2016 National NHS staff survey

Brief summary of results from Wrightington, Wigan and Leigh
NHS Foundation Trust
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4: Full description of 2016 Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust (including comparisons with the trust’s 2015 survey and with other acute trusts) 15
1. Introduction to this report

This report presents the findings of the 2016 national NHS staff survey conducted in Wrightington, Wigan and Leigh NHS Foundation Trust.

In section 2 of this report, we present an overall indicator of staff engagement. Full details of how this indicator was created can be found in the document *Making sense of your staff survey data*, which can be downloaded from www.nhsstaffsurveys.com.

In sections 3 and 4 of this report, the findings of the questionnaire have been summarised and presented in the form of 32 Key Findings.

These sections of the report have been structured thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

- Appraisals & support for development
- Equality & diversity
- Errors & incidents
- Health and wellbeing
- Working patterns
- Job satisfaction
- Managers
- Patient care & experience
- Violence, harassment & bullying

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. For more detail on these changes, please see the *Making sense of your staff survey data* document.

As in previous years, there are two types of Key Finding:

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

A longer and more detailed report of the 2016 survey results for Wrightington, Wigan and Leigh NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. This report provides detailed breakdowns of the Key Finding scores by directorate, occupational groups and demographic groups, and details of each question included in the core questionnaire.
Your Organisation

The scores presented below are un-weighted question level scores for questions Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

Q21a, Q21c and Q21d feed into Key Finding 1 “Staff recommendation of the organisation as a place to work or receive treatment”.

<table>
<thead>
<tr>
<th></th>
<th>Your Trust in 2016</th>
<th>Average (median) for acute trusts</th>
<th>Your Trust in 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q21a</td>
<td>&quot;Care of patients / service users is my organisation's top priority&quot;</td>
<td>83%</td>
<td>76%</td>
</tr>
<tr>
<td>Q21b</td>
<td>&quot;My organisation acts on concerns raised by patients / service users&quot;</td>
<td>80%</td>
<td>74%</td>
</tr>
<tr>
<td>Q21c</td>
<td>&quot;I would recommend my organisation as a place to work&quot;</td>
<td>72%</td>
<td>62%</td>
</tr>
<tr>
<td>Q21d</td>
<td>&quot;If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation&quot;</td>
<td>76%</td>
<td>70%</td>
</tr>
<tr>
<td>KF1.</td>
<td>Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)</td>
<td>3.99</td>
<td>3.77</td>
</tr>
</tbody>
</table>
2. Overall indicator of staff engagement for Wrightington, Wigan and Leigh NHS Foundation Trust

The figure below shows how Wrightington, Wigan and Leigh NHS Foundation Trust compares with other acute trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.95 was in the highest (best) 20% when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members’ perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how Wrightington, Wigan and Leigh NHS Foundation Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2015 survey.

<table>
<thead>
<tr>
<th></th>
<th>Change since 2015 survey</th>
<th>Ranking, compared with all acute trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OVERALL STAFF ENGAGEMENT</strong></td>
<td>No change</td>
<td>Highest (best) 20%</td>
</tr>
<tr>
<td><strong>KF1. Staff recommendation of the trust as a place to work or receive treatment</strong></td>
<td>No change</td>
<td>Highest (best) 20%</td>
</tr>
<tr>
<td>(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>KF4. Staff motivation at work</strong></td>
<td>No change</td>
<td>Highest (best) 20%</td>
</tr>
<tr>
<td>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>KF7. Staff ability to contribute towards improvements at work</strong></td>
<td>Decrease (worse than 15)</td>
<td>Below (worse than) average</td>
</tr>
<tr>
<td>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Full details of how the overall indicator of staff engagement was created can be found in the document *Making sense of your staff survey data.*
### 3. Summary of 2016 Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust

#### 3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which Wrightington, Wigan and Leigh NHS Foundation Trust compares most favourably with other acute trusts in England.

**TOP FIVE RANKING SCORES**

**☑️ KF16. Percentage of staff working extra hours**  
*(the lower the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>61%</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>72%</td>
</tr>
</tbody>
</table>

**☑️ KF10. Support from immediate managers**  
*(the higher the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>3.92</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.73</td>
</tr>
</tbody>
</table>

**☑️ KF4. Staff motivation at work**  
*(the higher the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>4.07</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.94</td>
</tr>
</tbody>
</table>

**☑️ KF20. Percentage of staff experiencing discrimination at work in the last 12 months**  
*(the lower the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>5%</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>11%</td>
</tr>
</tbody>
</table>

**☑️ KF2. Staff satisfaction with the quality of work and care they are able to deliver**  
*(the higher the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>4.25</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.96</td>
</tr>
</tbody>
</table>
This page highlights the five Key Findings for which Wrightington, Wigan and Leigh NHS Foundation Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

**BOTTOM FIVE RANKING SCORES**

**KF3. Percentage of staff agreeing that their role makes a difference to patients / service users**

<table>
<thead>
<tr>
<th>Percentage score</th>
<th>Trust score 2016</th>
<th>National 2016 average for acute trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td>90%</td>
<td></td>
</tr>
</tbody>
</table>

**KF29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month**

<table>
<thead>
<tr>
<th>Percentage score</th>
<th>Trust score 2016</th>
<th>National 2016 average for acute trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td>90%</td>
<td></td>
</tr>
</tbody>
</table>

**KF13. Quality of non-mandatory training, learning or development**

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>Trust score 2016</th>
<th>National 2016 average for acute trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.04</td>
<td>4.05</td>
<td></td>
</tr>
</tbody>
</table>

**KF7. Percentage of staff able to contribute towards improvements at work**

<table>
<thead>
<tr>
<th>Percentage score</th>
<th>Trust score 2016</th>
<th>National 2016 average for acute trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>69%</td>
<td>70%</td>
<td></td>
</tr>
</tbody>
</table>

**KF12. Quality of appraisals**

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>Trust score 2016</th>
<th>National 2016 average for acute trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.08</td>
<td>3.11</td>
<td></td>
</tr>
</tbody>
</table>

For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 98 (the bottom ranking score). Wrightington, Wigan and Leigh NHS Foundation Trust’s five lowest ranking scores are presented here, i.e. those for which the trust’s Key Finding score is ranked closest to 98. Further details about this can be found in the document *Making sense of your staff survey data*. 

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3.2 Largest Local Changes since the 2015 Survey

This page highlights the five Key Findings where staff experiences have deteriorated since the 2015 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer. (However, please note that, as shown in section 3.3, when compared with other acute trusts in England, the score for Key finding KF6 is better than average).

WHERE STAFF EXPERIENCE HAS DETERIORATED

! **KF3. Percentage of staff agreeing that their role makes a difference to patients / service users**

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>89%</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>95%</td>
</tr>
</tbody>
</table>

! **KF7. Percentage of staff able to contribute towards improvements at work**

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>69%</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>78%</td>
</tr>
</tbody>
</table>

! **KF13. Quality of non-mandatory training, learning or development**

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>4.04</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>4.18</td>
</tr>
</tbody>
</table>

! **KF6. Percentage of staff reporting good communication between senior management and staff**

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>40%</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>51%</td>
</tr>
</tbody>
</table>

! **KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents**

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>3.78</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>3.92</td>
</tr>
</tbody>
</table>
### 3.3. Summary of all Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust

**KEY**

- **Green** = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.
- **Red** = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.
- **Grey** = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

<table>
<thead>
<tr>
<th>Change since 2015 survey</th>
<th>-15%</th>
<th>-10%</th>
<th>-5%</th>
<th>0%</th>
<th>5%</th>
<th>10%</th>
<th>15%</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF11. % appraised in last 12 mths</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF20. % experiencing discrimination at work in last 12 mths</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
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<td></td>
</tr>
<tr>
<td>*KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF18. % attending work in last 3 mths despite feeling unwell because they felt pressue</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>*KF16. % working extra hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF7. % able to contribute towards improvements at work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF6. % reporting good communication between senior management and staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF23. % experiencing physical violence from staff in last 12 mths</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF24. % reporting most recent experience of violence</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.3. Summary of all Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust

<table>
<thead>
<tr>
<th>Key Finding</th>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF12. Quality of appraisals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF4. Staff motivation at work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF9. Effective team working</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF14. Staff satisfaction with resourcing and support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF5. Recognition and value of staff by managers and the organisation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF10. Support from immediate managers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF32. Effective use of patient / service user feedback</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**KEY**
- **Green** = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.
- **Red** = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.
- **Grey** = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.
### 3.3. Summary of all Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust

**KEY**

Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts.

Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in **italics**, the lower the score the better.

#### Comparison with all acute trusts in 2016

<table>
<thead>
<tr>
<th>Key Finding</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF11. % appraised in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF20. % experiencing discrimination at work in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>✓</td>
</tr>
<tr>
<td>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td>✓</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>!</td>
</tr>
<tr>
<td>KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>✓</td>
</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>✓</td>
</tr>
<tr>
<td>KF16. % working extra hours</td>
<td>✓</td>
</tr>
<tr>
<td>KF7. % able to contribute towards improvements at work</td>
<td>!</td>
</tr>
<tr>
<td>KF6. % reporting good communication between senior management and staff</td>
<td>✓</td>
</tr>
<tr>
<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
<td>✓</td>
</tr>
<tr>
<td>KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF23. % experiencing physical violence from staff in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF24. % reporting most recent experience of violence</td>
<td>✓</td>
</tr>
<tr>
<td>KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
<td>✓</td>
</tr>
<tr>
<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
<td>✓</td>
</tr>
</tbody>
</table>
3.3. Summary of all Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust

<table>
<thead>
<tr>
<th>KEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts</td>
</tr>
<tr>
<td>Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.</td>
</tr>
<tr>
<td>Grey = Average.</td>
</tr>
</tbody>
</table>

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

### Comparison with all acute trusts in 2016 (cont)

<table>
<thead>
<tr>
<th>Key Finding</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF12. Quality of appraisals</td>
<td></td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td></td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td></td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td></td>
</tr>
<tr>
<td>KF19. Org and mgnt interest in and action on health and wellbeing</td>
<td></td>
</tr>
<tr>
<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
<td></td>
</tr>
<tr>
<td>KF4. Staff motivation at work</td>
<td>✓</td>
</tr>
<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
<td>✓</td>
</tr>
<tr>
<td>KF9. Effective team working</td>
<td>✓</td>
</tr>
<tr>
<td>KF14. Staff satisfaction with resourcing and support</td>
<td>✓</td>
</tr>
<tr>
<td>KF5. Recognition and value of staff by managers and the organisation</td>
<td>✓</td>
</tr>
<tr>
<td>KF10. Support from immediate managers</td>
<td>✓</td>
</tr>
<tr>
<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
<td>✓</td>
</tr>
<tr>
<td>KF32. Effective use of patient / service user feedback</td>
<td>✓</td>
</tr>
</tbody>
</table>
### 3.4. Summary of all Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust

<table>
<thead>
<tr>
<th>Key Finding</th>
<th>Change since 2015 survey</th>
<th>Ranking, compared with all acute trusts in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appraisals &amp; support for development</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF11. % appraised in last 12 mths</td>
<td>No change</td>
<td>✔ Highest (best) 20%</td>
</tr>
<tr>
<td>KF12. Quality of appraisals</td>
<td>No change</td>
<td>✔ Average</td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>! Decrease (worse than 15)</td>
<td>! Below (worse than) average</td>
</tr>
<tr>
<td><strong>Equality &amp; diversity</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
<td>No change</td>
<td>✔ Lowest (best) 20%</td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>No change</td>
<td>✔ Above (better than) average</td>
</tr>
<tr>
<td><strong>Errors &amp; incidents</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td>No change</td>
<td>✔ Lowest (best) 20%</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>No change</td>
<td>! Below (worse than) average</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>! Decrease (worse than 15)</td>
<td>✔ Above (better than) average</td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>No change</td>
<td>✔ Highest (best) 20%</td>
</tr>
<tr>
<td><strong>Health and wellbeing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td>No change</td>
<td>✔ Below (better than) average</td>
</tr>
<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>No change</td>
<td>✔ Lowest (best) 20%</td>
</tr>
<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
<td>No change</td>
<td>✔ Highest (best) 20%</td>
</tr>
<tr>
<td><strong>Working patterns</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>No change</td>
<td>✔ Average</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>No change</td>
<td>✔ Lowest (best) 20%</td>
</tr>
</tbody>
</table>
3.4. Summary of all Key Findings for Wrightington, Wigan and Leigh NHS Foundation Trust (cont)

<table>
<thead>
<tr>
<th>Job satisfaction</th>
<th>Change since 2015 survey</th>
<th>Ranking, compared with all acute trusts in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF4. Staff motivation at work</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF7. % able to contribute towards improvements at work</td>
<td>Decrease (worse than 15)</td>
<td>Below (worse than) average</td>
</tr>
<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF9. Effective team working</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF14. Staff satisfaction with resourcing and support</td>
<td>Decrease (worse than 15)</td>
<td>✓ Highest (best) 20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Managers</th>
<th>Change since 2015 survey</th>
<th>Ranking, compared with all acute trusts in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF5. Recognition and value of staff by managers and the organisation</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF6. % reporting good communication between senior management and staff</td>
<td>Decrease (worse than 15)</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF10. Support from immediate managers</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient care &amp; experience</th>
<th>Change since 2015 survey</th>
<th>Ranking, compared with all acute trusts in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
<tr>
<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
<td>Decrease (worse than 15)</td>
<td>Below (worse than) average</td>
</tr>
<tr>
<td>KF32. Effective use of patient / service user feedback</td>
<td>No change</td>
<td>✓ Highest (best) 20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Violence, harassment &amp; bullying</th>
<th>Change since 2015 survey</th>
<th>Ranking, compared with all acute trusts in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
<td>No change</td>
<td>Below (better than) average</td>
</tr>
<tr>
<td>* KF23. % experiencing physical violence from staff in last 12 mths</td>
<td>No change</td>
<td>Lowest (best) 20%</td>
</tr>
<tr>
<td>KF24. % reporting most recent experience of violence</td>
<td>No change</td>
<td>Above (better than) average</td>
</tr>
<tr>
<td>* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
<td>No change</td>
<td>Lowest (best) 20%</td>
</tr>
<tr>
<td>* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
<td>No change</td>
<td>Lowest (best) 20%</td>
</tr>
<tr>
<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
<td>No change</td>
<td>Above (better than) average</td>
</tr>
</tbody>
</table>
At the time of sampling, 4,886 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 1,249 staff. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other acute trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, errors and incidents, health and wellbeing, working patterns, job satisfaction, managers, patient care and experience, and violence, harassment and bullying.

Positive findings are indicated with a green arrow (e.g. where the trust is in the best 20% of trusts, or where the score has improved since 2015). Negative findings are highlighted with a red arrow (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2015). An equals sign indicates that there has been no change.

Appraisals & support for development

KEY FINDING 11. Percentage of staff appraised in last 12 months
*(the higher the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>91%</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>91%</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>87%</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>95%</td>
</tr>
</tbody>
</table>

KEY FINDING 12. Quality of appraisals
*(the higher the score the better)*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>3.08</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>3.22</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.11</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>3.49</td>
</tr>
</tbody>
</table>

At the time of sampling, 4,886 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 1,249 staff. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.
KEY FINDING 13. Quality of non-mandatory training, learning or development

(\textit{the higher the score the better})

<table>
<thead>
<tr>
<th>Training Category</th>
<th>Scale Summary Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>4.04</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>4.18</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>4.05</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>4.17</td>
</tr>
</tbody>
</table>

Equality & diversity

KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(\textit{the lower the score the better})

<table>
<thead>
<tr>
<th>Percentage Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>

KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

(\textit{the higher the score the better})

<table>
<thead>
<tr>
<th>Percentage Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>

Errors & incidents

KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(\textit{the lower the score the better})

<table>
<thead>
<tr>
<th>Percentage Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(Key finding: the higher the score the better)

<table>
<thead>
<tr>
<th>Percentage score</th>
<th>100</th>
<th>75</th>
<th>50</th>
<th>25</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>89%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>83%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>90%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>95%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(Key finding: the higher the score the better)

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>3.78</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>3.92</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.72</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>3.89</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice

(Key finding: the higher the score the better)

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>3.75</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>3.84</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.65</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>3.88</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Health and wellbeing

KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(Key finding: the lower the score the better)

<table>
<thead>
<tr>
<th>Percentage score</th>
<th>100</th>
<th>75</th>
<th>50</th>
<th>25</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>33%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>32%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>35%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>25%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

*Percentage score*

- Trust score 2016: 52%
- Trust score 2015: 47%
- National 2016 average for acute trusts: 56%
- Best 2016 score for acute trusts: 47%

KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

*Scale summary score*

- Trust score 2016: 3.83
- Trust score 2015: 3.83
- National 2016 average for acute trusts: 3.61
- Best 2016 score for acute trusts: 3.93

Working patterns

KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

*Percentage score*

- Trust score 2016: 52%
- Trust score 2015: 52%
- National 2016 average for acute trusts: 51%
- Best 2016 score for acute trusts: 58%

KEY FINDING 16. Percentage of staff working extra hours

*Percentage score*

- Trust score 2016: 61%
- Trust score 2015: 62%
- National 2016 average for acute trusts: 72%
- Best 2016 score for acute trusts: 61%
Job satisfaction

**KEY FINDING 1.** Staff recommendation of the organisation as a place to work or receive treatment

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Likely to recommend</td>
<td>4.03</td>
<td>4.01</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**KEY FINDING 4.** Staff motivation at work

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enthusiastic / absorbed</td>
<td>4.07</td>
<td>4.14</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**KEY FINDING 7.** Percentage of staff able to contribute towards improvements at work

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Percentage score</th>
<th>0</th>
<th>25</th>
<th>50</th>
<th>75</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td></td>
<td></td>
<td></td>
<td>69%</td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td></td>
<td></td>
<td></td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td>70%</td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td>77%</td>
<td></td>
</tr>
</tbody>
</table>

**KEY FINDING 8.** Staff satisfaction with level of responsibility and involvement

*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trust score 2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unsatisfactory level of responsibility / involvement</td>
<td>4.00</td>
<td>4.08</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Highly satisfactory level of responsibility / involvement</td>
<td>4.06</td>
<td>4.06</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
KEY FINDING 9. Effective team working
*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>

KEY FINDING 14. Staff satisfaction with resourcing and support
*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>

Managers

KEY FINDING 5. Recognition and value of staff by managers and the organisation
*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>

KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff
*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>Trust score 2015</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
</tr>
</tbody>
</table>
### KEY FINDING 10. Support from immediate managers

*the higher the score the better*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>3.92</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>3.96</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.73</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>3.92</td>
</tr>
</tbody>
</table>

### Patient care & experience

### KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

*the higher the score the better*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>4.25</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>4.29</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.96</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>4.28</td>
</tr>
</tbody>
</table>

### KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

*the higher the score the better*

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>89%</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>95%</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>90%</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>94%</td>
</tr>
</tbody>
</table>

### KEY FINDING 32. Effective use of patient / service user feedback

*the higher the score the better*

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>3.81</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>3.95</td>
</tr>
<tr>
<td>National 2016 average for acute trusts</td>
<td>3.72</td>
</tr>
<tr>
<td>Best 2016 score for acute trusts</td>
<td>3.97</td>
</tr>
</tbody>
</table>
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(All percentages are lower the better)

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>13%</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>11%</td>
</tr>
<tr>
<td>National average</td>
<td>15%</td>
</tr>
<tr>
<td>Best 2016 score</td>
<td>8%</td>
</tr>
</tbody>
</table>

KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(All percentages are lower the better)

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>1%</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>1%</td>
</tr>
<tr>
<td>National average</td>
<td>2%</td>
</tr>
<tr>
<td>Best 2016 score</td>
<td>0%</td>
</tr>
</tbody>
</table>

KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(All percentages are higher the better)

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>70%</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>67%</td>
</tr>
<tr>
<td>National average</td>
<td>67%</td>
</tr>
<tr>
<td>Best 2016 score</td>
<td>77%</td>
</tr>
</tbody>
</table>

KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(All percentages are lower the better)

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2016</td>
<td>21%</td>
</tr>
<tr>
<td>Trust score 2015</td>
<td>20%</td>
</tr>
<tr>
<td>National average</td>
<td>27%</td>
</tr>
<tr>
<td>Best 2016 score</td>
<td>20%</td>
</tr>
</tbody>
</table>
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(\textit{the lower the score the better})

\begin{itemize}
  \item Trust score 2016: 21\%
  \item Trust score 2015: 21\%
  \item National 2016 average for acute trusts: 25\%
  \item Best 2016 score for acute trusts: 16\%
\end{itemize}

KEY FINDING 27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

(\textit{the higher the score the better})

\begin{itemize}
  \item Trust score 2016: 47\%
  \item Trust score 2015: 45\%
  \item National 2016 average for acute trusts: 45\%
  \item Best 2016 score for acute trusts: 57\%
\end{itemize}