



2014 National NHS staff survey

**Results from The Clatterbridge Cancer Centre NHS Foundation
Trust**

Table of Contents

1: Introduction to this report	3
2: Overall indicator of staff engagement for The Clatterbridge Cancer Centre NHS Foundation Trust	5
3: Summary of 2014 Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust	6
4: Full description of 2014 Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust (including comparisons with the trust's 2013 survey and with other acute specialist trusts)	14
5: Key Findings by work group characteristics	22
6: Key Findings by demographic groups	31
7: Work and demographic profile of the survey respondents	36
Appendix 1: Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust benchmarked against other acute specialist trusts	39
Appendix 2: Changes to the Key Findings since the 2012 and 2013 staff surveys (including indication of statistically significant changes)	42
Appendix 3: Data tables: 2014 Key Findings and the responses to all survey questions (including comparisons with other acute specialist trusts in 2014, and with the trust's 2013 survey)	47
Appendix 4: Other NHS staff survey 2014 documentation	57

1. Introduction to this report

This report presents the findings of the 2014 national NHS staff survey conducted in The Clatterbridge Cancer Centre NHS Foundation Trust.

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

In sections 3 to 6 of this report, the findings of the questionnaire have been summarised and presented in the form of 29 Key Findings.

These sections of the report have been structured around 4 of the seven pledges to staff in the NHS Constitution which was published in March 2013 (<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution>) plus three additional themes:

- Staff Pledge 1: To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- Staff Pledge 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.
- Staff Pledge 3: To provide support and opportunities for staff to maintain their health, well-being and safety.
- Staff Pledge 4: To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.
- Additional theme: Staff satisfaction
- Additional theme: Equality and diversity
- Additional theme: Patient experience measures

Please note that the NHS pledges were amended in 2014, however the report has been structured around 4 of the pledges which have been maintained since 2009. For more information regarding this 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 Q12a - 12d and the un-weighted score for Key Finding 24. The percentages for Q12a – Q12d 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.

Q12a, Q12c and Q12d feed into Key Finding 24 “Staff recommendation of the trust as a place to work or receive treatment”.

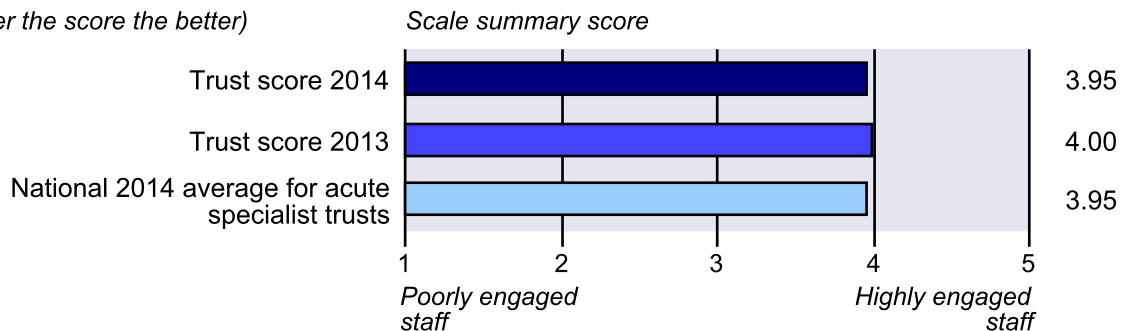
		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Q12a	"Care of patients / service users is my organisation's top priority"	87	84	85
Q12b	"My organisation acts on concerns raised by patients / service users"	83	83	83
Q12c	"I would recommend my organisation as a place to work"	73	73	74
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	92	89	92
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	4.20	4.12	4.20

2. Overall indicator of staff engagement for The Clatterbridge Cancer Centre NHS Foundation Trust

The figure below shows how The Clatterbridge Cancer Centre NHS Foundation Trust compares with other acute specialist 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 3.95 was average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)



This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 22, 24 and 25. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 22); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 24); and the extent to which they feel motivated and engaged with their work (Key Finding 25).

The table below shows how The Clatterbridge Cancer Centre NHS Foundation Trust compares with other acute specialist trusts on each of the sub-dimensions of staff engagement, and whether there has been a change since the 2013 survey.

	Change since 2013 survey	Ranking, compared with all acute specialist trusts
OVERALL STAFF ENGAGEMENT	• No change	• Average
KF22. Staff ability to contribute towards improvements at work <i>(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.)</i>	• No change	• Average
KF24. Staff recommendation of the trust as a place to work or receive treatment <i>(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.)</i>	• No change	✓ Above (better than) average
KF25. Staff motivation at work <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>	• 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 2014 Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust

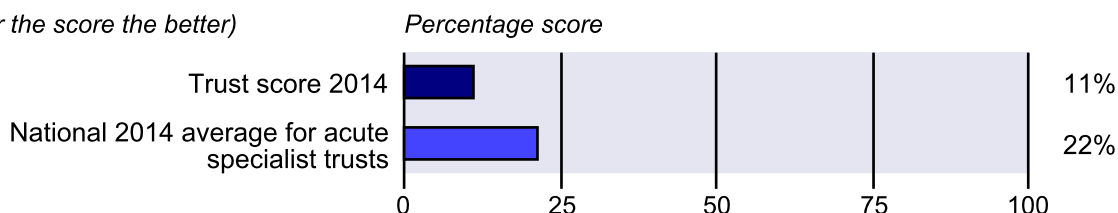
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which The Clatterbridge Cancer Centre NHS Foundation Trust compares most favourably with other acute specialist trusts in England.

TOP FIVE RANKING SCORES

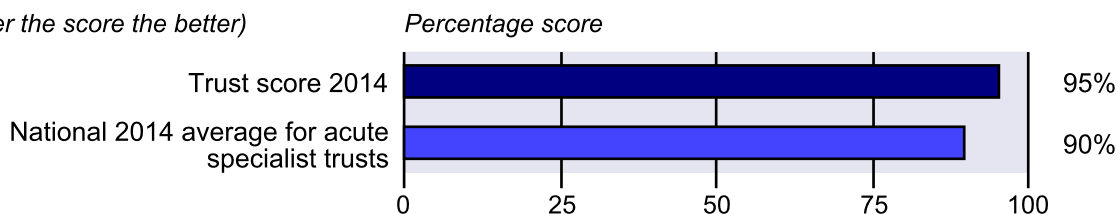
✓ KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



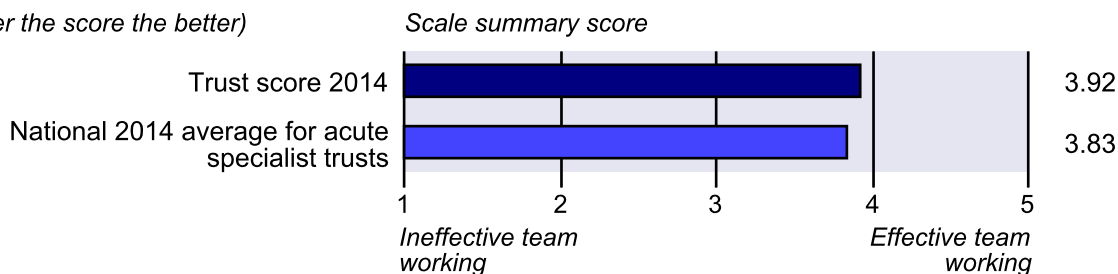
✓ KF27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



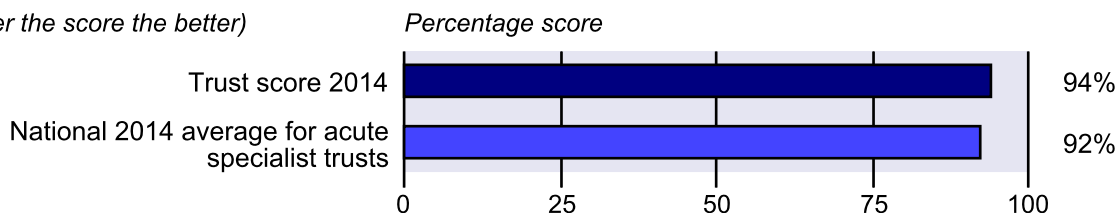
✓ KF4. Effective team working

(the higher the score the better)



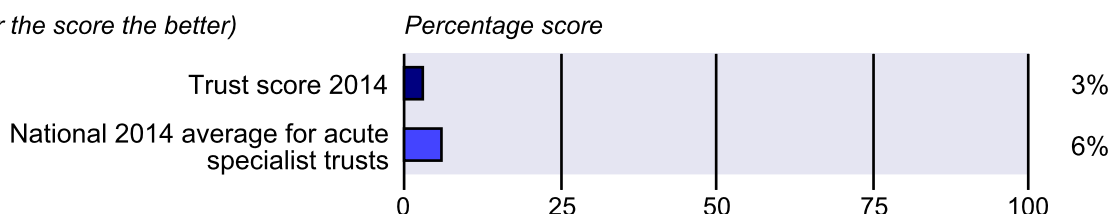
✓ KF2. Percentage of staff agreeing that their role makes a difference to patients

(the higher the score the better)



✓ KF16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)

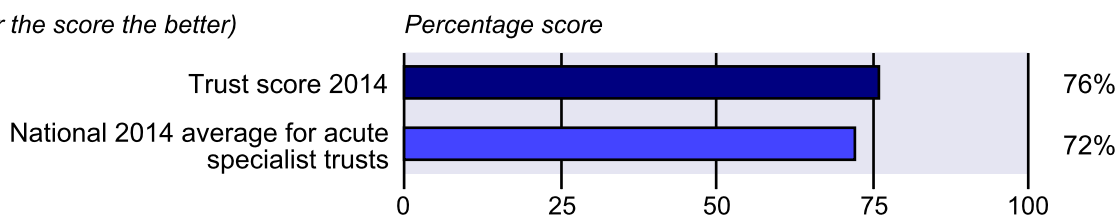


This page highlights the five Key Findings for which The Clatterbridge Cancer Centre NHS Foundation Trust compares least favourably with other acute specialist trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

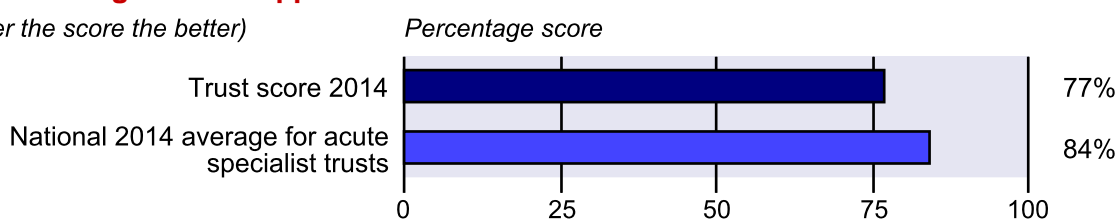
! KF5. Percentage of staff working extra hours

(the lower the score the better)



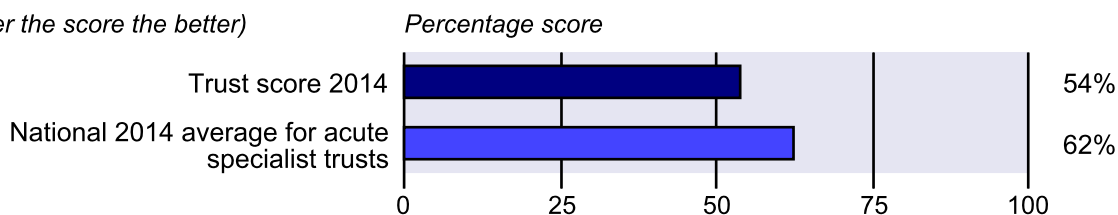
! KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



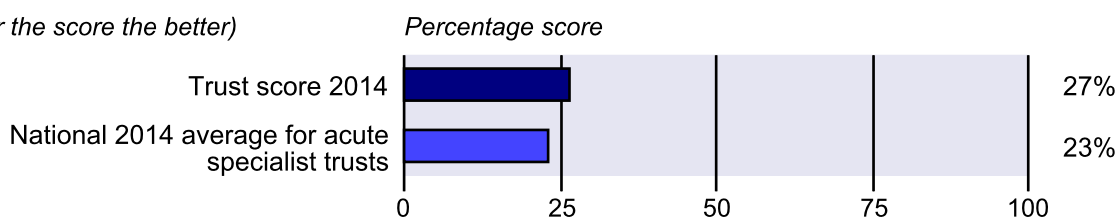
! KF29. Percentage of staff agreeing that feedback from patients/service users is used to make informed decisions in their directorate/department

(the higher the score the better)



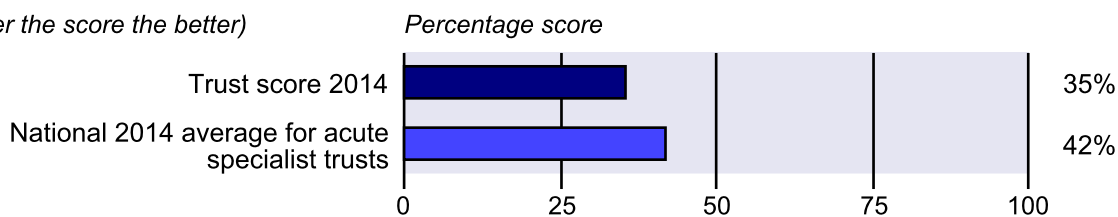
! KF20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

(the lower the score the better)



! KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



For each of the 29 Key Findings, the acute specialist trusts in England were placed in order from 1 (the top ranking score) to 19 (the bottom ranking score). The Clatterbridge Cancer Centre NHS Foundation Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 19. Further details about this can be found in the document *Making sense of your staff survey data*.

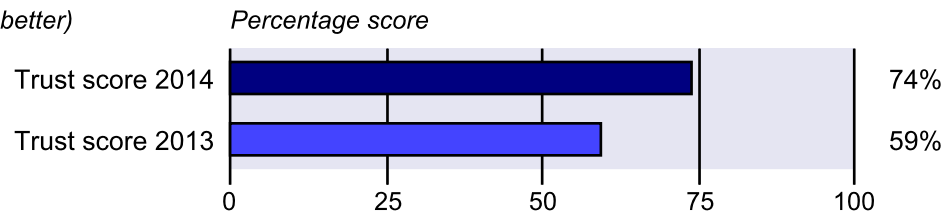
3.2 Largest Local Changes since the 2013 Survey

This page highlights the two Key Findings where staff experiences have improved at The Clatterbridge Cancer Centre NHS Foundation Trust since the 2013 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

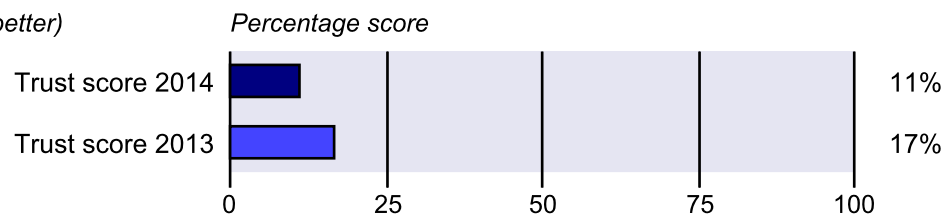
✓ KF26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



✓ KF18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)

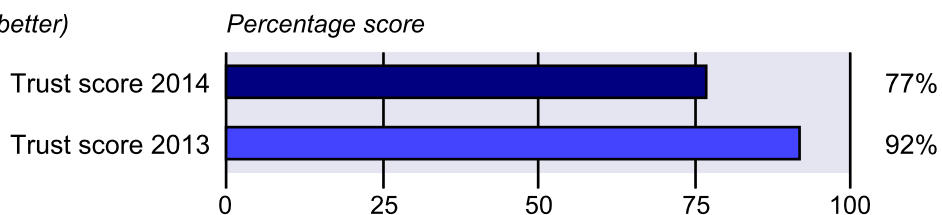


This page highlights the two Key Findings where staff experiences have deteriorated since the 2013 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

WHERE STAFF EXPERIENCE HAS DETERIORATED

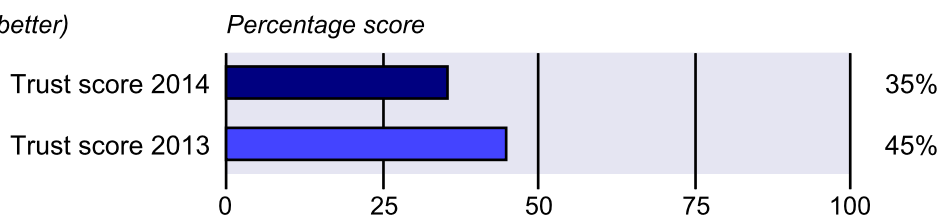
! KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



! KF8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



3.3. Summary of all Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust

KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2013 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2013 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2013 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 2013 survey



3.3. Summary of all Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust

KEY

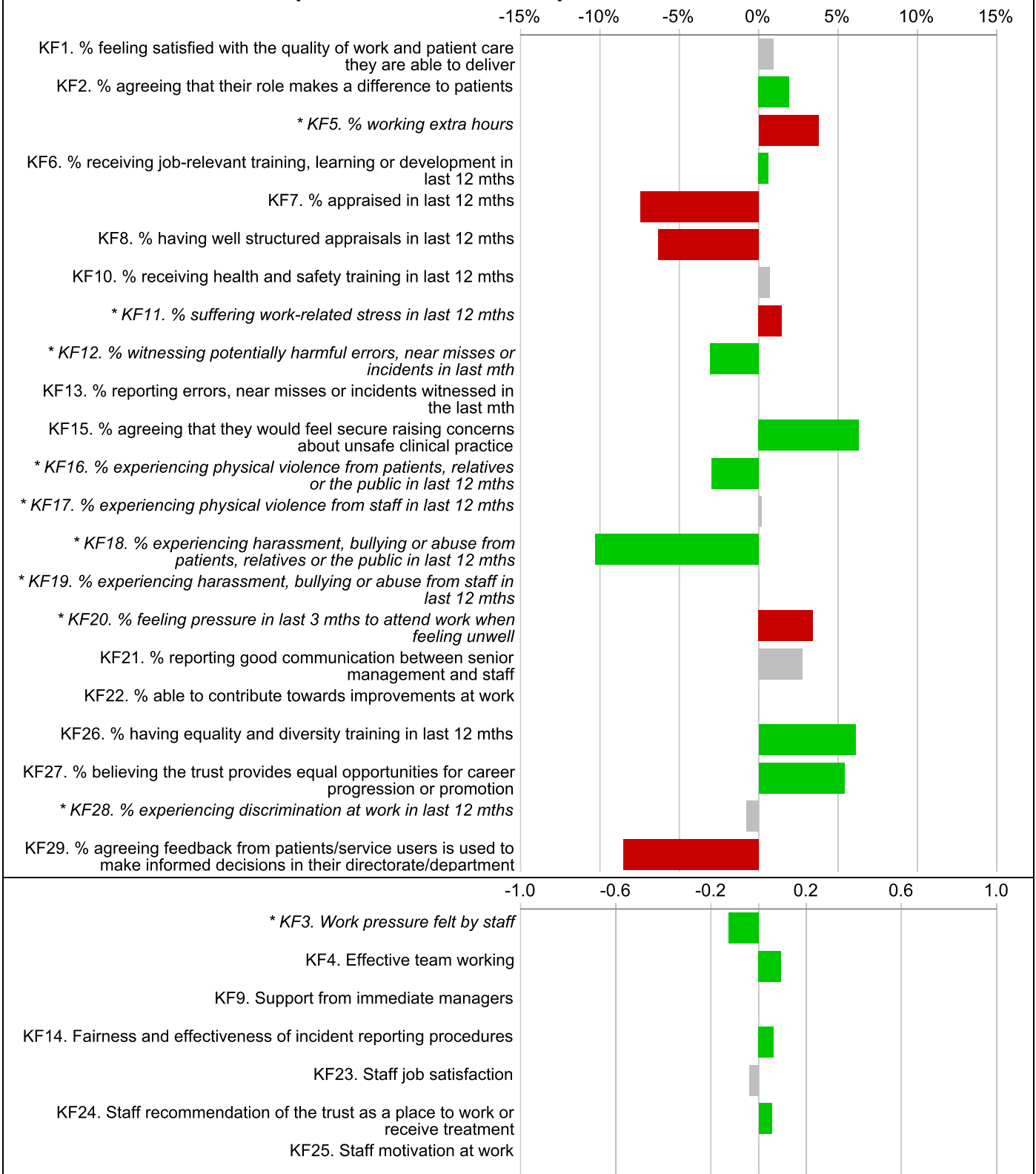
Green = Positive finding, e.g. better than average.

Red = Negative finding, e.g. 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 acute specialist trusts in 2014



3.4. Summary of all Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust

KEY

✓ Green = Positive finding, e.g. better than average, better than 2013.

! Red = Negative finding, e.g. worse than average, worse than 2013.

'Change since 2013 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2013 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2013 score are not 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 2013 survey	Ranking, compared with all acute specialist trusts in 2014
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	• No change	• Average
KF2. % agreeing that their role makes a difference to patients	• No change	✓ Above (better than) average
* <i>KF3. Work pressure felt by staff</i>	• No change	✓ Below (better than) average
KF4. Effective team working	• No change	✓ Above (better than) average
* <i>KF5. % working extra hours</i>	• No change	! Above (worse than) average
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.		
KF6. % receiving job-relevant training, learning or development in last 12 mths	• No change	✓ Above (better than) average
KF7. % appraised in last 12 mths	! Decrease (worse than 13)	! Below (worse than) average
KF8. % having well structured appraisals in last 12 mths	! Decrease (worse than 13)	! Below (worse than) average
KF9. Support from immediate managers	• No change	• Average
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Occupational health and safety		
KF10. % receiving health and safety training in last 12 mths	• No change	• Average
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	! Above (worse than) average
Errors and incidents		
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	✓ Below (better than) average
KF13. % reporting errors, near misses or incidents witnessed in the last mth	• No change	• Average
KF14. Fairness and effectiveness of incident reporting procedures	• No change	✓ Above (better than) average
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	--	✓ Above (better than) average

3.4. Summary of all Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust (cont)

	Change since 2013 survey	Ranking, compared with all acute specialist trusts in 2014
Violence and harassment		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	✓ Below (better than) average
* KF17. % experiencing physical violence from staff in last 12 mths	• No change	• Average
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	✓ Decrease (better than 13)	✓ Below (better than) average
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	• Average
Health and well-being		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	• No change	! Above (worse than) average
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF21. % reporting good communication between senior management and staff	• No change	• Average
KF22. % able to contribute towards improvements at work	• No change	• Average
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	• No change	• Average
KF24. Staff recommendation of the trust as a place to work or receive treatment	• No change	✓ Above (better than) average
KF25. Staff motivation at work	• No change	• Average
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	✓ Increase (better than 13)	✓ Above (better than) average
KF27. % believing the trust provides equal opportunities for career progression or promotion	• No change	✓ Above (better than) average
* KF28. % experiencing discrimination at work in last 12 mths	• No change	• Average
ADDITIONAL THEME: Patient experience measures		
Patient/Service user experience Feedback		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	--	! Below (worse than) average

4. Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust

442 staff at The Clatterbridge Cancer Centre NHS Foundation Trust took part in this survey. This is a response rate of 51%¹ which is average for acute specialist trusts in England, and compares with a response rate of 57% in this trust in the 2013 survey.

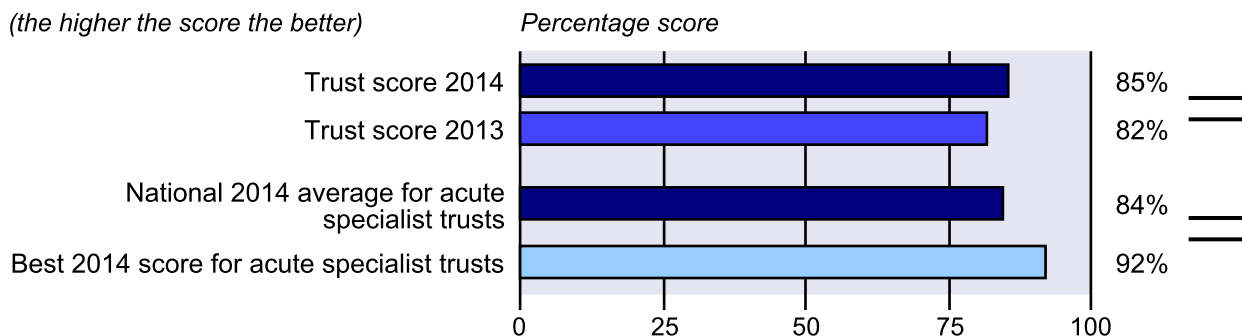
This section presents each of the 29 Key Findings, using data from the trust's 2014 survey, and compares these to other acute specialist trusts in England and to the trust's performance in the 2013 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the three additional themes of staff satisfaction, equality and diversity and patient experience measures.

Positive findings are indicated with a **green arrow** (e.g. where the trust is better than average, or where the score has improved since 2013). **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 2013). An equals sign indicates that there has been no change.

STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.

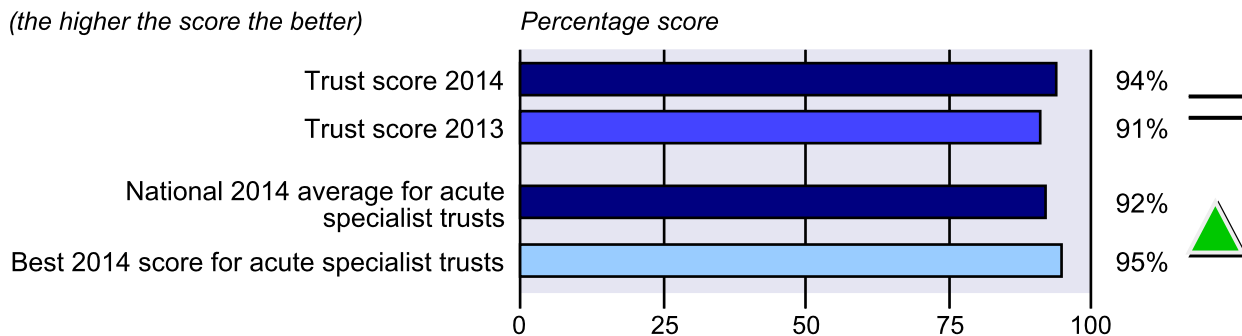
KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



KEY FINDING 2. Percentage of staff agreeing that their role makes a difference to patients

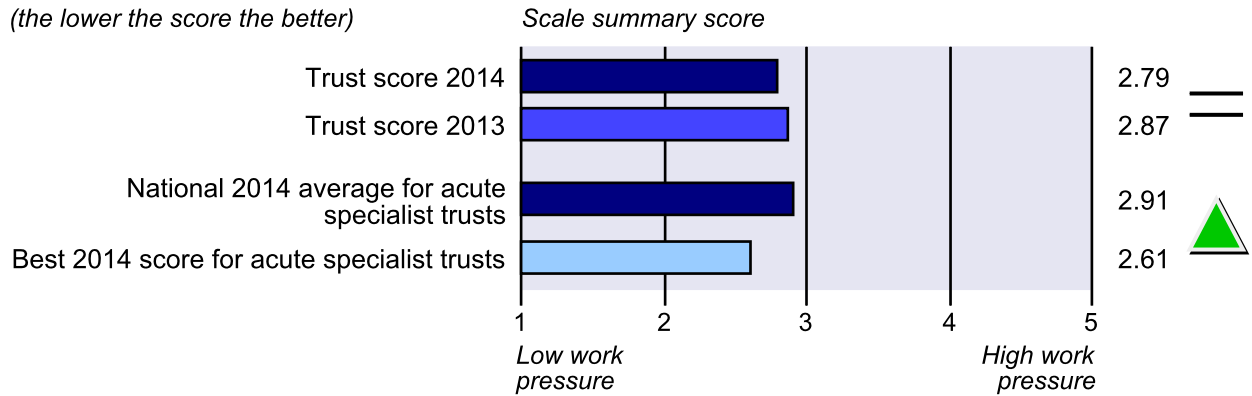
(the higher the score the better)



¹Questionnaires were sent to all 874 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

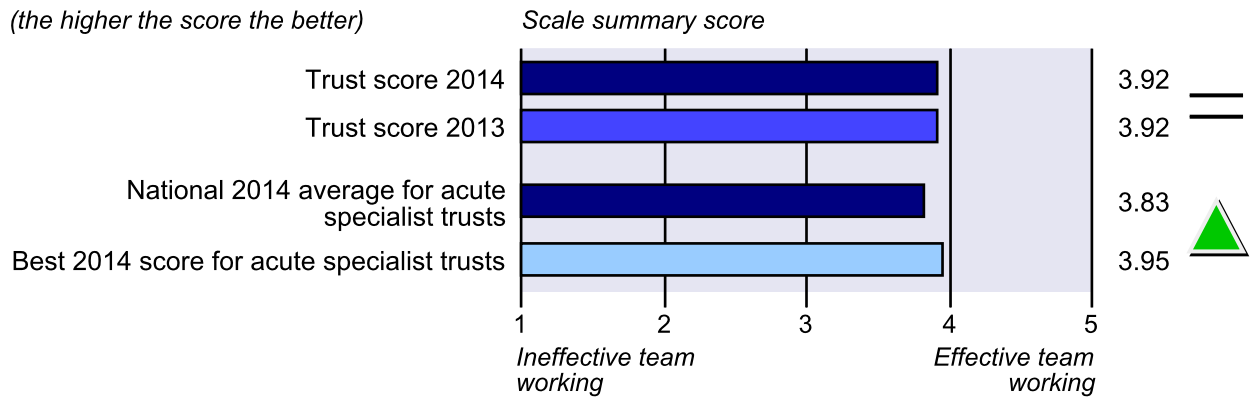
KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



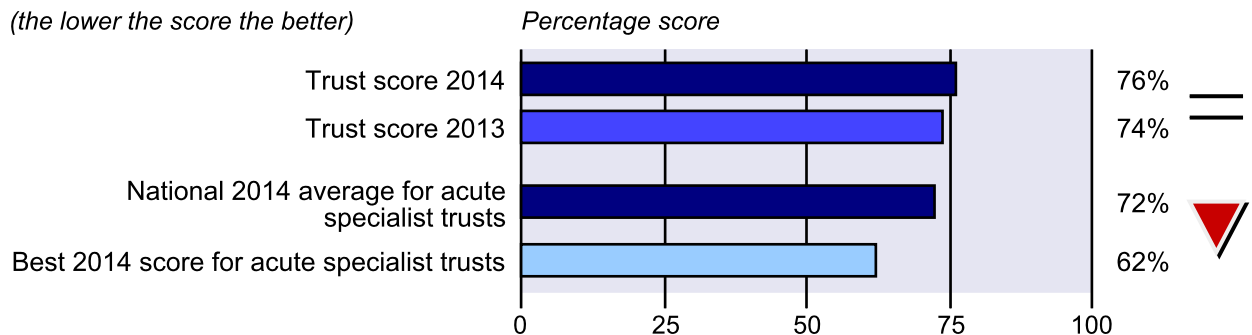
KEY FINDING 4. Effective team working

(the higher the score the better)



KEY FINDING 5. Percentage of staff working extra hours

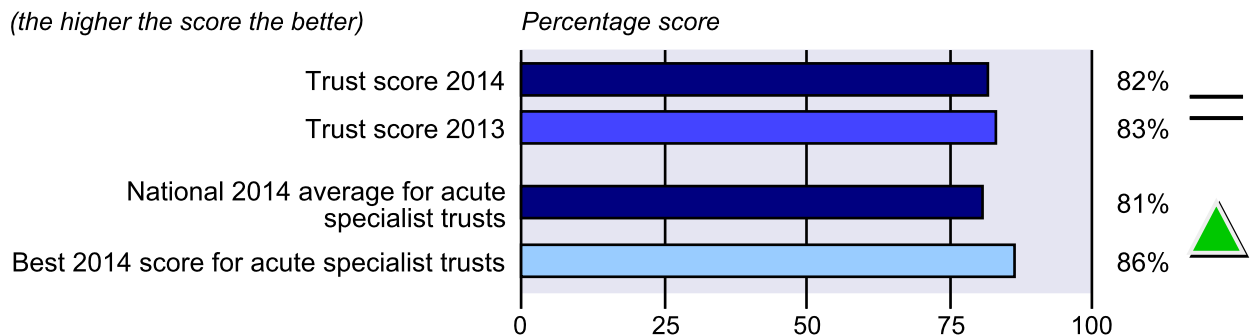
(the lower the score the better)



STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.

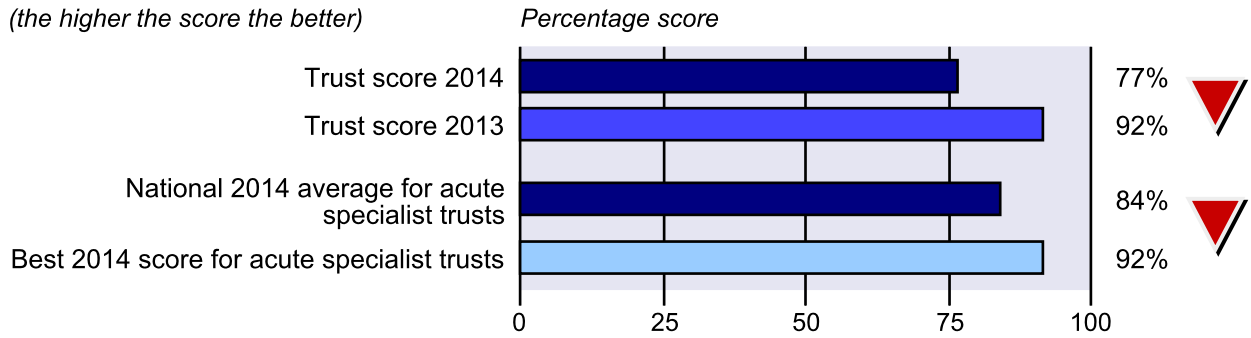
KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



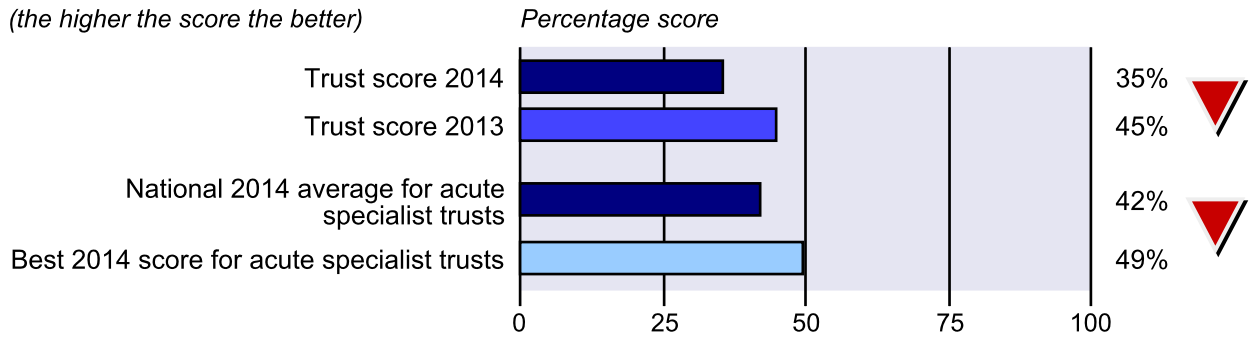
KEY FINDING 7. Percentage of staff appraised in last 12 months

(the higher the score the better)



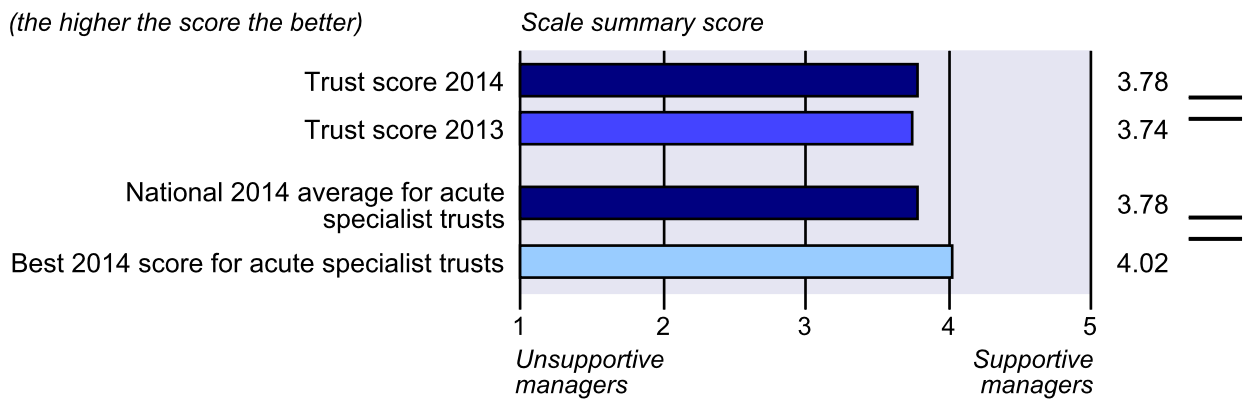
KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months

(the higher the score the better)



KEY FINDING 9. Support from immediate managers

(the higher the score the better)

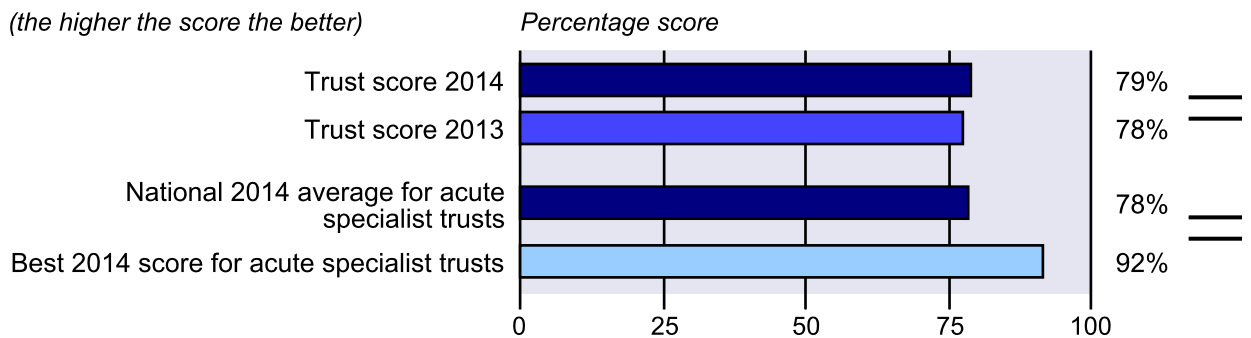


STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.

Occupational health and safety

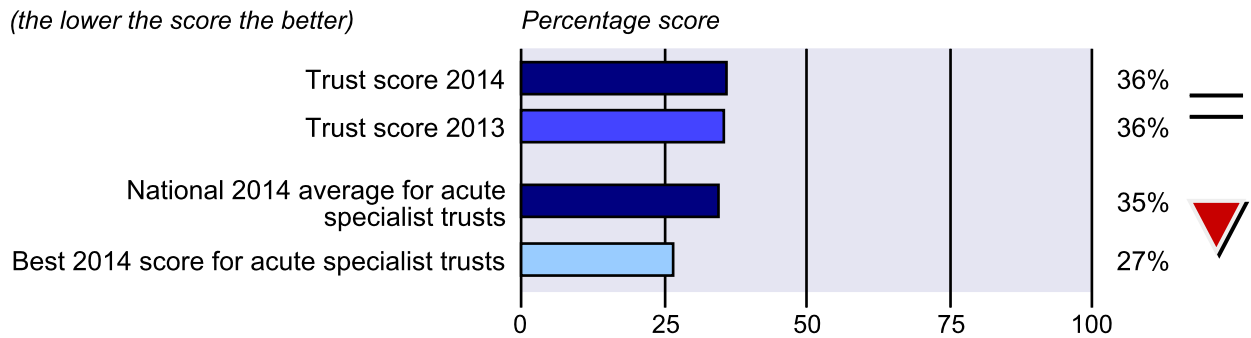
KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months

(the higher the score the better)



KEY FINDING 11. Percentage of staff suffering work-related stress in last 12 months

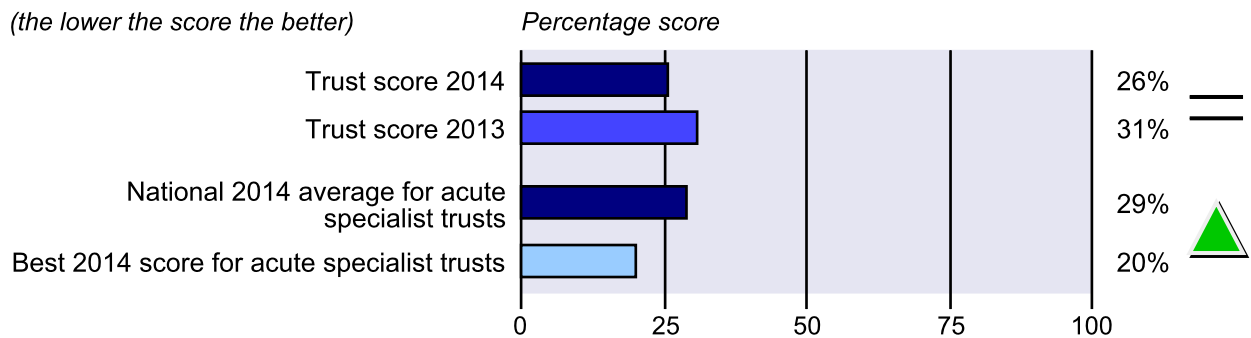
(the lower the score the better)



Errors and incidents

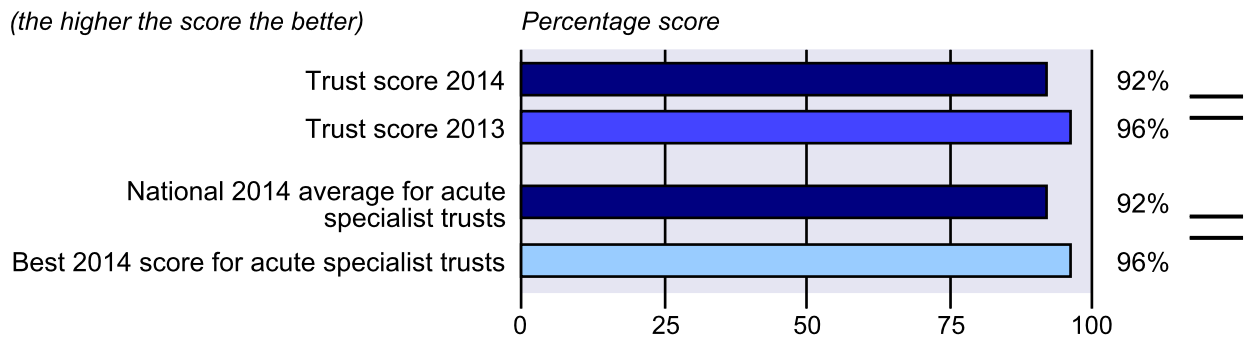
KEY FINDING 12. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)



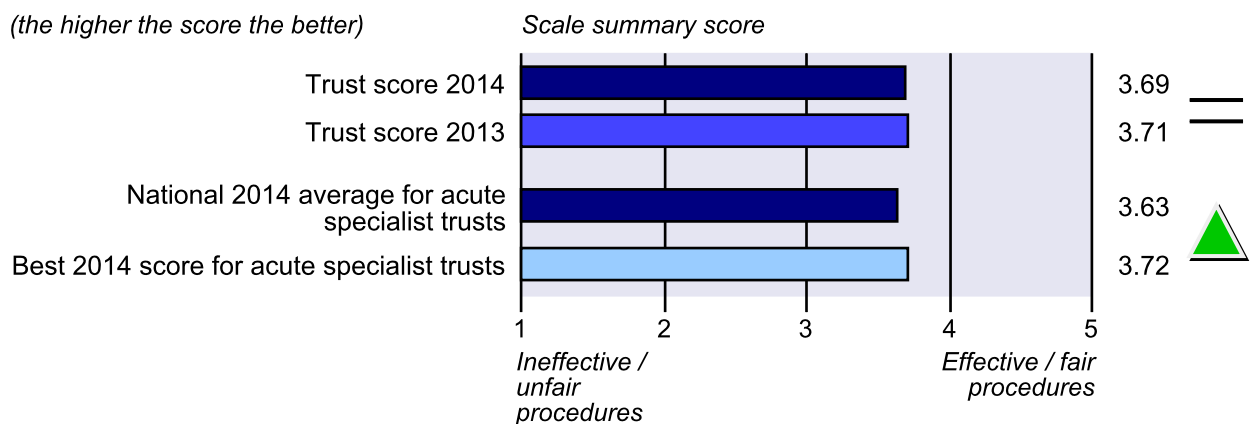
KEY FINDING 13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



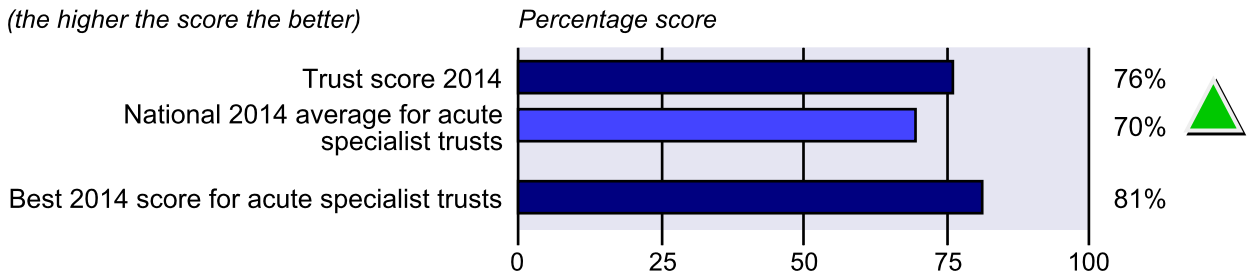
KEY FINDING 14. Fairness and effectiveness of incident reporting procedures

(the higher the score the better)



KEY FINDING 15. Percentage of staff agreeing that they would feel secure raising concerns about unsafe clinical practice

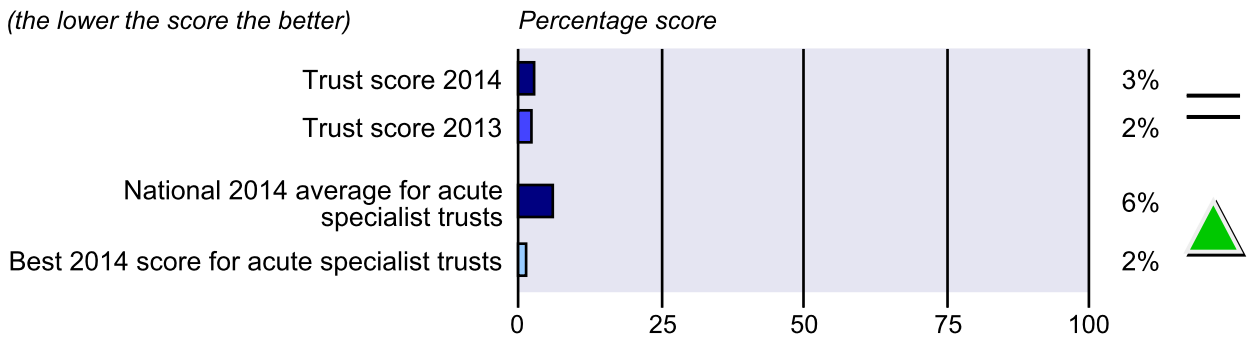
(the higher the score the better)



Violence and harassment

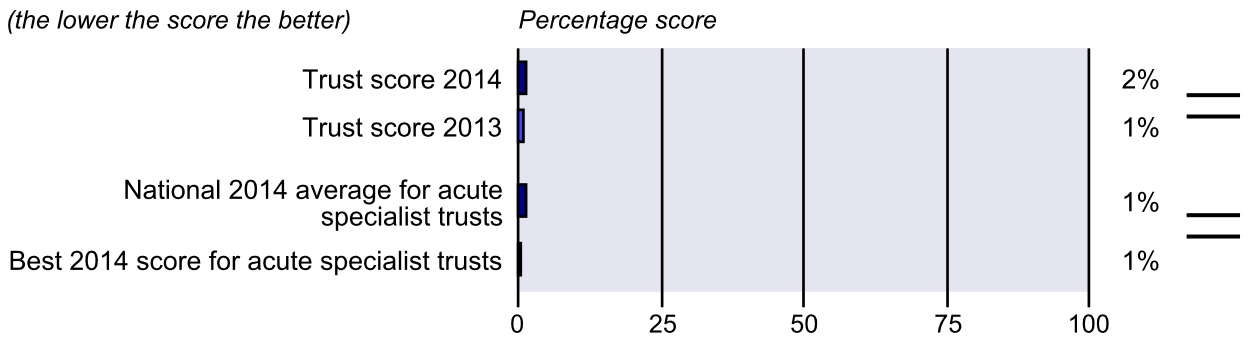
KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



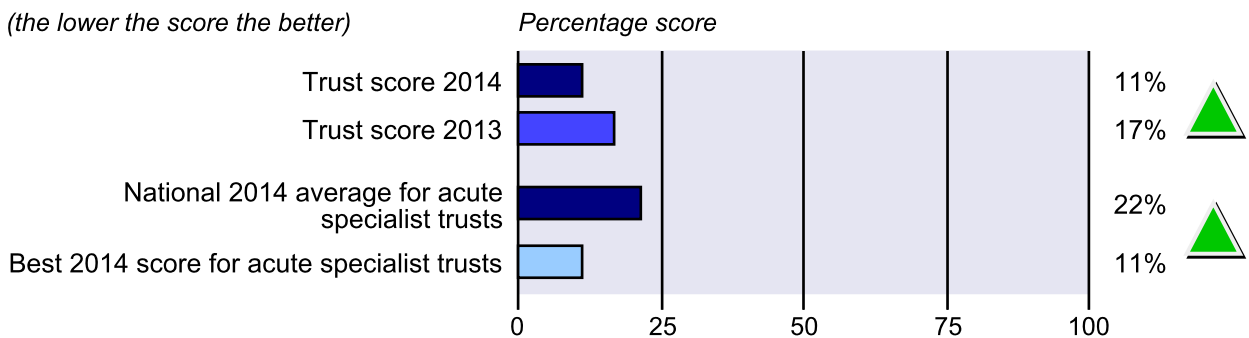
KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



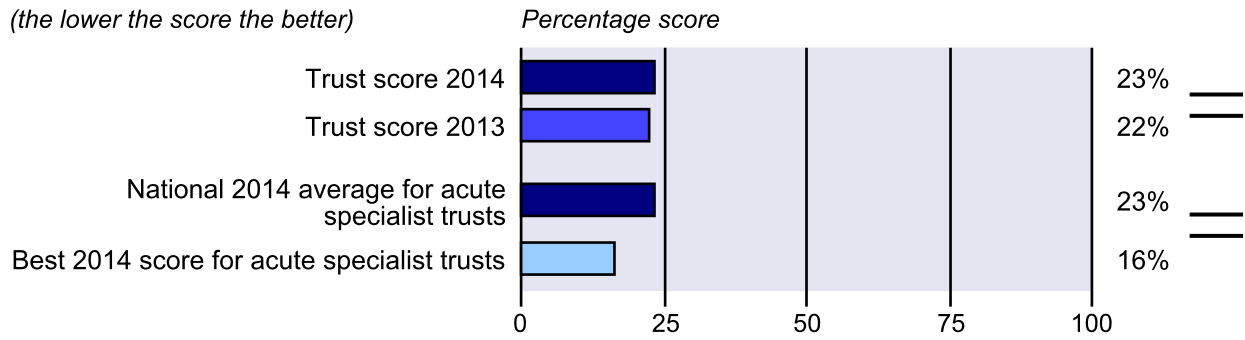
KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



KEY FINDING 19. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

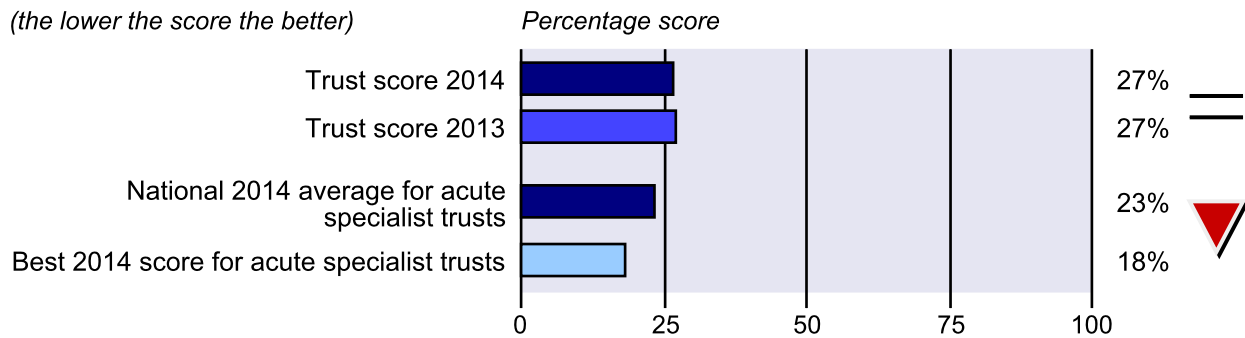
(the lower the score the better)



Health and well-being

KEY FINDING 20. Percentage of staff feeling pressure in last 3 months to attend work when feeling unwell

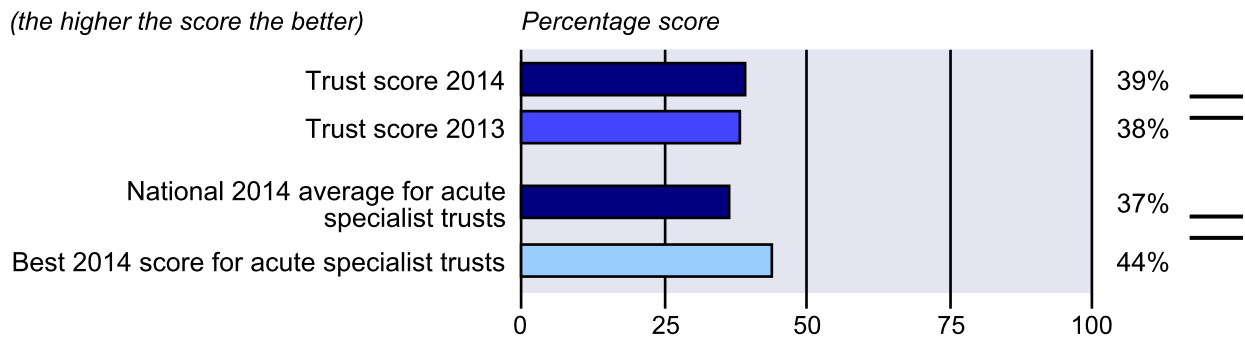
(the lower the score the better)



STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.

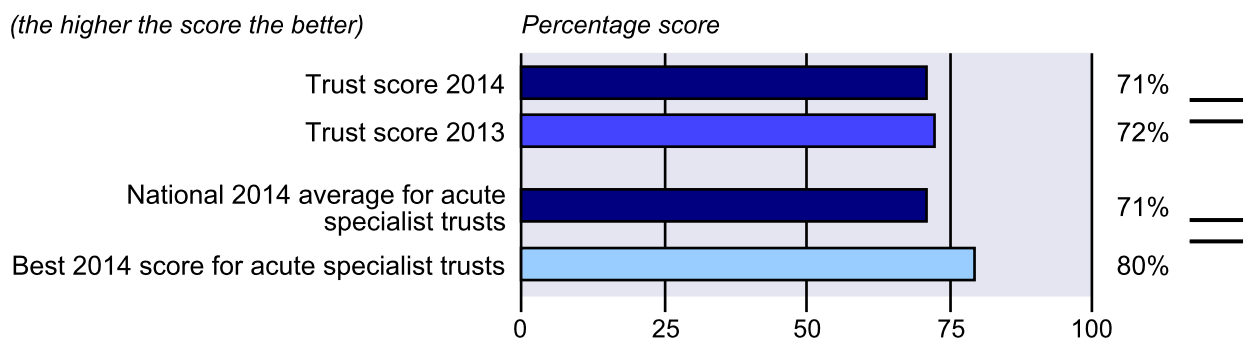
KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 22. Percentage of staff able to contribute towards improvements at work

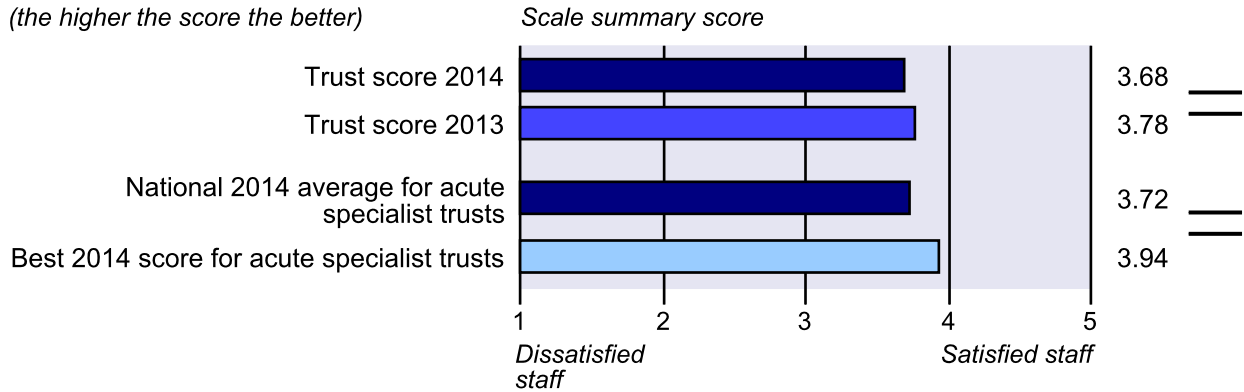
(the higher the score the better)



ADDITIONAL THEME: Staff satisfaction

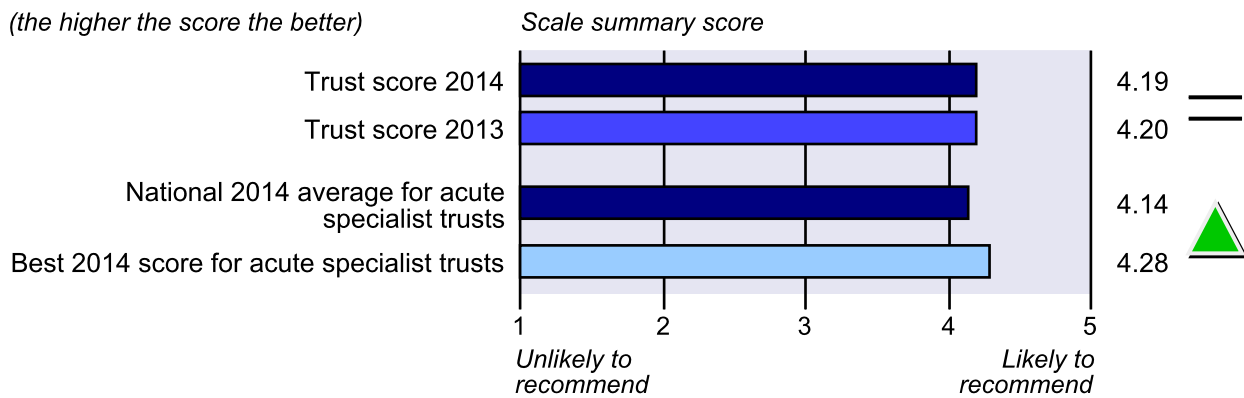
KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



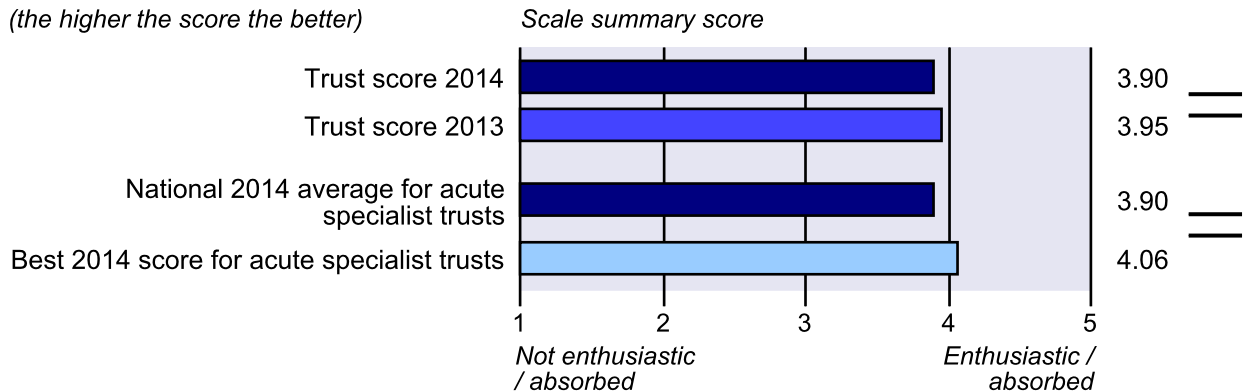
KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



KEY FINDING 25. Staff motivation at work

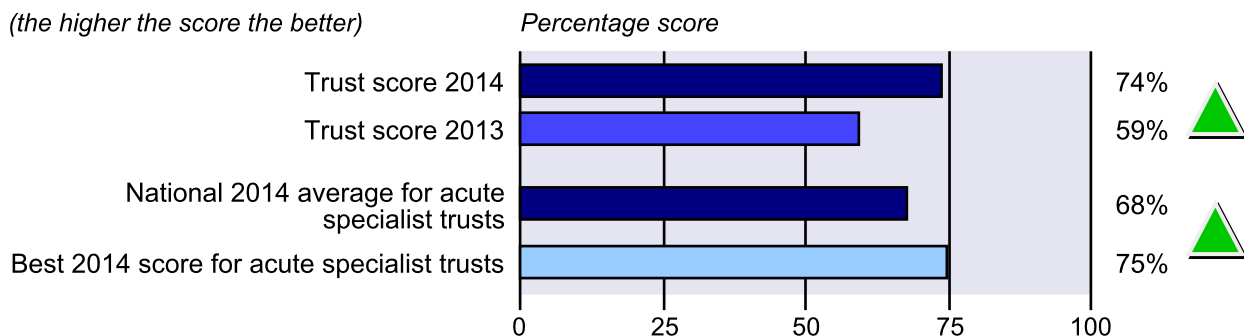
(the higher the score the better)



ADDITIONAL THEME: Equality and diversity

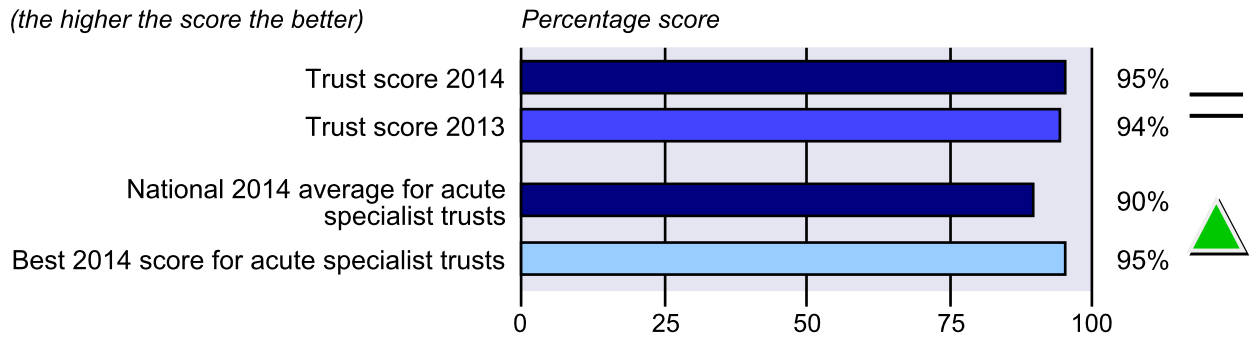
KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



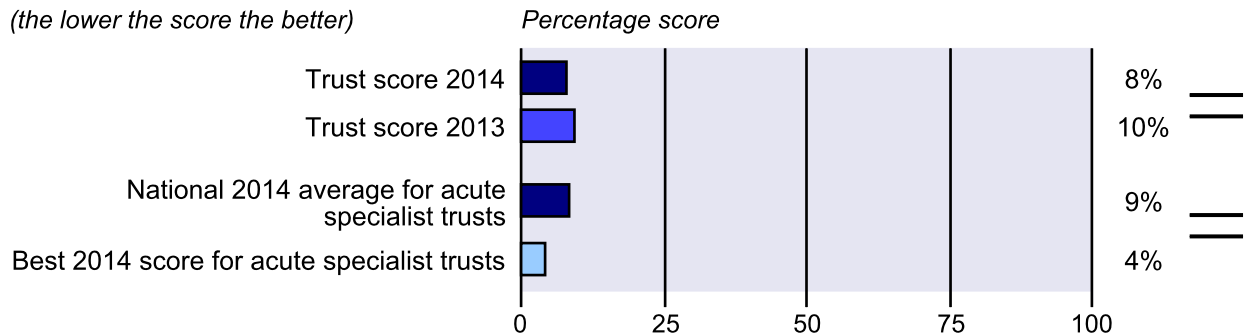
KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion

(the higher the score the better)



KEY FINDING 28. Percentage of staff experiencing discrimination at work in last 12 months

(the lower the score the better)

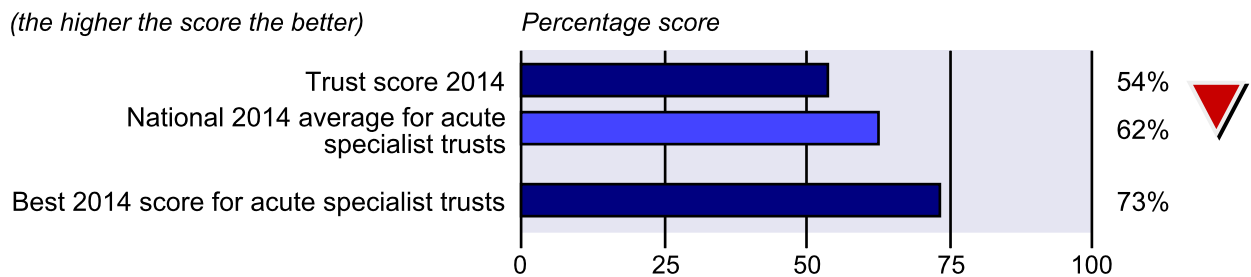


ADDITIONAL THEME: Patient experience measures

Patient/Service user experience Feedback

KEY FINDING 29. Percentage of staff agreeing that feedback from patients/service users is used to make informed decisions in their directorate/department

(the higher the score the better)



5. Key Findings by work group characteristics

Tables 5.1 to 5.4 show the Key Findings at The Clatterbridge Cancer Centre NHS Foundation Trust broken down by work group characteristics: occupational groups, staff groups, directorates and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 5.1 to 5.4, 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 'KF8. % having well structured appraisals in 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 well structured 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 well structured 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 5.1: Key Findings for different occupational groups

	Adult / General Nurses	Nursing / Healthcare Assistants	Medical / Dental	Radiography	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	83	94	86	93	86	88	72
KF2. % agreeing that their role makes a difference to patients	98	94	95	99	86	86	79
* KF3. <i>Work pressure felt by staff</i>	2.78	2.77	2.91	3.06	2.68	2.64	2.73
KF4. Effective team working	3.96	3.71	3.94	3.72	3.95	3.99	3.85
* KF5. <i>% working extra hours</i>	90	67	91	87	61	50	71
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.							
KF6. % receiving job-relevant training, learning or development in last 12 mths	87	93	76	87	86	77	75
KF7. % appraised in last 12 mths	84	69	86	36	79	86	80
KF8. % having well structured appraisals in last 12 mths	44	25	52	9	37	39	35
KF9. Support from immediate managers	3.78	3.71	3.59	3.49	3.84	3.94	3.94
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Occupational health and safety							
KF10. % receiving health and safety training in last 12 mths	82	88	82	77	76	66	76
* KF11. <i>% suffering work-related stress in last 12 mths</i>	43	20	36	44	29	25	32
Errors and incidents							
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	28	25	55	42	39	12	2
KF13. % reporting errors, near misses or incidents witnessed in the last mth	94	-	92	97	100	93	-
KF14. Fairness and effectiveness of incident reporting procedures	3.65	3.38	3.66	3.78	3.73	3.66	3.77
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	85	73	82	74	76	63	78
Number of respondents	61	16	22	79	38	116	42

Due to low numbers of respondents, no scores are shown for the following occupational groups: Other Registered Nurses, Occupational Therapy, Physiotherapy, Other Allied Health Professionals, General Management, Maintenance / Ancillary, Social Care Staff and Public Health / Health Improvement.

Table 5.1: Key Findings for different occupational groups (cont)

	Adult / General Nurses	Nursing / Healthcare Assistants	Medical / Dental	Radiography	Other Scientific & Technical	Admin & Clerical	Central Functions / Corporate Services
Violence and harassment							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	8	7	0	1	0	2	0
* KF17. % experiencing physical violence from staff in last 12 mths	2	7	0	1	0	2	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	8	25	18	18	11	15	0
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	27	33	18	17	21	15	24
Health and well-being							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	31	21	25	40	26	27	14
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.							
KF21. % reporting good communication between senior management and staff	36	38	59	23	37	38	50
KF22. % able to contribute towards improvements at work	69	63	77	63	68	71	81
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.70	3.45	3.82	3.41	3.70	3.75	3.89
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.13	4.06	4.08	3.99	4.25	4.27	4.40
KF25. Staff motivation at work	4.03	3.90	3.95	3.68	3.75	3.86	3.94
ADDITIONAL THEME: Equality and diversity							
KF26. % having equality and diversity training in last 12 mths	83	81	59	78	81	63	69
KF27. % believing the trust provides equal opportunities for career progression or promotion	98	-	100	94	93	95	97
* KF28. % experiencing discrimination at work in last 12 mths	8	13	9	6	5	3	10
ADDITIONAL THEME: Patient experience measures							
Patient/Service user experience Feedback							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	47	-	69	43	61	59	69
Overall staff engagement	3.97	3.80	3.97	3.77	3.92	3.96	4.12
Number of respondents	61	16	22	79	38	116	42

Due to low numbers of respondents, no scores are shown for the following occupational groups: Other Registered Nurses, Occupational Therapy, Physiotherapy, Other Allied Health Professionals, General Management, Maintenance / Ancillary, Social Care Staff and Public Health / Health Improvement.

Table 5.2: Key Findings for different staff groups

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	88	91	84	91	75	86	83
KF2. % agreeing that their role makes a difference to patients	86	88	87	99	92	95	98
* KF3. <i>Work pressure felt by staff</i>	2.80	2.77	2.61	3.08	3.28	2.91	2.85
KF4. Effective team working	3.87	3.63	4.01	3.76	3.69	3.94	3.99
* KF5. <i>% working extra hours</i>	80	50	59	88	92	91	90
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.							
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	82	77	90	58	76	85
KF7. % appraised in last 12 mths	90	64	84	37	92	86	84
KF8. % having well structured appraisals in last 12 mths	47	15	39	10	25	52	40
KF9. Support from immediate managers	3.79	3.72	3.96	3.48	3.40	3.59	3.73
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Occupational health and safety							
KF10. % receiving health and safety training in last 12 mths	72	83	73	78	77	82	82
* KF11. <i>% suffering work-related stress in last 12 mths</i>	23	29	27	46	46	36	48
Errors and incidents							
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	43	33	9	41	54	55	28
KF13. % reporting errors, near misses or incidents witnessed in the last mth	100	82	94	97	-	92	94
KF14. Fairness and effectiveness of incident reporting procedures	3.76	3.50	3.75	3.80	3.59	3.66	3.57
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	70	77	70	73	83	82	82
Number of respondents	30	36	196	81	13	22	62

Please note that the staff groups classification was provided by The Clatterbridge Cancer Centre NHS Foundation Trust

Table 5.2: Key Findings for different staff groups (cont)

	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
Violence and harassment							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	0	3	1	1	0	0	8
* KF17. % experiencing physical violence from staff in last 12 mths	3	3	1	1	8	0	2
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	7	25	9	15	0	18	10
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	17	40	18	19	23	18	27
Health and well-being							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	25	26	23	38	18	25	33
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.							
KF21. % reporting good communication between senior management and staff	43	28	47	23	15	59	32
KF22. % able to contribute towards improvements at work	73	50	76	61	92	77	68
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.65	3.45	3.82	3.41	3.60	3.82	3.64
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.16	4.18	4.36	4.03	3.95	4.08	4.05
KF25. Staff motivation at work	3.67	3.78	3.90	3.75	4.00	3.95	4.01
ADDITIONAL THEME: Equality and diversity							
KF26. % having equality and diversity training in last 12 mths	80	77	66	76	54	59	86
KF27. % believing the trust provides equal opportunities for career progression or promotion	88	87	96	95	-	100	98
* KF28. % experiencing discrimination at work in last 12 mths	7	8	6	9	0	9	8
ADDITIONAL THEME: Patient experience measures							
Patient/Service user experience Feedback							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	82	48	65	42	-	69	41
Overall staff engagement	3.85	3.78	4.05	3.79	4.02	3.97	3.93
Number of respondents	30	36	196	81	13	22	62

Please note that the staff groups classification was provided by The Clatterbridge Cancer Centre NHS Foundation Trust

Table 5.3: Key Findings for different directorates

	Chemotherapy Services	Consultants	Integrated Care	Radiation Services	Support Services
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.					
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	86	84	90	83
KF2. % agreeing that their role makes a difference to patients	95	95	97	93	87
* KF3. <i>Work pressure felt by staff</i>	2.96	2.91	2.65	2.94	2.72
KF4. Effective team working	3.85	3.94	3.92	3.74	4.01
* KF5. <i>% working extra hours</i>	75	91	74	80	63
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.					
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	76	86	82	78
KF7. % appraised in last 12 mths	87	86	83	45	87
KF8. % having well structured appraisals in last 12 mths	44	52	34	11	42
KF9. Support from immediate managers	3.56	3.59	3.92	3.63	3.88
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.					
Occupational health and safety					
KF10. % receiving health and safety training in last 12 mths	79	82	79	77	74
* KF11. <i>% suffering work-related stress in last 12 mths</i>	31	36	42	42	28
Errors and incidents					
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	45	55	34	36	8
KF13. % reporting errors, near misses or incidents witnessed in the last mth	100	92	88	95	93
KF14. Fairness and effectiveness of incident reporting procedures	3.71	3.66	3.63	3.74	3.71
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	75	82	75	75	72
Number of respondents	40	22	73	119	188

Please note that the directorates classification was provided by The Clatterbridge Cancer Centre NHS Foundation Trust

Table 5.3: Key Findings for different directorates (cont)

	Chemotherapy Services	Consultants	Integrated Care	Radiation Services	Support Services
Violence and harassment					
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	0	0	7	2	1
* KF17. % experiencing physical violence from staff in last 12 mths	0	0	4	3	1
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	13	18	13	18	7
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	18	23	22	21
Health and well-being					
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	34	25	19	32	25
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.					
KF21. % reporting good communication between senior management and staff	38	59	36	25	45
KF22. % able to contribute towards improvements at work	73	77	74	61	74
ADDITIONAL THEME: Staff satisfaction					
KF23. Staff job satisfaction	3.67	3.82	3.66	3.49	3.77
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.22	4.08	4.16	4.03	4.33
KF25. Staff motivation at work	3.99	3.95	3.91	3.76	3.88
ADDITIONAL THEME: Equality and diversity					
KF26. % having equality and diversity training in last 12 mths	80	59	79	76	66
KF27. % believing the trust provides equal opportunities for career progression or promotion	91	100	98	91	96
* KF28. % experiencing discrimination at work in last 12 mths	5	9	8	7	6
ADDITIONAL THEME: Patient experience measures					
Patient/Service user experience Feedback					
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	54	69	47	49	67
Overall staff engagement	3.98	3.97	3.95	3.80	4.02
Number of respondents	40	22	73	119	188

Please note that the directorates classification was provided by The Clatterbridge Cancer Centre NHS Foundation Trust

Table 5.4: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	88	80
KF2. % agreeing that their role makes a difference to patients	92	93
* <i>KF3. Work pressure felt by staff</i>	2.84	2.60
KF4. Effective team working	3.93	3.74
* <i>KF5. % working extra hours</i>	74	62
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.		
KF6. % receiving job-relevant training, learning or development in last 12 mths	81	78
KF7. % appraised in last 12 mths	75	71
KF8. % having well structured appraisals in last 12 mths	34	25
KF9. Support from immediate managers	3.77	3.79
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.		
Occupational health and safety		
KF10. % receiving health and safety training in last 12 mths	75	85
* <i>KF11. % suffering work-related stress in last 12 mths</i>	34	34
Errors and incidents		
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	27	21
KF13. % reporting errors, near misses or incidents witnessed in the last mth	95	87
KF14. Fairness and effectiveness of incident reporting procedures	3.70	3.71
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	74	73
Number of respondents	361	74

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

Table 5.4: Key Findings for different work groups (cont)

	Full time / part time ^a	
	Full time	Part time
Violence and harassment		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	2	3
* KF17. % experiencing physical violence from staff in last 12 mths	2	1
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	11	18
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	21	22
Health and well-being		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	28	23
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.		
KF21. % reporting good communication between senior management and staff	39	35
KF22. % able to contribute towards improvements at work	73	64
ADDITIONAL THEME: Staff satisfaction		
KF23. Staff job satisfaction	3.67	3.66
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.19	4.22
KF25. Staff motivation at work	3.87	3.83
ADDITIONAL THEME: Equality and diversity		
KF26. % having equality and diversity training in last 12 mths	71	74
KF27. % believing the trust provides equal opportunities for career progression or promotion	95	95
* KF28. % experiencing discrimination at work in last 12 mths	6	7
ADDITIONAL THEME: Patient experience measures		
Patient/Service user experience Feedback		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	56	51
Overall staff engagement	3.95	3.90
Number of respondents	361	74

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

6. Key Findings by demographic groups

Tables 6.1 and 6.2 show the Key Findings at The Clatterbridge Cancer Centre NHS Foundation Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 6.1 and 6.2, 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 'KF8. % having well structured appraisals in 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 well structured 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 well structured 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 6.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	92	92	84	83
KF2. % agreeing that their role makes a difference to patients	95	93	94	91
* KF3. <i>Work pressure felt by staff</i>	2.68	2.84	2.78	2.81
KF4. Effective team working	3.99	3.88	3.90	3.91
* KF5. <i>% working extra hours</i>	67	73	74	73
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	92	87	82	74
KF7. % appraised in last 12 mths	75	82	69	75
KF8. % having well structured appraisals in last 12 mths	40	41	34	28
KF9. Support from immediate managers	3.85	3.92	3.68	3.73
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	77	71	80	77
* KF11. <i>% suffering work-related stress in last 12 mths</i>	27	33	35	38
Errors and incidents				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	36	38	15	23
KF13. % reporting errors, near misses or incidents witnessed in the last mth	95	97	100	88
KF14. Fairness and effectiveness of incident reporting procedures	3.82	3.72	3.72	3.67
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	77	75	81	69
Number of respondents	64	81	104	178

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	5	0	2
* KF17. % experiencing physical violence from staff in last 12 mths	0	1	0	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	13	9	15	12
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	17	12	25	24
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	24	23	27	30
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	34	43	41	35
KF22. % able to contribute towards improvements at work	65	74	73	72
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.66	3.73	3.62	3.71
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.30	4.40	4.15	4.12
KF25. Staff motivation at work	3.79	3.89	3.88	3.90
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	81	72	73	69
KF27. % believing the trust provides equal opportunities for career progression or promotion	98	97	100	90
* KF28. % experiencing discrimination at work in last 12 mths	8	5	5	8
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	57	53	56	55
Overall staff engagement	3.93	4.03	3.93	3.94
Number of respondents	64	81	104	178

Table 6.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	79	88	76	88	86	93
KF2. % agreeing that their role makes a difference to patients	88	94	88	93	92	94
* KF3. <i>Work pressure felt by staff</i>	2.86	2.77	3.00	2.76	2.80	2.63
KF4. Effective team working	3.94	3.92	3.83	3.91	3.91	3.96
* KF5. <i>% working extra hours</i>	80	71	68	73	71	82
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.						
KF6. % receiving job-relevant training, learning or development in last 12 mths	73	84	78	81	80	88
KF7. % appraised in last 12 mths	81	73	67	76	74	88
KF8. % having well structured appraisals in last 12 mths	42	32	20	35	31	76
KF9. Support from immediate managers	3.69	3.80	3.64	3.79	3.76	4.11
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.						
Occupational health and safety						
KF10. % receiving health and safety training in last 12 mths	74	77	85	75	76	88
* KF11. <i>% suffering work-related stress in last 12 mths</i>	34	34	52	32	36	0
Errors and incidents						
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	39	23	24	26	25	29
KF13. % reporting errors, near misses or incidents witnessed in the last mth	97	93	85	95	94	-
KF14. Fairness and effectiveness of incident reporting procedures	3.68	3.73	3.50	3.74	3.70	4.03
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	73	75	63	76	74	94
Number of respondents	77	340	63	375	413	17

Table 6.2: Key Findings for other demographic groups (cont)

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Violence and harassment						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	4	2	3	2	2	0
* KF17. % experiencing physical violence from staff in last 12 mths	4	1	2	2	1	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	9	13	23	10	12	12
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	19	20	35	19	22	12
Health and well-being						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	20	28	45	24	28	0
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.						
KF21. % reporting good communication between senior management and staff	32	40	29	40	37	65
KF22. % able to contribute towards improvements at work	74	71	67	71	71	82
ADDITIONAL THEME: Staff satisfaction						
KF23. Staff job satisfaction	3.66	3.70	3.49	3.70	3.67	4.01
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.19	4.22	4.04	4.22	4.19	4.55
KF25. Staff motivation at work	3.84	3.89	3.73	3.89	3.86	4.29
ADDITIONAL THEME: Equality and diversity						
KF26. % having equality and diversity training in last 12 mths	64	74	73	72	72	82
KF27. % believing the trust provides equal opportunities for career progression or promotion	93	96	91	96	95	100
* KF28. % experiencing discrimination at work in last 12 mths	8	6	13	6	7	6
ADDITIONAL THEME: Patient experience measures						
Patient/Service user experience Feedback						
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	59	54	34	59	54	83
Overall staff engagement	3.96	3.96	3.78	3.97	3.94	4.29
Number of respondents	77	340	63	375	413	17

7. Work and demographic profile of the survey respondents

The occupational group of the staff survey respondents is shown in table 7.1, other work characteristics are shown in table 7.2, and demographic characteristics are shown in table 7.3.

Table 7.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
<i>Nurses, Midwives and Nursing Assistants</i>		
Registered Nurses - Adult / General	61	14%
Other Registered Nurses	4	1%
Nursing auxiliary / Nursing assistant / Healthcare assistant	16	4%
<i>Medical and Dental</i>		
Medical / Dental - Consultant	18	4%
Medical / Dental - In Training	1	0%
Medical / Dental - Other	3	1%
<i>Allied Health Professionals</i>		
Occupational Therapy	1	0%
Physiotherapy	1	0%
Radiography	79	18%
Other qualified Allied Health Professionals	5	1%
Support to Allied Health Professionals	11	3%
<i>Scientific and Technical / Healthcare Scientists</i>		
Pharmacy	22	5%
Other qualified Scientific and Technical / Healthcare Scientists	16	4%
Support to Scientific and Technical / Healthcare Scientists	5	1%
<i>Social Care Staff</i>		
Social care support staff	1	0%
<i>Other groups</i>		
Admin and Clerical	116	27%
Central Functions / Corporate Services	42	10%
Maintenance / Ancillary	5	1%
General Management	10	2%
Other	15	3%
Did not specify	9	

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

Table 7.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	361	83%
Part time	74	17%
Did not specify	7	
<i>Length of time in organisation</i>		
Less than a year	41	9%
Between 1 to 2 years	56	13%
Between 3 to 5 years	95	22%
Between 6 to 10 years	91	21%
Between 11 to 15 years	68	16%
Over 15 years	82	19%
Did not specify	9	

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

Table 7.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	64	15%
Between 31 and 40	81	19%
Between 41 and 50	104	24%
51 and over	178	42%
Did not specify	15	
Gender		
Male	77	18%
Female	340	82%
Did not specify	25	
Ethnic background		
White	413	96%
Black and minority ethnic	17	4%
Did not specify	12	
Disability		
Disabled	63	14%
Not disabled	375	86%
Did not specify	4	

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 The Clatterbridge Cancer Centre NHS Foundation Trust benchmarked against other acute specialist trusts

Technical notes:

- The first column in table A1 shows the trust's scores for each of the Key Findings. The same data are displayed in section 3 and 4 of this report.
- The second column in table A1 shows the 95% confidence intervals around the trust's scores for each of the Key Findings.
- The third column in table A1 shows the average (median) score for each of the Key Findings for acute specialist 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 acute specialist trusts. The data are used to describe comparisons with other trusts as displayed in section 3 and 4 of this report.
- The sixth column in table A1 shows the lowest score attained for each of the Key Findings by an acute specialist trust.
- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an acute specialist 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 The Clatterbridge Cancer Centre NHS Foundation Trust benchmarked against other acute specialist trusts

	Your trust		National scores for acute specialist trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	51	-	51	44	55	30	63
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	[81, 90]	84	81	87	75	92
KF2. % agreeing that their role makes a difference to patients	94	[92, 96]	92	91	93	86	95
* KF3. <i>Work pressure felt by staff</i>	2.79	[2.71, 2.86]	2.91	2.81	2.94	2.61	3.20
KF4. Effective team working	3.92	[3.84, 4.01]	3.83	3.78	3.85	3.70	3.95
* KF5. <i>% working extra hours</i>	76	[72, 80]	72	69	74	62	76
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.							
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	[78, 86]	81	79	81	76	86
KF7. % appraised in last 12 mths	77	[73, 81]	84	79	87	68	92
KF8. % having well structured appraisals in last 12 mths	35	[30, 41]	42	38	45	28	49
KF9. Support from immediate managers	3.78	[3.68, 3.88]	3.78	3.73	3.81	3.58	4.02
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.							
Occupational health and safety							
KF10. % receiving health and safety training in last 12 mths	79	[75, 83]	78	73	80	63	92
* KF11. <i>% suffering work-related stress in last 12 mths</i>	36	[31, 41]	35	33	36	27	41
Errors and incidents							
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	26	[21, 30]	29	26	32	20	40
KF13. % reporting errors, near misses or incidents witnessed in the last mth	92	[86, 98]	92	90	93	80	96
KF14. Fairness and effectiveness of incident reporting procedures	3.69	[3.63, 3.76]	3.63	3.57	3.68	3.54	3.72
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	76	[72, 80]	70	66	72	62	81

Table A1: Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust benchmarked against other acute specialist trusts (cont)

	Your trust		National scores for acute specialist trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Violence and harassment							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	[1, 5]	6	5	8	2	22
* KF17. % experiencing physical violence from staff in last 12 mths	2	[0, 3]	1	1	2	1	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	11	[8, 14]	22	19	23	11	28
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	[19, 28]	23	22	24	16	29
Health and well-being							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	27	[22, 31]	23	22	24	18	29
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.							
KF21. % reporting good communication between senior management and staff	39	[34, 44]	37	31	39	24	44
KF22. % able to contribute towards improvements at work	71	[66, 76]	71	70	72	66	80
ADDITIONAL THEME: Staff satisfaction							
KF23. Staff job satisfaction	3.68	[3.60, 3.76]	3.72	3.67	3.73	3.56	3.94
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.19	[4.11, 4.28]	4.14	4.03	4.15	3.69	4.28
KF25. Staff motivation at work	3.90	[3.81, 3.98]	3.90	3.87	3.95	3.73	4.06
ADDITIONAL THEME: Equality and diversity							
KF26. % having equality and diversity training in last 12 mths	74	[69, 78]	68	61	69	43	75
KF27. % believing the trust provides equal opportunities for career progression or promotion	95	[93, 98]	90	87	92	79	95
* KF28. % experiencing discrimination at work in last 12 mths	8	[5, 11]	9	8	10	4	15
ADDITIONAL THEME: Patient experience measures							
Patient/Service user experience Feedback							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	54	[47, 61]	62	57	65	53	73

Appendix 2

Changes to the Key Findings since the 2012 and 2013 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 A2.1 or 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 2013 and 2012 have been re-calculated and re-weighted using the 2014 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 The Clatterbridge Cancer Centre NHS Foundation Trust since 2013 survey

	The Clatterbridge Cancer Centre NHS Foundation Trust			
	2014 score	2013 score	Change	Statistically significant?
Response rate	51	57	-6	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	82	4	No
KF2. % agreeing that their role makes a difference to patients	94	91	3	No
* KF3. <i>Work pressure felt by staff</i>	2.79	2.87	-0.09	No
KF4. Effective team working	3.92	3.92	0.01	No
* KF5. <i>% working extra hours</i>	76	74	2	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	83	-2	No
KF7. % appraised in last 12 mths	77	92	-15	Yes
KF8. % having well structured appraisals in last 12 mths	35	45	-9	Yes
KF9. Support from immediate managers	3.78	3.74	0.04	No
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	79	78	1	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	36	36	0	No
Errors and incidents				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	26	31	-5	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	92	96	-4	No
KF14. Fairness and effectiveness of incident reporting procedures	3.69	3.71	-0.01	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	76	-	-	--

Table A2.1: Changes in the Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust since 2013 survey (cont)

	The Clatterbridge Cancer Centre NHS Foundation Trust			
	2014 score	2013 score	Change	Statistically significant?
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	2	1	No
* KF17. % experiencing physical violence from staff in last 12 mths	2	1	1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	11	17	-6	Yes
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	22	1	No
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	27	27	-1	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	39	38	1	No
KF22. % able to contribute towards improvements at work	71	72	-1	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.68	3.78	-0.09	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.19	4.20	-0.01	No
KF25. Staff motivation at work	3.90	3.95	-0.06	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	74	59	15	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	95	94	1	No
* KF28. % experiencing discrimination at work in last 12 mths	8	10	-2	No
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	54	-	-	--

Table A2.2: Changes in the Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust since 2012 survey

The Clatterbridge Cancer Centre NHS Foundation Trust				
	2014 score	2012 score	Change	Statistically significant?
Response rate	51	46	5	-
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	85	79	6	No
KF2. % agreeing that their role makes a difference to patients	94	89	5	Yes
* KF3. <i>Work pressure felt by staff</i>	2.79	2.95	-0.16	Yes
KF4. Effective team working	3.92	3.82	0.11	No
* KF5. <i>% working extra hours</i>	76	76	0	No
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	78	4	No
KF7. % appraised in last 12 mths	77	74	3	No
KF8. % having well structured appraisals in last 12 mths	35	34	1	No
KF9. Support from immediate managers	3.78	3.54	0.24	Yes
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	79	75	4	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	36	37	-1	No
Errors and incidents				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	26	33	-7	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	92	96	-3	No
KF14. Fairness and effectiveness of incident reporting procedures	3.69	3.64	0.05	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	76	-	-	--

Table A2.2: Changes in the Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust since 2012 survey (cont)

	The Clatterbridge Cancer Centre NHS Foundation Trust			
	2014 score	2012 score	Change	Statistically significant?
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	3	0	No
* KF17. % experiencing physical violence from staff in last 12 mths	2	1	1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	11	16	-5	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	23	24	0	No
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	27	23	4	No
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	39	40	0	No
KF22. % able to contribute towards improvements at work	71	77	-6	No
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	3.68	3.72	-0.04	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	4.19	4.18	0.02	No
KF25. Staff motivation at work	3.90	3.95	-0.05	No
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	74	61	12	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	95	96	-1	No
* KF28. % experiencing discrimination at work in last 12 mths	8	6	2	No
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	54	-	-	--

Appendix 3

Data tables: 2014 Key Findings and the responses to all survey questions

For each of the 29 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 2014 survey response, the average (median) 2014 response for acute specialist trusts, and your trust's 2013 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 29 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 2014 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2013' column in Tables A3.1 or A3.2. This is because of changes to the format of survey questions or the calculation of the Key Findings so comparisons with the 2013 score are not possible.
- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.
- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical acute specialist trust.
- 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 The Clatterbridge Cancer Centre NHS Foundation Trust benchmarked against other acute specialist trusts

	Question number(s)	Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	86	84	82
KF2. % agreeing that their role makes a difference to patients	Q9b	92	92	90
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	2.80	2.91	2.84
KF4. Effective team working	Q4a-d	3.91	3.82	3.89
* <i>KF5. % working extra hours</i>	Q25b-c	72	72	69
STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	81	81	80
KF7. % appraised in last 12 mths	Q3a	75	86	91
KF8. % having well structured appraisals in last 12 mths	Q3a-d	33	42	41
KF9. Support from immediate managers	Q10a-e	3.77	3.77	3.71
STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.				
Occupational health and safety				
KF10. % receiving health and safety training in last 12 mths	Q1a	77	78	76
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	35	34	34
Errors and incidents				
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	26	28	27
KF13. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	94	91	96
KF14. Fairness and effectiveness of incident reporting procedures	Q18a-g	3.70	3.62	3.72
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	Q19b	74	70	-

Table A3.1: Key Findings for The Clatterbridge Cancer Centre NHS Foundation Trust benchmarked against other acute specialist trusts (cont)

	Question number(s)	Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Violence and harassment				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q20a	2	6	2
* KF17. % experiencing physical violence from staff in last 12 mths	Q20b	2	1	1
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q21a	12	22	14
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	22	23	22
Health and well-being				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	27	23	28
STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.				
KF21. % reporting good communication between senior management and staff	Q11a-d	38	37	36
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	71	71	70
ADDITIONAL THEME: Staff satisfaction				
KF23. Staff job satisfaction	Q8a-g	3.67	3.71	3.72
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	4.20	4.12	4.18
KF25. Staff motivation at work	Q5a-c	3.87	3.89	3.88
ADDITIONAL THEME: Equality and diversity				
KF26. % having equality and diversity training in last 12 mths	Q1b	72	67	57
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	95	90	93
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	7	9	9
ADDITIONAL THEME: Patient experience measures				
Patient/Service user experience Feedback				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	Q13a, 13c	55	62	-

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

		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Areas of training, learning and development				
% having received training, learning or development in the following areas in the last 12 months:				
Q1a	Health and safety training	77	78	76
Q1b	Equality and diversity training	72	67	57
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	46	46	46
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	73	74	72
Q1e	How to handle confidential information about patients / service users	82	85	75
Q1f	How to deliver a good patient / service user experience	42	49	40
Q1g	Any other job-relevant training, learning or development	80	80	73
Job-relevant training, learning and development				
% who had received training, learning and development in the last 12 months (YES to any part of Q1a-g) agreeing / strongly agreeing that:				
Q2a	It has helped me to do my job more effectively	67	67	66
Q2b	It has helped me stay up-to-date with professional requirements	73	75	75
Q2c	It has helped me to deliver a better patient / service user experience	62	64	61
Appraisals				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	75	86	91
If (YES to Q3a) had received an appraisal or performance development review in the last 12 months:				
Q3b	% saying their appraisal or development review had helped them to improve how they do their job	50	59	50
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	70	80	72
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	64	68	68
Q3e	% saying their appraisal or development review had identified training, learning or development needs	68	74	68
If (YES to Q3a) had received an appraisal or performance development review AND (YES to Q3e) training, learning or development needs identified as part of their appraisal or development review:				
Q3f	% saying their manager supported them to receive training, learning or development	90	89	89
Team-based working				
Q4a	% working in a team	97	97	98
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	85	79	84
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	62	63	64
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	87	81	84
Staff motivation at work				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	54	56	56
Q5b	"I am enthusiastic about my job"	71	72	73
Q5c	"Time passes quickly when I am working"	77	77	78

		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Job design				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	74	77	77
Q6b	"I always know what my work responsibilities are"	78	86	83
Q6c	"I am trusted to do my job"	90	91	91
Q6d	"I am able to do my job to a standard I am personally pleased with"	84	83	81
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q7a	"There are frequent opportunities for me to show initiative in my role"	71	72	73
Q7b	"I am able to make suggestions to improve the work of my team / department"	77	76	74
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	57	58	59
Q7d	"I am able to make improvements happen in my area of work"	57	60	60
Q7e	"I am unable to meet all the conflicting demands on my time at work"	44	43	41
Q7f	"I have adequate materials, supplies and equipment to do my work"	71	64	70
Q7g	"There are enough staff at this organisation for me to do my job properly"	39	39	38
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	50	55	53
Q8b	"The support I get from my immediate manager"	70	70	69
Q8c	"The freedom I have to choose my own method of working"	63	69	70
Q8d	"The support I get from my work colleagues"	83	80	81
Q8e	"The amount of responsibility I am given"	73	77	71
Q8f	"The opportunities I have to use my skills"	70	73	71
Q8g	"The extent to which my organisation values my work"	44	50	48
Q8h	"My level of pay"	35	35	42
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q9a	"I am satisfied with the quality of care I give to patients / service users"	92	90	88
Q9b	"I feel that my role makes a difference to patients / service users"	92	92	90
Q9c	"I am able to deliver the patient care I aspire to"	81	78	74

		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Your managers				
% agreeing / strongly agreeing with the following statements:				
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	75	72	72
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	75	73	73
Q10c	"My immediate manager gives me clear feedback on my work"	57	60	56
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	56	57	53
Q10e	"My immediate manager is supportive in a personal crisis"	81	76	77
Q11a	"I know who the senior managers are here"	87	85	85
Q11b	"Communication between senior management and staff is effective"	42	42	41
Q11c	"Senior managers here try to involve staff in important decisions"	40	37	41
Q11d	"Senior managers act on staff feedback"	35	35	35
Q11e	"Senior managers where I work are committed to patient care"	71	65	67
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	87	84	85
Q12b	"My organisation acts on concerns raised by patients / service users"	83	83	83
Q12c	"I would recommend my organisation as a place to work"	73	73	74
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	92	89	92
Patient / service user experience measures				
"% saying 'Yes'"				
Q13a	"Is patient / service user experience feedback collected within your directorate / department?"	75	77	-
"% agreeing or strongly agreeing that they receive regular updates on patient / service user experience feedback in their directorate / department"				
Q13b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	62	63	-
"% agreeing or strongly agreeing that feedback from patients / service users is used to make informed decisions within my directorate / department"				
Q13c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	55	62	-
Health and well-being				
% agreeing / strongly agreeing with the following statements:				
Q14a	"In general, my job is good for my health"	36	44	44
Q14b	"My immediate manager takes a positive interest in my health and well-being"	61	59	58
Q14c	"My organisation takes positive action on health and well-being"	61	56	57
Health and well-being				
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties:	66	66	66
(If YES to Q15a): % saying they...				
Q15b	...had felt pressure from their manager to come to work	33	27	32
Q15c	...had felt pressure from their colleagues to come to work	25	24	26
Q15d	...had put themselves under pressure to come to work	96	91	97

		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	35	34	34
Witnessing and reporting errors, near misses and incidents				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	12	16	14
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	23	25	24
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	98	95	98
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
% agreeing / strongly agreeing with the following statements:				
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	58	55	59
Q18b	"My organisation encourages us to report errors, near misses or incidents"	91	89	90
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	71	70	65
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	8	12	7
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	74	71	72
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	53	47	51
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	46	45	50
Raising concerns about unsafe clinical practice				
Q19a	% saying if they were concerned about unsafe clinical practice they would know how to report it	95	94	-
Q19b	% saying they would feel secure raising concerns about unsafe clinical practice	74	70	-
Q19c	% saying they are confident that the organisation would address their concern	70	65	-
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...				
Q20a	Never	98	94	98
Q20a	1 to 2 times	2	5	1
Q20a	3 to 5 times	0	1	0
Q20a	6 to 10 times	0	0	0
Q20a	More than 10 times	0	0	0
% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...				
Q20b	Never	98	99	99
Q20b	1 to 2 times	1	1	1
Q20b	3 to 5 times	0	0	0
Q20b	6 to 10 times	0	0	0
Q20b	More than 10 times	0	0	0
Q20c	(If YES to Q20a or YES to Q20b): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	82	71	-

		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
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...				
Q21a	Never	88	78	86
Q21a	1 to 2 times	9	15	10
Q21a	3 to 5 times	2	3	3
Q21a	6 to 10 times	0	1	1
Q21a	More than 10 times	0	1	0
% experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months...				
Q21b	Never	78	77	78
Q21b	1 to 2 times	14	16	13
Q21b	3 to 5 times	4	4	4
Q21b	6 to 10 times	2	1	2
Q21b	More than 10 times	2	1	2
Q21c	(If YES to Q21a or YES to Q21b): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	44	45	39
Equal opportunities				
Q22	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	95	90	93
Discrimination				
Q23a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	2	3	2
Q23b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	6	6	6
% saying they had experienced discrimination on the grounds of:				
Q23c	Ethnic background	1	3	0
Q23c	Gender	2	1	1
Q23c	Religion	0	0	0
Q23c	Sexual orientation	0	0	0
Q23c	Disability	1	1	0
Q23c	Age	2	2	2
Q23c	Other reason(s)	3	3	4
BACKGROUND DETAILS				
Gender				
Q24a	Male	18	20	16
Q24a	Female	82	80	84
Age group				
Q24b	Between 16 and 30	15	17	16
Q24b	Between 31 and 40	19	20	19
Q24b	Between 41 and 50	24	25	34
Q24b	51 and over	42	38	31
Q25a	% working part time	17	19	19
Q25b	% working additional PAID hours	28	32	26
Q25c	% working additional UNPAID hours	60	59	60

		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Ethnic background				
Q26	White	96	89	96
Q26	Mixed	1	1	1
Q26	Asian / Asian British	2	8	3
Q26	Black / Black British	0	2	0
Q26	Chinese	1	0	0
Q26	Other	1	1	1
Sexuality				
Q27	Heterosexual (straight)	90	92	91
Q27	Gay Man	1	1	0
Q27	Gay Woman (lesbian)	0	1	0
Q27	Bisexual	0	0	0
Q27	Other	0	0	0
Q27	Preferred not to say	7	5	7
Religion				
Q28	No religion	27	27	27
Q28	Christian	63	58	62
Q28	Buddhist	0	1	1
Q28	Hindu	0	2	1
Q28	Jewish	0	0	0
Q28	Muslim	0	2	1
Q28	Sikh	0	0	0
Q28	Other	1	1	1
Q28	Preferred not to say	8	5	7
Disability				
Q29a	% saying they have a long-standing illness, health problem or disability	14	15	13
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	80	74	70
Contact with patients				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	75	84	75
Length of time at the organisation (or its predecessors)				
Q31	Less than 1 year	9	10	8
Q31	1 to 2 years	13	14	12
Q31	3 to 5 years	22	19	24
Q31	6 to 10 years	21	21	22
Q31	11 to 15 years	16	14	15
Q31	More than 15 years	19	19	20

Occupational group		Your Trust in 2014	Average (median) for acute specialist trusts	Your Trust in 2013
Q32	Emergency Care Practitioner	0	0	0
Q32	Paramedic	0	0	0
Q32	Emergency Care Assistant	0	0	0
Q32	Ambulance Technician	0	0	0
Q32	Ambulance Control Staff	0	0	0
Q32	Patient Transport Service	0	0	0
Q32	Registered Nurses and Midwives	15	26	15
Q32	Nursing or Healthcare Assistants	4	5	3
Q32	Medical and Dental	5	7	4
Q32	Allied Health Professionals	22	15	20
Q32	Scientific and Technical / Healthcare Scientists	10	9	13
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	0
Q32	Admin and Clerical	27	18	27
Q32	Central Functions / Corporate Services	10	7	9
Q32	Maintenance / Ancillary	1	4	1
Q32	General Management	2	2	2
Q32	Other	3	3	4

Appendix 4

Other NHS staff survey 2014 documentation

This report is one of several ways in which we present the results of the 2014 national NHS staff survey:

- 1) A separate summary report of the main 2014 survey results for The Clatterbridge Cancer Centre NHS Foundation Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2014 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2013.
- 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