2017 National NHS staff survey

Results from North East Ambulance Service NHS Foundation Trust
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<td>63</td>
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</tbody>
</table>
1. Introduction to this report

This report presents the findings of the 2017 national NHS staff survey conducted in North East Ambulance Service 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](http://www.nhsstaffsurveys.com).

In sections 3, 4, 6 and 7 of this report, the findings of the questionnaire have been summarised and presented in the form of 32 Key Findings.

In section 5 of this report, the data required for the Workforce Race Equality Standard (WRES) is presented.

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

Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.
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>Question</th>
<th>2017</th>
<th>2016</th>
<th>Average (median) for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q21a</td>
<td>68%</td>
<td>59%</td>
<td>64%</td>
</tr>
<tr>
<td>Q21b</td>
<td>69%</td>
<td>62%</td>
<td>66%</td>
</tr>
<tr>
<td>Q21c</td>
<td>56%</td>
<td>47%</td>
<td>51%</td>
</tr>
<tr>
<td>Q21d</td>
<td>76%</td>
<td>70%</td>
<td>71%</td>
</tr>
<tr>
<td>KF1</td>
<td>3.69</td>
<td>3.44</td>
<td>3.58</td>
</tr>
</tbody>
</table>
2. Overall indicator of staff engagement for North East Ambulance Service NHS Foundation Trust

The figure below shows how North East Ambulance Service NHS Foundation Trust compares with other ambulance 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 3.58 was above (better than) average when compared with trusts of a similar type.

**OVERALL STAFF ENGAGEMENT**

(The higher the score the better)

<table>
<thead>
<tr>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
</tr>
<tr>
<td>Trust score 2016</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
</tr>
<tr>
<td>Poorly engaged staff</td>
</tr>
<tr>
<td>3.58</td>
</tr>
</tbody>
</table>

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 North East Ambulance Service NHS Foundation Trust compares with other ambulance trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2016 survey.

<table>
<thead>
<tr>
<th>Change since 2016 survey</th>
<th>Ranking, compared with all ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OVERALL STAFF ENGAGEMENT</strong></td>
<td>• No change</td>
</tr>
<tr>
<td>KF1. Staff recommendation of the trust as a place to work or receive treatment</td>
<td>✓ Increase (better than 16)</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>✓ Above (better than) average</td>
</tr>
<tr>
<td>KF4. Staff motivation at work</td>
<td>• No change</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>• No change</td>
</tr>
<tr>
<td>KF7. Staff ability to contribute towards improvements at work</td>
<td>• No change</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>• No change</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 2017 Key Findings for North East Ambulance Service NHS Foundation Trust

3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which North East Ambulance Service NHS Foundation Trust compares most favourably with other ambulance trusts in England.

**TOP FIVE RANKING SCORES**

**✓ 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>Score</th>
<th>Trust score 2017</th>
<th>National 2017 average for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Unsatisfactory delivery of work / care</td>
<td>3.81</td>
</tr>
<tr>
<td>2</td>
<td>4.03</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3.66</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>3.44</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Likely to recommend</td>
<td></td>
</tr>
</tbody>
</table>

**✓ KF1. Staff recommendation of the organisation as a place to work or receive treatment**  
*(the higher the score the better)*

<table>
<thead>
<tr>
<th>Score</th>
<th>Trust score 2017</th>
<th>National 2017 average for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Unlikely to recommend</td>
<td>85%</td>
</tr>
<tr>
<td>25</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>75</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>100</td>
<td>Likely to recommend</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Score</th>
<th>Trust score 2017</th>
<th>National 2017 average for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Not enthusiastic / absorbed</td>
<td>3.65</td>
</tr>
<tr>
<td>2</td>
<td>3.78</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3.40</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Low-quality training</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>High-quality training</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Score</th>
<th>Trust score 2017</th>
<th>National 2017 average for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Low-quality training</td>
<td>3.90</td>
</tr>
<tr>
<td>2</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>3.78</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>High-quality training</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>4.00</td>
<td></td>
</tr>
</tbody>
</table>

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This page highlights the five Key Findings for which North East Ambulance Service NHS Foundation Trust compares least favourably with other ambulance 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**

1. **KF23. Percentage of staff experiencing physical violence from staff in last 12 months**
   - (the lower the score the better)
   - Trust score 2017: 2%
   - National 2017 average for ambulance trusts: 3%

2. **KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion**
   - (the higher the score the better)
   - Trust score 2017: 69%
   - National 2017 average for ambulance trusts: 69%

3. **KF15. Percentage of staff satisfied with the opportunities for flexible working patterns**
   - (the higher the score the better)
   - Trust score 2017: 34%
   - National 2017 average for ambulance trusts: 34%

4. **KF24. Percentage of staff / colleagues reporting most recent experience of violence**
   - (the higher the score the better)
   - Trust score 2017: 65%
   - National 2017 average for ambulance trusts: 65%

5. **KF6. Percentage of staff reporting good communication between senior management and staff**
   - (the higher the score the better)
   - Trust score 2017: 20%
   - National 2017 average for ambulance trusts: 20%

For each of the 32 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). North East Ambulance Service 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 11. Further details about this can be found in the document *Making sense of your staff survey data.*
3.2 Largest Local Changes since the 2016 Survey

This page highlights the five Key Findings where staff experiences have improved at North East Ambulance Service NHS Foundation Trust since the 2016 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

**KF16. Percentage of staff working extra hours**
*The lower the score the better*
- Trust score 2017: 81%
- Trust score 2016: 84%

**KF14. Staff satisfaction with resourcing and support**
*The higher the score the better*
- Trust score 2017: 3.28
- Trust score 2016: 3.14

**KF28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month**
*The lower the score the better*
- Trust score 2017: 31%
- Trust score 2016: 36%

**KF1. Staff recommendation of the organisation as a place to work or receive treatment**
*The higher the score the better*
- Trust score 2017: 3.66
- Trust score 2016: 3.52

**KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents**
*The higher the score the better*
- Trust score 2017: 3.52
- Trust score 2016: 3.41
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have deteriorated the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document *Making sense of your staff survey data*.

This page highlights the Key Finding that has deteriorated at North East Ambulance Service NHS Foundation Trust since the 2016 survey. It is suggested that this 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 ambulance trusts in England, the score for Key finding KF11 is better than average).

**WHERE STAFF EXPERIENCE HAS DETERIORATED**

- **KF11. Percentage of staff appraised in last 12 months**
  - (the higher the score the better)
  - **Percentage score**
    - Trust score 2017: 82%
    - Trust score 2016: 86%

![](chart.png)
### 3.3. Summary of all Key Findings for North East Ambulance Service NHS Foundation Trust

**KEY**

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 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 2016 survey</th>
<th>-15%</th>
<th>-10%</th>
<th>-5%</th>
<th>0%</th>
<th>5%</th>
<th>10%</th>
<th>15%</th>
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</thead>
<tbody>
<tr>
<td>KF11. % appraised in last 12 mths</td>
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<tr>
<td>KF20. % experiencing discrimination at work in last 12 mths</td>
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<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression</td>
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<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
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<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
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<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
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<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell</td>
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<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
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<tr>
<td>* KF16. % working extra hours</td>
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<tr>
<td>KF7. % able to contribute towards improvements at work</td>
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<tr>
<td>KF6. % reporting good communication between senior management and staff</td>
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<tr>
<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
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<tr>
<td>* KF22. % experiencing physical violence from patients, relatives or the public in last mth</td>
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<tr>
<td>* KF23. % experiencing physical violence from staff in last 12 mths</td>
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<tr>
<td>KF24. % reporting most recent experience of violence</td>
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<tr>
<td>* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
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<tr>
<td>* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
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<tr>
<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
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</tbody>
</table>
### 3.3. Summary of all Key Findings for North East Ambulance Service NHS Foundation Trust

**KEY**

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 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 2016 survey (cont)</th>
<th>-1.0</th>
<th>-0.6</th>
<th>-0.2</th>
<th>0.2</th>
<th>0.6</th>
<th>1.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF12. Quality of appraisals</td>
<td></td>
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<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
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</tr>
<tr>
<td>KF16. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
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<td></td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td></td>
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<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
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</tr>
<tr>
<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
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<tr>
<td>KF4. Staff motivation at work</td>
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<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>KF9. Effective team working</td>
<td></td>
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<tr>
<td>KF14. Staff satisfaction with resourcing and support</td>
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<tr>
<td>KF5. Recognition and value of staff by managers and the organisation</td>
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<tr>
<td>KF10. Support from immediate managers</td>
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<tr>
<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
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<tr>
<td>KF32. Effective use of patient / service user feedback</td>
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</tr>
</tbody>
</table>
### 3.3. Summary of all Key Findings for North East Ambulance Service NHS Foundation Trust

**KEY**
- **Green** = Positive finding, e.g. better than average.
- **Red** = Negative finding, i.e. worse than average.
- **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 ambulance trusts in 2017

<table>
<thead>
<tr>
<th>KF11. % appraised in last 12 mths</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>
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<tr>
<td>KF20. % experiencing discrimination at work in last 12 mths</td>
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</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<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>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<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>

* Asterisks indicate scores for which a high score represents a negative finding. These are marked in *italics*.
### 3.3. Summary of all Key Findings for North East Ambulance Service NHS Foundation Trust

**KEY**
- Green = Positive finding, e.g. better than average.
- Red = Negative finding, i.e. worse than average.
- 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.

<table>
<thead>
<tr>
<th>Key Finding</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF12. Quality of appraisals</td>
<td>🟢2.0</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 mgmt 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>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 North East Ambulance Service NHS Foundation Trust

**KEY**
- Green = Positive finding, e.g. better than average, better than 2016.
- Red = Negative finding, e.g. worse than average, worse than 2016.

‘Change since 2016 survey’ indicates whether there has been a statistically significant change in the Key Finding since the 2016 survey.

-- No comparison to the 2016 data is possible.

* 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 2016 survey</th>
<th>Ranking, compared with all ambulance trusts in 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appraisals &amp; support for development</strong></td>
<td></td>
</tr>
<tr>
<td>KF11. % appraised in last 12 mths</td>
<td>! Decrease (worse than 16)</td>
</tr>
<tr>
<td>KF12. Quality of appraisals</td>
<td>• No change</td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>• No change</td>
</tr>
<tr>
<td><strong>Equality &amp; diversity</strong></td>
<td></td>
</tr>
<tr>
<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
<td>✓ Decrease (better than 16)</td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>• No change</td>
</tr>
<tr>
<td><strong>Errors &amp; incidents</strong></td>
<td></td>
</tr>
<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents witnessed in last mth</td>
<td>✓ Decrease (better than 16)</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>• No change</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>✓ Increase (better than 16)</td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>• No change</td>
</tr>
<tr>
<td><strong>Health and wellbeing</strong></td>
<td></td>
</tr>
<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td>• No change</td>
</tr>
<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>• No change</td>
</tr>
<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
<td>• No change</td>
</tr>
<tr>
<td><strong>Working patterns</strong></td>
<td></td>
</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>• No change</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>✓ Decrease (better than 16)</td>
</tr>
</tbody>
</table>
### 3.4. Summary of all Key Findings for North East Ambulance Service NHS Foundation Trust (cont)

<table>
<thead>
<tr>
<th>KF1. Staff recommendation of the organisation as a place to work or receive treatment</th>
<th>Change since 2016 survey</th>
<th>Ranking, compared with all ambulance trusts in 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Increase (better than 16)</td>
<td>✔ Above (better than) average</td>
<td></td>
</tr>
</tbody>
</table>

| KF4. Staff motivation at work | No change | ✔ Above (better than) average |

| KF7. % able to contribute towards improvements at work | No change | ✔ Above (better than) average |

| KF8. Staff satisfaction with level of responsibility and involvement | No change | ✔ Above (better than) average |

| KF9. Effective team working | No change | Average |

| KF14. Staff satisfaction with resourcing and support | ✔ Increase (better than 16) | ✔ Above (better than) average |

| KF5. Recognition and value of staff by managers and the organisation | No change | ✔ Above (better than) average |

| KF6. % reporting good communication between senior management and staff | No change | Average |

| KF10. Support from immediate managers | No change | ✔ Above (better than) average |

| KF11. Staff satisfaction with the quality of work and care they are able to deliver | No change | ✔ Above (better than) average |

| KF3. % agreeing that their role makes a difference to patients / service users | No change | ✔ Above (better than) average |

| KF32. Effective use of patient / service user feedback | No change | Average |

**Violence, harassment & bullying**

| KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths | No change | Average |

| KF23. % experiencing physical violence from staff in last 12 mths | No change | ! Above (worse than) average |

| KF24. % reporting most recent experience of violence | No change | Average |

| KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | No change | ✔ Below (better than) average |

| KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths | No change | ✔ Below (better than) average |

| KF27. % reporting most recent experience of harassment, bullying or abuse | No change | ✔ Above (better than) average |
4. Key Findings for North East Ambulance Service NHS Foundation Trust

North East Ambulance Service NHS Foundation Trust had 1325 staff take part in this survey. This is a response rate of 54%\(^1\) which is above average for ambulance trusts in England (42%), and compares with a response rate of 49% in this trust in the 2016 survey.

This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2016 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 better than average, or where the score has improved since 2016). Negative findings are highlighted with a red arrow (e.g. where the trust's score is worse than average, or where the score is not as good as 2016). 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 2017</td>
<td>82%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>66%</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>81%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>93%</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 2017</td>
<td>2.78</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>2.82</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>2.65</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>2.96</td>
</tr>
</tbody>
</table>

\(^1\)Questionnaires were sent to all 2434 staff eligible to receive the survey. 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

Scale summary score

<table>
<thead>
<tr>
<th>Training Quality</th>
<th>Trust score 2017</th>
<th>Trust score 2016</th>
<th>National 2017 average for ambulance trusts</th>
<th>Best 2017 score for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low-quality training</td>
<td>3.90</td>
<td>3.98</td>
<td>4.00</td>
<td>4.00</td>
</tr>
<tr>
<td>High-quality training</td>
<td>4.00</td>
<td>3.98</td>
<td>3.90</td>
<td>4.00</td>
</tr>
</tbody>
</table>

Equality & diversity

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

Percentage score

<table>
<thead>
<tr>
<th>Discrimination</th>
<th>Trust score 2017</th>
<th>Trust score 2016</th>
<th>National 2017 average for ambulance trusts</th>
<th>Best 2017 score for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>15%</td>
<td>19%</td>
<td>19%</td>
<td>13%</td>
</tr>
</tbody>
</table>

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

Percentage score

<table>
<thead>
<tr>
<th>Career Progression</th>
<th>Trust score 2017</th>
<th>Trust score 2016</th>
<th>National 2017 average for ambulance trusts</th>
<th>Best 2017 score for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>69%</td>
<td>69%</td>
<td>69%</td>
<td>83%</td>
</tr>
</tbody>
</table>

Errors & incidents

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

Percentage score

<table>
<thead>
<tr>
<th>Error Witnessing</th>
<th>Trust score 2017</th>
<th>Trust score 2016</th>
<th>National 2017 average for ambulance trusts</th>
<th>Best 2017 score for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage</td>
<td>31%</td>
<td>36%</td>
<td>35%</td>
<td>29%</td>
</tr>
</tbody>
</table>
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

*The higher the score the better*

- **Trust score 2017**: 85%
- **Trust score 2016**: 83%
- **National 2017 average for ambulance trusts**: 82%
- **Best 2017 score for ambulance trusts**: 91%

---

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

*The higher the score the better*

- **Trust score 2017**: 3.52
- **Trust score 2016**: 3.41
- **National 2017 average for ambulance trusts**: 3.41
- **Best 2017 score for ambulance trusts**: 3.59

---

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

*The lower the score the better*

- **Trust score 2017**: 3.49
- **Trust score 2016**: 3.61
- **National 2017 average for ambulance trusts**: 3.68
- **Best 2017 score for ambulance trusts**: 3.61

---

Health and wellbeing

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

*The lower the score the better*

- **Trust score 2017**: 43%
- **Trust score 2016**: 45%
- **National 2017 average for ambulance trusts**: 48%
- **Best 2017 score for ambulance trusts**: 42%
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

The lower the score the better

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>57%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>60%</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>62%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>52%</td>
</tr>
</tbody>
</table>

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

The higher the score the better

<table>
<thead>
<tr>
<th></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>3.57</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.58</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.25</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>3.60</td>
</tr>
</tbody>
</table>

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

The higher the score the better

<table>
<thead>
<tr>
<th></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>34%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>33%</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>34%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>38%</td>
</tr>
</tbody>
</table>

KEY FINDING 16. 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 2017</td>
<td>81%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>84%</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>85%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>81%</td>
</tr>
</tbody>
</table>
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></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>3.66</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.52</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.44</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>3.66</td>
</tr>
</tbody>
</table>

KEY FINDING 4. 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 2017</td>
<td>3.78</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.74</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.65</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>3.78</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></th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>49%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>51%</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>45%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>54%</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></th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>3.68</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.67</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.59</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>3.76</td>
</tr>
</tbody>
</table>
KEY FINDING 9. Effective team working
(the higher the score the better)

<table>
<thead>
<tr>
<th>Measure</th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>3.26</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.22</td>
</tr>
<tr>
<td>National 2017 average for trusts</td>
<td>3.23</td>
</tr>
<tr>
<td>Best 2017 score for ambulance</td>
<td>3.42</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Measure</th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>3.28</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.14</td>
</tr>
<tr>
<td>National 2017 average for trusts</td>
<td>3.16</td>
</tr>
<tr>
<td>Best 2017 score for ambulance</td>
<td>3.35</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>Measure</th>
<th>Scale summary score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>3.19</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.15</td>
</tr>
<tr>
<td>National 2017 average for trusts</td>
<td>3.01</td>
</tr>
<tr>
<td>Best 2017 score for ambulance</td>
<td>3.35</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>Measure</th>
<th>Percentage score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trust score 2017</td>
<td>20%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>18%</td>
</tr>
<tr>
<td>National 2017 average for trusts</td>
<td>20%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance</td>
<td>26%</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 2017</td>
<td>3.68</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.69</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.44</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>3.85</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 2017</td>
<td>4.03</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>4.00</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.81</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>4.03</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 2017</td>
<td>90%</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>89%</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>88%</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>90%</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 2017</td>
<td>3.30</td>
</tr>
<tr>
<td>Trust score 2016</td>
<td>3.30</td>
</tr>
<tr>
<td>National 2017 average for ambulance trusts</td>
<td>3.24</td>
</tr>
<tr>
<td>Best 2017 score for ambulance trusts</td>
<td>3.36</td>
</tr>
</tbody>
</table>
**KEY FINDING 22.** Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

- **Trust score 2017**: 32%
- **Trust score 2016**: 34%
- **National 2017 average for ambulance trusts**: 33%
- **Best 2017 score for ambulance trusts**: 28%

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

- **Trust score 2017**: 3%
- **Trust score 2016**: 2%
- **National 2017 average for ambulance trusts**: 2%
- **Best 2017 score for ambulance trusts**: 2%

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

- **Trust score 2017**: 65%
- **Trust score 2016**: 63%
- **National 2017 average for ambulance trusts**: 65%
- **Best 2017 score for ambulance trusts**: 84%

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

- **Trust score 2017**: 44%
- **Trust score 2016**: 45%
- **National 2017 average for ambulance trusts**: 48%
- **Best 2017 score for ambulance trusts**: 41%
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)

<table>
<thead>
<tr>
<th>Score</th>
<th>Trust score 2017</th>
<th>Trust score 2016</th>
<th>National 2017 average for ambulance trusts</th>
<th>Best 2017 score for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage score</td>
<td>21%</td>
<td>25%</td>
<td>28%</td>
<td>21%</td>
</tr>
</tbody>
</table>

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

(the higher the score the better)

<table>
<thead>
<tr>
<th>Score</th>
<th>Trust score 2017</th>
<th>Trust score 2016</th>
<th>National 2017 average for ambulance trusts</th>
<th>Best 2017 score for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage score</td>
<td>41%</td>
<td>41%</td>
<td>38%</td>
<td>43%</td>
</tr>
</tbody>
</table>
5. Workforce Race Equality Standard (WRES)

The scores presented below are the un-weighted question level score for question Q17b and un-weighted scores for Key Findings 25, 26, and 21, split between White and Black and Minority Ethnic (BME) staff, as required for the Workforce Race Equality Standard.

In order to preserve the anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

<table>
<thead>
<tr>
<th>KF25</th>
<th>Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>White</td>
<td>41%</td>
<td>50%</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>BME</td>
<td>43%</td>
<td>39%</td>
<td>37%</td>
</tr>
<tr>
<td>KF26</td>
<td>Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>White</td>
<td>20%</td>
<td>27%</td>
<td>24%</td>
</tr>
<tr>
<td></td>
<td>BME</td>
<td>30%</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>KF21</td>
<td>Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>White</td>
<td>72%</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td></td>
<td>BME</td>
<td>82%</td>
<td>48%</td>
<td>73%</td>
</tr>
<tr>
<td>Q17b</td>
<td>In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>White</td>
<td>9%</td>
<td>10%</td>
<td>11%</td>
</tr>
<tr>
<td></td>
<td>BME</td>
<td>19%</td>
<td>18%</td>
<td>21%</td>
</tr>
</tbody>
</table>
6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at North East Ambulance Service NHS Foundation Trust broken down by work group characteristics: occupational groups, departments, directorates and full time/part time staff.

Technical notes:

- 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

- For most of the Key Findings presented in tables 6.1 to 6.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.

- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.

- Please note that, unlike the overall trust scores, data in this section are not weighted.

- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.

- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.
<table>
<thead>
<tr>
<th></th>
<th>Adult / General Nurses</th>
<th>General Management</th>
<th>Admin &amp; Clerical</th>
<th>Central Functions / Corporate Services</th>
<th>Maintenance / Ancillary</th>
<th>Commissioning Staff</th>
<th>Emergency Care Assistant</th>
<th>Ambulance Technicians</th>
<th>Ambulance Control Staff</th>
<th>Patient Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appraisals &amp; support for development</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF11. % appraised in last 12 mths</td>
<td>100</td>
<td>93</td>
<td>93</td>
<td>85</td>
<td>91</td>
<td>79</td>
<td>82</td>
<td>74</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td>KF12. Quality of appraisals</td>
<td>4.18</td>
<td>3.39</td>
<td>3.06</td>
<td>3.19</td>
<td>-</td>
<td>2.45</td>
<td>2.63</td>
<td>2.71</td>
<td>3.19</td>
<td>2.66</td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>4.64</td>
<td>3.93</td>
<td>3.77</td>
<td>3.99</td>
<td>-</td>
<td>4.05</td>
<td>3.88</td>
<td>3.96</td>
<td>4.01</td>
<td>3.75</td>
</tr>
<tr>
<td><strong>Equality &amp; diversity</strong></td>
<td></td>
<td></td>
<td></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>8</td>
<td>5</td>
<td>7</td>
<td>9</td>
<td>33</td>
<td>21</td>
<td>17</td>
<td>21</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>92</td>
<td>91</td>
<td>82</td>
<td>78</td>
<td>-</td>
<td>65</td>
<td>58</td>
<td>35</td>
<td>82</td>
<td>68</td>
</tr>
<tr>
<td><strong>Errors &amp; incidents</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td>50</td>
<td>27</td>
<td>5</td>
<td>13</td>
<td>33</td>
<td>39</td>
<td>35</td>
<td>29</td>
<td>33</td>
<td>24</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>-</td>
<td>91</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>88</td>
<td>79</td>
<td>77</td>
<td>86</td>
<td>73</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>4.53</td>
<td>4.01</td>
<td>3.75</td>
<td>3.70</td>
<td>3.11</td>
<td>3.45</td>
<td>3.37</td>
<td>3.19</td>
<td>3.78</td>
<td>3.41</td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>4.65</td>
<td>4.01</td>
<td>3.91</td>
<td>3.63</td>
<td>3.00</td>
<td>3.56</td>
<td>3.54</td>
<td>3.39</td>
<td>3.74</td>
<td>3.59</td>
</tr>
<tr>
<td><strong>Health and wellbeing</strong></td>
<td></td>
<td></td>
<td></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>33</td>
<td>38</td>
<td>39</td>
<td>41</td>
<td>25</td>
<td>51</td>
<td>42</td>
<td>52</td>
<td>37</td>
<td>31</td>
</tr>
<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>50</td>
<td>48</td>
<td>58</td>
<td>54</td>
<td>50</td>
<td>61</td>
<td>55</td>
<td>70</td>
<td>59</td>
<td>51</td>
</tr>
<tr>
<td><strong>Working patterns</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>69</td>
<td>81</td>
<td>75</td>
<td>70</td>
<td>42</td>
<td>22</td>
<td>27</td>
<td>6</td>
<td>40</td>
<td>32</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>67</td>
<td>83</td>
<td>66</td>
<td>66</td>
<td>50</td>
<td>94</td>
<td>92</td>
<td>98</td>
<td>62</td>
<td>52</td>
</tr>
<tr>
<td><strong>Number of respondents</strong></td>
<td>13</td>
<td>42</td>
<td>44</td>
<td>79</td>
<td>12</td>
<td>352</td>
<td>140</td>
<td>47</td>
<td>270</td>
<td>187</td>
</tr>
</tbody>
</table>

Due to low numbers of respondents, no scores are shown for the following occupational group: Public Health / Health Improvement.
Table 6.1: Key Findings for different occupational groups (cont)

<table>
<thead>
<tr>
<th>Job satisfaction</th>
<th>Adult/G. Nurses</th>
<th>General Management</th>
<th>Admin &amp; Clerical</th>
<th>Central Functions/Corporate Services</th>
<th>Maintenance/ Ancillary</th>
<th>Commissioning Staff</th>
<th>Emergency Care Assistant</th>
<th>Ambulance Technicians</th>
<th>Ambulance Control Staff</th>
<th>Patient Transport Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>KF1. Staff rec.</td>
<td>4.10</td>
<td>3.98</td>
<td>4.13</td>
<td>3.99</td>
<td>3.56</td>
<td>3.49</td>
<td>3.62</td>
<td>3.48</td>
<td>3.79</td>
<td>3.60</td>
</tr>
<tr>
<td>KF4. Staff Mot</td>
<td>4.33</td>
<td>4.06</td>
<td>3.73</td>
<td>3.69</td>
<td>3.92</td>
<td>3.76</td>
<td>4.08</td>
<td>3.74</td>
<td>3.35</td>
<td>3.89</td>
</tr>
<tr>
<td>KF7. % able to</td>
<td>92</td>
<td>79</td>
<td>75</td>
<td>73</td>
<td>50</td>
<td>45</td>
<td>41</td>
<td>38</td>
<td>41</td>
<td>42</td>
</tr>
<tr>
<td>KF8. Staff sat.</td>
<td>4.32</td>
<td>3.99</td>
<td>3.95</td>
<td>3.67</td>
<td>3.67</td>
<td>3.70</td>
<td>3.47</td>
<td>3.64</td>
<td>3.65</td>
<td>3.62</td>
</tr>
<tr>
<td>KF9. Effective</td>
<td>4.44</td>
<td>3.79</td>
<td>3.81</td>
<td>3.72</td>
<td>3.17</td>
<td>3.18</td>
<td>2.91</td>
<td>3.06</td>
<td>3.16</td>
<td></td>
</tr>
<tr>
<td>KF14. Staff</td>
<td>3.96</td>
<td>3.15</td>
<td>3.52</td>
<td>3.21</td>
<td>2.96</td>
<td>3.16</td>
<td>3.36</td>
<td>3.23</td>
<td>3.36</td>
<td>3.42</td>
</tr>
<tr>
<td>Managers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF6. % good</td>
<td>69</td>
<td>43</td>
<td>32</td>
<td>29</td>
<td>8</td>
<td>14</td>
<td>14</td>
<td>11</td>
<td>24</td>
<td>13</td>
</tr>
<tr>
<td>KF10. Support</td>
<td>4.58</td>
<td>3.94</td>
<td>3.99</td>
<td>3.80</td>
<td>3.19</td>
<td>3.51</td>
<td>3.50</td>
<td>3.51</td>
<td>3.97</td>
<td>3.69</td>
</tr>
<tr>
<td>Patient care &amp;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>experience</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF2. Staff sat.</td>
<td>4.03</td>
<td>4.14</td>
<td>4.03</td>
<td>3.65</td>
<td>-</td>
<td>4.03</td>
<td>4.14</td>
<td>4.16</td>
<td>3.79</td>
<td>4.12</td>
</tr>
<tr>
<td>KF3. % diff.</td>
<td>100</td>
<td>90</td>
<td>81</td>
<td>79</td>
<td>-</td>
<td>93</td>
<td>90</td>
<td>96</td>
<td>88</td>
<td>92</td>
</tr>
<tr>
<td>KF32. Eff. use</td>
<td>-</td>
<td>4.04</td>
<td>3.50</td>
<td>3.65</td>
<td>-</td>
<td>3.05</td>
<td>3.18</td>
<td>-</td>
<td>3.74</td>
<td>3.54</td>
</tr>
<tr>
<td>Violence,</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>harassment &amp;</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bullying</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF22. % exp.</td>
<td>0</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>53</td>
<td>48</td>
<td>59</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>KF23. % exp.</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>17</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>KF24. % exp.</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>67</td>
<td>66</td>
<td>62</td>
<td>-</td>
<td>43</td>
</tr>
<tr>
<td>KF25. % exp.</td>
<td>38</td>
<td>7</td>
<td>12</td>
<td>4</td>
<td>0</td>
<td>59</td>
<td>60</td>
<td>49</td>
<td>47</td>
<td>25</td>
</tr>
<tr>
<td>KF26. % exp.</td>
<td>15</td>
<td>26</td>
<td>20</td>
<td>20</td>
<td>33</td>
<td>22</td>
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### Table 6.2: Key Findings for different departments Page 1 of 2

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Please note that the departments classification was provided by North East Ambulance Service NHS Foundation Trust.
Table 6.2: Key Findings for different departments (cont) Page 1 of 2

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<th>Finance &amp; Resources</th>
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Managers

| KF5. Recognition and value of staff by managers and the organisation | 3.41          | 3.92                       | 3.13                      | 3.52                      | 2.92         | 3.19        | 3.58                   | 2.33                 | 3.55               | 2.74  |
| KF6. % reporting good communication between senior management and staff | 26            | 42                         | 19                        | 30                        | 18           | 14          | 32                     | 9                   | 24                 | 11    |
| KF10. Support from immediate managers | 3.97          | 4.13                       | 3.82                      | 3.91                      | 3.98         | 3.37        | 3.72                   | 2.77                 | 3.87               | 2.84  |

Patient care & experience

| KF2. Staff satisfaction with the quality of work and care they are able to deliver | 3.94          | -                          | 3.66                      | 4.14                      | 2.75         | 4.07        | 3.41                   | -                   | -                 | 4.11  |
| KF3. % agreeing that their role makes a difference to patients / service users | 90            | -                          | 73                        | 84                        | 82           | 100         | 75                     | -                   | 79                | 88    |
| KF32. Effective use of patient / service user feedback | 3.77          | -                          | -                         | -                         | -            | -          | 3.81                   | -                   | -                 | -     |

Violence, harassment & bullying

| KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths | 1            | 0                          | 6                         | 0                         | 6            | 0           | 5                      | -                   | 0                 | 1     |
| KF23. % experiencing physical violence from staff in last 12 mths | 1            | 0                          | 3                         | 0                         | 6            | 0           | 8                      | -                   | 0                 | 11    |
| KF24. % reporting most recent experience of violence | -            | -                          | -                         | -                         | -            | -          | -                      | -                   | -                 | -     |
| KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 52           | 9                          | 54                        | 4                         | 27           | 21          | 8                      | -                   | 3                 | 6     |
| KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths | 12           | 17                         | 14                        | 13                        | 33           | 21          | 37                     | -                   | 9                 | 37    |
| KF27. % reporting most recent experience of harassment, bullying or abuse | 21           | -                          | 19                        | -                         | -            | 25          | -                      | -                   | -                 | -     |

Overall staff engagement

| Overall staff engagement | 3.43         | 4.30                       | 3.28                      | 3.84                      | 3.21         | 3.53        | 3.72                   | 3.03                 | 3.88               | 3.35  |

Number of respondents

| Number of respondents | 222          | 12                         | 37                        | 23                        | 17           | 14          | 38                     | 11                  | 33                | 19    |

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<th>HART and Resilience</th>
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<th>Information Management &amp; Technology</th>
<th>Operations Centre Management</th>
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<th>Strategy and Transformation</th>
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<th>Unscheduled Care - South Division</th>
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### Table 6.2: Key Findings for different departments (cont) Page 2 of 2

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<th>Information Management &amp; Technology</th>
<th>Operations Centre Management</th>
<th>Operations Support</th>
<th>Risk and Claims</th>
<th>Scheduled Care - North Division</th>
<th>Scheduled Care - South Division</th>
<th>Strategy and Transformation</th>
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<th>Unscheduled Care - South Division</th>
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<th>Operations Support</th>
<th>Risk and Claims</th>
<th>Scheduled Care - North Division</th>
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<td>3.73</td>
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<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
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<td>90</td>
<td>94</td>
<td>-</td>
<td>-</td>
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<td>94</td>
<td>73</td>
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<td>-</td>
<td>3.95</td>
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<td>-</td>
<td>3.51</td>
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<th>Information Management &amp; Technology</th>
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<th>Operations Support</th>
<th>Risk and Claims</th>
<th>Scheduled Care - North Division</th>
<th>Scheduled Care - South Division</th>
<th>Strategy and Transformation</th>
<th>Unscheduled Care - North Division</th>
<th>Unscheduled Care - South Division</th>
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<td>0</td>
<td>0</td>
<td>9</td>
<td>0</td>
<td>16</td>
<td>15</td>
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<td>0</td>
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<td>0</td>
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<td>-</td>
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<td>66</td>
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<td>0</td>
<td>16</td>
<td>27</td>
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<td>26</td>
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<td>6</td>
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<td>11</td>
<td>18</td>
<td>18</td>
<td>18</td>
<td>22</td>
<td>28</td>
<td>12</td>
<td>22</td>
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<th>Human Resources</th>
<th>Information Management &amp; Technology</th>
<th>Operations Centre Management</th>
<th>Operations Support</th>
<th>Risk and Claims</th>
<th>Scheduled Care - North Division</th>
<th>Scheduled Care - South Division</th>
<th>Strategy and Transformation</th>
<th>Unscheduled Care - North Division</th>
<th>Unscheduled Care - South Division</th>
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<td>3.67</td>
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<td>3.92</td>
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<td>3.62</td>
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<th>Information Management &amp; Technology</th>
<th>Operations Centre Management</th>
<th>Operations Support</th>
<th>Risk and Claims</th>
<th>Scheduled Care - North Division</th>
<th>Scheduled Care - South Division</th>
<th>Strategy and Transformation</th>
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<th>Unscheduled Care - South Division</th>
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<tr>
<td>37</td>
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<td>36</td>
<td>49</td>
<td>11</td>
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Please note that the departments classification was provided by North East Ambulance Service NHS Foundation Trust
Table 6.3: Key Findings for different directorates

<table>
<thead>
<tr>
<th></th>
<th>Directorate of Chief Executive</th>
<th>Directorate of Finance and Resources</th>
<th>Directorate of Operations</th>
<th>Directorate of Quality and Safety</th>
<th>Directorate of Strategy and Transformation and</th>
<th>Medical Directorate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appraisals &amp; support for development</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
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<td>100</td>
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<td>83</td>
<td>94</td>
<td>77</td>
<td>84</td>
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<td>KF12. Quality of appraisals</td>
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<td>2.81</td>
<td>2.92</td>
<td>3.18</td>
<td>3.19</td>
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<td>3.76</td>
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<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
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<td>12</td>
<td>14</td>
<td>5</td>
<td>9</td>
<td>5</td>
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<tr>
<td>* KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>-</td>
<td>70</td>
<td>70</td>
<td>91</td>
<td>86</td>
<td>64</td>
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<td><strong>Errors &amp; incidents</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>19</td>
<td>33</td>
<td>16</td>
<td>11</td>
<td>37</td>
</tr>
<tr>
<td>* KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>-</td>
<td>71</td>
<td>84</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<td>3.63</td>
<td>4.13</td>
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<td><strong>Health and wellbeing</strong></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>23</td>
<td>36</td>
<td>42</td>
<td>32</td>
<td>44</td>
<td>39</td>
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<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>31</td>
<td>46</td>
<td>58</td>
<td>58</td>
<td>56</td>
<td>61</td>
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<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
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<td>3.65</td>
<td>3.59</td>
<td>3.71</td>
<td>3.89</td>
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<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
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<td>61</td>
<td>30</td>
<td>89</td>
<td>67</td>
<td>84</td>
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<tr>
<td>* KF16. % working extra hours</td>
<td>77</td>
<td>61</td>
<td>77</td>
<td>53</td>
<td>83</td>
<td>76</td>
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<td>1100</td>
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### Table 6.3: Key Findings for different directorates (cont)

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<tr>
<th></th>
<th>Directorate of Chief Executive</th>
<th>Directorate of Finance and Resources</th>
<th>Directorate of Operations</th>
<th>Directorate of Quality and Safety</th>
<th>Directorate of Strategy, Transformation and</th>
<th>Medical Directorate</th>
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<td>44</td>
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<td>79</td>
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<td>3.84</td>
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<td>3.31</td>
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<td>3.72</td>
<td>3.56</td>
<td>3.54</td>
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<td>19</td>
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<td>3.72</td>
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<td><strong>Patient care &amp; experience</strong></td>
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<tr>
<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
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<td>3.80</td>
<td>4.03</td>
<td>4.38</td>
<td>3.59</td>
<td>4.00</td>
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<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
<td>-</td>
<td>85</td>
<td>91</td>
<td>79</td>
<td>76</td>
<td>94</td>
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<tr>
<td>KF32. Effective use of patient / service user feedback</td>
<td>-</td>
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<td>3.34</td>
<td>-</td>
<td>3.73</td>
<td>-</td>
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<td>0</td>
<td>30</td>
<td>0</td>
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<td>KF23. % experiencing physical violence from staff in last 12 mths</td>
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<td>3</td>
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<td>16</td>
<td>21</td>
<td>16</td>
<td>25</td>
<td>16</td>
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<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
<td>-</td>
<td>63</td>
<td>39</td>
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<td>-</td>
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<td>4.32</td>
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<td>3.77</td>
<td>3.85</td>
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Please note that the directorates classification was provided by North East Ambulance Service NHS Foundation Trust
Table 6.4: Key Findings for different work groups

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<td>KF11. % appraised in last 12 mths</td>
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<tr>
<td>KF12. Quality of appraisals</td>
<td>2.83</td>
<td>2.97</td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>3.99</td>
<td>3.89</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>14</td>
<td>13</td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>71</td>
<td>78</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>31</td>
<td>26</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>84</td>
<td>83</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>3.55</td>
<td>3.62</td>
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<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>3.63</td>
<td>3.69</td>
</tr>
<tr>
<td><strong>Health and wellbeing</strong></td>
<td></td>
<td></td>
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<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td>42</td>
<td>33</td>
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<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>56</td>
<td>57</td>
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<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
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<td>3.62</td>
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<tr>
<td><strong>Working patterns</strong></td>
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</tr>
<tr>
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<td>56</td>
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<td>* KF16. % working extra hours</td>
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<td>61</td>
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</tbody>
</table>

* Full time is defined as staff contracted to work 30 hours or more a week
<table>
<thead>
<tr>
<th></th>
<th>Full time</th>
<th>Part time</th>
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<tr>
<td><strong>Job satisfaction</strong></td>
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<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
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<td>KF9. Effective team working</td>
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<td>3.03</td>
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<td>KF14. Staff satisfaction with resourcing and support</td>
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<td>3.36</td>
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<td>KF10. Support from immediate managers</td>
<td>3.72</td>
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<td><strong>Patient care &amp; experience</strong></td>
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<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
<td>4.02</td>
<td>3.91</td>
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<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
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<td>KF32. Effective use of patient / service user feedback</td>
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<td>3.48</td>
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<tr>
<td><strong>Violence, harassment &amp; bullying</strong></td>
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<tr>
<td>* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
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<tr>
<td>KF24. % reporting most recent experience of violence</td>
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<td>48</td>
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<tr>
<td>* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
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<td>44</td>
</tr>
<tr>
<td>* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
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<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
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<td>3.51</td>
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</table>

* Full time is defined as staff contracted to work 30 hours or more a week
7. Key Findings by demographic groups

Tables 7.1 and 7.2 show the Key Findings at North East Ambulance Service NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- 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

- For most of the Key Findings presented in tables 7.1 and 7.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.

- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.

- Please note that, unlike the overall trust scores, data in this section are not weighted.

- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.

- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.
<table>
<thead>
<tr>
<th></th>
<th>Age 16-30</th>
<th>Age 31-40</th>
<th>Age 41-50</th>
<th>Age 51+</th>
</tr>
</thead>
<tbody>
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<td><strong>Appraisals &amp; support for development</strong></td>
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<tr>
<td>KF11. % appraised in last 12 mths</td>
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<td>85</td>
<td>86</td>
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<tr>
<td>KF12. Quality of appraisals</td>
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<td>3.01</td>
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<td>2.71</td>
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<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
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<td>4.05</td>
<td>4.00</td>
<td>3.85</td>
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<tr>
<td><strong>Equality &amp; diversity</strong></td>
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<td></td>
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</tr>
<tr>
<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
<td>17</td>
<td>16</td>
<td>11</td>
<td>13</td>
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<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>82</td>
<td>71</td>
<td>70</td>
<td>63</td>
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<tr>
<td><strong>Errors &amp; incidents</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td>34</td>
<td>27</td>
<td>31</td>
<td>29</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
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<td>83</td>
<td>82</td>
<td>84</td>
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<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
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<td><strong>Health and wellbeing</strong></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>39</td>
<td>40</td>
<td>45</td>
<td>40</td>
</tr>
<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>57</td>
<td>55</td>
<td>60</td>
<td>56</td>
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<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
<td>3.71</td>
<td>3.59</td>
<td>3.63</td>
<td>3.59</td>
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<td><strong>Working patterns</strong></td>
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<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>45</td>
<td>40</td>
<td>32</td>
<td>34</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>73</td>
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<td>78</td>
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<td>329</td>
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<td>Table 7.1: Key Findings for different age groups (cont)</td>
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<td>52</td>
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<td>3.14</td>
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<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
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<tr>
<td>* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
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<td>29</td>
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<td>3</td>
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<tr>
<td>KF24. % reporting most recent experience of violence</td>
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<td>64</td>
<td>66</td>
<td>58</td>
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<td>* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
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<td>* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
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<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
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<td></td>
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<td>Ethnic background</td>
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<td>KF11. % appraised in last 12 mths</td>
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<td>KF12. Quality of appraisals</td>
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<td>3.03</td>
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<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
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<td>11</td>
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<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
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<td>81</td>
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<td><strong>Errors &amp; incidents</strong></td>
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<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
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<td><strong>Health and wellbeing</strong></td>
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<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
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<td>38</td>
<td>-</td>
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<tr>
<td>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
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<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
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<td><strong>Working patterns</strong></td>
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<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
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<td>-</td>
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<tr>
<td>* KF16. % working extra hours</td>
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<td>-</td>
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Notes: * indicates that the sample size is small.
### Table 7.2: Key Findings for other demographic groups (cont)

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<td>work or receive treatment</td>
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<td>KF4. Staff motivation at work</td>
<td>3.82</td>
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<td>-</td>
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<tr>
<td>KF7. % able to contribute</td>
<td>49</td>
<td>51</td>
<td>-</td>
</tr>
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<td>towards improvements at work</td>
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<td></td>
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<tr>
<td>KF8. Staff satisfaction with</td>
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<td>-</td>
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<td>level of responsibility and</td>
<td></td>
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<td><strong>Managers</strong></td>
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<td>KF6. % reporting good</td>
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<td>communication between senior</td>
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<td>management and staff</td>
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<tr>
<td>KF10. Support from immediate</td>
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<td>3.85</td>
<td>-</td>
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<tr>
<td><strong>Patient care &amp; experience</strong></td>
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<td></td>
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<tr>
<td>KF2. Staff satisfaction with</td>
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<td>4.05</td>
<td>-</td>
</tr>
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<td>the quality of work and care</td>
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<td>they are able to deliver</td>
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<td>KF3. % agreeing that their</td>
<td>89</td>
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<td>KF32. Effective use of patient</td>
<td>3.29</td>
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<tr>
<td>bullying**</td>
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<tr>
<td>* KF22. % experiencing</td>
<td>32</td>
<td>17</td>
<td>-</td>
</tr>
<tr>
<td>physical violence from</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>patients, relatives or the</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>public in last 12 mths</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF23. % experiencing</td>
<td>3</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>physical violence from</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>staff in last 12 mths</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF24. % reporting most recent</td>
<td>61</td>
<td>72</td>
<td>-</td>
</tr>
<tr>
<td>experience of violence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF25. % experiencing</td>
<td>42</td>
<td>39</td>
<td>-</td>
</tr>
<tr>
<td>harassment, bullying or abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>from patients, relatives or</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the public in last 12 mths</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF26. % experiencing</td>
<td>21</td>
<td>17</td>
<td>-</td>
</tr>
<tr>
<td>harassment, bullying or abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>from staff in last 12 mths</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF27. % reporting most recent</td>
<td>42</td>
<td>40</td>
<td>-</td>
</tr>
<tr>
<td>experience of harassment,</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>bullying or abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Overall staff engagement</strong></td>
<td>3.58</td>
<td>3.62</td>
<td>-</td>
</tr>
<tr>
<td><strong>Number of respondents</strong></td>
<td>663</td>
<td>583</td>
<td>2</td>
</tr>
</tbody>
</table>
8. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 8.1, other work characteristics are shown in table 8.2, and demographic characteristics are shown in table 8.3.

### Table 8.1: Occupational group of respondents

<table>
<thead>
<tr>
<th>Occupational group</th>
<th>Number questionnaires returned</th>
<th>Percentage of survey respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Allied Health Professionals</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support to Allied Health Professionals</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Scientific and Technical / Healthcare Scientists</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support to Scientific and Technical / Healthcare Scientists</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Medical and Dental</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical / Dental - Consultant</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Operational ambulance staff</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency care practitioner</td>
<td>9</td>
<td>1%</td>
</tr>
<tr>
<td>Paramedic</td>
<td>352</td>
<td>28%</td>
</tr>
<tr>
<td>Emergency care assistant</td>
<td>140</td>
<td>11%</td>
</tr>
<tr>
<td>Ambulance technician</td>
<td>47</td>
<td>4%</td>
</tr>
<tr>
<td>Ambulance control staff</td>
<td>270</td>
<td>21%</td>
</tr>
<tr>
<td>Patient Transport Service</td>
<td>187</td>
<td>15%</td>
</tr>
<tr>
<td><strong>Nurses, Midwives and Nursing Assistants</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered Nurses - Adult / General</td>
<td>13</td>
<td>1%</td>
</tr>
<tr>
<td>Other Registered Nurses</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Social Care Staff</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approved social workers / Social workers / Residential social workers</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Other groups</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Health / Health Improvement</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Commissioning managers / support staff</td>
<td>4</td>
<td>0%</td>
</tr>
<tr>
<td>Admin and Clerical</td>
<td>44</td>
<td>3%</td>
</tr>
<tr>
<td>Central Functions / Corporate Services</td>
<td>79</td>
<td>6%</td>
</tr>
<tr>
<td>Maintenance / Ancillary</td>
<td>12</td>
<td>1%</td>
</tr>
<tr>
<td>General Management</td>
<td>42</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>67</td>
<td>5%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>48</td>
<td></td>
</tr>
</tbody>
</table>

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses
Table 8.2: Work characteristics of respondents

<table>
<thead>
<tr>
<th></th>
<th>Number questionnaires returned</th>
<th>Percentage of survey respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full time / part time</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full time</td>
<td>1125</td>
<td>87%</td>
</tr>
<tr>
<td>Part time</td>
<td>161</td>
<td>13%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td><strong>Length of time in organisation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than a year</td>
<td>114</td>
<td>9%</td>
</tr>
<tr>
<td>Between 1 to 2 years</td>
<td>181</td>
<td>14%</td>
</tr>
<tr>
<td>Between 3 to 5 years</td>
<td>272</td>
<td>21%</td>
</tr>
<tr>
<td>Between 6 to 10 years</td>
<td>288</td>
<td>22%</td>
</tr>
<tr>
<td>Between 11 to 15 years</td>
<td>171</td>
<td>13%</td>
</tr>
<tr>
<td>Over 15 years</td>
<td>277</td>
<td>21%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>

Sums of percentages may add up to more than 100% due to rounding, and do not include ‘did not specify’ responses
Table 8.3: Demographic characteristics of respondents

<table>
<thead>
<tr>
<th>Age group</th>
<th>Number questionnaires returned</th>
<th>Percentage of survey respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 16 and 30</td>
<td>240</td>
<td>19%</td>
</tr>
<tr>
<td>Between 31 and 40</td>
<td>329</td>
<td>26%</td>
</tr>
<tr>
<td>Between 41 and 50</td>
<td>400</td>
<td>31%</td>
</tr>
<tr>
<td>51 and over</td>
<td>320</td>
<td>25%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>36</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>663</td>
<td>51%</td>
</tr>
<tr>
<td>Female</td>
<td>583</td>
<td>45%</td>
</tr>
<tr>
<td>Prefer to self-describe</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>47</td>
<td>4%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnic background</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>1266</td>
<td>98%</td>
</tr>
<tr>
<td>Black and minority ethnic</td>
<td>21</td>
<td>2%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>38</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>222</td>
<td>17%</td>
</tr>
<tr>
<td>Not disabled</td>
<td>1069</td>
<td>83%</td>
</tr>
<tr>
<td>Did not specify</td>
<td>34</td>
<td></td>
</tr>
</tbody>
</table>

Sums of percentages may add up to more than 100% due to rounding, and do not include ‘did not specify’ responses.
Appendix 1

Key Findings for North East Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts

Technical notes:

- The first column in table A1 shows the trust's scores for each of the Key Findings. The same data are displayed in section 3 and 4 of this report.

- The second column in table A1 shows the 95% confidence intervals around the trust's scores for each of the Key Findings.

- The third column in table A1 shows the average (median) score for each of the Key Findings for ambulance trusts. The same data are displayed in section 3 and 4 of this report.

- The fourth and fifth columns in table A1 show the thresholds for below and above average scores for each of the Key Findings for ambulance trusts. The data are used to describe comparisons with other trusts as displayed in section 3 and 4 of this report.

- The sixth column in table A1 shows the lowest score attained for each of the Key Findings by an ambulance trust.

- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an ambulance trust.

- For most of the Key Findings presented in table A1, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative score. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.

- Please note that the data presented in table A1 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.
<table>
<thead>
<tr>
<th></th>
<th>Your trust</th>
<th>National scores for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Trust score</td>
<td>95% Confidence Interval</td>
</tr>
<tr>
<td>Response rate</td>
<td>54</td>
<td>-</td>
</tr>
<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>82</td>
<td>[80, 85]</td>
</tr>
<tr>
<td>KF12. Quality of appraisals</td>
<td>2.78</td>
<td>[2.69, 2.86]</td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>4.00</td>
<td>[3.94, 4.05]</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>15</td>
<td>[13, 17]</td>
</tr>
<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>69</td>
<td>[66, 72]</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>31</td>
<td>[29, 34]</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>85</td>
<td>[81, 89]</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>3.52</td>
<td>[3.47, 3.57]</td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>3.61</td>
<td>[3.56, 3.67]</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>43</td>
<td>[40, 46]</td>
</tr>
<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>57</td>
<td>[54, 60]</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>34</td>
<td>[31, 37]</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>81</td>
<td>[79, 83]</td>
</tr>
<tr>
<td></td>
<td>Your trust</td>
<td>National scores for ambulance trusts</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Trust score</td>
<td>Median score</td>
</tr>
<tr>
<td><strong>Job satisfaction</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
<td>3.66</td>
<td>[3.61, 3.71]</td>
</tr>
<tr>
<td>KF7. % able to contribute towards improvements at work</td>
<td>49</td>
<td>[46, 52]</td>
</tr>
<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
<td>3.68</td>
<td>[3.64, 3.72]</td>
</tr>
<tr>
<td><strong>Managers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF5. Recognition and value of staff by managers and the organisation</td>
<td>3.19</td>
<td>[3.14, 3.25]</td>
</tr>
<tr>
<td>KF6. % reporting good communication between senior management and staff</td>
<td>20</td>
<td>[17, 22]</td>
</tr>
<tr>
<td><strong>Patient care &amp; experience</strong></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>4.03</td>
<td>[3.98, 4.08]</td>
</tr>
<tr>
<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
<td>90</td>
<td>[89, 92]</td>
</tr>
<tr>
<td>KF32. Effective use of patient / service user feedback</td>
<td>3.30</td>
<td>[3.21, 3.38]</td>
</tr>
<tr>
<td><strong>Violence, harassment &amp; bullying</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
<td>32</td>
<td>[29, 35]</td>
</tr>
<tr>
<td>* KF23. % experiencing physical violence from staff in last 12 mths</td>
<td>3</td>
<td>[2, 4]</td>
</tr>
<tr>
<td>KF24. % reporting most recent experience of violence</td>
<td>65</td>
<td>[60, 71]</td>
</tr>
<tr>
<td>* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
<td>44</td>
<td>[42, 47]</td>
</tr>
<tr>
<td>* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
<td>21</td>
<td>[19, 23]</td>
</tr>
<tr>
<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
<td>41</td>
<td>[37, 45]</td>
</tr>
</tbody>
</table>
Appendix 2

Changes to the Key Findings since the 2015 and 2016 staff surveys

Technical notes:

- For most of the Key Findings presented in tables A2.1 and A2.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.

- It is likely that we would see some small change simply due to sample differences between the two years. The final column of the tables shows whether the change in your trust is statistically significant or not. If a change is not significant, then there is no evidence of a real change in the trust score.

- Please note that the trust scores and change scores presented in tables A2.1 and A2.2 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.

- All percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.

- In certain cases a dash (-) appears in Table A2.2. This is either because the Key Finding was not calculated in previous years, or there have been changes in how the Key Finding has been calculated this year.
| **Table A2.1: Changes in the Key Findings for North East Ambulance Service NHS Foundation Trust since 2016 survey** | North East Ambulance Service NHS Foundation Trust |
|---|---|---|---|
| | **2017 score** | **2016 score** | **Change** | **Statistically significant?** |
| **Response rate** | 54 | 49 | 5 | N/A |
| **Appraisals & support for development** | | | | |
| KF11. % appraised in last 12 mths | 82 | 86 | -4 | Yes |
| KF12. Quality of appraisals | 2.78 | 2.82 | -0.04 | No |
| KF13. Quality of non-mandatory training, learning or development | 4.00 | 3.98 | 0.01 | No |
| **Equality & diversity** | | | | |
| * KF20. % experiencing discrimination at work in last 12 mths | 15 | 19 | -3 | Yes |
| KF21. % believing the organisation provides equal opportunities for career progression / promotion | 69 | 69 | 0 | No |
| **Errors & incidents** | | | | |
| * KF28. % witnessing potentially harmful errors, near misses or incidents in last mth | 31 | 36 | -4 | Yes |
| KF29. % reporting errors, near misses or incidents witnessed in last mth | 85 | 83 | 2 | No |
| KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents | 3.52 | 3.41 | 0.11 | Yes |
| KF31. Staff confidence and security in reporting unsafe clinical practice | 3.61 | 3.61 | 0.01 | No |
| **Health and wellbeing** | | | | |
| * KF17. % feeling unwell due to work related stress in last 12 mths | 43 | 45 | -2 | No |
| * KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure | 57 | 60 | -2 | No |
| KF19. Org and mgmt interest in and action on health and wellbeing | 3.57 | 3.58 | -0.01 | No |
| **Working patterns** | | | | |
| KF15. % satisfied with the opportunities for flexible working patterns | 34 | 33 | 1 | No |
| * KF16. % working extra hours | 81 | 84 | -3 | Yes |
| KF1. Staff recommendation of the organisation as a place to work or receive treatment | 3.66 | 3.52 | 0.15 | Yes |
| KF4. Staff motivation at work | 3.78 | 3.74 | 0.04 | No |
| KF7. % able to contribute towards improvements at work | 49 | 51 | -2 | No |
| KF8. Staff satisfaction with level of responsibility and involvement | 3.68 | 3.67 | 0.01 | No |
| KF9. Effective team working | 3.26 | 3.22 | 0.03 | No |
| KF14. Staff satisfaction with resourcing and support | 3.28 | 3.14 | 0.14 | Yes |

**Managers**

| KF5. Recognition and value of staff by managers and the organisation | 3.19 | 3.15 | 0.04 | No |
| KF6. % reporting good communication between senior management and staff | 20 | 18 | 1 | No |
| KF10. Support from immediate managers | 3.68 | 3.69 | -0.01 | No |

**Patient care & experience**

| KF2. Staff satisfaction with the quality of work and care they are able to deliver | 4.03 | 4.00 | 0.03 | No |
| KF3. % agreeing that their role makes a difference to patients / service users | 90 | 89 | 1 | No |
| KF32. Effective use of patient / service user feedback | 3.30 | 3.30 | 0.00 | No |

**Violence, harassment & bullying**

<p>| * KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths | 32 | 34 | -2 | No |
| * KF23. % experiencing physical violence from staff in last 12 mths | 3 | 2 | 0 | No |
| KF24. % reporting most recent experience of violence | 65 | 63 | 2 | No |
| * KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 44 | 45 | -1 | No |
| * KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths | 21 | 25 | -4 | No |
| KF27. % reporting most recent experience of harassment, bullying or abuse | 41 | 41 | 0 | No |</p>
<table>
<thead>
<tr>
<th></th>
<th>2017 score</th>
<th>2015 score</th>
<th>Change</th>
<th>Statistically significant?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response rate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>54</td>
<td>37</td>
<td>18</td>
<td>-</td>
</tr>
<tr>
<td><strong>Appraisals &amp; support for development</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KF11. % appraised in last 12 mths</td>
<td>82</td>
<td>82</td>
<td>0</td>
<td>No</td>
</tr>
<tr>
<td>KF12. Quality of appraisals</td>
<td>2.78</td>
<td>2.57</td>
<td>0.21</td>
<td>Yes</td>
</tr>
<tr>
<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>4.00</td>
<td>3.87</td>
<td>0.13</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Equality &amp; diversity</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
<td>15</td>
<td>19</td>
<td>-4</td>
<td>No</td>
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<tr>
<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>69</td>
<td>63</td>
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<tr>
<td><strong>Errors &amp; incidents</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td>31</td>
<td>39</td>
<td>-8</td>
<td>Yes</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>85</td>
<td>78</td>
<td>7</td>
<td>Yes</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>3.52</td>
<td>3.13</td>
<td>0.39</td>
<td>Yes</td>
</tr>
<tr>
<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>3.61</td>
<td>3.36</td>
<td>0.25</td>
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<tr>
<td><strong>Health and wellbeing</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td>43</td>
<td>46</td>
<td>-3</td>
<td>No</td>
</tr>
<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>57</td>
<td>65</td>
<td>-8</td>
<td>Yes</td>
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<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
<td>3.57</td>
<td>3.33</td>
<td>0.24</td>
<td>Yes</td>
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<tr>
<td><strong>Working patterns</strong></td>
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<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>34</td>
<td>28</td>
<td>6</td>
<td>Yes</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>81</td>
<td>84</td>
<td>-4</td>
<td>Yes</td>
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<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
<td>3.66</td>
<td>3.32</td>
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<td>KF4. Staff motivation at work</td>
<td>3.78</td>
<td>3.69</td>
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<td>KF7. % able to contribute towards improvements at work</td>
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<td>43</td>
<td>7</td>
<td>Yes</td>
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<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
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<td>3.52</td>
<td>0.17</td>
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<td>KF9. Effective team working</td>
<td>3.26</td>
<td>3.13</td>
<td>0.12</td>
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<td>KF14. Staff satisfaction with resourcing and support</td>
<td>3.28</td>
<td>3.02</td>
<td>0.26</td>
<td>Yes</td>
</tr>
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</table>

**Managers**

| KF5. Recognition and value of staff by managers and the organisation | 3.19 | 2.93 | 0.26 | Yes |
| KF6. % reporting good communication between senior management and staff | 20 | 13 | 6 | Yes |
| KF10. Support from immediate managers | 3.68 | 3.49 | 0.19 | Yes |

**Patient care & experience**

| KF2. Staff satisfaction with the quality of work and care they are able to deliver | 4.03 | 3.85 | 0.18 | Yes |
| KF3. % agreeing that their role makes a difference to patients / service users | 90 | 88 | 3 | No |
| KF32. Effective use of patient / service user feedback | 3.30 | 3.27 | 0.02 | No |

**Violence, harassment & bullying**

| KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths | 32 | 34 | -2 | No |
| KF23. % experiencing physical violence from staff in last 12 mths | 3 | 4 | -1 | No |
| KF24. % reporting most recent experience of violence | 65 | 67 | -2 | No |
| KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths | 44 | 47 | -3 | No |
| KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths | 21 | 31 | -9 | Yes |
| KF27. % reporting most recent experience of harassment, bullying or abuse | 41 | 34 | 7 | Yes |
Appendix 3

Data tables: 2017 Key Findings and the responses to all survey questions

For each of the 32 Key Findings (Table A3.1) and each individual survey question in the core version of the questionnaire (Table A3.2), this appendix presents your trust's 2017 survey response, the average (median) 2017 response for ambulance trusts, and your trust's 2016 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 32 Key Findings are also listed in the first column.

In Table A3.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2017 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.

- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical ambulance trust.

- The question data within this section excludes any non-specific responses ('Don’t know'/'Can’t remember').

- More details about the calculation of Key Findings and the weighting of data can be found in the document *Making sense of your staff survey data*, which can be downloaded from: www.nhsstaffsurveys.com
<table>
<thead>
<tr>
<th>Question number(s)</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Appraisals &amp; support for development</strong></td>
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<tr>
<td>KF11. % appraised in last 12 mths</td>
<td>Q20a</td>
<td>84</td>
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<td>KF12. Quality of appraisals</td>
<td>Q20b-d</td>
<td>2.84</td>
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<td>KF13. Quality of non-mandatory training, learning or development</td>
<td>Q18b-d</td>
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<td><strong>Equality &amp; diversity</strong></td>
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<td>* KF20. % experiencing discrimination at work in last 12 mths</td>
<td>Q17a-b</td>
<td>14</td>
<td>19</td>
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<td>KF21. % believing the organisation provides equal opportunities for career progression / promotion</td>
<td>Q16</td>
<td>71</td>
<td>71</td>
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<td><strong>Errors &amp; incidents</strong></td>
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<tr>
<td>* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</td>
<td>Q11a-b</td>
<td>30</td>
<td>35</td>
</tr>
<tr>
<td>KF29. % reporting errors, near misses or incidents witnessed in last mth</td>
<td>Q11c</td>
<td>84</td>
<td>82</td>
</tr>
<tr>
<td>KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents</td>
<td>Q12a-d</td>
<td>3.55</td>
<td>3.43</td>
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<td>KF31. Staff confidence and security in reporting unsafe clinical practice</td>
<td>Q13b-c</td>
<td>3.63</td>
<td>3.48</td>
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<td><strong>Health and wellbeing</strong></td>
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<tr>
<td>* KF17. % feeling unwell due to work related stress in last 12 mths</td>
<td>Q9c</td>
<td>41</td>
<td>48</td>
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<tr>
<td>* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</td>
<td>Q9d-g</td>
<td>56</td>
<td>62</td>
</tr>
<tr>
<td>KF19. Org and mgmt interest in and action on health and wellbeing</td>
<td>Q7f, 9a</td>
<td>3.62</td>
<td>3.27</td>
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<td><strong>Working patterns</strong></td>
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</tr>
<tr>
<td>KF15. % satisfied with the opportunities for flexible working patterns</td>
<td>Q5h</td>
<td>37</td>
<td>36</td>
</tr>
<tr>
<td>* KF16. % working extra hours</td>
<td>Q10b-c</td>
<td>76</td>
<td>85</td>
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### Table A3.1: Key Findings for North East Ambulance Service NHS Foundation Trust benchmarked against other ambulance trusts (cont)

<table>
<thead>
<tr>
<th>Question number(s)</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
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<tbody>
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<td><strong>Job satisfaction</strong></td>
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</tr>
<tr>
<td>KF1. Staff recommendation of the organisation as a place to work or receive treatment</td>
<td>Q21a, 21c-d</td>
<td>3.69</td>
<td>3.44</td>
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<td>KF4. Staff motivation at work</td>
<td>Q2a-c</td>
<td>3.75</td>
<td>3.65</td>
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<td>KF7. % able to contribute towards improvements at work</td>
<td>Q4a-b, 4d</td>
<td>49</td>
<td>45</td>
</tr>
<tr>
<td>KF8. Staff satisfaction with level of responsibility and involvement</td>
<td>Q3a-b, 4c, 5d-e</td>
<td>3.68</td>
<td>3.59</td>
</tr>
<tr>
<td>KF9. Effective team working</td>
<td>Q4h-j</td>
<td>3.25</td>
<td>3.25</td>
</tr>
<tr>
<td>KF14. Staff satisfaction with resourcing and support</td>
<td>Q4e-g, 5c</td>
<td>3.30</td>
<td>3.18</td>
</tr>
<tr>
<td><strong>Managers</strong></td>
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<td></td>
</tr>
<tr>
<td>KF5. Recognition and value of staff by managers and the organisation</td>
<td>Q5a, 5f, 7g</td>
<td>3.23</td>
<td>3.02</td>
</tr>
<tr>
<td>KF6. % reporting good communication between senior management and staff</td>
<td>Q8a-d</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>KF10. Support from immediate managers</td>
<td>Q5b, 7a-e</td>
<td>3.73</td>
<td>3.49</td>
</tr>
<tr>
<td><strong>Patient care &amp; experience</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>KF2. Staff satisfaction with the quality of work and care they are able to deliver</td>
<td>Q3c, 6a, 6c</td>
<td>4.01</td>
<td>3.80</td>
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<tr>
<td>KF3. % agreeing that their role makes a difference to patients / service users</td>
<td>Q6b</td>
<td>90</td>
<td>88</td>
</tr>
<tr>
<td>KF32. Effective use of patient / service user feedback</td>
<td>Q21b, 22b-c</td>
<td>3.38</td>
<td>3.28</td>
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<tr>
<td><strong>Violence, harassment &amp; bullying</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths</td>
<td>Q14a</td>
<td>25</td>
<td>30</td>
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<tr>
<td>* KF23. % experiencing physical violence from staff in last 12 mths</td>
<td>Q14b-c</td>
<td>2</td>
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<tr>
<td>KF24. % reporting most recent experience of violence</td>
<td>Q14d</td>
<td>64</td>
<td>65</td>
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<tr>
<td>* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths</td>
<td>Q15a</td>
<td>41</td>
<td>49</td>
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<tr>
<td>* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths</td>
<td>Q15b-c</td>
<td>20</td>
<td>28</td>
</tr>
<tr>
<td>KF27. % reporting most recent experience of harassment, bullying or abuse</td>
<td>Q15d</td>
<td>40</td>
<td>39</td>
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Table A3.2: Survey questions benchmarked against other ambulance trusts

<table>
<thead>
<tr>
<th>Contact with patients</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
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</thead>
<tbody>
<tr>
<td>Q1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% saying they have face-to-face contact with patients / service users as part of their job</td>
<td>63</td>
<td>70</td>
<td>63</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff motivation at work</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2a</td>
<td>55</td>
<td>52</td>
<td>53</td>
</tr>
<tr>
<td>“I look forward to going to work”</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q2b</td>
<td>73</td>
<td>68</td>
<td>71</td>
</tr>
<tr>
<td>“I am enthusiastic about my job”</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Q2c</td>
<td>62</td>
<td>56</td>
<td>63</td>
</tr>
<tr>
<td>“Time passes quickly when I am working”</td>
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</table>

<table>
<thead>
<tr>
<th>Job design</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3a</td>
<td>86</td>
<td>84</td>
<td>85</td>
</tr>
<tr>
<td>“I always know what my work responsibilities are”</td>
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<td></td>
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</tr>
<tr>
<td>Q3b</td>
<td>88</td>
<td>83</td>
<td>86</td>
</tr>
<tr>
<td>“I am trusted to do my job”</td>
<td></td>
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</tr>
<tr>
<td>Q3c</td>
<td>84</td>
<td>77</td>
<td>82</td>
</tr>
<tr>
<td>“I am able to do my job to a standard I am personally pleased with”</td>
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</table>

<table>
<thead>
<tr>
<th>Opportunities to develop potential at work</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
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</thead>
<tbody>
<tr>
<td>Q4a</td>
<td>64</td>
<td>63</td>
<td>63</td>
</tr>
<tr>
<td>“There are frequent opportunities for me to show initiative in my role”</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Q4b</td>
<td>53</td>
<td>50</td>
<td>57</td>
</tr>
<tr>
<td>“I am able to make suggestions to improve the work of my team / department”</td>
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<tr>
<td>Q4c</td>
<td>27</td>
<td>27</td>
<td>30</td>
</tr>
<tr>
<td>“I am involved in deciding on changes introduced that affect my work area / team / department”</td>
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<tr>
<td>Q4d</td>
<td>33</td>
<td>30</td>
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<tr>
<td>“I am able to make improvements happen in my area of work”</td>
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<tr>
<td>Q4e</td>
<td>39</td>
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<td>“I am able to meet all the conflicting demands on my time at work”</td>
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<tr>
<td>Q4f</td>
<td>62</td>
<td>52</td>
<td>54</td>
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<tr>
<td>“I have adequate materials, supplies and equipment to do my work”</td>
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<tr>
<td>Q4g</td>
<td>26</td>
<td>23</td>
<td>23</td>
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<tr>
<td>“There are enough staff at this organisation for me to do my job properly”</td>
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<tr>
<td>Q4h</td>
<td>67</td>
<td>60</td>
<td>63</td>
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<tr>
<td>“The team I work in has a set of shared objectives”</td>
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<tr>
<td>Q4i</td>
<td>28</td>
<td>28</td>
<td>30</td>
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<tr>
<td>“The team I work in often meets to discuss the team’s effectiveness”</td>
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<tr>
<td>Q4j</td>
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<td>59</td>
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<tr>
<td>“Team members have to communicate closely with each other to achieve the team’s objectives”</td>
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</table>

<table>
<thead>
<tr>
<th>Staff job satisfaction</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q5a</td>
<td>40</td>
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<td>37</td>
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<tr>
<td>“The recognition I get for good work”</td>
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<tr>
<td>Q5b</td>
<td>69</td>
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<td>70</td>
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<tr>
<td>“The support I get from my immediate manager”</td>
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<td>Q5c</td>
<td>83</td>
<td>81</td>
<td>80</td>
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<tr>
<td>“The support I get from my work colleagues”</td>
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<tr>
<td>Q5d</td>
<td>70</td>
<td>68</td>
<td>66</td>
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<tr>
<td>“The amount of responsibility I am given”</td>
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<tr>
<td>Q5e</td>
<td>67</td>
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<tr>
<td>“The opportunities I have to use my skills”</td>
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<td>Q5f</td>
<td>34</td>
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<tr>
<td>“The extent to which my organisation values my work”</td>
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<td>Q5g</td>
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<td>“My level of pay”</td>
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<tr>
<td>Q5h</td>
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<tr>
<td>“The opportunities for flexible working patterns”</td>
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## Contribution to patient care

<table>
<thead>
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<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
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<tr>
<td>Q6a</td>
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<td>Q6b</td>
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<td>Q6c</td>
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## Your managers

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<th>Average (median) for ambulance trusts</th>
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<tr>
<td>Q7a</td>
<td>65</td>
<td>60</td>
<td>66</td>
</tr>
<tr>
<td>Q7b</td>
<td>73</td>
<td>65</td>
<td>73</td>
</tr>
<tr>
<td>Q7c</td>
<td>63</td>
<td>50</td>
<td>63</td>
</tr>
<tr>
<td>Q7d</td>
<td>47</td>
<td>38</td>
<td>49</td>
</tr>
<tr>
<td>Q7e</td>
<td>75</td>
<td>70</td>
<td>77</td>
</tr>
<tr>
<td>Q7f</td>
<td>69</td>
<td>58</td>
<td>70</td>
</tr>
<tr>
<td>Q7g</td>
<td>68</td>
<td>58</td>
<td>69</td>
</tr>
<tr>
<td>Q8a</td>
<td>75</td>
<td>75</td>
<td>78</td>
</tr>
<tr>
<td>Q8b</td>
<td>27</td>
<td>26</td>
<td>27</td>
</tr>
<tr>
<td>Q8c</td>
<td>20</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Q8d</td>
<td>21</td>
<td>21</td>
<td>20</td>
</tr>
</tbody>
</table>

## Health and well-being

<table>
<thead>
<tr>
<th>Statement</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q9a</td>
<td>31</td>
<td>21</td>
<td>32</td>
</tr>
<tr>
<td>Q9b</td>
<td>38</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Q9c</td>
<td>41</td>
<td>48</td>
<td>43</td>
</tr>
<tr>
<td>Q9d</td>
<td>60</td>
<td>65</td>
<td>62</td>
</tr>
</tbody>
</table>

## Working hours

<table>
<thead>
<tr>
<th>Statement</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10a</td>
<td>13</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>Q10b</td>
<td>59</td>
<td>71</td>
<td>60</td>
</tr>
<tr>
<td>Q10c</td>
<td>39</td>
<td>43</td>
<td>41</td>
</tr>
</tbody>
</table>

## Witnessing and reporting errors, near misses and incidents

<table>
<thead>
<tr>
<th>Statement</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q11a</td>
<td>20</td>
<td>26</td>
<td>24</td>
</tr>
<tr>
<td>Q11b</td>
<td>22</td>
<td>27</td>
<td>24</td>
</tr>
<tr>
<td>Q11c</td>
<td>89</td>
<td>89</td>
<td>87</td>
</tr>
<tr>
<td>Q12a</td>
<td>“My organisation treats staff who are involved in an error, near miss or incident fairly”</td>
<td>46</td>
<td>38</td>
</tr>
<tr>
<td>Q12b</td>
<td>“My organisation encourages us to report errors, near misses or incidents”</td>
<td>83</td>
<td>83</td>
</tr>
<tr>
<td>Q12c</td>
<td>“When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again”</td>
<td>59</td>
<td>52</td>
</tr>
<tr>
<td>Q12d</td>
<td>“We are given feedback about changes made in response to reported errors, near misses and incidents”</td>
<td>49</td>
<td>45</td>
</tr>
</tbody>
</table>

### Fairness and effectiveness of procedures for reporting errors, near misses or incidents

| Q13a | % saying if they were concerned about unsafe clinical practice they would know how to report it | 94 | 94 | 94 |
| Q13b | “I would feel secure raising concerns about unsafe clinical practice” | 68 | 62 | 67 |
| Q13c | “I am confident that the organisation would address my concern” | 58 | 50 | 56 |

### Raising concerns about unsafe clinical practice

| Q14a | Never | 75 | 70 | 74 |
| Q14b | 1 to 2 times | 16 | 20 | 17 |
| Q14c | 3 to 5 times | 6 | 7 | 7 |
| Q14d | 6 to 10 times | 2 | 1 | 1 |
| Q14e | More than 10 times | 1 | 1 | 1 |

### Experiencing and reporting physical violence at work

| Q14f | Never | 98 | 98 | 98 |
| Q14g | 1 to 2 times | 2 | 2 | 1 |
| Q14h | 3 to 5 times | 0 | 0 | 1 |
| Q14i | 6 to 10 times | 0 | 0 | 0 |
| Q14j | More than 10 times | 0 | 0 | 0 |

### Experiencing and reporting harassment, bullying and abuse at work

<p>| Q15a | Never | 59 | 51 | 60 |
| Q15b | 1 to 2 times | 17 | 18 | 16 |
| Q15c | 3 to 5 times | 10 | 13 | 11 |
| Q15d | 6 to 10 times | 5 | 6 | 4 |
| Q15e | More than 10 times | 9 | 9 | 10 |</p>
<table>
<thead>
<tr>
<th>Q15c</th>
<th>% experiencing harassment, bullying or abuse at work from managers in last 12 months...</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Your Trust in 2017</td>
<td>88</td>
</tr>
<tr>
<td></td>
<td>Never</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 to 2 times</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 to 5 times</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 to 10 times</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>More than 10 times</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Q15d</td>
<td>(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it</td>
<td>40</td>
<td>39</td>
</tr>
</tbody>
</table>

| Q16  | % saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age | 71 |

**Discrimination**

<table>
<thead>
<tr>
<th>Q17a</th>
<th>% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>71</td>
<td>8</td>
</tr>
<tr>
<td>Q17b</td>
<td>% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>12</td>
</tr>
</tbody>
</table>

% saying they had experienced discrimination on the grounds of:

<table>
<thead>
<tr>
<th>Q17c</th>
<th>Ethnic background</th>
<th>16</th>
<th>18</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q17c</td>
<td>Gender</td>
<td>36</td>
<td>35</td>
<td>34</td>
</tr>
<tr>
<td>Q17c</td>
<td>Religion</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Q17c</td>
<td>Sexual orientation</td>
<td>10</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Q17c</td>
<td>Disability</td>
<td>15</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Q17c</td>
<td>Age</td>
<td>30</td>
<td>30</td>
<td>29</td>
</tr>
<tr>
<td>Q17c</td>
<td>Other reason(s)</td>
<td>37</td>
<td>33</td>
<td>39</td>
</tr>
</tbody>
</table>

**Job-relevant training, learning and development**

<table>
<thead>
<tr>
<th>Q18a</th>
<th>% having received non-mandatory training, learning or development in the last 12 months</th>
<th>70</th>
<th>67</th>
<th>68</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q18b</td>
<td>&quot;It has helped me to do my job more effectively&quot;</td>
<td>81</td>
<td>80</td>
<td>79</td>
</tr>
<tr>
<td>Q18c</td>
<td>&quot;It has helped me stay up-to-date with professional requirements&quot;</td>
<td>84</td>
<td>81</td>
<td>80</td>
</tr>
<tr>
<td>Q18d</td>
<td>&quot;It has helped me to deliver a better patient / service user experience&quot;</td>
<td>80</td>
<td>77</td>
<td>80</td>
</tr>
<tr>
<td>Q19</td>
<td>% who had received mandatory training in the last 12 months</td>
<td>94</td>
<td>91</td>
<td>94</td>
</tr>
</tbody>
</table>

**Appraisals**

| Q20a | % saying they had received an appraisal or performance development review in the last 12 months | 84 | 80 | 86 |

59
### Your Trust in 2017

<table>
<thead>
<tr>
<th>Question (Q20)</th>
<th>Your Trust in 2017</th>
<th>Average (median) for ambulance trusts</th>
<th>Your Trust in 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q20b</td>
<td>% saying their appraisal or development review definitely helped them to improve how they do their job</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Q20c</td>
<td>% saying their appraisal or development review definitely helped them agree clear objectives for their work</td>
<td>29</td>
<td>23</td>
</tr>
<tr>
<td>Q20d</td>
<td>% saying their appraisal or development review definitely made them feel their work was valued by the organisation</td>
<td>21</td>
<td>18</td>
</tr>
<tr>
<td>Q20e</td>
<td>% saying the values of their organisation were definitely discussed as part of the appraisal</td>
<td>38</td>
<td>27</td>
</tr>
<tr>
<td>Q20f</td>
<td>% saying their appraisal or development review had identified training, learning or development needs</td>
<td>50</td>
<td>50</td>
</tr>
</tbody>
</table>

### If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:

| Question (Q20g) | Your Organisation
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Q20g</td>
<td>% saying their manager definitely supported them to receive training, learning or development</td>
</tr>
</tbody>
</table>

### Patient / service user experience measures

| Question (Q22) | Your Organisation
|----------------|-------------------|
| Q22a           | % saying 'Yes'
| Q22b           | "Is patient / service user experience feedback collected within your directorate / department?"
| Q22c           | "I would recommend my organisation as a place to work" |
| Q22d           | "If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation" |

### If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:

| Question (Q22b) | Your Organisation
|-----------------|-------------------|
| Q22b            | % saying 'Yes'
| Q22c            | "I receive regular updates on patient / service user experience feedback in my directorate / department" |
| Q22d            | "Feedback from patients / service users is used to make informed decisions within my directorate / department" |

### BACKGROUND DETAILS

#### Gender

| Question (Q23) | Your Organisation
|----------------|-------------------|
| Q23a           | Male
| Q23b           | Female
| Q23c           | Prefer to self-describe
| Q23d           | Prefer not to say

#### Age group

| Question (Q23b) | Your Organisation
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Q23b</td>
<td>Between 16 and 30</td>
</tr>
<tr>
<td>Q23b</td>
<td>Between 31 and 40</td>
</tr>
<tr>
<td>Q23b</td>
<td>Between 41 and 50</td>
</tr>
<tr>
<td>Q23b</td>
<td>51 and over</td>
</tr>
</tbody>
</table>

#### Ethnic background

| Question (Q24) | Your Organisation
|----------------|-------------------|
| Q24            | White
| Q24            | Mixed
| Q24            | Asian / Asian British
| Q24            | Black / Black British
| Q24            | Chinese
| Q24            | Other
<table>
<thead>
<tr>
<th>Sexuality</th>
<th>Your Trust in 2017</th>
<th>Your Trust in 2016</th>
<th>Average (median) for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q25 Heterosexual (straight)</td>
<td>89</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>Q25 Gay Man</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Q25 Gay Woman (lesbian)</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Q25 Bisexual</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Q25 Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q25 Preferred not to say</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Religion</th>
<th>Your Trust in 2017</th>
<th>Your Trust in 2016</th>
<th>Average (median) for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q26 No religion</td>
<td>45</td>
<td>45</td>
<td>40</td>
</tr>
<tr>
<td>Q26 Christian</td>
<td>47</td>
<td>45</td>
<td>52</td>
</tr>
<tr>
<td>Q26 Baptist</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Q26 Hindu</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q26 Jewish</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q26 Muslim</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q26 Sikh</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q26 Other</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Q26 Preferred not to say</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th>Your Trust in 2017</th>
<th>Your Trust in 2016</th>
<th>Average (median) for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q27a % saying they have a long-standing illness, health problem or disability</td>
<td>17</td>
<td>19</td>
<td>21</td>
</tr>
<tr>
<td>Q27b If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work</td>
<td>74</td>
<td>56</td>
<td>74</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Length of time at the organisation (or its predecessors)</th>
<th>Your Trust in 2017</th>
<th>Your Trust in 2016</th>
<th>Average (median) for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q28 Less than 1 year</td>
<td>9</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Q28 1 to 2 years</td>
<td>14</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>Q28 3 to 5 years</td>
<td>21</td>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>Q28 6 to 10 years</td>
<td>22</td>
<td>19</td>
<td>24</td>
</tr>
<tr>
<td>Q28 11 to 15 years</td>
<td>13</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Q28 More than 15 years</td>
<td>21</td>
<td>27</td>
<td>22</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupational group</th>
<th>Your Trust in 2017</th>
<th>Your Trust in 2016</th>
<th>Average (median) for ambulance trusts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q29 Registered Nurses and Midwives</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Q29 Nursing or Healthcare Assistants</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Medical and Dental</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Allied Health Professionals</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Scientific and Technical / Healthcare Scientists</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Social Care staff</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Emergency Care Practitioner</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Paramedic</td>
<td>28</td>
<td>37</td>
<td>25</td>
</tr>
<tr>
<td>Q29 Emergency Care Assistant</td>
<td>11</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Q29 Ambulance Technician</td>
<td>4</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Q29 Ambulance Control Staff</td>
<td>21</td>
<td>15</td>
<td>19</td>
</tr>
<tr>
<td>Q29 Patient Transport Service</td>
<td>15</td>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td>Q29 Public Health / Health Improvement</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Commissioning staff</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Q29 Admin and Clerical</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Q29 Central Functions / Corporate Services</td>
<td>6</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Q29 Maintenance / Ancillary</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Q29 General Management</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Q29 Other</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Team working</td>
<td>Your Trust in 2017</td>
<td>Average (median) for ambulance trusts</td>
<td>Your Trust in 2016</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------</td>
<td>---------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Q30a % working in a team</td>
<td>86</td>
<td>86</td>
<td>86</td>
</tr>
<tr>
<td>(If YES to Q30a): Number of core members in their team</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q30b 2-5</td>
<td>44</td>
<td>38</td>
<td>46</td>
</tr>
<tr>
<td>Q30b 6-9</td>
<td>19</td>
<td>16</td>
<td>19</td>
</tr>
<tr>
<td>Q30b 10-15</td>
<td>19</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>Q30b More than 15</td>
<td>18</td>
<td>27</td>
<td>18</td>
</tr>
</tbody>
</table>
Other NHS staff survey 2017 documentation

This report is one of several ways in which we present the results of the 2017 national NHS staff survey:

1) A separate summary report of the main 2017 survey results for North East Ambulance Service NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.

2) A national briefing document, describing the national Key Findings from the 2017 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2018.

3) The document *Making sense of your staff survey data*, which can be downloaded from www.nhsstaffsurveys.com. This includes details about the calculation of Key Findings and the data weighting method used.

4) A series of detailed spreadsheets will be made available after publication via www.nhsstaffsurveys.com. In these detailed spreadsheets you will be able to find:
   - responses of staff in your trust to every core survey question
   - responses in every trust in England
   - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
   - the average responses for each major occupational and demographic group within the major trust types