

2016 National NHS staff survey

Results from Yorkshire Ambulance Service NHS Trust

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1. Introduction to this report

This report presents the findings of the 2016 national NHS staff survey conducted in Yorkshire Ambulance Service NHS Trust.

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

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

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

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

- Appraisals & support for development
- Equality & diversity
- Errors & incidents
- Health and wellbeing
- Working patterns
- Job satisfaction
- Managers
- Patient care & experience
- Violence, harassment & bullying

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

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

- percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
- scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5

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

Your Organisation

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

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

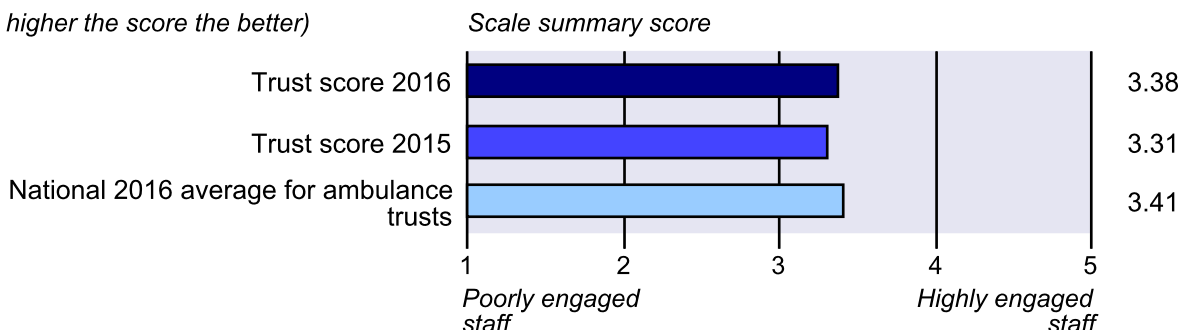
		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Q21a	"Care of patients / service users is my organisation's top priority"	58%	58%	51%
Q21b	"My organisation acts on concerns raised by patients / service users"	61%	63%	57%
Q21c	"I would recommend my organisation as a place to work"	45%	46%	41%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	71%	70%	65%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.46	3.46	3.33

2. Overall indicator of staff engagement for Yorkshire Ambulance Service NHS Trust

The figure below shows how Yorkshire Ambulance Service NHS Trust compares with other ambulance 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 3.38 was **below (worse than) 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 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how Yorkshire Ambulance Service NHS Trust compares with other ambulance trusts on each of the sub-dimensions of staff engagement, and whether there has been a significant change since the 2015 survey.

	Change since 2015 survey	Ranking, compared with all ambulance trusts
OVERALL STAFF ENGAGEMENT	• No change	! Below (worse than) average
KF1. 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>	✓ Increase (better than 15)	• Average
KF4. 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
KF7. 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	! Below (worse than) average

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

3. Summary of 2016 Key Findings for Yorkshire Ambulance Service NHS Trust

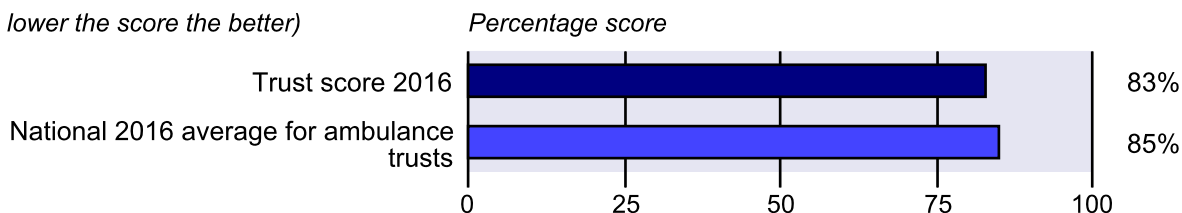
3.1 Top and Bottom Ranking Scores

This page highlights the five Key Findings for which Yorkshire Ambulance Service NHS Trust compares most favourably with other ambulance trusts in England.

TOP FIVE RANKING SCORES

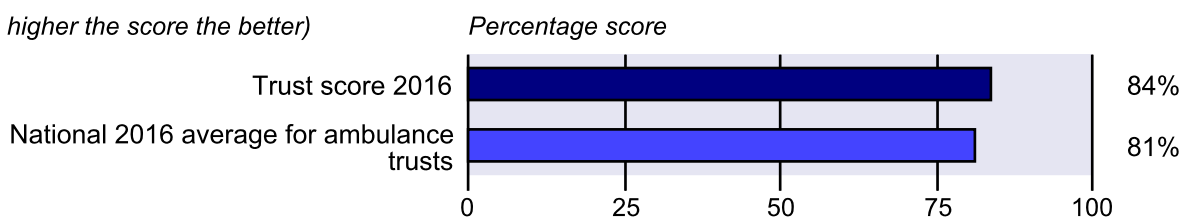
✓ KF16. Percentage of staff working extra hours

(the lower the score the better)



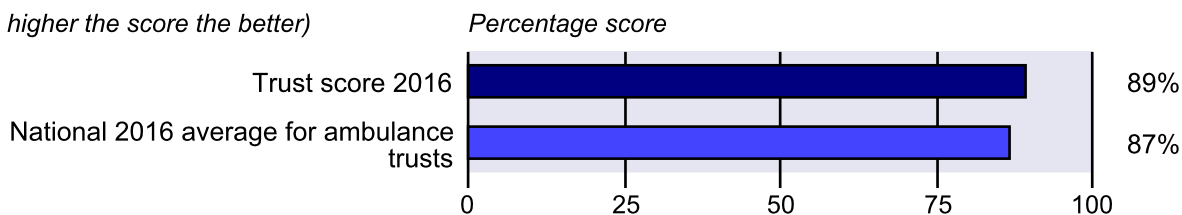
✓ KF29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



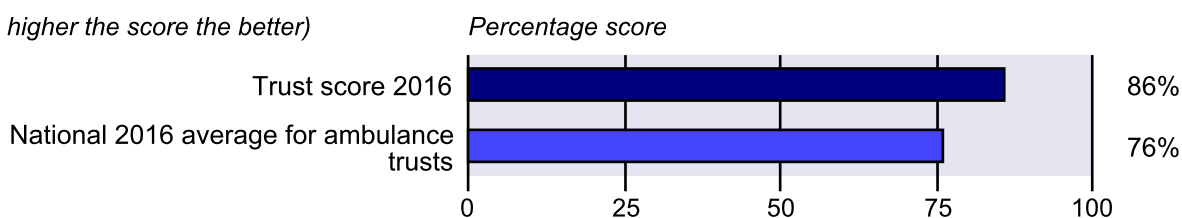
✓ KF3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



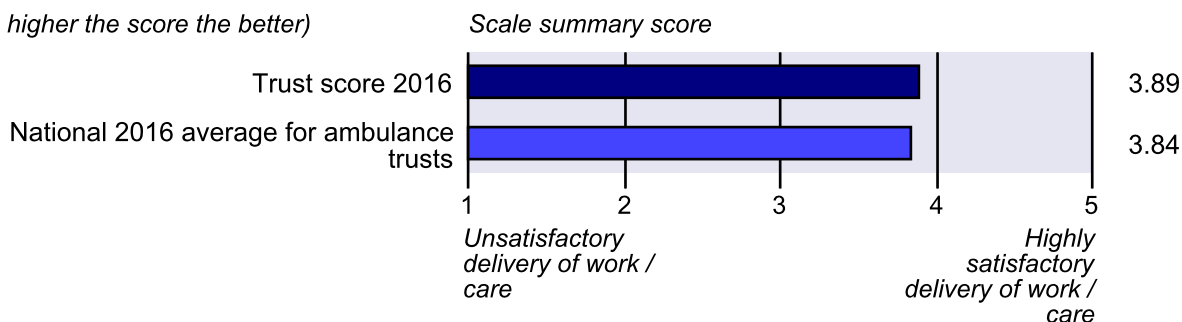
✓ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



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

(the higher the score the better)



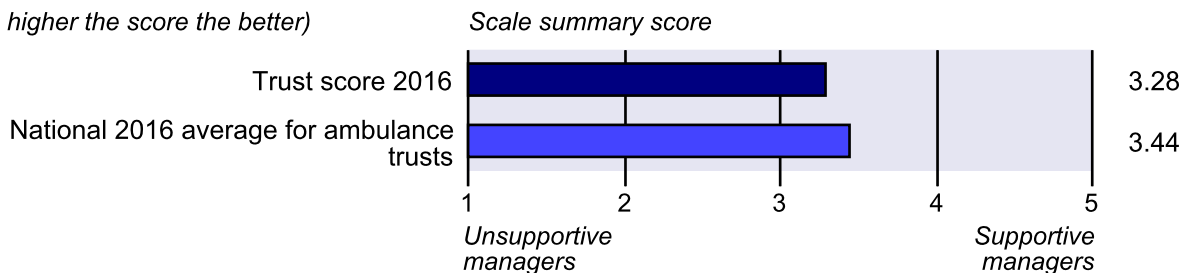
For each of the 32 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). Yorkshire Ambulance Service NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document *Making sense of your staff survey data*.

This page highlights the five Key Findings for which Yorkshire Ambulance Service NHS Trust compares least favourably with other ambulance 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

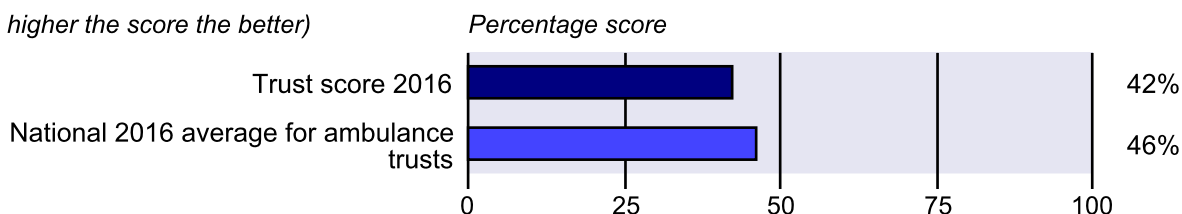
! KF10. Support from immediate managers

(the higher the score the better)



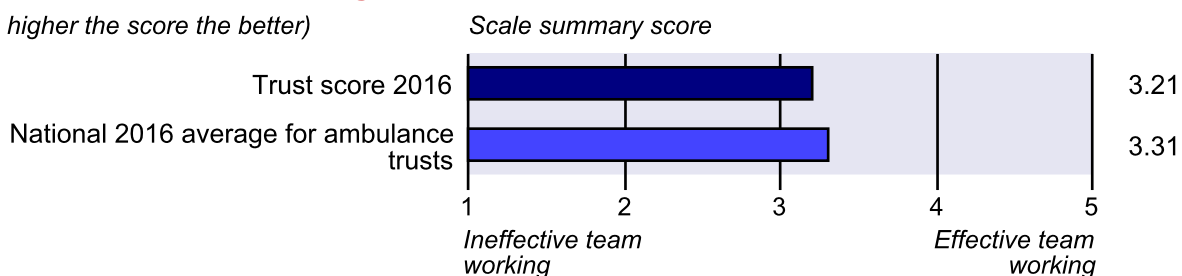
! KF7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



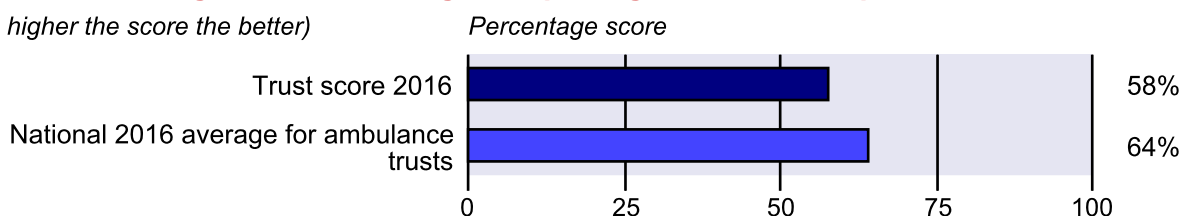
! KF9. Effective team working

(the higher the score the better)



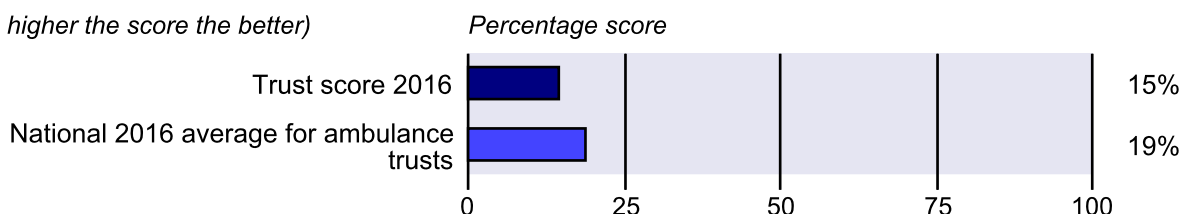
! KF24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



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

(the higher the score the better)



For each of the 32 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). Yorkshire Ambulance Service NHS Trust's five lowest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 11. Further details about this can be found in the document *Making sense of your staff survey data*.

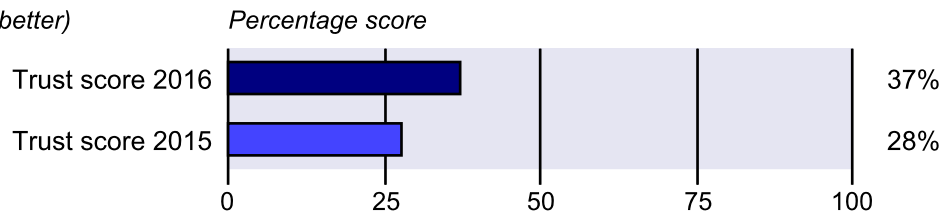
3.2 Largest Local Changes since the 2015 Survey

This page highlights the five Key Findings where staff experiences have improved at Yorkshire Ambulance Service NHS Trust since the 2015 survey. (This is a positive local result. However, please note that, as shown in section 3.3, when compared with other ambulance trusts in England, the scores for Key findings KF18, and KF27 are worse than average).

WHERE STAFF EXPERIENCE HAS IMPROVED

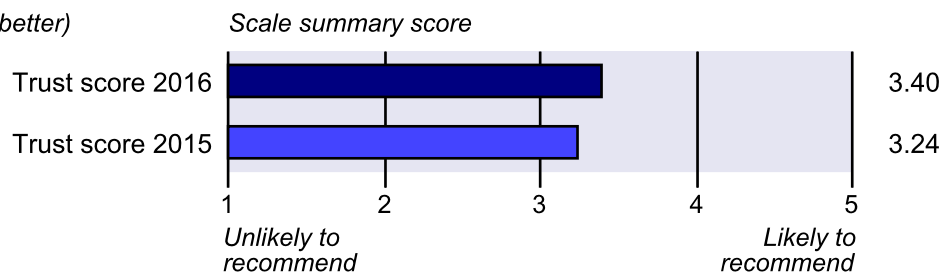
✓ KF27. Percentage of staff / colleagues reporting most recent experience of harassment, bullying or abuse

(the higher the score the better)



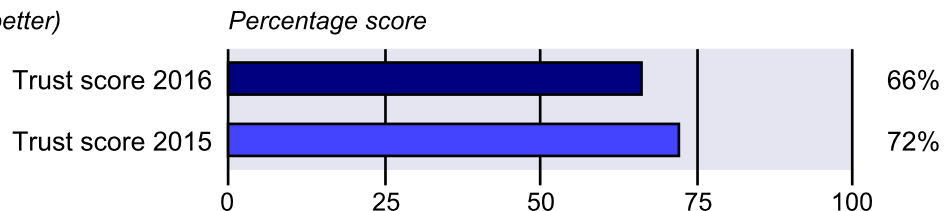
✓ KF1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



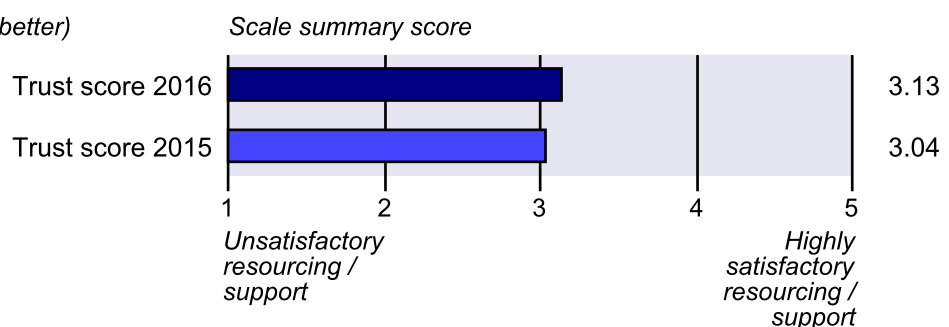
✓ KF18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



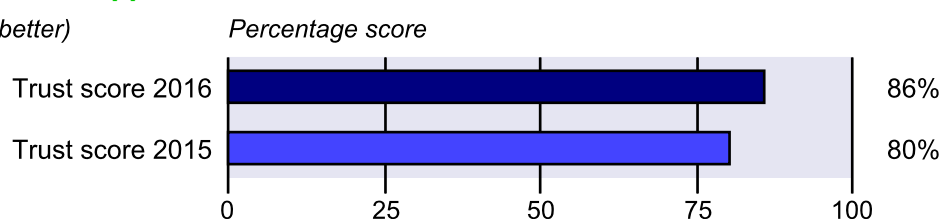
✓ KF14. Staff satisfaction with resourcing and support

(the higher the score the better)



✓ KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)



3.2. Summary of all Key Findings for Yorkshire Ambulance Service NHS Trust

KEY

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

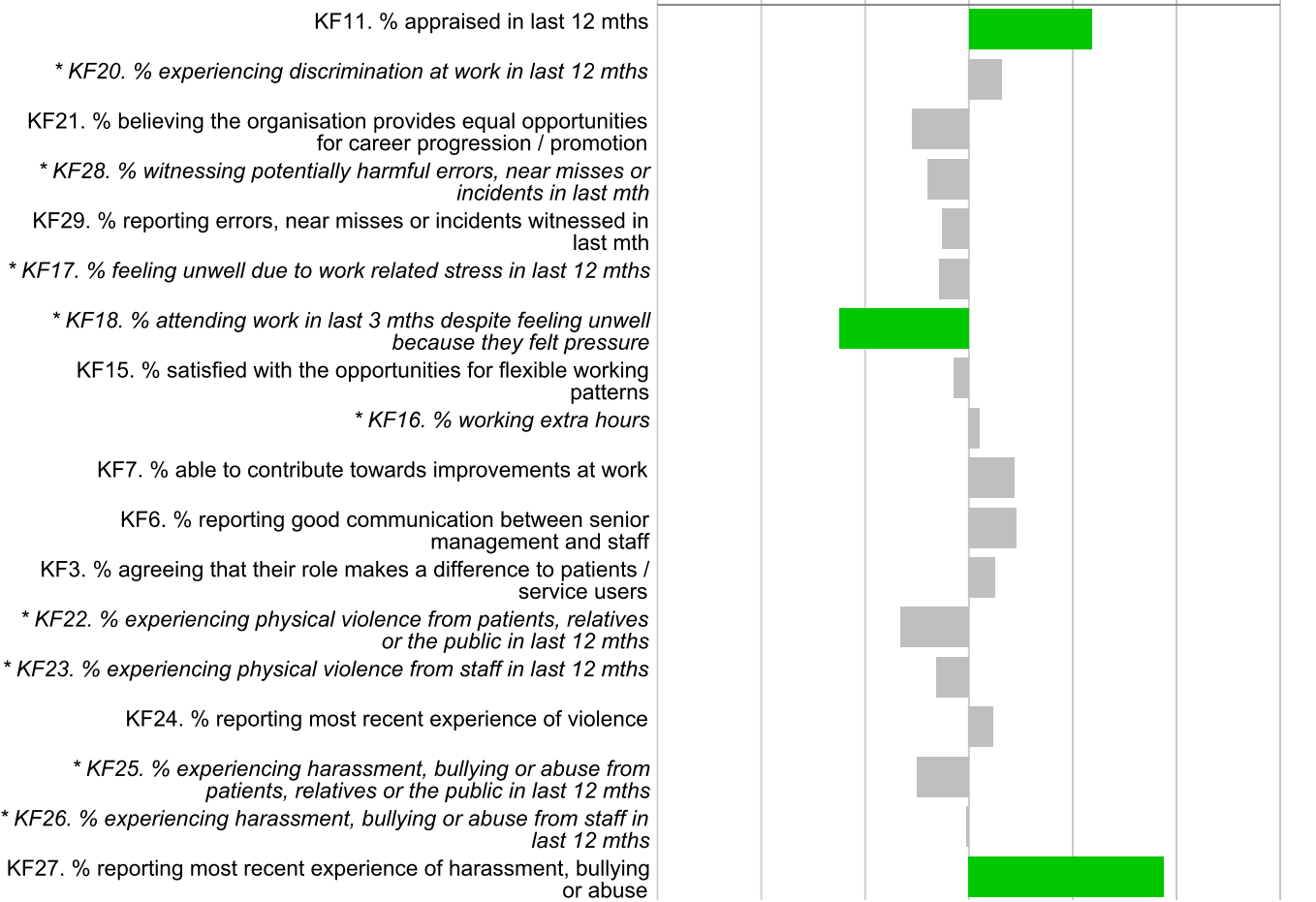
Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2015 survey.

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

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

Change since 2015 survey

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



3.2. Summary of all Key Findings for Yorkshire Ambulance Service NHS Trust

KEY

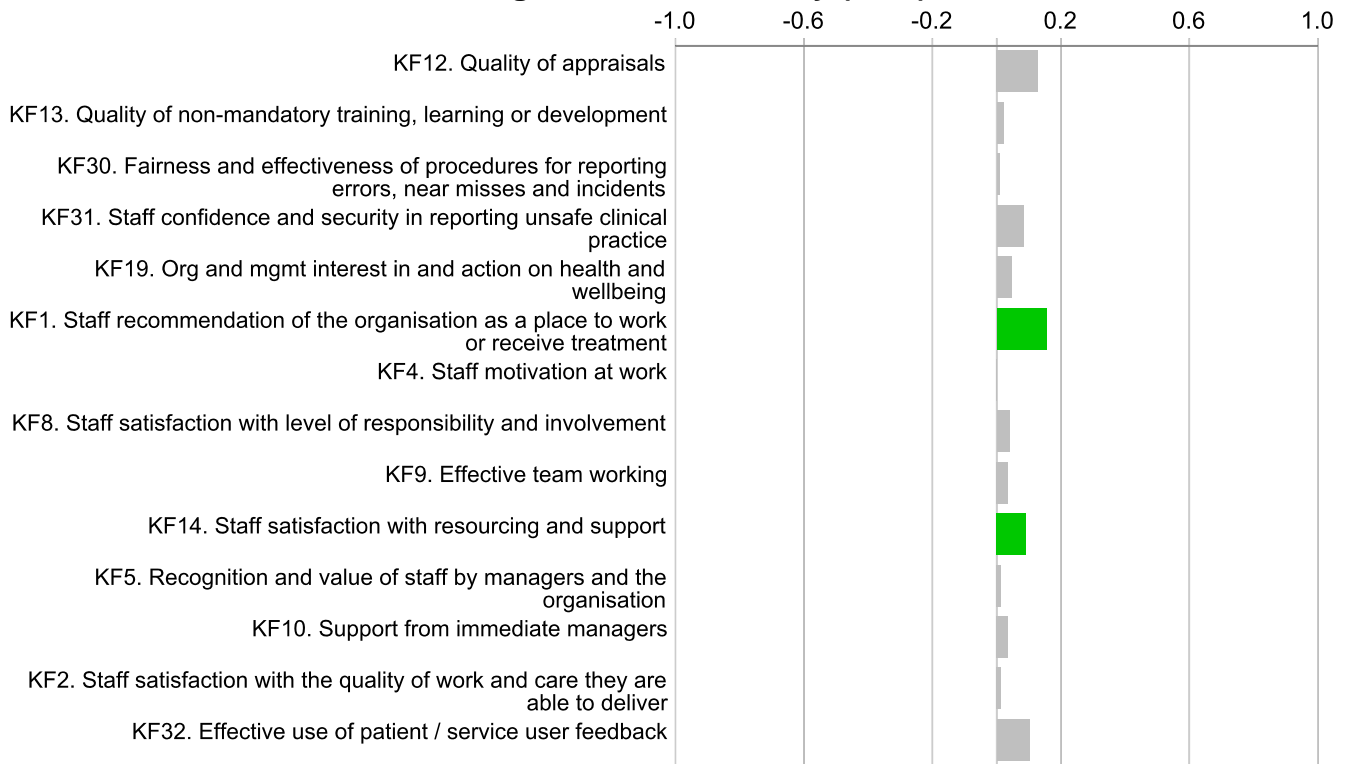
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2015 survey.

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

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

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

Change since 2015 survey (cont)



3.2. Summary of all Key Findings for Yorkshire Ambulance Service NHS Trust

KEY

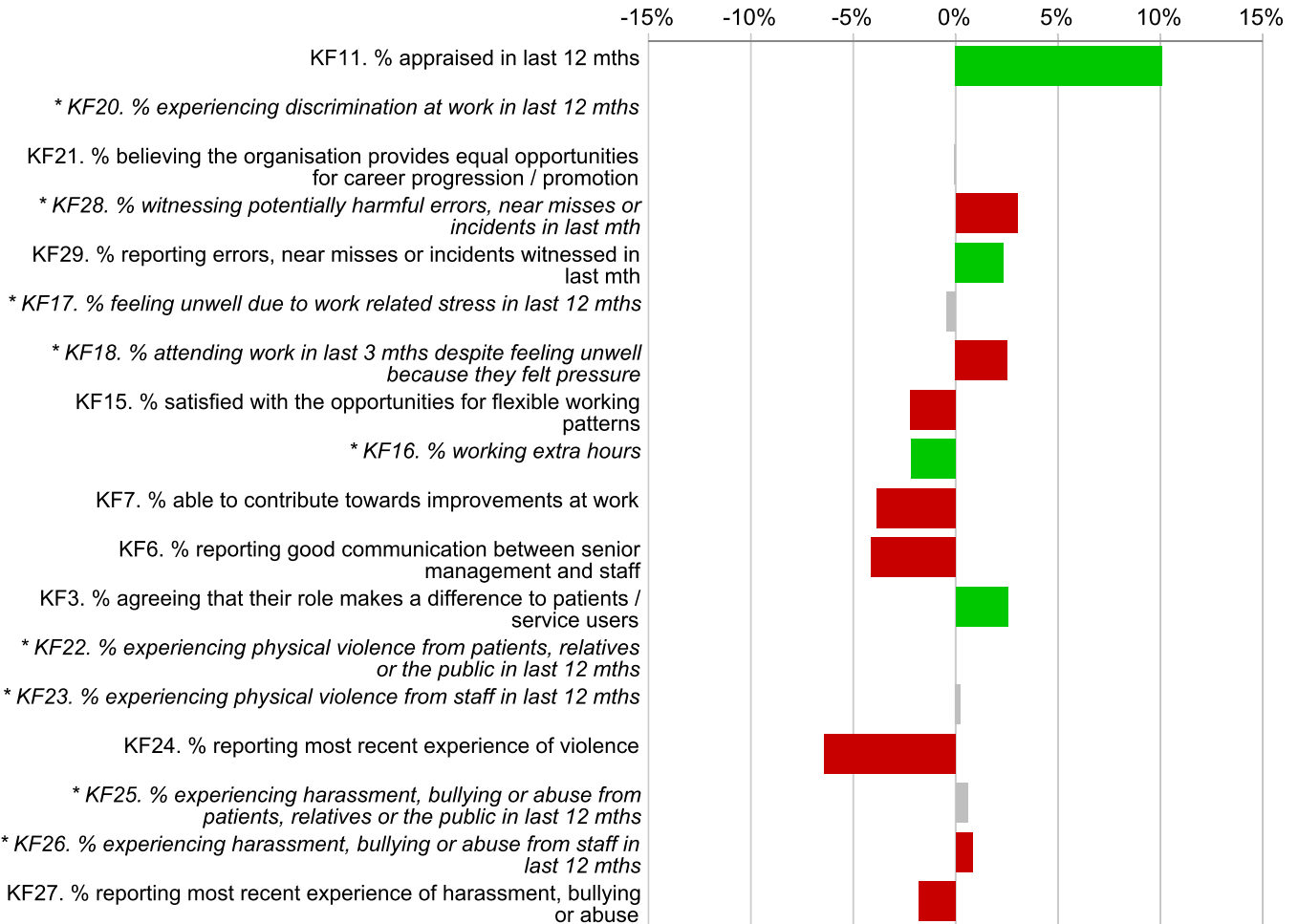
Green = Positive finding, e.g. better than average.

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

Grey = Average.

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

Comparison with all ambulance trusts in 2016



3.2. Summary of all Key Findings for Yorkshire Ambulance Service NHS Trust

KEY

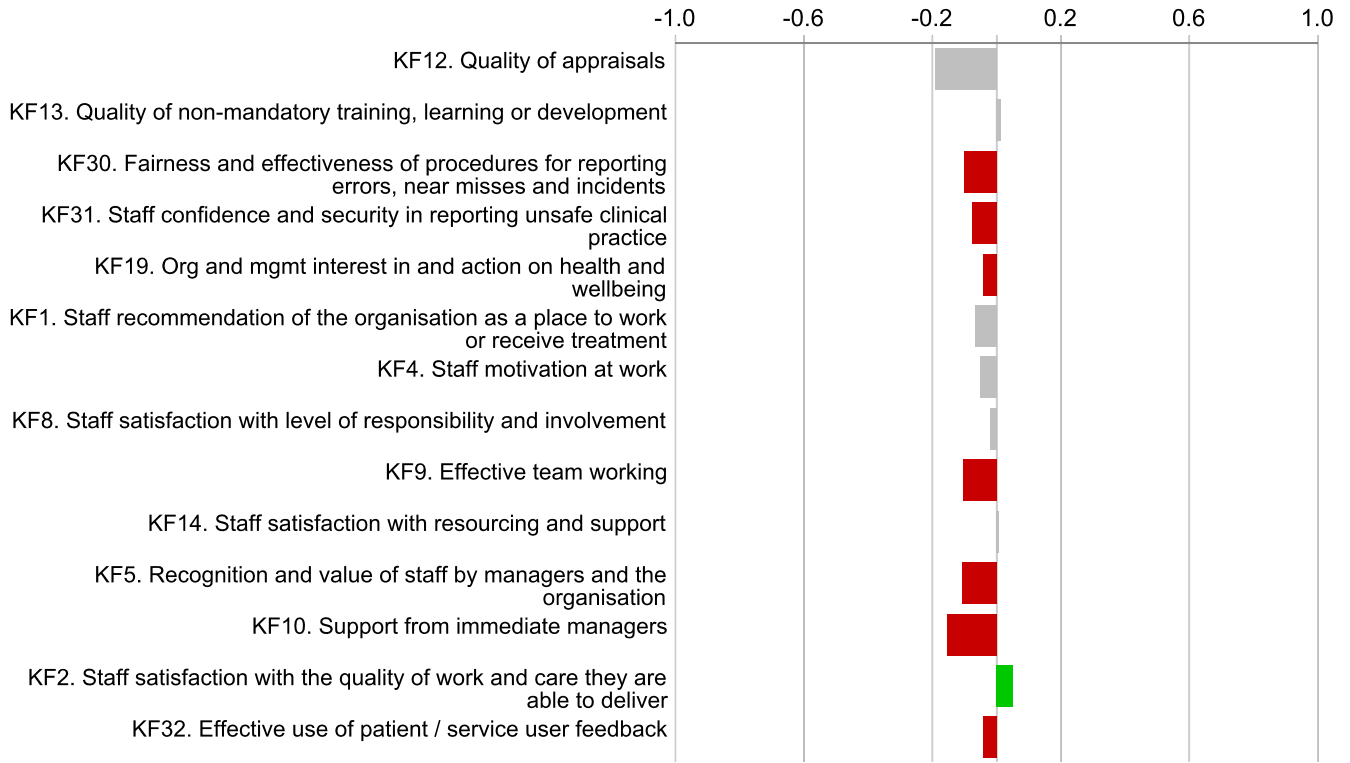
Green = Positive finding, e.g. better than average.

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

Grey = Average.

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

Comparison with all ambulance trusts in 2016 (cont)



3.3. Summary of all Key Findings for Yorkshire Ambulance Service NHS Trust

KEY

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

! Red = Negative finding, e.g. worse than average, worse than 2015.

'Change since 2015 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2015 survey.

-- Because of changes to the format of the survey questions this year, comparisons with the 2015 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 2015 survey	Ranking, compared with all ambulance trusts in 2016
Appraisals & support for development		
KF11. % appraised in last 12 mths	✓ Increase (better than 15)	✓ Above (better than) average
KF12. Quality of appraisals	• No change	• Average
KF13. Quality of non-mandatory training, learning or development	• No change	• Average
Equality & diversity		
* <i>KF20. % experiencing discrimination at work in last 12 mths</i>	• No change	• Average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	• Average
Errors & incidents		
* <i>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	! Above (worse than) average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	✓ Above (better than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	! Below (worse than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	! Below (worse than) average
Health and wellbeing		
* <i>KF17. % feeling unwell due to work related stress in last 12 mths</i>	• No change	• Average
* <i>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</i>	✓ Decrease (better than 15)	! Above (worse than) average
KF19. Org and mgmt interest in and action on health and wellbeing	• No change	! Below (worse than) average
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	! Below (worse than) average
* <i>KF16. % working extra hours</i>	• No change	✓ Below (better than) average

3.3. Summary of all Key Findings for Yorkshire Ambulance Service NHS Trust (cont)

	Change since 2015 survey	Ranking, compared with all ambulance trusts in 2016
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	✓ Increase (better than 15)	• Average
KF4. Staff motivation at work	• No change	• Average
KF7. % able to contribute towards improvements at work	• No change	! Below (worse than) average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	• Average
KF9. Effective team working	• No change	! Below (worse than) average
KF14. Staff satisfaction with resourcing and support	✓ Increase (better than 15)	• Average
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	! Below (worse than) average
KF6. % reporting good communication between senior management and staff	• No change	! Below (worse than) average
KF10. Support from immediate managers	• No change	! Below (worse than) average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	✓ Above (better than) average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	✓ Above (better than) average
KF32. Effective use of patient / service user feedback	• No change	! Below (worse than) average
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	• Average
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	• Average
KF24. % reporting most recent experience of violence	• No change	! Below (worse than) average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	• Average
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	! Above (worse than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	✓ Increase (better than 15)	! Below (worse than) average

4. Key Findings for Yorkshire Ambulance Service NHS Trust

Yorkshire Ambulance Service NHS Trust had 1681 staff take part in this survey. This is a response rate of 37%¹ which is average for ambulance trusts in England, and compares with a response rate of 41% in this trust in the 2015 survey.

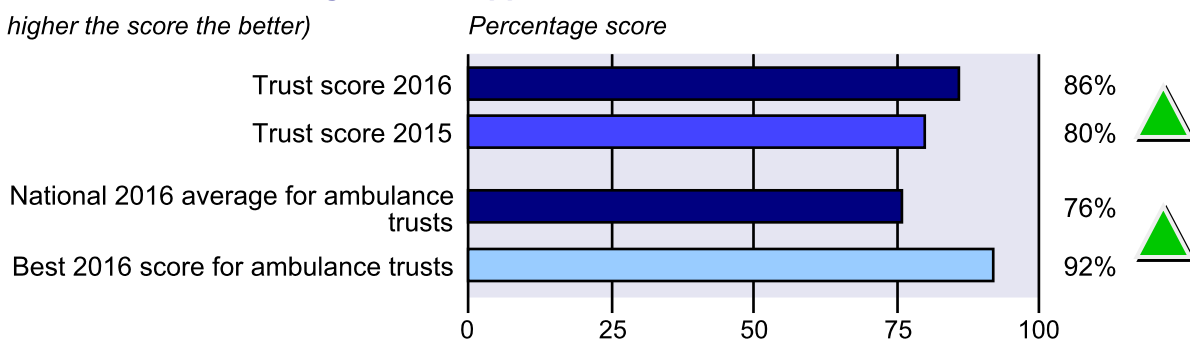
This section presents each of the 32 Key Findings, using data from the trust's 2016 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2015 survey. The findings are arranged under seven headings – the four staff pledges from the NHS Constitution, and the three additional themes of equality and diversity, errors and incidents, 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 2015). **Negative findings** are highlighted with a **red arrow** (e.g. where the trust's score is worse than average, or where the score is not as good as 2015). An equals sign indicates that there has been no change.

Appraisals & support for development

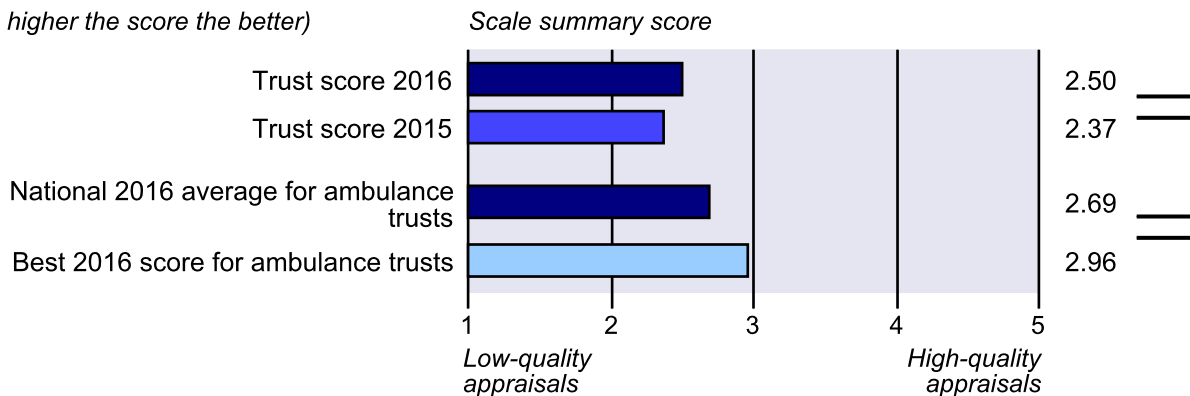
KEY FINDING 11. Percentage of staff appraised in last 12 months

(the higher the score the better)



KEY FINDING 12. Quality of appraisals

(the higher the score the better)

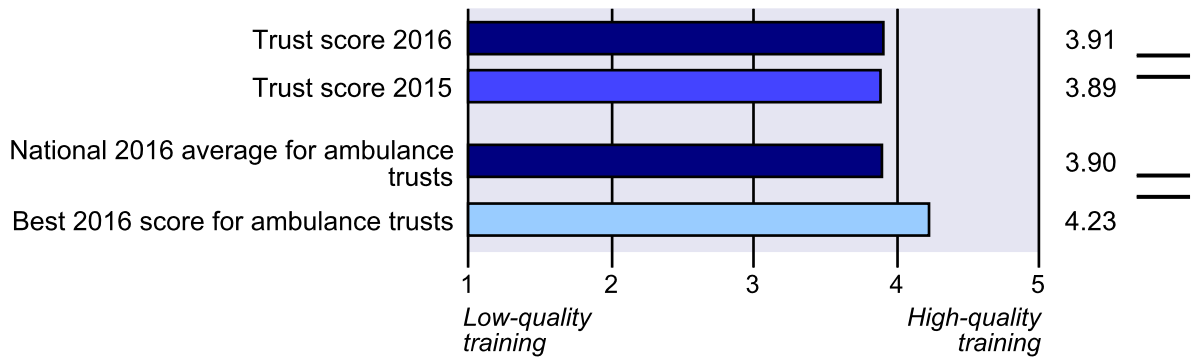


¹Questionnaires were sent to all 4498 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

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

(the higher the score the better)

Scale summary score

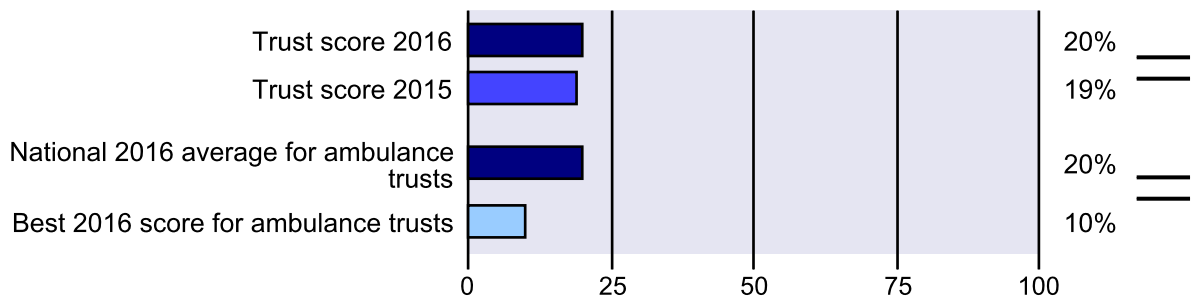


Equality & diversity

KEY FINDING 20. Percentage of staff experiencing discrimination at work in the last 12 months

(the lower the score the better)

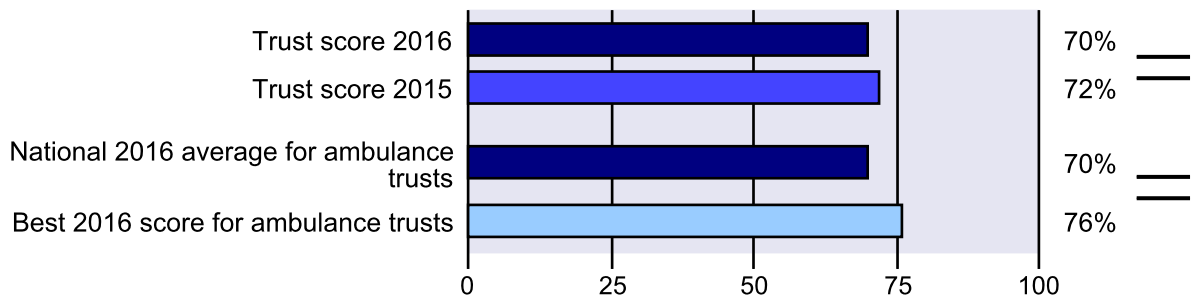
Percentage score



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

(the higher the score the better)

Percentage score

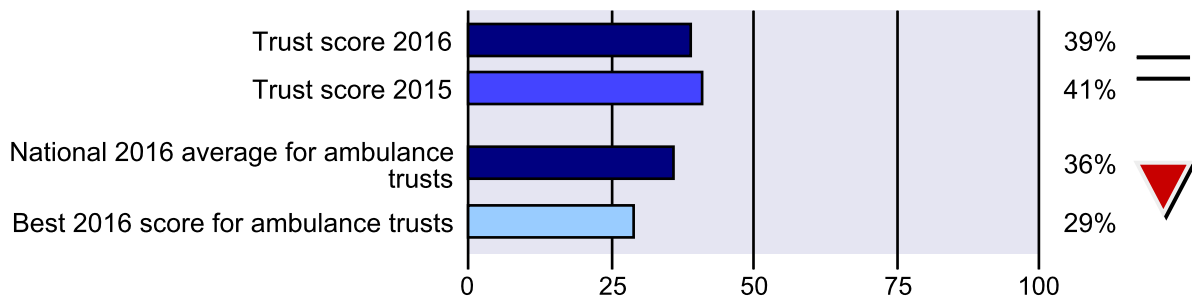


Errors & incidents

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

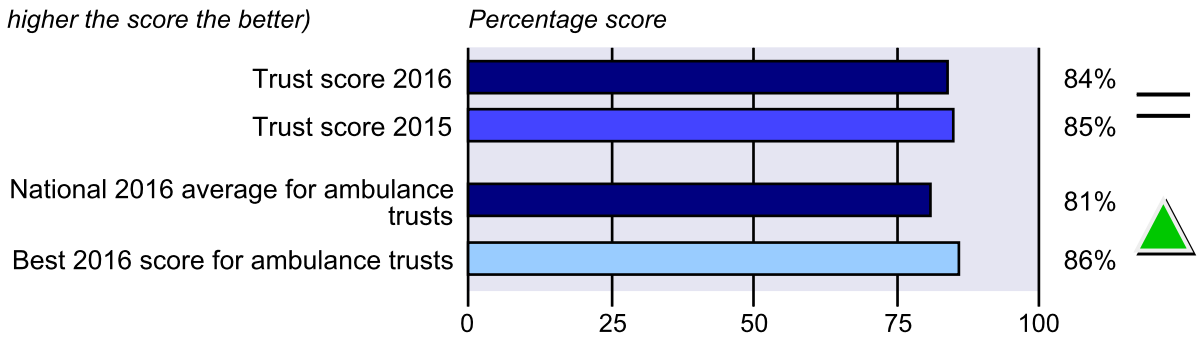
(the lower the score the better)

Percentage score



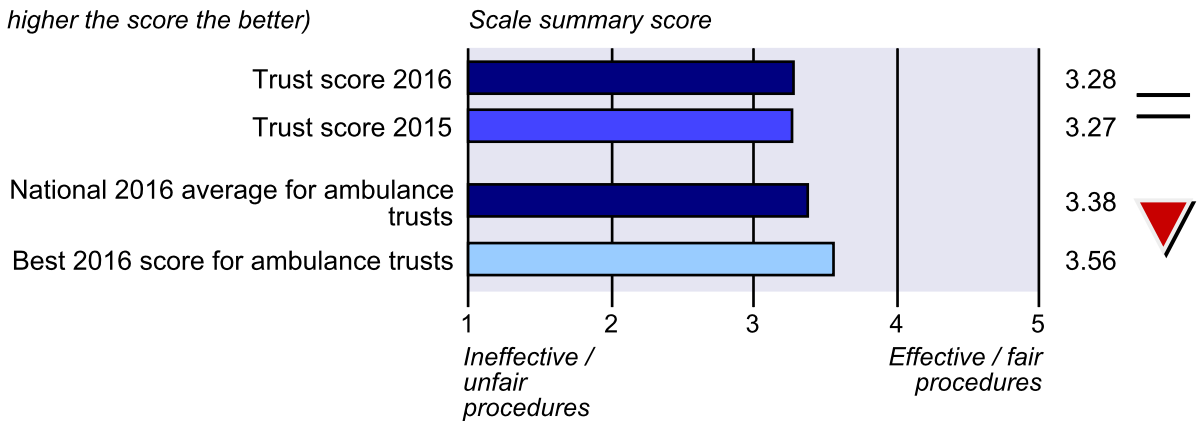
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month

(the higher the score the better)



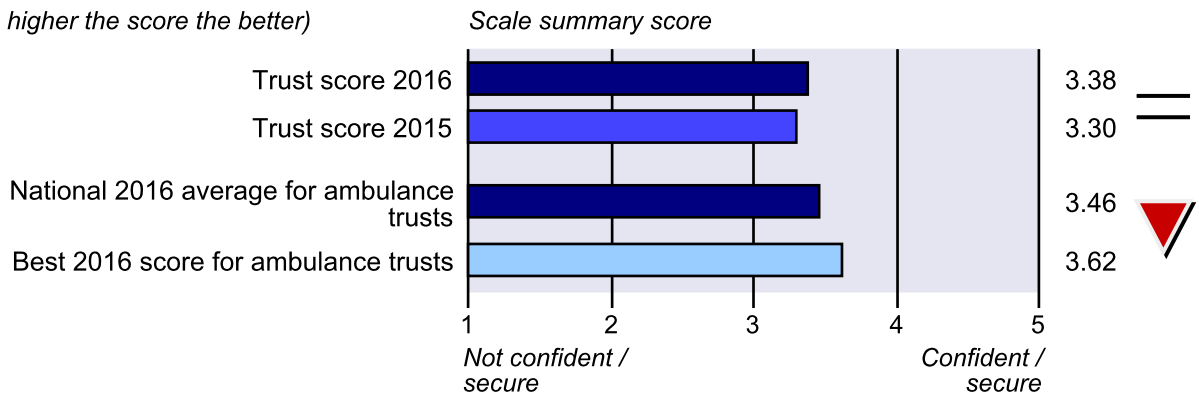
KEY FINDING 30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents

(the higher the score the better)



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

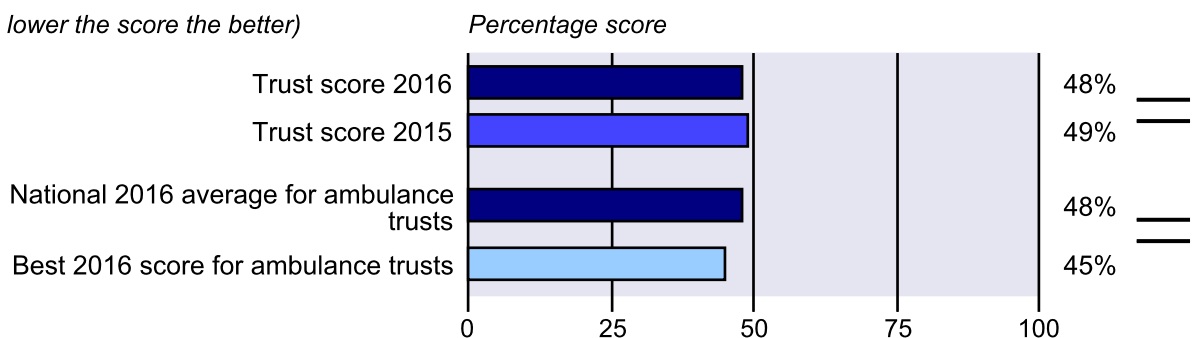
(the higher the score the better)



Health and wellbeing

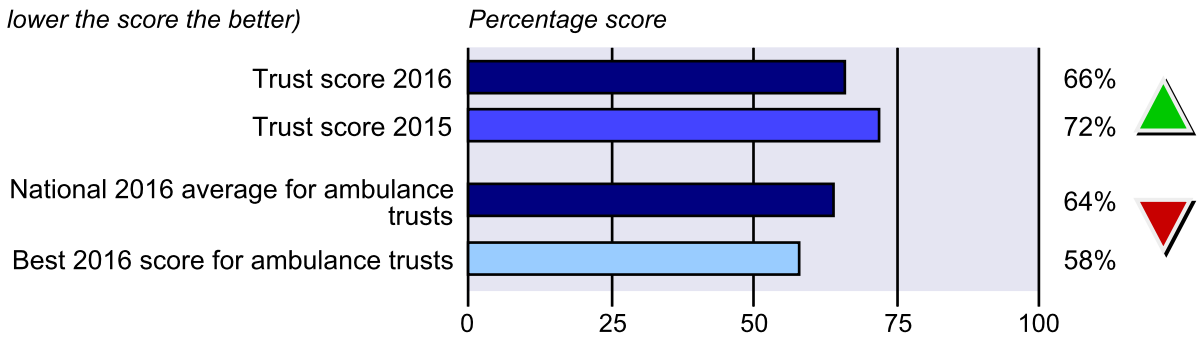
KEY FINDING 17. Percentage of staff feeling unwell due to work related stress in the last 12 months

(the lower the score the better)



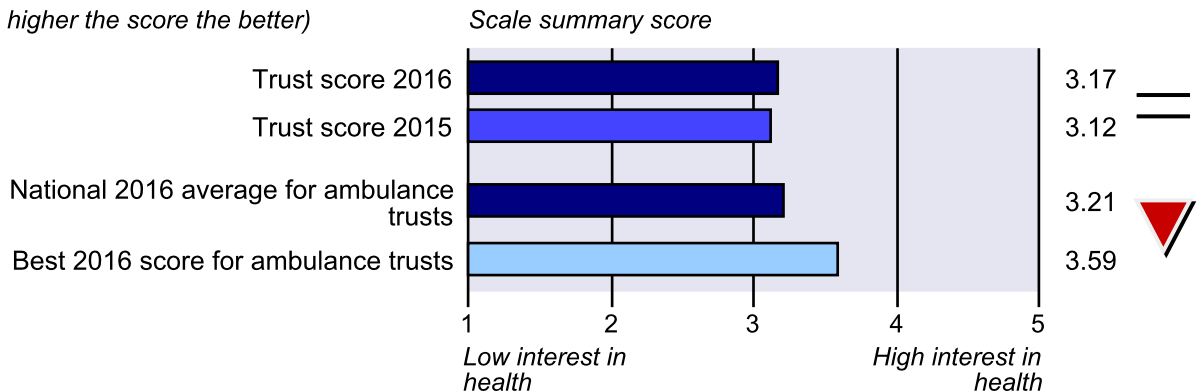
KEY FINDING 18. Percentage of staff attending work in the last 3 months despite feeling unwell because they felt pressure from their manager, colleagues or themselves

(the lower the score the better)



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

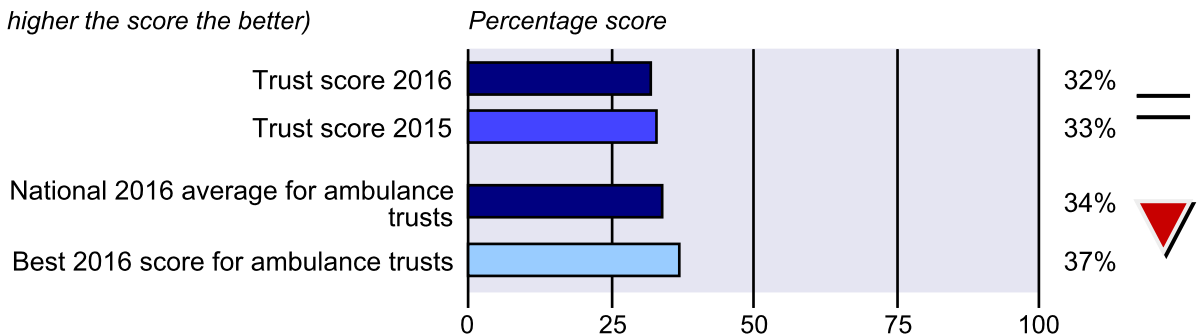
(the higher the score the better)



Working patterns

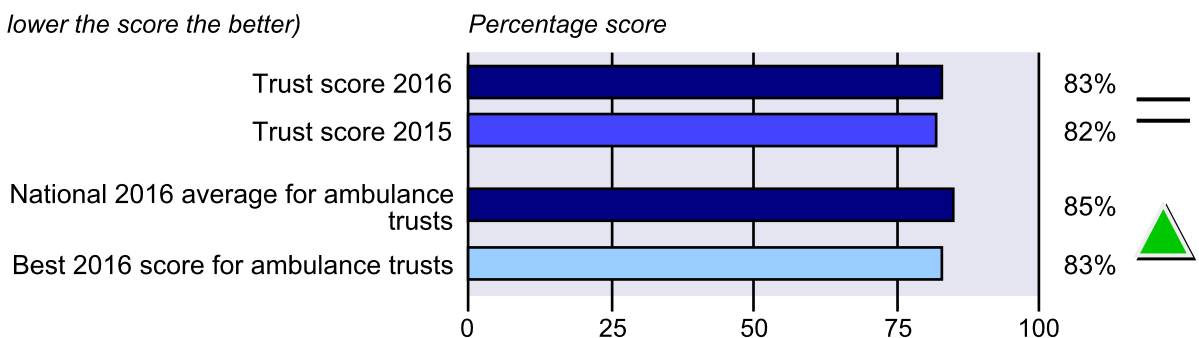
KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns

(the higher the score the better)



KEY FINDING 16. Percentage of staff working extra hours

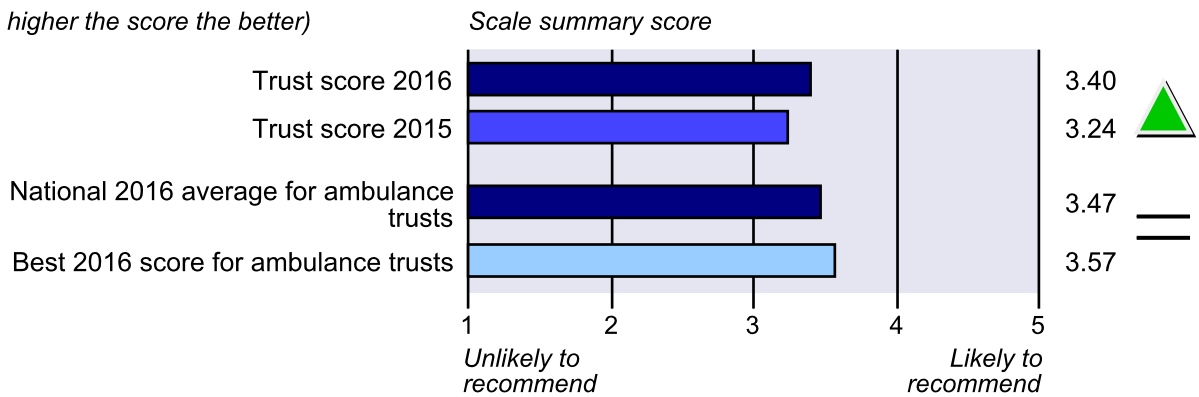
(the lower the score the better)



Job satisfaction

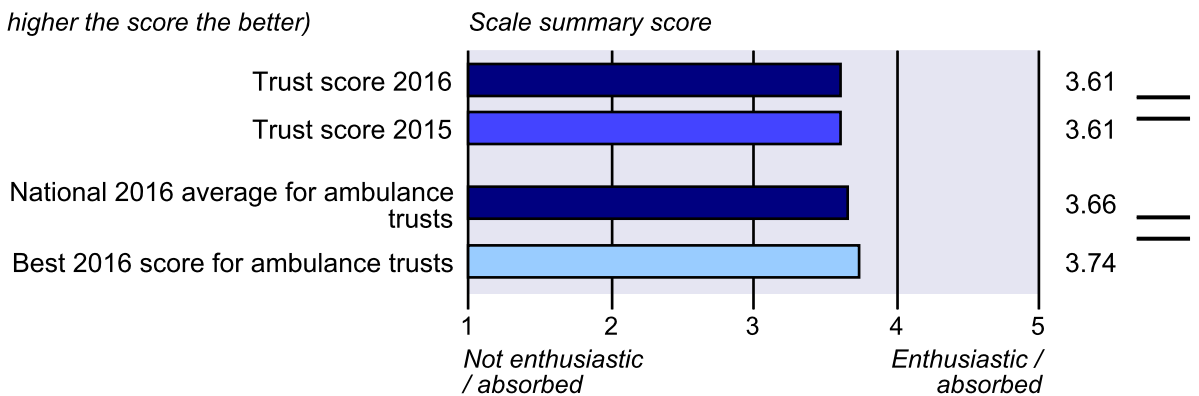
KEY FINDING 1. Staff recommendation of the organisation as a place to work or receive treatment

(the higher the score the better)



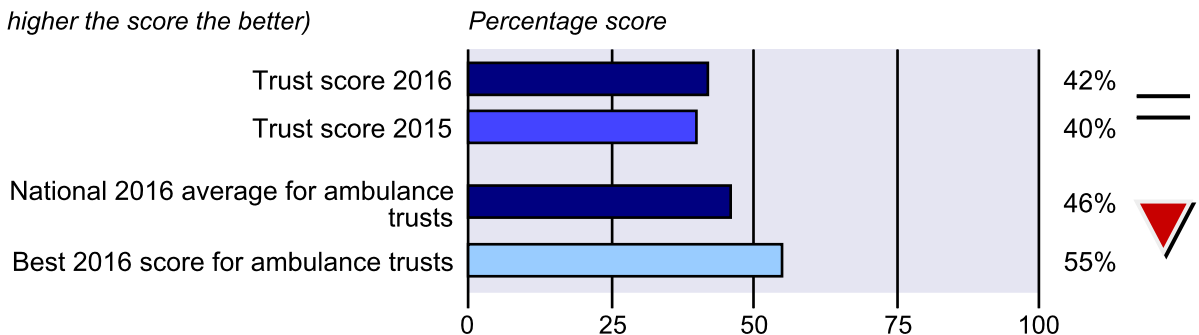
KEY FINDING 4. Staff motivation at work

(the higher the score the better)



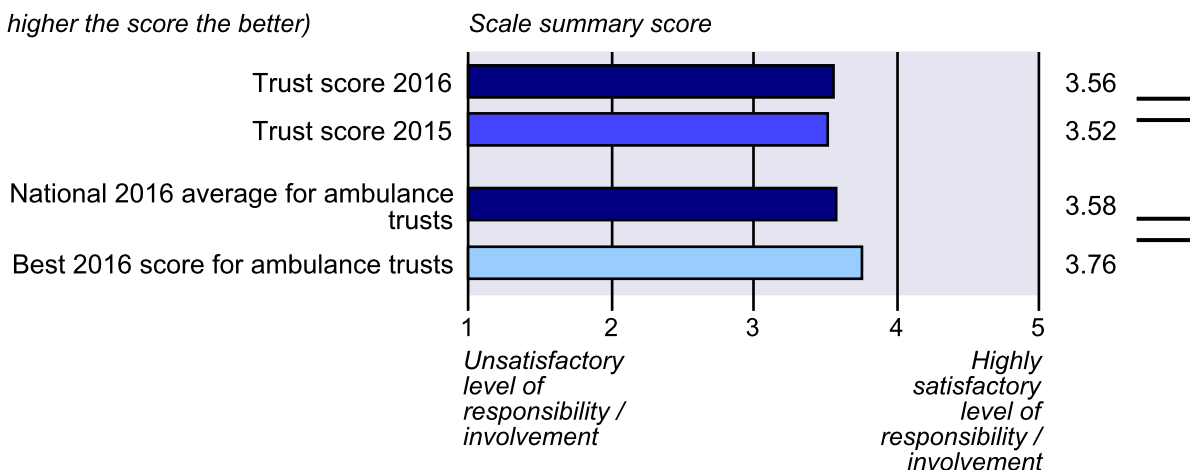
KEY FINDING 7. Percentage of staff able to contribute towards improvements at work

(the higher the score the better)



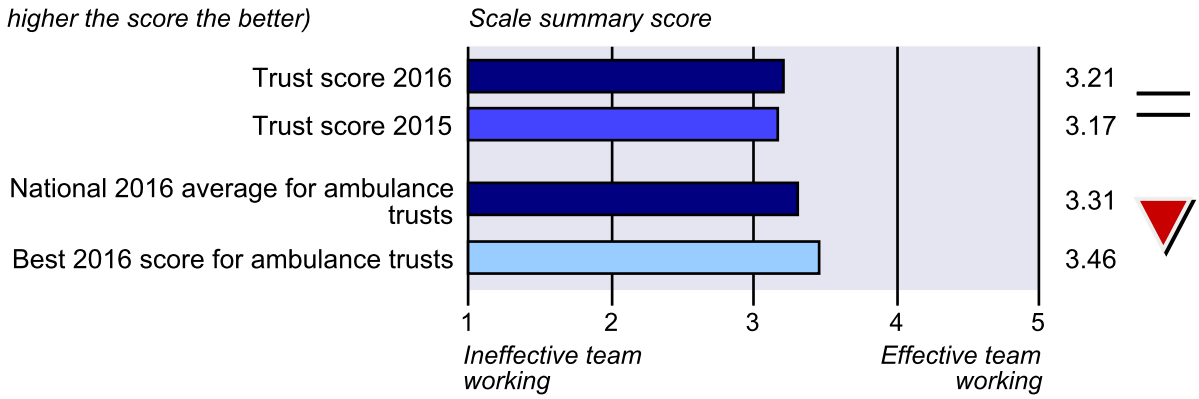
KEY FINDING 8. Staff satisfaction with level of responsibility and involvement

(the higher the score the better)



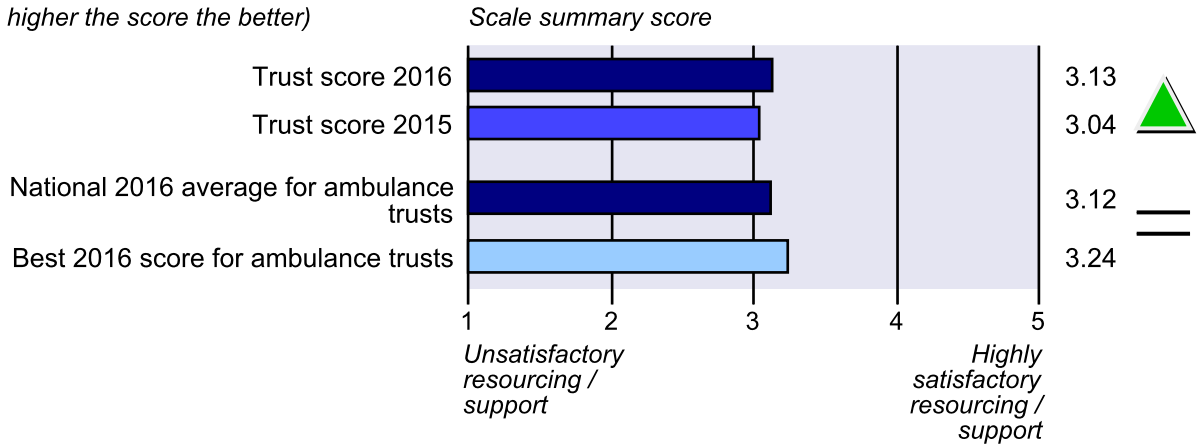
KEY FINDING 9. Effective team working

(the higher the score the better)



KEY FINDING 14. Staff satisfaction with resourcing and support

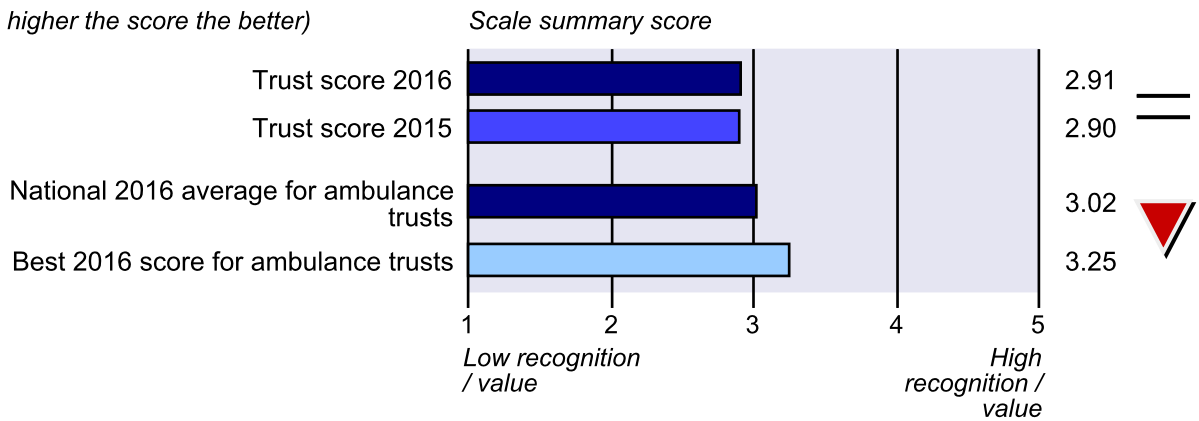
(the higher the score the better)



Managers

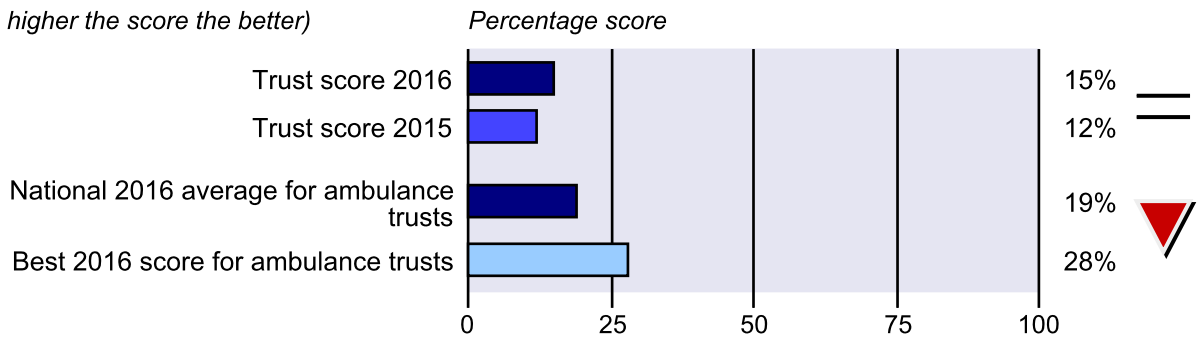
KEY FINDING 5. Recognition and value of staff by managers and the organisation

(the higher the score the better)



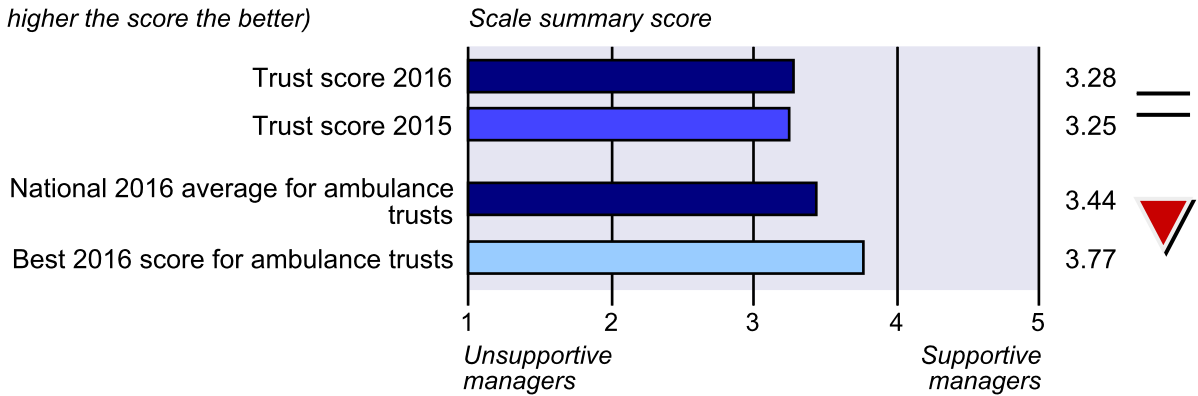
KEY FINDING 6. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



KEY FINDING 10. Support from immediate managers

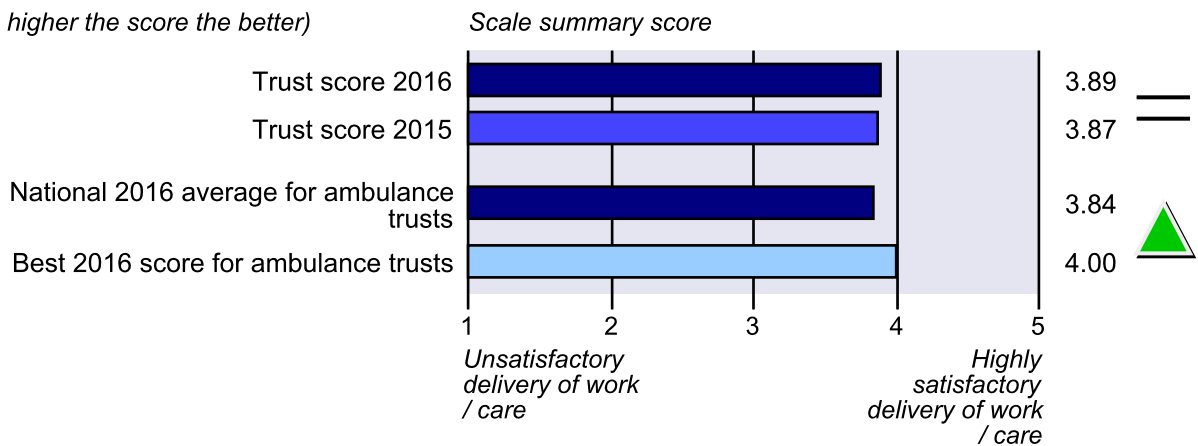
(the higher the score the better)



Patient care & experience

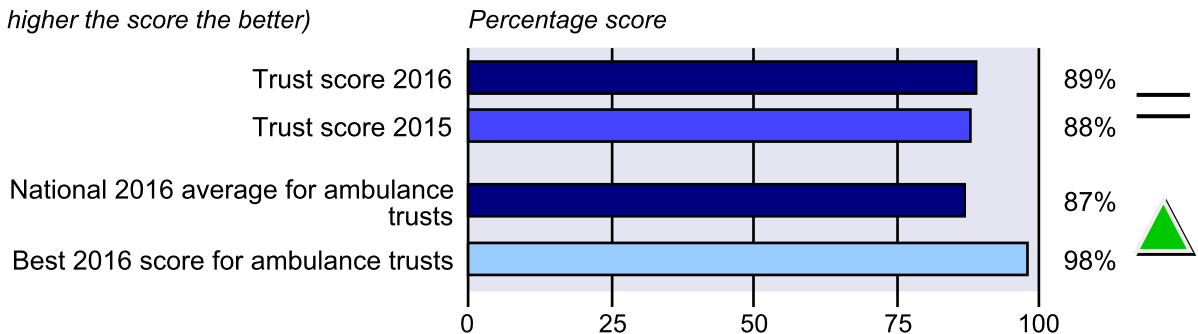
KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver

(the higher the score the better)



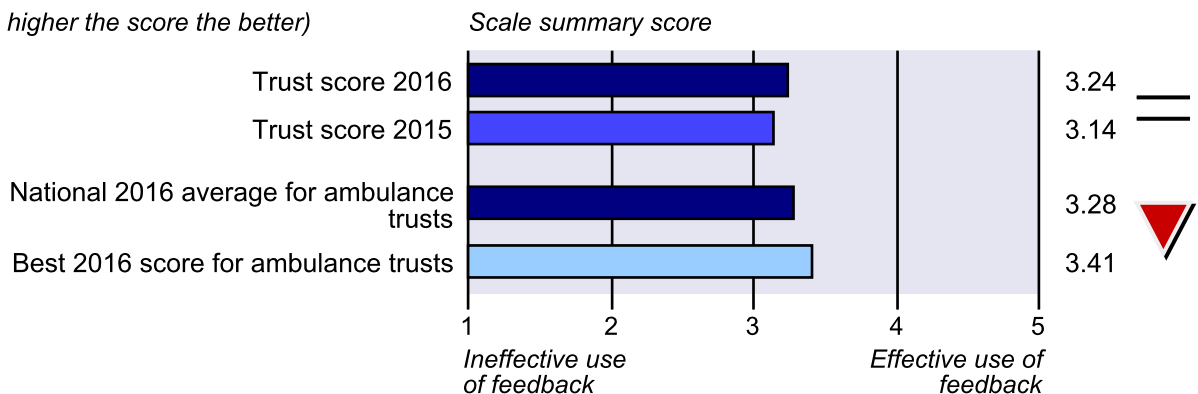
KEY FINDING 3. Percentage of staff agreeing that their role makes a difference to patients / service users

(the higher the score the better)



KEY FINDING 32. Effective use of patient / service user feedback

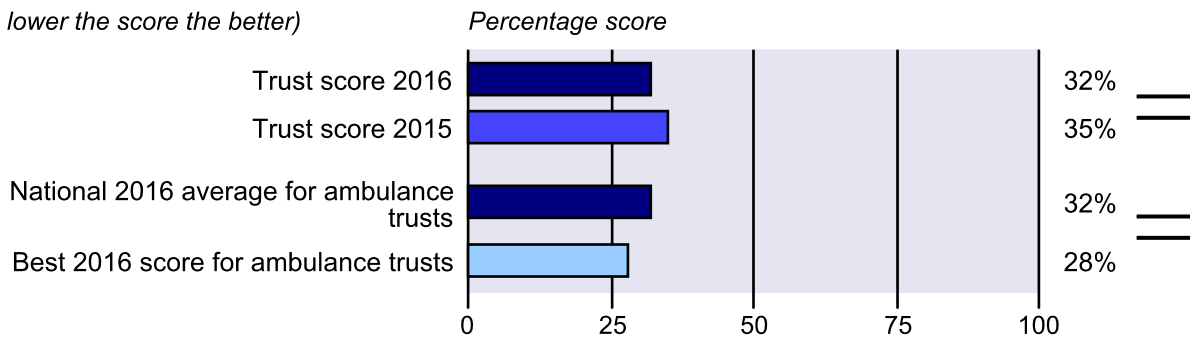
(the higher the score the better)



Violence, harassment & bullying

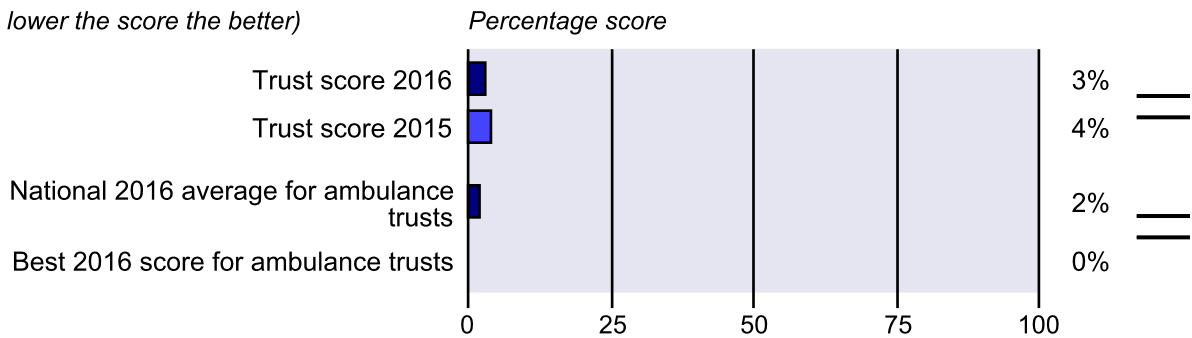
KEY FINDING 22. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months

(the lower the score the better)



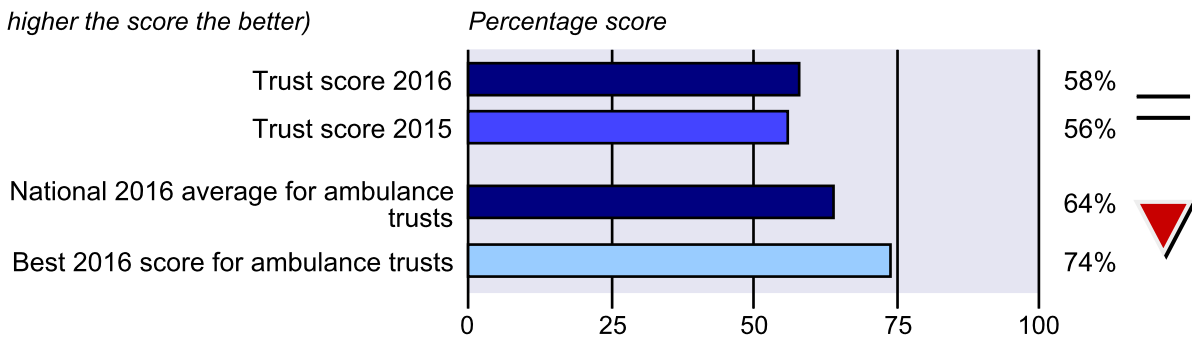
KEY FINDING 23. Percentage of staff experiencing physical violence from staff in last 12 months

(the lower the score the better)



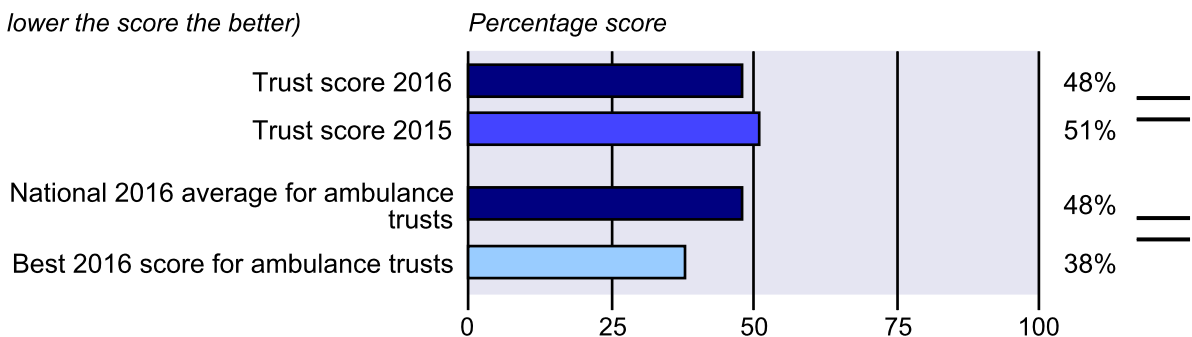
KEY FINDING 24. Percentage of staff / colleagues reporting most recent experience of violence

(the higher the score the better)



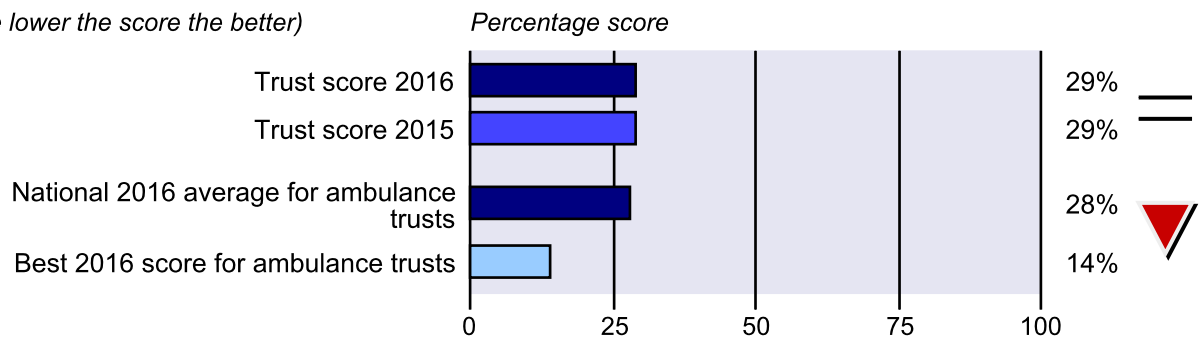
KEY FINDING 25. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months

(the lower the score the better)



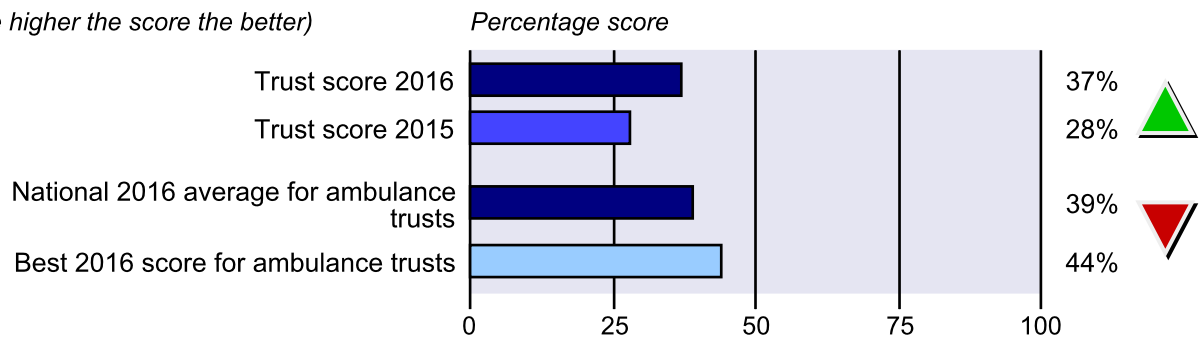
KEY FINDING 26. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months

(the lower the score the better)



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

(the higher the score the better)



5. Workforce Race Equality Standard (WRES)

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

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

			Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	45%	45%	46%
		BME	27%	40%	36%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	28%	28%	27%
		BME	26%	30%	29%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	72%	72%	75%
		BME	55%	55%	-
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	10%	11%	8%
		BME	19%	19%	29%

6. Key Findings by work group characteristics

Tables 6.1 to 6.4 show the Key Findings at Yorkshire Ambulance Service NHS Trust broken down by work group characteristics: occupational groups, directorates, and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 6.1 to 6.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

Table 6.1: Key Findings for different occupational groups

	Adult / General Nurses	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement	Commissioning Staff	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
Appraisals & support for development											
KF11. % appraised in last 12 mths	100	83	87	77	88	83	87	88	90	81	92
KF12. Quality of appraisals	3.42	3.00	2.95	2.79	2.61	1.93	2.17	2.64	2.24	2.75	2.47
KF13. Quality of non-mandatory training, learning or development	4.06	3.96	3.96	3.92	3.65	4.13	3.88	4.01	3.88	3.92	3.85
Equality & diversity											
* KF20. % experiencing discrimination at work in last 12 mths	16	7	11	4	7	26	27	19	30	16	13
KF21. % believing the organisation provides equal opportunities for career progression / promotion	94	73	76	81	91	71	60	81	62	69	73
Errors & incidents											
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	45	15	9	7	14	32	51	47	49	34	33
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	-	-	-	-	-	83	79	87	82	84
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	4.00	3.89	3.62	3.67	3.62	3.13	3.07	3.30	2.96	3.36	3.43
KF31. Staff confidence and security in reporting unsafe clinical practice	4.03	3.88	3.58	3.71	3.50	3.34	3.19	3.52	3.01	3.46	3.63
Health and wellbeing											
* KF17. % feeling unwell due to work related stress in last 12 mths	15	42	34	35	34	47	59	34	57	51	30
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	60	53	42	52	55	59	73	65	81	69	64
KF19. Org and mgmt interest in and action on health and wellbeing	3.90	3.60	3.70	3.72	3.59	2.87	2.86	3.07	2.78	3.36	3.44
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	70	63	58	71	49	39	21	17	14	39	28
* KF16. % working extra hours	85	86	56	80	46	83	97	97	94	59	65
Number of respondents	20	72	85	75	61	19	452	159	161	184	194

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

	Adult / General Nurses	General Management	Admin & Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	Public Health / Health Improvement	Commissioning Staff	Emergency Care Assistant	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.00	3.91	3.81	3.79	3.77	3.16	3.05	3.65	3.07	3.53	3.60
KF4. Staff motivation at work	3.89	3.98	3.60	3.71	3.67	3.79	3.48	4.04	3.57	3.32	3.97
KF7. % able to contribute towards improvements at work	65	76	63	72	49	32	34	47	25	34	44
KF8. Staff satisfaction with level of responsibility and involvement	4.06	3.83	3.67	3.66	3.66	3.58	3.52	3.66	3.47	3.37	3.66
KF9. Effective team working	3.94	3.73	3.69	3.71	3.12	3.24	3.08	3.22	2.84	3.06	3.15
KF14. Staff satisfaction with resourcing and support	3.37	3.35	3.60	3.45	3.36	3.34	2.90	3.29	2.93	3.07	3.36
Managers											
KF5. Recognition and value of staff by managers and the organisation	3.65	3.45	3.38	3.44	3.37	2.74	2.63	2.92	2.63	2.97	3.00
KF6. % reporting good communication between senior management and staff	30	31	25	20	16	21	11	11	7	16	12
KF10. Support from immediate managers	4.08	3.78	3.83	3.71	3.56	2.96	3.04	3.17	2.91	3.55	3.31
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.65	3.68	3.78	3.62	3.96	4.07	3.84	4.34	3.99	3.52	4.11
KF3. % agreeing that their role makes a difference to patients / service users	90	87	69	79	85	95	93	92	89	86	88
KF32. Effective use of patient / service user feedback	4.25	3.64	3.56	3.35	-	-	3.04	3.41	3.02	3.12	3.25
Violence, harassment & bullying											
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	0	1	0	0	0	47	50	58	61	3	17
* KF23. % experiencing physical violence from staff in last 12 mths	0	0	0	0	0	0	3	2	8	2	2
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	60	45	63	-	65
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	53	8	11	4	0	53	67	59	70	40	36
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	26	29	21	23	28	47	34	23	35	26	22
KF27. % reporting most recent experience of harassment, bullying or abuse	55	45	30	35	65	54	31	38	41	41	53
Overall staff engagement	3.85	3.93	3.65	3.76	3.57	3.37	3.17	3.64	3.17	3.25	3.57
Number of respondents	20	72	85	75	61	19	452	159	161	184	194

Table 6.2: Key Findings for different directorates

	Clinical Directorate	Finance and Performance Directorate	Operations Directorate	People & Engagement Directorate	Planned and Urgent Care Directorate	Quality, Governance & Performance
Appraisals & support for development						
KF11. % appraised in last 12 mths	97	86	87	87	85	78
KF12. Quality of appraisals	3.16	2.85	2.38	2.64	2.76	3.26
KF13. Quality of non-mandatory training, learning or development	4.03	3.80	3.91	3.97	3.98	3.95
Equality & diversity						
* KF20. % experiencing discrimination at work in last 12 mths	10	6	23	7	16	16
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	84	67	78	76	62
Errors & incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	19	10	46	7	31	27
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	89	82	-	88	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.99	3.61	3.16	3.48	3.54	3.69
KF31. Staff confidence and security in reporting unsafe clinical practice	4.05	3.56	3.27	3.60	3.65	3.88
Health and wellbeing						
* KF17. % feeling unwell due to work related stress in last 12 mths	25	30	53	41	36	41
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	41	48	71	48	64	47
KF19. Org and mgmt interest in and action on health and wellbeing	3.83	3.60	3.02	3.45	3.46	3.73
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	72	56	24	67	34	74
* KF16. % working extra hours	69	59	91	75	65	65
Number of respondents	32	190	998	58	352	38

Please note that the directorates classification was provided by Yorkshire Ambulance Service NHS Trust

Table 6.2: Key Findings for different directorates (cont)

	Clinical Directorate	Finance and Performance Directorate	Operations Directorate	People & Engagement Directorate	Planned and Urgent Care Directorate	Quality, Governance & Performance
Job satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.81	3.85	3.26	3.65	3.72	3.90
KF4. Staff motivation at work	3.74	3.73	3.60	3.71	3.73	3.68
KF7. % able to contribute towards improvements at work	72	65	37	56	44	71
KF8. Staff satisfaction with level of responsibility and involvement	3.74	3.75	3.53	3.61	3.60	3.73
KF9. Effective team working	4.08	3.58	3.11	3.27	3.21	3.89
KF14. Staff satisfaction with resourcing and support	3.60	3.47	3.03	3.19	3.34	3.43
Managers						
KF5. Recognition and value of staff by managers and the organisation	3.56	3.47	2.78	3.13	3.06	3.60
KF6. % reporting good communication between senior management and staff	22	25	12	21	18	24
KF10. Support from immediate managers	4.01	3.69	3.18	3.61	3.39	3.86
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.84	3.84	3.90	3.78	3.99	3.58
KF3. % agreeing that their role makes a difference to patients / service users	74	87	91	77	87	70
KF32. Effective use of patient / service user feedback	-	3.33	3.14	3.56	3.50	3.50
Violence, harassment & bullying						
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	1	44	2	11	3
* KF23. % experiencing physical violence from staff in last 12 mths	0	0	4	0	1	0
KF24. % reporting most recent experience of violence	-	-	57	-	63	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	6	2	59	2	41	19
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	19	22	32	20	24	27
KF27. % reporting most recent experience of harassment, bullying or abuse	-	55	36	45	46	50
Overall staff engagement	3.85	3.72	3.30	3.63	3.52	3.76
Number of respondents	32	190	998	58	352	38

Please note that the directorates classification was provided by Yorkshire Ambulance Service NHS Trust

Table 6.3: Key Findings for different directorates Page 1 of 2

	A&E North & East	A&E Other	A&E South	A&E West	Ancillary	Business Development	Clinical Directorate	Emergency Planning
Appraisals & support for development								
KF11. % appraised in last 12 mths	78	78	92	92	93	55	97	91
KF12. Quality of appraisals	2.35	2.48	2.08	2.26	2.95	-	3.16	2.91
KF13. Quality of non-mandatory training, learning or development	3.95	4.32	3.81	3.85	3.74	-	4.03	4.12
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	21	19	26	30	4	18	10	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	75	56	64	92	-	70	81
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	49	35	49	53	17	0	19	23
KF29. % reporting errors, near misses or incidents witnessed in last mth	85	92	80	84	-	-	-	62
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.13	3.44	2.98	3.09	3.62	-	3.99	3.52
KF31. Staff confidence and security in reporting unsafe clinical practice	3.20	3.45	3.23	3.22	3.64	3.82	4.05	3.46
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	54	32	55	57	40	45	25	29
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	75	57	71	75	59	55	41	47
KF19. Org and mgmt interest in and action on health and wellbeing	2.93	3.30	2.81	2.81	3.64	3.95	3.83	3.73
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	19	32	12	20	58	64	72	61
* KF16. % working extra hours	98	89	96	97	39	91	69	91
Number of respondents	249	37	201	271	50	11	32	56

Table 6.3: Key Findings for different directorates (cont) Page 1 of 2

	A&E North & East	A&E Other	A&E South	A&E West	Ancillary	Business Development	Clinical Directorate	Emergency Planning
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.20	3.58	3.03	3.18	3.86	4.06	3.81	3.79
KF4. Staff motivation at work	3.67	4.02	3.52	3.58	3.83	3.76	3.74	3.94
KF7. % able to contribute towards improvements at work	33	59	34	28	56	73	72	73
KF8. Staff satisfaction with level of responsibility and involvement	3.48	3.79	3.53	3.52	3.75	-	3.74	3.86
KF9. Effective team working	3.03	3.71	2.97	2.91	3.18	3.36	4.08	3.87
KF14. Staff satisfaction with resourcing and support	2.96	3.61	2.93	2.93	3.54	3.20	3.60	3.57
Managers								
KF5. Recognition and value of staff by managers and the organisation	2.77	3.23	2.47	2.59	3.58	3.42	3.56	3.59
KF6. % reporting good communication between senior management and staff	9	41	10	5	17	9	22	36
KF10. Support from immediate managers	3.10	3.44	2.90	2.95	3.61	4.05	4.01	3.91
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.05	4.31	3.92	3.93	4.07	-	3.84	3.96
KF3. % agreeing that their role makes a difference to patients / service users	94	97	92	91	88	-	74	91
KF32. Effective use of patient / service user feedback	3.08	3.27	3.19	2.90	-	-	-	3.92
Violence, harassment & bullying								
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	56	32	57	59	0	0	3	9
* KF23. % experiencing physical violence from staff in last 12 mths	4	3	5	4	0	0	0	2
KF24. % reporting most recent experience of violence	58	31	57	58	-	-	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	64	38	73	70	2	9	6	15
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	35	35	33	30	35	36	19	24
KF27. % reporting most recent experience of harassment, bullying or abuse	33	25	35	38	63	-	-	38
Overall staff engagement	3.28	3.69	3.18	3.22	3.64	3.77	3.85	3.84
Number of respondents	249	37	201	271	50	11	32	56

Please note that the directorates classification was provided by Yorkshire Ambulance Service NHS Trust

Table 6.3: Key Findings for different directorates Page 2 of 2

	EOC	Finance	Finance and Performance - Other	Fleet	ICT	NHS 111	People & Engagement	PTS	Quality, Governance & Performance	Resource
Appraisals & support for development										
KF11. % appraised in last 12 mths	87	92	93	65	88	82	86	88	78	94
KF12. Quality of appraisals	2.73	3.09	3.28	2.23	2.27	3.31	2.60	2.43	3.26	3.13
KF13. Quality of non-mandatory training, learning or development	3.87	4.05	3.92	3.61	3.77	4.08	3.97	3.87	3.95	3.79
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	15	4	5	14	0	21	8	13	16	0
KF21. % believing the organisation provides equal opportunities for career progression / promotion	72	83	88	79	73	80	81	73	62	82
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	42	0	4	14	12	30	8	31	27	0
KF29. % reporting errors, near misses or incidents witnessed in last mth	82	-	-	-	-	90	-	86	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.36	3.92	3.78	3.40	3.44	3.70	3.47	3.44	3.69	3.57
KF31. Staff confidence and security in reporting unsafe clinical practice	3.39	3.63	3.83	3.22	3.48	3.73	3.60	3.60	3.88	3.34
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	55	29	17	34	32	40	42	33	41	44
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	69	33	41	60	38	60	49	66	47	56
KF19. Org and mgmt interest in and action on health and wellbeing	3.39	3.63	4.03	3.22	3.40	3.63	3.41	3.36	3.73	4.03
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	39	76	76	30	40	39	69	31	74	50
* KF16. % working extra hours	64	79	67	58	63	66	75	64	65	94
Number of respondents	168	25	46	44	25	140	53	212	38	16

Table 6.3: Key Findings for different directorates (cont) Page 2 of 2

	EOC	Finance	Finance and Performance - Other	Fleet	ICT	NHS 111	People & Engagement	PTS	Quality, Governance & Performance	Resource
Job satisfaction										
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.46	4.15	4.02	3.44	3.91	3.95	3.61	3.57	3.90	3.73
KF4. Staff motivation at work	3.39	3.85	4.05	3.31	3.59	3.48	3.71	3.90	3.68	3.81
KF7. % able to contribute towards improvements at work	41	80	87	48	60	48	54	42	71	75
KF8. Staff satisfaction with level of responsibility and involvement	3.44	3.81	4.04	3.54	3.53	3.61	3.62	3.60	3.73	3.60
KF9. Effective team working	3.17	3.88	4.05	3.09	3.65	3.38	3.22	3.13	3.89	3.87
KF14. Staff satisfaction with resourcing and support	3.05	3.65	3.68	3.03	3.54	3.40	3.20	3.31	3.43	3.38
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.07	3.65	3.83	2.99	3.25	3.23	3.06	2.94	3.60	3.42
KF6. % reporting good communication between senior management and staff	15	29	46	14	20	28	21	11	24	19
KF10. Support from immediate managers	3.66	3.83	4.10	3.42	3.39	3.58	3.53	3.27	3.86	3.77
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.49	-	4.09	3.43	3.47	3.93	3.79	4.03	3.58	-
KF3. % agreeing that their role makes a difference to patients / service users	87	94	82	82	94	89	78	85	70	87
KF32. Effective use of patient / service user feedback	3.35	-	3.31	-	-	3.93	3.58	3.26	3.50	-
Violence, harassment & bullying										
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	3	0	2	0	0	2	2	17	3	0
* KF23. % experiencing physical violence from staff in last 12 mths	2	0	0	0	0	2	0	1	0	0
KF24. % reporting most recent experience of violence	-	-	-	-	-	-	-	62	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	40	0	4	0	0	45	0	39	19	6
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	32	13	9	20	32	22	18	25	27	19
KF27. % reporting most recent experience of harassment, bullying or abuse	39	-	-	-	-	33	-	55	50	-
Overall staff engagement	3.30	3.94	4.05	3.35	3.67	3.51	3.62	3.53	3.76	3.72
Number of respondents	168	25	46	44	25	140	53	212	38	16

Please note that the directorates classification was provided by Yorkshire Ambulance Service NHS Trust

Table 6.4: Key Findings for different work groups

	Full time / part time ^a	
	Full time	Part time
Appraisals & support for development		
KF11. % appraised in last 12 mths	86	86
KF12. Quality of appraisals	2.55	2.57
KF13. Quality of non-mandatory training, learning or development	3.91	3.95
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	19	18
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	78
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	38	29
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.33	3.28
KF31. Staff confidence and security in reporting unsafe clinical practice	3.43	3.40
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	46	41
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	66	58
KF19. Org and mgmt interest in and action on health and wellbeing	3.22	3.24
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	30	57
* KF16. % working extra hours	83	64
Number of respondents	1414	235

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

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

	Full time / part time ^a	
	Full time	Part time
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.46	3.45
KF4. Staff motivation at work	3.67	3.53
KF7. % able to contribute towards improvements at work	46	35
KF8. Staff satisfaction with level of responsibility and involvement	3.58	3.54
KF9. Effective team working	3.25	3.06
KF14. Staff satisfaction with resourcing and support	3.16	3.24
Managers		
KF5. Recognition and value of staff by managers and the organisation	2.96	2.96
KF6. % reporting good communication between senior management and staff	15	15
KF10. Support from immediate managers	3.33	3.30
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.92	3.80
KF3. % agreeing that their role makes a difference to patients / service users	89	87
KF32. Effective use of patient / service user feedback	3.29	3.37
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	30	22
* KF23. % experiencing physical violence from staff in last 12 mths	3	1
KF24. % reporting most recent experience of violence	56	67
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	45	42
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	30	19
KF27. % reporting most recent experience of harassment, bullying or abuse	37	48
Overall staff engagement	3.45	3.33
Number of respondents	1414	235

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

7. Key Findings by demographic groups

Tables 7.1 and 7.2 show the Key Findings at Yorkshire Ambulance Service NHS Trust broken down by different demographic groups: age group, gender, disability and ethnic background.

Technical notes:

- As in previous years, there are two types of Key Finding:
 - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
 - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 7.1 and 7.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF11. % appraised in the last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have had appraisals.
- Please note that, unlike the overall trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.

Table 7.1: Key Findings for different age groups

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	82	86	87	89
KF12. Quality of appraisals	2.93	2.70	2.42	2.44
KF13. Quality of non-mandatory training, learning or development	4.07	3.91	3.89	3.86
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	20	20	21	16
KF21. % believing the organisation provides equal opportunities for career progression / promotion	87	71	65	68
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	44	39	36	32
KF29. % reporting errors, near misses or incidents witnessed in last mth	87	86	80	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.58	3.31	3.25	3.29
KF31. Staff confidence and security in reporting unsafe clinical practice	3.55	3.46	3.38	3.38
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	38	46	47	46
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	60	66	65	65
KF19. Org and mgmt interest in and action on health and wellbeing	3.44	3.33	3.08	3.20
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	38	40	29	33
* KF16. % working extra hours	77	84	85	77
Number of respondents	245	351	473	563

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.78	3.47	3.34	3.42
KF4. Staff motivation at work	3.76	3.67	3.63	3.64
KF7. % able to contribute towards improvements at work	51	51	40	41
KF8. Staff satisfaction with level of responsibility and involvement	3.69	3.63	3.55	3.53
KF9. Effective team working	3.33	3.35	3.23	3.12
KF14. Staff satisfaction with resourcing and support	3.40	3.22	3.12	3.09
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.18	3.04	2.88	2.90
KF6. % reporting good communication between senior management and staff	20	17	14	14
KF10. Support from immediate managers	3.56	3.43	3.25	3.22
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.18	3.90	3.85	3.87
KF3. % agreeing that their role makes a difference to patients / service users	93	90	90	87
KF32. Effective use of patient / service user feedback	3.27	3.36	3.26	3.31
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	31	25	32	28
* KF23. % experiencing physical violence from staff in last 12 mths	1	3	3	2
KF24. % reporting most recent experience of violence	51	60	51	65
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	52	38	44	45
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	20	29	32	28
KF27. % reporting most recent experience of harassment, bullying or abuse	34	40	39	40
Overall staff engagement	3.60	3.48	3.37	3.38
Number of respondents	245	351	473	563

Table 7.2: Key Findings for other demographic groups

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development						
KF11. % appraised in last 12 mths	88	85	85	87	87	80
KF12. Quality of appraisals	2.44	2.70	2.38	2.60	2.54	3.04
KF13. Quality of non-mandatory training, learning or development	3.86	3.98	3.92	3.91	3.91	3.94
Equality & diversity						
* KF20. % experiencing discrimination at work in last 12 mths	20	18	32	15	18	34
KF21. % believing the organisation provides equal opportunities for career progression / promotion	67	76	59	75	72	55
Errors & incidents						
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	39	34	43	35	37	24
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	85	85	84	84	81
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.24	3.43	3.15	3.37	3.32	3.44
KF31. Staff confidence and security in reporting unsafe clinical practice	3.38	3.47	3.28	3.47	3.42	3.59
Health and wellbeing						
* KF17. % feeling unwell due to work related stress in last 12 mths	44	46	65	40	46	32
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	65	65	79	61	65	54
KF19. Org and mgmt interest in and action on health and wellbeing	3.14	3.32	3.06	3.28	3.22	3.37
Working patterns						
KF15. % satisfied with the opportunities for flexible working patterns	28	41	29	35	34	41
* KF16. % working extra hours	84	77	77	82	81	63
Number of respondents	854	754	323	1303	1567	68

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

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction						
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.38	3.55	3.29	3.50	3.45	3.90
KF4. Staff motivation at work	3.66	3.66	3.46	3.71	3.65	4.00
KF7. % able to contribute towards improvements at work	43	46	33	47	45	44
KF8. Staff satisfaction with level of responsibility and involvement	3.56	3.61	3.36	3.64	3.58	3.72
KF9. Effective team working	3.20	3.26	2.98	3.30	3.23	3.46
KF14. Staff satisfaction with resourcing and support	3.14	3.21	2.94	3.23	3.16	3.50
Managers						
KF5. Recognition and value of staff by managers and the organisation	2.91	3.03	2.67	3.04	2.95	3.23
KF6. % reporting good communication between senior management and staff	16	15	11	17	15	32
KF10. Support from immediate managers	3.23	3.43	3.06	3.40	3.32	3.44
Patient care & experience						
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.91	3.92	3.72	3.96	3.90	4.18
KF3. % agreeing that their role makes a difference to patients / service users	90	89	86	90	89	94
KF32. Effective use of patient / service user feedback	3.22	3.39	3.26	3.30	3.30	3.29
Violence, harassment & bullying						
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	35	22	32	28	29	15
* KF23. % experiencing physical violence from staff in last 12 mths	3	2	3	2	2	5
KF24. % reporting most recent experience of violence	56	59	65	55	57	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	50	39	55	42	45	27
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	29	28	43	24	28	26
KF27. % reporting most recent experience of harassment, bullying or abuse	37	40	42	38	39	45
Overall staff engagement	3.39	3.48	3.21	3.49	3.42	3.73
Number of respondents	854	754	323	1303	1567	68

8. Work and demographic profile of the survey respondents

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

Table 8.1: Occupational group of respondents

Occupational group	Number questionnaires returned	Percentage of survey respondents
Allied Health Professionals		
Support to Allied Health Professionals	3	0%
Scientific and Technical / Healthcare Scientists		
Pharmacy	1	0%
Medical and Dental		
Medical / Dental - Consultant	1	0%
Medical / Dental - Other	3	0%
Operational ambulance staff		
Emergency care practitioner	19	1%
Paramedic	452	28%
Emergency care assistant	159	10%
Ambulance technician	161	10%
Ambulance control staff	184	11%
Patient Transport Service	194	12%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	20	1%
Registered Nurses - Mental Health	4	0%
Registered Nurses - Children	2	0%
Health Visitors	1	0%
Other groups		
Public Health / Health Improvement	6	0%
Commissioning managers / support staff	2	0%
Admin and Clerical	85	5%
Central Functions / Corporate Services	75	5%
Maintenance / Ancillary	61	4%
General Management	72	4%
Other	98	6%
Did not specify	78	

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

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
<i>Full time / part time</i>		
Full time	1414	86%
Part time	235	14%
Did not specify	32	
<i>Length of time in organisation</i>		
Less than a year	137	8%
Between 1 to 2 years	172	11%
Between 3 to 5 years	239	15%
Between 6 to 10 years	353	22%
Between 11 to 15 years	261	16%
Over 15 years	458	28%
Did not specify	61	

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

Table 8.3: Demographic characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Age group		
Between 16 and 30	245	15%
Between 31 and 40	351	22%
Between 41 and 50	473	29%
51 and over	563	34%
Did not specify	49	
Gender		
Male	854	53%
Female	754	47%
Did not specify	73	
Ethnic background		
White	1567	96%
Black and minority ethnic	68	4%
Did not specify	46	
Disability		
Disabled	323	20%
Not disabled	1303	80%
Did not specify	55	

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 Yorkshire Ambulance Service NHS Trust benchmarked against other ambulance 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 ambulance 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 ambulance 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 ambulance trust.
- The seventh column in table A1 shows the highest score attained for each of the Key Findings by an ambulance 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 Yorkshire Ambulance Service NHS Trust benchmarked against other ambulance trusts

	Your trust		National scores for ambulance trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Response rate	37	-	37	31	40	28	60
Appraisals & support for development							
KF11. % appraised in last 12 mths	86	[84, 88]	76	74	78	53	92
KF12. Quality of appraisals	2.50	[2.43, 2.57]	2.69	2.50	2.78	2.33	2.96
KF13. Quality of non-mandatory training, learning or development	3.91	[3.87, 3.96]	3.90	3.89	3.92	3.61	4.23
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	20	[18, 22]	20	18	20	10	27
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	[67, 72]	70	69	73	64	76
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	39	[36, 41]	36	34	36	29	43
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	[81, 87]	81	79	82	78	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.28	[3.24, 3.32]	3.38	3.29	3.40	3.09	3.56
KF31. Staff confidence and security in reporting unsafe clinical practice	3.38	[3.34, 3.43]	3.46	3.43	3.51	3.14	3.62
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	48	[45, 50]	48	48	49	45	60
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	66	[64, 68]	64	61	66	58	77
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	[3.11, 3.22]	3.21	3.19	3.25	2.98	3.59
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	32	[30, 34]	34	33	36	16	37
* KF16. % working extra hours	83	[81, 85]	85	84	86	83	89

Table A1: Key Findings for Yorkshire Ambulance Service NHS Trust benchmarked against other ambulance trusts (cont)

	Your trust		National scores for ambulance trusts				
	Trust score	95% Confidence Interval	Median score	Threshold for below average	Threshold for above average	Lowest score attained	Highest score attained
Job satisfaction							
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.40	[3.35, 3.45]	3.47	3.40	3.49	3.11	3.57
KF4. Staff motivation at work	3.61	[3.57, 3.66]	3.66	3.57	3.69	3.41	3.74
KF7. % able to contribute towards improvements at work	42	[40, 45]	46	44	49	39	55
KF8. Staff satisfaction with level of responsibility and involvement	3.56	[3.53, 3.60]	3.58	3.55	3.66	3.42	3.76
KF9. Effective team working	3.21	[3.16, 3.26]	3.31	3.23	3.34	3.06	3.46
KF14. Staff satisfaction with resourcing and support	3.13	[3.09, 3.17]	3.12	3.03	3.14	2.86	3.24
Managers							
KF5. Recognition and value of staff by managers and the organisation	2.91	[2.86, 2.96]	3.02	2.94	3.06	2.74	3.25
KF6. % reporting good communication between senior management and staff	15	[13, 16]	19	17	20	9	28
KF10. Support from immediate managers	3.28	[3.23, 3.34]	3.44	3.32	3.58	3.22	3.77
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.89	[3.84, 3.93]	3.84	3.79	3.88	3.65	4.00
KF3. % agreeing that their role makes a difference to patients / service users	89	[88, 91]	87	86	89	84	98
KF32. Effective use of patient / service user feedback	3.24	[3.16, 3.33]	3.28	3.24	3.30	2.95	3.41
Violence, harassment & bullying							
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	32	[30, 35]	32	31	35	28	39
* KF23. % experiencing physical violence from staff in last 12 mths	3	[2, 3]	2	2	3	0	4
KF24. % reporting most recent experience of violence	58	[53, 62]	64	61	66	56	74
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	48	[46, 51]	48	44	49	38	56
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	29	[27, 32]	28	25	29	14	40
KF27. % reporting most recent experience of harassment, bullying or abuse	37	[34, 41]	39	38	41	32	44

Appendix 2

Changes to the Key Findings since the 2014 and 2015 staff surveys

Technical notes:

- For most of the Key Findings presented in tables A2.1 and A2.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- It is likely that we would see some small change simply due to sample differences between the two years. The final column of the tables shows whether the change in your trust is statistically significant or not. If a change is not significant, then there is no evidence of a real change in the trust score.
- Please note that the trust scores and change scores presented in tables A2.1 and A2.2 are rounded to the nearest whole number for percentage scores and to two decimal places for scale summary scores.
- All percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In certain cases a dash (-) appears in Table A2.2. This is either because the Key Finding was not calculated in previous years, or there have been changes in how the Key Finding has been calculated this year.

To enable comparison between years, scores from 2015 and 2014 have been re-calculated and re-weighted using the 2016 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com.

Table A2.1: Changes in the Key Findings for Yorkshire Ambulance Service NHS Trust since 2015 survey

	Yorkshire Ambulance Service NHS Trust			
	2016 score	2015 score	Change	Statistically significant?
Response rate	37	41	-3	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	86	80	6	Yes
KF12. Quality of appraisals	2.50	2.37	0.13	No
KF13. Quality of non-mandatory training, learning or development	3.91	3.89	0.02	No
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	20	19	2	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	72	-3	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	39	41	-2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	85	-1	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.28	3.27	0.01	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.38	3.30	0.08	No
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	48	49	-1	No
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	66	72	-6	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	3.12	0.05	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	32	33	-1	No
* KF16. % working extra hours	83	82	1	No

Table A2.1: Changes in the Key Findings for Yorkshire Ambulance Service NHS Trust since 2015 survey (cont)

	Yorkshire Ambulance Service NHS Trust			
	2016 score	2015 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.40	3.24	0.16	Yes
KF4. Staff motivation at work	3.61	3.61	0.00	No
KF7. % able to contribute towards improvements at work	42	40	2	No
KF8. Staff satisfaction with level of responsibility and involvement	3.56	3.52	0.04	No
KF9. Effective team working	3.21	3.17	0.04	No
KF14. Staff satisfaction with resourcing and support	3.13	3.04	0.09	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.91	2.90	0.01	No
KF6. % reporting good communication between senior management and staff	15	12	2	No
KF10. Support from immediate managers	3.28	3.25	0.03	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.89	3.87	0.01	No
KF3. % agreeing that their role makes a difference to patients / service users	89	88	1	No
KF32. Effective use of patient / service user feedback	3.24	3.14	0.10	No
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	32	35	-3	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	4	-2	No
KF24. % reporting most recent experience of violence	58	56	1	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	48	51	-2	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	29	29	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	37	28	9	Yes

Table A2.2: Changes in the Key Findings for Yorkshire Ambulance Service NHS Trust since 2014 survey

	Yorkshire Ambulance Service NHS Trust			
	2016 score	2014 score	Change	Statistically significant?
Response rate	37	42	-5	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	86	75	11	Yes
KF12. Quality of appraisals	2.50	-	-	-
KF13. Quality of non-mandatory training, learning or development	3.91	-	-	-
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	20	21	0	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	70	70	0	No
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	39	41	-3	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	87	-4	No
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.28	-	-	-
KF31. Staff confidence and security in reporting unsafe clinical practice	3.38	3.40	-0.01	No
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	48	52	-4	No
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	66	65	1	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.17	-	-	-
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	32	-	-	-
* KF16. % working extra hours	83	84	-1	No

Table A2.2: Changes in the Key Findings for Yorkshire Ambulance Service NHS Trust since 2014 survey (cont)

	Yorkshire Ambulance Service NHS Trust			
	2016 score	2014 score	Change	Statistically significant?
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.40	3.13	0.27	Yes
KF4. Staff motivation at work	3.61	3.44	0.17	Yes
KF7. % able to contribute towards improvements at work	42	43	0	No
KF8. Staff satisfaction with level of responsibility and involvement	3.56	3.44	0.12	Yes
KF9. Effective team working	3.21	-	-	-
KF14. Staff satisfaction with resourcing and support	3.13	-	-	-
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.91	-	-	-
KF6. % reporting good communication between senior management and staff	15	11	3	No
KF10. Support from immediate managers	3.28	3.19	0.10	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.89	-	-	-
KF3. % agreeing that their role makes a difference to patients / service users	89	-	-	-
KF32. Effective use of patient / service user feedback	3.24	3.23	0.01	No
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	32	32	0	No
* KF23. % experiencing physical violence from staff in last 12 mths	3	1	2	Yes
KF24. % reporting most recent experience of violence	58	48	9	No
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	48	45	3	No
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	29	25	4	No
KF27. % reporting most recent experience of harassment, bullying or abuse	37	31	6	No

Appendix 3

Data tables: 2016 Key Findings and the responses to all survey questions

For each of the 32 Key Findings (Table A3.1) and each individual survey question in the core version of the questionnaire (Table A3.2), this appendix presents your trust's 2016 survey response, the average (median) 2016 response for ambulance trusts, and your trust's 2015 survey response (where applicable).

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

In Table A3.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2016 questionnaire.

Technical notes:

- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.
- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical ambulance 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 Yorkshire Ambulance Service NHS Trust benchmarked against other ambulance trusts

	Question number(s)	Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	86	77	80
KF12. Quality of appraisals	Q20b-d	2.55	2.68	2.40
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.91	3.90	3.86
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	19	19	16
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	71	71	74
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	36	35	37
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	84	80	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.33	3.39	3.30
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.43	3.51	3.33
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	45	48	45
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	65	64	69
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.23	3.21	3.17
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	34	36	34
* KF16. % working extra hours	Q10b-c	81	85	80

Table A3.1: Key Findings for Yorkshire Ambulance Service NHS Trust benchmarked against other ambulance trusts (cont)

	Question number(s)	Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.46	3.46	3.33
KF4. Staff motivation at work	Q2a-c	3.65	3.67	3.68
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	44	48	41
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.58	3.58	3.55
KF9. Effective team working	Q4h-j	3.23	3.30	3.19
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.17	3.13	3.09
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	2.97	3.01	2.94
KF6. % reporting good communication between senior management and staff	Q8a-d	15	19	12
KF10. Support from immediate managers	Q5b, 7a-e	3.33	3.45	3.27
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.91	3.84	3.88
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	89	87	88
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.30	3.30	3.17
Violence, harassment & bullying				
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q14a	29	30	31
* KF23. % experiencing physical violence from staff in last 12 mths	Q14b-c	2	2	4
KF24. % reporting most recent experience of violence	Q14d	57	62	58
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q15a	45	45	46
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q15b-c	28	28	27
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	39	39	29

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

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Contact with patients				
Q1	% saying they have face-to-face contact with patients / service users as part of their job	66	71	69
Staff motivation at work				
% saying often or always to the following statements:				
Q2a	"I look forward to going to work"	51	53	50
Q2b	"I am enthusiastic about my job"	68	69	71
Q2c	"Time passes quickly when I am working"	57	57	58
Job design				
% agreeing / strongly agreeing with the following statements:				
Q3a	"I always know what my work responsibilities are"	82	84	84
Q3b	"I am trusted to do my job"	83	83	83
Q3c	"I am able to do my job to a standard I am personally pleased with"	79	77	78
Opportunities to develop potential at work				
% agreeing / strongly agreeing with the following statements:				
Q4a	"There are frequent opportunities for me to show initiative in my role"	62	62	58
Q4b	"I am able to make suggestions to improve the work of my team / department"	48	53	46
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	27	30	25
Q4d	"I am able to make improvements happen in my area of work"	31	34	25
Q4e	"I am able to meet all the conflicting demands on my time at work"	39	34	35
Q4f	"I have adequate materials, supplies and equipment to do my work"	52	52	47
Q4g	"There are enough staff at this organisation for me to do my job properly"	24	23	22
Q4h	"The team I work in has a set of shared objectives"	60	62	57
Q4i	"The team I work in often meets to discuss the team's effectiveness"	27	28	23
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	54	59	54
Staff job satisfaction				
% satisfied or very satisfied with the following aspects of their job:				
Q5a	"The recognition I get for good work"	34	34	30
Q5b	"The support I get from my immediate manager"	53	57	51
Q5c	"The support I get from my work colleagues"	79	80	77
Q5d	"The amount of responsibility I am given"	65	66	63
Q5e	"The opportunities I have to use my skills"	63	61	61
Q5f	"The extent to which my organisation values my work"	25	28	26
Q5g	"My level of pay"	32	23	27
Q5h	"The opportunities for flexible working patterns"	34	36	34

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Contribution to patient care				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I am satisfied with the quality of care I give to patients / service users"	83	82	82
Q6b	"I feel that my role makes a difference to patients / service users"	89	87	88
Q6c	"I am able to deliver the patient care I aspire to"	66	65	65
Your managers				
% agreeing / strongly agreeing with the following statements:				
Q7a	"My immediate manager encourages those who work for her/him to work as a team"	51	58	49
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	58	62	55
Q7c	"My immediate manager gives me clear feedback on my work"	44	47	42
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	34	37	30
Q7e	"My immediate manager is supportive in a personal crisis"	65	69	63
Q7f	"My immediate manager takes a positive interest in my health and well-being"	53	55	50
Q7g	"My immediate manager values my work"	53	55	51
Q8a	"I know who the senior managers are here"	65	73	65
Q8b	"Communication between senior management and staff is effective"	20	27	16
Q8c	"Senior managers here try to involve staff in important decisions"	17	18	13
Q8d	"Senior managers act on staff feedback"	16	19	13
Health and well-being				
Q9a	% saying their organisation definitely takes positive action on health and well-being	22	22	22
Q9b	% saying they have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	39	40	39
Q9c	% saying they have felt unwell in the last 12 months as a result of work related stress	45	48	45
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	68	68	71
If attended work despite not feeling well enough (YES to Q9d), % saying they...				
Q9e	...had felt pressure from their manager to come to work	43	41	46
Q9f	...had felt pressure from their colleagues to come to work	14	15	9
Q9g	...had put themselves under pressure to come to work	93	91	91
Working hours				
Q10a	% working part time (up to 29 hours a week)	14	12	12
Q10b	% working additional PAID hours	66	69	67
Q10c	% working additional UNPAID hours	43	44	40
Witnessing and reporting errors, near misses and incidents				
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	29	26	28
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	28	27	27
Q11c	If they witnessed an error, near miss or incident that could have hurt staff or patients / service users (YES to Q11a or YES to Q11b), % saying the last time this happened, either they or a colleague had reported it	90	87	91

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Fairness and effectiveness of procedures for reporting errors, near misses or incidents				
% agreeing / strongly agreeing with the following statements:				
Q12a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	37	39	40
Q12b	"My organisation encourages us to report errors, near misses or incidents"	83	80	81
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	46	50	42
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	35	43	33
Raising concerns about unsafe clinical practice				
Q13a	% saying if they were concerned about unsafe clinical practice they would know how to report it	94	94	92
% agreeing / strongly agreeing with the following statements:				
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	60	63	56
Q13c	"I am confident that the organisation would address my concern"	47	50	40
Experiencing and reporting physical violence at work				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q14a	Never	71	70	69
Q14a	1 to 2 times	17	20	21
Q14a	3 to 5 times	8	8	8
Q14a	6 to 10 times	2	2	1
Q14a	More than 10 times	2	1	1
% experiencing physical violence at work from managers in last 12 months...				
Q14b	Never	99	99	99
Q14b	1 to 2 times	1	0	1
Q14b	3 to 5 times	0	0	0
Q14b	6 to 10 times	0	0	0
Q14b	More than 10 times	0	0	0
% experiencing physical violence at work from other colleagues in last 12 months...				
Q14c	Never	98	98	97
Q14c	1 to 2 times	2	2	3
Q14c	3 to 5 times	0	0	0
Q14c	6 to 10 times	0	0	0
Q14c	More than 10 times	0	0	0
Q14d	(If YES to Q14a, Q14b or Q14c) % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	57	62	58
Experiencing and reporting harassment, bullying and abuse at work				
% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q15a	Never	55	55	54
Q15a	1 to 2 times	16	18	20
Q15a	3 to 5 times	12	12	12
Q15a	6 to 10 times	5	5	6
Q15a	More than 10 times	11	10	9

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
% experiencing harassment, bullying or abuse at work from managers in last 12 months...				
Q15b	Never	83	82	84
Q15b	1 to 2 times	12	12	10
Q15b	3 to 5 times	4	4	4
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	1	1	2
% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...				
Q15c	Never	82	82	84
Q15c	1 to 2 times	13	12	11
Q15c	3 to 5 times	3	3	2
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	39	39	29
Equal opportunities				
Q16	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	71	71	74
Discrimination				
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	11	11	10
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	11	11	9
% saying they had experienced discrimination on the grounds of:				
Q17c	Ethnic background	5	4	5
Q17c	Gender	5	6	4
Q17c	Religion	1	1	2
Q17c	Sexual orientation	2	2	1
Q17c	Disability	2	2	1
Q17c	Age	5	5	3
Q17c	Other reason(s)	5	7	5
Job-relevant training, learning and development				
Q18a	% having received non-mandatory training, learning or development in the last 12 months	69	68	64
% who had received training, learning and development in the last 12 months (YES to Q18a) agreeing / strongly agreeing with the following statements:				
Q18b	"It has helped me to do my job more effectively"	80	79	78
Q18c	"It has helped me stay up-to-date with professional requirements"	80	80	76
Q18d	"It has helped me to deliver a better patient / service user experience"	76	76	70
Q19	% who had received mandatory training in the last 12 months	91	92	80
Appraisals				
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	86	77	80

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
If (YES to Q20a) had received an appraisal or performance development review in the last 12 months:				
Q20b	% saying their appraisal or development review definitely helped them to improve how they do their job	13	14	8
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	23	24	17
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	17	19	13
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	17	27	13
Q20f	% saying their appraisal or development review had identified training, learning or development needs	60	52	61
If (YES to Q20a) had received an appraisal or performance development review AND (YES to Q20f) training, learning or development needs identified as part of their appraisal or development review:				
Q20g	% saying their manager definitely supported them to receive training, learning or development	40	43	34
Your organisation				
% agreeing / strongly agreeing with the following statements:				
Q21a	"Care of patients / service users is my organisation's top priority"	58	58	51
Q21b	"My organisation acts on concerns raised by patients / service users"	61	63	57
Q21c	"I would recommend my organisation as a place to work"	45	46	41
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	71	70	65
Patient / service user experience measures				
% saying 'Yes'				
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	77	75	81
If patient / service user feedback collected (YES to Q22a), % agreeing or strongly agreeing with the following statements:				
Q22b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	39	37	32
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	34	34	27
BACKGROUND DETAILS				
Gender				
Q23a	Male	53	56	50
Q23a	Female	47	44	50
Age group				
Q23b	Between 16 and 30	15	18	14
Q23b	Between 31 and 40	22	24	17
Q23b	Between 41 and 50	29	29	29
Q23b	51 and over	34	28	41
Ethnic background				
Q24	White	96	97	96
Q24	Mixed	1	1	1
Q24	Asian / Asian British	3	1	2
Q24	Black / Black British	0	1	0
Q24	Chinese	0	0	0
Q24	Other	0	1	0

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Sexuality				
Q25	Heterosexual (straight)	90	88	91
Q25	Gay Man	2	2	2
Q25	Gay Woman (lesbian)	1	2	2
Q25	Bisexual	1	1	1
Q25	Other	0	0	0
Q25	Preferred not to say	5	6	5
Religion				
Q26	No religion	40	44	35
Q26	Christian	52	46	56
Q26	Buddhist	0	0	1
Q26	Hindu	0	0	0
Q26	Jewish	0	0	0
Q26	Muslim	2	0	2
Q26	Sikh	0	0	0
Q26	Other	1	2	1
Q26	Preferred not to say	5	6	5
Disability				
Q27a	% saying they have a long-standing illness, health problem or disability	20	19	20
Q27b	If long-standing disability (YES to Q27a and if adjustments felt necessary), % saying their employer has made adequate adjustment(s) to enable them to carry out their work	53	62	50
Length of time at the organisation (or its predecessors)				
Q28	Less than 1 year	8	8	7
Q28	1 to 2 years	11	15	16
Q28	3 to 5 years	15	16	10
Q28	6 to 10 years	22	20	22
Q28	11 to 15 years	16	16	17
Q28	More than 15 years	28	26	28
Occupational group				
Q29	Registered Nurses and Midwives	2	1	2
Q29	Nursing or Healthcare Assistants	0	0	0
Q29	Medical and Dental	0	0	0
Q29	Allied Health Professionals	0	0	1
Q29	Scientific and Technical / Healthcare Scientists	0	0	1
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	1	1	3
Q29	Paramedic	28	34	27
Q29	Emergency Care Assistant	10	8	8
Q29	Ambulance Technician	10	16	8
Q29	Ambulance Control Staff	11	12	12
Q29	Patient Transport Service	12	7	18
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	1
Q29	Admin and Clerical	5	5	6
Q29	Central Functions / Corporate Services	5	5	5
Q29	Maintenance / Ancillary	4	1	2
Q29	General Management	4	3	3
Q29	Other	6	4	5

		Your Trust in 2016	Average (median) for ambulance trusts	Your Trust in 2015
Team working				
Q30a	% working in a team	82	86	83
(If YES to Q30a): Number of core members in their team				
Q30b	2-5	46	39	39
Q30b	6-9	17	18	16
Q30b	10-15	13	17	15
Q30b	More than 15	24	26	29

Appendix 4

Other NHS staff survey 2016 documentation

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

- 1) A separate summary report of the main 2016 survey results for Yorkshire Ambulance Service NHS Trust can be downloaded from: www.nhsstaffsurveys.com. The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2016 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2017.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from www.nhsstaffsurveys.com. This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets are available on request from www.nhsstaffsurveys.com. In these detailed spreadsheets you can find:
 - responses of staff in your trust to every core survey question
 - responses in every trust in England
 - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
 - the average trust responses within each strategic health authority
 - the average responses for each major occupational and demographic group within the major trust types