

NHS Surrey Heartlands CCG

2021 NHS Staff Survey

Directorate Report

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This directorate report for NHS Surrey Heartlands CCG contains results by directorate for People Promise element and theme results from the 2021 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

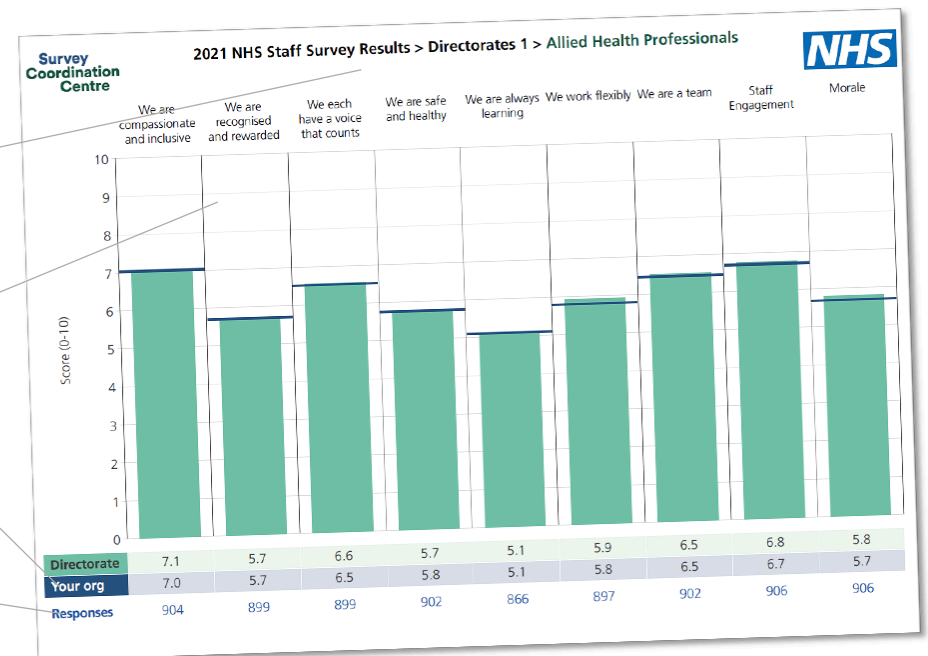
The directorate breakdowns used in this report were provided and defined by NHS Surrey Heartlands CCG. Details of how the People Promise element and theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2021 NHS Staff Survey Results' navigates back to the contents page.

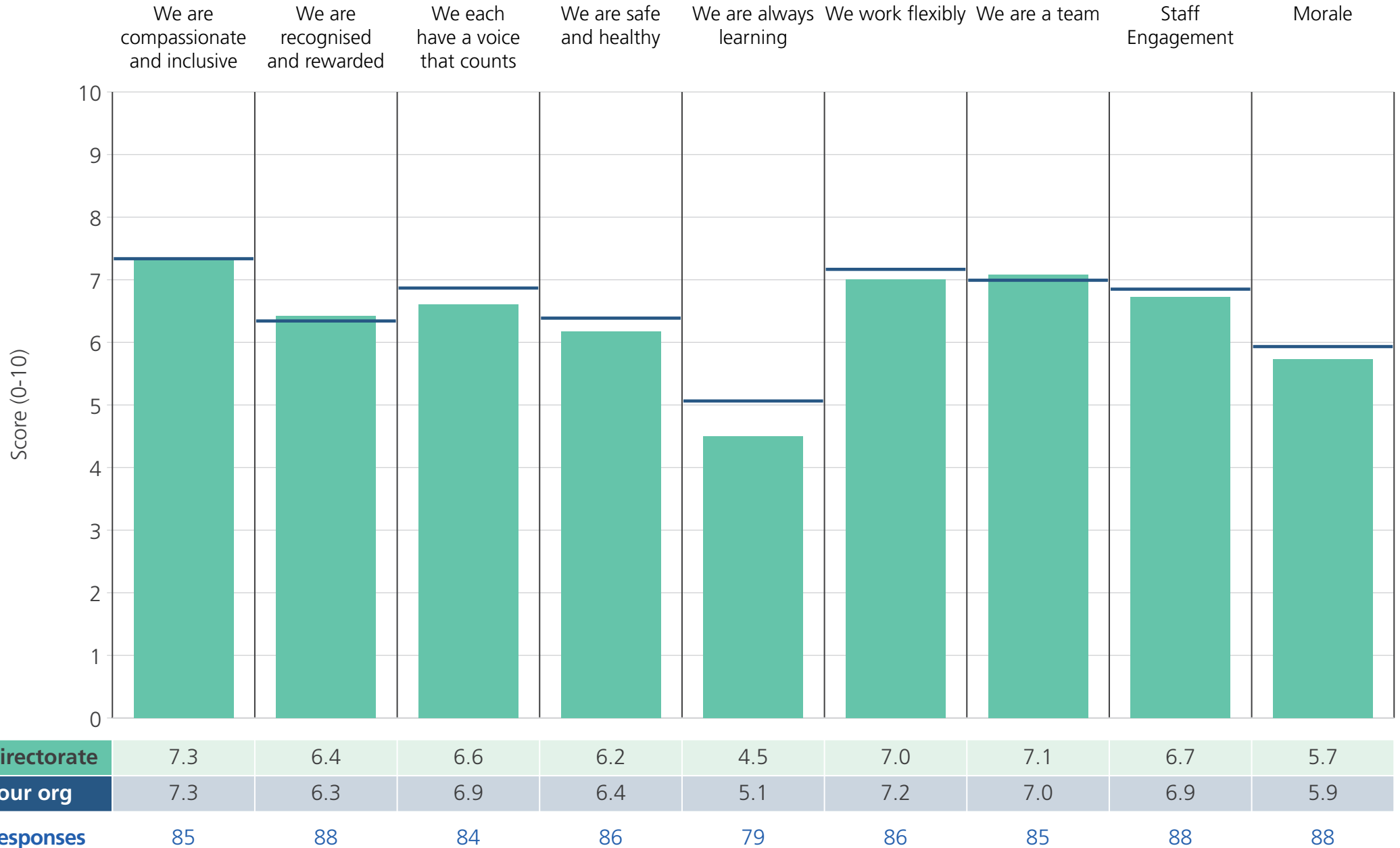
Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all People Promise element and theme results, a higher score is a better result than a lower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

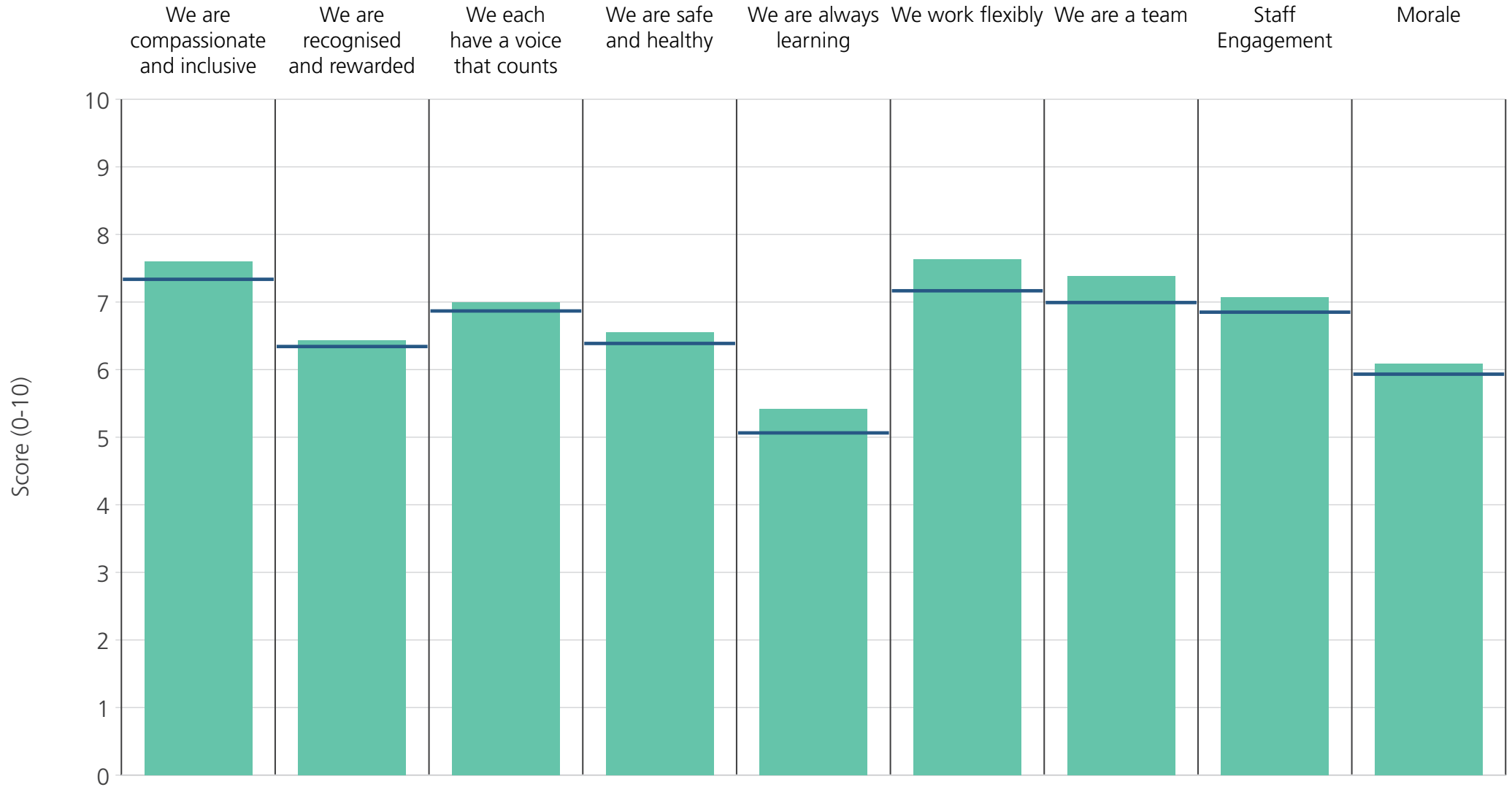
The **number of responses** feeding into each measures and sub-scores **for the given directorate** is specified below the table containing the directorate and trust scores.



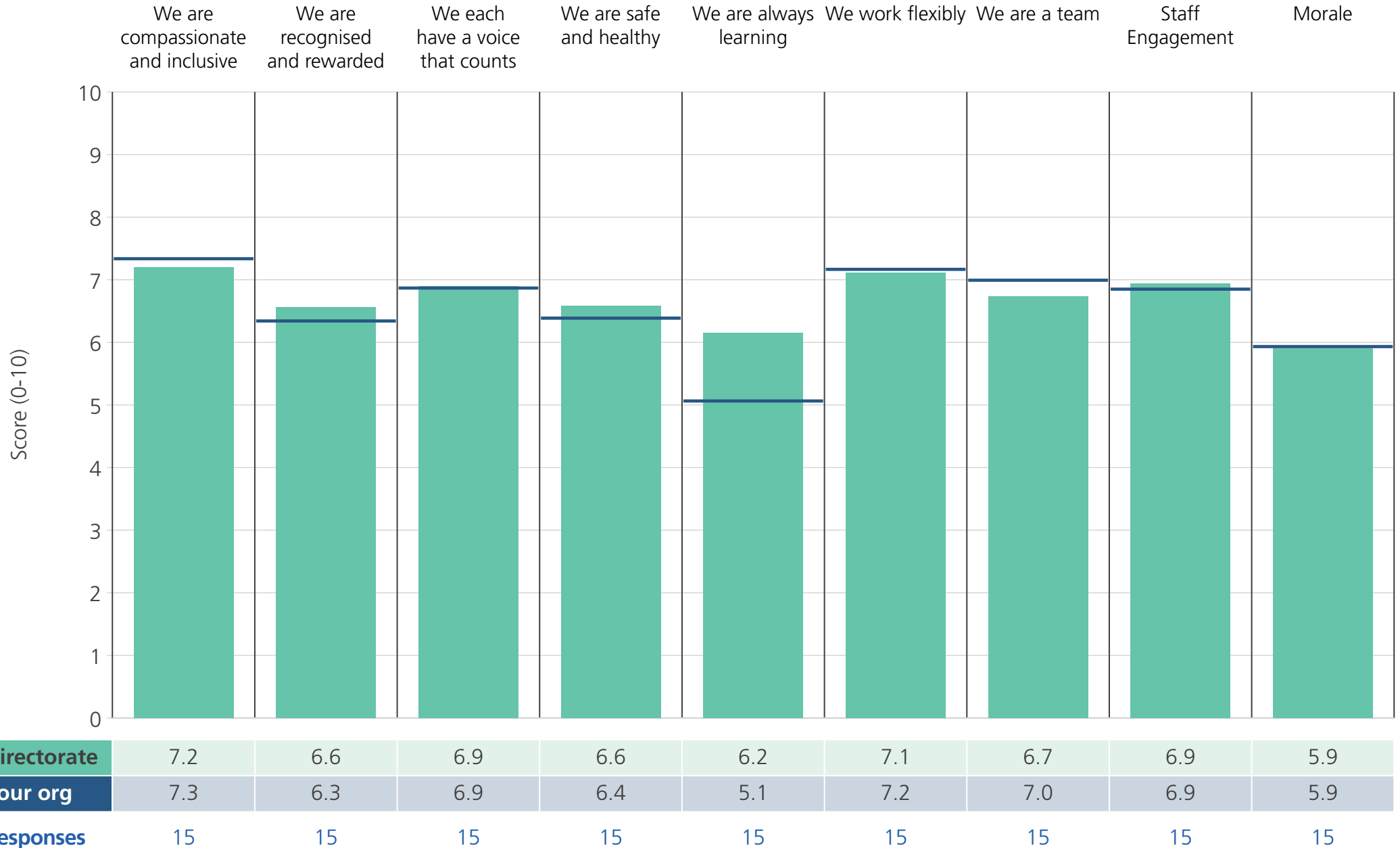
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

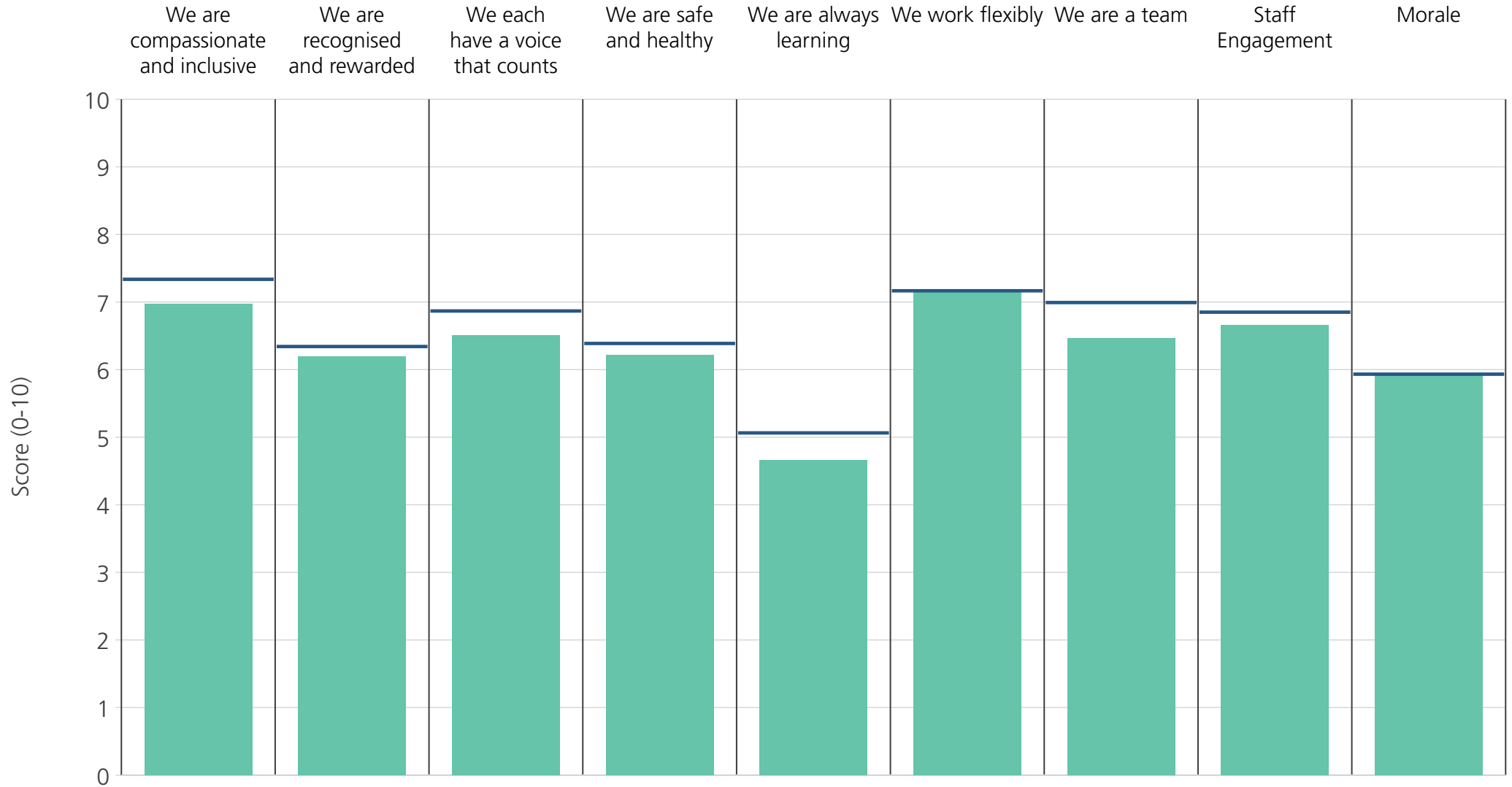
Directorates 1



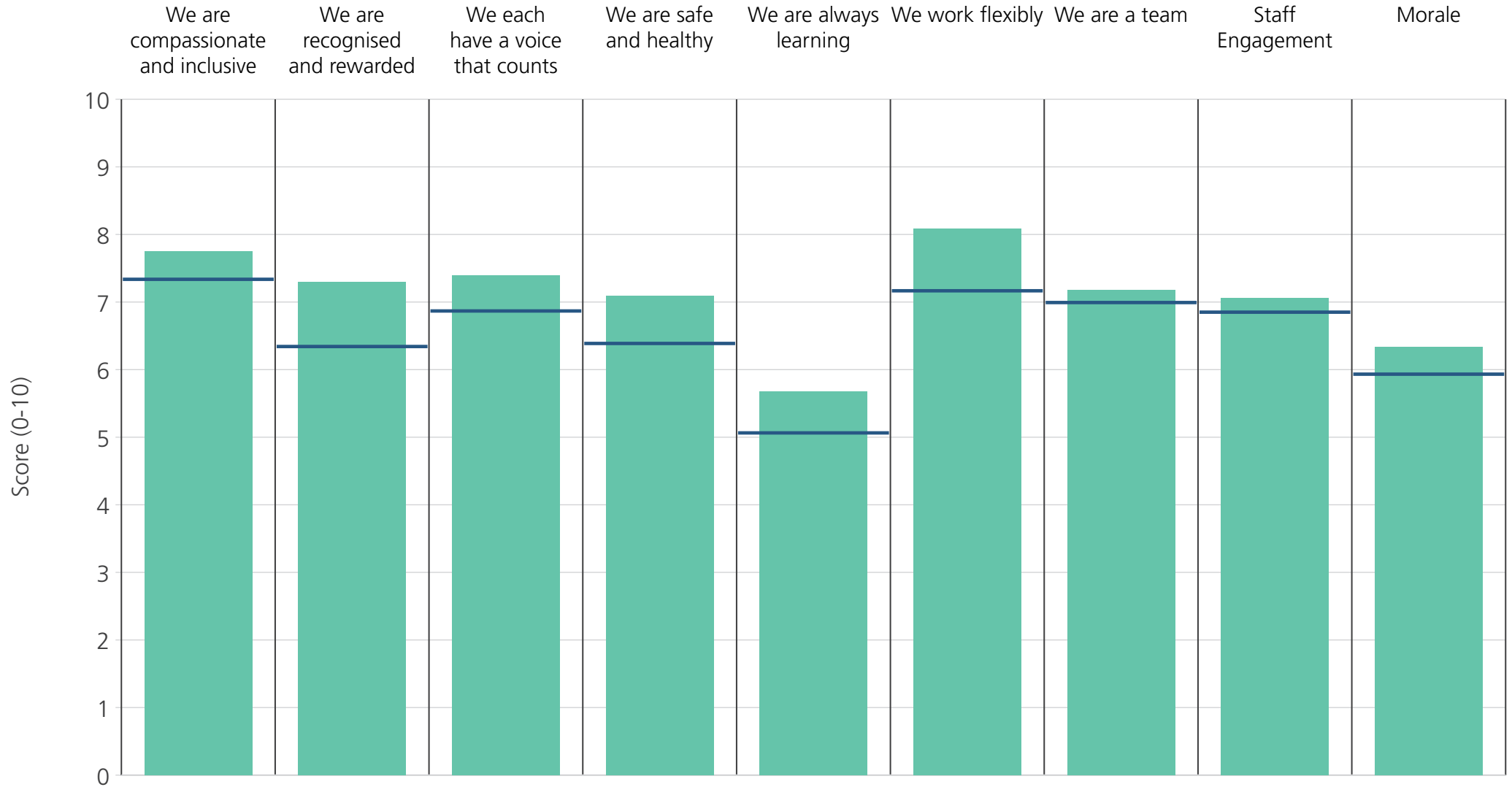


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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.6 | 6.4 | 7.0 | 6.6 | 5.4 | 7.6 | 7.4 | 7.1 | 6.1 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 |

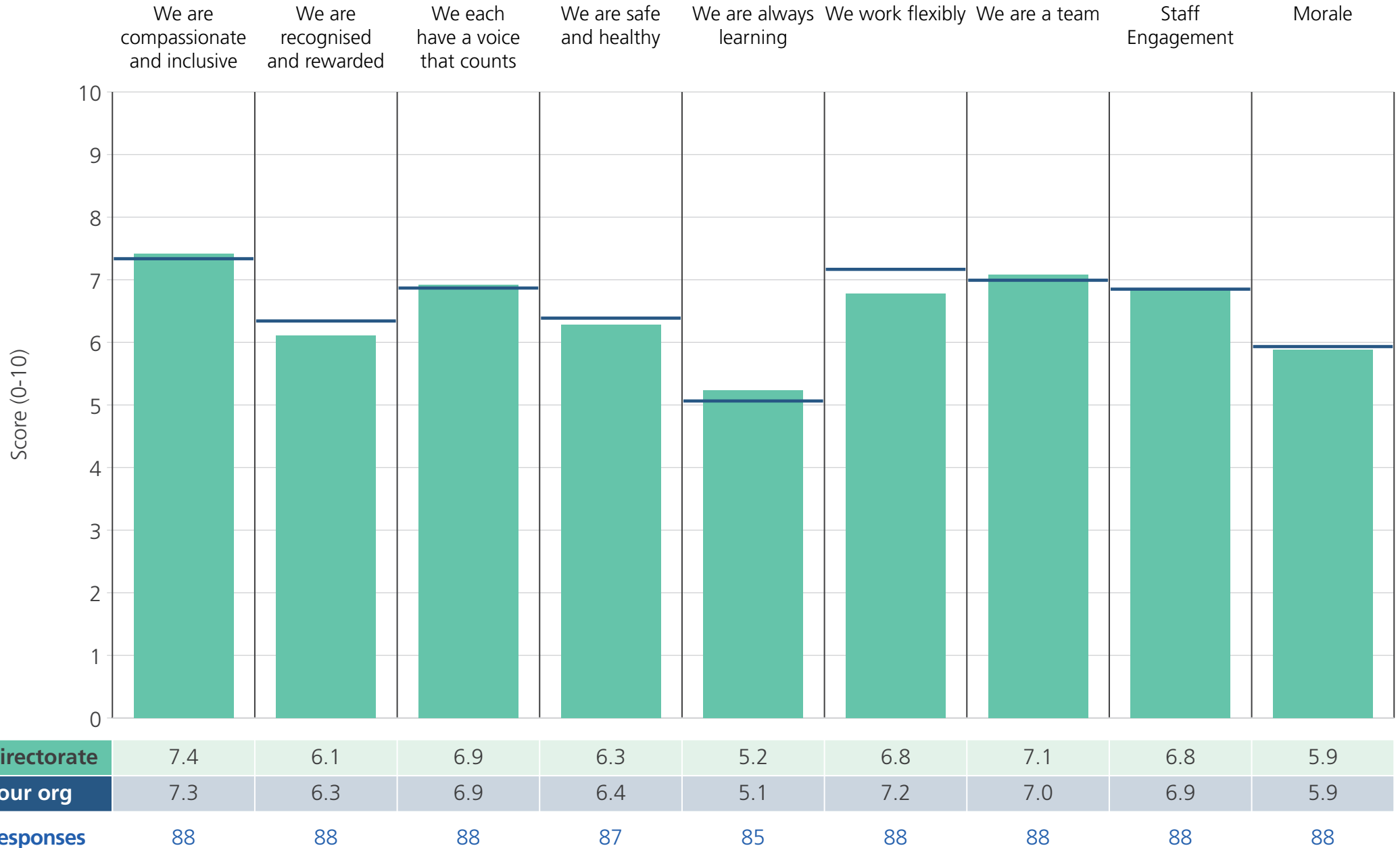


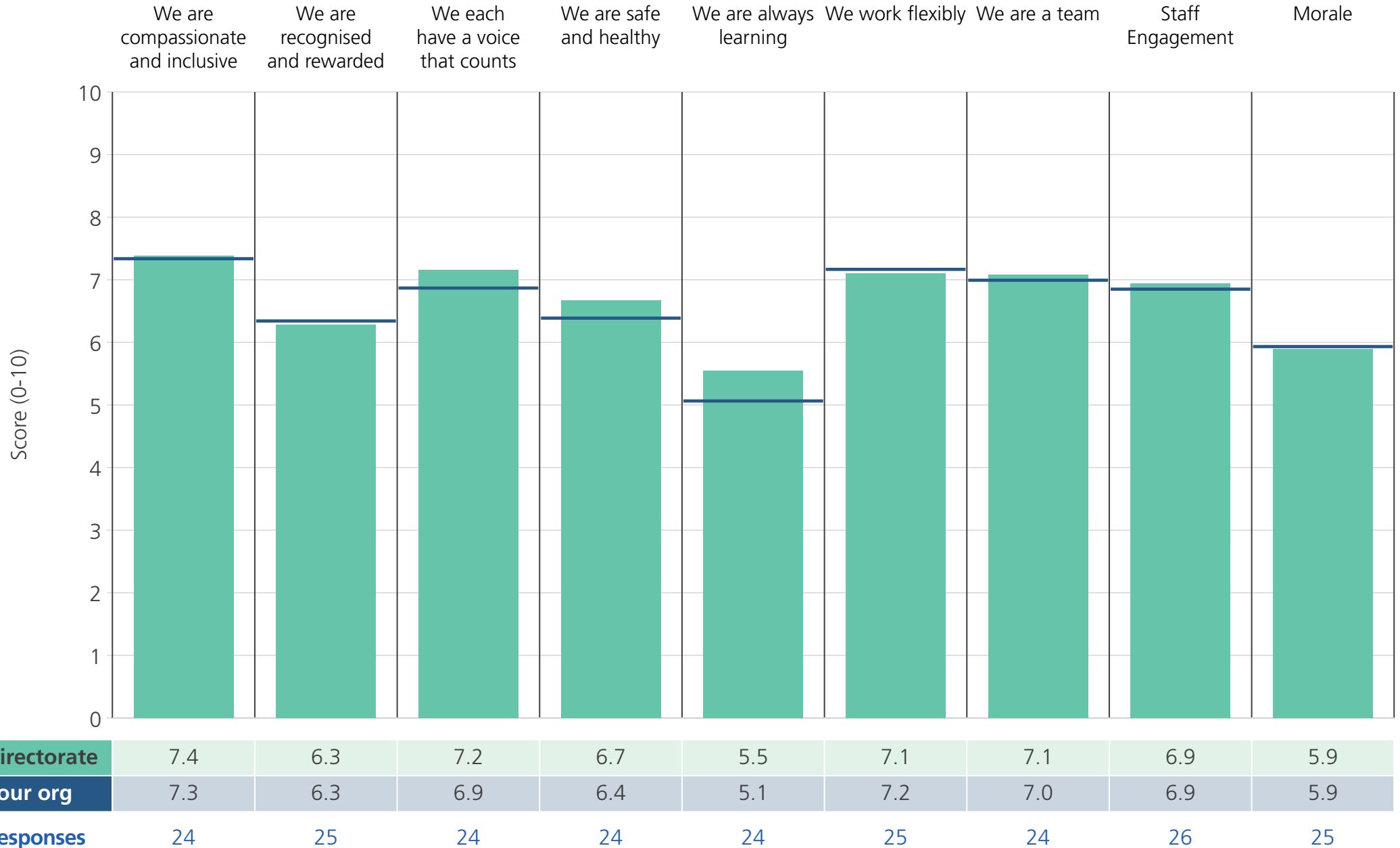


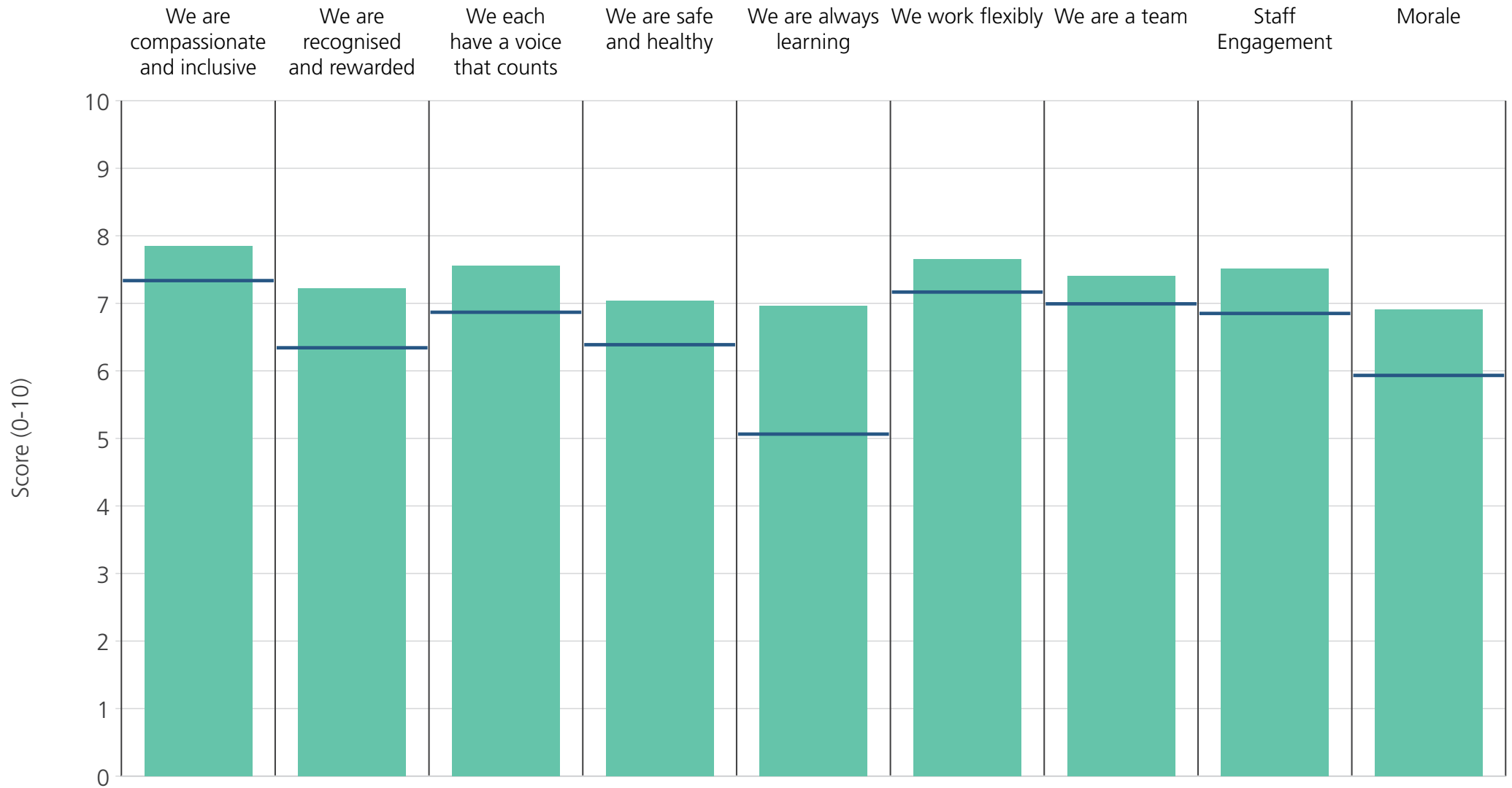
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.0 | 6.2 | 6.5 | 6.2 | 4.7 | 7.2 | 6.5 | 6.7 | 5.9 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 42 | 42 | 41 | 42 | 42 | 42 | 42 | 42 | 42 |



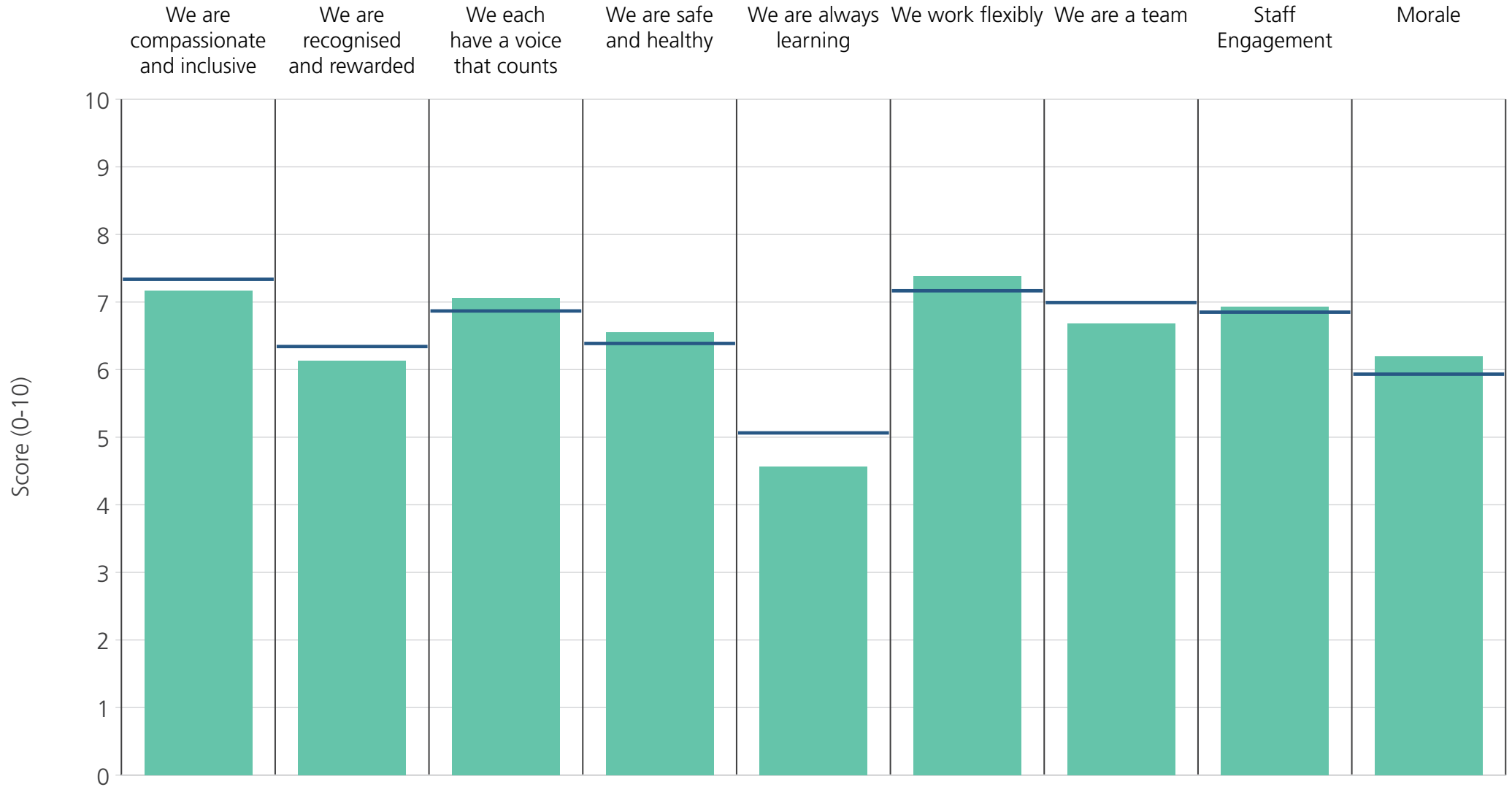
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.8 | 7.3 | 7.4 | 7.1 | 5.7 | 8.1 | 7.2 | 7.1 | 6.3 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 |



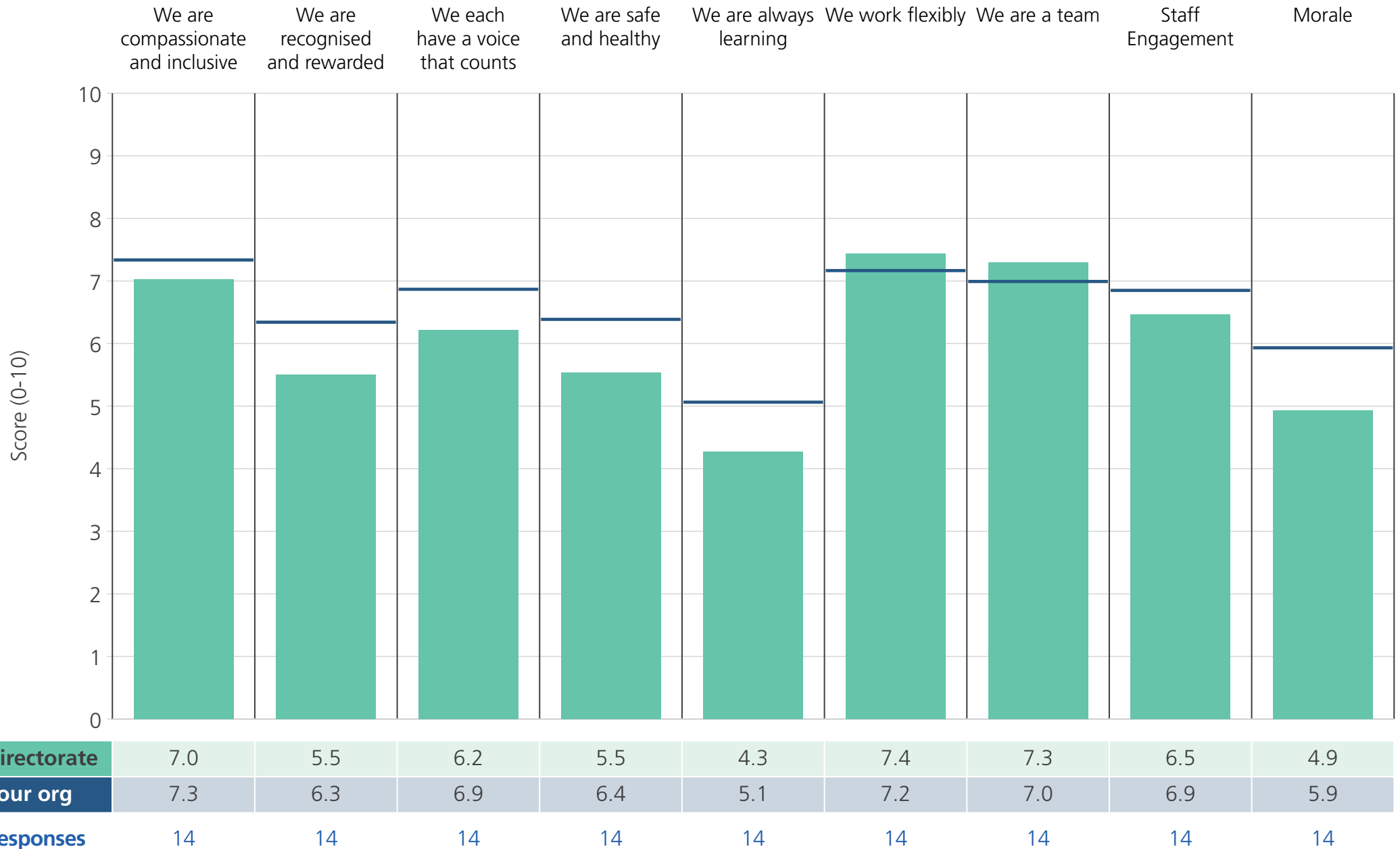




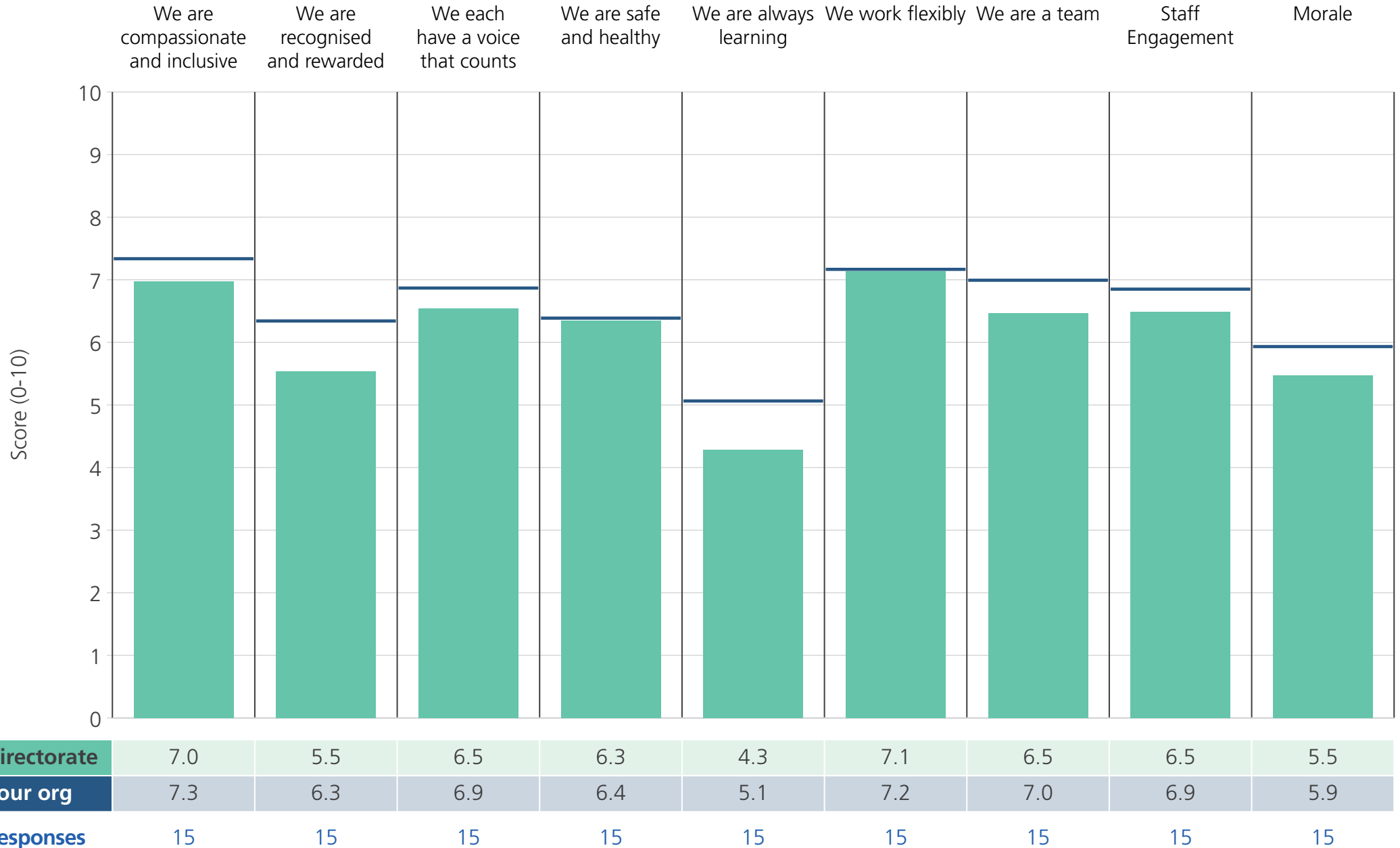
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.8 | 7.2 | 7.6 | 7.0 | 7.0 | 7.7 | 7.4 | 7.5 | 6.9 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 |

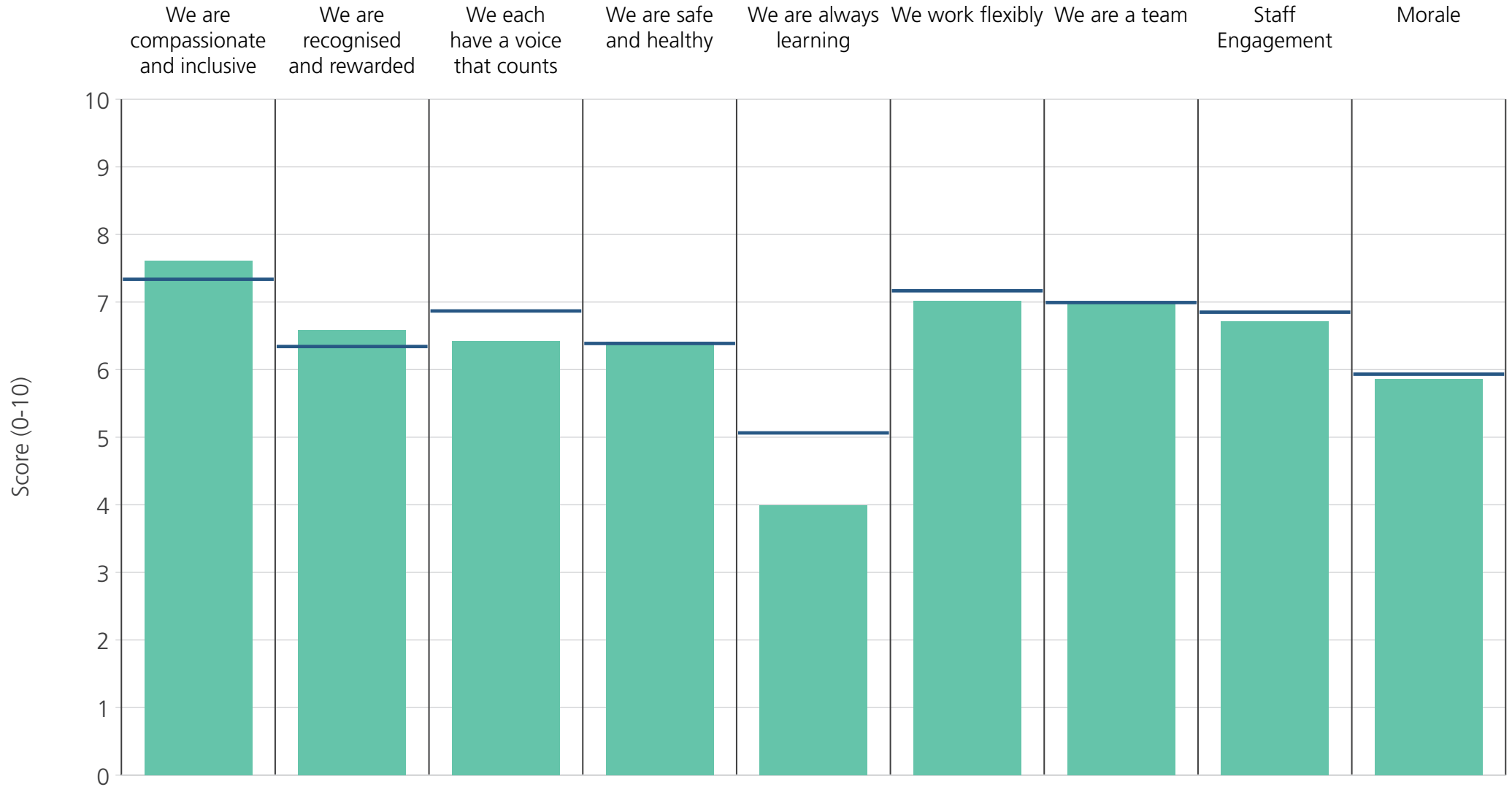


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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.2 | 6.1 | 7.1 | 6.6 | 4.6 | 7.4 | 6.7 | 6.9 | 6.2 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 |

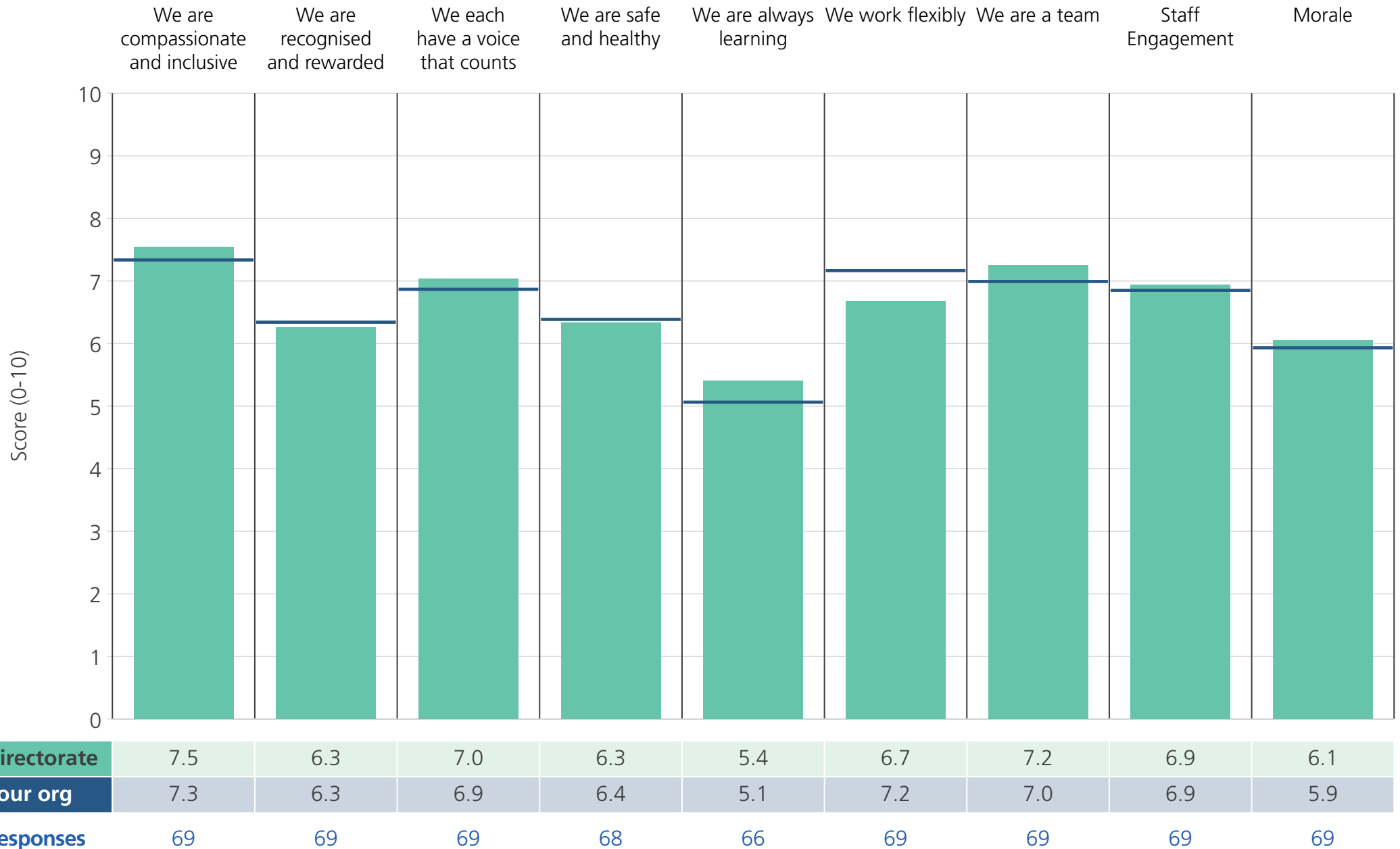


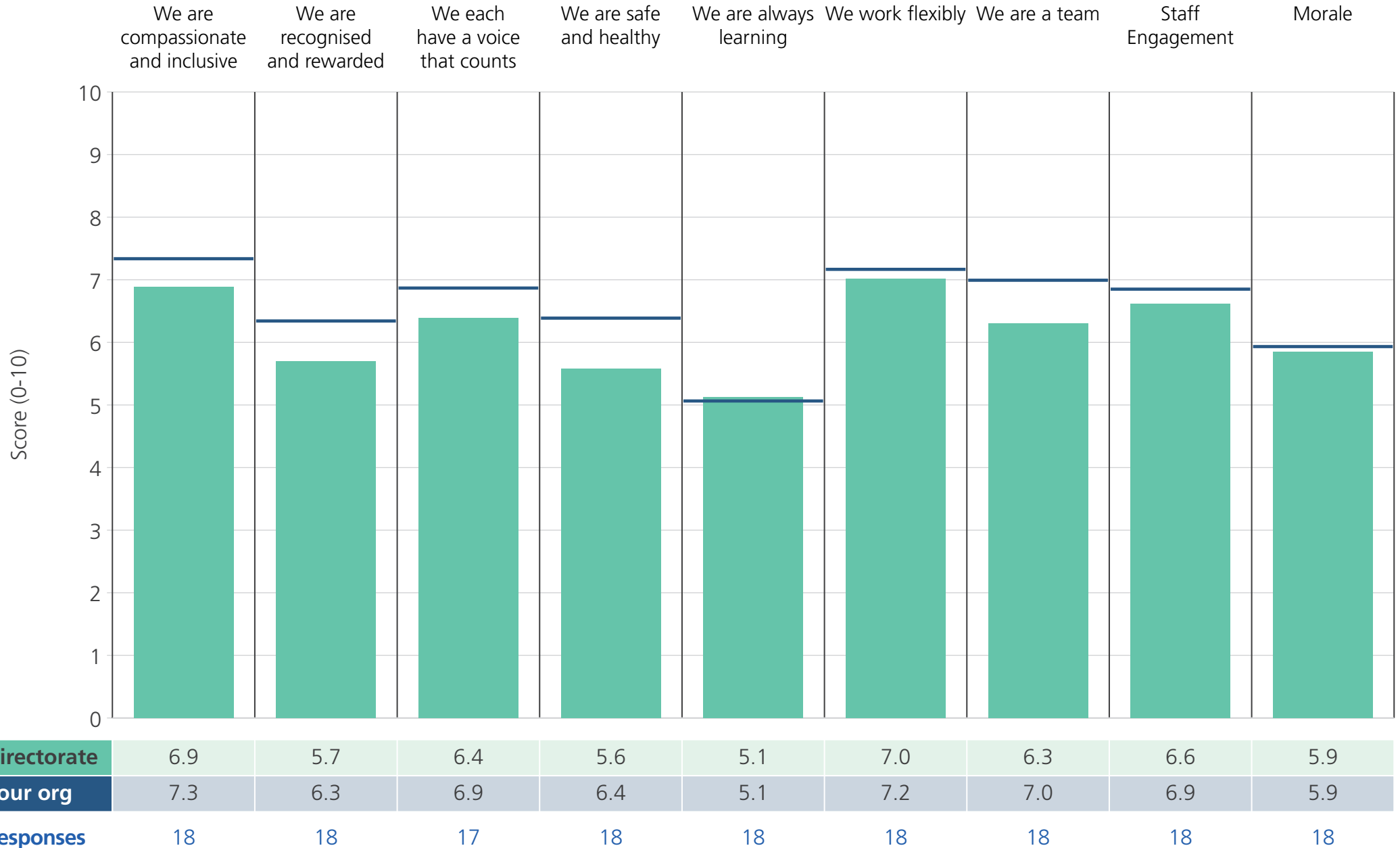
Directorates 2

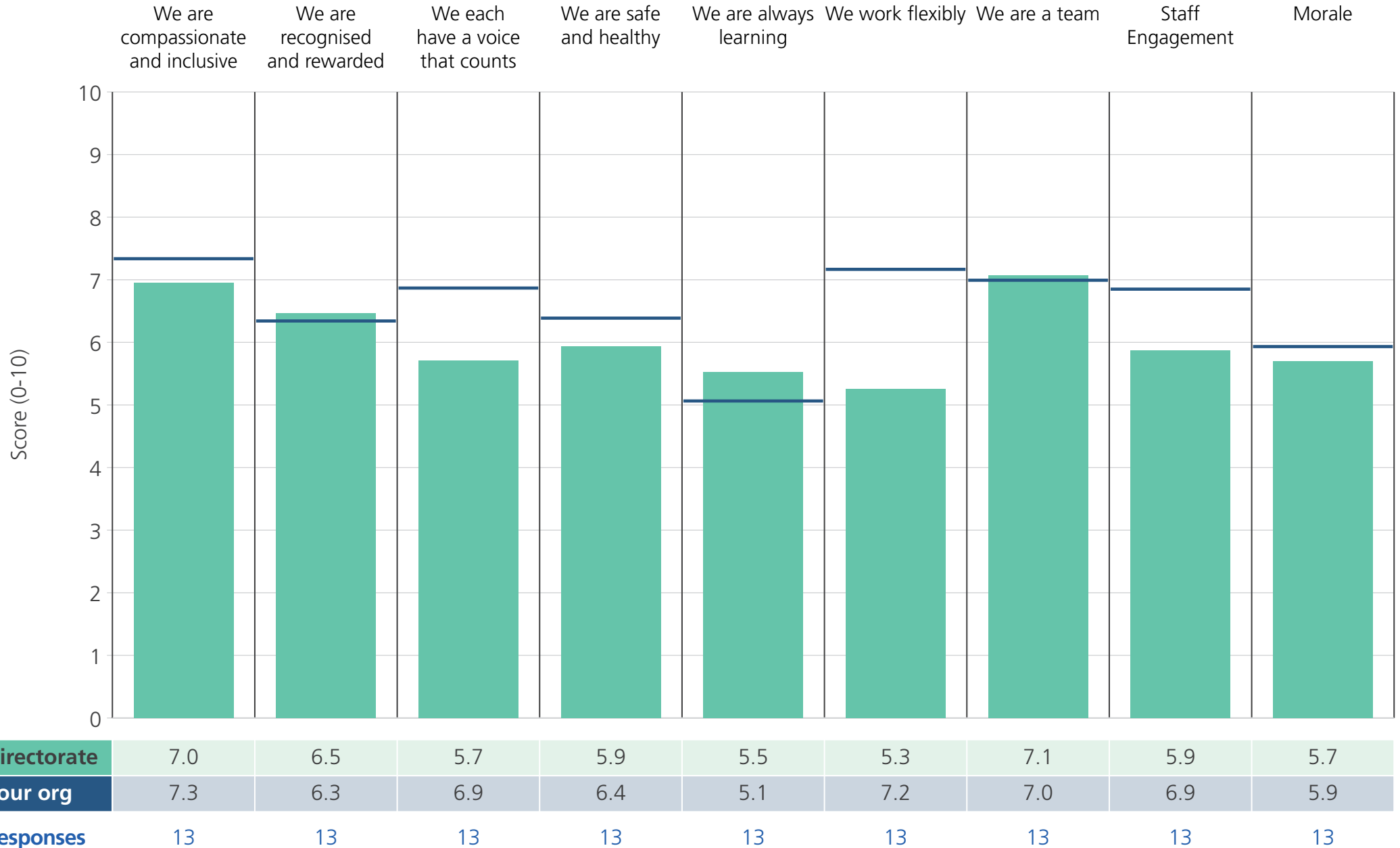


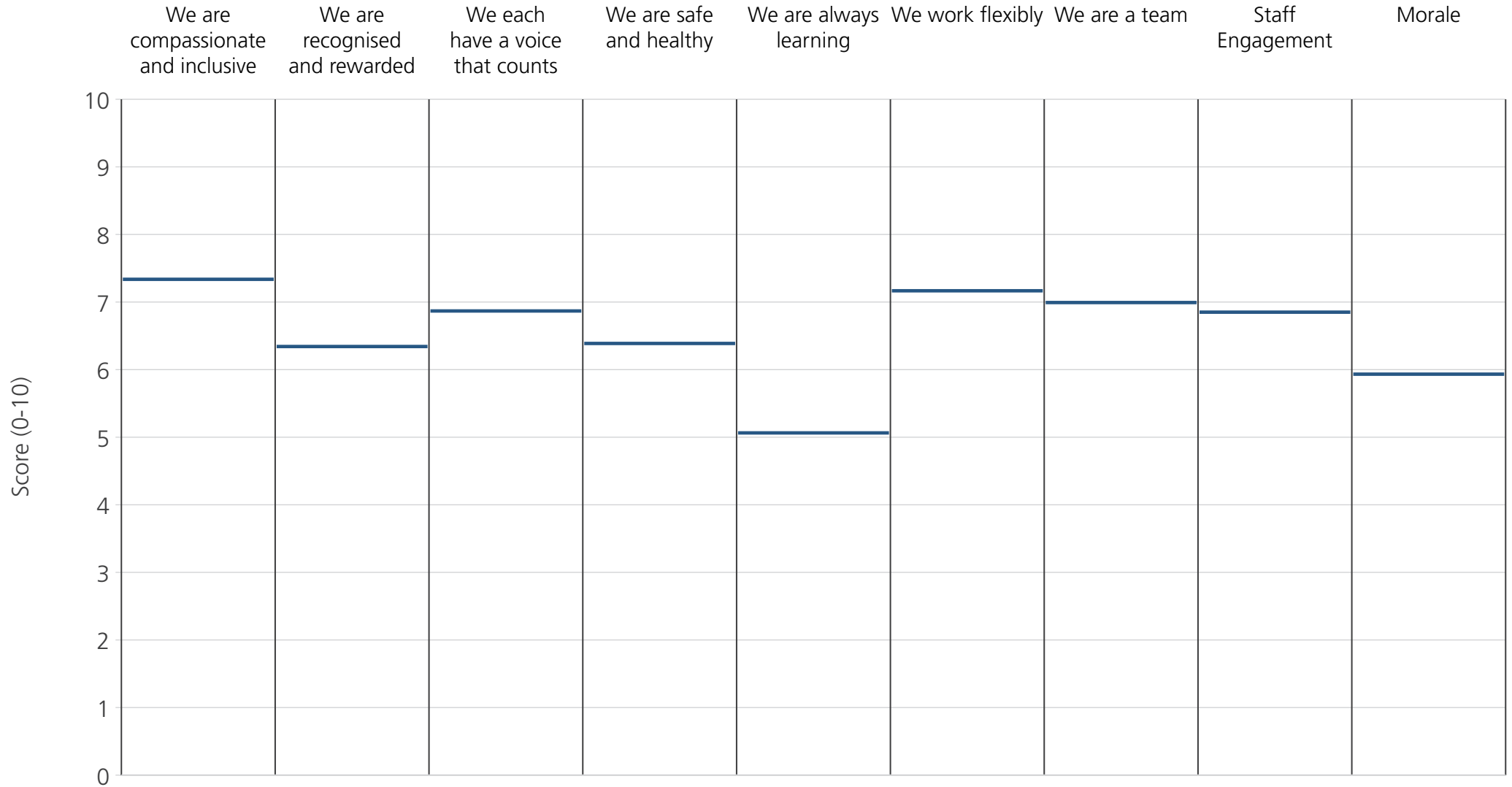


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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.6 | 6.6 | 6.4 | 6.4 | 4.0 | 7.0 | 7.0 | 6.7 | 5.9 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 12 | 12 | 11 | 12 | 11 | 12 | 12 | 12 | 12 |

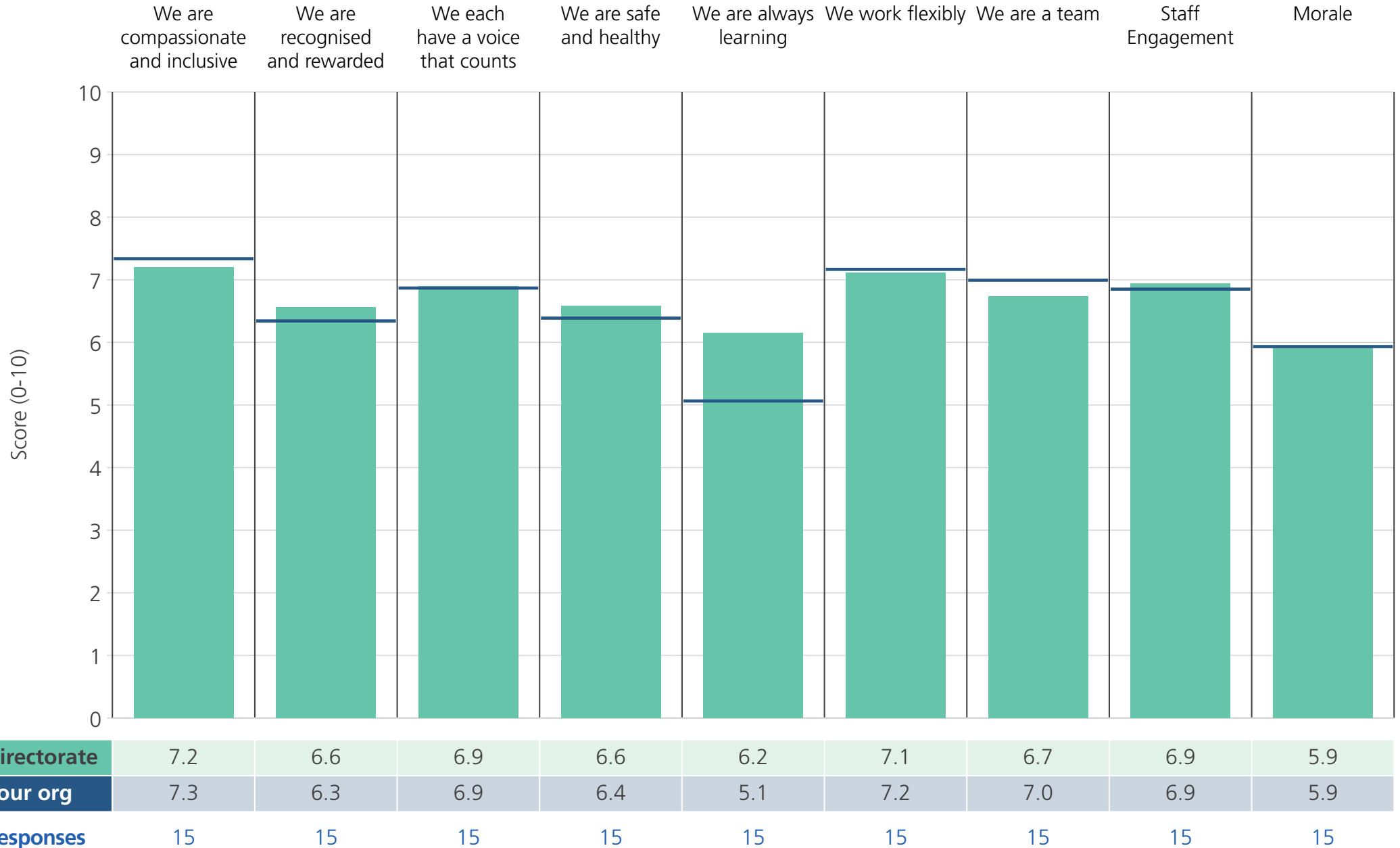


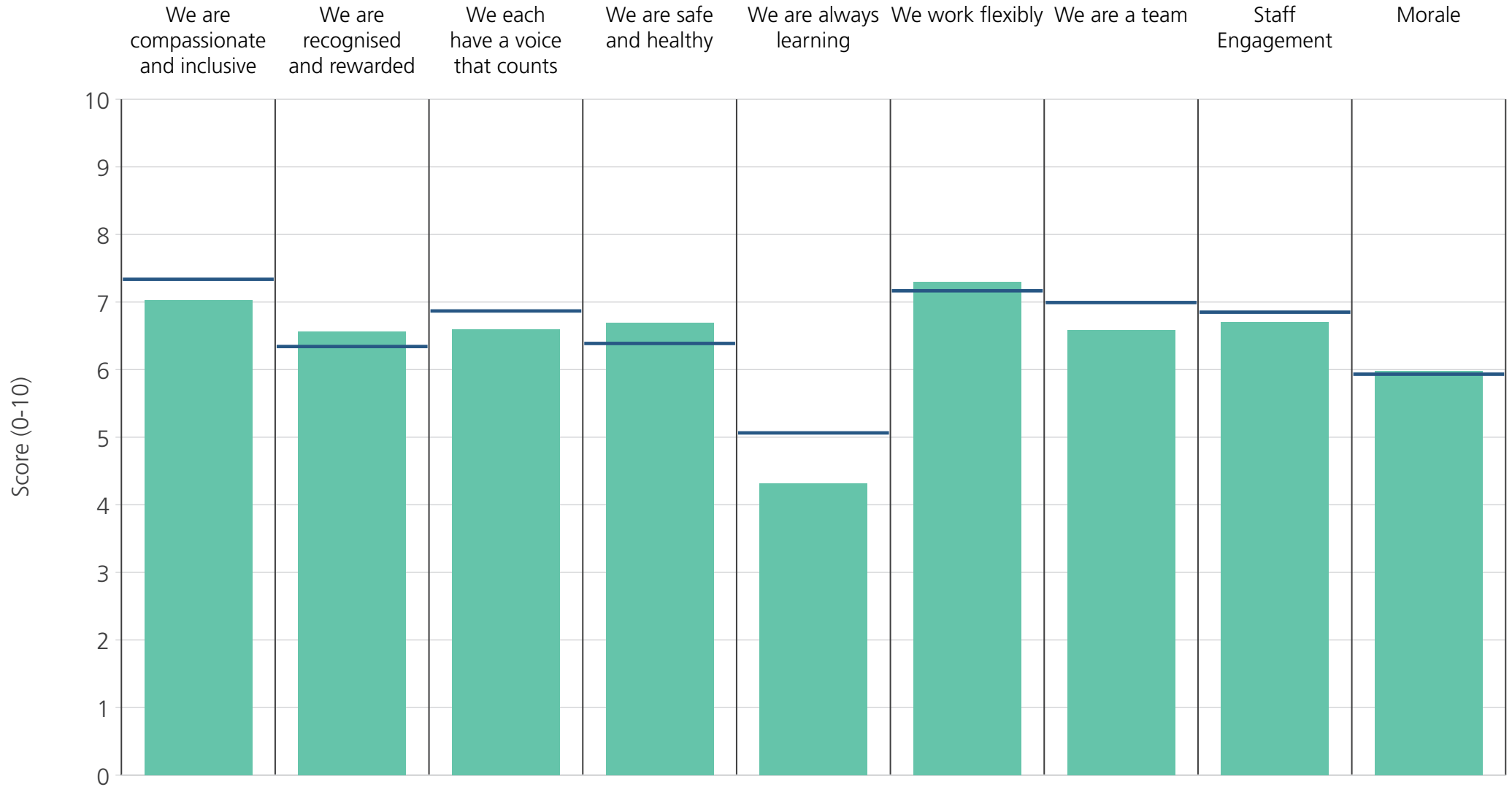




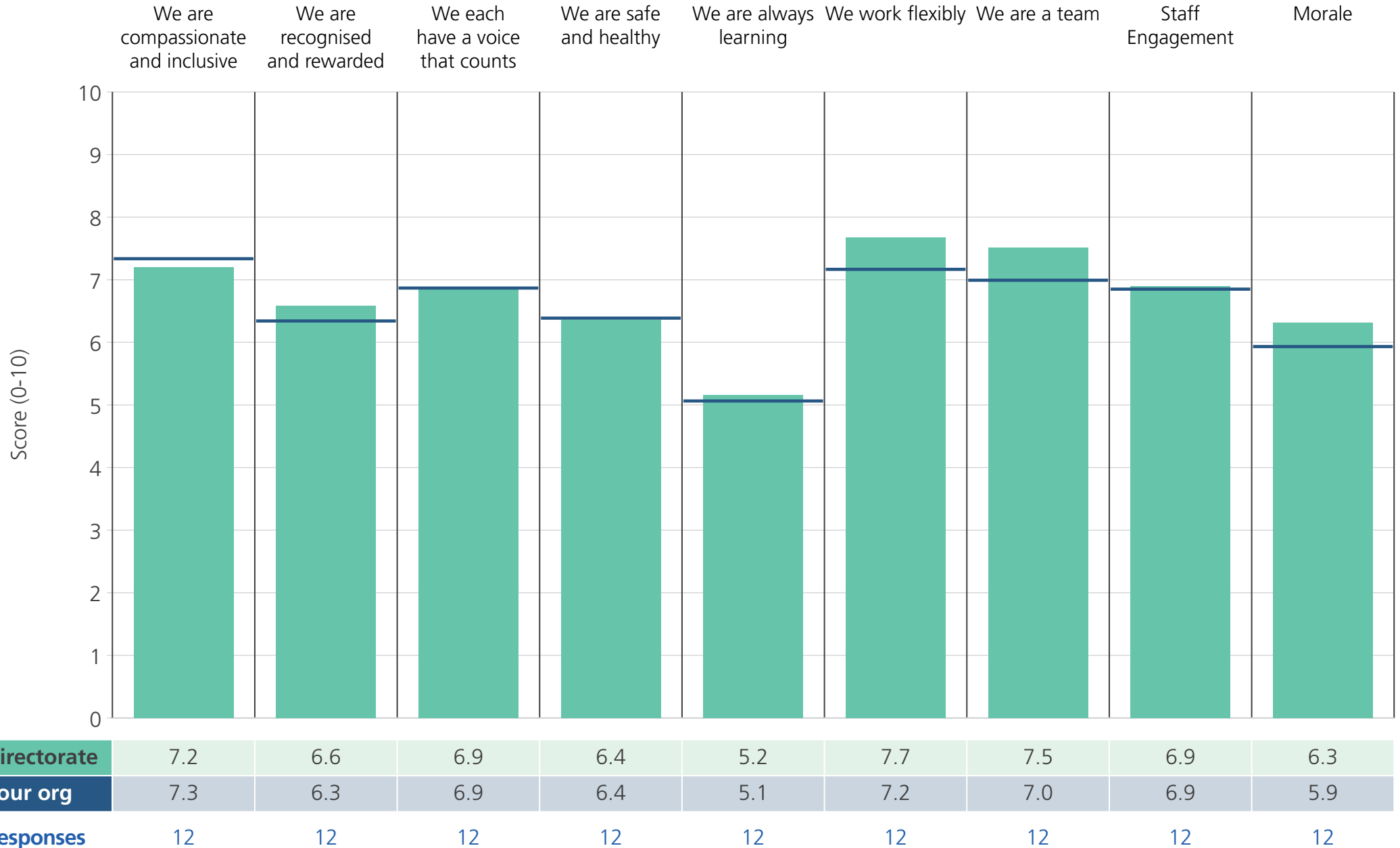


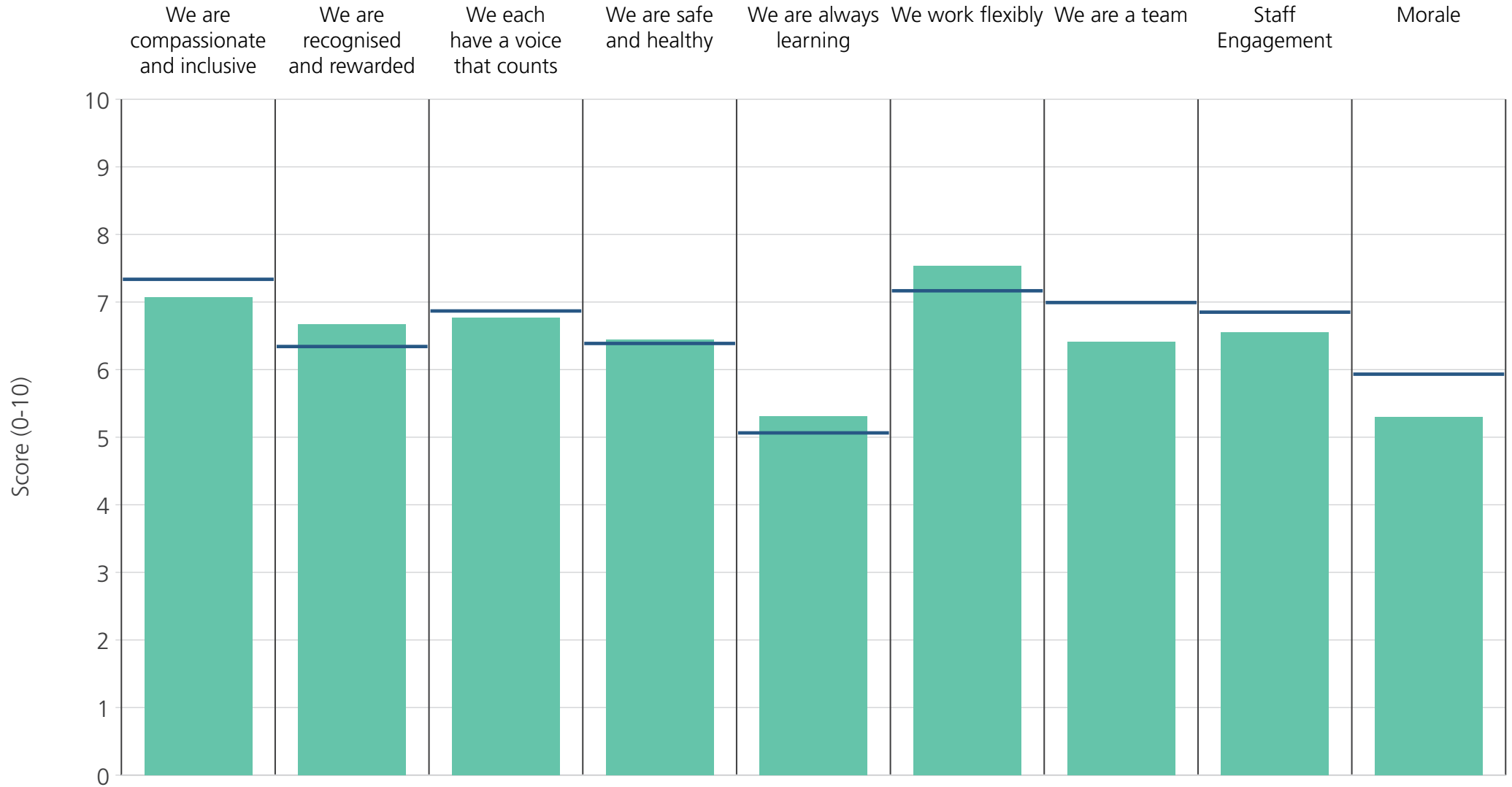
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | | | | | | | | | |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 |



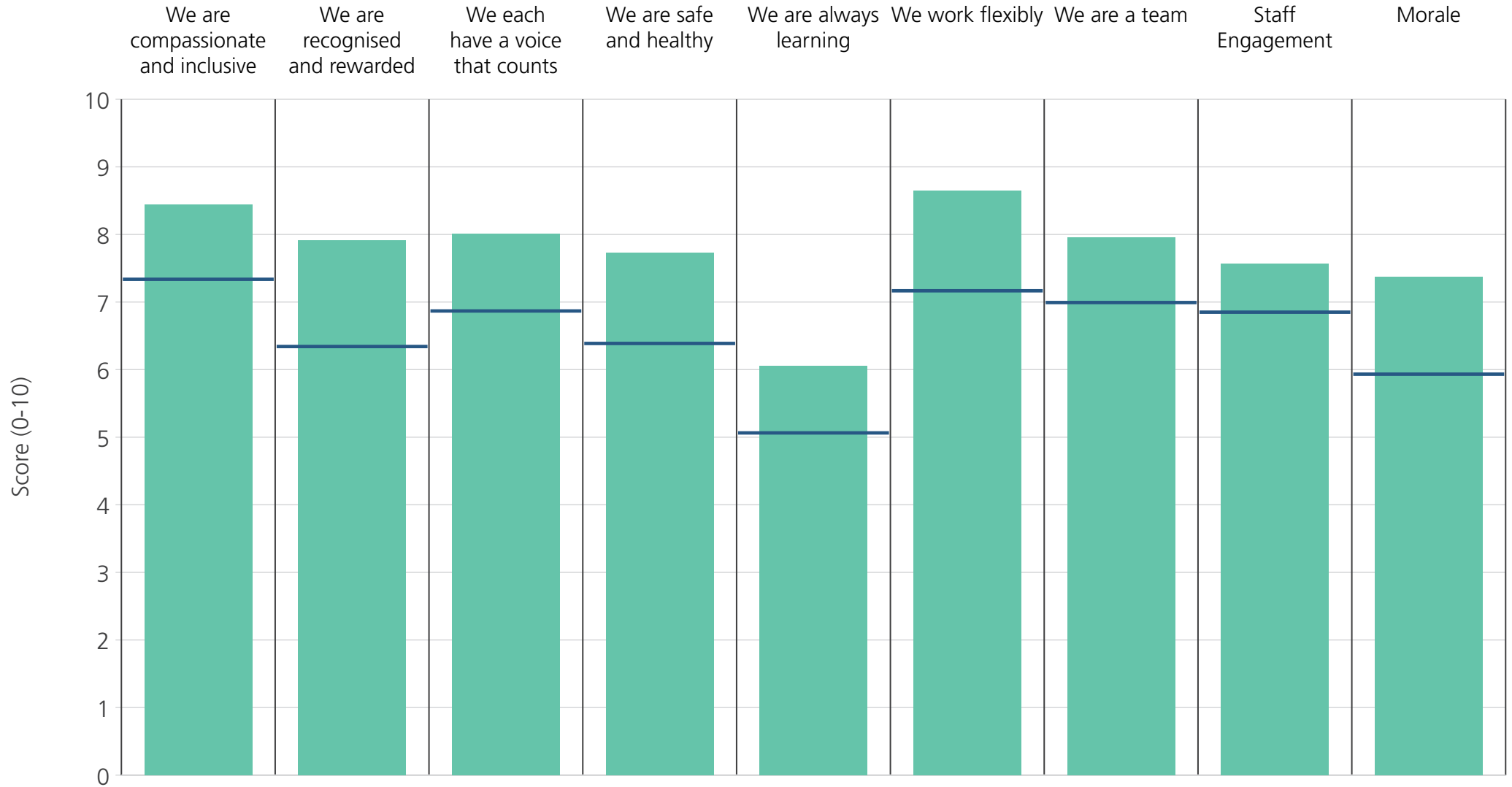


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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.0 | 6.6 | 6.6 | 6.7 | 4.3 | 7.3 | 6.6 | 6.7 | 6.0 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 | 24 |

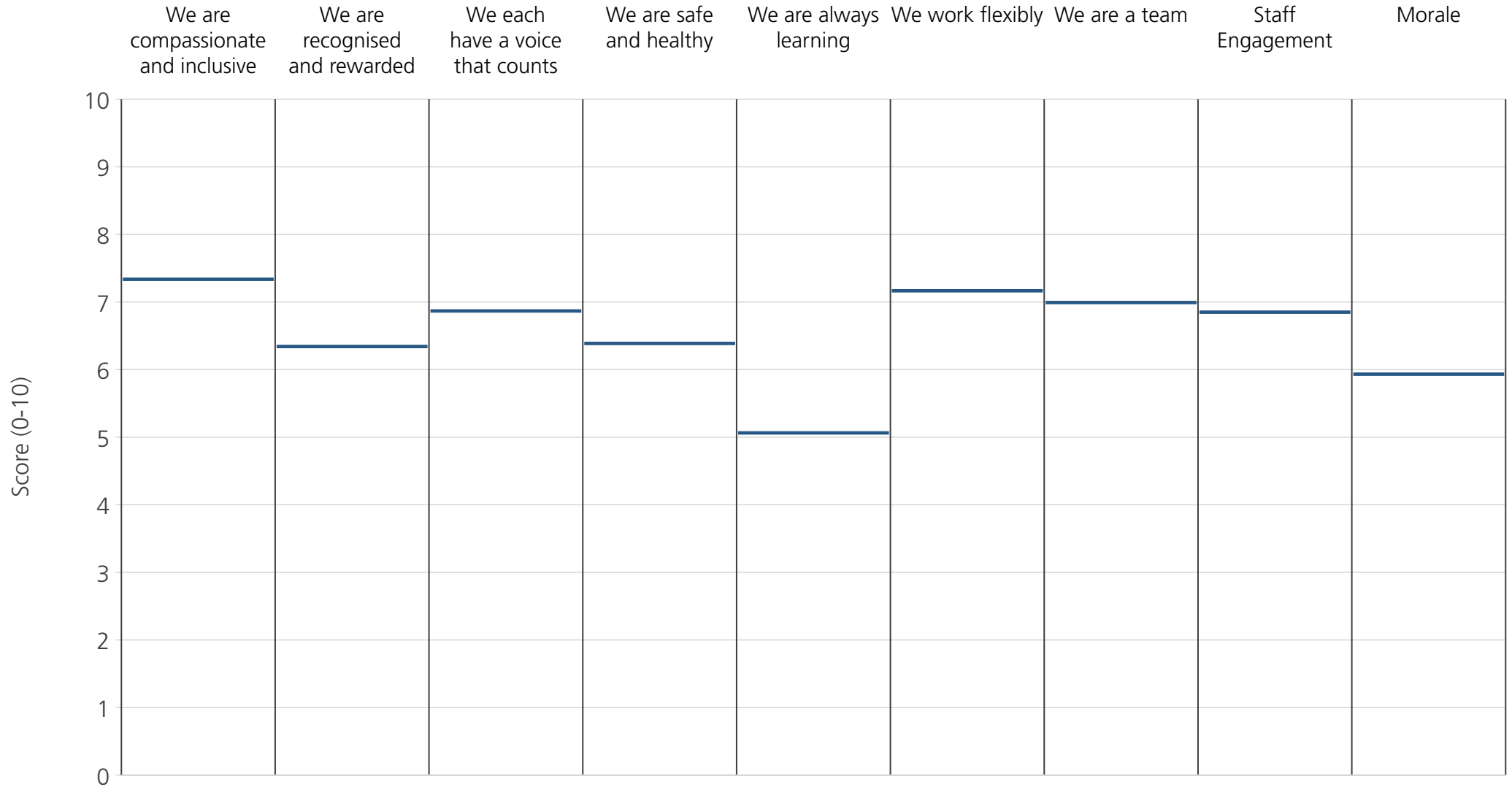




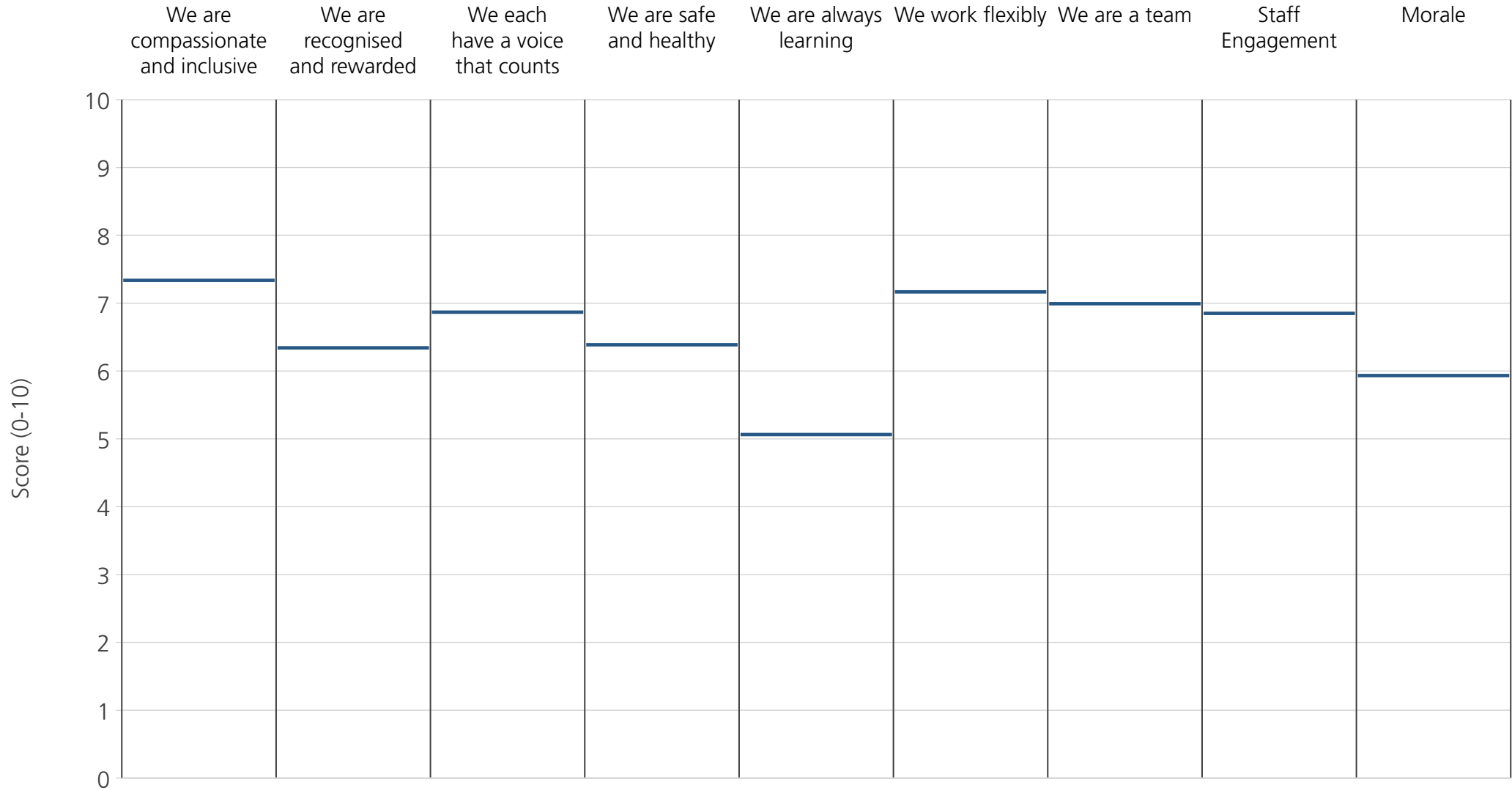
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 7.1 | 6.7 | 6.8 | 6.4 | 5.3 | 7.5 | 6.4 | 6.6 | 5.3 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |



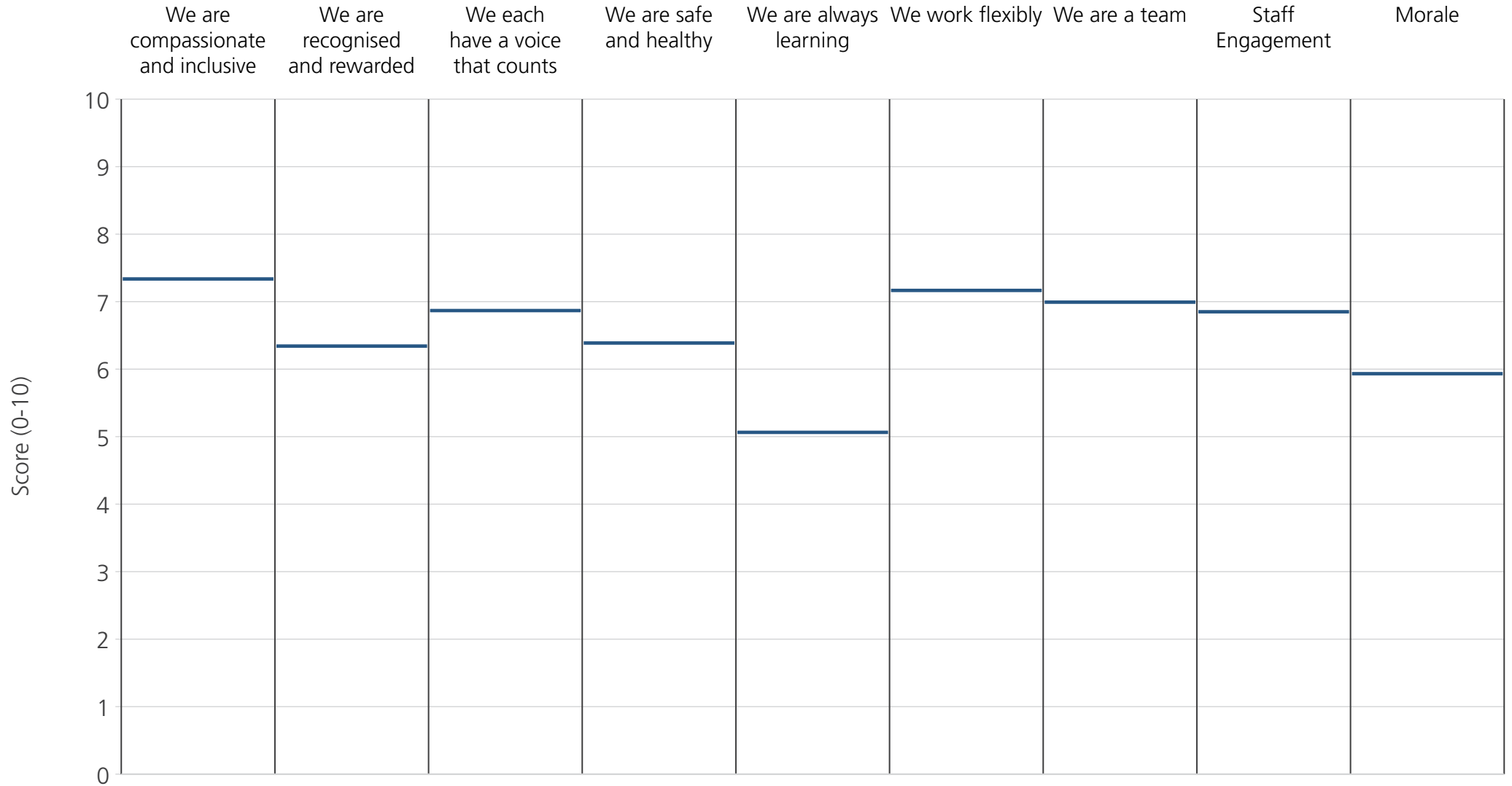
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|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | 8.4 | 7.9 | 8.0 | 7.7 | 6.1 | 8.6 | 8.0 | 7.6 | 7.4 |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 | 12 |



| | | | | | | | | | |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | | | | | | | | | |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 | 6 |



| | | | | | | | | | |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | | | | | | | | | |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |



| | | | | | | | | | |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Directorate | | | | | | | | | |
| Your org | 7.3 | 6.3 | 6.9 | 6.4 | 5.1 | 7.2 | 7.0 | 6.9 | 5.9 |
| Responses | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |

