NHS

2017 National NHS staff survey

Results from London Ambulance Service NHS Trust

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1. Introduction to this report

This report presents the findings of the 2017 national NHS staff survey conducted in London 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 2017	Average (median) for ambulance trusts	Your Trust in 2016
Q21a	"Care of patients / service users is my organisation's top priority"	57%	59%	58%
Q21b	"My organisation acts on concerns raised by patients / service users"	58%	62%	59%
Q21c	"I would recommend my organisation as a place to work"	42%	47%	42%
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	71%	70%	70%
KF1.	Staff recommendation of the organisation as a place to work or receive treatment (Q21a, 21c-d)	3.39	3.44	3.43

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

The figure below shows how London 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 3.36 was below (worse than) average when compared with trusts of a similar type.

OVERALL STAFF ENGAGEMENT

(the higher the score the better)   Scale summary score

	Score
Trust score 2017	3.36
Trust score 2016	3.39
National 2017 average for ambulance trusts	3.45

1 2 3 4 5

Poorly engaged staff   *Highly engaged staff*
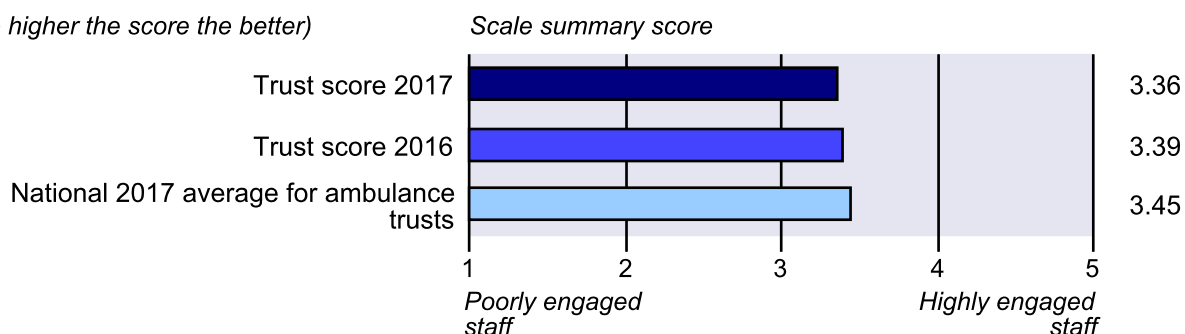
This overall indicator of staff engagement has been calculated using the questions that make up Key Findings 1, 4 and 7. These Key Findings relate to the following aspects of staff engagement: staff members' perceived ability to contribute to improvements at work (Key Finding 7); their willingness to recommend the trust as a place to work or receive treatment (Key Finding 1); and the extent to which they feel motivated and engaged with their work (Key Finding 4).

The table below shows how London 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 2016 survey.

	Change since 2016 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 *(the extent to which staff think care of patients/service users is the trust's top priority, would recommend their trust to others as a place to work, and would be happy with the standard of care provided by the trust if a friend or relative needed treatment.)*	• No change	• Average
KF4. Staff motivation at work *(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)*	• No change	! Below (worse than) average
KF7. Staff ability to contribute towards improvements at work *(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)*	! Decrease (worse than 16)	• 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 2017 Key Findings for London Ambulance Service NHS Trust

3.1 Top and Bottom Ranking Scores

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

TOP FIVE RANKING SCORES

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

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

Trust score 2017	36%
National 2017 average for ambulance trusts	34%

(Scale 0 to 100)

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

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

Trust score 2017	2%
National 2017 average for ambulance trusts	2%

(Scale 0 to 100)

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

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

Trust score 2017	3.42
National 2017 average for ambulance trusts	3.41

(Scale 1 to 5) *Ineffective / unfair procedures* — *Effective / fair procedures*

✓ KF12. Quality of appraisals

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

Trust score 2017	2.71
National 2017 average for ambulance trusts	2.65

(Scale 1 to 5) *Low-quality appraisals* — *High-quality appraisals*

✓ KF10. Support from immediate managers

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

Trust score 2017	3.54
National 2017 average for ambulance trusts	3.44

(Scale 1 to 5) *Unsupportive managers* — *Supportive managers*
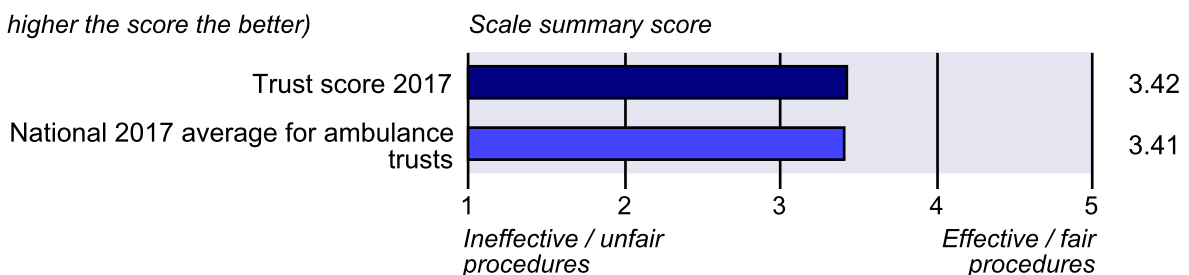
For each of the 32 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). London Ambulance Service NHS Trust's five highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest to 1. Further details about this can be found in the document ***Making sense of your staff survey data***.
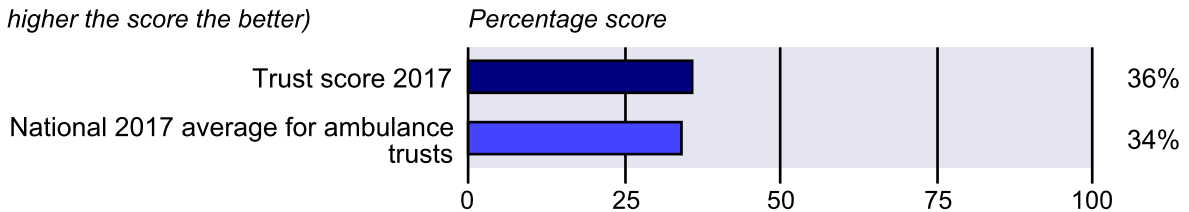
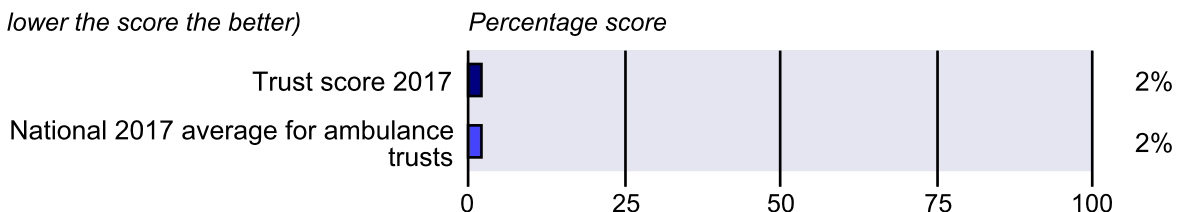This page highlights the five Key Findings for which London Ambulance Service NHS Trust compares least favourably with other ambulance trusts in England. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.

BOTTOM FIVE RANKING SCORES

! KF20. Percentage of staff experiencing discrimination at work in the last 12 months

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

Trust score 2017	27%
National 2017 average for ambulance trusts	19%

0 25 50 75 100

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

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

Trust score 2017	31%
National 2017 average for ambulance trusts	38%

0 25 50 75 100

! KF21. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

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

Trust score 2017	59%
National 2017 average for ambulance trusts	69%

0 25 50 75 100

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

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

Trust score 2017	60%
National 2017 average for ambulance trusts	65%

0 25 50 75 100

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

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

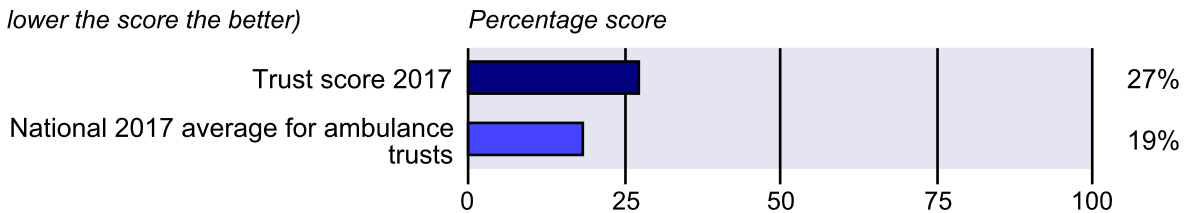|	
Trust score 2017	42%
National 2017 average for ambulance trusts	35%

0 25 50 75 100

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). London 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 2016 Survey

This page highlights the Key Finding that has improved at London Ambulance Service NHS Trust since the 2016 survey.

WHERE STAFF EXPERIENCE HAS IMPROVED

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

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

Trust score 2017	84%
Trust score 2016	79%

0   25   50   75   100
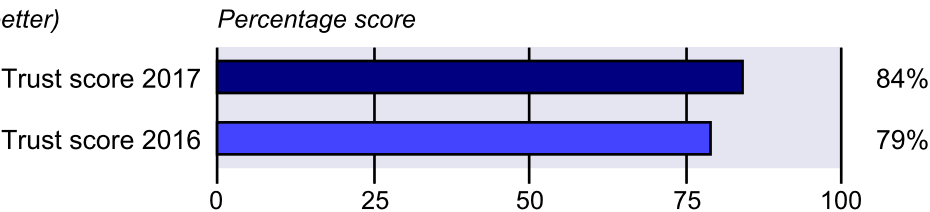
Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have improved the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

This page highlights the four Key Findings where staff experiences have deteriorated since the 2016 survey. It is suggested that these areas might be seen as a starting point for local action to improve as an employer.
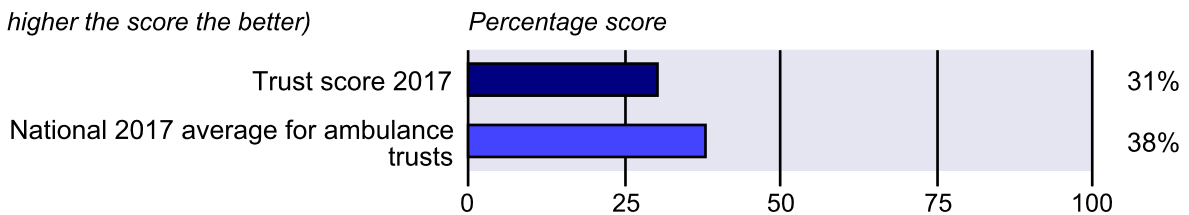
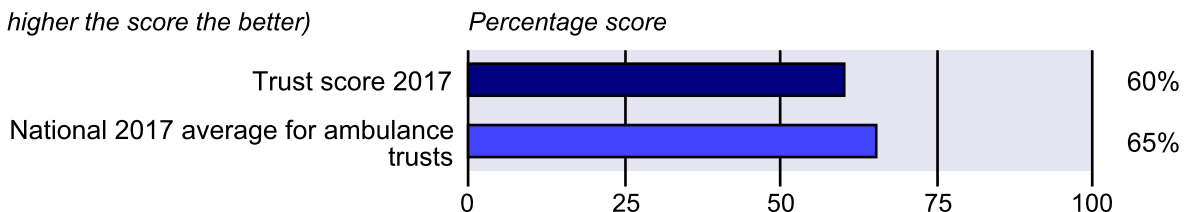## WHERE STAFF EXPERIENCE HAS DETERIORATED

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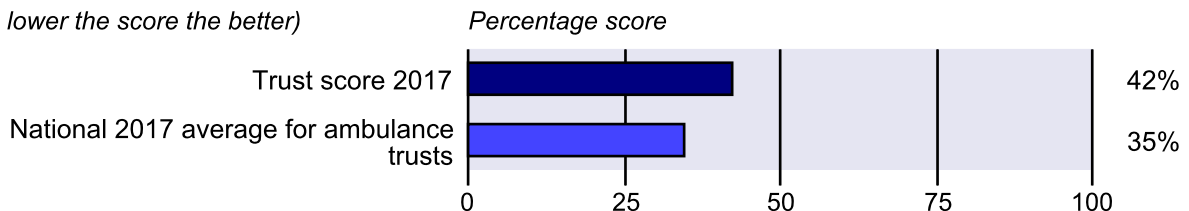
(the higher the score the better)   Percentage score

Trust score 2017	59%
Trust score 2016	73%

0   25   50   75   100

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

(the higher the score the better)   Percentage score

Trust score 2017	42%
Trust score 2016	46%

0   25   50   75   100

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

(the higher the score the better)   Percentage score

Trust score 2017	19%
Trust score 2016	22%

0   25   50   75   100

! KF11. Percentage of staff appraised in last 12 months

(the higher the score the better)   Percentage score

Trust score 2017	72%
Trust score 2016	77%

0   25   50   75   100

Because the Key Findings vary considerably in terms of subject matter and format (e.g. some are percentage scores, others are scale scores), a straightforward comparison of score changes is not the appropriate way to establish which Key Findings have deteriorated the most. Rather, the extent of 2016-2017 change for each Key Finding has been measured in relation to the national variation for that Key Finding. Further details about this can be found in the document ***Making sense of your staff survey data***.

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

KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 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 2016 survey

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

KF11. % appraised in last 12 mths

KF20. % experiencing discrimination at work in last 12 mths

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

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

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

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

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

KF15. % satisfied with the opportunities for flexible working patterns

KF16. % working extra hours

KF7. % able to contribute towards improvements at work

KF6. % reporting good communication between senior management and staff

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

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

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

KF24. % reporting most recent experience of violence

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

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

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

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

KEY

Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2016 survey.

Red = Negative finding, e.g. there has been a statistically significant negative change in the Key Finding since the 2016 survey.

Grey = No change, e.g. there has been no statistically significant change in this Key Finding since the 2016 survey.

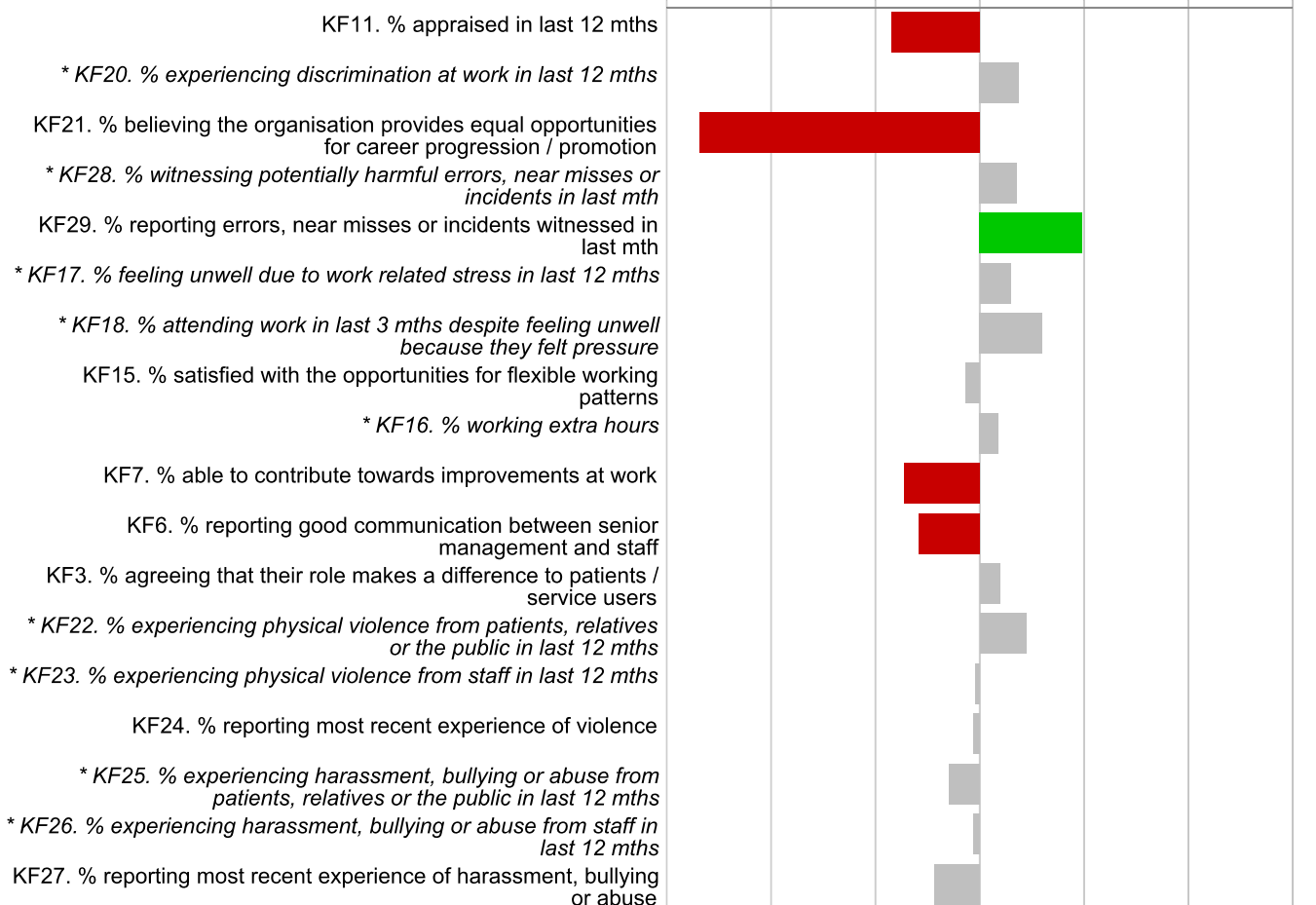For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

Change since 2016 survey (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0
KF12. Quality of appraisals						
KF13. Quality of non-mandatory training, learning or development						
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents						
KF31. Staff confidence and security in reporting unsafe clinical practice						
KF19. Org and mgmt interest in and action on health and wellbeing						
KF1. Staff recommendation of the organisation as a place to work or receive treatment						
KF4. Staff motivation at work						
KF8. Staff satisfaction with level of responsibility and involvement						
KF9. Effective team working						
KF14. Staff satisfaction with resourcing and support						
KF5. Recognition and value of staff by managers and the organisation						
KF10. Support from immediate managers						
KF2. Staff satisfaction with the quality of work and care they are able to deliver						
KF32. Effective use of patient / service user feedback						

3.3. Summary of all Key Findings for London 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 2017

Key Finding	
KF11. % appraised in last 12 mths	
* KF20. % experiencing discrimination at work in last 12 mths	
KF21. % believing the organisation provides equal opportunities for career progression / promotion	
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	
KF29. % reporting errors, near misses or incidents witnessed in last mth	
* KF17. % feeling unwell due to work related stress in last 12 mths	
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	
KF15. % satisfied with the opportunities for flexible working patterns	
* KF16. % working extra hours	
KF7. % able to contribute towards improvements at work	
KF6. % reporting good communication between senior management and staff	
KF3. % agreeing that their role makes a difference to patients / service users	
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	
* KF23. % experiencing physical violence from staff in last 12 mths	
KF24. % reporting most recent experience of violence	
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	
KF27. % reporting most recent experience of harassment, bullying or abuse	

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

KEY

Green = Positive finding, e.g. better than average.
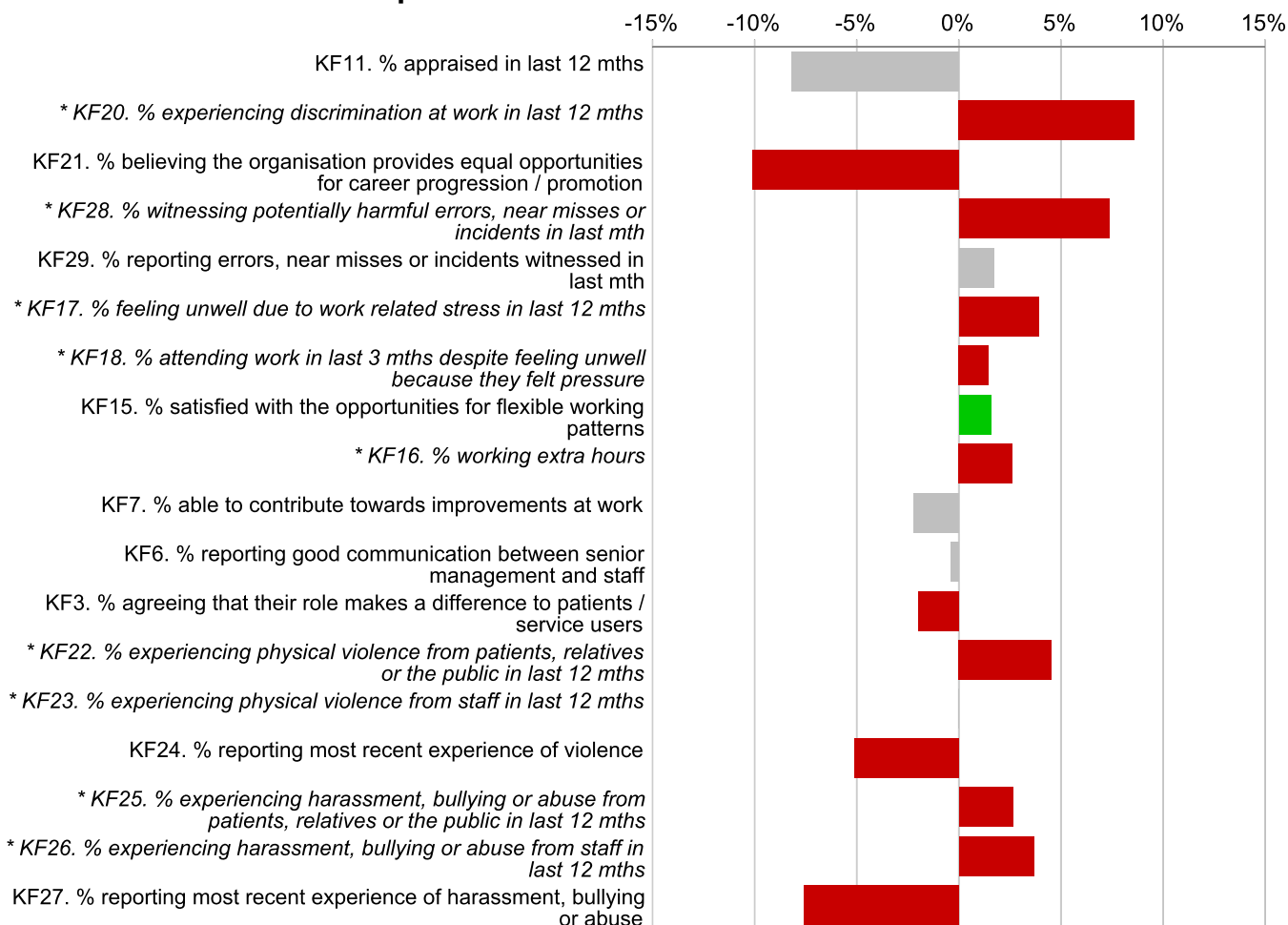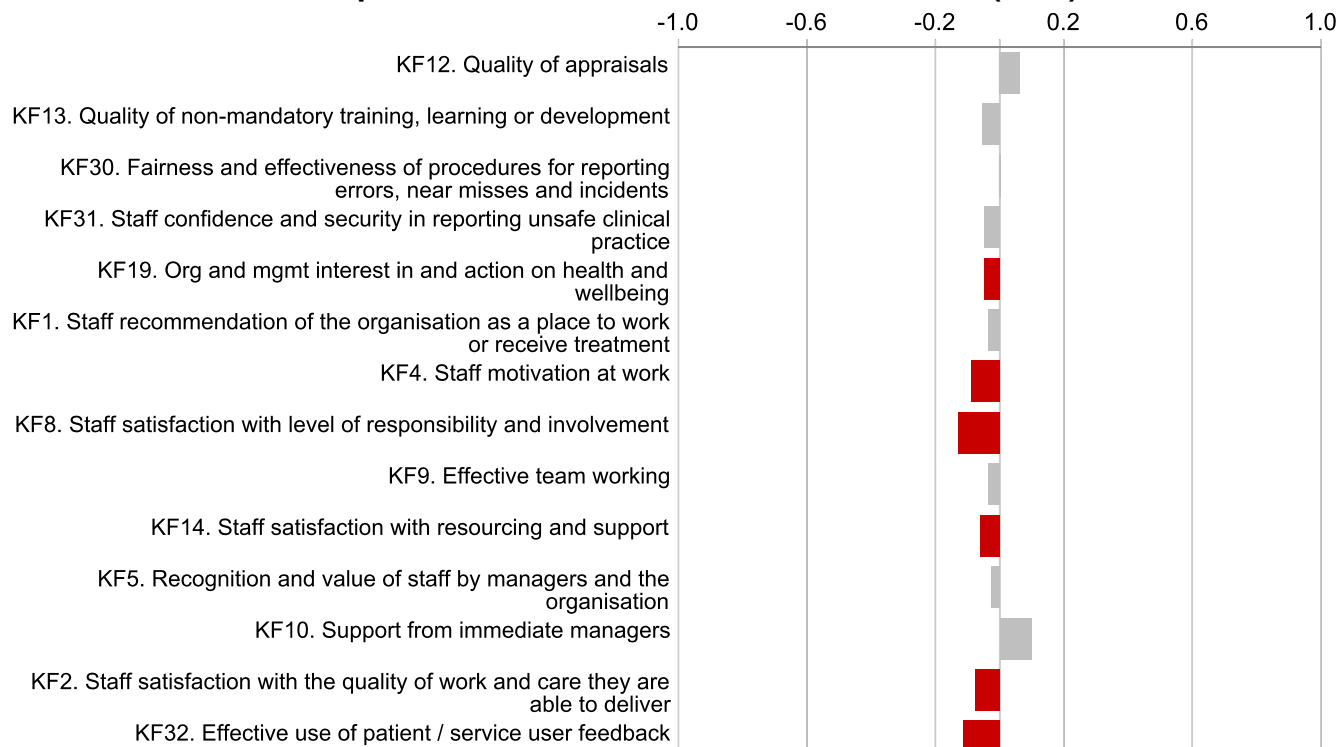
Red = Negative finding, i.e. worse than average.

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 2017 (cont)

	-1.0	-0.6	-0.2	0.2	0.6	1.0
KF12. Quality of appraisals						
KF13. Quality of non-mandatory training, learning or development						
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents						
KF31. Staff confidence and security in reporting unsafe clinical practice						
KF19. Org and mgmt interest in and action on health and wellbeing						
KF1. Staff recommendation of the organisation as a place to work or receive treatment						
KF4. Staff motivation at work						
KF8. Staff satisfaction with level of responsibility and involvement						
KF9. Effective team working						
KF14. Staff satisfaction with resourcing and support						
KF5. Recognition and value of staff by managers and the organisation						
KF10. Support from immediate managers						
KF2. Staff satisfaction with the quality of work and care they are able to deliver						
KF32. Effective use of patient / service user feedback						

3.4. Summary of all Key Findings for London Ambulance Service NHS Trust

KEY

✓ Green = Positive finding, e.g. better than average, better than 2016.

! Red = Negative finding, e.g. worse than average, worse than 2016.

'Change since 2016 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2016 survey.

-- No comparison to the 2016 data is possible.

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

	Change since 2016 survey	Ranking, compared with all ambulance trusts in 2017
Appraisals & support for development		
KF11. % appraised in last 12 mths	! Decrease (worse than 16)	• Average
KF12. Quality of appraisals	• No change	• Average
KF13. Quality of non-mandatory training, learning or development	• No change	• Average
Equality & diversity		
* *KF20. % experiencing discrimination at work in last 12 mths*	• No change	! Above (worse than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	! Decrease (worse than 16)	! Below (worse than) average
Errors & incidents		
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	• No change	! Above (worse than) average
KF29. % reporting errors, near misses or incidents witnessed in last mth	✓ Increase (better than 16)	• Average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	• No change	• Average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	• Average
Health and wellbeing		
* *KF17. % feeling unwell due to work related stress in last 12 mths*	• No change	! Above (worse than) average
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	• No change	! 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	✓ Above (better than) average
* *KF16. % working extra hours*	• No change	! Above (worse than) average

3.4. Summary of all Key Findings for London Ambulance Service NHS Trust (cont)

	Change since 2016 survey	Ranking, compared with all ambulance trusts in 2017
Job satisfaction		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	• No change	• Average
KF4. Staff motivation at work	• No change	! Below (worse than) average
KF7. % able to contribute towards improvements at work	! Decrease (worse than 16)	• Average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	! Below (worse than) average
KF9. Effective team working	• No change	• Average
KF14. Staff satisfaction with resourcing and support	• No change	! Below (worse than) average
Managers		
KF5. Recognition and value of staff by managers and the organisation	• No change	• Average
KF6. % reporting good communication between senior management and staff	! Decrease (worse than 16)	• Average
KF10. Support from immediate managers	• No change	• Average
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	! Below (worse than) average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	! Below (worse than) average
KF32. Effective use of patient / service user feedback	• No change	! Below (worse than) average
Violence, harassment & bullying		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	• No change	! Above (worse than) 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	! Above (worse than) 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	• No change	! Below (worse than) average

4. Key Findings for London Ambulance Service NHS Trust

London Ambulance Service NHS Trust had 2662 staff take part in this survey. This is a response rate of 54%[1] which is above average for ambulance trusts in England (42%), and compares with a response rate of 42% in this trust in the 2016 survey.
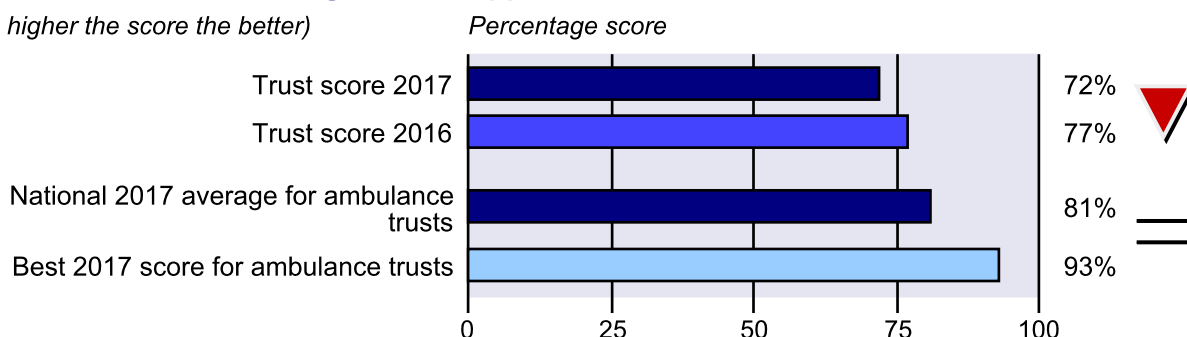
This section presents each of the 32 Key Findings, using data from the trust's 2017 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2016 survey. The findings are arranged under nine themes: appraisals and support for development, equality and diversity, errors and incidents, health and wellbeing, working patterns, job satisfaction, managers, patient care and experience , and violence, harassment and bullying.

Positive findings are indicated with a green arrow (e.g. where the trust is better than average, or where the score has improved since 2016). 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 2016). An equals sign indicates that there has been no change.
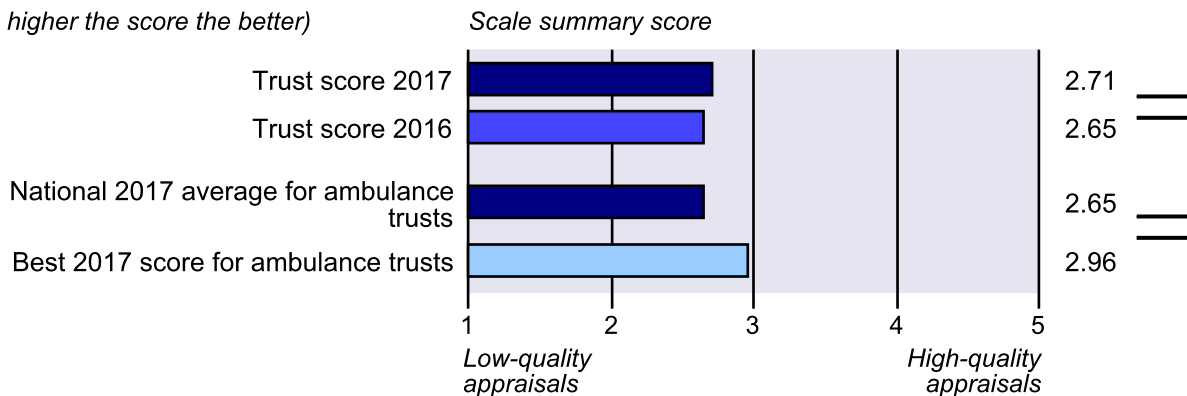
Appraisals & support for development

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

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

	Percentage score	
Trust score 2017	72%	▼
Trust score 2016	77%	
National 2017 average for ambulance trusts	81%	—
Best 2017 score for ambulance trusts	93%	

Scale: 0, 25, 50, 75, 100

KEY FINDING 12. Quality of appraisals

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

	Scale summary score	
Trust score 2017	2.71	—
Trust score 2016	2.65	
National 2017 average for ambulance trusts	2.65	—
Best 2017 score for ambulance trusts	2.96	

Scale: 1, 2, 3, 4, 5

Low-quality appraisals   *High-quality appraisals*

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[1]Questionnaires were sent to all 4968 staff eligible to receive the survey. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

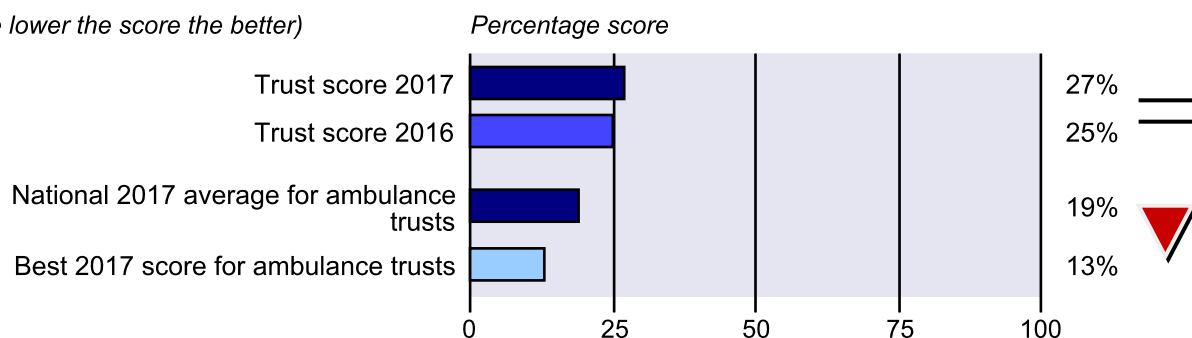## KEY FINDING 13. Quality of non-mandatory training, learning or development

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

	Score
Trust score 2017	3.85
Trust score 2016	3.85
National 2017 average for ambulance trusts	3.90
Best 2017 score for ambulance trusts	4.00

1   2   3   4   5

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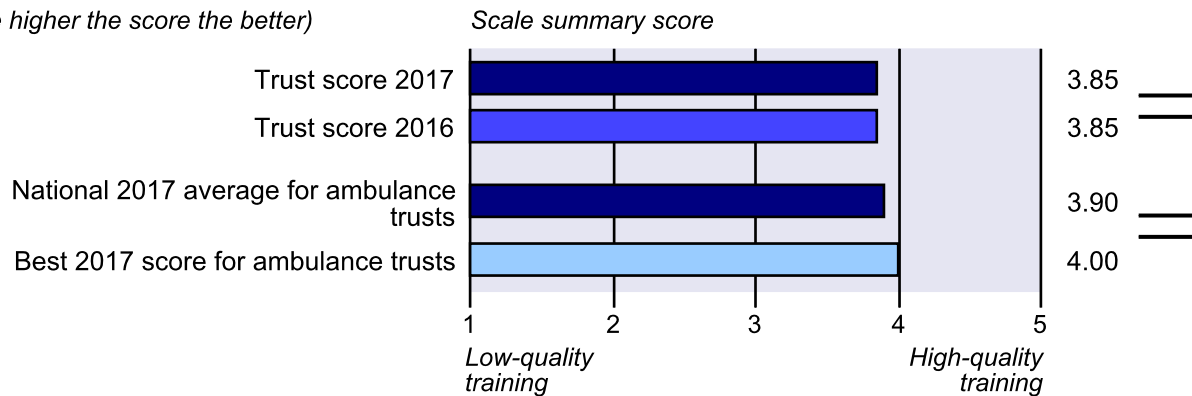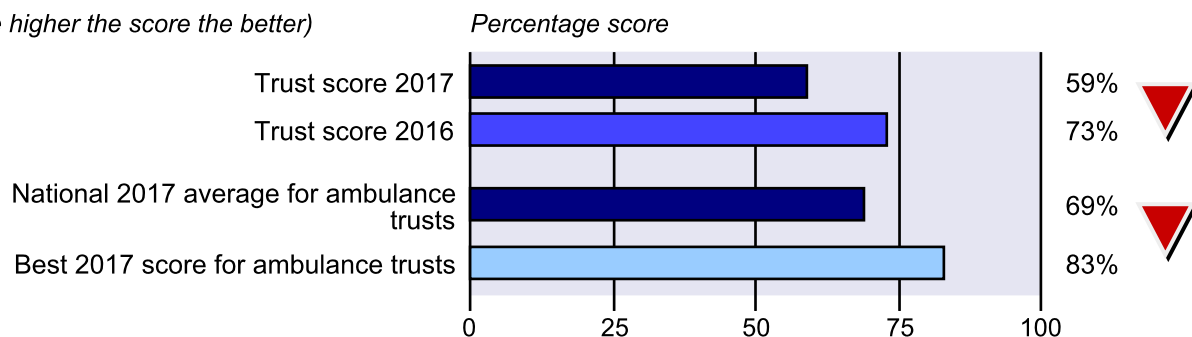
Equality & diversity

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

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

	Score
Trust score 2017	27%
Trust score 2016	25%
National 2017 average for ambulance trusts	19%
Best 2017 score for ambulance trusts	13%

0   25   50   75   100

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

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

	Score
Trust score 2017	59%
Trust score 2016	73%
National 2017 average for ambulance trusts	69%
Best 2017 score for ambulance trusts	83%

0   25   50   75   100

Errors & incidents

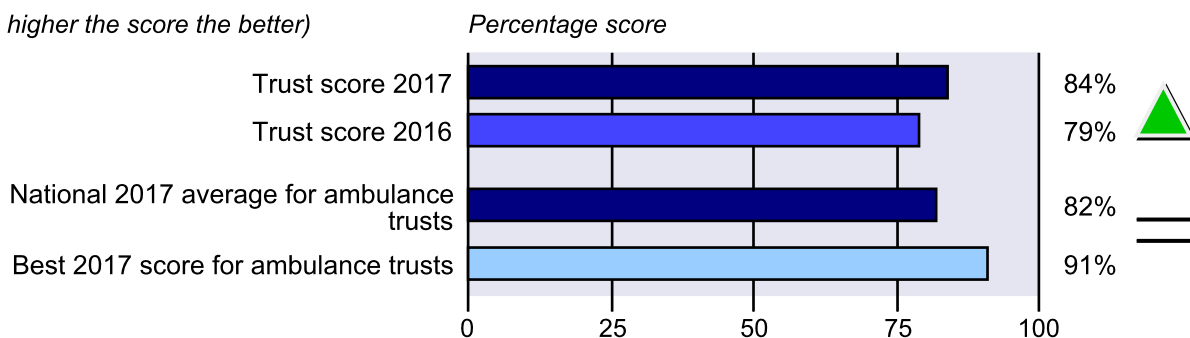## KEY FINDING 28. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month

(the lower the score the better)   *Percentage score*
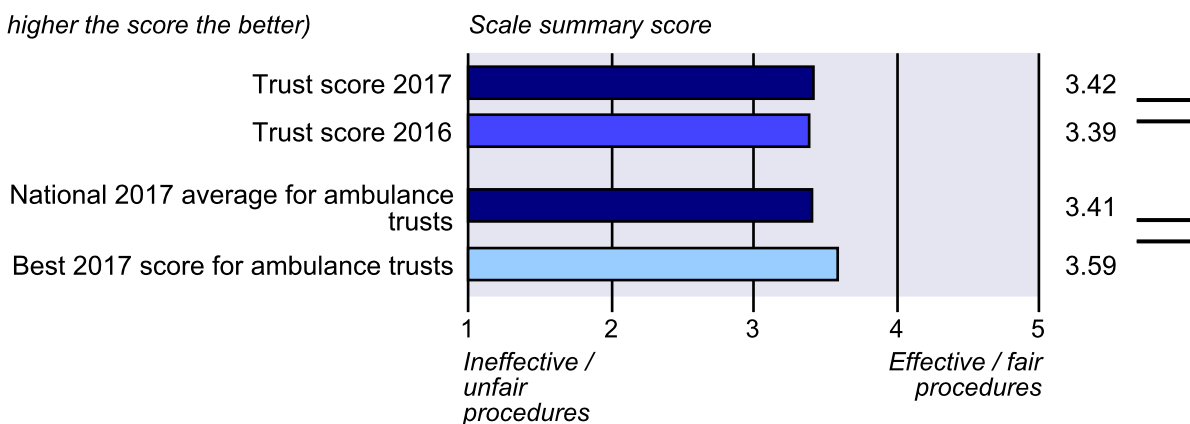
	Score
Trust score 2017	42%
Trust score 2016	40%
National 2017 average for ambulance trusts	35%
Best 2017 score for ambulance trusts	29%

0   25   50   75   100
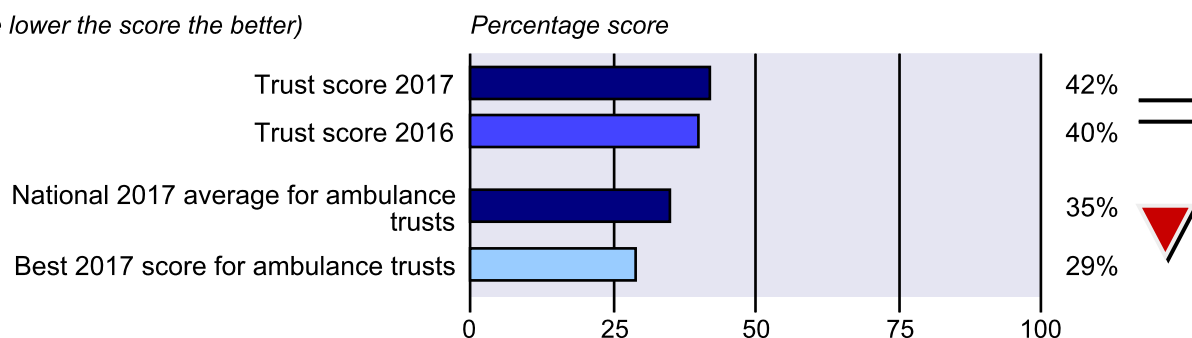
KEY FINDING 29. Percentage of staff reporting errors, near misses or incidents witnessed in the last month
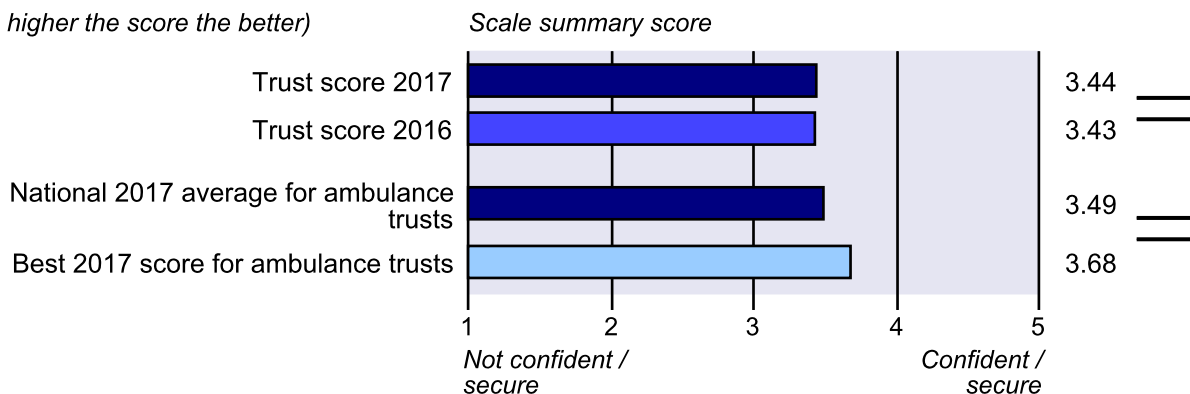
(the higher the score the better)   *Percentage score*

Trust score 2017	84% ▲
Trust score 2016	79%
National 2017 average for ambulance trusts	82%
Best 2017 score for ambulance trusts	91%

0   25   50   75   100

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

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

Trust score 2017	3.42
Trust score 2016	3.39
National 2017 average for ambulance trusts	3.41
Best 2017 score for ambulance trusts	3.59

1   2   3   4   5

Ineffective / unfair procedures   *Effective / fair procedures*

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

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

Trust score 2017	3.44
Trust score 2016	3.43
National 2017 average for ambulance trusts	3.49
Best 2017 score for ambulance trusts	3.68

1   2   3   4   5

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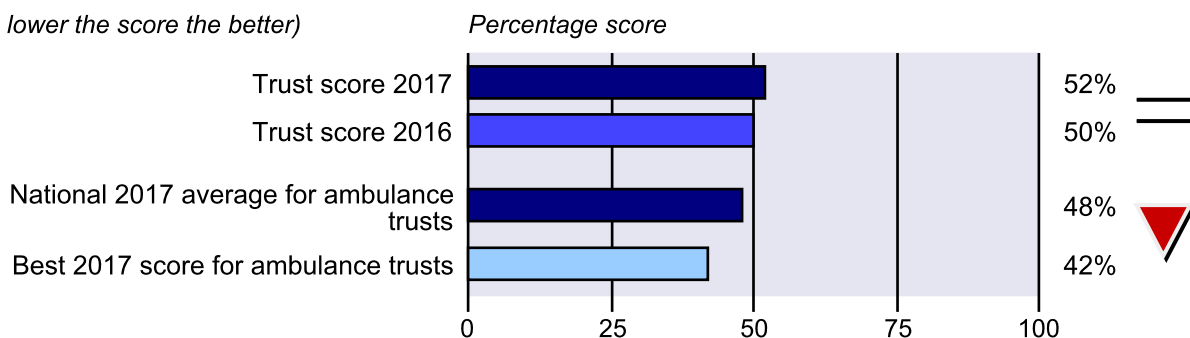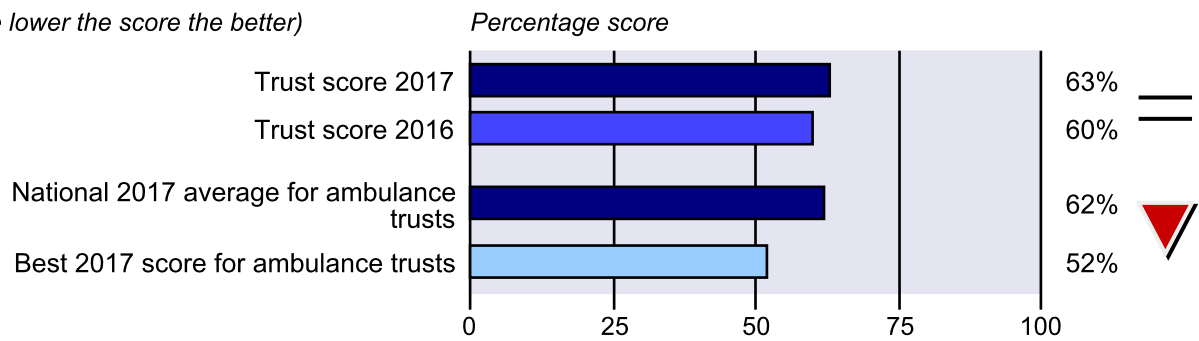
Health and wellbeing

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

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

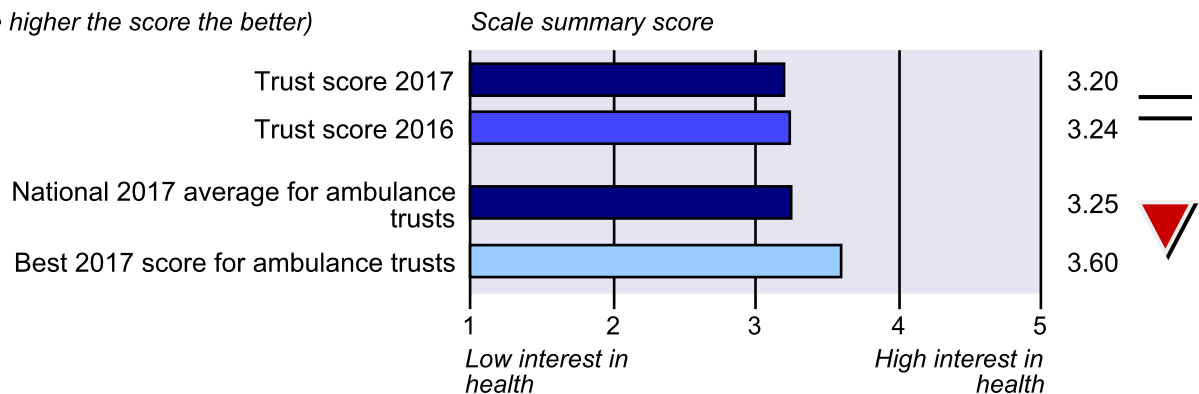|	
Trust score 2017	52%
Trust score 2016	50%
National 2017 average for ambulance trusts	48% ▼
Best 2017 score for ambulance trusts	42%

0   25   50   75   100

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

(the lower the score the better)   Percentage score

Trust score 2017	63% —
Trust score 2016	60%
National 2017 average for ambulance trusts	62% ▼
Best 2017 score for ambulance trusts	52%

0   25   50   75   100

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.20 —
Trust score 2016	3.24
National 2017 average for ambulance trusts	3.25 ▼
Best 2017 score for ambulance trusts	3.60

1   2   3   4   5
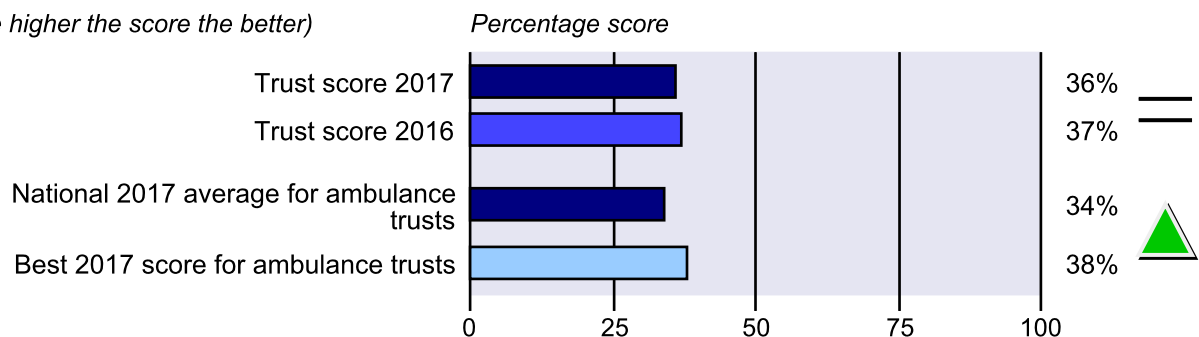
Low interest in health   *High interest in health*

Working patterns

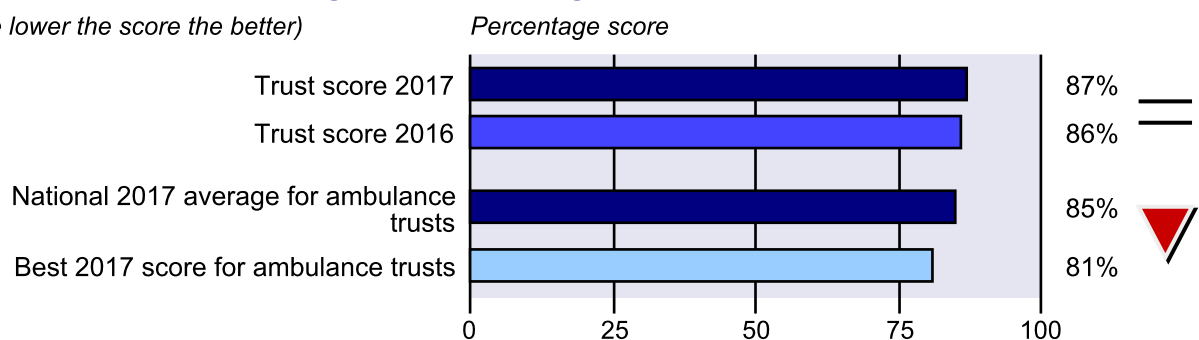**KEY FINDING 15. Percentage of staff satisfied with the opportunities for flexible working patterns**

(the higher the score the better)   Percentage score

Trust score 2017	36% —
Trust score 2016	37%
National 2017 average for ambulance trusts	34% ▲
Best 2017 score for ambulance trusts	38%

0   25   50   75   100

KEY FINDING 16. Percentage of staff working extra hours

(the lower the score the better)   Percentage score

Trust score 2017	87% —
Trust score 2016	86%
National 2017 average for ambulance trusts	85% ▼
Best 2017 score for ambulance trusts	81%

0   25   50   75   100

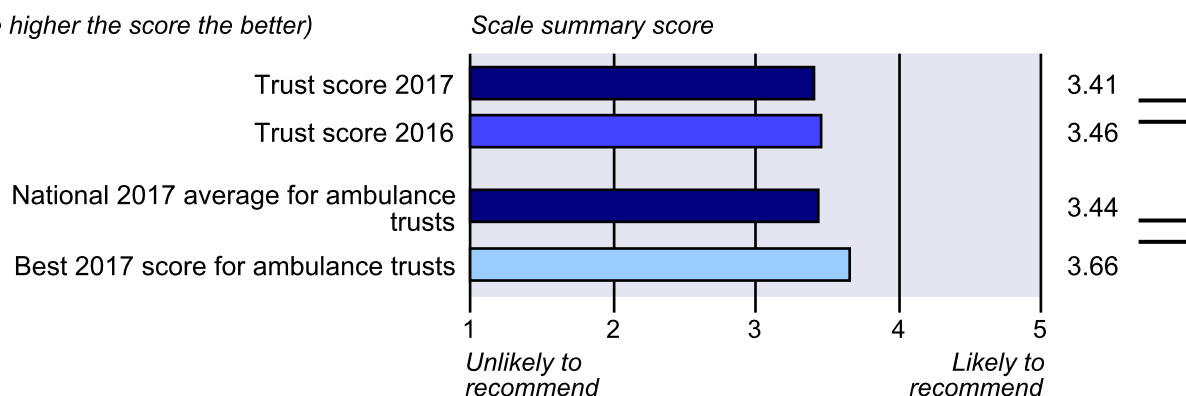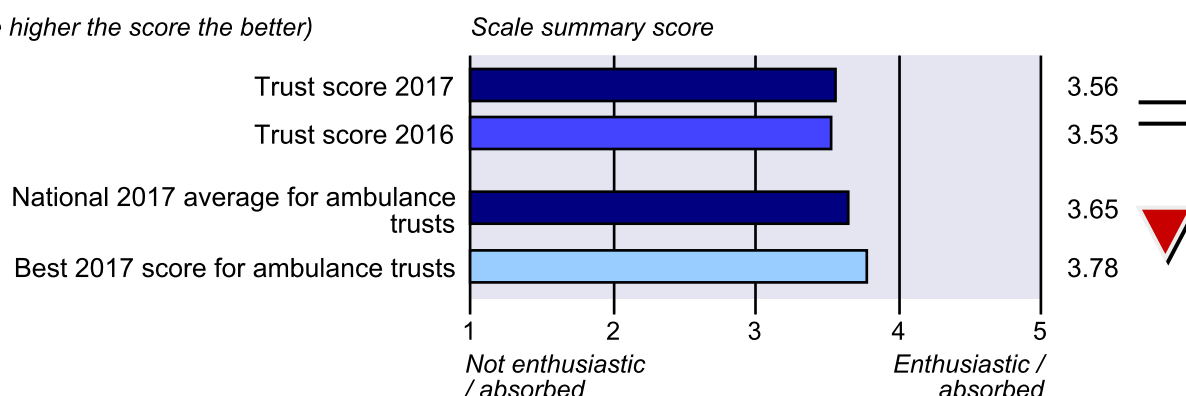## Job satisfaction

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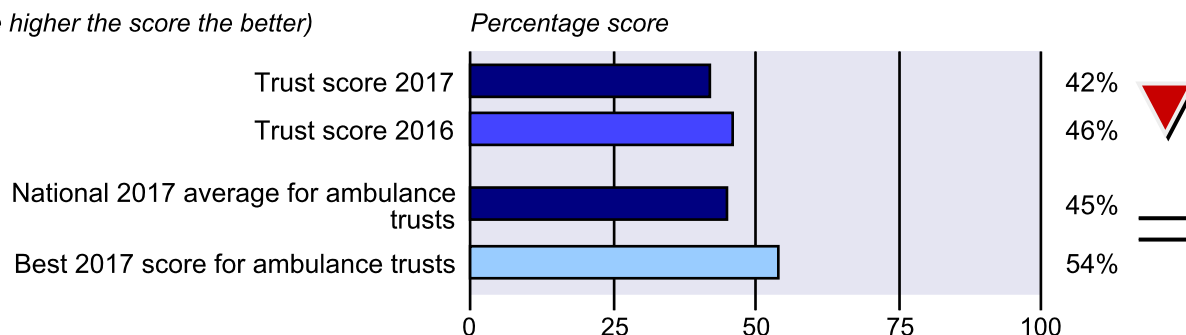
(the higher the score the better)   Scale summary score

Trust score 2017	3.41
Trust score 2016	3.46
National 2017 average for ambulance trusts	3.44
Best 2017 score for ambulance trusts	3.66

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

KEY FINDING 4. Staff motivation at work

(the higher the score the better)   Scale summary score

Trust score 2017	3.56
Trust score 2016	3.53
National 2017 average for ambulance trusts	3.65
Best 2017 score for ambulance trusts	3.78

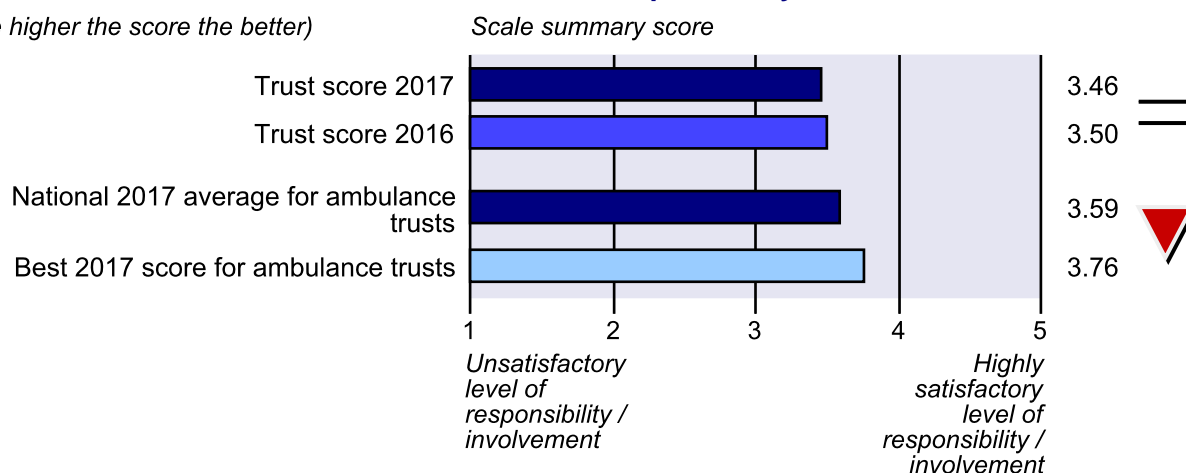1 *Not enthusiastic / absorbed* ————— 2 ————— 3 ————— 4 ————— 5 *Enthusiastic / absorbed*

KEY FINDING 7. Percentage of staff able to contribute towards improvements at work
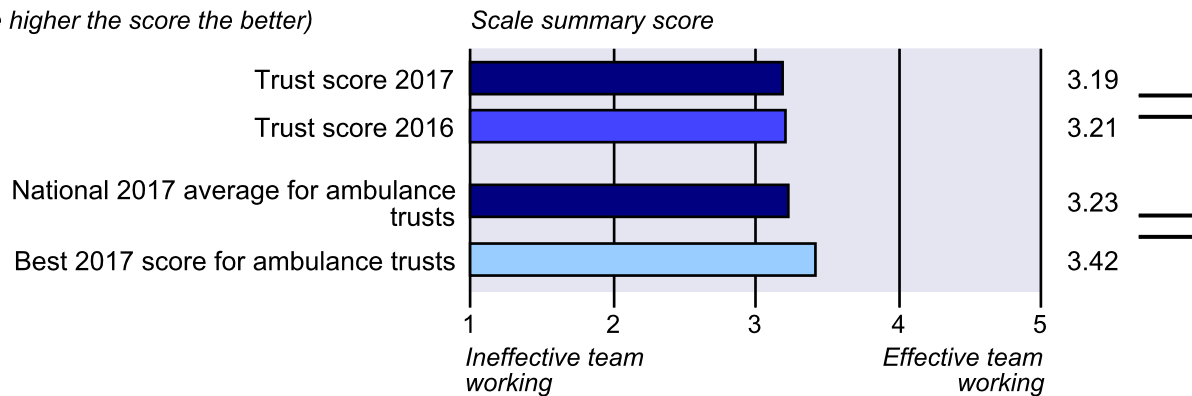
(the higher the score the better)   Percentage score

Trust score 2017	42%
Trust score 2016	46%
National 2017 average for ambulance trusts	45%
Best 2017 score for ambulance trusts	54%

0 ————— 25 ————— 50 ————— 75 ————— 100

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

(the higher the score the better)   Scale summary score

Trust score 2017	3.46
Trust score 2016	3.50
National 2017 average for ambulance trusts	3.59
Best 2017 score for ambulance trusts	3.76

1 *Unsatisfactory level of responsibility / involvement* ————— 2 ————— 3 ————— 4 ————— 5 *Highly satisfactory level of responsibility / involvement*

KEY FINDING 9. Effective team working

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

	Score
Trust score 2017	3.19
Trust score 2016	3.21
National 2017 average for ambulance trusts	3.23
Best 2017 score for ambulance trusts	3.42

Ineffective team working (1) — *Effective team working* (5)

KEY FINDING 14. Staff satisfaction with resourcing and support

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

	Score
Trust score 2017	3.10
Trust score 2016	3.06
National 2017 average for ambulance trusts	3.16
Best 2017 score for ambulance trusts	3.35

Unsatisfactory resourcing / support (1) — *Highly satisfactory resourcing / support* (5)
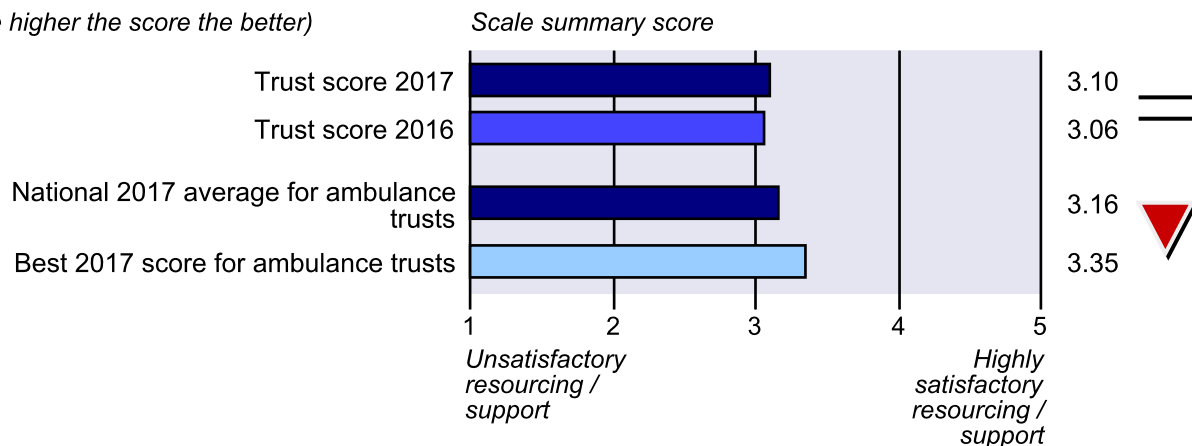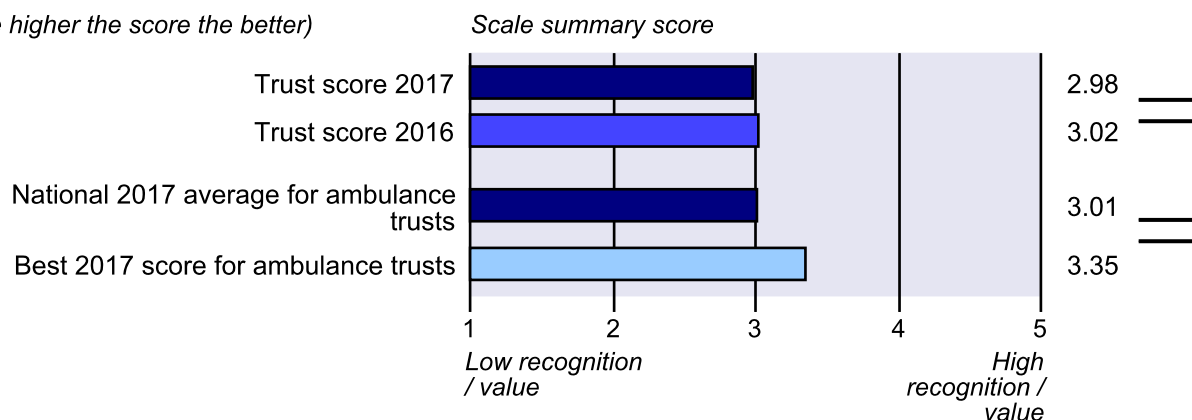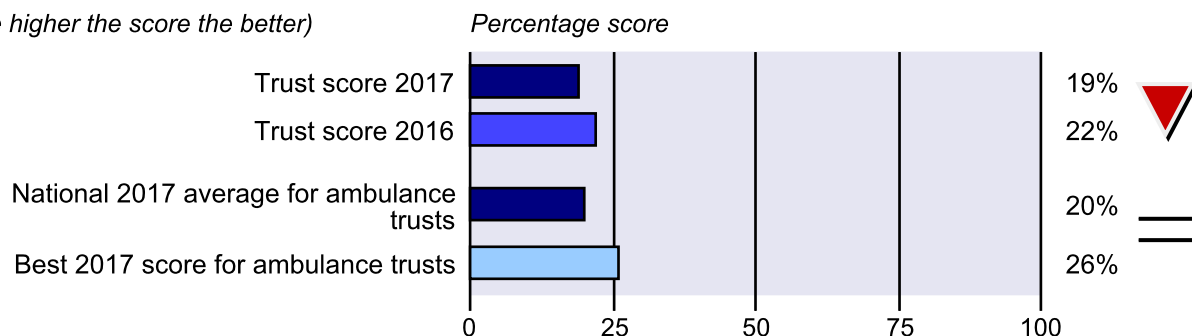
Managers

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

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

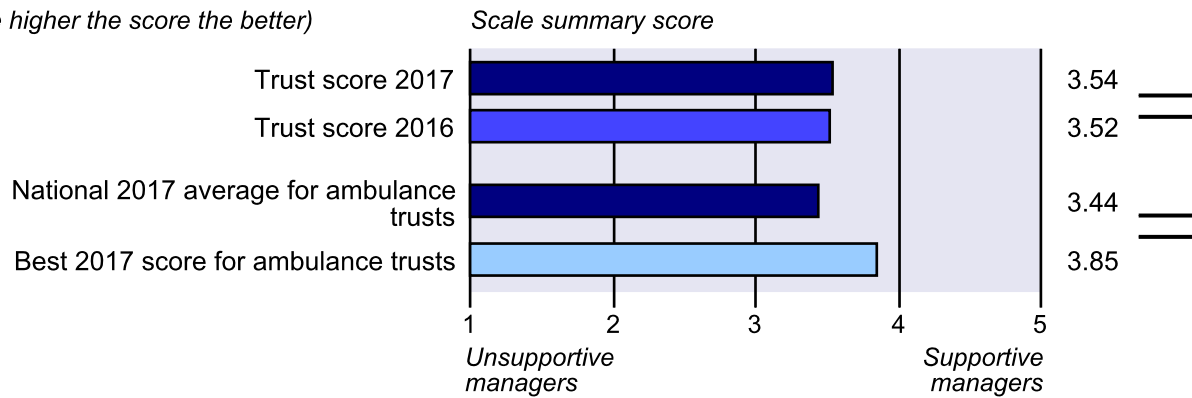|	Score
Trust score 2017	2.98
Trust score 2016	3.02
National 2017 average for ambulance trusts	3.01
Best 2017 score for ambulance trusts	3.35

Low recognition / value (1) — *High recognition / value* (5)

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

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

	Score
Trust score 2017	19%
Trust score 2016	22%
National 2017 average for ambulance trusts	20%
Best 2017 score for ambulance trusts	26%

21

KEY FINDING 10. Support from immediate managers

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

Trust score 2017	3.54
Trust score 2016	3.52
National 2017 average for ambulance trusts	3.44
Best 2017 score for ambulance trusts	3.85

1 2 3 4 5

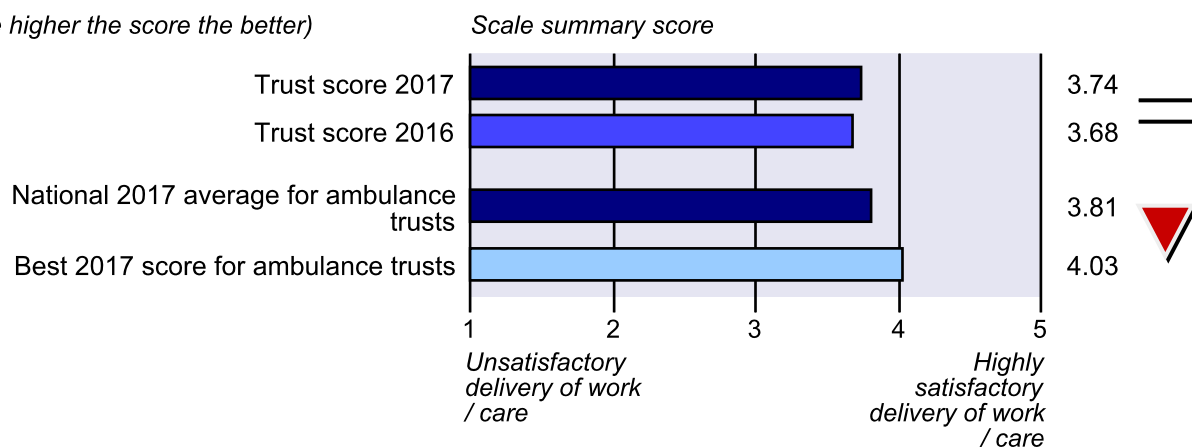*Unsupportive managers*   *Supportive managers*

Patient care & experience

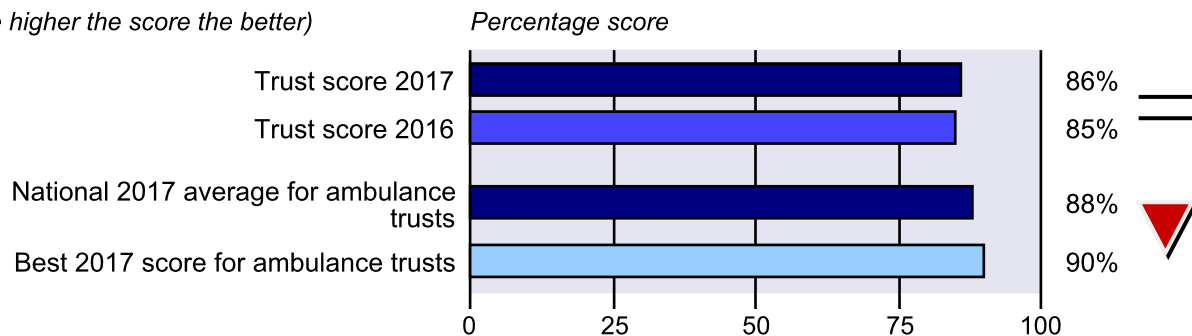## KEY FINDING 2. Staff satisfaction with the quality of work and care they are able to deliver
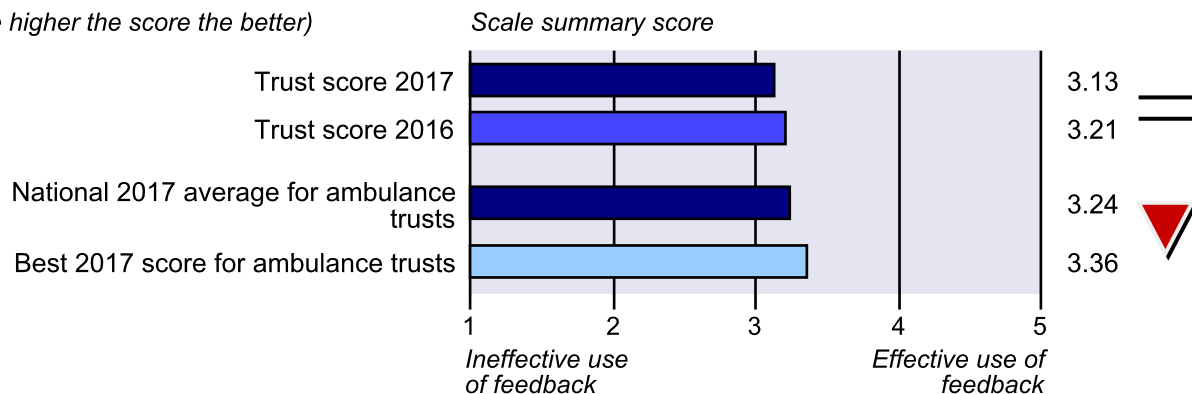
(the higher the score the better)   *Scale summary score*

Trust score 2017	3.74
Trust score 2016	3.68
National 2017 average for ambulance trusts	3.81 ▼
Best 2017 score for ambulance trusts	4.03

1 2 3 4 5

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

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

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

Trust score 2017	86%
Trust score 2016	85%
National 2017 average for ambulance trusts	88% ▼
Best 2017 score for ambulance trusts	90%

0 25 50 75 100

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

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

Trust score 2017	3.13
Trust score 2016	3.21
National 2017 average for ambulance trusts	3.24 ▼
Best 2017 score for ambulance trusts	3.36

1 2 3 4 5

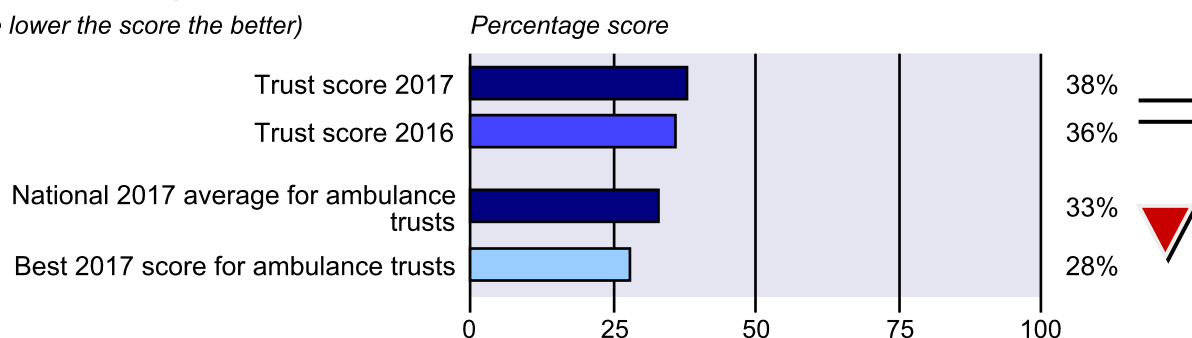*Ineffective use of feedback*   *Effective use of feedback*

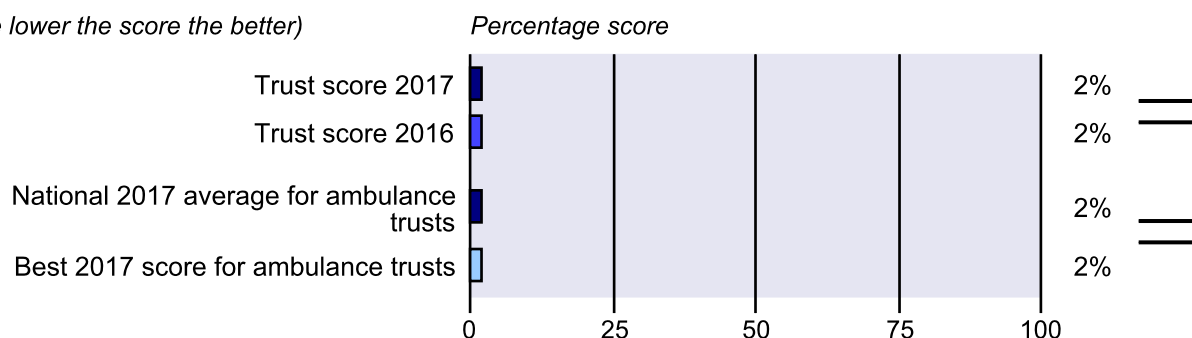## Violence, harassment & bullying

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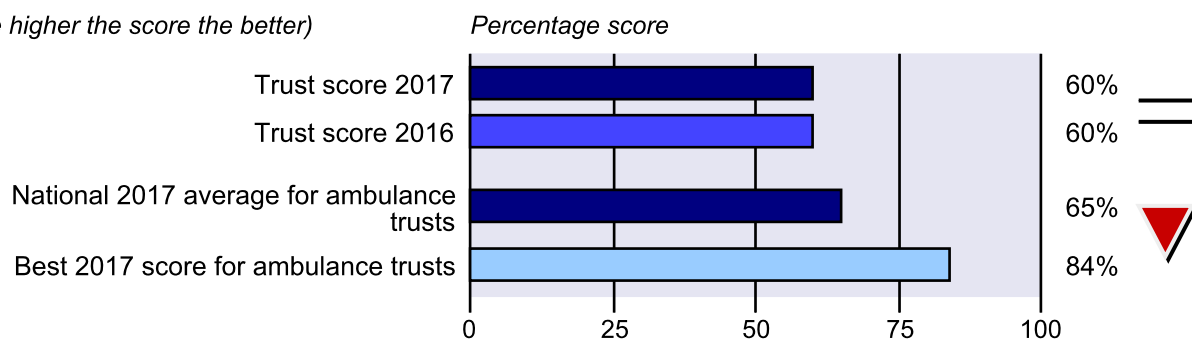
(the lower the score the better)   Percentage score

Trust score 2017	38%
Trust score 2016	36%
National 2017 average for ambulance trusts	33%
Best 2017 score for ambulance trusts	28%

0   25   50   75   100

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

(the lower the score the better)   Percentage score

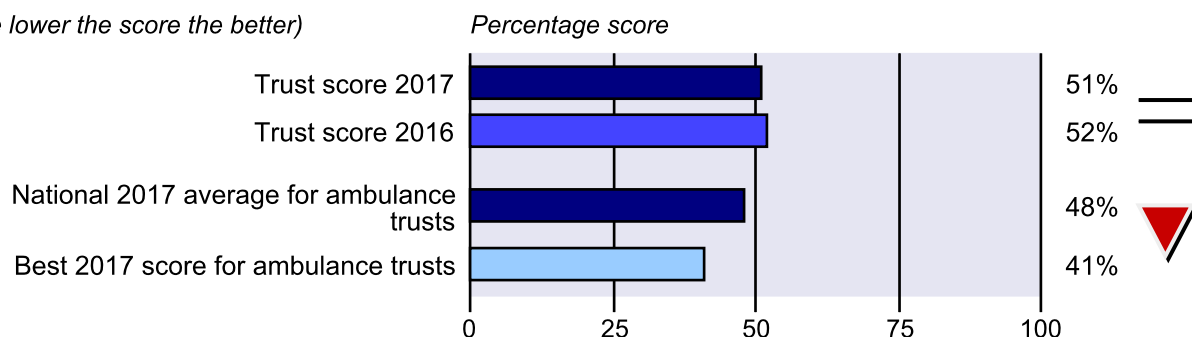|	
Trust score 2017	2%
Trust score 2016	2%
National 2017 average for ambulance trusts	2%
Best 2017 score for ambulance trusts	2%

0   25   50   75   100

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

(the higher the score the better)   Percentage score

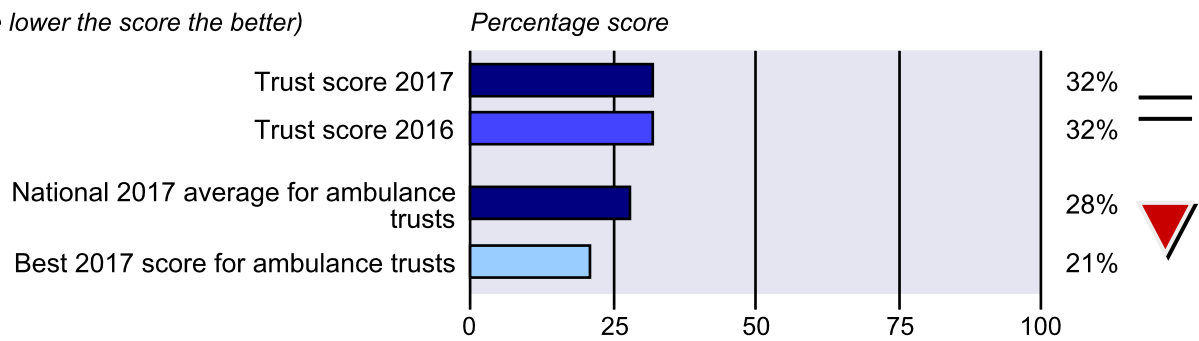|	
Trust score 2017	60%
Trust score 2016	60%
National 2017 average for ambulance trusts	65%
Best 2017 score for ambulance trusts	84%

0   25   50   75   100

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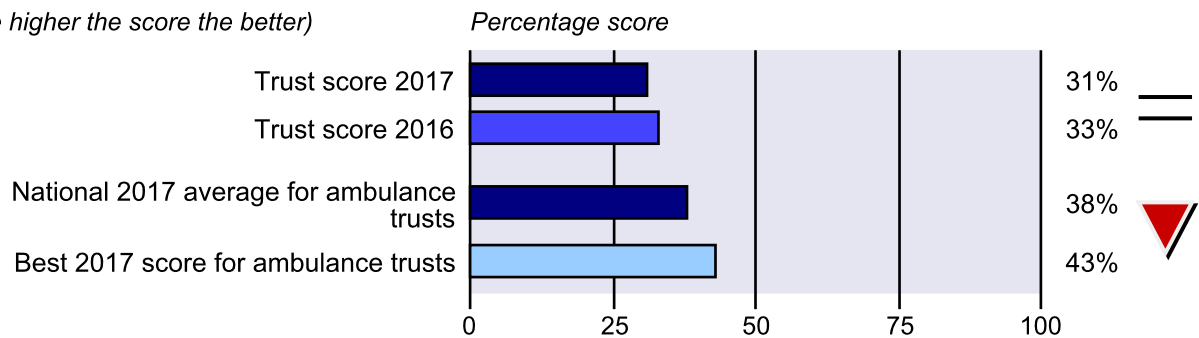
(the lower the score the better)   Percentage score

Trust score 2017	51%
Trust score 2016	52%
National 2017 average for ambulance trusts	48%
Best 2017 score for ambulance trusts	41%

0   25   50   75   100

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

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

Trust score 2017	32%
Trust score 2016	32%
National 2017 average for ambulance trusts	28%
Best 2017 score for ambulance trusts	21%

0   25   50   75   100

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

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

Trust score 2017	31%
Trust score 2016	33%
National 2017 average for ambulance trusts	38%
Best 2017 score for ambulance trusts	43%

0   25   50   75   100

5. Workforce Race Equality Standard (WRES)

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

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

			Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
KF25	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White	57%	50%	56%
		BME	39%	39%	35%
KF26	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White	31%	27%	32%
		BME	38%	32%	32%
KF21	Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion	White	62%	71%	74%
		BME	47%	48%	57%
Q17b	In the 12 last months have you personally experienced discrimination at work from manager/team leader or other colleagues?	White	11%	10%	9%
		BME	19%	18%	18%

6. Key Findings by work group characteristics

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

Technical notes:

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

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

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

- For most of the Key Findings presented in tables 6.1 to 6.4, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.

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

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

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

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

Table 6.1: Key Findings for different occupational groups

	Adult / General Nurses	General Management	Admin & Clerical	Central Functions / Corporate Services	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	91	66	72	55	69	80	67	75	61	60
KF12. Quality of appraisals	-	2.86	2.60	2.64	3.12	2.62	3.03	2.99	2.63	2.83
KF13. Quality of non-mandatory training, learning or development	-	3.74	3.67	3.58	4.08	3.91	3.93	3.97	3.65	3.78
Equality & diversity										
* KF20. % experiencing discrimination at work in last 12 mths	45	12	15	11	19	31	16	32	30	19
KF21. % believing the organisation provides equal opportunities for career progression / promotion	-	73	58	74	-	61	52	50	55	66
Errors & incidents										
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	-	17	13	8	43	51	48	44	52	31
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	94	82	-	-	86	79	79	81	86
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	4.16	3.66	3.51	3.47	3.93	3.45	3.35	3.37	3.20	3.50
KF31. Staff confidence and security in reporting unsafe clinical practice	4.32	3.84	3.28	3.55	3.88	3.47	3.16	3.40	3.35	3.45
Health and wellbeing										
* KF17. % feeling unwell due to work related stress in last 12 mths	36	48	46	36	44	58	32	50	59	42
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	64	51	66	44	44	67	68	67	71	44
KF19. Org and mgmt interest in and action on health and wellbeing	-	3.51	3.36	3.65	3.67	3.03	3.23	3.11	3.16	3.72
Working patterns										
KF15. % satisfied with the opportunities for flexible working patterns	45	52	64	63	50	33	34	25	36	35
* KF16. % working extra hours	82	82	64	72	87	95	91	97	66	91
Number of respondents	11	105	94	115	16	1285	44	485	182	57

Due to low numbers of respondents, no scores are shown for the following occupational group: Maintenance / Ancillary.

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

	Adult / General Nurses	General Management	Admin & Clerical	Central Functions / Corporate Services	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	3.85	3.65	3.96	3.98	3.23	3.58	3.44	3.25	3.48
KF4. Staff motivation at work	-	3.77	3.42	3.66	4.15	3.55	3.81	3.67	3.21	3.65
KF7. % able to contribute towards improvements at work	73	74	56	74	50	41	41	35	32	42
KF8. Staff satisfaction with level of responsibility and involvement	3.89	3.70	3.54	3.66	3.58	3.46	3.48	3.43	3.25	3.56
KF9. Effective team working	3.79	3.59	3.38	3.59	3.48	3.14	3.20	3.04	2.93	3.44
KF14. Staff satisfaction with resourcing and support	3.25	3.06	3.28	3.28	3.56	3.05	3.20	3.11	2.92	3.31
Managers										
KF5. Recognition and value of staff by managers and the organisation	3.79	3.32	3.17	3.33	3.19	2.90	3.13	2.86	2.80	3.36
KF6. % reporting good communication between senior management and staff	18	30	25	21	19	17	32	19	11	30
KF10. Support from immediate managers	4.18	3.68	3.65	3.71	3.47	3.53	3.66	3.43	3.41	3.84
Patient care & experience										
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.67	3.59	3.69	3.59	4.13	3.79	3.88	3.87	3.30	3.95
KF3. % agreeing that their role makes a difference to patients / service users	91	84	65	81	100	88	89	90	78	87
KF32. Effective use of patient / service user feedback	-	3.56	3.52	3.52	-	3.01	-	3.08	2.94	3.30
Violence, harassment & bullying										
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	0	4	3	1	31	56	50	67	3	19
* *KF23. % experiencing physical violence from staff in last 12 mths*	0	2	2	0	6	1	5	4	1	7
KF24. % reporting most recent experience of violence	-	-	-	-	-	63	67	62	-	27
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	36	11	9	2	27	68	59	66	48	18
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	45	34	31	23	25	32	23	32	39	25
KF27. % reporting most recent experience of harassment, bullying or abuse	-	15	30	17	-	31	14	33	27	38
Overall staff engagement	3.78	3.81	3.50	3.78	3.83	3.29	3.48	3.36	3.09	3.46
Number of respondents	11	105	94	115	16	1285	44	485	182	57

Due to low numbers of respondents, no scores are shown for the following occupational group: Maintenance / Ancillary.

Table 6.2: Key Findings for different locations

	Operations Directorate	Medical	Fleet, Logistics & Estates	People & Organisational Development	Information Management & Technology	Finance	Nursing & Quality	Comms, Transformation & Strategy	Corporate Services	Performance	Chief Executive
Appraisals & support for development											
KF11. % appraised in last 12 mths	75	81	90	50	52	56	85	48	47	73	58
KF12. Quality of appraisals	2.73	2.55	2.11	2.97	2.42	2.87	2.61	2.70	-	2.15	-
KF13. Quality of non-mandatory training, learning or development	3.89	3.85	3.33	3.83	3.51	3.94	3.87	-	3.98	-	-
Equality & diversity											
* KF20. % experiencing discrimination at work in last 12 mths	30	15	18	10	15	19	23	4	12	20	0
KF21. % believing the organisation provides equal opportunities for career progression / promotion	58	75	71	64	53	83	61	56	58	67	73
Errors & incidents											
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	47	33	30	4	9	13	25	5	13	8	-
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	94	71	-	-	-	-	-	-	-	-
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.42	3.76	3.15	3.51	3.21	3.46	3.40	3.39	3.91	3.44	3.87
KF31. Staff confidence and security in reporting unsafe clinical practice	3.44	3.81	3.07	3.57	3.22	3.57	3.58	3.40	4.00	3.60	3.73
Health and wellbeing											
* KF17. % feeling unwell due to work related stress in last 12 mths	55	44	44	33	38	33	50	44	35	47	15
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	66	57	60	42	59	52	54	56	41	53	45
KF19. Org and mgmt interest in and action on health and wellbeing	3.11	3.36	3.17	3.47	3.50	3.71	3.60	3.62	3.47	3.54	3.77
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	32	51	40	68	68	59	81	60	47	13	38
* KF16. % working extra hours	91	90	78	76	74	56	65	84	76	60	85
Number of respondents	2271	110	56	52	47	27	27	25	18	16	13

Please note that the locations classification was provided by London Ambulance Service NHS Trust

	Operations Directorate	Medical	Fleet, Logistics & Estates	People & Organisational Development	Information Management & Technology	Finance	Nursing & Quality	Comms, Transformation & Strategy	Corporate Services	Performance	Chief Executive
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.33	3.56	3.59	3.87	3.82	3.88	3.59	3.88	3.84	3.67	4.28
KF4. Staff motivation at work	3.55	3.79	3.67	3.77	3.59	3.56	3.73	3.31	3.94	3.64	3.99
KF7. % able to contribute towards improvements at work	38	75	54	68	62	78	93	68	67	87	77
KF8. Staff satisfaction with level of responsibility and involvement	3.44	3.60	3.58	3.69	3.60	3.66	3.90	3.46	3.84	3.60	3.83
KF9. Effective team working	3.12	3.50	3.20	3.47	3.55	3.75	4.09	3.47	3.93	3.64	3.62
KF14. Staff satisfaction with resourcing and support	3.07	3.14	3.08	3.14	3.03	3.50	3.32	3.32	3.53	3.27	3.29
Managers											
KF5. Recognition and value of staff by managers and the organisation	2.91	3.34	2.88	3.22	3.09	3.30	3.60	3.25	3.74	3.60	3.77
KF6. % reporting good communication between senior management and staff	19	24	9	24	19	19	8	24	25	20	77
KF10. Support from immediate managers	3.51	3.63	3.18	3.58	3.64	3.66	4.09	3.63	3.88	3.91	3.76
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.77	3.69	3.49	3.63	3.67	-	3.62	-	-	-	-
KF3. % agreeing that their role makes a difference to patients / service users	87	89	80	76	81	67	81	56	82	-	-
KF32. Effective use of patient / service user feedback	3.06	3.56	-	3.19	-	-	3.49	-	-	-	-
Violence, harassment & bullying											
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	50	15	4	0	4	0	4	8	0	7	0
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1	0	0	2	0	0	0	0	0	0
KF24. % reporting most recent experience of violence	62	57	-	-	-	-	-	-	-	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	62	22	6	4	4	4	23	4	6	0	8
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	32	27	43	31	31	26	50	28	18	7	15
KF27. % reporting most recent experience of harassment, bullying or abuse	31	21	33	42	23	-	43	-	-	-	-
Overall staff engagement	3.31	3.67	3.52	3.75	3.66	3.75	3.80	3.60	3.82	3.76	4.00
Number of respondents	2271	110	56	52	47	27	27	25	18	16	13

Please note that the locations classification was provided by London Ambulance Service NHS Trust

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

	North West Locality	South East Locality	North East Locality	South West Locality	North Central Locality	Emergency Operations Centre	Resilience	Medical	NETS Non Emergency Transport Service	Fleet & Logistics	111 Services
Appraisals & support for development											
KF11. % appraised in last 12 mths	86	75	75	79	80	55	66	81	52	90	87
KF12. Quality of appraisals	2.89	2.75	2.51	2.63	2.71	2.46	2.40	2.55	3.26	2.13	3.23
KF13. Quality of non-mandatory training, learning or development	3.93	4.02	3.79	3.90	3.97	3.59	3.95	3.85	3.77	-	3.94
Equality & diversity											
* KF20. % experiencing discrimination at work in last 12 mths	33	35	33	22	31	36	41	15	19	20	25
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	54	52	59	64	49	49	75	76	69	76
Errors & incidents											
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	52	50	49	52	54	55	42	33	33	30	33
KF29. % reporting errors, near misses or incidents witnessed in last mth	81	86	85	88	80	86	85	94	88	69	88
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.52	3.40	3.27	3.42	3.41	3.15	3.30	3.76	3.60	3.16	3.62
KF31. Staff confidence and security in reporting unsafe clinical practice	3.46	3.39	3.33	3.43	3.43	3.27	3.31	3.81	3.57	3.08	3.77
Health and wellbeing											
* KF17. % feeling unwell due to work related stress in last 12 mths	55	58	58	54	56	66	56	44	34	47	46
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	67	69	73	66	70	75	58	57	44	63	68
KF19. Org and mgmt interest in and action on health and wellbeing	3.24	3.01	2.74	3.01	3.02	3.11	3.01	3.36	3.69	3.10	3.30
Working patterns											
KF15. % satisfied with the opportunities for flexible working patterns	33	29	27	26	35	30	30	51	40	41	50
* KF16. % working extra hours	96	97	95	95	96	66	97	90	90	80	67
Number of respondents	451	347	282	246	234	147	99	110	61	50	57

Please note that the locations classification was provided by London Ambulance Service NHS Trust

	North West Locality	South East Locality	North East Locality	South West Locality	North Central Locality	Emergency Operations Centre	Resilience	Medical	NETS Non Emergency Transport Service	Fleet & Logistics	111 Services
Job satisfaction											
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.44	3.31	3.12	3.22	3.36	3.14	2.94	3.56	3.88	3.61	3.87
KF4. Staff motivation at work	3.70	3.52	3.55	3.57	3.55	3.11	3.48	3.79	3.87	3.71	3.34
KF7. % able to contribute towards improvements at work	40	34	25	34	36	27	44	75	52	50	37
KF8. Staff satisfaction with level of responsibility and involvement	3.56	3.42	3.26	3.45	3.43	3.19	3.26	3.60	3.68	3.57	3.48
KF9. Effective team working	3.24	2.93	2.89	3.09	3.02	2.89	3.51	3.50	3.57	3.20	3.20
KF14. Staff satisfaction with resourcing and support	3.17	3.06	2.97	3.02	3.11	2.87	2.92	3.14	3.53	3.11	3.18
Managers											
KF5. Recognition and value of staff by managers and the organisation	3.05	2.86	2.54	2.83	2.83	2.75	2.79	3.34	3.46	2.87	3.17
KF6. % reporting good communication between senior management and staff	21	22	12	15	20	10	13	24	37	9	20
KF10. Support from immediate managers	3.72	3.43	3.22	3.53	3.36	3.35	3.56	3.63	3.84	3.10	3.64
Patient care & experience											
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.85	3.83	3.83	3.80	3.86	3.17	3.52	3.69	4.01	3.45	3.97
KF3. % agreeing that their role makes a difference to patients / service users	89	86	86	92	90	75	81	89	93	82	88
KF32. Effective use of patient / service user feedback	2.96	3.01	2.87	3.03	3.16	2.82	2.89	3.56	3.65	-	3.27
Violence, harassment & bullying											
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	67	64	59	62	61	3	44	15	24	4	0
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	4	2	3	3	2	4	1	7	0	0
KF24. % reporting most recent experience of violence	61	63	74	59	66	-	51	57	23	-	-
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	75	69	70	64	69	60	56	22	22	6	39
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	23	36	40	36	25	39	44	27	17	48	41
KF27. % reporting most recent experience of harassment, bullying or abuse	31	32	39	26	31	23	21	21	29	33	38
Overall staff engagement	3.42	3.28	3.14	3.26	3.30	3.00	3.15	3.67	3.73	3.53	3.37
Number of respondents	451	347	282	246	234	147	99	110	61	50	57

Please note that the locations classification was provided by London Ambulance Service NHS Trust

	Director of Operations	Clinical Hub	Central Operations General Manager	People & Organisational Development	Information Management & Technology	Incident Delivery	Resourcing	PTS Patient Transport Service	Sector Operations Management	Control Services Management	Communications	OTHER
Appraisals & support for development												
KF11. % appraised in last 12 mths	45	72	85	50	52	68	72	-	68	45	29	70
KF12. Quality of appraisals	3.86	2.54	2.84	2.97	2.42	2.41	2.00	-	2.89	-	-	2.85
KF13. Quality of non-mandatory training, learning or development	4.33	3.78	3.81	3.83	3.51	3.82	3.39	-	3.78	-	-	3.79
Equality & diversity												
* KF20. % experiencing discrimination at work in last 12 mths	14	30	31	10	15	22	28	9	14	9	0	15
KF21. % believing the organisation provides equal opportunities for career progression / promotion	85	53	48	64	53	59	62	-	68	-	-	69
Errors & incidents												
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	11	62	34	4	9	47	14	-	19	-	0	21
KF29. % reporting errors, near misses or incidents witnessed in last mth	-	88	82	-	-	100	-	-	-	-	-	93
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.82	3.51	3.18	3.51	3.21	3.62	3.26	-	3.88	3.82	-	3.54
KF31. Staff confidence and security in reporting unsafe clinical practice	3.83	3.56	3.25	3.57	3.22	3.76	3.25	3.27	3.77	3.73	3.22	3.69
Health and wellbeing												
* KF17. % feeling unwell due to work related stress in last 12 mths	24	61	47	33	38	73	46	18	43	64	56	41
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	24	60	66	42	59	66	68	36	54	55	63	50
KF19. Org and mgmt interest in and action on health and wellbeing	3.80	3.06	3.26	3.47	3.50	3.13	3.14	3.95	3.65	3.36	3.44	3.55
Working patterns												
KF15. % satisfied with the opportunities for flexible working patterns	57	34	33	68	68	13	46	36	34	36	50	53
* KF16. % working extra hours	92	79	93	76	74	92	62	-	89	100	100	70
Number of respondents	53	62	59	52	47	41	26	11	29	11	16	162

Please note that the locations classification was provided by London Ambulance Service NHS Trust

	Director of Operations	Clinical Hub	Central Operations General Manager	People & Organisational Development	Information Management & Technology	Incident Delivery	Resourcing	PTS Patient Transport Service	Sector Operations Management	Control Services Management	Communications	OTHER
Job satisfaction												
KF1. Staff recommendation of the organisation as a place to work or receive treatment	4.07	3.22	2.99	3.87	3.82	3.52	3.44	2.82	3.72	3.70	3.81	3.71
KF4. Staff motivation at work	4.12	3.32	3.43	3.77	3.59	3.65	3.18	3.82	3.60	3.88	3.31	3.66
KF7. % able to contribute towards improvements at work	68	47	44	68	62	51	42	36	66	82	69	76
KF8. Staff satisfaction with level of responsibility and involvement	3.72	3.39	3.44	3.69	3.60	3.62	3.54	3.49	3.56	3.65	3.54	3.70
KF9. Effective team working	3.72	3.10	3.25	3.47	3.55	3.14	3.19	2.76	3.62	3.55	3.52	3.72
KF14. Staff satisfaction with resourcing and support	3.47	2.95	3.15	3.14	3.03	2.99	3.23	2.73	2.85	2.55	3.27	3.33
Managers												
KF5. Recognition and value of staff by managers and the organisation	3.55	3.03	3.06	3.22	3.09	2.84	2.97	3.36	3.34	3.18	3.25	3.38
KF6. % reporting good communication between senior management and staff	39	13	20	24	19	10	24	9	32	55	25	21
KF10. Support from immediate managers	3.69	3.53	3.85	3.58	3.64	3.38	3.28	4.15	3.82	3.45	3.63	3.79
Patient care & experience												
KF2. Staff satisfaction with the quality of work and care they are able to deliver	4.01	3.76	3.52	3.63	3.67	3.81	3.53	-	3.44	3.65	-	3.69
KF3. % agreeing that their role makes a difference to patients / service users	96	82	84	76	81	90	84	-	81	73	-	80
KF32. Effective use of patient / service user feedback	-	2.97	3.03	3.19	-	3.45	-	-	3.44	-	-	3.55
Violence, harassment & bullying												
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	29	34	44	0	4	32	0	9	14	0	6	4
* KF23. % experiencing physical violence from staff in last 12 mths	2	0	2	0	2	0	0	9	0	9	0	0
KF24. % reporting most recent experience of violence	50	59	38	-	-	73	-	-	-	-	-	-
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	29	63	64	4	4	49	15	9	7	9	0	13
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	12	45	29	31	31	29	35	36	37	55	25	26
KF27. % reporting most recent experience of harassment, bullying or abuse	43	26	26	42	23	14	-	-	-	-	-	27
Overall staff engagement	3.90	3.20	3.21	3.75	3.66	3.51	3.27	3.16	3.67	3.87	3.60	3.72
Number of respondents	53	62	59	52	47	41	26	11	29	11	16	162

Please note that the locations classification was provided by London 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	74	74
KF12. Quality of appraisals	2.71	2.64
KF13. Quality of non-mandatory training, learning or development	3.88	3.85
Equality & diversity		
* KF20. % experiencing discrimination at work in last 12 mths	29	19
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	61
Errors & incidents		
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	44	32
KF29. % reporting errors, near misses or incidents witnessed in last mth	85	78
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.44	3.42
KF31. Staff confidence and security in reporting unsafe clinical practice	3.45	3.48
Health and wellbeing		
* KF17. % feeling unwell due to work related stress in last 12 mths	54	41
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	64	62
KF19. Org and mgmt interest in and action on health and wellbeing	3.16	3.18
Working patterns		
KF15. % satisfied with the opportunities for flexible working patterns	32	74
* KF16. % working extra hours	91	76
Number of respondents	2392	205

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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	3.39	3.44
KF4. Staff motivation at work	3.59	3.44
KF7. % able to contribute towards improvements at work	44	37
KF8. Staff satisfaction with level of responsibility and involvement	3.47	3.45
KF9. Effective team working	3.19	3.10
KF14. Staff satisfaction with resourcing and support	3.09	3.05
Managers		
KF5. Recognition and value of staff by managers and the organisation	2.97	2.97
KF6. % reporting good communication between senior management and staff	19	15
KF10. Support from immediate managers	3.53	3.58
Patient care & experience		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.77	3.68
KF3. % agreeing that their role makes a difference to patients / service users	86	88
KF32. Effective use of patient / service user feedback	3.12	3.13
Violence, harassment & bullying		
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	45	27
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	1
KF24. % reporting most recent experience of violence	62	60
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	56	42
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	32	30
KF27. % reporting most recent experience of harassment, bullying or abuse	30	36
Overall staff engagement	3.37	3.29
Number of respondents	2392	205

[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 London 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 16-30	Age 31-40	Age 41-50	Age 51+
Appraisals & support for development				
KF11. % appraised in last 12 mths	76	74	73	74
KF12. Quality of appraisals	2.81	2.70	2.63	2.65
KF13. Quality of non-mandatory training, learning or development	3.96	3.93	3.81	3.74
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	36	27	25	20
KF21. % believing the organisation provides equal opportunities for career progression / promotion	69	59	53	55
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	51	45	41	33
KF29. % reporting errors, near misses or incidents witnessed in last mth	81	87	88	82
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.50	3.43	3.39	3.38
KF31. Staff confidence and security in reporting unsafe clinical practice	3.46	3.47	3.49	3.39
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	55	52	54	51
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	64	62	67	64
KF19. Org and mgmt interest in and action on health and wellbeing	3.18	3.17	3.07	3.27
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	35	39	34	35
* *KF16. % working extra hours*	91	90	89	87
Number of respondents	734	686	669	447

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	3.46	3.37	3.31	3.45
KF4. Staff motivation at work	3.67	3.59	3.48	3.56
KF7. % able to contribute towards improvements at work	40	45	44	45
KF8. Staff satisfaction with level of responsibility and involvement	3.52	3.47	3.42	3.46
KF9. Effective team working	3.22	3.20	3.14	3.18
KF14. Staff satisfaction with resourcing and support	3.25	3.10	2.97	3.01
Managers				
KF5. Recognition and value of staff by managers and the organisation	3.00	3.00	2.89	2.97
KF6. % reporting good communication between senior management and staff	22	20	15	18
KF10. Support from immediate managers	3.57	3.55	3.48	3.51
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.92	3.76	3.65	3.65
KF3. % agreeing that their role makes a difference to patients / service users	90	87	83	84
KF32. Effective use of patient / service user feedback	2.94	3.09	3.15	3.29
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	58	43	38	31
* *KF23. % experiencing physical violence from staff in last 12 mths*	1	2	2	3
KF24. % reporting most recent experience of violence	59	66	61	60
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	70	55	49	38
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	26	31	39	32
KF27. % reporting most recent experience of harassment, bullying or abuse	29	30	30	34
Overall staff engagement	3.41	3.37	3.31	3.40
Number of respondents	734	686	669	447

Table 7.2: Key Findings for other demographic groups

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Appraisals & support for development								
KF11. % appraised in last 12 mths	75	73	-	72	69	75	75	70
KF12. Quality of appraisals	2.68	2.78	-	2.30	2.59	2.73	2.70	2.80
KF13. Quality of non-mandatory training, learning or development	3.84	3.94	-	3.58	3.72	3.90	3.88	3.85
Equality & diversity								
* KF20. % experiencing discrimination at work in last 12 mths	27	28	-	33	37	26	26	37
KF21. % believing the organisation provides equal opportunities for career progression / promotion	56	67	-	35	45	62	62	47
Errors & incidents								
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	45	41	-	41	45	43	45	33
KF29. % reporting errors, near misses or incidents witnessed in last mth	83	86	-	93	86	84	85	85
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.42	3.47	-	3.19	3.25	3.47	3.43	3.47
KF31. Staff confidence and security in reporting unsafe clinical practice	3.45	3.49	-	3.20	3.24	3.50	3.46	3.49
Health and wellbeing								
* KF17. % feeling unwell due to work related stress in last 12 mths	52	53	-	58	67	50	53	47
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	63	65	-	72	76	62	65	60
KF19. Org and mgmt interest in and action on health and wellbeing	3.14	3.21	-	2.97	3.10	3.17	3.15	3.27
Working patterns								
KF15. % satisfied with the opportunities for flexible working patterns	31	43	-	26	35	36	35	39
* KF16. % working extra hours	92	86	-	88	87	90	90	83
Number of respondents	1378	1085	5	81	412	2148	2239	304

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

	Gender				Disability		Ethnic background	
	Men	Women	Prefer to self-describe	Prefer not to say	Disabled	Not disabled	White	Black and minority ethnic
Job satisfaction								
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.33	3.49	-	3.07	3.29	3.41	3.38	3.53
KF4. Staff motivation at work	3.59	3.59	-	3.24	3.40	3.61	3.58	3.59
KF7. % able to contribute towards improvements at work	43	45	-	35	35	45	44	42
KF8. Staff satisfaction with level of responsibility and involvement	3.42	3.56	-	3.33	3.30	3.51	3.47	3.48
KF9. Effective team working	3.17	3.23	-	2.94	3.04	3.22	3.17	3.32
KF14. Staff satisfaction with resourcing and support	3.03	3.18	-	2.83	2.91	3.13	3.08	3.19
Managers								
KF5. Recognition and value of staff by managers and the organisation	2.92	3.05	-	2.81	2.79	3.00	2.96	3.03
KF6. % reporting good communication between senior management and staff	17	22	-	15	14	20	19	20
KF10. Support from immediate managers	3.50	3.60	-	3.41	3.41	3.56	3.53	3.55
Patient care & experience								
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.70	3.86	-	3.48	3.58	3.79	3.76	3.82
KF3. % agreeing that their role makes a difference to patients / service users	86	88	-	77	83	87	87	80
KF32. Effective use of patient / service user feedback	3.09	3.15	-	3.23	3.05	3.13	3.09	3.40
Violence, harassment & bullying								
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	48	39	-	37	41	44	46	29
* *KF23. % experiencing physical violence from staff in last 12 mths*	3	1	-	4	5	1	2	2
KF24. % reporting most recent experience of violence	57	68	-	75	62	62	62	51
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	56	54	-	51	55	54	57	39
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	31	32	-	49	43	30	31	38
KF27. % reporting most recent experience of harassment, bullying or abuse	28	33	-	33	30	30	30	31
Overall staff engagement	3.34	3.43	-	3.09	3.20	3.40	3.36	3.43
Number of respondents	1378	1085	5	81	412	2148	2239	304

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		
Other qualified Allied Health Professionals	3	0%
Support to Allied Health Professionals	2	0%
Scientific and Technical / Healthcare Scientists		
Support to Scientific and Technical / Healthcare Scientists	2	0%
Medical and Dental		
Medical / Dental - Consultant	2	0%
Medical / Dental - Other	1	0%
Operational ambulance staff		
Emergency care practitioner	16	1%
Paramedic	1285	52%
Emergency care assistant	44	2%
Ambulance technician	485	19%
Ambulance control staff	182	7%
Patient Transport Service	57	2%
Nurses, Midwives and Nursing Assistants		
Registered Nurses - Adult / General	11	0%
Registered Nurses - Mental Health	1	0%
Registered Nurses - Children	1	0%
Midwives	1	0%
Other Registered Nurses	1	0%
Nursing auxiliary / Nursing assistant / Healthcare assistant	1	0%
Social Care Staff		
Approved social workers / Social workers / Residential social workers	1	0%
Social care support staff	1	0%
Other groups		
Public Health / Health Improvement	2	0%
Commissioning managers / support staff	9	0%
Admin and Clerical	94	4%
Central Functions / Corporate Services	115	5%
Maintenance / Ancillary	10	0%
General Management	105	4%
Other	61	2%
Did not specify	169	

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

Table 8.2: Work characteristics of respondents

	Number questionnaires returned	Percentage of survey respondents
Full time / part time		43
Full time	2392	92%
Part time	205	8%
Did not specify	65	
Length of time in organisation		
Less than a year	175	7%
Between 1 to 2 years	474	19%
Between 3 to 5 years	401	16%
Between 6 to 10 years	453	19%
Between 11 to 15 years	276	11%
Over 15 years	665	27%
Did not specify	218	

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	734	29%
Between 31 and 40	686	27%
Between 41 and 50	669	26%
51 and over	447	18%
Did not specify	126	
Gender		
Male	1378	54%
Female	1085	43%
Prefer to self-describe	5	0%
Prefer not to say	81	3%
Did not specify	113	
Ethnic background		
White	2239	88%
Black and minority ethnic	304	12%
Did not specify	119	
Disability		
Disabled	412	16%
Not disabled	2148	84%
Did not specify	102	

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 London 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 London 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	54	-	42	38	48	34	61
Appraisals & support for development							
KF11. % appraised in last 12 mths	72	[70, 74]	81	72	82	52	93
KF12. Quality of appraisals	2.71	[2.65, 2.77]	2.65	2.60	2.74	2.48	2.96
KF13. Quality of non-mandatory training, learning or development	3.85	[3.81, 3.89]	3.90	3.85	3.93	3.78	4.00
Equality & diversity							
* KF20. % experiencing discrimination at work in last 12 mths	27	[25, 29]	19	18	22	13	27
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	[57, 62]	69	67	74	59	83
Errors & incidents							
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	42	[40, 44]	35	34	36	29	42
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	[82, 87]	82	80	84	79	91
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.42	[3.38, 3.45]	3.41	3.34	3.47	3.18	3.59
KF31. Staff confidence and security in reporting unsafe clinical practice	3.44	[3.40, 3.48]	3.49	3.44	3.56	3.30	3.68
Health and wellbeing							
* KF17. % feeling unwell due to work related stress in last 12 mths	52	[50, 54]	48	46	50	42	59
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	63	[61, 65]	62	61	62	52	64
KF19. Org and mgmt interest in and action on health and wellbeing	3.20	[3.16, 3.24]	3.25	3.21	3.45	3.17	3.60
Working patterns							
KF15. % satisfied with the opportunities for flexible working patterns	36	[34, 38]	34	34	35	29	38
* KF16. % working extra hours	87	[86, 89]	85	83	87	81	88

Table A1: Key Findings for London 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	3.41	[3.37, 3.45]	3.44	3.38	3.51	3.10	3.66
KF4. Staff motivation at work	3.56	[3.52, 3.59]	3.65	3.62	3.66	3.47	3.78
KF7. % able to contribute towards improvements at work	42	[40, 44]	45	42	46	41	54
KF8. Staff satisfaction with level of responsibility and involvement	3.46	[3.43, 3.50]	3.59	3.56	3.66	3.39	3.76
KF9. Effective team working	3.19	[3.15, 3.23]	3.23	3.10	3.29	3.02	3.42
KF14. Staff satisfaction with resourcing and support	3.10	[3.07, 3.13]	3.16	3.12	3.17	2.90	3.35
Managers							
KF5. Recognition and value of staff by managers and the organisation	2.98	[2.94, 3.02]	3.01	2.98	3.11	2.82	3.35
KF6. % reporting good communication between senior management and staff	19	[17, 21]	20	18	21	13	26
KF10. Support from immediate managers	3.54	[3.50, 3.58]	3.44	3.42	3.59	3.31	3.85
Patient care & experience							
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.74	[3.69, 3.78]	3.81	3.75	3.88	3.58	4.03
KF3. % agreeing that their role makes a difference to patients / service users	86	[84, 87]	88	86	89	83	90
KF32. Effective use of patient / service user feedback	3.13	[3.05, 3.21]	3.24	3.22	3.30	2.98	3.36
Violence, harassment & bullying							
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	38	[36, 40]	33	32	34	28	40
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	[1, 3]	2	2	3	2	3
KF24. % reporting most recent experience of violence	60	[57, 63]	65	63	69	55	84
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	51	[48, 53]	48	45	49	41	56
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	32	[30, 34]	28	24	30	21	41
KF27. % reporting most recent experience of harassment, bullying or abuse	31	[28, 33]	38	36	41	31	43

Appendix 2

Changes to the Key Findings since the 2015 and 2016 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 2016 and 2015 have been re-calculated and re-weighted using the 2017 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 London Ambulance Service NHS Trust since 2016 survey

	London Ambulance Service NHS Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Response rate	54	42	11	N/A
Appraisals & support for development				
KF11. % appraised in last 12 mths	72	77	-4	Yes
KF12. Quality of appraisals	2.71	2.65	0.06	No
KF13. Quality of non-mandatory training, learning or development	3.85	3.85	0.00	No
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	27	25	2	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	73	-13	Yes
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	42	40	2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	79	5	Yes
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.42	3.39	0.03	No
KF31. Staff confidence and security in reporting unsafe clinical practice	3.44	3.43	0.01	No
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	52	50	1	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	63	60	3	No
KF19. Org and mgmt interest in and action on health and wellbeing	3.20	3.24	-0.04	No
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	36	37	-1	No
* *KF16. % working extra hours*	87	86	1	No

Table A2.1: Changes in the Key Findings for London Ambulance Service NHS Trust since 2016 survey (cont)

	London Ambulance Service NHS Trust			
	2017 score	**2016 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.41	3.46	-0.05	No
KF4. Staff motivation at work	3.56	3.53	0.03	No
KF7. % able to contribute towards improvements at work	42	46	-4	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.46	3.50	-0.04	No
KF9. Effective team working	3.19	3.21	-0.02	No
KF14. Staff satisfaction with resourcing and support	3.10	3.06	0.04	No
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.98	3.02	-0.03	No
KF6. % reporting good communication between senior management and staff	19	22	-3	Yes
KF10. Support from immediate managers	3.54	3.52	0.02	No
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.74	3.68	0.06	No
KF3. % agreeing that their role makes a difference to patients / service users	86	85	1	No
KF32. Effective use of patient / service user feedback	3.13	3.21	-0.08	No
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	38	36	2	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	2	0	No
KF24. % reporting most recent experience of violence	60	60	0	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	51	52	-1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	32	32	0	No
KF27. % reporting most recent experience of harassment, bullying or abuse	31	33	-2	No

Table A2.2: Changes in the Key Findings for London Ambulance Service NHS Trust since 2015 survey

	London Ambulance Service NHS Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Response rate	54	35	19	-
Appraisals & support for development				
KF11. % appraised in last 12 mths	72	40	33	Yes
KF12. Quality of appraisals	2.71	2.65	0.07	No
KF13. Quality of non-mandatory training, learning or development	3.85	3.57	0.29	Yes
Equality & diversity				
* *KF20. % experiencing discrimination at work in last 12 mths*	27	29	-2	No
KF21. % believing the organisation provides equal opportunities for career progression / promotion	59	60	-1	No
Errors & incidents				
* *KF28. % witnessing potentially harmful errors, near misses or incidents in last mth*	42	45	-2	No
KF29. % reporting errors, near misses or incidents witnessed in last mth	84	79	5	Yes
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	3.42	3.08	0.34	Yes
KF31. Staff confidence and security in reporting unsafe clinical practice	3.44	3.16	0.28	Yes
Health and wellbeing				
* *KF17. % feeling unwell due to work related stress in last 12 mths*	52	54	-2	No
* *KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure*	63	67	-4	Yes
KF19. Org and mgmt interest in and action on health and wellbeing	3.20	2.86	0.34	Yes
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	36	29	7	Yes
* *KF16. % working extra hours*	87	89	-1	No

Table A2.2: Changes in the Key Findings for London Ambulance Service NHS Trust since 2015 survey (cont)

	London Ambulance Service NHS Trust			
	2017 score	**2015 score**	**Change**	**Statistically significant?**
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	3.41	3.07	0.34	Yes
KF4. Staff motivation at work	3.56	3.36	0.20	Yes
KF7. % able to contribute towards improvements at work	42	37	5	Yes
KF8. Staff satisfaction with level of responsibility and involvement	3.46	3.30	0.16	Yes
KF9. Effective team working	3.19	2.96	0.23	Yes
KF14. Staff satisfaction with resourcing and support	3.10	2.85	0.25	Yes
Managers				
KF5. Recognition and value of staff by managers and the organisation	2.98	2.71	0.28	Yes
KF6. % reporting good communication between senior management and staff	19	13	6	Yes
KF10. Support from immediate managers	3.54	3.18	0.36	Yes
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	3.74	3.53	0.21	Yes
KF3. % agreeing that their role makes a difference to patients / service users	86	80	6	Yes
KF32. Effective use of patient / service user feedback	3.13	2.92	0.21	Yes
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	38	36	2	No
* *KF23. % experiencing physical violence from staff in last 12 mths*	2	3	-1	No
KF24. % reporting most recent experience of violence	60	61	-1	No
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	51	51	-1	No
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	32	38	-6	Yes
KF27. % reporting most recent experience of harassment, bullying or abuse	31	31	-1	No

Appendix 3

Data tables: 2017 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 2017 survey response, the average (median) 2017 response for ambulance trusts, and your trust's 2016 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 2017 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.

- The question data within this section excludes any non-specific responses ('Don't know'/'Can't remember').

- More details about the calculation of Key Findings and the weighting of data can be found in the document ***Making sense of your staff survey data***, which can be downloaded from: www.nhsstaffsurveys.com

Table A3.1: Key Findings for London Ambulance Service NHS Trust benchmarked against other ambulance trusts

	Question number(s)	Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Appraisals & support for development				
KF11. % appraised in last 12 mths	Q20a	74	80	77
KF12. Quality of appraisals	Q20b-d	2.71	2.70	2.62
KF13. Quality of non-mandatory training, learning or development	Q18b-d	3.88	3.91	3.85
Equality & diversity				
* KF20. % experiencing discrimination at work in last 12 mths	Q17a-b	28	19	26
KF21. % believing the organisation provides equal opportunities for career progression / promotion	Q16	59	71	72
Errors & incidents				
* KF28. % witnessing potentially harmful errors, near misses or incidents in last mth	Q11a-b	43	35	42
KF29. % reporting errors, near misses or incidents witnessed in last mth	Q11c	85	82	80
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	Q12a-d	3.43	3.43	3.39
KF31. Staff confidence and security in reporting unsafe clinical practice	Q13b-c	3.45	3.48	3.42
Health and wellbeing				
* KF17. % feeling unwell due to work related stress in last 12 mths	Q9c	53	48	51
* KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure	Q9d-g	64	62	61
KF19. Org and mgmt interest in and action on health and wellbeing	Q7f, 9a	3.16	3.27	3.21
Working patterns				
KF15. % satisfied with the opportunities for flexible working patterns	Q5h	36	36	37
* KF16. % working extra hours	Q10b-c	89	85	87

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

	Question number(s)	Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
Job satisfaction				
KF1. Staff recommendation of the organisation as a place to work or receive treatment	Q21a, 21c-d	3.39	3.44	3.43
KF4. Staff motivation at work	Q2a-c	3.58	3.65	3.52
KF7. % able to contribute towards improvements at work	Q4a-b, 4d	43	45	46
KF8. Staff satisfaction with level of responsibility and involvement	Q3a-b, 4c, 5d-e	3.47	3.59	3.51
KF9. Effective team working	Q4h-j	3.19	3.25	3.21
KF14. Staff satisfaction with resourcing and support	Q4e-g, 5c	3.09	3.18	3.04
Managers				
KF5. Recognition and value of staff by managers and the organisation	Q5a, 5f, 7g	2.96	3.02	3.01
KF6. % reporting good communication between senior management and staff	Q8a-d	19	20	22
KF10. Support from immediate managers	Q5b, 7a-e	3.53	3.49	3.52
Patient care & experience				
KF2. Staff satisfaction with the quality of work and care they are able to deliver	Q3c, 6a, 6c	3.76	3.80	3.67
KF3. % agreeing that their role makes a difference to patients / service users	Q6b	86	88	84
KF32. Effective use of patient / service user feedback	Q21b, 22b-c	3.12	3.28	3.21
Violence, harassment & bullying				
* *KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths*	Q14a	44	30	38
* *KF23. % experiencing physical violence from staff in last 12 mths*	Q14b-c	2	2	2
KF24. % reporting most recent experience of violence	Q14d	62	65	61
* *KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths*	Q15a	55	49	54
* *KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths*	Q15b-c	32	28	33
KF27. % reporting most recent experience of harassment, bullying or abuse	Q15d	30	39	31

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

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	Contact with patients			
Q1	% saying they have face-to-face contact with patients / service users as part of their job	81	70	75
	Staff motivation at work			
	% saying often or always to the following statements:			
Q2a	"I look forward to going to work"	51	52	48
Q2b	"I am enthusiastic about my job"	66	68	63
Q2c	"Time passes quickly when I am working"	52	56	50
	Job design			
	% agreeing / strongly agreeing with the following statements:			
Q3a	"I always know what my work responsibilities are"	81	84	80
Q3b	"I am trusted to do my job"	75	83	76
Q3c	"I am able to do my job to a standard I am personally pleased with"	72	77	68
	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"	57	63	58
Q4b	"I am able to make suggestions to improve the work of my team / department"	48	50	50
Q4c	"I am involved in deciding on changes introduced that affect my work area / team / department"	26	27	30
Q4d	"I am able to make improvements happen in my area of work"	30	30	34
Q4e	"I am able to meet all the conflicting demands on my time at work"	33	37	30
Q4f	"I have adequate materials, supplies and equipment to do my work"	43	52	40
Q4g	"There are enough staff at this organisation for me to do my job properly"	24	23	23
Q4h	"The team I work in has a set of shared objectives"	60	60	62
Q4i	"The team I work in often meets to discuss the team's effectiveness"	29	28	29
Q4j	"Team members have to communicate closely with each other to achieve the team's objectives"	59	59	59
	Staff job satisfaction			
	% satisfied or very satisfied with the following aspects of their job:			
Q5a	"The recognition I get for good work"	29	34	32
Q5b	"The support I get from my immediate manager"	63	60	63
Q5c	"The support I get from my work colleagues"	82	81	81
Q5d	"The amount of responsibility I am given"	66	68	66
Q5e	"The opportunities I have to use my skills"	56	61	56
Q5f	"The extent to which my organisation values my work"	24	28	27
Q5g	"My level of pay"	20	25	21
Q5h	"The opportunities for flexible working patterns"	36	36	37

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	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	83	80
Q6b	"I feel that my role makes a difference to patients / service users"	86	88	84
Q6c	"I am able to deliver the patient care I aspire to"	64	66	61
	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"	61	60	60
Q7b	"My immediate manager can be counted on to help me with a difficult task at work"	66	65	67
Q7c	"My immediate manager gives me clear feedback on my work"	55	50	55
Q7d	"My immediate manager asks for my opinion before making decisions that affect my work"	38	38	37
Q7e	"My immediate manager is supportive in a personal crisis"	70	70	70
Q7f	"My immediate manager takes a positive interest in my health and well-being"	59	58	60
Q7g	"My immediate manager values my work"	60	58	61
Q8a	"I know who the senior managers are here"	68	75	72
Q8b	"Communication between senior management and staff is effective"	24	26	26
Q8c	"Senior managers here try to involve staff in important decisions"	19	19	23
Q8d	"Senior managers act on staff feedback"	21	21	23
	Health and well-being			
Q9a	% saying their organisation definitely takes positive action on health and well-being	14	21	18
Q9b	% saying they have have experienced musculoskeletal problems (MSK) in the last 12 months as a result of work activities	50	40	47
Q9c	% saying they have have felt unwell in the last 12 months as a result of work related stress	53	48	51
Q9d	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties	68	65	66
	If attended work despite not feeling well enough (YES to Q9d), % saying they...			
Q9e	...had felt pressure from their manager to come to work	47	39	45
Q9f	...had felt pressure from their colleagues to come to work	9	14	11
Q9g	...had put themselves under pressure to come to work	90	91	89
	Working hours			
Q10a	% working part time (up to 29 hours a week)	8	11	8
Q10b	% working additional PAID hours	76	71	71
Q10c	% working additional UNPAID hours	51	43	55
	Witnessing and reporting errors, near misses and incidents			
Q11a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	34	26	33
Q11b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	35	27	33
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	89	89	85

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
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"	45	38	45
Q12b	"My organisation encourages us to report errors, near misses or incidents"	84	83	80
Q12c	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	52	52	50
Q12d	"We are given feedback about changes made in response to reported errors, near misses and incidents"	45	45	43
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	90
	% agreeing / strongly agreeing with the following statements:			
Q13b	"I would feel secure raising concerns about unsafe clinical practice"	63	62	59
Q13c	"I am confident that the organisation would address my concern"	49	50	49
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	56	70	62
Q14a	1 to 2 times	28	20	24
Q14a	3 to 5 times	11	7	10
Q14a	6 to 10 times	3	1	2
Q14a	More than 10 times	1	1	2
	% experiencing physical violence at work from managers in last 12 months...			
Q14b	Never	99	99	99
Q14b	1 to 2 times	1	1	0
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	99	98	98
Q14c	1 to 2 times	1	2	2
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	62	65	62
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	45	51	46
Q15a	1 to 2 times	19	18	19
Q15a	3 to 5 times	15	13	15
Q15a	6 to 10 times	7	6	6
Q15a	More than 10 times	14	9	13

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	% experiencing harassment, bullying or abuse at work from managers in last 12 months...			
Q15b	Never	77	83	76
Q15b	1 to 2 times	15	12	16
Q15b	3 to 5 times	5	3	5
Q15b	6 to 10 times	1	1	1
Q15b	More than 10 times	2	1	2
	% experiencing harassment, bullying or abuse at work from other colleagues in last 12 months...			
Q15c	Never	82	82	81
Q15c	1 to 2 times	12	12	13
Q15c	3 to 5 times	3	3	3
Q15c	6 to 10 times	1	1	1
Q15c	More than 10 times	1	1	1
Q15d	(If YES to Q15a, Q15b or Q15c) % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	31	39	31
	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	59	71	72
	Discrimination			
Q17a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	22	11	19
Q17b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	12	11	10
	% saying they had experienced discrimination on the grounds of:			
Q17c	Ethnic background	46	18	43
Q17c	Gender	43	35	40
Q17c	Religion	5	3	6
Q17c	Sexual orientation	13	11	11
Q17c	Disability	6	8	7
Q17c	Age	36	30	30
Q17c	Other reason(s)	21	33	20
	Job-relevant training, learning and development			
Q18a	% having received non-mandatory training, learning or development in the last 12 months	67	67	71
	% 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	80	80
Q18c	"It has helped me stay up-to-date with professional requirements"	83	81	78
Q18d	"It has helped me to deliver a better patient / service user experience"	77	77	75
Q19	% who had received mandatory training in the last 12 months	96	91	93
	Appraisals			
Q20a	% saying they had received an appraisal or performance development review in the last 12 months	74	80	77

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	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	16	16	13
Q20c	% saying their appraisal or development review definitely helped them agree clear objectives for their work	22	23	22
Q20d	% saying their appraisal or development review definitely made them feel their work was valued by the organisation	16	18	18
Q20e	% saying the values of their organisation were definitely discussed as part of the appraisal	27	27	32
Q20f	% saying their appraisal or development review had identified training, learning or development needs	46	50	50
	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	42	42
	Your organisation			
	% agreeing / strongly agreeing with the following statements:			
Q21a	"Care of patients / service users is my organisation's top priority"	57	59	58
Q21b	"My organisation acts on concerns raised by patients / service users"	58	62	59
Q21c	"I would recommend my organisation as a place to work"	42	47	42
Q21d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	71	70	70
	Patient / service user experience measures			
	% saying 'Yes'			
Q22a	"Is patient / service user experience feedback collected within your directorate / department?"	68	73	72
	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"	27	38	32
Q22c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	30	33	35
	BACKGROUND DETAILS			
	Gender			
Q23a	Male	54	53	57
Q23a	Female	43	45	43
Q23a	Prefer to self-describe	0	0	0
Q23a	Prefer not to say	3	3	0
	Age group			
Q23b	Between 16 and 30	29	19	24
Q23b	Between 31 and 40	27	24	22
Q23b	Between 41 and 50	26	30	25
Q23b	51 and over	18	25	29
	Ethnic background			
Q24	White	88	96	88
Q24	Mixed	3	1	3
Q24	Asian / Asian British	3	1	4
Q24	Black / Black British	4	0	4
Q24	Chinese	0	0	1
Q24	Other	2	1	1

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	Sexuality			
Q25	Heterosexual (straight)	84	88	83
Q25	Gay Man	4	2	4
Q25	Gay Woman (lesbian)	3	2	3
Q25	Bisexual	1	1	2
Q25	Other	0	0	1
Q25	Preferred not to say	8	6	7
	Religion			
Q26	No religion	47	45	45
Q26	Christian	39	45	41
Q26	Buddhist	1	1	1
Q26	Hindu	1	0	1
Q26	Jewish	0	0	1
Q26	Muslim	2	0	2
Q26	Sikh	0	0	0
Q26	Other	2	1	2
Q26	Preferred not to say	7	6	7
	Disability			
Q27a	% saying they have a long-standing illness, health problem or disability	16	19	17
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	51	56	50
	Length of time at the organisation (or its predecessors)			
Q28	Less than 1 year	7	8	8
Q28	1 to 2 years	19	15	16
Q28	3 to 5 years	16	19	10
Q28	6 to 10 years	19	19	21
Q28	11 to 15 years	11	13	14
Q28	More than 15 years	27	27	31
	Occupational group			
Q29	Registered Nurses and Midwives	1	1	1
Q29	Nursing or Healthcare Assistants	0	0	0
Q29	Medical and Dental	0	0	0
Q29	Allied Health Professionals	0	0	0
Q29	Scientific and Technical / Healthcare Scientists	0	0	0
Q29	Social Care staff	0	0	0
Q29	Emergency Care Practitioner	1	1	0
Q29	Paramedic	52	37	49
Q29	Emergency Care Assistant	2	8	1
Q29	Ambulance Technician	19	11	16
Q29	Ambulance Control Staff	7	15	12
Q29	Patient Transport Service	2	10	2
Q29	Public Health / Health Improvement	0	0	0
Q29	Commissioning staff	0	0	0
Q29	Admin and Clerical	4	4	5
Q29	Central Functions / Corporate Services	5	5	5
Q29	Maintenance / Ancillary	0	1	0
Q29	General Management	4	3	4
Q29	Other	2	4	4

		Your Trust in 2017	Average (median) for ambulance trusts	Your Trust in 2016
	Team working			
Q30a	% working in a team	79	86	85
	(If YES to Q30a): Number of core members in their team			
Q30b	2-5	43	38	39
Q30b	6-9	16	16	16
Q30b	10-15	14	18	14
Q30b	More than 15	27	27	30

Appendix 4

Other NHS staff survey 2017 documentation

This report is one of several ways in which we present the results of the 2017 national NHS staff survey:

1) A separate summary report of the main 2017 survey results for London 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 2017 survey and making comparisons with previous years, will be available from www.nhsstaffsurveys.com in March 2018.

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 will be made available after publication via www.nhsstaffsurveys.com. In these detailed spreadsheets you will be able to 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 responses for each major occupational and demographic group within the major trust types