

Worcestershire Acute Hospitals NHS Trust

2019 NHS Staff Survey

Benchmark Report

Contents

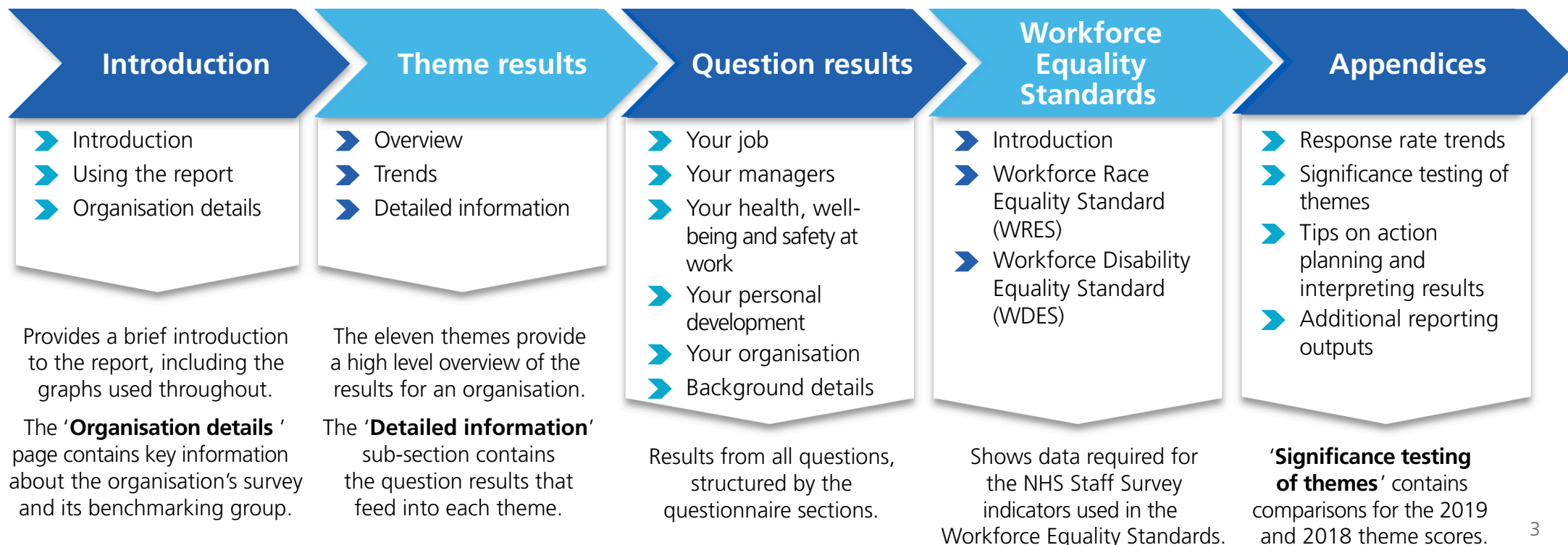
Introduction	3	Safe environment - Bullying & harassment	33
Theme results	6	Safe environment - Violence	34
Overview	7	Safety culture	35
Theme results – Trends	8	Staff engagement	37
Equality, diversity & inclusion	9	Team working	40
Health & wellbeing	10	Question results	41
Immediate managers	11	Your job	42
Morale	12	Your managers	74
Quality of appraisals	13	Your health, well-being and safety at work	86
Quality of care	14	Your personal development	125
Safe environment - Bullying & harassment	15	Your organisation	134
Safe environment - Violence	16	Background details	151
Safety culture	17	Workforce Equality Standards	162
Staff engagement	18	Workforce Race Equality Standard (WRES)	164
Team working	19	Workforce Disability Equality Standard (WDES)	169
Theme results – Detailed information	20	Appendices	179
Equality, diversity & inclusion	21	A – Response rate	181
Health & wellbeing	23	B – Significance testing - 2018 v 2019 theme results	183
Immediate managers	25	C – Tips on using your benchmark report	184
Morale	27	D – Additional reporting outputs	190
Quality of appraisals	30		
Quality of care	32		

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

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

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

The structure of this report



Key features

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

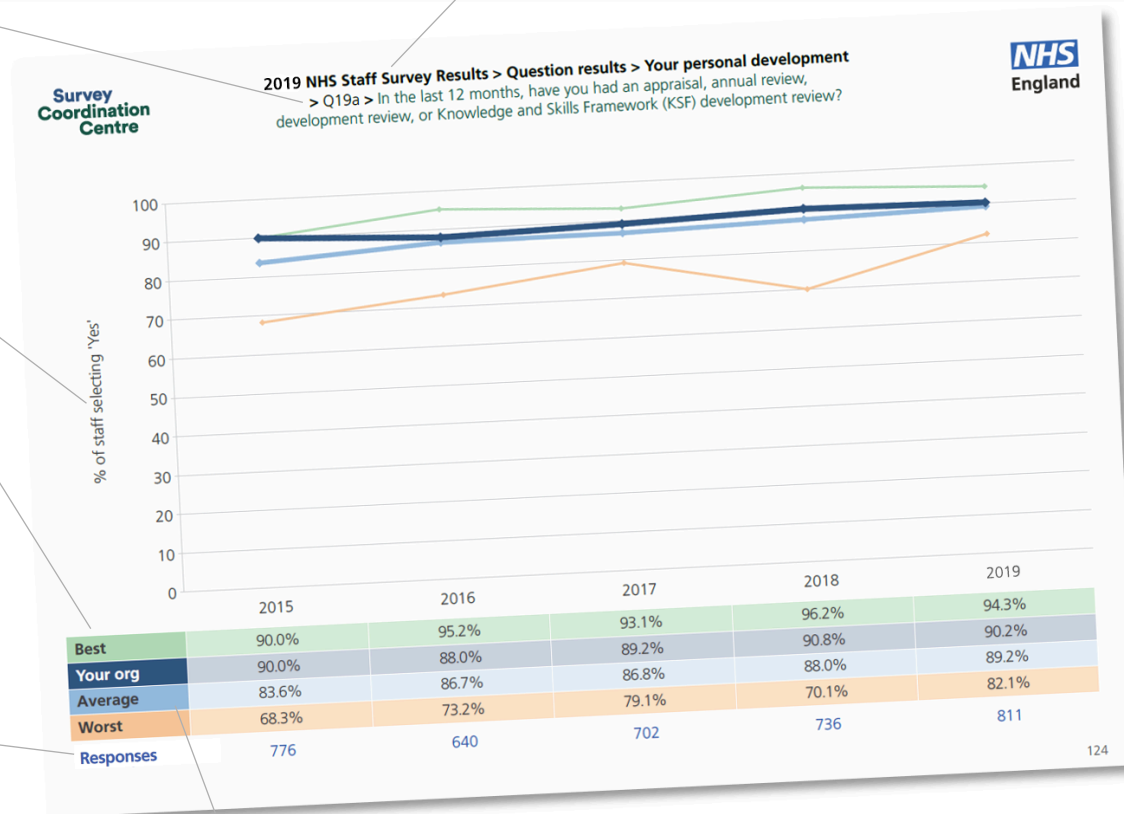
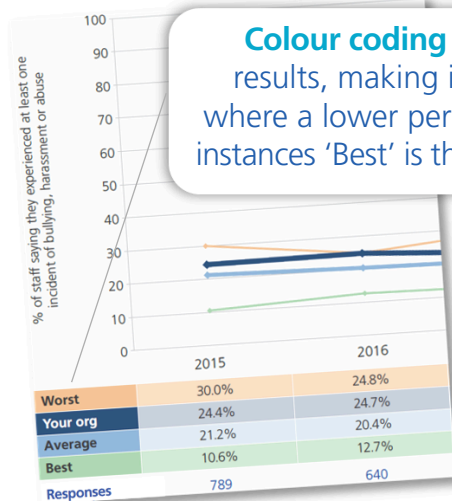
Question-level results are always
reported as percentages; the **meaning
of the value** is outlined along the axis.
Themes are always on a 0-10pt scale
where 10 is the best score attainable

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

 **Keep an eye out!**

Number of responses
for the organisation
for the given question

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



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

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

Worcestershire Acute Hospitals NHS Trust

2019 NHS Staff Survey



Organisation details

Completed questionnaires **2,331**

2019 response rate **39%**

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

Survey details

Survey mode **Mixed**

Sample type **Census**

This organisation is benchmarked against:

Acute Trusts



2019 benchmarking group details

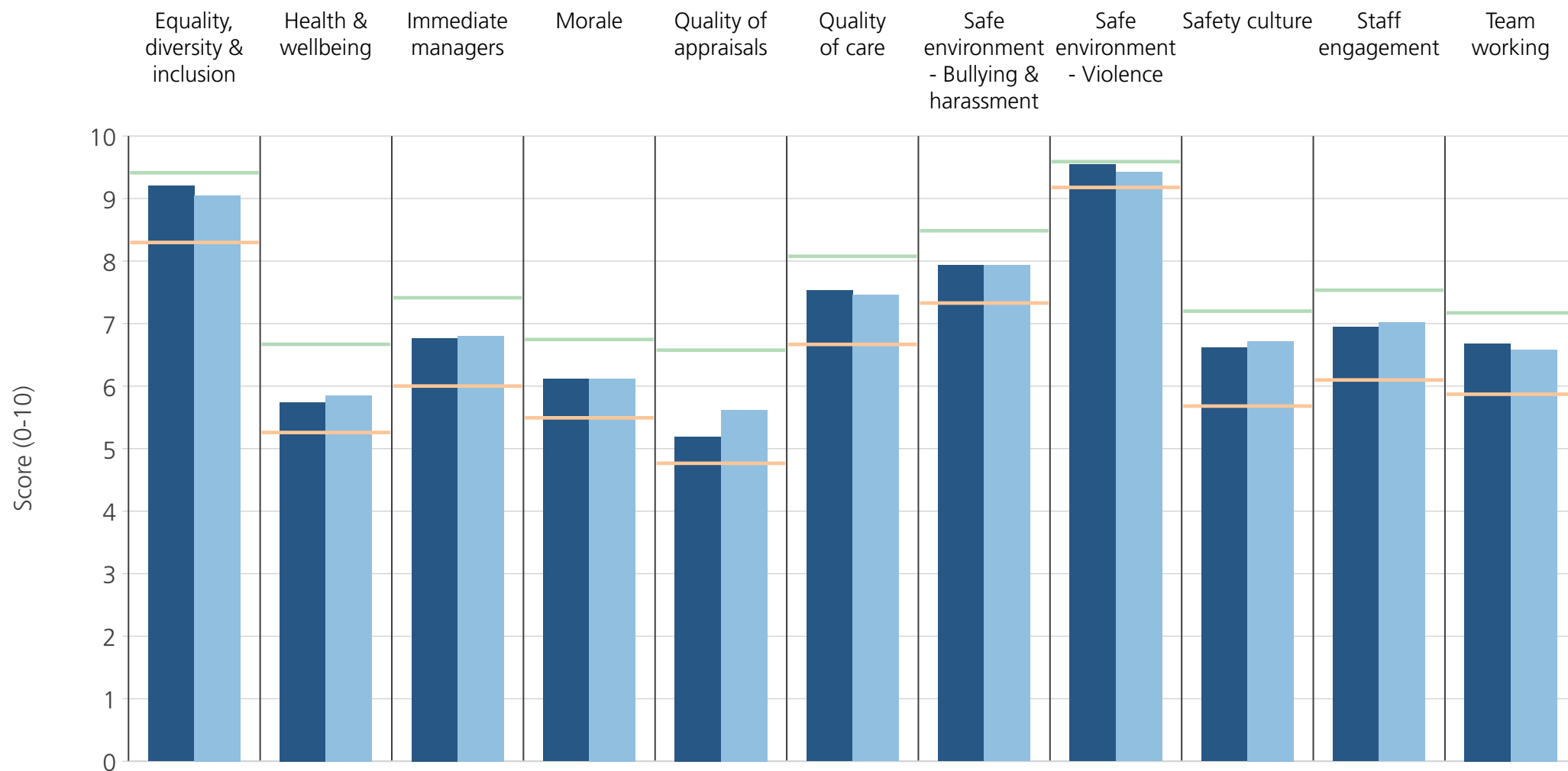
Organisations in group: **85**

Median response rate: **47%**

No. of completed questionnaires:
259,296

Theme results

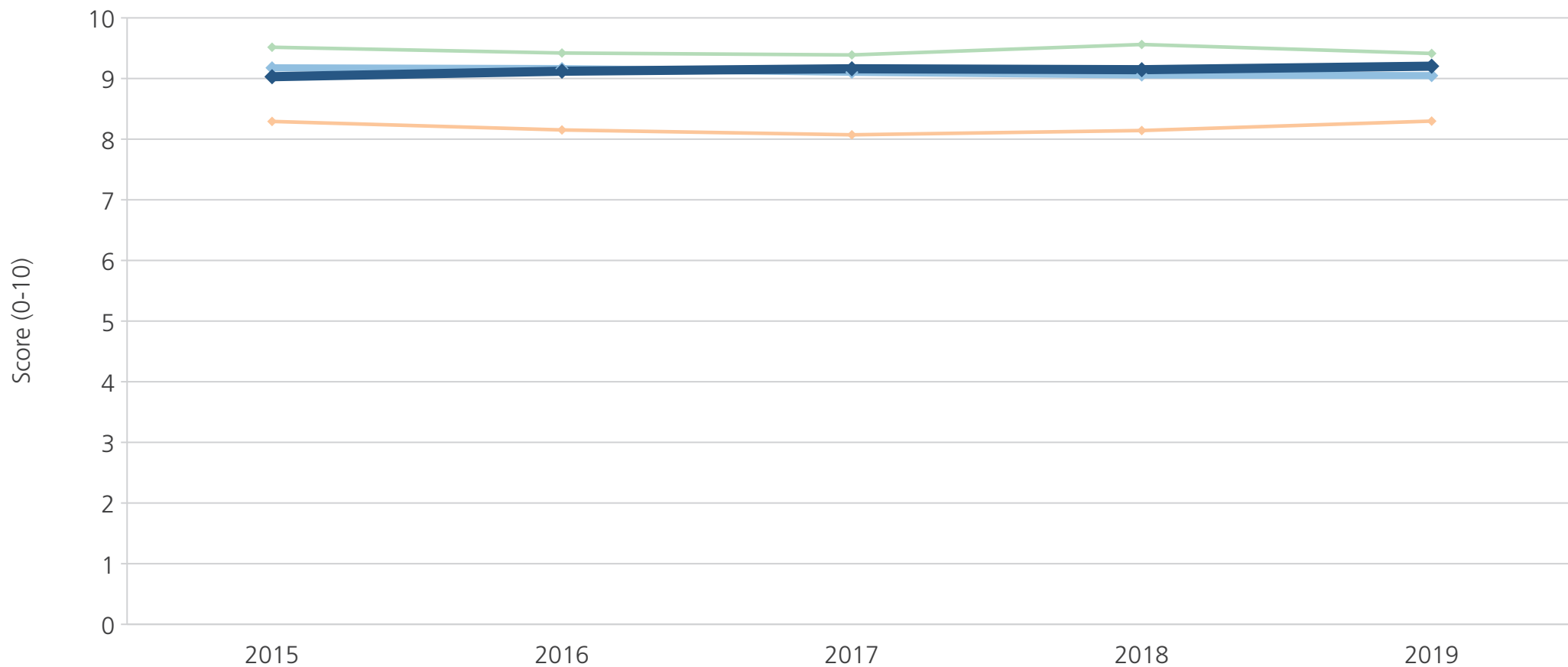
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



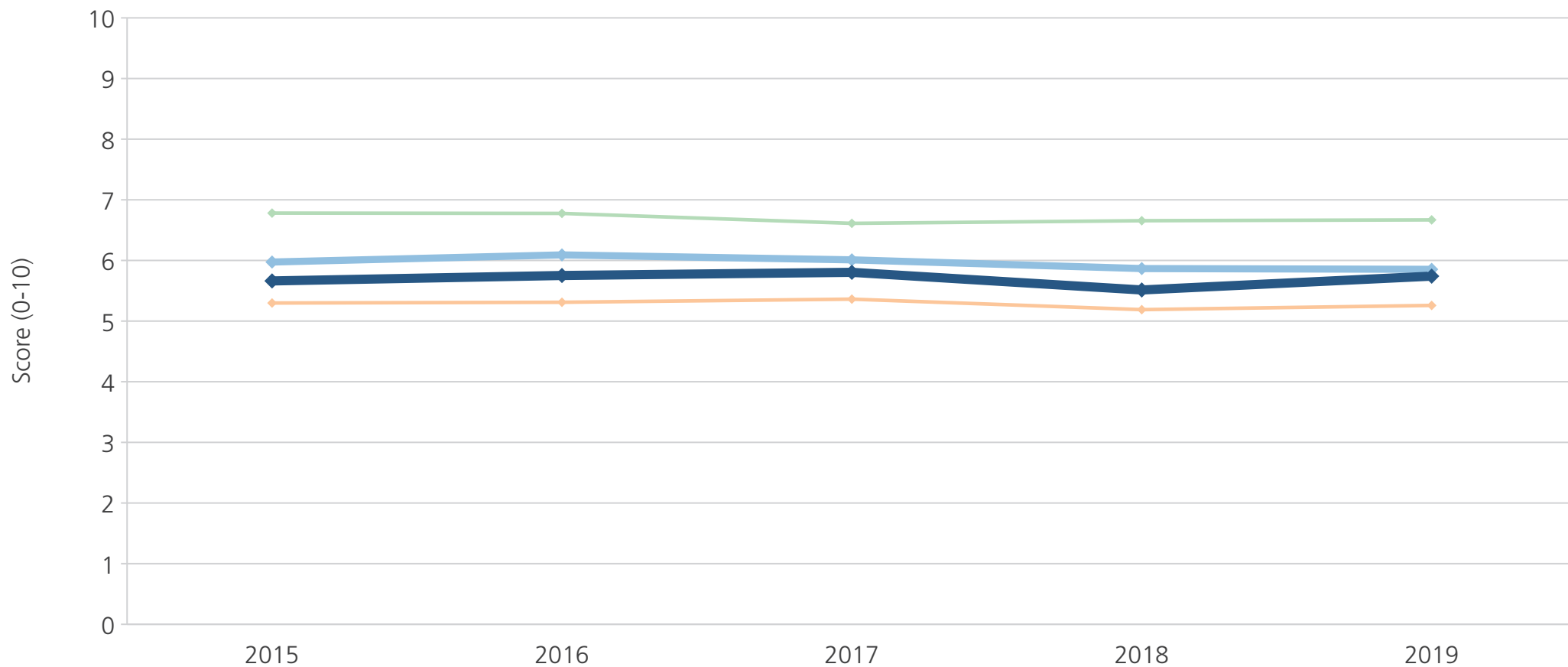
Best	9.4	6.7	7.4	6.7	6.6	8.1	8.5	9.6	7.2	7.5	7.2
Your org	9.2	5.7	6.8	6.1	5.2	7.5	7.9	9.5	6.6	6.9	6.7
Average	9.0	5.9	6.8	6.1	5.6	7.5	7.9	9.4	6.7	7.0	6.6
Worst	8.3	5.3	6.0	5.5	4.8	6.7	7.3	9.2	5.7	6.1	5.9
Responses	2,266	2,290	2,303	2,264	1,965	2,005	2,277	2,263	2,268	2,322	2,276

Theme results – Trends

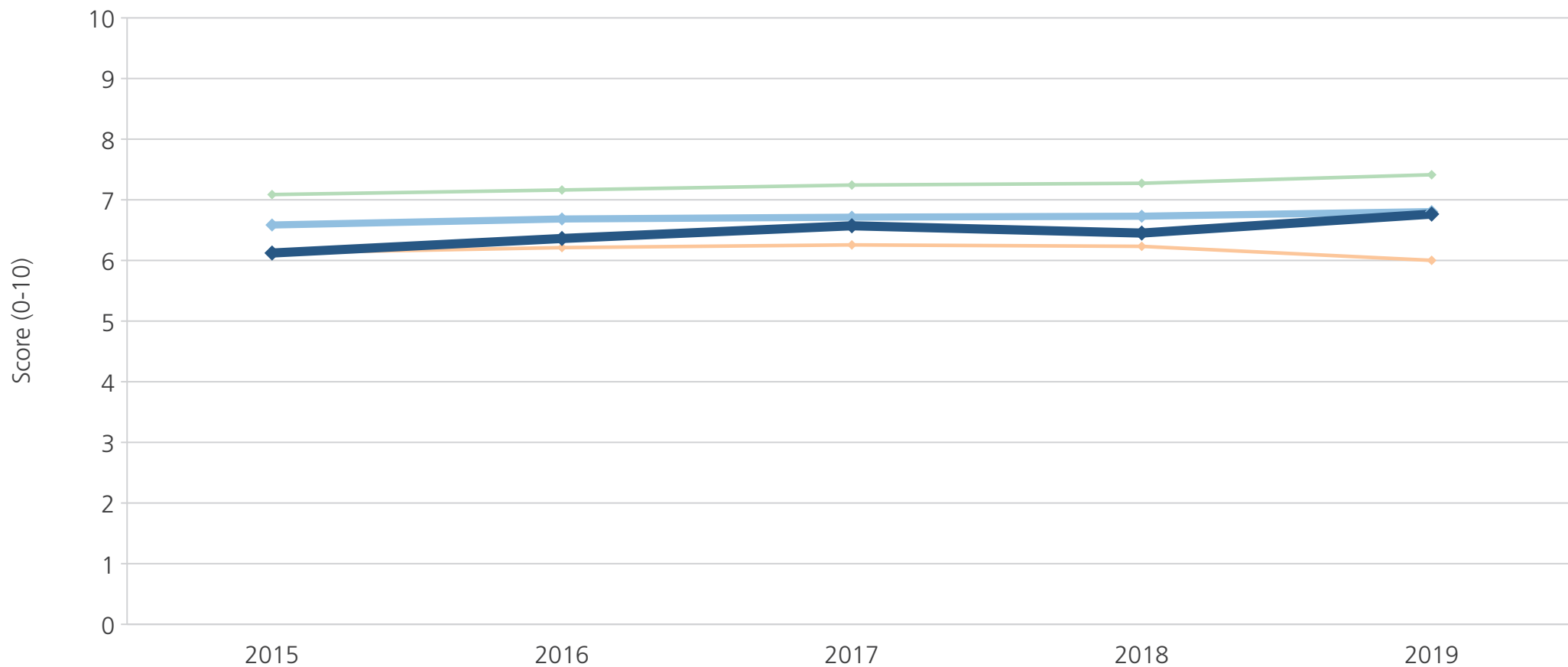
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



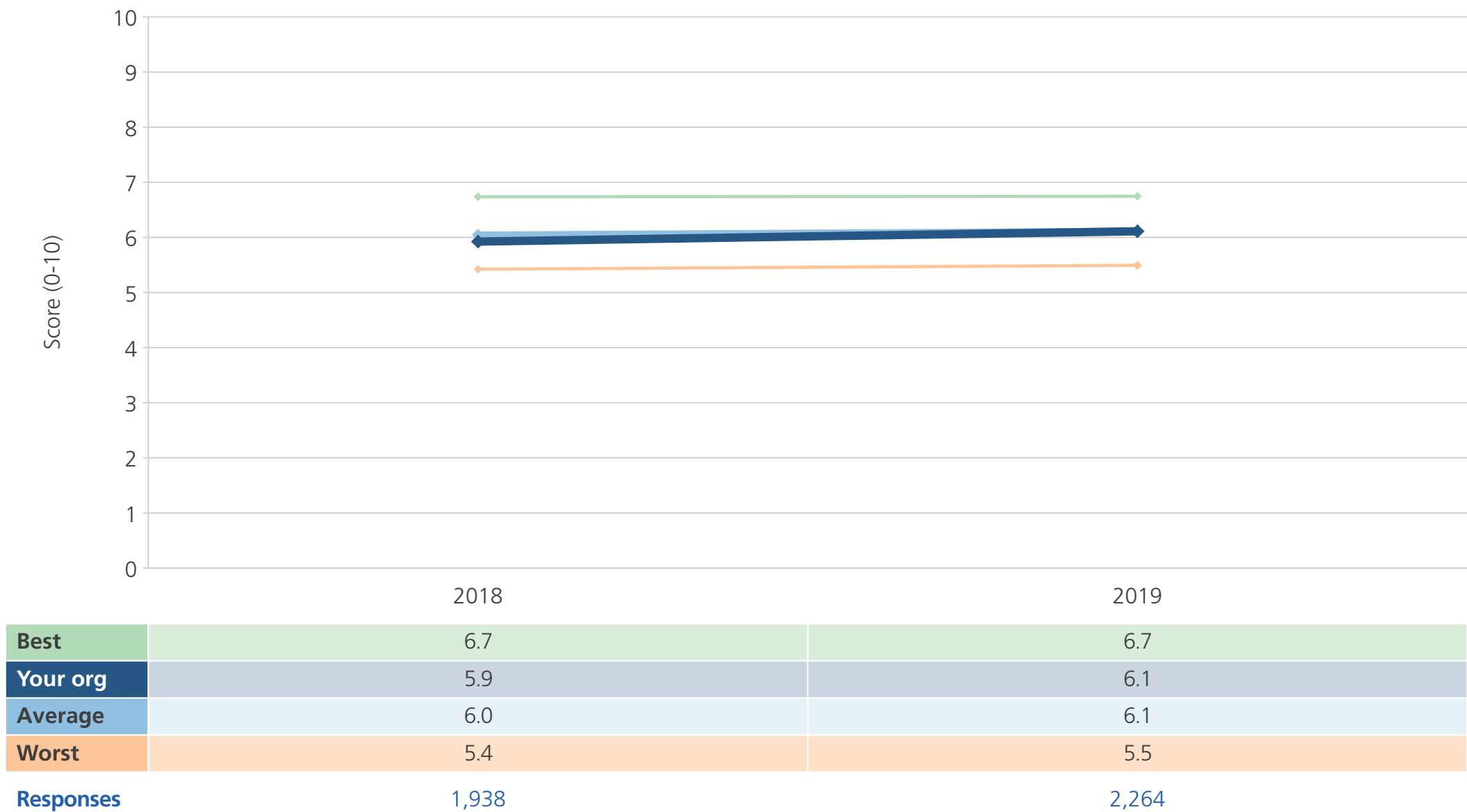
Best	9.5	9.4	9.4	9.6	9.4
Your org	9.0	9.1	9.2	9.1	9.2
Average	9.2	9.2	9.1	9.1	9.0
Worst	8.3	8.2	8.1	8.1	8.3
Responses	362	1,685	1,897	1,960	2,266

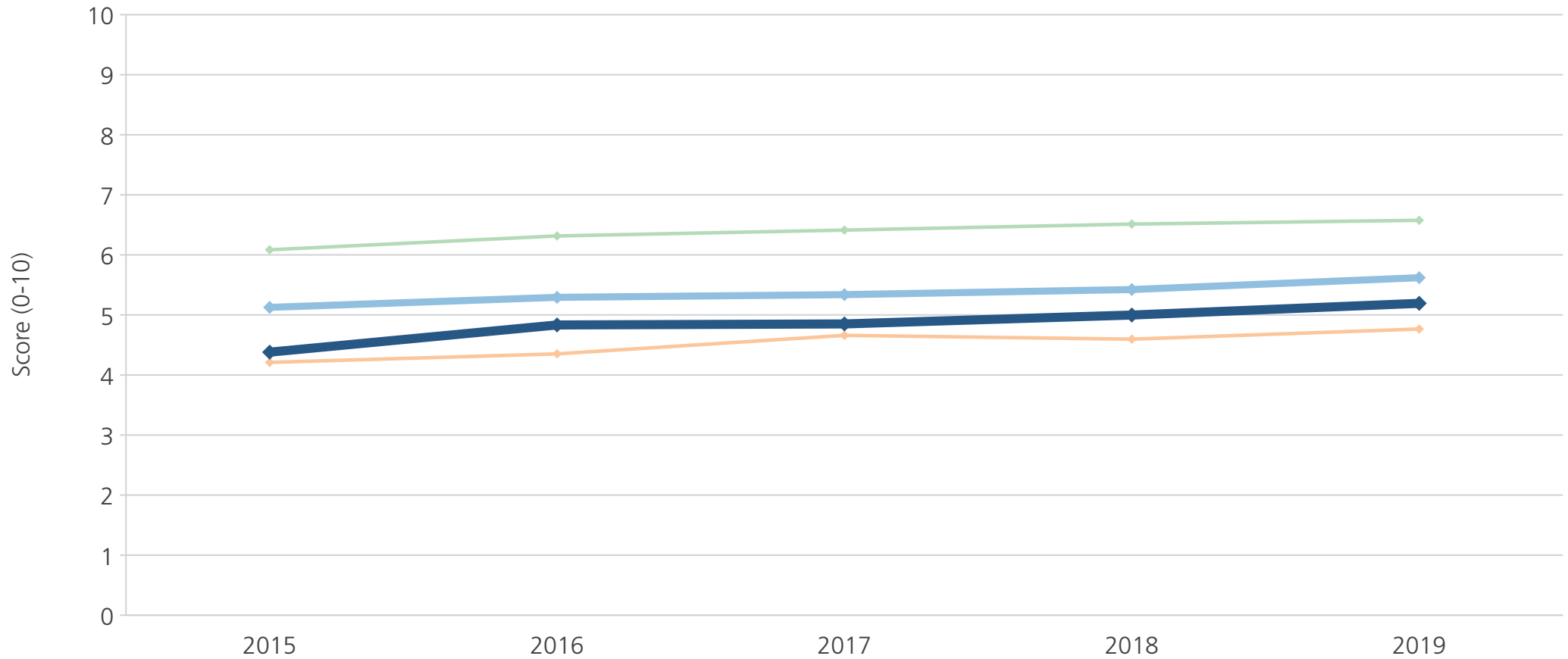


Best	6.8	6.8	6.6	6.7	6.7
Your org	5.7	5.8	5.8	5.5	5.7
Average	6.0	6.1	6.0	5.9	5.9
Worst	5.3	5.3	5.4	5.2	5.3
Responses	369	1,702	1,927	1,970	2,290

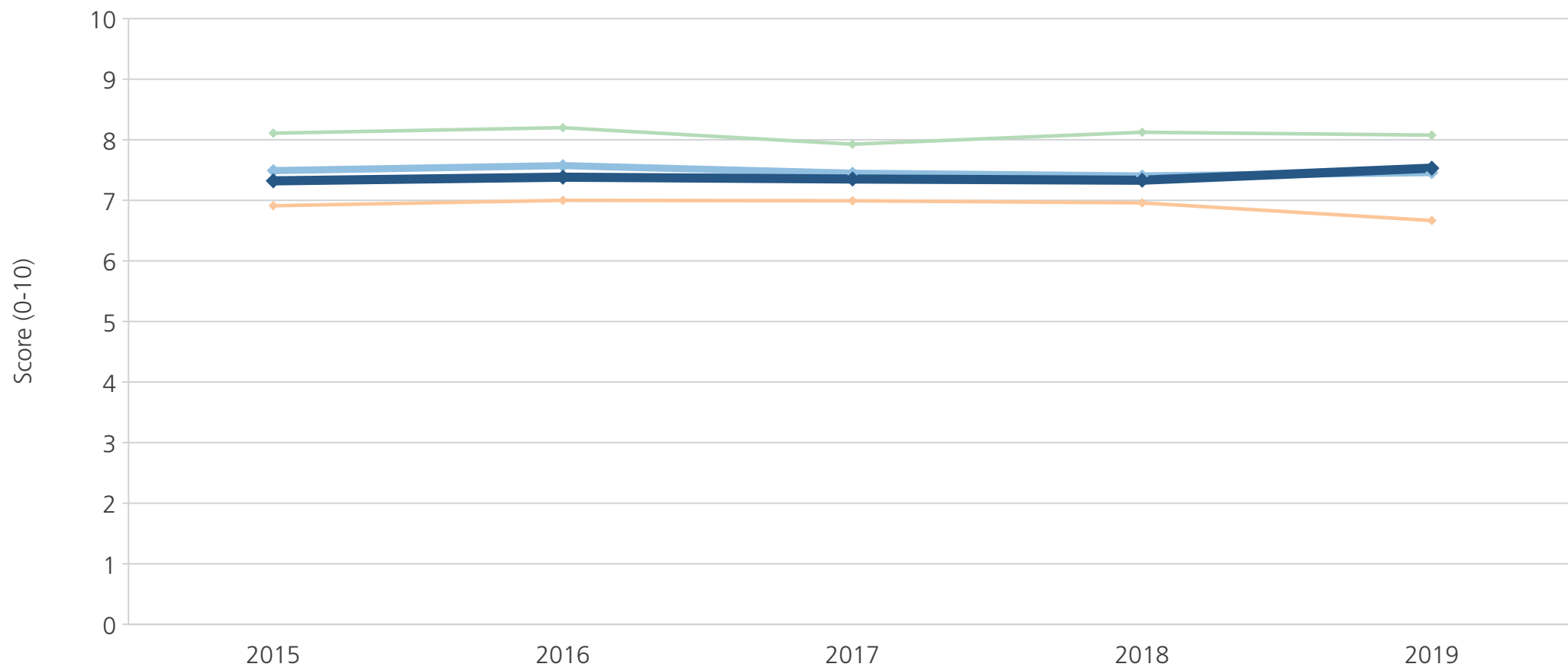


Best	7.1	7.2	7.2	7.3	7.4
Your org	6.1	6.4	6.6	6.5	6.8
Average	6.6	6.7	6.7	6.7	6.8
Worst	6.1	6.2	6.3	6.2	6.0
Responses	369	1,708	1,934	1,964	2,303

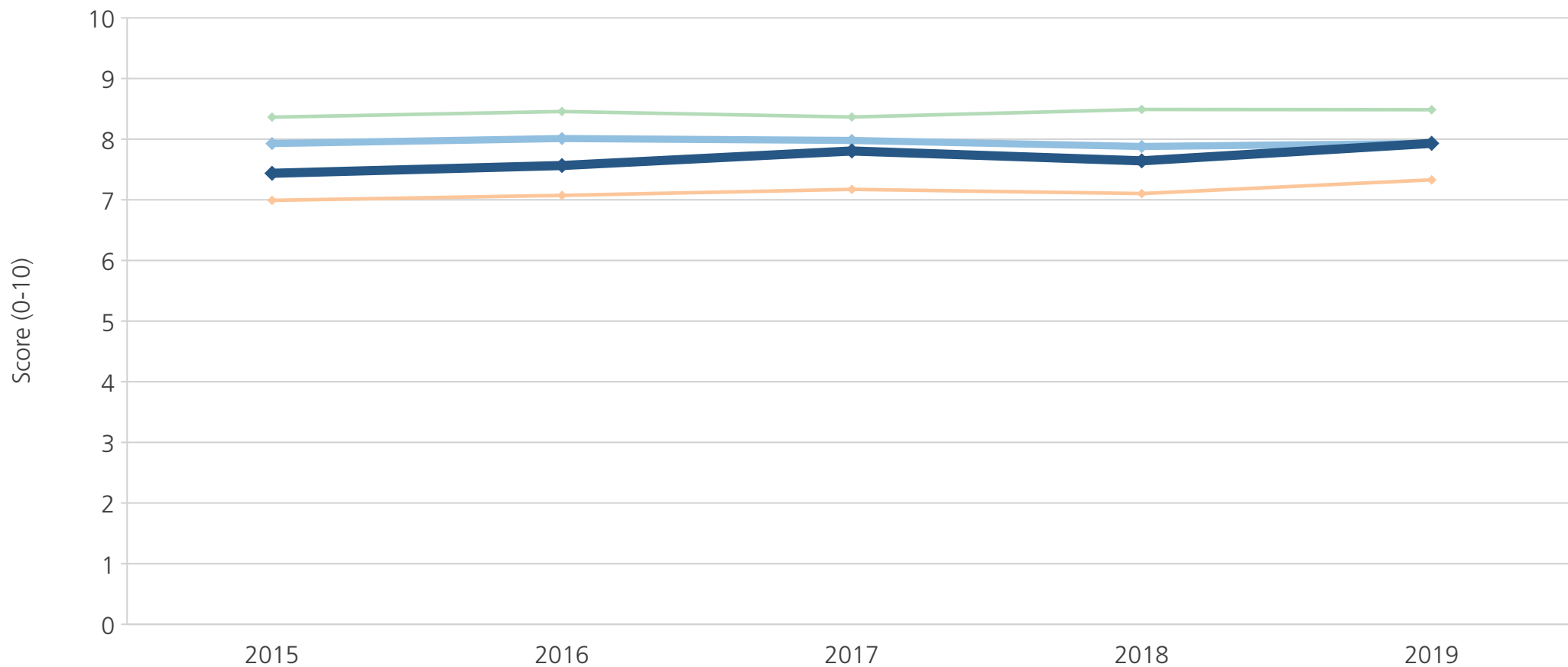




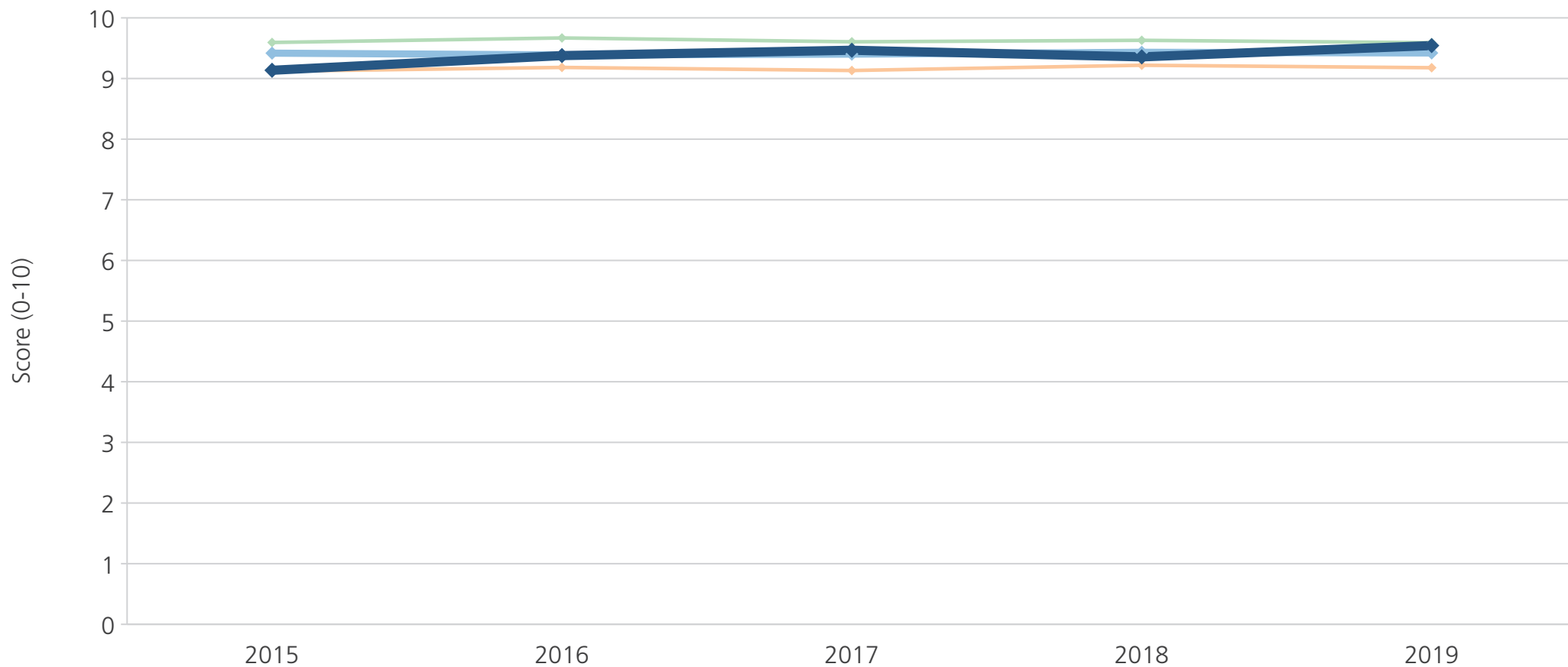
Best	6.1	6.3	6.4	6.5	6.6
Your org	4.4	4.8	4.9	5.0	5.2
Average	5.1	5.3	5.3	5.4	5.6
Worst	4.2	4.4	4.7	4.6	4.8
Responses	291	1,377	1,473	1,656	1,965



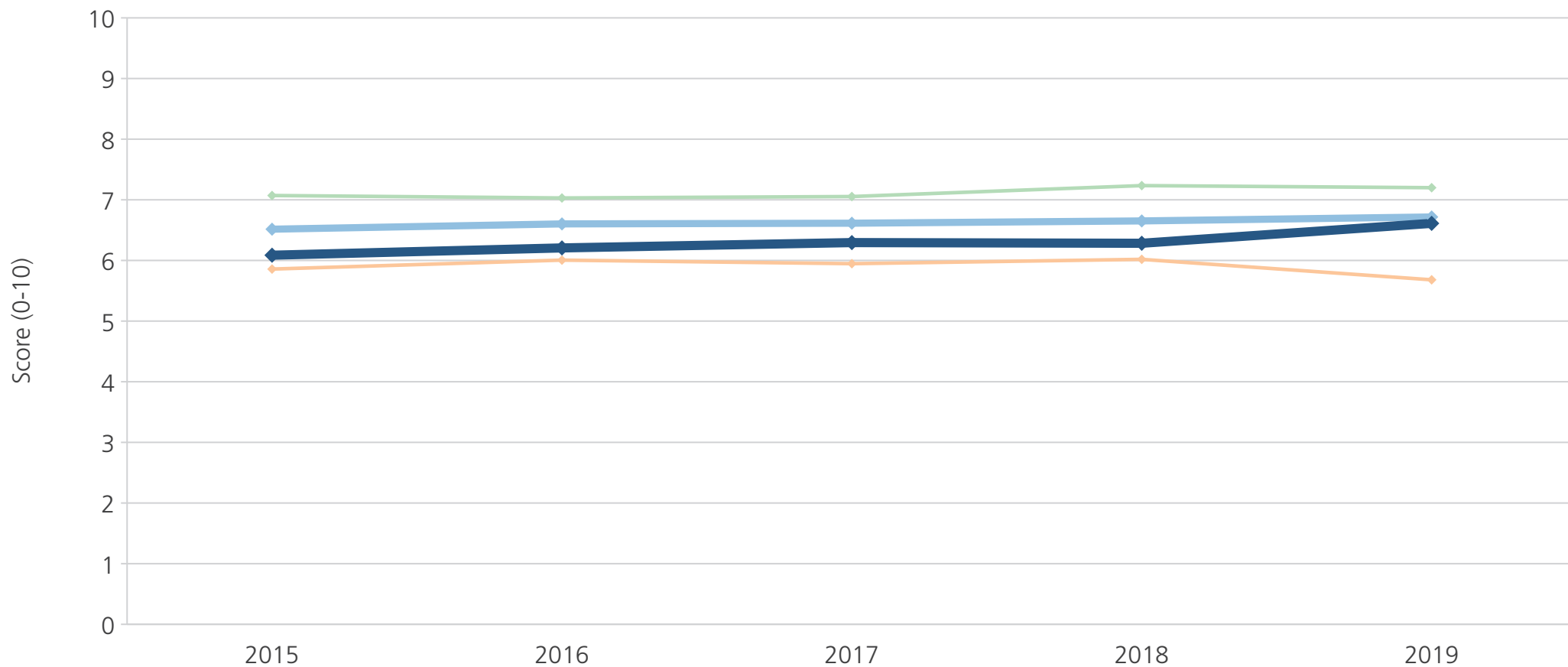
Best	8.1	8.2	7.9	8.1	8.1
Your org	7.3	7.4	7.4	7.3	7.5
Average	7.5	7.6	7.4	7.4	7.5
Worst	6.9	7.0	7.0	7.0	6.7
Responses	327	1,483	1,678	1,750	2,005



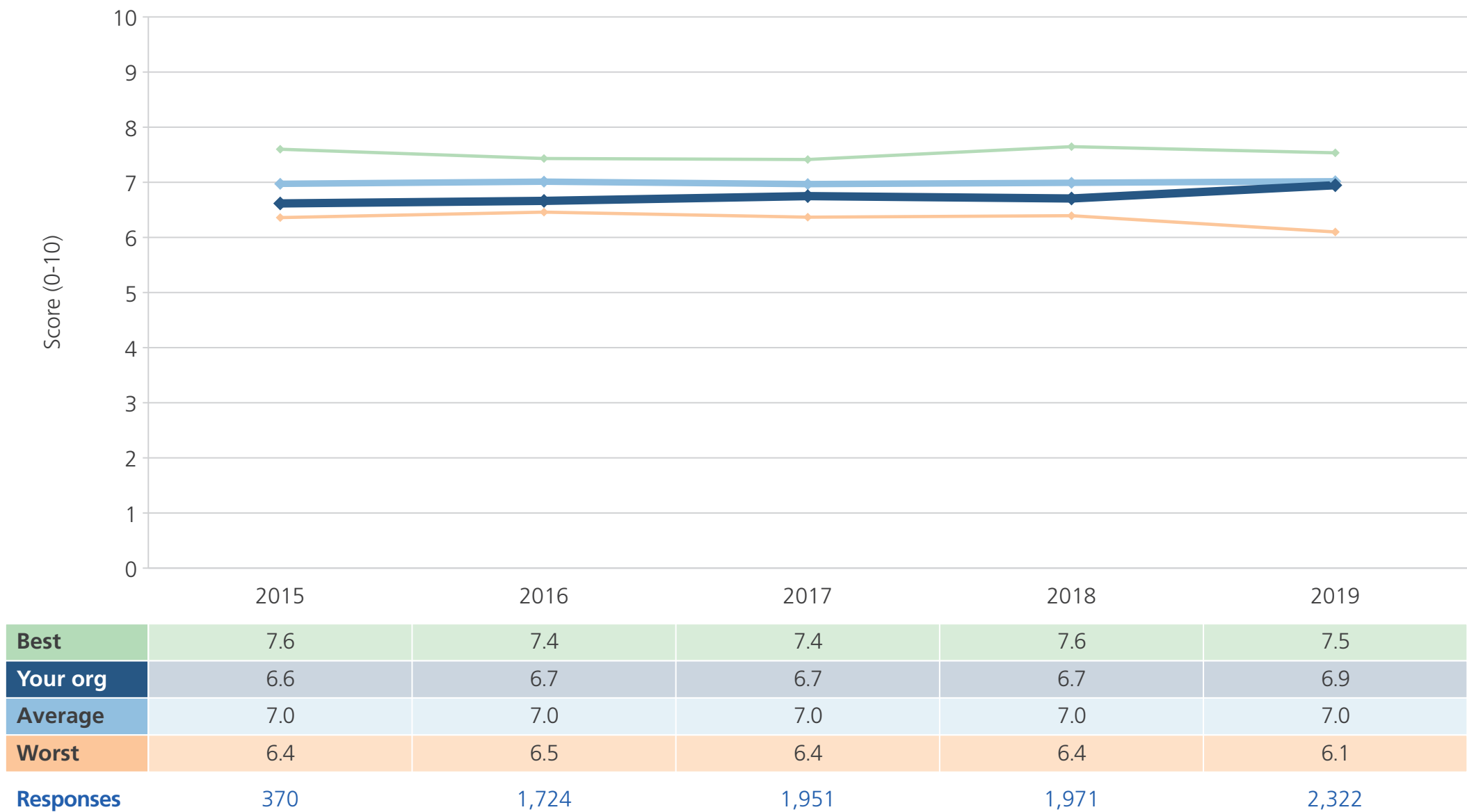
Best	8.4	8.5	8.4	8.5	8.5
Your org	7.4	7.6	7.8	7.6	7.9
Average	7.9	8.0	8.0	7.9	7.9
Worst	7.0	7.1	7.2	7.1	7.3
Responses	365	1,672	1,898	1,964	2,277

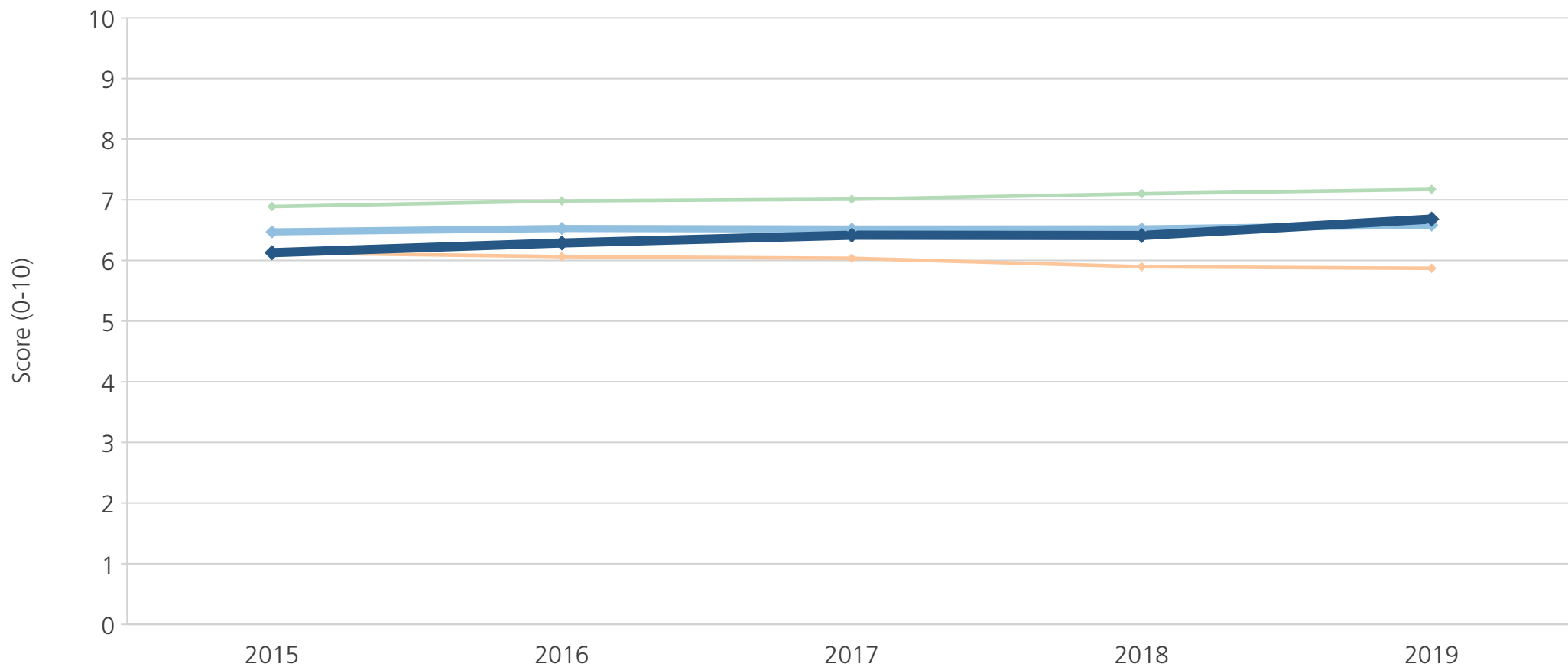


Best	9.6	9.7	9.6	9.6	9.6
Your org	9.1	9.4	9.5	9.4	9.5
Average	9.4	9.4	9.4	9.4	9.4
Worst	9.1	9.2	9.1	9.2	9.2
Responses	361	1,680	1,899	1,959	2,263



Best	7.1	7.0	7.1	7.2	7.2
Your org	6.1	6.2	6.3	6.3	6.6
Average	6.5	6.6	6.6	6.7	6.7
Worst	5.9	6.0	5.9	6.0	5.7
Responses	363	1,693	1,917	1,957	2,268





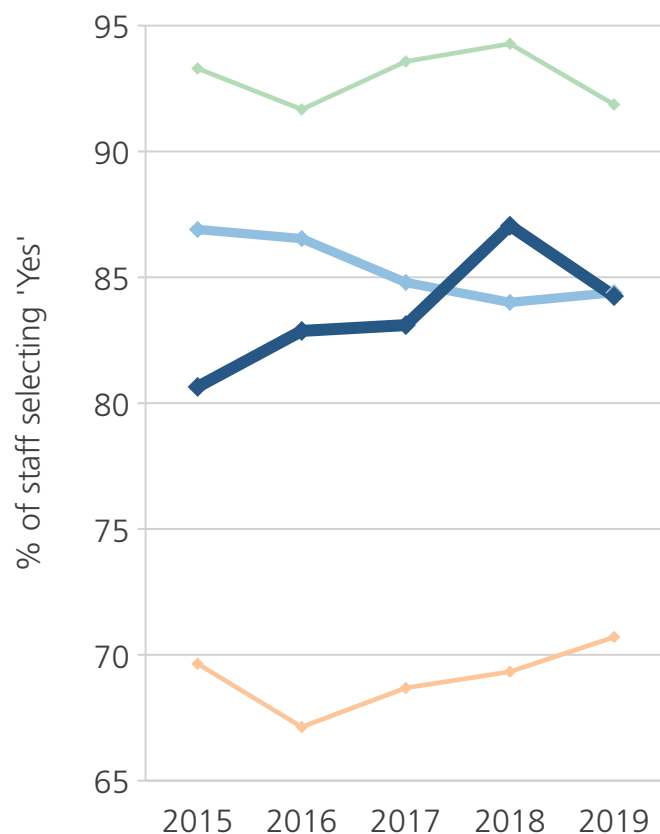
Best	6.9	7.0	7.0	7.1	7.2
Your org	6.1	6.3	6.4	6.4	6.7
Average	6.5	6.5	6.5	6.5	6.6
Worst	6.1	6.1	6.0	5.9	5.9
Responses	362	1,712	1,917	1,952	2,276

Theme results – Detailed information

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

Q14

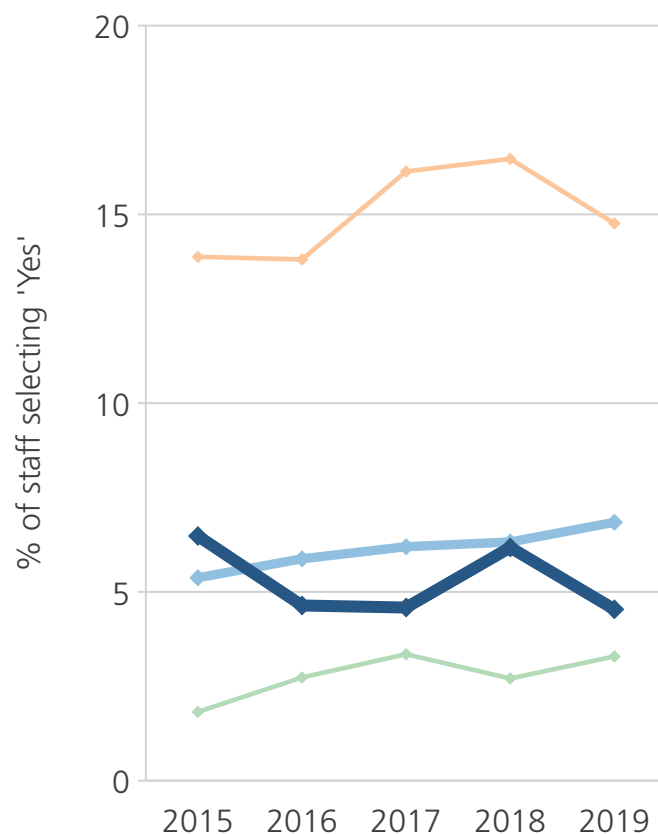
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



Best	93.3%	91.7%	93.6%	94.3%	91.9%
Your org	80.6%	82.9%	83.1%	87.1%	84.3%
Average	86.9%	86.5%	84.8%	84.0%	84.4%
Worst	69.6%	67.1%	68.7%	69.3%	70.7%

Q15a

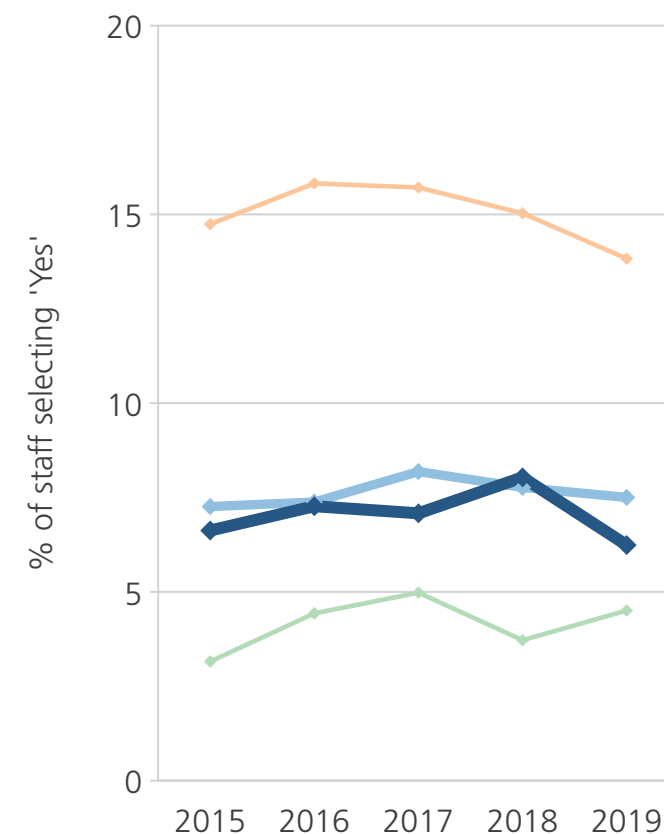
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



Worst	13.9%	13.8%	16.1%	16.5%	14.8%
Your org	6.5%	4.6%	4.6%	6.2%	4.5%
Average	5.4%	5.9%	6.2%	6.3%	6.8%
Best	1.8%	2.7%	3.3%	2.7%	3.3%

Q15b

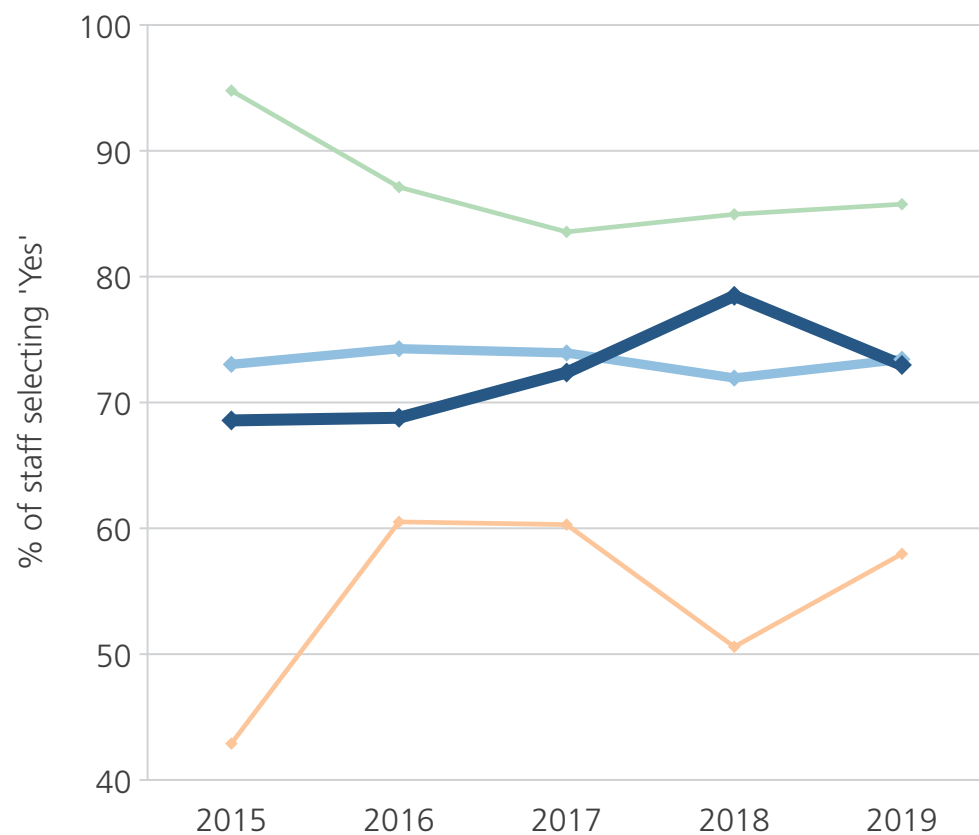
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



Worst	14.7%	15.8%	15.7%	15.0%	13.8%
Your org	6.6%	7.3%	7.1%	8.0%	6.2%
Average	7.3%	7.4%	8.2%	7.8%	7.5%
Best	3.2%	4.4%	5.0%	3.7%	4.5%

Q28b

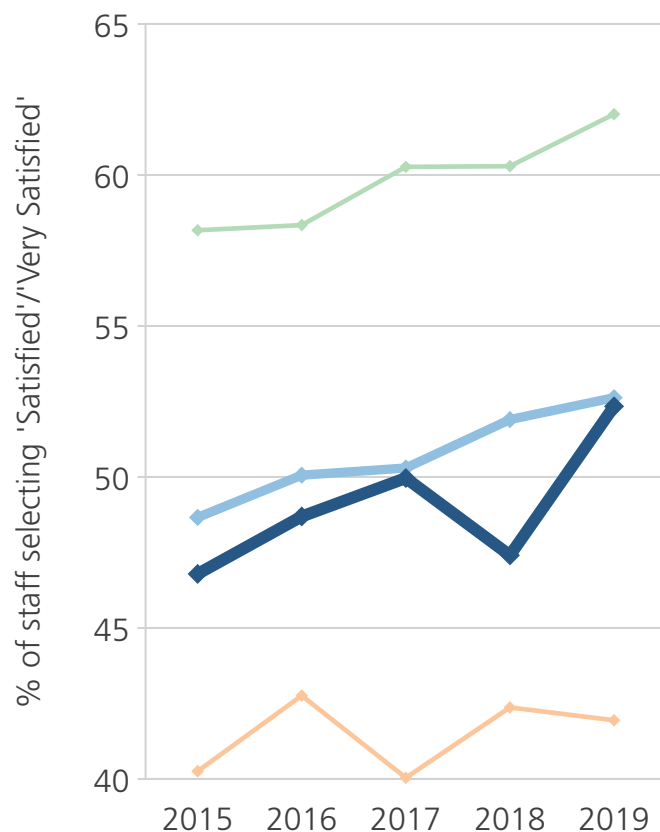
Has your employer made adequate adjustment(s)
to enable you to carry out your work?



Best	94.8%	87.1%	83.6%	85.0%	85.8%
Your org	68.6%	68.8%	72.4%	78.5%	73.0%
Average	73.0%	74.3%	73.9%	71.9%	73.4%
Worst	42.9%	60.5%	60.3%	50.6%	58.0%

Q5h

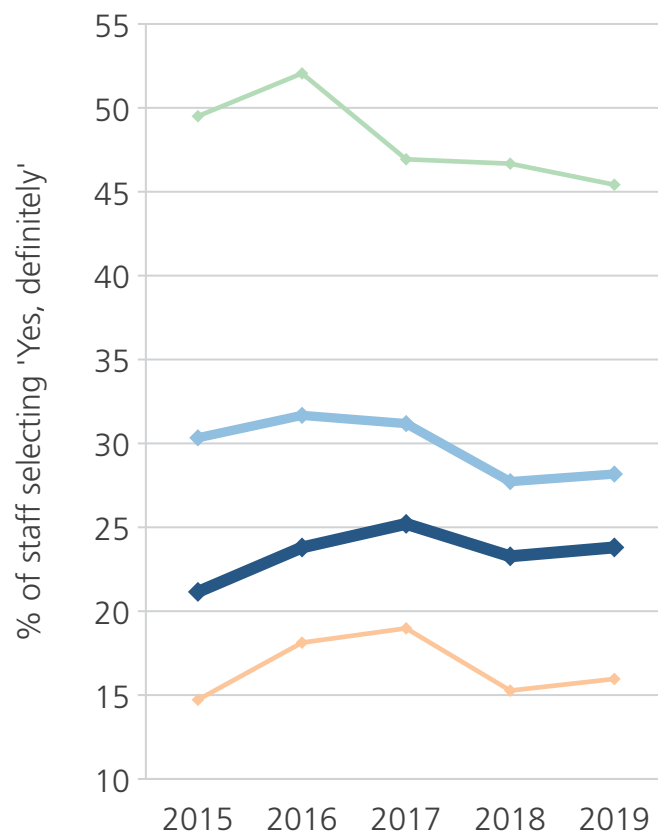
The opportunities for flexible working patterns



Best	58.2%	58.3%	60.3%	60.3%	62.0%
Your org	46.8%	48.7%	50.0%	47.4%	52.3%
Average	48.7%	50.1%	50.3%	51.9%	52.6%
Worst	40.3%	42.8%	40.0%	42.4%	41.9%

Q11a

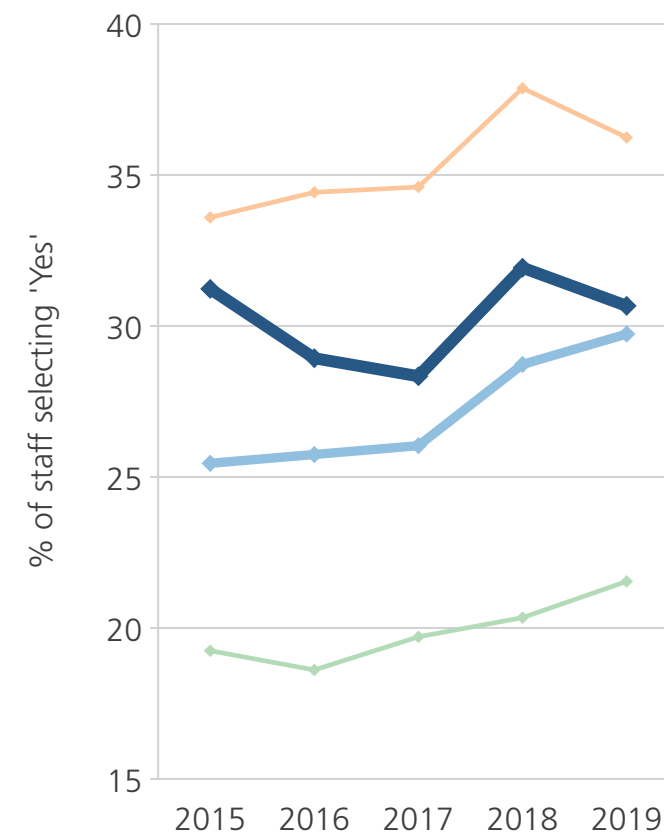
Does your organisation take positive action on health and well-being?



Best	49.5%	52.1%	46.9%	46.7%	45.4%
Your org	21.2%	23.8%	25.2%	23.3%	23.8%
Average	30.3%	31.7%	31.2%	27.7%	28.2%
Worst	14.7%	18.1%	19.0%	15.3%	16.0%

Q11b

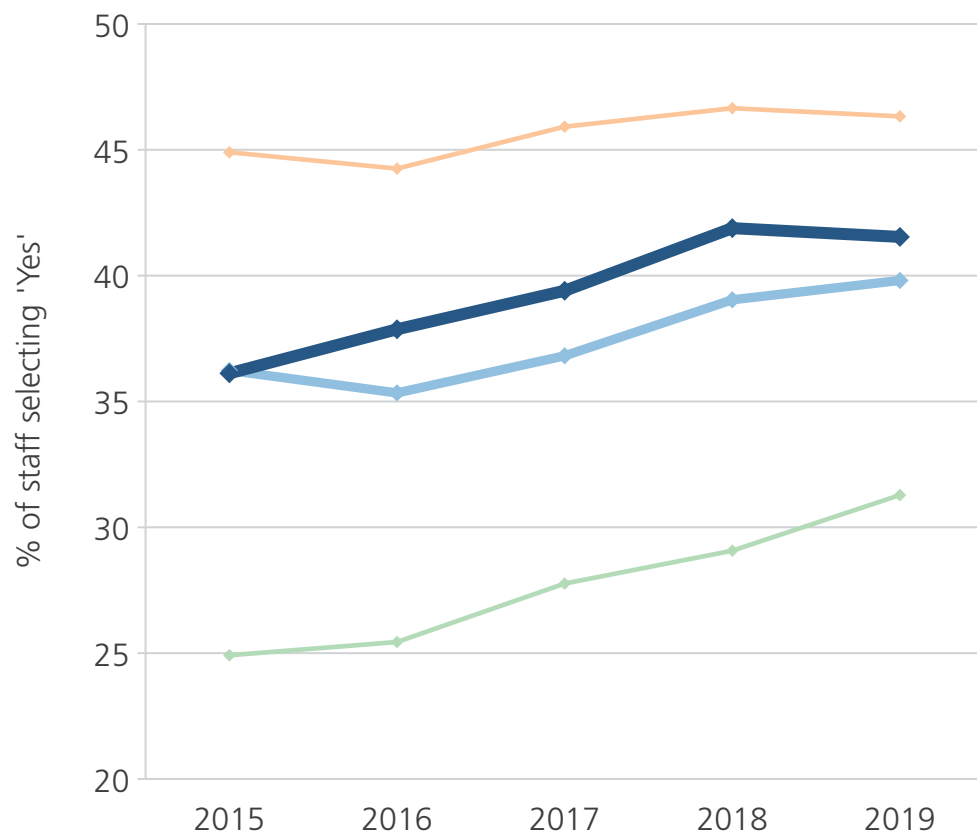
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	33.6%	34.4%	34.6%	37.9%	36.2%
Your org	31.2%	28.9%	28.3%	31.9%	30.7%
Average	25.5%	25.7%	26.0%	28.7%	29.7%
Best	19.2%	18.6%	19.7%	20.3%	21.5%

Q11c

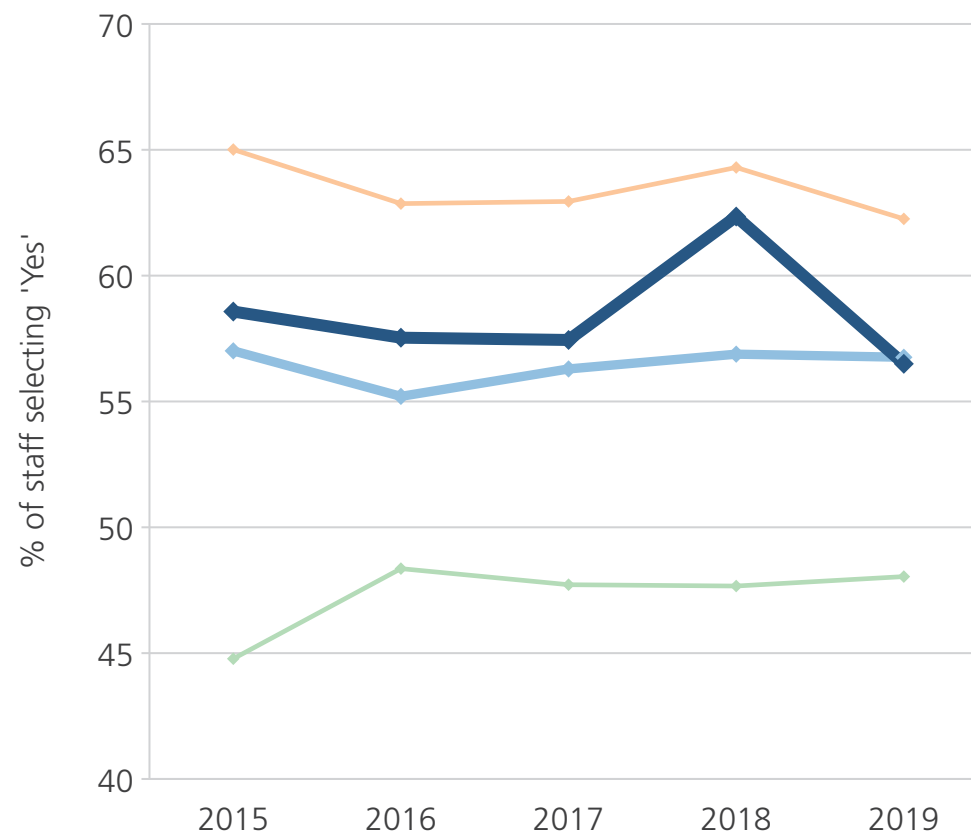
During the last 12 months have you felt unwell as a result of work related stress?



Worst	44.9%	44.3%	45.9%	46.7%	46.3%
Your org	36.1%	37.9%	39.4%	41.9%	41.5%
Average	36.2%	35.3%	36.8%	39.0%	39.8%
Best	24.9%	25.4%	27.8%	29.1%	31.3%

Q11d

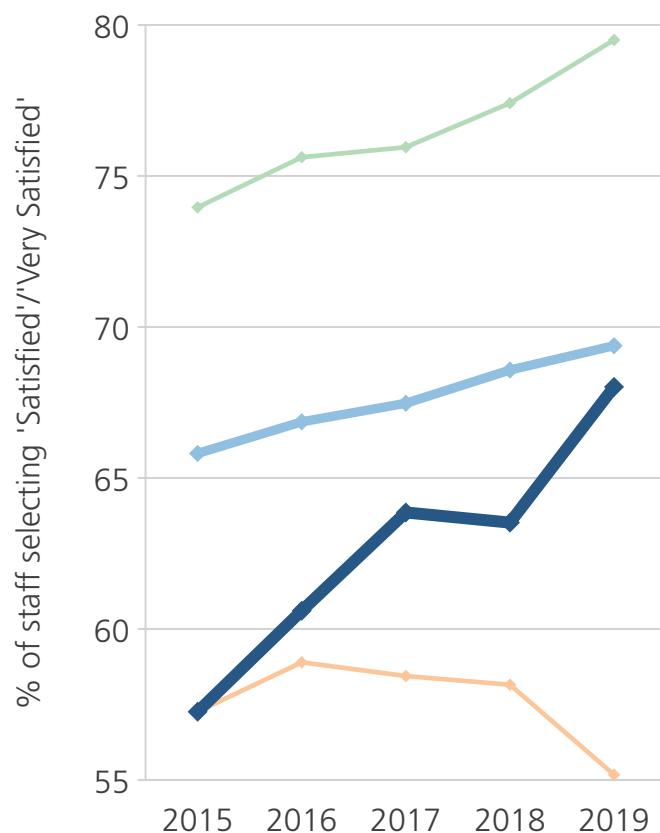
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Worst	65.0%	62.9%	62.9%	64.3%	62.3%
Your org	58.6%	57.5%	57.4%	62.3%	56.5%
Average	57.0%	55.2%	56.3%	56.9%	56.8%
Best	44.8%	48.4%	47.7%	47.7%	48.0%

Q5b

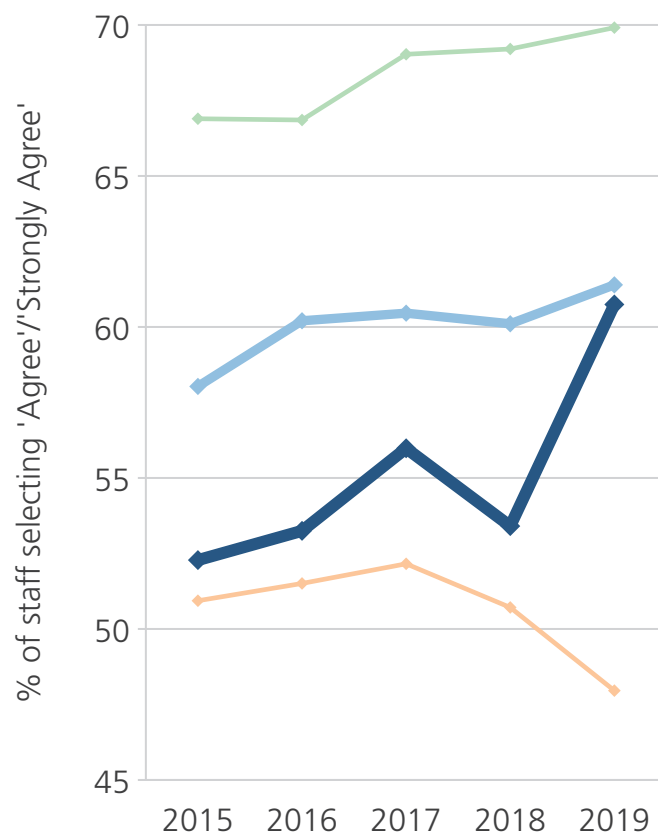
The support I get from my immediate manager



Best	74.0%	75.6%	76.0%	77.4%	79.5%
Your org	57.3%	60.6%	63.9%	63.5%	68.0%
Average	65.8%	66.9%	67.5%	68.6%	69.4%
Worst	57.3%	58.9%	58.4%	58.2%	55.2%

Q8c

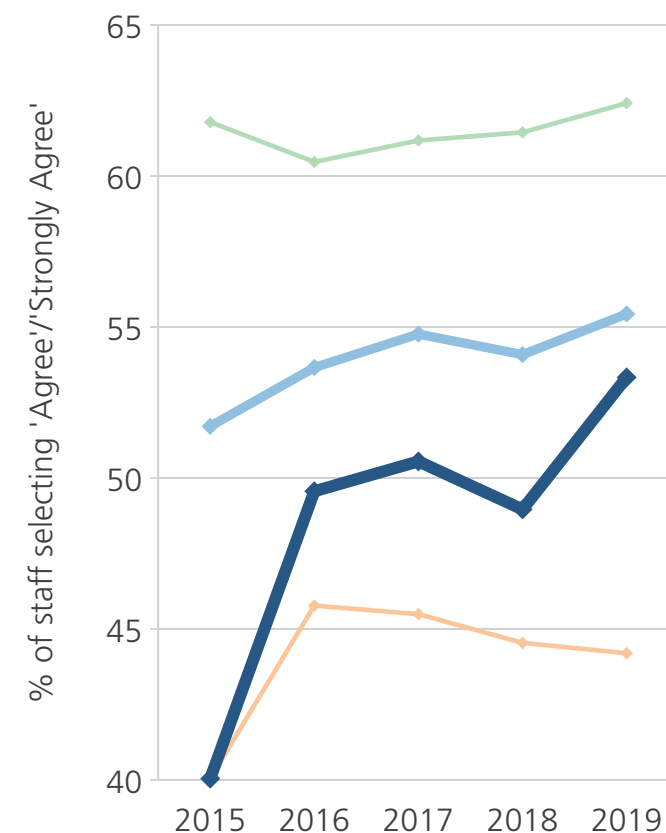
My immediate manager gives me clear feedback on my work



Best	66.9%	66.9%	69.0%	69.2%	69.9%
Your org	52.3%	53.2%	56.0%	53.4%	60.7%
Average	58.0%	60.2%	60.5%	60.1%	61.4%
Worst	50.9%	51.5%	52.2%	50.7%	48.0%

Q8d

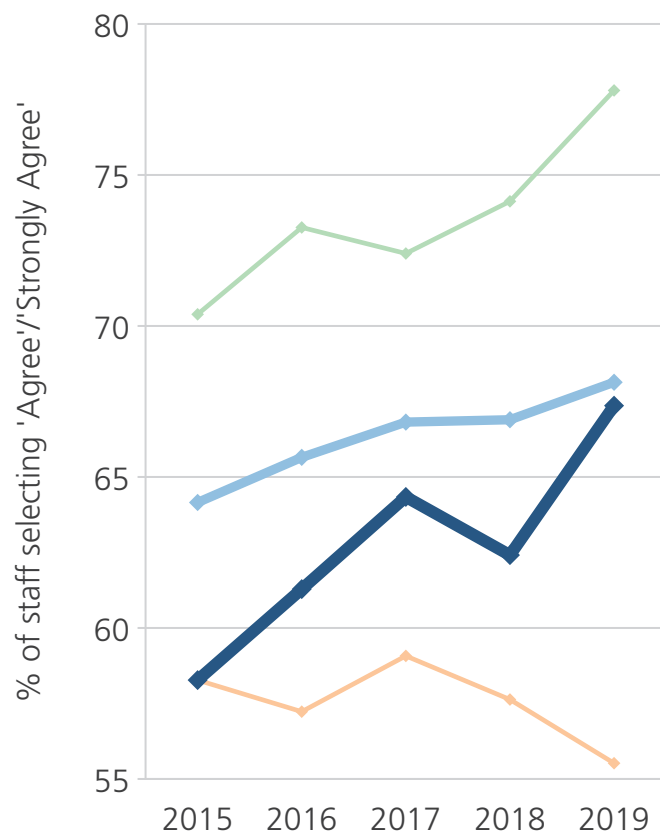
My immediate manager asks for my opinion before making decisions that affect my work



Best	61.8%	60.5%	61.2%	61.4%	62.4%
Your org	40.0%	49.6%	50.5%	49.0%	53.3%
Average	51.7%	53.7%	54.8%	54.1%	55.4%
Worst	40.0%	45.8%	45.5%	44.5%	44.2%

Q8f

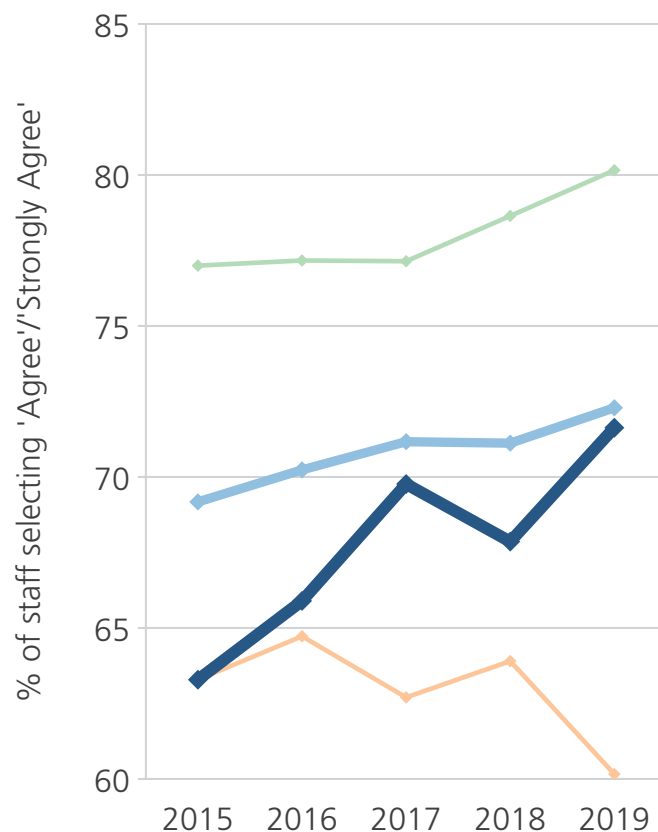
My immediate manager takes a positive interest in my health and well-being



Best	70.4%	73.3%	72.4%	74.1%	77.8%
Your org	58.3%	61.3%	64.3%	62.4%	67.4%
Average	64.2%	65.6%	66.8%	66.9%	68.1%
Worst	58.3%	57.2%	59.1%	57.6%	55.5%

Q8g

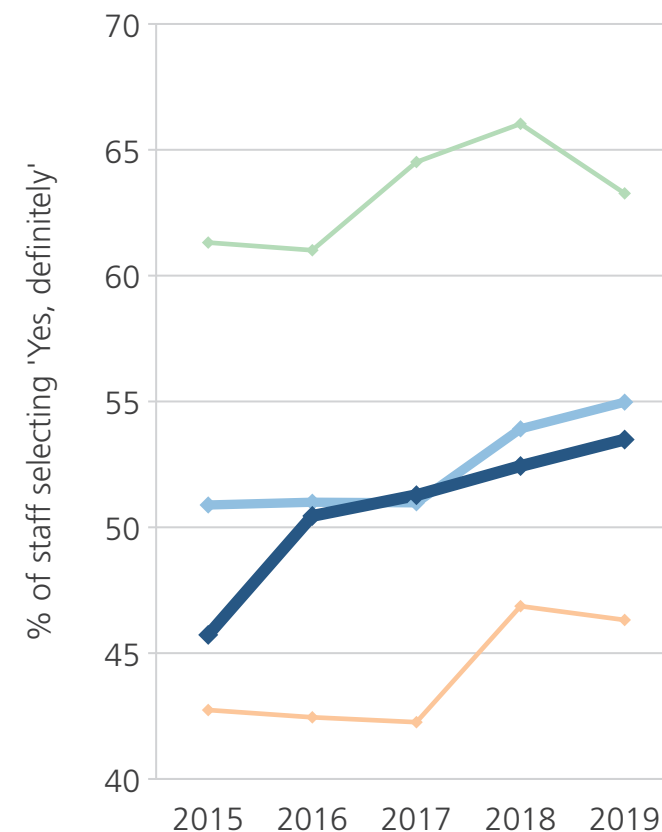
My immediate manager values my work



Best	77.0%	77.2%	77.1%	78.6%	80.2%
Your org	63.3%	65.9%	69.8%	67.9%	71.6%
Average	69.2%	70.2%	71.2%	71.1%	72.3%
Worst	63.3%	64.7%	62.7%	63.9%	60.2%

Q19g

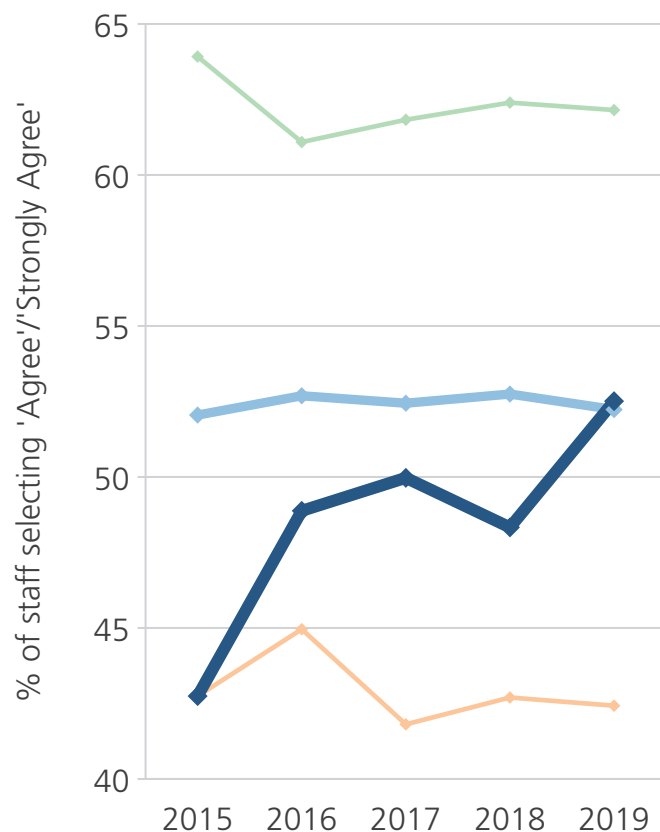
My manager supported me to receive this training, learning or development



Best	61.3%	61.0%	64.5%	66.0%	63.3%
Your org	45.7%	50.5%	51.3%	52.4%	53.5%
Average	50.9%	51.0%	51.0%	53.9%	55.0%
Worst	42.7%	42.5%	42.3%	46.9%	46.3%

Q4c

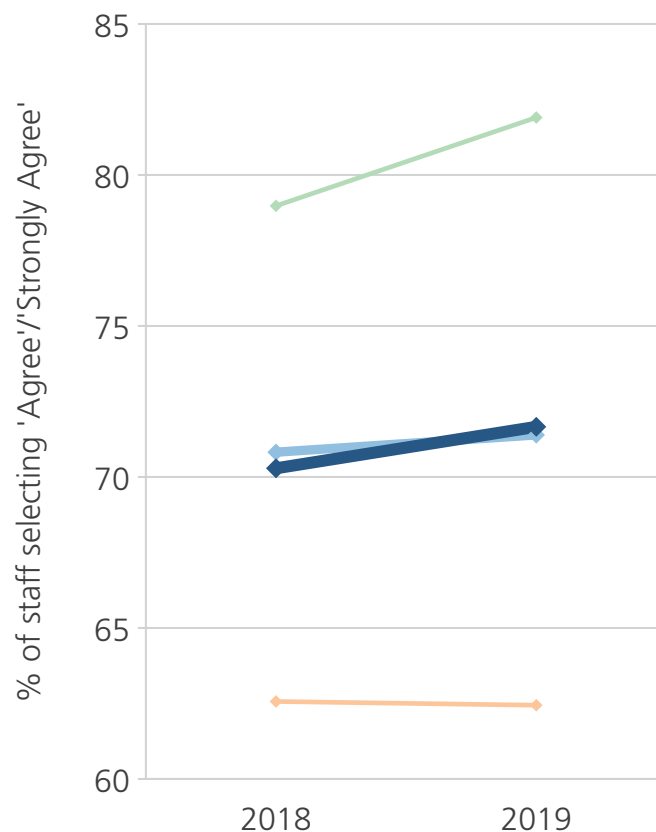
I am involved in deciding on changes introduced that affect my work area / team / department



Best	63.9%	61.1%	61.8%	62.4%	62.1%
Your org	42.7%	48.9%	50.0%	48.3%	52.5%
Average	52.1%	52.7%	52.4%	52.7%	52.2%
Worst	42.7%	45.0%	41.8%	42.7%	42.4%

Q4j

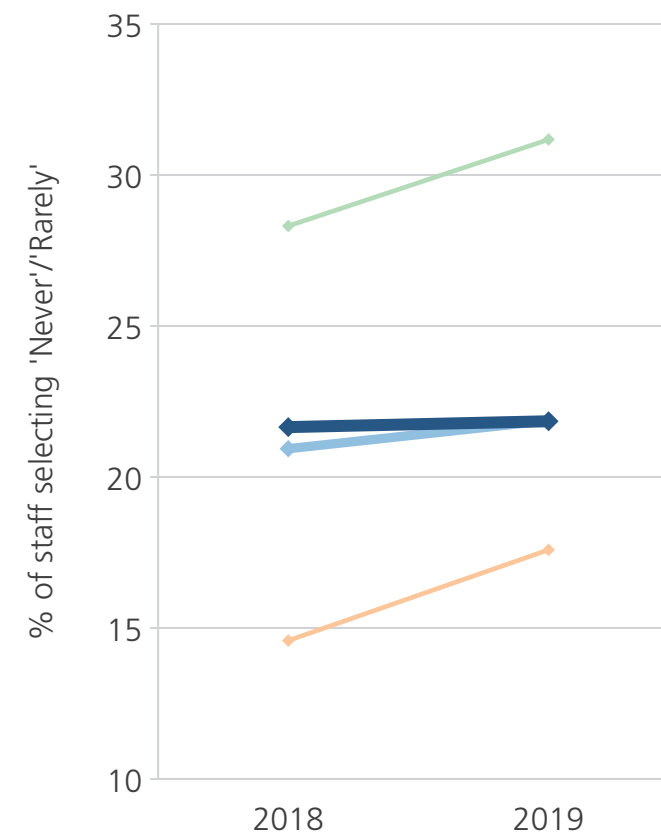
I receive the respect I deserve from my colleagues at work



Best	79.0%	81.9%
Your org	70.3%	71.7%
Average	70.8%	71.4%
Worst	62.6%	62.4%

Q6a

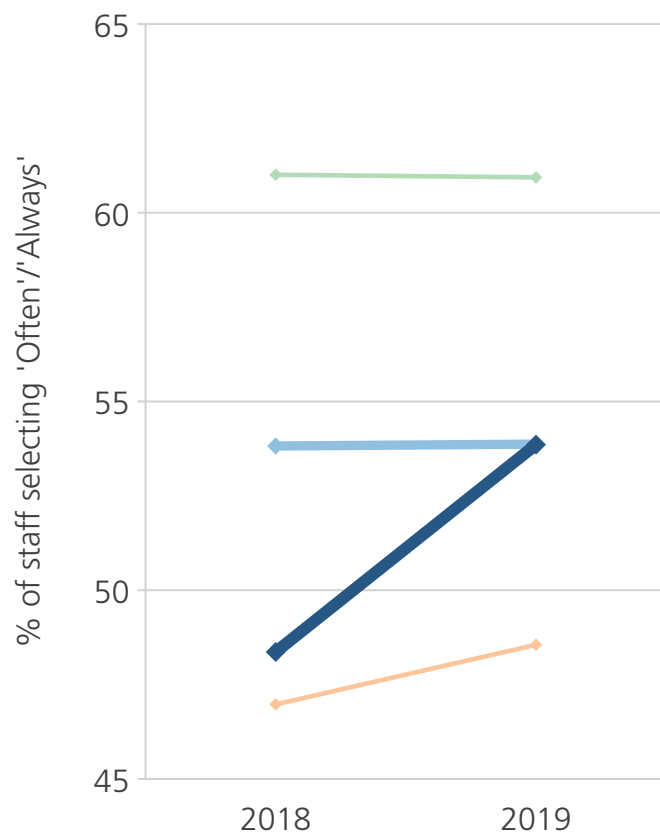
I have unrealistic time pressures



Best	28.3%	31.2%
Your org	21.7%	21.8%
Average	20.9%	21.9%
Worst	14.6%	17.6%

Q6b

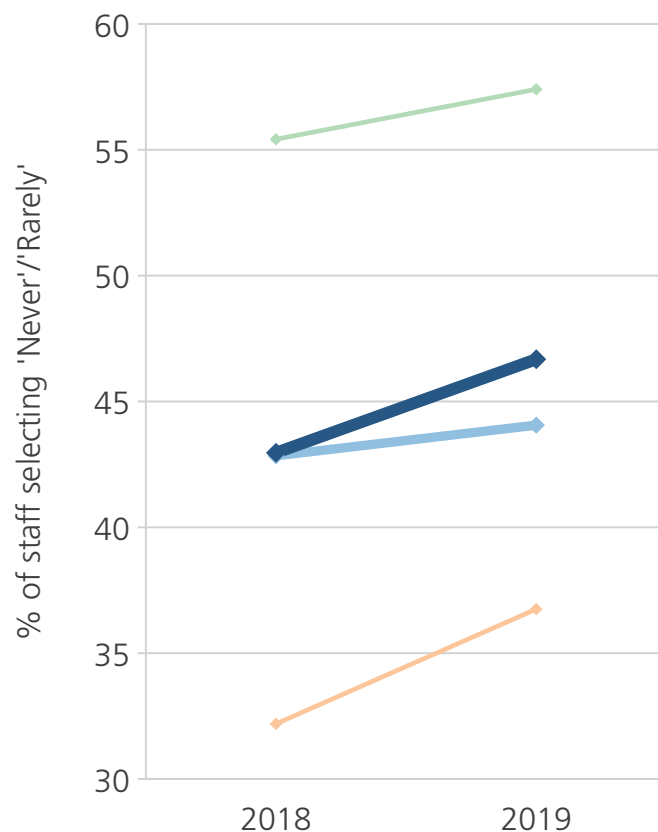
I have a choice in deciding
how to do my work



Best	61.0%	60.9%
Your org	48.4%	53.9%
Average	53.8%	53.9%
Worst	47.0%	48.6%

Q6c

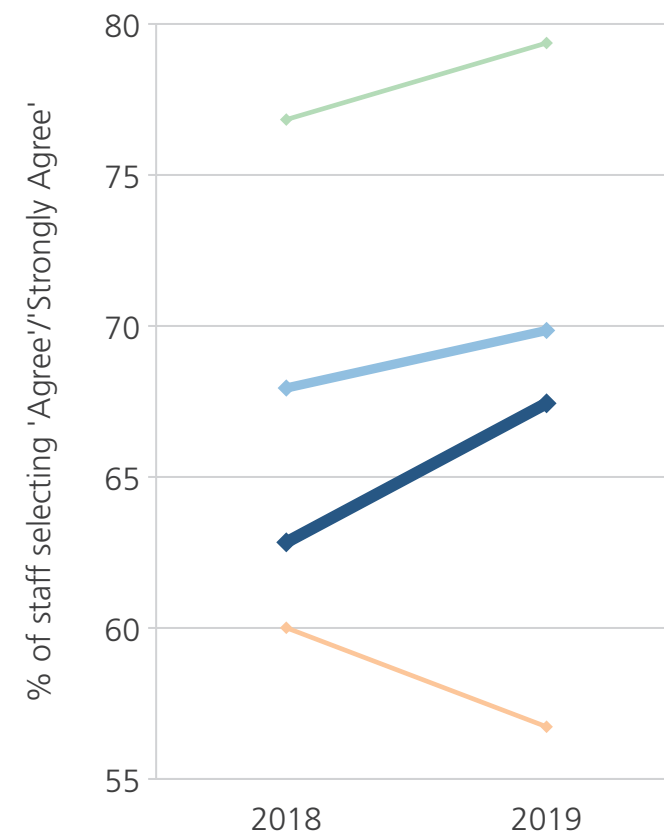
Relationships at work are strained



Best	55.4%	57.4%
Your org	43.0%	46.7%
Average	42.8%	44.1%
Worst	32.2%	36.8%

Q8a

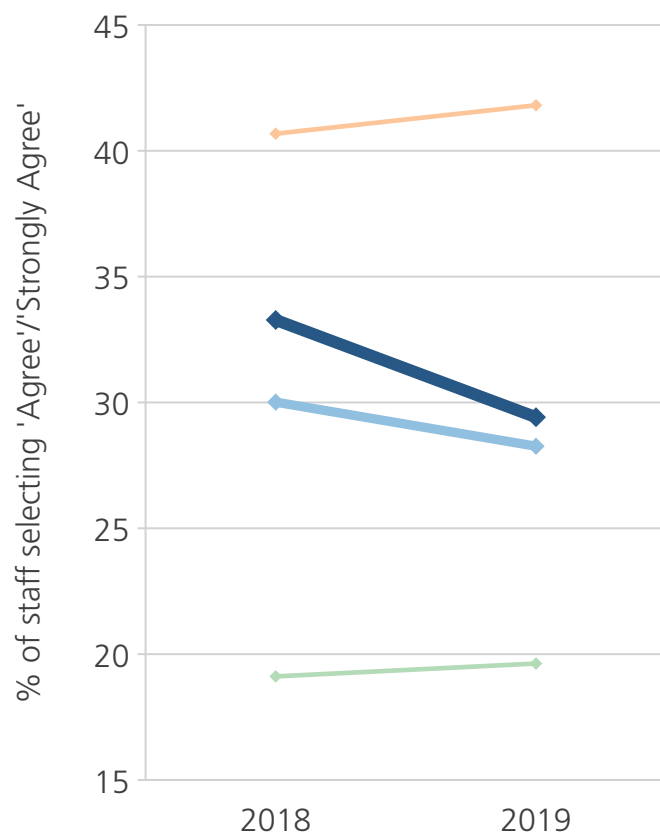
My immediate manager
encourages me at work



Best	76.8%	79.4%
Your org	62.8%	67.4%
Average	67.9%	69.9%
Worst	60.0%	56.7%

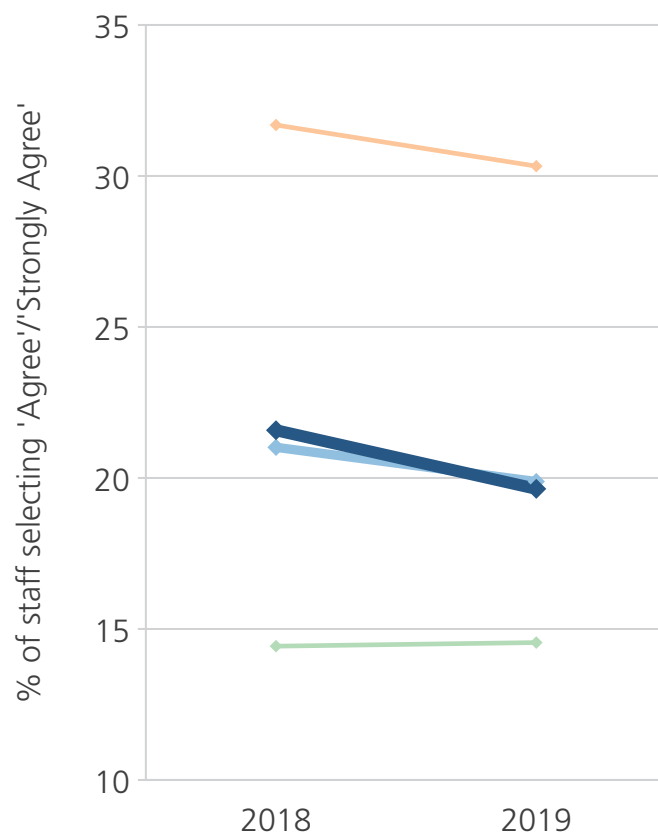
Q23a

I often think about leaving this organisation



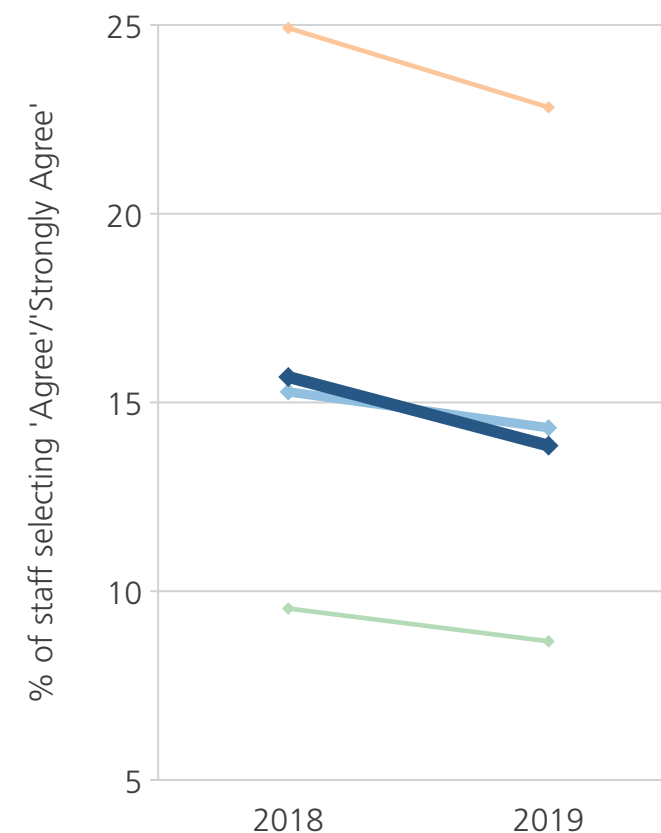
Q23b

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



Q23c

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



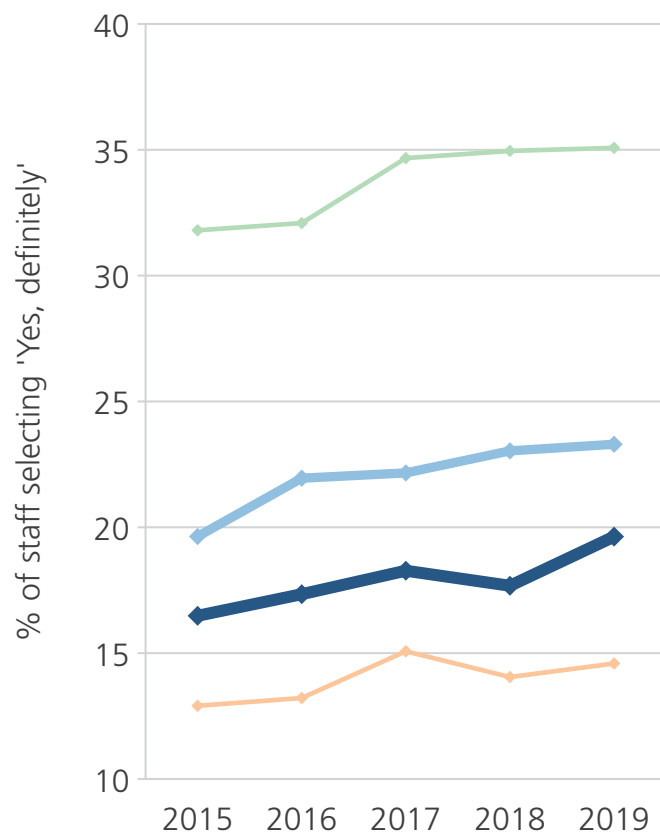
Worst	40.7%	41.8%
Your org	33.3%	29.4%
Average	30.0%	28.3%
Best	19.1%	19.6%

Worst	31.7%	30.3%
Your org	21.6%	19.6%
Average	21.0%	19.9%
Best	14.4%	14.5%

Worst	24.9%	22.8%
Your org	15.7%	13.9%
Average	15.3%	14.3%
Best	9.5%	8.7%

Q19b

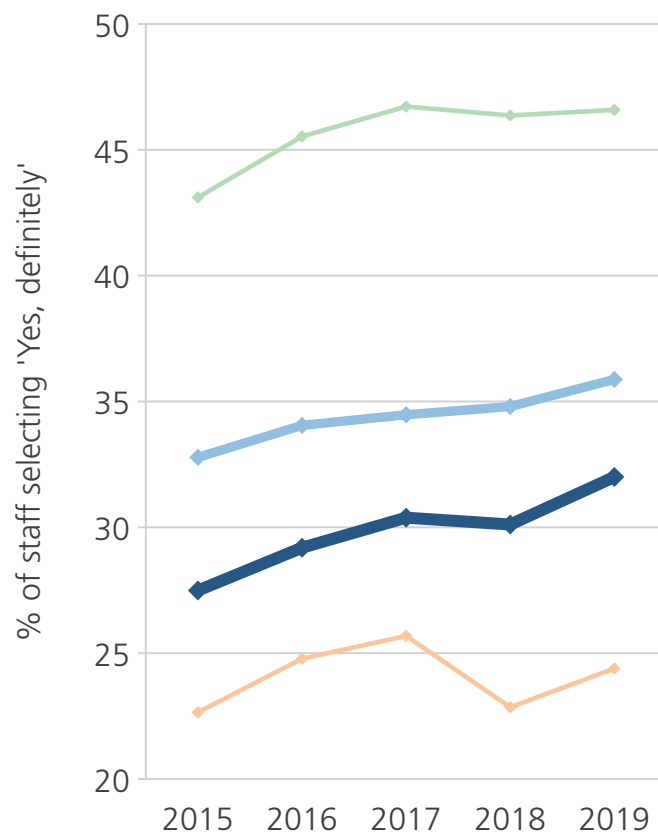
It helped me to improve how I do my job



Best	31.8%	32.1%	34.7%	35.0%	35.1%
Your org	16.5%	17.3%	18.3%	17.7%	19.6%
Average	19.6%	22.0%	22.2%	23.0%	23.3%
Worst	12.9%	13.2%	15.1%	14.1%	14.6%

Q19c

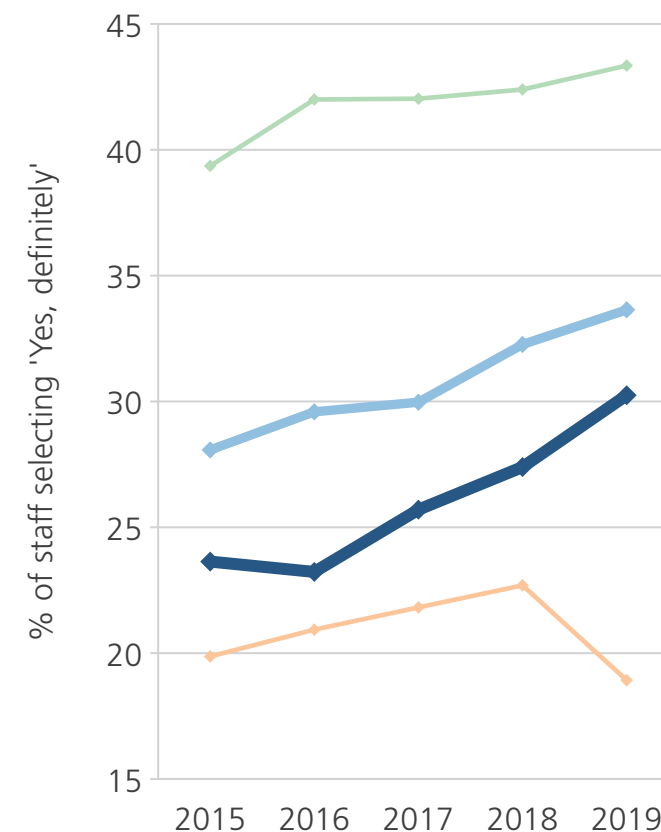
It helped me agree clear objectives for my work



Best	43.1%	45.5%	46.7%	46.4%	46.6%
Your org	27.5%	29.2%	30.4%	30.1%	32.0%
Average	32.8%	34.1%	34.5%	34.8%	35.9%
Worst	22.6%	24.8%	25.7%	22.8%	24.4%

Q19d

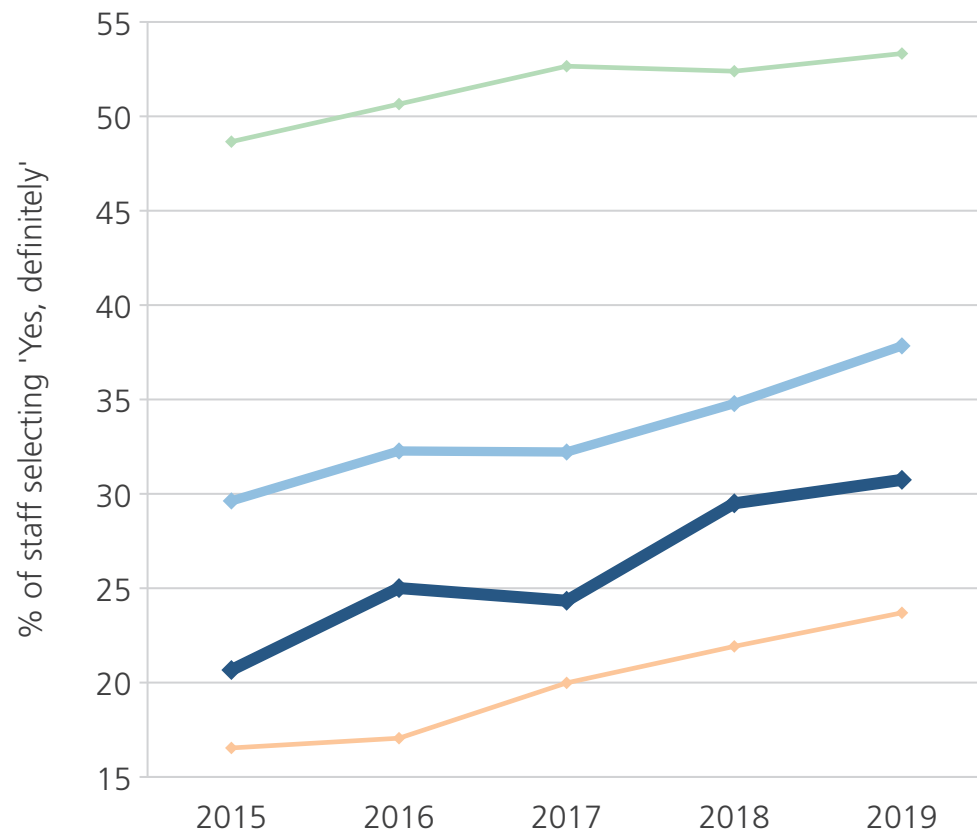
It left me feeling that my work is valued by my organisation



Best	39.4%	42.0%	42.0%	42.4%	43.3%
Your org	23.6%	23.2%	25.7%	27.4%	30.2%
Average	28.1%	29.6%	30.0%	32.3%	33.6%
Worst	19.9%	20.9%	21.8%	22.7%	18.9%

Q19e

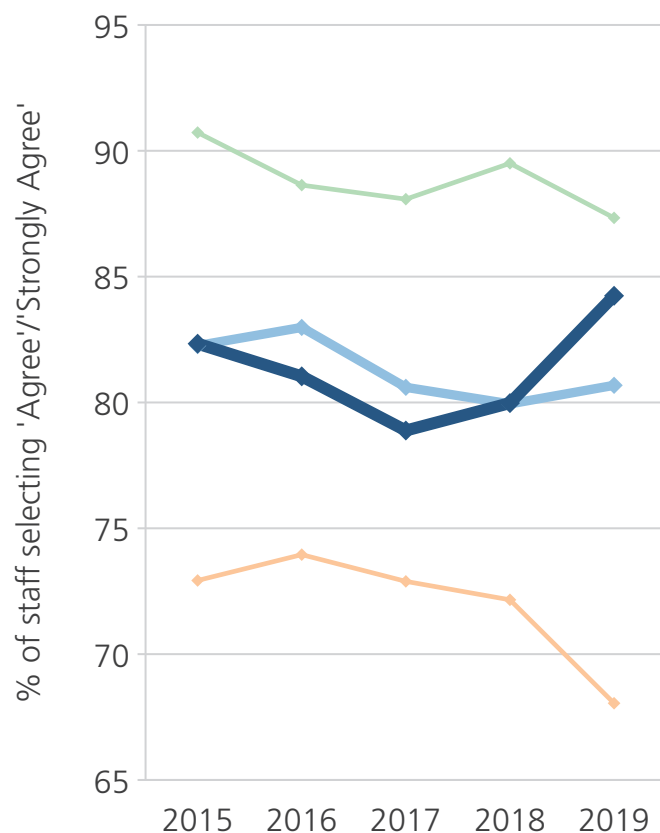
The values of my organisation were discussed as part of the appraisal process



Best	48.7%	50.7%	52.7%	52.4%	53.3%
Your org	20.7%	25.0%	24.3%	29.5%	30.7%
Average	29.6%	32.3%	32.2%	34.8%	37.8%
Worst	16.5%	17.1%	20.0%	21.9%	23.7%

Q7a

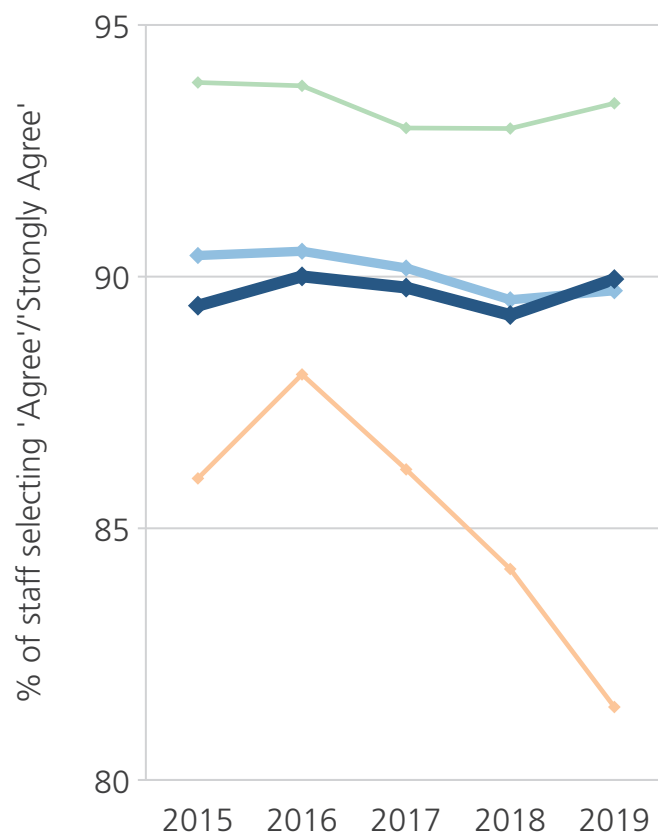
I am satisfied with the quality of care I give to patients / service users



Best	90.7%	88.6%	88.1%	89.5%	87.3%
Your org	82.3%	81.0%	78.9%	80.0%	84.2%
Average	82.3%	83.0%	80.6%	79.9%	80.7%
Worst	72.9%	74.0%	72.9%	72.2%	68.0%

Q7b

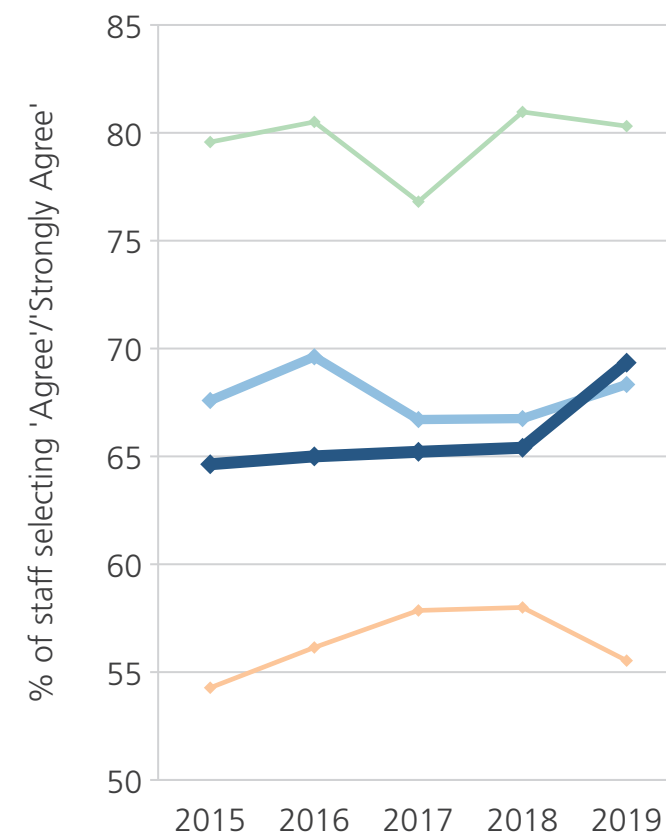
I feel that my role makes a difference to patients / service users



Best	93.9%	93.8%	93.0%	92.9%	93.4%
Your org	89.4%	90.0%	89.8%	89.2%	90.0%
Average	90.4%	90.5%	90.2%	89.5%	89.7%
Worst	86.0%	88.1%	86.2%	84.2%	81.4%

Q7c

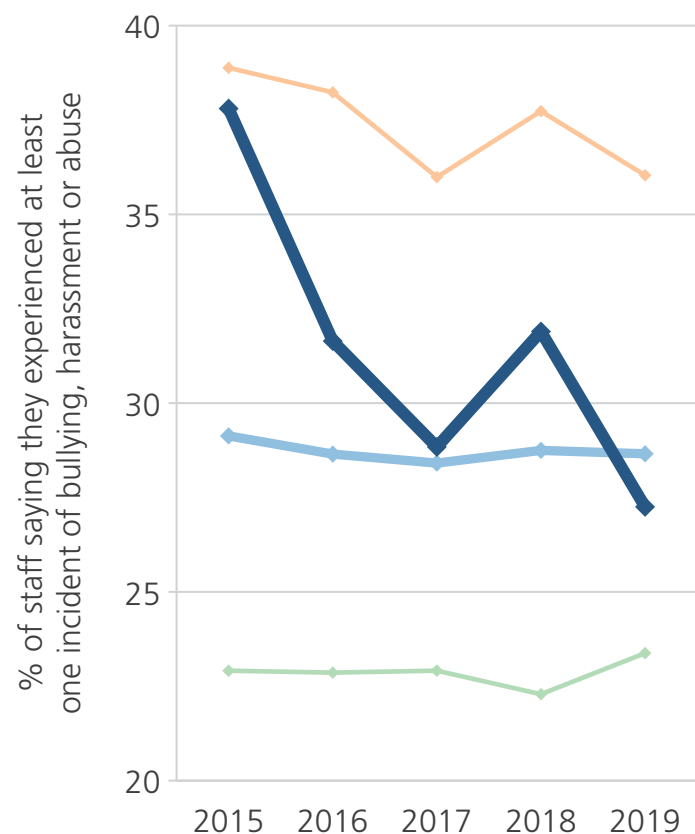
I am able to deliver the care I aspire to



Best	79.6%	80.5%	76.8%	81.0%	80.3%
Your org	64.6%	65.0%	65.2%	65.4%	69.3%
Average	67.6%	69.6%	66.7%	66.8%	68.3%
Worst	54.3%	56.1%	57.9%	58.0%	55.5%

Q13a

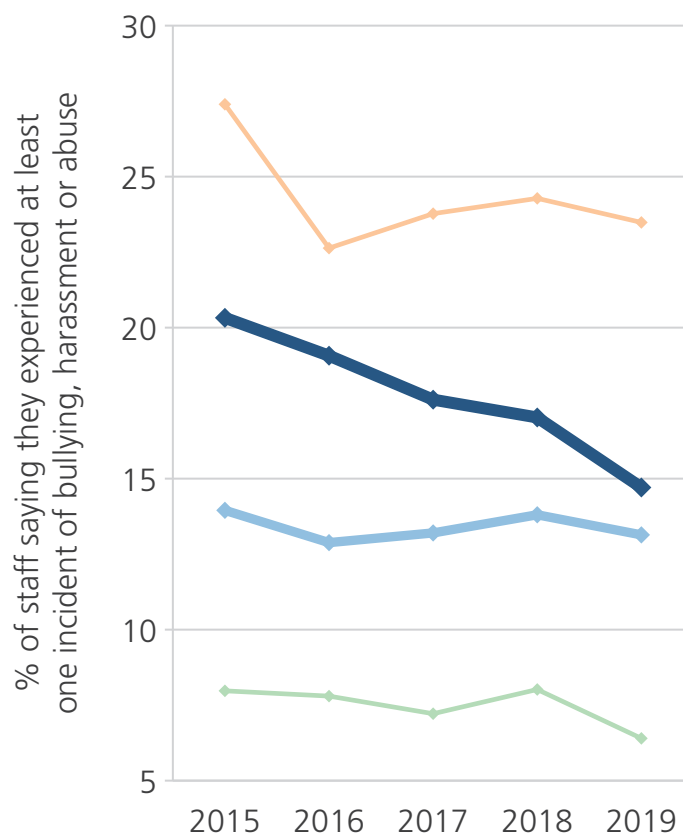
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



Worst	38.9%	38.2%	36.0%	37.7%	36.0%
Your org	37.8%	31.6%	28.8%	31.9%	27.3%
Average	29.1%	28.7%	28.4%	28.7%	28.7%
Best	22.9%	22.9%	22.9%	22.3%	23.4%

Q13b

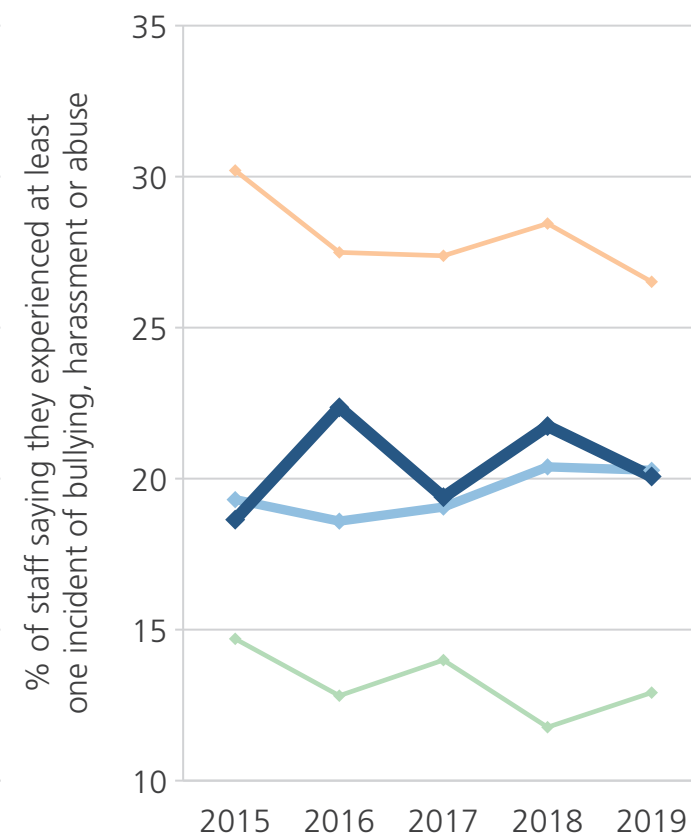
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



Worst	27.4%	22.6%	23.8%	24.3%	23.5%
Your org	20.3%	19.1%	17.6%	17.0%	14.7%
Average	14.0%	12.9%	13.2%	13.8%	13.1%
Best	8.0%	7.8%	7.2%	8.0%	6.4%

Q13c

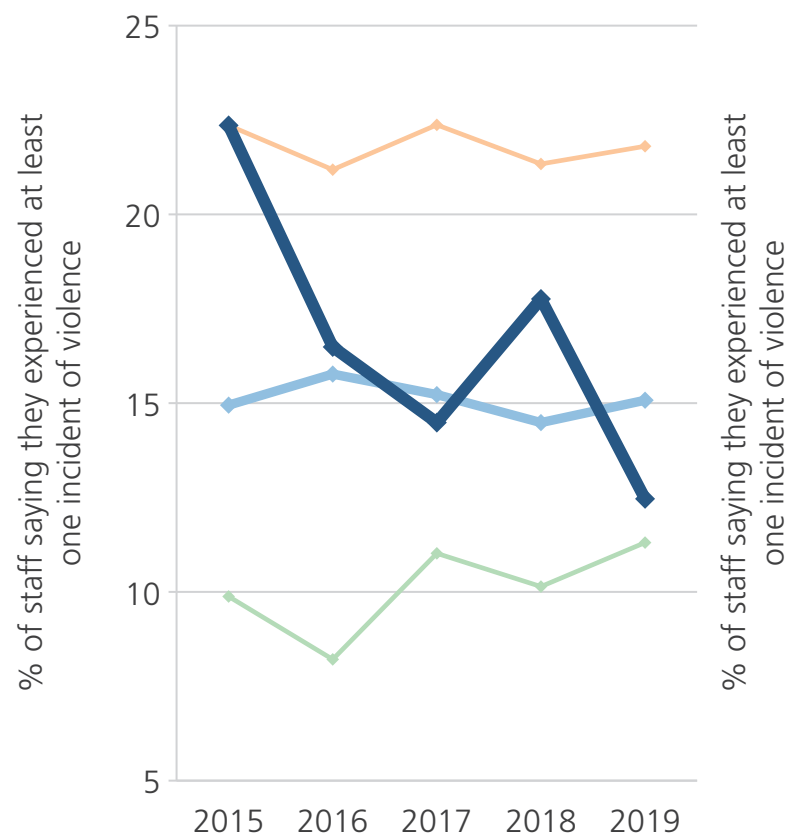
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



Worst	30.2%	27.5%	27.4%	28.4%	26.5%
Your org	18.6%	22.4%	19.4%	21.7%	20.1%
Average	19.3%	18.6%	19.1%	20.4%	20.3%
Best	14.7%	12.8%	14.0%	11.8%	12.9%

Q12a

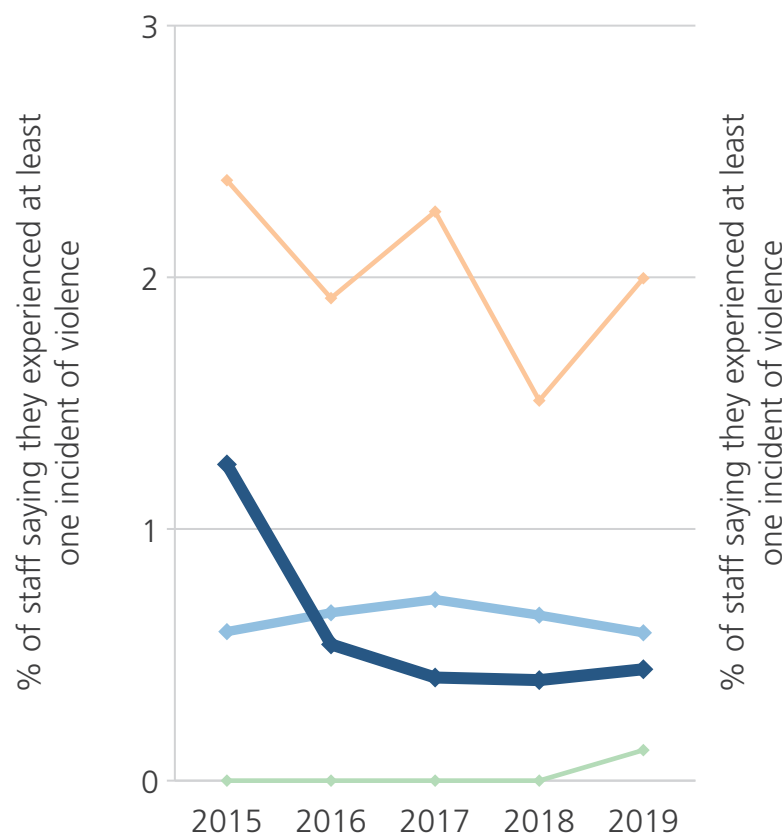
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



Worst	22.4%	21.2%	22.4%	21.3%	21.8%
Your org	22.4%	16.5%	14.5%	17.8%	12.5%
Average	14.9%	15.8%	15.2%	14.5%	15.1%
Best	9.9%	8.2%	11.0%	10.1%	11.3%

Q12b

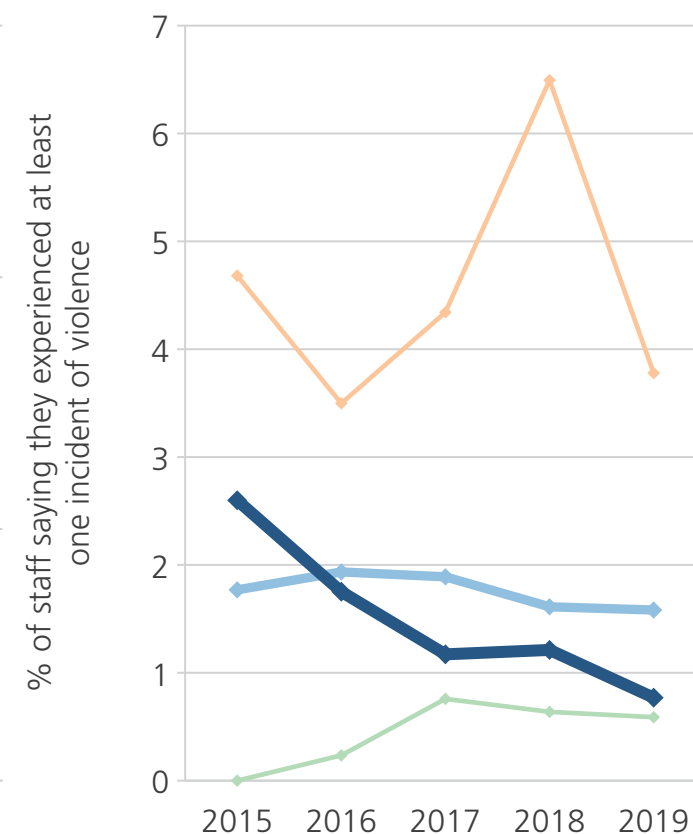
In the last 12 months how many times have you personally experienced physical violence at work from managers?



Worst	2.4%	1.9%	2.3%	1.5%	2.0%
Your org	1.3%	0.5%	0.4%	0.4%	0.4%
Average	0.6%	0.7%	0.7%	0.7%	0.6%
Best	0.0%	0.0%	0.0%	0.0%	0.1%

Q12c

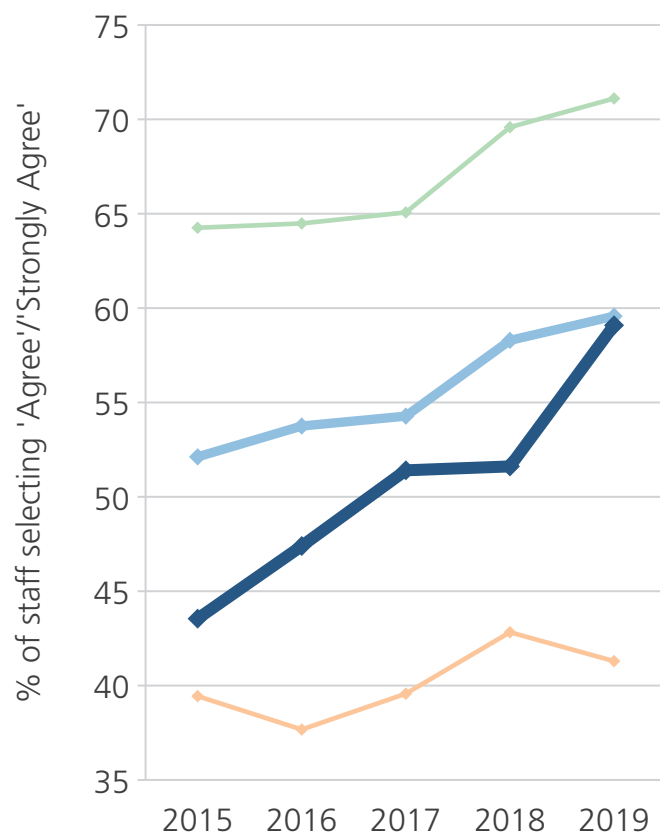
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



Worst	4.7%	3.5%	4.3%	6.5%	3.8%
Your org	2.6%	1.8%	1.2%	1.2%	0.8%
Average	1.8%	1.9%	1.9%	1.6%	1.6%
Best	0.0%	0.2%	0.8%	0.6%	0.6%

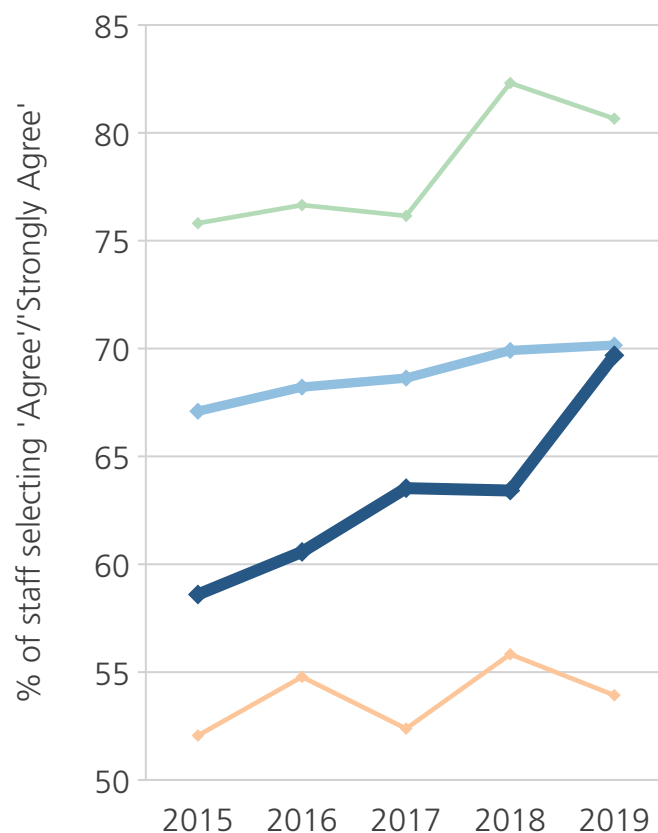
Q17a

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



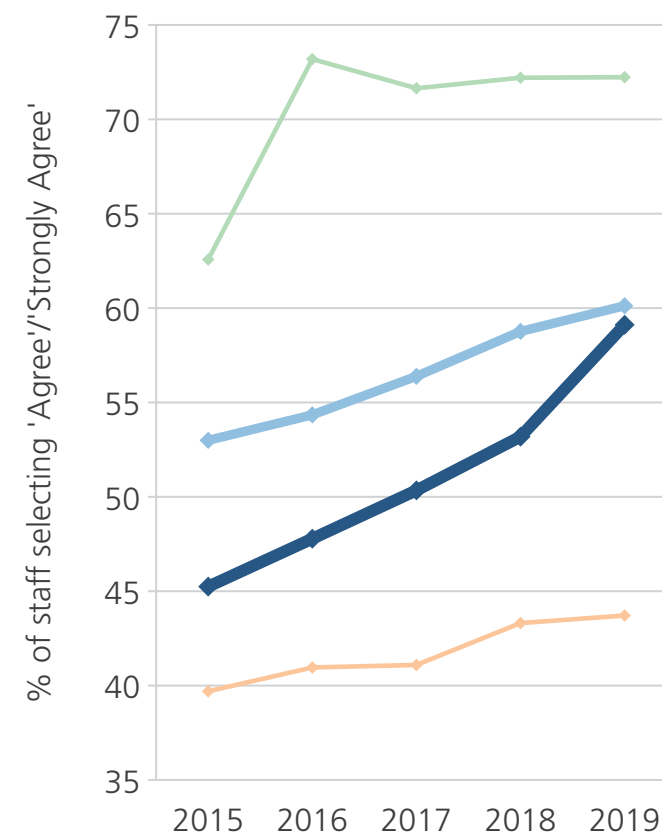
Q17c

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



Q17d

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



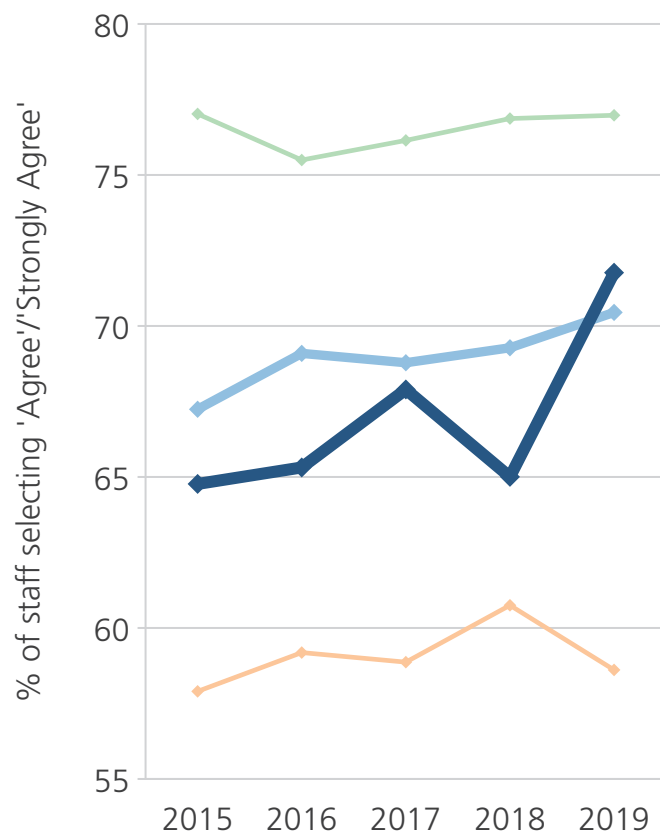
Best	64.3%	64.5%	65.1%	69.6%	71.1%
Your org	43.5%	47.4%	51.4%	51.6%	59.1%
Average	52.1%	53.8%	54.3%	58.3%	59.6%
Worst	39.4%	37.7%	39.6%	42.8%	41.3%

Best	75.8%	76.7%	76.2%	82.3%	80.7%
Your org	58.6%	60.6%	63.5%	63.4%	69.7%
Average	67.1%	68.2%	68.6%	69.9%	70.2%
Worst	52.1%	54.8%	52.4%	55.8%	53.9%

Best	62.6%	73.2%	71.6%	72.2%	72.2%
Your org	45.2%	47.8%	50.3%	53.2%	59.1%
Average	53.0%	54.3%	56.4%	58.8%	60.1%
Worst	39.7%	41.0%	41.1%	43.3%	43.7%

Q18b

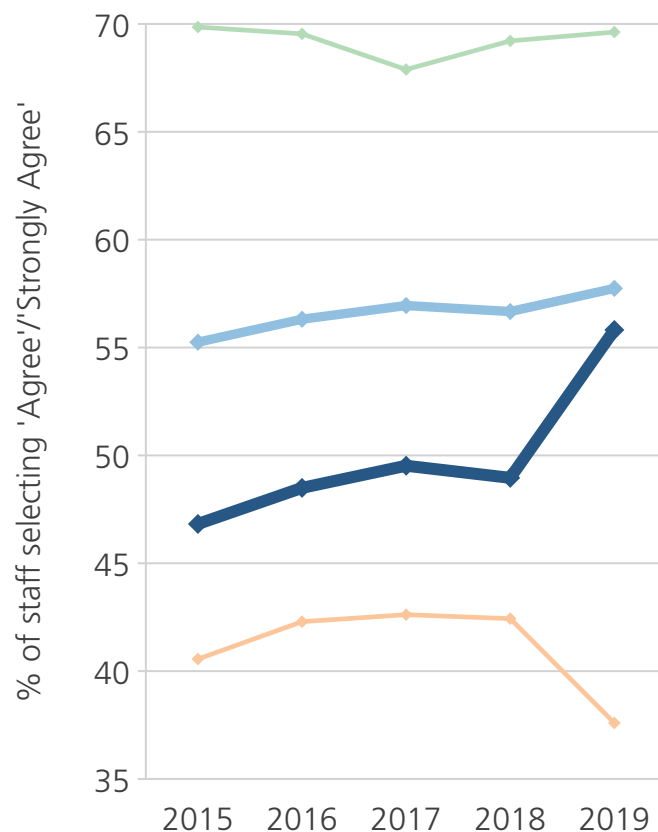
I would feel secure raising concerns about unsafe clinical practice



Best	77.0%	75.5%	76.1%	76.9%	77.0%
Your org	64.8%	65.3%	67.9%	65.0%	71.8%
Average	67.2%	69.1%	68.8%	69.3%	70.4%
Worst	57.9%	59.2%	58.9%	60.8%	58.6%

Q18c

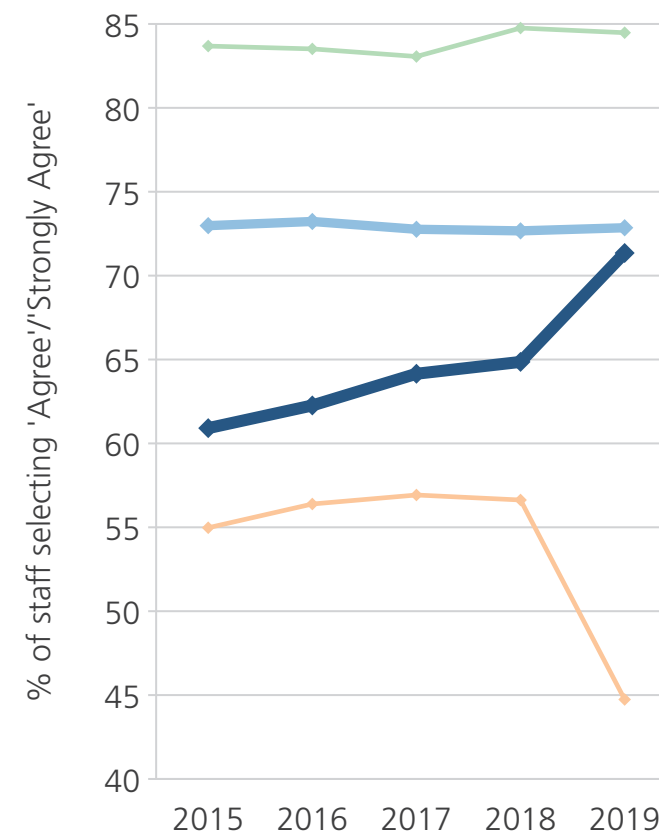
I am confident that my organisation would address my concern



Best	69.9%	69.5%	67.9%	69.2%	69.6%
Your org	46.8%	48.5%	49.5%	49.0%	55.8%
Average	55.2%	56.3%	56.9%	56.7%	57.7%
Worst	40.6%	42.3%	42.6%	42.4%	37.6%

Q21b

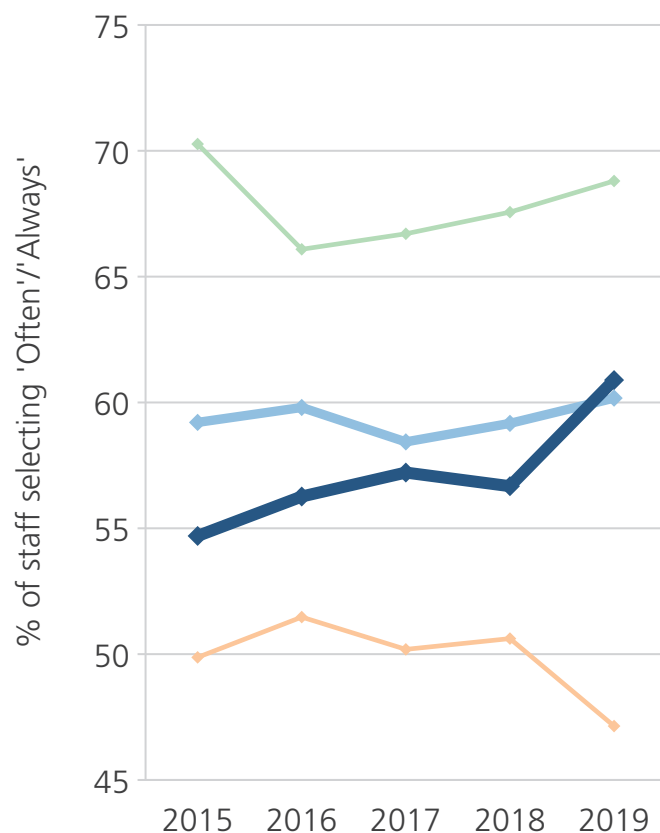
My organisation acts on concerns raised by patients / service users



Best	83.7%	83.5%	83.1%	84.8%	84.5%
Your org	60.9%	62.3%	64.2%	64.9%	71.3%
Average	73.0%	73.2%	72.8%	72.7%	72.9%
Worst	55.0%	56.4%	56.9%	56.6%	44.7%

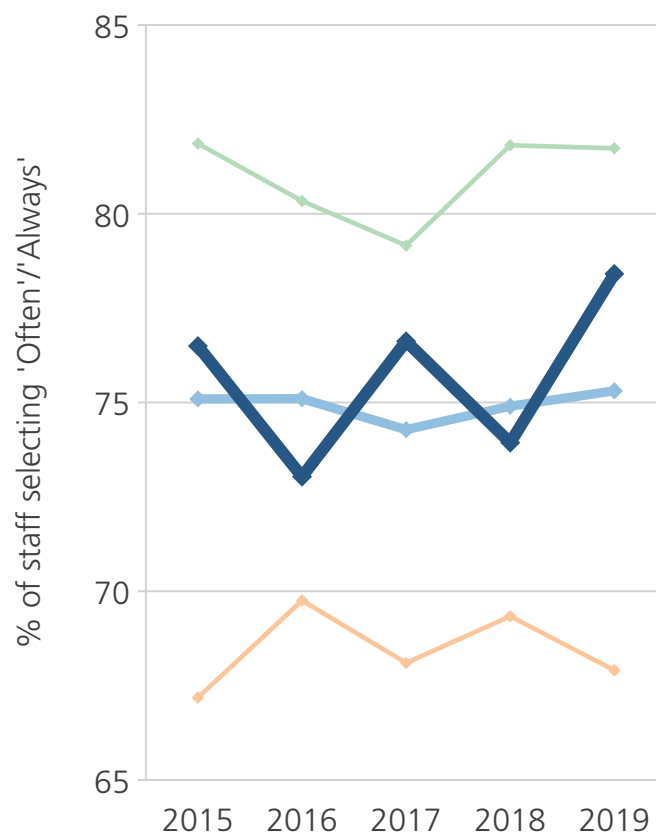
Q2a

I look forward to going to work



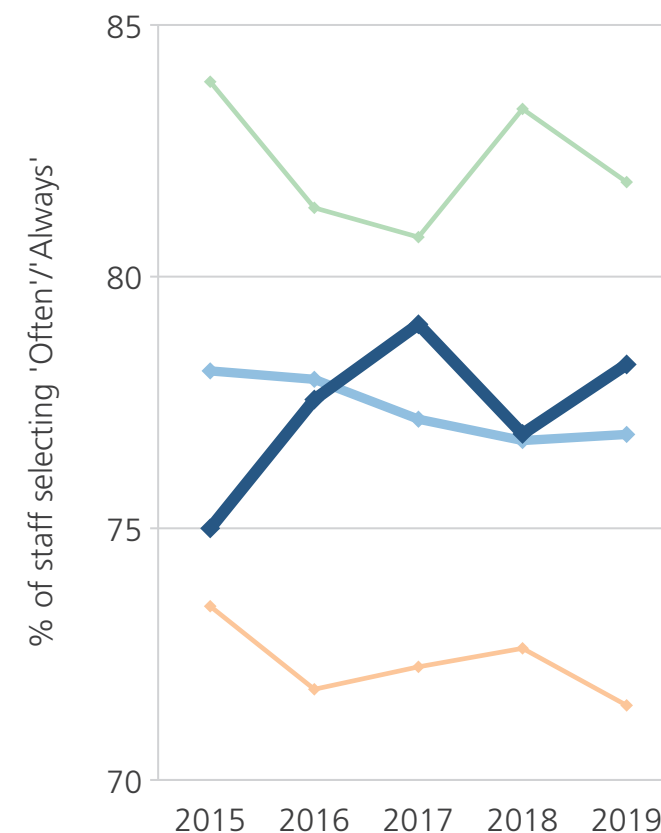
Q2b

I am enthusiastic about my job



Q2c

Time passes quickly when I am working



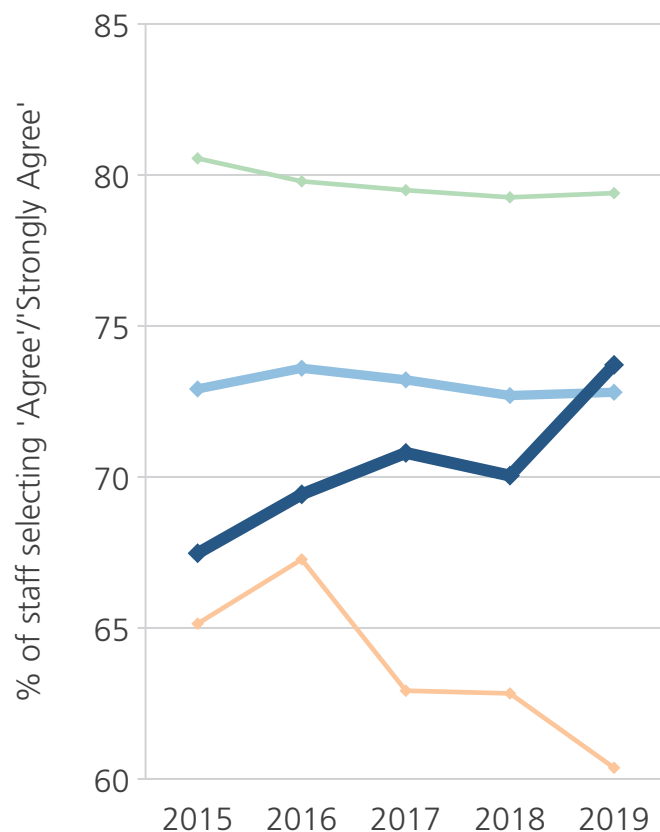
Best	70.3%	66.1%	66.7%	67.6%	68.8%
Your org	54.7%	56.3%	57.2%	56.7%	60.9%
Average	59.2%	59.8%	58.4%	59.2%	60.2%
Worst	49.9%	51.5%	50.2%	50.6%	47.1%

Best	81.9%	80.3%	79.2%	81.8%	81.7%
Your org	76.5%	73.0%	76.6%	73.9%	78.4%
Average	75.1%	75.1%	74.3%	74.9%	75.3%
Worst	67.2%	69.8%	68.1%	69.3%	67.9%

Best	83.9%	81.4%	80.8%	83.3%	81.9%
Your org	75.0%	77.6%	79.1%	76.9%	78.3%
Average	78.1%	78.0%	77.2%	76.7%	76.9%
Worst	73.5%	71.8%	72.2%	72.6%	71.5%

Q4a

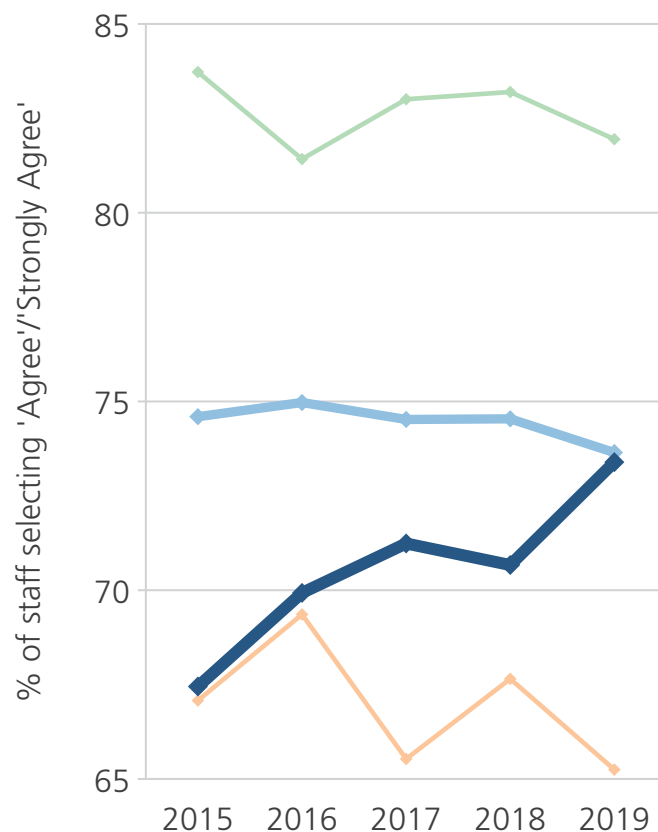
There are frequent opportunities
for me to show initiative in my role



Best	80.5%	79.8%	79.5%	79.3%	79.4%
Your org	67.5%	69.4%	70.8%	70.0%	73.7%
Average	72.9%	73.6%	73.2%	72.7%	72.8%
Worst	65.1%	67.3%	62.9%	62.8%	60.4%

Q4b

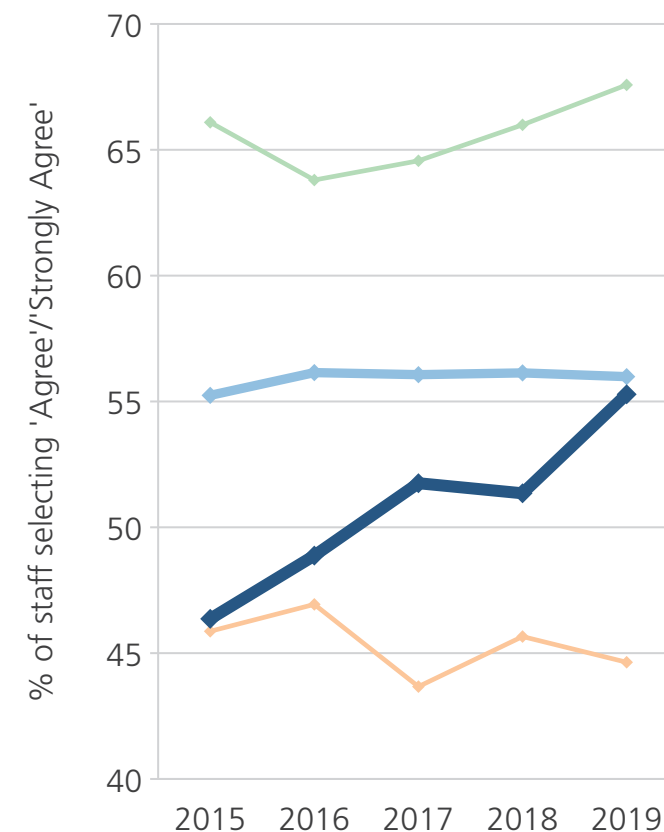
I am able to make suggestions
to improve the work of
my team / department



Best	83.7%	81.4%	83.0%	83.2%	81.9%
Your org	67.4%	69.9%	71.2%	70.7%	73.4%
Average	74.6%	75.0%	74.5%	74.5%	73.6%
Worst	67.1%	69.4%	65.5%	67.7%	65.2%

Q4d

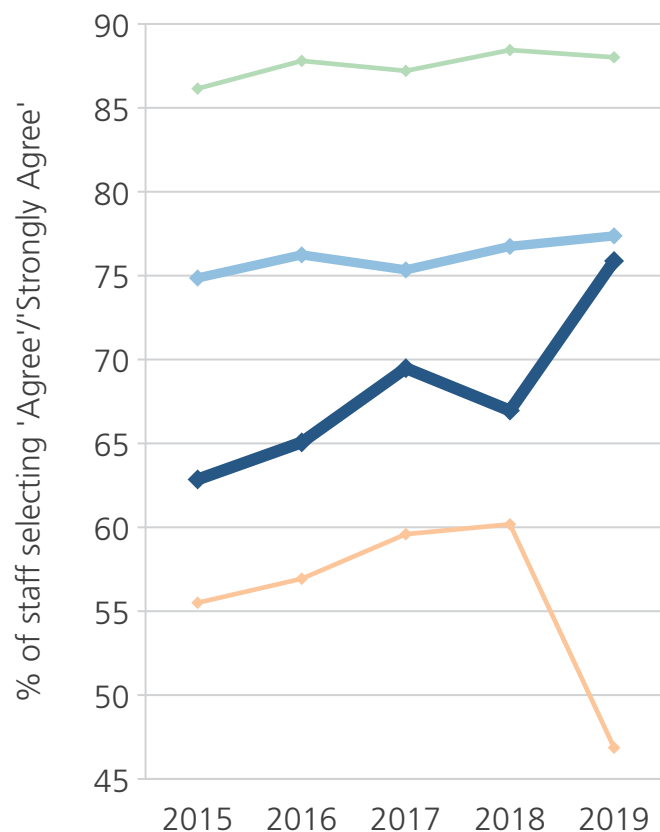
I am able to make improvements
happen in my area of work



Best	66.1%	63.8%	64.6%	66.0%	67.6%
Your org	46.4%	48.9%	51.8%	51.4%	55.3%
Average	55.2%	56.1%	56.1%	56.1%	56.0%
Worst	45.9%	46.9%	43.7%	45.7%	44.6%

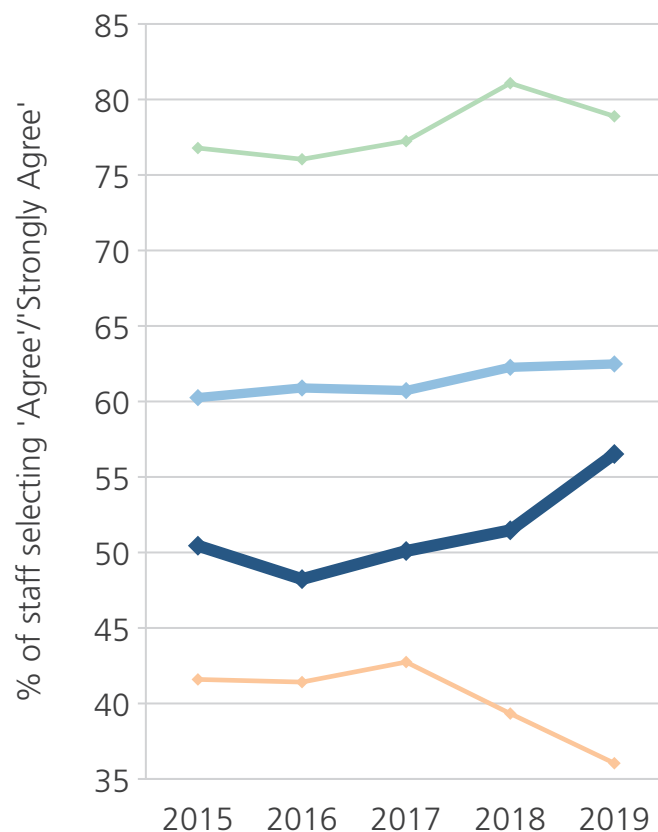
Q21a

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



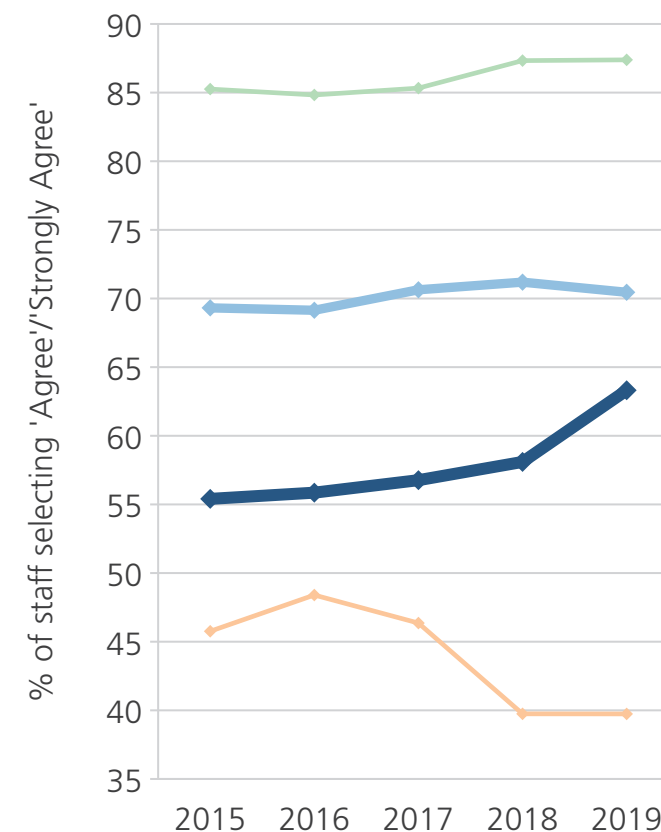
Q21c

I would recommend my
organisation as a place to work



Q21d

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



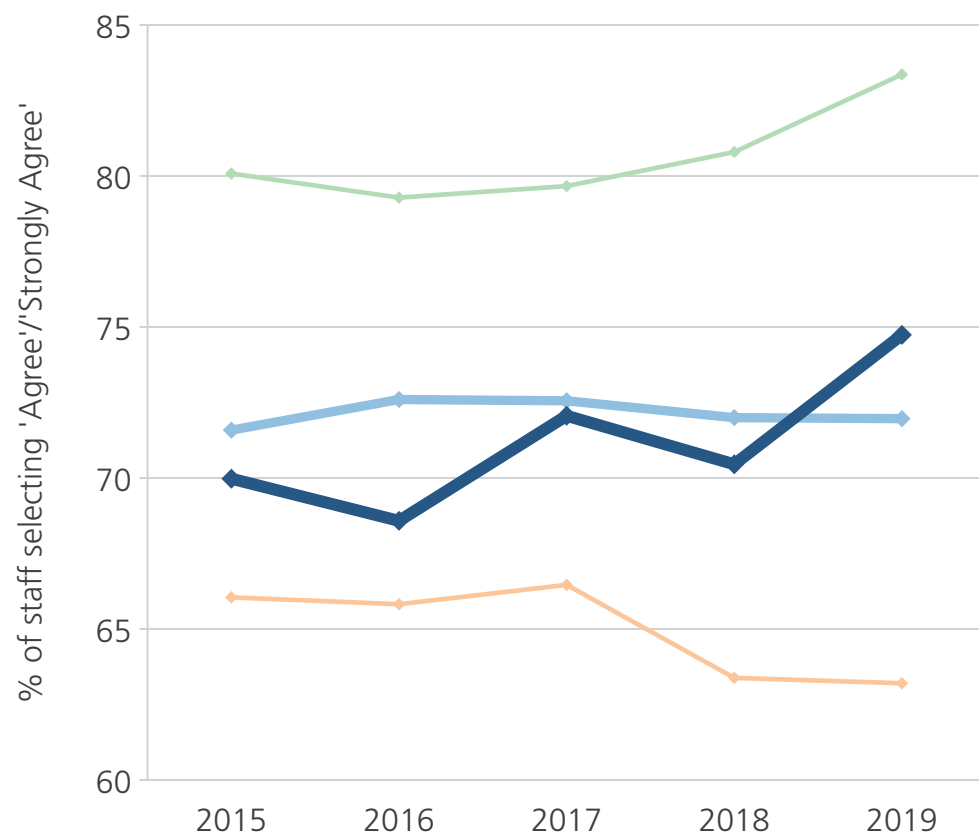
Best	86.1%	87.8%	87.2%	88.4%	88.0%
Your org	62.9%	65.1%	69.5%	67.0%	75.9%
Average	74.9%	76.2%	75.3%	76.7%	77.4%
Worst	55.5%	56.9%	59.6%	60.2%	46.9%

Best	76.8%	76.0%	77.2%	81.1%	78.9%
Your org	50.4%	48.2%	50.1%	51.5%	56.5%
Average	60.3%	60.9%	60.7%	62.3%	62.5%
Worst	41.6%	41.4%	42.7%	39.3%	36.0%

Best	85.3%	84.8%	85.3%	87.3%	87.4%
Your org	55.4%	55.9%	56.8%	58.1%	63.3%
Average	69.3%	69.1%	70.6%	71.2%	70.5%
Worst	45.8%	48.4%	46.4%	39.7%	39.7%

Q4h

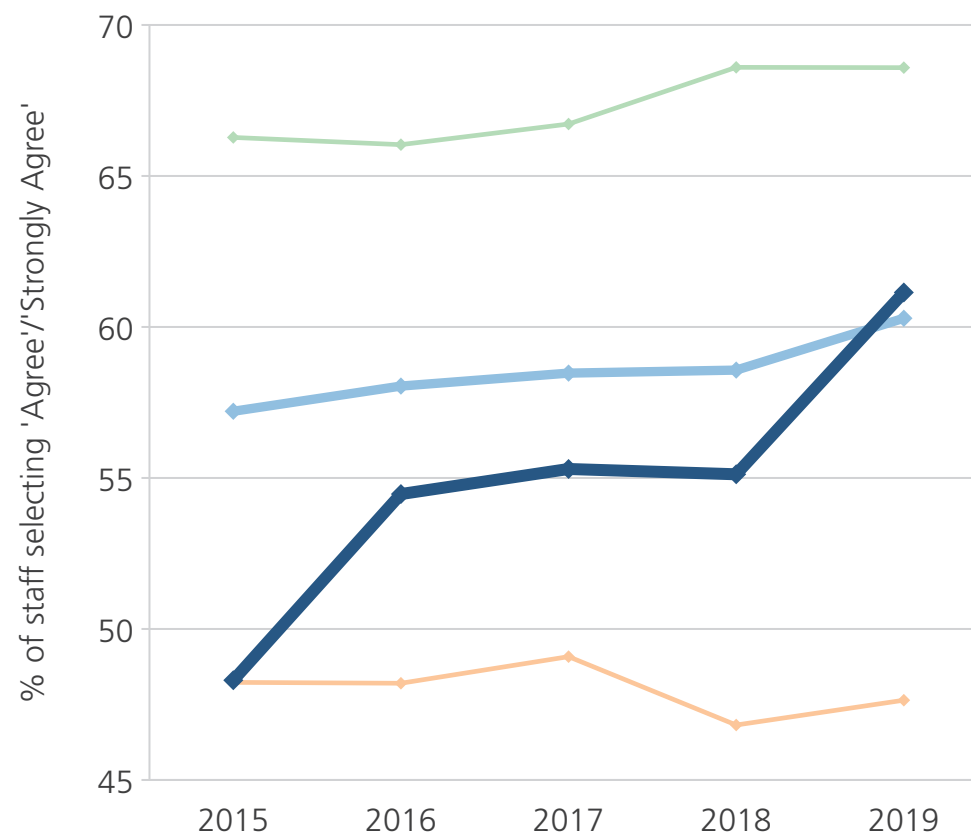
The team I work in has a set of shared objectives



Best	80.1%	79.3%	79.7%	80.8%	83.4%
Your org	70.0%	68.6%	72.1%	70.5%	74.7%
Average	71.6%	72.6%	72.6%	72.0%	72.0%
Worst	66.0%	65.8%	66.5%	63.4%	63.2%

Q4i

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



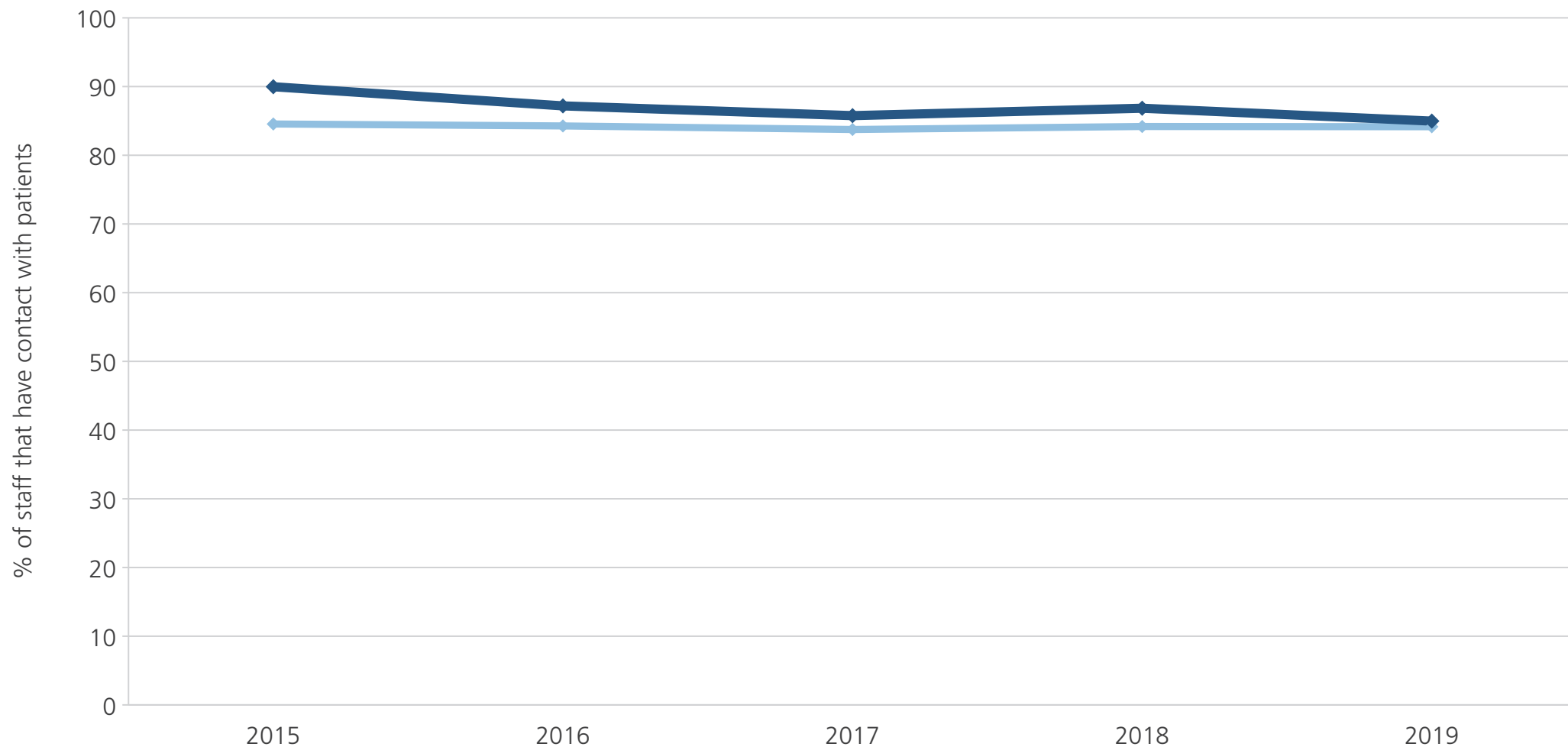
Best	66.3%	66.0%	66.7%	68.6%	68.6%
Your org	48.3%	54.5%	55.3%	55.1%	61.1%
Average	57.2%	58.0%	58.5%	58.6%	60.3%
Worst	48.2%	48.2%	49.1%	46.8%	47.6%

Question results

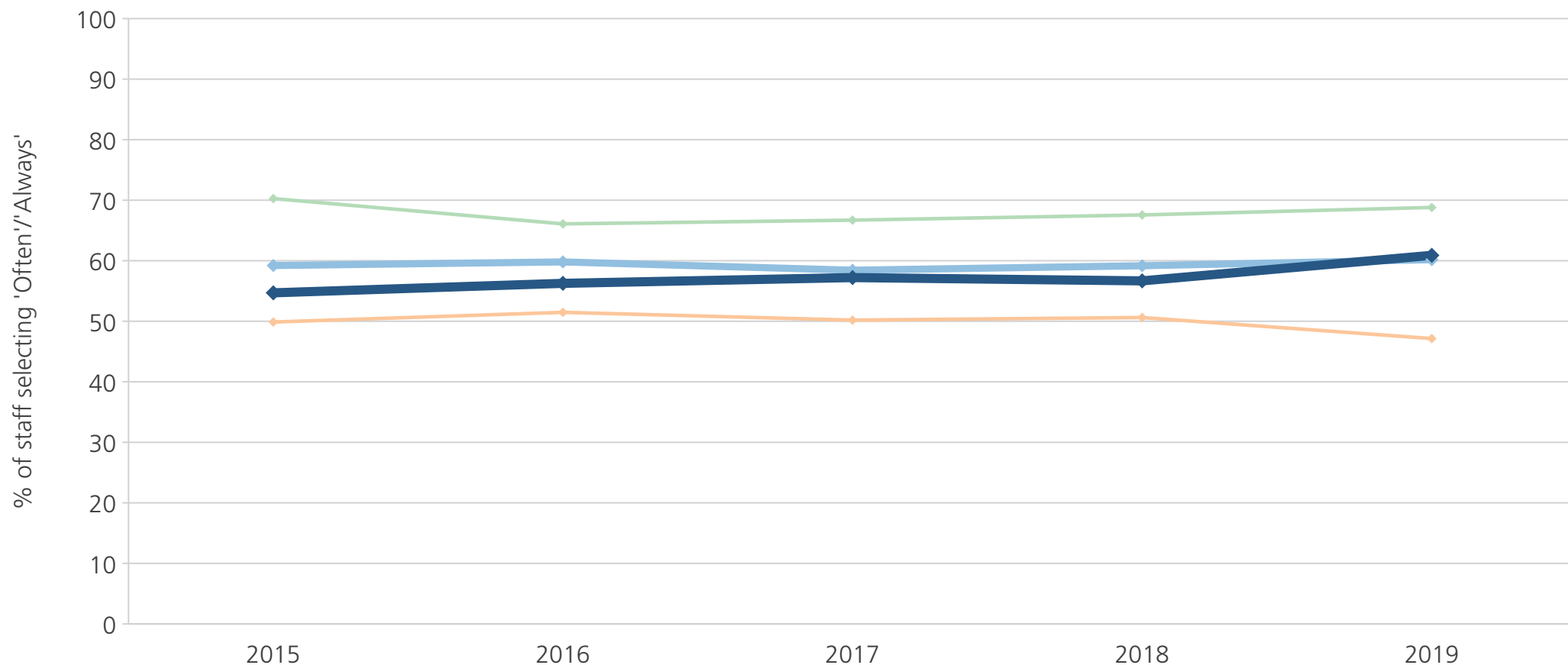
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

Question results – Your job

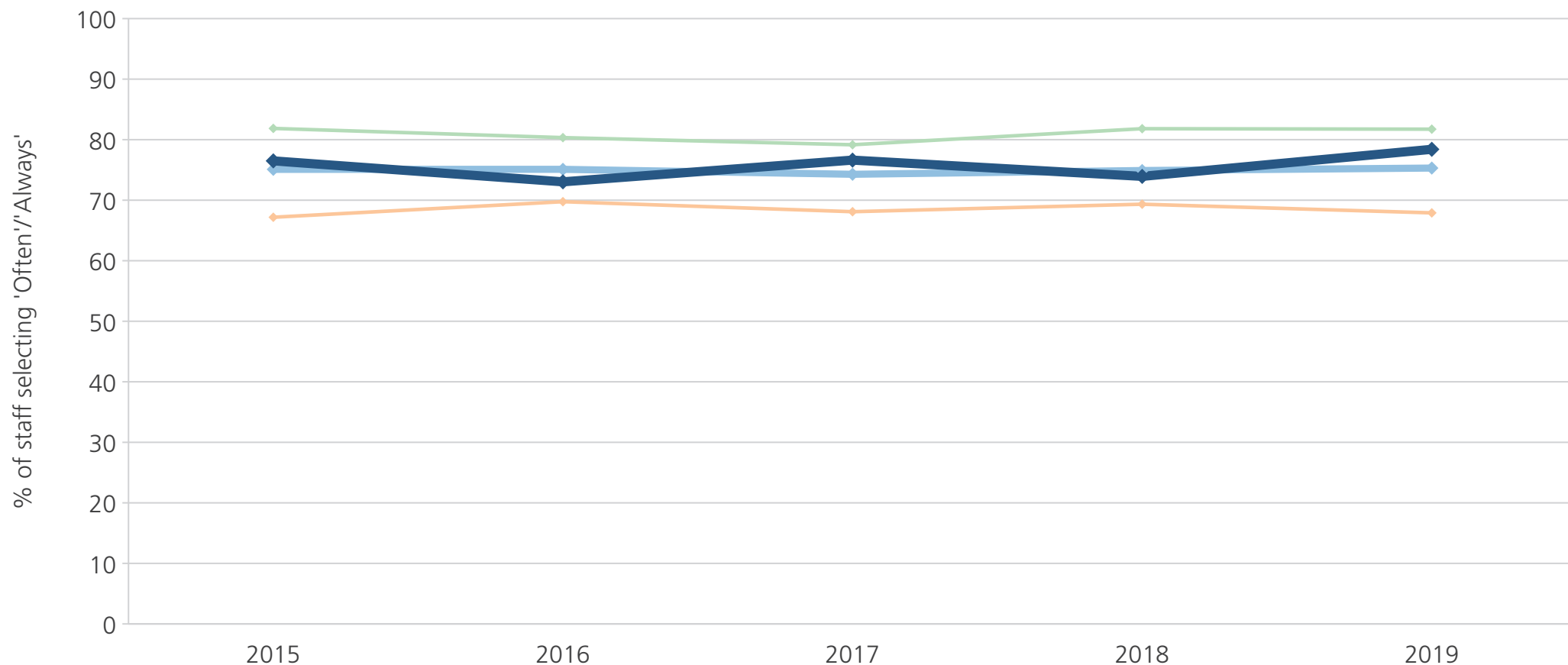
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



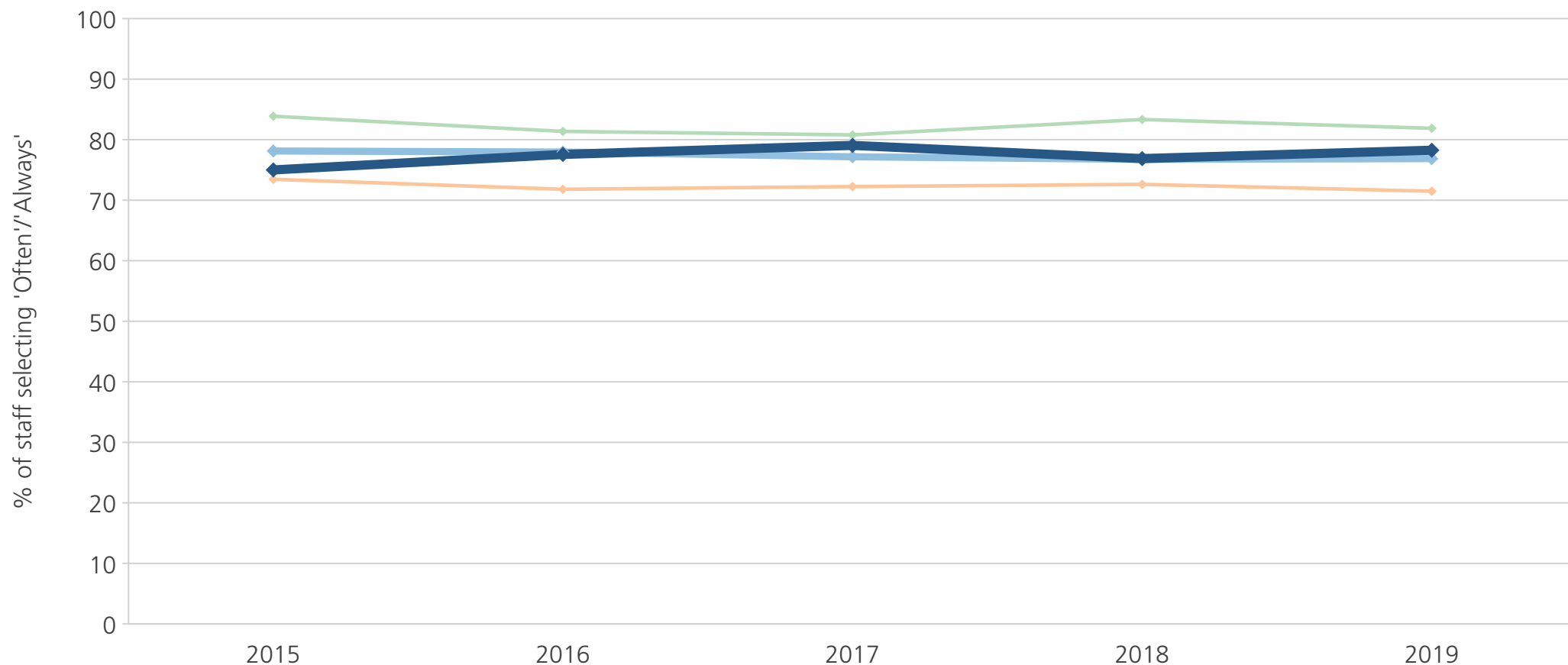
Your org	90.0%	87.2%	85.8%	86.8%	85.0%
Average	84.5%	84.3%	83.7%	84.2%	84.2%
Responses	369	1,709	1,932	1,946	2,309



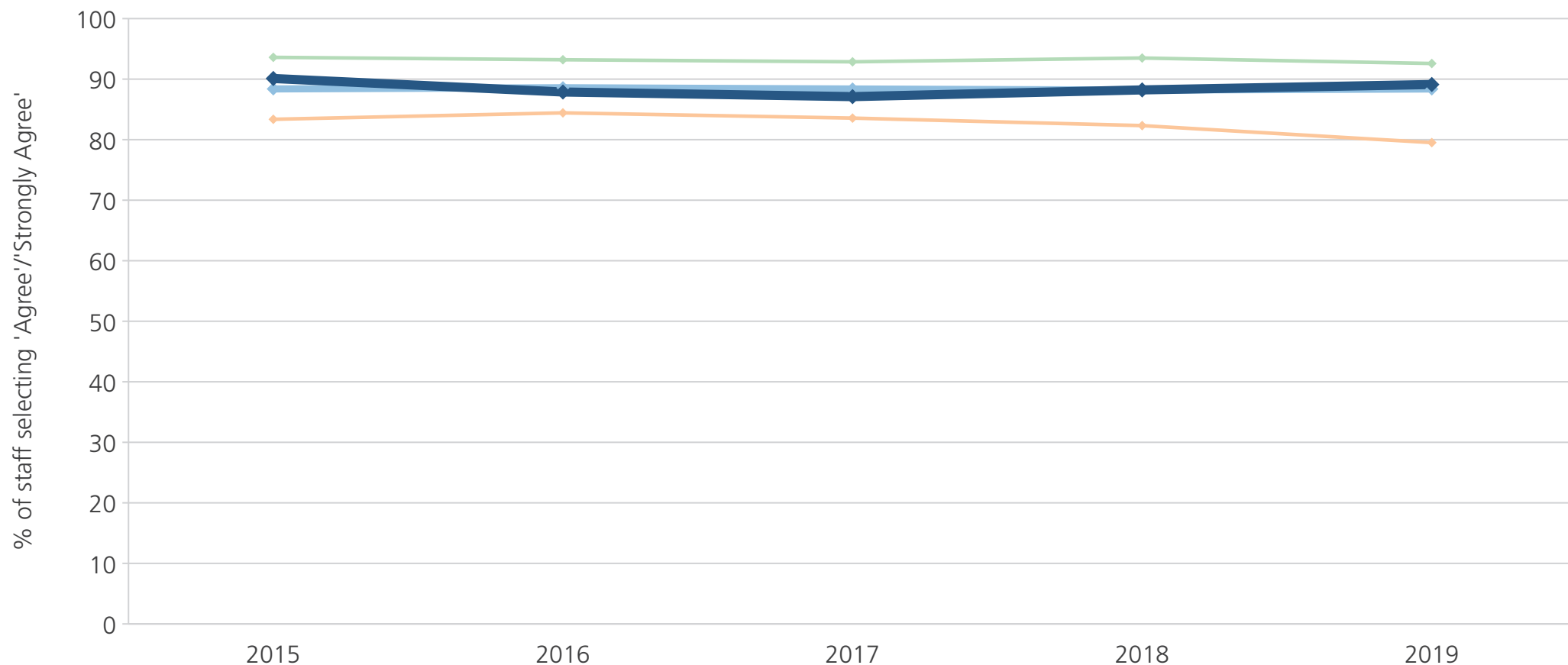
Best	70.3%	66.1%	66.7%	67.6%	68.8%
Your org	54.7%	56.3%	57.2%	56.7%	60.9%
Average	59.2%	59.8%	58.4%	59.2%	60.2%
Worst	49.9%	51.5%	50.2%	50.6%	47.1%
Responses	369	1,720	1,946	1,966	2,313



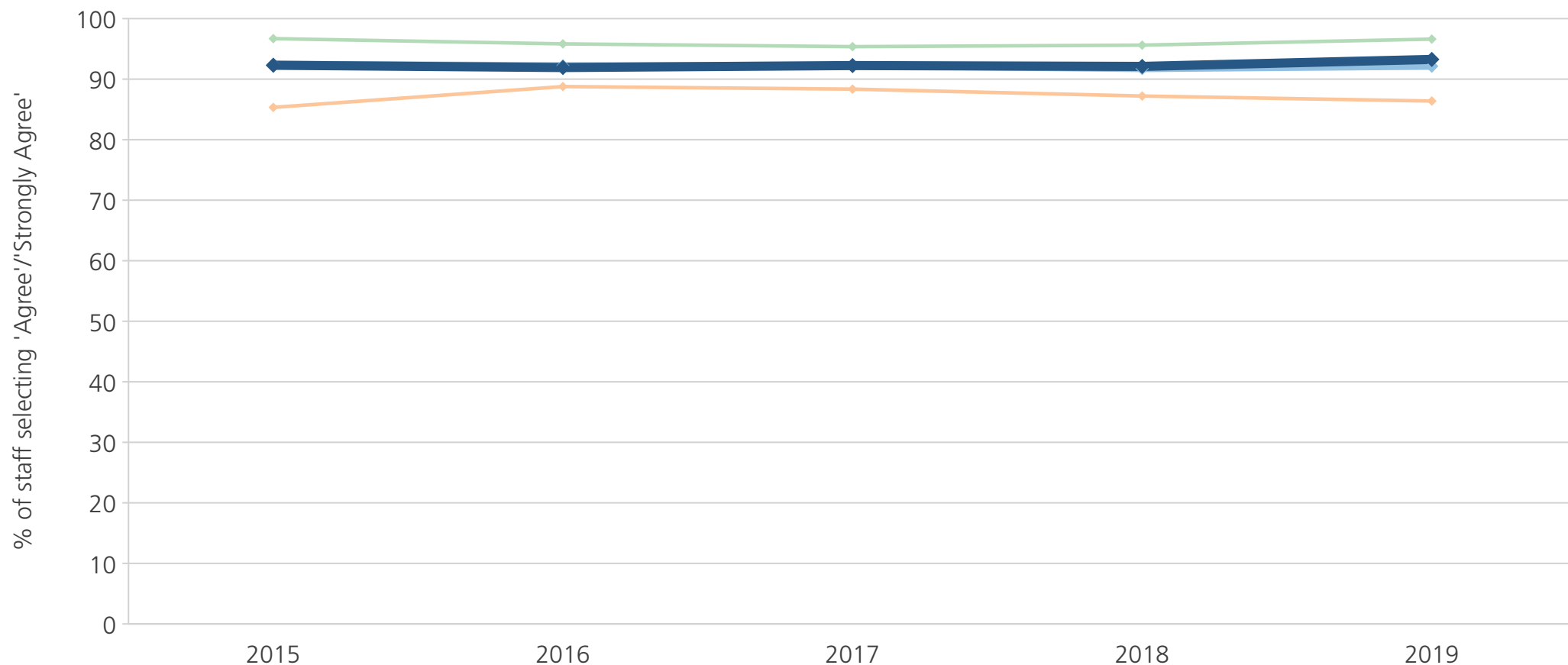
Best	81.9%	80.3%	79.2%	81.8%	81.7%
Your org	76.5%	73.0%	76.6%	73.9%	78.4%
Average	75.1%	75.1%	74.3%	74.9%	75.3%
Worst	67.2%	69.8%	68.1%	69.3%	67.9%
Responses	366	1,716	1,930	1,953	2,298



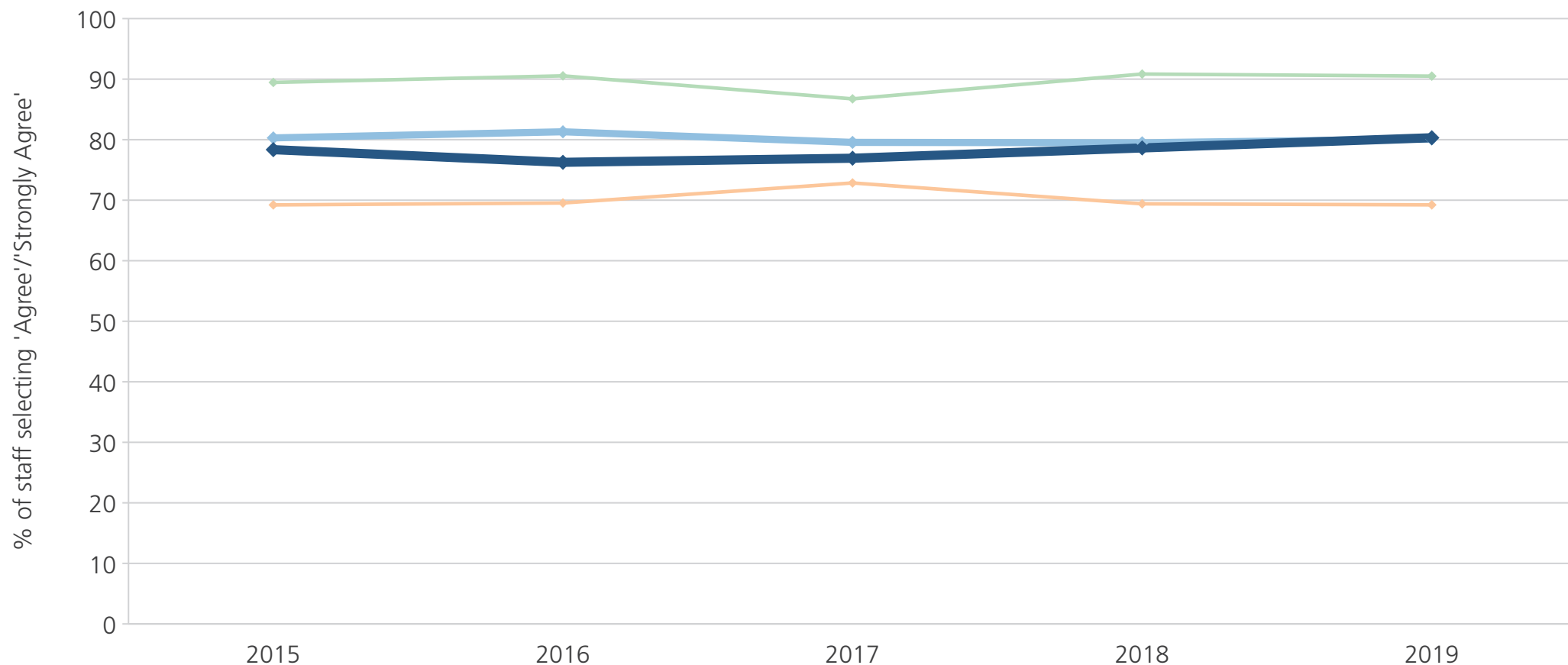
Best	83.9%	81.4%	80.8%	83.3%	81.9%
Your org	75.0%	77.6%	79.1%	76.9%	78.3%
Average	78.1%	78.0%	77.2%	76.7%	76.9%
Worst	73.5%	71.8%	72.2%	72.6%	71.5%
Responses	364	1,715	1,930	1,949	2,301



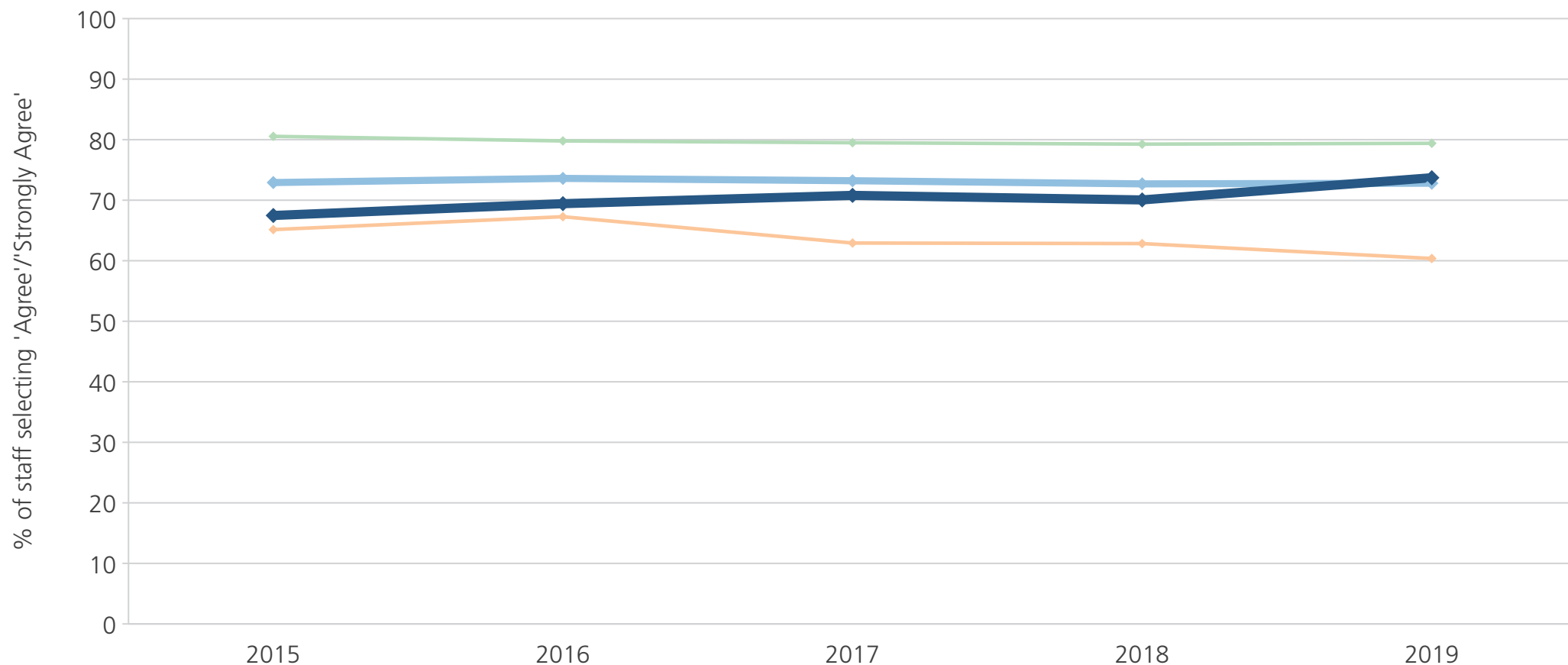
Best	93.6%	93.2%	92.9%	93.5%	92.6%
Your org	90.1%	87.9%	87.1%	88.2%	89.1%
Average	88.4%	88.6%	88.4%	88.2%	88.4%
Worst	83.4%	84.4%	83.6%	82.3%	79.5%
Responses	371	1,715	1,936	1,971	2,310



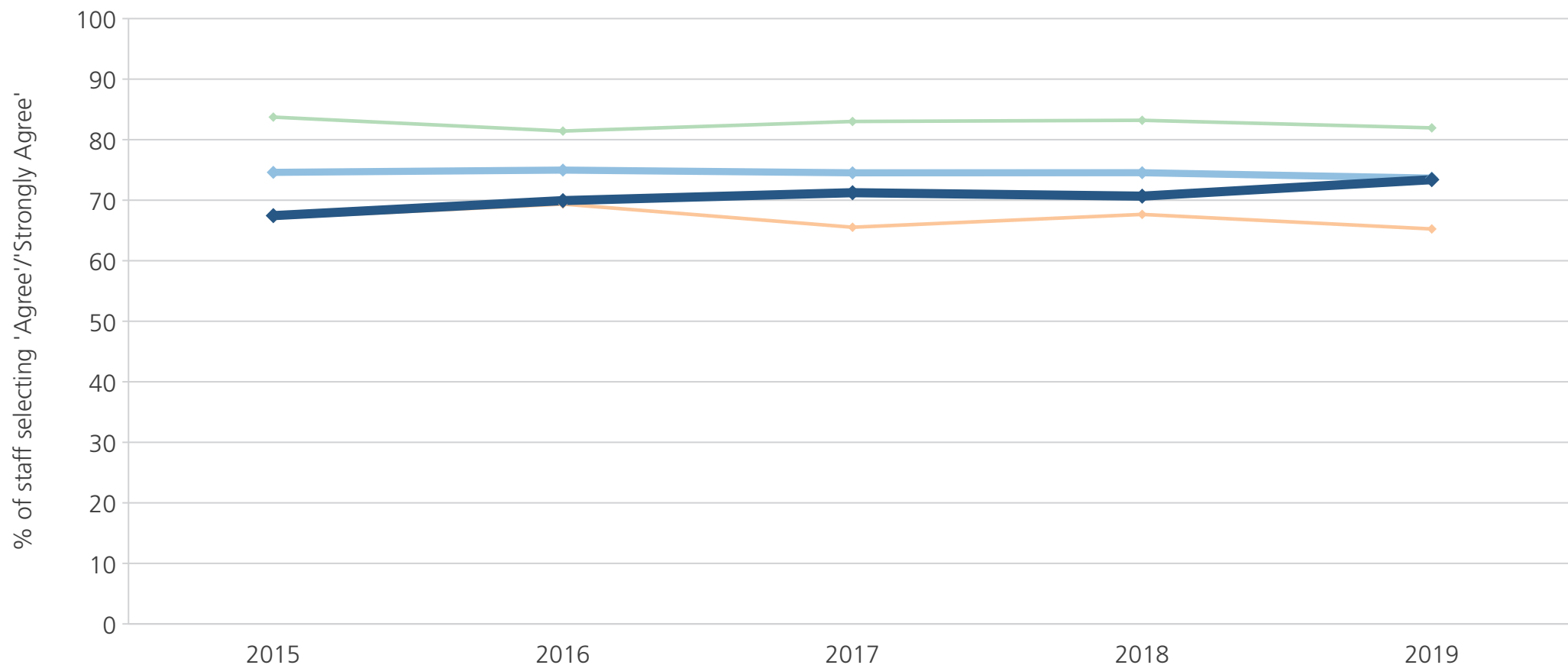
Best	96.7%	95.8%	95.4%	95.6%	96.6%
Your org	92.3%	91.9%	92.2%	92.1%	93.3%
Average	92.5%	92.2%	92.2%	91.7%	92.1%
Worst	85.3%	88.8%	88.3%	87.2%	86.4%
Responses	369	1,712	1,926	1,966	2,294



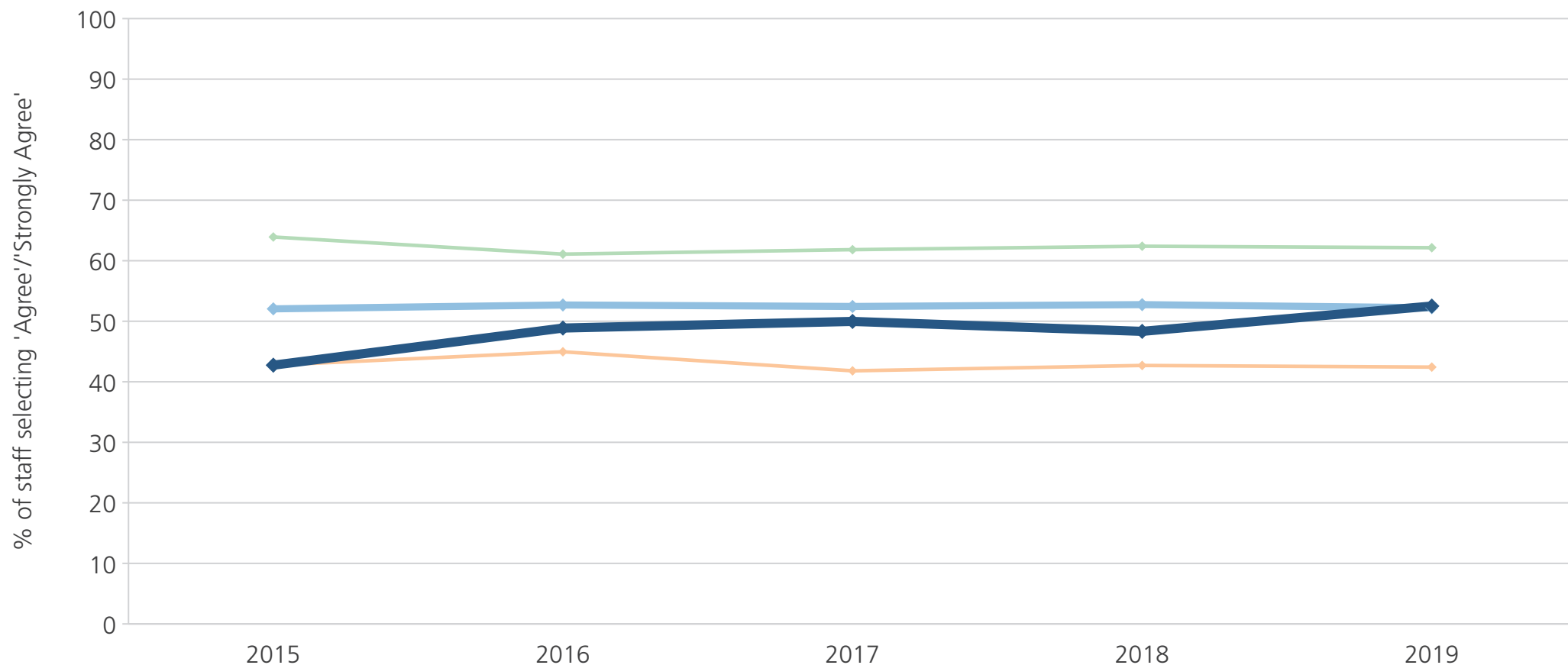
	2015	2016	2017	2018	2019
Best	89.5%	90.5%	86.7%	90.8%	90.5%
Your org	78.3%	76.3%	76.9%	78.6%	80.3%
Average	80.3%	81.3%	79.5%	79.5%	80.1%
Worst	69.2%	69.5%	72.9%	69.4%	69.2%
Responses	370	1,707	1,928	1,964	2,297



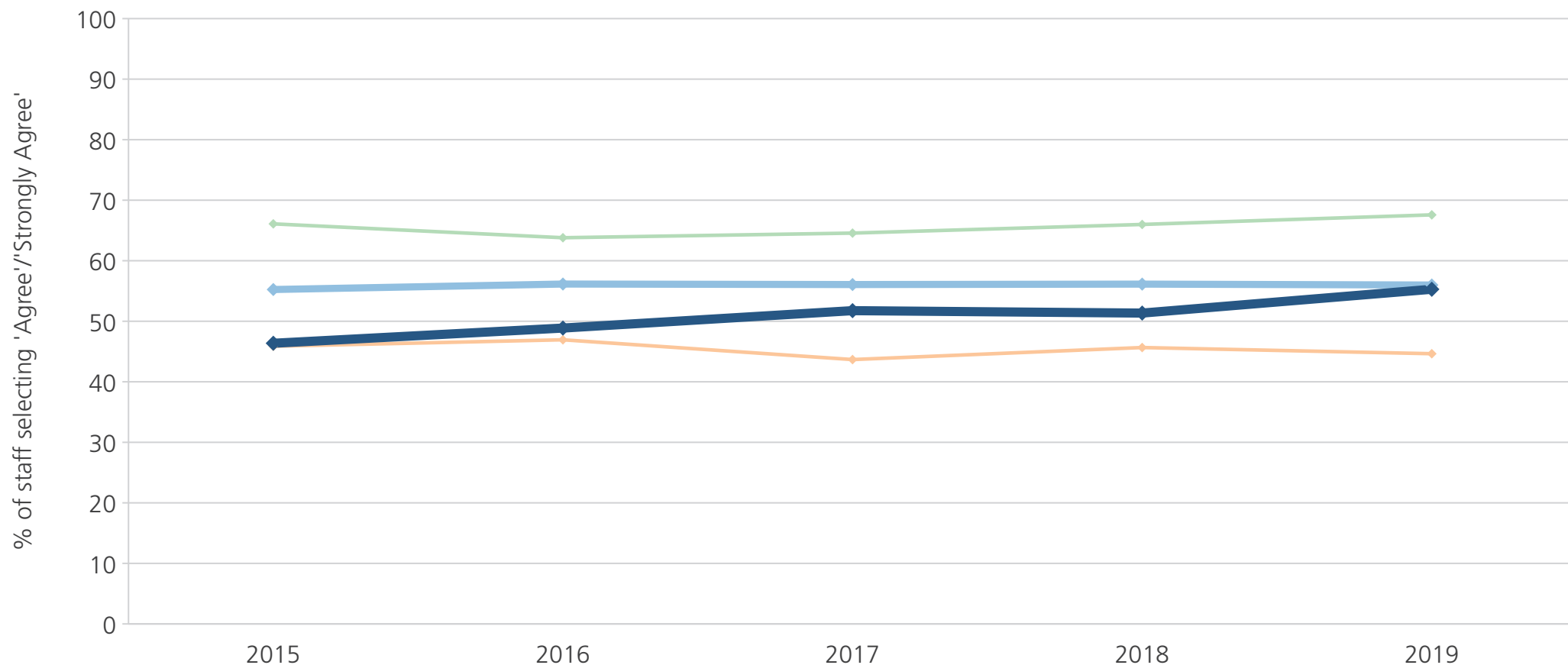
Best	80.5%	79.8%	79.5%	79.3%	79.4%
Your org	67.5%	69.4%	70.8%	70.0%	73.7%
Average	72.9%	73.6%	73.2%	72.7%	72.8%
Worst	65.1%	67.3%	62.9%	62.8%	60.4%
Responses	371	1,721	1,948	1,961	2,318



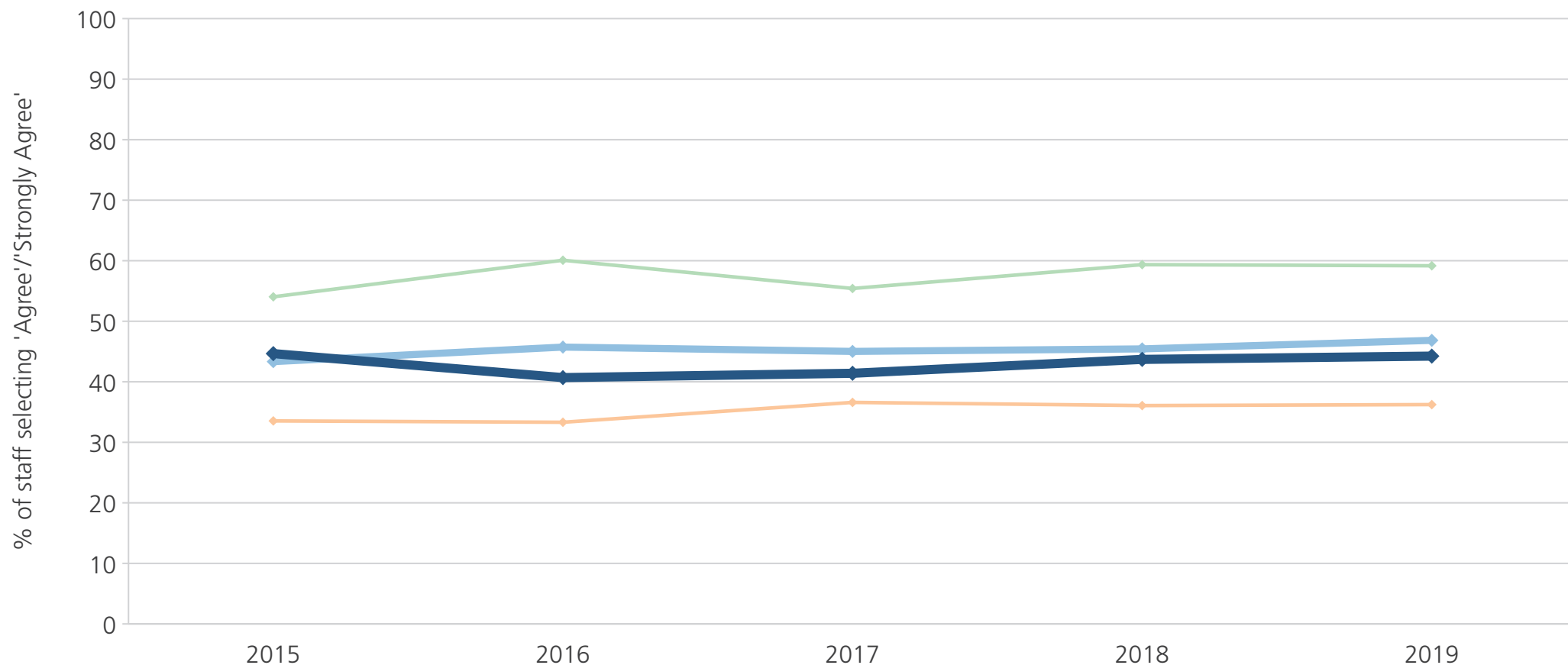
	2015	2016	2017	2018	2019
Best	83.7%	81.4%	83.0%	83.2%	81.9%
Your org	67.4%	69.9%	71.2%	70.7%	73.4%
Average	74.6%	75.0%	74.5%	74.5%	73.6%
Worst	67.1%	69.4%	65.5%	67.7%	65.2%
Responses	370	1,723	1,945	1,960	2,316



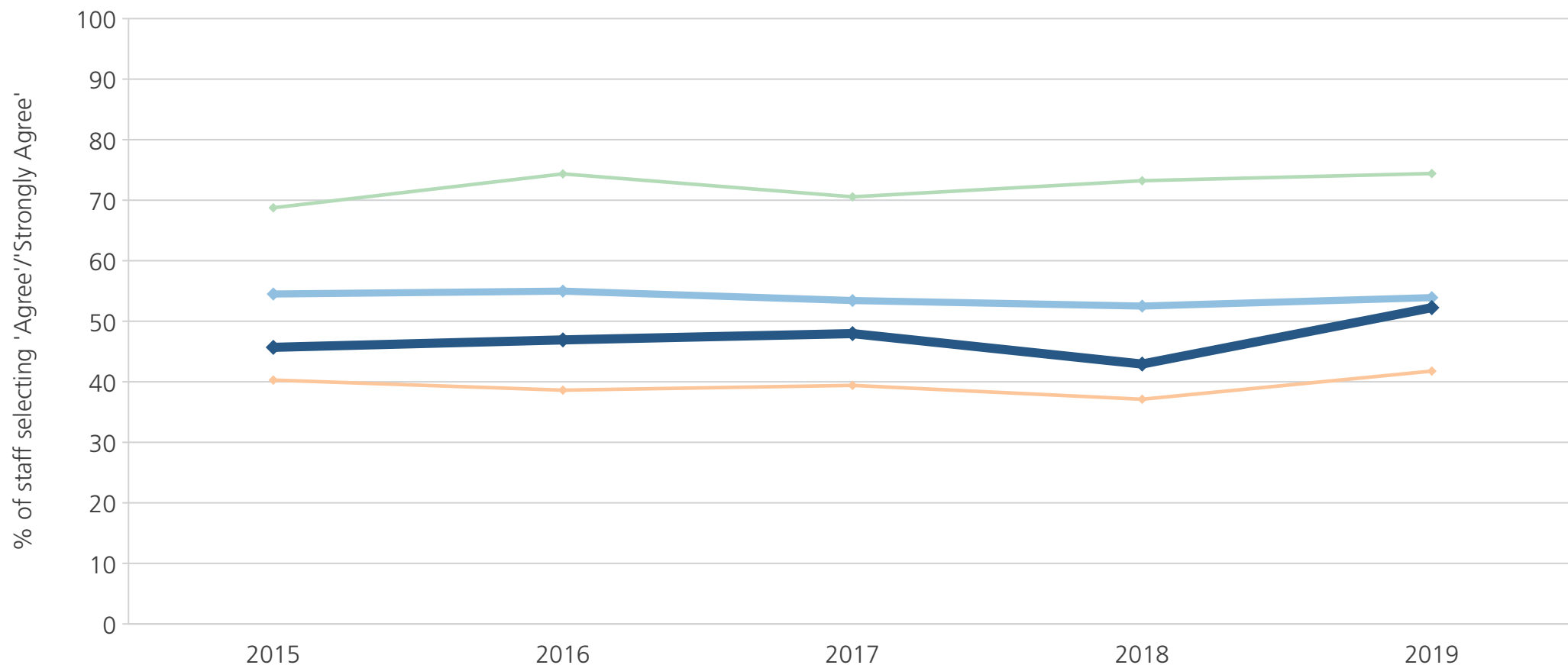
	2015	2016	2017	2018	2019
Best	63.9%	61.1%	61.8%	62.4%	62.1%
Your org	42.7%	48.9%	50.0%	48.3%	52.5%
Average	52.1%	52.7%	52.4%	52.7%	52.2%
Worst	42.7%	45.0%	41.8%	42.7%	42.4%
Responses	369	1,721	1,934	1,965	2,309



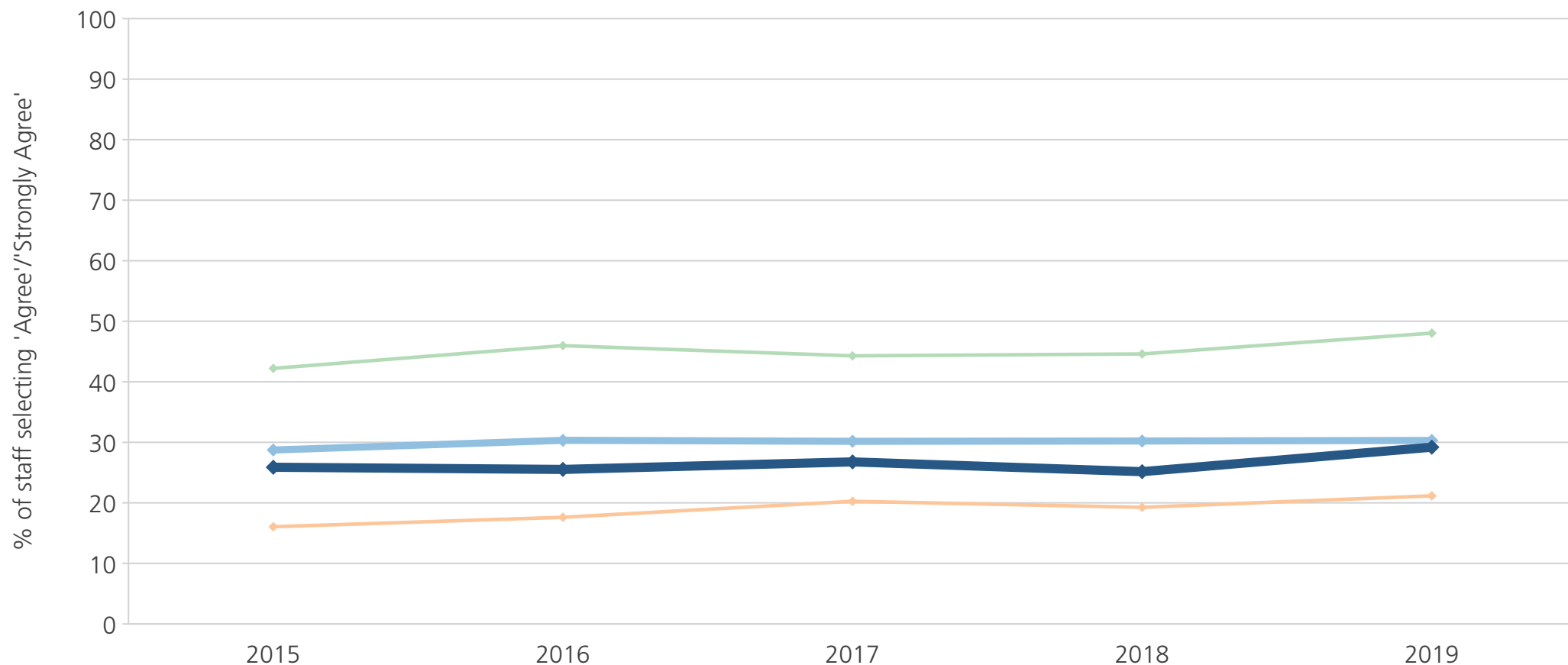
	2015	2016	2017	2018	2019
Best	66.1%	63.8%	64.6%	66.0%	67.6%
Your org	46.4%	48.9%	51.8%	51.4%	55.3%
Average	55.2%	56.1%	56.1%	56.1%	56.0%
Worst	45.9%	46.9%	43.7%	45.7%	44.6%
Responses	371	1,715	1,938	1,962	2,308



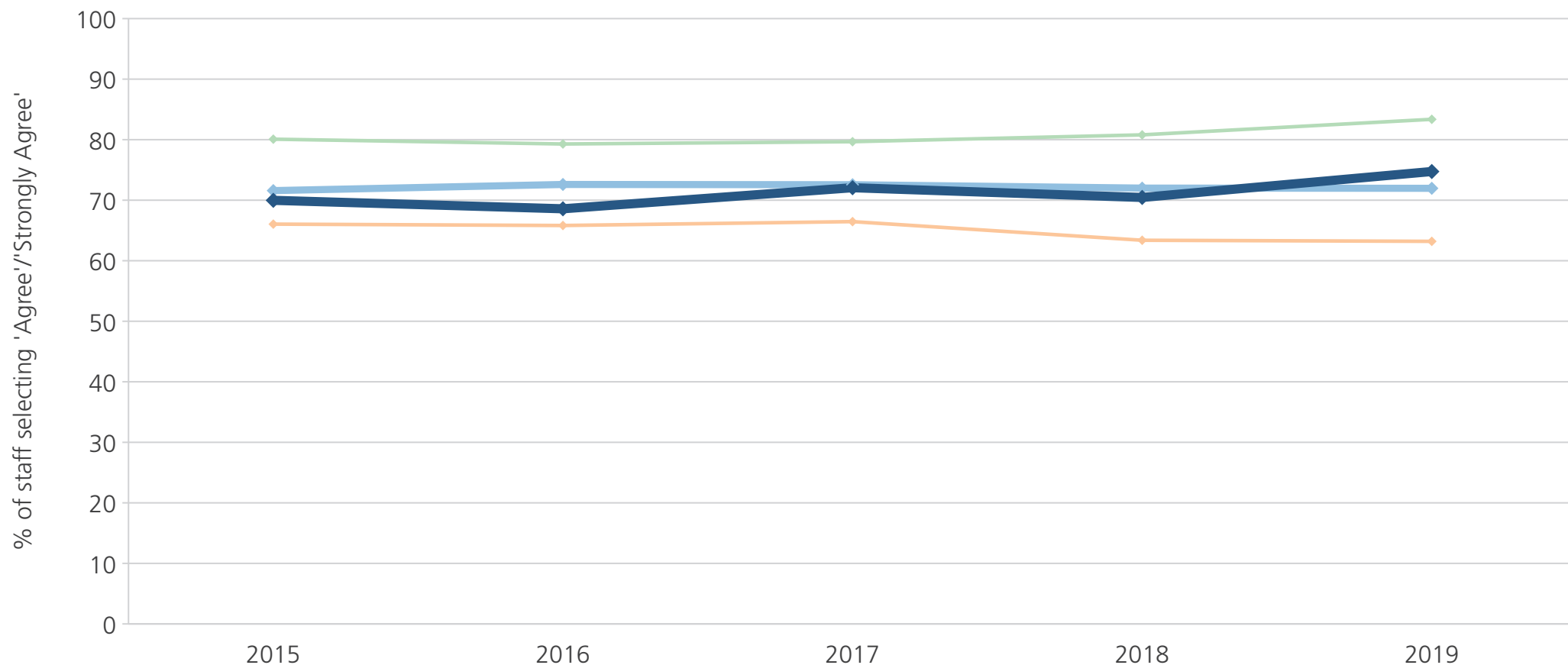
Best	54.0%	60.1%	55.4%	59.4%	59.2%
Your org	44.7%	40.7%	41.4%	43.7%	44.2%
Average	43.3%	45.7%	45.0%	45.4%	46.8%
Worst	33.5%	33.3%	36.6%	36.1%	36.2%
Responses	370	1,717	1,937	1,954	2,310



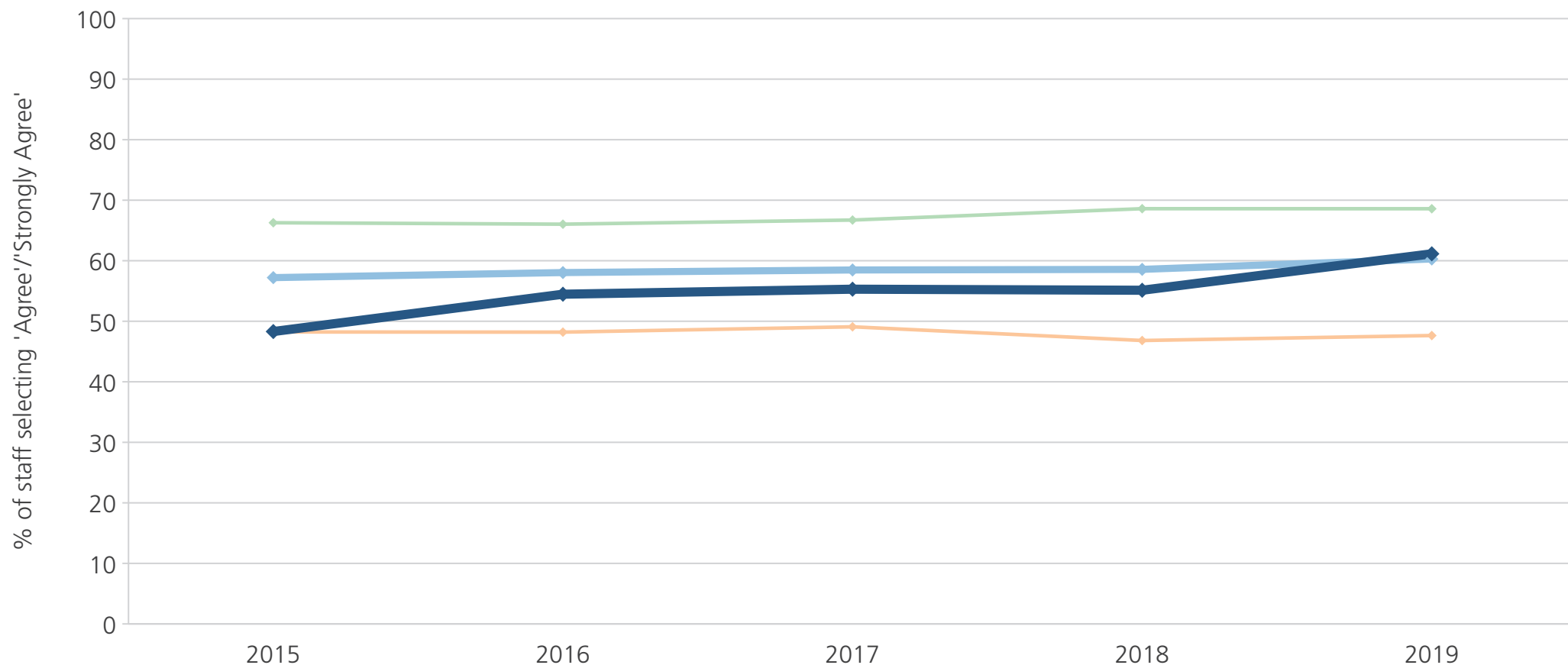
	2015	2016	2017	2018	2019
Best	68.7%	74.3%	70.6%	73.2%	74.4%
Your org	45.7%	46.9%	48.0%	42.9%	52.2%
Average	54.5%	55.0%	53.4%	52.5%	53.9%
Worst	40.3%	38.6%	39.4%	37.1%	41.8%
Responses	369	1,715	1,938	1,962	2,309



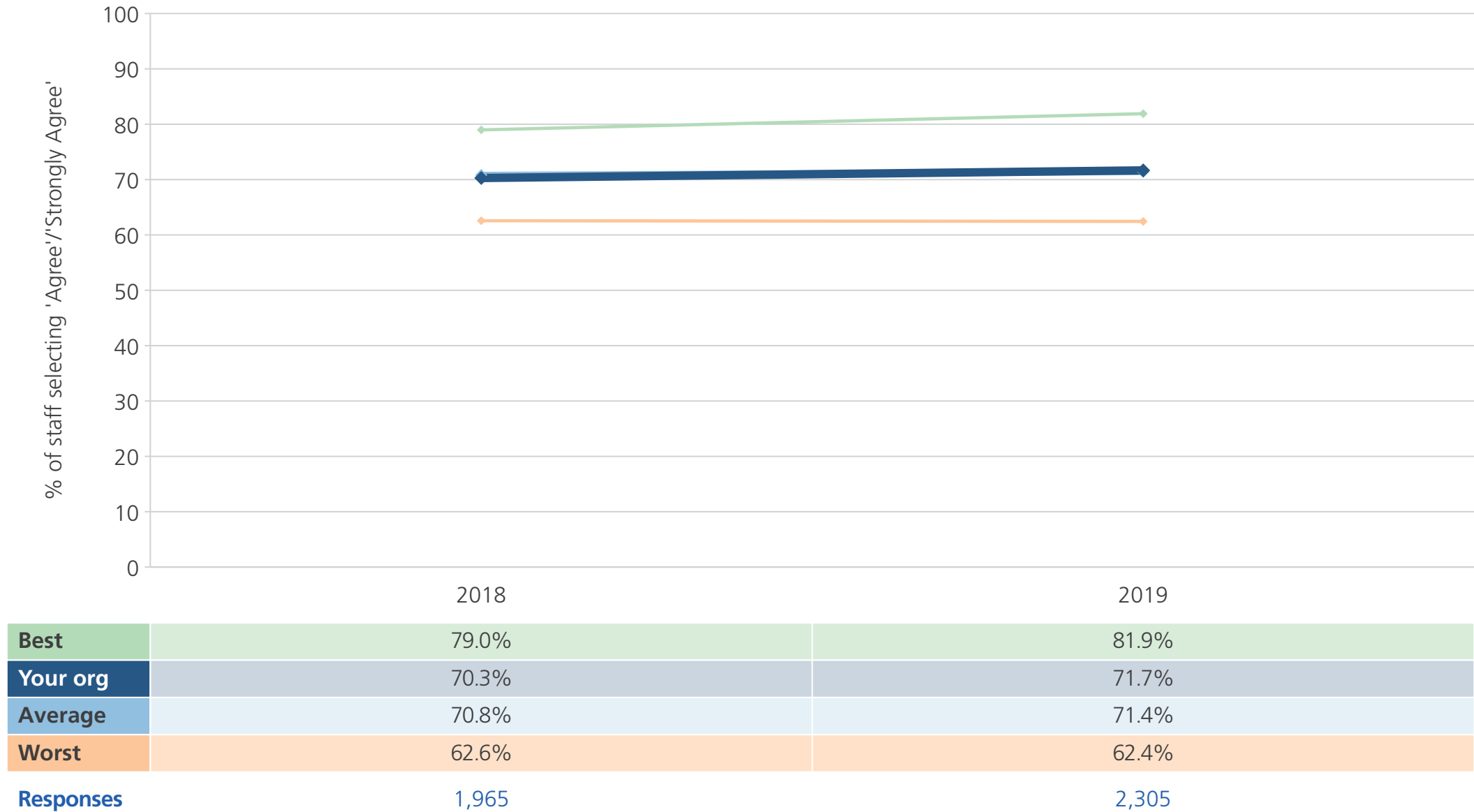
Best	42.2%	46.0%	44.3%	44.6%	48.0%
Your org	25.9%	25.5%	26.8%	25.2%	29.2%
Average	28.7%	30.3%	30.2%	30.2%	30.3%
Worst	16.1%	17.6%	20.3%	19.3%	21.2%
Responses	368	1,718	1,936	1,956	2,307

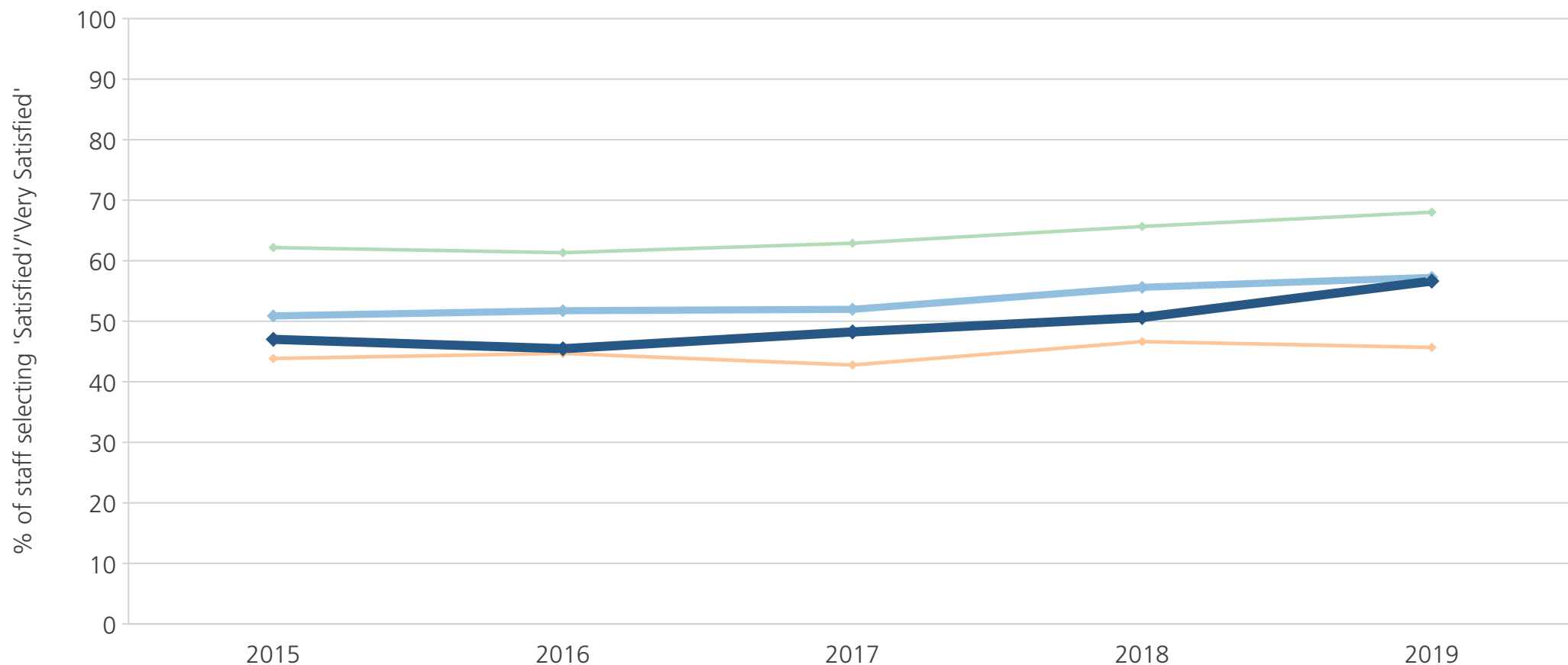


Best	80.1%	79.3%	79.7%	80.8%	83.4%
Your org	70.0%	68.6%	72.1%	70.5%	74.7%
Average	71.6%	72.6%	72.6%	72.0%	72.0%
Worst	66.0%	65.8%	66.5%	63.4%	63.2%
Responses	365	1,717	1,930	1,955	2,299

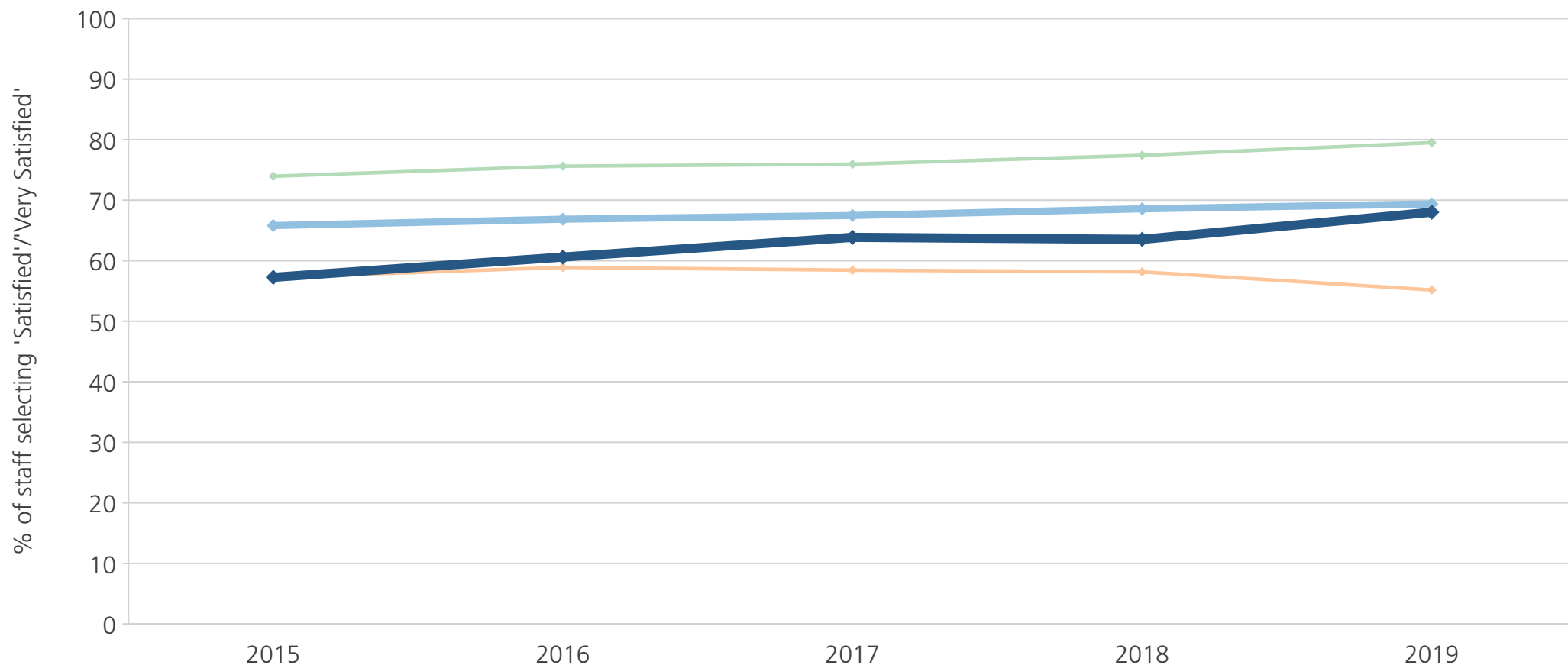


Best	66.3%	66.0%	66.7%	68.6%	68.6%
Your org	48.3%	54.5%	55.3%	55.1%	61.1%
Average	57.2%	58.0%	58.5%	58.6%	60.3%
Worst	48.2%	48.2%	49.1%	46.8%	47.6%
Responses	366	1,718	1,934	1,963	2,298

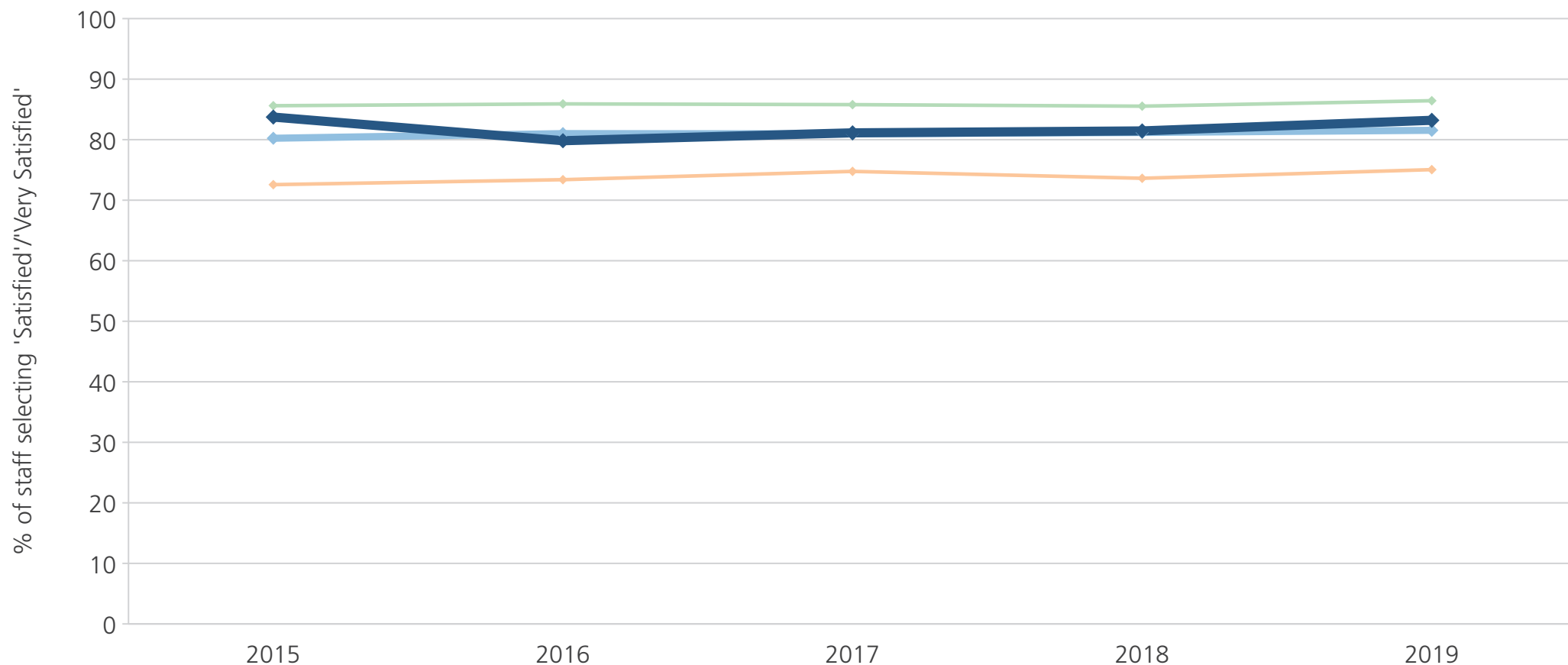




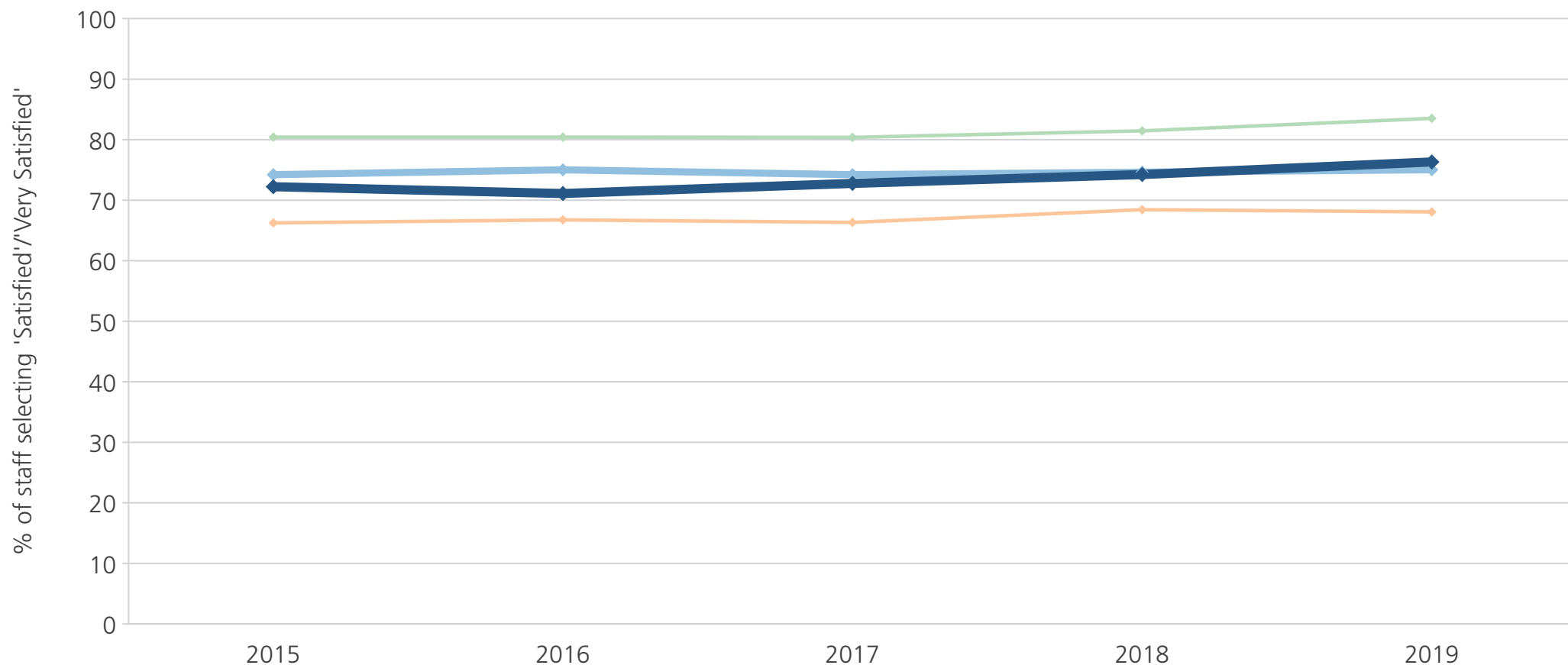
Best	62.2%	61.3%	62.9%	65.7%	68.0%
Your org	47.0%	45.5%	48.2%	50.6%	56.6%
Average	50.9%	51.7%	52.0%	55.6%	57.2%
Worst	43.8%	44.7%	42.8%	46.6%	45.7%
Responses	369	1,719	1,942	1,960	2,315



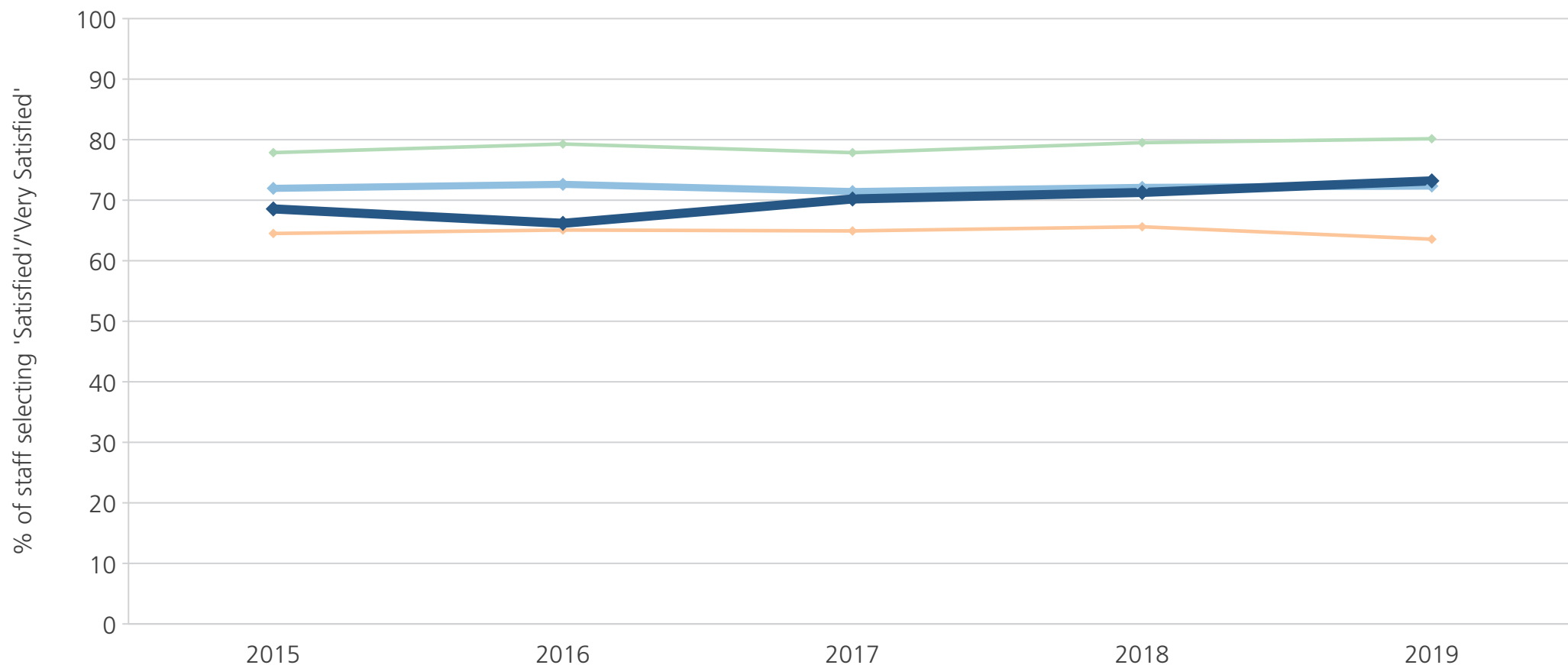
Best	74.0%	75.6%	76.0%	77.4%	79.5%
Your org	57.3%	60.6%	63.9%	63.5%	68.0%
Average	65.8%	66.9%	67.5%	68.6%	69.4%
Worst	57.3%	58.9%	58.4%	58.2%	55.2%
Responses	372	1,716	1,943	1,960	2,316



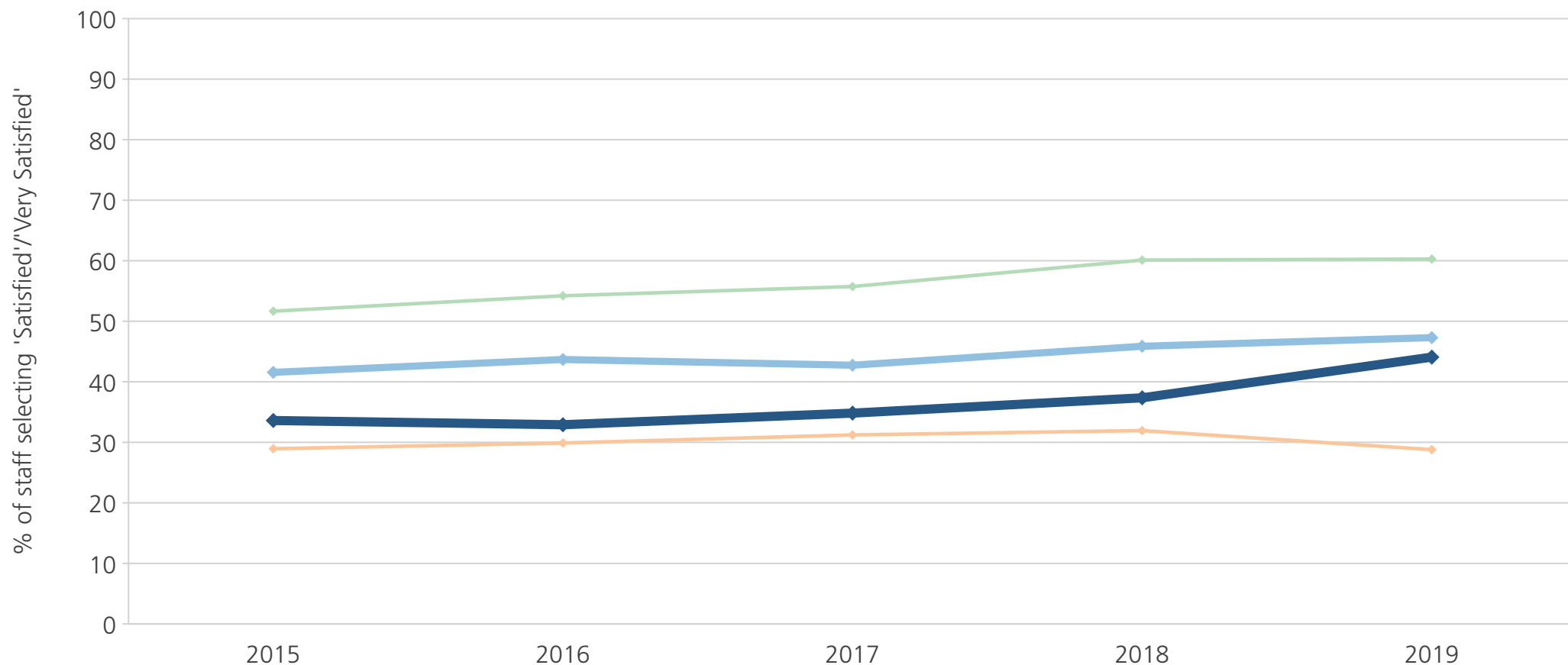
Best	85.6%	85.9%	85.8%	85.5%	86.4%
Your org	83.7%	79.8%	81.1%	81.4%	83.2%
Average	80.2%	81.0%	81.0%	81.2%	81.5%
Worst	72.6%	73.4%	74.8%	73.6%	75.0%
Responses	370	1,722	1,940	1,957	2,314



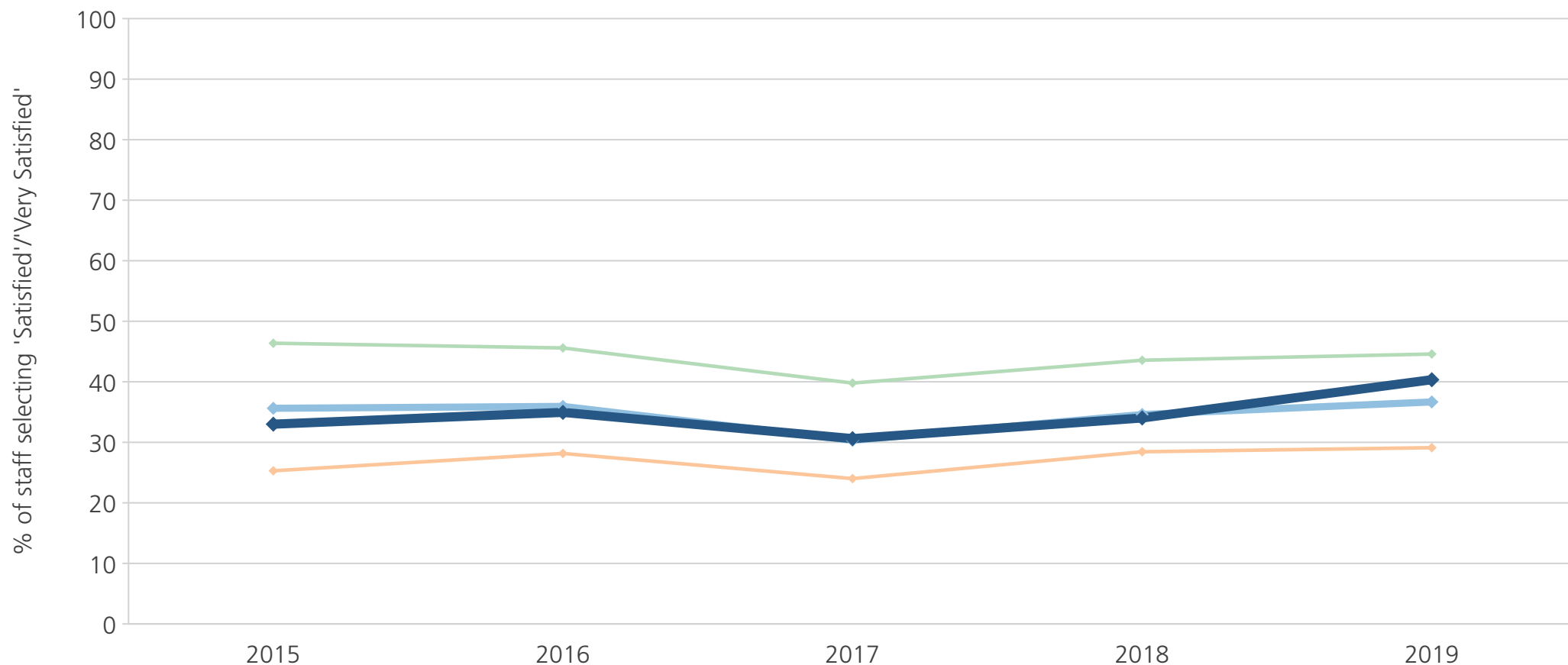
	2015	2016	2017	2018	2019
Best	80.4%	80.4%	80.4%	81.5%	83.5%
Your org	72.2%	71.1%	72.8%	74.2%	76.3%
Average	74.2%	75.0%	74.2%	74.6%	75.0%
Worst	66.3%	66.8%	66.3%	68.4%	68.1%
Responses	370	1,718	1,941	1,962	2,309



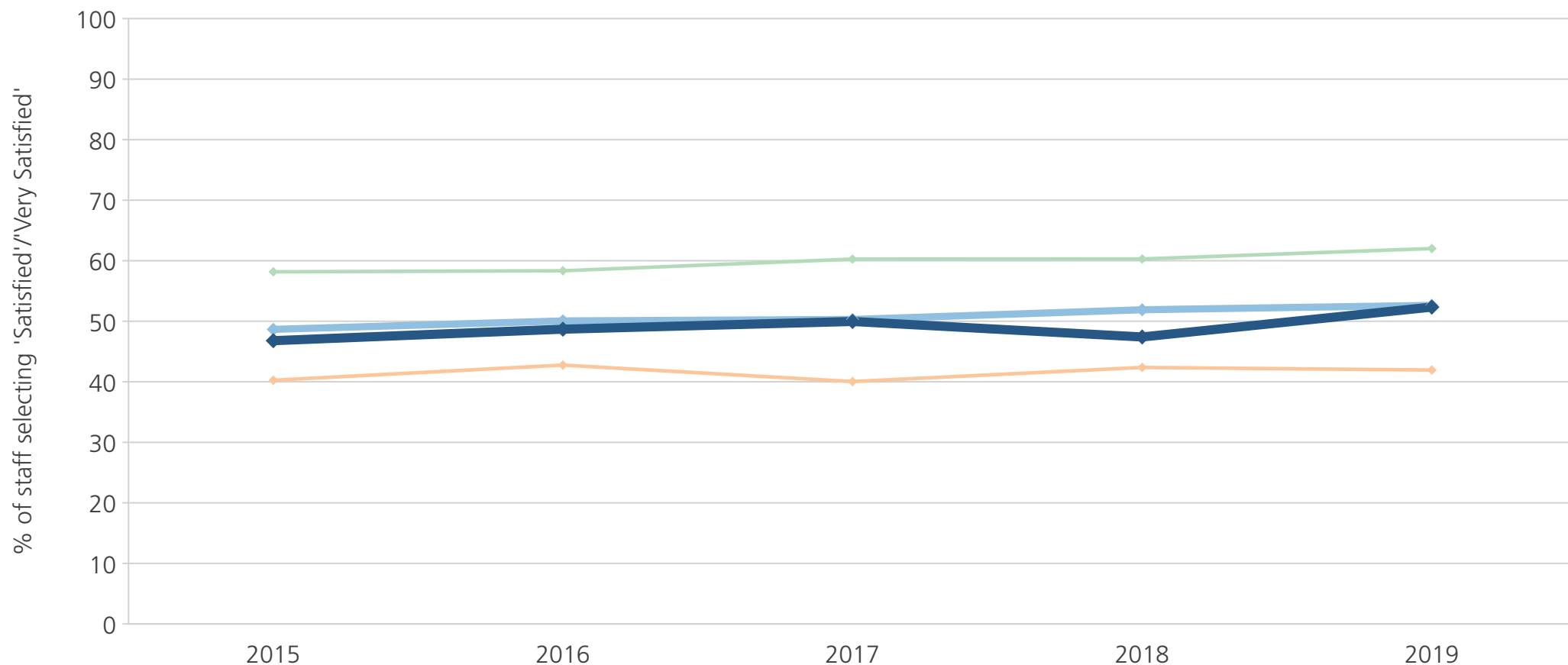
	2015	2016	2017	2018	2019
Best	77.9%	79.3%	77.9%	79.5%	80.1%
Your org	68.6%	66.2%	70.2%	71.3%	73.2%
Average	72.0%	72.6%	71.4%	72.1%	72.3%
Worst	64.5%	65.1%	64.9%	65.6%	63.6%
Responses	367	1,719	1,939	1,964	2,304



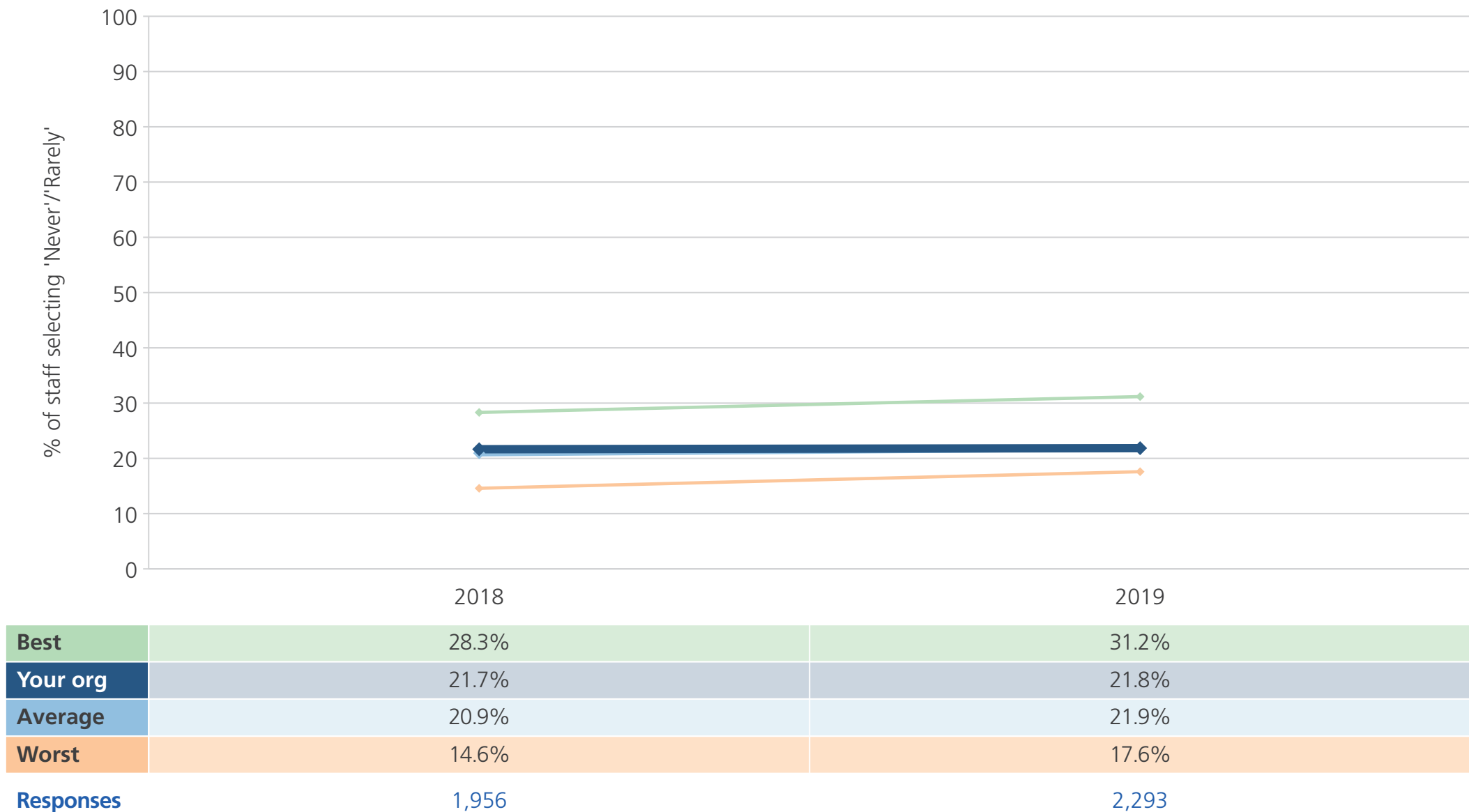
Best	51.7%	54.2%	55.7%	60.1%	60.3%
Your org	33.6%	32.9%	34.8%	37.4%	44.1%
Average	41.6%	43.7%	42.7%	45.9%	47.3%
Worst	28.9%	29.9%	31.2%	31.9%	28.8%
Responses	368	1,718	1,937	1,961	2,300

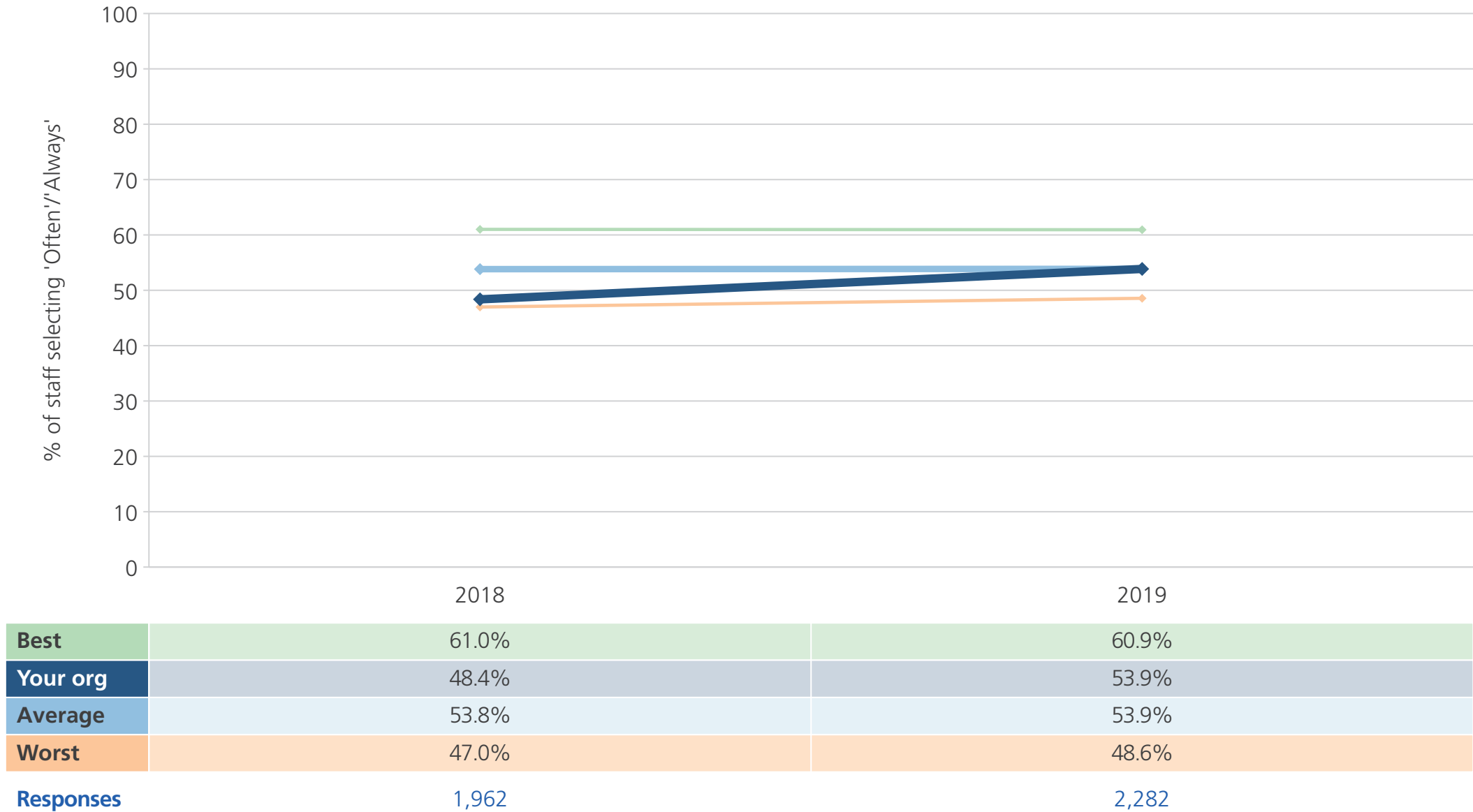


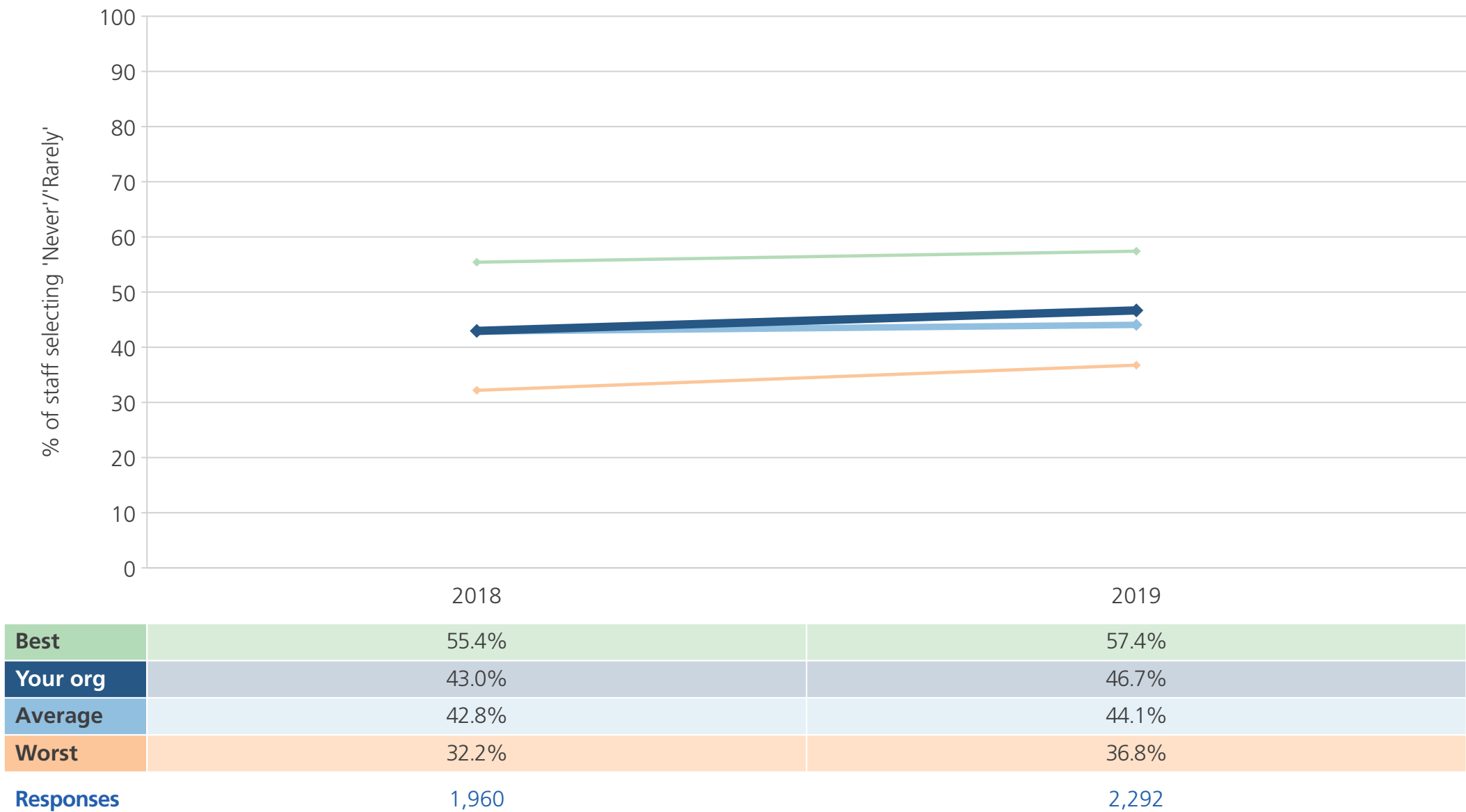
Best	46.4%	45.6%	39.8%	43.6%	44.6%
Your org	33.0%	34.9%	30.6%	34.0%	40.3%
Average	35.6%	35.9%	30.3%	34.6%	36.7%
Worst	25.3%	28.2%	24.0%	28.4%	29.1%
Responses	368	1,717	1,937	1,963	2,308

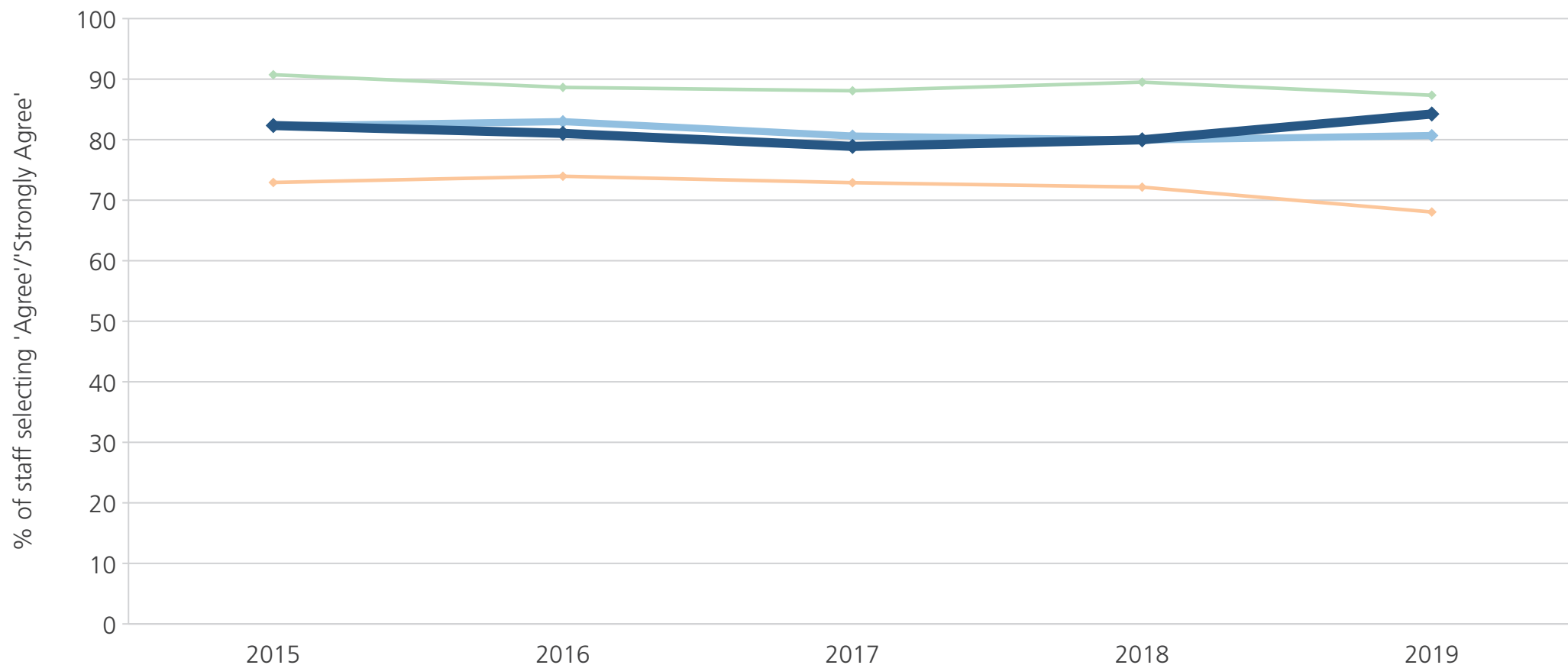


Best	58.2%	58.3%	60.3%	60.3%	62.0%
Your org	46.8%	48.7%	50.0%	47.4%	52.3%
Average	48.7%	50.1%	50.3%	51.9%	52.6%
Worst	40.3%	42.8%	40.0%	42.4%	41.9%
Responses	370	1,716	1,940	1,968	2,307

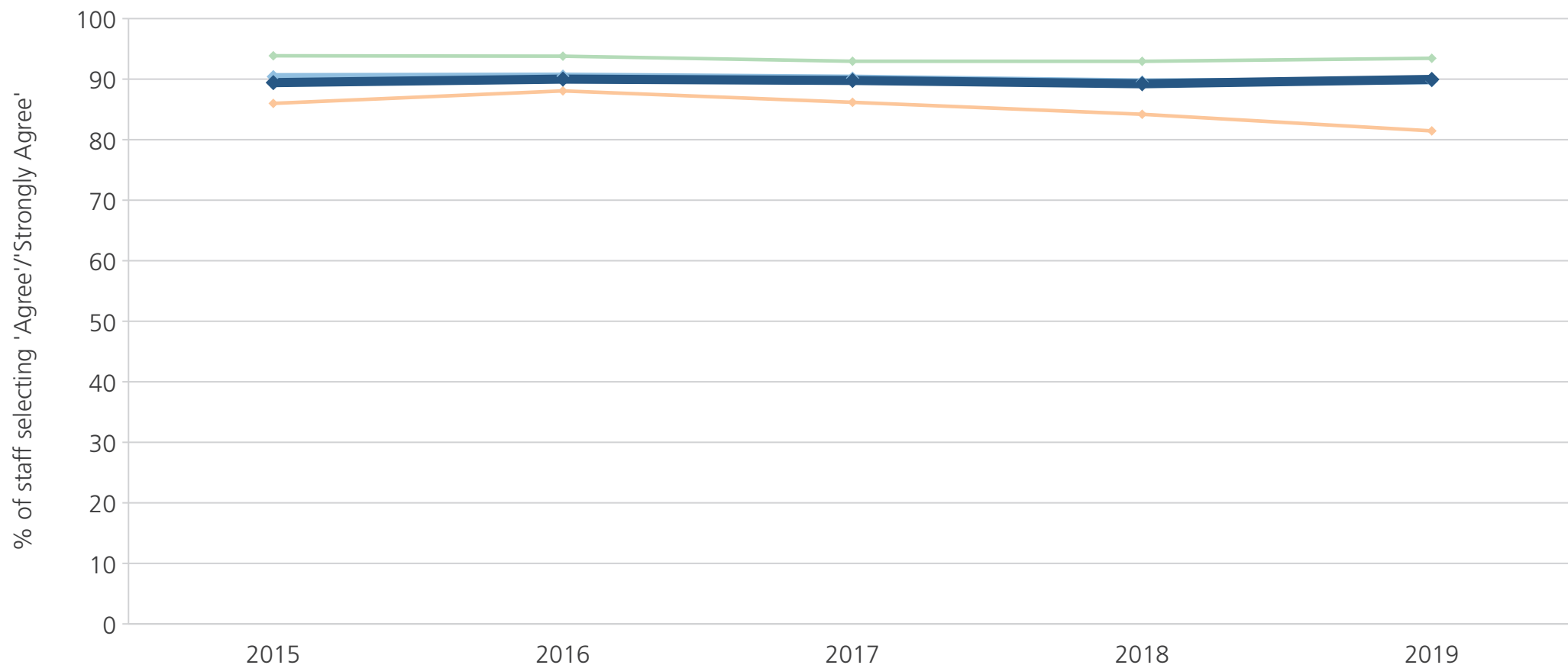




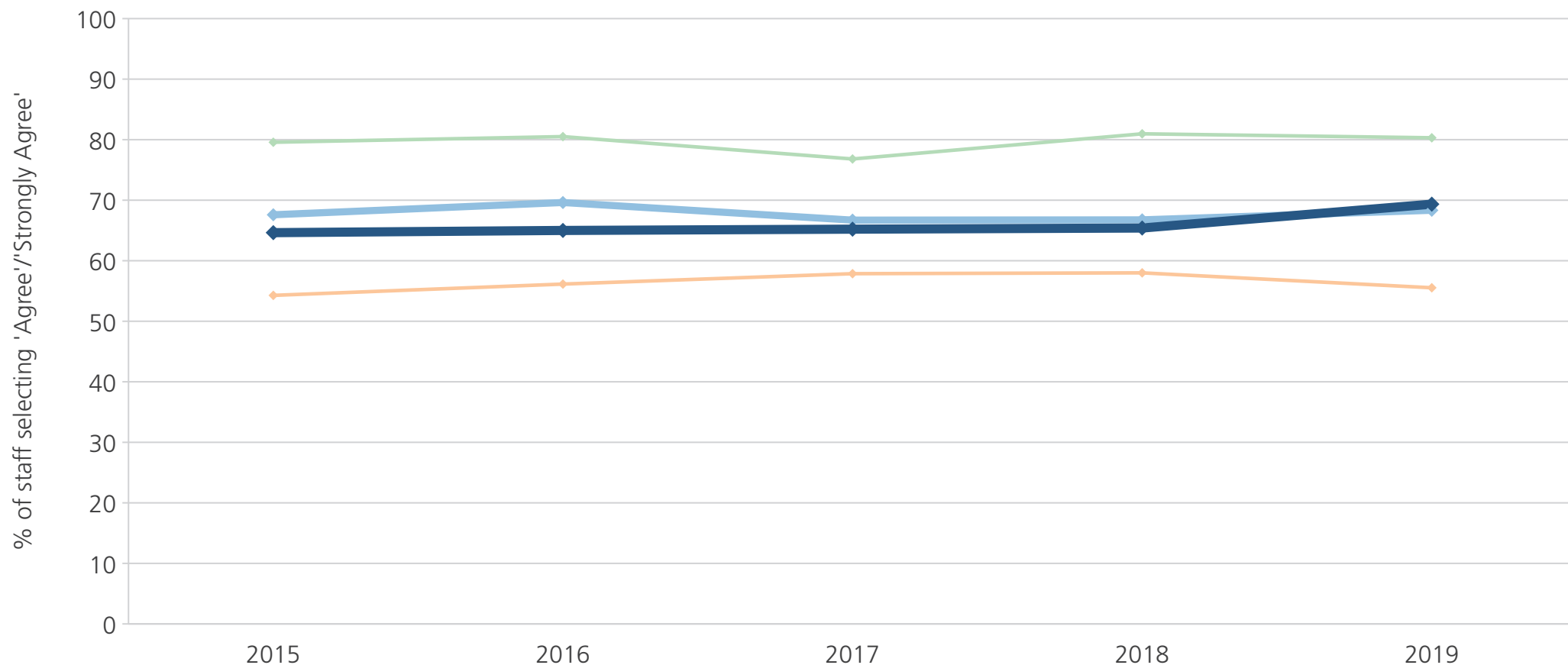




Best	90.7%	88.6%	88.1%	89.5%	87.3%
Your org	82.3%	81.0%	78.9%	80.0%	84.2%
Average	82.3%	83.0%	80.6%	79.9%	80.7%
Worst	72.9%	74.0%	72.9%	72.2%	68.0%
Responses	326	1,477	1,657	1,739	1,980



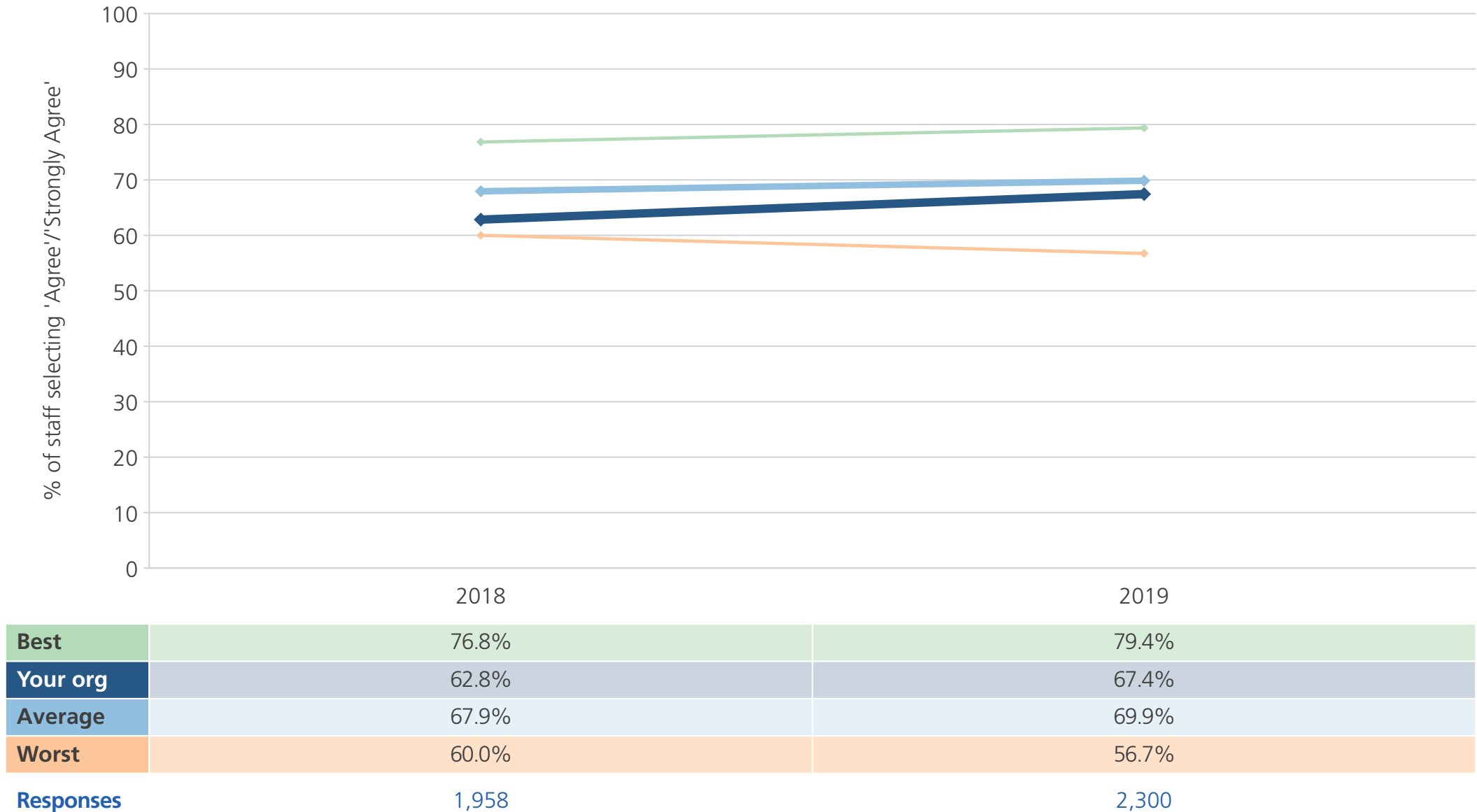
	2015	2016	2017	2018	2019
Best	93.9%	93.8%	93.0%	92.9%	93.4%
Your org	89.4%	90.0%	89.8%	89.2%	90.0%
Average	90.4%	90.5%	90.2%	89.5%	89.7%
Worst	86.0%	88.1%	86.2%	84.2%	81.4%
Responses	346	1,590	1,805	1,849	2,173

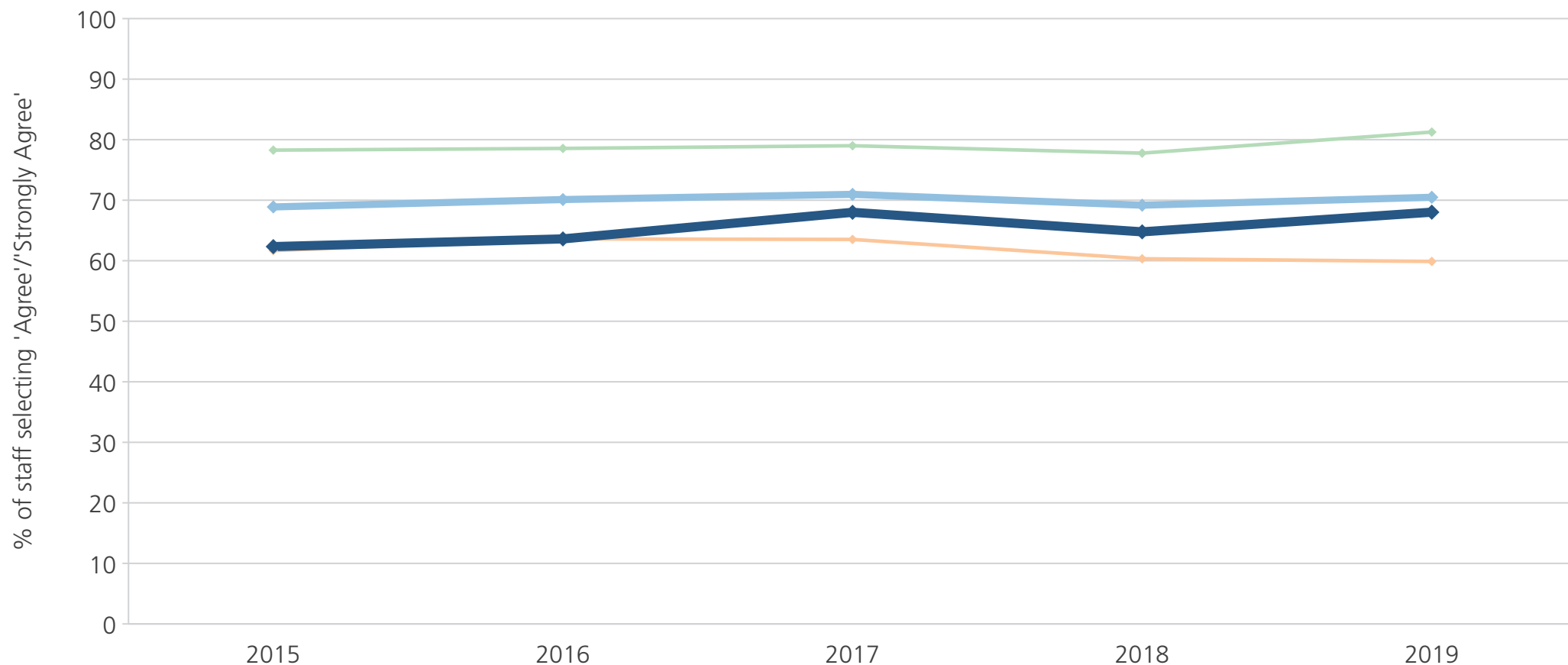


	2015	2016	2017	2018	2019
Best	79.6%	80.5%	76.8%	81.0%	80.3%
Your org	64.6%	65.0%	65.2%	65.4%	69.3%
Average	67.6%	69.6%	66.7%	66.8%	68.3%
Worst	54.3%	56.1%	57.9%	58.0%	55.5%
Responses	324	1,453	1,639	1,719	1,966

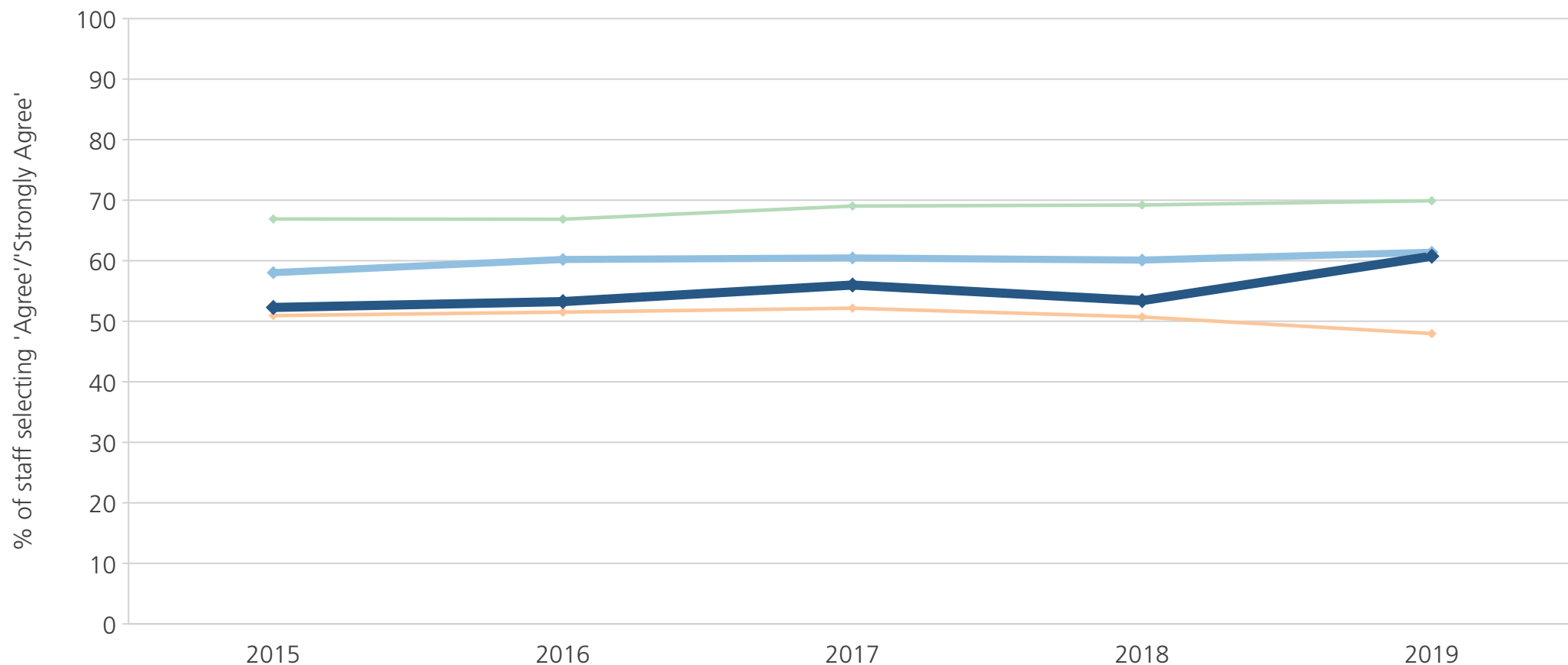
Question results – Your managers

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

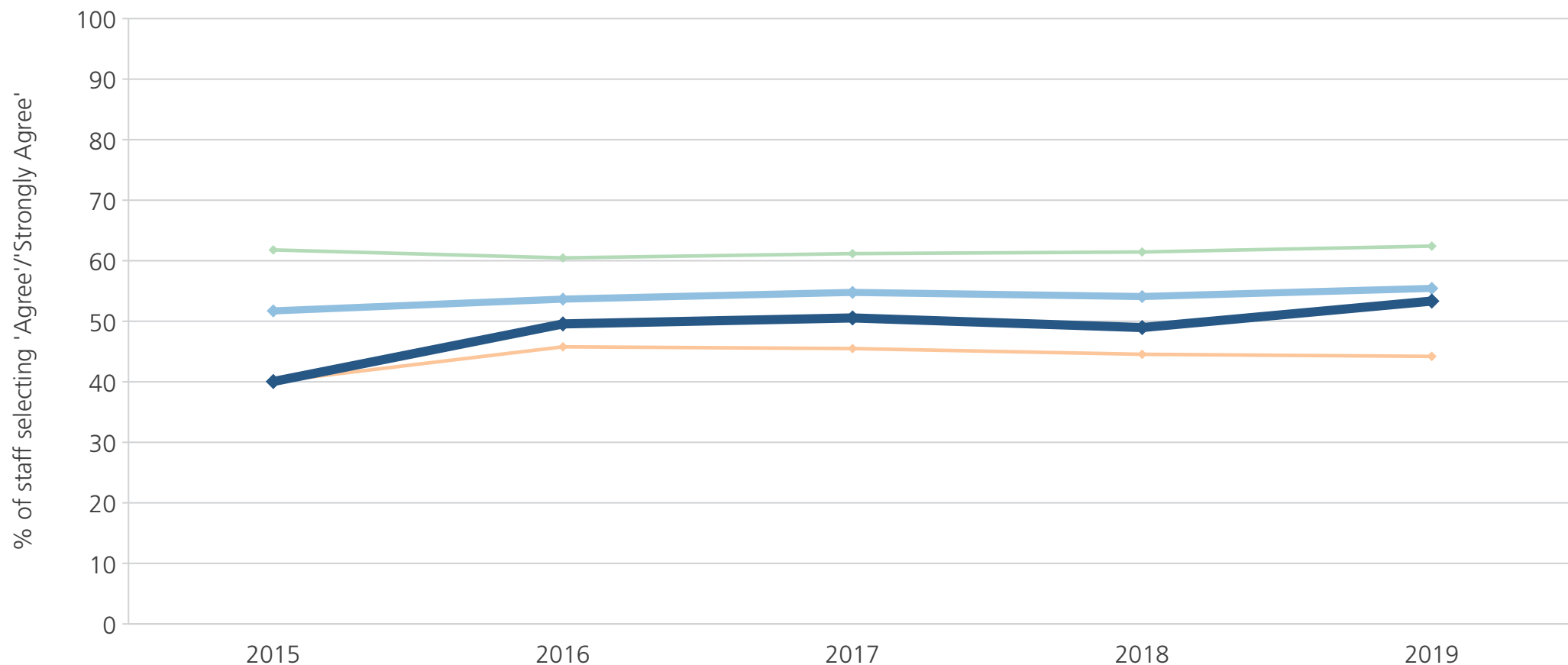




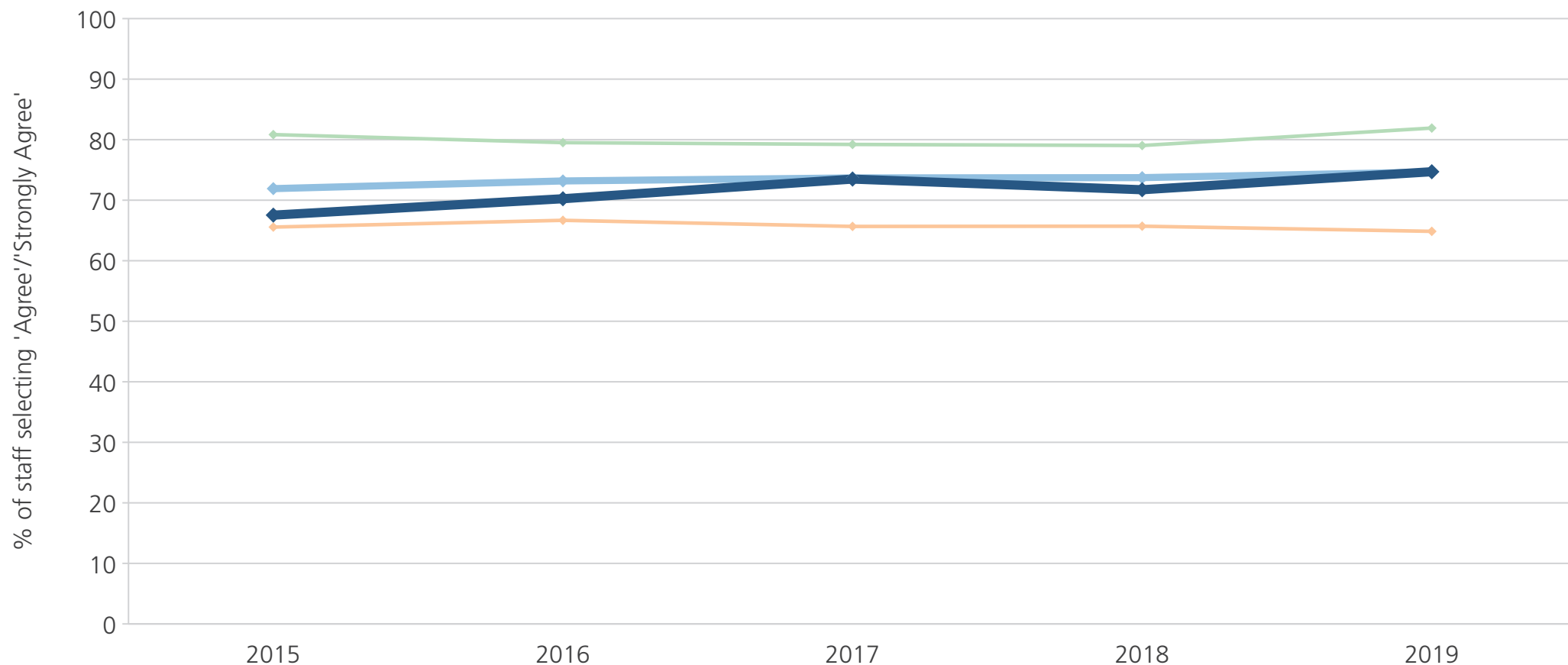
Best	78.3%	78.6%	79.0%	77.8%	81.3%
Your org	62.3%	63.6%	68.0%	64.8%	68.0%
Average	68.9%	70.1%	71.0%	69.2%	70.5%
Worst	61.7%	63.6%	63.5%	60.3%	59.9%
Responses	366	1,705	1,930	1,960	2,301



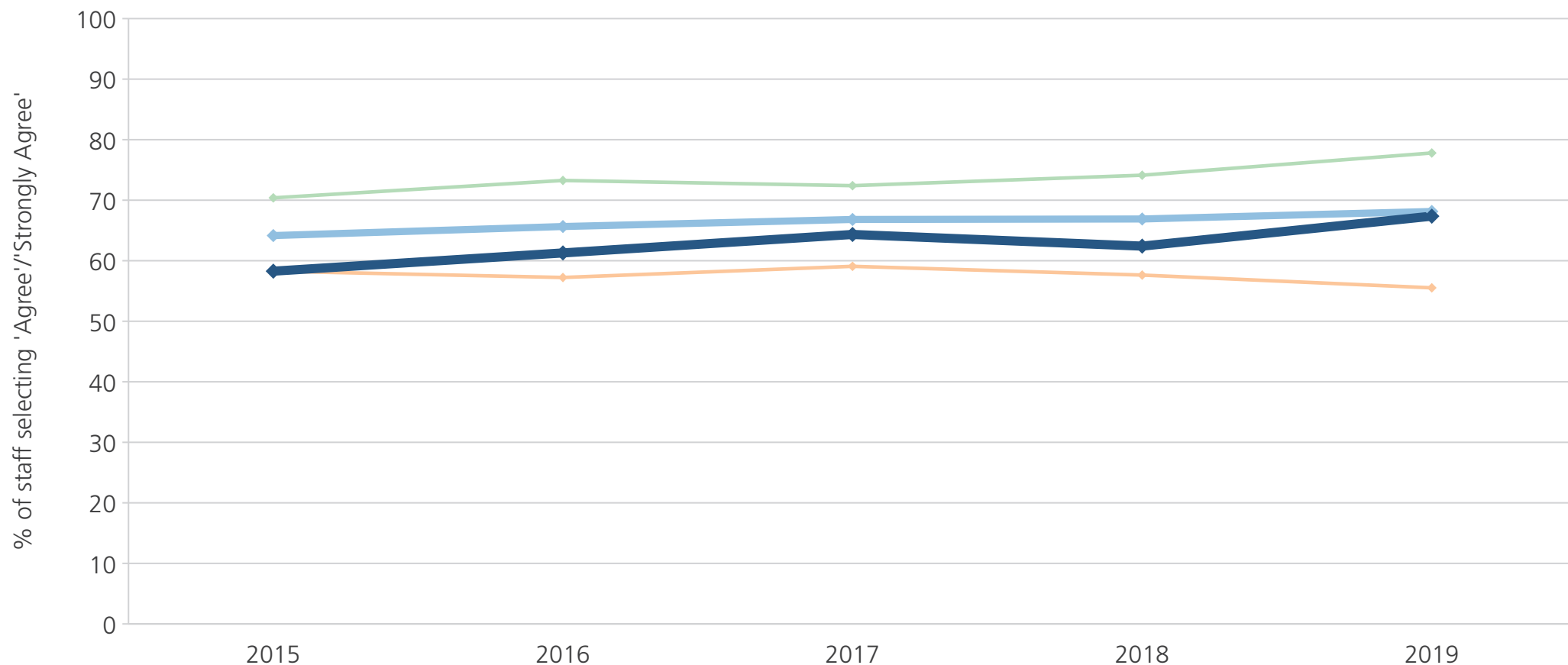
Best	66.9%	66.9%	69.0%	69.2%	69.9%
Your org	52.3%	53.2%	56.0%	53.4%	60.7%
Average	58.0%	60.2%	60.5%	60.1%	61.4%
Worst	50.9%	51.5%	52.2%	50.7%	48.0%
Responses	368	1,705	1,924	1,957	2,296



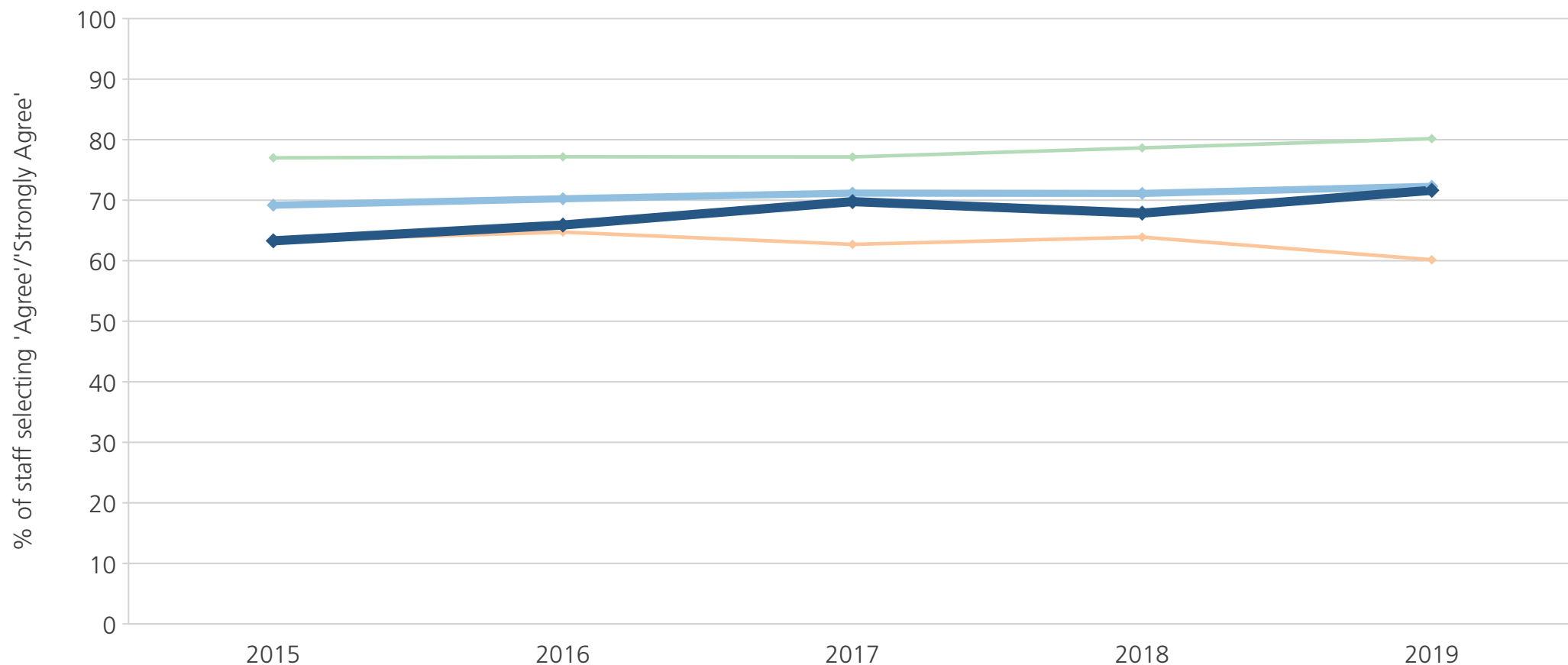
Best	61.8%	60.5%	61.2%	61.4%	62.4%
Your org	40.0%	49.6%	50.5%	49.0%	53.3%
Average	51.7%	53.7%	54.8%	54.1%	55.4%
Worst	40.0%	45.8%	45.5%	44.5%	44.2%
Responses	367	1,702	1,927	1,956	2,296



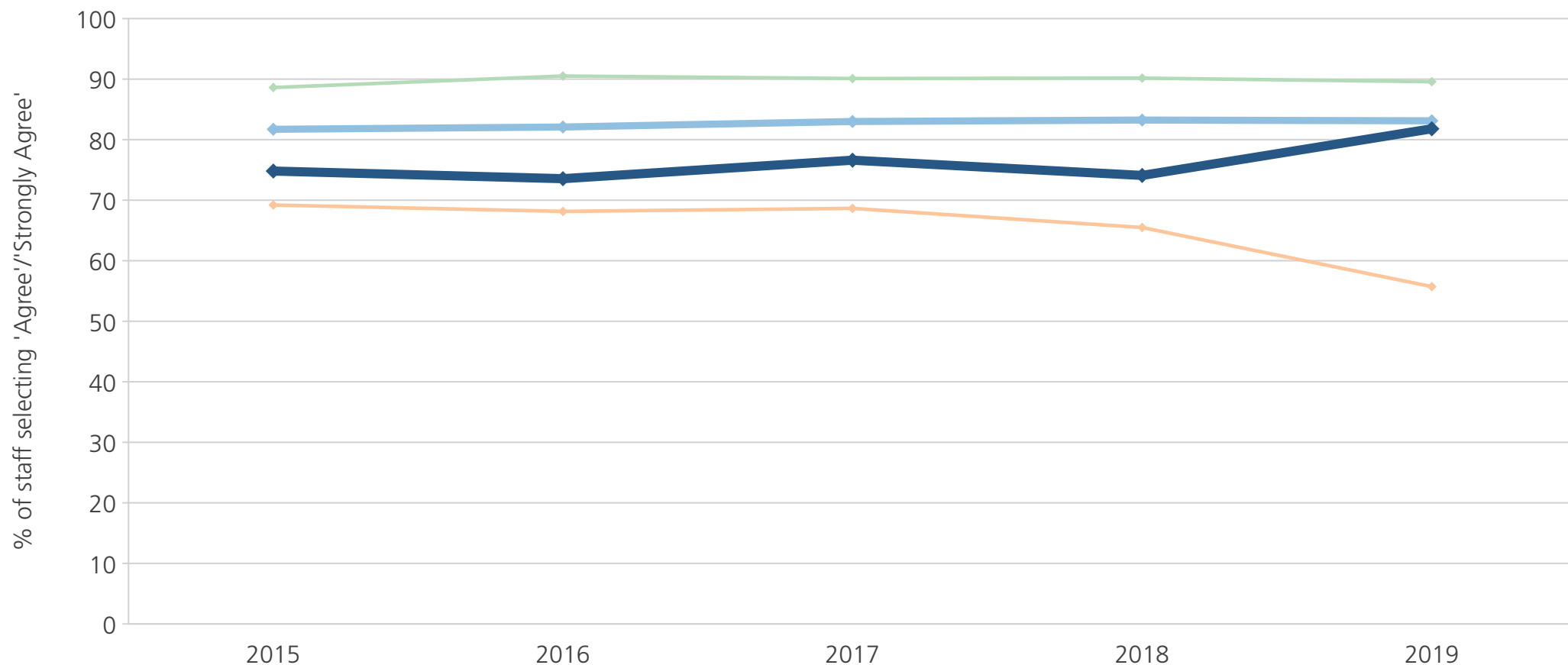
Best	80.8%	79.5%	79.2%	79.0%	81.9%
Your org	67.5%	70.2%	73.5%	71.7%	74.7%
Average	71.9%	73.2%	73.7%	73.7%	74.7%
Worst	65.6%	66.7%	65.7%	65.7%	64.9%
Responses	366	1,706	1,928	1,952	2,295



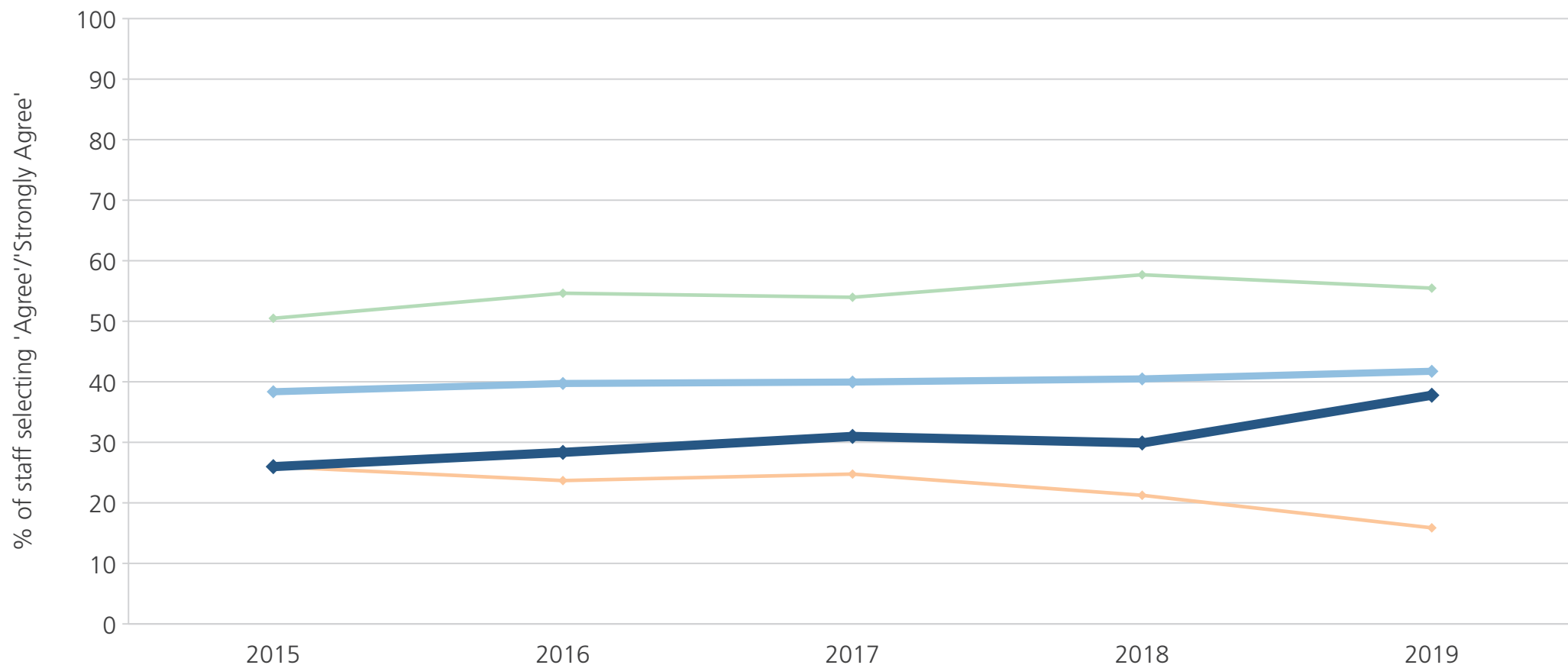
	2015	2016	2017	2018	2019
Best	70.4%	73.3%	72.4%	74.1%	77.8%
Your org	58.3%	61.3%	64.3%	62.4%	67.4%
Average	64.2%	65.6%	66.8%	66.9%	68.1%
Worst	58.3%	57.2%	59.1%	57.6%	55.5%
Responses	368	1,708	1,927	1,958	2,301



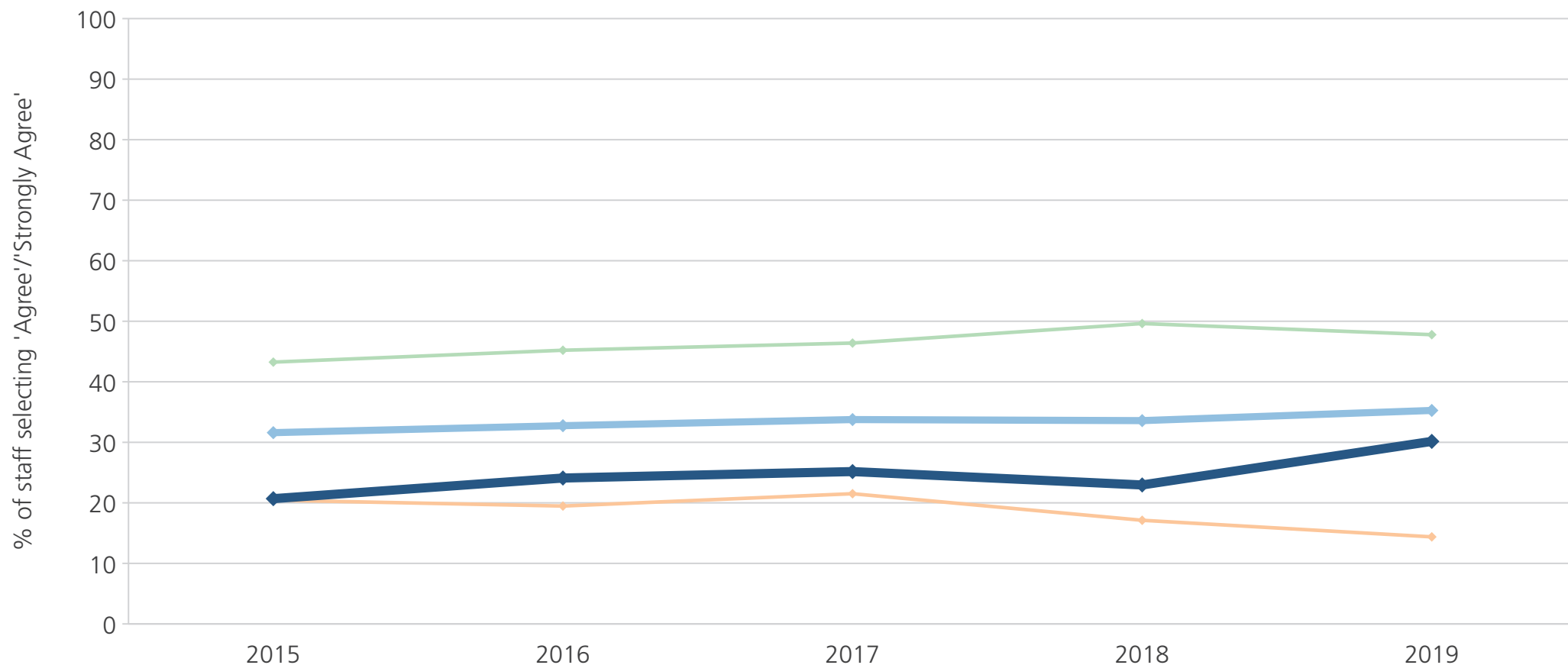
Best	77.0%	77.2%	77.1%	78.6%	80.2%
Your org	63.3%	65.9%	69.8%	67.9%	71.6%
Average	69.2%	70.2%	71.2%	71.1%	72.3%
Worst	63.3%	64.7%	62.7%	63.9%	60.2%
Responses	369	1,707	1,923	1,963	2,298



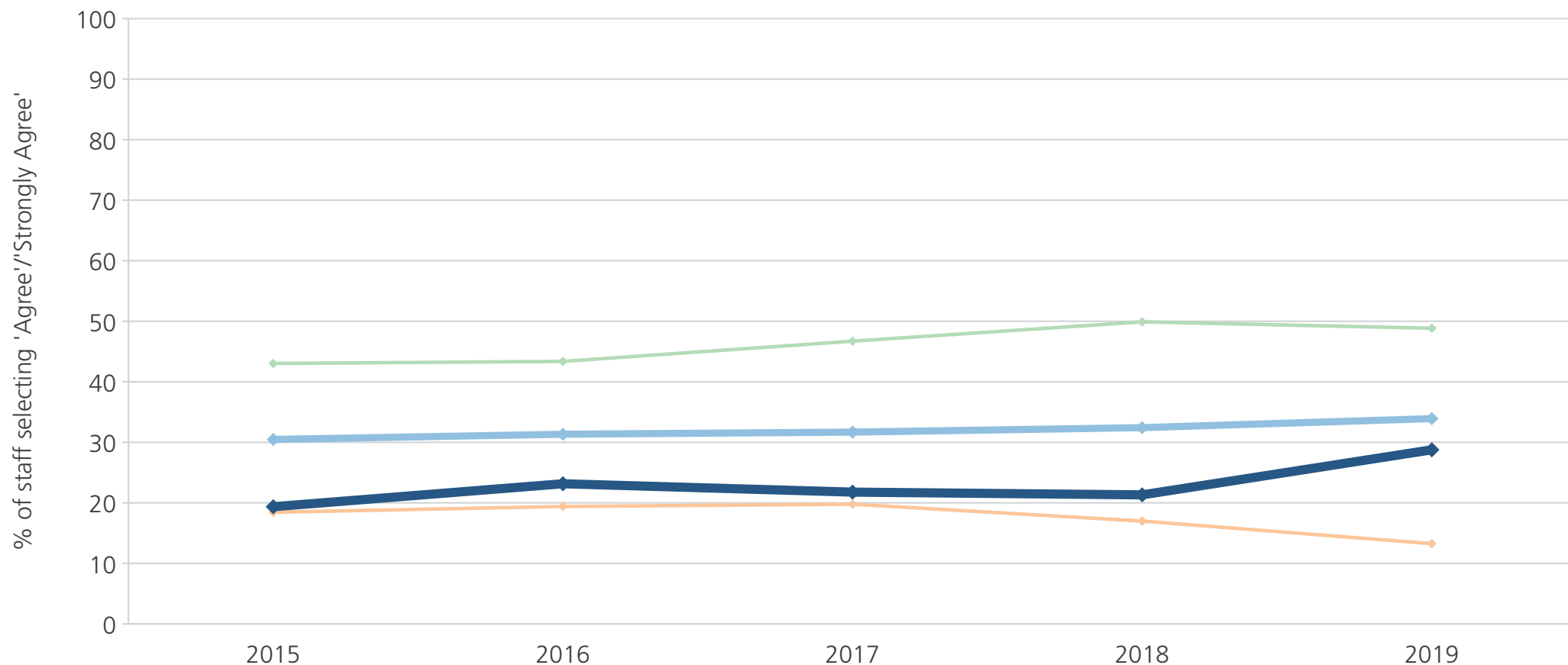
Best	88.6%	90.5%	90.1%	90.2%	89.6%
Your org	74.8%	73.6%	76.6%	74.1%	81.8%
Average	81.7%	82.1%	83.0%	83.2%	83.1%
Worst	69.2%	68.1%	68.6%	65.5%	55.7%
Responses	370	1,707	1,927	1,963	2,304



Best	50.5%	54.6%	54.0%	57.7%	55.5%
Your org	26.0%	28.3%	31.0%	29.9%	37.8%
Average	38.4%	39.7%	40.0%	40.5%	41.7%
Worst	26.0%	23.7%	24.8%	21.2%	15.9%
Responses	365	1,705	1,929	1,958	2,291



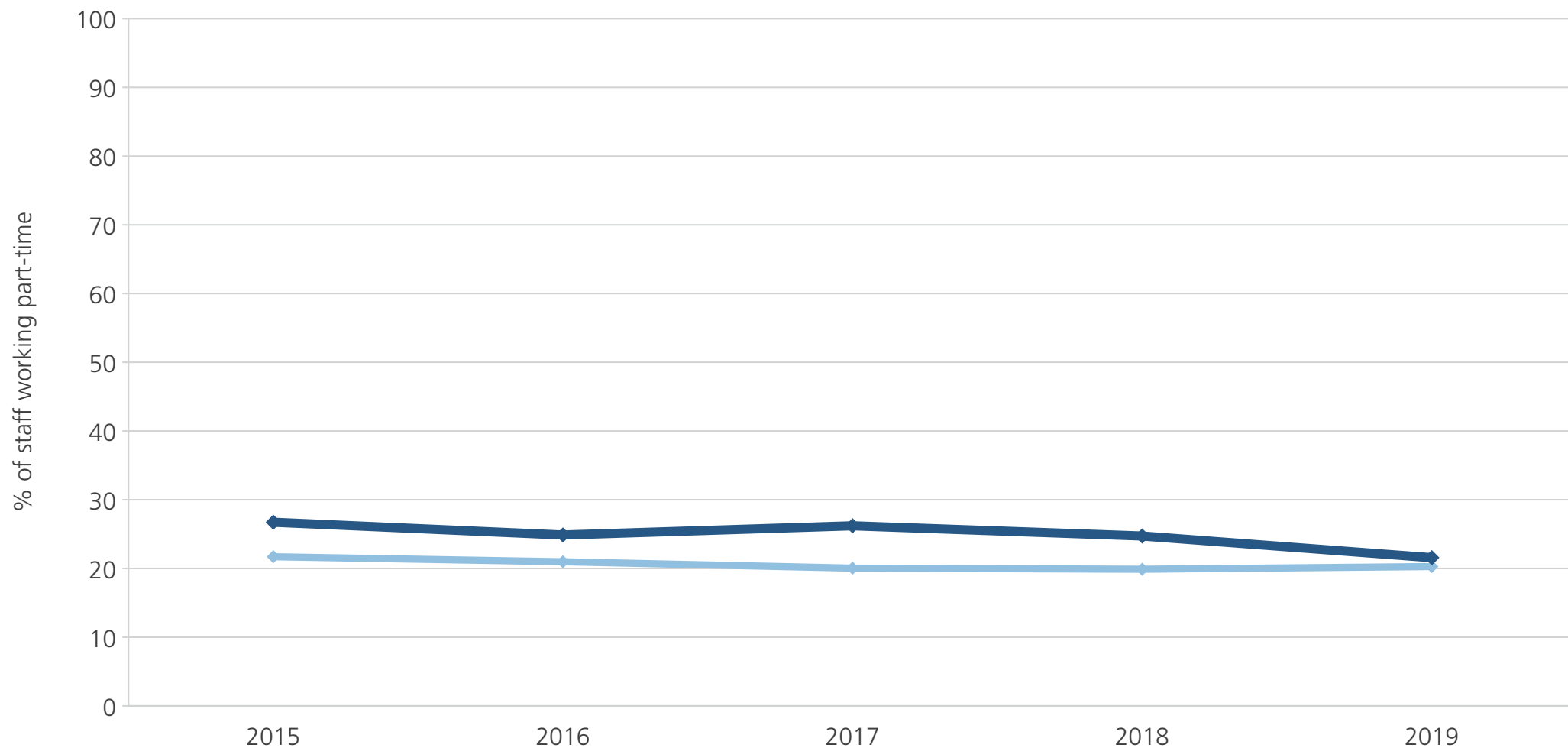
Best	43.2%	45.2%	46.4%	49.6%	47.8%
Your org	20.7%	24.1%	25.2%	23.0%	30.2%
Average	31.6%	32.7%	33.8%	33.6%	35.3%
Worst	20.4%	19.5%	21.5%	17.1%	14.4%
Responses	366	1,706	1,924	1,965	2,293



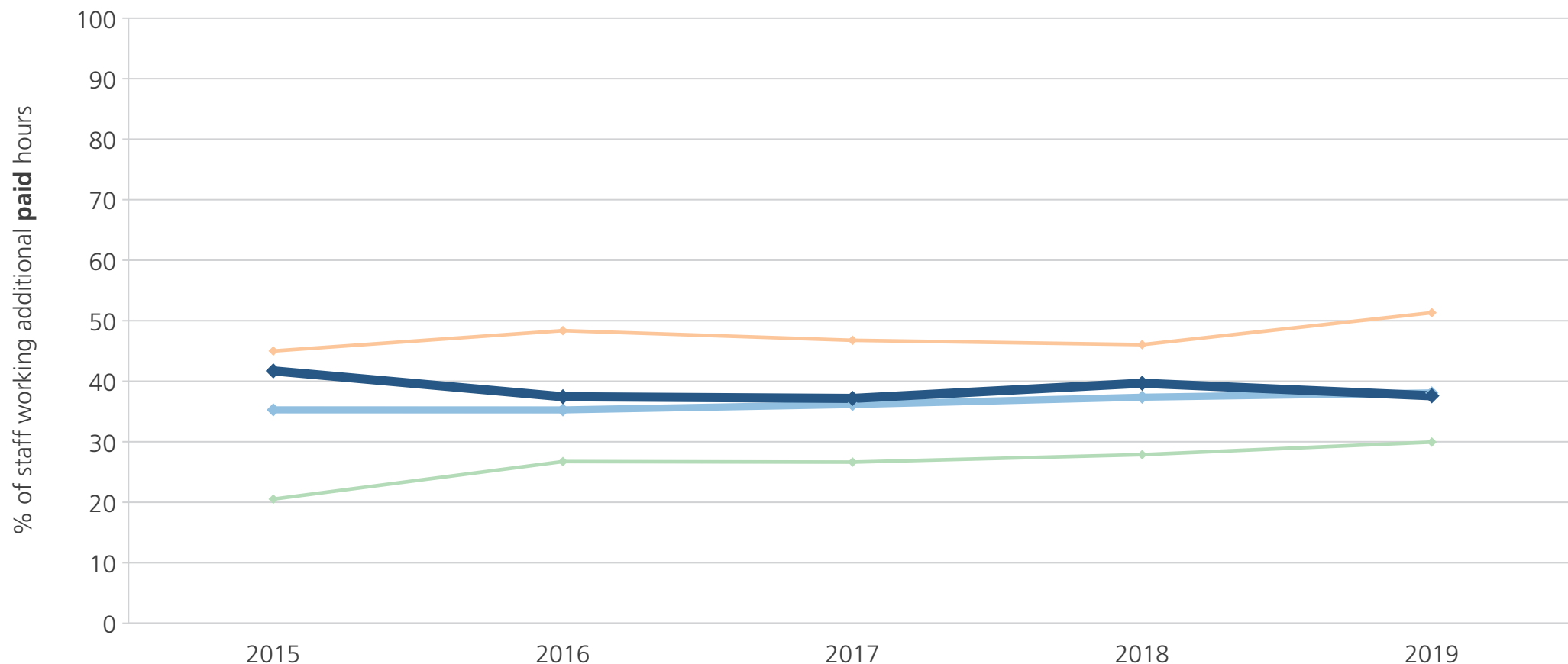
Best	43.0%	43.4%	46.7%	49.9%	48.8%
Your org	19.4%	23.2%	21.8%	21.3%	28.8%
Average	30.5%	31.3%	31.7%	32.4%	33.9%
Worst	18.4%	19.4%	19.8%	17.0%	13.3%
Responses	366	1,706	1,923	1,961	2,295

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

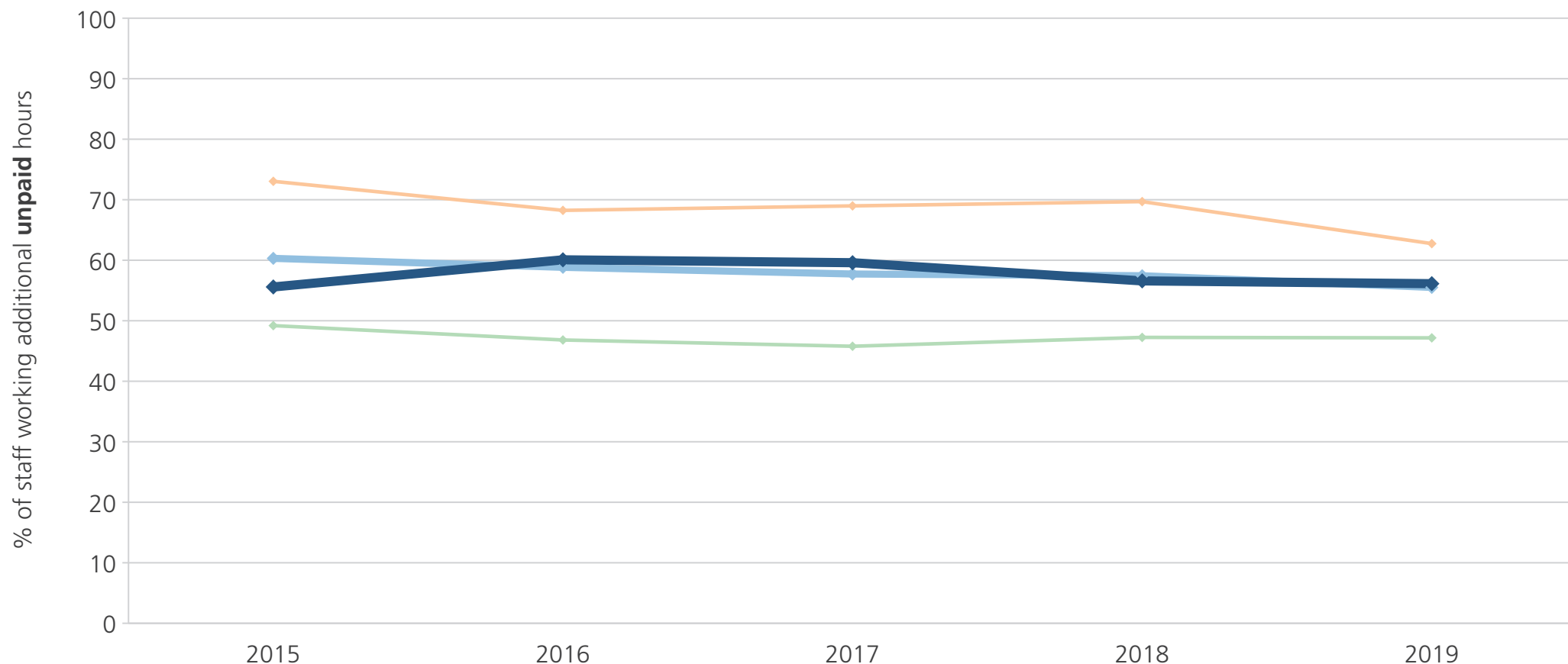
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



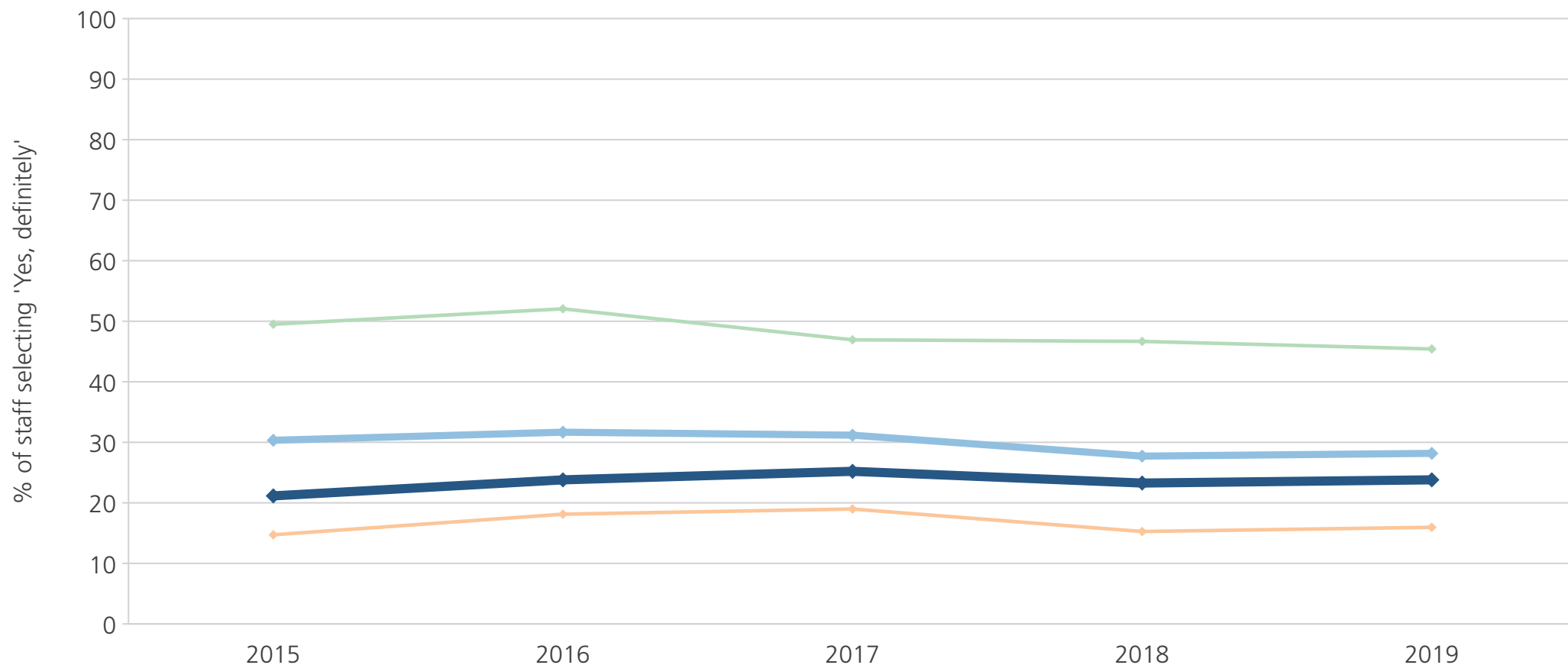
Your org	26.7%	24.9%	26.2%	24.7%	21.6%
Average	21.7%	21.0%	20.0%	19.9%	20.3%
Responses	363	1,685	1,866	1,958	2,161



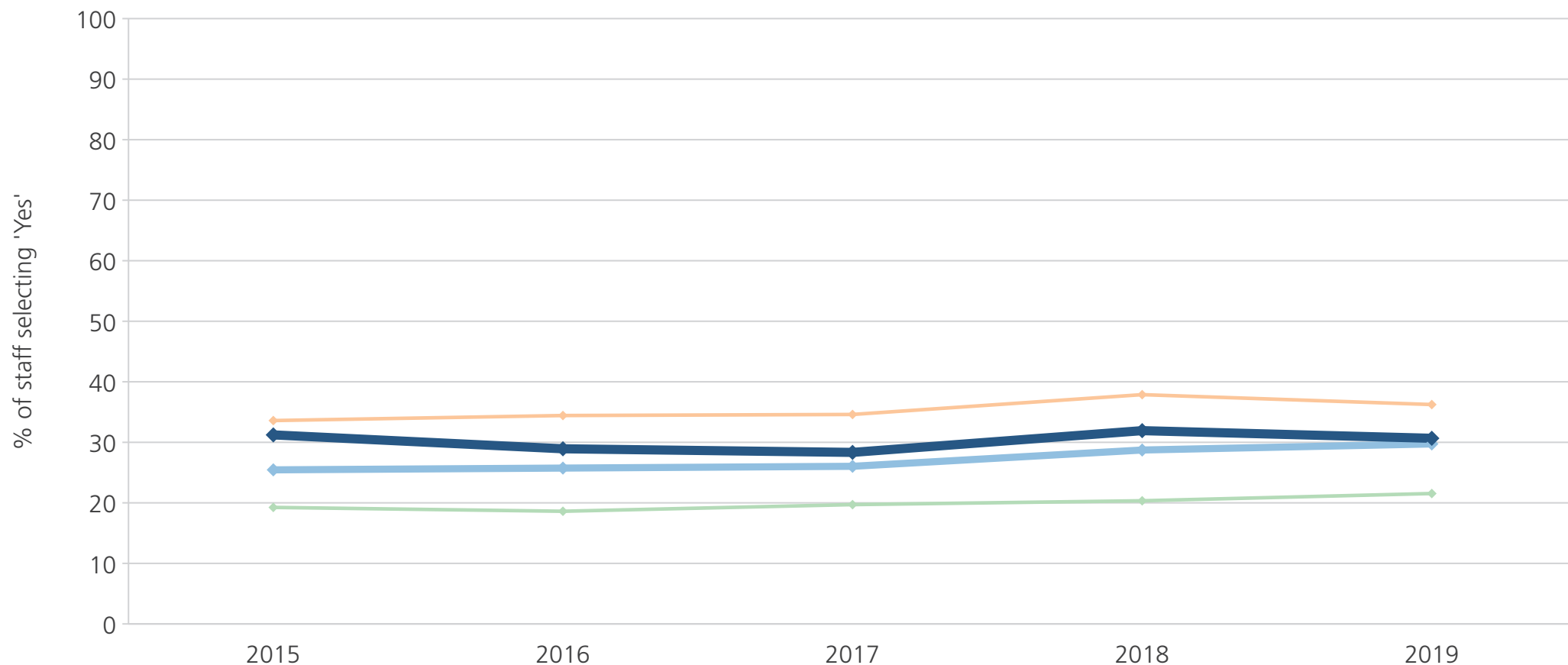
	2015	2016	2017	2018	2019
Worst	45.0%	48.4%	46.8%	46.1%	51.3%
Your org	41.7%	37.4%	37.2%	39.7%	37.6%
Average	35.3%	35.3%	36.2%	37.4%	38.1%
Best	20.5%	26.7%	26.6%	27.9%	29.9%
Responses	356	1,634	1,851	1,910	2,190



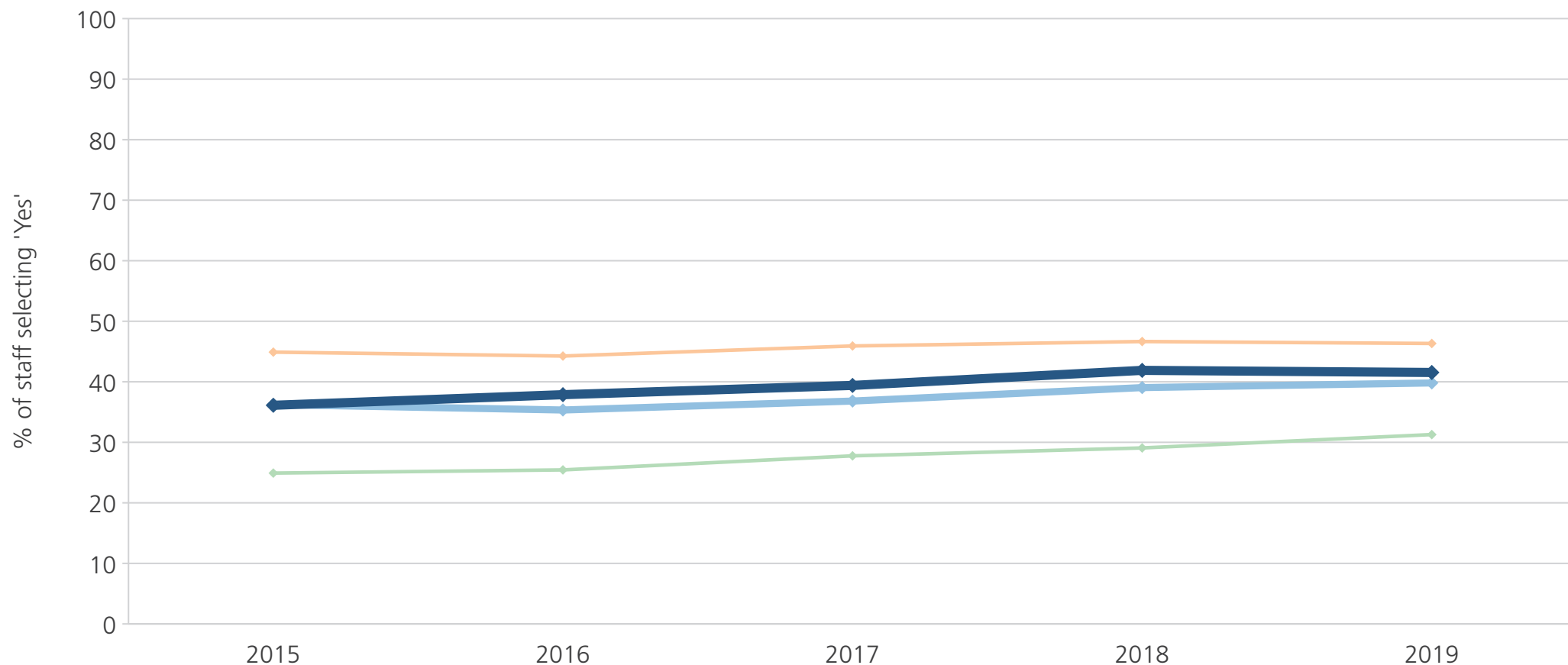
	2015	2016	2017	2018	2019
Worst	73.0%	68.2%	69.0%	69.7%	62.7%
Your org	55.6%	60.1%	59.6%	56.6%	56.1%
Average	60.3%	58.8%	57.7%	57.4%	55.5%
Best	49.2%	46.8%	45.8%	47.2%	47.2%
Responses	350	1,658	1,854	1,901	2,201



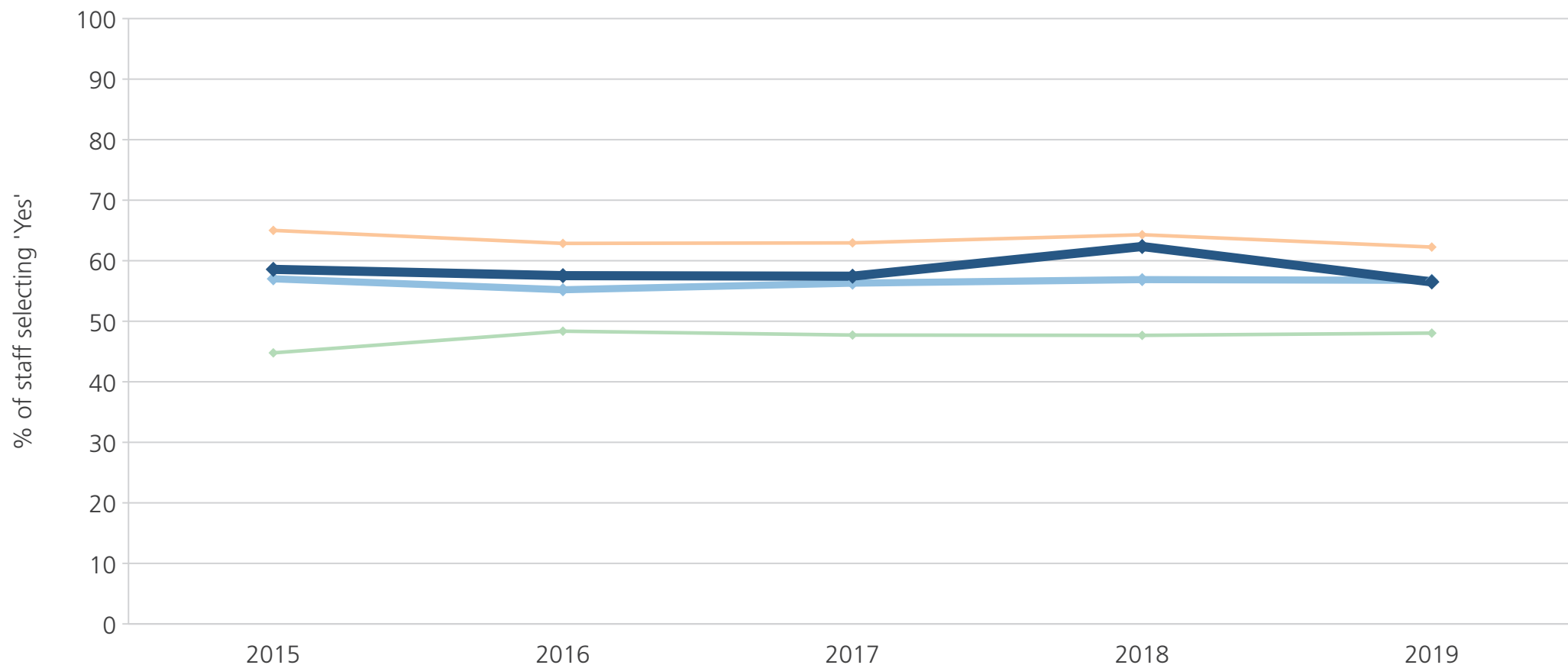
Best	49.5%	52.1%	46.9%	46.7%	45.4%
Your org	21.2%	23.8%	25.2%	23.3%	23.8%
Average	30.3%	31.7%	31.2%	27.7%	28.2%
Worst	14.7%	18.1%	19.0%	15.3%	16.0%
Responses	366	1,694	1,911	1,959	2,276



Worst	33.6%	34.4%	34.6%	37.9%	36.2%
Your org	31.2%	28.9%	28.3%	31.9%	30.7%
Average	25.5%	25.7%	26.0%	28.7%	29.7%
Best	19.2%	18.6%	19.7%	20.3%	21.5%
Responses	367	1,690	1,919	1,961	2,282

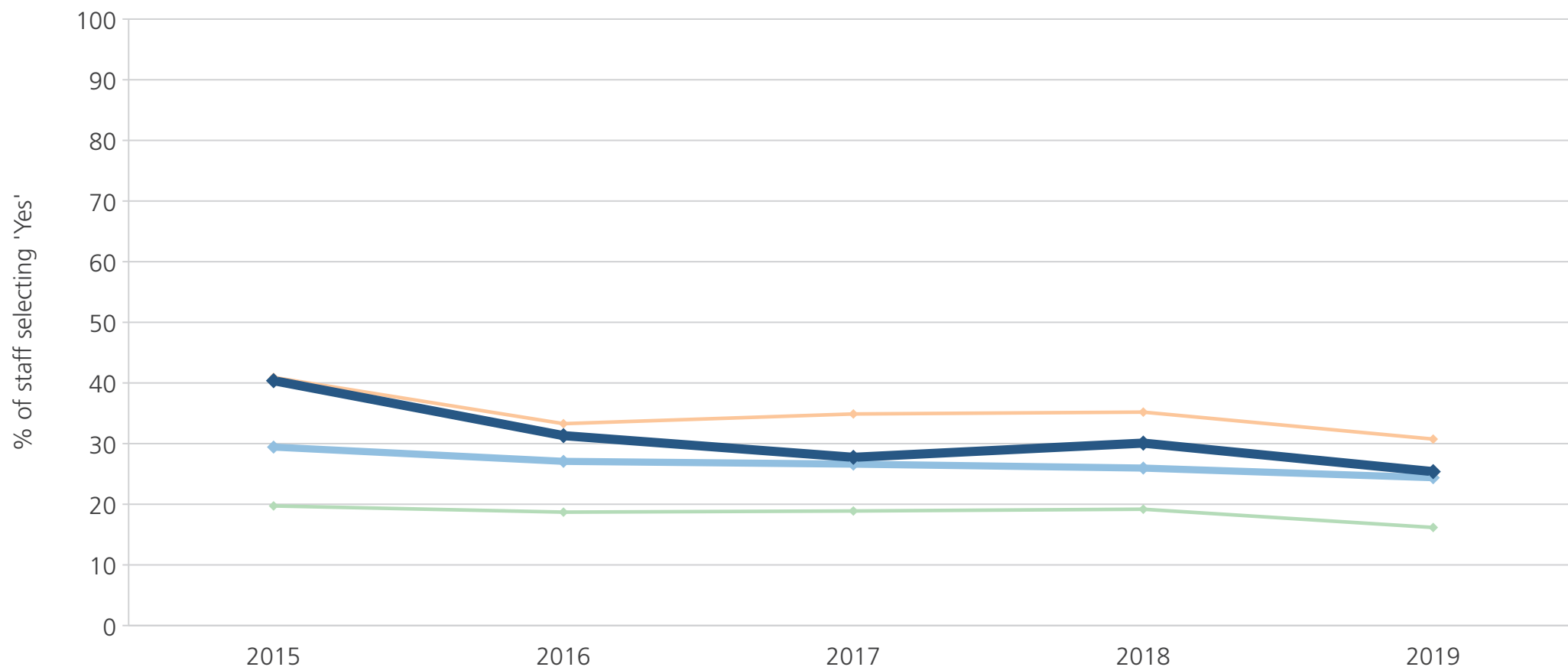


	2015	2016	2017	2018	2019
Worst	44.9%	44.3%	45.9%	46.7%	46.3%
Your org	36.1%	37.9%	39.4%	41.9%	41.5%
Average	36.2%	35.3%	36.8%	39.0%	39.8%
Best	24.9%	25.4%	27.8%	29.1%	31.3%
Responses	367	1,697	1,919	1,965	2,284



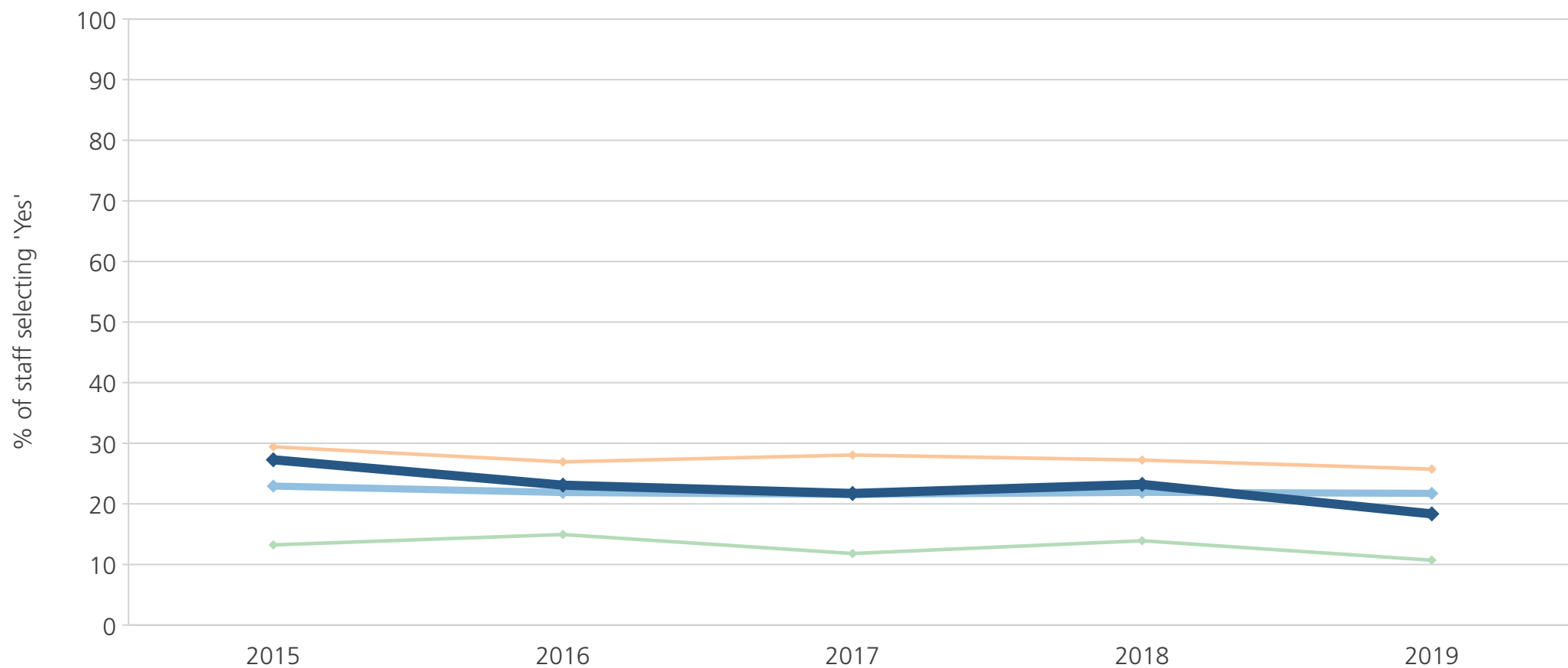
	2015	2016	2017	2018	2019
Worst	65.0%	62.9%	62.9%	64.3%	62.3%
Your org	58.6%	57.5%	57.4%	62.3%	56.5%
Average	57.0%	55.2%	56.3%	56.9%	56.8%
Best	44.8%	48.4%	47.7%	47.7%	48.0%
Responses	368	1,697	1,918	1,965	2,284

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



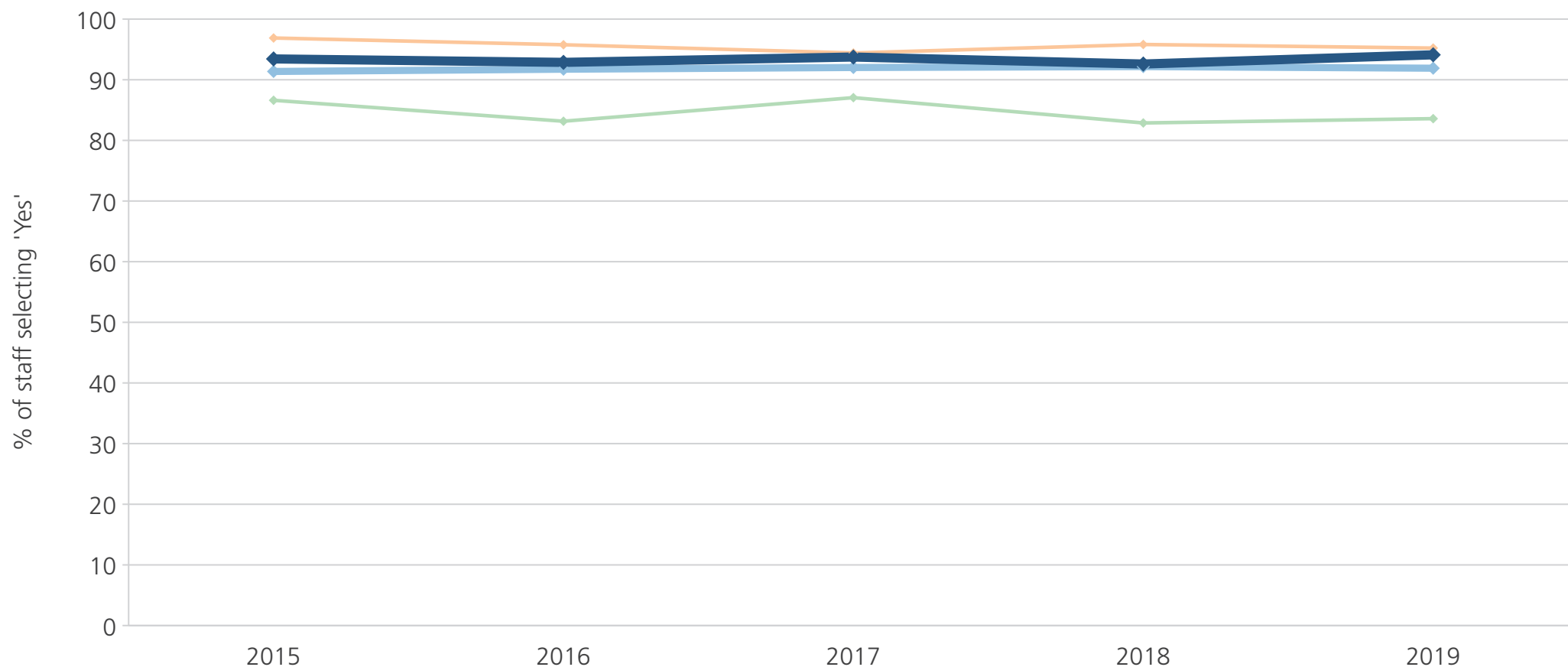
	2015	2016	2017	2018	2019
Worst	40.9%	33.3%	34.9%	35.2%	30.7%
Your org	40.4%	31.3%	27.7%	30.1%	25.4%
Average	29.4%	27.1%	26.6%	26.0%	24.4%
Best	19.7%	18.7%	18.9%	19.2%	16.2%
Responses	217	969	1,093	1,184	1,264

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

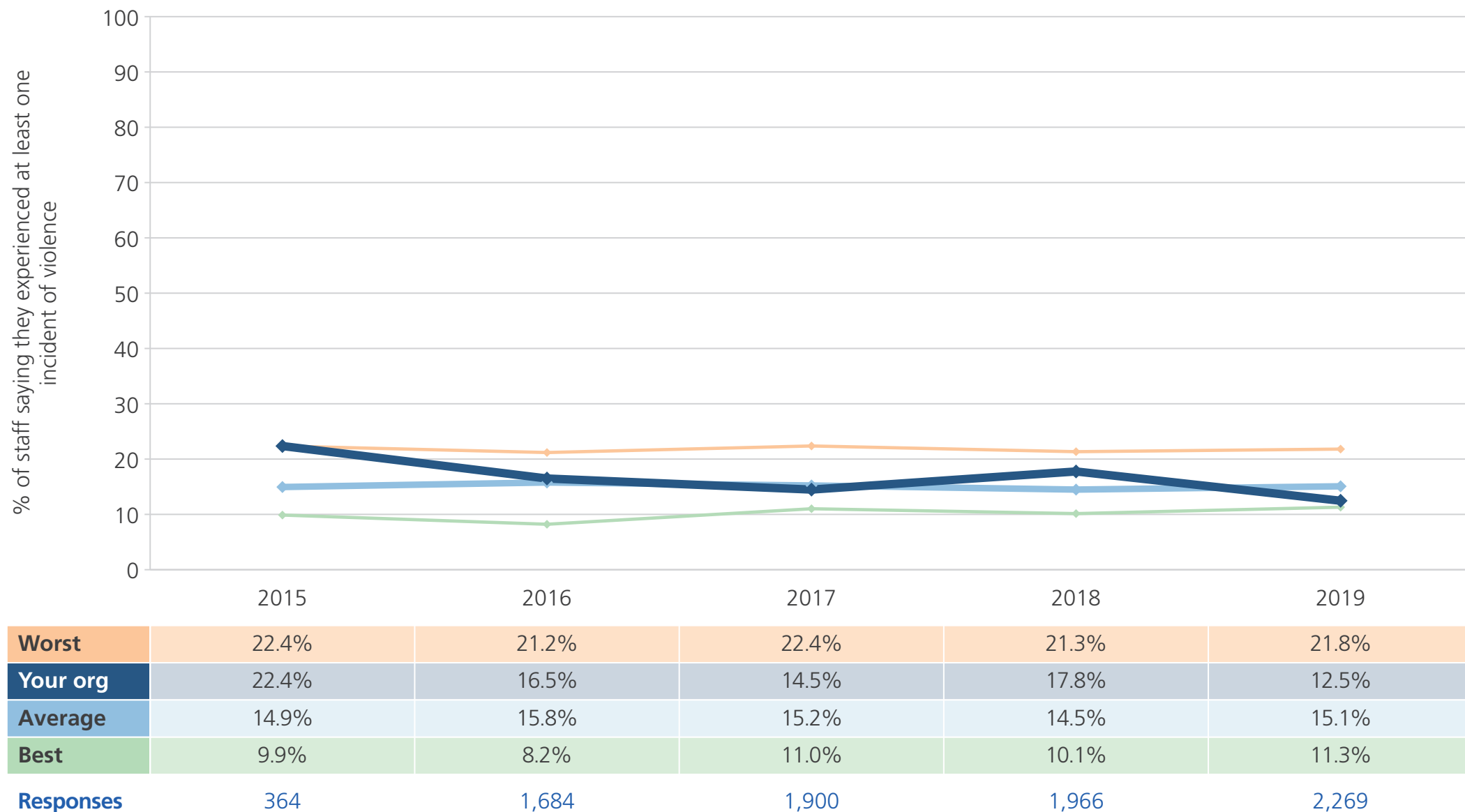


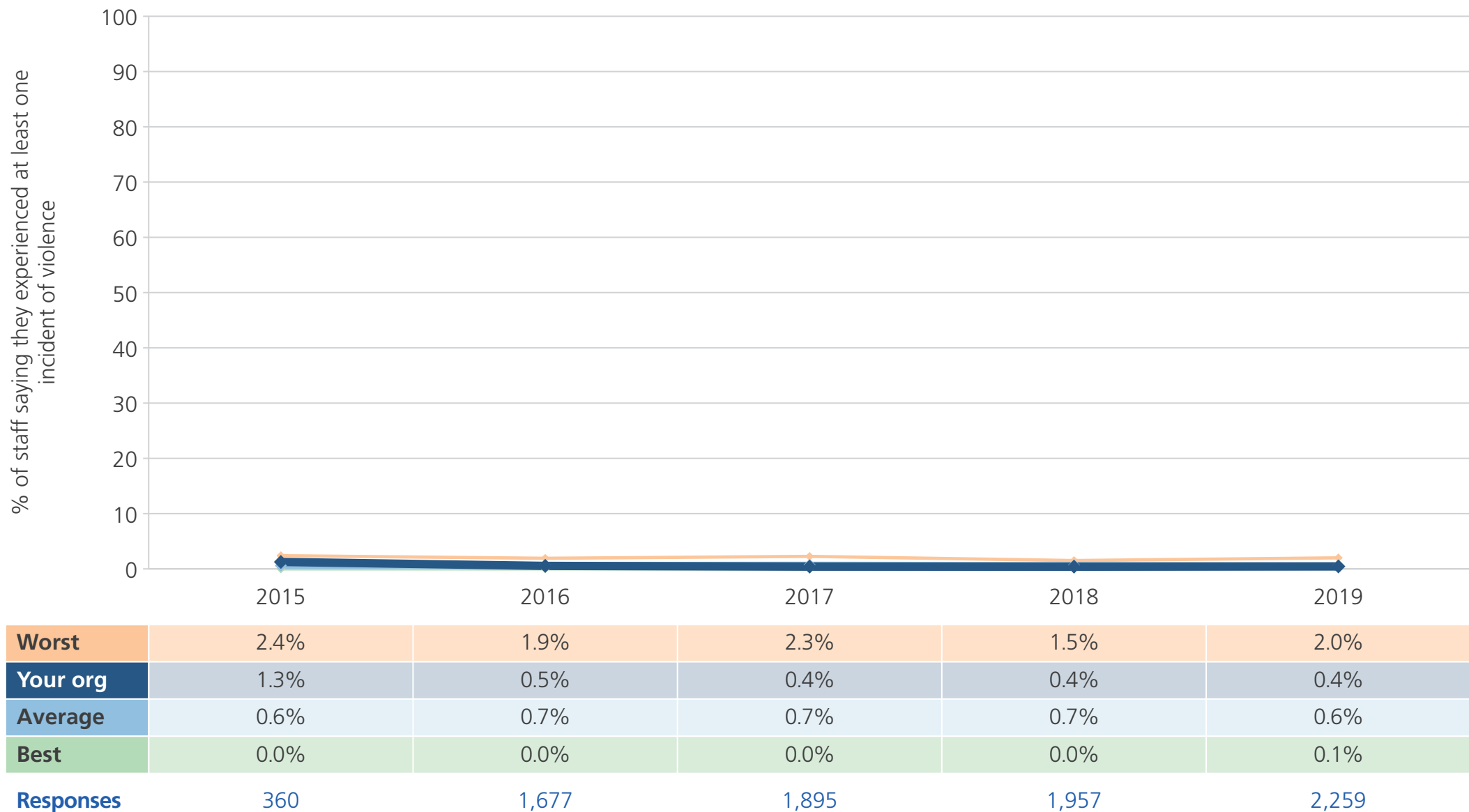
Worst	29.4%	26.9%	28.1%	27.2%	25.7%
Your org	27.3%	23.1%	21.7%	23.2%	18.3%
Average	22.9%	21.9%	21.6%	21.9%	21.7%
Best	13.2%	14.9%	11.8%	13.9%	10.7%
Responses	216	968	1,089	1,184	1,264

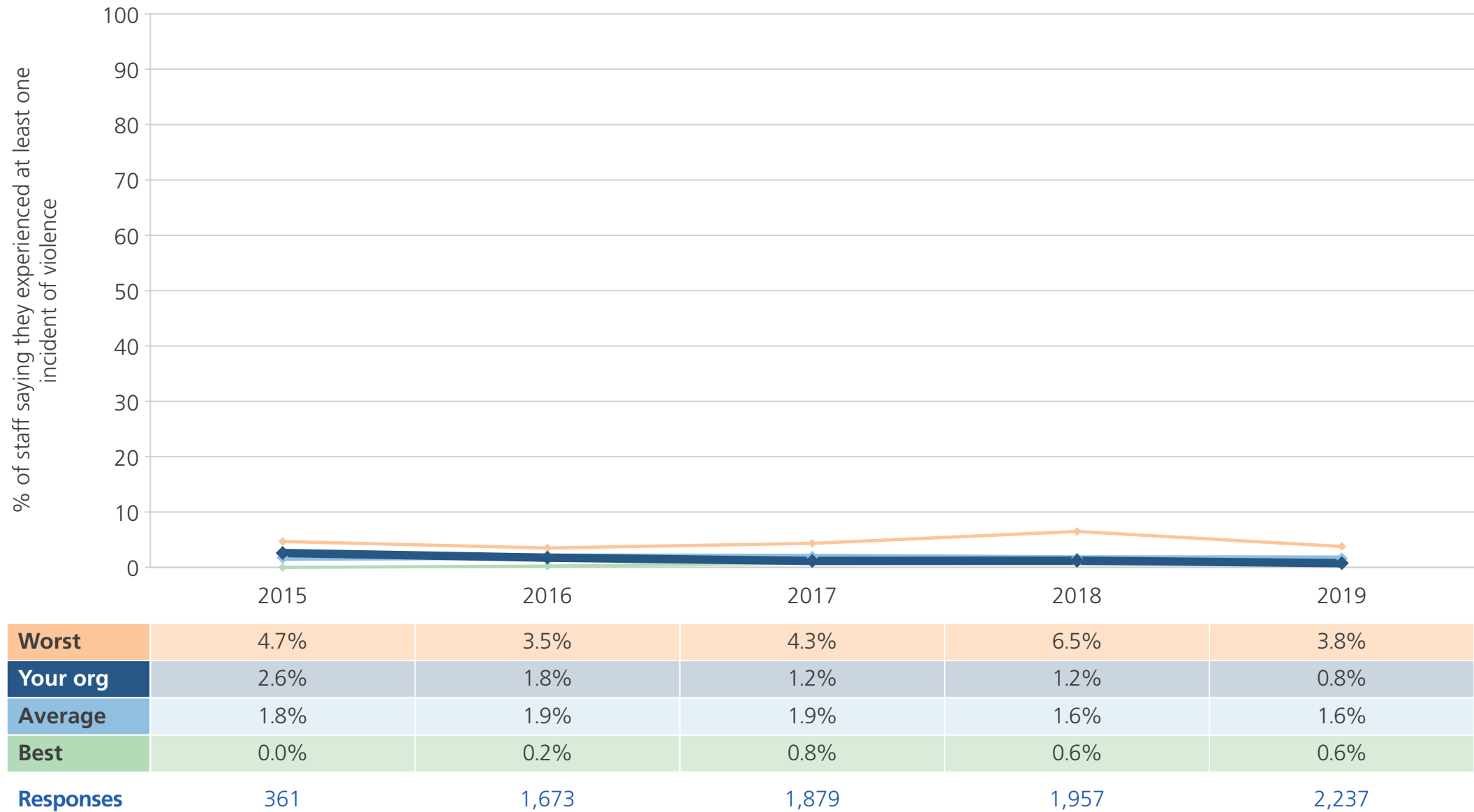
This question was only answered by people who responded to Q11d.

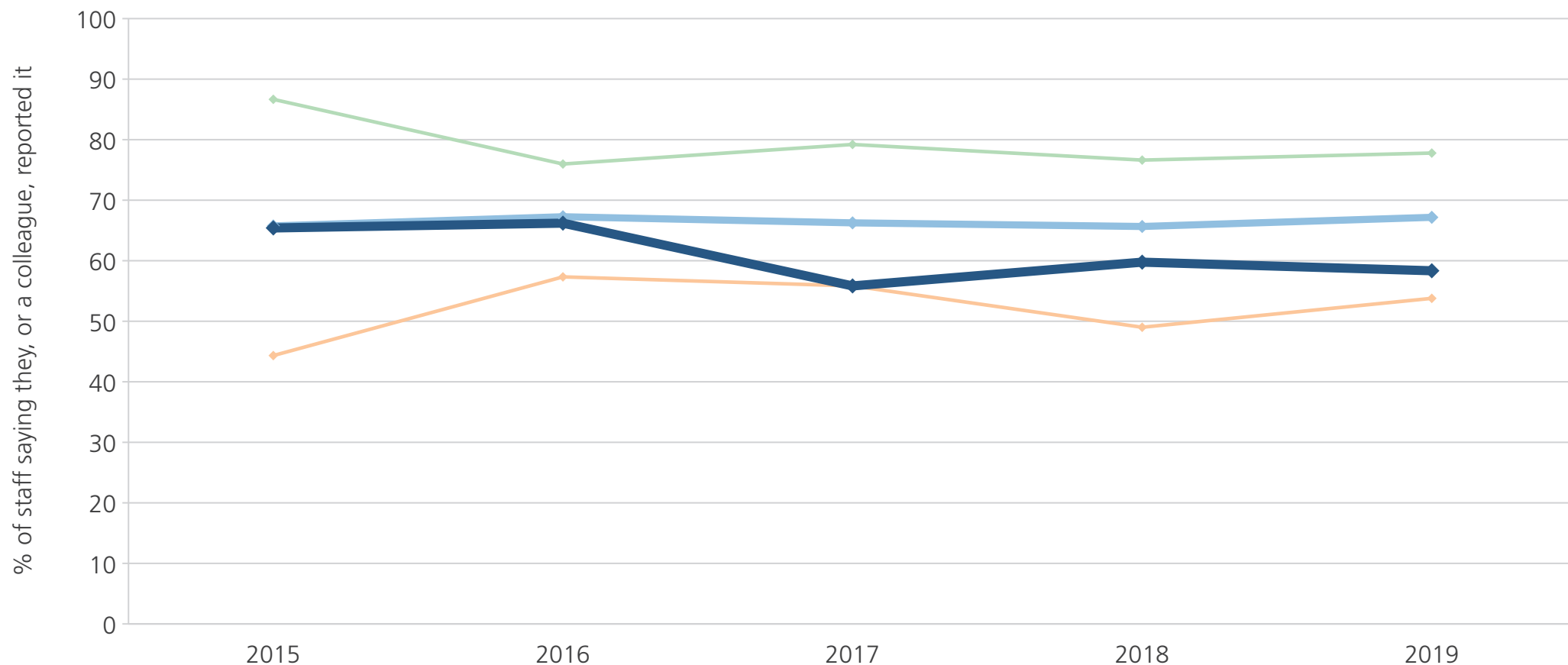


	2015	2016	2017	2018	2019
Worst	96.9%	95.8%	94.4%	95.8%	95.2%
Your org	93.4%	92.9%	93.7%	92.6%	94.1%
Average	91.4%	91.7%	92.0%	92.2%	91.9%
Best	86.6%	83.2%	87.0%	82.9%	83.6%
Responses	219	973	1,093	1,211	1,267

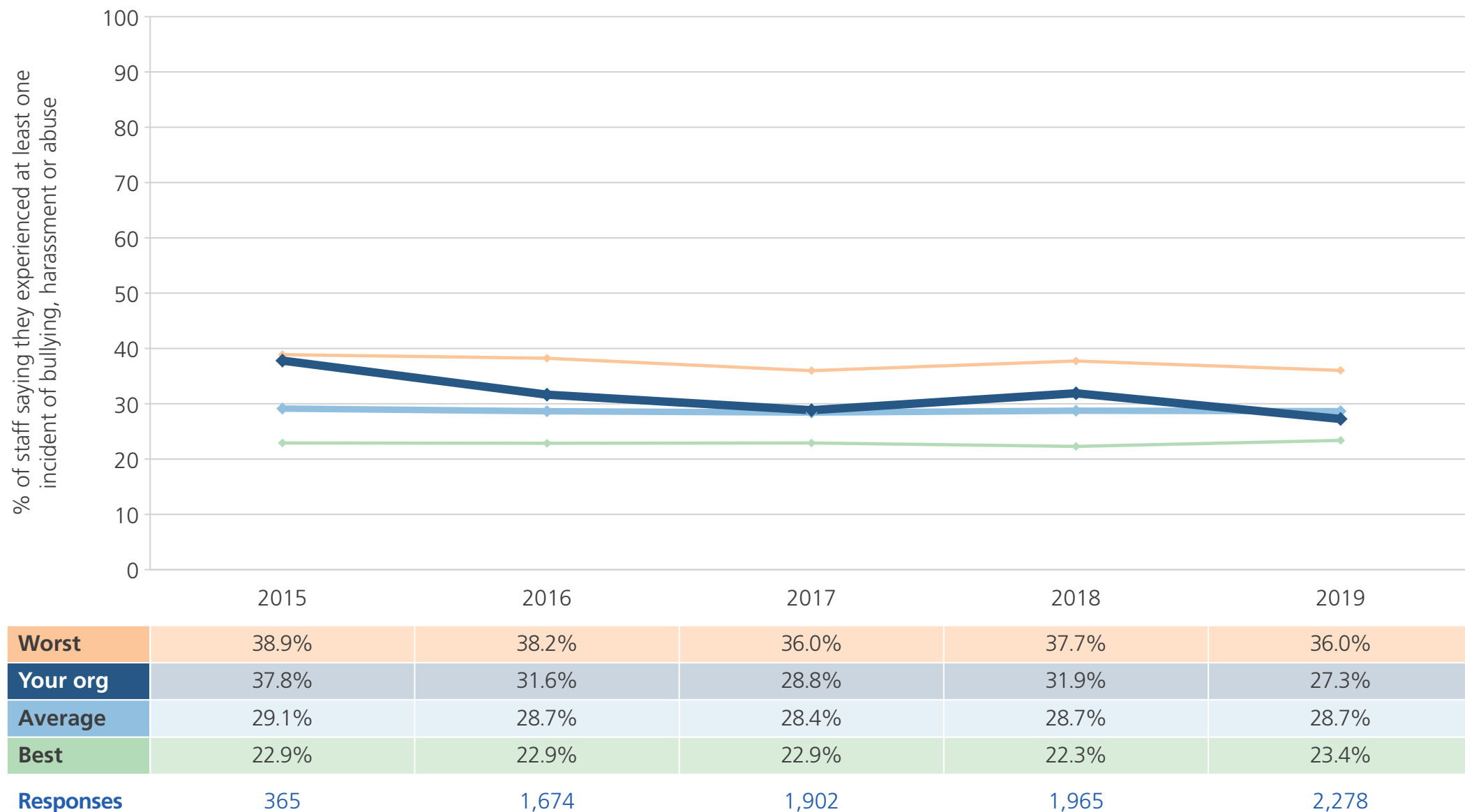


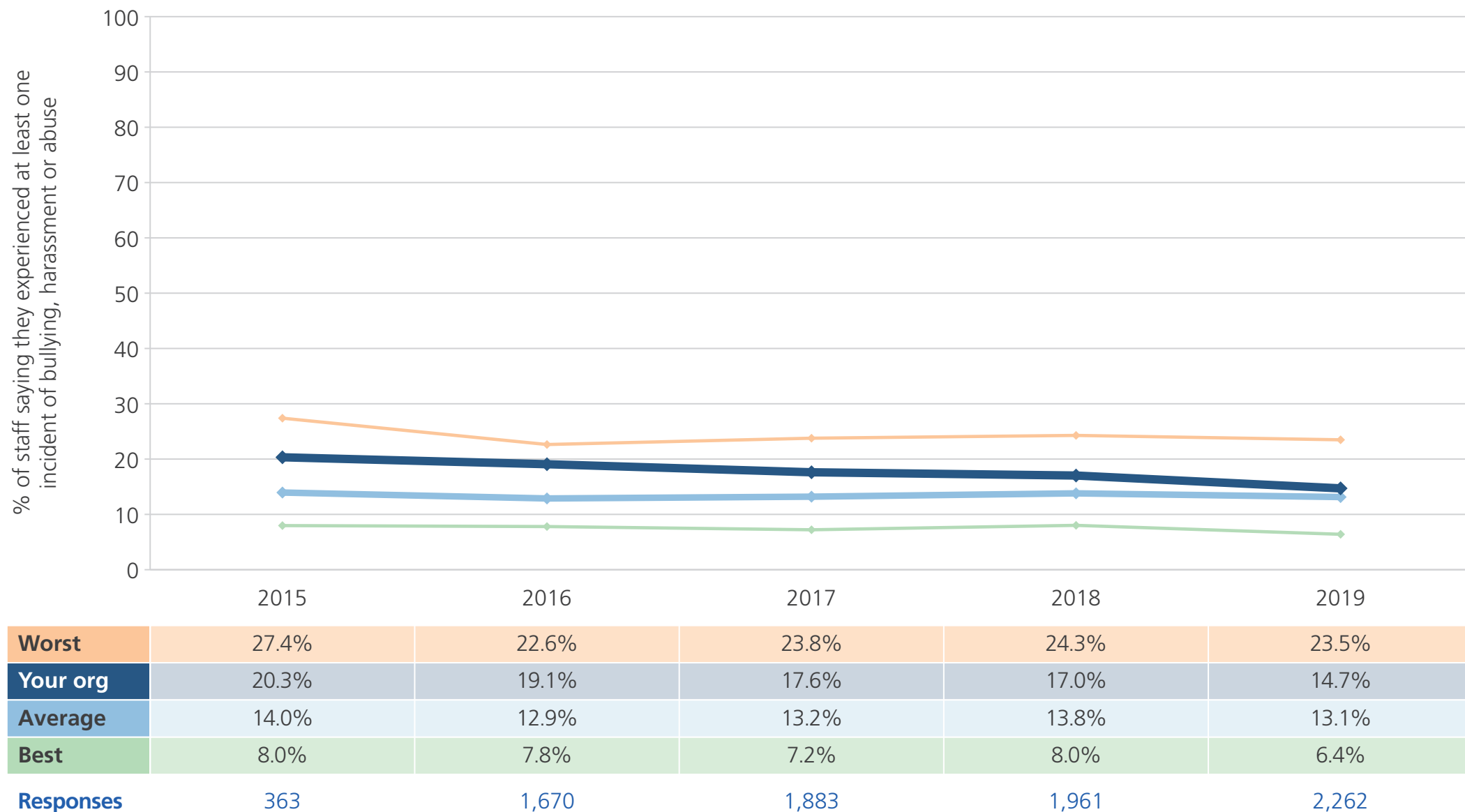


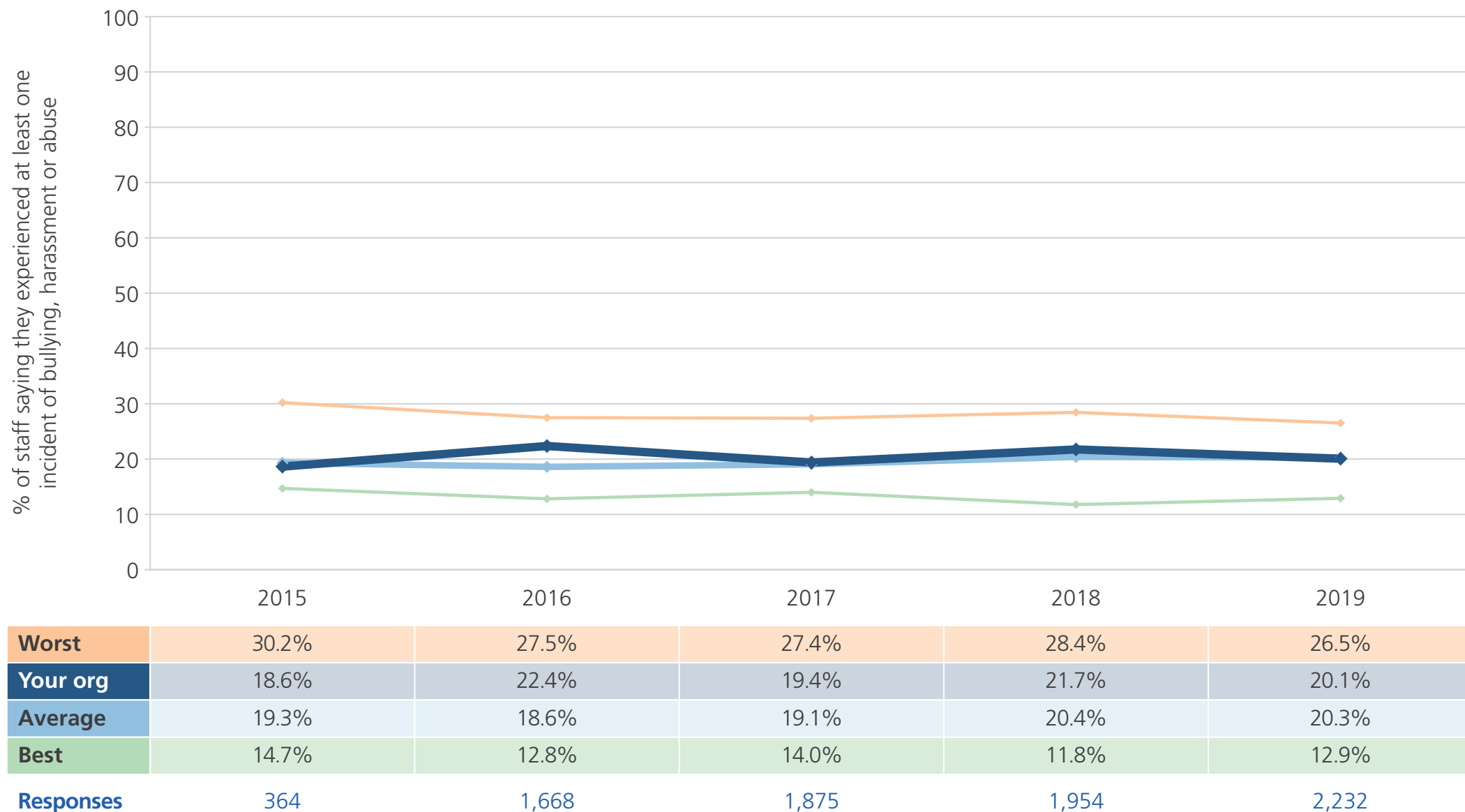


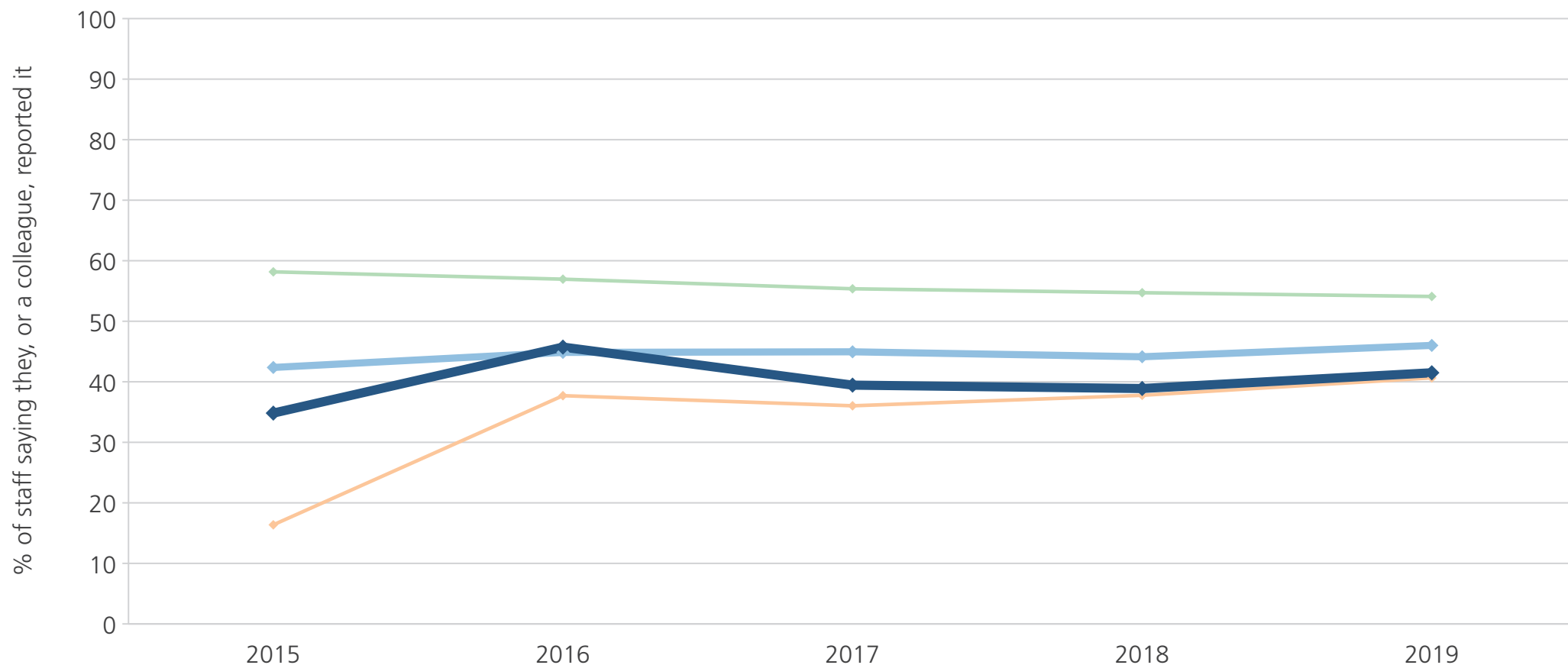


Best	86.7%	76.0%	79.2%	76.6%	77.8%
Your org	65.4%	66.2%	55.8%	59.8%	58.3%
Average	65.8%	67.3%	66.3%	65.7%	67.2%
Worst	44.3%	57.3%	55.8%	49.0%	53.8%
Responses	77	240	237	293	235

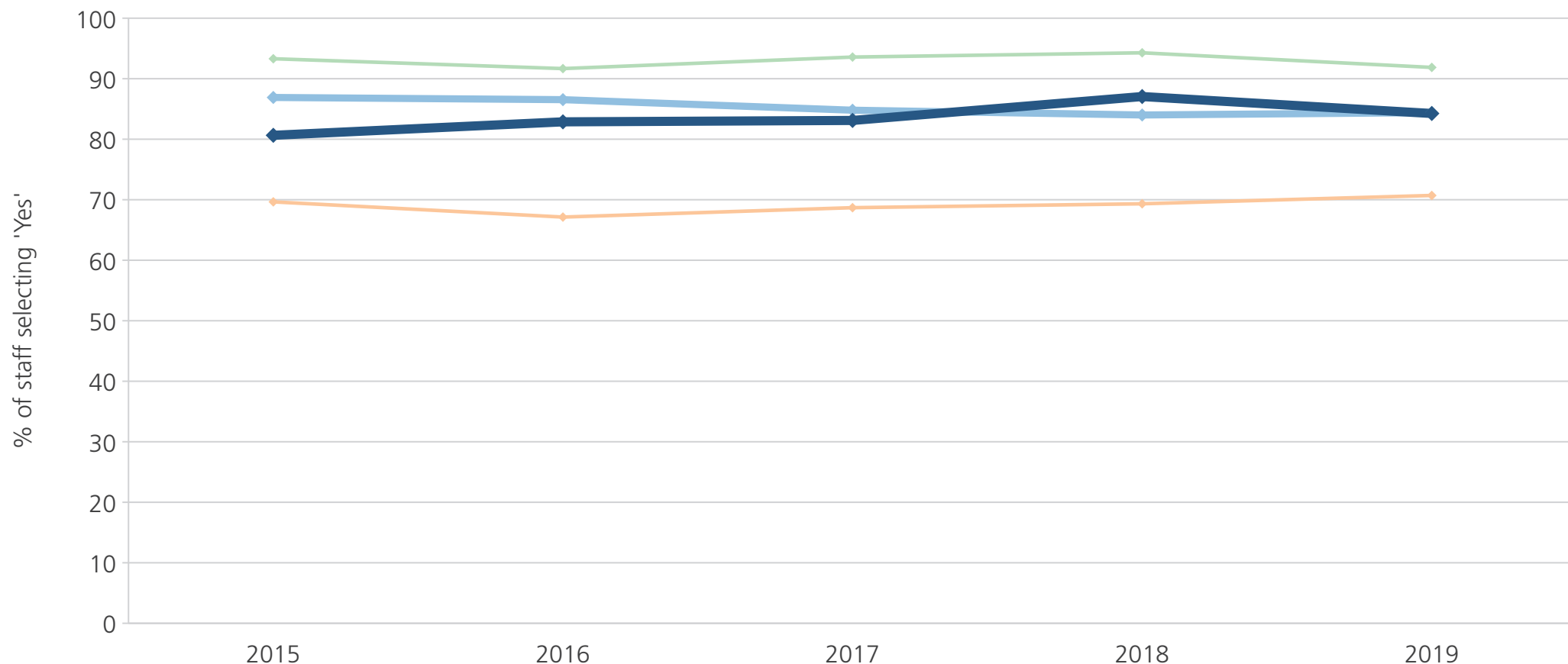




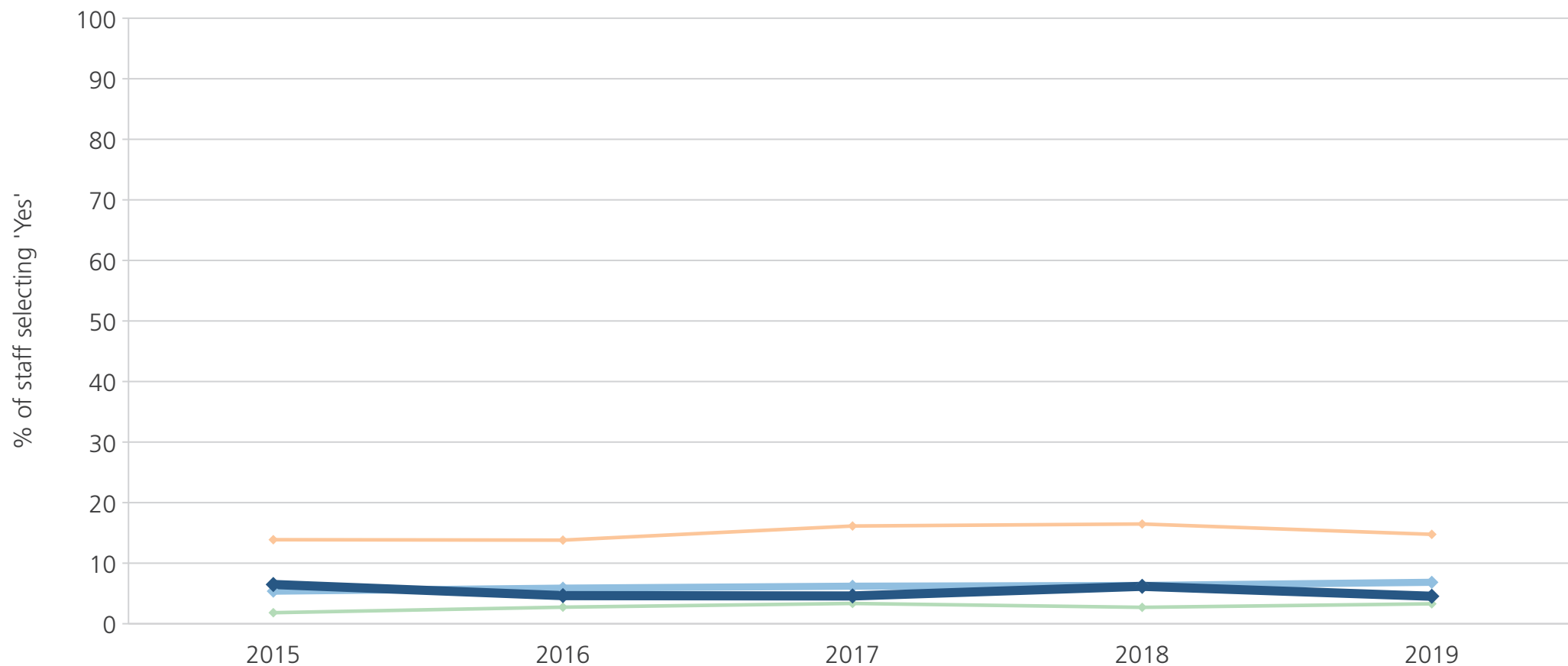




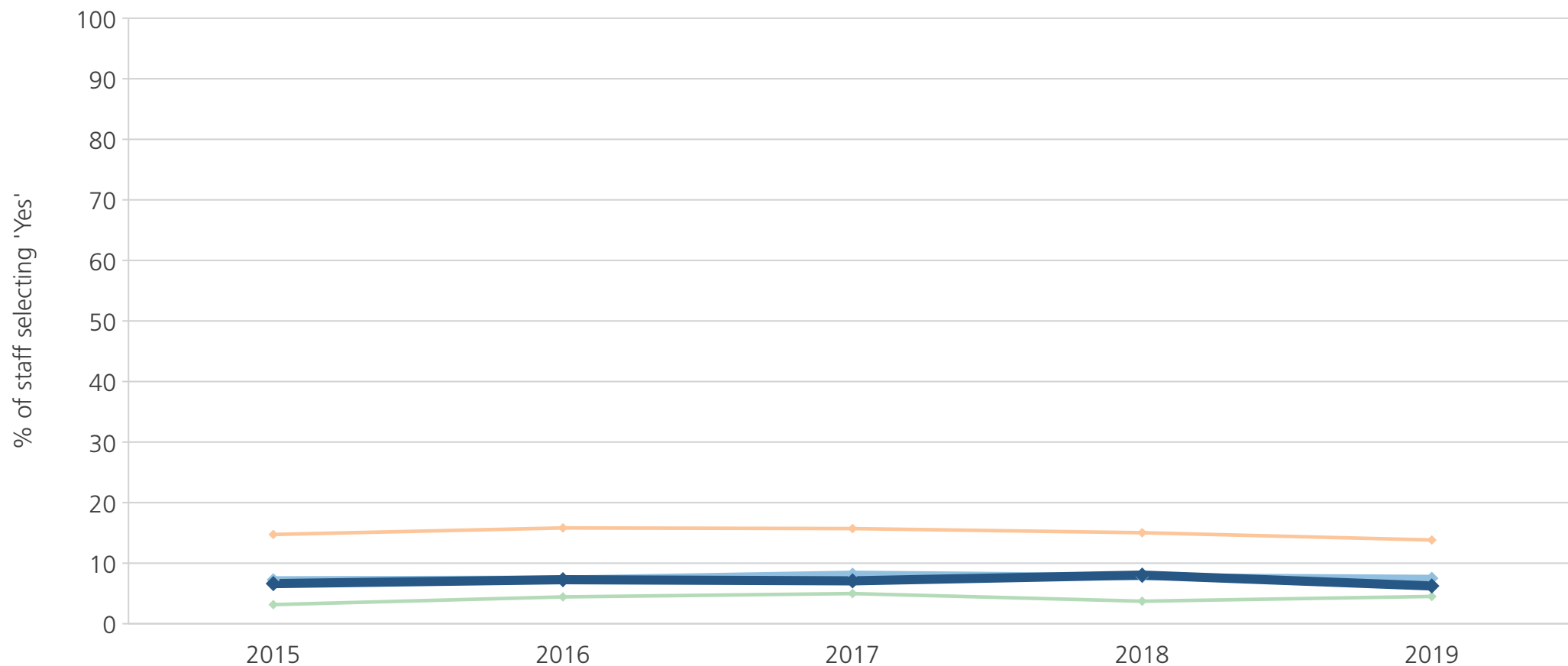
Best	58.2%	57.0%	55.4%	54.7%	54.1%
Your org	34.8%	45.7%	39.4%	38.9%	41.5%
Average	42.4%	44.9%	45.0%	44.1%	46.0%
Worst	16.4%	37.7%	36.0%	37.8%	40.7%
Responses	167	716	715	808	809



	2015	2016	2017	2018	2019
Best	93.3%	91.7%	93.6%	94.3%	91.9%
Your org	80.6%	82.9%	83.1%	87.1%	84.3%
Average	86.9%	86.5%	84.8%	84.0%	84.4%
Worst	69.6%	67.1%	68.7%	69.3%	70.7%
Responses	241	1,100	1,266	1,295	1,488

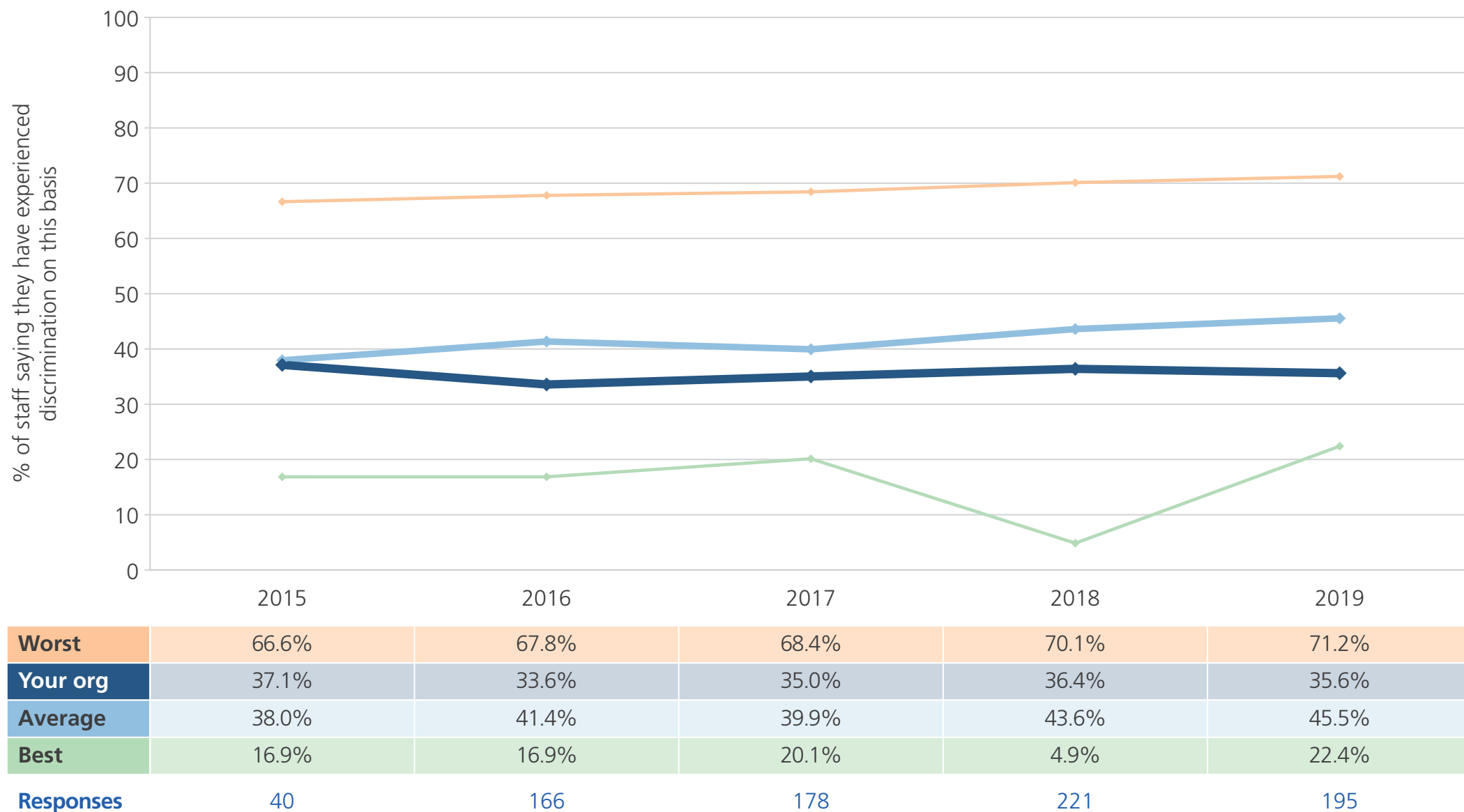


Worst	13.9%	13.8%	16.1%	16.5%	14.8%
Your org	6.5%	4.6%	4.6%	6.2%	4.5%
Average	5.4%	5.9%	6.2%	6.3%	6.8%
Best	1.8%	2.7%	3.3%	2.7%	3.3%
Responses	363	1,683	1,894	1,966	2,266

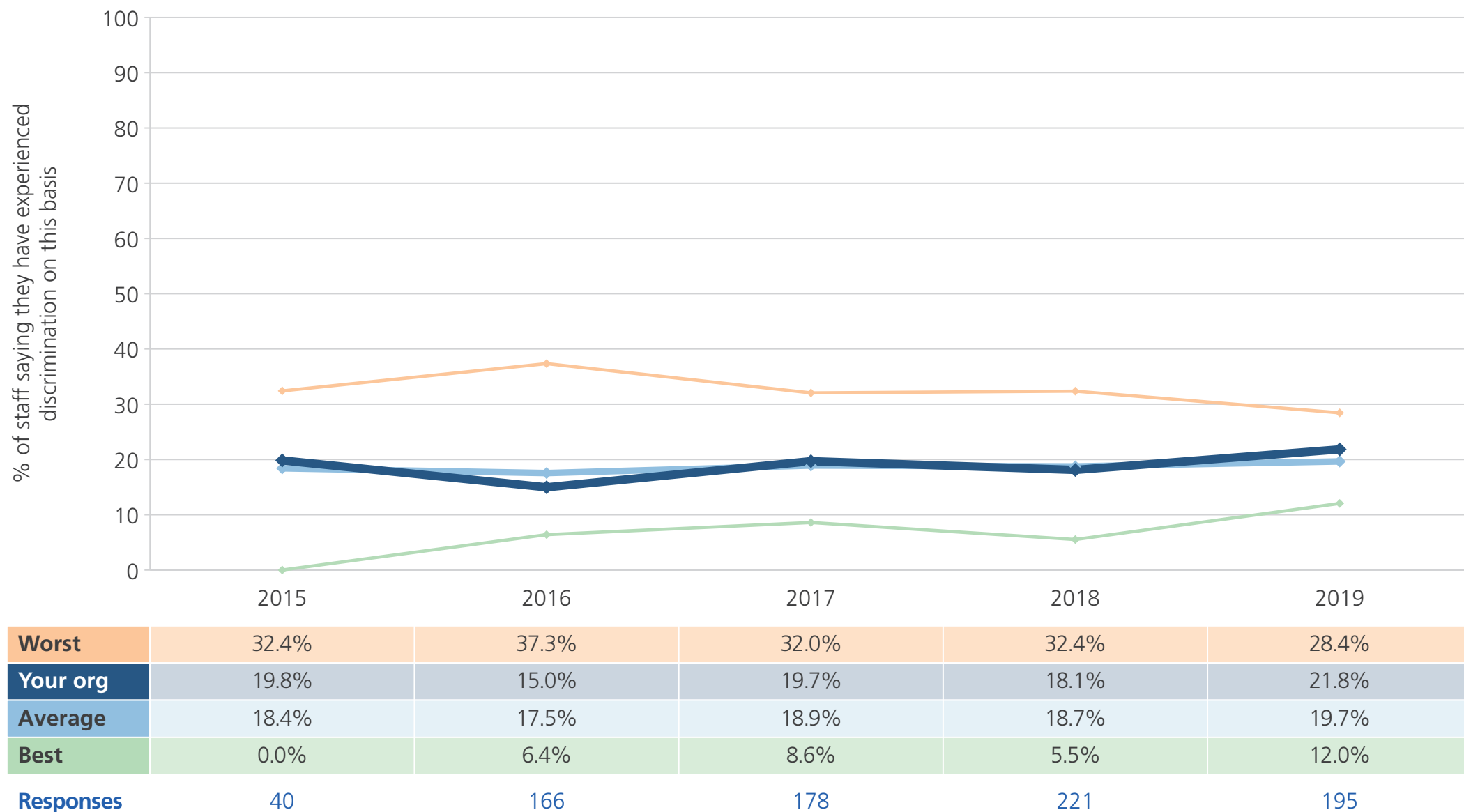


Worst	14.7%	15.8%	15.7%	15.0%	13.8%
Your org	6.6%	7.3%	7.1%	8.0%	6.2%
Average	7.3%	7.4%	8.2%	7.8%	7.5%
Best	3.2%	4.4%	5.0%	3.7%	4.5%
Responses	360	1,678	1,890	1,951	2,245

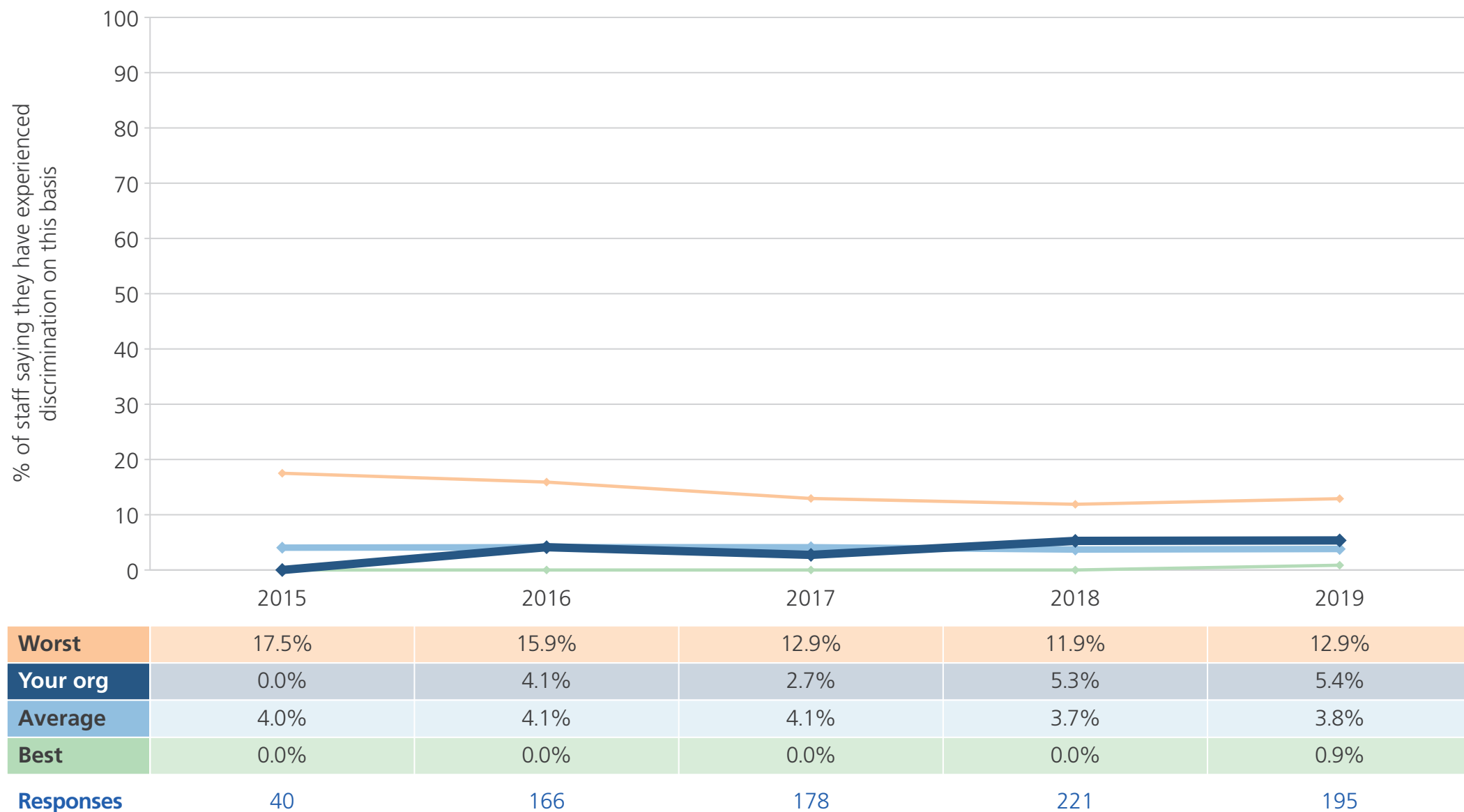
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



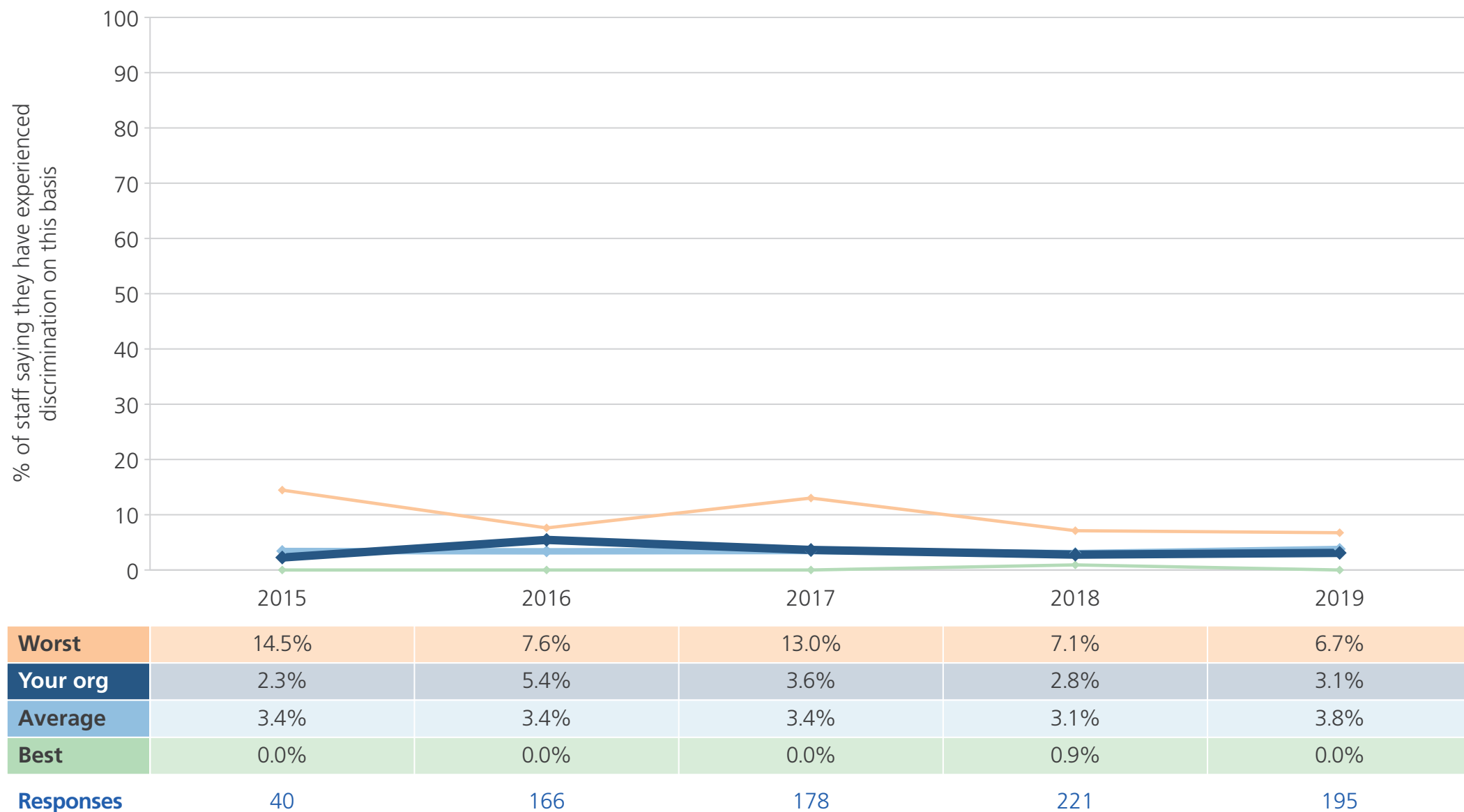
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



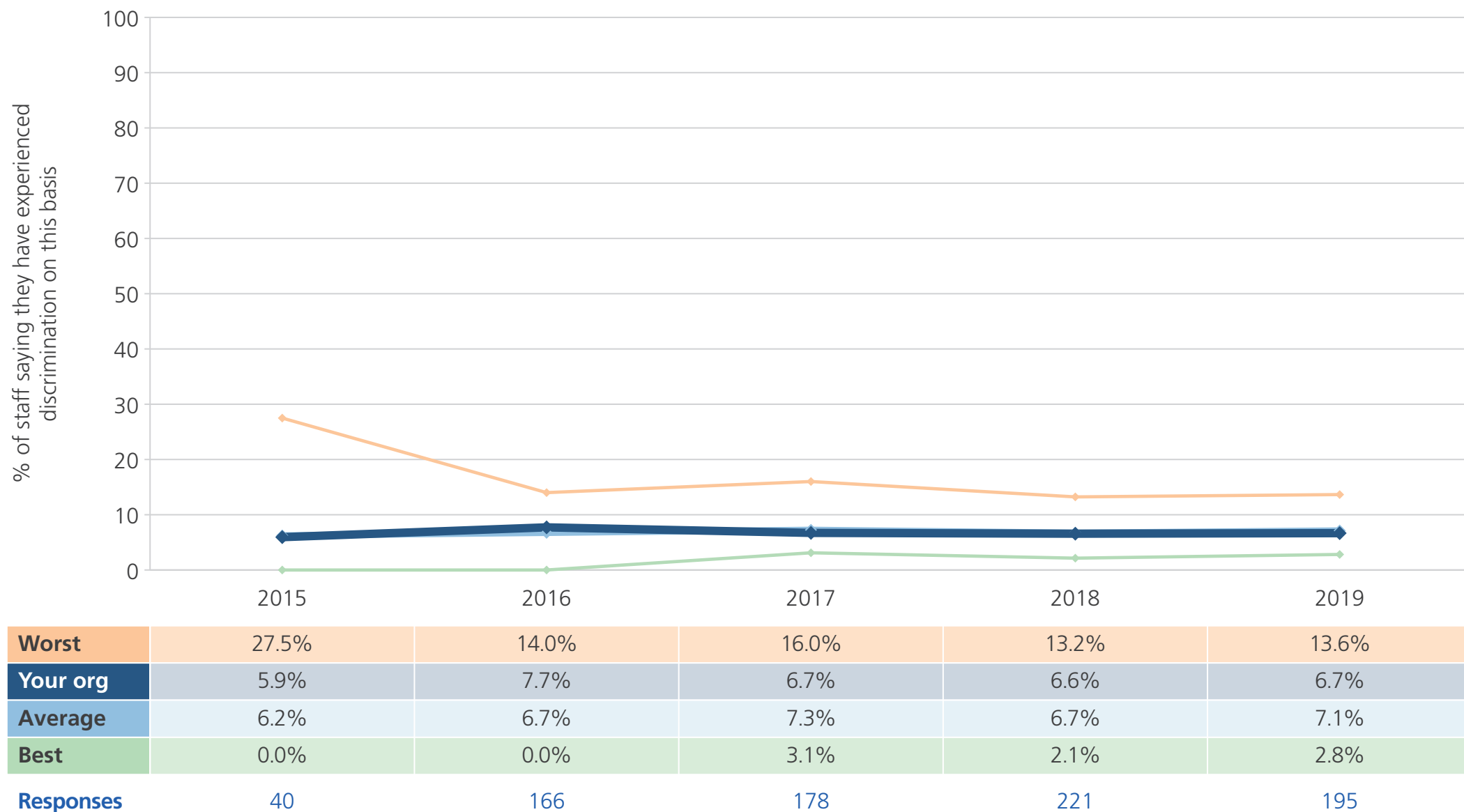
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



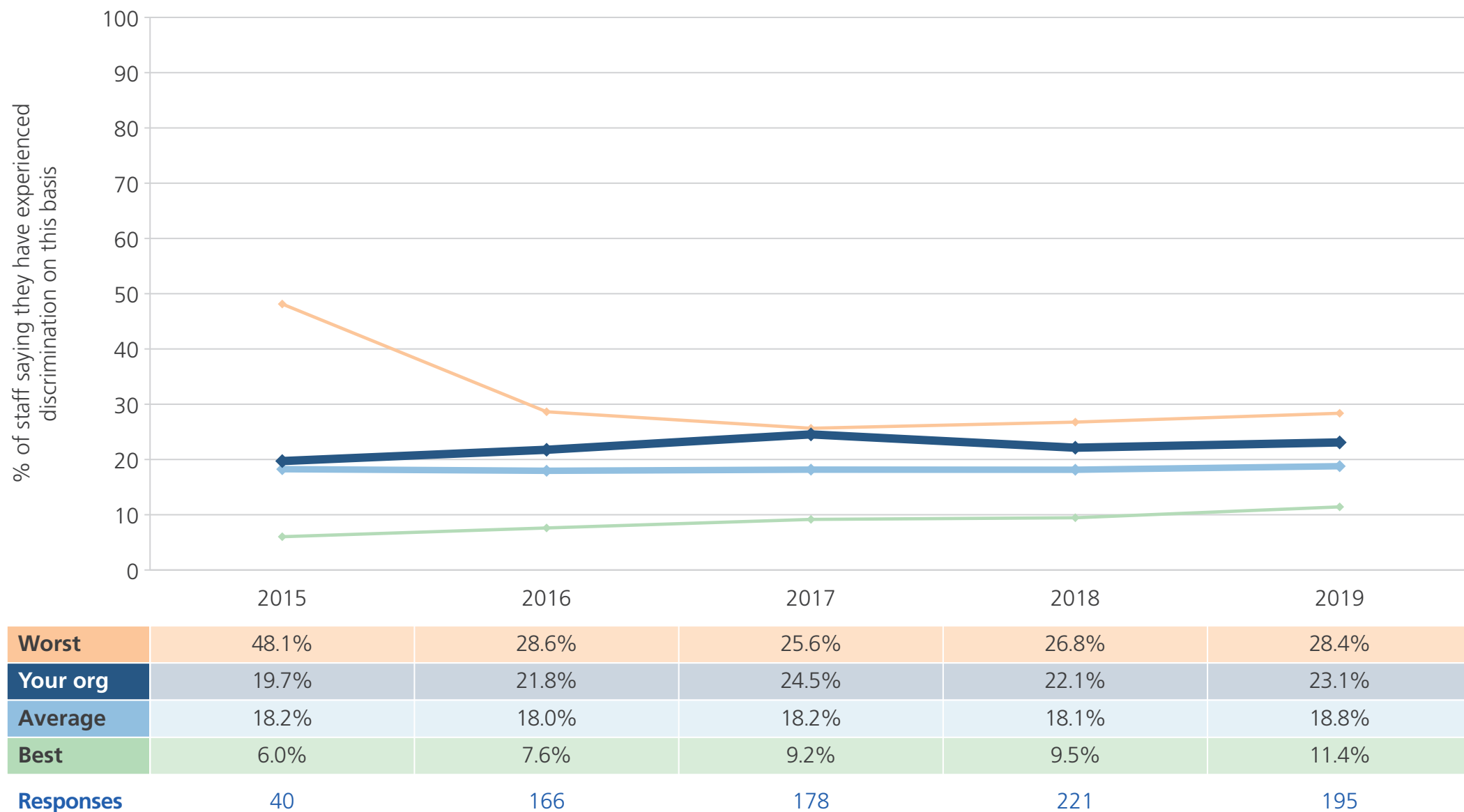
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



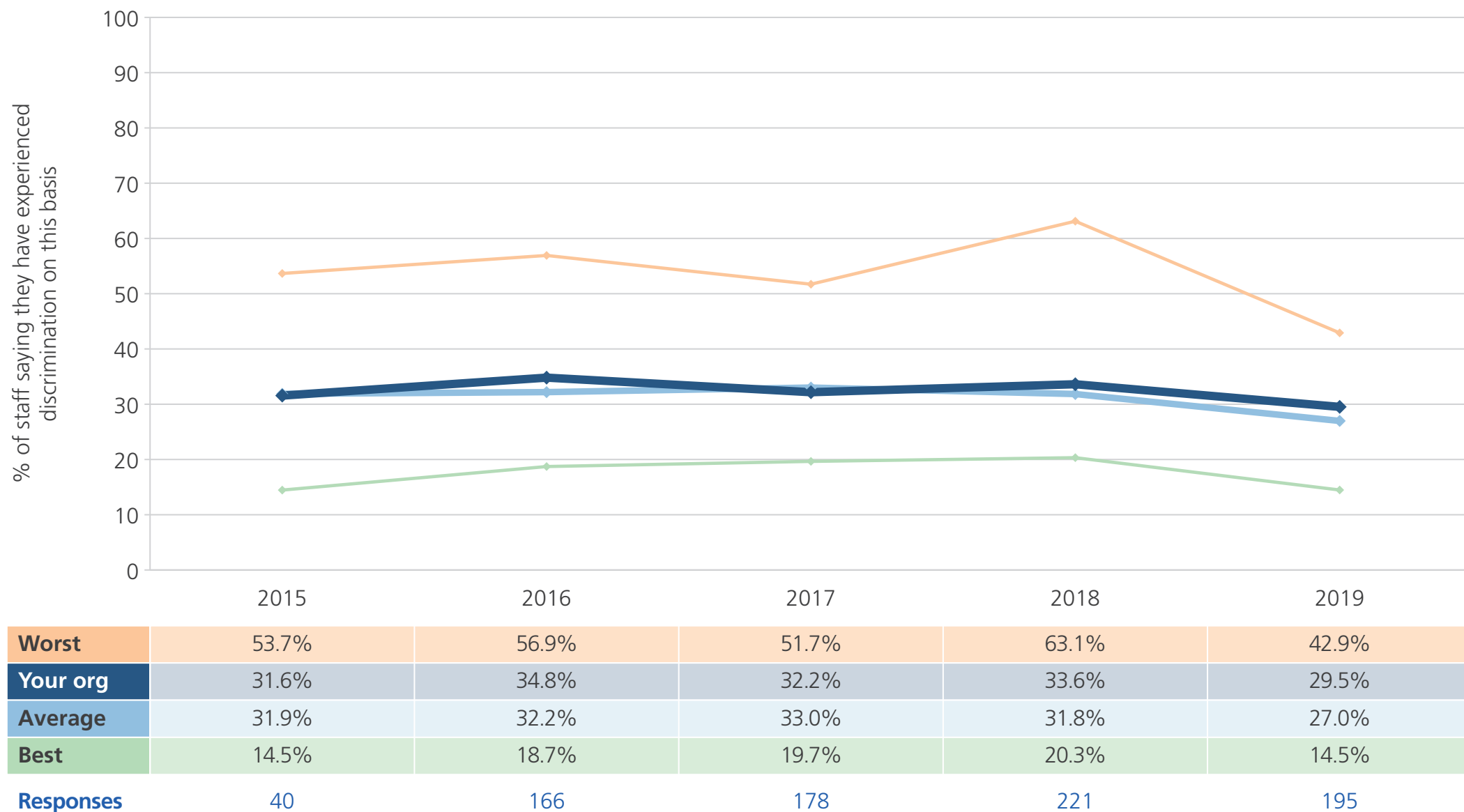
This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

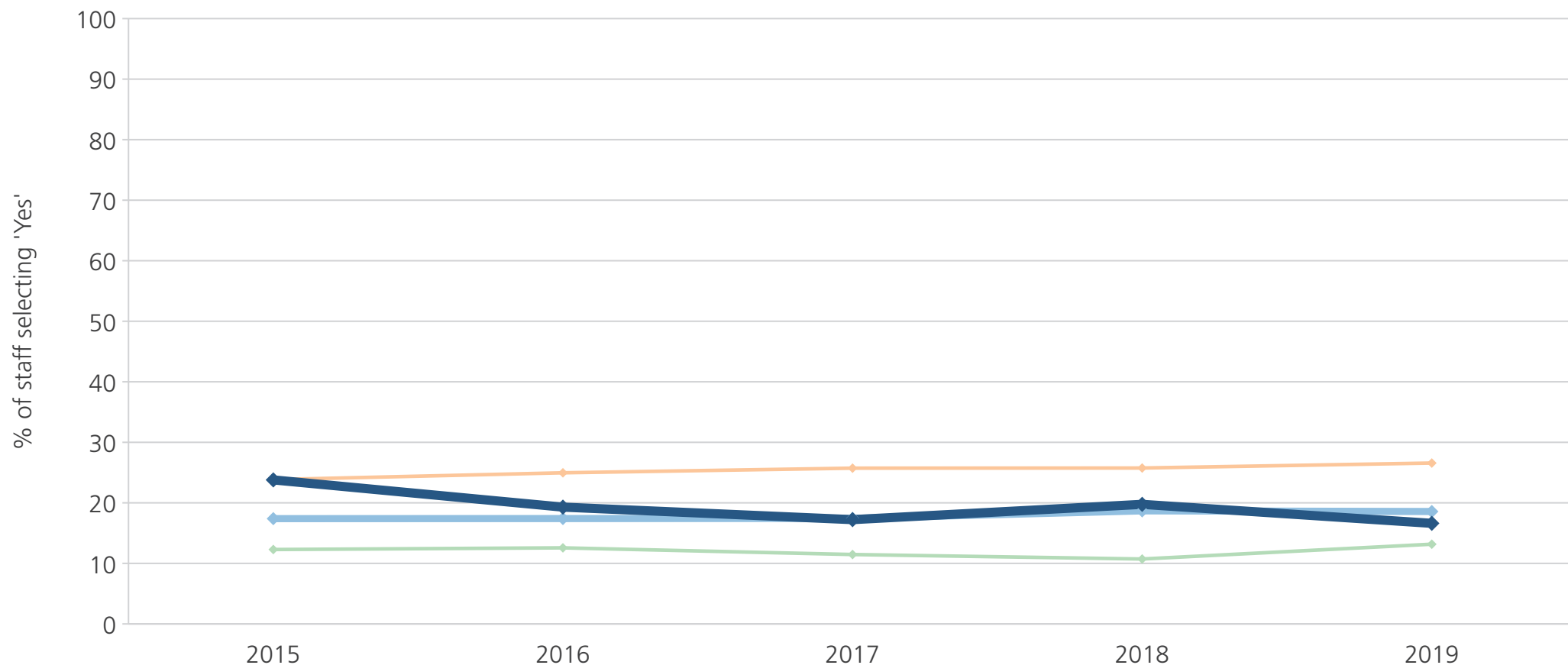


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

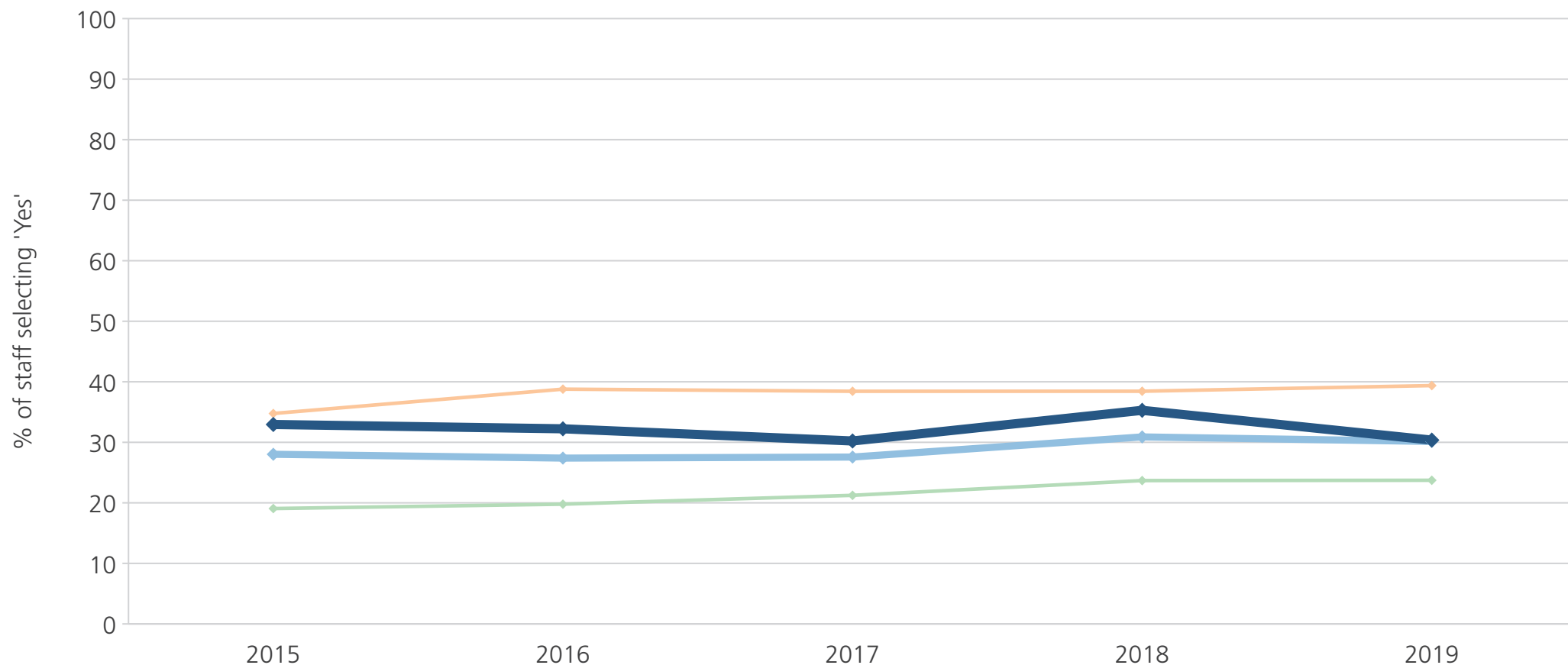


This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



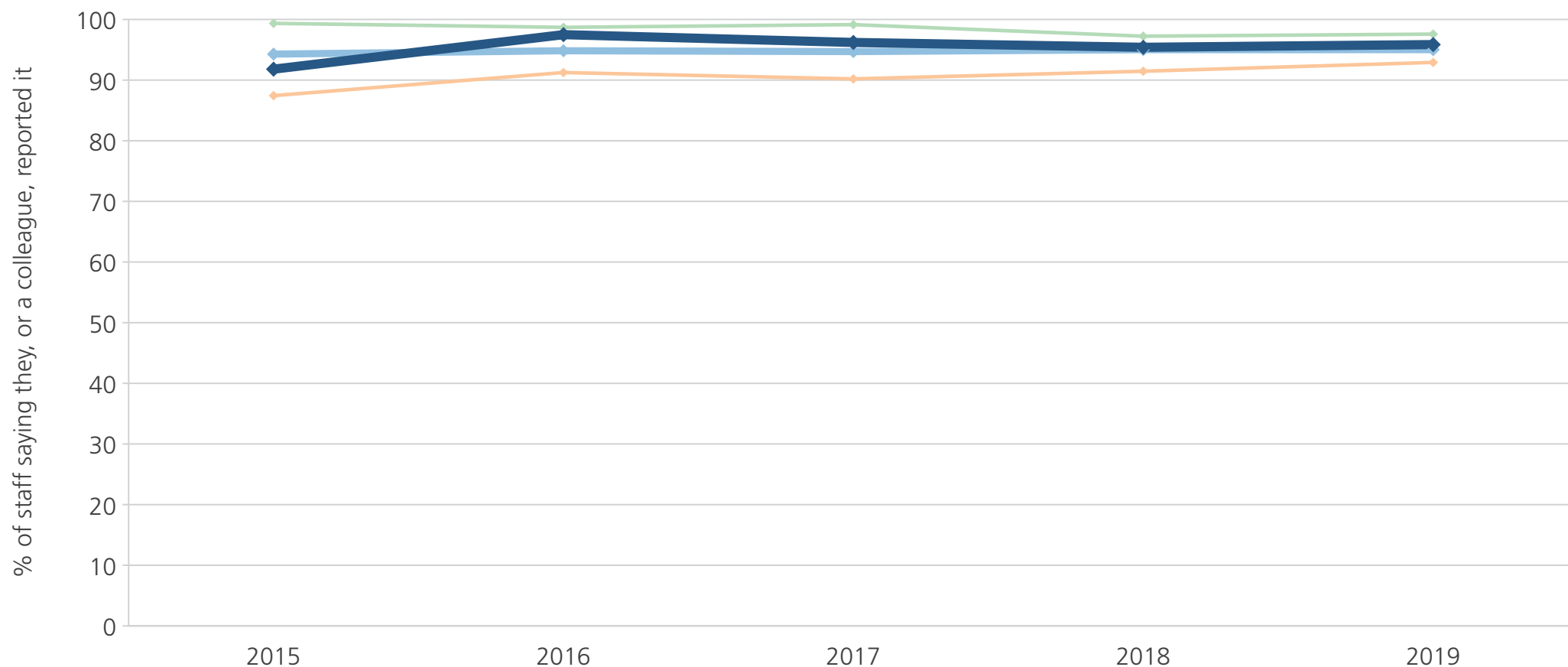


	2015	2016	2017	2018	2019
Worst	23.8%	25.0%	25.7%	25.8%	26.6%
Your org	23.8%	19.3%	17.2%	19.8%	16.6%
Average	17.4%	17.4%	17.4%	18.7%	18.6%
Best	12.3%	12.6%	11.5%	10.7%	13.2%
Responses	364	1,680	1,898	1,937	2,265

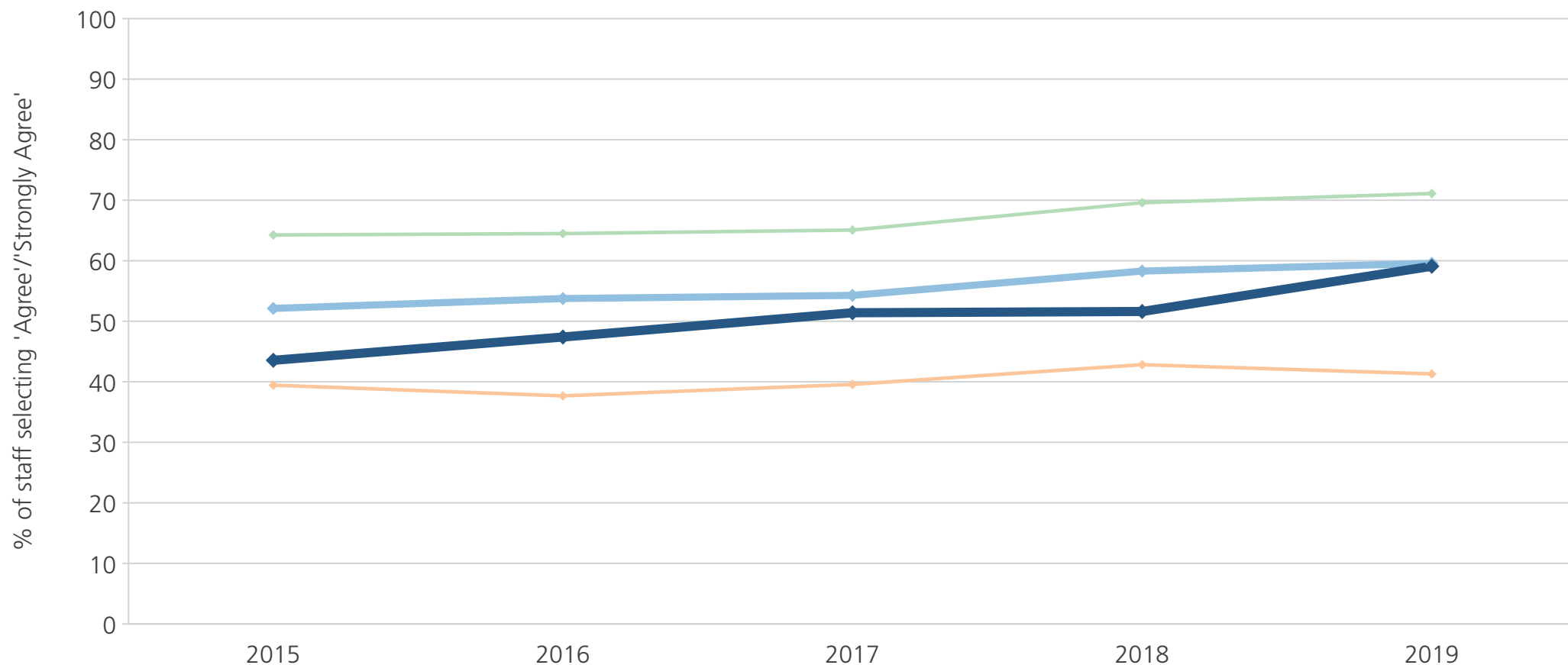


Worst	34.8%	38.8%	38.4%	38.4%	39.4%
Your org	32.9%	32.2%	30.2%	35.3%	30.4%
Average	28.0%	27.4%	27.6%	30.9%	30.1%
Best	19.1%	19.8%	21.2%	23.7%	23.7%
Responses	357	1,664	1,895	1,929	2,257

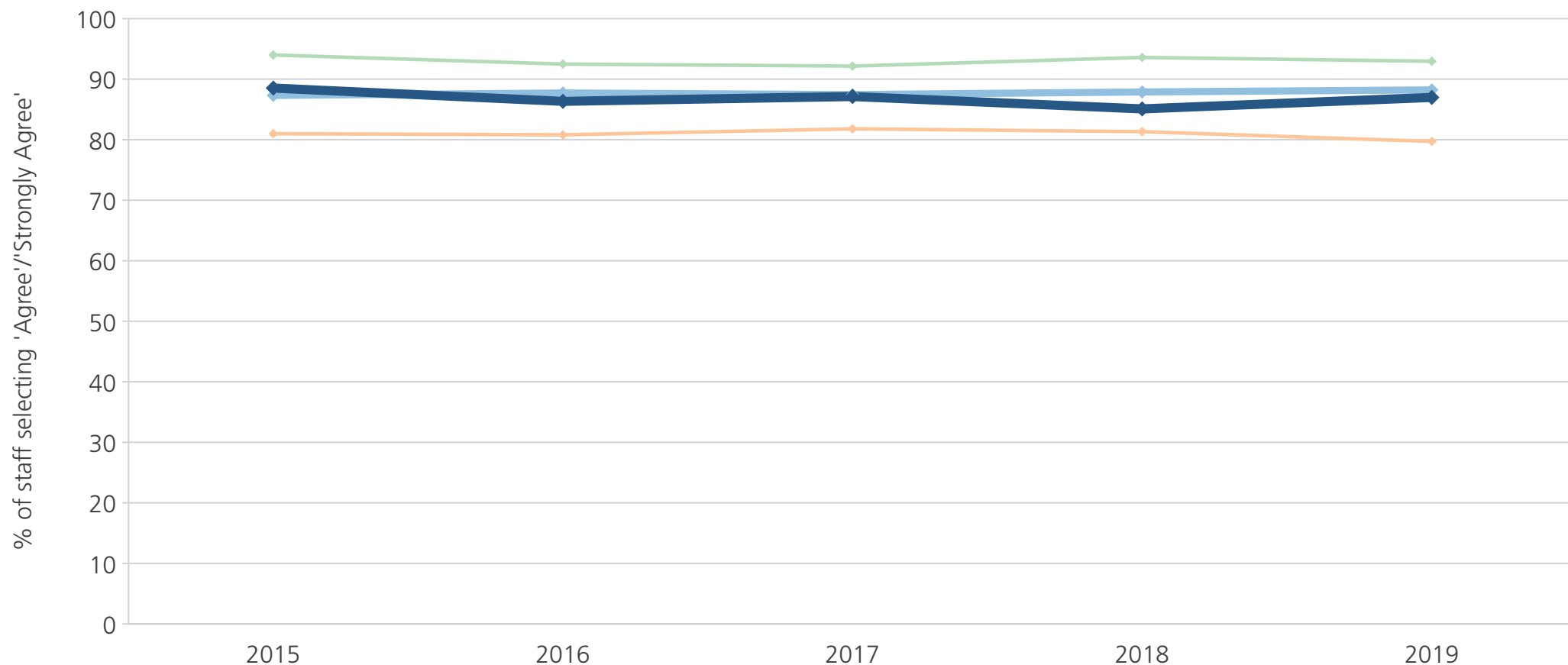
This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.



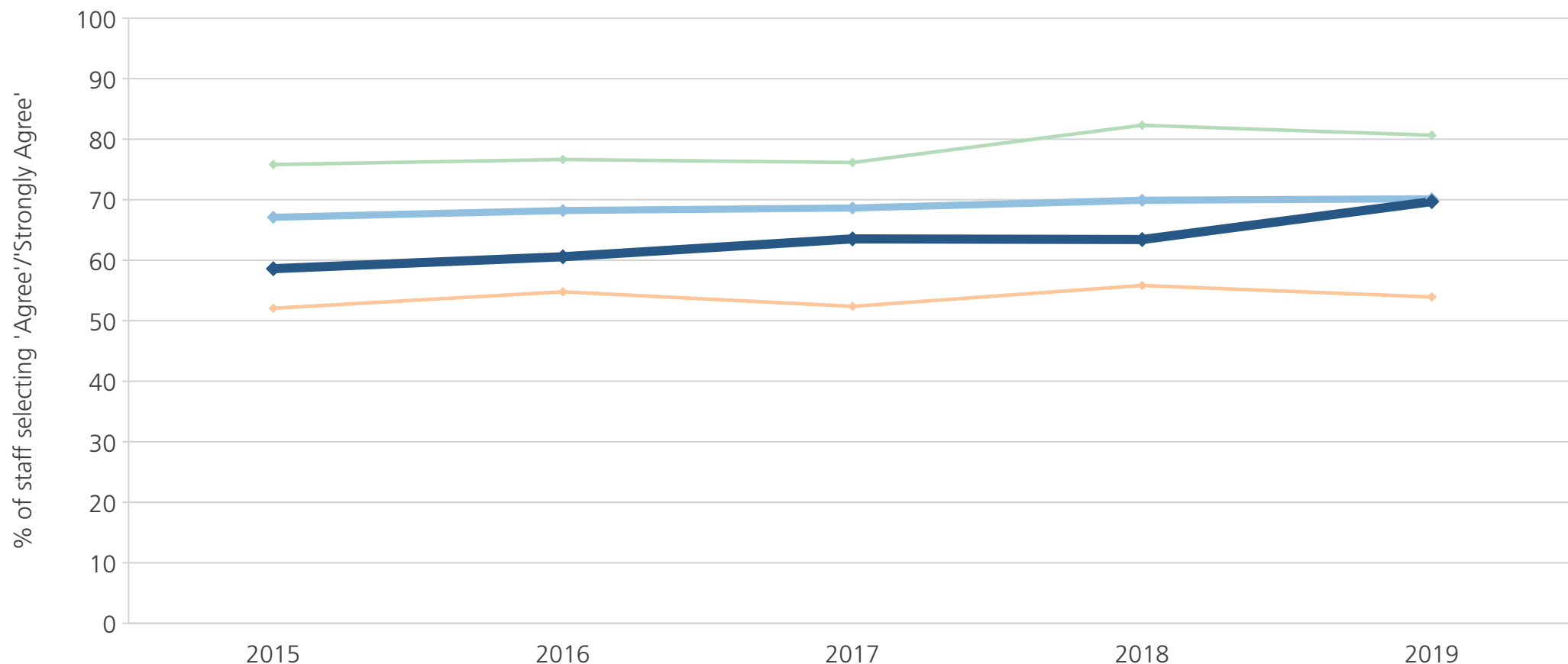
Best	99.4%	98.7%	99.2%	97.2%	97.6%
Your org	91.8%	97.5%	96.2%	95.4%	95.9%
Average	94.3%	94.8%	94.7%	95.0%	95.0%
Worst	87.4%	91.2%	90.2%	91.5%	92.9%
Responses	137	560	621	738	755



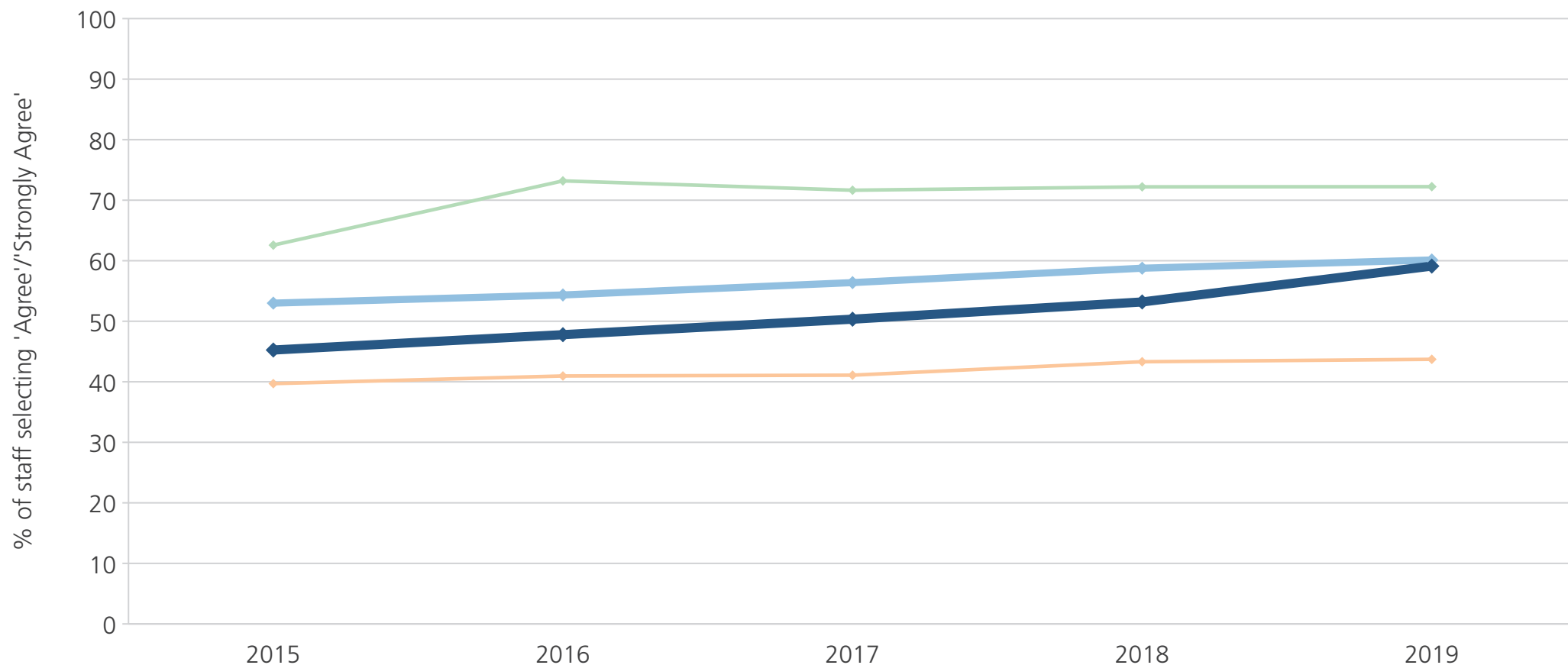
Best	2015	2016	2017	2018	2019
Your org	43.5%	47.4%	51.4%	51.6%	59.1%
Average	52.1%	53.8%	54.3%	58.3%	59.6%
Worst	39.4%	37.7%	39.6%	42.8%	41.3%
Responses	316	1,344	1,504	1,558	1,743



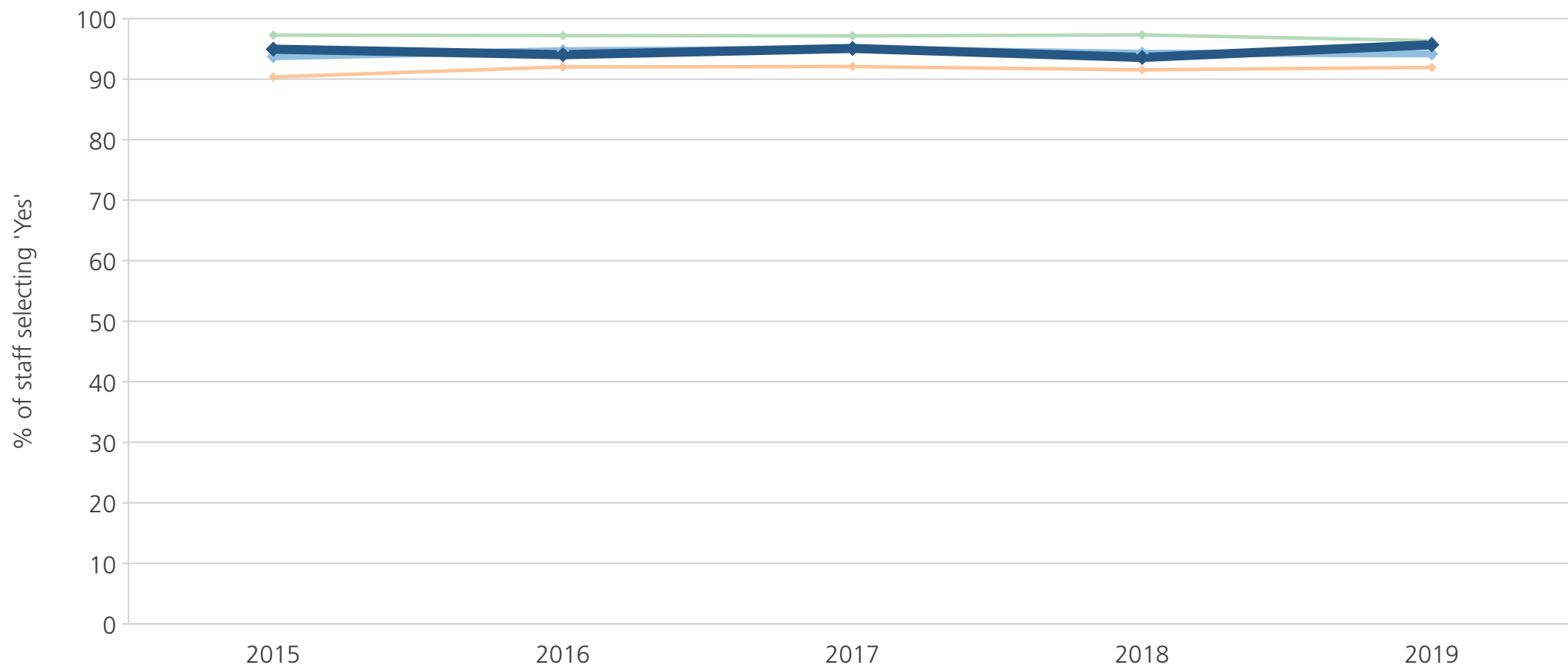
Best	94.0%	92.5%	92.2%	93.6%	93.0%
Your org	88.5%	86.3%	87.1%	85.1%	87.0%
Average	87.3%	87.7%	87.4%	87.9%	88.2%
Worst	81.0%	80.8%	81.8%	81.3%	79.7%
Responses	353	1,652	1,857	1,891	2,203



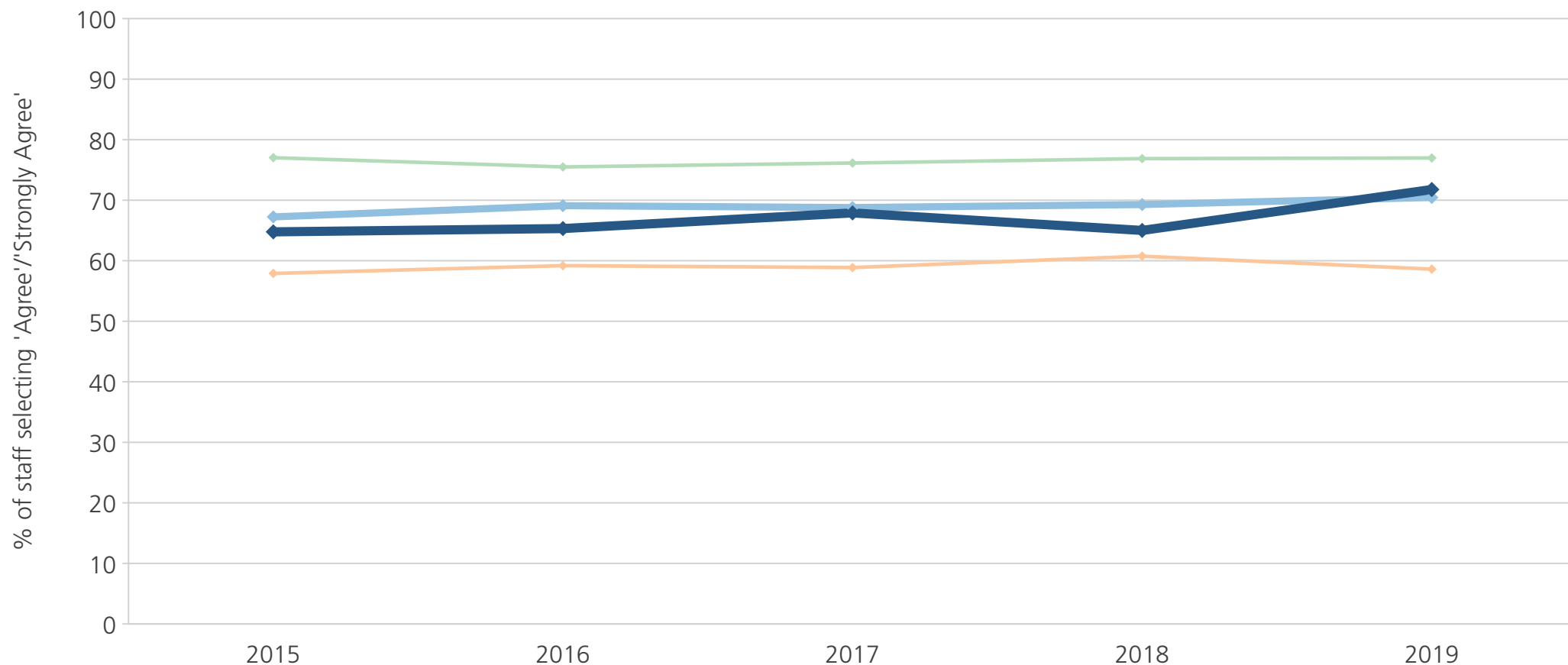
	2015	2016	2017	2018	2019
Best	75.8%	76.7%	76.2%	82.3%	80.7%
Your org	58.6%	60.6%	63.5%	63.4%	69.7%
Average	67.1%	68.2%	68.6%	69.9%	70.2%
Worst	52.1%	54.8%	52.4%	55.8%	53.9%
Responses	336	1,548	1,713	1,758	2,017



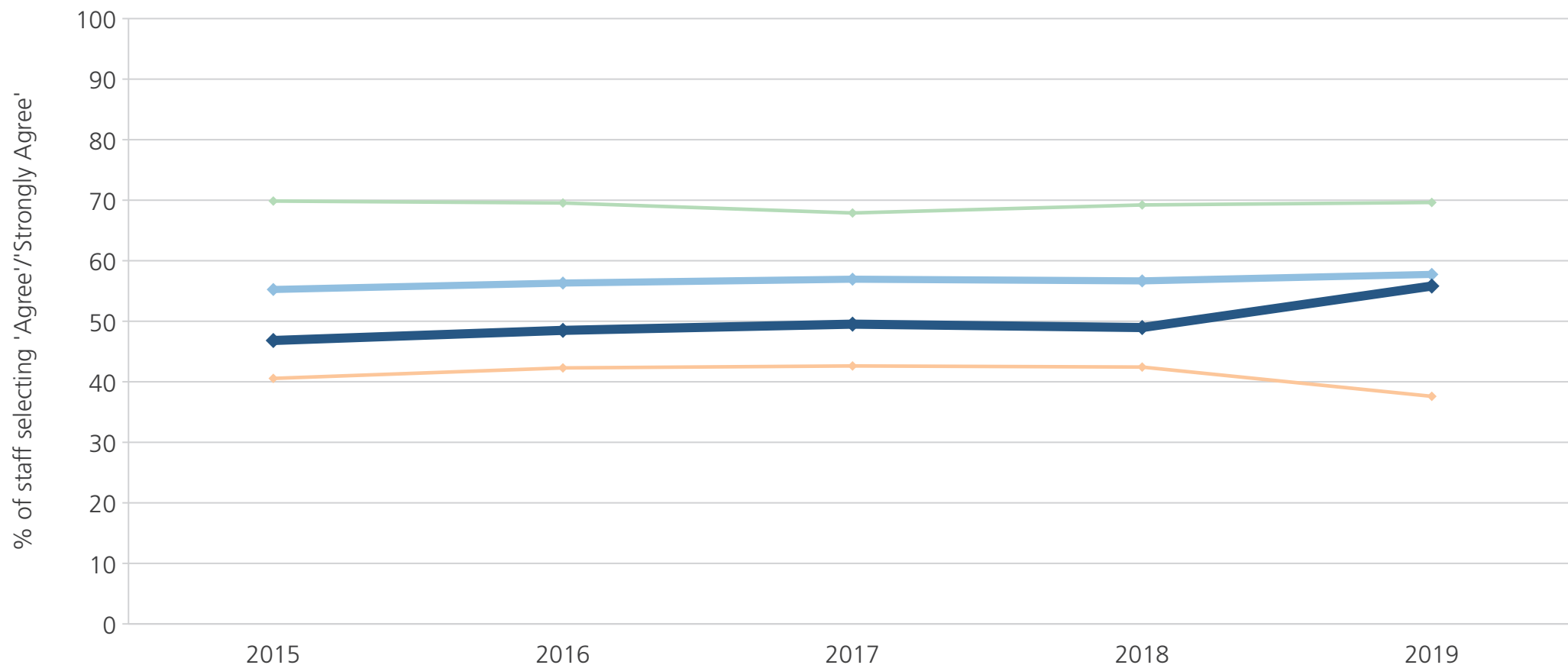
	2015	2016	2017	2018	2019
Best	62.6%	73.2%	71.6%	72.2%	72.2%
Your org	45.2%	47.8%	50.3%	53.2%	59.1%
Average	53.0%	54.3%	56.4%	58.8%	60.1%
Worst	39.7%	41.0%	41.1%	43.3%	43.7%
Responses	342	1,572	1,740	1,771	2,048



	2015	2016	2017	2018	2019
Best	97.3%	97.2%	97.1%	97.3%	96.4%
Your org	95.0%	94.0%	95.1%	93.6%	95.7%
Average	93.7%	94.7%	94.9%	94.3%	94.2%
Worst	90.4%	92.0%	92.1%	91.5%	91.9%
Responses	338	1,580	1,734	1,789	2,081



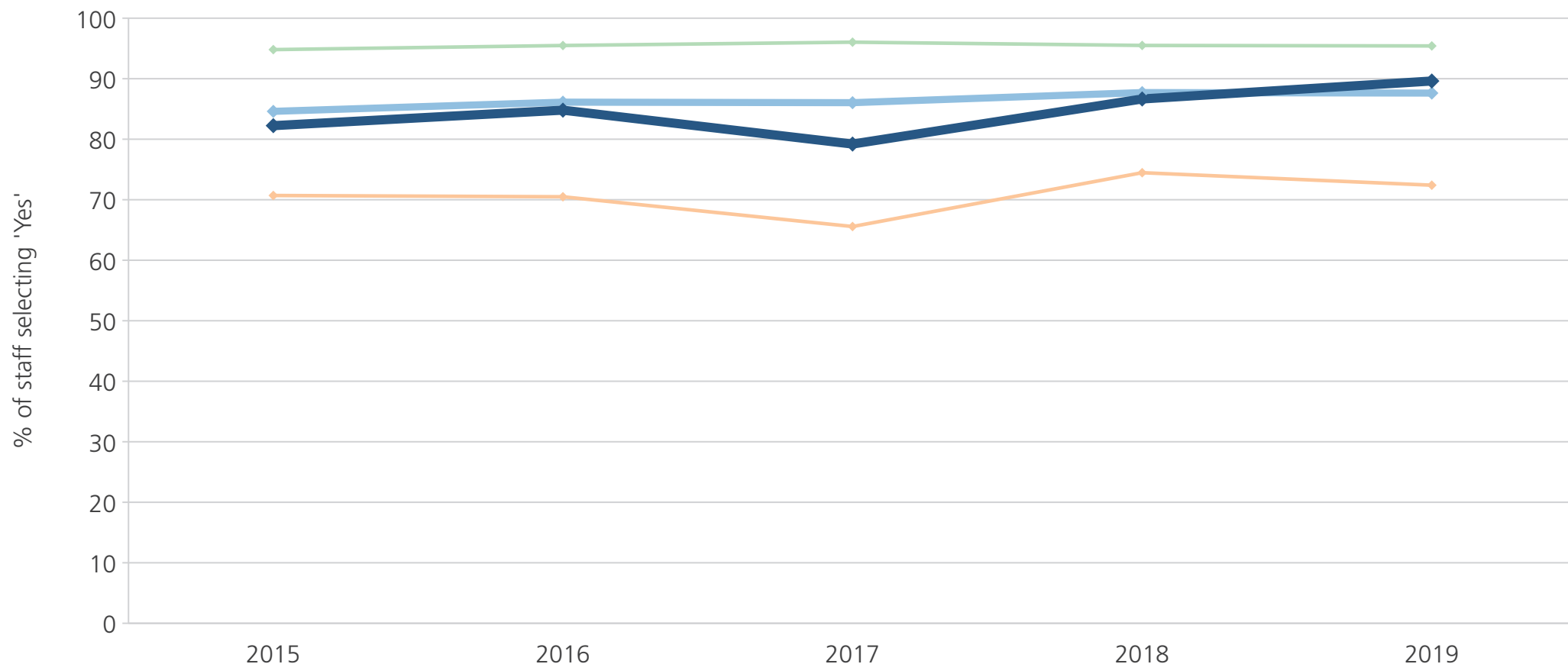
Best	77.0%	75.5%	76.1%	76.9%	77.0%
Your org	64.8%	65.3%	67.9%	65.0%	71.8%
Average	67.2%	69.1%	68.8%	69.3%	70.4%
Worst	57.9%	59.2%	58.9%	60.8%	58.6%
Responses	358	1,689	1,910	1,946	2,257



Best	69.9%	69.5%	67.9%	69.2%	69.6%
Your org	46.8%	48.5%	49.5%	49.0%	55.8%
Average	55.2%	56.3%	56.9%	56.7%	57.7%
Worst	40.6%	42.3%	42.6%	42.4%	37.6%
Responses	356	1,690	1,906	1,943	2,261

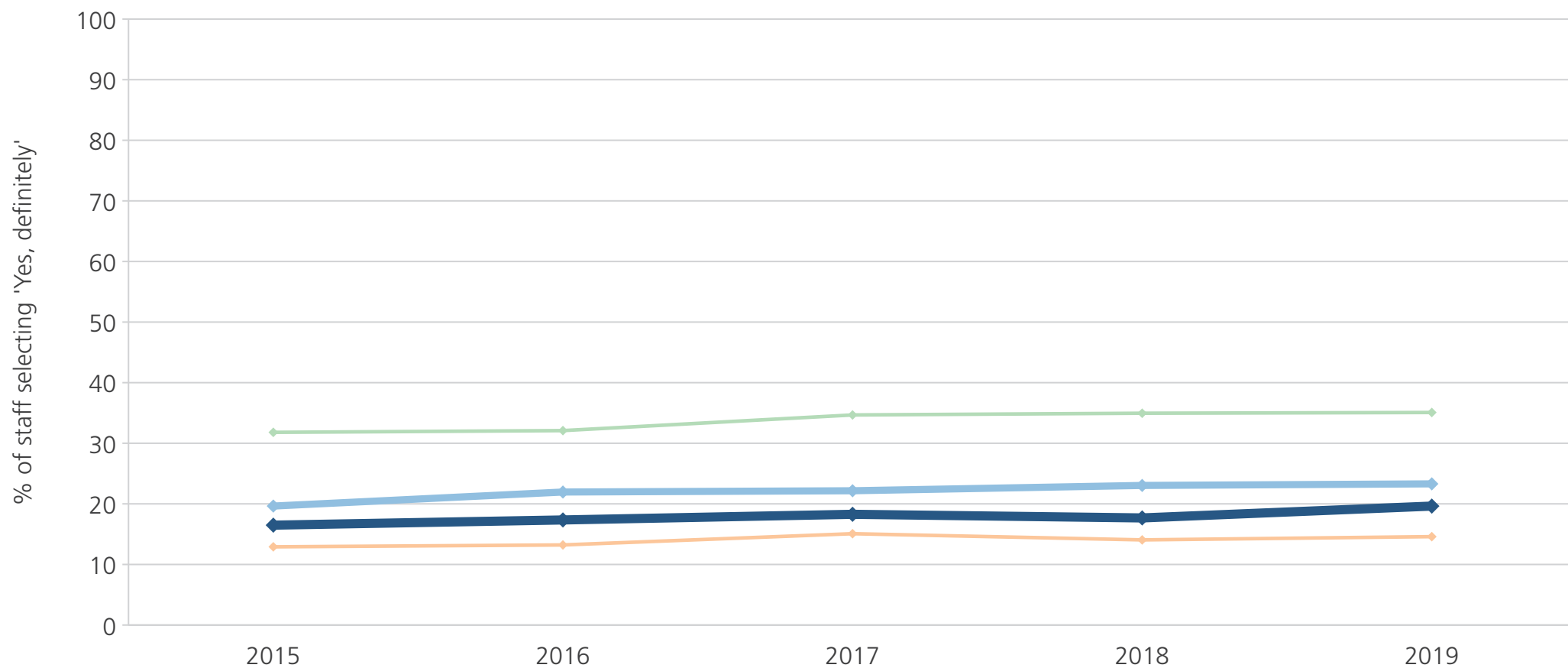
Question results – Your personal development

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



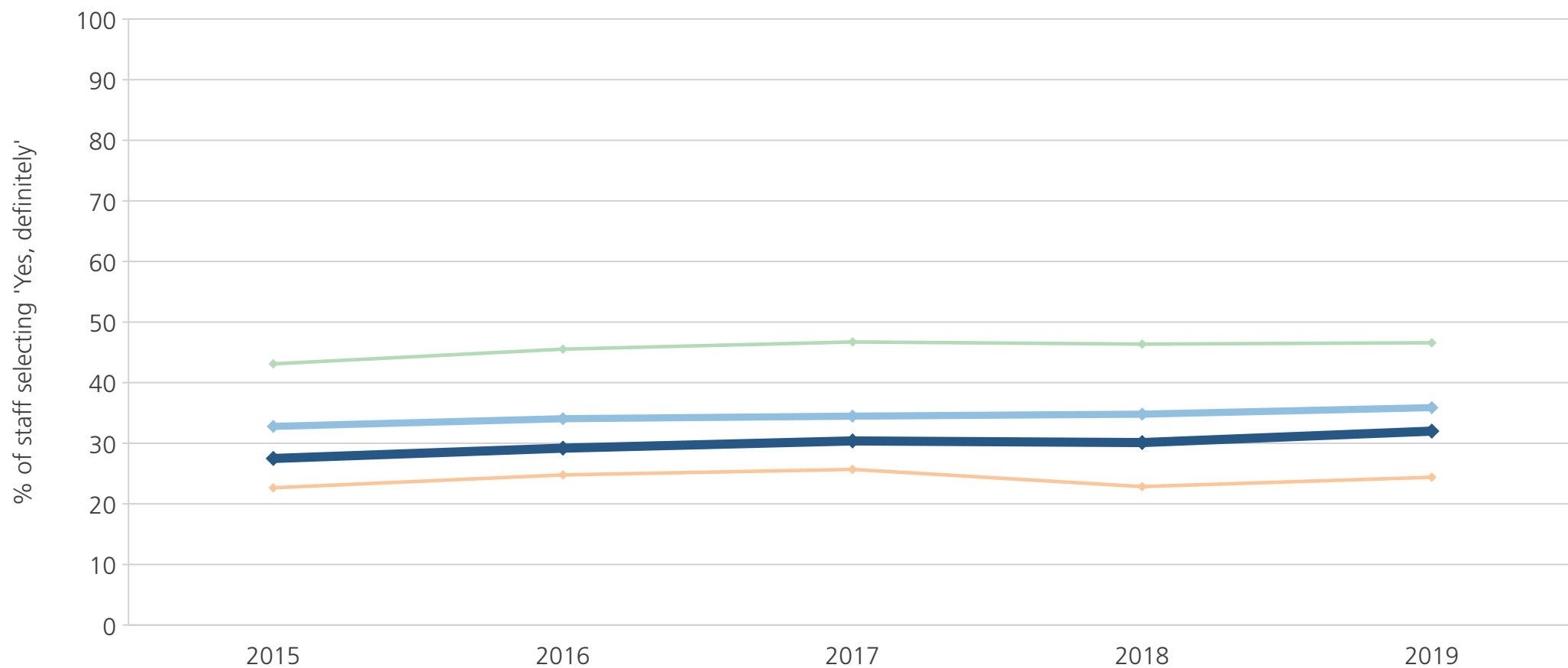
	2015	2016	2017	2018	2019
Best	94.8%	95.5%	96.0%	95.5%	95.4%
Your org	82.2%	84.8%	79.2%	86.6%	89.6%
Average	84.6%	86.1%	86.0%	87.7%	87.6%
Worst	70.7%	70.5%	65.6%	74.5%	72.4%
Responses	357	1,630	1,855	1,932	2,206

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



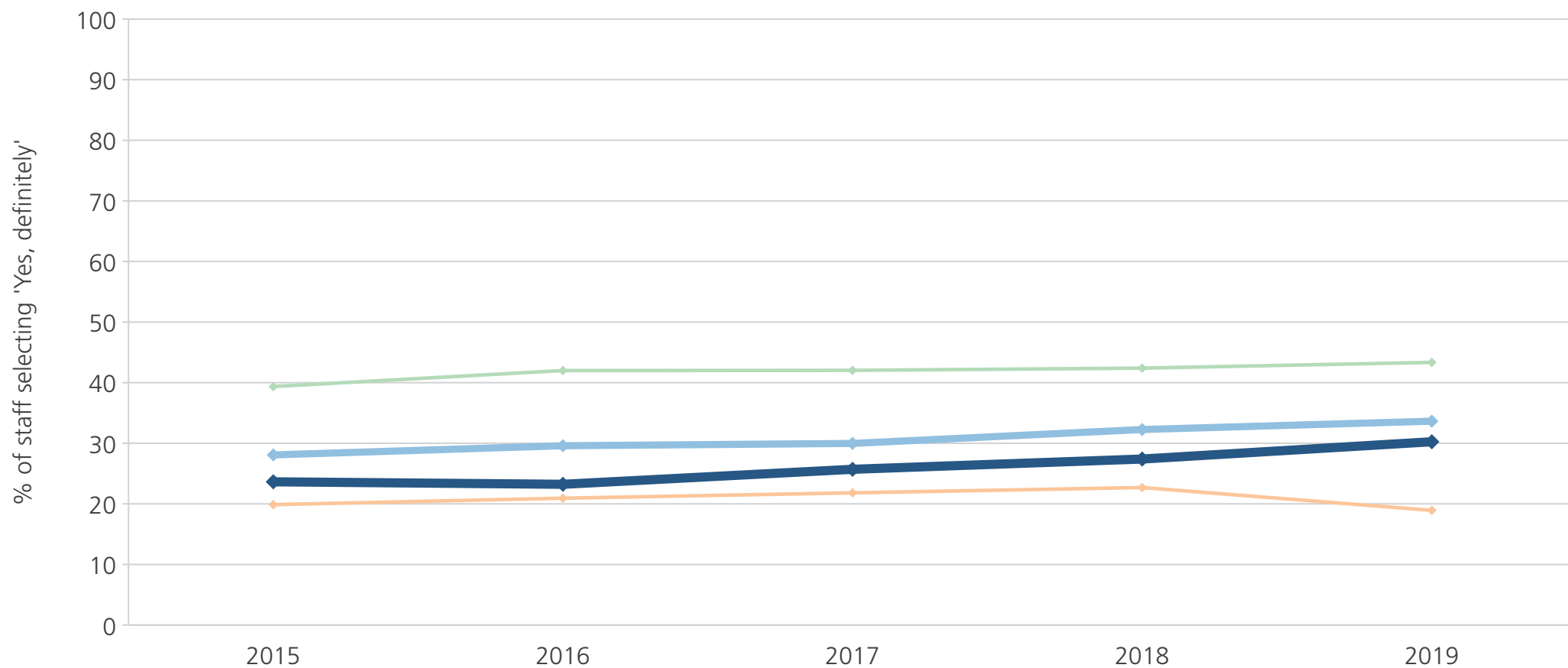
Best	31.8%	32.1%	34.7%	35.0%	35.1%
Your org	16.5%	17.3%	18.3%	17.7%	19.6%
Average	19.6%	22.0%	22.2%	23.0%	23.3%
Worst	12.9%	13.2%	15.1%	14.1%	14.6%
Responses	292	1,371	1,470	1,655	1,963

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



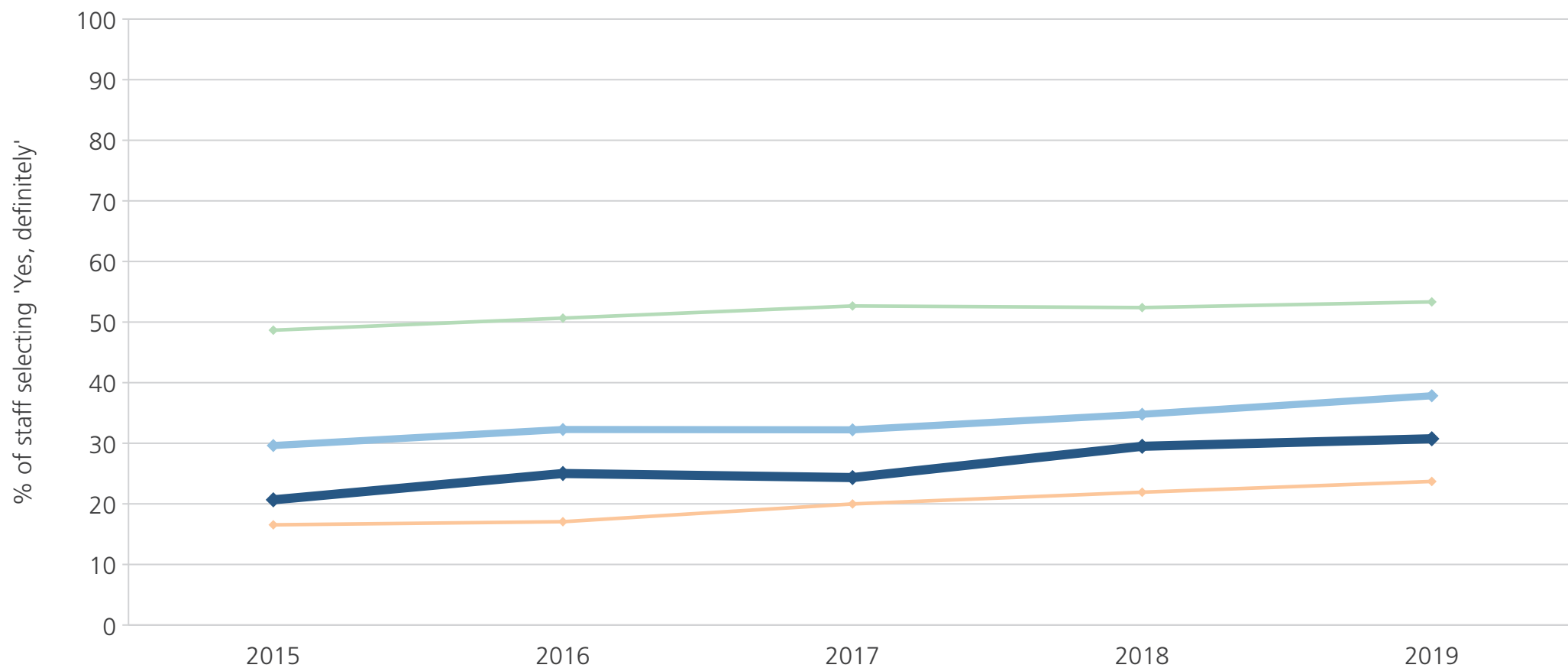
Best	43.1%	45.5%	46.7%	46.4%	46.6%
Your org	27.5%	29.2%	30.4%	30.1%	32.0%
Average	32.8%	34.1%	34.5%	34.8%	35.9%
Worst	22.6%	24.8%	25.7%	22.8%	24.4%
Responses	291	1,374	1,469	1,651	1,957

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



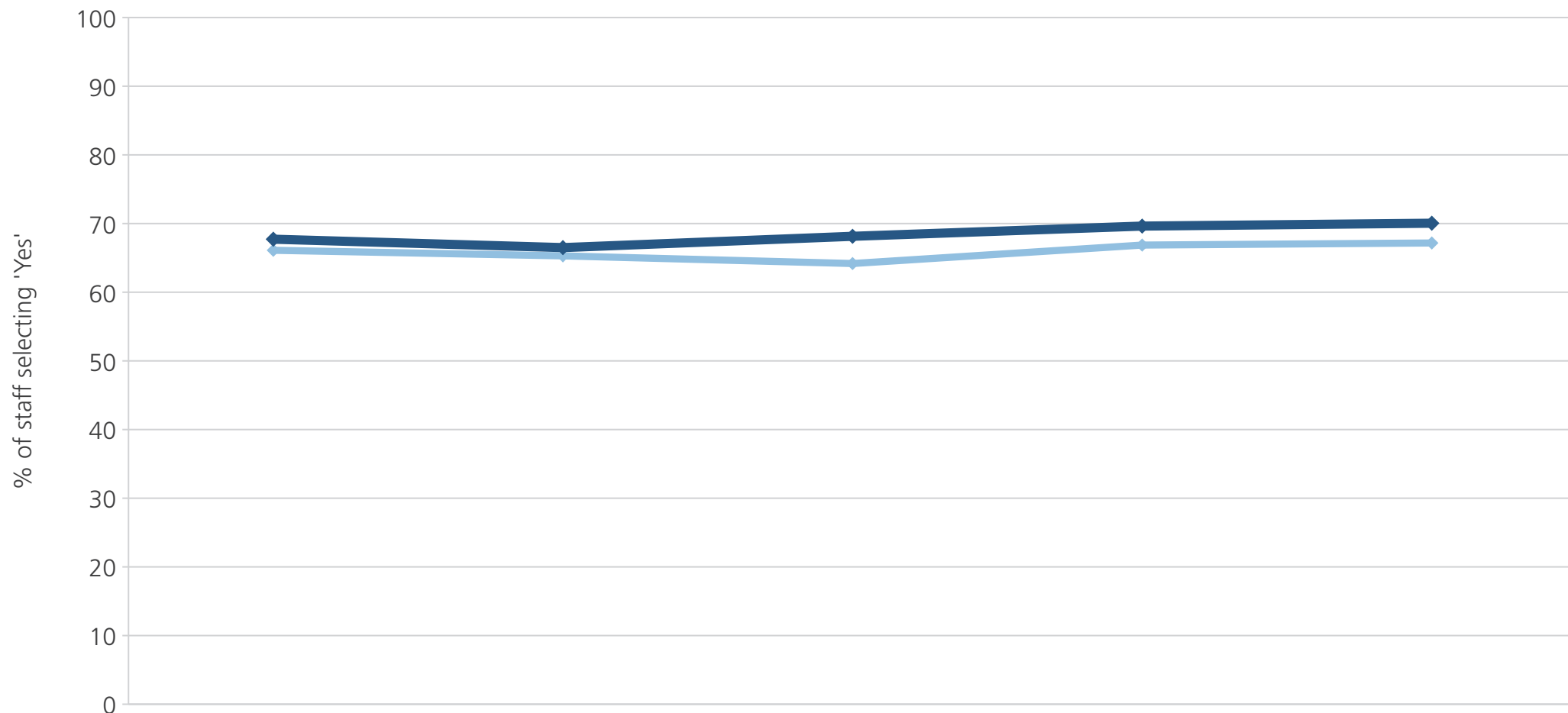
Best	39.4%	42.0%	42.0%	42.4%	43.3%
Your org	23.6%	23.2%	25.7%	27.4%	30.2%
Average	28.1%	29.6%	30.0%	32.3%	33.6%
Worst	19.9%	20.9%	21.8%	22.7%	18.9%
Responses	290	1,374	1,463	1,650	1,953

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



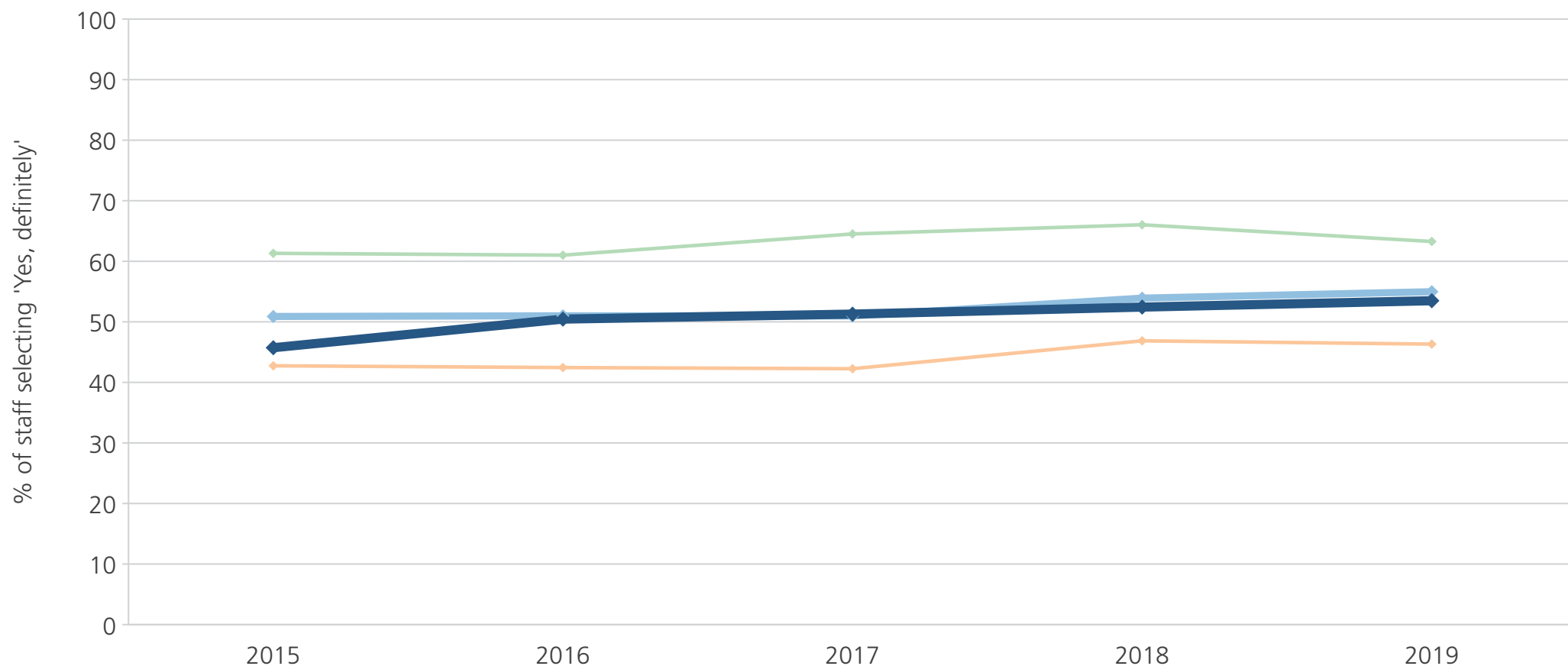
Best	48.7%	50.7%	52.7%	52.4%	53.3%
Your org	20.7%	25.0%	24.3%	29.5%	30.7%
Average	29.6%	32.3%	32.2%	34.8%	37.8%
Worst	16.5%	17.1%	20.0%	21.9%	23.7%
Responses	286	1,363	1,451	1,634	1,931

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

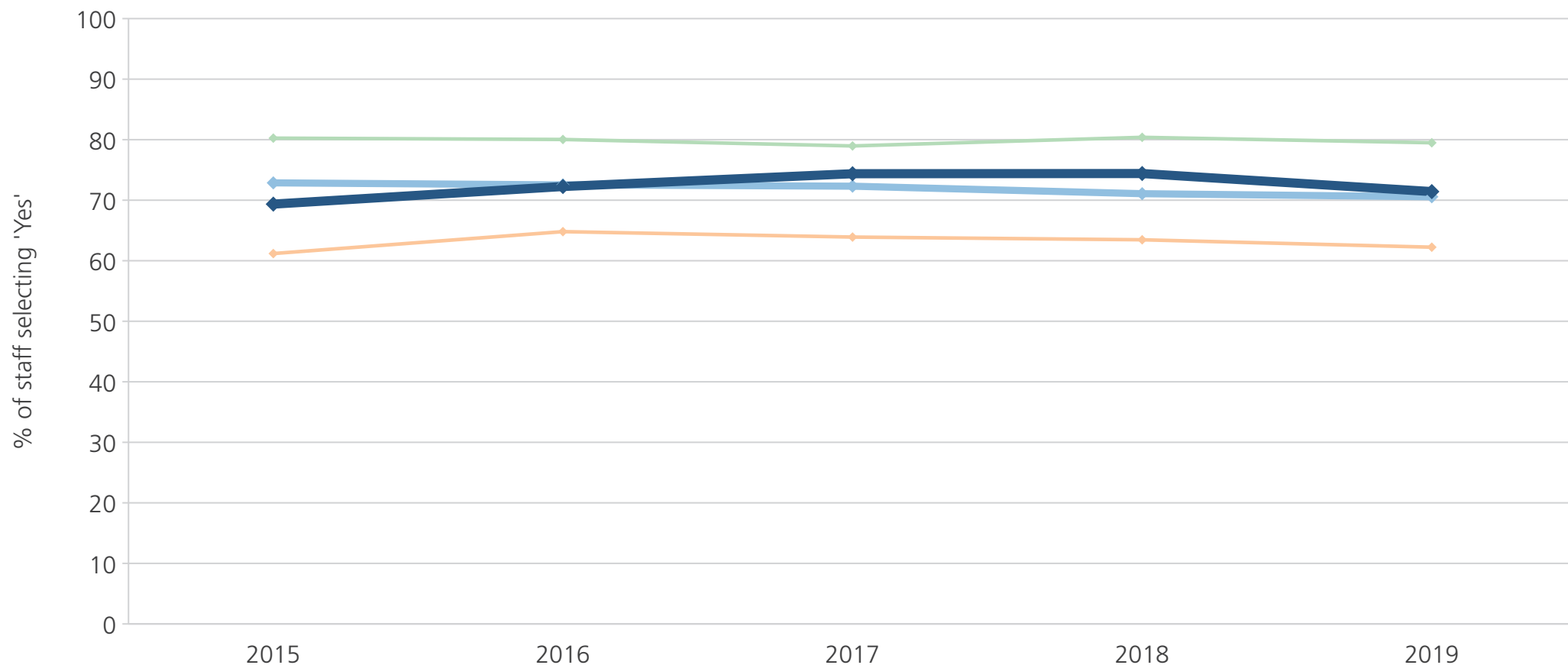


Your org	67.7%	66.5%	68.1%	69.6%	70.0%
Average	66.1%	65.3%	64.2%	66.9%	67.2%
Responses	285	1,361	1,447	1,643	1,943

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



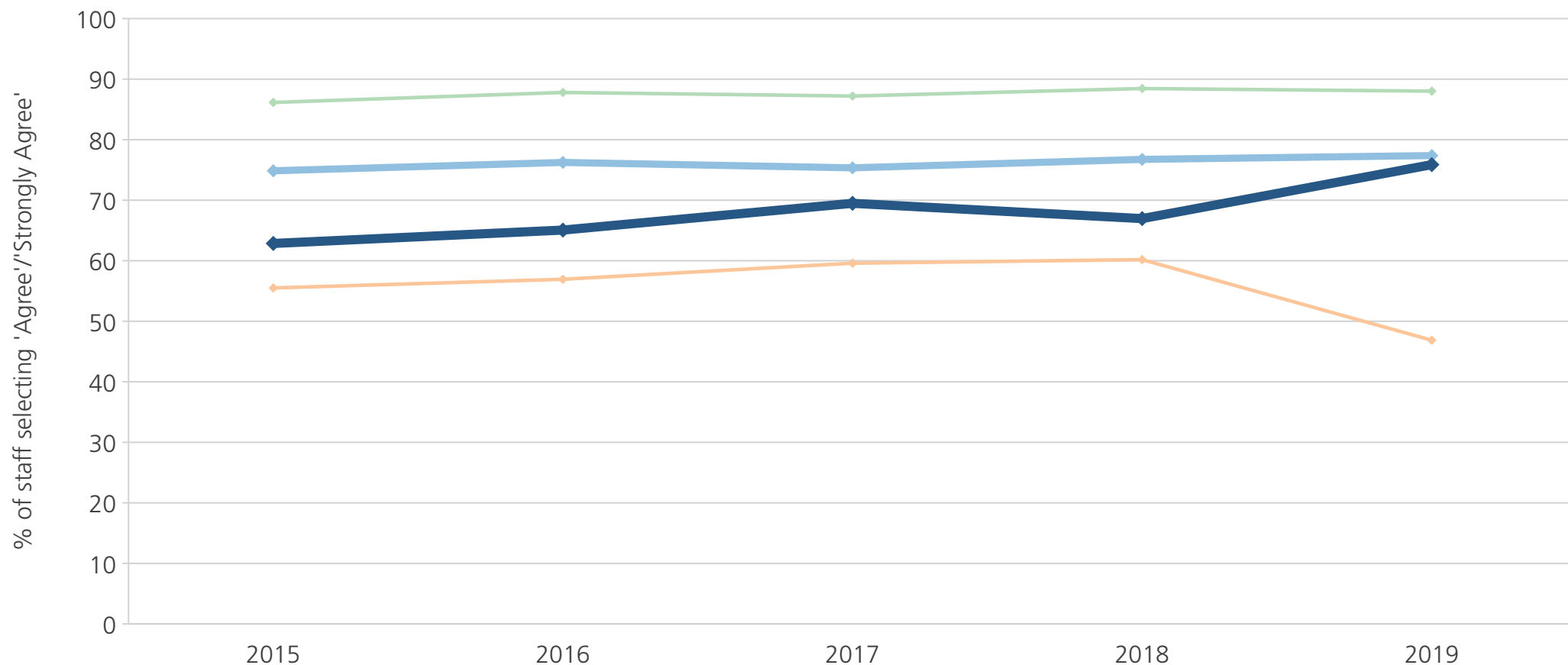
Best	61.3%	61.0%	64.5%	66.0%	63.3%
Your org	45.7%	50.5%	51.3%	52.4%	53.5%
Average	50.9%	51.0%	51.0%	53.9%	55.0%
Worst	42.7%	42.5%	42.3%	46.9%	46.3%
Responses	189	898	978	1,127	1,346



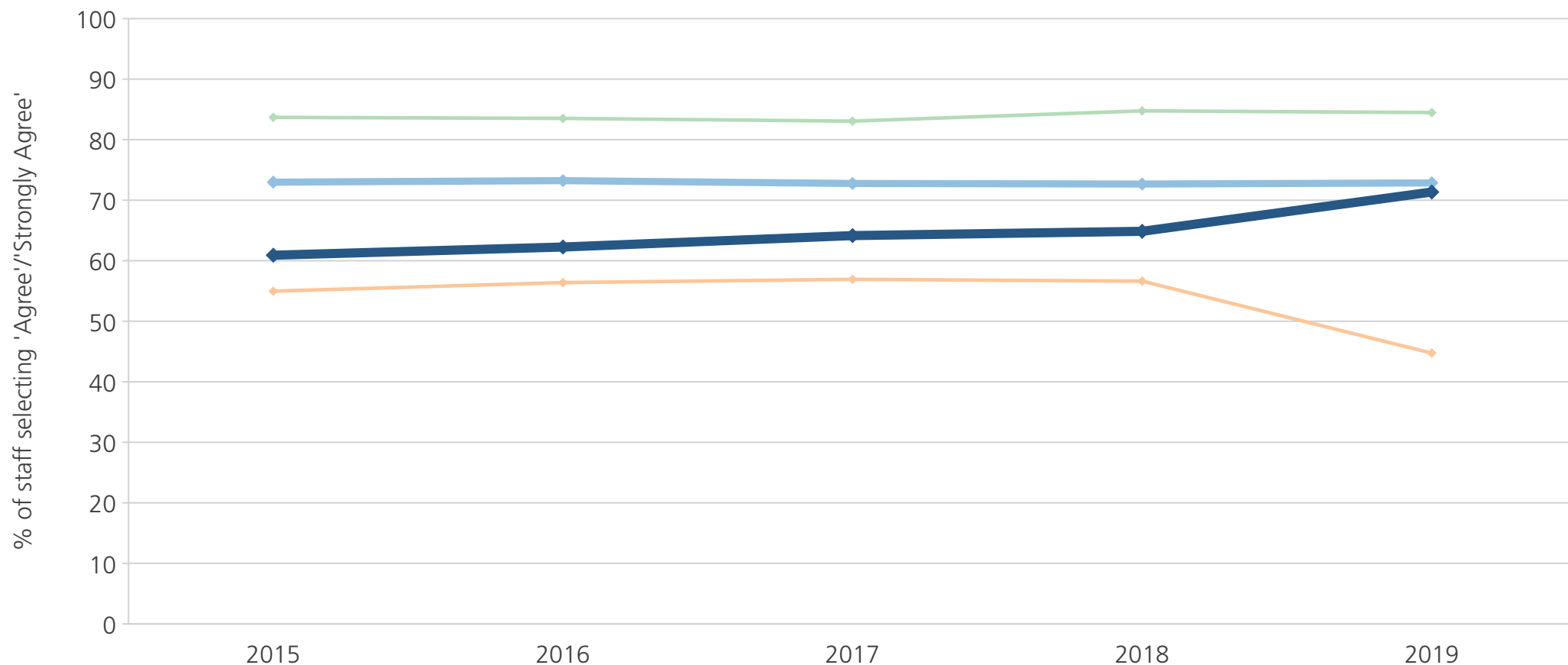
	2015	2016	2017	2018	2019
Best	80.3%	80.0%	79.0%	80.4%	79.5%
Your org	69.4%	72.3%	74.4%	74.4%	71.4%
Average	72.9%	72.5%	72.3%	71.1%	70.6%
Worst	61.2%	64.8%	63.9%	63.5%	62.2%
Responses	351	1,643	1,855	1,904	2,222

Question results – Your organisation

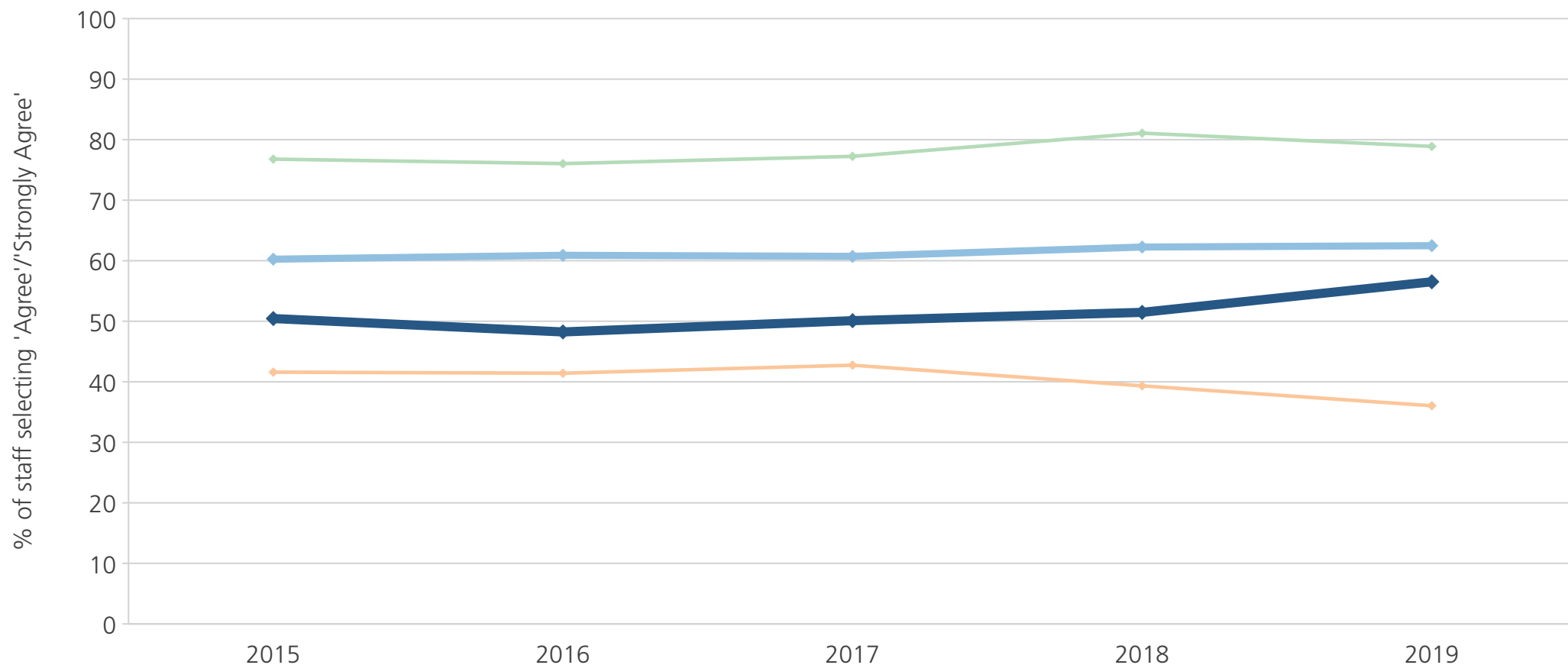
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



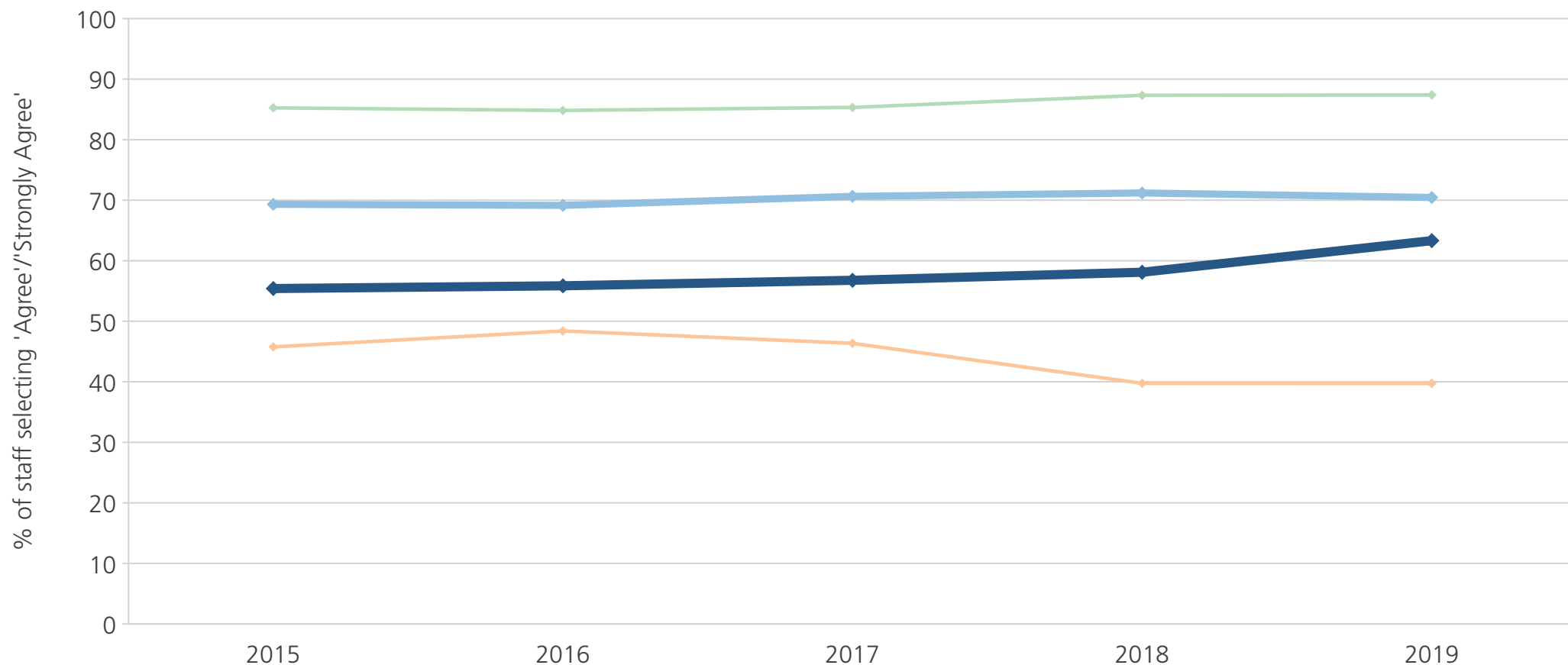
Best	86.1%	87.8%	87.2%	88.4%	88.0%
Your org	62.9%	65.1%	69.5%	67.0%	75.9%
Average	74.9%	76.2%	75.3%	76.7%	77.4%
Worst	55.5%	56.9%	59.6%	60.2%	46.9%
Responses	364	1,661	1,886	1,943	2,268



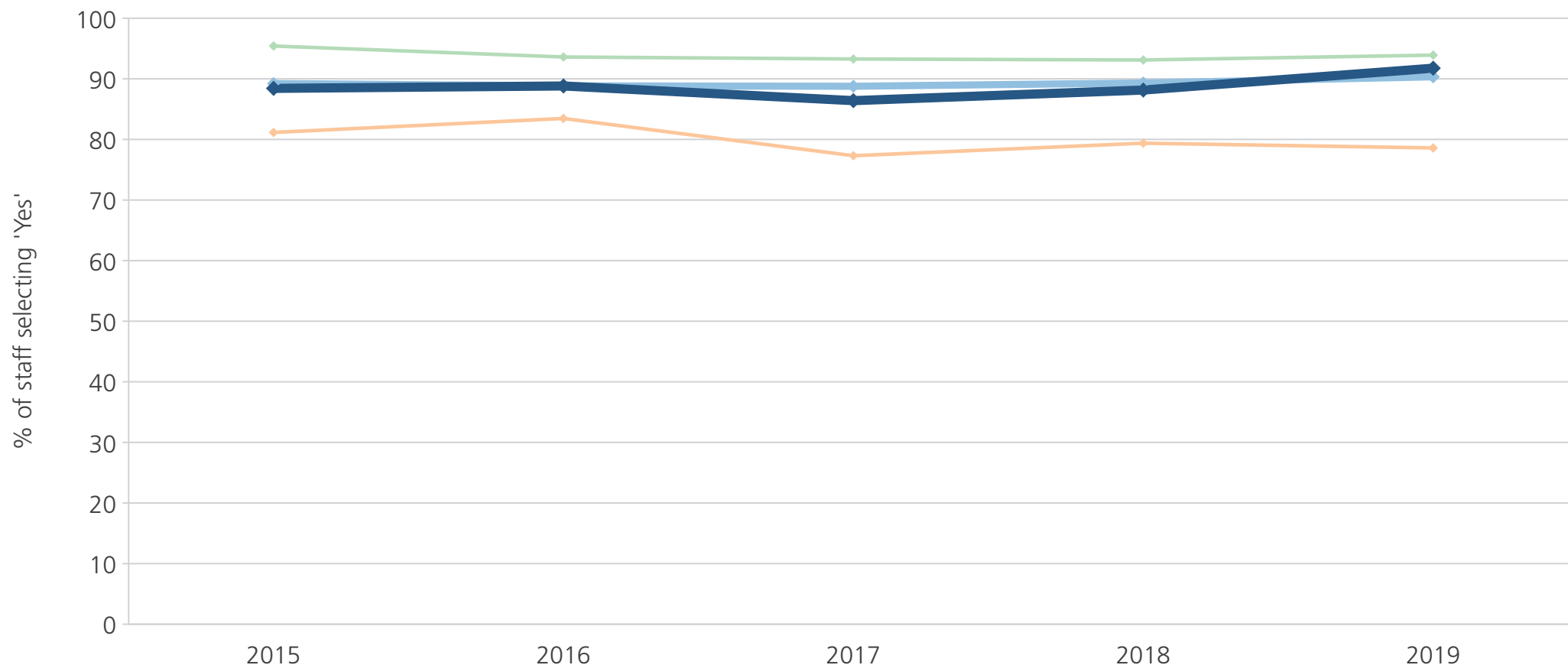
Best	83.7%	83.5%	83.1%	84.8%	84.5%
Your org	60.9%	62.3%	64.2%	64.9%	71.3%
Average	73.0%	73.2%	72.8%	72.7%	72.9%
Worst	55.0%	56.4%	56.9%	56.6%	44.7%
Responses	362	1,659	1,879	1,940	2,260



Best	76.8%	76.0%	77.2%	81.1%	78.9%
Your org	50.4%	48.2%	50.1%	51.5%	56.5%
Average	60.3%	60.9%	60.7%	62.3%	62.5%
Worst	41.6%	41.4%	42.7%	39.3%	36.0%
Responses	362	1,664	1,880	1,944	2,265

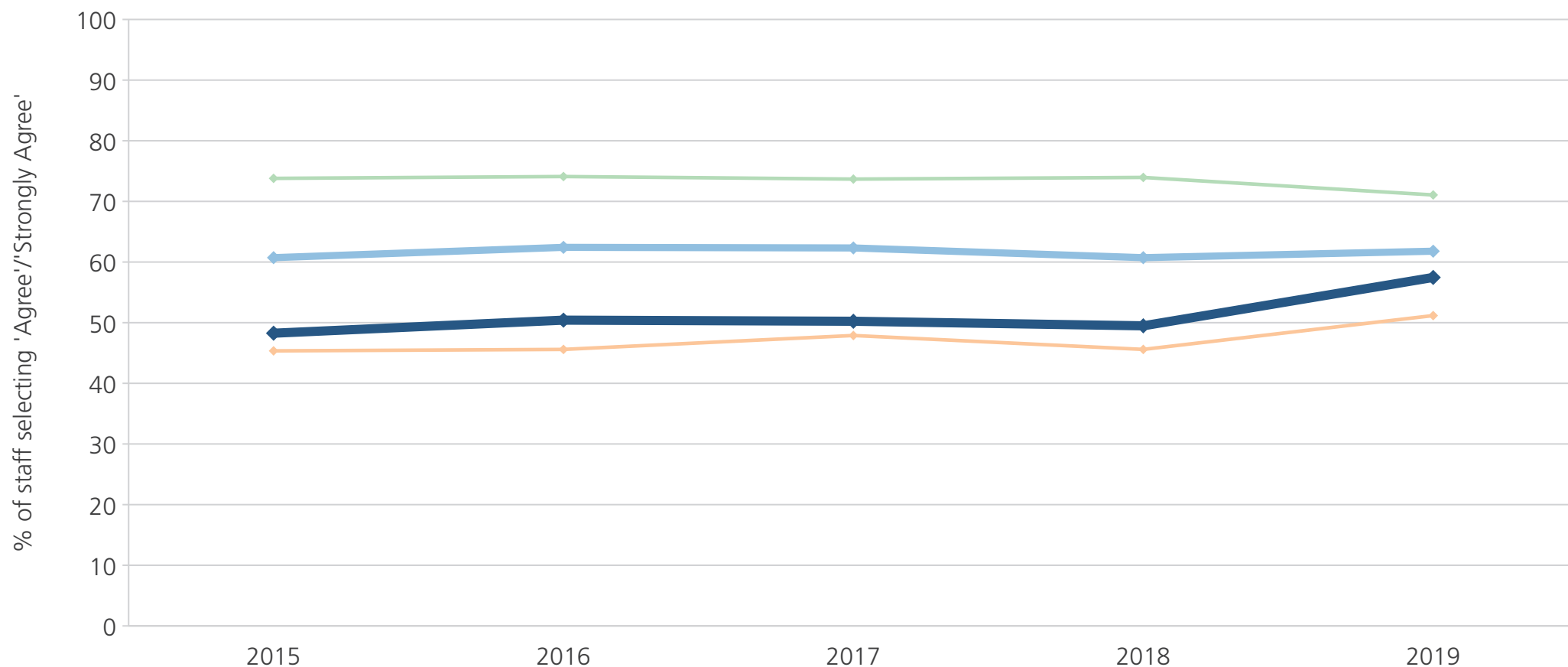


	2015	2016	2017	2018	2019
Best	85.3%	84.8%	85.3%	87.3%	87.4%
Your org	55.4%	55.9%	56.8%	58.1%	63.3%
Average	69.3%	69.1%	70.6%	71.2%	70.5%
Worst	45.8%	48.4%	46.4%	39.7%	39.7%
Responses	363	1,658	1,871	1,941	2,253



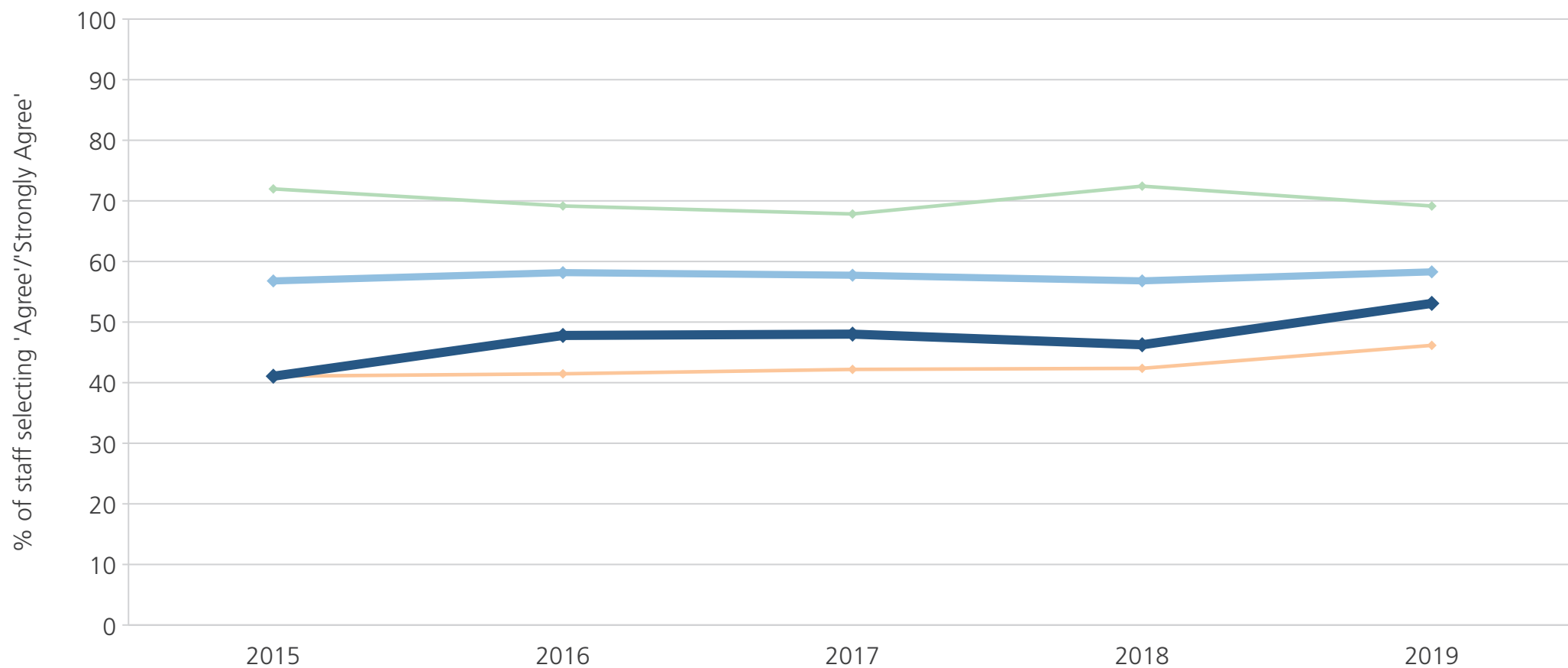
	2015	2016	2017	2018	2019
Best	95.4%	93.6%	93.3%	93.1%	93.9%
Your org	88.4%	88.8%	86.4%	88.1%	91.8%
Average	89.2%	88.8%	88.8%	89.3%	90.3%
Worst	81.2%	83.5%	77.3%	79.4%	78.6%
Responses	264	1,102	1,197	1,427	1,665

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

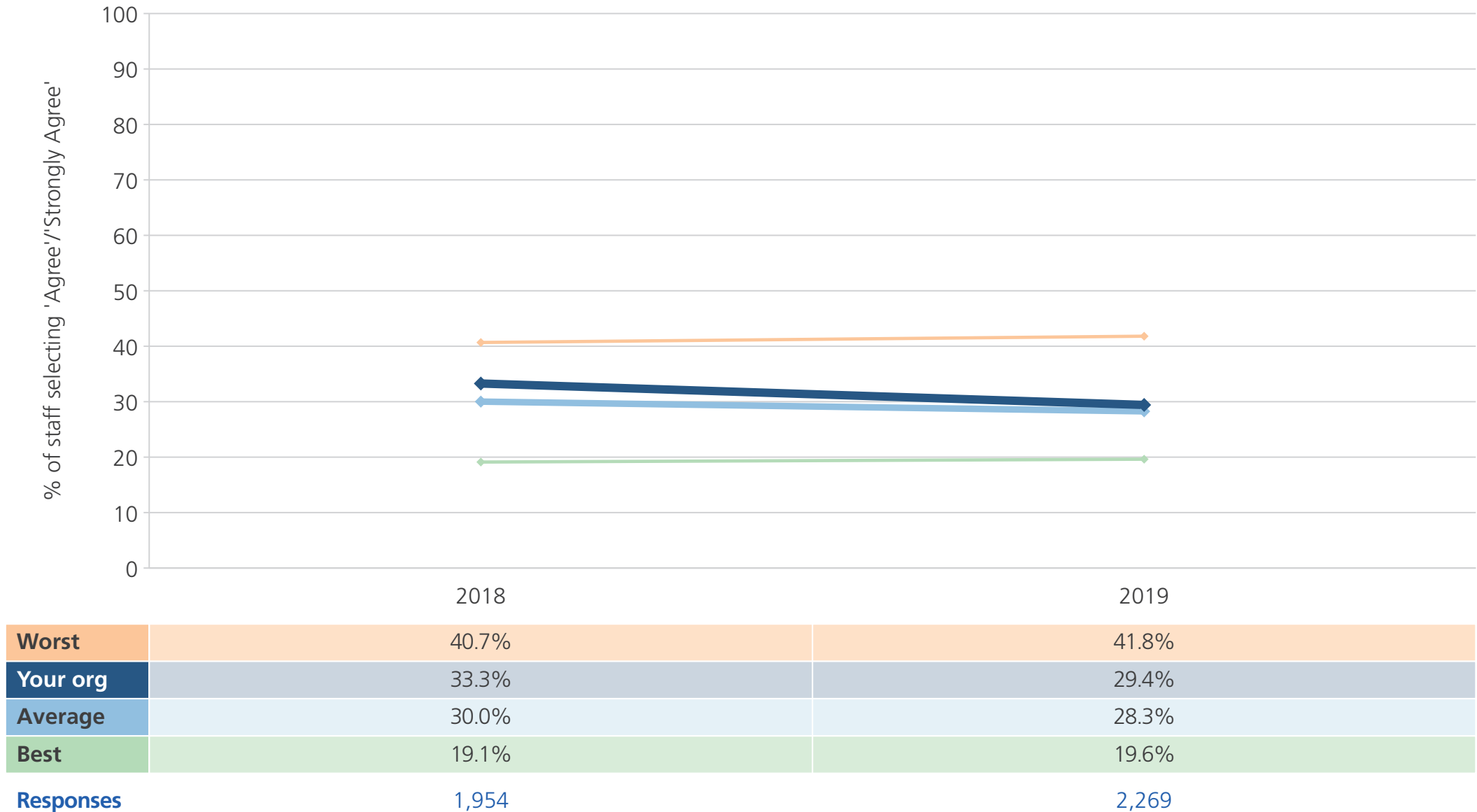


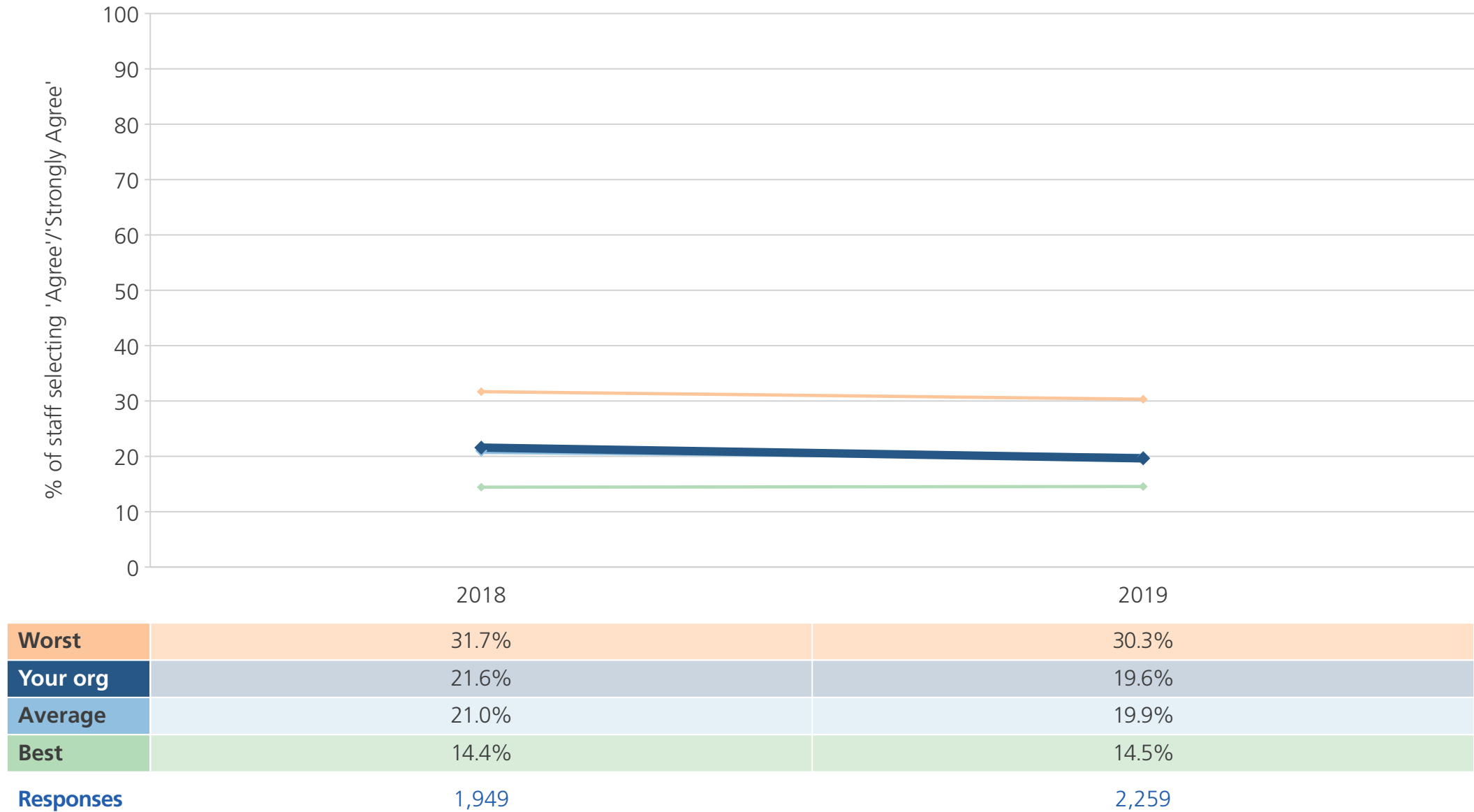
Best	73.8%	74.1%	73.7%	74.0%	71.1%
Your org	48.3%	50.4%	50.2%	49.5%	57.5%
Average	60.7%	62.4%	62.3%	60.7%	61.8%
Worst	45.4%	45.6%	47.9%	45.6%	51.2%
Responses	228	935	999	1,212	1,455

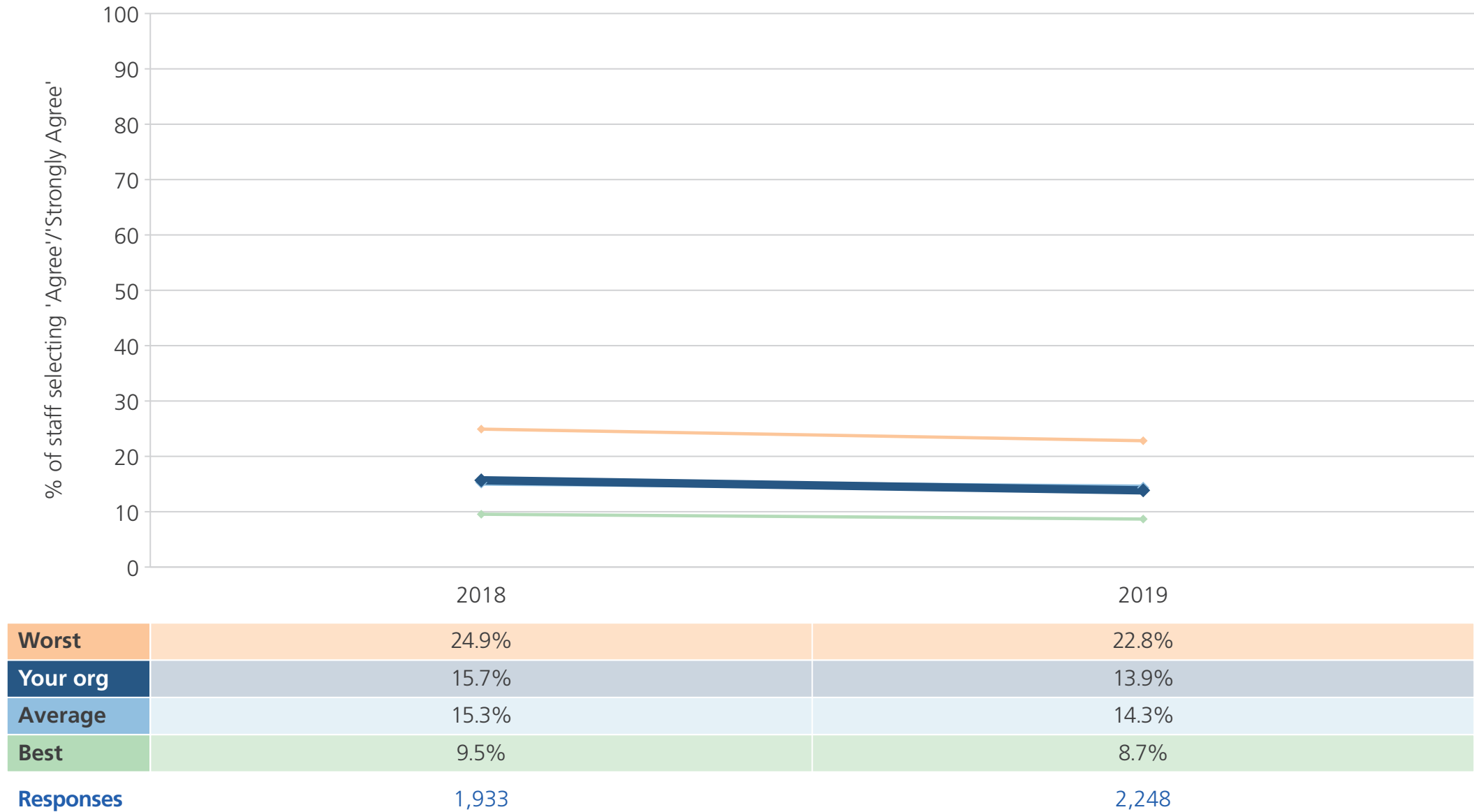
This question was only answered by staff who selected 'Yes' on q22a.

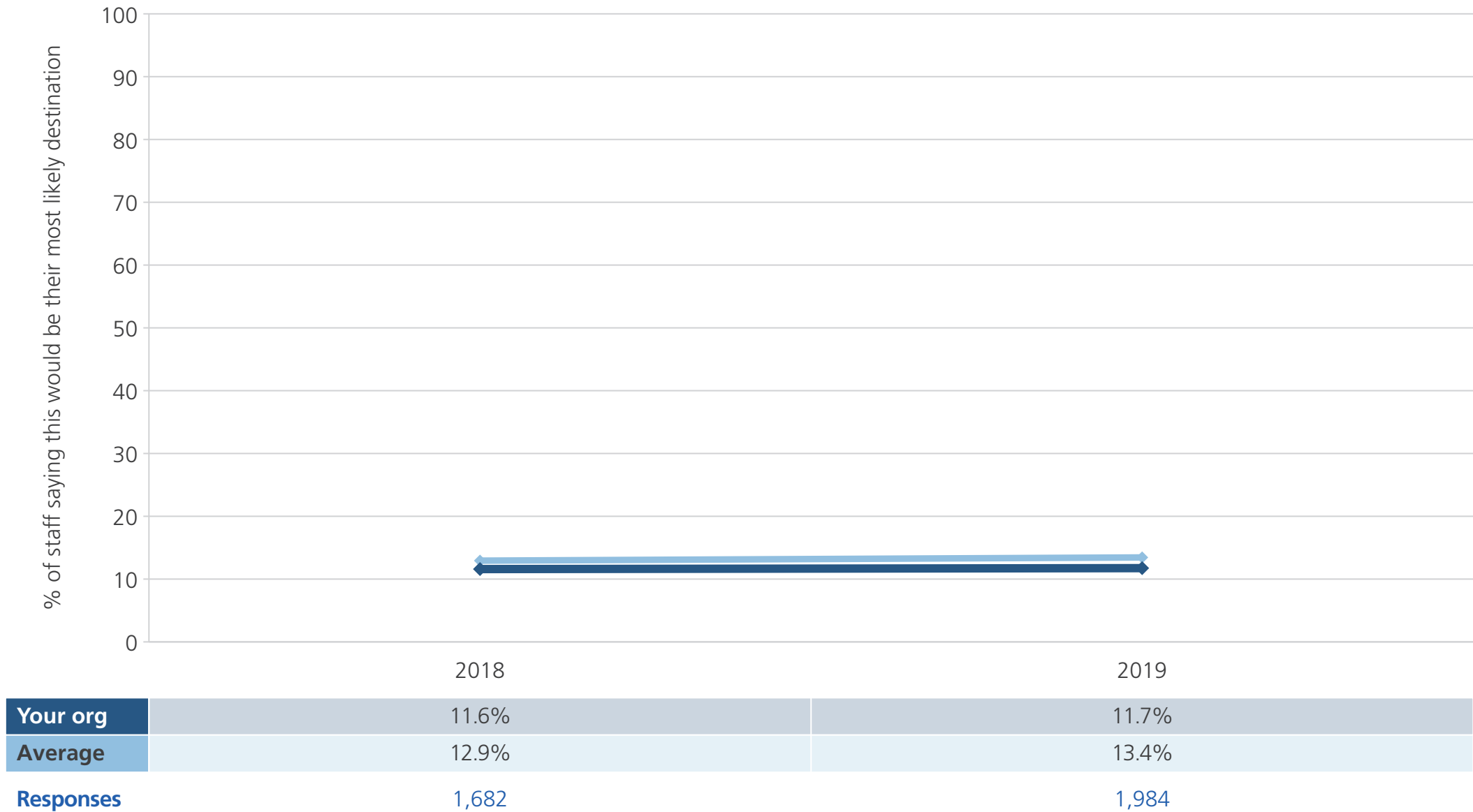


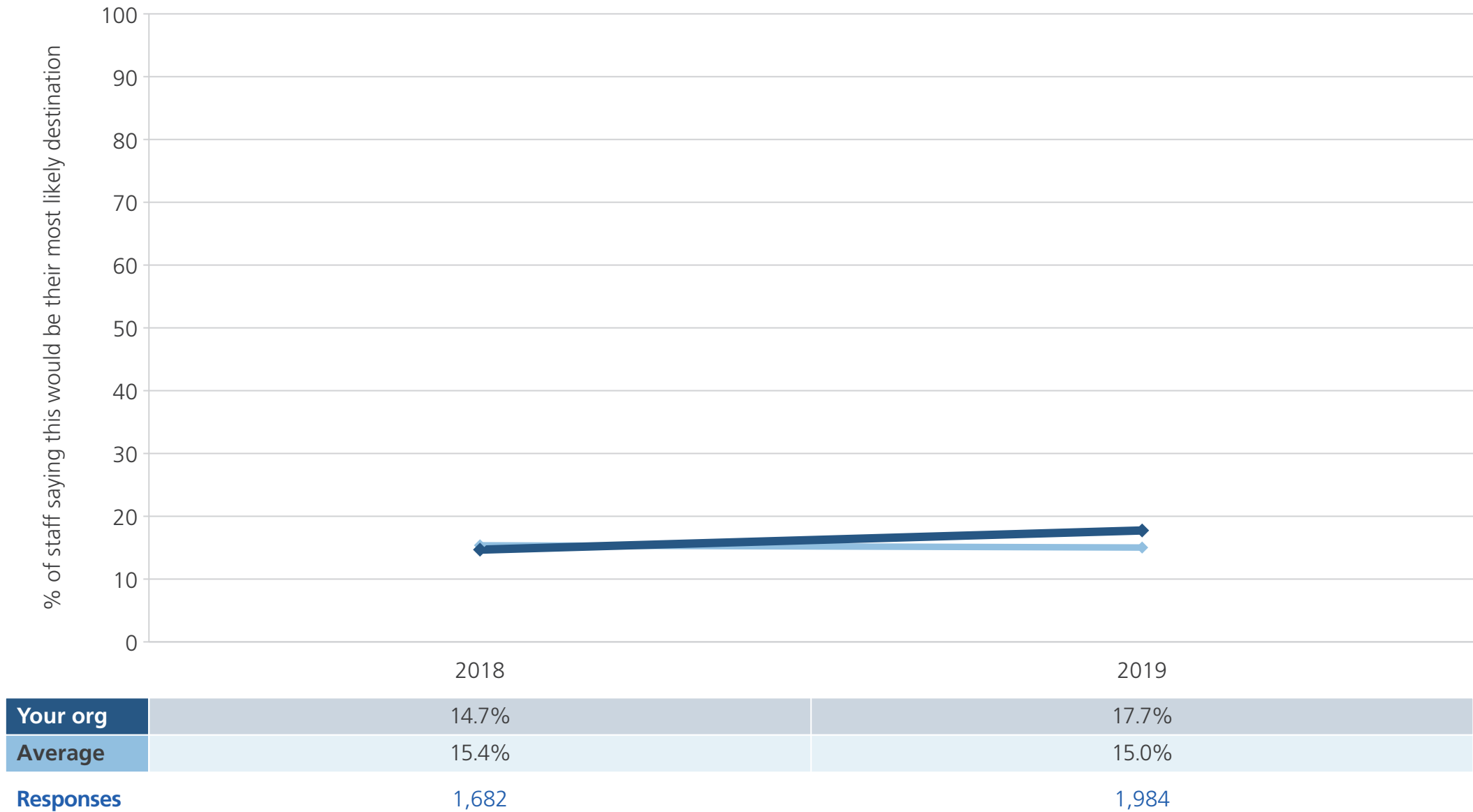
Best	72.0%	69.2%	67.8%	72.4%	69.1%
Your org	41.1%	47.8%	48.0%	46.3%	53.1%
Average	56.8%	58.2%	57.7%	56.8%	58.3%
Worst	41.1%	41.5%	42.2%	42.4%	46.2%
Responses	206	857	927	1,108	1,331

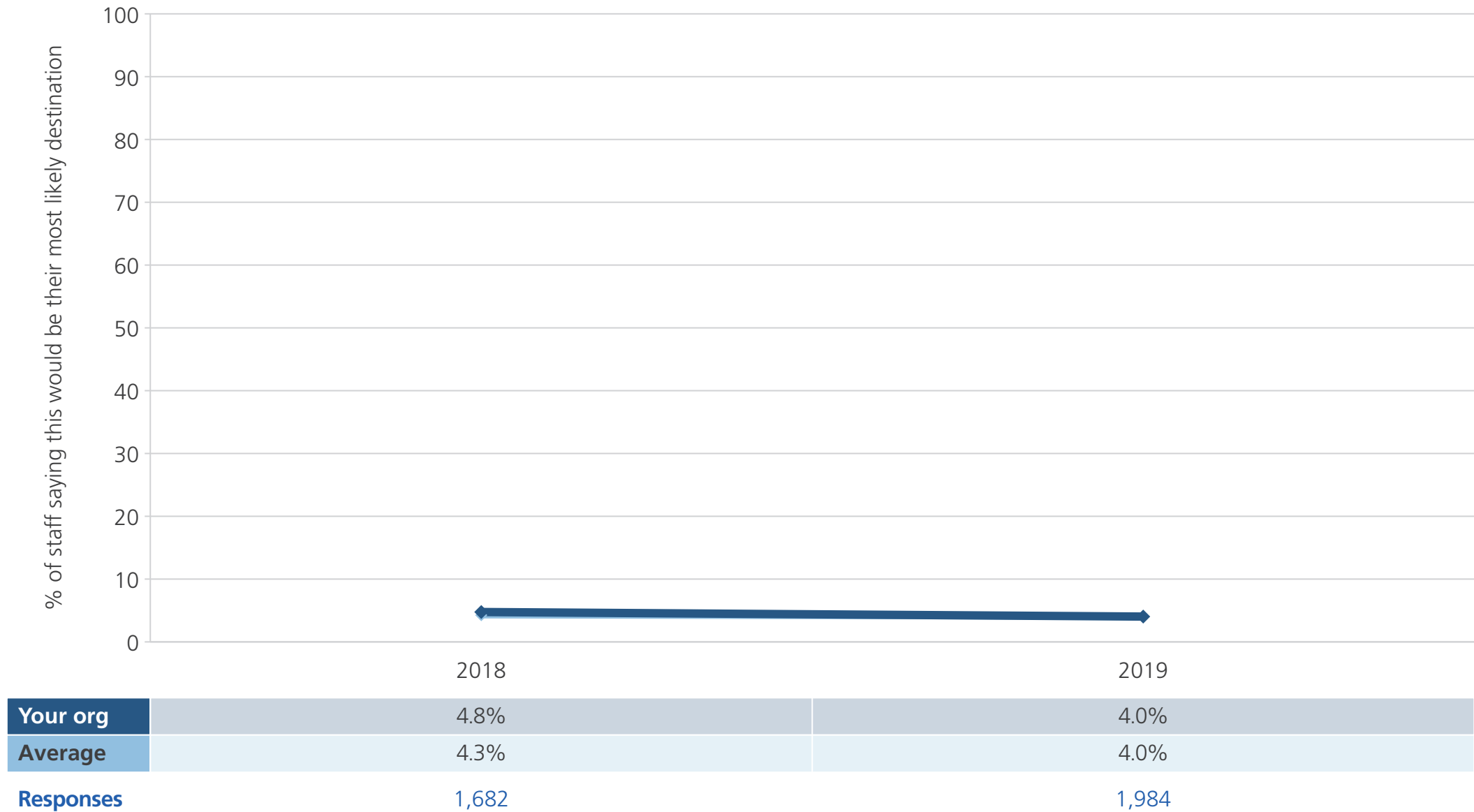


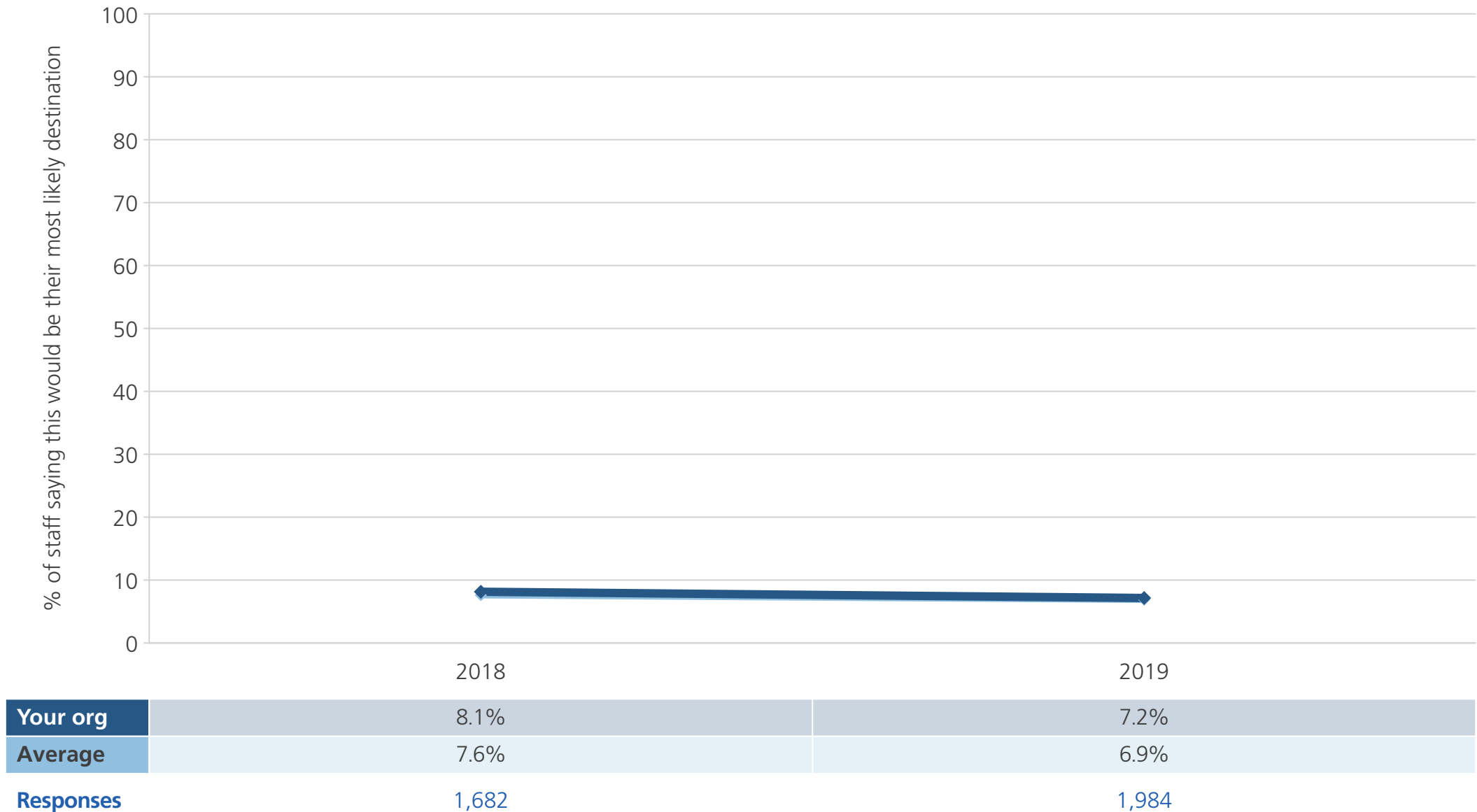


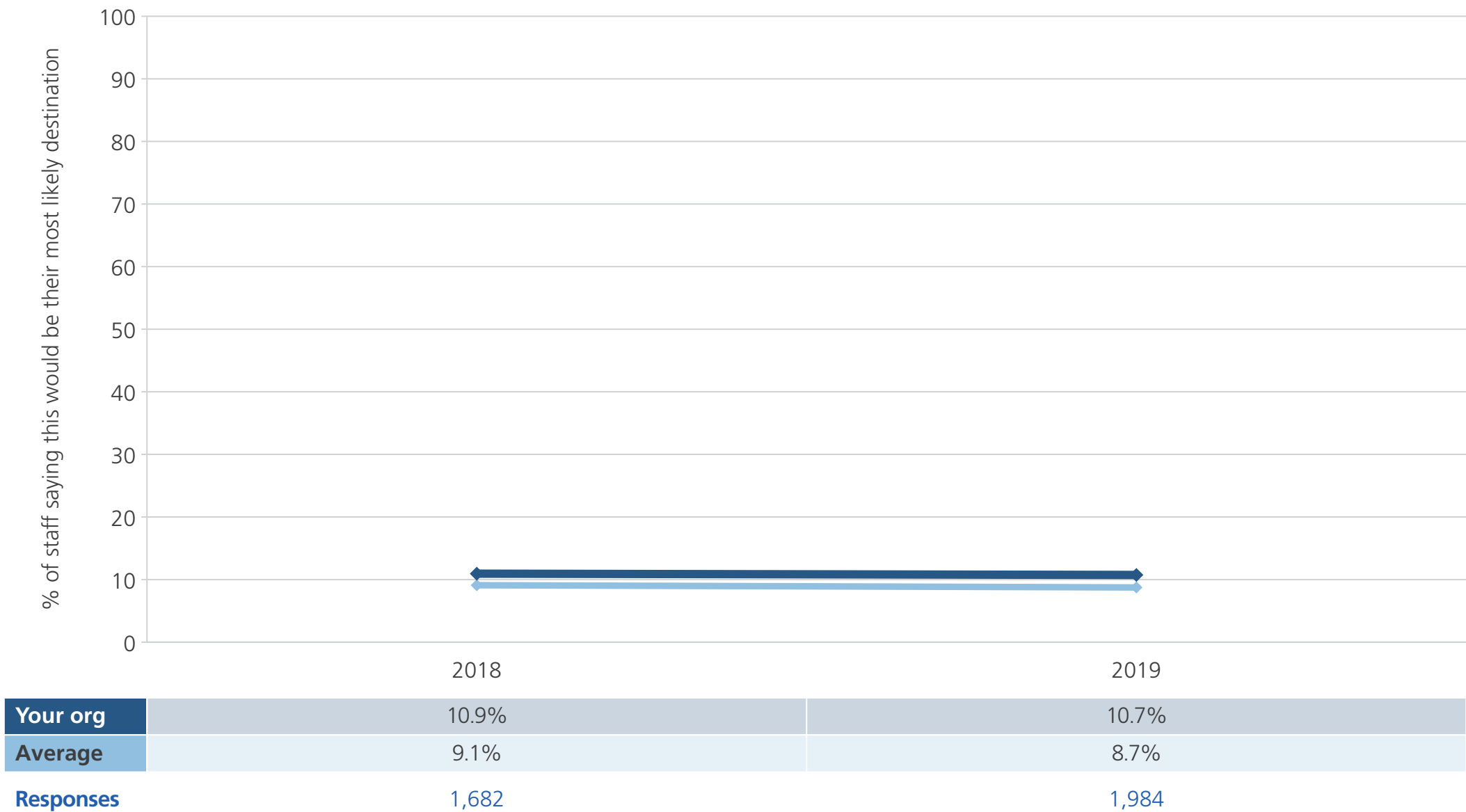


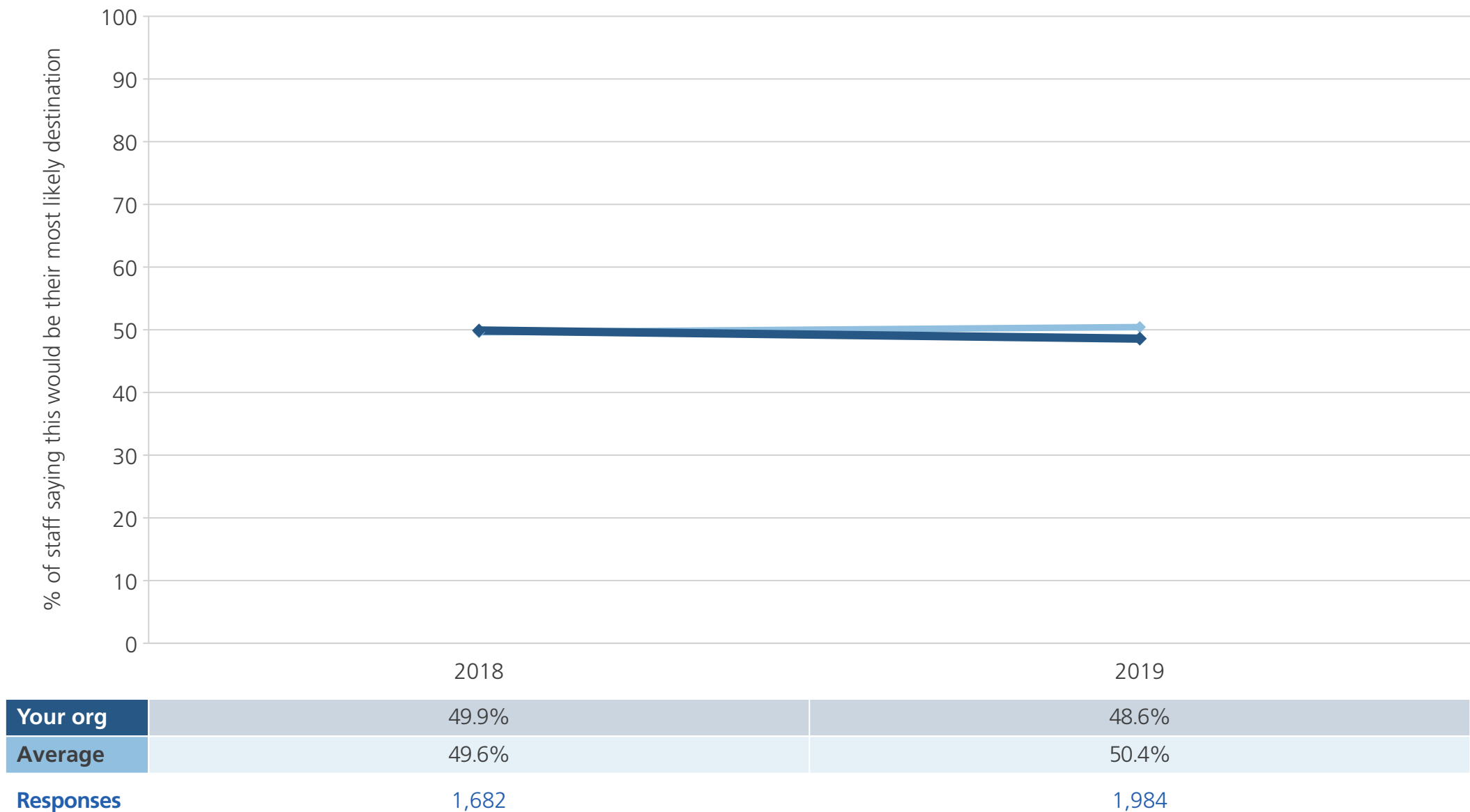






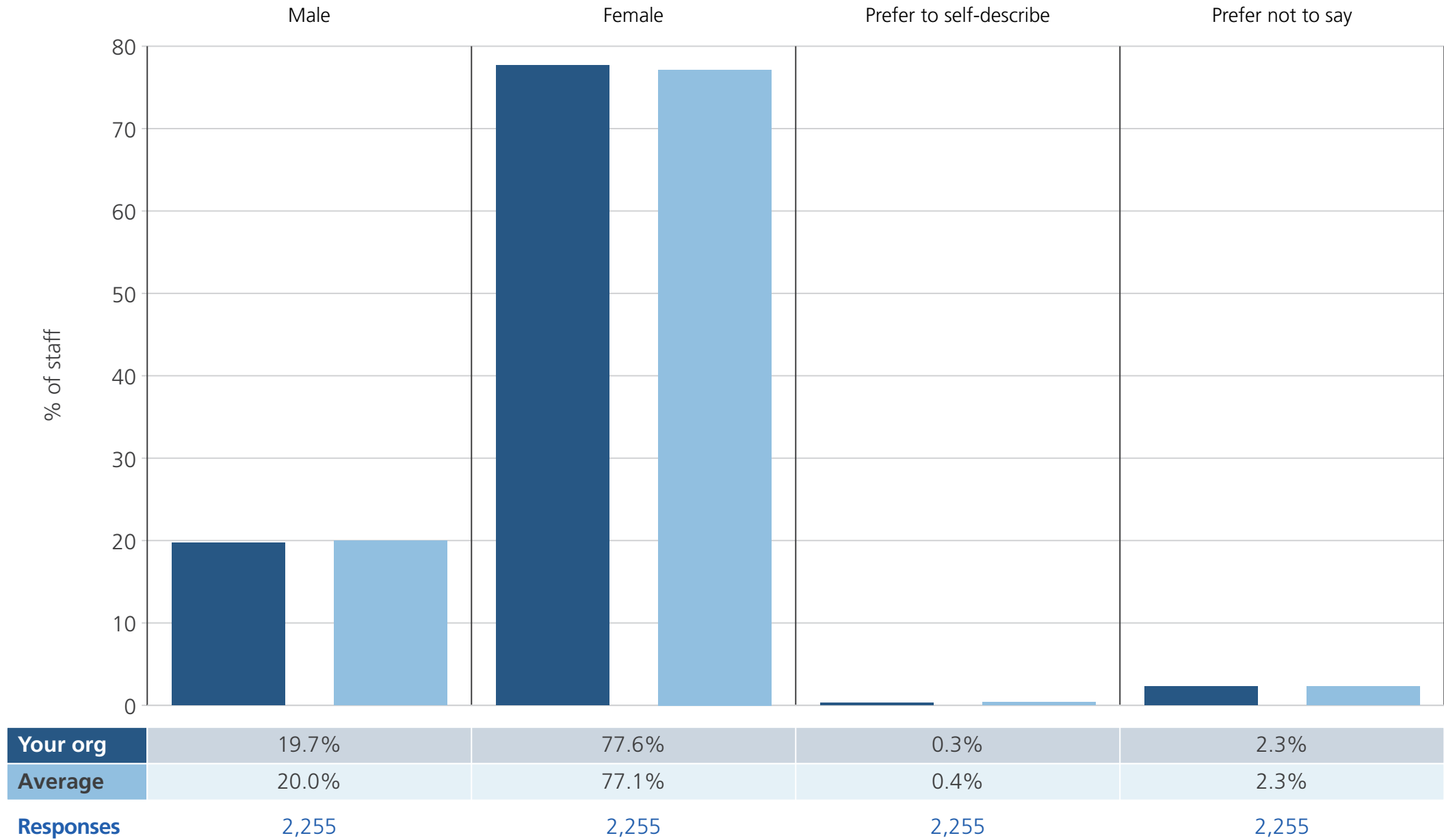


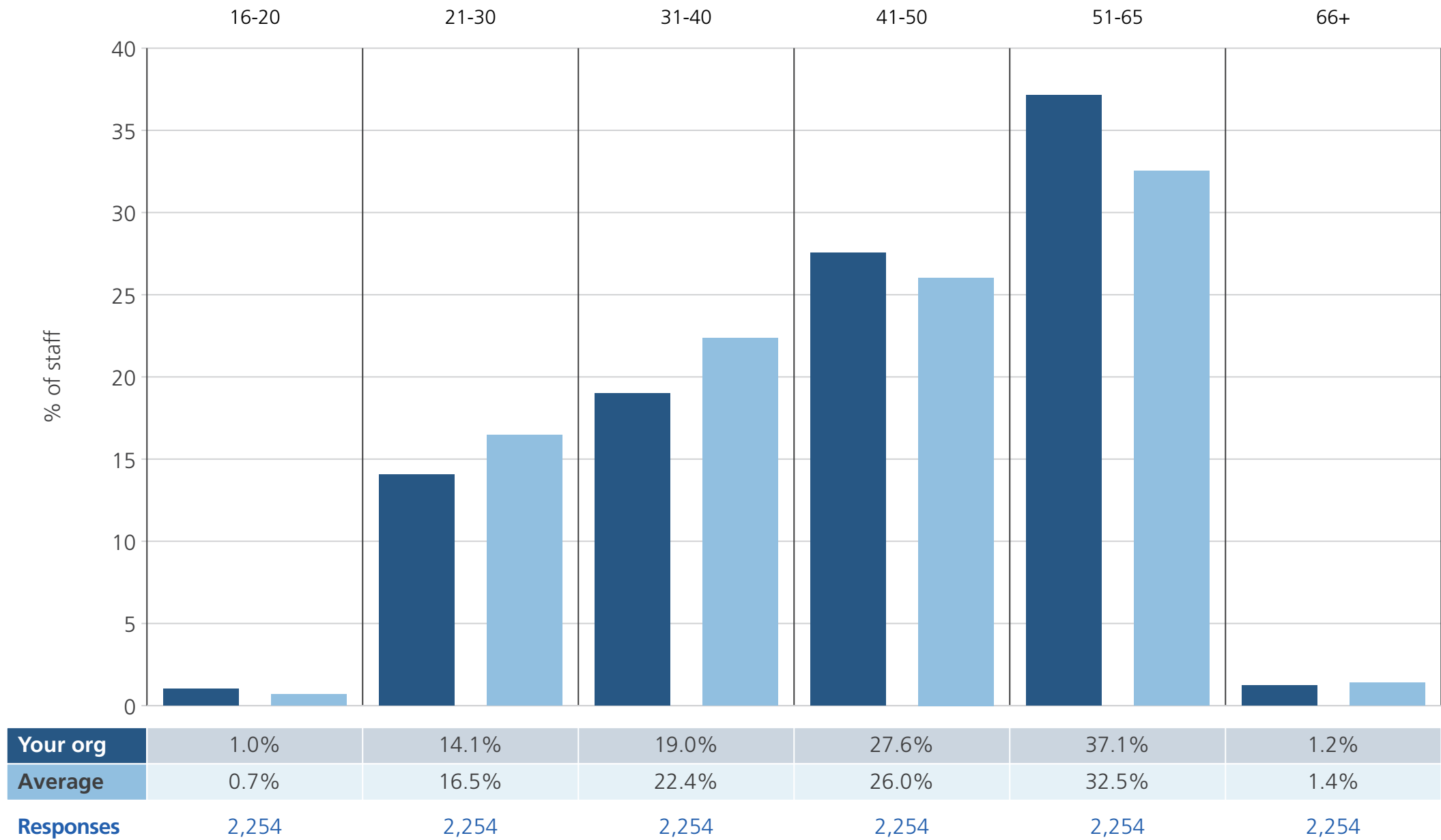


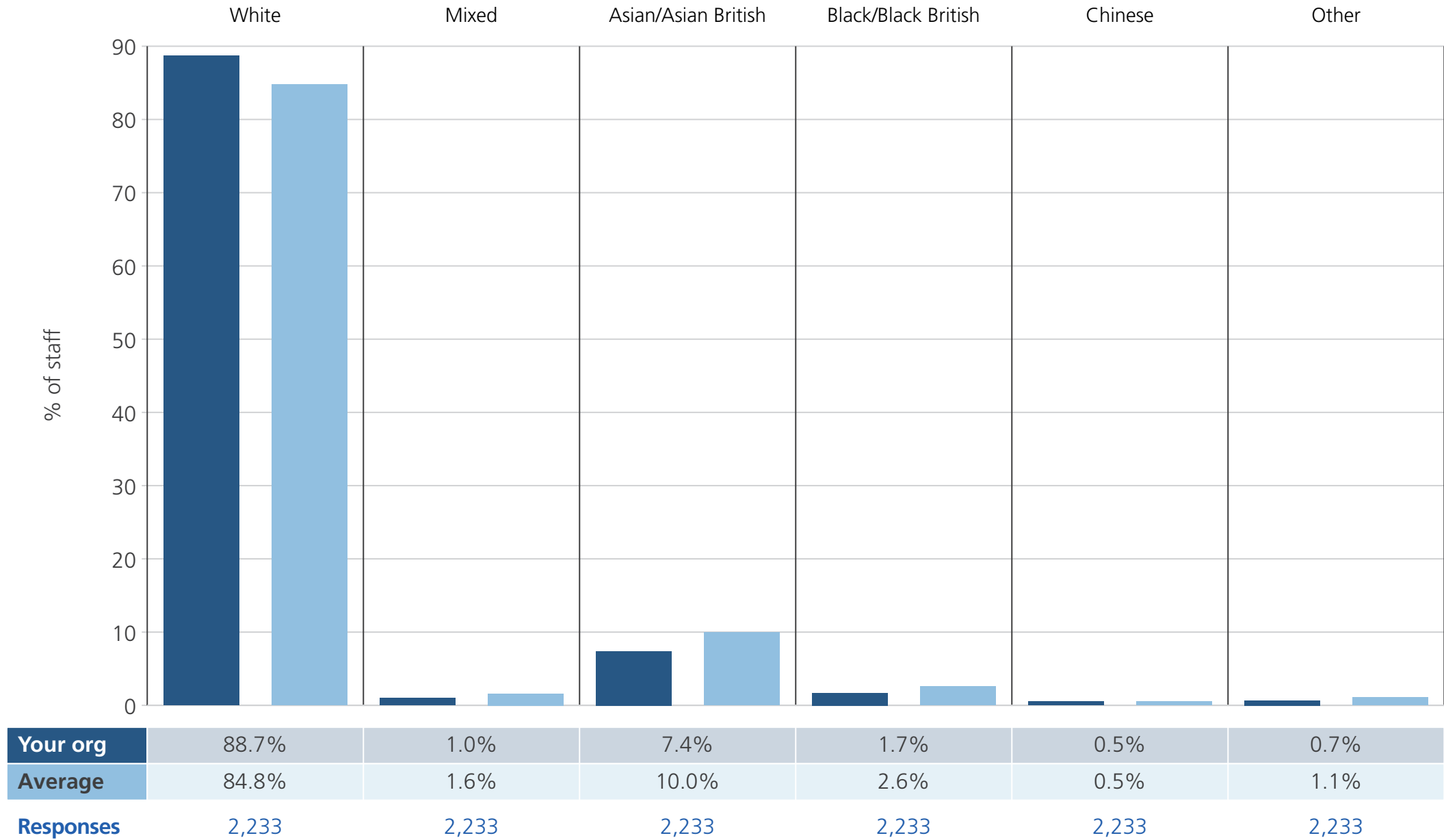


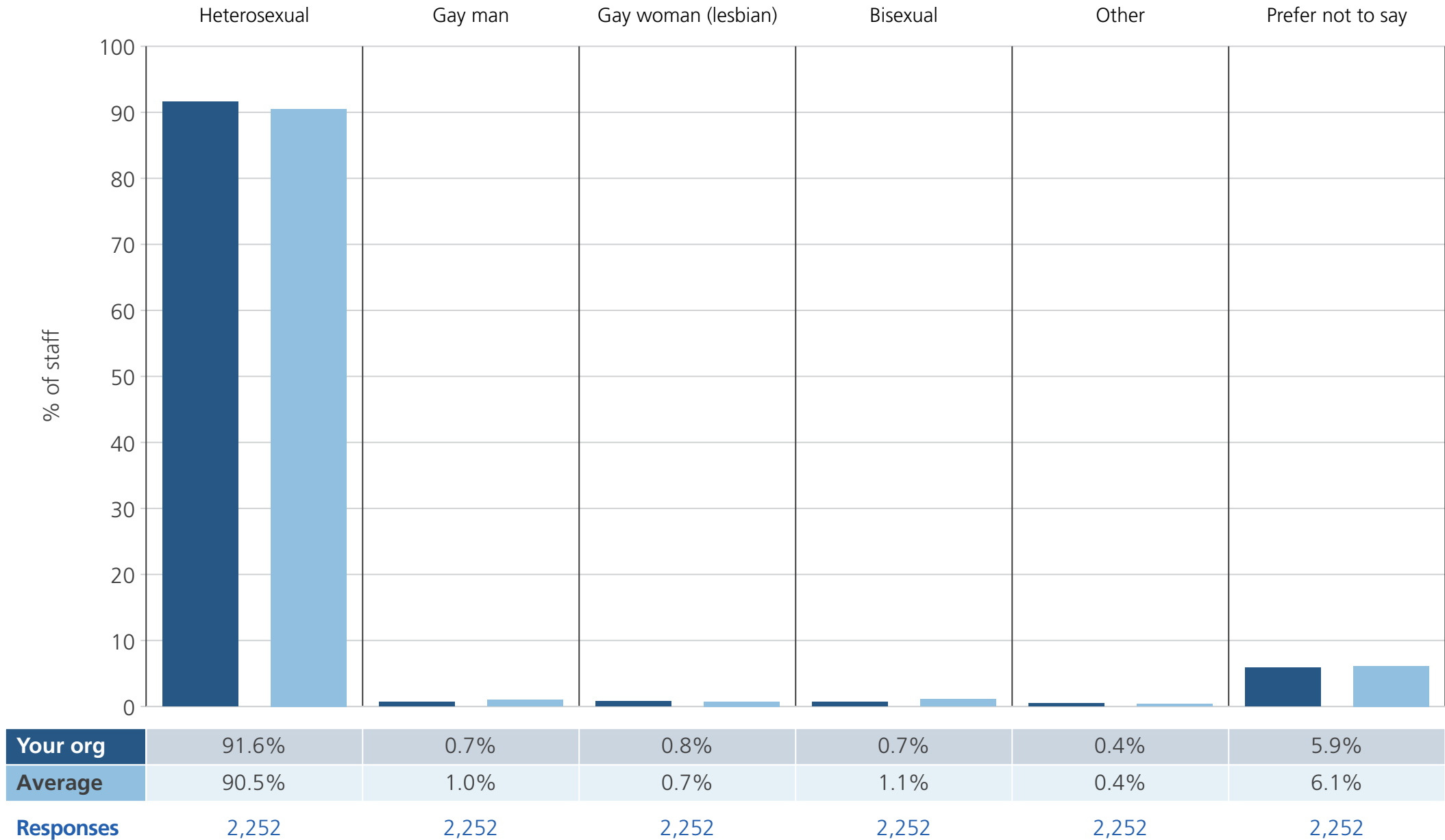
Question results – Background details

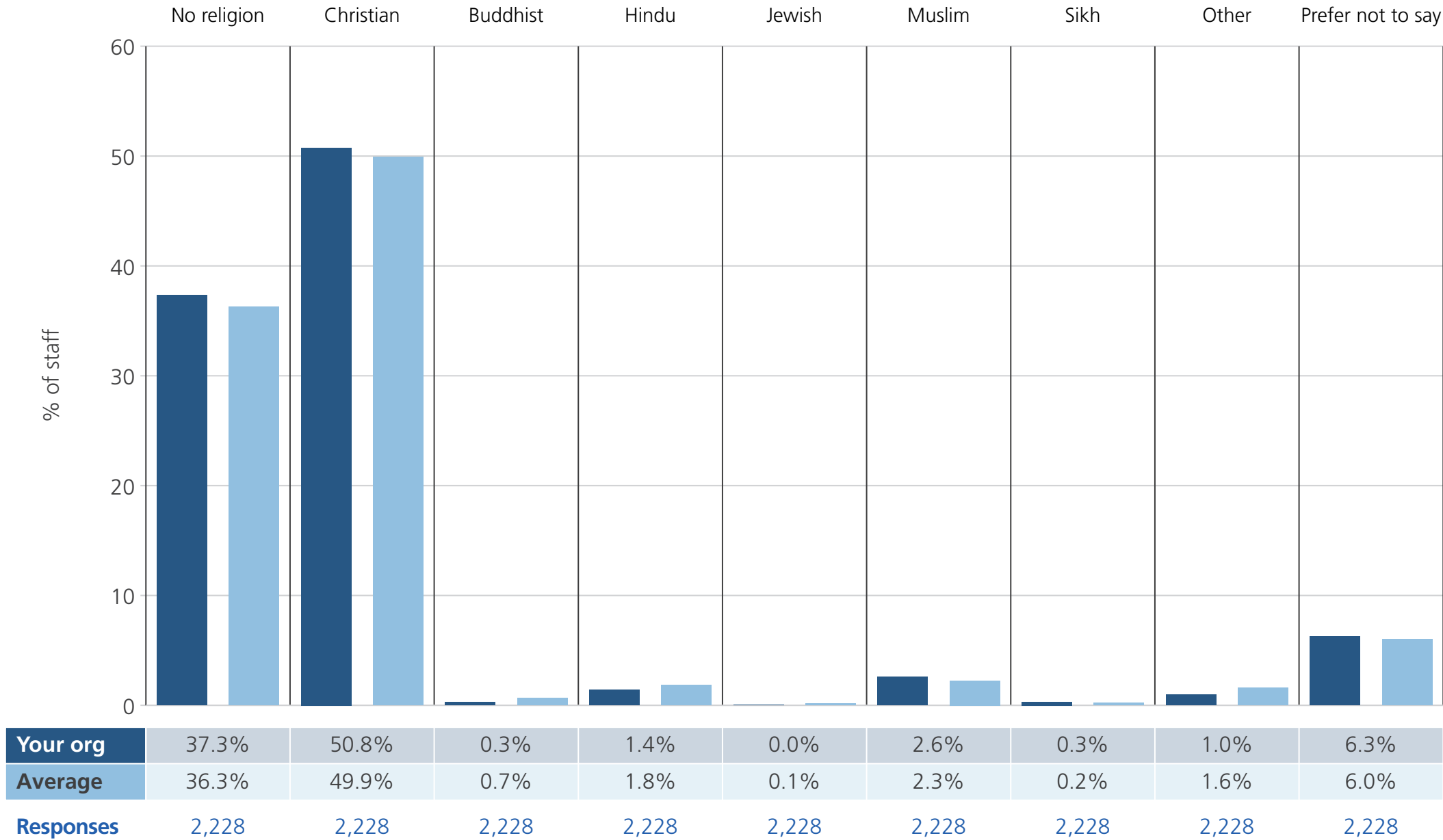
Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results





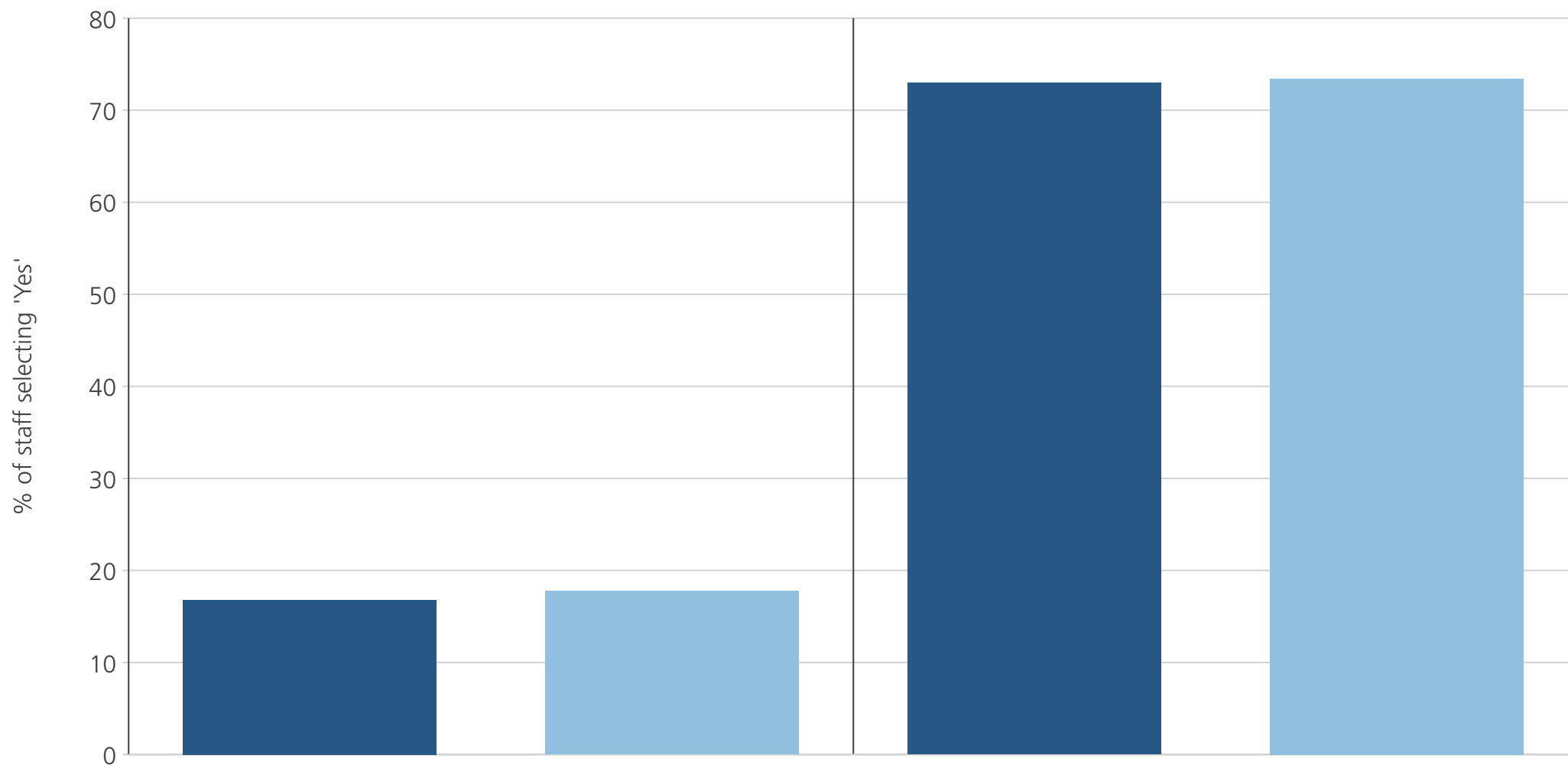






Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

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

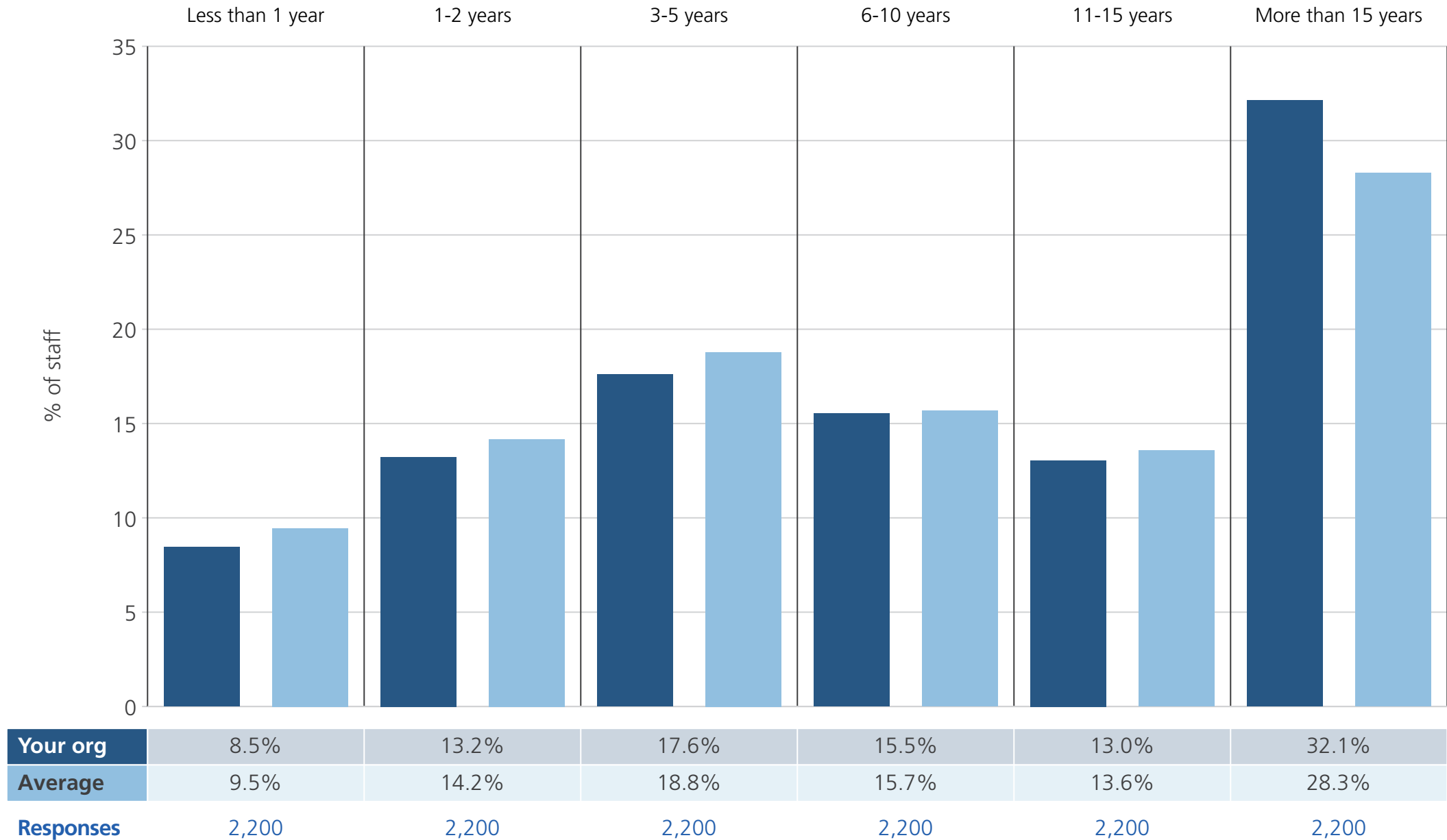


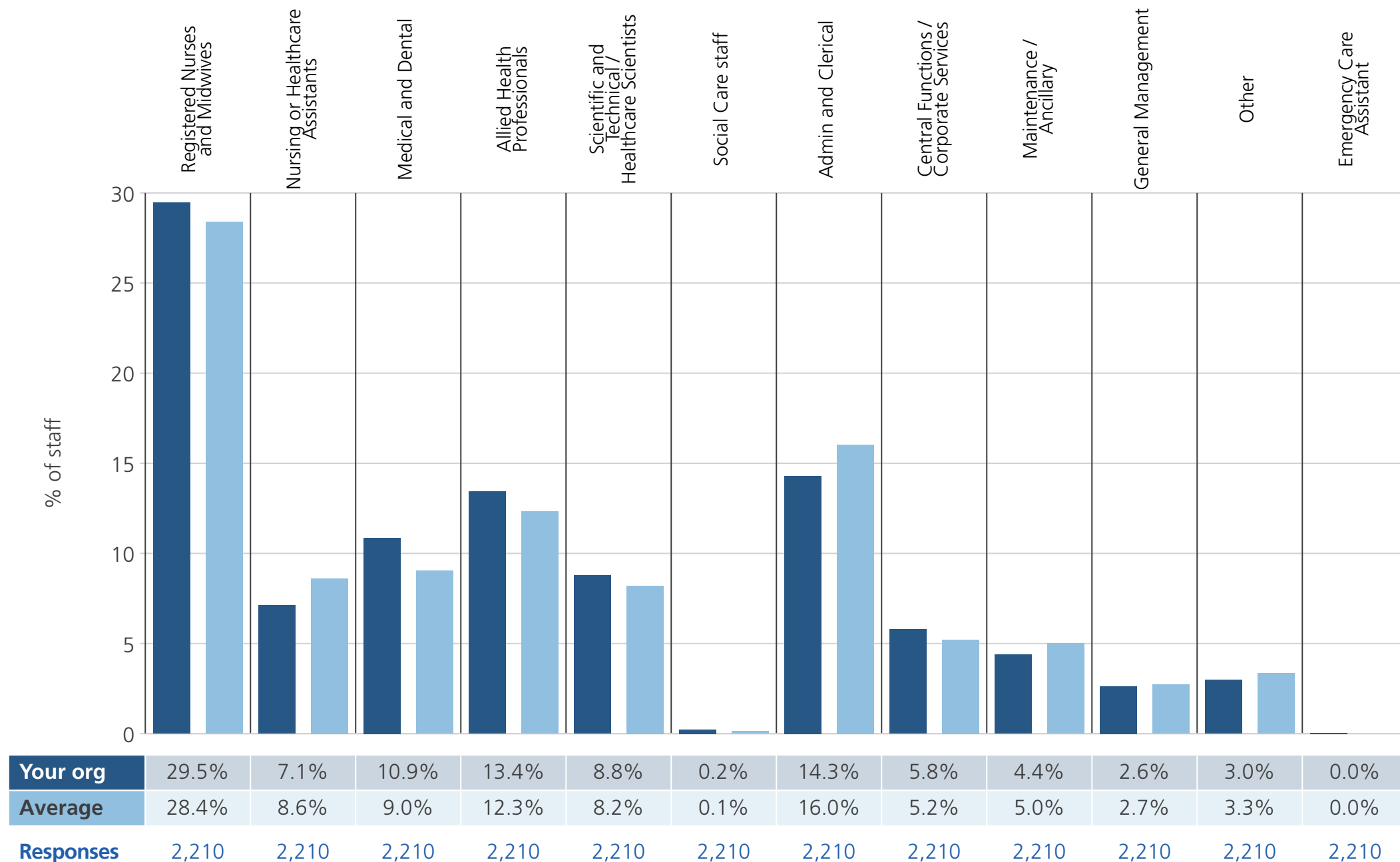
Your org	16.8%	73.0%
Average	17.8%	73.4%

Responses

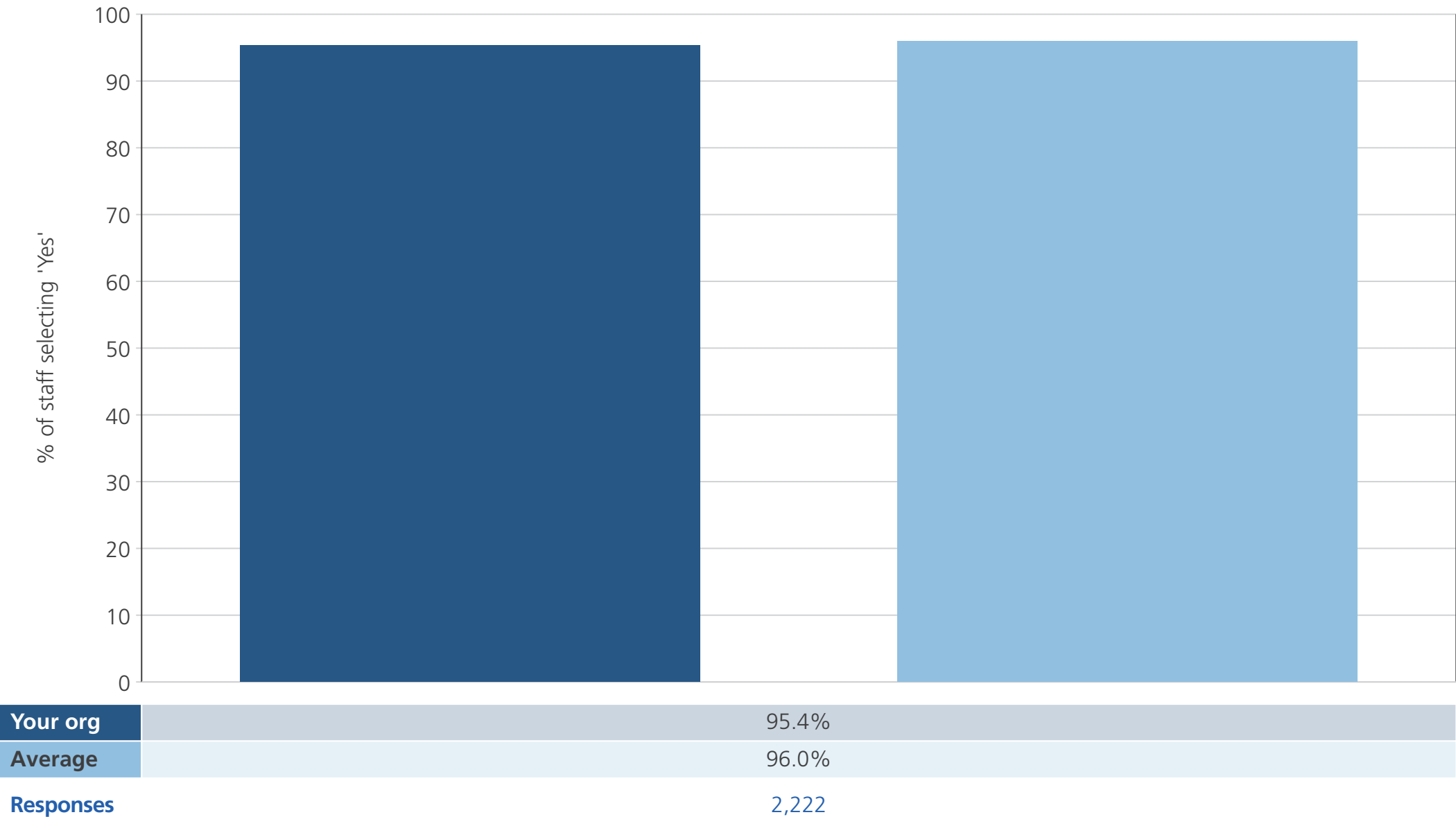
2,247

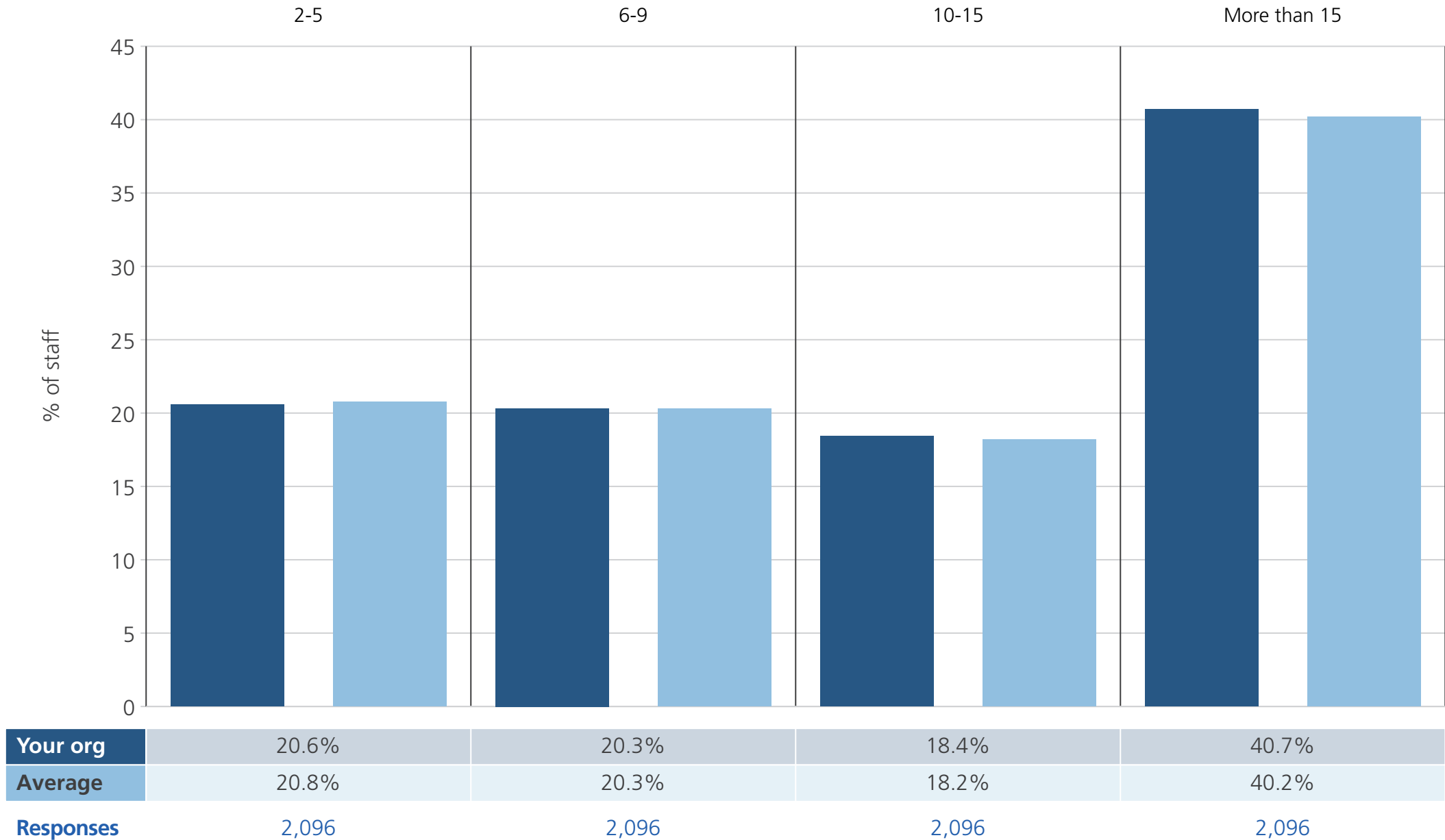
220





Do you work in a team?





Workforce Equality Standards

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

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

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

Workforce Race Equality Standard (WRES)

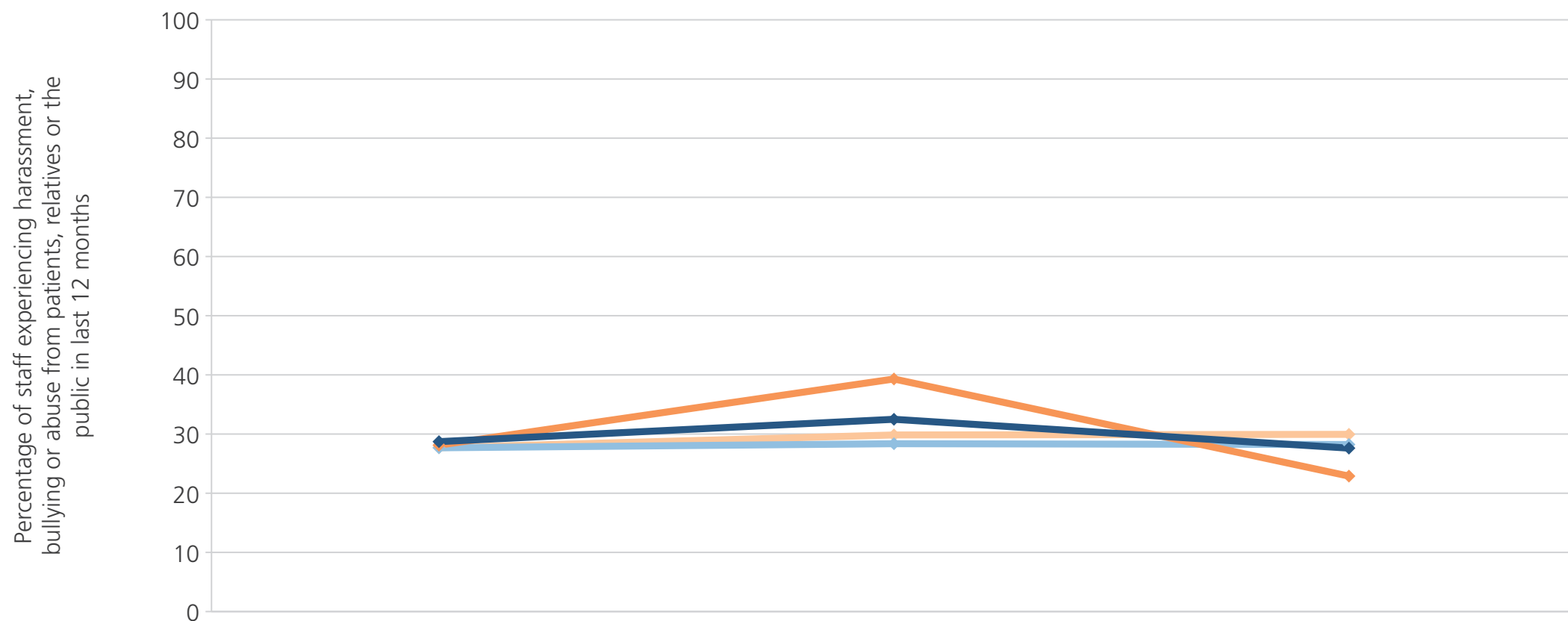
- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018 and 2019 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME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

Workforce Disability Equality Standard (WDES)

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

Workforce Race Equality Standard (WRES)

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



	2017	2018	2019
White: Your org	28.7%	32.5%	27.6%
BME: Your org	28.1%	39.3%	22.9%
White: Average	27.7%	28.4%	28.2%
BME: Average	27.7%	29.8%	29.9%

White: Responses

1,682

1,705

1,959

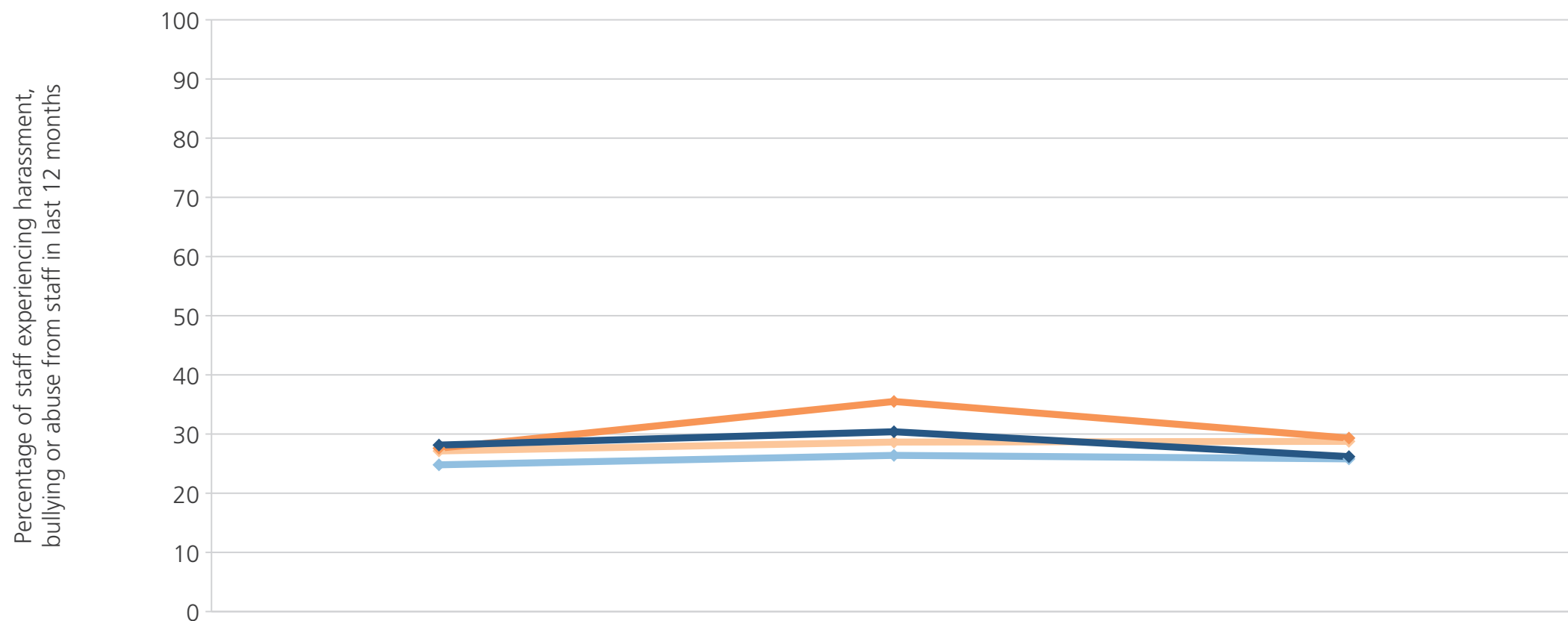
BME: Responses

192

201

249

Average calculated as the median for the benchmark group



	2017	2018	2019
White: Your org	28.1%	30.4%	26.2%
BME: Your org	27.6%	35.5%	29.3%
White: Average	24.8%	26.4%	25.8%
BME: Average	27.1%	28.6%	28.8%

White: Responses

1,681

1,708

1,963

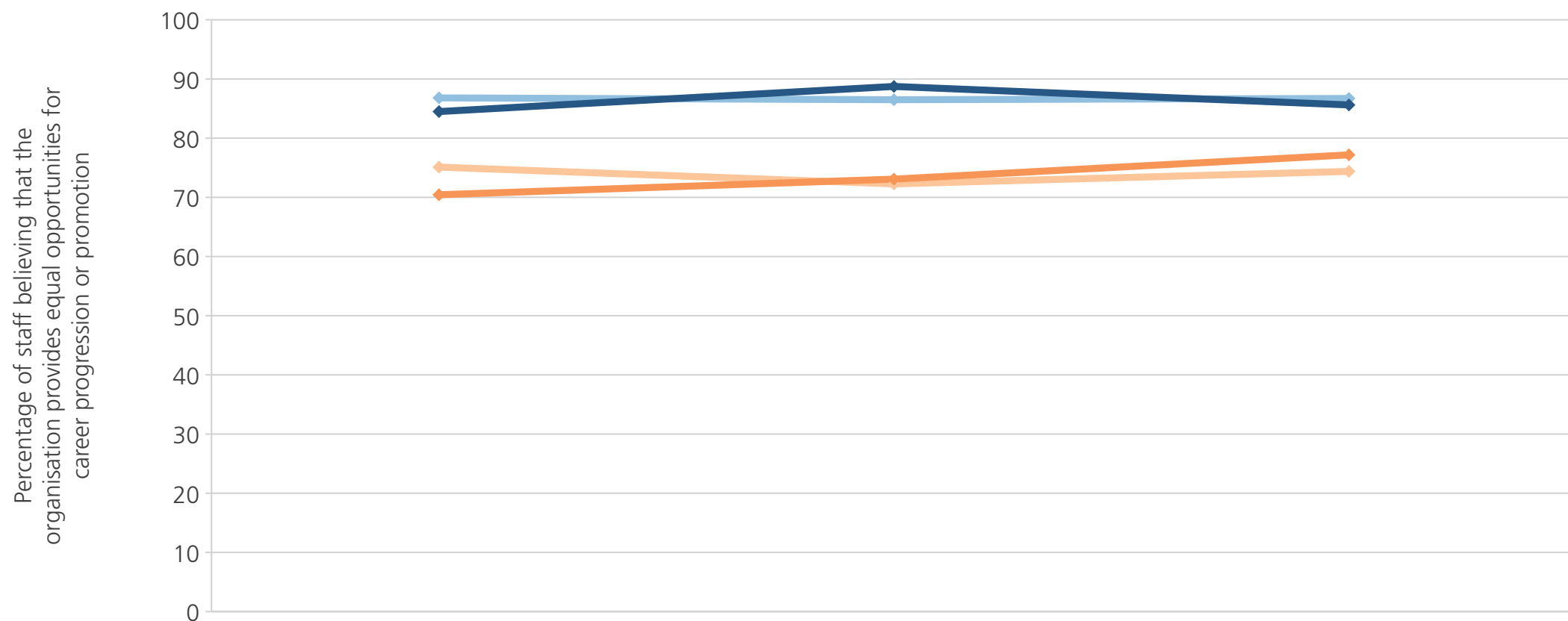
BME: Responses

192

200

249

Average calculated as the median for the benchmark group



White: Your org	84.5%	88.7%	85.6%
BME: Your org	70.4%	73.1%	77.2%
White: Average	86.8%	86.5%	86.7%
BME: Average	75.1%	72.3%	74.4%

White: Responses

1,135

1,128

1,300

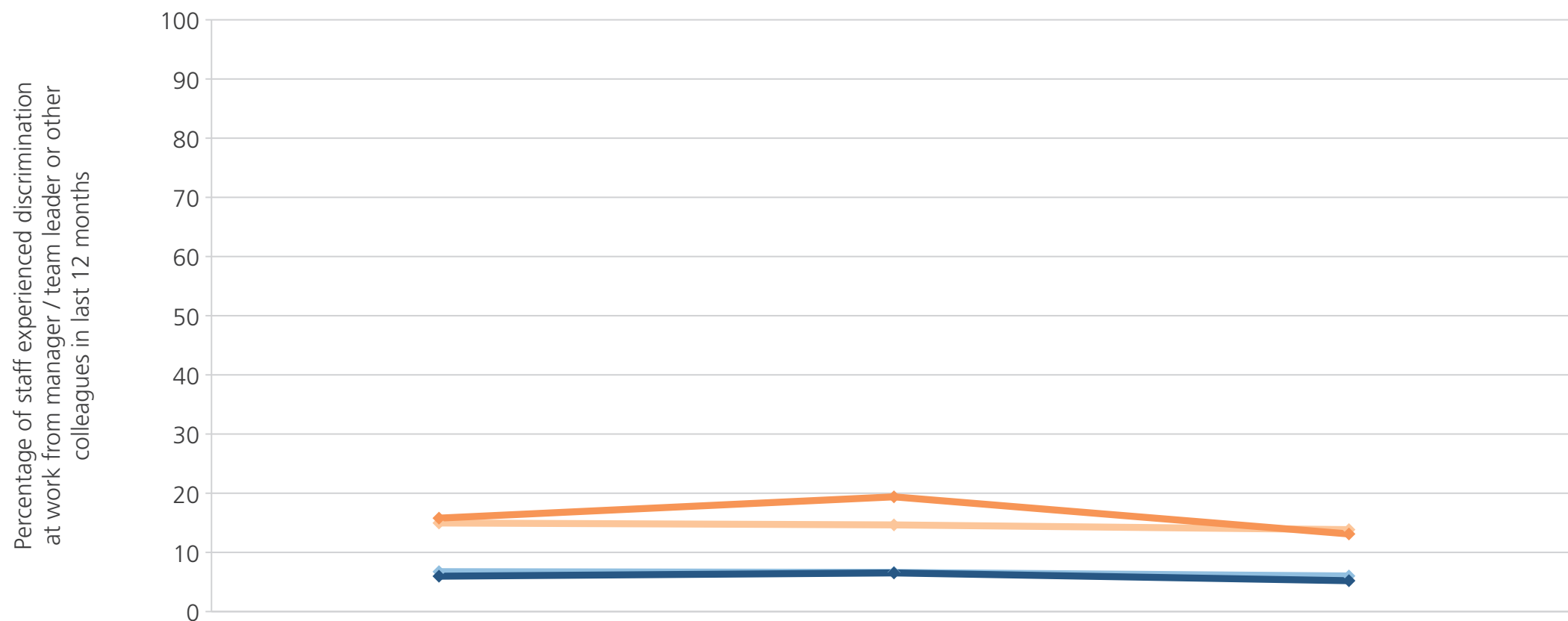
BME: Responses

115

130

149

Average calculated as the median for the benchmark group



White: Your org	6.0%	6.5%	5.2%
BME: Your org	15.8%	19.4%	13.1%
White: Average	6.7%	6.6%	6.0%
BME: Average	15.0%	14.6%	13.8%

White: Responses

1,673

1,700

1,937

BME: Responses

190

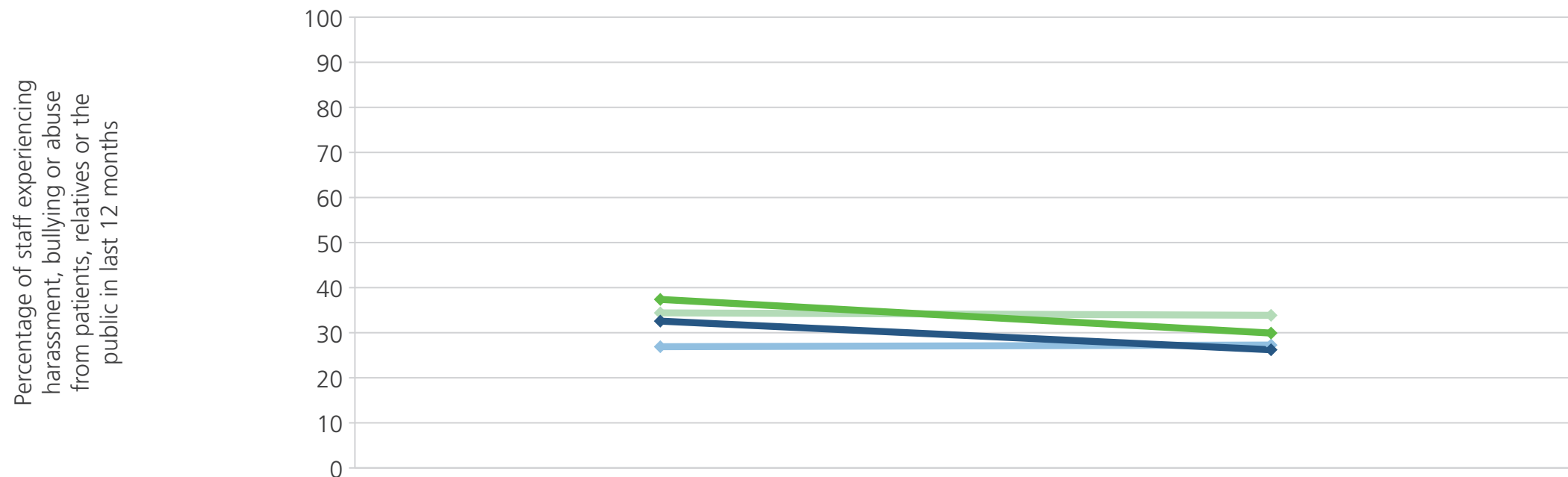
196

244

Average calculated as the median for the benchmark group

Workforce Disability Equality Standard (WDES)

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



	2018	2019
Disabled staff: Your org	37.4%	29.9%
Non-disabled staff: Your org	32.6%	26.2%
Disabled staff: Average	34.4%	33.9%
Non-disabled staff: Average	26.9%	27.3%

Disabled staff: Responses

Non-disabled staff: Responses

345

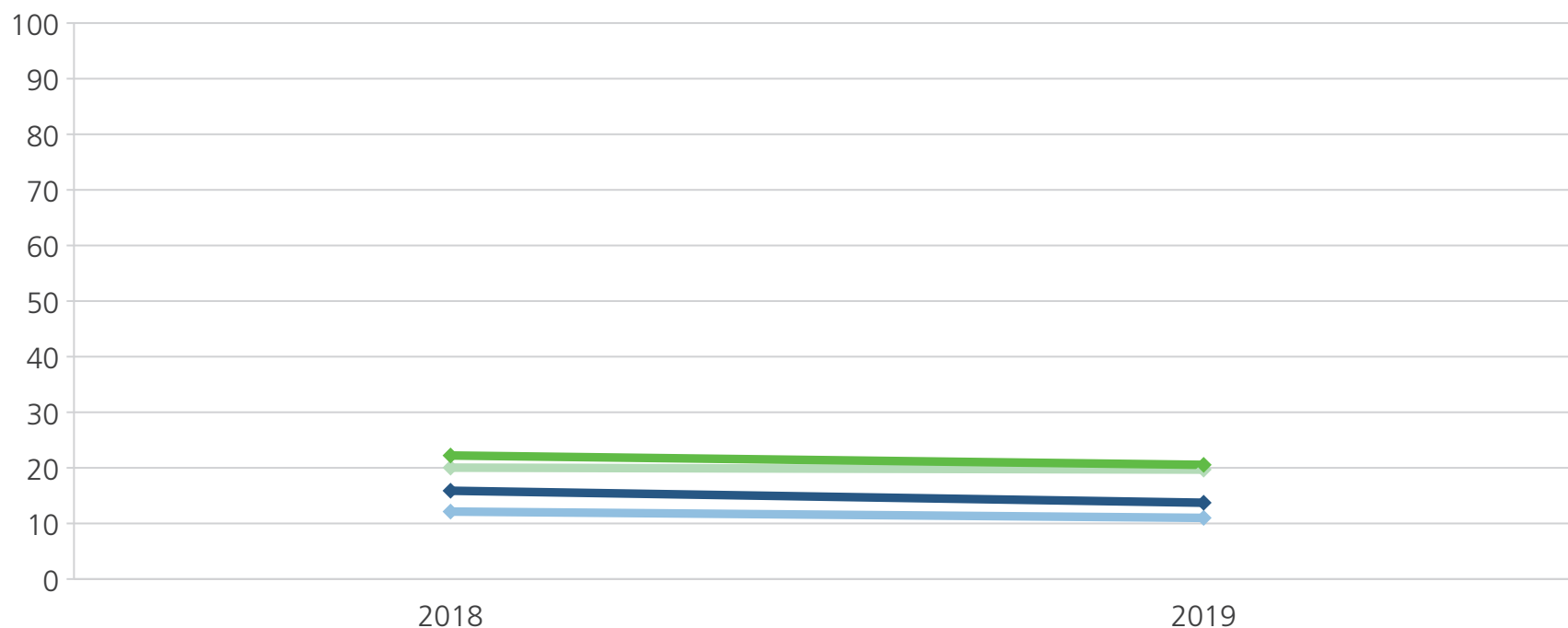
1,575

371

1,850

Average calculated as the median for the benchmark group

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



Disabled staff: Your org	22.2%	20.5%
Non-disabled staff: Your org	15.9%	13.7%
Disabled staff: Average	20.0%	19.7%
Non-disabled staff: Average	12.1%	11.0%

Disabled staff: Responses

Non-disabled staff: Responses

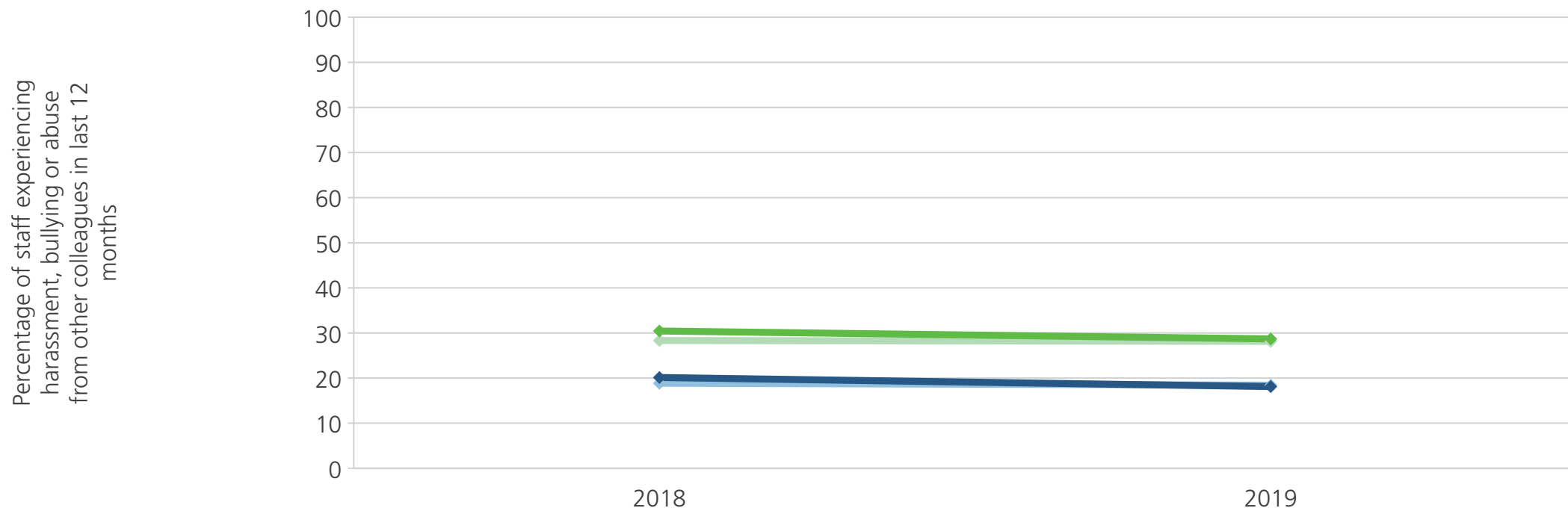
342

1,574

370

1,836

Average calculated as the median for the benchmark group



Disabled staff: Your org	30.4%	28.7%
Non-disabled staff: Your org	20.1%	18.1%
Disabled staff: Average	28.3%	28.1%
Non-disabled staff: Average	18.9%	18.4%

Disabled staff: Responses

345

366

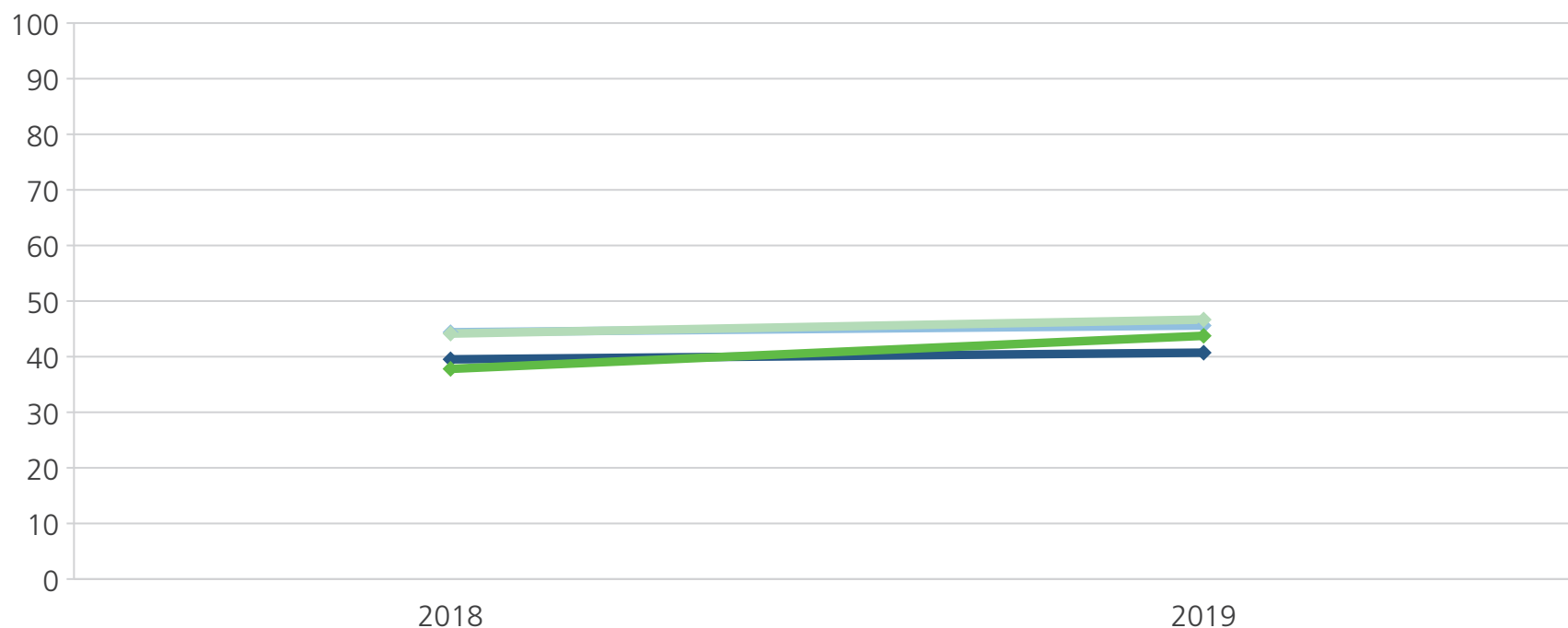
Non-disabled staff: Responses

1,565

1,811

Average calculated as the median for the benchmark group

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



Disabled staff: Your org	37.8%	43.8%
Non-disabled staff: Your org	39.5%	40.7%
Disabled staff: Average	44.2%	46.7%
Non-disabled staff: Average	44.4%	45.6%

Disabled staff: Responses

Non-disabled staff: Responses

164

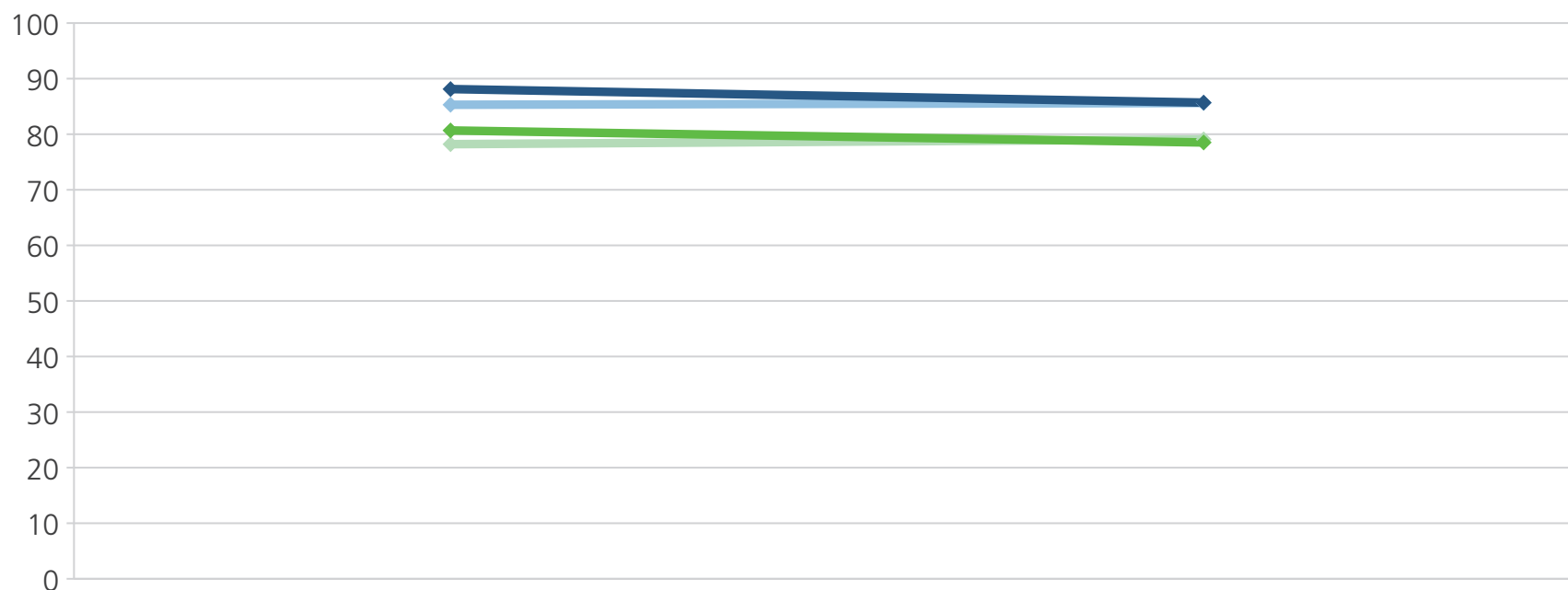
625

176

614

Average calculated as the median for the benchmark group

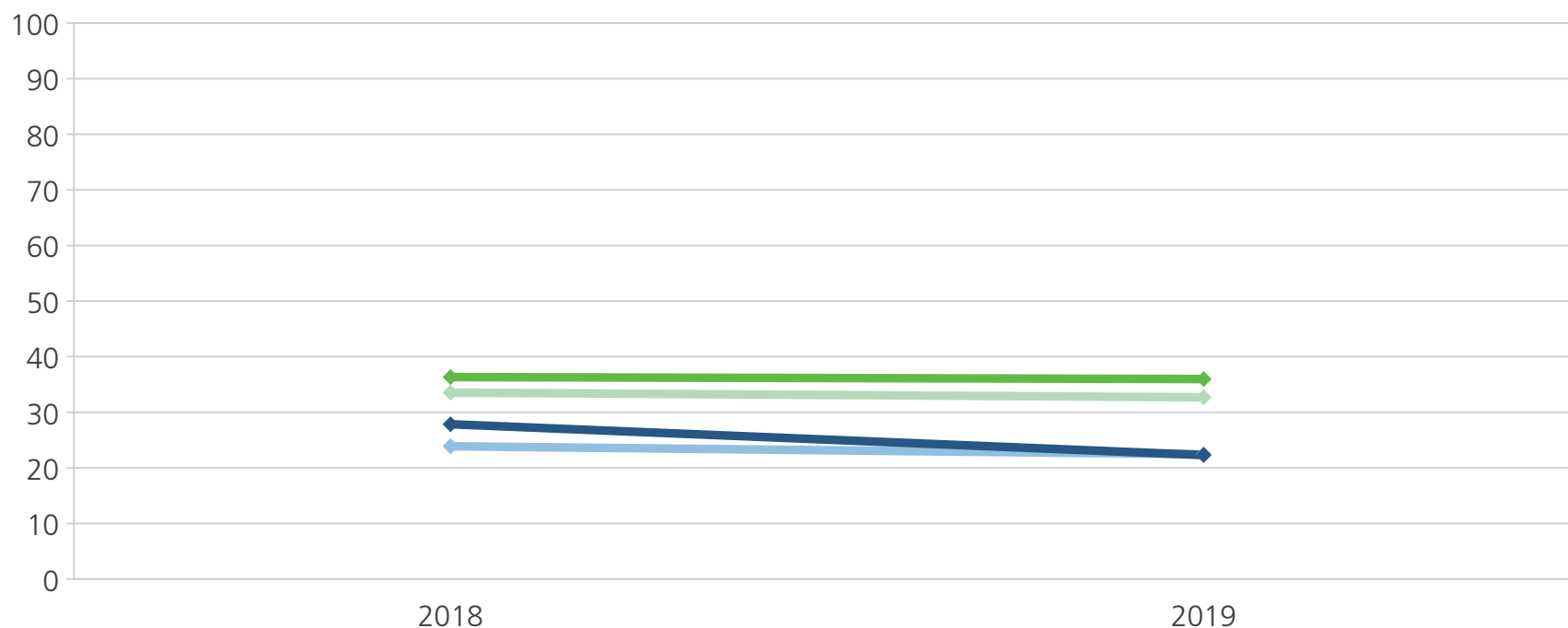
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



	2018	2019
Disabled staff: Your org	80.7%	78.5%
Non-disabled staff: Your org	88.1%	85.7%
Disabled staff: Average	78.2%	79.1%
Non-disabled staff: Average	85.3%	85.6%
Disabled staff: Responses	207	242
Non-disabled staff: Responses	1,061	1,216

Average calculated as the median for the benchmark group

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



Disabled staff: Your org	36.3%	36.0%
Non-disabled staff: Your org	27.8%	22.3%
Disabled staff: Average	33.5%	32.7%
Non-disabled staff: Average	23.9%	22.4%

Disabled staff: Responses

256

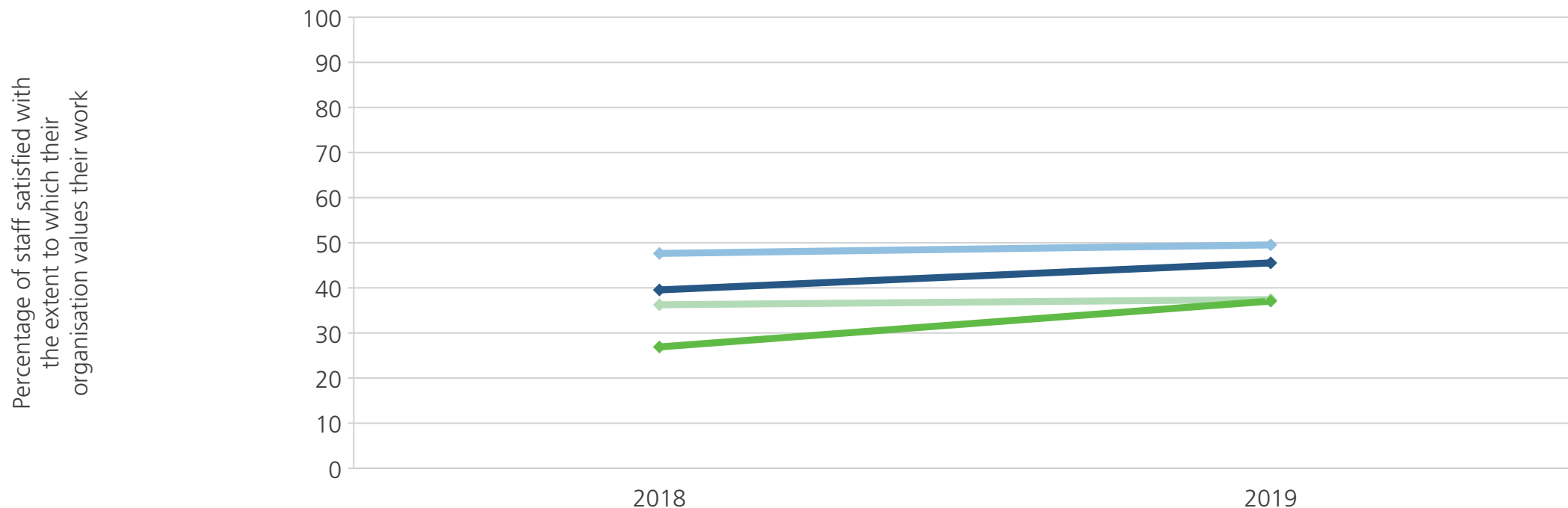
278

Non-disabled staff: Responses

905

955

Average calculated as the median for the benchmark group



Disabled staff: Your org	26.9%	37.1%
Non-disabled staff: Your org	39.5%	45.5%
Disabled staff: Average	36.3%	37.4%
Non-disabled staff: Average	47.6%	49.5%

Disabled staff: Responses

Non-disabled staff: Responses

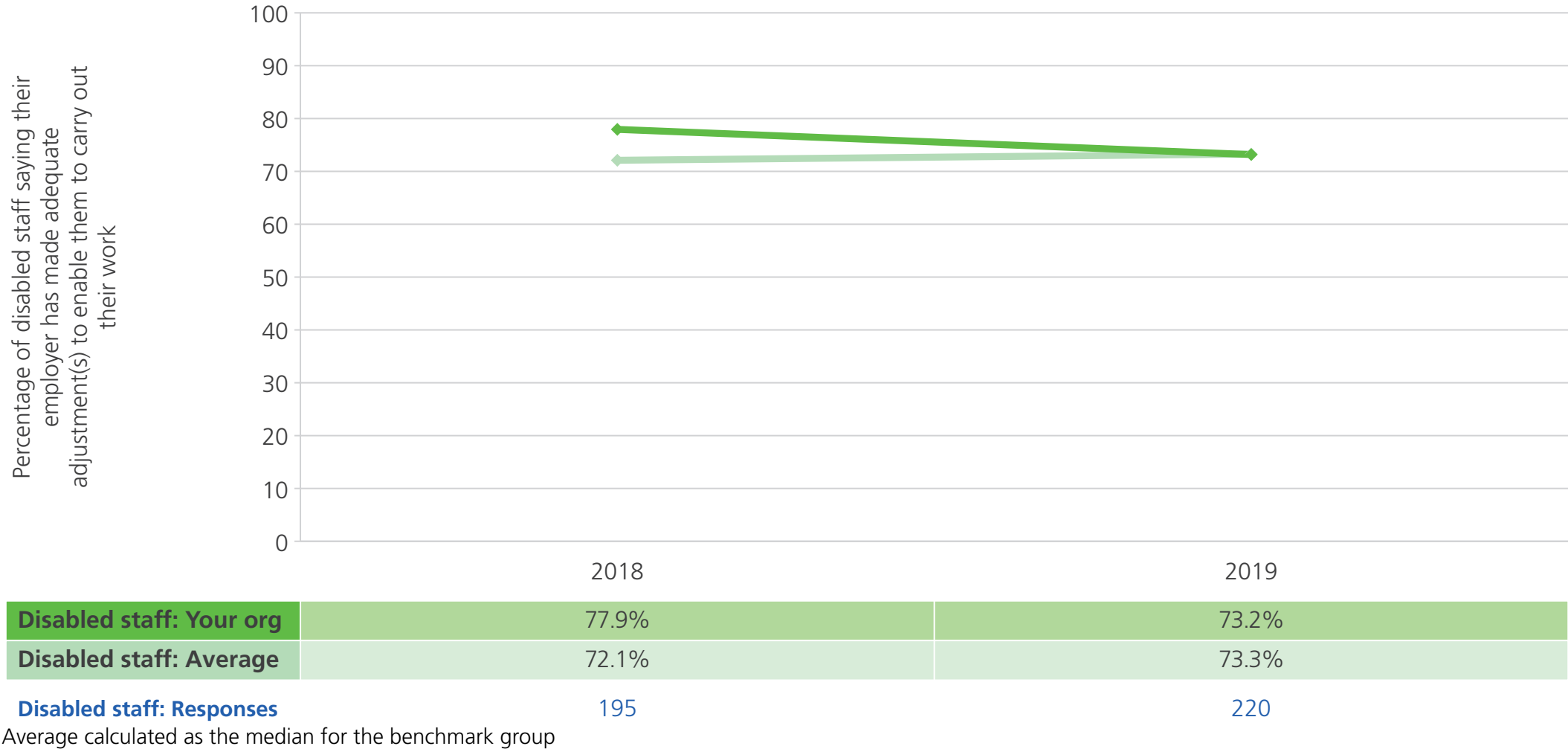
342

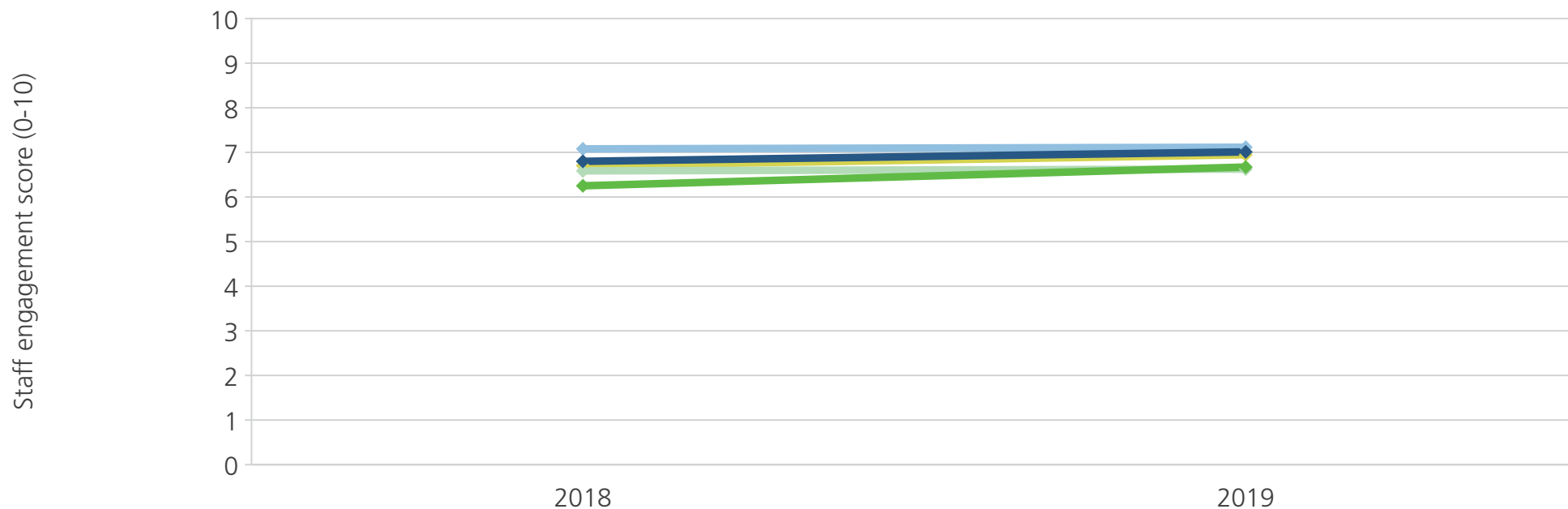
1,578

375

1,845

Average calculated as the median for the benchmark group





	2018	2019
Organisation average	6.7	6.9
Disabled staff: Your org	6.3	6.7
Non-disabled staff: Your org	6.8	7.0
Disabled staff: Average	6.6	6.6
Non-disabled staff: Average	7.1	7.1

Organisation Responses

1,971

2,322

Disabled staff: Responses

344

376

Non-disabled staff: Responses

1,584

1,866

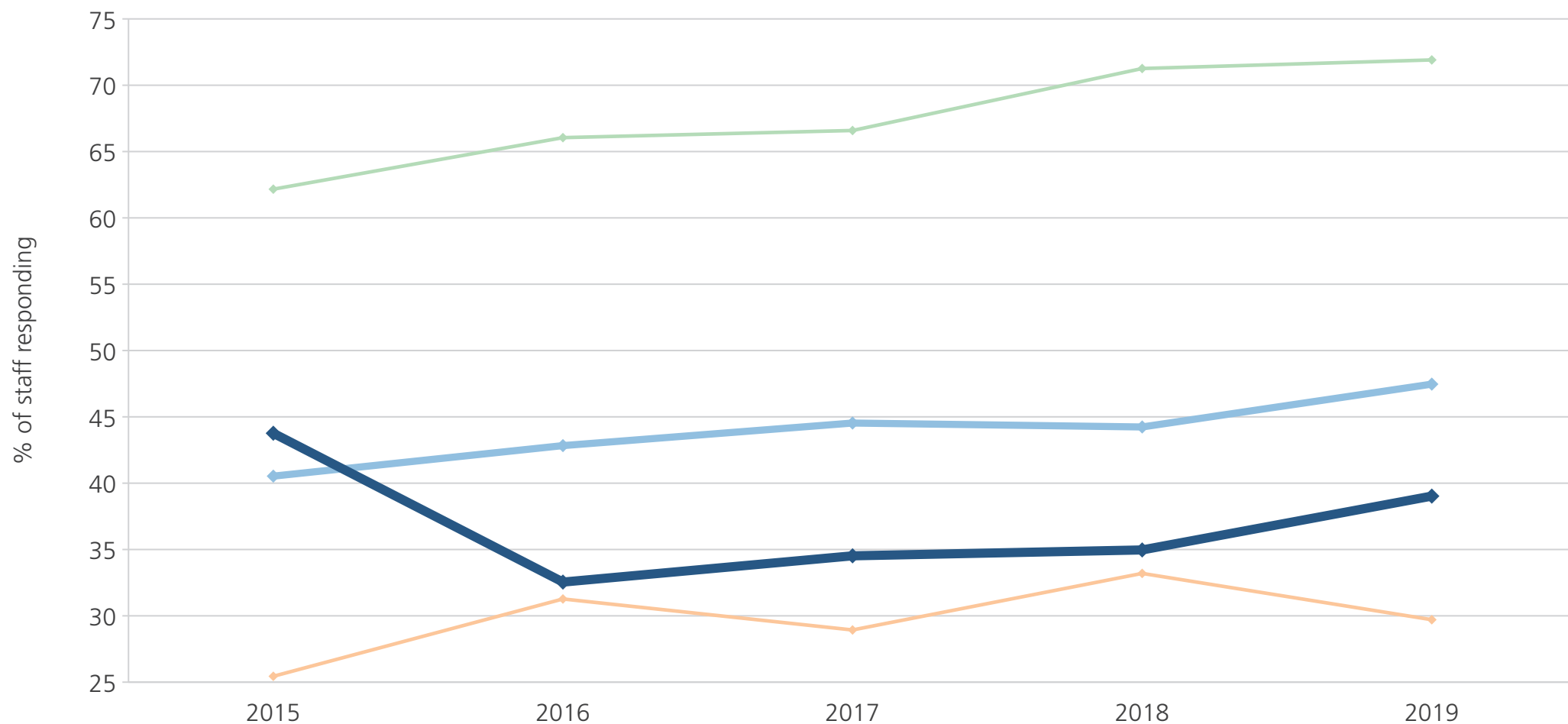
Average calculated as the median for the benchmark group

Appendices

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

Appendix A: Response rate

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results



Best	62.2%	66.0%	66.6%	71.3%	71.9%
Your org	43.8%	32.5%	34.5%	35.0%	39.0%
Median	40.5%	42.8%	44.5%	44.2%	47.5%
Worst	25.4%	31.3%	28.9%	33.2%	29.7%

Appendix B: Significance testing - 2018 v 2019 theme results

Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

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

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

Theme	2018 score	2018 respondents	2019 score	2019 respondents	Statistically significant change?
Equality, diversity & inclusion	9.1	1960	9.2	2266	Not significant
Health & wellbeing	5.5	1970	5.7	2290	↑
Immediate managers	6.5	1964	6.8	2303	↑
Morale	5.9	1938	6.1	2264	↑
Quality of appraisals	5.0	1656	5.2	1965	Not significant
Quality of care	7.3	1750	7.5	2005	↑
Safe environment - Bullying & harassment	7.6	1964	7.9	2277	↑
Safe environment - Violence	9.4	1959	9.5	2263	↑
Safety culture	6.3	1957	6.6	2268	↑
Staff engagement	6.7	1971	6.9	2322	↑
Team working	6.4	1952	6.7	2276	↑

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

Appendix C: Tips on using your benchmark report

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



Key points to note

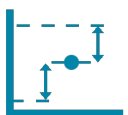
There are a number of differences in this benchmark report compared to the style of benchmark reports prior to the 2018 survey, which are worth noting



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



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



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

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

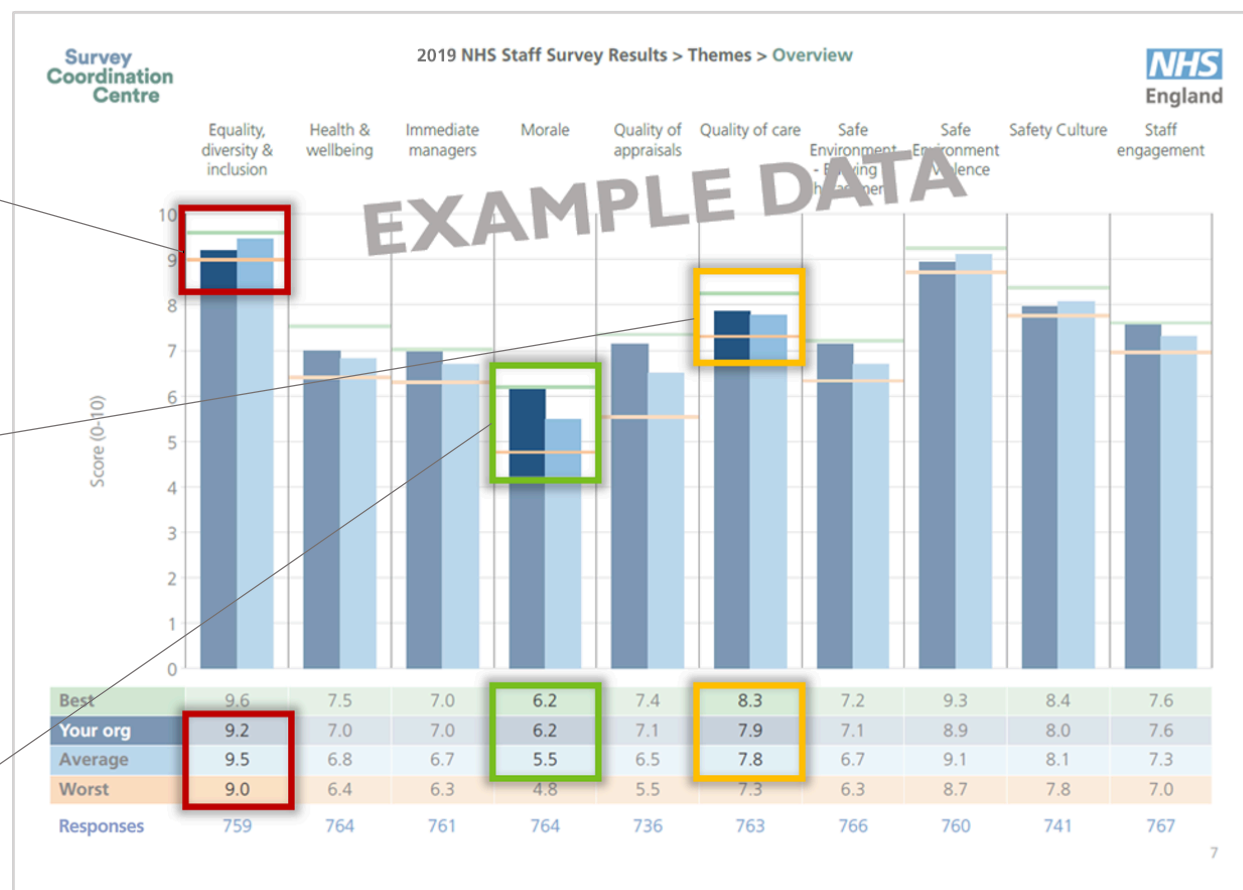
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

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

Positive outcomes

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

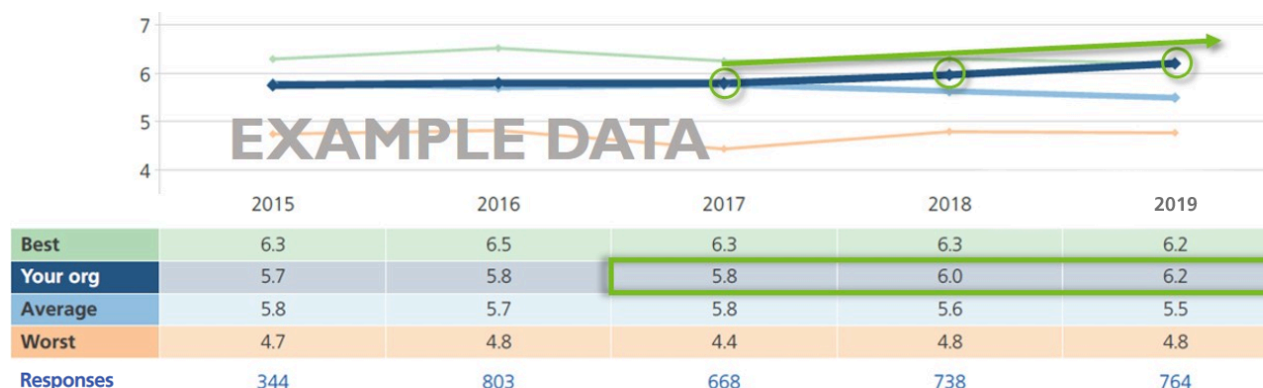


Only one example is highlighted for each point

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

Review trend data

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

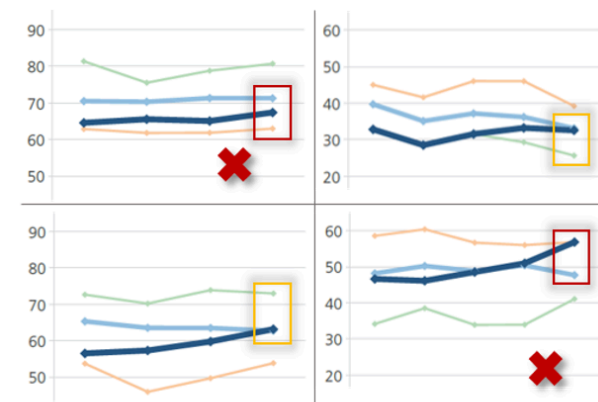


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review questions feeding into the themes

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

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



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

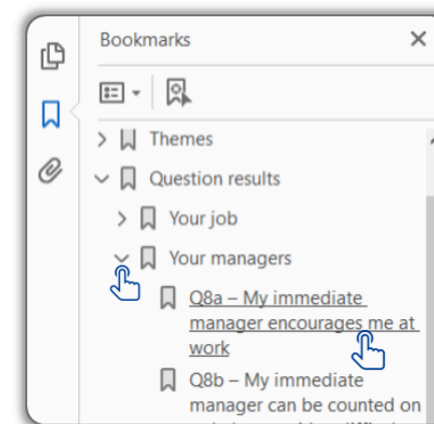
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 170 pages might appear daunting. The below suggestions aim to provide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

Identifying questions of interest

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

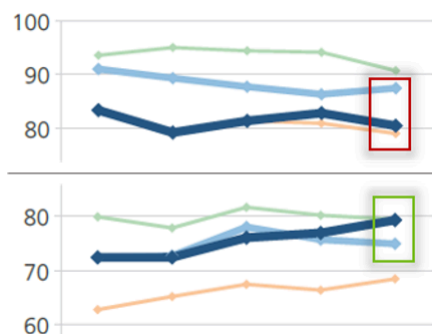
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for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

Use the bookmarks bar to navigate directly to questions of interest



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

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





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

Appendix D: Additional reporting outputs




Worcestershire Acute Hospitals NHS Trust
2019 NHS Staff Survey Results

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

Supporting documents

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

Other local results

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

National results

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