



**2014 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 2014 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](http://www.nhsstaffsurveys.com).

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

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

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

Please note that the NHS pledges were amended in 2014, however the report has been structured around 4 of the pledges which have been maintained since 2009. For more information regarding this please see the “Making Sense of Your Staff Survey Data” document.

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

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

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

## Your Organisation

The scores presented below are un-weighted question level scores for questions Q12a - 12d and the un-weighted score for Key Finding 24. The percentages for Q12a – Q12d are created by combining the responses for those who “Agree” and “Strongly Agree” compared to the total number of staff that responded to the question.

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

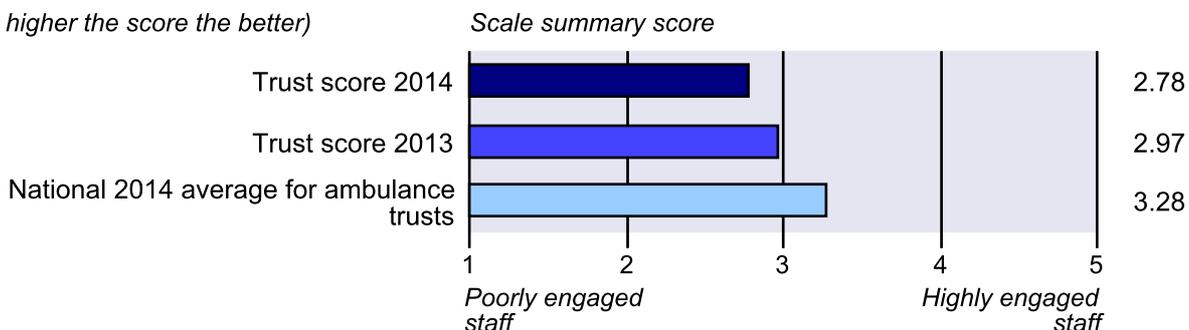
		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
Q12a	"Care of patients / service users is my organisation's top priority"	27	44	31
Q12b	"My organisation acts on concerns raised by patients / service users"	35	57	35
Q12c	"I would recommend my organisation as a place to work"	18	39	26
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	40	58	50
KF24.	Staff recommendation of the trust as a place to work or receive treatment (Q12a, 12c-d)	2.55	3.17	2.88

## 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 2.78 was **below (worse than) average** when compared with trusts of a similar type.

### OVERALL STAFF ENGAGEMENT

*(the higher the score the better)*



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

The table below shows how 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 change since the 2013 survey.

	Change since 2013 survey	Ranking, compared with all ambulance trusts
<b>OVERALL STAFF ENGAGEMENT</b>	<b>! Decrease (worse than 13)</b>	<b>! Below (worse than) average</b>
<b>KF22. Staff ability to contribute towards improvements at work</b> <i>(the extent to which staff are able to make suggestions to improve the work of their team, have frequent opportunities to show initiative in their role, and are able to make improvements at work.)</i>	• No change	<b>! Below (worse than) average</b>
<b>KF24. Staff recommendation of the trust as a place to work or receive treatment</b> <i>(the extent to which staff think care of patients/service users is the Trust's top priority, would recommend their Trust to others as a place to work, and would be happy with the standard of care provided by the Trust if a friend or relative needed treatment.)</i>	<b>! Decrease (worse than 13)</b>	<b>! Below (worse than) average</b>
<b>KF25. Staff motivation at work</b> <i>(the extent to which they look forward to going to work, and are enthusiastic about and absorbed in their jobs.)</i>	• No change	<b>! Below (worse than) average</b>

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

### 3. Summary of 2014 Key Findings for London Ambulance Service NHS Trust

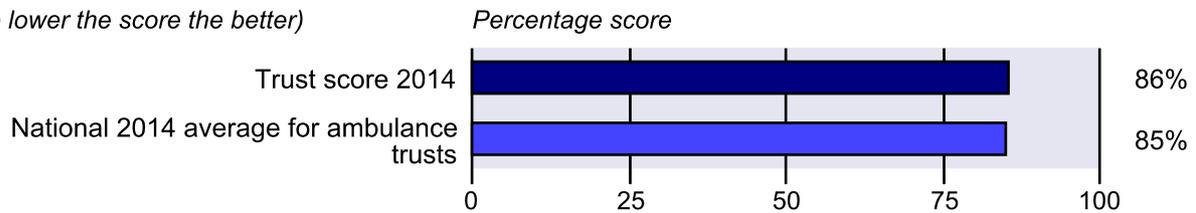
#### 3.1 Top and Bottom Ranking Scores

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

#### TOP TWO RANKING SCORES

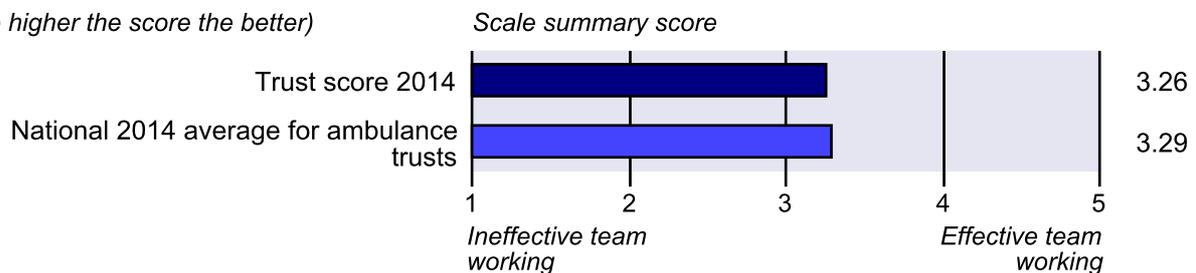
##### ✓ KF5. Percentage of staff working extra hours

(the lower the score the better)



##### ✓ KF4. Effective team working

(the higher the score the better)



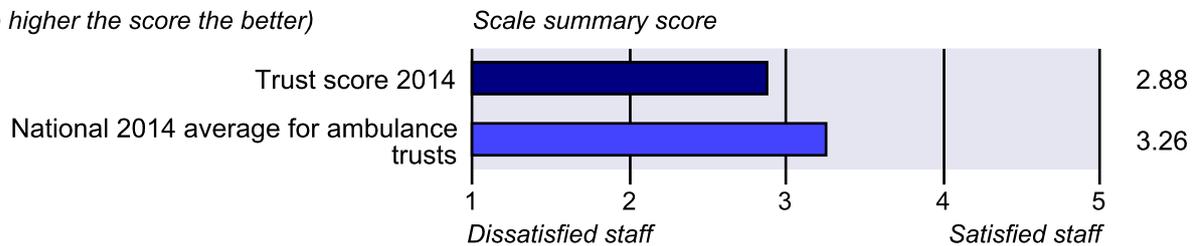
For each of the 29 Key Findings, the ambulance trusts in England were placed in order from 1 (the top ranking score) to 11 (the bottom ranking score). London Ambulance Service NHS Trust's two highest ranking scores are presented here, i.e. those for which the trust's Key Finding score is ranked closest 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

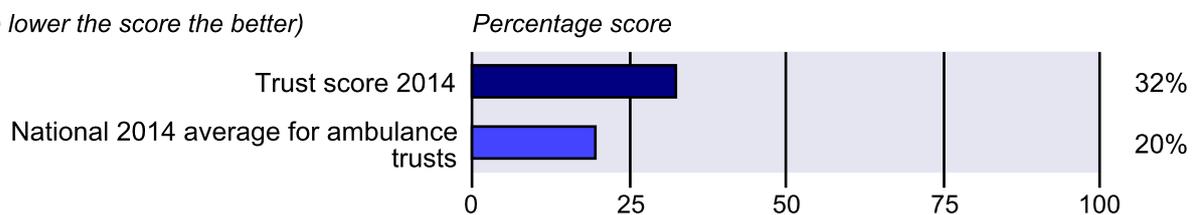
### ! KF23. Staff job satisfaction

*(the higher the score the better)*



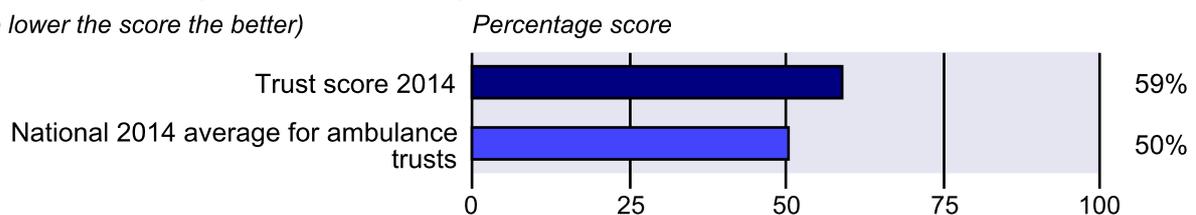
### ! KF28. Percentage of staff experiencing discrimination at work in last 12 months

*(the lower the score the better)*



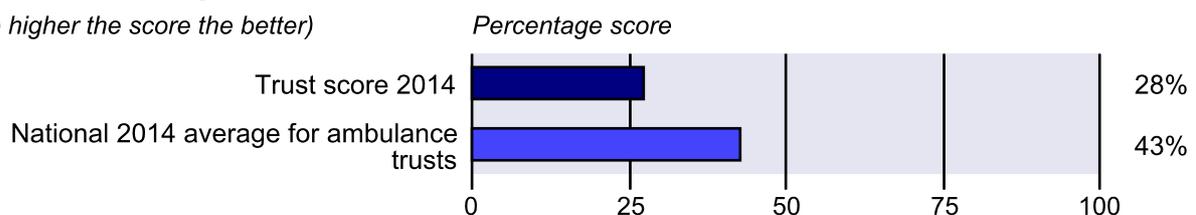
### ! KF11. Percentage of staff suffering work-related stress in last 12 months

*(the lower the score the better)*



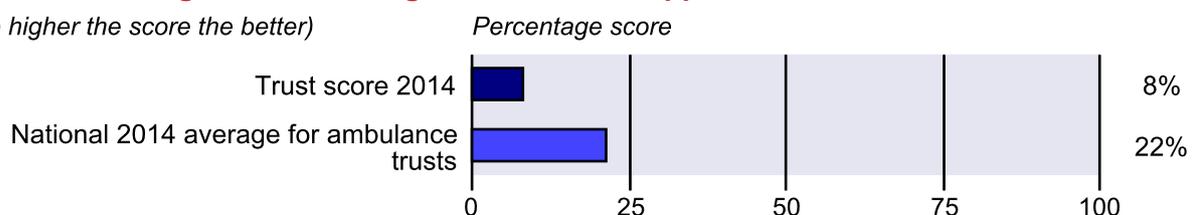
### ! KF22. Percentage of staff able to contribute towards improvements at work

*(the higher the score the better)*



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

*(the higher the score the better)*



For each of the 29 Key Findings, the 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.***

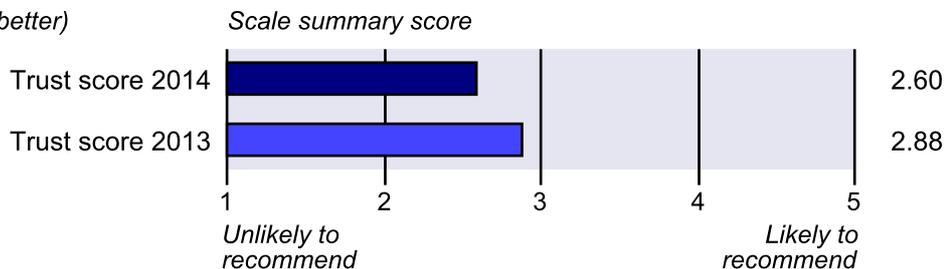
### 3.2 Largest Local Changes since the 2013 Survey

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

#### WHERE STAFF EXPERIENCE HAS DETERIORATED

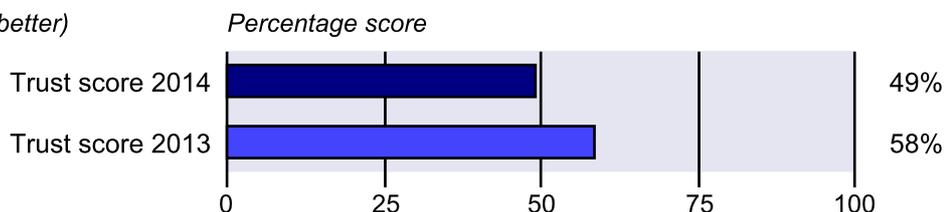
##### ! KF24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



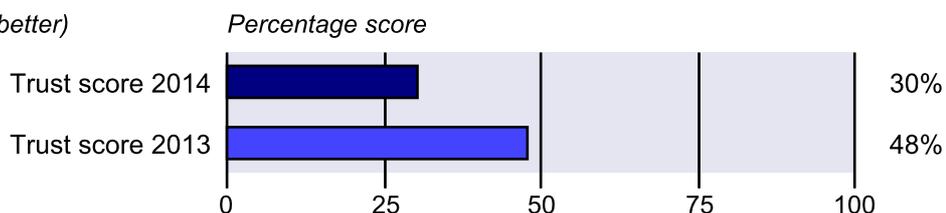
##### ! KF1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



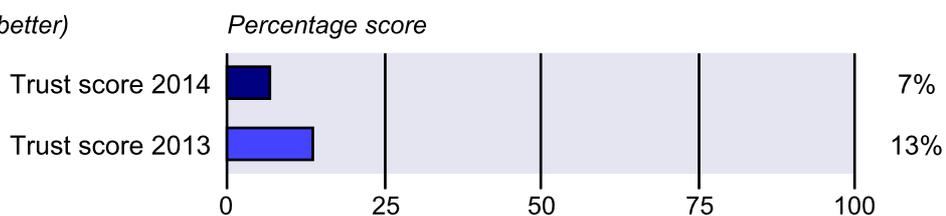
##### ! KF7. Percentage of staff appraised in last 12 months

(the higher the score the better)



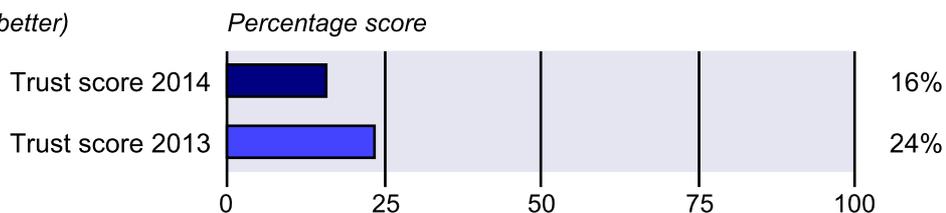
##### ! KF21. Percentage of staff reporting good communication between senior management and staff

(the higher the score the better)



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

(the higher the score the better)



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

#### KEY

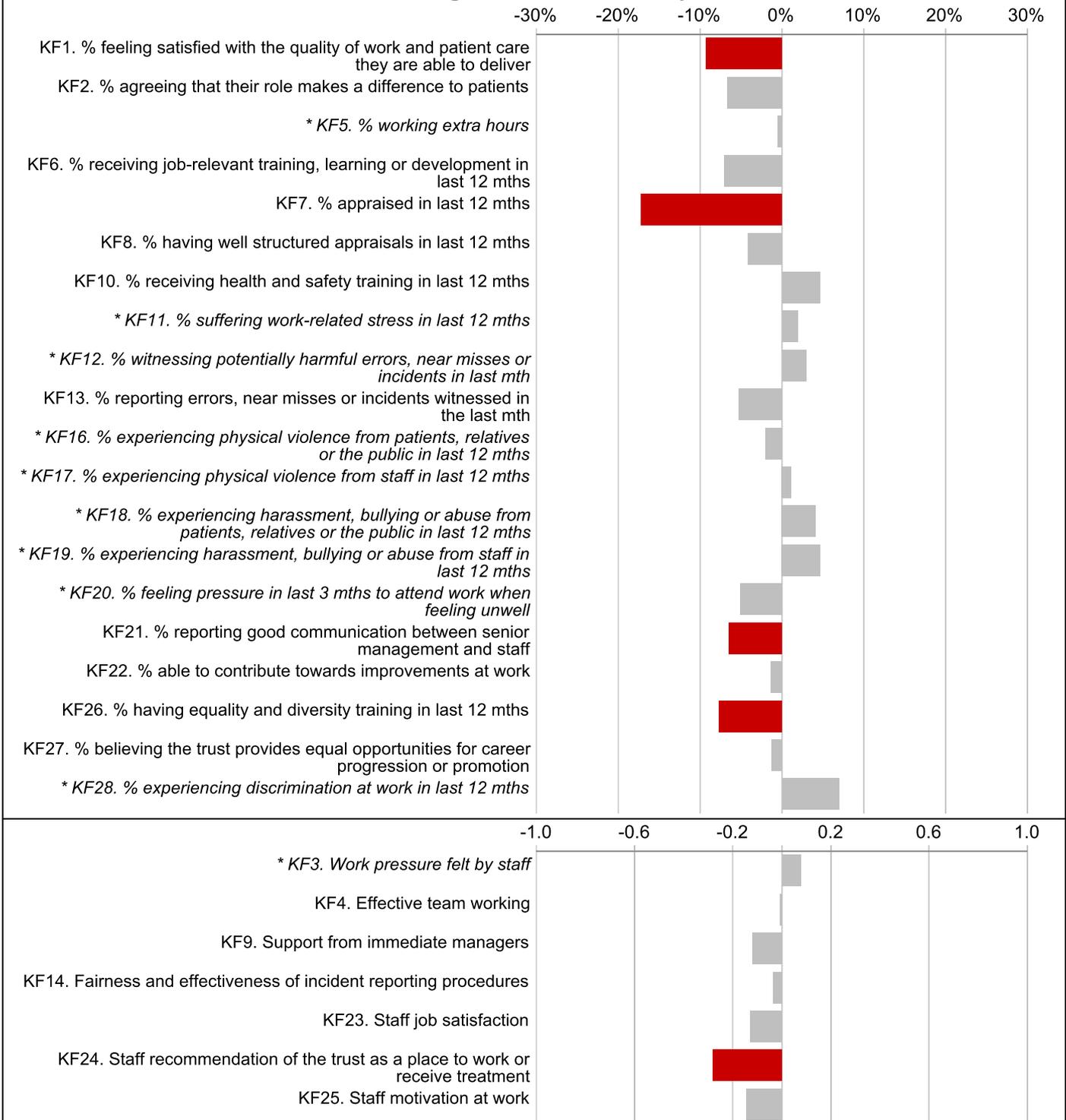
Green = Positive finding, e.g. there has been a statistically significant positive change in the Key Finding since the 2013 survey.

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

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

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

#### Change since 2013 survey



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

**KEY**

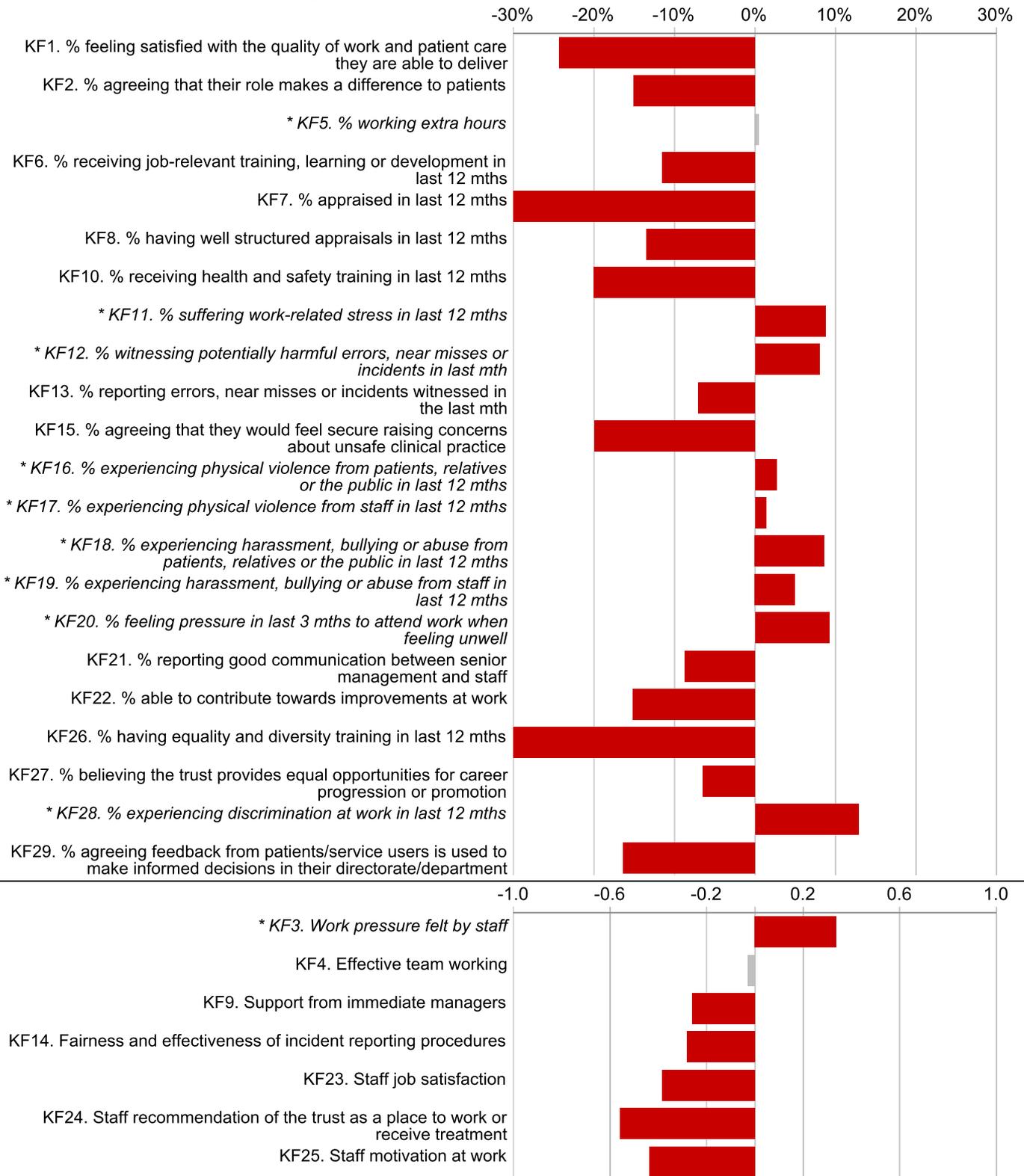
Green = Positive finding, e.g. better than average.

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

Grey = Average.

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

#### Comparison with all ambulance trusts in 2014



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

#### KEY

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

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

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

-- Because of changes to the format of the survey questions this year, comparisons with the 2013 score are not possible.

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

Change since 2013 survey      Ranking, compared with all ambulance trusts in 2014

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

KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	! Decrease (worse than 13)	! Below (worse than) average
KF2. % agreeing that their role makes a difference to patients	• No change	! Below (worse than) average
* <i>KF3. Work pressure felt by staff</i>	• No change	! Above (worse than) average
KF4. Effective team working	• No change	• Average
* <i>KF5. % working extra hours</i>	• No change	• Average

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

KF6. % receiving job-relevant training, learning or development in last 12 mths	• No change	! Below (worse than) average
KF7. % appraised in last 12 mths	! Decrease (worse than 13)	! Below (worse than) average
KF8. % having well structured appraisals in last 12 mths	• No change	! Below (worse than) average
KF9. Support from immediate managers	• No change	! Below (worse than) average

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

##### Occupational health and safety

KF10. % receiving health and safety training in last 12 mths	• No change	! Below (worse than) average
* <i>KF11. % suffering work-related stress in last 12 mths</i>	• No change	! Above (worse than) average

##### Errors and incidents

* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	• No change	! Above (worse than) average
KF13. % reporting errors, near misses or incidents witnessed in the last mth	• No change	! Below (worse than) average
KF14. Fairness and effectiveness of incident reporting procedures	• No change	! Below (worse than) average
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	--	! Below (worse than) average

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

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

## 4. Key Findings for London Ambulance Service NHS Trust

263 staff at London Ambulance Service NHS Trust took part in this survey. This is a response rate of 31%<sup>1</sup> which is average for ambulance trusts in England, and compares with a response rate of 41% in this trust in the 2013 survey.

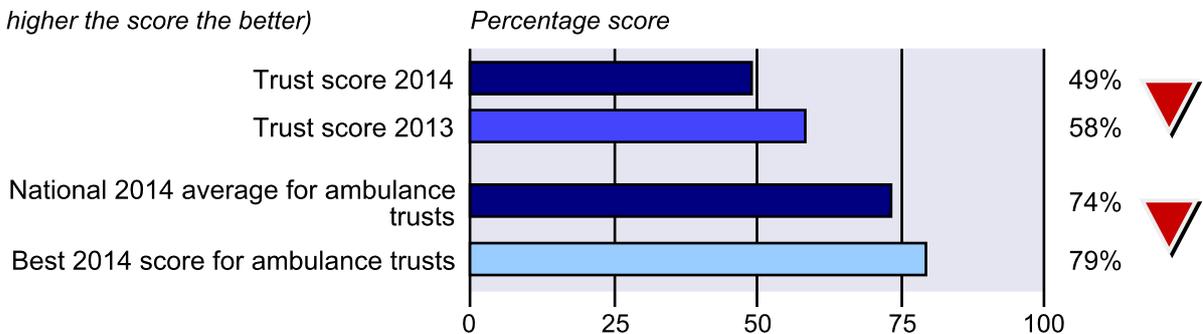
This section presents each of the 29 Key Findings, using data from the trust's 2014 survey, and compares these to other ambulance trusts in England and to the trust's performance in the 2013 survey. The findings are arranged under six headings – the four staff pledges from the NHS Constitution, and the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

**Positive findings** are indicated with a **green arrow** (e.g. where the trust is better than average, or where the score has improved since 2013). **Negative findings** are highlighted with a **red arrow** (e.g. where the trust's score is worse than average, or where the score is not as good as 2013). An equals sign indicates that there has been no change.

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

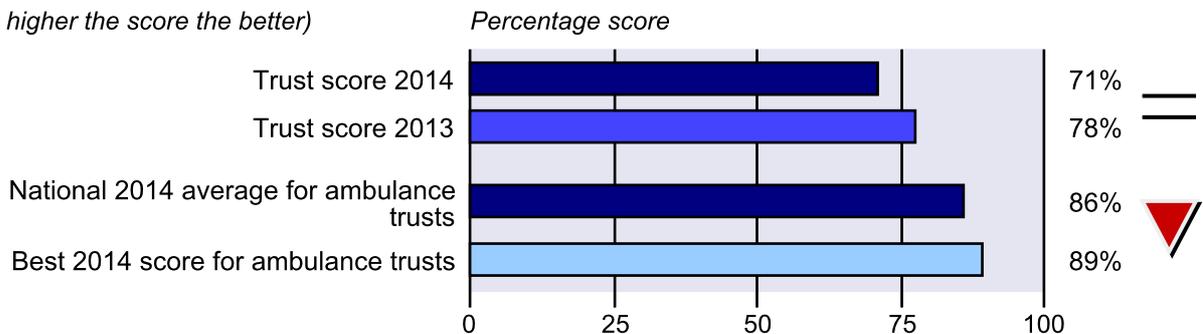
#### KEY FINDING 1. Percentage of staff feeling satisfied with the quality of work and patient care they are able to deliver

(the higher the score the better)



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

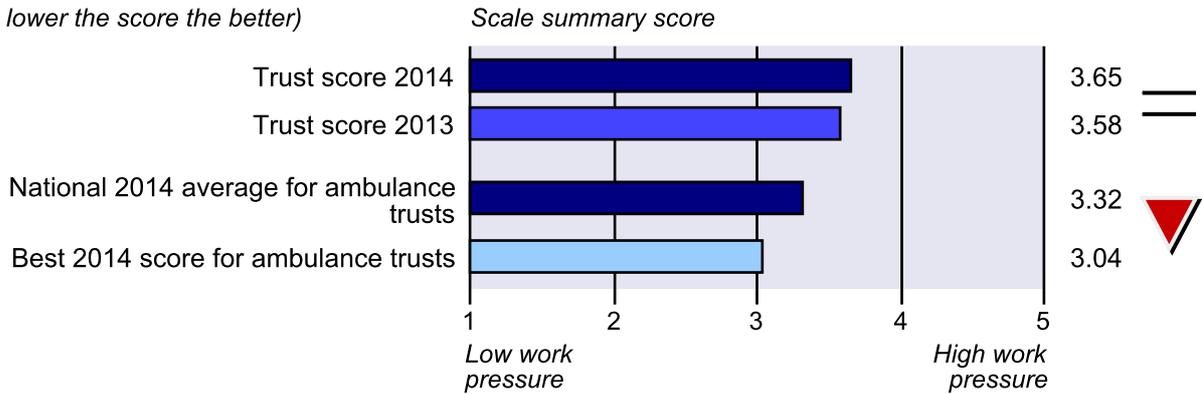
(the higher the score the better)



<sup>1</sup>At the time of sampling, 4424 staff were eligible to receive the survey. Questionnaires were sent to a random sample of 840 staff. This includes only staff employed directly by the trust (i.e. excluding staff working for external contractors). It excludes bank staff unless they are also employed directly elsewhere in the trust. When calculating the response rate, questionnaires could only be counted if they were received with their ID number intact, by the closing date.

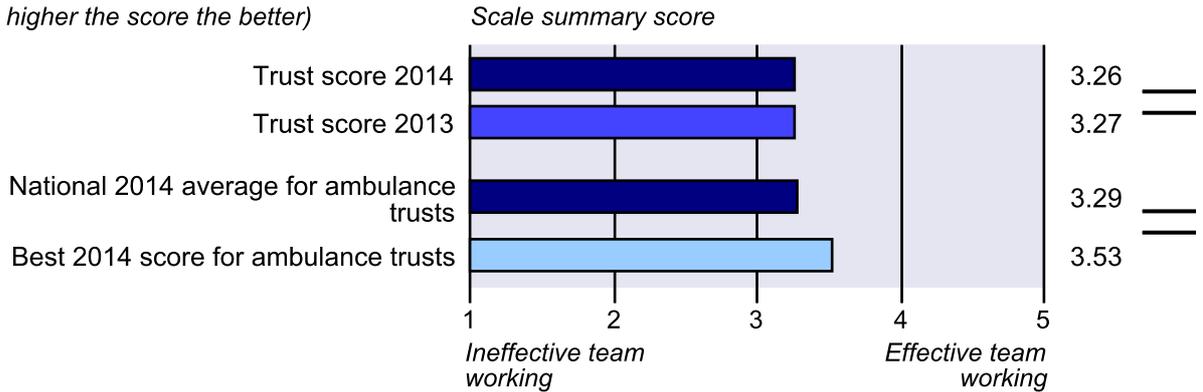
### KEY FINDING 3. Work pressure felt by staff

(the lower the score the better)



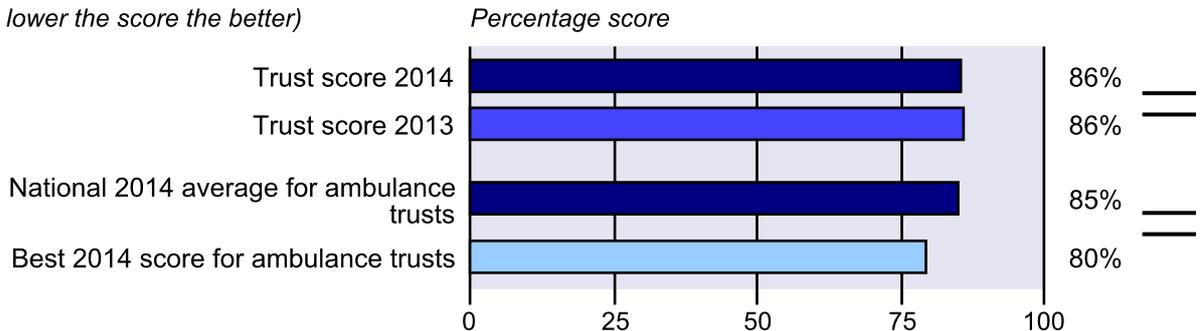
### KEY FINDING 4. Effective team working

(the higher the score the better)



### KEY FINDING 5. Percentage of staff working extra hours

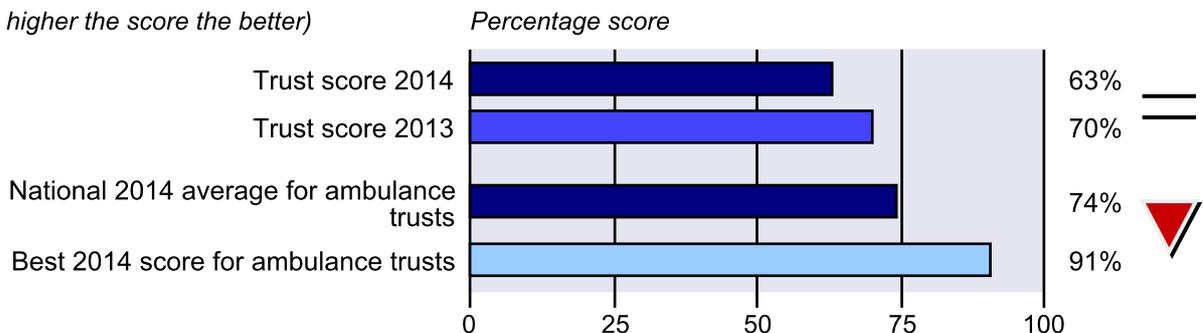
(the lower the score the better)



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

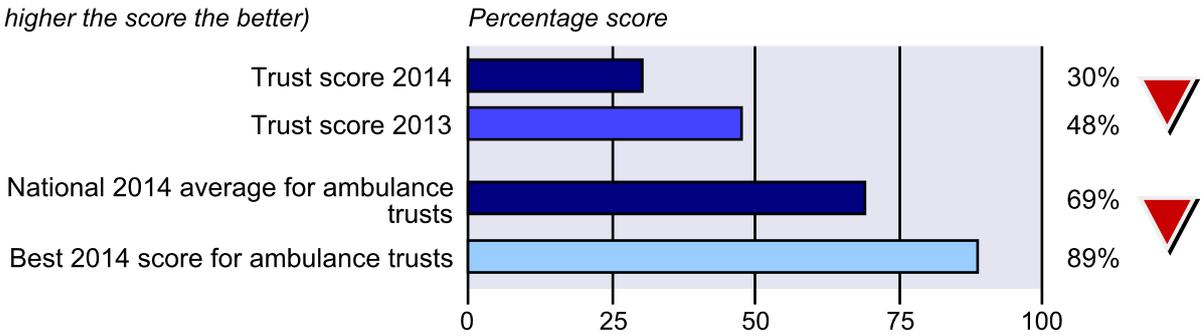
### KEY FINDING 6. Percentage of staff receiving job-relevant training, learning or development in last 12 months

(the higher the score the better)



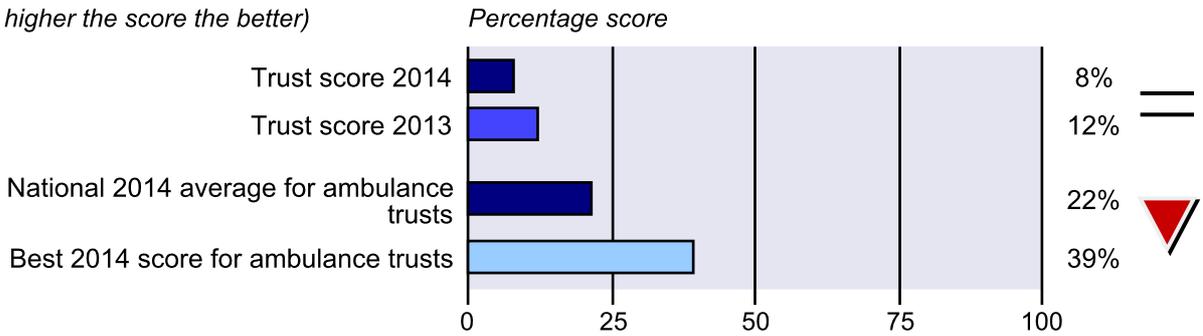
**KEY FINDING 7. Percentage of staff appraised in last 12 months**

(the higher the score the better)



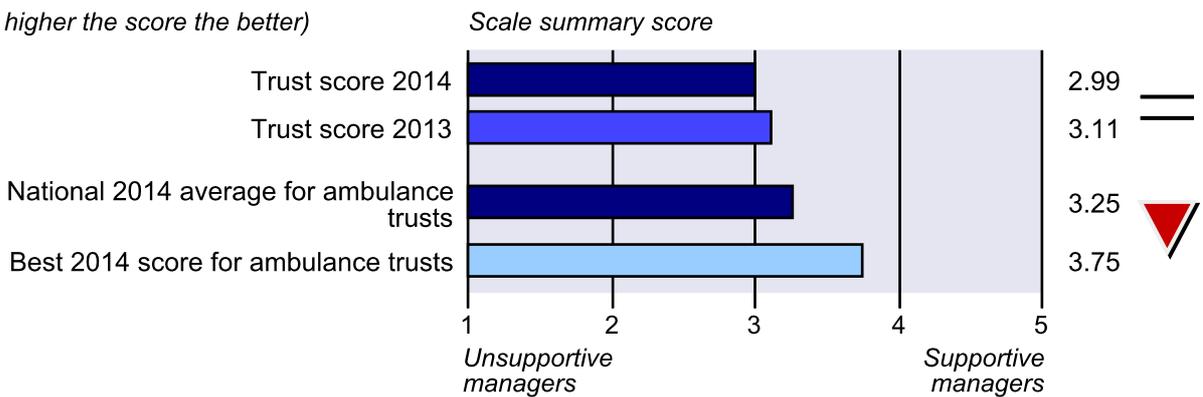
**KEY FINDING 8. Percentage of staff having well structured appraisals in last 12 months**

(the higher the score the better)



**KEY FINDING 9. Support from immediate managers**

(the higher the score the better)

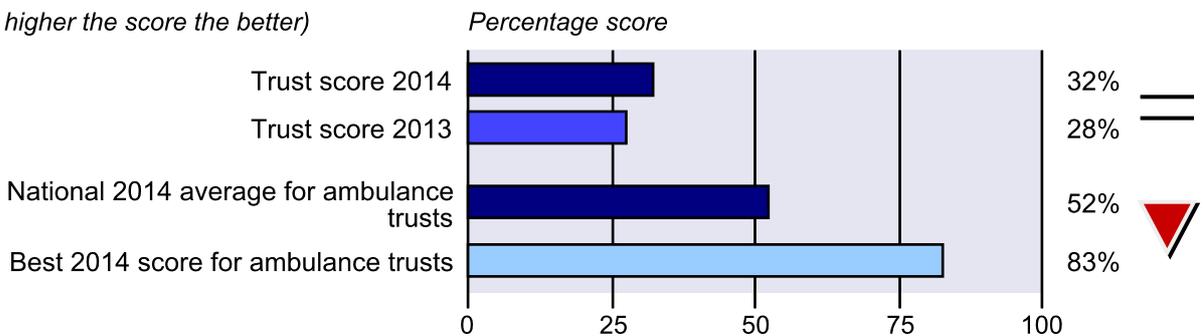


**STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.**

**Occupational health and safety**

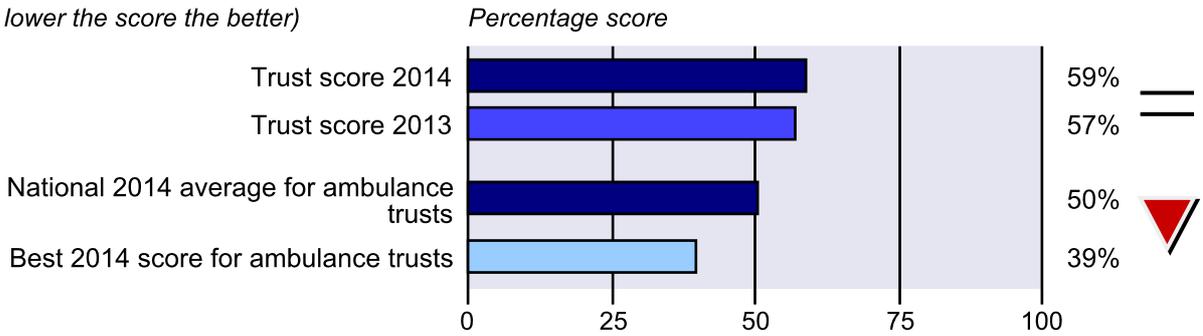
**KEY FINDING 10. Percentage of staff receiving health and safety training in last 12 months**

(the higher the score the better)



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

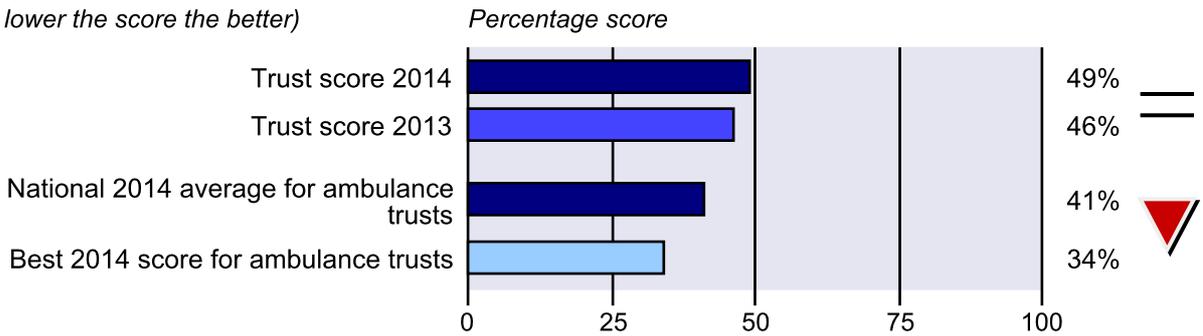
*(the lower the score the better)*



**Errors and incidents**

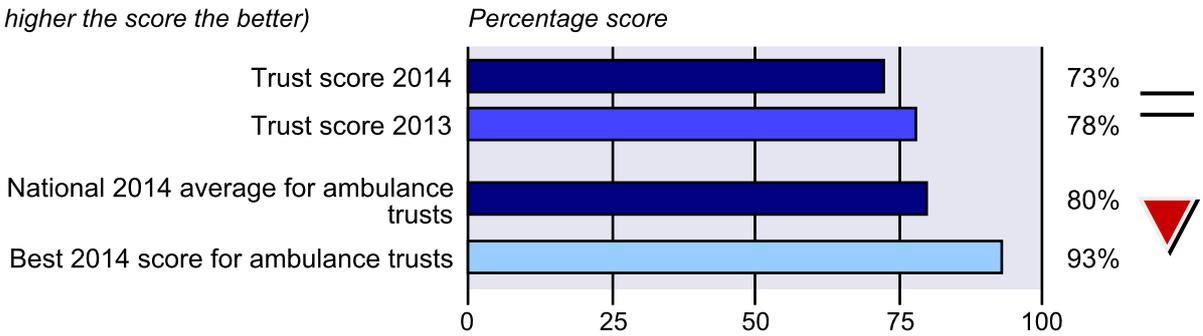
**KEY FINDING 12. Percentage of staff witnessing potentially harmful errors, near misses or incidents in last month**

*(the lower the score the better)*



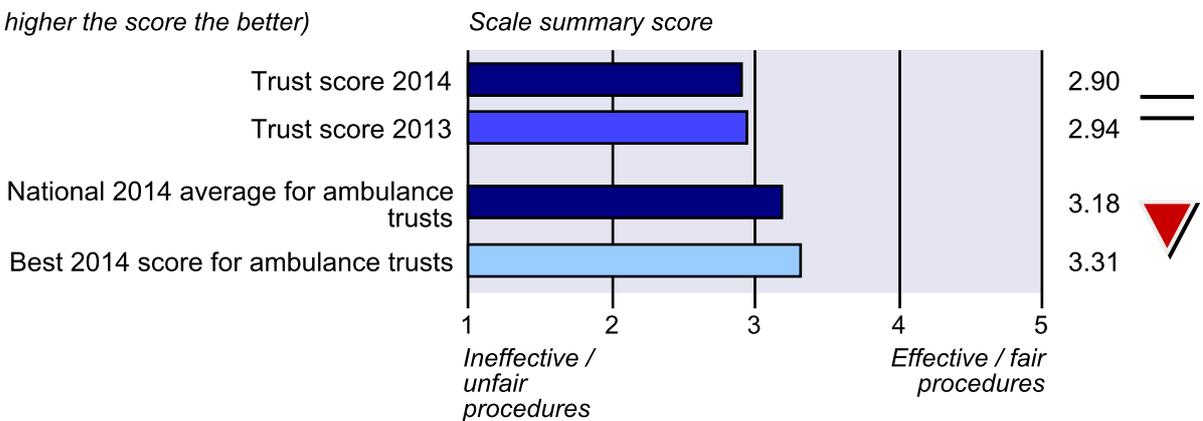
**KEY FINDING 13. Percentage of staff reporting errors, near misses or incidents witnessed in the last month**

*(the higher the score the better)*



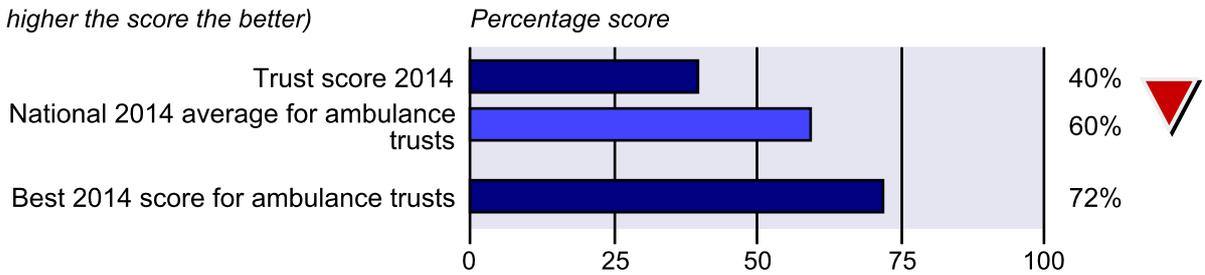
**KEY FINDING 14. Fairness and effectiveness of incident reporting procedures**

*(the higher the score the better)*



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

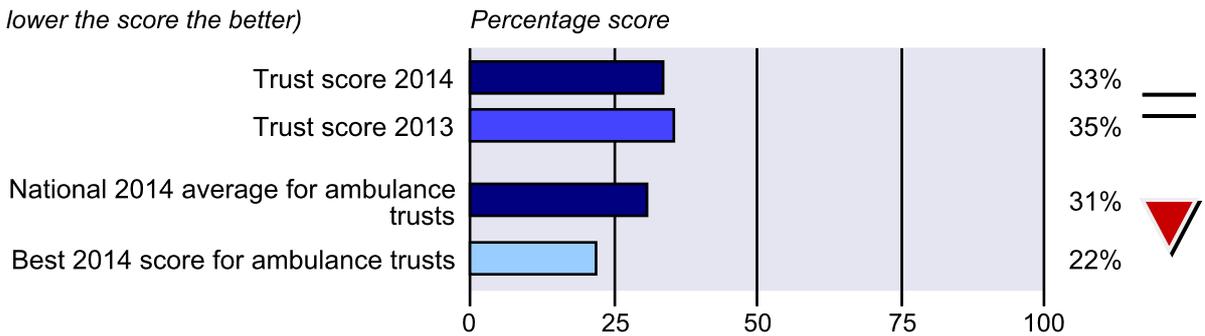
*(the higher the score the better)*



**Violence and harassment**

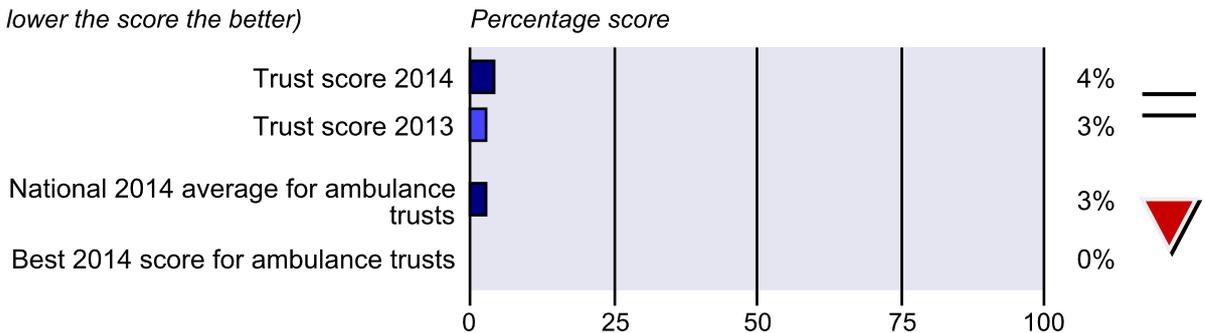
**KEY FINDING 16. Percentage of staff experiencing physical violence from patients, relatives or the public in last 12 months**

*(the lower the score the better)*



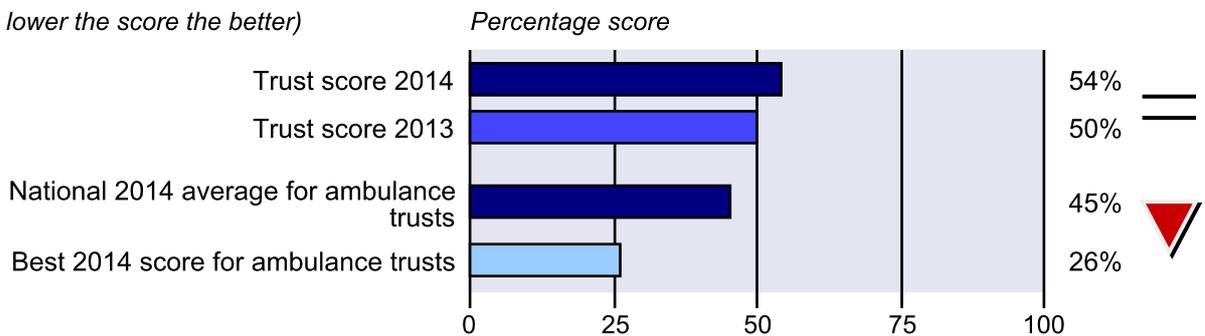
**KEY FINDING 17. Percentage of staff experiencing physical violence from staff in last 12 months**

*(the lower the score the better)*



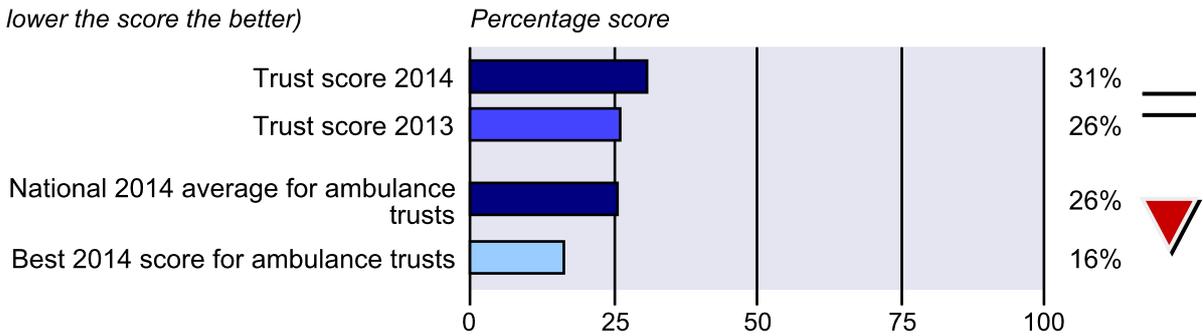
**KEY FINDING 18. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months**

*(the lower the score the better)*



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

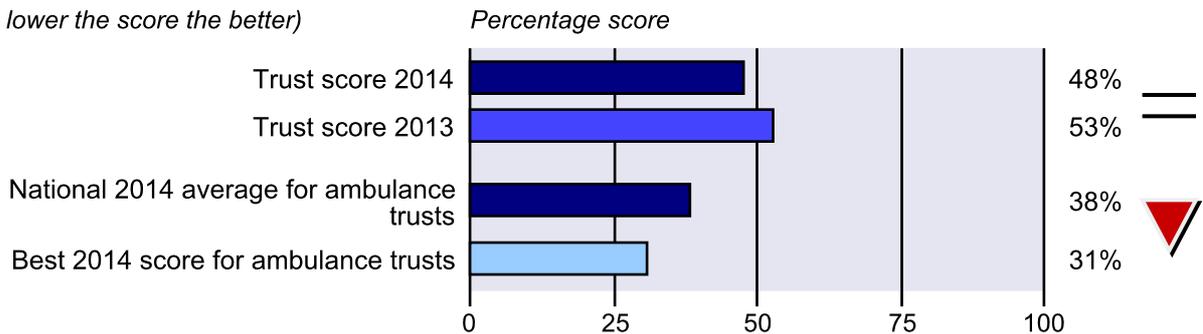
*(the lower the score the better)*



**Health and well-being**

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

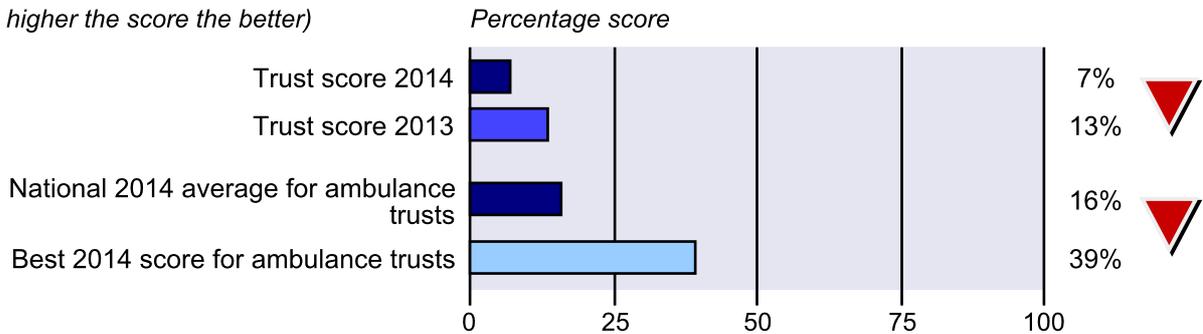
*(the lower the score the better)*



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

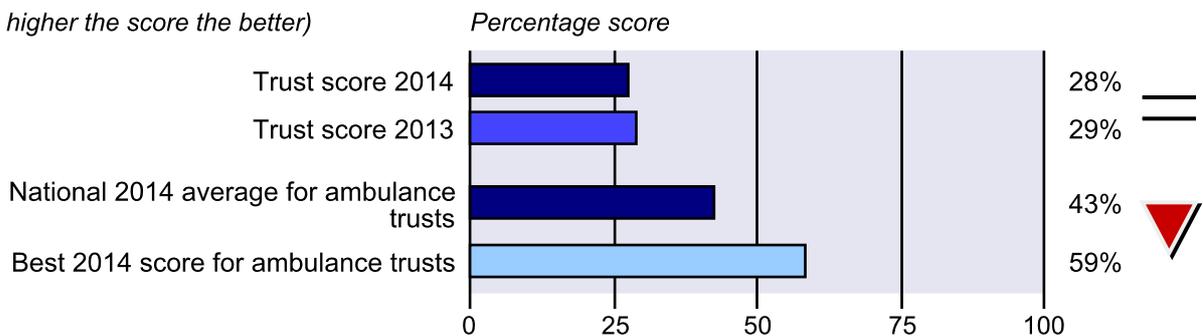
**KEY FINDING 21. Percentage of staff reporting good communication between senior management and staff**

*(the higher the score the better)*



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

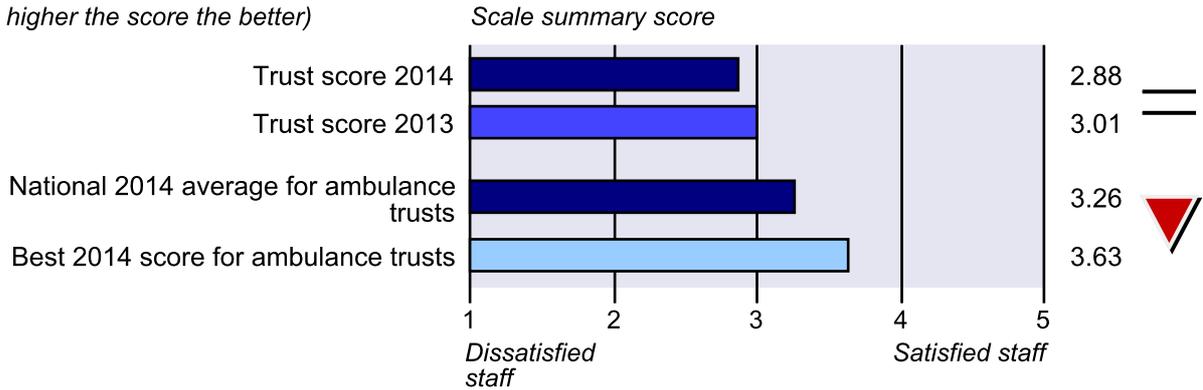
*(the higher the score the better)*



## ADDITIONAL THEME: Staff satisfaction

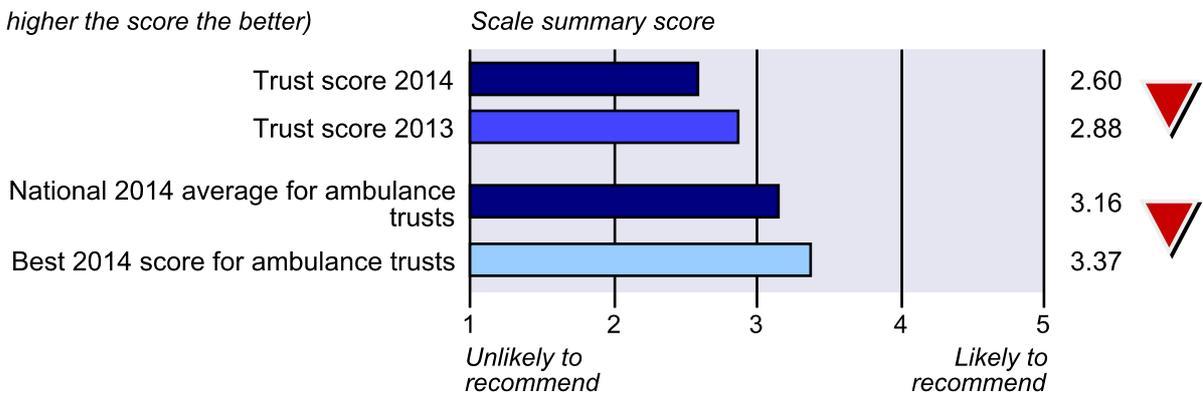
### KEY FINDING 23. Staff job satisfaction

(the higher the score the better)



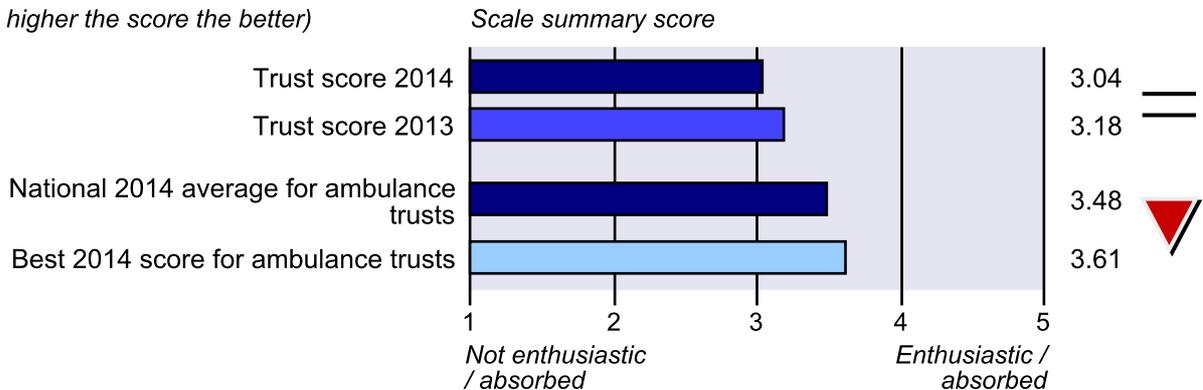
### KEY FINDING 24. Staff recommendation of the trust as a place to work or receive treatment

(the higher the score the better)



### KEY FINDING 25. Staff motivation at work

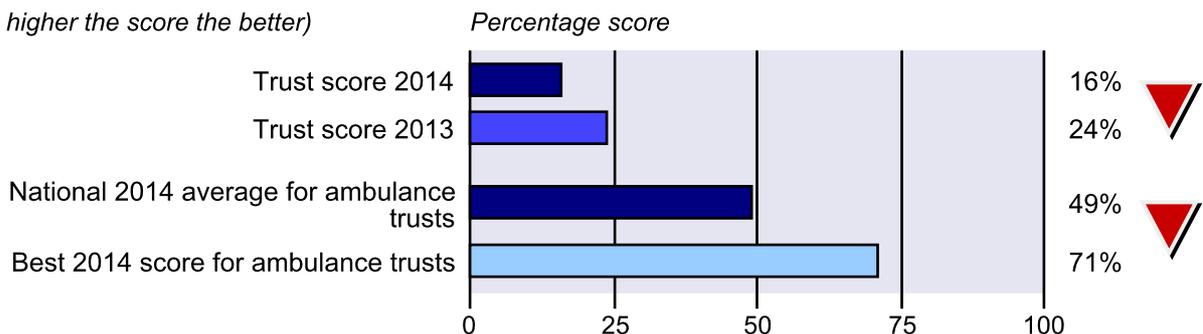
(the higher the score the better)



## ADDITIONAL THEME: Equality and diversity

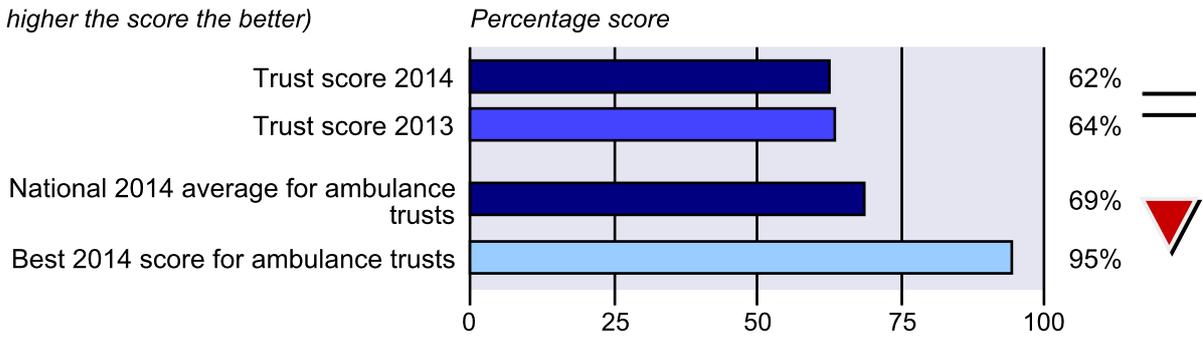
### KEY FINDING 26. Percentage of staff having equality and diversity training in last 12 months

(the higher the score the better)



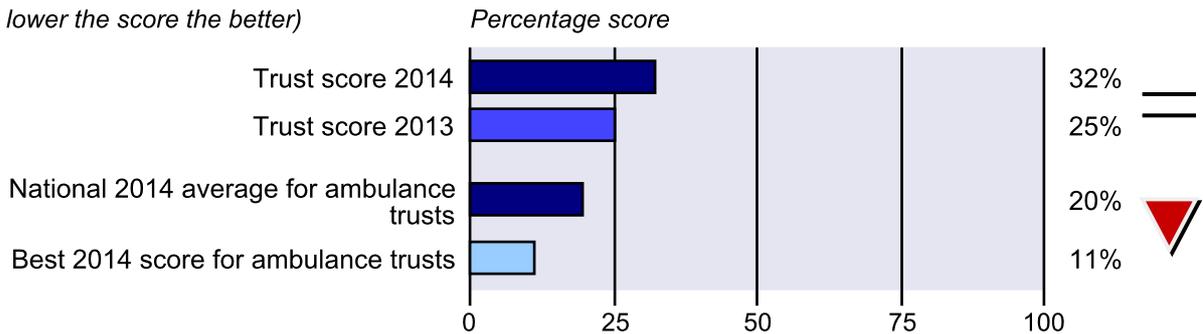
**KEY FINDING 27. Percentage of staff believing the trust provides equal opportunities for career progression or promotion**

*(the higher the score the better)*



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

*(the lower the score the better)*

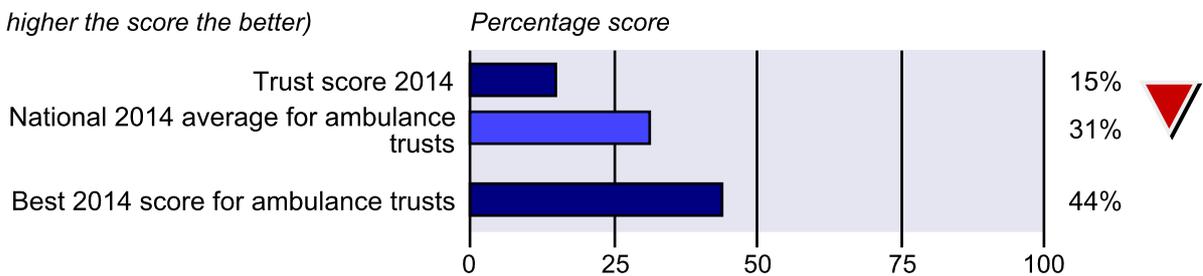


**ADDITIONAL THEME: Patient experience measures**

**Patient/Service user experience Feedback**

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

*(the higher the score the better)*



## 5. Key Findings by work group characteristics

Tables 5.1 to 5.2 show the Key Findings at London Ambulance Service NHS Trust broken down by work group characteristics: occupational groups, and full time/part time staff.

Technical notes:

- As in previous years, there are two types of Key Finding:
  - percentage scores, i.e. percentage of staff giving a particular response to one, or a series of, survey questions
  - scale summary scores, calculated by converting staff responses to particular questions into scores. For each of these scale summary scores, the minimum score is always 1 and the maximum score is 5
- For most of the Key Findings presented in tables 5.1 to 5.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF8. % having well structured appraisals in last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had well structured appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have well structured appraisals.
- Please note that, unlike the overall Trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the staff group in question contributed fewer than 11 responses to that score.

**Table 5.1: Key Findings for different occupational groups**

	General Management	Admin & Clerical	Paramedics	Ambulance Technicians	Ambulance Control Staff
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>					
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	-	-	48	66	24
KF2. % agreeing that their role makes a difference to patients	69	-	75	76	71
* KF3. <i>Work pressure felt by staff</i>	3.52	3.18	3.90	3.63	3.57
KF4. Effective team working	3.45	3.46	3.24	3.01	3.23
* KF5. <i>% working extra hours</i>	100	69	95	97	60
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>					
KF6. % receiving job-relevant training, learning or development in last 12 mths	50	64	69	58	78
KF7. % appraised in last 12 mths	60	17	27	11	44
KF8. % having well structured appraisals in last 12 mths	14	8	6	0	17
KF9. Support from immediate managers	3.27	3.69	2.86	2.62	3.31
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>					
<b>Occupational health and safety</b>					
KF10. % receiving health and safety training in last 12 mths	21	23	27	41	33
* KF11. <i>% suffering work-related stress in last 12 mths</i>	67	31	68	67	62
<b>Errors and incidents</b>					
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	29	0	59	51	71
KF13. % reporting errors, near misses or incidents witnessed in the last mth	-	-	75	55	67
KF14. Fairness and effectiveness of incident reporting procedures	3.15	3.22	2.84	2.79	2.99
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	80	58	43	44	29
<b>Number of respondents</b>	15	13	130	39	21

Due to low numbers of respondents, no scores are shown for the following occupational groups: Central Functions / Corporate Services, Maintenance / Ancillary, Emergency Care Practitioner, Emergency Care Assistant and Patient Transport Service.

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

	General Management	Admin & Clerical	Paramedics	Ambulance Technicians	Ambulance Control Staff
<b>Violence and harassment</b>					
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	7	0	60	42	5
* KF17. % experiencing physical violence from staff in last 12 mths	8	0	2	3	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	21	15	72	69	70
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	36	8	32	36	30
<b>Health and well-being</b>					
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	33	31	60	49	52
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>					
KF21. % reporting good communication between senior management and staff	20	15	7	8	0
KF22. % able to contribute towards improvements at work	40	77	17	28	14
<b>ADDITIONAL THEME: Staff satisfaction</b>					
KF23. Staff job satisfaction	2.79	3.41	2.78	2.79	2.95
KF24. Staff recommendation of the trust as a place to work or receive treatment	3.24	3.36	2.31	2.49	2.57
KF25. Staff motivation at work	3.33	3.13	2.99	3.20	2.79
<b>ADDITIONAL THEME: Equality and diversity</b>					
KF26. % having equality and diversity training in last 12 mths	20	8	11	24	30
KF27. % believing the trust provides equal opportunities for career progression or promotion	82	-	51	57	71
* KF28. % experiencing discrimination at work in last 12 mths	27	8	34	49	33
<b>ADDITIONAL THEME: Patient experience measures</b>					
<b>Patient/Service user experience Feedback</b>					
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	-	-	6	-	-
<b>Overall staff engagement</b>	3.25	3.39	2.62	2.72	2.64
<b>Number of respondents</b>	15	13	130	39	21

Due to low numbers of respondents, no scores are shown for the following occupational groups: Central Functions / Corporate Services, Maintenance / Ancillary, Emergency Care Practitioner, Emergency Care Assistant and Patient Transport Service.

**Table 5.2: Key Findings for different work groups**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>		
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	50	37
KF2. % agreeing that their role makes a difference to patients	73	63
* KF3. <i>Work pressure felt by staff</i>	3.73	3.68
KF4. Effective team working	3.28	2.87
* KF5. <i>% working extra hours</i>	89	86
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>		
KF6. % receiving job-relevant training, learning or development in last 12 mths	65	53
KF7. % appraised in last 12 mths	30	29
KF8. % having well structured appraisals in last 12 mths	7	10
KF9. Support from immediate managers	2.97	3.05
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>		
<b>Occupational health and safety</b>		
KF10. % receiving health and safety training in last 12 mths	32	10
* KF11. <i>% suffering work-related stress in last 12 mths</i>	63	52
<b>Errors and incidents</b>		
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	51	36
KF13. % reporting errors, near misses or incidents witnessed in the last mth	71	-
KF14. Fairness and effectiveness of incident reporting procedures	2.90	2.88
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	45	27
<b>Number of respondents</b>	<b>235</b>	<b>22</b>

<sup>a</sup> Full time is defined as staff contracted to work 30 hours or more a week

**Table 5.2: Key Findings for different work groups (cont)**

	Full time / part time <sup>a</sup>	
	Full time	Part time
<b>Violence and harassment</b>		
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	40	33
* KF17. % experiencing physical violence from staff in last 12 mths	3	0
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	60	33
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	27
<b>Health and well-being</b>		
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	51	45
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>		
KF21. % reporting good communication between senior management and staff	8	0
KF22. % able to contribute towards improvements at work	29	5
<b>ADDITIONAL THEME: Staff satisfaction</b>		
KF23. Staff job satisfaction	2.88	2.64
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.55	2.33
KF25. Staff motivation at work	3.06	2.68
<b>ADDITIONAL THEME: Equality and diversity</b>		
KF26. % having equality and diversity training in last 12 mths	15	10
KF27. % believing the trust provides equal opportunities for career progression or promotion	60	-
* KF28. % experiencing discrimination at work in last 12 mths	32	32
<b>ADDITIONAL THEME: Patient experience measures</b>		
<b>Patient/Service user experience Feedback</b>		
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	16	-
<b>Overall staff engagement</b>	2.77	2.44
<b>Number of respondents</b>	235	22

<sup>a</sup> Full time is defined as staff contracted to work 30 hours or more a week

## 6. Key Findings by demographic groups

Tables 6.1 and 6.2 show the Key Findings at 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 6.1 and 6.2, the higher the score the better. However, there are some Key Findings for which a high score would represent a negative result. For these Key Findings, marked with an asterisk and shown in italics, the lower the score the better.
- Care should be taken not to over interpret the findings if scores differ slightly. For example, if for 'KF8. % having well structured appraisals in last 12 months' staff in Group A score 45%, and staff in Group B score 40%, it may appear that a higher proportion of staff in Group A have had well structured appraisals than staff in Group B. However, because of small numbers in these sub-groups, it is probably not statistically significant. A more sensible interpretation would be that, on average, similar proportions of staff in Group A and B have well structured appraisals.
- Please note that, unlike the overall Trust scores, data in this section are not weighted.
- Please also note that all percentage scores are shown to the nearest 1%. This means scores of less than 0.5% are displayed as 0%.
- In order to preserve anonymity of individual staff, a score is replaced with a dash if the demographic group in question contributed fewer than 11 responses to that score.

**Table 6.1: Key Findings for different age groups**

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	72	38	45	48
KF2. % agreeing that their role makes a difference to patients	75	79	67	71
* KF3. <i>Work pressure felt by staff</i>	3.69	3.68	3.70	3.74
KF4. Effective team working	3.65	3.22	3.09	3.26
* KF5. <i>% working extra hours</i>	86	94	91	85
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	82	69	54	61
KF7. % appraised in last 12 mths	25	24	36	30
KF8. % having well structured appraisals in last 12 mths	8	8	5	8
KF9. Support from immediate managers	3.26	3.04	3.05	2.82
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	64	28	19	27
* KF11. <i>% suffering work-related stress in last 12 mths</i>	57	58	62	64
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	62	60	49	41
KF13. % reporting errors, near misses or incidents witnessed in the last mth	88	67	67	69
KF14. Fairness and effectiveness of incident reporting procedures	3.05	2.84	2.85	2.91
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	48	54	37	41
<b>Number of respondents</b>	42	50	77	87

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

	Age group			
	Age 16-30	Age 31-40	Age 41-50	Age 51+
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	40	51	35	38
* KF17. % experiencing physical violence from staff in last 12 mths	2	0	4	5
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	74	60	53	54
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	12	29	33	37
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	40	57	46	55
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	7	14	8	5
KF22. % able to contribute towards improvements at work	38	20	31	23
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	3.14	2.80	2.88	2.79
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.69	2.41	2.51	2.59
KF25. Staff motivation at work	3.41	2.94	3.01	2.96
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	40	8	4	18
KF27. % believing the trust provides equal opportunities for career progression or promotion	84	58	56	54
* KF28. % experiencing discrimination at work in last 12 mths	33	27	38	31
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	-	-	12	-
<b>Overall staff engagement</b>	3.07	2.60	2.77	2.71
<b>Number of respondents</b>	42	50	77	87

**Table 6.2: Key Findings for other demographic groups**

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>						
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	49	51	44	49	50	38
KF2. % agreeing that their role makes a difference to patients	71	75	74	72	74	50
* KF3. <i>Work pressure felt by staff</i>	3.76	3.68	3.88	3.68	3.69	3.96
KF4. Effective team working	3.28	3.28	3.29	3.24	3.25	-
* KF5. <i>% working extra hours</i>	90	89	90	88	88	94
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>						
KF6. % receiving job-relevant training, learning or development in last 12 mths	60	71	58	65	65	-
KF7. % appraised in last 12 mths	27	33	29	29	30	20
KF8. % having well structured appraisals in last 12 mths	5	9	5	7	7	0
KF9. Support from immediate managers	2.92	3.13	2.81	3.00	2.98	3.09
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>						
<b>Occupational health and safety</b>						
KF10. % receiving health and safety training in last 12 mths	31	29	29	32	32	6
* KF11. <i>% suffering work-related stress in last 12 mths</i>	62	59	81	57	60	76
<b>Errors and incidents</b>						
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	53	49	60	48	49	53
KF13. % reporting errors, near misses or incidents witnessed in the last mth	75	69	81	69	72	-
KF14. Fairness and effectiveness of incident reporting procedures	2.84	3.01	2.82	2.92	2.91	2.86
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	43	45	44	43	45	24
<b>Number of respondents</b>	139	106	43	205	240	17

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

	Gender		Disability		Ethnic background	
	Men	Women	Disabled	Not disabled	White	Black and minority ethnic
<b>Violence and harassment</b>						
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	44	35	47	39	40	35
* KF17. % experiencing physical violence from staff in last 12 mths	6	0	2	3	2	12
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	59	60	72	57	57	69
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	38	22	52	26	29	50
<b>Health and well-being</b>						
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	53	48	56	49	50	59
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>						
KF21. % reporting good communication between senior management and staff	9	7	2	9	8	6
KF22. % able to contribute towards improvements at work	24	29	16	28	26	29
<b>ADDITIONAL THEME: Staff satisfaction</b>						
KF23. Staff job satisfaction	2.81	2.96	2.69	2.90	2.88	2.71
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.48	2.64	2.14	2.63	2.56	2.25
KF25. Staff motivation at work	3.06	3.06	2.69	3.10	3.07	2.53
<b>ADDITIONAL THEME: Equality and diversity</b>						
KF26. % having equality and diversity training in last 12 mths	14	14	17	15	16	6
KF27. % believing the trust provides equal opportunities for career progression or promotion	48	76	43	63	65	9
* KF28. % experiencing discrimination at work in last 12 mths	38	27	58	27	30	59
<b>ADDITIONAL THEME: Patient experience measures</b>						
<b>Patient/Service user experience Feedback</b>						
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	7	22	-	16	18	-
<b>Overall staff engagement</b>	2.73	2.83	2.41	2.82	2.78	2.40
<b>Number of respondents</b>	139	106	43	205	240	17

## 7. Work and demographic profile of the survey respondents

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

**Table 7.1: Occupational group of respondents**

Occupational group	Number questionnaires returned	Percentage of survey respondents
<b>Operational ambulance staff</b>		
Emergency care practitioner	1	0%
Paramedic	130	52%
Emergency care assistant	7	3%
Ambulance technician	39	16%
Ambulance control staff	21	8%
Patient Transport Service	7	3%
<b>Other groups</b>		
Admin and Clerical	13	5%
Central Functions / Corporate Services	9	4%
Maintenance / Ancillary	2	1%
General Management	15	6%
Other	4	2%
Did not specify	14	

**Table 7.2: Work characteristics of respondents**

	Number questionnaires returned	Percentage of survey respondents
<b><i>Full time / part time</i></b>		
Full time	235	91%
Part time	22	9%
Did not specify	6	
<b><i>Length of time in organisation</i></b>		
Less than a year	12	5%
Between 1 to 2 years	18	7%
Between 3 to 5 years	47	18%
Between 6 to 10 years	58	22%
Between 11 to 15 years	51	20%
Over 15 years	72	28%
Did not specify	5	

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

**Table 7.3: Demographic characteristics of respondents**

	Number questionnaires returned	Percentage of survey respondents
<b>Age group</b>		
Between 16 and 30	42	16%
Between 31 and 40	50	20%
Between 41 and 50	77	30%
51 and over	87	34%
Did not specify	7	
<b>Gender</b>		
Male	139	57%
Female	106	43%
Did not specify	18	
<b>Ethnic background</b>		
White	240	93%
Black and minority ethnic	17	7%
Did not specify	6	
<b>Disability</b>		
Disabled	43	17%
Not disabled	205	83%
Did not specify	15	

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	31	-	34	29	38	24	58
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>							
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	49	[42, 56]	74	73	75	49	79
KF2. % agreeing that their role makes a difference to patients	71	[65, 77]	86	85	87	71	89
* KF3. <i>Work pressure felt by staff</i>	3.65	[3.55, 3.75]	3.32	3.25	3.32	3.04	3.65
KF4. Effective team working	3.26	[3.11, 3.40]	3.29	3.26	3.32	3.18	3.53
* KF5. <i>% working extra hours</i>	86	[81, 91]	85	84	86	80	89
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>							
KF6. % receiving job-relevant training, learning or development in last 12 mths	63	[56, 70]	74	72	77	63	91
KF7. % appraised in last 12 mths	30	[24, 37]	69	61	75	30	89
KF8. % having well structured appraisals in last 12 mths	8	[4, 12]	22	17	23	8	39
KF9. Support from immediate managers	2.99	[2.86, 3.13]	3.25	3.18	3.32	2.99	3.75
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>							
<b>Occupational health and safety</b>							
KF10. % receiving health and safety training in last 12 mths	32	[26, 38]	52	46	64	32	83
* KF11. <i>% suffering work-related stress in last 12 mths</i>	59	[52, 66]	50	49	51	39	59
<b>Errors and incidents</b>							
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	49	[42, 56]	41	41	42	34	50
KF13. % reporting errors, near misses or incidents witnessed in the last mth	73	[64, 81]	80	79	82	73	93
KF14. Fairness and effectiveness of incident reporting procedures	2.90	[2.81, 2.99]	3.18	3.05	3.23	2.90	3.31
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	40	[33, 46]	60	54	65	40	72

**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
<b>Violence and harassment</b>							
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	33	[27, 39]	31	30	33	22	39
* KF17. % experiencing physical violence from staff in last 12 mths	4	[1, 7]	3	2	3	0	4
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	54	[47, 61]	45	45	49	26	55
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	[25, 37]	26	25	30	16	35
<b>Health and well-being</b>							
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	48	[41, 54]	38	35	39	31	48
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>							
KF21. % reporting good communication between senior management and staff	7	[4, 10]	16	12	20	7	39
KF22. % able to contribute towards improvements at work	28	[22, 34]	43	41	47	28	59
<b>ADDITIONAL THEME: Staff satisfaction</b>							
KF23. Staff job satisfaction	2.88	[2.77, 2.98]	3.26	3.17	3.29	2.88	3.63
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.60	[2.46, 2.73]	3.16	3.05	3.28	2.60	3.37
KF25. Staff motivation at work	3.04	[2.89, 3.19]	3.48	3.40	3.54	3.04	3.61
<b>ADDITIONAL THEME: Equality and diversity</b>							
KF26. % having equality and diversity training in last 12 mths	16	[11, 21]	49	40	51	16	71
KF27. % believing the trust provides equal opportunities for career progression or promotion	62	[54, 71]	69	65	70	62	95
* KF28. % experiencing discrimination at work in last 12 mths	32	[26, 39]	20	19	21	11	32
<b>ADDITIONAL THEME: Patient experience measures</b>							
<b>Patient/Service user experience Feedback</b>							
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	15	[1, 28]	31	30	34	15	44

## Appendix 2

### Changes to the Key Findings since the 2012 and 2013 staff surveys

Technical notes:

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

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To enable comparison between years, scores from 2013 and 2012 have been re-calculated and re-weighted using the 2014 formulae, so may appear slightly different from figures in previous feedback reports. More details about these changes can be found in the document ***Making sense of your staff survey data***, which can be downloaded from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com).

**Table A2.1: Changes in the Key Findings for London Ambulance Service NHS Trust since 2013 survey**

	London Ambulance Service NHS Trust			
	2014 score	2013 score	Change	Statistically significant?
Response rate	31	41	-9	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	49	58	-9	Yes
KF2. % agreeing that their role makes a difference to patients	71	78	-7	No
* KF3. <i>Work pressure felt by staff</i>	3.65	3.58	0.08	No
KF4. Effective team working	3.26	3.27	-0.01	No
* KF5. <i>% working extra hours</i>	86	86	0	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	63	70	-7	No
KF7. % appraised in last 12 mths	30	48	-17	Yes
KF8. % having well structured appraisals in last 12 mths	8	12	-4	No
KF9. Support from immediate managers	2.99	3.11	-0.12	No
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	32	28	5	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	59	57	2	No
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	49	46	3	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	73	78	-5	No
KF14. Fairness and effectiveness of incident reporting procedures	2.90	2.94	-0.04	No
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	40	-	-	--

**Table A2.1: Changes in the Key Findings for London Ambulance Service NHS Trust since 2013 survey (cont)**

	London Ambulance Service NHS Trust			
	2014 score	2013 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	33	35	-2	No
* KF17. % experiencing physical violence from staff in last 12 mths	4	3	1	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	54	50	4	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	26	5	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	48	53	-5	No
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	7	13	-7	Yes
KF22. % able to contribute towards improvements at work	28	29	-1	No
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	2.88	3.01	-0.13	No
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.60	2.88	-0.28	Yes
KF25. Staff motivation at work	3.04	3.18	-0.14	No
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	16	24	-8	Yes
KF27. % believing the trust provides equal opportunities for career progression or promotion	62	64	-1	No
* KF28. % experiencing discrimination at work in last 12 mths	32	25	7	No
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	15	-	-	--

**Table A2.2: Changes in the Key Findings for London Ambulance Service NHS Trust since 2012 survey**

	London Ambulance Service NHS Trust			
	2014 score	2012 score	Change	Statistically significant?
Response rate	31	38	-6	-
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	49	65	-15	Yes
KF2. % agreeing that their role makes a difference to patients	71	79	-8	Yes
* KF3. <i>Work pressure felt by staff</i>	3.65	3.41	0.25	Yes
KF4. Effective team working	3.26	3.30	-0.04	No
* KF5. <i>% working extra hours</i>	86	87	-1	No
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	63	75	-12	Yes
KF7. % appraised in last 12 mths	30	53	-23	Yes
KF8. % having well structured appraisals in last 12 mths	8	19	-11	Yes
KF9. Support from immediate managers	2.99	3.14	-0.14	No
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	32	28	4	No
* KF11. <i>% suffering work-related stress in last 12 mths</i>	59	46	13	Yes
<b>Errors and incidents</b>				
* KF12. <i>% witnessing potentially harmful errors, near misses or incidents in last mth</i>	49	45	4	No
KF13. % reporting errors, near misses or incidents witnessed in the last mth	73	81	-8	No
KF14. Fairness and effectiveness of incident reporting procedures	2.90	3.03	-0.13	Yes
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	40	-	-	--

**Table A2.2: Changes in the Key Findings for London Ambulance Service NHS Trust since 2012 survey (cont)**

	London Ambulance Service NHS Trust			
	2014 score	2012 score	Change	Statistically significant?
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	33	31	2	No
* KF17. % experiencing physical violence from staff in last 12 mths	4	1	3	No
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	54	48	6	No
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	31	29	2	No
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	48	42	6	No
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	7	16	-10	Yes
KF22. % able to contribute towards improvements at work	28	41	-13	Yes
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	2.88	3.16	-0.29	Yes
KF24. Staff recommendation of the trust as a place to work or receive treatment	2.60	3.17	-0.57	Yes
KF25. Staff motivation at work	3.04	3.36	-0.33	Yes
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	16	18	-2	No
KF27. % believing the trust provides equal opportunities for career progression or promotion	62	67	-5	No
* KF28. % experiencing discrimination at work in last 12 mths	32	25	8	No
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	15	-	-	--

## Appendix 3

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

For each of the 29 Key Findings (Table A3.1) and each individual survey question in the core version of the questionnaire (Table A3.2), this appendix presents your trust's 2014 survey response, the average (median) 2014 response for ambulance trusts, and your trust's 2013 survey response (where applicable).

In Table A3.1, the question numbers used to calculate the 29 Key Findings are also listed in the first column.

In Table A3.2, the responses to the survey questions are presented in the order that they appear within the core version of the 2014 questionnaire.

#### Technical notes:

- In certain cases a dash (-) appears in the 'Your Trust in 2013' column in Tables A3.1 or A3.2. This is because of changes to the format of survey questions or the calculation of the Key Findings so comparisons with the 2013 score are not possible.
- In certain cases a dash (-) appears in Tables A3.1 or A3.2. This is in order to preserve anonymity of individual staff, where there were fewer than 11 responses to a survey question or Key Finding.
- Please note that the figures reported in tables A3.1 and A3.2 are un-weighted, and, as a consequence there may be some slight differences between these figures and the figures reported in sections 3 and 4 and Appendix 2 of this report, which are weighted according to the occupational group profile of a typical ambulance trust.
- More details about the calculation of Key Findings and the weighting of data can be found in the document ***Making sense of your staff survey data***, which can be downloaded from: [www.nhsstaffsurveys.com](http://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 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>STAFF PLEDGE 1: To provide all staff with clear roles, responsibilities and rewarding jobs.</b>				
KF1. % feeling satisfied with the quality of work and patient care they are able to deliver	Q6d, 9a, 9c	50	75	59
KF2. % agreeing that their role makes a difference to patients	Q9b	72	87	77
* <i>KF3. Work pressure felt by staff</i>	Q7e-g	3.71	3.30	3.62
KF4. Effective team working	Q4a-d	3.26	3.29	3.27
* <i>KF5. % working extra hours</i>	Q25b-c	89	84	86
<b>STAFF PLEDGE 2: To provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential.</b>				
KF6. % receiving job-relevant training, learning or development in last 12 mths	Q1a-g, 2a-c	64	74	70
KF7. % appraised in last 12 mths	Q3a	30	71	47
KF8. % having well structured appraisals in last 12 mths	Q3a-d	7	23	11
KF9. Support from immediate managers	Q10a-e	2.98	3.28	3.09
<b>STAFF PLEDGE 3: To provide support and opportunities for staff to maintain their health, well-being and safety.</b>				
<b>Occupational health and safety</b>				
KF10. % receiving health and safety training in last 12 mths	Q1a	31	51	28
* <i>KF11. % suffering work-related stress in last 12 mths</i>	Q16	61	50	61
<b>Errors and incidents</b>				
* <i>KF12. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	Q17a, 17b	50	41	46
KF13. % reporting errors, near misses or incidents witnessed in the last mth	Q17a-b, 17c	72	79	79
KF14. Fairness and effectiveness of incident reporting procedures	Q18a-g	2.90	3.18	2.94
KF15. % agreeing that they would feel secure raising concerns about unsafe clinical practice	Q19b	43	59	-

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

	Question number(s)	Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Violence and harassment</b>				
* KF16. % experiencing physical violence from patients, relatives or the public in last 12 mths	Q20a	40	31	39
* KF17. % experiencing physical violence from staff in last 12 mths	Q20b	3	3	3
* KF18. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	Q21a	58	47	54
* KF19. % experiencing harassment, bullying or abuse from staff in last 12 mths	Q21b	31	25	27
<b>Health and well-being</b>				
* KF20. % feeling pressure in last 3 mths to attend work when feeling unwell	Q15a-c	50	37	54
<b>STAFF PLEDGE 4: To engage staff in decisions that affect them, the services they provide and empower them to put forward ways to deliver better and safer services.</b>				
KF21. % reporting good communication between senior management and staff	Q11a-d	8	14	14
KF22. % able to contribute towards improvements at work	Q7a, 7b, 7d	27	44	29
<b>ADDITIONAL THEME: Staff satisfaction</b>				
KF23. Staff job satisfaction	Q8a-g	2.86	3.22	2.99
KF24. Staff recommendation of the trust as a place to work or receive treatment	Q12a, 12c-d	2.55	3.17	2.82
KF25. Staff motivation at work	Q5a-c	3.05	3.48	3.13
<b>ADDITIONAL THEME: Equality and diversity</b>				
KF26. % having equality and diversity training in last 12 mths	Q1b	16	50	23
KF27. % believing the trust provides equal opportunities for career progression or promotion	Q22	61	70	62
* KF28. % experiencing discrimination at work in last 12 mths	Q23a-b	33	20	28
<b>ADDITIONAL THEME: Patient experience measures</b>				
<b>Patient/Service user experience Feedback</b>				
KF29. % agreeing feedback from patients/service users is used to make informed decisions in their directorate/department	Q13a, 13c	14	31	-

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

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Areas of training, learning and development</b>				
% having received training, learning or development in the following areas in the last 12 months:				
Q1a	Health and safety training	31	51	28
Q1b	Equality and diversity training	16	50	23
Q1c	How to prevent or handle violence and aggression to staff, patients / service users	8	31	8
Q1d	Infection control (e.g. guidance on hand-washing, MRSA, waste management, disposal of sharps / needles)	33	48	38
Q1e	How to handle confidential information about patients / service users	38	58	37
Q1f	How to deliver a good patient / service user experience	20	45	25
Q1g	Any other job-relevant training, learning or development	68	69	52
<b>Job-relevant training, learning and development</b>				
% who had received training, learning and development in the last 12 months (YES to any part of Q1a-g) agreeing / strongly agreeing that:				
Q2a	It has helped me to do my job more effectively	55	61	60
Q2b	It has helped me stay up-to-date with professional requirements	52	65	56
Q2c	It has helped me to deliver a better patient / service user experience	45	55	45
<b>Appraisals</b>				
Q3a	% saying they had received an appraisal or performance development review in the last 12 months	30	71	47
If (YES to Q3a) had received an appraisal or performance development review in the last 12 months:				
Q3b	% saying their appraisal or development review had helped them to improve how they do their job	42	39	41
Q3c	% saying their appraisal or development review had helped them agree clear objectives for their work	53	62	57
Q3d	% saying their appraisal or development review had made them feel their work was valued by the organisation	43	43	35
Q3e	% saying their appraisal or development review had identified training, learning or development needs	49	54	47
If (YES to Q3a) had received an appraisal or performance development review AND (YES to Q3e) training, learning or development needs identified as part of their appraisal or development review:				
Q3f	% saying their manager supported them to receive training, learning or development	74	74	65
<b>Team-based working</b>				
Q4a	% working in a team	78	86	79
If (YES to Q4a) they work in a team:				
Q4b	% agreeing / strongly agreeing team members have a set of shared objectives	67	71	68
Q4c	% agreeing / strongly agreeing team members often meet to discuss the team's effectiveness	27	30	31
Q4d	% agreeing / strongly agreeing the team members have to communicate closely with each other to achieve the team's objectives	68	67	67
<b>Staff motivation at work</b>				
% saying often or always to the following statements:				
Q5a	"I look forward to going to work"	29	43	34
Q5b	"I am enthusiastic about my job"	44	59	47
Q5c	"Time passes quickly when I am working"	36	52	39

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Job design</b>				
% agreeing / strongly agreeing with the following statements:				
Q6a	"I have clear, planned goals and objectives for my job"	42	61	47
Q6b	"I always know what my work responsibilities are"	67	76	69
Q6c	"I am trusted to do my job"	59	79	60
Q6d	"I am able to do my job to a standard I am personally pleased with"	51	75	58
<b>Opportunities to develop potential at work</b>				
% agreeing / strongly agreeing with the following statements:				
Q7a	"There are frequent opportunities for me to show initiative in my role"	42	58	48
Q7b	"I am able to make suggestions to improve the work of my team / department"	32	47	35
Q7c	"I am involved in deciding on changes introduced that affect my work area / team / department"	17	27	19
Q7d	"I am able to make improvements happen in my area of work"	18	30	21
Q7e	"I am unable to meet all the conflicting demands on my time at work"	45	43	41
Q7f	"I have adequate materials, supplies and equipment to do my work"	22	48	23
Q7g	"There are enough staff at this organisation for me to do my job properly"	10	17	12
<b>Staff job satisfaction</b>				
% satisfied or very satisfied with the following aspects of their job:				
Q8a	"The recognition I get for good work"	16	30	19
Q8b	"The support I get from my immediate manager"	39	52	42
Q8c	"The freedom I have to choose my own method of working"	29	46	39
Q8d	"The support I get from my work colleagues"	71	77	73
Q8e	"The amount of responsibility I am given"	49	61	57
Q8f	"The opportunities I have to use my skills"	43	59	47
Q8g	"The extent to which my organisation values my work"	12	24	16
Q8h	"My level of pay"	12	21	19
<b>Contribution to patient care</b>				
% agreeing / strongly agreeing with the following statements:				
Q9a	"I am satisfied with the quality of care I give to patients / service users"	67	83	70
Q9b	"I feel that my role makes a difference to patients / service users"	72	87	77
Q9c	"I am able to deliver the patient care I aspire to"	40	63	49

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Your managers</b>				
% agreeing / strongly agreeing with the following statements:				
Q10a	"My immediate manager encourages those who work for her/him to work as a team"	37	49	41
Q10b	"My immediate manager can be counted on to help me with a difficult task at work"	48	58	52
Q10c	"My immediate manager gives me clear feedback on my work"	31	42	34
Q10d	"My immediate manager asks for my opinion before making decisions that affect my work"	22	34	26
Q10e	"My immediate manager is supportive in a personal crisis"	55	65	59
Q11a	"I know who the senior managers are here"	68	73	72
Q11b	"Communication between senior management and staff is effective"	13	21	16
Q11c	"Senior managers here try to involve staff in important decisions"	10	15	17
Q11d	"Senior managers act on staff feedback"	9	15	13
Q11e	"Senior managers where I work are committed to patient care"	20	30	20
<b>Your organisation</b>				
% agreeing / strongly agreeing with the following statements:				
Q12a	"Care of patients / service users is my organisation's top priority"	27	44	31
Q12b	"My organisation acts on concerns raised by patients / service users"	35	57	35
Q12c	"I would recommend my organisation as a place to work"	18	39	26
Q12d	"If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation"	40	58	50
<b>Patient / service user experience measures</b>				
"% saying 'Yes'"				
Q13a	"Is patient / service user experience feedback collected within your directorate / department?"	23	37	-
"% agreeing or strongly agreeing that they receive regular updates on patient / service user experience feedback in their directorate / department"				
Q13b	"I receive regular updates on patient / service user experience feedback in my directorate / department"	8	36	-
"% agreeing or strongly agreeing that feedback from patients / service users is used to make informed decisions within my directorate / department"				
Q13c	"Feedback from patients / service users is used to make informed decisions within my directorate / department"	14	31	-
<b>Health and well-being</b>				
% agreeing / strongly agreeing with the following statements:				
Q14a	"In general, my job is good for my health"	7	19	11
Q14b	"My immediate manager takes a positive interest in my health and well-being"	29	37	31
Q14c	"My organisation takes positive action on health and well-being"	10	26	16
<b>Health and well-being</b>				
Q15a	% saying in the last three months they had gone to work despite not feeling well enough to perform their duties: (If YES to Q15a): % saying they...	77	71	77
Q15b	...had felt pressure from their manager to come to work	62	48	68
Q15c	...had felt pressure from their colleagues to come to work	10	16	11
Q15d	...had put themselves under pressure to come to work	88	90	93
Q16	% saying they have felt unwell in the last 12 months as a result of work related stress:	61	50	61

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Witnessing and reporting errors, near misses and incidents</b>				
Q17a	% witnessing errors, near misses or incidents in the last month that could have hurt staff	42	32	39
Q17b	% witnessing errors, near misses or incidents in the last month that could have hurt patients / service users	42	33	37
Q17c	(If YES to Q17a or YES to Q17b): % saying the last time they witnessed an error, near miss or incident that could have hurt staff or patients / service users, either they or a colleague had reported it	79	87	84
<b>Fairness and effectiveness of procedures for reporting errors, near misses or incidents</b>				
% agreeing / strongly agreeing with the following statements:				
Q18a	"My organisation treats staff who are involved in an error, near miss or incident fairly"	21	34	25
Q18b	"My organisation encourages us to report errors, near misses or incidents"	60	76	62
Q18c	"My organisation treats reports of errors, near misses or incidents confidentially"	35	48	39
Q18d	"My organisation blames or punishes people who are involved in errors, near misses or incidents"	31	28	30
Q18e	"When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"	33	43	27
Q18f	"We are informed about errors, near misses and incidents that happen in the organisation"	18	26	15
Q18g	"We are given feedback about changes made in response to reported errors, near misses and incidents"	21	27	17
<b>Raising concerns about unsafe clinical practice</b>				
Q19a	% saying if they were concerned about unsafe clinical practice they would know how to report it	81	90	-
Q19b	% saying they would feel secure raising concerns about unsafe clinical practice	43	59	-
Q19c	% saying they are confident that the organisation would address their concern	34	43	-
<b>Experiencing and reporting physical violence at work</b>				
% experiencing physical violence at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q20a	Never	60	69	61
Q20a	1 to 2 times	28	22	25
Q20a	3 to 5 times	9	7	9
Q20a	6 to 10 times	2	2	2
Q20a	More than 10 times	1	1	3
% experiencing physical violence at work from managers / team leaders or other colleagues in last 12 months...				
Q20b	Never	97	97	97
Q20b	1 to 2 times	3	2	3
Q20b	3 to 5 times	0	0	0
Q20b	6 to 10 times	0	0	0
Q20b	More than 10 times	0	0	0
Q20c	(If YES to Q20a or YES to Q20b): % saying the last time they experienced an incident of physical violence, either they or a colleague had reported it	71	65	72

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Experiencing and reporting harassment, bullying and abuse at work</b>				
% experiencing harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in last 12 months...				
Q21a	Never	42	53	46
Q21a	1 to 2 times	22	19	22
Q21a	3 to 5 times	14	13	16
Q21a	6 to 10 times	9	6	5
Q21a	More than 10 times	13	10	11
% experiencing harassment, bullying or abuse at work from managers / team leaders or other colleagues in last 12 months...				
Q21b	Never	69	75	73
Q21b	1 to 2 times	20	18	18
Q21b	3 to 5 times	6	6	6
Q21b	6 to 10 times	2	2	1
Q21b	More than 10 times	2	2	2
Q21c	(If YES to Q21a or YES to Q21b): % saying the last time they experienced an incident of harassment, bullying or abuse, either they or a colleague had reported it	37	38	42
<b>Equal opportunities</b>				
Q22	% saying the organisation acts fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age	61	70	62
<b>Discrimination</b>				
Q23a	% saying they had experienced discrimination from patients / service users, their relatives or other members of the public in the last 12 months	22	10	20
Q23b	% saying they had experienced discrimination from their manager / team leader or other colleagues in the last 12 months	16	12	12
% saying they had experienced discrimination on the grounds of:				
Q23c	Ethnic background	9	3	11
Q23c	Gender	8	6	11
Q23c	Religion	2	1	1
Q23c	Sexual orientation	6	2	4
Q23c	Disability	2	1	2
Q23c	Age	8	4	7
Q23c	Other reason(s)	11	7	5
<b>BACKGROUND DETAILS</b>				
Gender				
Q24a	Male	57	56	57
Q24a	Female	43	44	43
Age group				
Q24b	Between 16 and 30	16	15	17
Q24b	Between 31 and 40	20	20	20
Q24b	Between 41 and 50	30	30	26
Q24b	51 and over	34	37	37
Q25a	% working part time	9	12	6
Q25b	% working additional PAID hours	75	70	68
Q25c	% working additional UNPAID hours	53	44	53

		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
<b>Ethnic background</b>				
Q26	White	93	97	93
Q26	Mixed	2	1	1
Q26	Asian / Asian British	2	1	2
Q26	Black / Black British	2	1	3
Q26	Chinese	0	0	0
Q26	Other	1	1	1
<b>Sexuality</b>				
Q27	Heterosexual (straight)	81	89	87
Q27	Gay Man	2	2	3
Q27	Gay Woman (lesbian)	3	1	3
Q27	Bisexual	2	1	2
Q27	Other	1	0	1
Q27	Preferred not to say	11	6	5
<b>Religion</b>				
Q28	No religion	47	38	39
Q28	Christian	37	52	50
Q28	Buddhist	0	1	1
Q28	Hindu	0	0	1
Q28	Jewish	1	0	0
Q28	Muslim	1	0	1
Q28	Sikh	0	0	0
Q28	Other	3	1	2
Q28	Preferred not to say	10	6	7
<b>Disability</b>				
Q29a	% saying they have a long-standing illness, health problem or disability	17	19	19
Q29b	(If YES to Q29a and if adjustments felt necessary): % saying their employer has made adequate adjustment(s) to enable them to carry out their work	26	58	40
<b>Contact with patients</b>				
Q30	% saying they have face-to-face contact with patients / service users as part of their job	80	72	77
<b>Length of time at the organisation (or its predecessors)</b>				
Q31	Less than 1 year	5	5	5
Q31	1 to 2 years	7	11	5
Q31	3 to 5 years	18	16	21
Q31	6 to 10 years	22	22	19
Q31	11 to 15 years	20	20	21
Q31	More than 15 years	28	27	30

Occupational group		Your Trust in 2014	Average (median) for ambulance trusts	Your Trust in 2013
Q32	Emergency Care Practitioner	0	2	0
Q32	Paramedic	52	34	50
Q32	Emergency Care Assistant	3	9	4
Q32	Ambulance Technician	16	9	13
Q32	Ambulance Control Staff	8	12	12
Q32	Patient Transport Service	6	14	5
Q32	Registered Nurses and Midwives	0	1	0
Q32	Nursing or Healthcare Assistants	0	0	0
Q32	Medical and Dental	0	0	0
Q32	Allied Health Professionals	0	0	0
Q32	Scientific and Technical / Healthcare Scientists	0	0	0
Q32	Social Care staff	0	0	0
Q32	Public Health / Health Improvement	0	0	0
Q32	Commissioning staff	0	0	1
Q32	Admin and Clerical	5	4	5
Q32	Central Functions / Corporate Services	4	5	4
Q32	Maintenance / Ancillary	1	1	0
Q32	General Management	6	3	4
Q32	Other	2	5	4

## Appendix 4

### Other NHS staff survey 2014 documentation

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

- 1) A separate summary report of the main 2014 survey results for London Ambulance Service NHS Trust can be downloaded from: [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). The summary report is a shorter version of this feedback report, which may be useful for wider circulation within the trust.
- 2) A national briefing document, describing the national Key Findings from the 2014 survey and making comparisons with previous years, will be available from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) in March 2013.
- 3) The document ***Making sense of your staff survey data***, which can be downloaded from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). This includes details about the calculation of Key Findings and the data weighting method used.
- 4) A series of detailed spreadsheets are available on request from [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com). In these detailed spreadsheets you can find:
  - responses of staff in your trust to every core survey question
  - responses in every trust in England
  - the average responses for each major trust type (e.g. all acute trusts, all ambulance trusts)
  - the average trust responses within each strategic health authority
  - the average responses for each major occupational and demographic group within the major trust types