NHS

2017 National NHS staff survey

Results from Sandwell And West Birmingham Hospitals NHS Trust

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1. Introduction to this report

This report presents the findings of the 2017 national NHS staff survey conducted in Sandwell And West Birmingham Hospitals NHS Trust.

In section 2 of this report, we present an overall indicator of staff engagement. Full details of how this indicator was created can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

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

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

These sections of the report have been structured thematically so that Key Findings are grouped appropriately. There are nine themes within this report:

- Appraisals & support for development

- Equality & diversity

- Errors & incidents

- Health and wellbeing

- Working patterns

- Job satisfaction

- Managers

- Patient care & experience

- Violence, harassment & bullying

Please note, two Key Findings have had their calculation changed and there have been minor changes to the benchmarking groups for social enterprises since last year. For more detail on these changes, please see the ***Making sense of your staff survey data*** document.

As in previous years, there are two types of Key Finding:

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions

- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

Responses to the individual survey questions can be found in Appendix 3 of this report, along with details of which survey questions were used to calculate the Key Findings.

Your Organisation

The scores presented below are un-weighted question level scores for questions Q21a, Q21b, Q21c and Q21d and the un-weighted score for Key Finding 1. The percentages for Q21a – Q21d are created by combining the responses for those who "Agree" and "Strongly Agree" compared to the total number of staff that responded to the question.

Q21a, Q21c and Q21d feed into Key Finding 1 "Staff recommendation of the organisation as a place to work or receive treatment".

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	67%	75%	71%
Q21b	"My organisation acts on concerns raised by patients / service users"	65%	73%	70%
Q21c	"I would recommend my organisation as a place to work"	49%	59%	49%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	58%	69%	59%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.52	3.75	3.57

2. Overall indicator of staff engagement for Sandwell And West Birmingham Hospitals NHS Trust

The figure below shows how Sandwell And West Birmingham Hospitals NHS Trust compares with other combined acute and community trusts on an overall indicator of staff engagement. Possible scores range from 1 to 5, with 1 indicating that staff are poorly engaged (with their work, their team and their trust) and 5 indicating that staff are highly engaged. The trust's score of 3.74 was below (worse than) average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better) Scale summary score

	Score
Trust score 2017	3.74
Trust score 2016	3.71
National 2017 average for combined acute and community trusts	3.78

1 2 3 4 5
Poorly engaged staff   *Highly engaged staff*
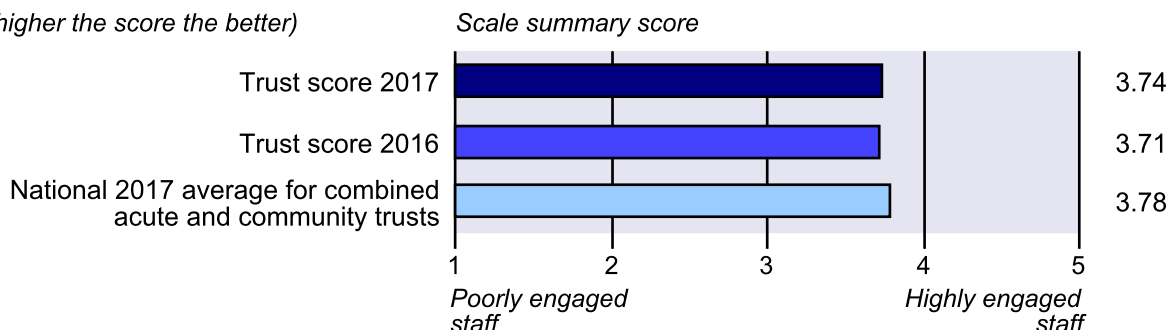
This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how Sandwell And West Birmingham Hospitals NHS Trust compares with other combined acute and community trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2016 survey.

	Change since 2016 survey	Ranking, compared with all combined acute and community trusts
OVERALL STAFF ENGAGEMENT	• No change	! Below (worse than) average
KF1. Staff recommendation of the trust as a place to work or receive treatment *(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)*	• No change	! Below (worse than) average
KF4. Staff motivation at work *(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)*	• No change	• Average
KF7. Staff ability to contribute towards improvements at work *(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)*	✓ Increase (better than 16)	✓ Above (better than) average

Full details of how the overall indicator of staff engagement was created can be found in the document ***Making sense of your staff survey data***.

3. Summary of 2017 Key Findings for Sandwell And West Birmingham Hospitals NHS Trust

3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which Sandwell And West Birmingham Hospitals NHS Trust compares most favourably with other combined acute and community trusts in England.

<p style="text-align:center; color:green;">TOP FIVE RANKING SCORES</p>

✓KF24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)   *Percentage score*

Trust score 2017	82%
National 2017 average for combined acute and community trusts	67%

✓KF3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)   *Percentage score*

Trust score 2017	93%
National 2017 average for combined acute and community trusts	90%

✓KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)   *Percentage score*

Trust score 2017	74%
National 2017 average for combined acute and community trusts	70%

✓KF22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2017	11%
National 2017 average for combined acute and community trusts	14%

✓KF26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2017	21%
National 2017 average for combined acute and community trusts	24%

For each of the 32 Key Findings, the combined acute and community trusts in England were placed in order from 1 (the top ranking score) to 43 (the bottom ranking score). Sandwell And West Birmingham Hospitals NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document ***Making sense of your staff survey data***.
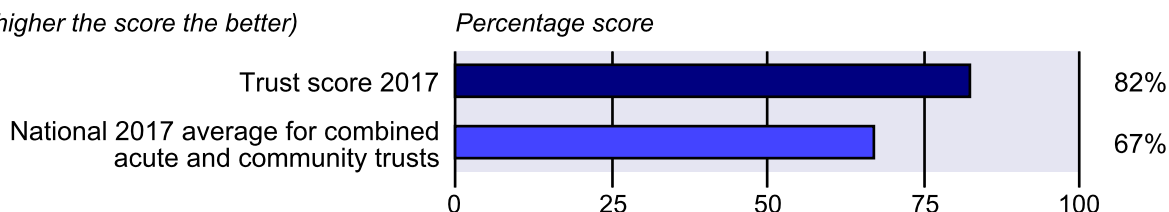
This page highlights the five Key Findings for which Sandwell And West Birmingham Hospitals NHS Trust compares least favourably with o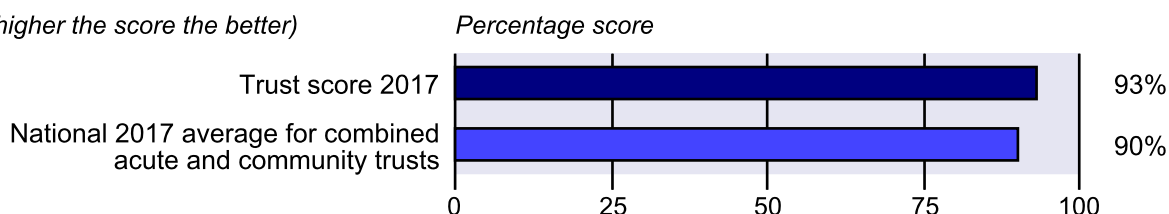ther combined acute and community trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

<p style="text-align: center; color: red; font-weight: bold;">BOTTOM FIVE RANKING SCORES</p>

! KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)   *Percentage score*

Trust score 2017	60%
National 2017 average for combined acute and community trusts	53%

0   25   50   75   100

! KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2017	44%
National 2017 average for combined acute and community trusts	38%

0   25   50   75   100

! KF12. Quality of appraisals

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.97
National 2017 average for combined acute and community trusts	3.11

1   2   3   4   5

Low-quality appraisals   *High-quality appraisals*

! KF1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.52
National 2017 average for combined acute and community trusts	3.75

1   2   3   4   5

Unlikely to recommend   *Likely to recommend*

! KF32. Effective use of patient / service user feedback

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.61
National 2017 average for combined acute and community trusts	3.69

1   2   3   4   5

Ineffective use of feedback   *Effective use of feedback*

For each of the 32 Key Findings, the combined acute and community trusts in England were placed in order from 1 (the top ranking score) to 43 (the bottom ranking score). Sandwell And West Birmingham Hospitals NHS Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 43. Further details about this can be found in the document ***Making sense of your staff survey data***.

3.2 Largest Local Changes since the 2016 Survey

This page highlights the Key Finding that has improved at Sandwell And West Birmingham Hospitals NHS Trust since the 2016 survey.

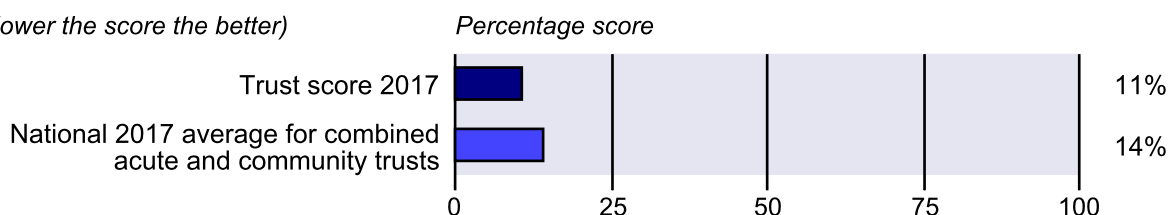<p align="center" style="color:green">WHERE STAFF EXPERIENCE HAS IMPROVED</p>

✓ KF7. Percentage of staff able to contribute towards improvements at work
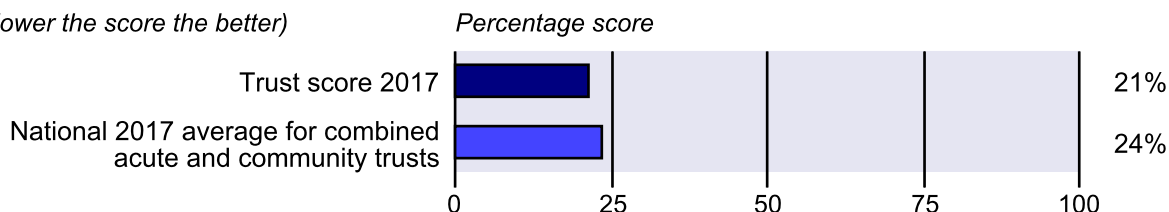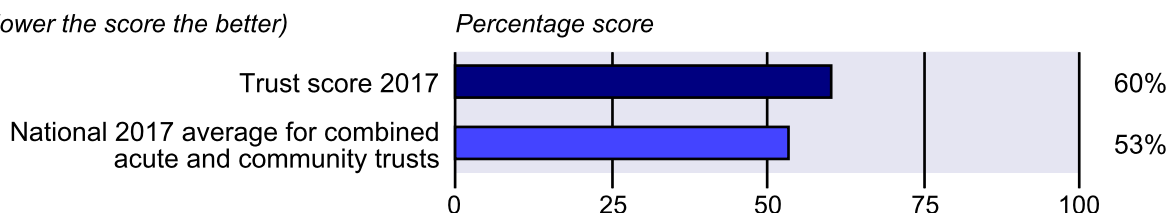
(the higher the score the better)   *Percentage score*

	Score
Trust score 2017	74%
Trust score 2016	66%

0   25   50   75   100
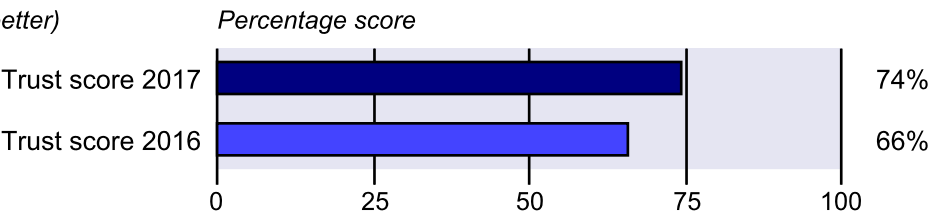
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

This page highlights the two Key Findings where staff experiences have deteriorated since the 2016 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.
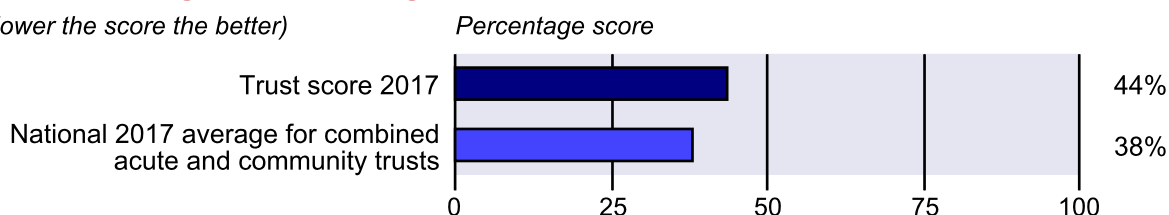
WHERE STAFF EXPERIENCE HAS DETERIORATED

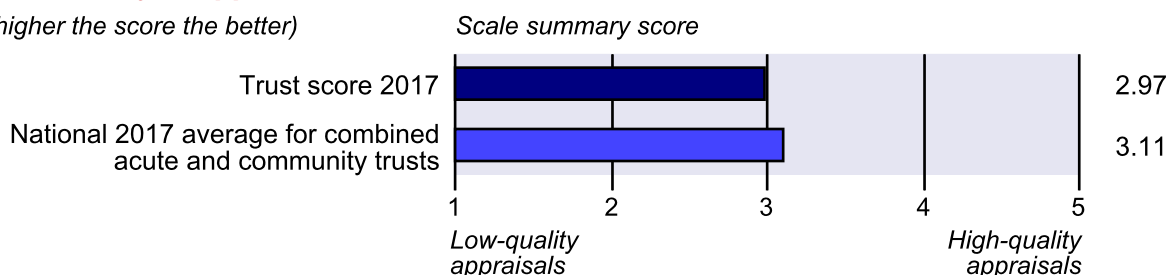**！KF17. Percentage of staff feeling unwell due to work related stress in the last 12 months**

(the lower the score the better)   *Percentage score*
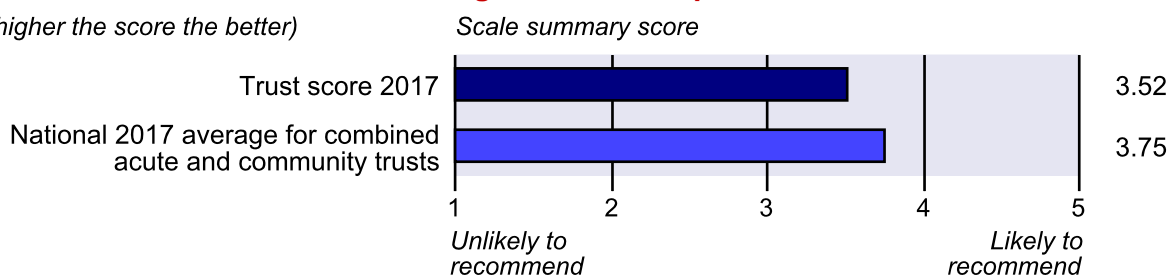
Trust score 2017	44%
Trust score 2016	33%

0   25   50   75   100

！KF20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2017	15%
Trust score 2016	10%

0   25   50   75   100
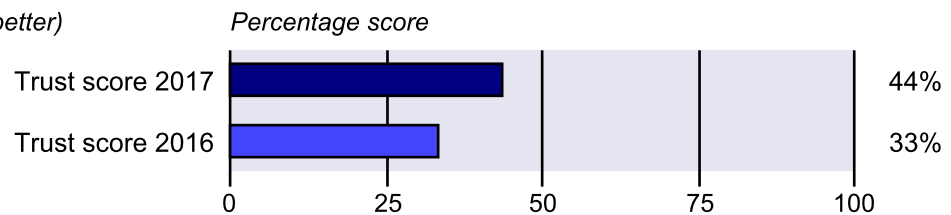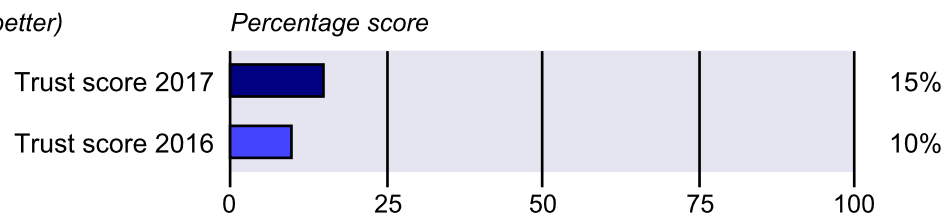
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have deteriorated the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

### 3.3. Summary of all Key Findings for Sandwell And West Birmingham Hospitals NHS Trust

KEY

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

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

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Change since 2016 survey

-15%   -10%   -5%   0%   5%   10%   15%

KF11. % appraised in last 12 mths

* KF20. % experiencing discrimination at work in last 12 mths

KF21. % believing the organisation provides equal opportunities for career progression / promotion

* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth

KF29. % reporting errors, near misses or incidents witnessed in last mth

* KF17. % feeling unwell due to work related stress in last 12 mths

* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure

KF15. % satisfied with the opportunities for flexible working patterns

* KF16. % working extra hours

KF7. % able to contribute towards improvements at work

KF6. % reporting good communication between senior management and staff

KF3. % agreeing that their role makes a difference to patients / service users

* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths

* KF23. % experiencing physical violence from staff in last 12 mths

KF24. % reporting most recent experience of violence

* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths

* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths

KF27. % reporting most recent experience of harassment, bullying or abuse

3.3. Summary of all Key Findings for Sandwell And West Birmingham Hospitals NHS Trust

KEY

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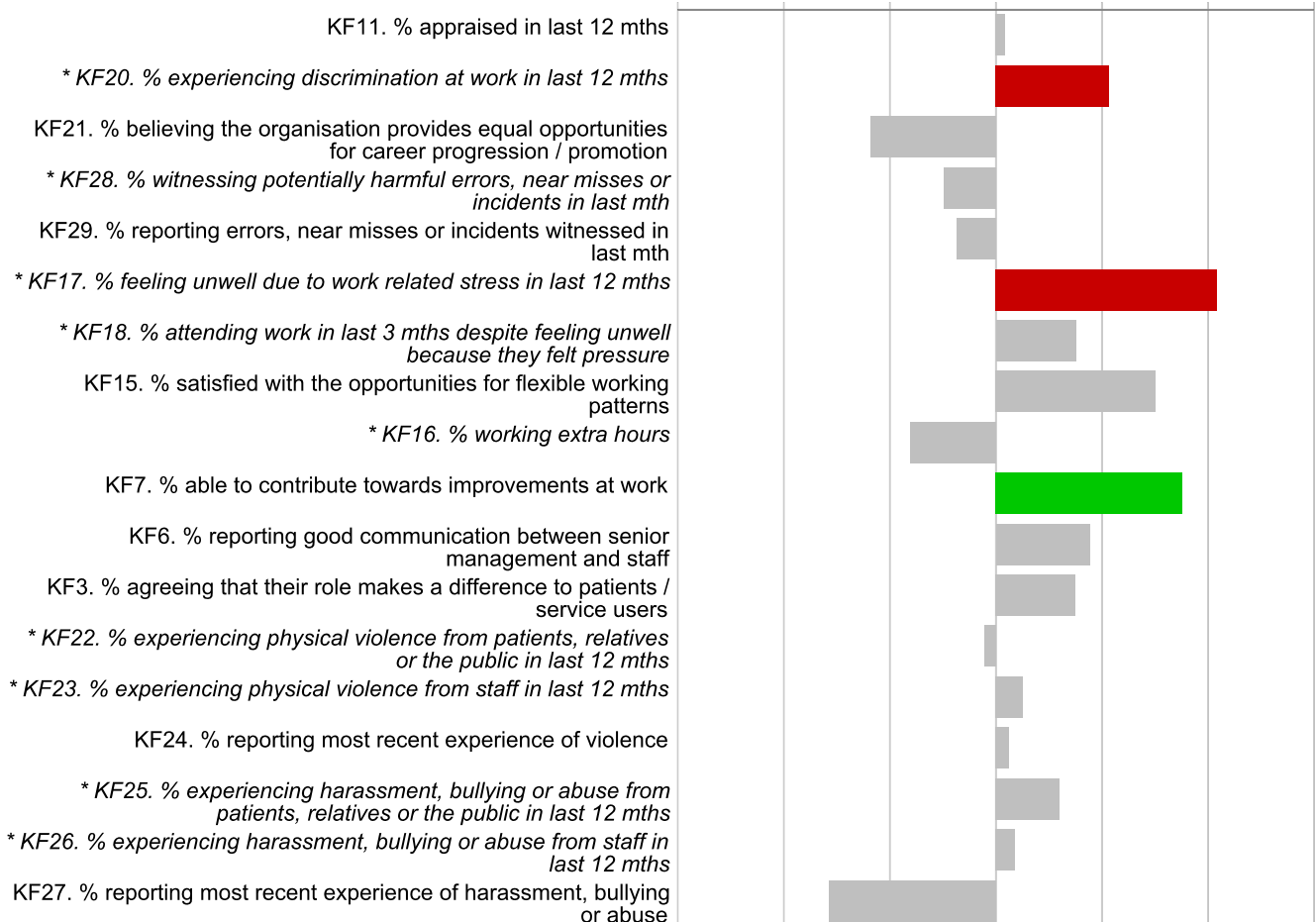
Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 survey.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Change since 2016 survey (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0

KF12. Quality of appraisals

KF13. Quality of non-mandatory training, learning or development

KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

KF31. Staff confidence and security in reporting unsafe clinical practice

KF19. Org and mgmt interest in and action on health and wellbeing

KF1. Staff recommendation of the organisation as a place to work or receive treatment

KF4. Staff motivation at work

KF8. Staff satisfaction with level of responsibility and involvement

KF9. Effective team working

KF14. Staff satisfaction with resourcing and support

KF5. Recognition and value of staff by managers and the organisation

KF10. Support from immediate managers

KF2. Staff satisfaction with the quality of work and care they are able to deliver

KF32. Effective use of patient / service user feedback

3.3. Summary of all Key Findings for Sandwell And West Birmingham Hospitals NHS Trust

KEY

Green = Positive finding, e.g. better than average.

Red = Negative finding, i.e. worse than average.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Comparison with all combined acute and community trusts in 2017

Horizontal axis: -30% -20% -10% 0% 10% 20% 30%

- KF11. % appraised in last 12 mths
- *KF20. % experiencing discrimination at work in last 12 mths*
- KF21. % believing the organisation provides equal opportunities for career progression / promotion
- *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*
- KF29. % reporting errors, near misses or incidents witnessed in last mth
- *KF17. % feeling unwell due to work related stress in last 12 mths*
- *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*
- KF15. % satisfied with the opportunities for flexible working patterns
- *KF16. % working extra hours*
- KF7. % able to contribute towards improvements at work
- KF6. % reporting good communication between senior management and staff
- KF3. % agreeing that their role makes a difference to patients / service users
- *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*
- *KF23. % experiencing physical violence from staff in last 12 mths*
- KF24. % reporting most recent experience of violence
- *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*
- *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*
- KF27. % reporting most recent experience of harassment, bullying or abuse

3.3. Summary of all Key Findings for Sandwell And West Birmingham Hospitals NHS Trust
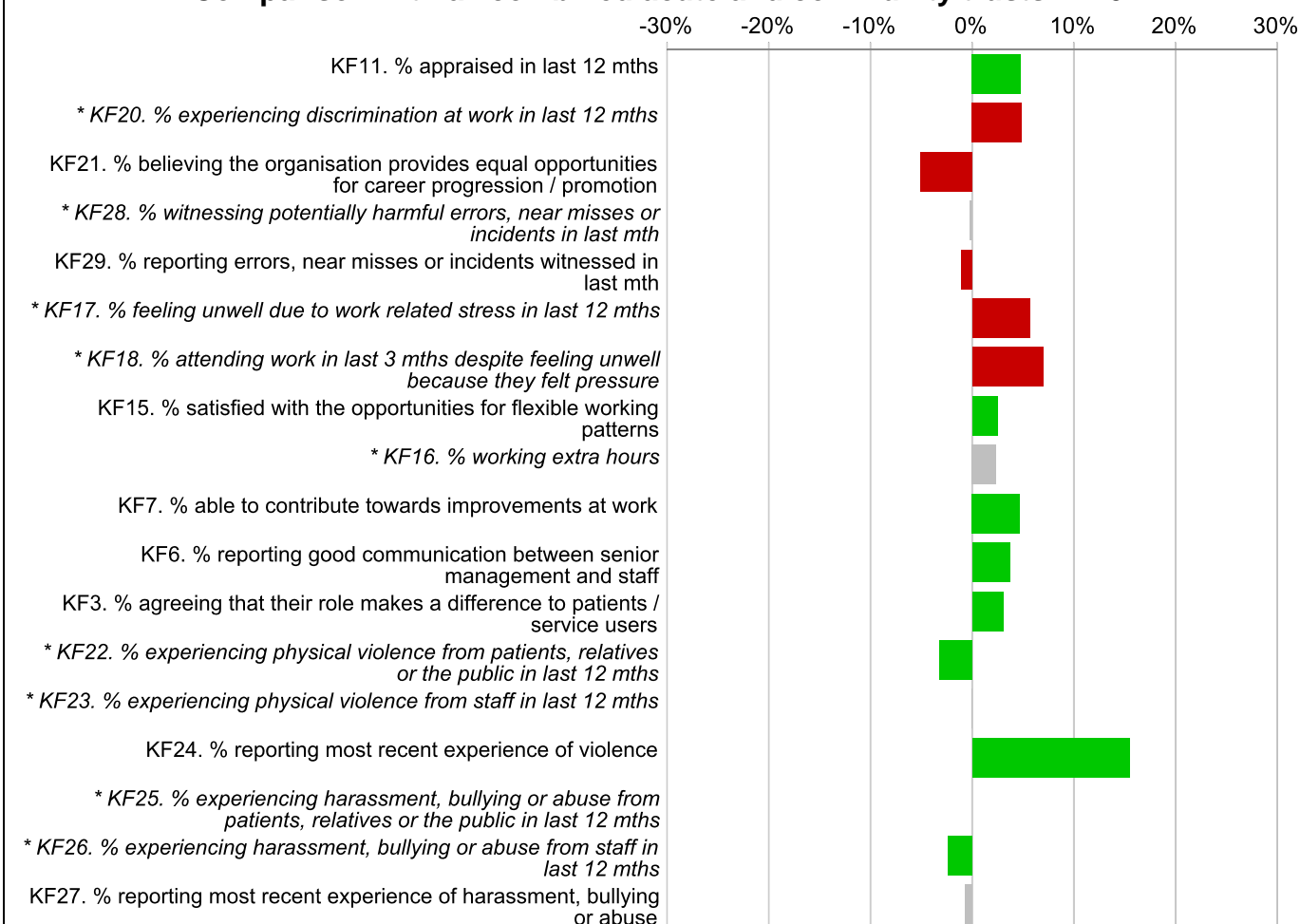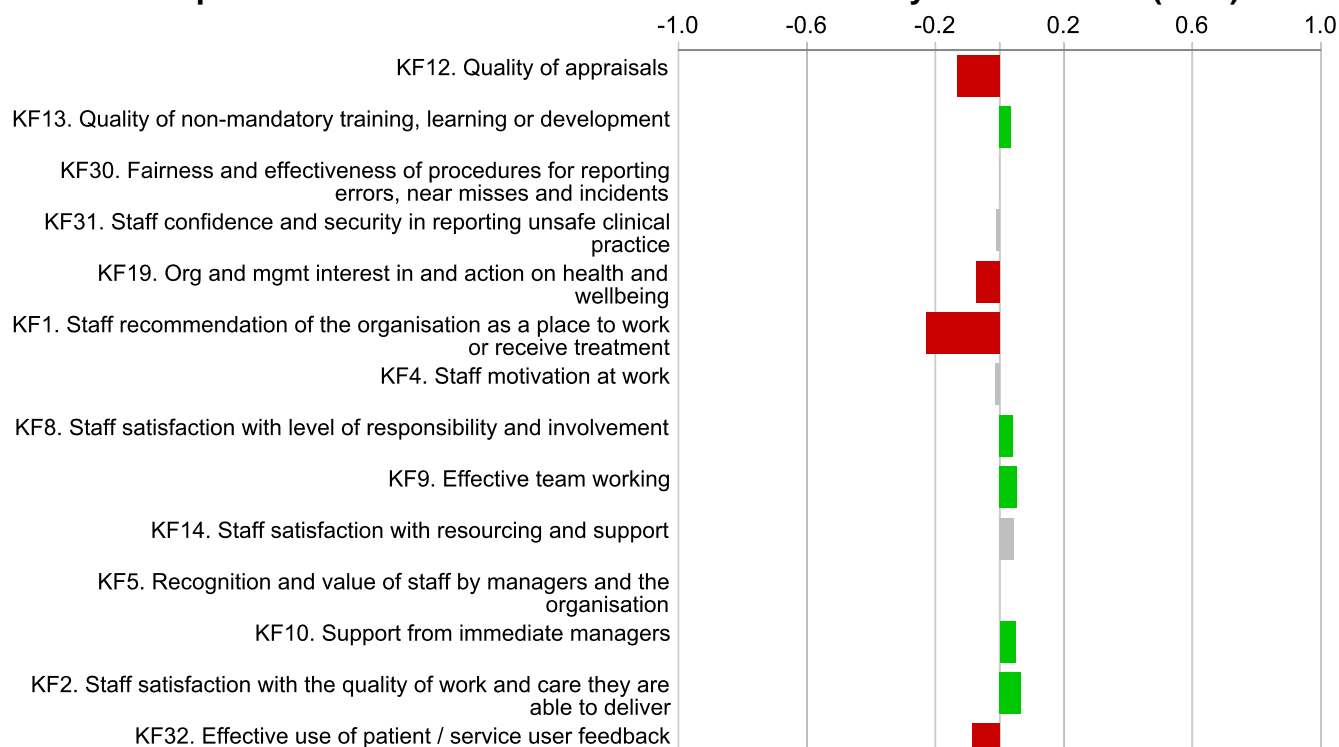
KEY

Green = Positive finding, e.g. better than average.

Red = Negative finding, i.e. worse than average.

Grey = Average.

For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Comparison with all combined acute and community trusts in 2017 (cont)

Chart axis: -1.0, -0.6, -0.2, 0.2, 0.6, 1.0

- KF12. Quality of appraisals
- KF13. Quality of non-mandatory training, learning or development
- KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents
- KF31. Staff confidence and security in reporting unsafe clinical practice
- KF19. Org and mgmt interest in and action on health and wellbeing
- KF1. Staff recommendation of the organisation as a place to work or receive treatment
- KF4. Staff motivation at work
- KF8. Staff satisfaction with level of responsibility and involvement
- KF9. Effective team working
- KF14. Staff satisfaction with resourcing and support
- KF5. Recognition and value of staff by managers and the organisation
- KF10. Support from immediate managers
- KF2. Staff satisfaction with the quality of work and care they are able to deliver
- KF32. Effective use of patient / service user feedback

3.4. Summary of all Key Findings for Sandwell And West Birmingham Hospitals NHS Trust

KEY	
✓	Green = Positive finding, e.g. better than average, better than 2016.
!	Red = Negative finding, e.g. worse than average, worse than 2016.
	'Change since 2016 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2016 survey.
--	No comparison to the 2016 data is possible.
*	For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

	Change since 2016 survey	Ranking, compared with all combined acute and community trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	✓ Above (better than) average
KF12. Quality of appraisals	• No change	! Below (worse than) average
KF13. Quality of non-mandatory training, learning or development	• No change	✓ Above (better than) average
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	! Increase (worse than 16)	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	! Below (worse than) average
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	• No change	• Average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	! Below (worse than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	• Average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	• Average
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	! Increase (worse than 16)	! Above (worse than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	• No change	! Above (worse than) average
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	! Below (worse than) average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	✓ Above (better than) average
* *KF16. % working extra hours*	• No change	• Average

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3.4. Summary of all Key Findings for Sandwell And West Birmingham Hospitals NHS Trust (cont)

	Change since 2016 survey	Ranking, compared with all combined acute and community trusts in 2017
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	! Below (worse than) average
KF4. Staff motivation at work	• No change	• Average
KF7. % able to contribute towards improvements at work	✓ Increase (better than 16)	✓ Above (better than) average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	✓ Above (better than) average
KF9. Effective team working	• No change	✓ Above (better than) average
KF14. Staff satisfaction with resourcing and support	• No change	• Average
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	• Average
KF6. % reporting good communication between senior management and staff	• No change	✓ Above (better than) average
KF10. Support from immediate managers	• No change	✓ Above (better than) average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	✓ Above (better than) average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	✓ Above (better than) average
KF32. Effective use of patient / service user feedback	• No change	! Below (worse than) average
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	• No change	✓ Below (better than) average
* *KF23. % experiencing physical violence from staff in last 12 mths*	• No change	• Average
KF24. % reporting most recent experience of violence	• No change	✓ Above (better than) average
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	• No change	• Average
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	• No change	✓ Below (better than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	• Average

4. Key Findings for Sandwell And West Birmingham Hospitals NHS Trust

Sandwell And West Birmingham Hospitals NHS Trust had 341 staff take part in this survey. This is a response rate of 27%[1] which is below average for combined acute and community trusts in England (43%), and compares with a response rate of 29% in this trust in the 2016 survey.

This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other combined acute and community trusts in England and to the trust's performance in the 2016 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, errors and incidents, health and wellbeing, working patterns, job satisfaction, managers, patient care and experience , and violence, harassment and bullying.
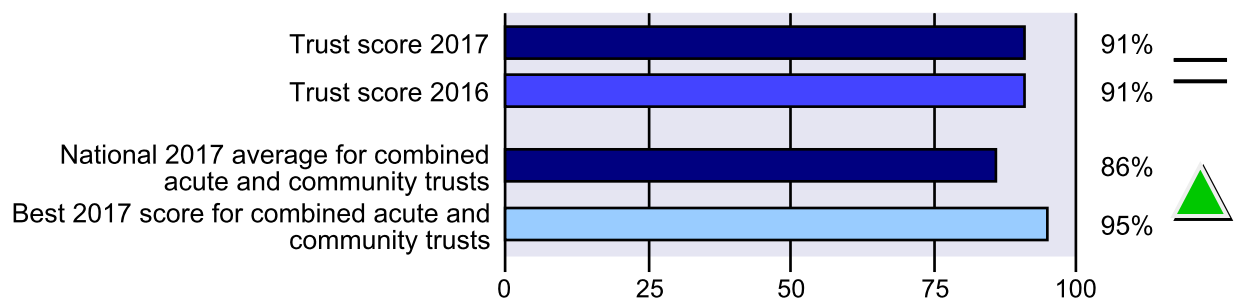
Positive findings are indicated with a green arrow (e.g. where the trust is better than average, or where the score has improved since 2016). Negative findings are highlighted with a red arrow (e.g. where the trust's score is worse than average, or where the score is not as good as 2016). An equals sign indicates that there has been no change.

Appraisals & support for development

KEY FINDING 11. Percentage of staff appraised in last 12 months
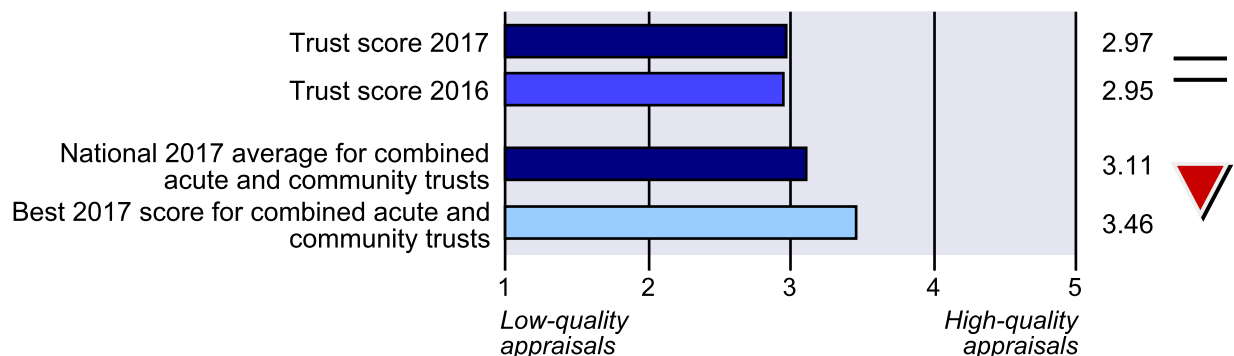
(the higher the score the better)   *Percentage score*

Trust score 2017	91% —
Trust score 2016	91% —
National 2017 average for combined acute and community trusts	86% ▲
Best 2017 score for combined acute and community trusts	95%

KEY FINDING 12. Quality of appraisals

(the higher the score the better)   *Scale summary score*

Trust score 2017	2.97 —
Trust score 2016	2.95 —
National 2017 average for combined acute and community trusts	3.11 ▼
Best 2017 score for combined acute and community trusts	3.46

Low-quality appraisals   *High-quality appraisals*

_____

[1]At the time of sampling, 6874 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 1250 staff. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

KEY FINDING 13. Quality of non-mandatory training, learning or development

(the higher the score the better)   *Scale summary score*

Trust score 2017	4.10
Trust score 2016	4.07
National 2017 average for combined acute and community trusts	4.06
Best 2017 score for combined acute and community trusts	4.17

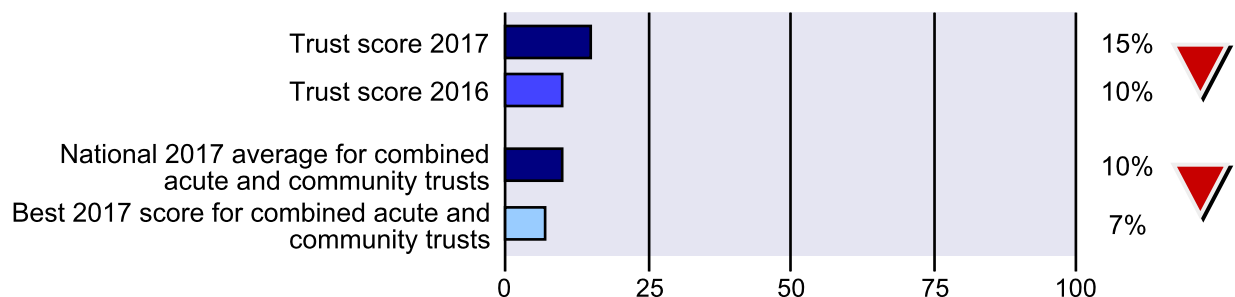*Low-quality training*   *High-quality training*
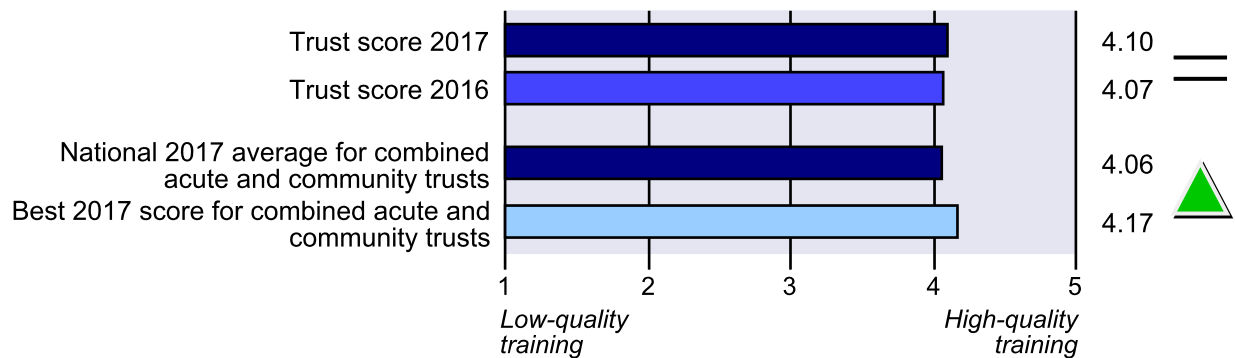
Equality & diversity

KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months
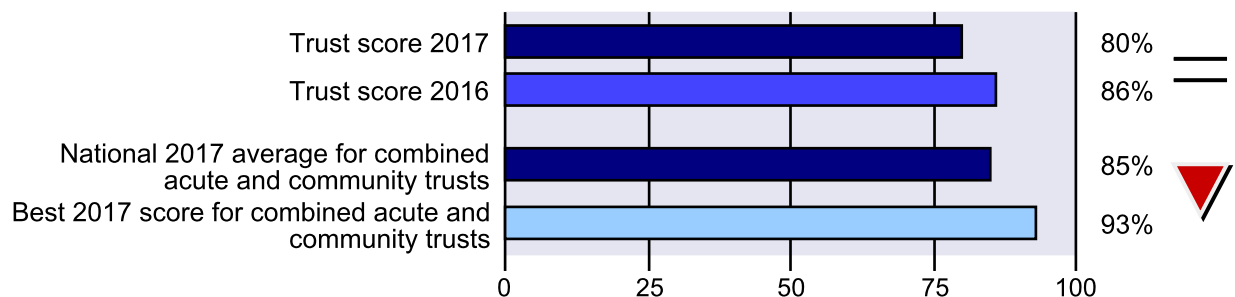
(the lower the score the better)   *Percentage score*

Trust score 2017	15%
Trust score 2016	10%
National 2017 average for combined acute and community trusts	10%
Best 2017 score for combined acute and community trusts	7%

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

(the higher the score the better)   *Percentage score*

Trust score 2017	80%
Trust score 2016	86%
National 2017 average for combined acute and community trusts	85%
Best 2017 score for combined acute and community trusts	93%

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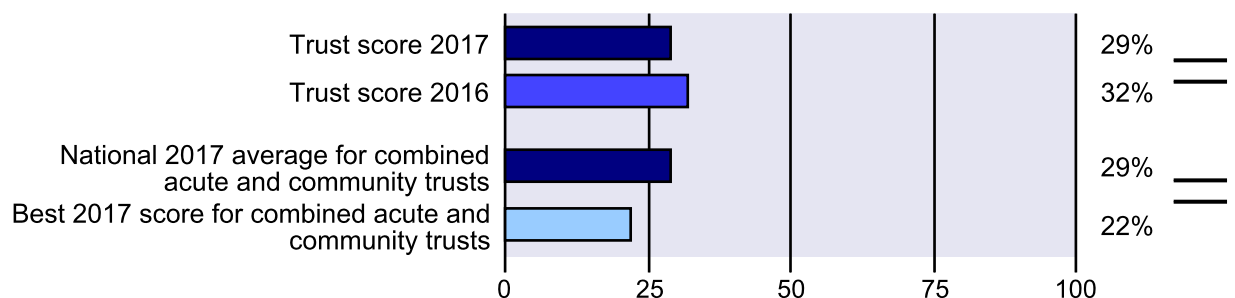
KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

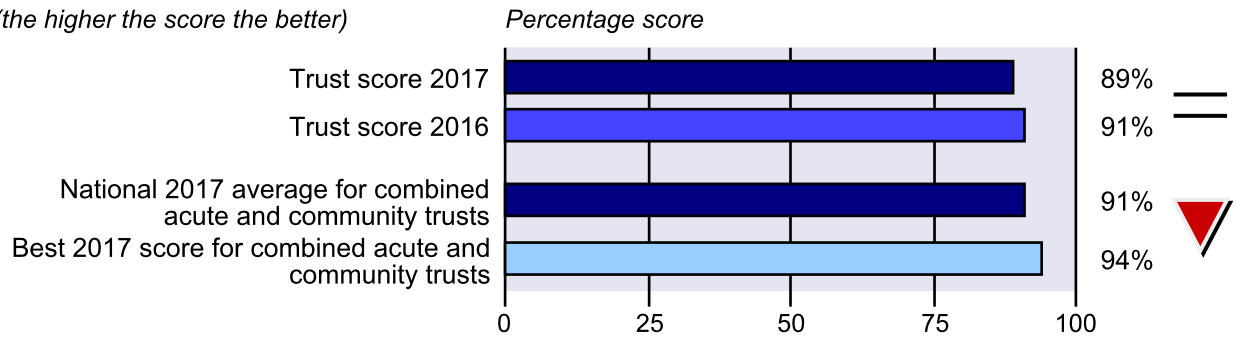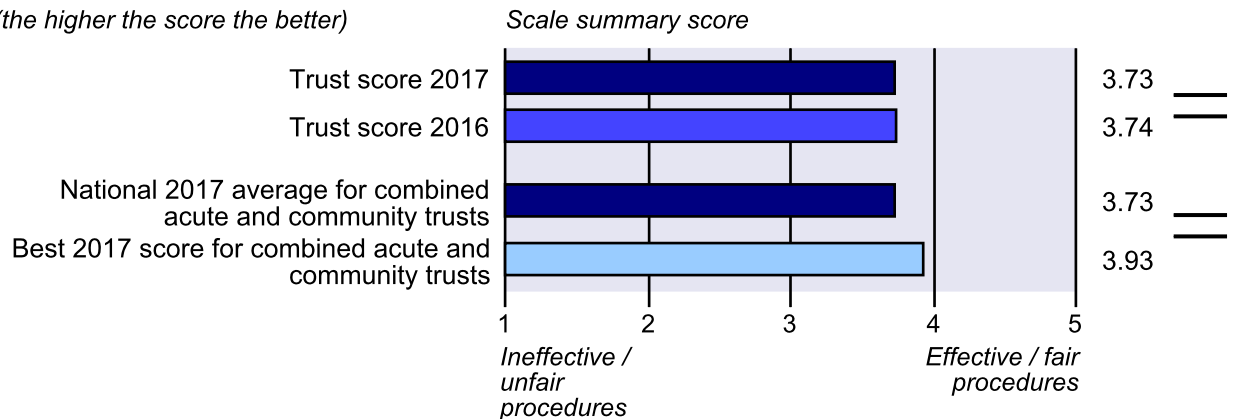*(the lower the score the better)*   *Percentage score*

Trust score 2017	29%
Trust score 2016	32%
National 2017 average for combined acute and community trusts	29%
Best 2017 score for combined acute and community trusts	22%

17

KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month
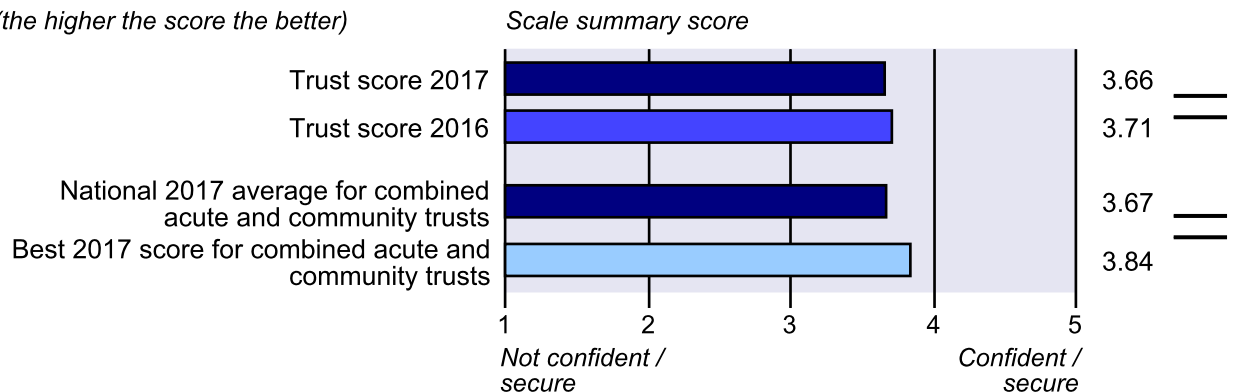
(the higher the score the better)　　　*Percentage score*

	Score	
Trust score 2017	89%	
Trust score 2016	91%	
National 2017 average for combined acute and community trusts	91%	▼
Best 2017 score for combined acute and community trusts	94%	

0　25　50　75　100

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

(the higher the score the better)　　　*Scale summary score*

	Score	
Trust score 2017	3.73	
Trust score 2016	3.74	
National 2017 average for combined acute and community trusts	3.73	
Best 2017 score for combined acute and community trusts	3.93	

1　2　3　4　5

Ineffective / unfair procedures　　　*Effective / fair procedures*

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

(the higher the score the better)　　　*Scale summary score*

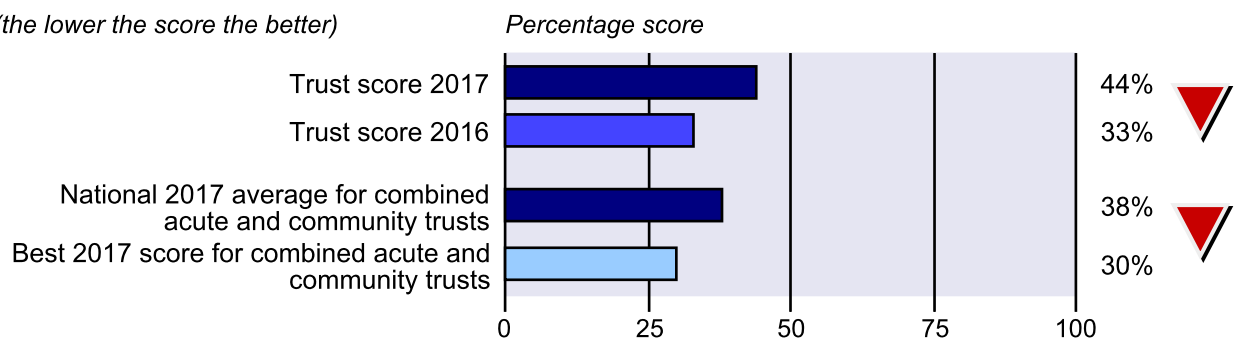|	Score	
Trust score 2017	3.66	
Trust score 2016	3.71	
National 2017 average for combined acute and community trusts	3.67	
Best 2017 score for combined acute and community trusts	3.84	

1　2　3　4　5

Not confident / secure　　　*Confident / secure*

Health and wellbeing

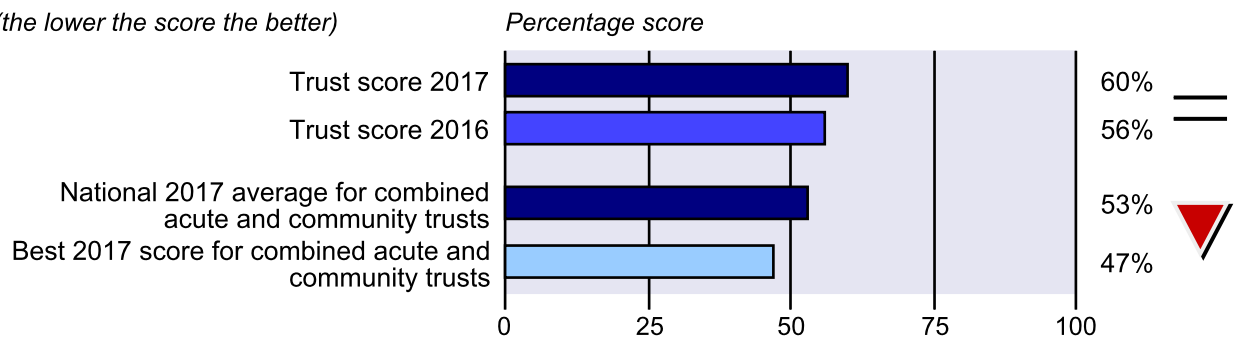## KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)　　　*Percentage score*

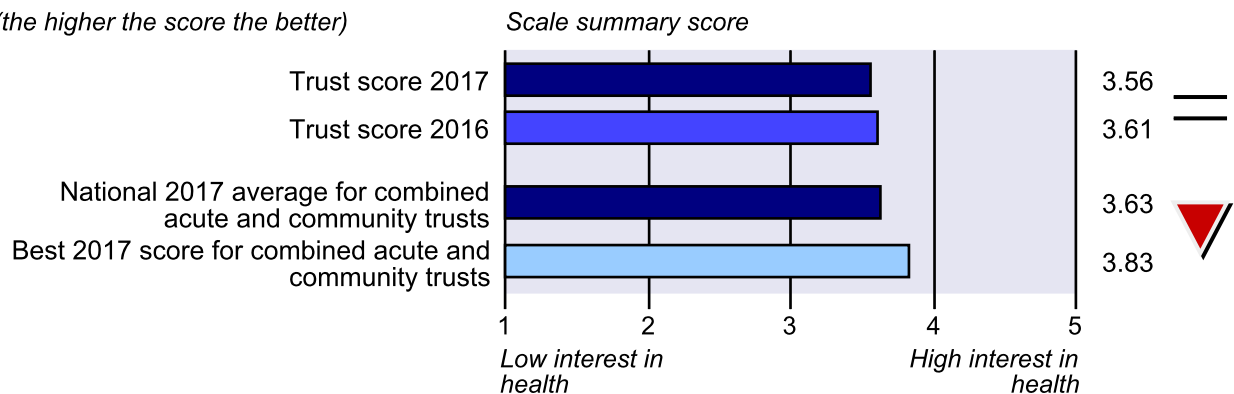|	Score	
Trust score 2017	44%	▼
Trust score 2016	33%	
National 2017 average for combined acute and community trusts	38%	▼
Best 2017 score for combined acute and community trusts	30%	

0　25　50　75　100

KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)   *Percentage score*

Trust score 2017	60%
Trust score 2016	56%
National 2017 average for combined acute and community trusts	53%
Best 2017 score for combined acute and community trusts	47%

0   25   50   75   100

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

(the higher the score the better)   *Scale summary score*

Trust score 2017	3.56
Trust score 2016	3.61
National 2017 average for combined acute and community trusts	3.63
Best 2017 score for combined acute and community trusts	3.83

1   2   3   4   5

Low interest in health   *High interest in health*
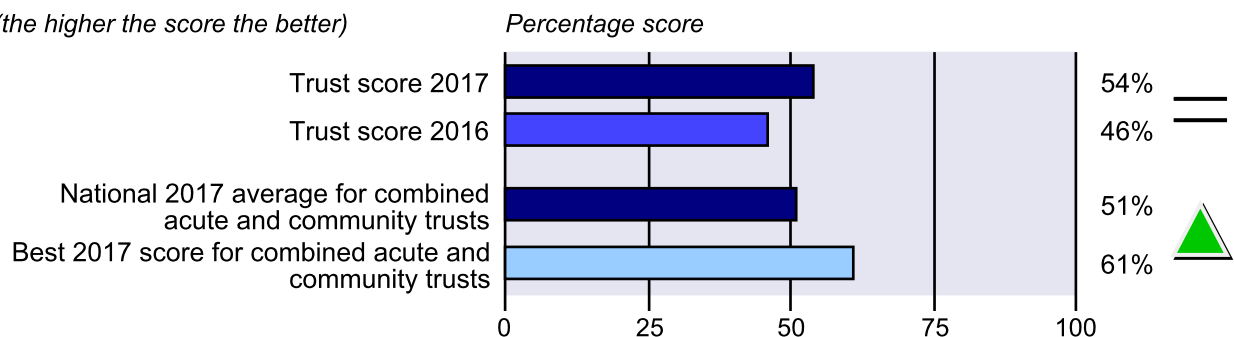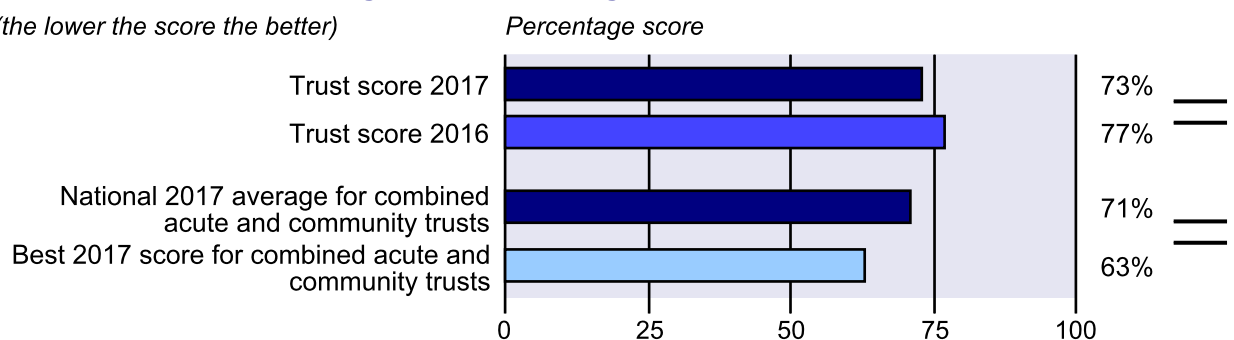
Working patterns

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

(the higher the score the better)   *Percentage score*

Trust score 2017	54%
Trust score 2016	46%
National 2017 average for combined acute and community trusts	51%
Best 2017 score for combined acute and community trusts	61%

0   25   50   75   100

KEY FINDING 16. Percentage of staff working extra hours

(the lower the score the better)   *Percentage score*

Trust score 2017	73%
Trust score 2016	77%
National 2017 average for combined acute and community trusts	71%
Best 2017 score for combined acute and community trusts	63%

0   25   50   75   100

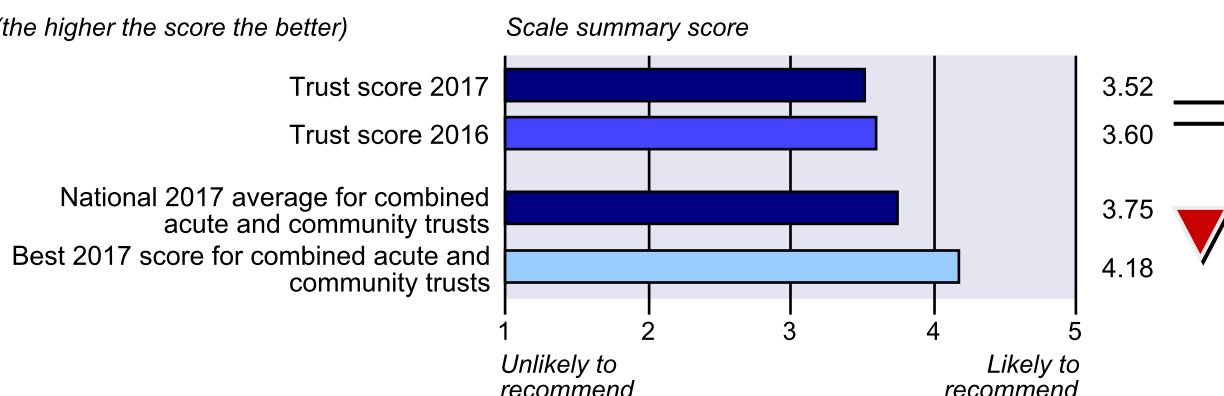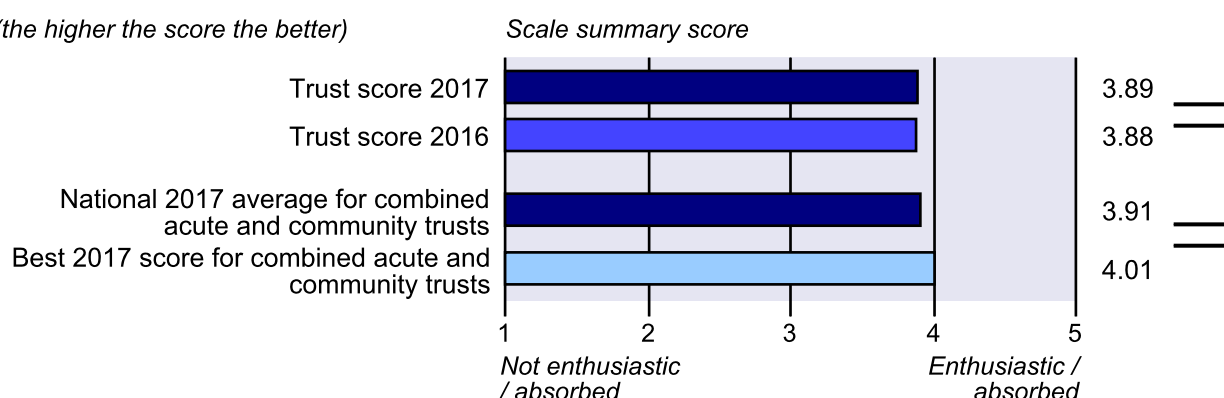## Job satisfaction

KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment
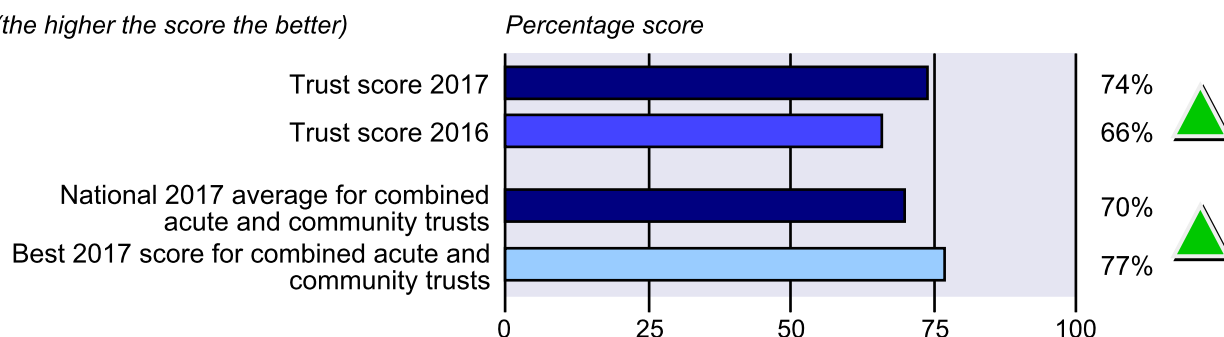
(the higher the score the better)   Scale summary score

Trust score 2017	3.52
Trust score 2016	3.60
National 2017 average for combined acute and community trusts	3.75
Best 2017 score for combined acute and community trusts	4.18

1   2   3   4   5

Unlikely to recommend   *Likely to recommend*

KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2017	3.89
Trust score 2016	3.88
National 2017 average for combined acute and community trusts	3.91
Best 2017 score for combined acute and community trusts	4.01

1   2   3   4   5

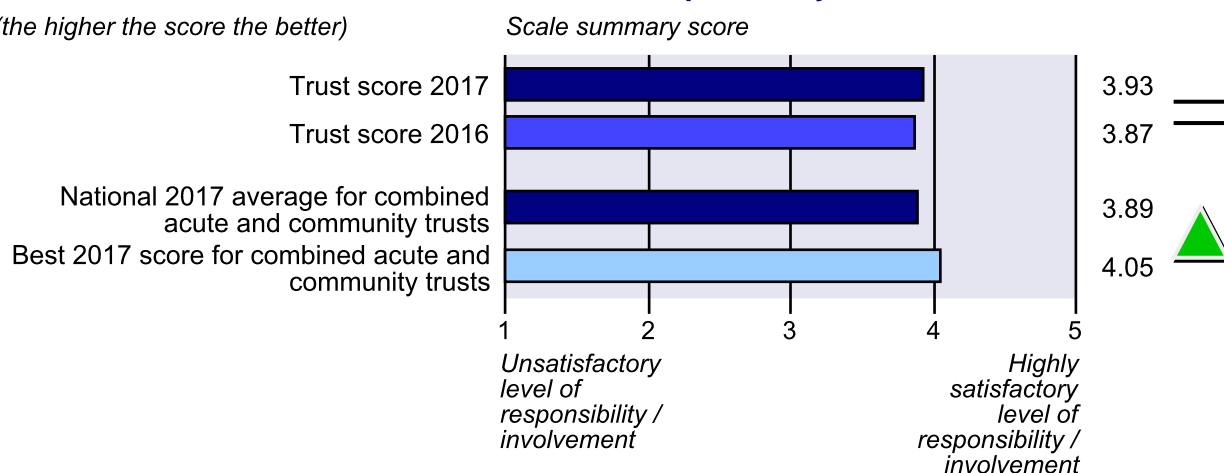*Not enthusiastic / absorbed*   *Enthusiastic / absorbed*

KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)   Percentage score
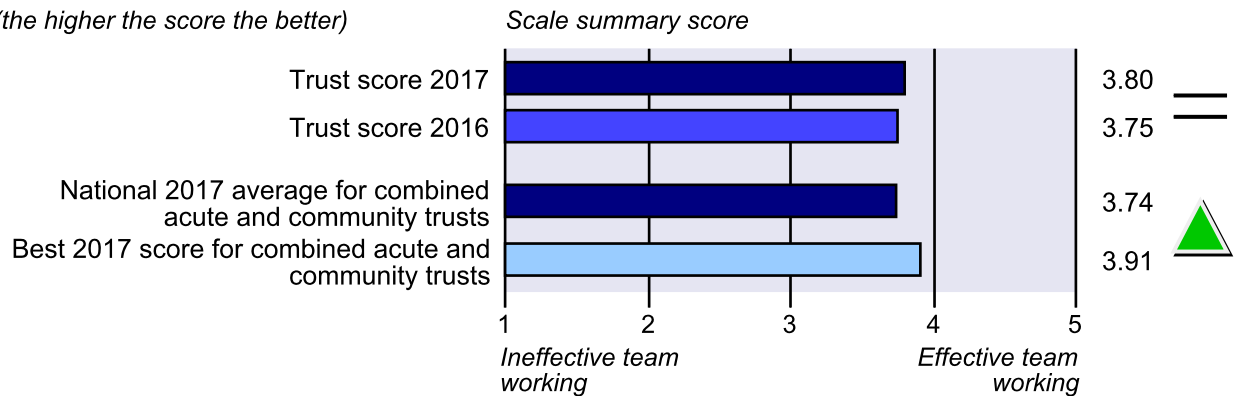
Trust score 2017	74%
Trust score 2016	66%
National 2017 average for combined acute and community trusts	70%
Best 2017 score for combined acute and community trusts	77%

0   25   50   75   100

KEY FINDING 8. Staff satisfaction with level of responsibility and involvement
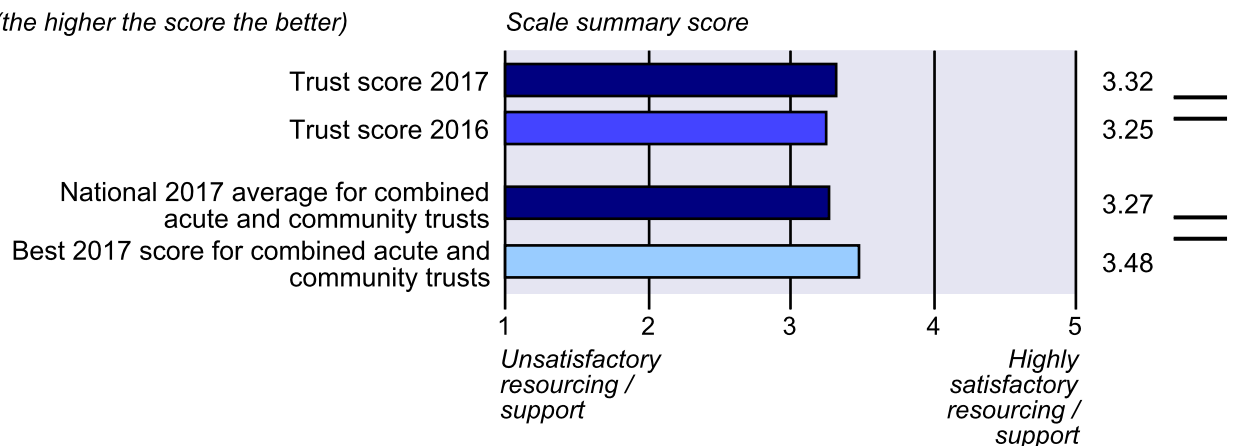
(the higher the score the better)   Scale summary score

Trust score 2017	3.93
Trust score 2016	3.87
National 2017 average for combined acute and community trusts	3.89
Best 2017 score for combined acute and community trusts	4.05

1   2   3   4   5

Unsatisfactory level of responsibility / involvement   *Highly satisfactory level of responsibility / involvement*

20

KEY FINDING 9. Effective team working

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.80
Trust score 2016	3.75
National 2017 average for combined acute and community trusts	3.74
Best 2017 score for combined acute and community trusts	3.91

Scale: 1 to 5
Ineffective team working — *Effective team working*

KEY FINDING 14. Staff satisfaction with resourcing and support

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.32
Trust score 2016	3.25
National 2017 average for combined acute and community trusts	3.27
Best 2017 score for combined acute and community trusts	3.48

Scale: 1 to 5
Unsatisfactory resourcing / support — *Highly satisfactory resourcing / support*
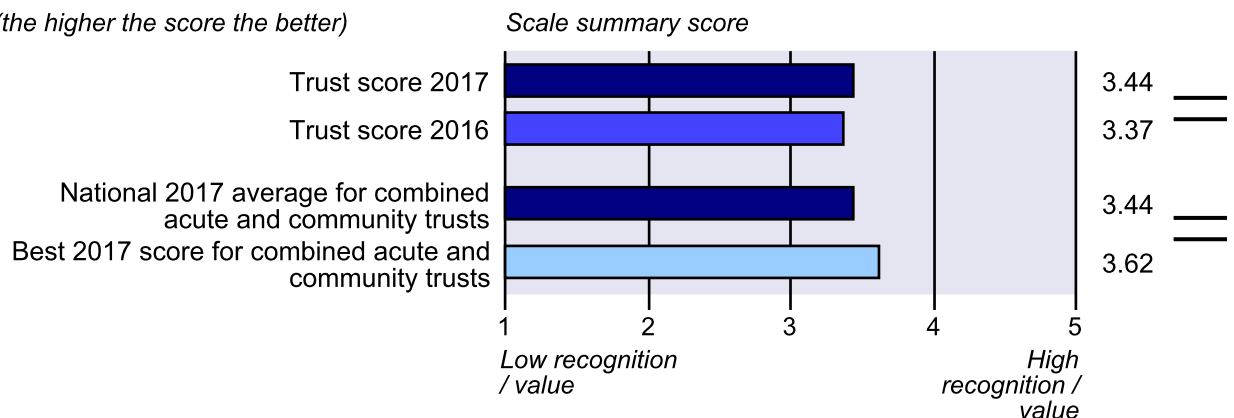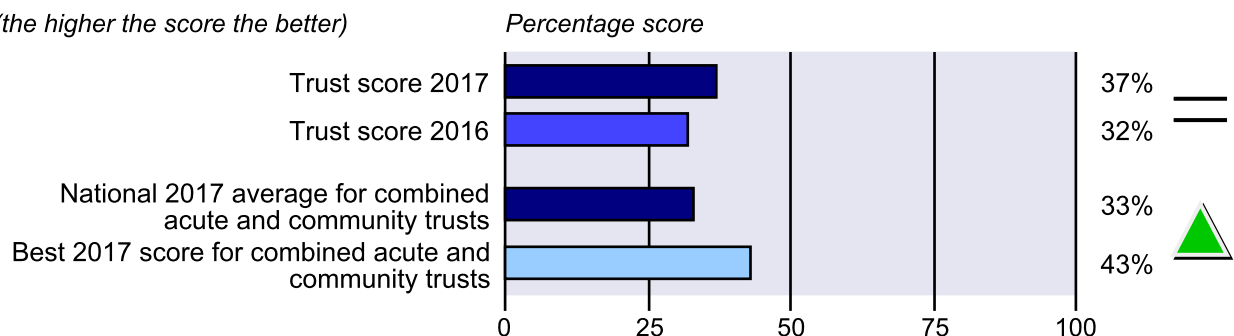
Managers

KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.44
Trust score 2016	3.37
National 2017 average for combined acute and community trusts	3.44
Best 2017 score for combined acute and community trusts	3.62

Scale: 1 to 5
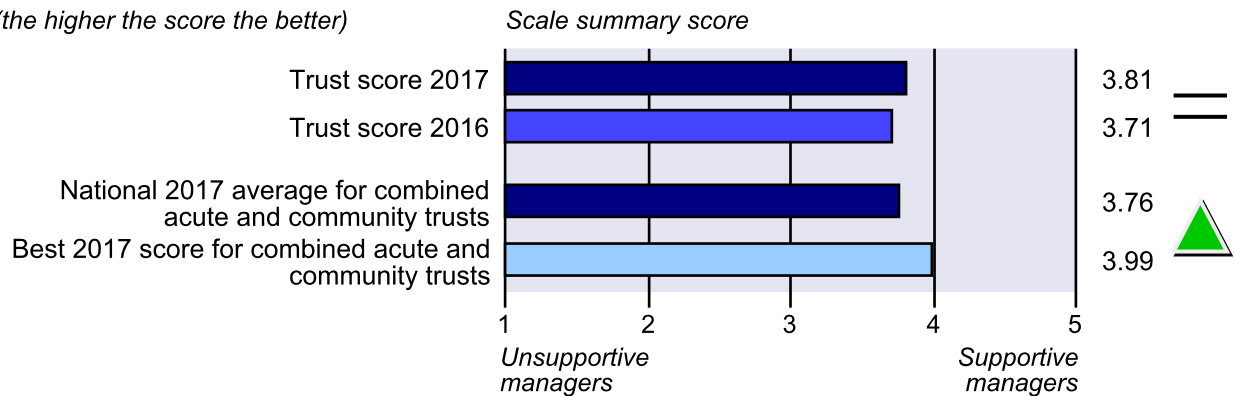*Low recognition / value* — *High recognition / value*

KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)   Percentage score

	Score
Trust score 2017	37%
Trust score 2016	32%
National 2017 average for combined acute and community trusts	33%
Best 2017 score for combined acute and community trusts	43%

Scale: 0 to 100

KEY FINDING 10. Support from immediate managers

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.81
Trust score 2016	3.71
National 2017 average for combined acute and community trusts	3.76
Best 2017 score for combined acute and community trusts	3.99

1 2 3 4 5
Unsupportive managers — *Supportive managers*

Patient care & experience

KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver
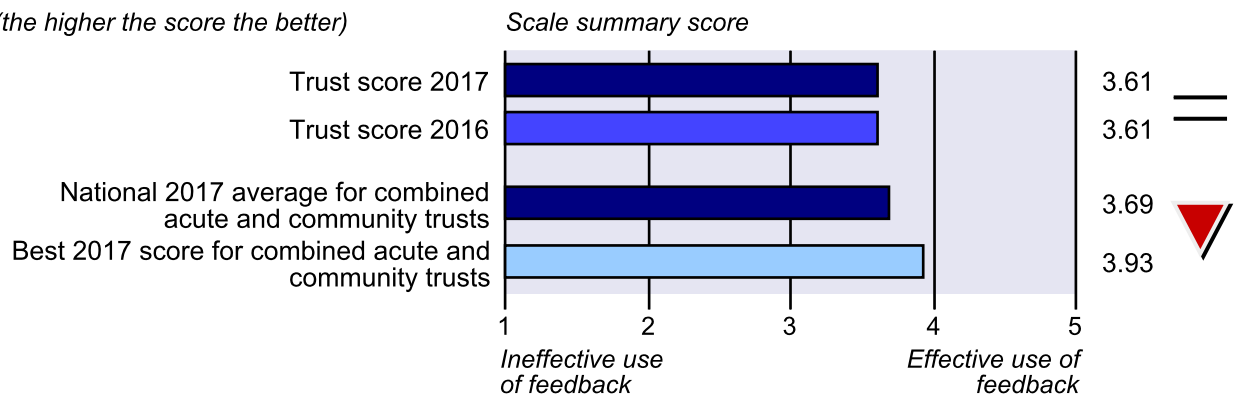
(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.97
Trust score 2016	3.92
National 2017 average for combined acute and community trusts	3.90
Best 2017 score for combined acute and community trusts	4.16

1 2 3 4 5
Unsatisfactory delivery of work / care — *Highly satisfactory delivery of work / care*
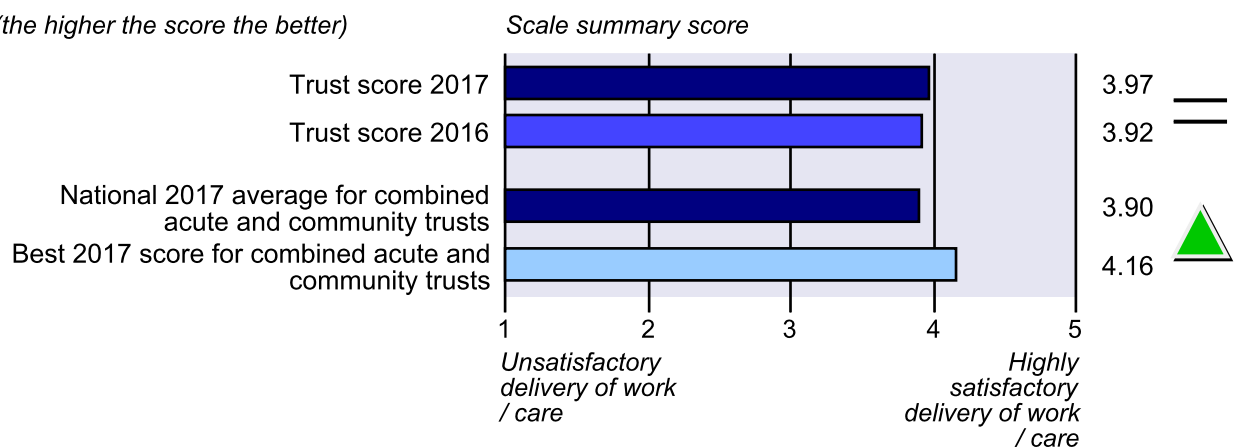
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)   Percentage score

	Score
Trust score 2017	93%
Trust score 2016	89%
National 2017 average for combined acute and community trusts	90%
Best 2017 score for combined acute and community trusts	93%

0 25 50 75 100
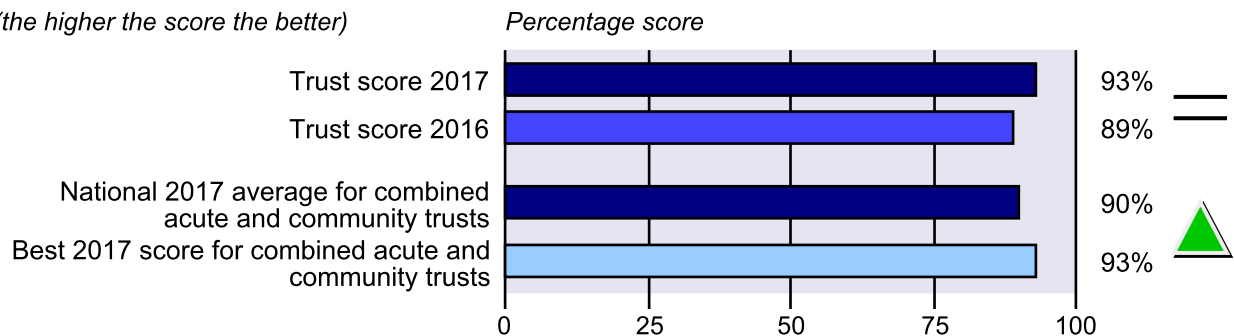
KEY FINDING 32. Effective use of patient / service user feedback

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.61
Trust score 2016	3.61
National 2017 average for combined acute and community trusts	3.69
Best 2017 score for combined acute and community trusts	3.93

1 2 3 4 5
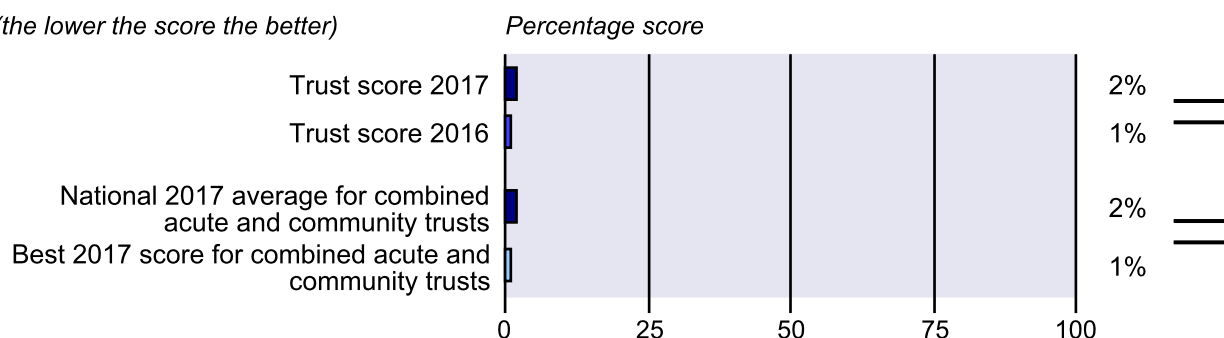*Ineffective use of feedback* — *Effective use of feedback*

22

KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months
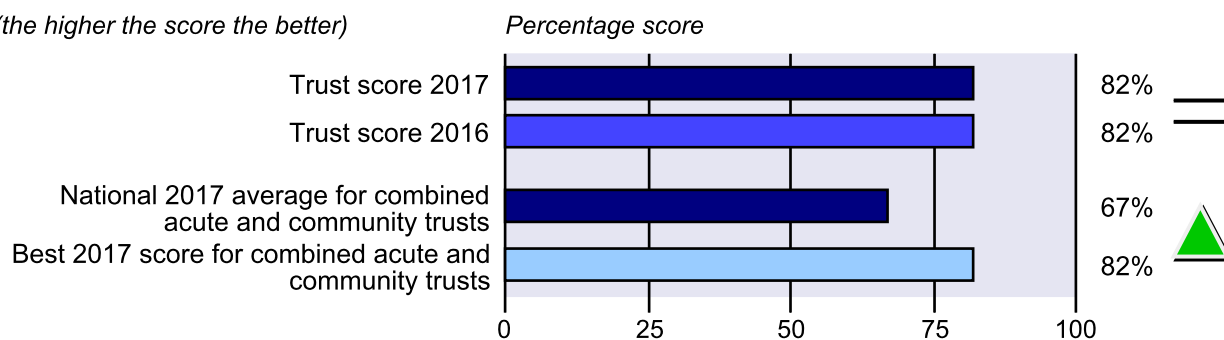
(the lower the score the better)   Percentage score

Trust score 2017	11% —
Trust score 2016	11% —
National 2017 average for combined acute and community trusts	14% ▲
Best 2017 score for combined acute and community trusts	9%

0   25   50   75   100
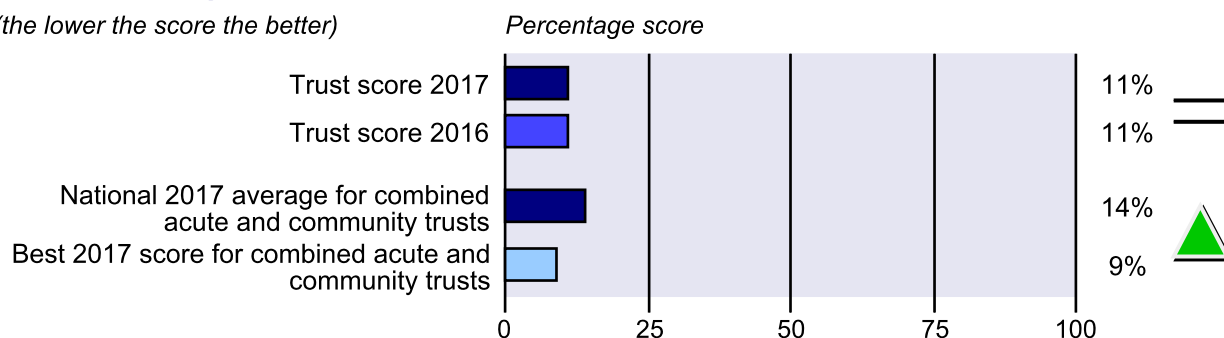
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)   Percentage score

Trust score 2017	2% —
Trust score 2016	1% —
National 2017 average for combined acute and community trusts	2% —
Best 2017 score for combined acute and community trusts	1% —

0   25   50   75   100

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

(the higher the score the better)   Percentage score

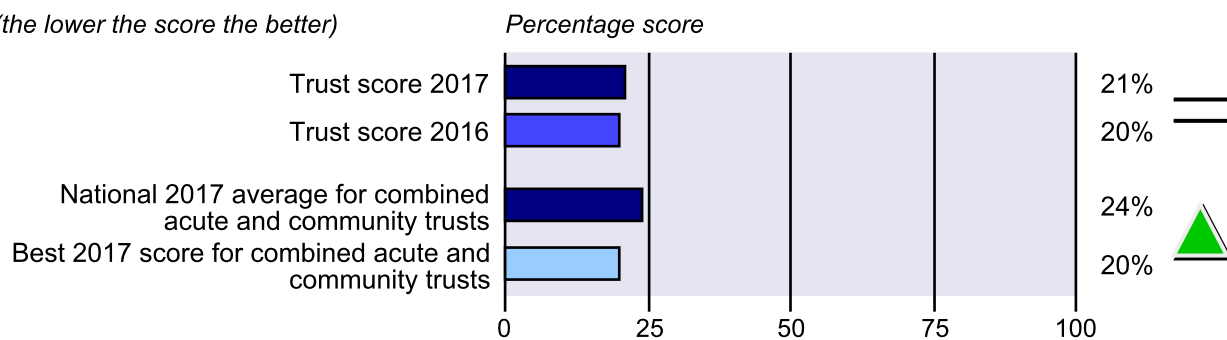|	
Trust score 2017	82% —
Trust score 2016	82% —
National 2017 average for combined acute and community trusts	67% ▲
Best 2017 score for combined acute and community trusts	82%

0   25   50   75   100

KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
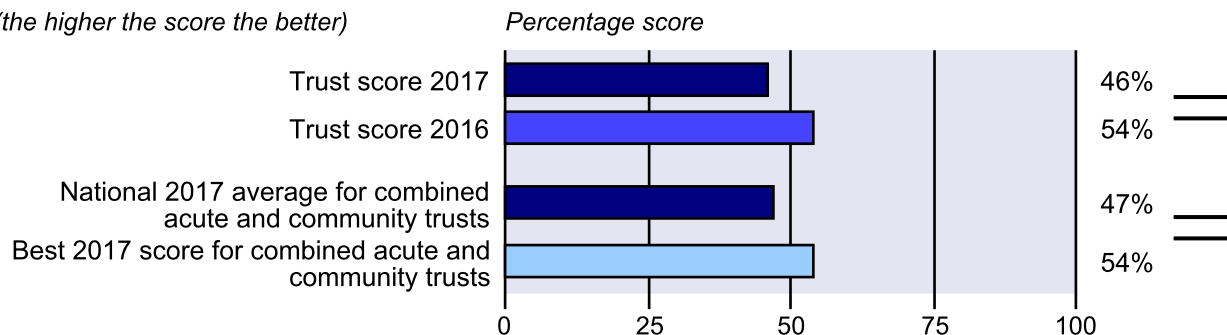
(the lower the score the better)   Percentage score

Trust score 2017	27% —
Trust score 2016	24% —
National 2017 average for combined acute and community trusts	27% —
Best 2017 score for combined acute and community trusts	19% —

0   25   50   75   100

23
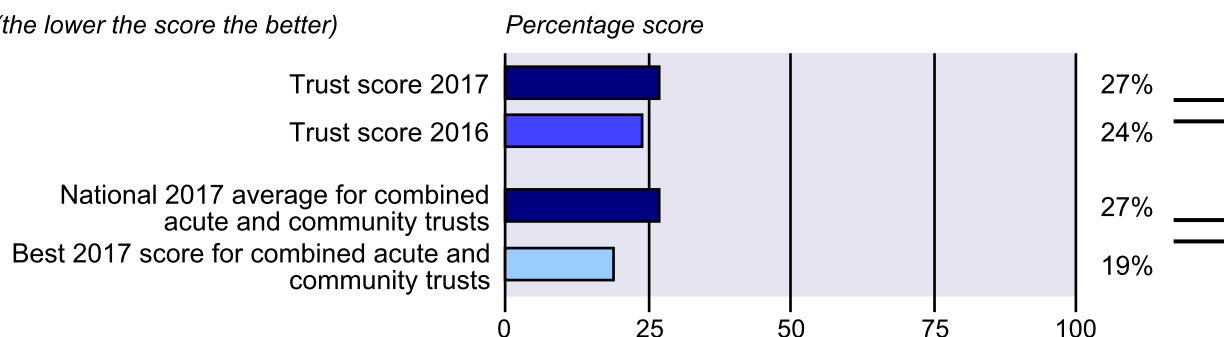
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)   *Percentage score*

Trust score 2017	21%
Trust score 2016	20%
National 2017 average for combined acute and community trusts	24%
Best 2017 score for combined acute and community trusts	20%

0   25   50   75   100

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

(the higher the score the better)   *Percentage score*

Trust score 2017	46%
Trust score 2016	54%
National 2017 average for combined acute and community trusts	47%
Best 2017 score for combined acute and community trusts	54%

0   25   50   75   100

5. Workforce Race Equality Standard (WRES)

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

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

			Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	24%	26%	26%
		BME	32%	27%	12%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	25%	23%	22%
		BME	22%	29%	19%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	87%	88%	85%
		BME	72%	73%	84%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	9%	6%	5%
		BME	5%	15%	7%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at Sandwell And West Birmingham Hospitals NHS Trust broken down by work group characteristics: occupational groups, staff groups, directorates and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:

    - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions

    - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

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

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

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

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

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

Table 6.1: Key Findings for different occupational groups

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Other Allied Health Professionals	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services
Appraisals & support for development								
KF11. % appraised in last 12 mths	88	100	82	98	100	96	87	100
KF12. Quality of appraisals	3.12	3.31	2.82	2.93	2.94	2.98	2.65	2.78
KF13. Quality of non-mandatory training, learning or development	4.20	4.19	4.23	3.97	4.31	4.05	3.96	3.77
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	24	17	11	12	9	10	8	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	72	93	91	91	82	84	85	71
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	50	18	27	37	36	38	5	38
KF29. % reporting errors, near misses or incidents witnessed in last mth	100	-	-	82	-	-	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.72	3.72	3.89	3.51	3.78	3.79	3.74	3.86
KF31. Staff confidence and security in reporting unsafe clinical practice	3.48	3.94	3.94	3.51	3.57	3.97	3.67	3.81
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	50	45	50	30	64	24	29	42
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	55	82	83	38	71	57	61	58
KF19. Org and mgmt interest in and action on health and wellbeing	3.45	-	3.32	3.47	3.62	3.62	3.67	3.71
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	58	61	59	36	64	67	53	76
* KF16. % working extra hours	82	91	64	87	86	76	33	69
Number of respondents	50	18	18	43	23	30	39	21

Due to low numbers of respondents, no scores are shown for the following occupational groups: Occupational Therapy, Physiotherapy, Radiography, General Management, Maintenance / Ancillary, Public Health / Health Improvement, Commissioning Staff, Emergency Care Assistant and Ambulance Control Staff.

Table 6.1: Key Findings for different occupational groups (cont)

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Other Allied Health Professionals	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.39	3.71	3.91	3.40	3.41	3.73	3.36	3.67
KF4. Staff motivation at work	4.05	4.24	4.08	4.00	3.74	3.95	3.51	3.80
KF7. % able to contribute towards improvements at work	77	72	54	63	89	93	72	85
KF8. Staff satisfaction with level of responsibility and involvement	3.99	3.99	3.90	3.90	4.06	4.10	3.84	3.93
KF9. Effective team working	3.95	3.94	3.64	3.63	3.94	3.92	3.76	3.62
KF14. Staff satisfaction with resourcing and support	3.21	3.22	3.56	3.22	3.15	3.36	3.56	3.18
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.40	3.63	3.40	3.44	3.55	3.43	3.40	3.46
KF6. % reporting good communication between senior management and staff	38	47	39	21	39	43	36	29
KF10. Support from immediate managers	3.91	4.09	3.67	3.53	4.05	3.77	3.80	3.78
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.85	3.98	4.49	3.88	3.86	3.96	4.11	-
KF3. % agreeing that their role makes a difference to patients / service users	94	89	94	95	100	97	91	92
KF32. Effective use of patient / service user feedback	3.52	3.51	3.73	3.17	3.42	4.10	-	-
Violence, harassment & bullying								
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	24	12	13	10	10	0	3	0
* KF23. % experiencing physical violence from staff in last 12 mths	3	0	0	0	0	0	3	0
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	45	28	39	28	23	3	16	14
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	25	6	11	26	23	17	23	24
KF27. % reporting most recent experience of harassment, bullying or abuse	39	-	-	31	-	-	67	-
Overall staff engagement	3.76	3.98	3.75	3.62	3.78	3.95	3.56	3.79
Number of respondents	50	18	18	43	23	30	39	21

Due to low numbers of respondents, no scores are shown for the following occupational groups: Occupational Therapy, Physiotherapy, Radiography, General Management, Maintenance / Ancillary, Public Health / Health Improvement, Commissioning Staff, Emergency Care Assistant and Ambulance Control Staff.

Table 6.2: Key Findings for different staff groups

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
Appraisals & support for development								
KF11. % appraised in last 12 mths	100	88	89	100	-	100	98	91
KF12. Quality of appraisals	3.22	3.06	2.82	2.95	-	2.84	2.98	3.19
KF13. Quality of non-mandatory training, learning or development	4.06	4.12	3.87	4.28	-	4.18	3.97	4.17
Equality & diversity								
* *KF20. % experiencing discrimination at work in last 12 mths*	13	21	7	21	45	5	11	22
KF21. % believing the organisation provides equal opportunities for career progression / promotion	-	83	77	83	-	88	91	75
Errors & incidents								
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	-	23	21	19	-	25	34	39
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	-	-	-	-	-	82	100
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.64	3.87	3.76	3.82	3.02	3.83	3.52	3.71
KF31. Staff confidence and security in reporting unsafe clinical practice	3.87	3.81	3.63	3.66	3.32	3.82	3.53	3.57
Health and wellbeing								
* *KF17. % feeling unwell due to work related stress in last 12 mths*	-	52	46	48	-	17	28	47
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	-	74	62	52	-	42	39	64
KF19. Org and mgmt interest in and action on health and wellbeing	-	3.30	3.65	3.65	-	3.96	3.50	3.56
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	73	62	52	48	27	59	36	57
* *KF16. % working extra hours*	-	62	60	95	-	75	88	81
Number of respondents	15	39	101	29	11	22	45	79

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.76	3.57	3.43	3.68	3.42	3.70	3.44	3.49
KF4. Staff motivation at work	3.95	4.01	3.64	3.89	3.55	3.97	4.05	4.13
KF7. % able to contribute towards improvements at work	93	64	71	89	36	95	64	75
KF8. Staff satisfaction with level of responsibility and involvement	3.97	3.89	3.81	3.97	3.51	4.27	3.92	3.98
KF9. Effective team working	3.83	3.56	3.65	4.00	3.24	4.08	3.66	3.91
KF14. Staff satisfaction with resourcing and support	3.12	3.51	3.30	3.40	3.02	3.31	3.27	3.25
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.51	3.47	3.40	3.61	2.56	3.42	3.48	3.43
KF6. % reporting good communication between senior management and staff	40	36	33	52	0	50	22	42
KF10. Support from immediate managers	3.89	3.74	3.77	4.04	2.71	3.91	3.57	3.93
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.80	4.22	3.95	3.91	-	3.98	3.90	3.95
KF3. % agreeing that their role makes a difference to patients / service users	100	90	89	100	-	100	96	92
KF32. Effective use of patient / service user feedback	-	3.63	3.59	3.75	-	4.14	3.18	3.55
Violence, harassment & bullying								
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	7	4	15	18	0	9	21
* KF23. % experiencing physical violence from staff in last 12 mths	0	3	3	0	9	0	0	3
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	-	83
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	8	29	15	41	27	0	29	39
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	13	24	17	45	14	27	23
KF27. % reporting most recent experience of harassment, bullying or abuse	-	64	37	54	-	-	35	39
Overall staff engagement	3.93	3.72	3.60	3.88	3.25	3.98	3.66	3.84
Number of respondents	15	39	101	29	11	22	45	79

Please note that the staff groups classification was provided by Sandwell And West Birmingham Hospitals NHS Trust

Table 6.3: Key Findings for different directorates

	Corporate	Imaging	Medicine & Emergency Care	Pathology	Primary Care, Community and Therapies	Surgical Services	Women's & Child Health
Appraisals & support for development							
KF11. % appraised in last 12 mths	87	87	78	95	98	97	95
KF12. Quality of appraisals	2.89	3.13	2.83	3.07	3.26	2.80	2.96
KF13. Quality of non-mandatory training, learning or development	3.78	-	4.10	4.15	4.16	4.14	4.08
Equality & diversity							
* *KF20. % experiencing discrimination at work in last 12 mths*	14	13	26	10	19	13	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	61	-	74	100	85	85	86
Errors & incidents							
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	33	-	55	8	24	42	14
KF29. % reporting errors, near misses or incidents witnessed in last mth	78	-	83	-	-	92	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.62	3.75	3.44	3.89	3.78	3.81	3.79
KF31. Staff confidence and security in reporting unsafe clinical practice	3.63	3.78	3.38	3.60	3.75	3.68	3.63
Health and wellbeing							
* *KF17. % feeling unwell due to work related stress in last 12 mths*	45	-	48	33	54	34	37
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	58	-	57	58	63	45	70
KF19. Org and mgmt interest in and action on health and wellbeing	3.51	-	3.35	3.92	3.46	3.63	3.73
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	58	40	48	63	43	53	57
* *KF16. % working extra hours*	59	-	83	75	86	74	78
Number of respondents	93	16	40	20	69	60	43

Please note that the directorates classification was provided by Sandwell And West Birmingham Hospitals NHS Trust

Table 6.3: Key Findings for different directorates (cont)

	Corporate	Imaging	Medicine & Emergency Care	Pathology	Primary Care, Community and Therapies	Surgical Services	Women's & Child Health
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.44	3.51	3.49	3.55	3.56	3.49	3.64
KF4. Staff motivation at work	3.69	3.82	3.90	4.18	3.99	4.01	3.91
KF7. % able to contribute towards improvements at work	73	69	50	90	75	82	74
KF8. Staff satisfaction with level of responsibility and involvement	3.77	4.12	3.78	4.22	3.98	4.00	3.89
KF9. Effective team working	3.63	3.85	3.61	3.90	3.80	3.84	3.82
KF14. Staff satisfaction with resourcing and support	3.20	3.54	2.96	3.61	3.29	3.48	3.32
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.28	3.40	3.33	3.52	3.49	3.50	3.59
KF6. % reporting good communication between senior management and staff	30	50	25	45	44	32	43
KF10. Support from immediate managers	3.64	3.83	3.67	3.92	3.86	3.80	3.95
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.74	4.29	3.83	3.93	4.05	4.11	3.96
KF3. % agreeing that their role makes a difference to patients / service users	86	94	95	95	94	98	93
KF32. Effective use of patient / service user feedback	3.63	-	3.54	-	3.71	3.55	3.39
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	8	0	21	0	19	8	5
* *KF23. % experiencing physical violence from staff in last 12 mths*	5	0	0	0	0	4	0
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	10	13	45	11	33	33	29
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	27	27	37	11	16	25	12
KF27. % reporting most recent experience of harassment, bullying or abuse	39	-	35	-	50	48	54
Overall staff engagement	3.63	3.72	3.55	3.98	3.77	3.80	3.80
Number of respondents	93	16	40	20	69	60	43

Please note that the directorates classification was provided by Sandwell And West Birmingham Hospitals NHS Trust

Table 6.4: Key Findings for different work groups

	Full time / part time[a]	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	90	91
KF12. Quality of appraisals	2.90	2.82
KF13. Quality of non-mandatory training, learning or development	3.98	4.03
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	17	12
KF21. % believing the organisation provides equal opportunities for career progression / promotion	74	86
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	33	18
KF29. % reporting errors, near misses or incidents witnessed in last mth	86	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.66	3.65
KF31. Staff confidence and security in reporting unsafe clinical practice	3.61	3.44
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	41	50
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	57	68
KF19. Org and mgmt interest in and action on health and wellbeing	3.51	3.67
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	48	56
* KF16. % working extra hours	74	68
Number of respondents	164	34

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[a] Full time is defined as staff contracted to work 30 hours or more a week

Table 6.4: Key Findings for different work groups (cont)

	Full time / part time[a]	
	Full time	Part time
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.49	3.49
KF4. Staff motivation at work	3.89	3.91
KF7. % able to contribute towards improvements at work	74	71
KF8. Staff satisfaction with level of responsibility and involvement	3.90	3.87
KF9. Effective team working	3.70	3.70
KF14. Staff satisfaction with resourcing and support	3.24	3.21
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.38	3.21
KF6. % reporting good communication between senior management and staff	37	30
KF10. Support from immediate managers	3.68	3.78
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.94	3.84
KF3. % agreeing that their role makes a difference to patients / service users	94	86
KF32. Effective use of patient / service user feedback	3.68	3.85
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	12	10
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	0
KF24. % reporting most recent experience of violence	84	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	28	15
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	25	15
KF27. % reporting most recent experience of harassment, bullying or abuse	36	-
Overall staff engagement	3.70	3.68
Number of respondents	164	34

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[a] Full time is defined as staff contracted to work 30 hours or more a week

7. Key Findings by demographic groups

Tables 7.1 and 7.2 show the Key Findings at Sandwell And West Birmingham Hospitals NHS Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- As in previous years, there are two types of Key Finding:

    - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions

    - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

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

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

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

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

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

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	91	90	86	95
KF12. Quality of appraisals	3.50	2.94	3.19	2.67
KF13. Quality of non-mandatory training, learning or development	4.04	3.95	4.08	4.00
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	19	16	8	14
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	83	85	69
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	24	30	31	33
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	92	-	79
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.87	3.77	3.67	3.50
KF31. Staff confidence and security in reporting unsafe clinical practice	3.89	3.80	3.56	3.40
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	32	42	26	57
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	50	65	51	57
KF19. Org and mgmt interest in and action on health and wellbeing	3.54	3.76	3.41	3.43
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	60	71	59	43
* KF16. % working extra hours	77	68	71	72
Number of respondents	36	51	50	57

Table 7.1: Key Findings for different age groups (cont)

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.80	3.66	3.35	3.46
KF4. Staff motivation at work	3.92	3.91	3.87	3.75
KF7. % able to contribute towards improvements at work	70	71	79	70
KF8. Staff satisfaction with level of responsibility and involvement	3.95	4.03	3.96	3.82
KF9. Effective team working	3.77	3.91	3.86	3.61
KF14. Staff satisfaction with resourcing and support	3.48	3.39	3.32	3.08
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.51	3.60	3.35	3.22
KF6. % reporting good communication between senior management and staff	50	32	36	35
KF10. Support from immediate managers	3.78	3.94	3.82	3.44
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.97	4.12	3.96	3.75
KF3. % agreeing that their role makes a difference to patients / service users	94	94	96	92
KF32. Effective use of patient / service user feedback	3.73	3.67	3.60	3.65
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	20	15	2	4
* *KF23. % experiencing physical violence from staff in last 12 mths*	7	0	0	2
KF24. % reporting most recent experience of violence	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	25	30	26	23
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	19	16	16	43
KF27. % reporting most recent experience of harassment, bullying or abuse	58	47	57	29
Overall staff engagement	3.76	3.81	3.66	3.63
Number of respondents	36	51	50	57

Table 7.2: Key Findings for other demographic groups

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development								
KF11. % appraised in last 12 mths	88	91	-	-	90	92	89	95
KF12. Quality of appraisals	2.77	3.13	-	-	2.69	3.03	2.99	3.22
KF13. Quality of non-mandatory training, learning or development	3.83	4.09	-	-	4.20	4.04	4.09	3.91
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	16	13	-	-	29	13	13	14
KF21. % believing the organisation provides equal opportunities for career progression / promotion	75	84	-	-	70	81	87	72
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	40	24	-	-	37	28	28	31
KF29. % reporting errors, near misses or incidents witnessed in last mth	80	88	-	-	-	92	81	93
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.49	3.76	-	-	3.50	3.74	3.69	3.67
KF31. Staff confidence and security in reporting unsafe clinical practice	3.48	3.72	-	-	3.54	3.65	3.62	3.75
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	35	43	-	-	61	39	45	33
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	47	62	-	-	79	54	55	59
KF19. Org and mgmt interest in and action on health and wellbeing	3.38	3.62	-	-	3.19	3.63	3.58	3.51
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	46	61	-	-	46	54	57	54
* KF16. % working extra hours	79	67	-	-	71	74	70	76
Number of respondents	49	141	0	5	49	281	134	59

Table 7.2: Key Findings for other demographic groups (cont)

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.40	3.62	-	-	3.37	3.54	3.53	3.64
KF4. Staff motivation at work	3.83	3.86	-	-	3.55	3.97	3.82	3.98
KF7. % able to contribute towards improvements at work	68	73	-	-	57	77	75	67
KF8. Staff satisfaction with level of responsibility and involvement	3.77	3.99	-	-	3.69	3.96	3.95	3.96
KF9. Effective team working	3.67	3.81	-	-	3.50	3.82	3.84	3.73
KF14. Staff satisfaction with resourcing and support	3.16	3.38	-	-	3.01	3.35	3.27	3.41
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.32	3.45	-	-	3.07	3.49	3.46	3.40
KF6. % reporting good communication between senior management and staff	27	41	-	-	22	39	36	41
KF10. Support from immediate managers	3.48	3.83	-	-	3.48	3.84	3.78	3.65
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.72	4.07	-	-	3.73	4.00	3.88	4.14
KF3. % agreeing that their role makes a difference to patients / service users	94	94	-	-	89	94	90	100
KF32. Effective use of patient / service user feedback	3.31	3.78	-	-	3.46	3.64	3.68	3.63
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	9	-	-	15	10	7	13
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	1	-	-	5	2	1	2
KF24. % reporting most recent experience of violence	-	75	-	-	-	85	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	23	27	-	-	31	25	24	32
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	33	21	-	-	35	20	25	22
KF27. % reporting most recent experience of harassment, bullying or abuse	33	50	-	-	41	45	42	53
Overall staff engagement	3.58	3.76	-	-	3.47	3.78	3.72	3.73
Number of respondents	49	141	0	5	49	281	134	59

8. Work and demographic profile of the survey respondents

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

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Occupational Therapy	8	3%
Physiotherapy	9	3%
Radiography	2	1%
Other qualified Allied Health Professionals	19	6%
Support to Allied Health Professionals	4	1%
Scientific and Technical / Healthcare Scientists		
Pharmacy	10	3%
Other qualified Scientific and Technical / Healthcare Scientists	19	6%
Support to Scientific and Technical / Healthcare Scientists	1	0%
Medical and Dental		
Medical / Dental - Consultant	25	8%
Medical / Dental - In Training	12	4%
Medical / Dental - Other	6	2%
Operational ambulance staff		
Emergency care assistant	1	0%
Ambulance control staff	1	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	50	16%
Registered Nurses - Children	3	1%
Midwives	7	2%
Health Visitors	4	1%
Registered Nurses - District / Community	3	1%
Other Registered Nurses	1	0%
Nursing auxiliary / Nursing assistant / Healthcare assistant	18	6%
Other groups		
Public Health / Health Improvement	1	0%
Commissioning managers / support staff	2	1%
Admin and Clerical	39	13%
Central Functions / Corporate Services	21	7%
Maintenance / Ancillary	9	3%
General Management	7	2%
Other	22	7%
Did not specify	37	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Full time / part time		
Full time	164	83%
Part time	34	17%
Did not specify	143	
Length of time in organisation		
Less than a year	23	8%
Between 1 to 2 years	38	14%
Between 3 to 5 years	44	16%
Between 6 to 10 years	42	15%
Between 11 to 15 years	30	11%
Over 15 years	100	36%
Did not specify	64	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	36	19%
Between 31 and 40	51	26%
Between 41 and 50	50	26%
51 and over	57	29%
Did not specify	147	
Gender		
Male	49	25%
Female	141	72%
Prefer not to say	5	3%
Did not specify	146	
Ethnic background		
White	134	69%
Black and minority ethnic	59	31%
Did not specify	148	
Disability		
Disabled	49	15%
Not disabled	281	85%
Did not specify	11	

Sums of percentages may add up to more than 100% due to rounding, and do not include 'did not specify' responses

Appendix 1

Key Findings for Sandwell And West Birmingham Hospitals NHS Trust benchmarked against other combined acute and community trusts

Technical notes:

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

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

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

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

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

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

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

- Please note that the data presented in table A1 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.

Table A1: Key Findings for Sandwell And West Birmingham Hospitals NHS Trust benchmarked against other combined acute and community trusts

	Your trust		National scores for combined acute and community trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	27	-	43	40	48	27	54
Appraisals & support for development							
KF11. % appraised in last 12 mths	91	[88, 94]	86	84	89	74	95
KF12. Quality of appraisals	2.97	[2.83, 3.12]	3.11	3.05	3.14	2.87	3.46
KF13. Quality of non-mandatory training, learning or development	4.10	[4.01, 4.19]	4.06	4.03	4.09	3.95	4.17
Equality & diversity							
* *KF20. % experiencing discrimination at work in last 12 mths*	15	[11, 19]	10	9	12	7	22
KF21. % believing the organisation provides equal opportunities for career progression / promotion	80	[75, 86]	85	82	88	71	93
Errors & incidents							
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	29	[23, 35]	29	28	30	22	35
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	[82, 97]	91	90	91	80	94
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.73	[3.66, 3.81]	3.73	3.70	3.76	3.50	3.93
KF31. Staff confidence and security in reporting unsafe clinical practice	3.66	[3.57, 3.75]	3.67	3.61	3.71	3.44	3.84
Health and wellbeing							
* *KF17. % feeling unwell due to work related stress in last 12 mths*	44	[37, 51]	38	36	40	30	45
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	60	[53, 67]	53	52	54	47	60
KF19. Org and mgmt interest in and action on health and wellbeing	3.56	[3.42, 3.70]	3.63	3.58	3.67	3.41	3.83
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	54	[48, 59]	51	50	52	41	61
* *KF16. % working extra hours*	73	[67, 79]	71	69	73	63	77

Table A1: Key Findings for Sandwell And West Birmingham Hospitals NHS Trust benchmarked against other combined acute and community trusts (cont)

	Your trust		National scores for combined acute and community trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	[3.42, 3.61]	3.75	3.64	3.79	3.38	4.18
KF4. Staff motivation at work	3.89	[3.80, 3.98]	3.91	3.88	3.93	3.80	4.01
KF7. % able to contribute towards improvements at work	74	[69, 80]	70	68	71	60	77
KF8. Staff satisfaction with level of responsibility and involvement	3.93	[3.85, 4.01]	3.89	3.88	3.93	3.81	4.05
KF9. Effective team working	3.80	[3.70, 3.89]	3.74	3.72	3.78	3.54	3.91
KF14. Staff satisfaction with resourcing and support	3.32	[3.23, 3.41]	3.27	3.25	3.34	3.13	3.48
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.44	[3.34, 3.54]	3.44	3.41	3.51	3.27	3.62
KF6. % reporting good communication between senior management and staff	37	[31, 42]	33	32	35	22	43
KF10. Support from immediate managers	3.81	[3.71, 3.92]	3.76	3.73	3.78	3.57	3.99
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.97	[3.88, 4.07]	3.90	3.86	3.96	3.73	4.16
KF3. % agreeing that their role makes a difference to patients / service users	93	[90, 96]	90	89	91	86	93
KF32. Effective use of patient / service user feedback	3.61	[3.47, 3.74]	3.69	3.64	3.73	3.43	3.93
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	[7, 15]	14	13	15	9	19
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	[0, 3]	2	2	2	1	4
KF24. % reporting most recent experience of violence	82	[68, 97]	67	65	70	59	82
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	27	[22, 32]	27	25	28	19	33
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	21	[17, 26]	24	23	25	20	32
KF27. % reporting most recent experience of harassment, bullying or abuse	46	[36, 56]	47	46	48	41	54

Appendix 2

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

Technical notes:

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

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

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

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

- In certain cases a dash (-) appears in Table A2.2. This is either because the Key Finding was not calculated in previous years, or there have been changes in how the Key Finding has been calculated this year.

To enable comparison between years, scores from 2016 and 2015 have been re-calculated and re-weighted using the 2017 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document *Making sense of your staff survey data*, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for Sandwell And West Birmingham Hospitals NHS Trust since 2016 survey

	Sandwell And West Birmingham Hospitals NHS Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Response rate	27	29	-2	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	91	91	0	No
KF12. Quality of appraisals	2.97	2.95	0.03	No
KF13. Quality of non-mandatory training, learning or development	4.10	4.07	0.03	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	15	10	5	Yes
KF21. % believing the organisation provides equal opportunities for career progression / promotion	80	86	-6	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	29	32	-2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	91	-2	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.73	3.74	0.00	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.66	3.71	-0.06	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	44	33	10	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	60	56	4	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.56	3.61	-0.06	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	54	46	8	No
* *KF16. % working extra hours*	73	77	-4	No

Table A2.1: Changes in the Key Findings for Sandwell And West Birmingham Hospitals NHS Trust since 2016 survey (cont)

	Sandwell And West Birmingham Hospitals NHS Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	3.60	-0.08	No
KF4. Staff motivation at work	3.89	3.88	0.01	No
KF7. % able to contribute towards improvements at work	74	66	9	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.93	3.87	0.06	No
KF9. Effective team working	3.80	3.75	0.04	No
KF14. Staff satisfaction with resourcing and support	3.32	3.25	0.06	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.44	3.37	0.07	No
KF6. % reporting good communication between senior management and staff	37	32	4	No
KF10. Support from immediate managers	3.81	3.71	0.10	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.97	3.92	0.05	No
KF3. % agreeing that their role makes a difference to patients / service users	93	89	4	No
KF32. Effective use of patient / service user feedback	3.61	3.61	0.00	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	11	-1	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1	1	No
KF24. % reporting most recent experience of violence	82	82	1	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	27	24	3	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	21	20	1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	46	54	-8	No

Table A2.2: Changes in the Key Findings for Sandwell And West Birmingham Hospitals NHS Trust since 2015 survey

	Sandwell And West Birmingham Hospitals NHS Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	27	19	8	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	91	89	2	No
KF12. Quality of appraisals	2.97	2.94	0.04	No
KF13. Quality of non-mandatory training, learning or development	4.10	4.11	-0.01	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	15	10	5	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	80	87	-7	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	29	29	0	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	92	-2	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.73	3.75	-0.01	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.66	3.67	-0.01	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	44	38	6	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	60	61	0	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.56	3.56	-0.01	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	54	48	6	No
* *KF16. % working extra hours*	73	69	4	No

Table A2.2: Changes in the Key Findings for Sandwell And West Birmingham Hospitals NHS Trust since 2015 survey (cont)

	Sandwell And West Birmingham Hospitals NHS Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.52	3.61	-0.09	No
KF4. Staff motivation at work	3.89	4.01	-0.12	No
KF7. % able to contribute towards improvements at work	74	68	6	No
KF8. Staff satisfaction with level of responsibility and involvement	3.93	3.90	0.03	No
KF9. Effective team working	3.80	3.84	-0.04	No
KF14. Staff satisfaction with resourcing and support	3.32	3.28	0.04	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.44	3.36	0.07	No
KF6. % reporting good communication between senior management and staff	37	36	1	No
KF10. Support from immediate managers	3.81	3.74	0.07	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.97	3.93	0.04	No
KF3. % agreeing that their role makes a difference to patients / service users	93	95	-2	No
KF32. Effective use of patient / service user feedback	3.61	3.65	-0.04	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	11	10	1	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	0	2	No
KF24. % reporting most recent experience of violence	82	89	-7	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	27	28	-1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	21	25	-4	No
KF27. % reporting most recent experience of harassment, bullying or abuse	46	47	-1	No

Appendix 3

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

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

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

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

Technical notes:

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

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

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

- More details about the calculation of Key Findings and the weighting of data can be found in the document ***Making sense of your staff survey data***, which can be downloaded from: www.nhsstaffsurveys.com

Table A3.1: Key Findings for Sandwell And West Birmingham Hospitals NHS Trust benchmarked against other combined acute and community trusts

	Question number(s)	Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	92	86	90
KF12. Quality of appraisals	Q20b-d	2.98	3.10	2.94
KF13. Quality of non-mandatory training, learning or development	Q18b-d	4.07	4.07	4.05
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	Q17a-b	15	10	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	79	85	86
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q11a-b	29	29	31
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	86	91	92
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.71	3.73	3.72
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.64	3.66	3.70
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	Q9c	43	37	34
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	Q9d-g	58	53	57
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.55	3.62	3.55
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	52	51	45
* *KF16. % working extra hours*	Q10b-c	73	70	77

Table A3.1: Key Findings for Sandwell And West Birmingham Hospitals NHS Trust benchmarked against other combined acute and community trusts (cont)

	Question number(s)	Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.52	3.75	3.57
KF4. Staff motivation at work	Q2a-c	3.89	3.90	3.87
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	73	70	64
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.91	3.89	3.87
KF9. Effective team working	Q4h-j	3.75	3.73	3.75
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.30	3.28	3.25
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.42	3.44	3.35
KF6. % reporting good communication between senior management and staff	Q8a-d	36	33	32
KF10. Support from immediate managers	Q5b, 7a-e	3.78	3.77	3.68
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.97	3.91	3.93
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	93	90	90
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.62	3.69	3.58
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	10	14	11
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	2	1
KF24. % reporting most recent experience of violence	Q14d	81	68	81
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	26	27	23
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	23	24	21
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	44	47	54

Table A3.2: Survey questions benchmarked against other combined acute and community trusts

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
Contact with patients				
Q1	% saying they have face-to-face contact with patients / service users as part of their job	81	83	83
Staff motivation at work				
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	57	57	58
Q2b	"I am enthusiastic about my job"	72	73	70
Q2c	"Time passes quickly when I am working"	80	77	76
Job design				
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	87	87	88
Q3b	"I am trusted to do my job"	91	92	90
Q3c	"I am able to do my job to a standard I am personally pleased with"	78	79	78
Opportunities to develop potential at work				
	% agreeing / strongly agreeing with the following statements:			
Q4a	"There are frequent opportunities for me to show initiative in my role"	75	73	68
Q4b	"I am able to make suggestions to improve the work of my team / department"	75	75	71
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	53	52	48
Q4d	"I am able to make improvements happen in my area of work"	60	56	52
Q4e	"I am able to meet all the conflicting demands on my time at work"	45	45	41
Q4f	"I have adequate materials, supplies and equipment to do my work"	53	52	52
Q4g	"There are enough staff at this organisation for me to do my job properly"	33	30	27
Q4h	"The team I work in has a set of shared objectives"	74	73	71
Q4i	"The team I work in often meets to discuss the team's effectiveness"	64	61	61
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	79	78	75
Staff job satisfaction				
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	52	52	48
Q5b	"The support I get from my immediate manager"	70	68	62
Q5c	"The support I get from my work colleagues"	77	81	80
Q5d	"The amount of responsibility I am given"	75	74	70
Q5e	"The opportunities I have to use my skills"	72	71	69
Q5f	"The extent to which my organisation values my work"	40	43	38
Q5g	"My level of pay"	42	33	36
Q5h	"The opportunities for flexible working patterns"	52	51	45

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
	Contribution to patient care			
	% agreeing / strongly agreeing with the following statements:			
Q6a	"I am satisfied with the quality of care I give to patients / service users"	85	81	82
Q6b	"I feel that my role makes a difference to patients / service users"	93	90	90
Q6c	"I am able to deliver the patient care I aspire to"	70	67	69
	Your managers			
	% agreeing / strongly agreeing with the following statements:			
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	76	74	70
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	73	71	67
Q7c	"My immediate manager gives me clear feedback on my work"	64	61	61
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	60	55	54
Q7e	"My immediate manager is supportive in a personal crisis"	74	75	73
Q7f	"My immediate manager takes a positive interest in my health and well-being"	69	68	63
Q7g	"My immediate manager values my work"	72	72	67
Q8a	"I know who the senior managers are here"	84	83	83
Q8b	"Communication between senior management and staff is effective"	44	41	38
Q8c	"Senior managers here try to involve staff in important decisions"	36	33	33
Q8d	"Senior managers act on staff feedback"	34	32	28
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	31	32	32
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	30	25	29
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	43	37	34
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	61	57	60
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	36	25	37
Q9f	...had felt pressure from their colleagues to come to work	16	20	23
Q9g	...had put themselves under pressure to come to work	91	92	91
	Working hours			
Q10a	% working part time (up to 29 hours a week)	17	21	19
Q10b	% working additional PAID hours	32	32	35
Q10c	% working additional UNPAID hours	63	57	64
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	17	16	16

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	25	24	28
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	98	95	95
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
	% agreeing / strongly agreeing with the following statements:			
Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	55	55	50
Q12b	"My organisation encourages us to report errors, near misses or incidents"	88	88	88
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	68	69	68
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	56	57	59
Raising concerns about unsafe clinical practice				
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	96	95	95
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	70	70	71
Q13c	"I am confident that the organisation would address my concern"	54	58	56
Experiencing and reporting physical violence at work				
	% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...			
Q14a	Never	90	86	89
Q14a	1 to 2 times	6	9	8
Q14a	3 to 5 times	2	3	2
Q14a	6 to 10 times	0	1	1
Q14a	More than 10 times	2	1	0
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	99	99	100
Q14b	1 to 2 times	1	0	0
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
	% experiencing physical violence at work from other colleagues in last 12 months...			
Q14c	Never	99	98	99
Q14c	1 to 2 times	1	1	1
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	0	0
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	81	68	81

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
	Experiencing and reporting harassment, bullying and abuse at work			
	% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...			
Q15a	Never	74	73	77
Q15a	1 to 2 times	16	16	14
Q15a	3 to 5 times	5	6	6
Q15a	6 to 10 times	1	2	2
Q15a	More than 10 times	4	3	1
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	87	88	87
Q15b	1 to 2 times	9	8	9
Q15b	3 to 5 times	1	2	2
Q15b	6 to 10 times	2	1	1
Q15b	More than 10 times	1	1	1
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	84	82	86
Q15c	1 to 2 times	12	13	10
Q15c	3 to 5 times	3	3	3
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	0	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	45	47	54
	Equal opportunities			
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	79	85	86
	Discrimination			
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	10	5	6
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	8	7	5
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	49	33	56
Q17c	Gender	24	20	13
Q17c	Religion	8	6	6
Q17c	Sexual orientation	2	4	6
Q17c	Disability	6	9	6
Q17c	Age	14	20	19
Q17c	Other reason(s)	27	36	28
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	75	72	71

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
	% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:			
Q18b	"It has helped me to do my job more effectively"	86	84	83
Q18c	"It has helped me stay up-to-date with professional requirements"	91	88	88
Q18d	"It has helped me to deliver a better patient / service user experience"	84	83	79
Q19	% who had received mandatory training in the last 12 months	97	97	97
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	92	86	90
	If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:			
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	17	21	19
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	34	34	32
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	22	30	23
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	24	32	17
Q20f	% saying their appraisal or development review had identified training, learning or development needs	68	66	65
	If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:			
Q20g	% saying their manager definitely supported them to receive training, learning or development	54	51	50
	Your organisation			
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	67	75	71
Q21b	"My organisation acts on concerns raised by patients / service users"	65	73	70
Q21c	"I would recommend my organisation as a place to work"	49	59	49
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	58	69	59
	Patient / service user experience measures			
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	80	90	85
	If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:			
Q22b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	65	61	59
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	62	56	54
	BACKGROUND DETAILS			
	Gender			
Q23a	Male	25	19	22
Q23a	Female	72	79	78
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	3	2	0

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
	Age group			
Q23b	Between 16 and 30	19	15	21
Q23b	Between 31 and 40	26	21	22
Q23b	Between 41 and 50	26	28	32
Q23b	51 and over	29	36	25
	Ethnic background			
Q24	White	69	91	67
Q24	Mixed	2	1	4
Q24	Asian / Asian British	19	5	18
Q24	Black / Black British	4	2	8
Q24	Chinese	3	0	0
Q24	Other	3	1	4
	Sexuality			
Q25	Heterosexual (straight)	86	91	90
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	1	1	1
Q25	Bisexual	1	1	0
Q25	Other	0	0	0
Q25	Preferred not to say	11	6	8
	Religion			
Q26	No religion	27	32	26
Q26	Christian	47	55	50
Q26	Buddhist	0	0	1
Q26	Hindu	3	1	6
Q26	Jewish	0	0	0
Q26	Muslim	6	2	5
Q26	Sikh	4	0	4
Q26	Other	2	1	1
Q26	Preferred not to say	9	5	7
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	15	18	14
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	61	73	69
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	8	8	10
Q28	1 to 2 years	14	13	10
Q28	3 to 5 years	16	17	13
Q28	6 to 10 years	15	18	19
Q28	11 to 15 years	11	14	18
Q28	More than 15 years	36	29	29

		Your Trust in 2017	Average (median) for combined acute and community trusts	Your Trust in 2016
	Occupational group			
Q29	Registered Nurses and Midwives	22	29	24
Q29	Nursing or Healthcare Assistants	6	8	7
Q29	Medical and Dental	14	8	11
Q29	Allied Health Professionals	14	15	17
Q29	Scientific and Technical / Healthcare Scientists	10	7	8
Q29	Social Care staff	0	0	1
Q29	Emergency Care Practitioner	0	0	0
Q29	Paramedic	0	0	0
Q29	Emergency Care Assistant	0	0	0
Q29	Ambulance Technician	0	0	0
Q29	Ambulance Control Staff	0	0	0
Q29	Patient Transport Service	0	0	0
Q29	Public Health / Health Improvement	0	0	1
Q29	Commissioning staff	1	0	0
Q29	Admin and Clerical	13	17	13
Q29	Central Functions / Corporate Services	7	6	4
Q29	Maintenance / Ancillary	3	3	5
Q29	General Management	2	2	3
Q29	Other	7	3	7
	Team working			
Q30a	% working in a team	96	96	96
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	25	21	21
Q30b	6-9	20	21	24
Q30b	10-15	19	19	20
Q30b	More than 15	36	39	35

Appendix 4

Other NHS staff survey 2017 documentation

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

1) A separate summary report of the main 2017 survey results for Sandwell And West Birmingham Hospitals NHS Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.

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

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

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