

## Listening to staff

NHS Direct

Staff Survey Results

The graphic features three large, overlapping orange circles on a light orange background. A blue cross is positioned in the lower right area, overlapping one of the circles. A smaller orange circle in the upper right contains the year "2010".

2010

# Survey results

**This report sets out the results from the 2010 NHS Direct Staff Survey, ordered in exactly the same way as the online survey completed by staff.**

## Reading the columns of figures

The results are shown firstly in absolute numbers, then as percentage responses. The two columns show the results for NHS Direct from the 2010 survey (2010).

## Conventions

The percentages are calculated after excluding those staff 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 staff 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 staff who did not answer that question or group of questions because it was not applicable to their circumstances (e.g. Q28d).

On some questions there are also some figures which are italicised. These figures have been recalculated to exclude responses where the question was not applicable to the respondent's circumstances (e.g. Q22 a-c).

## Changes made to the data

There are a number of questions which are 'routed' (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, if option 3 in question 8a is ticked and the respondent goes on to answer question 8b etc., then any data between question 8a and question 10a (where the respondent was directed) will be deleted as the respondent should not have answered these questions.

**WORK-LIFE BALANCE****Total 2010****1a. How many hours a week are you contracted to work?**

Up to 29 hours	494	31%
30 or more hours a week	1122	69%
Missing	5	

**1b. On average, how many additional PAID hours do you work per week for this Trust, over and above your contracted hours?**

0 hours per week	1385	86%
Up to 5 hours per week	161	10%
6 - 10 hours per week	37	2%
11 or more hours per week	21	1%
Missing	17	

**1c. On average, how many additional UNPAID hours do you work per week for this Trust, over and above your contracted hours?**

0 hours per week	1112	69%
Up to 5 hours per week	365	23%
6 - 10 hours per week	87	5%
11 or more hours per week	47	3%
Missing	10	

**2a. My Trust is committed to helping staff balance their work and home life.**

Strongly disagree	321	20%
Disagree	454	28%
Neither agree nor disagree	413	26%
Agree	357	22%
Strongly agree	63	4%
Missing	13	

**2b. My immediate manager helps me find a good work-life balance.**

Strongly disagree	126	8%
Disagree	216	14%
Neither agree nor disagree	442	28%
Agree	577	36%
Strongly agree	236	15%
Missing	24	

**2c. I can approach my immediate manager to talk openly about flexible working.**

Strongly disagree	113	7%
Disagree	168	11%
Neither agree nor disagree	285	18%
Agree	658	41%
Strongly agree	375	23%
Missing	22	

**WORK-LIFE BALANCE****Total 2010****3. In your job at this Trust, do any of the flexible working options apply to you?**

Working flexi-time	421	26%
Missing	1200	
Working reduced hours	551	34%
Missing	1070	
Working from home in normal working hours	181	11%
Missing	1440	
Working an agreed number of hours over the year	63	4%
Missing	1558	
Working during school term-time only	15	1%
Missing	1606	
My team making its own decisions about rotas	83	5%
Missing	1538	
Job sharing with someone else	13	1%
Missing	1608	
Not used any flexible working options	557	34%
Missing	1064	

## TRAINING, LEARNING AND DEVELOPMENT

Total 2010

### 4. In the last 12 months, have you taken part in any of the following types of training, learning or development, paid for or provided by your Trust?

#### a. Taught courses (internal or external).

Yes	934	64%
No	528	36%
Missing	159	

#### b. Any supervised on-the-job training.

Yes	593	43%
No	795	57%
Missing	233	

#### c. Having a mentor.

Yes	235	18%
No	1051	82%
Missing	335	

#### d. Shadowing someone.

Yes	405	30%
No	925	70%
Missing	291	

#### e. e-learning / online training.

Yes	1340	87%
No	201	13%
Missing	80	

#### f. Keeping up to date with developments in your type of work (e.g. by reading books or journals, or by attending seminars or workshops).

Yes	738	52%
No	684	48%
Missing	199	

### 5. Have you had any training, learning or development (paid for or provided by your Trust), in the following areas?

#### a. Equality and diversity training (e.g. awareness of age, disability, gender, race, sexual orientation, religion).

<i>Yes in the last 12 months</i>	911	59%
<i>Yes more than 12 months ago</i>	378	25%
No	244	16%
Not applicable to me	21	1%
Missing	67	

**TRAINING, LEARNING AND DEVELOPMENT****Total 2010****b. Health and safety (e.g. fire training, manual handling).**

<i>Yes in the last 12 months</i>	1068	69%
<i>Yes more than 12 months ago</i>	351	23%
<i>No</i>	131	8%
Not applicable to me	16	1%
Missing	55	

**c. What to do if there is a major incident or emergency.**

<i>Yes in the last 12 months</i>	309	22%
<i>Yes more than 12 months ago</i>	273	19%
<i>No</i>	851	59%
Not applicable to me	88	6%
Missing	100	

**d. How to prevent or handle violence and aggression to staff, patients / service users (e.g. Conflict Resolution training).**

<i>Yes in the last 12 months</i>	128	10%
<i>Yes more than 12 months ago</i>	245	19%
<i>No</i>	916	71%
Not applicable to me	240	16%
Missing	92	

**e. Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles).**

<i>Yes in the last 12 months</i>	58	7%
<i>Yes more than 12 months ago</i>	74	9%
<i>No</i>	663	83%
Not applicable to me	729	48%
Missing	97	

**f. Computer skills (e.g. using Trust IT systems, spreadsheets, databases, Internet, email etc.).**

<i>Yes in the last 12 months</i>	315	22%
<i>Yes more than 12 months ago</i>	308	21%
<i>No</i>	842	57%
Not applicable to me	74	5%
Missing	82	

**g. How to handle confidential information about patients / service users.**

<i>Yes in the last 12 months</i>	1017	69%
<i>Yes more than 12 months ago</i>	247	17%
<i>No</i>	220	15%
Not applicable to me	52	3%
Missing	85	

**TRAINING, LEARNING AND DEVELOPMENT****Total 2010****h. How to give information to patients / service users on condition, medication, side effects etc.**

<i>Yes in the last 12 months</i>	435	39%
<i>Yes more than 12 months ago</i>	268	24%
<i>No</i>	414	37%
Not applicable to me	411	27%
Missing	93	

**i. How to deliver a good patient / service user experience.**

<i>Yes in the last 12 months</i>	436	33%
<i>Yes more than 12 months ago</i>	296	22%
<i>No</i>	585	44%
Not applicable to me	217	14%
Missing	87	

**6a. My training, learning and development has helped me to do my job better.**

Strongly disagree	101	6%
Disagree	164	10%
Neither agree nor disagree	421	27%
Agree	730	47%
Strongly agree	150	10%
Missing	55	

**6b. My training, learning or development has helped me stay up-to-date with my job.**

Strongly disagree	114	7%
Disagree	207	13%
Neither agree nor disagree	338	22%
Agree	754	48%
Strongly agree	148	9%
Missing	60	

**6c. My training, learning or development has helped me stay up-to-date with**

Strongly disagree	136	9%
Disagree	189	12%
Neither agree nor disagree	473	30%
Agree	623	40%
Strongly agree	133	9%
Missing	67	

**YOUR JOB AND ORGANISATION****Total 2010****7a. My immediate manager encourages those who work for her/him to work as a team.**

Strongly disagree	129	8%
Disagree	203	13%
Neither agree nor disagree	413	27%
Agree	530	34%
Strongly agree	277	18%
Missing	69	

**7b. My immediate manager can be counted on to help me with a difficult task at work.**

Strongly disagree	107	7%
Disagree	154	10%
Neither agree nor disagree	290	19%
Agree	606	39%
Strongly agree	395	25%
Missing	69	

**7c. My immediate manager gives me clear feedback on my work.**

Strongly disagree	101	7%
Disagree	156	10%
Neither agree nor disagree	262	17%
Agree	651	42%
Strongly agree	383	25%
Missing	68	

**7d. My immediate manager asks for my opinion before making decisions that affect my work.**

Strongly disagree	151	10%
Disagree	223	14%
Neither agree nor disagree	399	26%
Agree	490	32%
Strongly agree	286	18%
Missing	72	

**7e. My immediate manager is supportive in a personal crisis.**

Strongly disagree	78	5%
Disagree	76	5%
Neither agree nor disagree	324	21%
Agree	536	35%
Strongly agree	532	34%
Missing	75	



**YOUR JOB AND ORGANISATION****Total 2010****8a. In the last 12 months, have you had an appraisal or Knowledge and Skills Framework (KSF) development review?**

Yes, KSF development review	157	10%
Yes, other type of appraisal performance development review or ARCP	576	37%
No	662	43%
Both KSF development review AND other type of appraisal performance development review or ARCP	162	10%
Missing	64	

**8b. Did the appraisal / review help you to improve how you do your job?**

Yes	525	59%
No	358	41%
Missing	738	

**8c. Did the appraisal / review help you to agree clear objectives for your work?**

Yes	698	78%
No	195	22%
Missing	728	

**8d. Did the appraisal / review leave you feeling that your work is valued by your Trust?**

Yes	392	45%
No	488	55%
Missing	741	

**9a. In the last 12 months, as part of your KSF development review, appraisal, performance development review or ARCP, did you agree a Personal Development Plan?**

Yes	616	69%
No	275	31%
Missing	730	

**9b. Have you received the training, learning or development that was identified in that plan?**

Yes	234	38%
No	189	31%
Too early to tell	192	31%
Missing	1006	

**9c. Has your immediate manager supported you in accessing this training, learning or development?**

Yes	327	53%
No	111	18%
Too early to tell	175	29%
Missing	1008	

**YOUR JOB AND ORGANISATION****Total 2010****10a. Do you work in a team?**

Yes	1110	72%
No	436	28%
Missing	75	

**10b. Team members have a set of shared objectives.**

Strongly disagree	68	6%
Disagree	149	14%
Neither agree nor disagree	227	21%
Agree	515	48%
Strongly agree	118	11%
Missing	544	

**10c. Team members often meet to discuss the team's effectiveness.**

Strongly disagree	339	31%
Disagree	319	30%
Neither agree nor disagree	122	11%
Agree	216	20%
Strongly agree	85	8%
Missing	540	

**10d. Team members have to communicate closely with each other to achieve the team's objectives.**

Strongly disagree	188	17%
Disagree	195	18%
Neither agree nor disagree	225	21%
Agree	332	31%
Strongly agree	140	13%
Missing	541	

**11a. I have clear, planned goals and objectives for my job.**

Strongly disagree	104	7%
Disagree	235	16%
Neither agree nor disagree	349	23%
Agree	652	44%
Strongly agree	158	11%
Missing	123	

**11b. I often have trouble working out whether I am doing well or poorly in this job.**

Strongly disagree	158	11%
Disagree	536	36%
Neither agree nor disagree	307	20%
Agree	406	27%
Strongly agree	94	6%
Missing	120	

**YOUR JOB AND ORGANISATION****Total 2010****11c. I am involved in deciding on changes introduced that affect my work area / team / department.**

Strongly disagree	508	34%
Disagree	443	29%
Neither agree nor disagree	227	15%
Agree	240	16%
Strongly agree	84	6%
Missing	119	

**11d. I cannot meet all the conflicting demands on my time at work.**

Strongly disagree	98	7%
Disagree	414	28%
Neither agree nor disagree	445	30%
Agree	363	24%
Strongly agree	179	12%
Missing	122	

**11e. I have adequate materials, supplies and equipment to do my work.**

Strongly disagree	104	7%
Disagree	202	13%
Neither agree nor disagree	255	17%
Agree	800	53%
Strongly agree	138	9%
Missing	122	

**11f. There are enough staff at this Trust for me to do my job properly.**

Strongly disagree	249	17%
Disagree	402	27%
Neither agree nor disagree	391	26%
Agree	398	26%
Strongly agree	62	4%
Missing	119	

**11g. I am able to do my job to a standard I am personally pleased with.**

Strongly disagree	119	8%
Disagree	228	15%
Neither agree nor disagree	259	17%
Agree	730	49%
Strongly agree	164	11%
Missing	121	

**YOUR JOB AND ORGANISATION****Total 2010****12a. I often think about leaving this Trust.**

Strongly disagree	125	8%
Disagree	289	19%
Neither agree nor disagree	313	21%
Agree	403	27%
Strongly agree	369	25%
Missing	122	

**12b. I will probably look for a job at a new organisation in the next 12 months.**

Strongly disagree	137	9%
Disagree	306	20%
Neither agree nor disagree	404	27%
Agree	341	23%
Strongly agree	305	20%
Missing	128	

**12c. As soon as I can find another job, I will leave this Trust.**

Strongly disagree	185	12%
Disagree	360	24%
Neither agree nor disagree	451	30%
Agree	218	15%
Strongly agree	276	19%
Missing	131	

**13a. How satisfied are you with the recognition you get for good work?**

Very dissatisfied	81	5%
Dissatisfied	400	27%
Neither satisfied nor dissatisfied	352	23%
Satisfied	415	28%
Very satisfied	252	17%
Missing	121	

**13b. How satisfied are you with the support you get from your immediate manager?**

Very dissatisfied	334	22%
Dissatisfied	571	38%
Neither satisfied nor dissatisfied	319	21%
Satisfied	187	12%
Very satisfied	88	6%
Missing	122	

**13c. How satisfied are you with the freedom you have to choose your own method of working?**

Very dissatisfied	151	10%
Dissatisfied	319	21%
Neither satisfied nor dissatisfied	426	28%
Satisfied	334	22%
Very satisfied	270	18%
Missing	121	

**YOUR JOB AND ORGANISATION****Total 2010****13d. How satisfied are you with the support you get from your work colleagues?**

Very dissatisfied	451	30%
Dissatisfied	706	47%
Neither satisfied nor dissatisfied	225	15%
Satisfied	86	6%
Very satisfied	34	2%
Missing	119	

**13e. How satisfied are you with the amount of responsibility you are given?**

Very dissatisfied	141	9%
Dissatisfied	633	42%
Neither satisfied nor dissatisfied	413	28%
Satisfied	212	14%
Very satisfied	101	7%
Missing	121	

**13f. How satisfied are you with the opportunities you have to use your skills?**

Very dissatisfied	117	8%
Dissatisfied	533	36%
Neither satisfied nor dissatisfied	328	22%
Satisfied	324	22%
Very satisfied	193	13%
Missing	126	

**13g. How satisfied are you with the extent to which the Trust values your work?**

Very dissatisfied	56	4%
Dissatisfied	241	16%
Neither satisfied nor dissatisfied	383	26%
Satisfied	439	29%
Very satisfied	378	25%
Missing	124	

**13h. How satisfied are you with your level of pay?**

Very dissatisfied	94	6%
Dissatisfied	599	40%
Neither satisfied nor dissatisfied	361	24%
Satisfied	281	19%
Very satisfied	163	11%
Missing	123	

**14a. I always know what my work responsibilities are.**

Strongly disagree	44	3%
Disagree	182	12%
Neither agree nor disagree	204	14%
Agree	863	58%
Strongly agree	201	13%
Missing	127	

**YOUR JOB AND ORGANISATION****Total 2010****14b. I am consulted about changes that affect my work area / team / department.**

Strongly disagree	351	24%
Disagree	451	30%
Neither agree nor disagree	271	18%
Agree	347	23%
Strongly agree	73	5%
Missing	128	

**14c. I do not have time to carry out all of my work.**

Strongly disagree	86	6%
Disagree	468	31%
Neither agree nor disagree	444	30%
Agree	364	24%
Strongly agree	131	9%
Missing	128	

**14d. I get clear feedback about how well I am doing my job.**

Strongly disagree	156	10%
Disagree	388	26%
Neither agree nor disagree	328	22%
Agree	520	35%
Strongly agree	97	7%
Missing	132	

**14e. Relationships at work are strained.**

Strongly disagree	145	10%
Disagree	441	30%
Neither agree nor disagree	389	26%
Agree	321	22%
Strongly agree	190	13%
Missing	135	

**14f. I can decide on my own how to go about doing my work.**

Strongly disagree	251	17%
Disagree	365	24%
Neither agree nor disagree	317	21%
Agree	418	28%
Strongly agree	139	9%
Missing	131	

**15a. The people I work with treat me with respect.**

Strongly disagree	53	4%
Disagree	80	5%
Neither agree nor disagree	274	18%
Agree	841	56%
Strongly agree	245	16%
Missing	128	

## YOUR JOB AND ORGANISATION

Total 2010

### 15b. The people I work with seek my opinions.

Strongly disagree	70	5%
Disagree	149	10%
Neither agree nor disagree	250	17%
Agree	806	54%
Strongly agree	214	14%
Missing	132	

### 15c. I am trusted to do my job.

Strongly disagree	47	3%
Disagree	93	6%
Neither agree nor disagree	196	13%
Agree	897	60%
Strongly agree	256	17%
Missing	132	

### 15d. I feel I belong to a team.

Strongly disagree	170	11%
Disagree	305	21%
Neither agree nor disagree	307	21%
Agree	536	36%
Strongly agree	169	11%
Missing	134	

### 15e. I often do more than is required.

Strongly disagree	18	1%
Disagree	98	7%
Neither agree nor disagree	448	30%
Agree	612	41%
Strongly agree	312	21%
Missing	133	

### 15f. I try to help colleagues in my Trust whenever I can.

Strongly disagree	15	1%
Disagree	5	0%
Neither agree nor disagree	62	4%
Agree	858	58%
Strongly agree	550	37%
Missing	131	

### 16a. Senior managers here try to involve staff in important decisions.

Strongly disagree	539	36%
Disagree	479	32%
Neither agree nor disagree	277	19%
Agree	167	11%
Strongly agree	29	2%
Missing	130	

**YOUR JOB AND ORGANISATION****Total 2010****16b. Communication between senior management and staff is effective.**

Strongly disagree	503	34%
Disagree	492	33%
Neither agree nor disagree	300	20%
Agree	178	12%
Strongly agree	17	1%
Missing	131	

**16c. Senior managers encourage staff to suggest new ideas for improving services.**

Strongly disagree	422	28%
Disagree	431	29%
Neither agree nor disagree	346	23%
Agree	264	18%
Strongly agree	26	2%
Missing	132	

**16d. On the whole, the different parts of the Trust communicate effectively with each other.**

Strongly disagree	452	30%
Disagree	481	32%
Neither agree nor disagree	414	28%
Agree	126	8%
Strongly agree	12	1%
Missing	136	

**16e. Care of patients / service users is my Trust's top priority.**

Strongly disagree	232	16%
Disagree	242	16%
Neither agree nor disagree	323	22%
Agree	486	33%
Strongly agree	202	14%
Missing	136	

**16f. I know who the senior managers are here.**

Strongly disagree	168	11%
Disagree	206	14%
Neither agree nor disagree	177	12%
Agree	704	47%
Strongly agree	228	15%
Missing	138	

**16g. Senior managers where I work are committed to patient care.**

Strongly disagree	189	13%
Disagree	191	13%
Neither agree nor disagree	570	38%
Agree	392	26%
Strongly agree	141	10%
Missing	138	



**YOUR JOB AND ORGANISATION****Total 2010****16h. Patient information is treated confidentially by staff in this Trust.**

Strongly disagree	22	1%
Disagree	25	2%
Neither agree nor disagree	123	8%
Agree	664	45%
Strongly agree	651	44%
Missing	136	

**17. Does your Trust act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?**

Yes	784	53%
No	183	12%
Don't know	518	35%
Missing	136	

**18. In the last 12 months have you personally experienced discrimination at work from any of the following?****a. Patients / service users, their relatives or other members of the public.**

Yes	186	13%
No	1291	87%
Missing	144	

**b. Manager / team leader or other colleagues.**

Yes	168	11%
No	1310	89%
Missing	143	

**YOUR JOB AND ORGANISATION****Total 2010****18c. On which grounds have you experienced discrimination?**

Ethnic background	79	26%
Missing	223	
Gender	58	19%
Missing	244	
Religion	7	2%
Missing	295	
Sexual orientation	18	6%
Missing	284	
Disability	50	17%
Missing	252	
Age	41	14%
Missing	261	
Other	120	40%
Missing	182	

**19a. If you were concerned about fraud, malpractice or wrongdoing, would you know how to report it?**

Yes	1321	89%
No	162	11%
Missing	138	

**19b. Would you feel safe raising your concern?**

Yes	941	72%
No	99	8%
Don't know	260	20%
Missing	321	

**19c. Would you feel confident that your Trust would address your concern?**

Yes	671	52%
No	185	14%
Don't know	440	34%
Missing	325	

**20a. There are opportunities for me to progress in my job.**

Strongly disagree	436	30%
Disagree	520	35%
Neither agree nor disagree	280	19%
Agree	207	14%
Strongly agree	23	2%
Missing	155	

**YOUR JOB AND ORGANISATION****Total 2010****20b. I am supported to keep up to date with developments in my field.**

Strongly disagree	235	16%
Disagree	417	28%
Neither agree nor disagree	347	24%
Agree	413	28%
Strongly agree	54	4%
Missing	155	

**20c. I am encouraged to develop my own expertise.**

Strongly disagree	246	17%
Disagree	396	27%
Neither agree nor disagree	382	26%
Agree	379	26%
Strongly agree	61	4%
Missing	157	

**20d. There is strong support for training in my area of work.**

Strongly disagree	295	20%
Disagree	439	30%
Neither agree nor disagree	390	27%
Agree	286	20%
Strongly agree	54	4%
Missing	157	

**21a. I would recommend my Trust as a place to work.**

Strongly disagree	296	20%
Disagree	320	22%
Neither agree nor disagree	427	29%
Agree	342	23%
Strongly agree	73	5%
Missing	163	

**21b. If a friend or relative needed treatment, I would be happy with the standard of care provided by this Trust.**

Strongly disagree	78	5%
Disagree	77	5%
Neither agree nor disagree	350	24%
Agree	730	50%
Strongly agree	224	15%
Missing	162	

**22a. I am satisfied with the quality of care I give to patients/service users.**

<i>Strongly disagree</i>	33	3%
<i>Disagree</i>	47	4%
<i>Neither agree nor disagree</i>	77	6%
<i>Agree</i>	630	50%
<i>Strongly agree</i>	474	38%
Not applicable to me	201	14%
Missing	159	

**YOUR JOB AND ORGANISATION****Total 2010****22b. I feel that my role makes a difference to patients/service users.**

<i>Strongly disagree</i>	21	2%
<i>Disagree</i>	32	2%
<i>Neither agree nor disagree</i>	112	8%
<i>Agree</i>	673	50%
<i>Strongly agree</i>	509	38%
Not applicable to me	114	8%
Missing	160	

**22c. I am able to deliver the patient care I aspire to.**

<i>Strongly disagree</i>	62	5%
<i>Disagree</i>	172	14%
<i>Neither agree nor disagree</i>	220	18%
<i>Agree</i>	511	41%
<i>Strongly agree</i>	269	22%
Not applicable to me	229	16%
Missing	158	

**23a. I am able to make suggestions to improve the work of my team/department.**

Strongly disagree	210	14%
Disagree	353	24%
Neither agree nor disagree	337	23%
Agree	472	32%
Strongly agree	86	6%
Missing	163	

**23b. There are frequent opportunities for me to show initiative in my role.**

Strongly disagree	228	16%
Disagree	440	30%
Neither agree nor disagree	308	21%
Agree	393	27%
Strongly agree	90	6%
Missing	162	

**23c. I am able to make improvements happen in my area of work.**

Strongly disagree	256	18%
Disagree	444	31%
Neither agree nor disagree	378	26%
Agree	306	21%
Strongly agree	71	5%
Missing	166	

**YOUR JOB AND ORGANISATION****Total 2010****23d. Health care professionals and managers in non-clinical roles work well together in my area of work.**

Strongly disagree	157	11%
Disagree	213	15%
Neither agree nor disagree	508	35%
Agree	465	32%
Strongly agree	113	8%
Missing	165	

**23e. Senior managers act on staff feedback.**

Strongly disagree	278	19%
Disagree	329	23%
Neither agree nor disagree	575	40%
Agree	229	16%
Strongly agree	43	3%
Missing	167	

**24a. I look forward to going to work.**

Never	186	13%
Rarely	324	22%
Sometimes	538	37%
Often	312	21%
Always	100	7%
Missing	161	

**24b. I am enthusiastic about my job.**

Never	91	6%
Rarely	184	13%
Sometimes	556	38%
Often	405	28%
Always	221	15%
Missing	164	

**24c. Time passes quickly when I am working.**

Never	168	12%
Rarely	209	14%
Sometimes	531	36%
Often	359	25%
Always	191	13%
Missing	163	

**ERRORS, NEAR MISSES AND INCIDENTS****Total 2010****25a. In the last month, have you seen any errors, near misses, or incidents that could have hurt staff?**

Yes	156	11%
No	1299	89%
Missing	166	

**25b. The last time you saw an error, near miss or incident that could have hurt staff, did you or a colleague report it?**

Yes, I reported it	73	47%
Yes, a colleague reported it	37	24%
No	22	14%
Don't know	11	7%
Yes, both I and a colleague reported it	12	8%
Missing	1466	

**26a. In the last month, have you seen any errors, near misses, or incidents that could have hurt patients / service users?**

Yes	470	32%
No	983	68%
Missing	168	

**26b. The last time you saw an error, near miss or incident that could have hurt patients / service users, did you or a colleague report it?**

Yes, I reported it	315	68%
Yes, a colleague reported it	67	14%
No	17	4%
Don't know	17	4%
Yes, both I and a colleague reported it	49	11%
Missing	1156	

**27a. My Trust treats staff who are involved in an error, near miss or incident fairly.**

Strongly disagree	62	4%
Disagree	109	8%
Neither agree nor disagree	676	47%
Agree	514	36%
Strongly agree	78	5%
Missing	182	

**27b. My Trust encourages us to report errors, near misses or incidents.**

Strongly disagree	17	1%
Disagree	35	2%
Neither agree nor disagree	255	18%
Agree	877	61%
Strongly agree	257	18%
Missing	180	

**ERRORS, NEAR MISSES AND INCIDENTS****Total 2010****27c. My Trust treats reports of errors, near misses or incidents confidentially.**

Strongly disagree	17	1%
Disagree	52	4%
Neither agree nor disagree	450	31%
Agree	734	51%
Strongly agree	186	13%
Missing	182	

**27d. My Trust blames or punishes people who are involved in errors, near misses or incidents.**

Strongly disagree	143	10%
Disagree	408	28%
Neither agree nor disagree	688	48%
Agree	144	10%
Strongly agree	52	4%
Missing	186	

**27e. When errors, near misses or incidents are reported, my Trust takes action to ensure that they do not happen again.**

Strongly disagree	20	1%
Disagree	72	5%
Neither agree nor disagree	545	38%
Agree	660	46%
Strongly agree	141	10%
Missing	183	

**27f. We are informed about errors, near misses and incidents that happen in the Trust.**

Strongly disagree	171	12%
Disagree	470	33%
Neither agree nor disagree	498	35%
Agree	249	17%
Strongly agree	47	3%
Missing	186	

**27g. We are given feedback about changes made in response to reported errors, near misses and incidents.**

Strongly disagree	146	10%
Disagree	363	25%
Neither agree nor disagree	494	34%
Agree	365	25%
Strongly agree	67	5%
Missing	186	

**VIOLENCE BULLYING AND HARASSMENT****Total 2010**

**28a. In the last 12 months have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?**

Yes	6	0%
No	1425	100%
Missing	190	

**28b. In the last 12 months have you personally experienced physical violence at work from your manager / team leader or other colleagues?**

Yes	6	0%
No	1423	100%
Missing	192	

**28c. In the last 12 months, how many times have you experienced physical violence from patients / service users, their relatives or other members of the public whilst at work?**

None	9	82%
1 - 2	1	9%
3 - 5	1	9%
6 - 10	0	0%
More than 10	0	0%
Missing	1610	

**28d. The last time you experienced physical violence, did you or a colleague report it?**

Yes, I reported it	2	20%
Yes, a colleague reported it	0	0%
No	7	70%
Don't know	1	10%
Yes, both I and a colleague reported it	0	0%
Missing	1611	

**29a. In the last 12 months have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?**

Yes	424	30%
No	994	70%
Missing	203	

**29b. In the last 12 months have you personally experienced harassment, bullying or abuse at work from your manager / team leader or other colleagues?**

Yes	238	17%
No	1187	83%
Missing	196	



**VIOLENCE BULLYING AND HARASSMENT****Total 2010****29c. The last time you experienced harrassment, bullying or abuse, did you or a colleague report it?**

Yes, I reported it	105	24%
Yes, a colleague reported it	3	1%
No	301	68%
Don't know	28	6%
Yes, both I and a colleague reported it	7	2%
Missing	1177	

**30a. My Trust takes effective action if staff are physically attacked by patients / service users, their relatives or other members of the public.**

Strongly disagree	18	1%
Disagree	16	1%
Neither agree nor disagree	780	56%
Agree	415	30%
Strongly agree	172	12%
Missing	220	

**30b. My Trust takes effective action if staff are physically attacked by other members of staff.**

Strongly disagree	15	1%
Disagree	10	1%
Neither agree nor disagree	665	47%
Agree	494	35%
Strongly agree	221	16%
Missing	216	

**30c. My Trust takes effective action if staff are bullied, harassed or abused by patients / service users, their relatives or other members of the public.**

Strongly disagree	59	4%
Disagree	108	8%
Neither agree nor disagree	607	43%
Agree	466	33%
Strongly agree	157	11%
Missing	224	

**30d. My Trust takes effective action if staff are bullied, harassed or abused by other members of staff.**

Strongly disagree	57	4%
Disagree	98	7%
Neither agree nor disagree	601	43%
Agree	477	34%
Strongly agree	171	12%
Missing	217	

**OCCUPATIONAL HEALTH AND SAFETY****Total 2010****31a. Do you have access to counselling services at your Trust?**

Yes	1108	78%
No	24	2%
Don't know	283	20%
Missing	206	

**31b. Do you have access to occupational health services at your Trust?**

Yes	1261	89%
No	28	2%
Don't know	126	9%
Missing	206	

**32. During the last 12 months have you been injured or felt unwell as a result of the following problems at work?****a. Moving and handling.**

Yes	34	2%
No	1374	98%
Missing	213	

**b. Needlestick and sharps injuries.**

Yes	5	0%
No	1401	100%
Missing	215	

**c. Slips, trips or falls.**

Yes	39	3%
No	1366	97%
Missing	216	

**d. Exposure to dangerous substances.**

Yes	16	1%
No	1388	99%
Missing	217	

**e. Work related stress.**

Yes	594	42%
No	817	58%
Missing	210	

## INFECTION CONTROL AND HYGIENE

Total 2010

**33a. Hot water, soap and paper towels, or alcohol rubs, are available when they are needed by staff.**

Always	739	52%
Most of the time	499	35%
Sometimes	146	10%
Never	11	1%
Don't know	19	1%
Missing	207	

**33b. Hot water, soap and paper towels, or alcohol rubs, are available when they are needed by patients / service users.**

Always	436	33%
Most of the time	192	15%
Sometimes	55	4%
Never	65	5%
Don't know	568	43%
Missing	305	

**33c. Hot water, soap and paper towels, or alcohol rubs, are available when they are needed by visitors to the Trust.**

Always	678	49%
Most of the time	385	28%
Sometimes	84	6%
Never	10	1%
Don't know	230	17%
Missing	234	

**HEALTH AND WELL-BEING****Total 2010****34. Overall, how would you rate your health during the past four weeks?**

Excellent	195	14%
Very good	287	20%
Good	391	28%
Fair	352	25%
Poor	160	11%
Very poor	30	2%
Missing	206	

**35. During the past four weeks, how much difficulty did you have doing your daily work, both at home and away from home, because of your physical health?**

None at all	703	50%
A little bit	335	24%
Some	227	16%
Quite a lot	125	9%
Could not do daily work	24	2%
Missing	207	

**36. During the past four weeks, how much did personal or emotional problems keep you from doing your usual work or other daily activities?**

Not at all	703	50%
Very little	350	25%
Somewhat	229	16%
Quite a lot	121	9%
Could not do daily activities	14	1%
Missing	204	

**37a. In general, my job is good for my health.**

Strongly disagree	166	12%
Disagree	353	25%
Neither agree nor disagree	475	34%
Agree	352	25%
Strongly agree	69	5%
Missing	206	

**37b. My immediate manager takes a positive interest in my health and well-being.**

Strongly disagree	102	7%
Disagree	214	15%
Neither agree nor disagree	369	26%
Agree	528	37%
Strongly agree	200	14%
Missing	208	

**HEALTH AND WELL-BEING****Total 2010****38a. In the last three months have you ever come to work despite not feeling well enough to perform your duties?**

Yes	1044	74%
No	375	26%
Missing	202	

**38b. Have you felt pressure from your manager to come to work?**

Yes	510	49%
No	530	51%
Missing	581	

**38c. Have you felt pressure from colleagues to come to work?**

Yes	121	12%
No	915	88%
Missing	585	

**38d. Have you put yourself under pressure to come to work?**

Yes	924	89%
No	114	11%
Missing	583	

**BACKGROUND DETAILS****Total 2010****39a. Gender:**

Male	273	19%
Female	1136	81%
Missing	212	

**39b. Age:**

16-20	5	0%
21-30	223	16%
31-40	369	26%
41-50	469	33%
51-65	342	24%
66+	5	0%
Missing	208	

**40. What is your ethnic background?**

British	1238	88%
Irish	16	1%
Any other White background	22	2%
White and Black Caribbean	9	1%
White and Black African	3	0%
White and Asian	3	0%
Any other mixed background	6	0%
Indian	30	2%
Pakistani	5	0%
Bangladeshi	3	0%
Any other Asian background	6	0%
Caribbean	14	1%
African	24	2%
Any other Black background	6	0%
Chinese	4	0%
Any other ethnic background	13	1%
Missing	219	

**41. Which of the following best describes how you think of yourself?**

Heterosexual (Straight)	1225	87%
Gay Man	25	2%
Gay Woman (lesbian)	12	1%
Bisexual	9	1%
Other	1	0%
I would prefer not to say	132	9%
Missing	217	

**BACKGROUND DETAILS****Total 2010****42. What is your religion?**

No religion	446	32%
Christian	740	53%
Buddhist	8	1%
Hindu	9	1%
Jewish	6	0%
Muslim	18	1%
Sikh	11	1%
Any other religion	123	9%
I would prefer not to say	45	3%
Missing	215	

**43a. Do you have a long-standing illness, health problem or disability?**

Yes	390	28%
No	1027	72%
Missing	204	

**43b. Has your employer made adequate adjustment(s) to enable you to carry out your work?**

Yes	207	75%
No	68	25%
No adjustment required	109	28%
Missing	1237	

**44. Do you manage staff within the Trust?**

Yes	254	18%
No	1137	82%
Missing	230	

**45. Do you have face-to-face contact with patients / service users as part of your job?**

Yes, frequently	37	3%
Yes, occasionally	56	4%
No	1317	93%
Missing	211	

**46. How many years have you worked for this Trust?**

Less than 1 year	85	6%
1-2 years	292	21%
3-5 years	391	28%
6-10 years	502	36%
11-15 years	122	9%
More than 15 years	19	1%
Missing	210	

**BACKGROUND DETAILS****Total 2010****47. What is your occupational group?**

Support to Scientific and Technical or Healthcare Scientists (e.g. Dental Nurse advisors)	28	2%
Medical/Dental	50	4%
Registered Nurses & Midwives: Adult/General	443	31%
Registered Nurses & Midwives: Children	19	1%
Registered Nurses & Midwives: Midwives	3	0%
Other Registered Nurses (e.g. mental health learning disability and district / community nurses and health visitors)	53	4%
Wider Healthcare Team: Admin & Clerical	75	5%
Wider Healthcare Team: Central Functions / Corporate Services (e.g. HR Finance Information Systems Information Technology)	74	5%
Wider Healthcare Team: Health Advisor	270	19%
Wider Healthcare Team: Health Information	96	7%
Wider Healthcare Team: Team Leader	77	5%
Wider Healthcare Team: Call Handler	97	7%
General Management	71	5%
Other occupational group	51	4%
Missing	214	