



**2013 National NHS staff survey**

**Results from University Hospitals Birmingham NHS Foundation Trust**

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## 1. Introduction to this report

This report presents the findings of the 2013 national NHS staff survey conducted in University Hospitals Birmingham 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](http://www.nhsstaffsurveys.com).

In sections 3 to 6 of this report, the findings of the questionnaire have been summarised and presented in the form of 28 Key Findings.

These sections of the report have been structured around 4 of the seven pledges to staff in the NHS Constitution which was published in March 2013 (<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution>) plus two additional themes:

- Staff Pledge 1: To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- Staff Pledge 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.
- Staff Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety.
- Staff Pledge 4: To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.
- Additional theme: Staff satisfaction
- Additional theme: Equality and diversity

Please note that the NHS pledges were amended in 2013, however the report has been structured around 4 of the pledges which have been maintained since 2009. For more information regarding this 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 Q12a - 12d and the weighted score for Key Finding 24. The percentages for Q12a – Q12d 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.

The Q12d score is related to CQUIN payments for Acute trusts participating in the National NHS Staff Survey. 2013/2014 guidance on CQUIN payments can be found via the following link <https://www.supply2health.nhs.uk/eContracts/Documents/cquin-guidance.pdf>.

Q12a, Q12c and Q12d feed into Key Finding 24 “Staff recommendation of the trust as a place to work or receive treatment”.

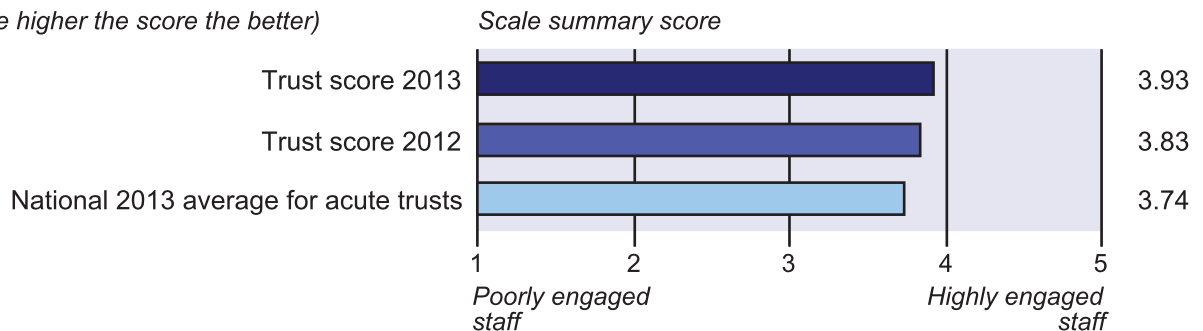
		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
Q12a	"Care of patients / service users is my organisation's top priority"	81	68	80
Q12b	"My organisation acts on concerns raised by patients / service users"	81	71	77
Q12c	"I would recommend my organisation as a place to work"	75	59	67
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	82	64	75
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	4.03	3.68	3.93

## 2. Overall indicator of staff engagement for University Hospitals Birmingham NHS Foundation Trust

The figure below shows how University Hospitals Birmingham NHS Foundation Trust compares with other acute 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 3.93 was in the **highest (best) 20%** 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 22, 24 and 25. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 22); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 24); and the extent to which they feel motivated and engaged with their work (Key Finding 25).

The table below shows how University Hospitals Birmingham NHS Foundation Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a change since the 2012 survey.

	Change since 2012 survey	Ranking, compared with all acute trusts
<b>OVERALL STAFF ENGAGEMENT</b>	✓ Increase (better than 12)	✓ Highest (best) 20%
<b>KF22. Staff ability to contribute towards improvements at work</b> <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	✓ Highest (best) 20%
<b>KF24. Staff recommendation of the trust as a place to work or receive treatment</b> <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	✓ Highest (best) 20%
<b>KF25. Staff motivation at work</b> <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 12)	✓ Highest (best) 20%

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 2013 Key Findings for University Hospitals Birmingham NHS Foundation Trust

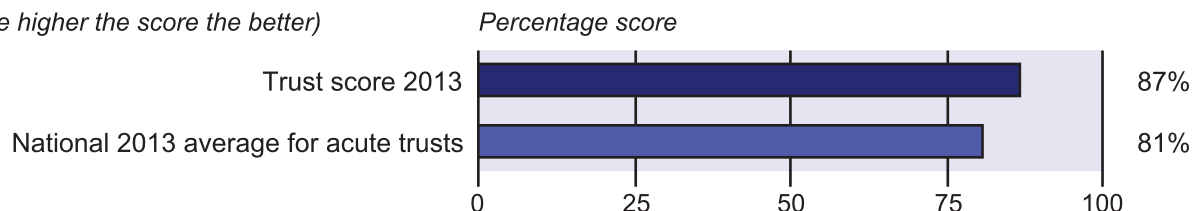
#### 3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which University Hospitals Birmingham NHS Foundation Trust compares most favourably with other acute trusts in England.

#### TOP FIVE RANKING SCORES

##### ✓ KF6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



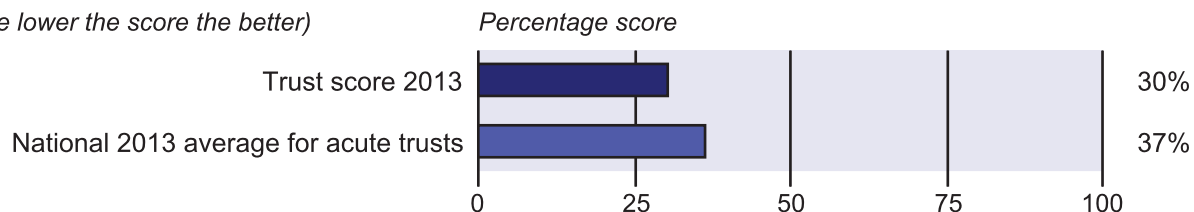
##### ✓ KF23. Staff job satisfaction

(the higher the score the better)



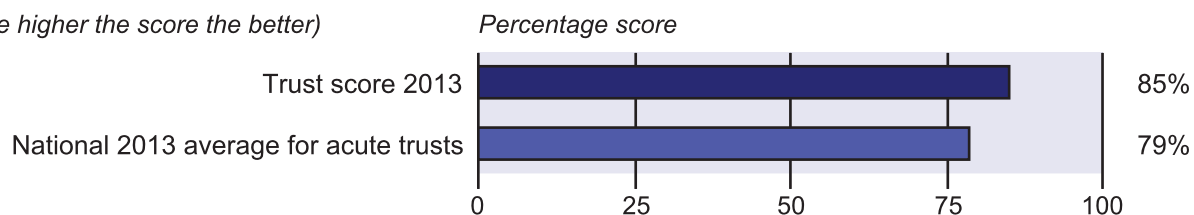
##### ✓ KF11. Percentage of staff suffering work-related stress in last 12 months

(the lower the score the better)



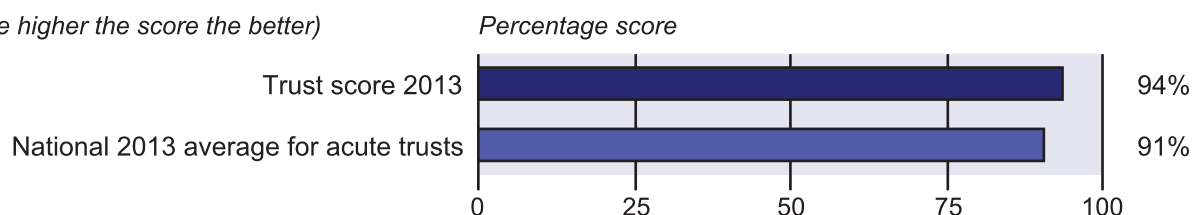
##### ✓ KF1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



##### ✓ KF2. Percentage of staff agreeing that their role makes a difference to patients

(the higher the score the better)

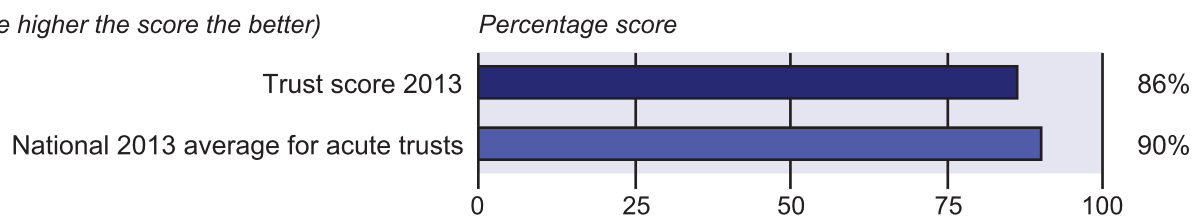


This page highlights the five Key Findings for which University Hospitals Birmingham NHS Foundation Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

## BOTTOM FIVE RANKING SCORES

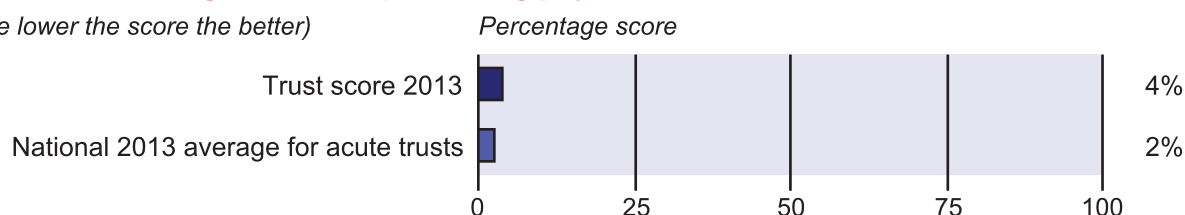
### ! KF14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

*(the higher the score the better)*



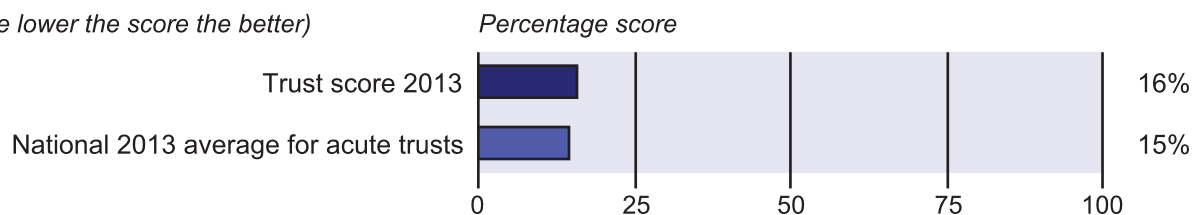
### ! KF17. Percentage of staff experiencing physical violence from staff in last 12 months

*(the lower the score the better)*



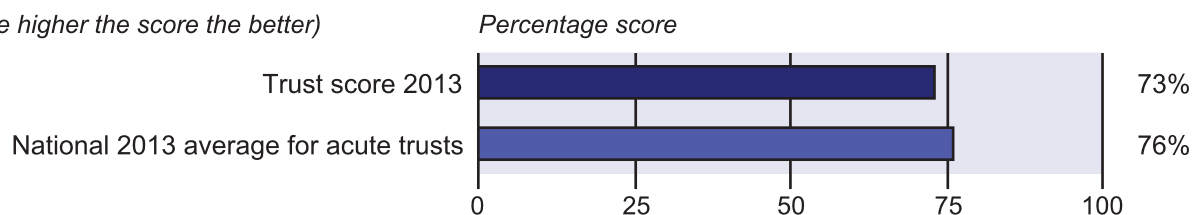
### ! KF16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

*(the lower the score the better)*



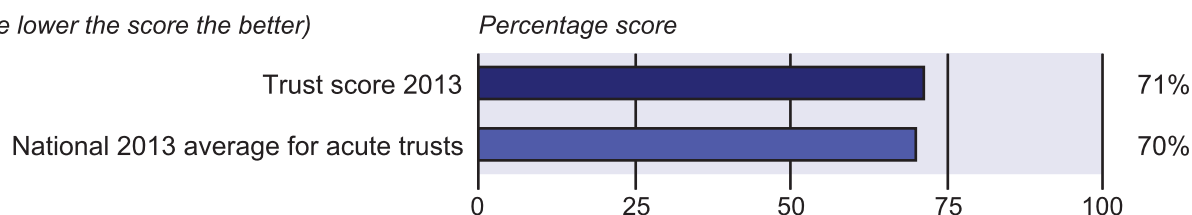
### ! KF10. Percentage of staff receiving health and safety training in last 12 months

*(the higher the score the better)*



### ! KF5. Percentage of staff working extra hours

*(the lower the score the better)*



For each of the 28 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 141 (the bottom ranking score). University Hospitals Birmingham 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 141. Further details about this can be found in the document ***Making sense of your staff survey data***.

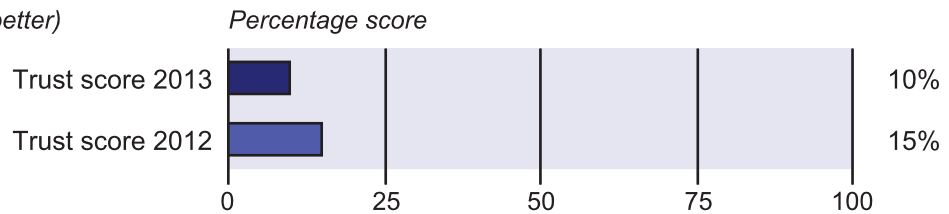
### 3.2 Largest Local Changes since the 2012 Survey

This page highlights the four Key Findings where staff experiences have improved the most at University Hospitals Birmingham NHS Foundation Trust since the 2012 survey.

#### WHERE STAFF EXPERIENCE HAS IMPROVED

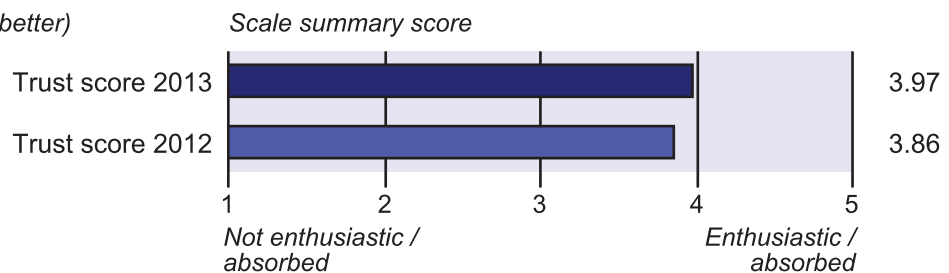
##### ✓ KF28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)



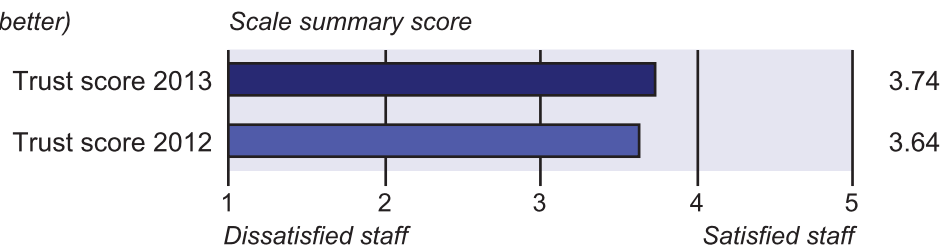
##### ✓ KF25. Staff motivation at work

(the higher the score the better)



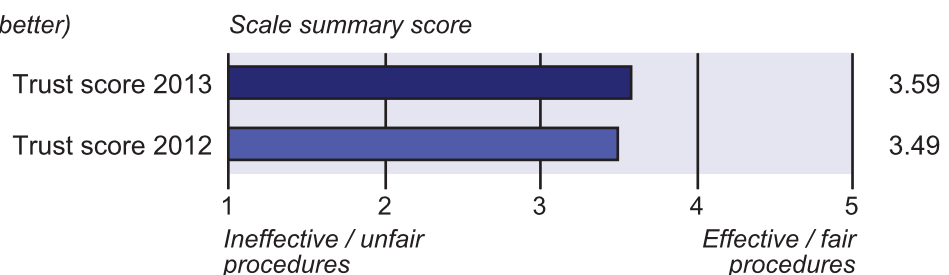
##### ✓ KF23. Staff job satisfaction

(the higher the score the better)



##### ✓ KF15. Fairness and effectiveness of incident reporting procedures

(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 10-11 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***.



### 3.2. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

**KEY**

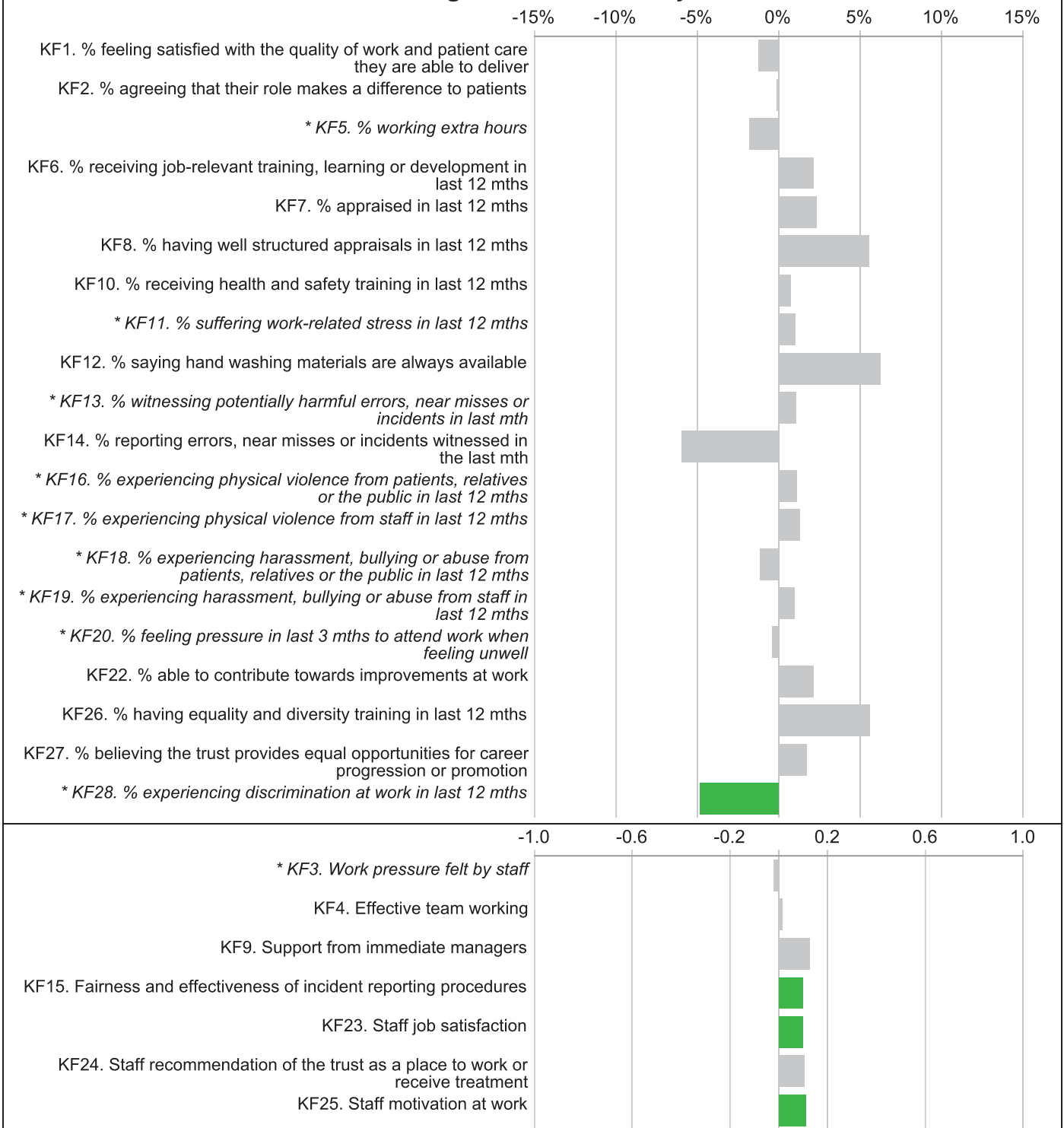
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2012 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2012 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2012 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 2012 survey



### 3.2. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

**KEY**

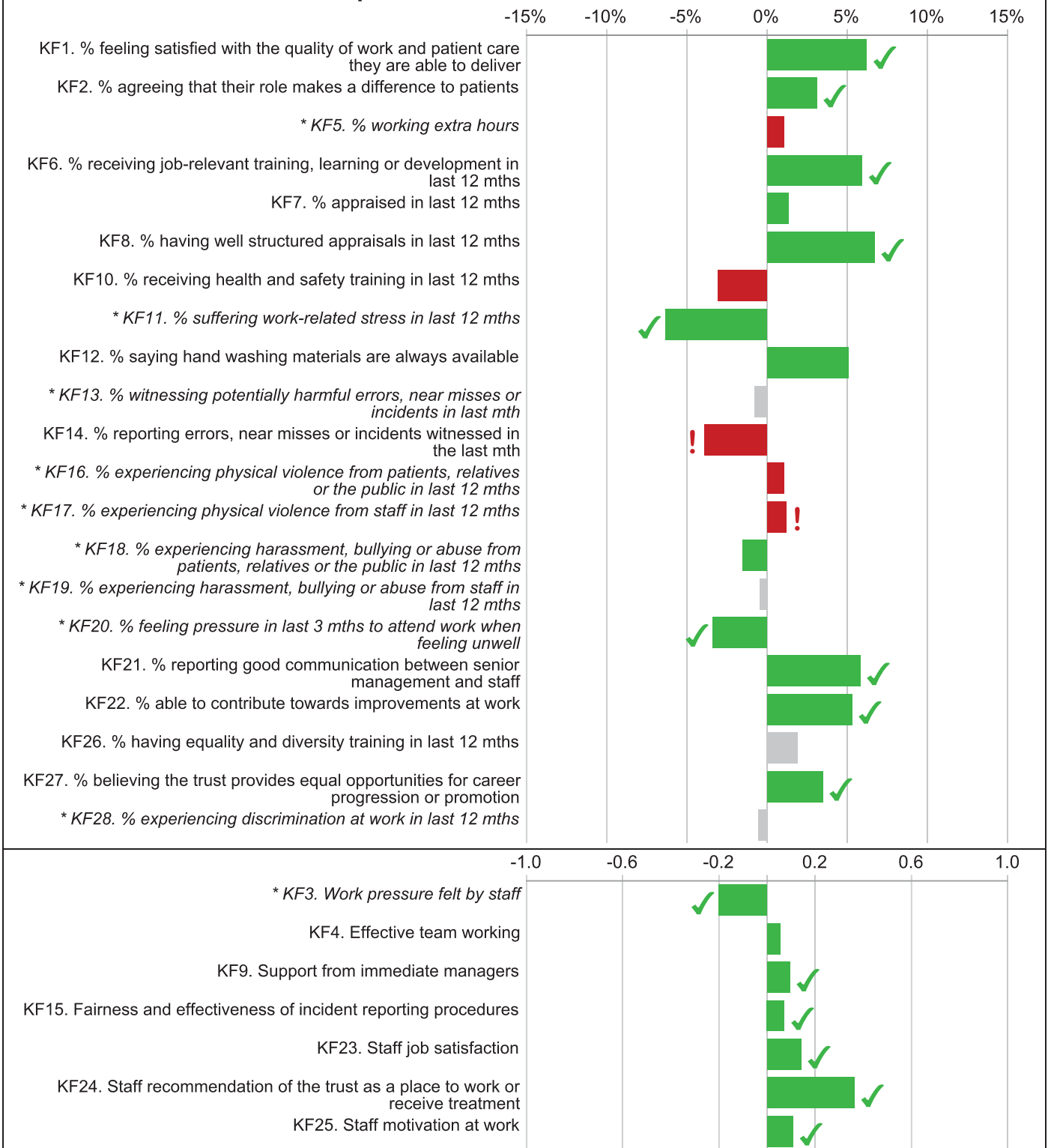
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, e.g. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

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 acute trusts in 2013



### 3.3. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

#### KEY

✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2012.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2012.

'Change since 2012 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2012 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2012 score are not 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 2012 survey	Ranking, compared with all acute trusts in 2013
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	• No change	✓ Highest (best) 20%
KF2. % agreeing that their role makes a difference to patients	• No change	✓ Highest (best) 20%
* <i>KF3. Work pressure felt by staff</i>	• No change	✓ Lowest (best) 20%
KF4. Effective team working	• No change	✓ Above (better than) average
* <i>KF5. % working extra hours</i>	• No change	! Above (worse than) average
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>		
KF6. % receiving job-relevant training, learning or development in last 12 mths	• No change	✓ Highest (best) 20%
KF7. % appraised in last 12 mths	• No change	✓ Above (better than) average
KF8. % having well structured appraisals in last 12 mths	• No change	✓ Highest (best) 20%
KF9. Support from immediate managers	• No change	✓ Highest (best) 20%
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>		
<b>Occupational health and safety</b>		
KF10. % receiving health and safety training in last 12 mths	• No change	! Below (worse than) average
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	✓ Lowest (best) 20%
<b>Infection control and hygiene</b>		
KF12. % saying hand washing materials are always available	• No change	✓ Above (better than) average
<b>Errors and incidents</b>		
* <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	• Average
KF14. % reporting errors, near misses or incidents witnessed in the last mth	• No change	! Lowest (worst) 20%
KF15. Fairness and effectiveness of incident reporting procedures	✓ Increase (better than 12)	✓ Highest (best) 20%

### 3.3. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust (cont)

	Change since 2012 survey	Ranking, compared with all acute trusts in 2013
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	! Above (worse than) average
* KF17. % experiencing physical violence from staff in last 12 mths	• No change	! Highest (worst) 20%
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	✓ Below (better than) average
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	• Average
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	• No change	✓ Lowest (best) 20%
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>		
KF21. % reporting good communication between senior management and staff	--	✓ Highest (best) 20%
KF22. % able to contribute towards improvements at work	• No change	✓ Highest (best) 20%
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	✓ Increase (better than 12)	✓ Highest (best) 20%
KF24. Staff recommendation of the trust as a place to work or receive treatment	• No change	✓ Highest (best) 20%
KF25. Staff motivation at work	✓ Increase (better than 12)	✓ Highest (best) 20%
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	• No change	• Average
KF27. % believing the trust provides equal opportunities for career progression or promotion	• No change	✓ Highest (best) 20%
* KF28. % experiencing discrimination at work in last 12 mths	✓ Decrease (better than 12)	• Average

## 4. Key Findings for University Hospitals Birmingham NHS Foundation Trust

480 staff at University Hospitals Birmingham NHS Foundation Trust took part in this survey. This is a response rate of 60%<sup>1</sup> which is in the highest 20% of acute trusts in England, and compares with a response rate of 48% in this trust in the 2012 survey.

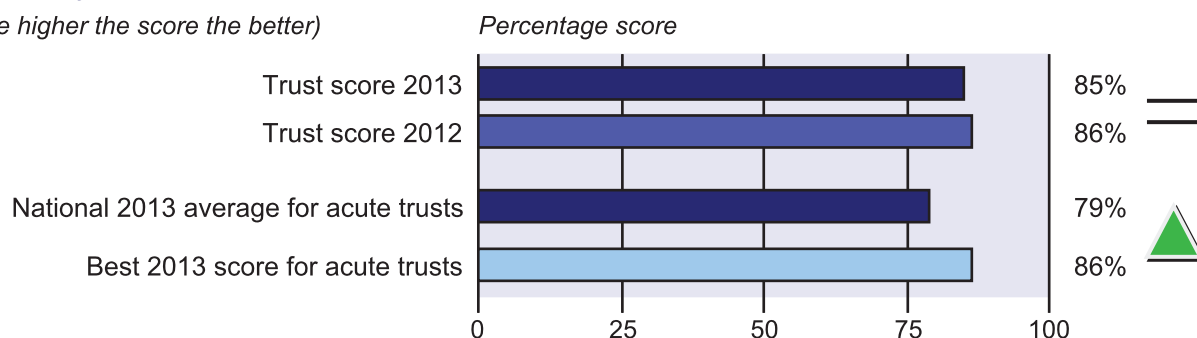
This section presents each of the 28 Key Findings, using data from the trust's 2013 survey, and compares these to other acute trusts in England and to the trust's performance in the 2012 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the two additional themes of staff satisfaction and equality and diversity.

**Positive findings** are indicated with a **green arrow** (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2012). **Negative findings** are highlighted with a **red arrow** (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2012). An equals sign indicates that there has been no change.

### STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.

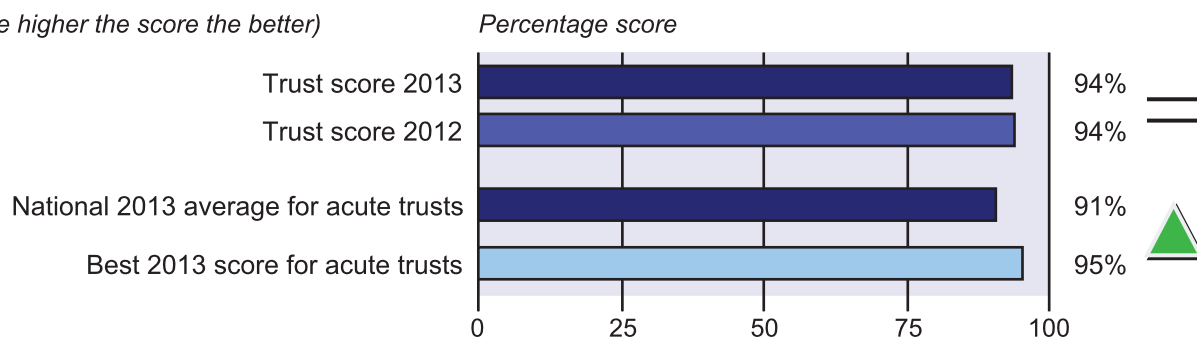
#### KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



#### KEY FINDING 2. Percentage of staff agreeing that their role makes a difference to patients

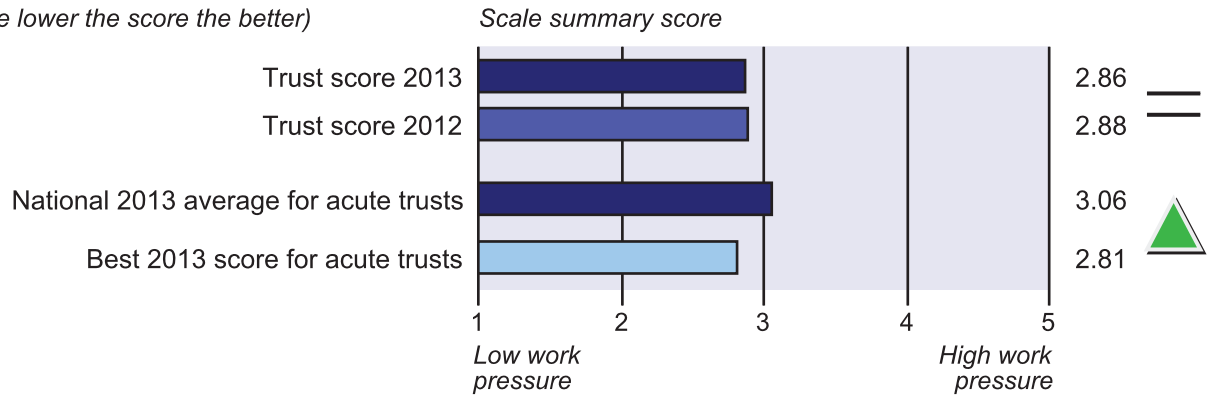
(the higher the score the better)



<sup>1</sup>At the time of sampling, 7667 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 804 staff. 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.

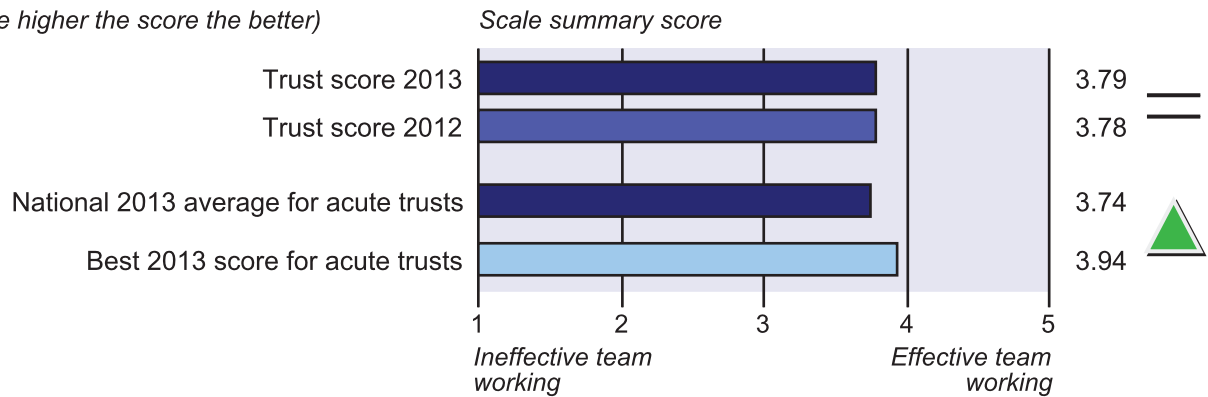
### KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



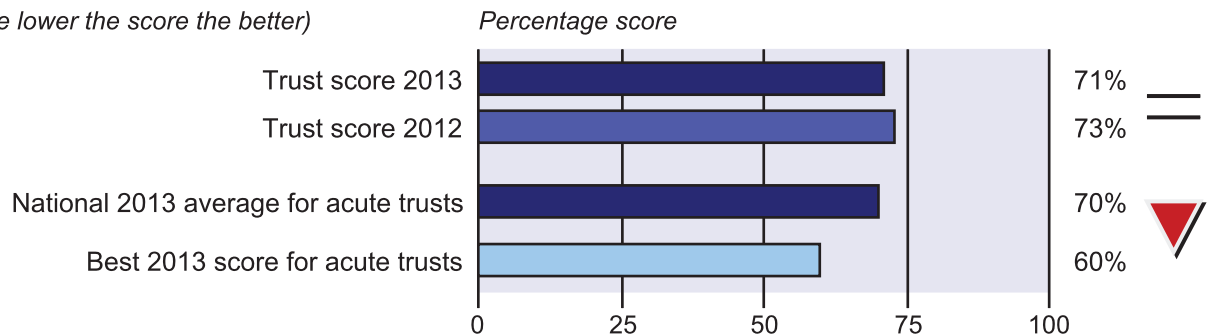
### KEY FINDING 4. Effective team working

(the higher the score the better)



### KEY FINDING 5. Percentage of staff working extra hours

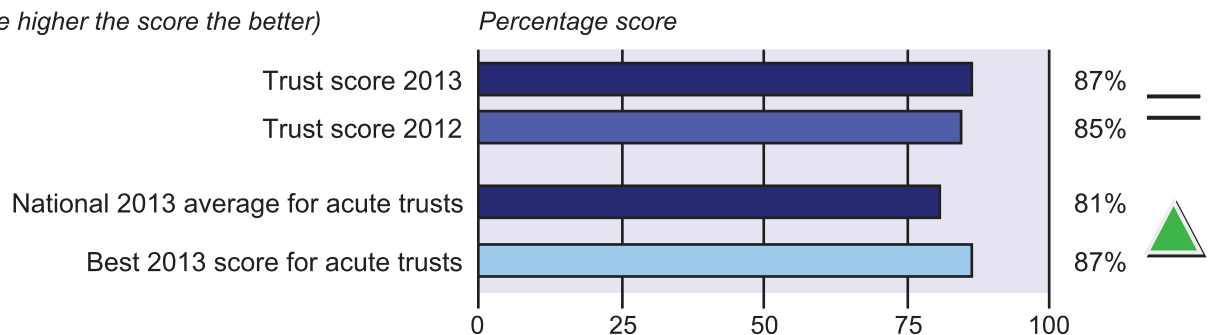
(the lower the score the better)



**STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.**

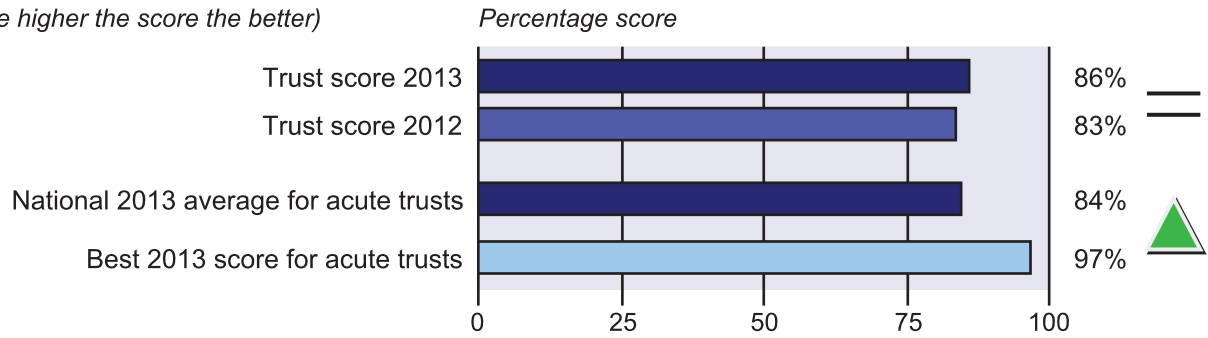
### KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



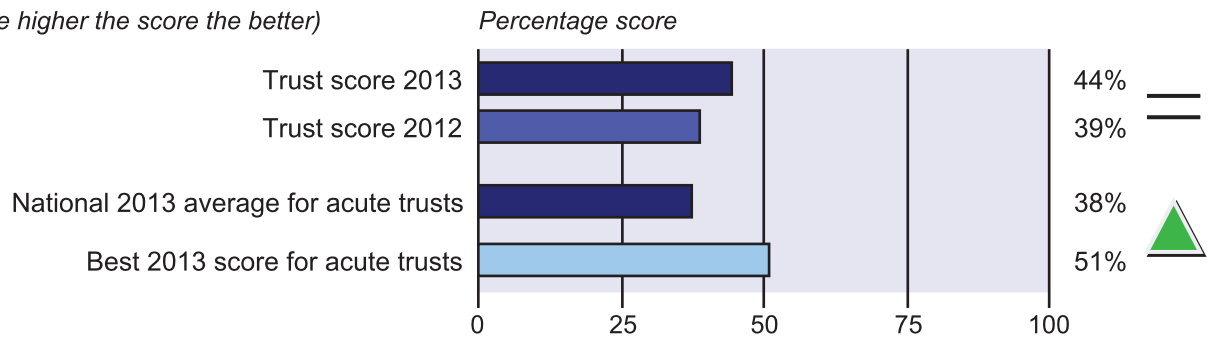
### KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



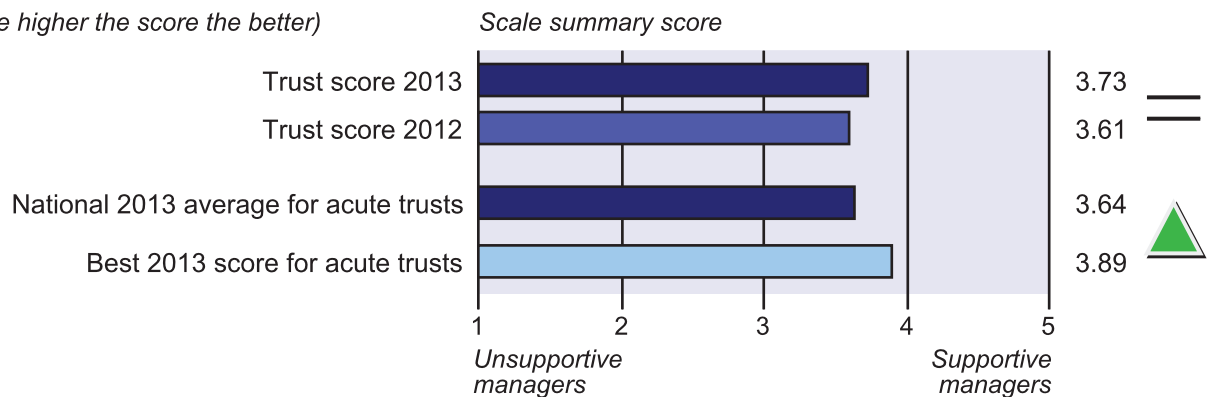
### KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



### KEY FINDING 9. Support from immediate managers

(the higher the score the better)

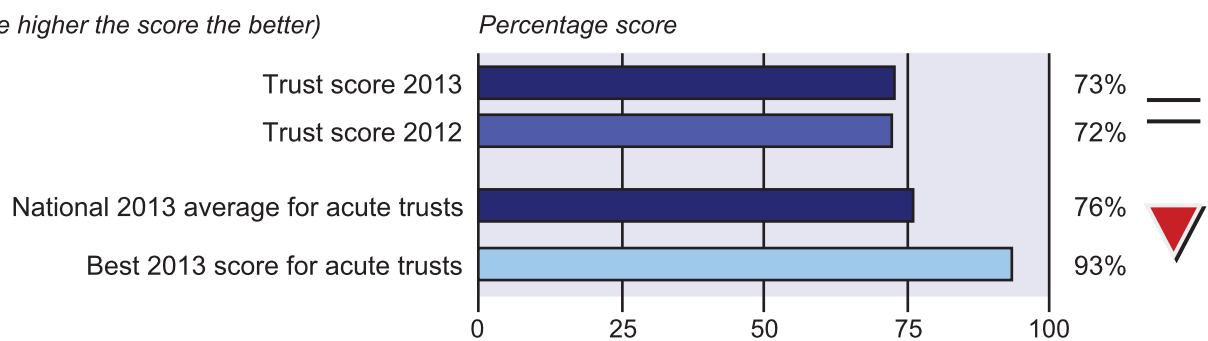


**STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.**

### Occupational health and safety

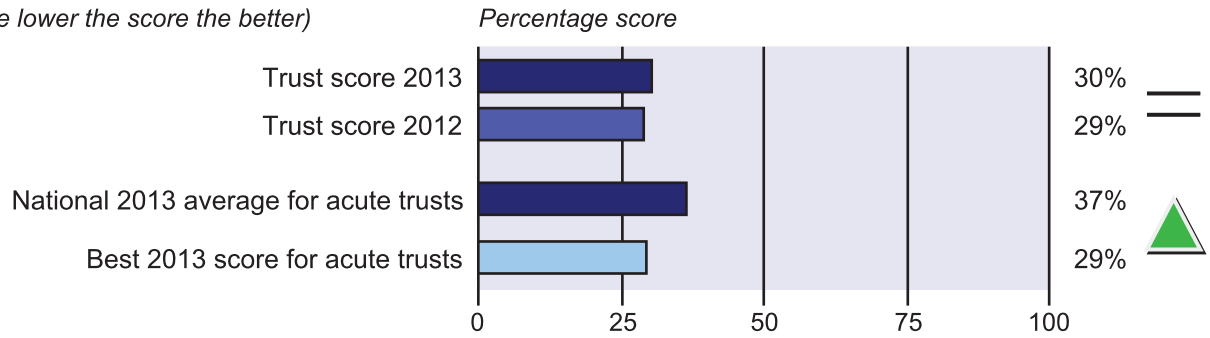
### KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



**KEY FINDING 11. Percentage of staff suffering work-related stress in last 12 months**

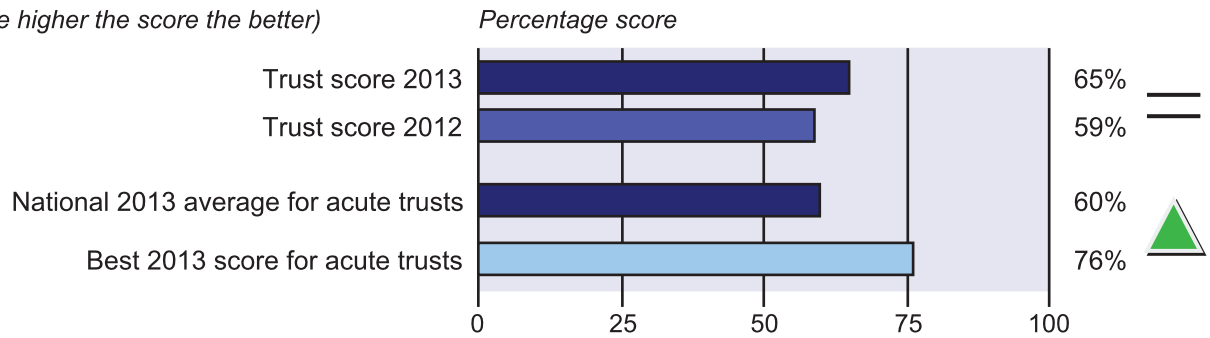
*(the lower the score the better)*



**Infection control and hygiene**

**KEY FINDING 12. Percentage of staff saying hand washing materials are always available**

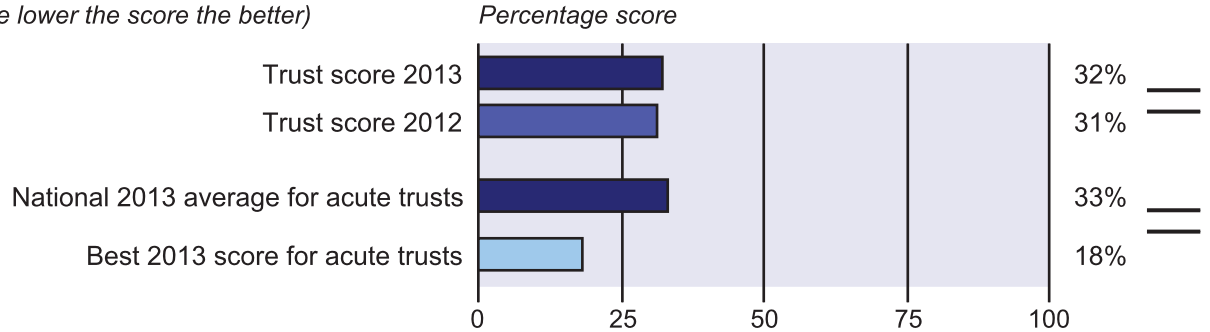
*(the higher the score the better)*



**Errors and incidents**

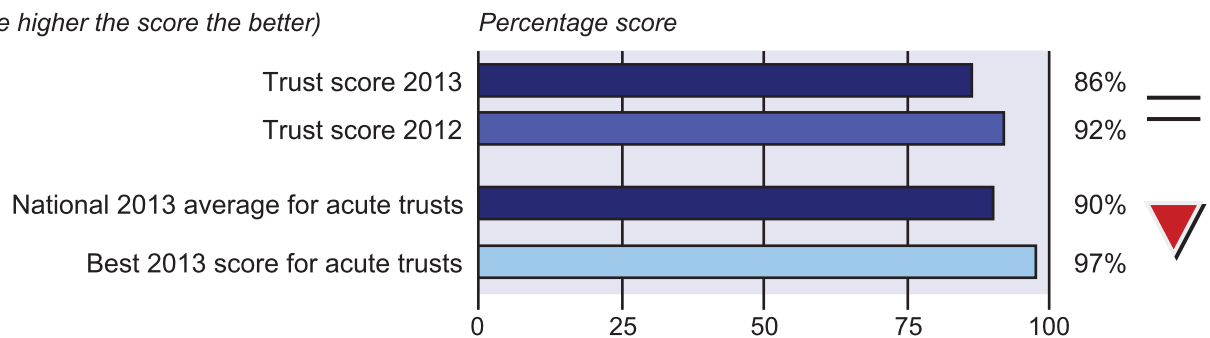
**KEY FINDING 13. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month**

*(the lower the score the better)*



**KEY FINDING 14. Percentage of staff reporting errors, near misses or incidents witnessed in the last month**

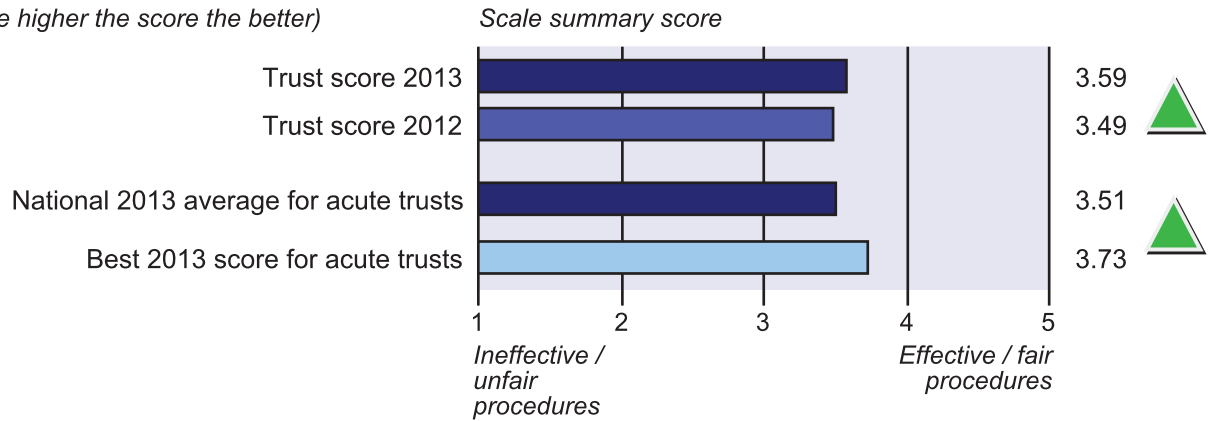
*(the higher the score the better)*





## KEY FINDING 15. Fairness and effectiveness of incident reporting procedures

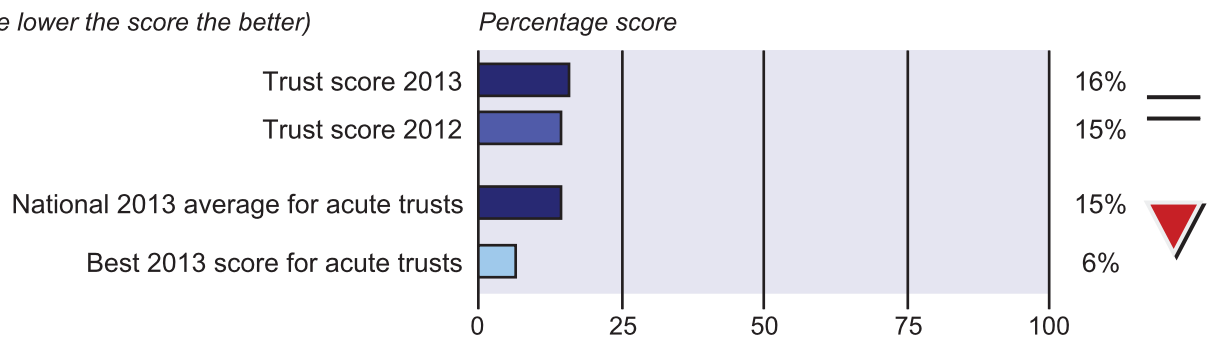
(the higher the score the better)



## Violence and harassment

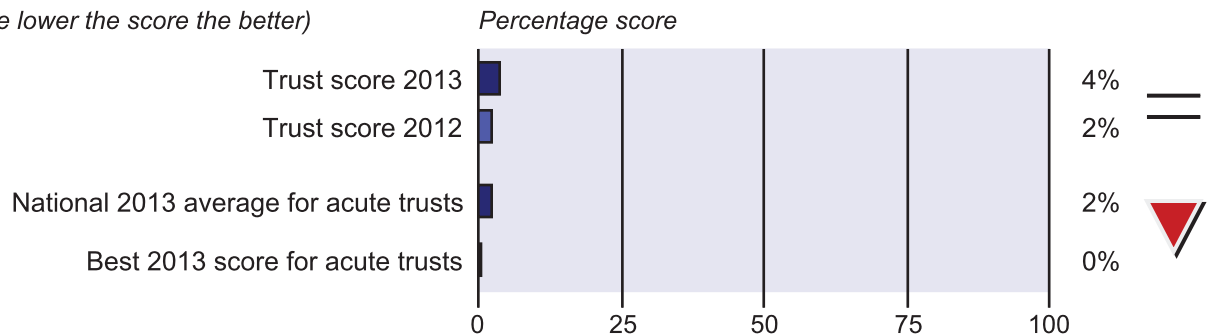
### KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



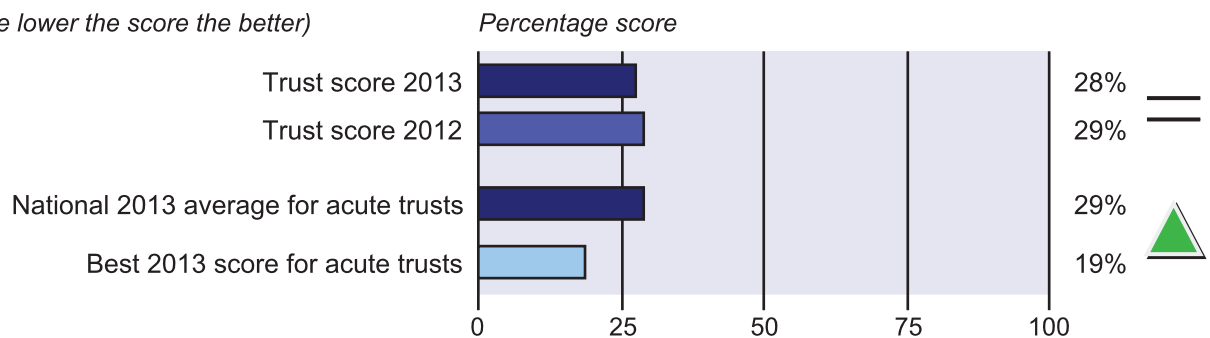
### KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



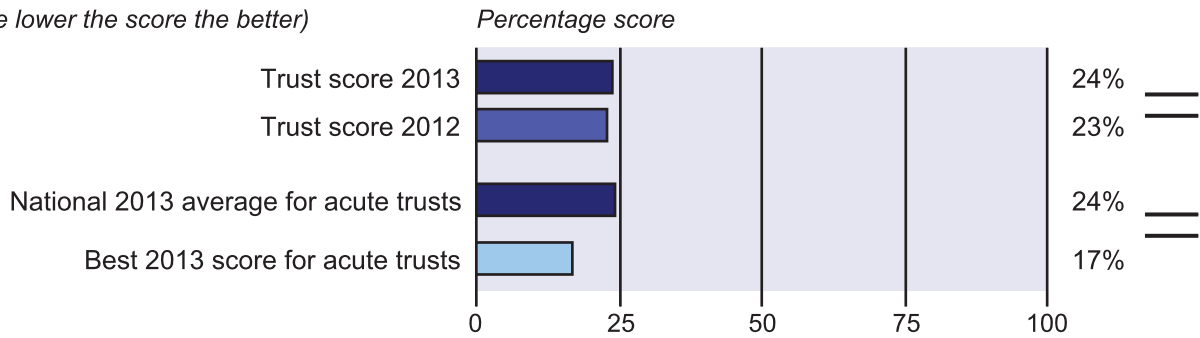
### KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



**KEY FINDING 19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months**

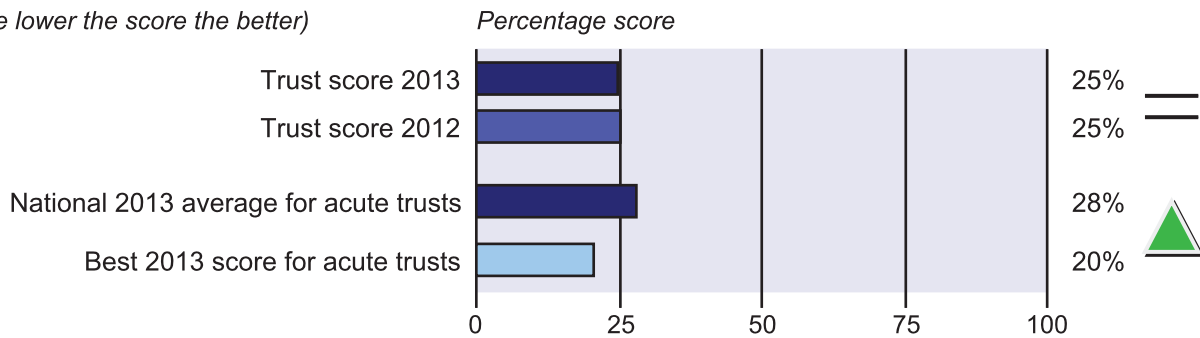
*(the lower the score the better)*



**Health and well-being**

**KEY FINDING 20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell**

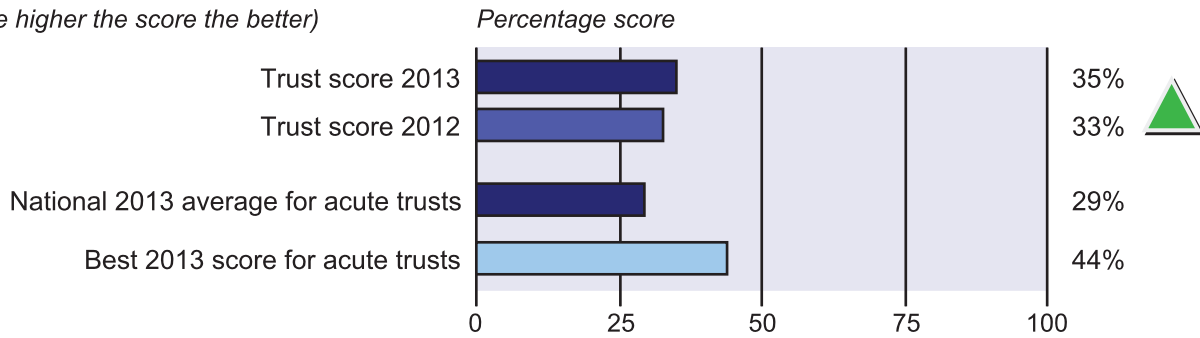
*(the lower the score the better)*



**STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.**

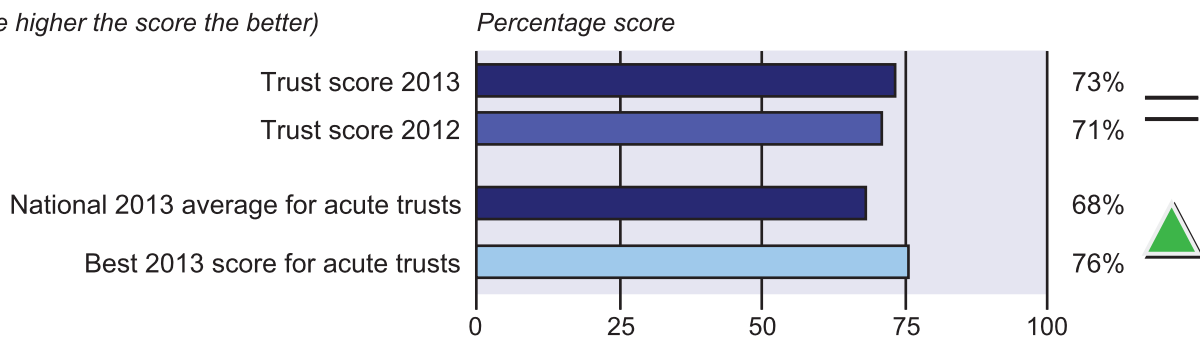
**KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff**

*(the higher the score the better)*



**KEY FINDING 22. Percentage of staff able to contribute towards improvements at work**

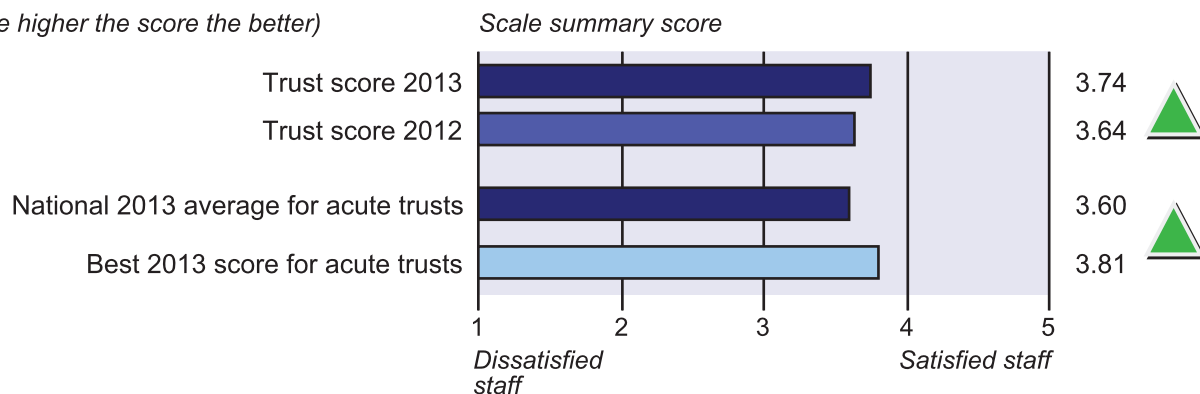
*(the higher the score the better)*



## ADDITIONAL THEME: Staff satisfaction

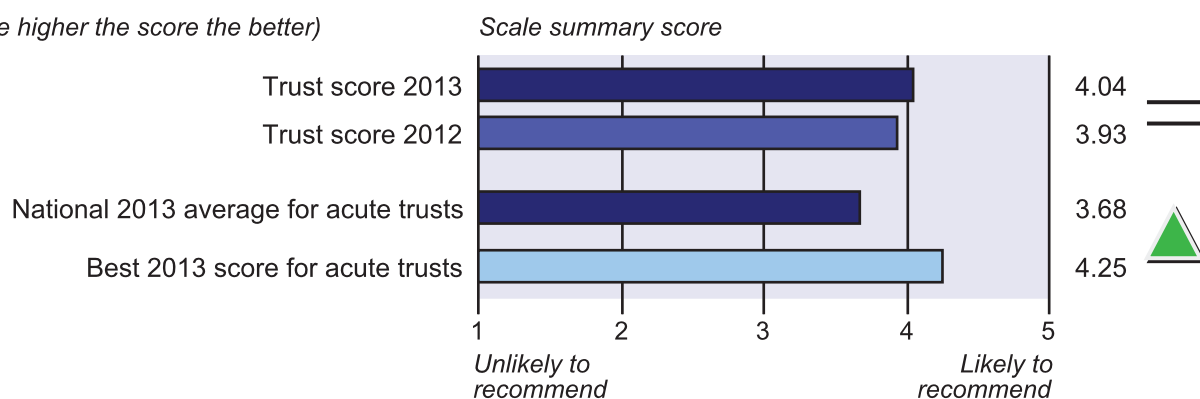
### KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



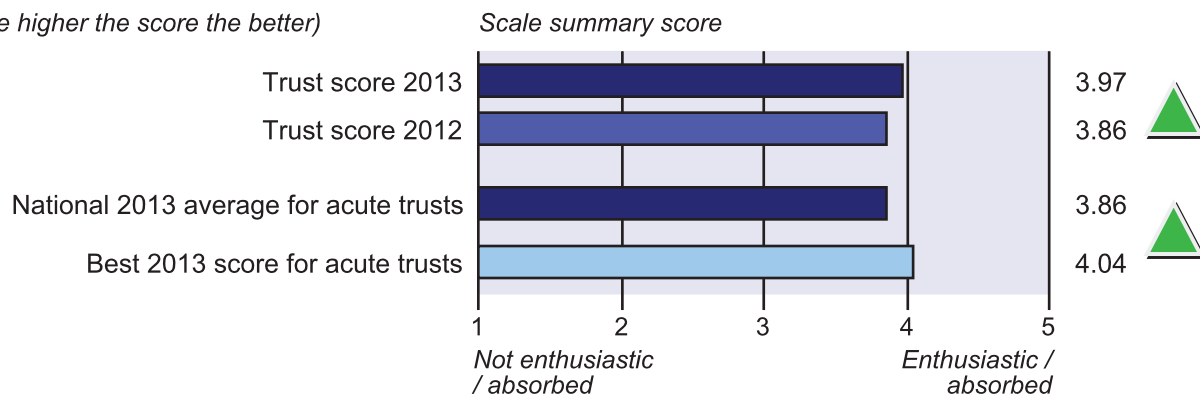
### KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



### KEY FINDING 25. Staff motivation at work

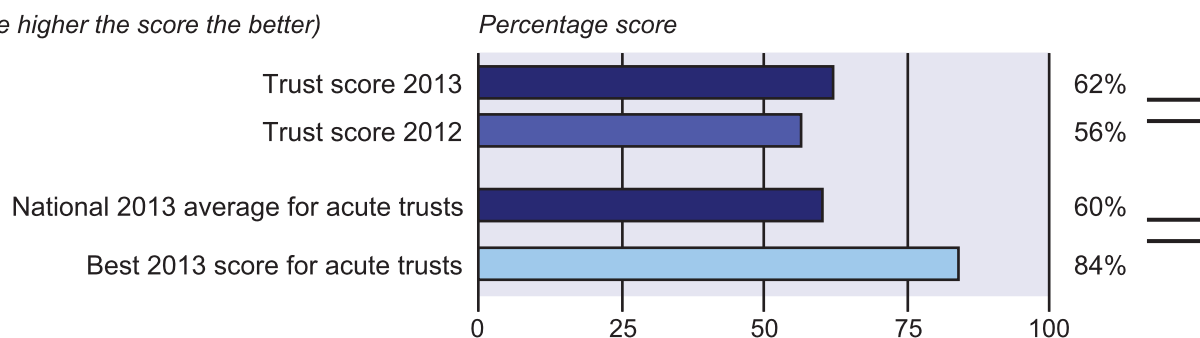
(the higher the score the better)



## ADDITIONAL THEME: Equality and diversity

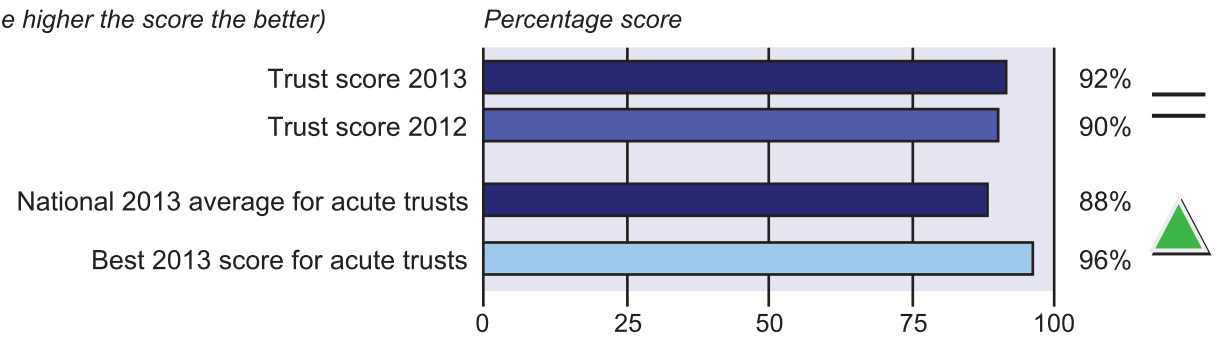
### KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



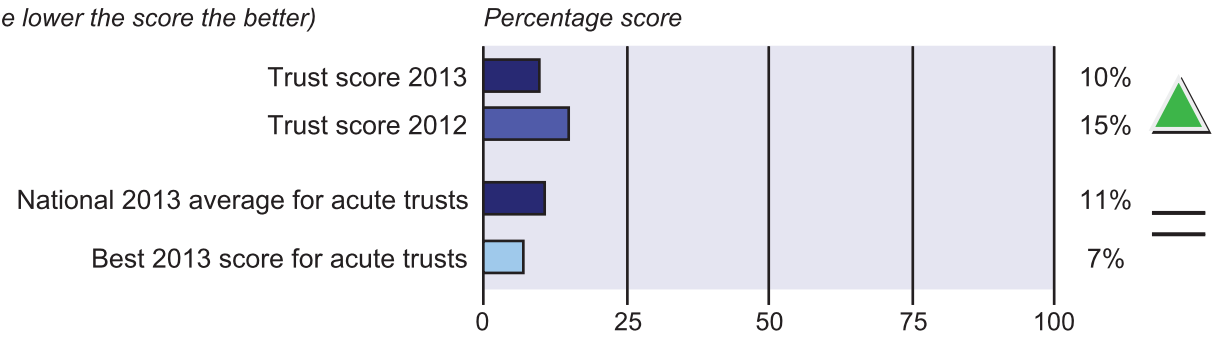
**KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion**

*(the higher the score the better)*



**KEY FINDING 28. Percentage of staff experiencing discrimination at work in last 12 months**

*(the lower the score the better)*



## 5. Key Findings by work group characteristics

Tables 5.1 to 5.3 show the Key Findings at University Hospitals Birmingham NHS Foundation Trust broken down by work group characteristics: occupational groups, divisions, 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 5.1 to 5.3, 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 'KF8. % having well structured appraisals in 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 well structured 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 well structured 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 5.1: Key Findings for different occupational groups**

	Adult / General Nurses	Nursing / Healthcare Assistants	Medical / Dental	Physiotherapy	Radiography	Other Allied Health Professionals	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>										
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	79	88	95	89	78	85	95	91	-	92
KF2. % agreeing that their role makes a difference to patients	96	96	100	100	94	92	90	91	67	95
* KF3. <i>Work pressure felt by staff</i>	3.00	2.82	2.60	2.84	2.85	2.97	3.03	2.89	2.50	2.77
KF4. Effective team working	3.80	3.65	4.04	4.30	3.70	3.31	3.97	3.74	3.81	3.67
* KF5. <i>% working extra hours</i>	76	78	95	100	94	62	83	46	65	43
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>										
KF6. % receiving job-relevant training, learning or development in last 12 mths	90	96	90	89	89	77	86	80	83	86
KF7. % appraised in last 12 mths	91	79	85	95	94	85	81	82	80	80
KF8. % having well structured appraisals in last 12 mths	47	48	68	56	29	23	38	26	45	52
KF9. Support from immediate managers	3.77	3.64	4.04	4.15	3.54	3.18	3.48	3.60	4.02	3.76
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>										
<b>Occupational health and safety</b>										
KF10. % receiving health and safety training in last 12 mths	75	83	76	100	61	83	78	57	68	68
* KF11. <i>% suffering work-related stress in last 12 mths</i>	30	28	32	11	44	46	30	40	20	24
<b>Infection control and hygiene</b>										
KF12. % saying hand washing materials are always available	74	79	76	84	61	25	77	44	60	57
<b>Errors and incidents</b>										
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	41	29	41	42	56	54	39	12	15	30
KF14. % reporting errors, near misses or incidents witnessed in the last mth	89	-	100	-	-	-	-	-	-	79
KF15. Fairness and effectiveness of incident reporting procedures	3.59	3.65	3.58	4.04	3.67	3.43	3.66	3.49	3.43	3.62
<b>Number of respondents</b>	115	29	41	19	18	13	23	58	20	44

Due to low numbers of respondents, no scores are shown for the following occupational groups: Other Registered Nurses, Occupational Therapy, General Management and Public Health / Health Improvement.

**Table 5.1: Key Findings for different occupational groups (cont)**

	Adult / General Nurses	Nursing / Healthcare Assistants	Medical / Dental	Physiotherapy	Radiography	Other Allied Health Professionals	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
<b>Violence and harassment</b>										
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	31	31	12	37	22	23	0	5	0	11
* KF17. % experiencing physical violence from staff in last 12 mths	8	7	5	0	0	0	0	2	0	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	39	45	29	32	59	15	13	28	5	12
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	30	12	5	22	42	39	24	0	21
<b>Health and well-being</b>										
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	37	22	8	26	6	25	39	19	6	21
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>										
KF21. % reporting good communication between senior management and staff	37	39	46	63	33	23	36	21	50	29
KF22. % able to contribute towards improvements at work	80	61	83	79	56	31	68	75	90	60
<b>ADDITIONAL THEME: Staff satisfaction</b>										
KF23. Staff job satisfaction	3.71	3.52	4.09	4.06	3.60	3.24	3.73	3.66	4.00	3.74
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.01	4.04	4.23	4.33	3.89	3.69	4.20	4.05	4.10	4.05
KF25. Staff motivation at work	4.12	4.11	4.22	4.18	3.63	3.49	4.00	3.76	3.85	4.12
<b>ADDITIONAL THEME: Equality and diversity</b>										
KF26. % having equality and diversity training in last 12 mths	61	86	61	84	61	69	78	46	45	63
KF27. % believing the trust provides equal opportunities for career progression or promotion	96	80	100	100	-	-	83	94	100	90
* KF28. % experiencing discrimination at work in last 12 mths	16	14	5	0	24	38	9	5	0	5
<b>Overall staff engagement</b>	4.03	3.86	4.14	4.20	3.65	3.44	3.95	3.85	4.02	3.92
<b>Number of respondents</b>	115	29	41	19	18	13	23	58	20	44

Due to low numbers of respondents, no scores are shown for the following occupational groups: Other Registered Nurses, Occupational Therapy, General Management and Public Health / Health Improvement.

**Table 5.2: Key Findings for different divisions**

	Corporate	Division A	Division B	Division C	Division D
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>					
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	88	87	79	85	82
KF2. % agreeing that their role makes a difference to patients	88	96	98	95	94
* KF3. <i>Work pressure felt by staff</i>	2.75	2.93	2.90	2.73	2.97
KF4. Effective team working	3.78	3.79	3.59	4.07	3.69
* KF5. <i>% working extra hours</i>	58	78	72	79	74
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>					
KF6. % receiving job-relevant training, learning or development in last 12 mths	83	90	84	93	82
KF7. % appraised in last 12 mths	82	89	90	80	86
KF8. % having well structured appraisals in last 12 mths	42	46	36	54	45
KF9. Support from immediate managers	3.79	3.73	3.55	3.93	3.59
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>					
<b>Occupational health and safety</b>					
KF10. % receiving health and safety training in last 12 mths	66	79	71	79	74
* KF11. <i>% suffering work-related stress in last 12 mths</i>	26	27	31	33	40
<b>Infection control and hygiene</b>					
KF12. % saying hand washing materials are always available	53	68	63	75	73
<b>Errors and incidents</b>					
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	20	43	44	23	32
KF14. % reporting errors, near misses or incidents witnessed in the last mth	81	90	71	92	86
KF15. Fairness and effectiveness of incident reporting procedures	3.52	3.64	3.49	3.68	3.59
<b>Number of respondents</b>	128	169	54	62	67

Please note that the divisions classification was provided by University Hospitals Birmingham NHS Foundation Trust



**Table 5.2: Key Findings for different divisions (cont)**

	Corporate	Division A	Division B	Division C	Division D
<b>Violence and harassment</b>					
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	6	18	17	21	24
* KF17. % experiencing physical violence from staff in last 12 mths	2	4	4	2	8
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	13	28	33	39	36
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	17	28	28	25	16
<b>Health and well-being</b>					
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	20	28	27	27	17
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>					
KF21. % reporting good communication between senior management and staff	35	35	31	40	35
KF22. % able to contribute towards improvements at work	76	71	74	71	65
<b>ADDITIONAL THEME: Staff satisfaction</b>					
KF23. Staff job satisfaction	3.80	3.73	3.62	3.83	3.63
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.02	3.99	3.94	4.18	4.05
KF25. Staff motivation at work	3.91	3.94	3.98	4.03	4.03
<b>ADDITIONAL THEME: Equality and diversity</b>					
KF26. % having equality and diversity training in last 12 mths	59	70	71	63	49
KF27. % believing the trust provides equal opportunities for career progression or promotion	91	91	89	98	88
* KF28. % experiencing discrimination at work in last 12 mths	5	13	13	11	11
<b>Overall staff engagement</b>	3.92	3.90	3.85	4.01	3.92
<b>Number of respondents</b>	128	169	54	62	67

**Table 5.3: Key Findings for different work groups**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	83
KF2. % agreeing that their role makes a difference to patients	95	88
* KF3. <i>Work pressure felt by staff</i>	2.84	2.93
KF4. Effective team working	3.80	3.77
* KF5. <i>% working extra hours</i>	72	69
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>		
KF6. % receiving job-relevant training, learning or development in last 12 mths	86	90
KF7. % appraised in last 12 mths	86	81
KF8. % having well structured appraisals in last 12 mths	45	47
KF9. Support from immediate managers	3.76	3.61
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>		
<b>Occupational health and safety</b>		
KF10. % receiving health and safety training in last 12 mths	73	76
* KF11. <i>% suffering work-related stress in last 12 mths</i>	32	15
<b>Infection control and hygiene</b>		
KF12. % saying hand washing materials are always available	66	62
<b>Errors and incidents</b>		
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	35	21
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	88
KF15. Fairness and effectiveness of incident reporting procedures	3.62	3.48
<b>Number of respondents</b>	<b>397</b>	<b>78</b>

<sup>a</sup> Full time is defined as staff contracted to work 30 hours or more a week

**Table 5.3: Key Findings for different work groups (cont)**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	10
* KF17. % experiencing physical violence from staff in last 12 mths	4	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	27	29
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	28
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	25	20
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>		
KF21. % reporting good communication between senior management and staff	36	32
KF22. % able to contribute towards improvements at work	75	60
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	3.77	3.59
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.06	3.90
KF25. Staff motivation at work	3.97	3.97
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	65	57
KF27. % believing the trust provides equal opportunities for career progression or promotion	91	92
* KF28. % experiencing discrimination at work in last 12 mths	10	9
<b>Overall staff engagement</b>	<b>3.95</b>	<b>3.78</b>
<b>Number of respondents</b>	<b>397</b>	<b>78</b>

<sup>a</sup> Full time is defined as staff contracted to work 30 hours or more a week

## 6. Key Findings by demographic groups

Tables 6.1 and 6.2 show the Key Findings at University Hospitals Birmingham 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 6.1 and 6.2, 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 'KF8. % having well structured appraisals in 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 well structured 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 well structured 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 6.1: Key Findings for different age groups**

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	82	87	86	86
KF2. % agreeing that their role makes a difference to patients	92	97	93	94
* KF3. <i>Work pressure felt by staff</i>	2.73	2.89	2.92	2.86
KF4. Effective team working	3.77	3.86	3.88	3.71
* KF5. <i>% working extra hours</i>	67	75	75	70
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	88	92	91	84
KF7. % appraised in last 12 mths	80	86	92	85
KF8. % having well structured appraisals in last 12 mths	38	51	50	43
KF9. Support from immediate managers	3.64	3.83	3.69	3.77
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	85	77	65	73
* KF11. <i>% suffering work-related stress in last 12 mths</i>	23	38	34	27
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	63	65	62	67
<b>Errors and incidents</b>				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	32	38	39	29
KF14. % reporting errors, near misses or incidents witnessed in the last mth	78	82	88	90
KF15. Fairness and effectiveness of incident reporting procedures	3.61	3.58	3.59	3.59
<b>Number of respondents</b>	83	76	110	206

**Table 6.1: Key Findings for different age groups (cont)**

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	25	20	12	13
* KF17. % experiencing physical violence from staff in last 12 mths	0	8	5	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	27	31	33	23
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	10	37	24	22
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	22	37	20	22
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	37	37	35	34
KF22. % able to contribute towards improvements at work	72	71	75	70
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.78	3.72	3.70	3.74
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.16	3.96	4.02	4.02
KF25. Staff motivation at work	3.88	3.84	3.92	4.09
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	70	63	60	63
KF27. % believing the trust provides equal opportunities for career progression or promotion	96	89	91	91
* KF28. % experiencing discrimination at work in last 12 mths	11	12	11	8
<b>Overall staff engagement</b>	3.92	3.87	3.89	3.96
<b>Number of respondents</b>	83	76	110	206

**Table 6.2: Key Findings for other demographic groups**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	85	82	86	84	89
KF2. % agreeing that their role makes a difference to patients	94	94	92	94	93	98
* KF3. <i>Work pressure felt by staff</i>	2.73	2.91	2.90	2.84	2.87	2.84
KF4. Effective team working	3.79	3.76	3.65	3.81	3.79	3.79
* KF5. <i>% working extra hours</i>	76	70	67	73	72	76
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>						
KF6. % receiving job-relevant training, learning or development in last 12 mths	86	88	90	87	88	87
KF7. % appraised in last 12 mths	84	85	83	86	85	90
KF8. % having well structured appraisals in last 12 mths	50	43	41	46	40	64
KF9. Support from immediate managers	3.82	3.70	3.74	3.75	3.75	3.68
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>						
<b>Occupational health and safety</b>						
KF10. % receiving health and safety training in last 12 mths	74	73	74	73	73	76
* KF11. <i>% suffering work-related stress in last 12 mths</i>	29	30	49	26	30	29
<b>Infection control and hygiene</b>						
KF12. % saying hand washing materials are always available	71	63	65	65	64	69
<b>Errors and incidents</b>						
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	38	31	35	33	30	43
KF14. % reporting errors, near misses or incidents witnessed in the last mth	90	85	84	86	89	80
KF15. Fairness and effectiveness of incident reporting procedures	3.64	3.56	3.51	3.61	3.57	3.68
<b>Number of respondents</b>	131	327	71	390	379	92

**Table 6.2: Key Findings for other demographic groups (cont)**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>Violence and harassment</b>						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	16	14	15	16	13
* KF17. % experiencing physical violence from staff in last 12 mths	2	4	10	2	3	8
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	18	32	39	25	26	32
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	18	25	42	19	19	40
<b>Health and well-being</b>						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	19	26	40	21	22	31
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>						
KF21. % reporting good communication between senior management and staff	38	33	35	35	32	47
KF22. % able to contribute towards improvements at work	68	73	66	73	74	68
<b>ADDITIONAL THEME: Staff satisfaction</b>						
KF23. Staff job satisfaction	3.79	3.71	3.59	3.77	3.74	3.74
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.15	3.98	3.91	4.06	3.99	4.20
KF25. Staff motivation at work	4.01	3.95	3.73	4.02	3.93	4.12
<b>ADDITIONAL THEME: Equality and diversity</b>						
KF26. % having equality and diversity training in last 12 mths	63	63	74	61	64	60
KF27. % believing the trust provides equal opportunities for career progression or promotion	90	91	85	93	95	78
* KF28. % experiencing discrimination at work in last 12 mths	9	10	15	8	7	22
<b>Overall staff engagement</b>	3.96	3.90	3.77	3.96	3.90	4.01
<b>Number of respondents</b>	131	327	71	390	379	92



## 7. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 7.1, other work characteristics are shown in table 7.2, and demographic characteristics are shown in table 7.3.

**Table 7.1: Occupational group of respondents**

Occupational group	Number questionnaires returned	Percentage of survey respondents
<b><i>Nurses, Midwives and Nursing Assistants</i></b>		
Registered Nurses - Adult / General	115	26%
Other Registered Nurses	3	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	29	7%
<b><i>Medical and Dental</i></b>		
Medical / Dental - Consultant	24	5%
Medical / Dental - In Training	11	2%
Medical / Dental - Other	6	1%
<b><i>Allied Health Professionals</i></b>		
Occupational Therapy	4	1%
Physiotherapy	19	4%
Psychotherapy	1	0%
Radiography	18	4%
Other qualified Allied Health Professionals	12	3%
Support to Allied Health Professionals	5	1%
<b><i>Scientific and Technical / Healthcare Scientists</i></b>		
Pharmacy	15	3%
Other qualified Scientific and Technical / Healthcare Scientists	31	7%
Support to Scientific and Technical / Healthcare Scientists	3	1%
<b><i>Other groups</i></b>		
Admin and Clerical	58	13%
Central Functions / Corporate Services	20	4%
Maintenance / Ancillary	44	10%
General Management	8	2%
Other	19	4%
Did not specify	34	

**Table 7.2: Work characteristics of respondents**

	Number questionnaires returned	Percentage of survey respondents
<b><i>Full time / part time</i></b>		
Full time	397	84%
Part time	78	16%
Did not specify	5	
<b><i>Length of time in organisation</i></b>		
Less than a year	37	8%
Between 1 to 2 years	50	11%
Between 3 to 5 years	76	16%
Between 6 to 10 years	111	23%
Between 11 to 15 years	78	16%
Over 15 years	123	26%
Did not specify	5	

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

**Table 7.3: Demographic characteristics of respondents**

	Number questionnaires returned	Percentage of survey respondents
<b>Age group</b>		
Between 16 and 30	83	17%
Between 31 and 40	76	16%
Between 41 and 50	110	23%
51 and over	206	43%
Did not specify	5	
<b>Gender</b>		
Male	131	29%
Female	327	71%
Did not specify	22	
<b>Ethnic background</b>		
White	379	80%
Black and minority ethnic	92	20%
Did not specify	9	
<b>Disability</b>		
Disabled	71	15%
Not disabled	390	85%
Did not specify	19	

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 University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute 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 acute 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 the lowest and highest 20% for each of the Key Findings for acute 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 acute trust.
- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an acute 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 University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts**

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Response rate	60	-	49	43	58	30	78
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	[82, 88]	79	75	82	66	86
KF2. % agreeing that their role makes a difference to patients	94	[91, 96]	91	89	92	85	95
* KF3. <i>Work pressure felt by staff</i>	2.86	[2.79, 2.93]	3.06	2.98	3.14	2.81	3.28
KF4. Effective team working	3.79	[3.71, 3.88]	3.74	3.69	3.80	3.52	3.94
* KF5. <i>% working extra hours</i>	71	[67, 75]	70	67	74	60	79
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>							
KF6. % receiving job-relevant training, learning or development in last 12 mths	87	[83, 90]	81	79	83	73	87
KF7. % appraised in last 12 mths	86	[83, 89]	84	80	89	62	97
KF8. % having well structured appraisals in last 12 mths	44	[40, 49]	38	34	43	23	51
KF9. Support from immediate managers	3.73	[3.66, 3.81]	3.64	3.58	3.71	3.35	3.89
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>							
<b>Occupational health and safety</b>							
KF10. % receiving health and safety training in last 12 mths	73	[69, 77]	76	70	82	50	93
* KF11. <i>% suffering work-related stress in last 12 mths</i>	30	[26, 34]	37	34	40	29	48
<b>Infection control and hygiene</b>							
KF12. % saying hand washing materials are always available	65	[61, 69]	60	51	66	40	76
<b>Errors and incidents</b>							
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	32	[28, 37]	33	30	36	18	42
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	[81, 92]	90	88	92	82	97
KF15. Fairness and effectiveness of incident reporting procedures	3.59	[3.53, 3.64]	3.51	3.45	3.58	3.28	3.73

**Table A1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts (cont)**

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
<b>Violence and harassment</b>							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	16	[12, 19]	15	13	17	6	21
* KF17. % experiencing physical violence from staff in last 12 mths	4	[2, 5]	2	2	3	0	6
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	[23, 32]	29	26	32	19	38
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	[20, 28]	24	21	27	17	34
<b>Health and well-being</b>							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	25	[21, 29]	28	25	31	20	39
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>							
KF21. % reporting good communication between senior management and staff	35	[31, 40]	29	25	34	14	44
KF22. % able to contribute towards improvements at work	73	[69, 77]	68	65	72	59	76
<b>ADDITIONAL THEME: Staff satisfaction</b>							
KF23. Staff job satisfaction	3.74	[3.68, 3.80]	3.60	3.54	3.68	3.40	3.81
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.04	[3.97, 4.11]	3.68	3.49	3.81	3.05	4.25
KF25. Staff motivation at work	3.97	[3.90, 4.04]	3.86	3.80	3.92	3.66	4.04
<b>ADDITIONAL THEME: Equality and diversity</b>							
KF26. % having equality and diversity training in last 12 mths	62	[58, 67]	60	47	71	26	84
KF27. % believing the trust provides equal opportunities for career progression or promotion	92	[89, 95]	88	84	91	71	96
* KF28. % experiencing discrimination at work in last 12 mths	10	[7, 13]	11	9	14	7	21

## Appendix 2

### Changes to the Key Findings since the 2011 and 2012 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 A2.1 or 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.

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To enable comparison between years, scores from 2012 and 2011 have been re-calculated and re-weighted using the 2013 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](http://www.nhsstaffsurveys.com).

**Table A2.1: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2012 survey**

	University Hospitals Birmingham NHS Foundation Trust			
	2013 score	2012 score	Change	Statistically significant?
Response rate	60	48	12	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	86	-1	No
KF2. % agreeing that their role makes a difference to patients	94	94	0	No
* KF3. <i>Work pressure felt by staff</i>	2.86	2.88	-0.02	No
KF4. Effective team working	3.79	3.78	0.01	No
* KF5. <i>% working extra hours</i>	71	73	-2	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	87	85	2	No
KF7. % appraised in last 12 mths	86	83	2	No
KF8. % having well structured appraisals in last 12 mths	44	39	6	No
KF9. Support from immediate managers	3.73	3.61	0.13	No
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	73	72	1	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	30	29	1	No
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	65	59	6	No
<b>Errors and incidents</b>				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	32	31	1	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	92	-6	No
KF15. Fairness and effectiveness of incident reporting procedures	3.59	3.49	0.10	Yes



**Table A2.1: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2012 survey (cont)**

	University Hospitals Birmingham NHS Foundation Trust			
	2013 score	2012 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	16	15	1	No
* KF17. % experiencing physical violence from staff in last 12 mths	4	2	1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	29	-1	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	23	1	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	25	25	0	No
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	35	33	2	--
KF22. % able to contribute towards improvements at work	73	71	2	No
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.74	3.64	0.10	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.04	3.93	0.11	No
KF25. Staff motivation at work	3.97	3.86	0.11	Yes
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	62	56	6	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	92	90	2	No
* KF28. % experiencing discrimination at work in last 12 mths	10	15	-5	Yes

**Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2011 survey**

	University Hospitals Birmingham NHS Foundation Trust			
	2013 score	2011 score	Change	Statistically significant?
Response rate	60	55	5	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	76	9	Yes
KF2. % agreeing that their role makes a difference to patients	94	91	2	No
* KF3. <i>Work pressure felt by staff</i>	2.86	-	-	--
KF4. Effective team working	3.79	3.75	0.05	No
* KF5. <i>% working extra hours</i>	71	67	5	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	87	-	-	--
KF7. % appraised in last 12 mths	86	78	8	Yes
KF8. % having well structured appraisals in last 12 mths	44	38	7	Yes
KF9. Support from immediate managers	3.73	3.63	0.11	No
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	73	91	-18	Yes
* KF11. <i>% suffering work-related stress in last 12 mths</i>	30	25	5	No
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	65	60	5	No
<b>Errors and incidents</b>				
* KF13. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	32	34	-1	No
KF14. % reporting errors, near misses or incidents witnessed in the last mth	86	94	-8	Yes
KF15. Fairness and effectiveness of incident reporting procedures	3.59	3.50	0.08	Yes

**Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2011 survey (cont)**

	University Hospitals Birmingham NHS Foundation Trust			
	2013 score	2011 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	16	-	-	--
* KF17. % experiencing physical violence from staff in last 12 mths	4	-	-	--
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	28	-	-	--
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	-	-	--
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	25	22	3	No
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	35	-	-	--
KF22. % able to contribute towards improvements at work	73	61	12	Yes
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.74	3.52	0.22	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.04	3.80	0.24	Yes
KF25. Staff motivation at work	3.97	3.89	0.07	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	62	39	24	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	92	92	0	No
* KF28. % experiencing discrimination at work in last 12 mths	10	17	-6	Yes

## Appendix 3

### Data tables: 2013 Key Findings and the responses to all survey questions

For each of the 28 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 2013 survey response, the average (median) 2013 response for acute trusts, and your trust's 2012 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 28 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 2013 questionnaire.

#### Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2012' column in Tables A3.1 or A3.2. This is because of changes to the format of survey questions or the calculation of the Key Findings so comparisons with the 2012 score are not possible.
- 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 acute trust.
- 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](http://www.nhsstaffsurveys.com)

**Table A3.1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts**

	Question number(s)	Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	85	79	86
KF2. % agreeing that their role makes a difference to patients	Q9b	94	91	93
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	2.86	3.07	2.88
KF4. Effective team working	Q4a-d	3.79	3.74	3.79
* <i>KF5. % working extra hours</i>	Q25b-c	72	70	73
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	87	81	83
KF7. % appraised in last 12 mths	Q3a	86	85	83
KF8. % having well structured appraisals in last 12 mths	Q3a-d	45	38	39
KF9. Support from immediate managers	Q10a-e	3.73	3.64	3.61
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	Q1a	74	76	73
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	30	36	30
<b>Infection control and hygiene</b>				
KF12. % saying hand washing materials are always available	Q13a-b	65	61	58
<b>Errors and incidents</b>				
* <i>KF13. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	33	33	30
KF14. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	86	90	92
KF15. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.59	3.52	3.51

**Table A3.1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts (cont)**

	Question number(s)	Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q20a	16	14	14
* KF17. % experiencing physical violence from staff in last 12 mths	Q20b	4	3	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q21a	27	29	28
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	23	24	23
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	24	28	26
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	Q11a-d	35	29	33
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	72	68	71
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	Q8a-g	3.73	3.60	3.64
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	4.03	3.68	3.95
KF25. Staff motivation at work	Q5a-c	3.96	3.86	3.87
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	Q1b	63	60	57
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	91	88	90
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	10	10	15

**Table A3.2: Survey questions benchmarked against other acute trusts**

		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Areas of training, learning and development</b>				
% having received training, learning or development in the following areas in the last 12 months:				
Q1a	Health and safety training	74	76	73
Q1b	Equality and diversity training	63	60	57
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	35	38	34
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	88	77	86
Q1e	How to handle confidential information about patients / service users	91	79	92
Q1f	How to deliver a good patient / service user experience	51	50	45
Q1g	Any other job-relevant training, learning or development	81	76	77
<b>Job-relevant training, learning and development</b>				
% who had received training, learning and development in the last 12 months (YES to any part of Q1a-g) agreeing / strongly agreeing that:				
Q2a	It has helped me to do my job more effectively	78	68	72
Q2b	It has helped me stay up-to-date with professional requirements	81	75	78
Q2c	It has helped me to deliver a better patient / service user experience	73	65	73
<b>Appraisals</b>				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	86	85	83
If (YES to Q3a) had received an appraisal or performance development review in the last 12 months:				
Q3b	% saying their appraisal or development review had helped them to improve how they do their job	58	54	56
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	80	77	78
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	69	63	66
Q3e	% saying their appraisal or development review had identified training, learning or development needs	72	71	73
If (YES to Q3a) had received an appraisal or performance development review AND (YES to Q3e) training, learning or development needs identified as part of their appraisal or development review:				
Q3f	% saying their manager supported them to receive training, learning or development	89	87	89
<b>Team-based working</b>				
Q4a	% working in a team	97	96	95
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	81	78	80
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	59	59	60
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	82	80	80
<b>Staff motivation at work</b>				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	56	54	52
Q5b	"I am enthusiastic about my job"	74	70	71
Q5c	"Time passes quickly when I am working"	80	76	76

		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Job design</b>				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	79	76	75
Q6b	"I always know what my work responsibilities are"	91	87	89
Q6c	"I am trusted to do my job"	95	92	93
Q6d	"I am able to do my job to a standard I am personally pleased with"	85	80	86
<b>Opportunities to develop potential at work</b>				
% agreeing / strongly agreeing with the following statements:				
Q7a	"There are frequent opportunities for me to show initiative in my role"	74	70	71
Q7b	"I am able to make suggestions to improve the work of my team / department"	76	73	74
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	52	52	51
Q7d	"I am able to make improvements happen in my area of work"	57	55	58
Q7e	"I am unable to meet all the conflicting demands on my time at work"	42	43	42
Q7f	"I have adequate materials, supplies and equipment to do my work"	68	56	62
Q7g	"There are enough staff at this organisation for me to do my job properly"	39	29	40
<b>Staff job satisfaction</b>				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	55	49	52
Q8b	"The support I get from my immediate manager"	70	65	64
Q8c	"The freedom I have to choose my own method of working"	67	65	66
Q8d	"The support I get from my work colleagues"	80	78	78
Q8e	"The amount of responsibility I am given"	81	75	78
Q8f	"The opportunities I have to use my skills"	77	72	76
Q8g	"The extent to which my organisation values my work"	50	42	46
Q8h	"My level of pay"	43	37	44
<b>Contribution to patient care</b>				
% agreeing / strongly agreeing with the following statements:				
Q9a	"I am satisfied with the quality of care I give to patients / service users"	89	84	92
Q9b	"I feel that my role makes a difference to patients / service users"	94	91	93
Q9c	"I am able to deliver the patient care I aspire to"	76	69	77



<b>Your managers</b>			
% agreeing / strongly agreeing with the following statements:			
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	71	64
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	72	66
Q10c	"My immediate manager gives me clear feedback on my work"	61	53
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	53	52
Q10e	"My immediate manager is supportive in a personal crisis"	72	71
Q11a	"I know who the senior managers are here"	88	81
Q11b	"Communication between senior management and staff is effective"	45	39
Q11c	"Senior managers here try to involve staff in important decisions"	32	31
Q11d	"Senior managers act on staff feedback"	36	31
Q11e	"Senior managers where I work are committed to patient care"	62	58
<b>Your organisation</b>			
% agreeing / strongly agreeing with the following statements:			
Q12a	"Care of patients / service users is my organisation's top priority"	81	80
Q12b	"My organisation acts on concerns raised by patients / service users"	81	77
Q12c	"I would recommend my organisation as a place to work"	75	67
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	82	75
<b>Availability of hand washing materials</b>			
% saying hot water, soap and paper towels, or alcohol rubs are available for staff:			
Q13a	Always	69	61
Q13a	Most of the time	24	30
Q13a	Sometimes	3	5
Q13a	Never	0	1
Q13a	Don't know	4	4
% saying hot water, soap and paper towels, or alcohol rubs are available for patients / service users:			
Q13b	Always	61	57
Q13b	Most of the time	21	21
Q13b	Sometimes	1	3
Q13b	Never	0	1
Q13b	Don't know	17	17
<b>Health and well-being</b>			
% agreeing / strongly agreeing with the following statements:			
Q14a	"In general, my job is good for my health"	49	46
Q14b	"My immediate manager takes a positive interest in my health and well-being"	55	54
Q14c	"My organisation takes positive action on health and well-being"	51	44
<b>Health and well-being</b>			
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties:	64	70
(If YES to Q15a): % saying they...			
Q15b	...had felt pressure from their manager to come to work	30	31
Q15c	...had felt pressure from their colleagues to come to work	22	23
Q15d	...had put themselves under pressure to come to work	91	90

		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	30	36	30
<b>Witnessing and reporting errors, near misses and incidents</b>				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	20	19	19
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	28	28	26
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	92	94	96
<b>Fairness and effectiveness of procedures for reporting errors, near misses or incidents</b>				
% agreeing / strongly agreeing with the following statements:				
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	57	47	49
Q18b	"My organisation encourages us to report errors, near misses or incidents"	88	86	82
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	70	64	63
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	17	13	14
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	70	61	63
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	46	43	39
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	47	42	40
<b>Raising concerns at work</b>				
Q19a	% saying if they were concerned about fraud, malpractice or wrongdoing they would know how to report it	86	89	88
Q19b	% saying they would feel safe in raising their concern	76	71	73
Q19c	% saying they would feel confident that the organisation would address their concern	63	53	61
<b>Experiencing and reporting physical violence at work</b>				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q20a	Never	84	86	86
Q20a	1 to 2 times	10	9	11
Q20a	3 to 5 times	4	3	1
Q20a	6 to 10 times	2	1	2
Q20a	More than 10 times	1	1	1
% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...				
Q20b	Never	96	97	98
Q20b	1 to 2 times	3	2	1
Q20b	3 to 5 times	0	0	1
Q20b	6 to 10 times	0	0	1
Q20b	More than 10 times	0	0	0
Q20c	(If YES to Q20a or YES to Q20b): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	63	67	76

### 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...

Q21a	Never	73	71	72
Q21a	1 to 2 times	17	18	15
Q21a	3 to 5 times	7	6	7
Q21a	6 to 10 times	1	2	2
Q21a	More than 10 times	3	3	4

% experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months...

Q21b	Never	77	76	77
Q21b	1 to 2 times	14	16	13
Q21b	3 to 5 times	6	5	6
Q21b	6 to 10 times	1	1	1
Q21b	More than 10 times	3	2	2

Q21c (If YES to Q21a or YES to Q21b): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it

Q21c		51	45	48
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### Equal opportunities

Q22 % saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age

Q22		91	88	90
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### Discrimination

Q23a % saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months

Q23a		5	5	7
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Q23b % saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months

Q23b		6	7	8
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% saying they had experienced discrimination on the grounds of:

Q23c Ethnic background

Q23c	Ethnic background	5	3	7
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Q23c Gender

Q23c	Gender	2	2	3
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Q23c Religion

Q23c	Religion	1	0	2
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Q23c Sexual orientation

Q23c	Sexual orientation	0	0	2
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Q23c Disability

Q23c	Disability	1	1	1
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Q23c Age

Q23c	Age	1	2	2
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Q23c Other reason(s)

Q23c	Other reason(s)	2	3	2
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### BACKGROUND DETAILS

Gender

Q24a Male

Q24a	Male	29	20	26
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Q24a Female

Q24a	Female	71	80	74
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Age group

Q24b Between 16 and 30

Q24b	Between 16 and 30	17	15	18
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Q24b Between 31 and 40

Q24b	Between 31 and 40	16	19	18
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Q24b Between 41 and 50

Q24b	Between 41 and 50	23	28	24
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Q24b 51 and over

Q24b	51 and over	43	38	40
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Q25a % working part time

Q25a	% working part time	16	24	19
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Q25b % working additional PAID hours

Q25b	% working additional PAID hours	37	33	37
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Q25c % working additional UNPAID hours

Q25c	% working additional UNPAID hours	54	56	60
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		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
<b>Ethnic background</b>				
Q26	White	80	89	80
Q26	Mixed	1	1	3
Q26	Asian / Asian British	11	6	8
Q26	Black / Black British	6	2	5
Q26	Chinese	0	0	2
Q26	Other	1	1	1
<b>Sexuality</b>				
Q27	Heterosexual (straight)	91	92	89
Q27	Gay Man	1	1	2
Q27	Gay Woman (lesbian)	0	1	1
Q27	Bisexual	1	1	1
Q27	Other	1	0	1
Q27	Preferred not to say	6	5	6
<b>Religion</b>				
Q28	No religion	28	28	29
Q28	Christian	55	61	55
Q28	Buddhist	1	1	1
Q28	Hindu	2	2	3
Q28	Jewish	0	0	0
Q28	Muslim	3	2	2
Q28	Sikh	3	0	1
Q28	Other	2	1	2
Q28	Preferred not to say	5	4	6
<b>Disability</b>				
Q29a	% saying they have a long-standing illness, health problem or disability	15	16	17
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	77	72	70
<b>Contact with patients</b>				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	85	87	85
<b>Length of time at the organisation (or its predecessors)</b>				
Q31	Less than 1 year	8	7	6
Q31	1 to 2 years	11	9	10
Q31	3 to 5 years	16	18	19
Q31	6 to 10 years	23	21	23
Q31	11 to 15 years	16	18	15
Q31	More than 15 years	26	27	26

Occupational group		Your Trust in 2013	Average (median) for acute trusts	Your Trust in 2012
Q32	Emergency Care Practitioner	0	0	0
Q32	Paramedic	0	0	0
Q32	Emergency Care Assistant	0	0	0
Q32	Ambulance Technician	0	0	0
Q32	Ambulance Control Staff	0	0	0
Q32	Patient Transport Service	0	0	0
Q32	Registered Nurses and Midwives	26	29	24
Q32	Nursing or Healthcare Assistants	7	8	7
Q32	Medical and Dental	9	8	10
Q32	Allied Health Professionals	13	13	12
Q32	Scientific and Technical / Healthcare Scientists	11	8	11
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	13	16	15
Q32	Central Functions / Corporate Services	4	5	7
Q32	Maintenance / Ancillary	10	6	5
Q32	General Management	2	2	4
Q32	Other	4	2	4

## Appendix 4

### Other NHS staff survey 2013 documentation

This report is one of several ways in which we present the results of the 2013 national NHS staff survey:

- 1) A separate summary report of the main 2013 survey results for University Hospitals Birmingham NHS Foundation Trust can be downloaded from: [www.nhsstaffsurveys.com](http://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 2013 survey and making comparisons with previous years, will be available from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) in March 2013.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets are available on request from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). In these detailed spreadsheets you can 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 trust responses within each strategic health authority
  - the average responses for each major occupational and demographic group within the major trust types