



East of England Ambulance Service NHS Trust

2023 NHS Staff Survey

Breakdown report

Introduction	4
People Promise element and Theme results – Breakdowns 1	5
<u>Accident & Emergency</u>	6
<u>Air & Special Operations</u>	7
<u>Emergency Operation Centres</u>	8
<u>Operational Support & Estates</u>	9
<u>Patient Transport Services</u>	10
<u>Support Services</u>	11

<u>B&L Sector</u>	13
<u>Beds & Luton Sector</u>	14
<u>C&P Sector</u>	15
<u>Cambs & Pbough Sector</u>	16
<u>Clinical Quality</u>	17
<u>Corp Governance</u>	18
<u>ECAT</u>	19
<u>Emergency Operations Centre</u>	20
<u>Finance</u>	21
<u>H&W, M&S, & N&W Sectors and PTS Reg</u>	22
<u>Herts & West Essex Sector</u>	23
<u>IM&T</u>	24
<u>Integration</u>	25
<u>Medical</u>	26
<u>Mid & South Essex Sector</u>	27
<u>Norfolk & Wav Sector Inc Ops Man</u>	28
<u>Operational Support & Estates</u>	29
<u>Other</u>	30
<u>People Services</u>	31
<u>SNNE Sector</u>	32
<u>Special Operations</u>	33
<u>Strategy Culture & Education</u>	34
<u>Suff & North Essex Sector</u>	35
<u>TOC Centre & SPOC</u>	36

This breakdown report for East of England Ambulance Service NHS 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 East of England Ambulance Service NHS 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

East of England Ambulance Service NHS Trust
2023 NHS Staff Survey

Accident & Emergency



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



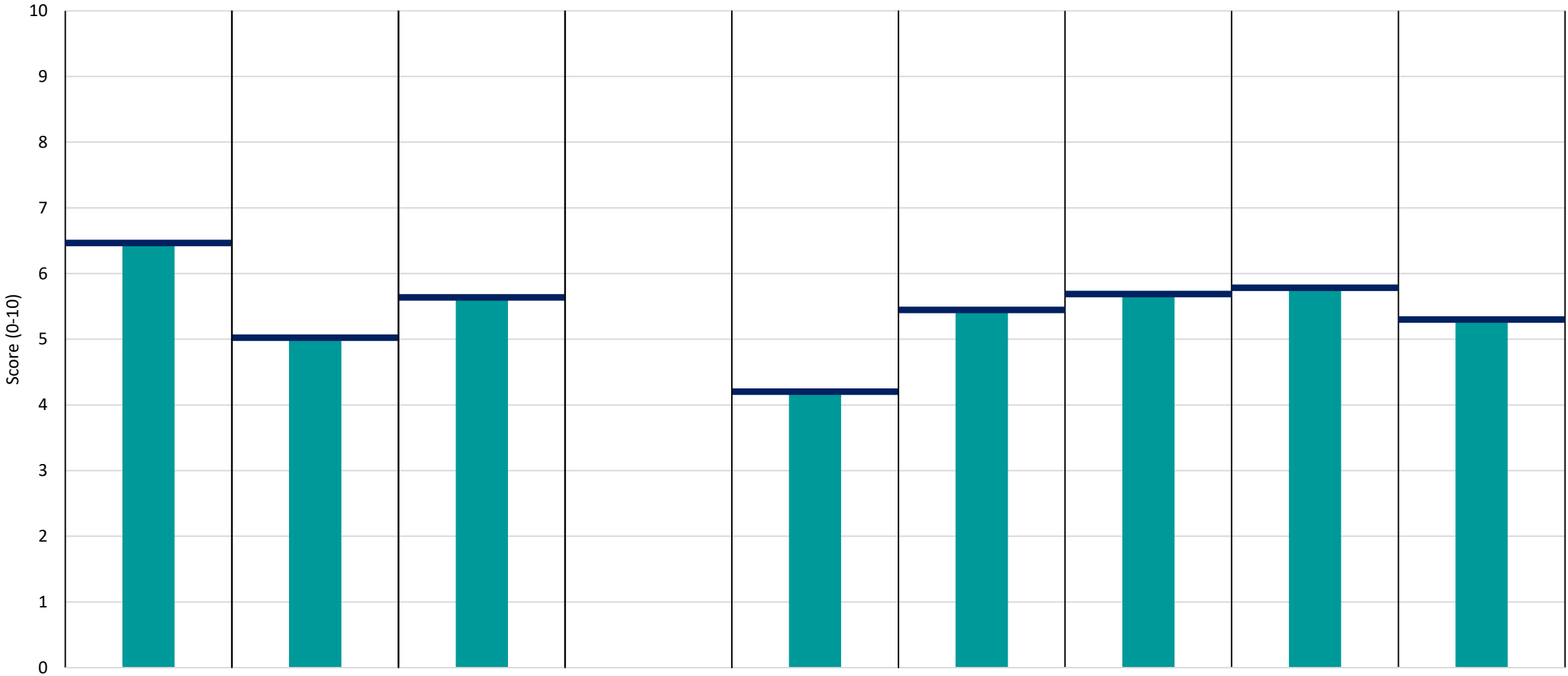
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.48	5.03	5.66	-	4.23	5.44	5.70	5.80	5.34
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	1872	1868	1864	-	1677	1864	1864	1873	1872

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



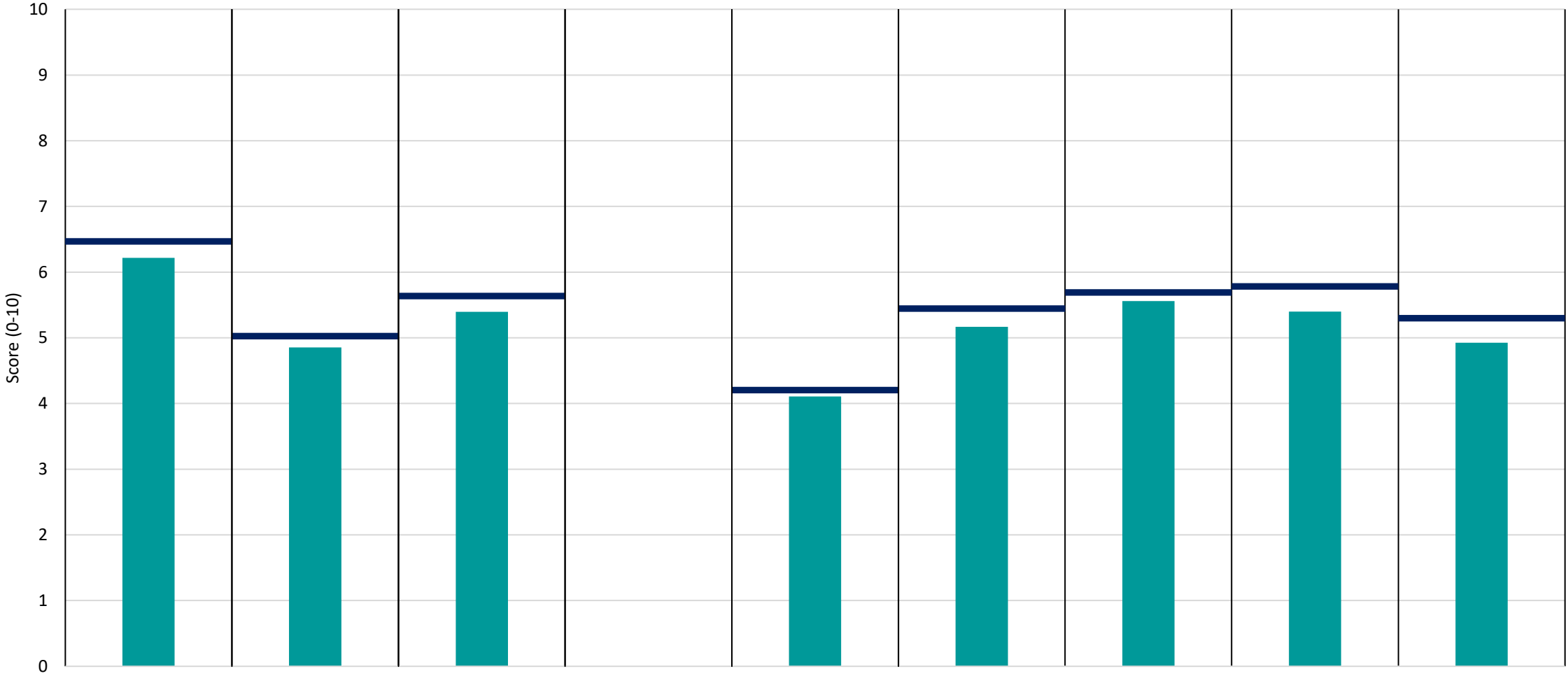
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.22	4.85	5.40	-	4.11	5.17	5.56	5.40	4.93
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 92 92 92 - 88 92 92 92 92 92 7

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



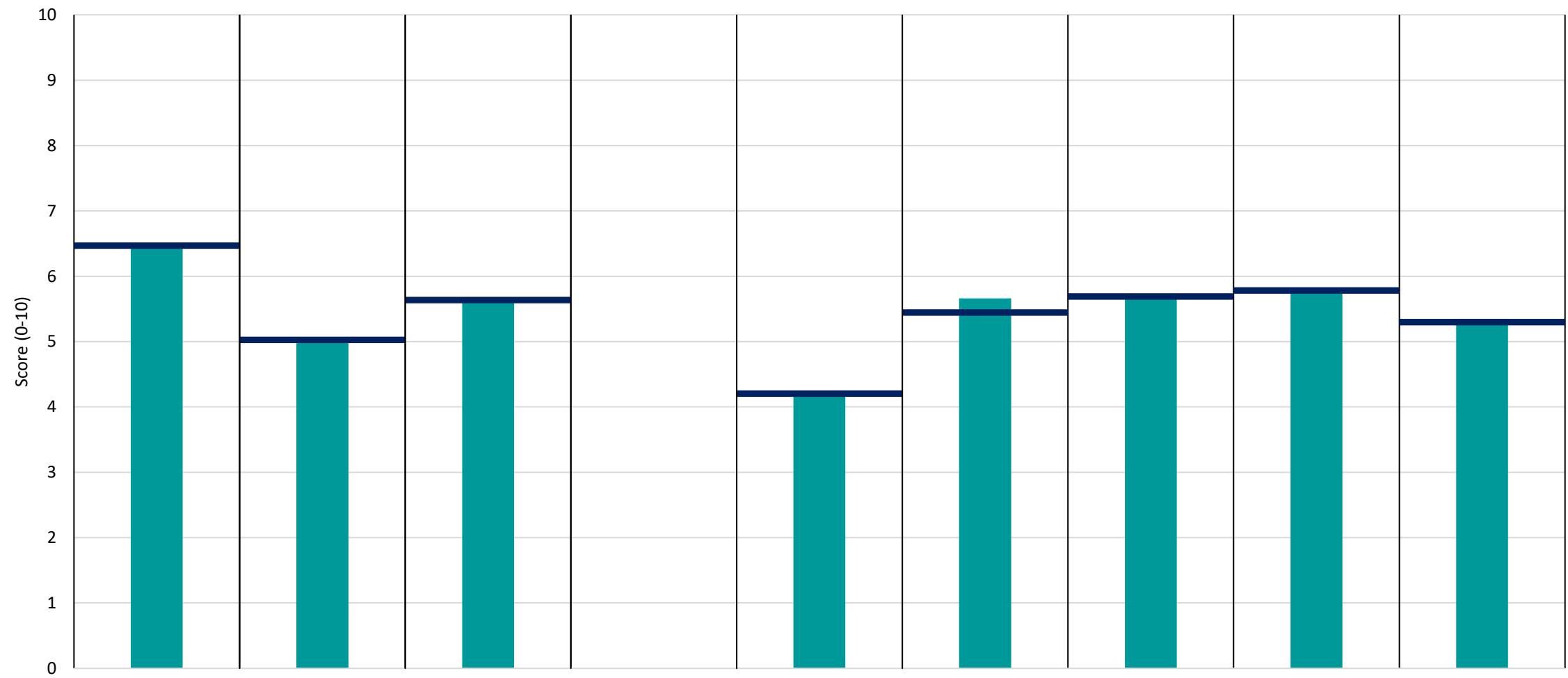
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.50	5.06	5.64	-	4.21	5.66	5.72	5.80	5.34
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	372	372	370	-	333	372	372	372	372

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



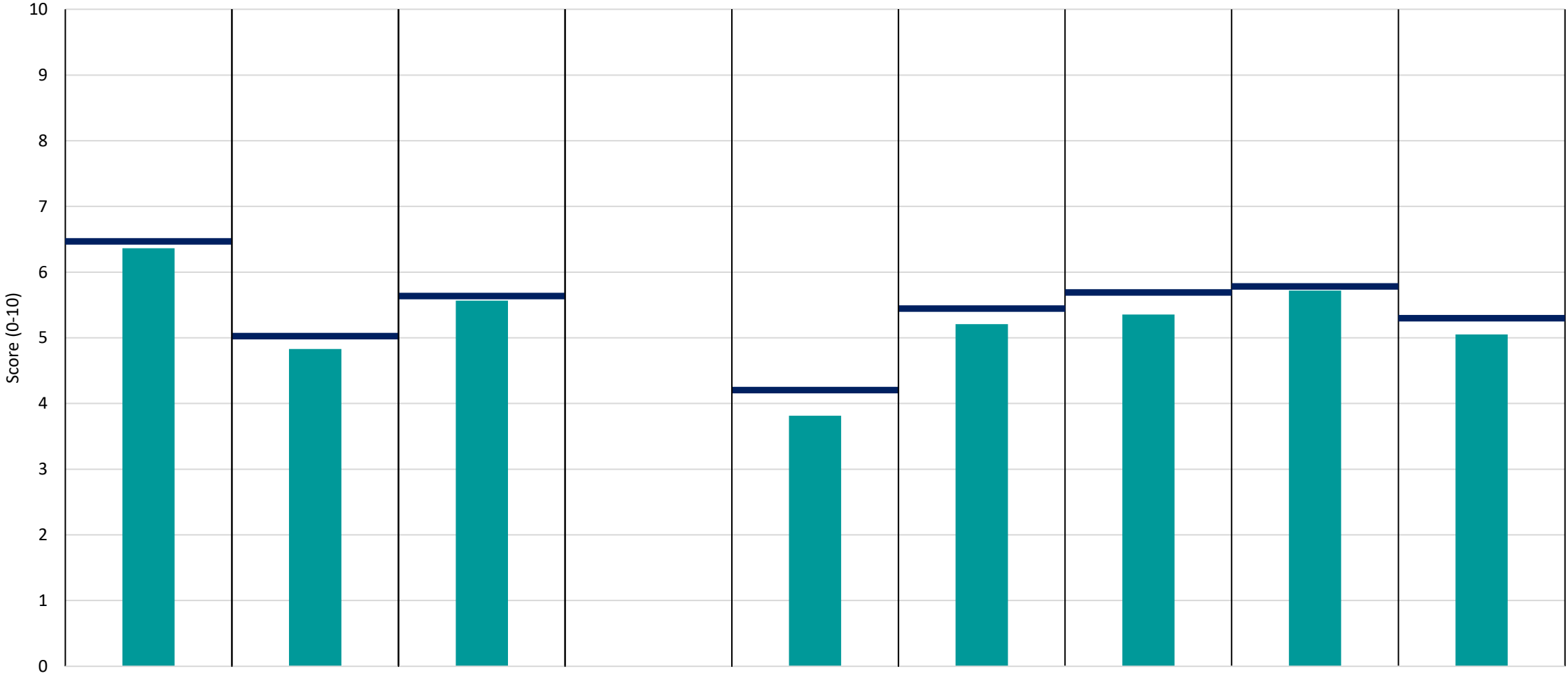
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.37	4.83	5.57	-	3.81	5.21	5.36	5.72	5.05
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 153 153 153 - 135 153 153 153 153 153 9

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



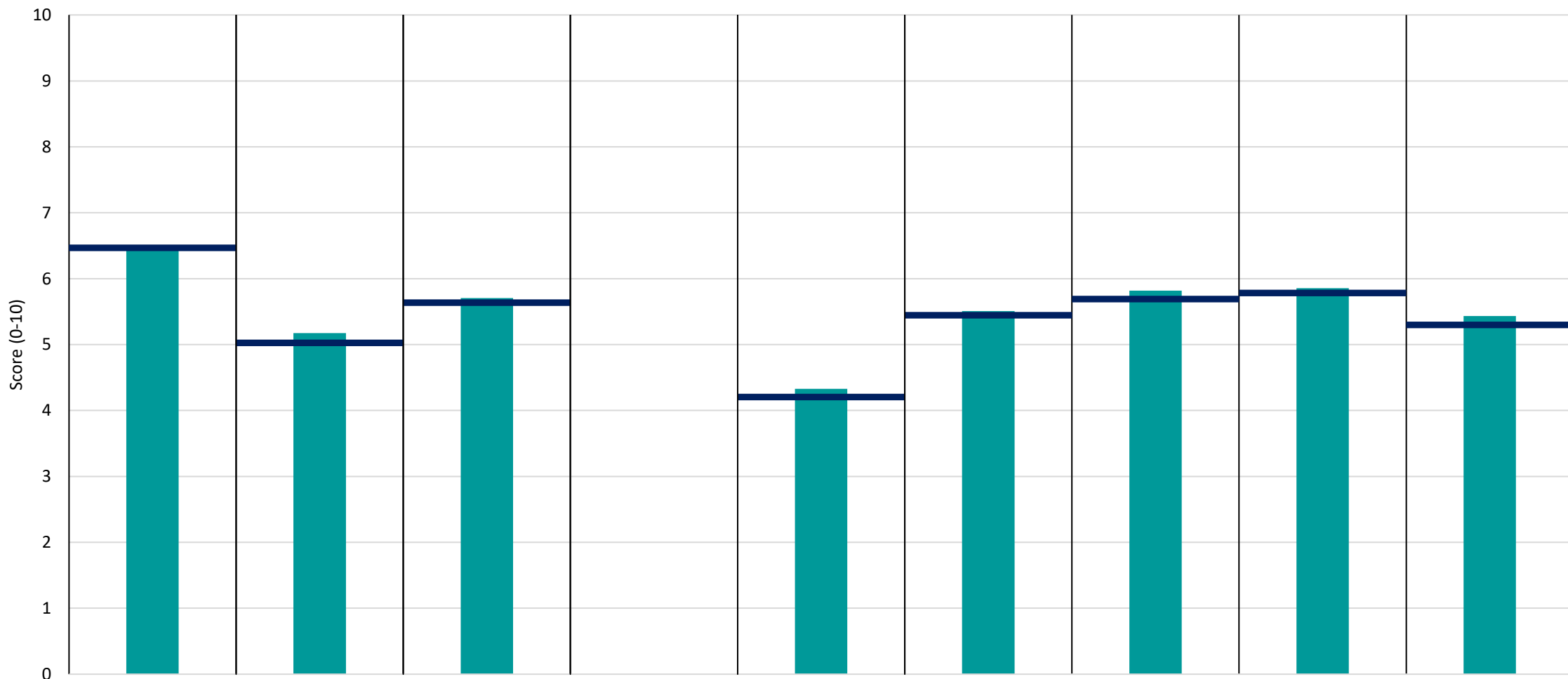
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.50	5.17	5.71	-	4.33	5.51	5.82	5.86	5.43
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	248	246	247	-	218	247	247	248	248

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



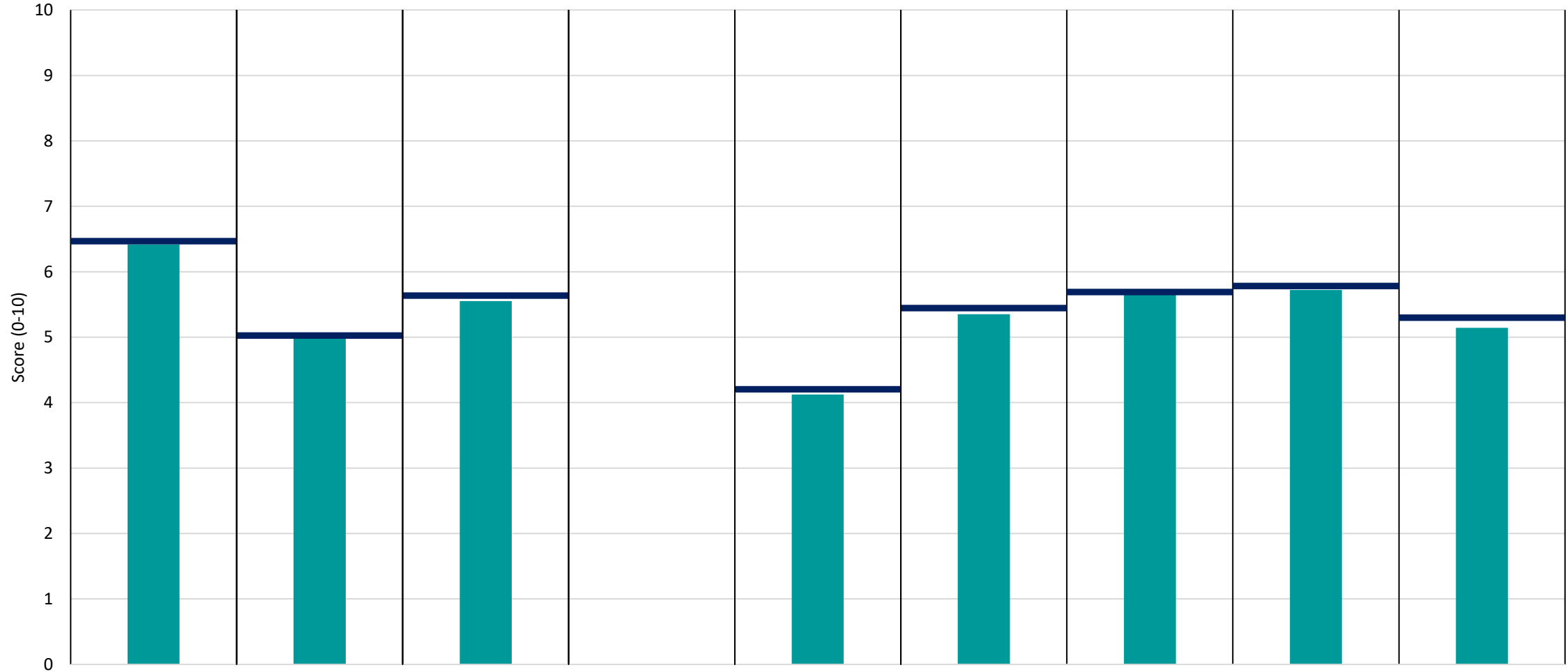
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.42	4.98	5.55	-	4.12	5.35	5.66	5.72	5.14
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	321	320	319	-	295	318	321	322	321

Breakdowns 2

East of England Ambulance Service NHS 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



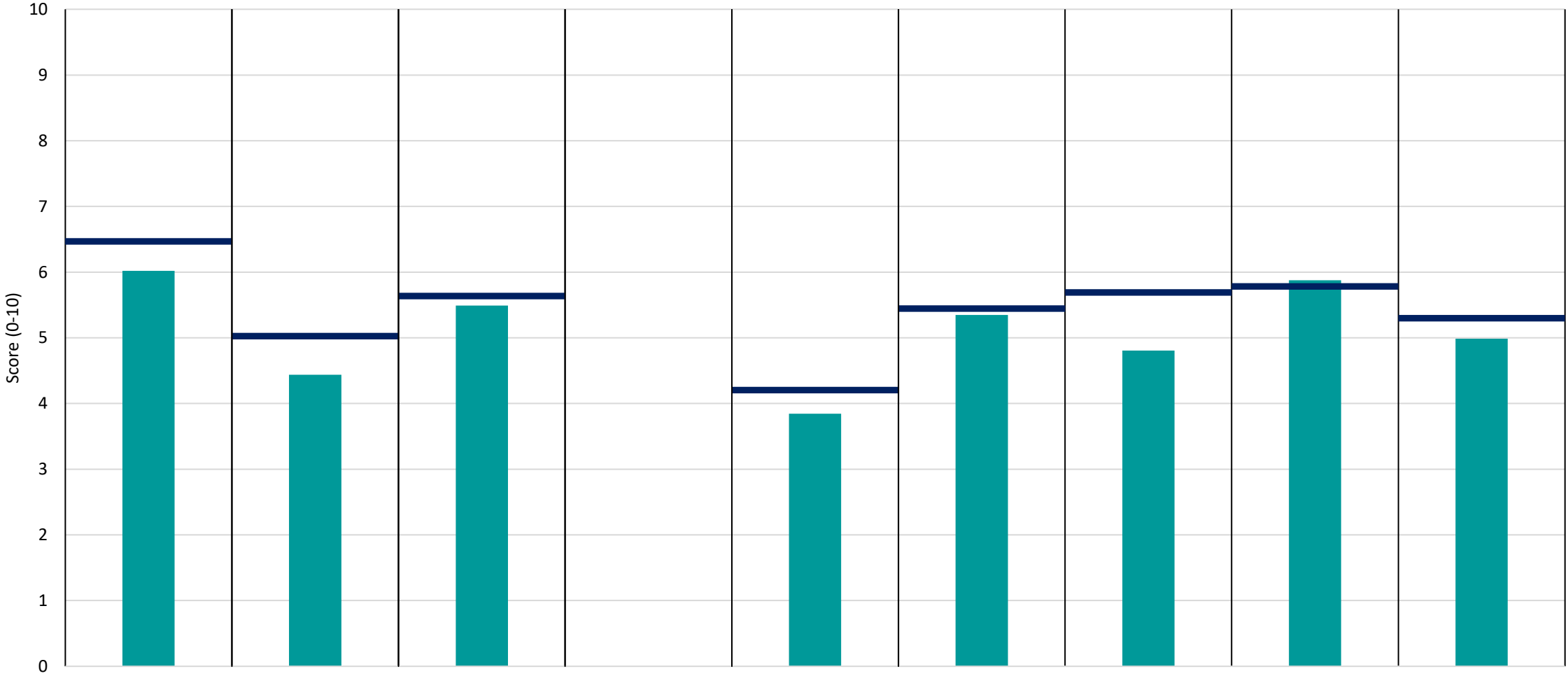
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.02	4.44	5.49	-	3.84	5.35	4.81	5.88	4.99
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	72	72	72	-	61	71	71	72	72

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



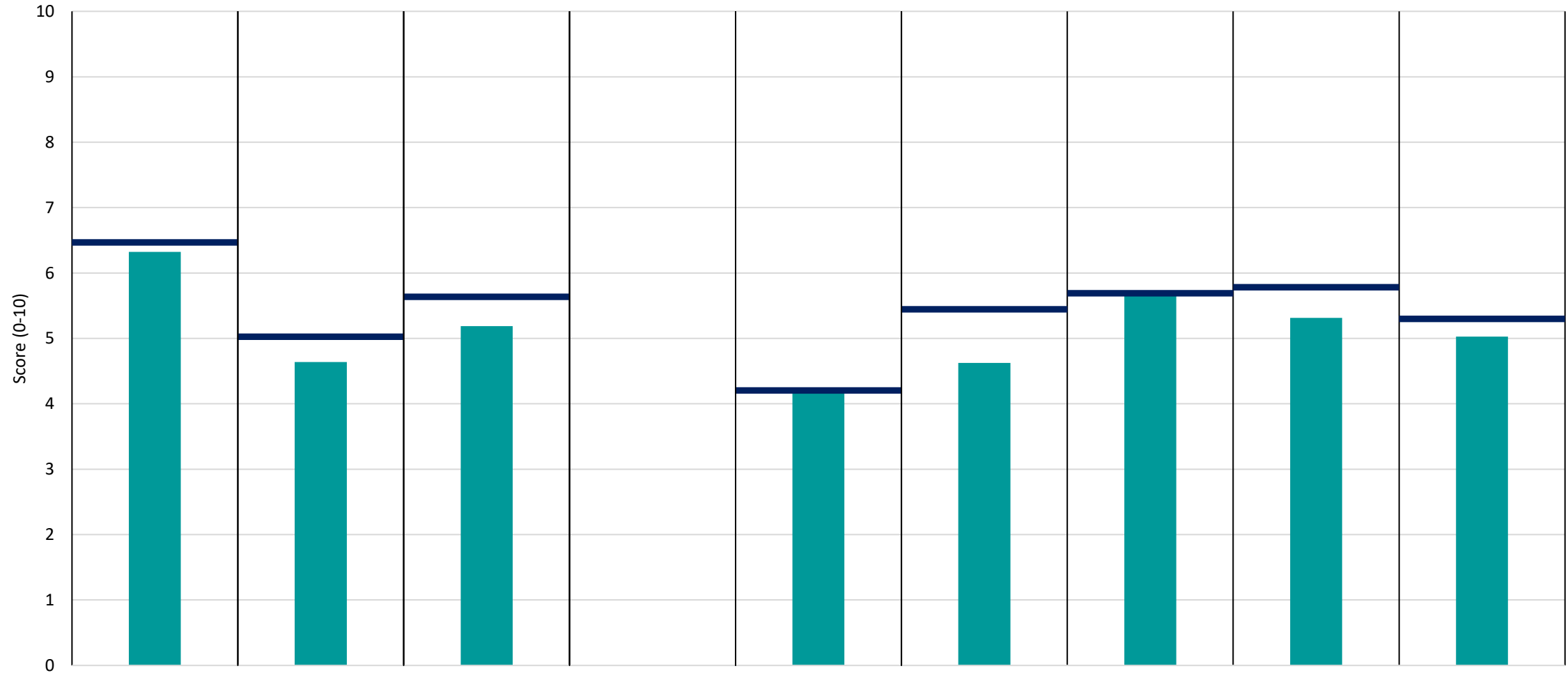
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.32	4.64	5.19	-	4.16	4.62	5.66	5.31	5.03
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	152	152	152	-	129	152	151	152	152



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



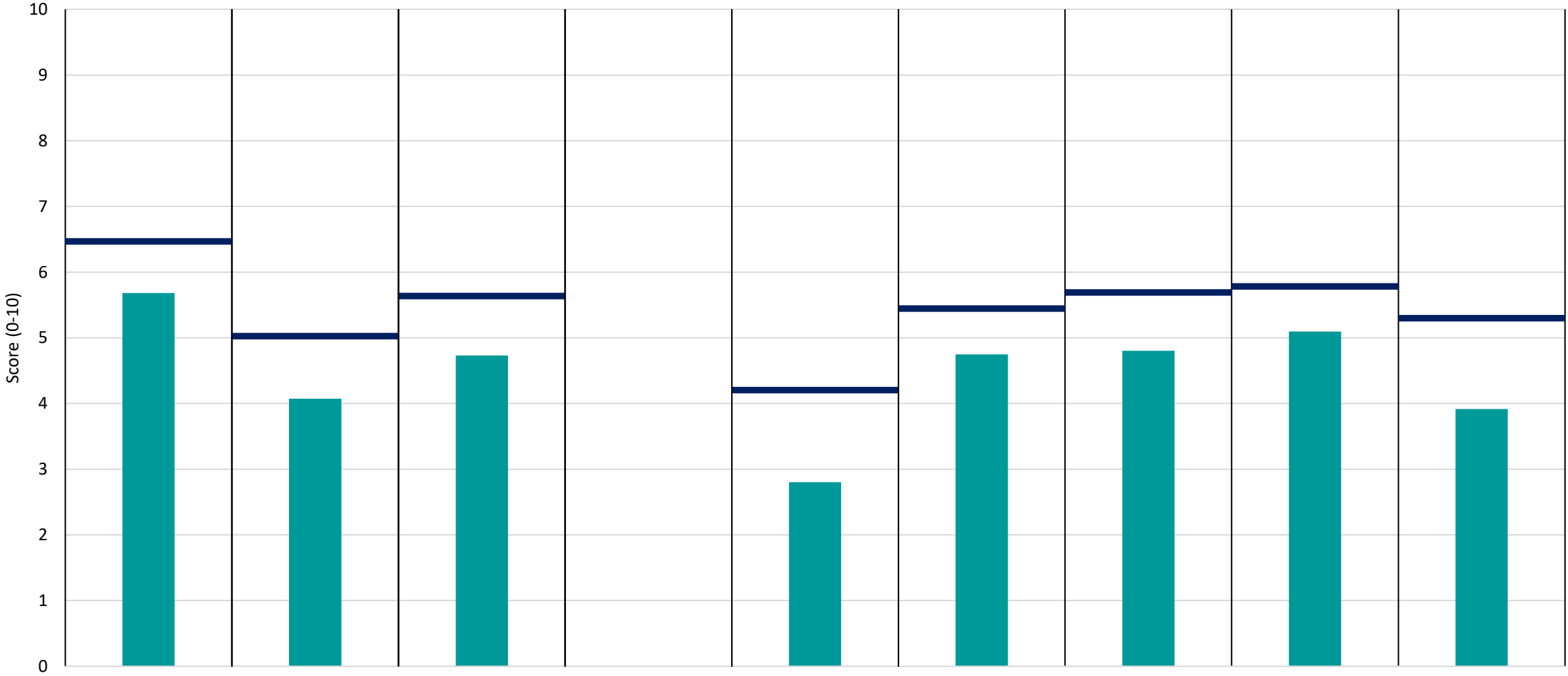
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	5.68	4.07	4.73	-	2.80	4.75	4.80	5.10	3.92
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 66 66 65 - 60 66 66 66 66 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



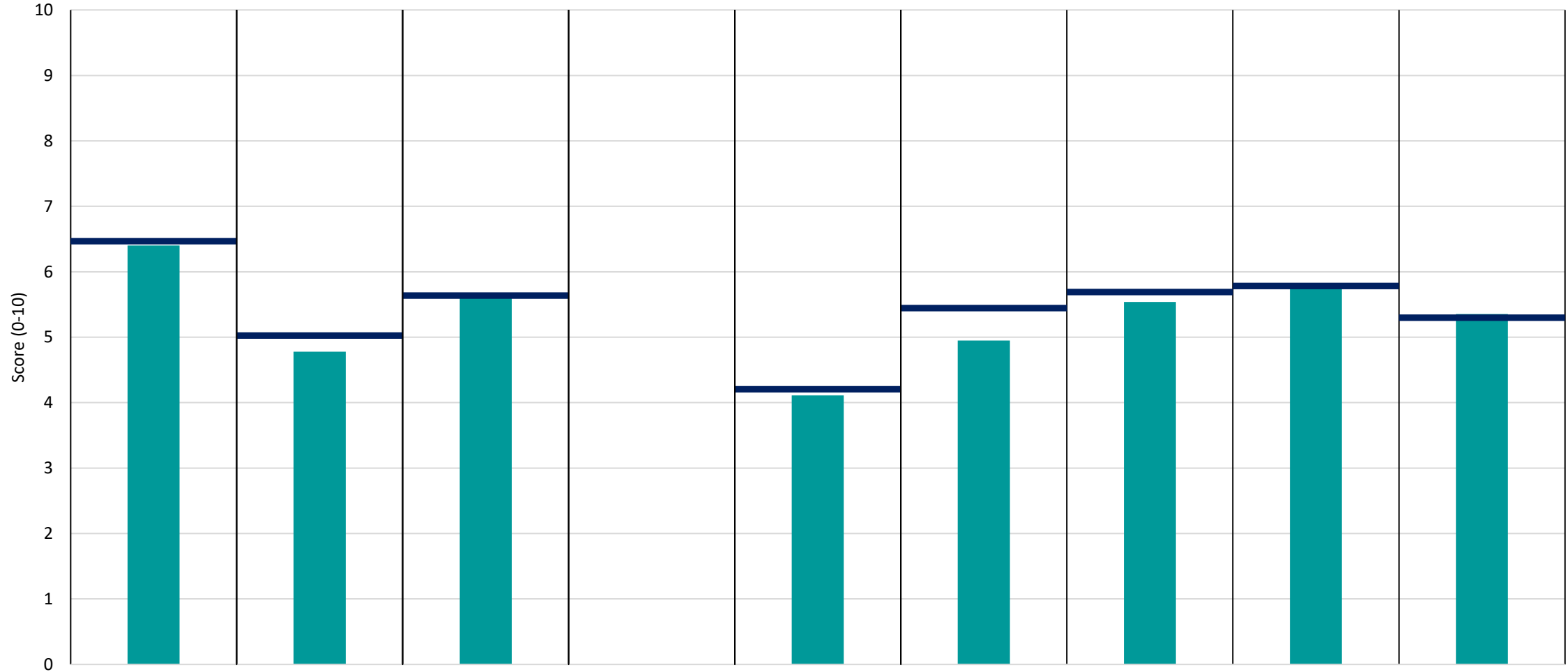
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.40	4.78	5.59	-	4.11	4.95	5.54	5.74	5.36
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	272	272	270	-	238	271	270	273	272



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



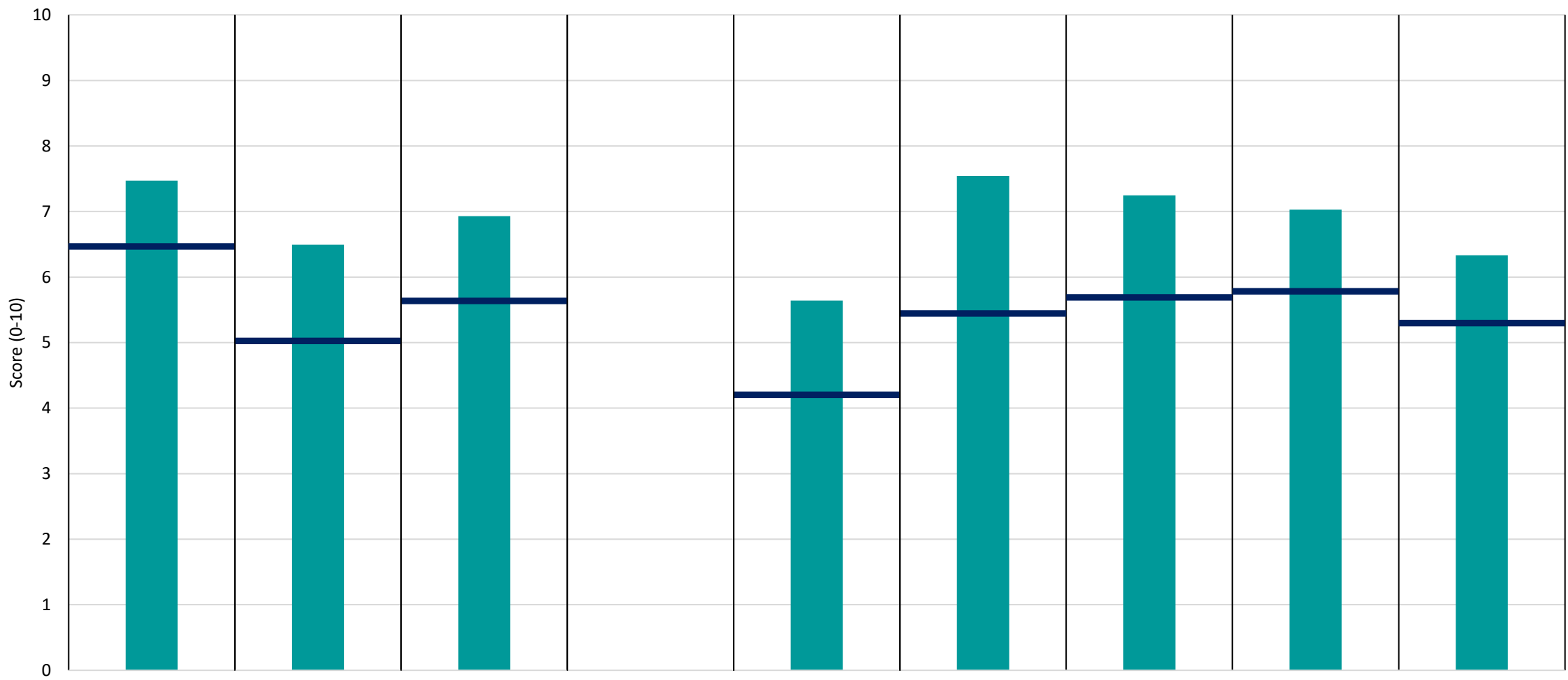
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.47	6.49	6.93	-	5.64	7.54	7.25	7.03	6.33
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	60	60	60	-	57	59	60	60	60

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



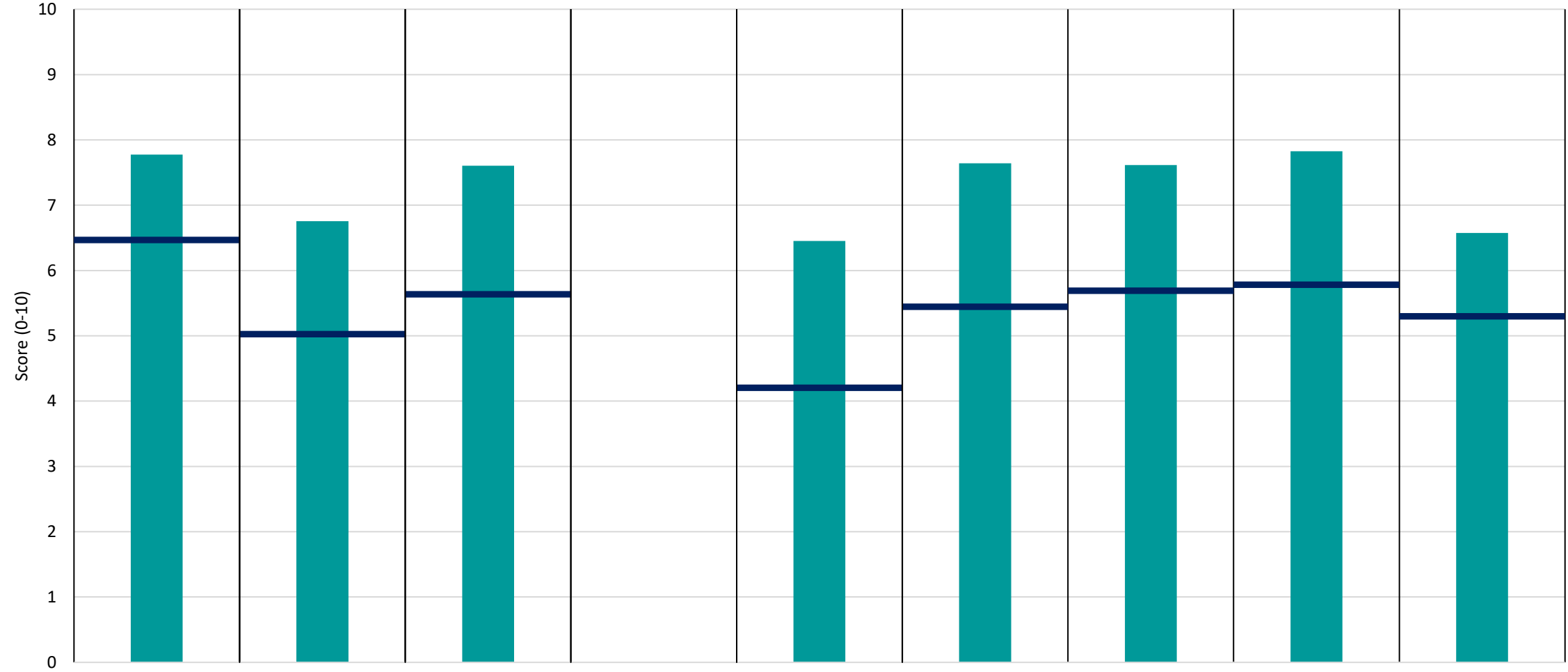
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.77	6.76	7.60	-	6.45	7.64	7.62	7.83	6.57
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	35	35	35	-	34	35	35	35	35

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



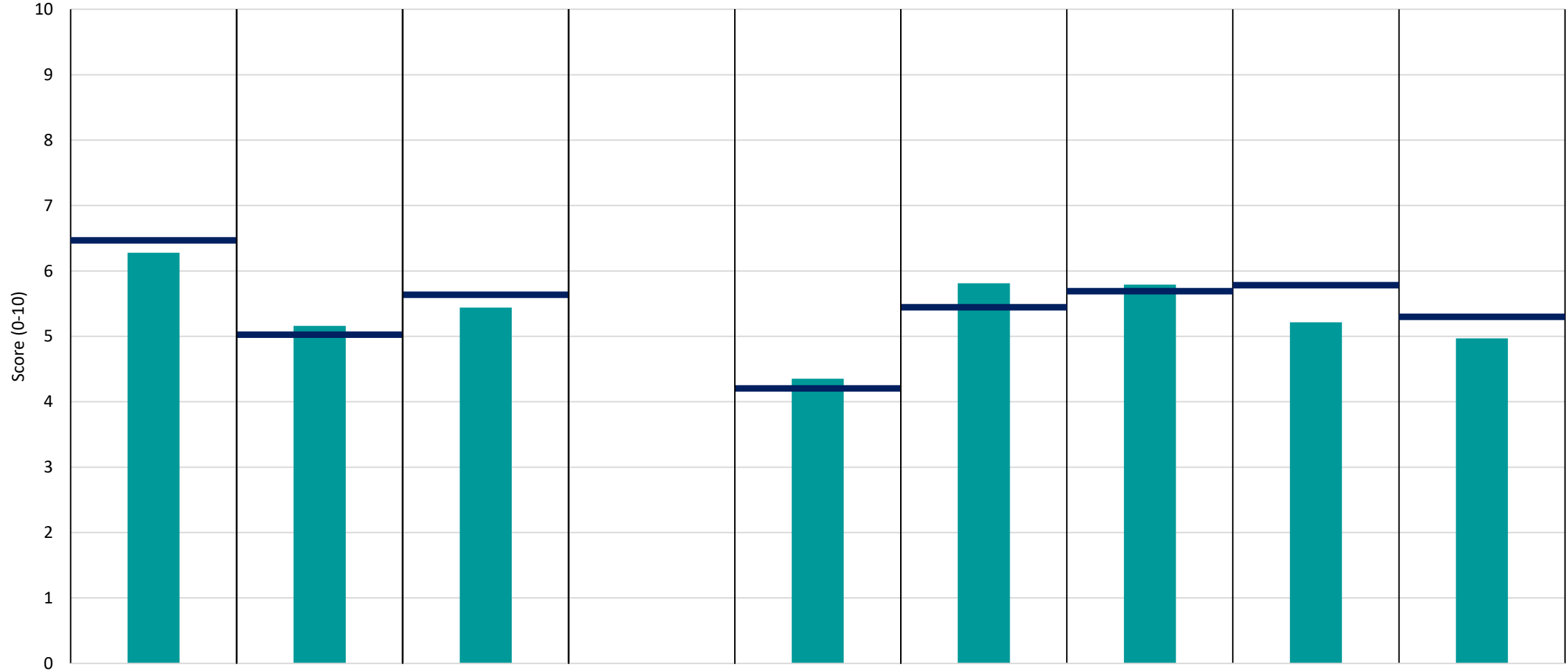
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.28	5.16	5.44	-	4.35	5.81	5.79	5.21	4.97
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	111	110	110	-	98	110	111	111	111



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



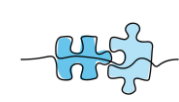
We are safe and
healthy



We are always
learning



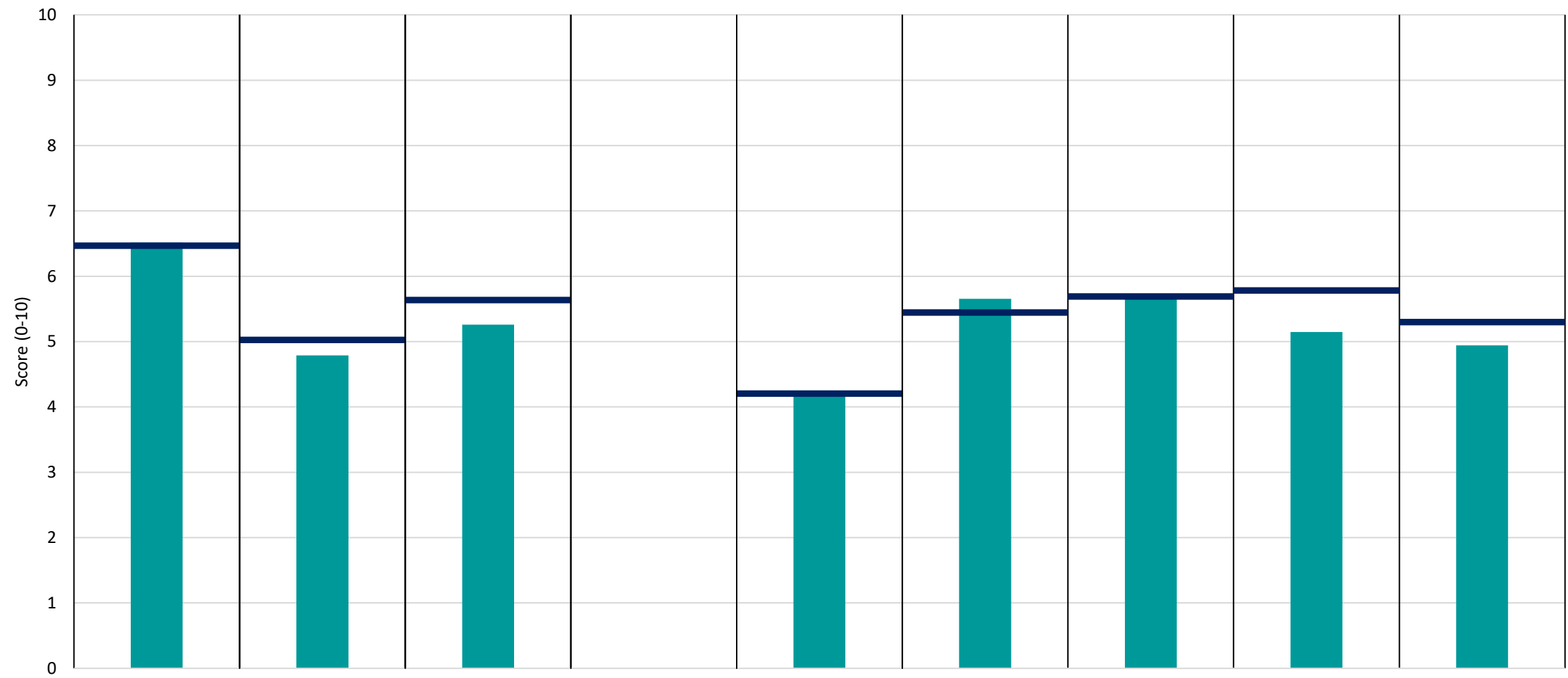
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.51	4.79	5.26	-	4.21	5.65	5.71	5.15	4.94
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	239	238	237	-	207	238	239	239	239

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



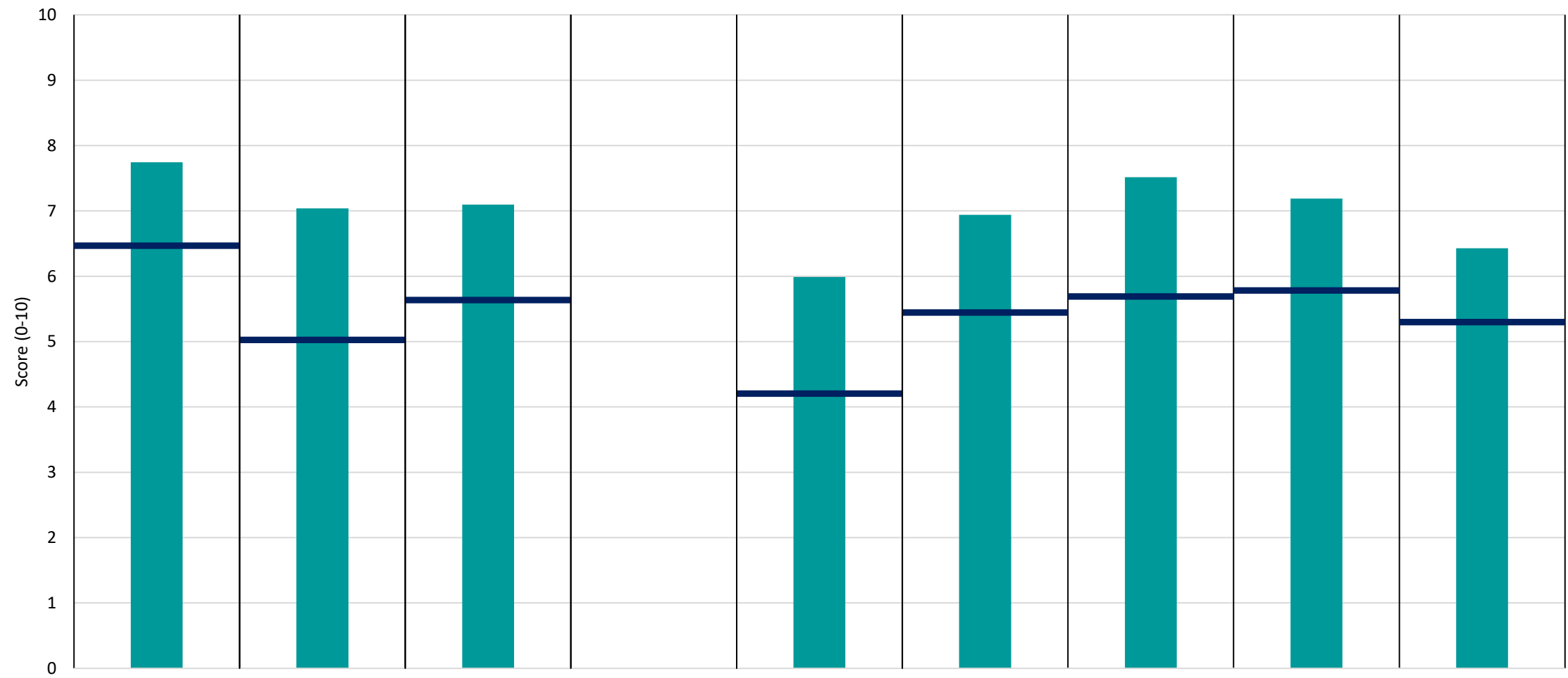
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.75	7.04	7.10	-	5.99	6.94	7.52	7.19	6.43
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	52	52	51	-	51	52	52	52	52

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



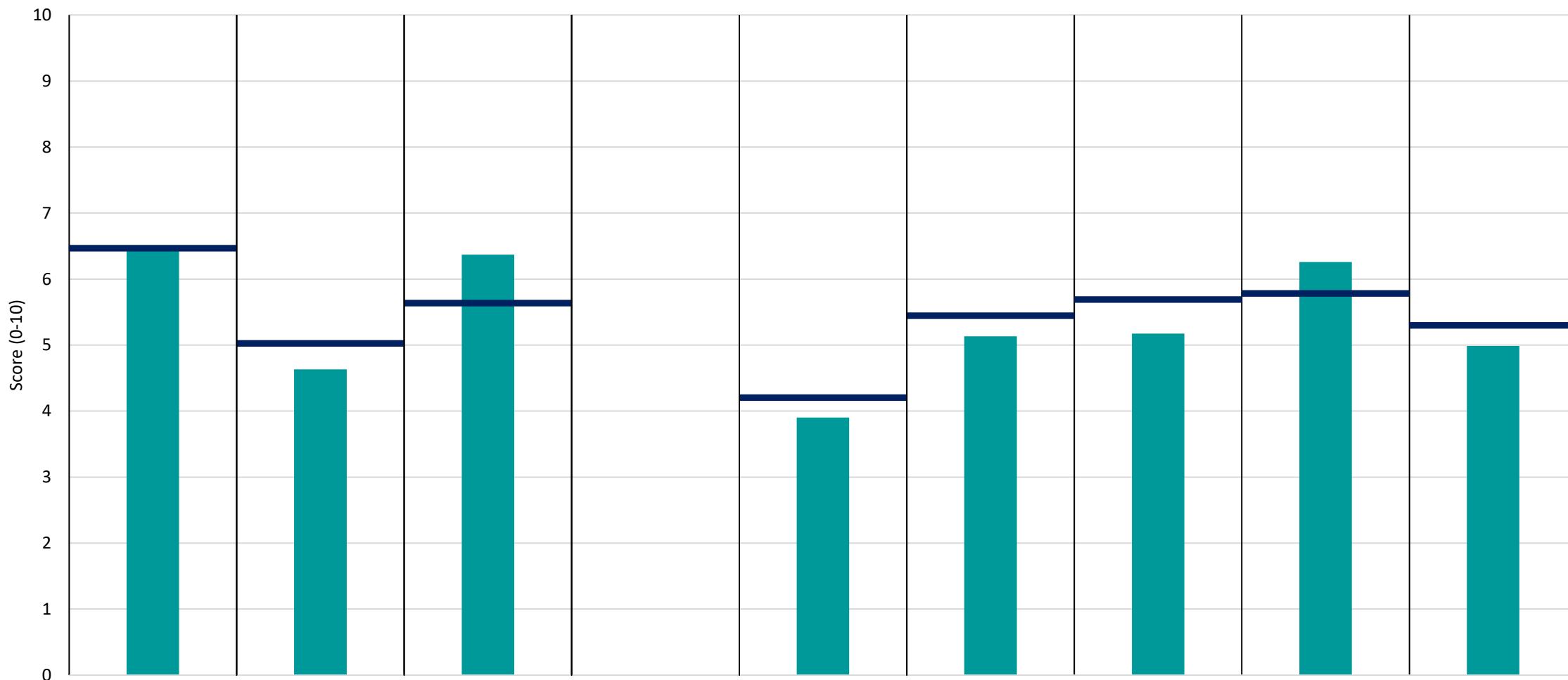
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.46	4.63	6.37	-	3.90	5.13	5.17	6.26	4.99
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	19	19	19	-	18	19	19	19	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



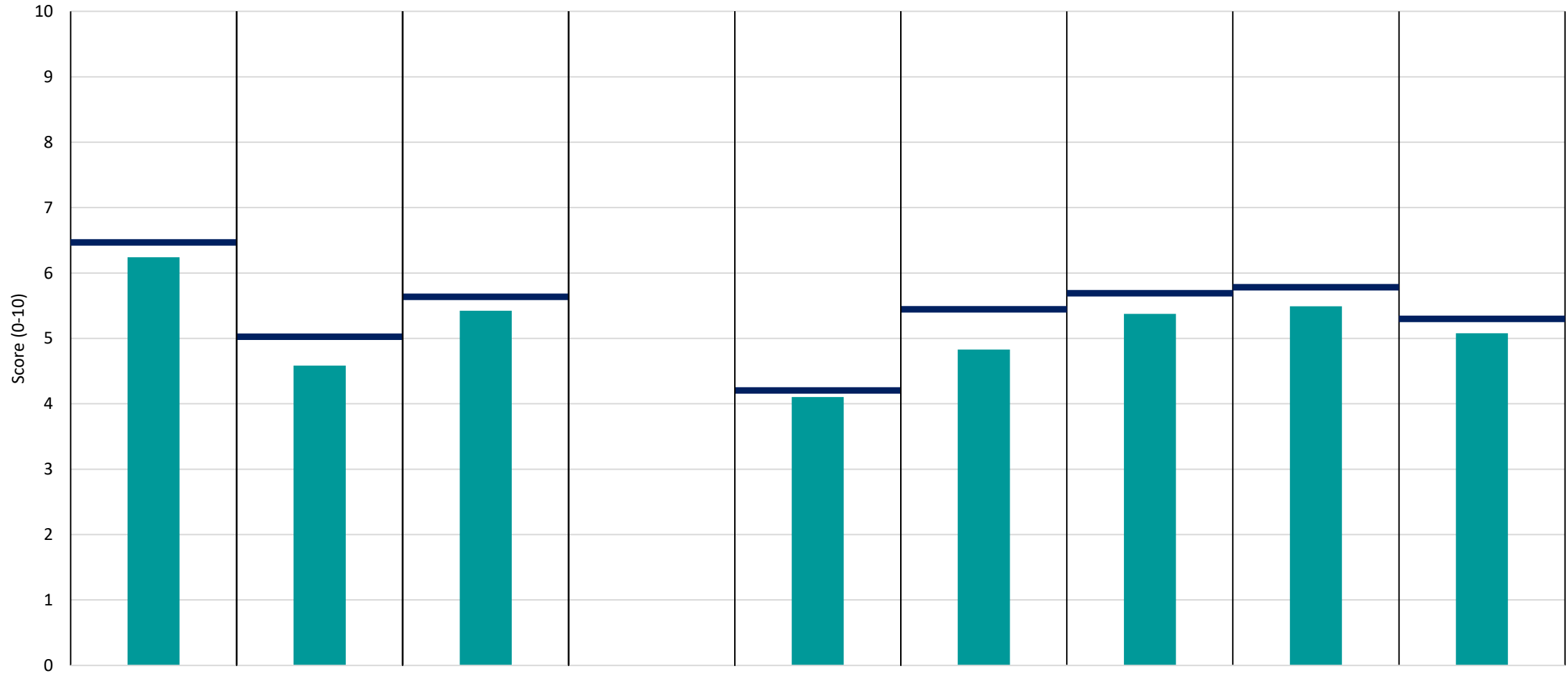
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.24	4.58	5.42	-	4.10	4.83	5.37	5.49	5.08
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	282	282	282	-	245	282	281	282	282



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



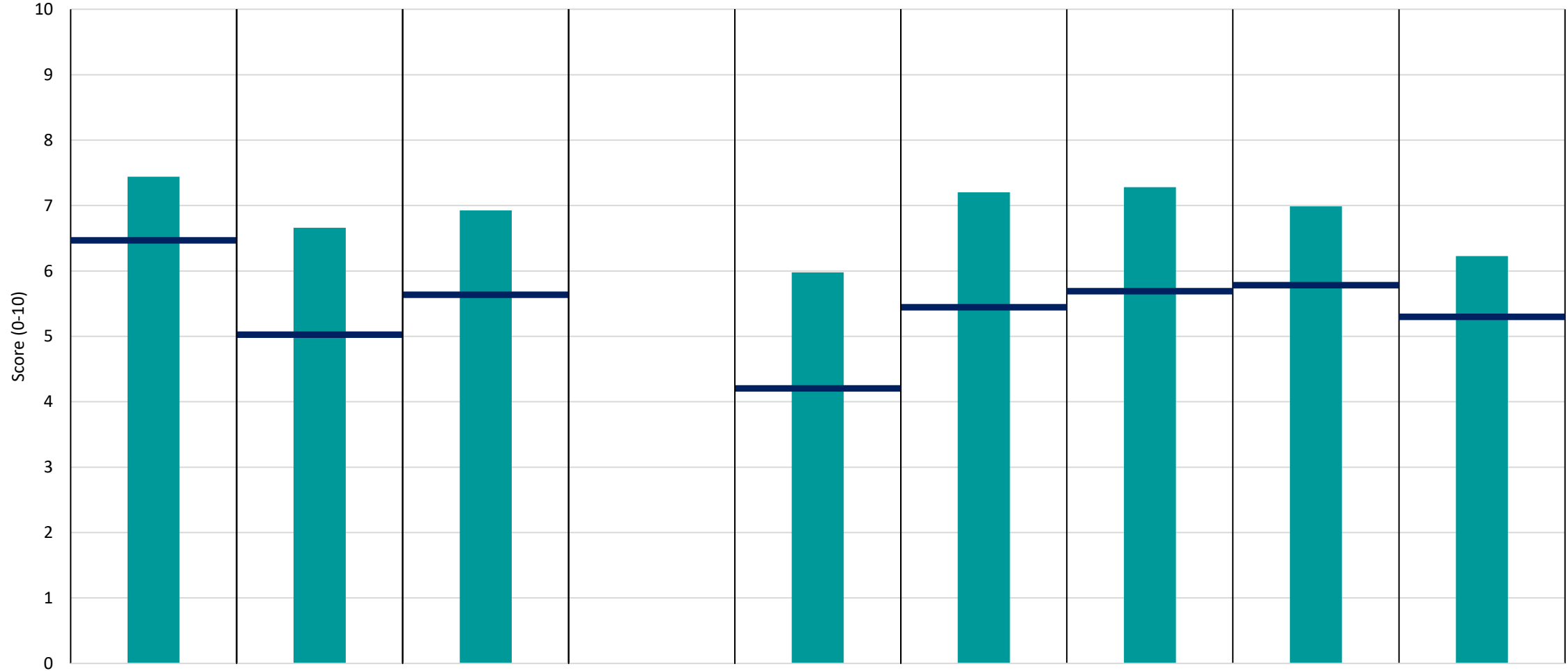
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.44	6.66	6.93	-	5.98	7.20	7.28	6.99	6.23
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 59 59 58 - 54 59 59 59 59 59 24

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



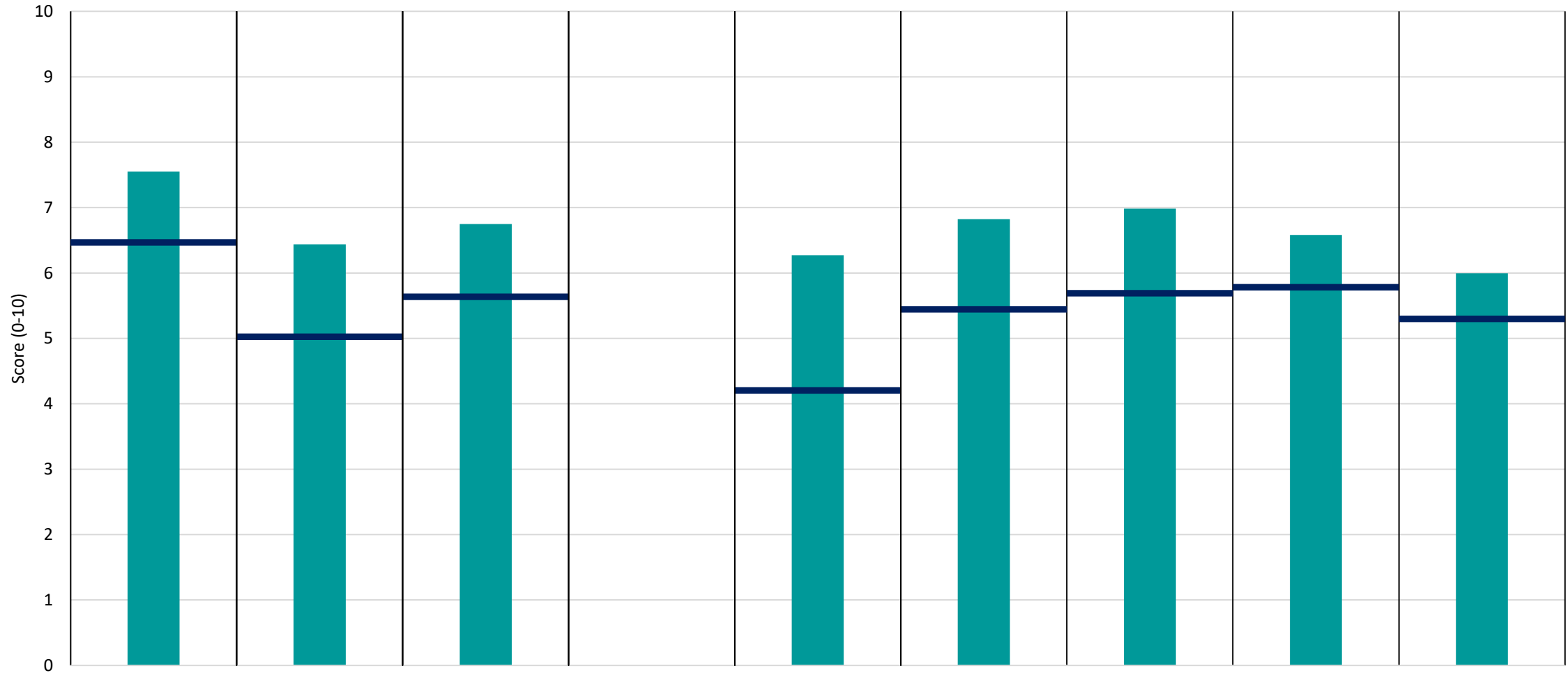
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.55	6.44	6.75	-	6.27	6.83	6.98	6.58	6.00
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 50 50 50 - 47 50 50 50 50 50 25

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



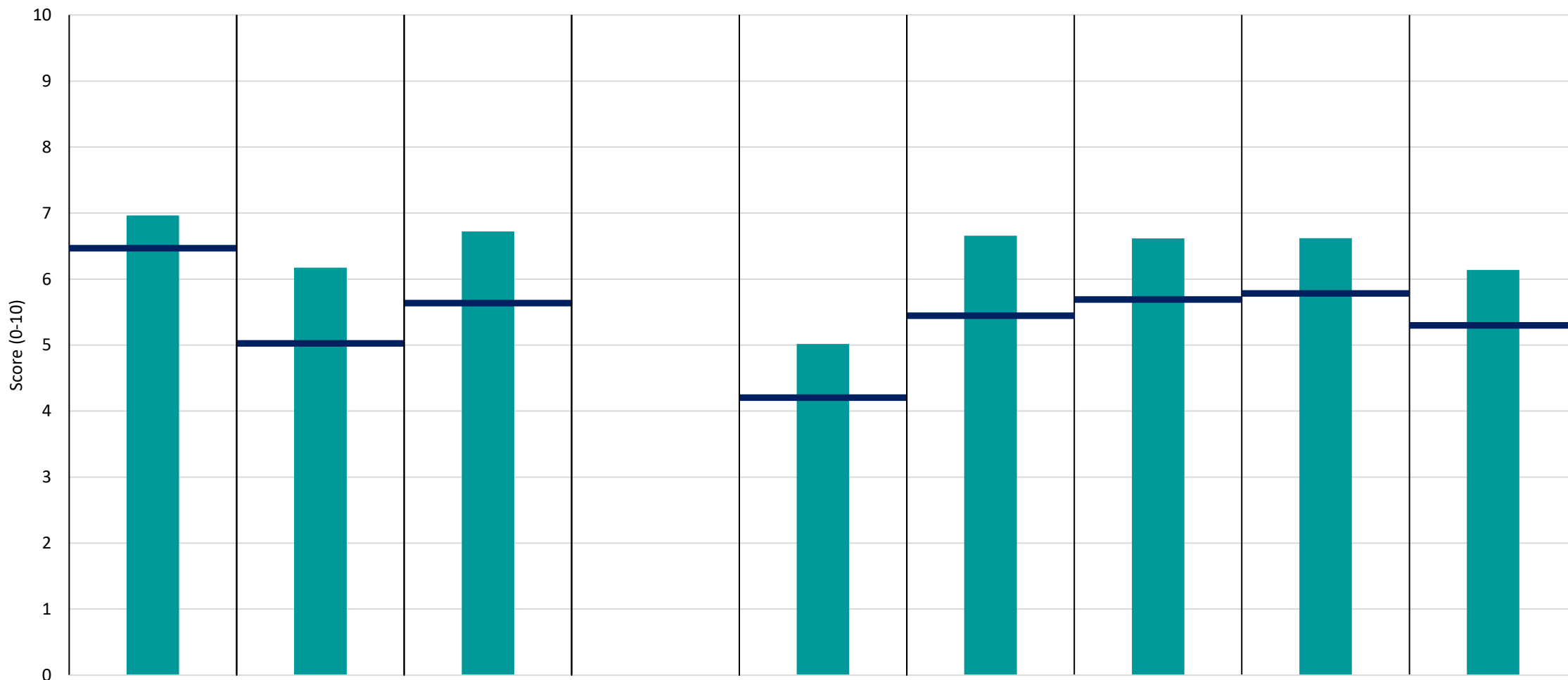
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.97	6.17	6.72	-	5.02	6.66	6.62	6.62	6.14
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 37 37 37 - 37 37 37 37 37 37 26

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



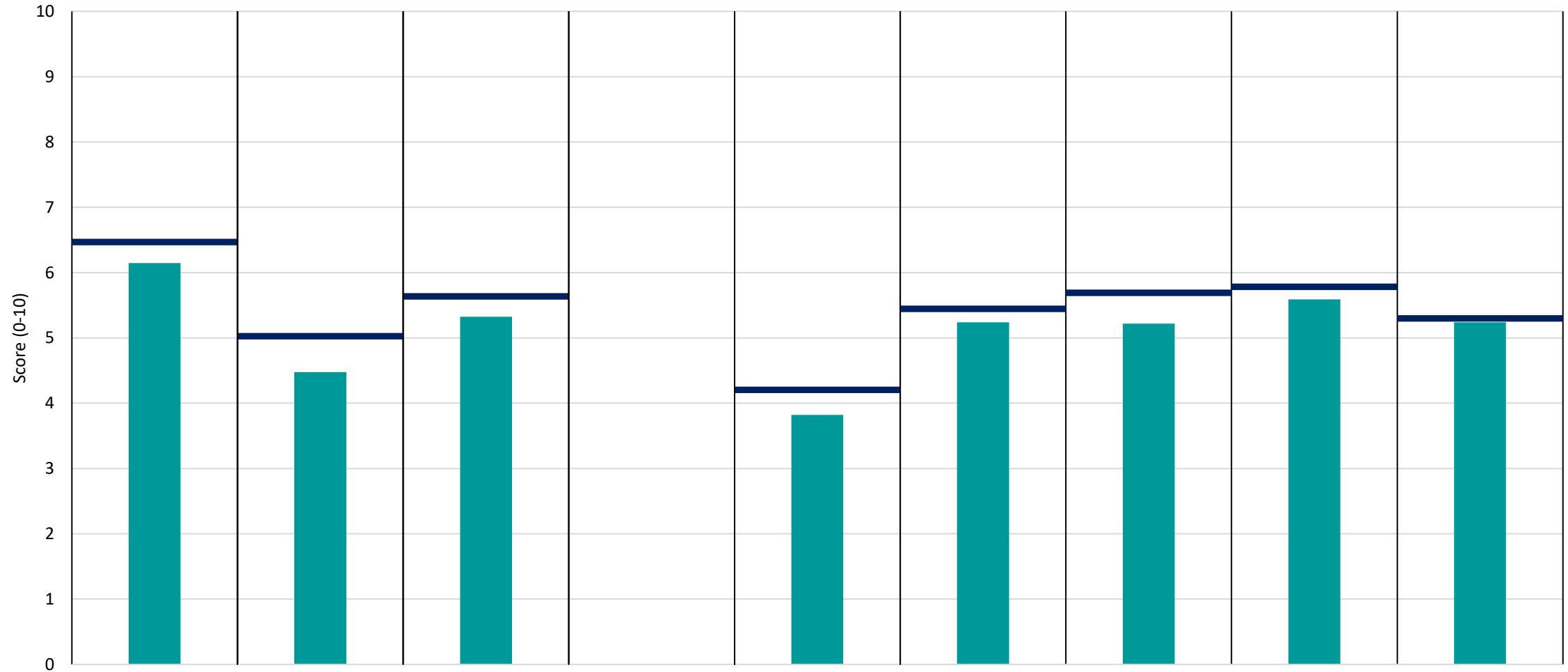
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.15	4.48	5.32	-	3.82	5.24	5.22	5.59	5.24
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 275 274 274 - 247 274 272 275 275 ²⁷

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



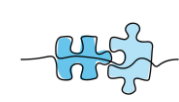
We are safe and
healthy



We are always
learning



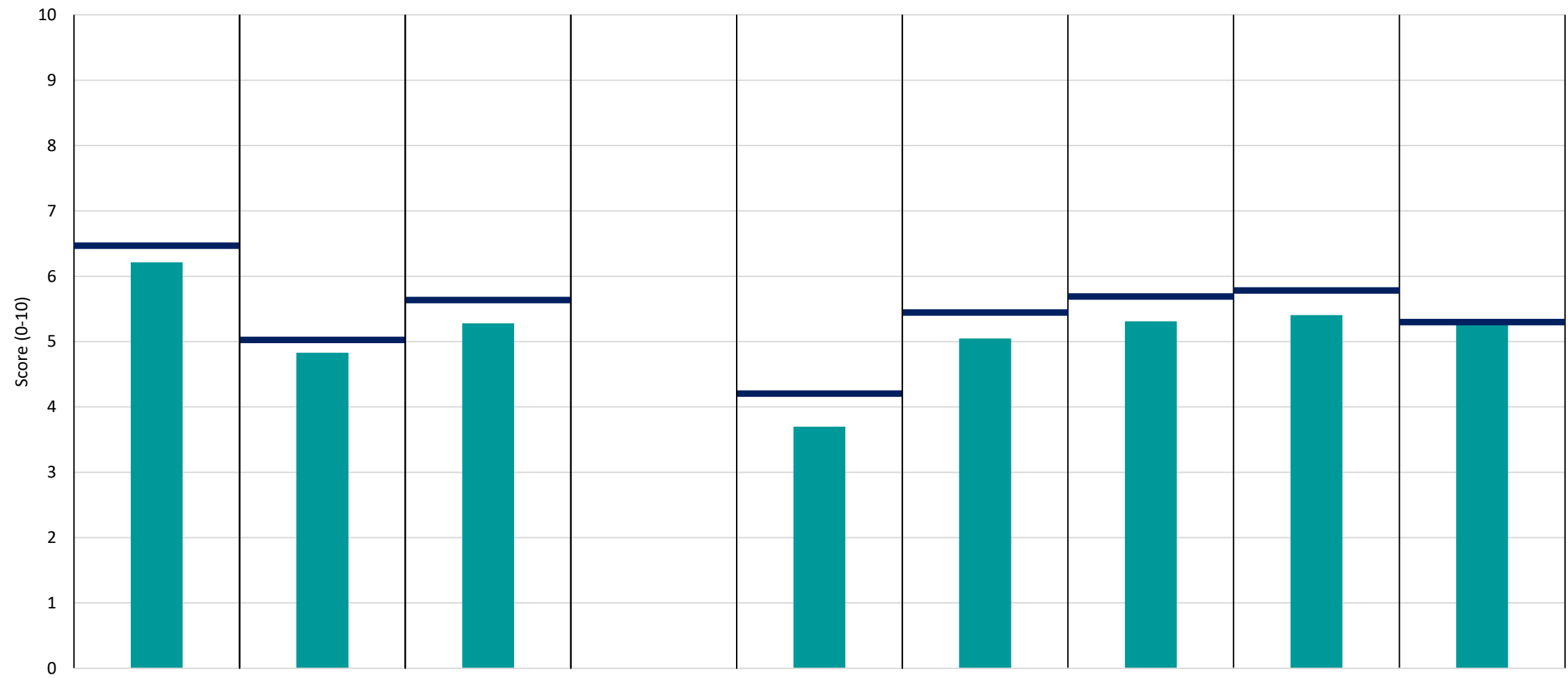
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.21	4.83	5.28	-	3.70	5.05	5.31	5.41	5.27
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	416	415	415	-	376	414	416	416	416

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



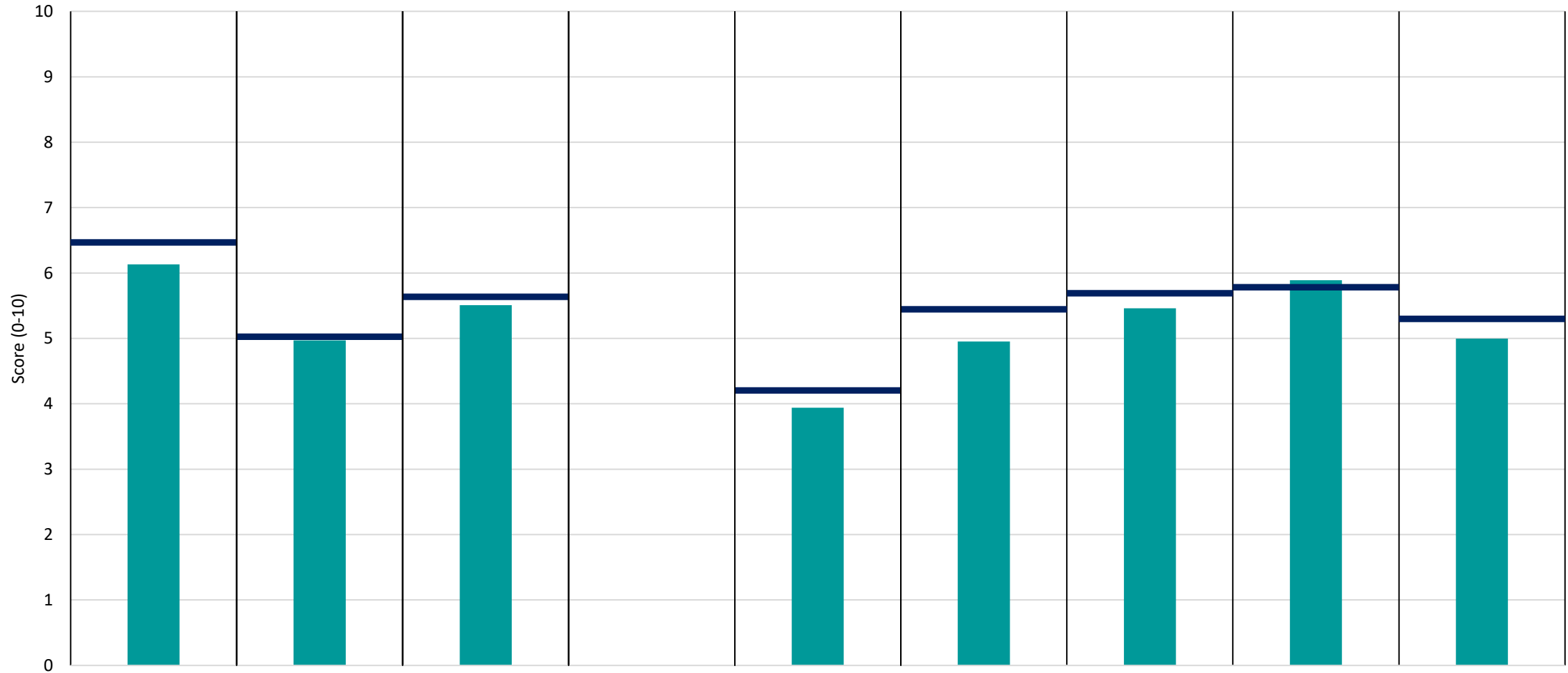
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.13	4.97	5.51	-	3.94	4.95	5.46	5.89	5.00
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	147	147	146	-	132	147	147	148	147



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



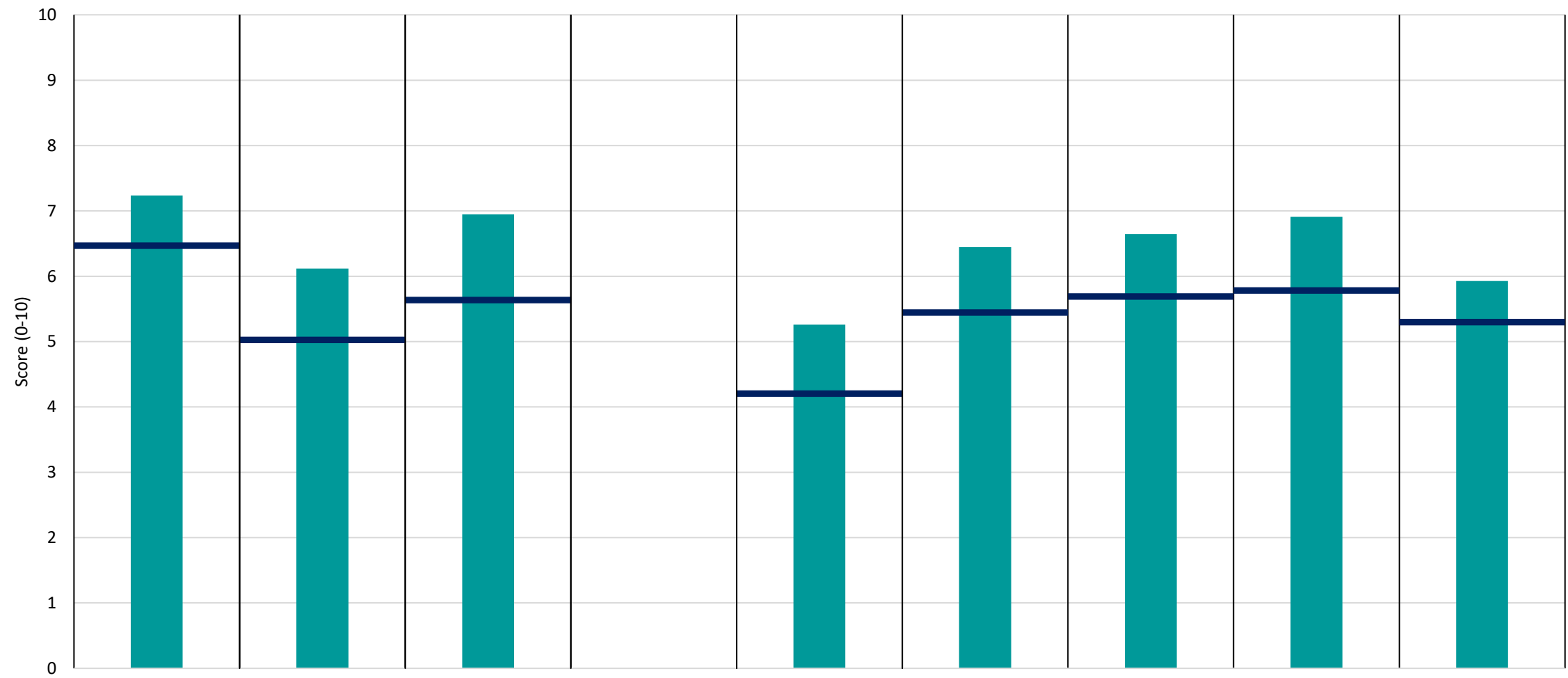
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.24	6.12	6.95	-	5.26	6.45	6.65	6.91	5.93
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	64	64	64	-	63	64	64	64	64 30

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



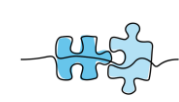
We are safe and
healthy



We are always
learning



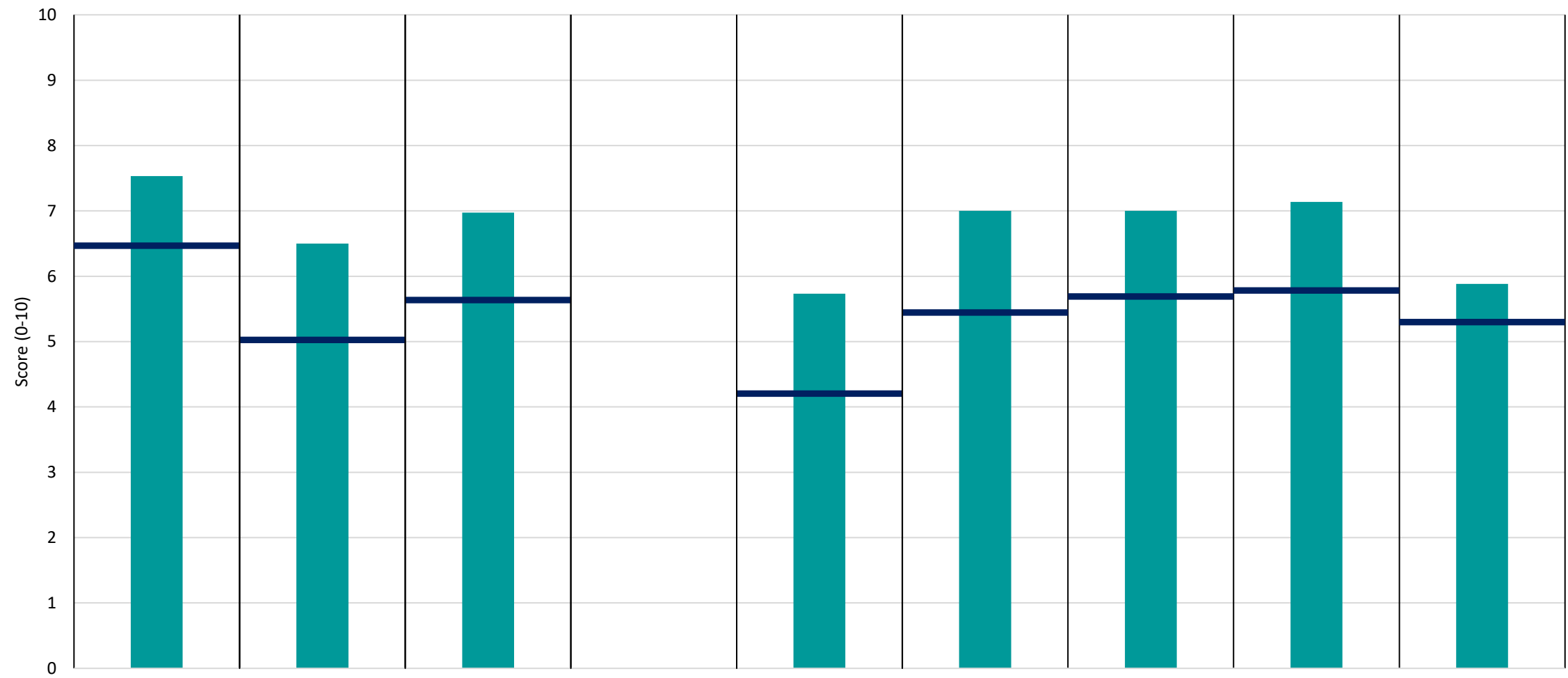
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.53	6.50	6.97	-	5.73	7.00	7.00	7.14	5.88
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	72	72	71	-	70	72	72	72	72

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



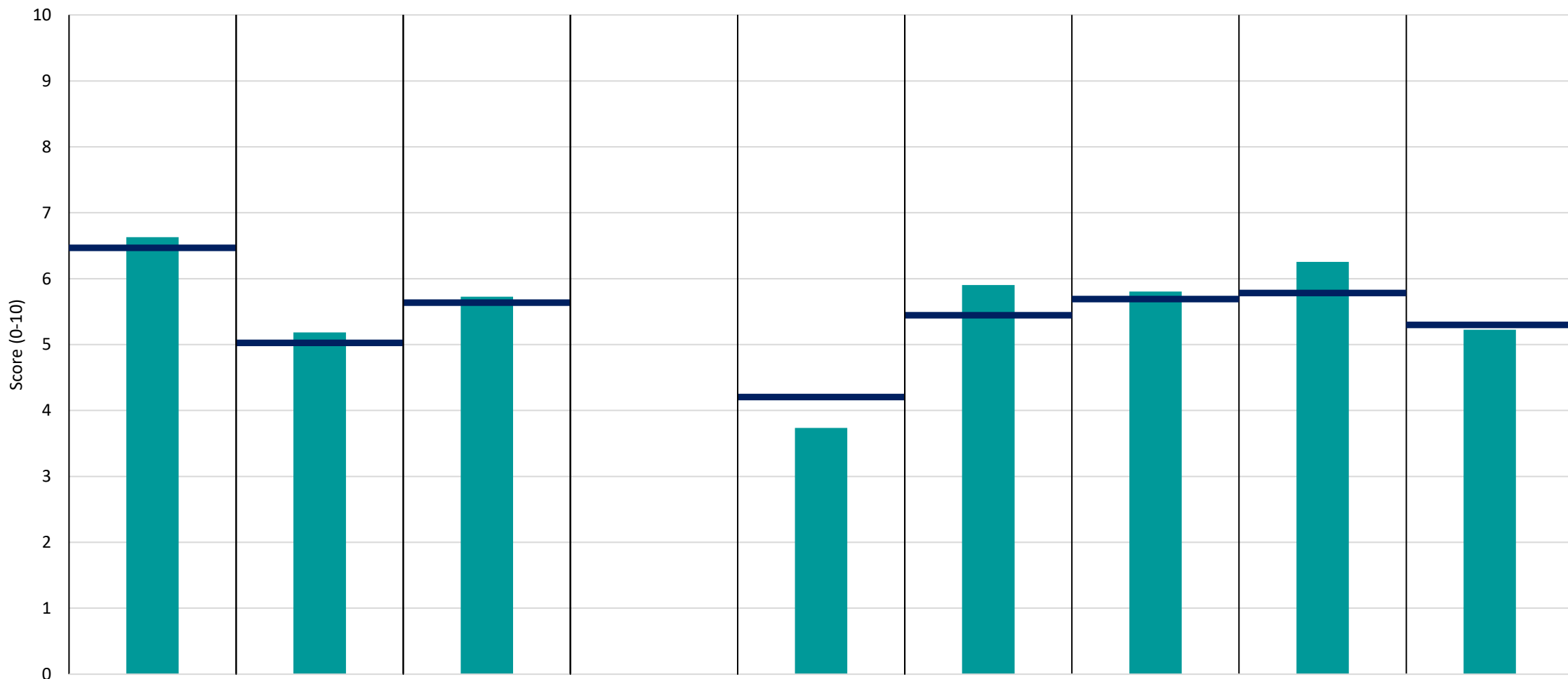
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.63	5.18	5.72	-	3.74	5.90	5.80	6.25	5.23
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	30	30	30	-	25	30	30	30	30

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



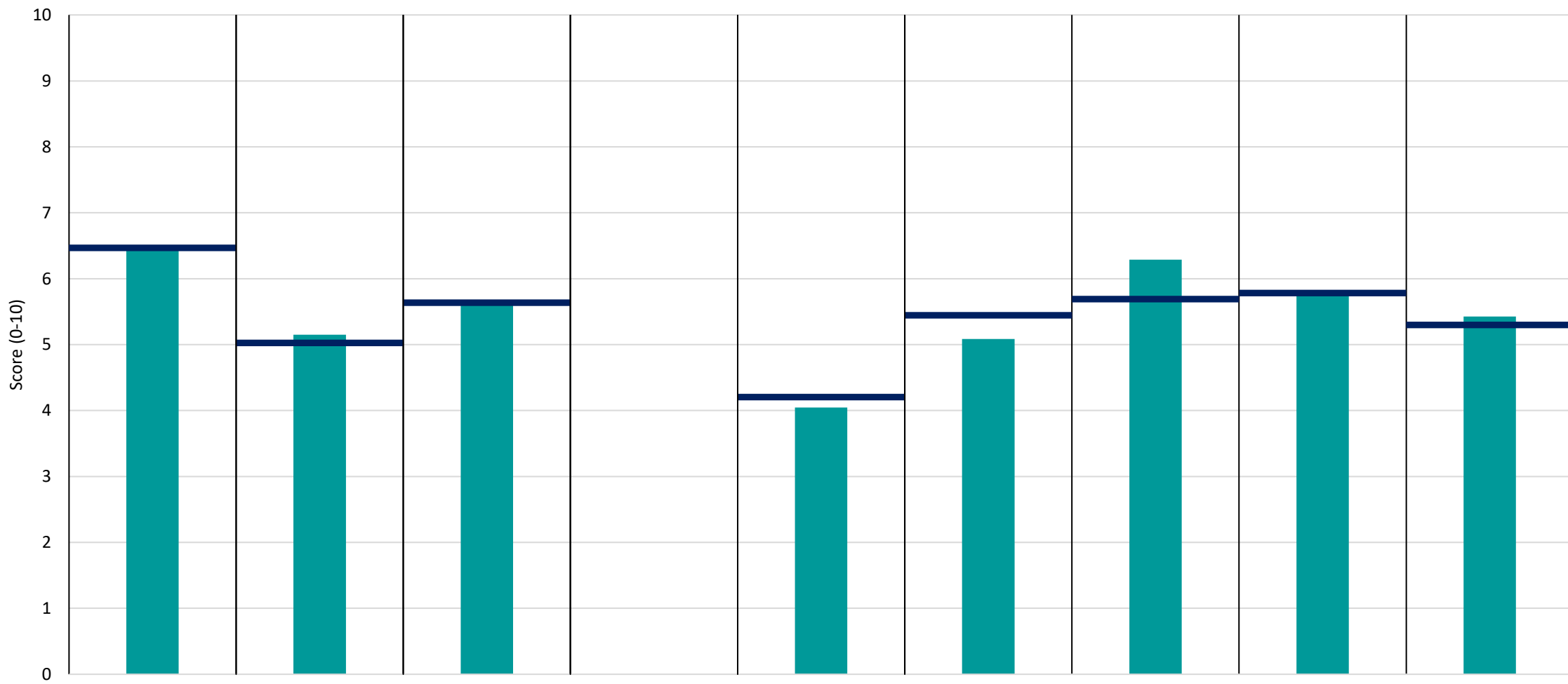
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.48	5.15	5.62	-	4.05	5.09	6.29	5.79	5.43
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	78	77	78	-	74	77	78	78	78

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



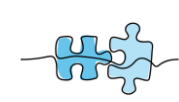
We are safe and
healthy



We are always
learning



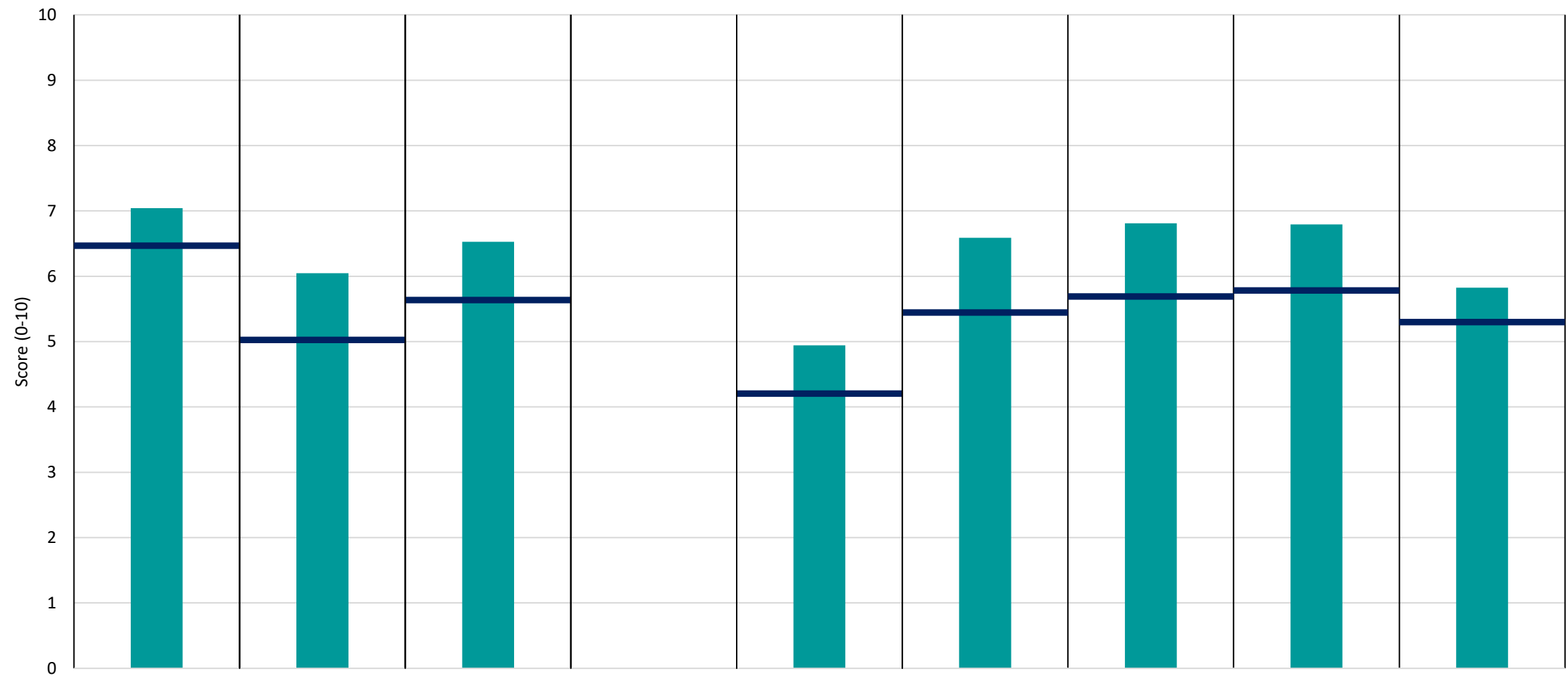
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	7.04	6.05	6.53	-	4.94	6.59	6.81	6.79	5.83
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	89	89	89	-	83	89	88	89	89

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



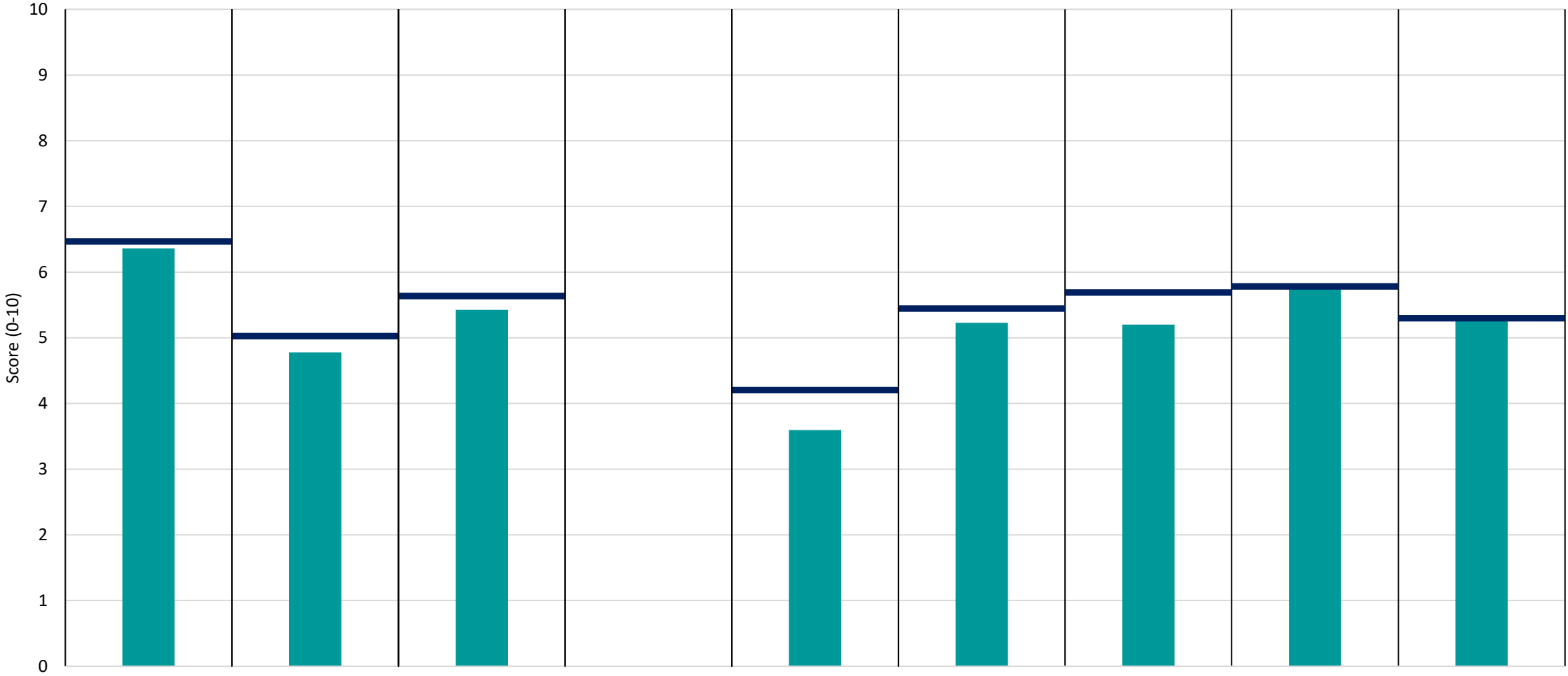
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.36	4.78	5.43	-	3.59	5.23	5.20	5.76	5.29
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30

Responses 349 348 349 - 309 348 349 349 349 349 35

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



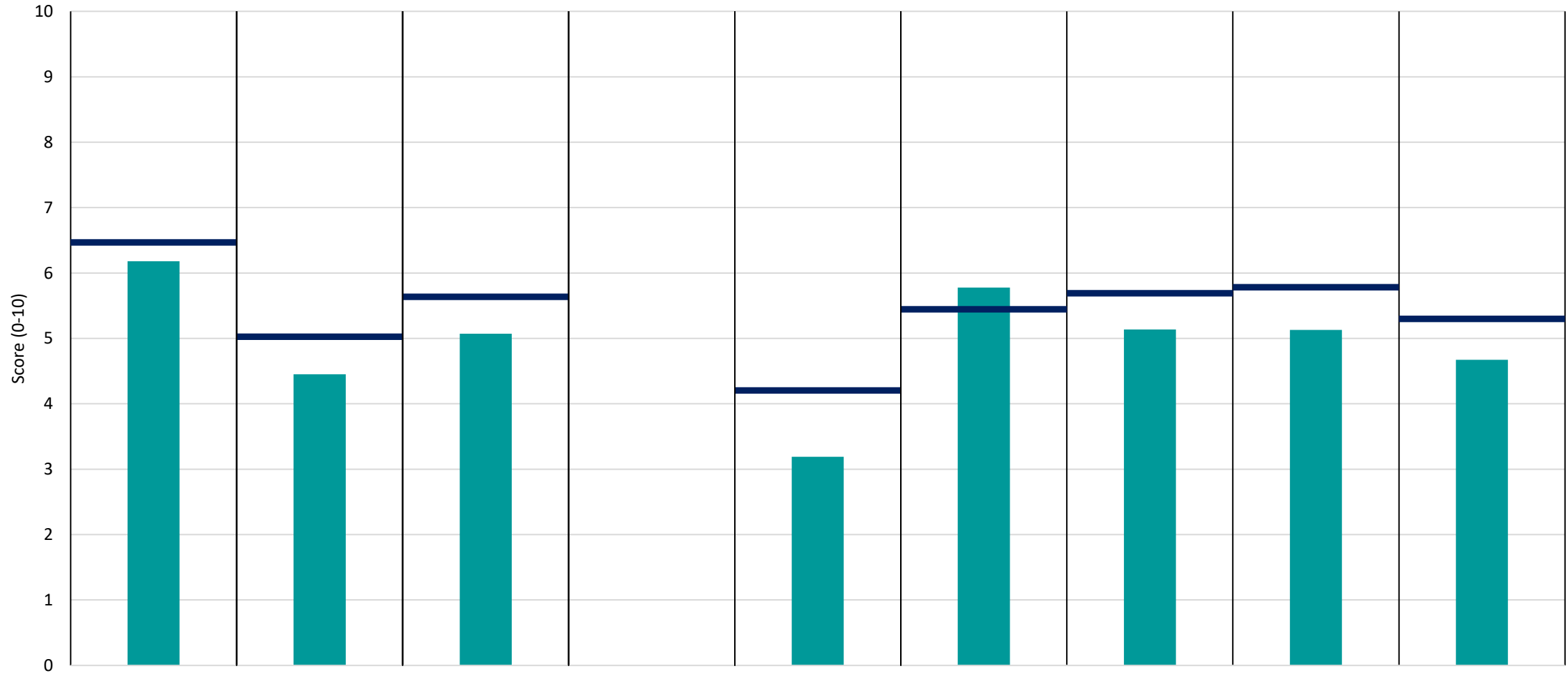
We work flexibly



We are a team

Staff Engagement

Morale



Breakdown	6.18	4.45	5.07	-	3.19	5.78	5.14	5.13	4.67
Your org	6.47	5.02	5.64	-	4.20	5.45	5.69	5.78	5.30
Responses	32	31	31	-	31	30	32	32	32