

# CSH Surrey

2020 NHS Staff Survey

**Directorate Report**

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

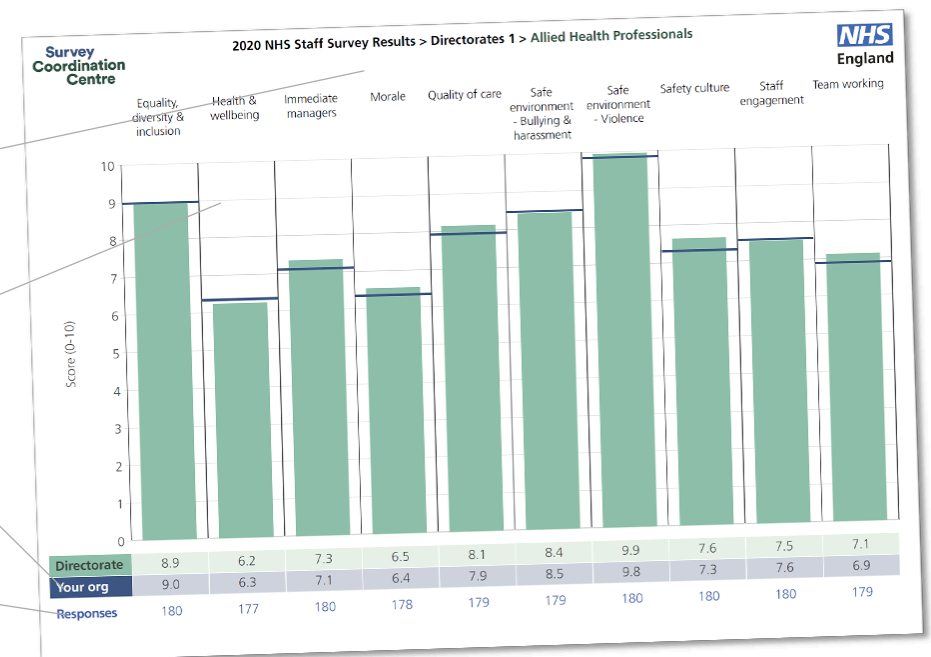
The directorate breakdowns used in this report were provided and defined by CSH Surrey. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

## 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.

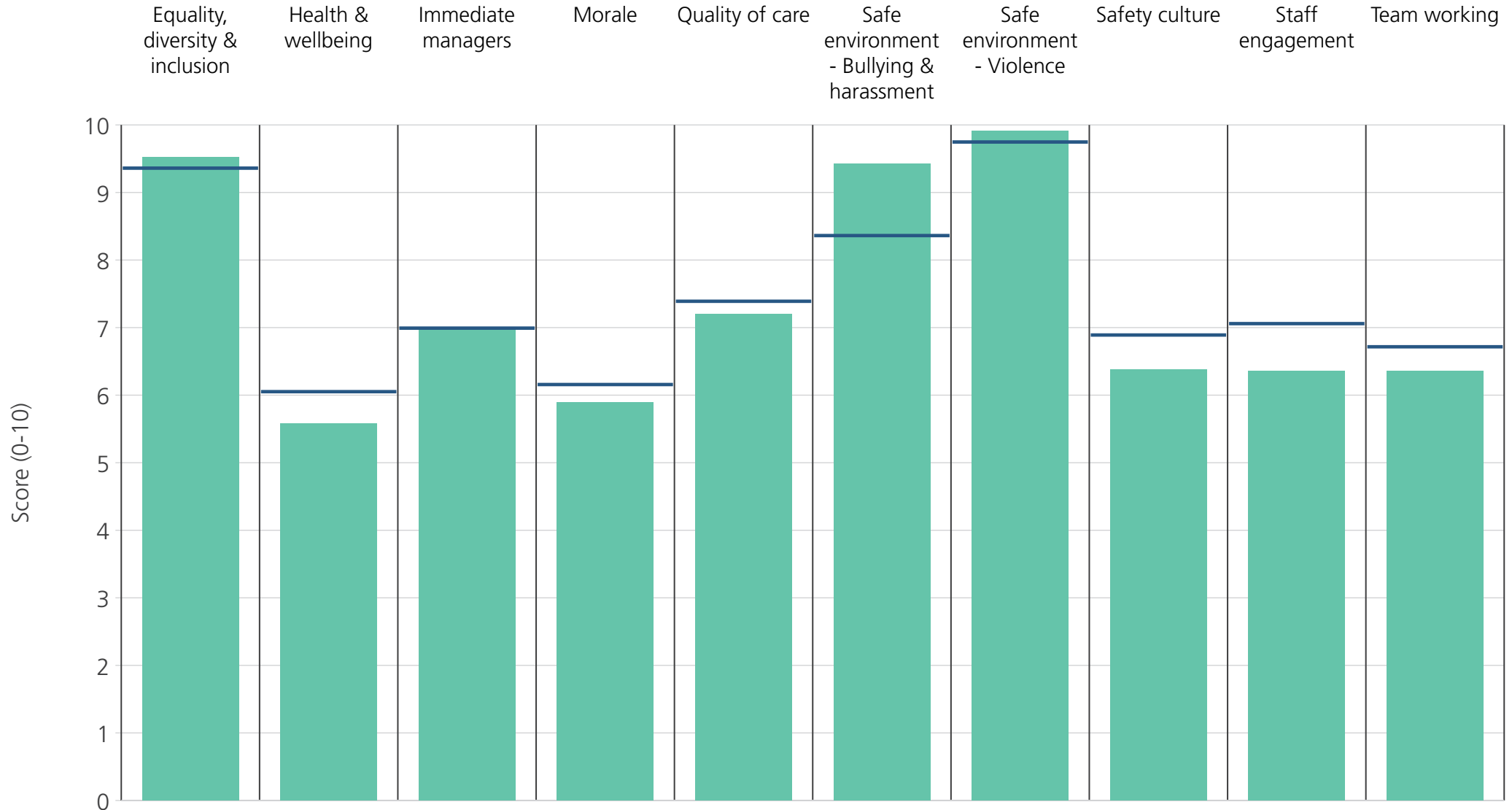


**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

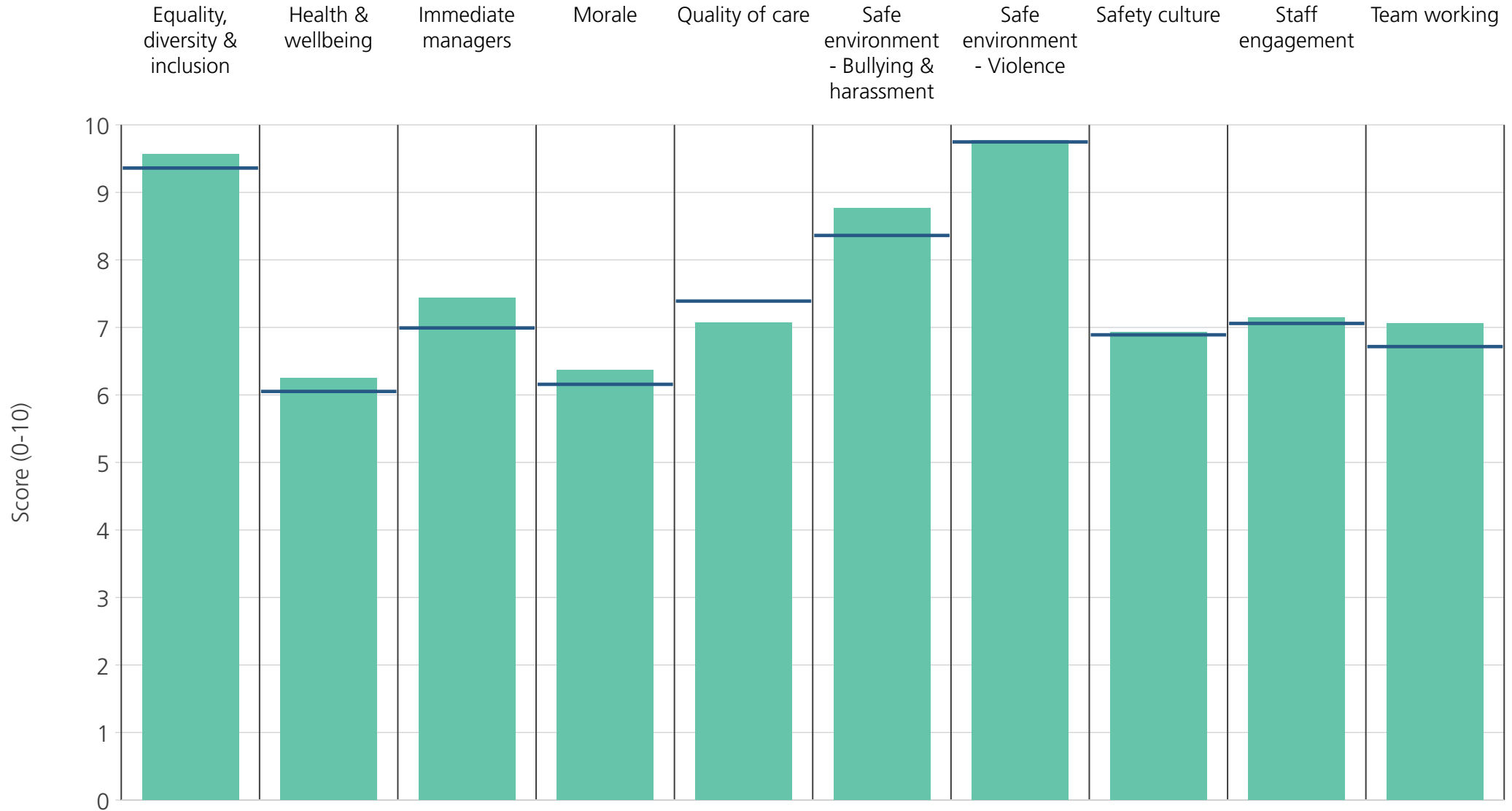
# Directorates 1

CSH Surrey

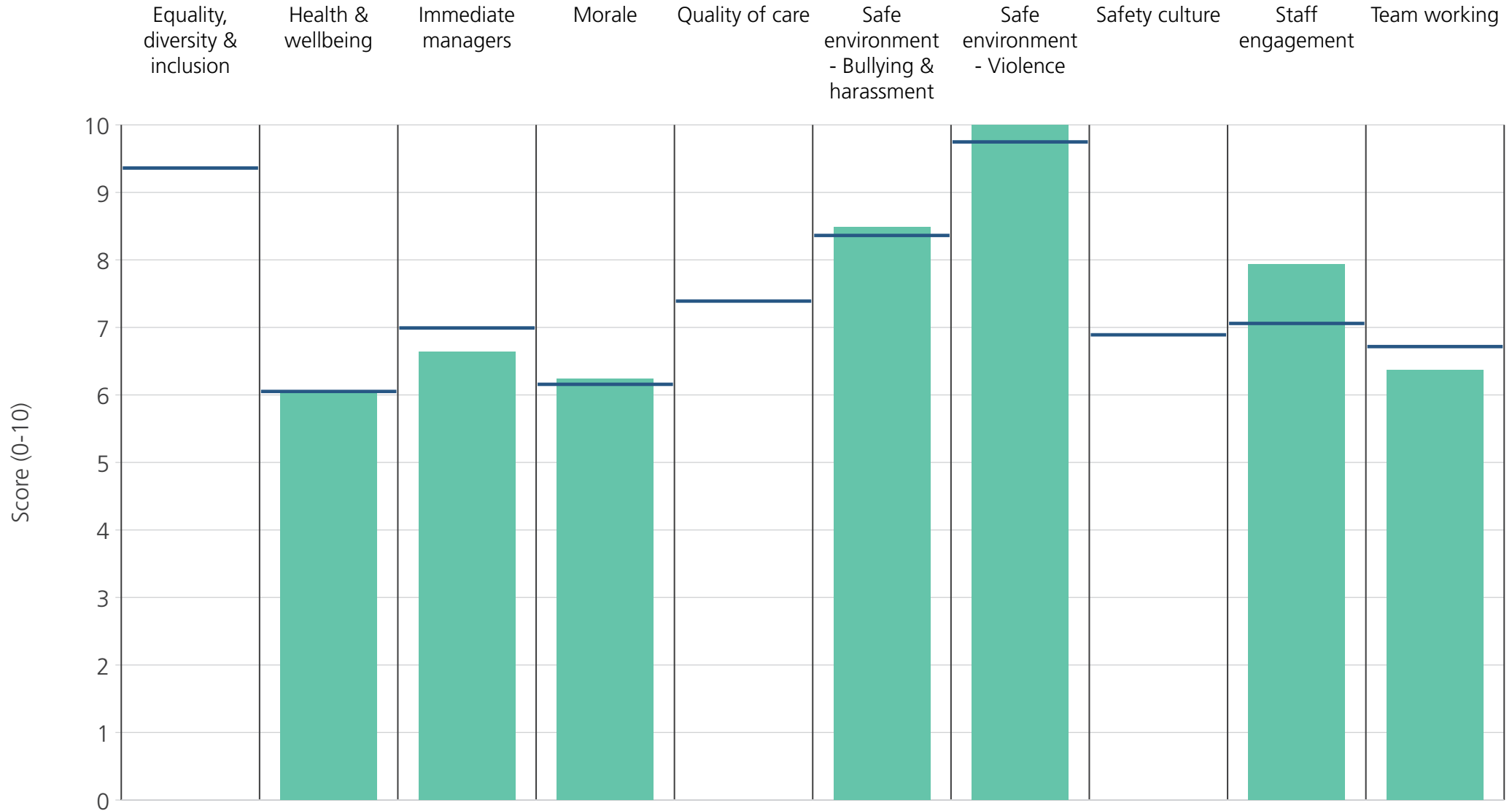
2020 NHS Staff Survey Results



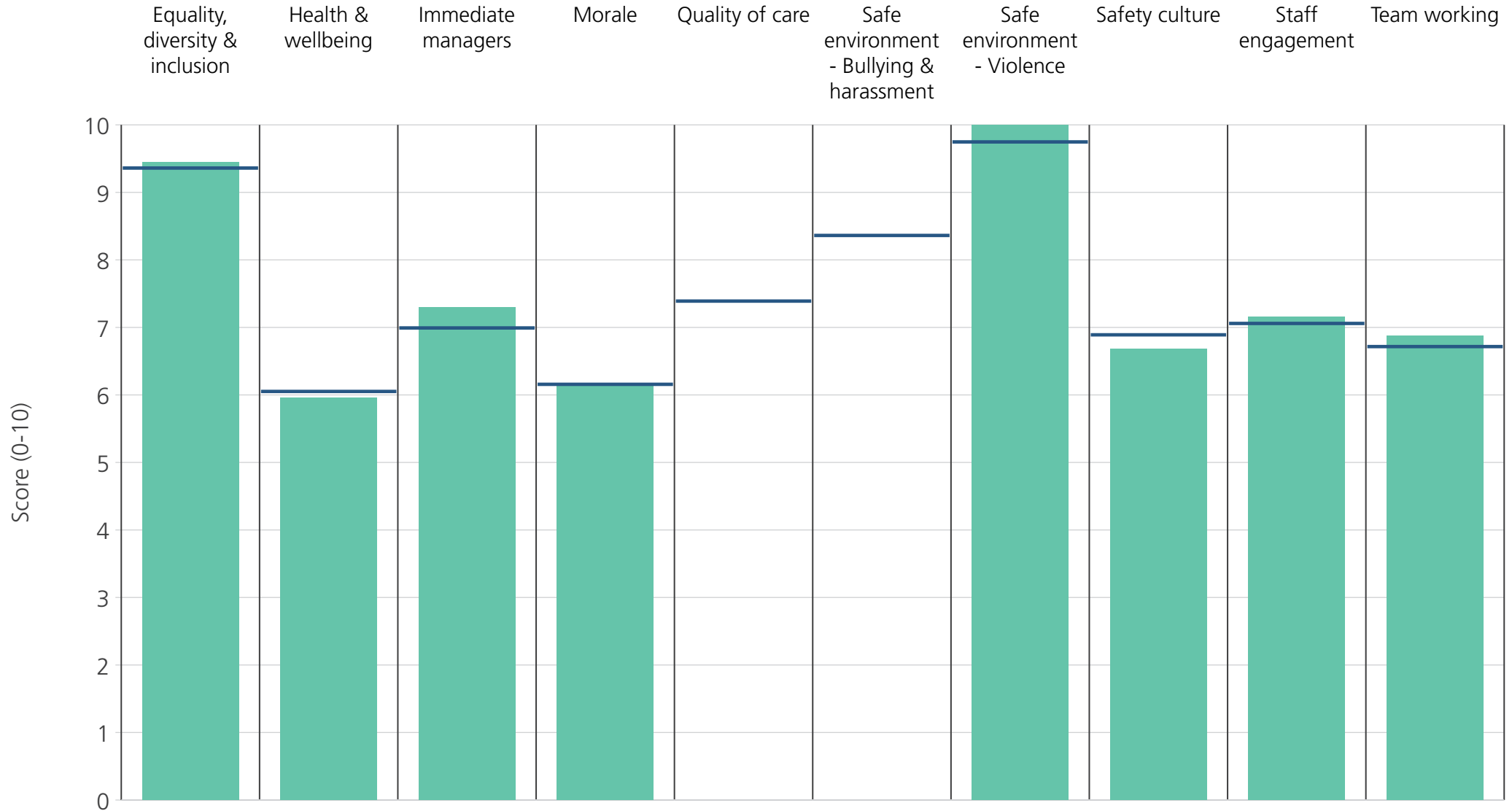
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.5 | 5.6 | 7.0 | 5.9 | 7.2 | 9.4 | 9.9 | 6.4 | 6.4 | 6.4 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 35  | 36  | 36  | 36  | 25  | 35  | 36  | 36  | 36  | 35  |



|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 6.3 | 7.4 | 6.4 | 7.1 | 8.8 | 9.8 | 6.9 | 7.1 | 7.1 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 288 | 289 | 289 | 288 | 284 | 274 | 288 | 289 | 290 | 288 |

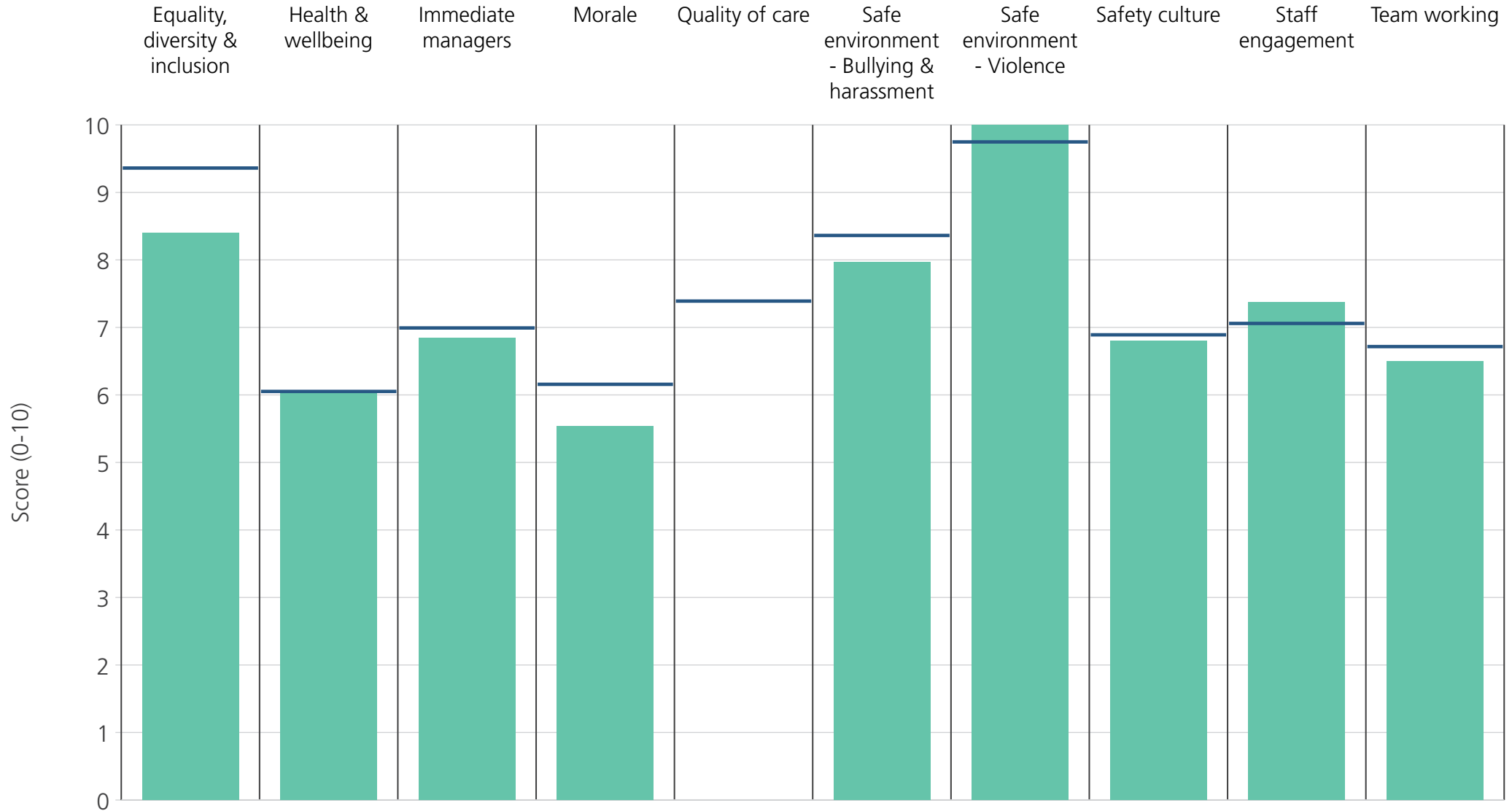


|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> |     | 6.0 | 6.6 | 6.2 |     | 8.5 | 10.0 |     | 7.9 | 6.4 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 10  | 11  | 11  | 11  | 6   | 11  | 11   | 10  | 11  | 11  |

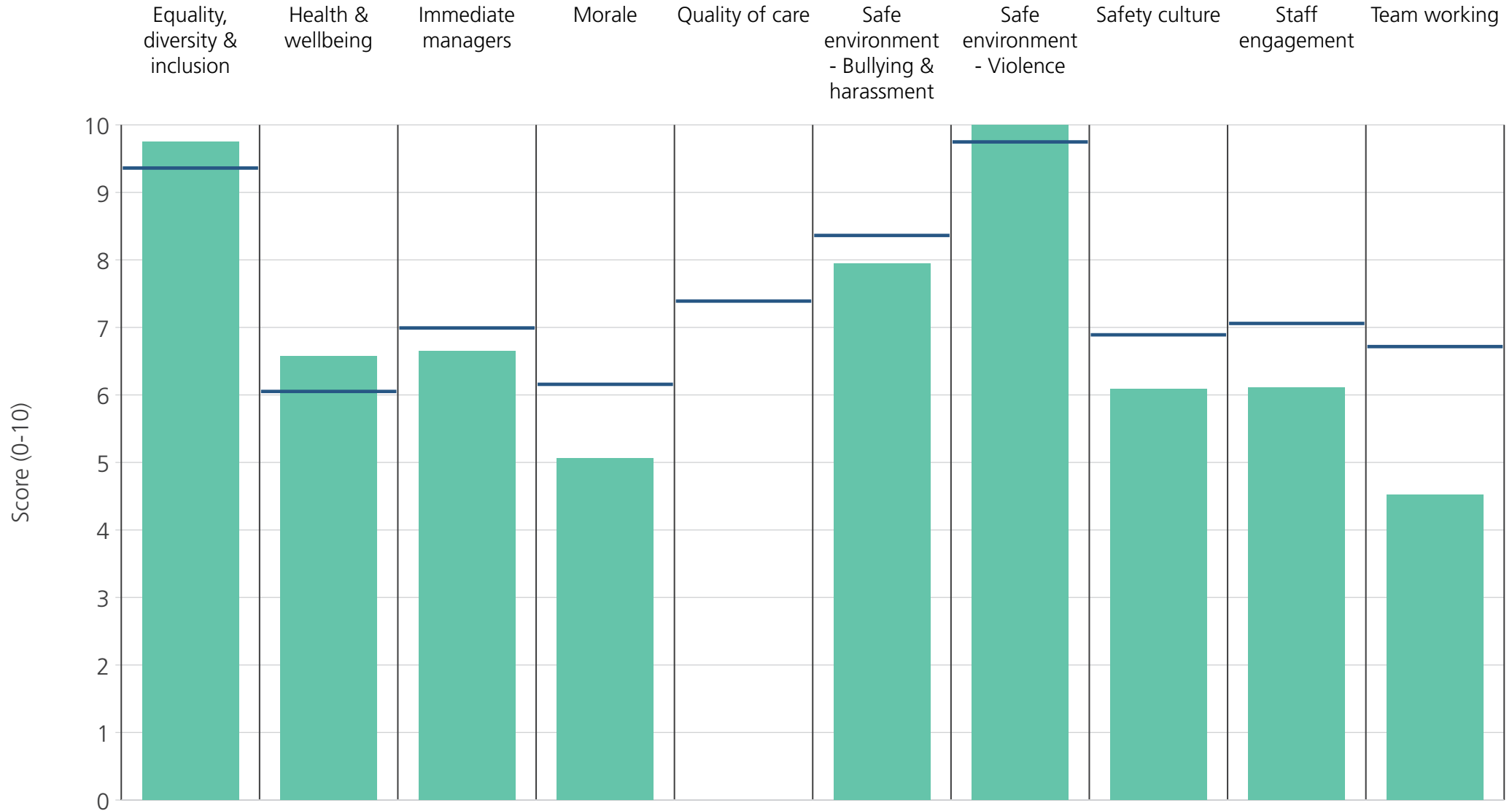


|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.4 | 6.0 | 7.3 | 6.1 | 7.4 | 8.4 | 10.0 | 6.7 | 7.2 | 6.9 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 12  | 12  | 12  | 12  | 5   | 10  | 12   | 12  | 12  | 12  |

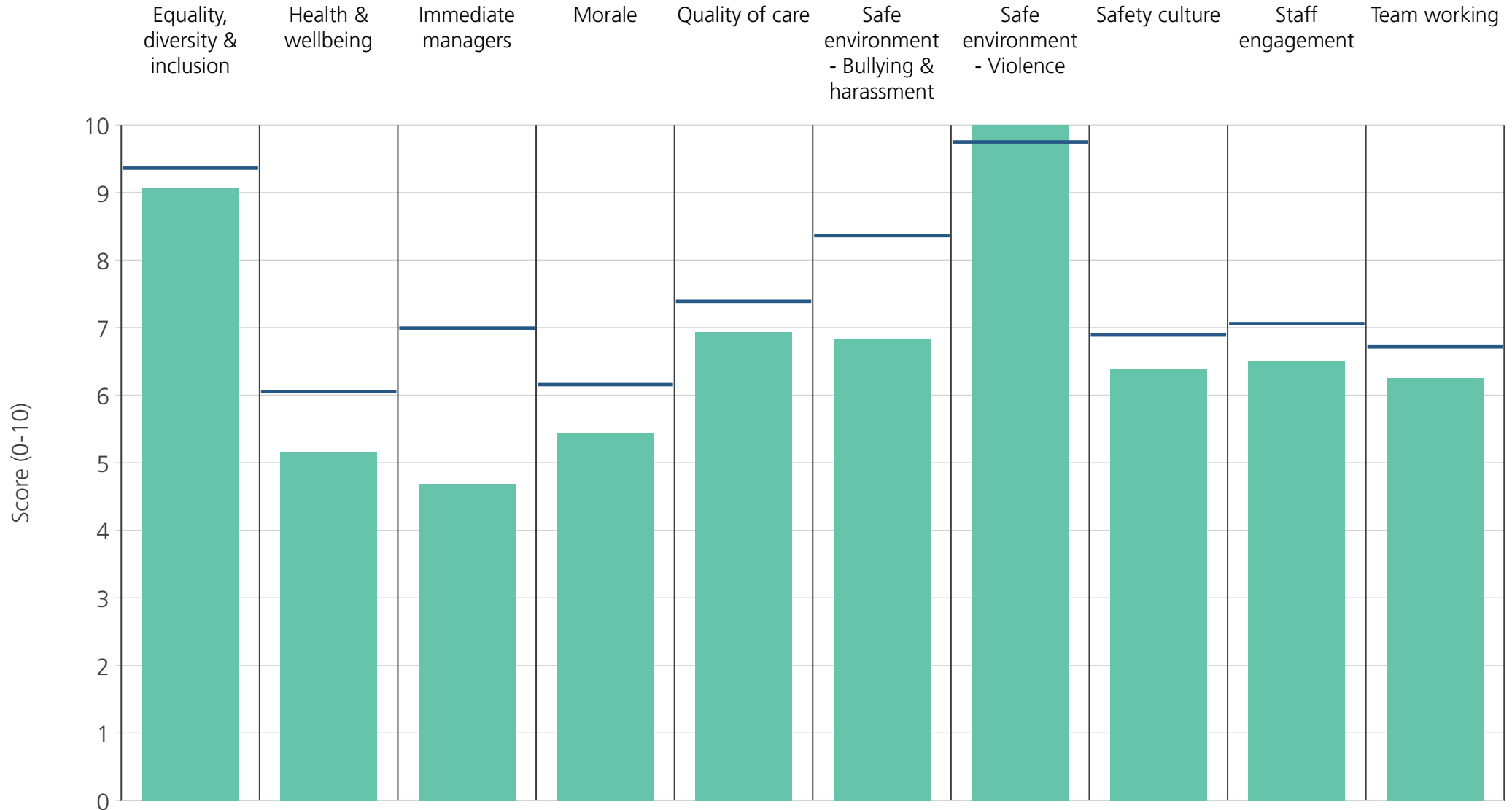




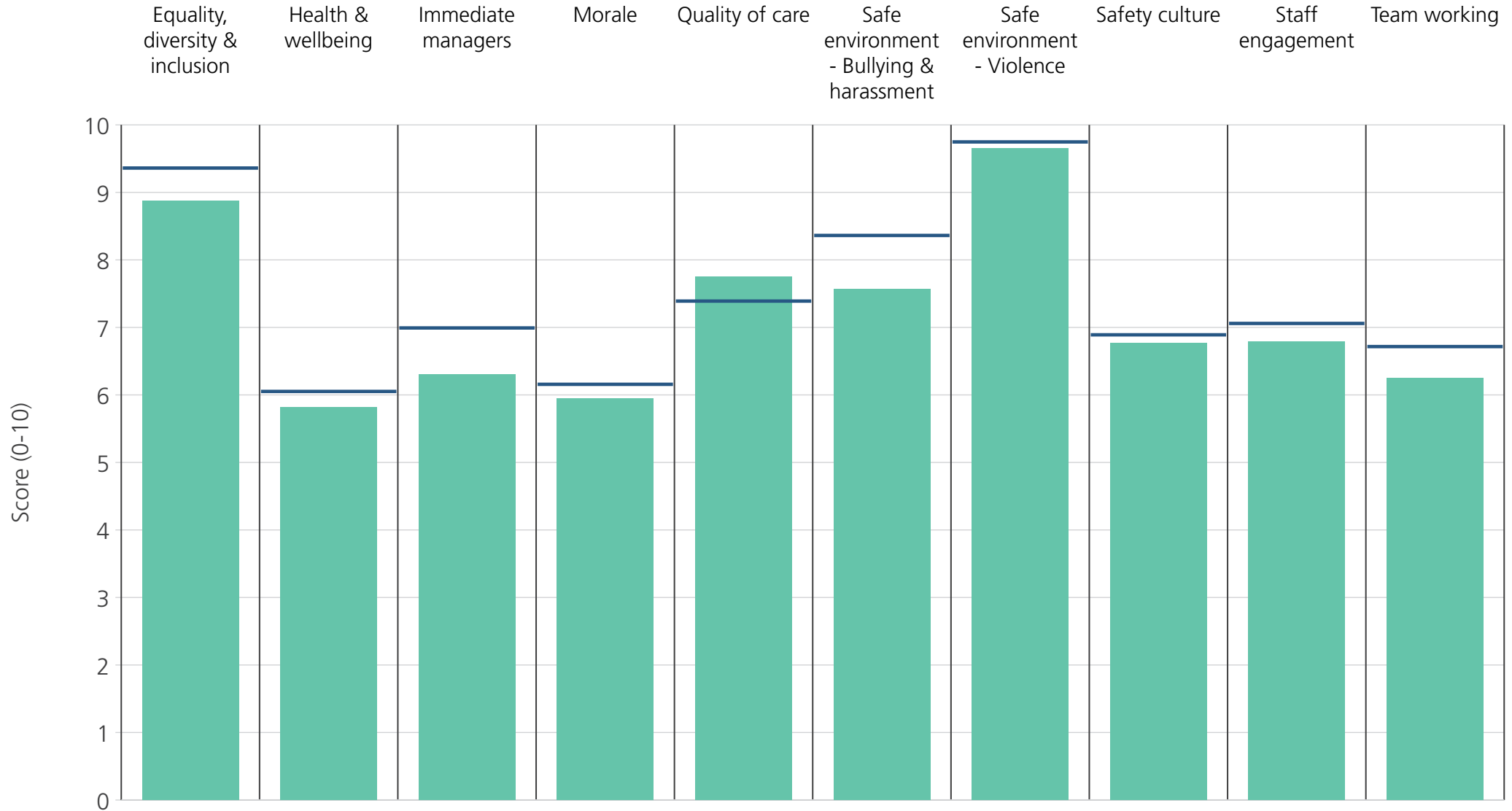
|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 8.4 | 6.0 | 6.8 | 5.5 | 7.4 | 8.0 | 10.0 | 6.8 | 7.4 | 6.5 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 24  | 24  | 25  | 23  | 10  | 23  | 24   | 23  | 25  | 25  |



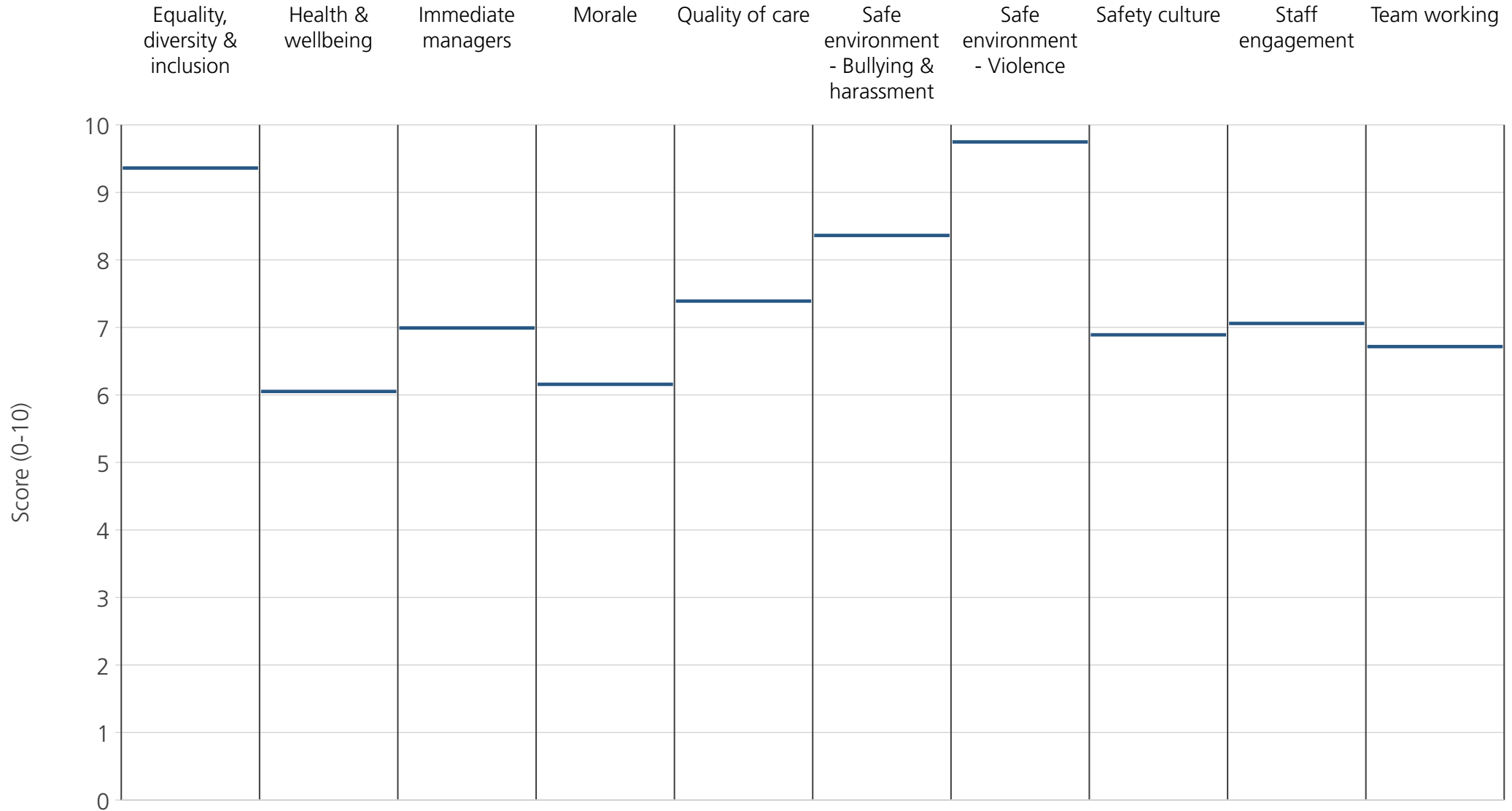
|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.7 | 6.6 | 6.7 | 5.1 | 7.4 | 8.4 | 10.0 | 6.1 | 6.1 | 4.5 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 13  | 13  | 13  | 13  | 9   | 13  | 13   | 13  | 13  | 13  |



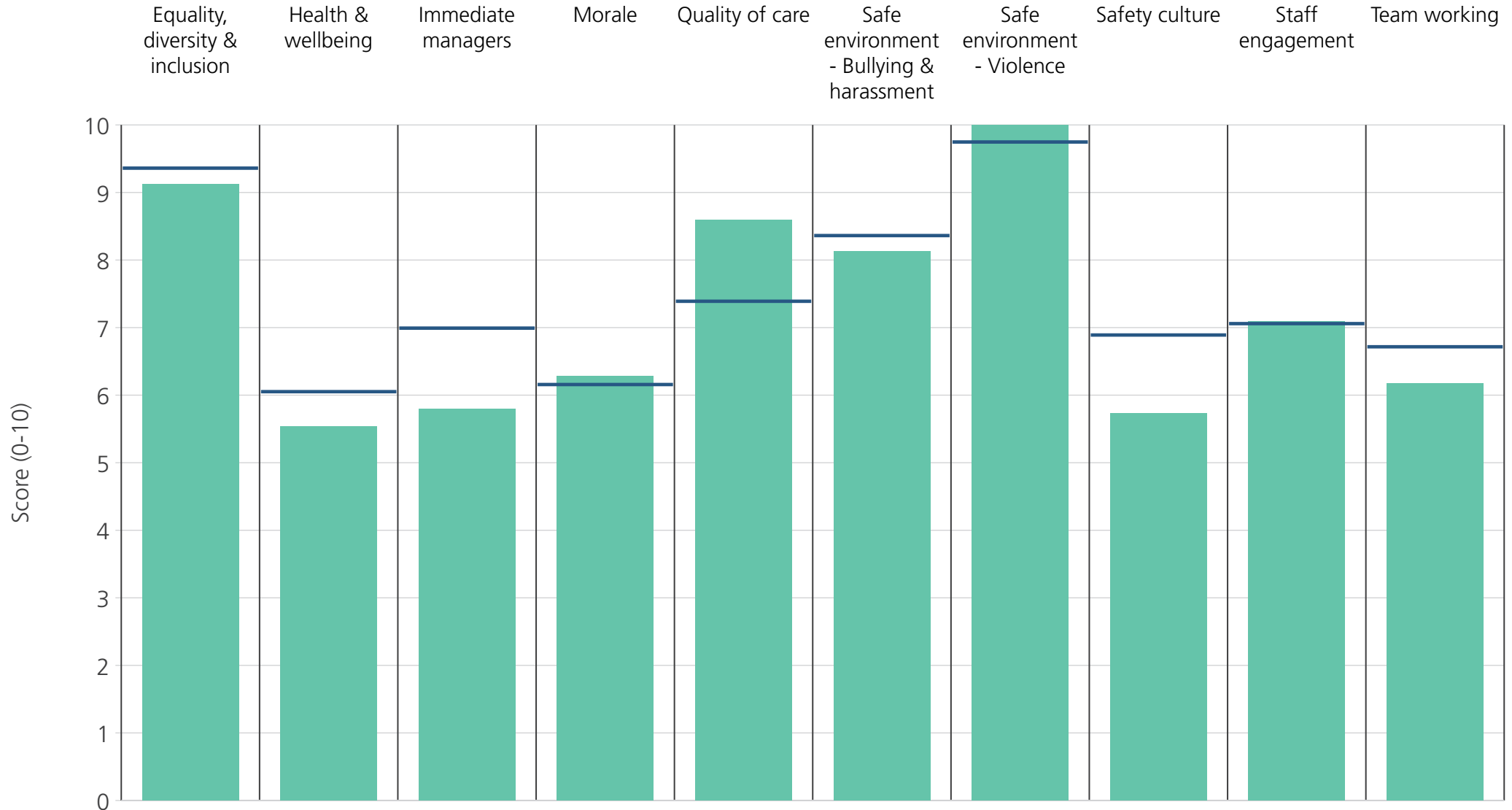
|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.1 | 5.1 | 4.7 | 5.4 | 6.9 | 6.8 | 10.0 | 6.4 | 6.5 | 6.3 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 22  | 22  | 22  | 22  | 19  | 20  | 22   | 22  | 23  | 23  |



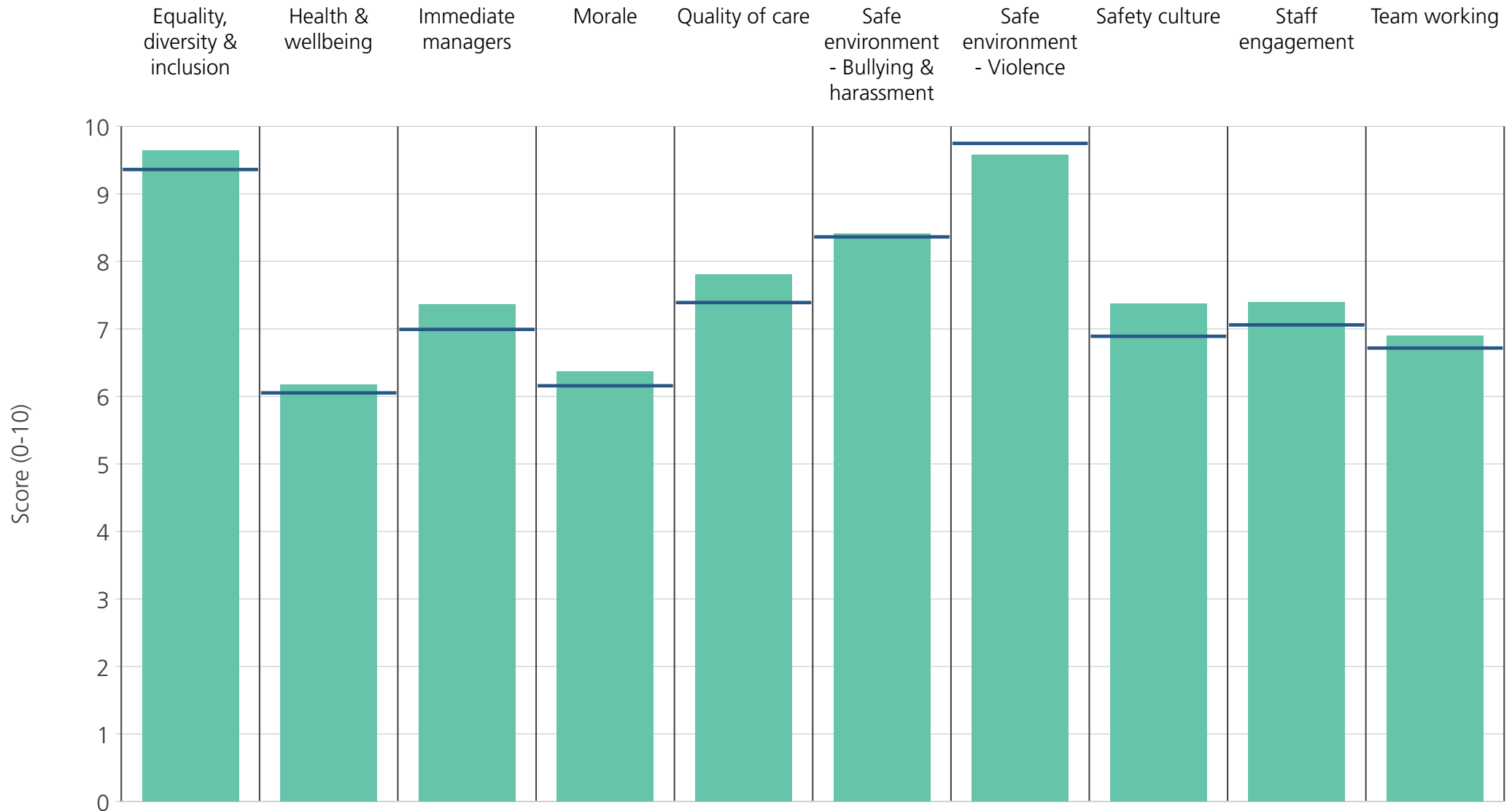
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 8.9 | 5.8 | 6.3 | 5.9 | 7.8 | 7.6 | 9.6 | 6.8 | 6.8 | 6.3 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 150 | 152 | 152 | 149 | 149 | 144 | 151 | 149 | 151 | 149 |



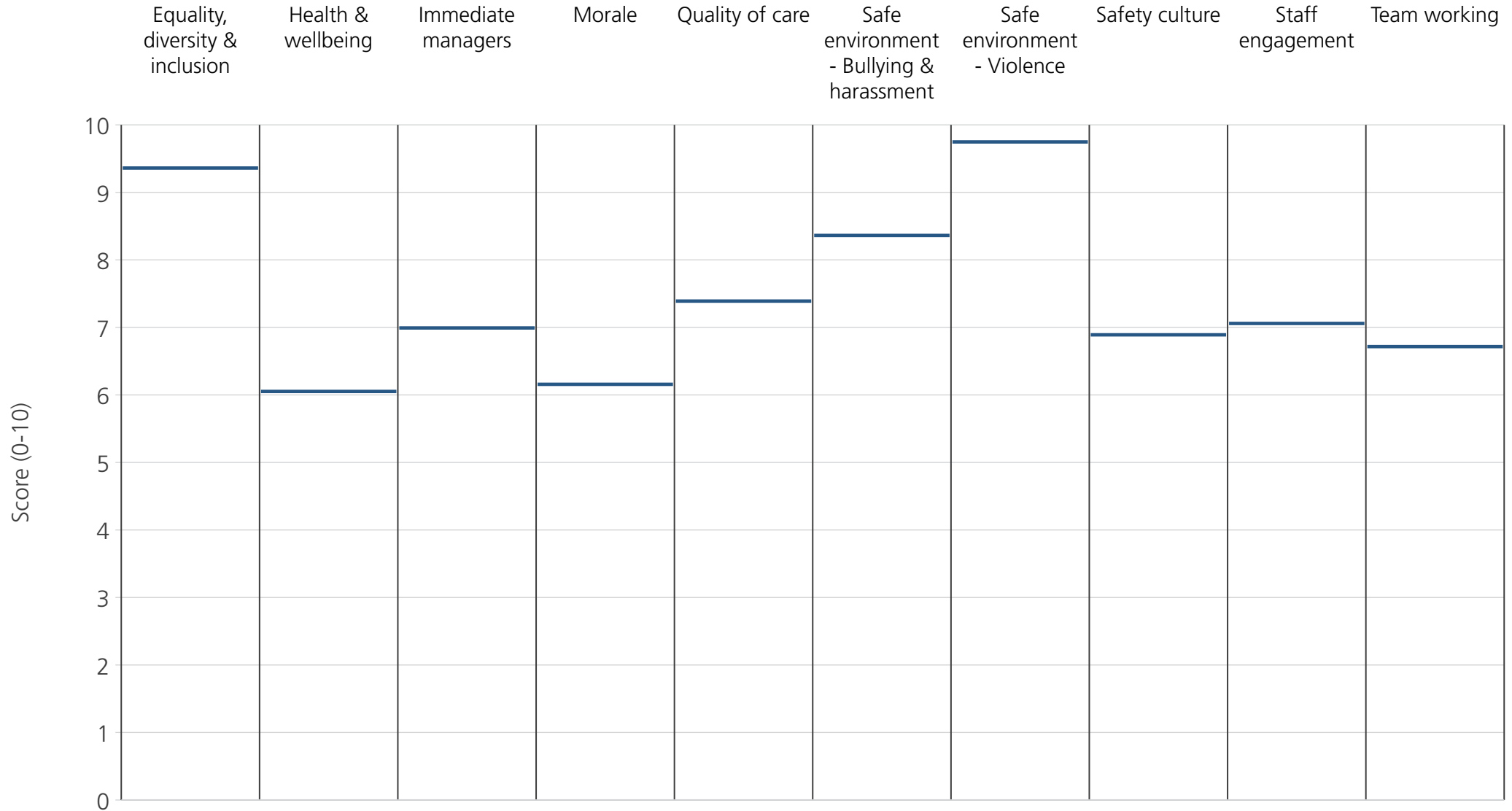
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> |     |     |     |     |     |     |     |     |     |     |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 8   | 9   | 9   | 8   | 7   | 7   | 9   | 8   | 9   | 9   |



|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.1 | 5.5 | 5.8 | 6.3 | 8.6 | 8.1 | 10.0 | 5.7 | 7.1 | 6.2 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 17  | 17  | 17  | 17  | 13  | 16  | 17   | 17  | 17  | 17  |



|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 6.2 | 7.4 | 6.4 | 7.8 | 8.4 | 9.6 | 7.4 | 7.4 | 6.9 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 143 | 143 | 143 | 142 | 141 | 140 | 142 | 142 | 146 | 144 |



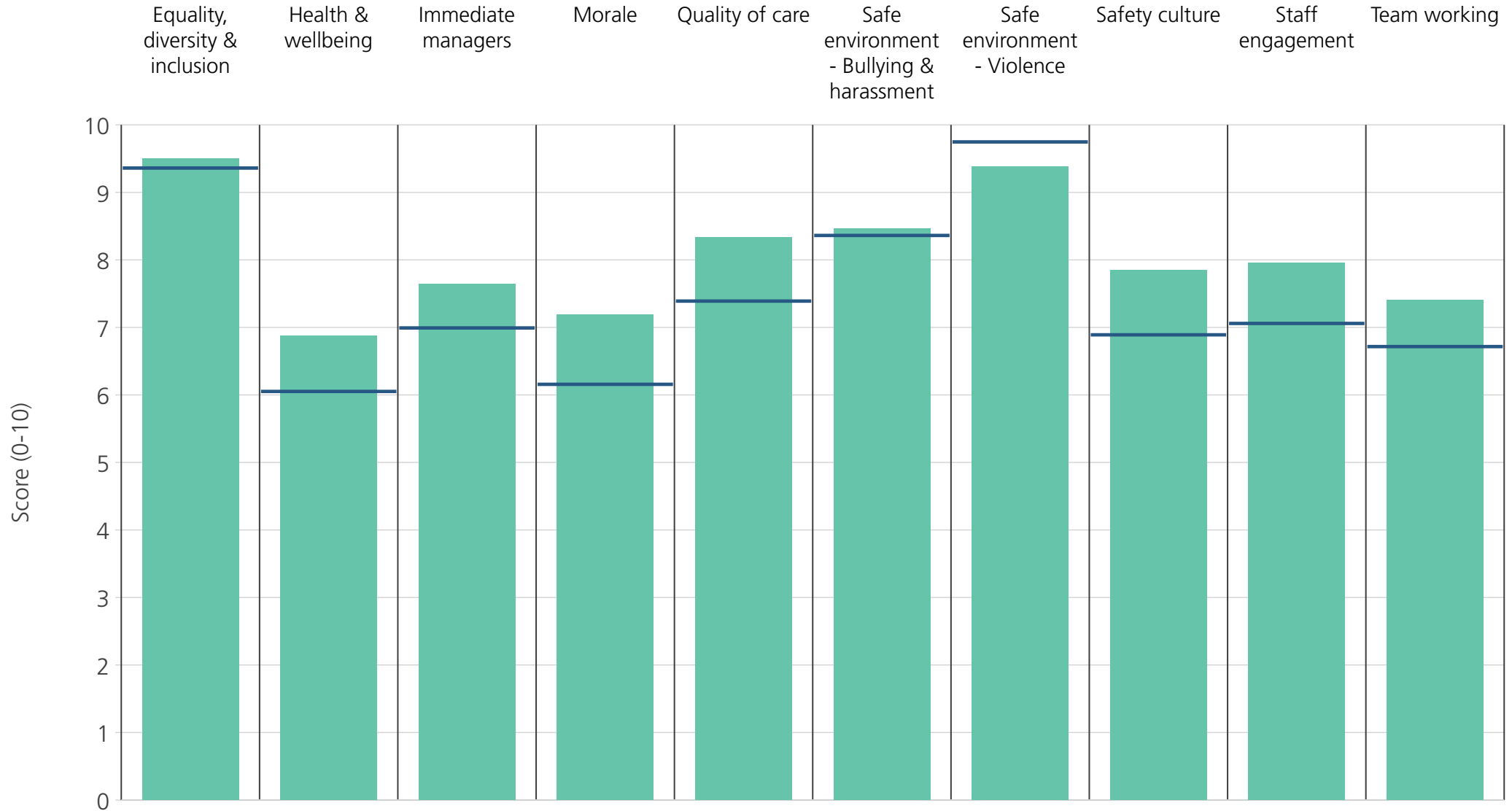
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> |     |     |     |     |     |     |     |     |     |     |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   |



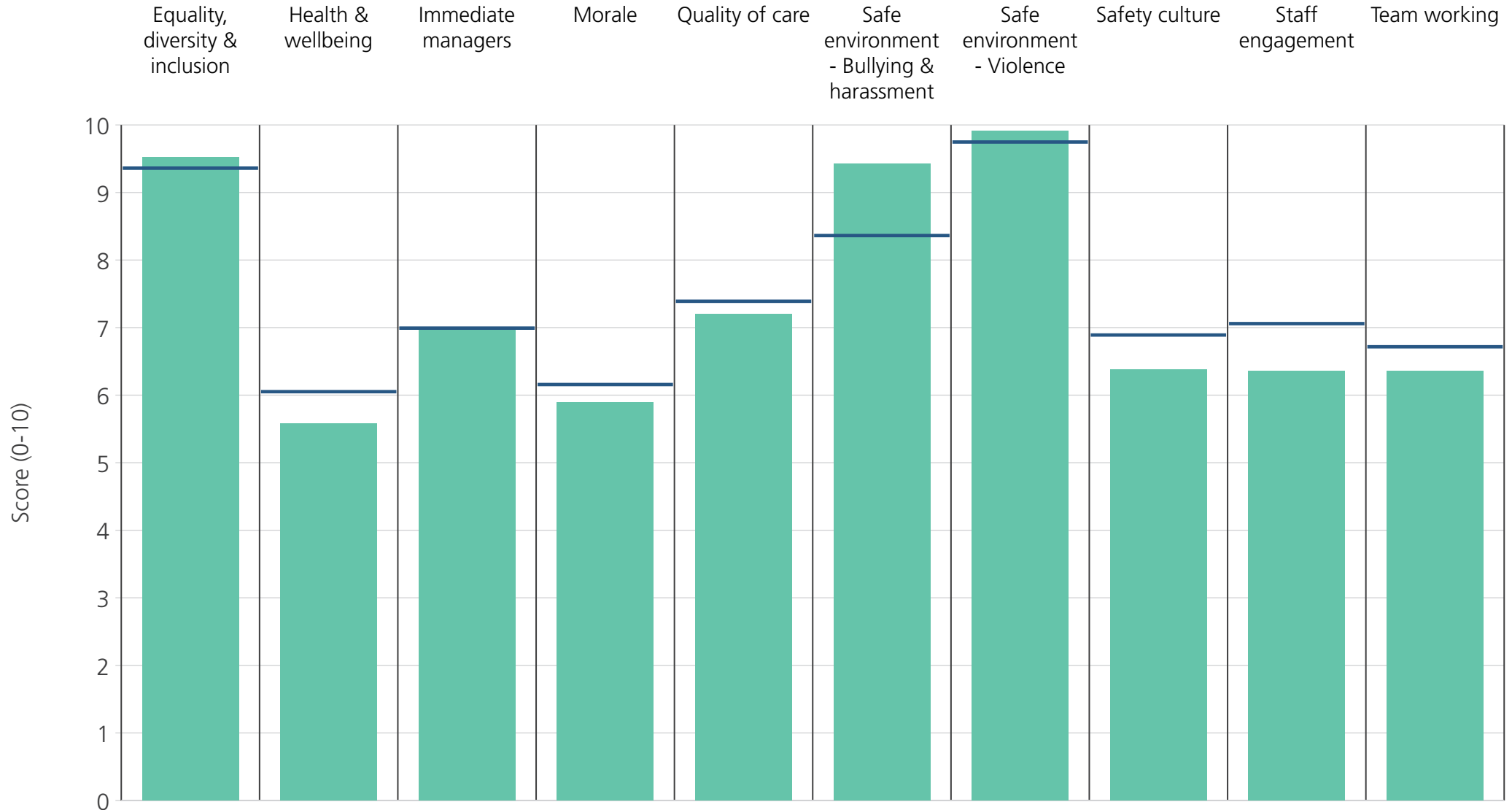
# Directorates 2

CSH Surrey

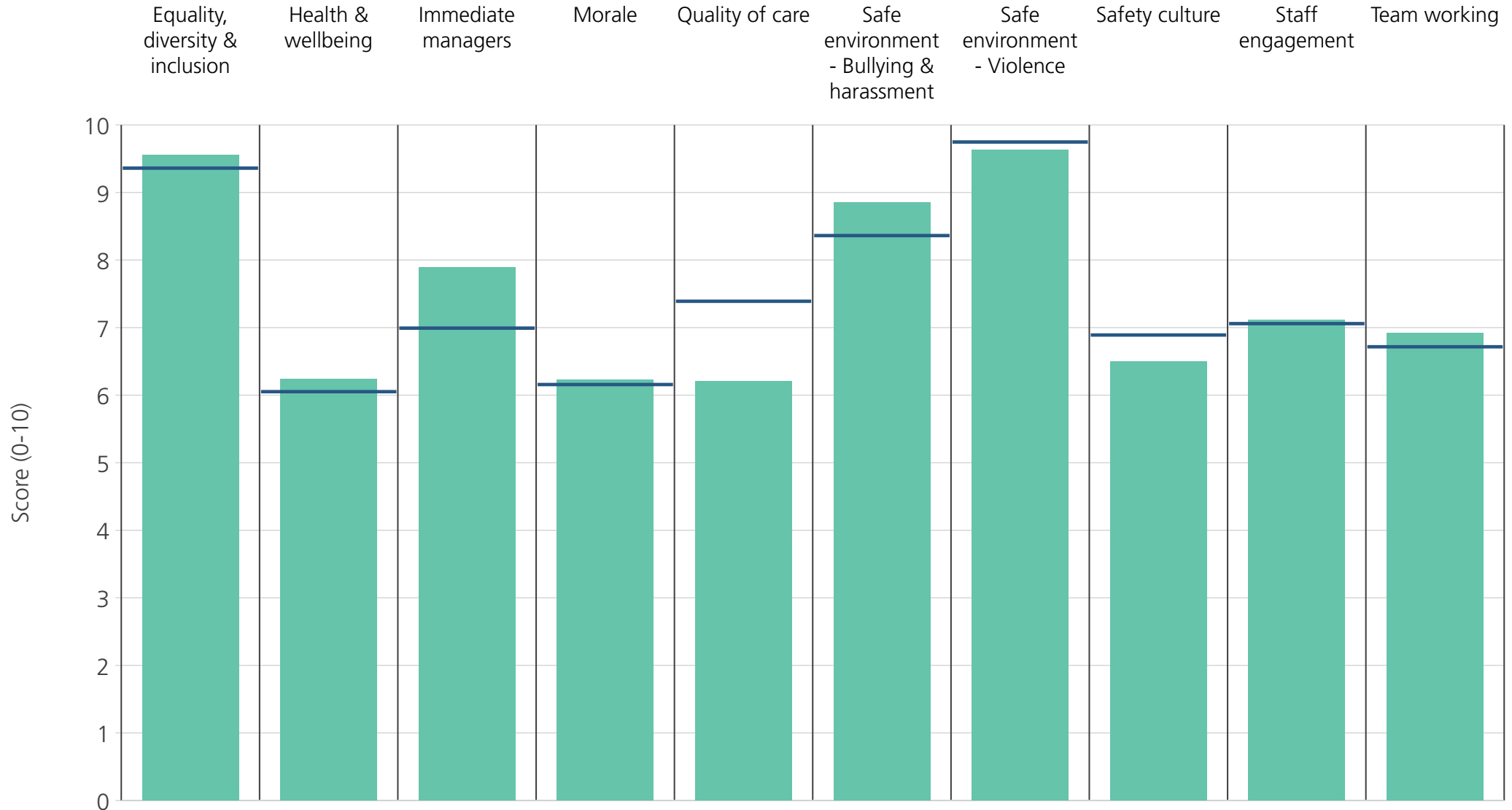
2020 NHS Staff Survey Results



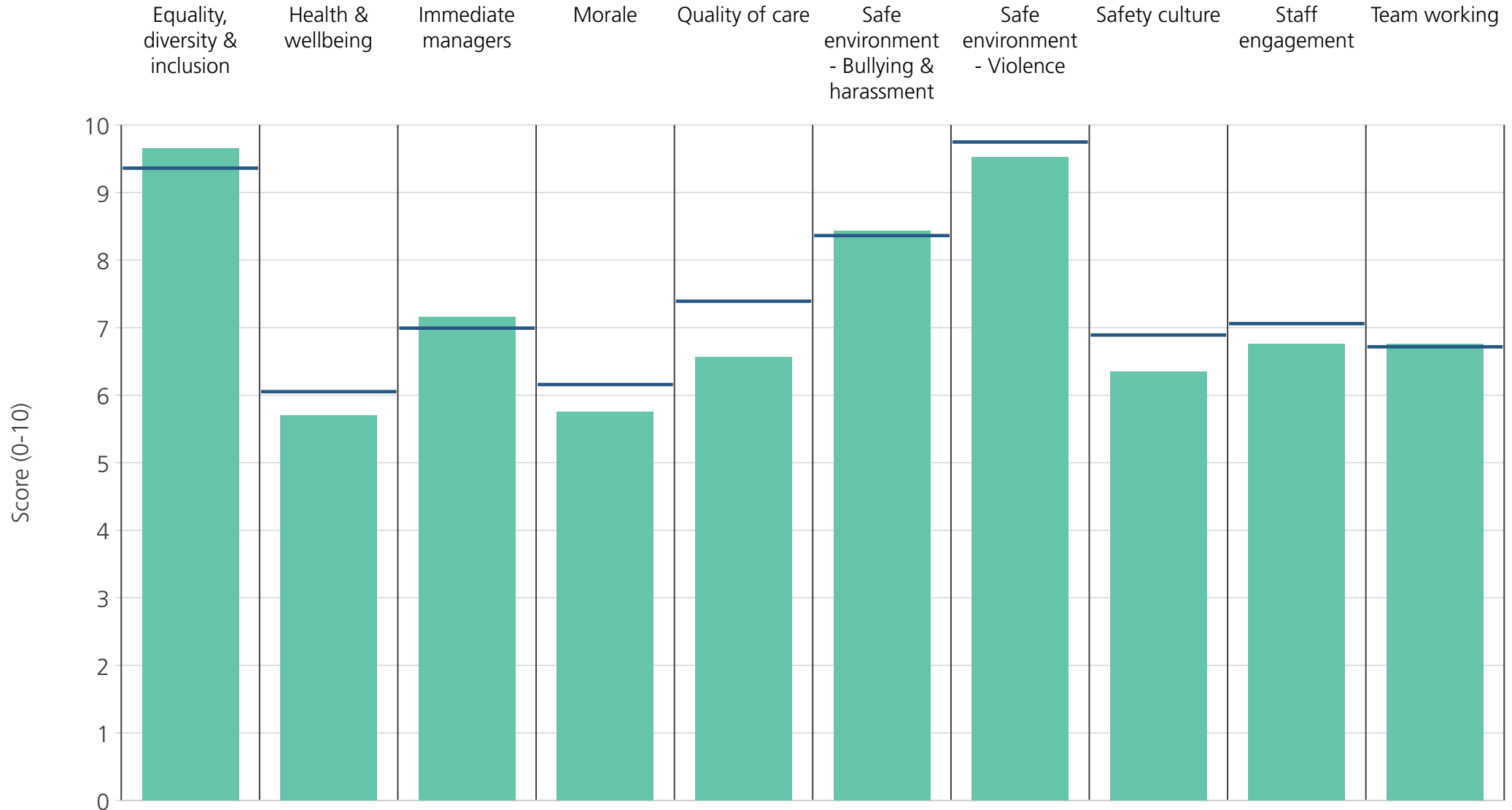
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.5 | 6.9 | 7.6 | 7.2 | 8.3 | 8.5 | 9.4 | 7.9 | 8.0 | 7.4 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 38  | 38  | 38  | 37  | 38  | 37  | 38  | 37  | 39  | 38  |



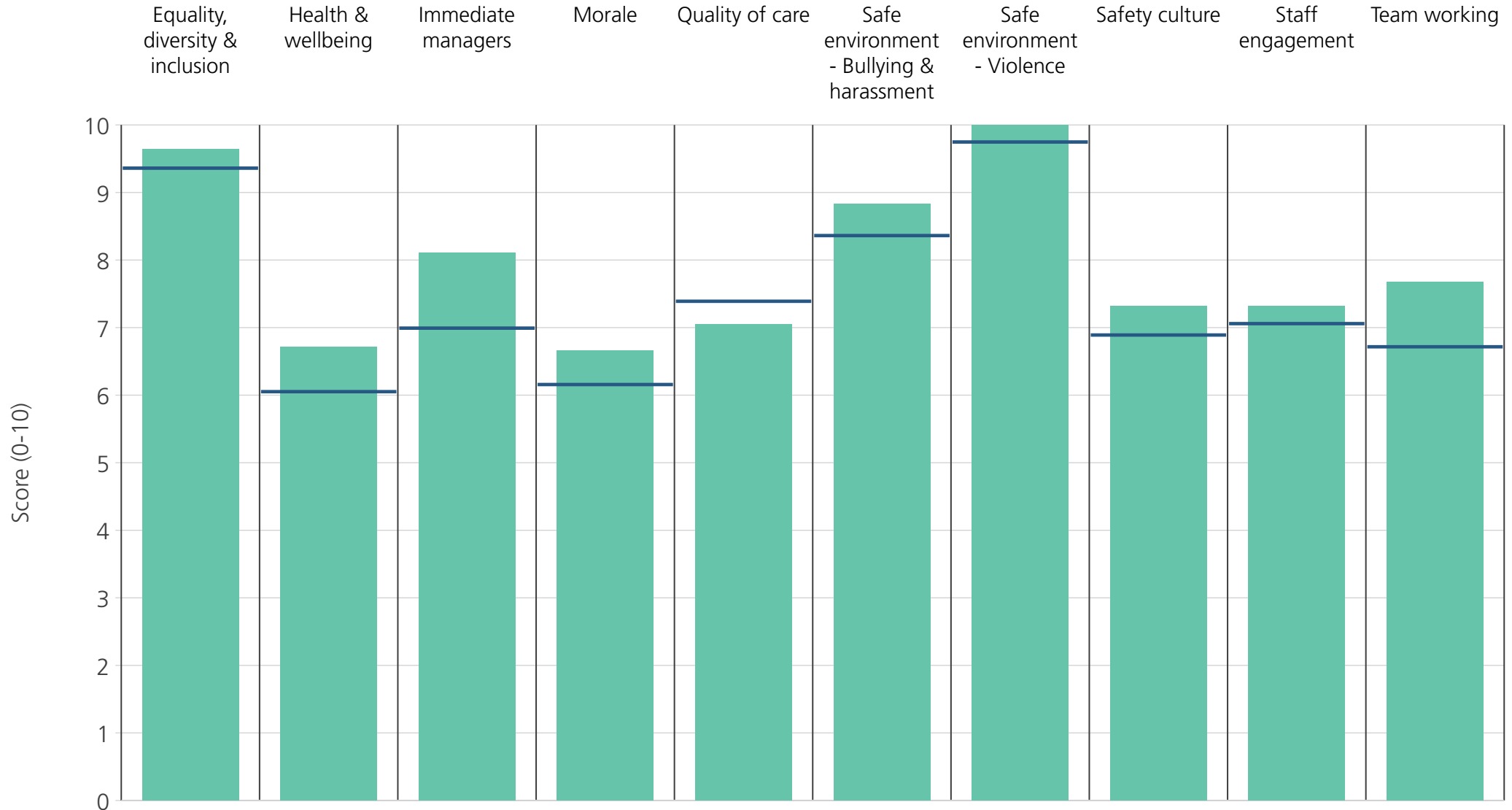
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.5 | 5.6 | 7.0 | 5.9 | 7.2 | 9.4 | 9.9 | 6.4 | 6.4 | 6.4 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 35  | 36  | 36  | 36  | 25  | 35  | 36  | 36  | 36  | 35  |



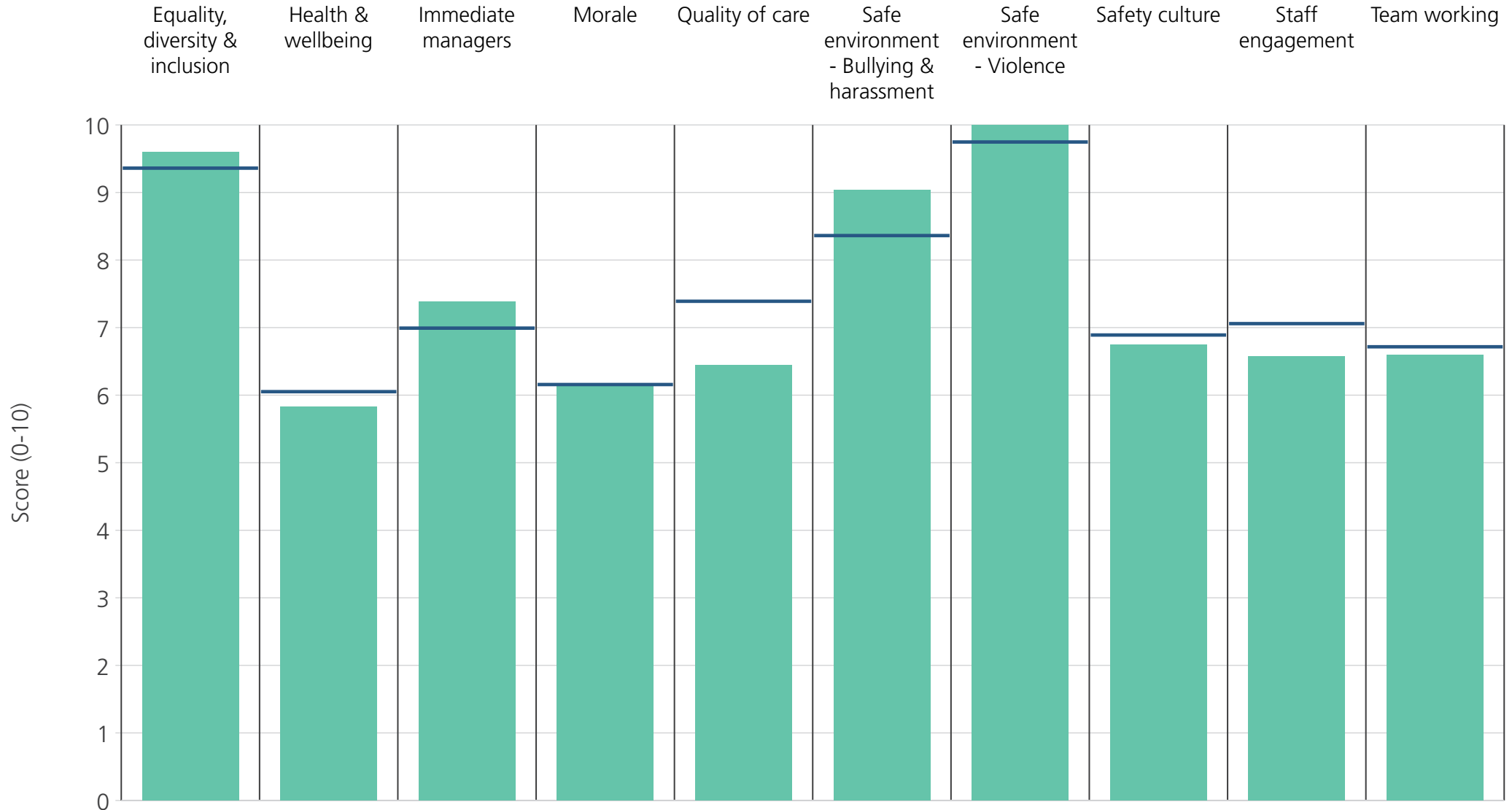
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 6.2 | 7.9 | 6.2 | 6.2 | 8.9 | 9.6 | 6.5 | 7.1 | 6.9 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 45  | 45  | 45  | 45  | 45  | 45  | 45  | 45  | 45  | 43  |



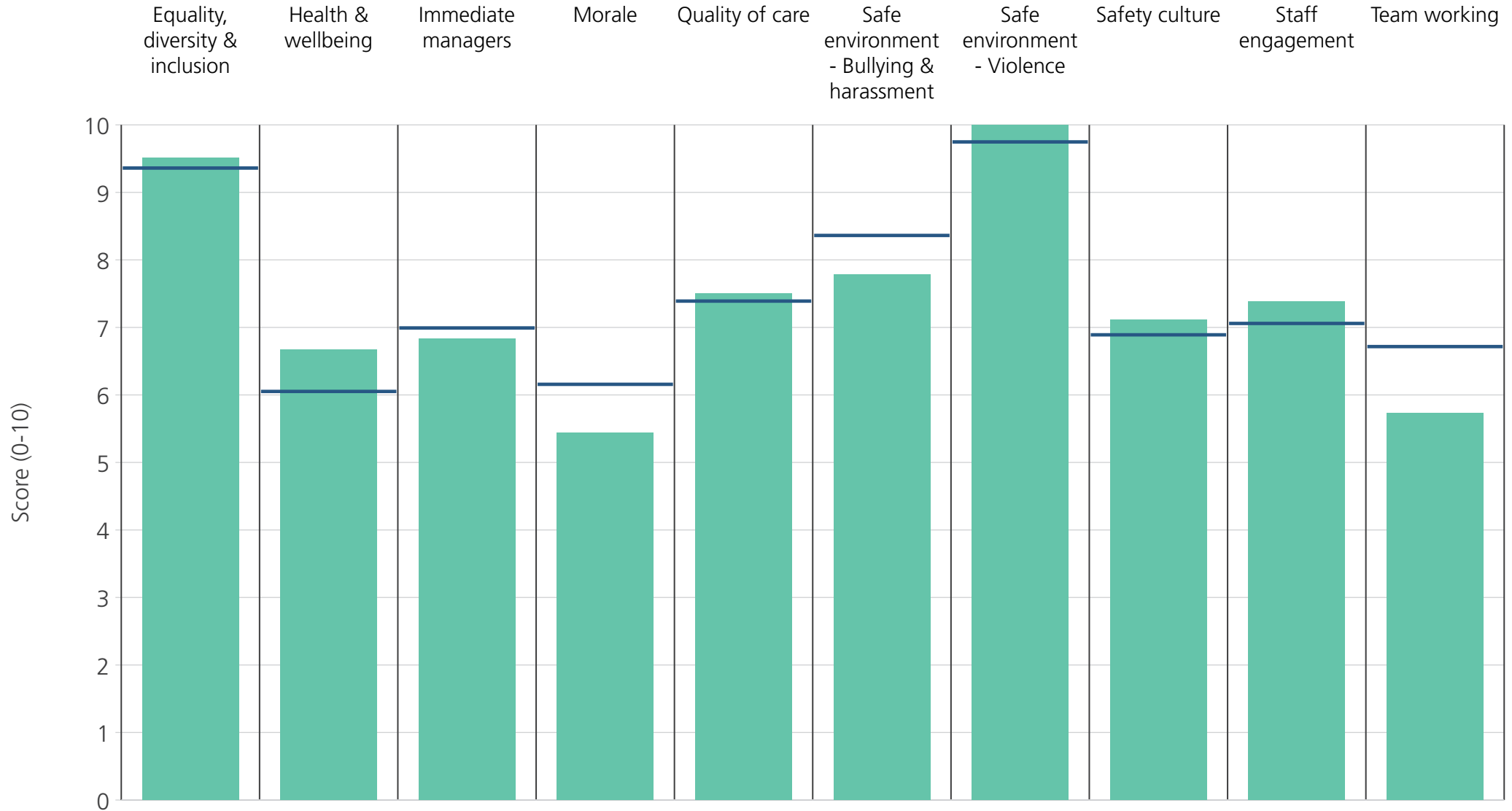
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 5.7 | 7.2 | 5.8 | 6.6 | 8.4 | 9.5 | 6.4 | 6.8 | 6.8 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 57  | 57  | 56  | 56  | 57  | 53  | 56  | 57  | 56  | 57  |



|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 6.7 | 8.1 | 6.7 | 7.1 | 8.8 | 10.0 | 7.3 | 7.3 | 7.7 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 28  | 28  | 28  | 28  | 28  | 27  | 28   | 28  | 28  | 28  |

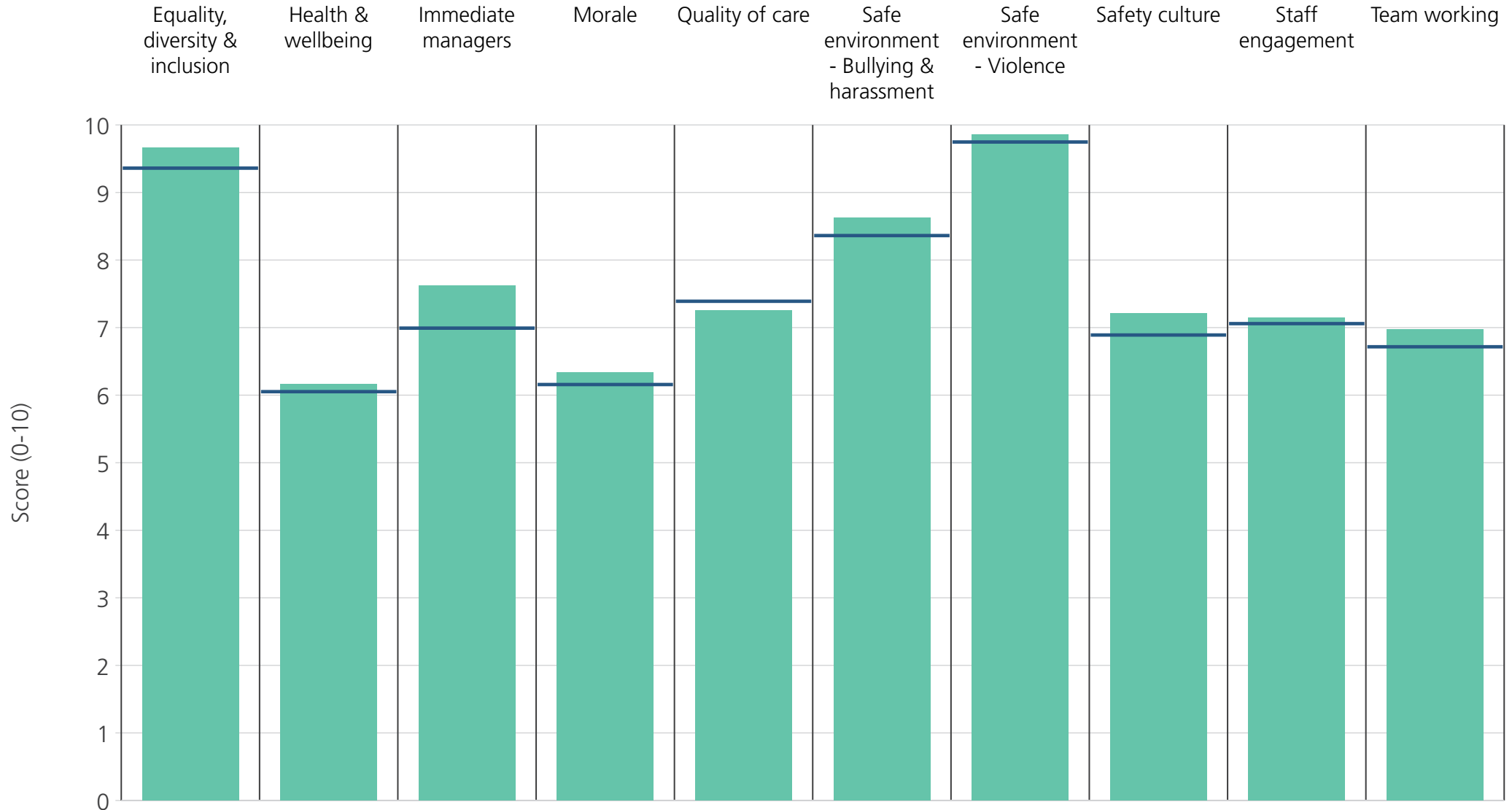


|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 5.8 | 7.4 | 6.1 | 6.4 | 9.0 | 10.0 | 6.7 | 6.6 | 6.6 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 50  | 50  | 50  | 50  | 49  | 45  | 50   | 50  | 50  | 50  |

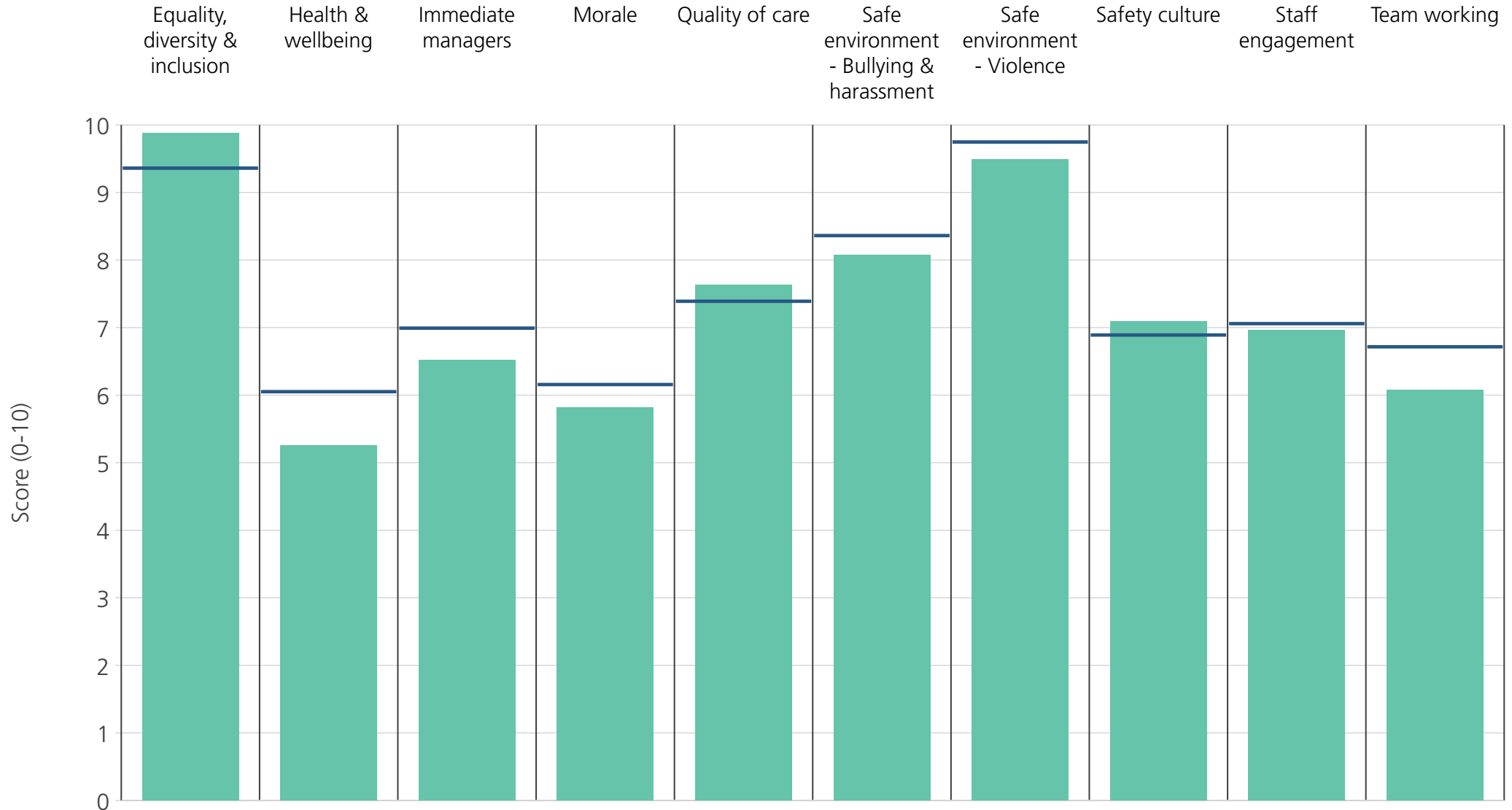


|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.5 | 6.7 | 6.8 | 5.4 | 7.5 | 7.8 | 10.0 | 7.1 | 7.4 | 5.7 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 12  | 12  | 12  | 12  | 12  | 12  | 12   | 12  | 12  | 12  |

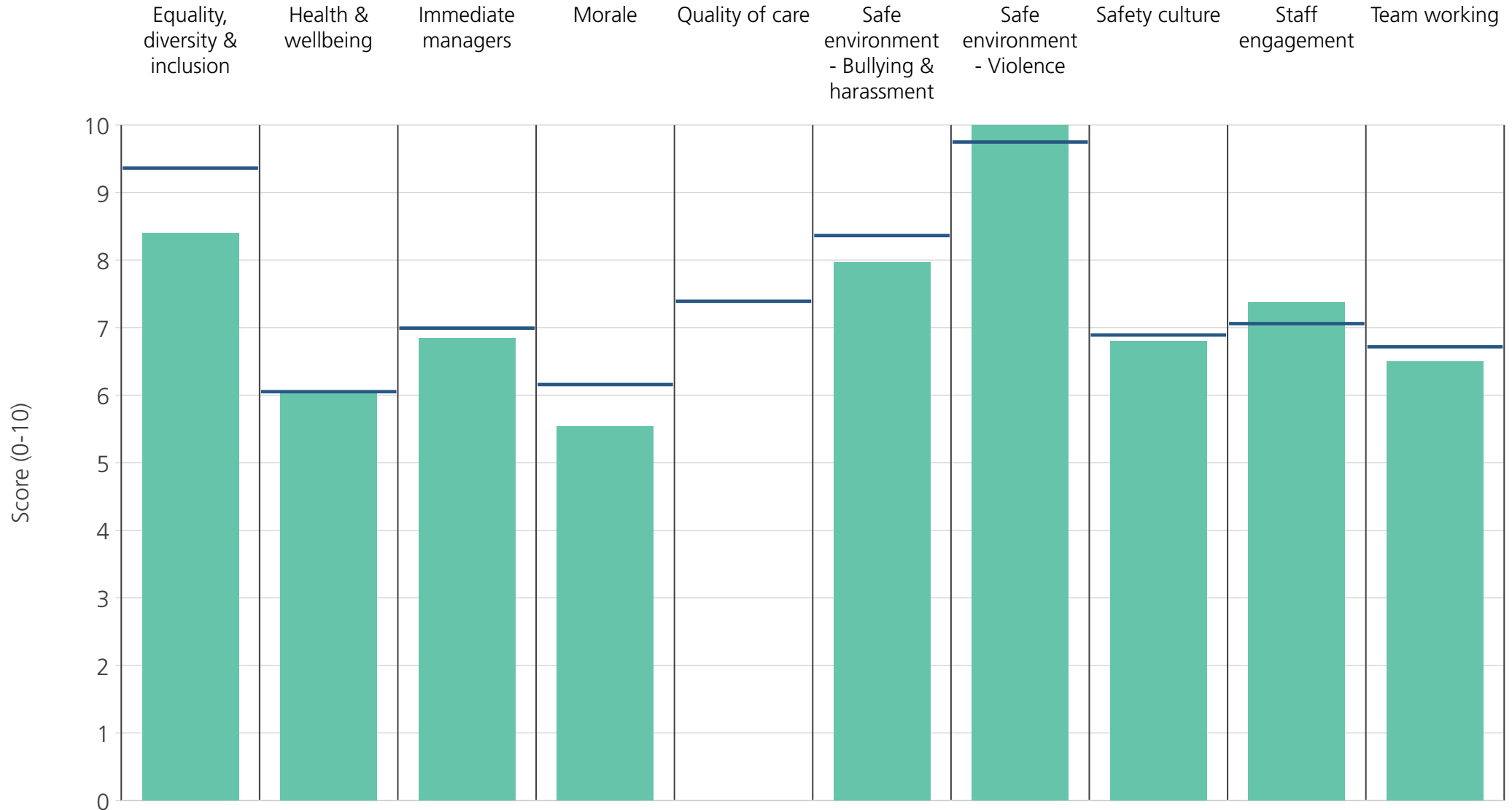




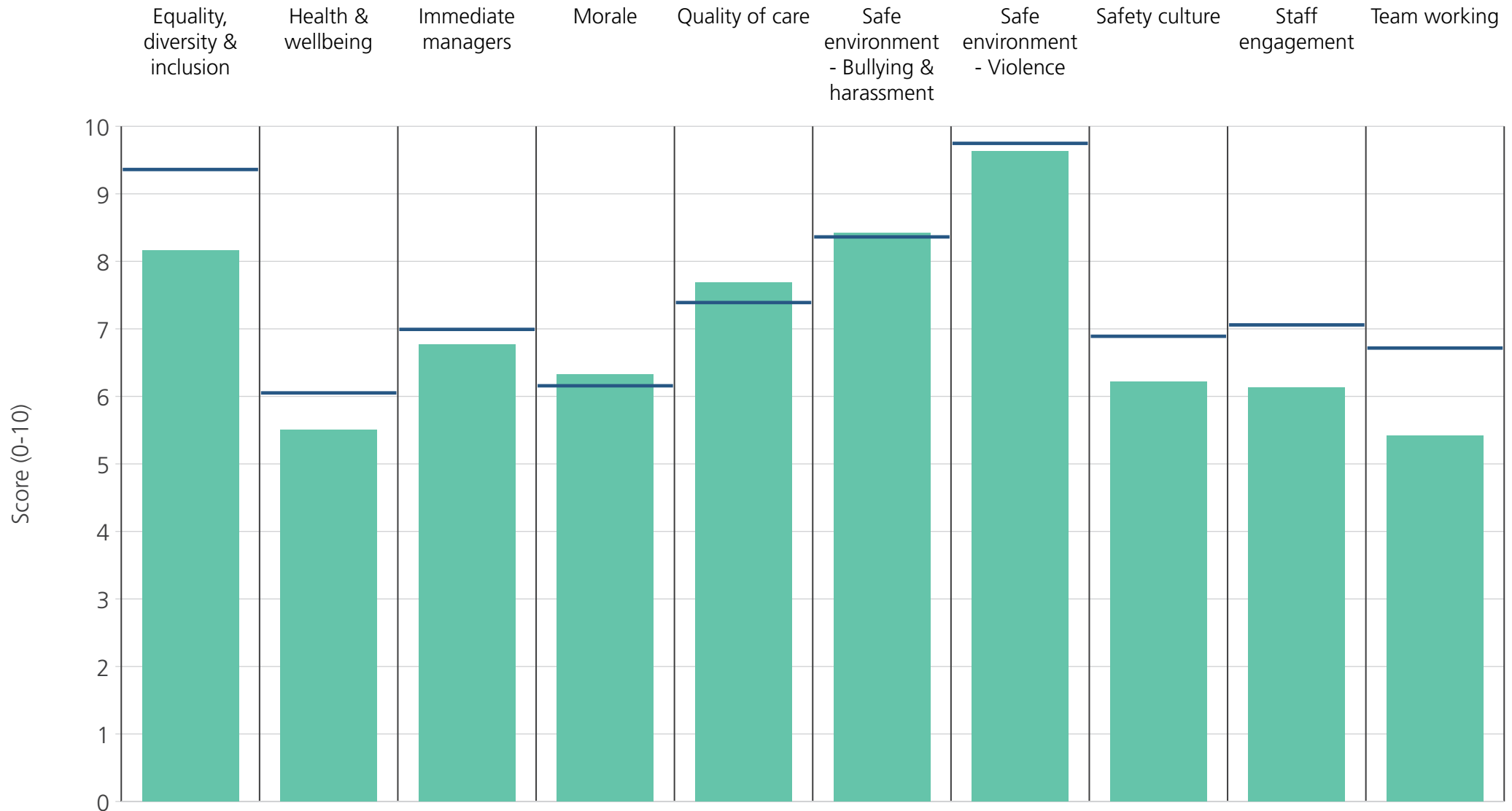
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.7 | 6.2 | 7.6 | 6.3 | 7.3 | 8.6 | 9.9 | 7.2 | 7.1 | 7.0 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 47  | 47  | 47  | 47  | 47  | 46  | 47  | 47  | 48  | 47  |



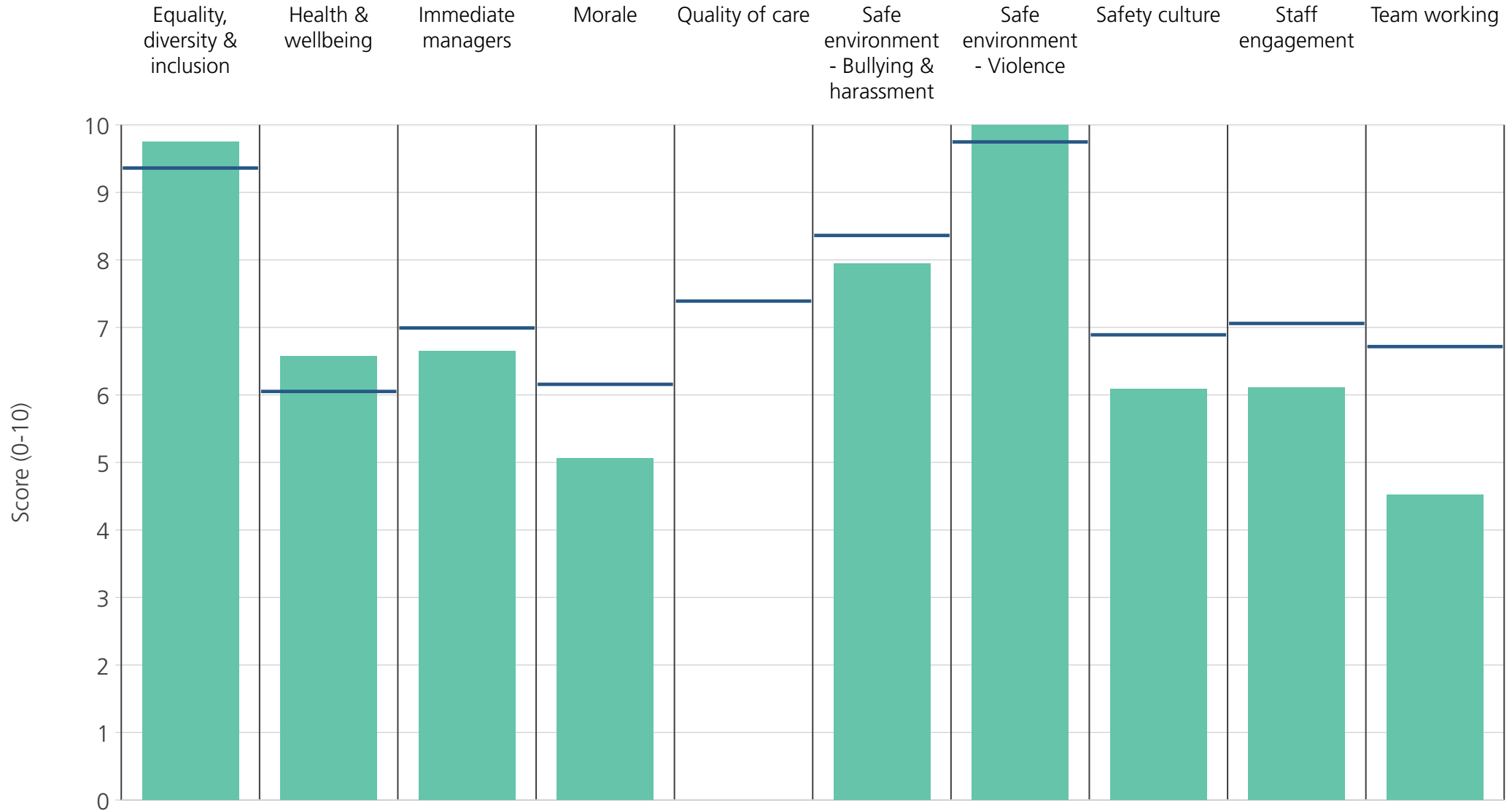
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.9 | 5.3 | 6.5 | 5.8 | 7.6 | 8.1 | 9.5 | 7.1 | 7.0 | 6.1 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 27  | 27  | 27  | 27  | 26  | 26  | 26  | 27  | 28  | 28  |



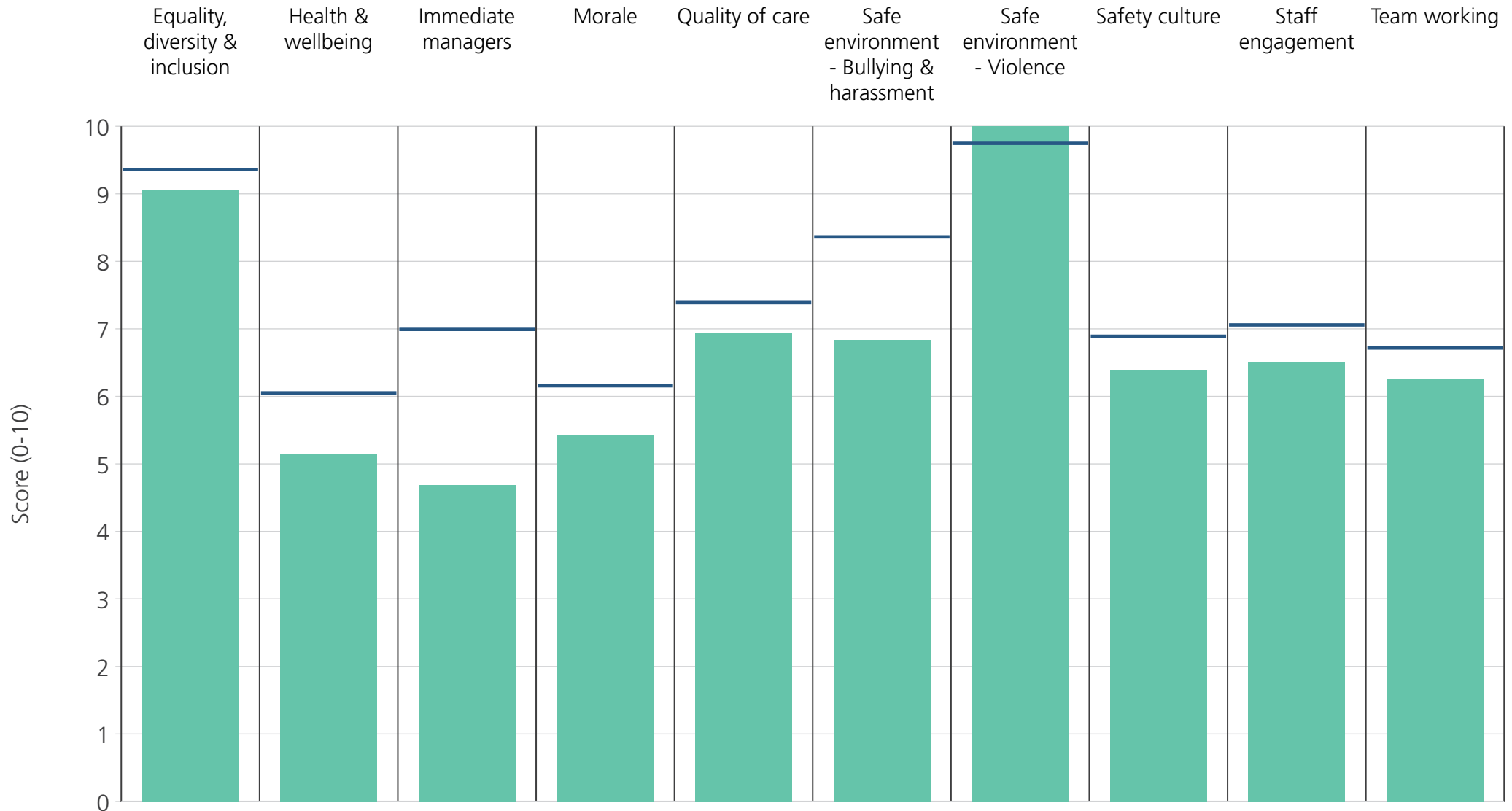
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|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 8.4 | 6.0 | 6.8 | 5.5 | 7.4 | 8.0 | 10.0 | 6.8 | 7.4 | 6.5 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 24  | 24  | 25  | 23  | 10  | 23  | 24   | 23  | 25  | 25  |



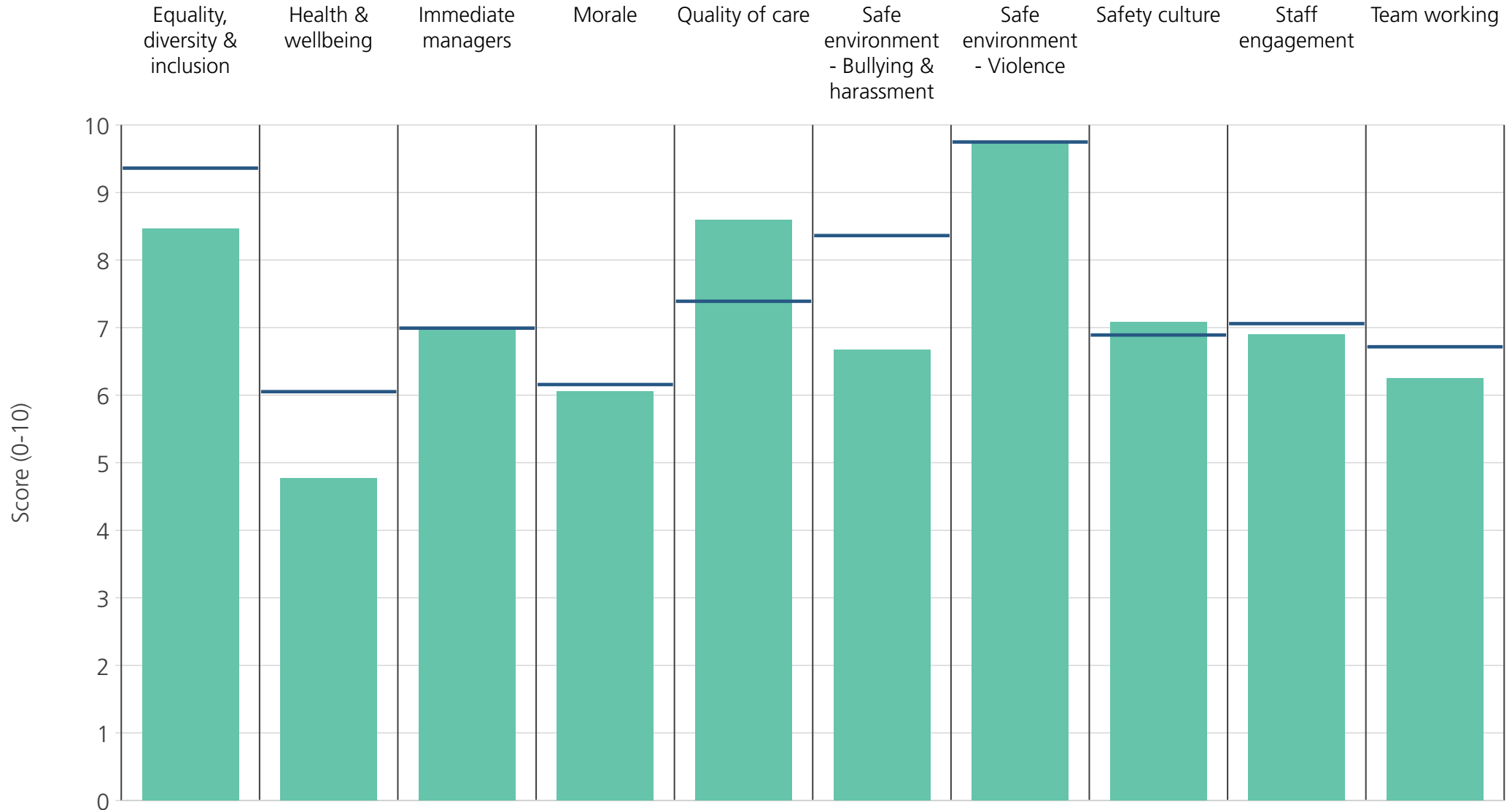
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 8.2 | 5.5 | 6.8 | 6.3 | 7.7 | 8.4 | 9.6 | 6.2 | 6.1 | 5.4 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 19  | 19  | 19  | 19  | 18  | 19  | 18  | 19  | 18  | 18  |



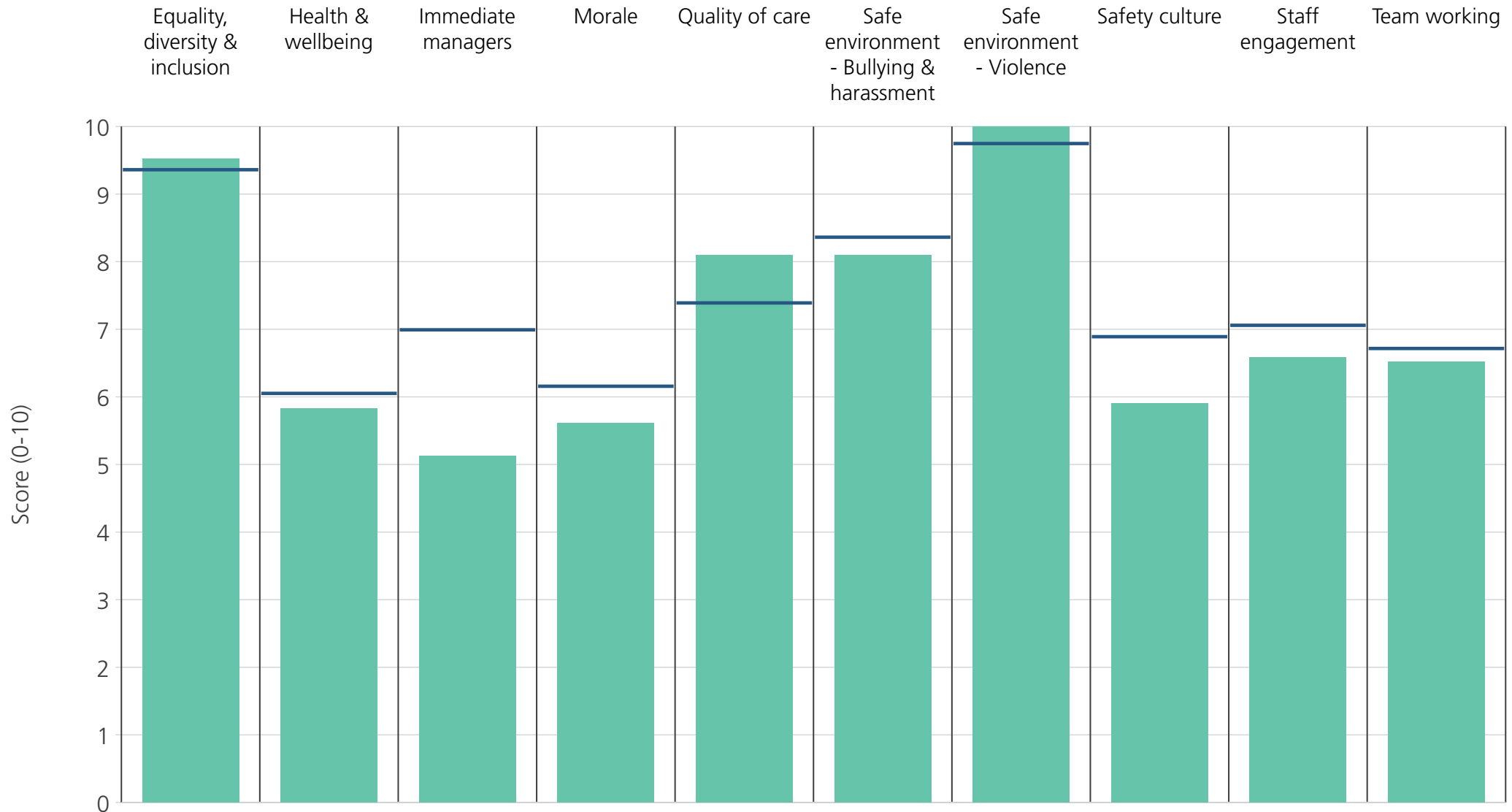
|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.7 | 6.6 | 6.7 | 5.1 | 7.4 | 8.4 | 10.0 | 6.1 | 6.1 | 4.5 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 13  | 13  | 13  | 13  | 9   | 13  | 13   | 13  | 13  | 13  |



|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.1 | 5.1 | 4.7 | 5.4 | 6.9 | 6.8 | 10.0 | 6.4 | 6.5 | 6.3 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 22  | 22  | 22  | 22  | 19  | 20  | 22   | 22  | 23  | 23  |

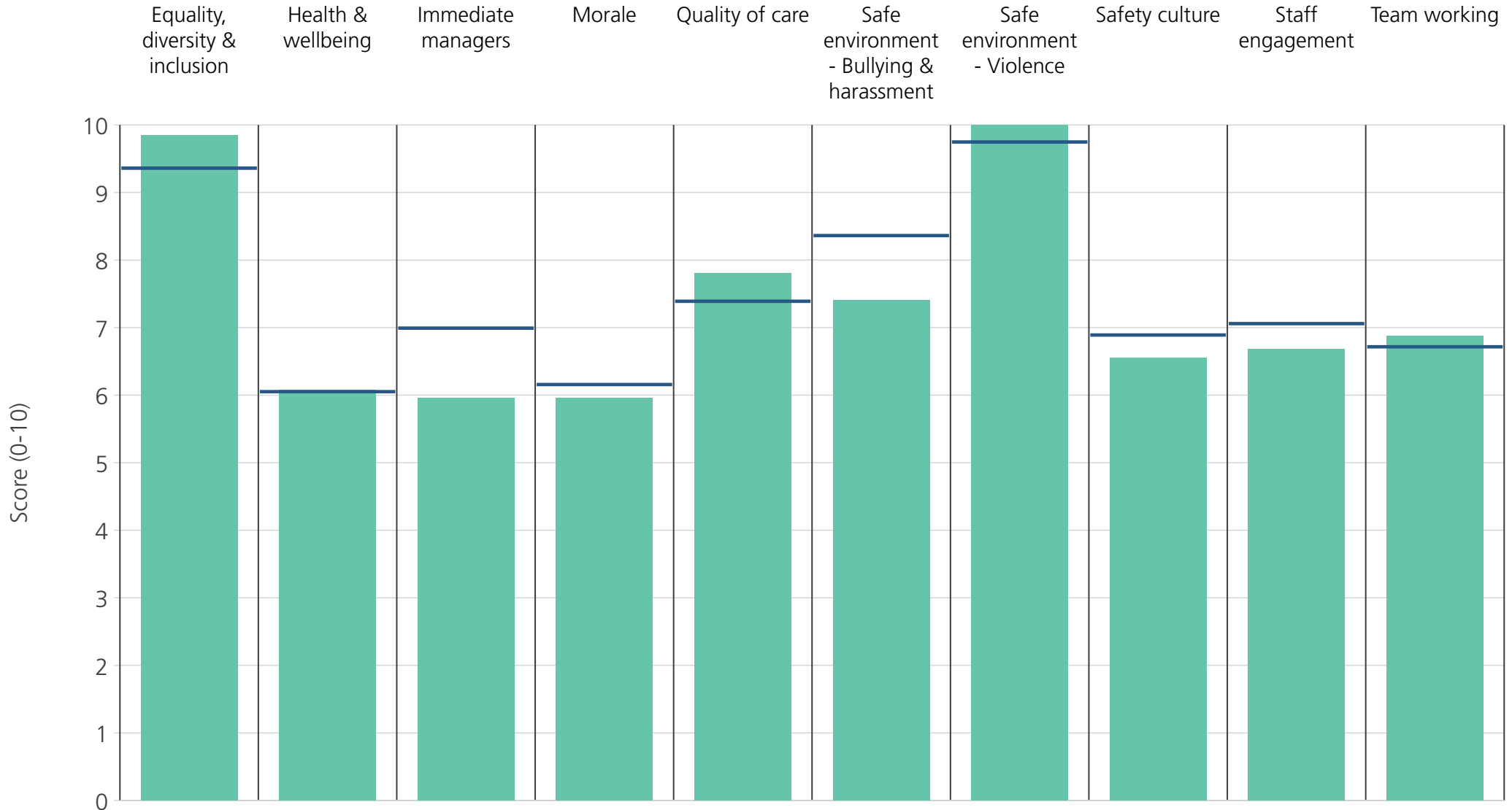


|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 8.5 | 4.8 | 7.0 | 6.1 | 8.6 | 6.7 | 9.7 | 7.1 | 6.9 | 6.3 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 13  | 13  | 13  | 13  | 13  | 13  | 13  | 13  | 13  | 13  |

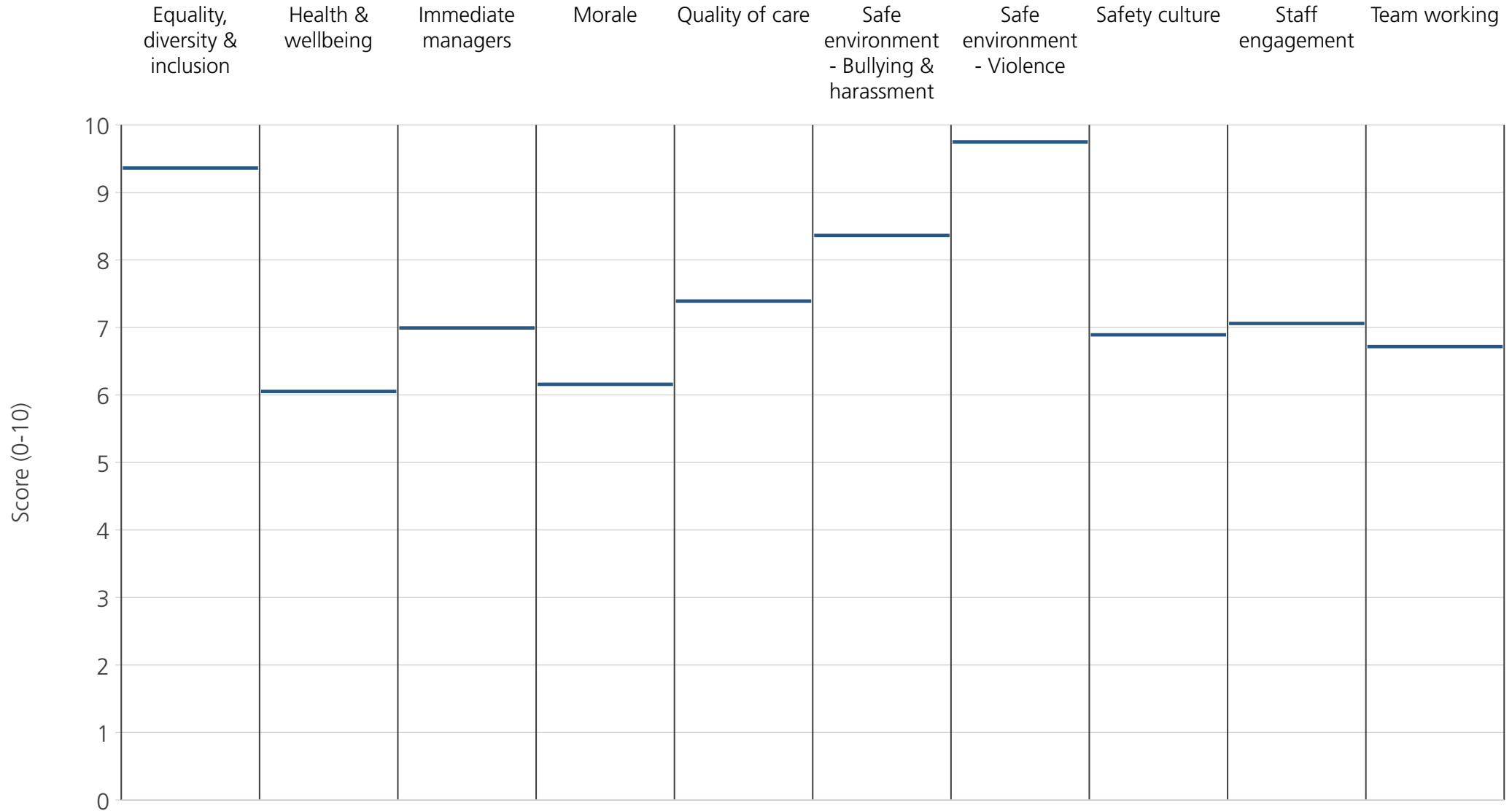


|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.5 | 5.8 | 5.1 | 5.6 | 8.1 | 8.1 | 10.0 | 5.9 | 6.6 | 6.5 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 14  | 14  | 14  | 14  | 14  | 14  | 14   | 14  | 14  | 14  |

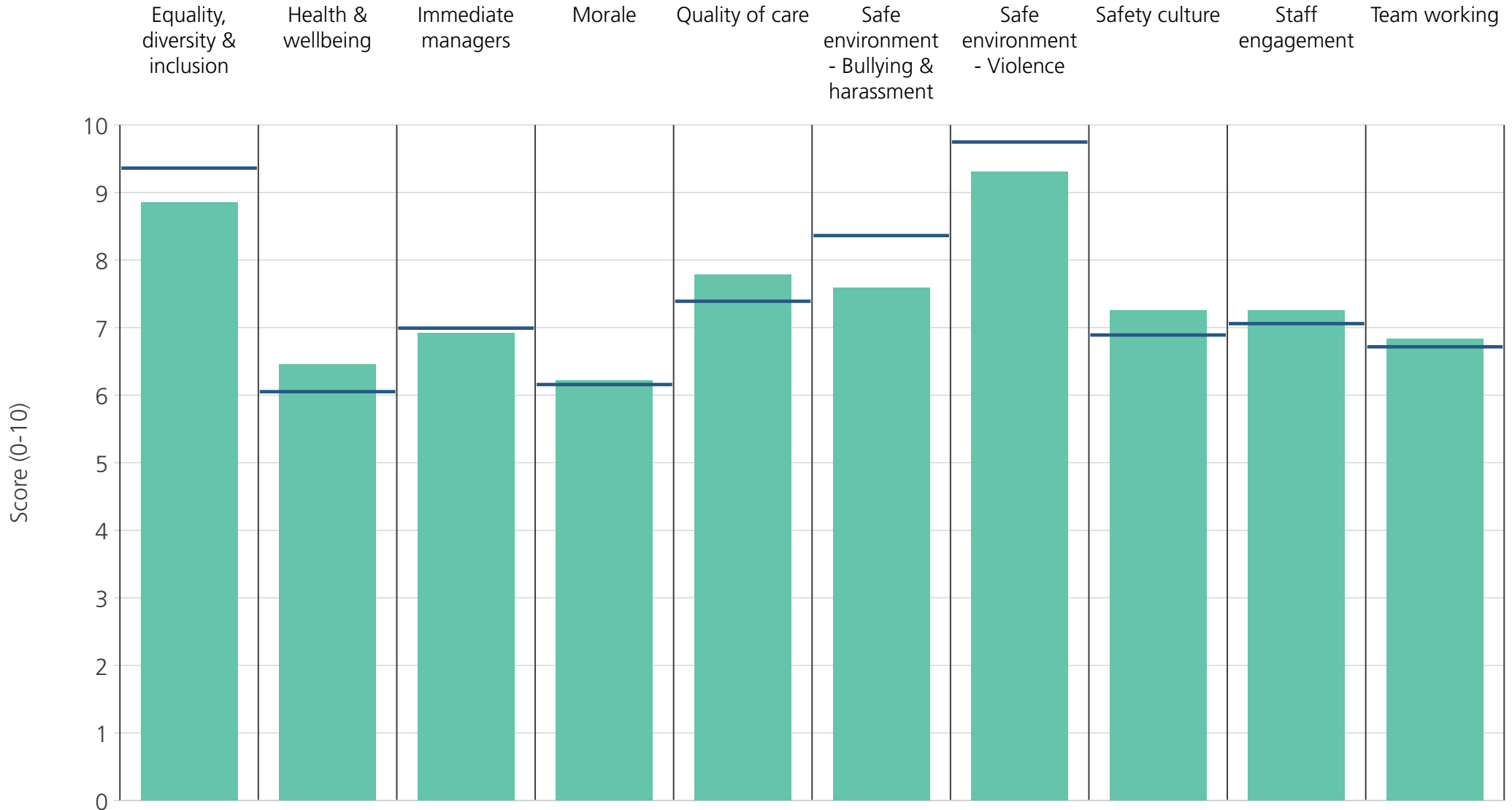




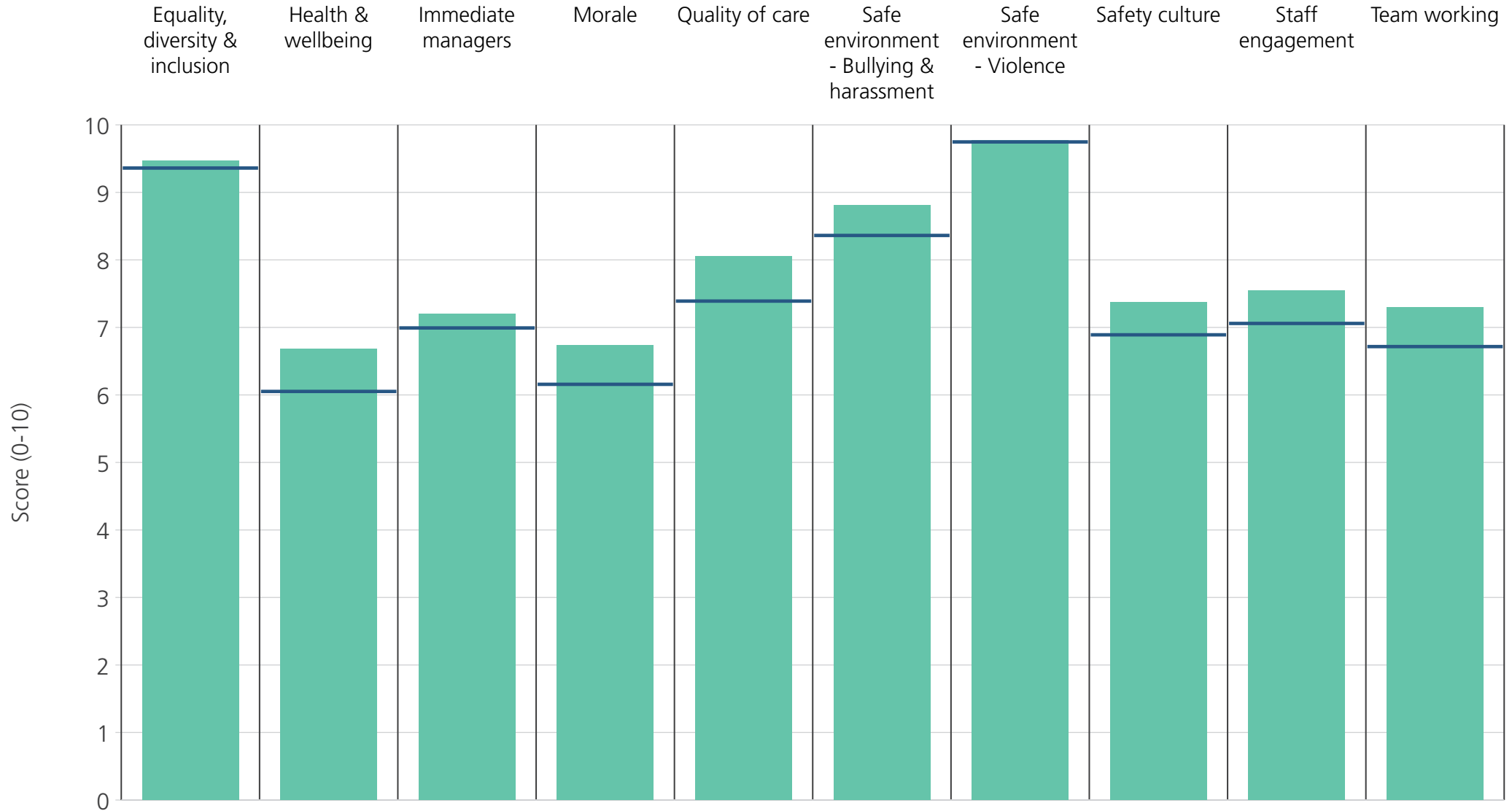
|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.8 | 6.1 | 6.0 | 6.0 | 7.8 | 7.4 | 10.0 | 6.6 | 6.7 | 6.9 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 21  | 22  | 22  | 21  | 22  | 18  | 22   | 21  | 22  | 22  |



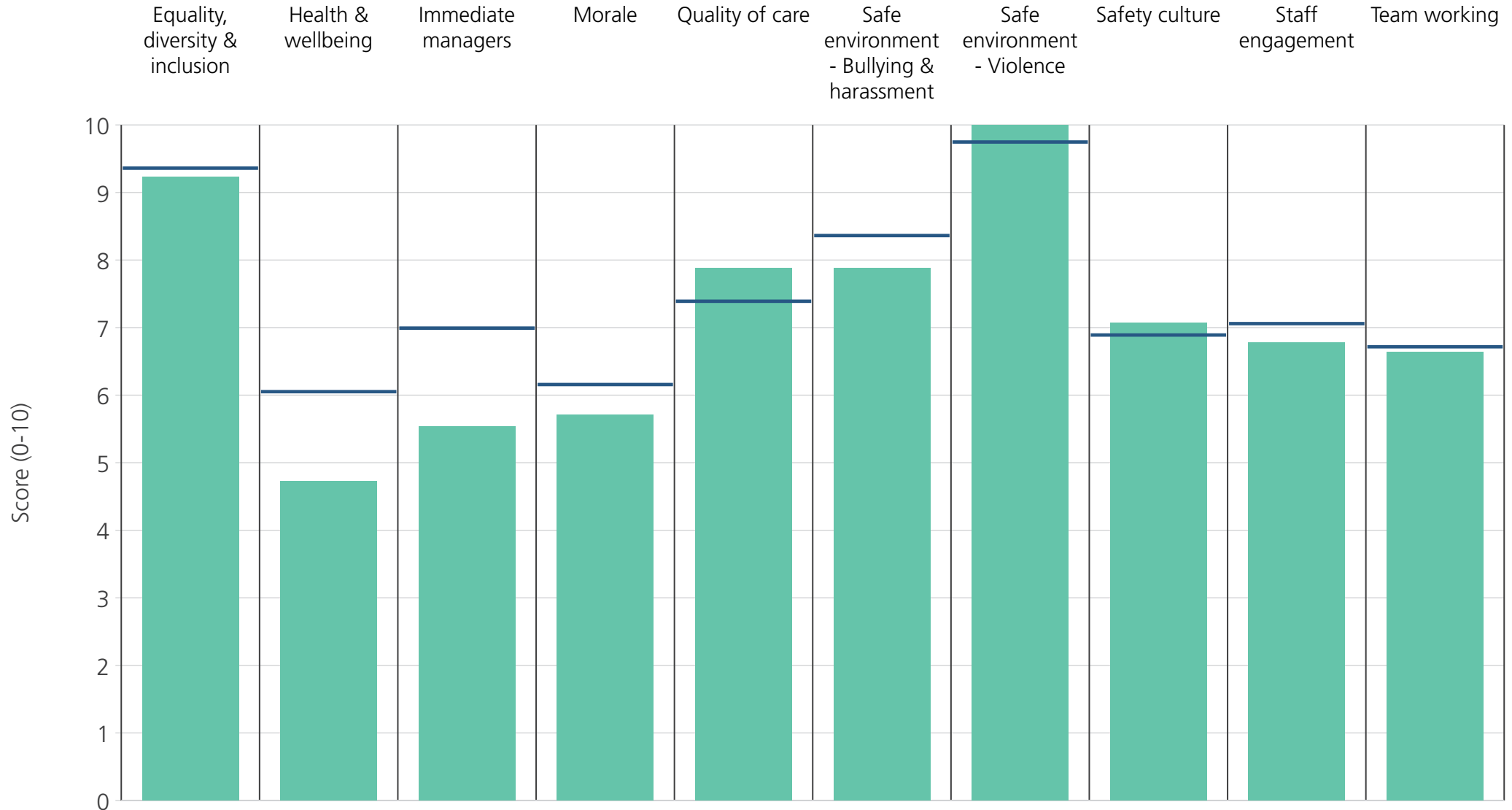
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> |     |     |     |     |     |     |     |     |     |     |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 10  | 10  | 10  | 10  | 10  | 10  | 10  | 10  | 10  | 10  |



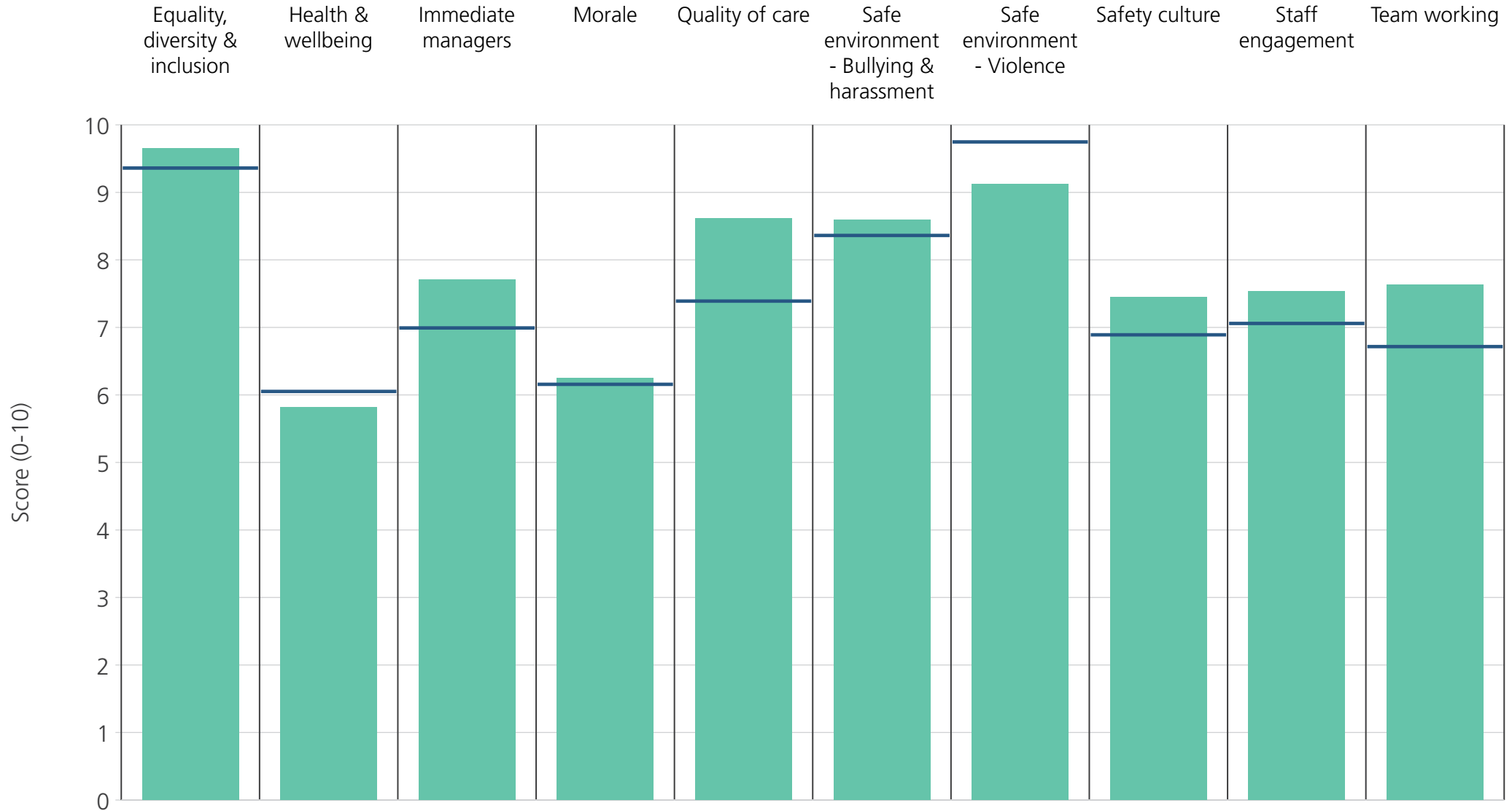
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 8.9 | 6.5 | 6.9 | 6.2 | 7.8 | 7.6 | 9.3 | 7.3 | 7.3 | 6.8 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 29  | 29  | 29  | 29  | 29  | 29  | 29  | 29  | 29  | 28  |



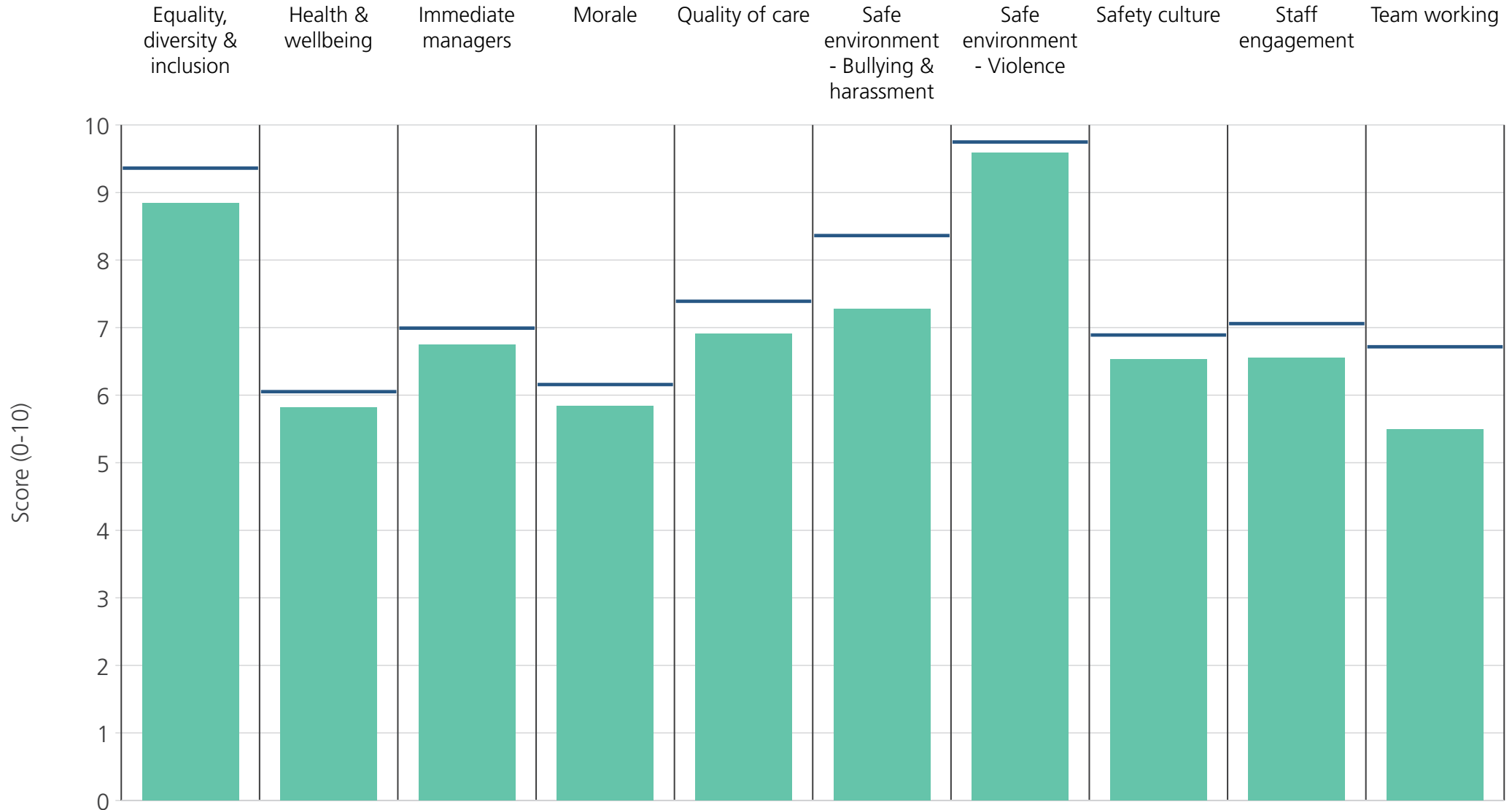
|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.5 | 6.7 | 7.2 | 6.7 | 8.1 | 8.8 | 9.8 | 7.4 | 7.5 | 7.3 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 101 | 102 | 102 | 102 | 98  | 98  | 102 | 102 | 103 | 102 |



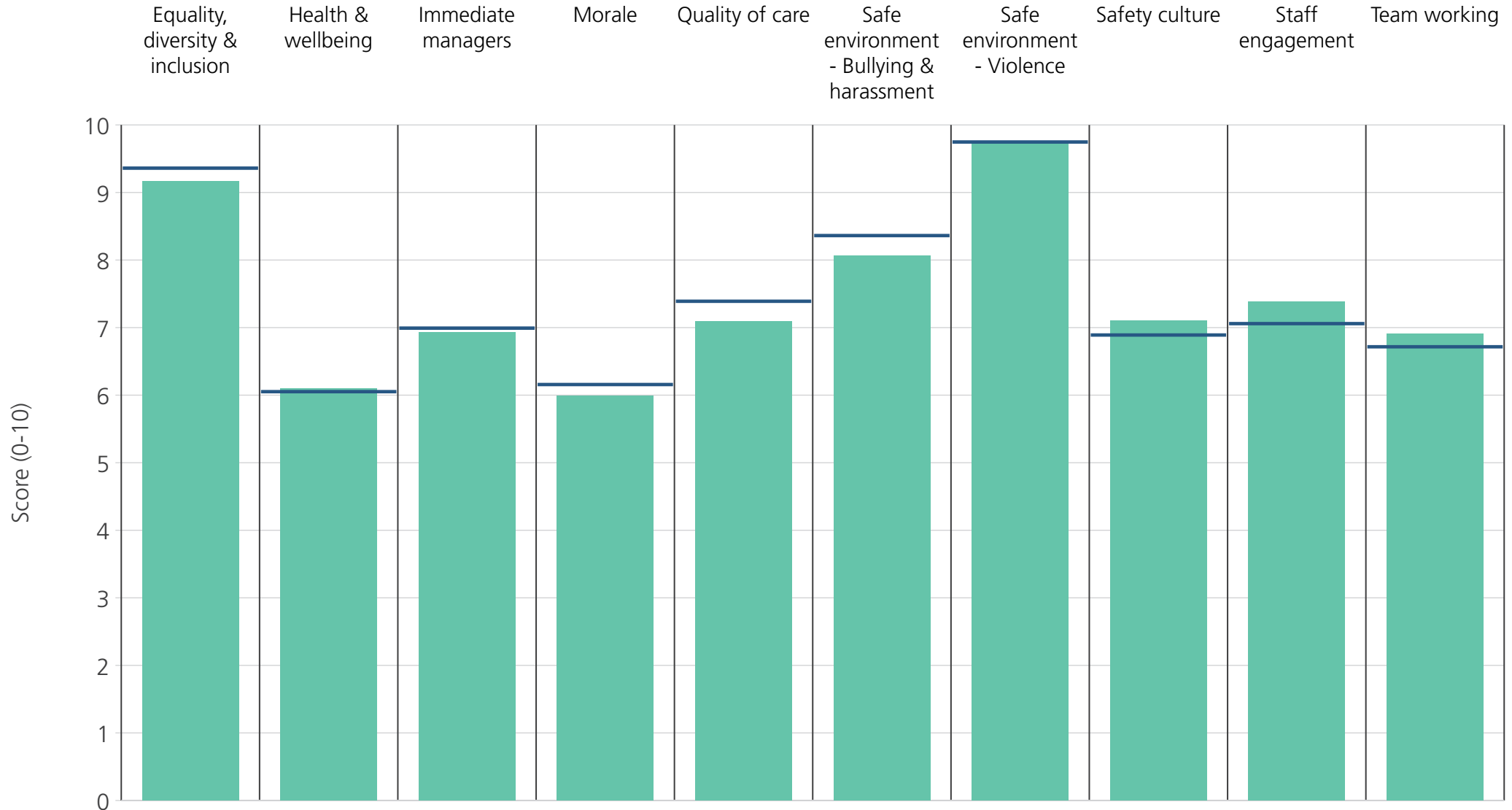
|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.2 | 4.7 | 5.5 | 5.7 | 7.9 | 7.9 | 10.0 | 7.1 | 6.8 | 6.6 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 13  | 13  | 13  | 13  | 13  | 11  | 13   | 13  | 13  | 13  |



|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.6 | 5.8 | 7.7 | 6.3 | 8.6 | 8.6 | 9.1 | 7.4 | 7.5 | 7.6 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 19  | 19  | 19  | 19  | 18  | 19  | 19  | 19  | 19  | 19  |

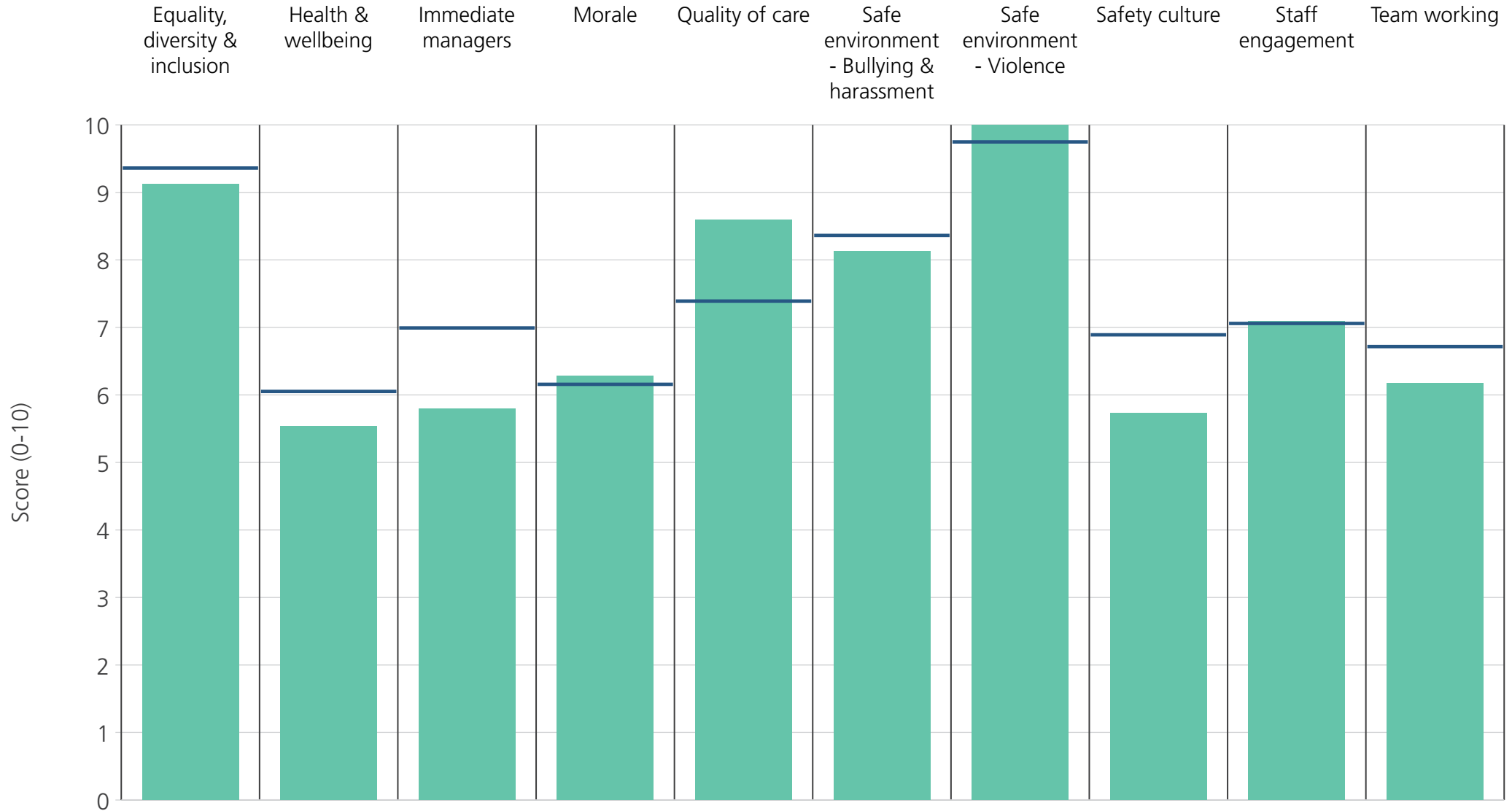


|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 8.8 | 5.8 | 6.8 | 5.8 | 6.9 | 7.3 | 9.6 | 6.5 | 6.6 | 5.5 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 23  | 24  | 24  | 22  | 24  | 22  | 24  | 22  | 24  | 23  |



|                    |     |     |     |     |     |     |     |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Directorate</b> | 9.2 | 6.1 | 6.9 | 6.0 | 7.1 | 8.1 | 9.7 | 7.1 | 7.4 | 6.9 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7 | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 46  | 48  | 49  | 47  | 32  | 43  | 48  | 46  | 49  | 49  |





|                    |     |     |     |     |     |     |      |     |     |     |
|--------------------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|
| <b>Directorate</b> | 9.1 | 5.5 | 5.8 | 6.3 | 8.6 | 8.1 | 10.0 | 5.7 | 7.1 | 6.2 |
| <b>Your org</b>    | 9.4 | 6.1 | 7.0 | 6.2 | 7.4 | 8.4 | 9.7  | 6.9 | 7.1 | 6.7 |
| <b>Responses</b>   | 17  | 17  | 17  | 17  | 13  | 16  | 17   | 17  | 17  | 17  |