

**Report to the NHS Somerset Clinical Commissioning Group on 25 March 2021**

<b>Title: Somerset CCG Staff Survey Results 2020, Full Report &amp; Summary Report</b>	<b>Enclosure P</b>
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**Summary and Purpose of Paper**

The Full and Summary reports of the Staff Survey Results are attached for individual review and consideration. The full report details responses for individual questions, showing where we compare to other CCGs within our benchmarking sector, giving a breakdown of the percentage of positive and negative responses. The summary report provides a high-level overview of the overall organisational performance in relation to key themes.

Presentation of key themes emerging out of Somerset CCGs Staff Survey Results 2020, and detailing initial plans for staff engagement to enable, inform, and implement an Action Plan for implementing improvements and changes across the CCG. There is an initial overview of key information concerning the 2020 Staff Survey, including our local response rate, improvements from the local survey in 2019, and an emphasis on the extremely abnormal year the NHS workforce has had and the consequential impact of this upon certain results/responses. There is a focus around both successes and areas for action for the organisation, identifying some fundamental areas where improvements will be focused within. Successes have included immediate management, job satisfaction, and ED&I. Areas targeted for improvement are centred about staff wellbeing and work-life balance, along with the need to address issues around bullying and harassment. The CCG response to Staff Survey data will form part of the wider work being undertaken within the HPO Project and ensuring that the CCG becomes an even better place to work.

**Recommendations and next steps**

The Governing Body is asked to consider the presentation and discuss the proposed next steps, particularly in terms of staff/stakeholder engagement and an integrated approach to improvement alongside the High Performing Organisation (HPO) Project and People Plan.

Next steps include:

- Planning for staff engagement:
  - Listening & learning events from beginning of April 2021 – these will be

question-led sessions focused around how we can make improvements that will be most impactful and beneficial to colleagues, encouraging transparency and involvement (indications from Colleagues' Briefing suggest quite a big appetite from colleagues for these sessions). Hopeful that there will be diverse and varied engagement from staff across the CCG (various roles/bands/teams etc.)

- "pulse" surveys focusing on our lowest scoring areas to gauge more current feeling of staff, for example in terms of health & wellbeing, morale, leadership engagement, and work-life balance (key in measuring the success in roll-out of Action Plan and an indicator of how feedback from staff has changed since national survey; a continuum of engagement too)
  - Specific drop-in sessions for colleagues to participate and discuss particular elements of their experience, for example leadership engagement or work environment (confidential places and will generate informal discussions and suggestions – focusing on improvements but also acknowledging what the CCG is doing well)
  - Implementation of virtual "safety cafes", potential for this to be incorporated into drop-in sessions or remain to be more formal and structured
  - More defined routes of feedback to ensure widespread ability to engage – potentially through line manager sessions where wider colleague feedback can be discussed and considered (ensures representation from variety of teams and directorates)
- Development of an Action Plan
    - Targeted approach within this for certain elements (e.g. work-load and work-life balance issues particularly among senior staff, so important to ensure behaviours are role-modelled from the top and working long hours is an exception and not the norm)
    - Specific support and training for line managers on bullying and harassment and the more local management of this (without HR intervention) – focusing on how to recognise this and the importance of picking it up early and intervening (in line with the wider goal of creating more of a culture of civility and respect)
    - Linking improvement work to the return to Wynford House
    - Greater engagement of leadership team in virtual settings, potentially through informal "virtual coffee meetings" as reported that a lot of staff are missing the social elements of office-based working; upon the return to Wynford, senior leadership team should be encouraged to "floor walk" and engage in conversation with colleagues on an informal basis; potential for greater transparency and authenticity, e.g. "a day in the life" style piece written by the team in weekly wrap/60 seconds (would also help in communicating the importance of work-life balance and not working additional hours)

- Short, on-screen exercise/yoga sessions to encourage staff to take a break and help overcome MSK problems associated with home-working
- Maintaining the positive things to come out of home-working, e.g. greater flexibility, ownership over own work, increased line manager engagement (work to sustain this and make further improvements)

Impact Assessments – key issues identified				
<b>Equality</b>	N/A			
<b>Quality</b>	N/A			
<b>Privacy</b>	Staff Survey results were shared with the CCG workforce on 9 March 2021, and national results for all organisations have been publicly available since 11 March: therefore, there are no key issues around privacy and sharing of information.			
<b>Engagement</b>	Presentation of results so far at Directors, Colleagues’ Briefing, Colleagues’ Forum, and to some HPO champions, informing initial work around considering possible reasons for certain results and potential next steps.			
<b>Financial / Resource</b>	N/A			
<b>Governance or Legal</b>	N/A			
<b>Risk Description</b>	N/A			
<b>Risk Rating</b>	Consequence	Likelihood	RAG Rating	GBAF Ref

# **NHS Staff Survey Results 2020: Successes & Areas for Action**

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**March 2021**

# Context

- Somerset CCG National Staff Survey **response rate of 80.2%** (211 out of 263 staff) – 2019 national average response rate of 49.8%
- **Significant improvements in key areas** since 2019 internal staff survey
- Most questions report **positive aspects of staff experience**
- **Majority (90%) of responses in line with others within the sector** (5% were significantly better, 5% were significantly worse)
- Job satisfaction and staff engagement among the highest scoring areas
- Staff overtime and inability to meet conflicting demands significantly worse than national average
- 2020 has been **far from a “normal” year** for the NHS workforce, and thus has had a **significant influence** upon certain responses/results
- All organisations’ results publicly available from 11<sup>th</sup> March

## Successes – Key Themes

- Job Satisfaction & Staff Engagement
- Immediate Management
- Organisational Priorities & Values
- Equality, Diversity & Inclusion

# Our Highest Scoring Areas

- 79% of staff feel able to use their skills within their role, **6% statistically higher than national comparator & improved result from our local survey**
- 83% of staff are satisfied with the amount of responsibility they are given, **4% above national comparator**
- 77% of staff feel managers give them clear feedback, **4% above national comparator**
- 81% feel their manager takes a positive interest in their health and wellbeing, **an improved result since local survey and in line with other CCGs**
- 83% agreed that the care of patients/service users was the CCG's top priority, **7% above national comparator**
- 93% felt that the organisation acts fairly with regards to career progression/promotion, **4% above national comparator**
- **No staff have experienced physical violence** from patients/service users, colleagues, or managers

## Areas for Action – Key Themes

- Health & Wellbeing
- Work-Life Balance & Workload
- Leadership Engagement
- Retention



# Our Lowest Scoring Areas

- 45% of staff admitted to coming to work despite not feeling well enough, **6% statistically higher than national comparator**
- 39% of staff have felt unwell due to work-related stress, **increase from 30%** on local survey, but other organisations report similar and we were **just 3% above average**
- 9% have felt bullied, harassed or abused by their managers (**18 employees**) and 11% have by their colleagues (**22 employees**)\* - though in line with other CCG responses of 9% and 10% respectively
- 73% of staff frequently work additional unpaid hours, **10% above national comparator**
- 32% feel unable to meet conflicting demands on their time and have unrealistic time pressures, **9% higher than national comparator**
- 50% of staff feel that senior managers act on feedback, and just 48% felt that they try to involve staff in important decisions, **both 10% lower than local survey**, but other organisations in sector reporting very similar
- 28% of staff often think about leaving the CCG, **6% above comparator**

# Conclusions

- Significant improvements in key areas since local survey was conducted
- Responses are largely representative of a positive staff experience
- Overall, our results are largely reflective of those of other CCGs – greater analysis on this from 11<sup>th</sup> March
- We recognise that home-working has been a positive experience for some, though acknowledge that it will likely have had an impact upon certain responses, for example around work-life balance and time management
- Thank you to the 211 of you who completed the survey – your feedback is valuable to us and we will act on it as we work towards becoming an even better place to work

# Next Steps – Proposed Timeline

From 1 <sup>st</sup> March	Liaising with HPO champions to understand potential reasons behind results in key areas, e.g. Health & Wellbeing, Engagement
2 <sup>nd</sup> March 2021	Present to Directors
9 <sup>th</sup> March 2021	Publish results to CCG workforce through 60 Second Briefing
11 <sup>th</sup> March 2021	Present key findings at Colleague Briefing
17 <sup>th</sup> March 2021	Present key findings and next steps regarding staff and stakeholder engagement plans at Colleague Forum
26 <sup>th</sup> March	Present results to Governing Body, detailing proposed next steps and plans for further staff engagement
From March 2021	Staff engagement and involvement in developing an action plan, e.g. through focus groups
From April 2021	Creation of an Action Plan informed by results and staff and stakeholder engagement on future improvements across the CCG <sub>7</sub>



# National Staff Survey 2020

NHS Somerset CCG

## Summary Report

*Produced by Quality Health*



# Contents

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# Introduction

This report has been created with the purpose of presenting your topline results for the 2020 National Staff Survey. It serves as a supplementary report to the full Quality Health management report, highlighting key results from the core questions of the National Staff Survey. Conclusions arising from your organisation's results are drawn together in a 'Summary and Recommendations' section at the beginning of the report (page 5), along with recommendations for improvement. Some of the main features included in this report are:

- Staff Engagement Scores
- Ranked/Top and Bottom Results for your organisation
- Significant Results Compared to your Sector
- Benchmarking Percentiles

The report is split into two sections, presenting results at Theme level (pages 6 - 8) and Question level (pages 9 - 14). A header at the top of each page indicates which results are being reported.

## Response Rates

Questionnaires were sent to 265 staff in your organisation. If your organisation requested additional samples, this figure includes respondents from those samples.

After excluding respondents that were later known to be ineligible, a usable sample of 263 remained.

From the usable sample, 211 questionnaires were returned yielding a response rate of 80.2%.

## Weighted Data

All results within this report have been derived from weighted data. Weighting is applied prior to converting responses to scores to account for differences that may be present due to local variations within the staff demographic profile. In the National Staff Survey, weighting is applied within the benchmarking sectors and is based on Occupational Group.

The process undertaken to weight the data is based on the methodology used by the Coordination Centre and should be useful in providing an indication of what your organisation's National results are likely to be. There will, however, be minor differences between the scores in this report and your organisation's official National benchmark report. This is because Quality Health only has access to data from its contracted organisations, whereas the National standardisation process will be based on the full dataset available for all organisations.

## Publishing and Publicising your Results

This is a confidential report from Quality Health to the organisation. The decision about whether or not to publish it - or publicise its contents to staff or patients - is entirely up to each organisation. However, our strong advice, in the spirit of openness and transparency, is that the results should be publicised through all available channels.

Publicity could include:

- presentations to the Board on key strategic issues
- distribution of findings to Clinical Governance teams, and to Divisional and Departmental heads
- discussions on the results with staff representatives
- publication of results on the internet
- display presentations in appropriate locations in the organisation

# Introduction

## Publishing and Publicising your Results (continued)

Whatever decision is taken locally, there will be a national publication of the results for each organisation. **Until the Coordination Centre publishes the national results, there is an embargo on the publication of any survey results from the benchmarked analysis in the reports. At the time of preparing this report, a date of publication had not been announced by the Coordination Centre.**

# Summary and Recommendations

All theme scores for the 2020 NHS Staff Survey for NHS Somerset CCG are broadly in line with similar organisations surveyed by Quality Health. At question level, the vast majority of are in line with the sector, although there are a handful which are significantly better or significantly worse. In particular, the organisation scores well in comparison to the sector score for agreement that care of patients being the organisation's top priority.

The organisation should map the previous years' action plans against top-performing scores to identify what has been successful, however, also take into consideration that it may take a couple of years before any improvements become apparent in the survey results.

Identify areas for improvement by looking at the questions that are significantly below the sector average. It's also important to consider the scores that are low in their own right, irrespective of their position when benchmarked, and areas which are important in their own right, such as: bullying and harassment, or violence at work.

Whilst the organisation should explore all lower scores, in particular, focus should be placed on: the high number of staff reporting working unpaid overtime, staff feeling able to meet conflicting demands on their time, and the low score for teams having shared objectives - all of which are significantly worse than the average for similar organisations.

Finally, it is important to bear in mind that 2020 has not been "business as usual" for the NHS workforce. The impact of the COVID-19 pandemic has had a profound impact across the NHS. However, by measuring staff experience in a consistent way to previous years, the 2020 NHS Staff Survey provides a unique opportunity to understand the impact that the COVID-19 pandemic has had on staff experience. Please consider this when looking at your results.

**Recommendation:** Review work planning and scheduling in order to reduce conflicting work demands on staff.

**Recommendation:** Ensure that team members have shared objectives and that these are communicated effectively and understood.

**Recommendation:** Identify areas of the organisation where certain job types fall short for staffing and investigate why.



# Staff Engagement

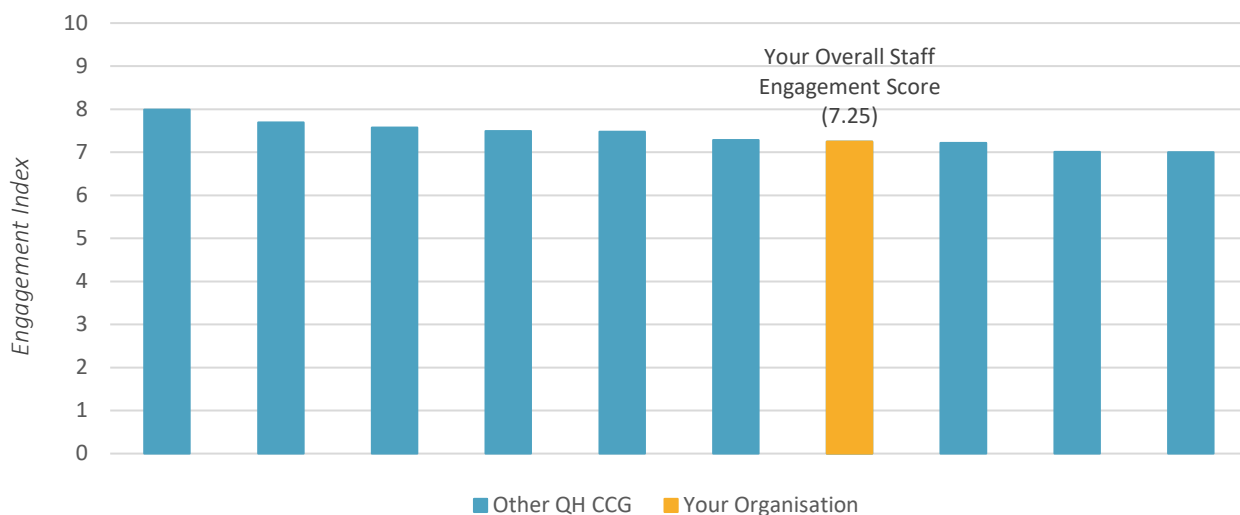
In the National Staff Survey, Staff Engagement is measured across three themes:

- **Advocacy**, measured by Q18a, Q18c and Q18d (Staff recommendation of the trust as a place to work or receive treatment).
- **Motivation**, measured by Q2a, Q2b and Q2c (Staff motivation at work).
- **Involvement**, measured by Q4a, Q4b and Q4d (Staff ability to contribute towards improvement at work).

**Overall Staff Engagement** is measured as an average across these three themes. Staff Engagement scores fall between 0 and 10, where the higher the score, the more engaged the staff.

## Overall Staff Engagement across your Sector

Presented in the chart below are the range of Overall Staff Engagement Scores across the CCG sector, shown in ranking order. Your organisation's score is (7.25) and its position within the sector is marked orange. The blue bars represent the scores of other organisations within your sector.



## Staff Engagement Themes

Presented below are the engagement scores for each of the themes that comprise Overall Staff Engagement. Engagement scores from 2019 have also been put in for comparison. The percentage difference between the 2019 and 2020 scores is represented by the coloured gap between the bars. Significant differences between the years have also been indicated.

Theme	Staff Engagement Scores	
Overall Staff Engagement	2019	
	2020	7.25
Advocacy	2019	
	2020	7.27
Motivation	2019	
	2020	7.23
Involvement	2019	
	2020	7.26

# Ranked Themes

The Themes ranked from 1 to 10 for your organisation are shown below. Themes can be considered as summary scores for groups of questions which, when taken together, give more information about a particular area. Themes are presented as scale scores (on a scale of 0 to 10).

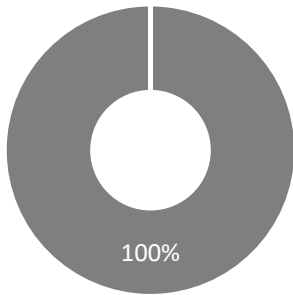
## Ranked Themes for your organisation

		<i>Score</i>
<b>1</b>	Theme 7 Safe Environment - Violence	9.98
<b>2</b>	Theme 1 Equality, Diversity and inclusion	9.62
<b>3</b>	Theme 6 Safe Environment - Bullying and harassment	8.95
<b>4</b>	Theme 3 Immediate managers	7.71
<b>5</b>	Theme 9 Staff engagement	7.25
<b>6</b>	Theme 10 Team working	7.19
<b>7</b>	Theme 8 Safety culture	7.03
<b>8</b>	Theme 5 Quality of care	6.71
<b>9</b>	Theme 2 Health and wellbeing	6.62
<b>10</b>	Theme 4 Morale	6.58

# Significant Themes

## Compared to the sector

This section summarises the Themes where your organisation has scored significantly higher than your benchmarking sector. Your organisation belongs to the CCG sector, in which there are 10 organisations within the Quality Health database. Comparisons in this section have been drawn between your organisation and the Quality Health CCG sector average.



- 0 (0%) Theme(s) scored significantly better than the sector
- 0 (0%) Theme(s) scored significantly worse than the sector
- 10 (100%) Theme(s) showed no significant difference in relation to the sector average or comparisons could not be drawn

There are no significant differences between your organisation and the CCG sector.

### Significantly Better Scores

Theme	Your Org.	Sector	Difference
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### Significantly Worse Scores

Theme	Your Org.	Sector	Difference
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# Top and Bottom Questions Scores

## Top 10 Scores for your organisation

Score

1	12b	Experienced physical violence at work from managers in the last 12 months.	0%
2	12c	Experienced physical violence at work from other colleagues in the last 12 months.	0%
3	12a	Experienced physical violence at work from patients/service users, their relatives or other members of the public in the last 12 months.	0%
4	15a	Experienced discrimination at work from patients/service users, their relatives or other members of the public in the last 12 months.	1%
5	17a	If you were concerned about unsafe clinical practice, would you know how to report it?	97%
6	15b	Experienced discrimination at work from a manager/team leader or other colleagues in the last 12 months.	4%
7	9a	I know who the senior managers are here.	93%
8	14	Does your organisation act fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	93%
9	10b	On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?	8%
10	13b	Experienced harassment, bullying or abuse at work from managers in the last 12 months.	9%

## Bottom 10 Scores for your organisation

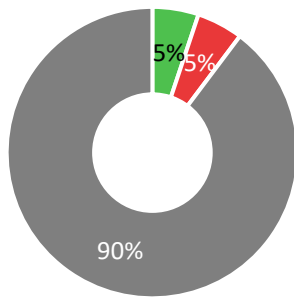
Score

1	11g	Have you put yourself under pressure to come to work?	96%
2	6a	I have unrealistic time pressures.	22%
3	10c	On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?	73%
4	4e	I am able to meet all the conflicting demands on my time at work.	42%
5	4g	There are enough staff at this organisation for me to do my job properly.	46%
6	11a	Does your organisation take positive action on health and well-being?	47%
7	9c	Senior managers here try to involve staff in important decisions.	48%
8	9d	Senior managers act on staff feedback.	50%
9	19a	I often think about leaving this organisation.	28%
10	7c	I am able to deliver the care I aspire to.	54%

# Significant Questions

## Compared to the sector

This section summarises core questions where your organisation has scored significantly higher than your benchmarking sector. Your organisation belongs to the CCG sector in which there are 10 organisations that are contracted to Quality Health. Comparisons have been drawn between your organisation and the Quality Health CCG sector average.



- 4 (5%) question(s) scored significantly better than the sector
- 4 (5%) question(s) scored significantly worse than the sector
- 70 (90%) question(s) showed no significant difference in relation to the sector average or comparisons could not be drawn

Your significant question scores are summarised below. Your organisation's score is set side by side with the sector score, with the percentage difference between the two represented by the coloured bar to the right.

### Significantly Better Scores

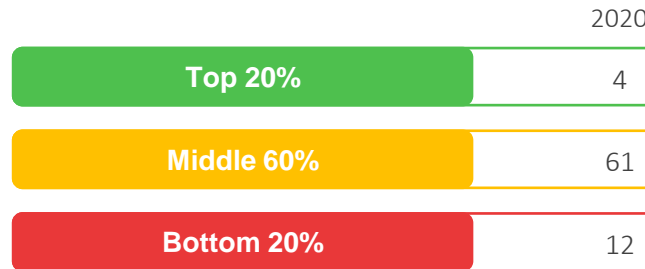
Question	Your Org.	Sector	Difference
5e [How satisfied are you with] The opportunities I have to use my skills.	79%	73%	+6.03%
12c Experienced physical violence at work from other colleagues in the last 12 months.	0%	0%	-0.14%
17a If you were concerned about unsafe clinical practice, would you know how to report it?	97%	92%	+5.07%
18a Care of patients/service users is my organisation's top priority.	83%	76%	+6.55%

## Significantly Worse Scores

Question	Your Org.	Sector	Difference
4e I am able to meet all the conflicting demands on my time at work.	42%	55%	-12.77%
4h The team I work in has a set of shared objectives.	73%	79%	-6.80%
7c I am able to deliver the care I aspire to.	54%	64%	-10.24%
10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?	73%	63%	+9.22%

# Benchmarking Percentiles

There are 10 CCGs in your benchmarking sector that are contracted to Quality Health. The table below summarises the distribution of core questions where your organisation scored amongst the top 20%, middle 60% and bottom 20% of these organisations.



Percentile charts are presented below for questions where your organisation scored within the top and bottom 20th percentiles. The red segment of the chart shows the range of scores achieved by the bottom 20% of Quality Health CCGs, the amber segment shows the range of scores achieved by the middle 60% and the green segment shows the range of scores achieved by the top 20%.

Your organisation's score and the sector average are shown to the right of the chart.

## Questions in the Top 20%

		0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	Org.	Sector
5d	[How satisfied are you with] The amount of responsibility I am given.												83%	79%
11f	Have you felt pressure from colleagues to come to work?												10%	14%
12b	Experienced physical violence at work from managers in the last 12 months.												0%	0%
12c	Experienced physical violence at work from other colleagues in the last 12 months.												0%	0%

# Benchmarking Percentiles

## Questions in the Bottom 20%

		Org.	Sector
2b	I am enthusiastic about my job.	67%	72%
4h	The team I work in has a set of shared objectives.	73%	79%
7b	I feel that my role makes a difference to patients/service users.	73%	78%
11b	In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?	33%	27%
11c	During the last 12 months have you felt unwell as a result of work related stress?	39%	36%
11d	In the last three months have you ever come to work despite not feeling well enough to perform your duties?	45%	39%
13a	Experienced harassment, bullying or abuse at work from patients/service users, their relatives or other members of the public in the last 12 months.	12%	8%
15a	Experienced discrimination at work from patients/service users, their relatives or other members of the public in the last 12 months.	1%	1%
16a	My organisation treats staff who are involved in an error, near miss or incident fairly.	65%	70%



# Benchmarking Percentiles





# National Staff Survey 2020

NHS Somerset CCG

## Full Report

*Produced by Quality Health*



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# 1. Introduction

## 1.1. Overview

This report presents your organisation's results for the 2020 National Staff Survey in the form of Themes and question scores. This provides an indication of how well your organisation is performing over time (section 3.2) and within its benchmarking group\* (section 3.1). Throughout the report, the Themes and the questions that comprise them are presented, facilitating a focused analysis of key areas.

Staff Engagement scores are presented in section 3.2.

Final response level results are presented in frequency tables at the end of the report, in the same format as the initial results sent out in December 2020.

If your organisation requested an additional sample, respondents from this sample have been included in the scoring in this report, and are shown in the final frequency tables too.

For information on the processes applied to data (such as cleaning and weighting) and the types of scoring used in this report, please refer to the 'Understanding your Results' section on page 5.

## 1.2. Methodology and Sampling

The National Staff survey was undertaken by Quality Health for a total of 120 organisations between September and December 2020.

Organisations were given the option to conduct a paper survey, online survey or mixed mode survey (combining both). To conduct online surveys, certain criteria had to be met such as ensuring staff email addresses are up to date and accessed regularly, and that staff are allowed time to complete the survey at work.

Each staff member could only receive one type of questionnaire. For staff members selected to participate online, an email invitation was sent directly to their work email address inviting them to securely log into the online questionnaire portal and provide their responses. Staff members selected to complete paper questionnaires received these through their organisation's internal post, after these were batch delivered from Quality Health. In some organisations, where staff did not have an internal work address, a small number of questionnaires were sent to staff at home – this included those on maternity leave. Staff responded using pre-paid response envelopes provided by Quality Health. Reminders were sent to all staff who had not responded at each point when reminders were issued: those completing the paper questionnaire received 2 reminders and those completing the online questionnaire received 6 email reminders.

In smaller organisations, all staff were surveyed (a census was drawn). In larger organisations, a basic sample with a minimum of 1,250 staff needed to be drawn randomly. Staff within the sample had to meet certain eligibility criteria, i.e. they had to be staff who were consistently and regularly employed by the organisation. Bank staff, staff who started working for the organisation after 1st September 2020, and staff on long term sick leave could not be included.

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*\*Please note that the scores for your benchmarking group are derived from the organisations contracted to Quality Health. Within your sector - CCG - there are 10 organisations within the Quality Health database.*

# 1. Introduction

## 1.2. Methodology and Sampling (continued)

Organisations that wanted a sample on top of the basic sample drew an additional sample. This could be the full census or other staff randomly drawn. Building on changes made in 2013, the Coordination Centre accepts the use of additional samples in benchmarking.

For organisations wanting to survey staff not meeting the eligibility criteria, an 'Additional' sample was drawn. If your organisation has drawn an additional sample, your results presented in this report have been calculated using this additional sample.

## 1.3. Response Rates

Questionnaires were sent to 265 staff in your organisation. If your organisation requested additional samples, this figure includes respondents from those samples.

After excluding respondents that were later known to be ineligible, a usable sample of 263 remained.

From the usable sample, 211 questionnaires were returned yielding a response rate of 80.2%.

## 1.4. Publishing and Publicising your Results

This is a confidential report from Quality Health to the organisation. The decision about whether or not to publish it - or publicise its contents to staff or patients - is entirely up to each organisation. However, our strong advice, in the spirit of openness and transparency, is that the results should be publicised through all available channels. Publicity could include:

- presentations to the Board on key strategic issues
- distribution of findings to Clinical Governance teams, and to Divisional and Departmental heads
- discussions on the results with staff representatives
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Whatever decision is taken locally, there will be a national publication of the results for each organisation. **Until the Coordination Centre publishes the national results, there is an embargo on the publication of any survey results from the benchmarked analysis in the reports. At the time of preparing this report, a date of publication had not been announced by the Coordination Centre.**

## 2. Understanding your Results

### 2.1. Data Cleaning

Data cleaning has been undertaken on the raw survey data to ensure that incorrect or inappropriate responses are removed from certain questions. Data cleaning has been applied where there is routing (i.e. where respondents are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that respondents give to these questions and the data is corrected to account for this. For example, respondents who answered "No" to Q11d (In the last three months have you ever come to work despite not feeling well enough to perform your duties?) were directed to go to Question 12. If a respondent answered "No" to Q11d and also answered Q11e-g about types of pressure to come to work when unwell, then their responses to Q11e-g were deleted.

### 2.2. Weighted Data

Although performing the same functions, each organisation will organise its workforce in the way that best suits the unique needs of their area. This means that the number of employees in each occupational group may vary significantly from organisation to organisation (for example, some organisations may contract out aspects of patient care, whereas others provide these services in-house).

These differences can lead to significant variations in results, as some occupational groups, such as managers, are known to respond more positively than others to some questions. If an organisation has a larger number of employees in such a group than is the norm for the sector, this could give a misleading impression of the organisation's performance when benchmarked against the sector overall.

To account for this variation, the individual scores within each organisation have been weighted so that the occupational composition of the organisation reflects that of the sector.

To obtain the weighting to apply to an occupational group in your organisation we have first determined the percentage of respondents in the occupational group within your sector, and then divided this by the percentage of respondents in the same group in your organisation.

For example, if Nursing in your sector accounts for 36.7% of the respondents, but in your organisation this group accounts for 40.2%, then the response from each nurse would be weighted (multiplied) by  $0.367 / 0.402$  - so a single response in this category would be valued at 0.91, rather than 1. This process would be repeated for each occupational group present in your organisation, then an average of the weighted responses would be taken to obtain your score.

With the exception of the response level results tables at the end of the report, all results in this report are derived from weighted data.

The process undertaken to standardise the data is based on the methodology used by the Coordination Centre and should be useful in providing an indication of what an organisation's national results are likely to be. There will however, be minor differences between the scores in this report and an organisation's official national benchmark report. This is because Quality Health only has access to data from its contracted organisations, whilst the national standardisation process will be based on the full dataset available for all organisations.

## 2.3. Themes and Question Scores

Themes can be considered as summary scores for groups of questions which, when taken together, give more information about a particular area. Themes are presented as scale scores (on a scale of 0 to 10). Individual question scores are expressed as percentages.

There are ten grouped Themes within this report, which are:

- Equality, Diversity and inclusion
- Health and wellbeing
- Immediate managers
- Morale
- Quality of care
- Safe Environment - Bullying and harassment
- Safe Environment - Violence
- Safety culture
- Staff engagement
- Team working

Question scores are presented beneath the Themes they feed into. Please note that it's not always possible to directly compare question scores to the Themes, as there are specific rules in the Theme calculations which act to limit the respondent base (e.g. a respondent must have answered a majority of the questions that compose the Theme to be included in its calculation). The question scores do however provide a good indication of the strengths and weaknesses within the area addressed by the Theme.

## 2.4. Positive and Negative Findings

In most cases, questions report on a positive aspect of staff experience. For these questions, the higher the score, the better the organisation is performing. There are some questions that report on negative aspects, however. An example of a negative question is Q11c, Percentage of staff who have felt unwell as a result of work related stress in the last 12 months. For these questions, the lower the score, the better. Throughout the report, negative findings are indicated with a red shaded background.

# 3. Survey Results

## 3.1. Sector Benchmarking

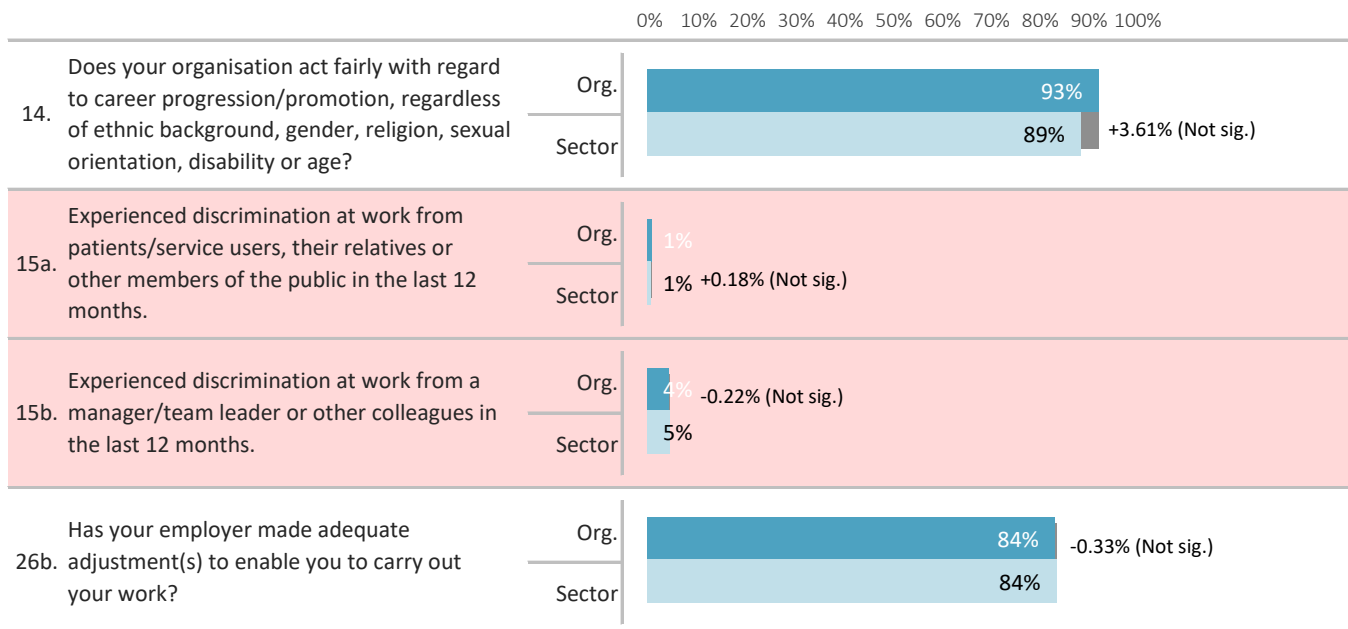
### 3.1.1. Measuring Significance

In this section, scores for your organisation are plotted against the average for the CCG sector. The difference between the scores is represented by the coloured gap between the blue bars. Where statistically significant differences arise, the coloured gap is highlighted green or red for positive or negative differences respectively.

Please note that the sector average has been derived from the 10 CCGs contracted to Quality Health. As such, the National average for this sector may differ.

### Equality, Diversity & Inclusion

Theme 1 - Equality, Diversity & Inclusion	Org.	Sector	Diff.
	9.62	9.52	+0.10 (Not sig.)





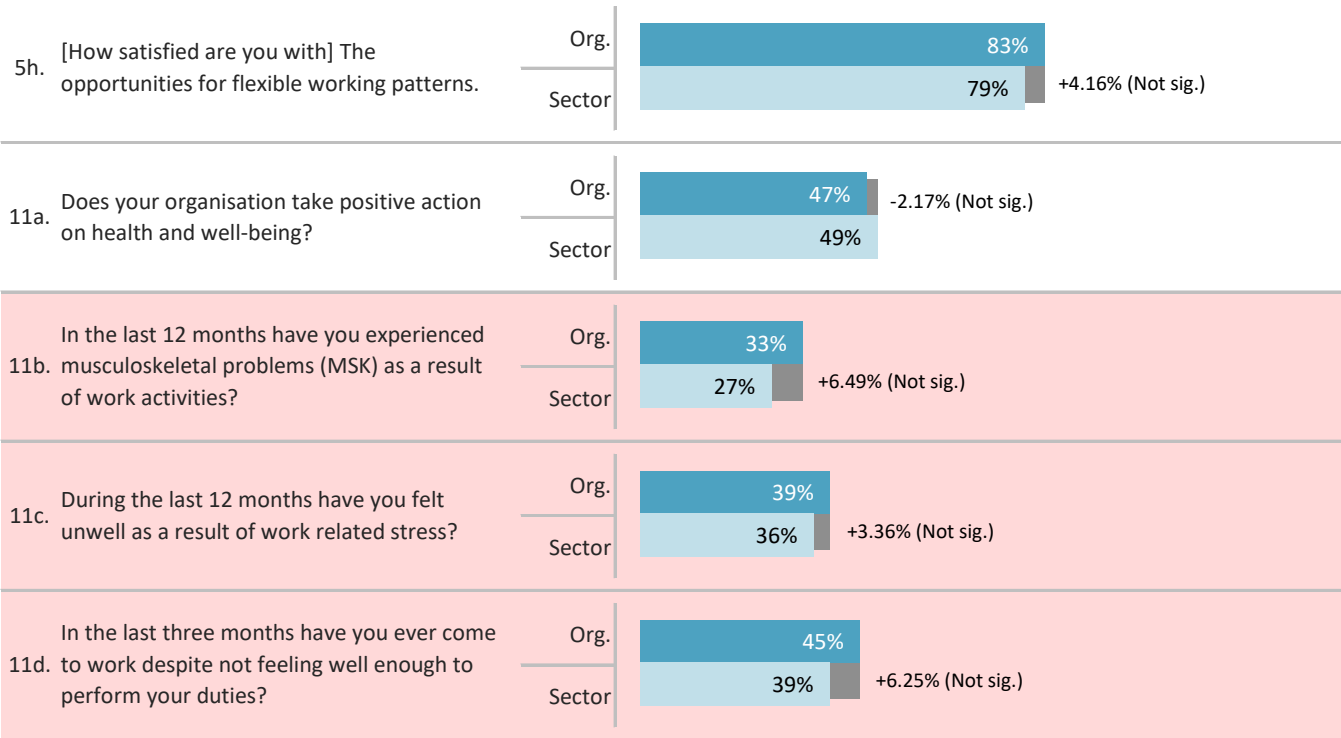
### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

#### Health & Wellbeing

Theme 2 - Health & Wellbeing	Org.	Sector	Diff.
	6.62	6.94	-0.32 (Not sig.)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

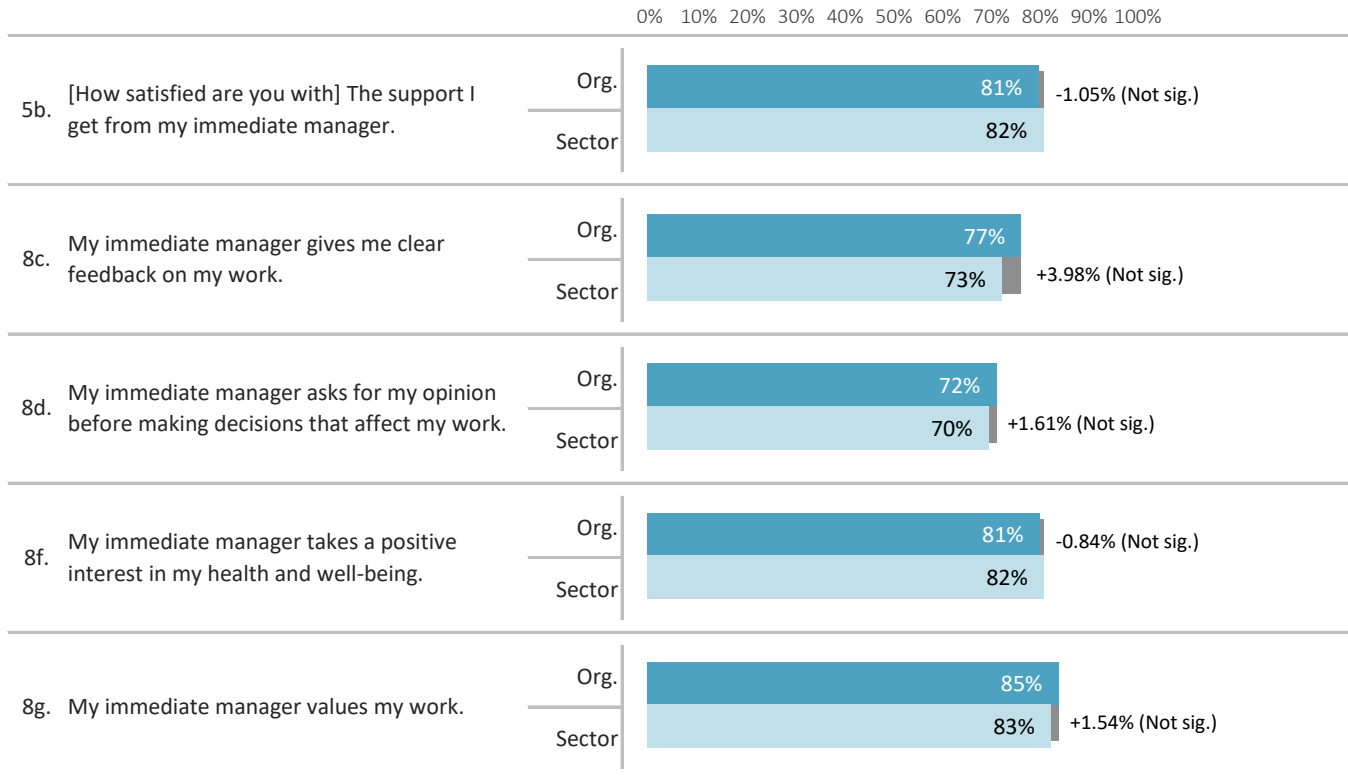


## 3.1. Sector Benchmarking

### 3.1.1. Measuring Significance

#### Immediate Managers

Theme 3 - Immediate Managers	Org.	Sector	Diff.
	7.71	7.67	+0.03 (Not sig.)



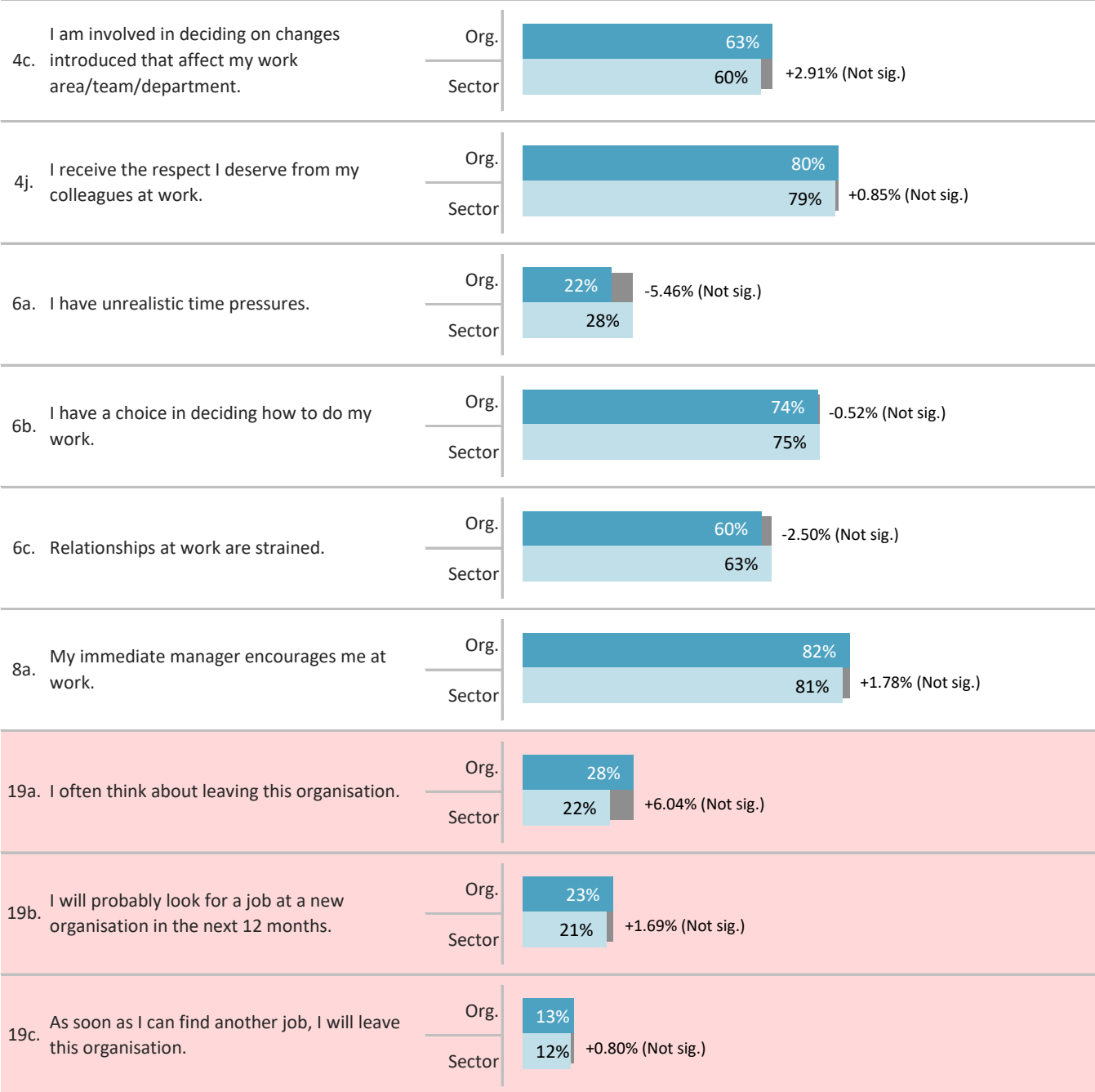
### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

#### Morale

Theme 4 - Morale	Org.	Sector	Diff.
	6.58	6.64	-0.06 (Not sig.)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

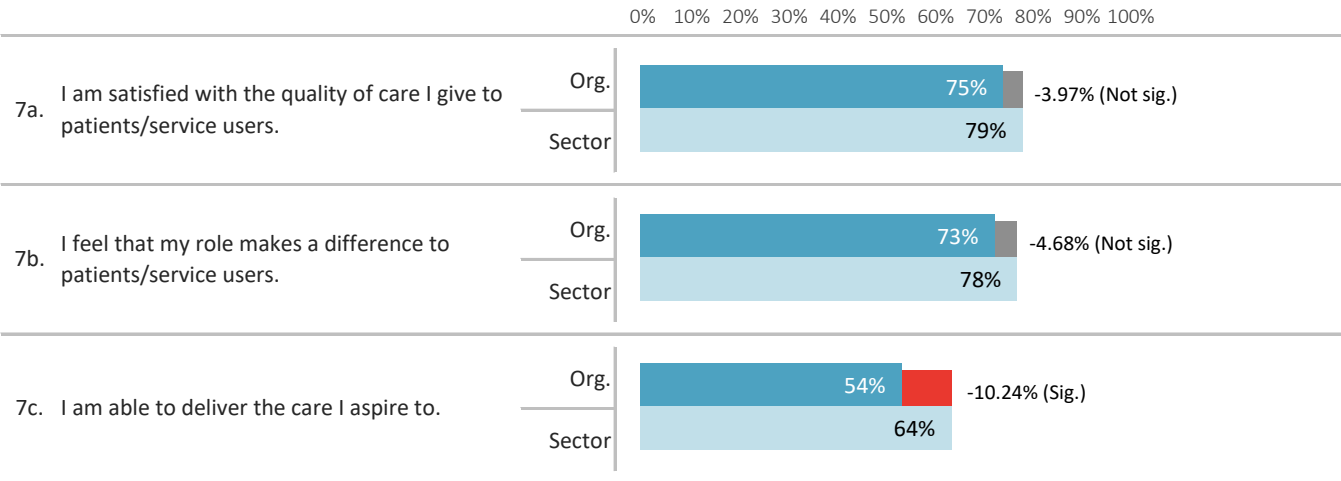


### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

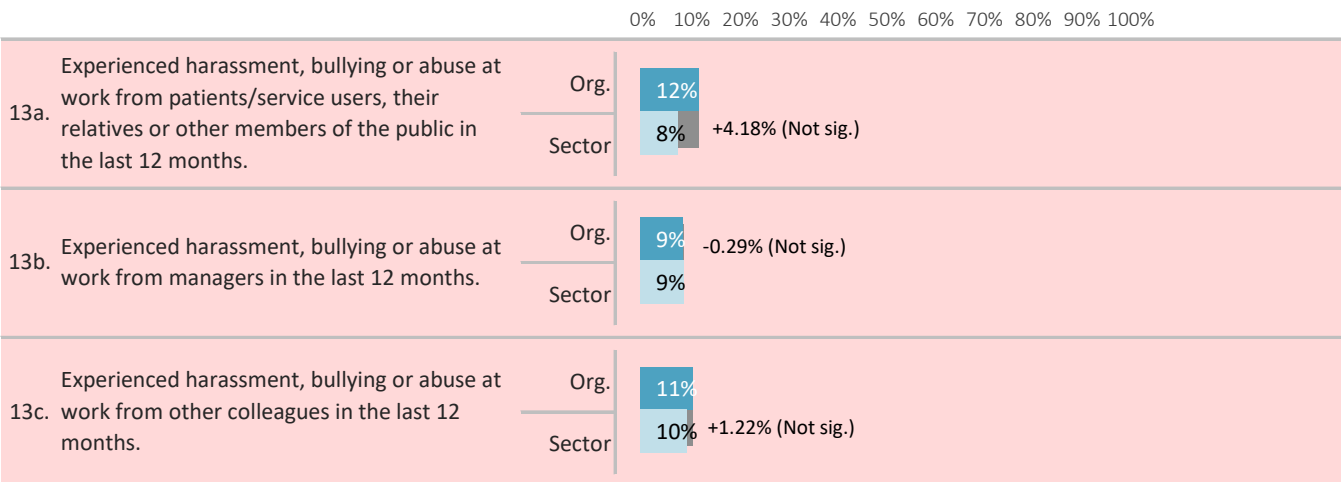
#### Quality of Care

Theme 5 - Quality of Care	Org.	Sector	Diff.
	6.71	7.19	-0.47 (Not sig.)



#### Safe Environment - Bullying & Harassment

Theme 6 - Safe Environment - Bullying & Harassment	Org.	Sector	Diff.
	8.95	9.12	-0.17 (Not sig.)

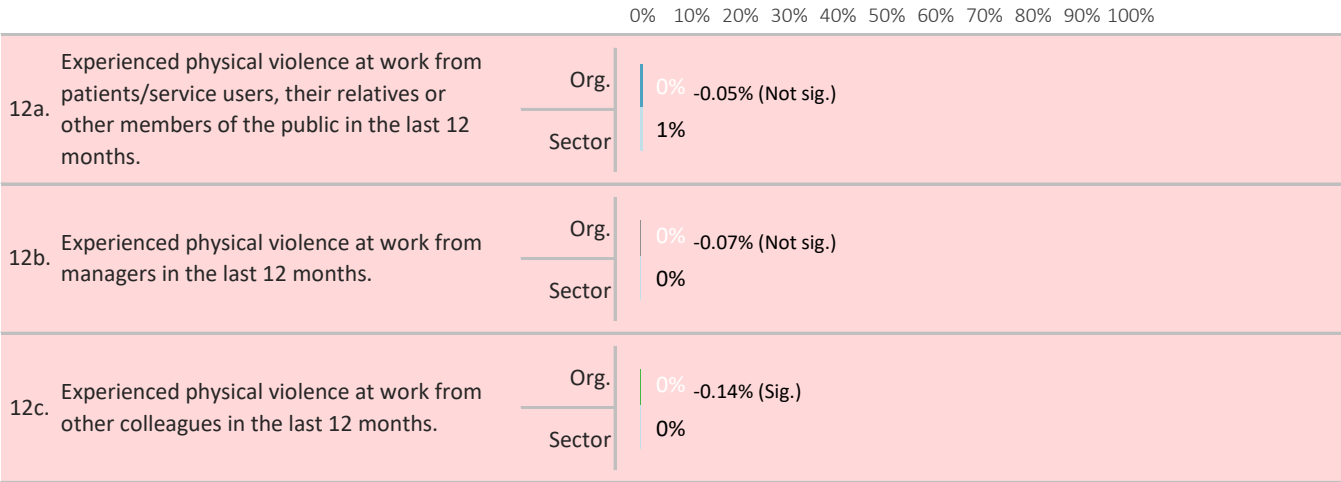


## 3.1. Sector Benchmarking

### 3.1.1. Measuring Significance

#### Safe Environment - Violence

Theme 7 - Safe Environment - Violence	Org.	Sector	Diff.
	9.98	9.97	+0.01 (Not sig.)

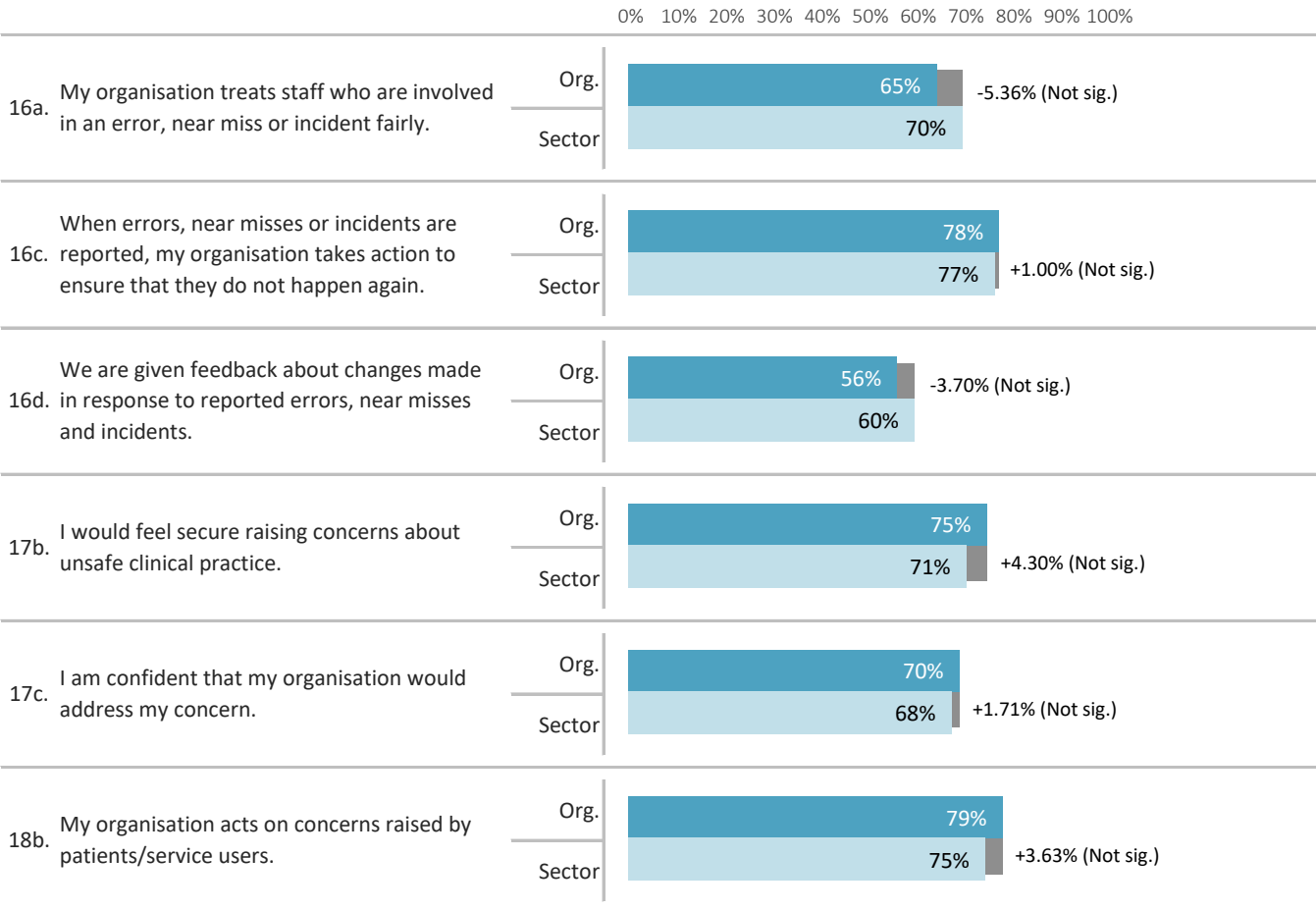


### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

#### Safety Culture

Theme 8 - Safety Culture	Org.	Sector	Diff.
	7.03	7.04	-0.01 (Not sig.)

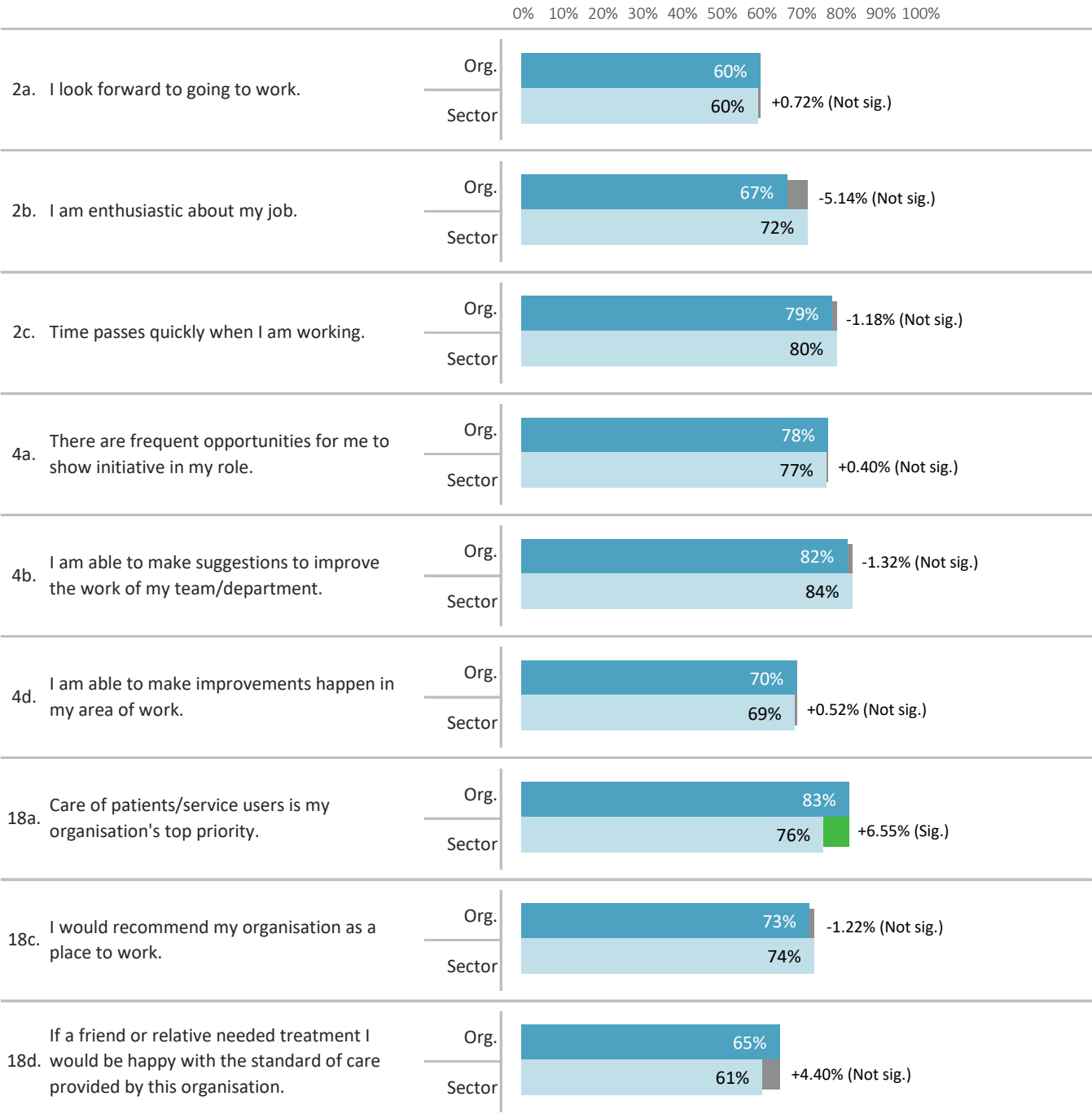


### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

#### Staff Engagement

Theme 9 - Staff Engagement	Org.	Sector	Diff.
	7.25	7.24	+0.01 (Not sig.)

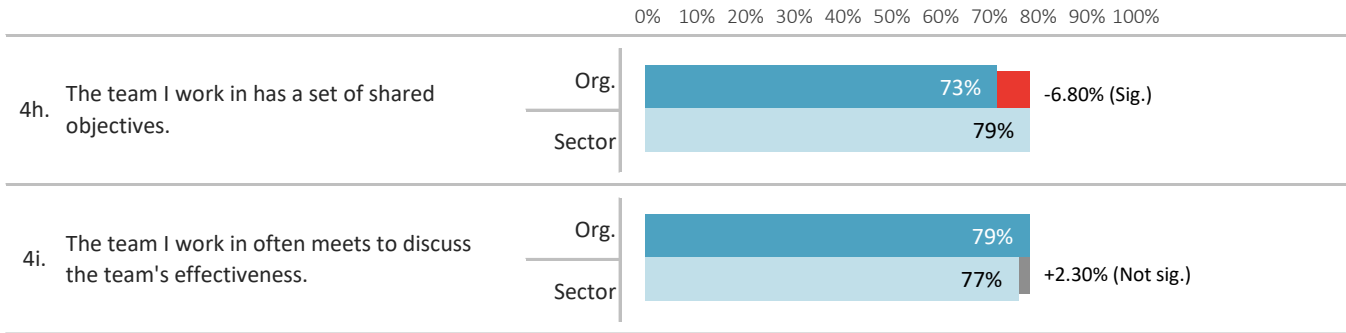


## 3.1. Sector Benchmarking

### 3.1.1. Measuring Significance

#### Team Working

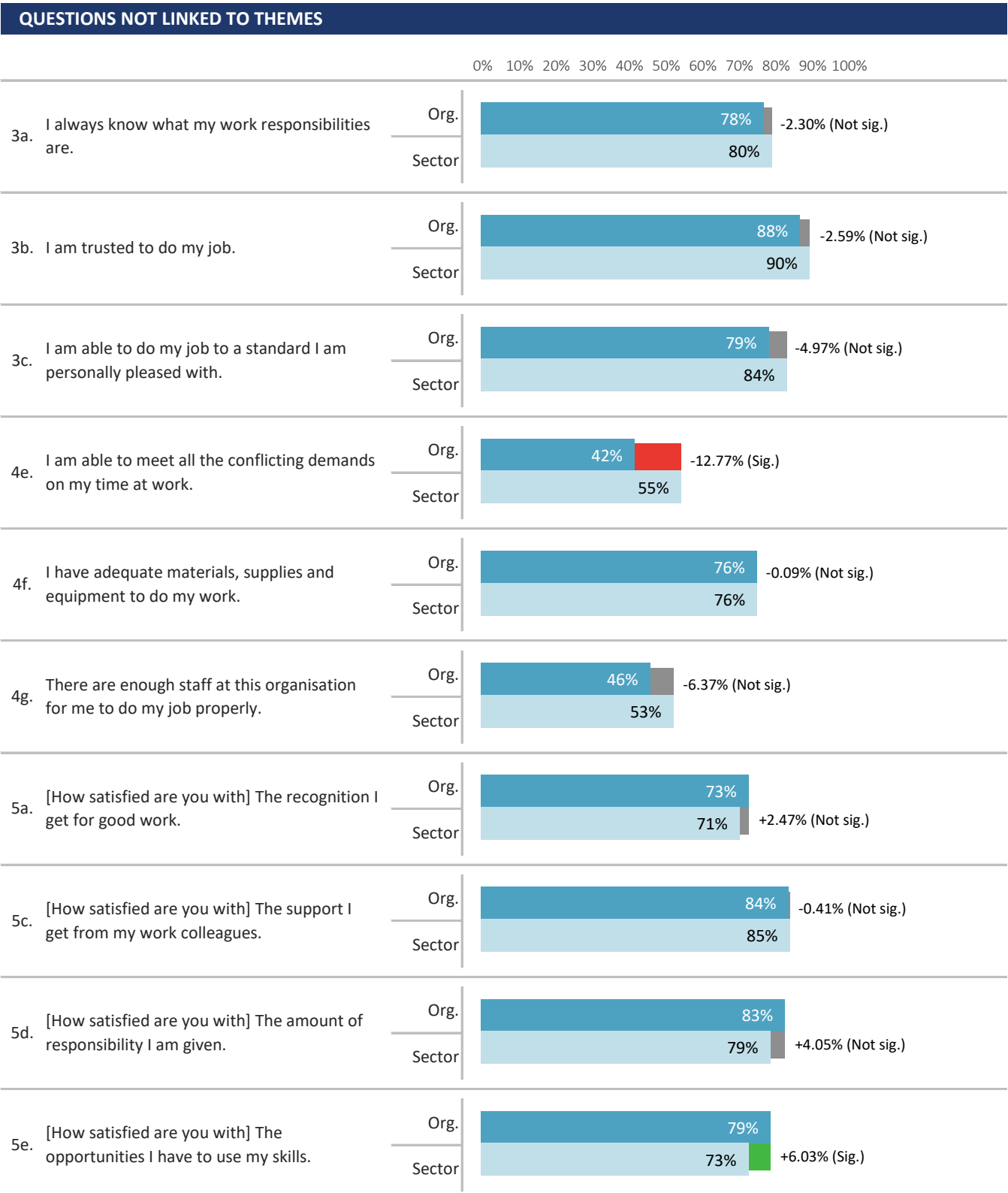
Theme 10 - Team Working	Org.	Sector	Diff.
	7.19	7.29	-0.10 (Not sig.)





## 3.1. Sector Benchmarking

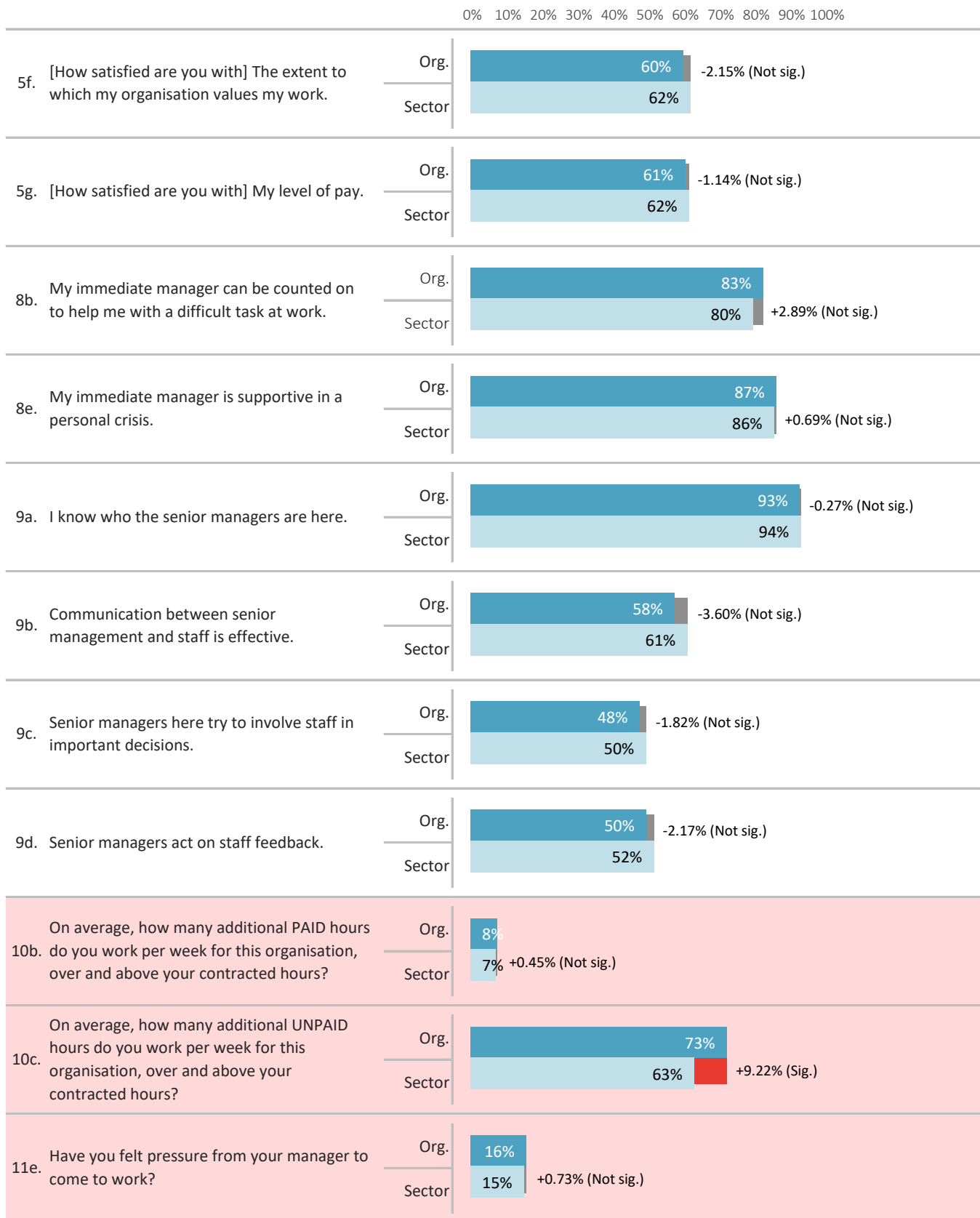
### 3.1.1. Measuring Significance



### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

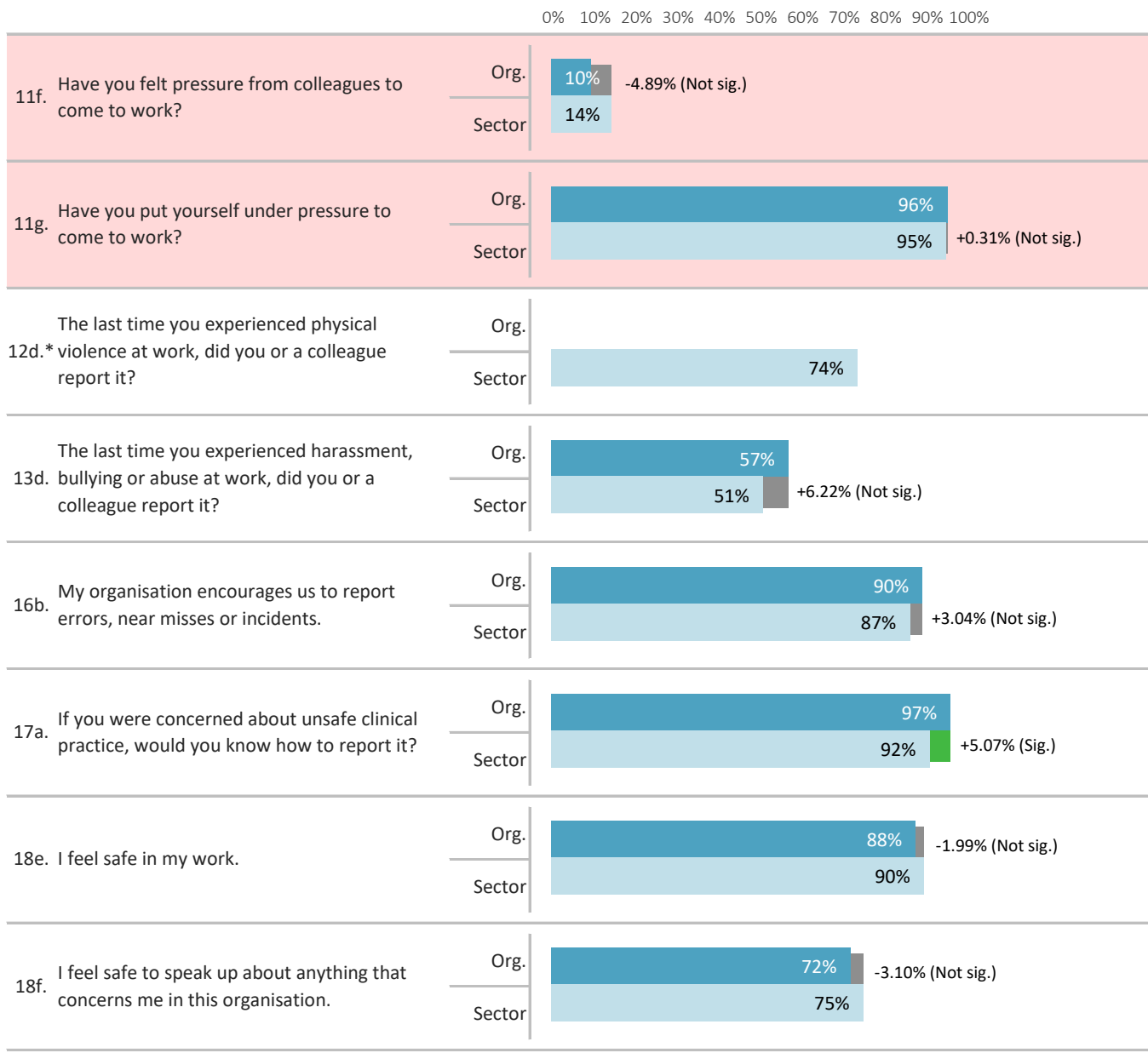
#### QUESTIONS NOT LINKED TO THEMES (continued)



### 3.1. Sector Benchmarking

#### 3.1.1. Measuring Significance

**QUESTIONS NOT LINKED TO THEMES (continued)**



\*Result suppressed due to low response count

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles






This section presents the range of scores attained by the sector, and the position of your organisation amongst these. In the Red Amber Green (RAG) charts below, the red segment represents the range of scores achieved by the lowest scoring 20% of organisations within the sector, the amber segment represents the middle 60% and the green segment represents the top 20%. Your organisation's score is represented by the black dot. The RAG rating indicator to the right of the chart confirms which segment your organisation's score lies within. The lines on either side of the circle show the 95% confidence interval (i.e. the degree of uncertainty surrounding the Trust's score).

#### Equality, Diversity & Inclusion

Theme 1 - Equality, Diversity & Inclusion		Org. Score	Sector Score	RAG Rating	
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%				
14.	Does your organisation act fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?		93%	89%	●
15a.	Experienced discrimination at work from patients/service users, their relatives or other members of the public in the last 12 months.		1%	1%	●
15b.	Experienced discrimination at work from a manager/team leader or other colleagues in the last 12 months.		4%	5%	●
26b.	Has your employer made adequate adjustment(s) to enable you to carry out your work?		84%	84%	●

## 3.1. Sector Benchmarking

### 3.1.2. Percentiles

<b>Health &amp; Wellbeing</b>				
<b>Theme 2 - Health &amp; Wellbeing</b>		Org. Score	Sector Score	RAG Rating
		0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%		
5h.	[How satisfied are you with] The opportunities for flexible working patterns.		83%	79% ●
11a.	Does your organisation take positive action on health and well-being?		47%	49% ●
11b.	In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?		33%	27% ●
11c.	During the last 12 months have you felt unwell as a result of work related stress?		39%	36% ●
11d.	In the last three months have you ever come to work despite not feeling well enough to perform your duties?		45%	39% ●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

#### Immediate Managers

Theme 3 - Immediate Managers		Org. Score	Sector Score	RAG Rating	
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%				
5b.	[How satisfied are you with] The support I get from my immediate manager.		81%	82%	●
8c.	My immediate manager gives me clear feedback on my work.		77%	73%	●
8d.	My immediate manager asks for my opinion before making decisions that affect my work.		72%	70%	●
8f.	My immediate manager takes a positive interest in my health and well-being.		81%	82%	●
8g.	My immediate manager values my work.		85%	83%	●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

Morale					
Theme 4 - Morale			Org. Score	Sector Score	RAG Rating
			0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%		
4c.	I am involved in deciding on changes introduced that affect my work area/team/department.		63%	60%	●
4j.	I receive the respect I deserve from my colleagues at work.		80%	79%	●
6a.	I have unrealistic time pressures.		22%	28%	●
6b.	I have a choice in deciding how to do my work.		74%	75%	●
6c.	Relationships at work are strained.		60%	63%	●
8a.	My immediate manager encourages me at work.		82%	81%	●
19a.	I often think about leaving this organisation.		28%	22%	●
19b.	I will probably look for a job at a new organisation in the next 12 months.		23%	21%	●
19c.	As soon as I can find another job, I will leave this organisation.		13%	12%	●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

Quality of Care					
Theme 5 - Quality of Care			Org. Score	Sector Score	RAG Rating
		0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%			
7a.	I am satisfied with the quality of care I give to patients/service users.		75%	79%	●
7b.	I feel that my role makes a difference to patients/service users.		73%	78%	●
7c.	I am able to deliver the care I aspire to.		54%	64%	●



### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

#### Safe Environment - Bullying & Harassment



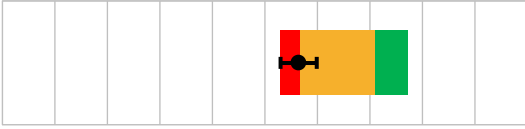



Theme 6 - Safe Environment - Bullying & Harassment		Org. Score	Sector Score	RAG Rating
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%			
13a.	Experienced harassment, bullying or abuse at work from patients/service users, their relatives or other members of the public in the last 12 months.	12%	8%	●
13b.	Experienced harassment, bullying or abuse at work from managers in the last 12 months.	9%	9%	●
13c.	Experienced harassment, bullying or abuse at work from other colleagues in the last 12 months.	11%	10%	●

#### Safe Environment - Violence

Theme 7 - Safe Environment - Violence		Org. Score	Sector Score	RAG Rating
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%			
12a.	Experienced physical violence at work from patients/service users, their relatives or other members of the public in the last 12 months.	0%	1%	●
12b.	Experienced physical violence at work from managers in the last 12 months.	0%	0%	●
12c.	Experienced physical violence at work from other colleagues in the last 12 months.	0%	0%	●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

Safety Culture				
Theme 8 - Safety Culture	Org. Score	Sector Score	RAG Rating	
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%			
16a. My organisation treats staff who are involved in an error, near miss or incident fairly.		65%	70%	●
16c. When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.		78%	77%	●
16d. We are given feedback about changes made in response to reported errors, near misses and incidents.		56%	60%	●
17b. I would feel secure raising concerns about unsafe clinical practice.		75%	71%	●
17c. I am confident that my organisation would address my concern.		70%	68%	●
18b. My organisation acts on concerns raised by patients/service users.		79%	75%	●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles


#### Staff Engagement

Theme 9 - Staff Engagement		Org. Score	Sector Score	RAG Rating	
		0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%			
2a.	I look forward to going to work.		60%	60%	●
2b.	I am enthusiastic about my job.		67%	72%	●
2c.	Time passes quickly when I am working.		79%	80%	●
4a.	There are frequent opportunities for me to show initiative in my role.		78%	77%	●
4b.	I am able to make suggestions to improve the work of my team/department.		82%	84%	●
4d.	I am able to make improvements happen in my area of work.		70%	69%	●
18a.	Care of patients/service users is my organisation's top priority.		83%	76%	●
18c.	I would recommend my organisation as a place to work.		73%	74%	●
18d.	If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.		65%	61%	●

### 3.1. Sector Benchmarking


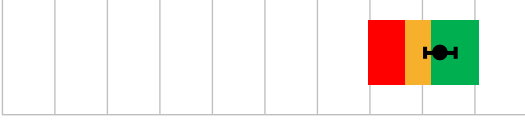
#### 3.1.2. Percentiles

#### Team Working

Theme 10 - Team Working		Org. Score	Sector Score	RAG Rating
		0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%		
4h.	The team I work in has a set of shared objectives.		73%	79% ●
4i.	The team I work in often meets to discuss the team's effectiveness.		79%	77% ●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

QUESTIONS NOT LINKED TO THEMES		Org. Score	Sector Score	RAG Rating	
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%				
3a.	I always know what my work responsibilities are.		78%	80%	●
3b.	I am trusted to do my job.		88%	90%	●
3c.	I am able to do my job to a standard I am personally pleased with.		79%	84%	●
4e.	I am able to meet all the conflicting demands on my time at work.		42%	55%	●
4f.	I have adequate materials, supplies and equipment to do my work.		76%	76%	●
4g.	There are enough staff at this organisation for me to do my job properly.		46%	53%	●
5a.	[How satisfied are you with] The recognition I get for good work.		73%	71%	●
5c.	[How satisfied are you with] The support I get from my work colleagues.		84%	85%	●
5d.	[How satisfied are you with] The amount of responsibility I am given.		83%	79%	●
5e.	[How satisfied are you with] The opportunities I have to use my skills.		79%	73%	●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

QUESTIONS NOT LINKED TO THEMES (continued)		Org. Score	Sector Score	RAG Rating	
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%				
5f.	[How satisfied are you with] The extent to which my organisation values my work.		60%	62%	●
5g.	[How satisfied are you with] My level of pay.		61%	62%	●
8b.	My immediate manager can be counted on to help me with a difficult task at work.		83%	80%	●
8e.	My immediate manager is supportive in a personal crisis.		87%	86%	●
9a.	I know who the senior managers are here.		93%	94%	●
9b.	Communication between senior management and staff is effective.		58%	61%	●
9c.	Senior managers here try to involve staff in important decisions.		48%	50%	●
9d.	Senior managers act on staff feedback.		50%	52%	●
10b.	On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?		8%	7%	●
10c.	On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?		73%	63%	●

### 3.1. Sector Benchmarking

#### 3.1.2. Percentiles

QUESTIONS NOT LINKED TO THEMES (continued)		Org. Score	Sector Score	RAG Rating	
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%				
11e.	Have you felt pressure from your manager to come to work?		16%	15%	●
11f.	Have you felt pressure from colleagues to come to work?		10%	14%	●
11g.	Have you put yourself under pressure to come to work?		96%	95%	●
12d.*	The last time you experienced physical violence at work, did you or a colleague report it?		-	74%	
13d.	The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?		57%	51%	●
16b.	My organisation encourages us to report errors, near misses or incidents.		90%	87%	●
17a.	If you were concerned about unsafe clinical practice, would you know how to report it?		97%	92%	●
18e.	I feel safe in my work.		88%	90%	●
18f.	I feel safe to speak up about anything that concerns me in this organisation.		72%	75%	●

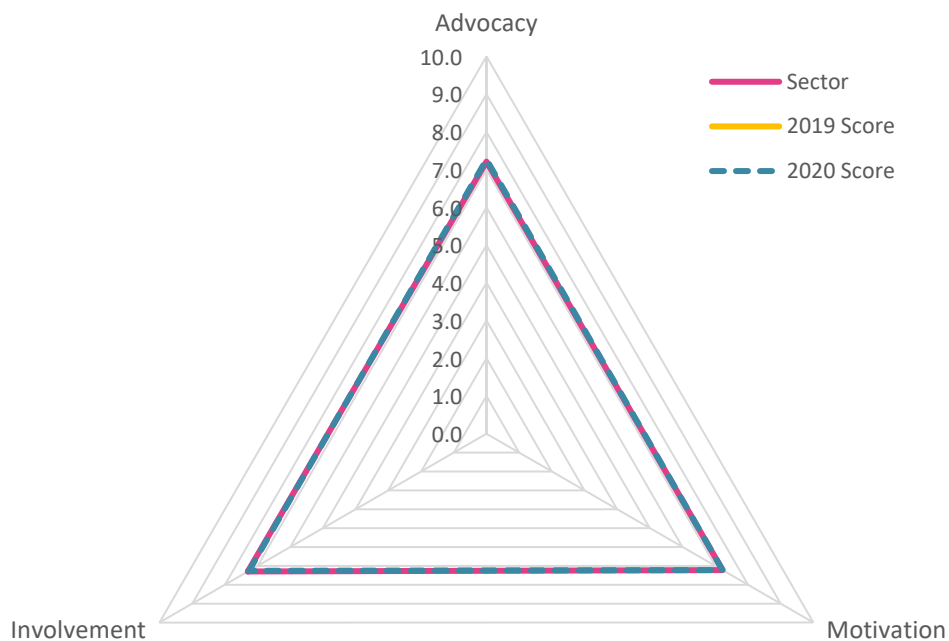
\*Result suppressed due to low response count

## 3.2. Staff Engagement

In the National Staff Survey, Staff Engagement is measured across three sub-sections of Theme 9:

- **Advocacy**, measured by Q18a, Q18c and Q18d (Staff recommendation of the trust as a place to work or receive treatment).
- **Motivation**, measured by Q2a, Q2b and Q2c (Staff motivation at work).
- **Involvement**, measured by Q4a, Q4b and Q4d (Staff ability to contribute towards improvement at work).

**Overall Staff Engagement** is measured as an average across these three themes. Staff Engagement scores fall between 0 and 10, where the higher the score, the more engaged the staff.



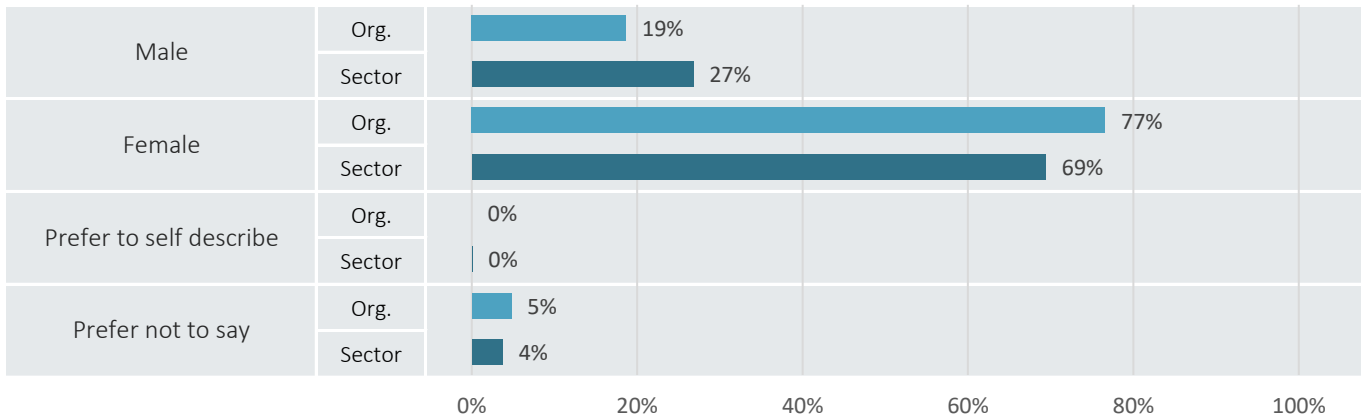
	2020 Score	2019 Score	Diff	Sector score	Diff
Advocacy*	7.27	-	-	7.21	+0.06 (Not sig.)
Motivation*	7.23	-	-	7.22	+0.00 (Not sig.)
Involvement*	7.26	-	-	7.30	-0.04 (Not sig.)
<b>Overall Staff Engagement*</b>	<b>7.25</b>	<b>-</b>	<b>-</b>	<b>7.24</b>	<b>+0.01 (Not sig.)</b>

\*Your organisation did not take part in 2019

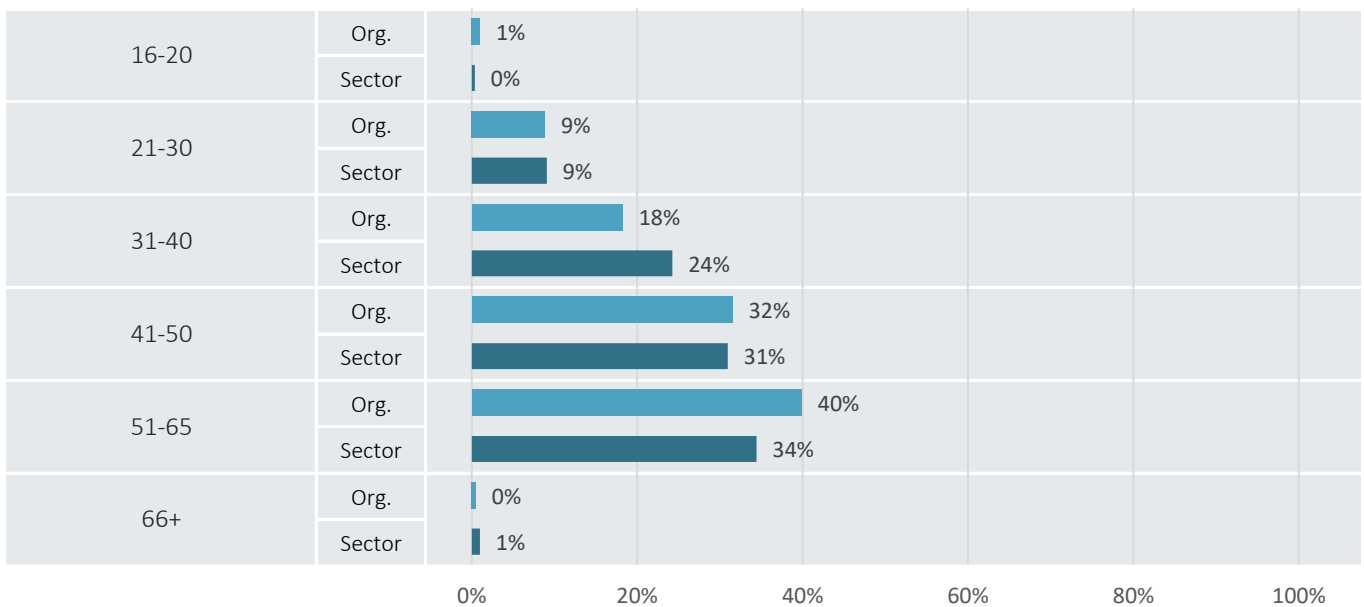


# 4. Demographics

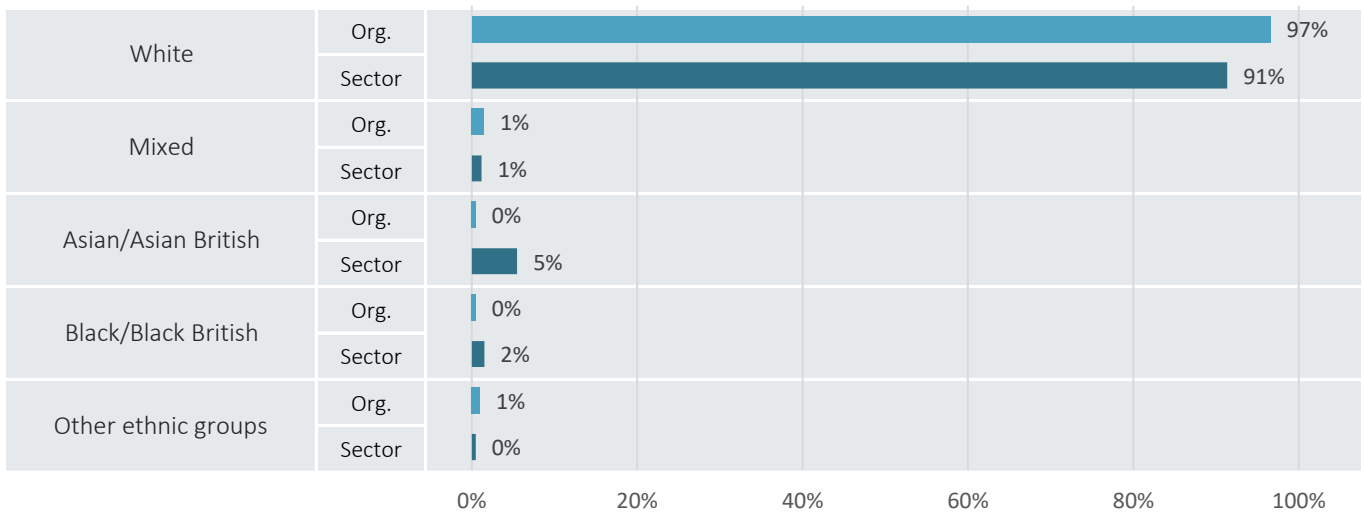
## Gender



## Age

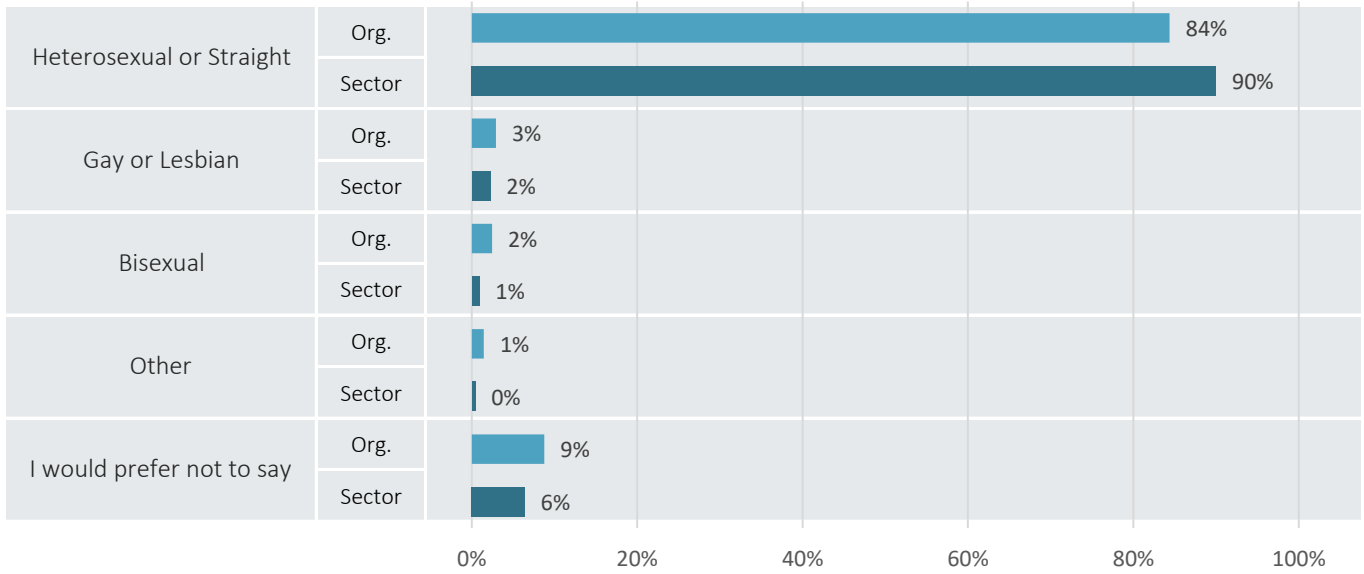


## Ethnicity

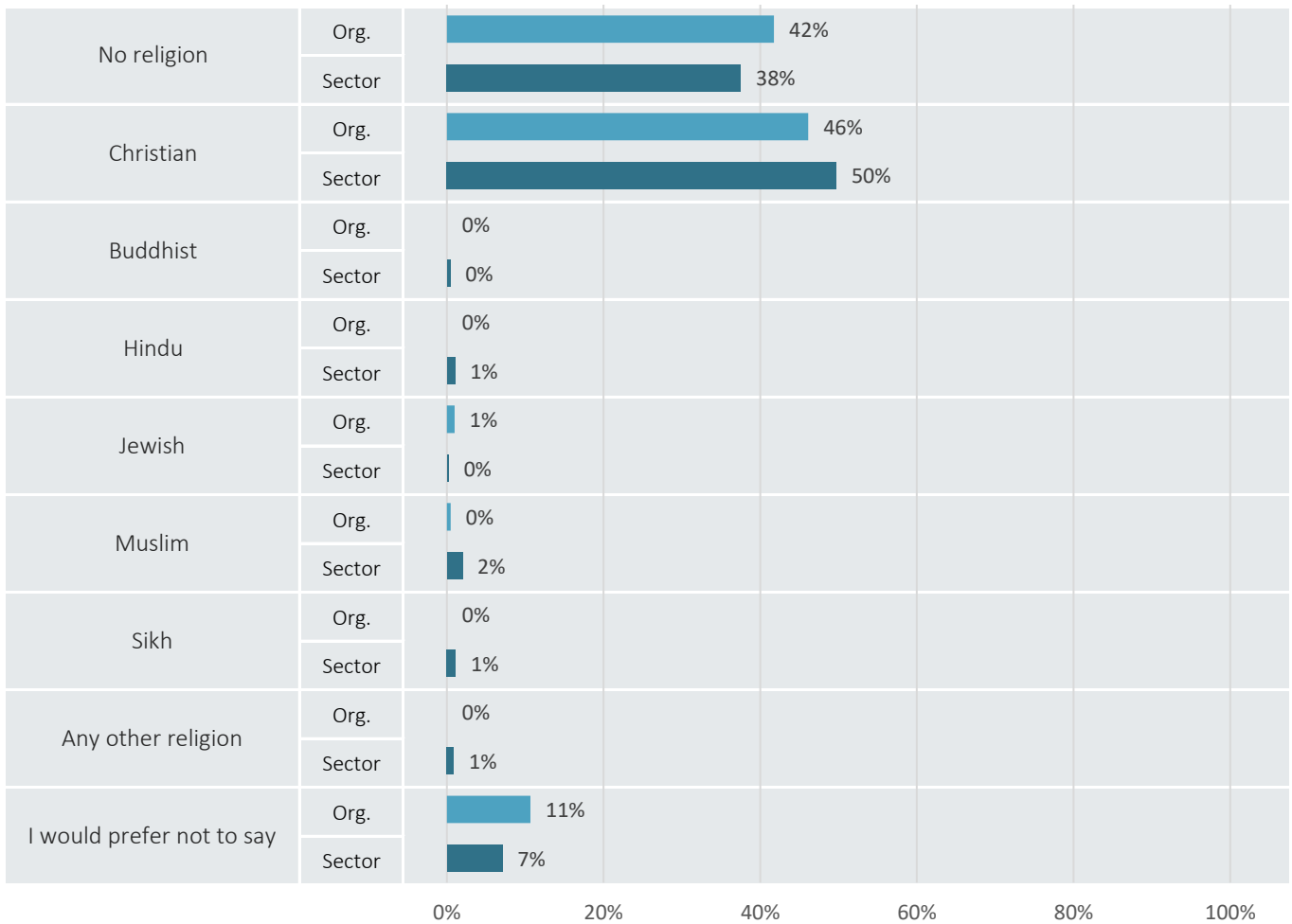


# 4. Demographics

## Sexual Orientation

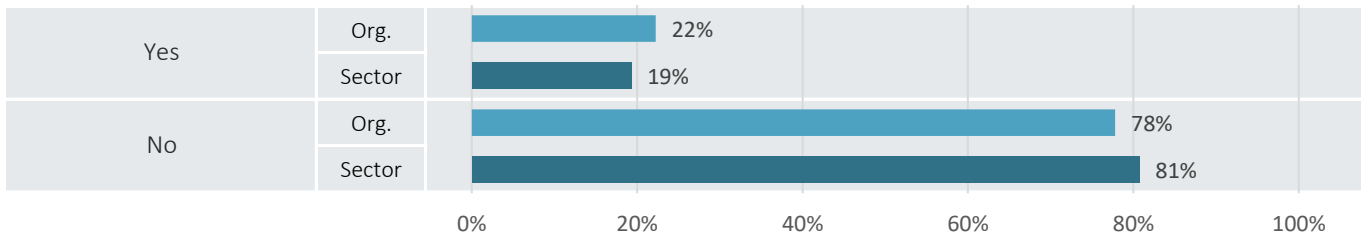


## Religion

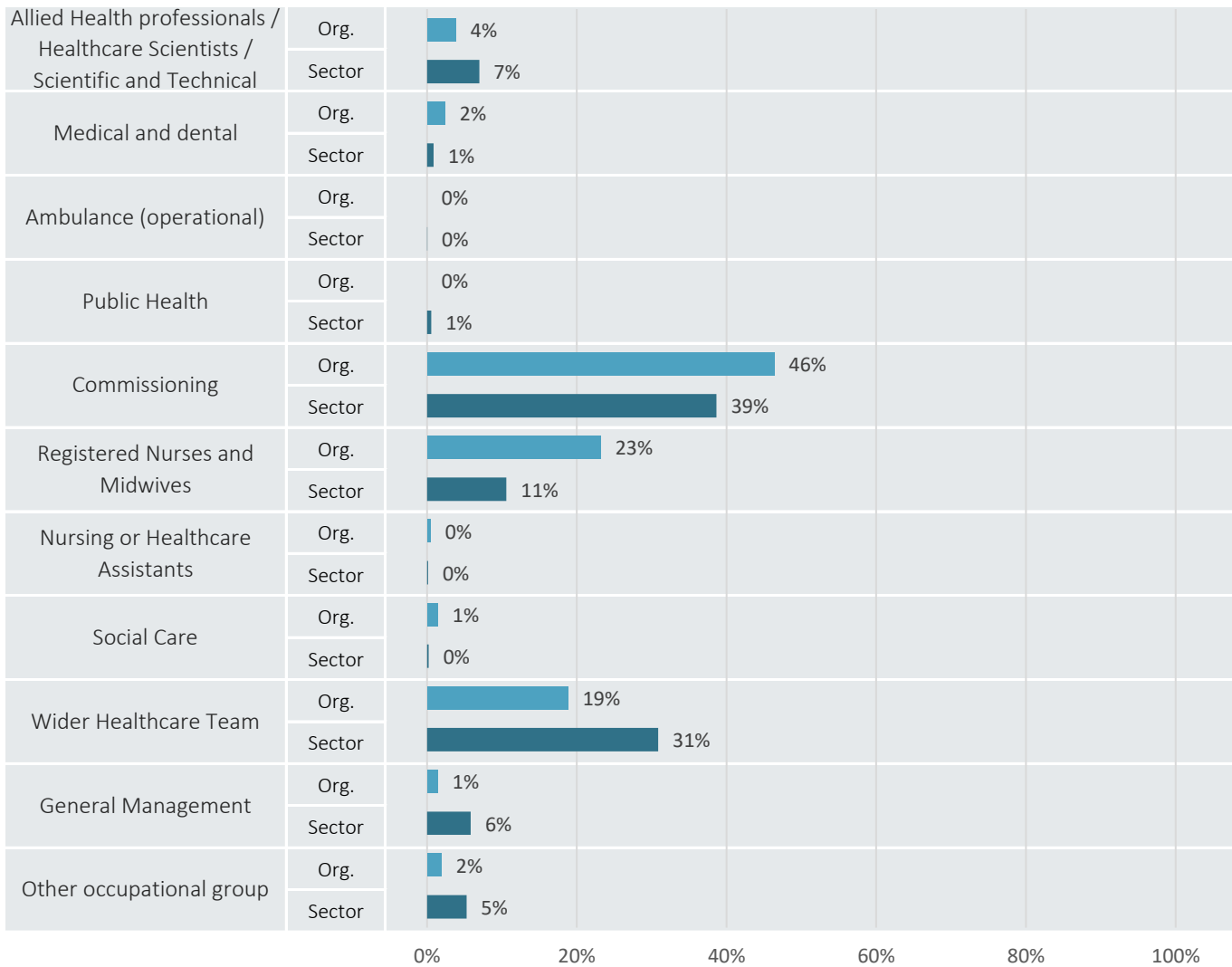


# 4. Demographics

## Physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more



## Occupation group



## 5. Final Detailed Results Tables

The following tables set out your final results for the 2020 NHS National Staff Survey at response level. If your organisation requested values questions, bank modules, local questions or any additional samples, the responses for these are summarised in the following tables too.

In addition to the response breakdowns normally provided, scores have been included for each evaluative question. Further detail on how to read your results can be found in the subsections below.

### 1. Reading the columns of figures

Results for each question are presented firstly as response breakdowns in the form of absolute numbers and percentage responses. The first two columns show your results from the 2019 survey, the next two columns show the same for 2020 and the final two columns show the results for your comparator group, CCGs. The purpose of presenting the figures in this way is to give a direct, at-a-glance, overview of your organisation's performance over time, and compared to similar organisations.

#### 1.1. Conventions

Percentage responses are calculated after excluding those respondents that did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The number of respondents that did not answer a particular question is shown as the 'Missing' figure at the bottom of the actual number of responses. In some cases, the "Missing" figure is quite high, because it includes respondents who did not answer that question, or group of questions, because it was not applicable to their circumstances.

On some questions, there are also some figures which are italicised. These figures have been recalculated to exclude non-specific responses, or responses indicating that the question was not applicable to the participant's circumstances. Taking question 7a (I am satisfied with the quality of care I give to patients / service users) as an example, those responding "Not applicable to me" and those leaving the question blank (the "Missing" figure) are excluded from the percentage calculation.

Where there is no 2019 data for a current survey question, dashes are displayed in the first two columns.

### 2. Reading the scores

For each evaluative question, scores are presented beneath the response breakdowns. The positive and negative scores for a question are shown in the green and red bands respectively. The 'base size', or number of participants contributing to the scores, is shown in the grey band at the bottom. Scores are shown for 2019 and 2020, and for your comparator group.

## 5. Final Detailed Results Tables

### 2. Reading the scores (*continued*)

The responses that contribute to a given score are indicated by the colour coding to the left of the response. Responses that contribute to the positive scores are colour coded green, and responses that contribute to the negative scores are colour coded red. As an illustration, if 45% were to respond "Often" and 24% were to respond "Always" to question 2a (I look forward to going to work), the question would receive a positive score of 69%. If 2% were to respond "Never" and 5% were to respond "Rarely" to the same question, a negative score of 7% would be arrived at.

Please keep in mind that percentage responses are shown to the nearest whole number. As such, they may not always equal the score when summed together.

The scores in these tables have been generated using the **unweighted** data, which (aside from the application of data cleaning) represent the exact responses of staff completing the survey within your organisation.

### 3. Data cleaning

Data cleaning is undertaken on the raw survey data to ensure that incorrect or inappropriate responses are removed from certain questions. Data cleaning has been applied where there is routing (i.e. where respondents are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that respondents give to these questions and the data is corrected to account for this. For example, respondents who answered "No" to Q11d (In the last three months have you ever come to work despite not feeling well enough to perform your duties?) were directed to go to Question 12. If a respondent answered "No" to Q11d and also answered Q11e-g about types of pressure to come to work when unwell, then their responses to Q11e-g were deleted.

## YOUR JOB

1. Do you have face-to-face contact with patients/service users as part of your job?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes, frequently	-	-	31	15%	244	9%
Yes, occasionally	-	-	52	25%	582	20%
No	-	-	127	60%	2,018	71%
Missing	-	-	1		14	

For each of the statements below, how often do you feel this way about your job?

2a. I look forward to going to work.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	3	1%	39	1%
Rarely	-	-	18	9%	239	8%
Sometimes	-	-	62	30%	865	30%
Often	-	-	95	45%	1,322	47%
Always	-	-	32	15%	375	13%
Missing	-	-	1		18	
<b>Positive Score</b>	-	-	<b>60%</b>		<b>60%</b>	
<b>Negative Score</b>	-	-	<b>10%</b>		<b>10%</b>	
Base	-	-	210		2,840	

2b. I am enthusiastic about my job.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	0	0%	18	1%
Rarely	-	-	12	6%	120	4%
Sometimes	-	-	57	27%	648	23%
Often	-	-	77	37%	1,340	47%
Always	-	-	64	30%	710	25%
Missing	-	-	1		22	
<b>Positive Score</b>	-	-	<b>67%</b>		<b>72%</b>	
<b>Negative Score</b>	-	-	<b>6%</b>		<b>5%</b>	
Base	-	-	210		2,836	

## YOUR JOB (CONTINUED)

2c. Time passes quickly when I am working.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	1	0%	22	1%
Rarely	-	-	9	4%	75	3%
Sometimes	-	-	35	17%	478	17%
Often	-	-	86	41%	1,193	42%
Always	-	-	79	38%	1,072	38%
Missing	-	-	1		18	
<b>Positive Score</b>	-		<b>79%</b>		<b>80%</b>	
<b>Negative Score</b>	-		<b>5%</b>		<b>3%</b>	
Base	-		210		2,840	

## To what extent do you agree or disagree with the following statements about your job?

3a. I always know what my work responsibilities are.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	3	1%	38	1%
Disagree	-	-	19	9%	223	8%
Neither agree nor disagree	-	-	25	12%	312	11%
Agree	-	-	114	55%	1,491	53%
Strongly agree	-	-	48	23%	774	27%
Missing	-	-	2		20	
<b>Positive Score</b>	-		<b>78%</b>		<b>80%</b>	
<b>Negative Score</b>	-		<b>11%</b>		<b>9%</b>	
Base	-		209		2,838	

## YOUR JOB (CONTINUED)

3b. I am trusted to do my job.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	3	1%	28	1%
Disagree	-	-	8	4%	85	3%
Neither agree nor disagree	-	-	15	7%	166	6%
Agree	-	-	99	47%	1,306	46%
Strongly agree	-	-	84	40%	1,246	44%
Missing	-	-	2		27	
<b>Positive Score</b>	-		<b>88%</b>		<b>90%</b>	
<b>Negative Score</b>	-		<b>5%</b>		<b>4%</b>	
Base	-		209		2,831	

3c. I am able to do my job to a standard I am personally pleased with.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	7	3%	41	1%
Disagree	-	-	12	6%	147	5%
Neither agree nor disagree	-	-	25	12%	267	9%
Agree	-	-	109	52%	1,488	53%
Strongly agree	-	-	56	27%	887	31%
Missing	-	-	2		28	
<b>Positive Score</b>	-		<b>79%</b>		<b>84%</b>	
<b>Negative Score</b>	-		<b>9%</b>		<b>7%</b>	
Base	-		209		2,830	



## YOUR JOB (CONTINUED)

To what extent do you agree or disagree with the following statements about your work?

4a. There are frequent opportunities for me to show initiative in my role.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	5	2%	47	2%
Disagree	-	-	12	6%	199	7%
Neither agree nor disagree	-	-	30	14%	404	14%
Agree	-	-	113	54%	1,476	52%
Strongly agree	-	-	50	24%	727	25%
Missing	-	-	1		5	
<b>Positive Score</b>	-	-	<b>78%</b>		<b>77%</b>	
<b>Negative Score</b>	-	-	<b>8%</b>		<b>9%</b>	
Base	-	-	210		2,853	

4b. I am able to make suggestions to improve the work of my team/department.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	4	2%	43	2%
Disagree	-	-	8	4%	138	5%
Neither agree nor disagree	-	-	25	12%	283	10%
Agree	-	-	111	53%	1,520	53%
Strongly agree	-	-	62	30%	862	30%
Missing	-	-	1		12	
<b>Positive Score</b>	-	-	<b>82%</b>		<b>84%</b>	
<b>Negative Score</b>	-	-	<b>6%</b>		<b>6%</b>	
Base	-	-	210		2,846	

## YOUR JOB (CONTINUED)

4c. I am involved in deciding on changes introduced that affect my work area/team/department.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	7	3%	139	5%
Disagree	-	-	34	16%	403	14%
Neither agree nor disagree	-	-	37	18%	592	21%
Agree	-	-	94	45%	1,155	41%
Strongly agree	-	-	39	18%	555	20%
Missing	-	-	0		14	
<b>Positive Score</b>	-	-	<b>63%</b>		<b>60%</b>	
<b>Negative Score</b>	-	-	<b>19%</b>		<b>19%</b>	
Base	-	-	211		2,844	

4d. I am able to make improvements happen in my area of work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	4	2%	74	3%
Disagree	-	-	20	9%	228	8%
Neither agree nor disagree	-	-	40	19%	573	20%
Agree	-	-	104	49%	1,357	48%
Strongly agree	-	-	43	20%	604	21%
Missing	-	-	0		22	
<b>Positive Score</b>	-	-	<b>70%</b>		<b>69%</b>	
<b>Negative Score</b>	-	-	<b>11%</b>		<b>11%</b>	
Base	-	-	211		2,836	

## YOUR JOB (CONTINUED)

4e. I am able to meet all the conflicting demands on my time at work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	15	7%	118	4%
Disagree	-	-	52	25%	527	19%
Neither agree nor disagree	-	-	55	26%	638	22%
Agree	-	-	80	38%	1,300	46%
Strongly agree	-	-	9	4%	265	9%
Missing	-	-	0		10	
<b>Positive Score</b>	-	-	<b>42%</b>		<b>55%</b>	
<b>Negative Score</b>	-	-	<b>32%</b>		<b>23%</b>	
Base	-	-	211		2,848	

4f. I have adequate materials, supplies and equipment to do my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	4	2%	63	2%
Disagree	-	-	11	5%	240	8%
Neither agree nor disagree	-	-	36	17%	385	14%
Agree	-	-	130	62%	1,599	56%
Strongly agree	-	-	29	14%	556	20%
Missing	-	-	1		15	
<b>Positive Score</b>	-	-	<b>76%</b>		<b>76%</b>	
<b>Negative Score</b>	-	-	<b>7%</b>		<b>11%</b>	
Base	-	-	210		2,843	

## YOUR JOB (CONTINUED)

4g. There are enough staff at this organisation for me to do my job properly.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	11	5%	165	6%
Disagree	-	-	49	23%	566	20%
Neither agree nor disagree	-	-	52	25%	610	21%
Agree	-	-	84	40%	1,173	41%
Strongly agree	-	-	13	6%	326	11%
Missing	-	-	2		18	
<b>Positive Score</b>	-	-	<b>46%</b>		<b>53%</b>	
<b>Negative Score</b>	-	-	<b>29%</b>		<b>26%</b>	
Base	-	-	209		2,840	

4h. The team I work in has a set of shared objectives.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	5	2%	57	2%
Disagree	-	-	17	8%	158	6%
Neither agree nor disagree	-	-	36	17%	372	13%
Agree	-	-	105	50%	1,585	56%
Strongly agree	-	-	48	23%	665	23%
Missing	-	-	0		21	
<b>Positive Score</b>	-	-	<b>73%</b>		<b>79%</b>	
<b>Negative Score</b>	-	-	<b>10%</b>		<b>8%</b>	
Base	-	-	211		2,837	

## YOUR JOB (CONTINUED)

4i. The team I work in often meets to discuss the team's effectiveness.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	6	3%	87	3%
Disagree	-	-	14	7%	222	8%
Neither agree nor disagree	-	-	24	11%	348	12%
Agree	-	-	113	54%	1,420	50%
Strongly agree	-	-	54	26%	761	27%
Missing	-	-	0		20	
<b>Positive Score</b>	-	-	<b>79%</b>		<b>77%</b>	
<b>Negative Score</b>	-	-	<b>9%</b>		<b>11%</b>	
Base	-	-	211		2,838	

4j. I receive the respect I deserve from my colleagues at work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	3	1%	47	2%
Disagree	-	-	14	7%	148	5%
Neither agree nor disagree	-	-	26	12%	409	14%
Agree	-	-	113	54%	1,468	52%
Strongly agree	-	-	55	26%	773	27%
Missing	-	-	0		13	
<b>Positive Score</b>	-	-	<b>80%</b>		<b>79%</b>	
<b>Negative Score</b>	-	-	<b>8%</b>		<b>7%</b>	
Base	-	-	211		2,845	

## YOUR JOB (CONTINUED)

## How satisfied are you with each of the following aspects of your job?

5a. The recognition I get for good work.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	6	3%	71	2%
Dissatisfied	-	-	17	8%	227	8%
Neither satisfied nor dissatisfied	-	-	33	16%	529	19%
Satisfied	-	-	111	53%	1,416	50%
Very satisfied	-	-	44	21%	608	21%
Missing	-	-	0		7	
<b>Positive Score</b>	-	-	<b>73%</b>		<b>71%</b>	
<b>Negative Score</b>	-	-	<b>11%</b>		<b>10%</b>	
Base	-	-	211		2,851	

5b. The support I get from my immediate manager.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	5	2%	69	2%
Dissatisfied	-	-	11	5%	154	5%
Neither satisfied nor dissatisfied	-	-	25	12%	301	11%
Satisfied	-	-	80	38%	1,139	40%
Very satisfied	-	-	90	43%	1,188	42%
Missing	-	-	0		7	
<b>Positive Score</b>	-	-	<b>81%</b>		<b>82%</b>	
<b>Negative Score</b>	-	-	<b>8%</b>		<b>8%</b>	
Base	-	-	211		2,851	

## YOUR JOB (CONTINUED)

5c. The support I get from my work colleagues.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	0	0%	10	0%
Dissatisfied	-	-	9	4%	96	3%
Neither satisfied nor dissatisfied	-	-	24	11%	328	12%
Satisfied	-	-	102	48%	1,462	51%
Very satisfied	-	-	76	36%	954	33%
Missing	-	-	0		8	
<b>Positive Score</b>	-	-	<b>84%</b>		<b>85%</b>	
<b>Negative Score</b>	-	-	<b>4%</b>		<b>4%</b>	
Base	-	-	211		2,850	

5d. The amount of responsibility I am given.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	3	1%	41	1%
Dissatisfied	-	-	13	6%	179	6%
Neither satisfied nor dissatisfied	-	-	19	9%	368	13%
Satisfied	-	-	133	63%	1,590	56%
Very satisfied	-	-	43	20%	671	24%
Missing	-	-	0		9	
<b>Positive Score</b>	-	-	<b>83%</b>		<b>79%</b>	
<b>Negative Score</b>	-	-	<b>8%</b>		<b>8%</b>	
Base	-	-	211		2,849	

## YOUR JOB (CONTINUED)

5e. The opportunities I have to use my skills.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	6	3%	78	3%
Dissatisfied	-	-	13	6%	251	9%
Neither satisfied nor dissatisfied	-	-	24	11%	428	15%
Satisfied	-	-	125	60%	1,481	52%
Very satisfied	-	-	41	20%	607	21%
Missing	-	-	2		13	
<b>Positive Score</b>	-	-	<b>79%</b>		<b>73%</b>	
<b>Negative Score</b>	-	-	<b>9%</b>		<b>12%</b>	
Base	-	-	209		2,845	

5f. The extent to which my organisation values my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	6	3%	104	4%
Dissatisfied	-	-	20	9%	292	10%
Neither satisfied nor dissatisfied	-	-	58	27%	675	24%
Satisfied	-	-	104	49%	1,282	45%
Very satisfied	-	-	23	11%	491	17%
Missing	-	-	0		14	
<b>Positive Score</b>	-	-	<b>60%</b>		<b>62%</b>	
<b>Negative Score</b>	-	-	<b>12%</b>		<b>14%</b>	
Base	-	-	211		2,844	



## YOUR JOB (CONTINUED)

5g. My level of pay.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	3	1%	127	4%
Dissatisfied	-	-	24	11%	387	14%
Neither satisfied nor dissatisfied	-	-	55	26%	568	20%
Satisfied	-	-	104	50%	1,345	47%
Very satisfied	-	-	23	11%	413	15%
Missing	-	-	2		18	
<b>Positive Score</b>	-	-		<b>61%</b>		<b>62%</b>
<b>Negative Score</b>	-	-		<b>13%</b>		<b>18%</b>
Base	-	-		209		2,840

5h. The opportunities for flexible working patterns.	2019		2020		Comparator	
	n	%	n	%	n	%
Very dissatisfied	-	-	2	1%	87	3%
Dissatisfied	-	-	12	6%	166	6%
Neither satisfied nor dissatisfied	-	-	21	10%	339	12%
Satisfied	-	-	106	50%	1,201	42%
Very satisfied	-	-	69	33%	1,049	37%
Missing	-	-	1		16	
<b>Positive Score</b>	-	-		<b>83%</b>		<b>79%</b>
<b>Negative Score</b>	-	-		<b>7%</b>		<b>9%</b>
Base	-	-		210		2,842

## YOUR JOB (CONTINUED)

## How often do the following statements apply to your job?

6a. I have unrealistic time pressures.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	4	2%	116	4%
Rarely	-	-	43	20%	671	24%
Sometimes	-	-	96	45%	1,362	48%
Often	-	-	56	27%	560	20%
Always	-	-	12	6%	129	5%
Missing	-	-	0	-	20	-
<b>Positive Score</b>	-	-	<b>22%</b>		<b>28%</b>	
<b>Negative Score</b>	-	-	<b>32%</b>		<b>24%</b>	
Base	-	-	211		2,838	

6b. I have a choice in deciding how to do my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	1	0%	43	2%
Rarely	-	-	9	4%	142	5%
Sometimes	-	-	44	21%	524	19%
Often	-	-	113	54%	1,466	52%
Always	-	-	44	21%	653	23%
Missing	-	-	0	-	30	-
<b>Positive Score</b>	-	-	<b>74%</b>		<b>75%</b>	
<b>Negative Score</b>	-	-	<b>5%</b>		<b>7%</b>	
Base	-	-	211		2,828	

## YOUR JOB (CONTINUED)

6c. Relationships at work are strained.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	31	15%	468	16%
Rarely	-	-	96	45%	1,311	46%
Sometimes	-	-	69	33%	845	30%
Often	-	-	12	6%	174	6%
Always	-	-	3	1%	40	1%
Missing	-	-	0		20	
<b>Positive Score</b>	-		<b>60%</b>		<b>63%</b>	
<b>Negative Score</b>	-		<b>7%</b>		<b>8%</b>	
Base	-		211		2,838	

## Do the following statements apply to you and your job?

7a. I am satisfied with the quality of care I give to patients/service users.	2019		2020		Comparator	
	n	%	n	%	n	%
* <i>Strongly disagree</i>	-	-	2	2%	8	1%
* <i>Disagree</i>	-	-	5	4%	49	4%
* <i>Neither agree nor disagree</i>	-	-	22	19%	226	17%
* <i>Agree</i>	-	-	72	63%	781	59%
* <i>Strongly agree</i>	-	-	14	12%	268	20%
Not applicable to me	-	-	94	45%	1,514	53%
Missing	-	-	2		12	
<b>Positive Score</b>	-		<b>75%</b>		<b>79%</b>	
<b>Negative Score</b>	-		<b>6%</b>		<b>4%</b>	
Base	-		115		1,332	

## YOUR JOB (CONTINUED)

7b. I feel that my role makes a difference to patients/service users.	2019		2020		Comparator	
	n	%	n	%	n	%
* Strongly disagree	-	-	3	2%	26	1%
* Disagree	-	-	5	3%	64	3%
* Neither agree nor disagree	-	-	39	22%	380	18%
* Agree	-	-	99	57%	1,187	56%
* Strongly agree	-	-	28	16%	448	21%
Not applicable to me	-	-	34	16%	740	26%
Missing	-	-	3	-	13	-
<b>Positive Score</b>	-	-	-	<b>73%</b>	-	<b>78%</b>
<b>Negative Score</b>	-	-	-	<b>5%</b>	-	<b>4%</b>
<b>Base</b>	-	-	-	<b>174</b>	-	<b>2,105</b>

7c. I am able to deliver the care I aspire to.	2019		2020		Comparator	
	n	%	n	%	n	%
* Strongly disagree	-	-	5	4%	30	2%
* Disagree	-	-	9	8%	100	8%
* Neither agree nor disagree	-	-	40	34%	334	26%
* Agree	-	-	55	47%	622	48%
* Strongly agree	-	-	8	7%	206	16%
Not applicable to me	-	-	90	43%	1,548	55%
Missing	-	-	4	-	18	-
<b>Positive Score</b>	-	-	-	<b>54%</b>	-	<b>64%</b>
<b>Negative Score</b>	-	-	-	<b>12%</b>	-	<b>10%</b>
<b>Base</b>	-	-	-	<b>117</b>	-	<b>1,292</b>

## YOUR MANAGERS

To what extent do you agree or disagree with the following statements about your immediate manager? My immediate manager...

8a. ...encourages me at work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	4	2%	55	2%
Disagree	-	-	7	3%	125	4%
Neither agree nor disagree	-	-	26	12%	373	13%
Agree	-	-	91	43%	1,229	43%
Strongly agree	-	-	82	39%	1,069	37%
Missing	-	-	1	-	7	-
<b>Positive Score</b>	-	-	-	<b>82%</b>	-	<b>81%</b>
<b>Negative Score</b>	-	-	-	<b>5%</b>	-	<b>6%</b>
<b>Base</b>	-	-	-	<b>210</b>	-	<b>2,851</b>

8b. ...can be counted on to help me with a difficult task at work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	3	1%	59	2%
Disagree	-	-	9	4%	157	6%
Neither agree nor disagree	-	-	24	11%	354	12%
Agree	-	-	83	40%	1,144	40%
Strongly agree	-	-	91	43%	1,132	40%
Missing	-	-	1	-	12	-
<b>Positive Score</b>	-	-	-	<b>83%</b>	-	<b>80%</b>
<b>Negative Score</b>	-	-	-	<b>6%</b>	-	<b>8%</b>
<b>Base</b>	-	-	-	<b>210</b>	-	<b>2,846</b>

## YOUR MANAGERS (CONTINUED)

8c. ...gives me clear feedback on my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	4	2%	61	2%
Disagree	-	-	15	7%	205	7%
Neither agree nor disagree	-	-	29	14%	499	18%
Agree	-	-	89	43%	1,112	39%
Strongly agree	-	-	72	34%	962	34%
Missing	-	-	2		19	
<b>Positive Score</b>	-	-	<b>77%</b>		<b>73%</b>	
<b>Negative Score</b>	-	-	<b>9%</b>		<b>9%</b>	
Base	-	-	209		2,839	

8d. ...asks for my opinion before making decisions that affect my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	6	3%	92	3%
Disagree	-	-	18	9%	248	9%
Neither agree nor disagree	-	-	35	17%	505	18%
Agree	-	-	86	41%	1,076	38%
Strongly agree	-	-	65	31%	924	32%
Missing	-	-	1		13	
<b>Positive Score</b>	-	-	<b>72%</b>		<b>70%</b>	
<b>Negative Score</b>	-	-	<b>11%</b>		<b>12%</b>	
Base	-	-	210		2,845	

## YOUR MANAGERS (CONTINUED)

8e. ...is supportive in a personal crisis.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	6	3%	50	2%
Disagree	-	-	2	1%	57	2%
Neither agree nor disagree	-	-	20	10%	292	10%
Agree	-	-	76	36%	1,010	35%
Strongly agree	-	-	106	50%	1,437	50%
Missing	-	-	1		12	
<b>Positive Score</b>	-	-	<b>87%</b>		<b>86%</b>	
<b>Negative Score</b>	-	-	<b>4%</b>		<b>4%</b>	
Base	-	-	210		2,846	

8f. ...takes a positive interest in my health and well-being.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	5	2%	61	2%
Disagree	-	-	4	2%	87	3%
Neither agree nor disagree	-	-	31	15%	373	13%
Agree	-	-	79	38%	1,040	37%
Strongly agree	-	-	90	43%	1,286	45%
Missing	-	-	2		11	
<b>Positive Score</b>	-	-	<b>81%</b>		<b>82%</b>	
<b>Negative Score</b>	-	-	<b>4%</b>		<b>5%</b>	
Base	-	-	209		2,847	

## YOUR MANAGERS (CONTINUED)

8g. ...values my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	4	2%	49	2%
Disagree	-	-	4	2%	71	2%
Neither agree nor disagree	-	-	24	11%	359	13%
Agree	-	-	88	42%	1,164	41%
Strongly agree	-	-	89	43%	1,200	42%
Missing	-	-	2		15	
<b>Positive Score</b>	-		<b>85%</b>		<b>83%</b>	
<b>Negative Score</b>	-		<b>4%</b>		<b>4%</b>	
Base	-		209		2,843	

## To what extent do you agree or disagree with the following statements about senior managers where you work?

9a. I know who the senior managers are here.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	1	0%	15	1%
Disagree	-	-	3	1%	59	2%
Neither agree nor disagree	-	-	10	5%	110	4%
Agree	-	-	95	46%	1,399	49%
Strongly agree	-	-	99	48%	1,264	44%
Missing	-	-	3		11	
<b>Positive Score</b>	-		<b>93%</b>		<b>94%</b>	
<b>Negative Score</b>	-		<b>2%</b>		<b>3%</b>	
Base	-		208		2,847	



## YOUR MANAGERS (CONTINUED)

9b. Communication between senior management and staff is effective.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	6	3%	140	5%
Disagree	-	-	31	15%	342	12%
Neither agree nor disagree	-	-	52	25%	618	22%
Agree	-	-	99	47%	1,262	44%
Strongly agree	-	-	23	11%	489	17%
Missing	-	-	0		7	
<b>Positive Score</b>	-	-	<b>58%</b>		<b>61%</b>	
<b>Negative Score</b>	-	-	<b>18%</b>		<b>17%</b>	
Base	-	-	211		2,851	

9c. Senior managers here try to involve staff in important decisions.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	15	7%	203	7%
Disagree	-	-	31	15%	429	15%
Neither agree nor disagree	-	-	64	30%	801	28%
Agree	-	-	82	39%	994	35%
Strongly agree	-	-	19	9%	421	15%
Missing	-	-	0		10	
<b>Positive Score</b>	-	-	<b>48%</b>		<b>50%</b>	
<b>Negative Score</b>	-	-	<b>22%</b>		<b>22%</b>	
Base	-	-	211		2,848	

## YOUR MANAGERS (CONTINUED)

9d. Senior managers act on staff feedback.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	12	6%	164	6%
Disagree	-	-	21	10%	287	10%
Neither agree nor disagree	-	-	73	35%	919	32%
Agree	-	-	83	39%	1,067	37%
Strongly agree	-	-	22	10%	413	14%
Missing	-	-	0		8	
<b>Positive Score</b>	-		<b>50%</b>		<b>52%</b>	
<b>Negative Score</b>	-		<b>16%</b>		<b>16%</b>	
Base	-		211		2,850	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK

10a. How many hours a week are you contracted to work?	2019		2020		Comparator	
	n	%	n	%	n	%
Up to 29 hours	-	-	43	21%	350	13%
30 or more hours	-	-	161	79%	2,341	87%
Missing	-	-	7	-	167	-

10b. On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?	2019		2020		Comparator	
	n	%	n	%	n	%
0 hours	-	-	183	92%	2,554	93%
Up to 5 hours	-	-	11	6%	130	5%
6 - 10 hours	-	-	4	2%	37	1%
11 or more hours	-	-	0	0%	29	1%
Missing	-	-	13	-	108	-
<b>Positive Score</b>	-	-	<b>92%</b>	-	<b>93%</b>	-
<b>Negative Score</b>	-	-	<b>8%</b>	-	<b>7%</b>	-
<b>Base</b>	-	-	<b>198</b>	-	<b>2,750</b>	-

10c. On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?	2019		2020		Comparator	
	n	%	n	%	n	%
0 hours	-	-	57	27%	1,032	37%
Up to 5 hours	-	-	97	47%	1,213	43%
6 - 10 hours	-	-	40	19%	425	15%
11 or more hours	-	-	14	7%	148	5%
Missing	-	-	3	-	40	-
<b>Positive Score</b>	-	-	<b>27%</b>	-	<b>37%</b>	-
<b>Negative Score</b>	-	-	<b>73%</b>	-	<b>63%</b>	-
<b>Base</b>	-	-	<b>208</b>	-	<b>2,818</b>	-

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

Health & well-being						
11a. Does your organisation take positive action on health and well-being?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes, definitely	-	-	98	47%	1,384	49%
Yes, to some extent	-	-	105	50%	1,349	48%
No	-	-	7	3%	101	4%
Missing	-	-	1	-	24	-
<b>Positive Score</b>	-	-	<b>47%</b>		<b>49%</b>	
<b>Negative Score</b>	-	-	<b>3%</b>		<b>4%</b>	
Base	-	-	210	-	2,834	-
11b. In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	70	33%	768	27%
No	-	-	139	67%	2,076	73%
Missing	-	-	2	-	14	-
<b>Positive Score</b>	-	-	<b>67%</b>		<b>73%</b>	
<b>Negative Score</b>	-	-	<b>33%</b>		<b>27%</b>	
Base	-	-	209	-	2,844	-
11c. During the last 12 months have you felt unwell as a result of work related stress?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	82	39%	1,017	36%
No	-	-	128	61%	1,833	64%
Missing	-	-	1	-	8	-
<b>Positive Score</b>	-	-	<b>61%</b>		<b>64%</b>	
<b>Negative Score</b>	-	-	<b>39%</b>		<b>36%</b>	
Base	-	-	210	-	2,850	-

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

11d. In the last three months have you ever come to work despite not feeling well enough to perform your duties?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	95	45%	1,110	39%
No	-	-	115	55%	1,737	61%
Missing	-	-	1	-	11	-
<b>Positive Score</b>	-	-	<b>55%</b>		<b>61%</b>	
<b>Negative Score</b>	-	-	<b>45%</b>		<b>39%</b>	
Base	-	-	210		2,847	

11e. Have you felt pressure from your manager to come to work?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	15	16%	166	15%
No	-	-	80	84%	936	85%
Missing	-	-	116	-	1,756	-
<b>Positive Score</b>	-	-	<b>84%</b>		<b>85%</b>	
<b>Negative Score</b>	-	-	<b>16%</b>		<b>15%</b>	
Base	-	-	95		1,102	

11f. Have you felt pressure from colleagues to come to work?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	9	10%	159	14%
No	-	-	85	90%	940	86%
Missing	-	-	117	-	1,759	-
<b>Positive Score</b>	-	-	<b>90%</b>		<b>86%</b>	
<b>Negative Score</b>	-	-	<b>10%</b>		<b>14%</b>	
Base	-	-	94		1,099	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

11g. Have you put yourself under pressure to come to work?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	91	96%	1,055	95%
No	-	-	4	4%	50	5%
Missing	-	-	116	-	1,753	-
<b>Positive Score</b>	-	-	<b>4%</b>	-	<b>5%</b>	-
<b>Negative Score</b>	-	-	<b>96%</b>	-	<b>95%</b>	-
Base	-	-	95	-	1,105	-

## In the last 12 months how many times have you personally experienced physical violence at work from...?

12a. Patients/service users, their relatives or other members of the public.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	210	100%	2,836	99%
1-2	-	-	1	0%	11	0%
3-5	-	-	0	0%	4	0%
6-10	-	-	0	0%	0	0%
More than 10	-	-	0	0%	0	0%
Missing	-	-	0	-	7	-
<b>Positive Score</b>	-	-	<b>100%</b>	-	<b>99%</b>	-
<b>Negative Score</b>	-	-	<b>0%</b>	-	<b>1%</b>	-
Base	-	-	211	-	2,851	-

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

12b. Managers.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	211	100%	2,839	100%
1-2	-	-	0	0%	1	0%
3-5	-	-	0	0%	1	0%
6-10	-	-	0	0%	0	0%
More than 10	-	-	0	0%	0	0%
Missing	-	-	0	-	17	-
<b>Positive Score</b>	-	-	<b>100%</b>	-	<b>100%</b>	-
<b>Negative Score</b>	-	-	<b>0%</b>	-	<b>0%</b>	-
Base	-	-	211	-	2,841	-

12c. Other colleagues.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	207	100%	2,811	100%
1-2	-	-	0	0%	3	0%
3-5	-	-	0	0%	1	0%
6-10	-	-	0	0%	0	0%
More than 10	-	-	0	0%	0	0%
Missing	-	-	4	-	43	-
<b>Positive Score</b>	-	-	<b>100%</b>	-	<b>100%</b>	-
<b>Negative Score</b>	-	-	<b>0%</b>	-	<b>0%</b>	-
Base	-	-	207	-	2,815	-

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

12d. The last time you experienced physical violence at work, did you or a colleague report it?	2019		2020		Comparator	
	n	%	n	%	n	%
* Yes, I reported it	-	-	4	80%	37	69%
* Yes, a colleague reported it	-	-	0	0%	3	6%
* Yes, both myself and a colleague reported it	-	-	0	0%	0	0%
* No	-	-	1	20%	14	26%
Don't know	-	-	2	1%	4	0%
Not applicable	-	-	197	97%	2,708	98%
Missing	-	-	7		92	
<b>Positive Score</b>	-	-	<b>80%</b>		<b>74%</b>	
<b>Negative Score</b>	-	-	<b>20%</b>		<b>26%</b>	
<b>Base</b>	-	-	<b>5</b>		<b>54</b>	

## In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...?

13a. Patients/service users, their relatives or other members of the public.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	184	88%	2,620	92%
1-2	-	-	19	9%	137	5%
3-5	-	-	2	1%	53	2%
6-10	-	-	2	1%	20	1%
More than 10	-	-	2	1%	11	0%
Missing	-	-	2		17	
<b>Positive Score</b>	-	-	<b>88%</b>		<b>92%</b>	
<b>Negative Score</b>	-	-	<b>12%</b>		<b>8%</b>	
<b>Base</b>	-	-	<b>209</b>		<b>2,841</b>	



## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

13b. Managers.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	188	91%	2,571	91%
1-2	-	-	11	5%	169	6%
3-5	-	-	3	1%	52	2%
6-10	-	-	2	1%	14	0%
More than 10	-	-	2	1%	20	1%
Missing	-	-	5	-	32	-
<b>Positive Score</b>	-	-	<b>91%</b>	-	<b>91%</b>	-
<b>Negative Score</b>	-	-	<b>9%</b>	-	<b>9%</b>	-
<b>Base</b>	-	-	<b>206</b>	-	<b>2,826</b>	-

13c. Other colleagues.	2019		2020		Comparator	
	n	%	n	%	n	%
Never	-	-	181	89%	2,529	90%
1-2	-	-	14	7%	190	7%
3-5	-	-	5	2%	58	2%
6-10	-	-	2	1%	14	1%
More than 10	-	-	1	0%	7	0%
Missing	-	-	8	-	60	-
<b>Positive Score</b>	-	-	<b>89%</b>	-	<b>90%</b>	-
<b>Negative Score</b>	-	-	<b>11%</b>	-	<b>10%</b>	-
<b>Base</b>	-	-	<b>203</b>	-	<b>2,798</b>	-

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

13d. The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?	2019		2020		Comparator	
	n	%	n	%	n	%
* Yes, I reported it	-	-	27	57%	263	46%
* Yes, a colleague reported it	-	-	0	0%	24	4%
* Yes, both myself and a colleague reported it	-	-	0	0%	6	1%
* No	-	-	20	43%	279	49%
Don't know	-	-	2	1%	22	1%
Not applicable	-	-	159	76%	2,175	79%
Missing	-	-	3		89	
<b>Positive Score</b>	-	-	<b>57%</b>		<b>51%</b>	
<b>Negative Score</b>	-	-	<b>43%</b>		<b>49%</b>	
Base	-	-	47		572	

14. Does your organisation act fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	2019		2020		Comparator	
	n	%	n	%	n	%
* Yes	-	-	132	93%	1,828	89%
* No	-	-	10	7%	218	11%
Don't know	-	-	69	33%	807	28%
Missing	-	-	0		5	
<b>Positive Score</b>	-	-	<b>93%</b>		<b>89%</b>	
<b>Negative Score</b>	-	-	<b>7%</b>		<b>11%</b>	
Base	-	-	142		2,046	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

In the last 12 months have you personally experienced discrimination at work from any of the following?

15a. Patients/service users, their relatives or other members of the public.	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	2	1%	22	1%
No	-	-	207	99%	2,823	99%
Missing	-	-	2		13	
<b>Positive Score</b>	-		<b>99%</b>		<b>99%</b>	
<b>Negative Score</b>	-		<b>1%</b>		<b>1%</b>	
Base	-		209		2,845	

15b. Manager/team leader or other colleagues.	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	9	4%	129	5%
No	-	-	198	96%	2,695	95%
Missing	-	-	4		34	
<b>Positive Score</b>	-		<b>96%</b>		<b>95%</b>	
<b>Negative Score</b>	-		<b>4%</b>		<b>5%</b>	
Base	-		207		2,824	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

15c. On what grounds have you experienced discrimination?	2019		2020		Comparator	
	n	%	n	%	n	%
Ethnic background	-	-	1	10%	34	24%
Missing	-	-	9		109	
Gender	-	-	2	20%	27	19%
Missing	-	-	8		116	
Religion	-	-	1	10%	5	3%
Missing	-	-	9		138	
Sexual orientation	-	-	0	0%	7	5%
Missing	-	-	10		136	
Disability	-	-	0	0%	18	13%
Missing	-	-	10		125	
Age	-	-	2	20%	31	22%
Missing	-	-	8		112	
Other	-	-	5	50%	52	36%
Missing	-	-	5		91	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

To what extent do you agree or disagree with the following?

16a. My organisation treats staff who are involved in an error, near miss or incident fairly.	2019		2020		Comparator	
	n	%	n	%	n	%
* <i>Strongly disagree</i>	-	-	0	0%	31	2%
* <i>Disagree</i>	-	-	3	2%	52	3%
* <i>Neither agree nor disagree</i>	-	-	51	33%	515	26%
* <i>Agree</i>	-	-	73	48%	1,061	53%
* <i>Strongly agree</i>	-	-	26	17%	339	17%
Don't know	-	-	57	27%	851	30%
Missing	-	-	1		9	
<b>Positive Score</b>	-		<b>65%</b>		<b>70%</b>	
<b>Negative Score</b>	-		<b>2%</b>		<b>4%</b>	
Base	-		153		1,998	

16b. My organisation encourages us to report errors, near misses or incidents.	2019		2020		Comparator	
	n	%	n	%	n	%
* <i>Strongly disagree</i>	-	-	0	0%	25	1%
* <i>Disagree</i>	-	-	1	1%	35	1%
* <i>Neither agree nor disagree</i>	-	-	19	10%	286	11%
* <i>Agree</i>	-	-	129	66%	1,580	60%
* <i>Strongly agree</i>	-	-	47	24%	686	26%
Don't know	-	-	14	7%	233	8%
Missing	-	-	1		13	
<b>Positive Score</b>	-		<b>90%</b>		<b>87%</b>	
<b>Negative Score</b>	-		<b>1%</b>		<b>2%</b>	
Base	-		196		2,612	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

16c. When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	2019		2020		Comparator	
	n	%	n	%	n	%
* <i>Strongly disagree</i>	-	-	2	1%	24	1%
* <i>Disagree</i>	-	-	2	1%	35	2%
* <i>Neither agree nor disagree</i>	-	-	35	20%	473	21%
* <i>Agree</i>	-	-	104	59%	1,292	56%
* <i>Strongly agree</i>	-	-	33	19%	473	21%
Don't know	-	-	34	16%	544	19%
Missing	-	-	1	-	17	-
<b>Positive Score</b>	-	-	<b>78%</b>	-	<b>77%</b>	-
<b>Negative Score</b>	-	-	<b>2%</b>	-	<b>3%</b>	-
<b>Base</b>	-	-	<b>176</b>	-	<b>2,297</b>	-

16d. We are given feedback about changes made in response to reported errors, near misses and incidents.	2019		2020		Comparator	
	n	%	n	%	n	%
* <i>Strongly disagree</i>	-	-	5	3%	70	3%
* <i>Disagree</i>	-	-	23	13%	218	9%
* <i>Neither agree nor disagree</i>	-	-	50	28%	632	27%
* <i>Agree</i>	-	-	76	42%	1,063	46%
* <i>Strongly agree</i>	-	-	25	14%	324	14%
Don't know	-	-	30	14%	533	19%
Missing	-	-	2	-	18	-
<b>Positive Score</b>	-	-	<b>56%</b>	-	<b>60%</b>	-
<b>Negative Score</b>	-	-	<b>16%</b>	-	<b>12%</b>	-
<b>Base</b>	-	-	<b>179</b>	-	<b>2,307</b>	-

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

## Raising concerns about unsafe clinical practice

17a. If you were concerned about unsafe clinical practice, would you know how to report it?	2019		2020		Comparator	
	n	%	n	%	n	%
* Yes	-	-	170	97%	1,976	92%
* No	-	-	6	3%	183	8%
Don't know	-	-	30	15%	636	23%
Missing	-	-	5		63	
<b>Positive Score</b>	-	-	<b>97%</b>		<b>92%</b>	
<b>Negative Score</b>	-	-	<b>3%</b>		<b>8%</b>	
Base	-	-	176		2,159	

## To what extent do you agree with the following statements about unsafe clinical practice?

17b. I would feel secure raising concerns about unsafe clinical practice.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	9	4%	71	3%
Disagree	-	-	4	2%	74	3%
Neither agree nor disagree	-	-	39	19%	666	24%
Agree	-	-	103	49%	1,286	46%
Strongly agree	-	-	55	26%	694	25%
Missing	-	-	1		67	
<b>Positive Score</b>	-	-	<b>75%</b>		<b>71%</b>	
<b>Negative Score</b>	-	-	<b>6%</b>		<b>5%</b>	
Base	-	-	210		2,791	

## YOUR HEALTH, WELL-BEING AND SAFETY AT WORK (CONTINUED)

17c. I am confident that my organisation would address my concern.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	9	4%	62	2%
Disagree	-	-	5	2%	58	2%
Neither agree nor disagree	-	-	50	24%	777	28%
Agree	-	-	102	49%	1,261	45%
Strongly agree	-	-	44	21%	629	23%
Missing	-	-	1		71	
<b>Positive Score</b>	-		<b>70%</b>		<b>68%</b>	
<b>Negative Score</b>	-		<b>7%</b>		<b>4%</b>	
Base	-		210		2,787	



## YOUR ORGANISATION

To what extent do these statements reflect your view of your organisation as a whole?

18a. Care of patients/service users is my organisation's top priority.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	3	1%	34	1%
Disagree	-	-	9	4%	118	4%
Neither agree nor disagree	-	-	24	11%	513	18%
Agree	-	-	117	55%	1,397	50%
Strongly agree	-	-	58	27%	754	27%
Missing	-	-	0	-	42	-
<b>Positive Score</b>	-	-	<b>83%</b>		<b>76%</b>	
<b>Negative Score</b>	-	-	<b>6%</b>		<b>5%</b>	
Base	-	-	211		2,816	

18b. My organisation acts on concerns raised by patients/service users.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	1	0%	23	1%
Disagree	-	-	6	3%	37	1%
Neither agree nor disagree	-	-	38	18%	644	23%
Agree	-	-	109	52%	1,442	51%
Strongly agree	-	-	56	27%	663	24%
Missing	-	-	1	-	49	-
<b>Positive Score</b>	-	-	<b>79%</b>		<b>75%</b>	
<b>Negative Score</b>	-	-	<b>3%</b>		<b>2%</b>	
Base	-	-	210		2,809	

## YOUR ORGANISATION (CONTINUED)

18c. I would recommend my organisation as a place to work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	7	3%	72	3%
Disagree	-	-	11	5%	167	6%
Neither agree nor disagree	-	-	39	19%	495	17%
Agree	-	-	97	46%	1,295	46%
Strongly agree	-	-	56	27%	802	28%
Missing	-	-	1		27	
<b>Positive Score</b>	-	-	<b>73%</b>		<b>74%</b>	
<b>Negative Score</b>	-	-	<b>9%</b>		<b>8%</b>	
Base	-	-	210		2,831	

18d. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	2	1%	23	1%
Disagree	-	-	5	2%	47	2%
Neither agree nor disagree	-	-	65	31%	1,011	36%
Agree	-	-	95	46%	1,163	42%
Strongly agree	-	-	41	20%	527	19%
Missing	-	-	3		87	
<b>Positive Score</b>	-	-	<b>65%</b>		<b>61%</b>	
<b>Negative Score</b>	-	-	<b>3%</b>		<b>3%</b>	
Base	-	-	208		2,771	

## YOUR ORGANISATION (CONTINUED)

18e. I feel safe in my work.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	6	3%	27	1%
Disagree	-	-	2	1%	36	1%
Neither agree nor disagree	-	-	17	8%	215	8%
Agree	-	-	107	51%	1,527	54%
Strongly agree	-	-	79	37%	1,014	36%
Missing	-	-	0		39	
<b>Positive Score</b>	-	-	<b>88%</b>		<b>90%</b>	
<b>Negative Score</b>	-	-	<b>4%</b>		<b>2%</b>	
Base	-	-	211		2,819	

18f. I feel safe to speak up about anything that concerns me in this organisation.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	9	4%	90	3%
Disagree	-	-	11	5%	171	6%
Neither agree nor disagree	-	-	38	18%	432	15%
Agree	-	-	102	49%	1,403	50%
Strongly agree	-	-	50	24%	730	26%
Missing	-	-	1		32	
<b>Positive Score</b>	-	-	<b>72%</b>		<b>75%</b>	
<b>Negative Score</b>	-	-	<b>10%</b>		<b>9%</b>	
Base	-	-	210		2,826	

## YOUR ORGANISATION (CONTINUED)

## To what extent do you agree or disagree with these statements?

19a. I often think about leaving this organisation.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	47	22%	612	21%
Disagree	-	-	60	28%	931	33%
Neither agree nor disagree	-	-	45	21%	683	24%
Agree	-	-	46	22%	460	16%
Strongly agree	-	-	13	6%	165	6%
Missing	-	-	0	-	7	-
<b>Positive Score</b>	-	-	<b>51%</b>	-	<b>54%</b>	-
<b>Negative Score</b>	-	-	<b>28%</b>	-	<b>22%</b>	-
Base	-	-	211	-	2,851	-

19b. I will probably look for a job at a new organisation in the next 12 months.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	52	25%	675	24%
Disagree	-	-	65	31%	876	31%
Neither agree nor disagree	-	-	46	22%	690	24%
Agree	-	-	32	15%	426	15%
Strongly agree	-	-	16	8%	172	6%
Missing	-	-	0	-	19	-
<b>Positive Score</b>	-	-	<b>55%</b>	-	<b>55%</b>	-
<b>Negative Score</b>	-	-	<b>23%</b>	-	<b>21%</b>	-
Base	-	-	211	-	2,839	-

## YOUR ORGANISATION (CONTINUED)

19c. As soon as I can find another job, I will leave this organisation.	2019		2020		Comparator	
	n	%	n	%	n	%
Strongly disagree	-	-	76	36%	920	32%
Disagree	-	-	66	31%	951	34%
Neither agree nor disagree	-	-	41	20%	624	22%
Agree	-	-	17	8%	207	7%
Strongly agree	-	-	10	5%	135	5%
Missing	-	-	1		21	
<b>Positive Score</b>	-	-	<b>68%</b>		<b>66%</b>	
<b>Negative Score</b>	-	-	<b>13%</b>		<b>12%</b>	
Base	-	-	210		2,837	

19d. If you are considering leaving your current job, what would be your most likely destination?	2019		2020		Comparator	
	n	%	n	%	n	%
I am not considering leaving my current job.	-	-	92	48%	1,406	54%
I would want to move to another job within this organisation.	-	-	24	13%	314	12%
I would want to move to a job in a different NHS Trust/organisation.	-	-	40	21%	525	20%
I would want to move to a job in healthcare, but outside the NHS.	-	-	4	2%	26	1%
I would want to move to a job outside healthcare.	-	-	9	5%	117	5%
I would retire or take a career break.	-	-	22	12%	202	8%
Missing	-	-	20		268	

## THE COVID-19 PANDEMIC

### Your experience during the Covid-19 pandemic

20a. Have you worked on a Covid-19 specific ward or area at any time?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	30	14%	160	6%
No	-	-	180	86%	2,684	94%
Missing	-	-	1		14	

20b. Have you been redeployed due to the Covid-19 pandemic at any time?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	56	27%	536	19%
No	-	-	152	73%	2,272	81%
Missing	-	-	3		50	

20c. Have you been required to work remotely/from home due to the Covid-19 pandemic?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	205	98%	2,669	94%
No	-	-	4	2%	160	6%
Missing	-	-	2		29	

20d. Have you been shielding?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes, for myself	-	-	18	9%	175	6%
Yes, for a member of my household	-	-	9	4%	165	6%
Yes, for myself and a member of my household	-	-	0	0%	20	1%
No	-	-	183	87%	2,470	87%
Missing	-	-	1		28	

## BACKGROUND INFORMATION

## About you

22a. Gender:	2019		2020		Comparator	
	n	%	n	%	n	%
Male	-	-	39	19%	760	27%
Female	-	-	160	77%	1,969	69%
Prefer to self-describe	-	-	0	0%	2	0%
Prefer not to say	-	-	10	5%	106	4%
Missing	-	-	2		21	

22b. Age:	2019		2020		Comparator	
	n	%	n	%	n	%
16 - 20	-	-	2	1%	10	0%
21 - 30	-	-	18	9%	253	9%
31 - 40	-	-	37	18%	677	24%
41 - 50	-	-	64	32%	864	31%
51 - 65	-	-	81	40%	961	34%
66+	-	-	1	0%	27	1%
Missing	-	-	8		66	

## BACKGROUND INFORMATION (CONTINUED)

23. What is your ethnic background?	2019		2020		Comparator	
	n	%	n	%	n	%
<b>White</b>						
English/Welsh/Scottish/Northern Irish/British	-	-	191	93%	2,494	89%
Irish	-	-	1	0%	15	1%
Gypsy or Irish Traveller	-	-	0	0%	2	0%
Any other White background	-	-	6	3%	52	2%
<b>Mixed/Multiple ethnic background</b>						
White and Black Caribbean	-	-	1	0%	11	0%
White and Black African	-	-	0	0%	3	0%
White and Asian	-	-	2	1%	12	0%
Any other Mixed/Multiple ethnic background	-	-	0	0%	7	0%
<b>Asian/Asian British</b>						
Indian	-	-	1	0%	101	4%
Pakistani	-	-	0	0%	27	1%
Bangladeshi	-	-	0	0%	4	0%
Chinese	-	-	0	0%	9	0%
Any other Asian background	-	-	0	0%	13	0%
<b>Black/African/Caribbean/Black British</b>						
African	-	-	1	0%	25	1%
Caribbean	-	-	0	0%	11	0%
Any other Black/African/Caribbean background	-	-	0	0%	7	0%
<b>Other ethnic group</b>						
Arab	-	-	0	0%	3	0%
Any other ethnic background	-	-	2	1%	10	0%
Missing	-	-	6		52	



## BACKGROUND INFORMATION (CONTINUED)

24. Which of the following best describes how you think of yourself?	2019		2020		Comparator	
	n	%	n	%	n	%
Heterosexual or Straight	-	-	173	84%	2,527	90%
Gay or Lesbian	-	-	6	3%	63	2%
Bisexual	-	-	5	2%	26	1%
Other	-	-	3	1%	12	0%
I would prefer not to say	-	-	18	9%	180	6%
Missing	-	-	6		50	

25. What is your religion?	2019		2020		Comparator	
	n	%	n	%	n	%
No religion	-	-	86	42%	1,057	38%
Christian	-	-	95	46%	1,401	50%
Buddhist	-	-	0	0%	12	0%
Hindu	-	-	0	0%	29	1%
Jewish	-	-	2	1%	6	0%
Muslim	-	-	1	0%	56	2%
Sikh	-	-	0	0%	32	1%
Any other religion	-	-	0	0%	25	1%
I would prefer not to say	-	-	22	11%	200	7%
Missing	-	-	5		40	

## BACKGROUND INFORMATION (CONTINUED)

26a. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	46	22%	546	19%
No	-	-	161	78%	2,286	81%
Missing	-	-	4		26	

26b. Has your employer made adequate adjustment(s) to enable you to carry out your work?	2019		2020		Comparator	
	n	%	n	%	n	%
* Yes	-	-	21	84%	253	84%
* No	-	-	4	16%	47	16%
No adjustment required	-	-	21	46%	245	45%
Missing	-	-	165		2,313	
<b>Positive Score</b>	-	-	<b>84%</b>		<b>84%</b>	
<b>Negative Score</b>	-	-	<b>16%</b>		<b>16%</b>	
Base	-	-	25		300	

## Parental/caring responsibilities

27a. Do you have any children from 0 to 17 living at home with you, or who you have regular caring responsibilities for?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	83	40%	1,212	43%
No	-	-	124	60%	1,609	57%
Missing	-	-	4		37	

27b. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health/disability, or problems related to old age?	2019		2020		Comparator	
	n	%	n	%	n	%
Yes	-	-	68	33%	994	35%
No	-	-	140	67%	1,811	65%
Missing	-	-	3		53	

## BACKGROUND INFORMATION (CONTINUED)

28. What is your occupational group?	2019		2020		Comparator	
	n	%	n	%	n	%
<b>Allied Health Professionals/Healthcare Scientists/Scientific and Technical</b>						
Occupational Therapy	-	-	0	0%	1	0%
Physiotherapy	-	-	0	0%	1	0%
Radiography	-	-	0	0%	0	0%
Pharmacy	-	-	7	3%	182	7%
Clinical Psychology	-	-	0	0%	0	0%
Psychotherapy	-	-	0	0%	0	0%
Operating Department Practitioner	-	-	0	0%	0	0%
Arts therapy (e.g. art, music, drama therapy)	-	-	-	-	-	-
Other qualified Allied Health Professionals	-	-	0	0%	2	0%
Support to Allied Health Professionals	-	-	0	0%	2	0%
Other qualified Scientific and Technical or Healthcare Scientists	-	-	0	0%	4	0%
Support to healthcare scientists	-	-	1	0%	2	0%
<b>Medical and Dental</b>						
Medical/Dental - Consultant	-	-	3	1%	19	1%
Medical/Dental - In Training	-	-	0	0%	0	0%
Medical/Dental - Other	-	-	2	1%	5	0%
Salaried Primary Care Dentists	-	-	0	0%	0	0%
<b>Ambulance (operational)</b>						
Emergency Care Practitioner	-	-	0	0%	0	0%
Paramedic	-	-	0	0%	0	0%
Emergency Care Assistant	-	-	0	0%	0	0%
Ambulance Technician	-	-	0	0%	0	0%
Ambulance Control Staff	-	-	0	0%	0	0%
Patient Transport Service	-	-	0	0%	1	0%
<b>Public Health</b>						
Public Health/Health Improvement	-	-	0	0%	15	1%
<b>Commissioning</b>						
Commissioning managers/support staff	-	-	96	46%	1,076	39%

## BACKGROUND INFORMATION (CONTINUED)

28. What is your occupational group?	2019		2020		Comparator	
	n	%	n	%	n	%
<b>Registered Nurses and Midwives</b>						
Adult/General	-	-	35	17%	177	6%
Mental health	-	-	6	3%	45	2%
Learning disabilities	-	-	2	1%	33	1%
Children	-	-	3	1%	18	1%
Midwives	-	-	0	0%	0	0%
Health Visitors	-	-	0	0%	5	0%
District/Community	-	-	1	0%	5	0%
Other Registered Nurses	-	-	1	0%	12	0%
<b>Nursing or Healthcare Assistants</b>						
Nursing auxiliary/Nursing assistant/Healthcare assistant	-	-	1	0%	4	0%
<b>Social Care</b>						
Approved social workers/Social workers/Residential social workers	-	-	3	1%	6	0%
Social care managers	-	-	0	0%	0	0%
Social care support staff	-	-	0	0%	0	0%
<b>Wider Healthcare Team</b>						
Admin & Clerical (including Medical Secretary)	-	-	16	8%	282	10%
Central Functions/Corporate Services	-	-	23	11%	575	21%
Maintenance/Ancillary	-	-	0	0%	2	0%
<b>General Management</b>						
General Management	-	-	3	1%	162	6%
Other occupational group (please specify)	-	-	4	2%	147	5%
Missing	-	-	4		75	