NHS Staff Survey – Summary of 2020 outputs

NHS STAFF SURVEY COORDINATION CENTRE

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Summary of 2020 outputs

Outputs produced by the Survey Coordination Centre fall into two categories: national results and organisation level results.

National outputs:

- National trends
- National breakdowns
- National COVID-19 breakdowns
- National briefing
- National free text report

Organisation level outputs:

- Benchmark reports
- Benchmark data
- Local Benchmarking
- Local breakdowns
- Local COVID-19 breakdowns
- WRES/WDES indicators
- Detailed spreadsheets
- ICS/STP results
- Local free text reporting[1]

The content of each of these outputs is outlined below.

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[1] This output will not be publicly available because they contain the redacted comments that are only available for participating organisations to make use of.

National outputs

Please note national outputs are based on data from participating *trusts* only. They exclude organisations that participate voluntarily (i.e. CCGs, CSUs etc.).

National trends

Published through online dashboards, this output provides the national results for all participating trusts between 2016-2020 on all themes and questions. Results are presented for all trusts combined (national average) as well as for each individual trust benchmarking group.

This output consists of three dashboards which cover:

- Response rate
- Theme scores
- Question results - both aggregated question results: e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree", and response level question results: the % of staff selecting each individual response option.

Data points reported are mean scores for all the case level (individual) data which qualifies for a given group.

The one exception to this is the response rate, which is the mean score of trusts' overall response rates.

The combined weight is applied to these results, except for questions where weighting does not apply and the response rates.

Please note that these dashboards include the unweighted base size on the tooltip for relevant data points (e.g. "[n=1,024]"). The base size is the number of staff that responded to the question within that group, not the number of staff that selected a particular response option.

National breakdowns

Published through online dashboards, this output presents five year trend data (theme and question level) for the national average (all trusts combined) and each trust benchmarking group, broken down by the following background information variables: gender, age, ethnicity – summary (white / BME), ethnicity – all responses, sexuality, religion, long lasting health condition or illness, occupational group – summary, occupational group – all responses, part-time / full-time, patient facing role and caring responsibilities.

Question results are presented as single percentages (e.g. % of staff agreeing/strongly agreeing) rather than individual response options.

Similar to the 'National trends', results reported in this output are mean scores for all the case level data which qualifies for a given group. Unlike the national trends dashboards that have a combined weighting applied, data presented in this output only have the trust size weight applied[2]. The purpose of the occupation weight is for benchmarking purposes (i.e. to

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[2] Except results for Q20a-d which are factual questions and therefore have no weighting applied.

allow organisation's scores to be comparable with other organisations of the same type). There is no benchmarking in the national breakdowns so this weight is not necessary.

Please note that these dashboards include the unweighted base size on the tooltip for relevant data points (e.g. "[n=1,024]"). The base size is the number of staff that responded to the question within that group, not the number of staff that selected a particular response option.

National COVID-19 breakdowns

Published through online dashboards, this output presents 2020 data (theme and question level) for the national average (all trusts combined) and each trust benchmarking group, broken down by the following COVID-19 classification questions (q20a-d): worked on a COVID-19 specific ward or area, redeployed, required to work remotely / from home, shielding for self, shielding for a member of household and shielding for self and/or household member.

Question results are as per the standard national breakdowns and are presented as single percentages (e.g. % of staff agreeing/strongly agreeing) rather than individual response options.

Similar to the 'National trends', results reported in this output are mean scores for all the case level data which qualifies for a given group. Data presented in this output have the trust size weight applied.

Please note that these dashboards include the unweighted base size on the tooltip for relevant data points (e.g. "[n=1,024]"). The base size is the number of staff that responded to the question within that group, not the number of staff that selected a particular response option.

National briefing

Published in PDF format, these slides provide a summary of the key national results (trusts only) with commentary.

Results included in the National briefing are based on results published in the 'National trends', 'National breakdowns' and 'National Covid-19 breakdowns' outputs. The base size for the questions and themes included is not specified in the briefing, but the number of responses each result is based on can be found in the 'National trends' and the 'National breakdowns'. Results used from the 'National trends' output have a combined weight applied and results used from the 'National breakdowns' and 'National Covid-19 breakdowns' outputs have a trust weight applied.

The only exceptions are the response rates reported in the briefing, which are based on the total number of eligible responses divided by the total number of eligible staff invited to participate, rather than averaging organisation response rates (as in the 'National trends').

National free text report

A summary report in PDF format will be available from April 2021, highlighting the key themes and subthemes that emerged from the free text comments at questions 21a and 21b. Detail on the method of free text analysis will be provided when the report is published.

Organisation level outputs

Organisation level results are produced for all participating organisations.

Organisation level reports

Up to three reports are provided for each participating organisation as follows:

- Benchmark report
- Summary benchmark report
- Directorate report (optional)

Benchmark reports

A PDF report in slide layout is produced for each organisation, containing organisation results for themes and questions over the last 5 years (where possible). New for 2020, theme results will be presented broken down by the COVID-19 classification questions (q20a-d). Results relating to WRES/WDES indicators are shown towards the end of the report. All results included are weighted and benchmarked where appropriate, except for demographics and WRES/WDES indicators. The theme results for 2019 vs 2020 are tested for statistical significance and included in the appendix of the report.

Values reported in the main benchmark reports:

- Organisation results:
    - '**Your org**': the organisation mean score based on all the individual responses to a given question, or based on all the individual theme scores for a given theme.
    - '**Responses**': the number of responses from which a result is calculated. When there are less than 11 responses for the organisation, results are suppressed to protect staff confidentiality.

- Benchmarking group results:
    - '**Average**': the median score from all the organisation mean scores within the given benchmarking group.
    - '**Best**': the best organisational mean score from all organisation mean scores in the given benchmarking group.
    - '**Worst**': the worst organisational mean score from all organisation mean scores in the given benchmarking group.

- Theme results – COVID-19 classification breakdowns:
    - '**Average**': the median score from all the organisation mean scores within the given benchmarking group.
    - '**Highest**': the highest organisational mean score from all organisation mean scores in the given benchmarking group.
    - '**Lowest**': the lowest organisational mean score from all organisation mean scores in the given benchmarking group.

The occupational group weight is applied in the main benchmark report for organisations where applicable, except for questions where weighting does not apply, including the response rate and WRES/WDES indicators.

Summary benchmark reports

A PDF summary version of the benchmark report is produced for each organisation. This presents the same data as the main benchmark reports, but does not include the detailed question level reporting.

Directorate reports

An additional directorate report, with up to two directorate breakdowns for theme scores, is optional for every organisation. The optional directorate reports include unweighted data. They provide the following results:

- '**Directorate**': the mean score for each theme by directorate.
- '**Responses**': the number of responses from which a result is calculated. When there are less than 11 responses in a group, results are suppressed to protect staff confidentiality.
- '**Your org**': the unweighted organisation mean score, based on all the individual theme scores for a given theme.

Benchmark data

The 2016-2020 dataset used to create the benchmark reports are available in Excel format. This includes the list of organisations within each benchmarking group. Each tab shows the question and theme results for each organisation within the different benchmarking groups.

Local Benchmarking

These online dashboards provide the results included in the benchmark reports via our results website. There are four types of dashboards:

- Organisation overview: summary of theme results and response rate
- Theme results
- Question results - aggregated question results: e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree"
- ICS/STP results

Results are weighted in the same way as for the benchmark reports.

Local breakdowns

Published through online dashboards, this output provides five year trend data (theme and question level) at each organisation broken down by the following background information variables: gender, age, ethnicity – summary (white / BME), ethnicity – all responses, sexuality, religion, long lasting health condition or illness, occupational group – summary, occupational group – all responses, part-time / full-time, patient facing role and caring responsibilities.

Question results are presented as single percentages (e.g. % of staff agreeing/strongly agreeing) rather than individual response options.

Data presented in this output are unweighted.

Local COVID-19 breakdowns

Published through online dashboards, this output presents 2020 data (theme and question level) at each organisation broken down by the following COVID-19 classification questions (q20a-d): worked on a COVID-19 specific ward or area, redeployed, required to work remotely / from home, shielding for self, shielding for a member of household and shielding for self and/or household member.

Question results are as per the standard local breakdowns and are presented as single percentages (e.g. % of staff agreeing/strongly agreeing) rather than individual response options.

Data presented in this output are unweighted.

WRES data

This dashboard contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018, 2019 and 2020 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME staff). These results are reported as four indicators which are detailed, along with their calculation, in the technical document.

Data are presented unweighted.

WDES data

This dashboard contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018, 2019 and 2020 trust/CCG and benchmarking group median results for q5f, q11e, q13a-d, and q14 split by disabled staff compared to non-disabled staff. It also shows results for q26b (for disabled staff only), and the staff engagement score for disabled staff, compared to non-disabled staff and the overall engagement score for the organisation. These results are reported as seven indicators which are detailed, along with their calculation, in the technical document.

Data are presented unweighted.

Detailed spreadsheets

These are a series of ten spreadsheets that contain question results broken down by individual response options (sheets 1-9), response rates and theme results (sheet 10). Each sheet contains the result for each organisation, the result for each benchmarking group (the mean of all the constituent organisation results), and all trusts (the mean of all trust responses). In addition, each sheet also contains breakdowns by all of the demographic variables across all organisations and within six benchmarking groups (all five trust benchmarking groups and the CCG group).

Results included in these spreadsheets are unweighted.

ICS/STP & Region results

Interactive Excel tool

This Excel tool includes two tabs:

1. Region dashboard tab - comparison of theme scores for all trusts within each NHS England and Improvement region
2. ICS/STP dashboard tab – comparison of theme scores for all trusts (except ambulance trusts) within each ICS/STP

Tableau Dashboards

Two Tableau dashboards:

1. Region dashboard - comparison of theme scores for all trusts within each NHS England and Improvement region
2. ICS/STP dashboard tab – comparison of theme scores for all trusts (except ambulance trusts) within each ICS/STP

Occupational group weighting is applied to the data, which shows the results for each trust, the relevant benchmark group average and the best and worst trust results for the appropriate benchmark group, as reported in the benchmark reports.

Note data for organisations that complete the survey voluntarily (CCGs, CSUs, other non-trust organisations) are not included.

Local free text reporting

Available from April 2021, analysis of the responses to the two Covid-19 related free text questions (q21a & q21b) is provided in the form of two new local reports for 2020. These reports show, for an individual organisation, the results of a text analysis of the responses to each question and include the full list of comments (redacted to ensure anonymity) and an analysis of those comments by topic and tone (whether positive, neutral or negative).

Interactive free text excel workbook: An Excel workbook containing all the responses to the free text questions with codes assigned to each comment to indicate:
a) the topic to which it relates
b) the tone of that comment
Also included is an interactive summary chart showing the number of comments which relate to each topic and the tone of those comments.

Static free text report: Charts summarising the most common topics raised by staff in response to each question and the tone of the comments made in each topic area.

Please note that each participating organisation will receive the results of the analysis of their own staff's comments only. The interactive excel workbook and summary report will be sent directly to participating organisations and will not be published on the NHS Staff Survey results website.

More details on the method of the free text analysis will be provided when the reports are made available.