

# NSSB Dashboards

## Additional information regarding results with confidence intervals

A new dashboard for the NHS Staff Survey for bank only workers (NSSB) will provide results at a national, regional, ICS and organisational level. Within the organisational dashboards, there is an option to view results with confidence intervals. In statistics, confidence intervals are used to describe probability and help analysts understand the variation around results. For example, a result with a 95% confidence level means we can be confident that the result will fall between the upper and lower bound numbers specified by the confidence interval 95 out of 100 times.

Confidence intervals can add context to comparisons between organisations because they illustrate that with any measured result, there is always a possible margin of error. A wider confidence interval (i.e., one where there is a larger difference between the upper and lower values) illustrates more possible variation around a result than a narrower confidence interval (i.e., one where there is a smaller difference between the upper and lower values).

The confidence interval view can be particularly useful when comparing results at the organisational level as sample sizes are smaller and confidence intervals are wider. When making comparisons, there may be an assumption that because Organisation A has a higher score than Organisation B, that Organisation A is out-performing Organisation B. Practically (and statistically), this cannot always be assumed, and confidence intervals can be used to better understand the results.

The confidence interval view can also be useful when reviewing trend data (scores and proportions) at the individual organisational level as sample sizes are smaller and confidence intervals are wider. When a confidence interval is wide (meaning there is a big difference between the lower and upper bound numbers), there is uncertainty around the true value. If there is an overlap between the confidence intervals around two different scores, it means that the difference is not statistically significant and it is likely due to chance rather than a real effect.

Note that organisation results with confidence intervals are available to review on the 'Scores by organisation', 'Summary – Scores', 'Scores', 'Questions' and 'Detailed Questions' dashboards.