



West Midlands Ambulance Service University NHS Foundation Trust

2023 NHS Staff Survey

Breakdown report

Introduction	4
People Promise element and Theme results – Breakdowns 1	5
<u>Central Functions</u>	6
<u>Integrated Emergency & Urgent Care</u>	7
<u>NARU</u>	8
<u>Non Emergency Services</u>	9
<u>Service Delivery</u>	10

<u>Corporate Services</u>	12
<u>Delivery/Logistics</u>	13
<u>Emergency Operations Centre</u>	14
<u>Emergency Services</u>	15
<u>Finance</u>	16
<u>NARU</u>	17
<u>Non Emergency Services</u>	18
<u>Patient Flow</u>	19
<u>Strategic Operations & Dig Integ</u>	20
<u>Workforce & Organisational Dev</u>	21

This breakdown report for West Midlands Ambulance Service University NHS Foundation Trust contains results by breakdown area for People Promise element and theme results from the 2023 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

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

The breakdowns used in this report were provided and defined by West Midlands Ambulance Service University NHS Foundation Trust. Details of how the People Promise element and theme scores were calculated are included in the Technical Document, available to download from our results website.

Key features

Breakdown type and **breakdown name** are specified in the header.

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

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



! Note: when there are less than 10 responses in a group, results are suppressed to protect staff confidentiality, for some organisations this could mean that all breakdown results are suppressed.

Breakdowns 1

West Midlands Ambulance Service University NHS Foundation Trust
2023 NHS Staff Survey



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



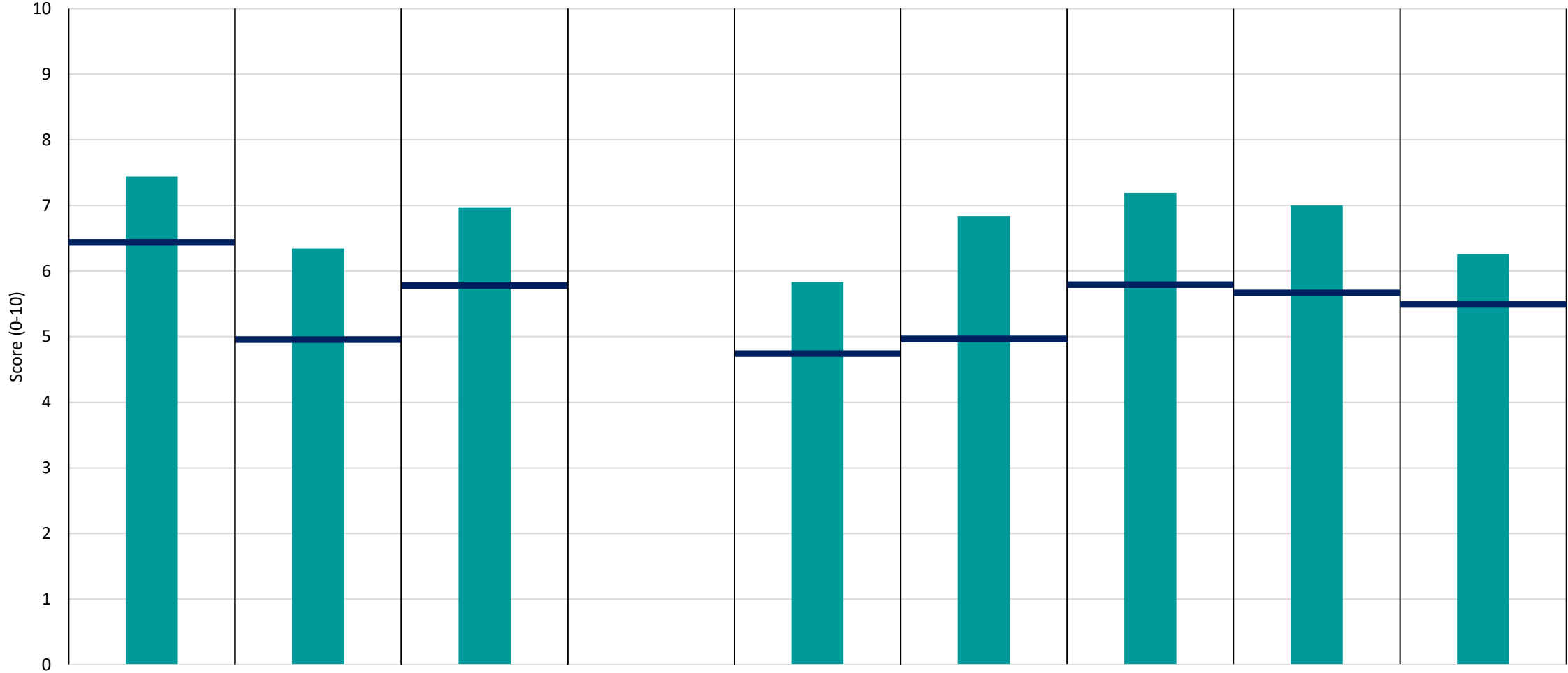
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.44	6.34	6.97	-	5.83	6.84	7.19	7.00	6.26
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	349	348	347	-	337	347	349	350	349

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



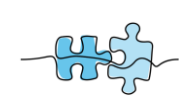
We are safe and
healthy



We are always
learning



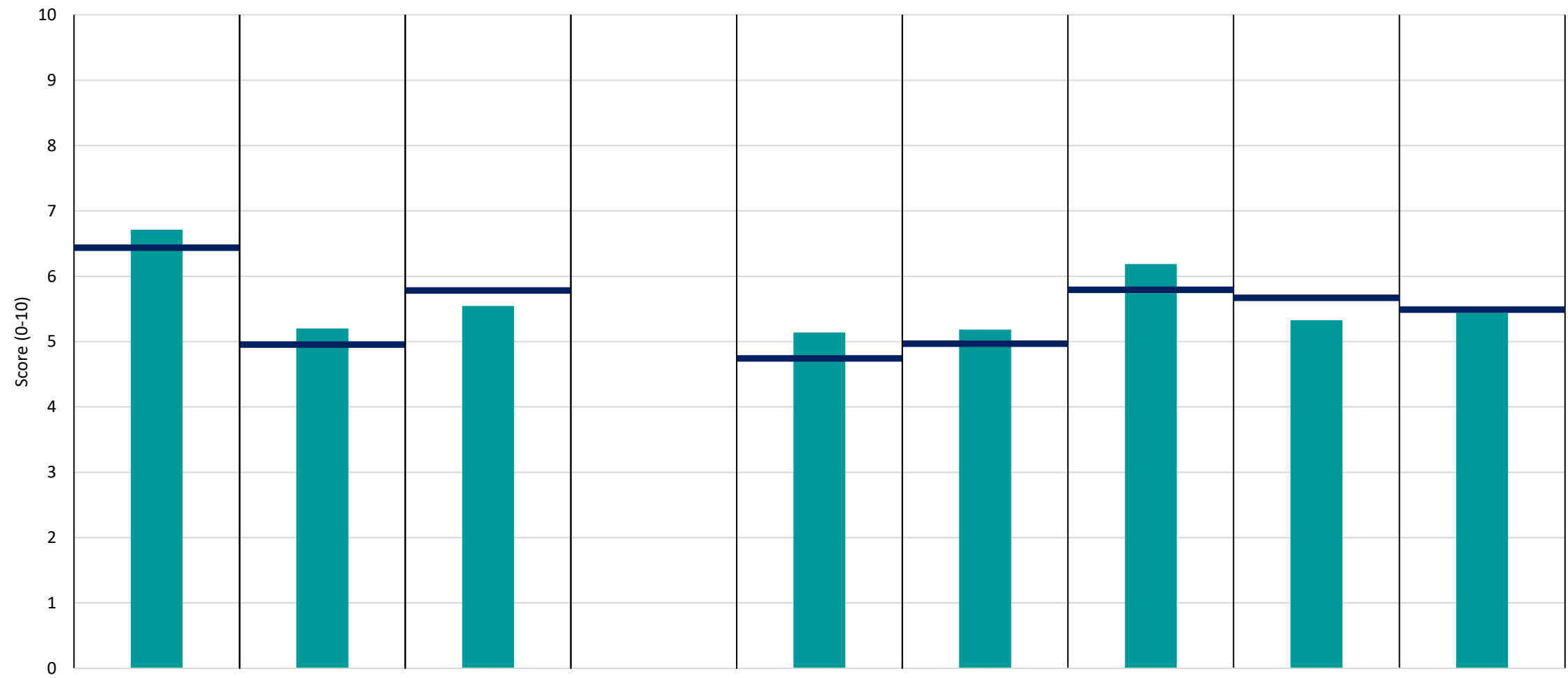
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.71	5.20	5.54	-	5.14	5.18	6.19	5.33	5.44
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	403	402	402	-	371	401	403	403	403

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.



We are compassionate and inclusive



We are recognised and rewarded



We each have a voice that counts



We are safe and healthy



We are always learning



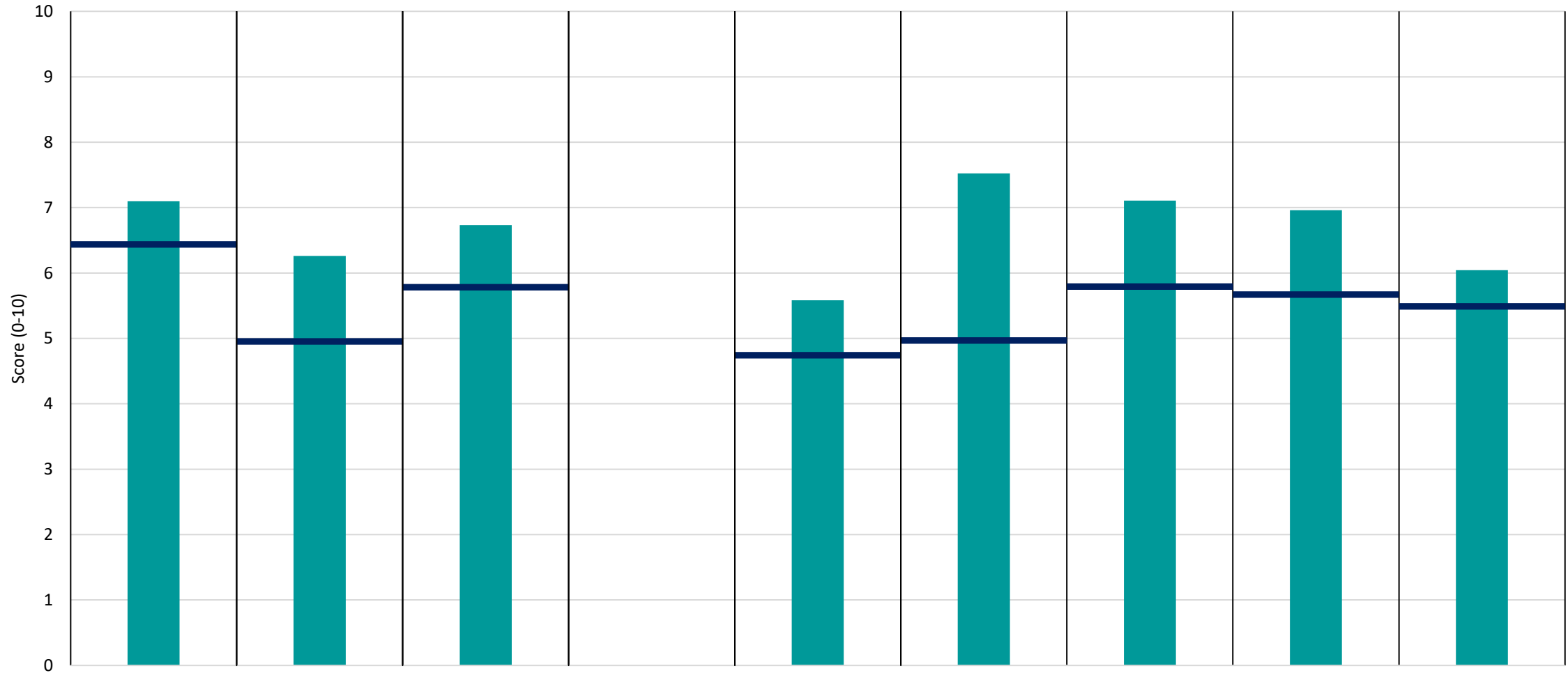
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.10	6.26	6.73	-	5.58	7.52	7.11	6.96	6.04
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49

Responses 19 19 18 - 19 19 19 19 19 8

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



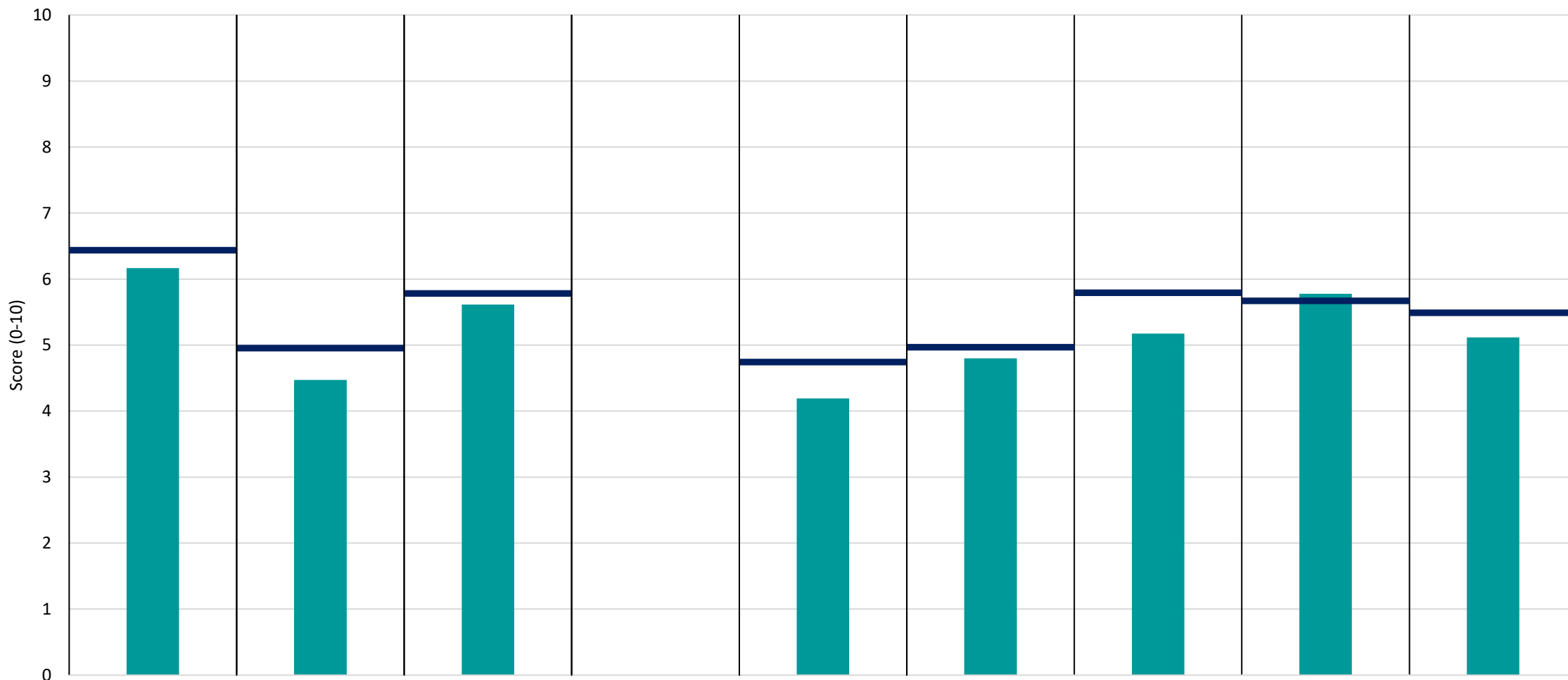
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.17	4.47	5.62	-	4.19	4.80	5.17	5.78	5.12
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	369	367	368	-	334	366	369	369	369

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



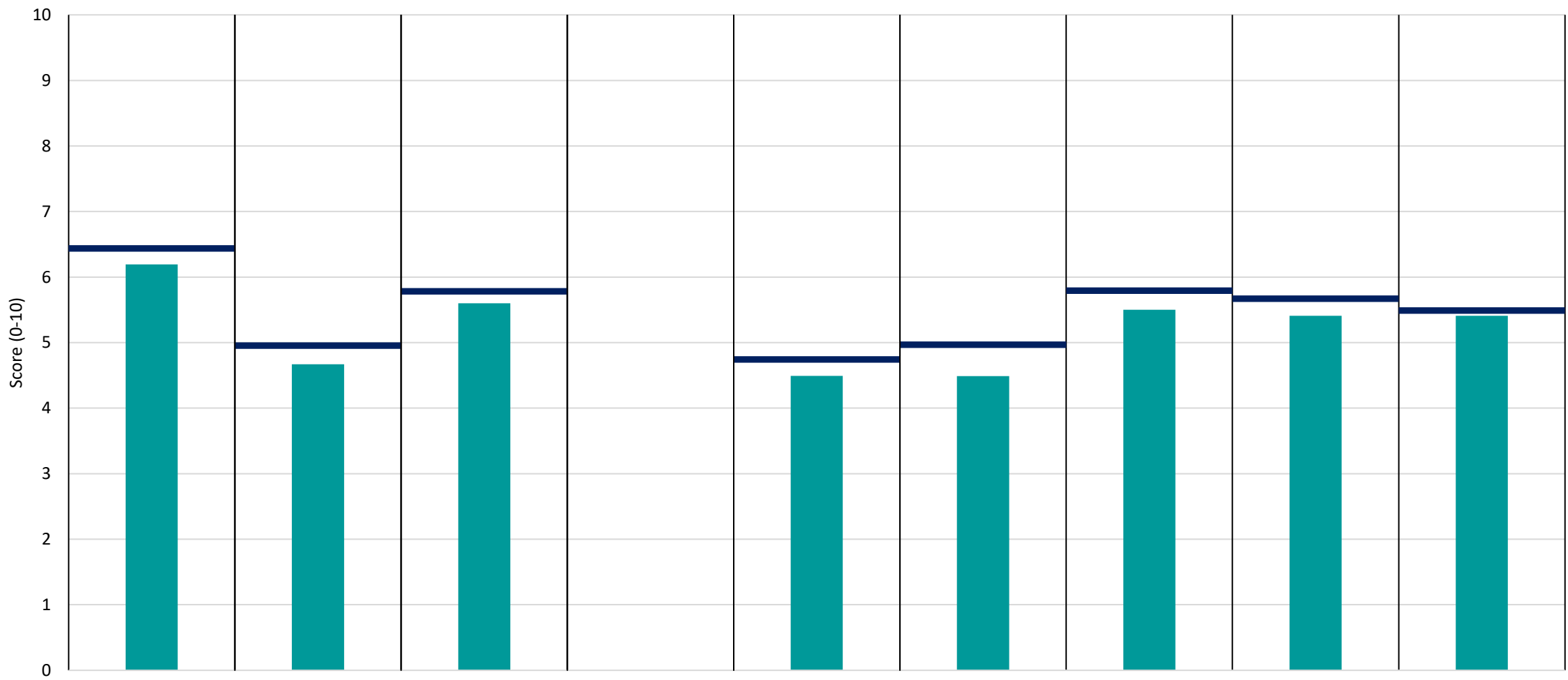
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.19	4.67	5.60	-	4.49	4.49	5.50	5.41	5.41
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	1518	1515	1513	-	1401	1513	1518	1519	1519 ¹⁰

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.

Breakdowns 2

West Midlands Ambulance Service University NHS Foundation Trust
2023 NHS Staff Survey



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



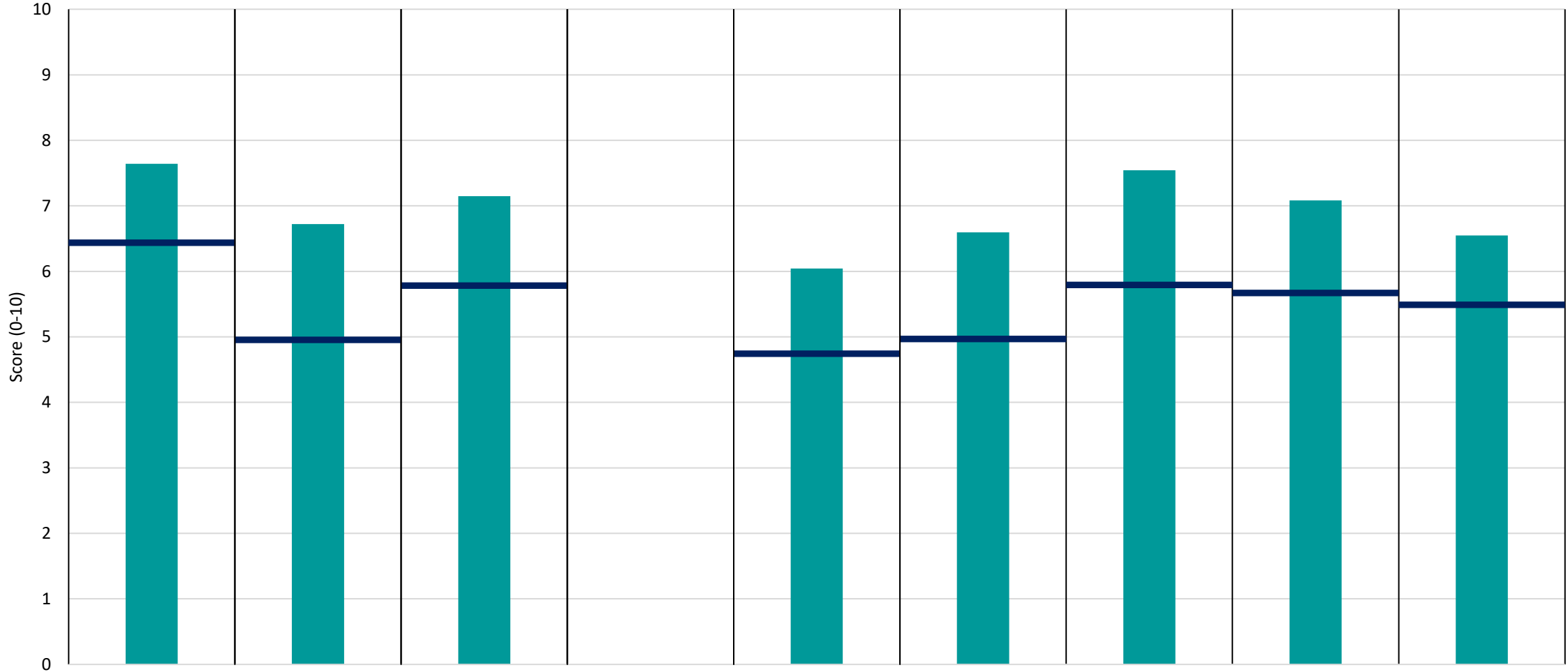
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.64	6.72	7.15	-	6.04	6.60	7.54	7.08	6.55
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49

Responses 138 137 138 - 133 137 138 138 138 138 12

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



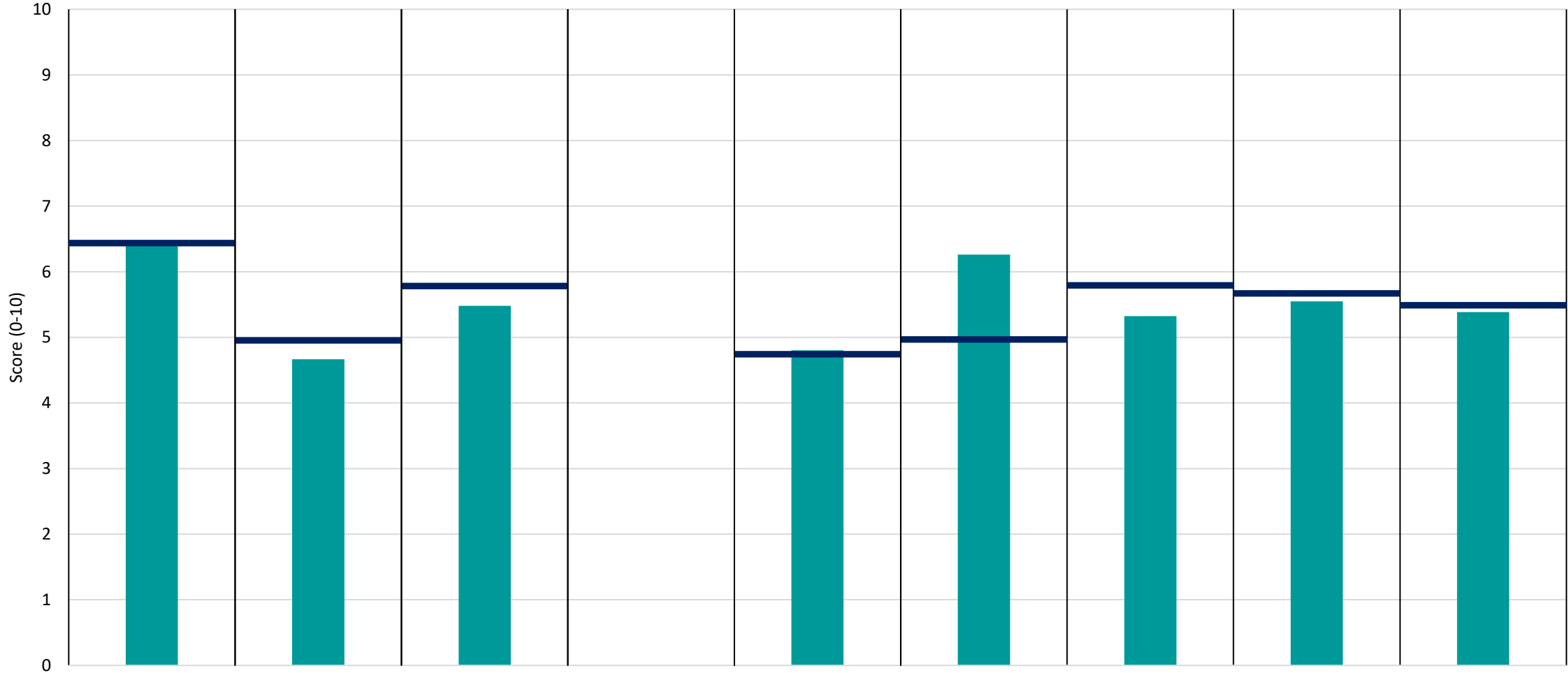
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.46	4.67	5.48	-	4.80	6.26	5.33	5.55	5.39
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	36	36	36	-	31	36	36	36	36



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



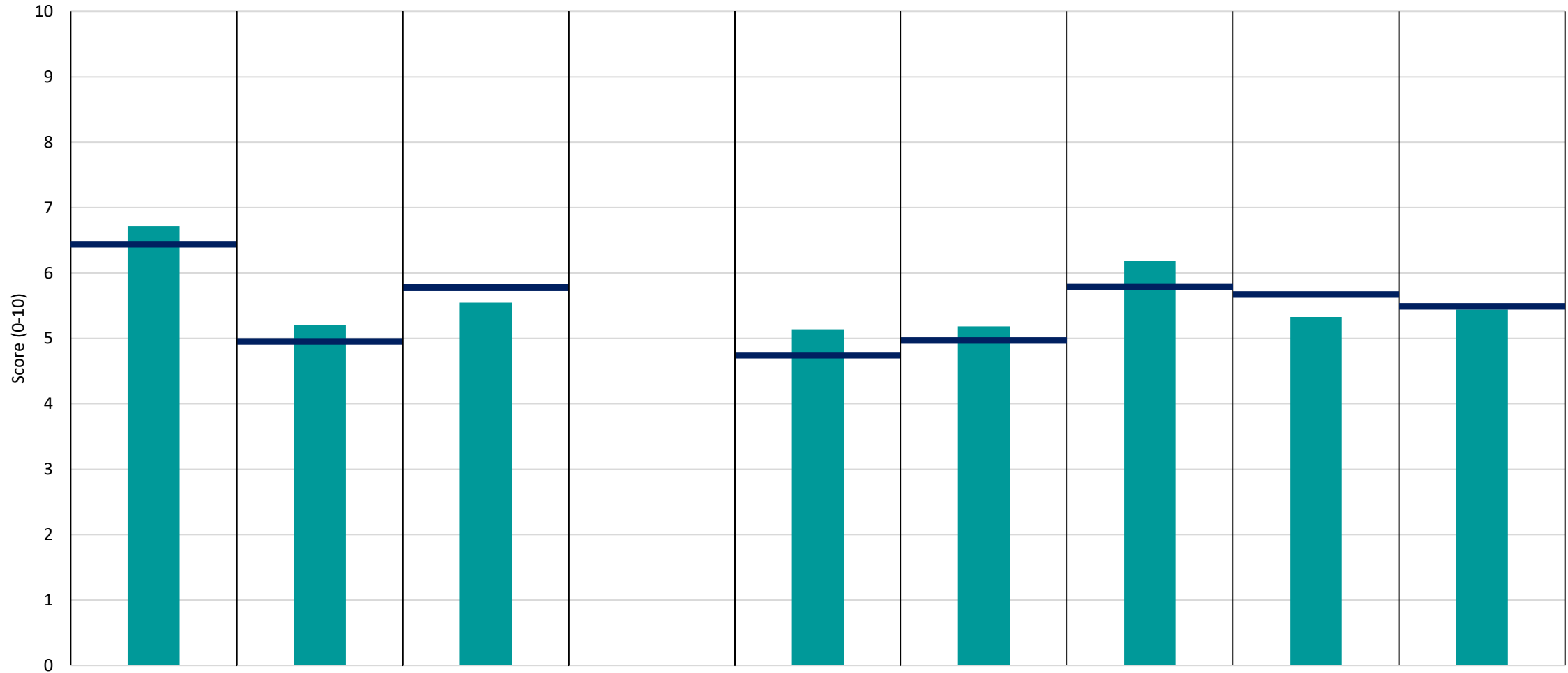
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.71	5.20	5.54	-	5.14	5.18	6.19	5.33	5.44
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	403	402	402	-	371	401	403	403	403



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



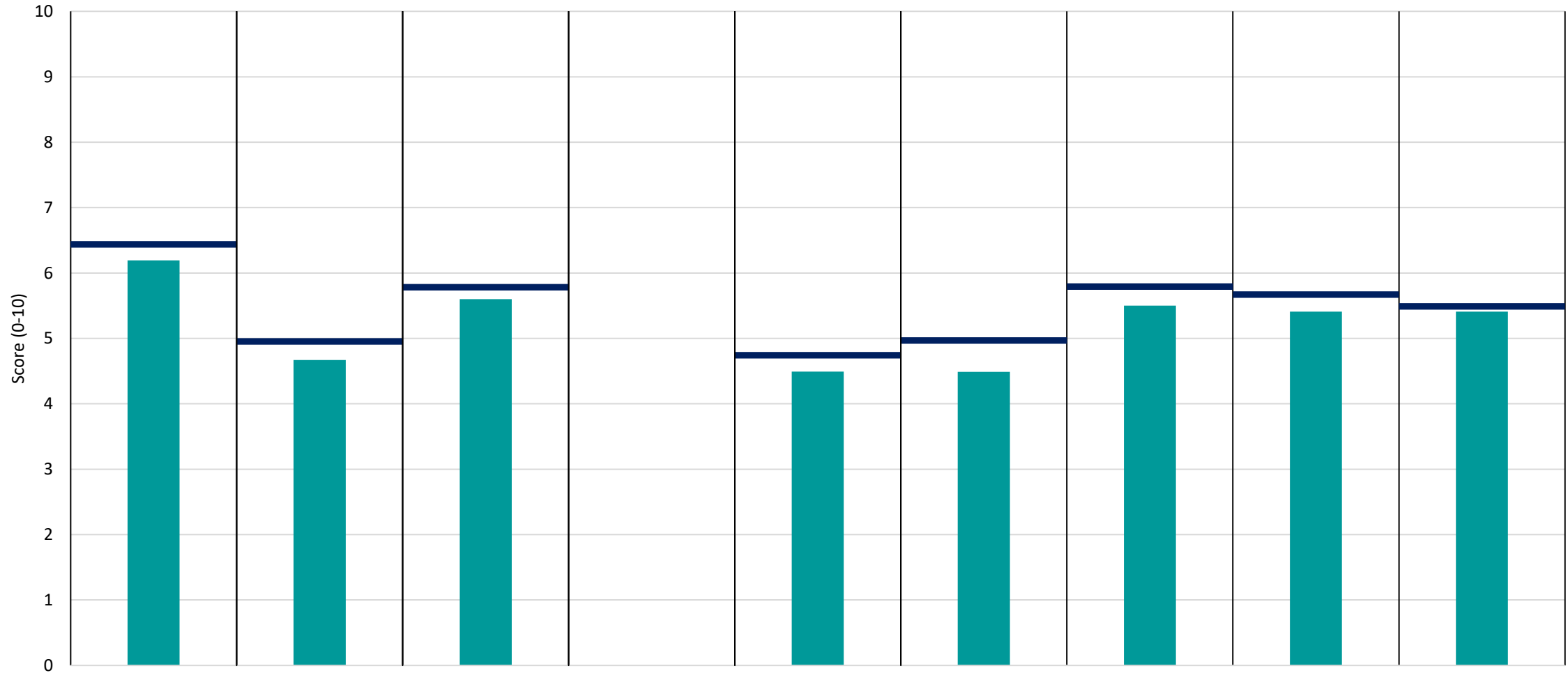
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.19	4.67	5.60	-	4.49	4.49	5.50	5.41	5.41
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	1518	1515	1513	-	1401	1513	1518	1519	1519 ¹⁵

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.



We are compassionate and inclusive



We are recognised and rewarded



We each have a voice that counts



We are safe and healthy



We are always learning



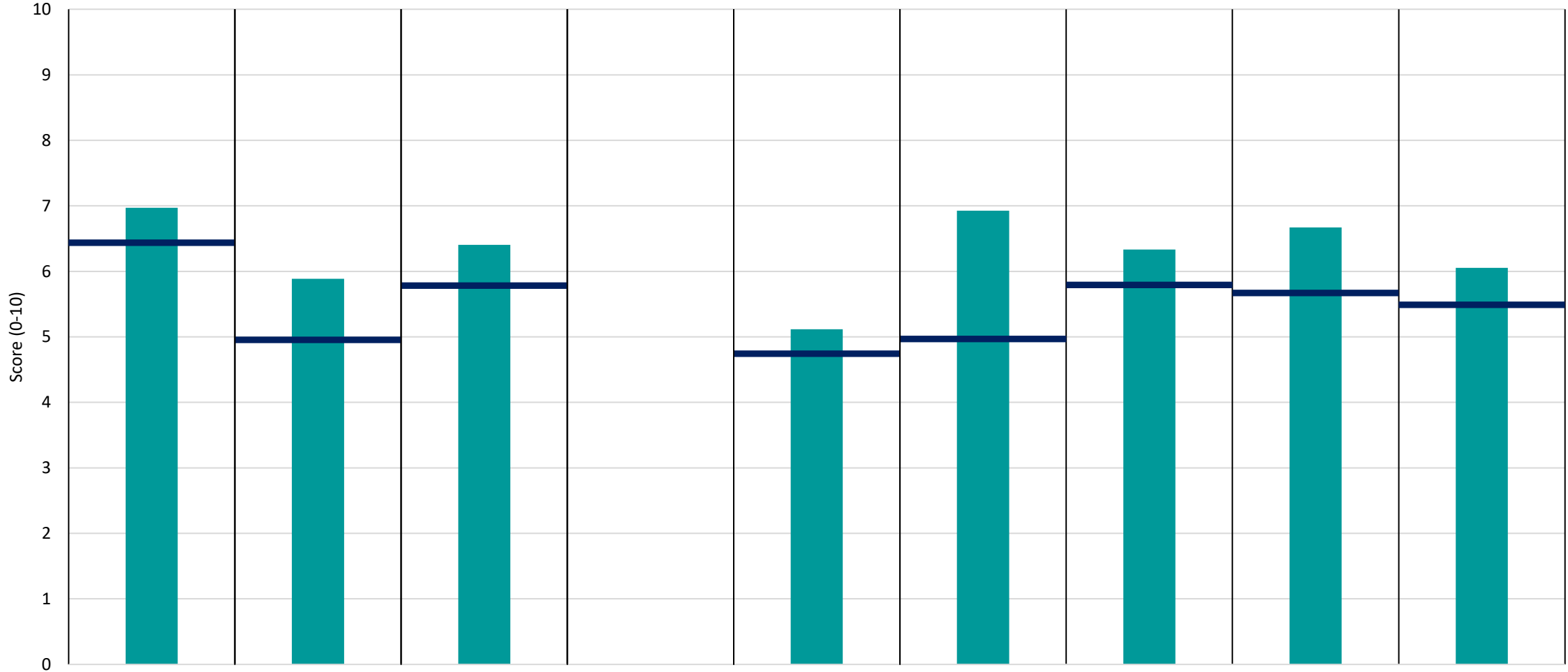
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.97	5.89	6.40	-	5.12	6.93	6.33	6.67	6.05
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49

Responses 53 53 52 - 52 53 53 53 53 16

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.



We are compassionate and inclusive



We are recognised and rewarded



We each have a voice that counts



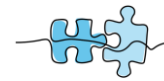
We are safe and healthy



We are always learning



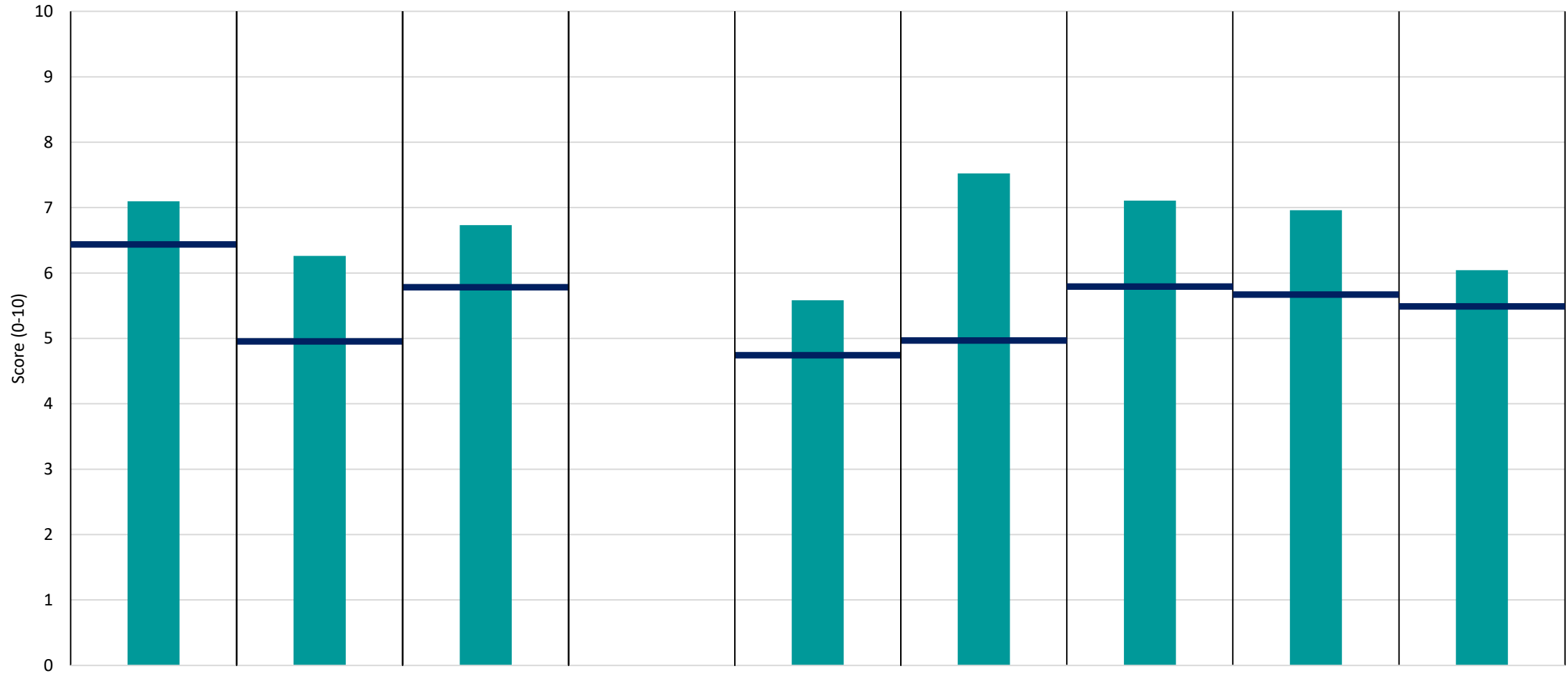
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.10	6.26	6.73	-	5.58	7.52	7.11	6.96	6.04
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49

Responses 19 19 18 - 19 19 19 19 19 19 17

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.

Non Emergency Services



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



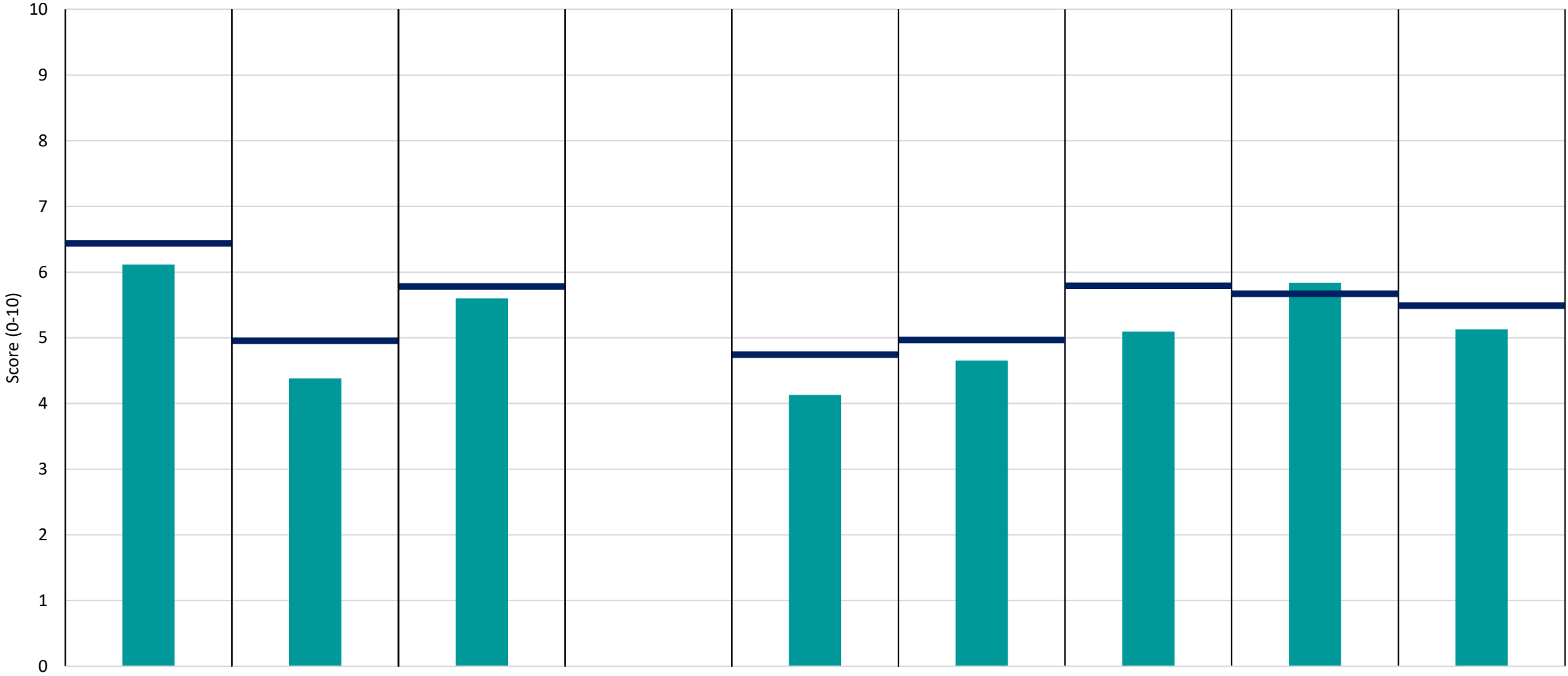
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.11	4.38	5.60	-	4.13	4.65	5.10	5.84	5.13
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	278	276	277	-	250	276	278	278	278

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



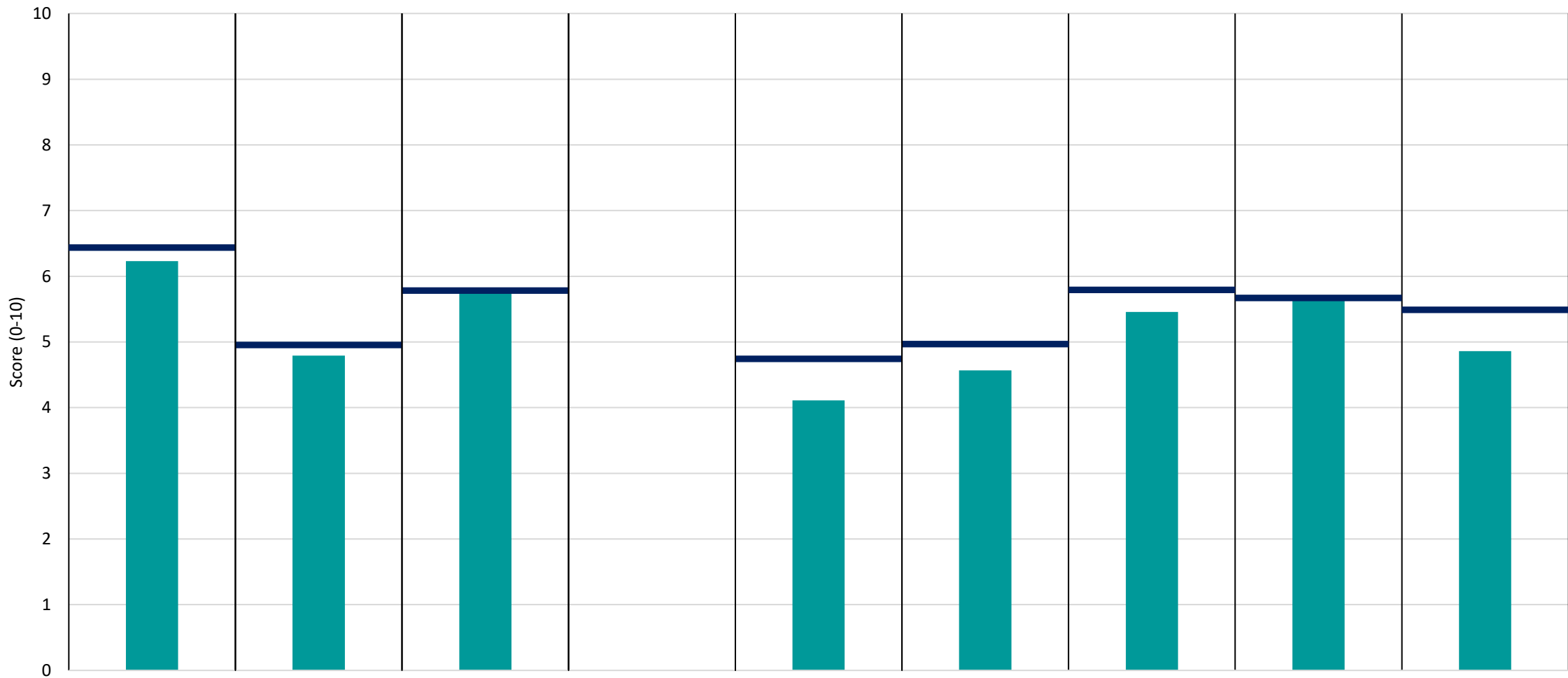
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.23	4.79	5.79	-	4.11	4.57	5.46	5.63	4.86
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49

Responses 55 55 55 - 53 54 55 55 55 19

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



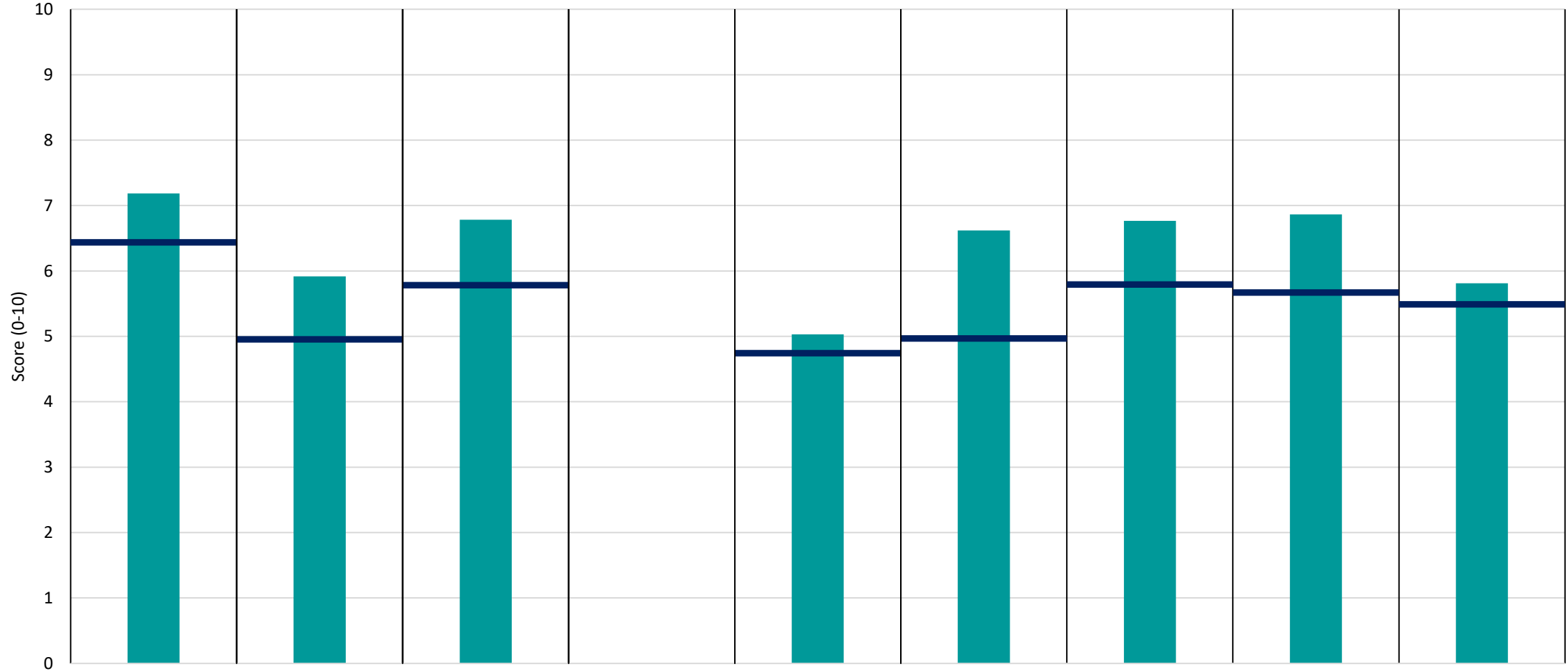
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.18	5.92	6.78	-	5.03	6.62	6.77	6.87	5.81
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49

Responses 73 73 72 - 70 73 73 74 73 20

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.



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



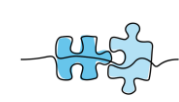
We are safe and
healthy



We are always
learning



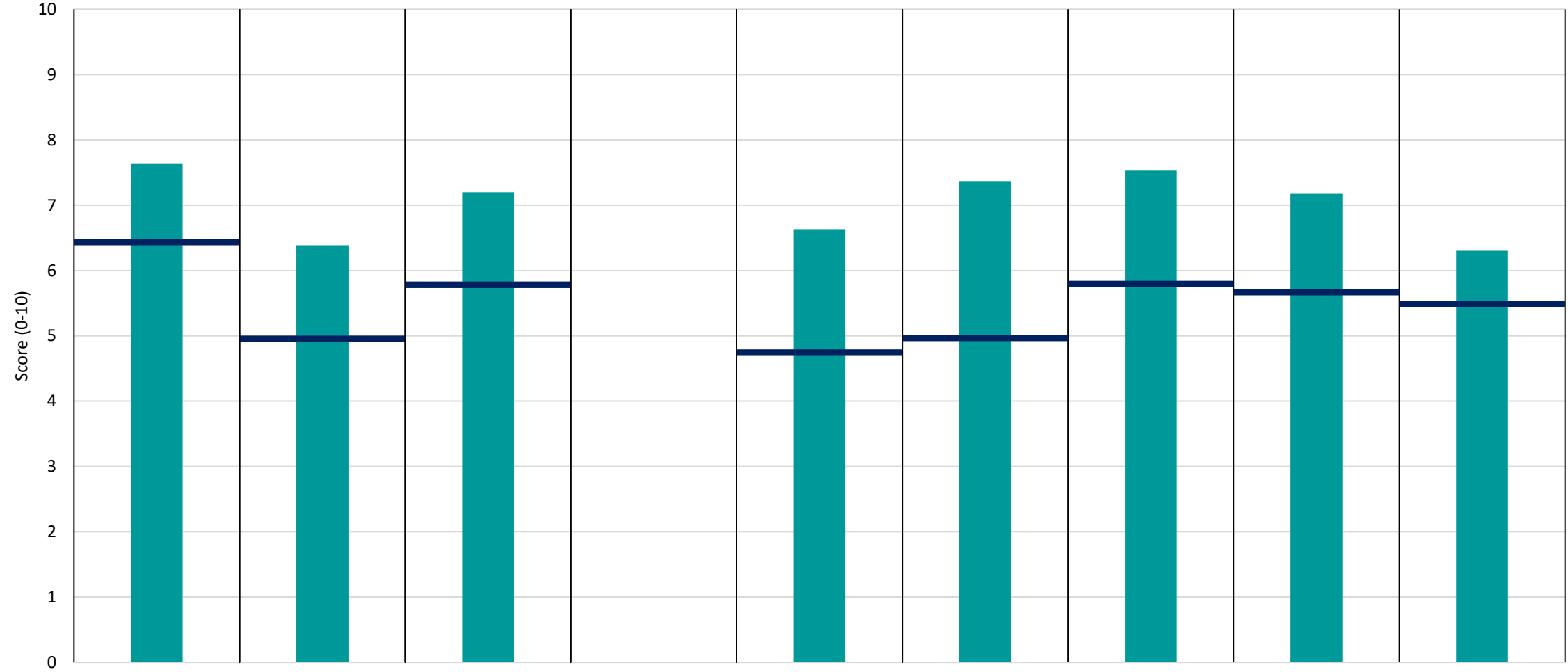
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.63	6.39	7.20	-	6.63	7.37	7.53	7.17	6.30
Your org	6.44	4.96	5.78	-	4.74	4.97	5.79	5.67	5.49
Responses	85	85	85	-	82	84	85	85	85

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.