

NHS Surrey Heartlands CCG

2020 NHS Staff Survey

Directorate Report

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This directorate report for NHS Surrey Heartlands CCG contains results by directorate for themes from the 2020 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

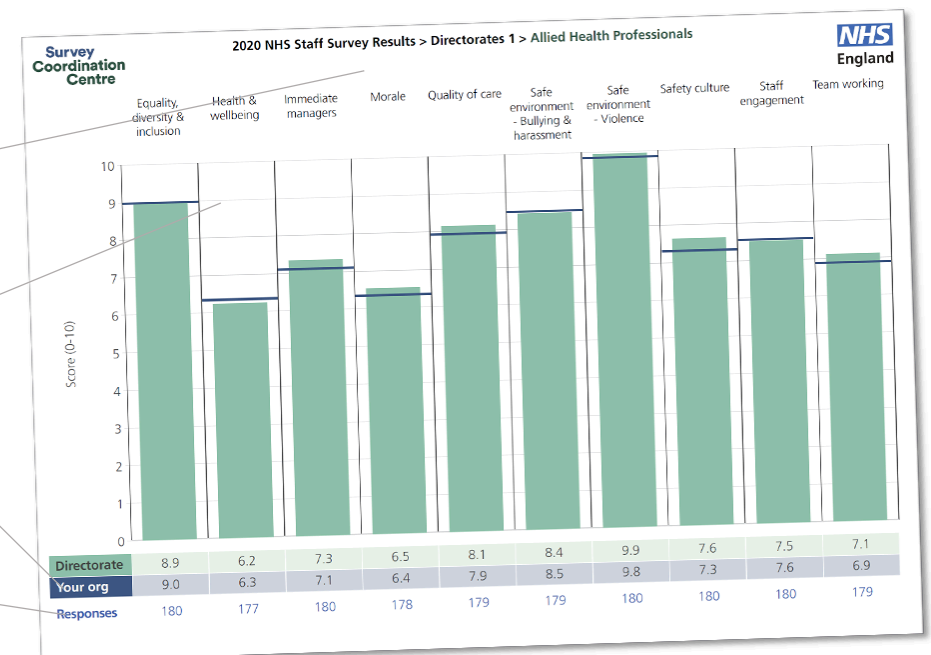
The directorate breakdowns used in this report were provided and defined by NHS Surrey Heartlands CCG. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2020 NHS Staff Survey Results' navigates back to the contents page.

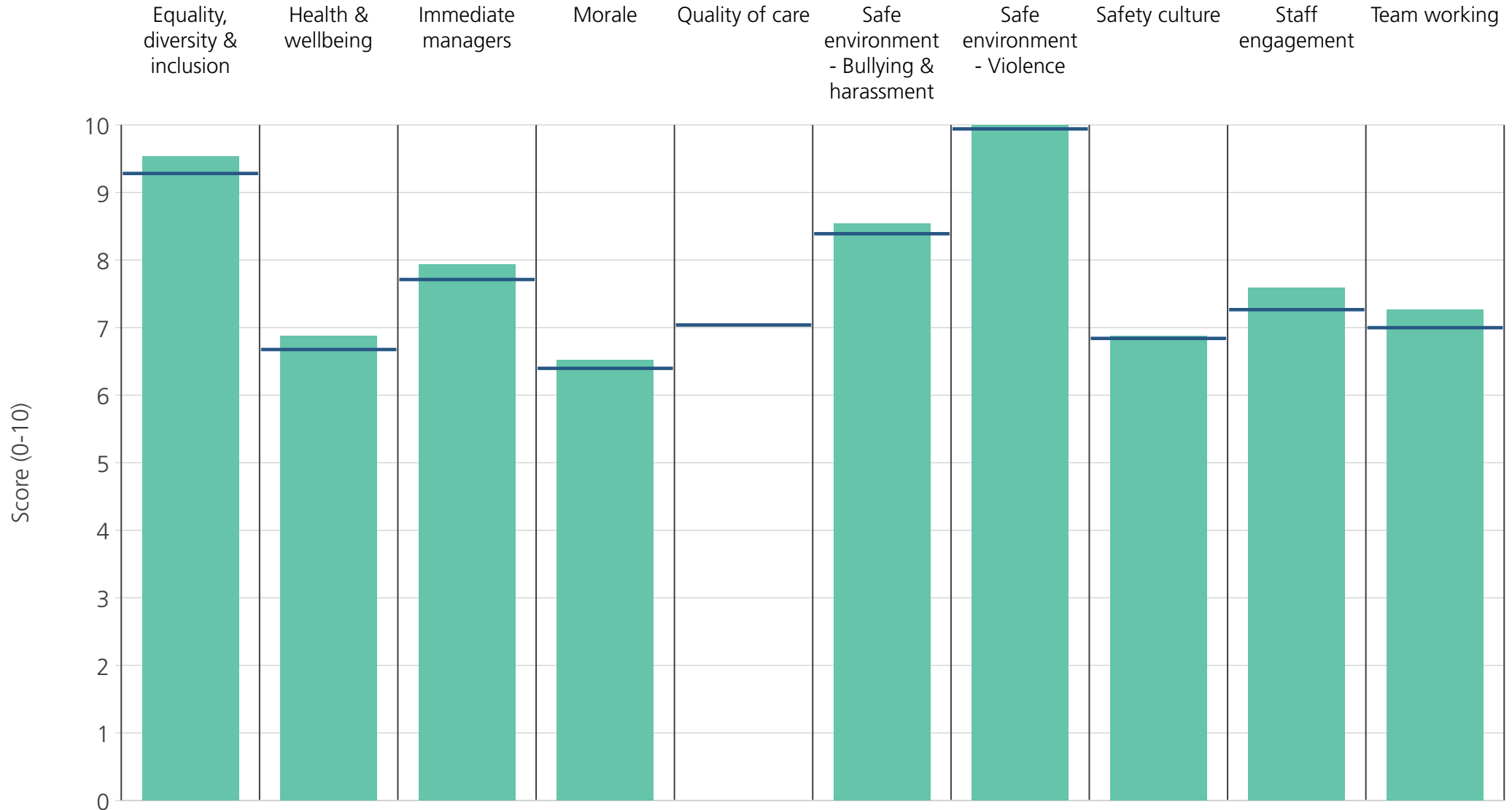
Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.

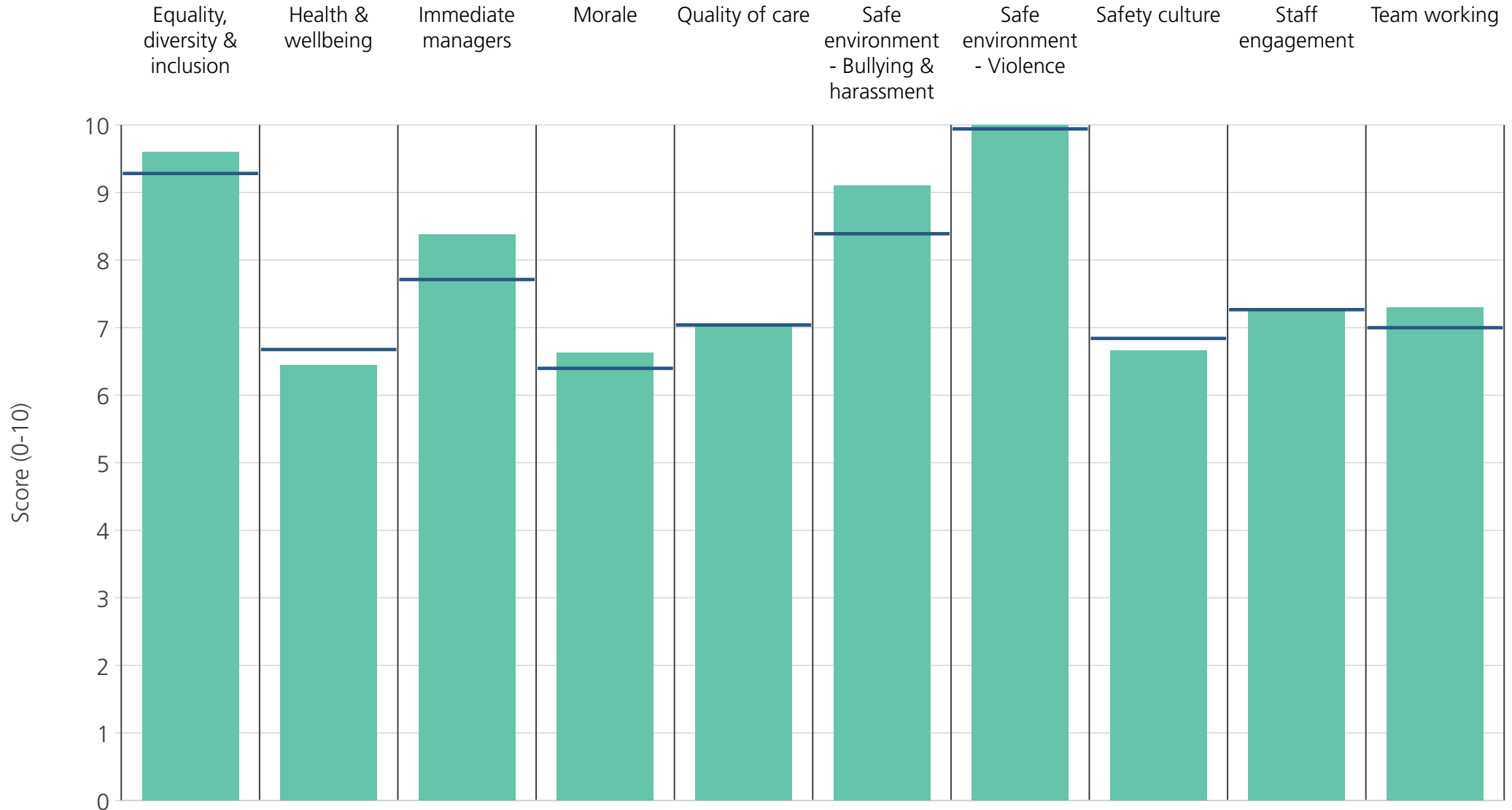


! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

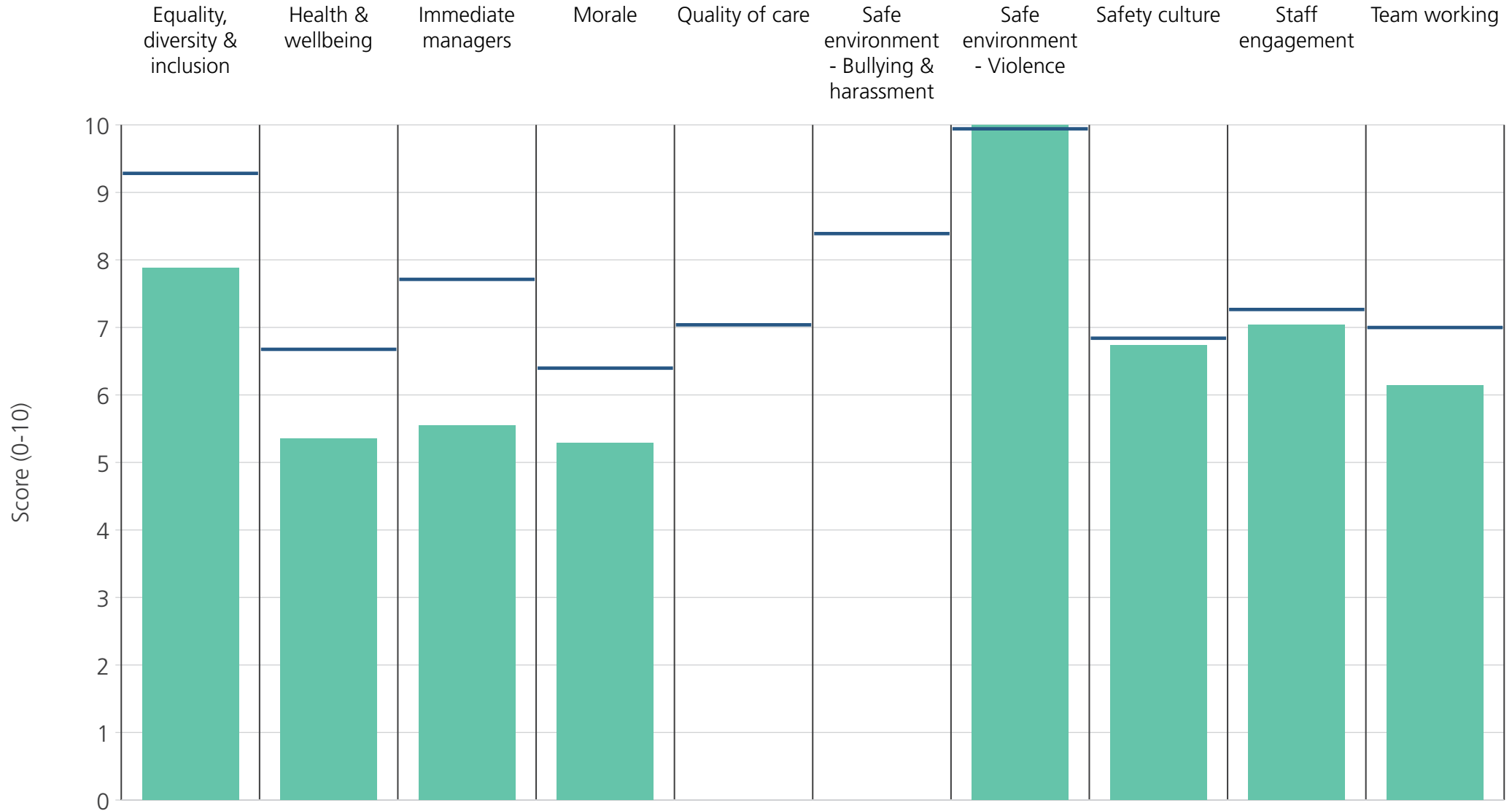
Directorates 1



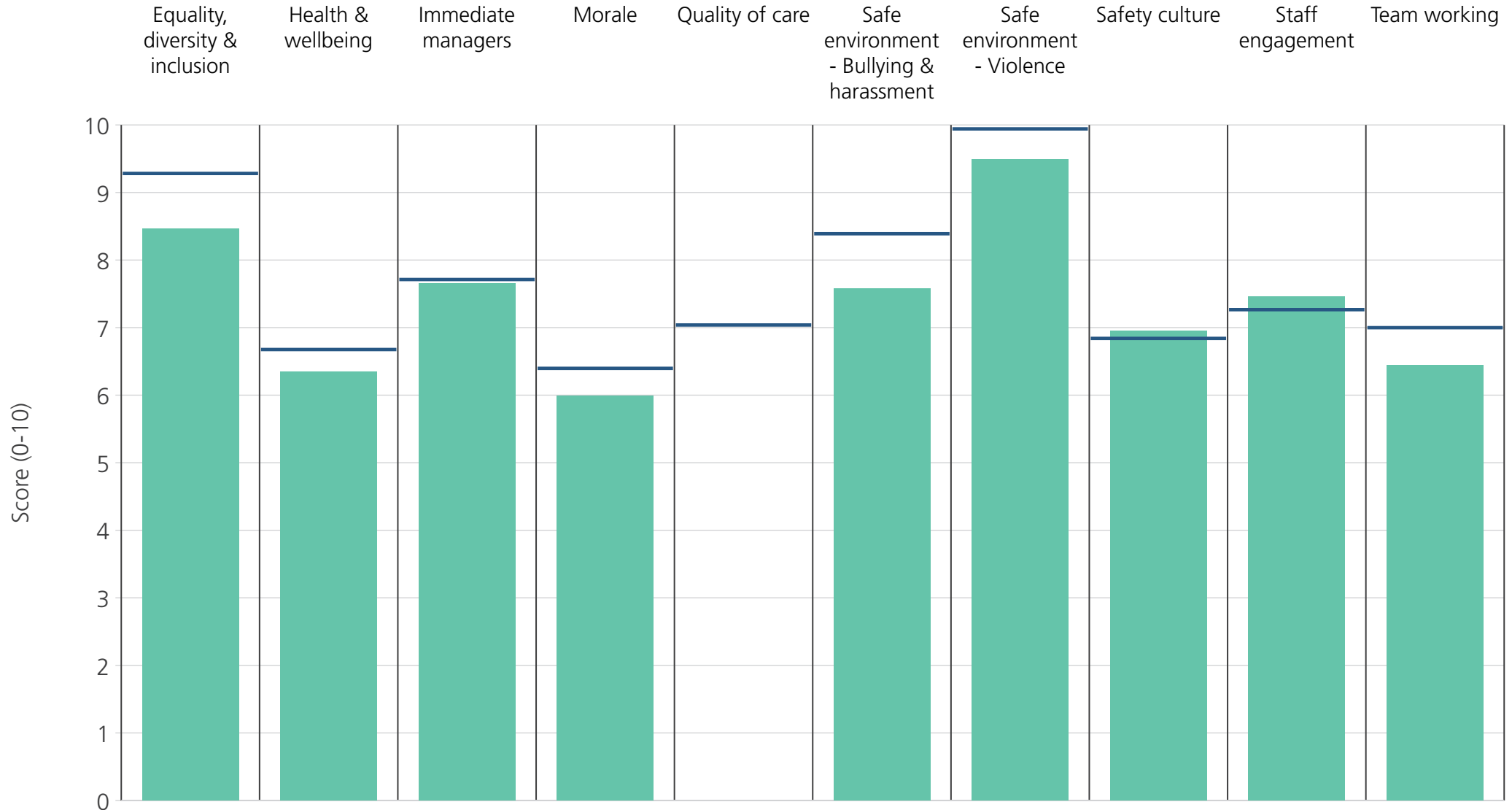
Directorate	9.5	6.9	7.9	6.5	7.0	8.5	10.0	6.9	7.6	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	16	16	16	16	8	16	16	16	16	16



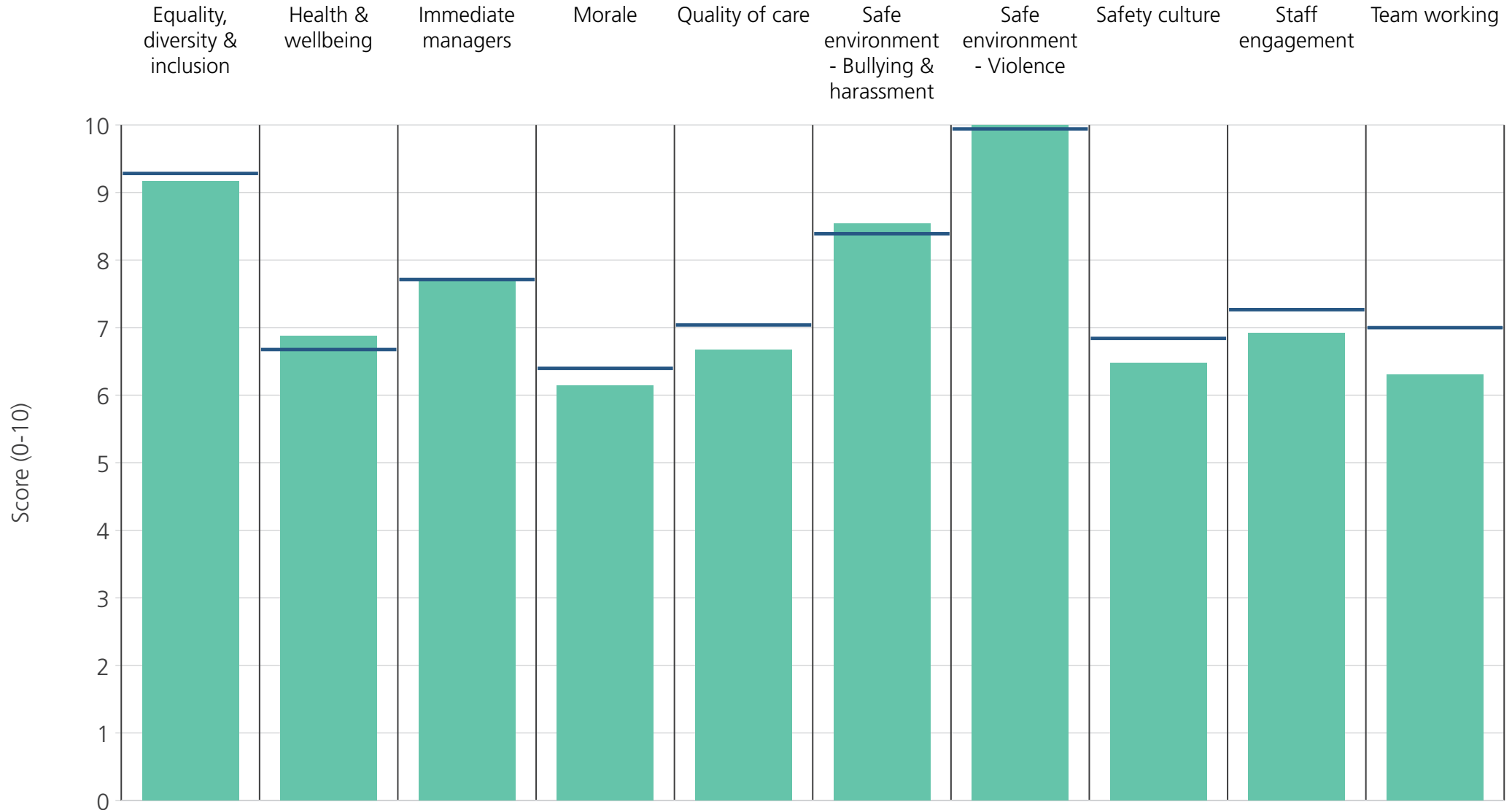
Directorate	9.6	6.4	8.4	6.6	7.1	9.1	10.0	6.7	7.3	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	43	43	43	43	19	41	43	42	44	44



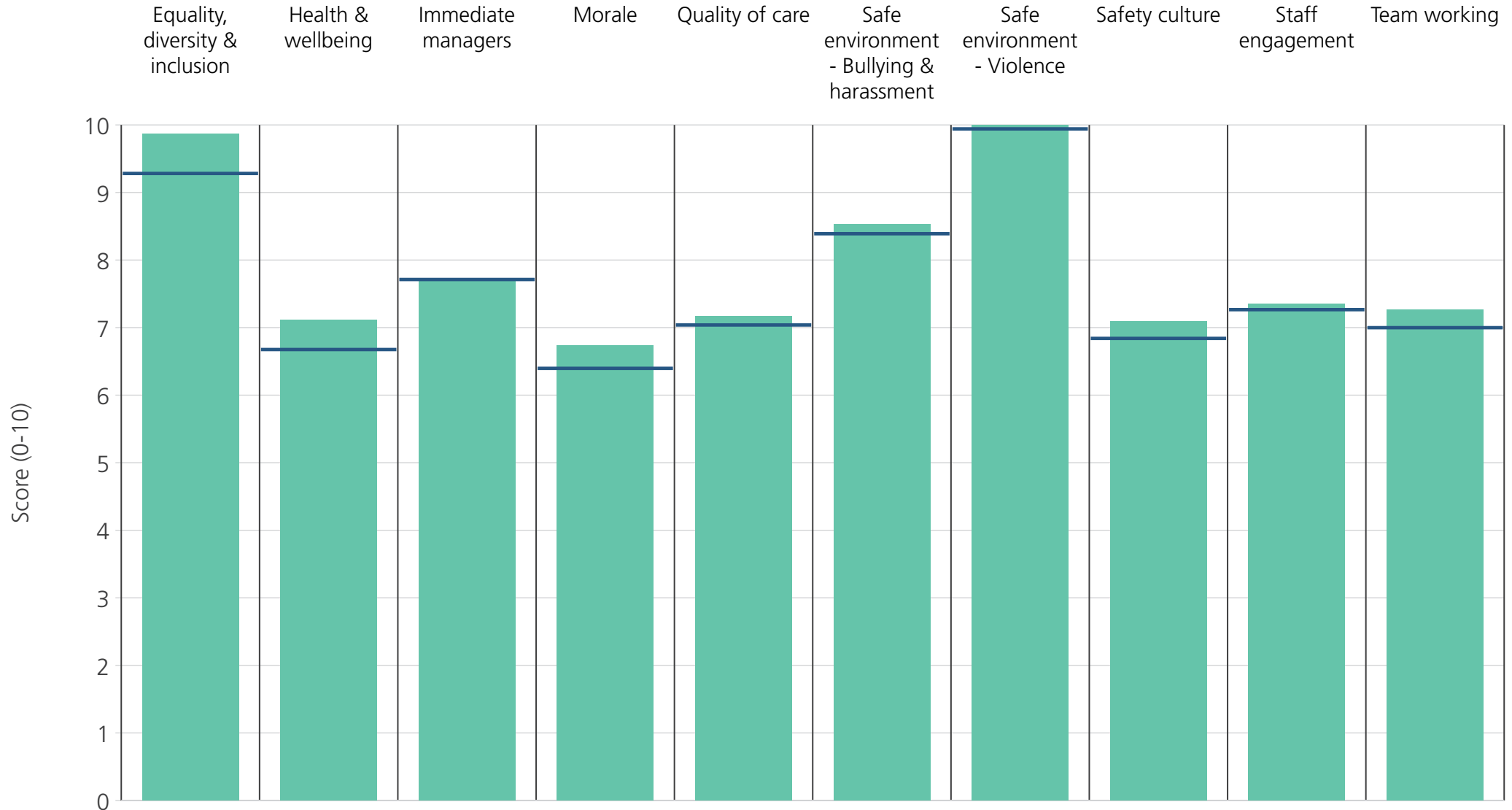
Directorate	7.9	5.4	5.5	5.3	7.0	8.4	10.0	6.7	7.0	6.1
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	11	11	11	11	8	10	11	11	11	11



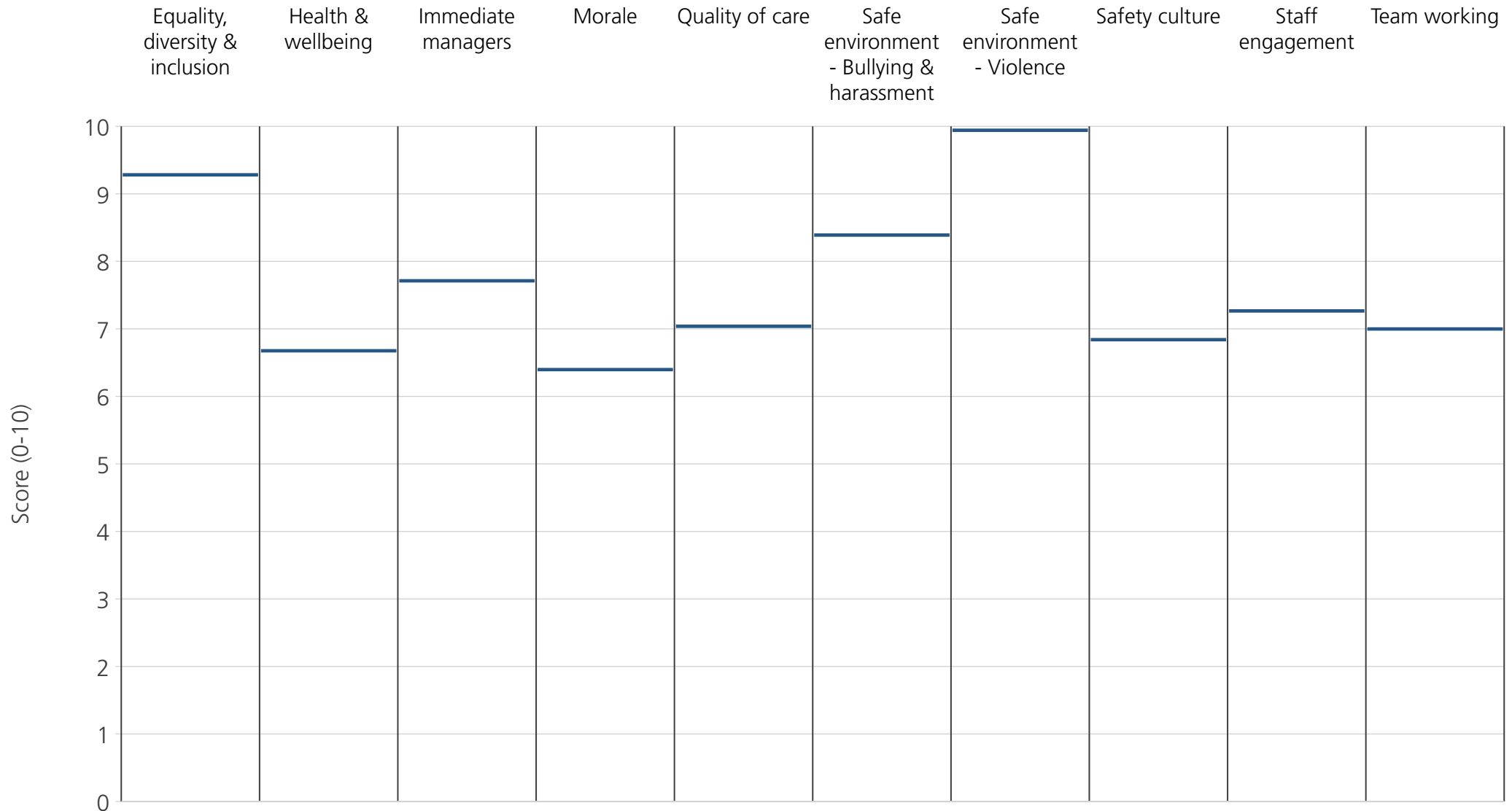
Directorate	8.5	6.3	7.7	6.0	7.0	7.6	9.5	7.0	7.5	6.4
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	13	13	13	12	6	11	13	13	13	13



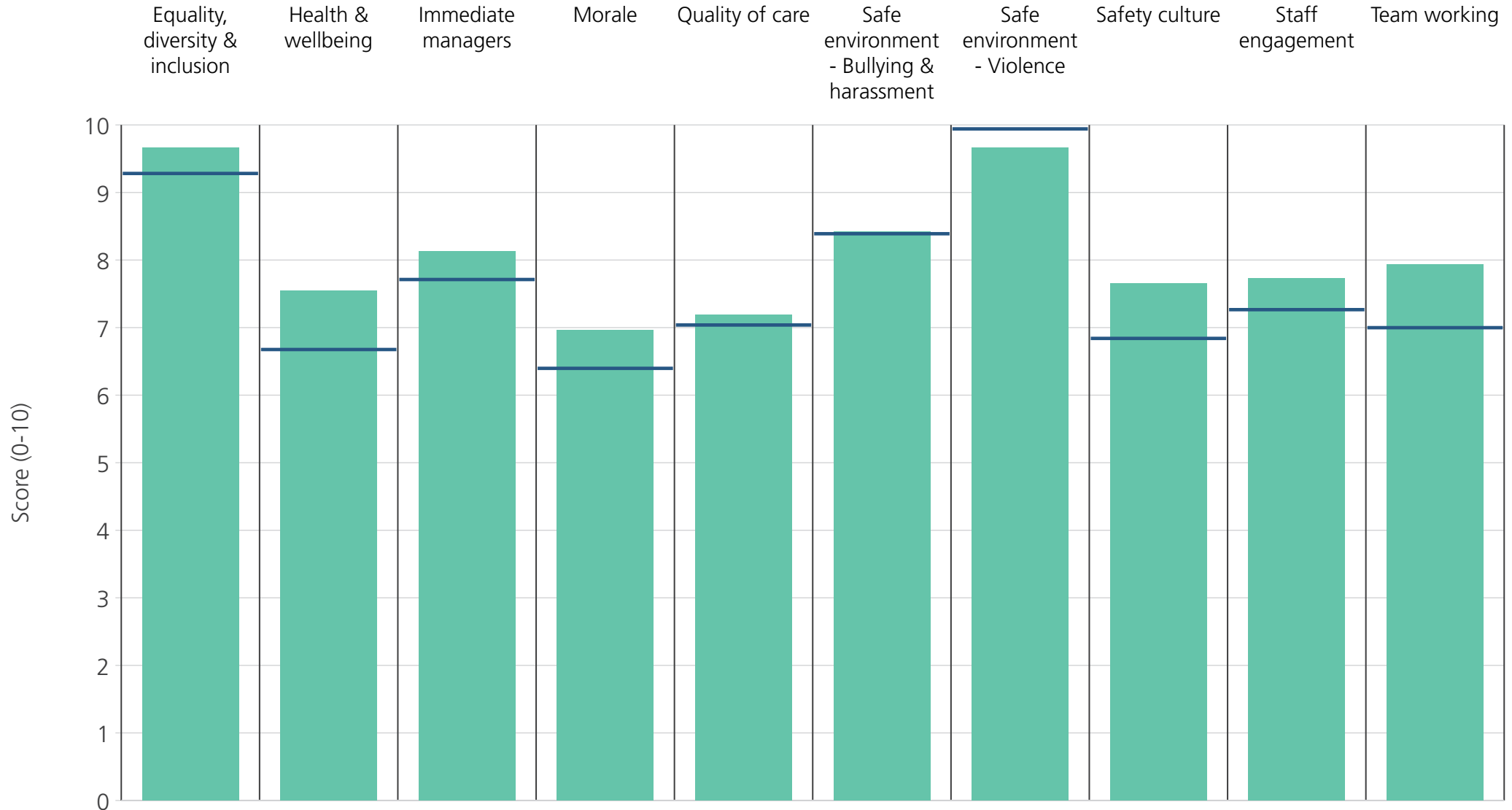
Directorate	9.2	6.9	7.7	6.1	6.7	8.5	10.0	6.5	6.9	6.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	42	42	42	42	15	41	42	42	43	43



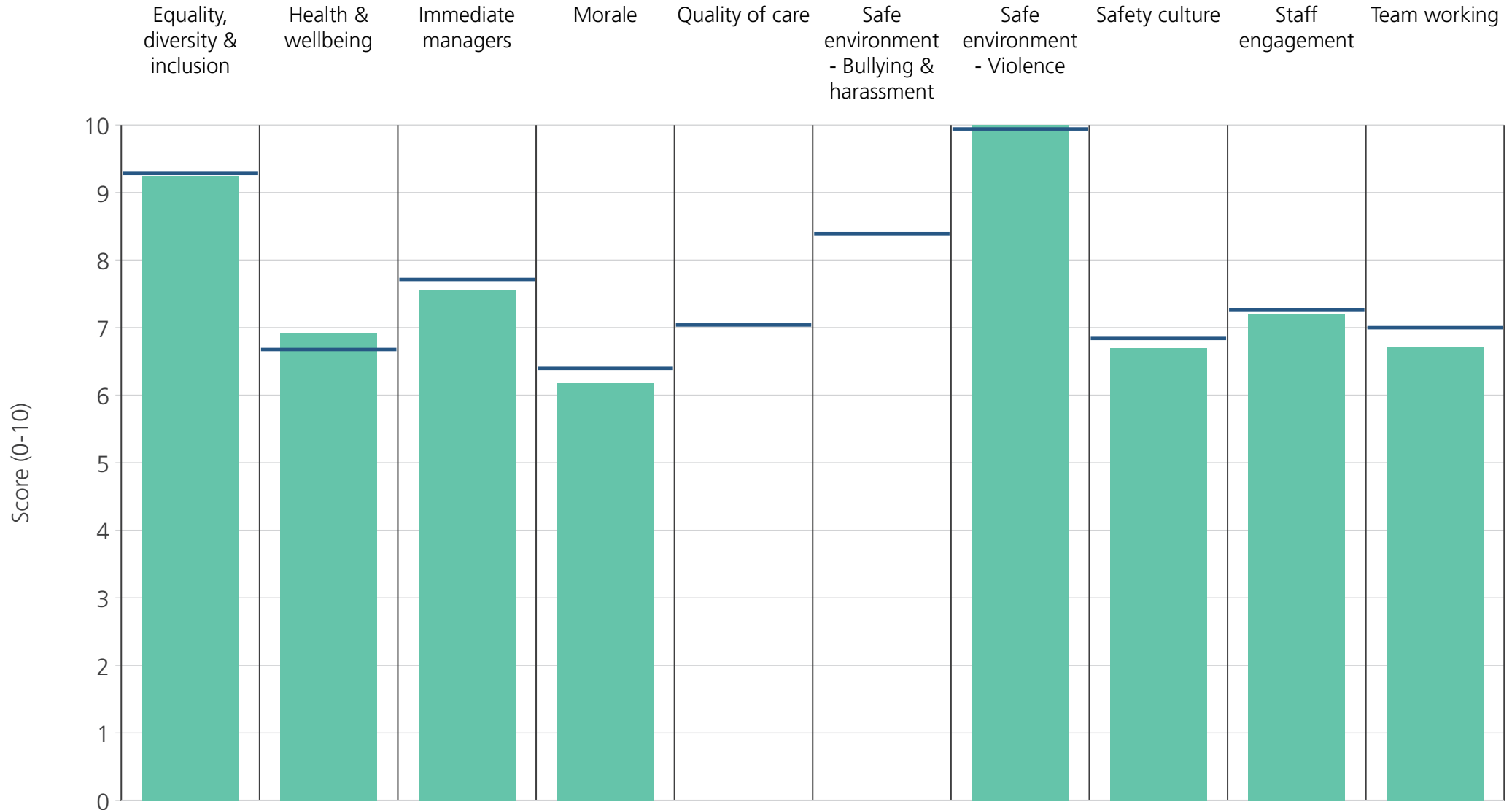
Directorate	9.9	7.1	7.7	6.7	7.2	8.5	10.0	7.1	7.4	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	26	26	26	26	20	25	26	26	26	26



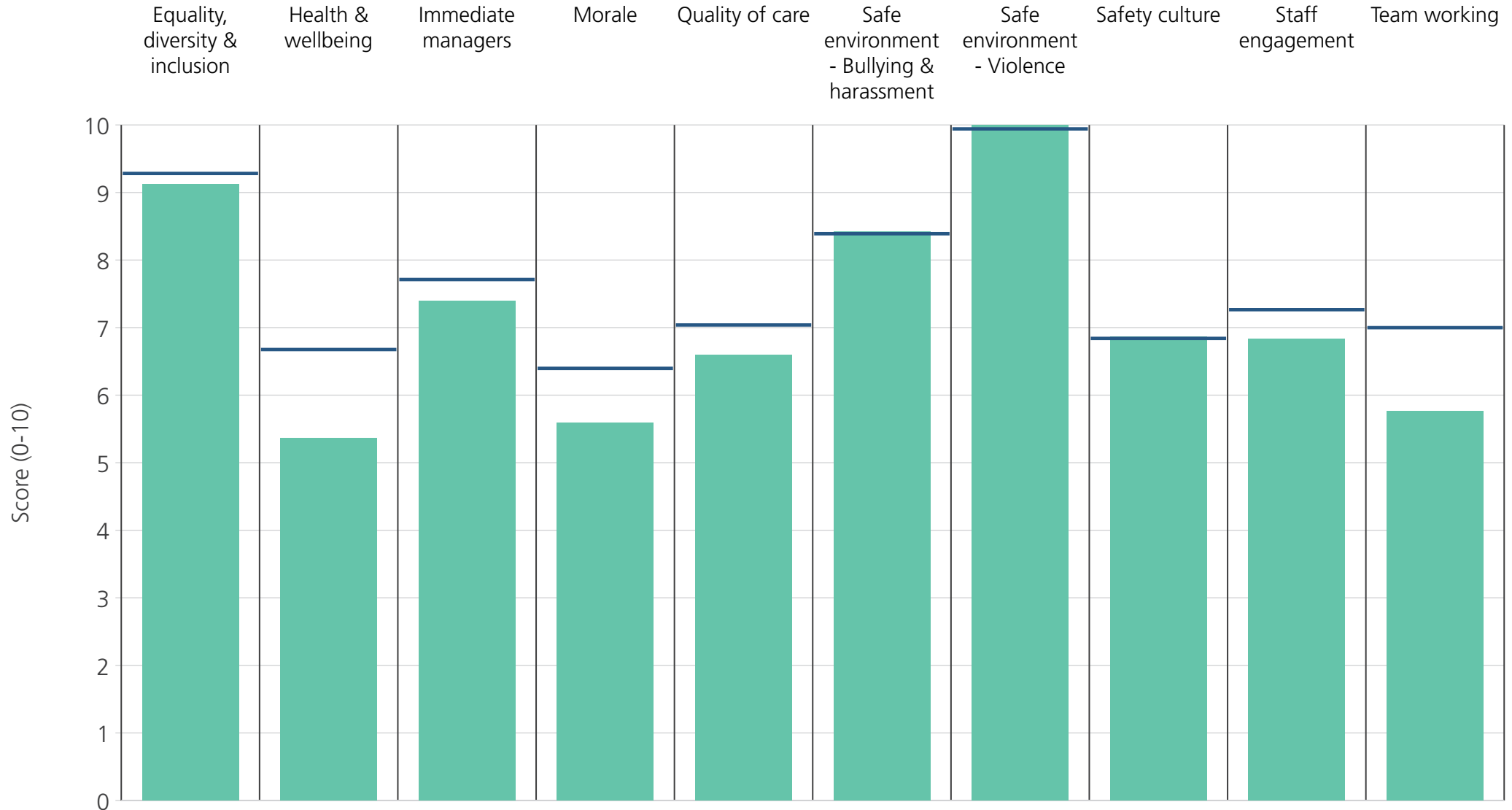
Directorate										
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	6	6	7	6	5	6	6	6	7	7



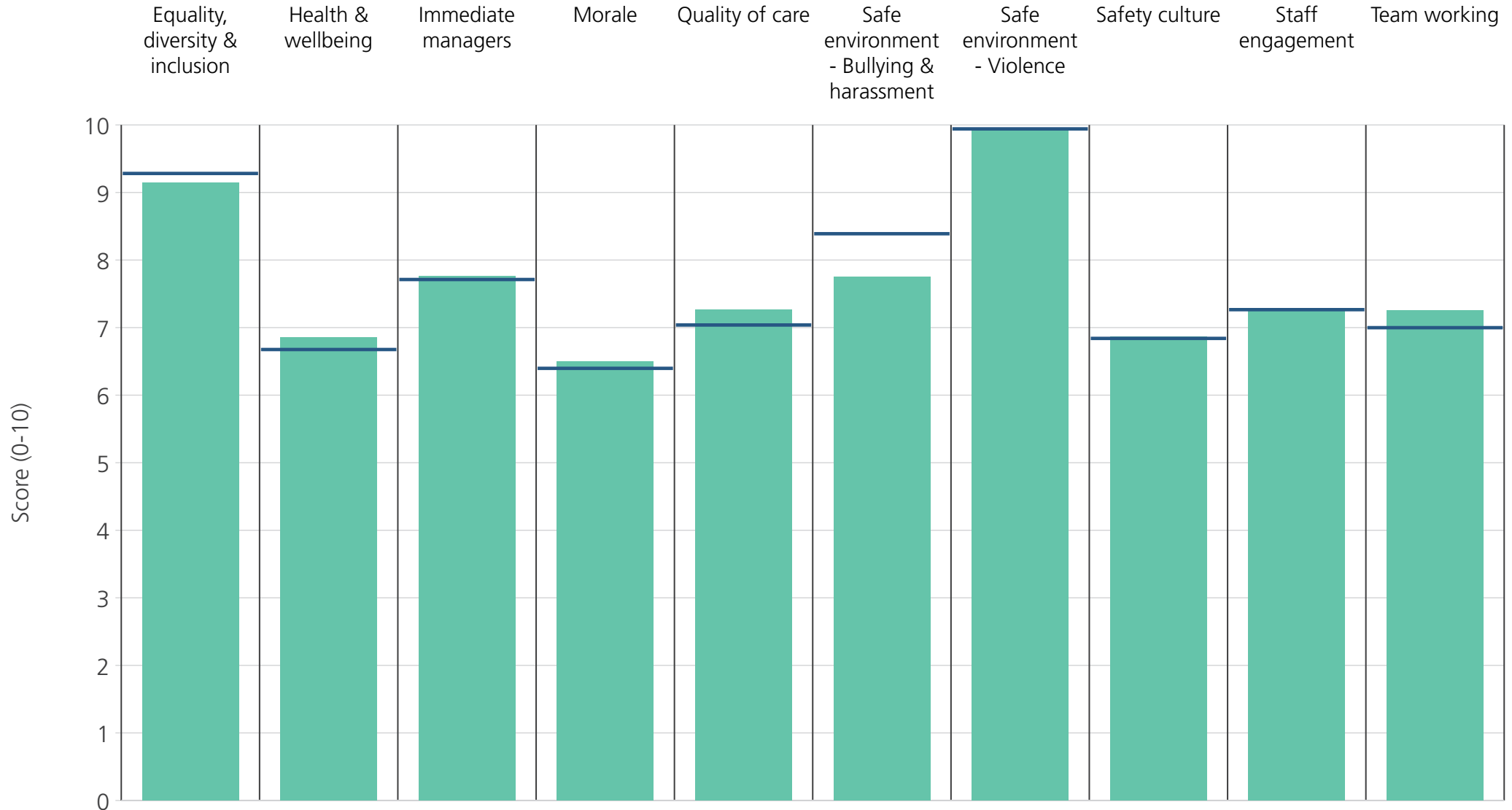
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Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	20	20	20	20	16	19	20	20	20	20



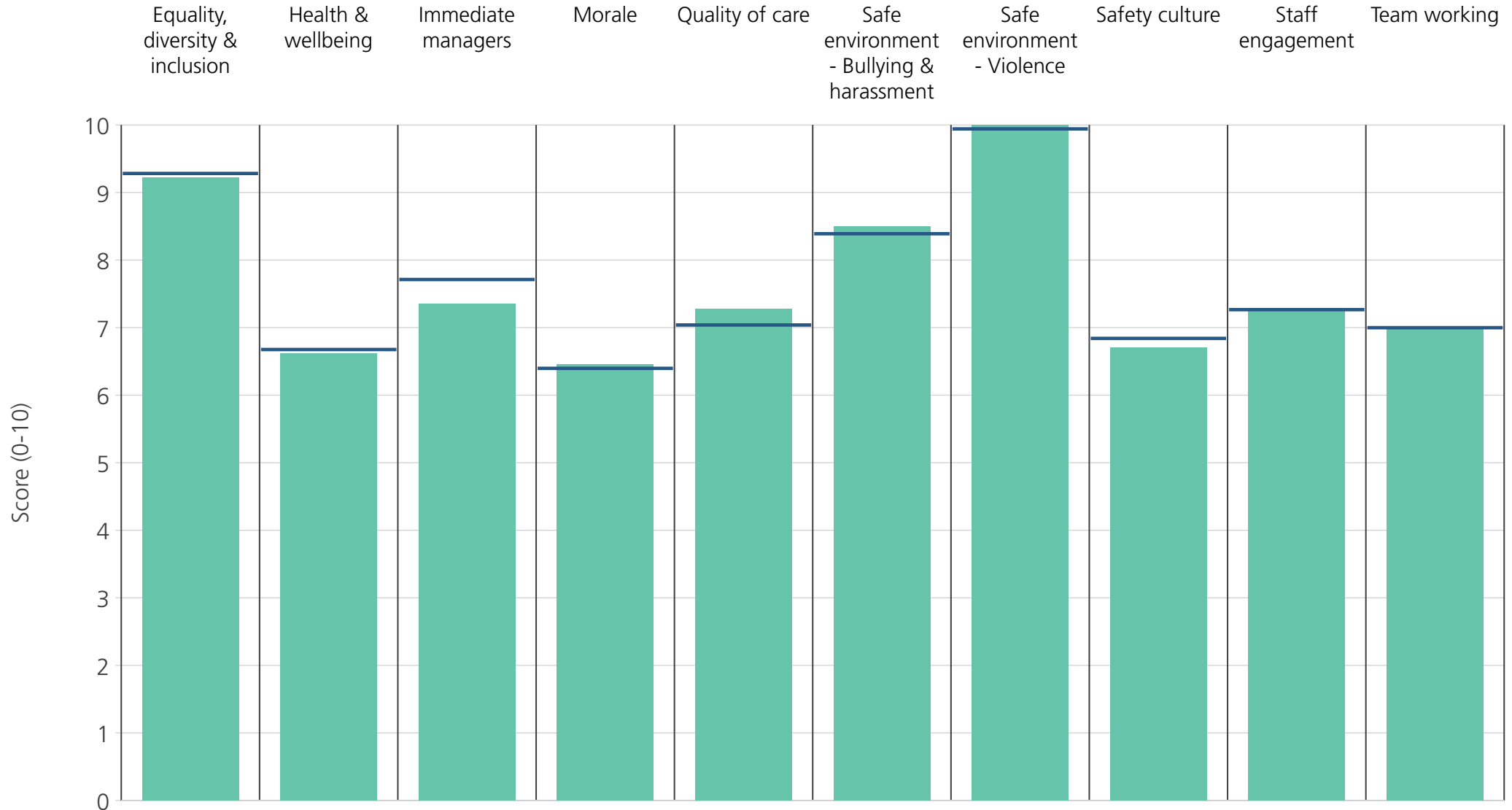
Directorate	9.2	6.9	7.5	6.2			10.0	6.7	7.2	6.7
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	11	11	11	11	2	10	11	11	11	11



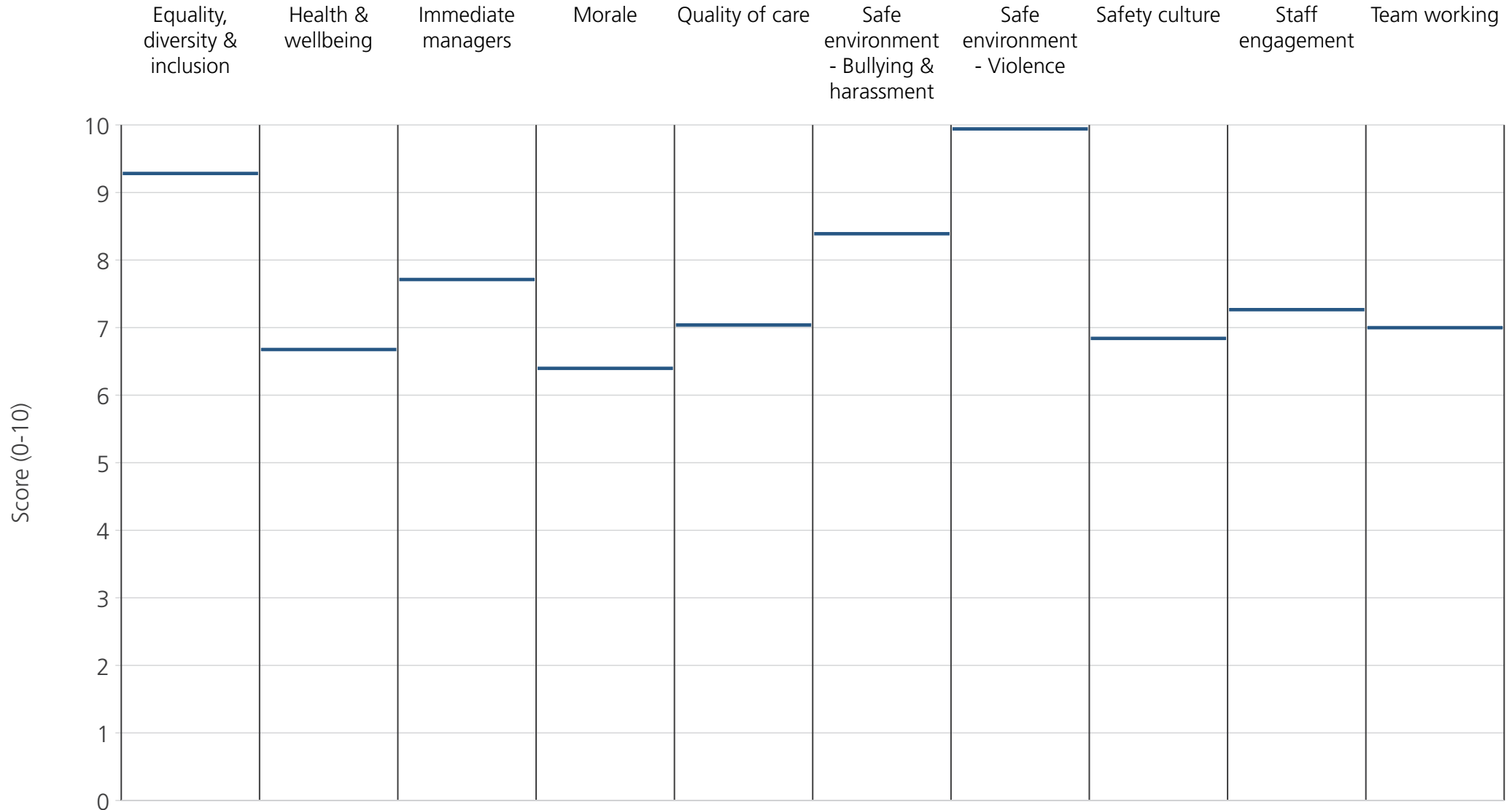
Directorate	9.1	5.4	7.4	5.6	6.6	8.4	10.0	6.9	6.8	5.8
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	19	19	19	19	11	19	19	19	19	18



Directorate	9.1	6.9	7.8	6.5	7.3	7.8	9.9	6.9	7.2	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	82	82	82	80	56	80	82	80	82	81

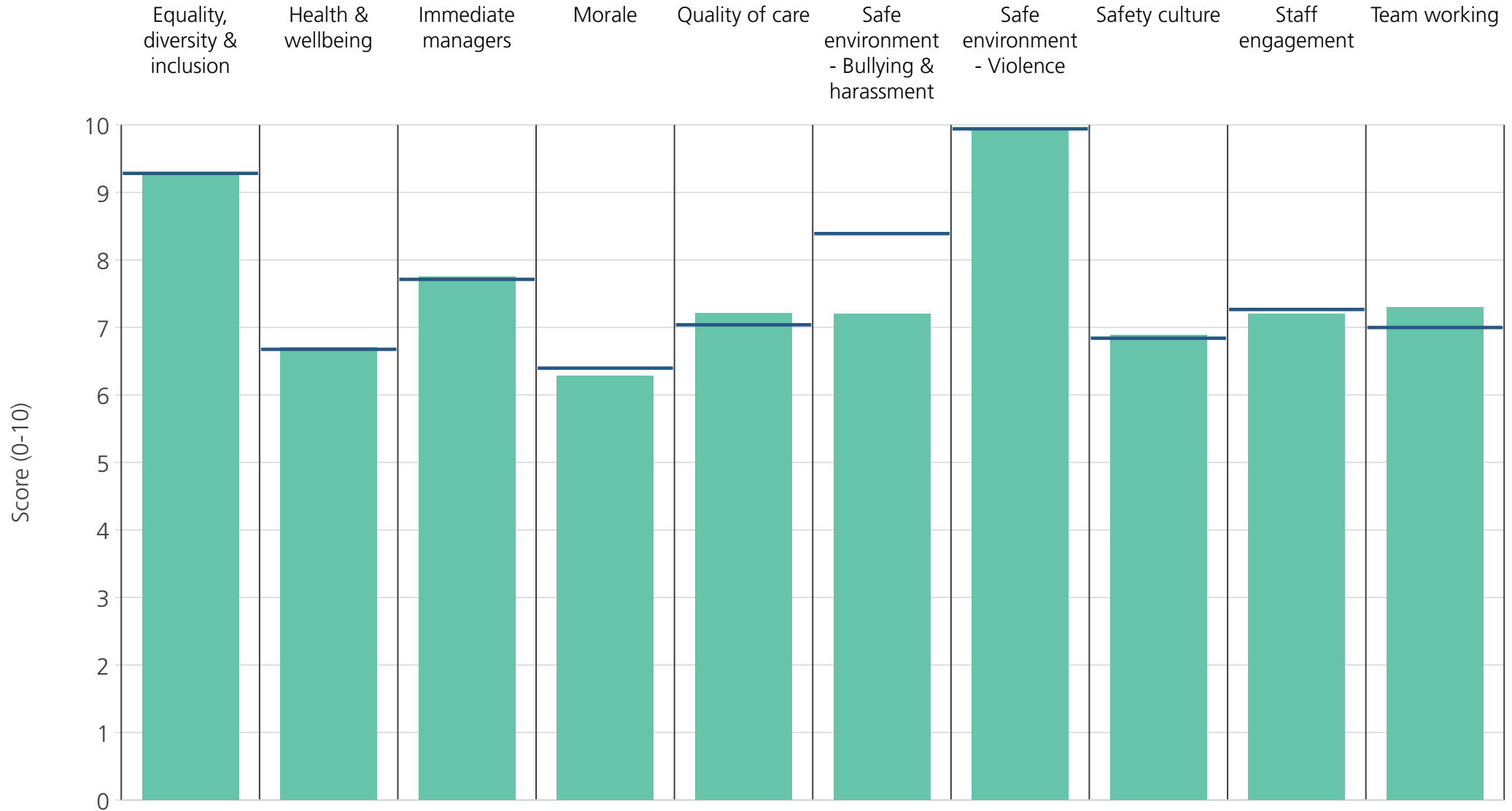


Directorate	9.2	6.6	7.4	6.5	7.3	8.5	10.0	6.7	7.3	7.0
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	43	43	43	43	37	40	43	43	44	44

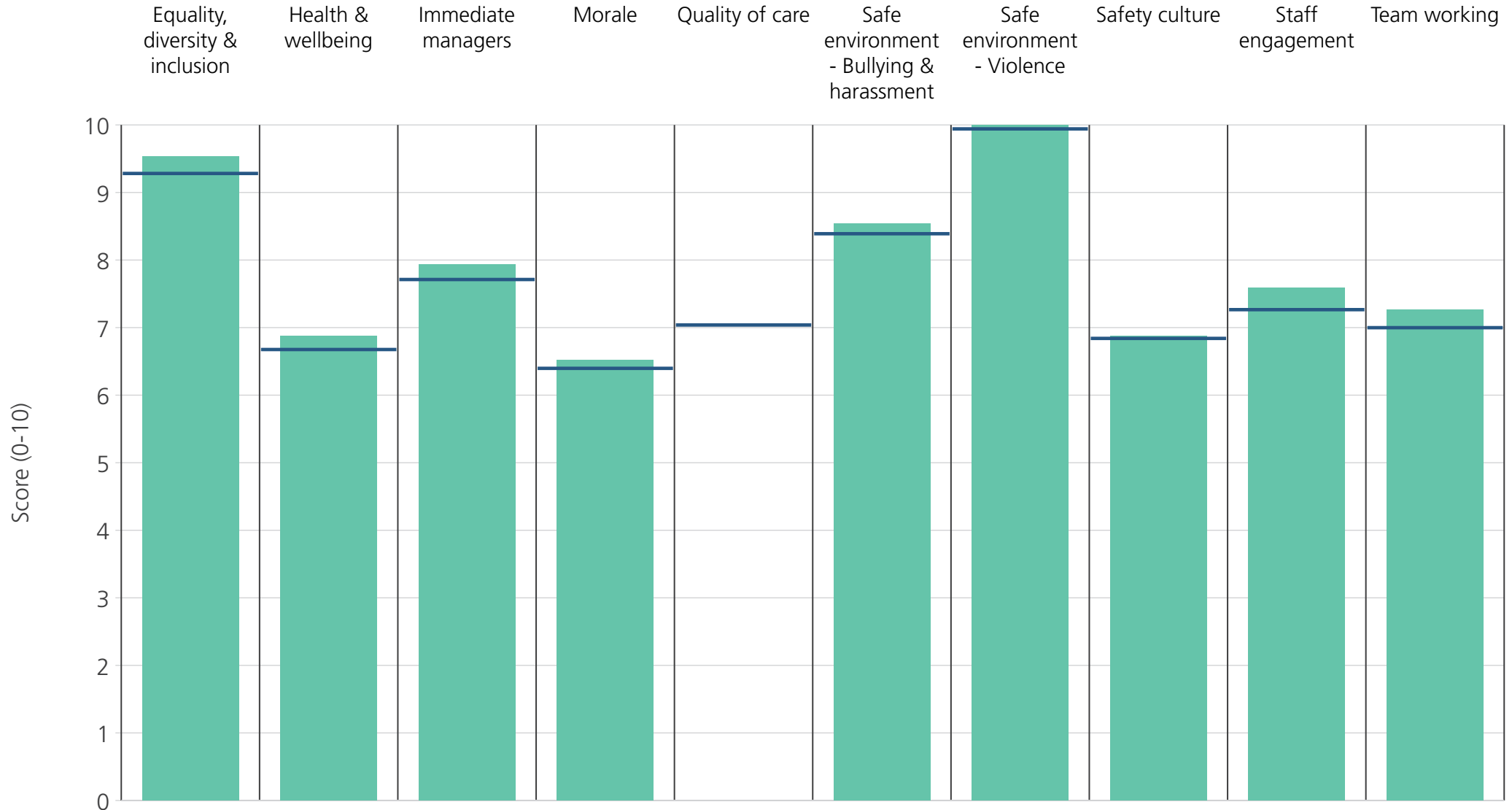


Directorate										
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	9	10	10	10	1	9	10	10	10	10

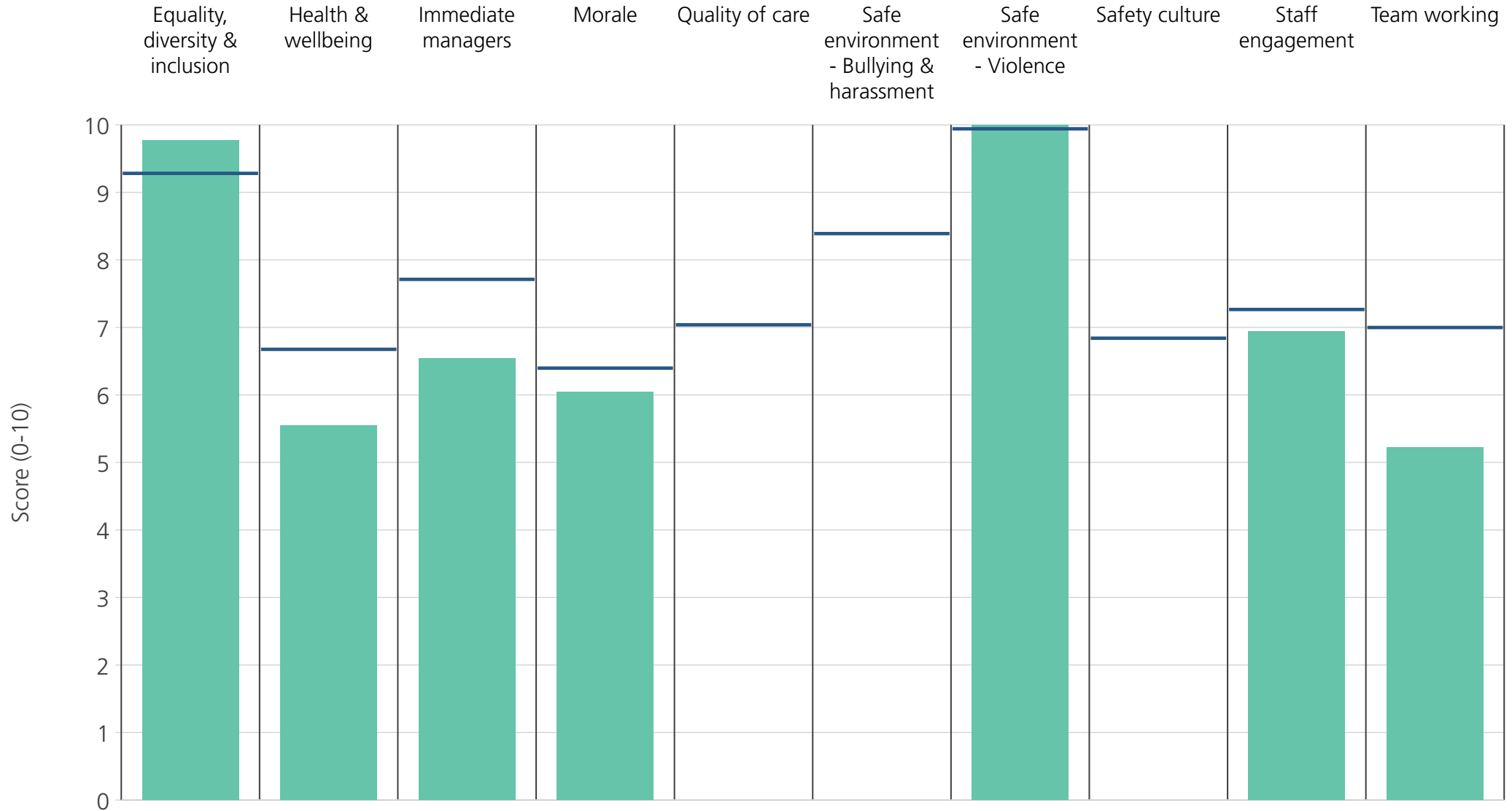
Directorates 2



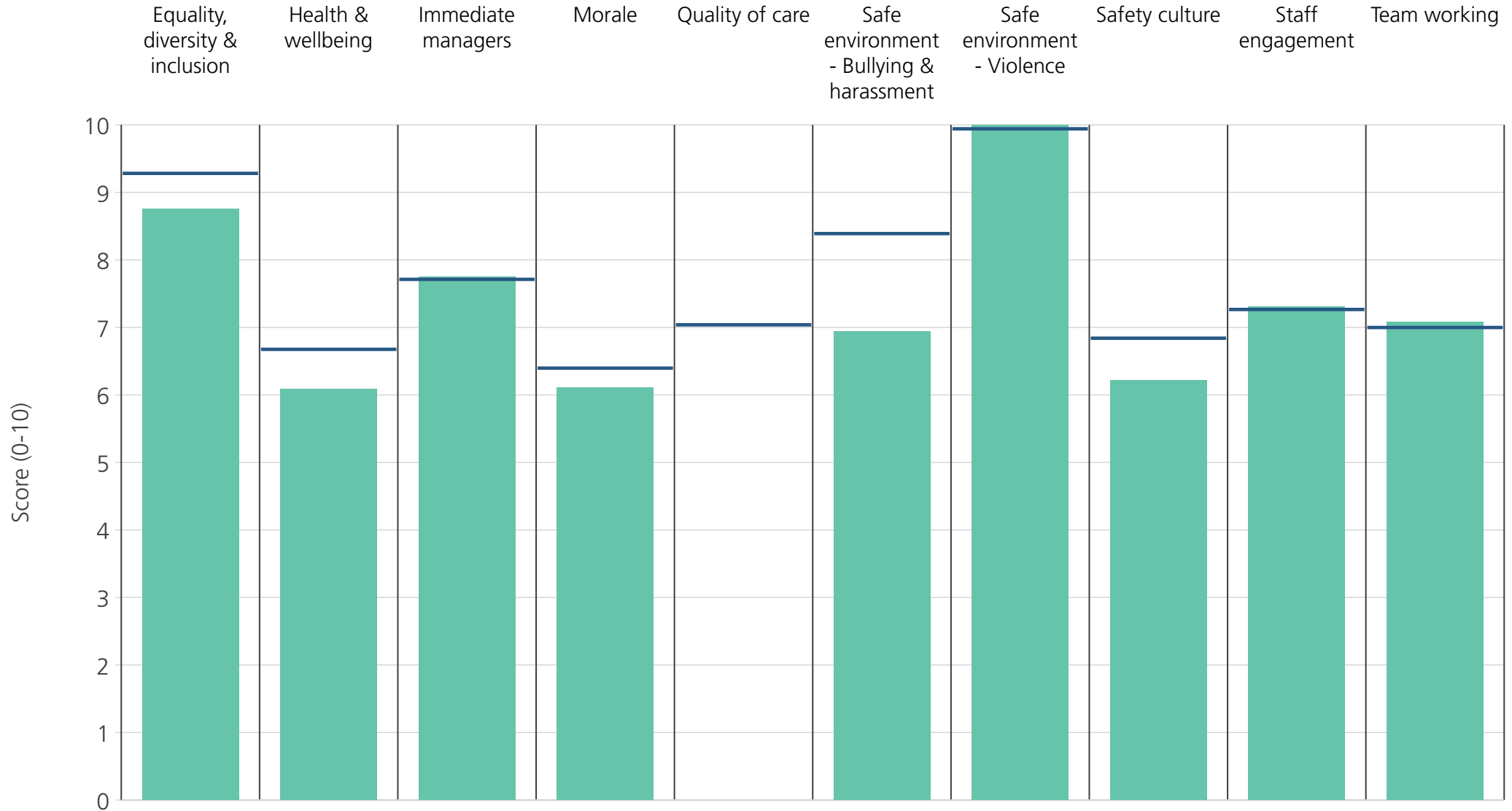
Directorate	9.3	6.7	7.8	6.3	7.2	7.2	9.9	6.9	7.2	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	51	51	51	50	41	50	51	50	51	50



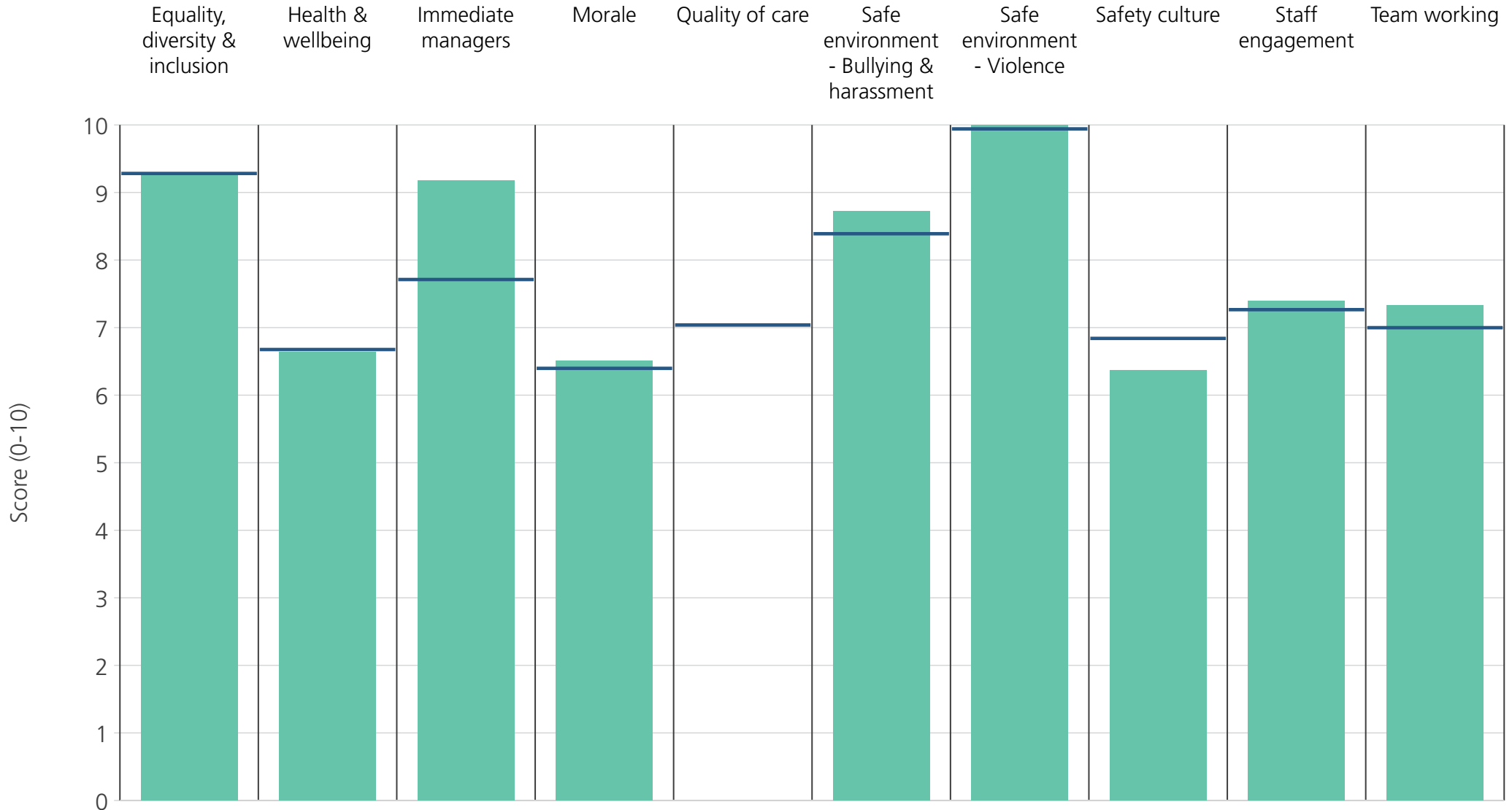
Directorate	9.5	6.9	7.9	6.5	7.0	8.5	10.0	6.9	7.6	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	16	16	16	16	8	16	16	16	16	16



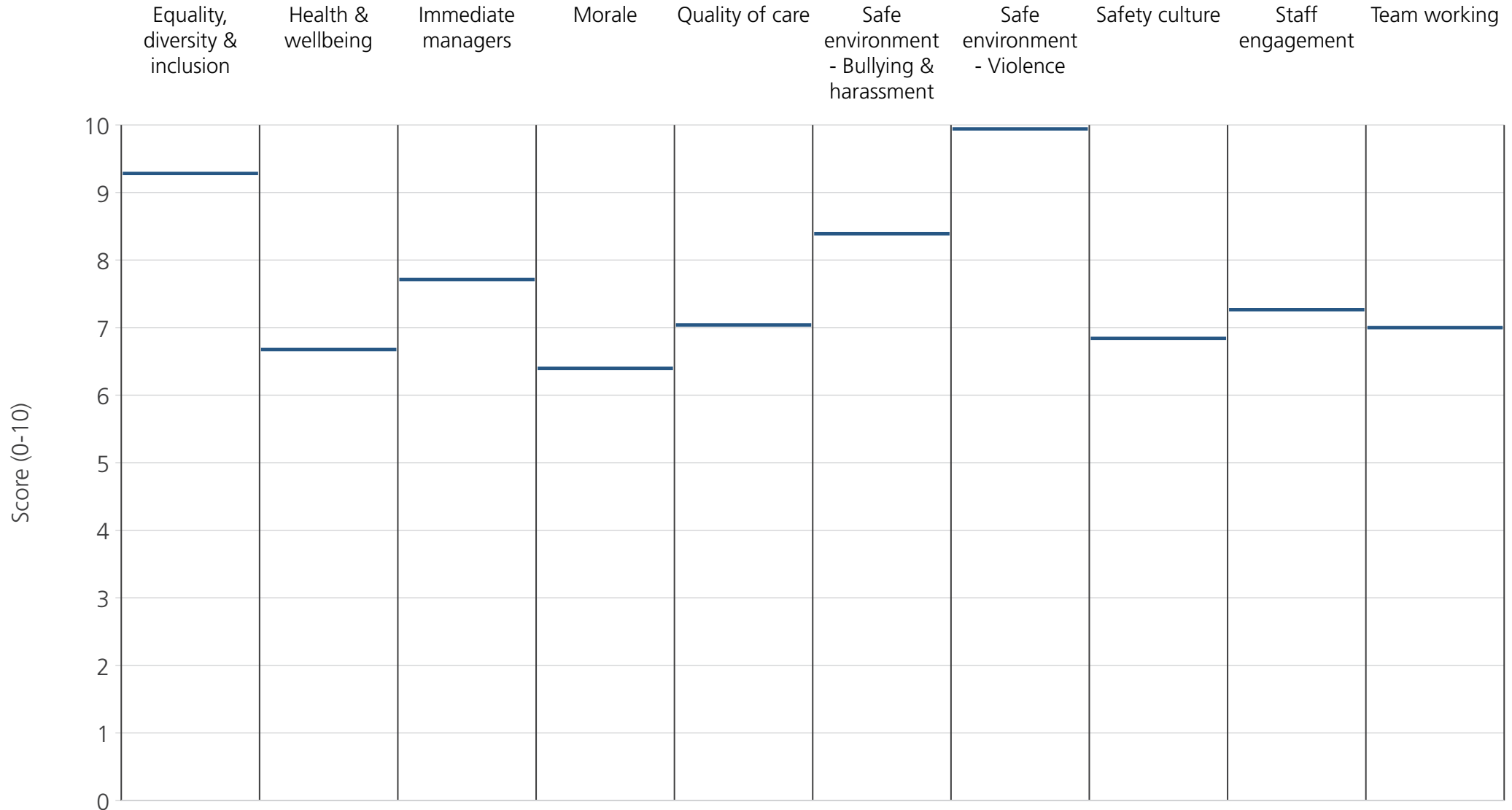
Directorate	9.8	5.5	6.5	6.0	7.0	8.4	10.0	6.8	6.9	5.2
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	11	11	11	11	5	10	11	10	11	11



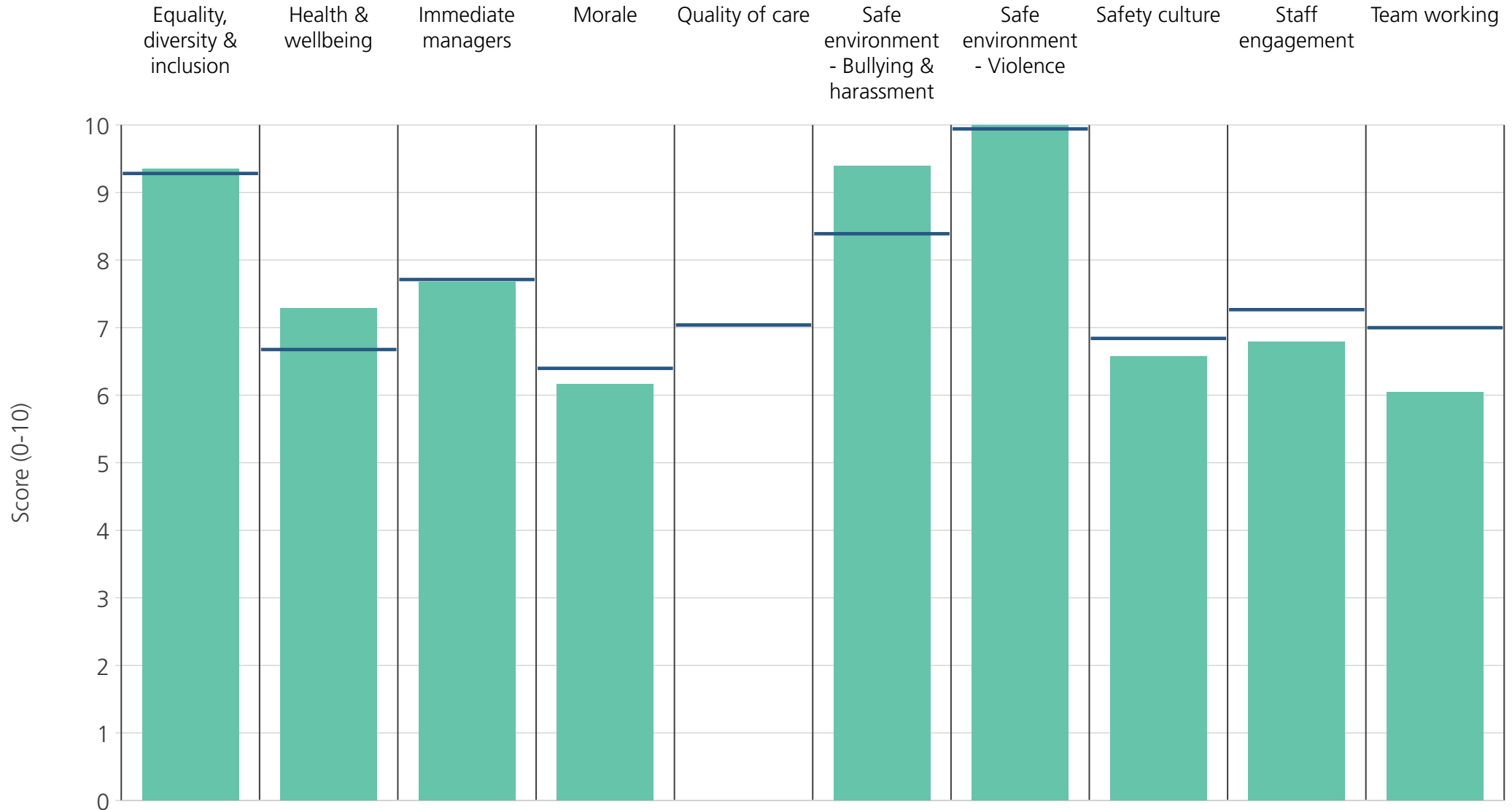
Directorate	8.8	6.1	7.8	6.1	7.0	6.9	10.0	6.2	7.3	7.1
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	12	12	12	12	7	12	12	12	12	12



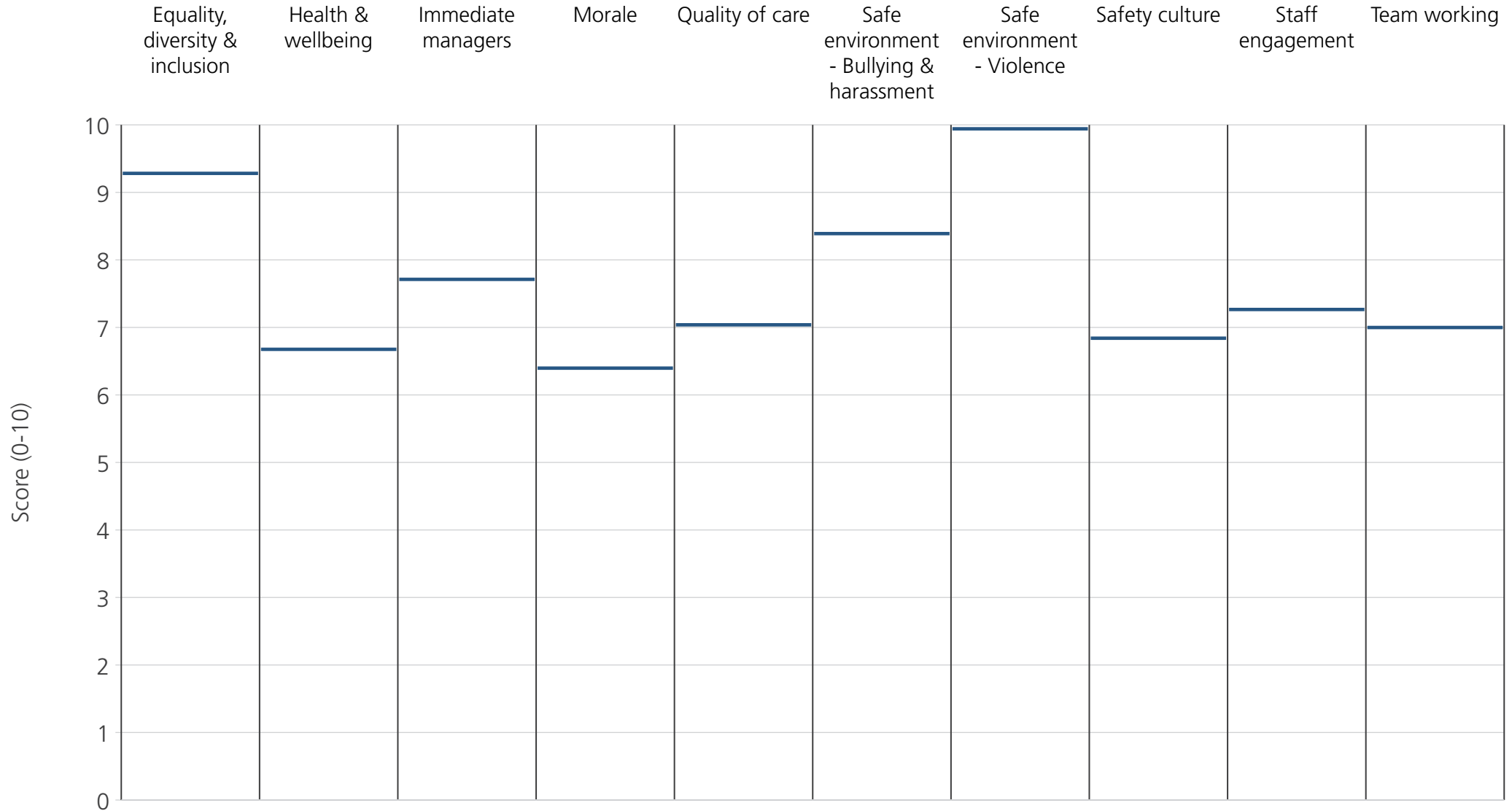
Directorate	9.3	6.6	9.2	6.5	7.0	8.7	10.0	6.4	7.4	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	14	14	14	14	8	13	14	14	15	15



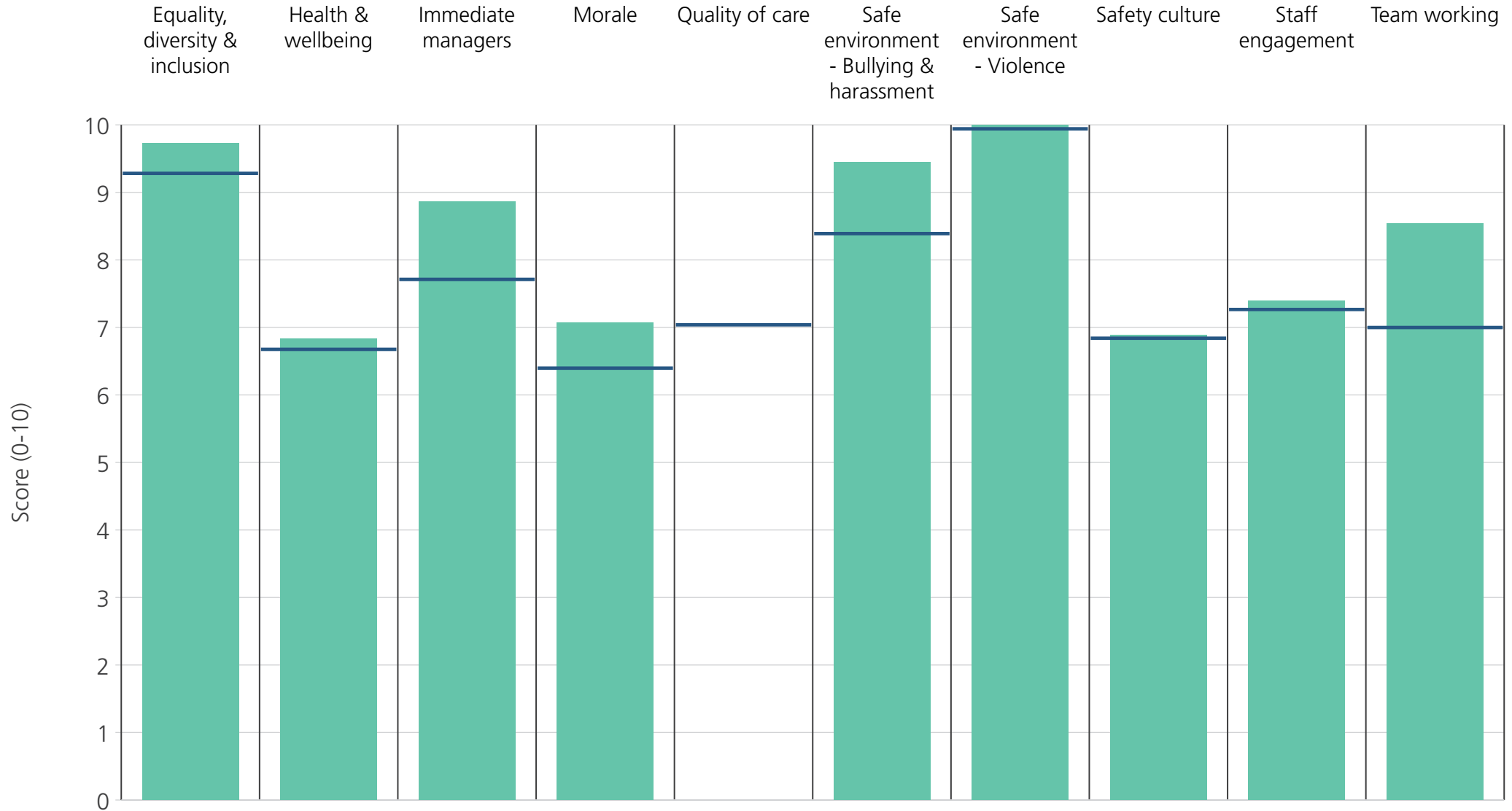
Directorate	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	4	4	4	4	3	3	4	4	4	4



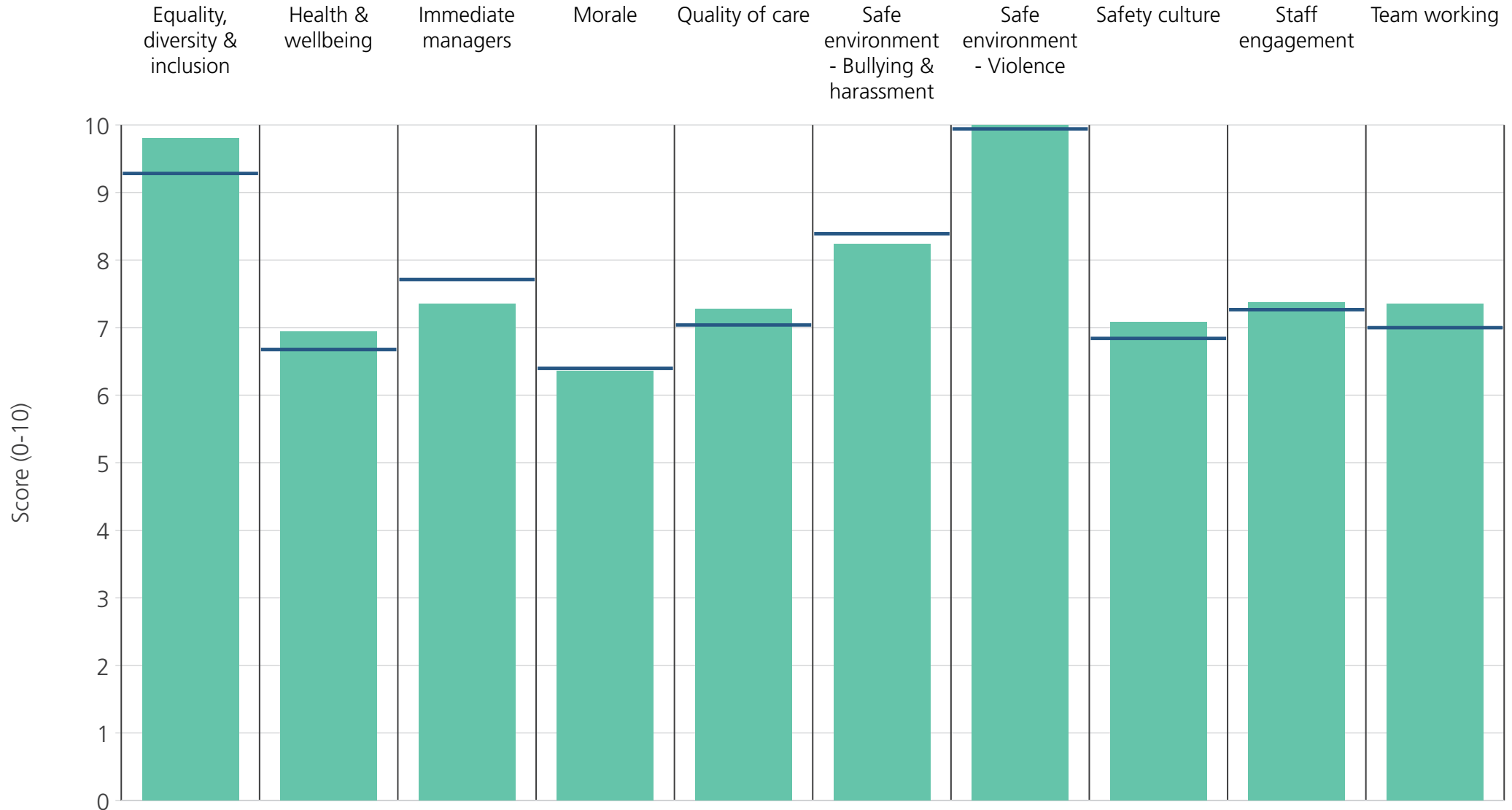
Directorate	9.3	7.3	7.7	6.2		9.4	10.0	6.6	6.8	6.0
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	23	23	23	23	5	22	23	23	24	24



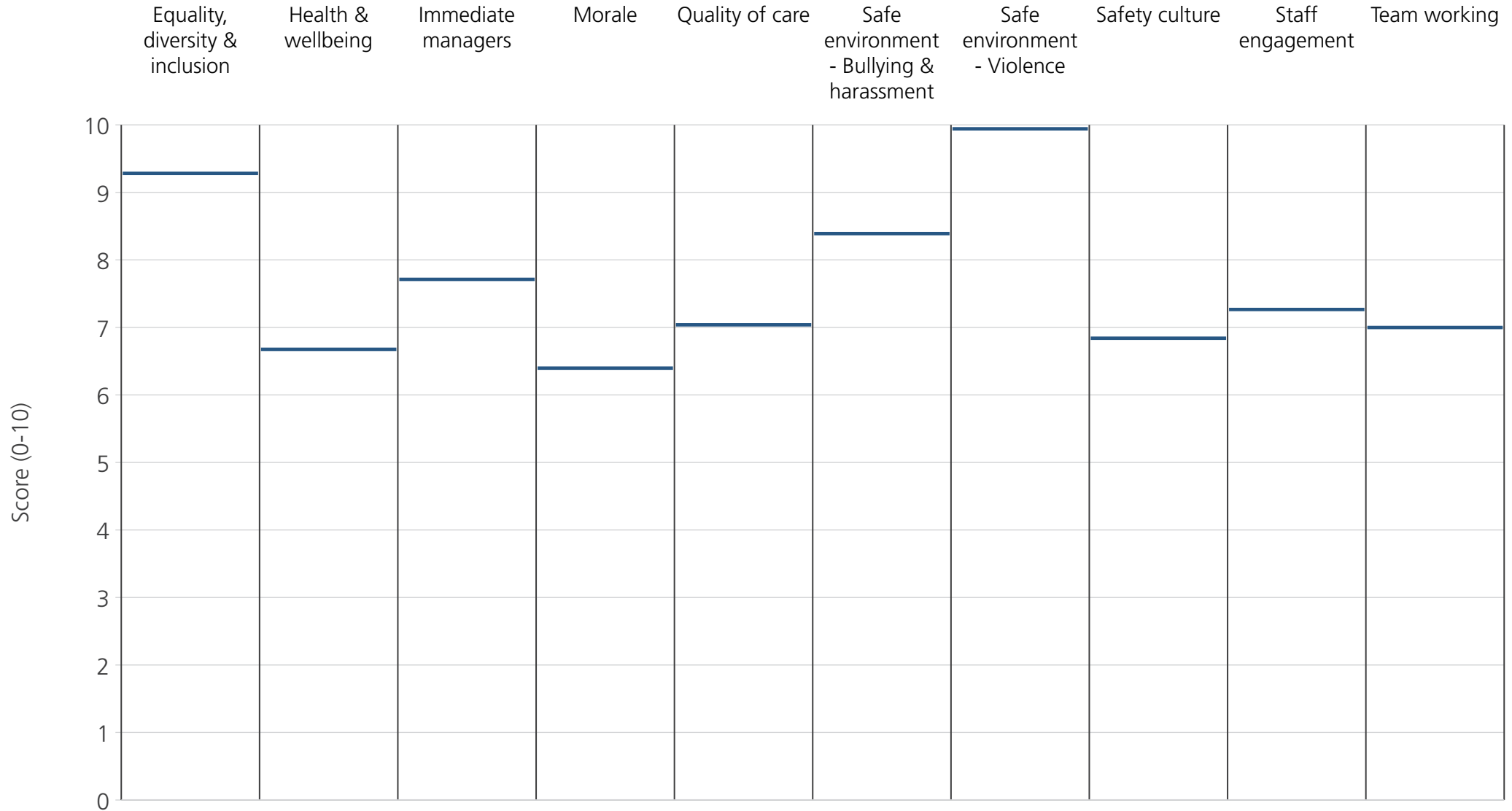
Directorate										
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	9	9	9	9	7	8	9	9	9	9



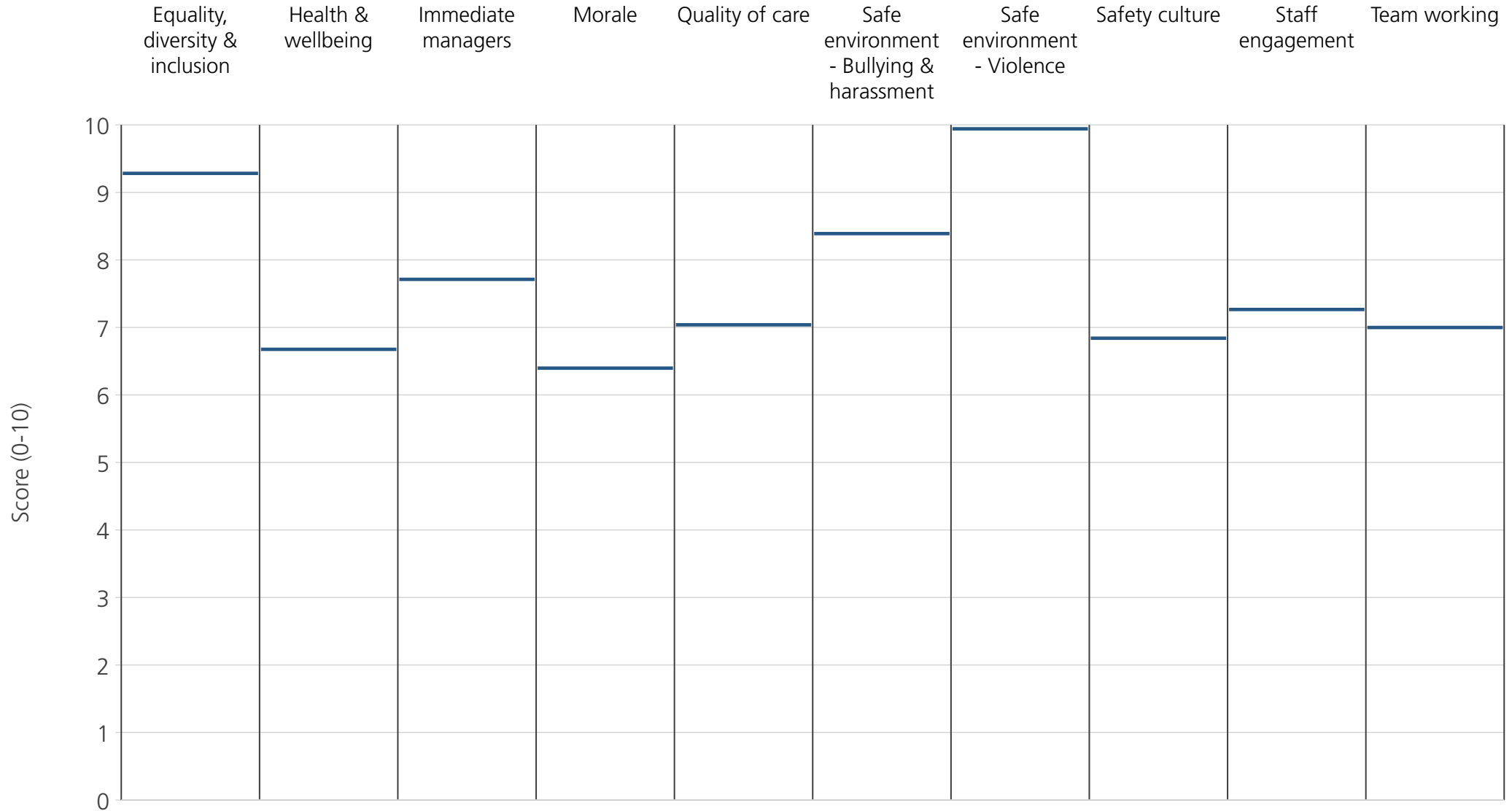
Directorate	9.7	6.8	8.9	7.1	7.0	9.4	10.0	6.9	7.4	8.5
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	18	18	18	18	6	18	18	18	18	18



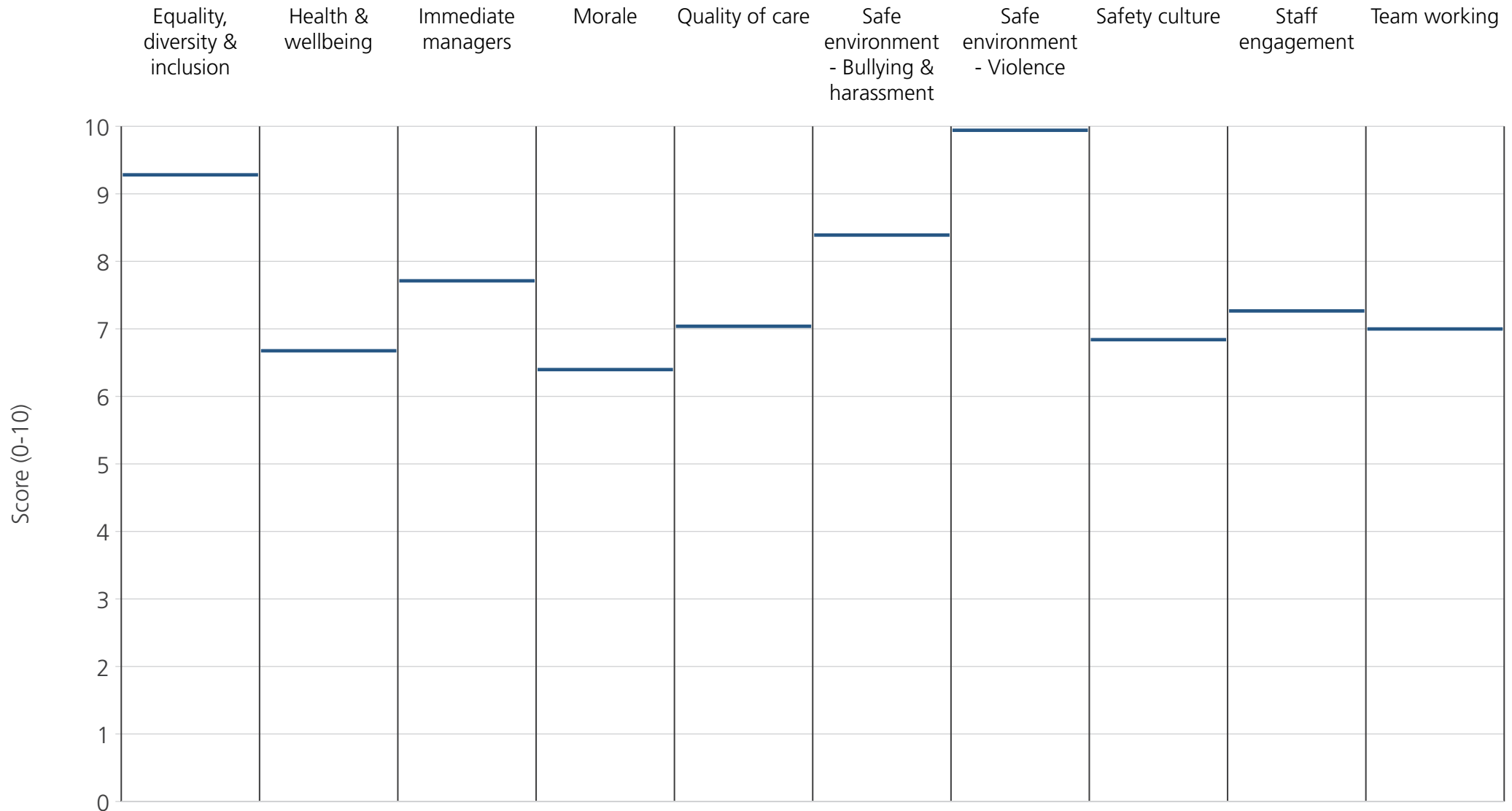
Directorate	9.8	6.9	7.4	6.4	7.3	8.2	10.0	7.1	7.4	7.4
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	17	17	17	17	13	17	17	17	17	17



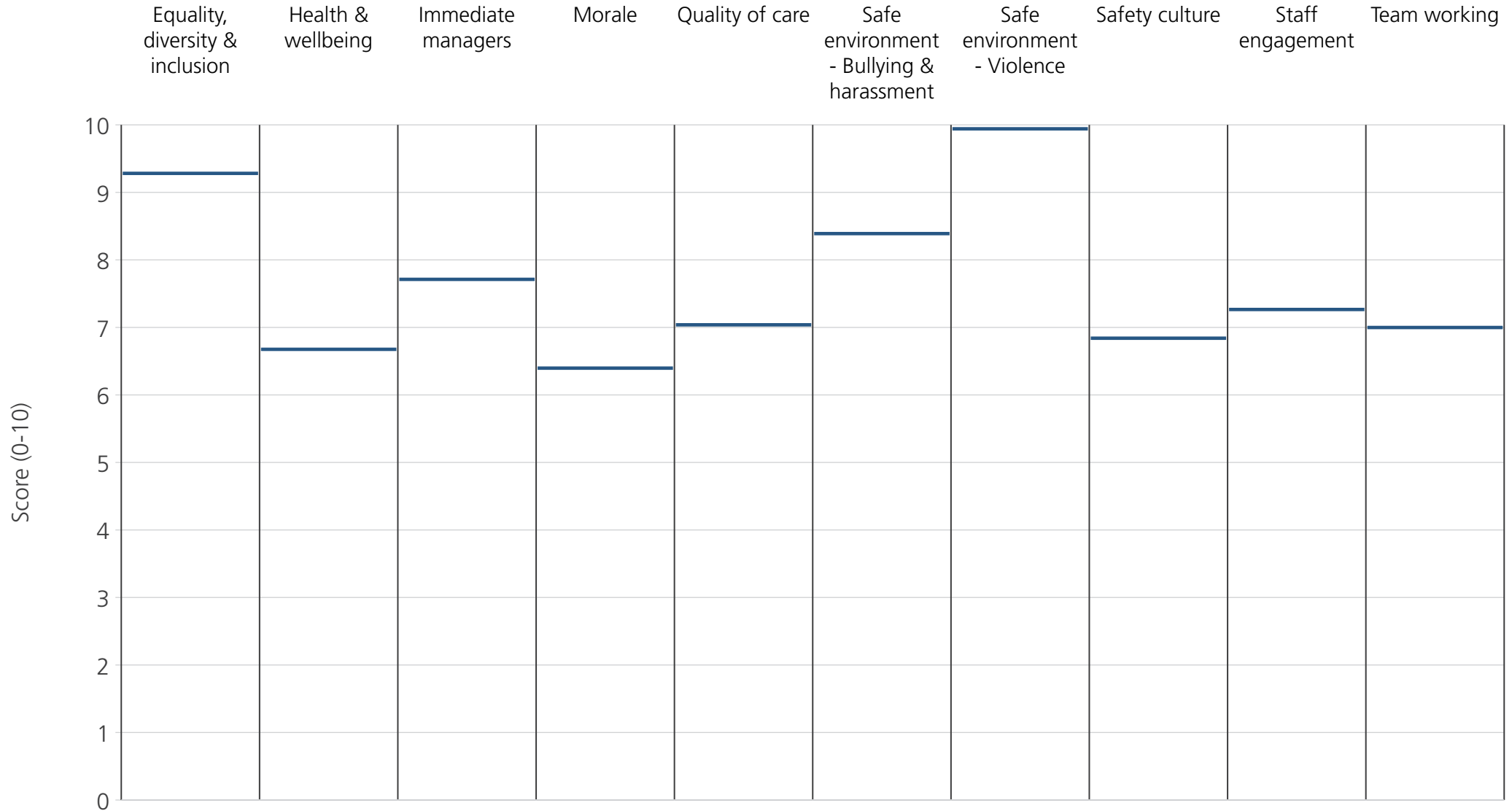
Directorate										
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	7	7	7	7	3	7	7	7	7	7



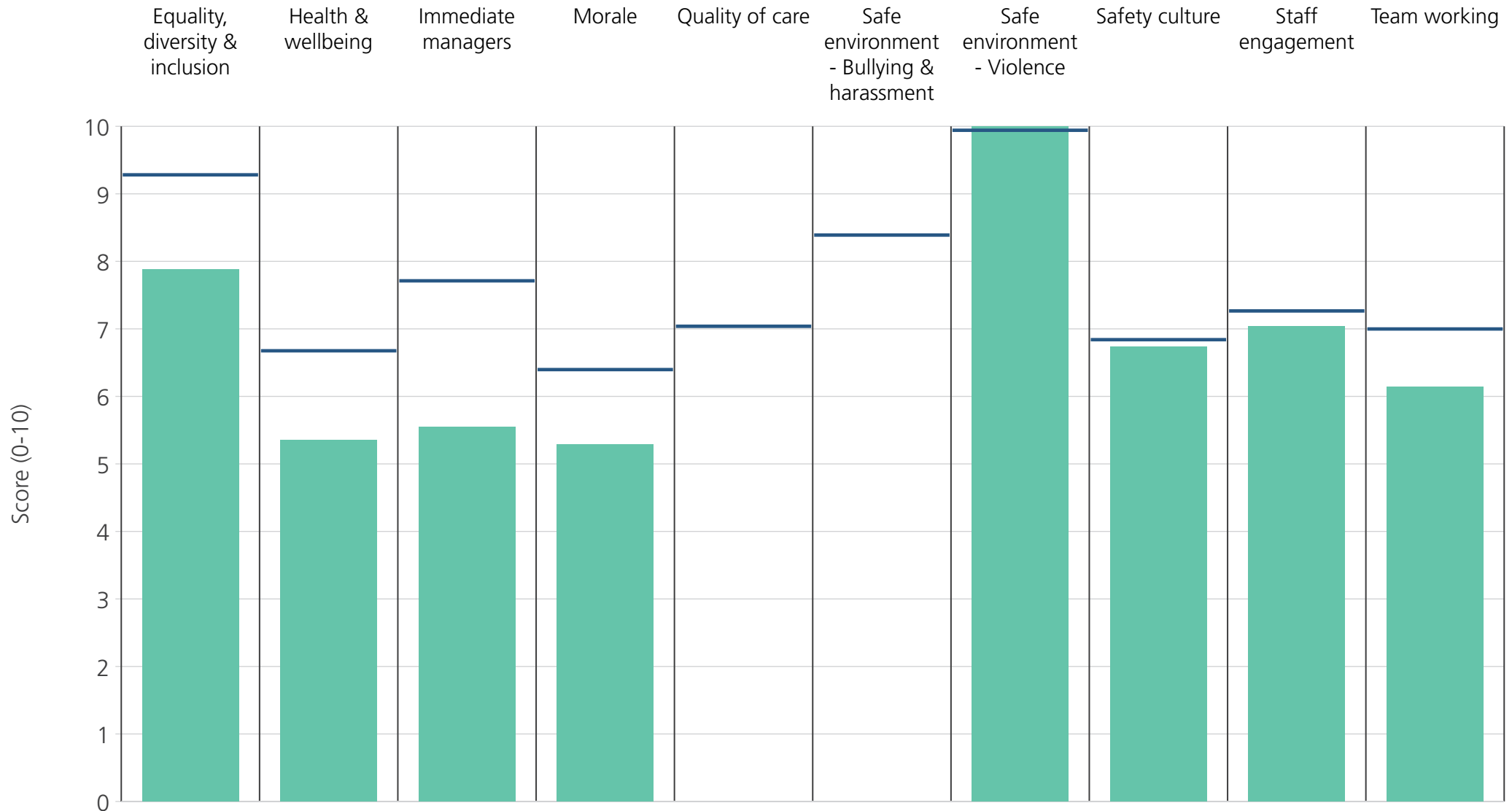
Directorate	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Your org										
Responses	6	6	7	6	5	6	6	6	7	7



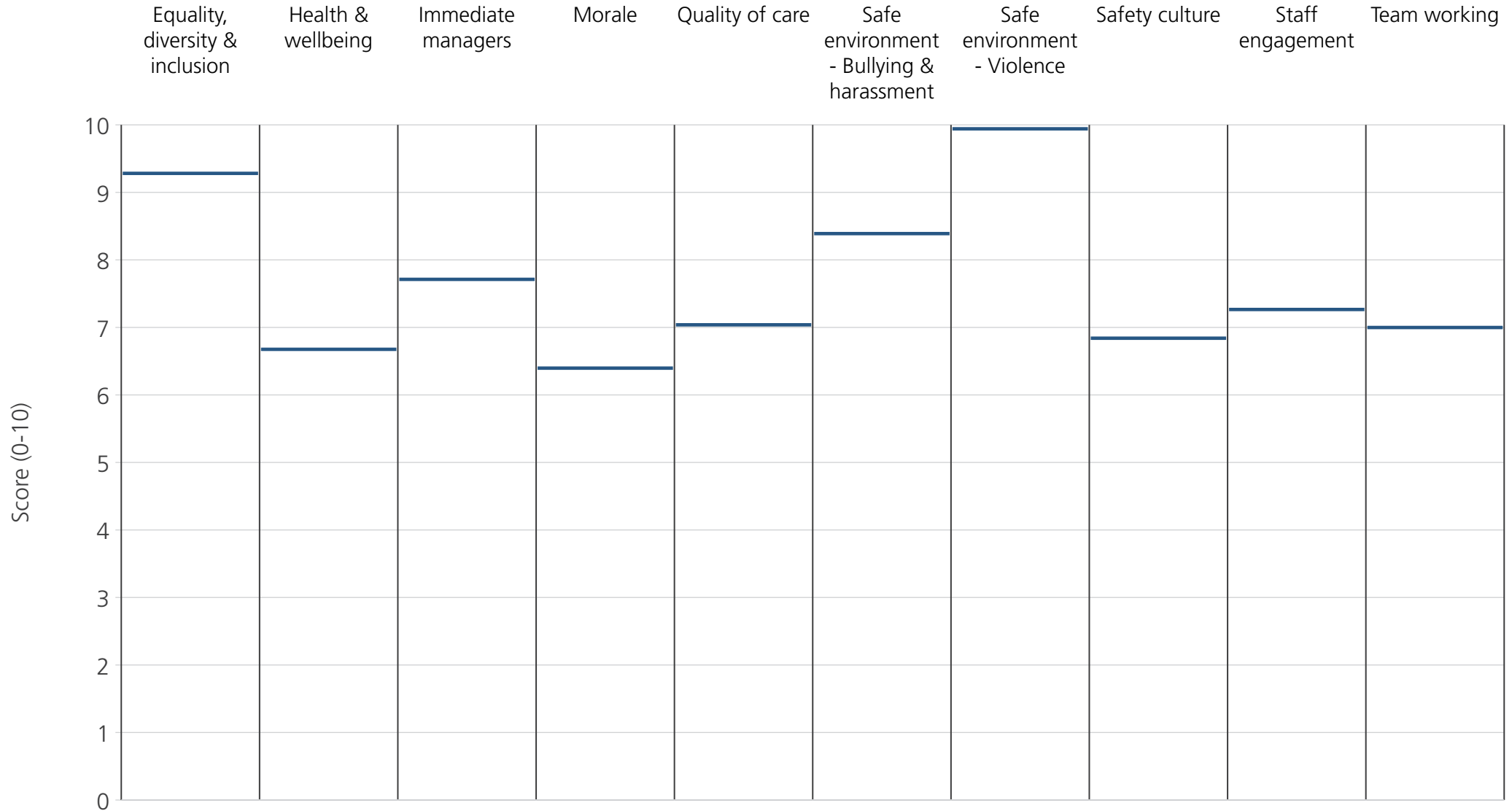
Directorate	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	10	10	10	10	9	10	10	10	10	10



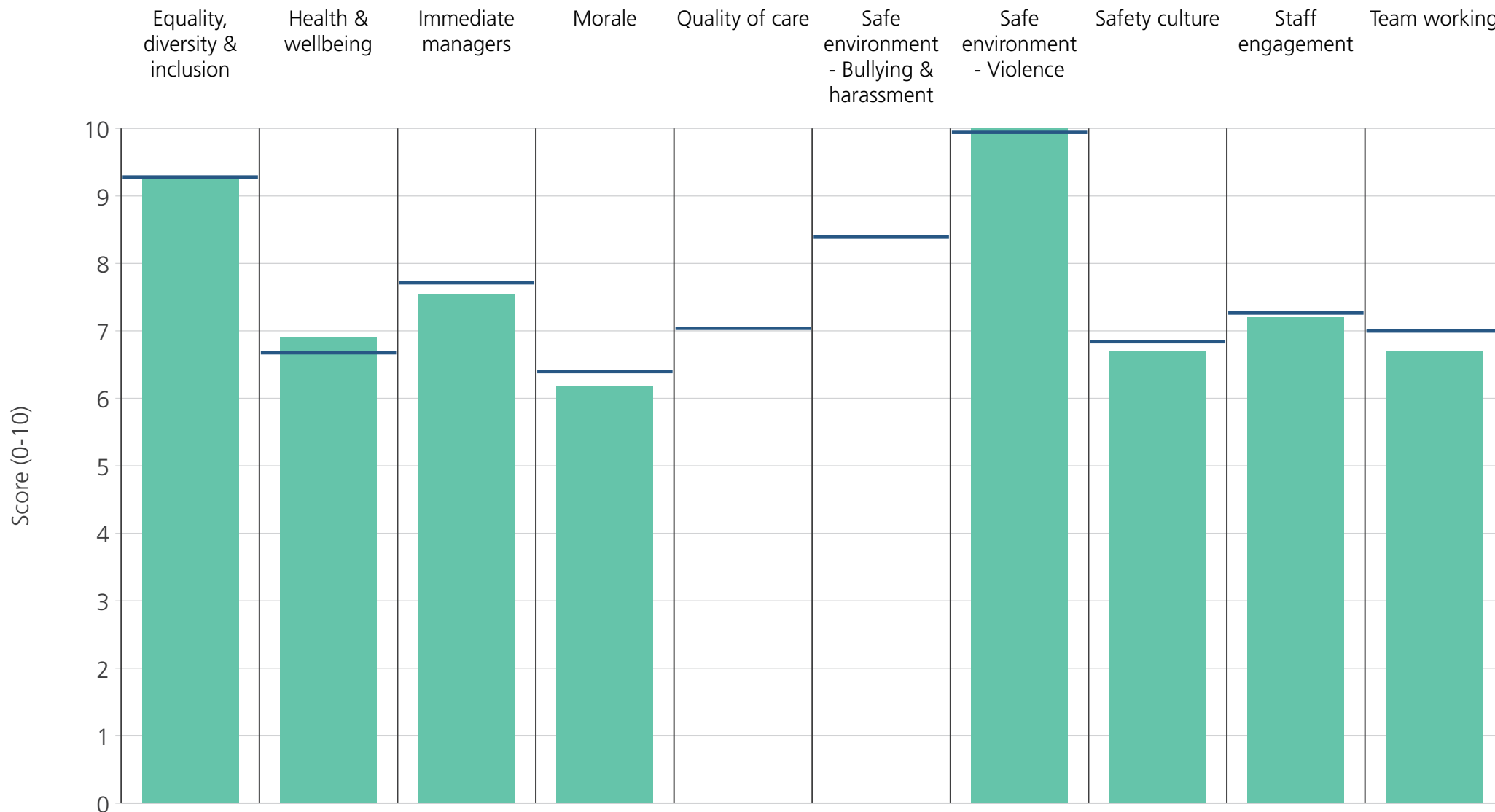
Directorate										
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	10	10	10	10	7	9	10	10	10	10



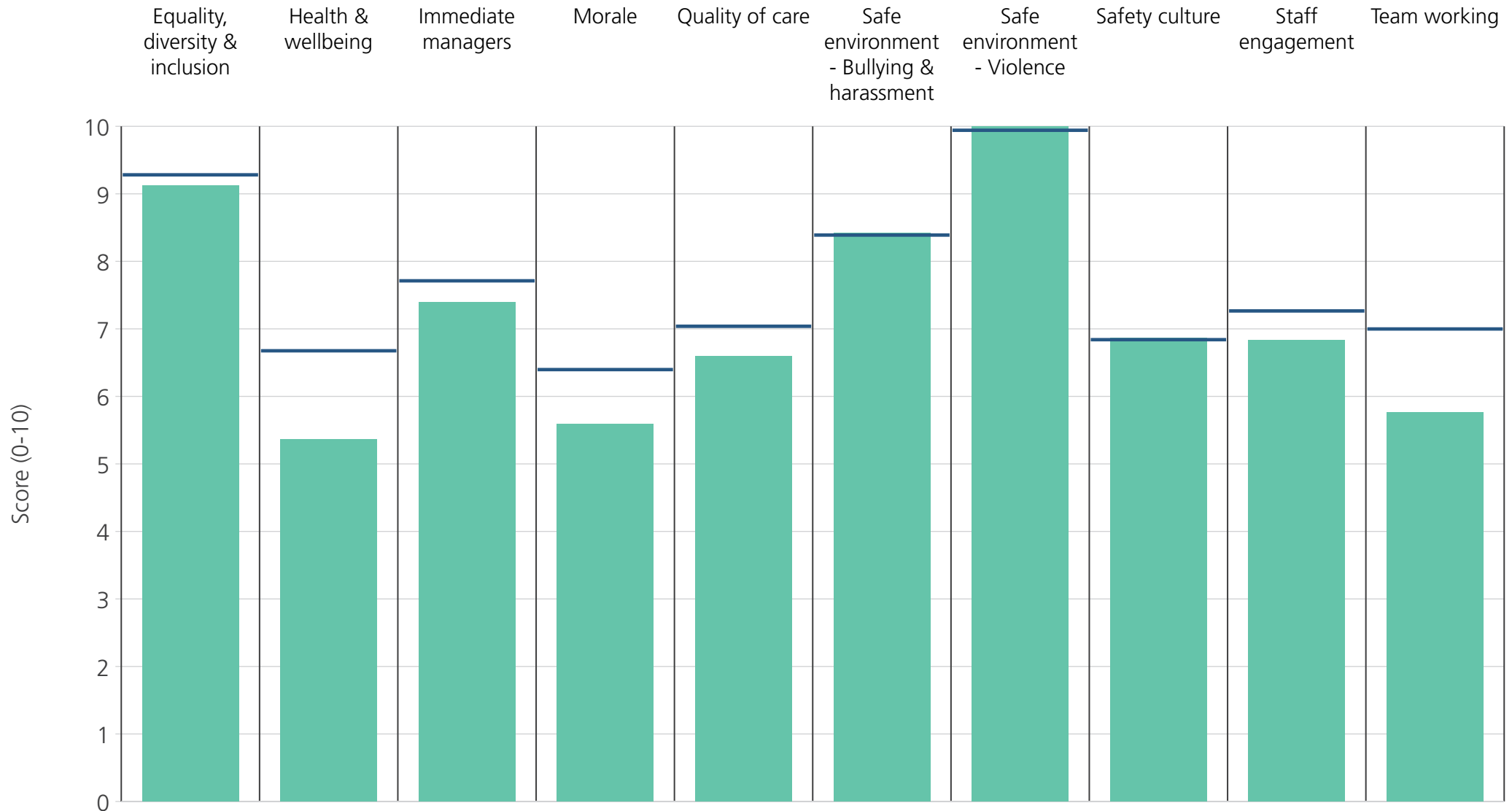
Directorate	7.9	5.4	5.5	5.3	7.0	8.4	10.0	6.7	7.0	6.1
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	11	11	11	11	8	10	11	11	11	11



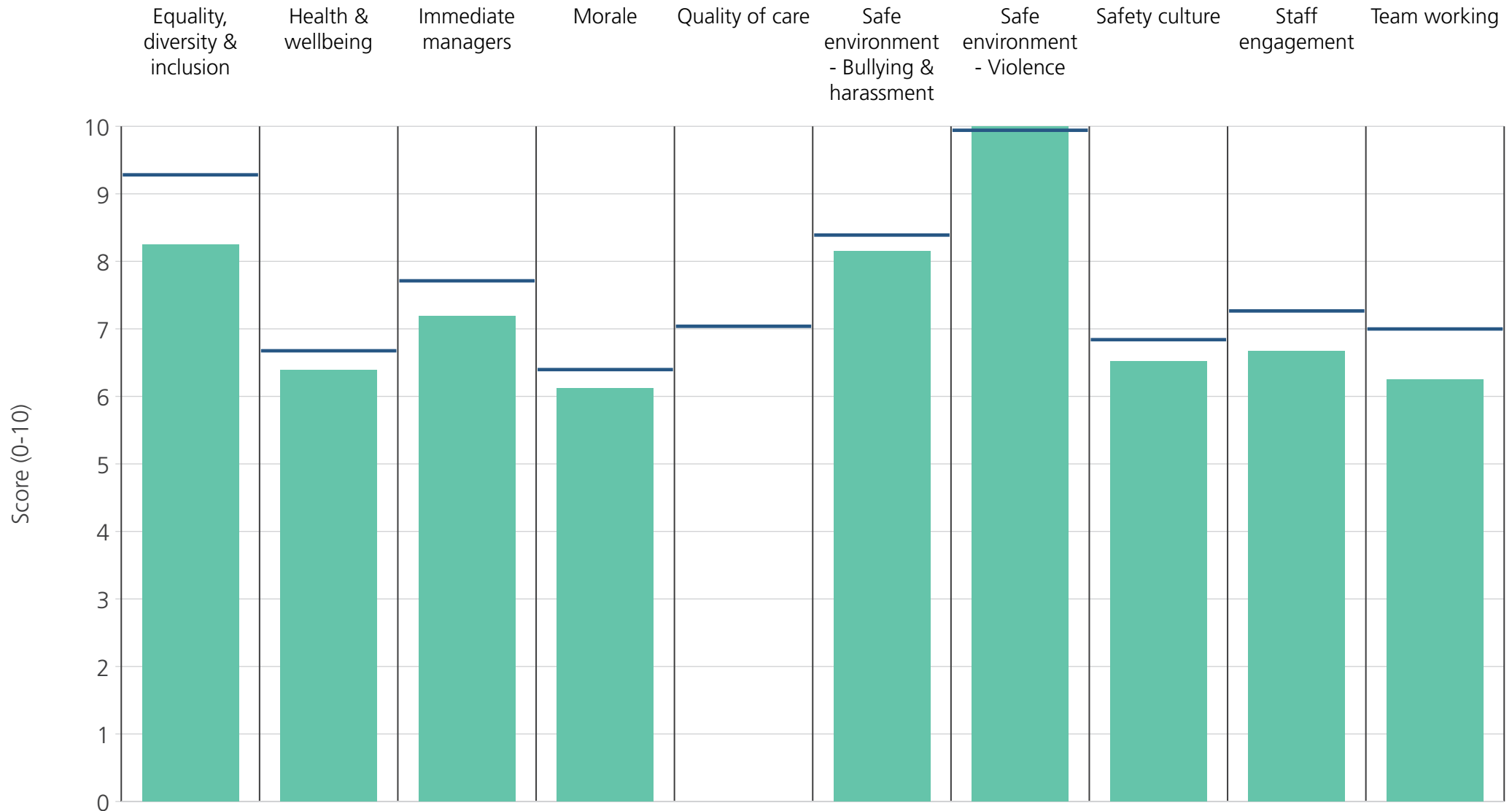
Directorate										
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	9	9	9	8	3	8	9	9	9	9



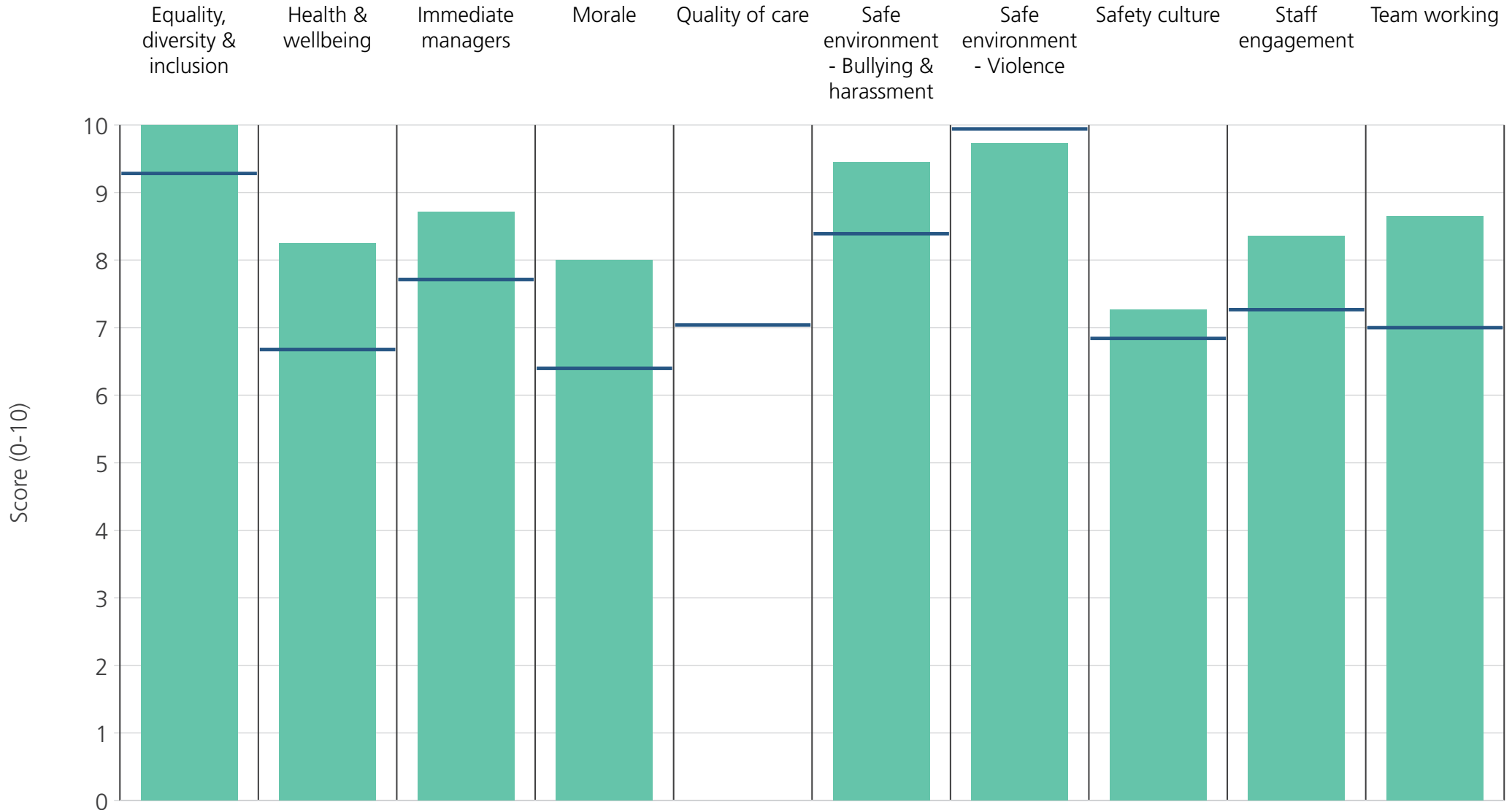
Directorate	9.2	6.9	7.5	6.2	7.0	8.4	10.0	6.7	7.2	6.7
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	11	11	11	11	2	10	11	11	11	11



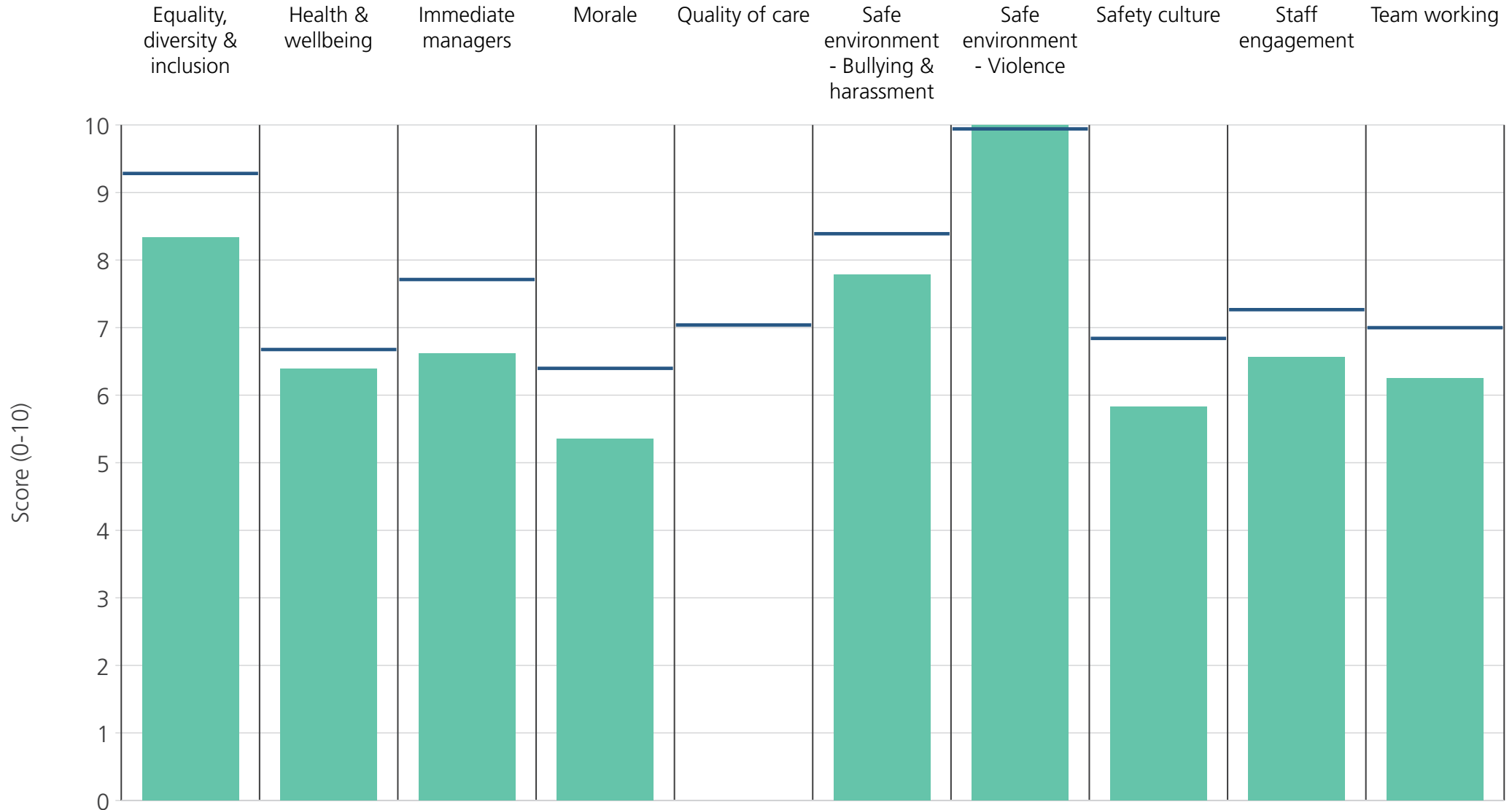
Directorate	9.1	5.4	7.4	5.6	6.6	8.4	10.0	6.9	6.8	5.8
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	19	19	19	19	11	19	19	19	19	18



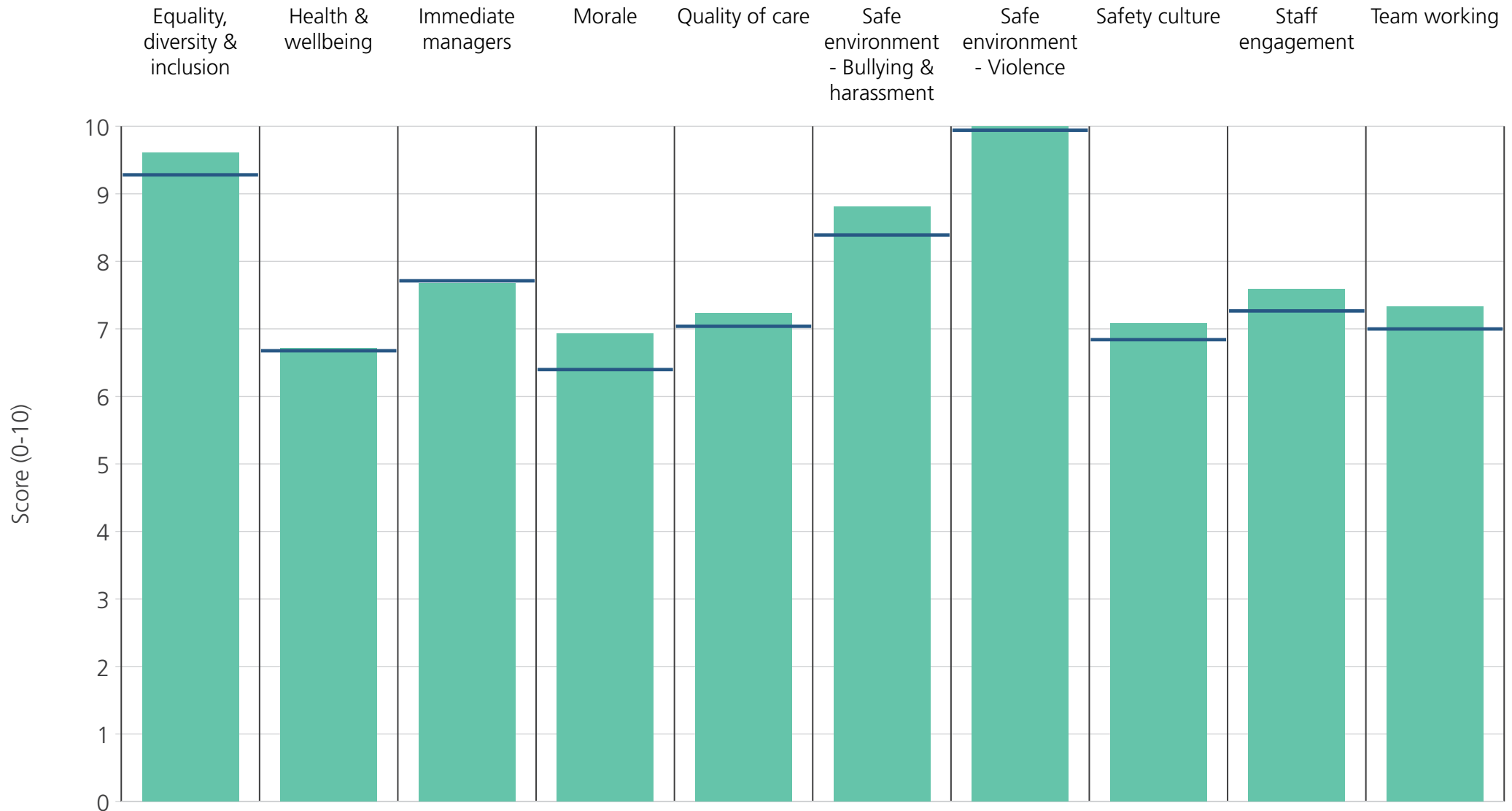
Directorate	8.2	6.4	7.2	6.1	7.0	8.1	10.0	6.5	6.7	6.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	19	19	19	18	10	18	19	18	19	19



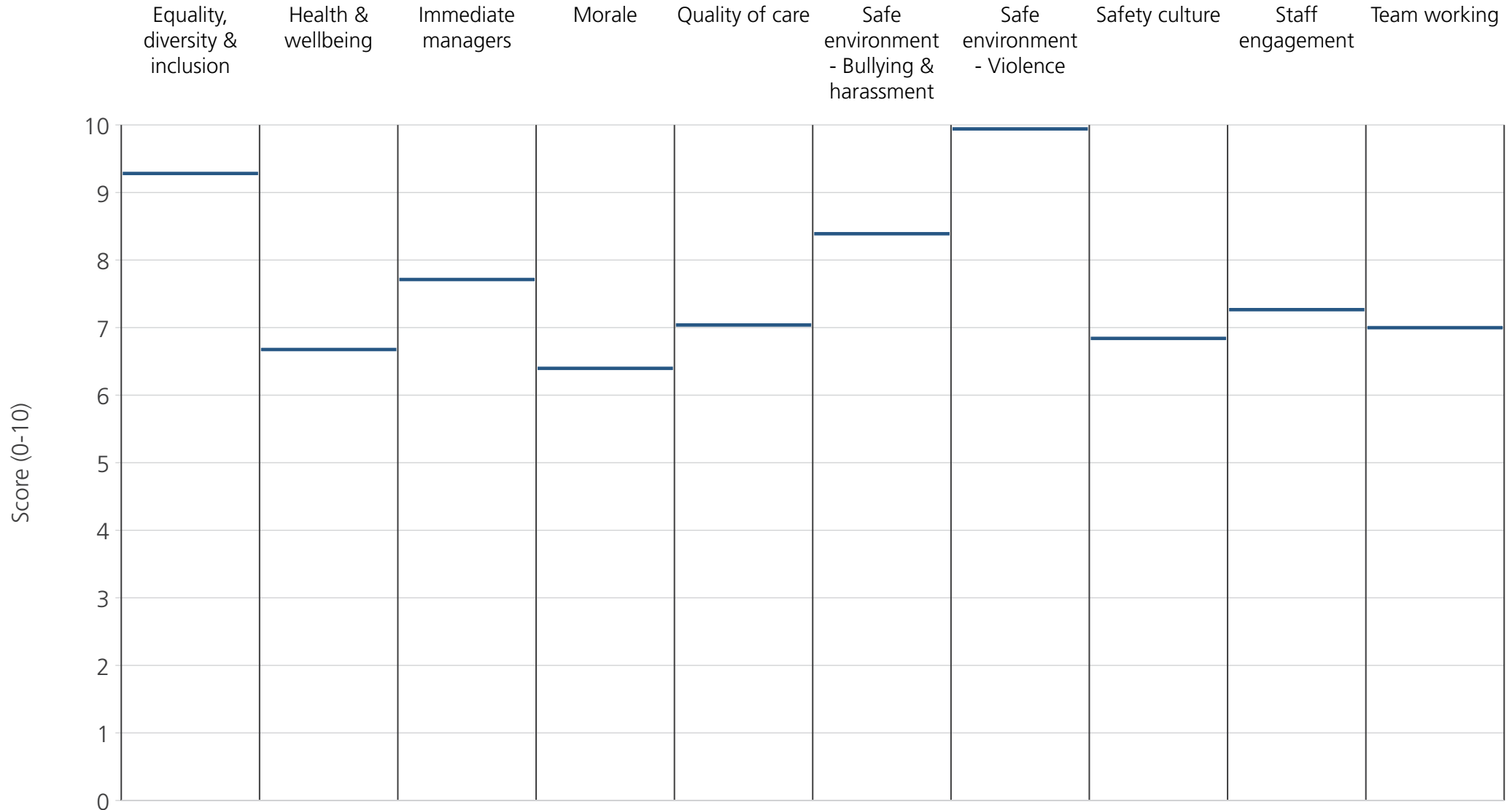
Directorate	10.0	8.3	8.7	8.0		9.4	9.7	7.3	8.4	8.6
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	12	12	12	12	5	12	12	12	12	12



Directorate	8.3	6.4	6.6	5.4	7.8	10.0	5.8	6.6	6.3	
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	7.3	7.0	
Responses	13	13	13	13	9	12	13	13	14	14



Directorate	9.6	6.7	7.7	6.9	7.2	8.8	10.0	7.1	7.6	7.3
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	30	30	30	30	28	28	30	30	30	30



Directorate	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Your org	9.3	6.7	7.7	6.4	7.0	8.4	9.9	6.8	7.3	7.0
Responses	9	10	10	10	1	9	10	10	10	10