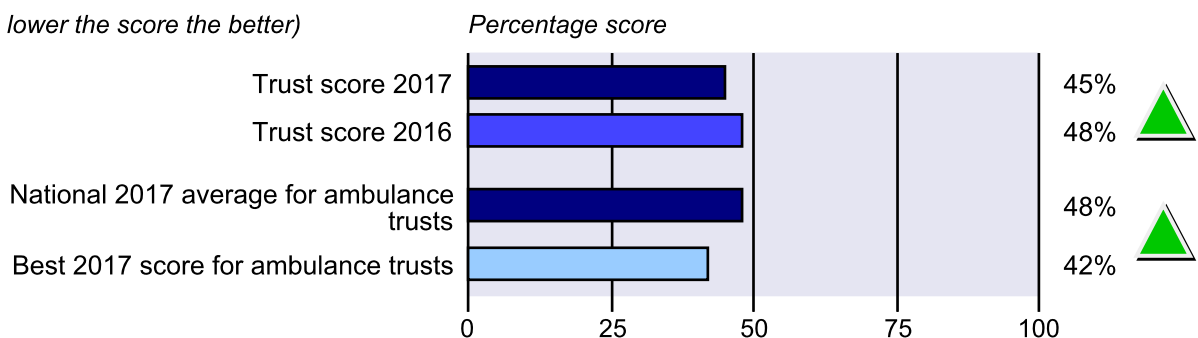
(the higher the score the better)



Health and wellbeing

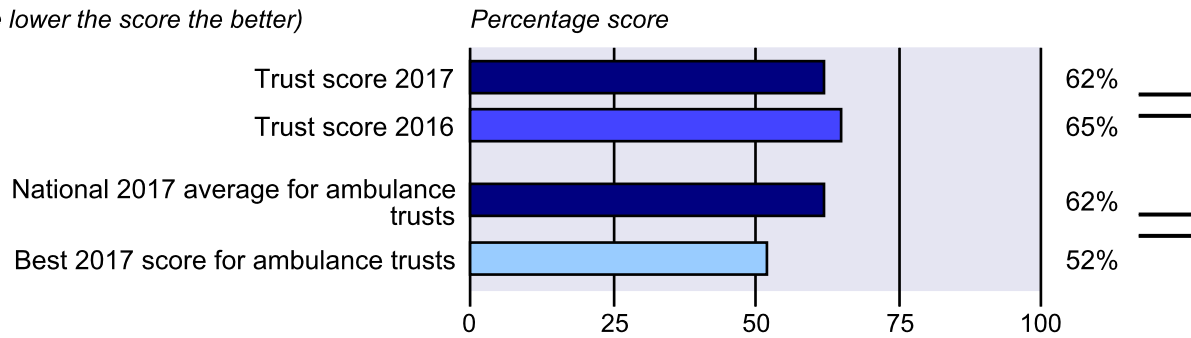
KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



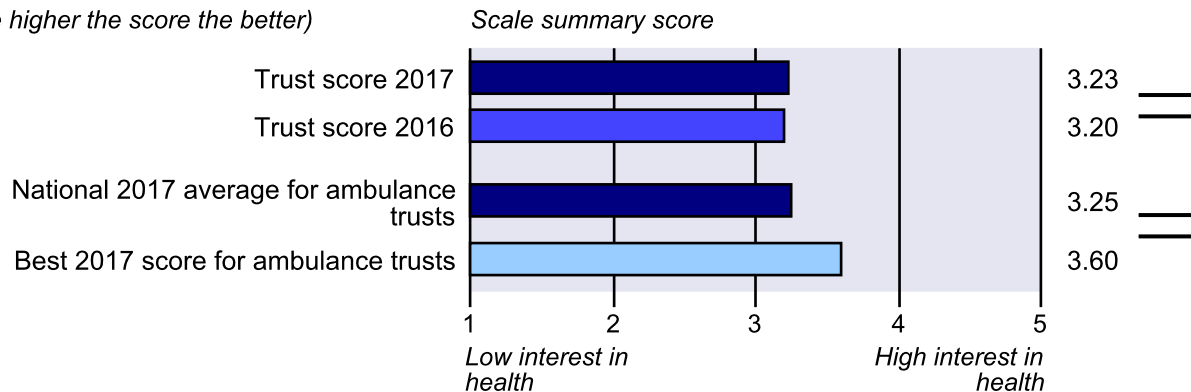
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



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

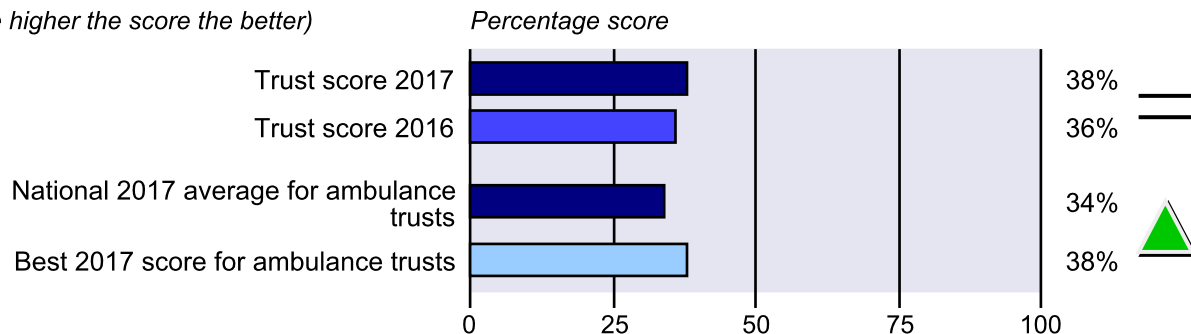
(the higher the score the better)



Working patterns

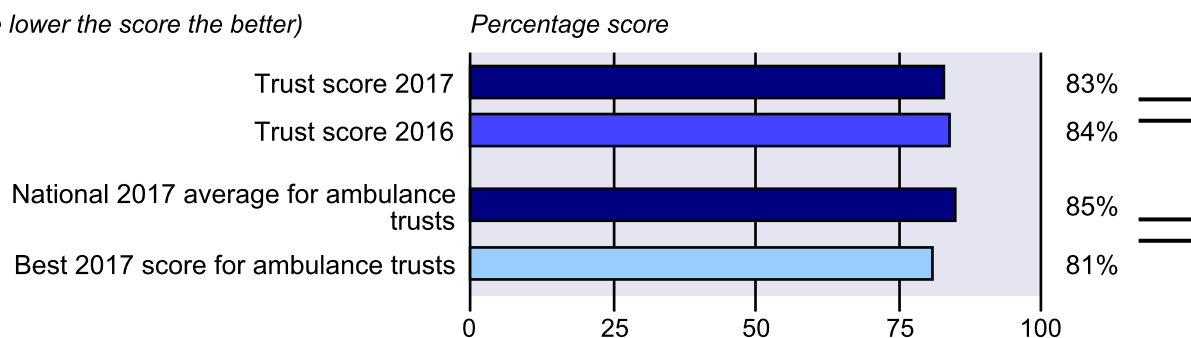
KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



KEY FINDING 16. Percentage of staff working extra hours

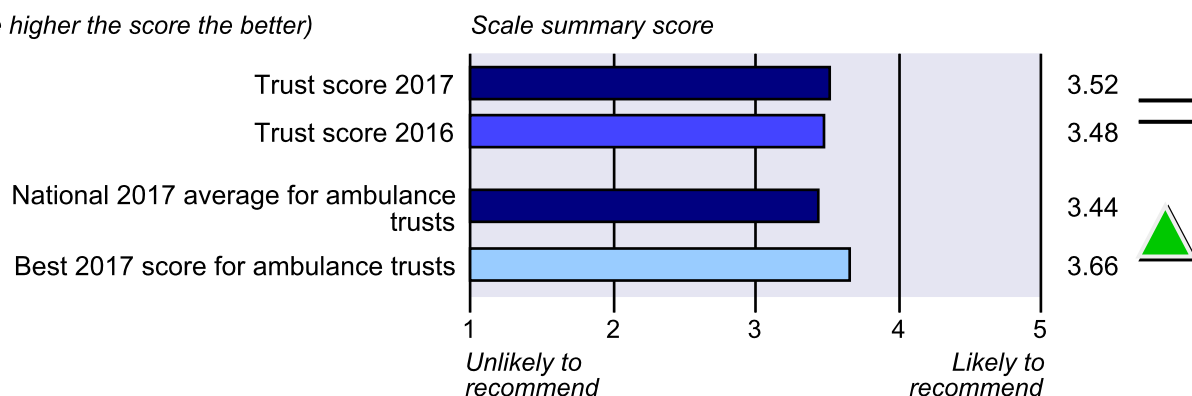
(the lower the score the better)



Job satisfaction

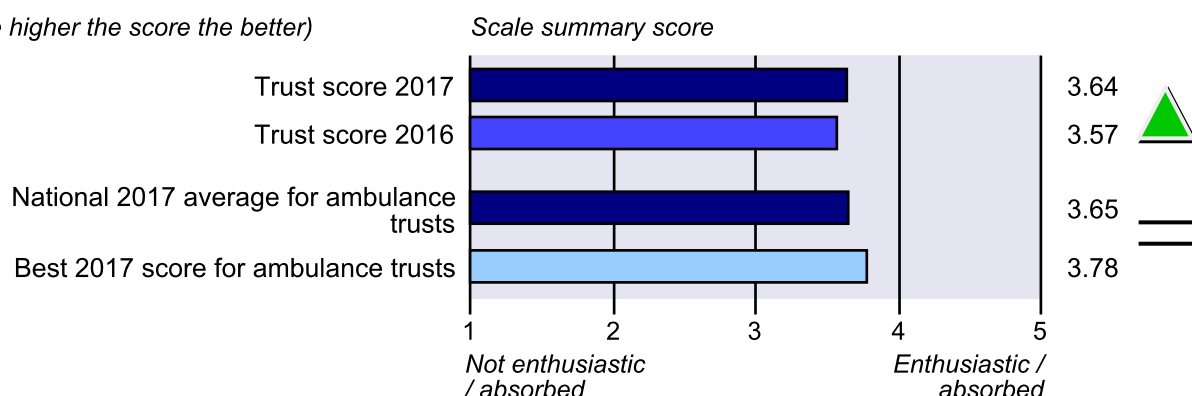
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



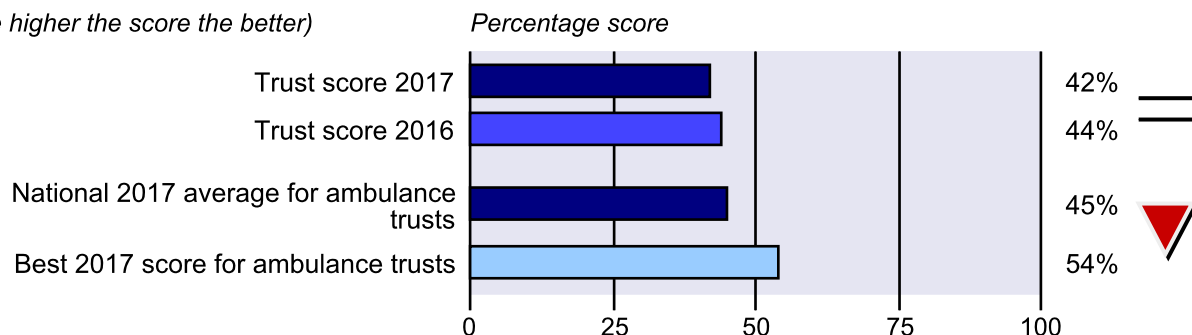
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



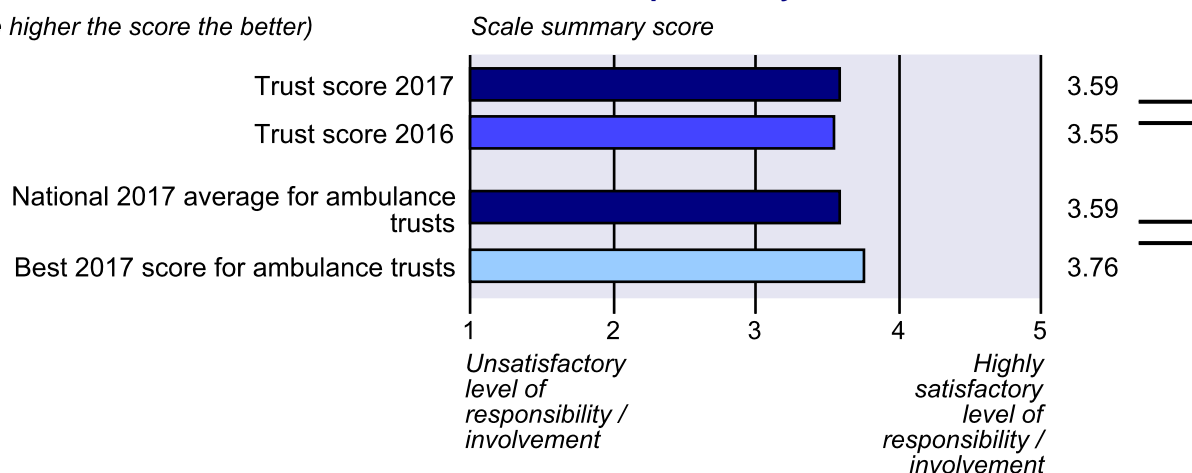
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



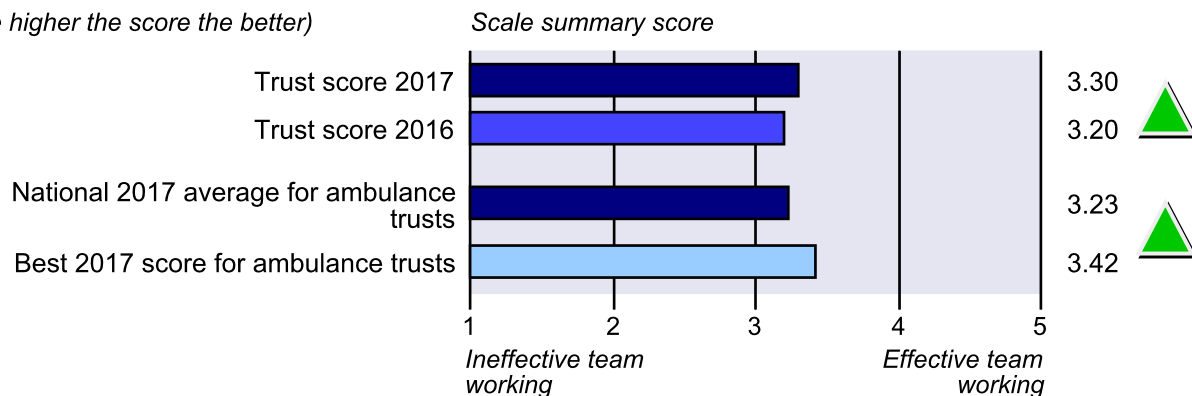
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



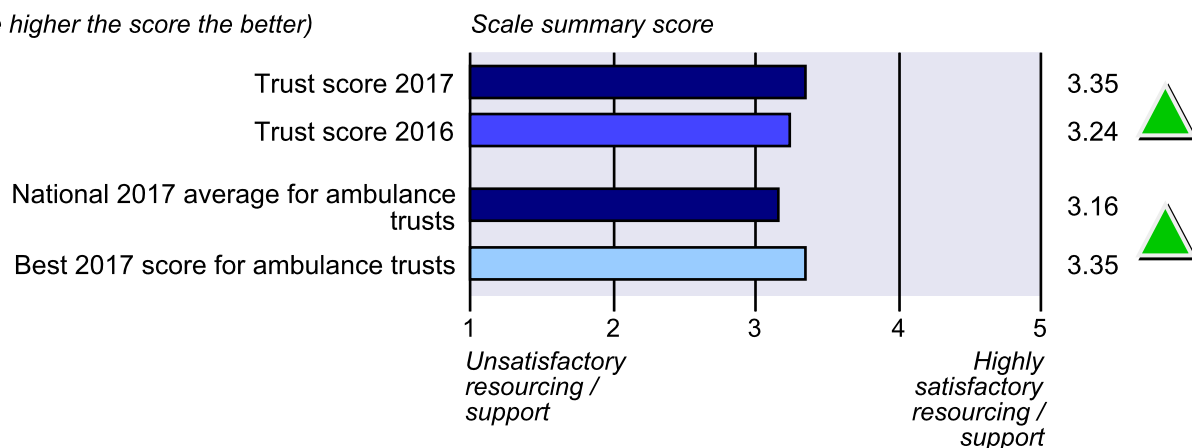
KEY FINDING 9. Effective team working

(the higher the score the better)



KEY FINDING 14. Staff satisfaction with resourcing and support

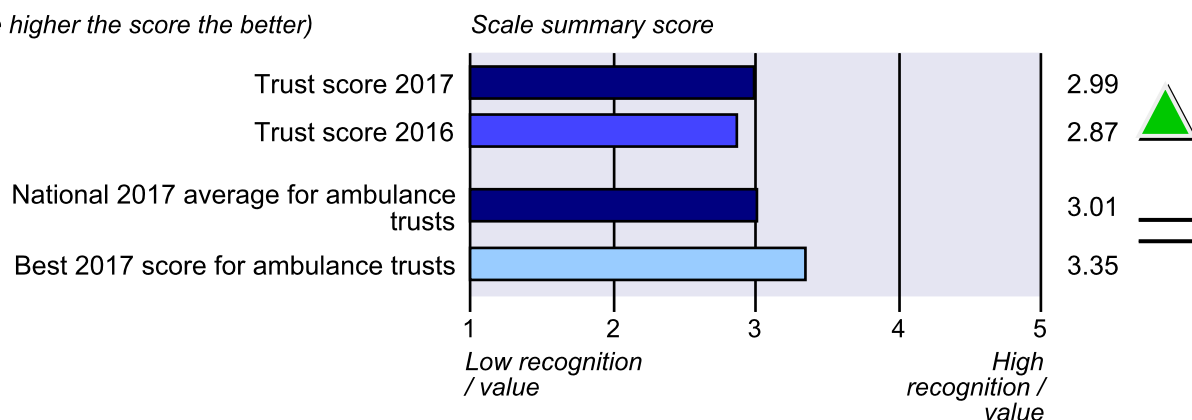
(the higher the score the better)



Managers

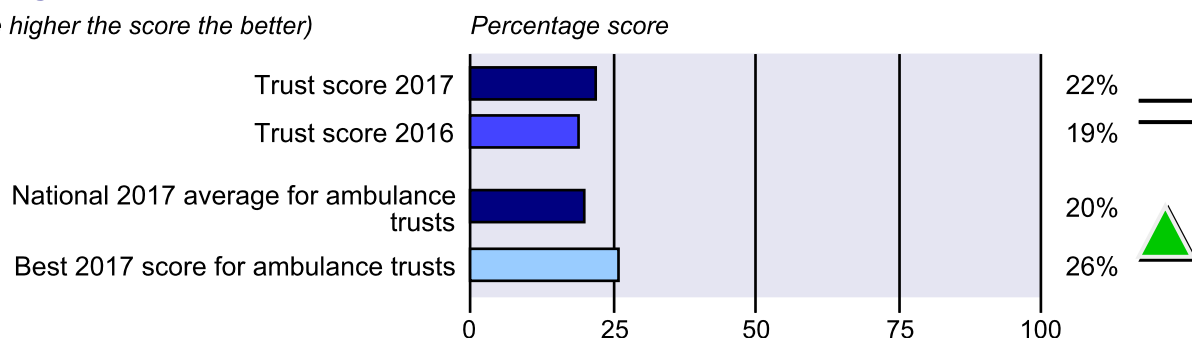
KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



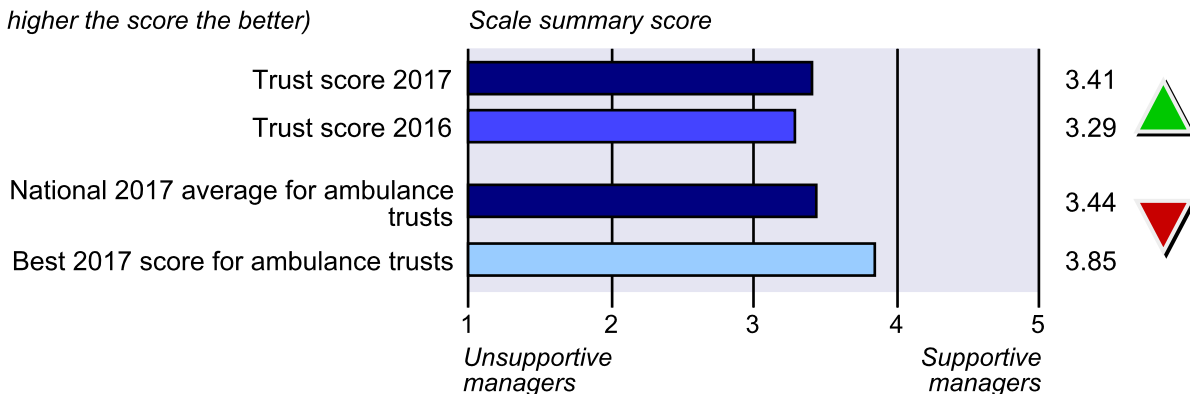
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 10. Support from immediate managers

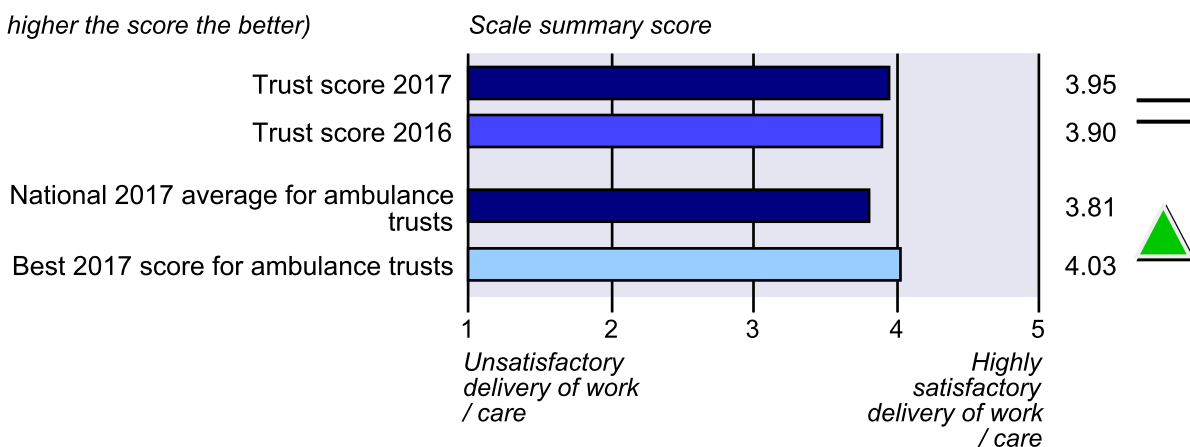
(the higher the score the better)



Patient care & experience

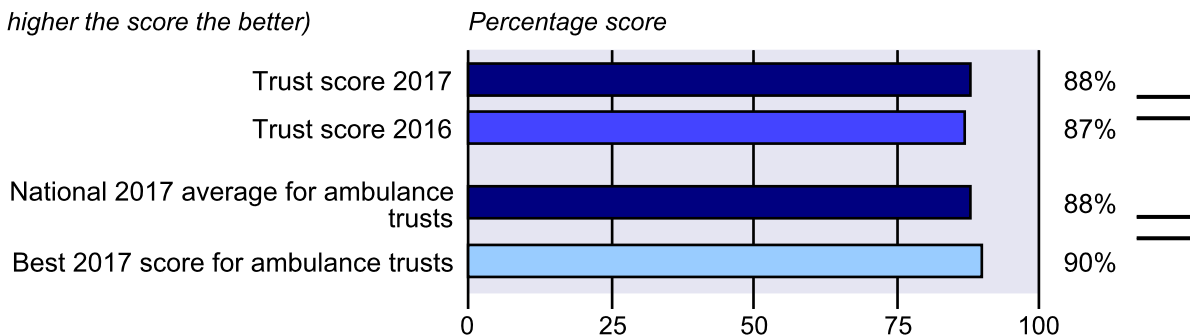
KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



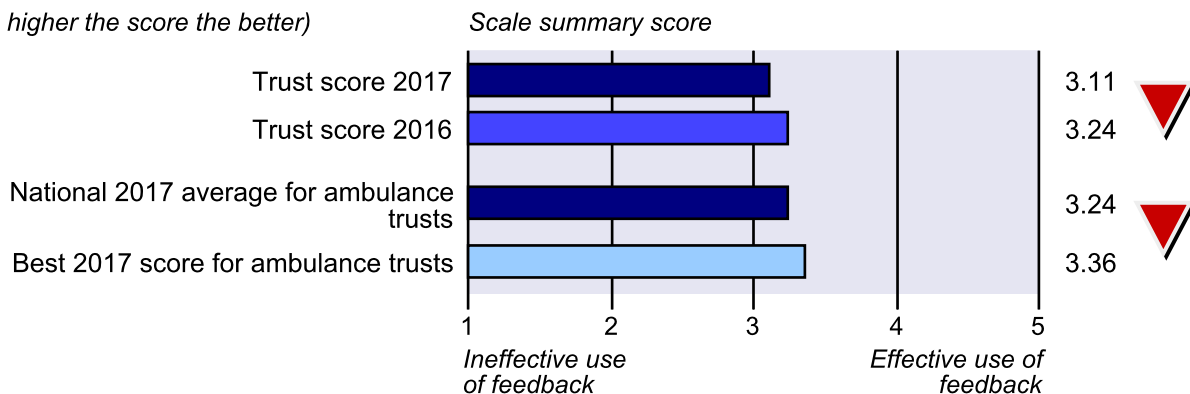
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



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

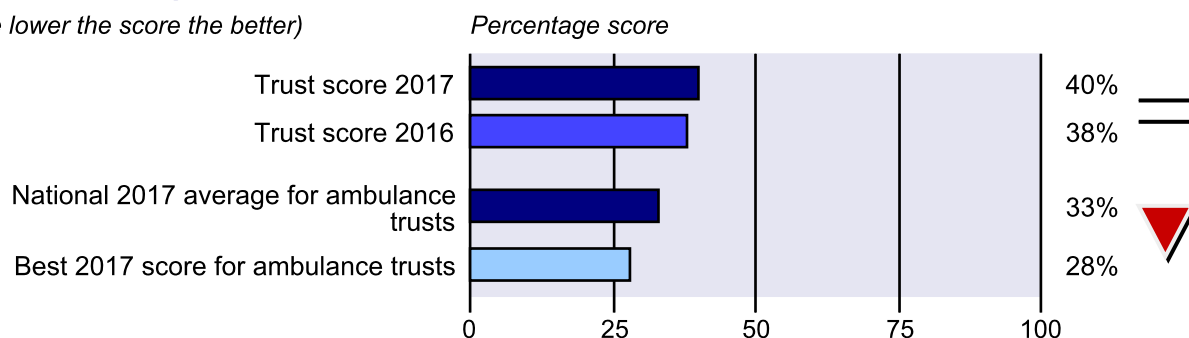
(the higher the score the better)



Violence, harassment & bullying

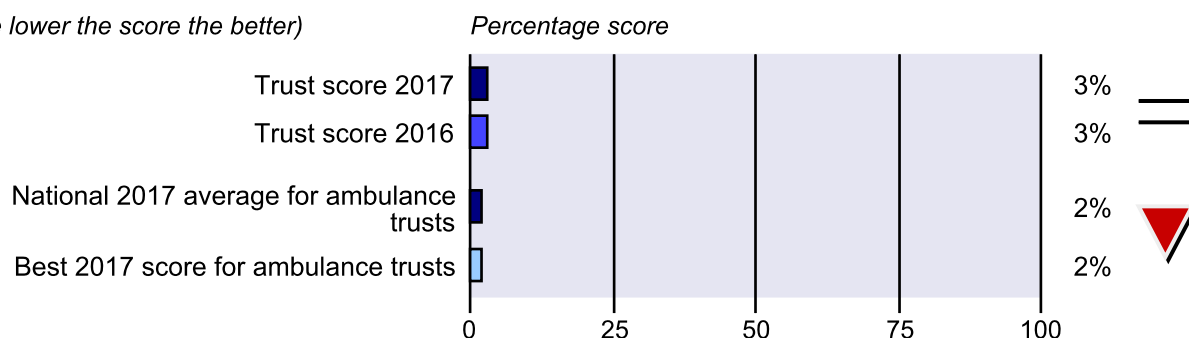
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



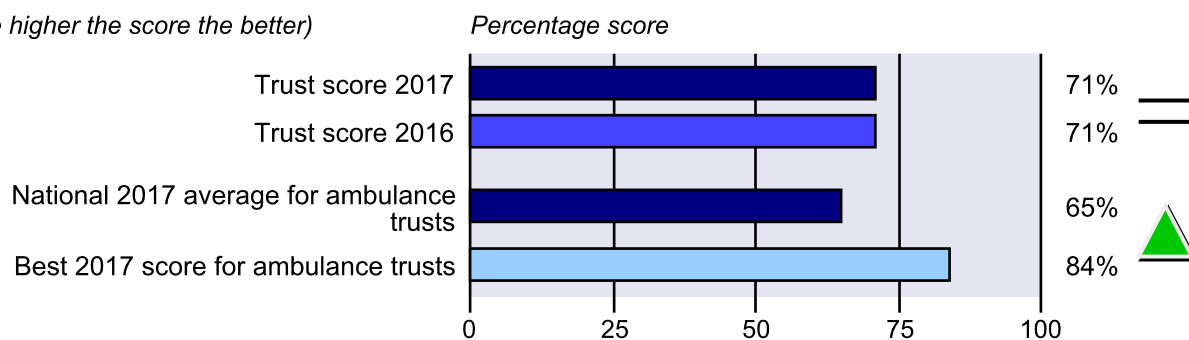
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



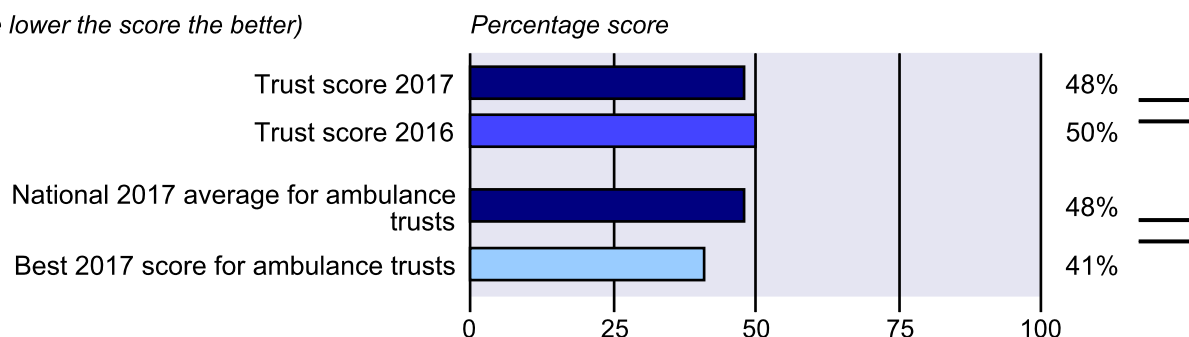
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



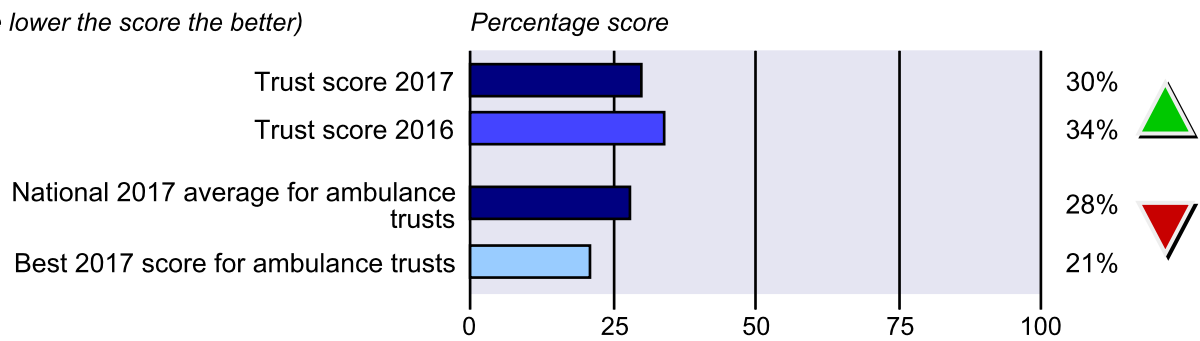
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



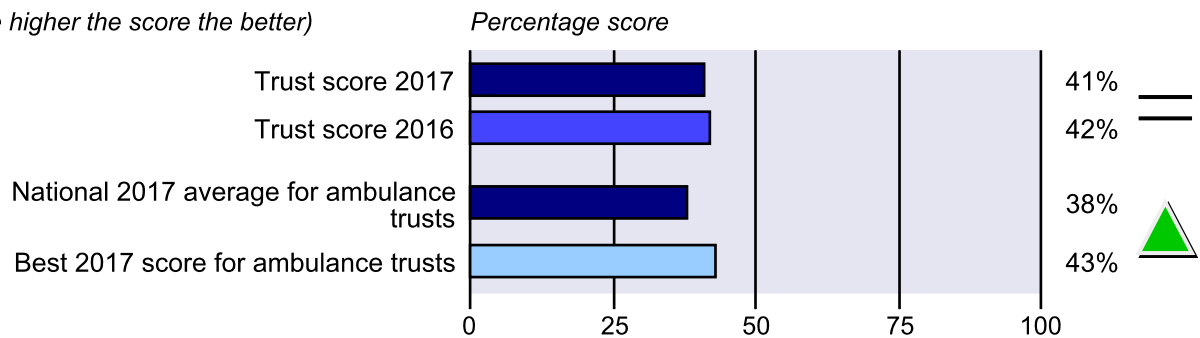
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(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 ambulance trusts	Your Trust in 2016
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	51%	50%	51%
		BME	44%	39%	31%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	30%	27%	33%
		BME	40%	32%	41%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	70%	71%	71%
		BME	47%	48%	40%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	11%	10%	10%
		BME	23%	18%	35%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at West Midlands Ambulance Service 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

	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement	Commissioning Staff	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
Appraisals & support for development										
KF11. % appraised in last 12 mths	96	78	98	87	93	96	94	90	96	90
KF12. Quality of appraisals	3.03	2.59	2.80	2.44	1.92	2.29	2.04	2.83	2.69	2.37
KF13. Quality of non-mandatory training, learning or development	3.76	3.54	3.89	4.09	-	4.04	3.73	4.18	3.81	3.58
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	8	5	11	25	27	27	24	25	15	17
KF21. % believing the organisation provides equal opportunities for career progression / promotion	90	84	81	50	-	62	50	82	70	60
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	39	12	4	14	55	44	42	32	29	35
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	-	-	-	-	86	-	80	69	87
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.98	3.56	3.65	3.31	3.10	3.41	3.18	3.56	3.43	3.31
KF31. Staff confidence and security in reporting unsafe clinical practice	3.84	3.47	3.59	3.30	3.33	3.46	3.41	3.51	3.46	3.46
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	48	45	27	44	60	52	59	36	38	46
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	60	55	48	50	79	66	71	58	65	57
KF19. Org and mgmt interest in and action on health and wellbeing	4.24	3.75	3.94	3.60	2.46	2.96	2.75	3.24	3.44	3.04
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	68	75	69	56	27	32	12	31	37	31
* KF16. % working extra hours	92	46	61	88	87	94	94	91	62	79
Number of respondents	25	56	62	16	15	889	17	447	229	224

Due to low numbers of respondents, no scores are shown for the following occupational group: Adult / General Nurses.

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

	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement	Commissioning Staff	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.13	3.82	4.03	3.72	2.96	3.32	3.08	3.70	3.54	3.31
KF4. Staff motivation at work	3.83	3.58	3.58	3.65	2.93	3.60	3.50	3.94	3.30	3.74
KF7. % able to contribute towards improvements at work	84	49	77	50	20	36	18	41	38	37
KF8. Staff satisfaction with level of responsibility and involvement	4.20	3.54	3.83	3.59	2.60	3.54	3.25	3.68	3.57	3.48
KF9. Effective team working	3.92	3.51	3.66	3.21	2.67	3.19	2.90	3.35	3.52	2.92
KF14. Staff satisfaction with resourcing and support	3.26	3.38	3.34	3.53	2.87	3.34	3.19	3.62	3.19	3.07
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.70	3.27	3.34	3.25	2.27	2.78	2.53	3.13	3.09	2.75
KF6. % reporting good communication between senior management and staff	58	21	23	25	13	21	6	25	16	12
KF10. Support from immediate managers	4.04	3.57	3.77	3.44	2.71	3.26	2.99	3.45	3.72	3.02
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.18	3.54	3.58	-	2.73	3.98	3.69	4.15	3.69	3.91
KF3. % agreeing that their role makes a difference to patients / service users	95	61	68	75	71	90	76	93	81	83
KF32. Effective use of patient / service user feedback	3.39	-	-	-	-	2.98	-	3.11	3.28	2.99
Violence, harassment & bullying										
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	4	2	0	0	53	61	71	56	0	27
* KF23. % experiencing physical violence from staff in last 12 mths	0	0	0	6	7	3	12	3	1	5
KF24. % reporting most recent experience of violence	-	-	-	-	-	73	-	69	-	70
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	8	4	0	6	60	66	65	58	32	35
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	17	21	25	33	35	35	22	29	33
KF27. % reporting most recent experience of harassment, bullying or abuse	-	-	-	-	-	45	-	43	27	57
Overall staff engagement	4.07	3.59	3.80	3.56	2.76	3.33	3.04	3.62	3.30	3.34
Number of respondents	25	56	62	16	15	889	17	447	229	224

Due to low numbers of respondents, no scores are shown for the following occupational group: Adult / General Nurses.

Table 6.2: Key Findings for different locations

	Service Delivery	Non Emergency Services	Central Functions	Recharges
Appraisals & support for development				
KF11. % appraised in last 12 mths	93	92	95	85
KF12. Quality of appraisals	2.48	2.39	2.94	3.08
KF13. Quality of non-mandatory training, learning or development	4.05	3.55	3.95	4.21
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	24	19	15	0
KF21. % believing the organisation provides equal opportunities for career progression / promotion	69	59	83	82
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	38	30	17	17
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	82	91	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.45	3.29	3.75	3.71
KF31. Staff confidence and security in reporting unsafe clinical practice	3.46	3.43	3.74	3.64
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	46	48	35	23
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	64	57	56	27
KF19. Org and mgmt interest in and action on health and wellbeing	3.11	3.08	3.96	4.12
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	33	34	68	59
* KF16. % working extra hours	87	79	68	82
Number of respondents	1804	293	162	23

Table 6.2: Key Findings for different locations (cont)

	Service Delivery	Non Emergency Services	Central Functions	Recharges
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.47	3.27	3.95	3.94
KF4. Staff motivation at work	3.65	3.61	3.69	4.38
KF7. % able to contribute towards improvements at work	37	36	72	74
KF8. Staff satisfaction with level of responsibility and involvement	3.56	3.45	3.84	4.15
KF9. Effective team working	3.27	2.92	3.69	4.24
KF14. Staff satisfaction with resourcing and support	3.38	3.07	3.40	3.93
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.93	2.73	3.51	3.86
KF6. % reporting good communication between senior management and staff	21	11	34	64
KF10. Support from immediate managers	3.36	3.06	3.91	4.26
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.97	3.87	3.76	4.40
KF3. % agreeing that their role makes a difference to patients / service users	90	81	72	100
KF32. Effective use of patient / service user feedback	3.02	3.02	3.62	-
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	50	24	5	10
* KF23. % experiencing physical violence from staff in last 12 mths	3	4	1	0
KF24. % reporting most recent experience of violence	71	71	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	57	38	7	19
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	33	24	5
KF27. % reporting most recent experience of harassment, bullying or abuse	41	53	33	-
Overall staff engagement	3.41	3.27	3.82	4.14
Number of respondents	1804	293	162	23

Please note that the locations classification was provided by West Midlands Ambulance Service NHS Foundation Trust

Table 6.3: Key Findings for different locations

	Emergency Services	Non Emergency Services	Emergency Operations Centre	Delivery/Logistics	Service Delivery - Support	Workforce & OD	Emergency Preparedness	Finance	Corporate & Clinical Service	Recharges	Information Management & Technology
Appraisals & support for development											
KF11. % appraised in last 12 mths	93	92	97	96	86	93	91	95	98	85	100
KF12. Quality of appraisals	2.46	2.34	2.55	2.62	3.00	3.12	2.18	2.51	3.33	3.08	2.38
KF13. Quality of non-mandatory training, learning or development	4.08	3.52	3.79	3.67	4.05	4.00	3.98	3.77	4.19	4.21	-
Equality & diversity											
* KF20. % experiencing discrimination at work in last 12 mths	26	20	16	13	11	22	19	9	12	0	13
KF21. % believing the organisation provides equal opportunities for career progression / promotion	69	58	68	61	77	83	56	83	86	82	73
Errors & incidents											
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	40	34	34	12	10	13	34	10	26	17	17
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	83	74	-	-	-	87	-	100	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.44	3.29	3.48	3.30	3.77	3.81	3.32	3.60	3.96	3.71	-
KF31. Staff confidence and security in reporting unsafe clinical practice	3.46	3.41	3.50	3.48	3.56	3.79	3.42	3.51	4.08	3.64	3.18
Health and wellbeing											
* KF17. % feeling unwell due to work related stress in last 12 mths	46	48	42	45	43	48	51	23	36	23	20
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	64	58	67	55	52	63	57	42	55	27	80
KF19. Org and mgmt interest in and action on health and wellbeing	3.04	3.03	3.38	3.33	3.83	3.92	3.28	3.81	4.15	4.12	4.00
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	32	31	35	47	70	63	30	64	82	59	60
* KF16. % working extra hours	92	81	57	70	84	84	98	56	63	82	60
Number of respondents	1456	244	254	49	44	56	50	47	44	23	15

Table 6.3: Key Findings for different locations (cont)

	Emergency Services	Non Emergency Services	Emergency Operations Centre	Delivery/Logistics	Service Delivery - Support	Workforce & OD	Emergency Preparedness	Finance	Corporate & Clinical Service	Recharges	Information Management & Technology
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.46	3.18	3.51	3.69	3.80	3.90	3.28	4.06	3.97	3.94	3.80
KF4. Staff motivation at work	3.72	3.69	3.18	3.22	4.02	3.74	3.67	3.65	3.75	4.38	3.44
KF7. % able to contribute towards improvements at work	36	37	38	31	66	73	54	66	77	74	73
KF8. Staff satisfaction with level of responsibility and involvement	3.57	3.46	3.53	3.40	3.89	3.82	3.41	3.72	4.00	4.15	3.80
KF9. Effective team working	3.20	2.90	3.52	3.01	3.68	3.76	3.79	3.54	3.88	4.24	3.33
KF14. Staff satisfaction with resourcing and support	3.41	3.03	3.16	3.30	3.63	3.19	3.41	3.65	3.52	3.93	3.02
Managers											
KF5. Recognition and value of staff by managers and the organisation	2.88	2.69	2.99	2.97	3.66	3.41	3.13	3.39	3.78	3.86	3.49
KF6. % reporting good communication between senior management and staff	21	11	16	11	30	34	31	22	51	64	14
KF10. Support from immediate managers	3.30	2.99	3.59	3.44	3.74	4.06	3.54	3.45	4.14	4.26	4.08
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.03	3.89	3.69	3.75	4.23	3.65	3.65	-	4.02	4.40	-
KF3. % agreeing that their role makes a difference to patients / service users	92	83	81	68	91	75	73	65	75	100	64
KF32. Effective use of patient / service user feedback	3.00	2.98	3.21	-	-	-	-	-	3.70	-	-
Violence, harassment & bullying											
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	61	29	1	0	2	6	27	2	7	10	7
* KF23. % experiencing physical violence from staff in last 12 mths	4	4	1	2	2	0	2	0	2	0	0
KF24. % reporting most recent experience of violence	72	71	-	-	-	-	-	-	-	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	63	40	35	29	2	9	38	0	14	19	0
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	35	32	20	16	29	27	30	12	5	20
KF27. % reporting most recent experience of harassment, bullying or abuse	44	55	27	43	-	40	35	8	-	-	-
Overall staff engagement	3.42	3.28	3.23	3.25	3.85	3.81	3.41	3.75	3.93	4.14	3.69
Number of respondents	1456	244	254	49	44	56	50	47	44	23	15

Please note that the locations classification was provided by West Midlands Ambulance Service NHS Foundation Trust

Table 6.4: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	93	95
KF12. Quality of appraisals	2.49	2.58
KF13. Quality of non-mandatory training, learning or development	4.00	3.97
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	23	16
KF21. % believing the organisation provides equal opportunities for career progression / promotion	68	71
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	36	29
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.45	3.44
KF31. Staff confidence and security in reporting unsafe clinical practice	3.48	3.46
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	46	37
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	62	58
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	3.28
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	33	69
* KF16. % working extra hours	86	71
Number of respondents	2012	198

^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	3.48	3.56
KF4. Staff motivation at work	3.67	3.51
KF7. % able to contribute towards improvements at work	40	38
KF8. Staff satisfaction with level of responsibility and involvement	3.58	3.56
KF9. Effective team working	3.27	3.22
KF14. Staff satisfaction with resourcing and support	3.34	3.40
Managers		
KF5. Recognition and value of staff by managers and the organisation	2.95	2.99
KF6. % reporting good communication between senior management and staff	21	17
KF10. Support from immediate managers	3.37	3.41
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.95	4.02
KF3. % agreeing that their role makes a difference to patients / service users	88	88
KF32. Effective use of patient / service user feedback	3.07	3.16
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	45	28
* KF23. % experiencing physical violence from staff in last 12 mths	3	3
KF24. % reporting most recent experience of violence	71	73
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	52	41
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	26
KF27. % reporting most recent experience of harassment, bullying or abuse	43	38
Overall staff engagement	3.43	3.38
Number of respondents	2012	198

^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 West Midlands Ambulance Service NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

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

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	90	95	94	95
KF12. Quality of appraisals	2.71	2.43	2.42	2.47
KF13. Quality of non-mandatory training, learning or development	4.16	4.00	3.97	3.80
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	25	25	20	19
KF21. % believing the organisation provides equal opportunities for career progression / promotion	75	70	64	66
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	36	36	39	32
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	86	82	79
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.53	3.44	3.48	3.38
KF31. Staff confidence and security in reporting unsafe clinical practice	3.47	3.52	3.49	3.50
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	42	41	50	47
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	58	63	69	60
KF19. Org and mgmt interest in and action on health and wellbeing	3.25	3.15	3.18	3.15
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	35	35	36	38
* KF16. % working extra hours	87	89	85	78
Number of respondents	620	494	535	493

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	3.60	3.45	3.40	3.48
KF4. Staff motivation at work	3.78	3.62	3.59	3.65
KF7. % able to contribute towards improvements at work	39	41	41	40
KF8. Staff satisfaction with level of responsibility and involvement	3.64	3.57	3.53	3.58
KF9. Effective team working	3.39	3.33	3.21	3.16
KF14. Staff satisfaction with resourcing and support	3.58	3.34	3.22	3.24
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.08	2.94	2.91	2.88
KF6. % reporting good communication between senior management and staff	23	22	20	17
KF10. Support from immediate managers	3.49	3.39	3.37	3.22
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.09	3.96	3.86	3.89
KF3. % agreeing that their role makes a difference to patients / service users	91	88	88	85
KF32. Effective use of patient / service user feedback	2.92	3.19	2.99	3.26
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	50	48	43	31
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	4	4
KF24. % reporting most recent experience of violence	70	75	74	66
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	58	54	48	42
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	31	31	34
KF27. % reporting most recent experience of harassment, bullying or abuse	43	42	43	43
Overall staff engagement	3.51	3.41	3.39	3.42
Number of respondents	620	494	535	493

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	94	93	-	94	92	93	93	89
KF12. Quality of appraisals	2.49	2.57	-	1.82	2.31	2.56	2.51	2.54
KF13. Quality of non-mandatory training, learning or development	4.00	4.02	-	3.61	3.87	4.02	3.99	4.05
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	22	23	-	28	34	20	22	40
KF21. % believing the organisation provides equal opportunities for career progression / promotion	64	77	-	42	56	72	70	47
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	37	34	-	33	43	34	36	39
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	84	-	79	85	81	82	81
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.45	3.51	-	2.90	3.26	3.50	3.46	3.44
KF31. Staff confidence and security in reporting unsafe clinical practice	3.48	3.54	-	2.82	3.28	3.53	3.49	3.48
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	46	43	-	59	62	41	45	44
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	60	63	-	78	79	58	62	58
KF19. Org and mgmt interest in and action on health and wellbeing	3.15	3.27	-	2.81	3.05	3.21	3.18	3.22
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	30	44	-	33	33	37	36	39
* KF16. % working extra hours	89	80	-	72	81	86	85	82
Number of respondents	1178	904	2	64	405	1746	2037	110

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

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.48	3.53	-	2.90	3.26	3.54	3.49	3.49
KF4. Staff motivation at work	3.68	3.69	-	3.08	3.49	3.70	3.66	3.60
KF7. % able to contribute towards improvements at work	40	42	-	23	32	42	40	45
KF8. Staff satisfaction with level of responsibility and involvement	3.56	3.64	-	3.08	3.39	3.62	3.58	3.57
KF9. Effective team working	3.23	3.37	-	2.95	3.09	3.31	3.27	3.35
KF14. Staff satisfaction with resourcing and support	3.34	3.41	-	2.83	3.17	3.39	3.35	3.36
Managers								
KF5. Recognition and value of staff by managers and the organisation	2.93	3.03	-	2.40	2.75	3.00	2.95	2.95
KF6. % reporting good communication between senior management and staff	22	20	-	11	15	22	21	22
KF10. Support from immediate managers	3.36	3.44	-	2.82	3.19	3.41	3.37	3.37
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.95	4.00	-	3.46	3.81	3.99	3.96	3.94
KF3. % agreeing that their role makes a difference to patients / service users	87	90	-	69	84	89	88	88
KF32. Effective use of patient / service user feedback	3.04	3.15	-	2.47	2.92	3.10	3.07	3.15
Violence, harassment & bullying								
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	48	37	-	28	45	43	44	34
* KF23. % experiencing physical violence from staff in last 12 mths	4	2	-	6	5	3	3	5
KF24. % reporting most recent experience of violence	69	76	-	71	79	70	72	68
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	52	48	-	49	55	50	51	44
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	29	-	53	43	27	30	40
KF27. % reporting most recent experience of harassment, bullying or abuse	40	46	-	49	44	42	42	51
Overall staff engagement	3.43	3.48	-	2.88	3.23	3.48	3.43	3.43
Number of respondents	1178	904	2	64	405	1746	2037	110

8. Work and demographic profile of the survey respondents

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

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Other qualified Allied Health Professionals	2	0%
Support to Allied Health Professionals	3	0%
Scientific and Technical / Healthcare Scientists		
Support to Scientific and Technical / Healthcare Scientists	2	0%
Operational ambulance staff		
Emergency care practitioner	15	1%
Paramedic	889	43%
Emergency care assistant	17	1%
Ambulance technician	447	22%
Ambulance control staff	229	11%
Patient Transport Service	224	11%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	2	0%
Other groups		
Public Health / Health Improvement	1	0%
Commissioning managers / support staff	3	0%
Admin and Clerical	56	3%
Central Functions / Corporate Services	62	3%
Maintenance / Ancillary	16	1%
General Management	25	1%
Other	55	3%
Did not specify	234	

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

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	2012	91%
Part time	198	9%
Did not specify	72	
<i>Length of time in organisation</i>		
Less than a year	195	9%
Between 1 to 2 years	293	14%
Between 3 to 5 years	404	19%
Between 6 to 10 years	416	20%
Between 11 to 15 years	255	12%
Over 15 years	531	25%
Did not specify	188	

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
<i>Age group</i>		
Between 16 and 30	620	29%
Between 31 and 40	494	23%
Between 41 and 50	535	25%
51 and over	493	23%
Did not specify	140	
<i>Gender</i>		
Male	1178	55%
Female	904	42%
Prefer to self-describe	2	0%
Prefer not to say	64	3%
Did not specify	134	
<i>Ethnic background</i>		
White	2037	95%
Black and minority ethnic	110	5%
Did not specify	135	
<i>Disability</i>		
Disabled	405	19%
Not disabled	1746	81%
Did not specify	131	

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 West Midlands Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts

Technical notes:

- The first column in table A1 shows the trust's scores for each of the Key Findings. The same data are displayed in section 3 and 4 of this report.
- The second column in table A1 shows the 95% confidence intervals around the trust's scores for each of the Key Findings.
- The third column in table A1 shows the average (median) score for each of the Key Findings for ambulance trusts. The same data are displayed in section 3 and 4 of this report.
- The fourth and fifth columns in table A1 show the thresholds for below and above average scores for each of the Key Findings for ambulance trusts. The data are used to describe comparisons with other trusts as displayed in section 3 and 4 of this report.
- The sixth column in table A1 shows the lowest score attained for each of the Key Findings by an ambulance trust.
- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an ambulance trust.
- For most of the Key Findings presented in table A1, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative score. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Please note that the data presented in table A1 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.

Table A1: Key Findings for West Midlands Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts

	Your trust		National scores for ambulance trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	48	-	42	38	48	34	61
Appraisals & support for development							
KF11. % appraised in last 12 mths	93	[92, 94]	81	72	82	52	93
KF12. Quality of appraisals	2.53	[2.47, 2.59]	2.65	2.60	2.74	2.48	2.96
KF13. Quality of non-mandatory training, learning or development	3.98	[3.94, 4.03]	3.90	3.85	3.93	3.78	4.00
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	22	[20, 24]	19	18	22	13	27
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	[67, 72]	69	67	74	59	83
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	[32, 37]	35	34	36	29	42
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	[79, 85]	82	80	84	79	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.47	[3.43, 3.50]	3.41	3.34	3.47	3.18	3.59
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	[3.45, 3.53]	3.49	3.44	3.56	3.30	3.68
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	45	[42, 47]	48	46	50	42	59
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	62	[60, 64]	62	61	62	52	64
KF19. Org and mgmt interest in and action on health and wellbeing	3.23	[3.18, 3.28]	3.25	3.21	3.45	3.17	3.60
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	38	[36, 40]	34	34	35	29	38
* KF16. % working extra hours	83	[82, 85]	85	83	87	81	88

Table A1: Key Findings for West Midlands Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts (cont)

	Your trust		National scores for ambulance trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	[3.48, 3.56]	3.44	3.38	3.51	3.10	3.66
KF4. Staff motivation at work	3.64	[3.61, 3.68]	3.65	3.62	3.66	3.47	3.78
KF7. % able to contribute towards improvements at work	42	[40, 44]	45	42	46	41	54
KF8. Staff satisfaction with level of responsibility and involvement	3.59	[3.56, 3.62]	3.59	3.56	3.66	3.39	3.76
KF9. Effective team working	3.30	[3.27, 3.34]	3.23	3.10	3.29	3.02	3.42
KF14. Staff satisfaction with resourcing and support	3.35	[3.32, 3.38]	3.16	3.12	3.17	2.90	3.35
Managers							
KF5. Recognition and value of staff by managers and the organisation	2.99	[2.94, 3.03]	3.01	2.98	3.11	2.82	3.35
KF6. % reporting good communication between senior management and staff	22	[20, 23]	20	18	21	13	26
KF10. Support from immediate managers	3.41	[3.37, 3.45]	3.44	3.42	3.59	3.31	3.85
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.95	[3.91, 3.98]	3.81	3.75	3.88	3.58	4.03
KF3. % agreeing that their role makes a difference to patients / service users	88	[86, 89]	88	86	89	83	90
KF32. Effective use of patient / service user feedback	3.11	[3.03, 3.18]	3.24	3.22	3.30	2.98	3.36
Violence, harassment & bullying							
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	40	[38, 42]	33	32	34	28	40
* KF23. % experiencing physical violence from staff in last 12 mths	3	[2, 3]	2	2	3	2	3
KF24. % reporting most recent experience of violence	71	[68, 74]	65	63	69	55	84
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	48	[46, 50]	48	45	49	41	56
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	[28, 32]	28	24	30	21	41
KF27. % reporting most recent experience of harassment, bullying or abuse	41	[38, 44]	38	36	41	31	43

Appendix 2

Changes to the Key Findings since the 2015 and 2016 staff surveys

Technical notes:

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

To enable comparison between years, scores from 2016 and 2015 have been re-calculated and re-weighted using the 2017 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for West Midlands Ambulance Service NHS Foundation Trust since 2016 survey

West Midlands Ambulance Service NHS Foundation Trust				
	2017 score	2016 score	Change	Statistically significant?
Response rate	48	31	17	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	93	92	1	No
KF12. Quality of appraisals	2.53	2.33	0.21	Yes
KF13. Quality of non-mandatory training, learning or development	3.98	3.89	0.09	Yes
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	22	21	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	69	0	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	35	-1	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	82	0	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.47	3.40	0.07	Yes
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	3.45	0.04	No
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	45	48	-4	Yes
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	62	65	-3	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.23	3.20	0.03	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	38	36	2	No
* KF16. % working extra hours	83	84	0	No

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

	West Midlands Ambulance Service NHS Foundation Trust			
	2017 score	2016 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	3.48	0.04	No
KF4. Staff motivation at work	3.64	3.57	0.08	Yes
KF7. % able to contribute towards improvements at work	42	44	-2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.59	3.55	0.04	No
KF9. Effective team working	3.30	3.20	0.10	Yes
KF14. Staff satisfaction with resourcing and support	3.35	3.24	0.11	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.99	2.87	0.12	Yes
KF6. % reporting good communication between senior management and staff	22	19	3	No
KF10. Support from immediate managers	3.41	3.29	0.12	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.95	3.90	0.05	No
KF3. % agreeing that their role makes a difference to patients / service users	88	87	1	No
KF32. Effective use of patient / service user feedback	3.11	3.24	-0.14	Yes
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	40	38	2	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	3	0	No
KF24. % reporting most recent experience of violence	71	71	0	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	48	50	-2	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	34	-4	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	41	42	0	No

Table A2.2: Changes in the Key Findings for West Midlands Ambulance Service NHS Foundation Trust since 2015 survey

West Midlands Ambulance Service NHS Foundation Trust				
	2017 score	2015 score	Change	Statistically significant?
Response rate	48	26	23	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	93	89	5	Yes
KF12. Quality of appraisals	2.53	2.36	0.17	No
KF13. Quality of non-mandatory training, learning or development	3.98	3.85	0.13	Yes
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	22	19	3	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	75	-5	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	36	-1	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	77	5	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.47	3.40	0.07	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.49	3.46	0.03	No
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	45	42	2	No
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	62	57	5	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.23	3.19	0.04	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	38	33	5	No
* KF16. % working extra hours	83	81	3	No

Table A2.2: Changes in the Key Findings for West Midlands Ambulance Service NHS Foundation Trust since 2015 survey (cont)

	West Midlands Ambulance Service NHS Foundation Trust			
	2017 score	2015 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	3.52	0.00	No
KF4. Staff motivation at work	3.64	3.73	-0.08	No
KF7. % able to contribute towards improvements at work	42	45	-3	No
KF8. Staff satisfaction with level of responsibility and involvement	3.59	3.61	-0.02	No
KF9. Effective team working	3.30	3.27	0.03	No
KF14. Staff satisfaction with resourcing and support	3.35	3.27	0.08	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.99	2.95	0.04	No
KF6. % reporting good communication between senior management and staff	22	12	9	Yes
KF10. Support from immediate managers	3.41	3.37	0.04	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.95	3.90	0.05	No
KF3. % agreeing that their role makes a difference to patients / service users	88	90	-2	No
KF32. Effective use of patient / service user feedback	3.11	3.10	0.00	No
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	40	39	1	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	2	0	No
KF24. % reporting most recent experience of violence	71	76	-5	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	48	47	1	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	30	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	41	43	-2	No

Appendix 3

Data tables: 2017 Key Findings and the responses to all survey questions

For each of the 32 Key Findings (Table A3.1) and each individual survey question in the core version of the questionnaire (Table A3.2), this appendix presents your trust's 2017 survey response, the average (median) 2017 response for ambulance trusts, and your trust's 2016 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 32 Key Findings are also listed in the first column.

In Table A3.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2017 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.
- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical ambulance trust.
- The question data within this section excludes any non-specific responses ('Don't know'/'Can't remember').
- More details about the calculation of Key Findings and the weighting of data can be found in the document ***Making sense of your staff survey data***, which can be downloaded from: www.nhsstaffsurveys.com

Table A3.1: Key Findings for West Midlands Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts

	Question number(s)	Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	93	80	92
KF12. Quality of appraisals	Q20b-d	2.51	2.70	2.33
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.99	3.91	3.89
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	23	19	21
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	69	71	70
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	36	35	35
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	82	82	82
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.45	3.43	3.40
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.48	3.48	3.46
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	45	48	48
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	62	62	65
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.18	3.27	3.21
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	36	36	37
* KF16. % working extra hours	Q10b-c	85	85	82

Table A3.1: Key Findings for West Midlands Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts (cont)

	Question number(s)	Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.49	3.44	3.49
KF4. Staff motivation at work	Q2a-c	3.66	3.65	3.55
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	40	45	44
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.57	3.59	3.55
KF9. Effective team working	Q4h-j	3.27	3.25	3.22
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.35	3.18	3.24
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	2.95	3.02	2.87
KF6. % reporting good communication between senior management and staff	Q8a-d	21	20	19
KF10. Support from immediate managers	Q5b, 7a-e	3.37	3.49	3.32
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.96	3.80	3.89
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	88	88	87
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.07	3.28	3.23
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q14a	43	30	36
* KF23. % experiencing physical violence from staff in last 12 mths	Q14b-c	3	2	3
KF24. % reporting most recent experience of violence	Q14d	71	65	71
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q15a	51	49	50
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q15b-c	30	28	33
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	43	39	41

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

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Contact with patients				
Q1	% saying they have face-to-face contact with patients / service users as part of their job	78	70	67
Staff motivation at work				
% saying often or always to the following statements:				
Q2a	"I look forward to going to work"	54	52	48
Q2b	"I am enthusiastic about my job"	69	68	64
Q2c	"Time passes quickly when I am working"	56	56	51
Job design				
% agreeing / strongly agreeing with the following statements:				
Q3a	"I always know what my work responsibilities are"	86	84	86
Q3b	"I am trusted to do my job"	83	83	82
Q3c	"I am able to do my job to a standard I am personally pleased with"	80	77	80
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q4a	"There are frequent opportunities for me to show initiative in my role"	63	63	62
Q4b	"I am able to make suggestions to improve the work of my team / department"	43	50	48
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	22	27	25
Q4d	"I am able to make improvements happen in my area of work"	25	30	29
Q4e	"I am able to meet all the conflicting demands on my time at work"	39	37	36
Q4f	"I have adequate materials, supplies and equipment to do my work"	64	52	62
Q4g	"There are enough staff at this organisation for me to do my job properly"	34	23	26
Q4h	"The team I work in has a set of shared objectives"	61	60	62
Q4i	"The team I work in often meets to discuss the team's effectiveness"	28	28	28
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	61	59	62
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q5a	"The recognition I get for good work"	29	34	28
Q5b	"The support I get from my immediate manager"	56	60	52
Q5c	"The support I get from my work colleagues"	80	81	78
Q5d	"The amount of responsibility I am given"	68	68	66
Q5e	"The opportunities I have to use my skills"	59	61	60
Q5f	"The extent to which my organisation values my work"	27	28	24
Q5g	"My level of pay"	26	25	28
Q5h	"The opportunities for flexible working patterns"	36	36	37

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I am satisfied with the quality of care I give to patients / service users"	85	83	84
Q6b	"I feel that my role makes a difference to patients / service users"	88	88	87
Q6c	"I am able to deliver the patient care I aspire to"	69	66	67
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"	56	60	54
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	62	65	59
Q7c	"My immediate manager gives me clear feedback on my work"	43	50	42
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	32	38	31
Q7e	"My immediate manager is supportive in a personal crisis"	64	70	66
Q7f	"My immediate manager takes a positive interest in my health and well-being"	51	58	51
Q7g	"My immediate manager values my work"	51	58	52
Q8a	"I know who the senior managers are here"	83	75	84
Q8b	"Communication between senior management and staff is effective"	30	26	27
Q8c	"Senior managers here try to involve staff in important decisions"	18	19	17
Q8d	"Senior managers act on staff feedback"	21	21	19
Health and well-being				
Q9a	% saying their organisation definitely takes positive action on health and well-being	21	21	22
Q9b	% saying they have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	40	40	41
Q9c	% saying they have felt unwell in the last 12 months as a result of work related stress	45	48	48
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	65	65	67
If attended work despite not feeling well enough (YES to Q9d), % saying they...				
Q9e	...had felt pressure from their manager to come to work	53	39	51
Q9f	...had felt pressure from their colleagues to come to work	11	14	15
Q9g	...had put themselves under pressure to come to work	91	91	91
Working hours				
Q10a	% working part time (up to 29 hours a week)	9	11	8
Q10b	% working additional PAID hours	78	71	69
Q10c	% working additional UNPAID hours	33	43	39
Witnessing and reporting errors, near misses and incidents				
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	28	26	28
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	27	27	27
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	88	89	88

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
% agreeing / strongly agreeing with the following statements:				
Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	36	38	37
Q12b	"My organisation encourages us to report errors, near misses or incidents"	84	83	84
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	57	52	55
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	45	45	42
Raising concerns about unsafe clinical practice				
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	94	94	94
% agreeing / strongly agreeing with the following statements:				
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	61	62	60
Q13c	"I am confident that the organisation would address my concern"	51	50	49
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	57	70	64
Q14a	1 to 2 times	25	20	20
Q14a	3 to 5 times	12	7	11
Q14a	6 to 10 times	3	1	3
Q14a	More than 10 times	2	1	2
% experiencing physical violence at work from managers in last 12 months...				
Q14b	Never	99	99	99
Q14b	1 to 2 times	1	1	0
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	98	98	97
Q14c	1 to 2 times	2	2	2
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	0	0
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	71	65	71
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	49	51	50
Q15a	1 to 2 times	19	18	18
Q15a	3 to 5 times	14	13	12
Q15a	6 to 10 times	7	6	7
Q15a	More than 10 times	11	9	12

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never	79	83	77
Q15b	1 to 2 times	14	12	15
Q15b	3 to 5 times	4	3	4
Q15b	6 to 10 times	1	1	2
Q15b	More than 10 times	2	1	2
% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...				
Q15c	Never	82	82	80
Q15c	1 to 2 times	12	12	14
Q15c	3 to 5 times	3	3	3
Q15c	6 to 10 times	1	1	2
Q15c	More than 10 times	1	1	2
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	43	39	41
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	69	71	70
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	15	11	14
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	12	11	11
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	29	18	35
Q17c	Gender	36	35	32
Q17c	Religion	6	3	9
Q17c	Sexual orientation	9	11	9
Q17c	Disability	7	8	7
Q17c	Age	30	30	26
Q17c	Other reason(s)	30	33	30
Job-relevant training, learning and development				
Q18a	% having received non-mandatory training, learning or development in the last 12 months	67	67	64
% 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"	83	80	79
Q18c	"It has helped me stay up-to-date with professional requirements"	86	81	81
Q18d	"It has helped me to deliver a better patient / service user experience"	81	77	75
Q19	% who had received mandatory training in the last 12 months	92	91	94
Appraisals				
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	93	80	92

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:				
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	14	16	9
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	20	23	18
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	15	18	12
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	25	27	27
Q20f	% saying their appraisal or development review had identified training, learning or development needs	42	50	44
If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:				
Q20g	% saying their manager definitely supported them to receive training, learning or development	35	42	36
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q21a	"Care of patients / service users is my organisation's top priority"	52	59	55
Q21b	"My organisation acts on concerns raised by patients / service users"	64	62	66
Q21c	"I would recommend my organisation as a place to work"	52	47	48
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	71	70	72
Patient / service user experience measures				
% saying 'Yes'				
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	73	73	66
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"	21	38	32
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	23	33	31
BACKGROUND DETAILS				
Gender				
Q23a	Male	55	53	56
Q23a	Female	42	45	44
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	3	3	0
Age group				
Q23b	Between 16 and 30	29	19	24
Q23b	Between 31 and 40	23	24	24
Q23b	Between 41 and 50	25	30	28
Q23b	51 and over	23	25	24
Ethnic background				
Q24	White	95	96	95
Q24	Mixed	2	1	1
Q24	Asian / Asian British	2	1	2
Q24	Black / Black British	1	0	1
Q24	Chinese	0	0	0
Q24	Other	1	1	1

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Sexuality				
Q25	Heterosexual (straight)	87	88	87
Q25	Gay Man	2	2	2
Q25	Gay Woman (lesbian)	2	2	2
Q25	Bisexual	1	1	2
Q25	Other	0	0	0
Q25	Preferred not to say	6	6	7
Religion				
Q26	No religion	45	45	41
Q26	Christian	45	45	47
Q26	Buddhist	0	1	0
Q26	Hindu	0	0	0
Q26	Jewish	0	0	0
Q26	Muslim	1	0	1
Q26	Sikh	0	0	0
Q26	Other	2	1	2
Q26	Preferred not to say	5	6	8
Disability				
Q27a	% saying they have a long-standing illness, health problem or disability	19	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	51	56	62
Length of time at the organisation (or its predecessors)				
Q28	Less than 1 year	9	8	5
Q28	1 to 2 years	14	15	14
Q28	3 to 5 years	19	19	15
Q28	6 to 10 years	20	19	24
Q28	11 to 15 years	12	13	14
Q28	More than 15 years	25	27	28
Occupational group				
Q29	Registered Nurses and Midwives	0	1	0
Q29	Nursing or Healthcare Assistants	0	0	0
Q29	Medical and Dental	0	0	0
Q29	Allied Health Professionals	0	0	0
Q29	Scientific and Technical / Healthcare Scientists	0	0	0
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	1	1	1
Q29	Paramedic	43	37	39
Q29	Emergency Care Assistant	1	8	1
Q29	Ambulance Technician	22	11	16
Q29	Ambulance Control Staff	11	15	18
Q29	Patient Transport Service	11	10	7
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	3	4	4
Q29	Central Functions / Corporate Services	3	5	6
Q29	Maintenance / Ancillary	1	1	1
Q29	General Management	1	3	2
Q29	Other	3	4	5

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Team working				
Q30a	% working in a team	83	86	86
(If YES to Q30a): Number of core members in their team				
Q30b	2-5	48	38	43
Q30b	6-9	12	16	18
Q30b	10-15	11	18	13
Q30b	More than 15	29	27	26

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 West Midlands Ambulance Service NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2017 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2018.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com. This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets will be made available after publication via www.nhsstaffsurveys.com. In these detailed spreadsheets you will be able to find:
 - responses of staff in your trust to every core survey question
 - responses in every trust in England
 - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
 - the average responses for each major occupational and demographic group within the major trust types