Commission for Health Improvement

# NHS national staff survey 2003

## Summary of results from West Suffolk Hospitals NHS Trust

# Contents


1. Background information about the trust and the respondents 3
- Table 1.1: Occupational group of respondents 3
- Table 1.2: Work and demographic characteristics of respondents 4

2. Summary scores and benchmarks for key variables 5
- Figure 2.1: Graph showing percentage scores for West Suffolk Hospitals NHS Trust compared with other acute trusts across the country 7
- Figure 2.2: Graph showing scale summary scores for West Suffolk Hospitals NHS Trust compared with other acute trusts across the country 8
- Table 2.1: Percentage scores for West Suffolk Hospitals NHS Trust benchmarked against other acute trusts across the country 9
- Table 2.2: Scale summary scores for West Suffolk Hospitals NHS Trust benchmarked against other acute trusts across the country 10

3. Summary scores for subgroups 11
- Table 3.1.1: Percentage scores for different occupational groups 12
- Table 3.1.2: Scale summary scores for different occupational groups 13
- Table 3.2.1: Percentage scores for different work groups 14
- Table 3.2.2: Scale summary scores for different work groups 15
- Table 3.3.1: Percentage scores for different age groups 16
- Table 3.3.2: Scale summary scores for different age groups 17
- Table 3.4.1: Percentage scores for other demographic groups 18
- Table 3.4.2: Scale summary scores for other demographic groups 19

Work conducted by Aston Business School on behalf of the Commission for Health Improvement (CHI)

## 1. Background information about the trust and the respondents

West Suffolk Hospitals NHS Trust is classified as an acute trust, and the trusts used for comparison in this report are other acute trusts across the country.

West Suffolk Hospitals NHS Trust had, at the time of distribution, 2848 staff who were eligible to receive the survey.[1] Questionnaires were sent to a randomly selected sample of 798 staff.

Completed questionnaires were received from 486 members of staff, representing a response rate of 61%. Questionnaires were only counted if they were received complete with their ID number.

The occupational group of the respondents is shown in table 1.1, and other work and demographic characteristics are shown in table 1.2:

### Table 1.1: Occupational group of respondents

| | Number returned | Percentage of respondents |
|---|---|---|
| **Occupation group** | | |
| Nursing (registered) | 141 | 29% |
| Nursing (unregistered) | 9 | 2% |
| Midwife | 9 | 2% |
| Healthcare assistant | 54 | 11% |
| Allied health professional (including clinical psychologists or occupational therapist) | 35 | 7% |
| Medical and dental (consultant) | 18 | 4% |
| Medical and dental (other) | 16 | 3% |
| General management | 10 | 2% |
| Scientific and technical | 26 | 5% |
| Admin and clerical | 83 | 17% |
| Maintenance/ancillary (hotel services, facilities and estates) | 36 | 7% |
| Other[2] | 37 | 8% |
| Did not say | 12 | 2% |

[1] This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors), and excludes bank staff (unless they are also employed elsewhere in the trust)

[2] If there were fewer than 5 respondents in a particular occupational group (as listed in the questionnaire), this group has been counted as Other in this table

**Table 1.2: Work and demographic characteristics of respondents**

| | Number returned | Percentage of respondents |
|---|---|---|
| **Full time/part time** | | |
| Full time | 280 | 58% |
| Part time | 196 | 40% |
| Did not say | 10 | 2% |
| **Shift work** | | |
| Shift worker | 217 | 45% |
| Non shift worker | 262 | 54% |
| Did not say | 7 | 1% |
| **Line manager/non line manager** | | |
| Line manager | 165 | 34% |
| Non line manager | 306 | 63% |
| Did not say | 15 | 3% |
| **Age group** | | |
| 16-30 | 79 | 16% |
| 31-40 | 142 | 29% |
| 41-50 | 140 | 29% |
| Over 50 | 116 | 24% |
| Did not say | 9 | 2% |
| **Gender** | | |
| Male | 76 | 16% |
| Female | 399 | 82% |
| Did not say | 11 | 2% |
| **Ethnic background** | | |
| White | 432 | 89% |
| Non white | 40 | 8% |
| Did not say | 14 | 3% |
| **Disabled/not disabled** | | |
| Disabled | 15 | 3% |
| Not disabled | 458 | 94% |
| Did not say | 13 | 3% |

## 2. Summary scores and benchmarks for key variables

This report focuses on 25 key areas covered by the questionnaire. These are mostly summary scores for groups of individual questions which, when taken together, give more information about the area of interest. There are two basic types of scores: percentage scores (Fig 2.1), and scale summary scores (Fig 2.2).

The **percentage scores** are calculated as the percentage of respondents who gave a certain answer to a question (or a series of questions).
Example: "% of staff appraised within previous 12 months" (Fig 2.1) is the percentage of trust staff who responded to the question "Have you had an appraisal or individual performance review in the last 12 months?" by ticking "Yes".

The **scale summary scores** are calculated by converting staff responses to particular questions into scores. For each of the 11 scales displayed in Figure 2.2, the minimum score is 1 and the maximum score is 5.
Example: "staff job satisfaction" (Fig 2.2) This scale is based on staff responses to a series of questions about their satisfaction with various aspects of their working lives. A score of 1 represents very unsatisfied staff, and a score of 5 represents very satisfied staff.

Each of the 14 percentage scores and 11 scale scores are described in more detail in the document Guide to Interpretation of Trust Feedback Reports (downloadable at http://www.chi.gov.uk/eng/surveys/nss2003/index.shtml[1]), along with a more detailed description of the calculation method for scale summary scores.

Please note that in the calculation of these scores, respondents who did not answer particular questions or series of questions have been excluded. The number of respondents answering each question can be found in the spreadsheet of detailed responses, available from the CHI web site.[2]

### What a high or low score means

For most percentage and scale summary scores, a high score means a positive experience, for example, appraised within previous 12 months (Fig 2.1), support from supervisors (Fig 2.2).

However, for the following scores, a low score means a positive experience:-
Figure 2.1: working extra hours, working extra hours due to pressure and job demands, witnessing potentially harmful errors or near misses in previous month, suffering work related injuries or illness, experiencing physical violence in previous 12 months, experiencing harassment, bullying or abuse in previous 12 months
Figure 2.2: work pressure felt by staff, staff intention to leave jobs

### How to interpret Figures 2.1 and 2.2, and Tables 2.1 and 2.2

Figures 2.1 and 2.2 display a visual summary of your trust's scores, compared with national benchmarks for trusts of a similar type, on each of the 25 key areas. The same data is then displayed in tabular form in Table 2.1 and 2.2.

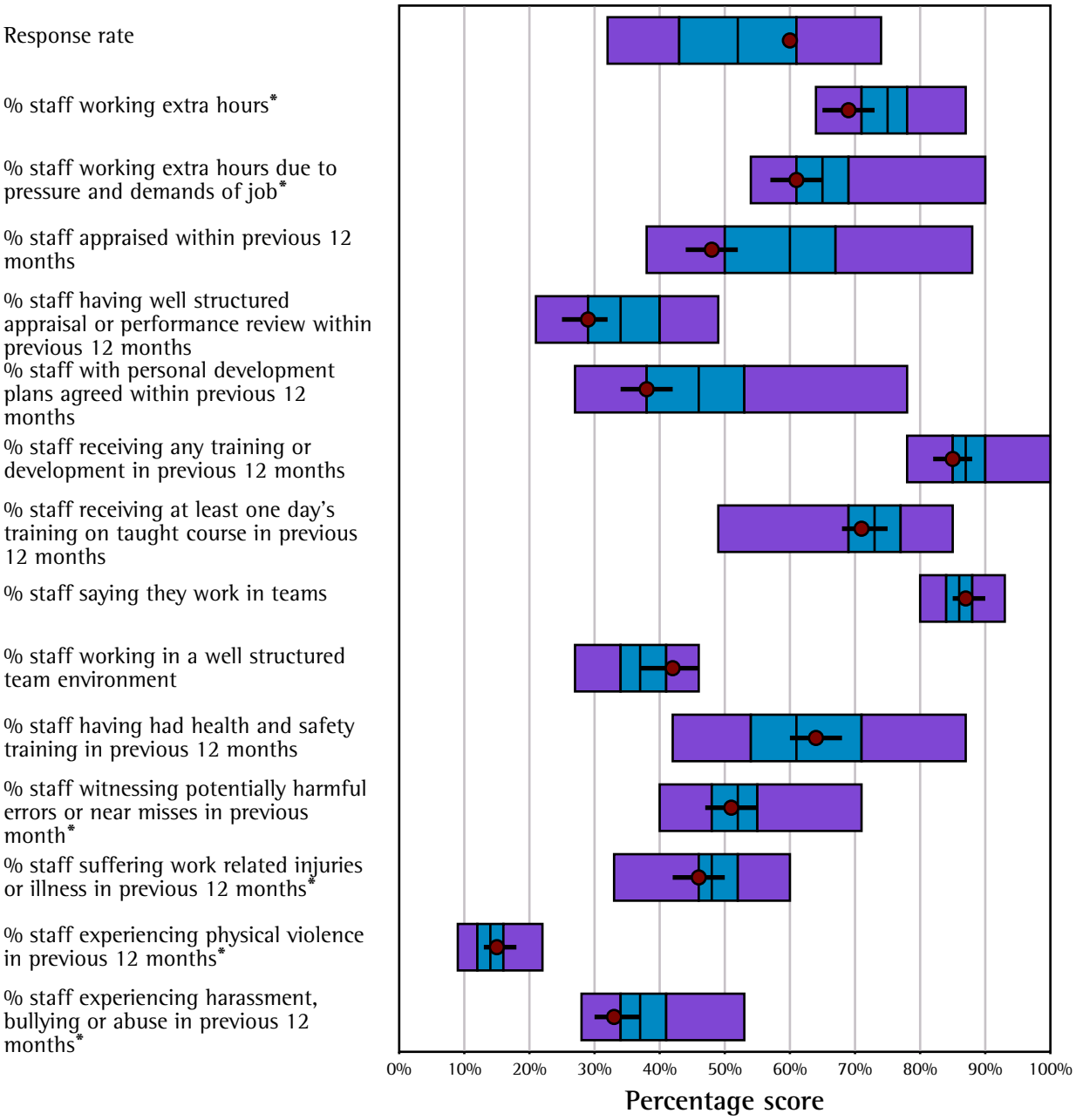
[1] Available from mid March, 2004

[2] http://www.chi.gov.uk/eng/surveys/nss2003/index.shtml - published mid March, 2004

In the figures, your trust's score is represented by a small red circle. The black lines to either side of this circle represent the confidence interval around the trust score (a measure of how accurate the trust score is). The coloured bars behind the circle represent all scores from trusts of a similar type, with the blue sections representing the middle 60% of trusts, and the purple sections representing the top 20% and lowest 20% of trusts. The median trust score is represented by the vertical line within the blue section. (For a more detailed explanation, please see section 1, Interpretation document).

When comparing your trust scores with others, please bear in mind the size of the confidence interval. For instance, it may be that a trust score is above the median score for trusts of a similar type, indicating that the trust falls in the top 50% of trusts. However, if the confidence interval for the score includes that median value, then it cannot be said that the trust score is significantly higher than average.

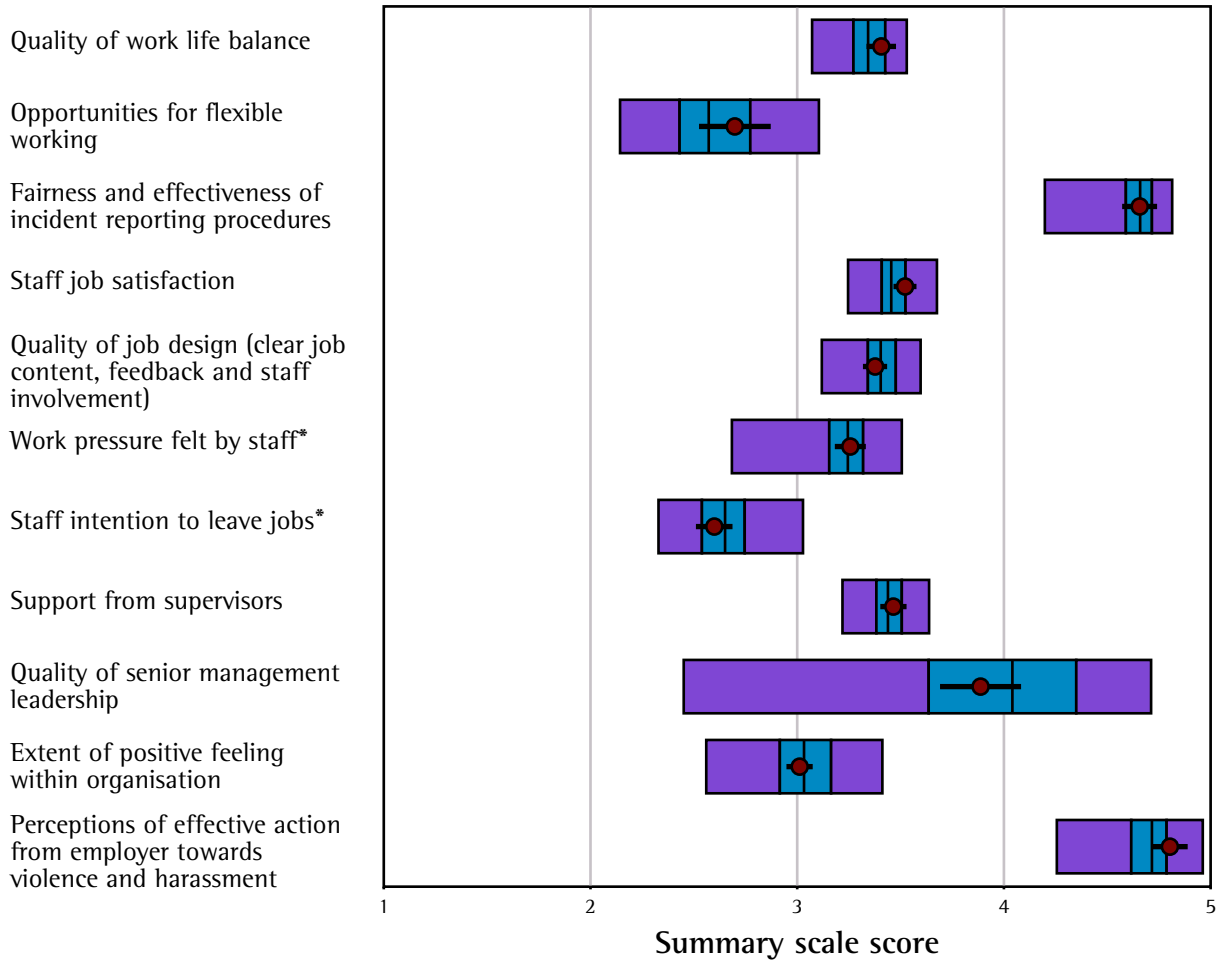
**Figure 2.1: Graph showing percentage scores for West Suffolk Hospitals NHS Trust compared with other acute trusts across the country**

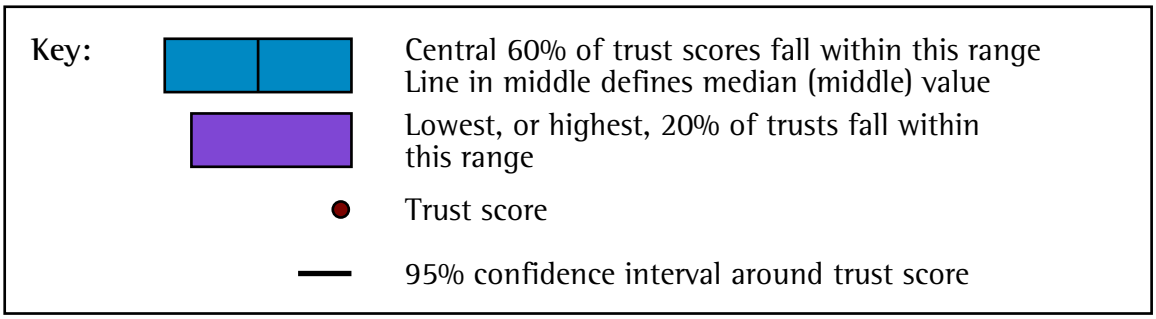



Source: National NHS staff survey 2003

* For the asterisked scores above, a low score indicates a positive experience. For all other scores, a high score indicates a positive experience (for more details on how to interpret these scores, see the document Guide to Interpretation of Trust Feedback Reports at http://www.chi.gov.uk/eng/surveys/nss2003/index.shtml).

**Figure 2.2: Graph showing scale summary scores for West Suffolk Hospitals NHS Trust compared with other acute trusts across the country**




Source: National NHS staff survey 2003

* For the asterisked scores above, a low score indicates a positive experience. For all other scores, a high score indicates a positive experience (for more details on how to interpret these scores, see the document Guide to Interpretation of Trust Feedback Reports at http://www.chi.gov.uk/eng/surveys/nss2003/index.shtml).

**Table 2.1: Percentage scores for West Suffolk Hospitals NHS Trust benchmarked against other acute trusts across the country**

| | West Suffolk Hospitals NHS Trust | | National scores for other acute trusts | | | | |
|---|---|---|---|---|---|---|---|
| | Mean score | 95% Confidence Interval | Median score | Threshold for lowest 20% | Threshold for highest 20% | Lowest score attained | Highest score attained |
| Response rate | 61% | - | 52% | 44% | 61% | 33% | 75% |
| % staff working extra hours* | 69% | [66%, 73%] | 75% | 71% | 79% | 65% | 88% |
| % staff working extra hours due to pressure and demands of job* | 62% | [58%, 66%] | 65% | 62% | 69% | 55% | 90% |
| % staff appraised within previous 12 months | 49% | [45%, 53%] | 60% | 51% | 67% | 39% | 89% |
| % staff having well structured appraisal or performance review within previous 12 months | 29% | [25%, 33%] | 35% | 29% | 41% | 22% | 50% |
| % staff with personal development plans agreed within previous 12 months | 38% | [34%, 42%] | 46% | 38% | 53% | 28% | 78% |
| % staff receiving any training or development in previous 12 months | 85% | [82%, 88%] | 88% | 85% | 91% | 79% | 100% |
| % staff receiving at least one day's training on taught course in previous 12 months | 72% | [68%, 75%] | 74% | 70% | 77% | 49% | 85% |
| % staff saying they work in teams | 88% | [85%, 91%] | 86% | 84% | 89% | 80% | 93% |
| % staff working in a well structured team environment | 42% | [38%, 47%] | 37% | 34% | 42% | 28% | 46% |
| % staff having had health and safety training in previous 12 months | 65% | [61%, 68%] | 62% | 55% | 71% | 43% | 87% |
| % staff witnessing potentially harmful errors or near misses in previous month* | 52% | [48%, 56%] | 52% | 48% | 55% | 41% | 71% |
| % staff suffering work related injuries or illness in previous 12 months* | 47% | [43%, 51%] | 49% | 46% | 52% | 33% | 60% |
| % staff experiencing physical violence in previous 12 months* | 16% | [13%, 19%] | 14% | 13% | 16% | 9% | 22% |
| % staff experiencing harassment, bullying or abuse in previous 12 months* | 34% | [30%, 38%] | 38% | 35% | 41% | 29% | 54% |

* For the asterisked scores above, a low score indicates a positive experience. For all other scores, a high score indicates a positive experience (for more details on how to interpret these scores, see the document Guide to Interpretation of Trust Feedback Reports at http://www.chi.gov.uk/eng/surveys/nss2003/index.shtml).

**Table 2.2: Scale summary scores for West Suffolk Hospitals NHS Trust benchmarked against other acute trusts across the country**

| | West Suffolk Hospitals NHS Trust | | National scores for other acute trusts | | | | |
|---|---|---|---|---|---|---|---|
| | Mean score | 95% Confidence Interval | Median score | Threshold for lowest 20% | Threshold for highest 20% | Lowest score attained | Highest score attained |
| Quality of work life balance | 3.4 | [3.3, 3.5] | 3.3 | 3.3 | 3.4 | 3.1 | 3.5 |
| Opportunities for flexible working | 2.7 | [2.5, 2.9] | 2.6 | 2.4 | 2.8 | 2.1 | 3.1 |
| Fairness and effectiveness of incident reporting procedures | 4.7 | [4.6, 4.7] | 4.7 | 4.6 | 4.7 | 4.2 | 4.8 |
| Staff job satisfaction | 3.5 | [3.5, 3.6] | 3.5 | 3.4 | 3.5 | 3.2 | 3.7 |
| Quality of job design (clear job content, feedback and staff involvement) | 3.4 | [3.3, 3.4] | 3.4 | 3.3 | 3.5 | 3.1 | 3.6 |
| Work pressure felt by staff* | 3.3 | [3.2, 3.3] | 3.2 | 3.2 | 3.3 | 2.7 | 3.5 |
| Staff intention to leave jobs* | 2.6 | [2.5, 2.7] | 2.7 | 2.5 | 2.7 | 2.3 | 3.0 |
| Support from supervisors | 3.5 | [3.4, 3.5] | 3.4 | 3.4 | 3.5 | 3.2 | 3.6 |
| Quality of senior management leadership | 3.9 | [3.7, 4.1] | 4.0 | 3.6 | 4.4 | 2.5 | 4.7 |
| Extent of positive feeling within organisation | 3.0 | [2.9, 3.1] | 3.0 | 2.9 | 3.2 | 2.6 | 3.4 |
| Perceptions of effective action from employer towards violence and harassment | 4.8 | [4.7, 4.9] | 4.7 | 4.6 | 4.8 | 4.3 | 5.0 |

* For the asterisked scores above, a low score indicates a positive experience. For all other scores, a high score indicates a positive experience (for more details on how to interpret these scores, see the document Guide to Interpretation of Trust Feedback Reports at http://www.chi.gov.uk/eng/surveys/nss2003/index.shtml).

## 3. Summary scores for subgroups

Tables 3.1.1 to 3.4.2 show the scores for several work and demographic categories. Tables 3.1.1 and 3.1.2 show the scores for each occupational group; tables 3.2.1 and 3.2.2 show the scores for full time and part time workers, those with and without line management responsibility, and for shift workers and non shift workers; tables 3.3.1 and 3.3.2 show the scores for each age group; and tables 3.4.1 and 3.4.2 show the scores for men and women, disabled and non disabled workers and those from white and non white ethnic backgrounds.

Care should be taken not to over interpret the findings if scores differ only slightly. For example, if medical and dental staff score 3.2 on job satisfaction, and general managers score 3.3, it may appear that general managers are more satisfied than medical and dental staff. However, this difference is very small, and would probably be statistically insignificant. A more sensible interpretation would be that medical and dental staff have similar job satisfaction on average to general managers.

Scores are not shown where the staff group in question has fewer than 21 people. This is for two reasons: firstly, because a score calculated on the basis of so few responses is likely to be unreliable, and secondly to preserve the anonymity of individual staff members.

## Table 3.1.1: Percentage scores for different occupational groups

| | Occupational group | | | | | |
|---|---|---|---|---|---|---|
| | Nursing | Medical and dental | Allied health professional | Scientific and technical | Admin and clerical | Maintenance/ ancillary |
| Number of respondents | 213 | 34 | 35 | 26 | 83 | 36 |
| % staff working extra hours | 67% | 87% | 74% | 78% | 67% | 57% |
| % staff working extra hours due to pressure and demands of job | 57% | 87% | 74% | 78% | 59% | 49% |
| % staff appraised within previous 12 months | 50% | 79% | 80% | 52% | 30% | 11% |
| % staff having well structured appraisal or performance review within previous 12 months | 36% | 30% | 43% | 32% | 23% | 3% |
| % staff with personal development plans agreed within previous 12 months | 42% | 60% | 63% | 33% | 29% | 6% |
| % staff receiving any training or development in previous 12 months | 95% | 97% | 100% | 92% | 74% | 41% |
| % staff receiving at least one day's training on taught course in previous 12 months | 86% | 88% | 91% | 80% | 57% | 14% |
| % staff saying they work in teams | 92% | 94% | 97% | 100% | 80% | 78% |
| % staff working in a well structured team environment | 43% | 52% | 47% | 38% | 47% | 12% |
| % staff having had health and safety training in previous 12 months | 81% | 47% | 69% | 65% | 46% | 53% |
| % staff witnessing potentially harmful errors or near misses in previous month | 57% | 68% | 63% | 73% | 28% | 65% |
| % staff suffering work related injuries or illness in previous 12 months | 53% | 50% | 63% | 38% | 30% | 57% |
| % staff experiencing physical violence in previous 12 months | 31% | 15% | 6% | 4% | 1% | 8% |
| % staff experiencing harassment, bullying or abuse in previous 12 months | 49% | 33% | 31% | 16% | 16% | 22% |

Any blank spaces indicate fewer than 21 responses for that question

Nursing includes registered and unregistered nurses, health visitors, midwives and healthcare assistants

Medical and dental includes consultants and other medical and dental staff

Responses for the group general management are not shown, as there were fewer than 21 respondents in that group

## Table 3.1.2: Scale summary scores for different occupational groups

| | Occupational group | | | | | |
|---|---|---|---|---|---|---|
| | Nursing | Medical and dental | Allied health professional | Scientific and technical | Admin and clerical | Maintenance/ ancillary |
| Number of respondents | 213 | 34 | 35 | 26 | 83 | 36 |
| Quality of work life balance | 3.5 | 2.9 | 3.4 | 3.7 | 3.7 | 2.8 |
| Opportunities for flexible working | 2.7 | 2.0 | 2.4 | 2.7 | 3.2 | 1.7 |
| Fairness and effectiveness of incident reporting procedures | 4.7 | 4.2 | 4.7 | 4.6 | 4.9 | 4.0 |
| Staff job satisfaction | 3.6 | 3.5 | 3.4 | 3.4 | 3.6 | 3.2 |
| Quality of job design (clear job content, feedback and staff involvement) | 3.4 | 3.3 | 3.2 | 3.4 | 3.5 | 3.1 |
| Work pressure felt by staff | 3.3 | 3.4 | 3.7 | 3.2 | 2.8 | 3.3 |
| Staff intention to leave jobs | 2.7 | 2.5 | 3.0 | 2.1 | 2.3 | 2.7 |
| Support from supervisors | 3.6 | 3.3 | 3.4 | 3.5 | 3.6 | 2.9 |
| Quality of senior management leadership | 4.0 | 3.2 | 2.8 | | 4.8 | 2.9 |
| Extent of positive feeling within organisation | 3.1 | 3.0 | 2.7 | 3.0 | 3.1 | 2.6 |
| Perceptions of effective action from employer towards violence and harassment | 4.6 | | 5.0 | 5.0 | 4.9 | 4.8 |

Any blank spaces indicate fewer than 21 responses for that question

Nursing includes registered and unregistered nurses, health visitors, midwives and healthcare assistants

Medical and dental includes consultants and other medical and dental staff

Responses for the group general management are not shown, as there were fewer than 21 respondents in that group

**Table 3.2.1: Percentage scores for different work groups**

| | Part time/full time | | Line managers/ non line managers | | Shift workers/ non shift workers | |
|---|---|---|---|---|---|---|
| | Part time | Full time | Line managers | Non line managers | Shift workers | Non shift workers |
| Number of respondents | 196 | 280 | 165 | 306 | 217 | 262 |
| % staff working extra hours | 61% | 74% | 83% | 60% | 68% | 69% |
| % staff working extra hours due to pressure and demands of job | 53% | 66% | 80% | 50% | 58% | 64% |
| % staff appraised within previous 12 months | 39% | 53% | 62% | 41% | 50% | 47% |
| % staff having well structured appraisal or performance review within previous 12 months | 24% | 32% | 38% | 25% | 33% | 26% |
| % staff with personal development plans agreed within previous 12 months | 28% | 43% | 52% | 30% | 40% | 36% |
| % staff receiving any training or development in previous 12 months | 79% | 90% | 94% | 81% | 90% | 82% |
| % staff receiving at least one day's training on taught course in previous 12 months | 62% | 78% | 83% | 66% | 80% | 66% |
| % staff saying they work in teams | 84% | 91% | 93% | 86% | 90% | 87% |
| % staff working in a well structured team environment | 39% | 42% | 49% | 37% | 39% | 44% |
| % staff having had health and safety training in previous 12 months | 68% | 66% | 73% | 62% | 78% | 57% |
| % staff witnessing potentially harmful errors or near misses in previous month | 47% | 57% | 66% | 46% | 61% | 47% |
| % staff suffering work related injuries or illness in previous 12 months | 45% | 49% | 50% | 46% | 54% | 42% |
| % staff experiencing physical violence in previous 12 months | 18% | 17% | 21% | 15% | 32% | 5% |
| % staff experiencing harassment, bullying or abuse in previous 12 months | 32% | 37% | 42% | 30% | 46% | 26% |

Any blank spaces indicate fewer than 21 responses for that question

**Table 3.2.2: Scale summary scores for different work groups**

| | Part time/full time | | Line managers/ non line managers | | Shift workers/ non shift workers | |
|---|---|---|---|---|---|---|
| | Part time | Full time | Line managers | Non line managers | Shift workers | Non shift workers |
| Number of respondents | 196 | 280 | 165 | 306 | 217 | 262 |
| Quality of work life balance | 3.5 | 3.3 | 3.4 | 3.4 | 3.3 | 3.5 |
| Opportunities for flexible working | 2.7 | 2.7 | 3.1 | 2.4 | 2.5 | 2.8 |
| Fairness and effectiveness of incident reporting procedures | 4.7 | 4.6 | 4.7 | 4.6 | 4.6 | 4.7 |
| Staff job satisfaction | 3.5 | 3.5 | 3.6 | 3.5 | 3.5 | 3.5 |
| Quality of job design (clear job content, feedback and staff involvement) | 3.4 | 3.4 | 3.5 | 3.3 | 3.3 | 3.4 |
| Work pressure felt by staff | 3.3 | 3.3 | 3.5 | 3.1 | 3.3 | 3.2 |
| Staff intention to leave jobs | 2.5 | 2.7 | 2.7 | 2.5 | 2.7 | 2.5 |
| Support from supervisors | 3.4 | 3.5 | 3.6 | 3.4 | 3.5 | 3.5 |
| Quality of senior management leadership | 3.9 | 3.8 | 3.8 | 3.9 | 3.6 | 4.0 |
| Extent of positive feeling within organisation | 3.0 | 3.0 | 3.1 | 3.0 | 3.0 | 3.0 |
| Perceptions of effective action from employer towards violence and harassment | 4.8 | 4.7 | 4.7 | 4.9 | 4.6 | 4.9 |

Any blank spaces indicate fewer than 21 responses for that question

**Table 3.3.1: Percentage scores for different age groups**

| | Age group | | | |
|---|---|---|---|---|
| | Age 16-30 | Age 31-40 | Age 41-50 | Over 50 |
| Number of respondents | 79 | 142 | 140 | 116 |
| % staff working extra hours | 63% | 69% | 72% | 67% |
| % staff working extra hours due to pressure and demands of job | 56% | 60% | 68% | 55% |
| % staff appraised within previous 12 months | 49% | 54% | 52% | 39% |
| % staff having well structured appraisal or performance review within previous 12 months | 34% | 34% | 27% | 23% |
| % staff with personal development plans agreed within previous 12 months | 41% | 50% | 36% | 25% |
| % staff receiving any training or development in previous 12 months | 89% | 94% | 87% | 72% |
| % staff receiving at least one day's training on taught course in previous 12 months | 81% | 83% | 72% | 54% |
| % staff saying they work in teams | 93% | 92% | 89% | 80% |
| % staff working in a well structured team environment | 49% | 46% | 39% | 32% |
| % staff having had health and safety training in previous 12 months | 66% | 69% | 64% | 63% |
| % staff witnessing potentially harmful errors or near misses in previous month | 54% | 56% | 58% | 46% |
| % staff suffering work related injuries or illness in previous 12 months | 44% | 41% | 53% | 52% |
| % staff experiencing physical violence in previous 12 months | 12% | 17% | 21% | 16% |
| % staff experiencing harassment, bullying or abuse in previous 12 months | 33% | 30% | 42% | 35% |

Any blank spaces indicate fewer than 21 responses for that question

**Table 3.3.2: Scale summary scores for different age groups**

| | Age group | | | |
|---|---|---|---|---|
| | Age 16-30 | Age 31-40 | Age 41-50 | Over 50 |
| Number of respondents | 79 | 142 | 140 | 116 |
| Quality of work life balance | 3.5 | 3.5 | 3.3 | 3.3 |
| Opportunities for flexible working | 2.6 | 2.7 | 2.7 | 2.7 |
| Fairness and effectiveness of incident reporting procedures | 4.7 | 4.8 | 4.6 | 4.5 |
| Staff job satisfaction | 3.6 | 3.6 | 3.5 | 3.4 |
| Quality of job design (clear job content, feedback and staff involvement) | 3.4 | 3.5 | 3.3 | 3.3 |
| Work pressure felt by staff | 3.1 | 3.2 | 3.3 | 3.4 |
| Staff intention to leave jobs | 2.6 | 2.5 | 2.8 | 2.5 |
| Support from supervisors | 3.5 | 3.6 | 3.4 | 3.3 |
| Quality of senior management leadership | 4.0 | 3.7 | 3.7 | 4.0 |
| Extent of positive feeling within organisation | 3.2 | 3.1 | 2.9 | 2.9 |
| Perceptions of effective action from employer towards violence and harassment | 4.8 | 4.7 | 4.9 | 4.8 |

Any blank spaces indicate fewer than 21 responses for that question

**Table 3.4.1: Percentage scores for other demographic groups**

| | Gender | | Ethnic background | |
|---|---|---|---|---|
| | Men | Women | White | Non white |
| Number of respondents | 76 | 399 | 432 | 40 |
| % staff working extra hours | 75% | 67% | 69% | 66% |
| % staff working extra hours due to pressure and demands of job | 72% | 58% | 61% | 55% |
| % staff appraised within previous 12 months | 58% | 47% | 48% | 54% |
| % staff having well structured appraisal or performance review within previous 12 months | 27% | 30% | 29% | 41% |
| % staff with personal development plans agreed within previous 12 months | 44% | 37% | 37% | 52% |
| % staff receiving any training or development in previous 12 months | 89% | 85% | 84% | 100% |
| % staff receiving at least one day's training on taught course in previous 12 months | 74% | 72% | 71% | 85% |
| % staff saying they work in teams | 88% | 88% | 88% | 93% |
| % staff working in a well structured team environment | 33% | 43% | 40% | 53% |
| % staff having had health and safety training in previous 12 months | 61% | 67% | 65% | 80% |
| % staff witnessing potentially harmful errors or near misses in previous month | 68% | 50% | 54% | 53% |
| % staff suffering work related injuries or illness in previous 12 months | 46% | 47% | 47% | 48% |
| % staff experiencing physical violence in previous 12 months | 16% | 17% | 17% | 13% |
| % staff experiencing harassment, bullying or abuse in previous 12 months | 32% | 35% | 35% | 31% |

Any blank spaces indicate fewer than 21 responses for that question

## Table 3.4.2: Scale summary scores for other demographic groups

| | Gender | | Ethnic background | |
|---|---|---|---|---|
| | Men | Women | White | Non white |
| Number of respondents | 76 | 399 | 432 | 40 |
| Quality of work life balance | 3.3 | 3.4 | 3.4 | 3.5 |
| Opportunities for flexible working | 2.3 | 2.7 | 2.7 | 2.3 |
| Fairness and effectiveness of incident reporting procedures | 4.3 | 4.7 | 4.6 | 4.9 |
| Staff job satisfaction | 3.4 | 3.5 | 3.5 | 3.7 |
| Quality of job design (clear job content, feedback and staff involvement) | 3.2 | 3.4 | 3.4 | 3.6 |
| Work pressure felt by staff | 3.4 | 3.2 | 3.3 | 2.9 |
| Staff intention to leave jobs | 2.8 | 2.6 | 2.6 | 2.5 |
| Support from supervisors | 3.4 | 3.5 | 3.5 | 3.6 |
| Quality of senior management leadership | 3.2 | 4.0 | 3.8 | 4.5 |
| Extent of positive feeling within organisation | 2.9 | 3.0 | 3.0 | 3.4 |
| Perceptions of effective action from employer towards violence and harassment | 4.5 | 4.8 | 4.8 | 4.9 |

Any blank spaces indicate fewer than 21 responses for that question