

2017 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 2017 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.

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

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

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

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

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

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

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

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

Your Organisation

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

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

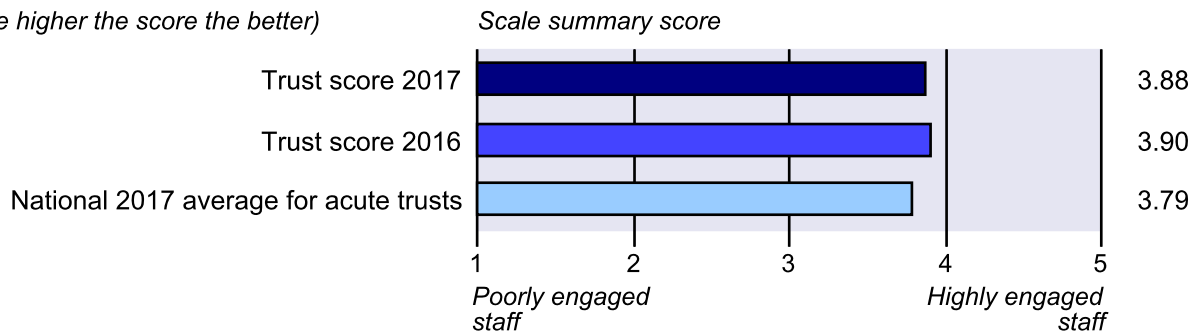
		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	82%	76%	82%
Q21b	"My organisation acts on concerns raised by patients / service users"	77%	73%	78%
Q21c	"I would recommend my organisation as a place to work"	69%	61%	70%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	81%	71%	81%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.98	3.76	3.97

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 3.88 was **above (better than) average** when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)



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

The table below shows how 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 significant change since the 2016 survey.

	Change since 2016 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	• No change	✓ Above (better than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment <i>(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)</i>	• No change	✓ Highest (best) 20%
KF4. Staff motivation at work <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>	! Decrease (worse than 16)	• Average
KF7. Staff ability to contribute towards improvements at work <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>	• No change	✓ Above (better than) average

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

3. Summary of 2017 Key Findings for University Hospitals Birmingham NHS Foundation Trust

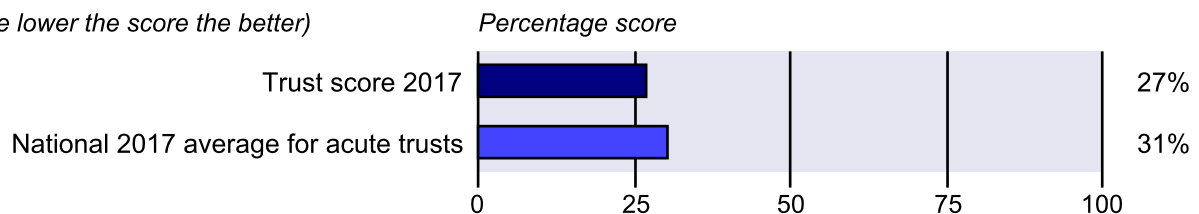
3.1 Top and Bottom Ranking Scores

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

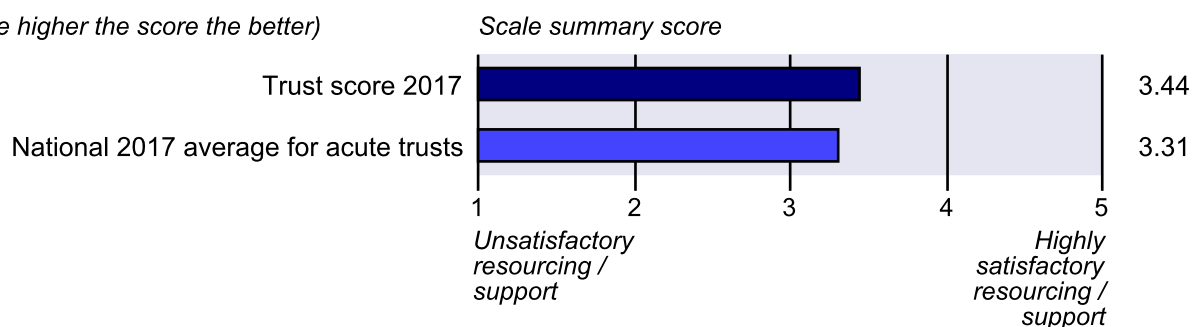
✓ KF28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



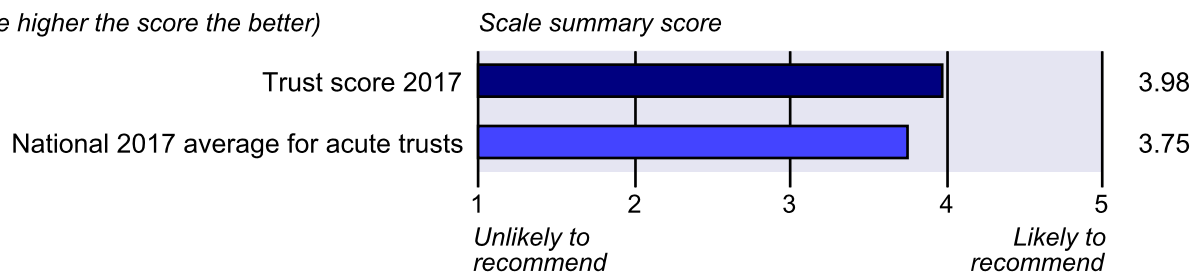
✓ KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



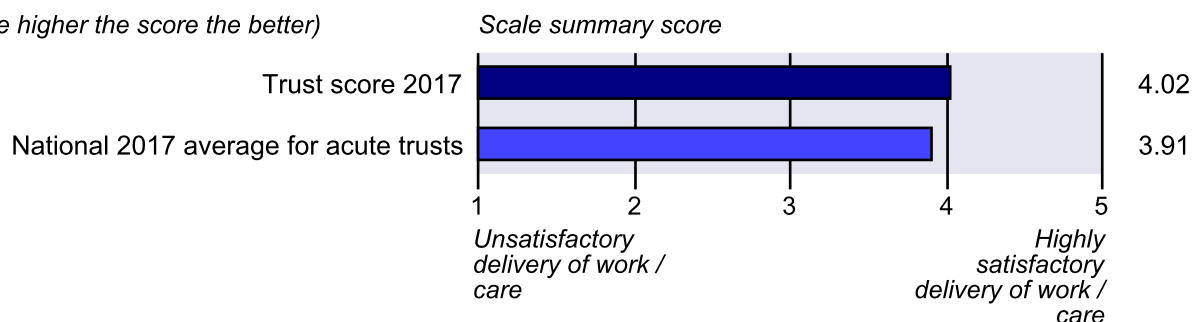
✓ KF1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



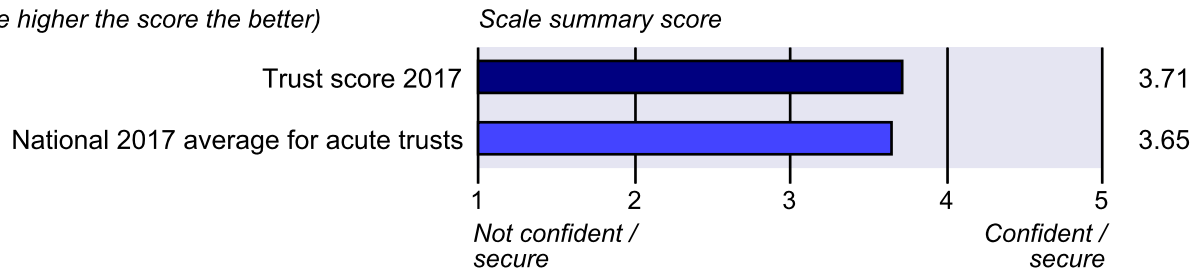
✓ KF2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



✓ **KF31. Staff confidence and security in reporting unsafe clinical practice**

(the higher the score the better)



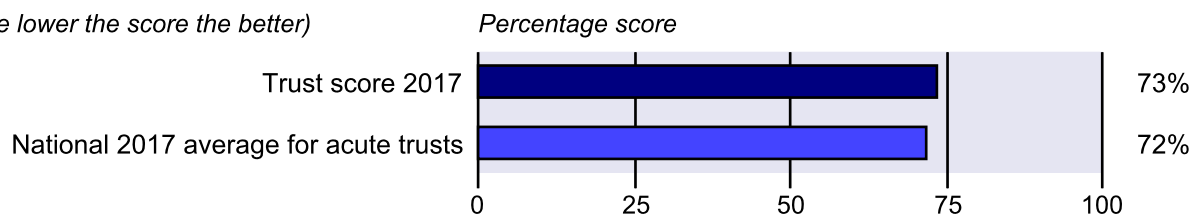
For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 93 (the bottom ranking score). University Hospitals Birmingham NHS Foundation Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document ***Making sense of your staff survey data***.

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

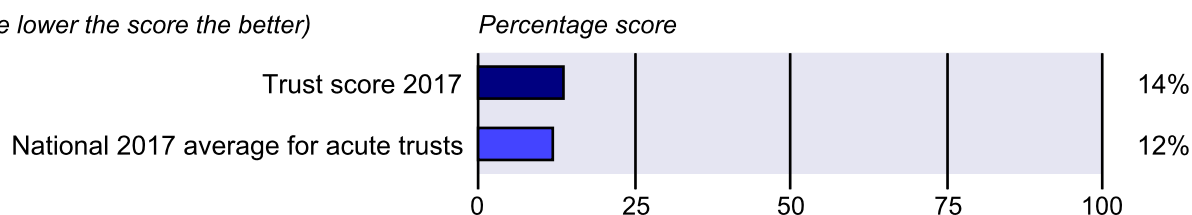
! KF16. Percentage of staff working extra hours

(the lower the score the better)



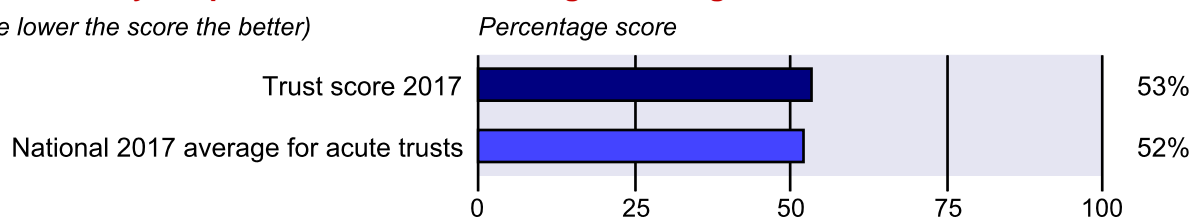
! KF20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)



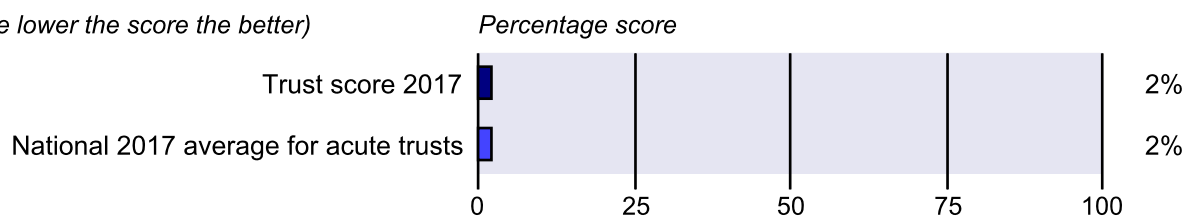
! KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



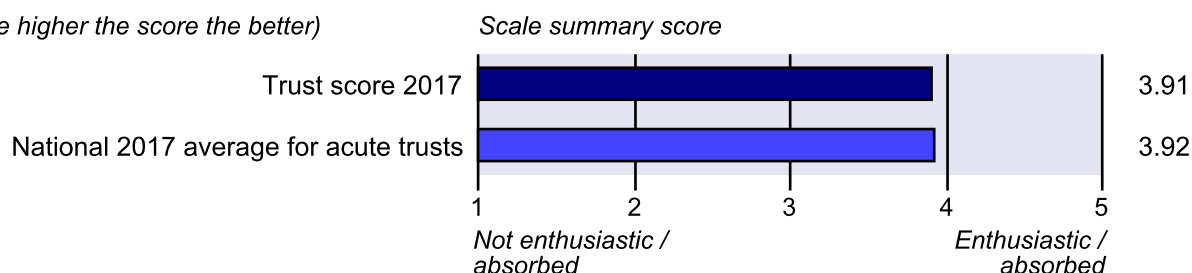
! KF23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



! KF4. Staff motivation at work

(the higher the score the better)



For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 93 (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 93. Further details about this can be found in the document *Making sense of your staff survey data*.

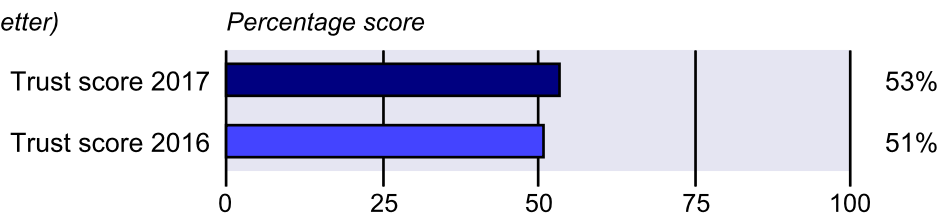
3.2 Largest Local Changes since the 2016 Survey

This page highlights the five Key Findings where staff experiences have deteriorated since the 2016 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer. (However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the score for Key finding KF2 is better than average).

WHERE STAFF EXPERIENCE HAS DETERIORATED

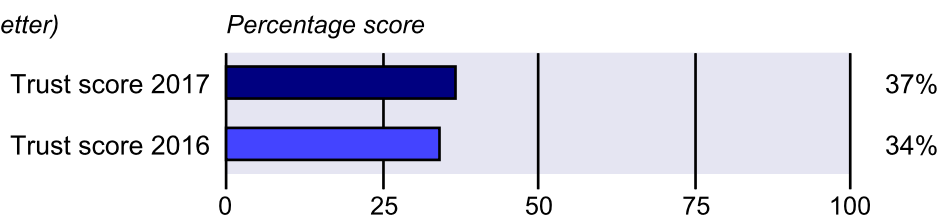
! KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



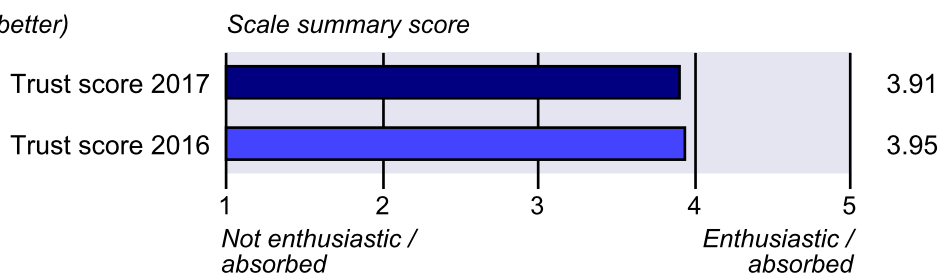
! KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



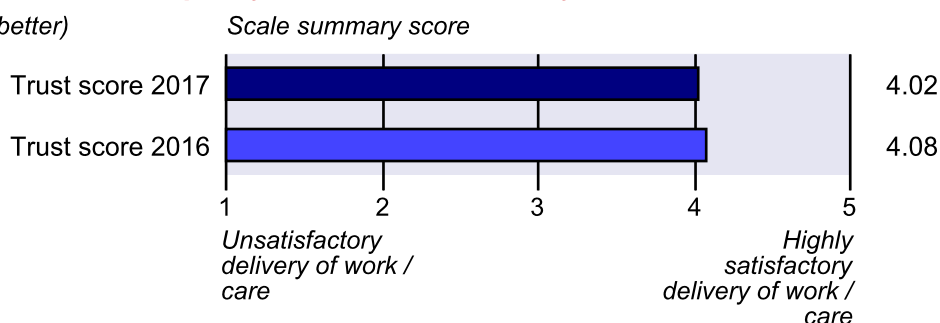
! KF4. Staff motivation at work

(the higher the score the better)



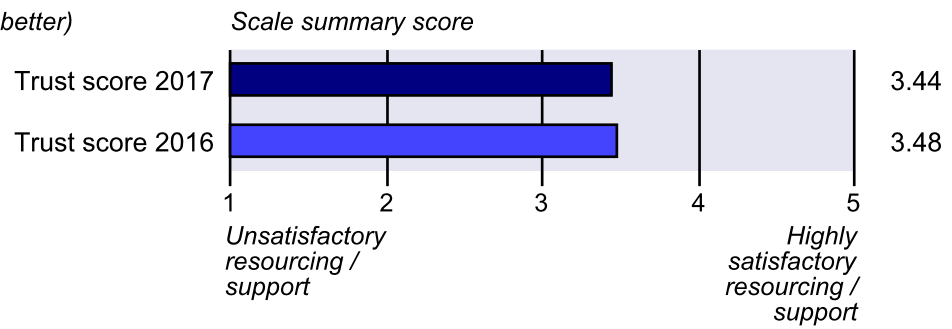
! KF2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



! KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have deteriorated the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data.***

3.3. Summary of all Key Findings for 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 2016 survey.

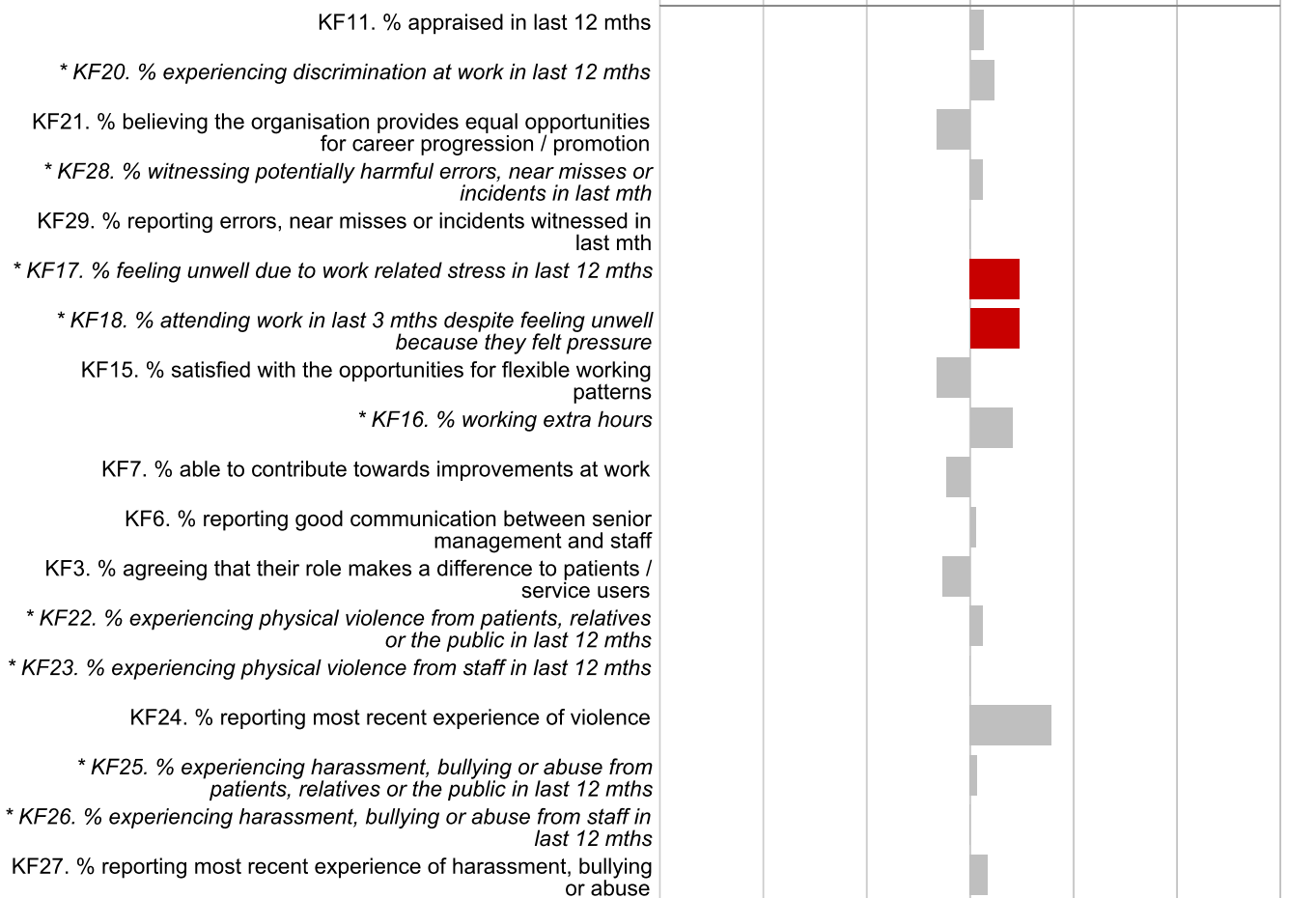
Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

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

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

Change since 2016 survey

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



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

KEY

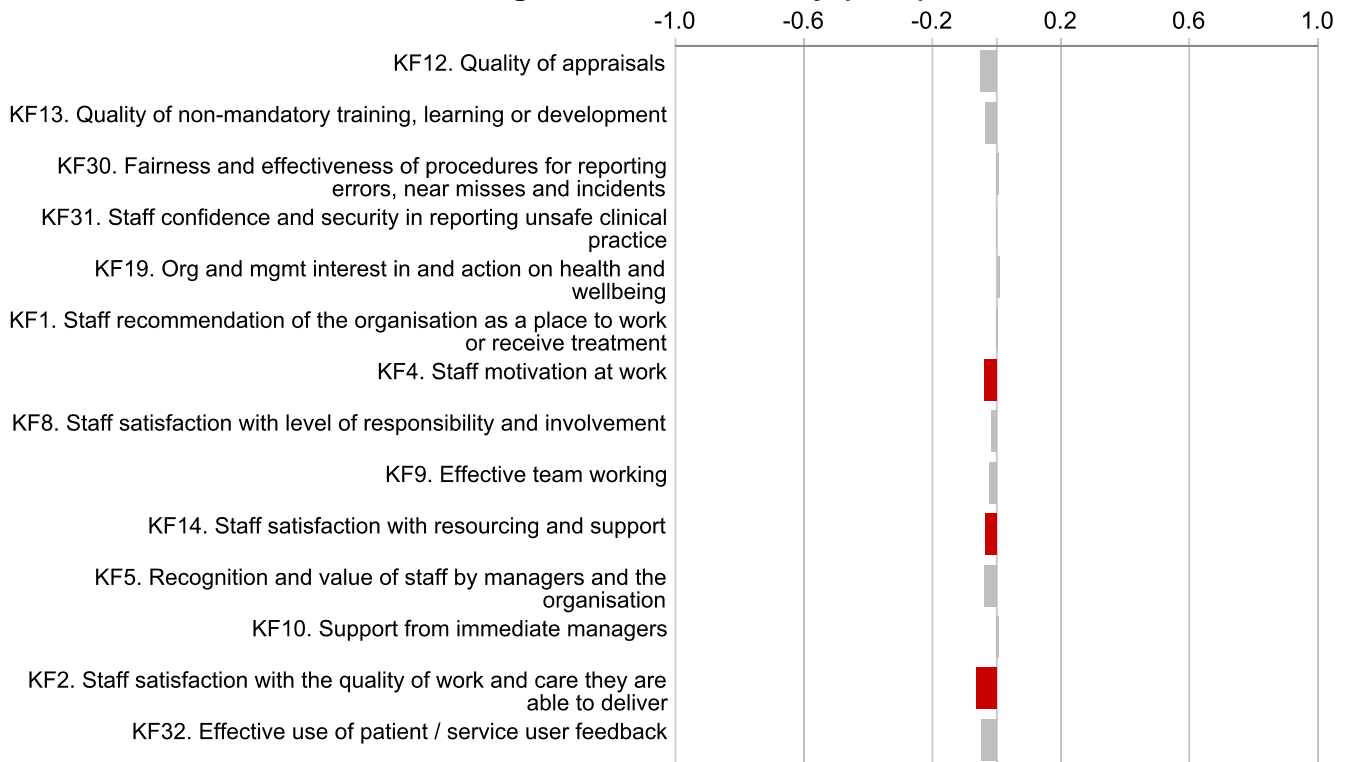
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

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

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

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

Change since 2016 survey (cont)



3.3. Summary of all Key Findings for 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, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

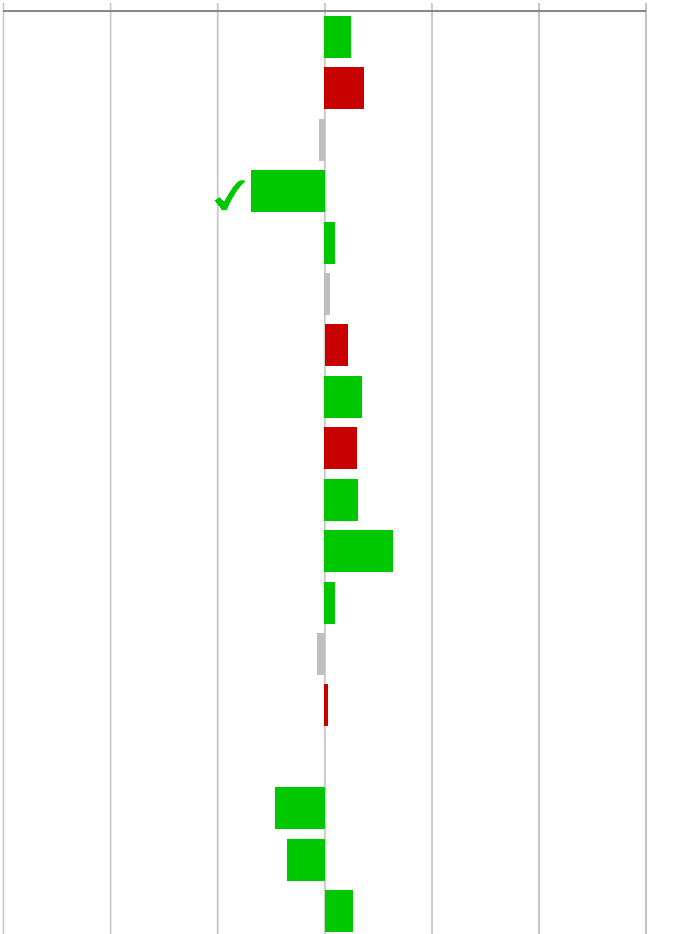
Grey = Average.

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 2017

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

- KF11. % appraised in last 12 mths
- * KF20. % experiencing discrimination at work in last 12 mths*
- KF21. % believing the organisation provides equal opportunities for career progression / promotion
- * KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*
- KF29. % reporting errors, near misses or incidents witnessed in last mth
- * KF17. % feeling unwell due to work related stress in last 12 mths*
- * KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*
- KF15. % satisfied with the opportunities for flexible working patterns
- * KF16. % working extra hours*
- KF7. % able to contribute towards improvements at work
- KF6. % reporting good communication between senior management and staff
- KF3. % agreeing that their role makes a difference to patients / service users
- * KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*
- * KF23. % experiencing physical violence from staff in last 12 mths*
- KF24. % reporting most recent experience of violence
- * KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*
- * KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*
- KF27. % reporting most recent experience of harassment, bullying or abuse



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

KEY

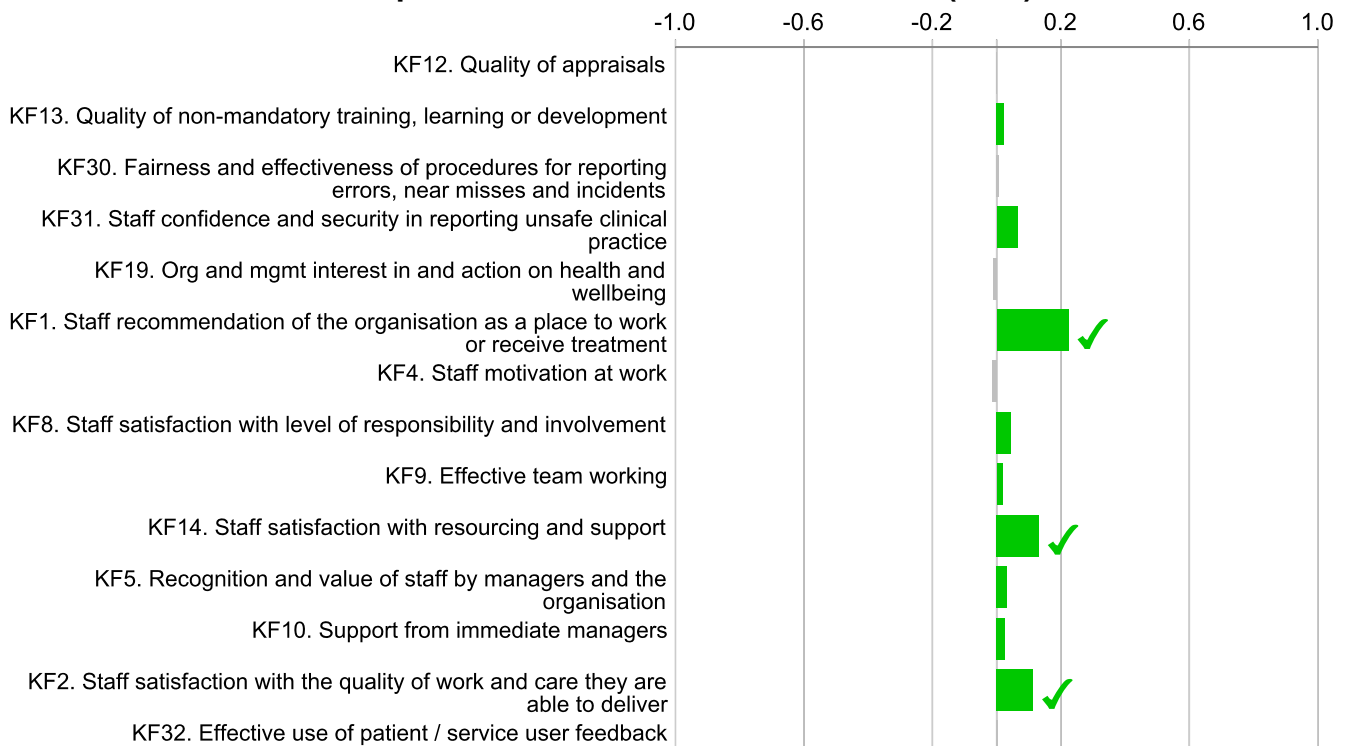
Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, i.e. 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 2017 (cont)



3.4. 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 2016.

! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2016.

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

-- No comparison to the 2016 data is possible.

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

	Change since 2016 survey	Ranking, compared with all acute trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	✓ Above (better than) average
KF12. Quality of appraisals	• No change	• Average
KF13. Quality of non-mandatory training, learning or development	• No change	✓ Above (better than) average
Equality & diversity		
* <i>KF20. % experiencing discrimination at work in last 12 mths</i>	• No change	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	• Average
Errors & incidents		
* <i>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	✓ Lowest (best) 20%
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	✓ Above (better than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	• Average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	✓ Above (better than) average
Health and wellbeing		
* <i>KF17. % feeling unwell due to work related stress in last 12 mths</i>	! Increase (worse than 16)	• Average
* <i>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</i>	! Increase (worse than 16)	! Above (worse than) average
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	• Average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	✓ Above (better than) average
* <i>KF16. % working extra hours</i>	• No change	! Above (worse than) average

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

	Change since 2016 survey	Ranking, compared with all acute trusts in 2017
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	✓ Highest (best) 20%
KF4. Staff motivation at work	! Decrease (worse than 16)	• Average
KF7. % able to contribute towards improvements at work	• No change	✓ Above (better than) average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	✓ Above (better than) average
KF9. Effective team working	• No change	✓ Above (better than) average
KF14. Staff satisfaction with resourcing and support	! Decrease (worse than 16)	✓ Highest (best) 20%
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	✓ Above (better than) average
KF6. % reporting good communication between senior management and staff	• No change	✓ Above (better than) average
KF10. Support from immediate managers	• No change	✓ Above (better than) average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	! Decrease (worse than 16)	✓ Highest (best) 20%
KF3. % agreeing that their role makes a difference to patients / service users	• No change	✓ Above (better than) average
KF32. Effective use of patient / service user feedback	• No change	• Average
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	• Average
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	! Above (worse than) average
KF24. % reporting most recent experience of violence	• No change	• Average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	✓ Below (better than) average
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	✓ Below (better than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	✓ Above (better than) average

4. Key Findings for University Hospitals Birmingham NHS Foundation Trust

University Hospitals Birmingham NHS Foundation Trust had 3906 staff take part in this survey. This is a response rate of 44%¹ which is average for acute trusts in England (44%), and compares with a response rate of 41% in this trust in the 2016 survey.

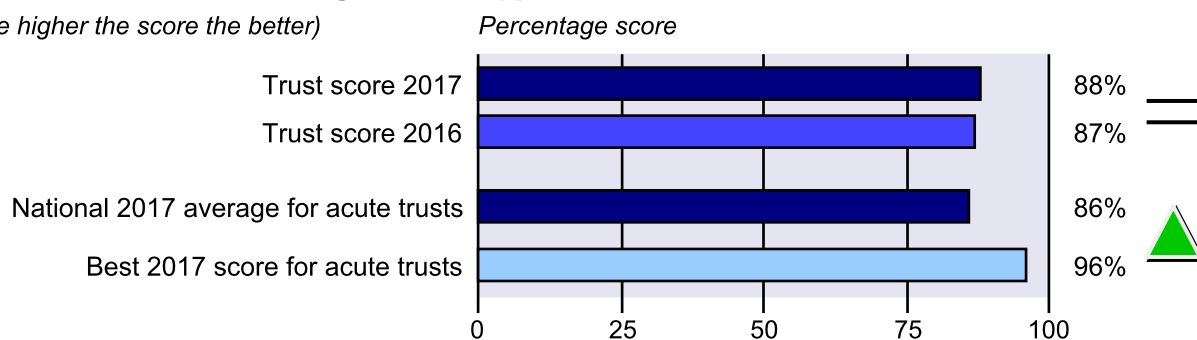
This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other acute trusts in England and to the trust's performance in the 2016 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity,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

Positive findings are indicated with a **green arrow** (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2016). **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 2016). An equals sign indicates that there has been no change.

Appraisals & support for development

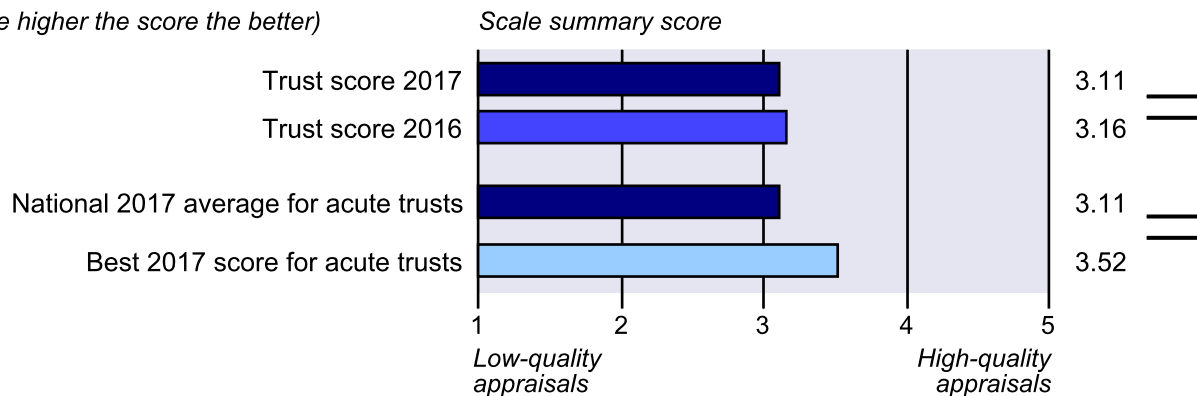
KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



KEY FINDING 12. Quality of appraisals

(the higher the score the better)

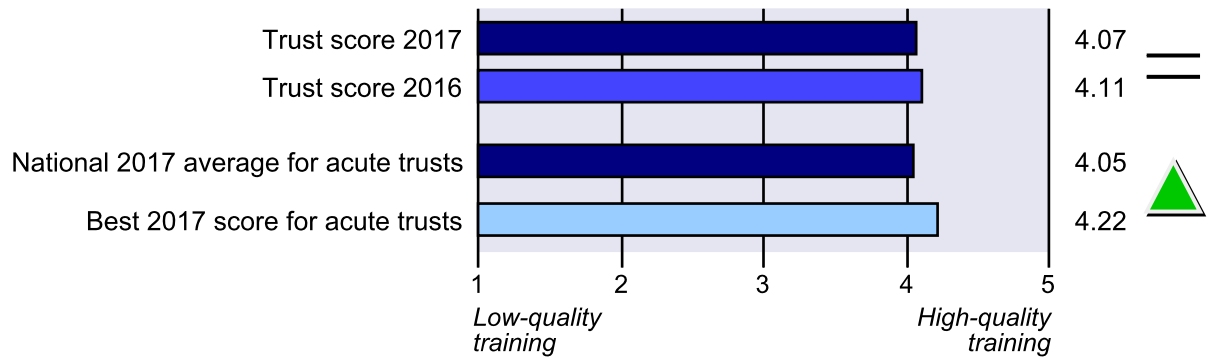


¹Questionnaires were sent to all 8905 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

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

(the higher the score the better)

Scale summary score

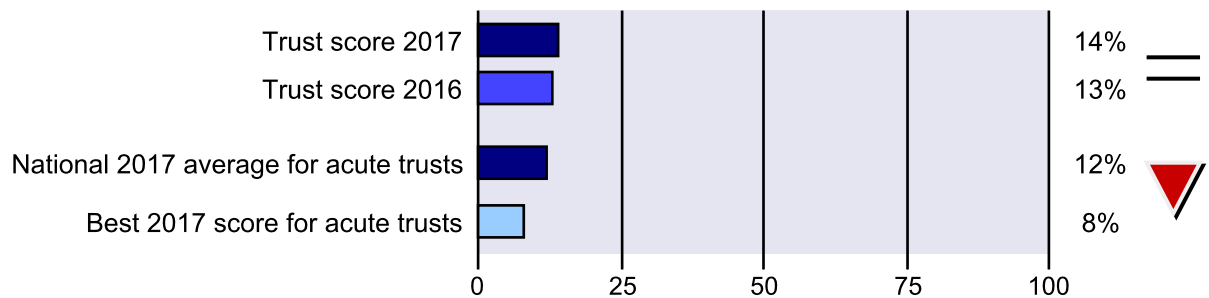


Equality & diversity

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

(the lower the score the better)

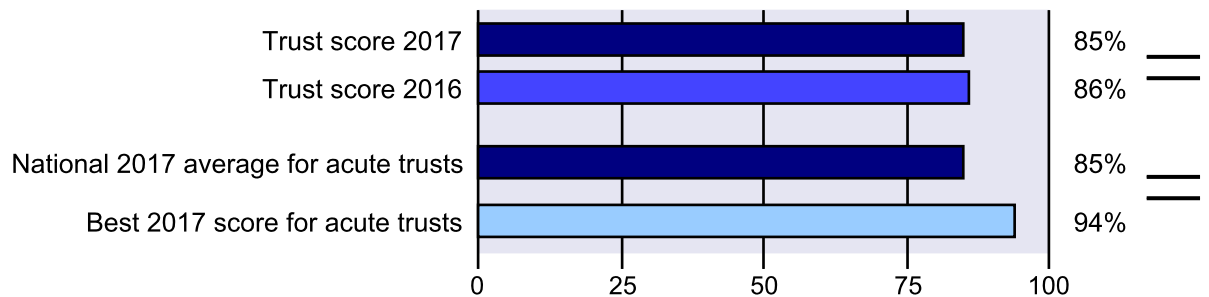
Percentage score



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

(the higher the score the better)

Percentage score

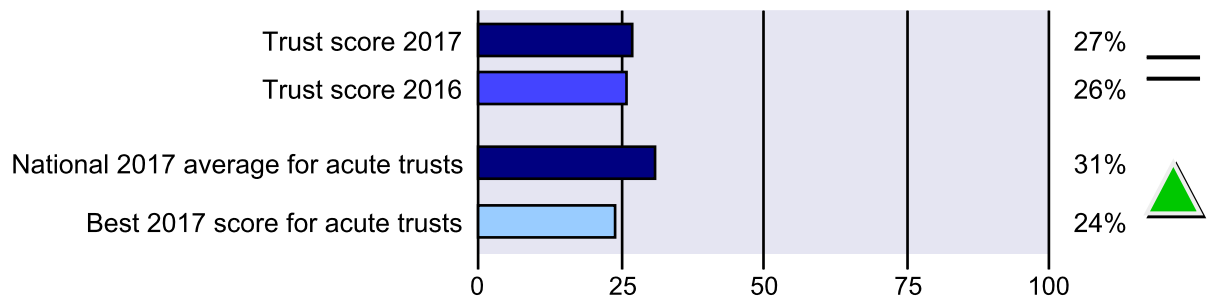


Errors & incidents

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

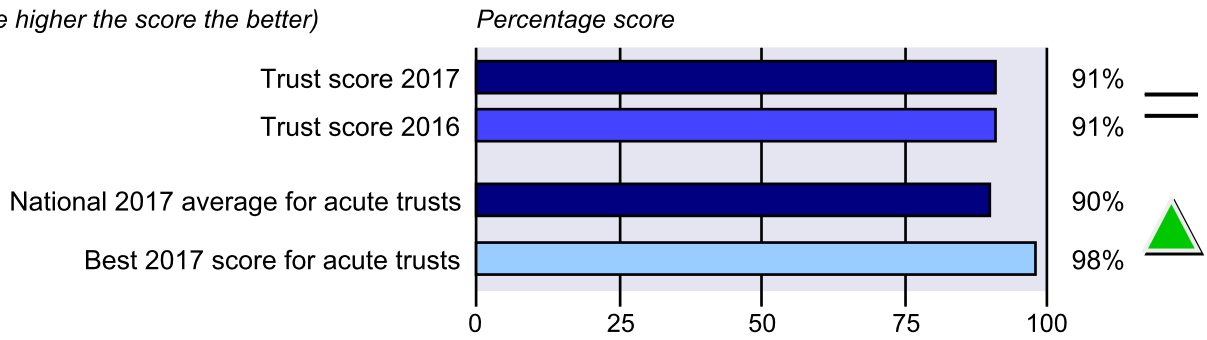
(the lower the score the better)

Percentage score



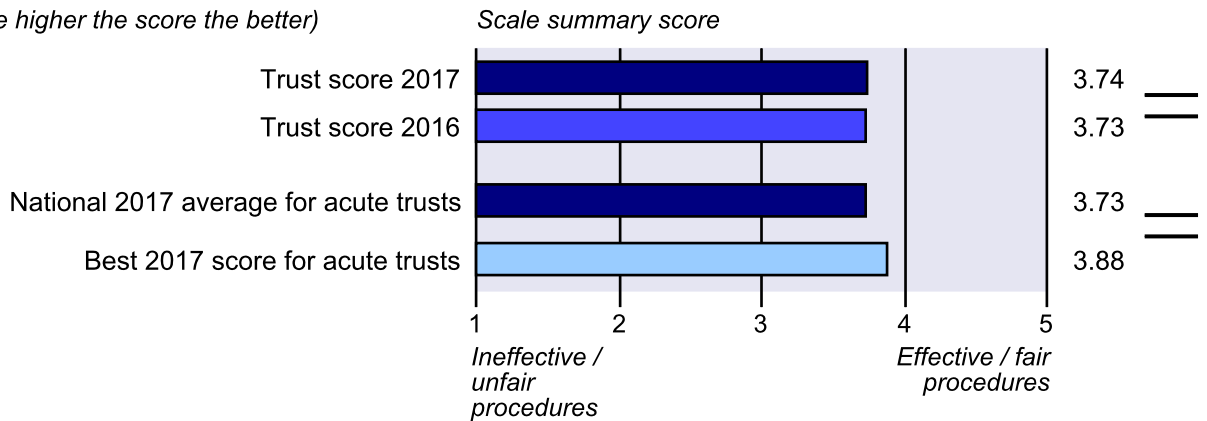
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



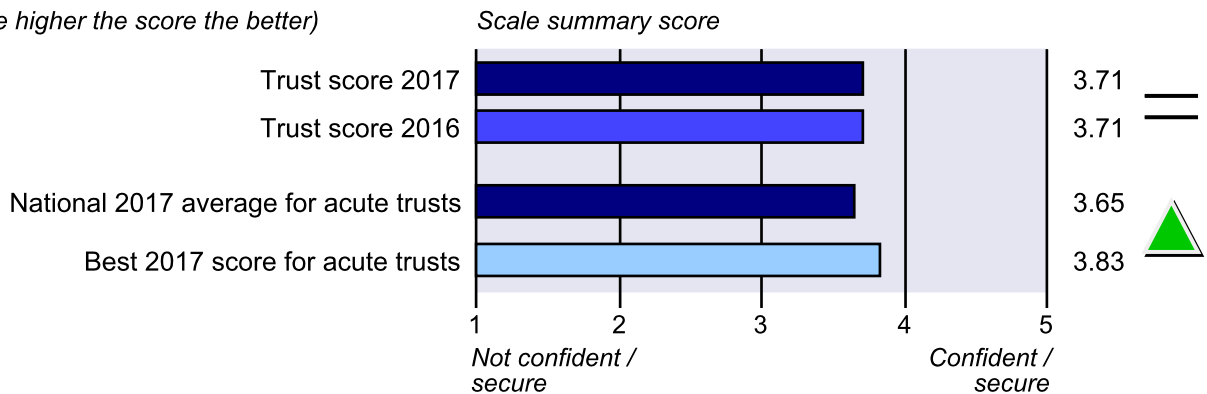
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



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

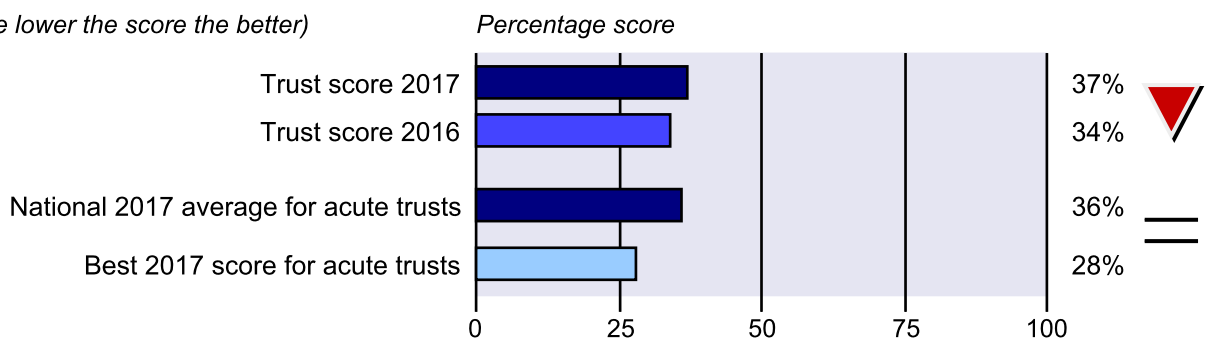
(the higher the score the better)



Health and wellbeing

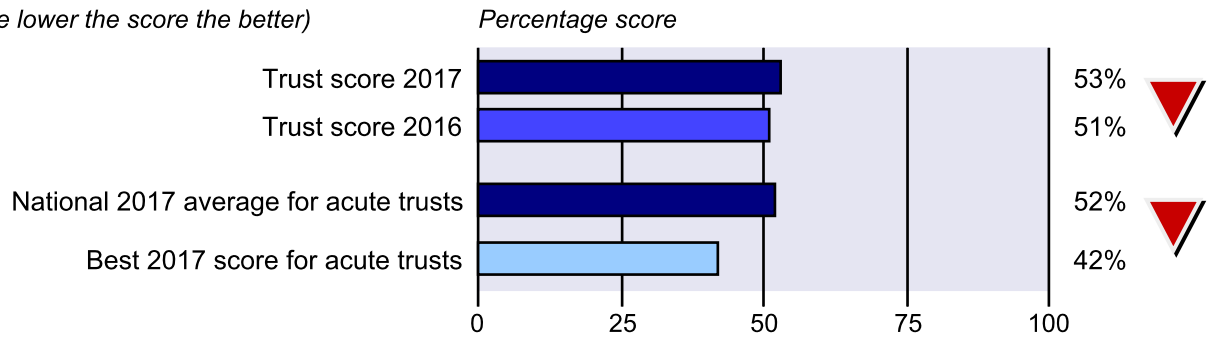
KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



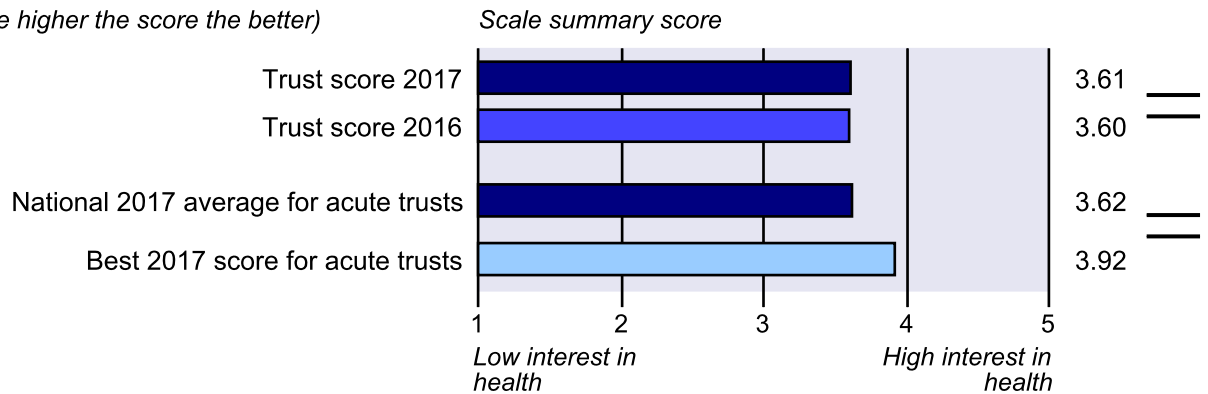
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



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

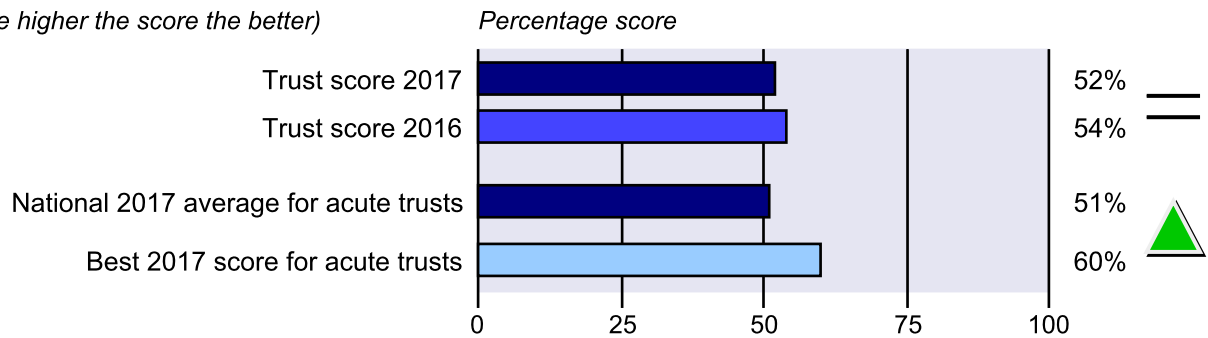
(the higher the score the better)



Working patterns

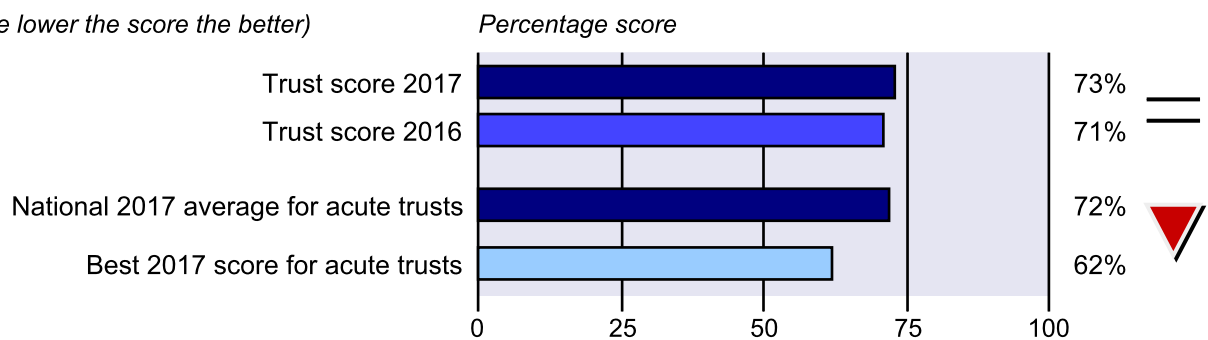
KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



KEY FINDING 16. Percentage of staff working extra hours

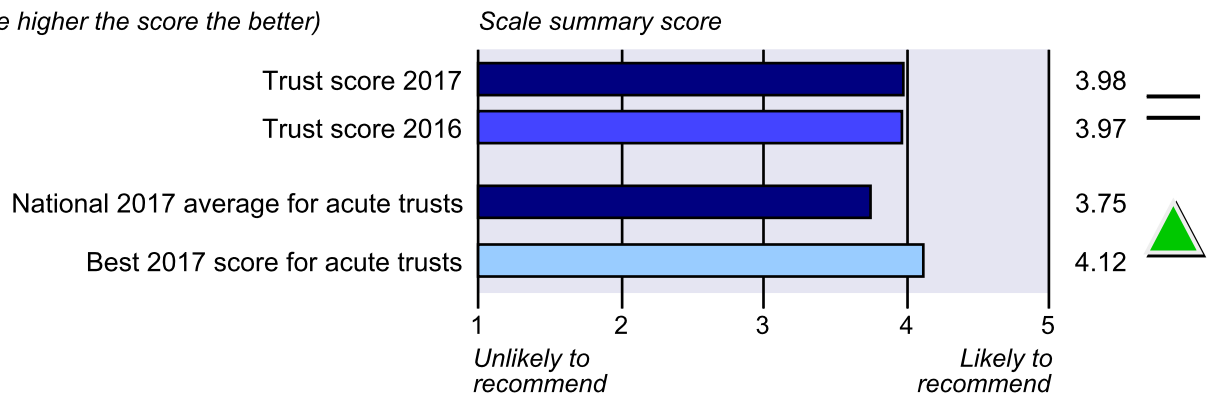
(the lower the score the better)



Job satisfaction

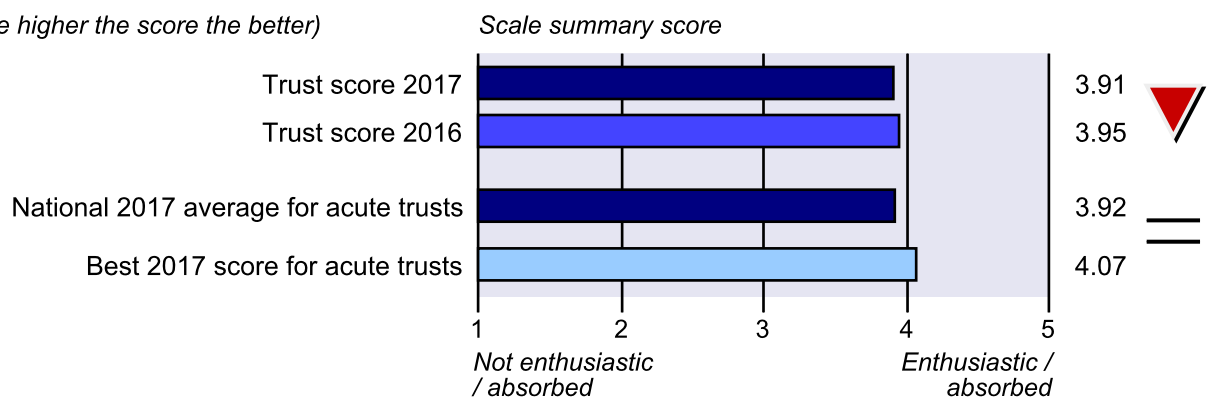
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



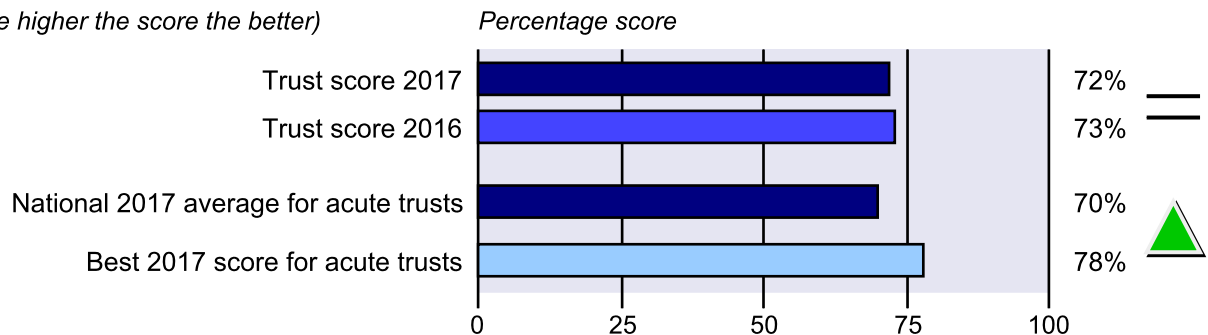
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



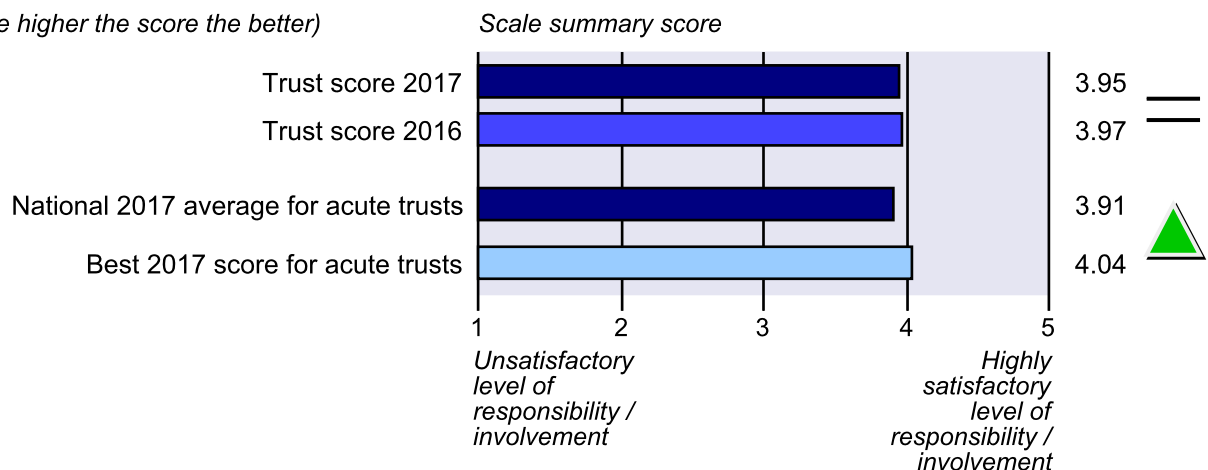
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



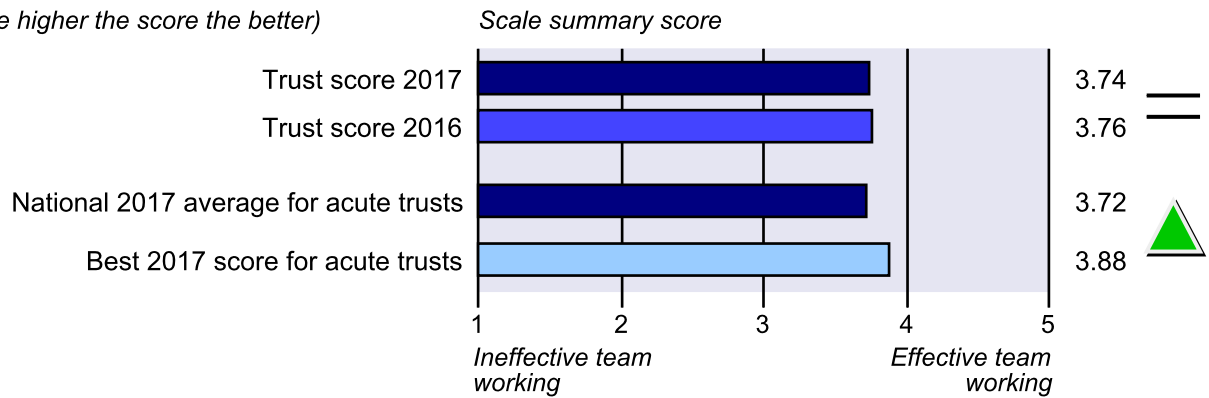
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



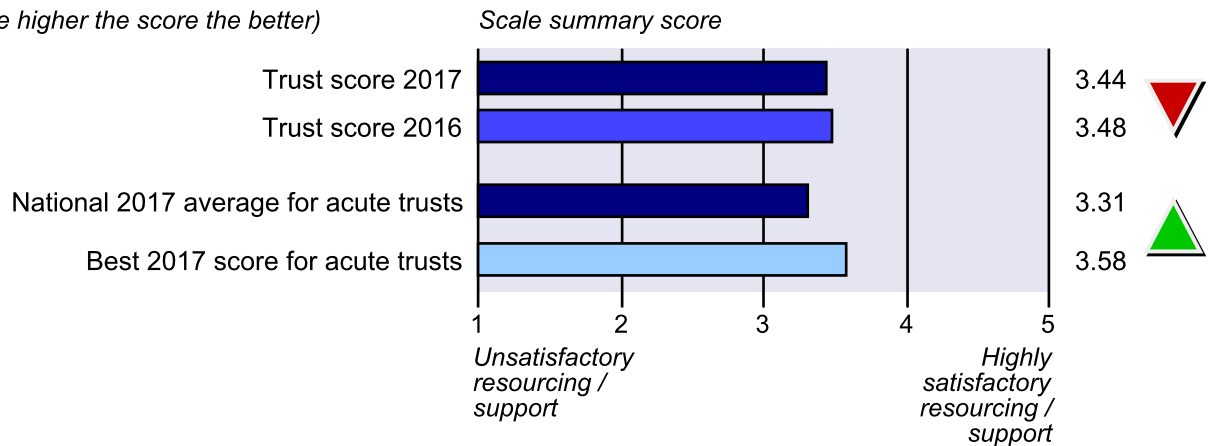
KEY FINDING 9. Effective team working

(the higher the score the better)



KEY FINDING 14. Staff satisfaction with resourcing and support

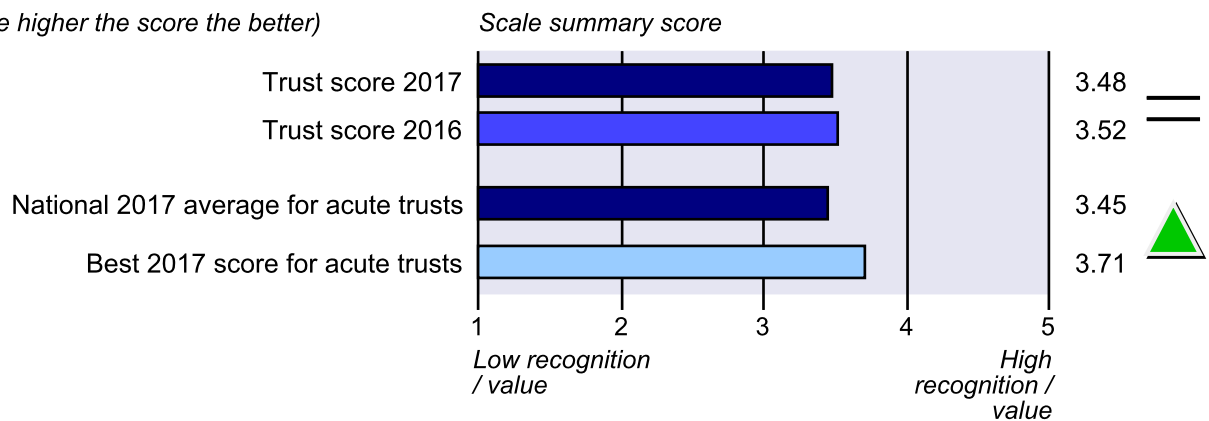
(the higher the score the better)



Managers

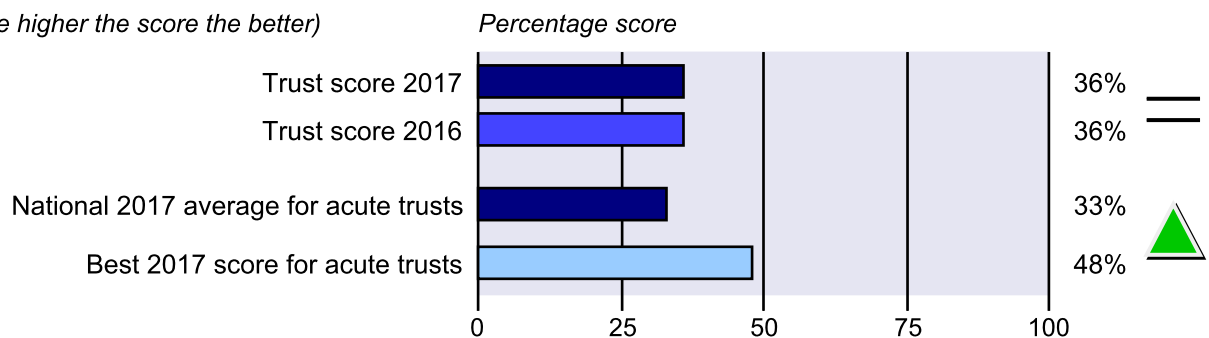
KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



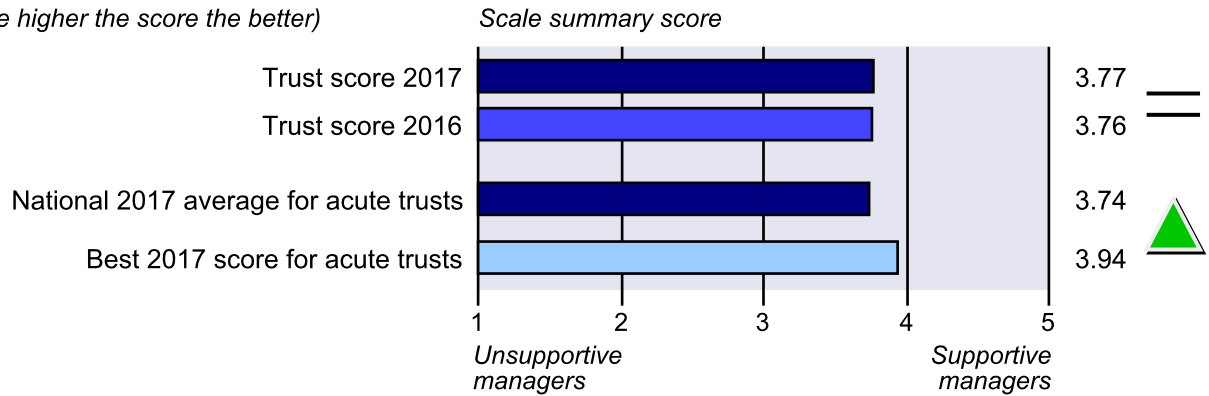
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 10. Support from immediate managers

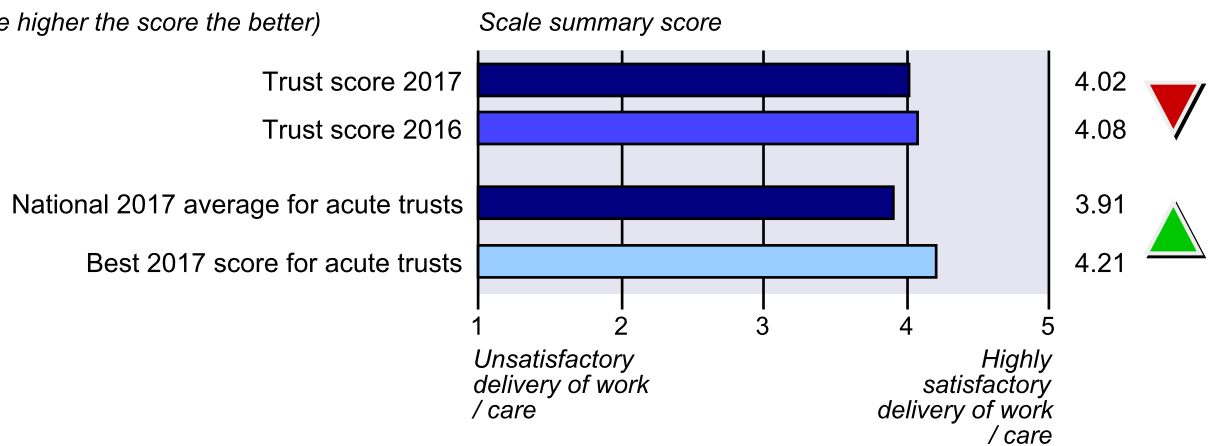
(the higher the score the better)



Patient care & experience

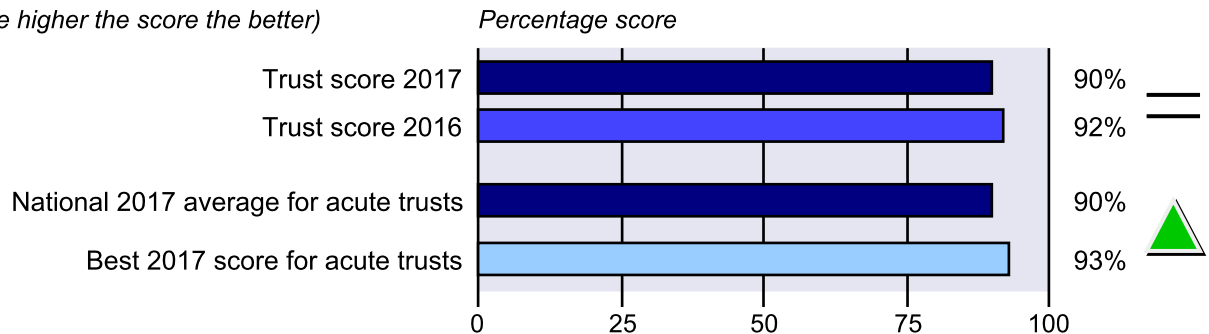
KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



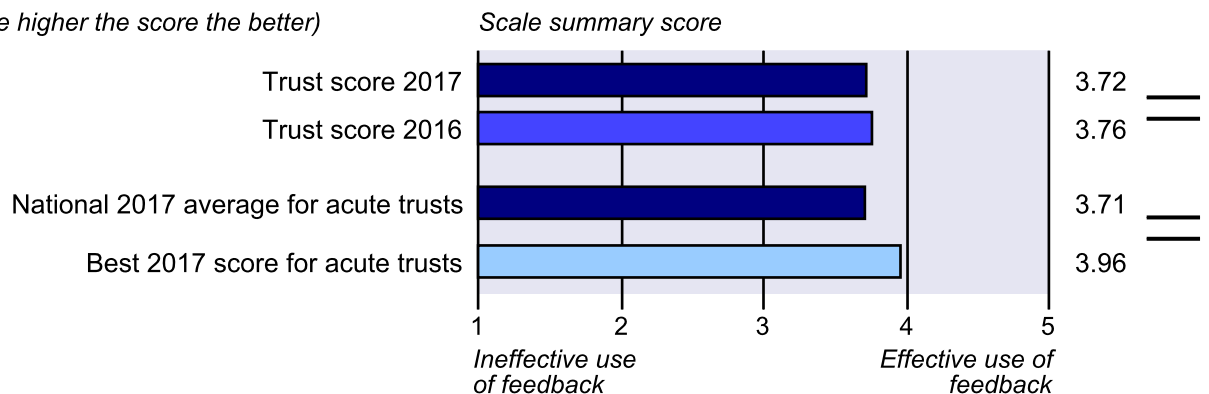
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



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

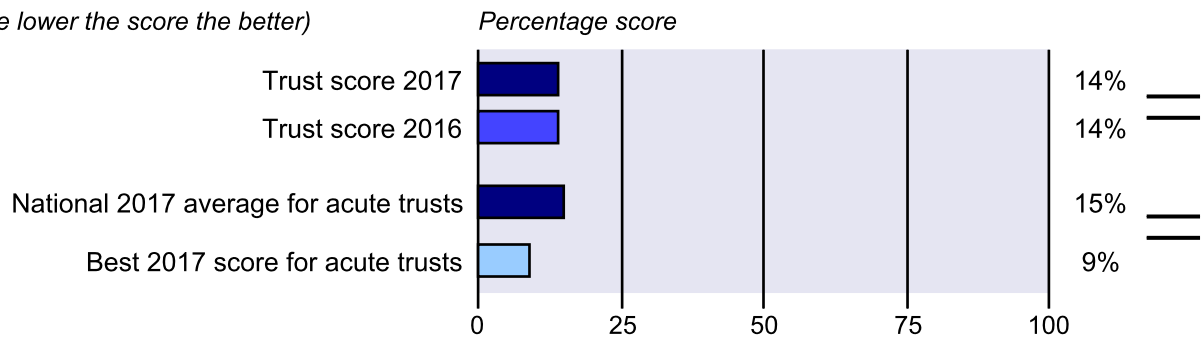
(the higher the score the better)



Violence, harassment & bullying

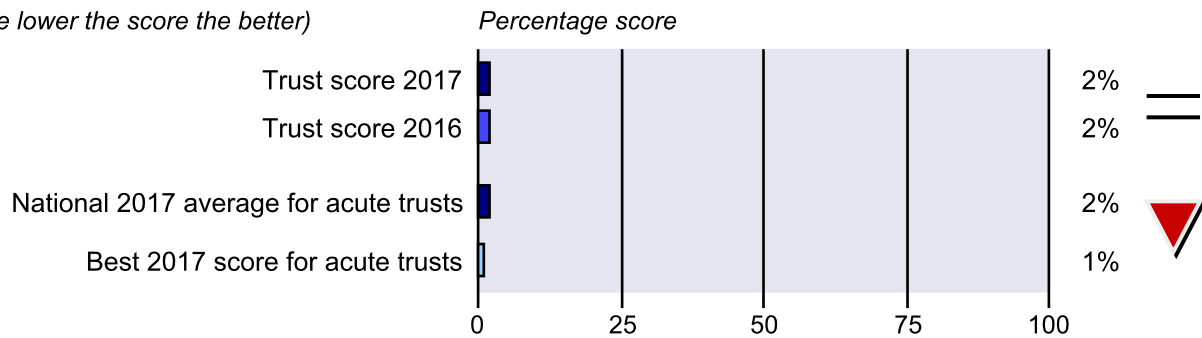
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



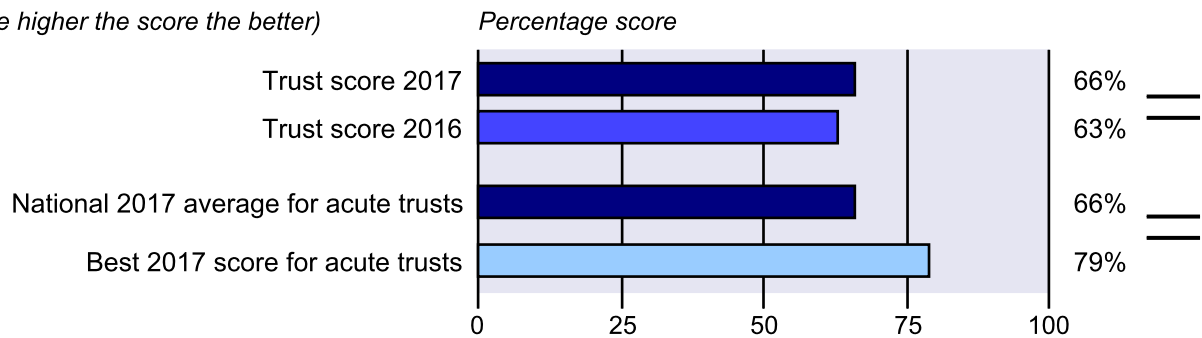
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



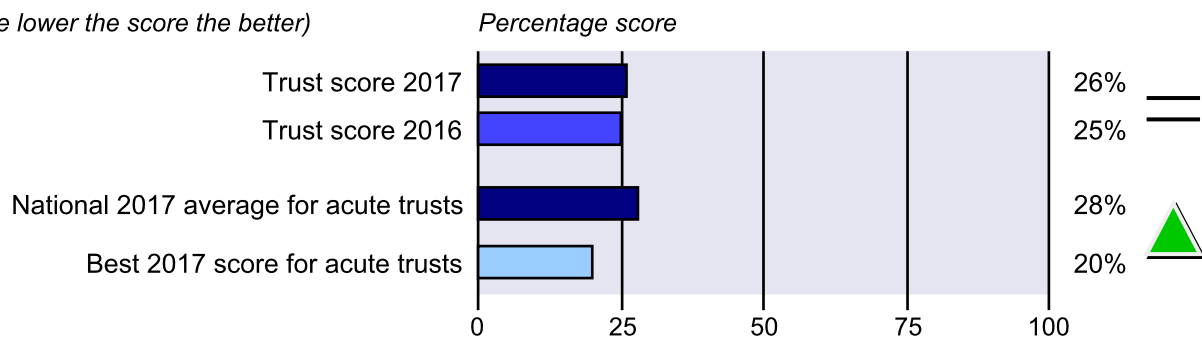
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



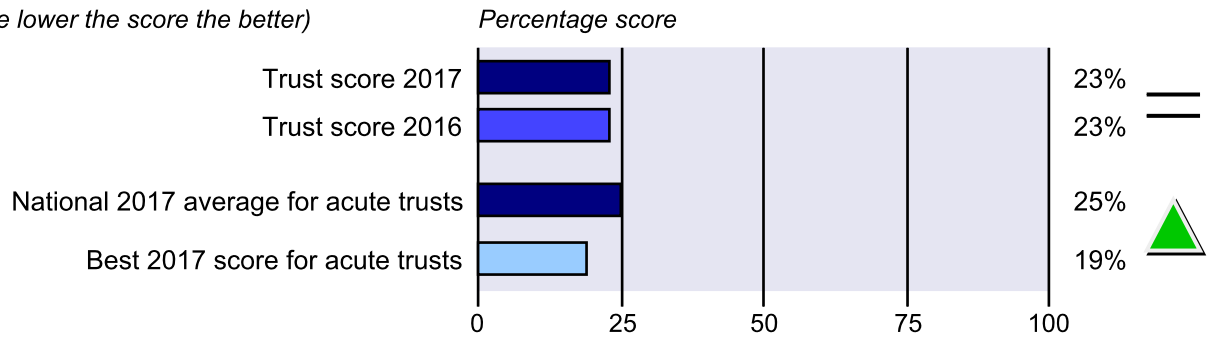
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



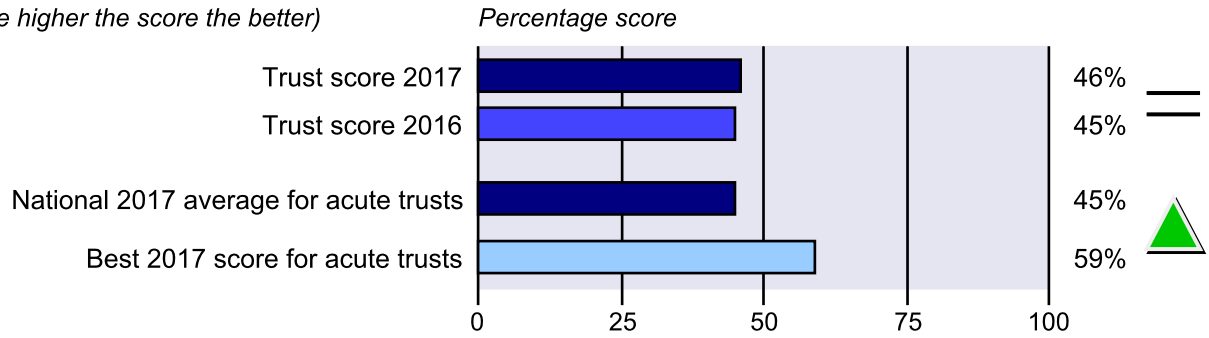
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



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

(the higher the score the better)



5. Workforce Race Equality Standard (WRES)

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

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

			Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	24%	27%	23%
		BME	21%	28%	22%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	22%	25%	21%
		BME	26%	27%	28%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	88%	87%	89%
		BME	74%	75%	76%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	7%	7%	6%
		BME	13%	15%	14%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at University Hospitals Birmingham NHS Foundation Trust broken down by work group characteristics: occupational groups, locations, and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 6.1 to 6.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

Table 6.1: Key Findings for different occupational groups

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Appraisals & support for development													
KF11. % appraised in last 12 mths	94	100	90	92	86	96	77	88	93	78	85	86	77
KF12. Quality of appraisals	3.29	3.48	3.36	3.11	3.71	3.30	3.22	2.91	3.28	2.83	2.72	3.01	3.31
KF13. Quality of non-mandatory training, learning or development	4.23	4.26	4.15	4.06	4.29	4.24	3.98	4.10	3.93	3.91	3.77	3.88	4.01
Equality & diversity													
* KF20. % experiencing discrimination at work in last 12 mths	16	30	26	16	8	5	14	19	6	11	9	9	12
KF21. % believing the organisation provides equal opportunities for career progression / promotion	85	68	78	91	97	96	89	81	91	80	83	87	86
Errors & incidents													
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	35	27	25	42	9	32	32	32	14	39	11	6	21
KF29. % reporting errors, near misses or incidents witnessed in last mth	96	-	80	95	-	96	93	89	94	94	79	55	71
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.79	3.71	3.75	3.62	3.78	3.91	3.95	3.55	4.07	3.63	3.65	3.76	3.87
KF31. Staff confidence and security in reporting unsafe clinical practice	3.83	3.54	3.77	3.71	3.99	3.99	3.83	3.49	4.00	3.52	3.56	3.66	3.75
Health and wellbeing													
* KF17. % feeling unwell due to work related stress in last 12 mths	39	50	41	31	39	41	30	42	25	44	37	29	28
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	54	52	63	38	47	52	53	62	50	57	57	51	53
KF19. Org and mgmt interest in and action on health and wellbeing	3.64	3.81	3.64	3.47	3.80	3.87	3.70	3.44	3.97	3.31	3.58	3.84	3.60
Working patterns													
KF15. % satisfied with the opportunities for flexible working patterns	58	65	55	45	42	44	52	39	67	45	49	57	62
* KF16. % working extra hours	85	68	59	88	82	94	81	78	85	79	55	65	49
Number of respondents	810	23	188	370	38	99	107	158	139	340	547	223	286

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Social Care Staff, Public Health / Health Improvement, Commissioning Staff and Patient Transport Service.

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

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary
Job satisfaction													
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.99	4.23	4.00	4.01	4.04	4.17	4.04	3.84	4.34	3.82	3.90	4.07	4.00
KF4. Staff motivation at work	4.01	4.39	3.96	4.02	4.04	3.96	3.91	3.85	4.06	3.75	3.72	3.68	4.01
KF7. % able to contribute towards improvements at work	78	78	65	75	81	78	79	61	90	70	63	79	59
KF8. Staff satisfaction with level of responsibility and involvement	4.04	4.14	3.92	4.10	4.14	4.03	3.99	3.81	4.20	3.82	3.81	3.92	3.88
KF9. Effective team working	3.90	3.86	3.58	3.85	3.94	4.02	3.59	3.58	4.01	3.59	3.54	3.77	3.69
KF14. Staff satisfaction with resourcing and support	3.41	3.38	3.43	3.43	3.34	3.33	3.57	3.22	3.63	3.18	3.51	3.59	3.69
Managers													
KF5. Recognition and value of staff by managers and the organisation	3.54	3.71	3.48	3.51	3.78	3.56	3.49	3.25	3.85	3.29	3.37	3.68	3.50
KF6. % reporting good communication between senior management and staff	37	48	39	41	55	56	47	27	63	31	27	37	36
KF10. Support from immediate managers	3.88	4.16	3.77	3.68	4.21	3.95	3.79	3.57	4.04	3.52	3.68	3.94	3.58
Patient care & experience													
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.95	4.17	4.30	3.95	3.71	3.75	4.14	3.95	3.99	3.78	4.12	3.96	4.36
KF3. % agreeing that their role makes a difference to patients / service users	93	96	93	93	97	98	96	90	87	86	82	82	93
KF32. Effective use of patient / service user feedback	3.78	3.61	3.79	3.51	3.77	4.01	3.58	3.65	4.05	3.72	3.52	3.61	3.83
Violence, harassment & bullying													
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	28	13	35	11	8	20	13	8	2	3	3	0	9
* KF23. % experiencing physical violence from staff in last 12 mths	2	5	7	1	3	0	0	2	1	2	2	0	3
KF24. % reporting most recent experience of violence	70	-	70	39	-	65	67	-	-	25	69	-	50
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	38	48	32	33	24	30	29	22	9	9	21	5	14
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	29	29	27	20	11	8	14	35	17	26	21	16	20
KF27. % reporting most recent experience of harassment, bullying or abuse	51	-	41	28	-	72	49	42	57	35	47	54	41
Overall staff engagement	3.97	4.14	3.84	3.95	4.02	3.98	3.92	3.74	4.21	3.75	3.72	3.90	3.85
Number of respondents	810	23	188	370	38	99	107	158	139	340	547	223	286

Due to low numbers of respondents, no scores are shown for the following occupational groups: Mental Health Nurses, Social Care Staff, Public Health / Health Improvement, Commissioning Staff and Patient Transport Service.

Table 6.2: Key Findings for different locations

	Division A	Corporate	Division C	Division D	Division B
Appraisals & support for development					
KF11. % appraised in last 12 mths	87	84	89	90	90
KF12. Quality of appraisals	3.05	3.15	3.19	3.08	2.99
KF13. Quality of non-mandatory training, learning or development	4.06	3.97	4.19	4.07	4.08
Equality & diversity					
* KF20. % experiencing discrimination at work in last 12 mths	15	9	20	13	15
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	86	78	87	87
Errors & incidents					
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	36	14	32	30	31
KF29. % reporting errors, near misses or incidents witnessed in last mth	93	75	92	94	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.75	3.79	3.72	3.74	3.64
KF31. Staff confidence and security in reporting unsafe clinical practice	3.72	3.69	3.70	3.75	3.69
Health and wellbeing					
* KF17. % feeling unwell due to work related stress in last 12 mths	41	30	36	37	40
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	55	51	52	53	55
KF19. Org and mgmt interest in and action on health and wellbeing	3.51	3.73	3.57	3.57	3.55
Working patterns					
KF15. % satisfied with the opportunities for flexible working patterns	46	58	51	53	53
* KF16. % working extra hours	82	60	72	77	81
Number of respondents	1101	1392	530	446	437

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

Table 6.2: Key Findings for different locations (cont)

	Division A	Corporate	Division C	Division D	Division B
Job satisfaction					
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.94	4.04	3.95	3.93	3.97
KF4. Staff motivation at work	3.86	3.87	3.95	4.03	3.93
KF7. % able to contribute towards improvements at work	73	70	69	74	70
KF8. Staff satisfaction with level of responsibility and involvement	3.93	3.92	3.92	4.01	4.00
KF9. Effective team working	3.69	3.76	3.69	3.78	3.73
KF14. Staff satisfaction with resourcing and support	3.31	3.62	3.41	3.40	3.37
Managers					
KF5. Recognition and value of staff by managers and the organisation	3.40	3.56	3.46	3.47	3.48
KF6. % reporting good communication between senior management and staff	38	39	33	34	32
KF10. Support from immediate managers	3.71	3.81	3.75	3.73	3.74
Patient care & experience					
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.94	4.17	4.05	3.96	4.02
KF3. % agreeing that their role makes a difference to patients / service users	91	87	93	91	93
KF32. Effective use of patient / service user feedback	3.73	3.79	3.72	3.60	3.67
Violence, harassment & bullying					
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	15	5	24	17	15
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	4	1	2
KF24. % reporting most recent experience of violence	57	63	71	75	69
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	22	12	37	39	33
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	24	19	28	24	25
KF27. % reporting most recent experience of harassment, bullying or abuse	42	48	48	45	46
Overall staff engagement	3.84	3.88	3.87	3.92	3.90
Number of respondents	1101	1392	530	446	437

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

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

	Critical Care	Operating Department	Administration	Domestic Services	Renal Medicine	Clinical Oncology	Outpatients	Research and Development	Anaesthetics	Trauma and Orthopaedic Surgery	Haematology	Cardiology
Appraisals & support for development												
KF11. % appraised in last 12 mths	94	92	87	71	83	85	85	85	95	90	89	93
KF12. Quality of appraisals	3.02	3.06	3.20	3.52	2.97	3.10	3.38	3.48	3.15	2.70	3.23	2.81
KF13. Quality of non-mandatory training, learning or development	4.00	4.08	3.88	4.10	4.08	4.13	4.25	4.14	4.16	4.03	4.22	4.14
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	15	25	7	11	16	10	26	8	19	9	14	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	83	72	90	85	86	93	73	86	94	82	76	81
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	40	46	18	20	35	37	20	7	49	35	46	32
KF29. % reporting errors, near misses or incidents witnessed in last mth	86	98	89	72	100	91	100	-	94	93	92	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.86	3.71	3.90	3.97	3.55	3.93	3.68	3.74	3.57	3.82	3.70	3.59
KF31. Staff confidence and security in reporting unsafe clinical practice	3.79	3.68	3.85	3.79	3.74	3.90	3.75	3.69	3.64	3.97	3.70	3.55
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	35	43	29	27	51	36	33	33	29	45	46	44
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	61	60	49	52	67	51	48	45	38	47	51	51
KF19. Org and mgmt interest in and action on health and wellbeing	3.67	3.31	3.89	3.61	3.62	3.58	3.49	3.93	3.42	3.26	3.51	3.32
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	51	53	56	68	50	47	50	65	46	61	50	50
* KF16. % working extra hours	81	84	66	50	84	80	78	64	93	80	74	80
Number of respondents	109	112	241	259	115	70	110	165	71	45	77	76

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

	Critical Care	Operating Department	Administration	Domestic Services	Renal Medicine	Clinical Oncology	Outpatients	Research and Development	Anaesthetics	Trauma and Orthopaedic Surgery	Haematology	Cardiology
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.99	3.85	4.12	4.09	3.90	4.04	3.99	4.15	4.08	4.02	3.74	3.87
KF4. Staff motivation at work	3.90	3.81	3.94	4.06	3.88	4.01	3.98	4.01	3.98	3.87	3.93	3.71
KF7. % able to contribute towards improvements at work	73	74	78	57	68	76	72	82	79	59	78	64
KF8. Staff satisfaction with level of responsibility and involvement	3.97	3.95	4.06	3.91	3.91	4.01	3.88	3.96	4.18	3.87	3.95	3.93
KF9. Effective team working	3.65	3.74	3.79	3.68	3.61	3.71	3.61	3.95	3.84	3.73	3.85	3.68
KF14. Staff satisfaction with resourcing and support	3.32	3.36	3.68	3.74	3.31	3.40	3.45	3.61	3.46	3.22	3.39	3.25
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.41	3.42	3.73	3.52	3.44	3.46	3.40	3.65	3.43	3.25	3.45	3.32
KF6. % reporting good communication between senior management and staff	41	26	44	39	31	40	33	43	41	25	34	29
KF10. Support from immediate managers	3.85	3.73	3.99	3.56	3.76	3.71	3.67	4.00	3.63	3.47	3.73	3.57
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.03	4.14	4.11	4.40	3.94	3.93	4.29	4.10	4.13	3.67	3.87	3.95
KF3. % agreeing that their role makes a difference to patients / service users	90	88	86	94	92	91	98	89	96	88	91	91
KF32. Effective use of patient / service user feedback	3.70	3.60	3.82	3.87	3.47	3.72	3.80	3.85	3.44	3.58	3.67	3.72
Violence, harassment & bullying												
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	58	15	6	11	14	9	12	5	22	35	11	14
* KF23. % experiencing physical violence from staff in last 12 mths	5	1	2	4	2	1	8	1	1	0	3	3
KF24. % reporting most recent experience of violence	65	69	92	61	46	-	85	-	15	87	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	30	21	14	11	31	39	38	10	38	63	36	36
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	22	39	16	17	30	19	39	23	26	21	26	25
KF27. % reporting most recent experience of harassment, bullying or abuse	31	53	50	47	41	52	60	39	32	65	37	38
Overall staff engagement	3.87	3.81	3.99	3.86	3.85	3.93	3.88	4.04	3.96	3.80	3.81	3.76
Number of respondents	109	112	241	259	115	70	110	165	71	45	77	76

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

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

	Imaging	Elderly Care Medicine	Catering	Accident and Emergency	Community Health Services	Physiotherapy	Acute Medicine	General Medicine	Day Case Unit	Emergency Services	Gastroenterology	OTHER
Appraisals & support for development												
KF11. % appraised in last 12 mths	80	97	82	76	87	96	84	100	89	78	95	87
KF12. Quality of appraisals	2.84	3.39	3.48	2.75	3.13	3.31	3.63	3.23	3.02	3.71	3.13	2.99
KF13. Quality of non-mandatory training, learning or development	4.00	4.29	3.94	4.25	4.13	4.23	4.48	4.09	4.05	4.03	4.23	4.00
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	23	28	12	38	23	6	18	19	23	35	11	11
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	93	87	76	64	96	83	94	67	71	91	85
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	29	61	19	48	22	34	38	33	28	76	28	24
KF29. % reporting errors, near misses or incidents witnessed in last mth	87	100	93	91	94	97	-	86	82	69	-	90
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.81	3.84	4.02	3.48	3.60	3.91	3.78	3.63	3.85	3.76	3.73	3.69
KF31. Staff confidence and security in reporting unsafe clinical practice	3.78	3.76	3.68	3.46	3.67	3.97	3.75	3.89	3.85	3.40	3.72	3.65
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	32	48	23	56	35	42	63	31	47	55	29	36
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	63	53	43	70	53	50	63	52	62	65	42	53
KF19. Org and mgmt interest in and action on health and wellbeing	3.66	3.31	3.70	3.48	3.64	3.90	3.59	3.53	3.43	3.39	3.60	3.59
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	55	58	63	46	48	44	50	49	71	46	50	50
* KF16. % working extra hours	67	80	58	89	60	94	67	69	79	80	85	71
Number of respondents	69	40	85	29	85	106	28	52	49	24	47	1842

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

	Imaging	Elderly Care Medicine	Catering	Accident and Emergency	Community Health Services	Physiotherapy	Acute Medicine	General Medicine	Day Case Unit	Emergency Services	Gastroenterology	OTHER
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.95	3.93	4.07	3.64	3.95	4.13	3.83	4.06	4.01	3.55	4.13	3.94
KF4. Staff motivation at work	3.98	4.10	4.15	3.53	3.88	3.93	4.00	4.05	4.06	3.85	4.17	3.85
KF7. % able to contribute towards improvements at work	77	73	56	55	60	76	79	75	73	63	79	71
KF8. Staff satisfaction with level of responsibility and involvement	3.93	4.01	3.92	3.69	3.75	4.01	3.95	4.14	3.89	3.82	4.10	3.93
KF9. Effective team working	3.54	3.73	3.84	3.31	3.76	4.02	3.35	3.72	3.71	3.75	4.06	3.71
KF14. Staff satisfaction with resourcing and support	3.70	3.22	3.84	3.11	3.57	3.32	3.06	3.43	3.37	2.89	3.44	3.42
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.41	3.42	3.50	3.18	3.46	3.52	3.52	3.52	3.43	3.38	3.56	3.47
KF6. % reporting good communication between senior management and staff	42	41	40	15	32	55	29	37	33	38	30	35
KF10. Support from immediate managers	3.73	3.65	3.58	3.65	3.81	3.94	3.90	3.92	3.75	3.76	3.81	3.74
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.37	3.98	4.45	3.59	4.21	3.78	3.69	3.99	4.11	3.38	4.05	3.96
KF3. % agreeing that their role makes a difference to patients / service users	97	98	92	73	93	98	92	92	89	91	98	88
KF32. Effective use of patient / service user feedback	3.48	3.60	3.88	3.76	3.64	3.98	3.55	3.86	3.99	3.35	3.63	3.67
Violence, harassment & bullying												
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	16	64	10	38	18	22	57	40	13	65	16	7
* KF23. % experiencing physical violence from staff in last 12 mths	2	0	4	16	5	0	10	4	0	5	0	2
KF24. % reporting most recent experience of violence	-	67	-	-	100	68	82	67	-	45	-	62
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	41	19	73	34	31	43	50	51	70	24	19
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	38	19	26	44	36	8	24	15	26	40	22	22
KF27. % reporting most recent experience of harassment, bullying or abuse	42	36	61	50	55	73	-	50	48	25	55	43
Overall staff engagement	3.91	3.96	3.89	3.52	3.80	3.96	3.87	3.99	3.93	3.70	4.06	3.85
Number of respondents	69	40	85	29	85	106	28	52	49	24	47	1842

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

Table 6.4: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	87	85
KF12. Quality of appraisals	3.09	3.13
KF13. Quality of non-mandatory training, learning or development	4.05	4.10
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	14	12
KF21. % believing the organisation provides equal opportunities for career progression / promotion	85	85
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	28	20
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	93
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.74	3.77
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.66
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	38	24
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	54	48
KF19. Org and mgmt interest in and action on health and wellbeing	3.61	3.62
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	50	64
* KF16. % working extra hours	74	60
Number of respondents	3046	648

^a Full time is defined as staff contracted to work 30 hours or more a week

Table 6.4: Key Findings for different work groups (cont)

	Full time / part time ^a	
	Full time	Part time
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.98	3.99
KF4. Staff motivation at work	3.88	4.00
KF7. % able to contribute towards improvements at work	72	66
KF8. Staff satisfaction with level of responsibility and involvement	3.94	3.94
KF9. Effective team working	3.73	3.76
KF14. Staff satisfaction with resourcing and support	3.44	3.55
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.47	3.53
KF6. % reporting good communication between senior management and staff	37	35
KF10. Support from immediate managers	3.75	3.78
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.01	4.12
KF3. % agreeing that their role makes a difference to patients / service users	90	92
KF32. Effective use of patient / service user feedback	3.71	3.71
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	13	11
* KF23. % experiencing physical violence from staff in last 12 mths	2	2
KF24. % reporting most recent experience of violence	67	70
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	24
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	22
KF27. % reporting most recent experience of harassment, bullying or abuse	46	46
Overall staff engagement	3.87	3.88
Number of respondents	3046	648

^a Full time is defined as staff contracted to work 30 hours or more a week

7. Key Findings by demographic groups

Tables 7.1 and 7.2 show the Key Findings at 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 7.1 and 7.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	79	87	89	89
KF12. Quality of appraisals	3.33	3.13	3.13	2.94
KF13. Quality of non-mandatory training, learning or development	4.07	4.09	4.11	3.96
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	14	15	13	11
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	85	84	84
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	27	28	28	22
KF29. % reporting errors, near misses or incidents witnessed in last mth	86	92	91	89
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.81	3.74	3.76	3.69
KF31. Staff confidence and security in reporting unsafe clinical practice	3.70	3.75	3.76	3.62
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	38	35	35	35
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	53	53	51	53
KF19. Org and mgmt interest in and action on health and wellbeing	3.67	3.63	3.62	3.56
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	54	53	53	52
* KF16. % working extra hours	68	73	77	69
Number of respondents	630	828	1031	1130

Table 7.1: Key Findings for different age groups (cont)

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.04	3.97	4.01	3.94
KF4. Staff motivation at work	3.80	3.89	3.95	3.96
KF7. % able to contribute towards improvements at work	70	76	74	66
KF8. Staff satisfaction with level of responsibility and involvement	3.89	3.95	3.99	3.94
KF9. Effective team working	3.80	3.80	3.78	3.64
KF14. Staff satisfaction with resourcing and support	3.56	3.43	3.45	3.44
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.48	3.50	3.50	3.47
KF6. % reporting good communication between senior management and staff	40	37	38	33
KF10. Support from immediate managers	3.79	3.83	3.76	3.68
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.02	3.95	4.05	4.09
KF3. % agreeing that their role makes a difference to patients / service users	90	88	92	90
KF32. Effective use of patient / service user feedback	3.64	3.72	3.73	3.73
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	17	13	13	10
* KF23. % experiencing physical violence from staff in last 12 mths	1	2	3	2
KF24. % reporting most recent experience of violence	66	62	66	71
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	23	24	25	23
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	19	22	24	25
KF27. % reporting most recent experience of harassment, bullying or abuse	52	41	46	46
Overall staff engagement	3.84	3.89	3.92	3.86
Number of respondents	630	828	1031	1130

Table 7.2: Key Findings for other demographic groups

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development								
KF11. % appraised in last 12 mths	87	87	-	87	86	87	87	84
KF12. Quality of appraisals	3.09	3.12	-	2.67	2.83	3.15	2.99	3.49
KF13. Quality of non-mandatory training, learning or development	4.01	4.08	-	3.77	3.95	4.08	4.03	4.16
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	12	13	-	17	19	12	10	22
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	85	-	77	80	86	88	74
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	27	25	-	38	28	26	26	26
KF29. % reporting errors, near misses or incidents witnessed in last mth	87	92	-	76	89	90	90	89
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.72	3.76	-	3.49	3.68	3.76	3.72	3.83
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.72	-	3.25	3.55	3.74	3.71	3.68
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	32	37	-	52	50	33	37	32
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	43	56	-	56	71	49	55	47
KF19. Org and mgmt interest in and action on health and wellbeing	3.65	3.61	-	3.20	3.48	3.64	3.61	3.62
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	53	54	-	33	49	53	52	55
* KF16. % working extra hours	73	72	-	68	71	72	72	71
Number of respondents	947	2591	8	89	633	2979	2753	873

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

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.01	3.98	-	3.63	3.89	4.00	3.97	4.04
KF4. Staff motivation at work	3.88	3.93	-	3.43	3.83	3.93	3.87	4.04
KF7. % able to contribute towards improvements at work	73	72	-	52	67	72	72	70
KF8. Staff satisfaction with level of responsibility and involvement	3.96	3.96	-	3.52	3.85	3.97	3.94	3.95
KF9. Effective team working	3.78	3.74	-	3.38	3.61	3.77	3.73	3.77
KF14. Staff satisfaction with resourcing and support	3.50	3.46	-	3.09	3.36	3.48	3.43	3.57
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.54	3.49	-	3.02	3.34	3.52	3.47	3.54
KF6. % reporting good communication between senior management and staff	41	36	-	18	31	38	36	40
KF10. Support from immediate managers	3.76	3.77	-	3.39	3.62	3.79	3.76	3.76
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.98	4.06	-	3.79	3.96	4.04	3.97	4.22
KF3. % agreeing that their role makes a difference to patients / service users	89	91	-	84	86	91	89	92
KF32. Effective use of patient / service user feedback	3.67	3.74	-	3.39	3.68	3.72	3.69	3.78
Violence, harassment & bullying								
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	9	14	-	16	13	13	13	12
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	-	5	2	2	2	3
KF24. % reporting most recent experience of violence	59	68	-	-	66	65	66	65
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	19	25	-	30	27	23	24	21
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	20	24	-	28	32	21	22	26
KF27. % reporting most recent experience of harassment, bullying or abuse	39	49	-	37	48	45	45	48
Overall staff engagement	3.89	3.89	-	3.46	3.79	3.90	3.87	3.93
Number of respondents	947	2591	8	89	633	2979	2753	873

8. Work and demographic profile of the survey respondents

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

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Occupational Therapy	38	1%
Physiotherapy	99	3%
Radiography	107	3%
Clinical Psychology	1	0%
Psychotherapy	3	0%
Other qualified Allied Health Professionals	124	4%
Support to Allied Health Professionals	30	1%
Scientific and Technical / Healthcare Scientists		
Pharmacy	90	3%
Other qualified Scientific and Technical / Healthcare Scientists	200	6%
Support to Scientific and Technical / Healthcare Scientists	50	1%
Medical and Dental		
Medical / Dental - Consultant	246	7%
Medical / Dental - In Training	84	2%
Medical / Dental - Other	40	1%
Operational ambulance staff		
Patient Transport Service	2	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	810	23%
Registered Nurses - Mental Health	1	0%
Midwives	1	0%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	21	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	188	5%
Social Care Staff		
Social care support staff	1	0%
Other groups		
Public Health / Health Improvement	8	0%
Commissioning managers / support staff	7	0%
Admin and Clerical	547	16%
Central Functions / Corporate Services	223	6%
Maintenance / Ancillary	286	8%
General Management	139	4%
Other	160	5%
Did not specify	399	

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

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	3046	82%
Part time	648	18%
Did not specify	212	
<i>Length of time in organisation</i>		
Less than a year	339	10%
Between 1 to 2 years	411	12%
Between 3 to 5 years	647	18%
Between 6 to 10 years	596	17%
Between 11 to 15 years	522	15%
Over 15 years	987	28%
Did not specify	404	

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

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	630	17%
Between 31 and 40	828	23%
Between 41 and 50	1031	28%
51 and over	1130	31%
Did not specify	287	
Gender		
Male	947	26%
Female	2591	71%
Prefer to self-describe	8	0%
Prefer not to say	89	2%
Did not specify	271	
Ethnic background		
White	2753	76%
Black and minority ethnic	873	24%
Did not specify	280	
Disability		
Disabled	633	18%
Not disabled	2979	82%
Did not specify	294	

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	44	-	44	39	50	29	73
Appraisals & support for development							
KF11. % appraised in last 12 mths	88	[87, 89]	86	81	91	65	96
KF12. Quality of appraisals	3.11	[3.06, 3.16]	3.11	3.01	3.20	2.83	3.52
KF13. Quality of non-mandatory training, learning or development	4.07	[4.05, 4.10]	4.05	4.01	4.10	3.90	4.22
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	14	[13, 15]	12	10	14	8	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	85	[83, 86]	85	82	88	69	94
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	27	[26, 29]	31	28	33	24	42
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	[89, 93]	90	89	91	86	98
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.74	[3.72, 3.77]	3.73	3.64	3.79	3.46	3.88
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	[3.68, 3.74]	3.65	3.58	3.71	3.43	3.83
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	37	[35, 38]	36	34	40	28	46
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	53	[52, 55]	52	49	55	42	59
KF19. Org and mgmt interest in and action on health and wellbeing	3.61	[3.58, 3.64]	3.62	3.51	3.71	3.34	3.92
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	52	[51, 54]	51	47	54	40	60
* KF16. % working extra hours	73	[72, 75]	72	69	74	62	78

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
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.98	[3.95, 4.00]	3.75	3.58	3.94	3.34	4.12
KF4. Staff motivation at work	3.91	[3.88, 3.93]	3.92	3.87	3.96	3.76	4.07
KF7. % able to contribute towards improvements at work	72	[70, 73]	70	67	72	59	78
KF8. Staff satisfaction with level of responsibility and involvement	3.95	[3.93, 3.97]	3.91	3.86	3.96	3.76	4.04
KF9. Effective team working	3.74	[3.71, 3.76]	3.72	3.67	3.80	3.59	3.88
KF14. Staff satisfaction with resourcing and support	3.44	[3.42, 3.47]	3.31	3.23	3.40	3.12	3.58
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.48	[3.45, 3.51]	3.45	3.36	3.53	3.21	3.71
KF6. % reporting good communication between senior management and staff	36	[35, 38]	33	28	38	20	48
KF10. Support from immediate managers	3.77	[3.74, 3.80]	3.74	3.67	3.81	3.55	3.94
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.02	[3.99, 4.05]	3.91	3.82	3.99	3.69	4.21
KF3. % agreeing that their role makes a difference to patients / service users	90	[89, 91]	90	89	91	86	93
KF32. Effective use of patient / service user feedback	3.72	[3.68, 3.75]	3.71	3.62	3.78	3.41	3.96
Violence, harassment & bullying							
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	14	[13, 16]	15	13	17	9	22
* KF23. % experiencing physical violence from staff in last 12 mths	2	[2, 3]	2	2	3	1	5
KF24. % reporting most recent experience of violence	66	[62, 71]	66	63	72	55	79
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	26	[24, 27]	28	25	30	20	36
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	[22, 25]	25	22	28	19	38
KF27. % reporting most recent experience of harassment, bullying or abuse	46	[43, 49]	45	42	47	36	59

Appendix 2

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

Technical notes:

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

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

Table A2.1: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2016 survey

	University Hospitals Birmingham NHS Foundation Trust			
	2017 score	2016 score	Change	Statistically significant?
Response rate	44	41	3	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	88	87	1	No
KF12. Quality of appraisals	3.11	3.16	-0.05	No
KF13. Quality of non-mandatory training, learning or development	4.07	4.11	-0.04	No
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	14	13	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	85	86	-2	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	27	26	1	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	91	0	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.74	3.73	0.01	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.71	0.00	No
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	37	34	2	Yes
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	53	51	2	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.61	3.60	0.01	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	52	54	-2	No
* KF16. % working extra hours	73	71	2	No

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

	University Hospitals Birmingham NHS Foundation Trust			
	2017 score	2016 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.98	3.97	0.00	No
KF4. Staff motivation at work	3.91	3.95	-0.04	Yes
KF7. % able to contribute towards improvements at work	72	73	-1	No
KF8. Staff satisfaction with level of responsibility and involvement	3.95	3.97	-0.02	No
KF9. Effective team working	3.74	3.76	-0.02	No
KF14. Staff satisfaction with resourcing and support	3.44	3.48	-0.04	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.48	3.52	-0.04	No
KF6. % reporting good communication between senior management and staff	36	36	0	No
KF10. Support from immediate managers	3.77	3.76	0.01	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.02	4.08	-0.06	Yes
KF3. % agreeing that their role makes a difference to patients / service users	90	92	-1	No
KF32. Effective use of patient / service user feedback	3.72	3.76	-0.05	No
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	14	14	1	No
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	0	No
KF24. % reporting most recent experience of violence	66	63	4	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	26	25	0	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	23	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	46	45	1	No

Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2015 survey

	University Hospitals Birmingham NHS Foundation Trust			
	2017 score	2015 score	Change	Statistically significant?
Response rate	44	50	-6	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	88	89	-2	No
KF12. Quality of appraisals	3.11	3.13	-0.02	No
KF13. Quality of non-mandatory training, learning or development	4.07	4.12	-0.05	No
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	14	11	2	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	85	88	-4	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	27	30	-3	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	92	-1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.74	3.76	-0.02	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.69	0.02	No
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	37	29	7	Yes
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	53	51	3	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.61	3.56	0.04	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	52	54	-1	No
* KF16. % working extra hours	73	67	6	Yes

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

	University Hospitals Birmingham NHS Foundation Trust			
	2017 score	2015 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.98	4.02	-0.05	No
KF4. Staff motivation at work	3.91	3.99	-0.08	No
KF7. % able to contribute towards improvements at work	72	71	1	No
KF8. Staff satisfaction with level of responsibility and involvement	3.95	3.96	-0.01	No
KF9. Effective team working	3.74	3.76	-0.02	No
KF14. Staff satisfaction with resourcing and support	3.44	3.52	-0.08	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.48	3.49	-0.01	No
KF6. % reporting good communication between senior management and staff	36	37	0	No
KF10. Support from immediate managers	3.77	3.69	0.07	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.02	4.16	-0.14	Yes
KF3. % agreeing that their role makes a difference to patients / service users	90	93	-3	No
KF32. Effective use of patient / service user feedback	3.72	3.78	-0.06	No
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	14	12	2	No
* KF23. % experiencing physical violence from staff in last 12 mths	2	2	0	No
KF24. % reporting most recent experience of violence	66	69	-2	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	26	25	1	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	27	-4	No
KF27. % reporting most recent experience of harassment, bullying or abuse	46	50	-4	No

Appendix 3

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

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

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

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

Technical notes:

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

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

	Question number(s)	Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	87	86	87
KF12. Quality of appraisals	Q20b-d	3.10	3.10	3.14
KF13. Quality of non-mandatory training, learning or development	Q18b-d	4.06	4.05	4.08
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	13	12	12
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	85	85	86
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	26	30	25
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	90	90	90
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.75	3.73	3.73
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.71	3.65	3.70
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	36	36	34
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	53	52	50
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.61	3.62	3.60
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	53	51	54
* KF16. % working extra hours	Q10b-c	72	71	70

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

	Question number(s)	Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.98	3.76	3.97
KF4. Staff motivation at work	Q2a-c	3.90	3.92	3.93
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	71	70	72
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.94	3.90	3.96
KF9. Effective team working	Q4h-j	3.73	3.71	3.75
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.45	3.31	3.49
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.48	3.44	3.52
KF6. % reporting good communication between senior management and staff	Q8a-d	37	33	36
KF10. Support from immediate managers	Q5b, 7a-e	3.76	3.74	3.75
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	4.03	3.92	4.09
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	90	90	91
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.71	3.71	3.76
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q14a	13	14	12
* KF23. % experiencing physical violence from staff in last 12 mths	Q14b-c	2	2	2
KF24. % reporting most recent experience of violence	Q14d	66	67	63
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q15a	24	27	23
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q15b-c	23	25	23
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	46	45	44

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

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Contact with patients				
Q1	% saying they have face-to-face contact with patients / service users as part of their job	80	83	79
Staff motivation at work				
% saying often or always to the following statements:				
Q2a	"I look forward to going to work"	57	58	59
Q2b	"I am enthusiastic about my job"	72	74	75
Q2c	"Time passes quickly when I am working"	77	77	77
Job design				
% agreeing / strongly agreeing with the following statements:				
Q3a	"I always know what my work responsibilities are"	90	88	91
Q3b	"I am trusted to do my job"	93	92	93
Q3c	"I am able to do my job to a standard I am personally pleased with"	85	80	86
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q4a	"There are frequent opportunities for me to show initiative in my role"	74	73	75
Q4b	"I am able to make suggestions to improve the work of my team / department"	74	74	76
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	53	53	54
Q4d	"I am able to make improvements happen in my area of work"	59	56	59
Q4e	"I am able to meet all the conflicting demands on my time at work"	53	46	53
Q4f	"I have adequate materials, supplies and equipment to do my work"	64	54	65
Q4g	"There are enough staff at this organisation for me to do my job properly"	39	31	41
Q4h	"The team I work in has a set of shared objectives"	72	72	74
Q4i	"The team I work in often meets to discuss the team's effectiveness"	61	58	60
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	77	78	78
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q5a	"The recognition I get for good work"	52	52	54
Q5b	"The support I get from my immediate manager"	68	67	68
Q5c	"The support I get from my work colleagues"	79	81	79
Q5d	"The amount of responsibility I am given"	75	74	75
Q5e	"The opportunities I have to use my skills"	71	71	72
Q5f	"The extent to which my organisation values my work"	47	43	49
Q5g	"My level of pay"	34	30	40
Q5h	"The opportunities for flexible working patterns"	53	51	54
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I am satisfied with the quality of care I give to patients / service users"	85	81	87
Q6b	"I feel that my role makes a difference to patients / service users"	90	90	91
Q6c	"I am able to deliver the patient care I aspire to"	72	67	75

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Your managers				
% agreeing / strongly agreeing with the following statements:				
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	72	74	71
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	71	71	71
Q7c	"My immediate manager gives me clear feedback on my work"	61	61	61
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	56	55	55
Q7e	"My immediate manager is supportive in a personal crisis"	75	74	73
Q7f	"My immediate manager takes a positive interest in my health and well-being"	67	67	65
Q7g	"My immediate manager values my work"	71	71	72
Q8a	"I know who the senior managers are here"	87	83	86
Q8b	"Communication between senior management and staff is effective"	46	40	46
Q8c	"Senior managers here try to involve staff in important decisions"	37	34	36
Q8d	"Senior managers act on staff feedback"	35	32	34
Health and well-being				
Q9a	% saying their organisation definitely takes positive action on health and well-being	31	32	32
Q9b	% saying they have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	26	26	24
Q9c	% saying they have felt unwell in the last 12 months as a result of work related stress	36	36	34
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	57	56	55
If attended work despite not feeling well enough (YES to Q9d), % saying they...				
Q9e	...had felt pressure from their manager to come to work	25	27	26
Q9f	...had felt pressure from their colleagues to come to work	20	21	18
Q9g	...had put themselves under pressure to come to work	91	92	90
Working hours				
Q10a	% working part time (up to 29 hours a week)	18	20	17
Q10b	% working additional PAID hours	36	35	33
Q10c	% working additional UNPAID hours	57	57	57
Witnessing and reporting errors, near misses and incidents				
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	15	17	13
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	22	26	22
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	95	95	94

Fairness and effectiveness of procedures for reporting errors, near misses or incidents

% agreeing / strongly agreeing with the following statements:

Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	58	55	57
Q12b	"My organisation encourages us to report errors, near misses or incidents"	86	88	86
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	72	69	73
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	55	56	54

Raising concerns about unsafe clinical practice

Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	94	95	94
% agreeing / strongly agreeing with the following statements:				
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	69	69	69
Q13c	"I am confident that the organisation would address my concern"	60	57	60

Experiencing and reporting physical violence at work

% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...

Q14a	Never	87	86	88
Q14a	1 to 2 times	9	9	8
Q14a	3 to 5 times	3	3	3
Q14a	6 to 10 times	1	1	1
Q14a	More than 10 times	1	1	1
% experiencing physical violence at work from managers in last 12 months...				
Q14b	Never	99	99	99
Q14b	1 to 2 times	1	0	1
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
% experiencing physical violence at work from other colleagues in last 12 months...				
Q14c	Never	98	98	98
Q14c	1 to 2 times	1	1	2
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	0	0
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	65	67	62

Experiencing and reporting harassment, bullying and abuse at work

% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...

Q15a	Never	76	73	77
Q15a	1 to 2 times	15	17	15
Q15a	3 to 5 times	5	6	5
Q15a	6 to 10 times	2	2	2
Q15a	More than 10 times	2	3	2

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never	88	87	88
Q15b	1 to 2 times	8	9	8
Q15b	3 to 5 times	2	2	2
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	1	1	1
% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...				
Q15c	Never	83	81	83
Q15c	1 to 2 times	13	13	12
Q15c	3 to 5 times	3	3	3
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	46	45	44
Equal opportunities				
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	85	85	86
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	7	6	6
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	8	8	8
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	46	40	45
Q17c	Gender	23	19	22
Q17c	Religion	9	4	9
Q17c	Sexual orientation	4	4	5
Q17c	Disability	8	8	7
Q17c	Age	16	18	18
Q17c	Other reason(s)	32	33	34
Job-relevant training, learning and development				
Q18a	% having received non-mandatory training, learning or development in the last 12 months	71	71	71
% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:				
Q18b	"It has helped me to do my job more effectively"	84	84	86
Q18c	"It has helped me stay up-to-date with professional requirements"	89	87	90
Q18d	"It has helped me to deliver a better patient / service user experience"	83	82	83
Q19	% who had received mandatory training in the last 12 months	98	97	98
Appraisals				
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	87	86	87

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:				
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	23	22	23
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	34	34	34
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	29	30	31
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	36	33	37
Q20f	% saying their appraisal or development review had identified training, learning or development needs	61	64	63
If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:				
Q20g	% saying their manager definitely supported them to receive training, learning or development	52	51	54
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q21a	"Care of patients / service users is my organisation's top priority"	82	76	82
Q21b	"My organisation acts on concerns raised by patients / service users"	77	73	78
Q21c	"I would recommend my organisation as a place to work"	69	61	70
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	81	71	81
Patient / service user experience measures				
% saying 'Yes'				
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	87	89	88
If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:				
Q22b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	58	62	60
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	57	58	59
BACKGROUND DETAILS				
Gender				
Q23a	Male	26	20	27
Q23a	Female	71	77	73
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	2	2	0
Age group				
Q23b	Between 16 and 30	17	16	17
Q23b	Between 31 and 40	23	21	22
Q23b	Between 41 and 50	28	27	29
Q23b	51 and over	31	34	32
Ethnic background				
Q24	White	76	88	79
Q24	Mixed	2	1	2
Q24	Asian / Asian British	13	7	11
Q24	Black / Black British	6	2	5
Q24	Chinese	1	0	1
Q24	Other	2	1	2

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Sexuality				
Q25	Heterosexual (straight)	89	91	89
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	1	1	1
Q25	Bisexual	1	1	1
Q25	Other	0	0	0
Q25	Preferred not to say	8	7	8
Religion				
Q26	No religion	32	34	32
Q26	Christian	49	53	50
Q26	Buddhist	1	1	0
Q26	Hindu	3	2	3
Q26	Jewish	0	0	0
Q26	Muslim	5	2	4
Q26	Sikh	3	0	2
Q26	Other	2	2	2
Q26	Preferred not to say	7	6	6
Disability				
Q27a	% saying they have a long-standing illness, health problem or disability	18	17	18
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	76	74	76
Length of time at the organisation (or its predecessors)				
Q28	Less than 1 year	10	9	9
Q28	1 to 2 years	12	14	12
Q28	3 to 5 years	18	17	16
Q28	6 to 10 years	17	17	18
Q28	11 to 15 years	15	14	16
Q28	More than 15 years	28	28	29
Occupational group				
Q29	Registered Nurses and Midwives	24	28	24
Q29	Nursing or Healthcare Assistants	5	8	5
Q29	Medical and Dental	11	9	11
Q29	Allied Health Professionals	11	12	11
Q29	Scientific and Technical / Healthcare Scientists	10	8	11
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	0	0	0
Q29	Paramedic	0	0	0
Q29	Emergency Care Assistant	0	0	0
Q29	Ambulance Technician	0	0	0
Q29	Ambulance Control Staff	0	0	0
Q29	Patient Transport Service	0	0	0
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	16	17	18
Q29	Central Functions / Corporate Services	6	5	6
Q29	Maintenance / Ancillary	8	6	5
Q29	General Management	4	3	4
Q29	Other	5	3	5

		Your Trust in 2017	Average (median) for acute trusts	Your Trust in 2016
Team working				
Q30a	% working in a team	95	95	94
(If YES to Q30a): Number of core members in their team				
Q30b	2-5	25	22	25
Q30b	6-9	21	20	24
Q30b	10-15	17	18	16
Q30b	More than 15	38	38	35

Appendix 4

Other NHS staff survey 2017 documentation

This report is one of several ways in which we present the results of the 2017 national NHS staff survey:

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