NHS

2016 National NHS staff survey

Results from University Hospitals Birmingham NHS Foundation Trust

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1. Introduction to this report

This report presents the findings of the 2016 national NHS staff survey conducted in University Hospitals Birmingham NHS Foundation 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 2016	Average (median) for acute trusts	Your Trust in 2015
Q21a	"Care of patients / service users is my organisation's top priority"	82%	76%	84%
Q21b	"My organisation acts on concerns raised by patients / service users"	78%	74%	80%
Q21c	"I would recommend my organisation as a place to work"	70%	62%	74%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	81%	70%	82%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.97	3.77	4.01

2. Overall indicator of staff engagement for University Hospitals Birmingham NHS Foundation Trust

The figure below shows how University Hospitals Birmingham NHS Foundation Trust compares with other acute 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 3.90 was in the highest (best) 20% when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

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

Trust score 2016	3.90
Trust score 2015	3.91
National 2016 average for acute trusts	3.81

1   2   3   4   5

Poorly engaged staff   *Highly engaged staff*
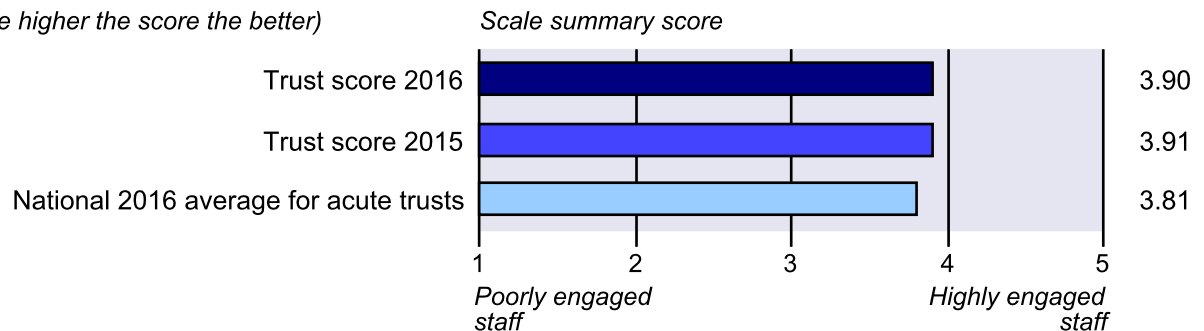
This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to 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 University Hospitals Birmingham NHS Foundation Trust compares with other acute trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2015 survey.

	Change since 2015 survey	Ranking, compared with all acute trusts
OVERALL STAFF ENGAGEMENT	• No change	✓ Highest (best) 20%
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	✓ Highest (best) 20%
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.)*	• No change	✓ 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 2016 Key Findings for University Hospitals Birmingham NHS Foundation Trust

3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which University Hospitals Birmingham NHS Foundation Trust compares most favourably with other acute trusts in England.

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

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

(the higher the score the better)   Scale summary score

Trust score 2016	4.08
National 2016 average for acute trusts	3.96

1 2 3 4 5
Unsatisfactory delivery of work / care   *Highly satisfactory delivery of work / care*

✓ **KF14. Staff satisfaction with resourcing and support**

(the higher the score the better)   Scale summary score

Trust score 2016	3.48
National 2016 average for acute trusts	3.33

1 2 3 4 5
Unsatisfactory resourcing / support   *Highly satisfactory resourcing / support*

✓ **KF28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month**

(the lower the score the better)   Percentage score

Trust score 2016	26%
National 2016 average for acute trusts	31%

0 25 50 75 100

✓ **KF15. Percentage of staff satisfied with the opportunities for flexible working patterns**

(the higher the score the better)   Percentage score

Trust score 2016	54%
National 2016 average for acute trusts	51%

0 25 50 75 100

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

(the higher the score the better)   Scale summary score

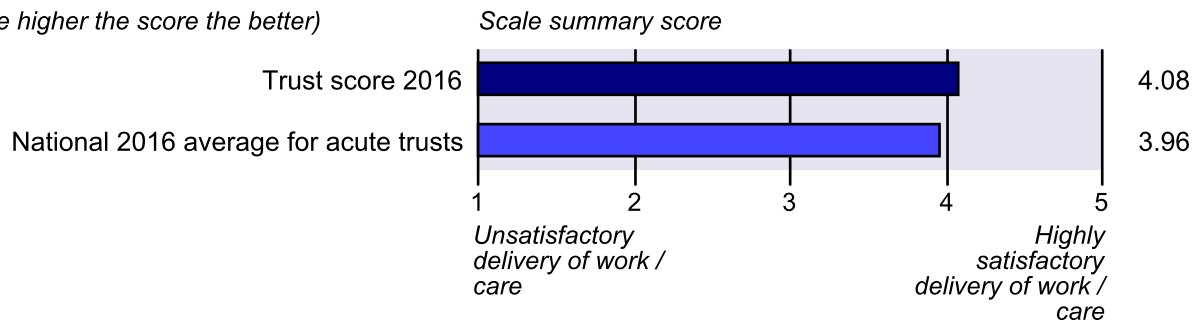|	
Trust score 2016	3.97
National 2016 average for acute trusts	3.76

1 2 3 4 5
Unlikely to recommend   *Likely to recommend*

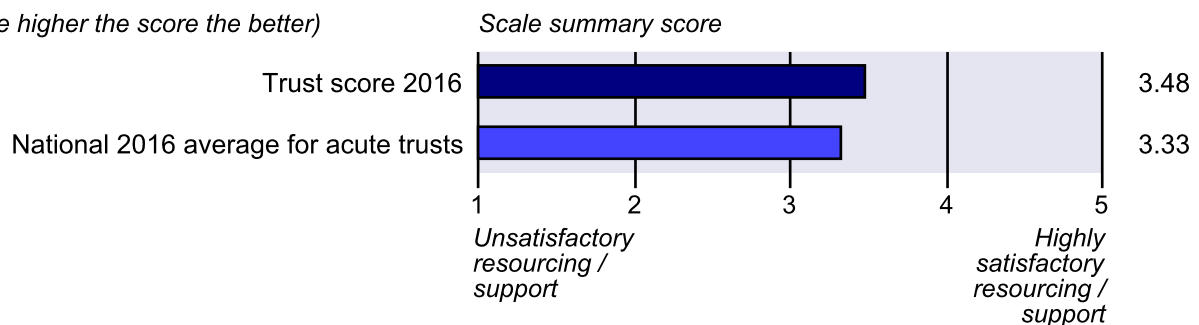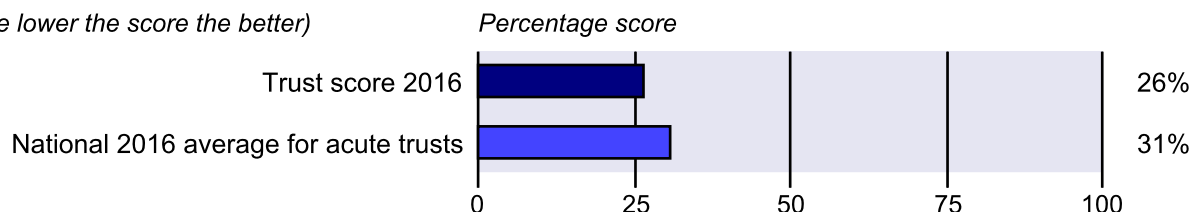This page highlights the five Key Findings for which University Hospitals Birmingham NHS Foundation Trust compares least favourably with other acute trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

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

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

Trust score 2016	62%
National 2016 average for acute trusts	67%

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 2016	13%
National 2016 average for acute trusts	11%

0   25   50   75   100

! KF23. Percentage of staff experiencing physical violence from staff in last 12 months

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

Trust score 2016	2%
National 2016 average for acute trusts	2%

0   25   50   75   100

! KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion
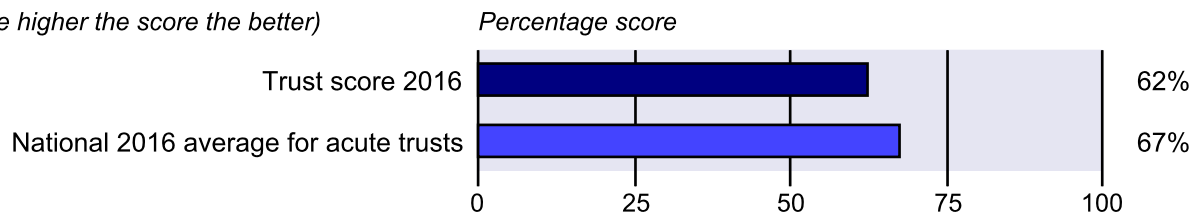
(the higher the score the better)   *Percentage score*

Trust score 2016	86%
National 2016 average for acute trusts	87%

0   25   50   75   100

! KF19. Organisation and management interest in and action on health and wellbeing

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

Trust score 2016	3.60
National 2016 average for acute trusts	3.61

1   2   3   4   5
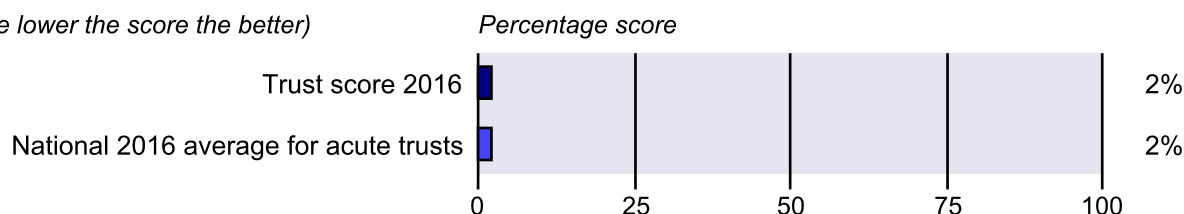
Low interest in health   *High interest in health*
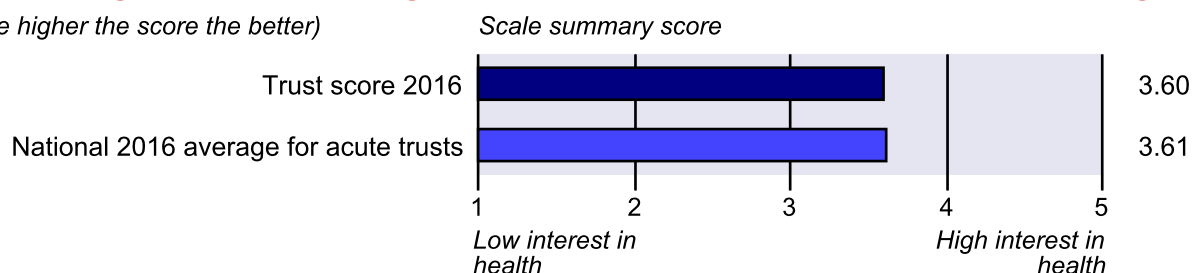
For each of the 32 Key Findings, the acute trusts in England were placed in order from 1 (the top ranking score) to 98 (the bottom ranking score). University Hospitals Birmingham NHS Foundation Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 98. Further details about this can be found in the document **Making sense of your staff survey data**.

3.2 Largest Local Changes since the 2015 Survey

This page highlights the Key Finding that has improved at University Hospitals Birmingham NHS Foundation Trust since the 2015 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

✓ 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 2016	52%
Trust score 2015	60%

0   25   50   75   100
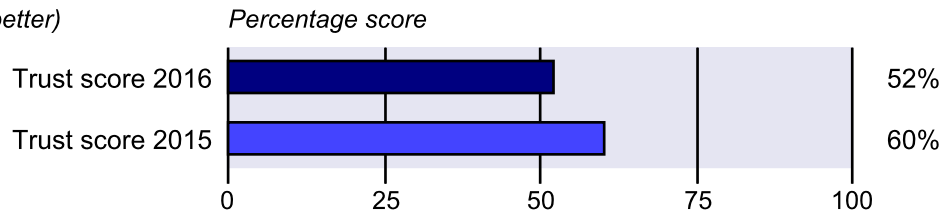
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2015-2016 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*.

3.2. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 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 2015 survey

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

3.2. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust
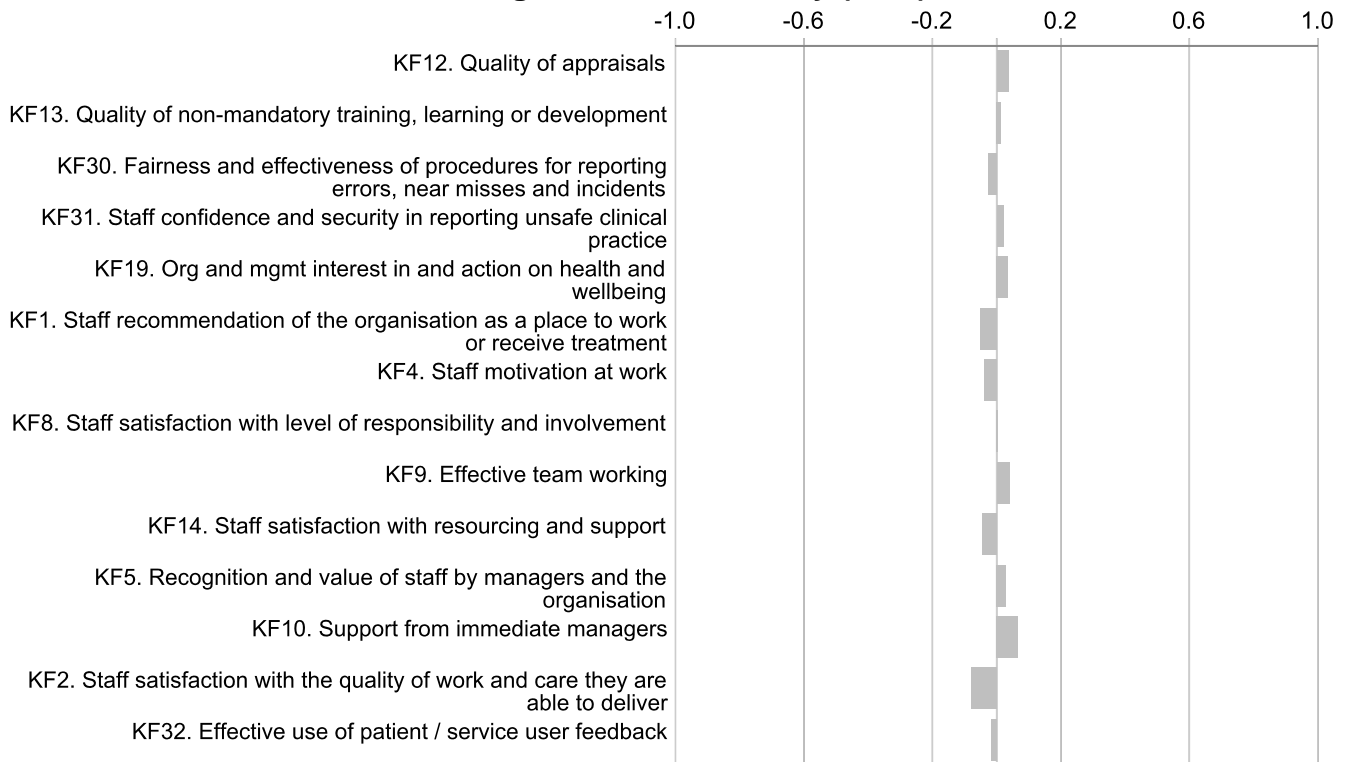
KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2015 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 2015 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						

3.2. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

KEY

Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts

Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

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 acute trusts in 2016

3.2. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

KEY

Green = Positive finding, e.g. better than average. If a ✓ is shown the score is in the best 20% of acute trusts
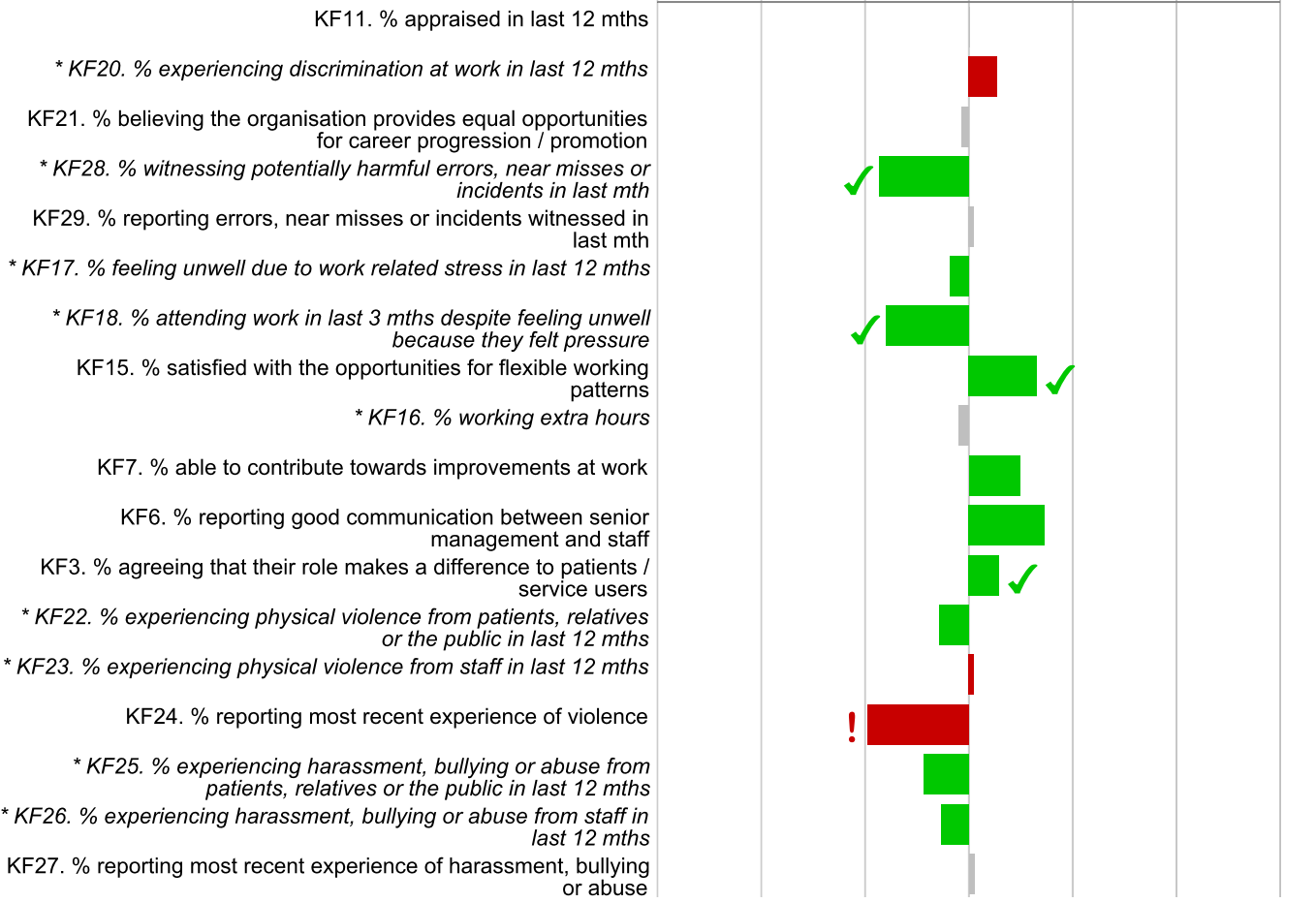
Red = Negative finding, i.e. worse than average. If a ! is shown the score is in the worst 20% of acute trusts.

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 acute trusts in 2016 (cont)

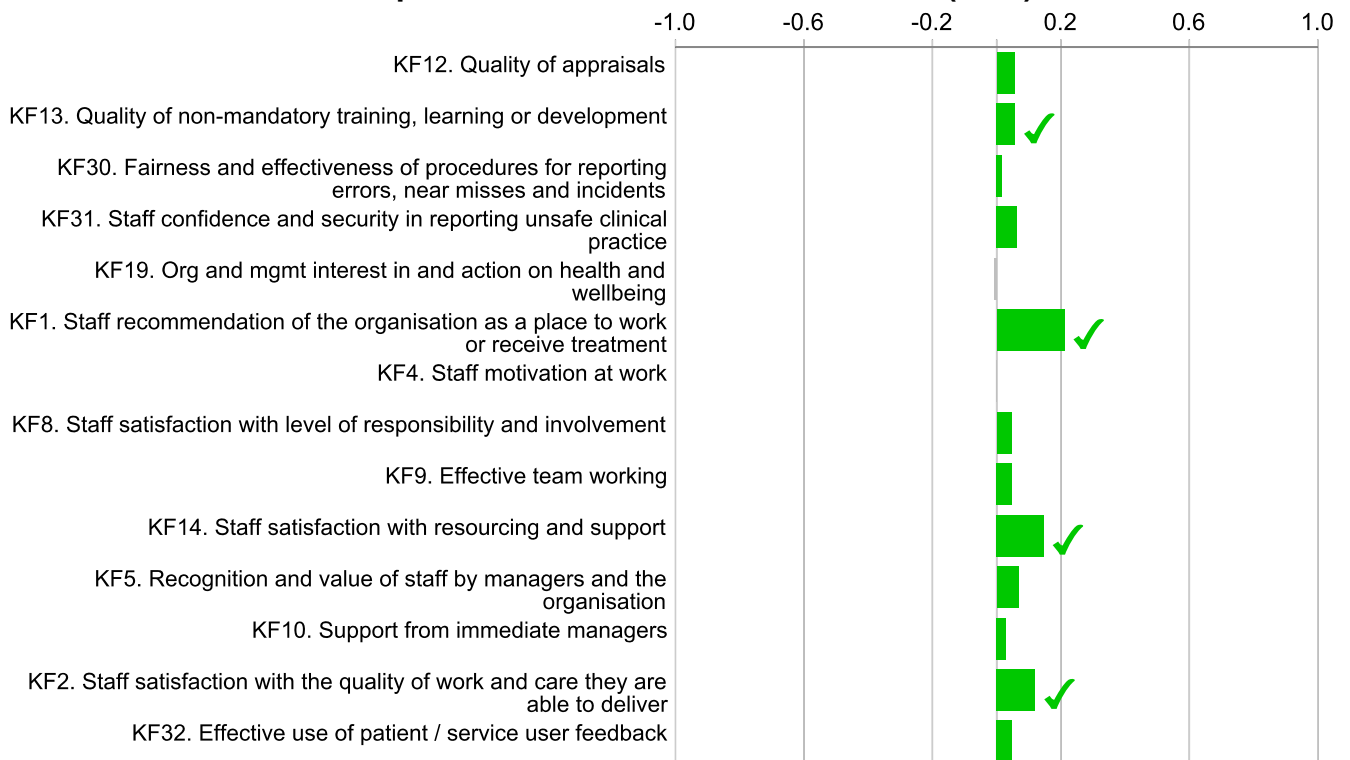### 3.3. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust

> KEY
>
> ✓ Green = Positive finding, e.g. in the best 20% of acute trusts, better than average, better than 2015.
>
> ! Red = Negative finding, e.g. in the worst 20% of acute trusts, worse than average, worse than 2015.
>
> 'Change since 2015 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2015 survey.
>
> -- No comparison to the 2015 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 2015 survey	Ranking, compared with all acute trusts in 2016
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	• Average
KF12. Quality of appraisals	• No change	✓ Above (better than) average
KF13. Quality of non-mandatory training, learning or development	• No change	✓ Highest (best) 20%
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	• No change	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	• Average
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	• No change	✓ Lowest (best) 20%
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	✓ Above (better than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	✓ Above (better than) average
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	• No change	✓ Below (better than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	✓ Decrease (better than 15)	✓ Lowest (best) 20%
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	• Average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	✓ Highest (best) 20%
* *KF16. % working extra hours*	• No change	• Average

3.3. Summary of all Key Findings for University Hospitals Birmingham NHS Foundation Trust (cont)

	Change since 2015 survey	Ranking, compared with all acute trusts in 2016
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	✓ Highest (best) 20%
KF4. Staff motivation at work	• No change	• Average
KF7. % able to contribute towards improvements at work	• No change	✓ 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	✓ Highest (best) 20%
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	✓ Above (better than) 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	✓ Highest (best) 20%
KF3. % agreeing that their role makes a difference to patients / service users	• No change	✓ Highest (best) 20%
KF32. Effective use of patient / service user feedback	• No change	✓ Above (better 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	! Above (worse than) average
KF24. % reporting most recent experience of violence	• No change	! Lowest (worst) 20%
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	• No change	✓ Below (better than) 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 University Hospitals Birmingham NHS Foundation Trust

University Hospitals Birmingham NHS Foundation Trust had 3553 staff take part in this survey. This is a response rate of 41%[1] which is below average for acute trusts in England, and compares with a response rate of 50% in this trust in the 2015 survey.
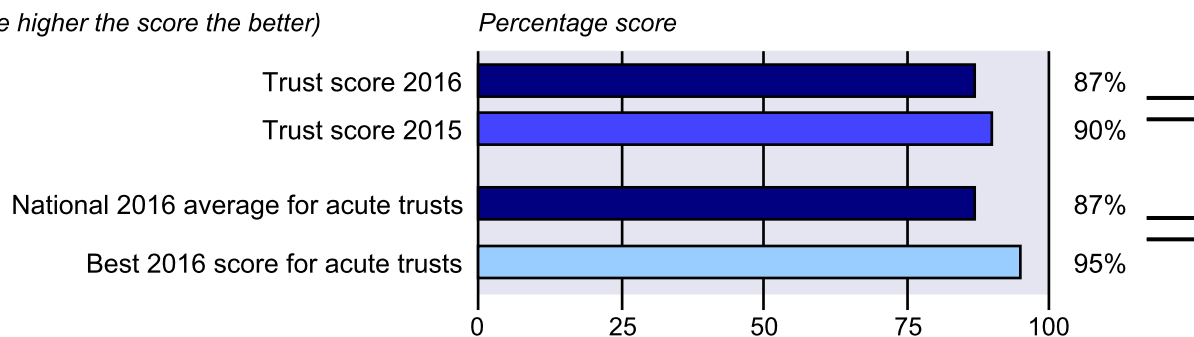
This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other acute trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, 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 in the best 20% of trusts, or where the score has improved since 2015). Negative findings are highlighted with a red arrow (e.g. where the trust's score is in the worst 20% of trusts, or where the score is not as good as 2015). 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*

	Percentage score	
Trust score 2016	87%	=
Trust score 2015	90%	
National 2016 average for acute trusts	87%	=
Best 2016 score for acute trusts	95%	

Scale: 0, 25, 50, 75, 100

KEY FINDING 12. Quality of appraisals

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

	Scale summary score	
Trust score 2016	3.16	=
Trust score 2015	3.13	
National 2016 average for acute trusts	3.11	▲
Best 2016 score for acute trusts	3.49	

Scale: 1, 2, 3, 4, 5

Low-quality appraisals   *High-quality appraisals*

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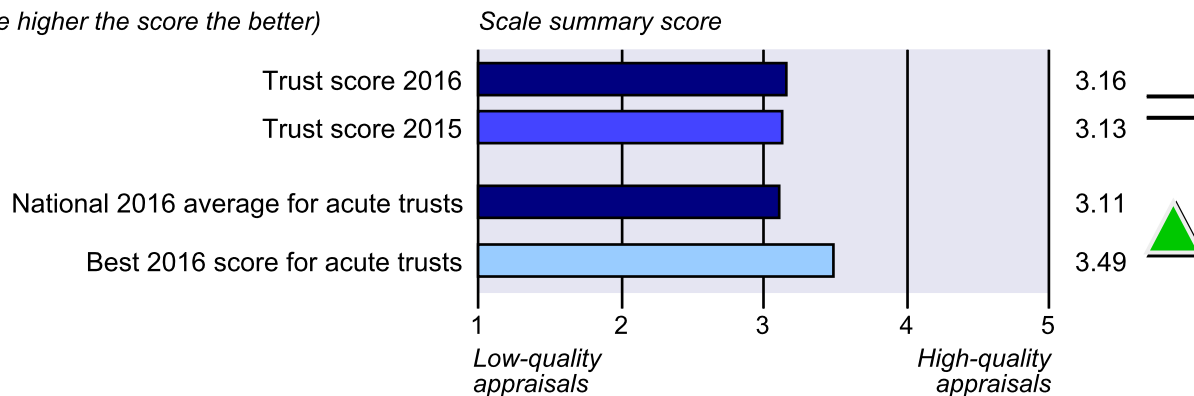
[1]Questionnaires were sent to all 8713 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response 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*

	Score
Trust score 2016	4.11
Trust score 2015	4.10
National 2016 average for acute trusts	4.05
Best 2016 score for acute 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*

	Score
Trust score 2016	13%
Trust score 2015	12%
National 2016 average for acute trusts	11%
Best 2016 score for acute trusts	5%
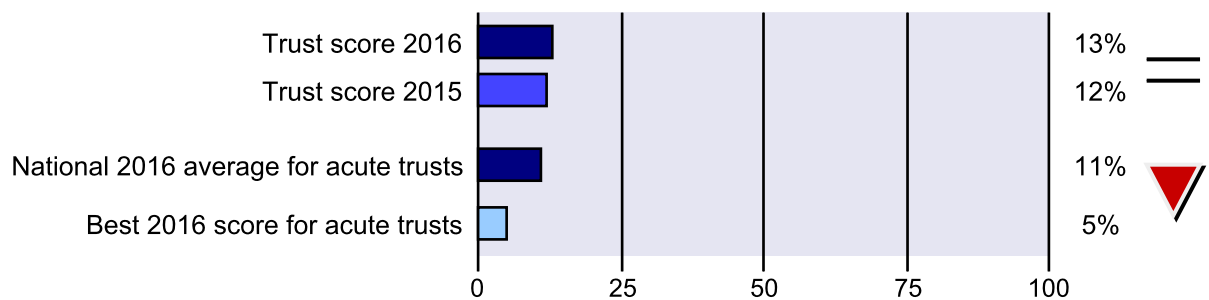
KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

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

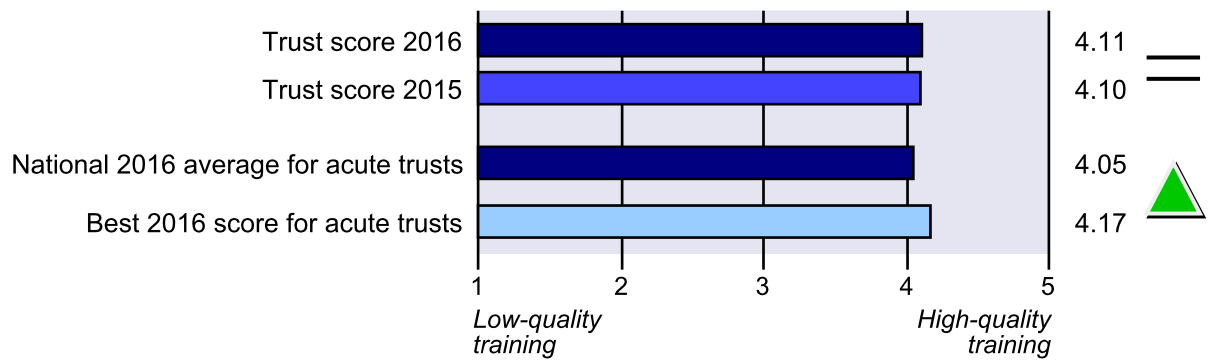|	Score
Trust score 2016	86%
Trust score 2015	88%
National 2016 average for acute trusts	87%
Best 2016 score for acute trusts	95%
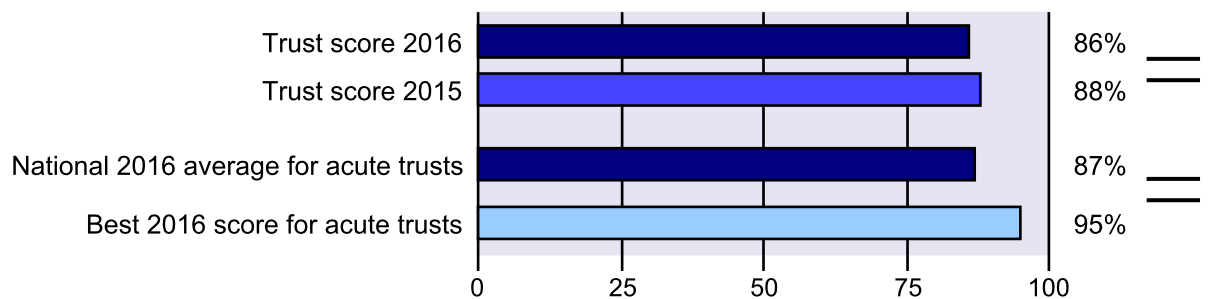
Errors & incidents

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*

	Score
Trust score 2016	26%
Trust score 2015	30%
National 2016 average for acute trusts	31%
Best 2016 score for acute trusts	22%

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

Trust score 2016	91%
Trust score 2015	92%
National 2016 average for acute trusts	90%
Best 2016 score for acute trusts	95%

0   25   50   75   100
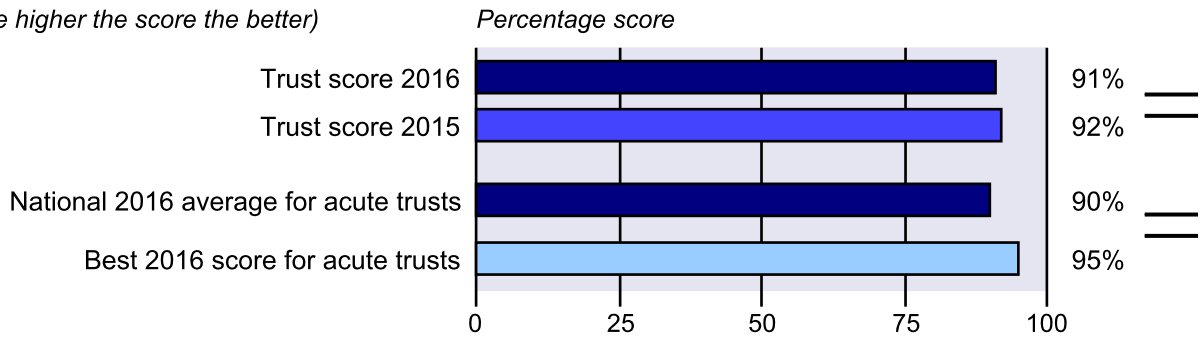
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)   Scale summary score

Trust score 2016	3.73
Trust score 2015	3.76
National 2016 average for acute trusts	3.72
Best 2016 score for acute trusts	3.89

1   2   3   4   5

Ineffective / unfair procedures   *Effective / fair procedures*
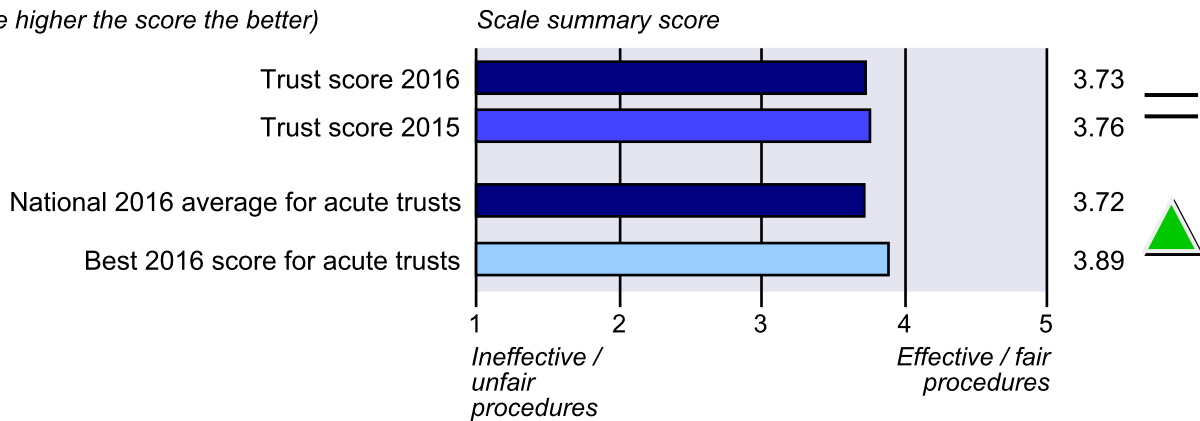
KEY FINDING 31. Staff confidence and security in reporting unsafe clinical practice

(the higher the score the better)   Scale summary score

Trust score 2016	3.71
Trust score 2015	3.69
National 2016 average for acute trusts	3.65
Best 2016 score for acute trusts	3.88

1   2   3   4   5

Not confident / secure   *Confident / secure*
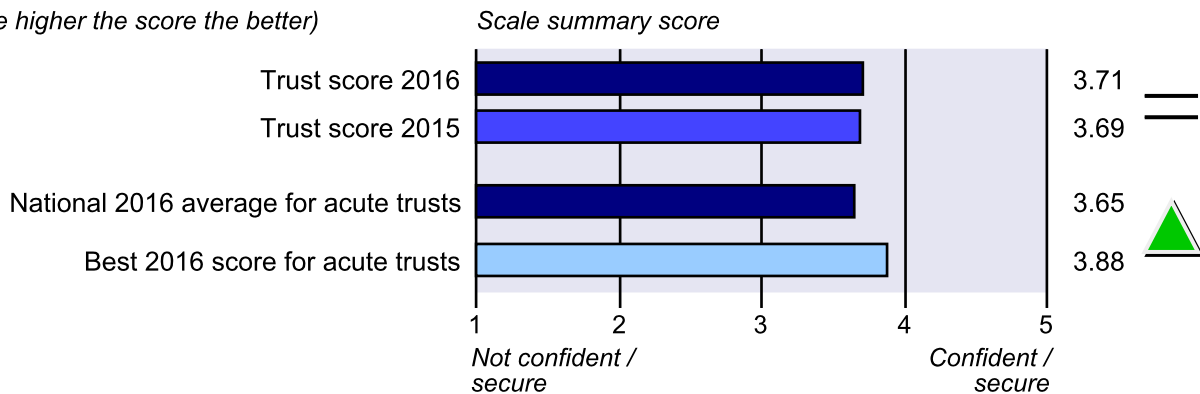
Health and wellbeing

KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months
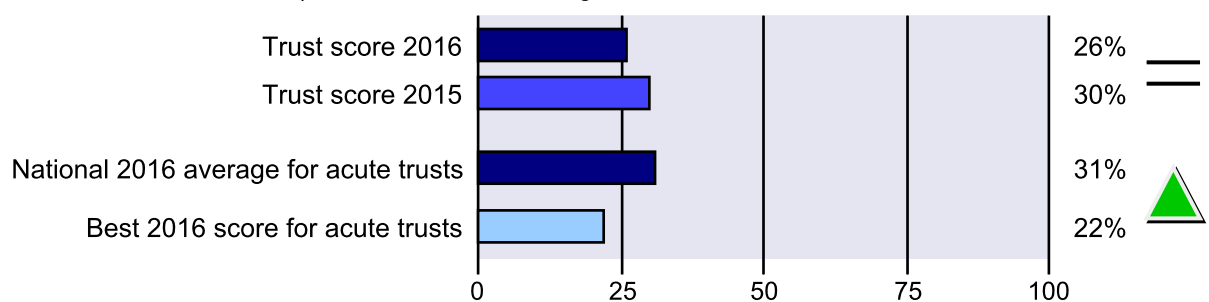
(the lower the score the better)   Percentage score

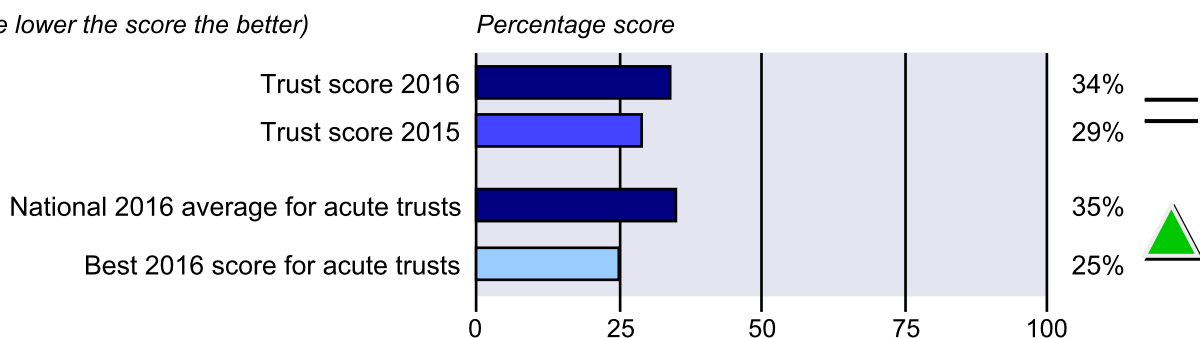|	
Trust score 2016	34%
Trust score 2015	29%
National 2016 average for acute trusts	35%
Best 2016 score for acute trusts	25%

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 2016	52% ▲
Trust score 2015	60%
National 2016 average for acute trusts	56% ▲
Best 2016 score for acute trusts	47%

0   25   50   75   100
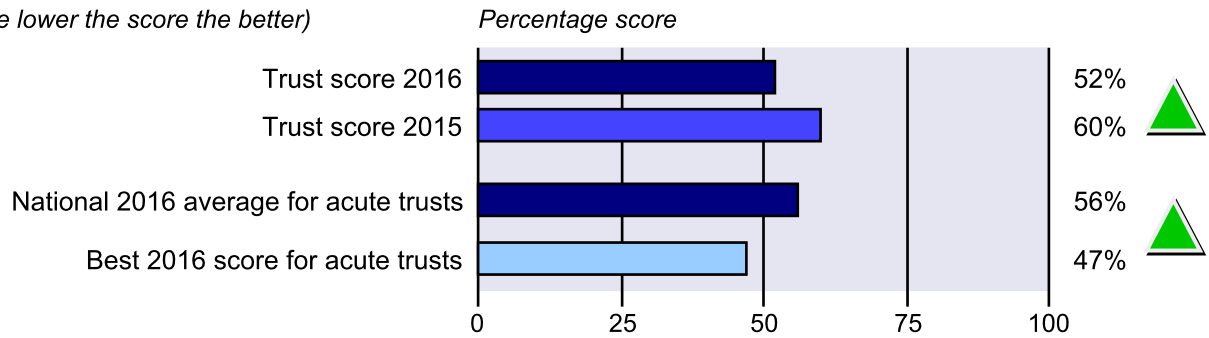
KEY FINDING 19. Organisation and management interest in and action on health and wellbeing

(the higher the score the better)   Scale summary score

Trust score 2016	3.60
Trust score 2015	3.56
National 2016 average for acute trusts	3.61
Best 2016 score for acute trusts	3.93

1   2   3   4   5

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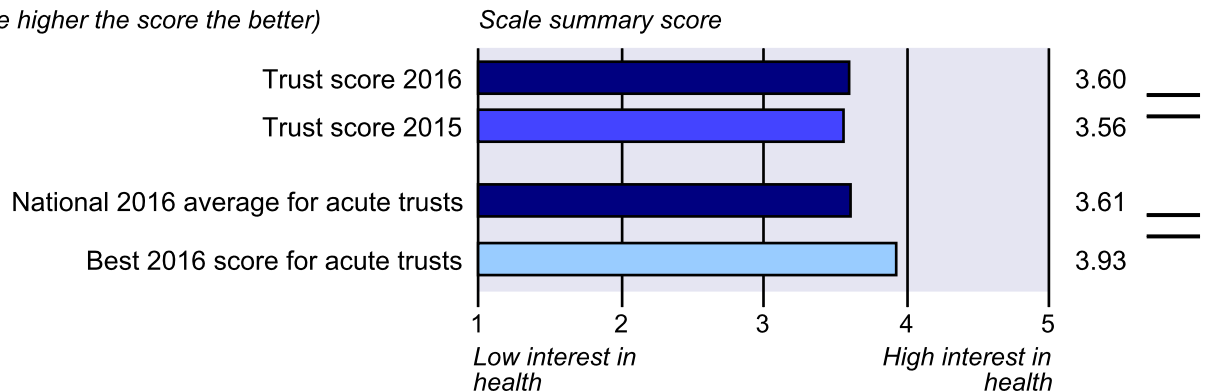
Working patterns

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

(the higher the score the better)   Percentage score

Trust score 2016	54%
Trust score 2015	54%
National 2016 average for acute trusts	51% ▲
Best 2016 score for acute trusts	58%

0   25   50   75   100
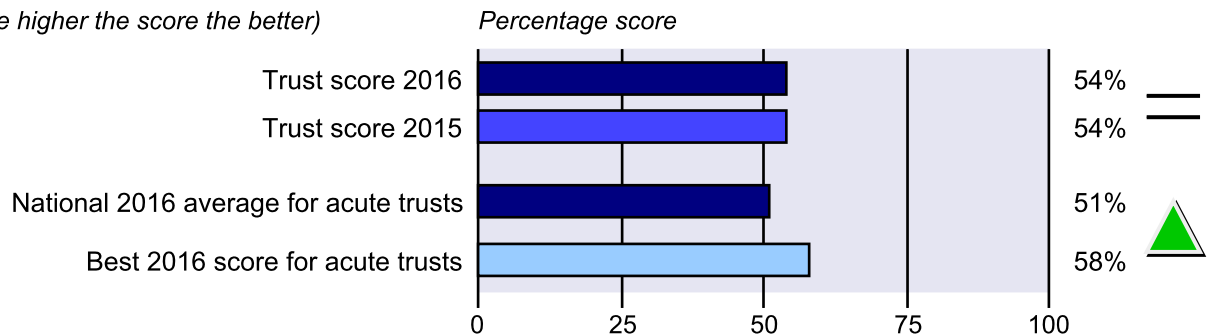
KEY FINDING 16. Percentage of staff working extra hours

(the lower the score the better)   Percentage score

Trust score 2016	71%
Trust score 2015	67%
National 2016 average for acute trusts	72%
Best 2016 score for acute trusts	61%

0   25   50   75   100
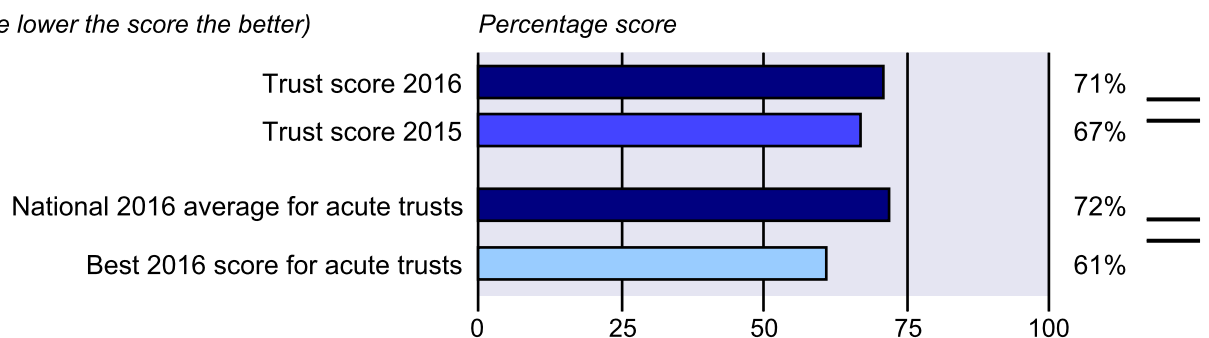
Job satisfaction

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 2016	3.97
Trust score 2015	4.02
National 2016 average for acute trusts	3.76
Best 2016 score for acute trusts	4.10

1   2   3   4   5

Unlikely to recommend   *Likely to recommend*
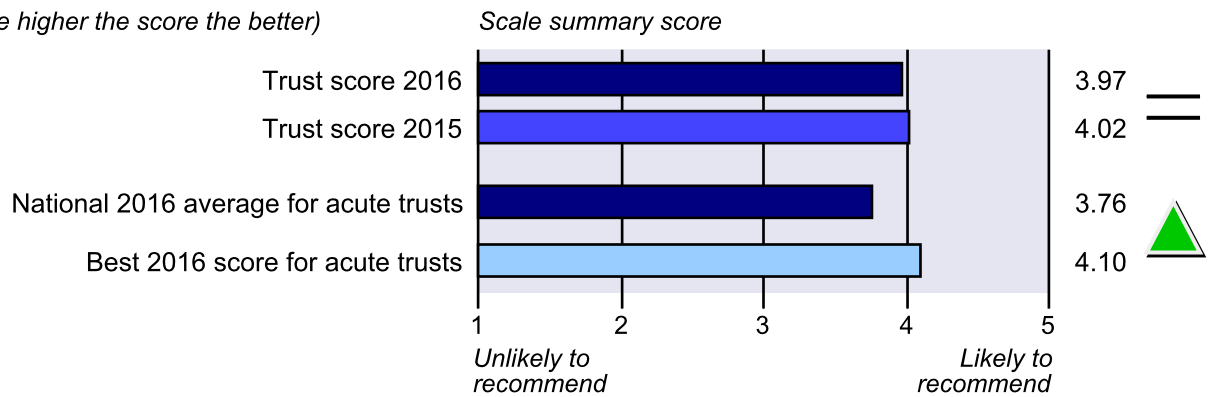
KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2016	3.95
Trust score 2015	3.98
National 2016 average for acute trusts	3.94
Best 2016 score for acute trusts	4.07

1   2   3   4   5

Not enthusiastic / absorbed   *Enthusiastic / absorbed*
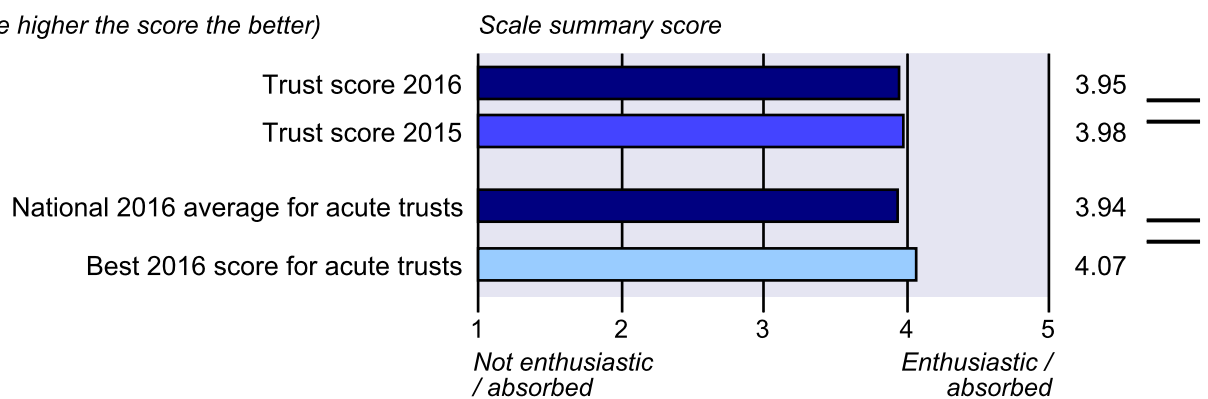
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)   Percentage score

Trust score 2016	73%
Trust score 2015	71%
National 2016 average for acute trusts	70%
Best 2016 score for acute trusts	77%

0   25   50   75   100
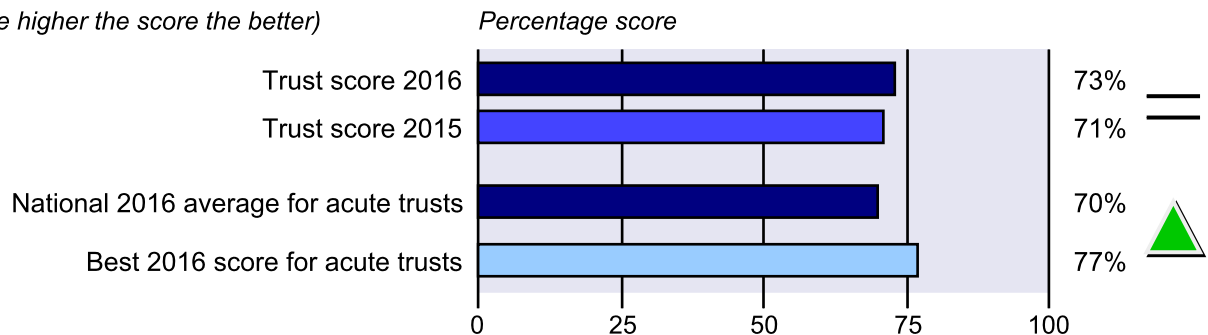
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)   Scale summary score

Trust score 2016	3.97
Trust score 2015	3.96
National 2016 average for acute trusts	3.92
Best 2016 score for acute trusts	4.06

1   2   3   4   5

Unsatisfactory level of responsibility / involvement   *Highly satisfactory level of responsibility / involvement*
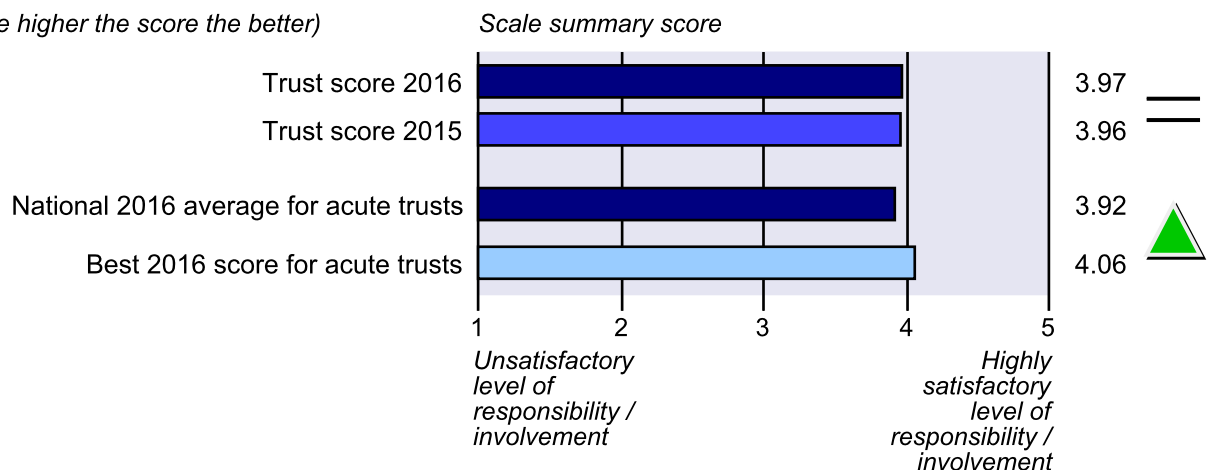
KEY FINDING 9. Effective team working

(the higher the score the better)   Scale summary score

Trust score 2016	3.80
Trust score 2015	3.76
National 2016 average for acute trusts	3.75
Best 2016 score for acute trusts	3.89

Scale: 1 2 3 4 5

Ineffective team working — *Effective team working*
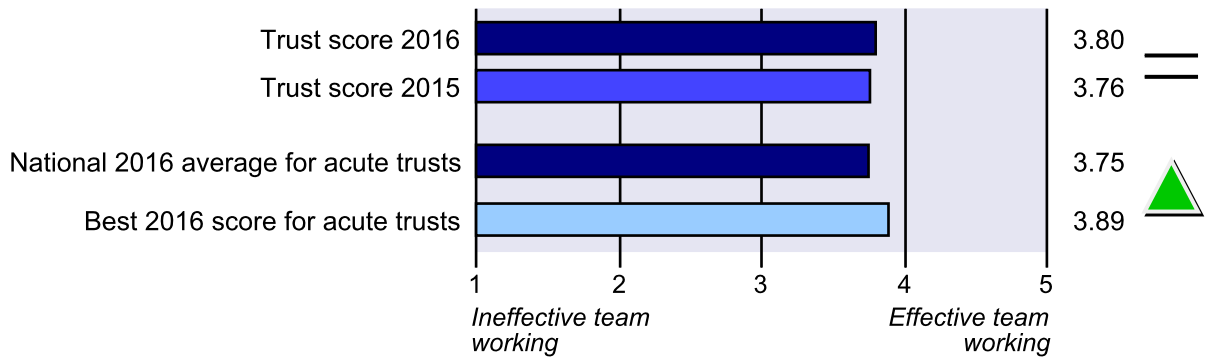
KEY FINDING 14. Staff satisfaction with resourcing and support

(the higher the score the better)   Scale summary score

Trust score 2016	3.48
Trust score 2015	3.52
National 2016 average for acute trusts	3.33
Best 2016 score for acute trusts	3.67

Scale: 1 2 3 4 5

Unsatisfactory resourcing / support — *Highly satisfactory resourcing / support*
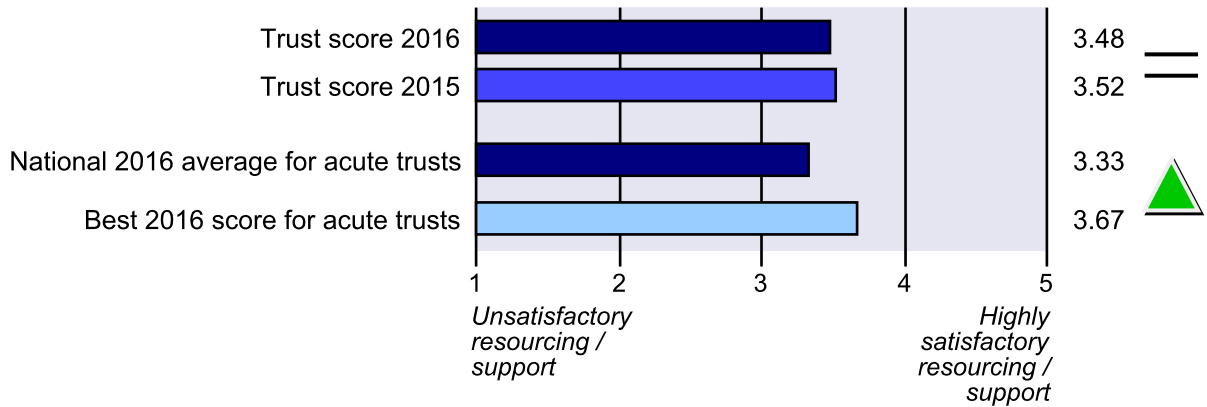
Managers

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

(the higher the score the better)   Scale summary score

Trust score 2016	3.52
Trust score 2015	3.49
National 2016 average for acute trusts	3.45
Best 2016 score for acute trusts	3.67

Scale: 1 2 3 4 5

Low recognition / value — *High recognition / value*
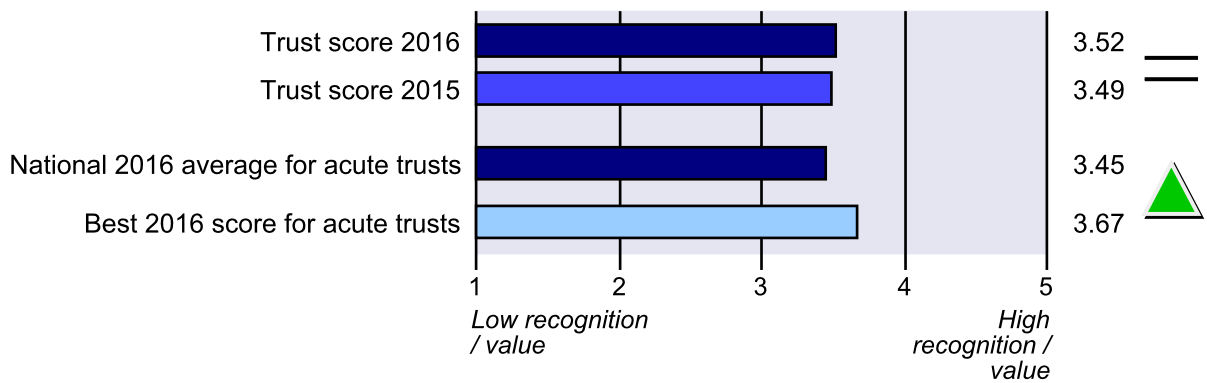
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)   Percentage score

Trust score 2016	36%
Trust score 2015	37%
National 2016 average for acute trusts	33%
Best 2016 score for acute trusts	46%

Scale: 0 25 50 75 100

KEY FINDING 10. Support from immediate managers

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

Trust score 2016	3.76
Trust score 2015	3.69
National 2016 average for acute trusts	3.73
Best 2016 score for acute trusts	3.92

1   2   3   4   5

Unsupportive managers   *Supportive managers*
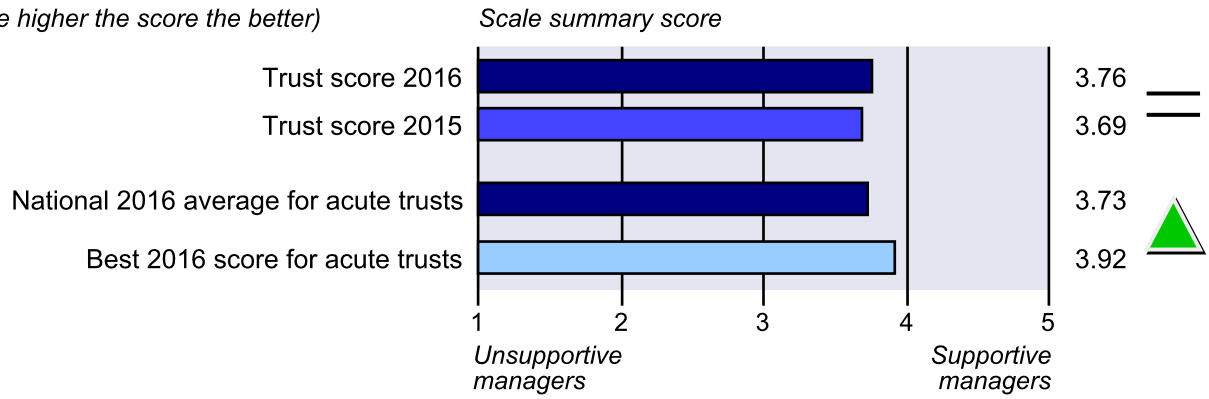
Patient care & experience

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*

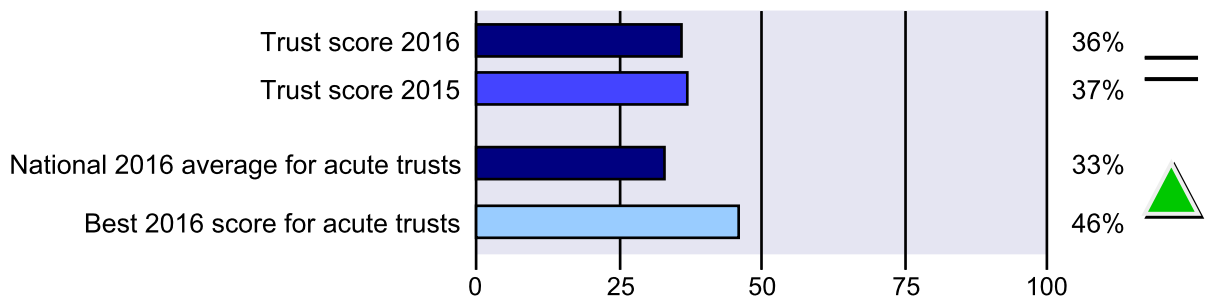|	
Trust score 2016	4.08
Trust score 2015	4.16
National 2016 average for acute trusts	3.96
Best 2016 score for acute trusts	4.28

1   2   3   4   5

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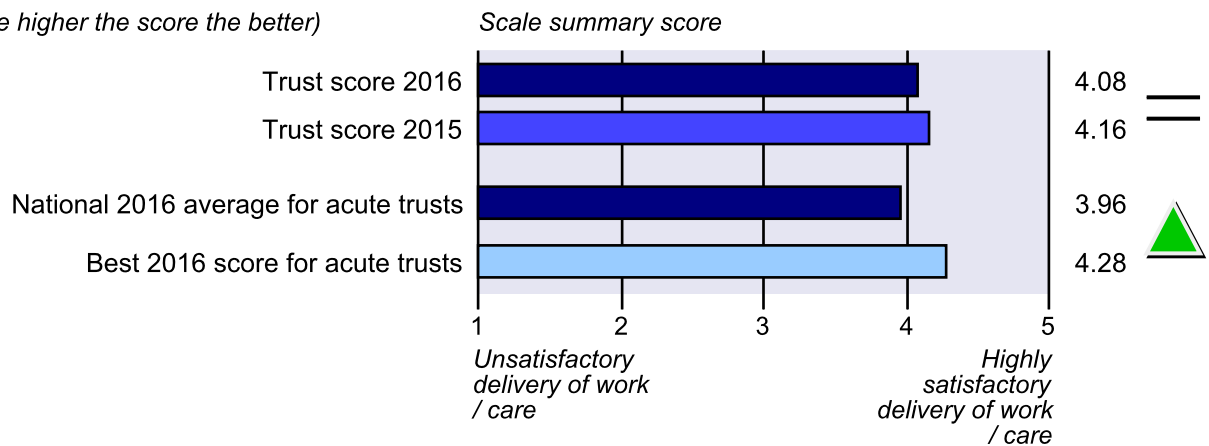
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

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

Trust score 2016	92%
Trust score 2015	93%
National 2016 average for acute trusts	90%
Best 2016 score for acute trusts	94%

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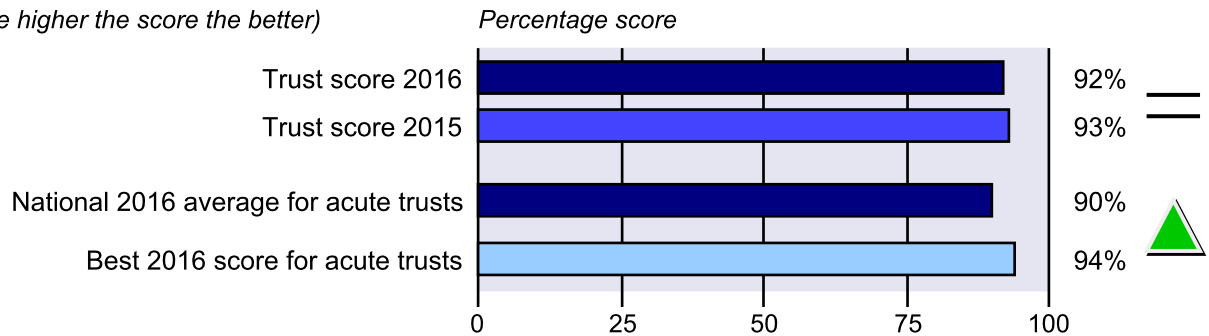
KEY FINDING 32. Effective use of patient / service user feedback

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

Trust score 2016	3.76
Trust score 2015	3.78
National 2016 average for acute trusts	3.72
Best 2016 score for acute trusts	3.97

1   2   3   4   5

Ineffective use of feedback   *Effective use of feedback*
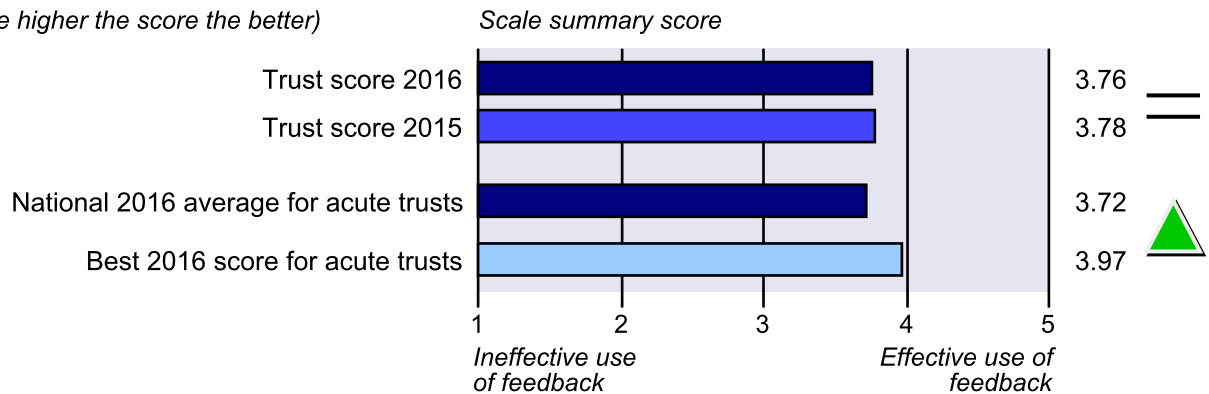
Violence, harassment & bullying

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 2016	14%
Trust score 2015	12%
National 2016 average for acute trusts	15%
Best 2016 score for acute trusts	8%

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 2016	2%
Trust score 2015	2%
National 2016 average for acute trusts	2%
Best 2016 score for acute trusts	0%

0   25   50   75   100
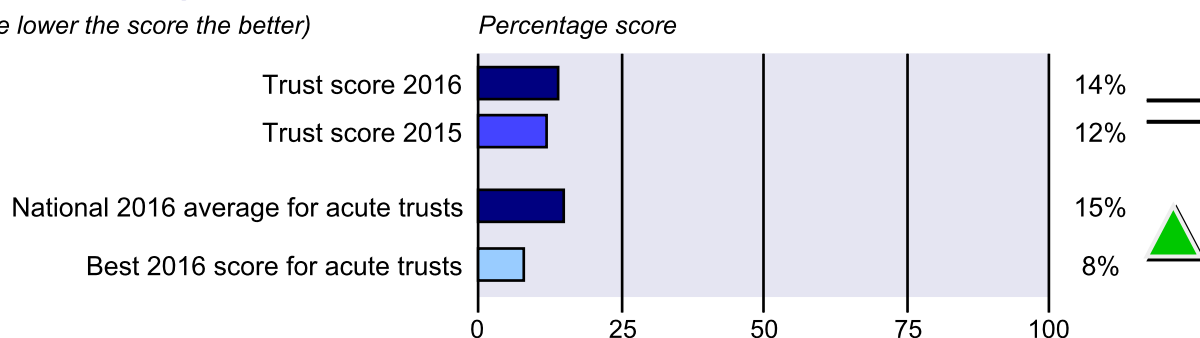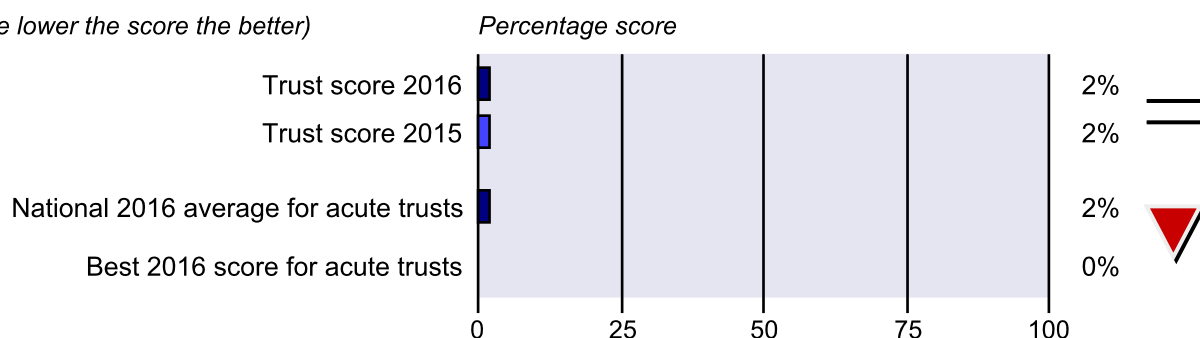
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)   Percentage score

Trust score 2016	62%
Trust score 2015	69%
National 2016 average for acute trusts	67%
Best 2016 score for acute trusts	77%

0   25   50   75   100
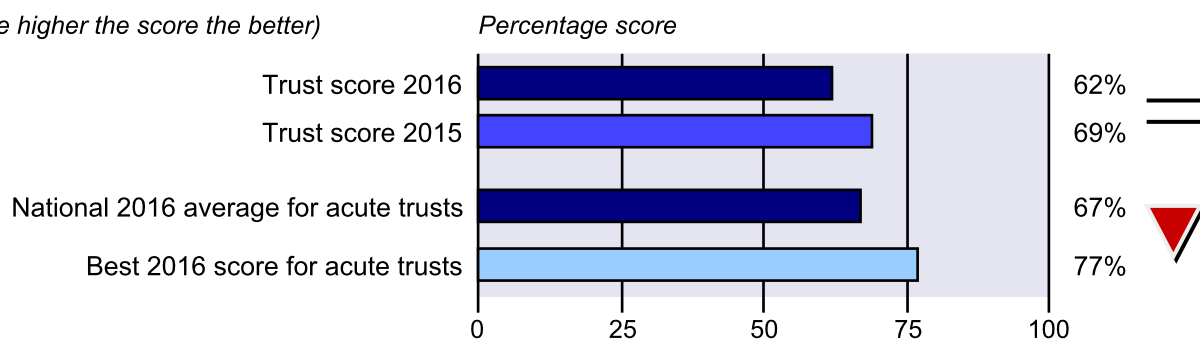
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)   Percentage score

Trust score 2016	25%
Trust score 2015	25%
National 2016 average for acute trusts	27%
Best 2016 score for acute trusts	20%

0   25   50   75   100
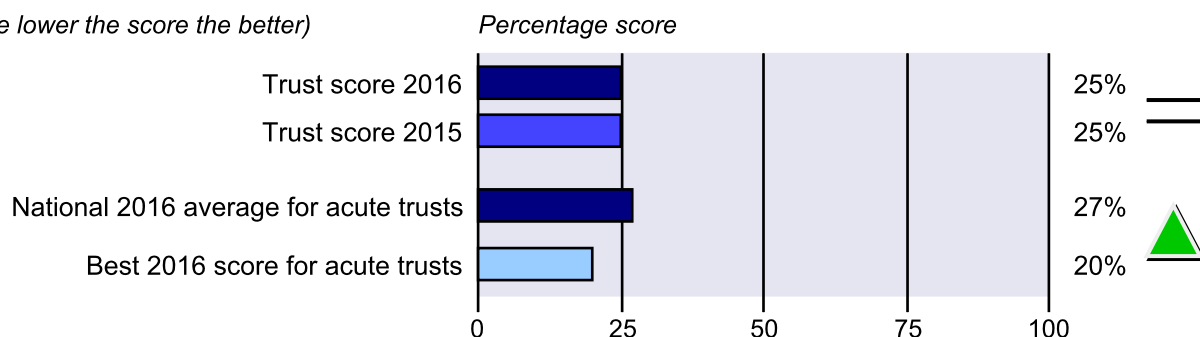
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

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

	Score
Trust score 2016	23%
Trust score 2015	27%
National 2016 average for acute trusts	25%
Best 2016 score for acute trusts	16%

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*

	Score
Trust score 2016	45%
Trust score 2015	50%
National 2016 average for acute trusts	45%
Best 2016 score for acute trusts	57%

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.

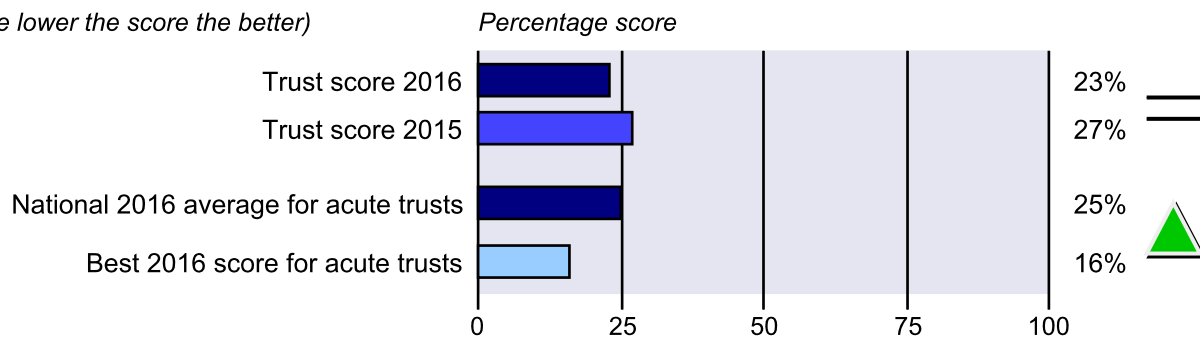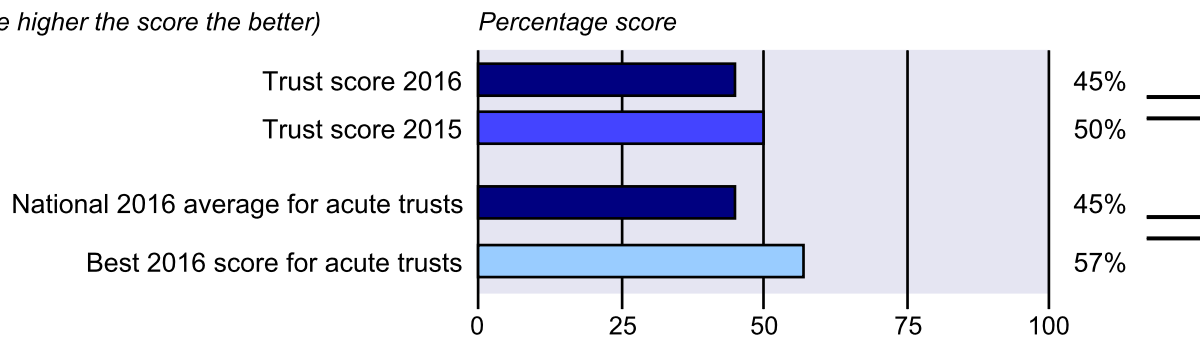|			Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	23%	27%	23%
		BME	22%	26%	17%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	21%	24%	25%
		BME	28%	27%	23%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	89%	88%	91%
		BME	76%	76%	80%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	6%	6%	6%
		BME	14%	14%	13%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at University Hospitals Birmingham NHS Foundation Trust broken down by work group characteristics: occupational groups, locations, 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	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement
Appraisals & support for development														
KF11. % appraised in last 12 mths	91	83	83	92	97	97	76	89	88	86	85	82	85	82
KF12. Quality of appraisals	3.39	3.11	3.29	3.08	3.84	3.38	3.24	3.06	3.45	2.91	2.73	3.22	3.45	-
KF13. Quality of non-mandatory training, learning or development	4.28	4.28	4.18	4.01	4.19	4.22	4.12	4.17	4.01	4.04	3.76	3.89	3.89	-
Equality & diversity														
* KF20. % experiencing discrimination at work in last 12 mths	15	32	25	13	6	9	10	9	12	11	11	4	7	8
KF21. % believing the organisation provides equal opportunities for career progression / promotion	88	77	70	92	100	96	96	90	87	84	83	86	90	-
Errors & incidents														
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	36	45	25	38	14	27	34	30	17	35	14	6	17	-
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	-	91	90	-	100	96	94	86	90	74	-	78	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.78	3.47	3.68	3.62	4.10	3.96	3.92	3.70	3.93	3.71	3.61	3.78	3.80	3.30
KF31. Staff confidence and security in reporting unsafe clinical practice	3.84	3.39	3.61	3.68	3.94	4.02	3.95	3.69	4.02	3.60	3.54	3.67	3.77	3.33
Health and wellbeing														
* KF17. % feeling unwell due to work related stress in last 12 mths	36	65	41	28	22	34	34	38	29	39	36	26	23	42
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	51	61	60	34	39	60	51	59	44	54	57	48	52	-
KF19. Org and mgmt interest in and action on health and wellbeing	3.63	3.43	3.46	3.59	3.98	3.74	3.56	3.70	3.97	3.45	3.47	3.82	3.61	3.36
Working patterns														
KF15. % satisfied with the opportunities for flexible working patterns	60	57	53	46	52	59	55	45	61	48	49	58	59	64
* KF16. % working extra hours	81	83	59	89	75	94	76	76	90	75	50	69	48	58
Number of respondents	729	23	159	353	34	91	86	137	137	337	568	191	168	12

Due to low numbers of respondents, no scores are shown for the following occupational groups: Social Care Staff, Commissioning Staff and Patient Transport Service.

	Adult / General Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Physiotherapy	Radiography	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement
Job satisfaction														
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.99	3.83	3.82	4.01	4.03	4.09	4.07	3.95	4.17	3.91	3.92	4.20	4.01	3.42
KF4. Staff motivation at work	4.09	4.21	3.99	4.07	4.08	4.02	3.97	3.93	4.15	3.82	3.71	3.74	3.96	3.70
KF7. % able to contribute towards improvements at work	82	61	61	73	85	79	82	72	91	68	63	77	60	73
KF8. Staff satisfaction with level of responsibility and involvement	4.10	3.81	3.82	4.05	4.27	4.07	4.07	3.95	4.17	3.86	3.79	3.94	3.94	3.74
KF9. Effective team working	3.96	3.87	3.51	3.86	4.16	4.07	3.83	3.81	4.06	3.69	3.59	3.77	3.73	3.45
KF14. Staff satisfaction with resourcing and support	3.47	3.48	3.36	3.43	3.47	3.32	3.53	3.37	3.71	3.29	3.53	3.63	3.63	3.25
Managers														
KF5. Recognition and value of staff by managers and the organisation	3.61	3.30	3.38	3.56	3.92	3.47	3.57	3.51	3.82	3.38	3.35	3.71	3.51	3.33
KF6. % reporting good communication between senior management and staff	38	35	25	43	55	46	42	38	54	33	28	38	37	18
KF10. Support from immediate managers	3.90	3.42	3.55	3.73	4.11	3.89	3.85	3.75	3.94	3.63	3.63	3.96	3.59	3.54
Patient care & experience														
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.06	3.94	4.40	3.95	4.03	3.81	4.11	4.05	3.99	3.97	4.12	3.98	4.33	4.24
KF3. % agreeing that their role makes a difference to patients / service users	95	87	96	93	97	96	99	98	87	91	84	80	91	91
KF32. Effective use of patient / service user feedback	3.85	3.73	3.64	3.51	3.78	3.95	3.65	3.75	4.09	3.73	3.66	3.88	3.93	-
Violence, harassment & bullying														
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	27	13	31	6	3	27	15	10	1	3	2	1	7	17
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	0	4	1	0	2	1	1	1	2	2	1	4	-
KF24. % reporting most recent experience of violence	65	-	66	55	-	42	-	42	-	54	63	-	69	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	38	35	40	30	29	27	31	23	8	8	19	5	9	33
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	29	43	32	21	6	9	20	33	22	25	21	12	13	45
KF27. % reporting most recent experience of harassment, bullying or abuse	50	67	52	24	-	48	32	57	43	35	42	41	61	-
Overall staff engagement	4.02	3.87	3.76	3.95	4.06	3.98	4.00	3.88	4.19	3.82	3.73	3.95	3.85	3.57
Number of respondents	729	23	159	353	34	91	86	137	137	337	568	191	168	12

Due to low numbers of respondents, no scores are shown for the following occupational groups: Social Care Staff, Commissioning Staff and Patient Transport Service.

Table 6.2: Key Findings for different locations

	Corporate	Division A	Division B	Division C	Division D
Appraisals & support for development					
KF11. % appraised in last 12 mths	86	88	86	86	89
KF12. Quality of appraisals	3.17	3.10	3.15	3.16	3.12
KF13. Quality of non-mandatory training, learning or development	3.99	4.11	4.10	4.16	4.11
Equality & diversity					
* *KF20. % experiencing discrimination at work in last 12 mths*	9	12	12	19	15
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	89	86	79	92
Errors & incidents					
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	13	34	26	32	31
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	93	85	93	92
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.76	3.78	3.68	3.68	3.66
KF31. Staff confidence and security in reporting unsafe clinical practice	3.69	3.75	3.72	3.66	3.67
Health and wellbeing					
* *KF17. % feeling unwell due to work related stress in last 12 mths*	29	35	33	41	35
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	51	50	51	54
KF19. Org and mgmt interest in and action on health and wellbeing	3.71	3.57	3.55	3.49	3.53
Working patterns					
KF15. % satisfied with the opportunities for flexible working patterns	56	52	58	50	53
* *KF16. % working extra hours*	61	77	74	71	76
Number of respondents	1221	985	413	534	400

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

Table 6.2: Key Findings for different locations (cont)

	Corporate	Division A	Division B	Division C	Division D
Job satisfaction					
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.02	3.97	3.96	3.87	3.98
KF4. Staff motivation at work	3.86	3.94	4.00	3.95	4.05
KF7. % able to contribute towards improvements at work	70	74	75	66	80
KF8. Staff satisfaction with level of responsibility and involvement	3.91	3.98	4.04	3.89	4.04
KF9. Effective team working	3.77	3.82	3.83	3.69	3.79
KF14. Staff satisfaction with resourcing and support	3.62	3.41	3.47	3.41	3.40
Managers					
KF5. Recognition and value of staff by managers and the organisation	3.59	3.48	3.53	3.44	3.50
KF6. % reporting good communication between senior management and staff	38	40	33	32	31
KF10. Support from immediate managers	3.80	3.74	3.77	3.62	3.75
Patient care & experience					
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.18	4.05	4.09	4.03	4.06
KF3. % agreeing that their role makes a difference to patients / service users	86	93	93	92	96
KF32. Effective use of patient / service user feedback	3.82	3.80	3.74	3.76	3.59
Violence, harassment & bullying					
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	5	15	13	17	18
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	2	3	3
KF24. % reporting most recent experience of violence	67	52	72	68	69
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	9	21	34	38	37
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	18	24	23	29	25
KF27. % reporting most recent experience of harassment, bullying or abuse	44	45	40	46	47
Overall staff engagement	3.88	3.90	3.93	3.82	3.97
Number of respondents	1221	985	413	534	400

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

	Administration	Anaesthetics	Cardiology	Catering	Clinical Oncology	Community Health Services	Corporate	Critical Care	Domestic Services	Finance	General Medicine	Haematology
Appraisals & support for development												
KF11. % appraised in last 12 mths	88	95	82	92	81	79	84	94	85	86	90	92
KF12. Quality of appraisals	3.31	3.06	2.88	3.15	3.04	3.19	3.26	2.87	3.57	3.18	3.19	2.84
KF13. Quality of non-mandatory training, learning or development	4.02	3.89	4.01	4.08	4.25	4.13	3.98	4.17	4.16	3.94	4.10	4.04
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	9	15	8	8	14	18	1	18	4	4	17	11
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	96	82	73	94	69	88	87	91	81	90	86
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	22	44	26	12	33	25	10	43	13	3	46	34
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	96	80	-	94	92	-	98	83	-	88	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.84	3.54	3.60	3.76	3.86	3.50	3.90	3.74	3.99	3.74	3.49	3.48
KF31. Staff confidence and security in reporting unsafe clinical practice	3.82	3.64	3.57	3.54	3.96	3.46	3.90	3.76	3.83	3.61	3.66	3.52
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	29	29	38	15	29	59	25	29	22	24	37	39
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	52	38	54	42	54	60	45	54	57	42	50	51
KF19. Org and mgmt interest in and action on health and wellbeing	3.86	3.65	3.33	3.54	3.46	3.34	3.93	3.45	3.66	3.72	3.53	3.25
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	52	56	44	62	46	46	49	64	70	71	43	43
* KF16. % working extra hours	60	84	80	55	80	65	66	68	53	61	81	74
Number of respondents	272	66	67	62	59	64	80	112	192	82	63	65

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

	Administration	Anaesthetics	Cardiology	Catering	Clinical Oncology	Community Health Services	Corporate	Critical Care	Domestic Services	Finance	General Medicine	Haematology
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.07	4.04	3.86	3.97	4.05	3.51	4.16	3.81	4.09	4.14	3.83	3.69
KF4. Staff motivation at work	3.94	4.09	3.84	3.89	4.10	3.77	4.00	3.92	4.02	3.78	3.92	3.89
KF7. % able to contribute towards improvements at work	74	77	71	61	80	45	79	73	60	73	65	77
KF8. Staff satisfaction with level of responsibility and involvement	4.01	4.16	3.97	3.79	4.02	3.56	4.05	3.91	4.00	3.86	3.90	3.89
KF9. Effective team working	3.92	3.90	3.60	3.65	3.76	3.69	3.97	3.87	3.83	3.66	3.72	3.57
KF14. Staff satisfaction with resourcing and support	3.73	3.63	3.36	3.60	3.54	3.28	3.73	3.46	3.81	3.74	3.37	3.20
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.68	3.62	3.32	3.39	3.56	3.20	3.81	3.42	3.66	3.66	3.40	3.22
KF6. % reporting good communication between senior management and staff	46	48	31	34	34	24	42	28	46	41	34	23
KF10. Support from immediate managers	3.96	3.66	3.44	3.29	3.69	3.49	3.89	3.76	3.62	3.97	3.69	3.58
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.19	4.13	4.18	4.26	4.10	4.04	4.18	4.20	4.41	4.13	3.93	3.79
KF3. % agreeing that their role makes a difference to patients / service users	86	94	97	80	97	90	87	93	91	76	90	97
KF32. Effective use of patient / service user feedback	3.82	3.30	3.82	3.50	3.51	3.75	4.11	3.82	4.00	3.61	3.83	3.40
Violence, harassment & bullying												
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	4	10	16	5	8	3	4	61	14	0	29	8
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	2	2	2	3	0	1	4	6	0	3	2
KF24. % reporting most recent experience of violence	67	-	-	-	-	-	-	59	69	-	75	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	17	26	35	11	31	35	9	42	8	1	47	24
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	25	16	27	15	19	39	16	29	12	13	24	32
KF27. % reporting most recent experience of harassment, bullying or abuse	44	15	27	-	53	45	39	49	65	-	43	46
Overall staff engagement	3.94	3.99	3.83	3.80	3.98	3.47	4.06	3.82	3.90	3.88	3.75	3.74
Number of respondents	272	66	67	62	59	64	80	112	192	82	63	65

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

	Imaging	Medical Microbiology	Operating Department	Other	Outpatients	Payroll	Pharmacy	Physiotherapy	Renal Medicine	Research and Development	Training	Trauma and Orthopaedic Surgery
Appraisals & support for development												
KF11. % appraised in last 12 mths	70	48	91	87	83	95	97	98	85	91	100	74
KF12. Quality of appraisals	3.12	2.49	3.12	3.11	3.42	2.81	2.98	3.34	3.34	3.19	2.85	2.71
KF13. Quality of non-mandatory training, learning or development	3.93	3.80	4.23	4.08	4.28	3.60	4.00	4.16	4.09	4.14	4.11	4.20
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	16	18	18	13	18	10	9	6	11	10	16	26
KF21. % believing the organisation provides equal opportunities for career progression / promotion	81	56	83	87	71	77	91	96	88	82	82	91
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	22	33	44	25	16	3	52	27	29	14	30	48
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	67	94	92	93	-	94	100	78	71	73	80
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.85	3.29	3.74	3.73	3.70	3.44	3.88	3.95	3.66	3.74	3.19	3.55
KF31. Staff confidence and security in reporting unsafe clinical practice	3.80	3.37	3.68	3.68	3.70	3.41	3.71	3.97	3.80	3.75	3.43	3.61
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	46	49	39	34	32	34	40	33	38	39	44	48
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	50	74	45	50	51	61	56	60	54	50	70	61
KF19. Org and mgmt interest in and action on health and wellbeing	3.43	2.93	3.55	3.62	3.41	3.35	3.43	3.76	3.71	3.72	3.74	3.32
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	56	27	59	53	49	56	29	59	61	59	48	63
* KF16. % working extra hours	74	76	80	70	71	56	93	95	73	70	79	78
Number of respondents	70	45	85	1537	105	43	71	97	106	118	44	48

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation Trust

	Imaging	Medical Microbiology	Operating Department	Other	Outpatients	Payroll	Pharmacy	Physiotherapy	Renal Medicine	Research and Development	Training	Trauma and Orthopaedic Surgery
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.99	3.64	3.92	3.98	4.03	3.27	4.07	4.07	3.95	4.13	3.92	3.97
KF4. Staff motivation at work	4.06	3.71	3.84	3.93	4.04	3.37	4.03	4.00	4.07	3.90	3.93	3.95
KF7. % able to contribute towards improvements at work	78	47	80	73	65	63	75	79	79	79	82	67
KF8. Staff satisfaction with level of responsibility and involvement	3.98	3.52	4.01	3.99	3.91	3.73	3.90	4.08	4.00	3.81	3.91	3.86
KF9. Effective team working	3.60	3.27	3.87	3.77	3.64	3.40	3.90	4.05	3.97	3.83	3.79	3.63
KF14. Staff satisfaction with resourcing and support	3.51	3.31	3.55	3.45	3.42	3.59	3.09	3.34	3.38	3.47	3.32	3.07
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.40	2.72	3.52	3.54	3.40	3.26	3.41	3.50	3.63	3.64	3.45	3.36
KF6. % reporting good communication between senior management and staff	42	11	28	37	28	26	40	47	33	40	19	17
KF10. Support from immediate managers	3.67	2.89	3.74	3.78	3.55	3.49	3.77	3.91	3.91	3.87	3.96	3.62
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.32	3.73	4.15	4.06	4.35	3.74	3.92	3.84	3.91	4.03	3.92	3.84
KF3. % agreeing that their role makes a difference to patients / service users	99	74	93	92	99	71	97	96	93	86	92	89
KF32. Effective use of patient / service user feedback	3.63	-	3.63	3.75	3.91	-	3.90	3.94	3.53	3.84	3.42	3.60
Violence, harassment & bullying												
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	12	0	16	11	9	0	4	26	14	3	12	45
* KF23. % experiencing physical violence from staff in last 12 mths	0	2	4	2	4	0	3	1	1	1	2	7
KF24. % reporting most recent experience of violence	-	-	67	68	73	-	-	45	67	-	-	63
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	31	5	21	24	39	12	9	28	35	4	7	53
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	34	45	21	30	20	21	11	20	20	38	40
KF27. % reporting most recent experience of harassment, bullying or abuse	46	23	59	43	55	-	29	48	47	27	38	62
Overall staff engagement	3.93	3.58	3.85	3.91	3.90	3.43	3.99	3.97	3.96	3.97	3.92	3.83
Number of respondents	70	45	85	1537	105	43	71	97	106	118	44	48

Please note that the locations classification was provided by University Hospitals Birmingham NHS Foundation 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	87	85
KF12. Quality of appraisals	3.15	3.05
KF13. Quality of non-mandatory training, learning or development	4.10	4.00
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	13	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	86
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	26	22
KF29. % reporting errors, near misses or incidents witnessed in last mth	90	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.74	3.69
KF31. Staff confidence and security in reporting unsafe clinical practice	3.72	3.60
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	35	25
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	52	51
KF19. Org and mgmt interest in and action on health and wellbeing	3.61	3.53
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	51	65
* KF16. % working extra hours	73	58
Number of respondents	2817	576

[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	3.97	3.98
KF4. Staff motivation at work	3.92	3.96
KF7. % able to contribute towards improvements at work	73	70
KF8. Staff satisfaction with level of responsibility and involvement	3.96	3.94
KF9. Effective team working	3.79	3.73
KF14. Staff satisfaction with resourcing and support	3.47	3.51
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.52	3.48
KF6. % reporting good communication between senior management and staff	37	32
KF10. Support from immediate managers	3.76	3.69
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.07	4.14
KF3. % agreeing that their role makes a difference to patients / service users	91	93
KF32. Effective use of patient / service user feedback	3.78	3.62
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	12	11
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2
KF24. % reporting most recent experience of violence	64	59
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	23	22
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	17
KF27. % reporting most recent experience of harassment, bullying or abuse	44	46
Overall staff engagement	3.89	3.87
Number of respondents	2817	576

[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 University Hospitals Birmingham NHS Foundation 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 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	78	88	89	89
KF12. Quality of appraisals	3.38	3.18	3.17	2.98
KF13. Quality of non-mandatory training, learning or development	4.13	4.11	4.11	4.01
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	12	12	12	11
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	87	88	84
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	28	27	29	21
KF29. % reporting errors, near misses or incidents witnessed in last mth	86	93	94	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.78	3.74	3.77	3.67
KF31. Staff confidence and security in reporting unsafe clinical practice	3.74	3.72	3.77	3.62
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	33	34	34	34
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	55	53	51	50
KF19. Org and mgmt interest in and action on health and wellbeing	3.66	3.58	3.63	3.58
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	53	54	56	53
* KF16. % working extra hours	65	74	76	66
Number of respondents	569	735	969	1073

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	3.98	4.00	4.02	3.90
KF4. Staff motivation at work	3.80	3.89	4.01	3.96
KF7. % able to contribute towards improvements at work	71	74	76	68
KF8. Staff satisfaction with level of responsibility and involvement	3.87	3.93	4.04	3.96
KF9. Effective team working	3.81	3.78	3.85	3.71
KF14. Staff satisfaction with resourcing and support	3.61	3.43	3.49	3.46
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.54	3.52	3.59	3.48
KF6. % reporting good communication between senior management and staff	40	37	38	32
KF10. Support from immediate managers	3.78	3.79	3.81	3.68
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.09	4.01	4.12	4.10
KF3. % agreeing that their role makes a difference to patients / service users	88	90	93	92
KF32. Effective use of patient / service user feedback	3.65	3.76	3.83	3.73
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	16	12	13	9
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	2	3
KF24. % reporting most recent experience of violence	68	51	63	67
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	22	23	25	22
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	18	25	22	24
KF27. % reporting most recent experience of harassment, bullying or abuse	47	38	47	46
Overall staff engagement	3.83	3.90	3.96	3.86
Number of respondents	569	735	969	1073

Table 7.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development						
KF11. % appraised in last 12 mths	86	87	82	88	87	86
KF12. Quality of appraisals	3.17	3.15	2.84	3.20	3.05	3.49
KF13. Quality of non-mandatory training, learning or development	4.03	4.12	4.02	4.10	4.07	4.16
Equality & diversity						
* KF20. % experiencing discrimination at work in last 12 mths	11	12	20	10	9	22
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	87	76	88	89	76
Errors & incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	26	25	31	24	26	25
KF29. % reporting errors, near misses or incidents witnessed in last mth	89	91	85	92	90	90
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.76	3.74	3.64	3.75	3.72	3.79
KF31. Staff confidence and security in reporting unsafe clinical practice	3.76	3.70	3.55	3.74	3.72	3.67
Health and wellbeing						
* KF17. % feeling unwell due to work related stress in last 12 mths	28	35	50	30	33	35
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	44	54	71	48	53	49
KF19. Org and mgmt interest in and action on health and wellbeing	3.67	3.60	3.45	3.64	3.62	3.56
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	53	55	48	55	54	55
* KF16. % working extra hours	73	70	67	71	71	70
Number of respondents	812	2192	605	2729	2628	713

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

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.01	3.97	3.82	4.01	3.98	3.98
KF4. Staff motivation at work	3.91	3.95	3.76	3.97	3.90	4.05
KF7. % able to contribute towards improvements at work	73	72	62	75	74	68
KF8. Staff satisfaction with level of responsibility and involvement	3.97	3.97	3.78	4.01	3.97	3.92
KF9. Effective team working	3.88	3.76	3.62	3.82	3.78	3.79
KF14. Staff satisfaction with resourcing and support	3.51	3.49	3.32	3.52	3.48	3.53
Managers						
KF5. Recognition and value of staff by managers and the organisation	3.58	3.53	3.28	3.58	3.53	3.53
KF6. % reporting good communication between senior management and staff	41	35	28	38	36	39
KF10. Support from immediate managers	3.80	3.75	3.56	3.80	3.77	3.72
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.03	4.10	3.99	4.11	4.05	4.20
KF3. % agreeing that their role makes a difference to patients / service users	88	92	90	91	91	92
KF32. Effective use of patient / service user feedback	3.74	3.77	3.67	3.78	3.74	3.81
Violence, harassment & bullying						
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	9	13	13	12	12	10
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	3	2	2	3
KF24. % reporting most recent experience of violence	54	66	62	63	63	63
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	17	25	29	22	23	22
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	18	23	34	20	21	28
KF27. % reporting most recent experience of harassment, bullying or abuse	32	47	46	44	44	44
Overall staff engagement	3.92	3.89	3.72	3.93	3.89	3.90
Number of respondents	812	2192	605	2729	2628	713

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	34	1%
Physiotherapy	91	3%
Radiography	86	3%
Clinical Psychology	2	0%
Psychotherapy	3	0%
Other qualified Allied Health Professionals	99	3%
Support to Allied Health Professionals	33	1%
Scientific and Technical / Healthcare Scientists		
Pharmacy	68	2%
Other qualified Scientific and Technical / Healthcare Scientists	214	7%
Support to Scientific and Technical / Healthcare Scientists	55	2%
Medical and Dental		
Medical / Dental - Consultant	215	7%
Medical / Dental - In Training	93	3%
Medical / Dental - Other	45	1%
Operational ambulance staff		
Patient Transport Service	2	0%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	729	23%
Health Visitors	1	0%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	21	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	159	5%
Social Care Staff		
Approved social workers / Social workers / Residential social workers	1	0%
Social care support staff	1	0%
Other groups		
Public Health / Health Improvement	12	0%
Commissioning managers / support staff	6	0%
Admin and Clerical	568	18%
Central Functions / Corporate Services	191	6%
Maintenance / Ancillary	168	5%
General Management	137	4%
Other	148	5%
Did not specify	370	

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	2817	83%
Part time	576	17%
Did not specify	160	
Length of time in organisation		
Less than a year	285	9%
Between 1 to 2 years	403	12%
Between 3 to 5 years	523	16%
Between 6 to 10 years	583	18%
Between 11 to 15 years	531	16%
Over 15 years	941	29%
Did not specify	287	

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	569	17%
Between 31 and 40	735	22%
Between 41 and 50	969	29%
51 and over	1073	32%
Did not specify	207	
Gender		
Male	812	27%
Female	2192	73%
Did not specify	549	
Ethnic background		
White	2628	79%
Black and minority ethnic	713	21%
Did not specify	212	
Disability		
Disabled	605	18%
Not disabled	2729	82%
Did not specify	219	

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 University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute 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 acute 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 the lowest and highest 20% for each of the Key Findings for acute 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 acute trust.

- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an acute 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 University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Response rate	41	-	43	36	48	31	77
Appraisals & support for development							
KF11. % appraised in last 12 mths	87	[86, 88]	87	82	90	70	95
KF12. Quality of appraisals	3.16	[3.11, 3.21]	3.11	2.99	3.22	2.76	3.49
KF13. Quality of non-mandatory training, learning or development	4.11	[4.08, 4.14]	4.05	4.01	4.10	3.94	4.17
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	13	[11, 14]	11	9	13	5	23
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	[85, 88]	87	83	89	67	95
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	26	[25, 28]	31	29	33	22	43
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	[89, 93]	90	89	92	85	95
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.73	[3.71, 3.76]	3.72	3.65	3.79	3.49	3.89
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	[3.68, 3.74]	3.65	3.59	3.74	3.41	3.88
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	34	[33, 36]	35	32	38	25	44
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	52	[50, 54]	56	52	61	47	68
KF19. Org and mgmt interest in and action on health and wellbeing	3.60	[3.57, 3.63]	3.61	3.52	3.70	3.32	3.93
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	54	[52, 56]	51	48	53	43	58
* KF16. % working extra hours	71	[70, 73]	72	69	74	61	79

Table A1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts (cont)

	Your trust		National scores for acute trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for lowest 20%	Threshold for highest 20%	Lowest score attained	Highest score attained
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.97	[3.94, 4.00]	3.76	3.62	3.91	3.34	4.10
KF4. Staff motivation at work	3.95	[3.92, 3.97]	3.94	3.88	3.98	3.80	4.07
KF7. % able to contribute towards improvements at work	73	[71, 74]	70	68	73	63	77
KF8. Staff satisfaction with level of responsibility and involvement	3.97	[3.94, 3.99]	3.92	3.87	3.97	3.79	4.06
KF9. Effective team working	3.80	[3.77, 3.82]	3.75	3.71	3.81	3.59	3.89
KF14. Staff satisfaction with resourcing and support	3.48	[3.45, 3.50]	3.33	3.25	3.40	3.09	3.67
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.52	[3.49, 3.55]	3.45	3.38	3.53	3.28	3.67
KF6. % reporting good communication between senior management and staff	36	[35, 38]	33	28	37	20	46
KF10. Support from immediate managers	3.76	[3.73, 3.79]	3.73	3.66	3.79	3.54	3.92
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.08	[4.06, 4.11]	3.96	3.86	4.02	3.65	4.28
KF3. % agreeing that their role makes a difference to patients / service users	92	[91, 93]	90	89	91	88	94
KF32. Effective use of patient / service user feedback	3.76	[3.72, 3.81]	3.72	3.62	3.78	3.42	3.97
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	14	[13, 15]	15	13	17	8	21
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	[2, 3]	2	2	3	0	4
KF24. % reporting most recent experience of violence	62	[57, 68]	67	63	71	49	77
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	25	[24, 27]	27	25	30	20	38
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	[22, 25]	25	23	28	16	36
KF27. % reporting most recent experience of harassment, bullying or abuse	45	[42, 48]	45	42	48	37	57

Appendix 2

Changes to the Key Findings since the 2014 and 2015 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 2015 and 2014 have been re-calculated and re-weighted using the 2016 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 University Hospitals Birmingham NHS Foundation Trust since 2015 survey

	University Hospitals Birmingham NHS Foundation Trust			
	2016 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	41	50	-9	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	87	90	-2	No
KF12. Quality of appraisals	3.16	3.13	0.04	No
KF13. Quality of non-mandatory training, learning or development	4.11	4.10	0.01	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	13	12	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	88	-2	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	26	30	-4	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	92	-1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.73	3.76	-0.03	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.69	0.02	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	34	29	5	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	60	-8	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.60	3.56	0.03	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	54	54	1	No
* *KF16. % working extra hours*	71	67	4	No

Table A2.1: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2015 survey (cont)

	University Hospitals Birmingham NHS Foundation Trust			
	2016 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.97	4.02	-0.05	No
KF4. Staff motivation at work	3.95	3.98	-0.04	No
KF7. % able to contribute towards improvements at work	73	71	2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.97	3.96	0.00	No
KF9. Effective team working	3.80	3.76	0.04	No
KF14. Staff satisfaction with resourcing and support	3.48	3.52	-0.04	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.52	3.49	0.03	No
KF6. % reporting good communication between senior management and staff	36	37	0	No
KF10. Support from immediate managers	3.76	3.69	0.07	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.08	4.16	-0.08	No
KF3. % agreeing that their role makes a difference to patients / service users	92	93	-1	No
KF32. Effective use of patient / service user feedback	3.76	3.78	-0.02	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	14	12	2	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	0	No
KF24. % reporting most recent experience of violence	62	69	-6	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	25	25	0	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	27	-4	No
KF27. % reporting most recent experience of harassment, bullying or abuse	45	50	-5	No

Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2014 survey

	University Hospitals Birmingham NHS Foundation Trust			
	2016 score	**2014 score**	**Change**	**Statistically significant?**
Response rate	41	56	-15	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	87	84	4	Yes
KF12. Quality of appraisals	3.16	-	-	-
KF13. Quality of non-mandatory training, learning or development	4.11	-	-	-
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	13	11	1	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	88	-2	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	26	30	-4	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	83	8	Yes
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.73	-	-	-
KF31. Staff confidence and security in reporting unsafe clinical practice	3.71	3.87	-0.15	Yes
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	34	35	-1	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	52	46	6	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.60	-	-	-
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	54	-	-	-
* *KF16. % working extra hours*	71	72	-1	No

Table A2.2: Changes in the Key Findings for University Hospitals Birmingham NHS Foundation Trust since 2014 survey (cont)

	University Hospitals Birmingham NHS Foundation Trust			
	2016 score	**2014 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.97	3.96	0.01	No
KF4. Staff motivation at work	3.95	3.92	0.03	No
KF7. % able to contribute towards improvements at work	73	71	2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.97	3.92	0.04	No
KF9. Effective team working	3.80	-	-	-
KF14. Staff satisfaction with resourcing and support	3.48	-	-	-
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.52	-	-	-
KF6. % reporting good communication between senior management and staff	36	38	-2	No
KF10. Support from immediate managers	3.76	3.68	0.08	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.08	-	-	-
KF3. % agreeing that their role makes a difference to patients / service users	92	-	-	-
KF32. Effective use of patient / service user feedback	3.76	3.76	0.00	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	14	12	2	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	0	No
KF24. % reporting most recent experience of violence	62	56	6	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	25	23	2	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	22	1	No
KF27. % reporting most recent experience of harassment, bullying or abuse	45	45	1	No

Appendix 3

Data tables: 2016 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 2016 survey response, the average (median) 2016 response for acute trusts, and your trust's 2015 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 2016 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 acute 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 University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts

	Question number(s)	Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	87	87	89
KF12. Quality of appraisals	Q20b-d	3.14	3.11	3.12
KF13. Quality of non-mandatory training, learning or development	Q18b-d	4.08	4.05	4.07
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	Q17a-b	12	11	11
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	86	86	89
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	Q11a-b	25	31	28
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	90	90	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.73	3.72	3.76
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.70	3.66	3.69
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	Q9c	34	35	28
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	Q9d-g	52	56	60
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.60	3.62	3.56
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	54	51	54
* *KF16. % working extra hours*	Q10b-c	70	71	66

Table A3.1: Key Findings for University Hospitals Birmingham NHS Foundation Trust benchmarked against other acute trusts (cont)

	Question number(s)	Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.97	3.77	4.01
KF4. Staff motivation at work	Q2a-c	3.93	3.94	3.98
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	72	70	70
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.96	3.93	3.95
KF9. Effective team working	Q4h-j	3.78	3.75	3.74
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.49	3.34	3.53
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.52	3.46	3.50
KF6. % reporting good communication between senior management and staff	Q8a-d	36	33	36
KF10. Support from immediate managers	Q5b, 7a-e	3.75	3.73	3.69
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	4.09	3.97	4.16
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	91	90	93
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.76	3.71	3.76
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	12	15	11
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	2	2
KF24. % reporting most recent experience of violence	Q14d	63	67	69
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	23	27	22
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	23	24	25
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	44	45	50

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

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	79	84	79
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	59	60	62
Q2b	"I am enthusiastic about my job"	75	75	76
Q2c	"Time passes quickly when I am working"	77	78	79
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	91	89	91
Q3b	"I am trusted to do my job"	93	92	94
Q3c	"I am able to do my job to a standard I am personally pleased with"	86	81	88
	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	73
Q4b	"I am able to make suggestions to improve the work of my team / department"	76	75	75
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	54	52	55
Q4d	"I am able to make improvements happen in my area of work"	59	56	58
Q4e	"I am able to meet all the conflicting demands on my time at work"	53	46	55
Q4f	"I have adequate materials, supplies and equipment to do my work"	65	56	65
Q4g	"There are enough staff at this organisation for me to do my job properly"	41	31	42
Q4h	"The team I work in has a set of shared objectives"	74	73	76
Q4i	"The team I work in often meets to discuss the team's effectiveness"	60	58	56
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	78	78	80
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	54	52	50
Q5b	"The support I get from my immediate manager"	68	67	64
Q5c	"The support I get from my work colleagues"	79	81	78
Q5d	"The amount of responsibility I am given"	75	75	77
Q5e	"The opportunities I have to use my skills"	72	72	72
Q5f	"The extent to which my organisation values my work"	49	44	50
Q5g	"My level of pay"	40	36	40
Q5h	"The opportunities for flexible working patterns"	54	51	54
	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"	87	83	87
Q6b	"I feel that my role makes a difference to patients / service users"	91	90	93
Q6c	"I am able to deliver the patient care I aspire to"	75	70	78

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	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"	71	73	70
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	71	70	68
Q7c	"My immediate manager gives me clear feedback on my work"	61	60	59
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	55	54	48
Q7e	"My immediate manager is supportive in a personal crisis"	73	73	73
Q7f	"My immediate manager takes a positive interest in my health and well-being"	65	66	60
Q7g	"My immediate manager values my work"	72	70	70
Q8a	"I know who the senior managers are here"	86	82	88
Q8b	"Communication between senior management and staff is effective"	46	40	48
Q8c	"Senior managers here try to involve staff in important decisions"	36	33	34
Q8d	"Senior managers act on staff feedback"	34	32	33
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	32	32	34
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	24	25	23
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	34	35	28
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	56	61	66
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	26	27	29
Q9f	...had felt pressure from their colleagues to come to work	18	22	15
Q9g	...had put themselves under pressure to come to work	90	92	88
	Working hours			
Q10a	% working part time (up to 29 hours a week)	17	21	20
Q10b	% working additional PAID hours	33	35	38
Q10c	% working additional UNPAID hours	57	57	51
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	13	16	12
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	22	26	26
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	94	95	95

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	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"	57	54	57
Q12b	"My organisation encourages us to report errors, near misses or incidents"	86	87	86
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	73	69	74
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	54	55	58
	Raising concerns about unsafe clinical practice			
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	94	95	93
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	69	69	68
Q13c	"I am confident that the organisation would address my concern"	60	57	60
	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	88	85	89
Q14a	1 to 2 times	8	9	6
Q14a	3 to 5 times	3	3	3
Q14a	6 to 10 times	1	1	1
Q14a	More than 10 times	1	1	0
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	99	99	99
Q14b	1 to 2 times	1	0	1
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	98	98	98
Q14c	1 to 2 times	2	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	63	67	69
	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	77	73	78
Q15a	1 to 2 times	15	17	13
Q15a	3 to 5 times	5	6	5
Q15a	6 to 10 times	2	2	1
Q15a	More than 10 times	2	3	2

			Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never		88	87	86
Q15b	1 to 2 times		8	9	9
Q15b	3 to 5 times		2	2	3
Q15b	6 to 10 times		1	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		83	82	81
Q15c	1 to 2 times		12	13	13
Q15c	3 to 5 times		3	3	2
Q15c	6 to 10 times		1	1	1
Q15c	More than 10 times		1	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		44	45	50
	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		86	86	89
	Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months		6	6	4
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months		8	7	8
	% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background		5	4	4
Q17c	Gender		2	2	3
Q17c	Religion		1	0	0
Q17c	Sexual orientation		1	0	0
Q17c	Disability		1	1	0
Q17c	Age		2	2	2
Q17c	Other reason(s)		4	3	2
	Job-relevant training, learning and development				
Q18a	% having received non-mandatory training, learning or development in the last 12 months		71	72	73
	% 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	84
Q18c	"It has helped me stay up-to-date with professional requirements"		90	88	89
Q18d	"It has helped me to deliver a better patient / service user experience"		83	82	82
Q19	% who had received mandatory training in the last 12 months		98	97	100
	Appraisals				
Q20a	% saying they had received an appraisal or performance development review in the last 12 months		87	87	89

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	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	23	22	21
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	34	34	37
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	31	30	30
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	37	33	39
Q20f	% saying their appraisal or development review had identified training, learning or development needs	63	65	63
	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	47
Your organisation				
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	82	76	84
Q21b	"My organisation acts on concerns raised by patients / service users"	78	74	80
Q21c	"I would recommend my organisation as a place to work"	70	62	74
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	81	70	82
Patient / service user experience measures				
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	88	90	89
	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"	60	62	58
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	59	58	57
BACKGROUND DETAILS				
	Gender			
Q23a	Male	27	21	30
Q23a	Female	73	79	70
	Age group			
Q23b	Between 16 and 30	17	16	18
Q23b	Between 31 and 40	22	20	17
Q23b	Between 41 and 50	29	27	25
Q23b	51 and over	32	37	40
	Ethnic background			
Q24	White	79	89	78
Q24	Mixed	2	1	2
Q24	Asian / Asian British	11	7	12
Q24	Black / Black British	5	2	6
Q24	Chinese	1	0	0
Q24	Other	2	1	2

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	Sexuality			
Q25	Heterosexual (straight)	89	92	91
Q25	Gay Man	1	1	1
Q25	Gay Woman (lesbian)	1	1	0
Q25	Bisexual	1	1	1
Q25	Other	0	0	0
Q25	Preferred not to say	8	6	6
	Religion			
Q26	No religion	32	33	31
Q26	Christian	50	55	53
Q26	Buddhist	0	1	0
Q26	Hindu	3	1	2
Q26	Jewish	0	0	0
Q26	Muslim	4	2	4
Q26	Sikh	2	0	4
Q26	Other	2	1	1
Q26	Preferred not to say	6	5	5
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	18	16	16
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	76	74	79
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	9	9	9
Q28	1 to 2 years	12	14	17
Q28	3 to 5 years	16	15	15
Q28	6 to 10 years	18	19	16
Q28	11 to 15 years	16	16	18
Q28	More than 15 years	29	27	25
	Occupational group			
Q29	Registered Nurses and Midwives	24	28	22
Q29	Nursing or Healthcare Assistants	5	8	7
Q29	Medical and Dental	11	9	9
Q29	Allied Health Professionals	11	12	10
Q29	Scientific and Technical / Healthcare Scientists	11	8	11
Q29	Social Care staff	0	0	0
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	0	0	0
Q29	Admin and Clerical	18	18	16
Q29	Central Functions / Corporate Services	6	5	7
Q29	Maintenance / Ancillary	5	6	11
Q29	General Management	4	3	1
Q29	Other	5	3	5

		Your Trust in 2016	Average (median) for acute trusts	Your Trust in 2015
	Team working			
Q30a	% working in a team	94	96	97
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	26	24	27
Q30b	6-9	24	21	18
Q30b	10-15	16	18	14
Q30b	More than 15	35	38	41

Appendix 4

Other NHS staff survey 2016 documentation

This report is one of several ways in which we present the results of the 2016 national NHS staff survey:

1) A separate summary report of the main 2016 survey results for University Hospitals Birmingham NHS Foundation 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 2016 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2017.

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 are available on request from www.nhsstaffsurveys.com. In these detailed spreadsheets you can 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 trust responses within each strategic health authority
    - the average responses for each major occupational and demographic group within the major trust types