2016 National NHS staff survey

Results from Devon Partnership NHS Trust

Table of Contents

1. Introduction to this report

This report presents the findings of the 2016 national NHS staff survey conducted in Devon Partnership NHS Trust.

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

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

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

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

- Appraisals & support for development

- Equality & diversity

- Errors & incidents

- Health and wellbeing

- Working patterns

- Job satisfaction

- Managers

- Patient care & experience

- Violence, harassment & bullying

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

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

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

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

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

Your Organisation

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

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

		Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
Q21a	"Care of patients / service users is my organisation's top priority"	70%	72%	67%
Q21b	"My organisation acts on concerns raised by patients / service users"	70%	74%	70%
Q21c	"I would recommend my organisation as a place to work"	59%	56%	56%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	59%	59%	56%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.60	3.63	3.53

2. Overall indicator of staff engagement for Devon Partnership NHS Trust

The figure below shows how Devon Partnership NHS Trust compares with other mental health / learning disability 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 3.77 was average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

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

Trust score 2016	3.77
Trust score 2015	3.75
National 2016 average for mental health	3.77

1   2   3   4   5

Poorly engaged staff   *Highly engaged staff*
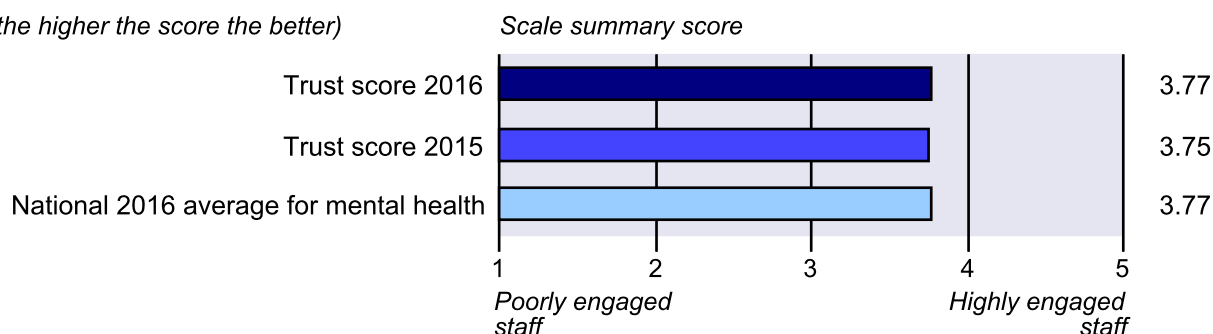
This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to 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 Devon Partnership NHS Trust compares with other mental health / learning disability 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 mental health
OVERALL STAFF ENGAGEMENT	• No change	• Average
KF1. Staff recommendation of the trust as a place to work or receive treatment *(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)*	• No change	• Average
KF4. Staff motivation at work *(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)*	• No change	• Average
KF7. Staff ability to contribute towards improvements at work *(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)*	• No change	• 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***.

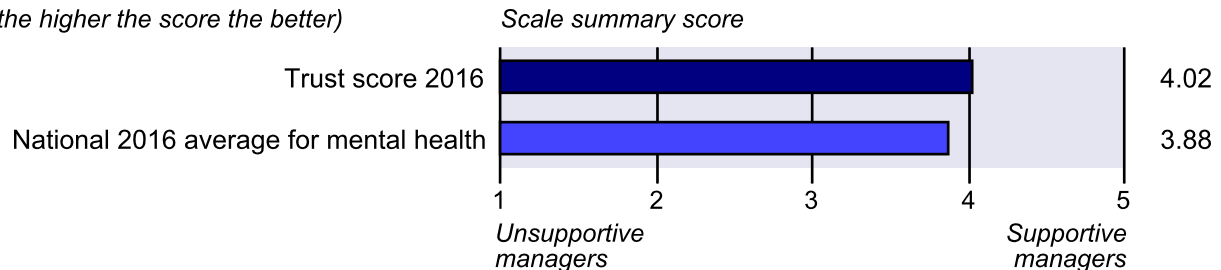## 3. Summary of 2016 Key Findings for Devon Partnership NHS Trust

3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which Devon Partnership NHS Trust compares most favourably with other mental health / learning disability trusts in England.

TOP FIVE RANKING SCORES

✓ KF10. Support from immediate managers

(the higher the score the better)   Scale summary score

Trust score 2016	4.02
National 2016 average for mental health	3.88

1   2   3   4   5
Unsupportive managers   *Supportive managers*

✓ 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	47%
National 2016 average for mental health	55%

0   25   50   75   100

✓ KF9. Effective team working

(the higher the score the better)   Scale summary score

Trust score 2016	3.94
National 2016 average for mental health	3.85

1   2   3   4   5
Ineffective team working   *Effective team working*

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

(the higher the score the better)   Percentage score

Trust score 2016	65%
National 2016 average for mental health	59%

0   25   50   75   100

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

(the lower the score the better)   Percentage score

Trust score 2016	17%
National 2016 average for mental health	21%

0   25   50   75   100

For each of the 32 Key Findings, the mental health / learning disability trusts in England were placed in order from 1 (the top ranking score) to 28 (the bottom ranking score). Devon Partnership NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document ***Making sense of your staff survey data***.

This page highlights the five Key Findings for which Devon Partnership NHS Trust compares least favourably with other mental health / learning disability trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.
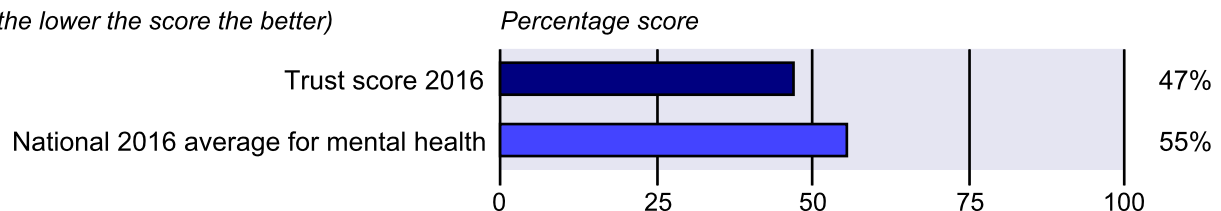
<div align="center">

BOTTOM FIVE RANKING SCORES

</div>

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

(the higher the score the better)   Scale summary score

Trust score 2016	3.99
National 2016 average for mental health	4.06

Low-quality training ..... *High-quality training*

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

(the higher the score the better)   Percentage score

Trust score 2016	86%
National 2016 average for mental health	89%

! 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	3.76
National 2016 average for mental health	3.85

Unsatisfactory delivery of work / care ..... *Highly satisfactory delivery of work / care*

! KF32. Effective use of patient / service user feedback

(the higher the score the better)   Scale summary score

Trust score 2016	3.64
National 2016 average for mental health	3.70

Ineffective use of feedback ..... *Effective use of feedback*

! KF12. Quality of appraisals

(the higher the score the better)   Scale summary score

Trust score 2016	3.11
National 2016 average for mental health	3.15

Low-quality appraisals ..... *High-quality appraisals*
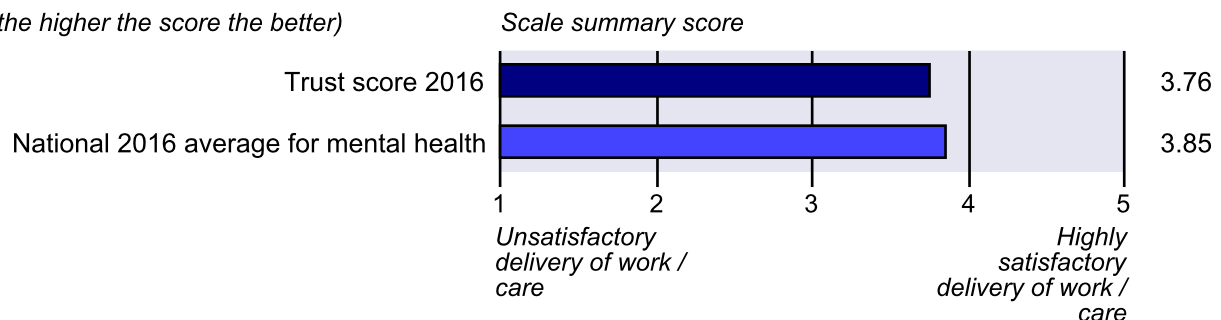
For each of the 32 Key Findings, the mental health / learning disability trusts in England were placed in order from 1 (the top ranking score) to 28 (the bottom ranking score). Devon Partnership NHS Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 28. 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 five Key Findings where staff experiences have improved at Devon Partnership NHS Trust since the 2015 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other mental health / learning disability trusts in England, the score for Key finding KF13 is worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

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

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

Trust score 2016	3.99
Trust score 2015	3.88

1 2 3 4 5
Low-quality training *High-quality training*

✓ KF27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

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

Trust score 2016	63%
Trust score 2015	55%

0 25 50 75 100

✓ KF9. Effective team working

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

Trust score 2016	3.94
Trust score 2015	3.86

1 2 3 4 5
Ineffective team working *Effective team working*

✓ KF12. Quality of appraisals

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

Trust score 2016	3.11
Trust score 2015	3.00

1 2 3 4 5
Low-quality appraisals *High-quality appraisals*

✓ KF6. Percentage of staff reporting good communication between senior management and staff

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

Trust score 2016	35%
Trust score 2015	30%

0 25 50 75 100

3.2. Summary of all Key Findings for Devon Partnership NHS 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

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

KF11. % appraised in last 12 mths

KF20. % experiencing discrimination at work in last 12 mths

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

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

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

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

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

KF15. % satisfied with the opportunities for flexible working patterns

KF16. % working extra hours

KF7. % able to contribute towards improvements at work

KF6. % reporting good communication between senior management and staff

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

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

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

KF24. % reporting most recent experience of violence

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

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

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

9

3.2. Summary of all Key Findings for Devon Partnership NHS Trust

KEY

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

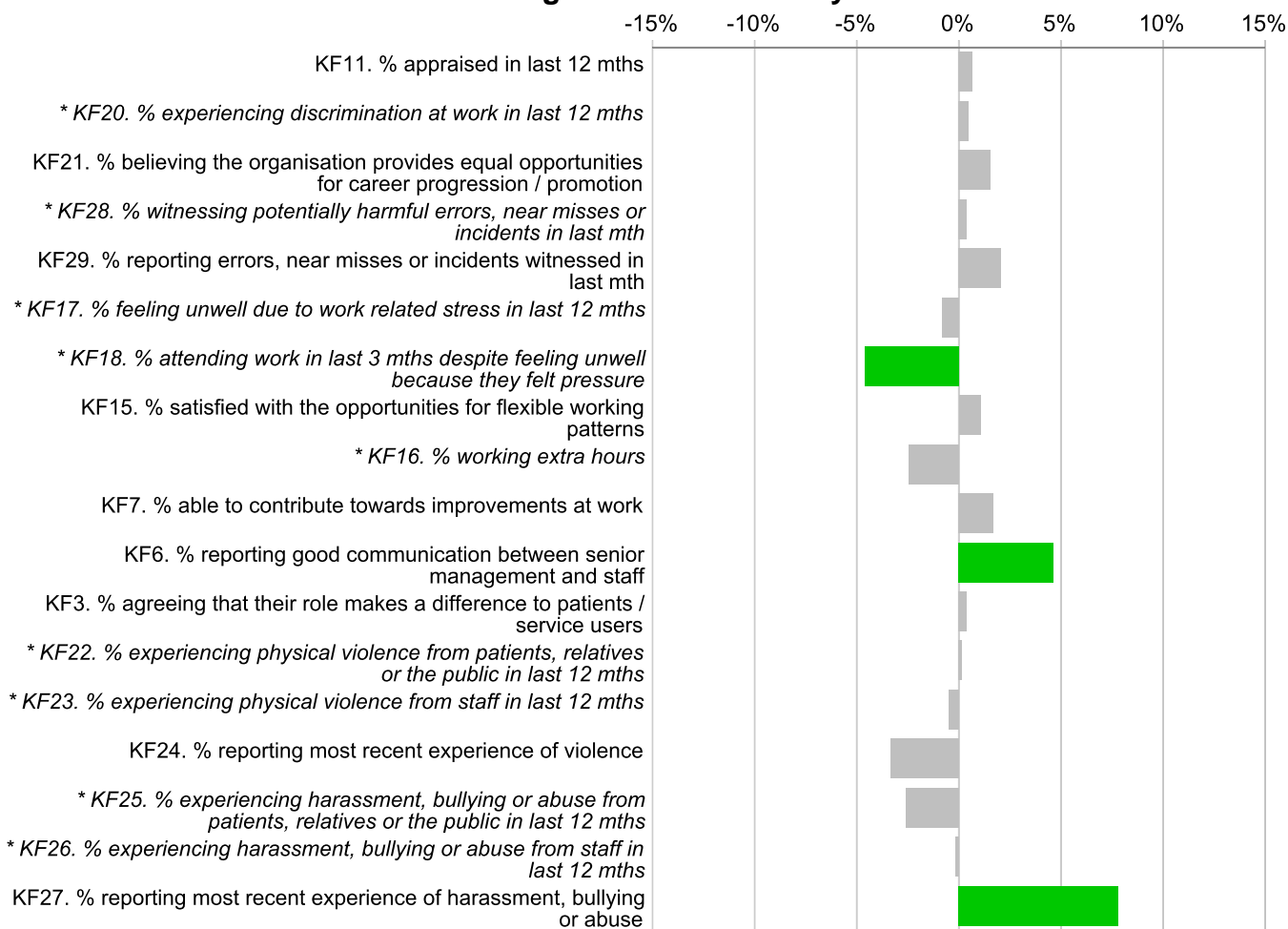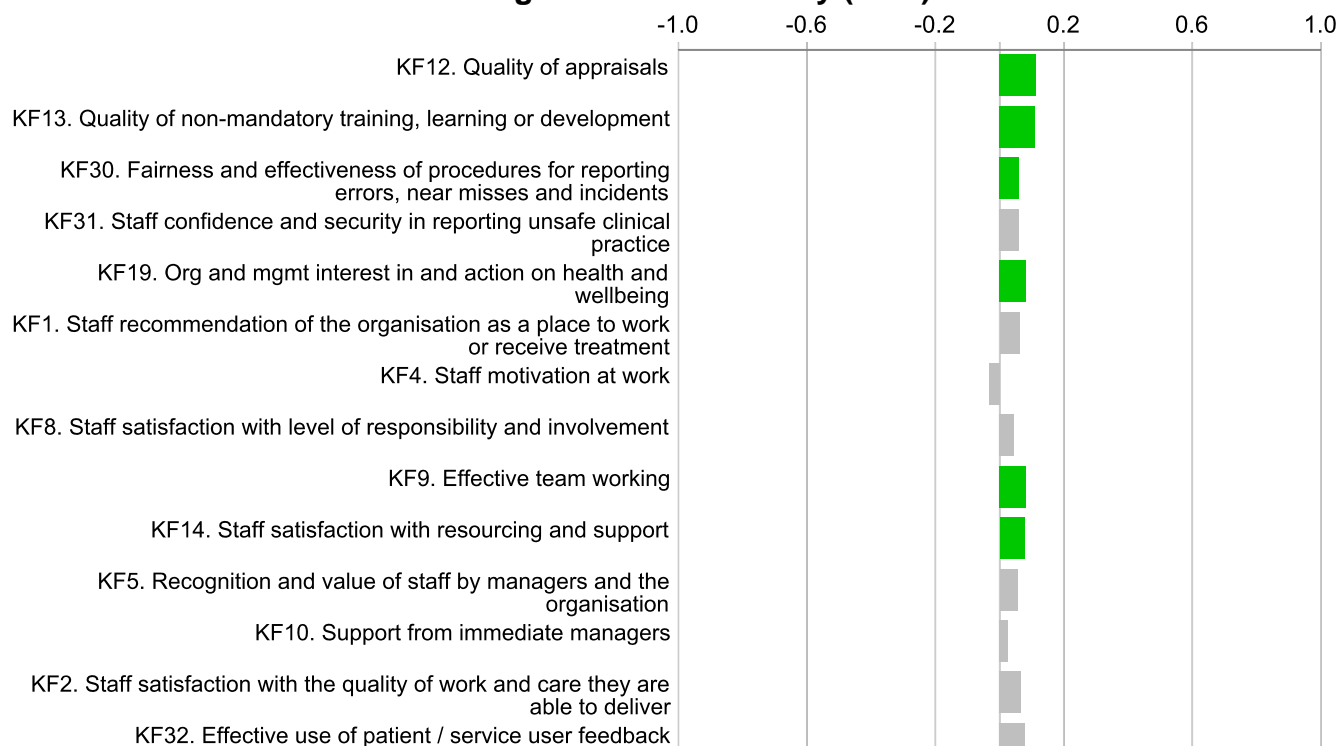Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

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 Devon Partnership NHS Trust

KEY

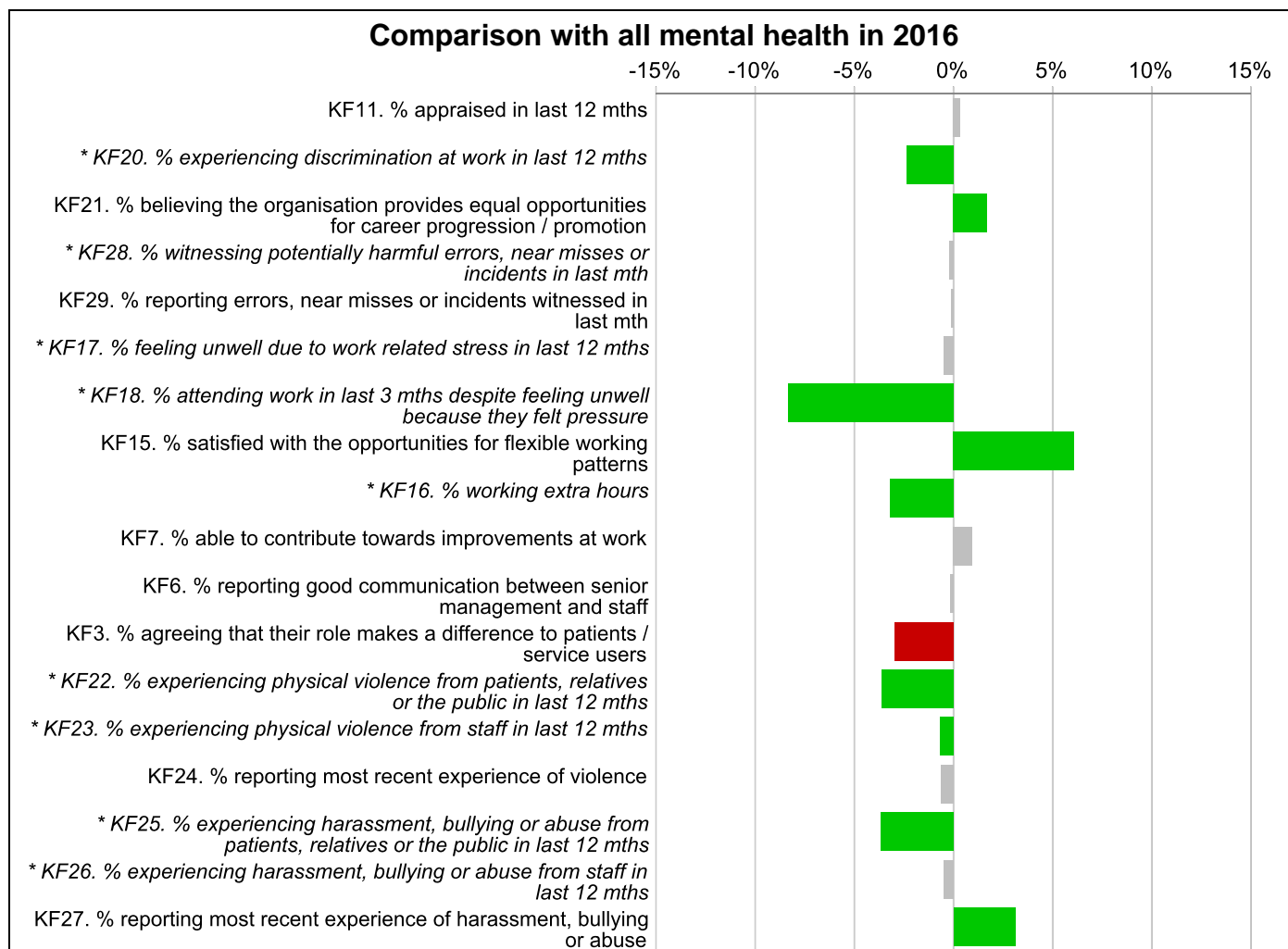Green = Positive finding, e.g. better than average.

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

Grey = Average.

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

Comparison with all mental health in 2016

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

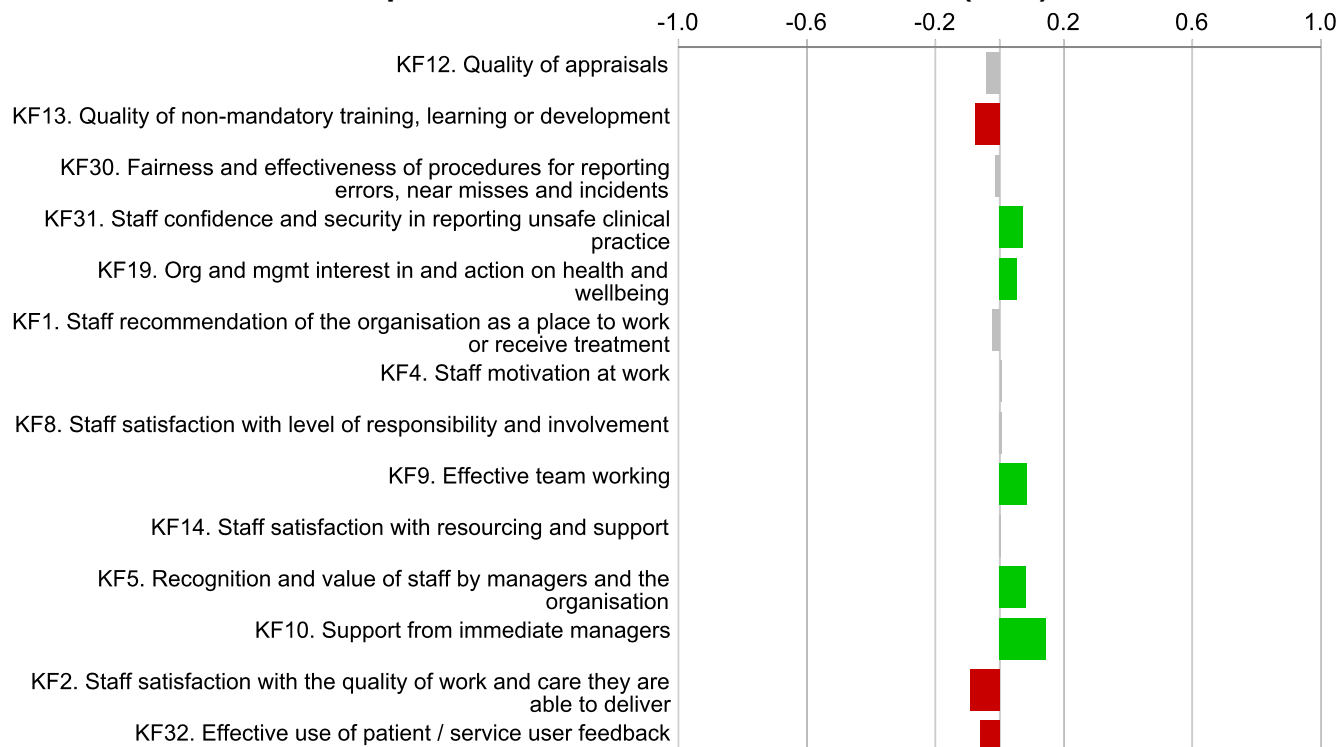## 3.2. Summary of all Key Findings for Devon Partnership NHS Trust

KEY

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

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

Grey = Average.

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

Comparison with all mental health in 2016 (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0

KF12. Quality of appraisals

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

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

KF31. Staff confidence and security in reporting unsafe clinical practice

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

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

KF4. Staff motivation at work

KF8. Staff satisfaction with level of responsibility and involvement

KF9. Effective team working

KF14. Staff satisfaction with resourcing and support

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

KF10. Support from immediate managers

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

KF32. Effective use of patient / service user feedback

3.3. Summary of all Key Findings for Devon Partnership NHS Trust

KEY

✓ Green = Positive finding, e.g. better than average, better than 2015.

! Red = Negative finding, e.g. 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 mental health in 2016
Appraisals & support for development		
KF11. % appraised in last 12 mths	• No change	• Average
KF12. Quality of appraisals	✓ Increase (better than 15)	• Average
KF13. Quality of non-mandatory training, learning or development	✓ Increase (better than 15)	! Below (worse than) average
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	• No change	✓ Below (better than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	✓ Above (better than) average
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	• No change	• Average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	✓ Increase (better than 15)	• 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	• Average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	✓ Decrease (better than 15)	✓ Below (better than) average
KF19. Org and mgmt interest in and action on health and wellbeing	✓ Increase (better than 15)	✓ Above (better than) average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	✓ Above (better than) average
* *KF16. % working extra hours*	• No change	✓ Below (better than) average

3.3. Summary of all Key Findings for Devon Partnership NHS Trust (cont)

	Change since 2015 survey	Ranking, compared with all mental health in 2016
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	• Average
KF4. Staff motivation at work	• No change	• Average
KF7. % able to contribute towards improvements at work	• No change	• Average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	• Average
KF9. Effective team working	✓ Increase (better than 15)	✓ Above (better than) average
KF14. Staff satisfaction with resourcing and support	✓ Increase (better than 15)	• Average
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	✓ Increase (better than 15)	• 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	! Below (worse than) average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	! Below (worse than) average
KF32. Effective use of patient / service user feedback	• No change	! Below (worse than) average
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	• No change	✓ Below (better than) average
* *KF23. % experiencing physical violence from staff in last 12 mths*	• No change	✓ Below (better than) average
KF24. % reporting most recent experience of violence	• No change	• Average
* *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	• Average
KF27. % reporting most recent experience of harassment, bullying or abuse	✓ Increase (better than 15)	✓ Above (better than) average

4. Key Findings for Devon Partnership NHS Trust

Devon Partnership NHS Trust had 1422 staff take part in this survey. This is a response rate of 62%[1] which is above average for mental health / learning disability trusts in England, and compares with a response rate of 52% in this trust in the 2015 survey.
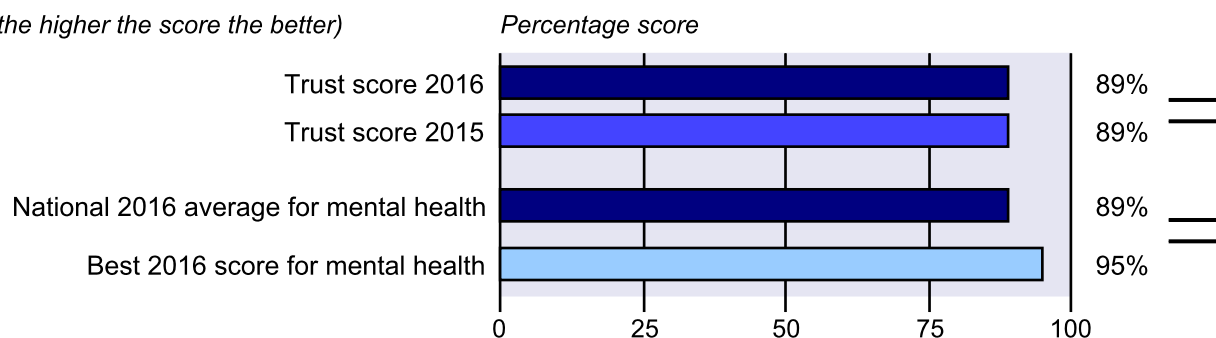
This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other mental health / learning disability trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under nine themes: appraisals and support for development, 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 better than average, or where the score has improved since 2015). Negative findings are highlighted with a red arrow (e.g. where the trust's score is worse than average, or where the score is not as good as 2015). An equals sign indicates that there has been no change.
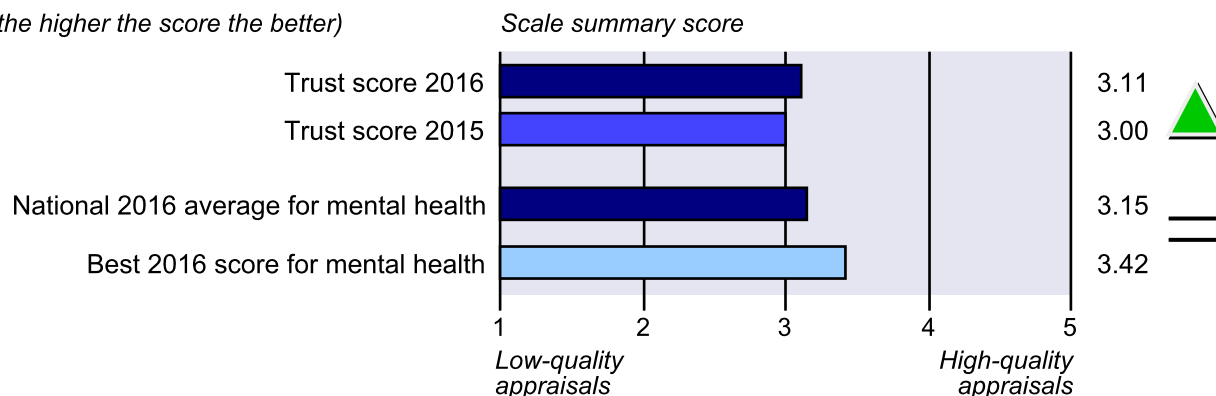
Appraisals & support for development

KEY FINDING 11. Percentage of staff appraised in last 12 months

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

Trust score 2016	89%
Trust score 2015	89%
National 2016 average for mental health	89%
Best 2016 score for mental health	95%

KEY FINDING 12. Quality of appraisals

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

Trust score 2016	3.11
Trust score 2015	3.00
National 2016 average for mental health	3.15
Best 2016 score for mental health	3.42

Low-quality appraisals   *High-quality appraisals*

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

(the higher the score the better)　　Scale summary score

	Score
Trust score 2016	3.99 ▲
Trust score 2015	3.88
National 2016 average for mental health	4.06 ▼
Best 2016 score for mental health	4.18

Scale: 1 2 3 4 5

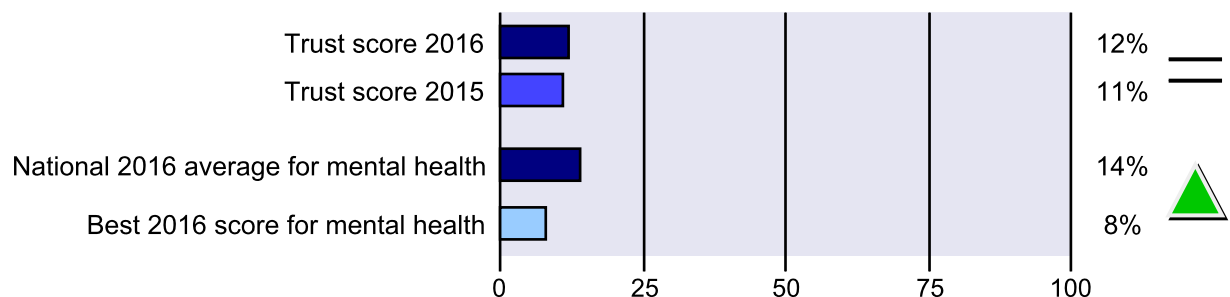*Low-quality training* ... *High-quality training*
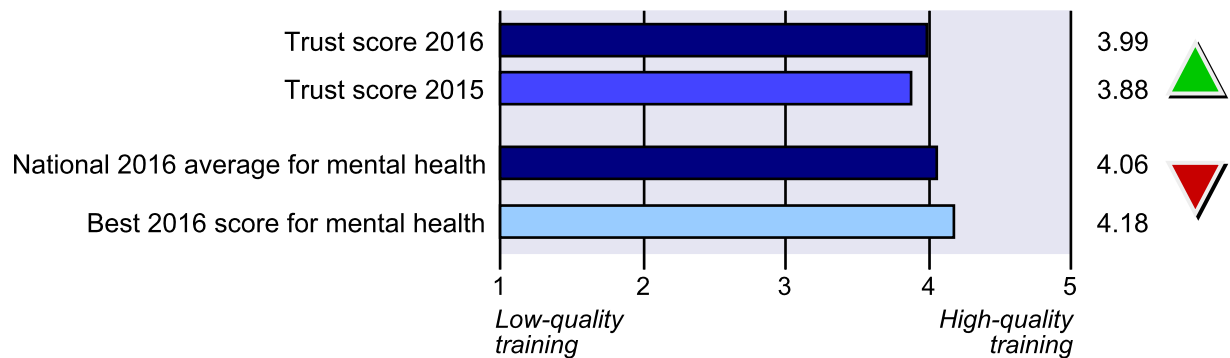
Equality & diversity

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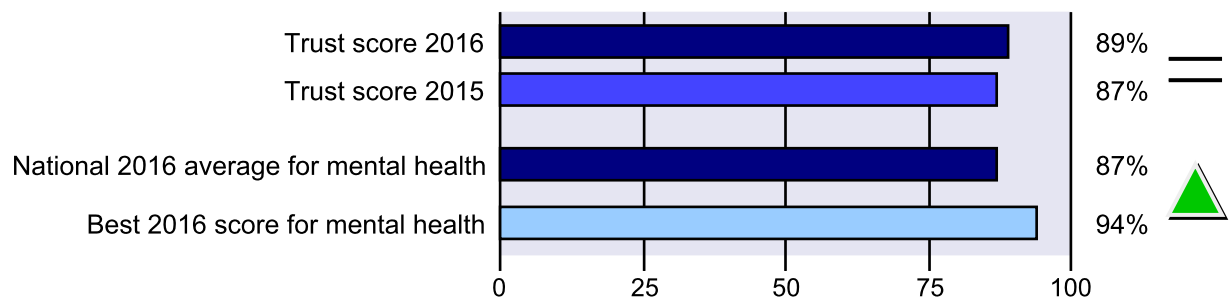
(the lower the score the better)　　Percentage score

	Score
Trust score 2016	12% —
Trust score 2015	11%
National 2016 average for mental health	14%
Best 2016 score for mental health	8% ▲

Scale: 0 25 50 75 100

KEY FINDING 21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion
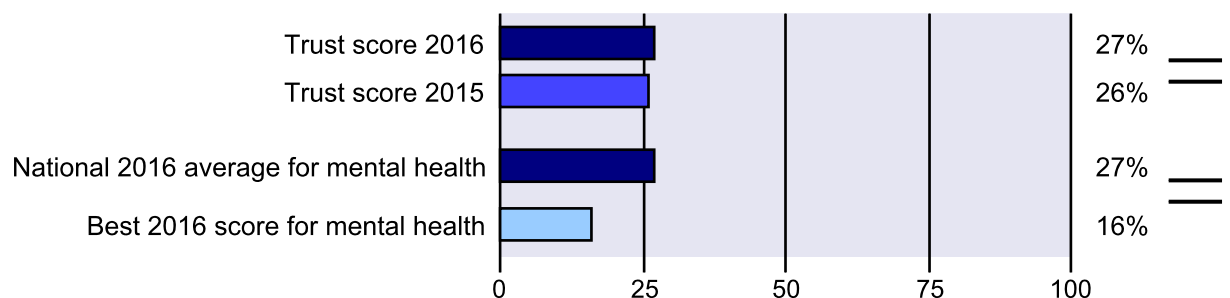
(the higher the score the better)　　Percentage score

	Score
Trust score 2016	89% —
Trust score 2015	87%
National 2016 average for mental health	87%
Best 2016 score for mental health	94% ▲

Scale: 0 25 50 75 100

Errors & incidents

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

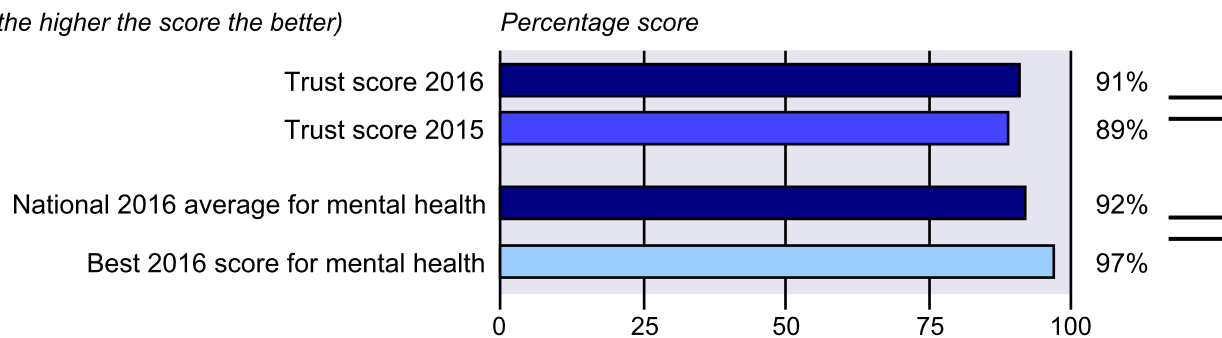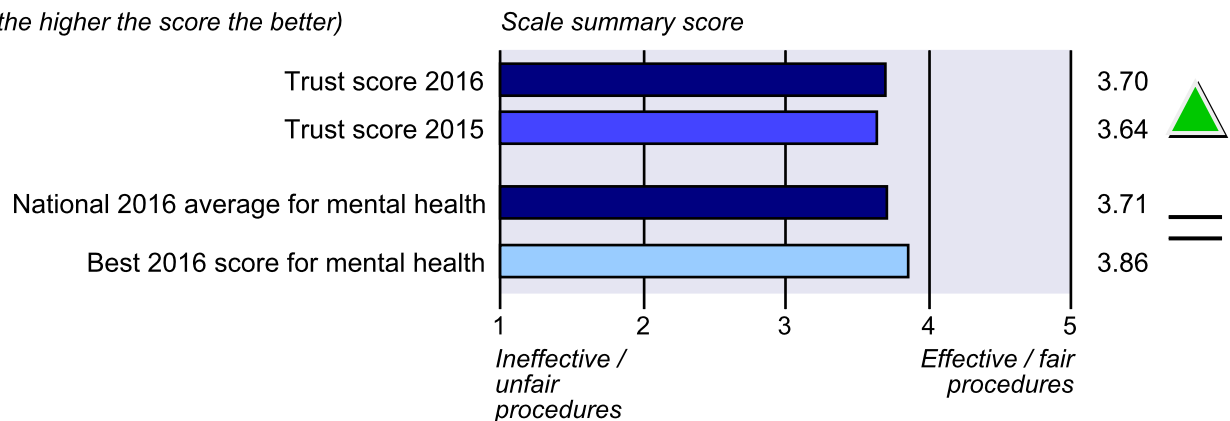*(the lower the score the better)*　　Percentage score

	Score
Trust score 2016	27% —
Trust score 2015	26%
National 2016 average for mental health	27% —
Best 2016 score for mental health	16%

Scale: 0 25 50 75 100

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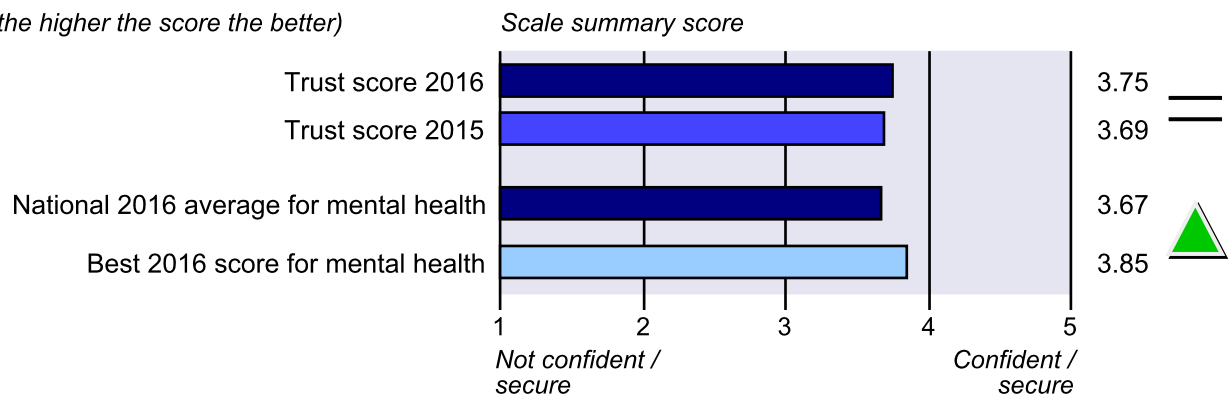
(the higher the score the better)   *Percentage score*

Trust score 2016	91%
Trust score 2015	89%
National 2016 average for mental health	92%
Best 2016 score for mental health	97%

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	3.70
Trust score 2015	3.64
National 2016 average for mental health	3.71
Best 2016 score for mental health	3.86

1   2   3   4   5

Ineffective /   *Effective / fair*
unfair   *procedures*
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	3.75
Trust score 2015	3.69
National 2016 average for mental health	3.67
Best 2016 score for mental health	3.85

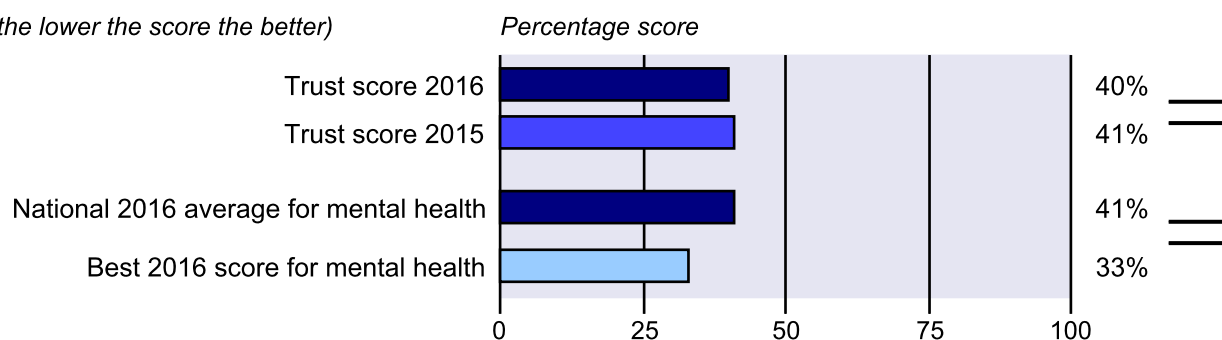1   2   3   4   5

Not confident /   *Confident /*
secure   *secure*

Health and wellbeing

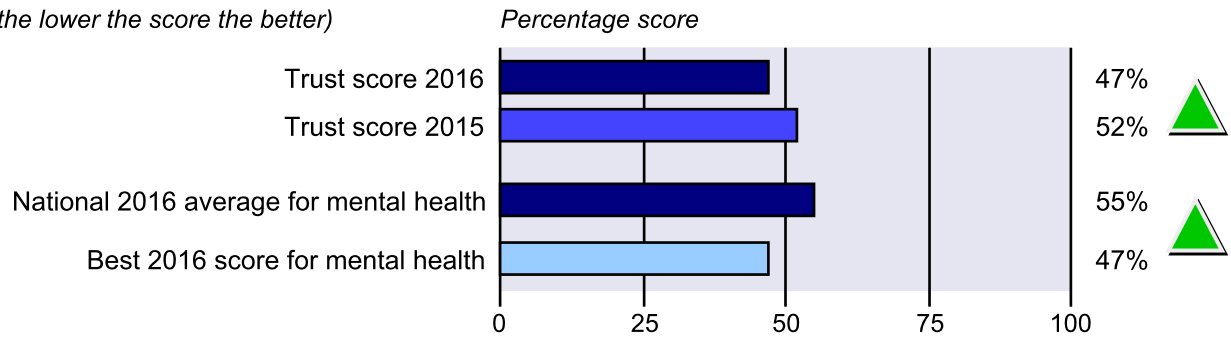**KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months**

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

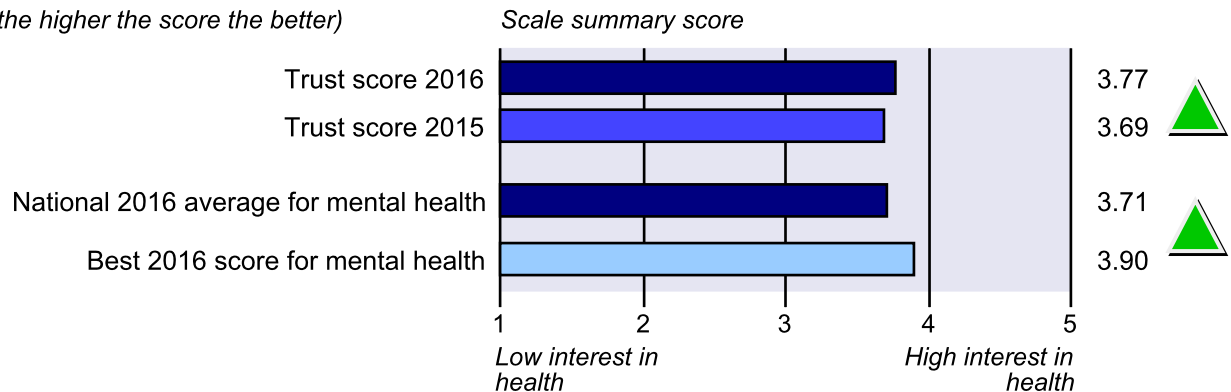|	
Trust score 2016	40%
Trust score 2015	41%
National 2016 average for mental health	41%
Best 2016 score for mental health	33%

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	47% ▲
Trust score 2015	52%
National 2016 average for mental health	55% ▲
Best 2016 score for mental health	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

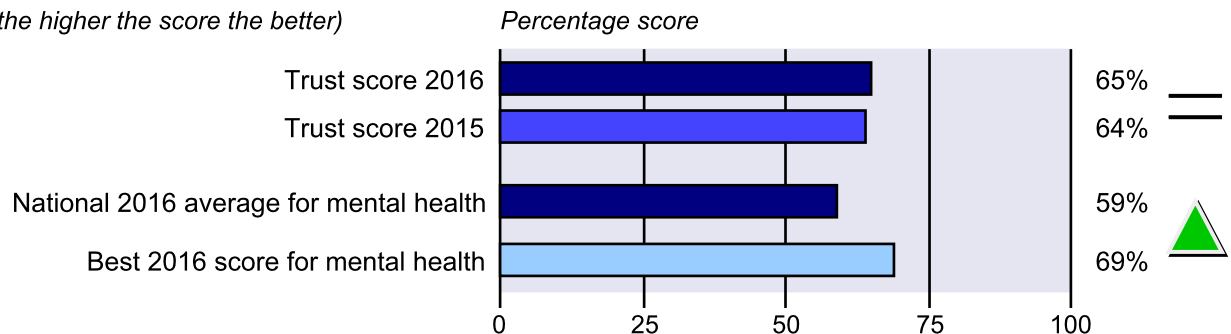|	
Trust score 2016	3.77 ▲
Trust score 2015	3.69
National 2016 average for mental health	3.71 ▲
Best 2016 score for mental health	3.90

1   2   3   4   5

Low interest in health   *High interest in health*

Working patterns

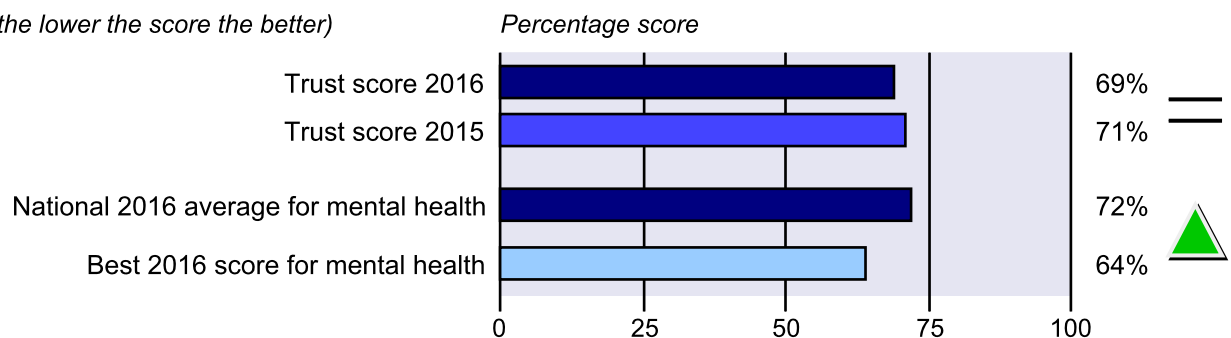**KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns**

(the higher the score the better)   Percentage score

Trust score 2016	65% ▬
Trust score 2015	64%
National 2016 average for mental health	59% ▲
Best 2016 score for mental health	69%

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	69% ▬
Trust score 2015	71%
National 2016 average for mental health	72% ▲
Best 2016 score for mental health	64%

0   25   50   75   100

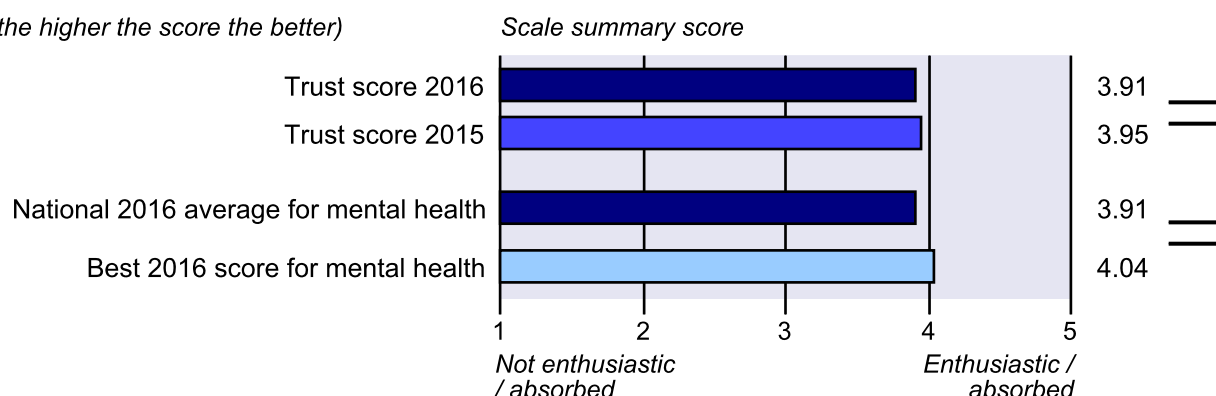### KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment
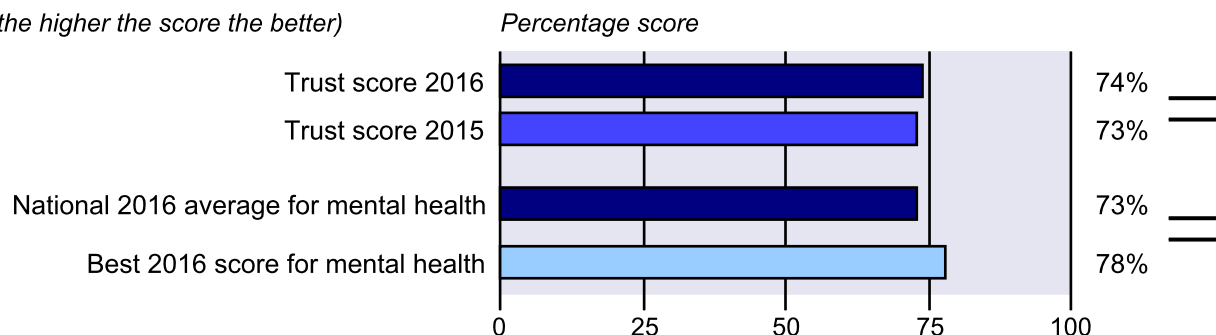
(the higher the score the better)   Scale summary score

Trust score 2016	3.60
Trust score 2015	3.54
National 2016 average for mental health	3.62
Best 2016 score for mental health	3.96

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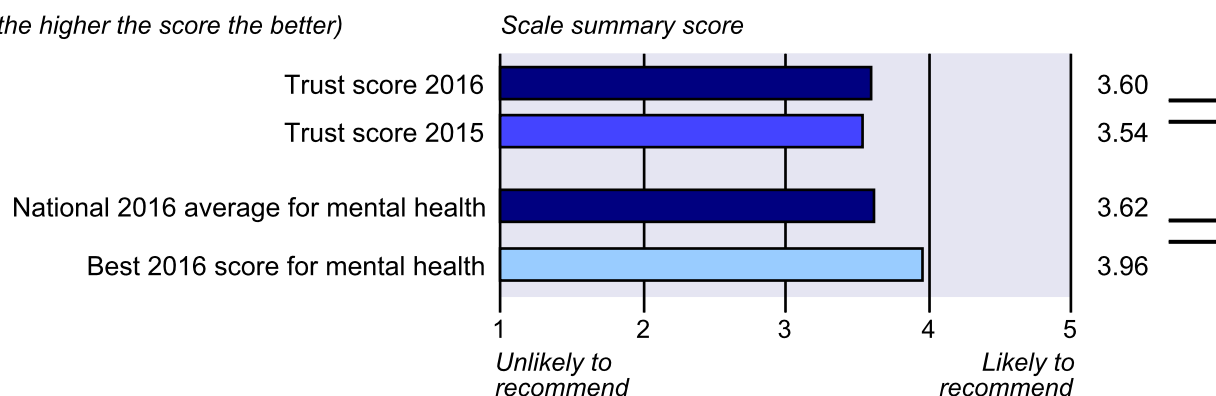
KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2016	3.91
Trust score 2015	3.95
National 2016 average for mental health	3.91
Best 2016 score for mental health	4.04

Not enthusiastic / absorbed — *Enthusiastic / absorbed*

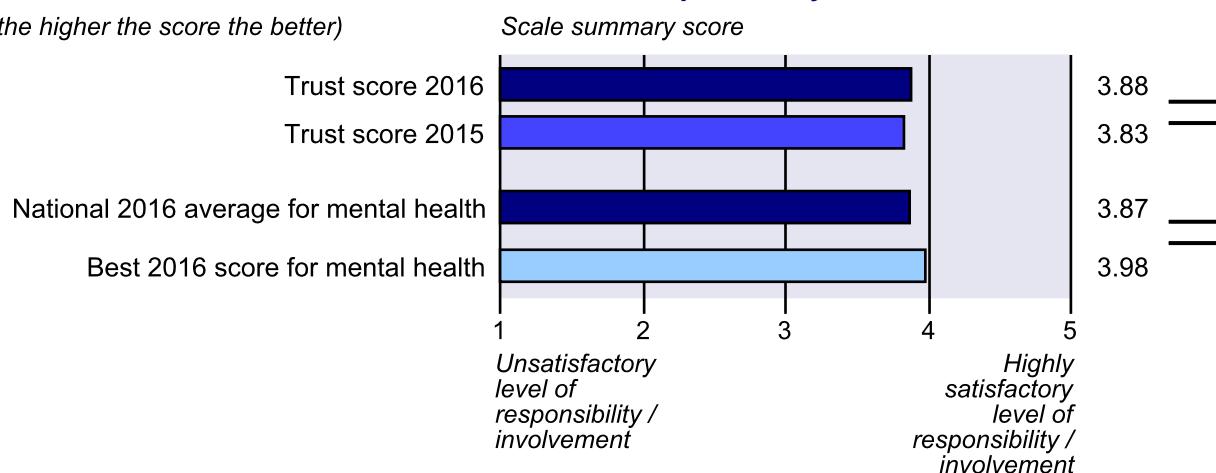### KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)   Percentage score
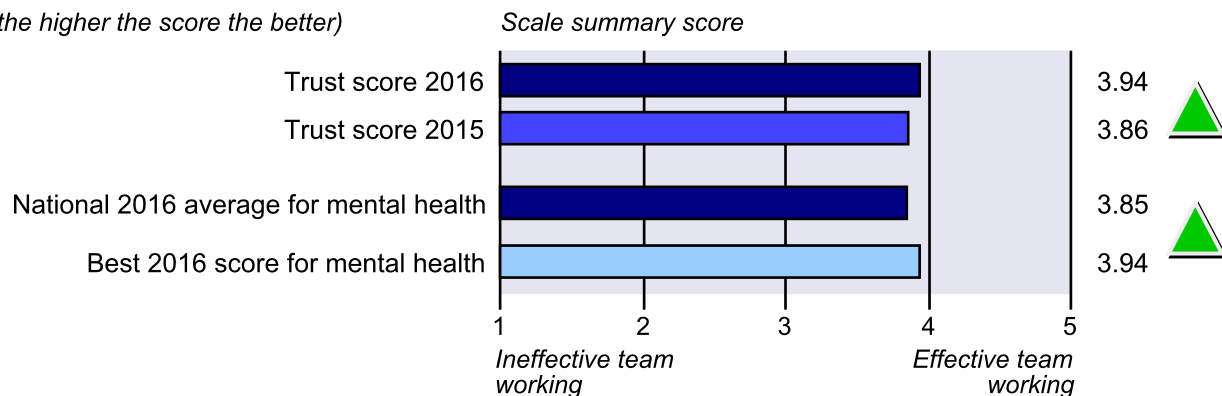
Trust score 2016	74%
Trust score 2015	73%
National 2016 average for mental health	73%
Best 2016 score for mental health	78%

KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)   Scale summary score

Trust score 2016	3.88
Trust score 2015	3.83
National 2016 average for mental health	3.87
Best 2016 score for mental health	3.98

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	3.94 ▲
Trust score 2015	3.86
National 2016 average for mental health	3.85
Best 2016 score for mental health	3.94 ▲

Ineffective team working — *Effective team working*

Scale: 1 2 3 4 5

KEY FINDING 14. Staff satisfaction with resourcing and support

(the higher the score the better) Scale summary score

Trust score 2016	3.36 ▲
Trust score 2015	3.28
National 2016 average for mental health	3.36
Best 2016 score for mental health	3.54

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

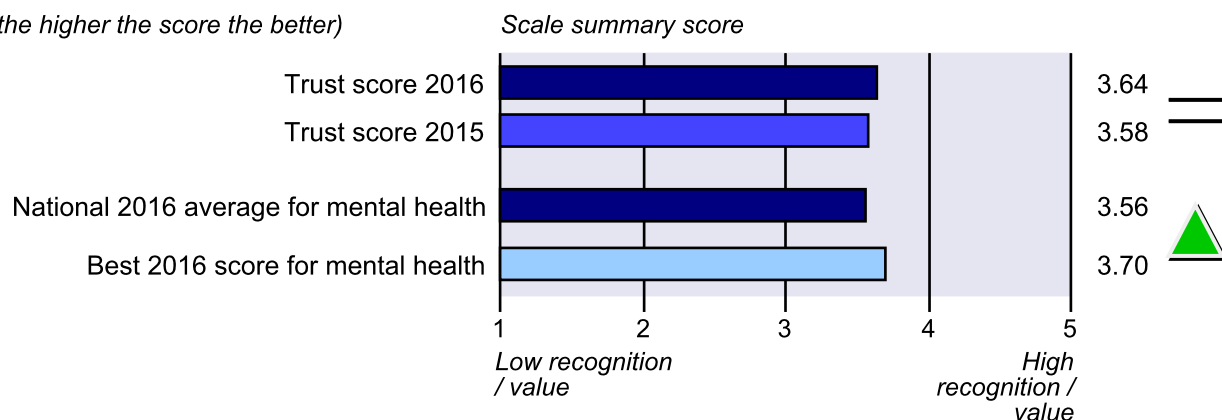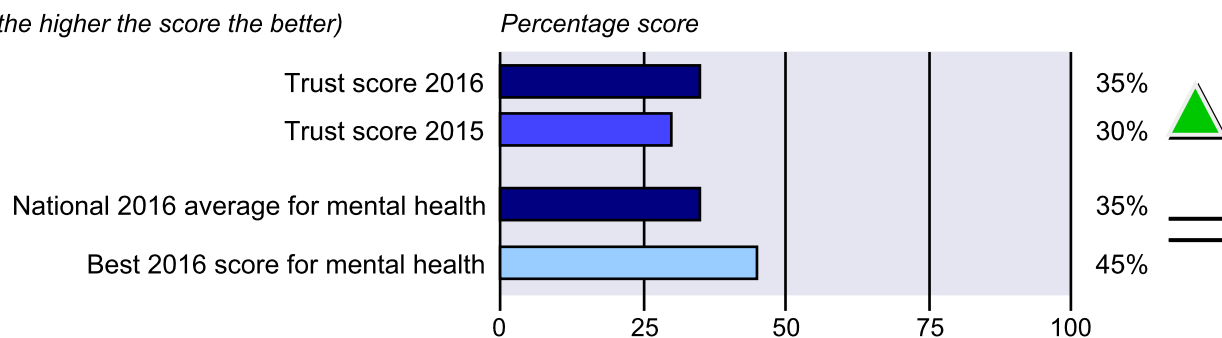Scale: 1 2 3 4 5
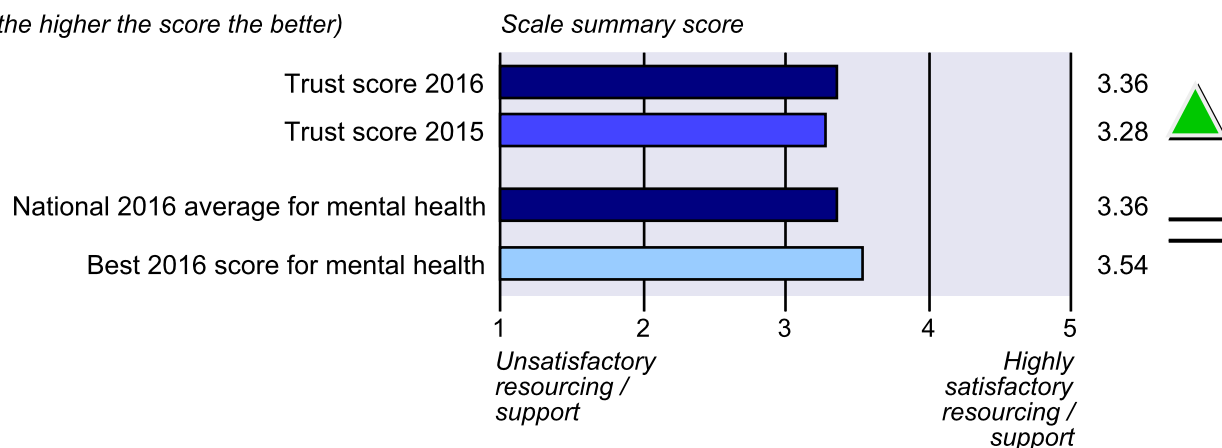
Managers

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	3.64 —
Trust score 2015	3.58
National 2016 average for mental health	3.56 ▲
Best 2016 score for mental health	3.70

Low recognition / value — *High recognition / value*

Scale: 1 2 3 4 5

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	35% ▲
Trust score 2015	30%
National 2016 average for mental health	35% —
Best 2016 score for mental health	45%

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	4.02
Trust score 2015	4.00
National 2016 average for mental health	3.88
Best 2016 score for mental health	4.02

1 2 3 4 5

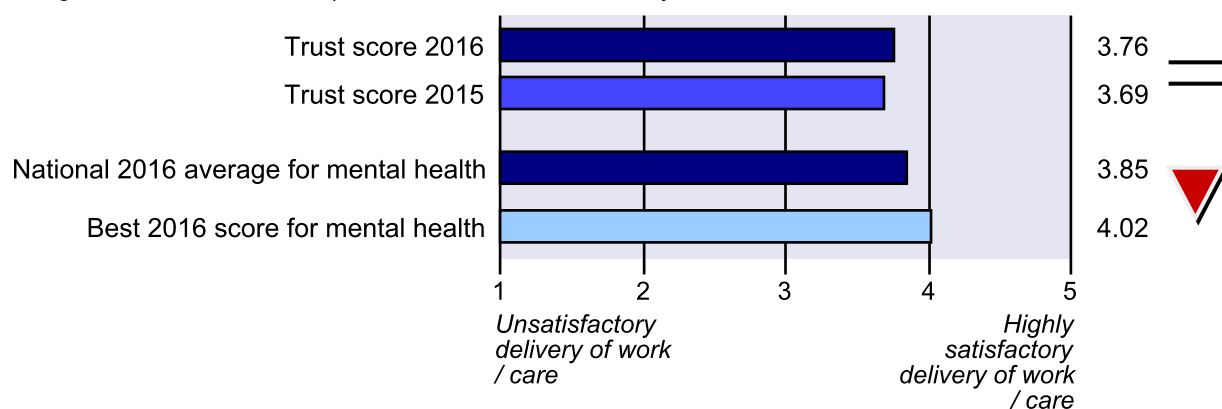*Unsupportive managers*   *Supportive managers*
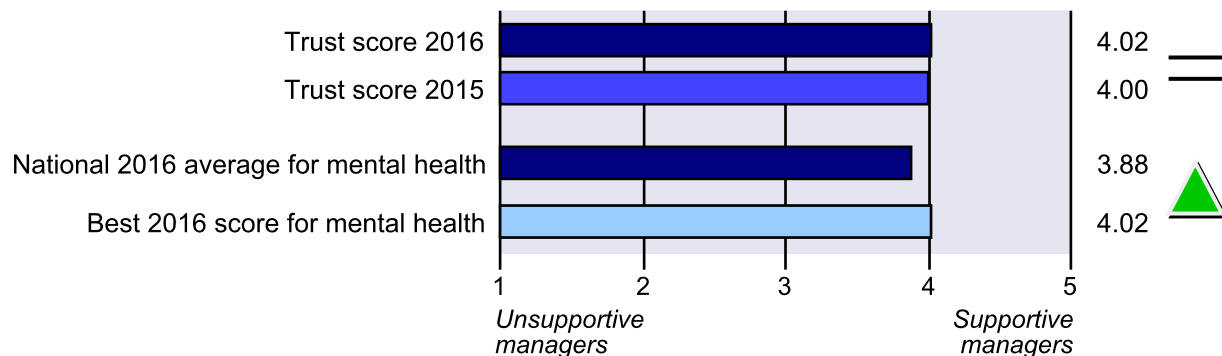
Patient care & experience

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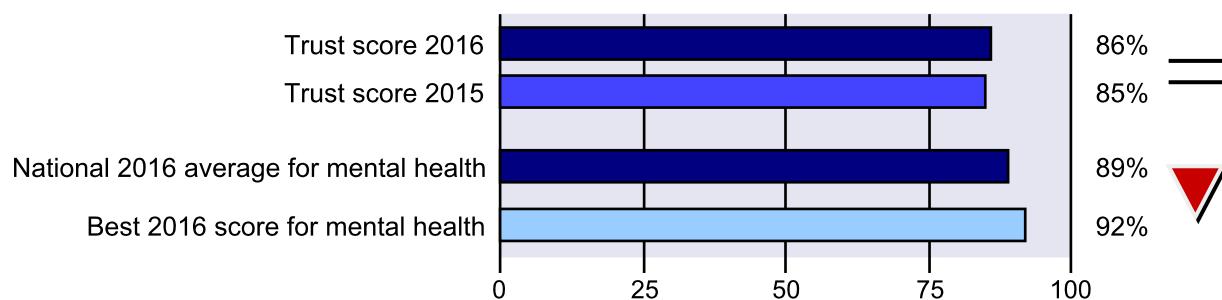
(the higher the score the better)   Scale summary score

Trust score 2016	3.76
Trust score 2015	3.69
National 2016 average for mental health	3.85
Best 2016 score for mental health	4.02

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
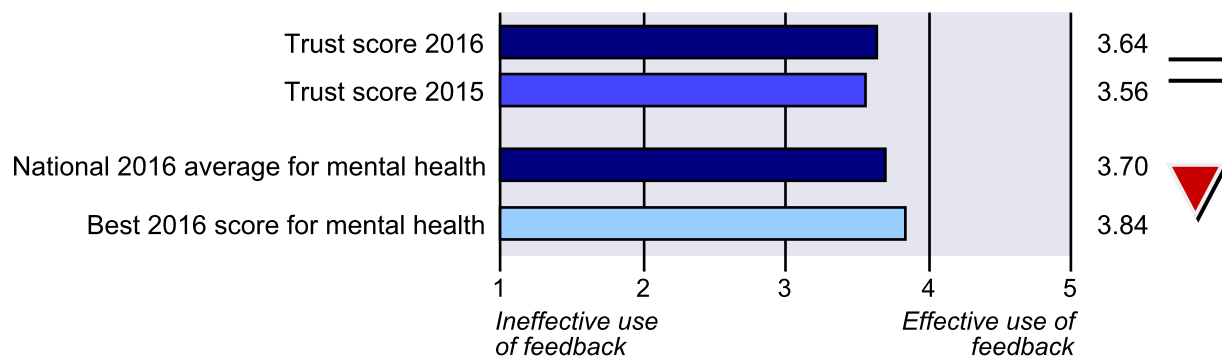
(the higher the score the better)   Percentage score

Trust score 2016	86%
Trust score 2015	85%
National 2016 average for mental health	89%
Best 2016 score for mental health	92%

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	3.64
Trust score 2015	3.56
National 2016 average for mental health	3.70
Best 2016 score for mental health	3.84

1 2 3 4 5

Ineffective use of feedback   *Effective use of feedback*

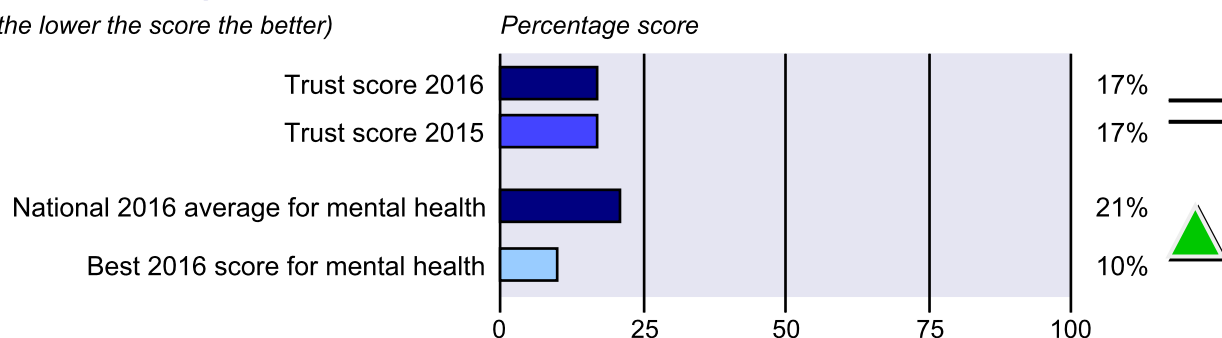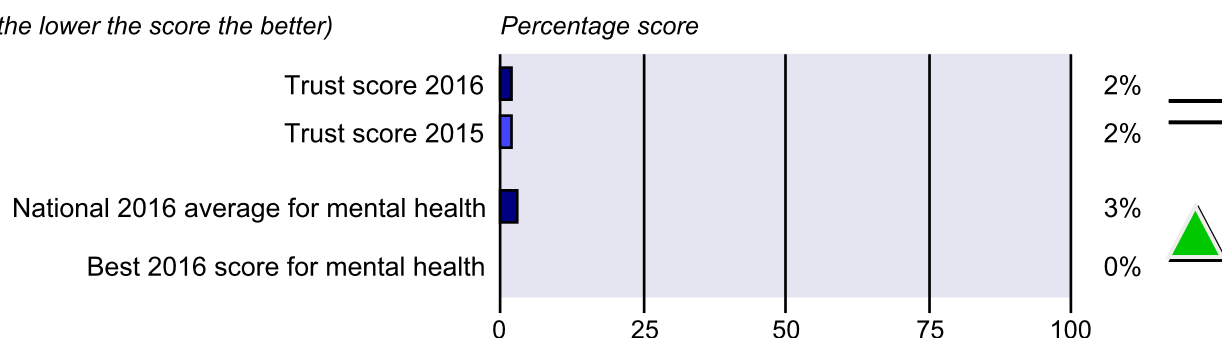## Violence, harassment & bullying

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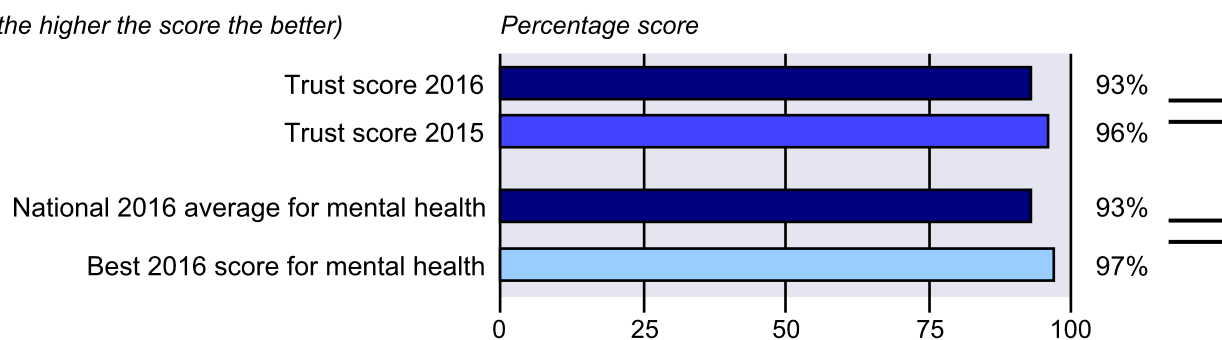
(the lower the score the better)   Percentage score

Trust score 2016	17%
Trust score 2015	17%
National 2016 average for mental health	21%
Best 2016 score for mental health	10%

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

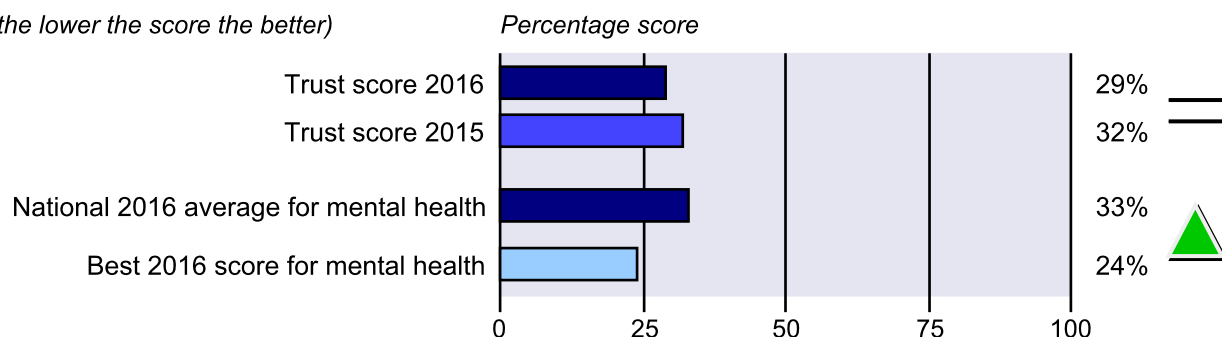|	
Trust score 2016	2%
Trust score 2015	2%
National 2016 average for mental health	3%
Best 2016 score for mental health	0%

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	93%
Trust score 2015	96%
National 2016 average for mental health	93%
Best 2016 score for mental health	97%

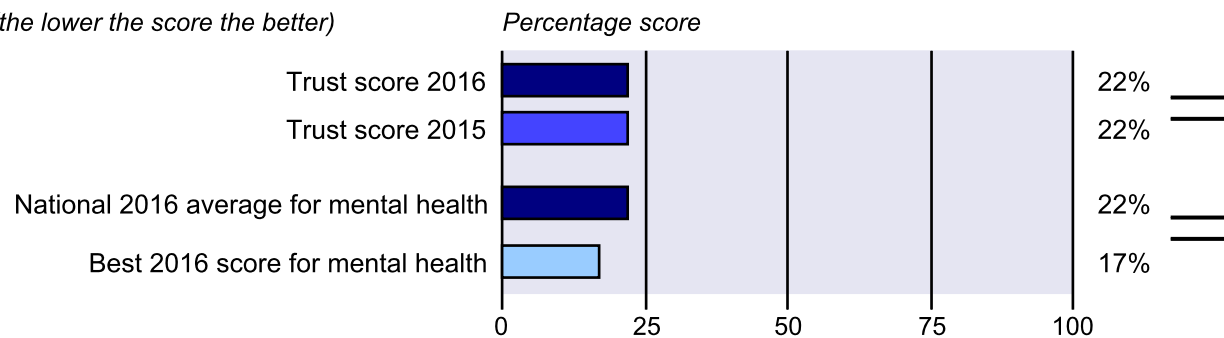0   25   50   75   100

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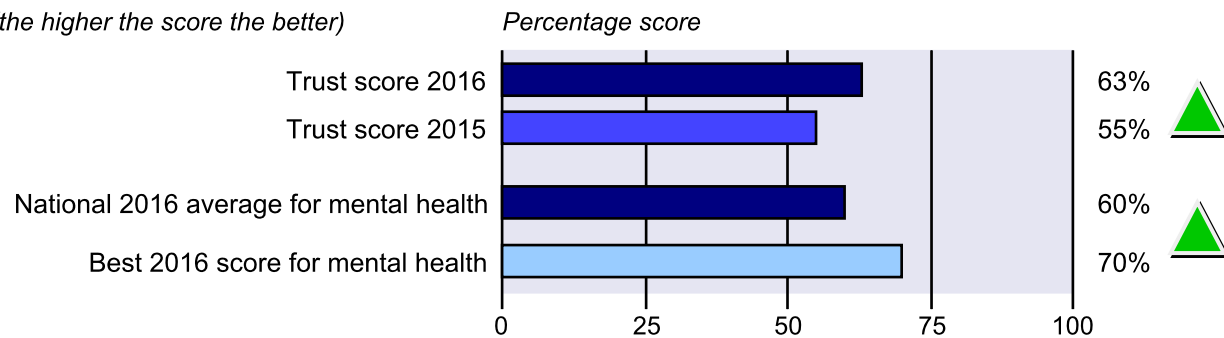
(the lower the score the better)   Percentage score

Trust score 2016	29%
Trust score 2015	32%
National 2016 average for mental health	33%
Best 2016 score for mental health	24%

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*

Trust score 2016	22%
Trust score 2015	22%
National 2016 average for mental health	22%
Best 2016 score for mental health	17%

0   25   50   75   100

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

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

Trust score 2016	63%
Trust score 2015	55%
National 2016 average for mental health	60%
Best 2016 score for mental health	70%

0   25   50   75   100

23

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 mental health	Your Trust in 2015
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	29%	31%	32%
		BME	41%	38%	30%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	22%	22%	22%
		BME	26%	26%	18%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	89%	89%	88%
		BME	89%	79%	76%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	7%	7%	7%
		BME	9%	14%	11%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at Devon Partnership NHS 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

	Mental Health Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Social Care Staff
Appraisals & support for development												
KF11. % appraised in last 12 mths	91	89	88	98	86	87	91	89	88	84	-	88
KF12. Quality of appraisals	3.06	3.29	2.85	3.30	3.26	3.19	3.00	3.08	2.90	3.33	-	3.14
KF13. Quality of non-mandatory training, learning or development	4.00	4.15	3.79	4.16	4.05	4.02	3.85	4.21	3.82	3.98	-	3.88
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	13	3	18	15	10	12	4	21	9	8	18	30
KF21. % believing the organisation provides equal opportunities for career progression / promotion	84	96	90	100	90	85	100	94	87	88	-	87
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	36	27	39	40	24	18	10	63	16	11	45	14
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	100	91	89	100	90	-	-	87	-	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.69	3.75	3.68	3.68	3.80	3.75	3.89	3.63	3.65	3.80	-	3.60
KF31. Staff confidence and security in reporting unsafe clinical practice	3.74	3.88	3.83	3.84	3.78	3.77	3.85	3.71	3.61	3.78	3.23	3.76
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	48	42	44	28	37	38	48	47	39	35	27	39
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	54	47	56	21	30	43	43	47	53	43	73	38
KF19. Org and mgmt interest in and action on health and wellbeing	3.61	3.96	3.66	3.94	3.92	3.68	3.89	3.83	3.83	4.01	3.68	3.65
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	58	77	54	74	68	67	78	78	58	82	64	61
* KF16. % working extra hours	78	71	65	80	71	65	87	63	52	61	64	78
Number of respondents	308	73	96	87	90	210	23	19	220	89	11	33

Due to low numbers of respondents, no scores are shown for the following occupational groups: Adult / General Nurses, Physiotherapy, Emergency Care Practitioner and Paramedics.

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

	Mental Health Nurses	Other Registered Nurses	Nursing / Healthcare Assistants	Medical / Dental	Occupational Therapy	Other Allied Health Professionals	General Management	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Social Care Staff
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.38	3.72	3.51	3.74	3.69	3.64	4.00	3.70	3.64	3.90	3.61	3.42
KF4. Staff motivation at work	3.93	4.11	3.64	4.02	4.01	3.89	4.12	4.41	3.77	3.91	3.88	4.08
KF7. % able to contribute towards improvements at work	72	82	65	79	84	75	91	84	65	85	82	73
KF8. Staff satisfaction with level of responsibility and involvement	3.86	3.89	3.69	4.17	4.00	3.86	4.21	4.14	3.71	3.91	4.04	3.86
KF9. Effective team working	3.94	4.03	3.78	4.07	4.11	3.92	4.16	4.09	3.81	4.04	3.91	4.00
KF14. Staff satisfaction with resourcing and support	3.20	3.36	3.31	3.44	3.37	3.39	3.65	3.32	3.52	3.58	3.64	3.15
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.56	3.77	3.45	3.86	3.79	3.69	3.91	3.87	3.53	3.77	3.45	3.63
KF6. % reporting good communication between senior management and staff	35	30	25	46	33	32	65	42	32	55	27	15
KF10. Support from immediate managers	3.99	4.16	3.86	4.11	4.26	4.01	4.01	4.09	4.00	4.08	3.85	4.09
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.53	3.80	3.90	3.76	3.77	3.80	3.95	3.89	4.00	3.82	-	3.68
KF3. % agreeing that their role makes a difference to patients / service users	86	90	81	94	89	93	74	84	78	80	-	82
KF32. Effective use of patient / service user feedback	3.61	3.57	3.61	3.65	3.80	3.77	3.81	-	3.66	3.63	-	3.38
Violence, harassment & bullying												
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	26	23	49	17	14	7	0	11	4	0	36	0
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	0	8	0	2	1	0	5	0	0	18	0
KF24. % reporting most recent experience of violence	94	93	95	67	91	100	-	-	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	43	21	49	53	26	20	0	21	19	2	27	42
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	28	15	23	20	15	17	13	32	25	18	9	24
KF27. % reporting most recent experience of harassment, bullying or abuse	68	79	82	33	52	65	-	-	50	69	-	65
Overall staff engagement	3.68	3.94	3.55	3.92	3.92	3.75	4.15	4.02	3.66	3.95	3.79	3.75
Number of respondents	308	73	96	87	90	210	23	19	220	89	11	33

Due to low numbers of respondents, no scores are shown for the following occupational groups: Adult / General Nurses, Physiotherapy, Emergency Care Practitioner and Paramedics.

Table 6.2: Key Findings for different locations

	Adult Mental Health Services Dir	Headquarters Directorate	Medical Directorate	Older Peoples Mental Health Services	Secure Services	Specialist Services
Appraisals & support for development						
KF11. % appraised in last 12 mths	89	89	92	87	87	91
KF12. Quality of appraisals	2.98	3.32	2.85	3.12	3.06	3.14
KF13. Quality of non-mandatory training, learning or development	3.89	4.05	3.97	3.94	3.98	4.06
Equality & diversity						
* KF20. % experiencing discrimination at work in last 12 mths	17	10	13	9	17	8
KF21. % believing the organisation provides equal opportunities for career progression / promotion	86	88	100	91	85	91
Errors & incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	38	16	40	21	41	19
KF29. % reporting errors, near misses or incidents witnessed in last mth	90	88	-	94	93	96
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.53	3.70	3.56	3.86	3.71	3.78
KF31. Staff confidence and security in reporting unsafe clinical practice	3.68	3.73	3.58	3.87	3.68	3.79
Health and wellbeing						
* KF17. % feeling unwell due to work related stress in last 12 mths	45	36	17	42	44	37
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	51	46	13	47	47	45
KF19. Org and mgmt interest in and action on health and wellbeing	3.58	3.89	4.13	3.81	3.73	3.82
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	57	78	75	57	53	70
* KF16. % working extra hours	71	66	79	70	76	62
Number of respondents	346	233	24	196	177	437

Please note that the locations classification was provided by Devon Partnership NHS Trust

Table 6.2: Key Findings for different locations (cont)

	Adult Mental Health Services Dir	Headquarters Directorate	Medical Directorate	Older Peoples Mental Health Services	Secure Services	Specialist Services
Job satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.37	3.78	3.64	3.62	3.63	3.67
KF4. Staff motivation at work	3.85	3.94	3.99	3.92	3.91	3.93
KF7. % able to contribute towards improvements at work	67	81	63	74	75	76
KF8. Staff satisfaction with level of responsibility and involvement	3.79	3.96	3.97	3.84	3.85	3.91
KF9. Effective team working	3.88	3.98	3.93	3.92	3.78	4.02
KF14. Staff satisfaction with resourcing and support	3.22	3.46	3.47	3.43	3.27	3.43
Managers						
KF5. Recognition and value of staff by managers and the organisation	3.50	3.72	3.74	3.65	3.55	3.73
KF6. % reporting good communication between senior management and staff	29	45	33	34	27	37
KF10. Support from immediate managers	3.99	4.02	4.44	4.04	3.88	4.09
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.55	3.89	3.75	3.82	3.84	3.84
KF3. % agreeing that their role makes a difference to patients / service users	85	81	88	87	81	91
KF32. Effective use of patient / service user feedback	3.44	3.53	3.64	3.63	3.84	3.74
Violence, harassment & bullying						
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	22	5	33	20	33	9
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	2	0	2	4	0
KF24. % reporting most recent experience of violence	93	82	-	89	98	97
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	48	10	33	27	47	19
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	28	19	13	23	25	17
KF27. % reporting most recent experience of harassment, bullying or abuse	65	52	-	48	78	64
Overall staff engagement	3.62	3.89	3.73	3.77	3.78	3.80
Number of respondents	346	233	24	196	177	437

Please note that the locations classification was provided by Devon Partnership NHS Trust

	Adult East and Mid	Adult Exeter	Adult HQ	Adult North	Adult South and West	Adult Torbay	Drug and Alcohol Services	Forensic
Appraisals & support for development								
KF11. % appraised in last 12 mths	94	92	92	81	91	82	100	87
KF12. Quality of appraisals	2.86	2.83	3.82	3.06	2.96	2.91	2.76	3.06
KF13. Quality of non-mandatory training, learning or development	3.83	3.83	4.31	3.90	3.85	3.90	3.72	3.98
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	18	23	4	7	17	20	12	17
KF21. % believing the organisation provides equal opportunities for career progression / promotion	91	82	95	90	89	71	92	85
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	48	45	26	22	26	59	31	41
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	91	-	73	87	90	-	93
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.44	3.48	4.10	3.62	3.50	3.39	3.97	3.71
KF31. Staff confidence and security in reporting unsafe clinical practice	3.48	3.66	4.27	3.68	3.71	3.57	4.00	3.68
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	41	46	29	43	53	50	39	44
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	59	50	46	39	61	45	44	47
KF19. Org and mgmt interest in and action on health and wellbeing	3.76	3.49	4.15	3.73	3.50	3.14	3.85	3.73
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	57	59	83	54	53	52	28	53
* KF16. % working extra hours	60	79	78	65	70	69	61	76
Number of respondents	51	100	24	57	70	44	19	177

Please note that the locations classification was provided by Devon Partnership NHS Trust

	Adult East and Mid	Adult Exeter	Adult HQ	Adult North	Adult South and West	Adult Torbay	Drug and Alcohol Services	Forensic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.32	3.26	4.21	3.44	3.33	3.15	3.65	3.63
KF4. Staff motivation at work	3.84	3.89	4.33	3.86	3.72	3.70	3.89	3.91
KF7. % able to contribute towards improvements at work	65	63	96	70	59	73	72	75
KF8. Staff satisfaction with level of responsibility and involvement	3.77	3.73	4.33	3.82	3.67	3.77	3.83	3.85
KF9. Effective team working	3.76	3.79	4.35	3.99	3.92	3.77	4.08	3.78
KF14. Staff satisfaction with resourcing and support	3.04	3.19	3.70	3.23	3.31	3.09	3.63	3.27
Managers								
KF5. Recognition and value of staff by managers and the organisation	3.61	3.36	4.24	3.55	3.45	3.33	3.71	3.55
KF6. % reporting good communication between senior management and staff	41	27	63	21	26	20	12	27
KF10. Support from immediate managers	3.95	4.01	4.50	4.17	3.85	3.66	3.89	3.88
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.39	3.59	3.92	3.62	3.45	3.51	3.67	3.84
KF3. % agreeing that their role makes a difference to patients / service users	82	87	94	85	82	83	72	81
KF32. Effective use of patient / service user feedback	3.18	3.47	3.96	3.71	3.27	3.20	4.10	3.84
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	31	27	4	28	7	28	29	33
* *KF23. % experiencing physical violence from staff in last 12 mths*	4	3	4	2	1	3	0	4
KF24. % reporting most recent experience of violence	94	95	-	93	-	92	-	98
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	65	47	21	49	46	46	65	47
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	28	32	8	19	38	28	13	25
KF27. % reporting most recent experience of harassment, bullying or abuse	47	71	-	64	62	77	-	78
Overall staff engagement	3.57	3.55	4.31	3.66	3.54	3.54	3.78	3.78
Number of respondents	51	100	24	57	70	44	19	177

Please note that the locations classification was provided by Devon Partnership NHS Trust

	Headquarters	Learning Disability	Medical	OPMH Bristol	OPMH Exeter, East and Mid	OPMH North	OPMH South, West and Torbay	Psychology & Psychological Therapies	Specialist Service Other
Appraisals & support for development									
KF11. % appraised in last 12 mths	89	91	92	89	84	75	97	87	96
KF12. Quality of appraisals	3.32	3.27	2.85	3.33	2.92	3.15	3.20	2.96	3.29
KF13. Quality of non-mandatory training, learning or development	4.05	4.12	3.97	4.00	3.86	3.89	4.02	4.00	4.11
Equality & diversity									
* *KF20. % experiencing discrimination at work in last 12 mths*	10	6	13	5	14	13	3	9	8
KF21. % believing the organisation provides equal opportunities for career progression / promotion	88	92	100	96	89	79	95	88	93
Errors & incidents									
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	16	17	40	15	22	24	22	17	24
KF29. % reporting errors, near misses or incidents witnessed in last mth	88	100	-	-	100	-	91	96	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.70	3.78	3.56	4.06	3.77	3.71	3.91	3.73	3.80
KF31. Staff confidence and security in reporting unsafe clinical practice	3.73	3.83	3.58	3.89	3.80	3.71	3.99	3.69	3.85
Health and wellbeing									
* *KF17. % feeling unwell due to work related stress in last 12 mths*	36	34	17	46	36	54	42	41	35
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	46	45	13	43	44	67	45	47	44
KF19. Org and mgmt interest in and action on health and wellbeing	3.89	3.99	4.13	4.03	3.60	3.71	3.97	3.69	3.82
Working patterns									
KF15. % satisfied with the opportunities for flexible working patterns	78	76	75	81	41	42	69	69	70
* *KF16. % working extra hours*	66	60	79	76	70	67	67	61	67
Number of respondents	233	131	24	37	75	24	60	166	121

Please note that the locations classification was provided by Devon Partnership NHS Trust

	Headquarters	Learning Disability	Medical	OPMH Bristol	OPMH Exeter, East and Mid	OPMH North	OPMH South, West and Torbay	Psychology & Psychological Therapies	Specialist Service Other
Job satisfaction									
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.78	3.72	3.64	4.22	3.37	3.31	3.67	3.63	3.69
KF4. Staff motivation at work	3.94	3.96	3.99	3.94	3.88	3.73	4.02	3.85	4.02
KF7. % able to contribute towards improvements at work	81	82	63	86	71	54	80	72	77
KF8. Staff satisfaction with level of responsibility and involvement	3.96	3.84	3.97	4.01	3.76	3.59	3.94	3.93	3.98
KF9. Effective team working	3.98	4.02	3.93	4.08	3.86	3.58	4.02	4.01	4.04
KF14. Staff satisfaction with resourcing and support	3.46	3.44	3.47	3.78	3.33	3.11	3.46	3.41	3.42
Managers									
KF5. Recognition and value of staff by managers and the organisation	3.72	3.71	3.74	3.87	3.51	3.44	3.79	3.72	3.78
KF6. % reporting good communication between senior management and staff	45	36	33	51	29	29	32	34	44
KF10. Support from immediate managers	4.02	4.13	4.44	4.00	4.07	3.44	4.27	4.07	4.09
Patient care & experience									
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.89	3.82	3.75	4.00	3.82	3.47	3.87	3.79	3.96
KF3. % agreeing that their role makes a difference to patients / service users	81	87	88	91	87	71	89	94	92
KF32. Effective use of patient / service user feedback	3.53	3.42	3.64	4.01	3.48	3.51	3.61	3.72	3.97
Violence, harassment & bullying									
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	5	19	33	5	26	43	14	1	8
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	0	0	0	1	4	2	0	2
KF24. % reporting most recent experience of violence	82	95	-	-	88	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	10	14	33	25	26	42	24	12	26
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	19	14	13	30	22	33	16	16	22
KF27. % reporting most recent experience of harassment, bullying or abuse	52	72	-	29	46	-	53	52	66
Overall staff engagement	3.89	3.85	3.73	4.10	3.65	3.43	3.86	3.71	3.87
Number of respondents	233	131	24	37	75	24	60	166	121

Please note that the locations classification was provided by Devon Partnership NHS Trust

Table 6.4: Key Findings for different work groups

	Full time / part time[a]	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	89	90
KF12. Quality of appraisals	3.12	3.09
KF13. Quality of non-mandatory training, learning or development	3.99	3.97
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	13	9
KF21. % believing the organisation provides equal opportunities for career progression / promotion	88	90
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	28	21
KF29. % reporting errors, near misses or incidents witnessed in last mth	93	87
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.70	3.71
KF31. Staff confidence and security in reporting unsafe clinical practice	3.74	3.76
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	42	33
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	48	42
KF19. Org and mgmt interest in and action on health and wellbeing	3.76	3.80
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	62	76
* KF16. % working extra hours	72	55
Number of respondents	1087	294

---

[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	3.60	3.63
KF4. Staff motivation at work	3.91	3.92
KF7. % able to contribute towards improvements at work	75	73
KF8. Staff satisfaction with level of responsibility and involvement	3.88	3.87
KF9. Effective team working	3.94	3.93
KF14. Staff satisfaction with resourcing and support	3.35	3.45
Managers		
KF5. Recognition and value of staff by managers and the organisation	3.64	3.67
KF6. % reporting good communication between senior management and staff	35	34
KF10. Support from immediate managers	4.02	4.05
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.75	3.77
KF3. % agreeing that their role makes a difference to patients / service users	85	89
KF32. Effective use of patient / service user feedback	3.66	3.60
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	18	9
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1
KF24. % reporting most recent experience of violence	93	90
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	32	19
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	24	13
KF27. % reporting most recent experience of harassment, bullying or abuse	63	55
Overall staff engagement	3.77	3.75
Number of respondents	1087	294

[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 Devon Partnership NHS Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

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

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

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

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

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

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

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

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

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	88	87	89	92
KF12. Quality of appraisals	3.17	3.10	3.15	3.09
KF13. Quality of non-mandatory training, learning or development	4.03	4.00	4.01	3.95
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	16	12	10	10
KF21. % believing the organisation provides equal opportunities for career progression / promotion	94	87	90	86
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	30	25	28	22
KF29. % reporting errors, near misses or incidents witnessed in last mth	100	87	92	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.79	3.64	3.69	3.72
KF31. Staff confidence and security in reporting unsafe clinical practice	3.74	3.69	3.76	3.78
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	39	44	40	37
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	41	51	46	47
KF19. Org and mgmt interest in and action on health and wellbeing	3.87	3.74	3.73	3.79
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	64	68	64	64
* KF16. % working extra hours	59	68	70	70
Number of respondents	187	256	444	471

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	3.79	3.61	3.56	3.57
KF4. Staff motivation at work	3.81	3.89	3.95	3.96
KF7. % able to contribute towards improvements at work	70	75	77	74
KF8. Staff satisfaction with level of responsibility and involvement	3.85	3.85	3.89	3.89
KF9. Effective team working	3.97	3.93	3.98	3.90
KF14. Staff satisfaction with resourcing and support	3.50	3.36	3.34	3.37
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.64	3.63	3.67	3.65
KF6. % reporting good communication between senior management and staff	42	36	32	34
KF10. Support from immediate managers	4.08	4.01	4.03	4.03
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.94	3.76	3.73	3.75
KF3. % agreeing that their role makes a difference to patients / service users	87	85	88	85
KF32. Effective use of patient / service user feedback	3.65	3.68	3.61	3.65
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	24	18	16	13
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1	1	2
KF24. % reporting most recent experience of violence	96	90	95	90
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	30	33	29	26
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	18	18	25	21
KF27. % reporting most recent experience of harassment, bullying or abuse	73	54	60	66
Overall staff engagement	3.77	3.77	3.78	3.76
Number of respondents	187	256	444	471

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	95	89	90	90	89	91
KF12. Quality of appraisals	3.23	3.09	2.95	3.16	3.10	3.54
KF13. Quality of non-mandatory training, learning or development	4.03	3.99	3.97	4.00	3.99	4.01
Equality & diversity						
* KF20. % experiencing discrimination at work in last 12 mths	13	10	20	9	11	24
KF21. % believing the organisation provides equal opportunities for career progression / promotion	89	90	80	90	89	89
Errors & incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	30	24	31	25	26	27
KF29. % reporting errors, near misses or incidents witnessed in last mth	95	92	93	92	92	92
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.66	3.74	3.67	3.72	3.70	3.82
KF31. Staff confidence and security in reporting unsafe clinical practice	3.77	3.75	3.69	3.76	3.75	3.91
Health and wellbeing						
* KF17. % feeling unwell due to work related stress in last 12 mths	38	40	57	36	40	38
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	43	47	63	43	47	39
KF19. Org and mgmt interest in and action on health and wellbeing	3.78	3.78	3.58	3.82	3.77	3.79
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	61	68	60	66	65	72
* KF16. % working extra hours	69	67	73	67	69	60
Number of respondents	332	896	262	1096	1309	58

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	3.54	3.65	3.48	3.64	3.60	3.76
KF4. Staff motivation at work	3.86	3.95	3.84	3.94	3.92	3.96
KF7. % able to contribute towards improvements at work	76	74	64	77	75	71
KF8. Staff satisfaction with level of responsibility and involvement	3.92	3.87	3.71	3.92	3.88	3.93
KF9. Effective team working	3.94	3.94	3.89	3.96	3.94	3.85
KF14. Staff satisfaction with resourcing and support	3.29	3.42	3.25	3.41	3.38	3.37
Managers						
KF5. Recognition and value of staff by managers and the organisation	3.66	3.67	3.48	3.70	3.65	3.73
KF6. % reporting good communication between senior management and staff	37	35	28	37	35	45
KF10. Support from immediate managers	4.01	4.06	3.86	4.08	4.03	4.07
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.69	3.80	3.72	3.78	3.77	3.71
KF3. % agreeing that their role makes a difference to patients / service users	87	86	84	87	86	90
KF32. Effective use of patient / service user feedback	3.66	3.64	3.67	3.64	3.64	3.84
Violence, harassment & bullying						
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	26	13	18	16	16	21
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	1	2	2	0
KF24. % reporting most recent experience of violence	93	92	96	91	93	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	40	25	36	27	29	41
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	21	34	19	22	26
KF27. % reporting most recent experience of harassment, bullying or abuse	60	63	58	64	62	63
Overall staff engagement	3.74	3.79	3.65	3.80	3.77	3.82
Number of respondents	332	896	262	1096	1309	58

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	90	7%
Physiotherapy	8	1%
Clinical Psychology	73	6%
Psychotherapy	79	6%
Arts Therapy	6	0%
Other qualified Allied Health Professionals	13	1%
Support to Allied Health Professionals	39	3%
Scientific and Technical / Healthcare Scientists		
Pharmacy	15	1%
Other qualified Scientific and Technical / Healthcare Scientists	2	0%
Support to Scientific and Technical / Healthcare Scientists	2	0%
Medical and Dental		
Medical / Dental - Consultant	53	4%
Medical / Dental - In Training	21	2%
Medical / Dental - Other	13	1%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	6	0%
Registered Nurses - Mental Health	308	24%
Registered Nurses - Learning Disabilities	64	5%
Registered Nurses - District / Community	1	0%
Other Registered Nurses	8	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	96	7%
Social Care Staff		
Approved social workers / Social workers / Residential social workers	27	2%
Social care managers	4	0%
Social care support staff	2	0%
Other groups		
Public Health / Health Improvement	1	0%
Commissioning managers / support staff	2	0%
Admin and Clerical	220	17%
Central Functions / Corporate Services	89	7%
Maintenance / Ancillary	11	1%
General Management	23	2%
Other	33	3%
Did not specify	113	

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	1087	79%
Part time	294	21%
Did not specify	41	
Length of time in organisation		
Less than a year	154	12%
Between 1 to 2 years	218	17%
Between 3 to 5 years	220	17%
Between 6 to 10 years	216	17%
Between 11 to 15 years	158	12%
Over 15 years	321	25%
Did not specify	135	

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	187	14%
Between 31 and 40	256	19%
Between 41 and 50	444	33%
51 and over	471	35%
Did not specify	64	
Gender		
Male	332	27%
Female	896	73%
Did not specify	194	
Ethnic background		
White	1309	96%
Black and minority ethnic	58	4%
Did not specify	55	
Disability		
Disabled	262	19%
Not disabled	1096	81%
Did not specify	64	

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

Appendix 1

Key Findings for Devon Partnership NHS Trust benchmarked against other mental health / learning disability 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 mental health / learning disability trusts. The same data are displayed in section 3 and 4 of this report.

- The fourth and fifth columns in table A1 show the thresholds for below and above average scores for each of the Key Findings for mental health / learning disability 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 mental health / learning disability trust.

- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an mental health / learning disability 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 Devon Partnership NHS Trust benchmarked against other mental health / learning disability trusts

	Your trust		National scores for mental health				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	62	-	50	44	53	39	65
Appraisals & support for development							
KF11. % appraised in last 12 mths	89	[88, 91]	89	88	90	76	95
KF12. Quality of appraisals	3.11	[3.05, 3.18]	3.15	3.11	3.26	3.00	3.42
KF13. Quality of non-mandatory training, learning or development	3.99	[3.95, 4.03]	4.06	4.02	4.07	3.96	4.18
Equality & diversity							
* *KF20. % experiencing discrimination at work in last 12 mths*	12	[10, 13]	14	12	16	8	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	89	[87, 91]	87	83	88	75	94
Errors & incidents							
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	27	[24, 29]	27	23	28	16	36
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	[88, 95]	92	91	93	84	97
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.70	[3.66, 3.74]	3.71	3.66	3.77	3.54	3.86
KF31. Staff confidence and security in reporting unsafe clinical practice	3.75	[3.70, 3.79]	3.67	3.63	3.73	3.40	3.85
Health and wellbeing							
* *KF17. % feeling unwell due to work related stress in last 12 mths*	40	[38, 43]	41	38	43	33	50
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	47	[44, 50]	55	53	58	47	70
KF19. Org and mgmt interest in and action on health and wellbeing	3.77	[3.72, 3.81]	3.71	3.65	3.74	3.42	3.90
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	65	[62, 67]	59	56	61	43	69
* *KF16. % working extra hours*	69	[66, 71]	72	70	74	64	83

Table A1: Key Findings for Devon Partnership NHS Trust benchmarked against other mental health / learning disability trusts (cont)

	Your trust		National scores for mental health				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.60	[3.55, 3.65]	3.62	3.57	3.70	3.20	3.96
KF4. Staff motivation at work	3.91	[3.88, 3.95]	3.91	3.87	3.93	3.78	4.04
KF7. % able to contribute towards improvements at work	74	[72, 77]	73	73	75	67	78
KF8. Staff satisfaction with level of responsibility and involvement	3.88	[3.84, 3.91]	3.87	3.84	3.89	3.68	3.98
KF9. Effective team working	3.94	[3.90, 3.98]	3.85	3.81	3.87	3.66	3.94
KF14. Staff satisfaction with resourcing and support	3.36	[3.32, 3.40]	3.36	3.26	3.38	3.10	3.54
Managers							
KF5. Recognition and value of staff by managers and the organisation	3.64	[3.60, 3.68]	3.56	3.50	3.60	3.26	3.70
KF6. % reporting good communication between senior management and staff	35	[32, 37]	35	31	38	24	45
KF10. Support from immediate managers	4.02	[3.98, 4.07]	3.88	3.84	3.94	3.68	4.02
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.76	[3.71, 3.80]	3.85	3.81	3.91	3.56	4.02
KF3. % agreeing that their role makes a difference to patients / service users	86	[84, 88]	89	87	89	82	92
KF32. Effective use of patient / service user feedback	3.64	[3.58, 3.69]	3.70	3.64	3.74	3.30	3.84
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	17	[15, 19]	21	19	22	10	29
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	[1, 3]	3	2	3	0	9
KF24. % reporting most recent experience of violence	93	[89, 96]	93	92	94	88	97
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	29	[27, 32]	33	30	35	24	48
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	[20, 24]	22	21	25	17	32
KF27. % reporting most recent experience of harassment, bullying or abuse	63	[58, 67]	60	57	63	54	70

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 Devon Partnership NHS Trust since 2015 survey

	Devon Partnership NHS Trust			
	2016 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	62	52	10	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	89	89	1	No
KF12. Quality of appraisals	3.11	3.00	0.11	Yes
KF13. Quality of non-mandatory training, learning or development	3.99	3.88	0.11	Yes
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	12	11	0	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	89	87	2	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	27	26	0	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	89	2	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.70	3.64	0.06	Yes
KF31. Staff confidence and security in reporting unsafe clinical practice	3.75	3.69	0.06	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	40	41	-1	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	47	52	-5	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.77	3.69	0.08	Yes
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	65	64	1	No
* *KF16. % working extra hours*	69	71	-2	No

Table A2.1: Changes in the Key Findings for Devon Partnership NHS Trust since 2015 survey (cont)

	Devon Partnership NHS Trust			
	2016 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.60	3.54	0.06	No
KF4. Staff motivation at work	3.91	3.95	-0.03	No
KF7. % able to contribute towards improvements at work	74	73	2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.88	3.83	0.04	No
KF9. Effective team working	3.94	3.86	0.08	Yes
KF14. Staff satisfaction with resourcing and support	3.36	3.28	0.08	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.64	3.58	0.06	No
KF6. % reporting good communication between senior management and staff	35	30	5	Yes
KF10. Support from immediate managers	4.02	4.00	0.03	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.76	3.69	0.07	No
KF3. % agreeing that their role makes a difference to patients / service users	86	85	0	No
KF32. Effective use of patient / service user feedback	3.64	3.56	0.08	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	17	17	0	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	0	No
KF24. % reporting most recent experience of violence	93	96	-3	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	29	32	-3	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	22	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	63	55	8	Yes

Table A2.2: Changes in the Key Findings for Devon Partnership NHS Trust since 2014 survey

	Devon Partnership NHS Trust			
	2016 score	**2014 score**	**Change**	**Statistically significant?**
Response rate	62	38	23	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	89	89	0	No
KF12. Quality of appraisals	3.11	-	-	-
KF13. Quality of non-mandatory training, learning or development	3.99	-	-	-
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	12	15	-4	Yes
KF21. % believing the organisation provides equal opportunities for career progression / promotion	89	85	3	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	27	33	-6	Yes
KF29. % reporting errors, near misses or incidents witnessed in last mth	91	88	3	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.70	-	-	-
KF31. Staff confidence and security in reporting unsafe clinical practice	3.75	3.53	0.22	Yes
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	40	49	-9	Yes
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	47	57	-10	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.77	-	-	-
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	65	-	-	-
* *KF16. % working extra hours*	69	72	-3	No

Table A2.2: Changes in the Key Findings for Devon Partnership NHS Trust since 2014 survey (cont)

	Devon Partnership NHS Trust			
	2016 score	**2014 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.60	3.23	0.37	Yes
KF4. Staff motivation at work	3.91	3.78	0.13	Yes
KF7. % able to contribute towards improvements at work	74	71	4	No
KF8. Staff satisfaction with level of responsibility and involvement	3.88	3.73	0.15	Yes
KF9. Effective team working	3.94	-	-	-
KF14. Staff satisfaction with resourcing and support	3.36	-	-	-
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.64	-	-	-
KF6. % reporting good communication between senior management and staff	35	26	9	Yes
KF10. Support from immediate managers	4.02	3.81	0.22	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.76	-	-	-
KF3. % agreeing that their role makes a difference to patients / service users	86	-	-	-
KF32. Effective use of patient / service user feedback	3.64	3.52	0.11	Yes
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	17	19	-2	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	3	-1	No
KF24. % reporting most recent experience of violence	93	91	1	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	29	33	-4	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	22	26	-4	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	63	55	8	Yes

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 mental health / learning disability 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 mental health / learning disability 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 Devon Partnership NHS Trust benchmarked against other mental health / learning disability trusts

	Question number(s)	Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	89	89	89
KF12. Quality of appraisals	Q20b-d	3.11	3.15	3.00
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.99	4.05	3.88
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	12	14	11
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	88	86	87
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	26	27	26
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	92	92	89
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.70	3.71	3.63
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.75	3.67	3.68
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	40	40	42
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	47	56	52
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.77	3.72	3.68
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	65	59	63
* KF16. % working extra hours	Q10b-c	68	72	71

Table A3.1: Key Findings for Devon Partnership NHS Trust benchmarked against other mental health / learning disability trusts (cont)

	Question number(s)	Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.60	3.63	3.53
KF4. Staff motivation at work	Q2a-c	3.91	3.90	3.95
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	74	74	72
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.87	3.87	3.83
KF9. Effective team working	Q4h-j	3.94	3.86	3.85
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.37	3.36	3.28
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	3.64	3.56	3.58
KF6. % reporting good communication between senior management and staff	Q8a-d	35	35	30
KF10. Support from immediate managers	Q5b, 7a-e	4.03	3.88	3.99
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.76	3.84	3.69
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	86	89	86
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.64	3.70	3.56
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	17	20	17
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	3	2
KF24. % reporting most recent experience of violence	Q14d	93	93	96
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	29	33	32
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	22	22	22
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	62	59	55

Table A3.2: Survey questions benchmarked against other mental health / learning disability trusts

		Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	87	87	87
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	60	58	62
Q2b	"I am enthusiastic about my job"	76	73	76
Q2c	"Time passes quickly when I am working"	79	78	80
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	81	84	79
Q3b	"I am trusted to do my job"	91	91	91
Q3c	"I am able to do my job to a standard I am personally pleased with"	75	77	74
	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"	74	75	74
Q4b	"I am able to make suggestions to improve the work of my team / department"	80	78	79
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	54	54	54
Q4d	"I am able to make improvements happen in my area of work"	59	59	57
Q4e	"I am able to meet all the conflicting demands on my time at work"	42	43	37
Q4f	"I have adequate materials, supplies and equipment to do my work"	59	58	54
Q4g	"There are enough staff at this organisation for me to do my job properly"	32	31	32
Q4h	"The team I work in has a set of shared objectives"	77	74	75
Q4i	"The team I work in often meets to discuss the team's effectiveness"	75	68	69
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	83	81	83
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	62	58	61
Q5b	"The support I get from my immediate manager"	80	73	76
Q5c	"The support I get from my work colleagues"	86	85	85
Q5d	"The amount of responsibility I am given"	78	74	77
Q5e	"The opportunities I have to use my skills"	70	70	68
Q5f	"The extent to which my organisation values my work"	47	45	42
Q5g	"My level of pay"	44	38	43
Q5h	"The opportunities for flexible working patterns"	65	59	63

		Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
	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"	79	82	78
Q6b	"I feel that my role makes a difference to patients / service users"	86	89	86
Q6c	"I am able to deliver the patient care I aspire to"	62	65	57
	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"	81	78	82
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	79	76	80
Q7c	"My immediate manager gives me clear feedback on my work"	74	67	73
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	66	62	66
Q7e	"My immediate manager is supportive in a personal crisis"	81	79	80
Q7f	"My immediate manager takes a positive interest in my health and well-being"	78	73	78
Q7g	"My immediate manager values my work"	81	76	80
Q8a	"I know who the senior managers are here"	86	86	80
Q8b	"Communication between senior management and staff is effective"	40	41	33
Q8c	"Senior managers here try to involve staff in important decisions"	38	36	34
Q8d	"Senior managers act on staff feedback"	35	34	31
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	31	32	27
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	19	19	19
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	40	40	42
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	49	60	54
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	15	20	21
Q9f	...had felt pressure from their colleagues to come to work	14	15	15
Q9g	...had put themselves under pressure to come to work	96	93	94
	Working hours			
Q10a	% working part time (up to 29 hours a week)	21	16	21
Q10b	% working additional PAID hours	21	25	21
Q10c	% working additional UNPAID hours	61	62	65
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	19	19	19
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	21	21	21
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	95	96	95

		Your Trust in 2016	Average (median) for mental health	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"	52	51	49
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"	64	68	63
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	59	59	51
	Raising concerns about unsafe clinical practice			
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	97	96	98
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	76	71	72
Q13c	"I am confident that the organisation would address my concern"	58	58	56
	Experiencing and reporting physical violence at work			
	% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...			
Q14a	Never	83	80	83
Q14a	1 to 2 times	9	11	9
Q14a	3 to 5 times	3	5	4
Q14a	6 to 10 times	1	2	2
Q14a	More than 10 times	3	3	2
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	100	99	99
Q14b	1 to 2 times	0	1	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	1	1	2
Q14c	3 to 5 times	0	1	1
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	93	93	96
	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	71	67	68
Q15a	1 to 2 times	15	16	16
Q15a	3 to 5 times	6	7	7
Q15a	6 to 10 times	2	3	3
Q15a	More than 10 times	6	7	6

		Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	88	88	88
Q15b	1 to 2 times	8	8	8
Q15b	3 to 5 times	2	2	2
Q15b	6 to 10 times	1	1	0
Q15b	More than 10 times	1	1	1
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	85	84	85
Q15c	1 to 2 times	11	10	11
Q15c	3 to 5 times	2	3	3
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	62	59	55
	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	88	86	87
	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	8	6
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	7	8	7
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	2	5	2
Q17c	Gender	2	3	3
Q17c	Religion	0	1	1
Q17c	Sexual orientation	1	1	1
Q17c	Disability	2	1	2
Q17c	Age	3	3	3
Q17c	Other reason(s)	4	4	4
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	76	77	78
	% 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"	82	84	76
Q18c	"It has helped me stay up-to-date with professional requirements"	85	87	82
Q18d	"It has helped me to deliver a better patient / service user experience"	79	81	73
Q19	% who had received mandatory training in the last 12 months	98	98	99
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	89	89	89

		Your Trust in 2016	Average (median) for mental health	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	21	24	19
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	31	36	29
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	27	31	26
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	27	33	20
Q20f	% saying their appraisal or development review had identified training, learning or development needs	68	70	68
	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	57	57	58
Your organisation				
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	70	72	67
Q21b	"My organisation acts on concerns raised by patients / service users"	70	74	70
Q21c	"I would recommend my organisation as a place to work"	59	56	56
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	59	59	56
Patient / service user experience measures				
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	95	95	95
	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"	57	60	53
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	58	58	52
BACKGROUND DETAILS				
	Gender			
Q23a	Male	27	26	28
Q23a	Female	73	74	72
	Age group			
Q23b	Between 16 and 30	14	13	11
Q23b	Between 31 and 40	19	19	19
Q23b	Between 41 and 50	33	30	33
Q23b	51 and over	35	38	36
	Ethnic background			
Q24	White	96	89	96
Q24	Mixed	1	2	1
Q24	Asian / Asian British	1	4	2
Q24	Black / Black British	1	4	1
Q24	Chinese	0	0	0
Q24	Other	1	1	1

		Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
	Sexuality			
Q25	Heterosexual (straight)	88	88	87
Q25	Gay Man	1	2	1
Q25	Gay Woman (lesbian)	1	1	1
Q25	Bisexual	1	1	1
Q25	Other	0	0	0
Q25	Preferred not to say	9	7	9
	Religion			
Q26	No religion	49	39	45
Q26	Christian	38	48	40
Q26	Buddhist	2	1	2
Q26	Hindu	1	1	1
Q26	Jewish	0	0	0
Q26	Muslim	0	2	0
Q26	Sikh	0	0	0
Q26	Other	1	1	2
Q26	Preferred not to say	9	7	9
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	19	20	19
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	82	75	73
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	12	9	13
Q28	1 to 2 years	17	14	12
Q28	3 to 5 years	17	15	17
Q28	6 to 10 years	17	19	17
Q28	11 to 15 years	12	15	16
Q28	More than 15 years	25	27	26
	Occupational group			
Q29	Registered Nurses and Midwives	30	29	32
Q29	Nursing or Healthcare Assistants	7	9	8
Q29	Medical and Dental	7	6	6
Q29	Allied Health Professionals	24	21	22
Q29	Scientific and Technical / Healthcare Scientists	1	1	1
Q29	Social Care staff	3	2	2
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	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	17	15	15
Q29	Central Functions / Corporate Services	7	7	7
Q29	Maintenance / Ancillary	1	3	2
Q29	General Management	2	3	2
Q29	Other	3	3	2

		Your Trust in 2016	Average (median) for mental health	Your Trust in 2015
	Team working			
Q30a	% working in a team	98	97	98
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	14	17	15
Q30b	6-9	18	18	19
Q30b	10-15	24	21	27
Q30b	More than 15	44	40	39

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 Devon Partnership NHS Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.

2) A national briefing document, describing the national Key Findings from the 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