

# London North West University Healthcare NHS Trust

2020 NHS Staff Survey

**Directorate Report**

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This directorate report for London North West University Healthcare NHS Trust contains results by directorate for themes from the 2020 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

**Please note:** It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.

The directorate breakdowns used in this report were provided and defined by London North West University Healthcare NHS Trust. 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.

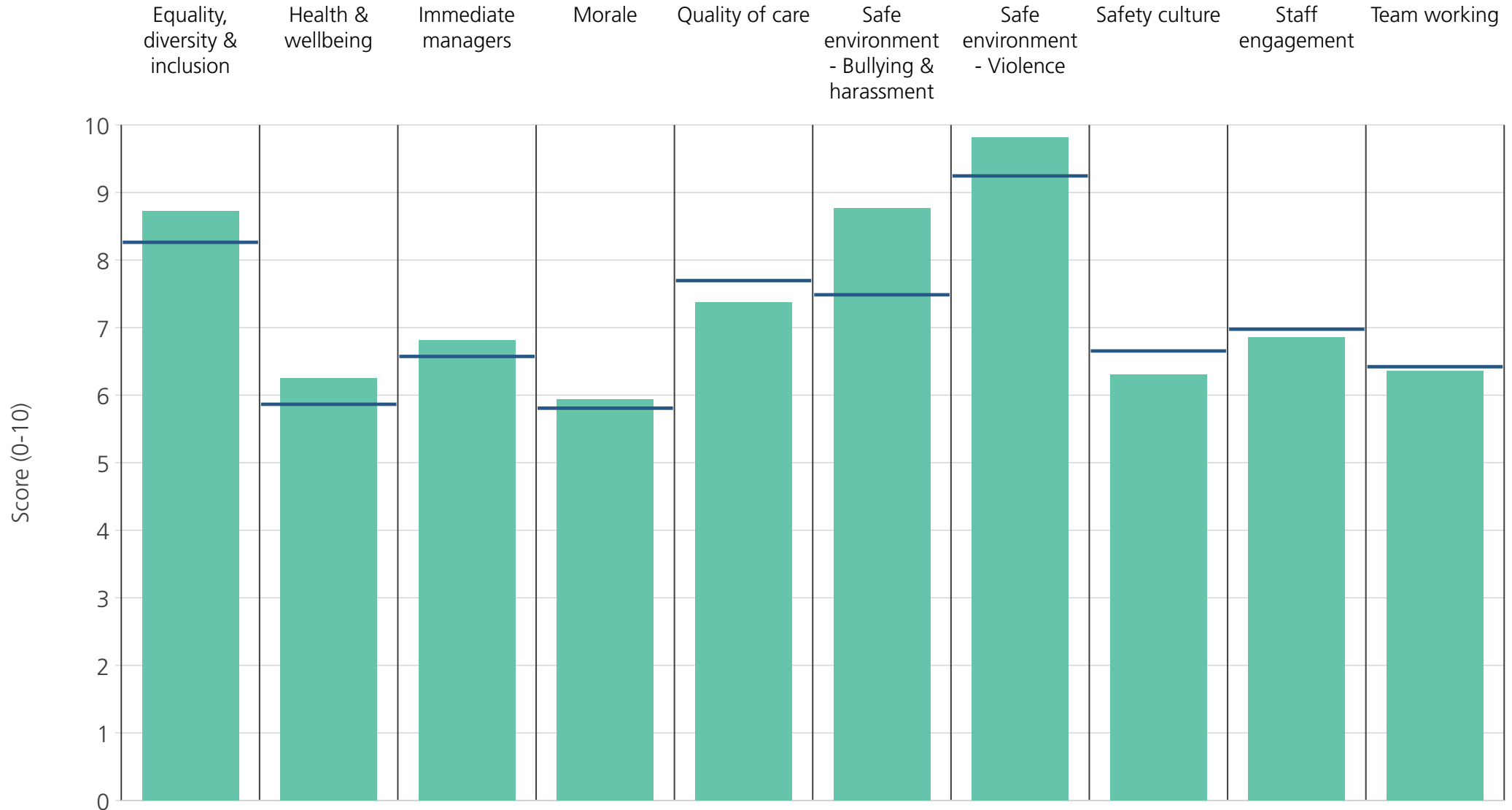
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



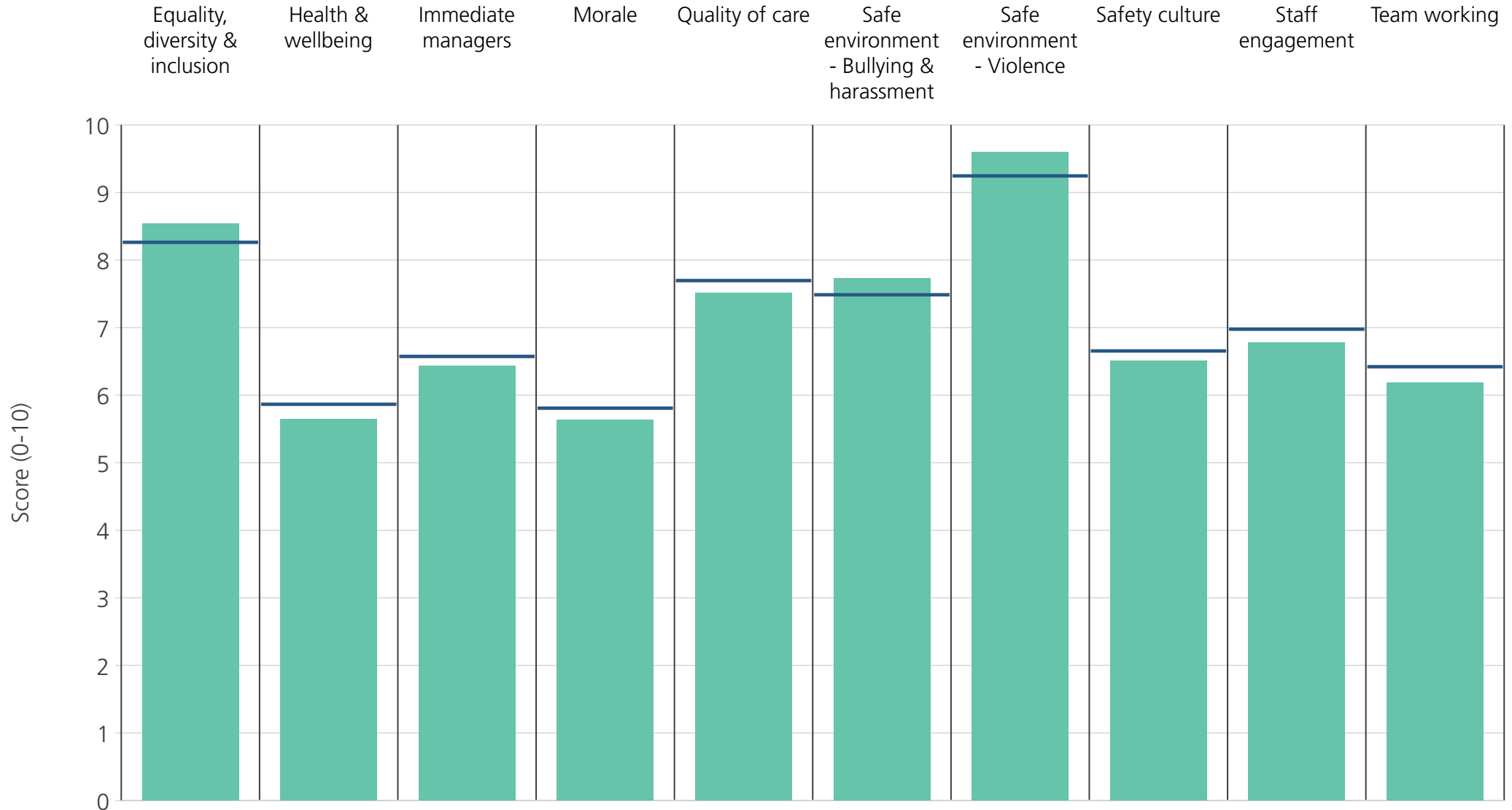
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

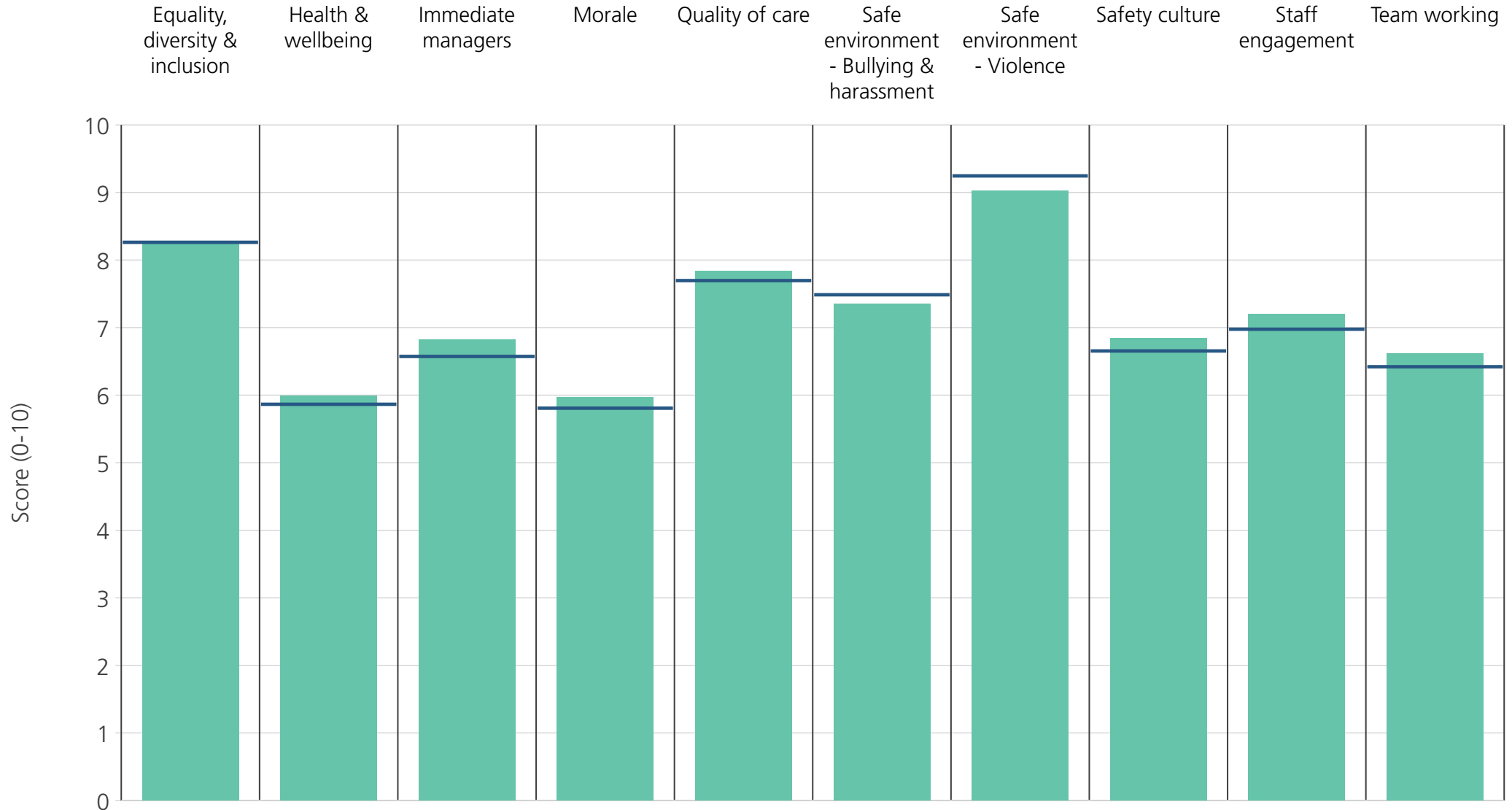
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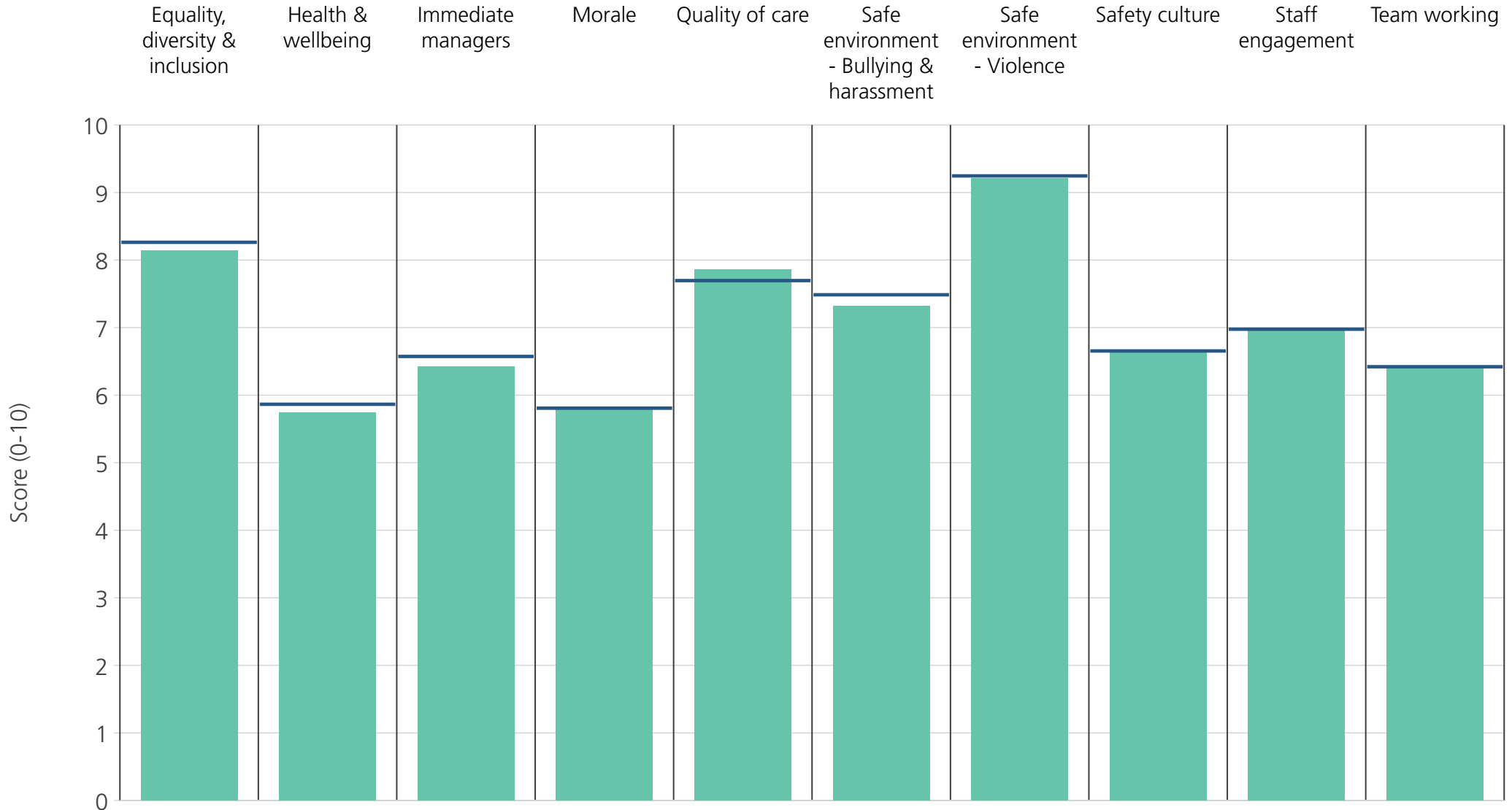
<b>Directorate</b>	8.7	6.2	6.8	5.9	7.4	8.8	9.8	6.3	6.9	6.4
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	539	540	541	537	362	521	539	534	546	539



<b>Directorate</b>	8.5	5.6	6.4	5.6	7.5	7.7	9.6	6.5	6.8	6.2
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	826	831	833	826	807	806	831	826	838	829

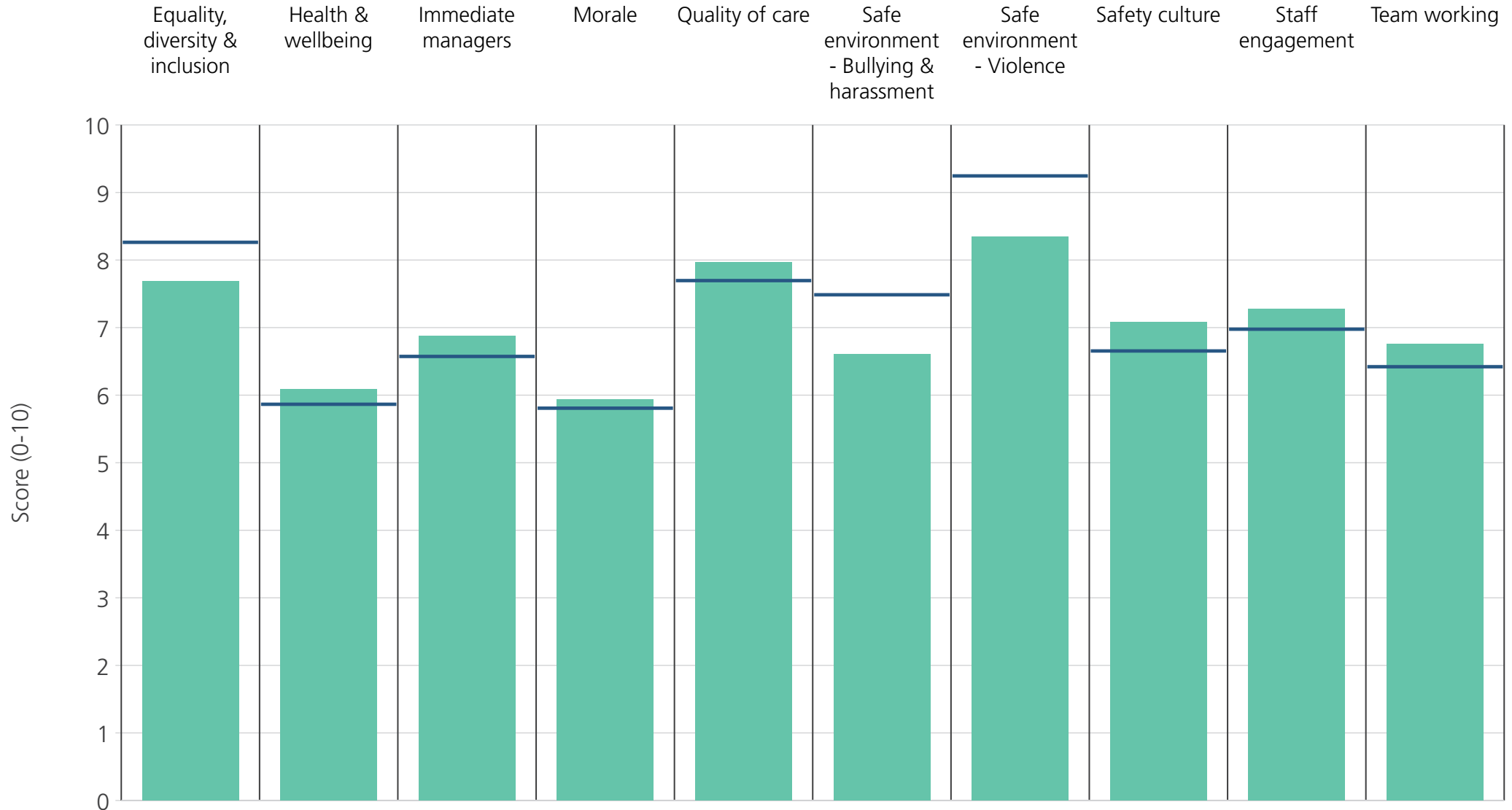


<b>Directorate</b>	8.2	6.0	6.8	6.0	7.8	7.4	9.0	6.8	7.2	6.6
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	729	735	733	719	718	717	733	732	744	739

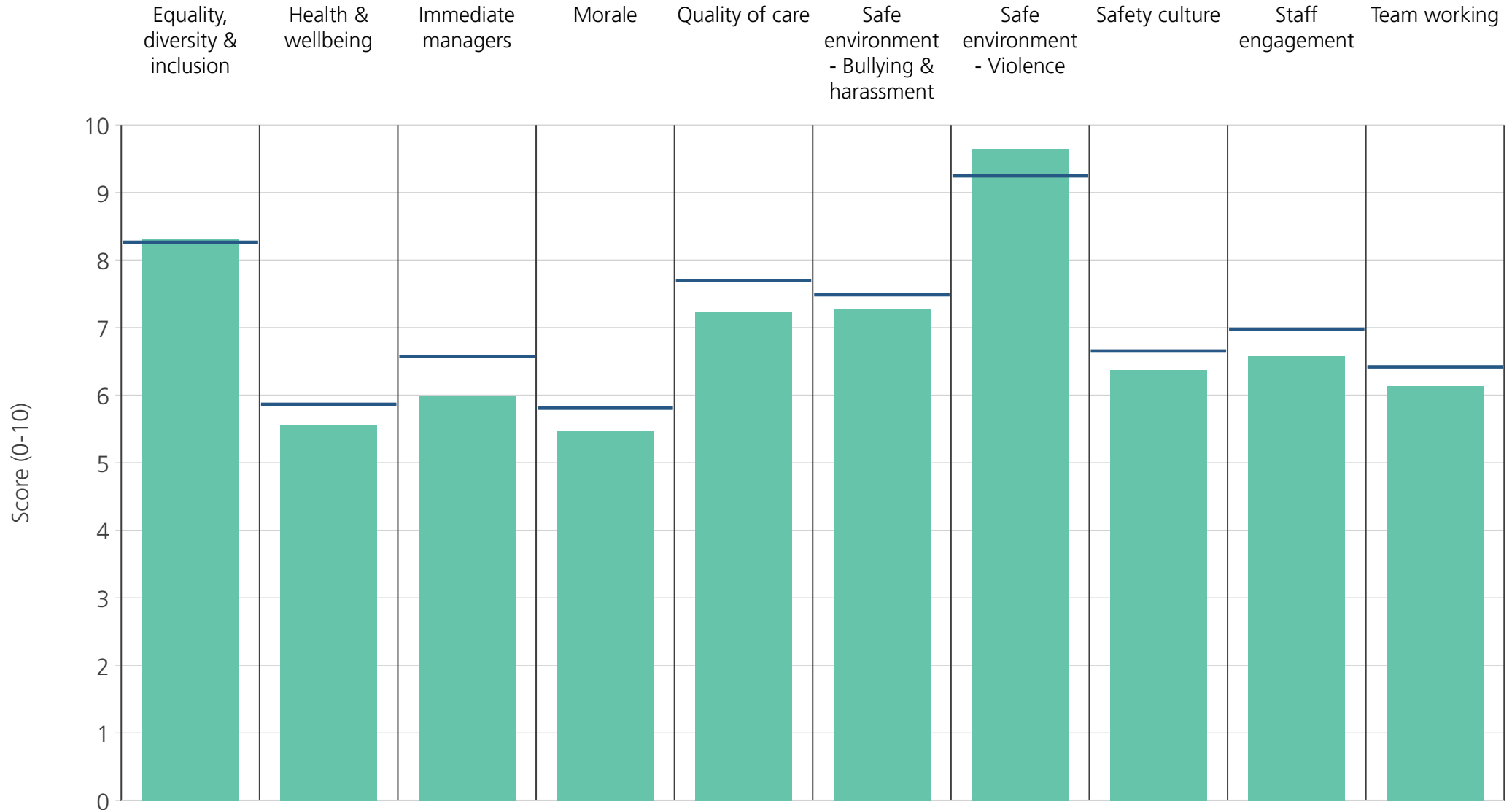


<b>Directorate</b>	8.1	5.7	6.4	5.8	7.9	7.3	9.2	6.7	7.0	6.4
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	1032	1041	1043	1026	1016	1012	1038	1030	1047	1036





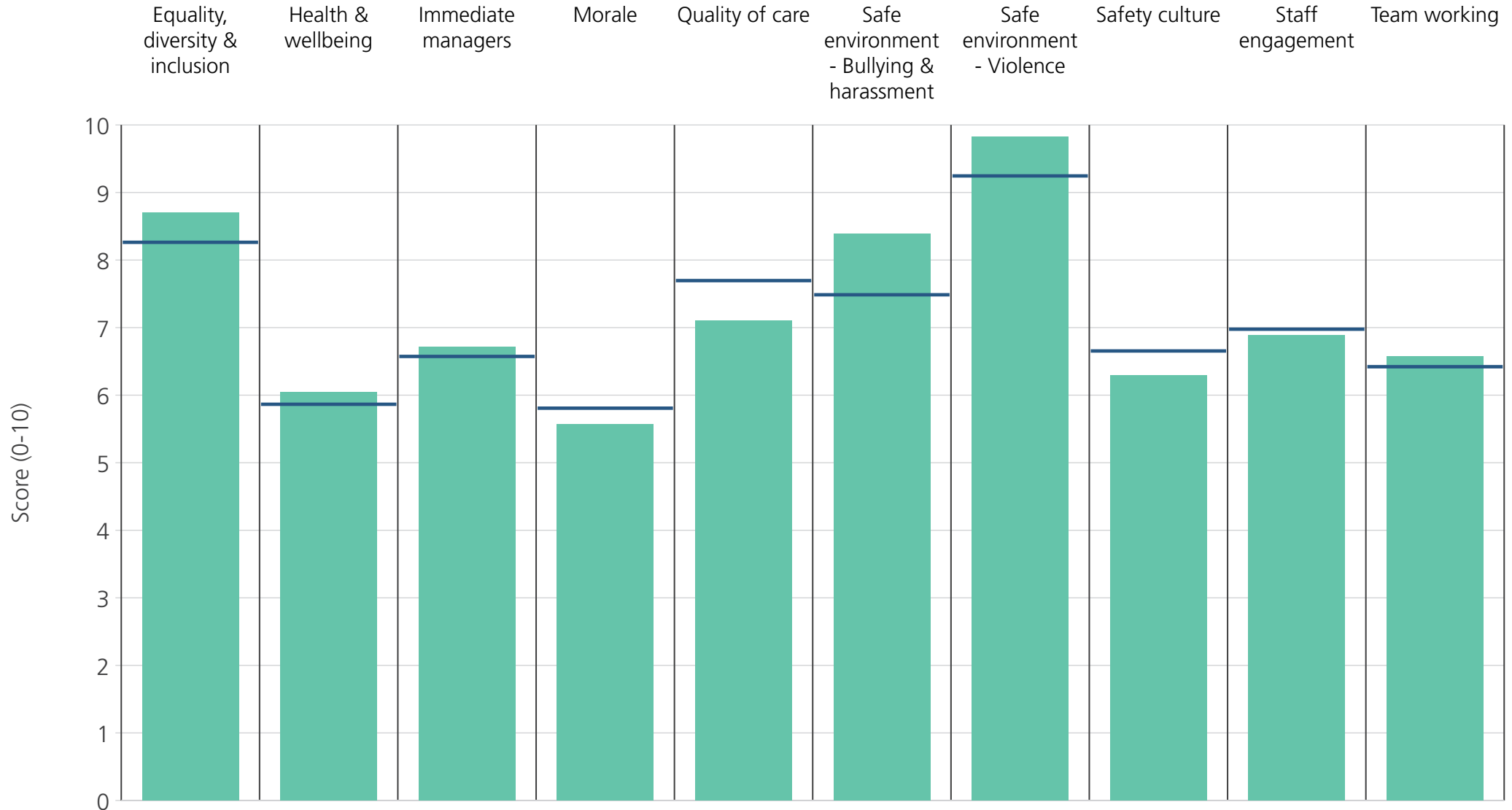
<b>Directorate</b>	7.7	6.1	6.9	5.9	8.0	6.6	8.3	7.1	7.3	6.8
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	604	605	605	595	600	591	603	604	618	611



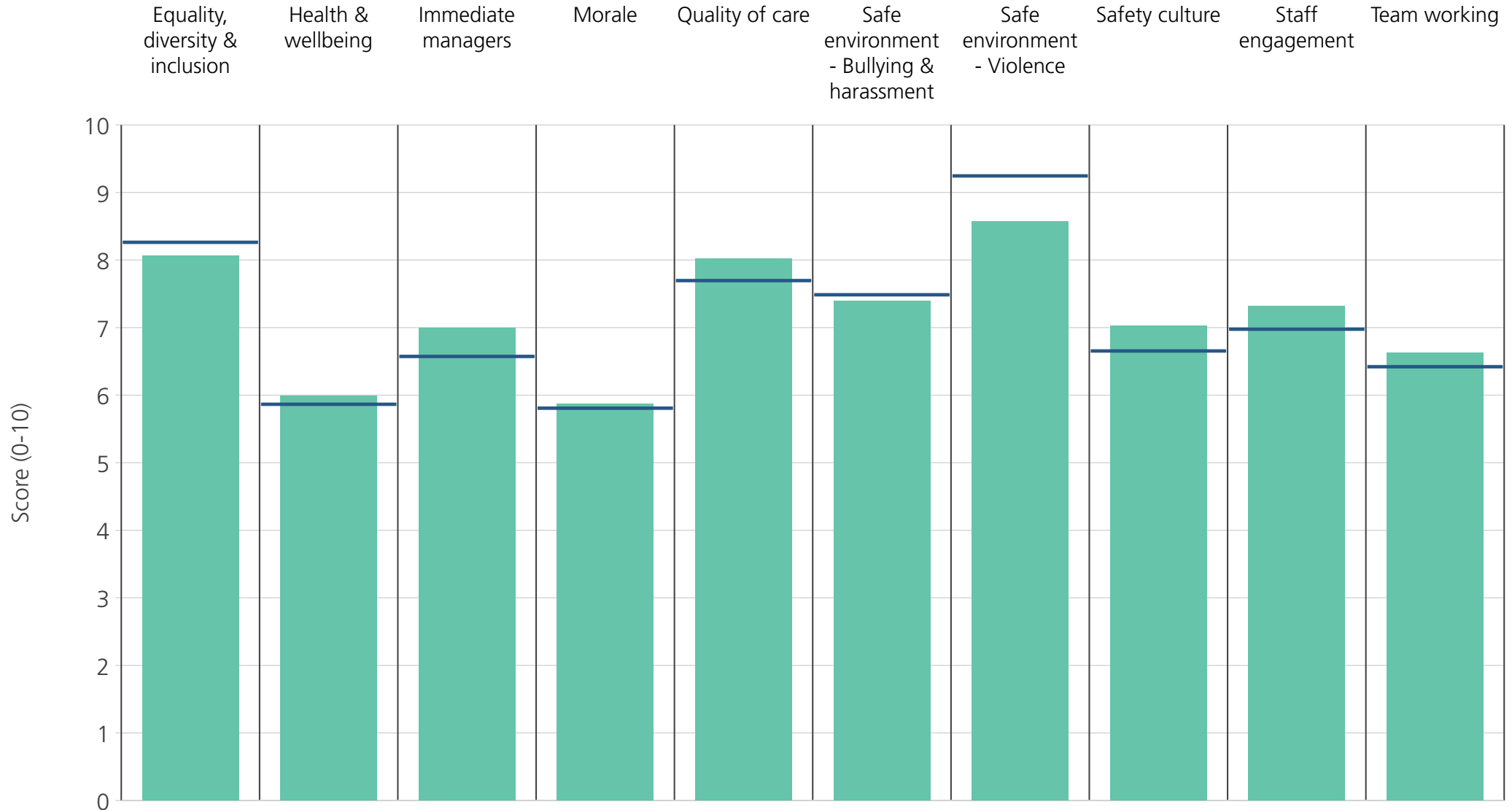
<b>Directorate</b>	8.3	5.5	6.0	5.5	7.2	7.3	9.6	6.4	6.6	6.1
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	369	371	370	367	361	355	367	369	370	368

# Directorates 2

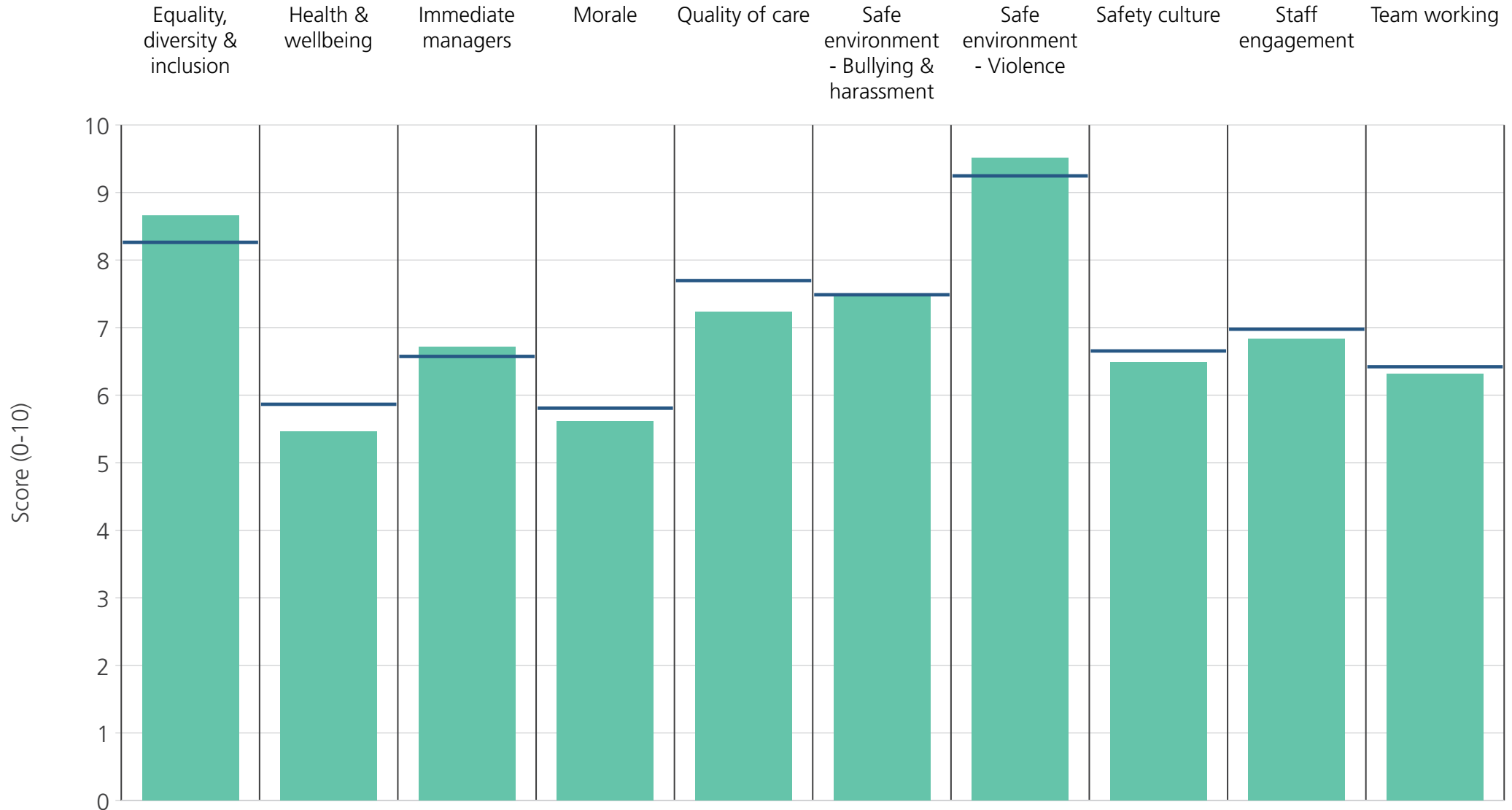
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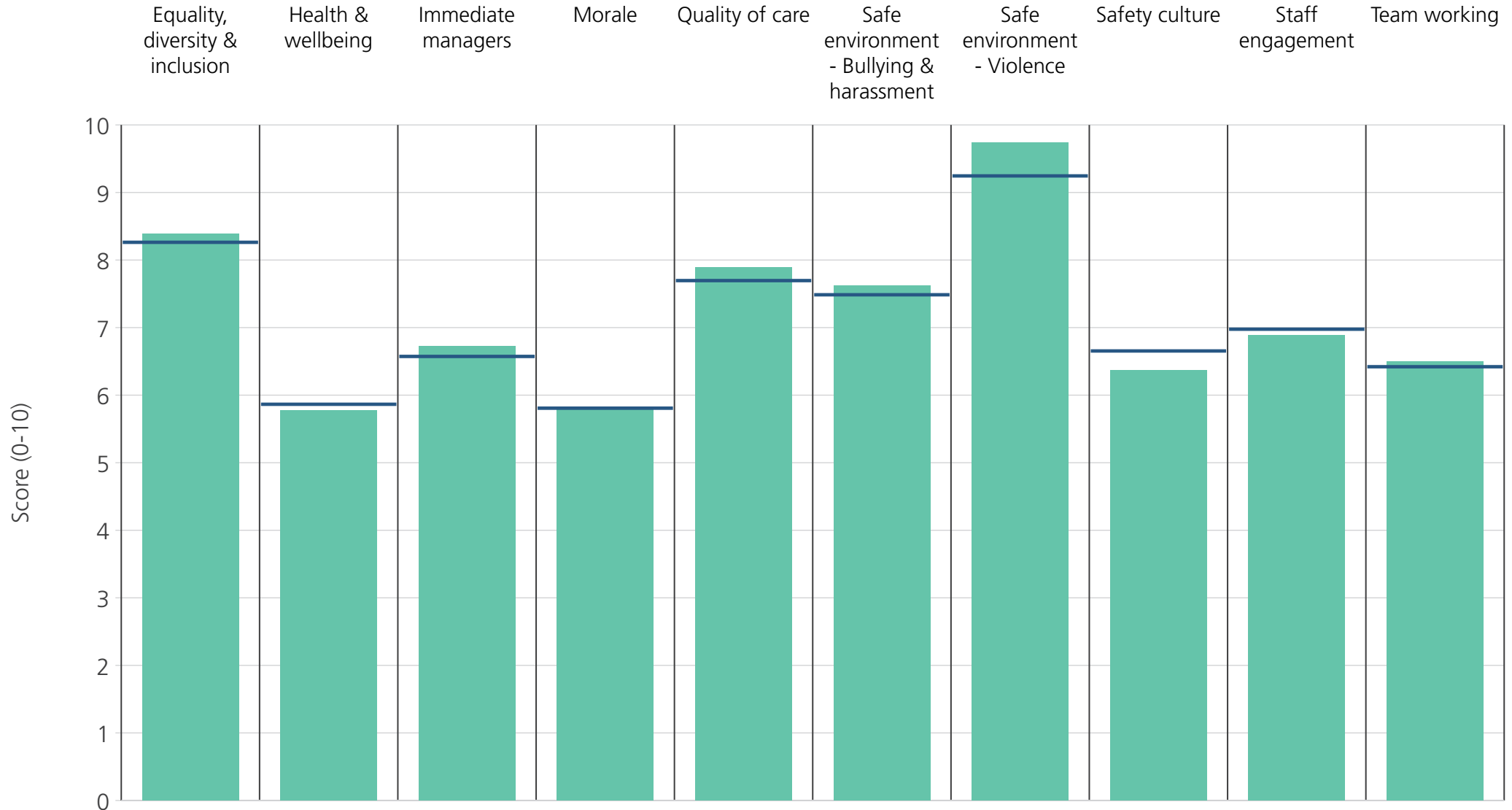
<b>Directorate</b>	8.7	6.0	6.7	5.6	7.1	8.4	9.8	6.3	6.9	6.6
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	57	57	57	57	47	56	57	57	57	58



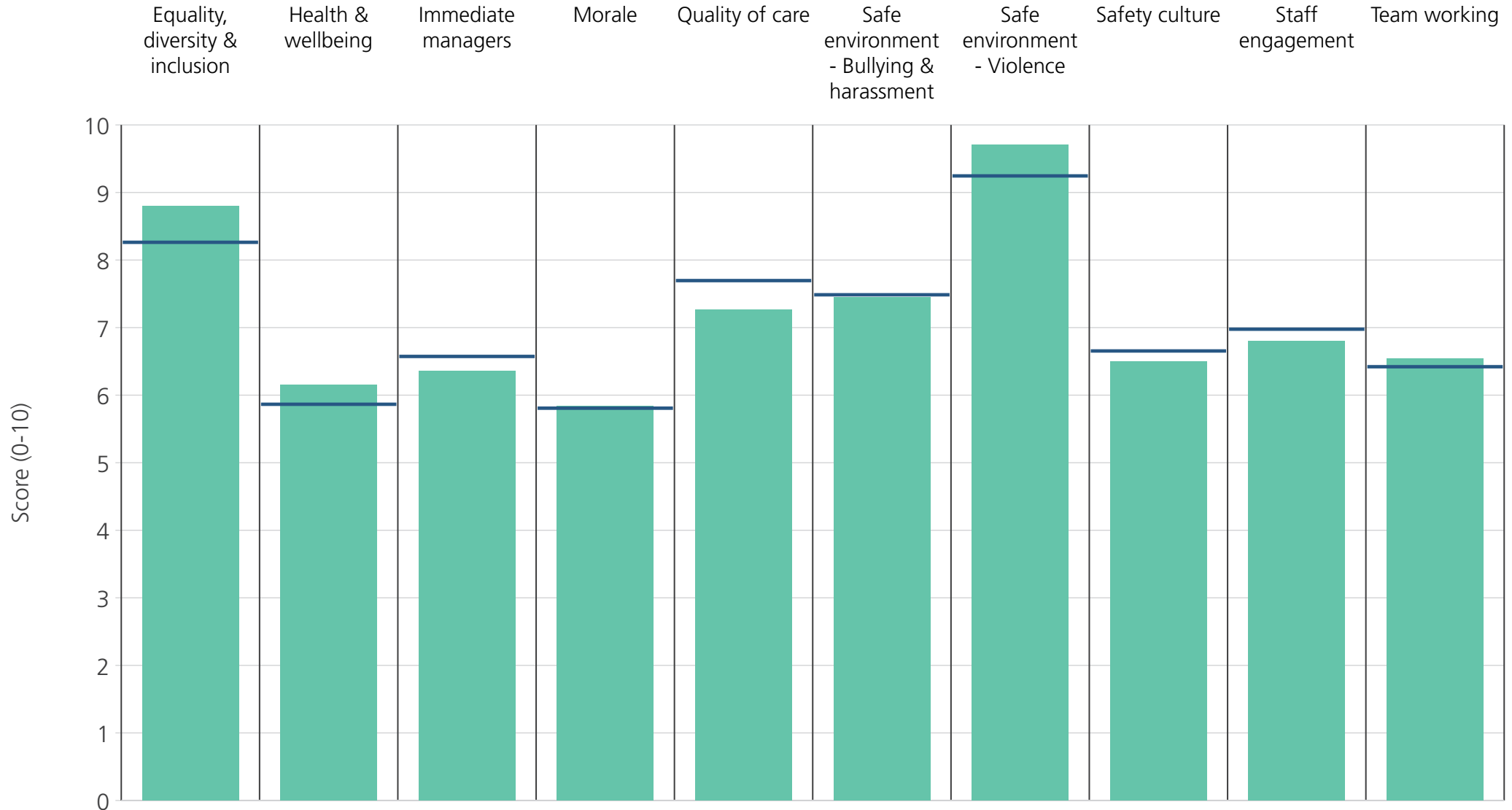
<b>Directorate</b>	8.1	6.0	7.0	5.9	8.0	7.4	8.6	7.0	7.3	6.6
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	175	176	176	171	173	172	175	176	180	180



<b>Directorate</b>	8.7	5.5	6.7	5.6	7.2	7.5	9.5	6.5	6.8	6.3
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	221	221	223	221	219	215	221	221	222	219

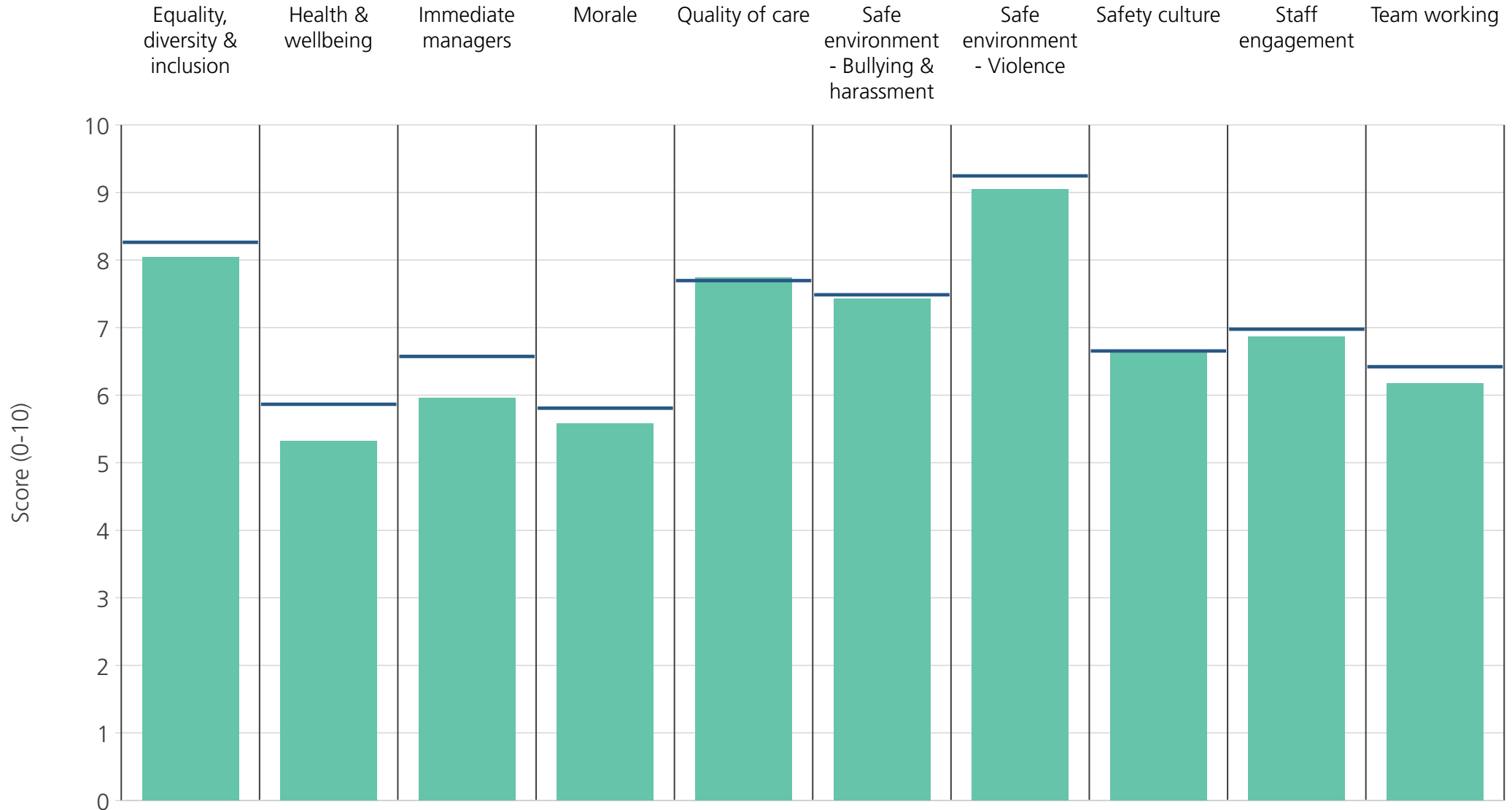


<b>Directorate</b>	8.4	5.8	6.7	5.8	7.9	7.6	9.7	6.4	6.9	6.5
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	76	76	76	76	70	72	76	76	77	76

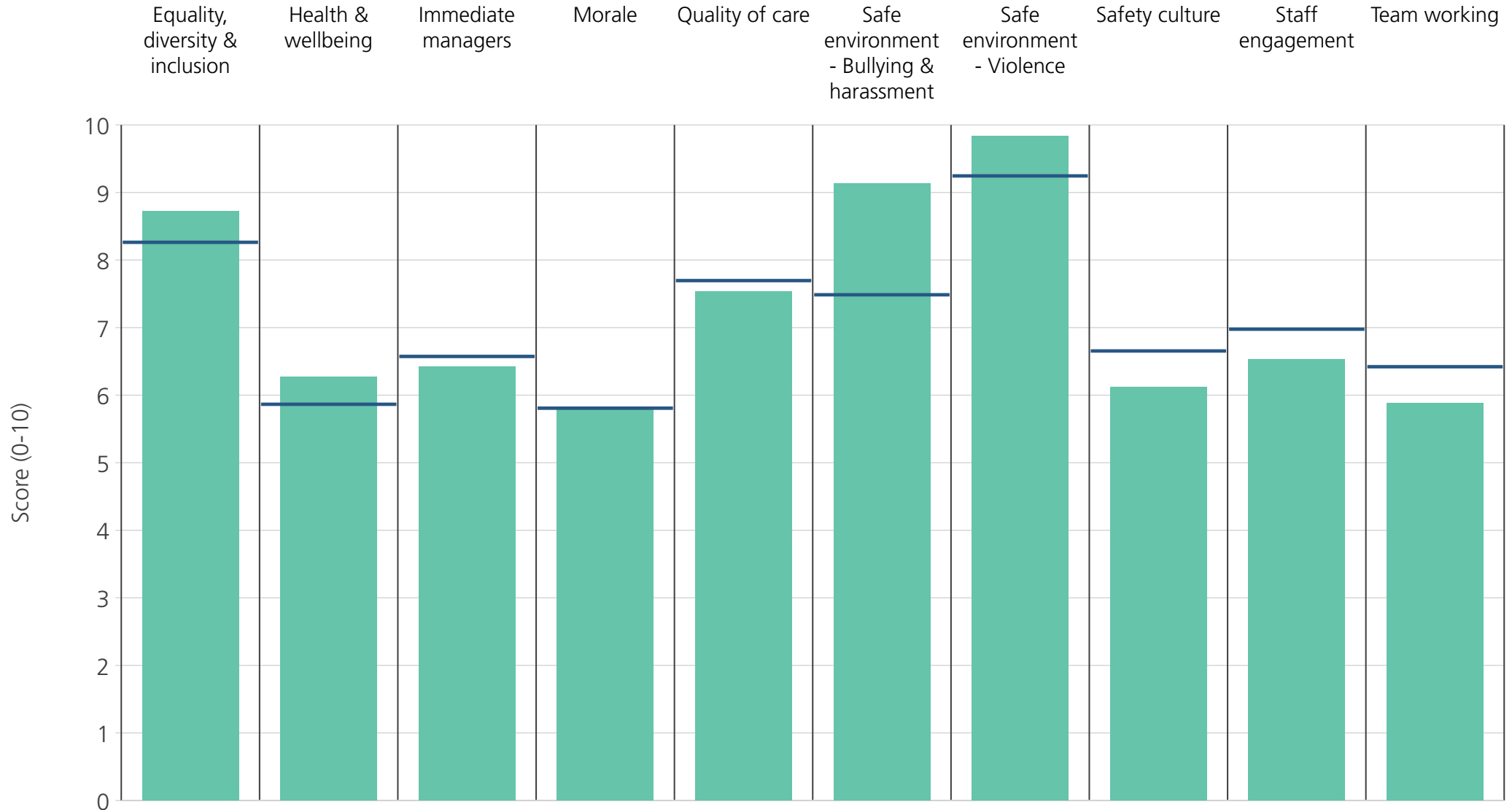


<b>Directorate</b>	8.8	6.2	6.4	5.8	7.3	7.4	9.7	6.5	6.8	6.5
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	202	203	203	200	197	197	203	201	203	204

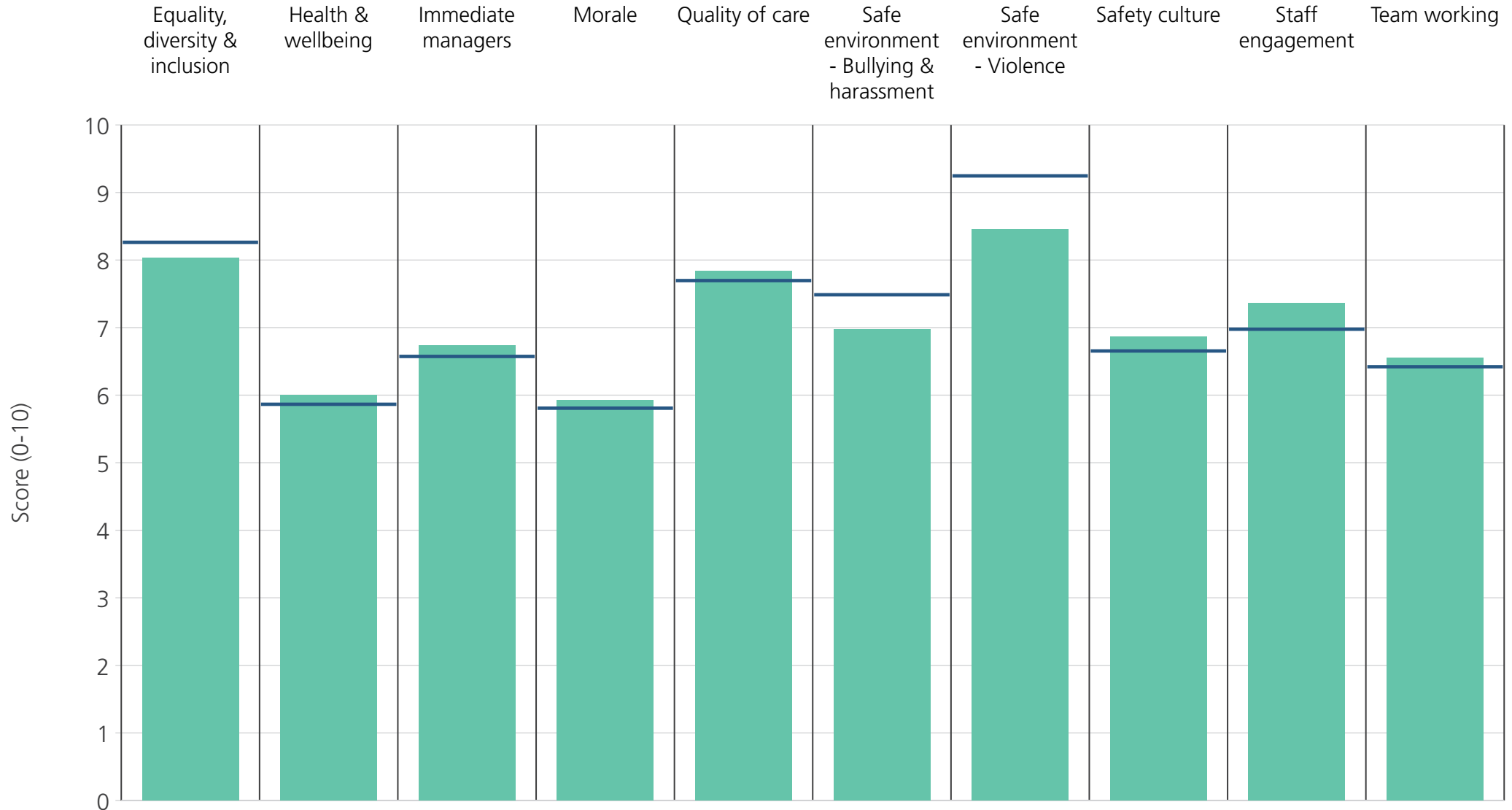




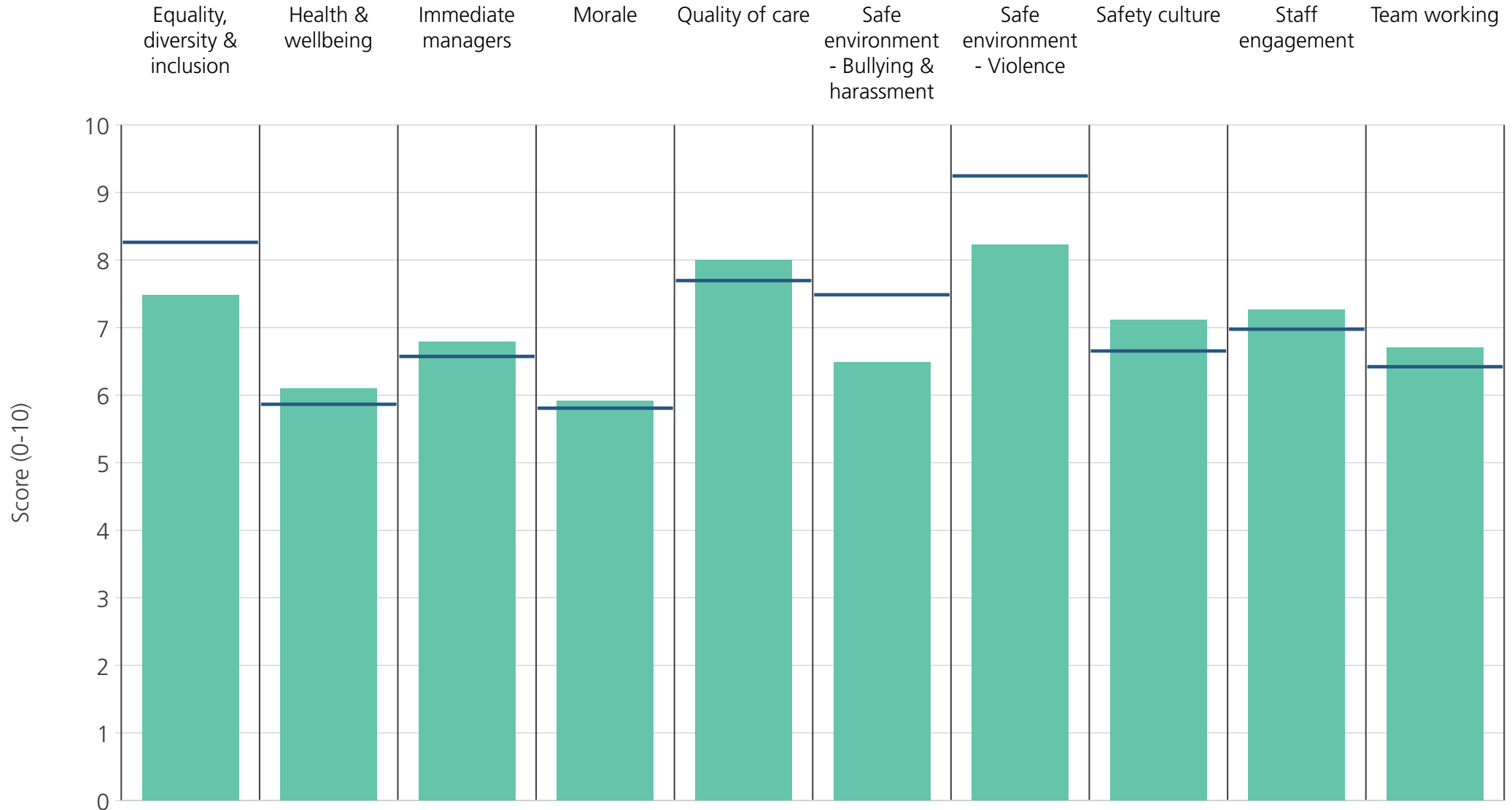
<b>Directorate</b>	8.0	5.3	6.0	5.6	7.7	7.4	9.0	6.6	6.9	6.2
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	301	305	305	299	297	297	305	302	306	304



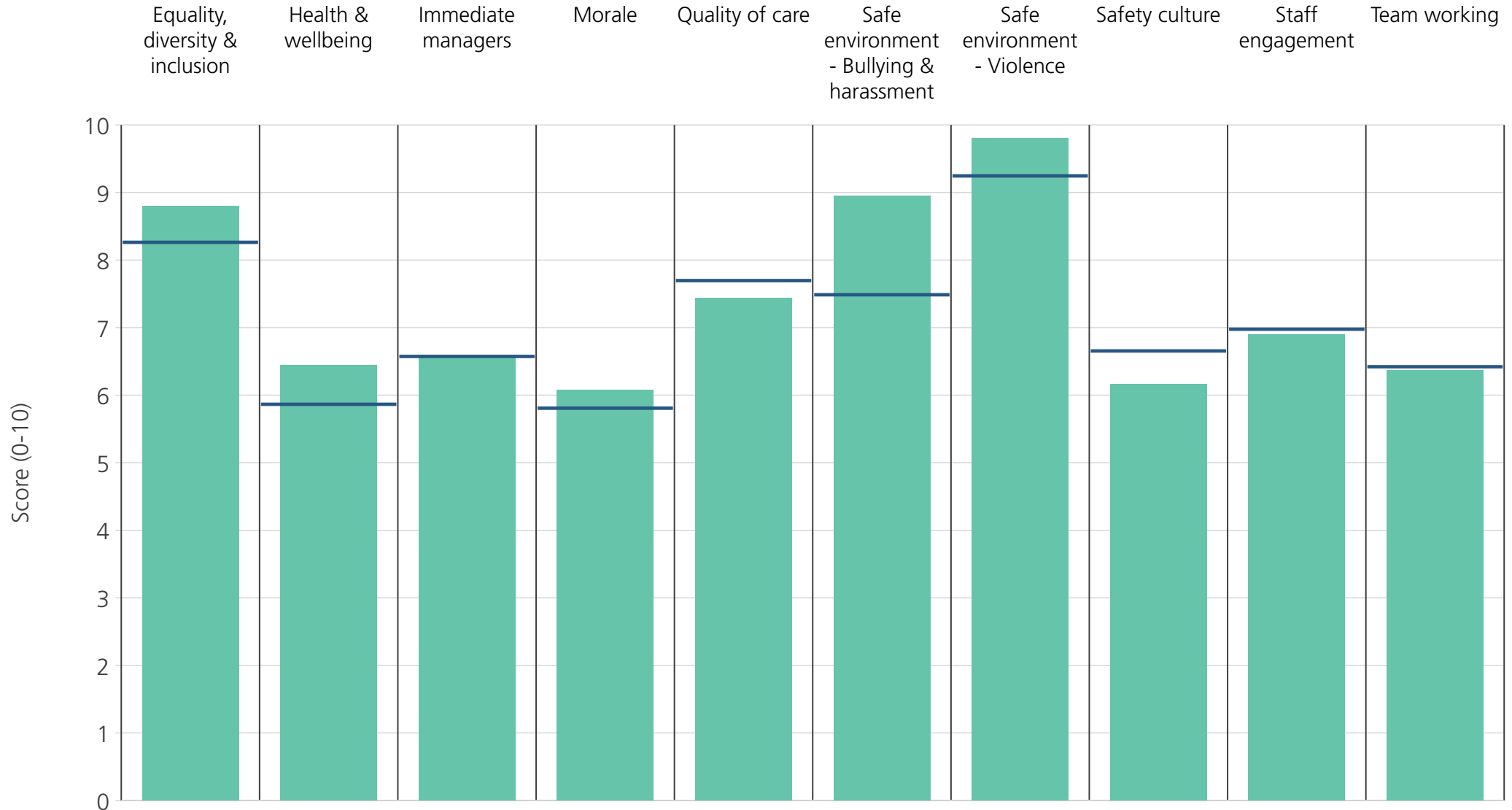
<b>Directorate</b>	8.7	6.3	6.4	5.8	7.5	9.1	9.8	6.1	6.5	5.9
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	121	121	122	119	94	116	121	118	124	121



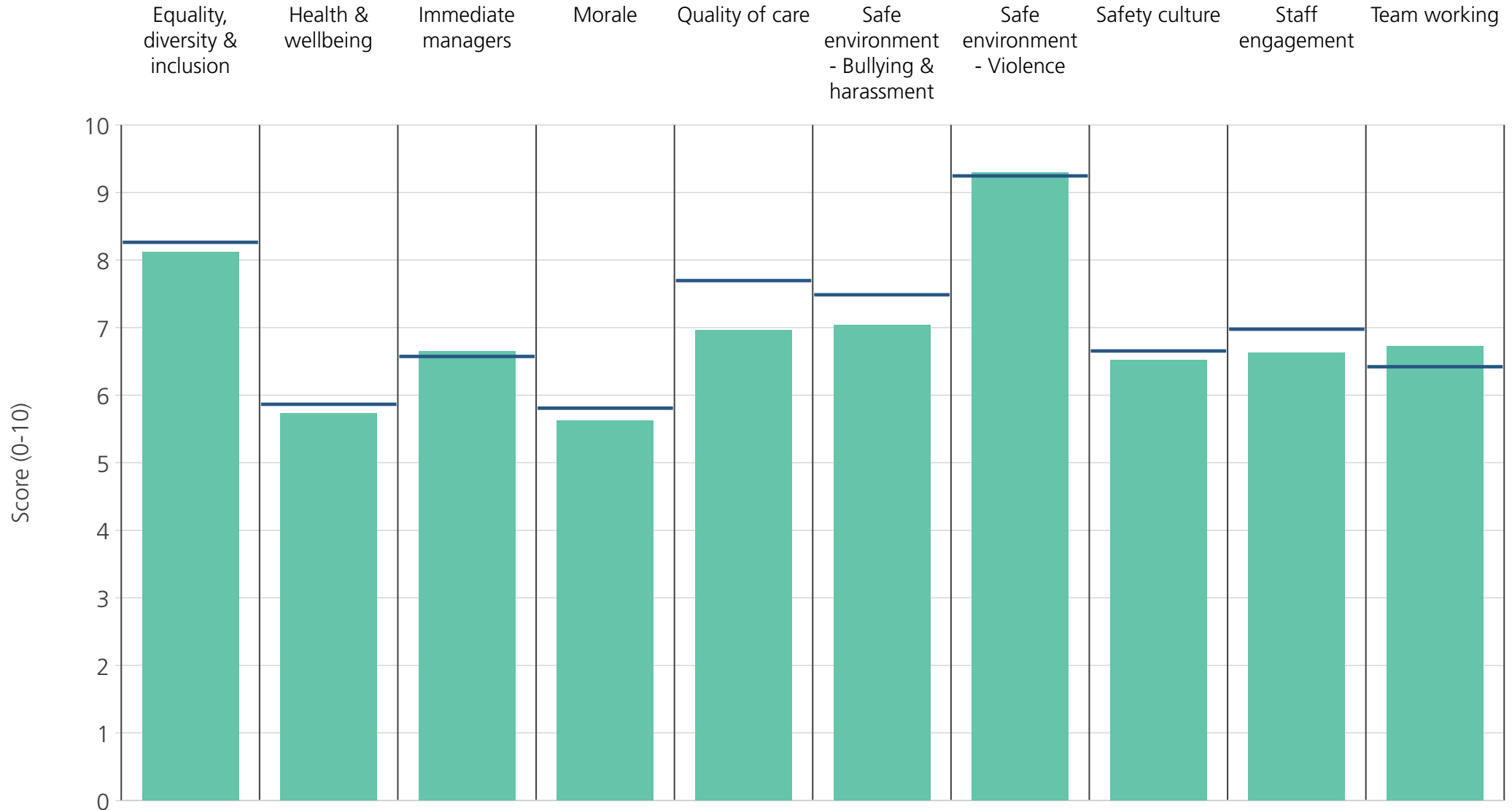
<b>Directorate</b>	8.0	6.0	6.7	5.9	7.8	7.0	8.5	6.9	7.4	6.6
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	174	175	174	168	169	172	175	173	175	174



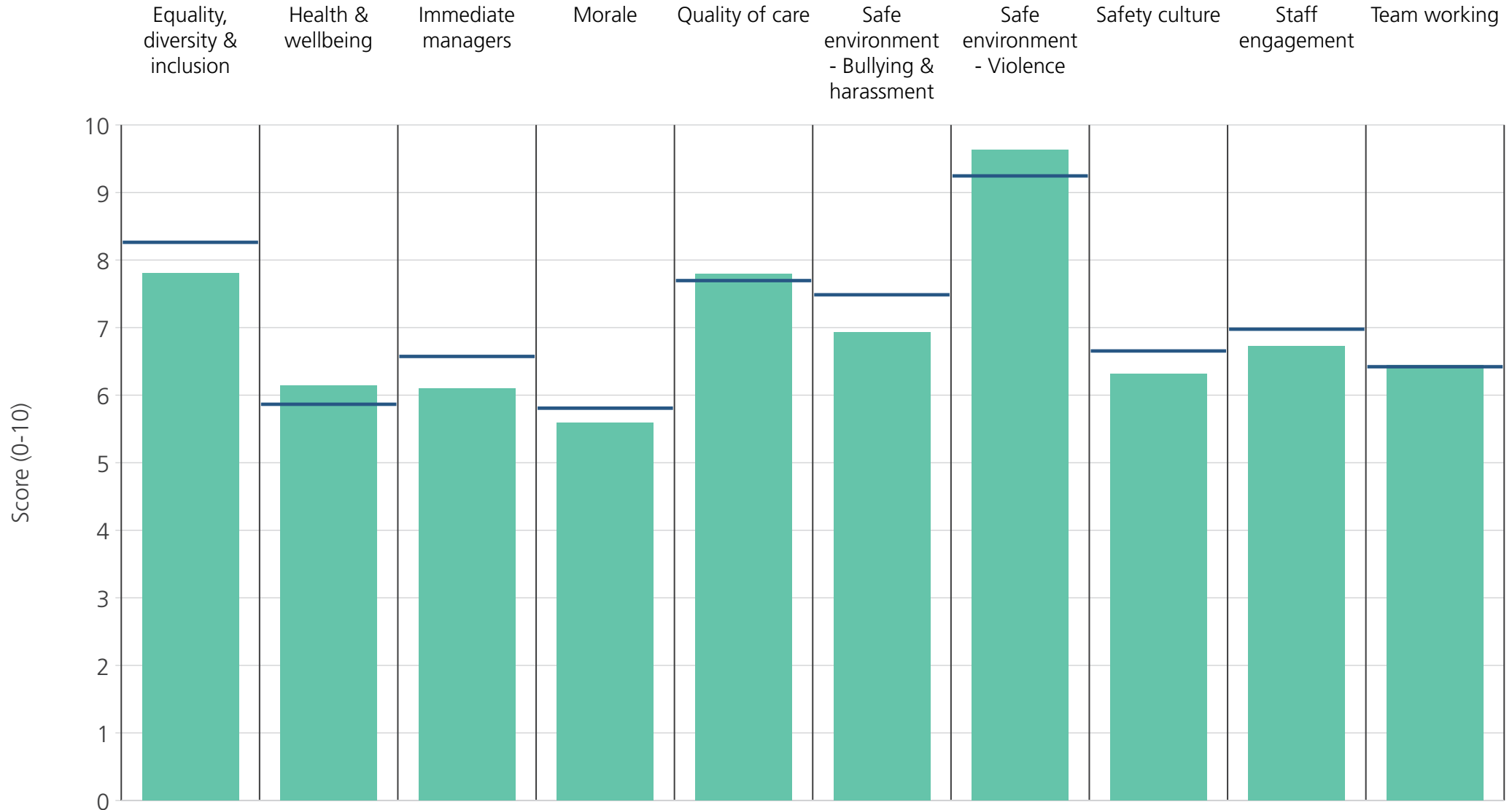
<b>Directorate</b>	7.5	6.1	6.8	5.9	8.0	6.5	8.2	7.1	7.3	6.7
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	491	492	492	482	491	481	490	491	504	499



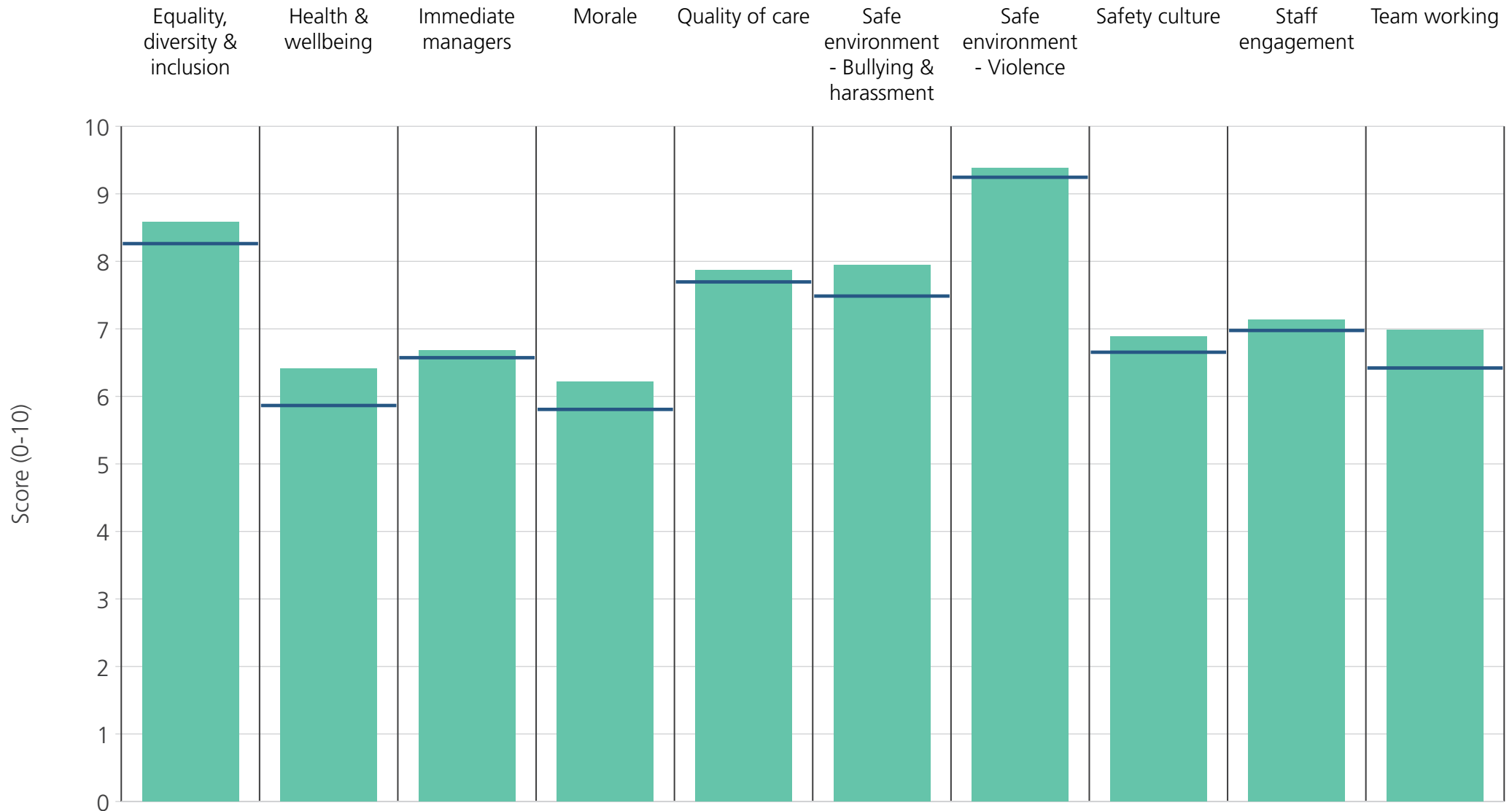
<b>Directorate</b>	8.8	6.4	6.6	6.1	7.4	8.9	9.8	6.2	6.9	6.4
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	110	111	111	111	56	109	111	108	111	108



<b>Directorate</b>	8.1	5.7	6.7	5.6	7.0	7.0	9.3	6.5	6.6	6.7
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	65	66	66	65	61	63	66	66	67	66

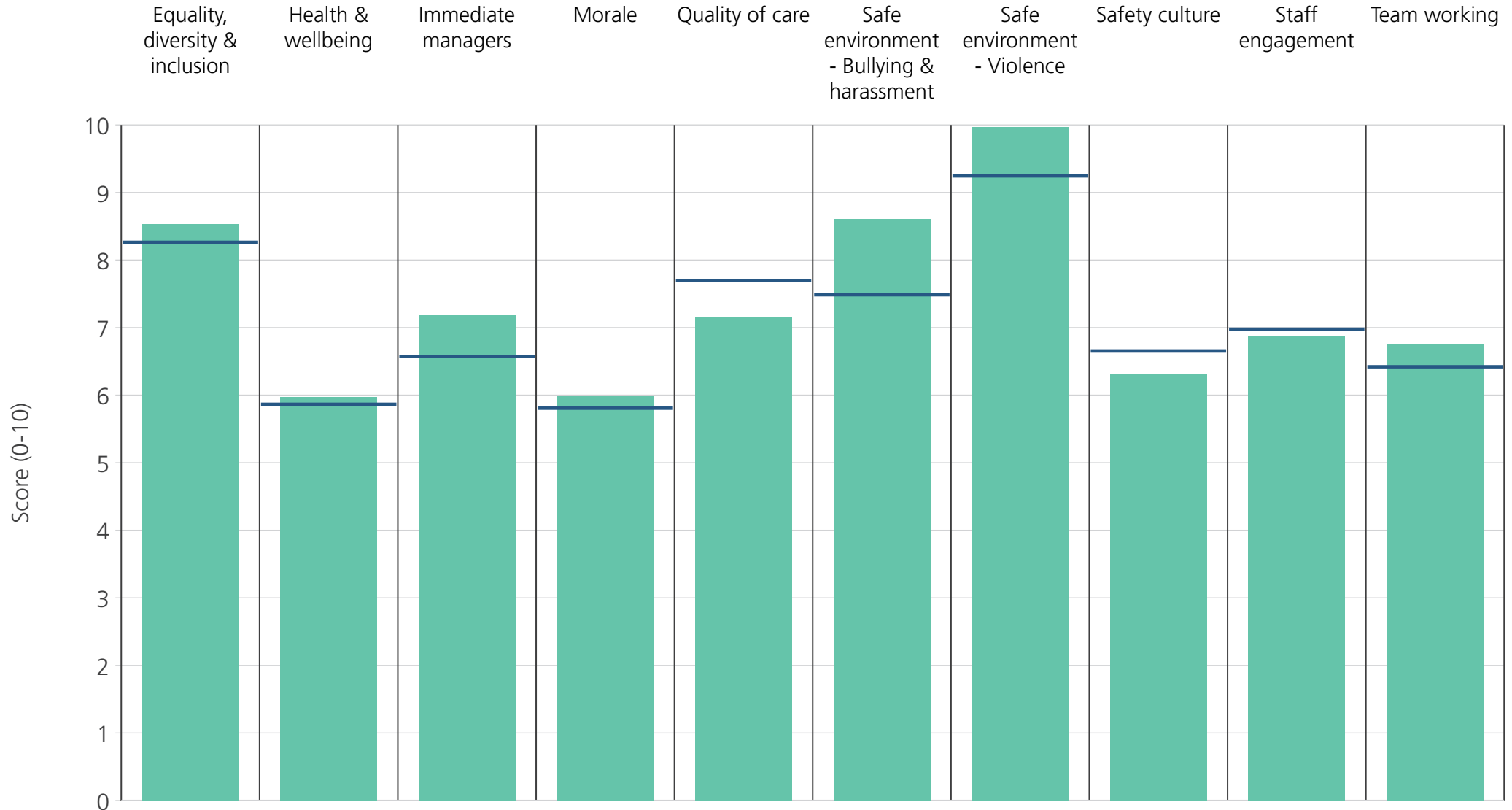


<b>Directorate</b>	7.8	6.1	6.1	5.6	7.8	6.9	9.6	6.3	6.7	6.4
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	54	54	54	53	53	51	54	53	54	53

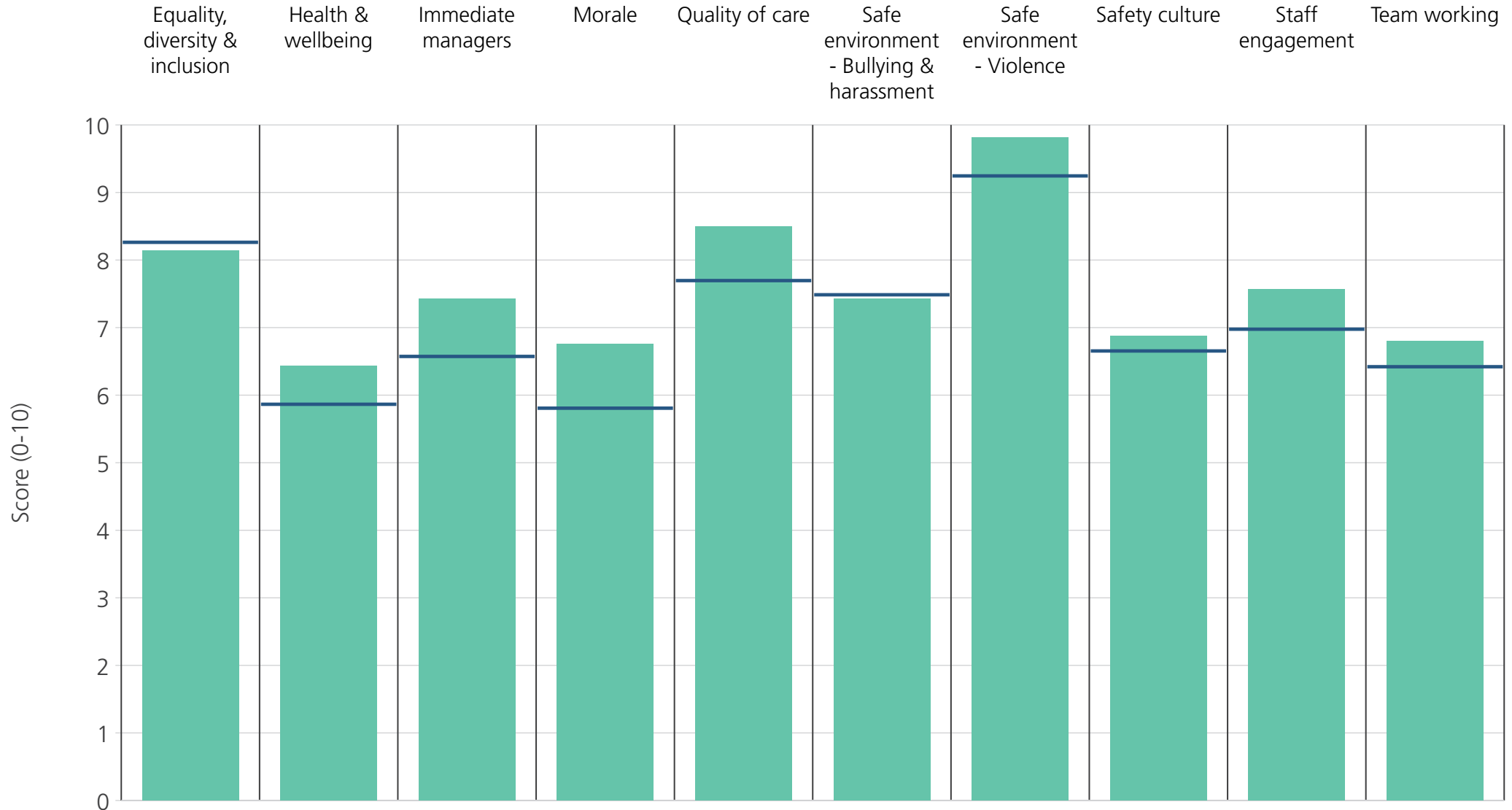


<b>Directorate</b>	8.6	6.4	6.7	6.2	7.9	7.9	9.4	6.9	7.1	7.0
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	82	82	81	79	79	81	81	79	80	80

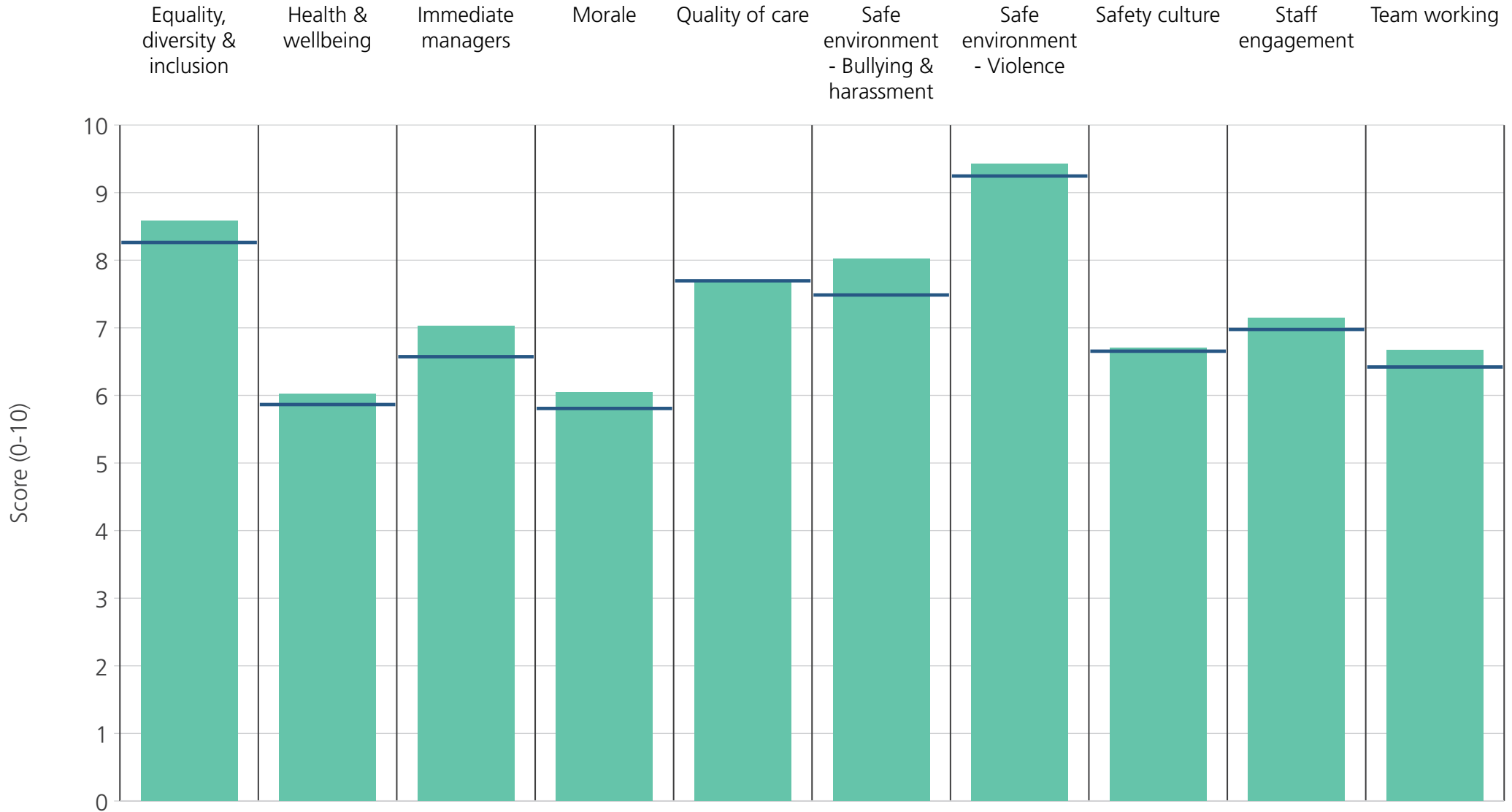




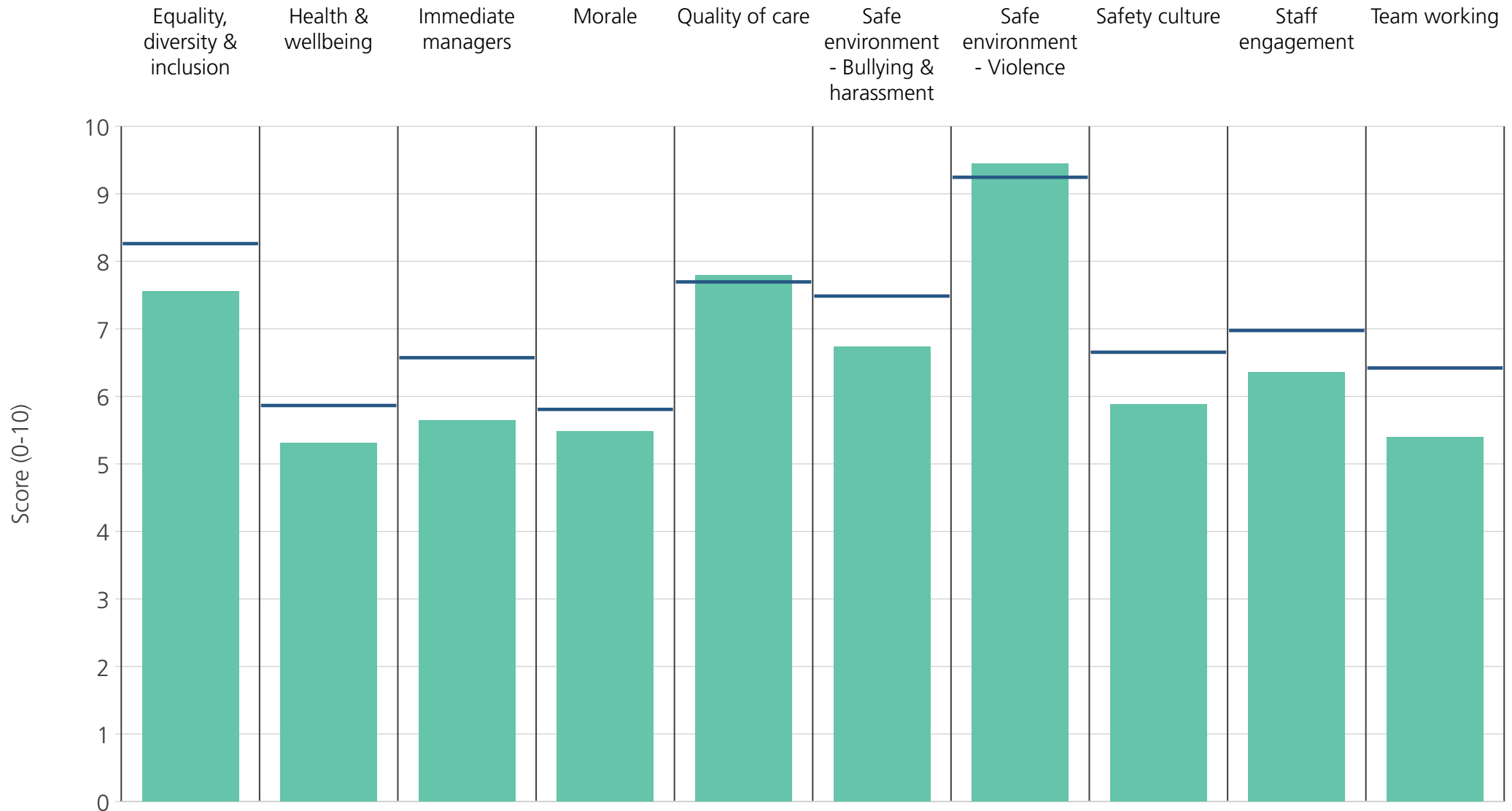
<b>Directorate</b>	8.5	6.0	7.2	6.0	7.2	8.6	10.0	6.3	6.9	6.8
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	85	85	84	84	54	85	85	85	86	85



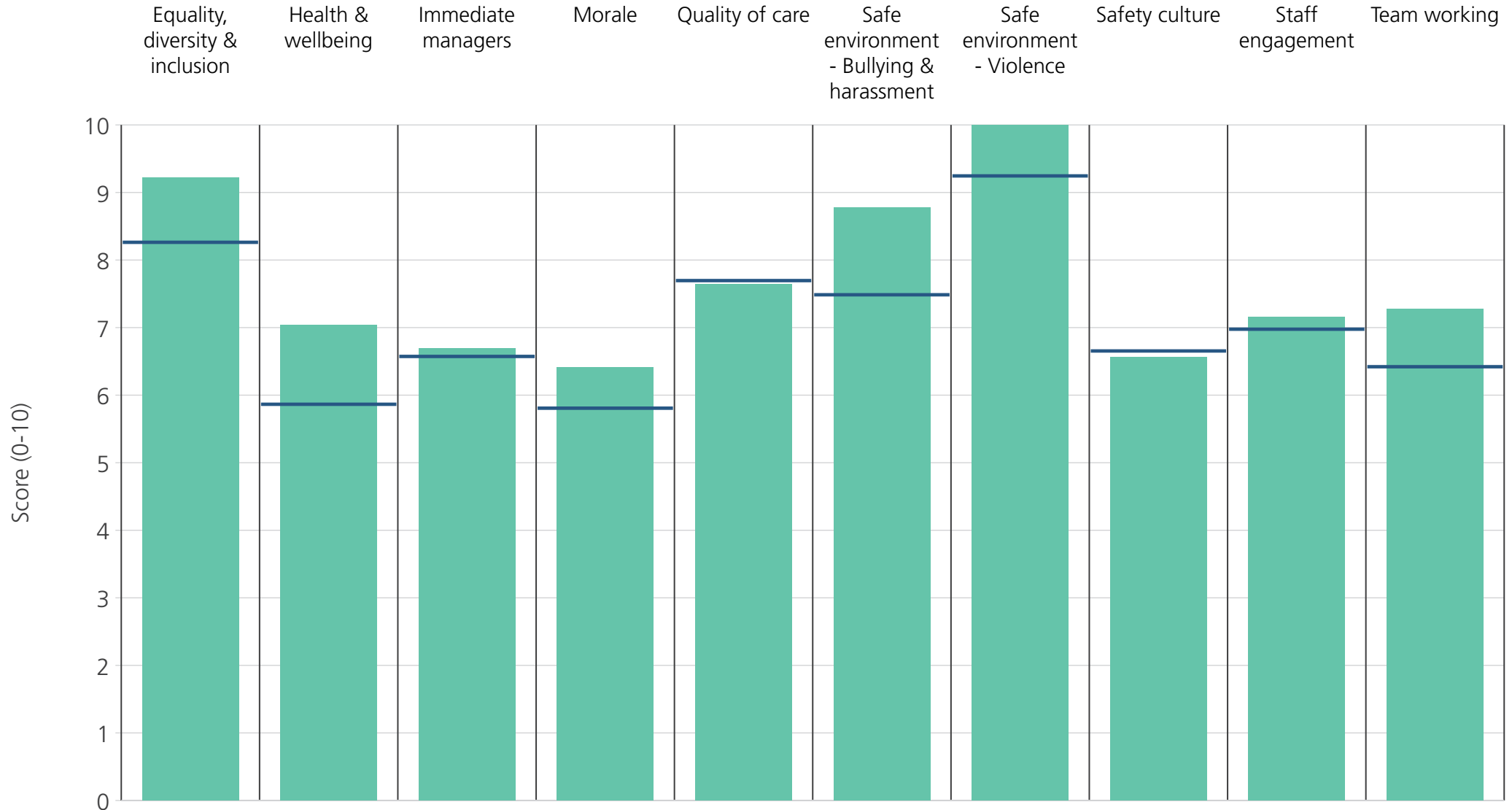
<b>Directorate</b>	8.1	6.4	7.4	6.8	8.5	7.4	9.8	6.9	7.6	6.8
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	35	35	35	35	35	35	35	35	35	34



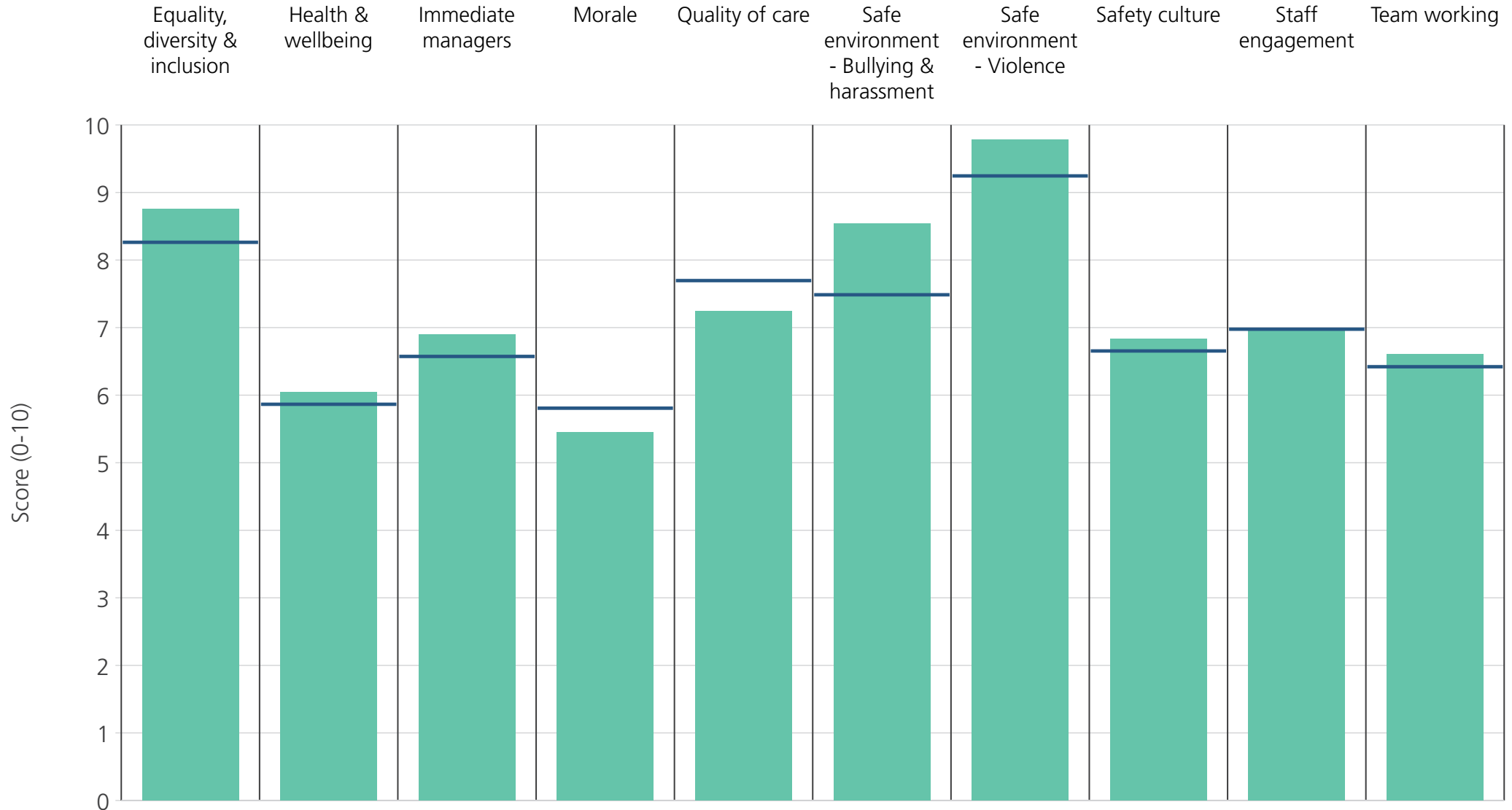
<b>Directorate</b>	8.6	6.0	7.0	6.0	7.7	8.0	9.4	6.7	7.1	6.7
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	348	349	350	349	286	334	348	348	352	348



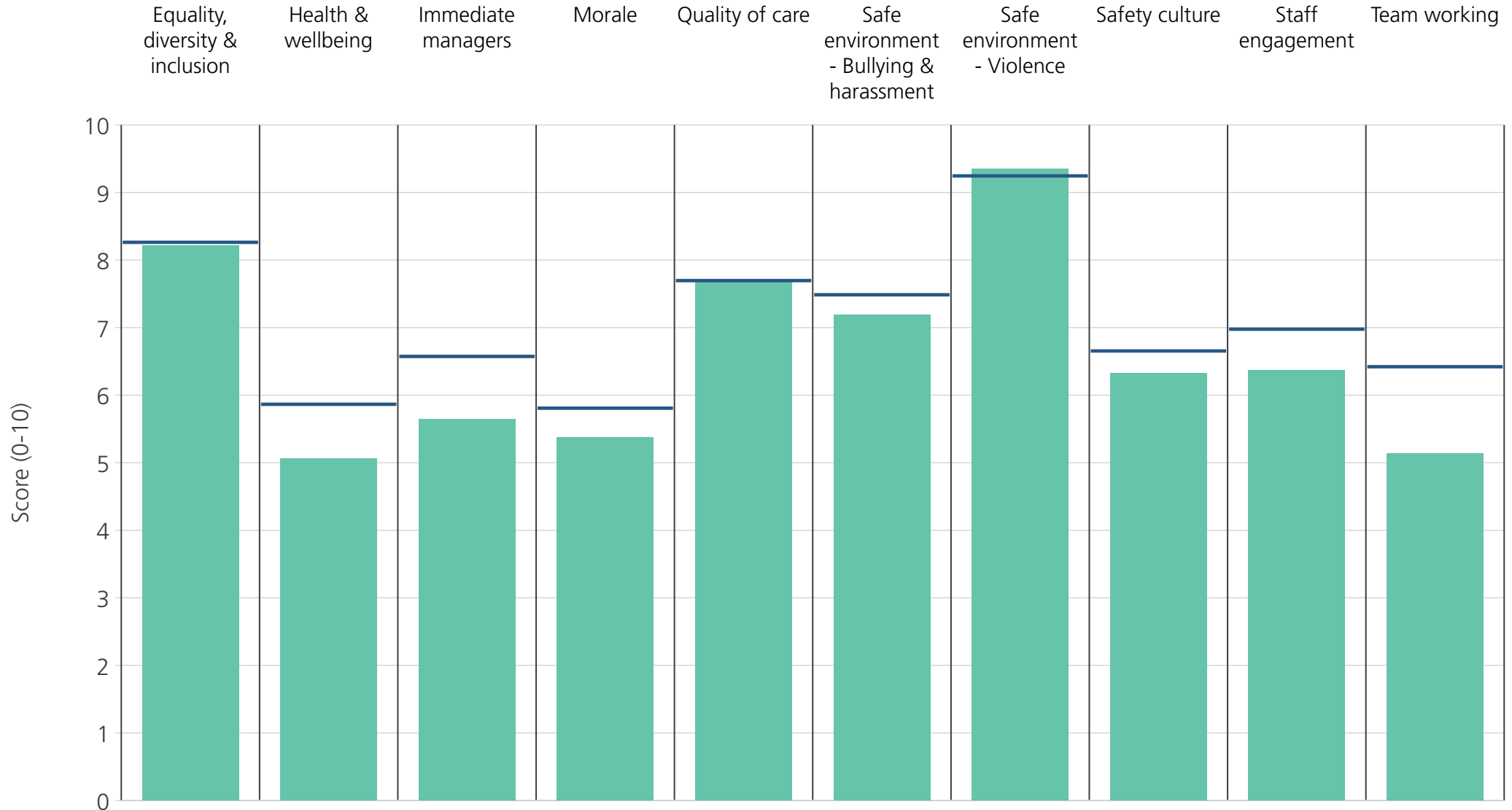
<b>Directorate</b>	7.6	5.3	5.6	5.5	7.8	6.7	9.4	5.9	6.4	5.4
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	95	95	95	95	89	93	96	96	94	92



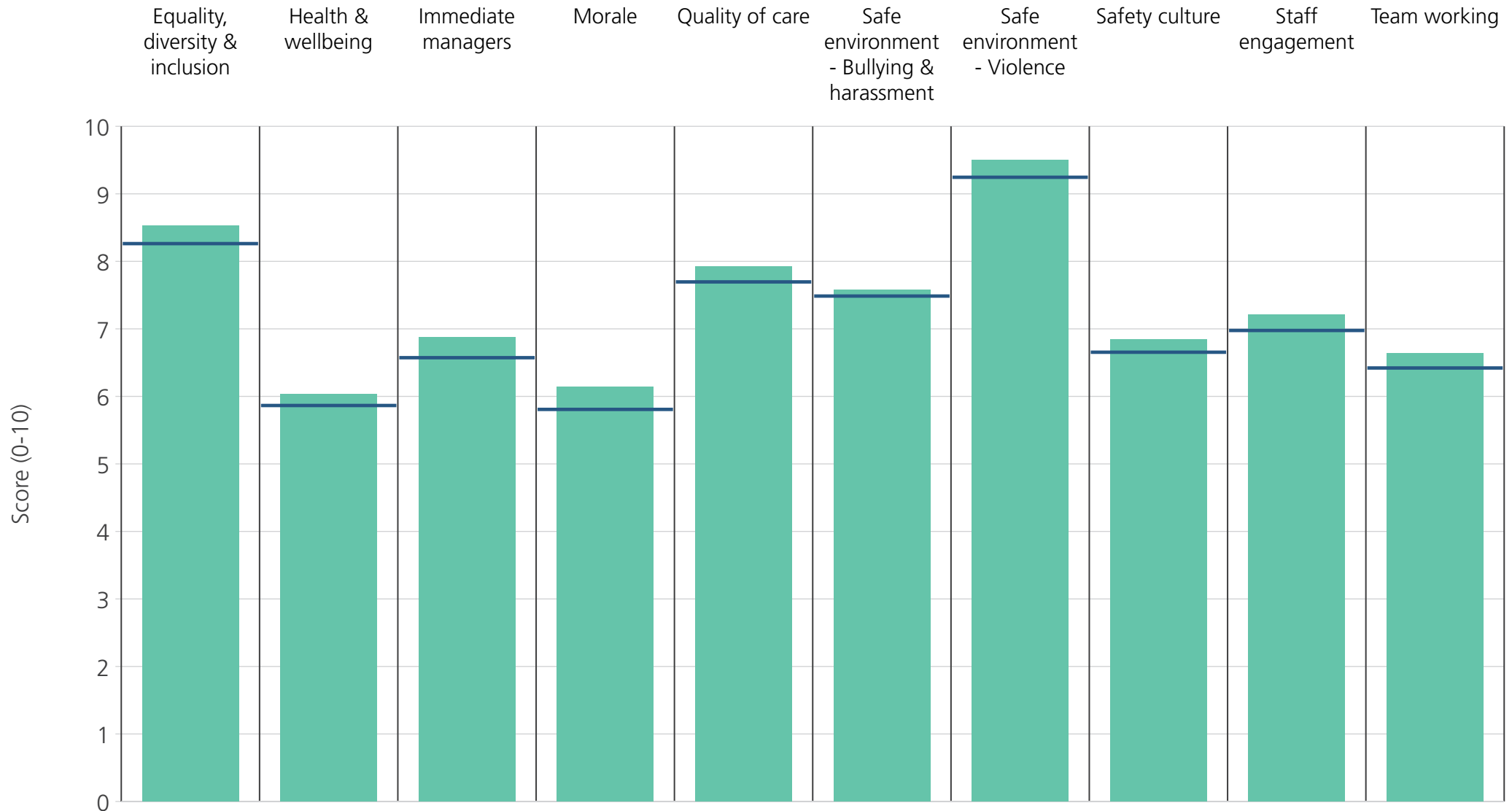
<b>Directorate</b>	9.2	7.0	6.7	6.4	7.6	8.8	10.0	6.6	7.2	7.3
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	60	60	60	60	58	60	60	60	61	61



<b>Directorate</b>	8.8	6.0	6.9	5.4	7.2	8.5	9.8	6.8	7.0	6.6
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	154	155	155	153	148	151	155	153	158	156

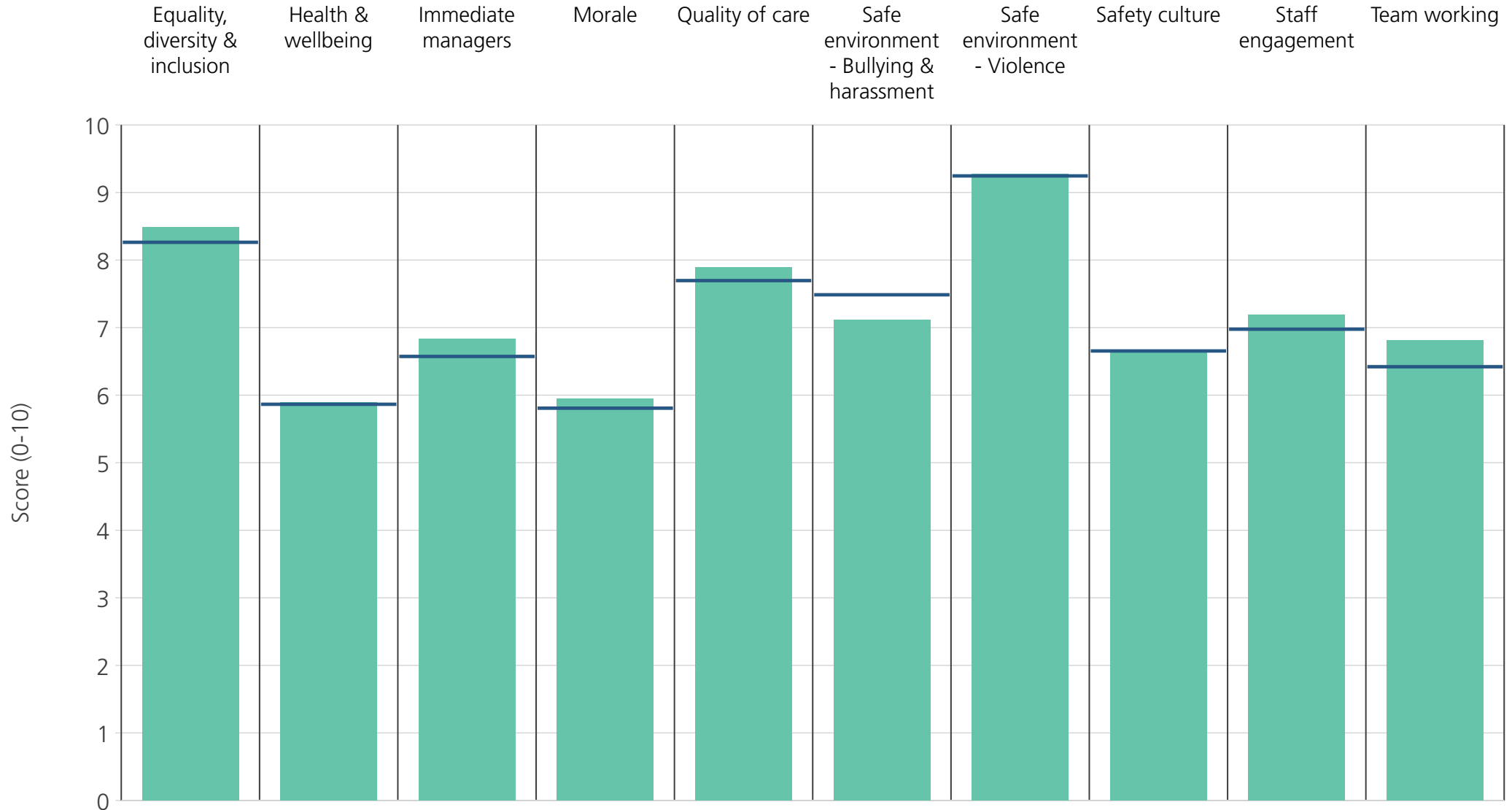


<b>Directorate</b>	8.2	5.1	5.6	5.4	7.7	7.2	9.3	6.3	6.4	5.1
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	225	229	229	227	227	222	229	228	230	228

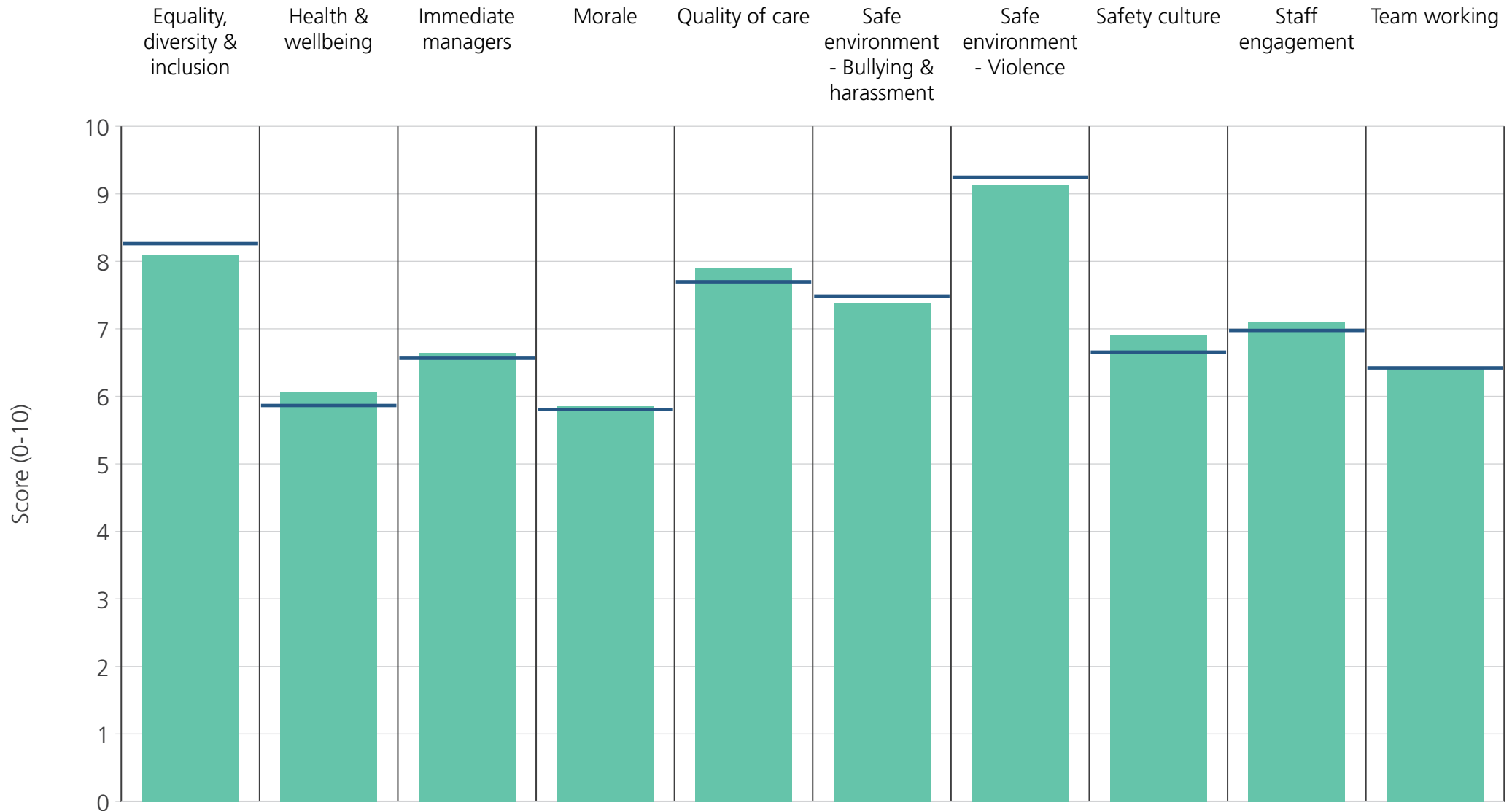


Category	Directorate	Your org	Responses
Equality, diversity & inclusion	8.5	8.3	310
Health & wellbeing	6.0	5.9	312
Immediate managers	6.9	6.6	311
Morale	6.1	5.8	309
Quality of care	7.9	7.7	308
Safe environment - Bullying & harassment	7.6	7.5	304
Safe environment - Violence	9.5	9.2	311
Safety culture	6.8	6.7	311
Staff engagement	7.2	7.0	316
Team working	6.6	6.4	313

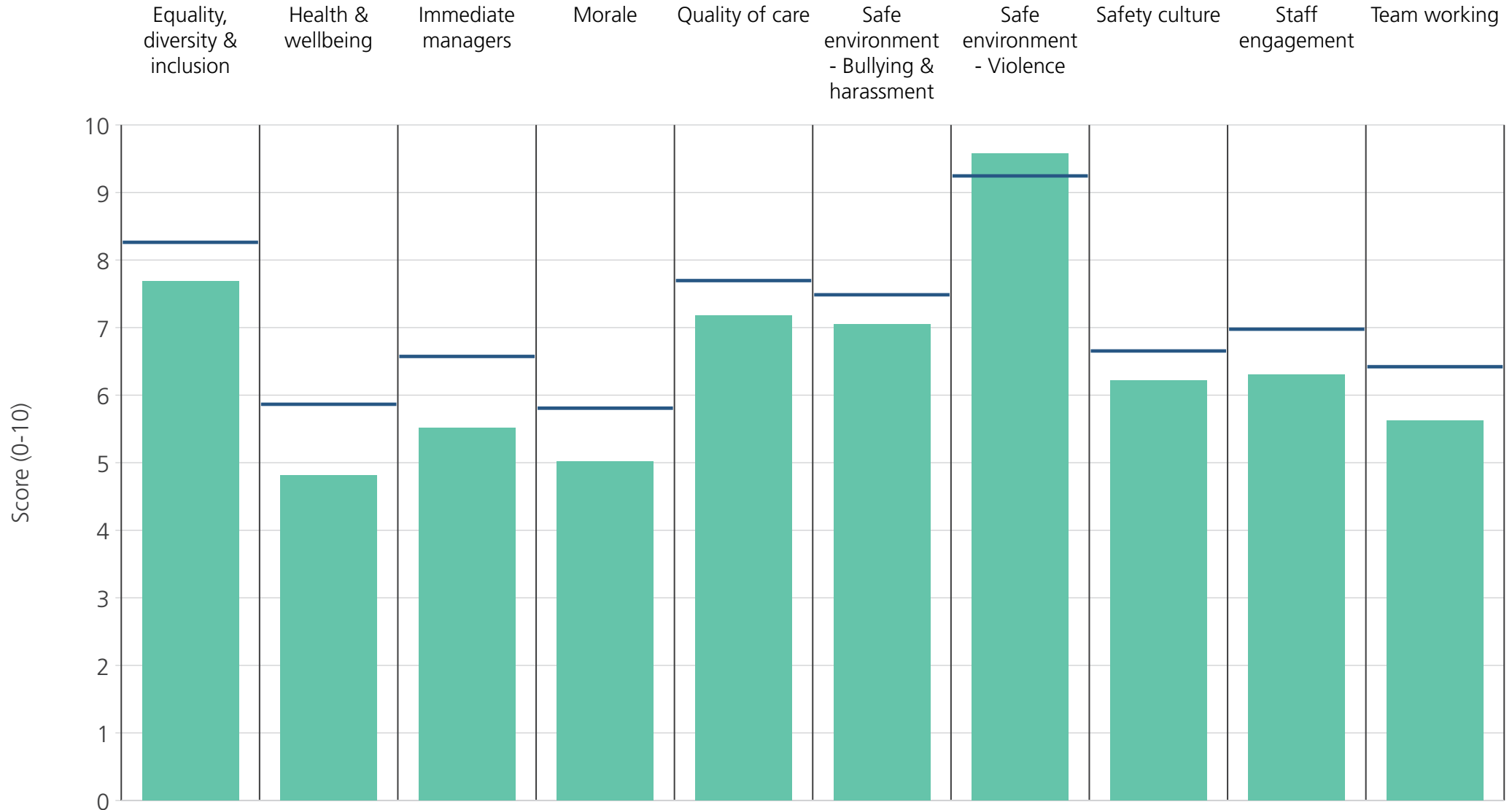




<b>Directorate</b>	8.5	5.9	6.8	5.9	7.9	7.1	9.3	6.7	7.2	6.8
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	264	268	268	264	263	258	266	264	270	269



<b>Directorate</b>	8.1	6.1	6.6	5.9	7.9	7.4	9.1	6.9	7.1	6.4
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	227	228	231	226	226	220	227	226	234	230



<b>Directorate</b>	7.7	4.8	5.5	5.0	7.2	7.0	9.6	6.2	6.3	5.6
<b>Your org</b>	8.3	5.9	6.6	5.8	7.7	7.5	9.2	6.7	7.0	6.4
<b>Responses</b>	167	168	167	167	164	158	164	168	167	164