

# **Medway Community Healthcare**

NHS Staff Survey Benchmark report 2023\_



















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# Introduction



## **About this Report**





## **About this report**

This benchmark report for Medway Community Healthcare contains results for the 2023 NHS Staff Survey, and historical results back to 2019 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations\*.

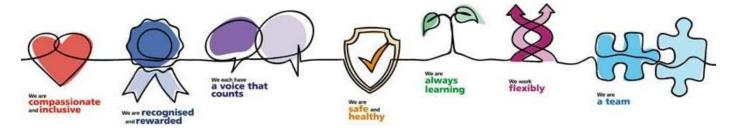
Please note: Results for Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34a-b and Q35 are not weighted or benchmarked because these questions ask for demographic or factual information.

Please note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.

Full details of how the data are calculated and weighted are included in the Technical Document, available to download from our results website.

## How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the People Promise. This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:



In support of this, the results of the NHS Staff Survey are measured against the seven People Promise elements and against two of the themes reported in previous years (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and subscores are related and mapped to individual survey questions.

<sup>\*</sup>The data included in this report are weighted to the national benchmarking groups. The figures in this report may be different to the figures produced by your contractor. Please see Appendix C for a note on the revision to 2019 historical benchmarking for Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trust benchmarking groups.



# People Promise elements, themes and sub-scores





People Promise elements	Sub-scores	Questions	
	Compassionate culture	Q6a, Q25a, Q25b, Q25c, Q25d	
We are compassionate and inclusive	Compassionate leadership	Q9f, Q9g, Q9h, Q9i	
	Diversity and equality	Q15, Q16a, Q16b, Q21	
	Inclusion	Q7h, Q7i, Q8b, Q8c	
We are recognised and rewarded	No sub-score	Q4a, Q4b, Q4c, Q8d, Q9e	
We said how surfact that sourts	Autonomy and control	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b	
We each have a voice that counts	Raising concerns	Q20a, Q20b, Q25e, Q25f	
	Health and safety climate	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d	
	Burnout	Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g	
We are safe and healthy	Negative experiences	Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c	
	Other questions [Not scored]	Q17a*, Q17b*, Q22* *Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.	
	Development	Q24a, Q24b, Q24c, Q24d, Q24e	
We are always learning	Appraisals	Q23a*, Q23b, Q23c, Q23d *Q23a is a filter question and therefore influences the sub-score without being a directly scored question.	
	Support for work-life balance	Q6b, Q6c, Q6d	
We work flexibly	Flexible working	Q4d	
We are a trans	Team working	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a	
We are a team	Line management	Q9a, Q9b, Q9c, Q9d	
Themes	Sub-scores	Questions	
	Motivation	Q2a, Q2b, Q2c	
Staff Engagement	Involvement	Q3c, Q3d, Q3f	
	Advocacy	Q25a, Q25c, Q25d	
	Thinking about leaving	Q26a, Q26b, Q26c	
Morale	Work pressure	Q3g, Q3h, Q3i	
	Stressors	Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a	

## Report structure





#### Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, themes and sub-scores, as well as features of the charts used throughout.

#### **Organisation details**

This slide contains **key information** about the NHS organisations participating in this survey and details for your own organisation, such as response rate.

#### People Promise elements, themes and sub-scores: Overview

This section provides a high-level **overview** of the results for the seven elements of the People Promise and the two themes, followed by the results for each of the **sub-scores** that feed into these measures.

#### People Promise elements, themes and sub-scores: Trends

This section provides trend results for the seven elements of the People Promise and the two themes, followed by the trend results for each of the sub-scores that feed into these measures.

All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score. For example, the Burnout sub-score, a higher score (closer to 10) means a lower proportion of staff are experiencing burnout from their work. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Your organisation results are benchmarked against the benchmarking group average, the best scoring organisation and the worst scoring organisation. These charts are reported as percentages. The meaning of the value is outlined along the y axis. The questions that feed into each sub-score are detailed on slide 5.



Note, where there are fewer than 10 responses for a question this data is not shown to protect the confidentiality of staff and reliability of results.

Note, 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.

#### People Promise elements, themes and sub-scores: Questions

This section provides trend results for **questions**. The questions are presented in sections for each of the People Promise elements and themes.

Not all questions reported within the section for a People Promise element or theme feed into the score and sub-scores for that element or theme. The first slide in the section for each People Promise element or theme lists which of the questions that are included in the section feed into the score and sub-scores, and which do not.

#### **Questions not linked to People Promise**

Results for the questions that are not related to any People Promise element or theme and do not contribute to the scores and sub-scores are included in this section.

#### **Workforce Equality Standards**

This section shows that data required for the indicators used in the **Workforce Race Equality Standard (WRES)** and the **Workforce Disability Equality Standard (WDES)**.

#### **About your respondents**

This section provides details of the staff responding to the survey, including their demographic and other classification questions.

#### **Appendices**

Here you will find:

- Response rate.
- ➤ Significance testing of the People Promise element and theme results for 2022 vs 2023.
- > Data in the benchmark reports.
- Additional reporting outputs.
- > Tips on action planning and interpreting the results.
- Contact information.



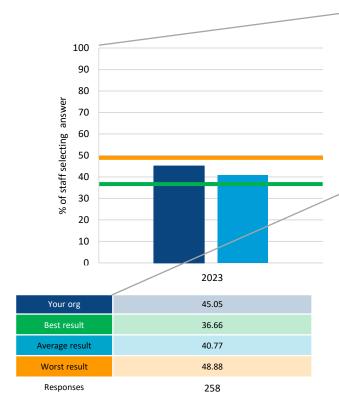
## Using the report





Note this is example data

# **Key features**

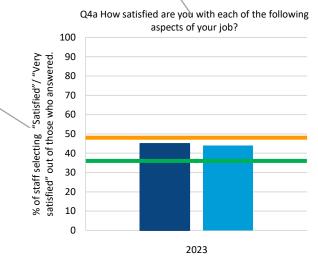


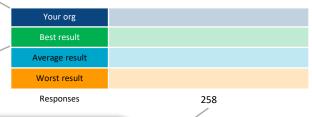
Question-level results are always reported as percentages; the meaning of the value is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

> 'Best result', 'Average result', and 'Worst result' refer to the benchmarking group's best, average and worst results nationally.

Question number and text (or summary measure) specified at the top of each slide.





**Number of responses** for the organisation for the given question.

Tips on how to read, interpret and use the data are included in the **Appendices** 





# **Organisation details**

Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.



## **Organisation details**





## **Medway Community Healthcare**

**Organisation details** 

**Completed questionnaires** 

2023 response rate

689

**52%** 

# **2023 NHS Staff Survey**



This organisation is benchmarked against:

**Community Trusts** 



## 2023 benchmarking group details

Organisations in group: 16

Median response rate: 60%

No. of completed questionnaires: 28027

**Survey details** 

**Survey mode** 

**Mixed** 







# People Promise elements, themes and sub-score results

Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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# People Promise elements, themes and sub-scores: Overview

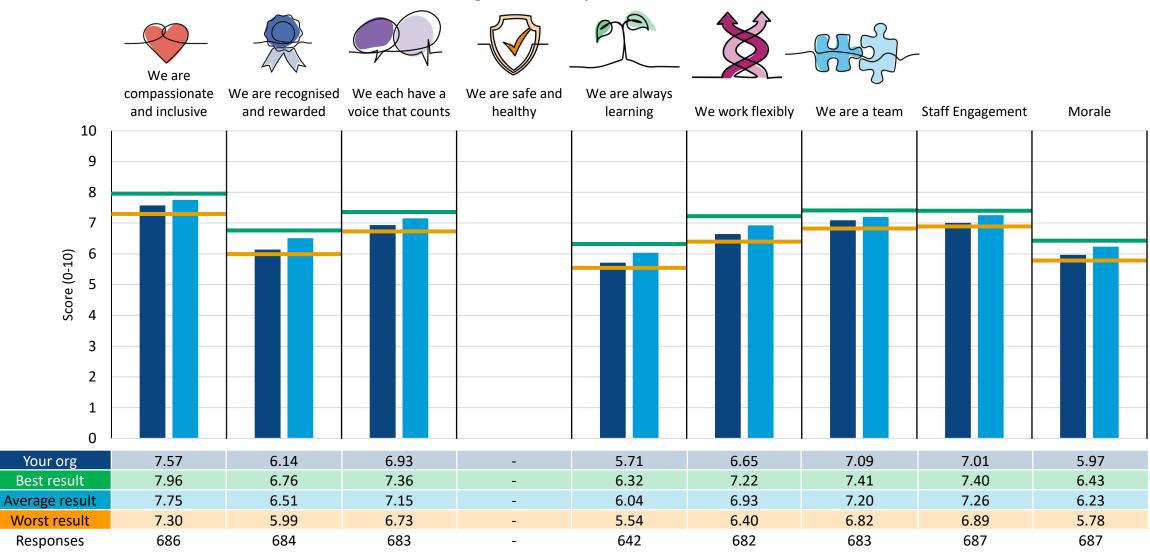
Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

## **People Promise elements and themes: Overview**





People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



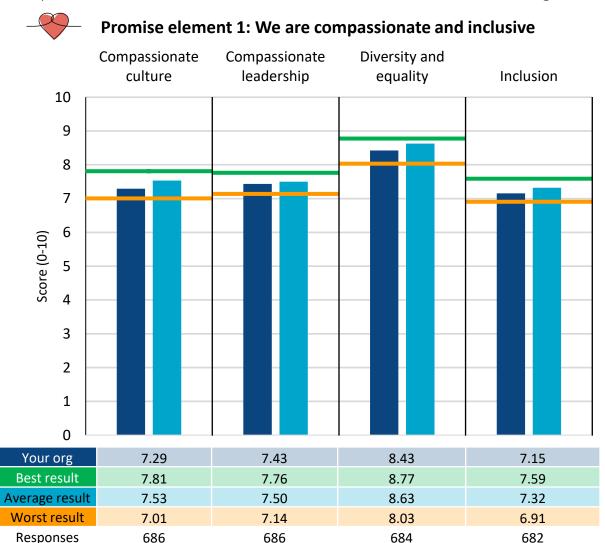
Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.





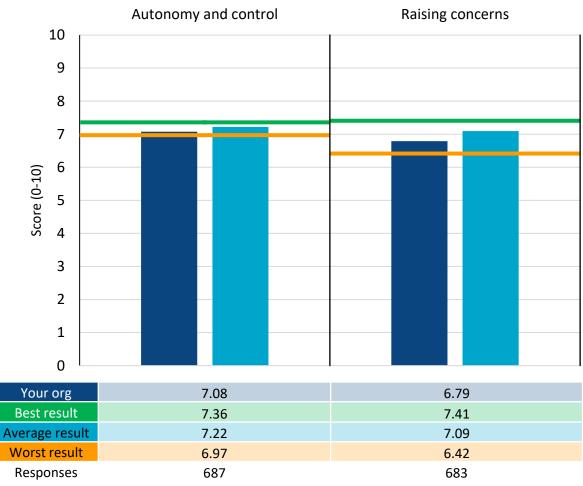


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.





#### Promise element 3: We each have a voice that counts



Note. People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.







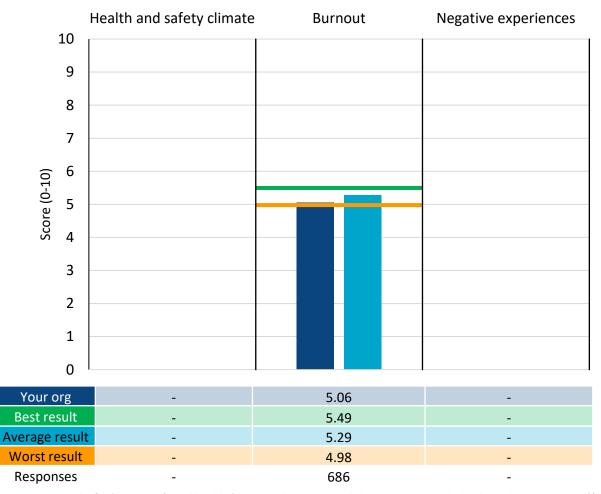
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



#### Promise element 4: We are safe and healthy



#### Promise element 5: We are always learning





Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.







People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

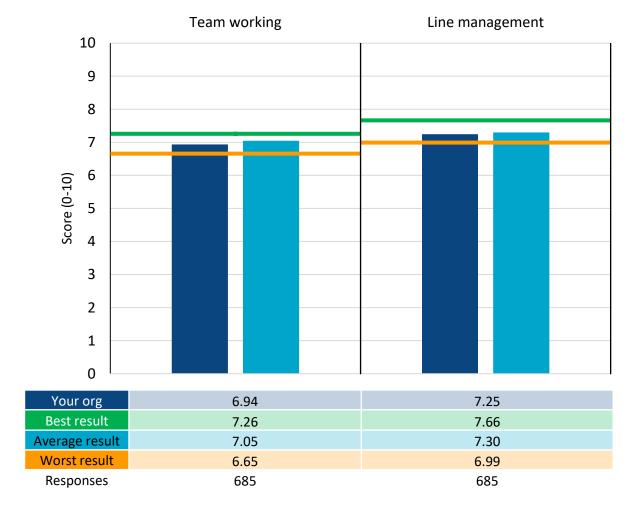


## Promise element 6: We work flexibly



#### Promise element 7: We are a team





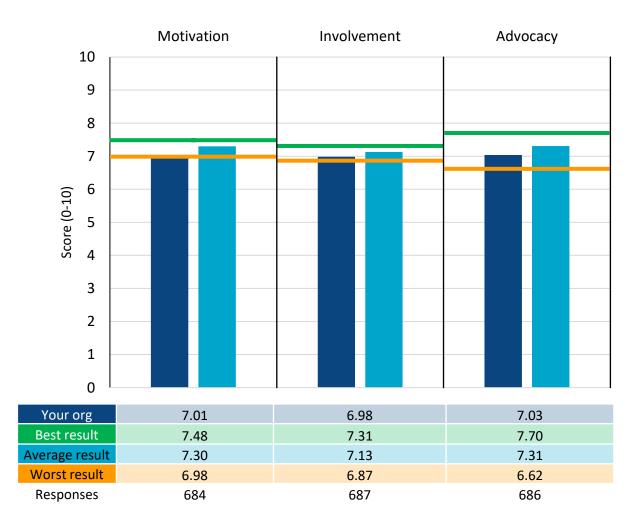




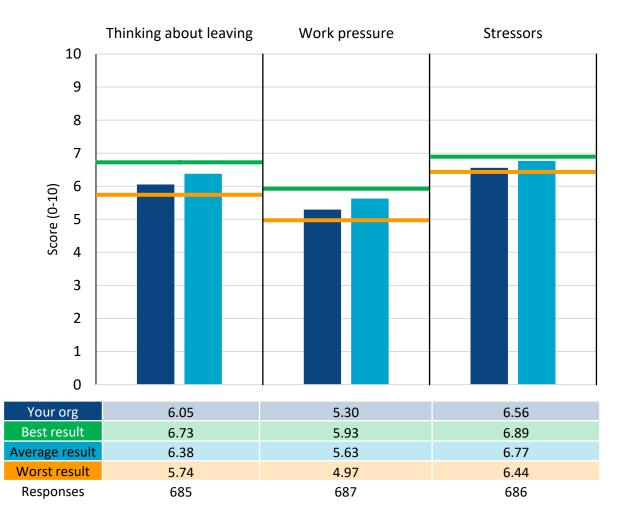


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

#### Theme: Staff engagement



#### **Theme: Morale**



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# People Promise elements, themes and sub-scores: Trends

Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.





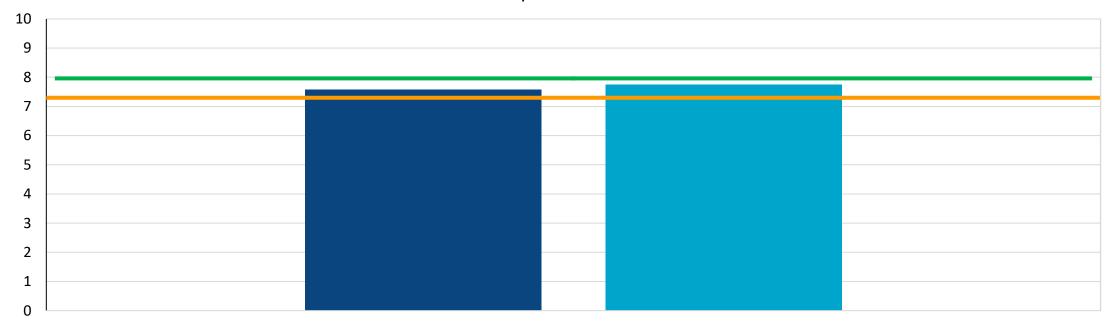


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive

## We are compassionate and inclusive



	2023
Your org	7.57
Best result	7.96
Average result	7.75
Worst result	7.30
Responses	686





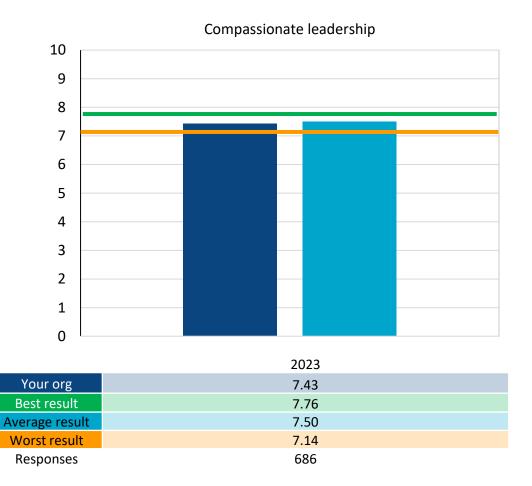


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



#### Promise element 1: We are compassionate and inclusive (1)









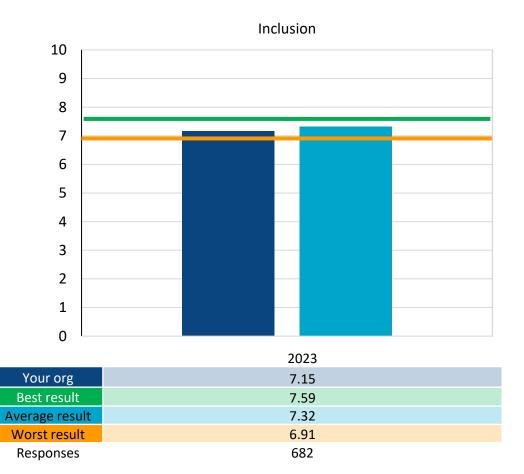


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive (2)









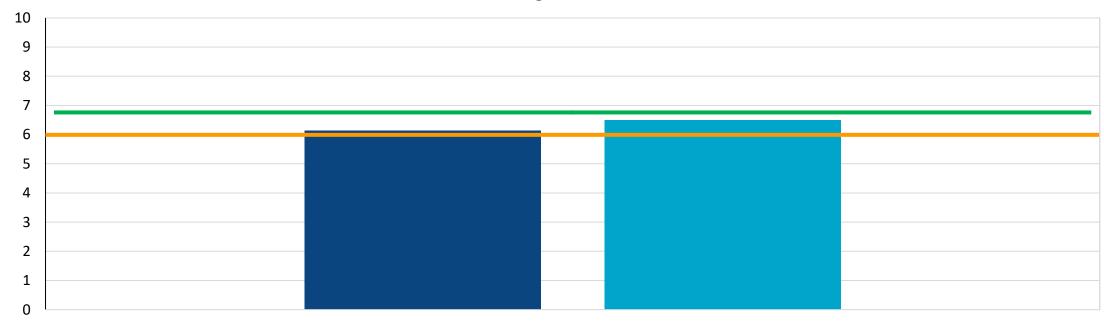


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 2: We are recognised and rewarded

## We are recognised and rewarded



	2023	
Your org	6.14	
Best result	6.76	
Average result	6.51	
Worst result	5.99	
Responses	684	





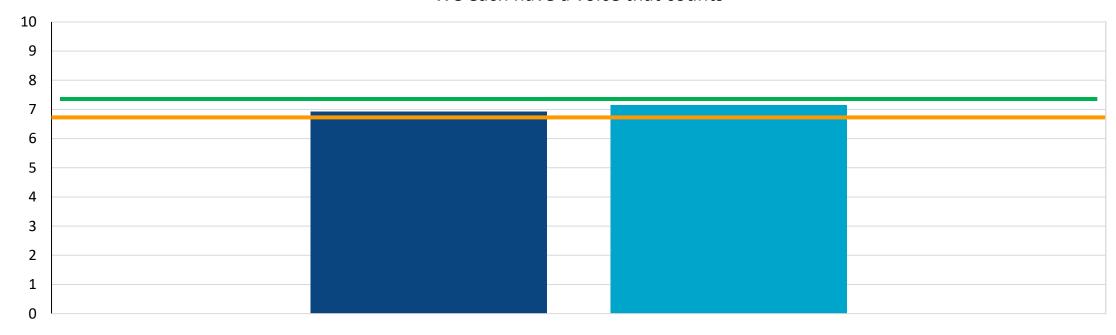


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## **Promise element 3: We each have a voice that counts**

#### We each have a voice that counts



	2023
Your org	6.93
Best result	7.36
Average result	7.15
Worst result	6.73
Responses	683



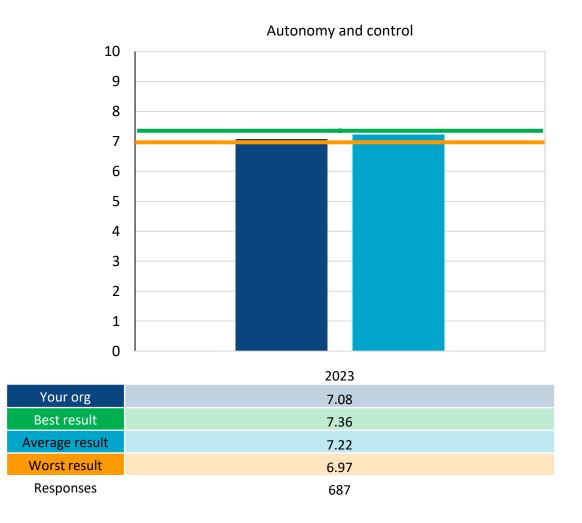


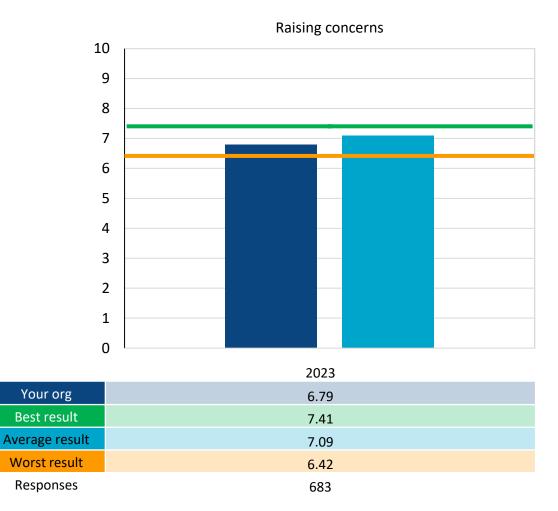


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## **Promise element 3: We each have a voice that counts**







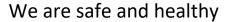




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy





#### 2023

Your org	-
Best result	<u>-</u>
Average result	<u>-</u>
Worst result	<u>-</u>
Responses	

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.



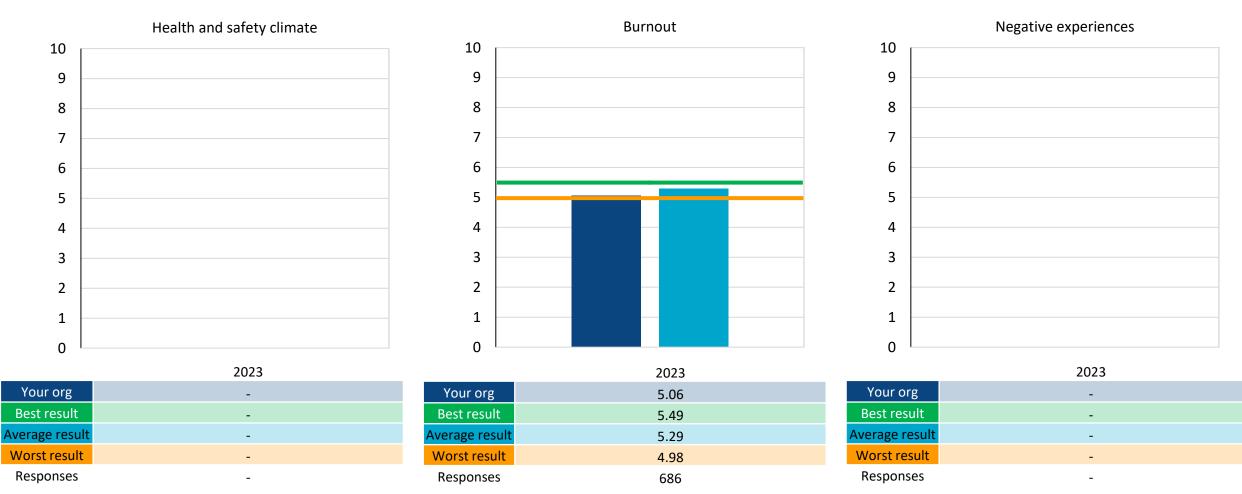




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



Note. 2023 results for 'Health and safety climate' and 'Negative experiences' have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.





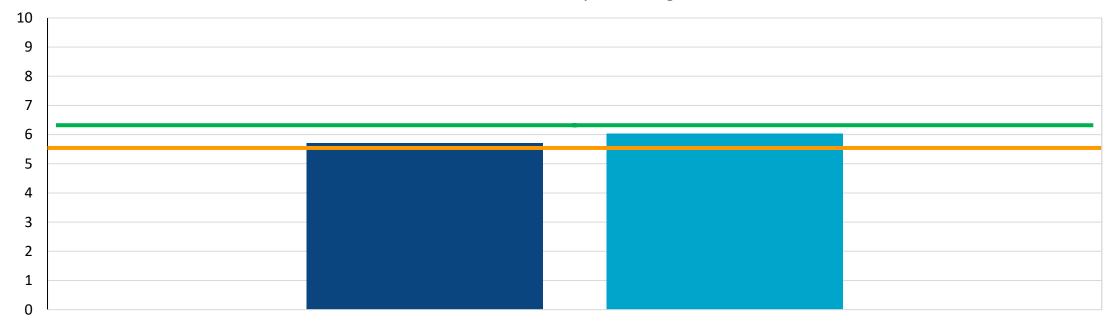


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 5: We are always learning

## We are always learning



	2023	
Your org	5.71	
Best result	6.32	
Average result	6.04	
Worst result	5.54	
Responses	642	



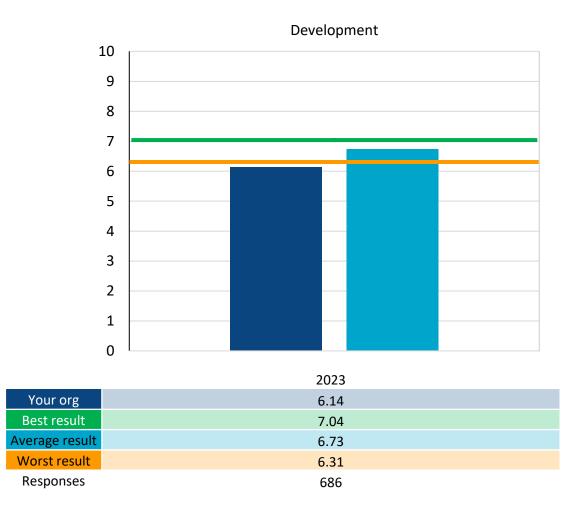


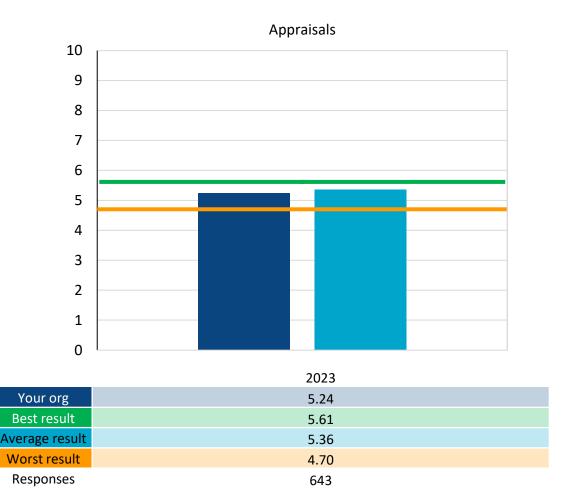


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



#### **Promise element 5: We are always learning**









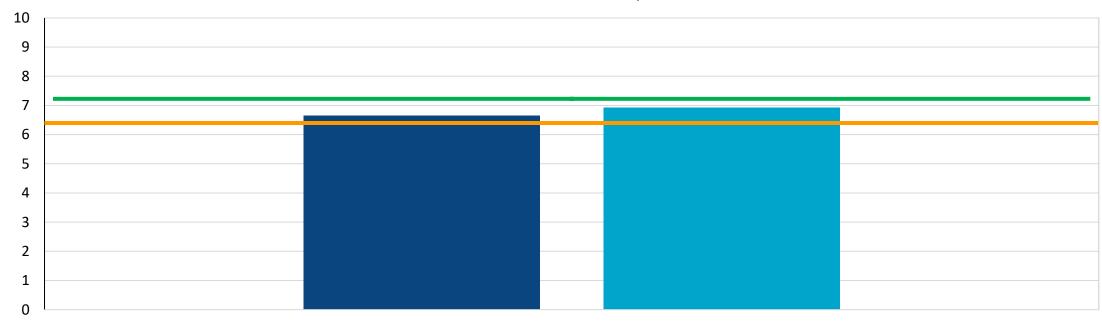


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly





	2023
Your org	6.65
Best result	7.22
Average result	6.93
Worst result	6.40
Responses	682



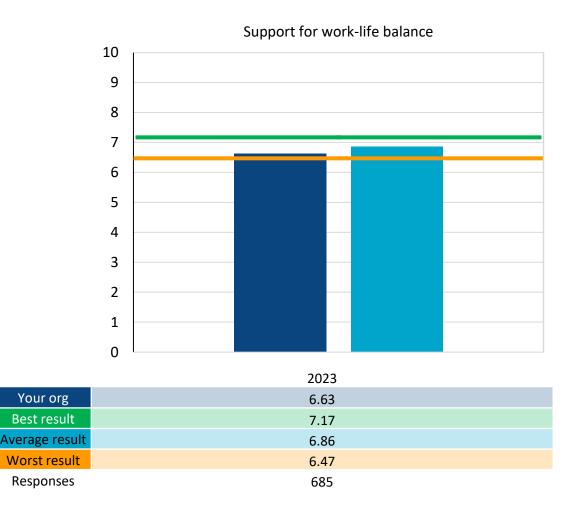




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly









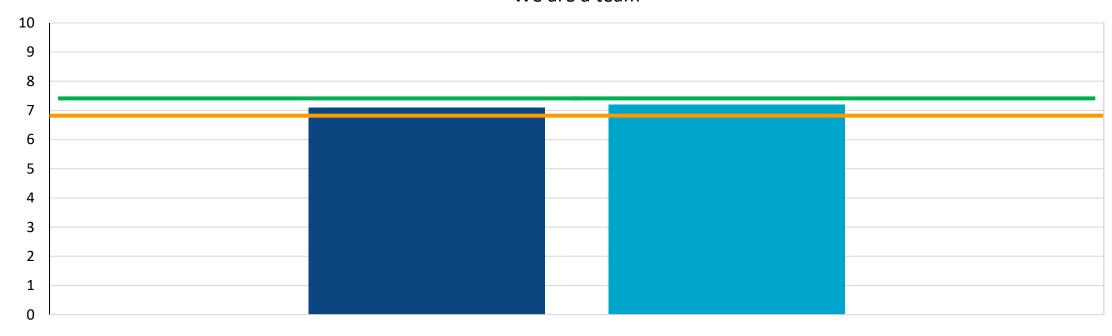


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 7: We are a team





	2023	
Your org	7.09	
Best result	7.41	
Average result	7.20	
Worst result	6.82	
Responses	683	



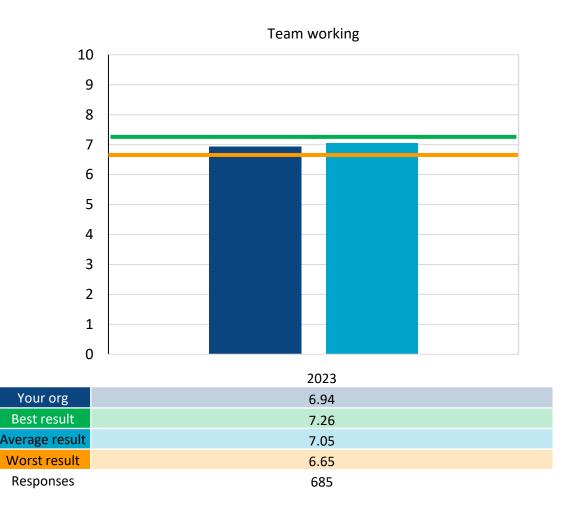




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 7: We are a team







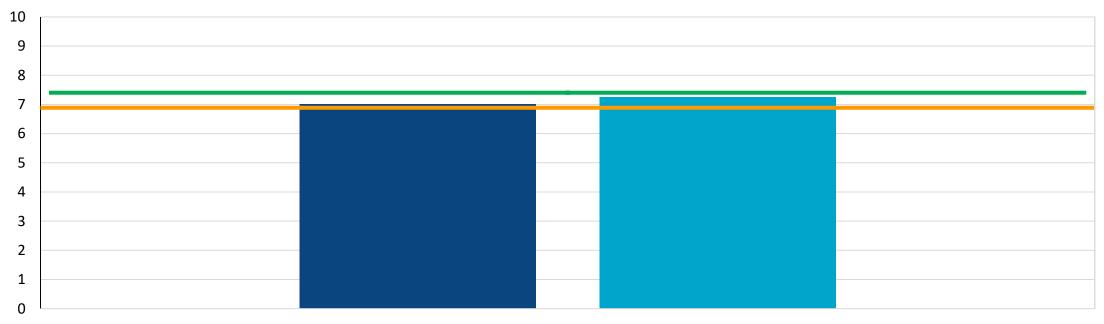




People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## **Theme: Staff Engagement**





	2023
Your org	7.01
Best result	7.40
Average result	7.26
Worst result	6.89
Responses	687

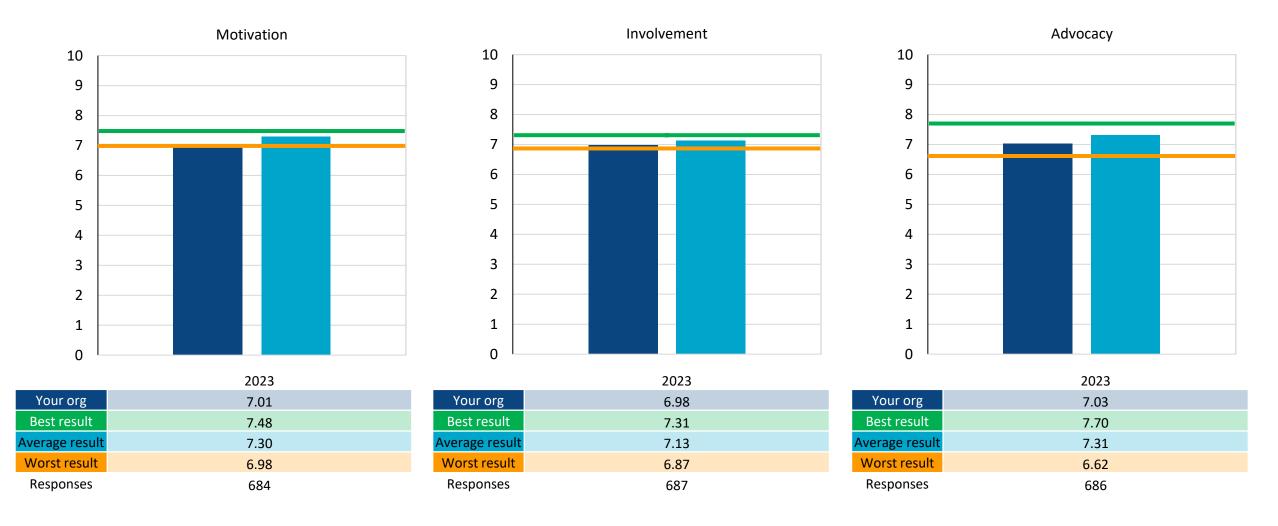






People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## **Theme: Staff Engagement**



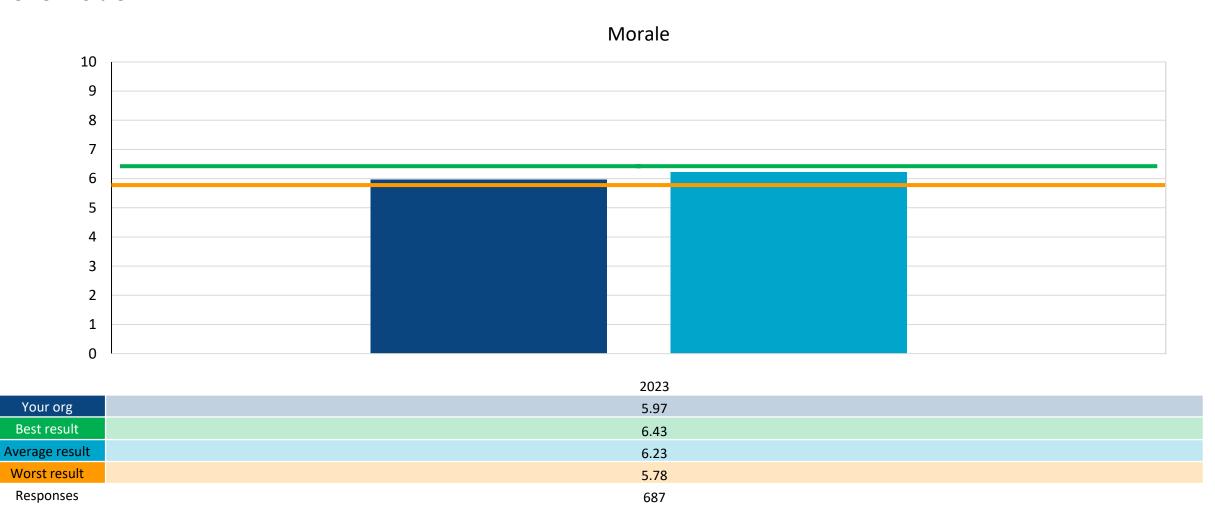






People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

#### **Theme: Morale**









People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

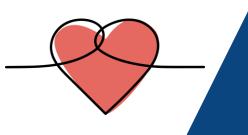
#### **Theme: Morale**



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# People Promise element – We are compassionate and inclusive



## Questions included:

Compassionate culture – Q6a, Q25a, Q25b, Q25c, Q25d Compassionate leadership – Q9f, Q9g, Q9h, Q9i Diversity and equality – Q15, Q16a, Q16b, Q21

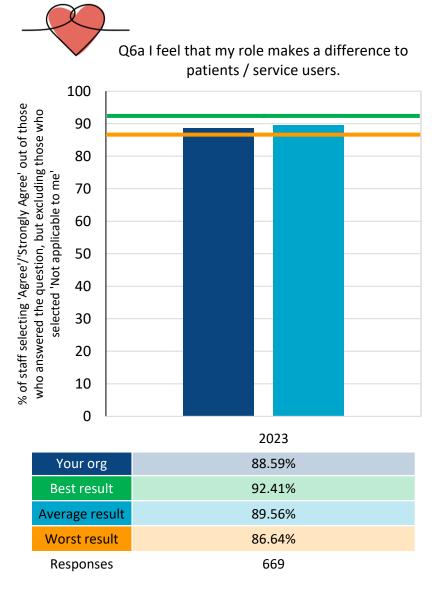
Inclusion – Q7h, Q7i, Q8b, Q8c

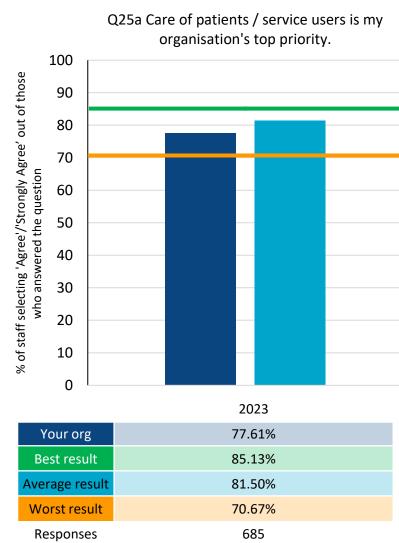
Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

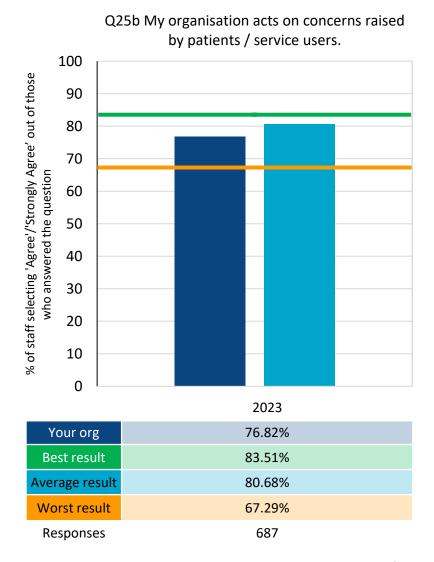










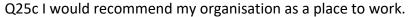


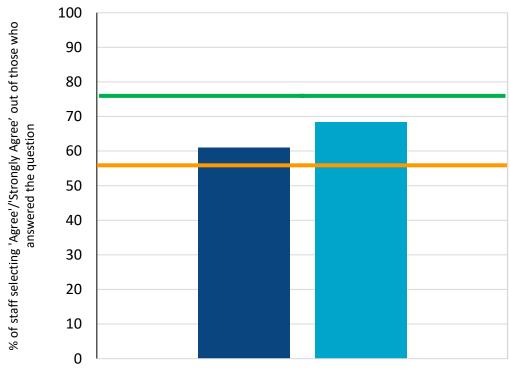












 Your org
 61.02%

 Best result
 75.97%

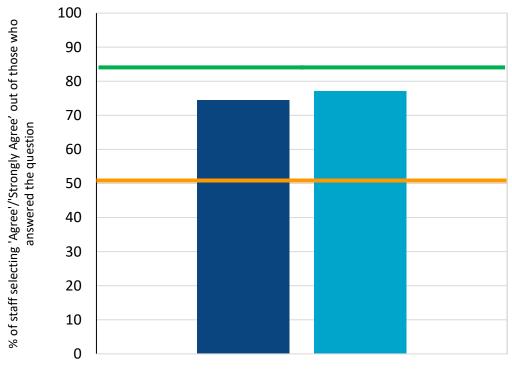
 Average result
 68.36%

 Worst result
 55.88%

 Responses
 686

2023

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



Your org	74.51%
Best result	84.05%
Average result	77.09%
Worst result	50.86%
Responses	685

2023

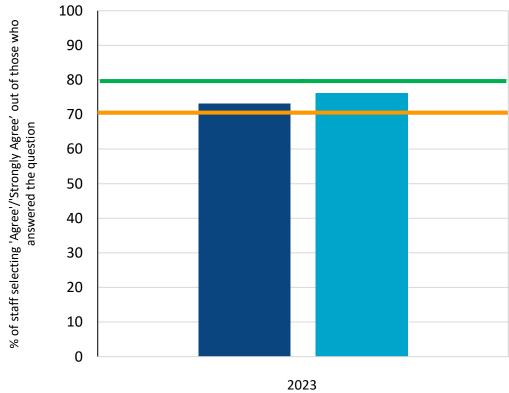








Q9f My immediate manager works together with me to come to an understanding of problems.



 Your org
 73.12%

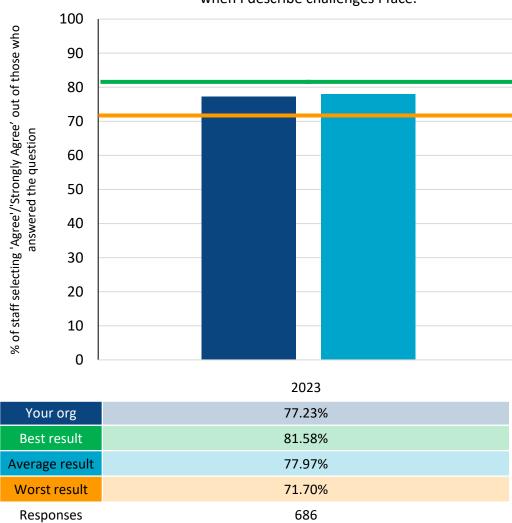
 Best result
 79.65%

 Average result
 76.16%

 Worst result
 70.53%

 Responses
 686

Q9g My immediate manager is interested in listening to me when I describe challenges I face.



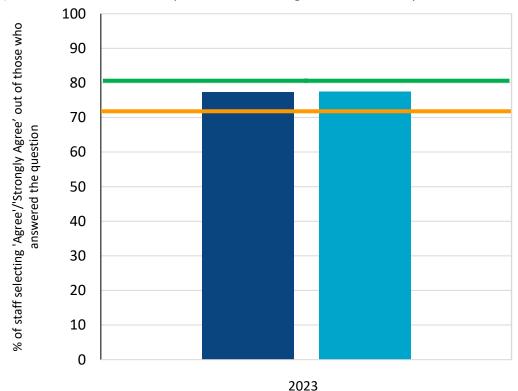












 Your org
 77.33%

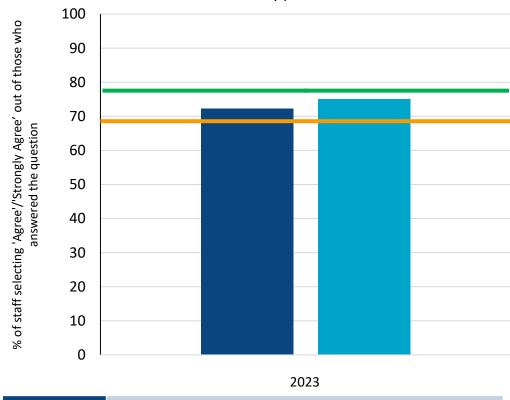
 Best result
 80.61%

 Average result
 77.44%

 Worst result
 71.82%

 Responses
 684

Q9i My immediate manager takes effective action to help me with any problems I face.



Your org	72.27%
Best result	77.54%
Average result	75.14%
Worst result	68.59%
Responses	685



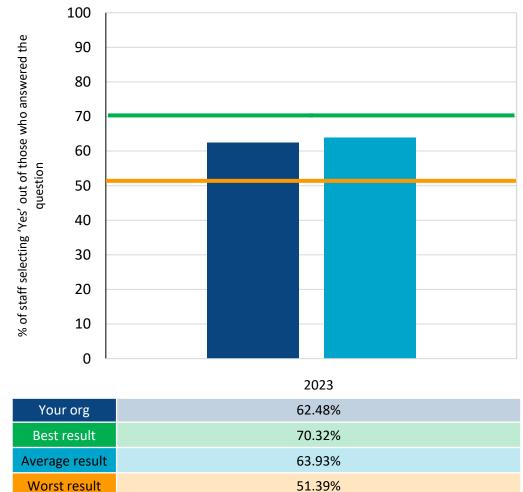






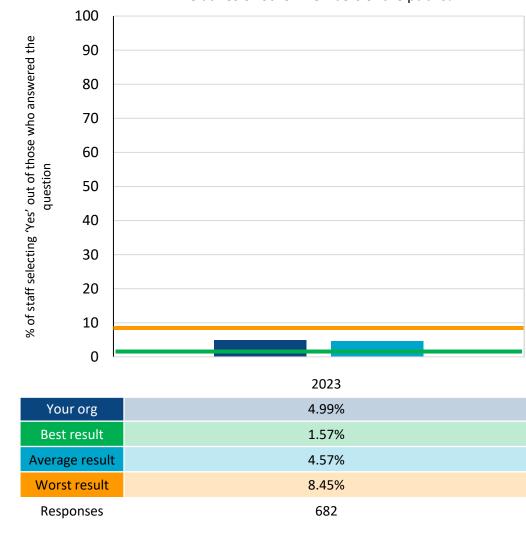
Responses

Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



681

Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



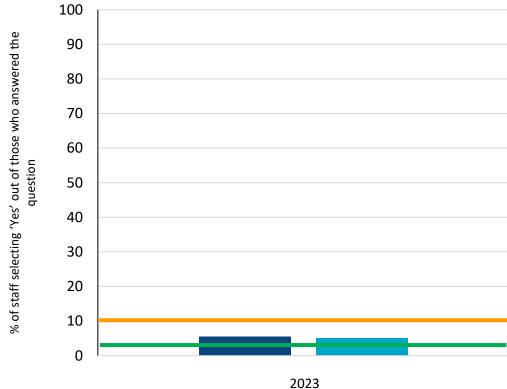








Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



 Your org
 5.50%

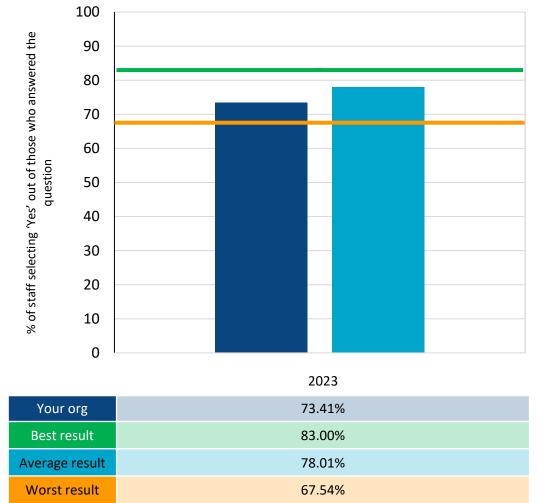
 Best result
 3.07%

 Average result
 5.13%

 Worst result
 10.22%

 Responses
 681

Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



685

Responses

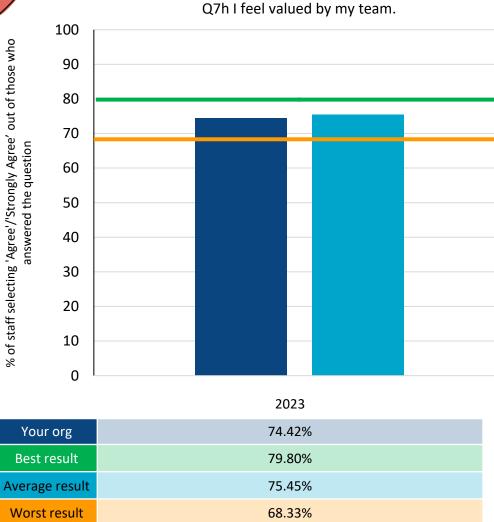




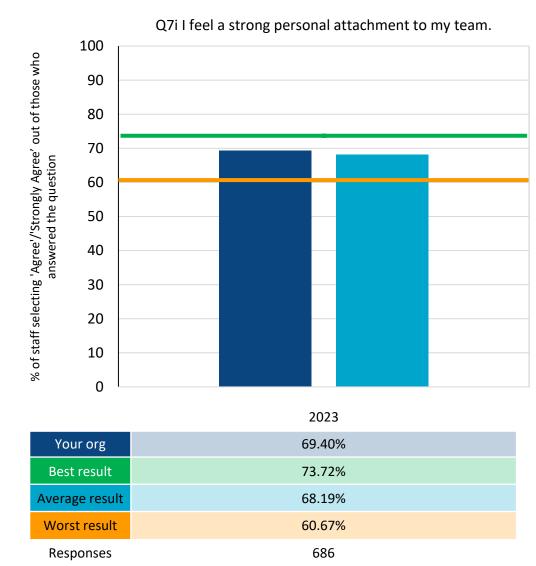




Responses



685



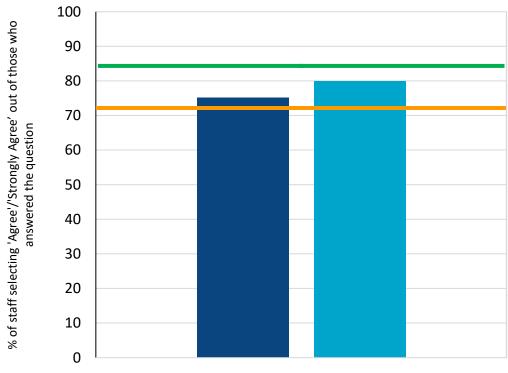








Q8b The people I work with are understanding and kind to one another.



 Your org
 75.17%

 Best result
 84.35%

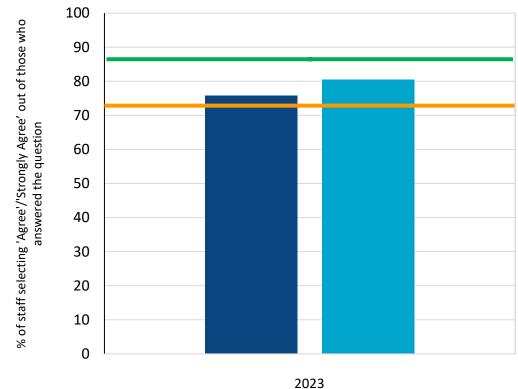
 Average result
 79.90%

 Worst result
 72.18%

 Responses
 683

2023

Q8c The people I work with are polite and treat each other with respect.



Your org	75.75%
Best result	86.47%
Average result	80.44%
Worst result	72.86%
Responses	681





# People Promise element – We are recognised and rewarded



Questions included: Q4a, Q4b, Q4c, Q8d, Q9e

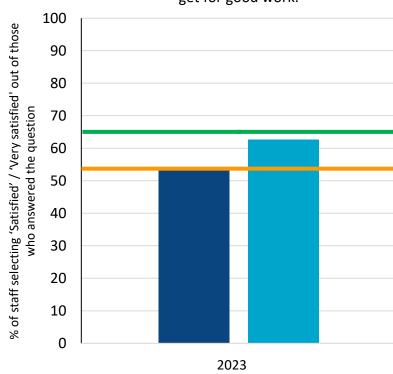
### People Promise elements and theme results – We are recognised and rewarded





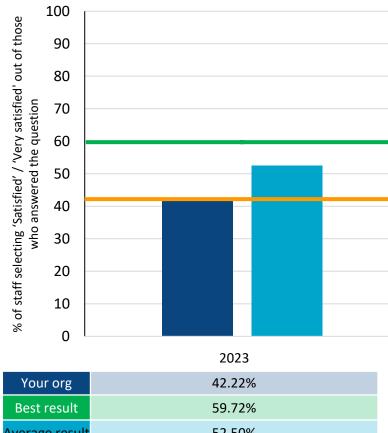


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



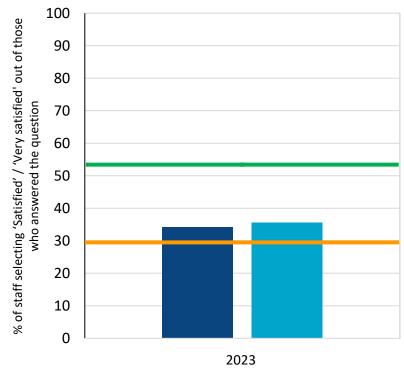
Your org 53.58% 65.04% Best result 62.69% Average result Worst result 53.69% 685 Responses

Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.



52.50% Average result Worst result 42.21% 683 Responses

Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



Your org	34.27%
Best result	53.41%
Average result	35.67%
Worst result	29.52%
Responses	682

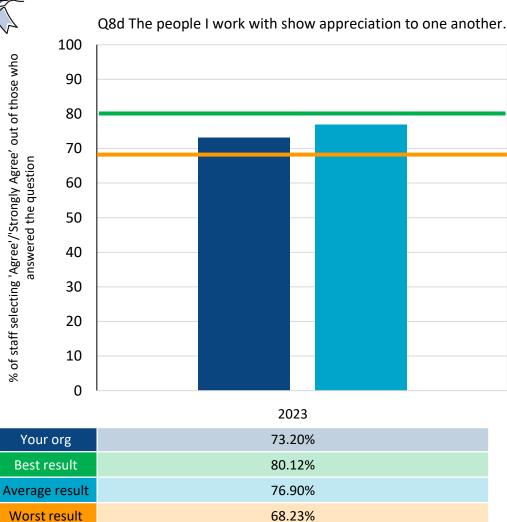




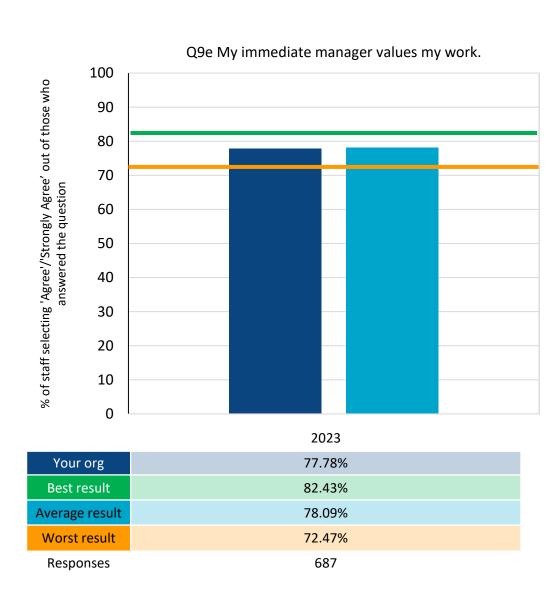




Responses



681



Survey Coordination Centre



# People Promise element – We each have a voice that counts



Questions included:

Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b Raising concerns – Q20a, Q20b, Q25e, Q25f

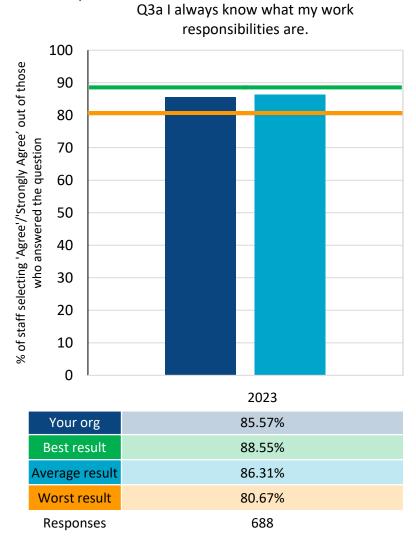
Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

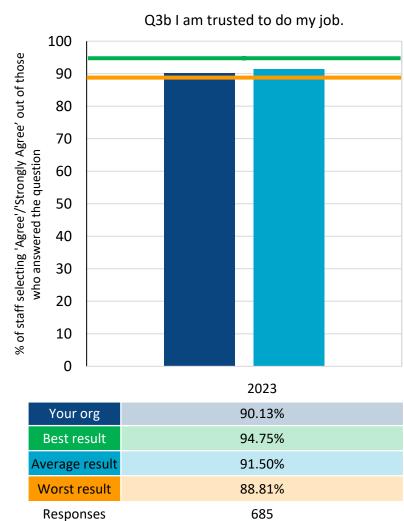


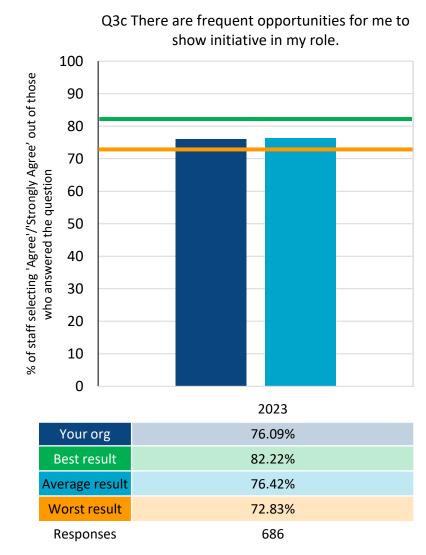












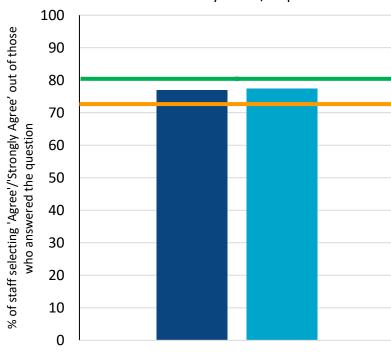
### People Promise elements and theme results — We each have a voice that counts: Autonomy and control







Q3d I am able to make suggestions to improve the work of my team / department.



2023

Your org 76.93%

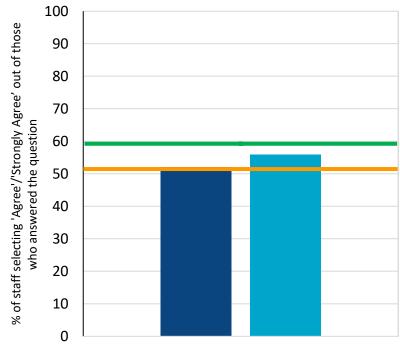
Best result 80.41%

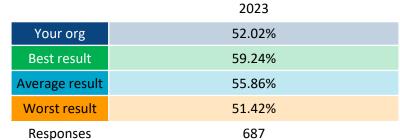
Average result 77.35%

Worst result 72.63%

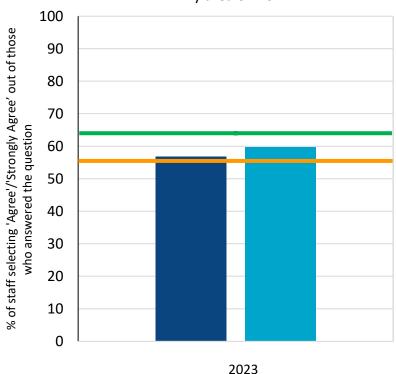
Responses 684

Q3e I am involved in deciding on changes introduced that affect my work area / team /department.





Q3f I am able to make improvements happen in my area of work.

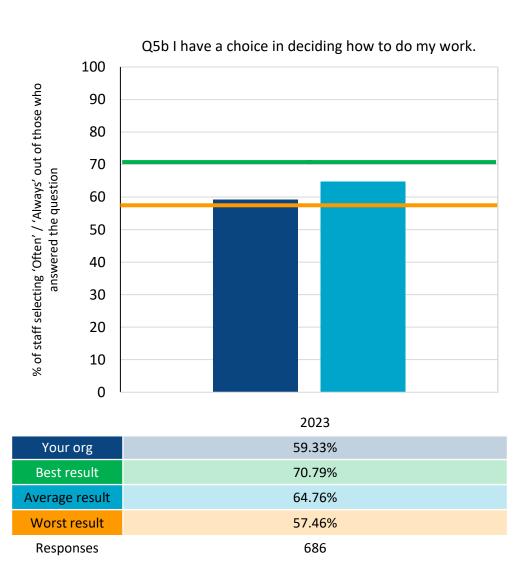


Your org	56.78%
Best result	64.00%
Average result	59.74%
Worst result	55.50%
Responses	684









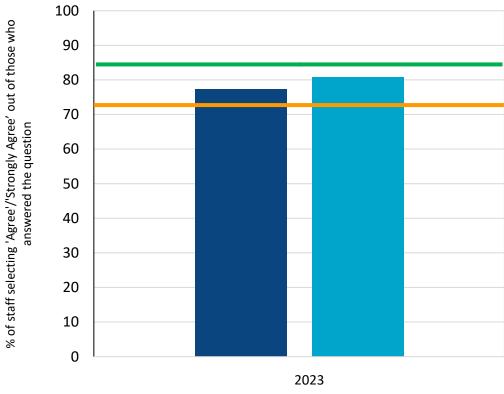








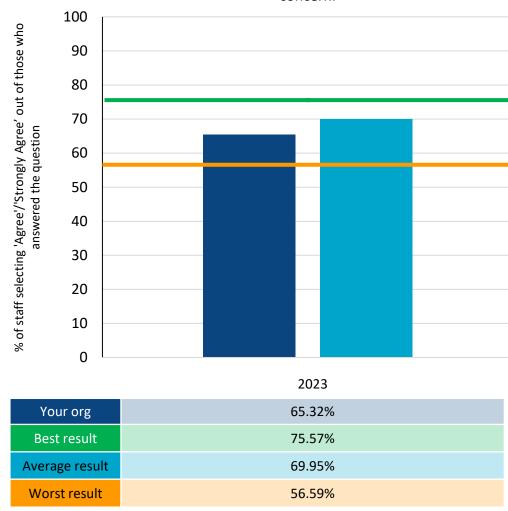
Q20a I would feel secure raising concerns about unsafe clinical practice.



Your org	77.30%
Best result	84.47%
Average result	80.76%
Worst result	72.71%
Responses	687

Q20b I am confident that my organisation would address my concern.

685



Responses



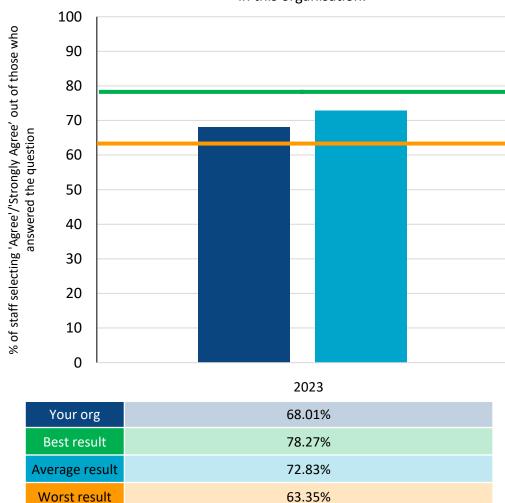






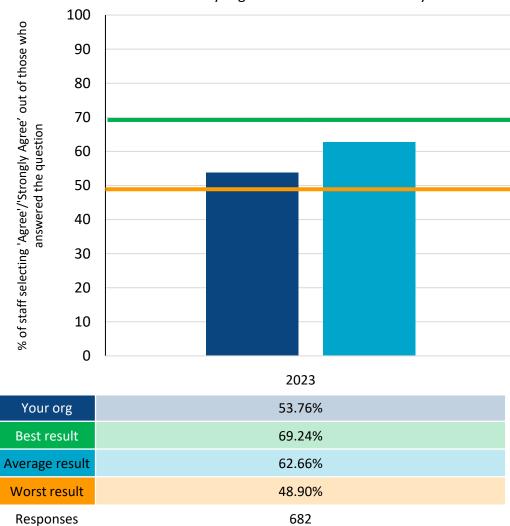
Responses

# Q25e I feel safe to speak up about anything that concerns me in this organisation.



684

Q25f If I spoke up about something that concerned me I am confident my organisation would address my concern.



Survey Coordination Centre



# People Promise element – We are safe and healthy



Questions included:

Health and safety climate: Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

Burnout: Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g

Negative experiences: Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

Other questions:\* Q17a, Q17b, Q22

\*Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.

Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

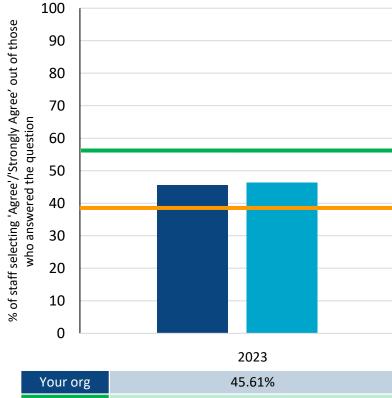








Q3g I am able to meet all the conflicting demands on my time at work.



Your org 45.61%

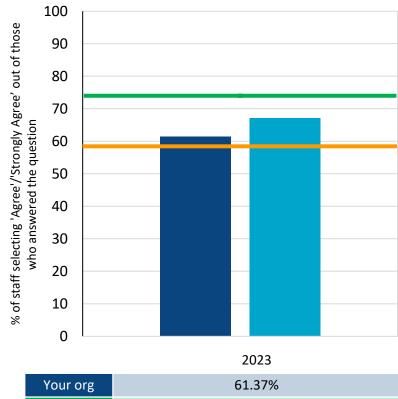
Best result 56.20%

Average result 46.39%

Worst result 38.57%

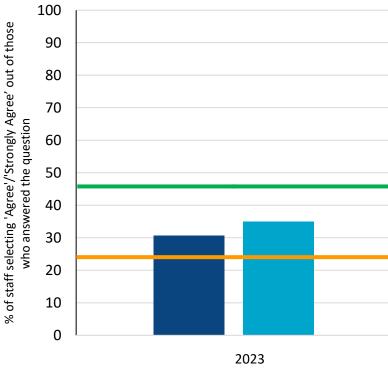
Responses 680

Q3h I have adequate materials, supplies and equipment to do my work.



Your org	61.37%
Best result	73.99%
Average result	67.06%
Worst result	58.41%
Responses	684

Q3i There are enough staff at this organisation for me to do my job properly.



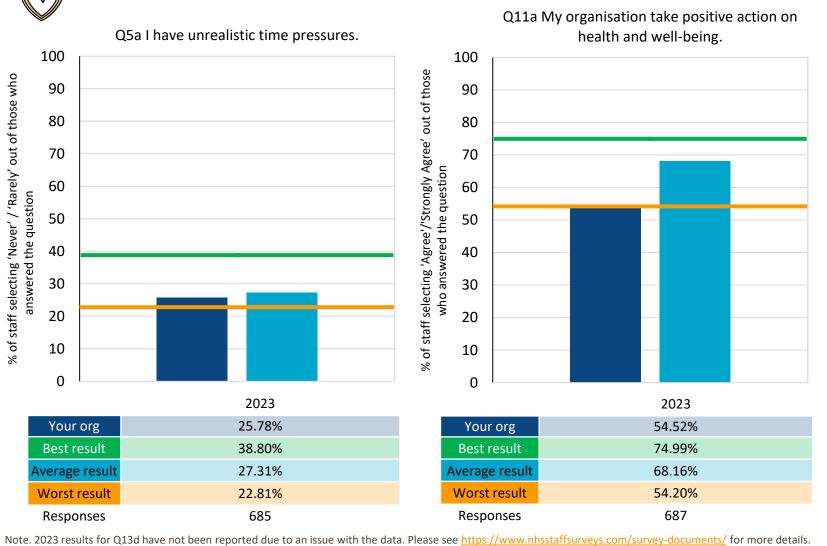
Your org	30.60%
Best result	45.80%
Average result	34.95%
Worst result	24.05%
Responses	687

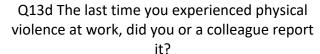
## People Promise elements and theme results – We are safe and healthy: Health and safety climate

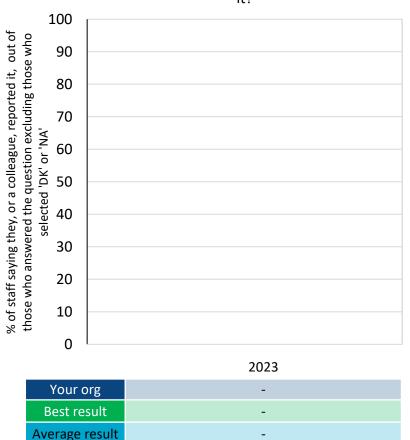












Worst result

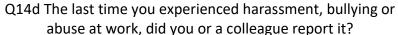
Responses

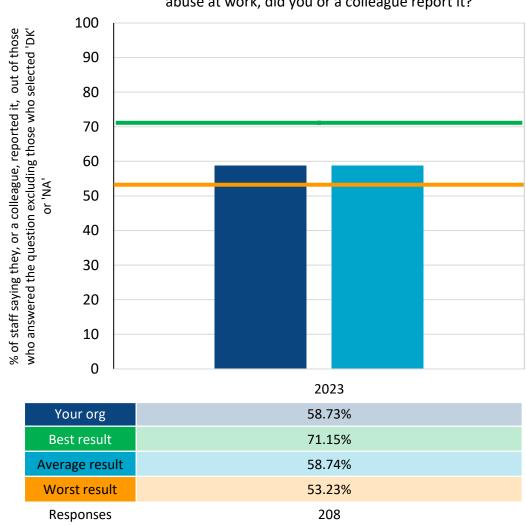












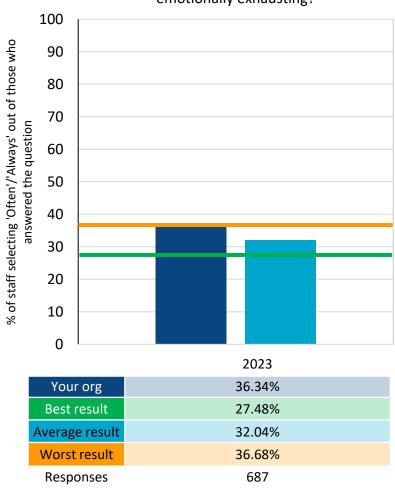




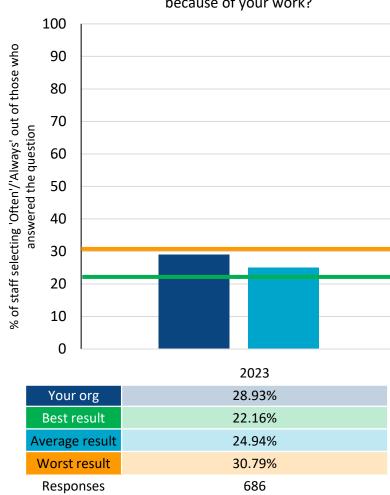




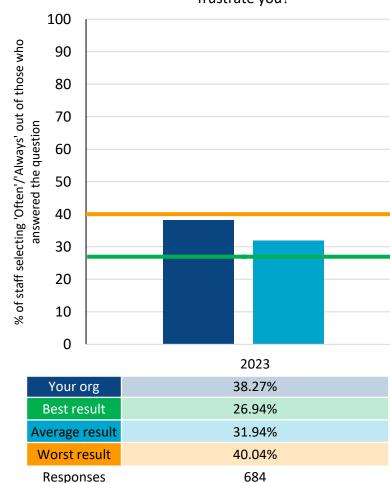
Q12a How often, if at all, do you find your work emotionally exhausting?



Q12b How often, if at all, do you feel burnt out because of your work?



Q12c How often, if at all, does your work frustrate you?



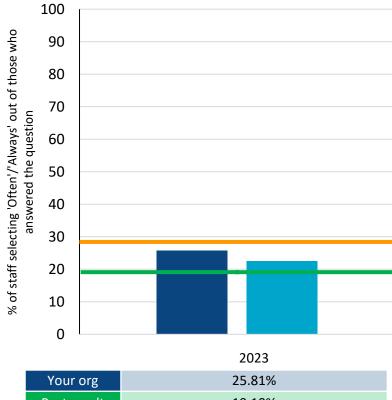








Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



2023

Your org 25.81%

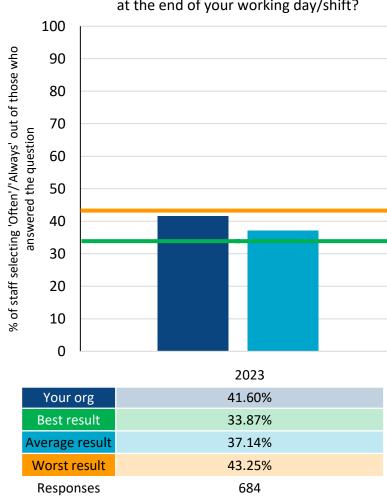
Best result 19.10%

Average result 22.52%

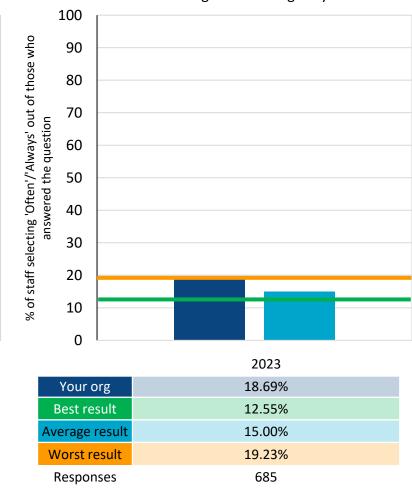
Worst result 28.40%

Responses 684

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?



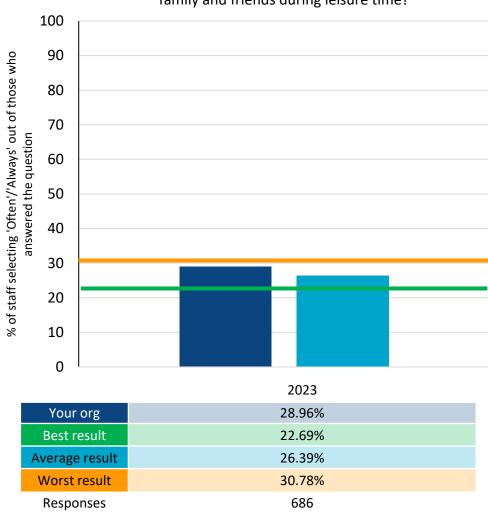
Q12f How often, if at all, do you feel that every working hour is tiring for you?







Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



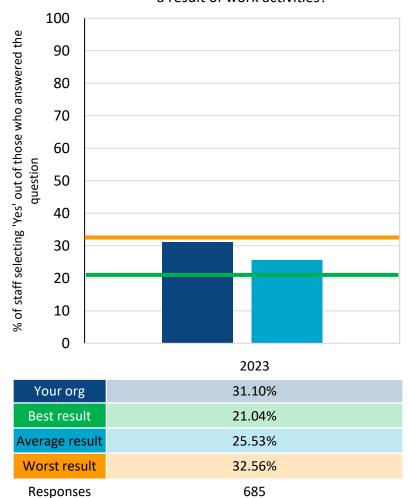




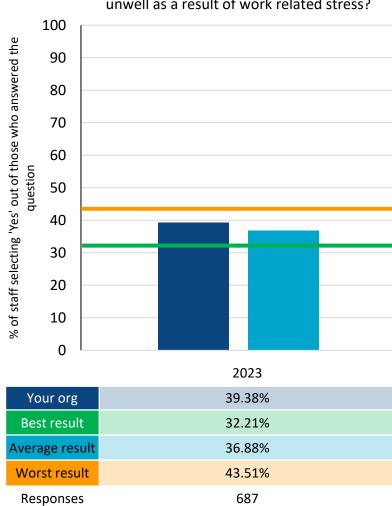




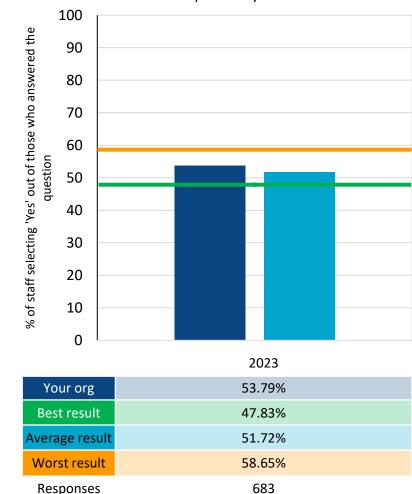
Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Q11c During the last 12 months have you felt unwell as a result of work related stress?



Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?





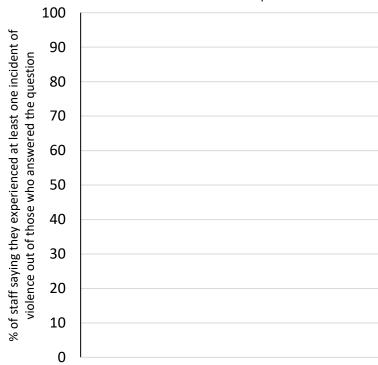
## People Promise elements and theme results – We are safe and healthy: Negative experiences



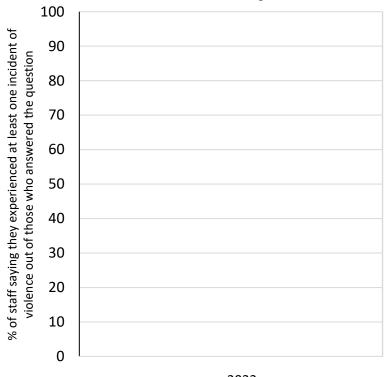




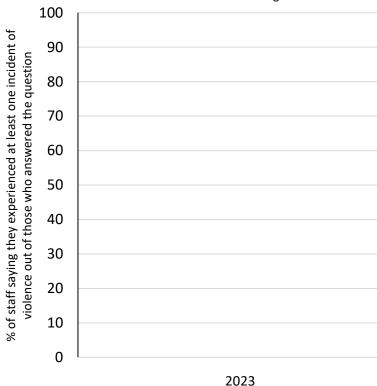
Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public



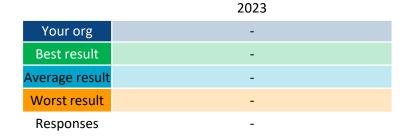
Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers

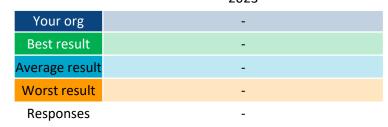


Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues



	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	<u>-</u>





Note. 2023 results for Q13a-c have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.

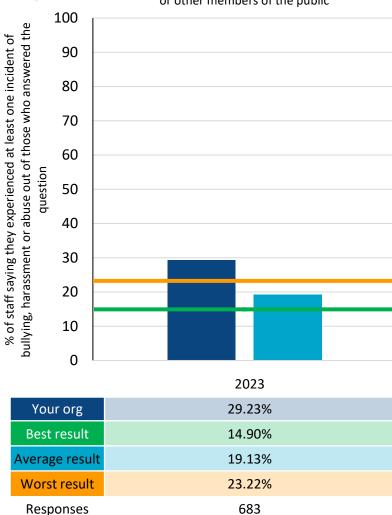
## People Promise elements and theme results – We are safe and healthy: Negative experiences



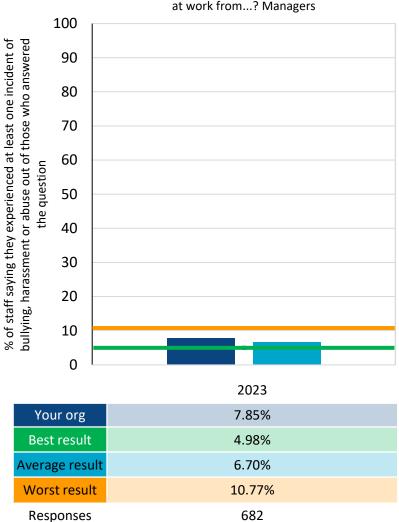




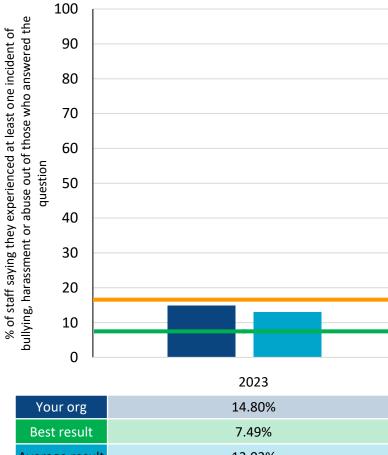
Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public



Q14b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers



Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues

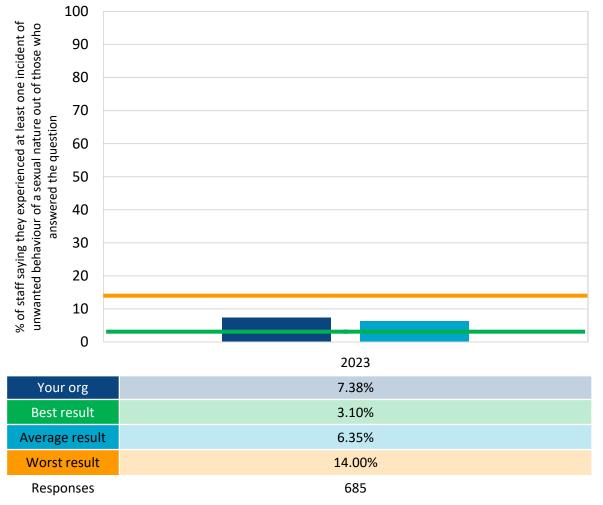


## People Promise elements and theme results – We are safe and healthy: Other questions\*

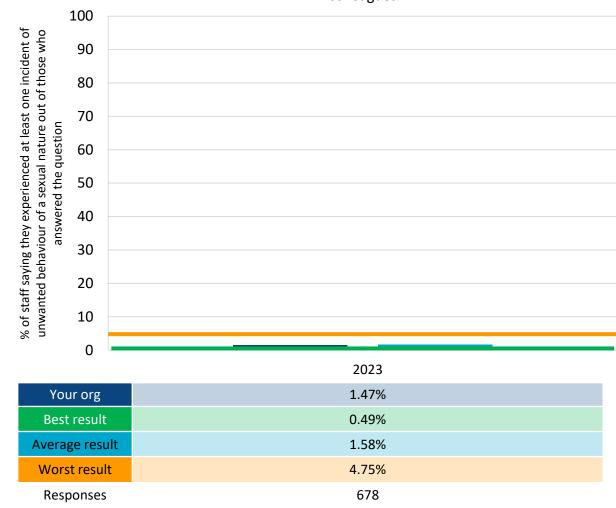




Q17a In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From patients / service users, their relatives or other members of the public



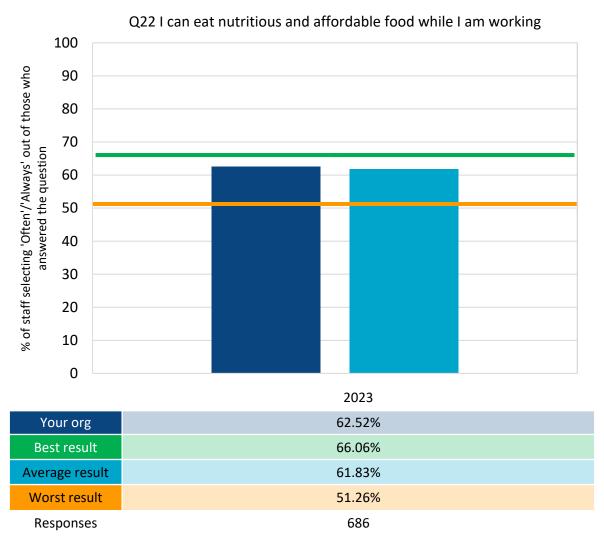
Q17b In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From staff / colleagues



<sup>\*</sup>These questions do not contribute towards any People Promise element score, theme score or sub-score







<sup>\*</sup>These questions do not contribute towards any People Promise element score, theme score or sub-score

Survey Coordination Centre



# People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e Appraisals – Q23a\*, Q23b, Q23c, Q23d

\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

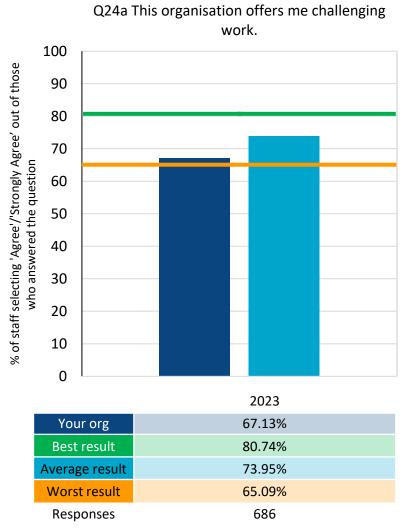
Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

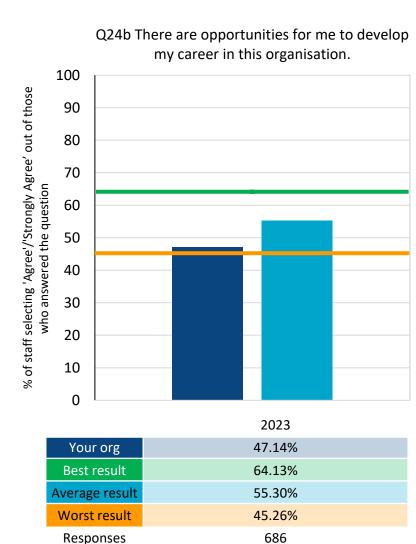


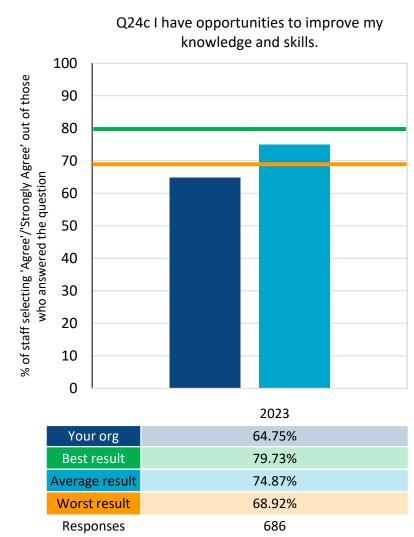










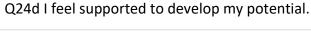


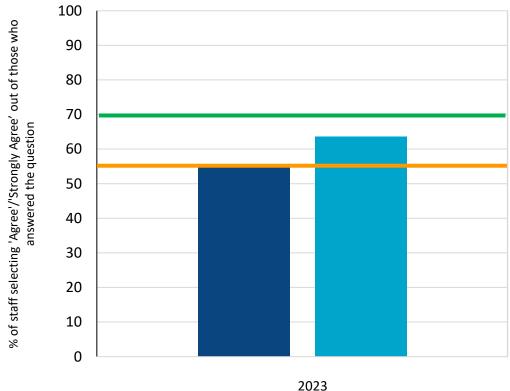






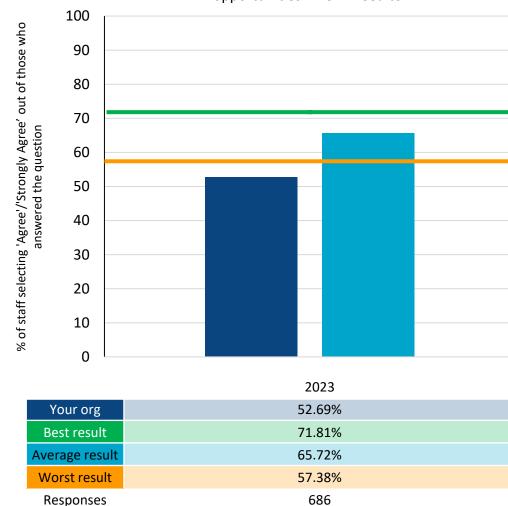






Your org	54.87%
Best result	69.71%
Average result	63.62%
Worst result	55.19%
Responses	683

Q24e I am able to access the right learning and development opportunities when I need to.



### **People Promise elements and theme results – We are always learning: Appraisals**



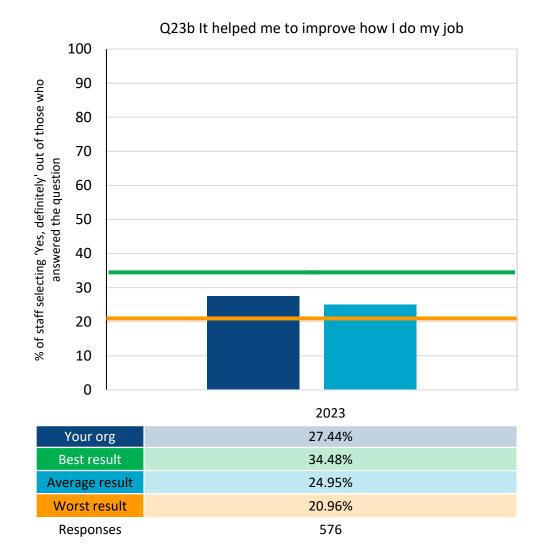




Q23a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills

Framework (KSF) development review?





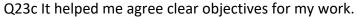
<sup>\*</sup>Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

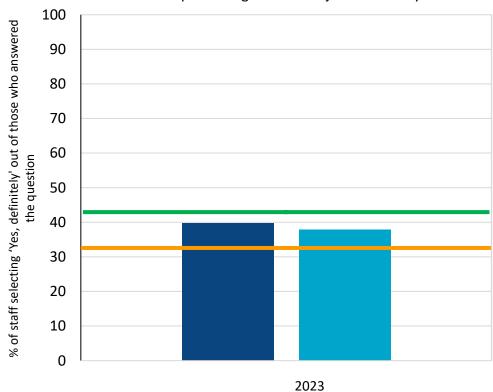












 Your org
 39.71%

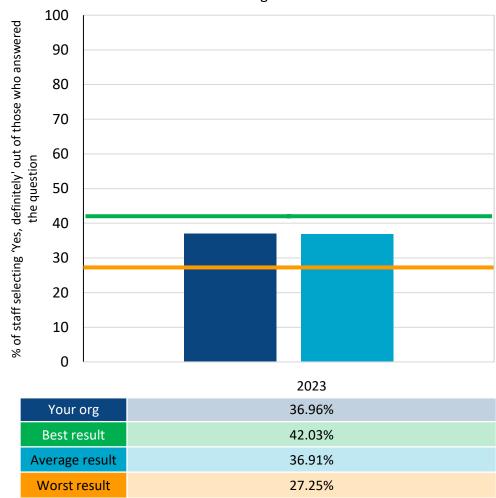
 Best result
 42.95%

 Average result
 37.85%

 Worst result
 32.59%

 Responses
 574

# Q23d It left me feeling that my work is valued by my organisation.



575

Responses





# People Promise element – We work flexibly

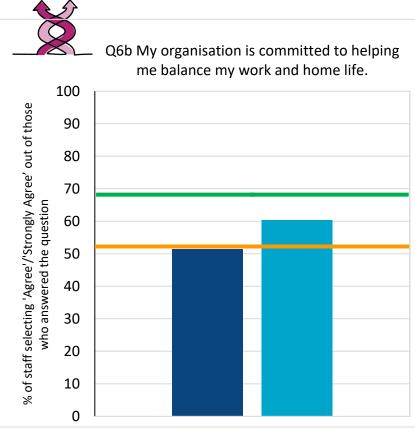


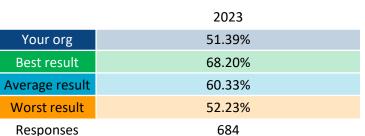
Questions included: Support for work-life balance – Q6b, Q6c, Q6d Flexible working – Q4d



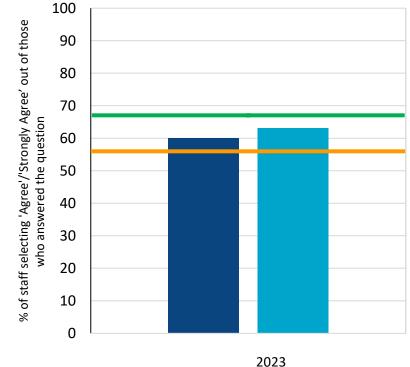






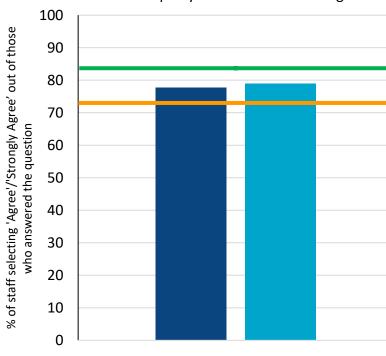


Q6c I achieve a good balance between my work life and my home life.



Your org	60.08%
Best result	67.02%
Average result	63.17%
Worst result	55.99%
Responses	684

Q6d I can approach my immediate manager to talk openly about flexible working.



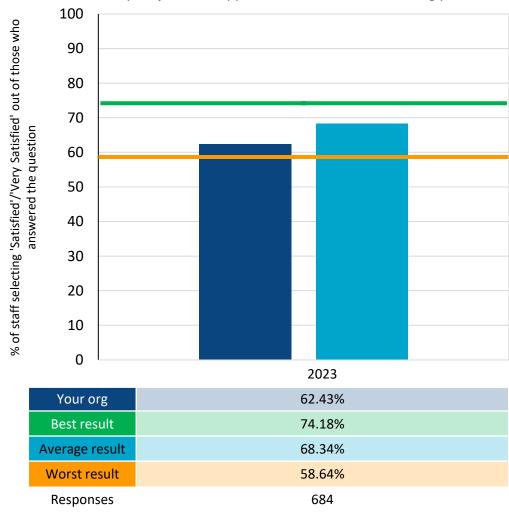
	2023
Your org	77.78%
Best result	83.69%
Average result	78.95%
Worst result	72.99%
Responses	685







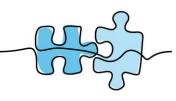
Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



Survey Coordination Centre



# People Promise element – We are a team



Questions included:

Team working – Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a Line management – Q9a, Q9b, Q9c, Q9d

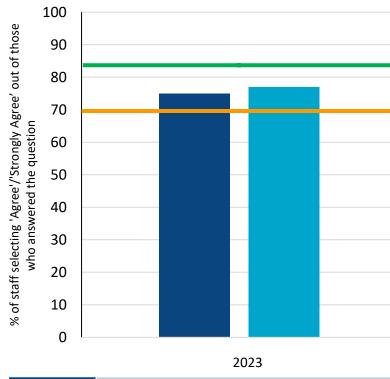








Q7a The team I work in has a set of shared objectives.



Your org 75.01%

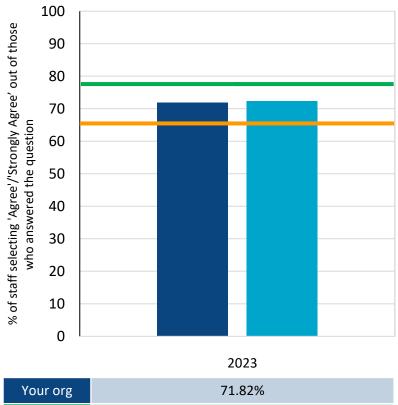
Best result 83.66%

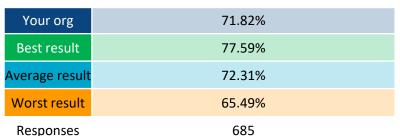
Average result 76.93%

Worst result 69.61%

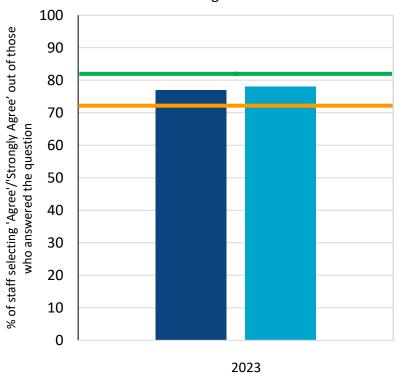
Responses 686

Q7b The team I work in often meets to discuss the team's effectiveness.





Q7c I receive the respect I deserve from my colleagues at work.



Your org	76.93%
Best result	81.96%
Average result	78.01%
Worst result	72.15%
Responses	684

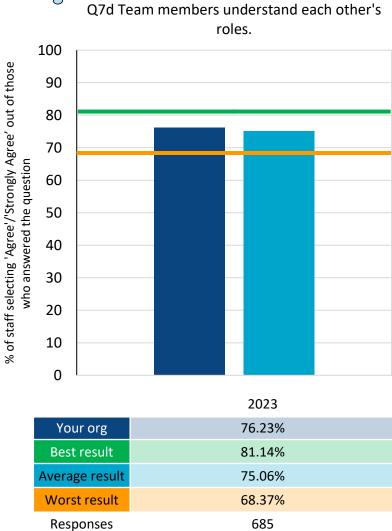
Medway Community Healthcare Benchmark report

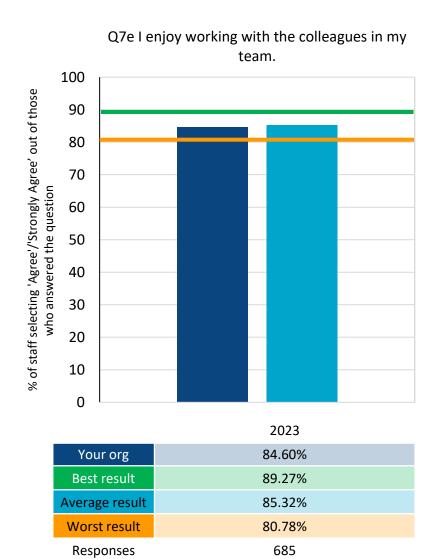


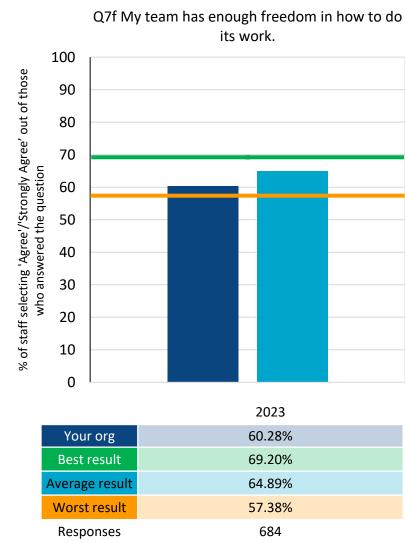










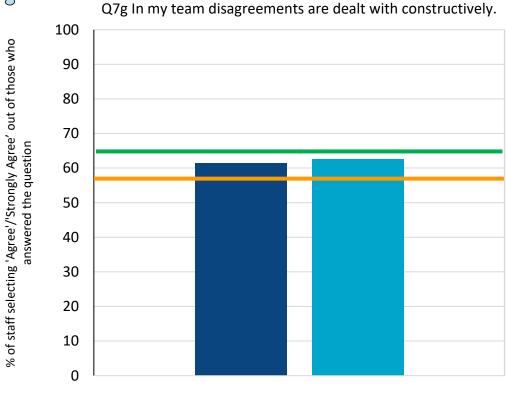


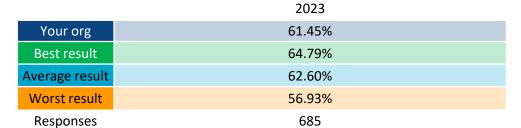




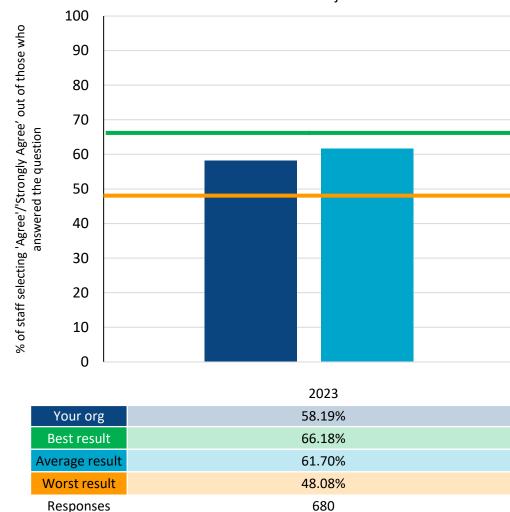








Q8a Teams within this organisation work well together to achieve their objectives.



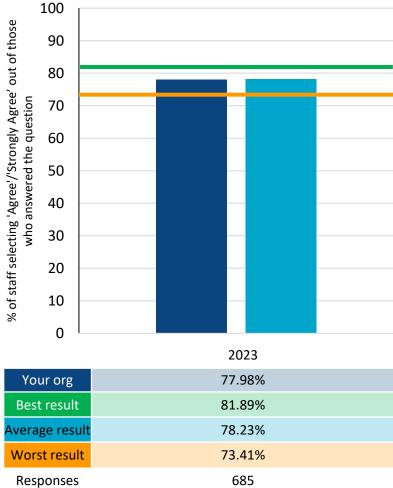




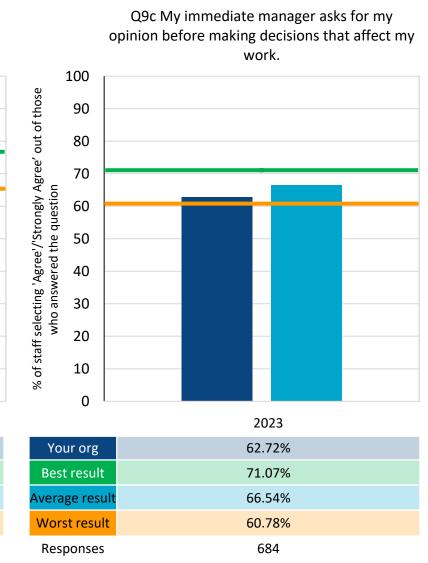




Q9a My immediate manager encourages me at work.



Q9b My immediate manager gives me clear feedback on my work. 100 of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question 90 80 70 60 50 40 30 20 10 % 0 2023 Your org 71.26% Best result 76.72% 73.18% Average result Worst result 65.39%



Responses

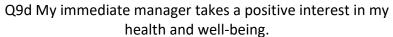
684

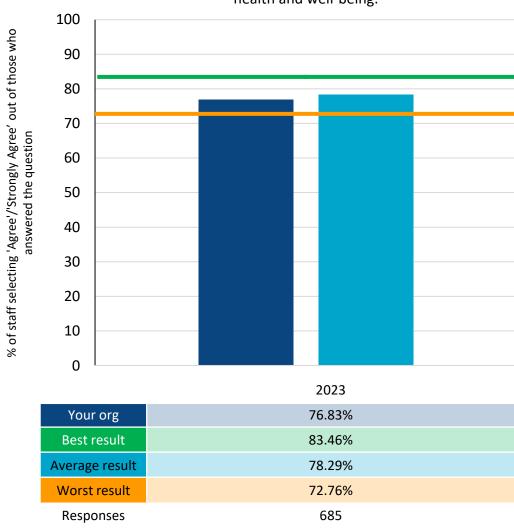












Survey Coordination Centre



## Theme – Staff engagement

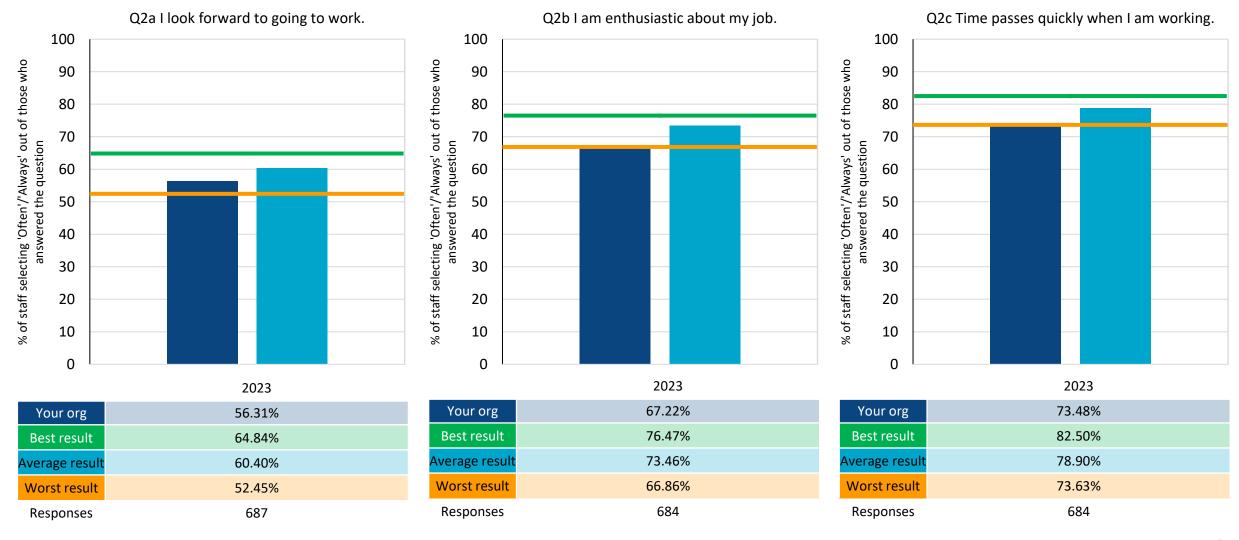
Questions included:

Motivation – Q2a, Q2b, Q2c Involvement – Q3c, Q3d, Q3f Advocacy – Q25a, Q25c, Q25d







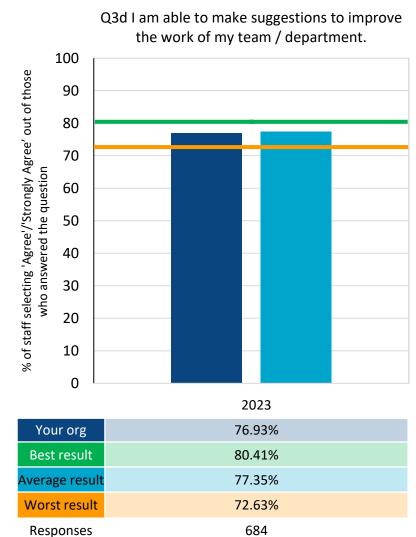


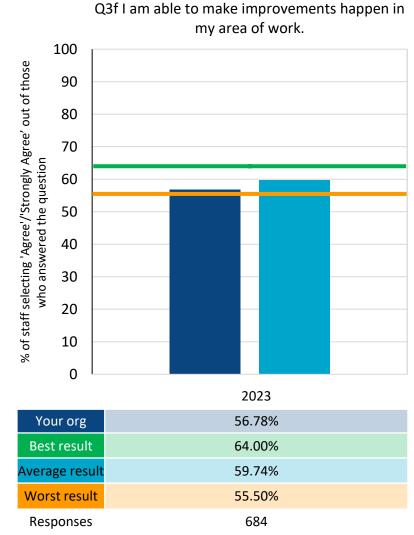






Q3c There are frequent opportunities for me to show initiative in my role. 100 % of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question 90 80 50 40 20 10 0 2023 Your org 76.09% 82.22% Best result 76.42% Average result Worst result 72.83% 686 Responses

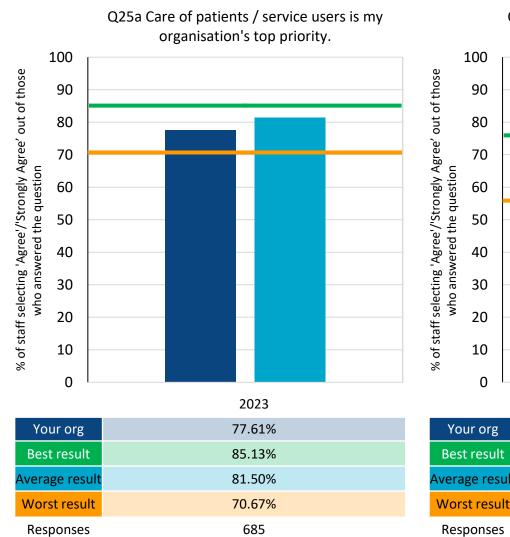


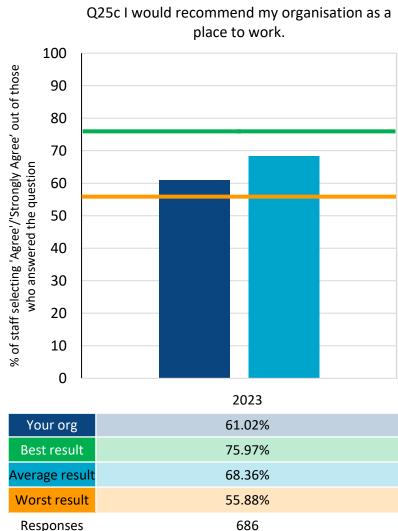


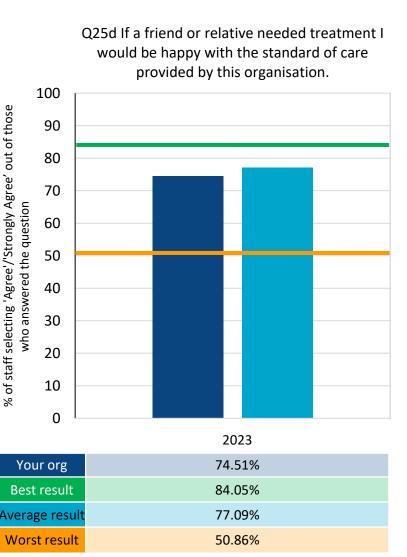












685

of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

%

Responses

Survey Coordination Centre



#### **Theme - Morale**

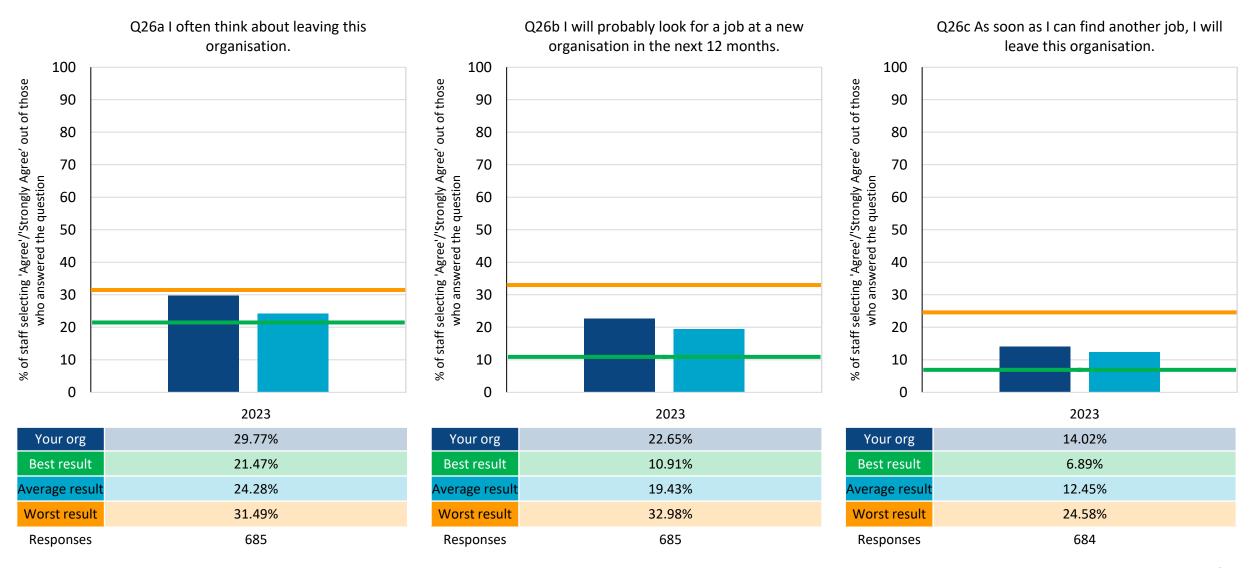
#### Questions included:

Thinking about leaving – Q26a, Q26b, Q26c Work pressure – Q3g, Q3h, Q3i Stressors – Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a





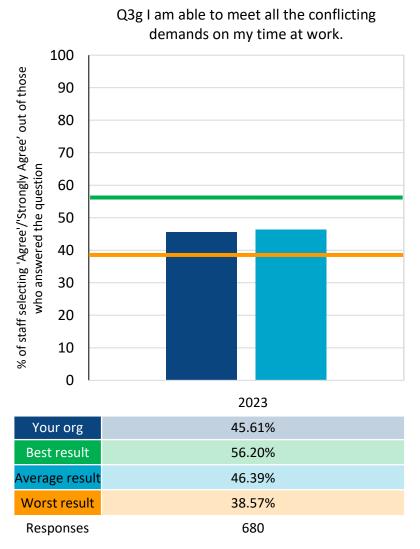


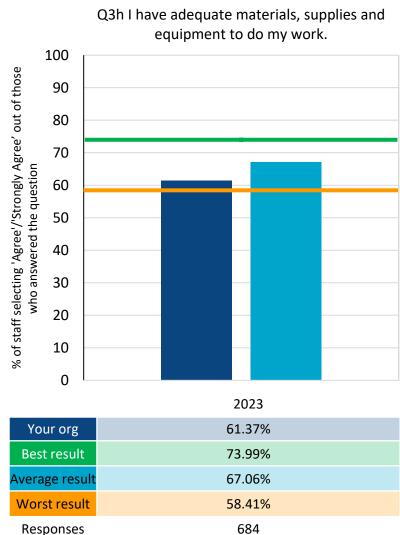


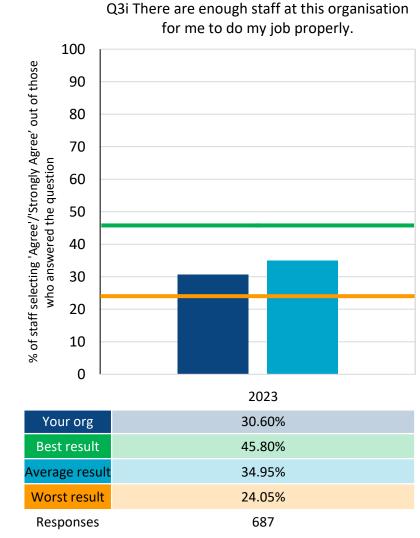
















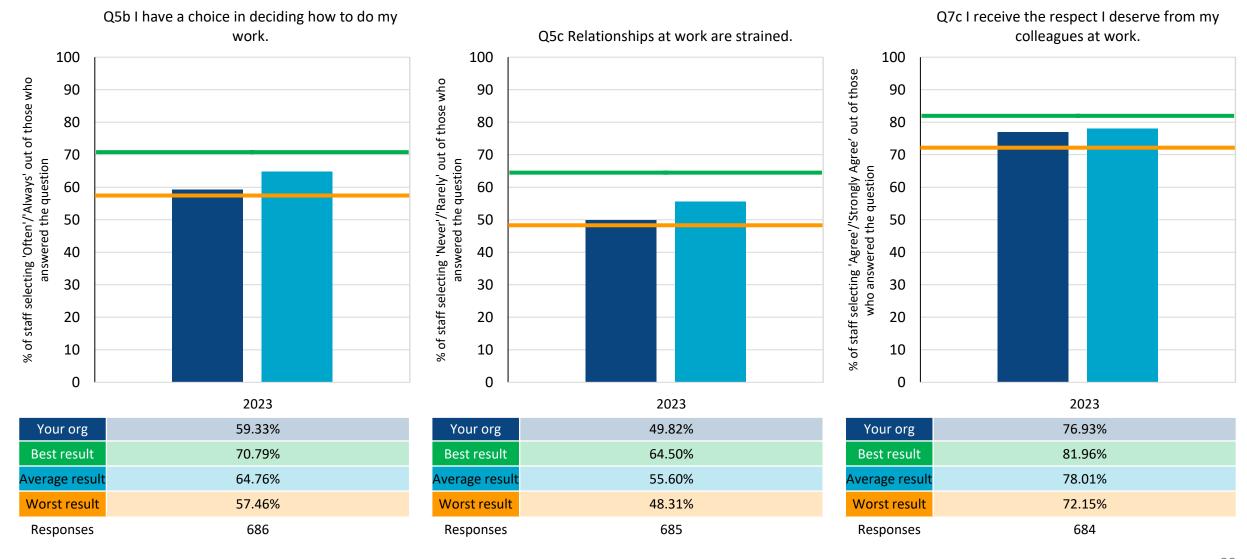


Q3e I am involved in deciding on changes Q3a I always know what my work introduced that affect my work area / team / responsibilities are. department. Q5a I have unrealistic time pressures. 100 100 100 of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question of staff selecting 'Agree'/'Strongly Agree' out of those % of staff selecting 'Never'/'Rarely' out of those who answered the question 90 90 90 80 80 who answered the question 70 70 60 50 50 40 40 30 30 20 20 20 10 10 10 % 0 0 0 2023 2023 2023 85.57% 52.02% Your org Your org 25.78% Your org 88.55% 59.24% Best result Best result Best result 38.80% 86.31% 55.86% Average result Average result 27.31% Average result Worst result 80.67% Worst result 51.42% Worst result 22.81% 687 688 Responses 685 Responses Responses



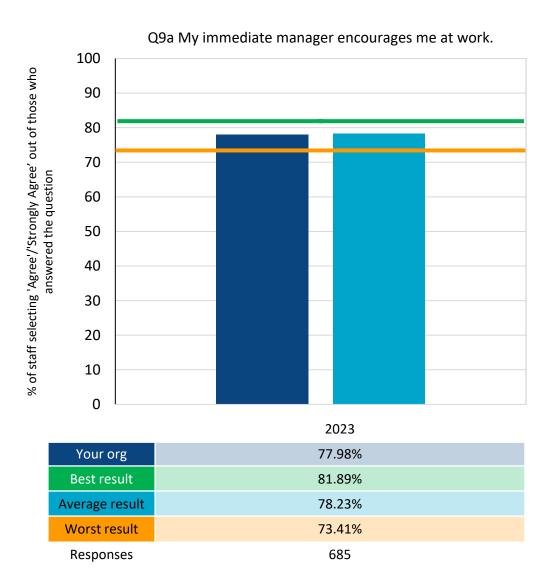














# **Question not linked to People Promise elements or themes**

Questions included:\*
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

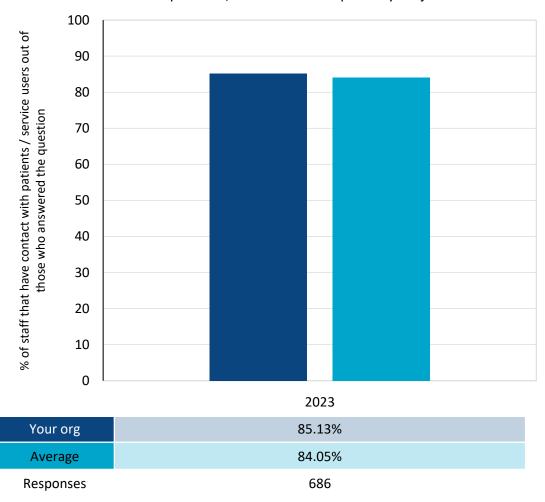
\*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. These questions do not contribute to any score or sub-score calculations. Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.



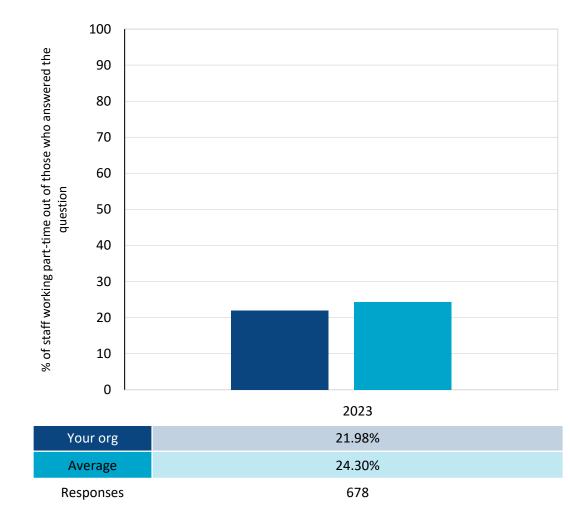




## Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



#### Q10a How many hours a week are you contracted to work?

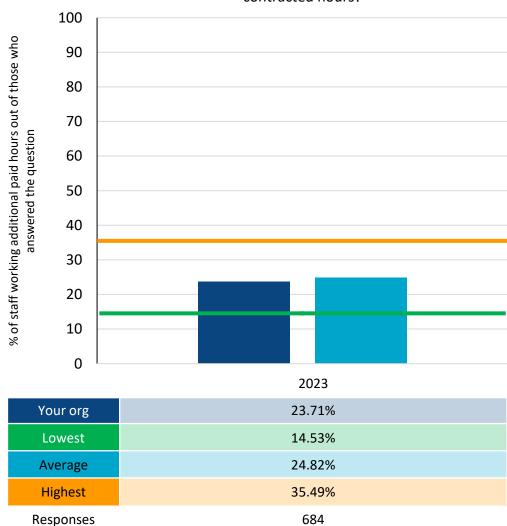




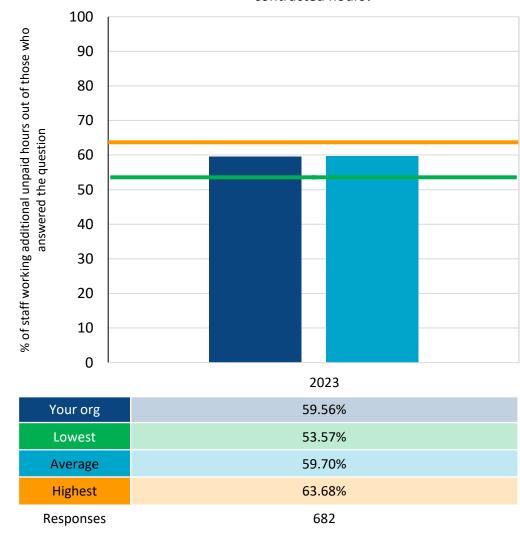




## Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



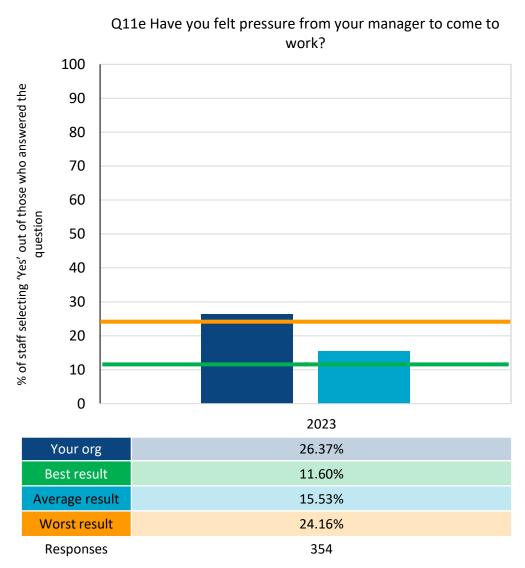
## Q10c On average, how many additional UNPAID hours do you work per week for this organisations, over and above your contracted hours?











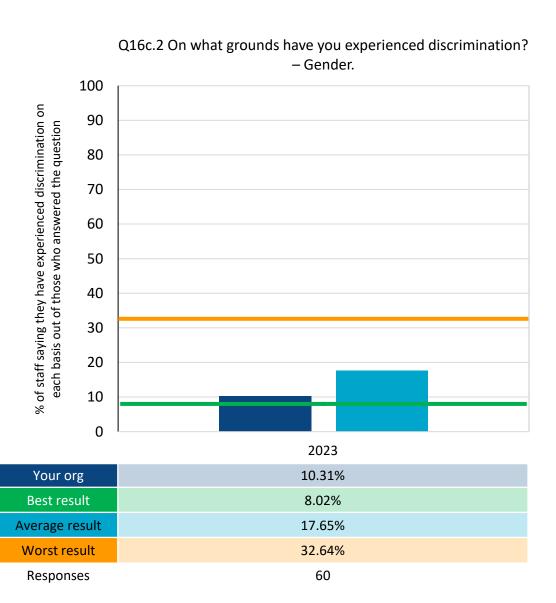
Q16c.1 On what grounds have you experienced discrimination? - Ethnic background. 100 % of staff saying they have experienced discrimination on each basis out of those who answered the question 90 80 70 60 50 40 30 20 10 0 2023 Your org 46.93% Best result 8.79% 42.71% Average result Worst result 65.52% Responses 60

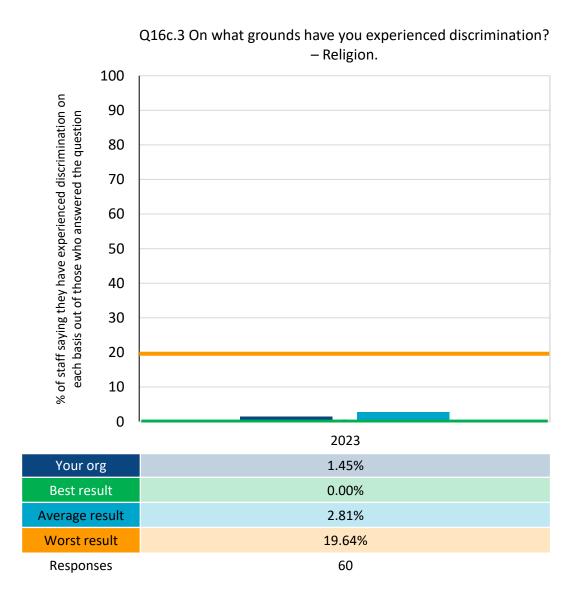
<sup>\*</sup>Q11e is only answered by staff who responded 'Yes' to Q11d.







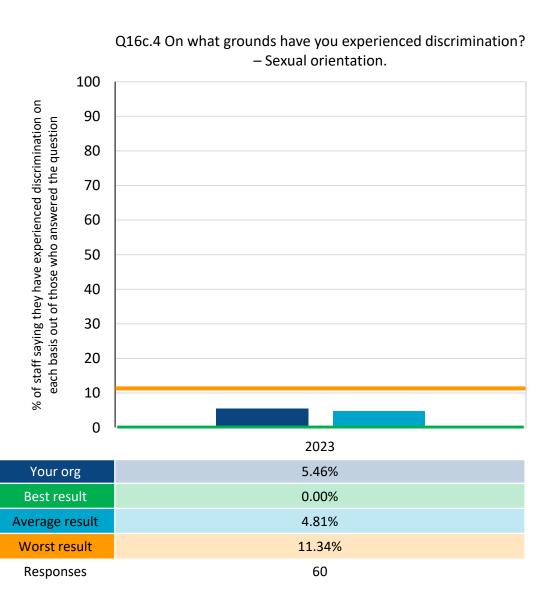


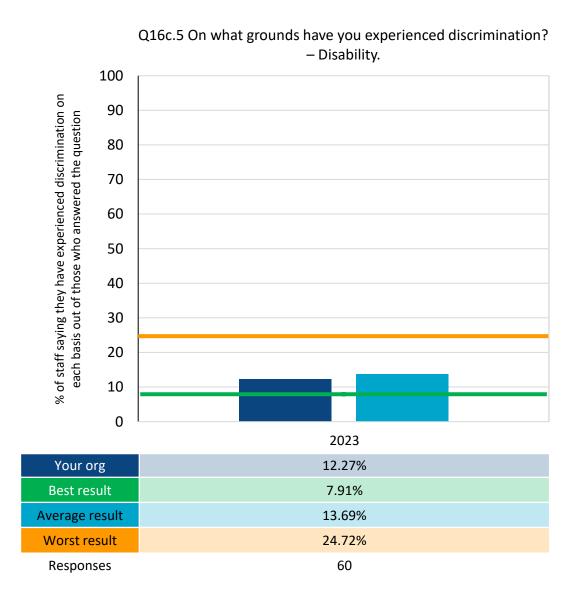








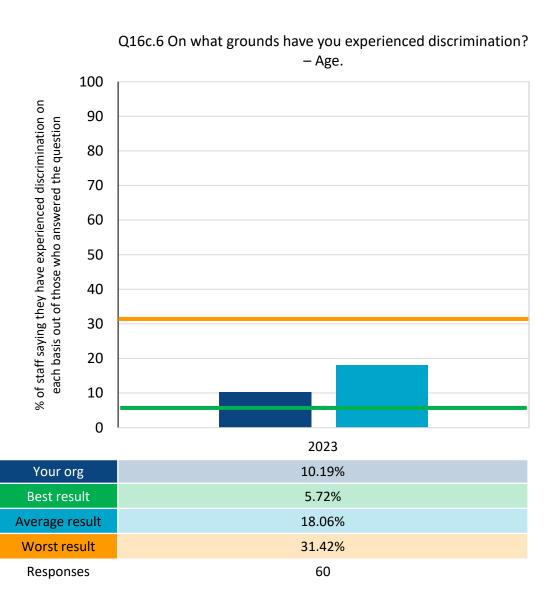


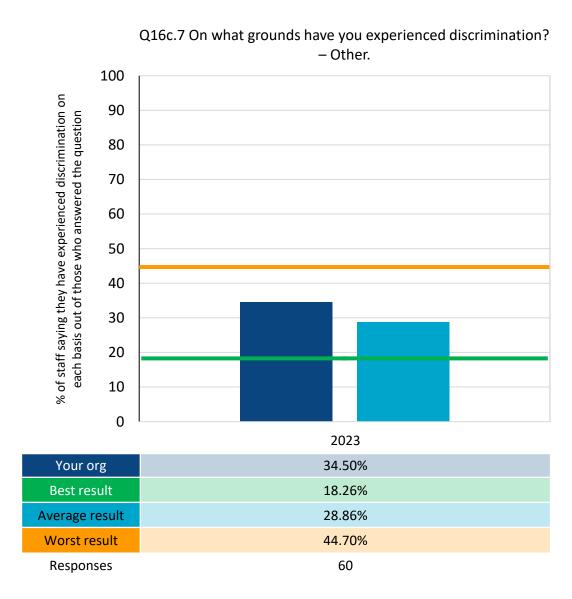










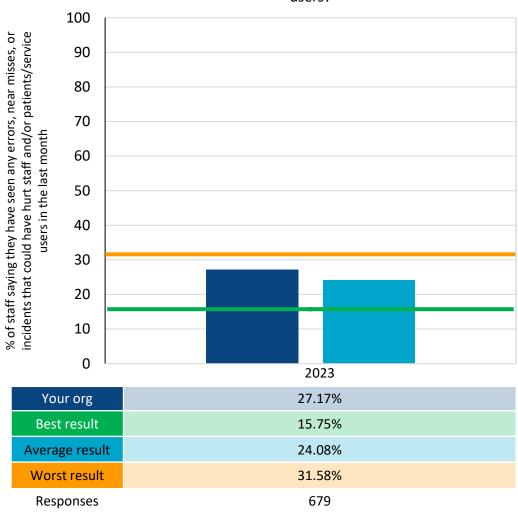




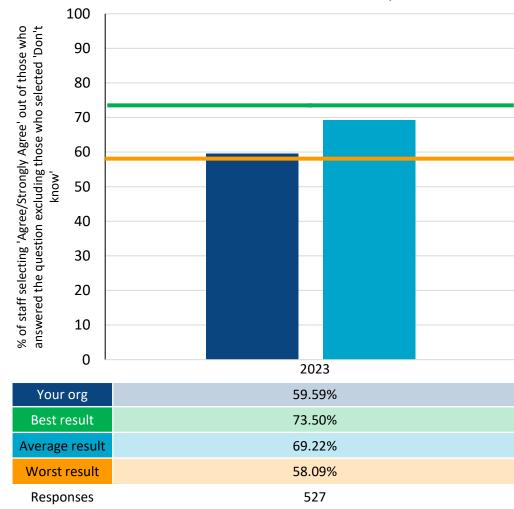




Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



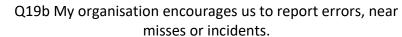
Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.

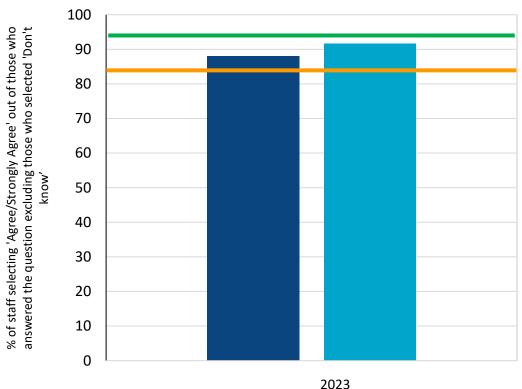






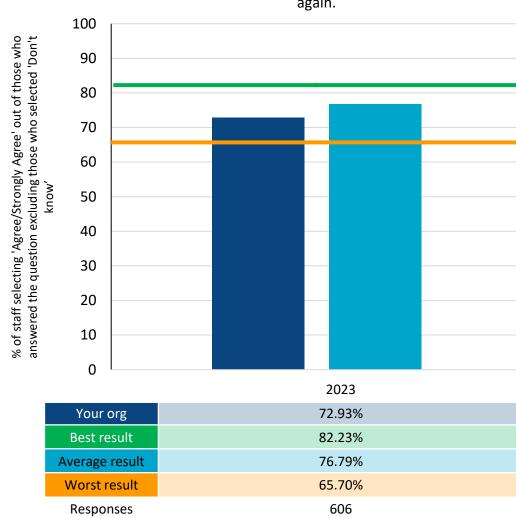






Your org	88.02%
Best result	94.01%
Average result	91.60%
Worst result	83.93%
Responses	664

Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.

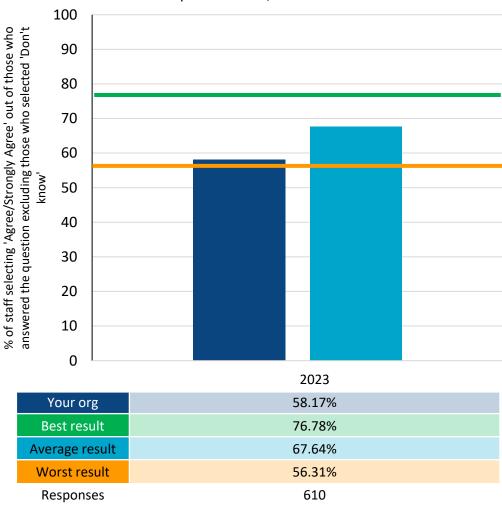




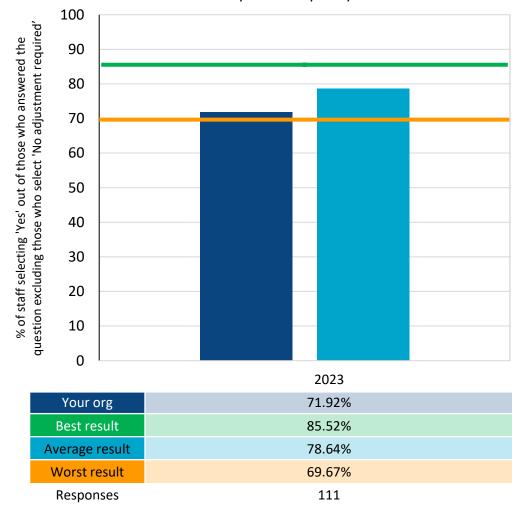




Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



## Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?





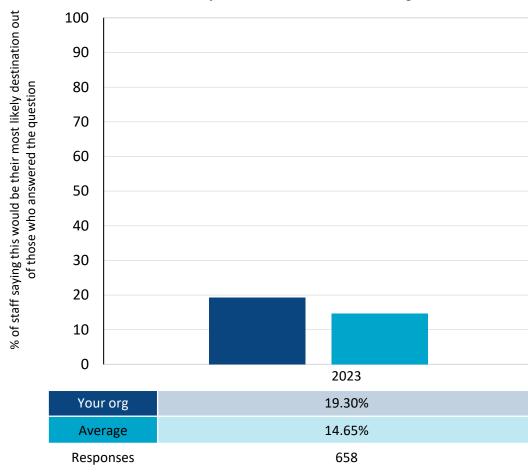




Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.



Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.

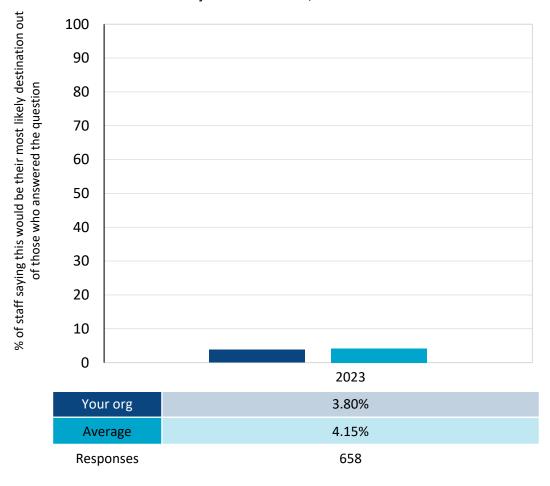








Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.



Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.

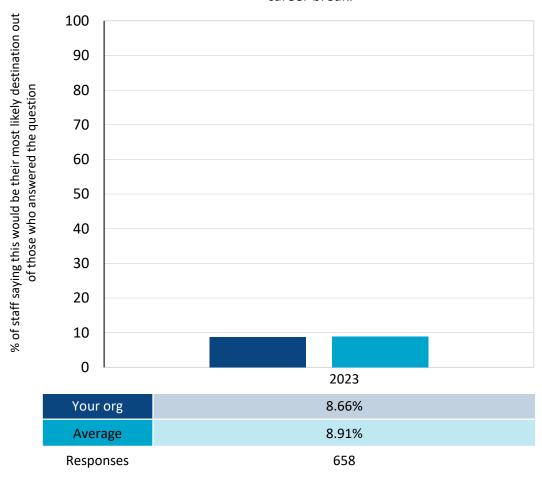




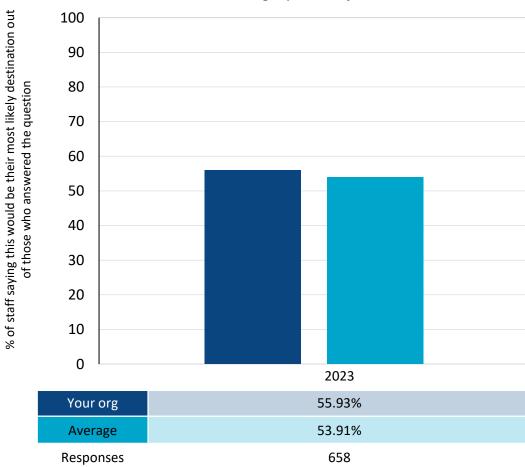




Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.



Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.







## **Workforce Equality Standards**

Note, when there are fewer than 10 responses for a question, results are suppressed to protect staff confidentiality and reliability of data.



#### **Workforce Equality Standards**





#### **Workforce Race Equality Standards (WRES)**

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2019-2023 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

#### **Workforce Disability Equality Standards (WDES)**

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2019-2023 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness and the overall engagement score for the organisation.

In 2022, the text for q31b was updated and the word 'adequate' was updated to 'reasonable'.

The WDES breakdowns are based on the responses to q31a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



### **Workforce Equality Standards**





This section contains data required for the staff survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

#### **Workforce Race Equality Standards (WRES)**

Indicator	Qu No	Workforce Race Equality Standard		
For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined				
5	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months		
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months		
7	Q15	Percentage believing that their practice provides equal opportunities for career progression or promotion		
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues		

#### **Workforce Disability Equality Standards (WDES)**

Indicator	Qu No	Workforce Disability Equality Standard		
For each of the following indicators, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness				
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public		
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers		
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues		
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it		
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion		
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties		
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work		
8	Q31b	Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work		
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness		

<sup>\*</sup>Staff with a long term condition





# **Workforce Race Equality Standards (WRES)**

Note.

Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

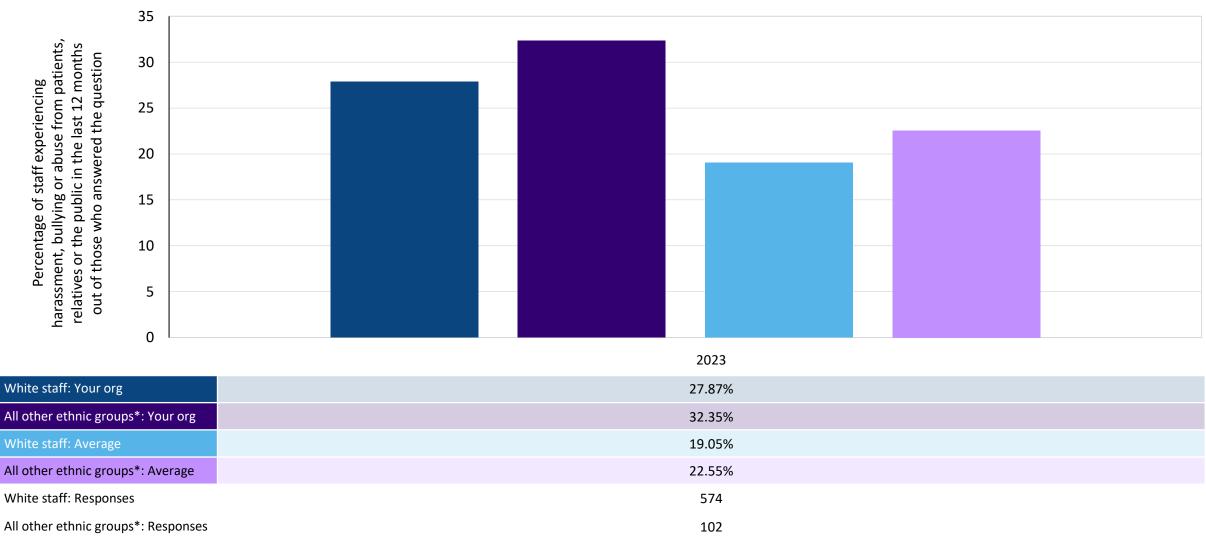


### **Workforce Race Equality Standard (WRES)**





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



<sup>\*</sup>Staff from all other ethnic groups combined

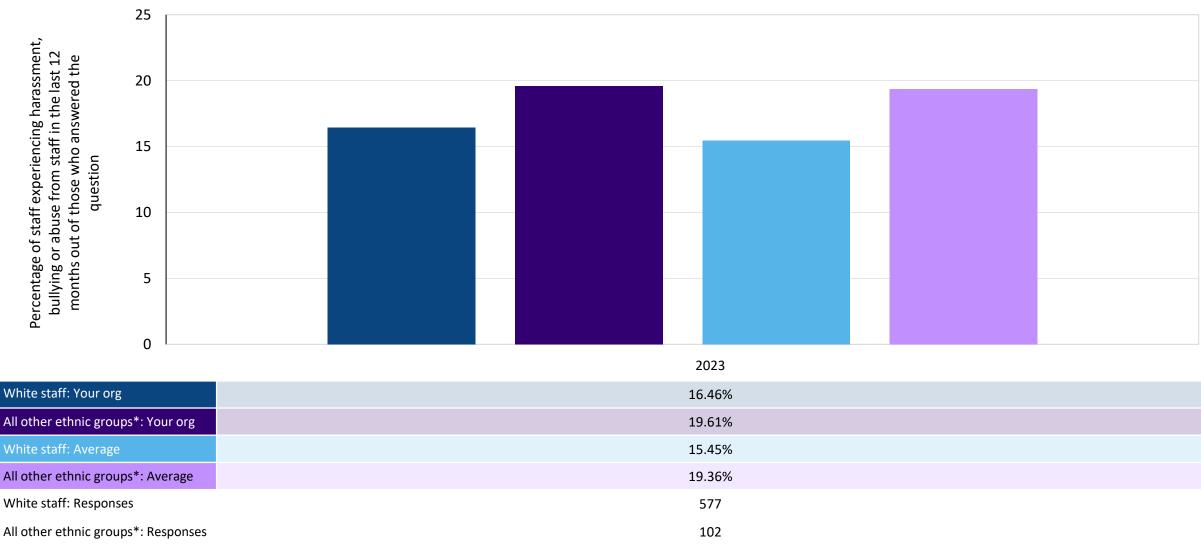


### **Workforce Race Equality Standard (WRES)**





Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months.



<sup>\*</sup>Staff from all other ethnic groups combined

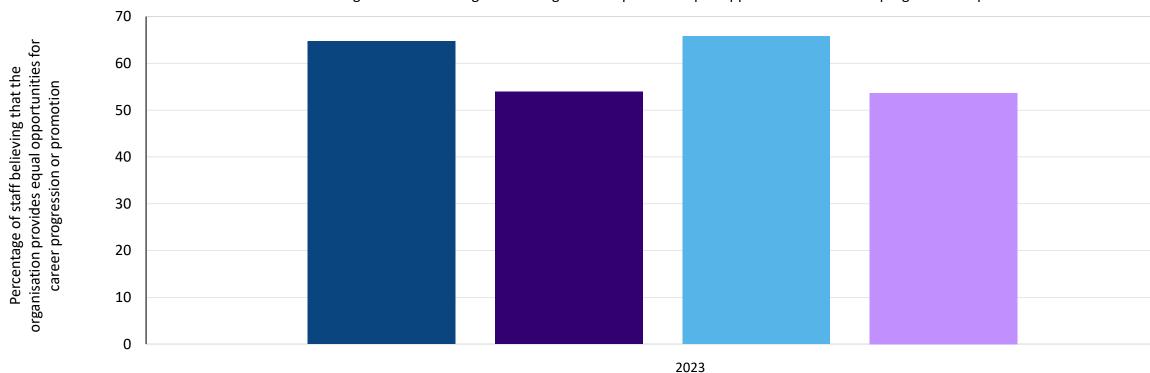


## **Workforce Race Equality Standard (WRES)**





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



White staff: Your org	64.69%
All other ethnic groups*: Your org	53.92%
White staff: Average	65.80%
All other ethnic groups*: Average	53.66%
White staff: Responses	572
All other ethnic groups*: Responses	102

<sup>\*</sup>Staff from all other ethnic groups combined

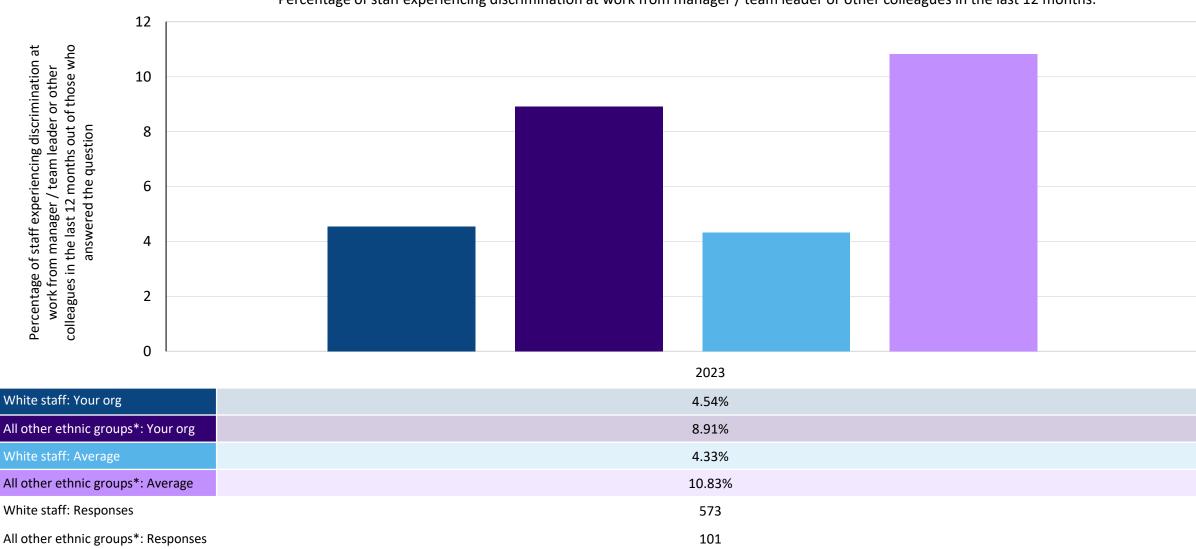


## **Workforce Race Equality Standard (WRES)**





Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.



<sup>\*</sup>Staff from all other ethnic groups combined

Survey Coordination Centre



# **Workforce Disability Equality Standards (WDES)**

Note.

Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. Data shown in the WDES charts are unweighted.

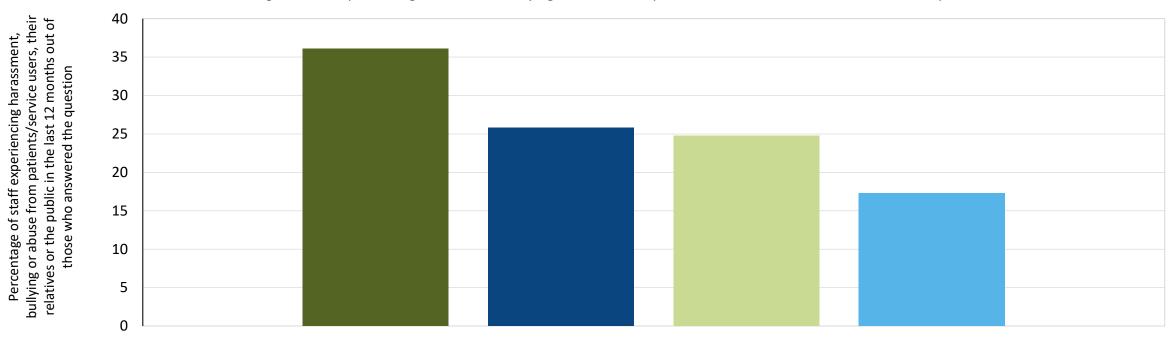
Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.







Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.



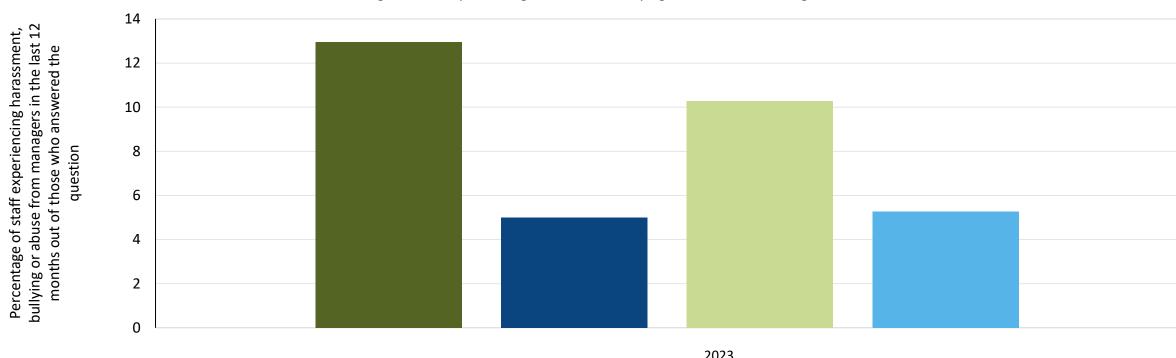
	2023
Staff with a LTC or illness: Your org	36.08%
Staff without a LTC or illness: Your org	25.83%
Staff with a LTC or illness: Average	24.79%
Staff without a LTC or illness: Average	17.29%
Staff with a LTC or illness: Responses	194
Staff without a LTC or illness: Responses	480







Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.



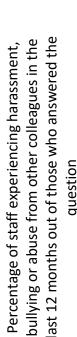
	2023
Staff with a LTC or illness: Your org	12.95%
Staff without a LTC or illness: Your org	5.00%
Staff with a LTC or illness: Average	10.27%
Staff without a LTC or illness: Average	5.28%
Staff with a LTC or illness: Responses	193
Staff without a LTC or illness: Responses	480

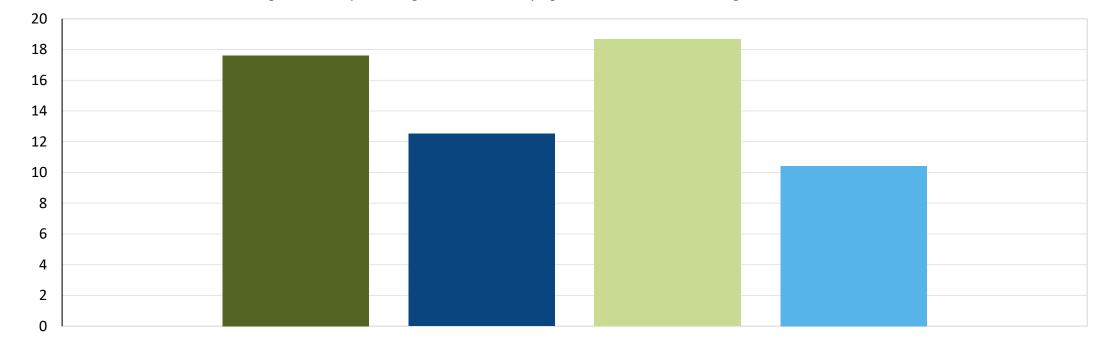






Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.





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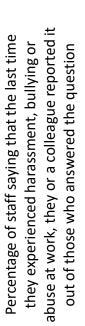
Staff with a LTC or illness: Your org	17.62%
Staff without a LTC or illness: Your org	12.53%
Staff with a LTC or illness: Average	18.66%
Staff without a LTC or illness: Average	10.42%
Staff with a LTC or illness: Responses	193
Staff without a LTC or illness: Responses	479







Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.





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Staff with a LTC or illness: Your org	51.32%
Staff without a LTC or illness: Your org	62.31%
Staff with a LTC or illness: Average	57.63%
Staff without a LTC or illness: Average	60.14%
Staff with a LTC or illness: Responses	76
Staff without a LTC or illness: Responses	130

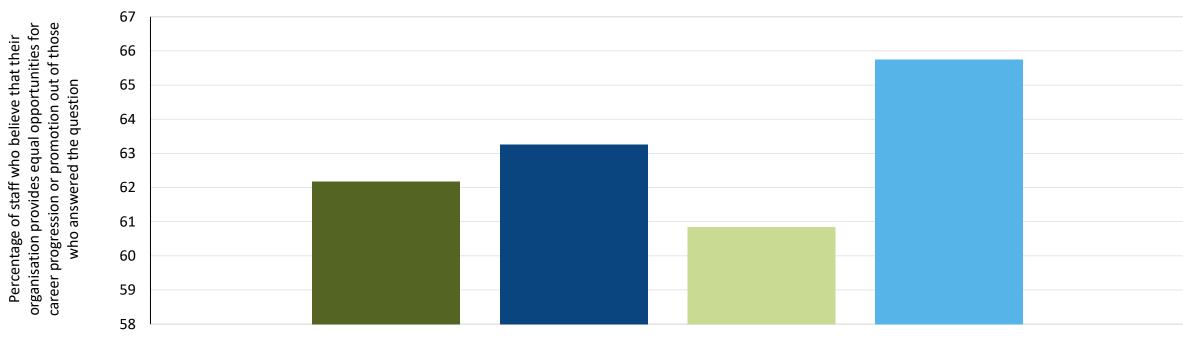






Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.

2023



Staff with a LTC or illness: Your org	62.18%
Staff without a LTC or illness: Your org	63.26%
Staff with a LTC or illness: Average	60.85%
Staff without a LTC or illness: Average	65.75%
Staff with a LTC or illness: Responses	193
Staff without a LTC or illness: Responses	479

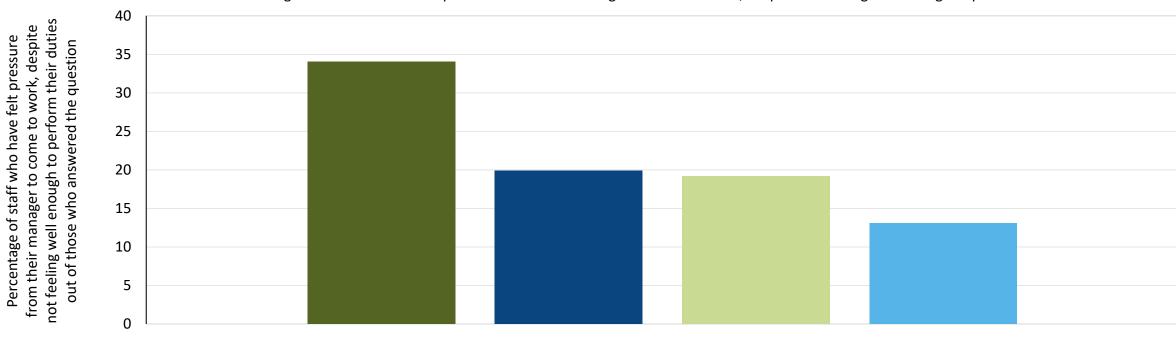






Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.

2023



Staff with a LTC or illness: Your org	34.07%
Staff without a LTC or illness: Your org	19.91%
Staff with a LTC or illness: Average	19.16%
C) (C ))] ) 1 TO ))]	40.0504

Staff without a LTC or illness: Average	13.06%

Staff with a LTC or illness: Responses	135
·	

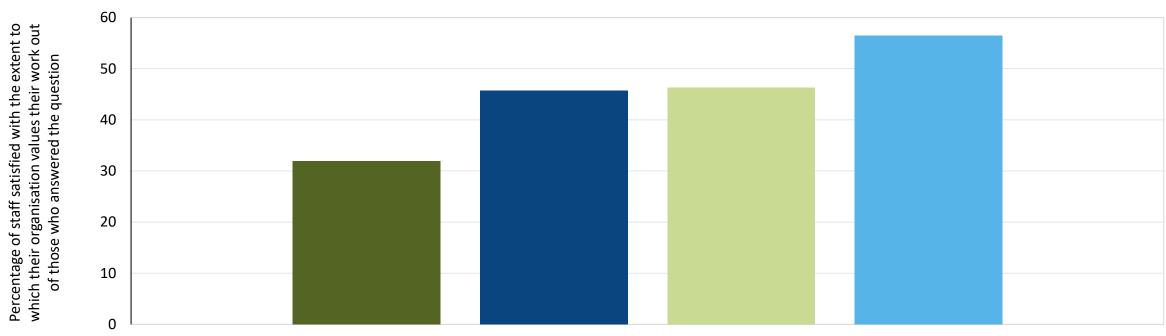
Staff without a LTC or illness: Responses 216





Percentage of staff satisfied with the extent to which their organisation values their work.

2023

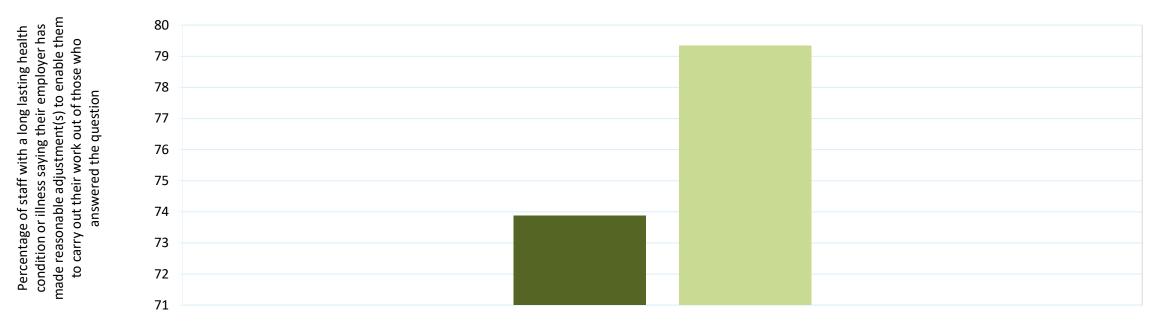


Staff with a LTC or illness: Your org	31.96%
Staff without a LTC or illness: Your org	45.74%
Staff with a LTC or illness: Average	46.35%
Staff without a LTC or illness: Average	56.49%
Staff with a LTC or illness: Responses	194





Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

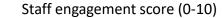


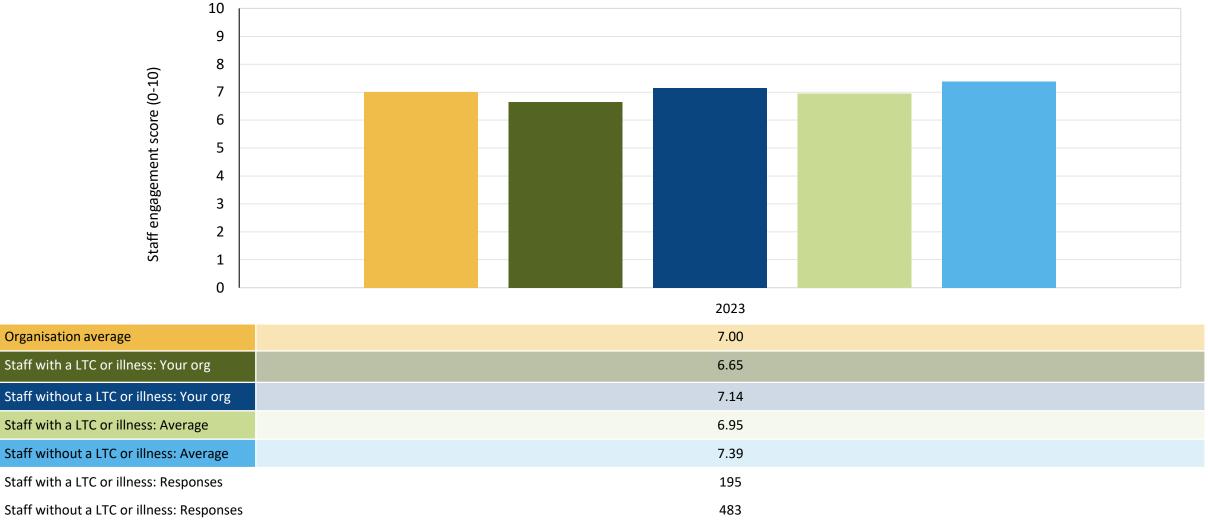
Staff with a LTC or illness: Your org	73.87%
Staff with a LTC or illness: Average	79.34%
Staff with a LTC or illness: Responses	111











Note. Data shown in this chart are unweighted therefore will not match weighted staff engagement scores in other outputs.





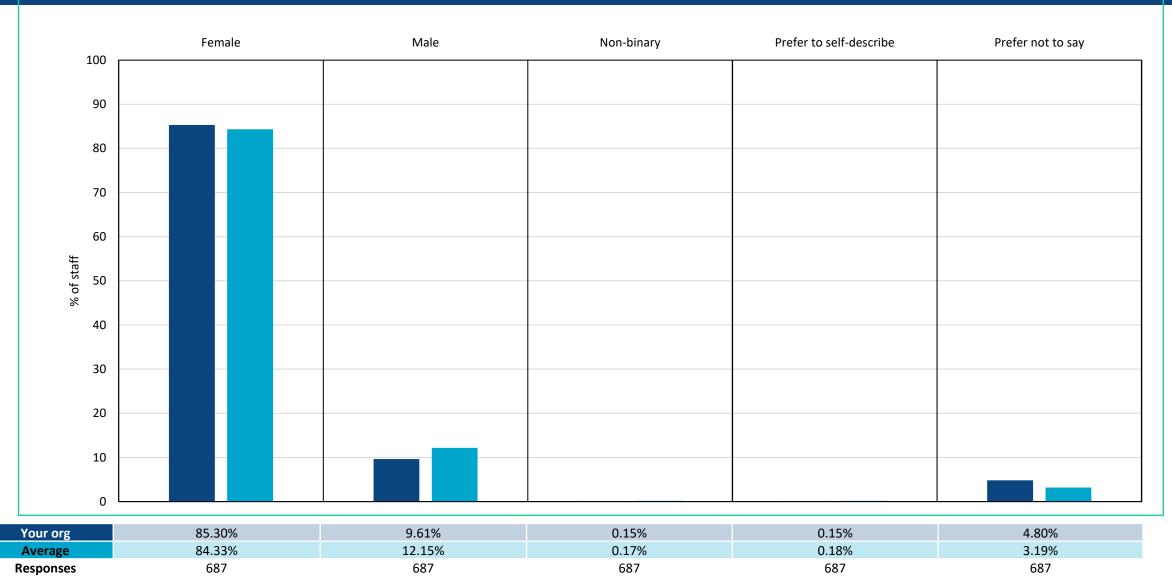
## **About your respondents**

This section shows demographic and other background information for 2023.

Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

#### **Background details - Gender**

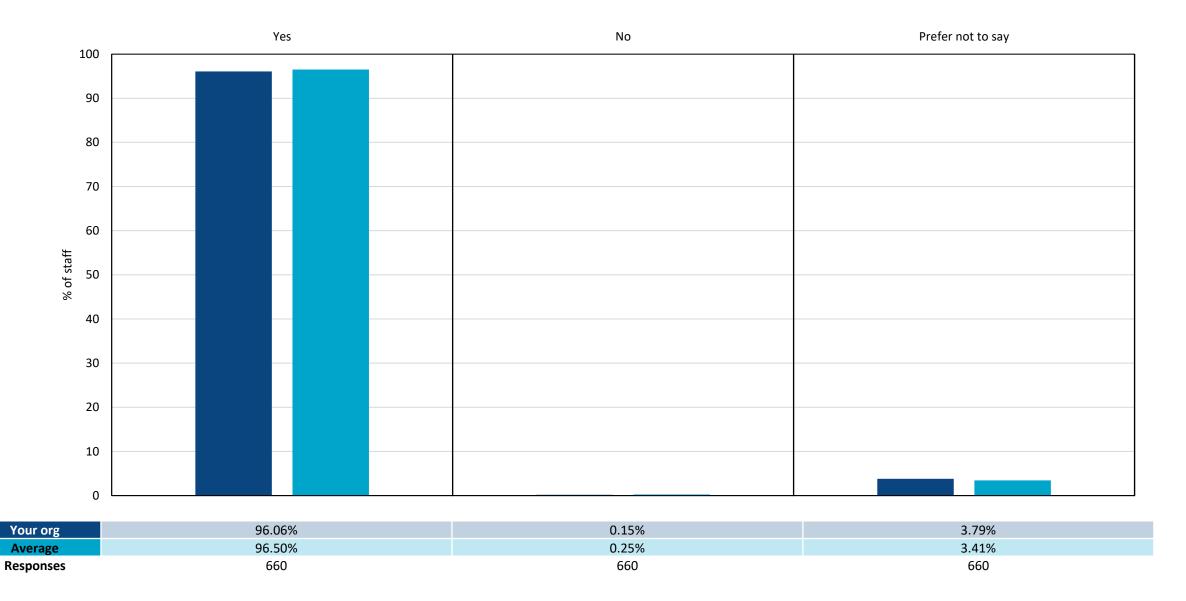




### **Background details** — Is your gender identity the same as the sex you were registered at birth?



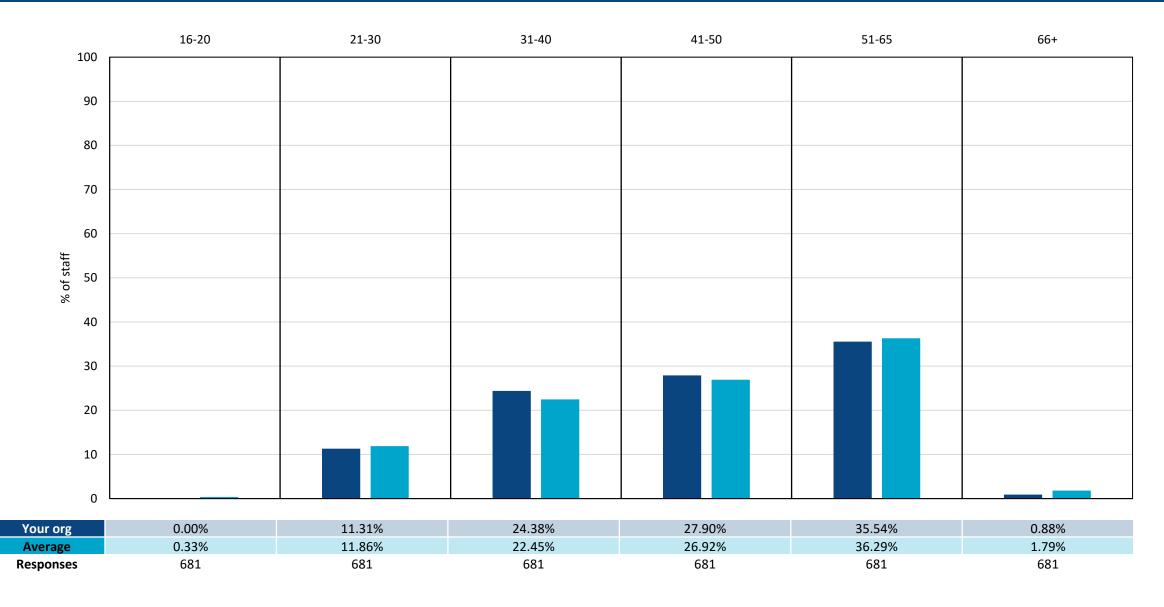




## **Background details - Age**





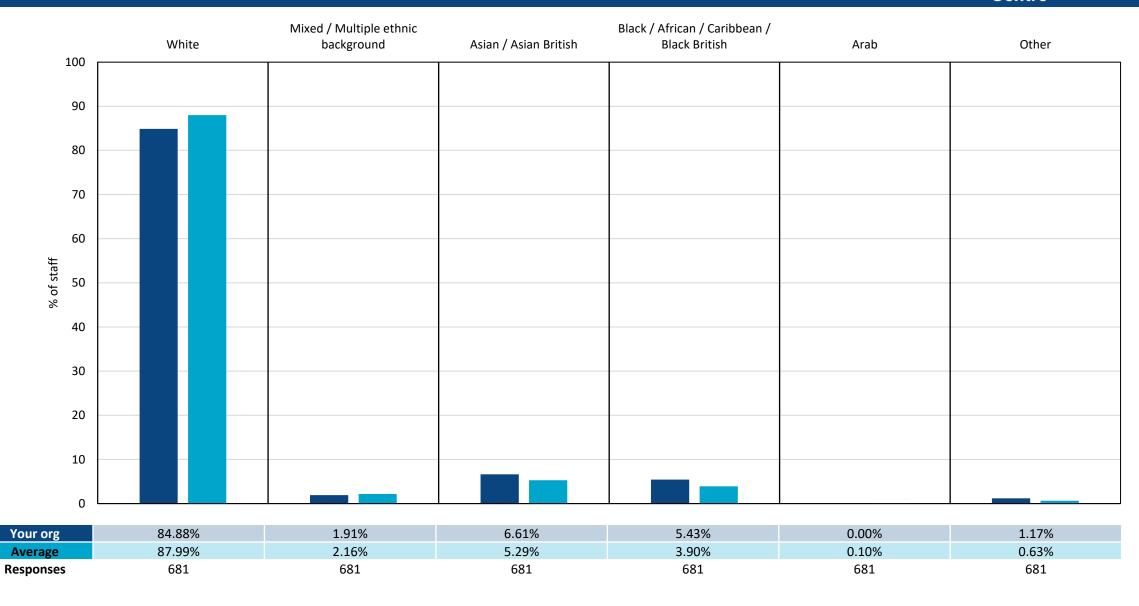




## **Background details - Ethnicity**





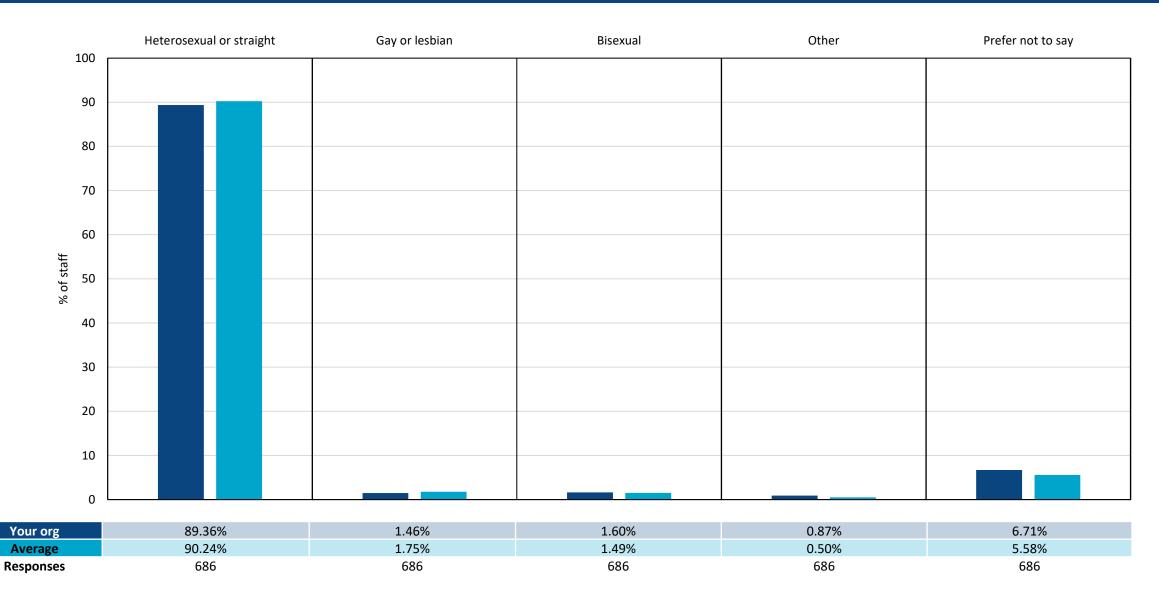




#### **Background details – Sexual orientation**



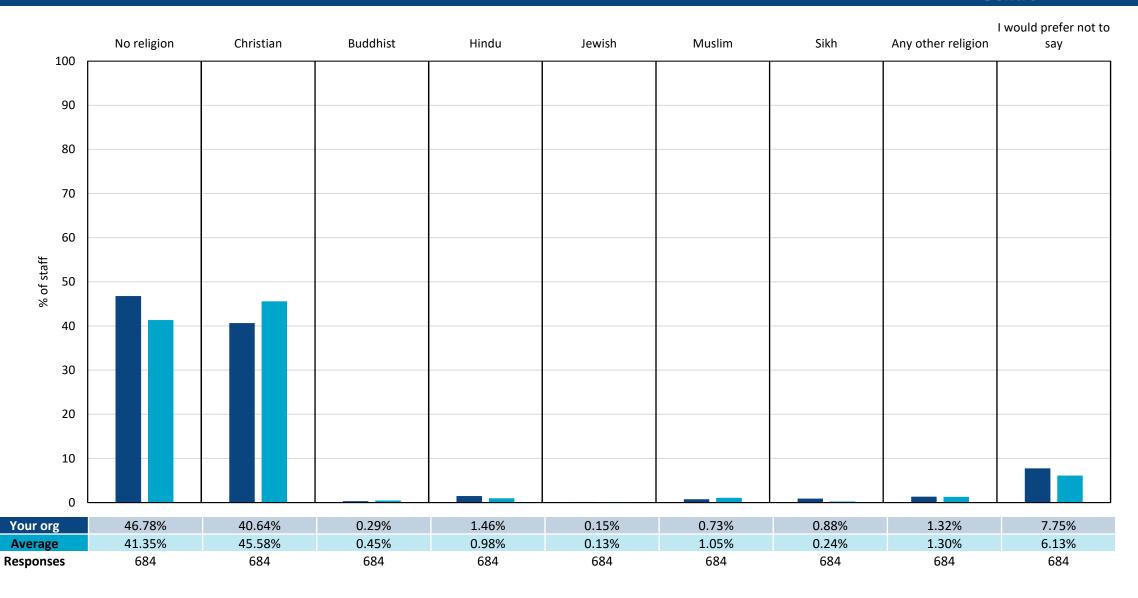




#### **Background details - Religion**



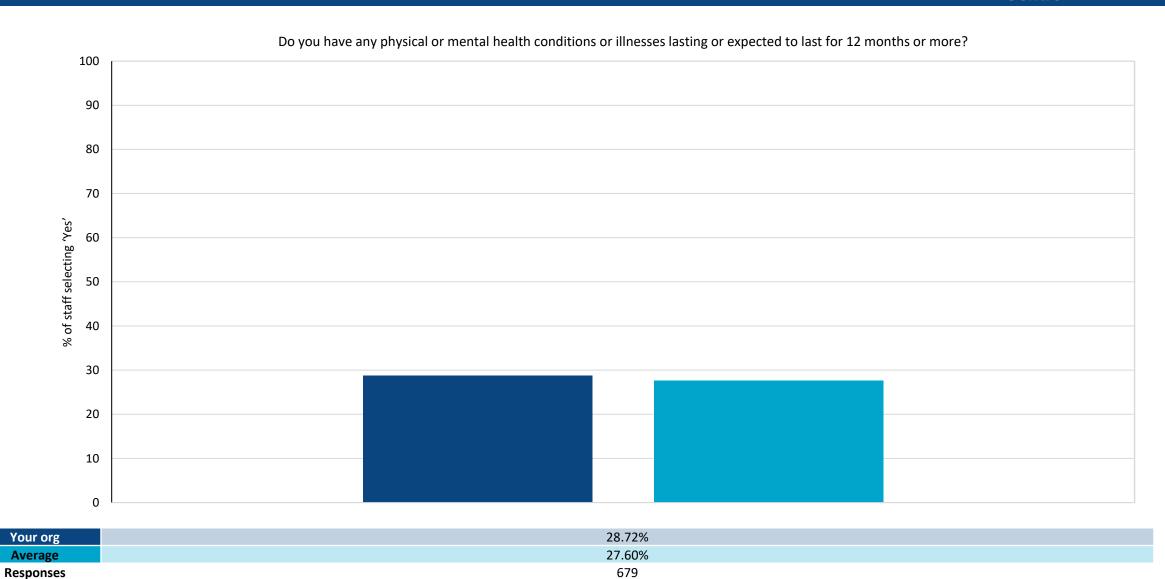




#### **Background details** — Long lasting health condition or illness



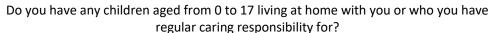




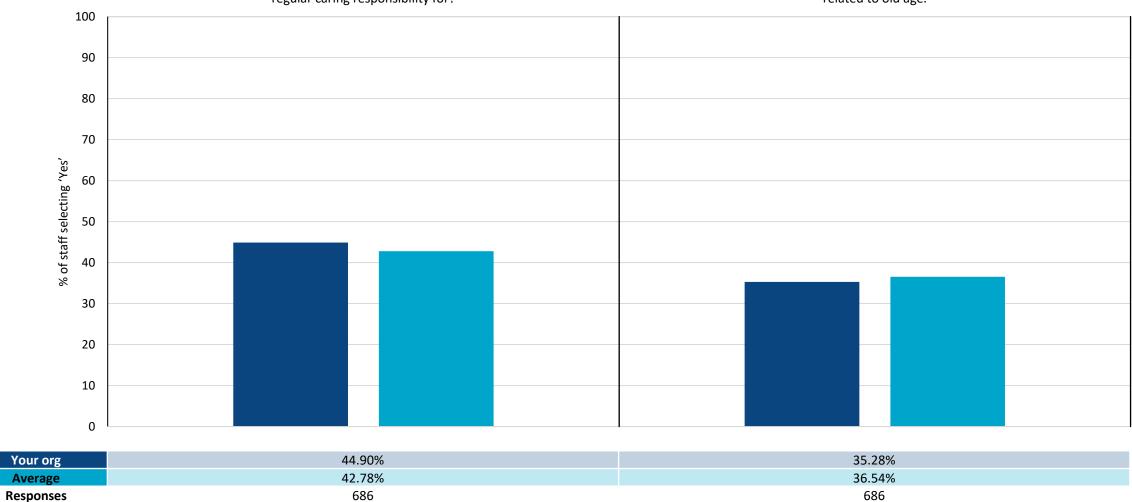
#### Background details — Parental / caring responsibilities







Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.

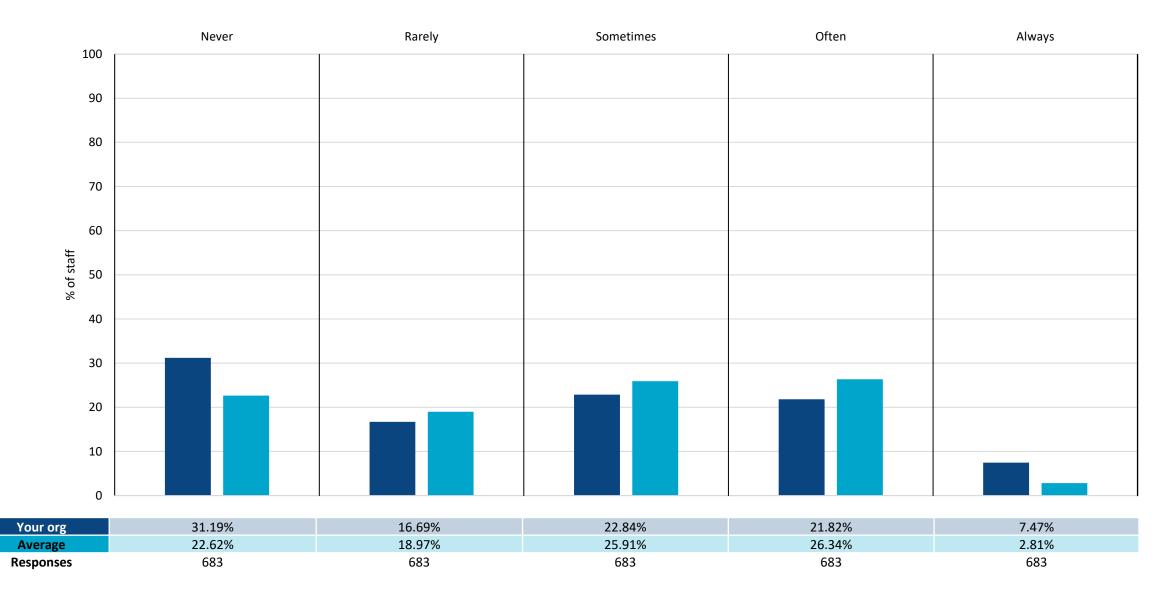




## Background details – How often do you work at/from home?





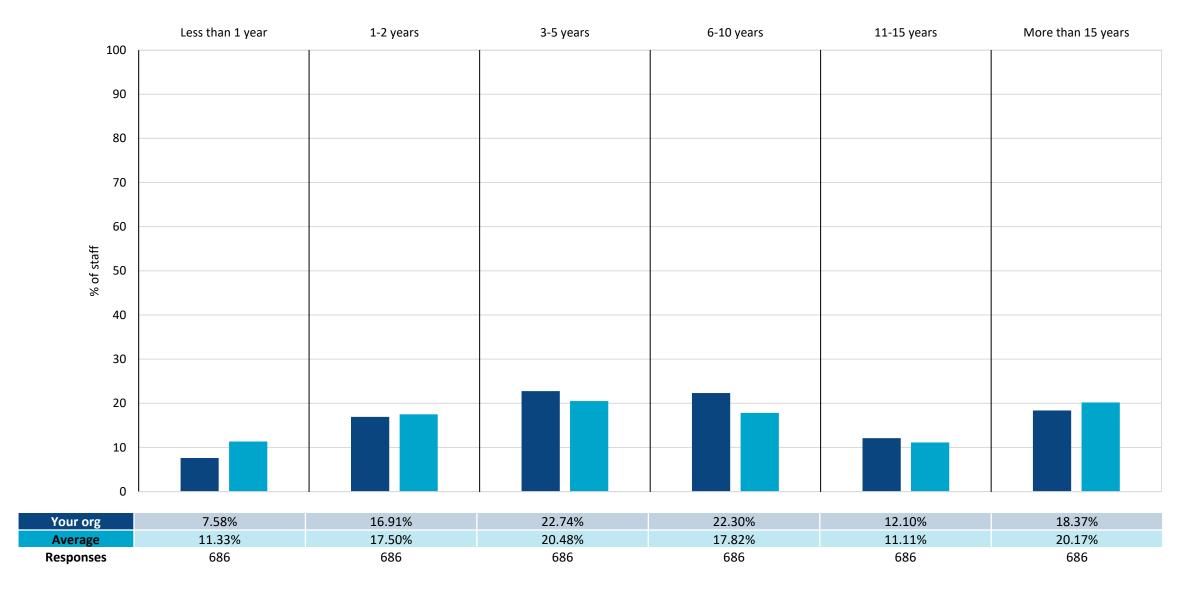




## **Background details – Length of service**



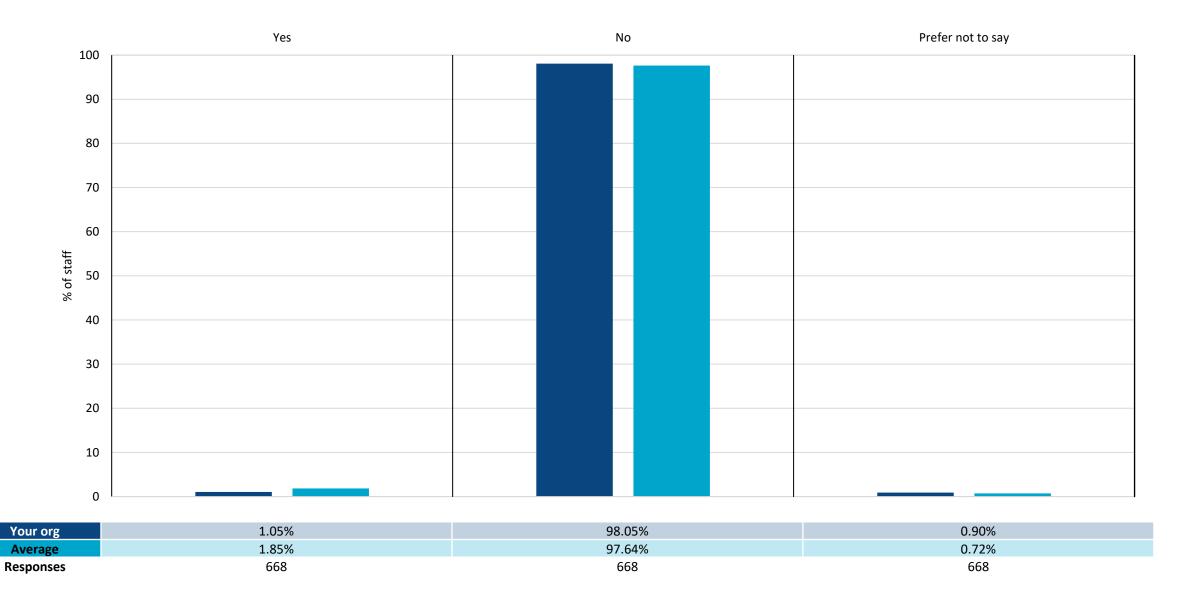




#### Background details — When you joined this organisation were you recruited from outside of the UK?





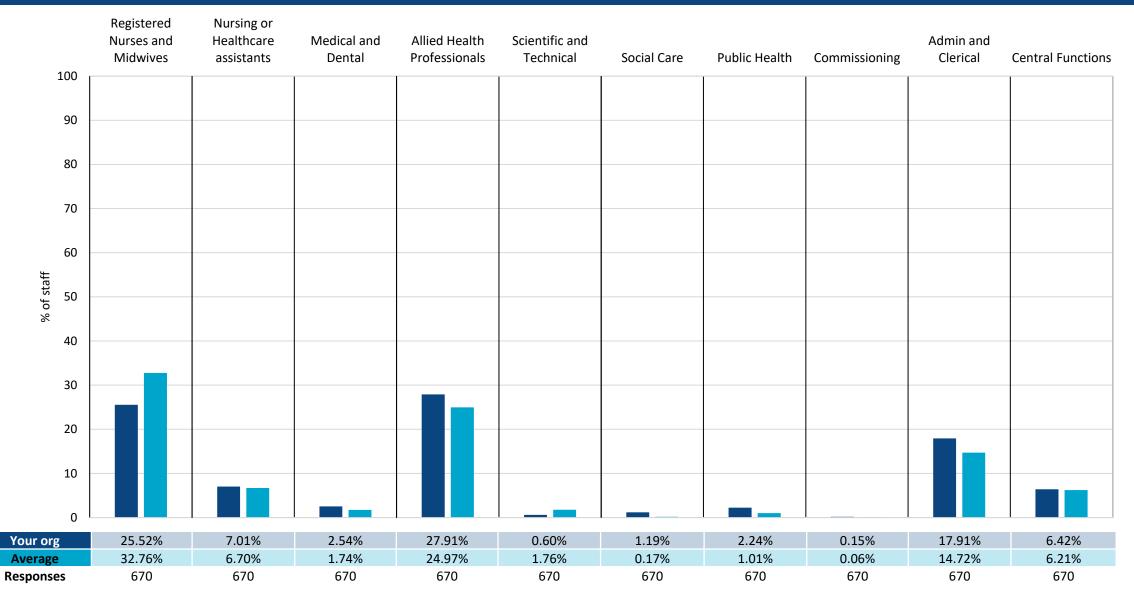




## Background details - Occupational group





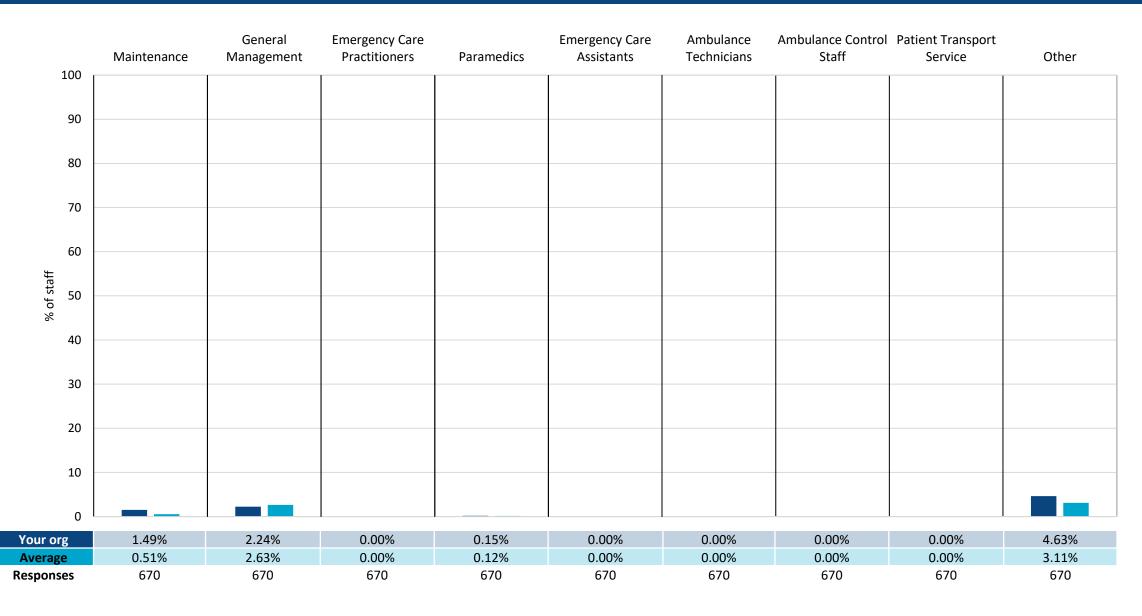




#### **Background details – Occupational group**











## **Appendices**

Survey Coordination Centre

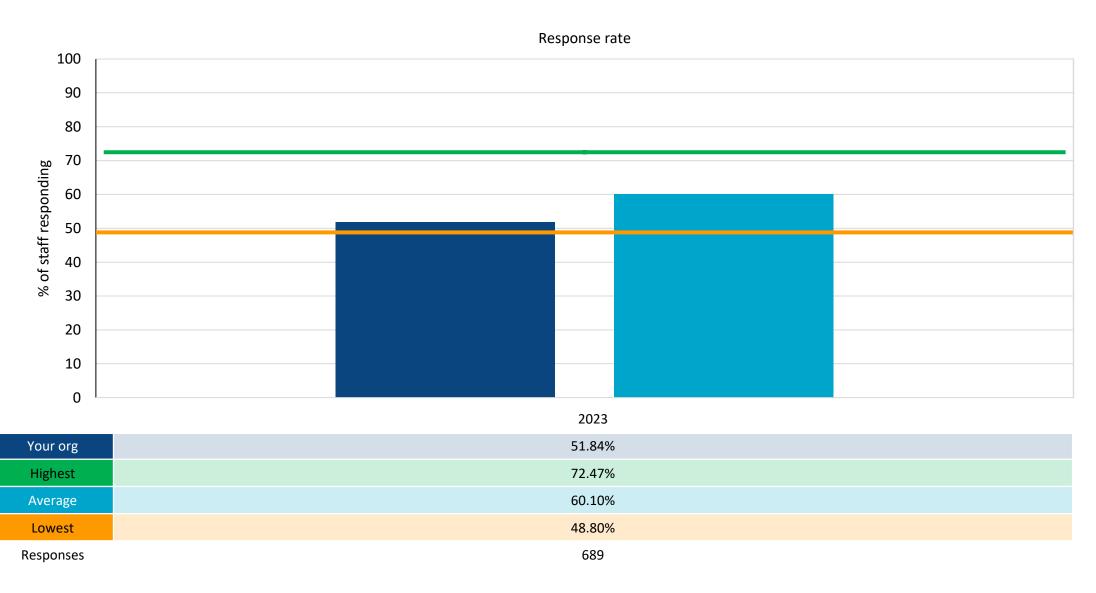


## **Appendix A: Response rate**









Survey Coordination Centre



Appendix B: Significance testing 2022 vs 2023



#### **Appendix B: Significance testing – 2022 vs 2023**





Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2022 and 2023\*. For more details please see the <u>technical document</u>.

People Promise elements	<b>2022</b> score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	-	-	7.57	686	N/A
We are recognised and rewarded	-	-	6.14	684	N/A
We each have a voice that counts	-	-	6.93	683	N/A
We are safe and healthy	-	-	-	-	-
We are always learning	-	-	5.71	642	N/A
We work flexibly	-	-	6.65	682	N/A
We are a team	-	-	7.09	683	N/A
Themes					
Staff Engagement	-	-	7.01	687	N/A
Morale	-	-	5.97	687	N/A

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.

<sup>\*</sup> Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.





# Appendix C: Tips on using your benchmark report



#### **Appendix C: Data in the benchmark reports**





The following pages include tips on how to read, interpret and use the data in this report. The suggestions are aimed at users who would like some guidance on how to understand the data in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users.

#### Key points to note



The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the technical document available on the <a href="Staff">Staff</a> Survey website.



A key feature of the reports is that they **provide organisations with up to five years of trend data**. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.



People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

Note. Historical benchmarking data for 2019 has been revised for the Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trusts benchmarking groups. This is due to a revision in the occupation group weighting to correctly reflect historical benchmarking group changes. Historical data is reweighted each year according to the latest results and so historical figures change with each new year of data; however it is advised to keep the above in mind when viewing historical results released in 2023.

Note. 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see <a href="https://www.nhsstaffsurveys.com/survey-documents/">https://www.nhsstaffsurveys.com/survey-documents/</a> for more details.



#### **Appendix C: 1. Reviewing People Promise and theme results**





When analysing People Promise element and theme results, it is easiest to start with the **overview** page to quickly identify areas of interest which can then be compared to the best, average, and worst result in the benchmarking group.

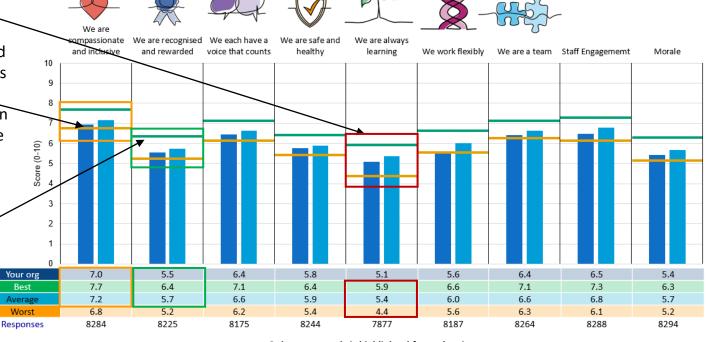
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

#### **Areas to improve**

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average result' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst result'. The closer your organisation's result is to the worst result, the more concerning the result.
- Results where your organisation's result is only marginally better than the 'Average result', but still lags behind the 'Best result' by a notable margin, could also be considered as areas for further improvement.

#### **Positive outcomes**

- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.
- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best result'.



#### Appendix C: 2. Reviewing results in more detail





#### **Review trend data**

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can help establish if there is genuine change in the results (if the results are consistently improving or declining over time), or whether a change between years is just a minor year-on-year fluctuation.

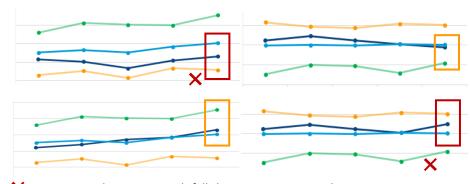


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

#### Review the sub-scores and questions feeding into the People Promise elements and themes

In order to understand exactly which factors are driving your organisation's People Promise element and theme results, you should review the sub-scores and questions feeding into these results. The **sub-score results** and the 'Question results' section contain the sub-scores and questions contributing to each People Promise element and theme, grouped together. By comparing 'Your org' results to the benchmarking group 'Average', 'Best' and 'Worst' results for each question, the questions which are driving your organisation's People Promise element and theme results can be identified.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions** where the organisation's results fall between the benchmarking group average and worst results. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



= Negative driver, org result falls between average and worst benchmarking group result for question

#### **Appendix C: 3. Reviewing question results**





This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

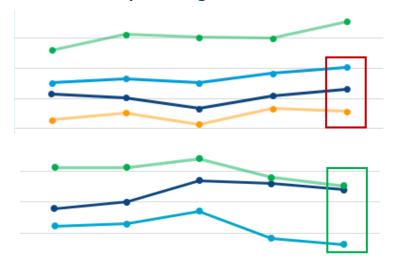
#### **Identifying questions of interest**

#### > Pre-defined questions of interest – key questions for your organisation

Most organisations will have questions which have traditionally been a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can be assessed on the backdrop of benchmark and historical trend data.

#### > Identifying questions of interest based on the results in this report

The methods recommended to review your People Promise and theme results can also be applied to pick out question level results of interest. However, unlike People Promise elements, themes and sub-scores where a higher result always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome (see details on the 'Using the report' page in the 'Introduction' section).



- To identify areas of concern: look for questions where the organisation value falls between the benchmarking group average and the worst result, particularly questions where your organisation result is very close to the worst result. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the organisation has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.
- When looking for positive outcomes: search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.





# Appendix D: Additional reporting outputs



#### **Appendix D: Additional reporting outputs**





Below are links to other key reporting outputs that complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.

#### **Supporting documents**



Basic Guide: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.



<u>Technical Document:</u> Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, People Promise, historical comparability of organisations and questions in the survey.

#### Other reporting outputs



Online Dashboards: Interactive dashboards containing results for all trusts nationally, each participating organisation (local), and for each region and ICS. Results are shown with trend data for up to five years where possible and show the full breakdown of response options for each question.



Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for Medway Community Healthcare.



<u>National Briefing Document:</u> Report containing the national results for the People Promise elements, themes and sub-scores. Results are shown with trend data for up to five years where possible.



<u>Detailed spreadsheets</u> Contain detailed weighted results for all participating organisations, all trusts nationally, and for each region and ICS.