

2020 NHS Staff Survey: results summary

- ✓ Highest ever response rate - 60.1%
- ✓ Better than 2019 in all 10 areas
- ✓ The best Trust in 2 areas

Staff Friends and Family Test measure

Q18c: I would recommend my organisation as a place to work

Up 10%
from 2019
From 65% to 75%

Staff Friends and Family Test measure

Q18d: If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation

Up 7%
from 2019
From 66% to 73%

Equality, diversity & inclusion

9.3

9.1 Average comparator score

Health & wellbeing

7.0

6.4 Average comparator score

Immediate managers

7.6

7.3 Average comparator score

Morale

6.9

6.4 Average comparator score

Quality of care

7.6

7.5 Average comparator score

Best Trust
= the highest scoring Trust out of the 52 in our benchmarking group

Safe environment - Bullying & harassment

8.6

8.3 Average comparator score

Safe environment - Violence

9.6

9.5 Average comparator score

Safety culture

7.1

6.9 Average comparator score

Staff engagement

7.4

7.2 Average comparator score

Team working

7.3

7.0 Average comparator score

How our scores compare to 2019:

Better than 2019