

# Isle of Wight NHS Trust (acute sector)

2020 NHS Staff Survey

**Benchmark Report**

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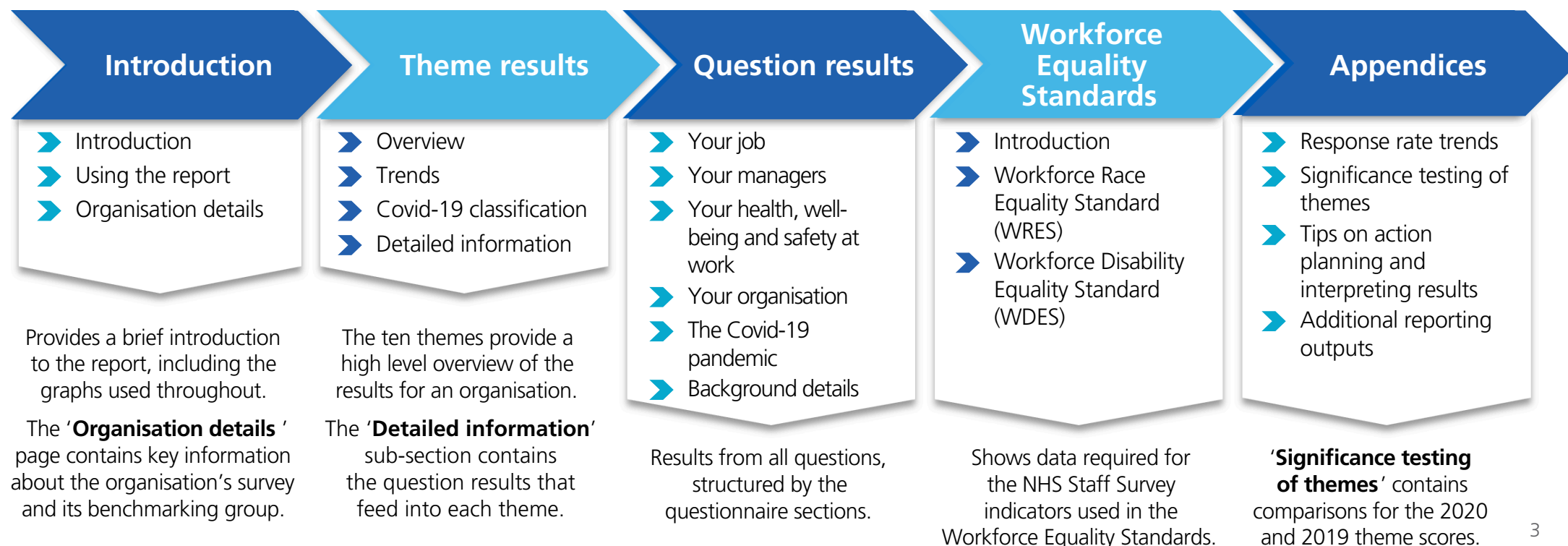
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This benchmark report for Isle of Wight NHS Trust (acute sector) contains results for themes and questions from the 2020 NHS Staff Survey, and historical results back to 2016 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19d, q20a-d, q22-q26a, and q27a-q28 are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data are calculated and weighted are included in the Technical Document, available to download from our [results website](#).

## The structure of this report



## Key features

Question number and text  
(or the theme) specified  
at the top of each slide

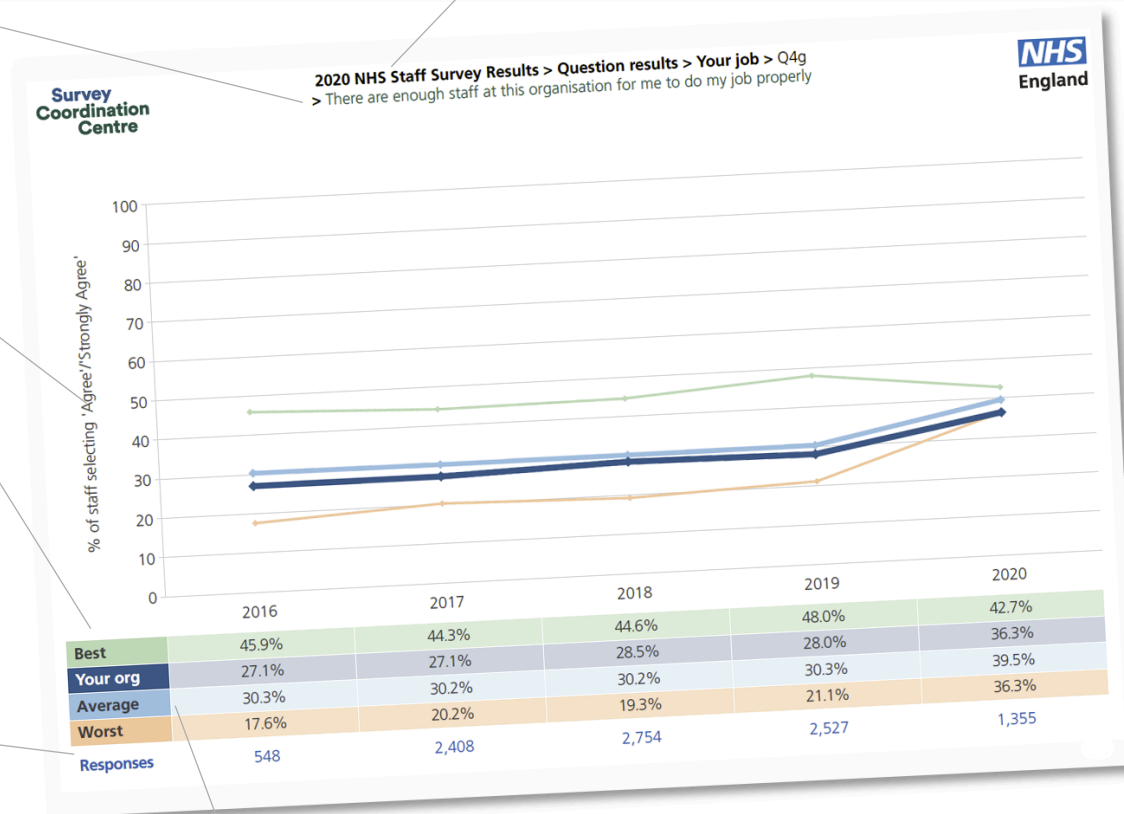
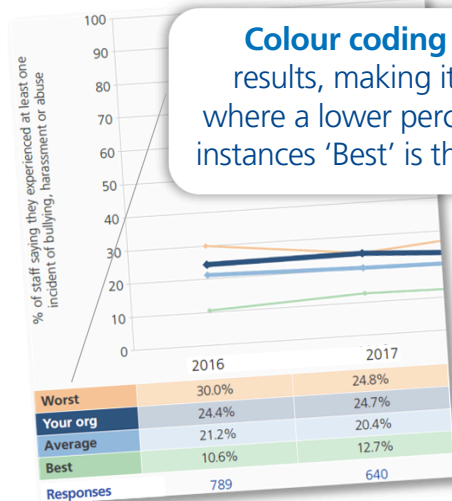
Question-level results are always  
reported as percentages; the **meaning  
of the value** is outlined along the axis.  
Themes are always on a 0-10pt scale  
where 10 is the best score attainable

**Colour coding** highlights best / worst  
results, making it easy to spot questions  
where a lower percentage is better – in such  
instances 'Best' is the bottom line in the table

 **Keep an eye out!**

**Number of responses**  
for the organisation  
for the given question

Slide headers are **hyperlinked** throughout the document. '2020  
NHS Staff Survey Results' takes you back to the contents page  
(which is also hyperlinked to each section), while the rest of the text  
highlighted in bold can be used to navigate to sections and sub-sections



Tips on how to read, interpret and use  
the data are included in the [Appendices](#)

'Best', 'Average', and 'Worst' refer to the  
**benchmarking group's** best, average and worst **results**

## Isle of Wight NHS Trust (acute sector)

## 2020 NHS Staff Survey



### Organisation details

Completed questionnaires **1,273**

2020 response rate **58%**

➤ [See response rate trend for the last 5 years](#)

### Survey details

Survey mode **Mixed**

Sample type **Census**

### This organisation is benchmarked against:

**Acute and Acute & Community Trusts**



### 2020 benchmarking group details

Organisations in group: **128**

Median response rate: **45%**

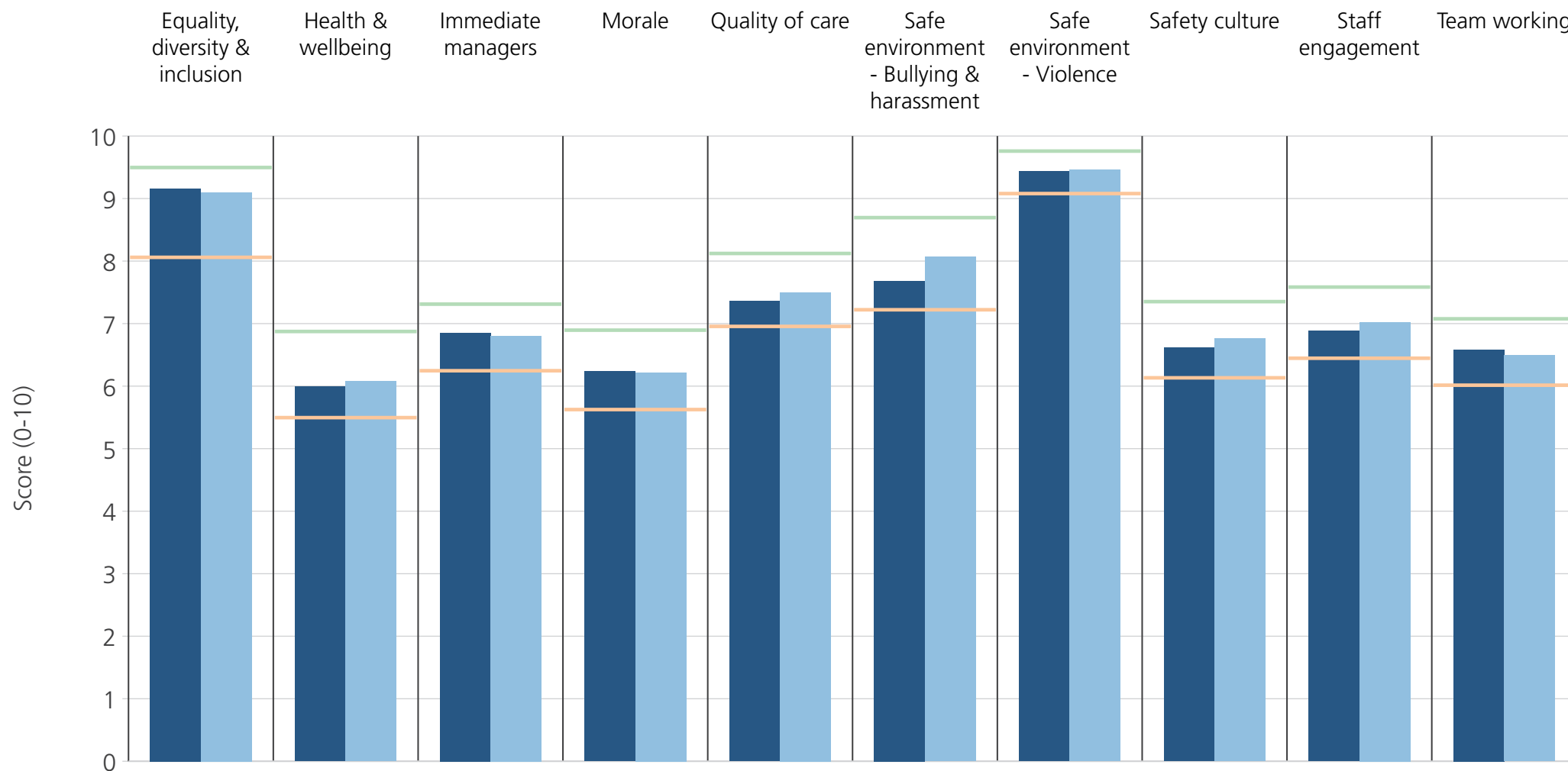
No. of completed questionnaires:  
**402,201**

# Theme results

The calculation for the immediate managers theme has changed this year due to the omission of one of the questions which previously contributed to the theme. This change has been applied retrospectively so data for 2016-2020 shown in the charts are comparable for this theme, however these figures are not directly comparable to the results reported in previous years. For more details please see the [technical document](#).

Isle of Wight NHS Trust (acute sector)

2020 NHS Staff Survey Results

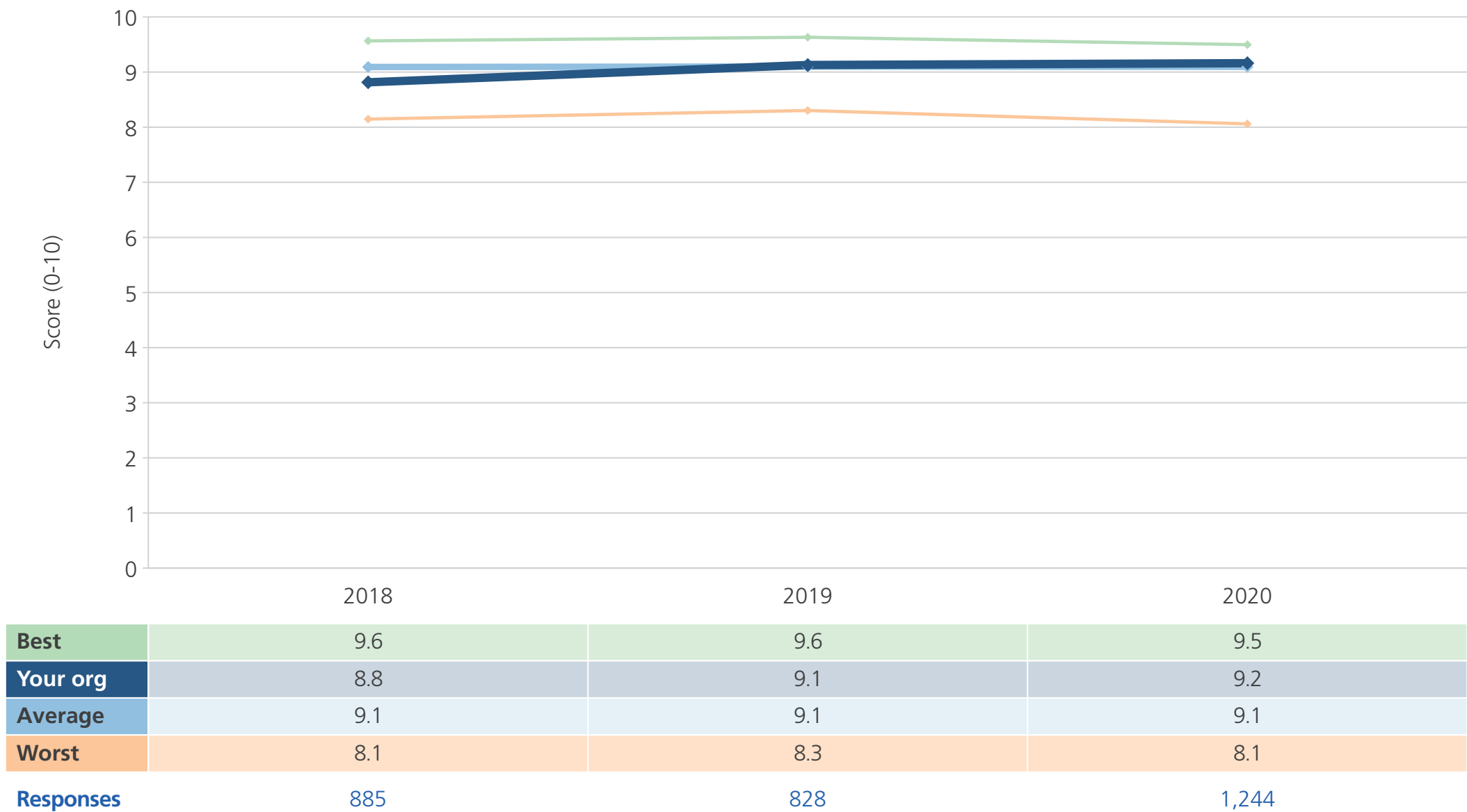


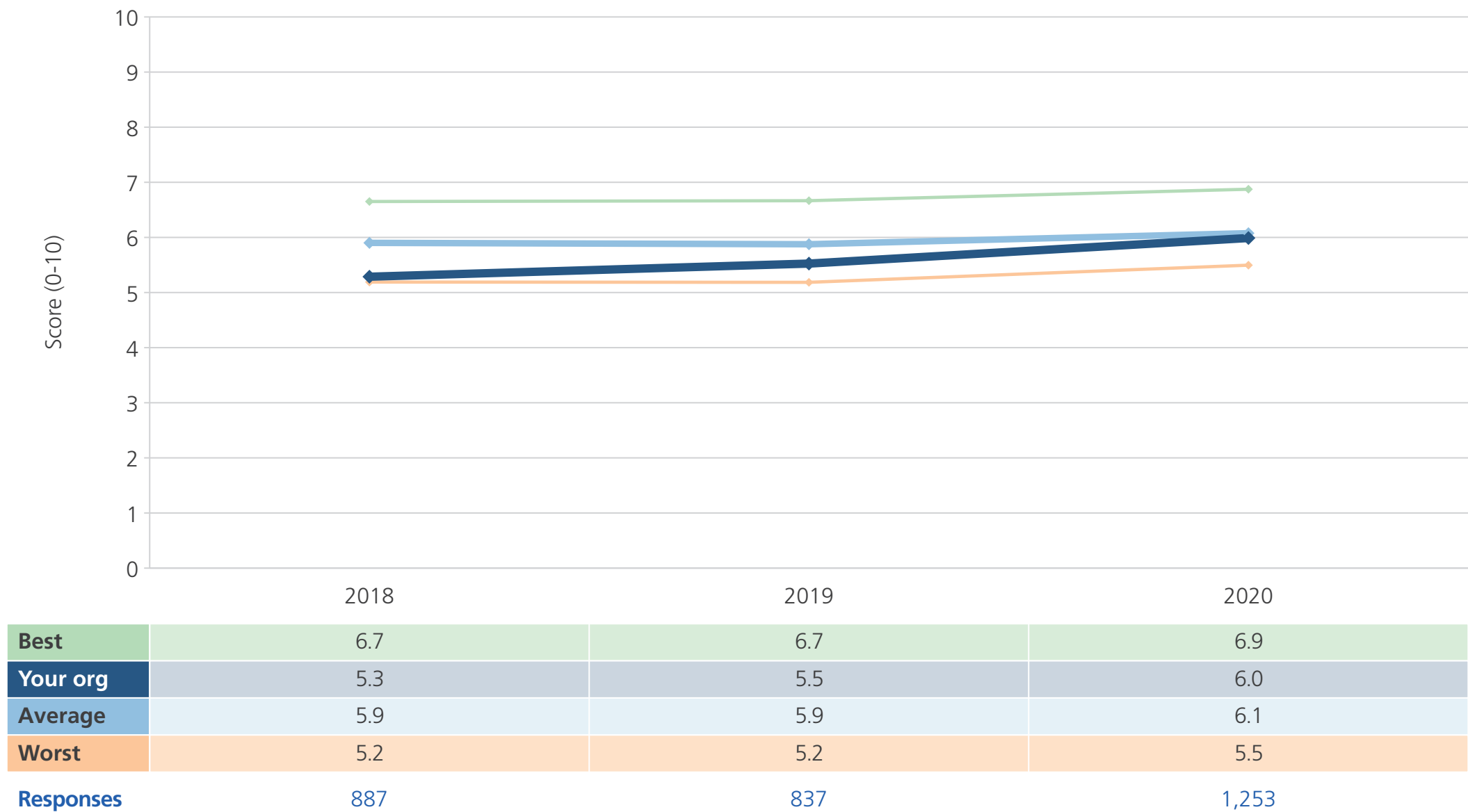
Best	9.5	6.9	7.3	6.9	8.1	8.7	9.8	7.4	7.6	7.1
Your org	9.2	6.0	6.9	6.2	7.4	7.7	9.4	6.6	6.9	6.6
Average	9.1	6.1	6.8	6.2	7.5	8.1	9.5	6.8	7.0	6.5
Worst	8.1	5.5	6.2	5.6	7.0	7.2	9.1	6.1	6.4	6.0
Responses	1,244	1,253	1,251	1,239	1,042	1,205	1,248	1,243	1,260	1,248

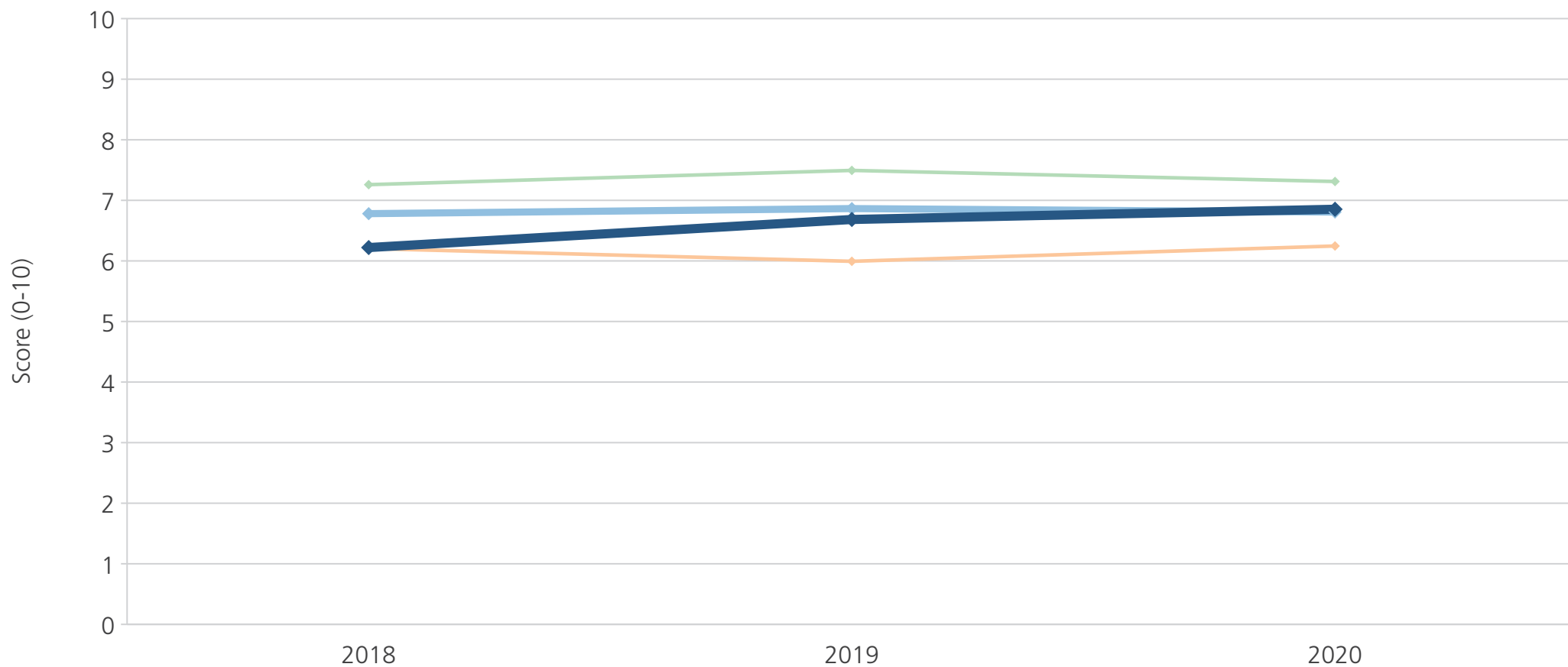
# Theme results – Trends

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results



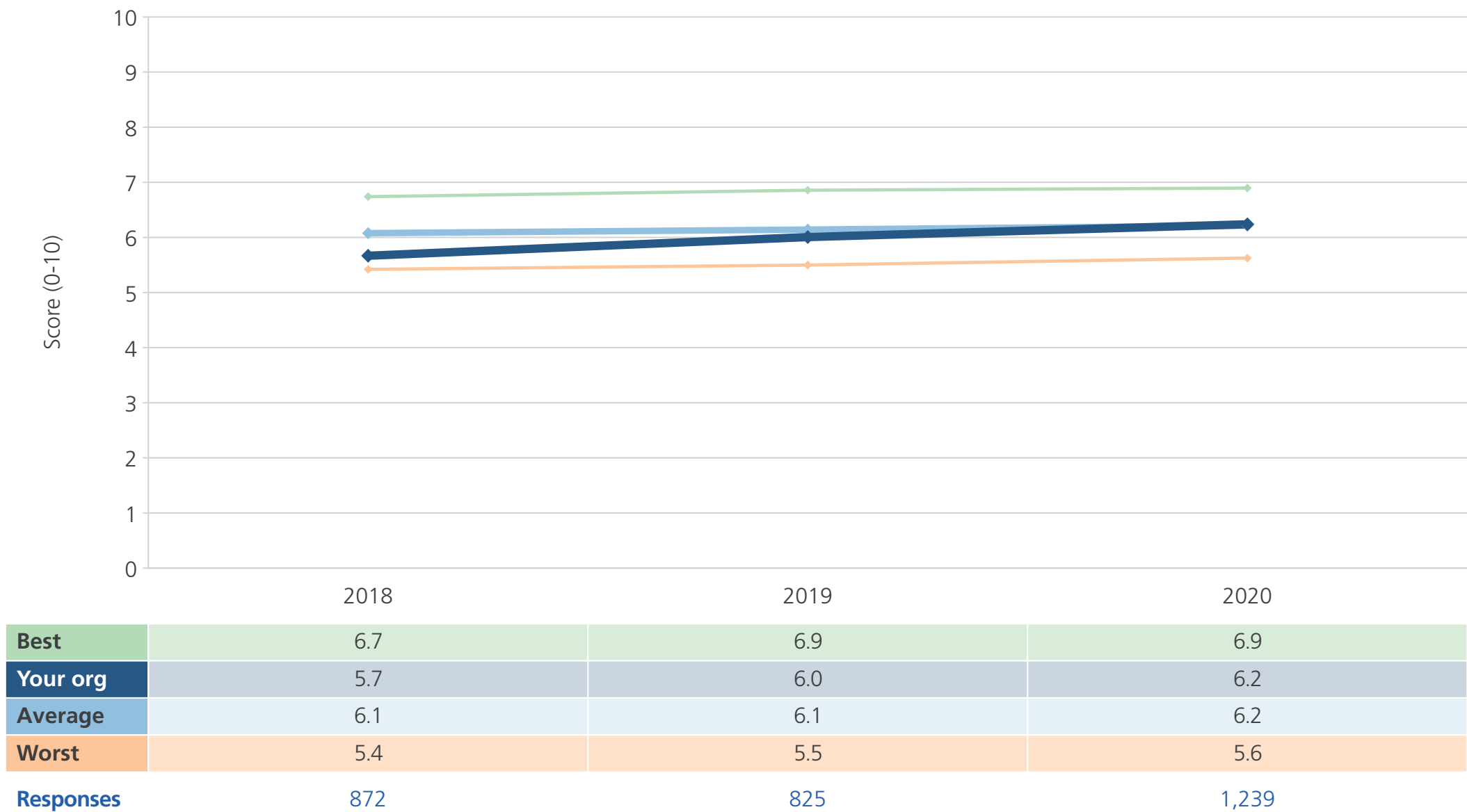


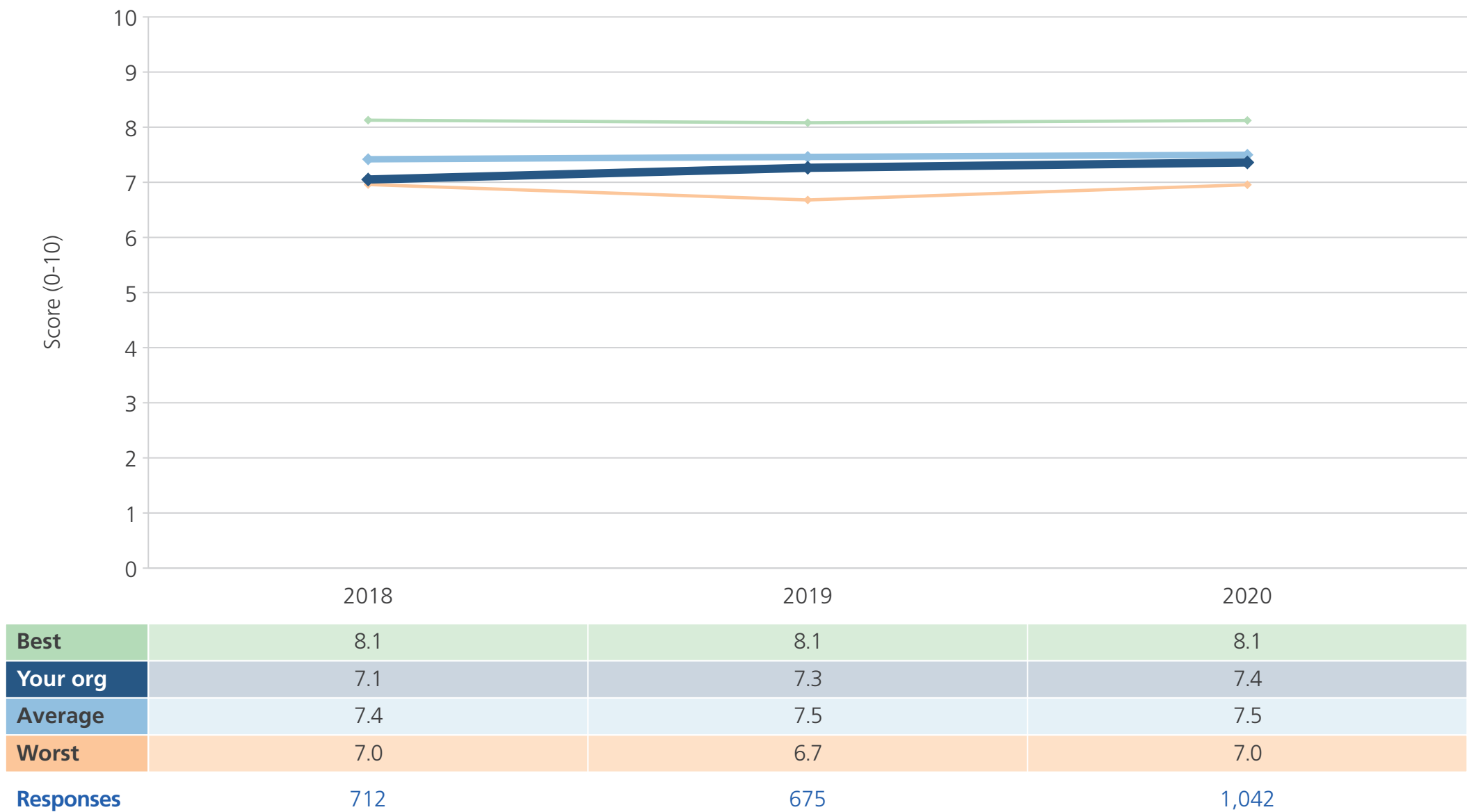


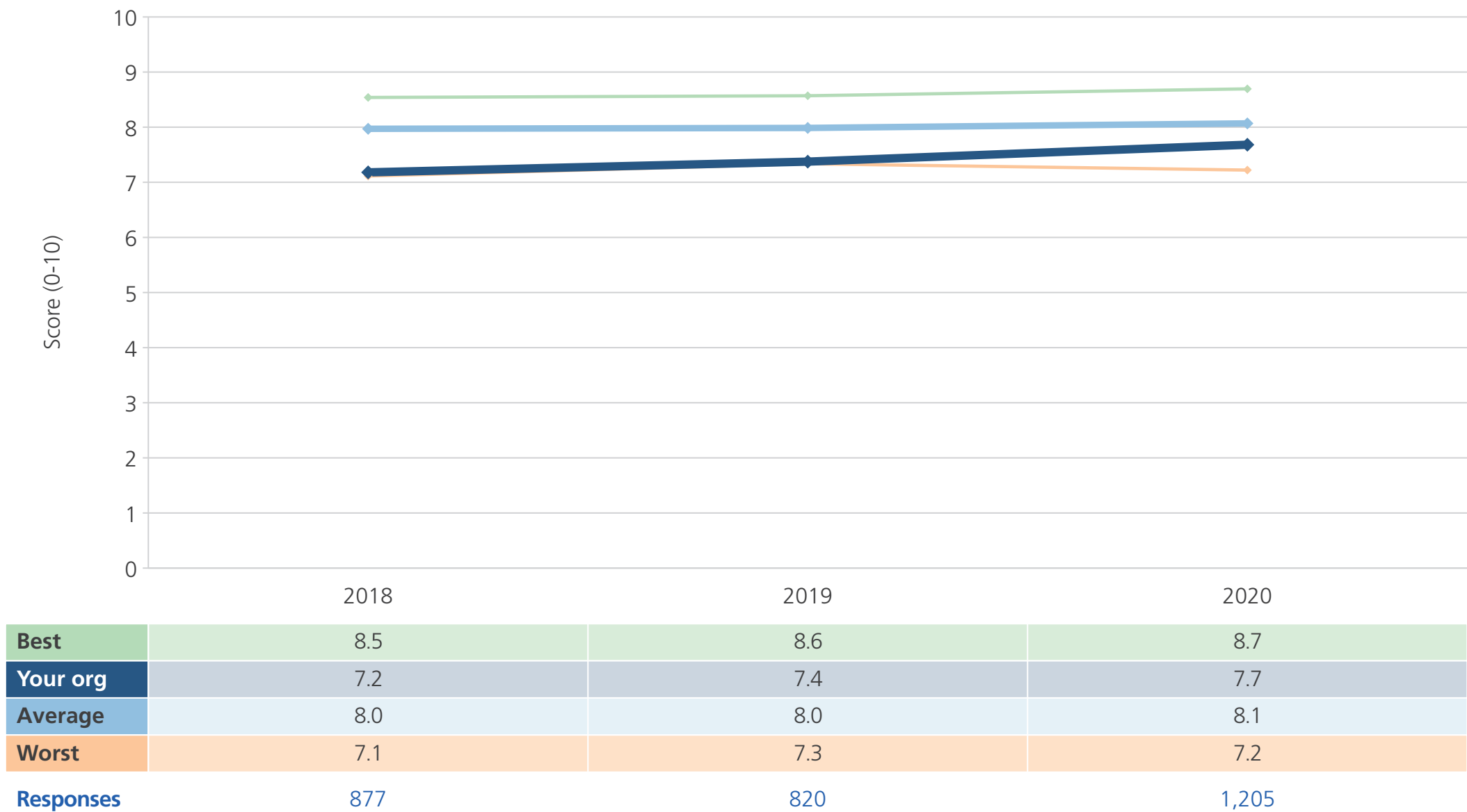


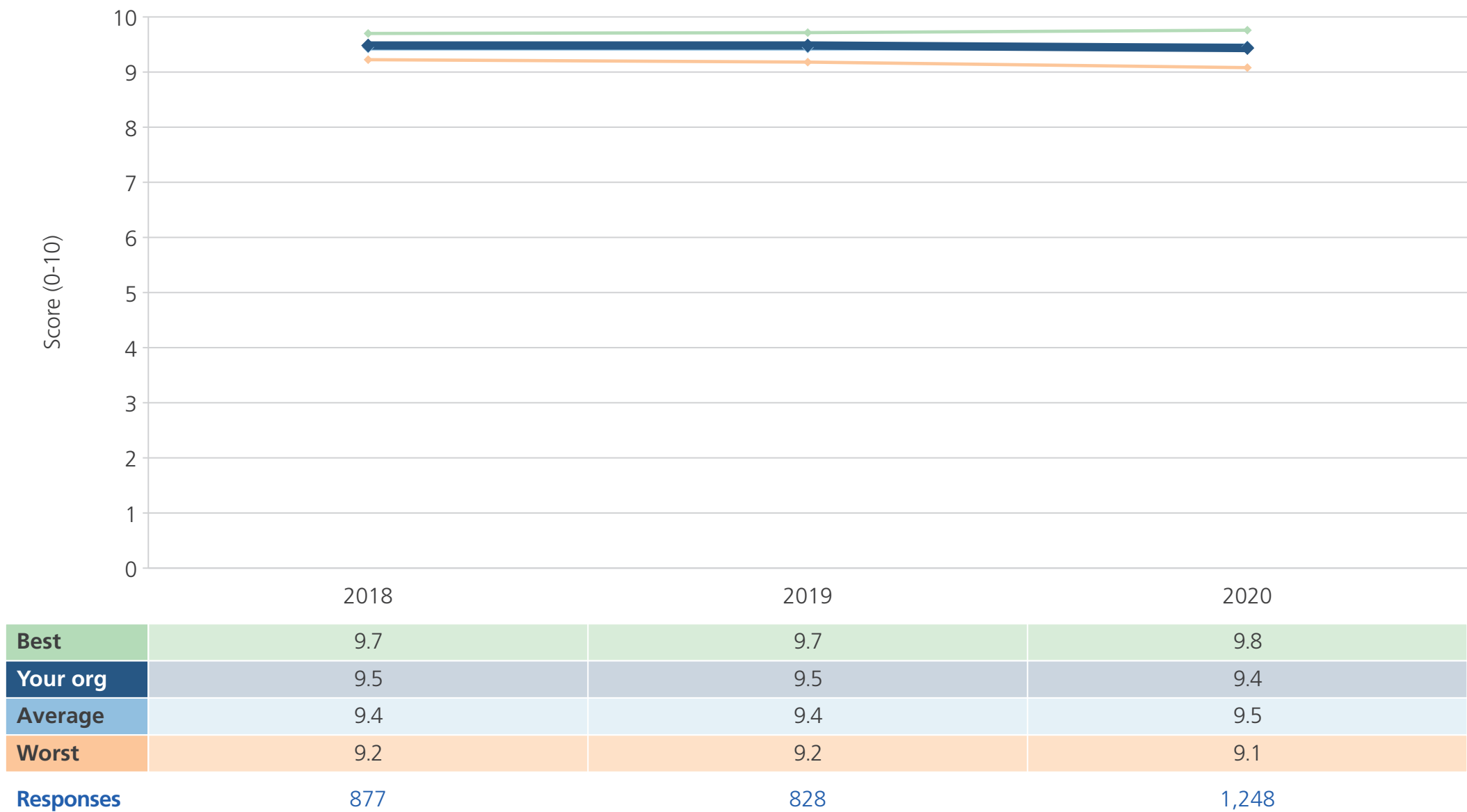
Best	7.3	7.5	7.3
Your org	6.2	6.7	6.9
Average	6.8	6.9	6.8
Worst	6.2	6.0	6.2

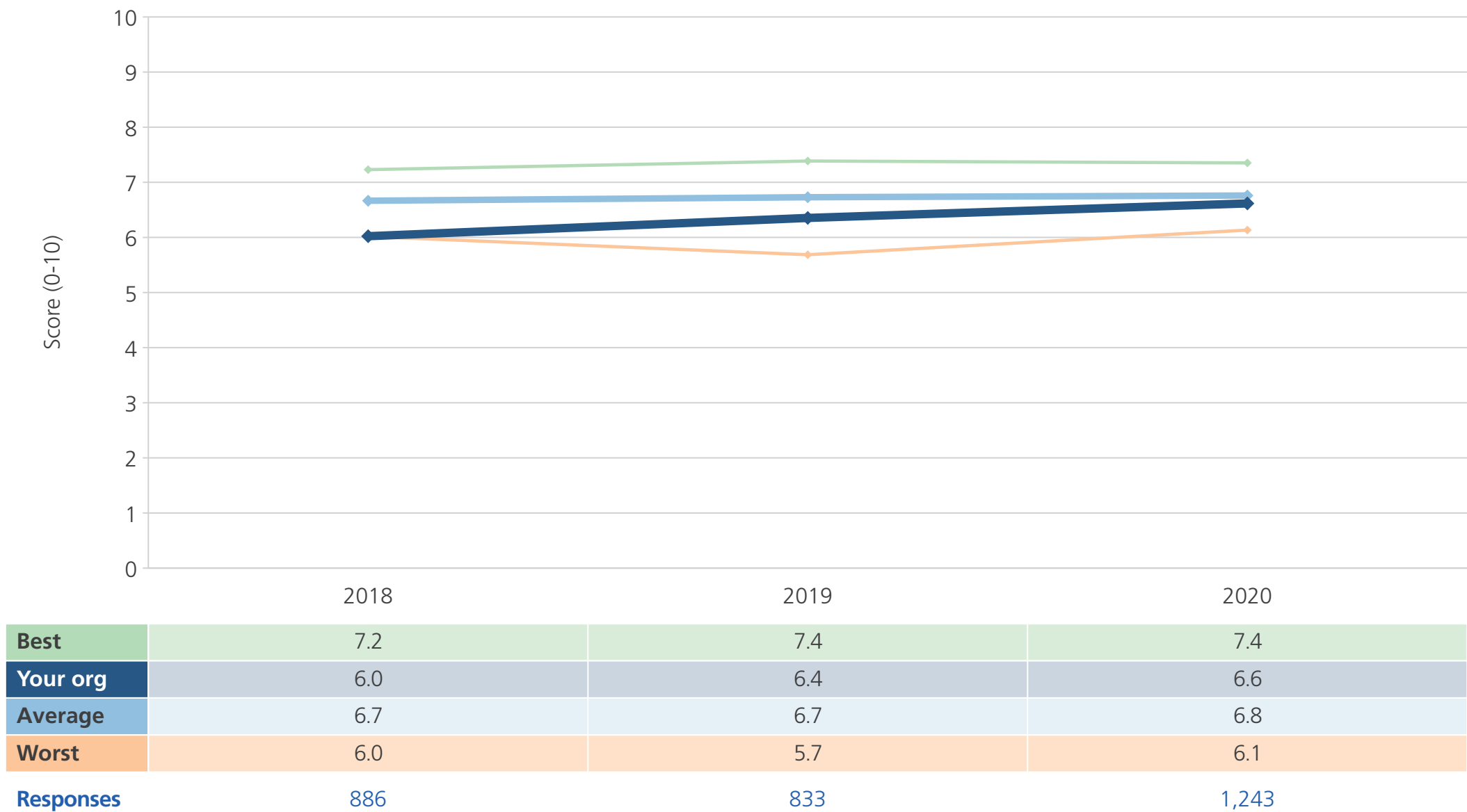
Responses 888 833 1,251



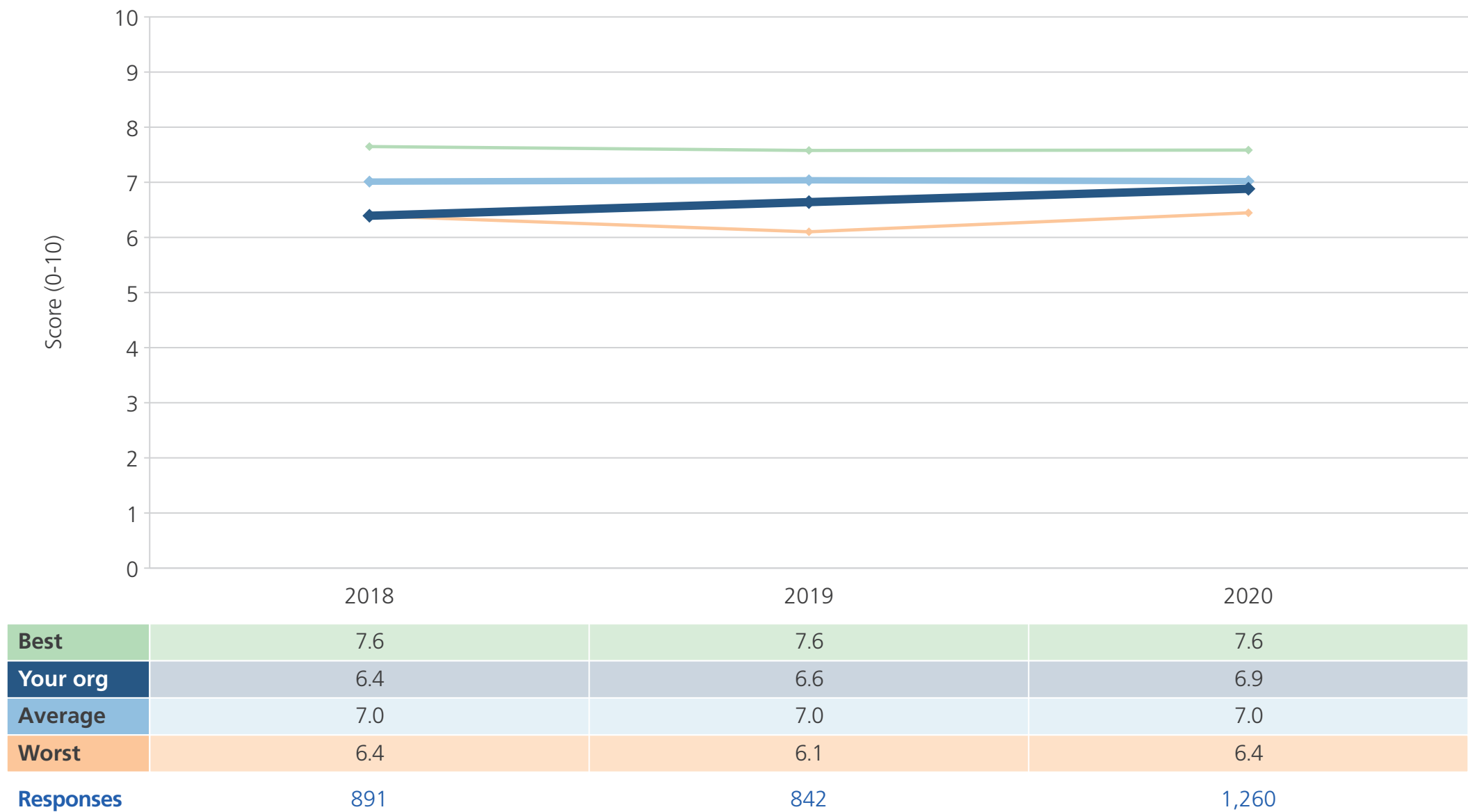


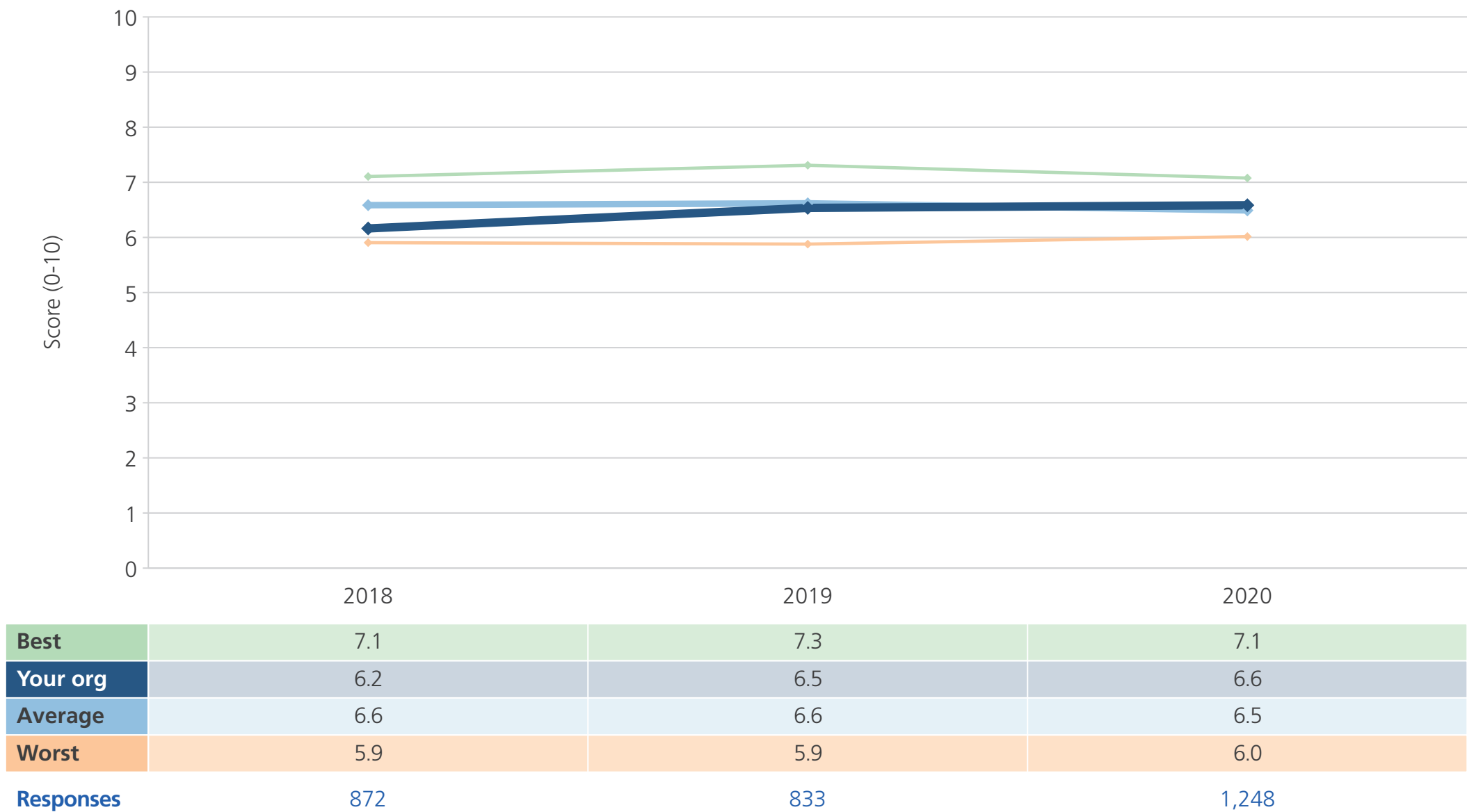












# Theme results – Covid-19 classification breakdowns

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

## Covid-19 questions

Staff were asked four classification questions relating to their experience during the Covid-19 pandemic:

- |  |  |  |
|--|--|--|
| a. Have you worked on a Covid-19 specific ward or area at any time?                | <input type="checkbox"/> Yes             | <input type="checkbox"/> No                                |
| b. Have you been redeployed due to the Covid-19 pandemic at any time?              | <input type="checkbox"/> Yes             | <input type="checkbox"/> No                                |
| c. Have you been required to work remotely/from home due to the Covid-19 pandemic? | <input type="checkbox"/> Yes             | <input type="checkbox"/> No                                |
| d. Have you been shielding?  | <input type="checkbox"/> Yes, for myself | <input type="checkbox"/> Yes, for a member of my household |
|  |  | <input type="checkbox"/> No                                |

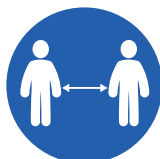
The charts on the following pages show the breakdown of theme scores for staff answering 'yes' to each of these questions, compared with the results for all staff at your organisation. Results are presented in the context of the highest, average and lowest scores for similar organisations.

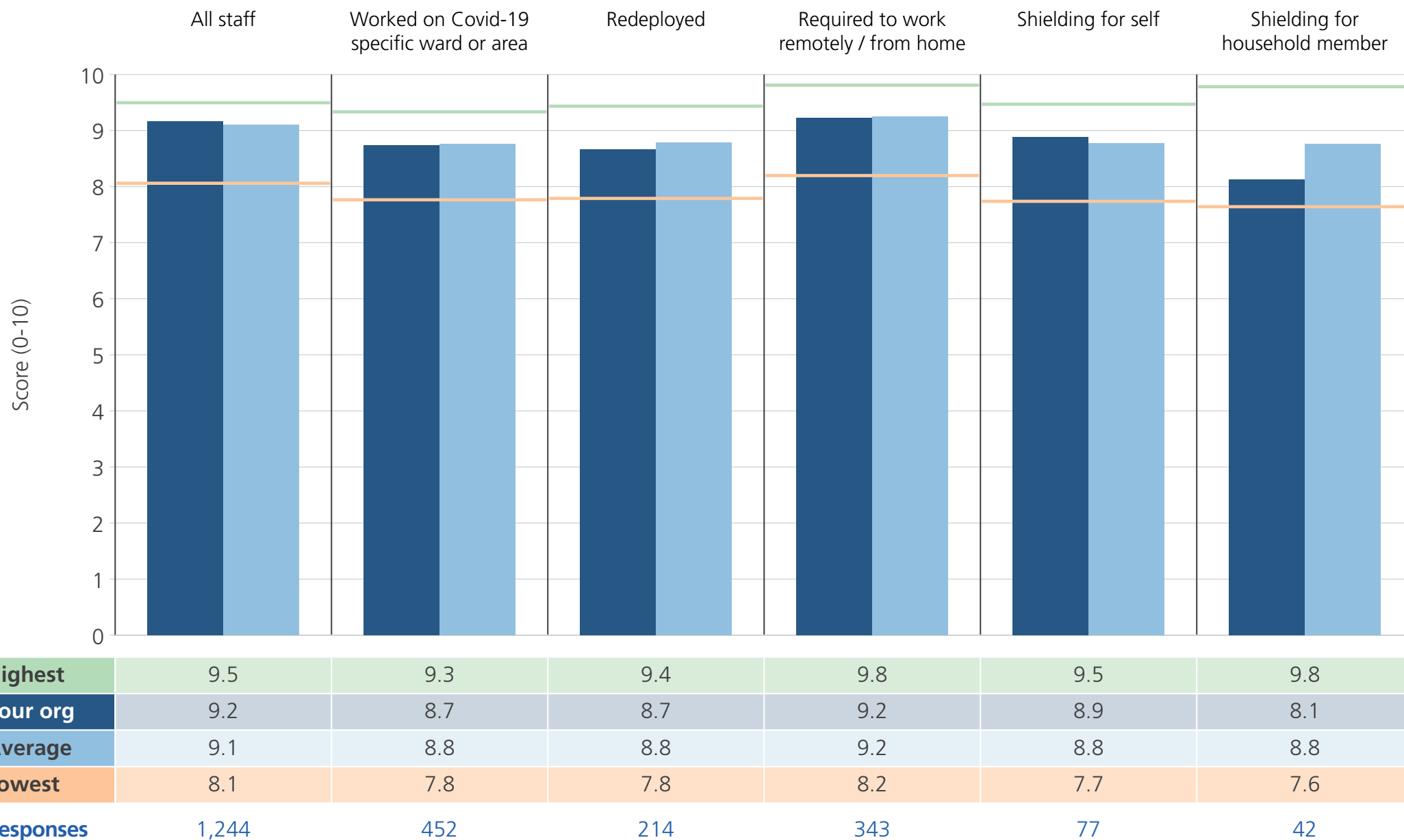
## Comparing your data

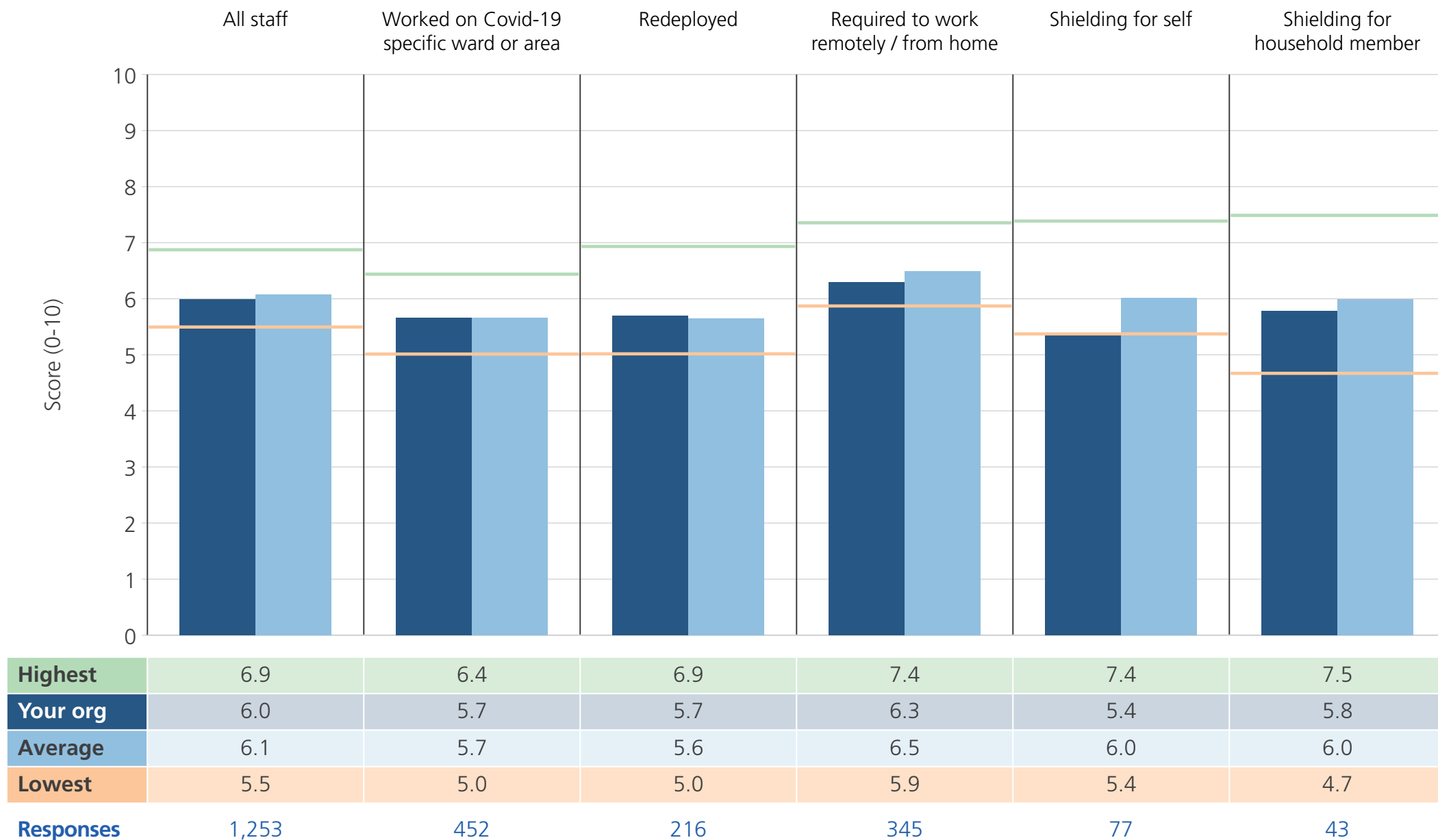
To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the benchmarking group, as in previous charts. However, there may be differences in the occupation group profiles of the individual COVID-19 subgroups. For example, the mix of occupational groups across redeployed staff at your organisation may differ from similar organisations. This difference would not be accounted for by the weighting and therefore may affect the comparability of results. As such, a degree of caution is advised when interpreting your results.

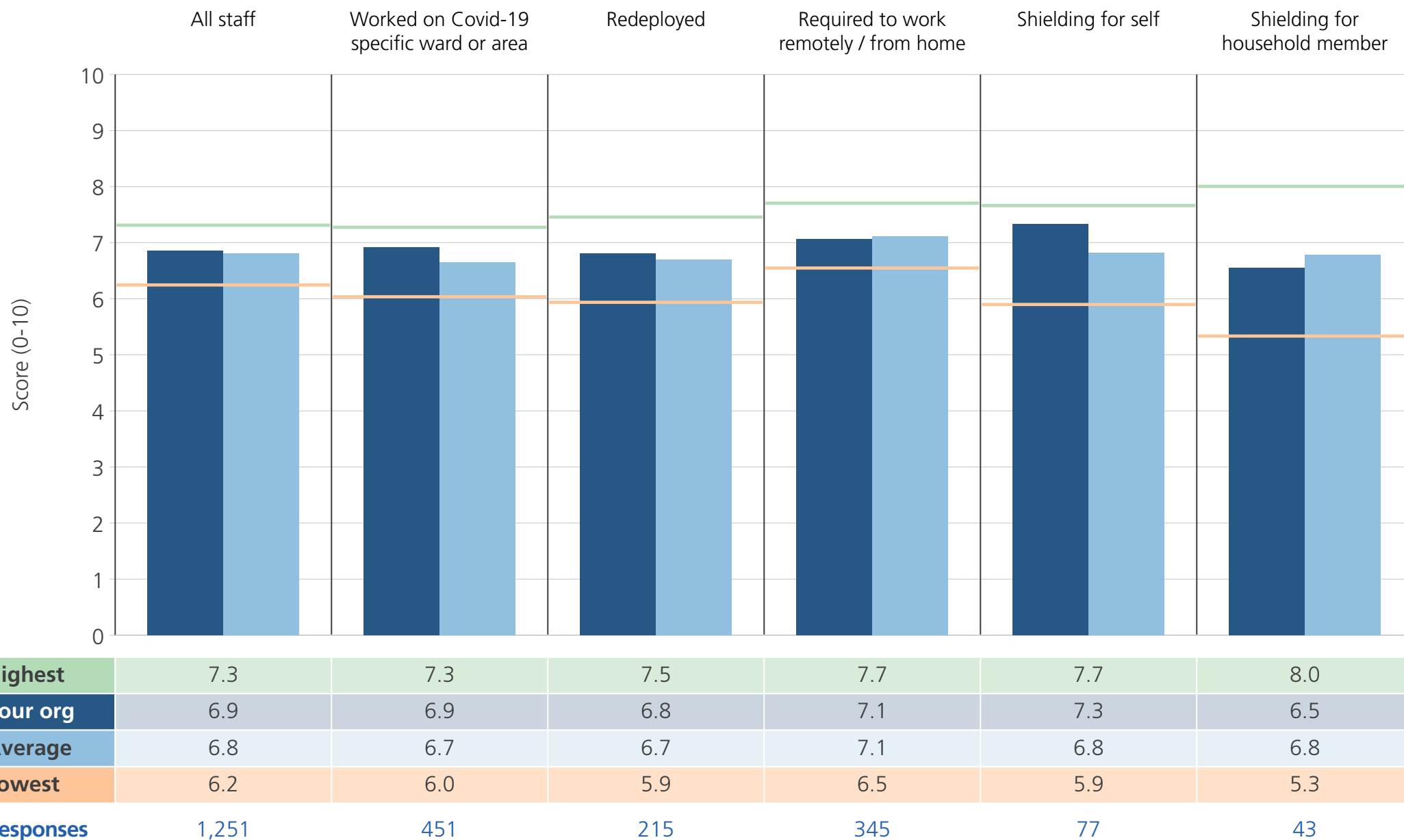
## Further information

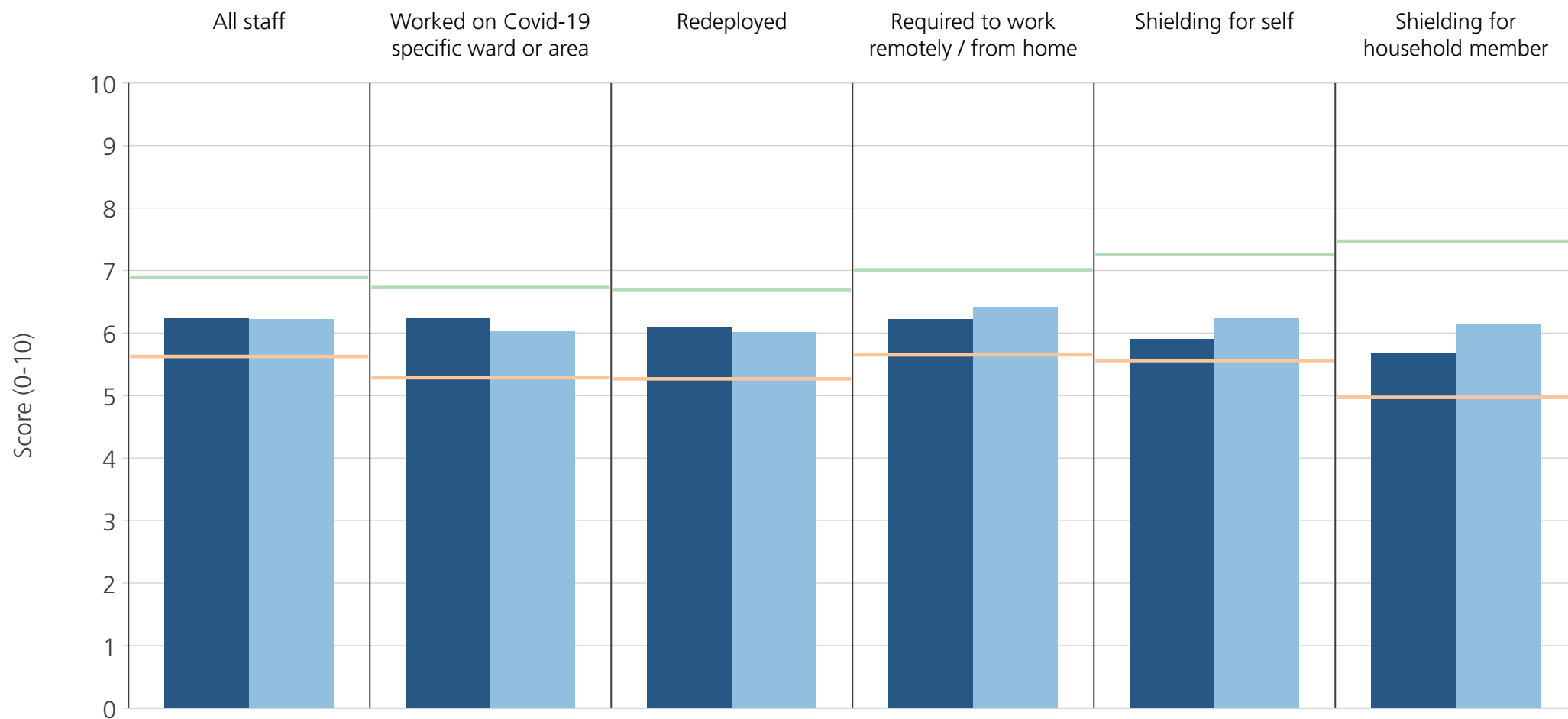
Results for these groups of staff, including data for individual questions, are also available via the [online dashboards](#). Please note that results presented in these dashboards have not been weighted where no benchmarking takes place and so may vary slightly from those shown in this report.

**HANDS****FACE****SPACE**









Highest	6.9	6.7	6.7	7.0	7.3	7.5
Your org	6.2	6.2	6.1	6.2	5.9	5.7
Average	6.2	6.0	6.0	6.4	6.2	6.1
Lowest	5.6	5.3	5.3	5.7	5.6	5.0

Responses

1,239

450

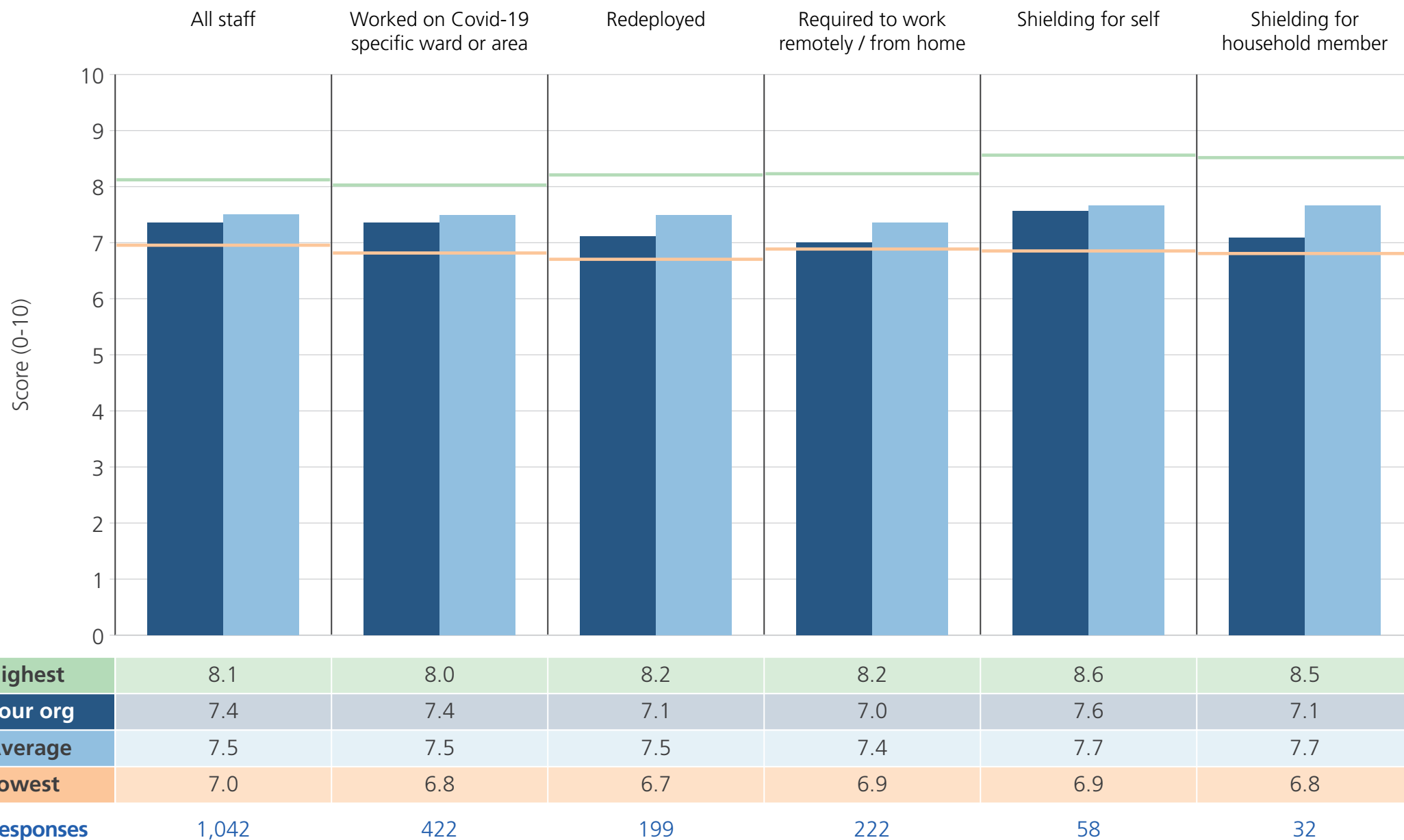
214

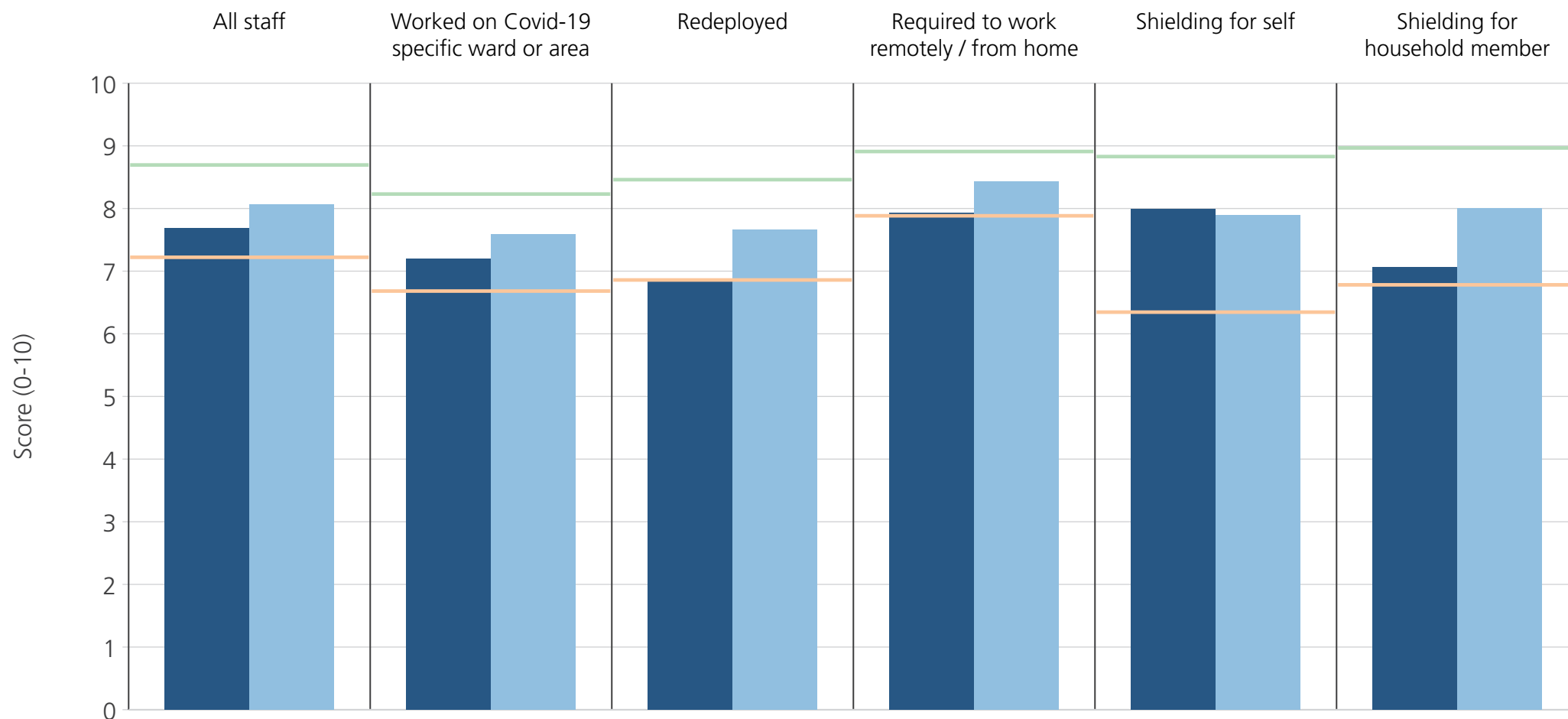
345

77

43

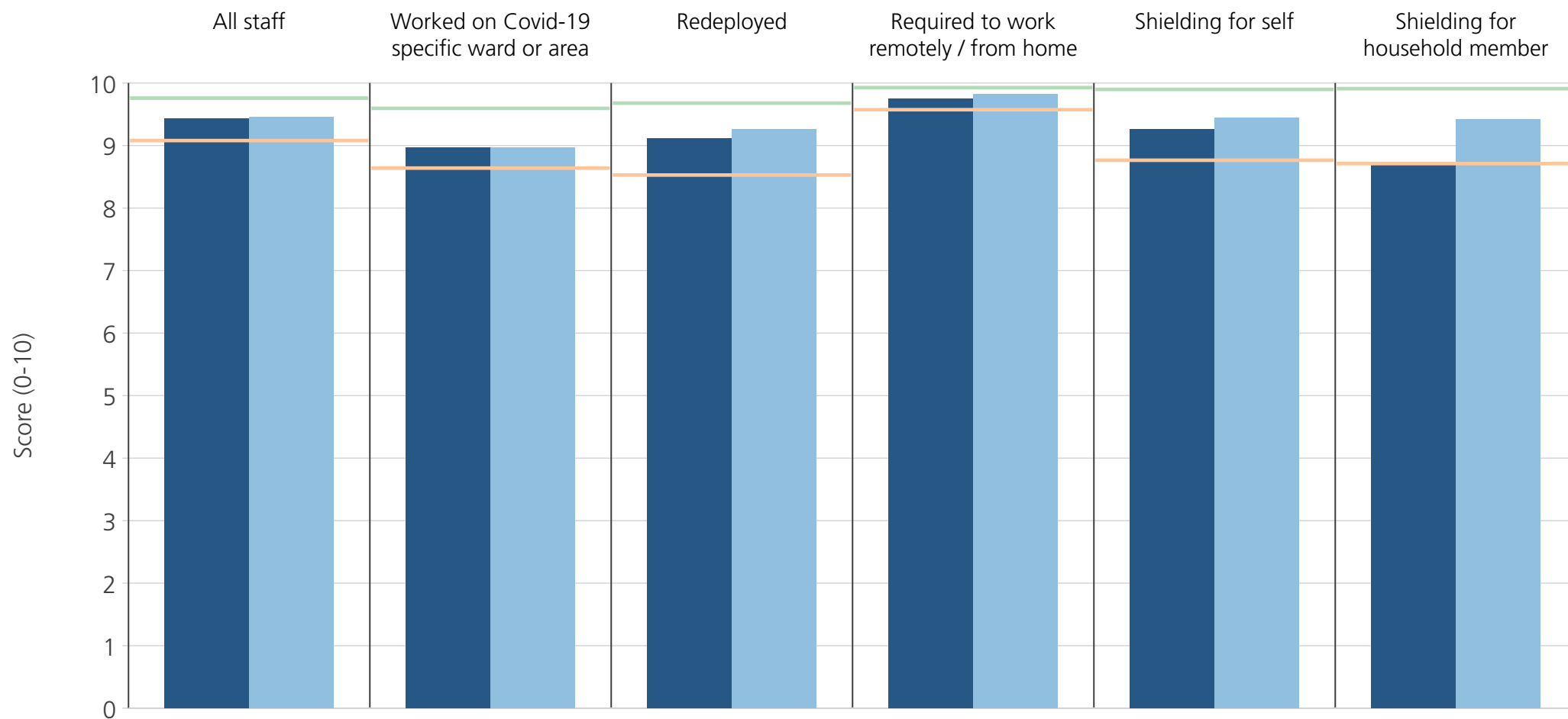






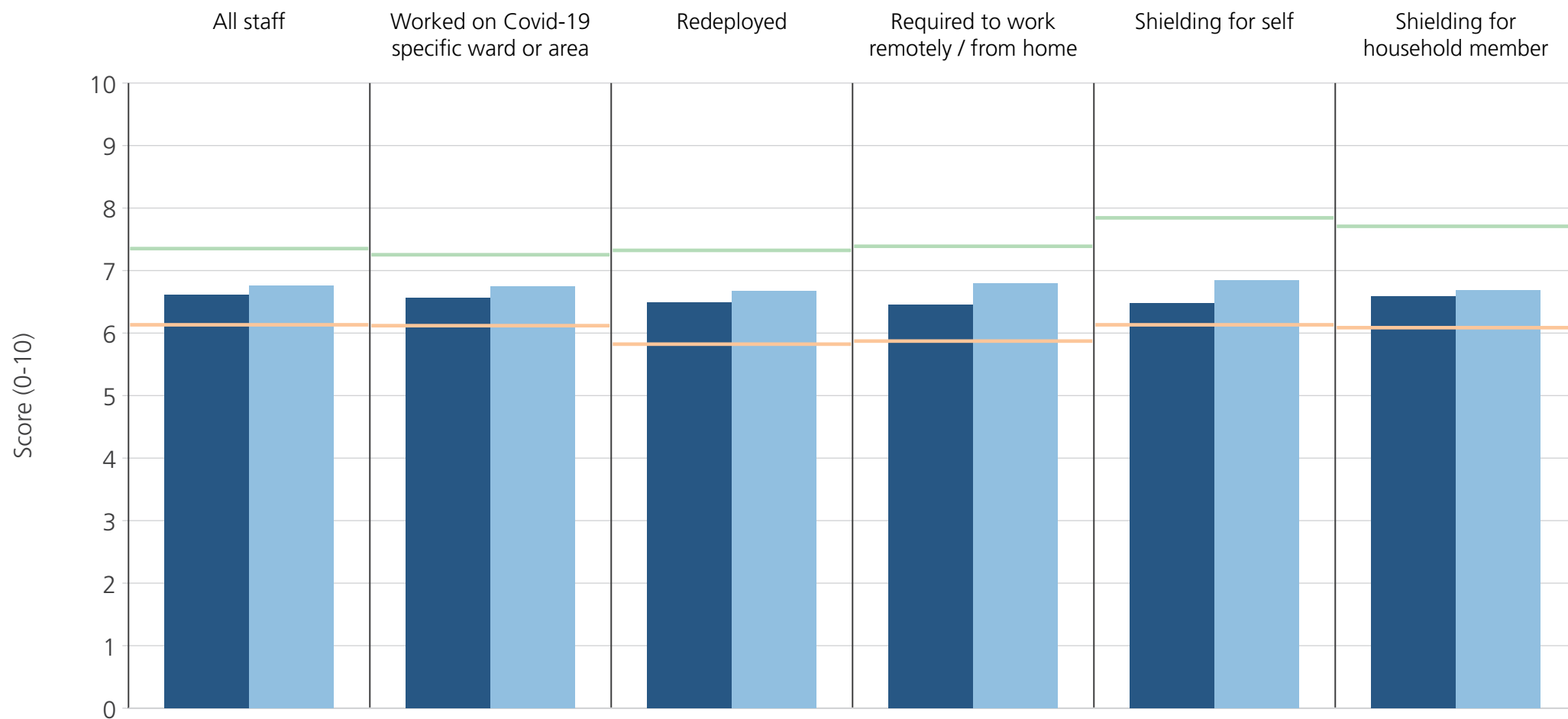
Highest	8.7	8.2	8.5	8.9	8.8	9.0
Your org	7.7	7.2	6.9	7.9	8.0	7.1
Average	8.1	7.6	7.7	8.4	7.9	8.0
Lowest	7.2	6.7	6.9	7.9	6.3	6.8

Responses	1,205	441	208	334	75	42
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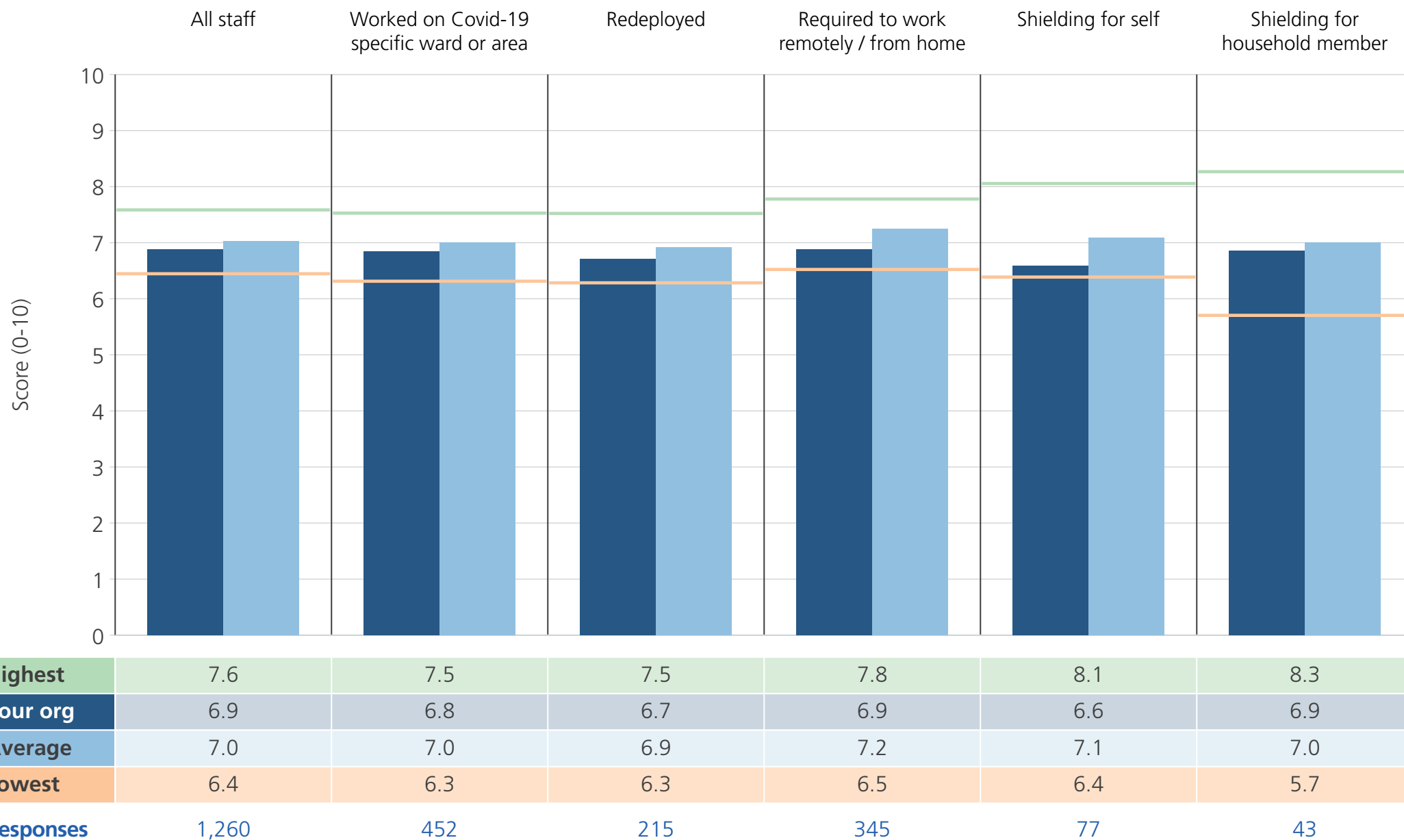
Highest	9.8	9.6	9.7	9.9	9.9	9.9
Your org	9.4	9.0	9.1	9.7	9.3	8.7
Average	9.5	9.0	9.3	9.8	9.4	9.4
Lowest	9.1	8.6	8.5	9.6	8.8	8.7

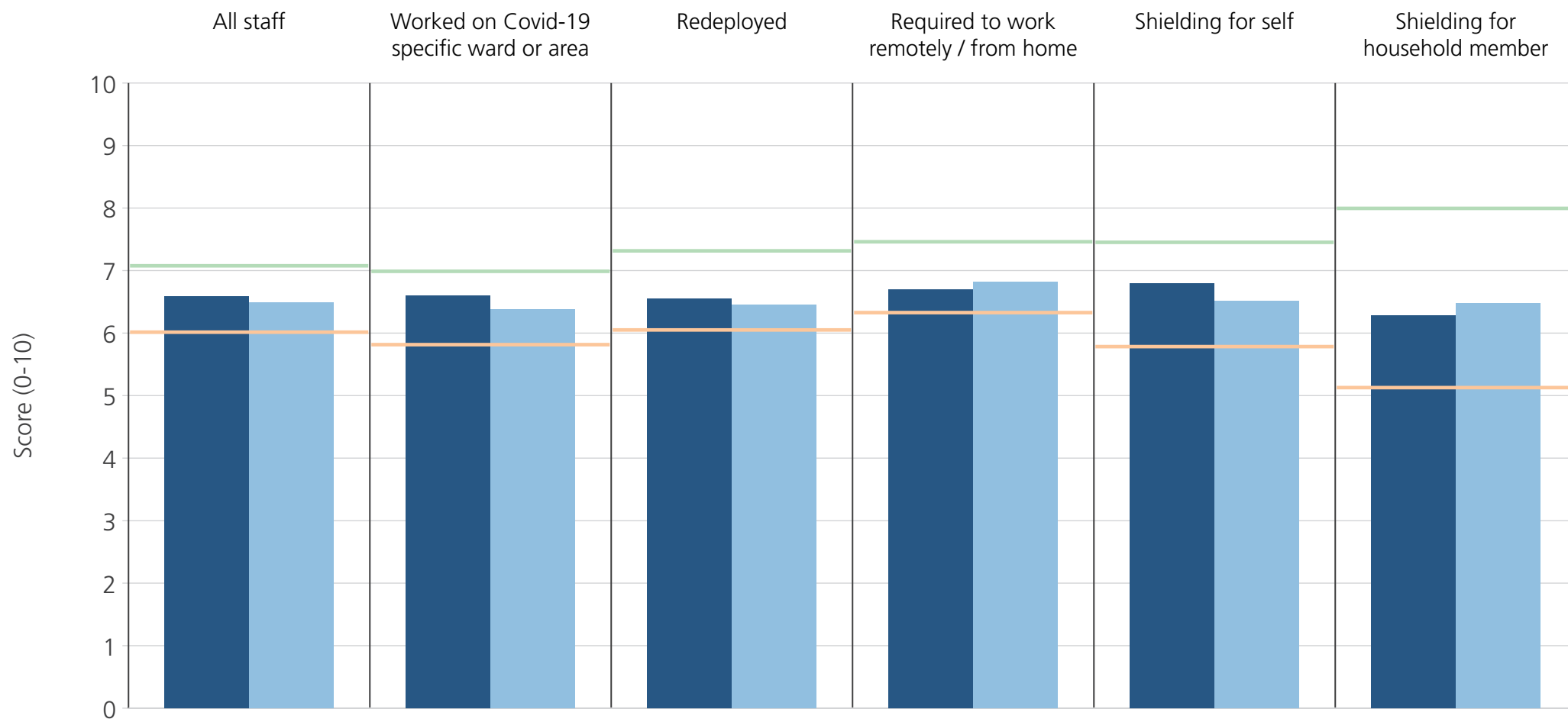
Responses	1,248	451	215	344	77	43
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Highest	7.4	7.3	7.3	7.4	7.8	7.7
Your org	6.6	6.6	6.5	6.5	6.5	6.6
Average	6.8	6.7	6.7	6.8	6.8	6.7
Lowest	6.1	6.1	5.8	5.9	6.1	6.1

Responses	1,243	450	215	344	77	43
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Highest	7.1	7.0	7.3	7.5	7.5	8.0
Your org	6.6	6.6	6.5	6.7	6.8	6.3
Average	6.5	6.4	6.5	6.8	6.5	6.5
Lowest	6.0	5.8	6.1	6.3	5.8	5.1

Responses

1,248

449

213

342

76

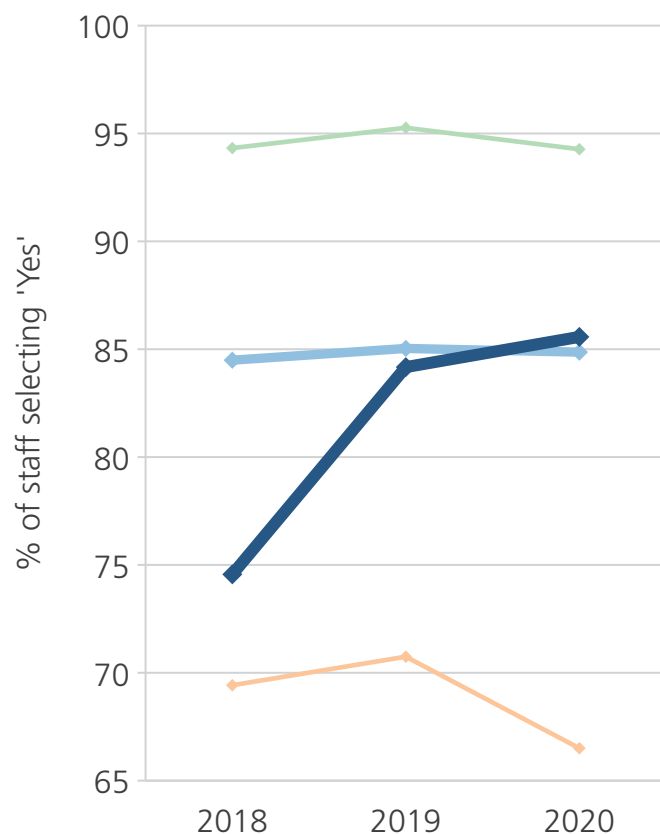
43

# Theme results – Detailed information

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

### Q14

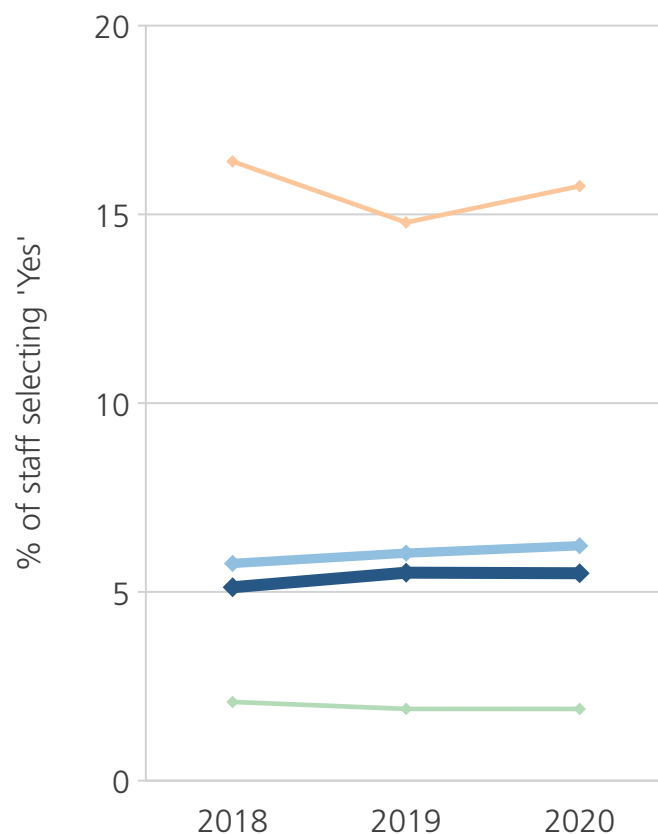
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



Best	94.3%	95.3%	94.3%
Your org	74.6%	84.2%	85.6%
Average	84.5%	85.0%	84.9%
Worst	69.4%	70.7%	66.5%

### Q15a

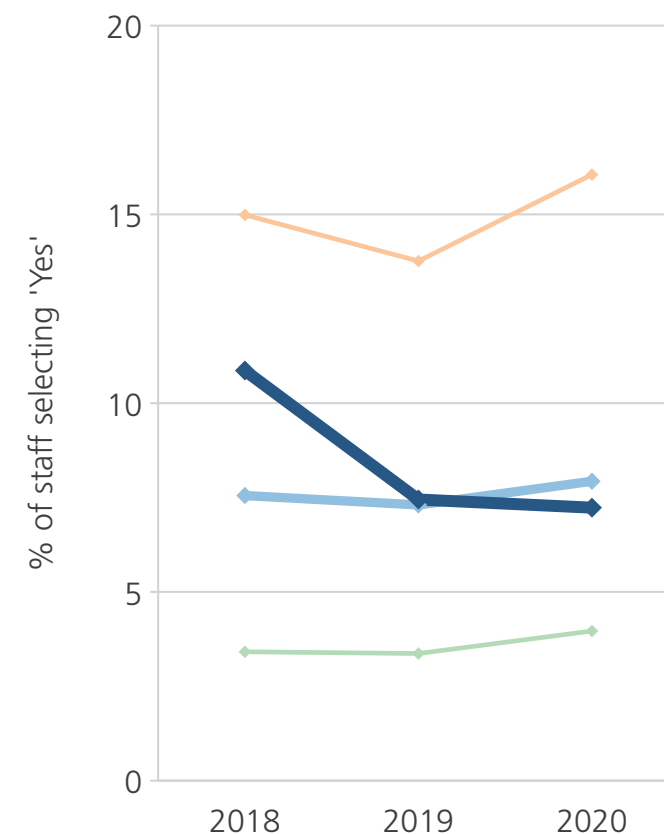
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



Worst	16.4%	14.8%	15.7%
Your org	5.1%	5.5%	5.5%
Average	5.8%	6.0%	6.2%
Best	2.1%	1.9%	1.9%

### Q15b

In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

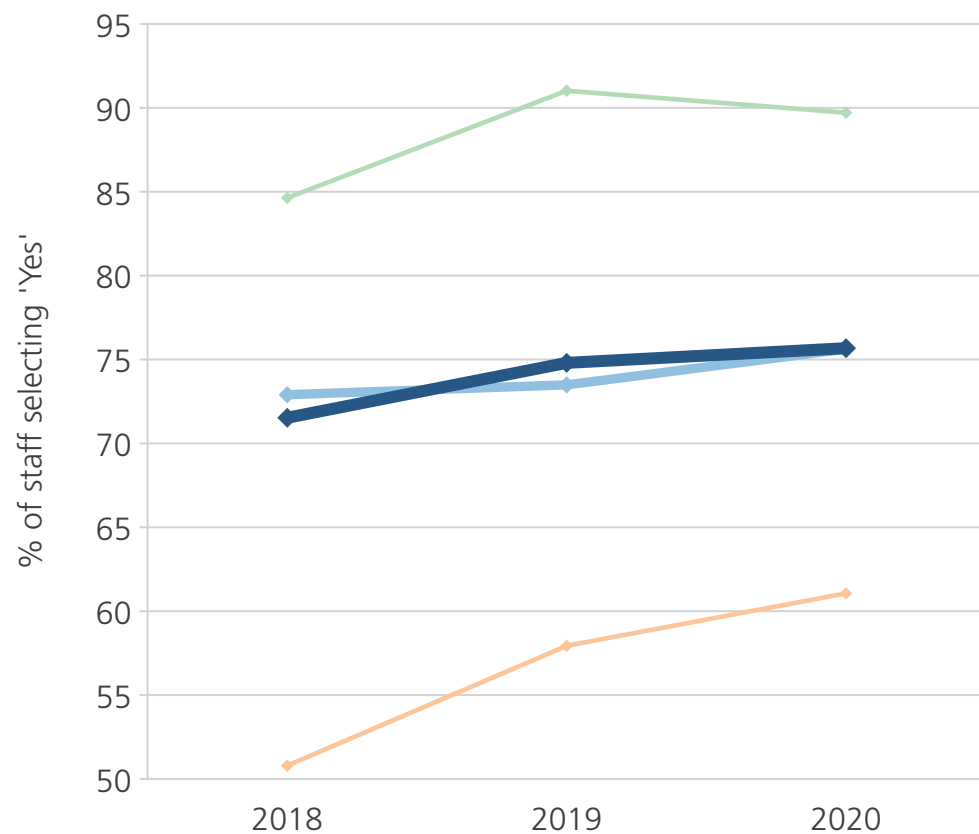


Worst	15.0%	13.8%	16.1%
Your org	10.9%	7.4%	7.2%
Average	7.6%	7.3%	7.9%
Best	3.4%	3.4%	4.0%



**Q26b**

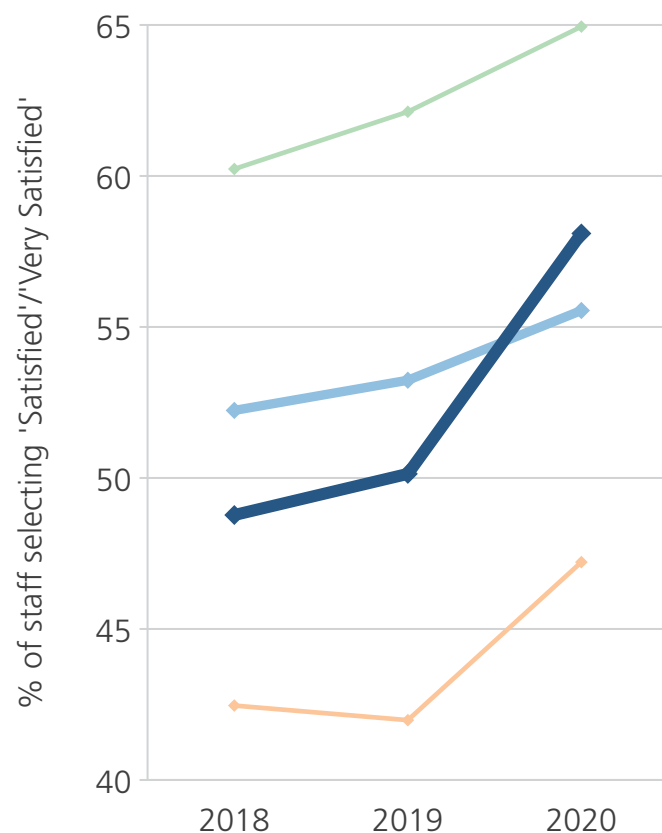
Has your employer made adequate adjustment(s)  
to enable you to carry out your work?



Best	84.6%	91.0%	89.7%
Your org	71.5%	74.8%	75.7%
Average	72.9%	73.5%	75.6%
Worst	50.8%	57.9%	61.1%

### Q5h

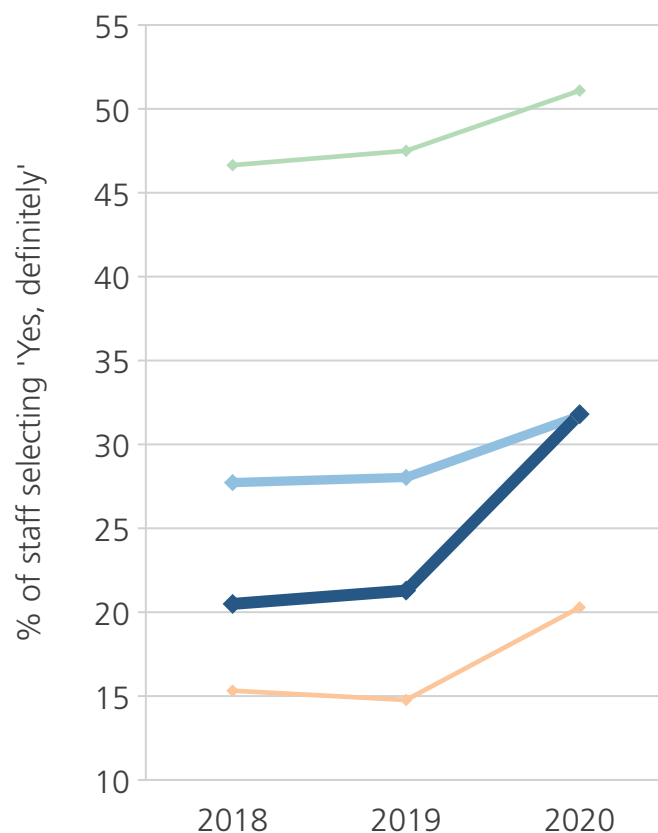
The opportunities for flexible working patterns



Best	60.2%	62.1%	64.9%
Your org	48.8%	50.1%	58.1%
Average	52.2%	53.2%	55.5%
Worst	42.5%	42.0%	47.2%

### Q11a

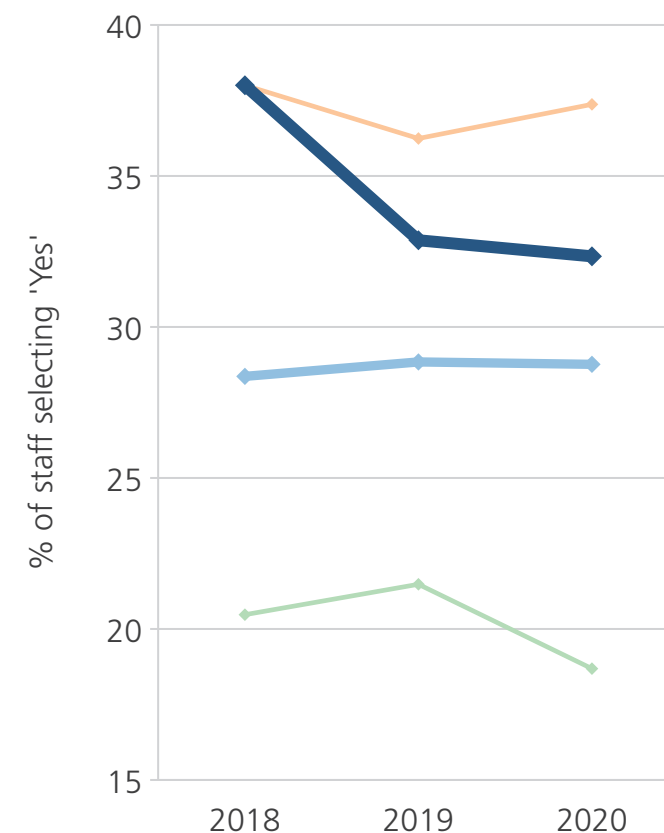
Does your organisation take positive action on health and well-being?



Best	46.6%	47.5%	51.1%
Your org	20.5%	21.3%	31.8%
Average	27.7%	28.0%	31.7%
Worst	15.3%	14.8%	20.3%

### Q11b

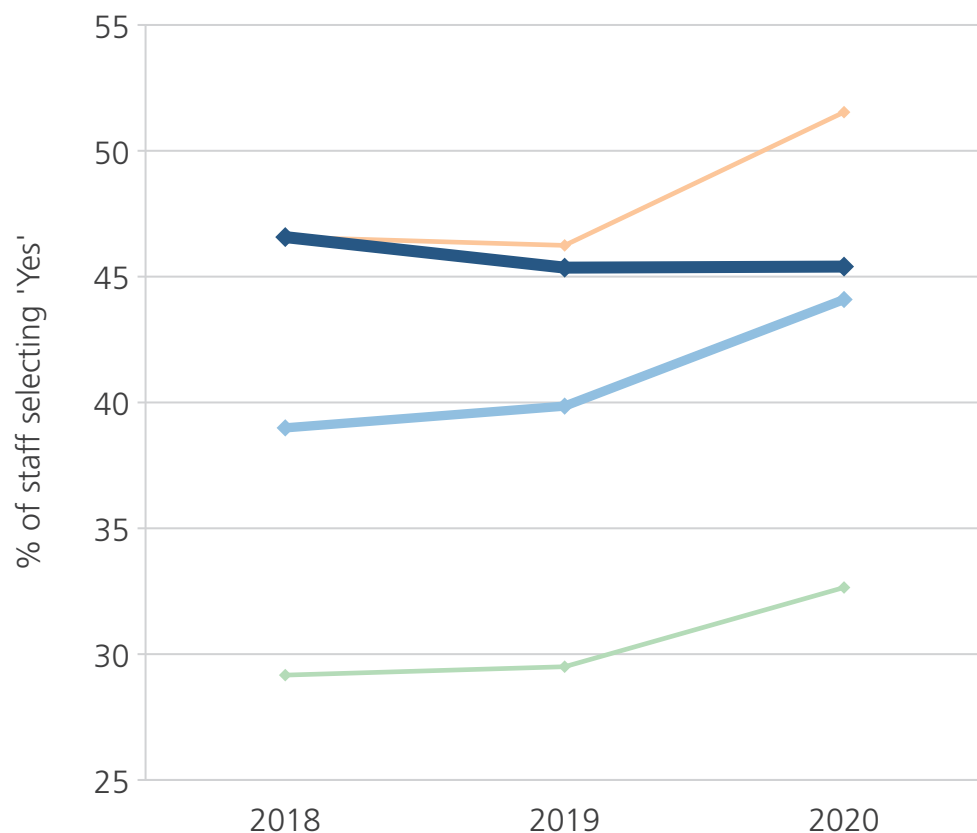
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



Worst	38.0%	36.2%	37.4%
Your org	38.0%	32.9%	32.3%
Average	28.4%	28.8%	28.8%
Best	20.5%	21.5%	18.7%

### Q11c

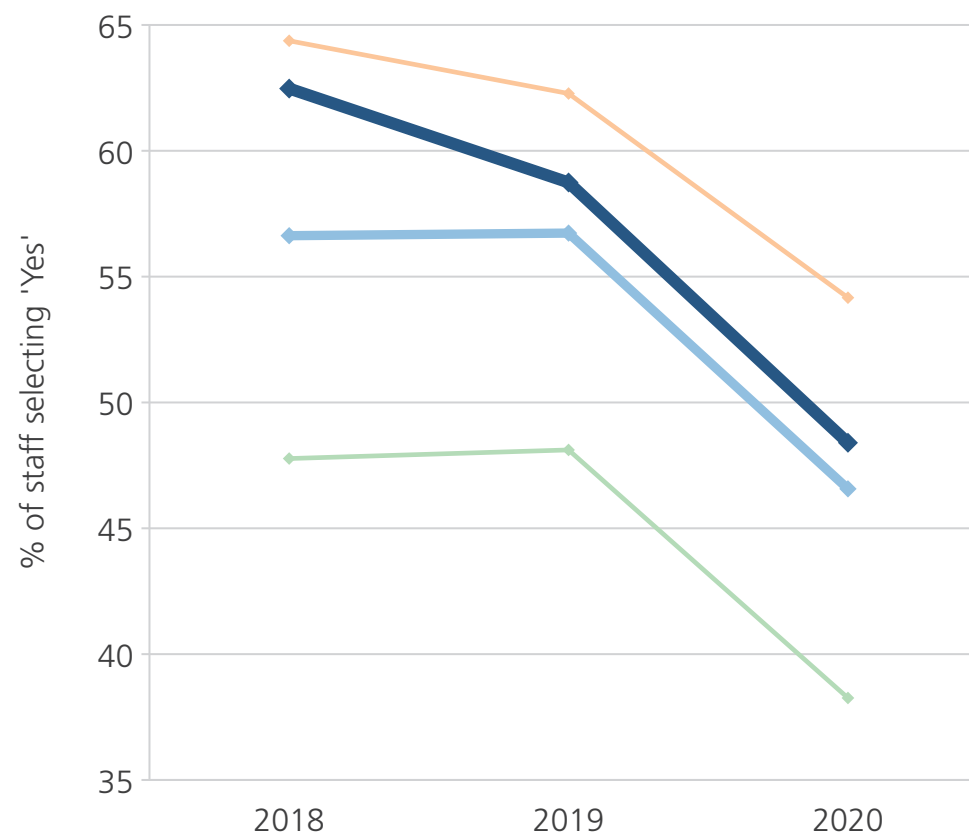
During the last 12 months have you felt unwell as a result of work related stress?



<b>Worst</b>	46.6%	46.2%	51.5%
<b>Your org</b>	46.6%	45.4%	45.4%
<b>Average</b>	39.0%	39.9%	44.1%
<b>Best</b>	29.2%	29.5%	32.6%

### Q11d

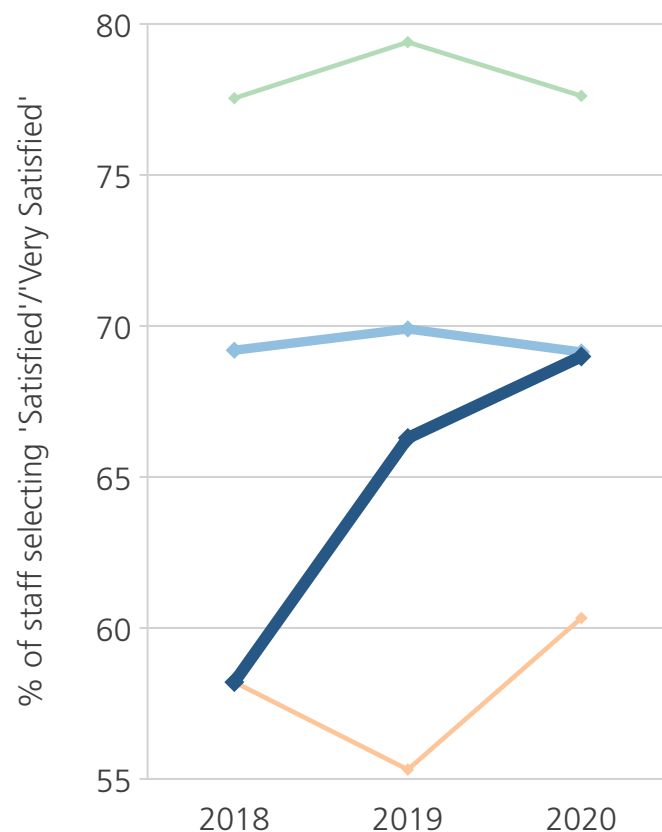
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



<b>Worst</b>	64.4%	62.3%	54.2%
<b>Your org</b>	62.5%	58.7%	48.4%
<b>Average</b>	56.6%	56.7%	46.6%
<b>Best</b>	47.8%	48.1%	38.3%

### Q5b

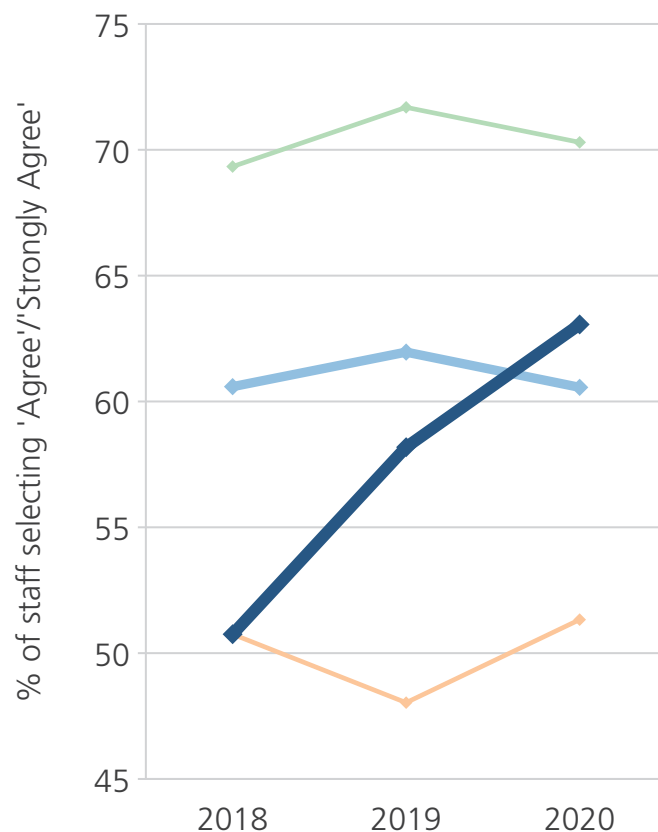
The support I get from my immediate manager



Best	77.5%	79.4%	77.6%
Your org	58.2%	66.3%	69.0%
Average	69.2%	69.9%	69.1%
Worst	58.2%	55.3%	60.3%

### Q8c

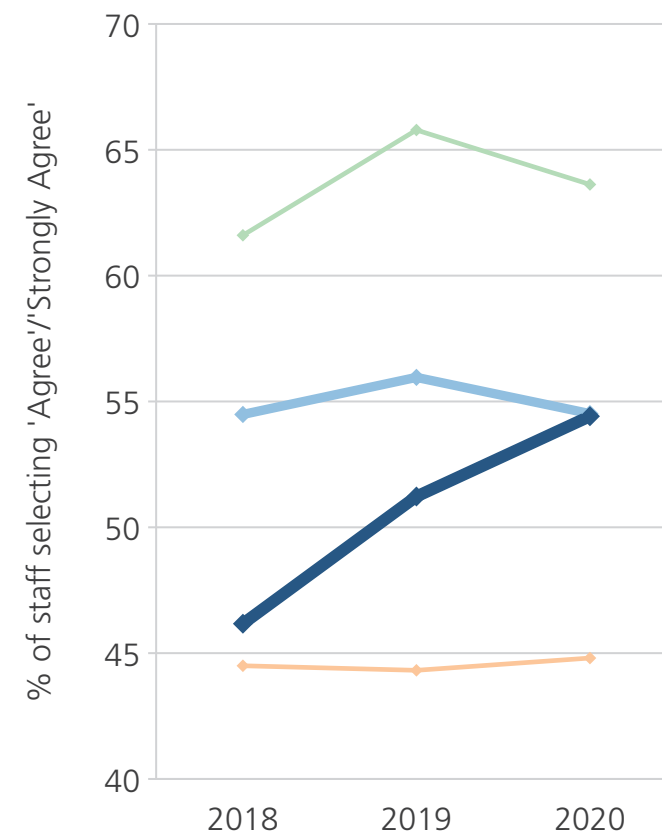
My immediate manager gives me clear feedback on my work



Best	69.3%	71.7%	70.3%
Your org	50.8%	58.2%	63.1%
Average	60.6%	62.0%	60.6%
Worst	50.8%	48.0%	51.3%

### Q8d

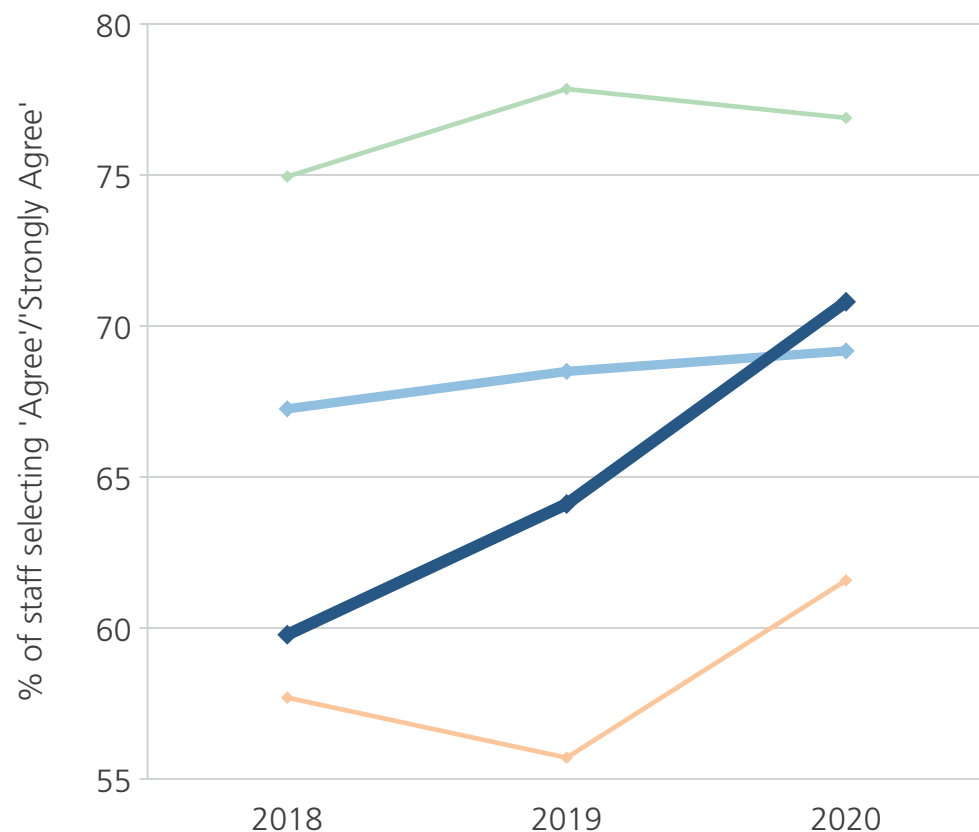
My immediate manager asks for my opinion before making decisions that affect my work



Best	61.6%	65.8%	63.6%
Your org	46.2%	51.2%	54.4%
Average	54.5%	56.0%	54.5%
Worst	44.5%	44.3%	44.8%

**Q8f**

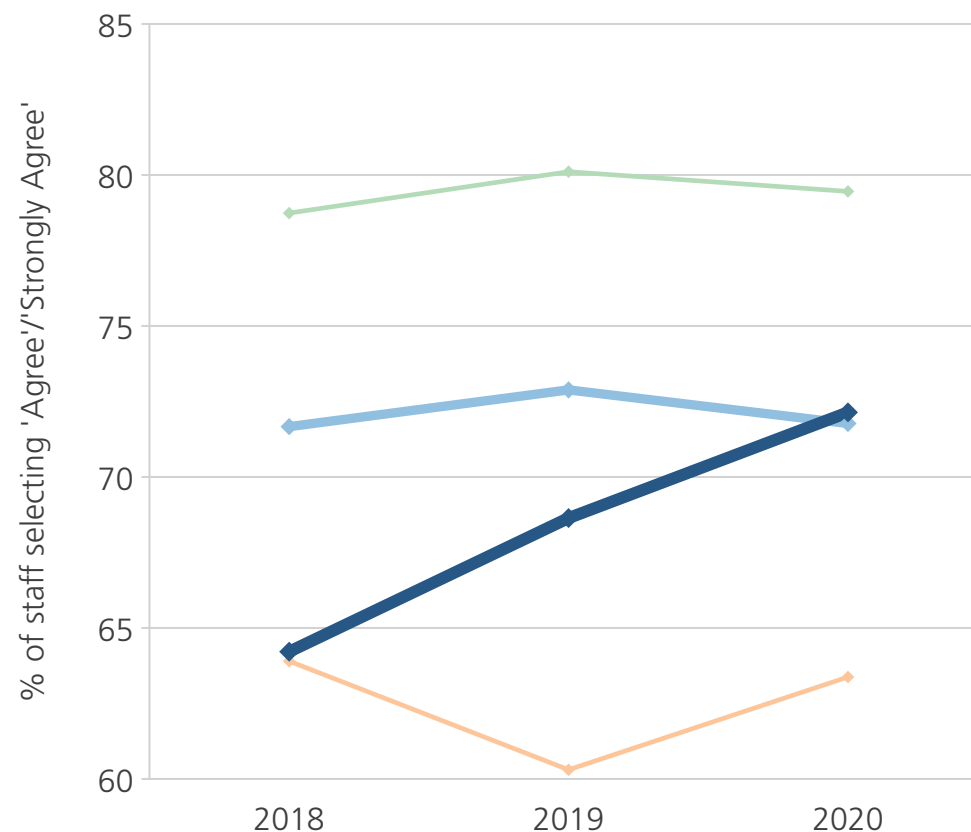
My immediate manager takes a positive interest in my health and well-being



<b>Best</b>	74.9%	77.8%	76.9%
<b>Your org</b>	59.8%	64.1%	70.8%
<b>Average</b>	67.3%	68.5%	69.2%
<b>Worst</b>	57.7%	55.7%	61.6%

**Q8g**

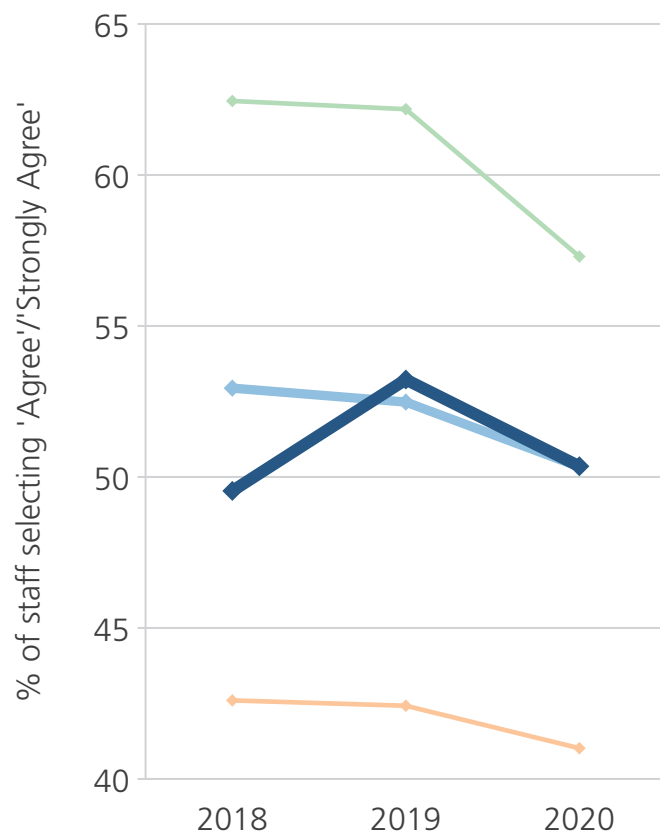
My immediate manager values my work



<b>Best</b>	78.7%	80.1%	79.5%
<b>Your org</b>	64.2%	68.6%	72.1%
<b>Average</b>	71.7%	72.9%	71.8%
<b>Worst</b>	63.9%	60.3%	63.4%

**Q4c**

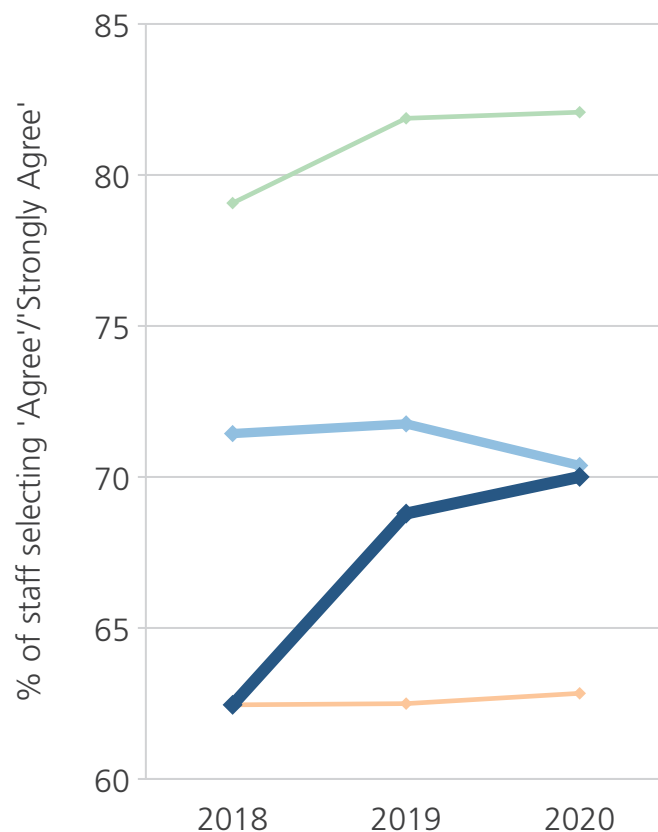
I am involved in deciding on changes introduced that affect my work area / team / department



Best	62.5%	62.2%	57.3%
Your org	49.5%	53.2%	50.4%
Average	52.9%	52.5%	50.3%
Worst	42.6%	42.4%	41.0%

**Q4j**

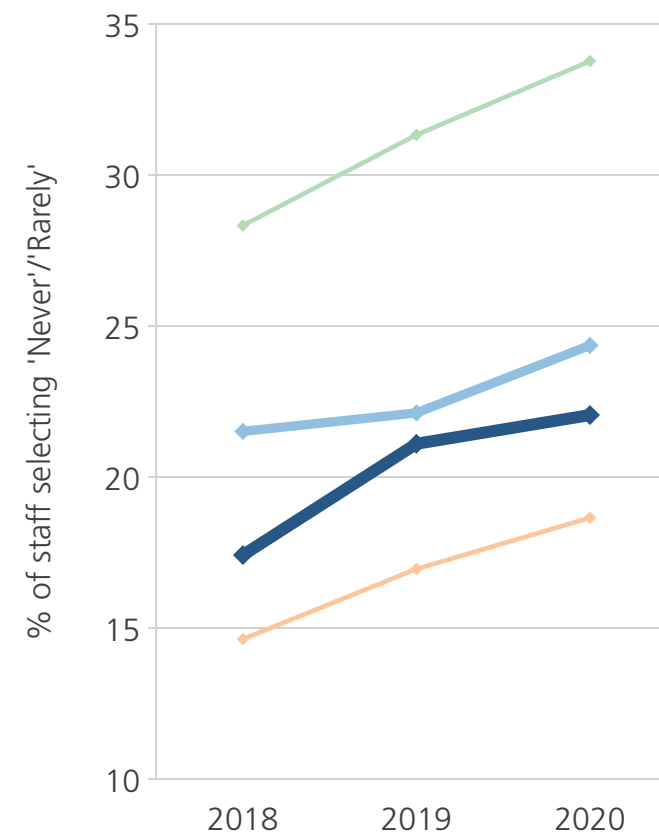
I receive the respect I deserve from my colleagues at work



Best	79.1%	81.9%	82.1%
Your org	62.5%	68.8%	70.0%
Average	71.4%	71.8%	70.4%
Worst	62.5%	62.5%	62.8%

**Q6a**

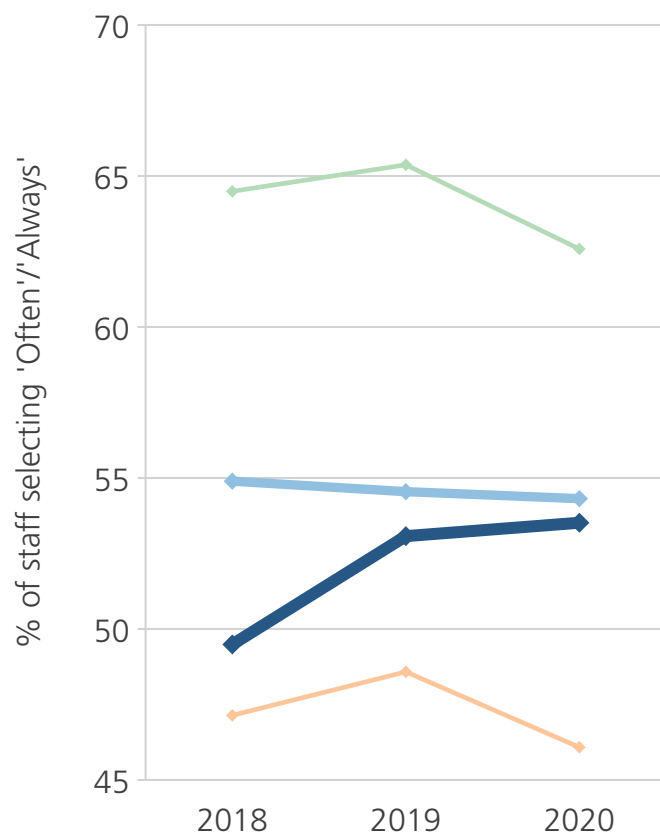
I have unrealistic time pressures



Best	28.3%	31.3%	33.8%
Your org	17.4%	21.1%	22.1%
Average	21.5%	22.1%	24.4%
Worst	14.6%	17.0%	18.6%

**Q6b**

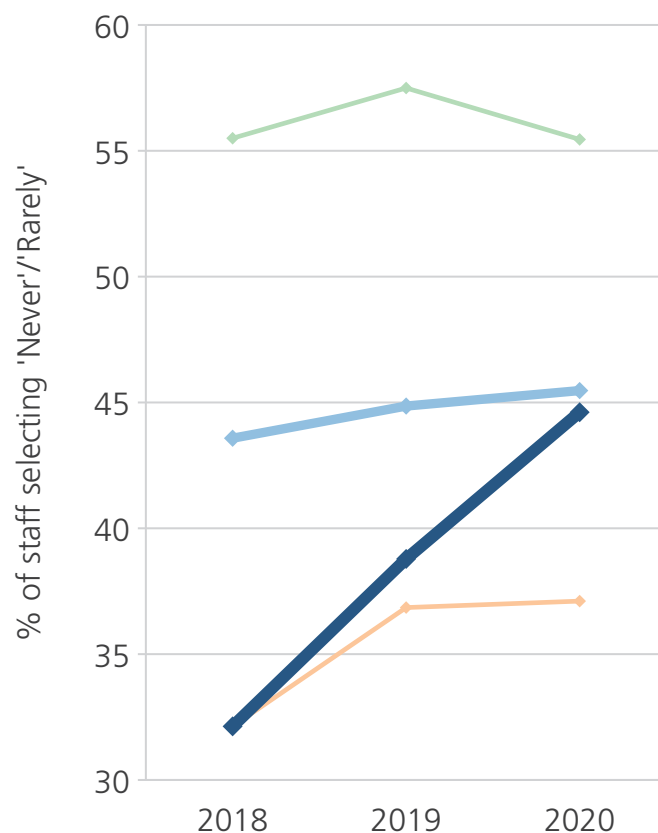
I have a choice in deciding  
how to do my work



Best	64.5%	65.4%	62.6%
Your org	49.5%	53.1%	53.5%
Average	54.9%	54.5%	54.3%
Worst	47.1%	48.6%	46.1%

**Q6c**

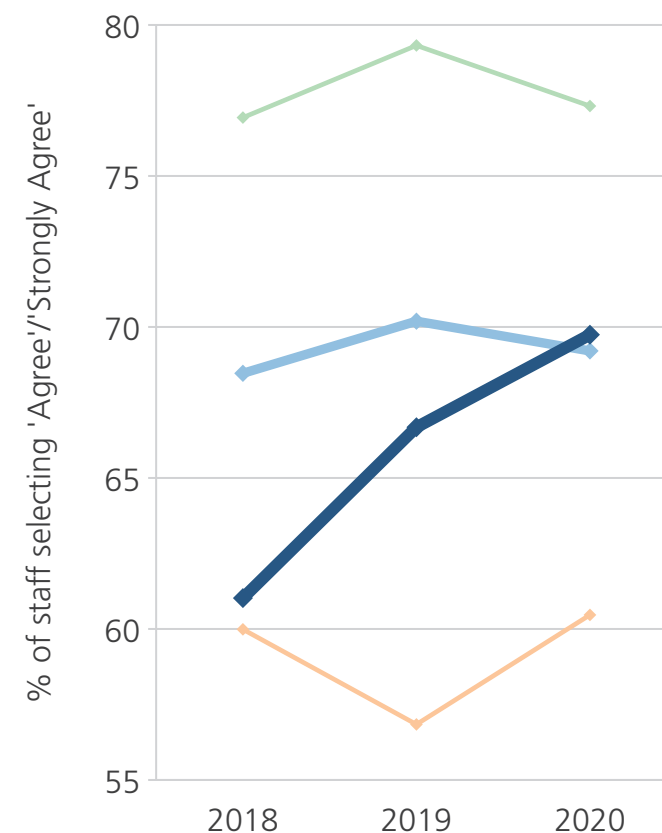
Relationships at work are strained



Best	55.5%	57.5%	55.5%
Your org	32.1%	38.8%	44.6%
Average	43.6%	44.9%	45.5%
Worst	32.1%	36.9%	37.1%

**Q8a**

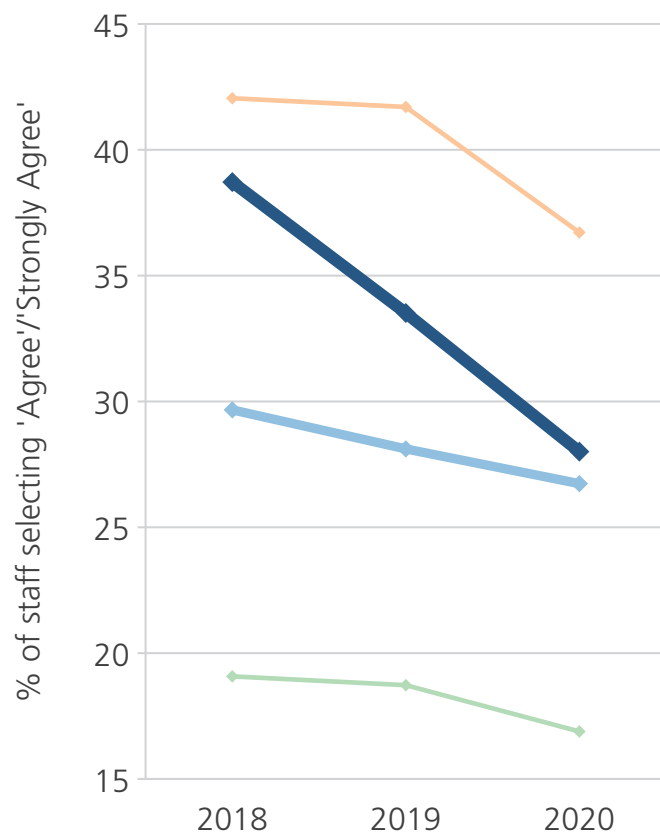
My immediate manager  
encourages me at work



Best	76.9%	79.3%	77.3%
Your org	61.0%	66.7%	69.7%
Average	68.5%	70.2%	69.2%
Worst	60.0%	56.8%	60.5%

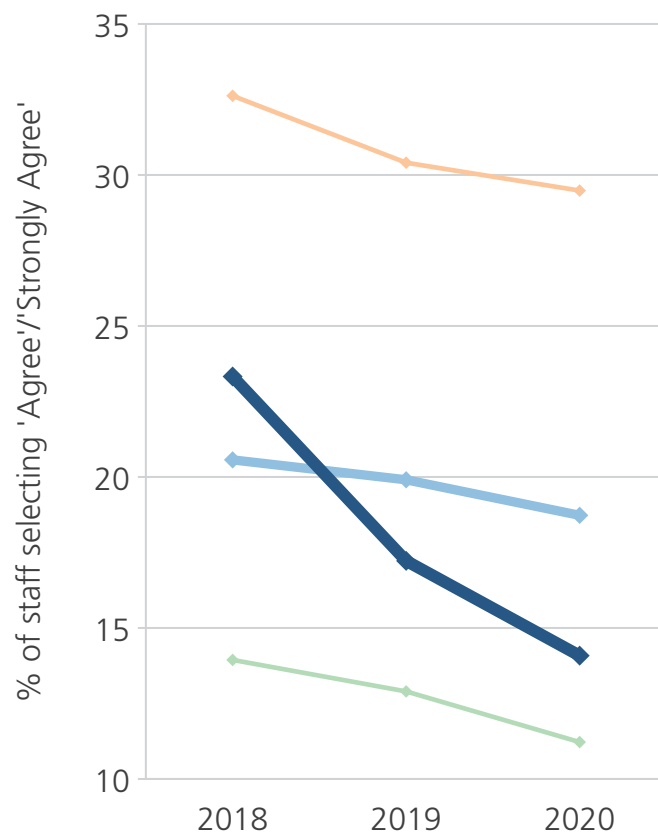
**Q19a**

I often think about  
leaving this organisation



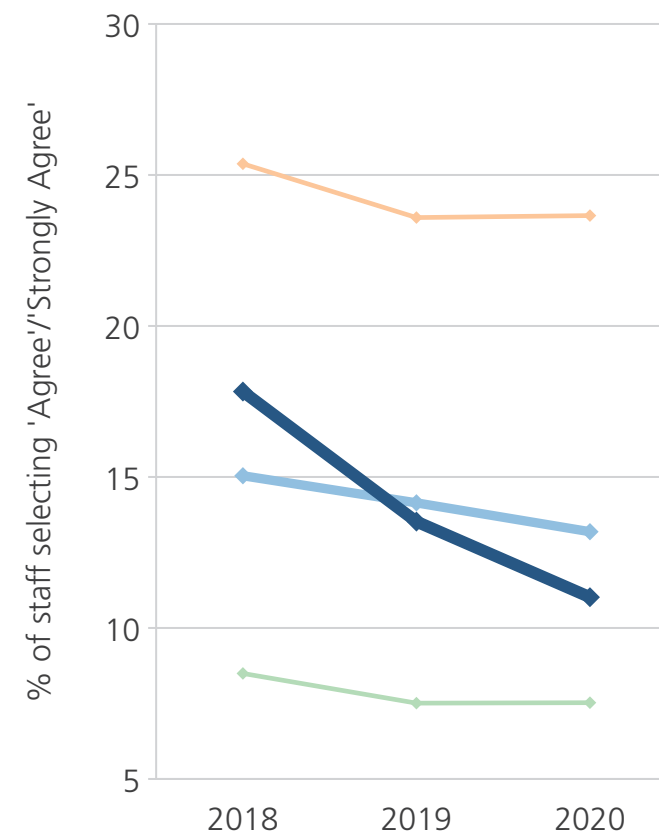
**Q19b**

I will probably look for a job at a new  
organisation in the next 12 months



**Q19c**

As soon as I can find another  
job, I will leave this organisation

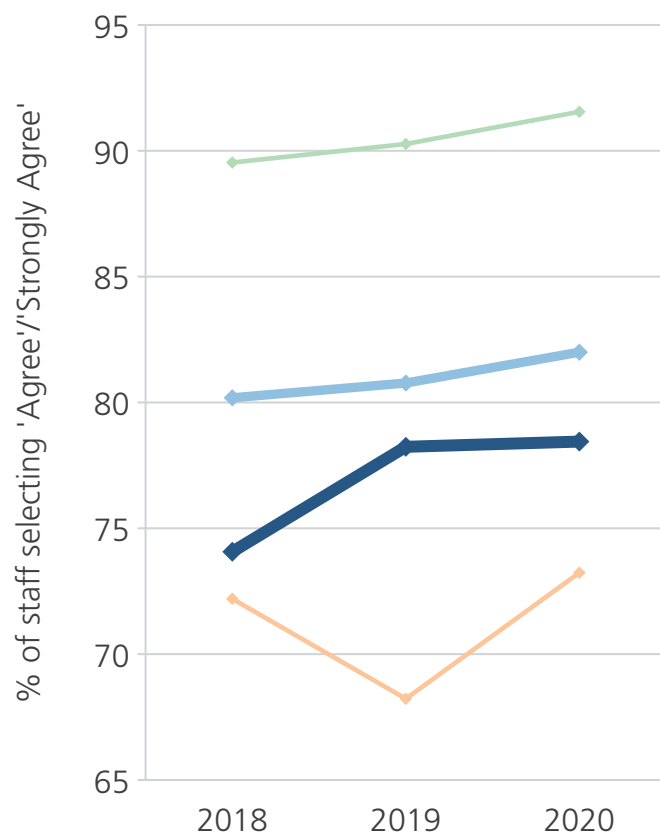


<b>Worst</b>	42.0%	41.7%	36.7%	<b>Worst</b>	32.6%	30.4%	29.5%	<b>Worst</b>	25.4%	23.6%	23.7%
<b>Your org</b>	38.7%	33.5%	28.0%	<b>Your org</b>	23.3%	17.2%	14.1%	<b>Your org</b>	17.8%	13.5%	11.0%
<b>Average</b>	29.7%	28.1%	26.7%	<b>Average</b>	20.6%	19.9%	18.7%	<b>Average</b>	15.0%	14.1%	13.2%
<b>Best</b>	19.1%	18.7%	16.9%	<b>Best</b>	13.9%	12.9%	11.2%	<b>Best</b>	8.5%	7.5%	7.5%



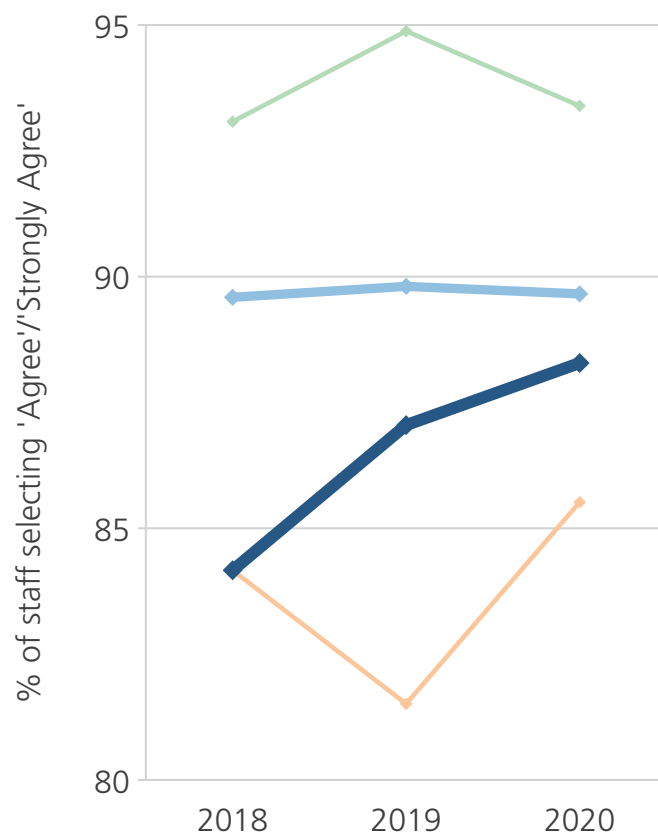
**Q7a**

I am satisfied with the quality of care I give to patients / service users



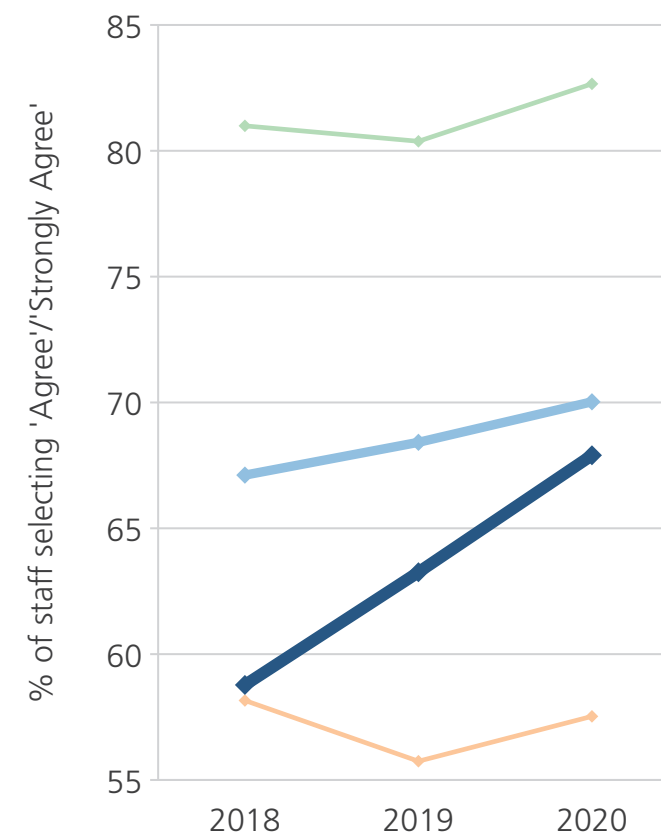
**Q7b**

I feel that my role makes a difference to patients / service users



**Q7c**

I am able to deliver the care I aspire to



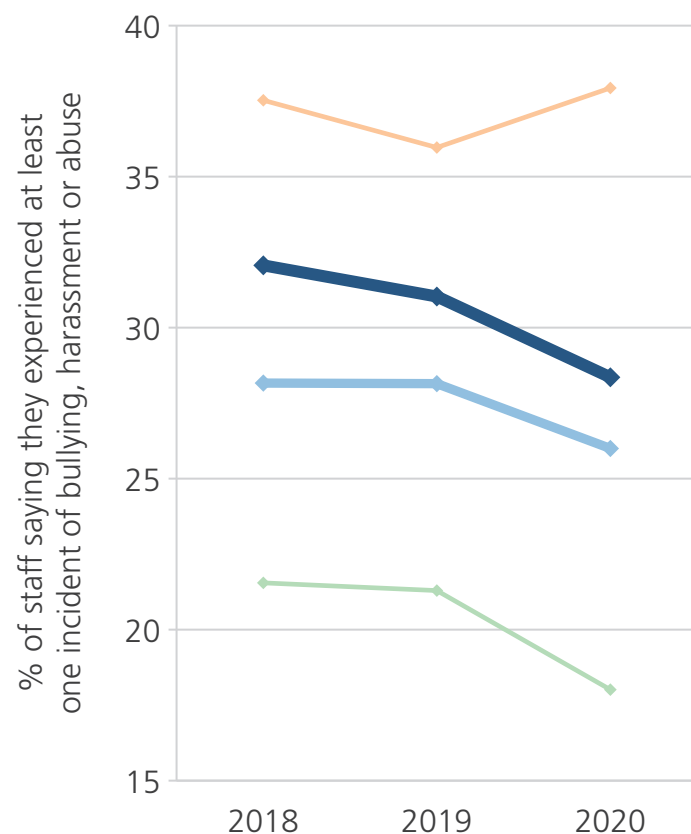
Best	89.5%	90.3%	91.6%
Your org	74.1%	78.2%	78.4%
Average	80.2%	80.8%	82.0%
Worst	72.2%	68.2%	73.2%

Best	93.1%	94.9%	93.4%
Your org	84.2%	87.1%	88.3%
Average	89.6%	89.8%	89.7%
Worst	84.2%	81.5%	85.5%

Best	81.0%	80.4%	82.7%
Your org	58.8%	63.3%	67.9%
Average	67.1%	68.4%	70.0%
Worst	58.2%	55.7%	57.5%

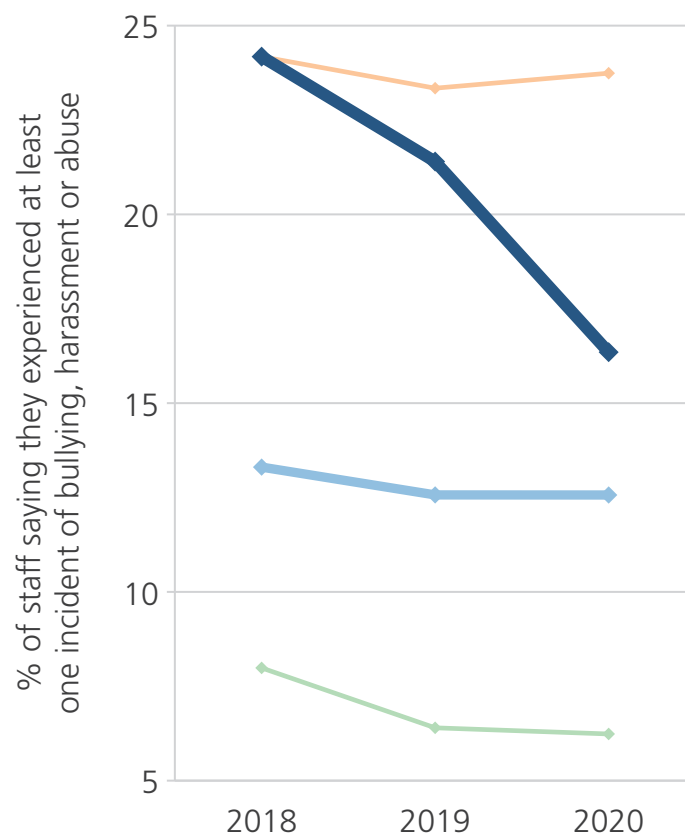
### Q13a

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



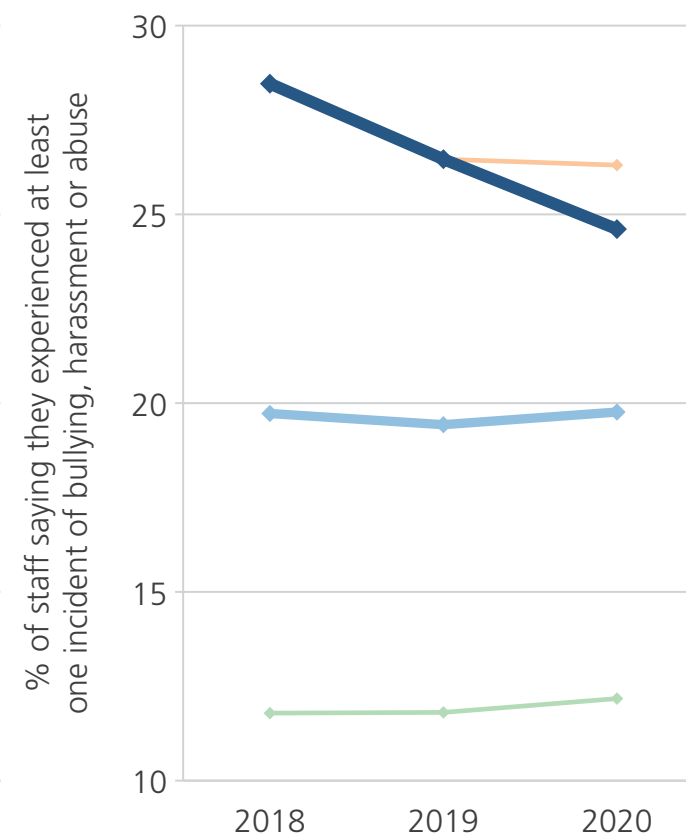
### Q13b

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



### Q13c

In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



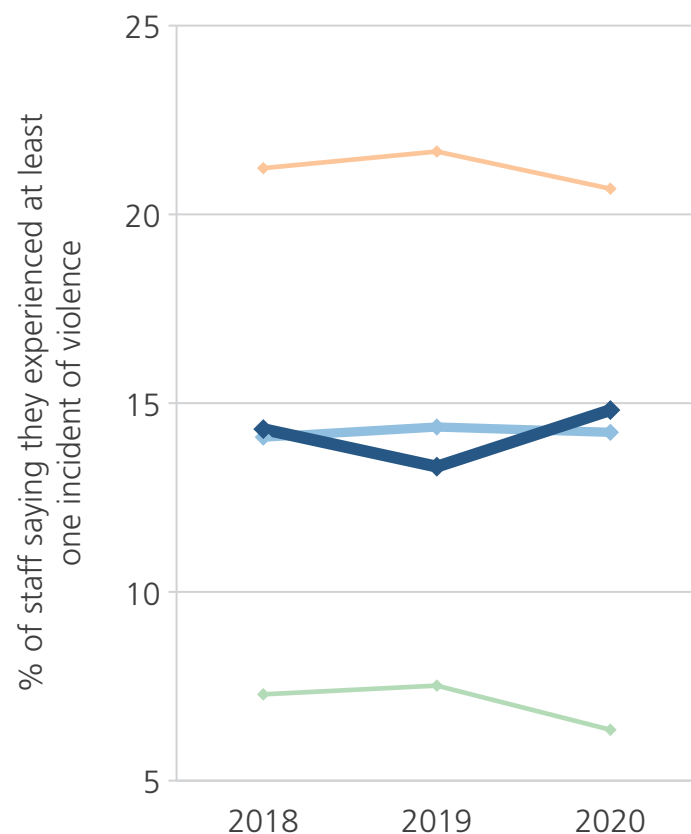
<b>Worst</b>	37.5%	36.0%	37.9%
<b>Your org</b>	32.1%	31.0%	28.4%
<b>Average</b>	28.2%	28.1%	26.0%
<b>Best</b>	21.5%	21.3%	18.0%

<b>Worst</b>	24.2%	23.3%	23.7%
<b>Your org</b>	24.2%	21.4%	16.4%
<b>Average</b>	13.3%	12.6%	12.6%
<b>Best</b>	8.0%	6.4%	6.2%

<b>Worst</b>	28.5%	26.5%	26.3%
<b>Your org</b>	28.5%	26.5%	24.6%
<b>Average</b>	19.7%	19.4%	19.8%
<b>Best</b>	11.8%	11.8%	12.2%

### Q12a

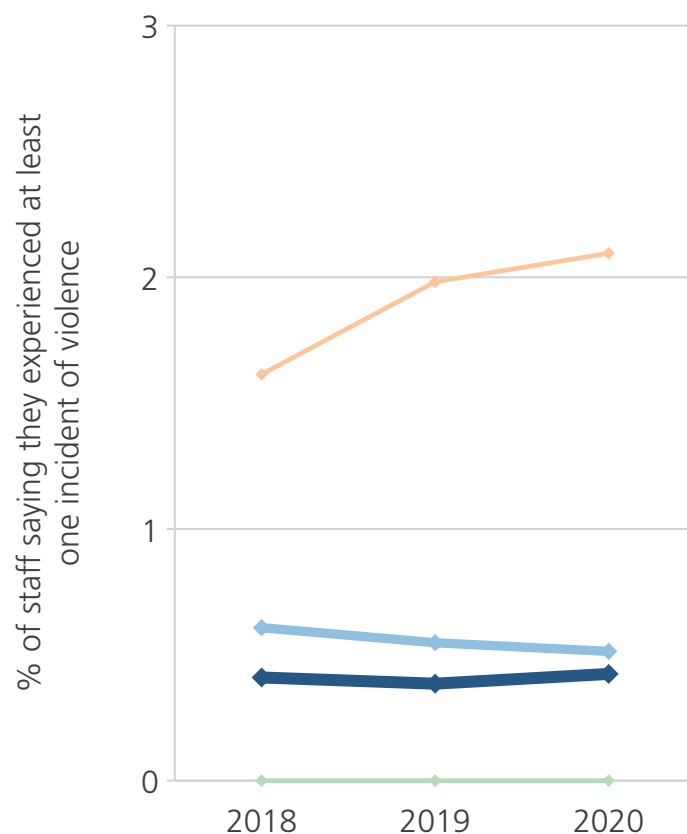
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



<b>Worst</b>	21.2%	21.7%	20.7%
<b>Your org</b>	14.3%	13.3%	14.8%
<b>Average</b>	14.1%	14.4%	14.2%
<b>Best</b>	7.3%	7.5%	6.3%

### Q12b

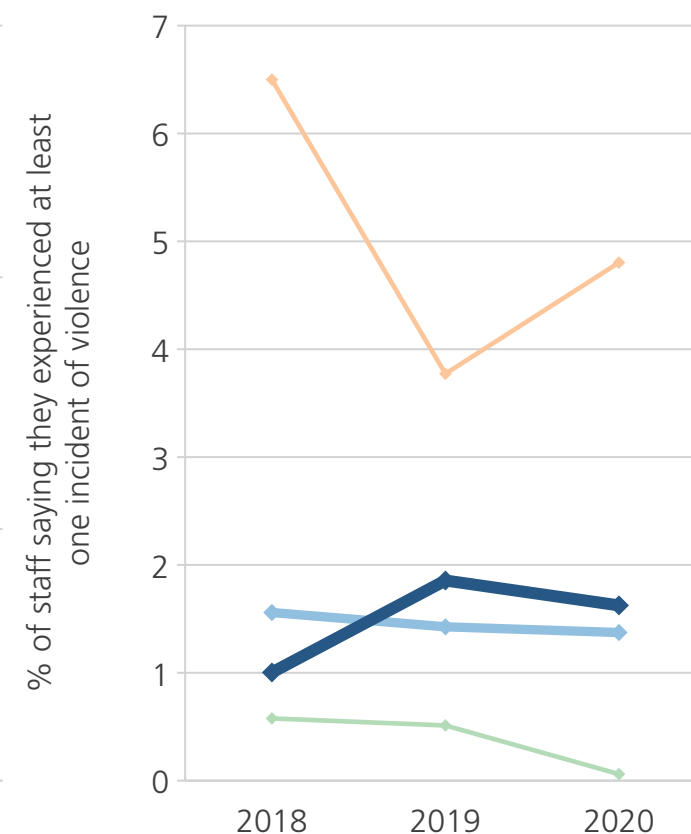
In the last 12 months how many times have you personally experienced physical violence at work from managers?



<b>Worst</b>	1.6%	2.0%	2.1%
<b>Your org</b>	0.4%	0.4%	0.4%
<b>Average</b>	0.6%	0.5%	0.5%
<b>Best</b>	0.0%	0.0%	0.0%

### Q12c

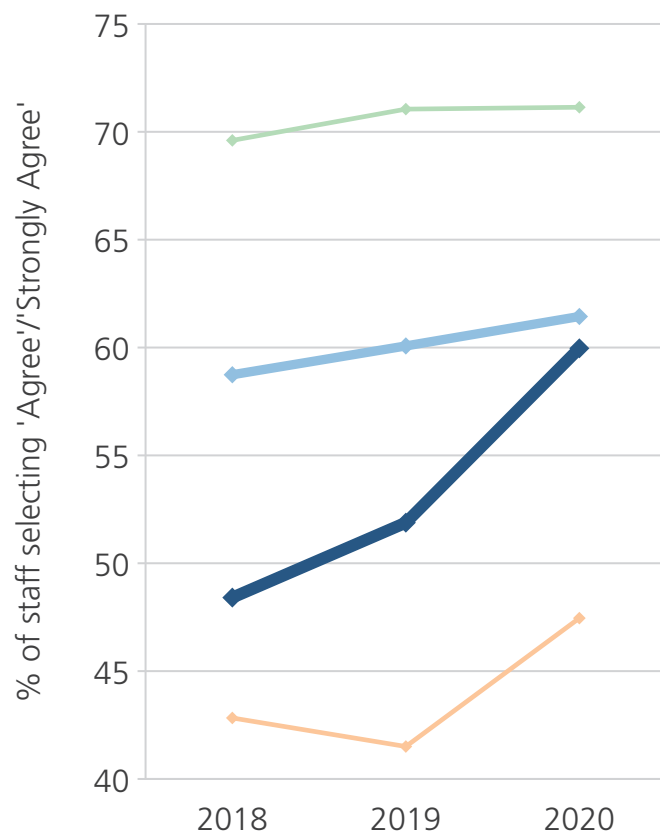
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



<b>Worst</b>	6.5%	3.8%	4.8%
<b>Your org</b>	1.0%	1.9%	1.6%
<b>Average</b>	1.6%	1.4%	1.4%
<b>Best</b>	0.6%	0.5%	0.1%

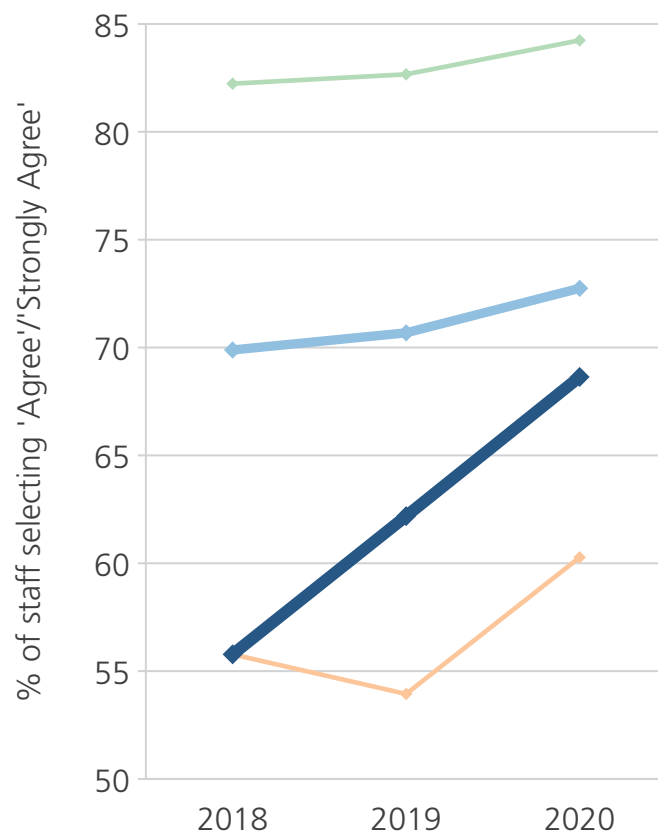
**Q16a**

My organisation treats staff who are involved in an error, near miss or incident fairly



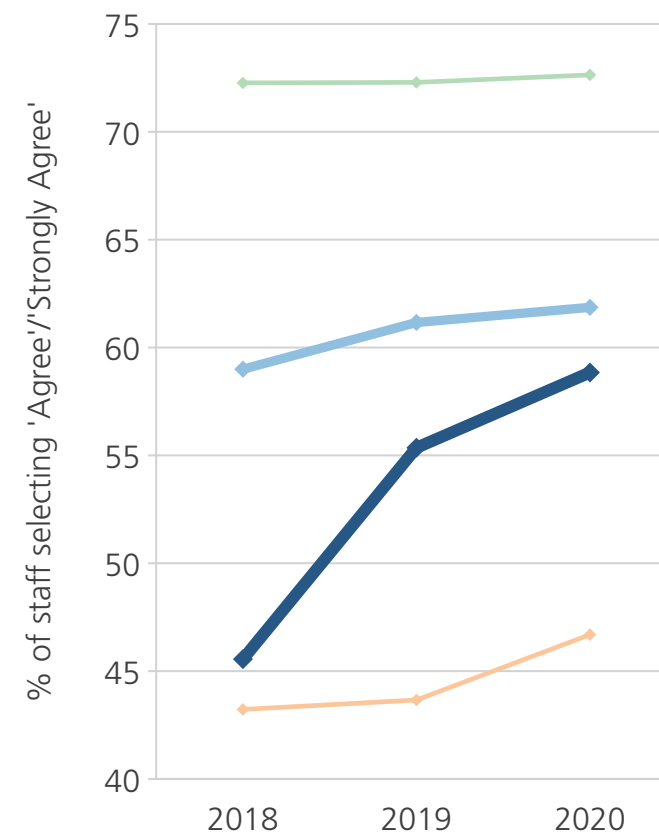
**Q16c**

When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



**Q16d**

We are given feedback about changes made in response to reported errors, near misses and incidents



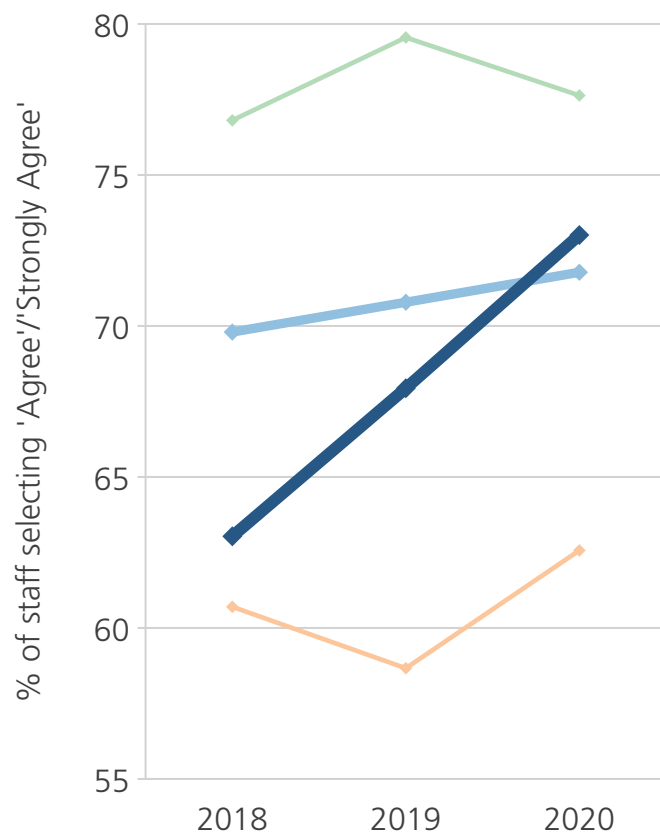
Best	69.6%	71.1%	71.1%
Your org	48.4%	51.9%	60.0%
Average	58.7%	60.1%	61.4%
Worst	42.8%	41.5%	47.5%

Best	82.2%	82.7%	84.2%
Your org	55.8%	62.2%	68.6%
Average	69.9%	70.7%	72.7%
Worst	55.8%	53.9%	60.3%

Best	72.3%	72.3%	72.6%
Your org	45.6%	55.4%	58.8%
Average	59.0%	61.2%	61.9%
Worst	43.2%	43.7%	46.7%

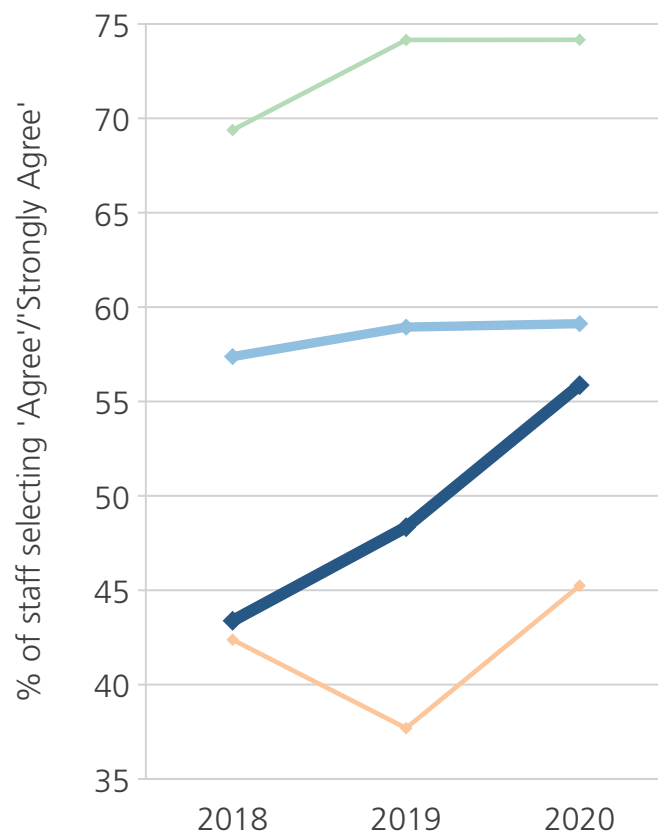
**Q17b**

I would feel secure raising concerns about unsafe clinical practice



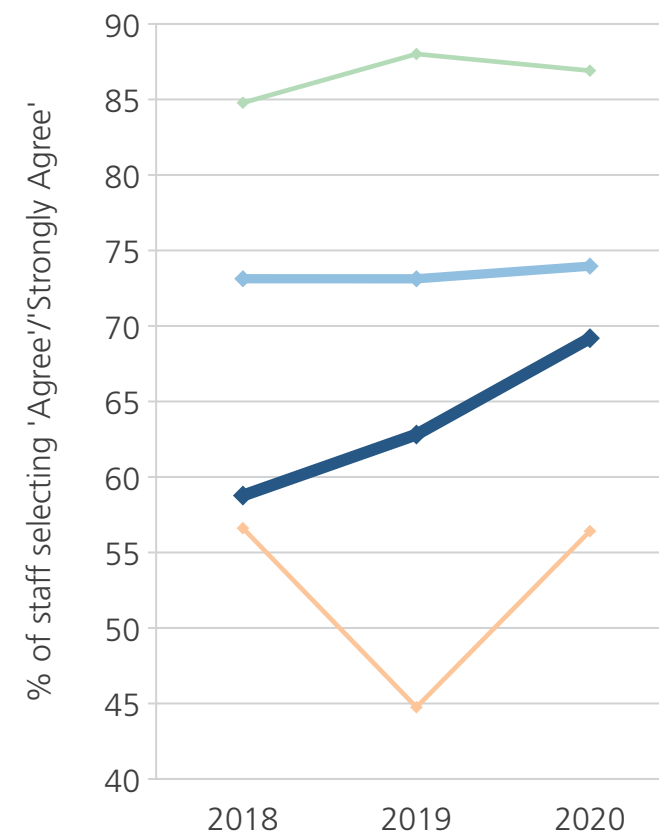
**Q17c**

I am confident that my organisation would address my concern



**Q18b**

My organisation acts on concerns raised by patients / service users



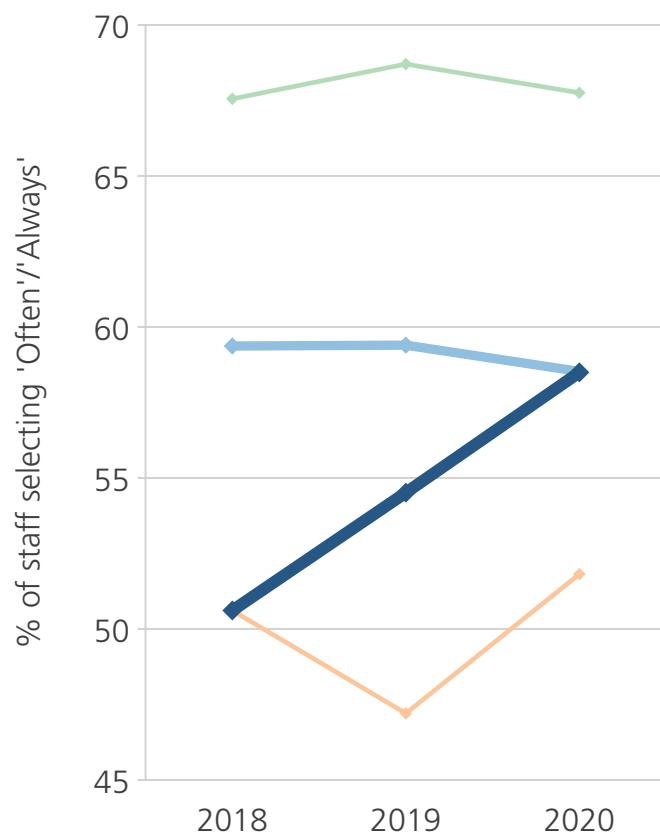
Best	76.8%	79.6%	77.6%
Your org	63.0%	67.9%	73.0%
Average	69.8%	70.8%	71.8%
Worst	60.7%	58.7%	62.6%

Best	69.4%	74.2%	74.2%
Your org	43.4%	48.3%	55.9%
Average	57.4%	58.9%	59.1%
Worst	42.4%	37.7%	45.2%

Best	84.8%	88.0%	86.9%
Your org	58.8%	62.8%	69.2%
Average	73.1%	73.1%	74.0%
Worst	56.6%	44.8%	56.4%

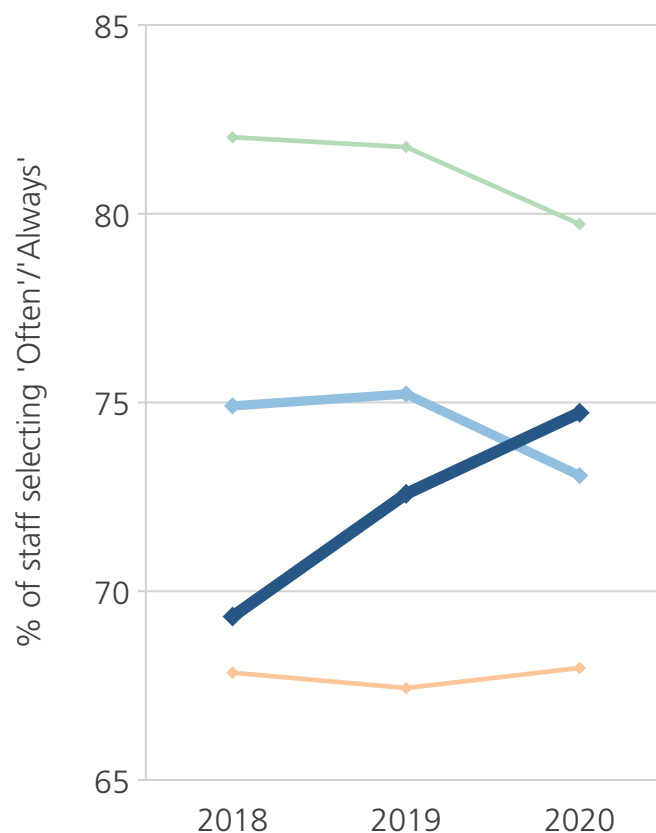
**Q2a**

I look forward to going to work



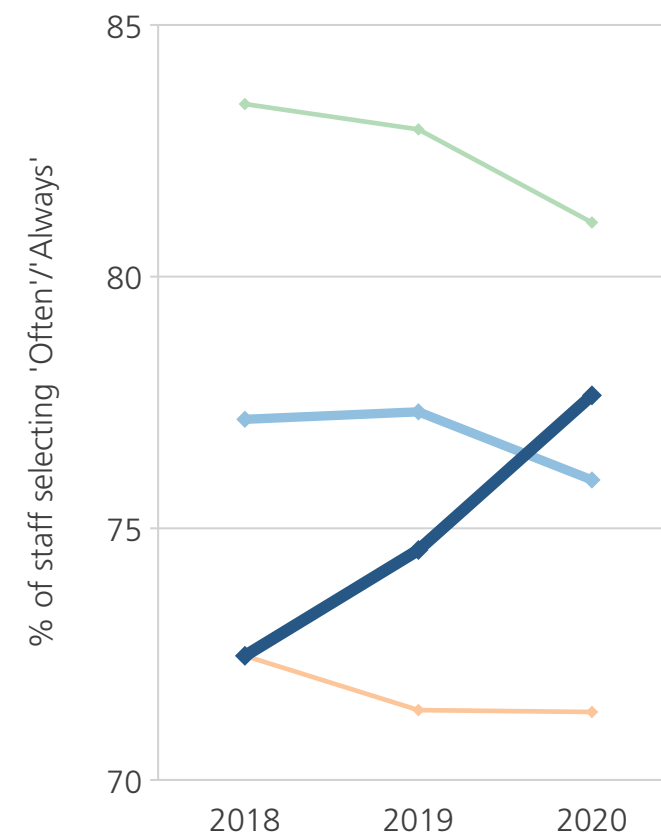
**Q2b**

I am enthusiastic about my job



**Q2c**

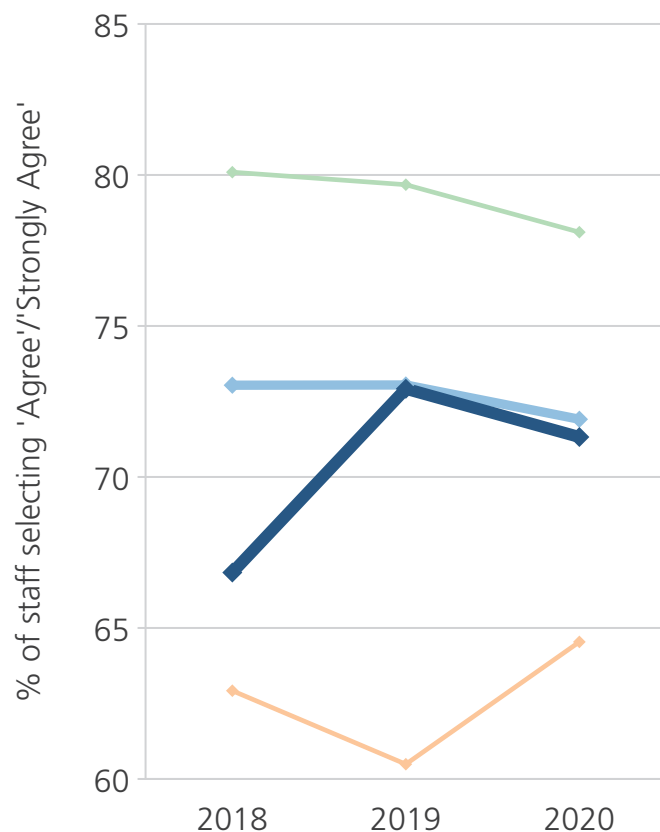
Time passes quickly when I am working



<b>Best</b>	67.6%	68.7%	67.8%	<b>Best</b>	82.0%	81.8%	79.7%	<b>Best</b>	83.4%	82.9%	81.1%
<b>Your org</b>	50.6%	54.5%	58.5%	<b>Your org</b>	69.3%	72.6%	74.7%	<b>Your org</b>	72.5%	74.6%	77.6%
<b>Average</b>	59.4%	59.4%	58.5%	<b>Average</b>	74.9%	75.2%	73.1%	<b>Average</b>	77.2%	77.3%	76.0%
<b>Worst</b>	50.6%	47.2%	51.8%	<b>Worst</b>	67.8%	67.4%	68.0%	<b>Worst</b>	72.5%	71.4%	71.4%

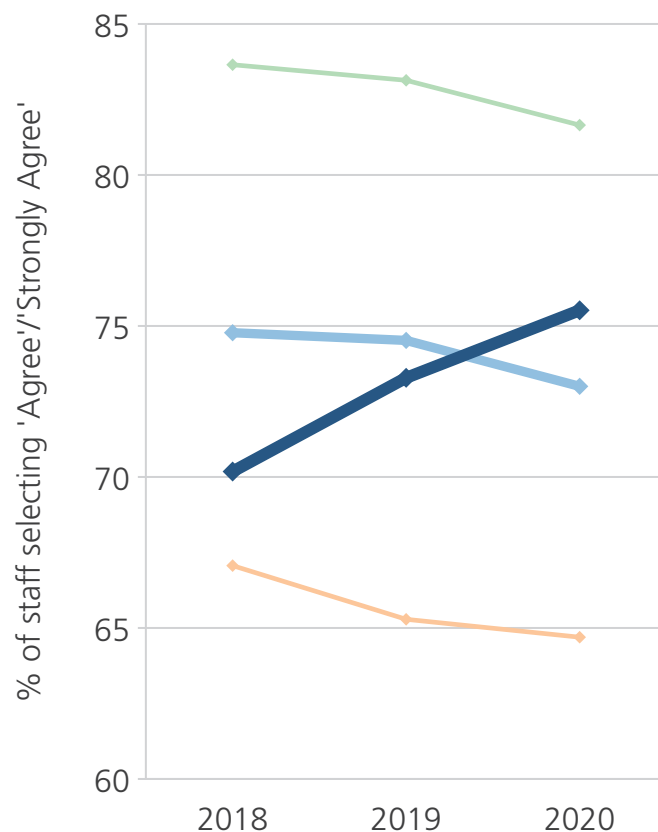
#### Q4a

There are frequent opportunities for me to show initiative in my role



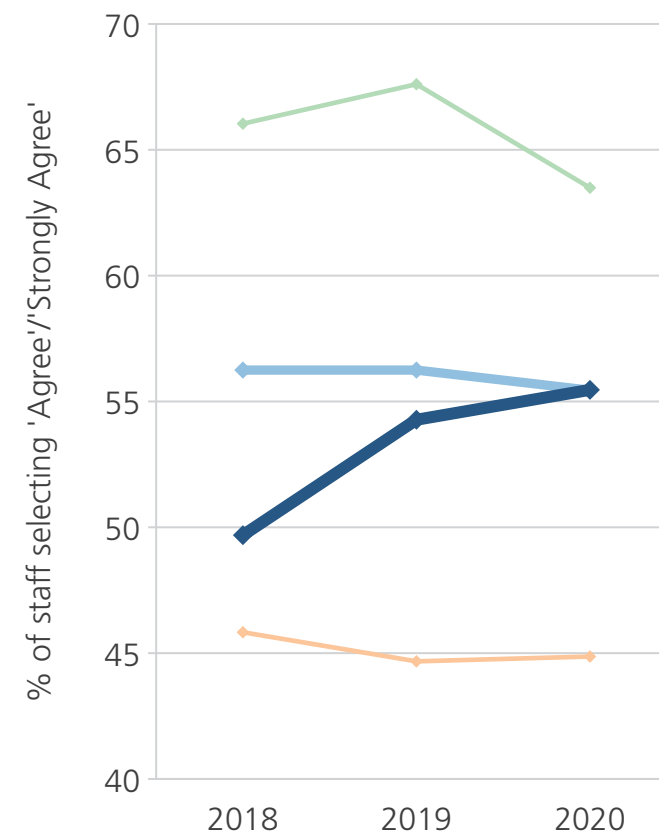
#### Q4b

I am able to make suggestions to improve the work of my team / department



#### Q4d

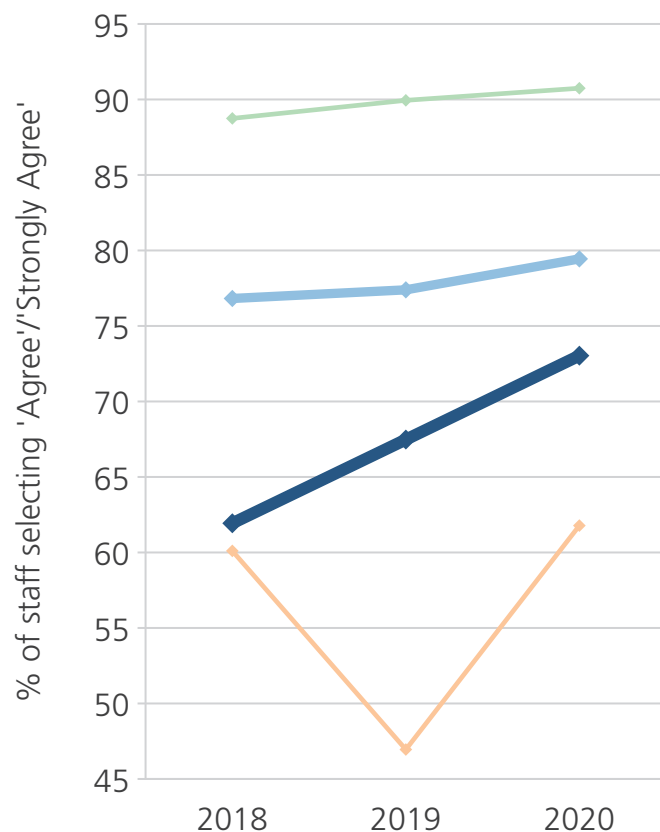
I am able to make improvements happen in my area of work



<b>Best</b>	80.1%	79.7%	78.1%	<b>Best</b>	83.6%	83.1%	81.7%	<b>Best</b>	66.0%	67.6%	63.5%
<b>Your org</b>	66.8%	72.9%	71.3%	<b>Your org</b>	70.2%	73.3%	75.5%	<b>Your org</b>	49.7%	54.3%	55.5%
<b>Average</b>	73.0%	73.0%	71.9%	<b>Average</b>	74.8%	74.5%	73.0%	<b>Average</b>	56.2%	56.2%	55.4%
<b>Worst</b>	62.9%	60.5%	64.5%	<b>Worst</b>	67.1%	65.3%	64.7%	<b>Worst</b>	45.8%	44.7%	44.9%

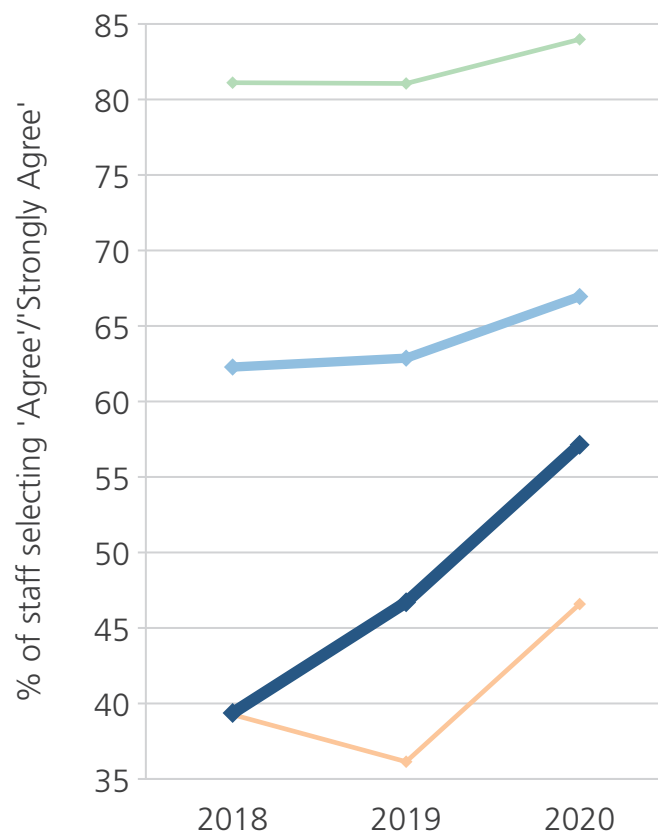
Q18a

Care of patients / service users  
is my organisation's top priority



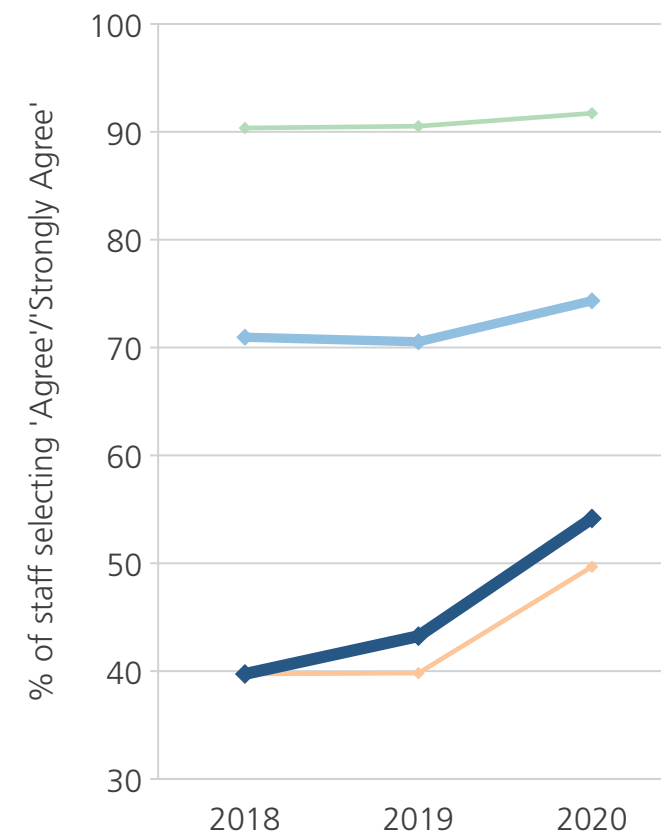
Q18c

I would recommend my  
organisation as a place to work



Q18d

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



Best	88.7%	89.9%	90.7%
Your org	61.9%	67.5%	73.0%
Average	76.8%	77.4%	79.4%
Worst	60.1%	47.0%	61.8%

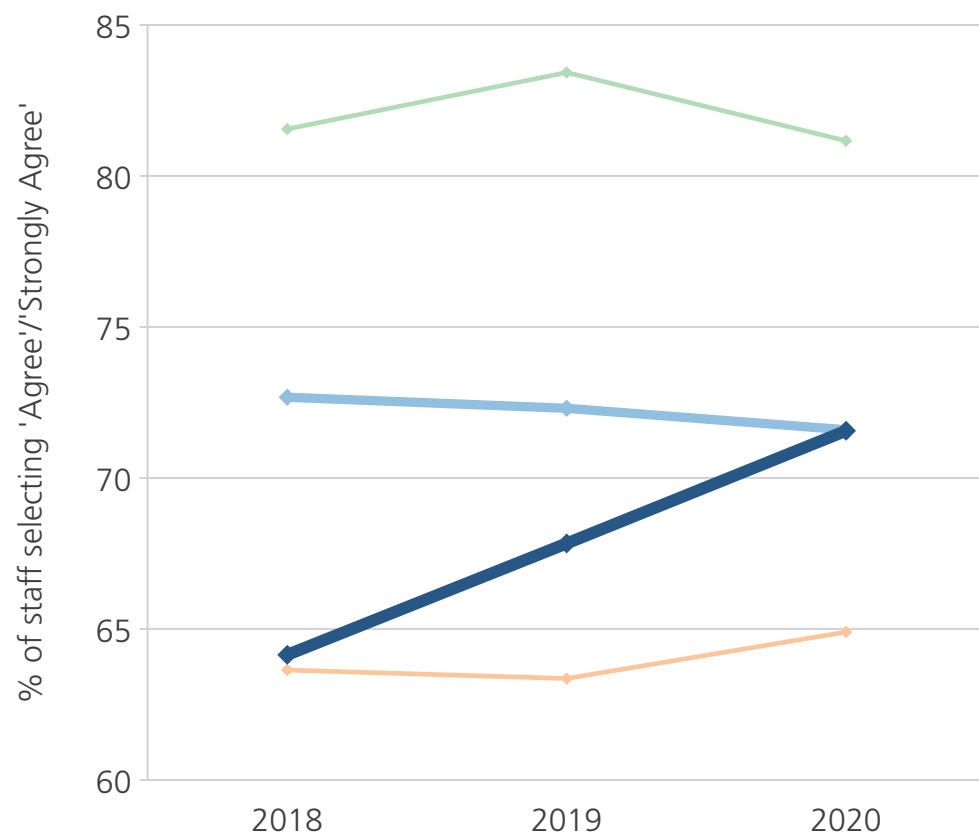
Best	81.1%	81.1%	84.0%
Your org	39.4%	46.7%	57.1%
Average	62.3%	62.9%	66.9%
Worst	39.3%	36.1%	46.6%

Best	90.4%	90.5%	91.7%
Your org	39.7%	43.2%	54.2%
Average	71.0%	70.5%	74.3%
Worst	39.7%	39.8%	49.7%



### Q4h

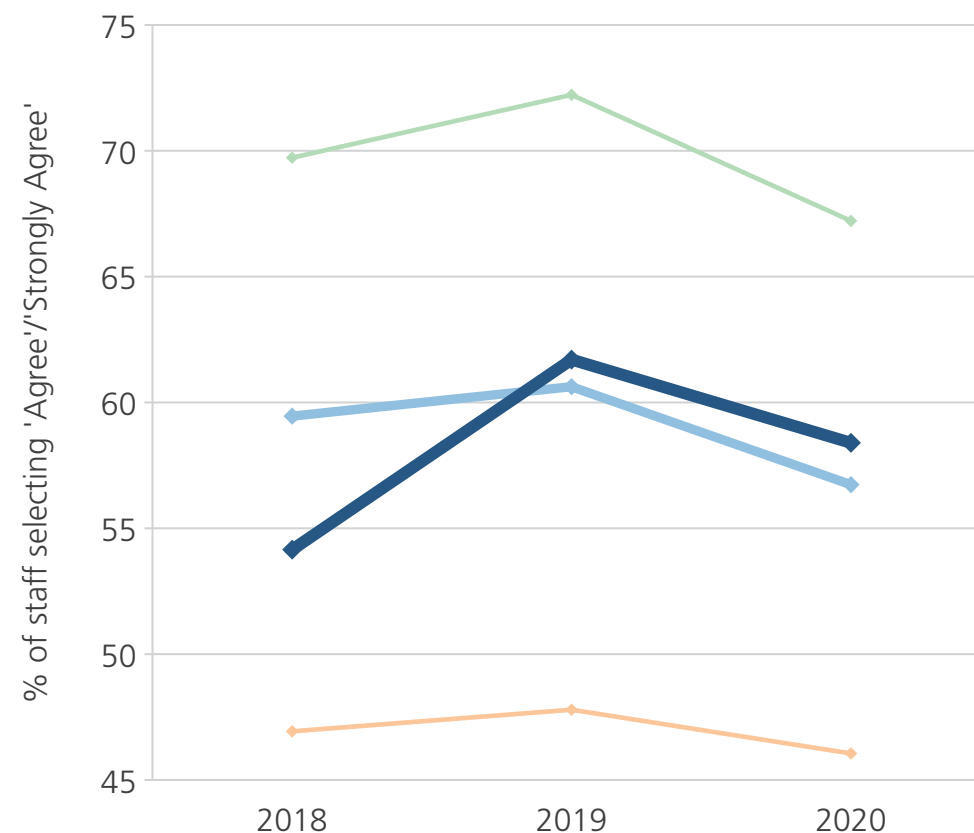
The team I work in has a set of shared objectives



<b>Best</b>	81.6%	83.4%	81.2%
<b>Your org</b>	64.1%	67.8%	71.6%
<b>Average</b>	72.7%	72.3%	71.6%
<b>Worst</b>	63.6%	63.4%	64.9%

### Q4i

The team I work in often meets to discuss the team's effectiveness



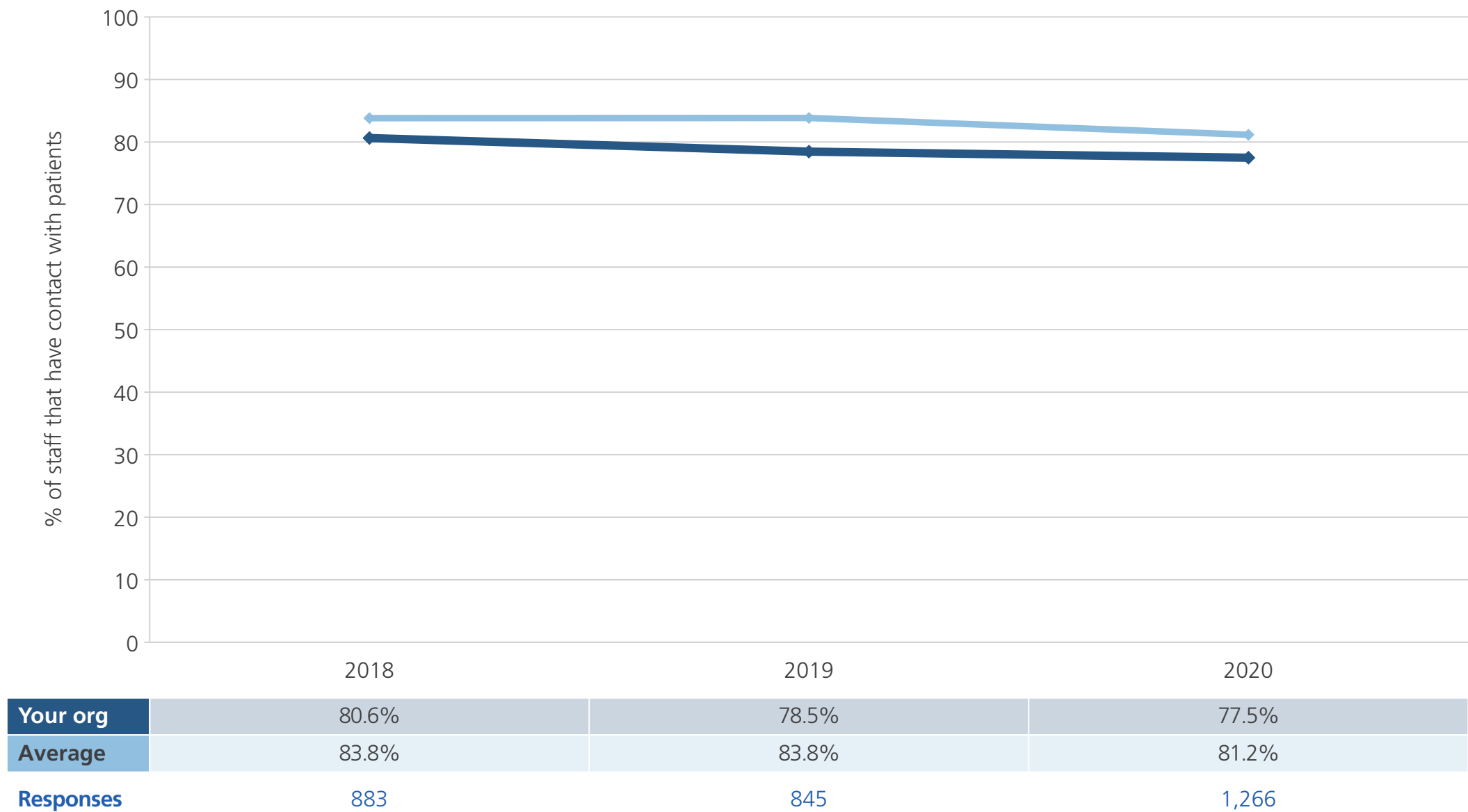
<b>Best</b>	69.7%	72.2%	67.2%
<b>Your org</b>	54.2%	61.7%	58.4%
<b>Average</b>	59.5%	60.6%	56.7%
<b>Worst</b>	46.9%	47.8%	46.1%

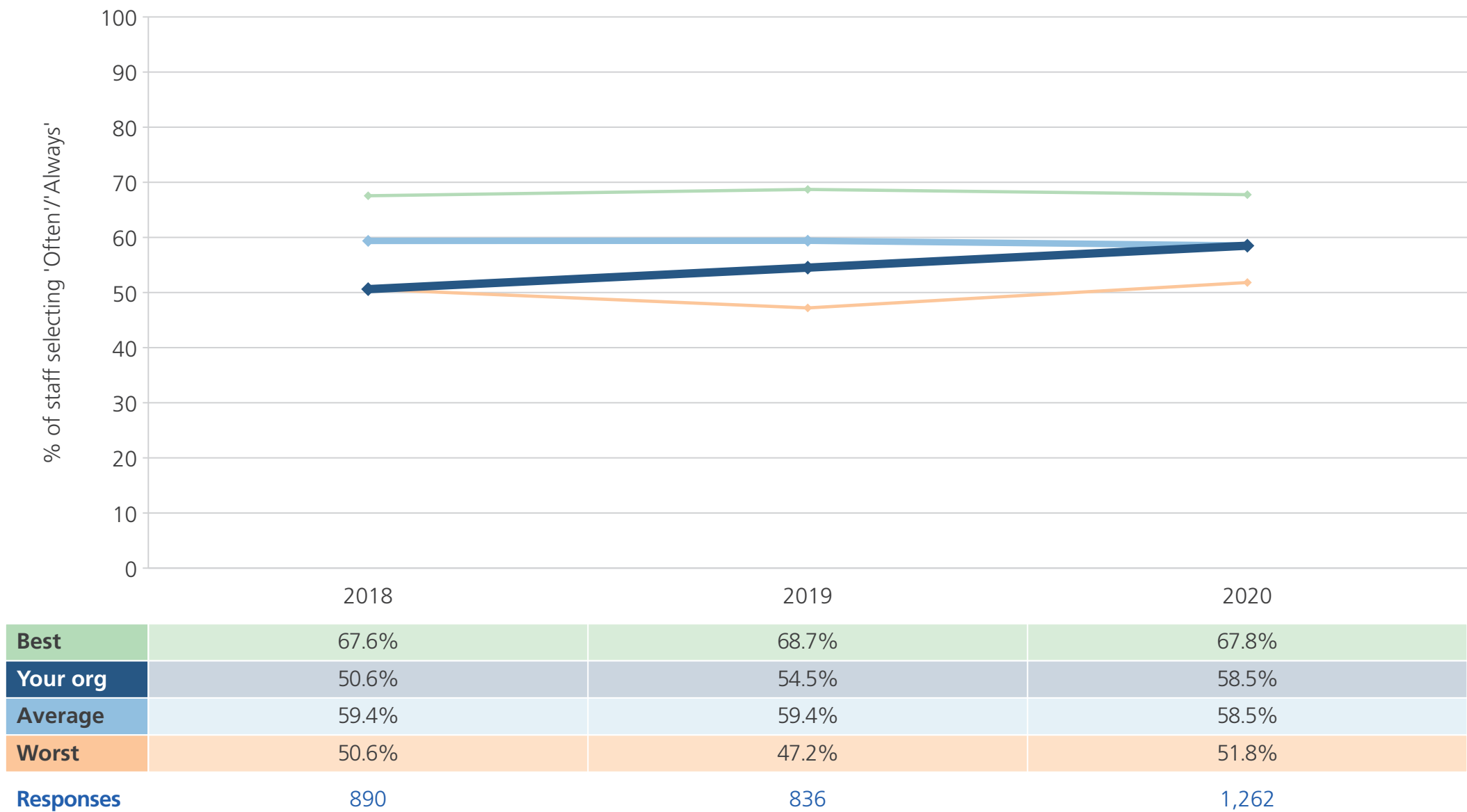
# Question results

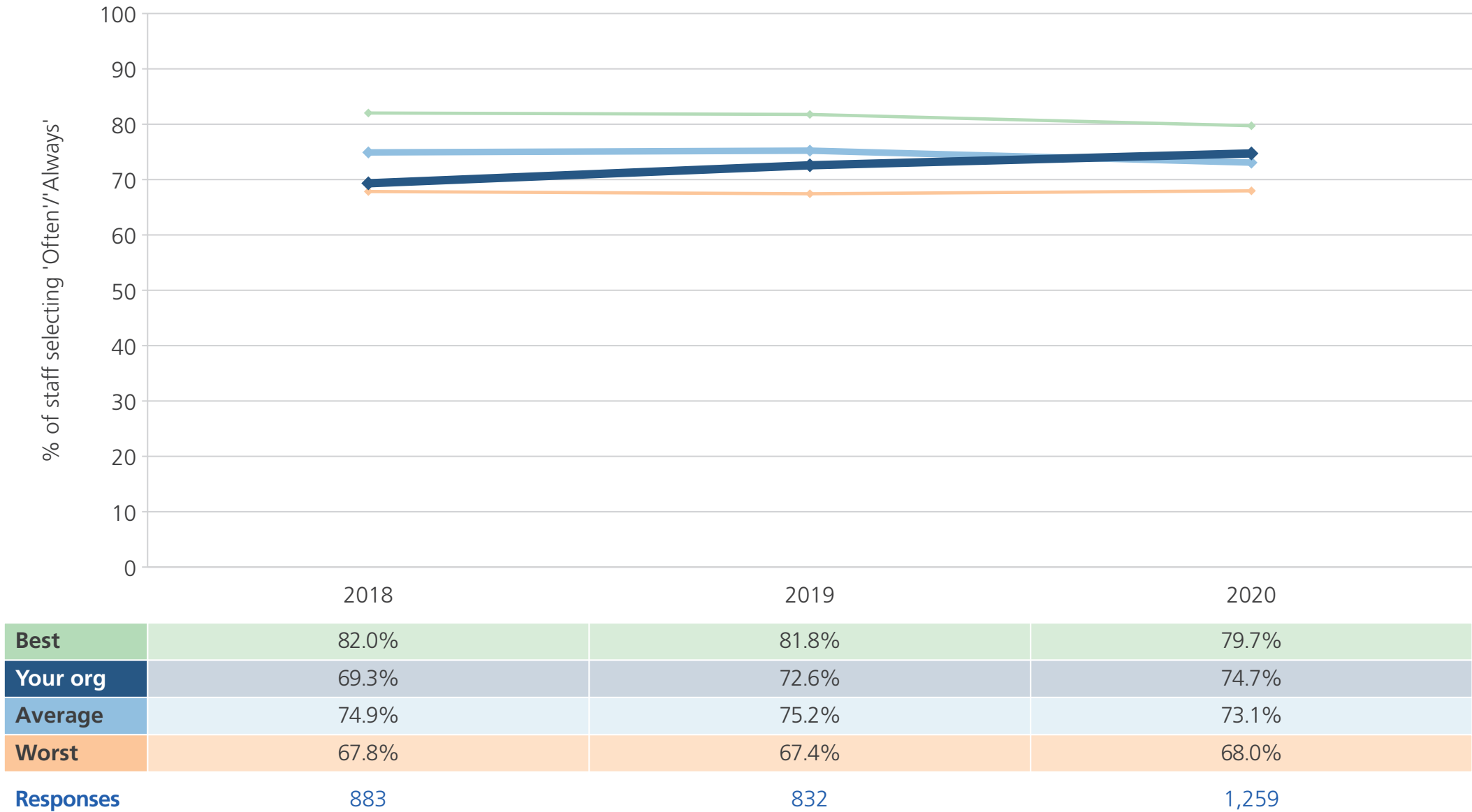
Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

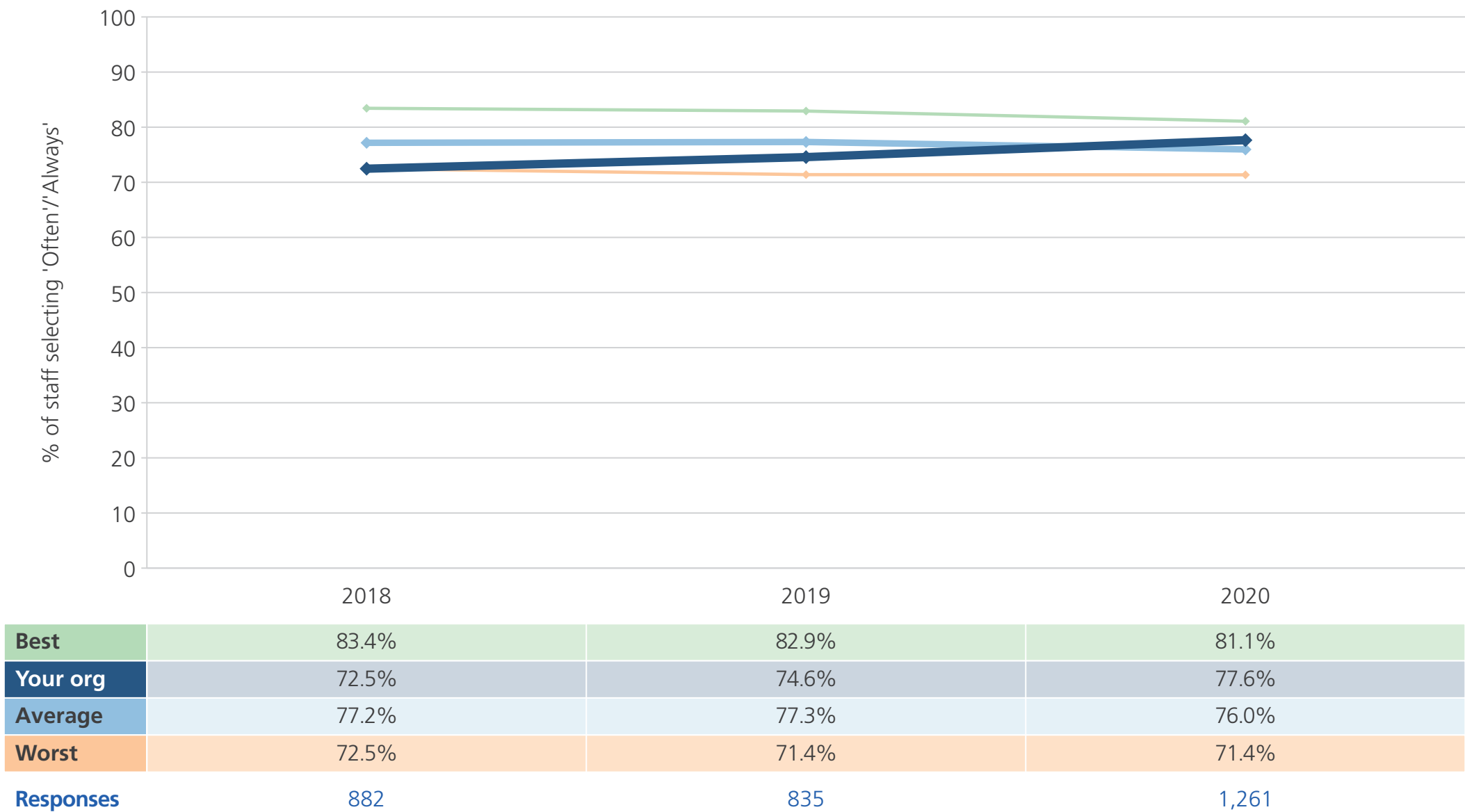
# Question results – Your job

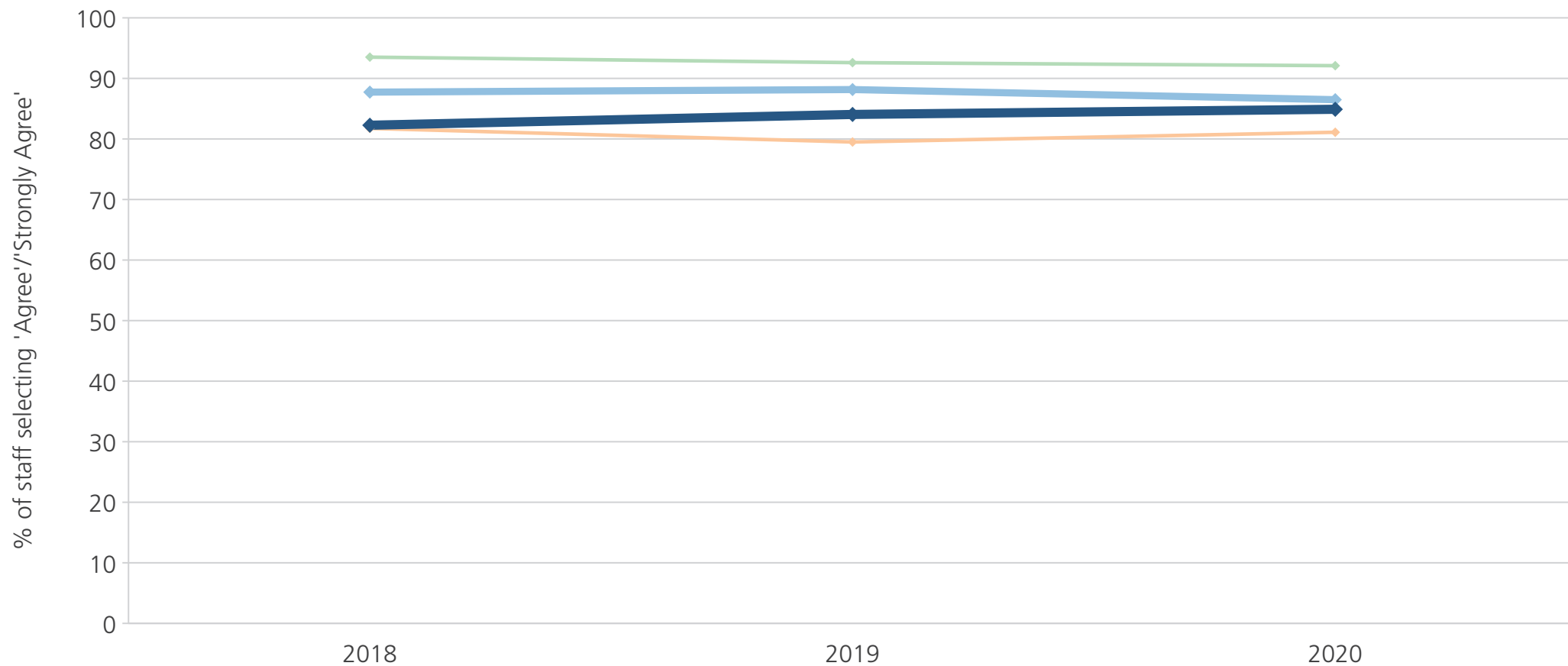
Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results











Best	93.5%	92.6%	92.1%
Your org	82.3%	84.0%	84.9%
Average	87.7%	88.2%	86.5%
Worst	81.7%	79.5%	81.1%

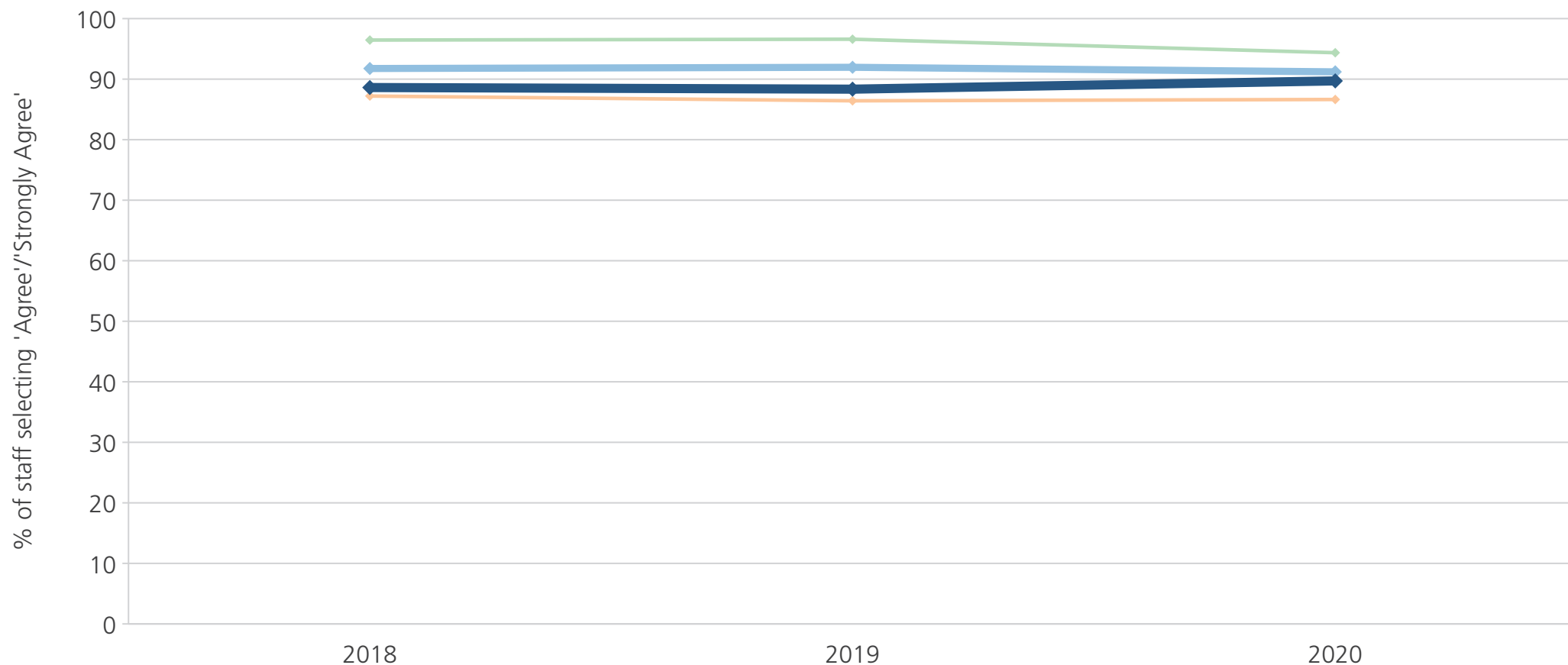
Responses

884

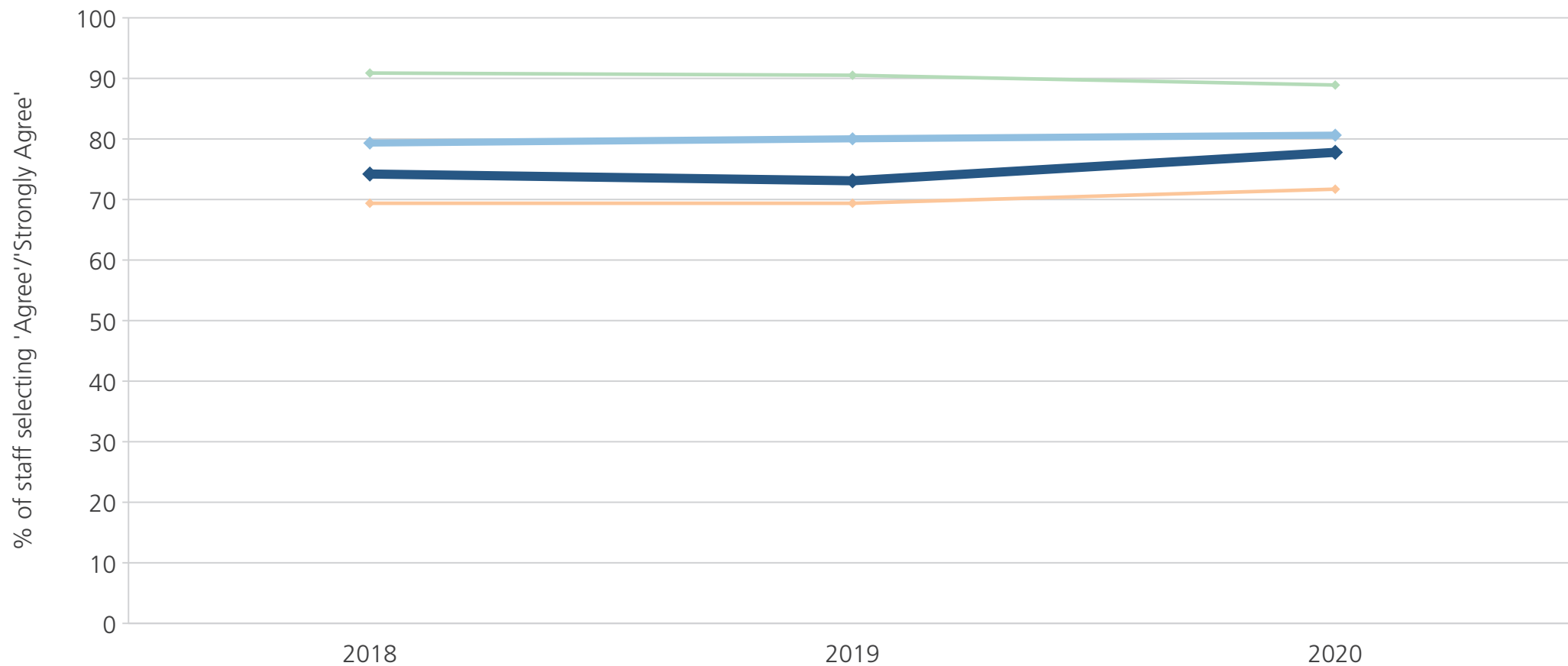
842

1,262

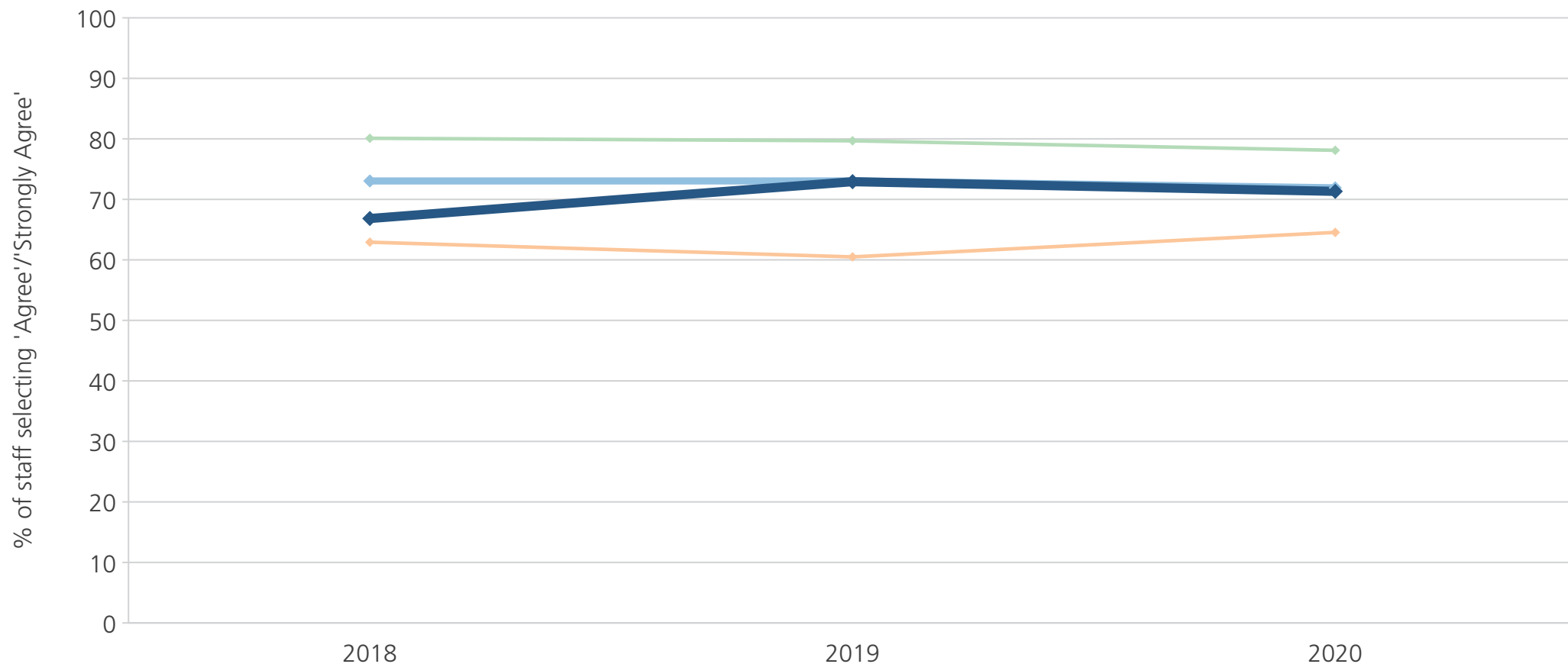




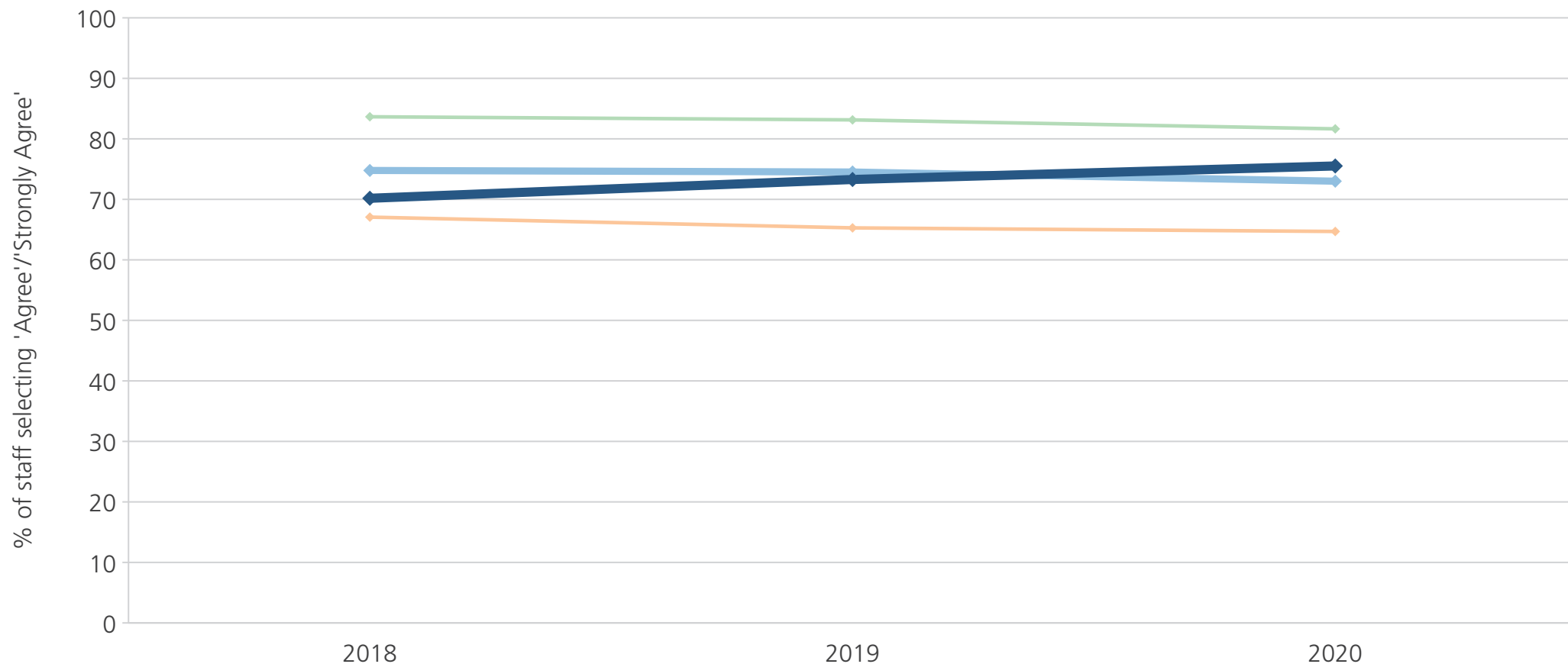
Best	96.5%	96.6%	94.4%
Your org	88.6%	88.3%	89.7%
Average	91.8%	92.0%	91.2%
Worst	87.2%	86.4%	86.6%
Responses	881	842	1,264



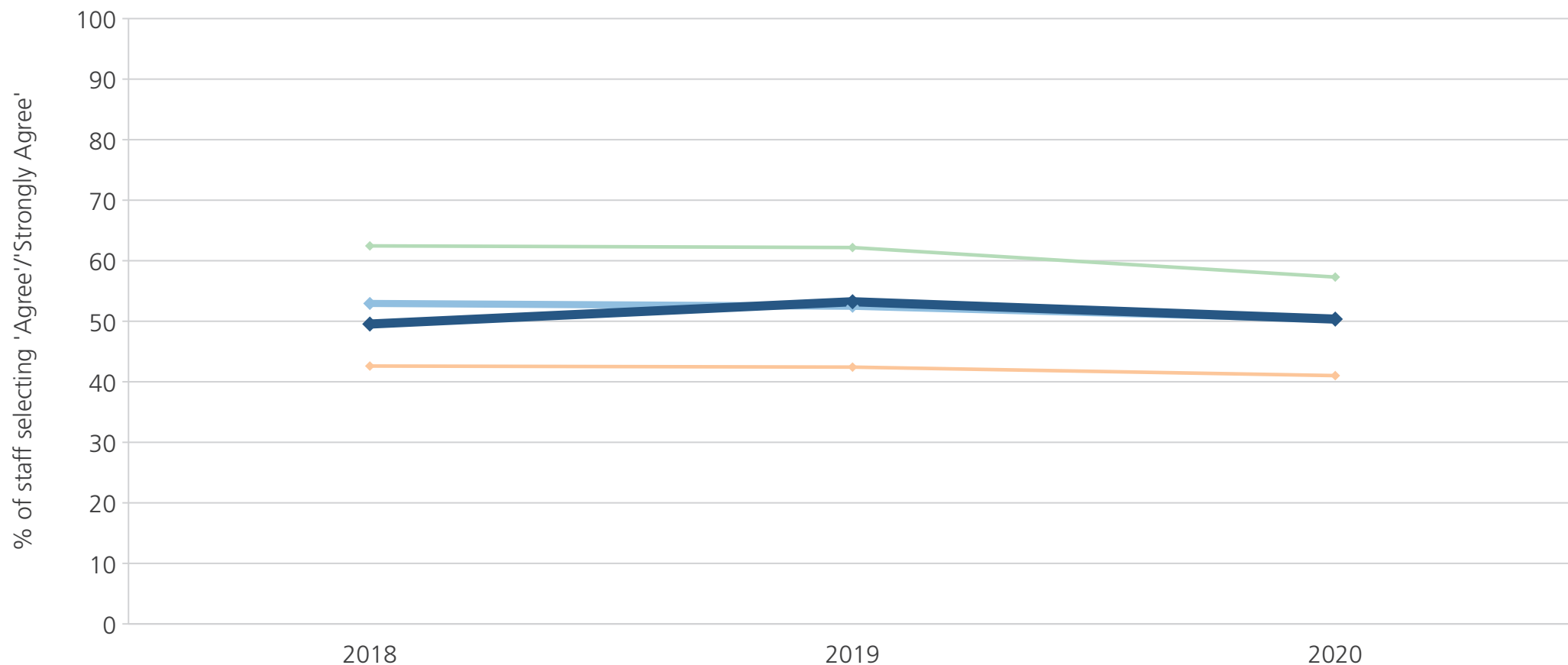
Best	90.9%	90.5%	88.9%
Your org	74.2%	73.1%	77.8%
Average	79.3%	80.0%	80.6%
Worst	69.4%	69.4%	71.7%
Responses	883	841	1,264



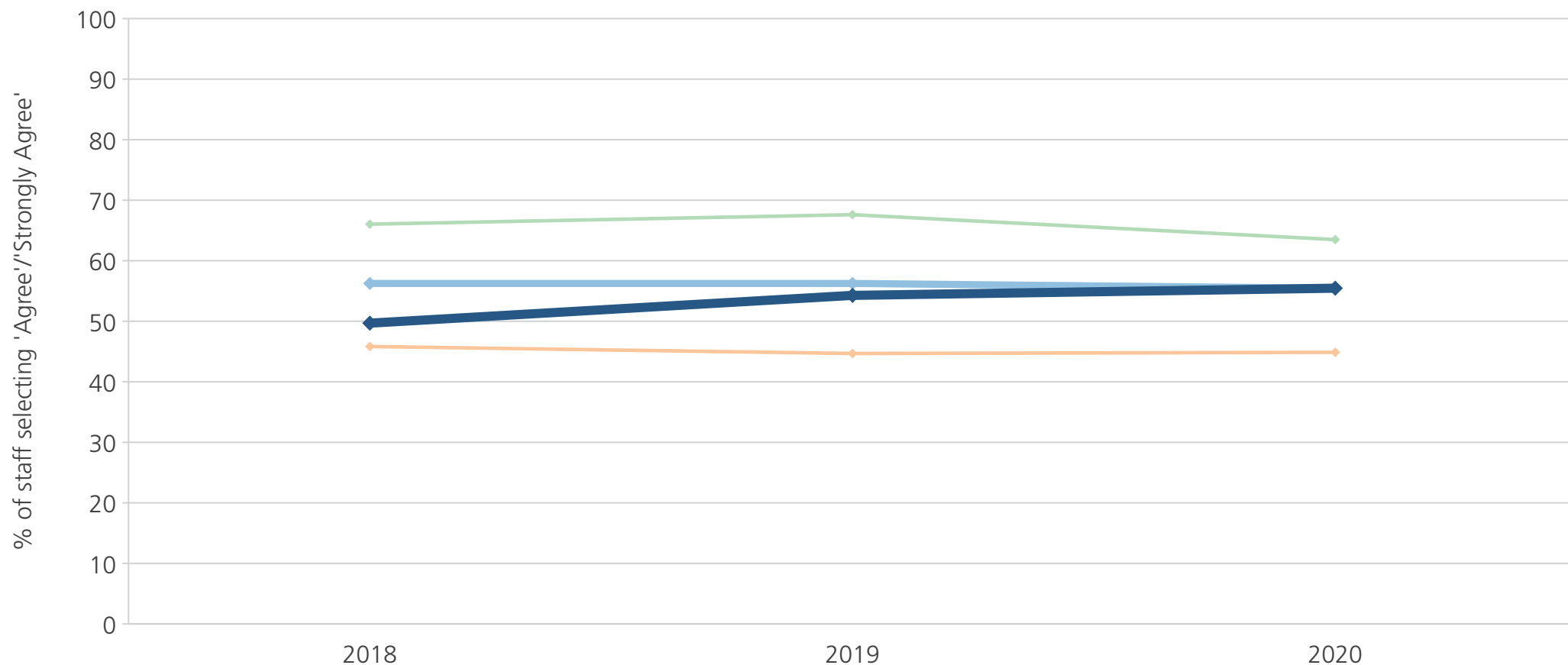
Best	80.1%	79.7%	78.1%
Your org	66.8%	72.9%	71.3%
Average	73.0%	73.0%	71.9%
Worst	62.9%	60.5%	64.5%
Responses	893	845	1,259



Best	83.6%	83.1%	81.7%
Your org	70.2%	73.3%	75.5%
Average	74.8%	74.5%	73.0%
Worst	67.1%	65.3%	64.7%
Responses	889	843	1,262

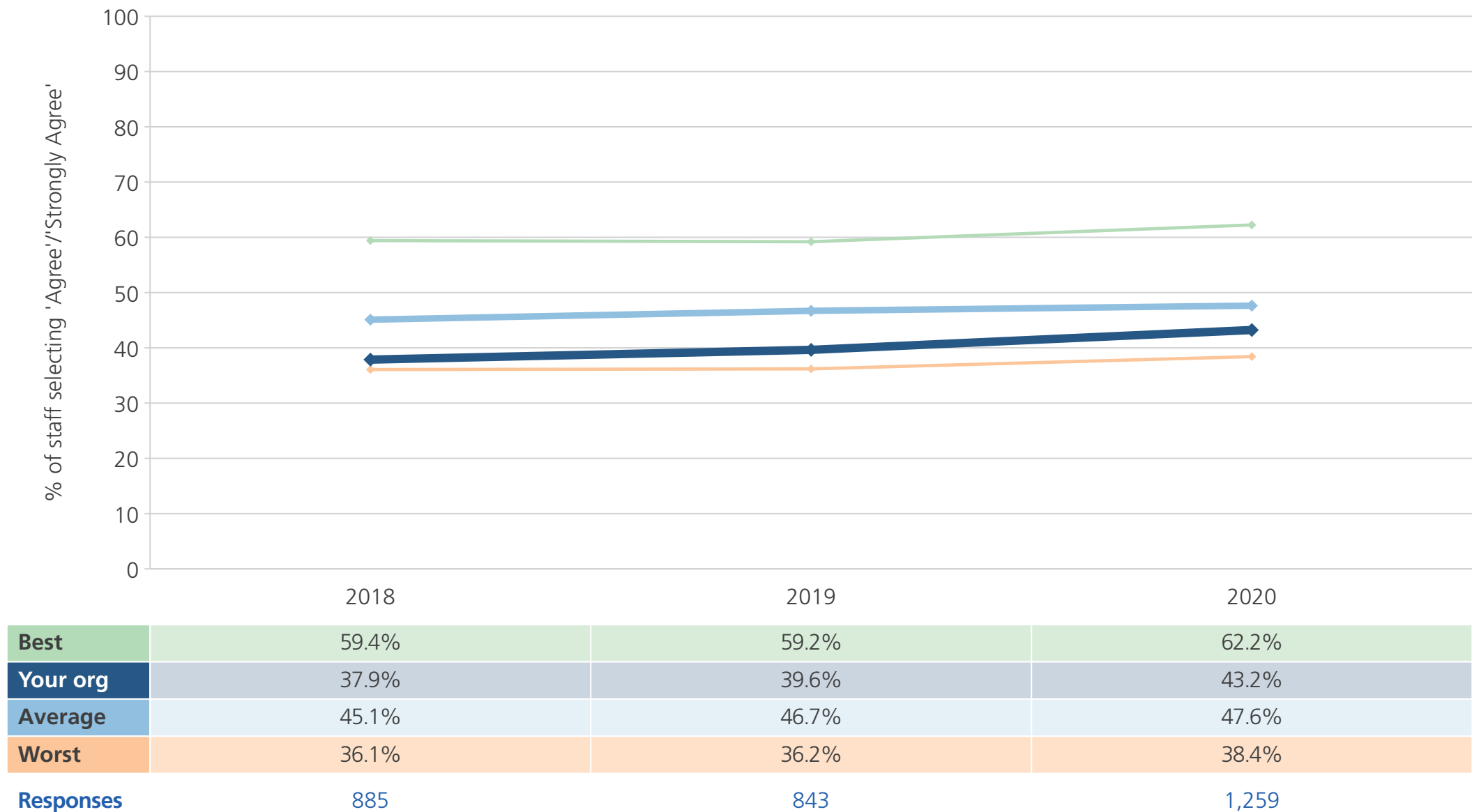


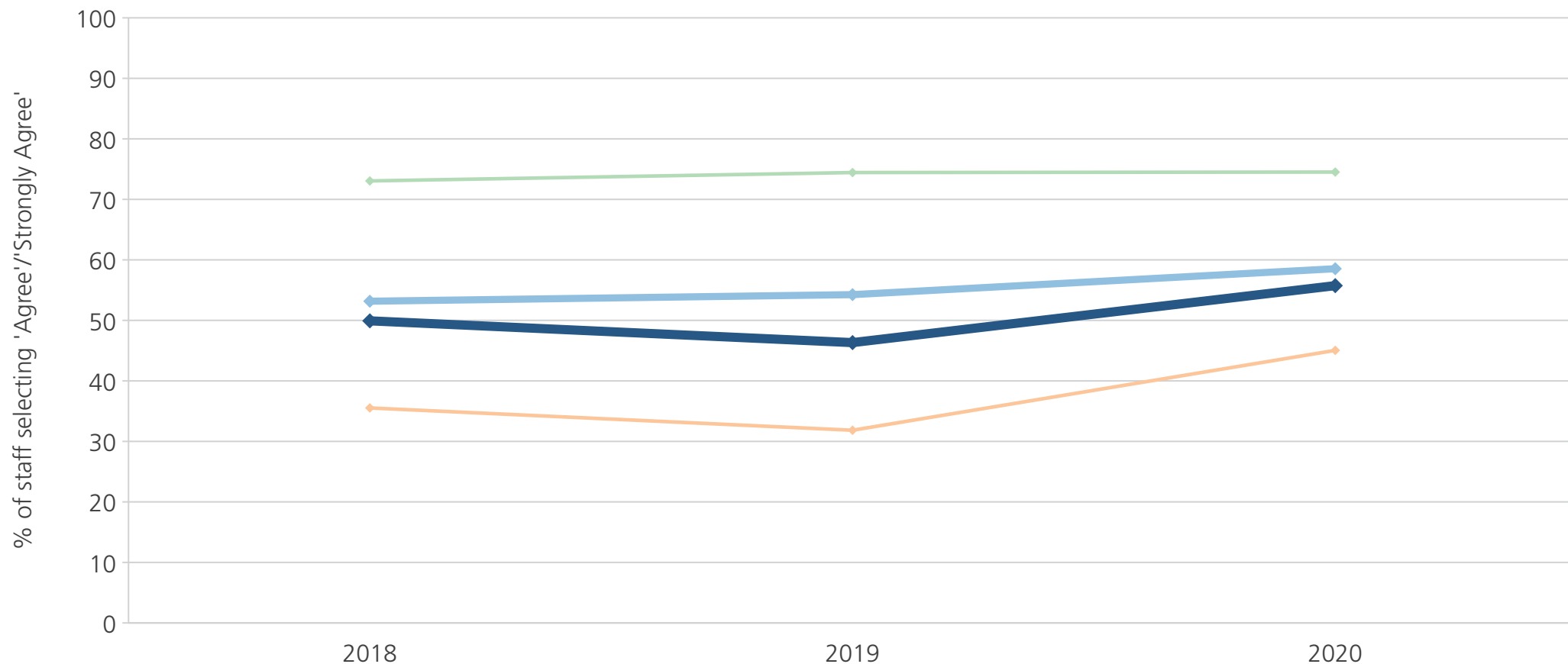
	2018	2019	2020
Best	62.5%	62.2%	57.3%
Your org	49.5%	53.2%	50.4%
Average	52.9%	52.5%	50.3%
Worst	42.6%	42.4%	41.0%
Responses	888	841	1,261



Best	66.0%	67.6%	63.5%
Your org	49.7%	54.3%	55.5%
Average	56.2%	56.2%	55.4%
Worst	45.8%	44.7%	44.9%

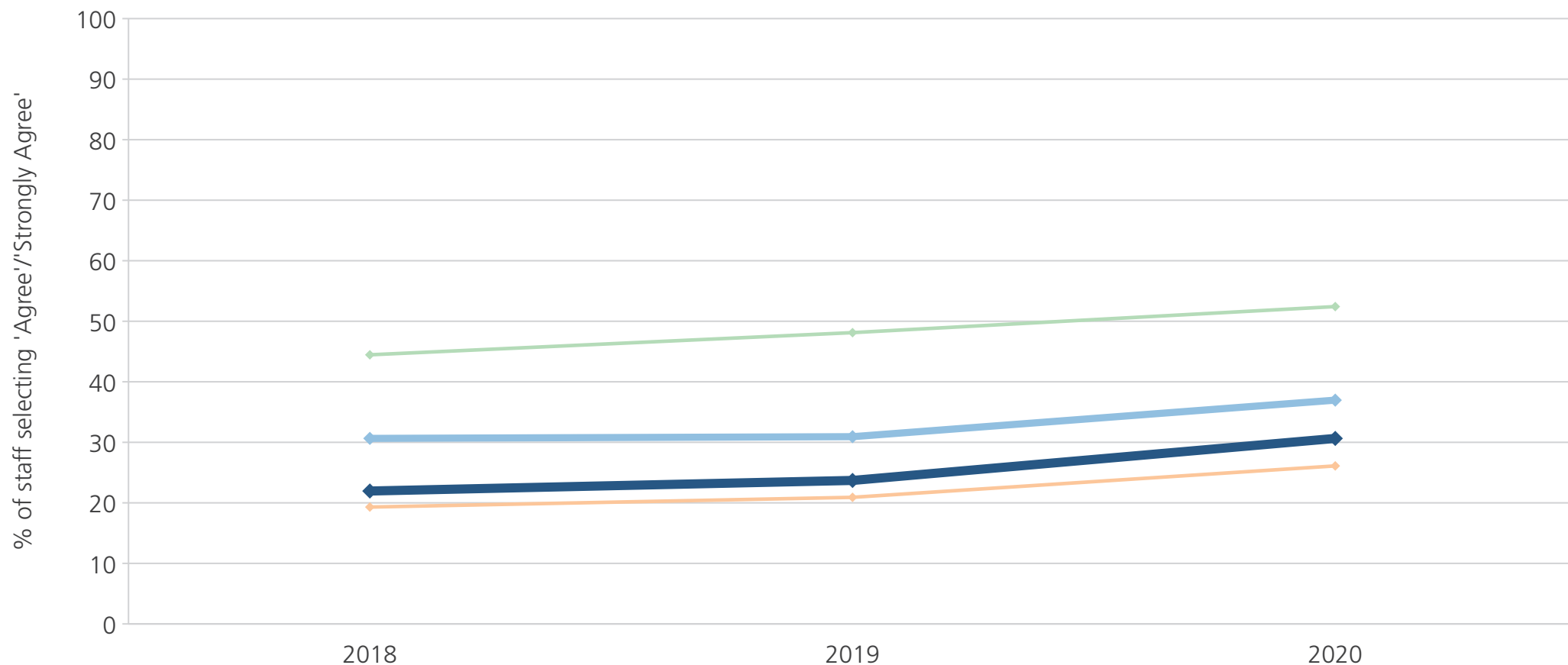
Responses 885 839 1,260





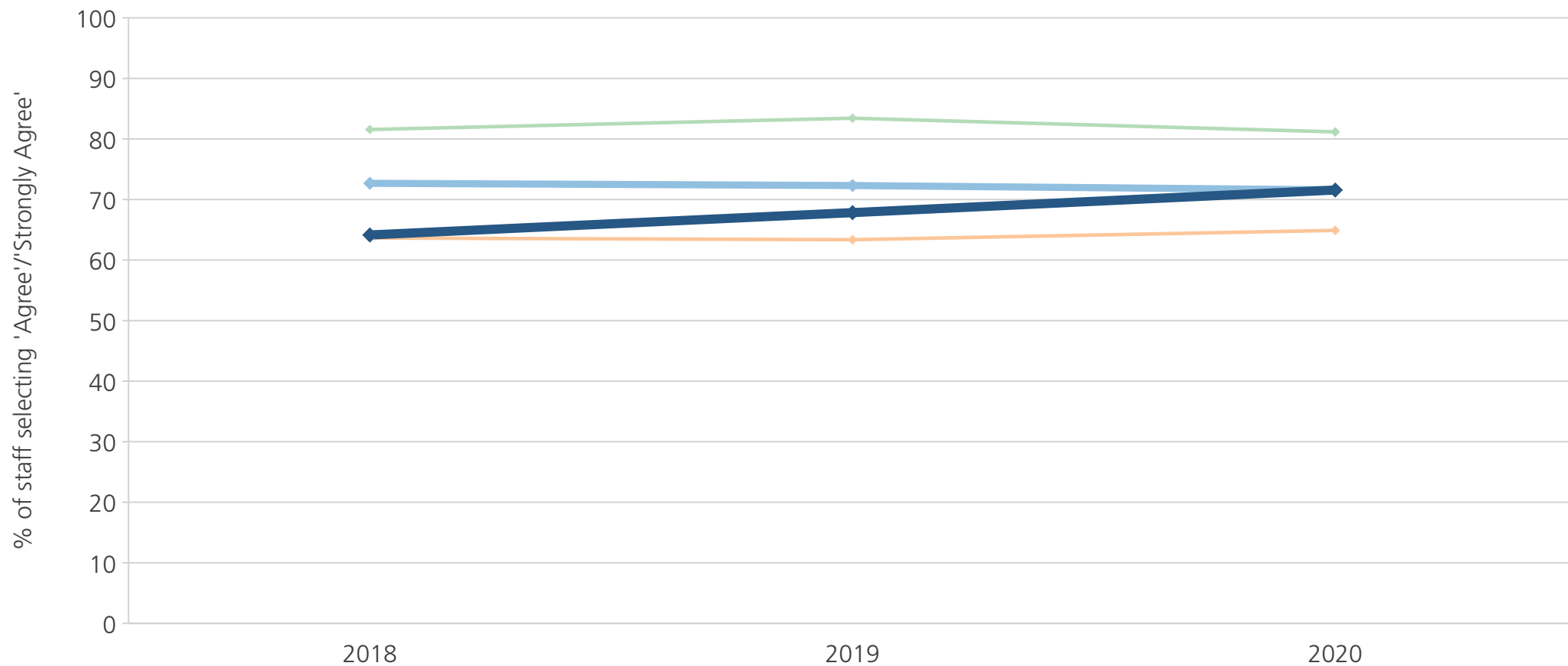
Best	73.0%	74.4%	74.5%
Your org	49.9%	46.3%	55.7%
Average	53.2%	54.3%	58.5%
Worst	35.5%	31.8%	45.0%
Responses	884	842	1,259



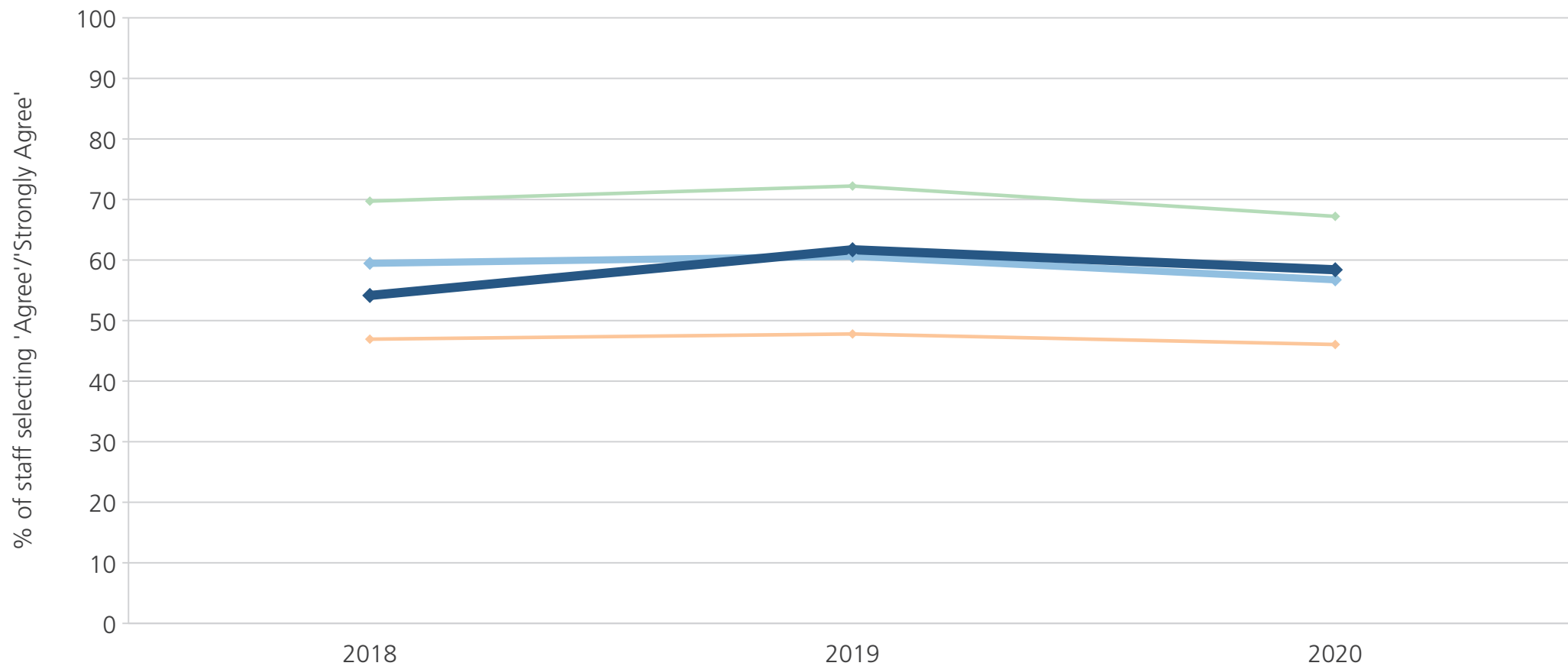


Best	44.5%	48.1%	52.4%
Your org	22.0%	23.7%	30.6%
Average	30.6%	30.9%	37.0%
Worst	19.3%	20.9%	26.1%

Responses 885 842 1,259

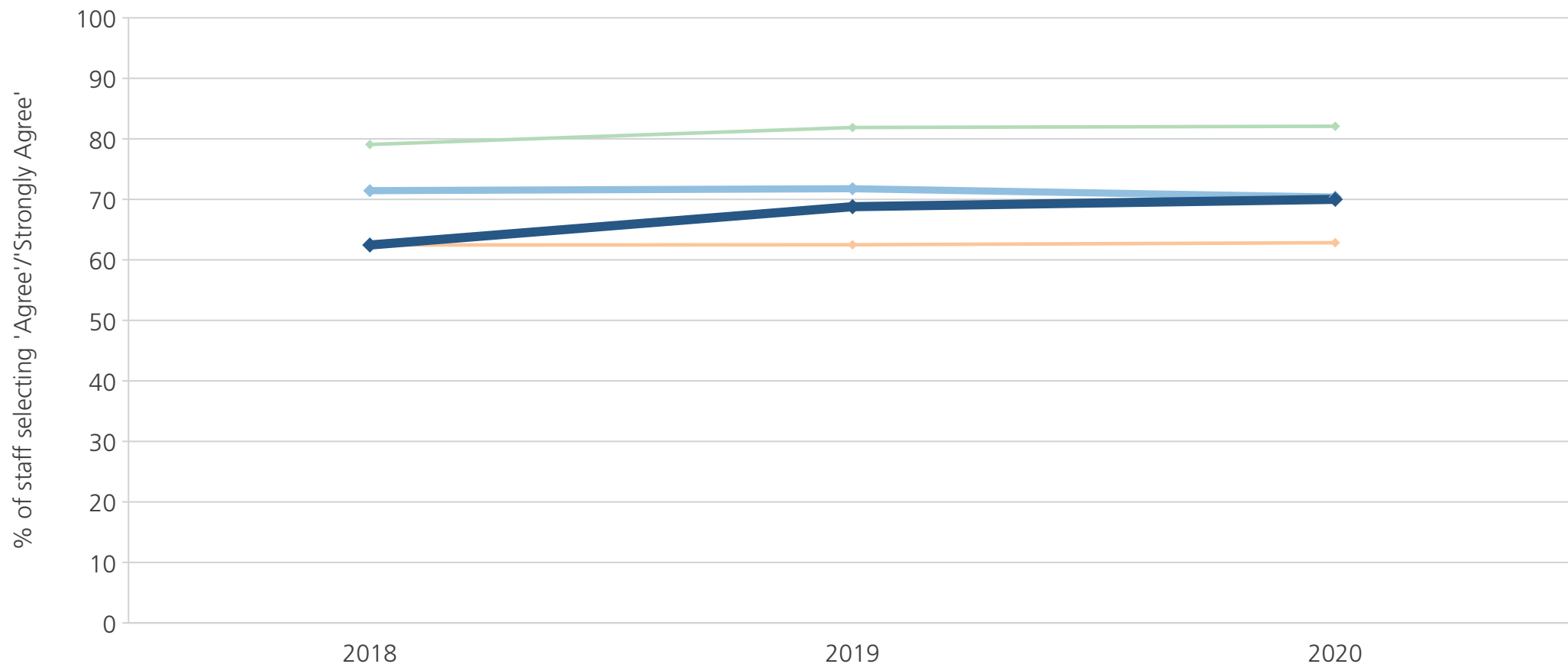


	2018	2019	2020
Best	81.6%	83.4%	81.2%
Your org	64.1%	67.8%	71.6%
Average	72.7%	72.3%	71.6%
Worst	63.6%	63.4%	64.9%
Responses	878	835	1,251

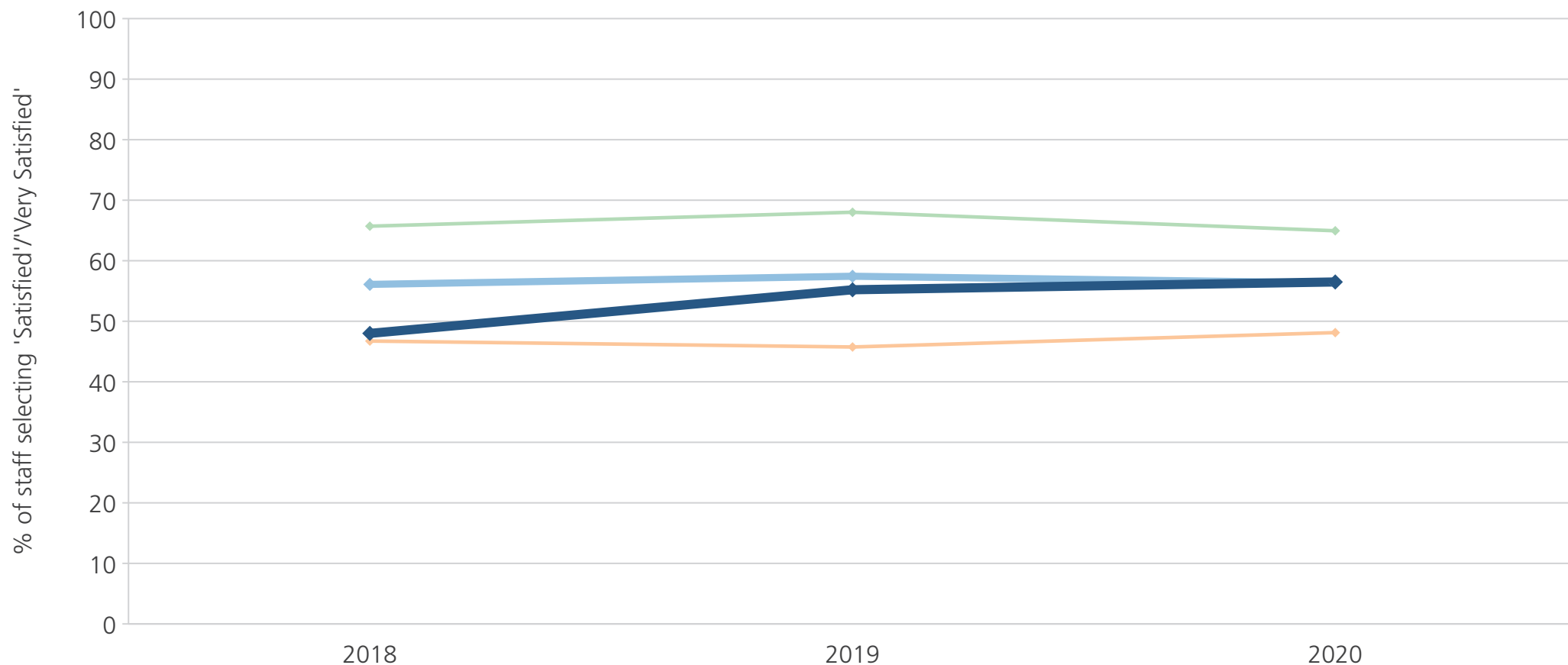


Best	69.7%	72.2%	67.2%
Your org	54.2%	61.7%	58.4%
Average	59.5%	60.6%	56.7%
Worst	46.9%	47.8%	46.1%

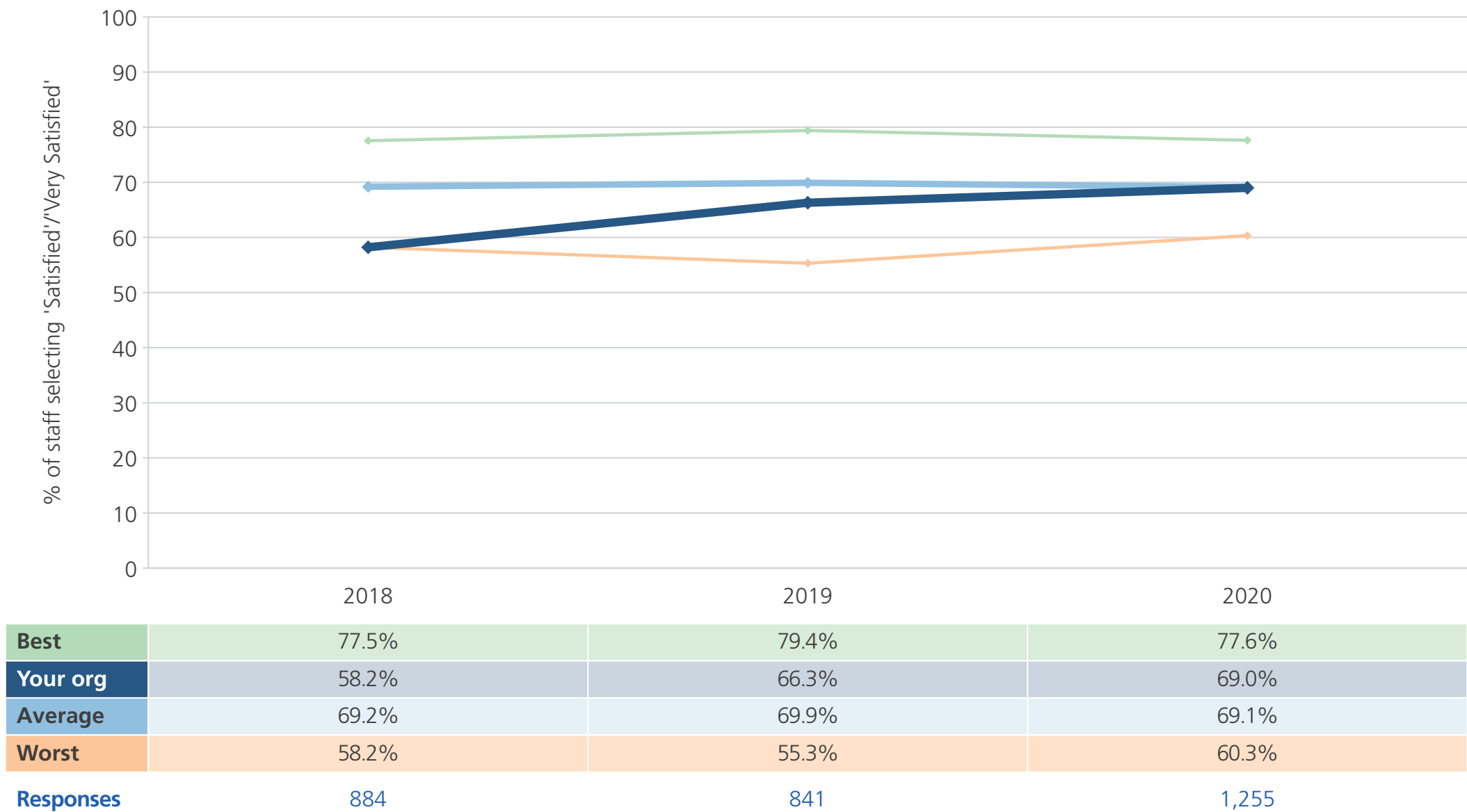
Responses 884 842 1,258

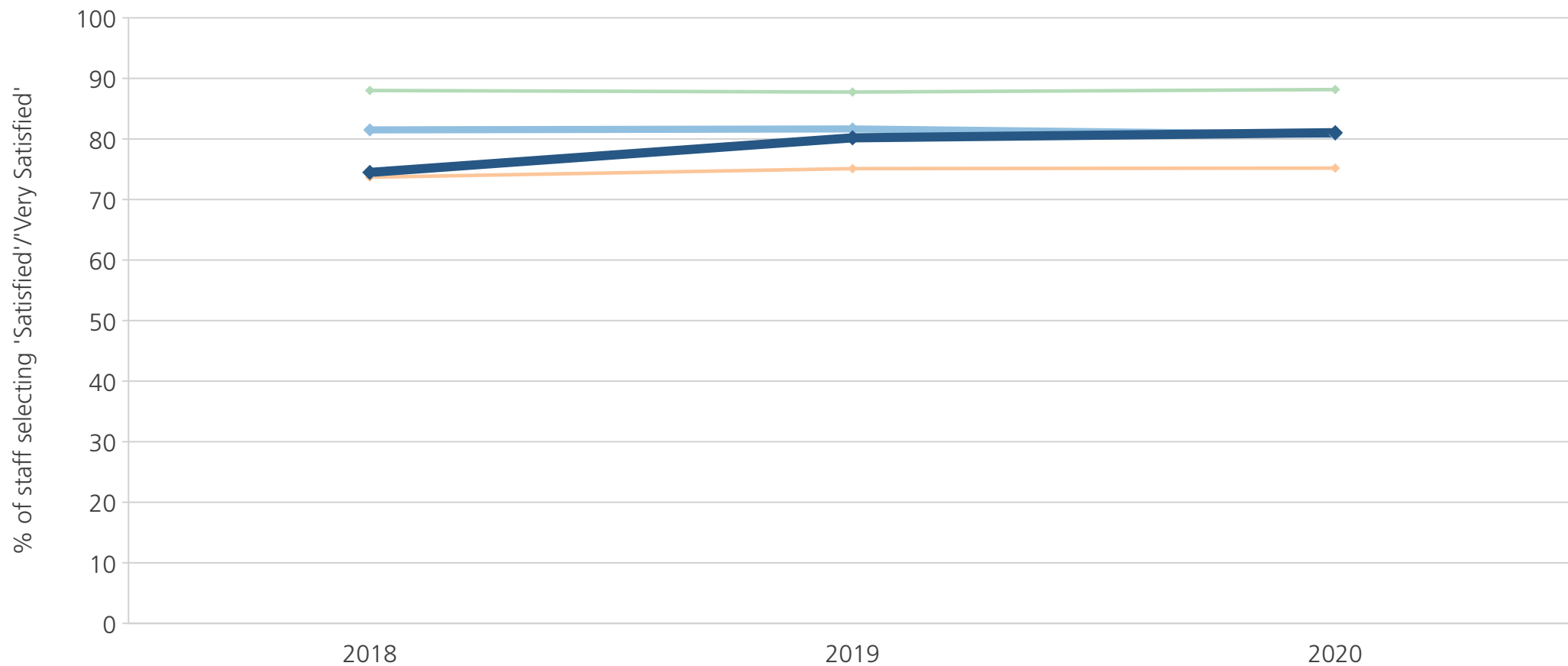


Best	79.1%	81.9%	82.1%
Your org	62.5%	68.8%	70.0%
Average	71.4%	71.8%	70.4%
Worst	62.5%	62.5%	62.8%
Responses	885	844	1,255



	2018	2019	2020
Best	65.7%	68.0%	64.9%
Your org	48.0%	55.2%	56.5%
Average	56.1%	57.4%	56.3%
Worst	46.7%	45.7%	48.1%
Responses	892	839	1,257





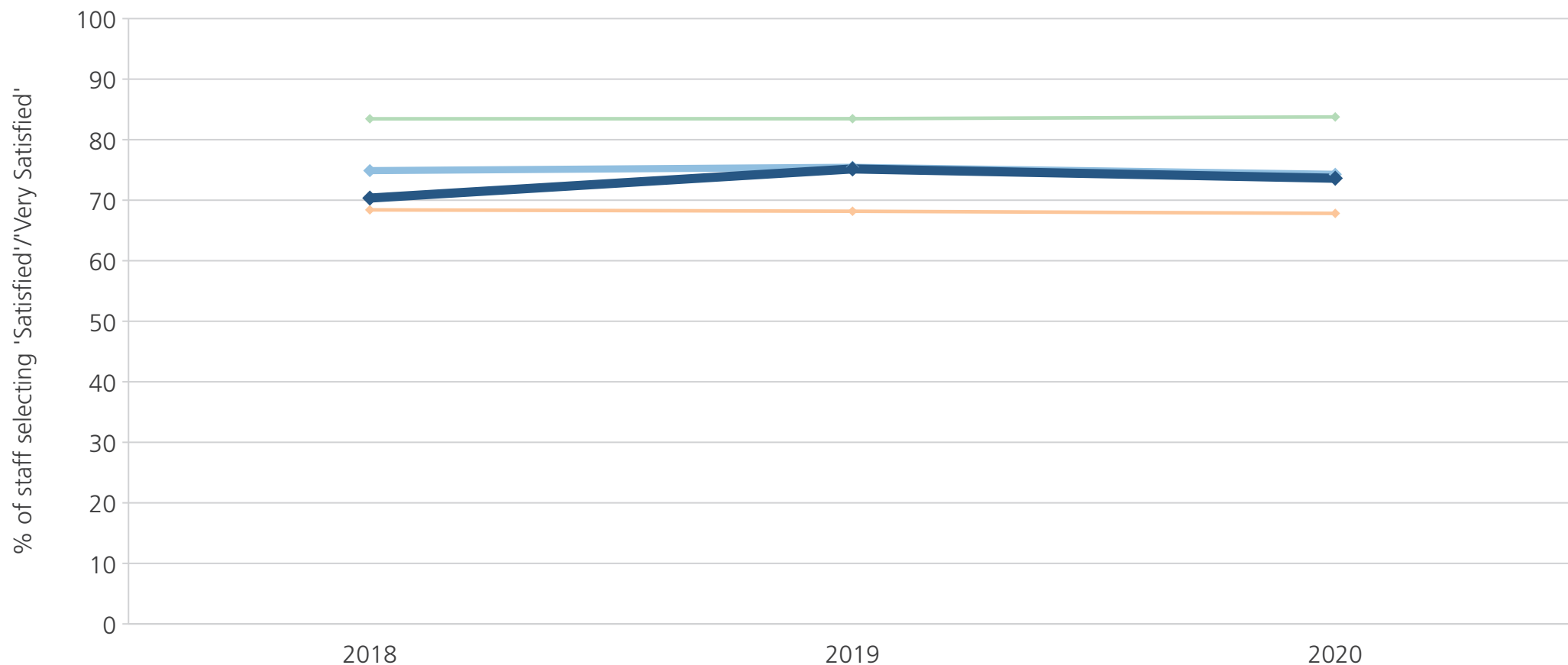
Best	88.0%	87.7%	88.2%
Your org	74.5%	80.2%	81.0%
Average	81.5%	81.7%	80.7%
Worst	73.7%	75.1%	75.2%

Responses

888

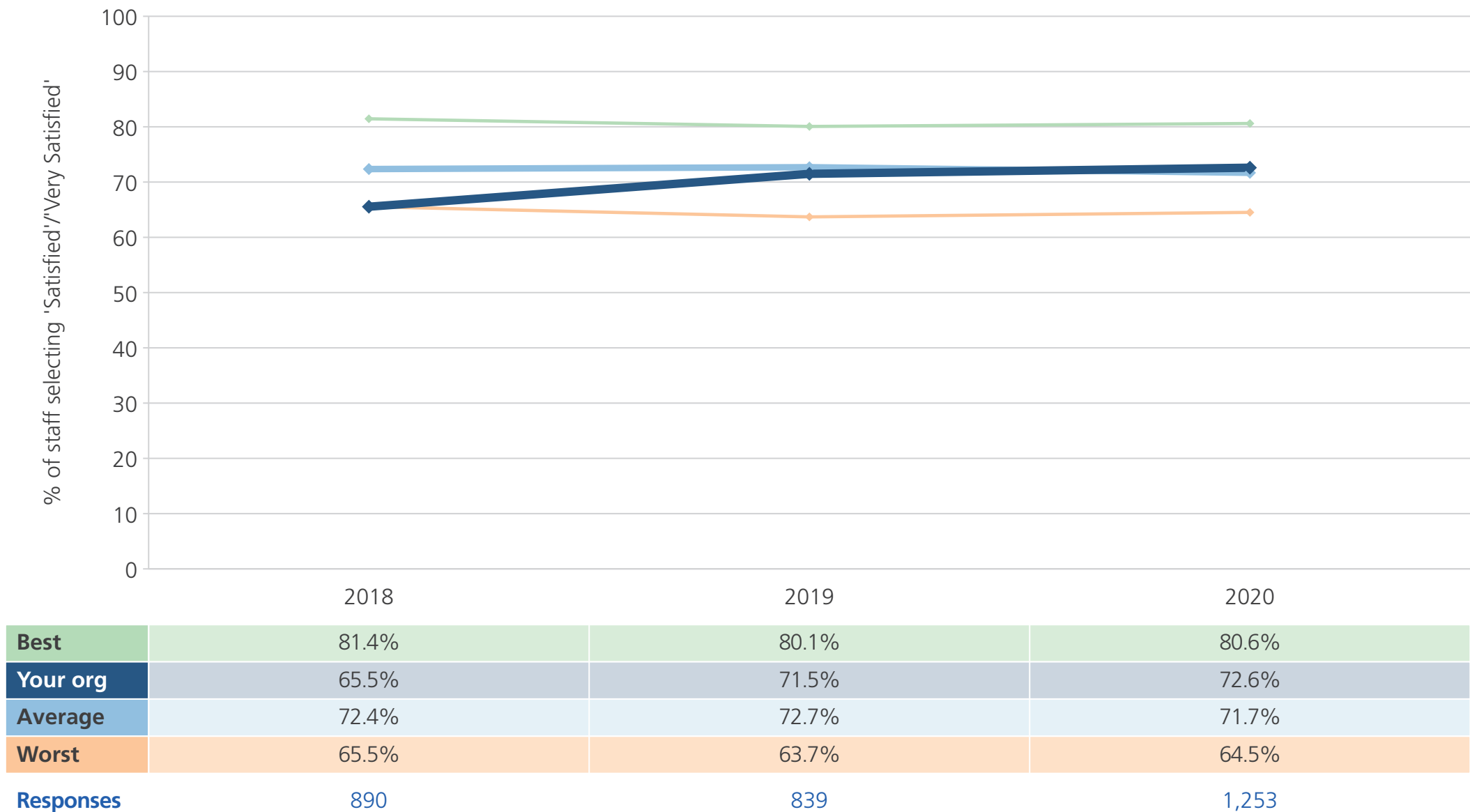
841

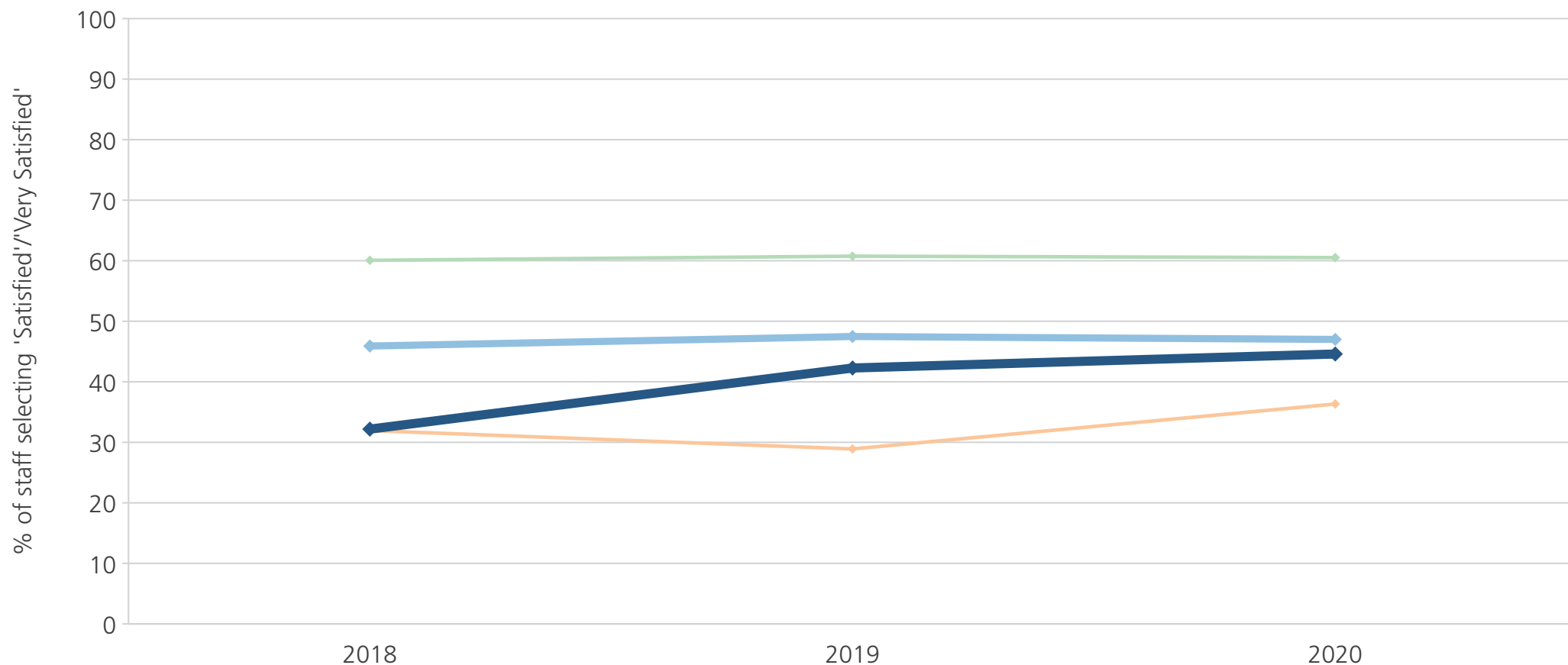
1,257



	2018	2019	2020
Best	83.4%	83.5%	83.8%
Your org	70.4%	75.2%	73.6%
Average	74.9%	75.4%	74.3%
Worst	68.4%	68.2%	67.8%
Responses	888	840	1,256







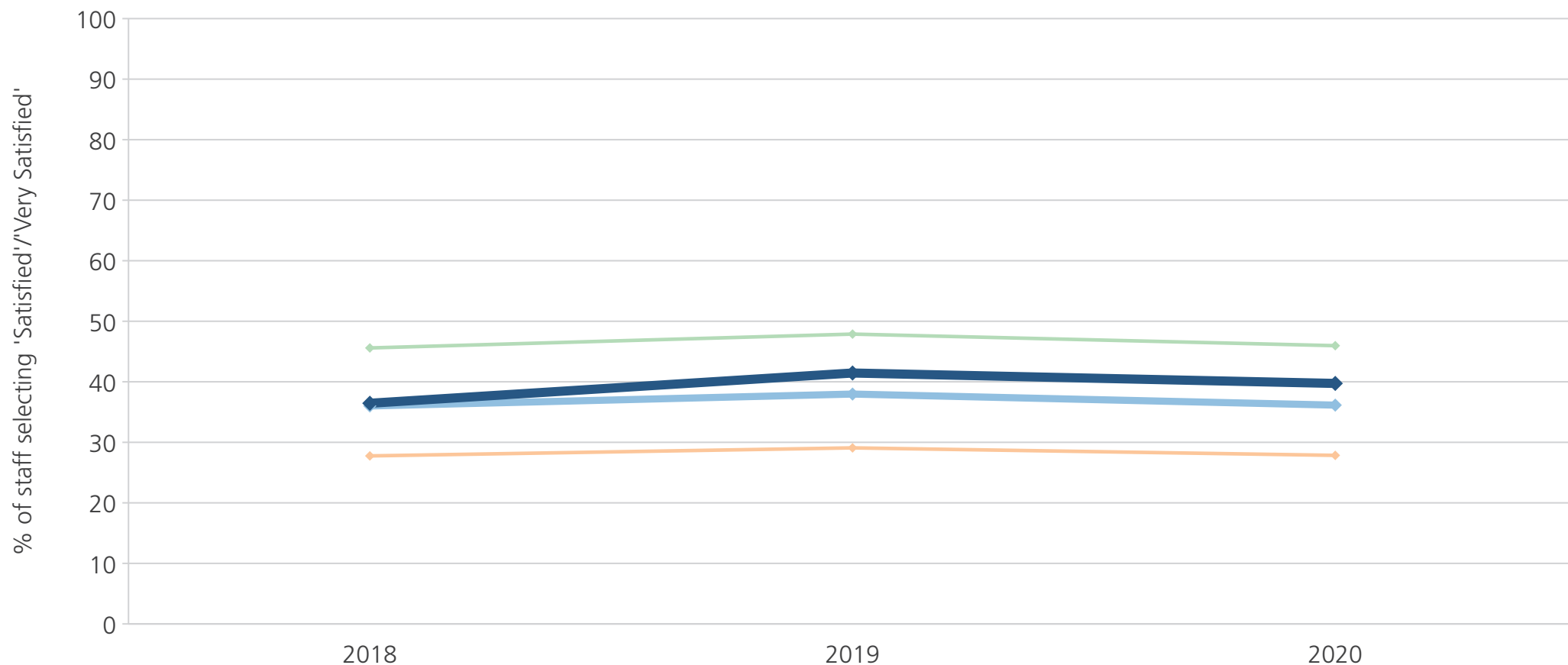
Best	60.1%	60.8%	60.5%
Your org	32.2%	42.3%	44.6%
Average	45.9%	47.5%	47.0%
Worst	31.9%	28.9%	36.3%

Responses

889

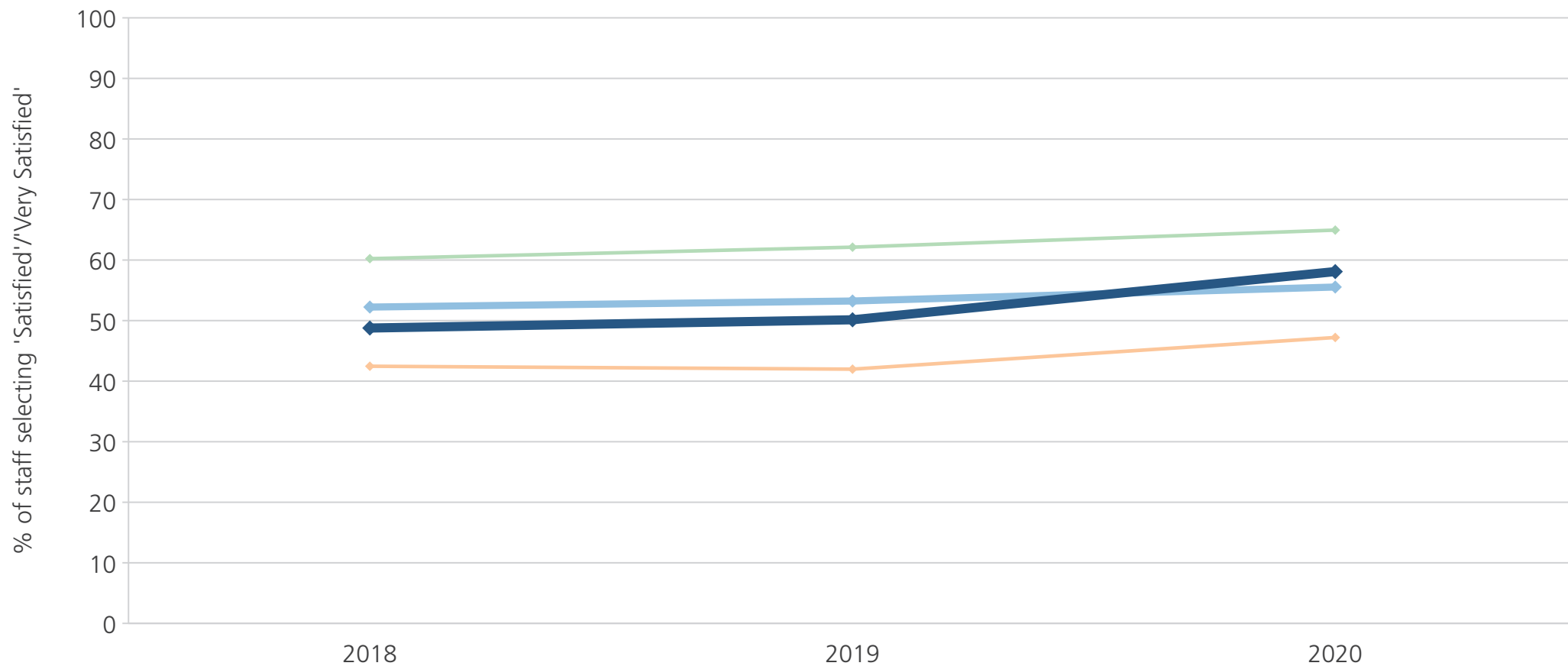
835

1,255



Best	45.6%	47.9%	46.0%
Your org	36.5%	41.4%	39.7%
Average	36.0%	38.0%	36.1%
Worst	27.8%	29.1%	27.8%

Responses	888	838	1,256
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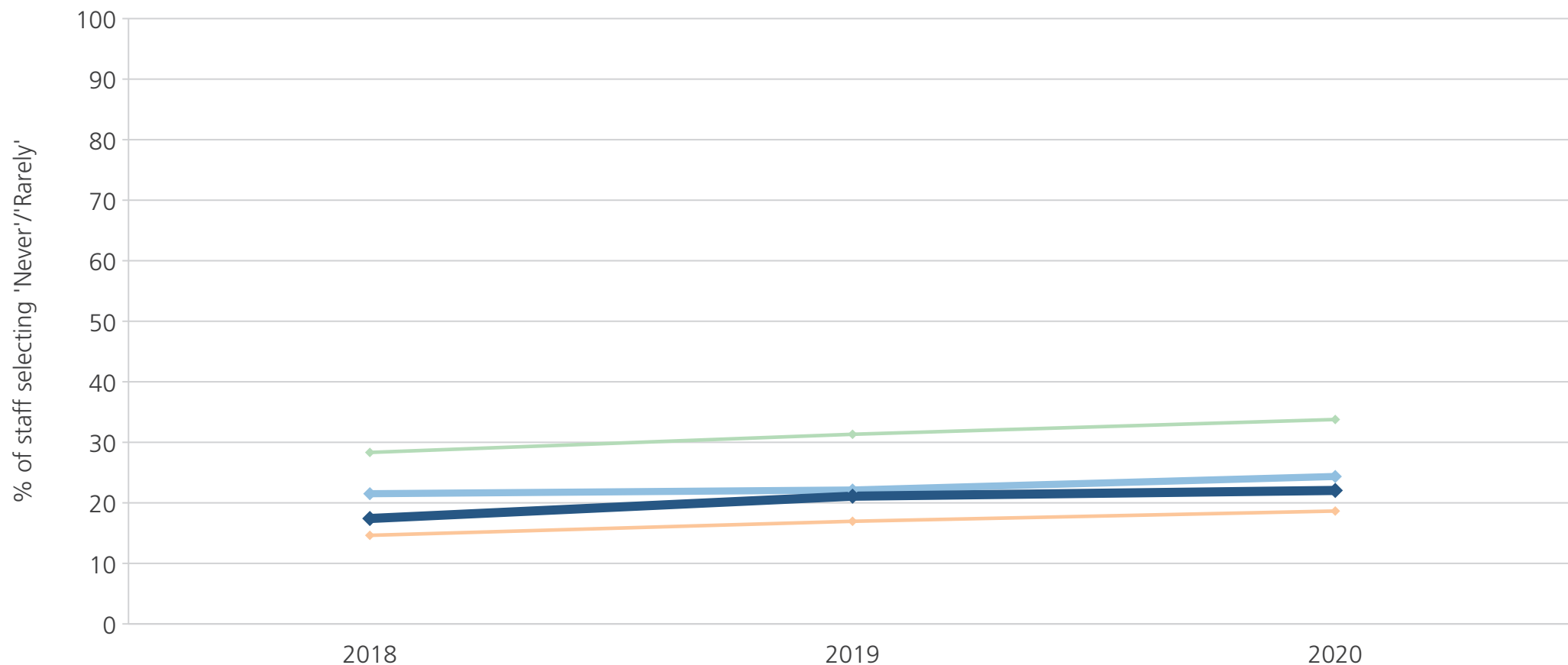
Best	60.2%	62.1%	64.9%
Your org	48.8%	50.1%	58.1%
Average	52.2%	53.2%	55.5%
Worst	42.5%	42.0%	47.2%

Responses

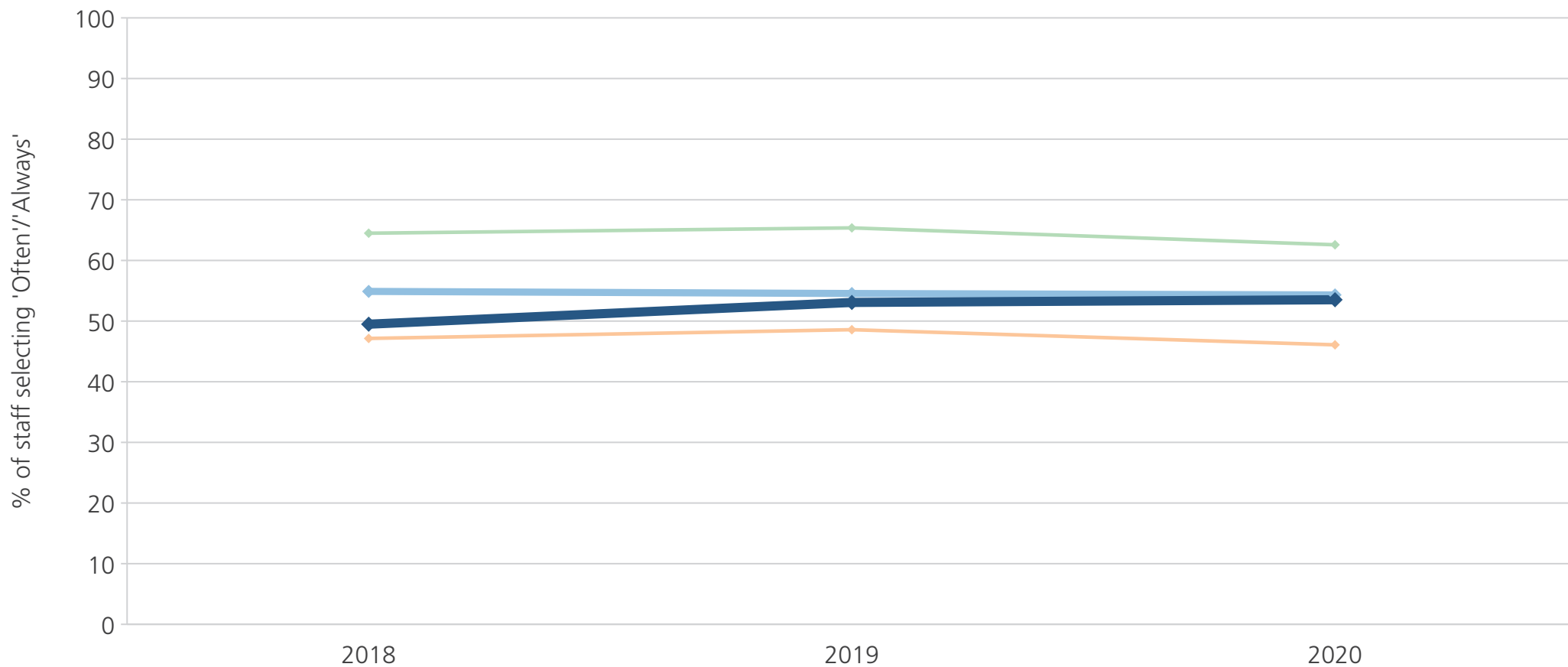
890

839

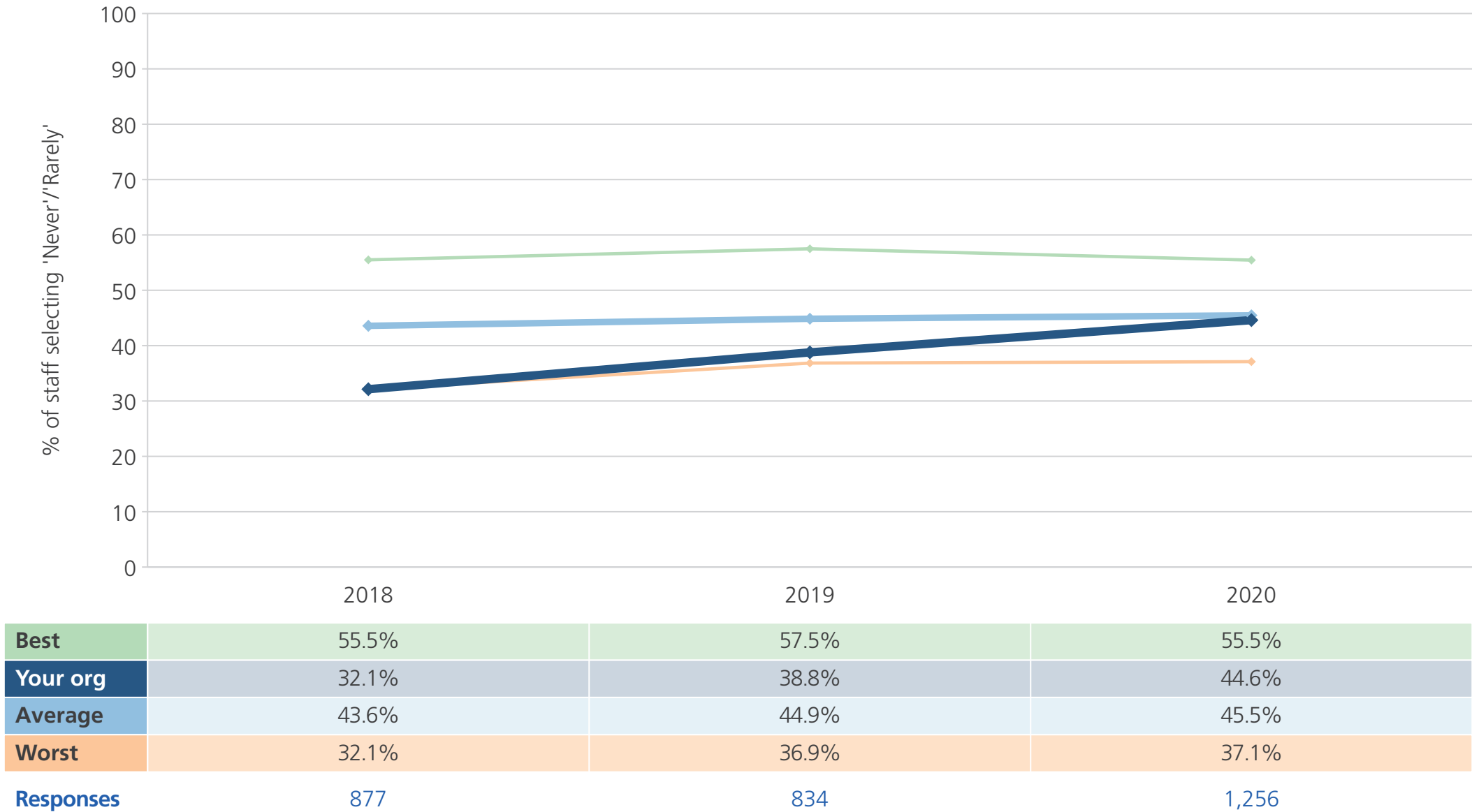
1,257

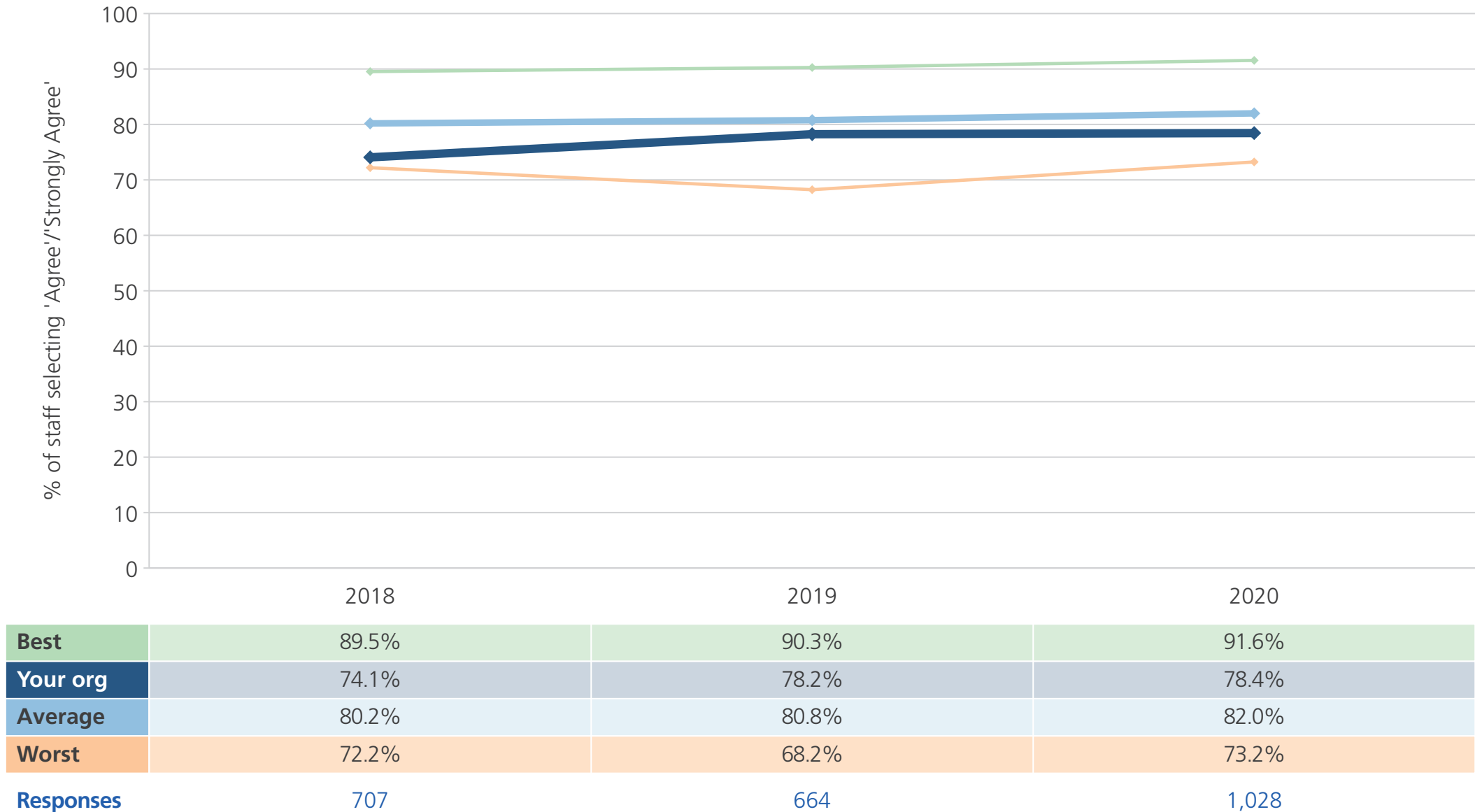


Best	28.3%	31.3%	33.8%
Your org	17.4%	21.1%	22.1%
Average	21.5%	22.1%	24.4%
Worst	14.6%	17.0%	18.6%
Responses	884	837	1,253

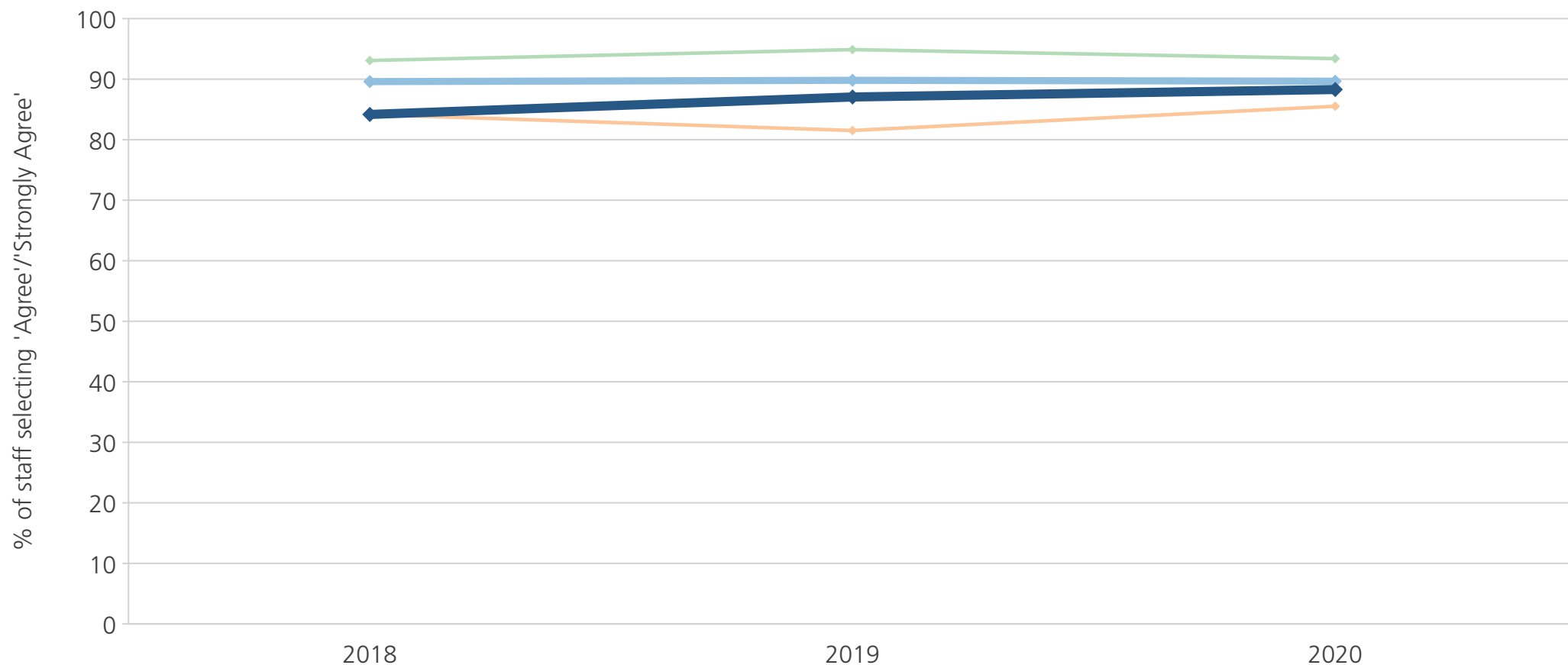


Best	64.5%	65.4%	62.6%
Your org	49.5%	53.1%	53.5%
Average	54.9%	54.5%	54.3%
Worst	47.1%	48.6%	46.1%
Responses	881	836	1,255



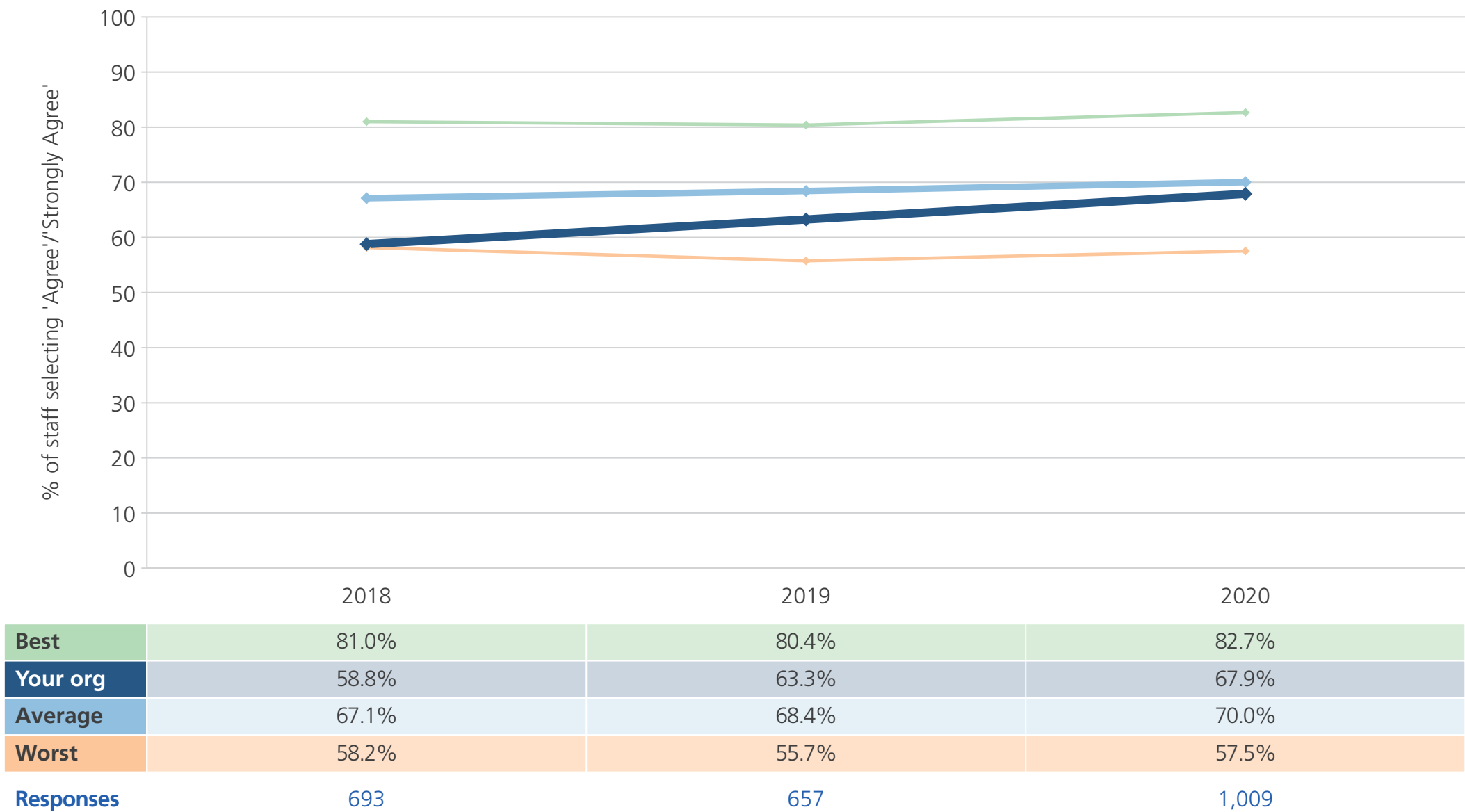






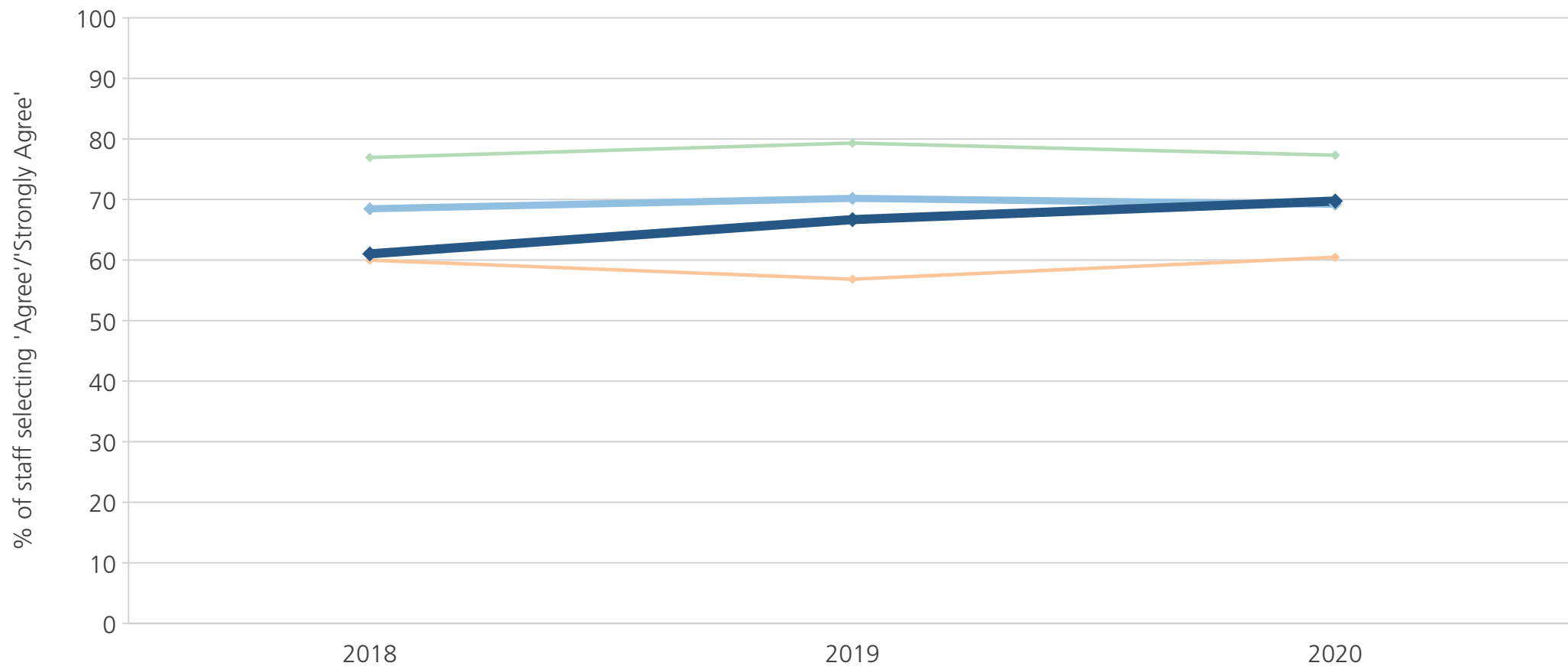
Best	93.1%	94.9%	93.4%
Your org	84.2%	87.1%	88.3%
Average	89.6%	89.8%	89.7%
Worst	84.2%	81.5%	85.5%

Responses 800 763 1,153

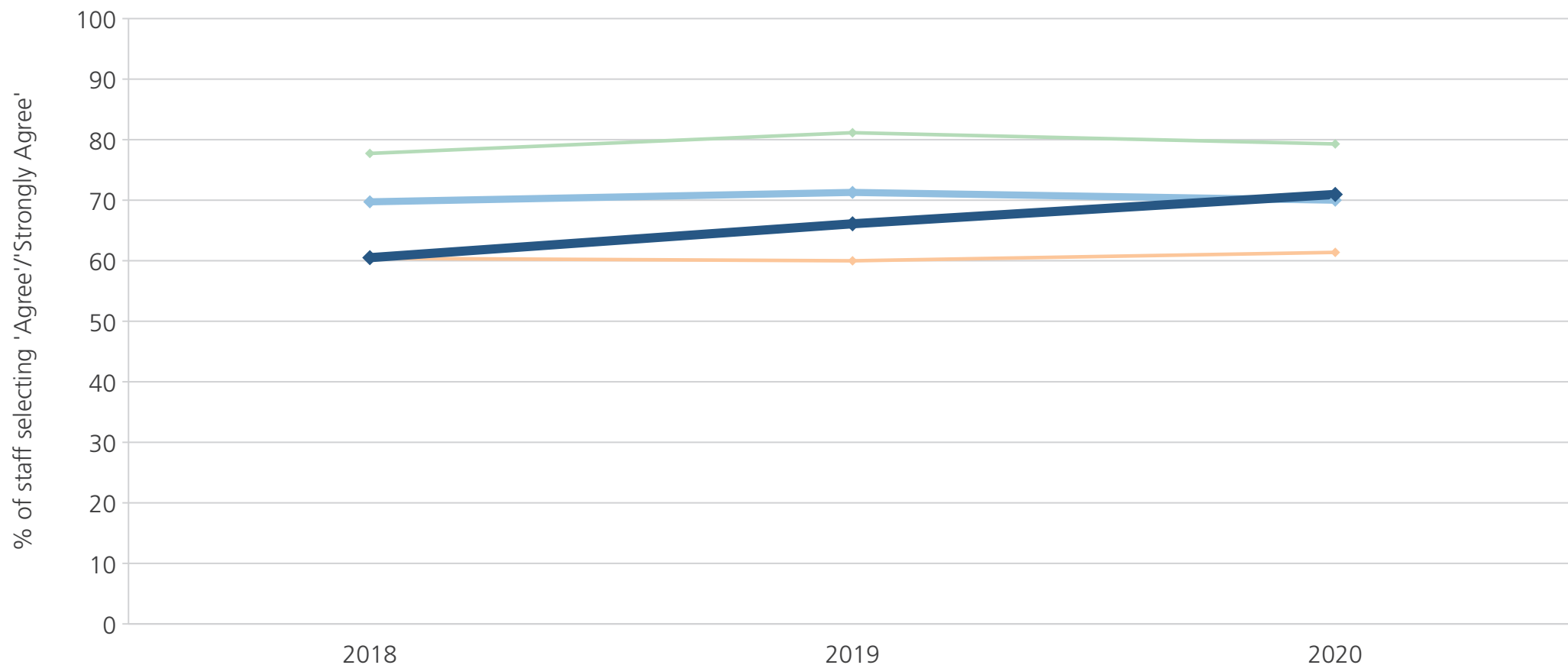


# Question results – Your managers

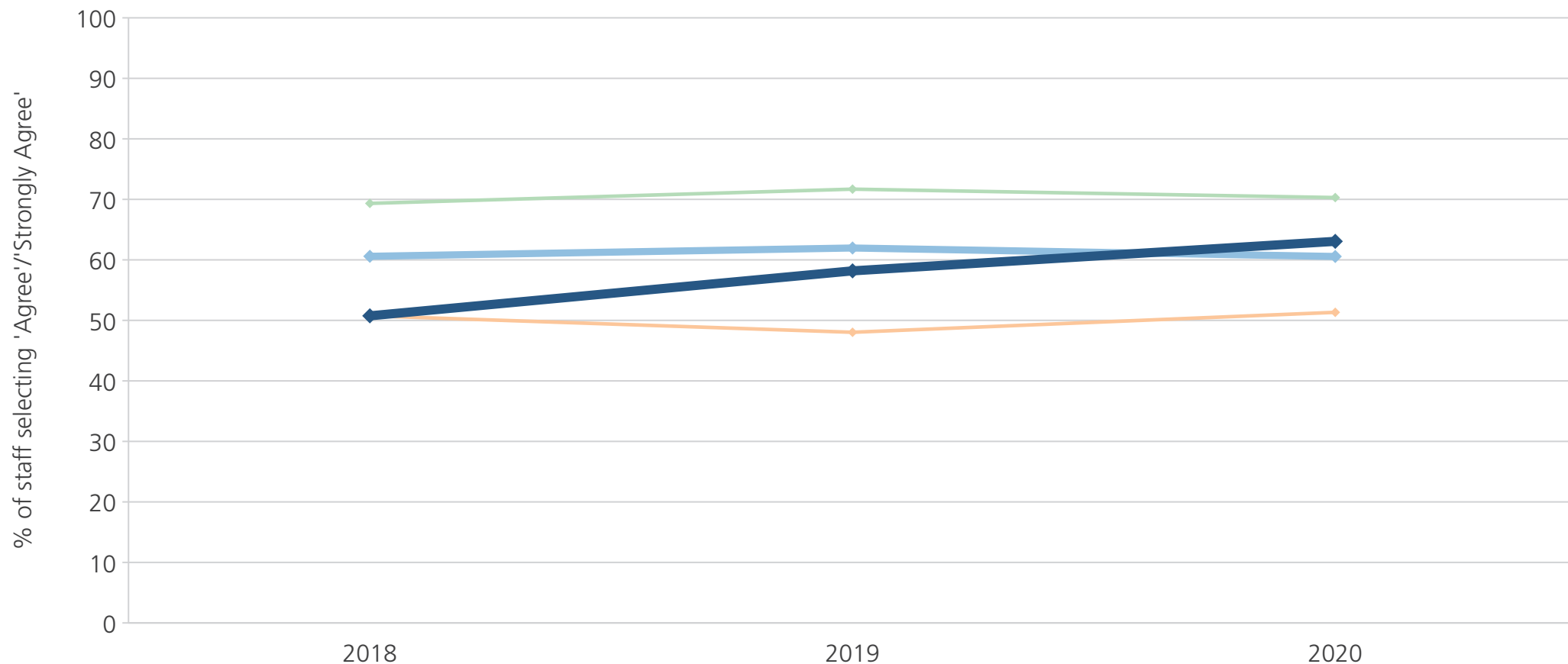
Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results



	2018	2019	2020
Best	76.9%	79.3%	77.3%
Your org	61.0%	66.7%	69.7%
Average	68.5%	70.2%	69.2%
Worst	60.0%	56.8%	60.5%
Responses	886	835	1,251

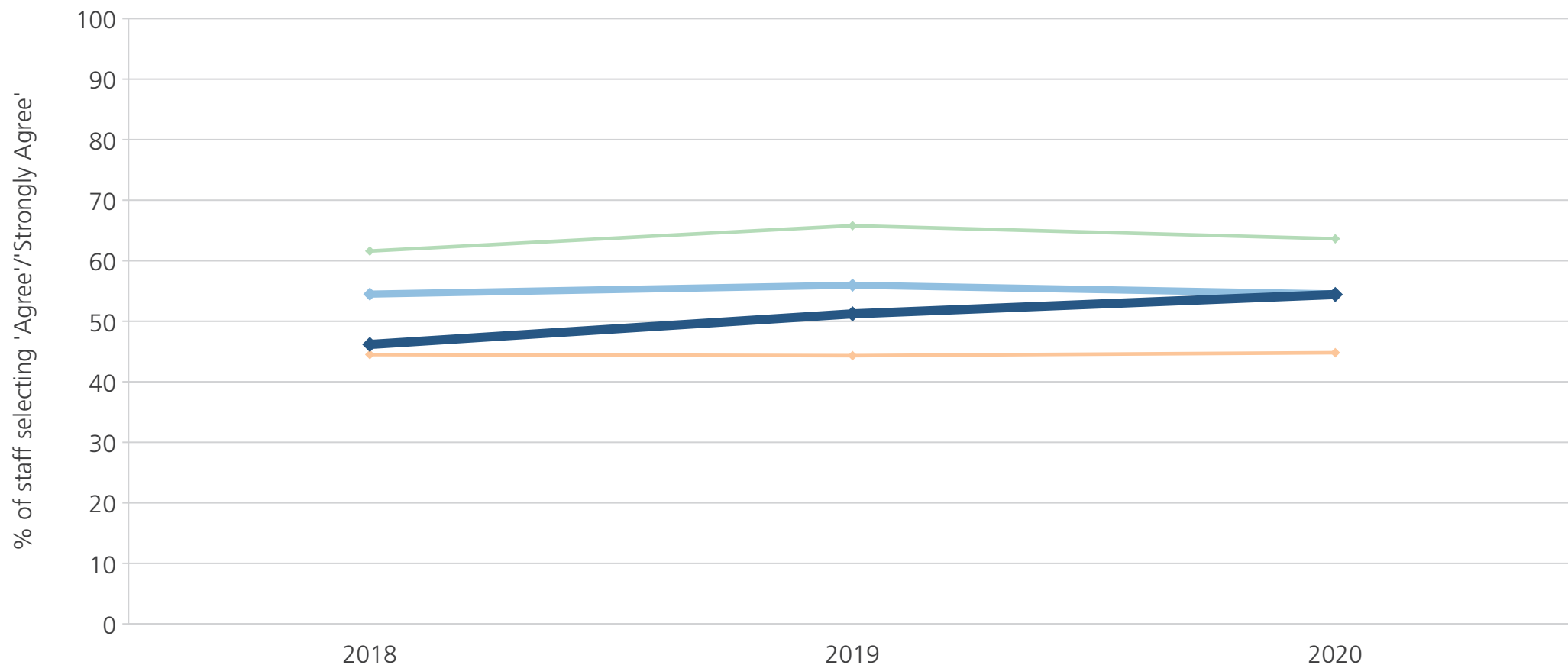


Best	77.7%	81.1%	79.3%
Your org	60.5%	66.1%	71.0%
Average	69.7%	71.3%	70.0%
Worst	60.4%	60.0%	61.4%
Responses	885	834	1,251



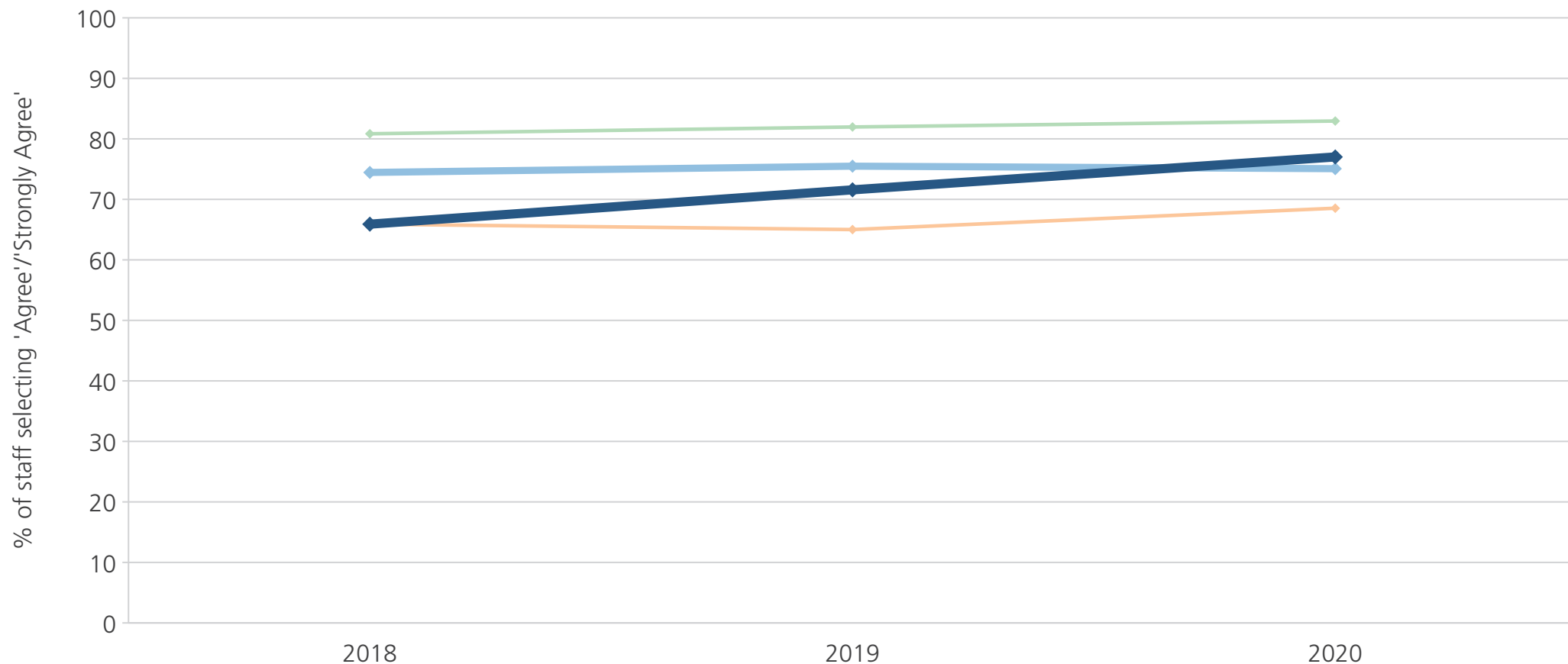
Best	69.3%	71.7%	70.3%
Your org	50.8%	58.2%	63.1%
Average	60.6%	62.0%	60.6%
Worst	50.8%	48.0%	51.3%

Responses 886 832 1,249



Best	61.6%	65.8%	63.6%
Your org	46.2%	51.2%	54.4%
Average	54.5%	56.0%	54.5%
Worst	44.5%	44.3%	44.8%

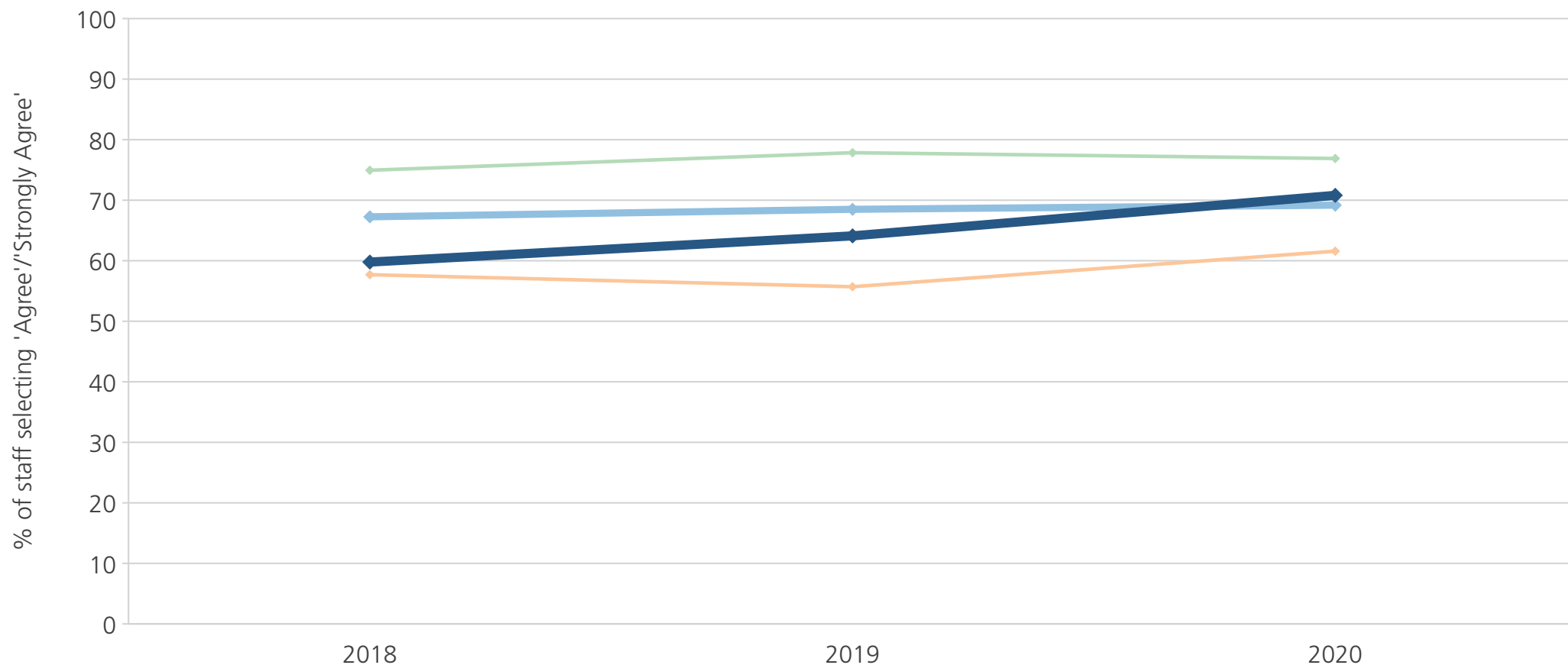
Responses 886 831 1,250



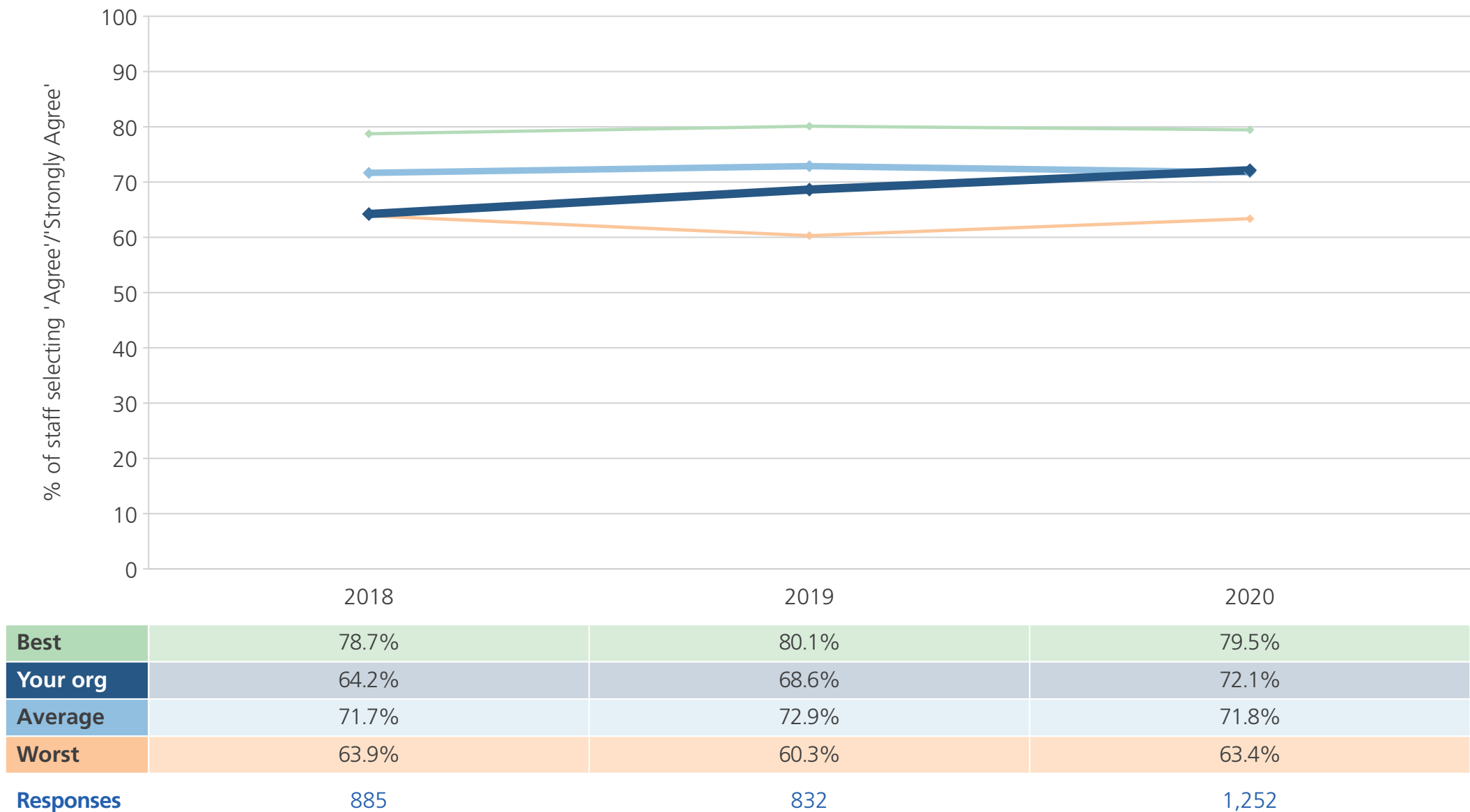
Best	80.8%	82.0%	82.9%
Your org	65.9%	71.6%	77.0%
Average	74.4%	75.5%	75.1%
Worst	65.9%	65.0%	68.5%

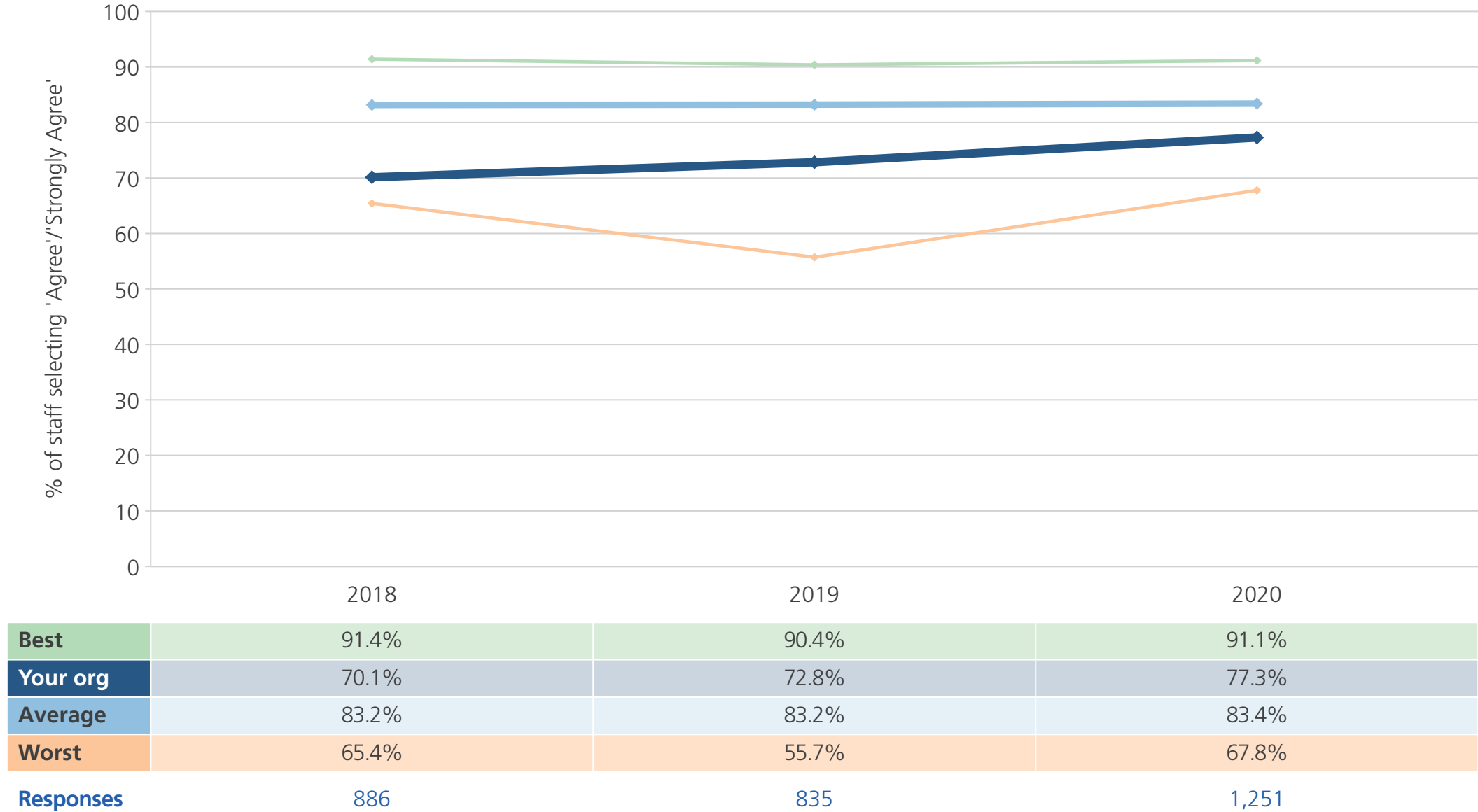
Responses	885	832	1,251
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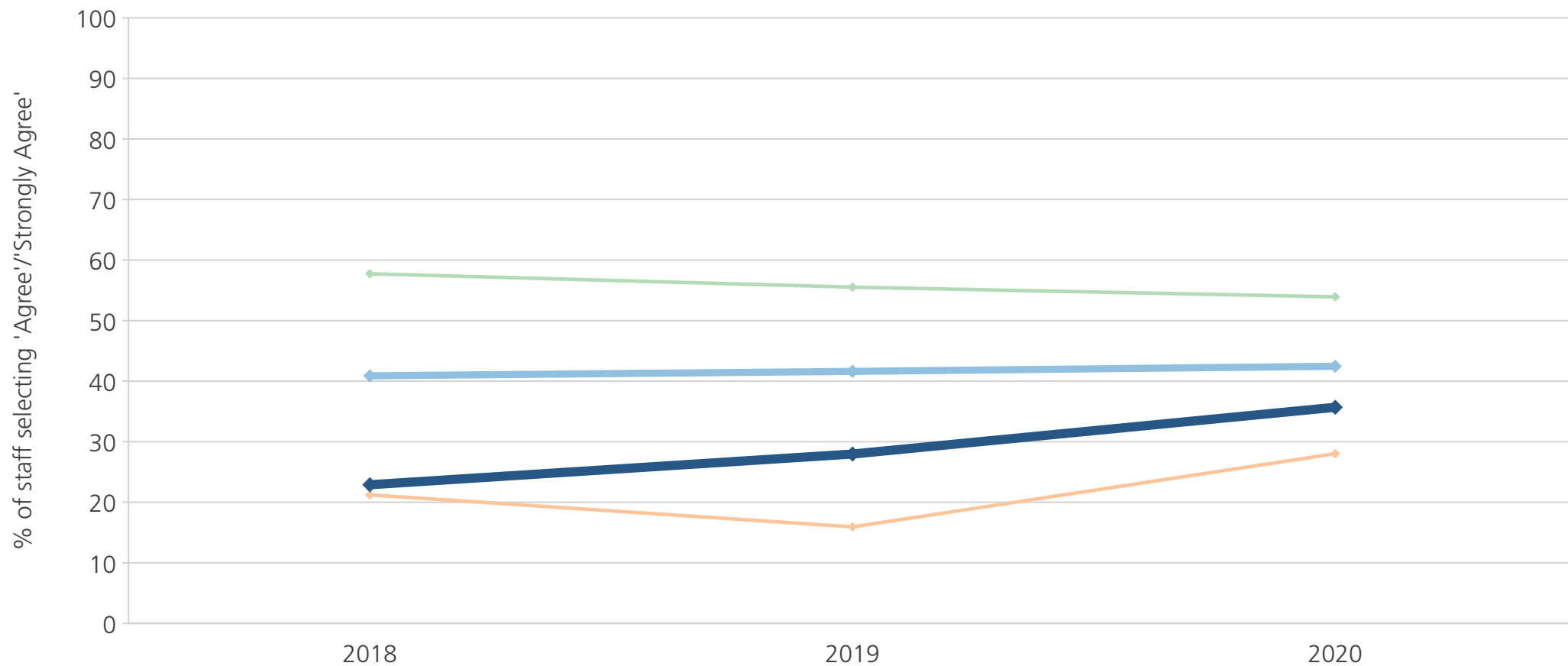




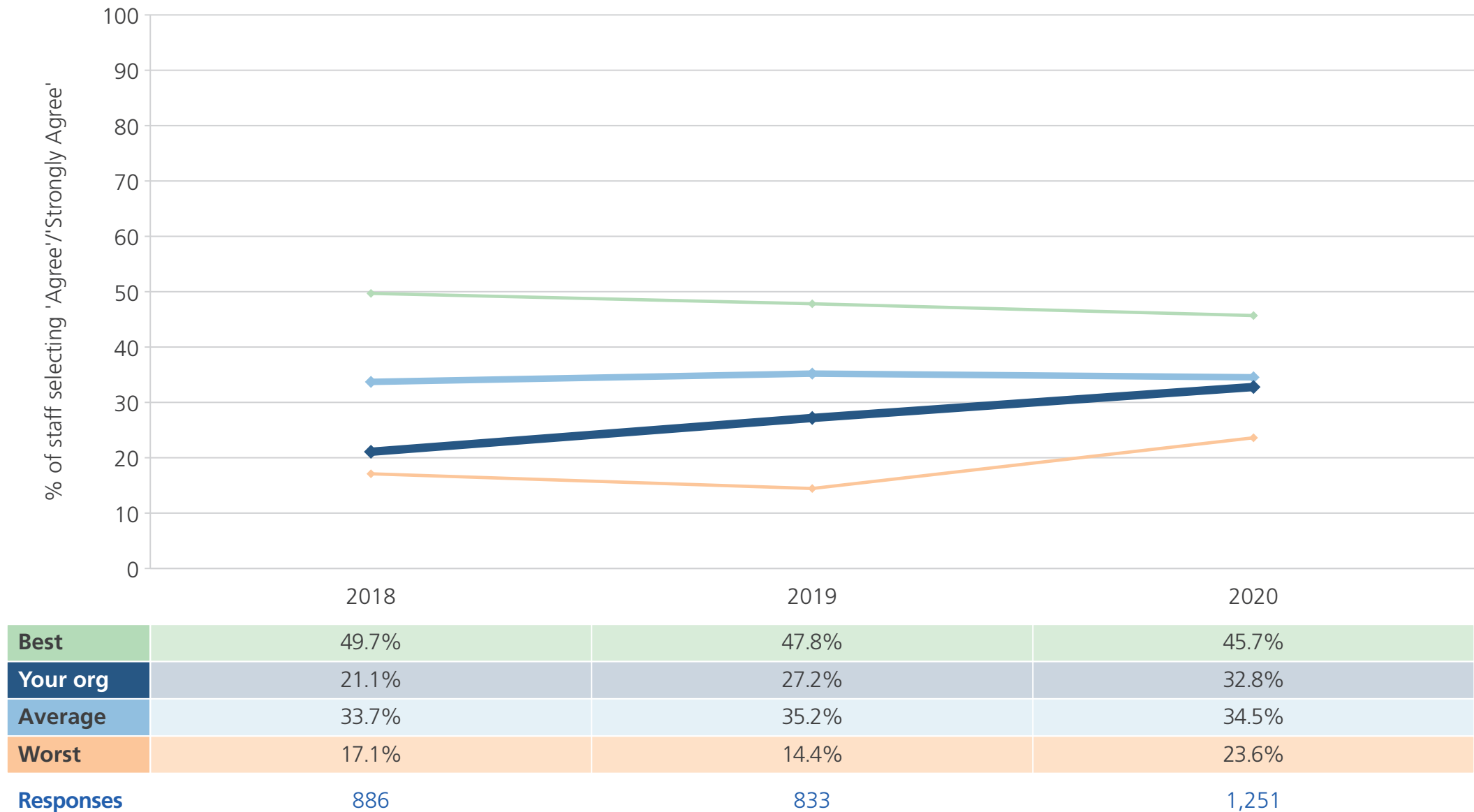
Best	74.9%	77.8%	76.9%
Your org	59.8%	64.1%	70.8%
Average	67.3%	68.5%	69.2%
Worst	57.7%	55.7%	61.6%
Responses	888	831	1,251

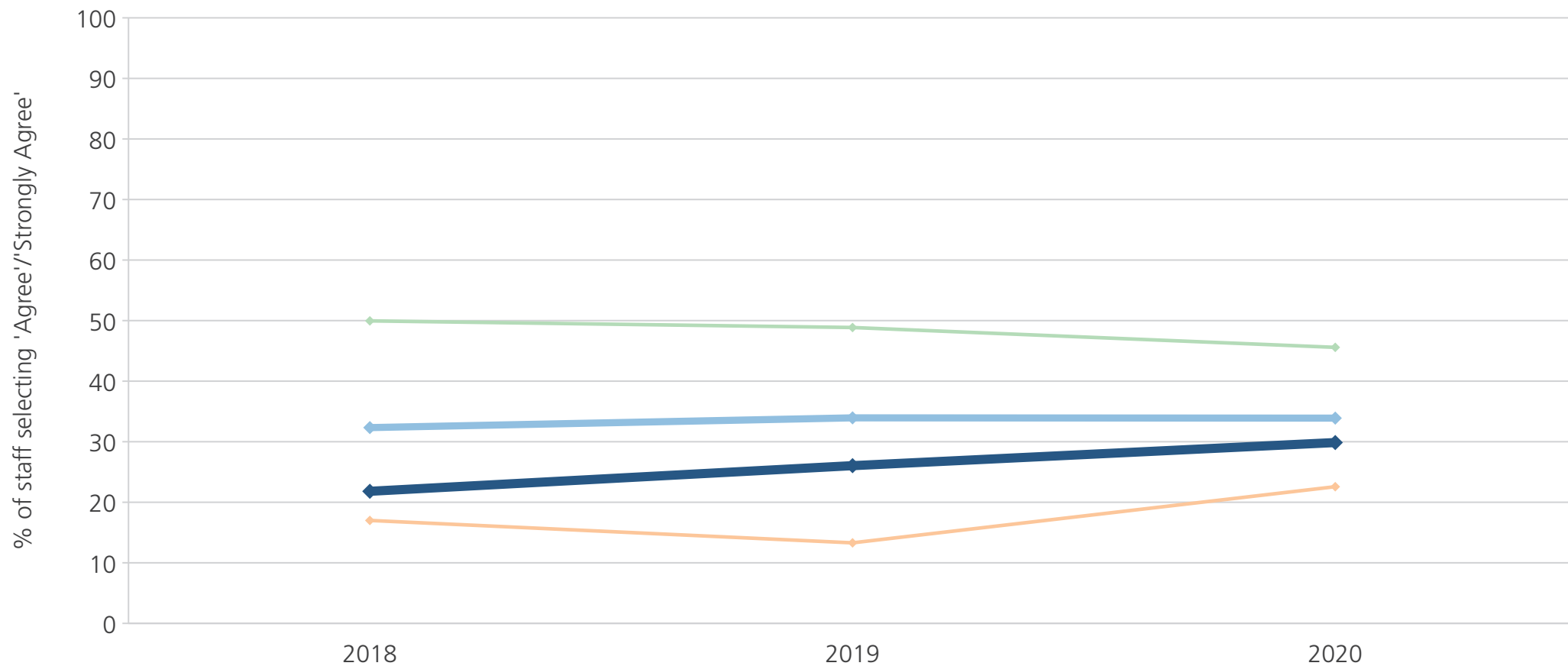






	2018	2019	2020
Best	57.7%	55.5%	53.9%
Your org	22.9%	28.0%	35.7%
Average	40.9%	41.6%	42.5%
Worst	21.2%	15.9%	28.0%
Responses	886	834	1,250





Best	50.0%	48.9%	45.6%
Your org	21.8%	26.0%	29.9%
Average	32.3%	33.9%	33.9%
Worst	17.0%	13.3%	22.6%

Responses

886

833

1,249

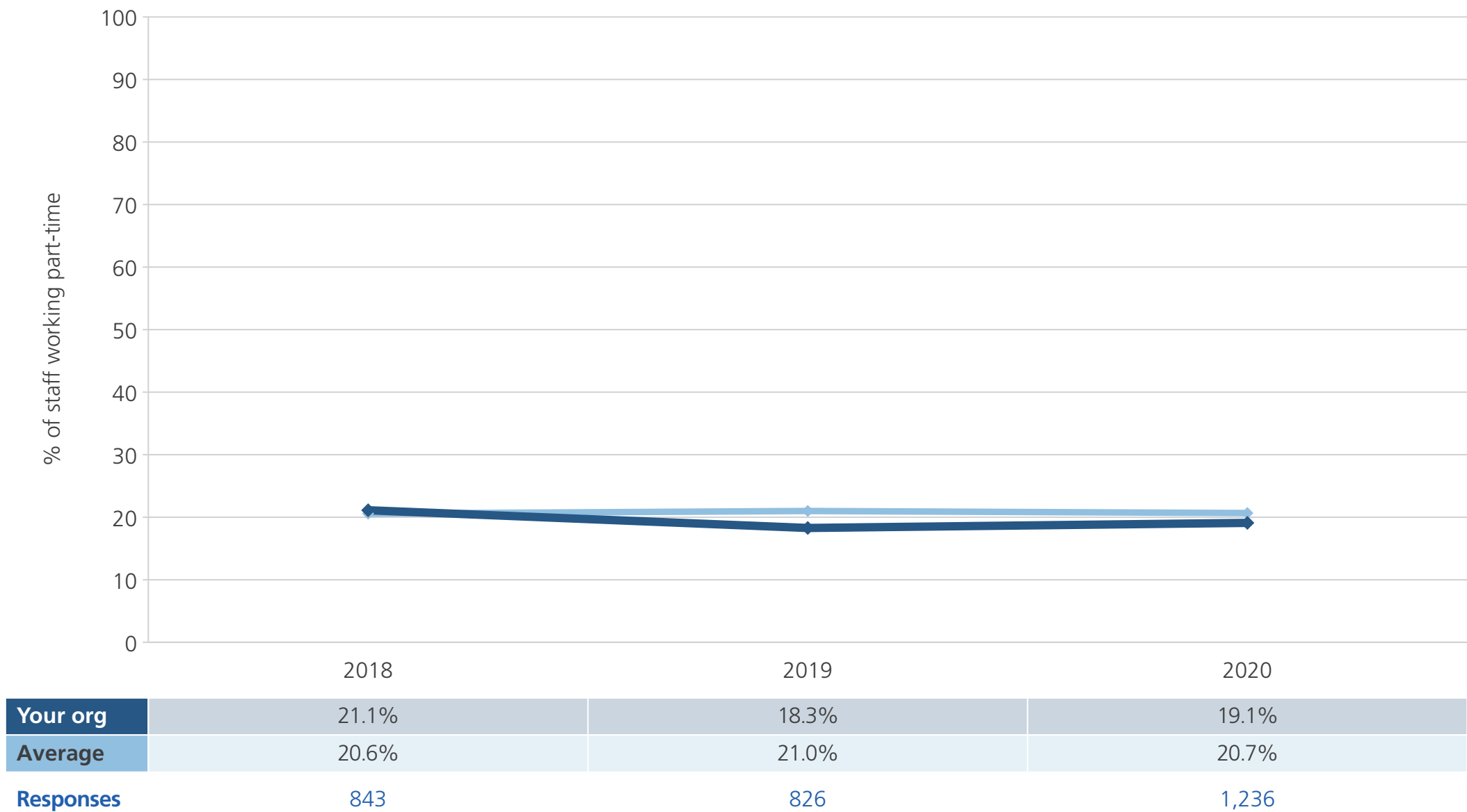
# Question results – Your health, well-being and safety at work

The way in which the data for Q12d and Q13d are reported has changed this year. This change has been applied retrospectively so the data for 2016-2020 shown in the charts for these questions are comparable. However, these figures are not directly comparable to the results reported in previous years.

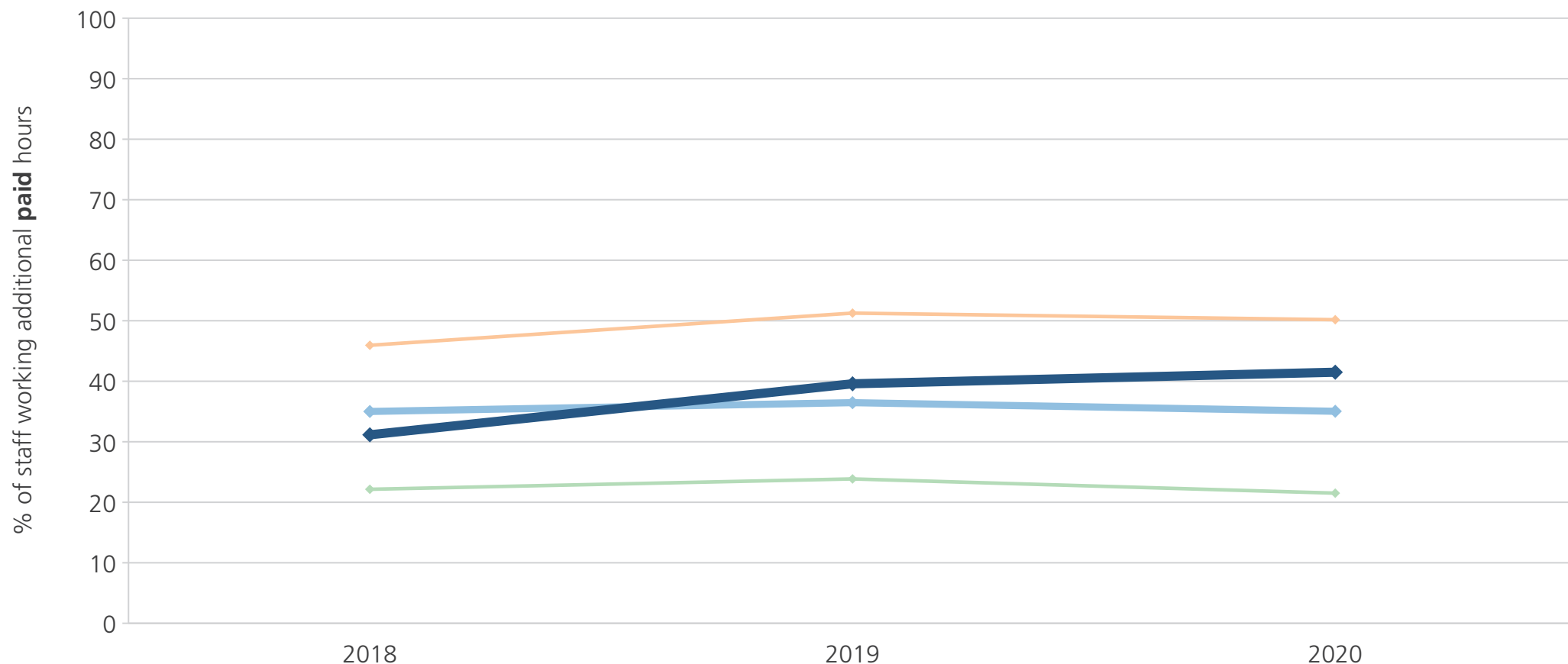
For more details please see the [technical document](#).

Isle of Wight NHS Trust (acute sector)

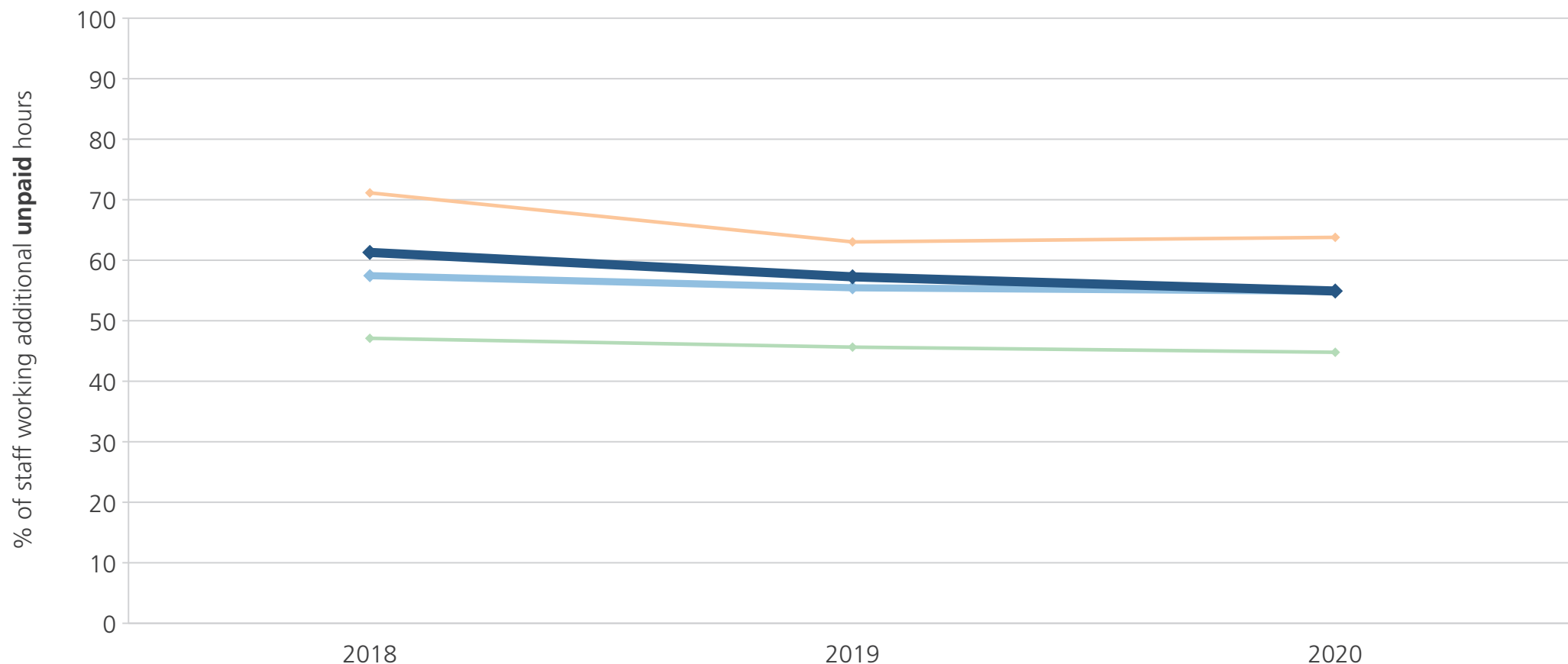
2020 NHS Staff Survey Results



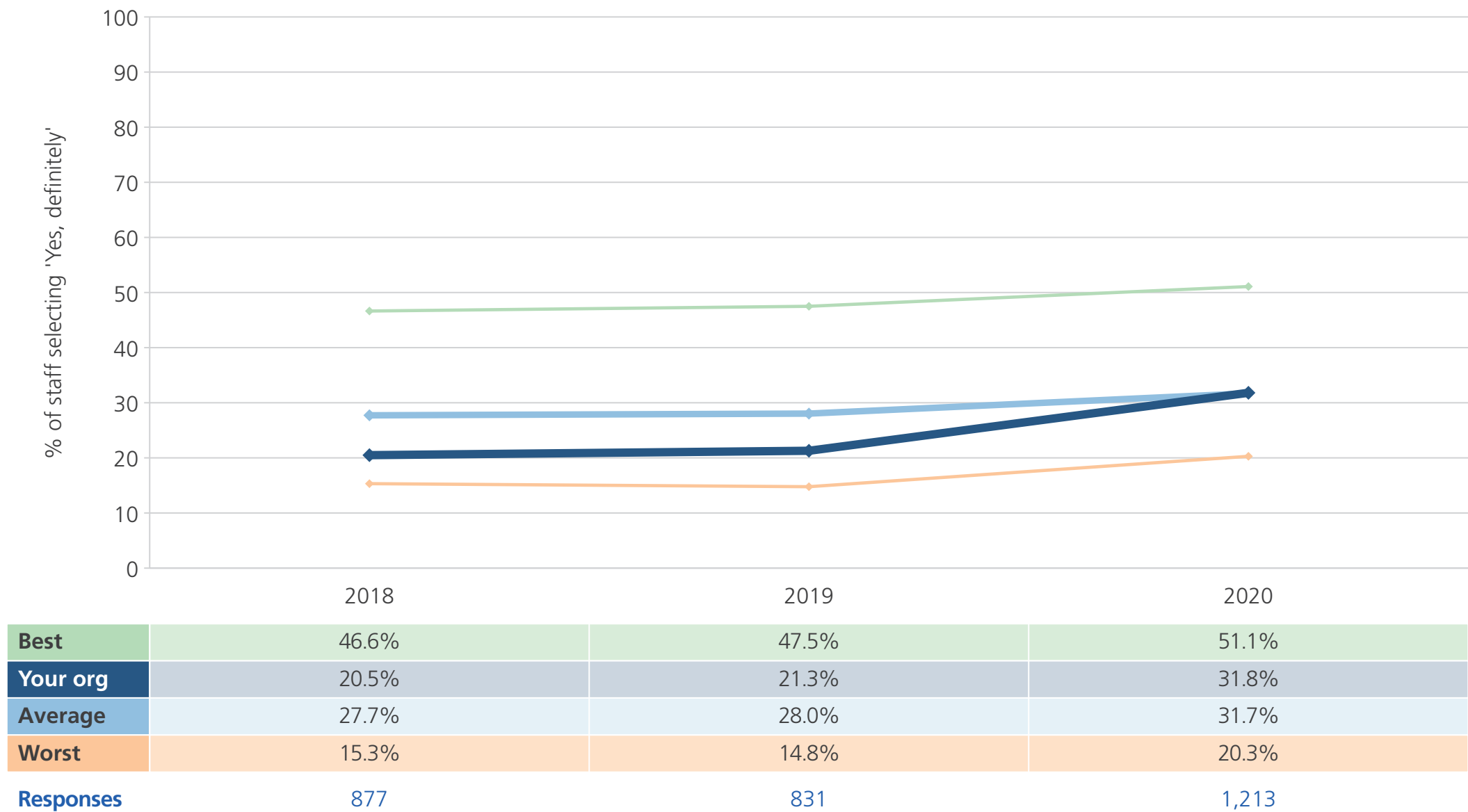


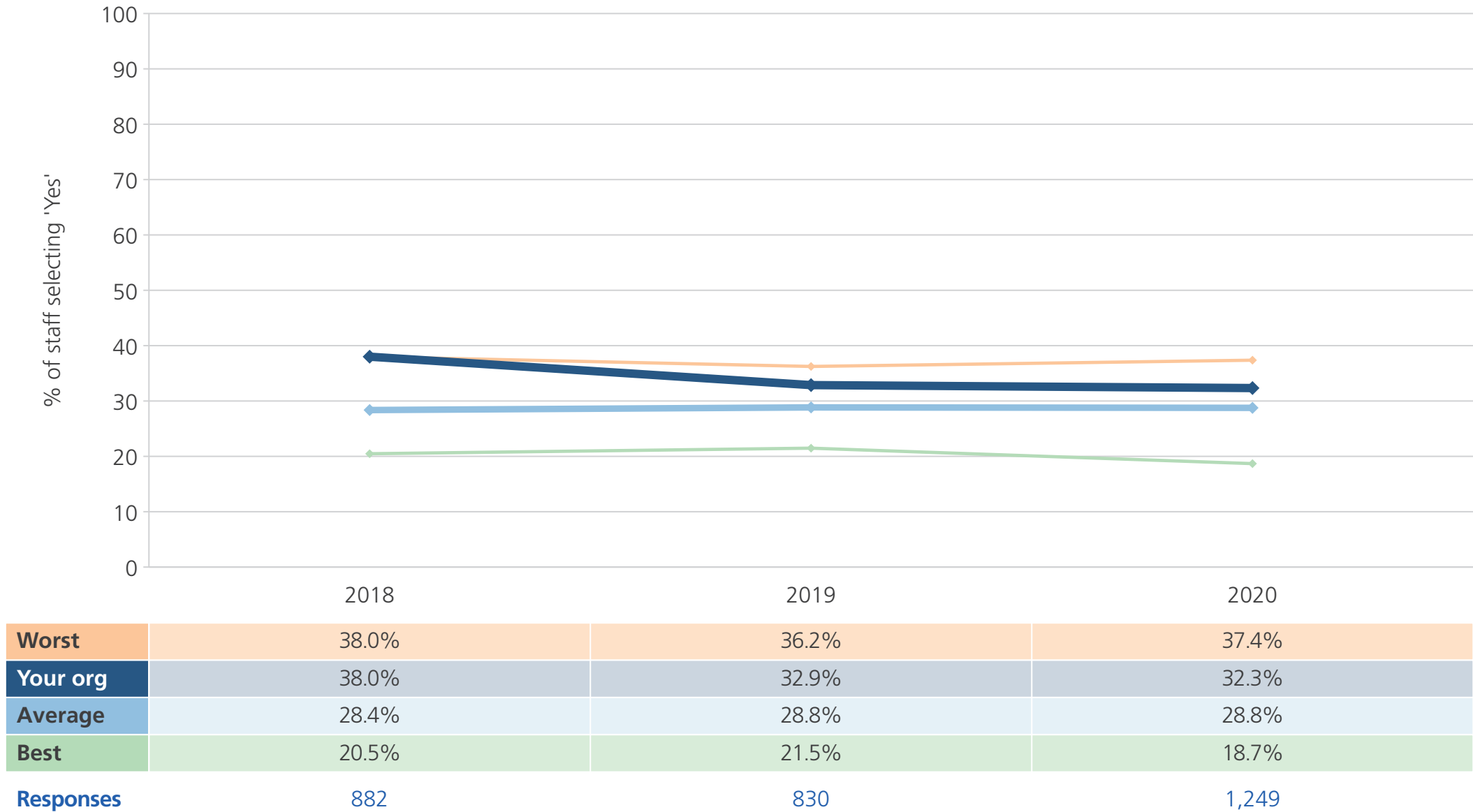


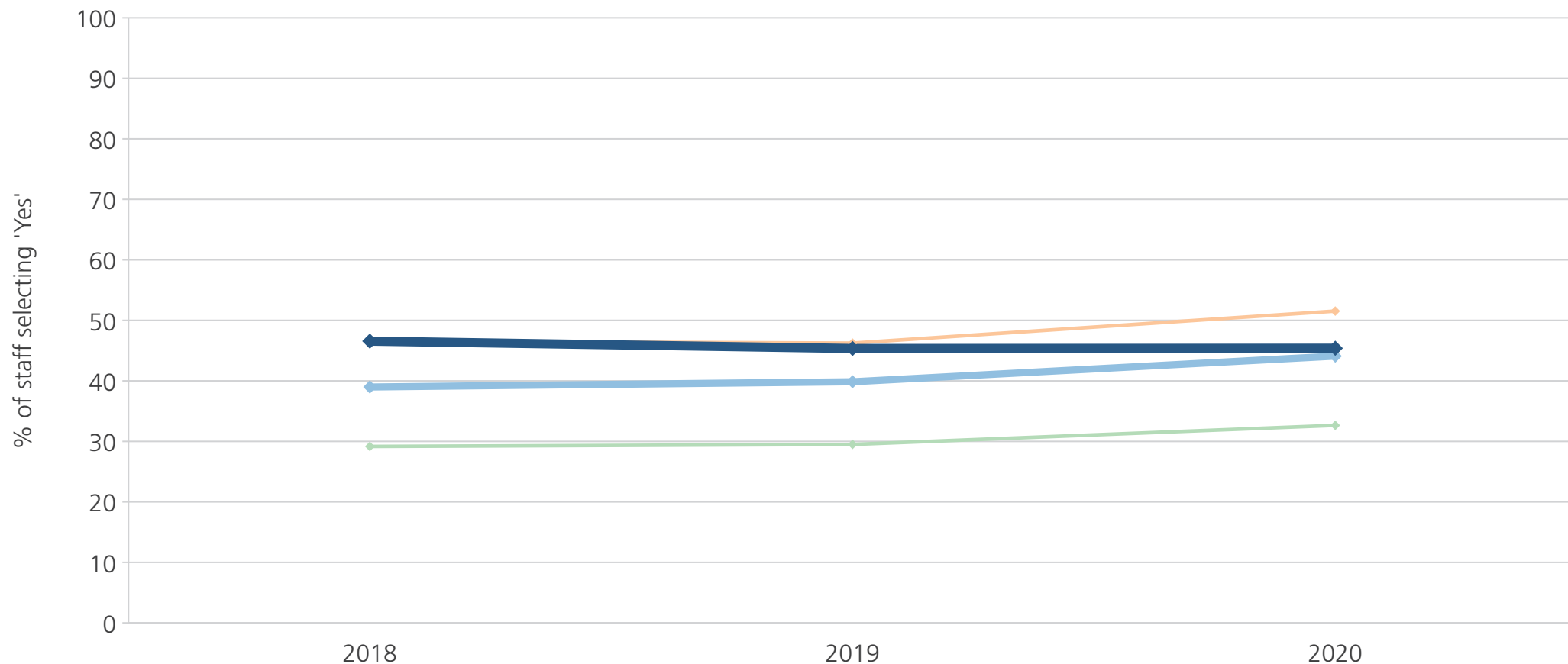
	2018	2019	2020
<b>Worst</b>	45.9%	51.3%	50.2%
<b>Your org</b>	31.2%	39.6%	41.5%
<b>Average</b>	35.0%	36.5%	35.0%
<b>Best</b>	22.1%	23.9%	21.5%
<b>Responses</b>	830	820	1,243



	2018	2019	2020
<b>Worst</b>	71.1%	63.0%	63.8%
<b>Your org</b>	61.3%	57.3%	54.9%
<b>Average</b>	57.4%	55.4%	54.9%
<b>Best</b>	47.1%	45.6%	44.8%
<b>Responses</b>	847	819	1,243

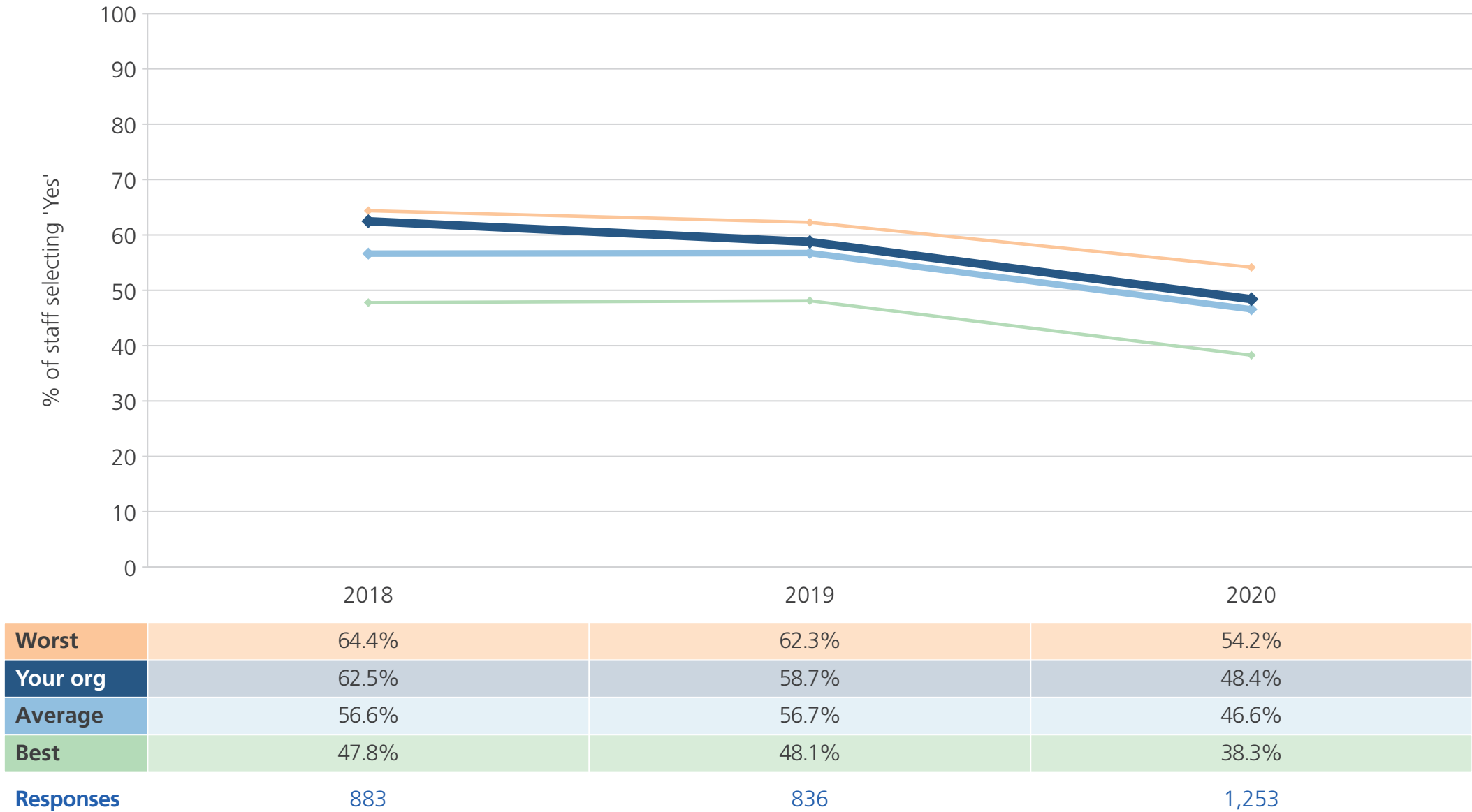




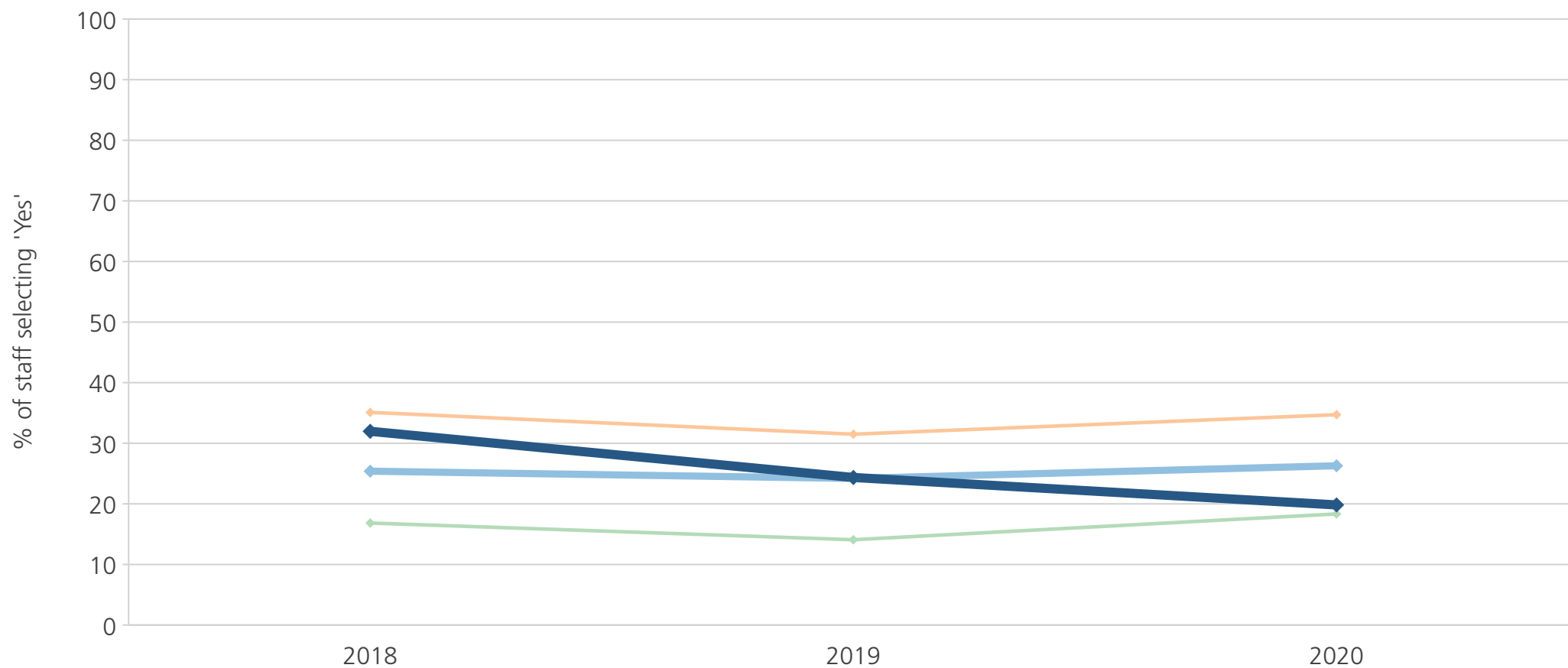


Worst	46.6%	46.2%	51.5%
Your org	46.6%	45.4%	45.4%
Average	39.0%	39.9%	44.1%
Best	29.2%	29.5%	32.6%

Responses	882	835	1,252
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This question was only answered by people who responded to Q11d.



Worst	35.1%	31.5%	34.7%
Your org	32.0%	24.4%	19.8%
Average	25.4%	24.2%	26.3%
Best	16.8%	14.1%	18.3%

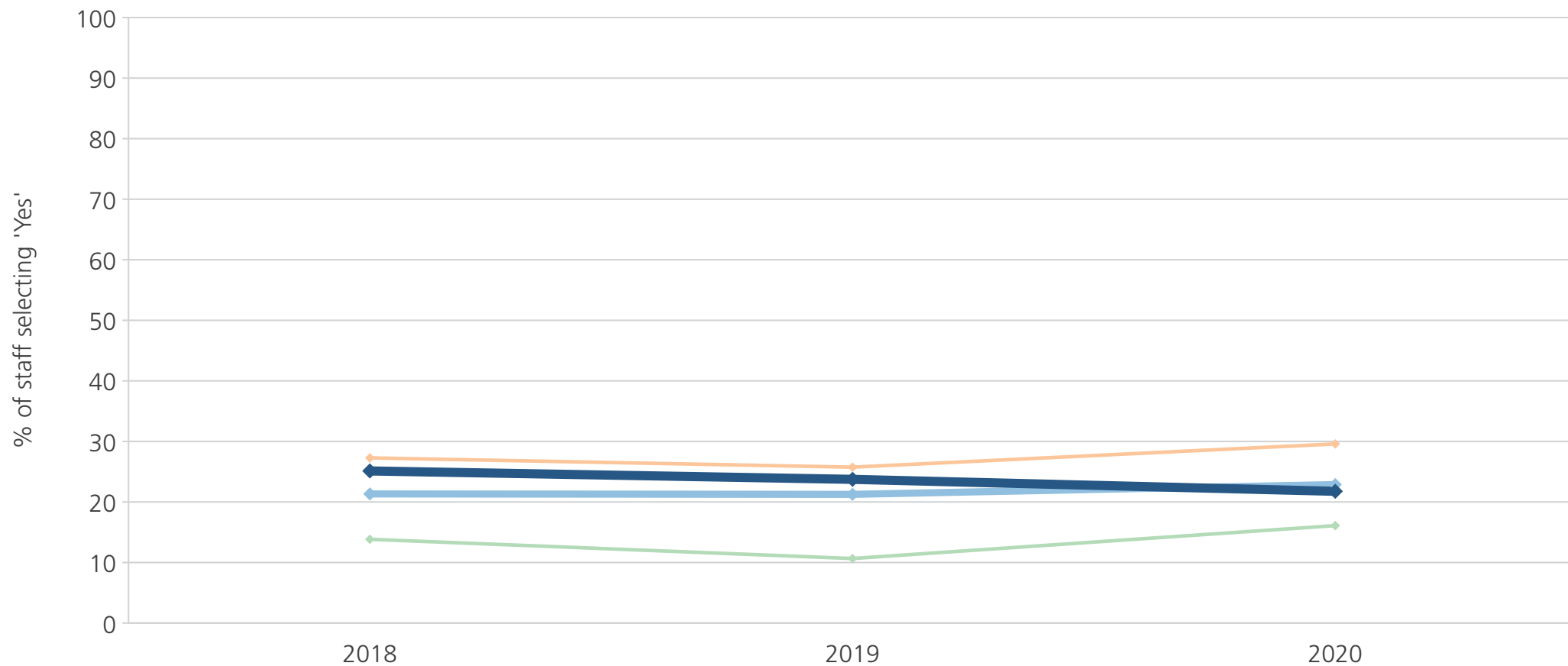
Responses

537

489

605

This question was only answered by people who responded to Q11d.



Worst	27.3%	25.7%	29.6%
Your org	25.1%	23.7%	21.8%
Average	21.3%	21.3%	22.9%
Best	13.8%	10.7%	16.1%

Responses

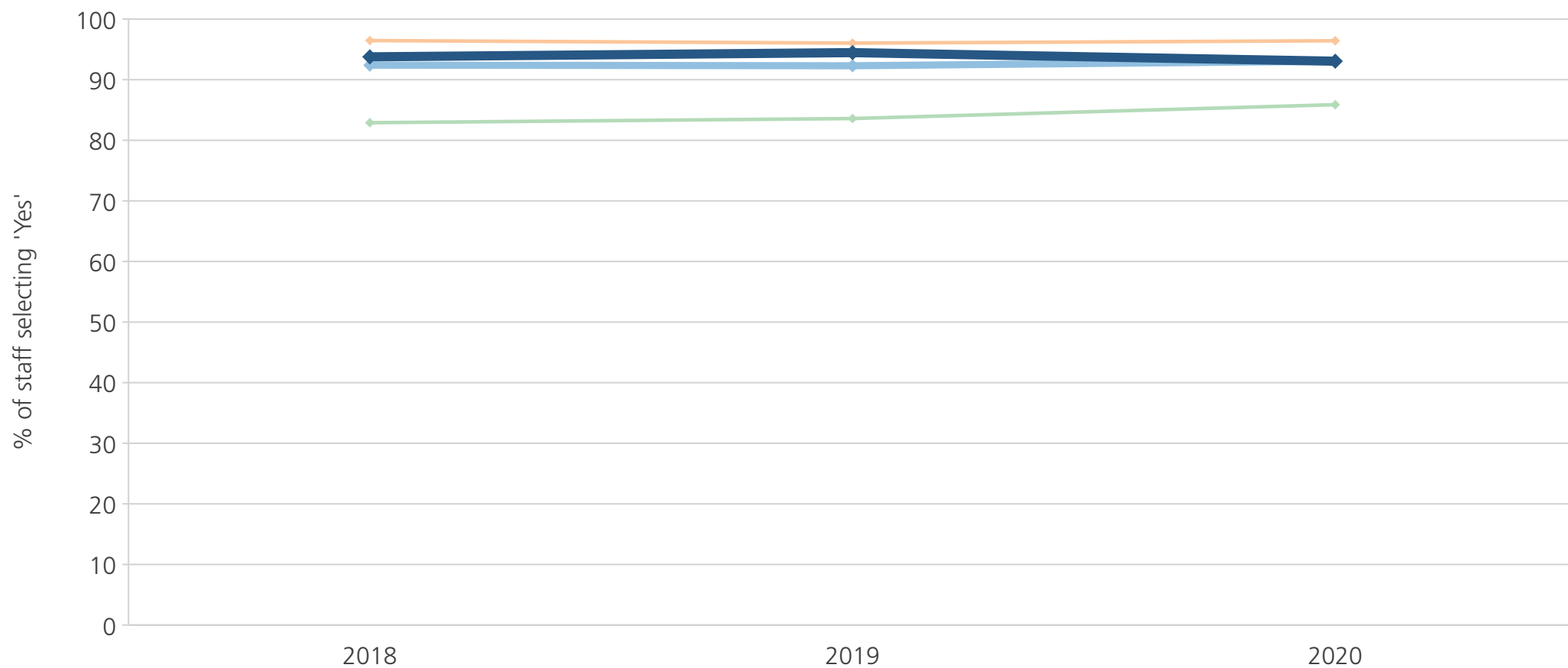
533

488

603



This question was only answered by people who responded to Q11d.



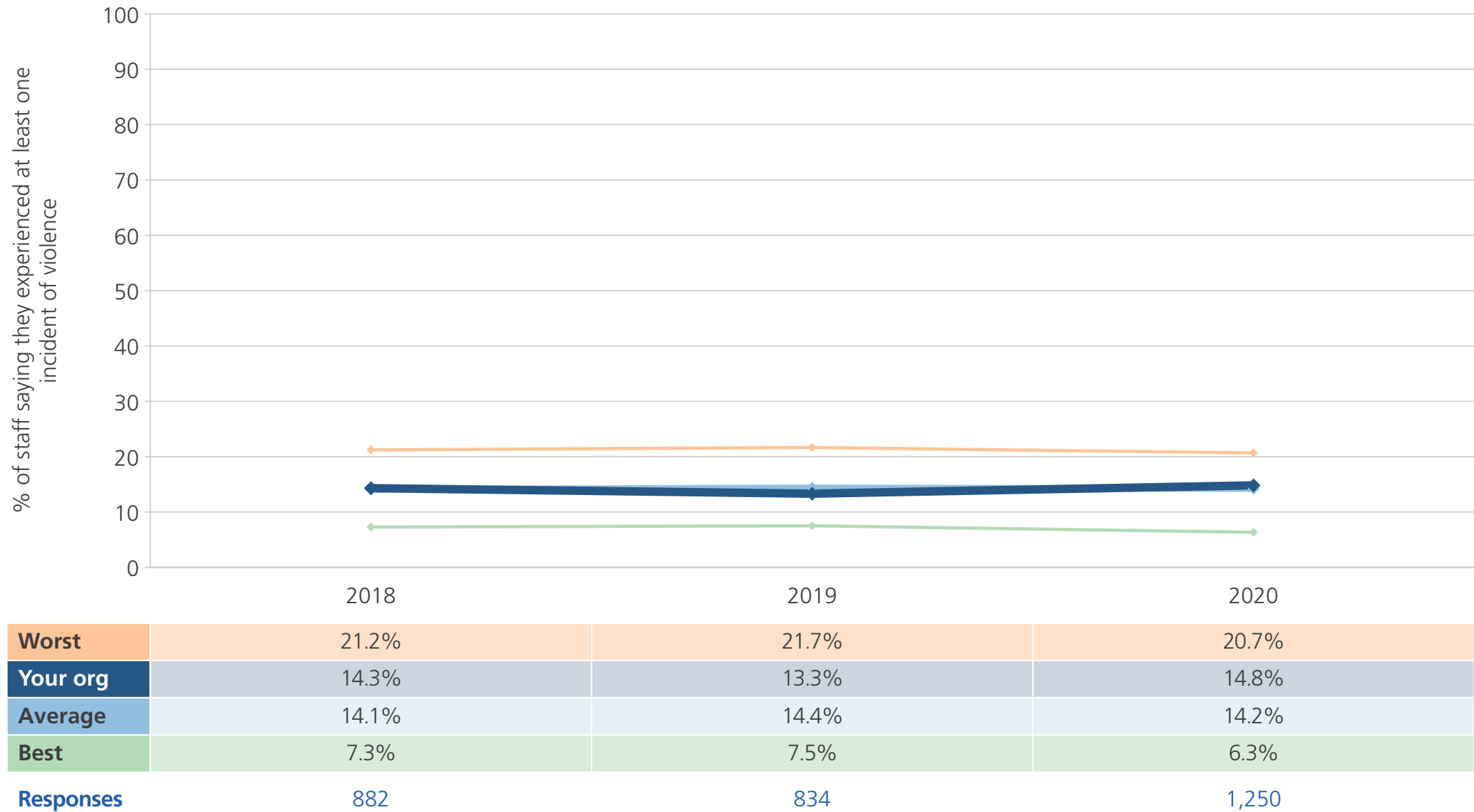
Worst	96.5%	96.0%	96.4%
Your org	93.8%	94.5%	93.1%
Average	92.4%	92.3%	93.0%
Best	82.9%	83.6%	85.9%

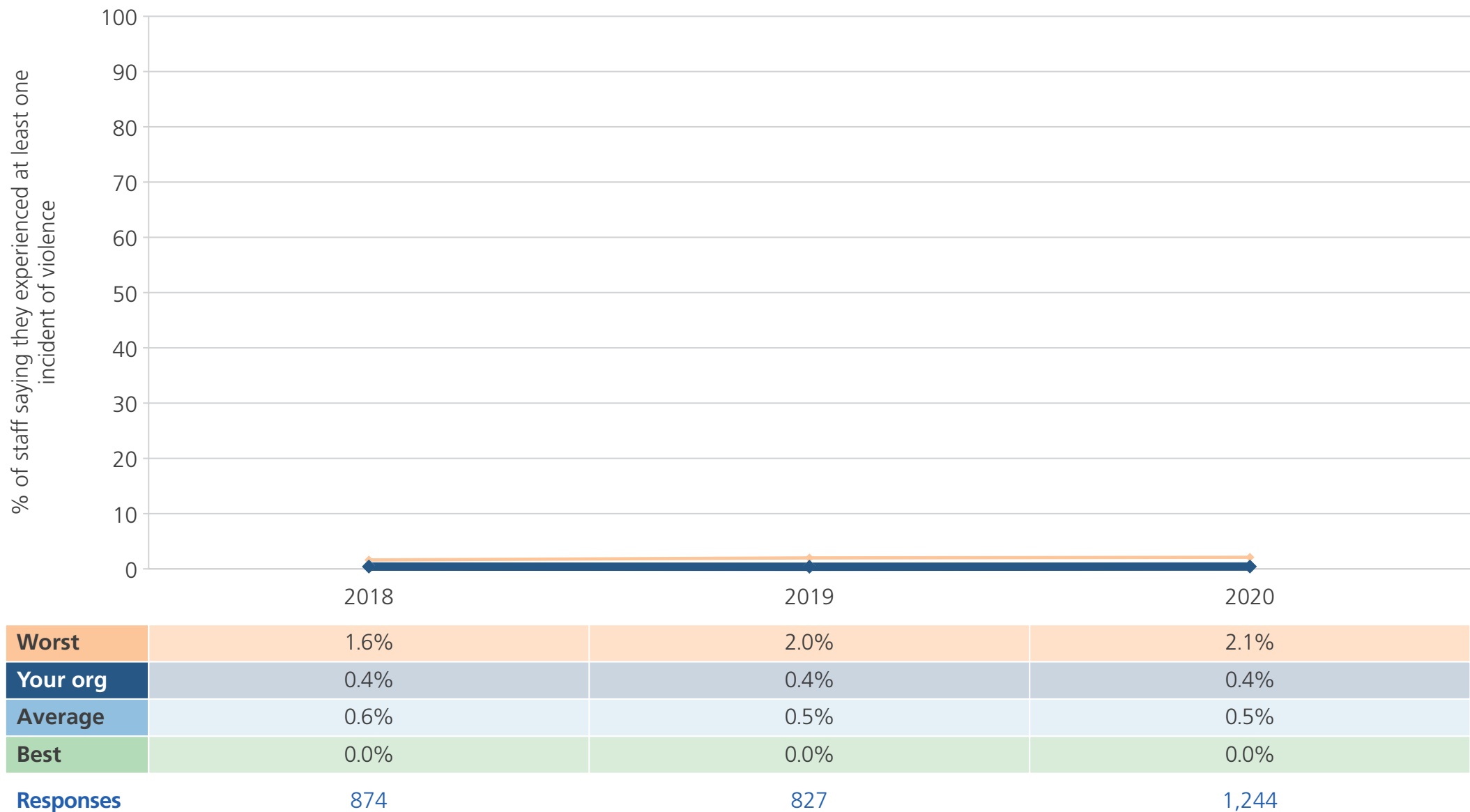
Responses

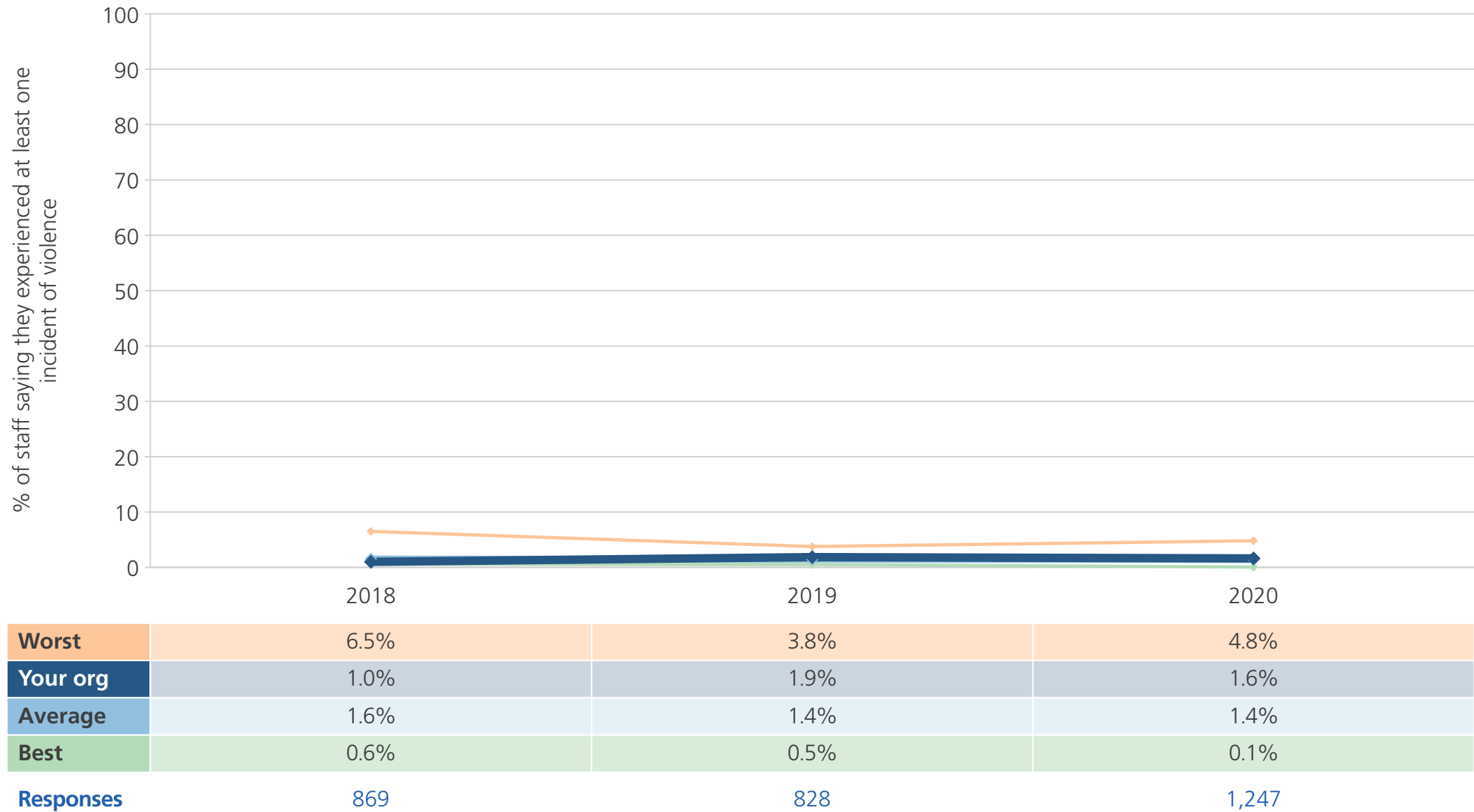
542

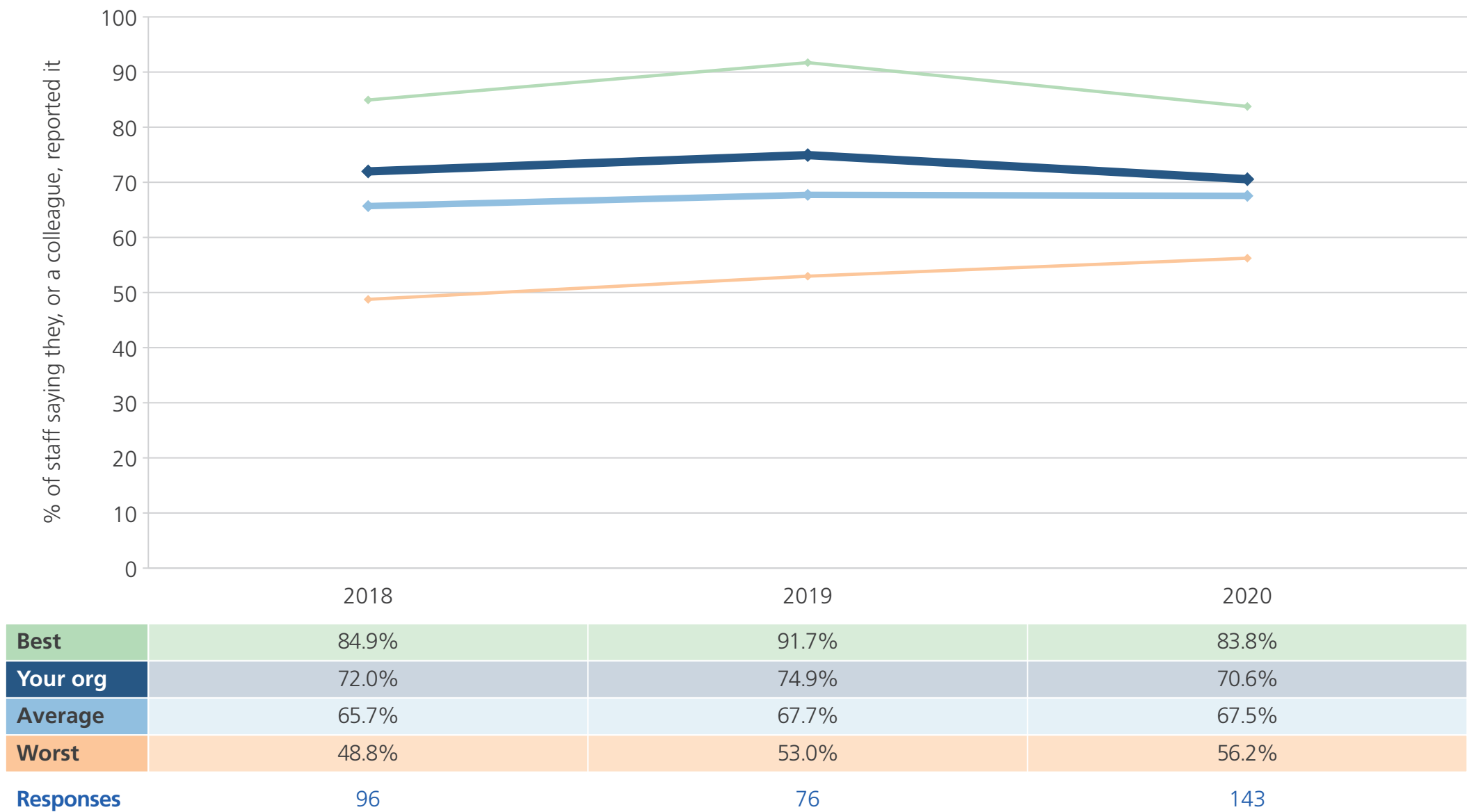
493

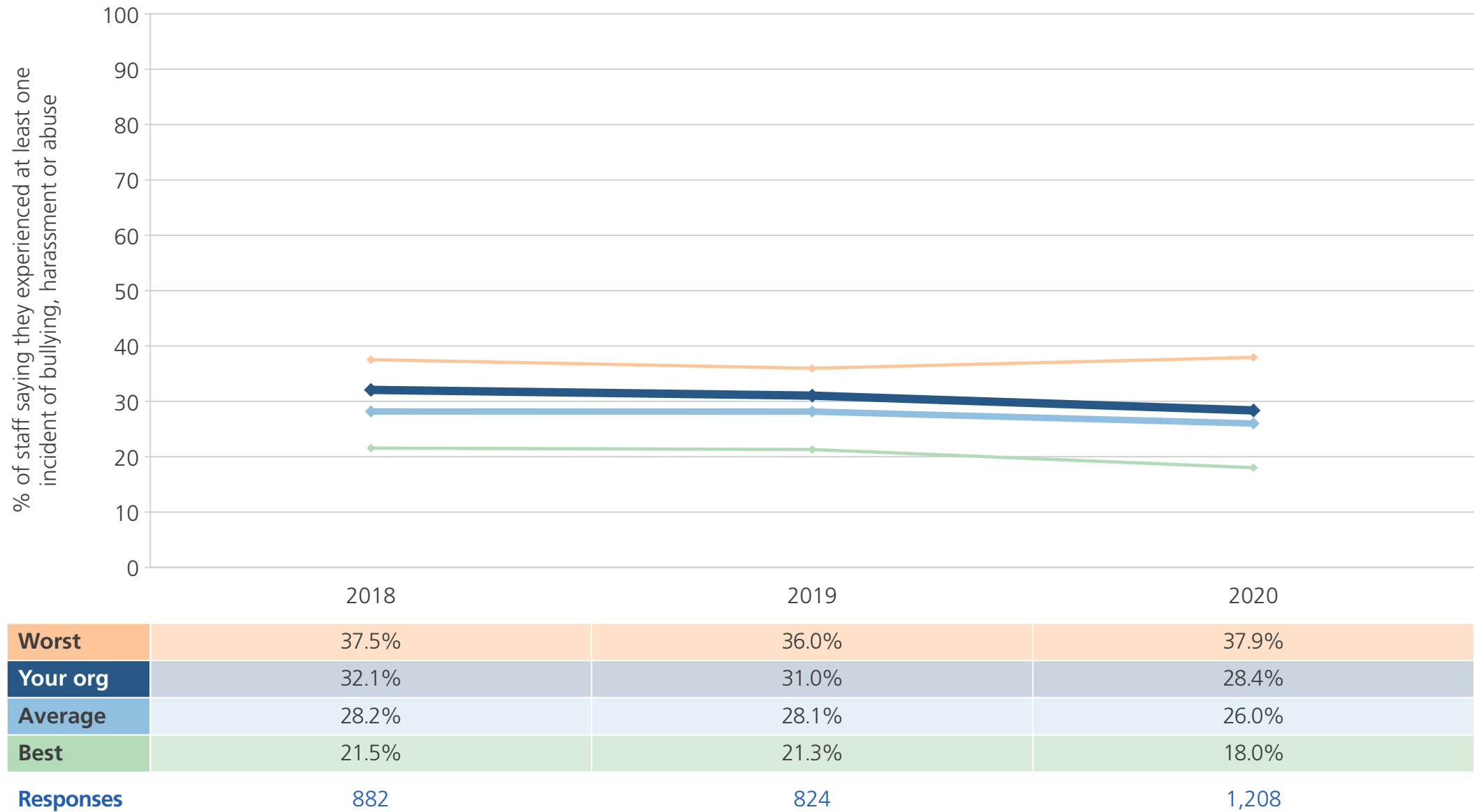
607

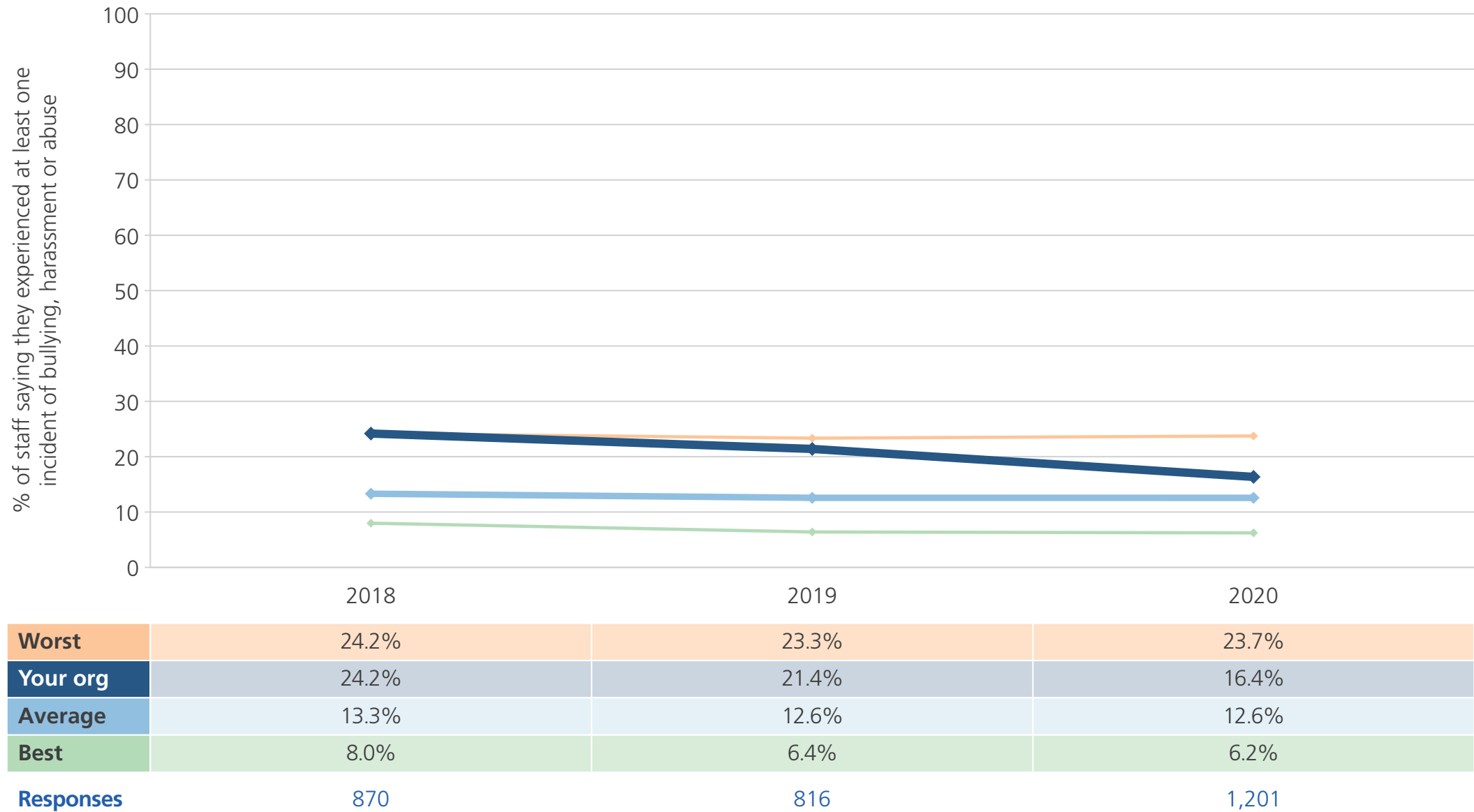


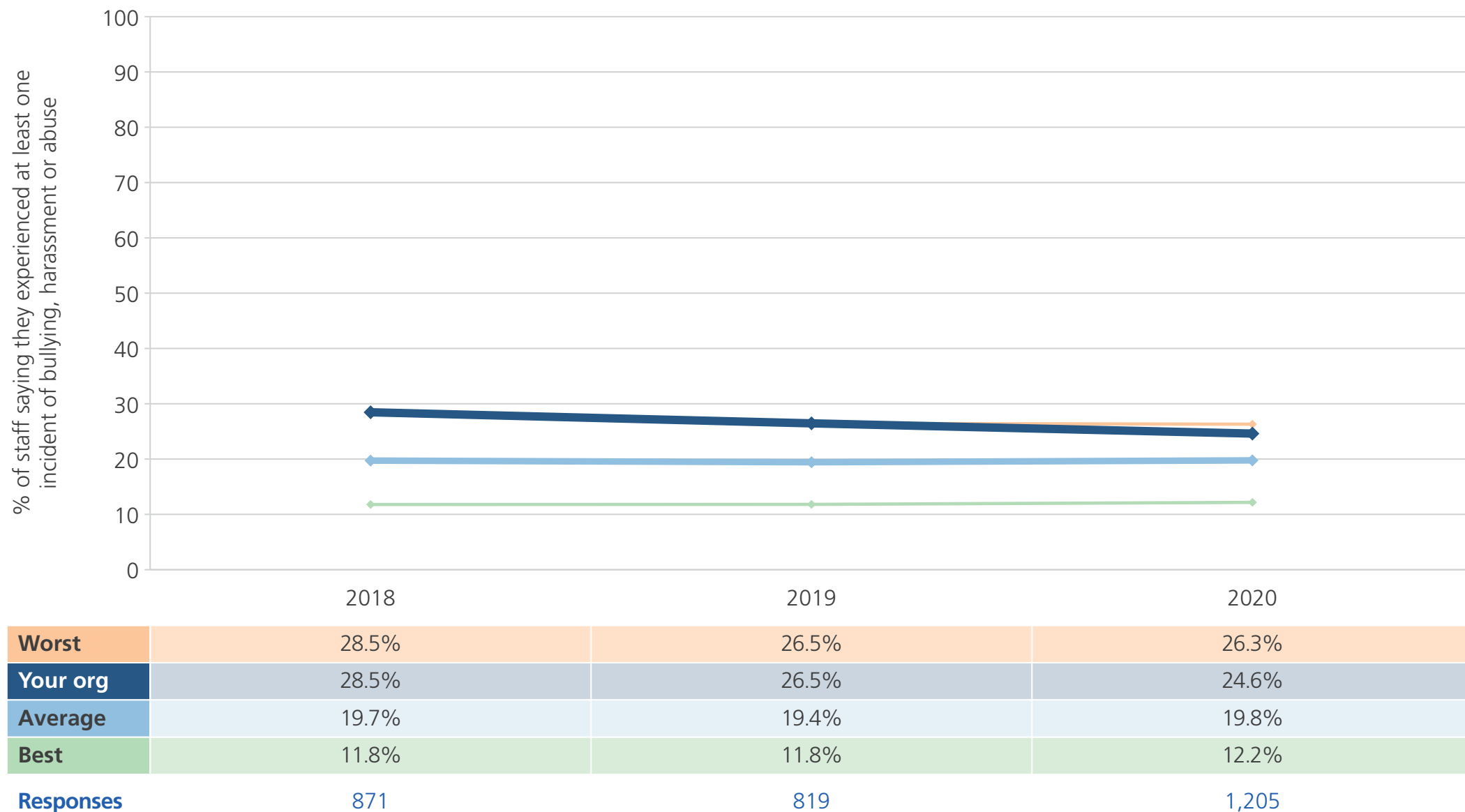




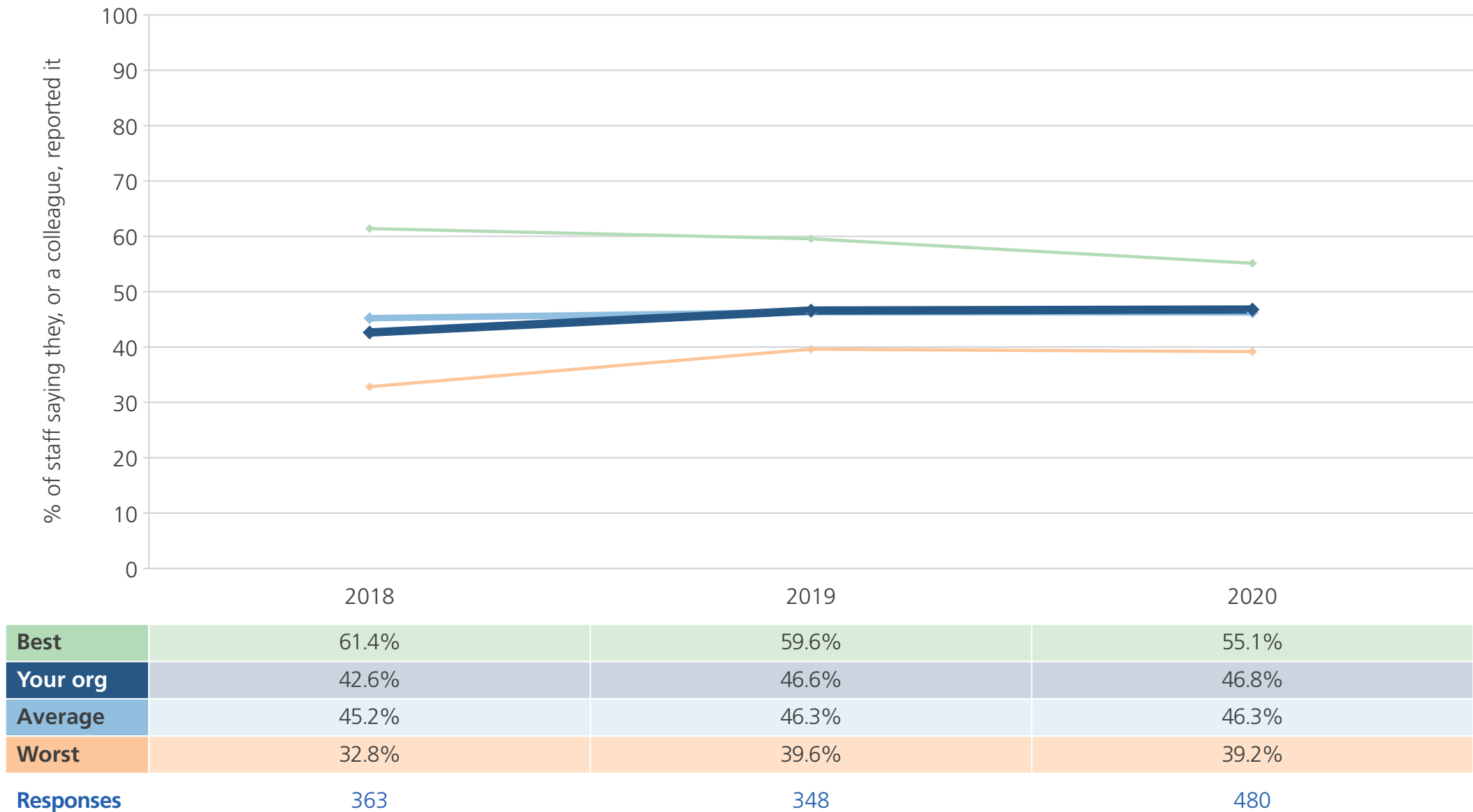


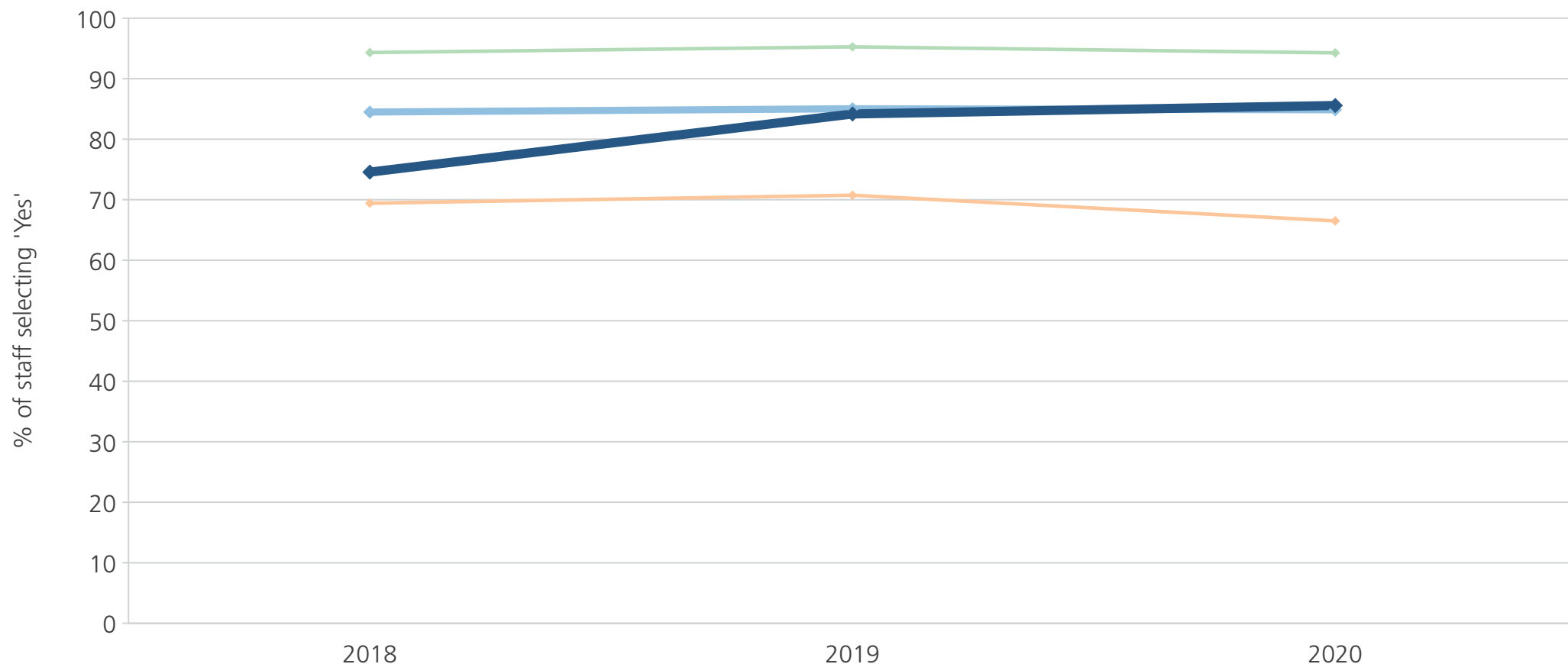




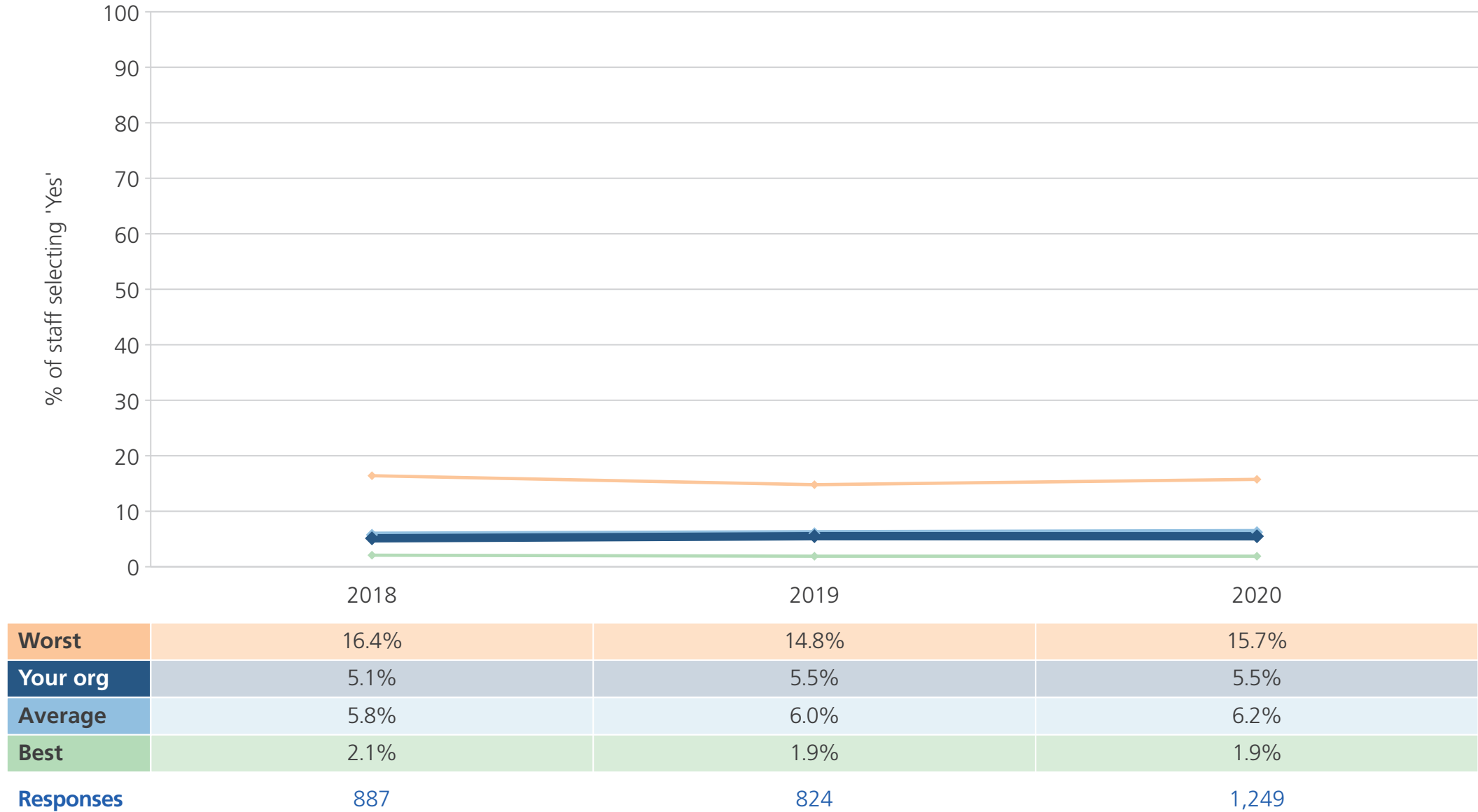


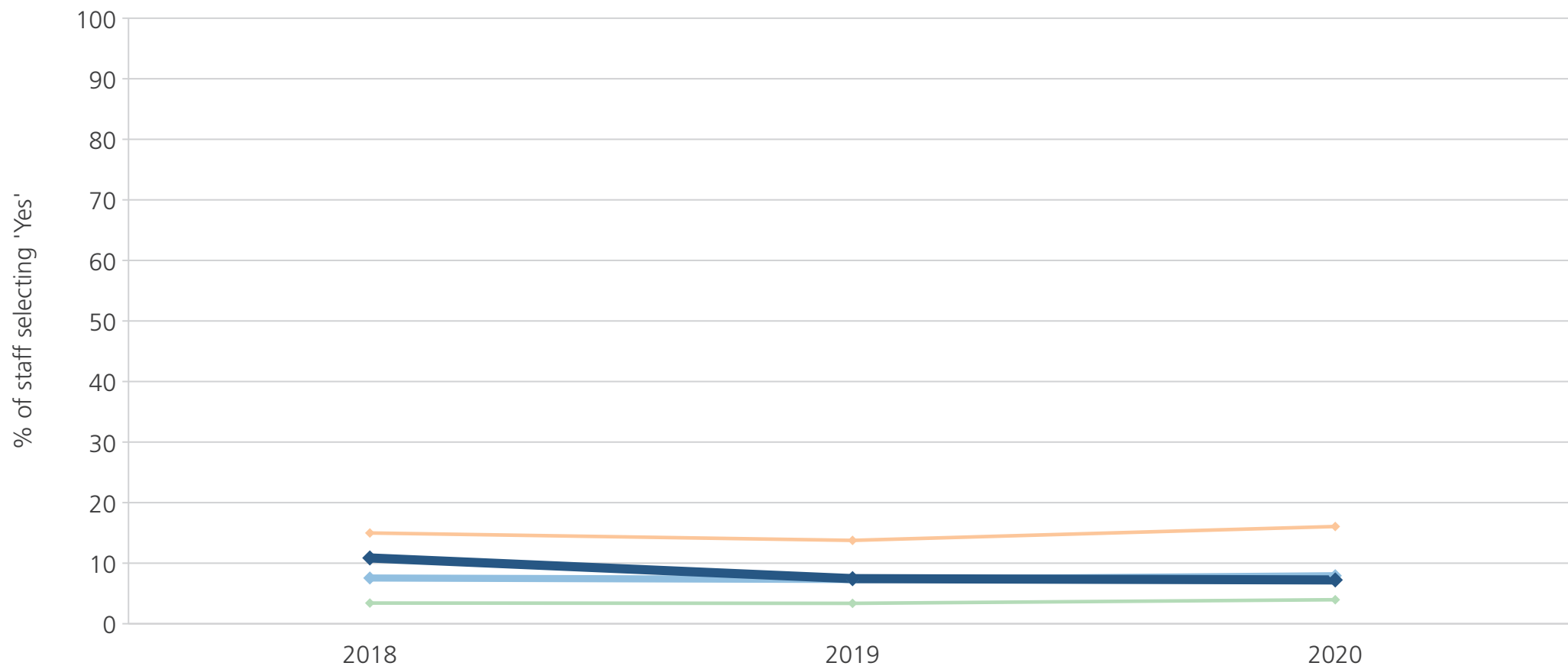






Best	94.3%	95.3%	94.3%
Your org	74.6%	84.2%	85.6%
Average	84.5%	85.0%	84.9%
Worst	69.4%	70.7%	66.5%
Responses	516	538	831

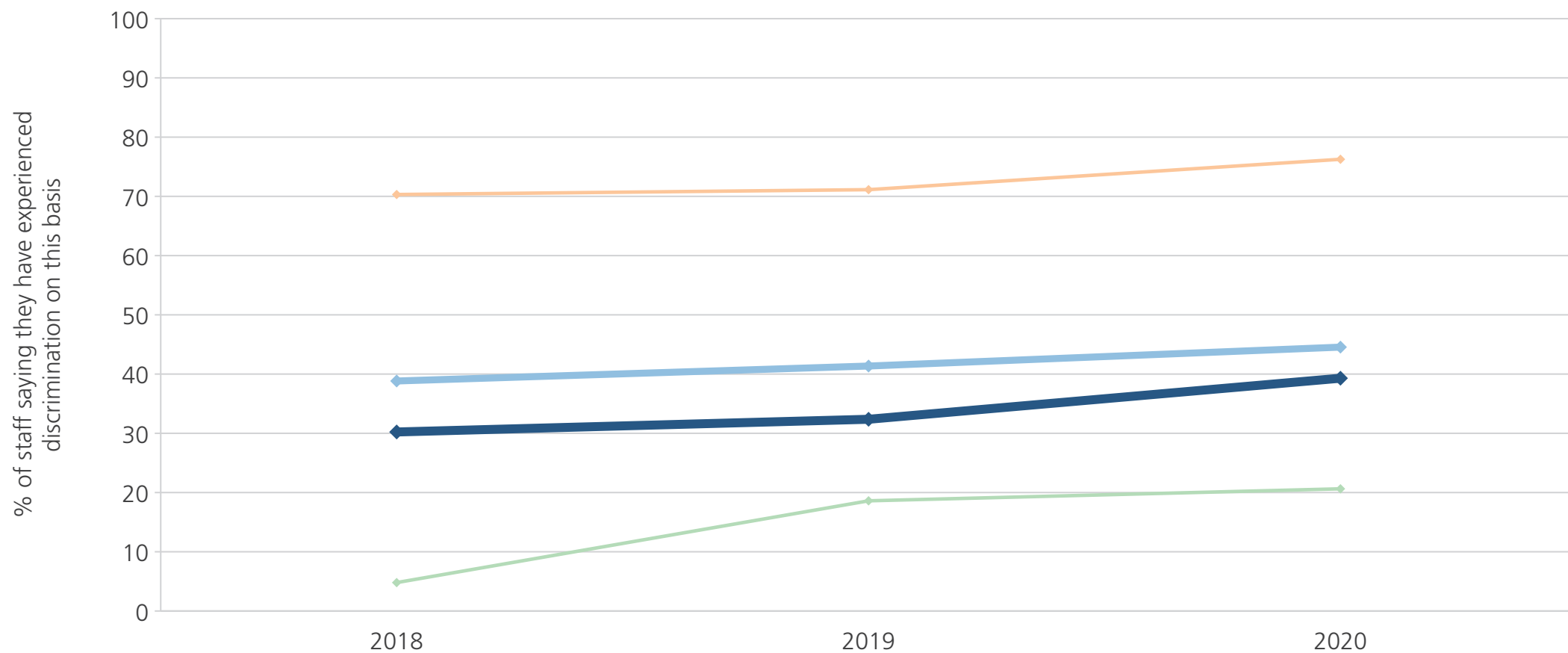




Worst	15.0%	13.8%	16.1%
Your org	10.9%	7.4%	7.2%
Average	7.6%	7.3%	7.9%
Best	3.4%	3.4%	4.0%

Responses 872 823 1,242

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



<b>Worst</b>	70.3%	71.1%	76.3%
<b>Your org</b>	30.2%	32.4%	39.3%
<b>Average</b>	38.8%	41.4%	44.5%
<b>Best</b>	4.8%	18.6%	20.6%

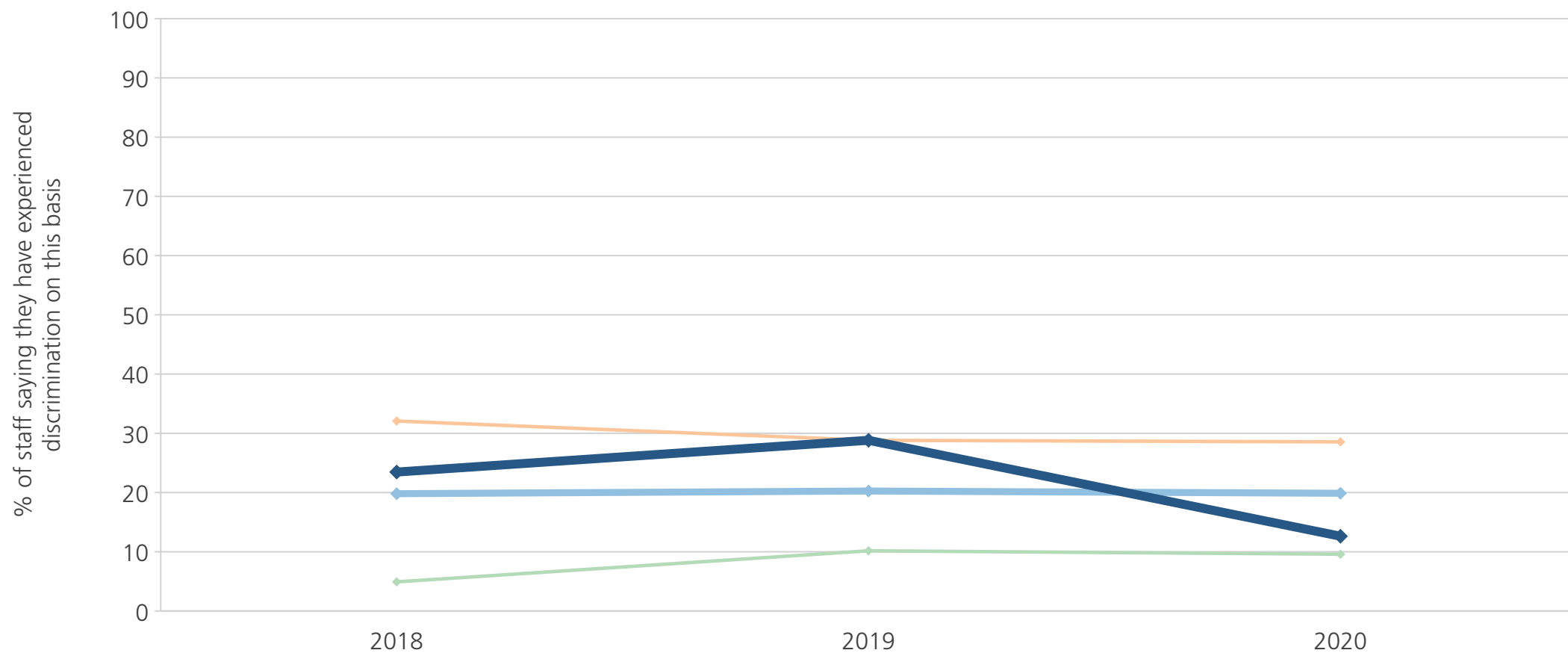
Responses

105

91

127

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



Worst	32.1%	28.8%	28.6%
Your org	23.5%	28.8%	12.6%
Average	19.8%	20.3%	19.9%
Best	4.9%	10.2%	9.6%

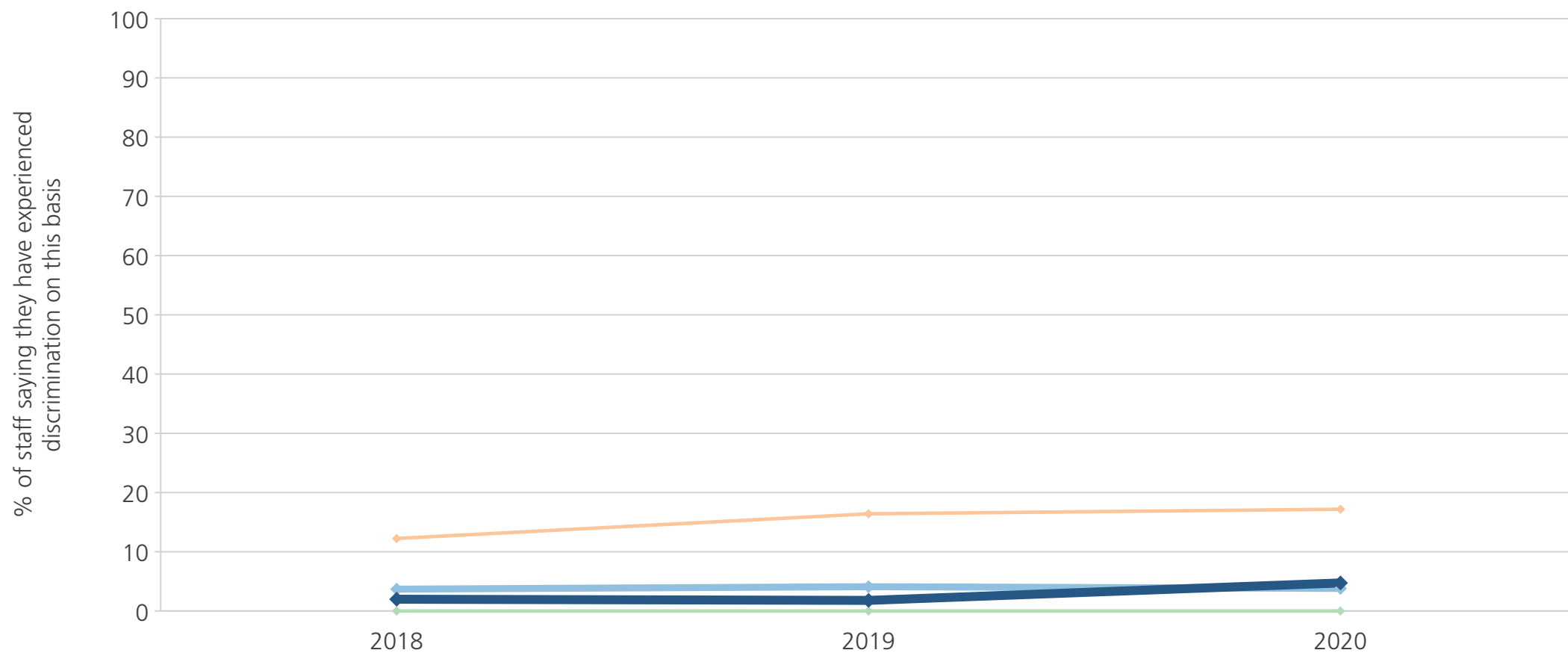
Responses

105

91

127

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



<b>Worst</b>	12.2%	16.4%	17.2%
<b>Your org</b>	2.0%	1.8%	4.7%
<b>Average</b>	3.7%	4.1%	3.8%
<b>Best</b>	0.0%	0.0%	0.0%

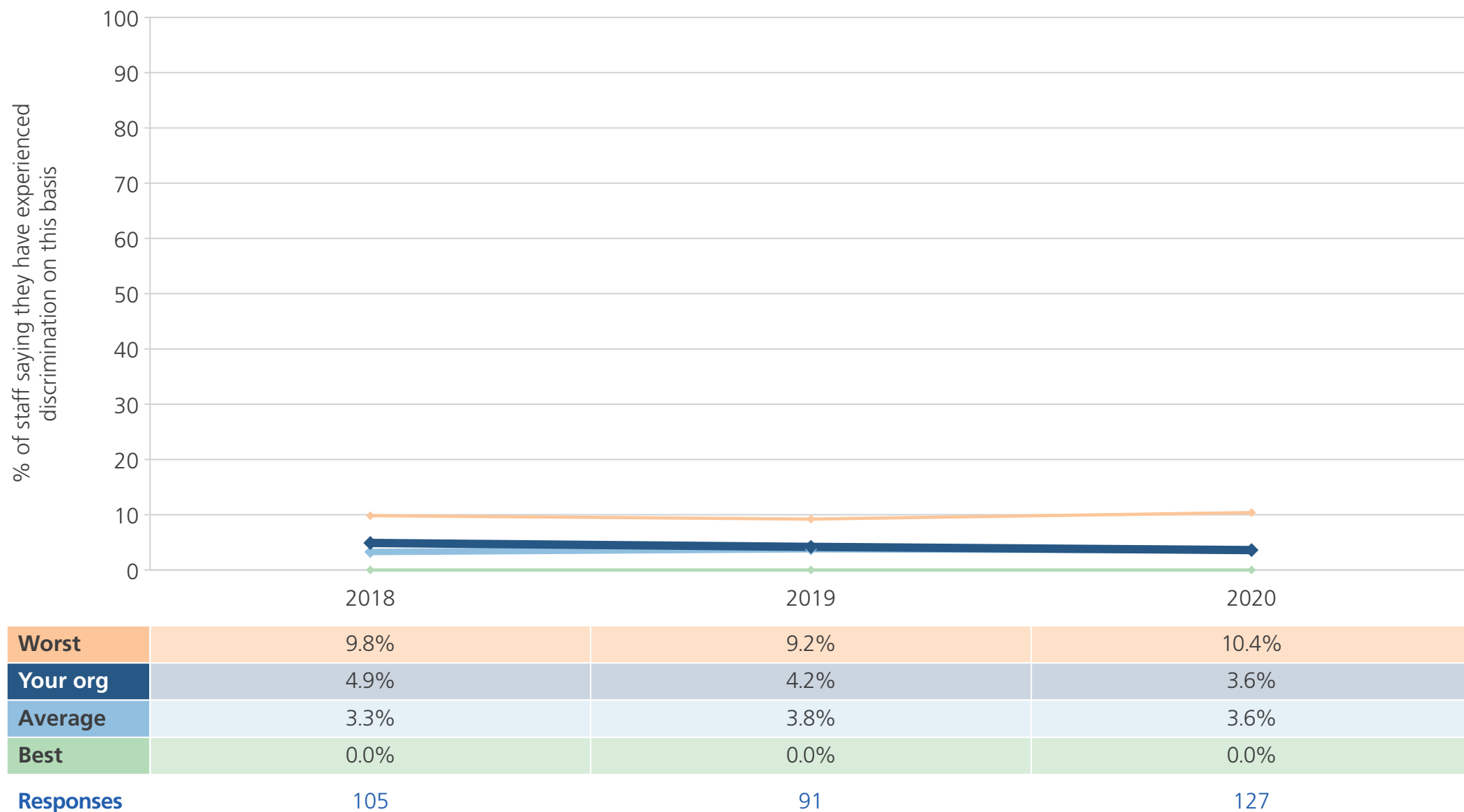
Responses

105

91

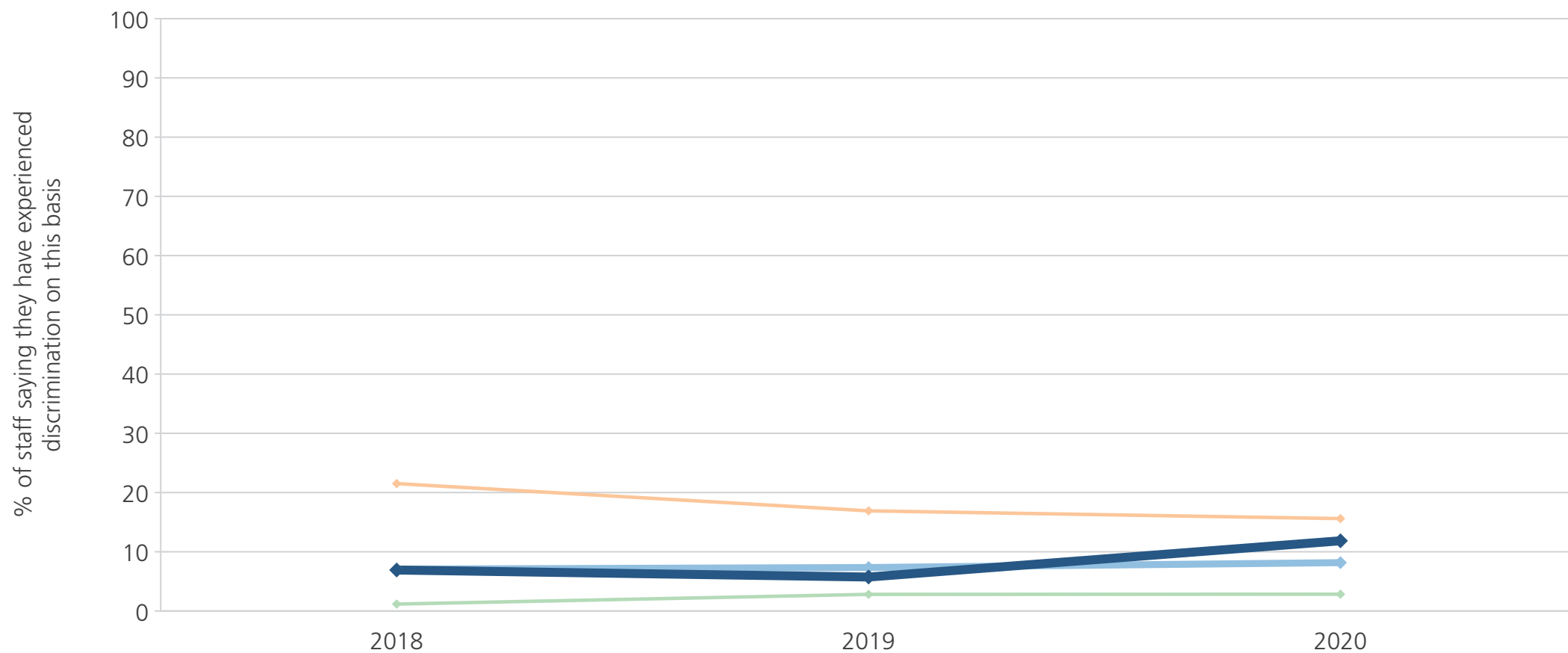
127

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.





This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



Worst	21.5%	16.9%	15.6%
Your org	6.9%	5.7%	11.9%
Average	7.1%	7.3%	8.2%
Best	1.2%	2.8%	2.8%

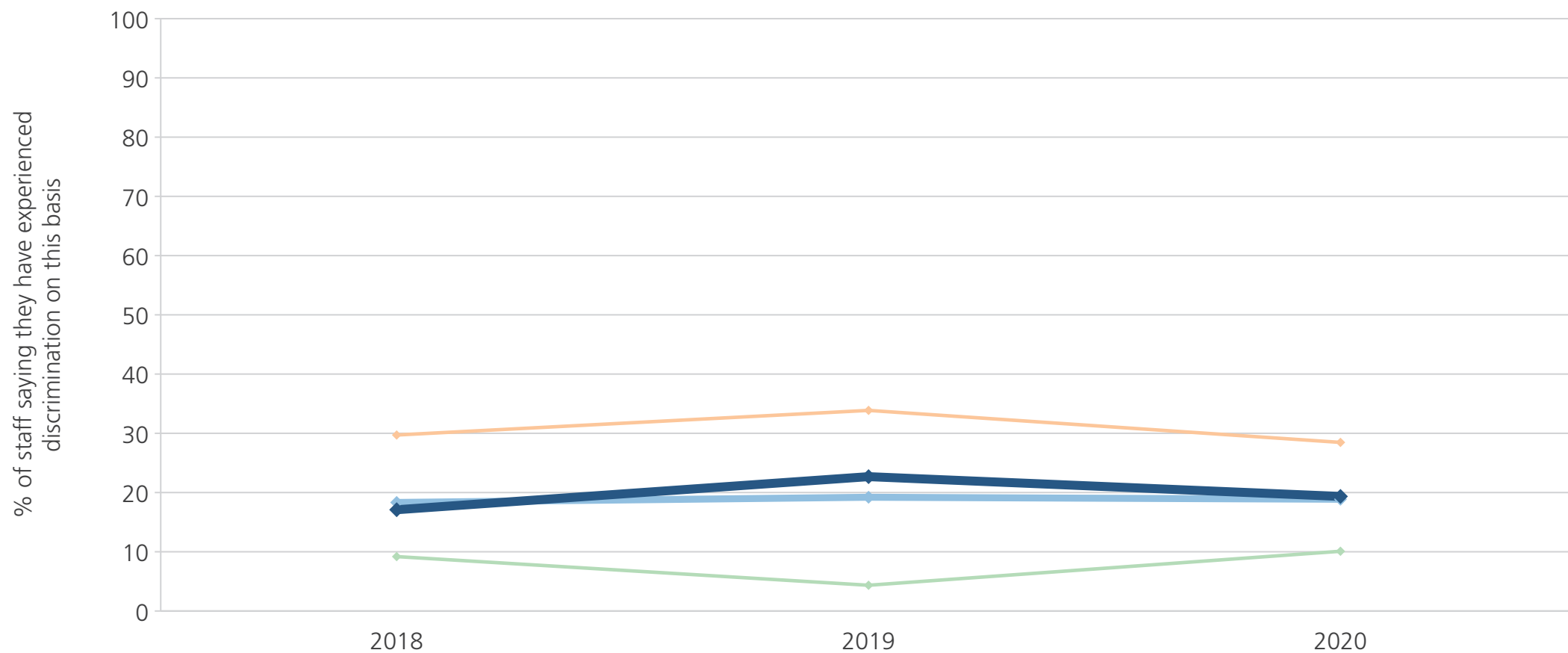
Responses

105

91

127

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



<b>Worst</b>	29.7%	33.9%	28.5%
<b>Your org</b>	17.1%	22.7%	19.3%
<b>Average</b>	18.3%	19.2%	18.9%
<b>Best</b>	9.2%	4.3%	10.1%

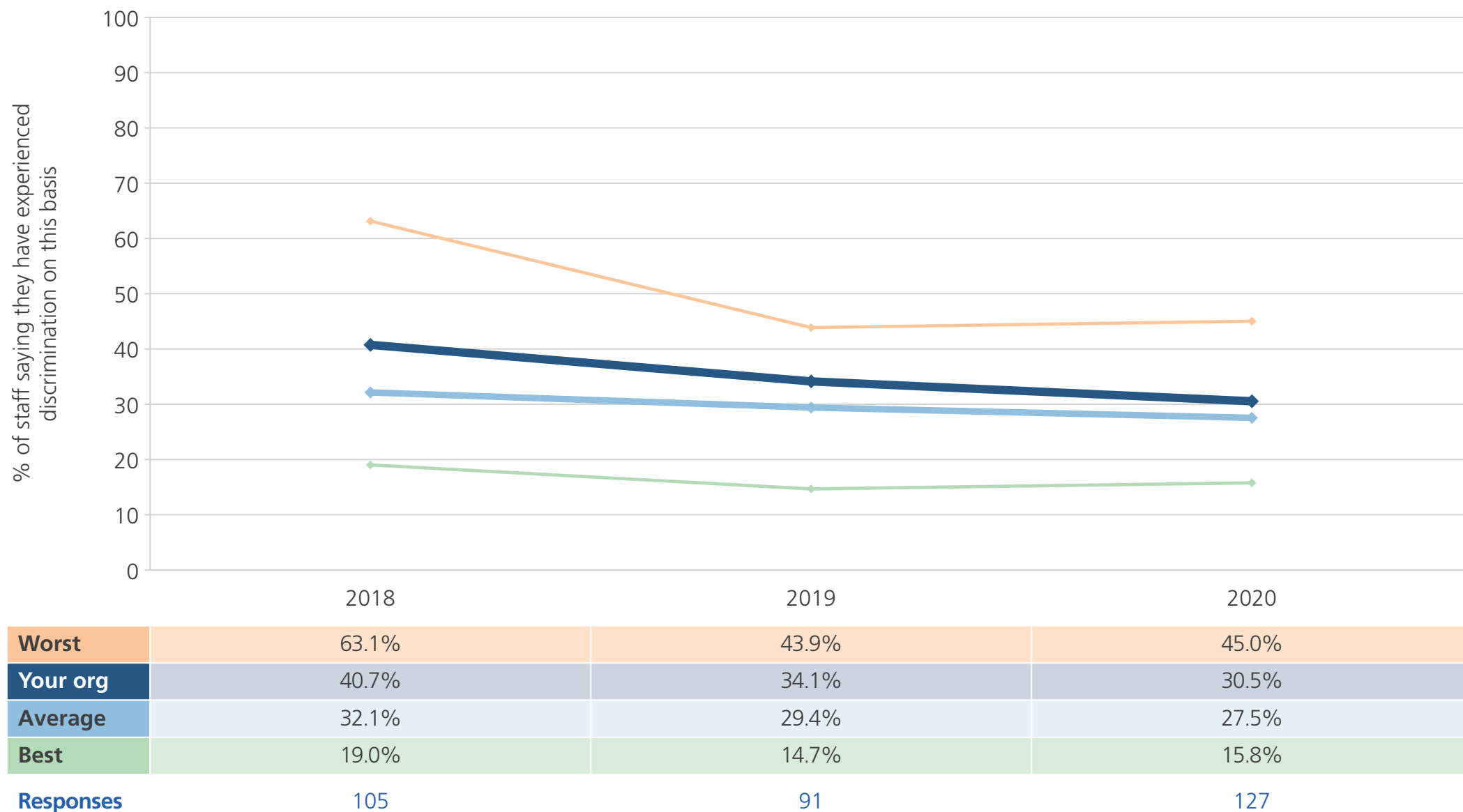
Responses

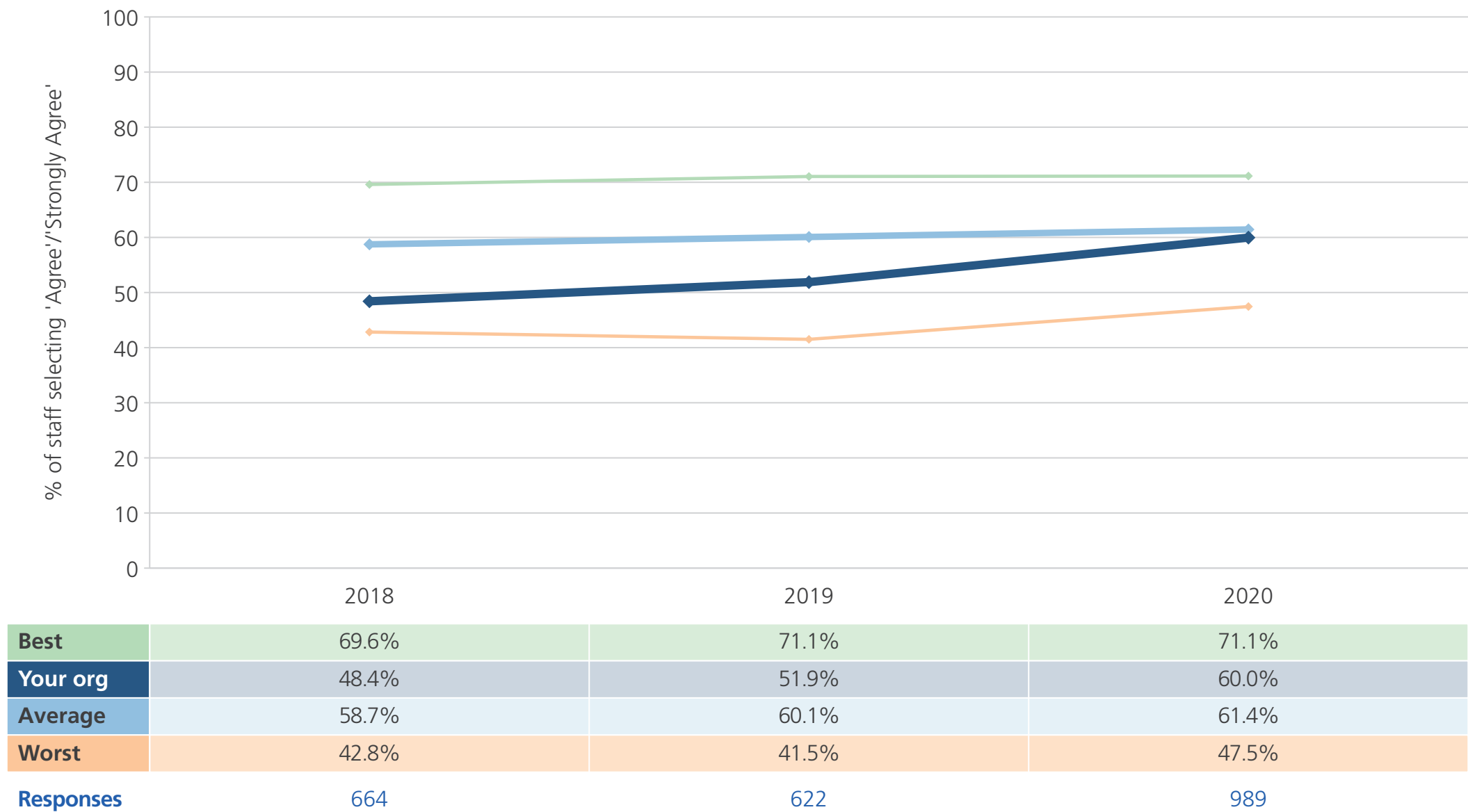
105

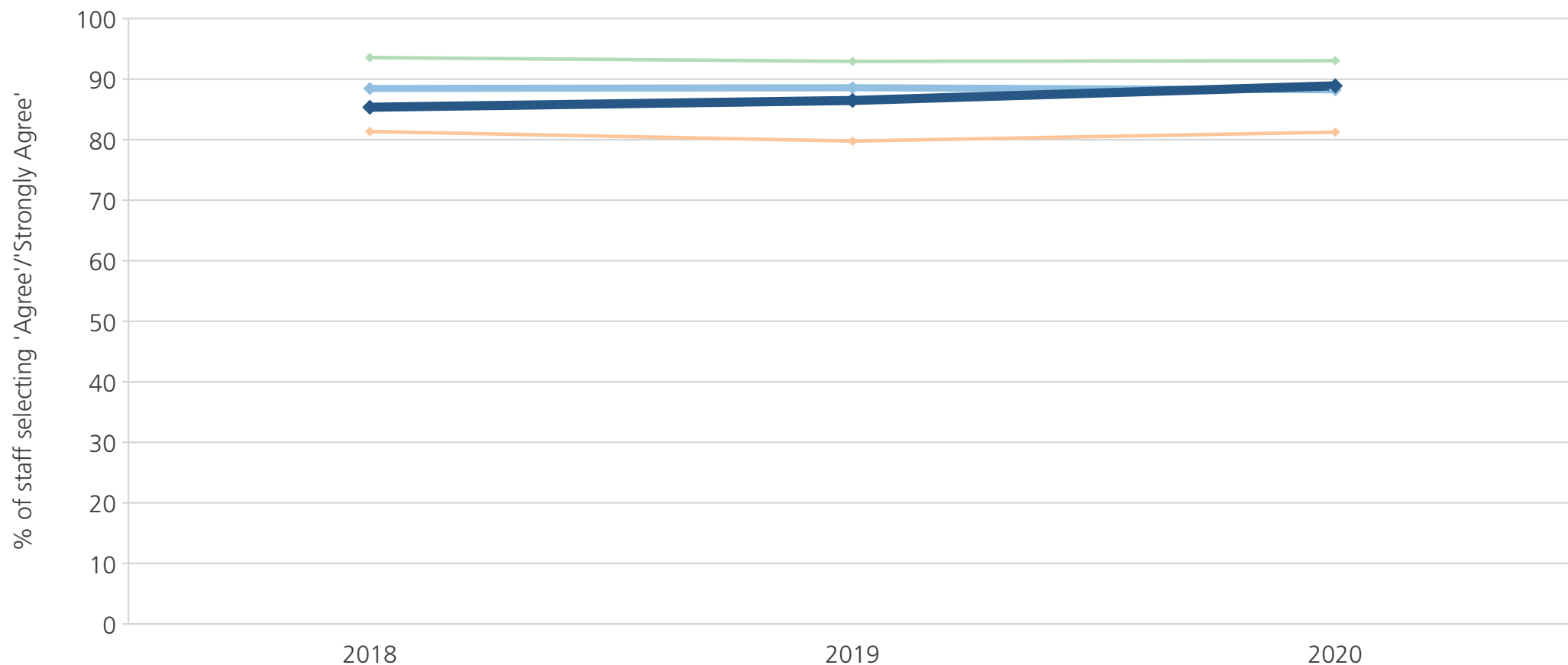
91

127

This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

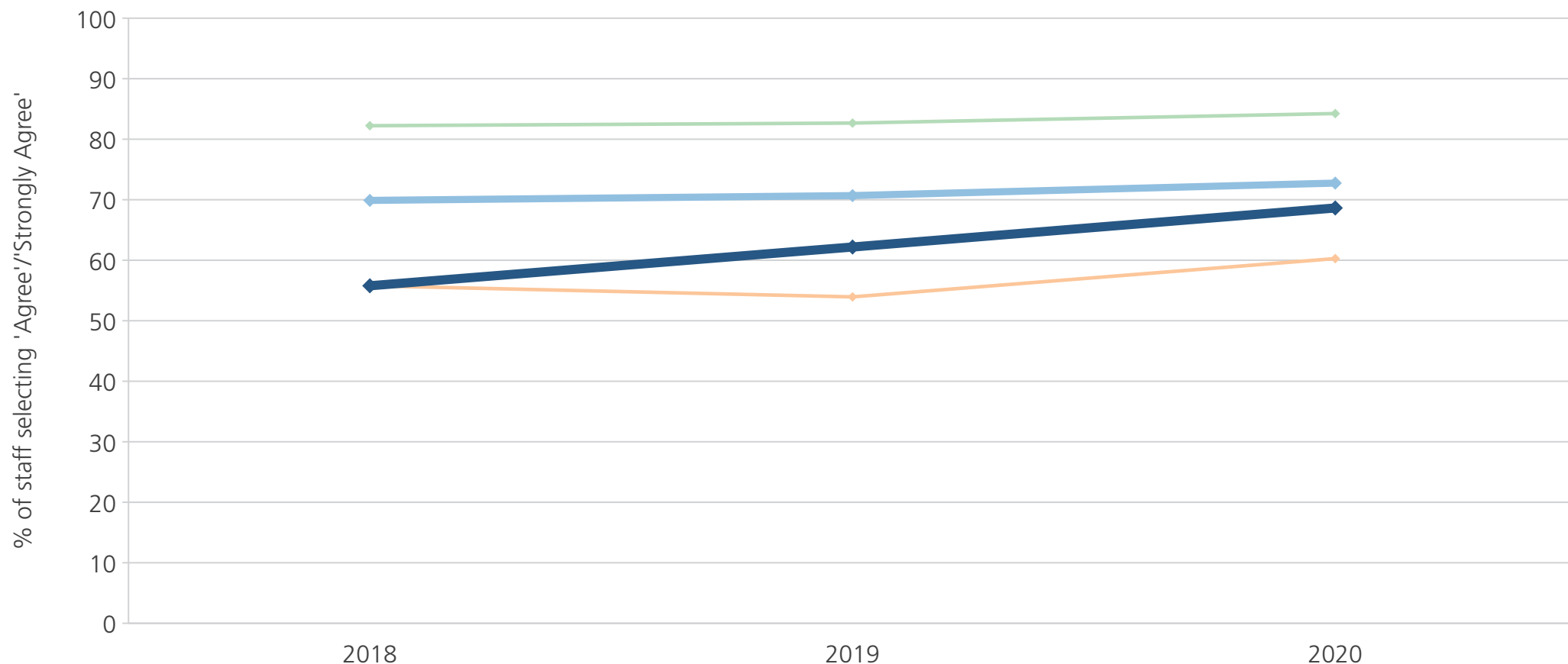






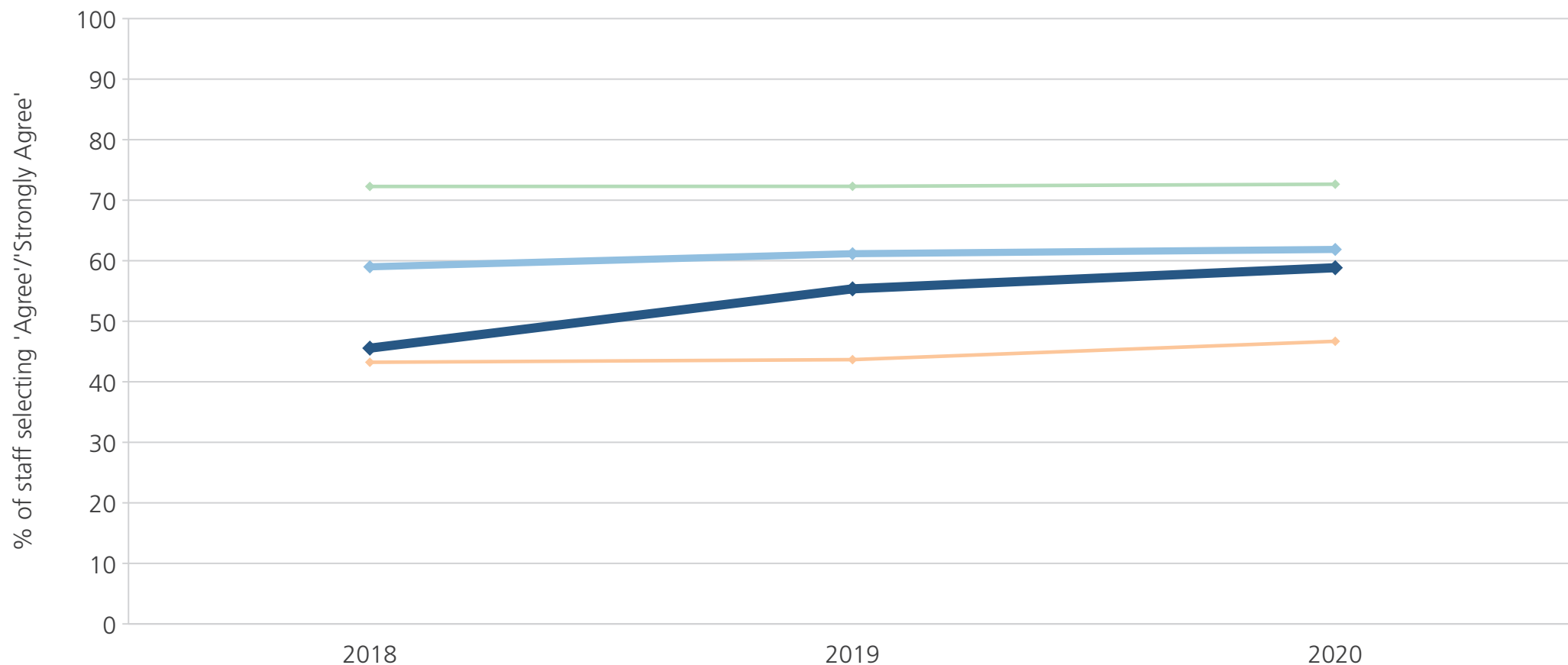
Best	93.6%	92.9%	93.0%
Your org	85.4%	86.5%	88.9%
Average	88.4%	88.6%	88.2%
Worst	81.3%	79.8%	81.2%

Responses 850 817 1,221



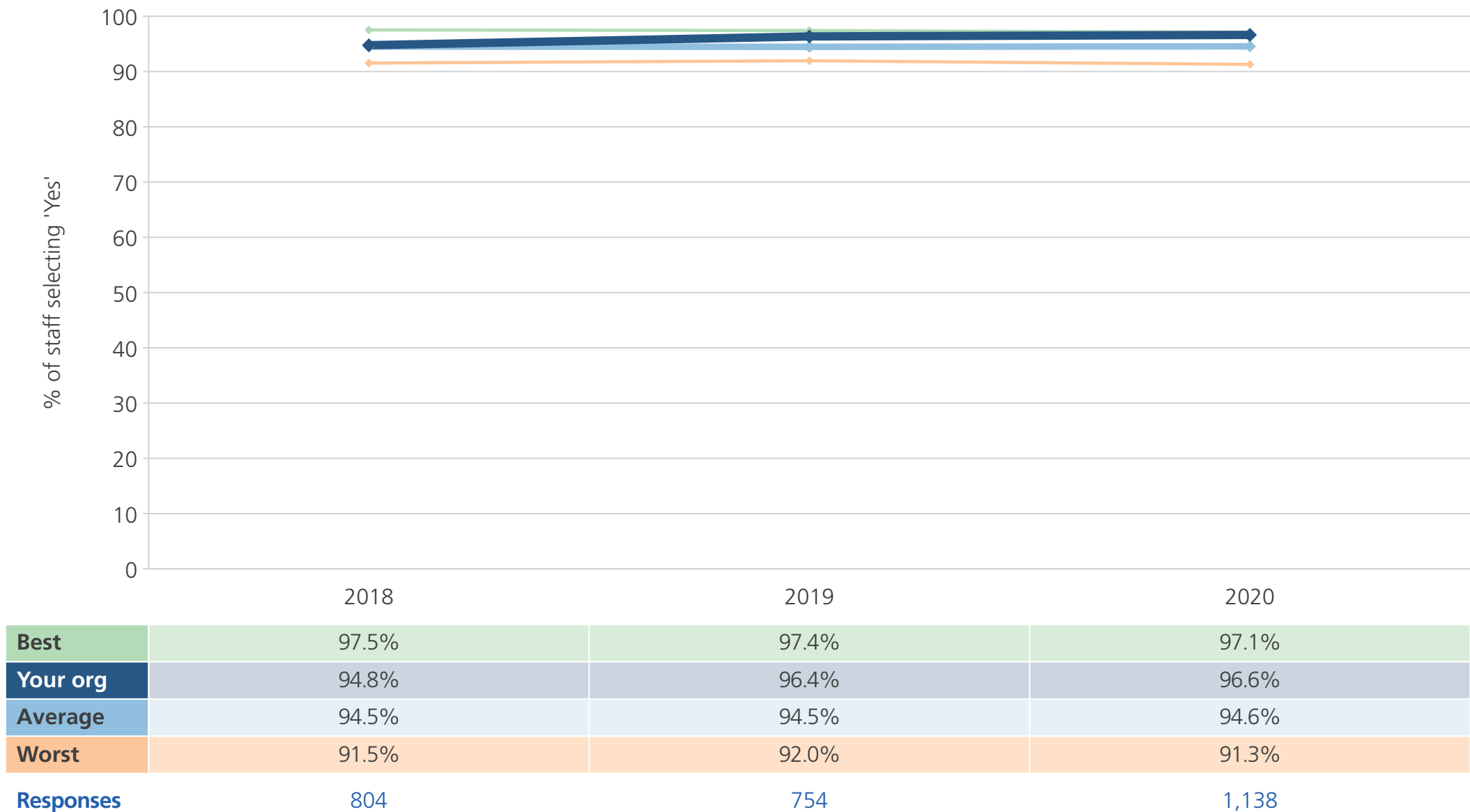
Best	82.2%	82.7%	84.2%
Your org	55.8%	62.2%	68.6%
Average	69.9%	70.7%	72.7%
Worst	55.8%	53.9%	60.3%

Responses	769	727	1,132
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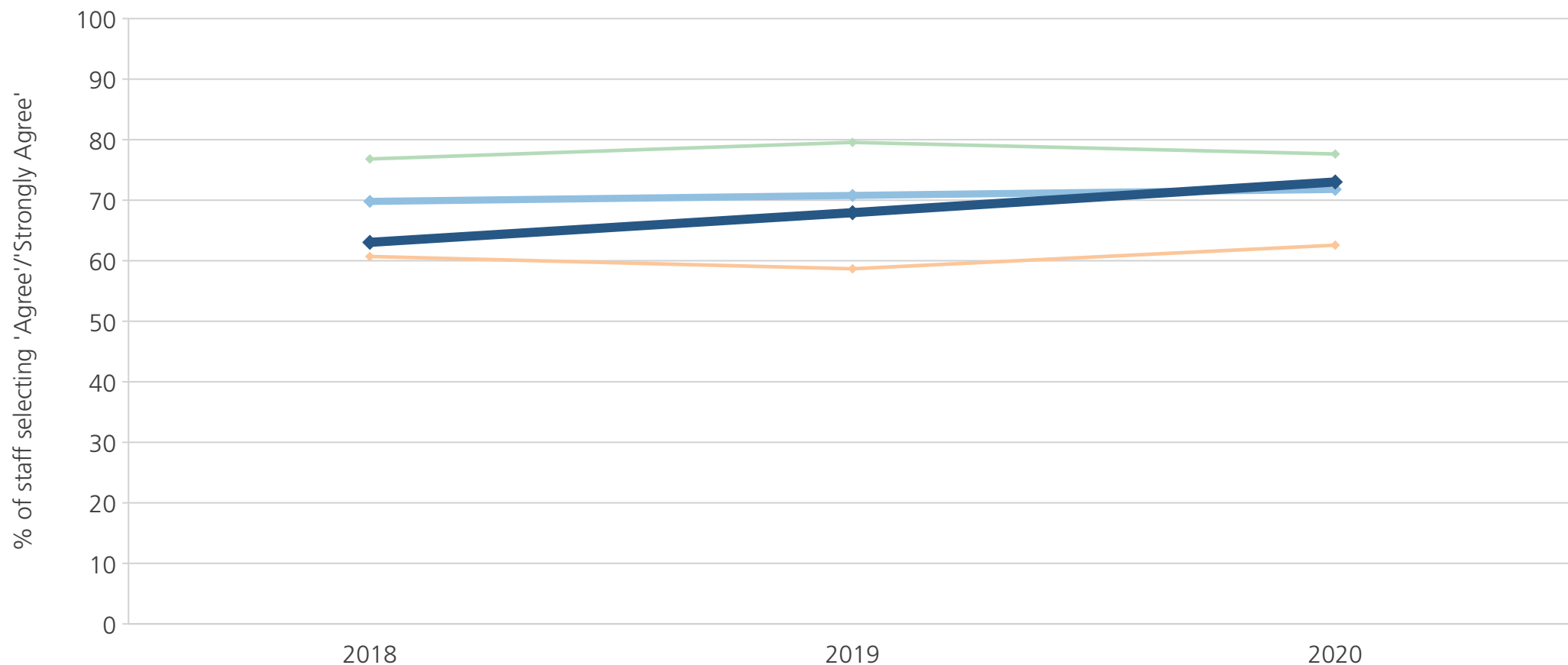


Best	72.3%	72.3%	72.6%
Your org	45.6%	55.4%	58.8%
Average	59.0%	61.2%	61.9%
Worst	43.2%	43.7%	46.7%

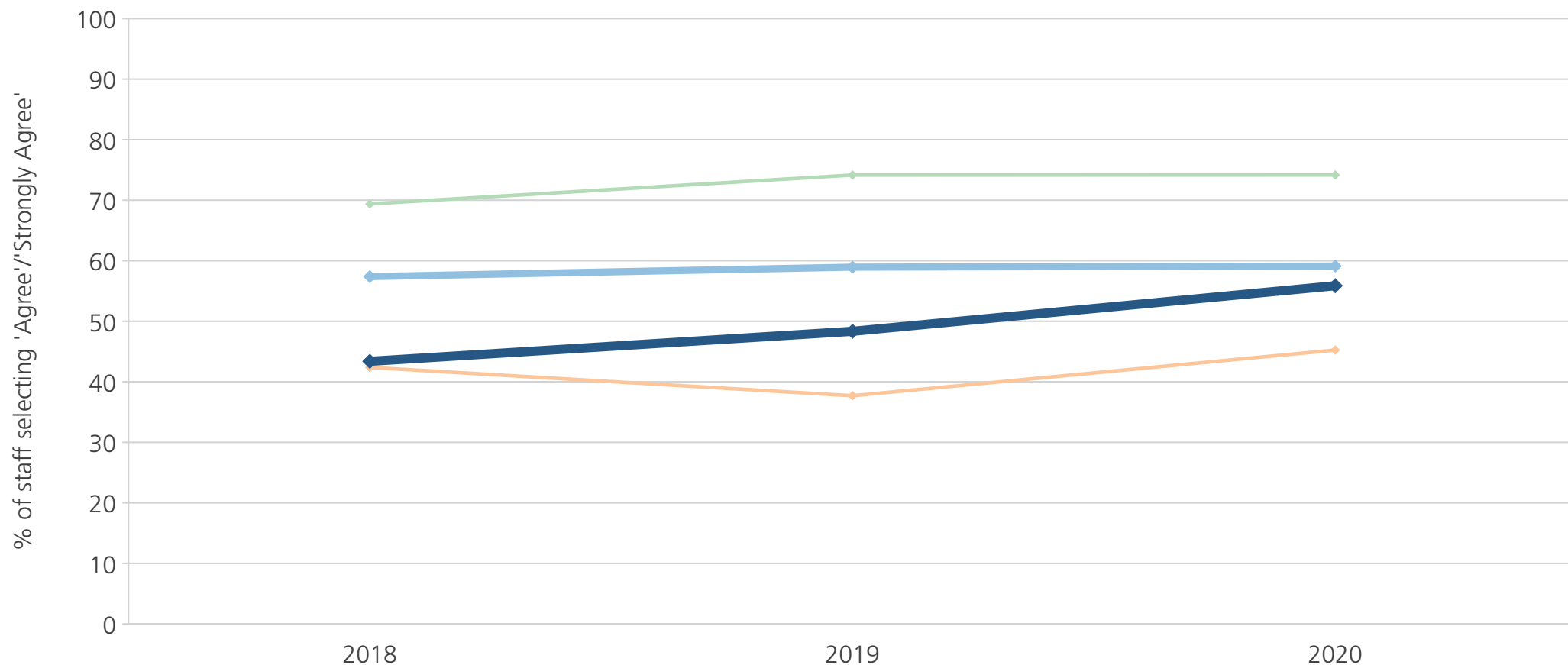
Responses	781	745	1,130
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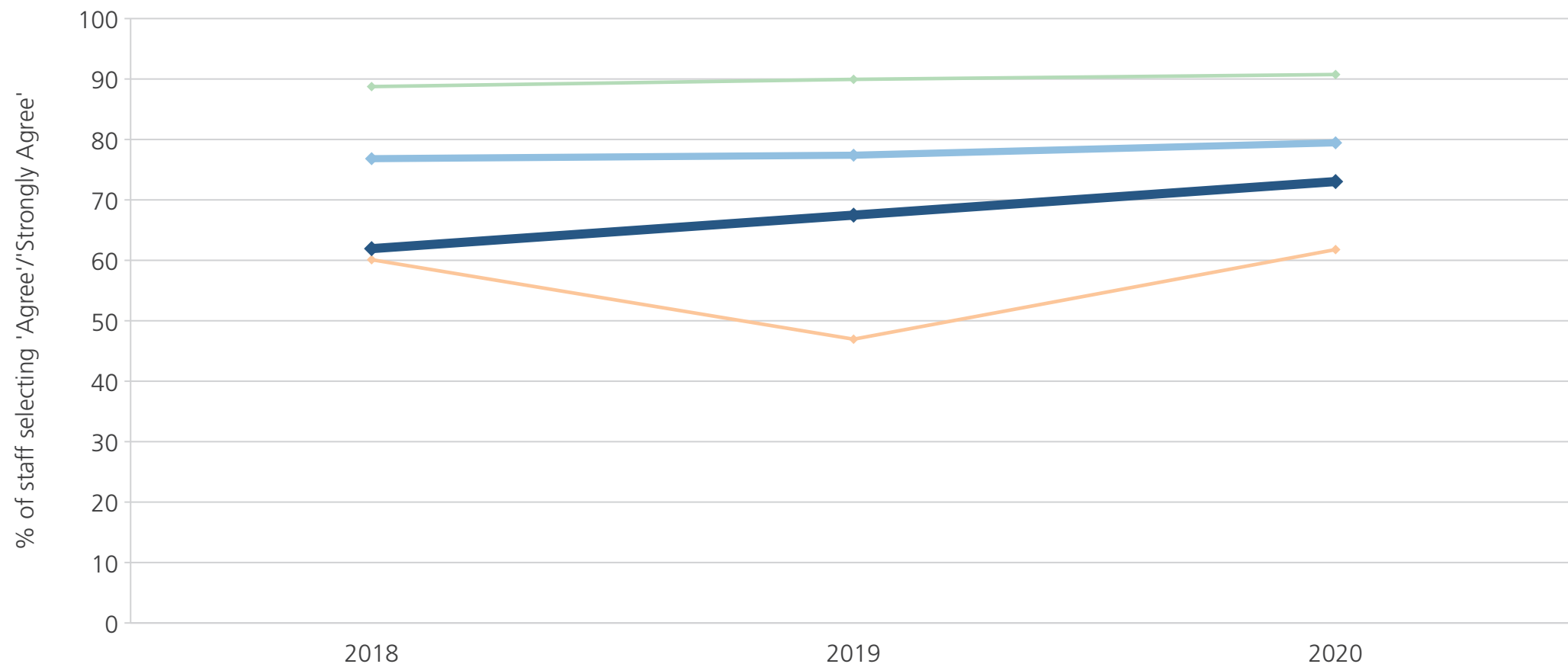
	2018	2019	2020
Best	76.8%	79.6%	77.6%
Your org	63.0%	67.9%	73.0%
Average	69.8%	70.8%	71.8%
Worst	60.7%	58.7%	62.6%
Responses	885	831	1,245



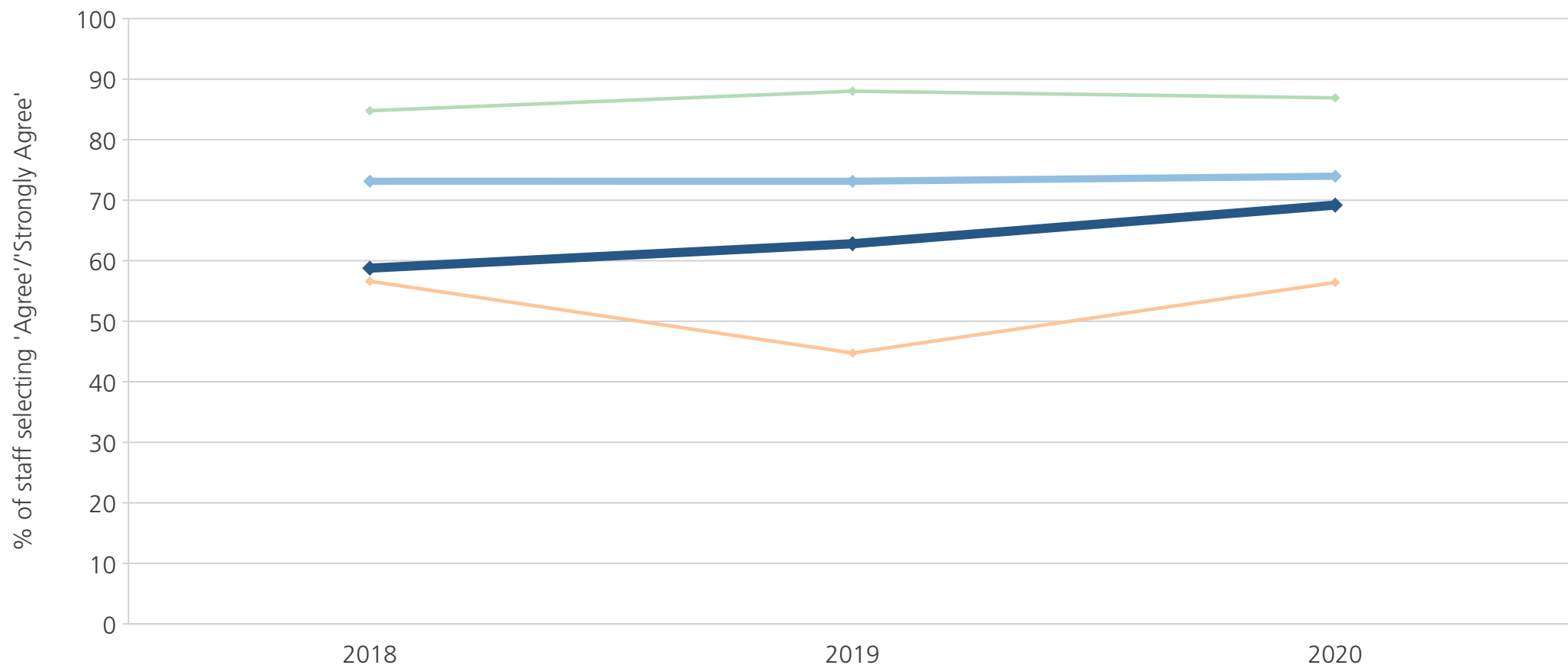
	2018	2019	2020
Best	69.4%	74.2%	74.2%
Your org	43.4%	48.3%	55.9%
Average	57.4%	58.9%	59.1%
Worst	42.4%	37.7%	45.2%
Responses	885	829	1,244

# Question results – Your organisation

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

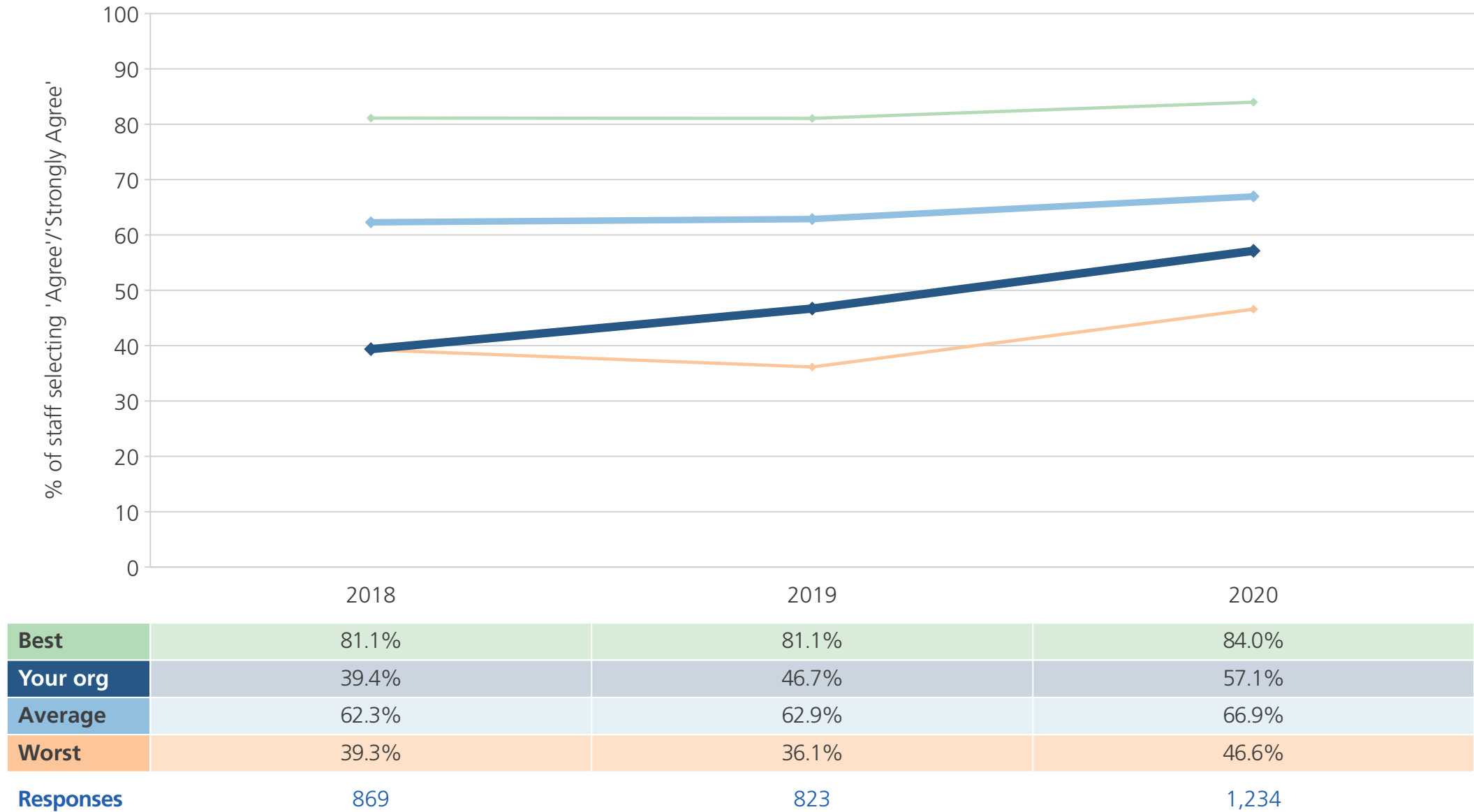


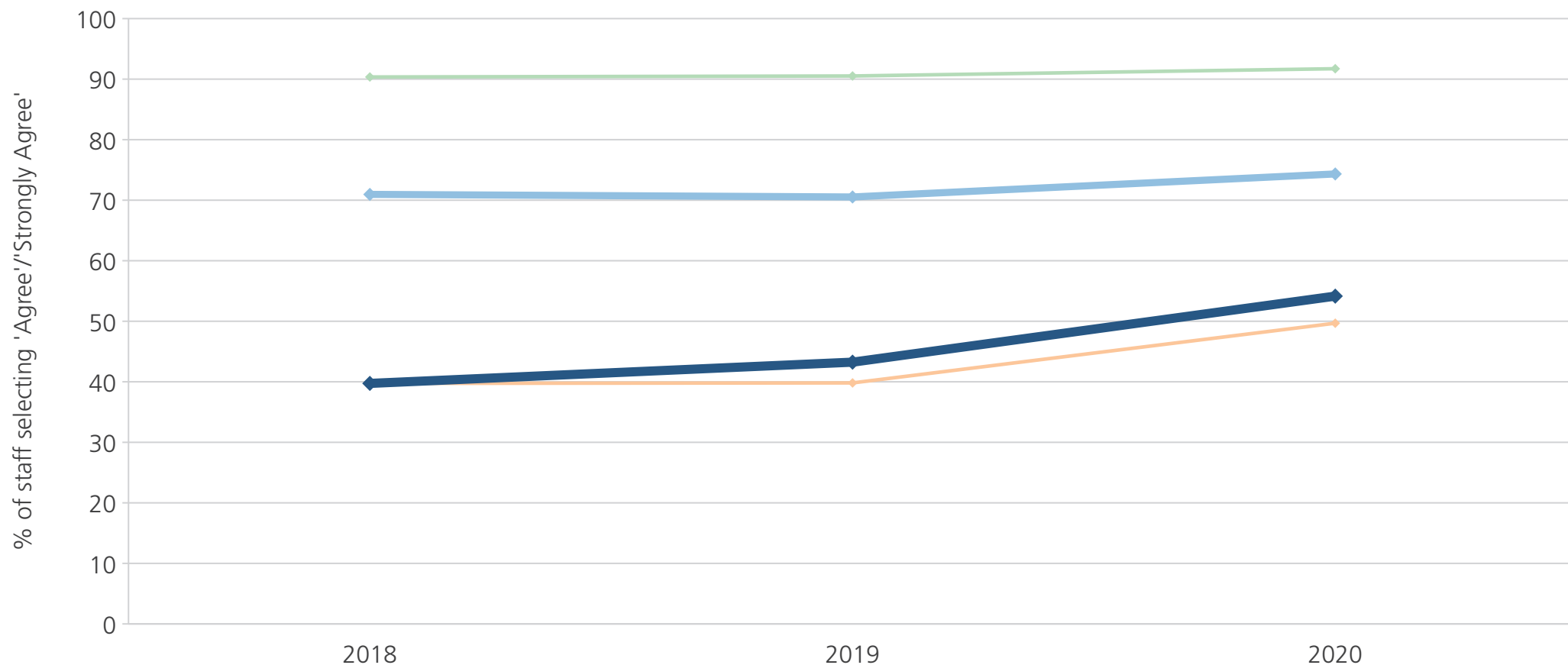
	2018	2019	2020
Best	88.7%	89.9%	90.7%
Your org	61.9%	67.5%	73.0%
Average	76.8%	77.4%	79.4%
Worst	60.1%	47.0%	61.8%
Responses	871	824	1,235



Best	84.8%	88.0%	86.9%
Your org	58.8%	62.8%	69.2%
Average	73.1%	73.1%	74.0%
Worst	56.6%	44.8%	56.4%

Responses 872 825 1,238





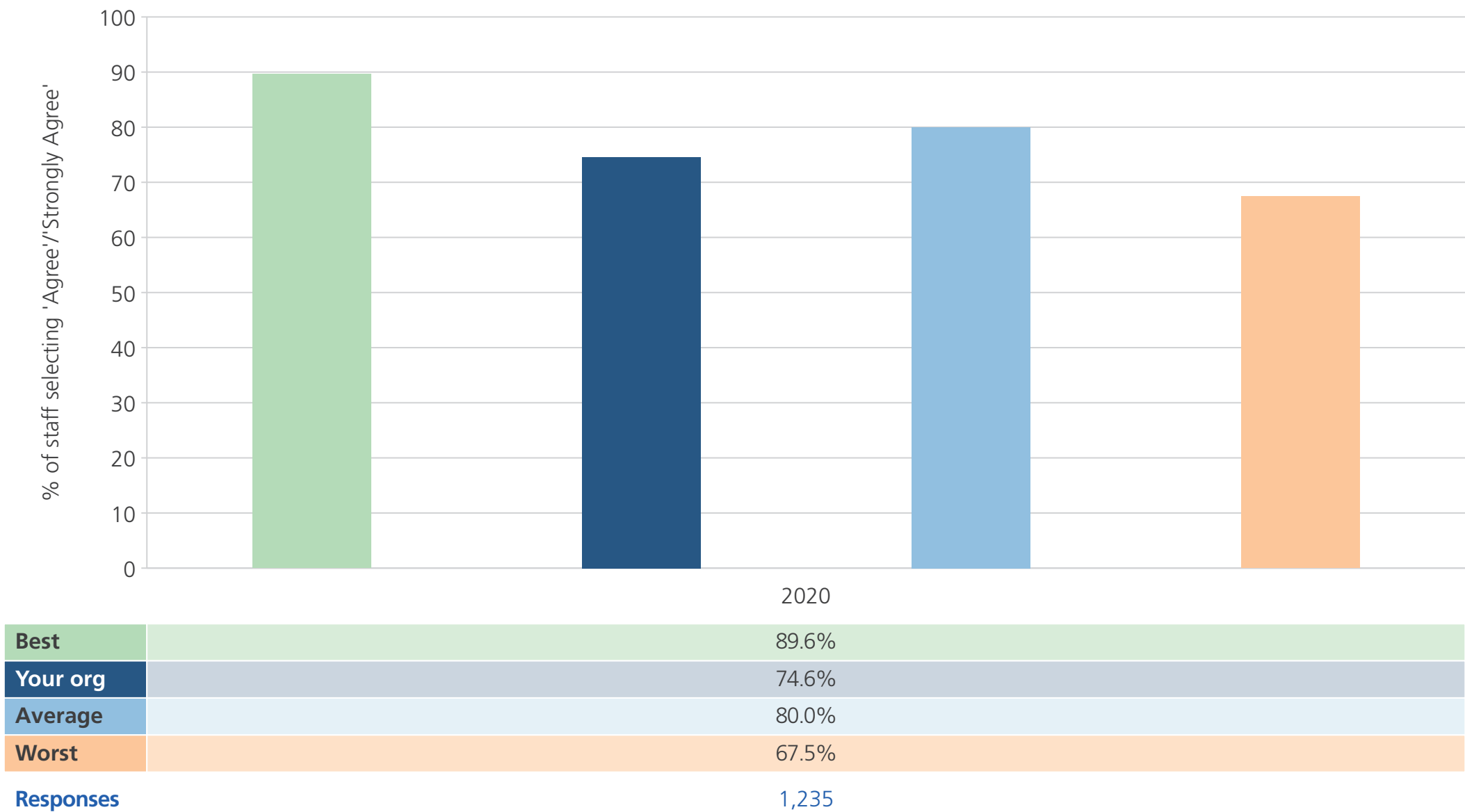
Best	90.4%	90.5%	91.7%
Your org	39.7%	43.2%	54.2%
Average	71.0%	70.5%	74.3%
Worst	39.7%	39.8%	49.7%

Responses

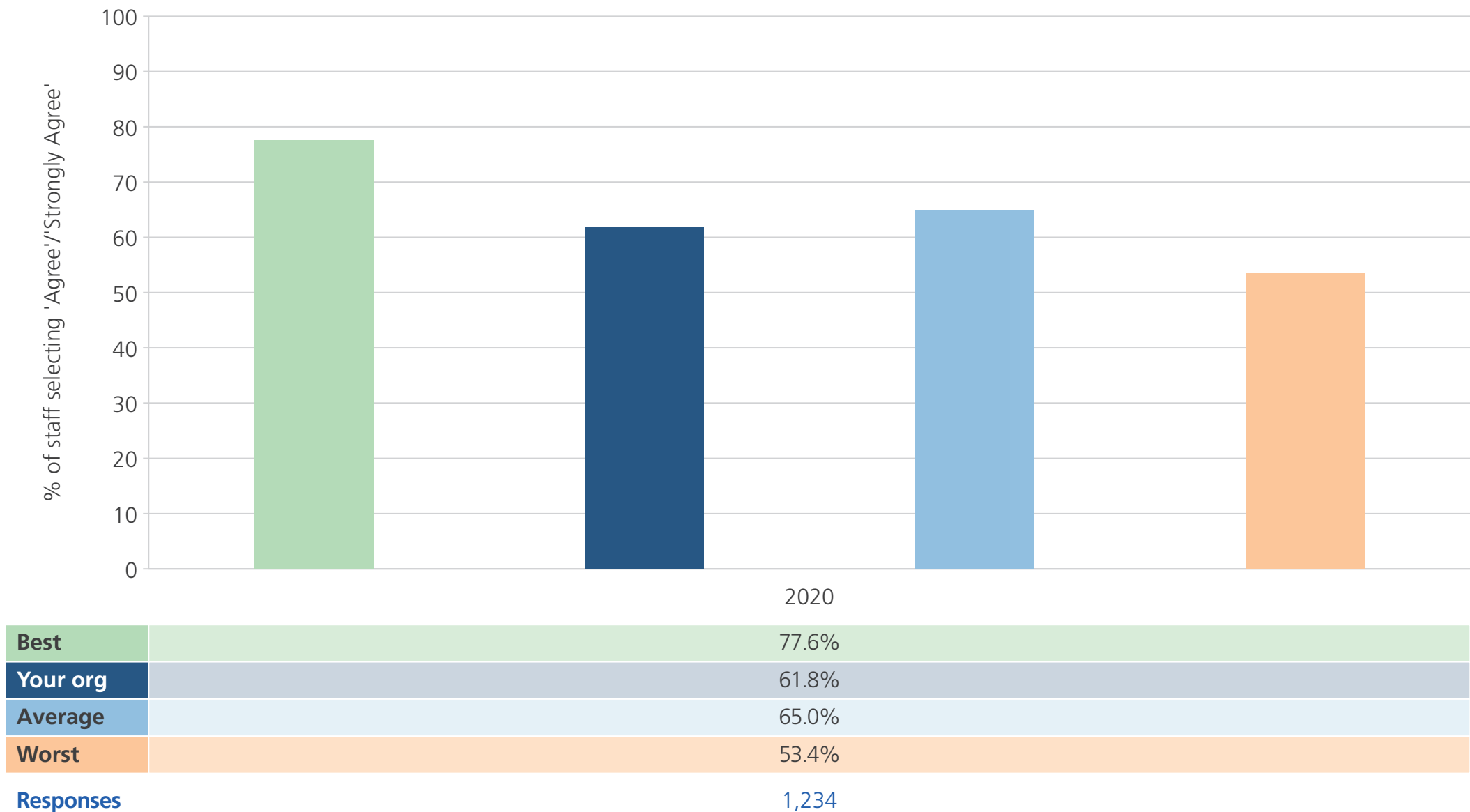
869

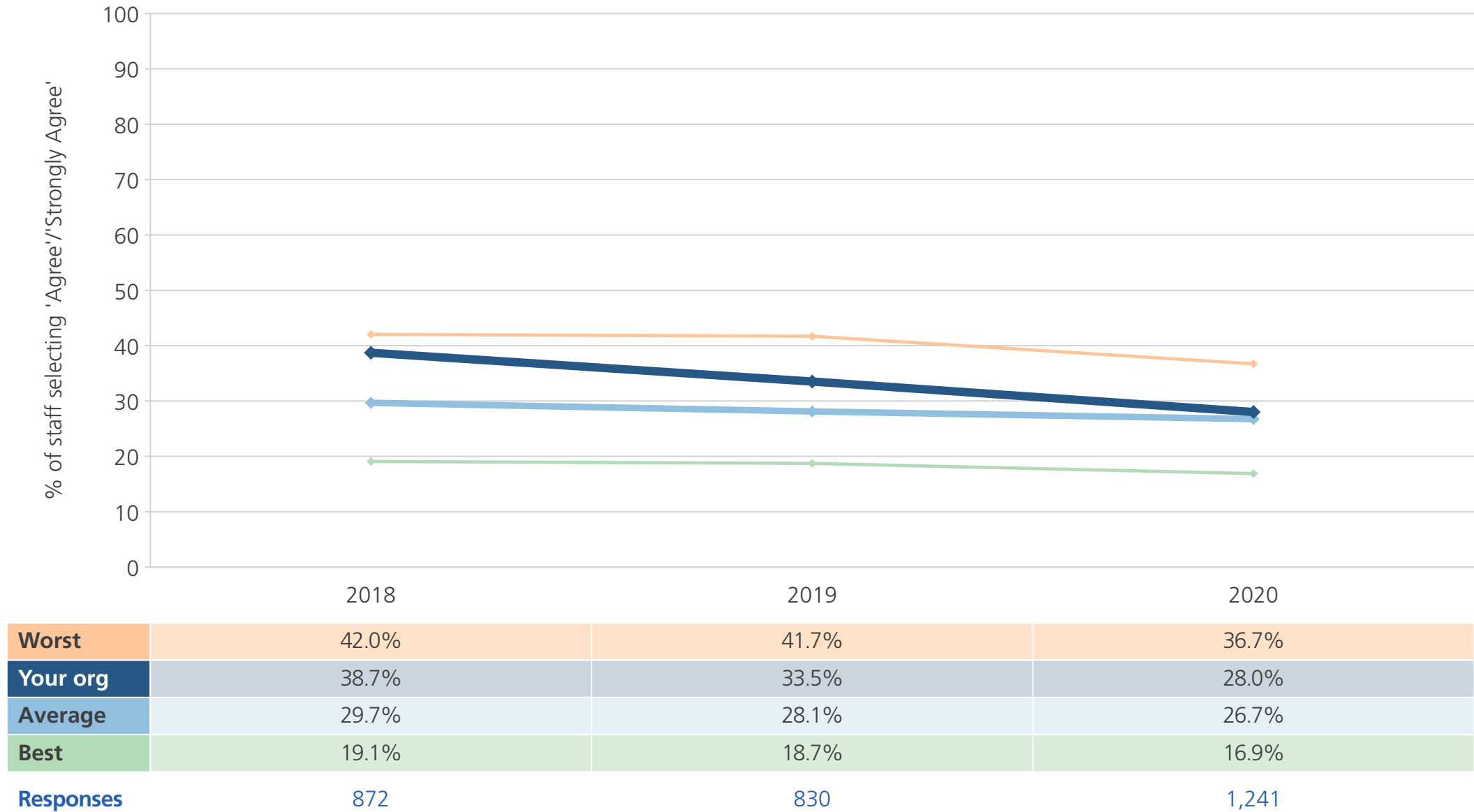
827

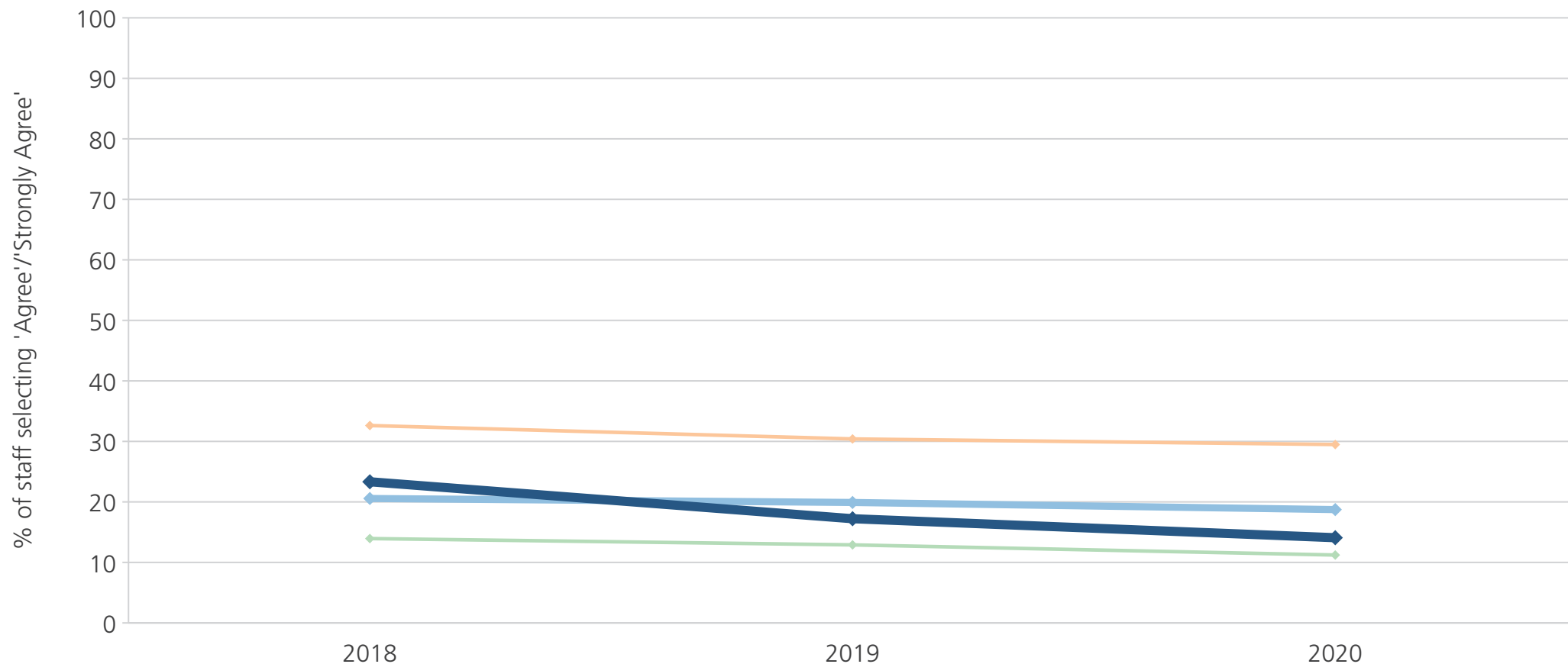
1,236





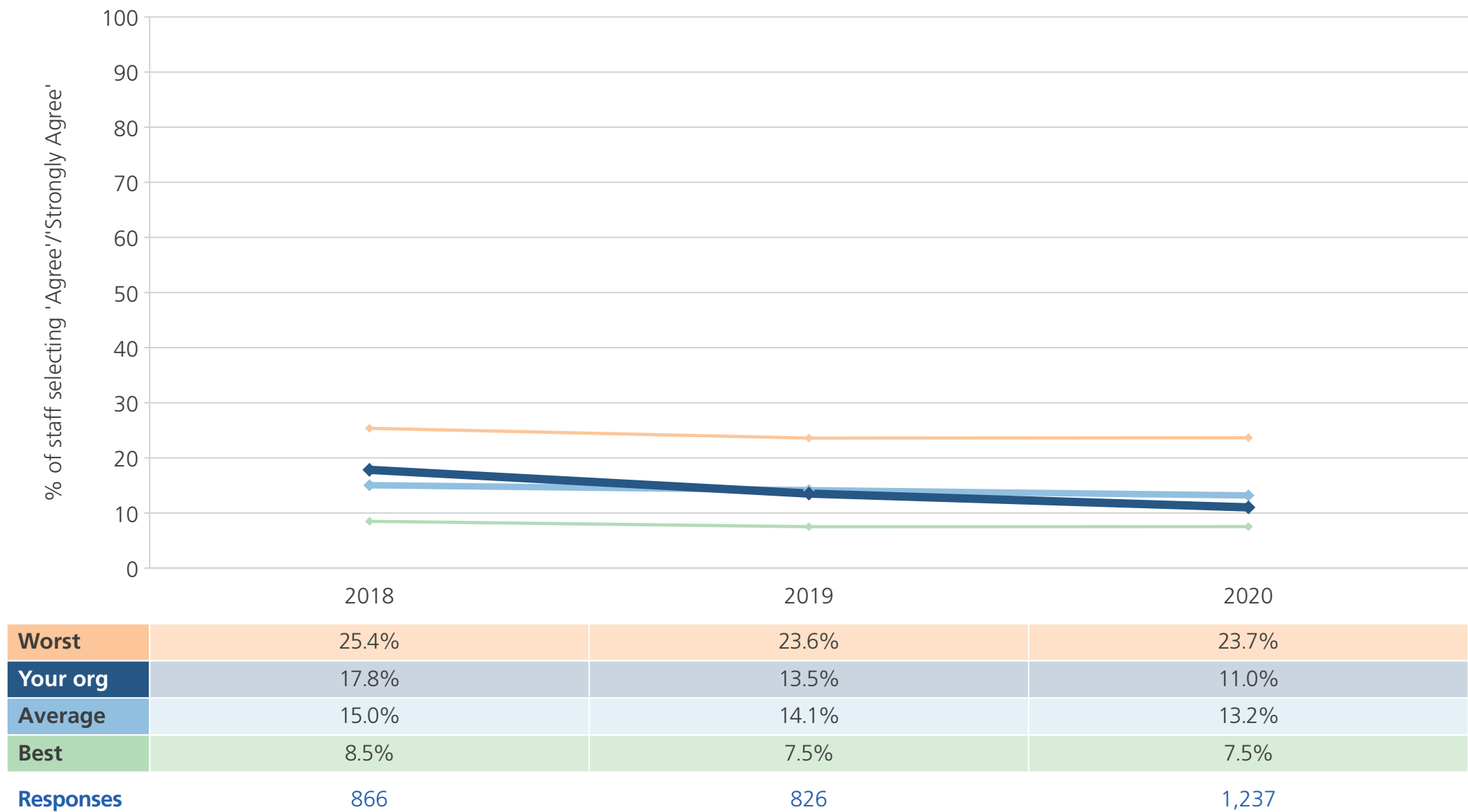


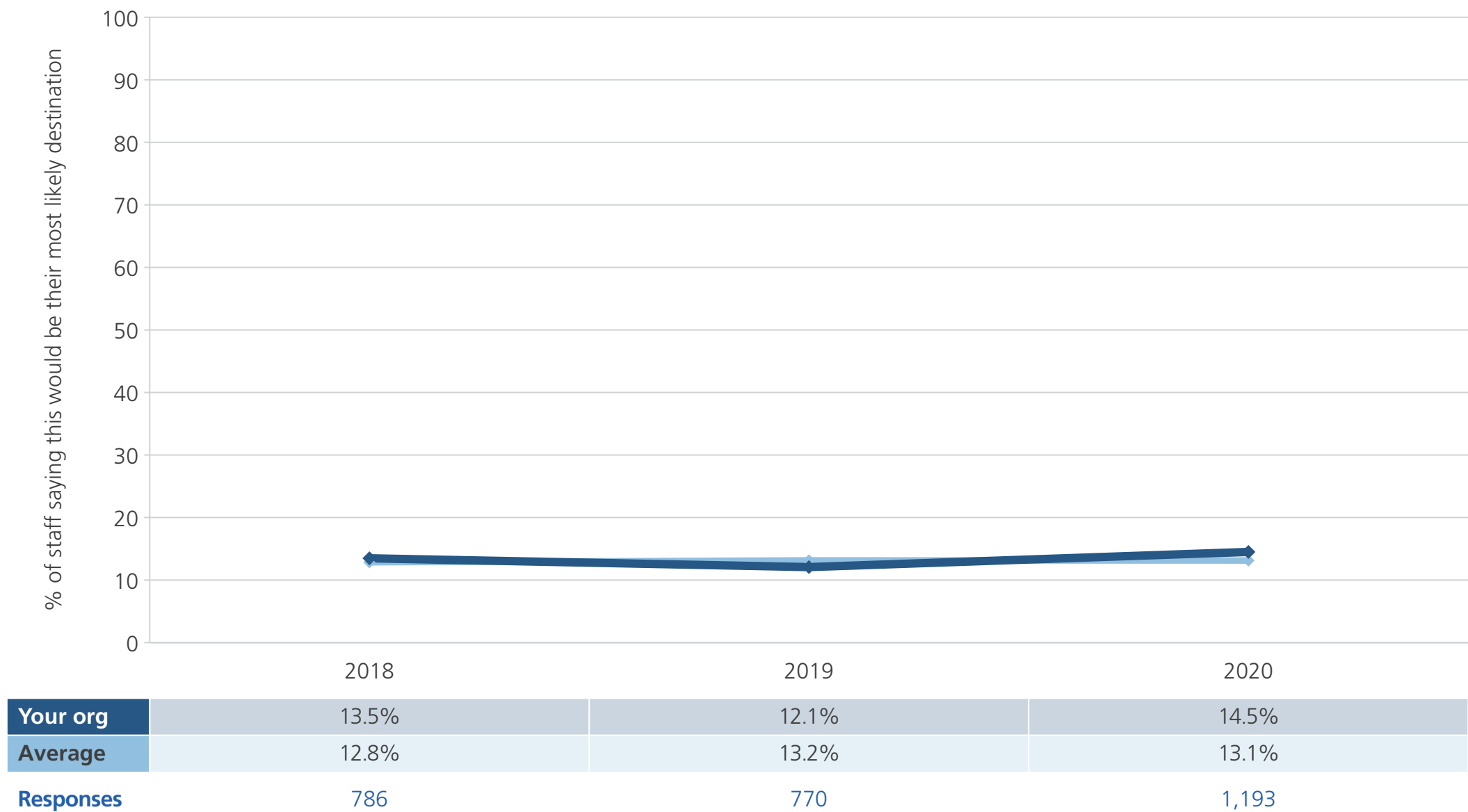


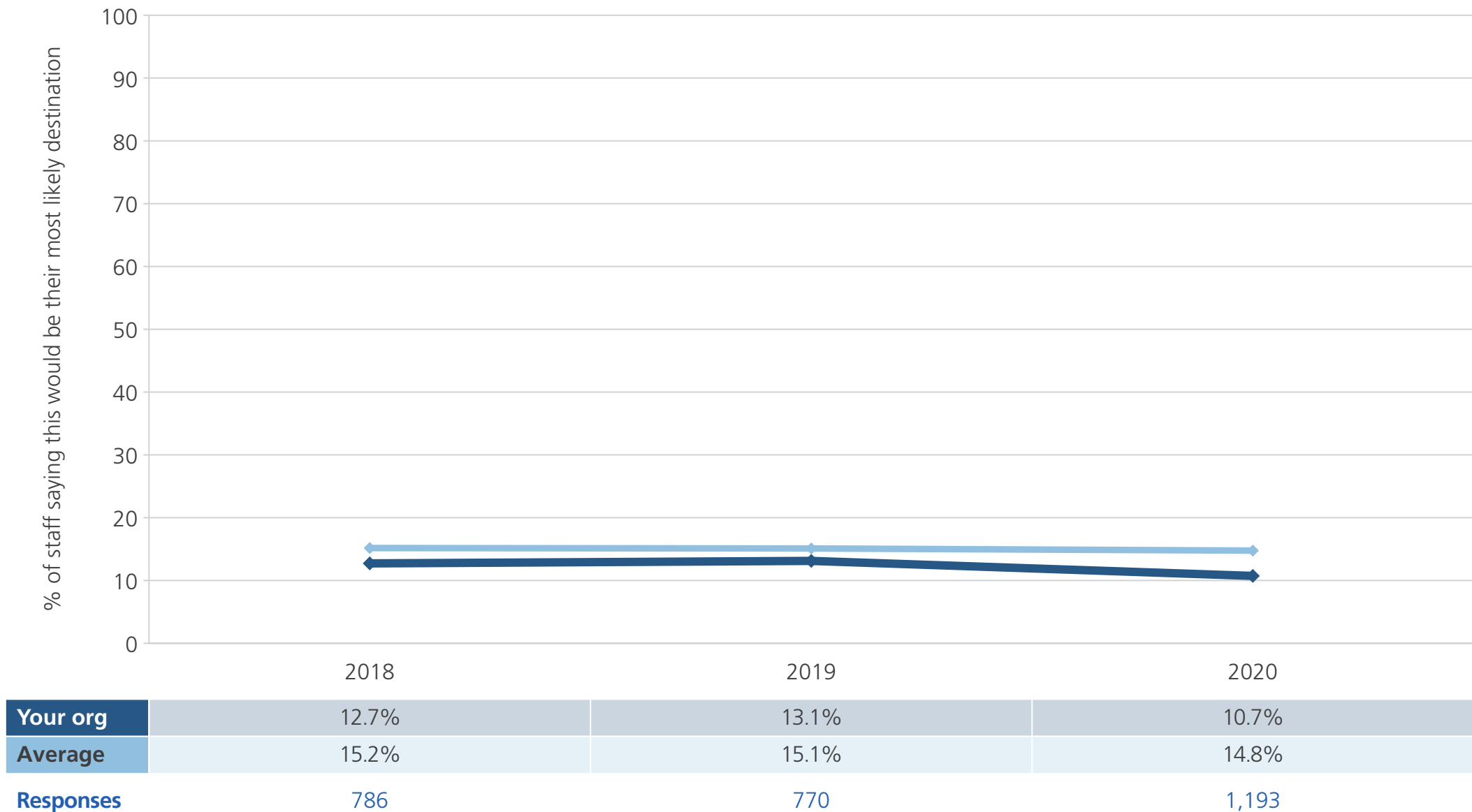


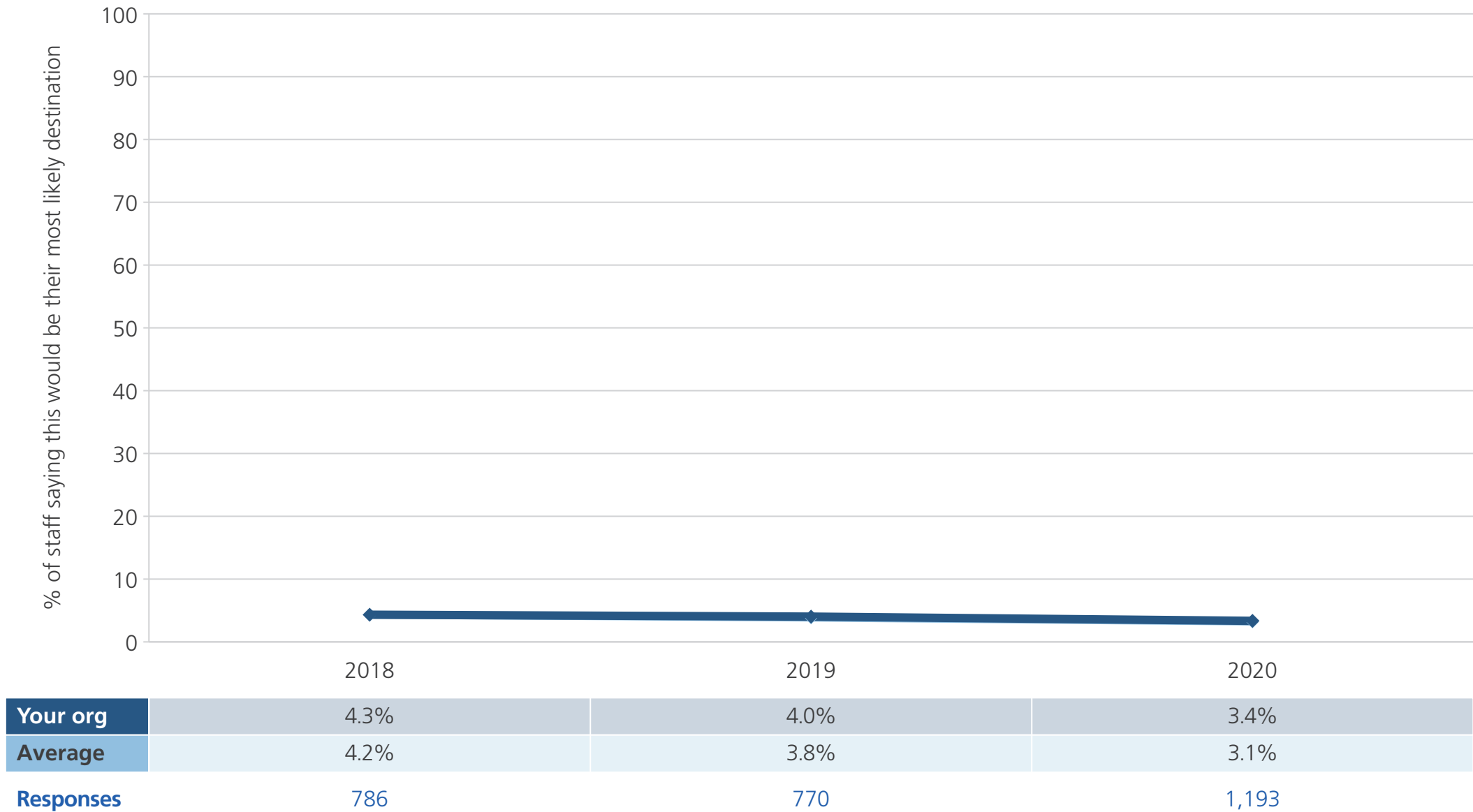
Worst	32.6%	30.4%	29.5%
Your org	23.3%	17.2%	14.1%
Average	20.6%	19.9%	18.7%
Best	13.9%	12.9%	11.2%

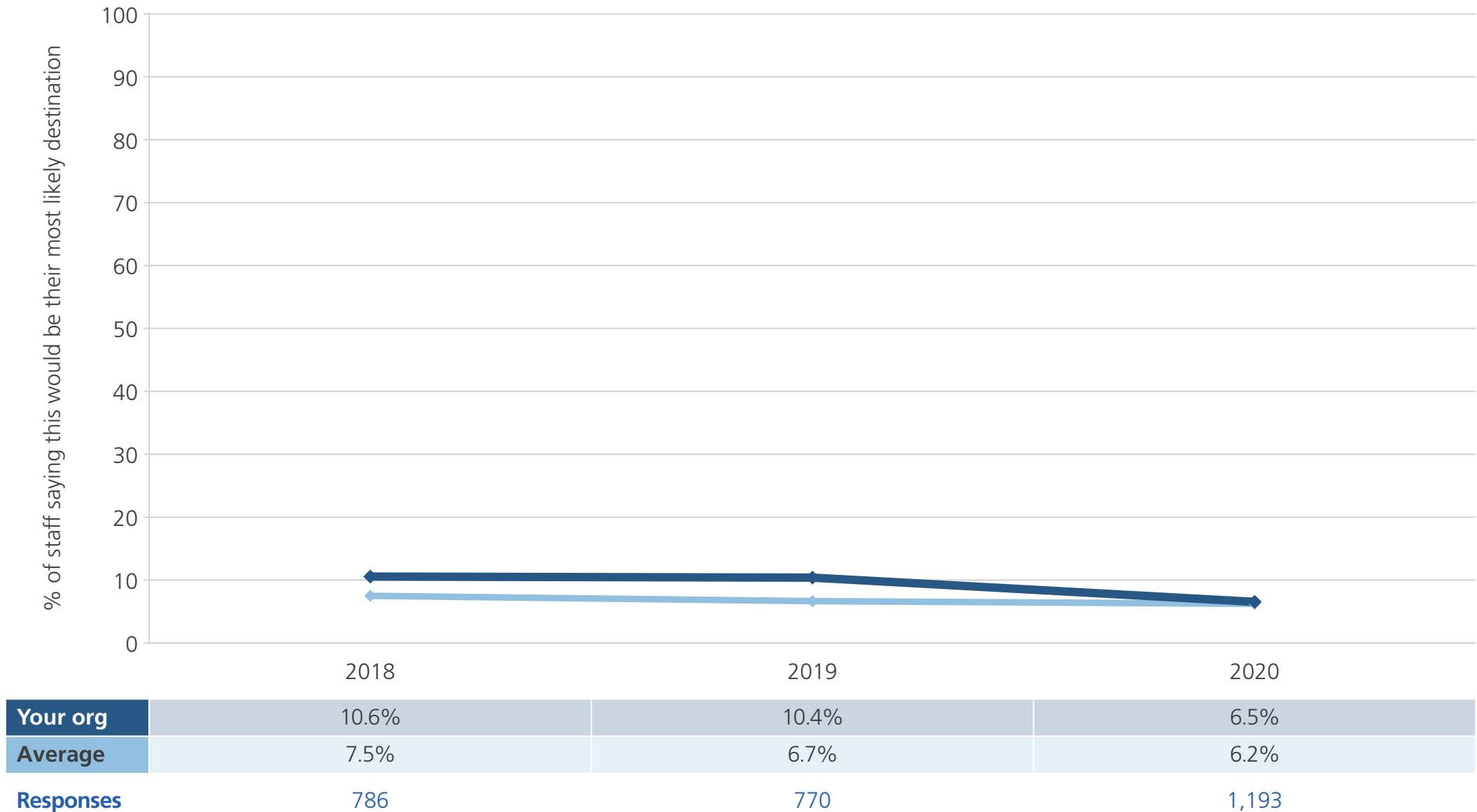
Responses 872 825 1,237



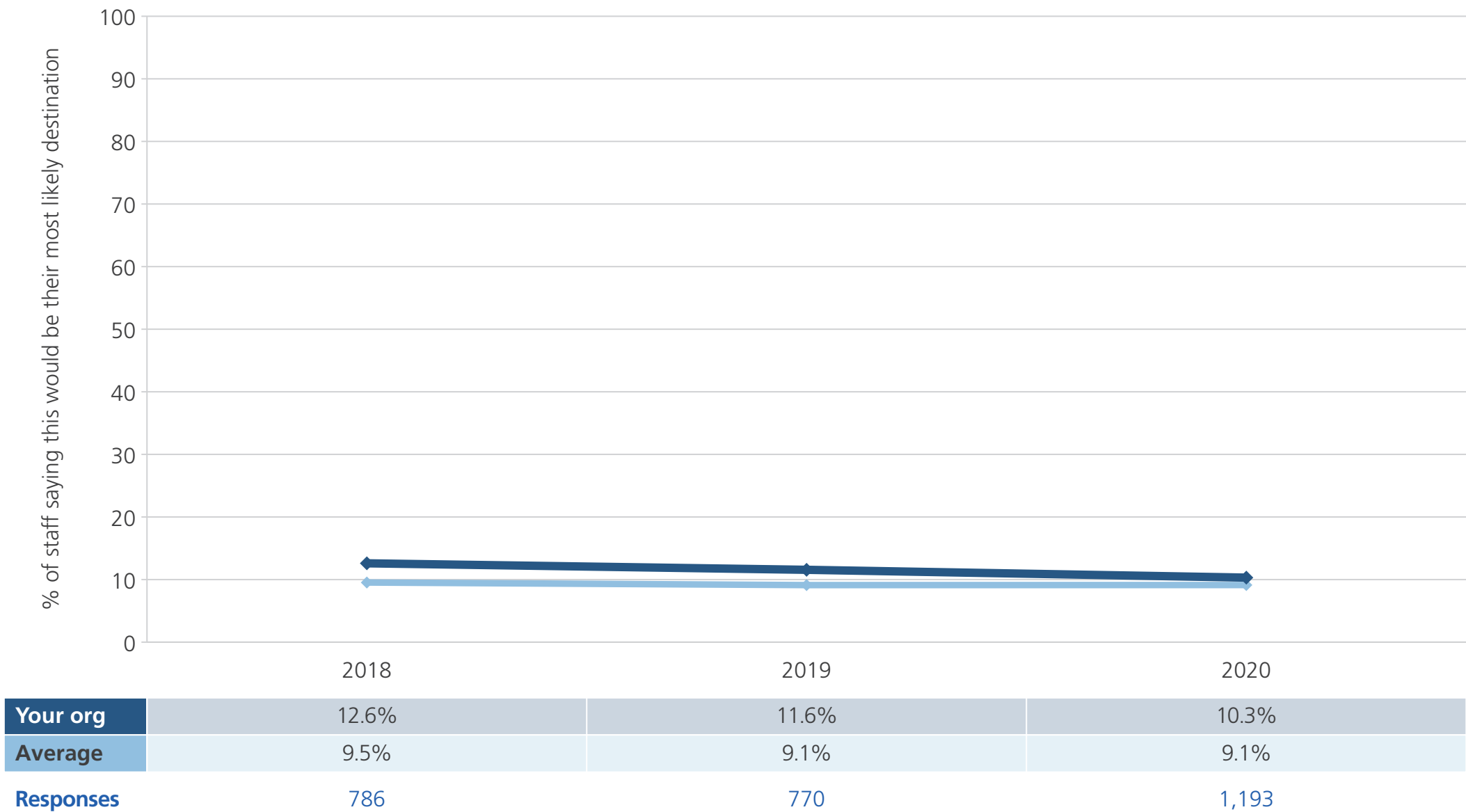


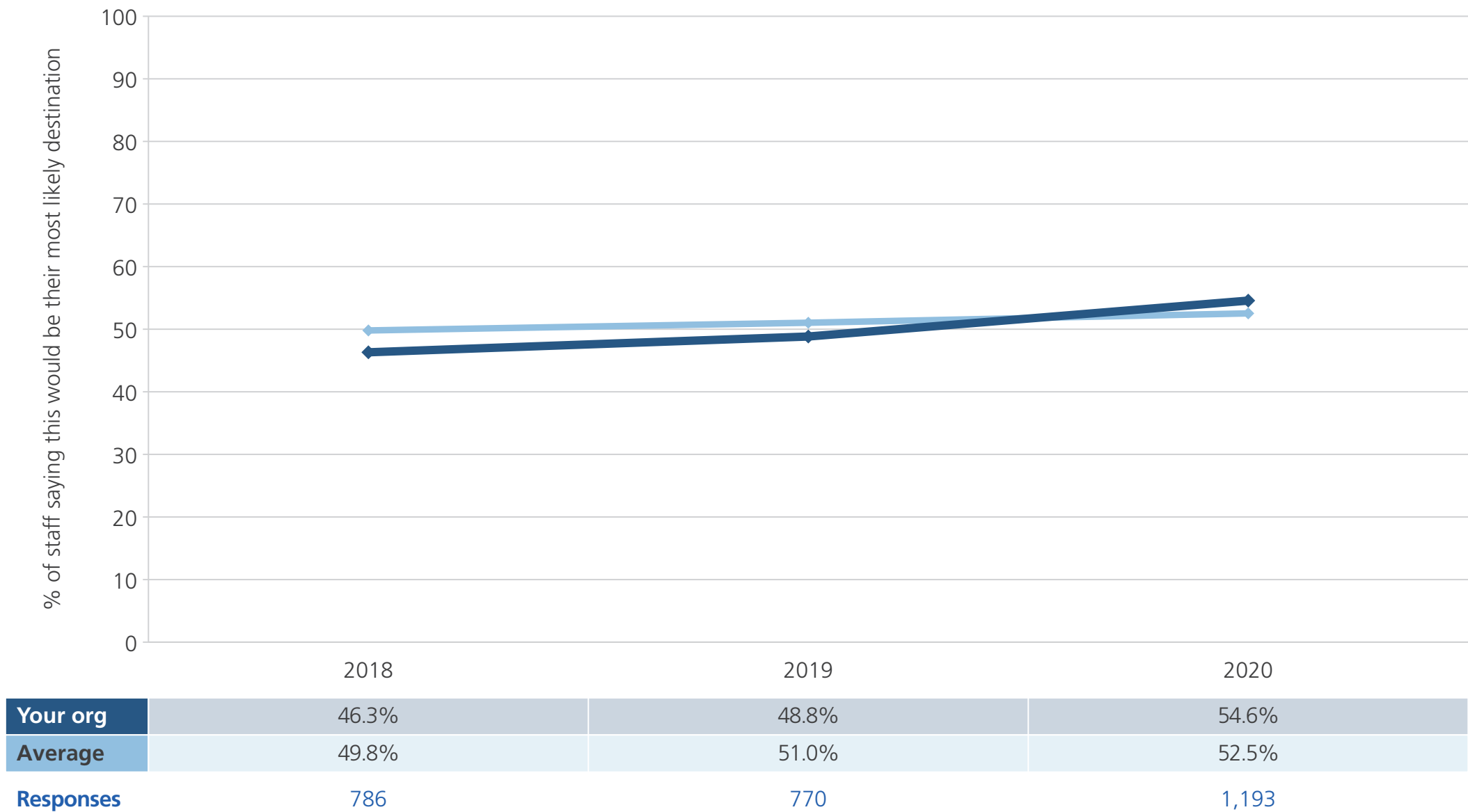






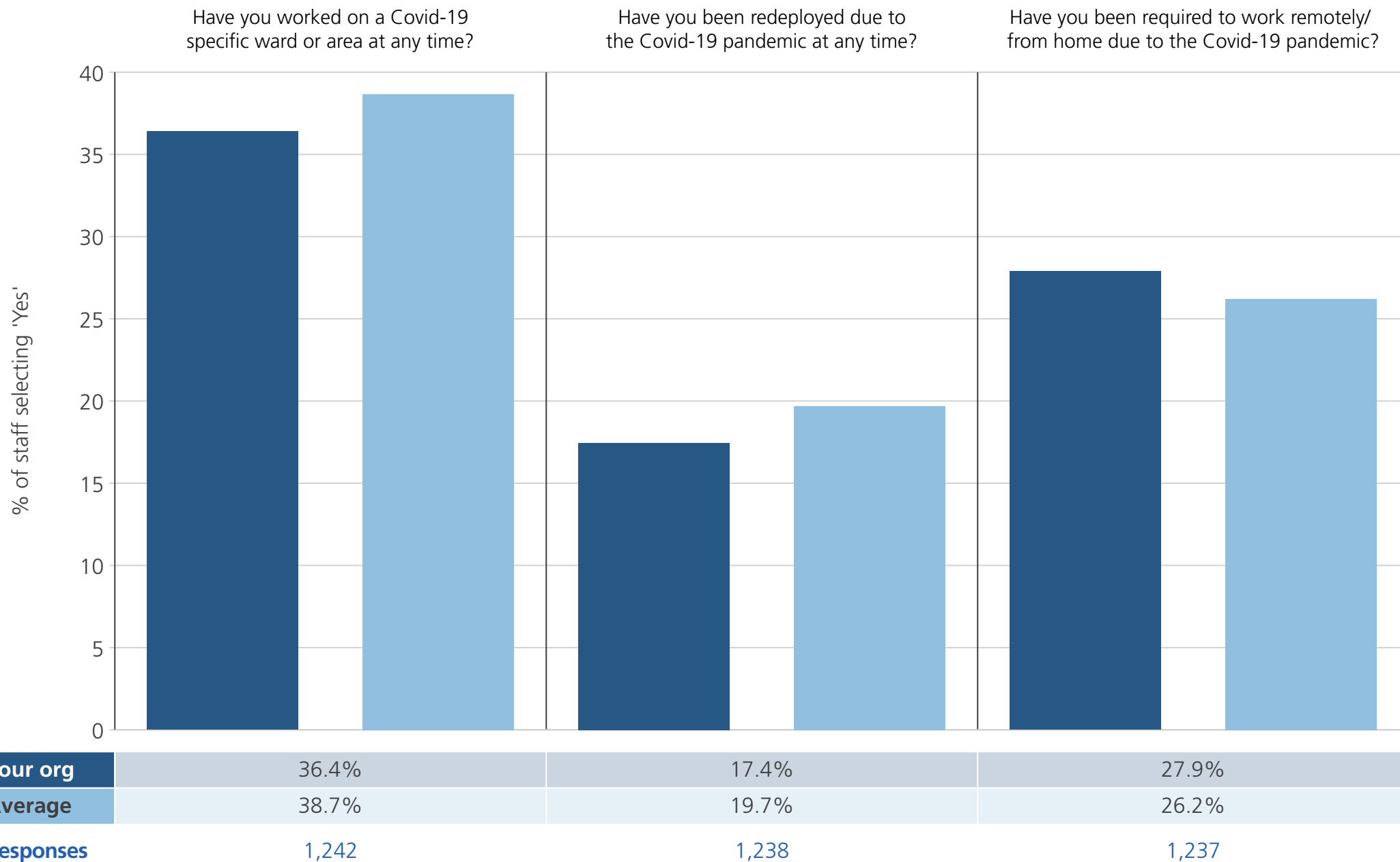


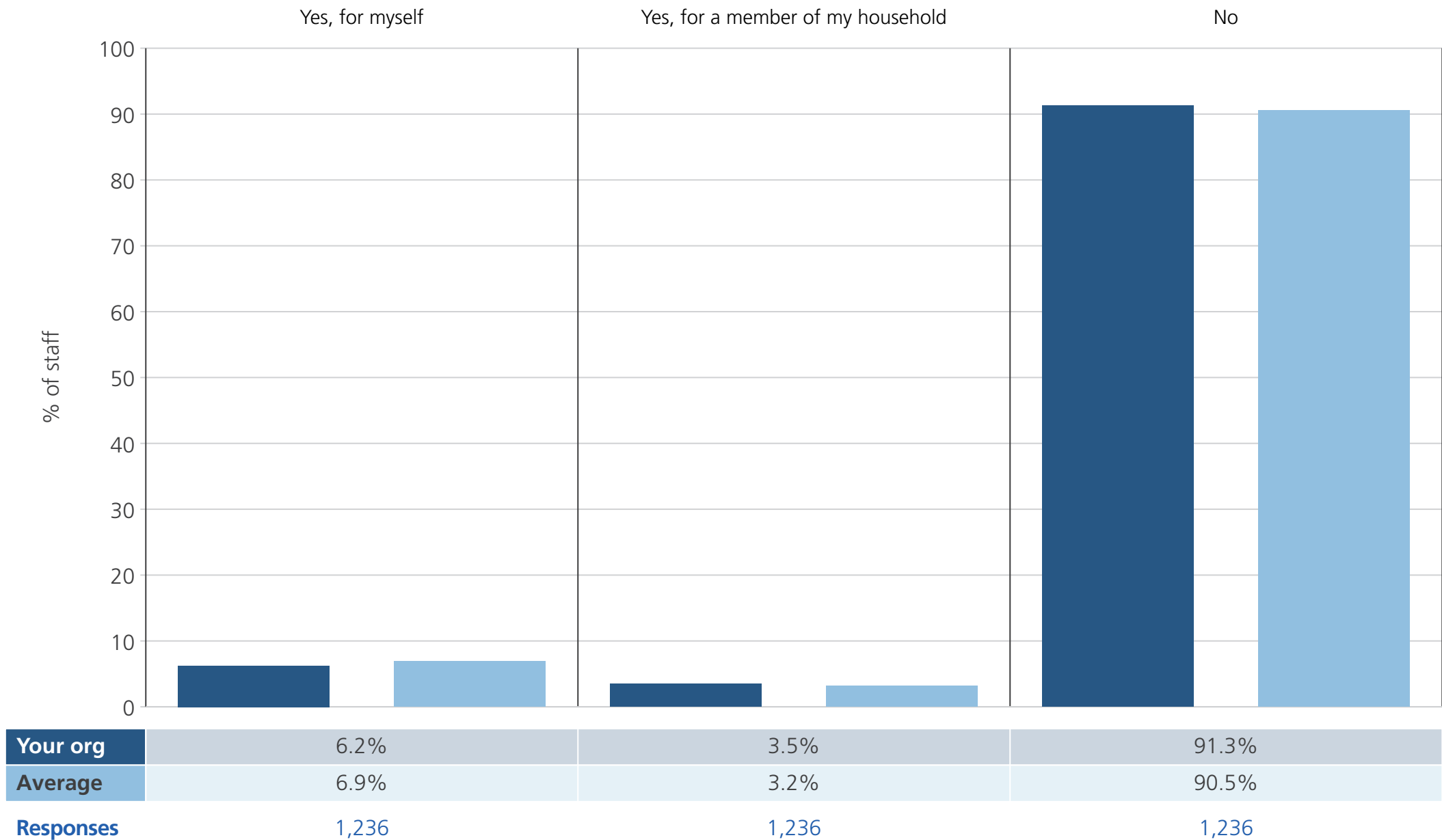




# Question results – The Covid-19 pandemic

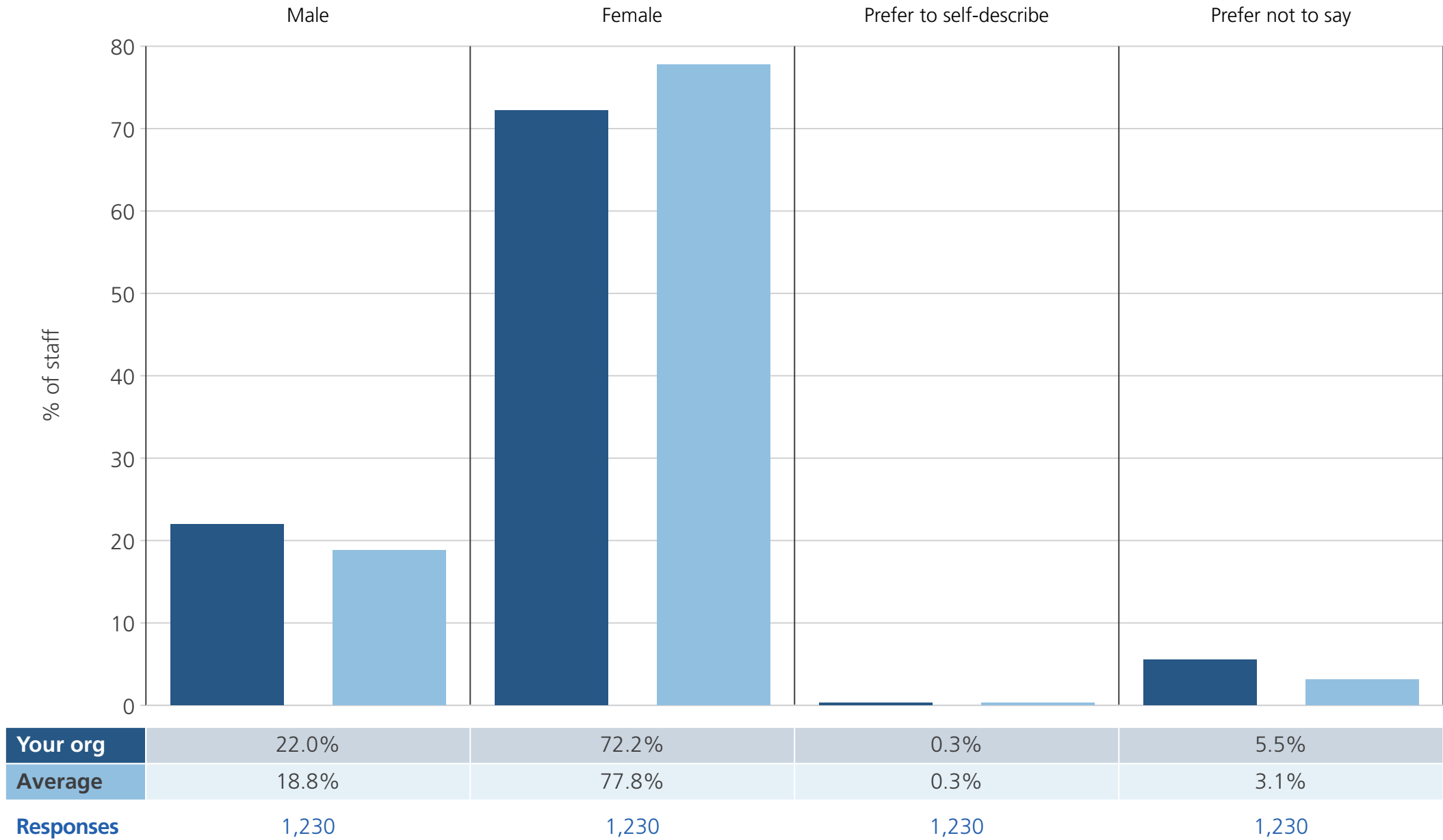
Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

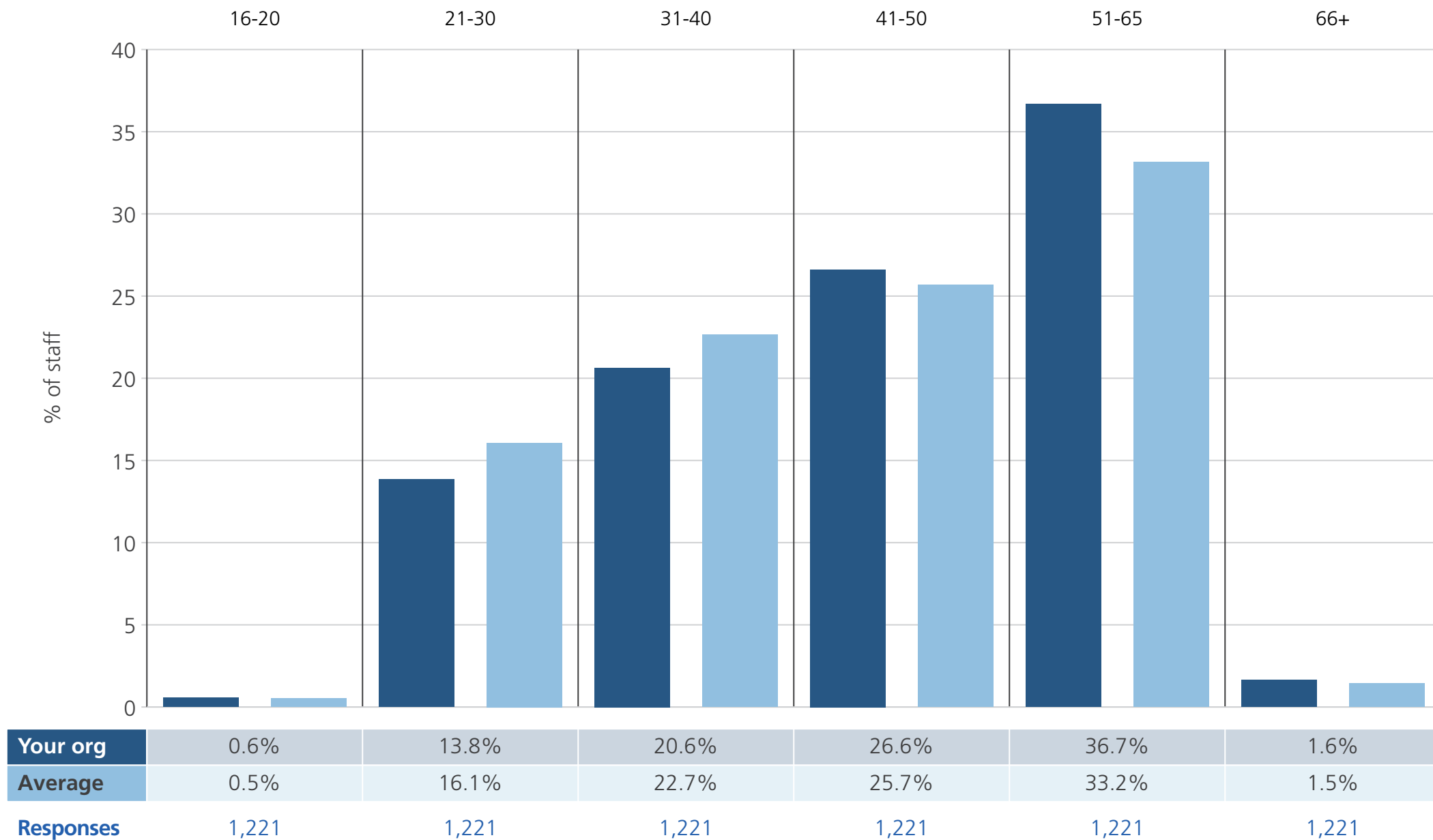




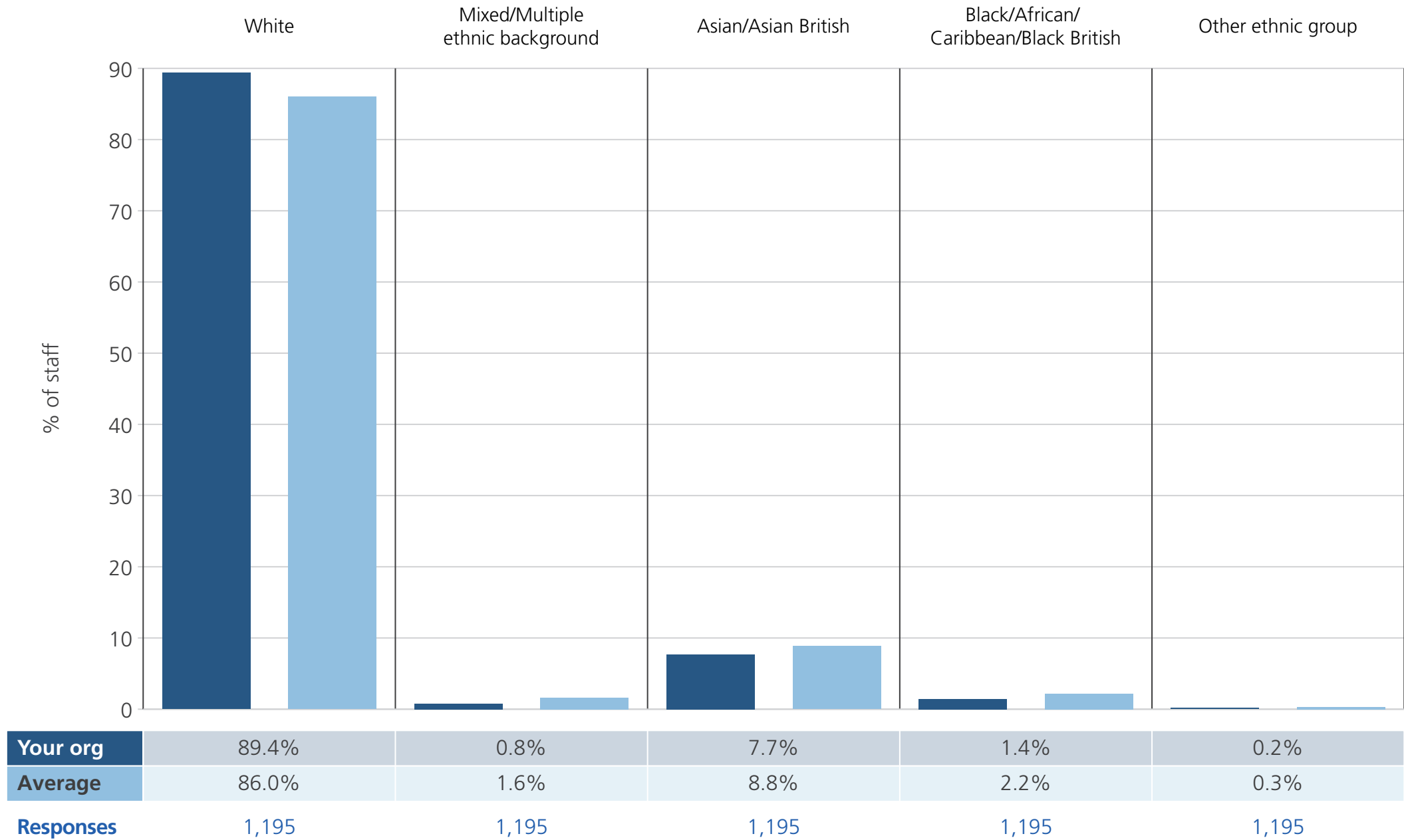
# Question results – Background details

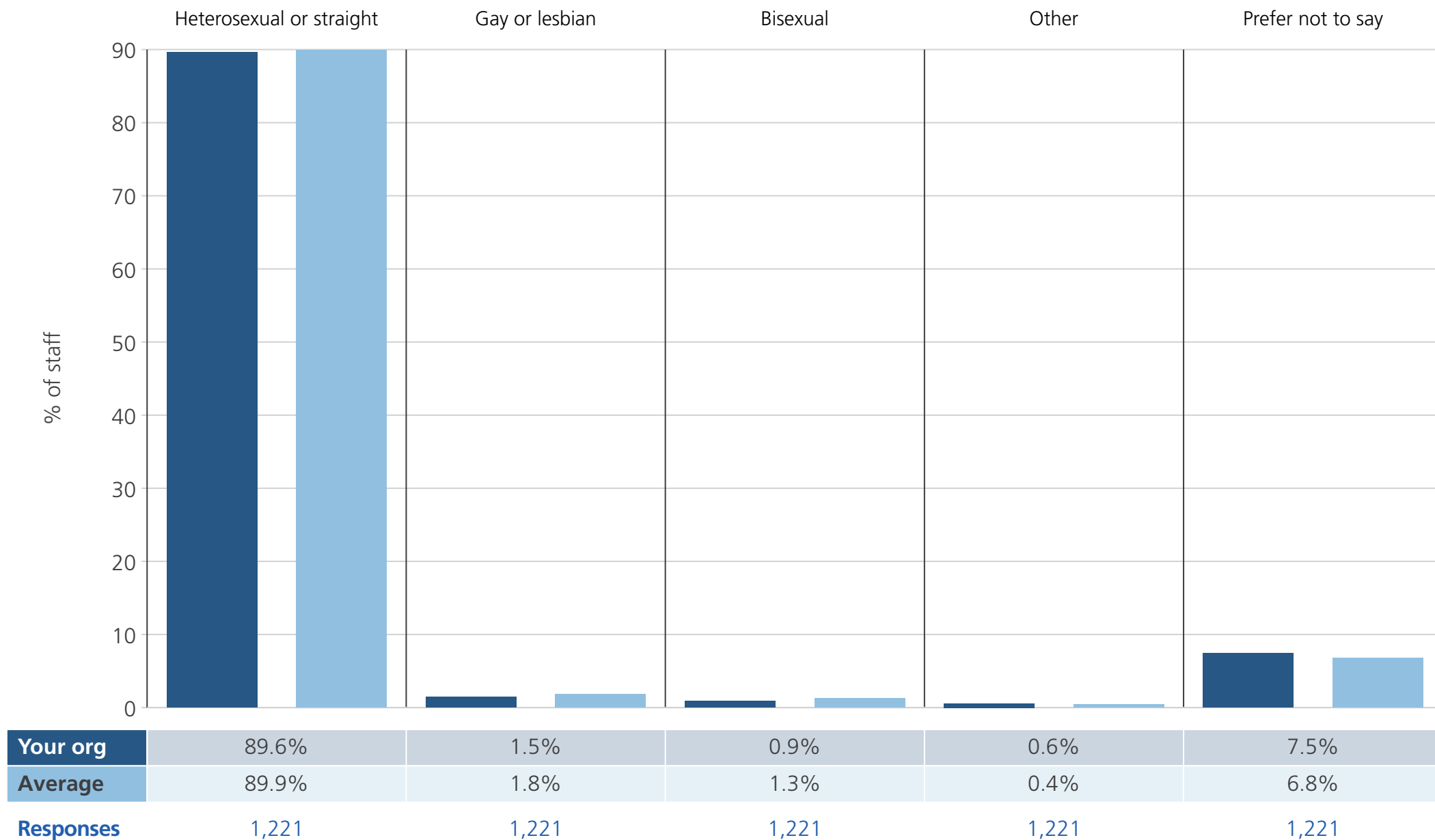
Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

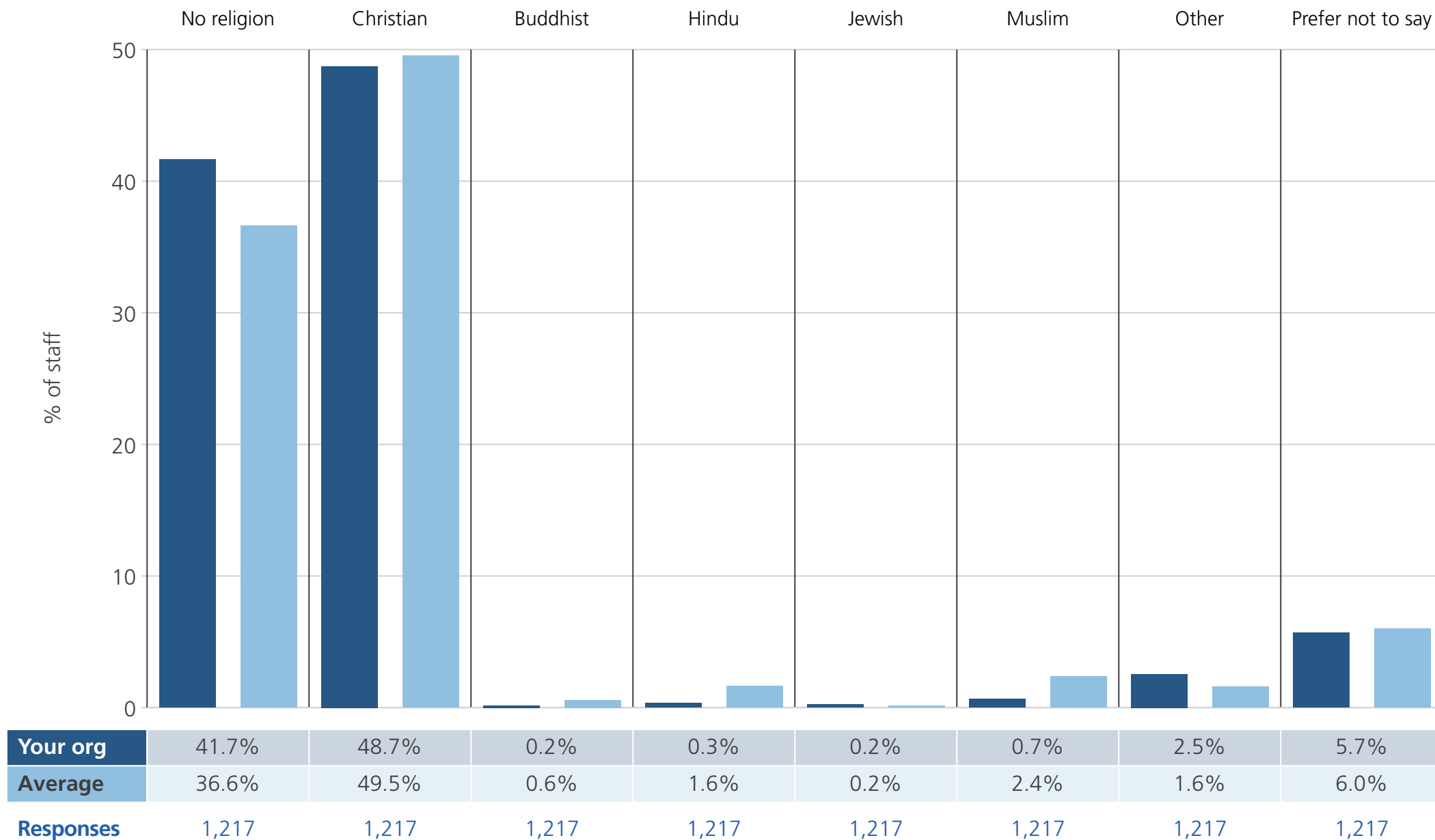






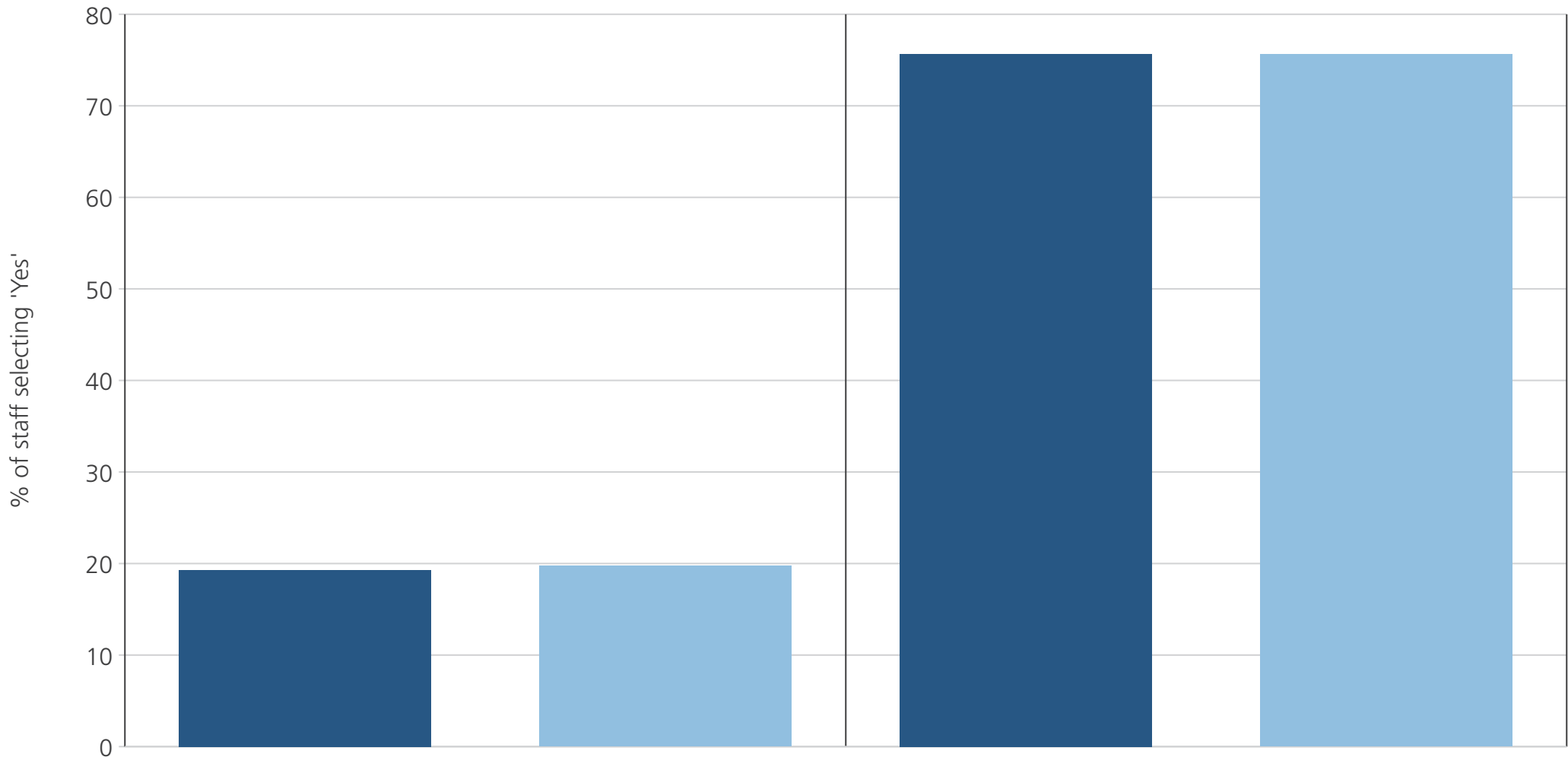






Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Has your employer made adequate adjustment(s) to enable you to carry out your work?



Your org	19.3%	75.7%
Average	19.7%	75.6%

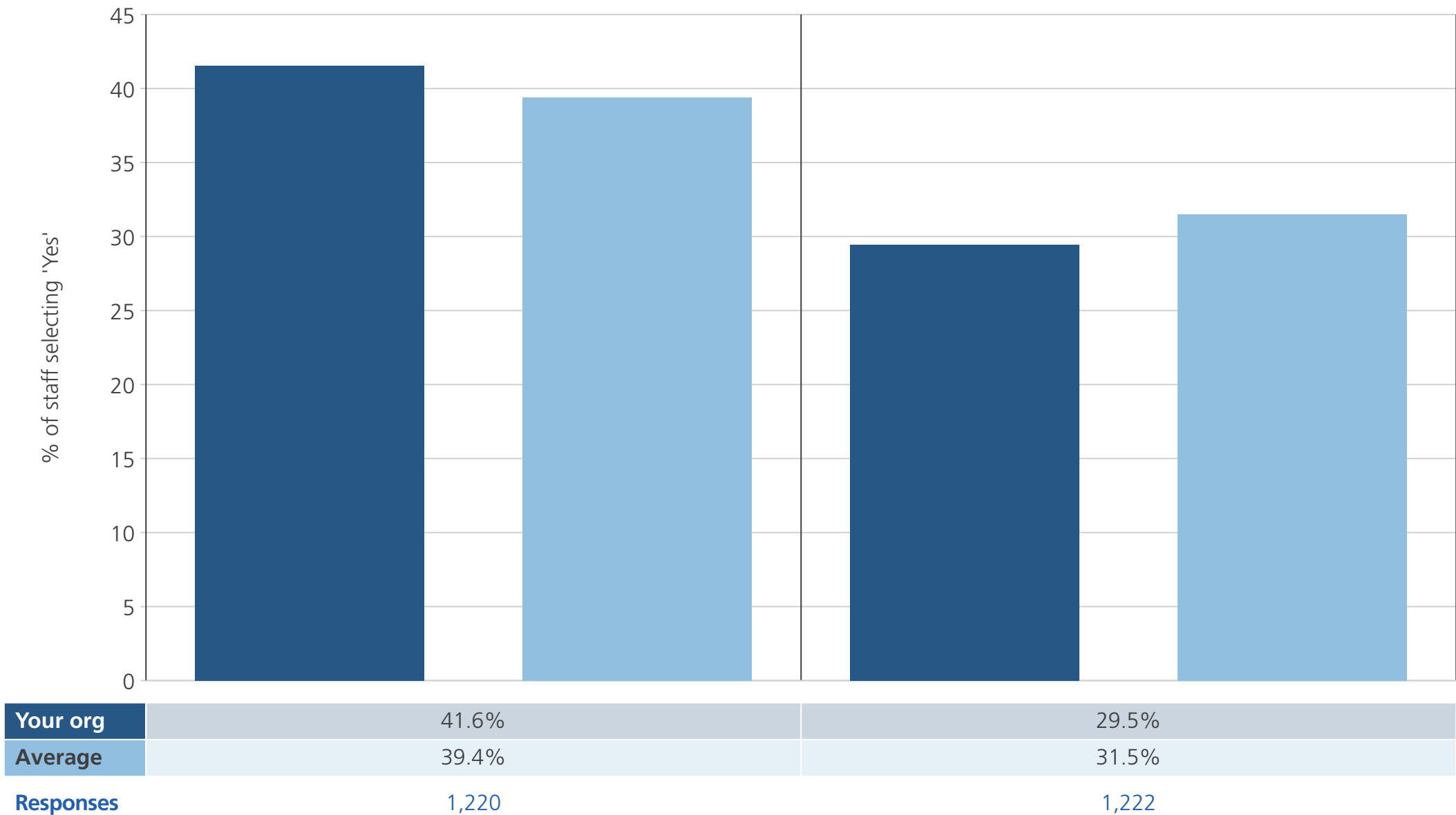
Responses

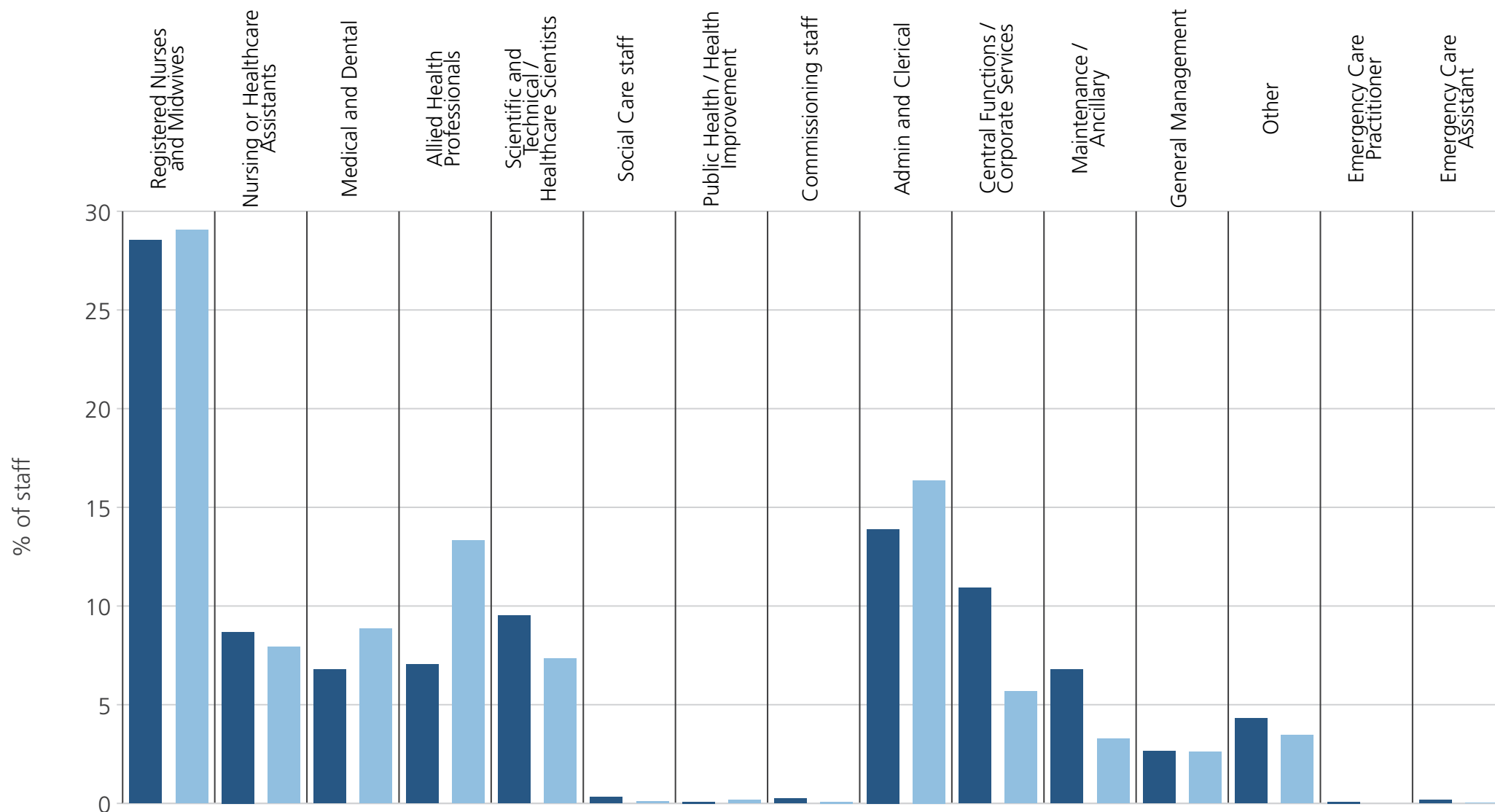
1,223

142

Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?

Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age?





Your org	28.5%	8.7%	6.8%	7.0%	9.5%	0.3%	0.1%	0.2%	13.9%	10.9%	6.8%	2.6%	4.3%	0.1%	0.2%
Average	29.1%	7.9%	8.9%	13.3%	7.3%	0.1%	0.2%	0.1%	16.4%	5.7%	3.3%	2.6%	3.5%	0.0%	0.0%
Responses	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209	1,209

# Workforce Equality Standards

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

This section contains data required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

Full details of how the data are calculated are included in the Technical Document, available to download from our [results website](#).

## Workforce Race Equality Standard (WRES)

- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017, 2018, 2019 and 2020 trust/CCG and benchmarking group median results for q13a, q13b&c combined, q14, and q15b split by ethnicity (by white / BME staff).

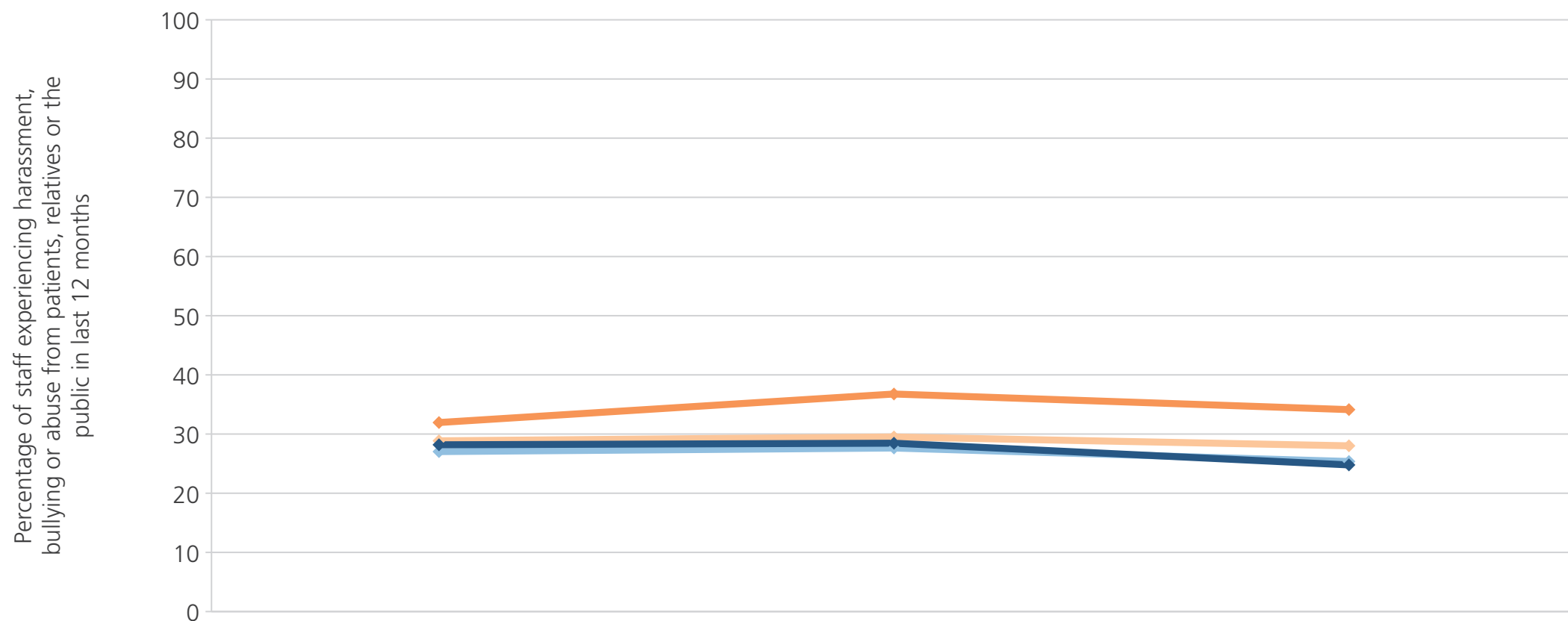
## Workforce Disability Equality Standard (WDES)

- This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018 and 2019 trust/CCG and benchmarking group median results for q5f, q11e, q13a-d, and q14 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q26b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.
- The WDES breakdowns are based on the responses to q26a ***Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?*** In 2020, the question text was shortened and the word 'disabilities' was removed but the question and WDES results still remain historically comparable.



# Workforce Race Equality Standard (WRES)

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results



	2018	2019	2020
<b>White: Your org</b>	28.2%	28.5%	24.8%
<b>BME: Your org</b>	31.9%	36.8%	34.1%
<b>White: Average</b>	27.0%	27.6%	25.4%
<b>BME: Average</b>	28.9%	29.5%	28.0%

**White: Responses**

777

724

1,025

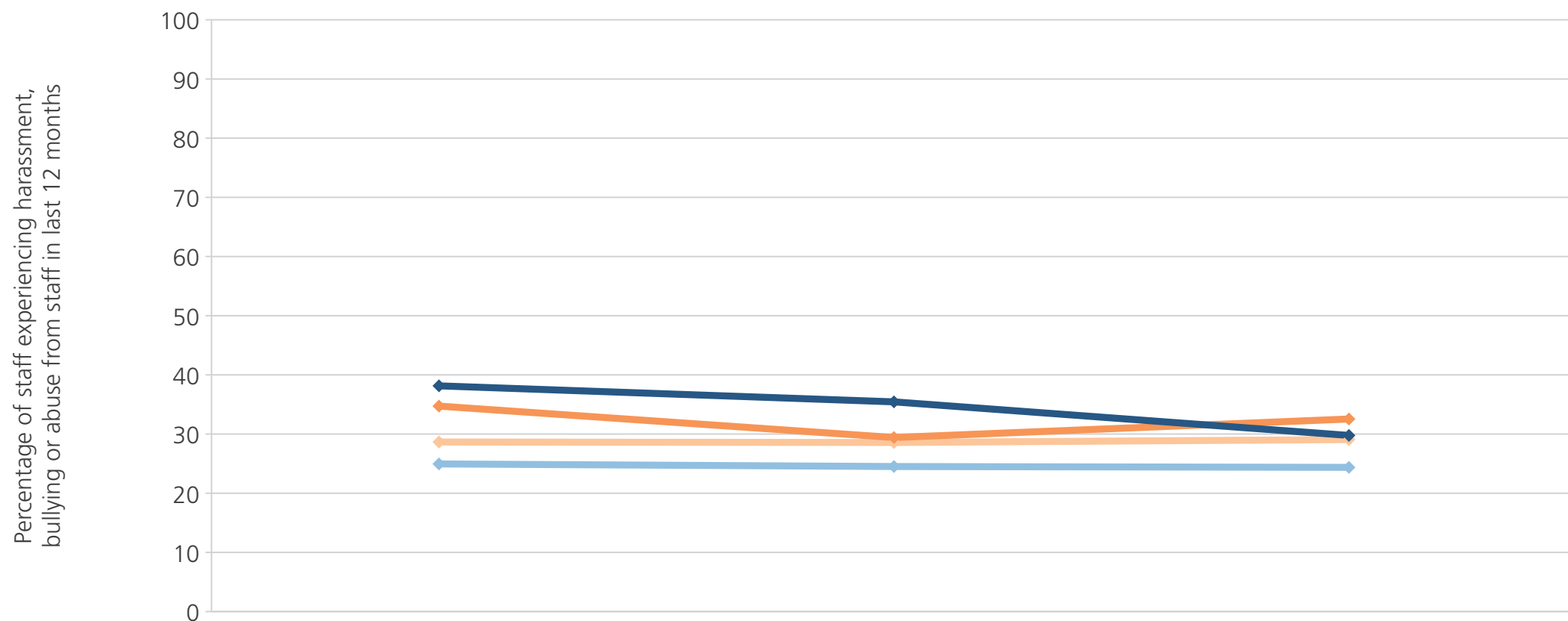
**BME: Responses**

72

68

126

Average calculated as the median for the benchmark group



	2018	2019	2020
White: Your org	38.1%	35.4%	29.8%
BME: Your org	34.7%	29.4%	32.5%
White: Average	24.9%	24.5%	24.4%
BME: Average	28.7%	28.6%	29.1%

White: Responses

776

728

1,028

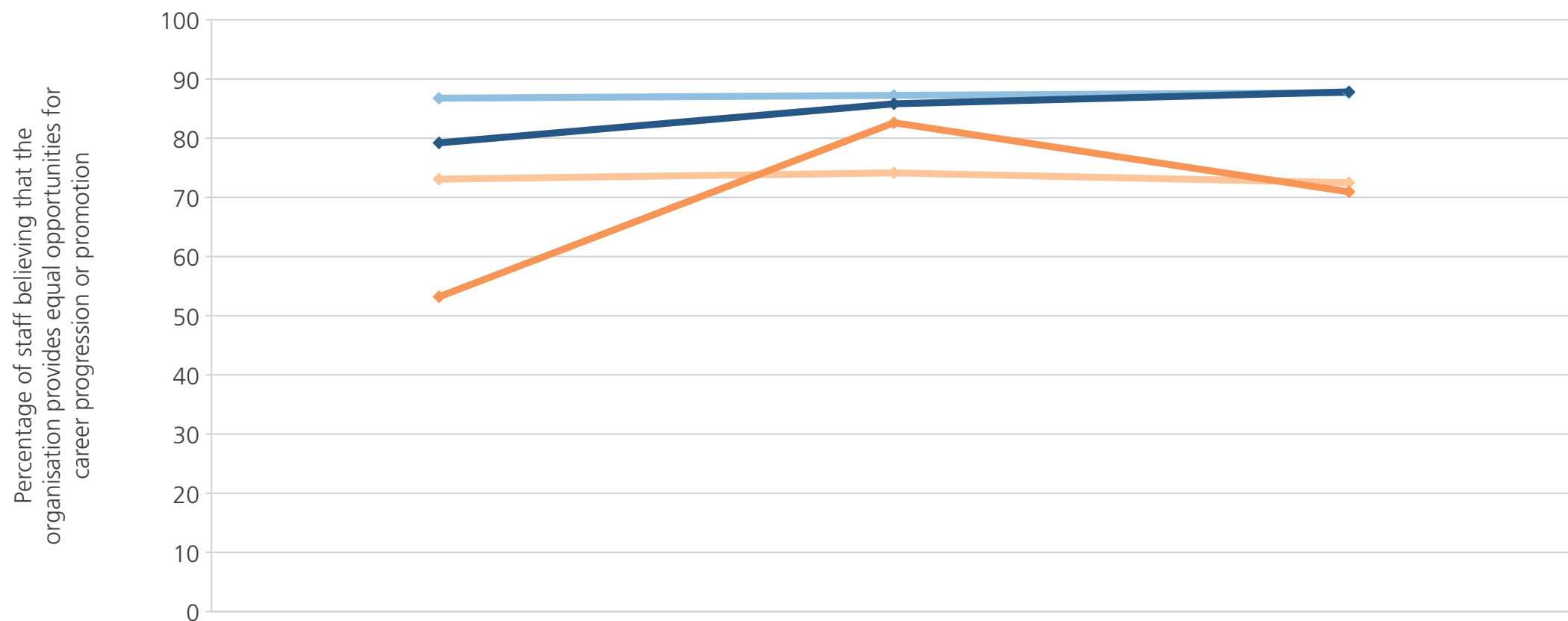
BME: Responses

72

68

126

Average calculated as the median for the benchmark group



White: Your org	79.2%	85.8%	87.8%
BME: Your org	53.2%	82.6%	70.9%
White: Average	86.8%	87.2%	87.7%
BME: Average	73.1%	74.1%	72.5%

White: Responses

452

472

706

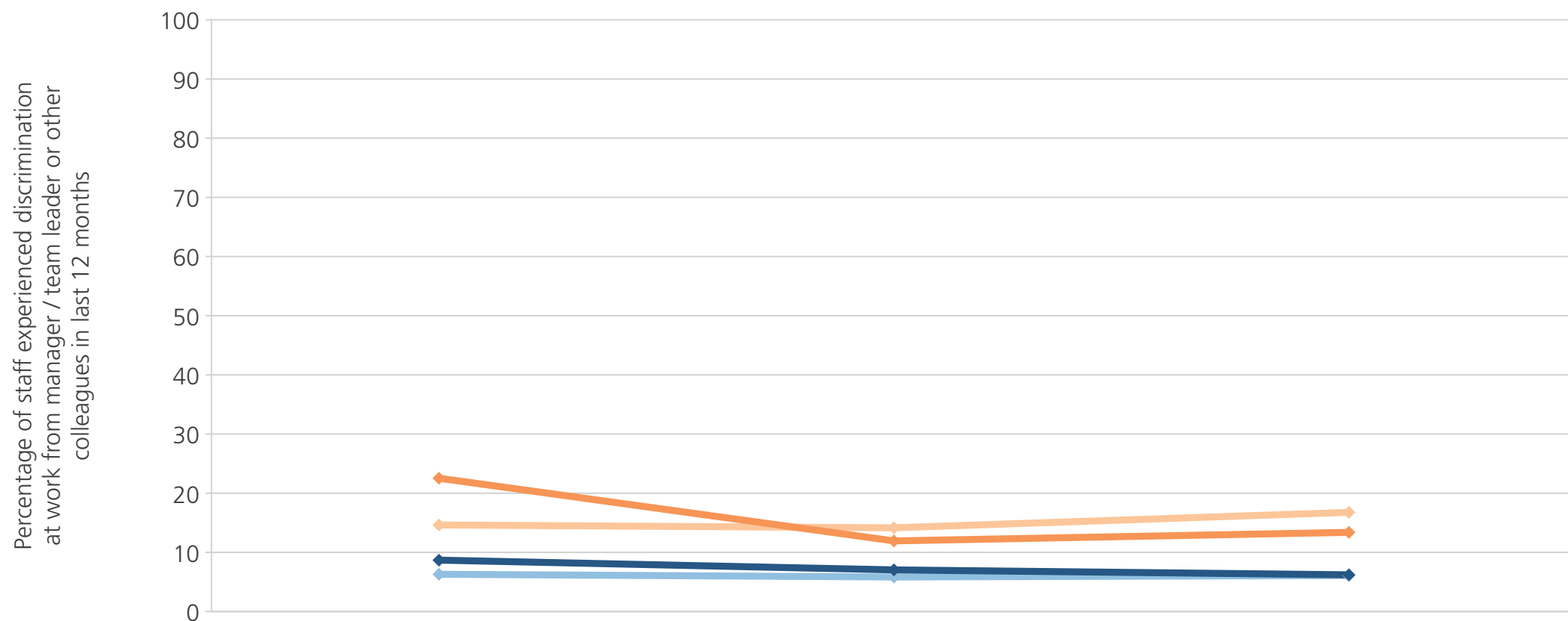
BME: Responses

47

46

86

Average calculated as the median for the benchmark group



White: Your org	8.7%	7.0%	6.2%
BME: Your org	22.5%	11.9%	13.4%
White: Average	6.3%	5.8%	6.1%
BME: Average	14.6%	14.2%	16.8%

White: Responses

771

724

1,062

BME: Responses

71

67

127

Average calculated as the median for the benchmark group

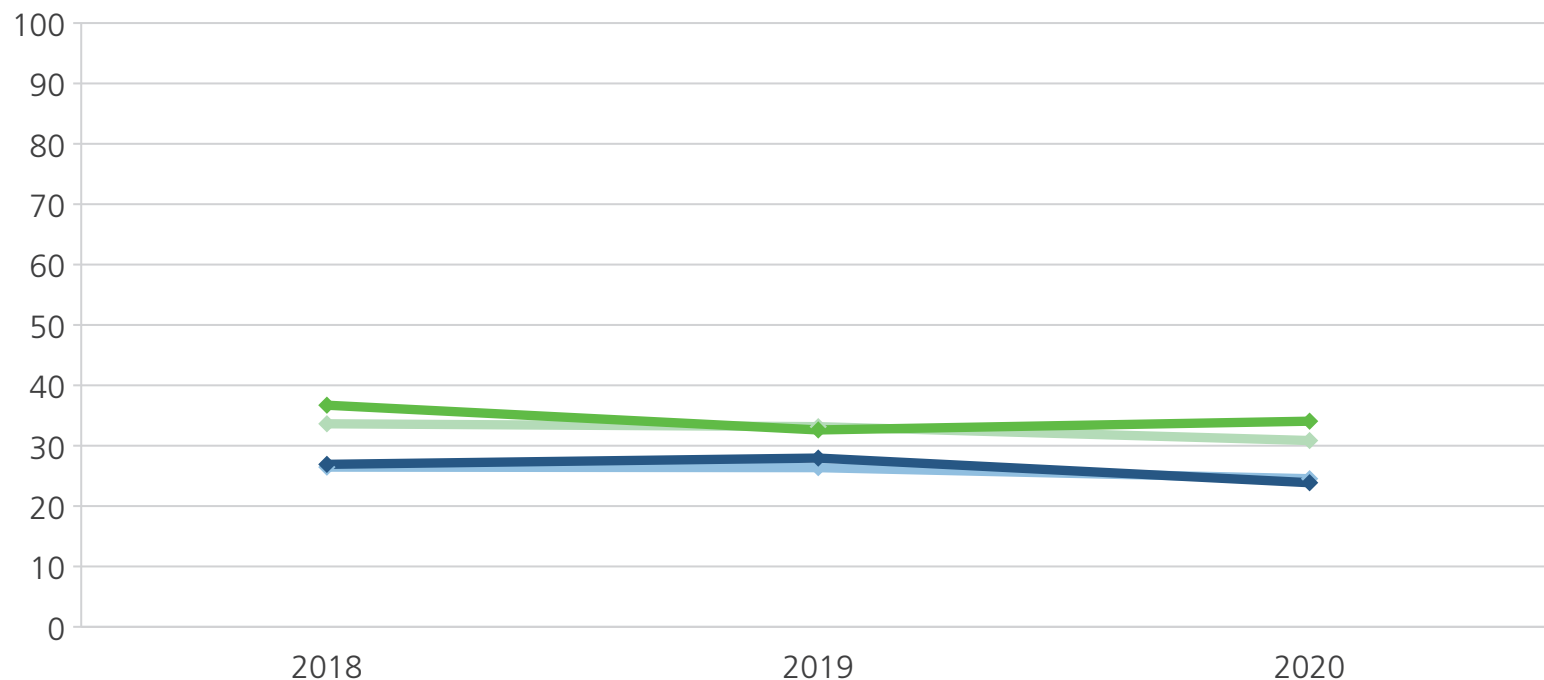
# Workforce Disability Equality Standard (WDES)

The approach to calculating the benchmark median scores and the way in which the data for Q13d are reported has changed this year. These changes have been applied retrospectively so historical data shown in the average calculations and all figures for Q13d are comparable. However, these figures are not directly comparable to the results reported in previous years. For more details please see the [technical document](#).

Isle of Wight NHS Trust (acute sector)

2020 NHS Staff Survey Results

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



<b>Staff with a LTC or illness: Your org</b>	36.7%	32.6%	34.1%
<b>Staff without a LTC or illness: Your org</b>	26.9%	28.0%	23.9%
<b>Staff with a LTC or illness: Average</b>	33.6%	33.2%	30.9%
<b>Staff without a LTC or illness: Average</b>	26.5%	26.4%	24.5%

**Staff with a LTC or illness: Responses**

158

138

229

**Staff without a LTC or illness: Responses**

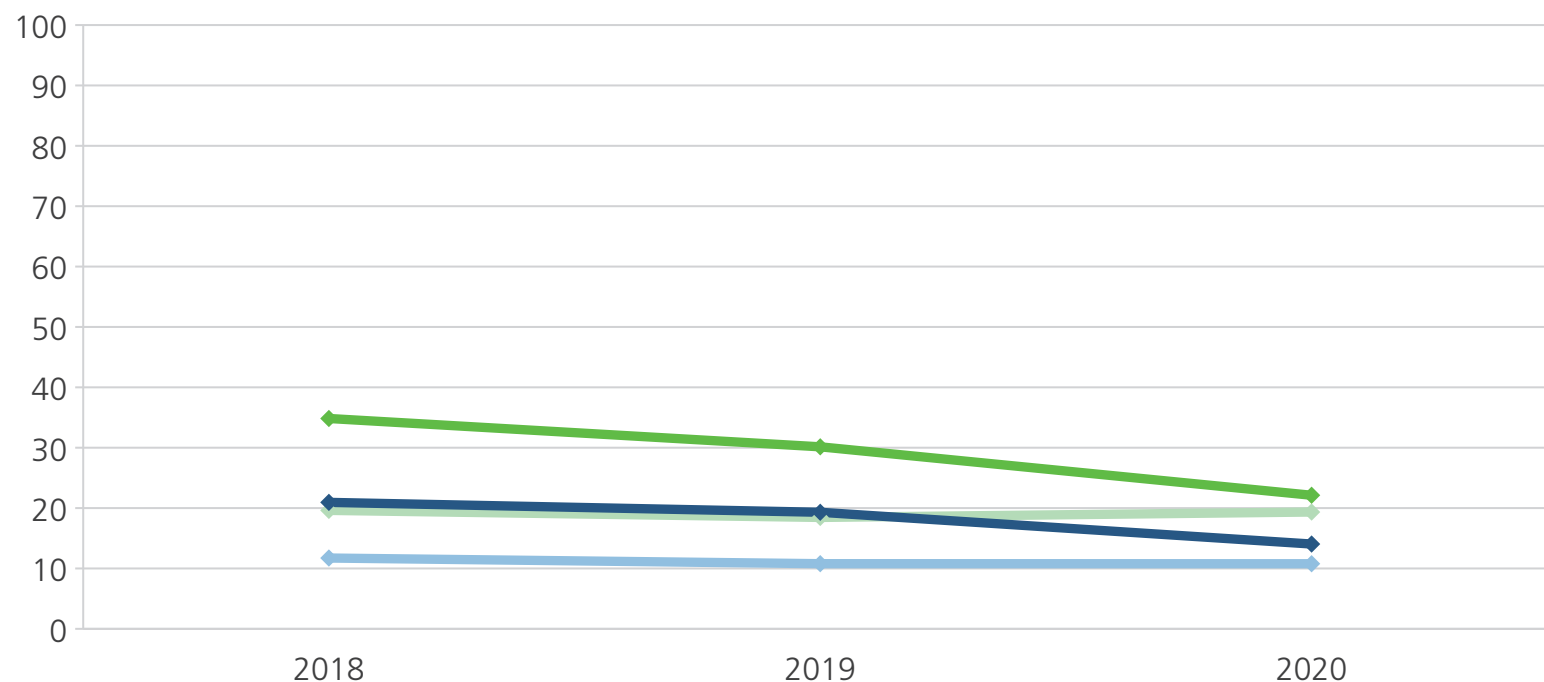
706

669

951

Average calculated as the median for the benchmark group

Percentage of staff experiencing  
harassment, bullying or abuse  
from manager in last 12 months



Staff with a LTC or illness: Your org	34.8%	30.1%	22.1%
Staff without a LTC or illness: Your org	20.9%	19.3%	14.0%
Staff with a LTC or illness: Average	19.6%	18.5%	19.3%
Staff without a LTC or illness: Average	11.7%	10.8%	10.8%

Staff with a LTC or illness: Responses

155

136

226

Staff without a LTC or illness: Responses

697

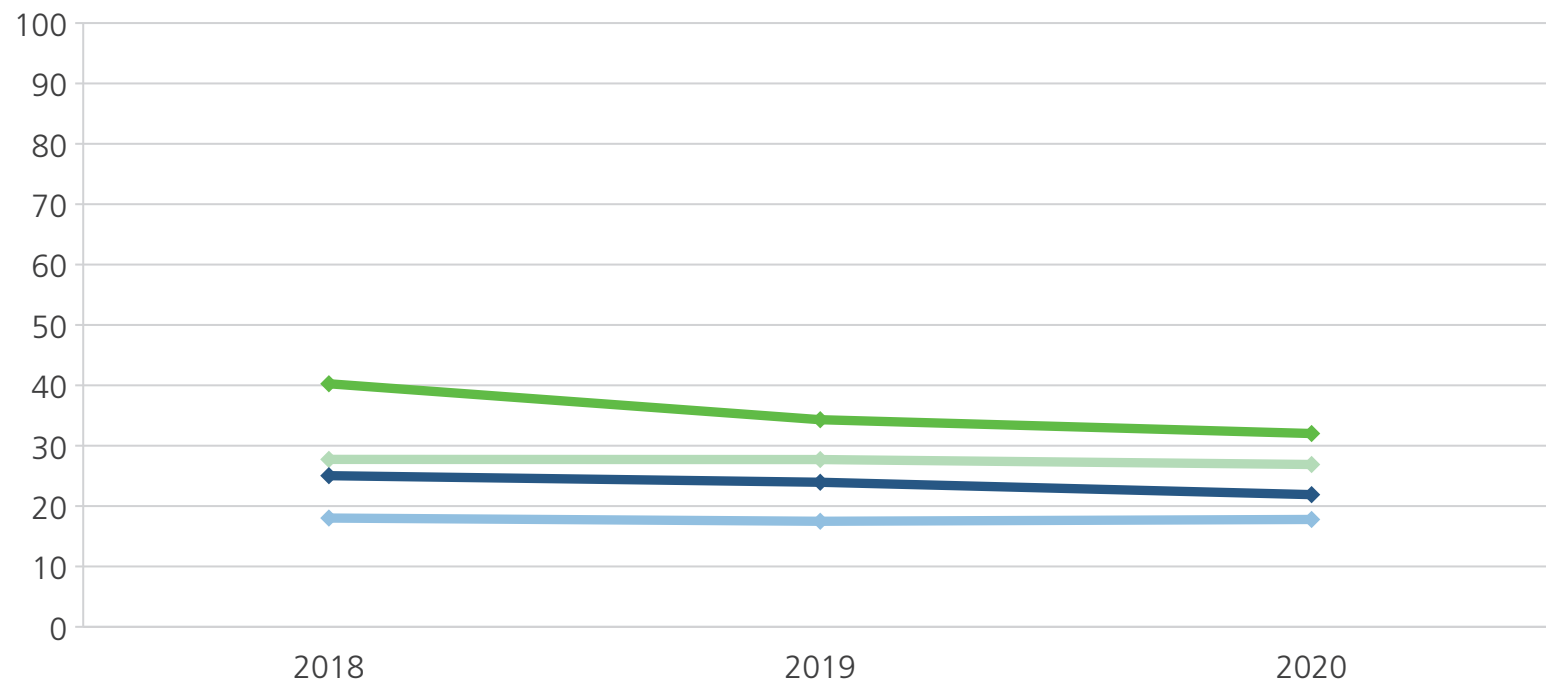
663

947

Average calculated as the median for the benchmark group



Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months



Staff with a LTC or illness: Your org	40.3%	34.3%	32.0%
Staff without a LTC or illness: Your org	25.0%	23.9%	21.9%
Staff with a LTC or illness: Average	27.7%	27.7%	26.9%
Staff without a LTC or illness: Average	18.0%	17.5%	17.8%

Staff with a LTC or illness: Responses

154

137

228

Staff without a LTC or illness: Responses

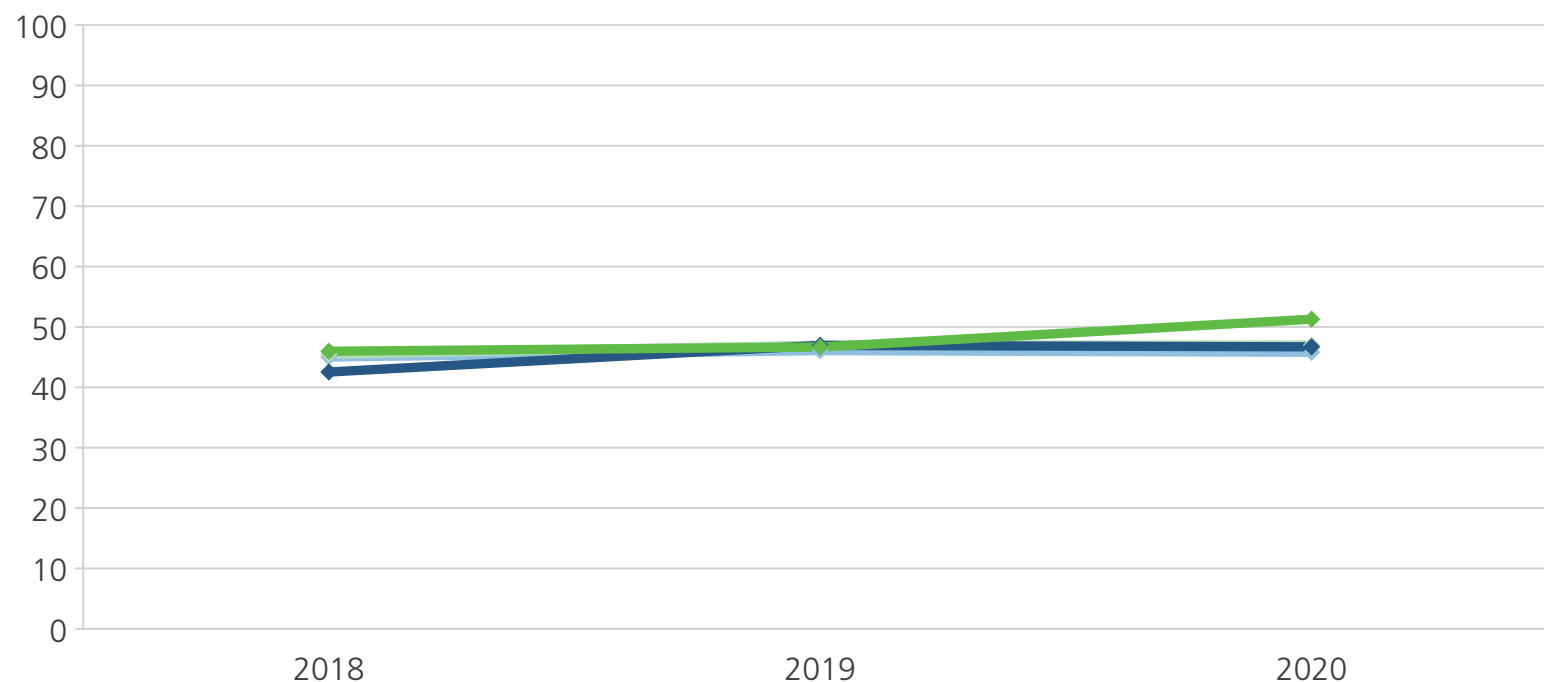
699

664

950

Average calculated as the median for the benchmark group

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it



Staff with a LTC or illness: Your org	2018	2019	2020
Staff without a LTC or illness: Your org	42.5%	46.9%	46.7%
Staff with a LTC or illness: Average	45.5%	47.0%	47.0%
Staff without a LTC or illness: Average	45.0%	46.1%	45.8%

**Staff with a LTC or illness: Responses**

**Staff without a LTC or illness: Responses**

87

268

75

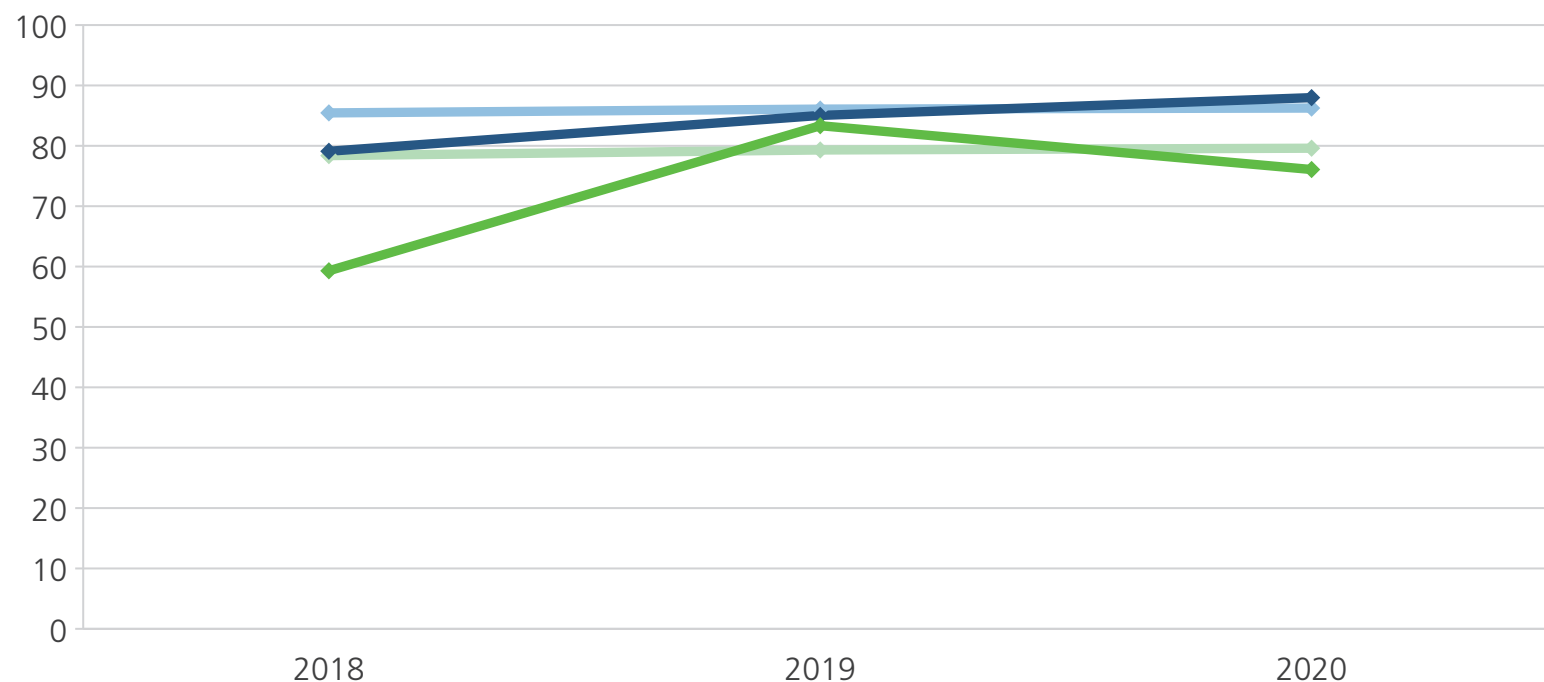
262

117

349

Average calculated as the median for the benchmark group

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



Staff with a LTC or illness: Your org	59.3%	83.3%	76.1%
Staff without a LTC or illness: Your org	79.1%	85.0%	88.0%
Staff with a LTC or illness: Average	78.4%	79.3%	79.6%
Staff without a LTC or illness: Average	85.5%	86.1%	86.3%

**Staff with a LTC or illness: Responses**

**Staff without a LTC or illness: Responses**

86

421

84

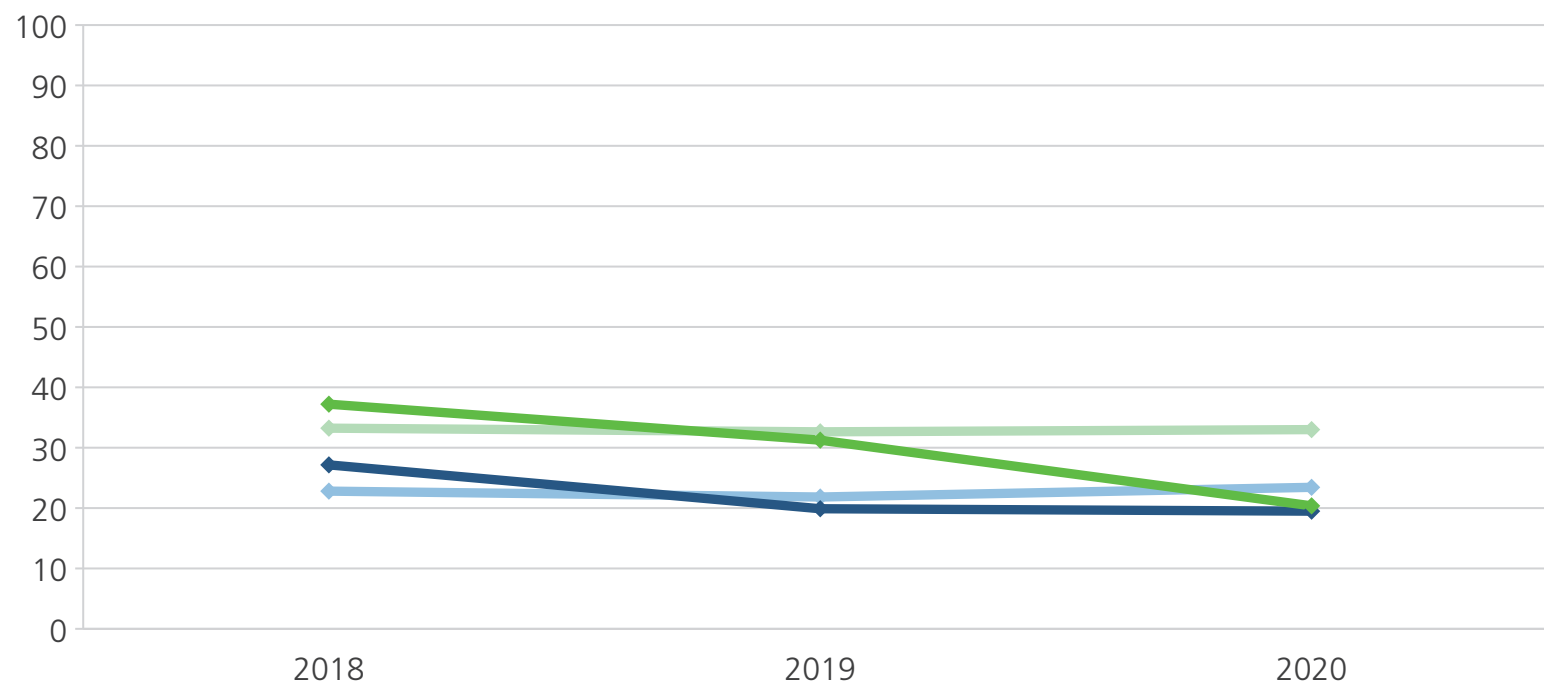
441

163

649

Average calculated as the median for the benchmark group

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties



Staff with a LTC or illness: Your org	37.2%	31.3%	20.4%
Staff without a LTC or illness: Your org	27.2%	19.9%	19.5%
Staff with a LTC or illness: Average	33.2%	32.6%	33.0%
Staff without a LTC or illness: Average	22.8%	21.8%	23.4%

Staff with a LTC or illness: Responses

129

112

162

Staff without a LTC or illness: Responses

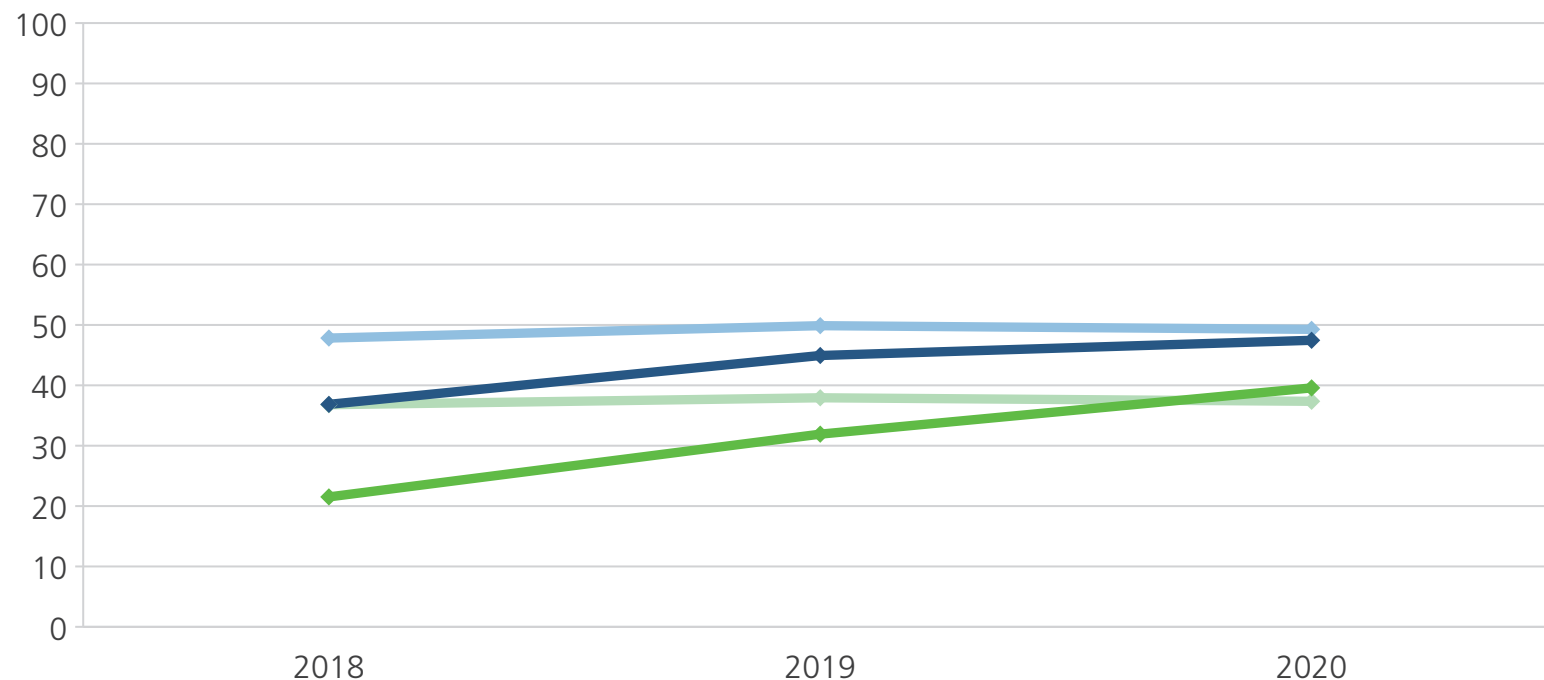
394

367

431

Average calculated as the median for the benchmark group

Percentage of staff satisfied with  
the extent to which their  
organisation values their work



Staff with a LTC or illness: Your org	21.5%	31.9%	39.6%
Staff without a LTC or illness: Your org	36.8%	44.9%	47.5%
Staff with a LTC or illness: Average	36.8%	37.9%	37.4%
Staff without a LTC or illness: Average	47.8%	49.9%	49.3%

Staff with a LTC or illness: Responses

158

141

235

Staff without a LTC or illness: Responses

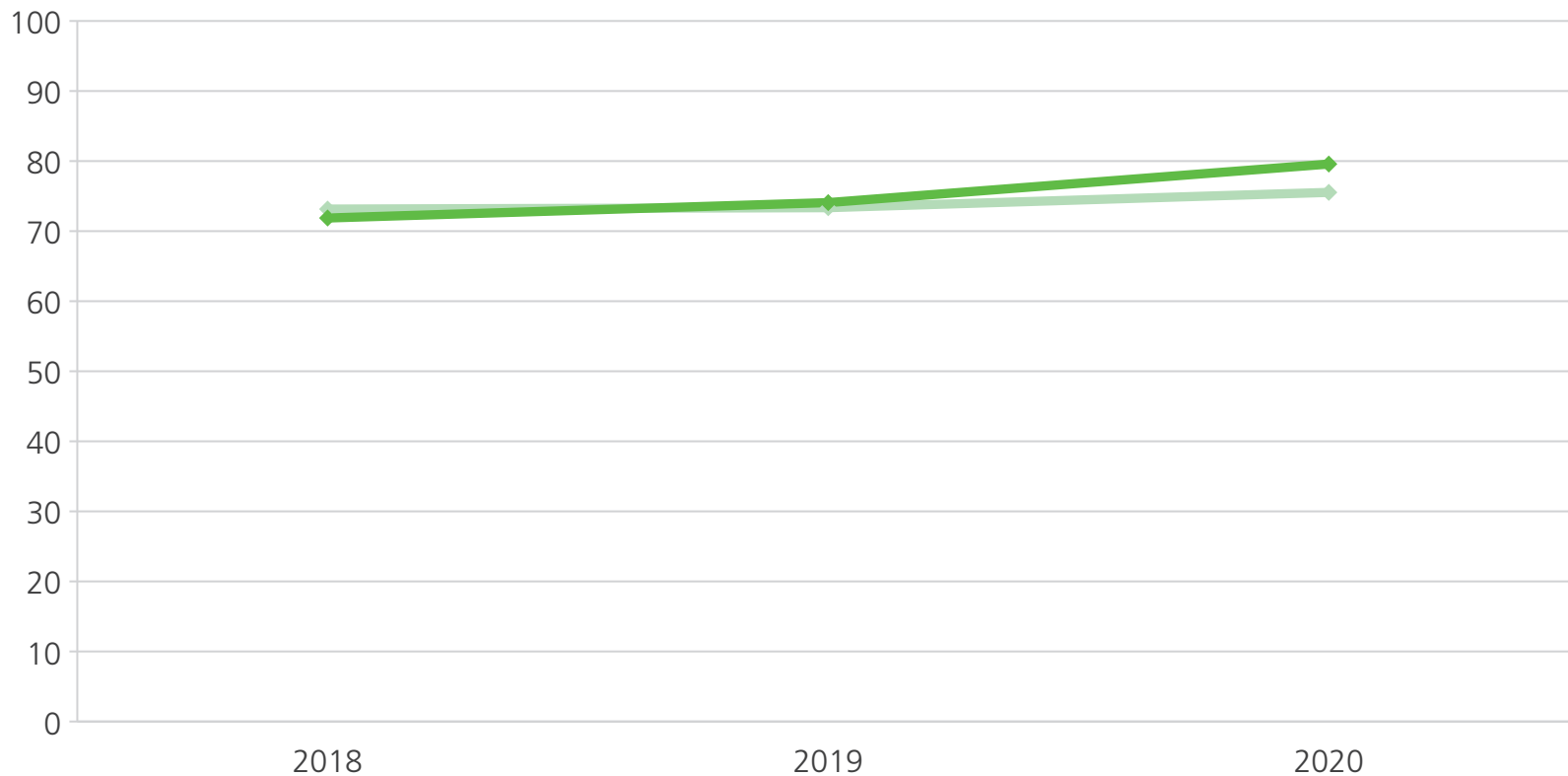
711

672

984

Average calculated as the median for the benchmark group

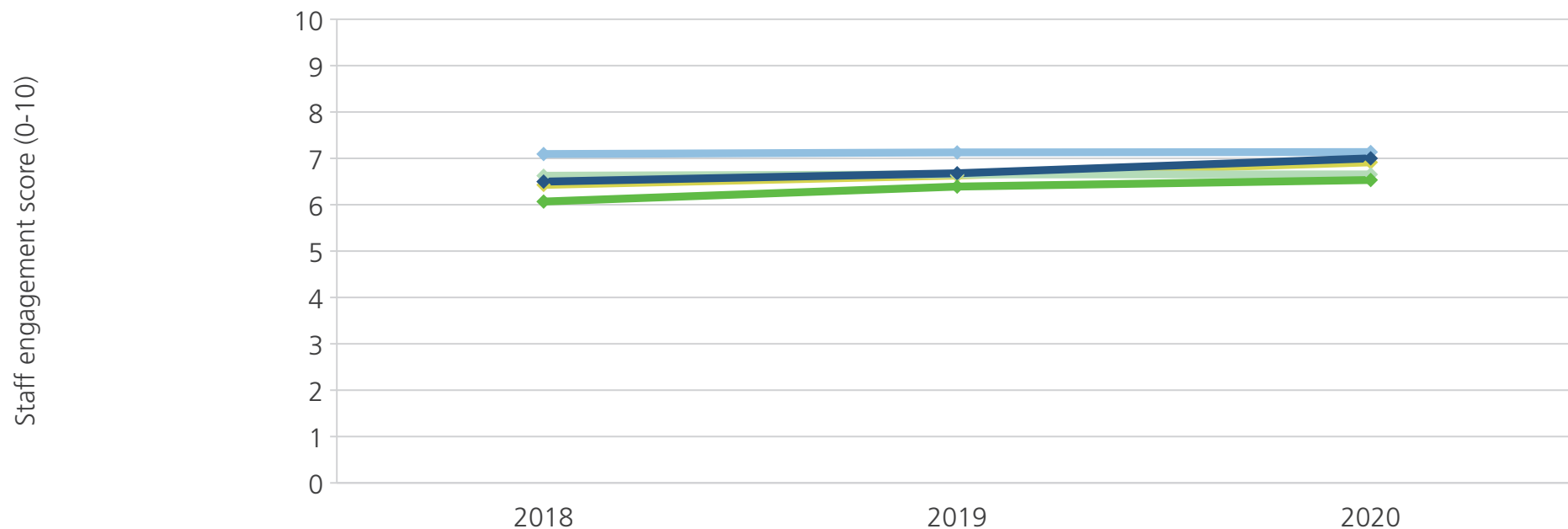
Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work



Staff with a LTC or illness: Your org	2018	2019	2020
71.9%	74.1%	79.6%	
Staff with a LTC or illness: Average	2018	2019	2020
73.1%	73.4%	75.5%	

**Staff with a LTC or illness: Responses** 96 81 142

Average calculated as the median for the benchmark group



Organisation average	2018	2019	2020
Staff with a LTC or illness: Your org	6.1	6.4	6.5
Staff without a LTC or illness: Your org	6.5	6.7	7.0
Staff with a LTC or illness: Average	6.6	6.7	6.7
Staff without a LTC or illness: Average	7.1	7.1	7.1

Organisation Responses

891

842

1,260

Staff with a LTC or illness: Responses

158

141

235

Staff without a LTC or illness: Responses

714

677

985

Average calculated as the median for the benchmark group

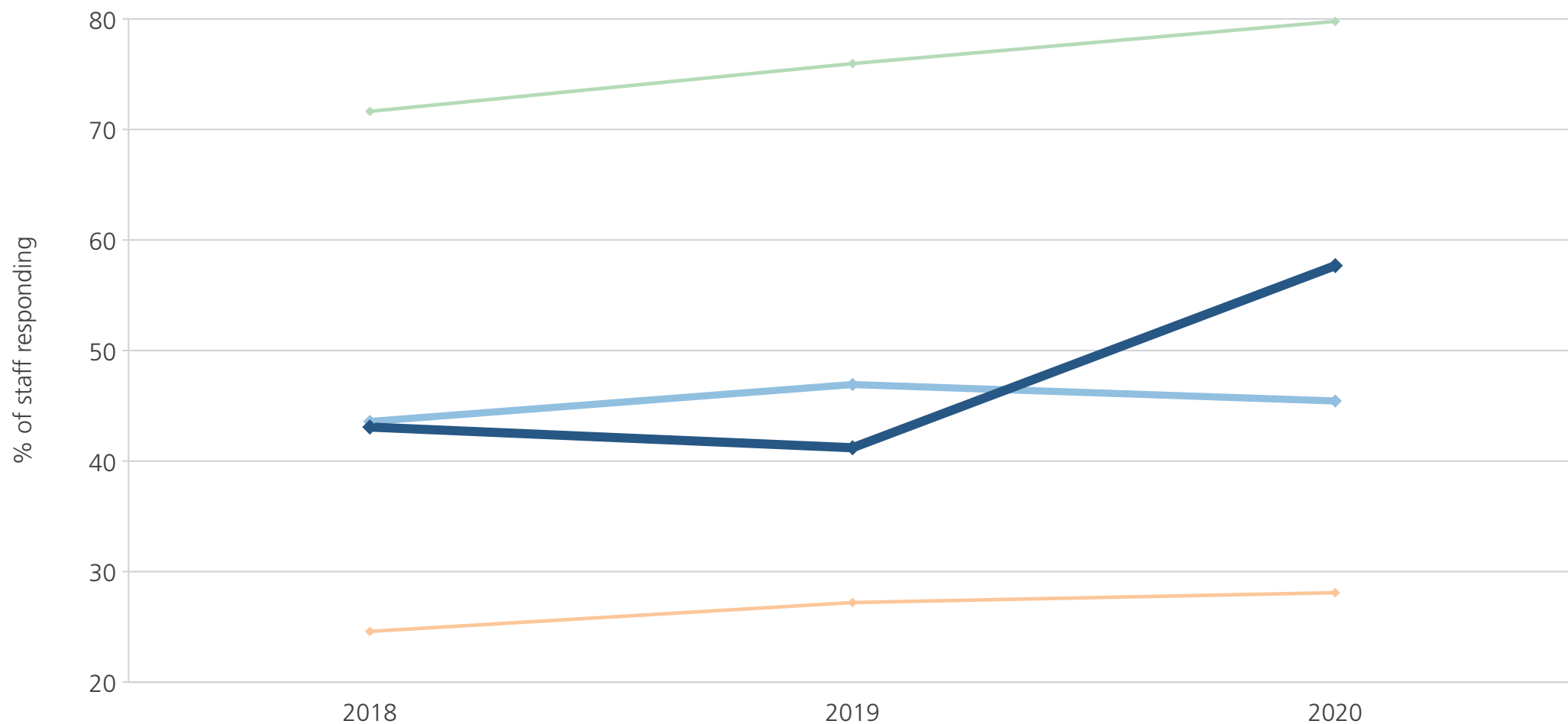
# Appendices

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results



# Appendix A: Response rate

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results



Best	71.6%	76.0%	79.8%
Your org	43.1%	41.2%	57.7%
Median	43.6%	46.9%	45.4%
Worst	24.6%	27.2%	28.1%

# Appendix B: Significance testing - 2019 v 2020 theme results

Isle of Wight NHS Trust (acute sector)  
2020 NHS Staff Survey Results

The table below presents the results of significance testing conducted on this year's theme scores and those from last year\*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: ↑ indicates that the 2020 score is significantly higher than last year's, whereas ↓ indicates that the 2020 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

Theme	2019 score	2019 respondents	2020 score	2020 respondents	Statistically significant change?
Equality, diversity & inclusion	9.1	828	9.2	1244	Not significant
Health & wellbeing	5.5	837	6.0	1253	↑
Immediate managers †	6.7	833	6.9	1251	Not significant
Morale	6.0	825	6.2	1239	↑
Quality of care	7.3	675	7.4	1042	Not significant
Safe environment - Bullying & harassment	7.4	820	7.7	1205	↑
Safe environment - Violence	9.5	828	9.4	1248	Not significant
Safety culture	6.4	833	6.6	1243	↑
Staff engagement	6.6	842	6.9	1260	↑
Team working	6.5	833	6.6	1248	Not significant

\* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

† The calculation for the immediate managers theme has changed this year due to the omission of one of the questions which previously contributed to the theme. This change has been applied retrospectively so data for 2016-2020 shown in this table are comparable. However, these figures are not directly comparable to the results reported in previous years. For more details please see the [technical document](#).

# Appendix C: Tips on using your benchmark report

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The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users transitioning from the previous version of the benchmark report and those who are new to the Staff Survey.



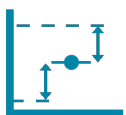
## Key points to note



- The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together.



- A key feature of the reports is that they **provide organisations with up to 5 years of trend data** across theme and question results. Trend data provides a much **more reliable indication of whether the most recent results represent a change from the norm** for an organisation than comparing the most recent results to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons were drawn solely between the current and previous year.



- **Question results are benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

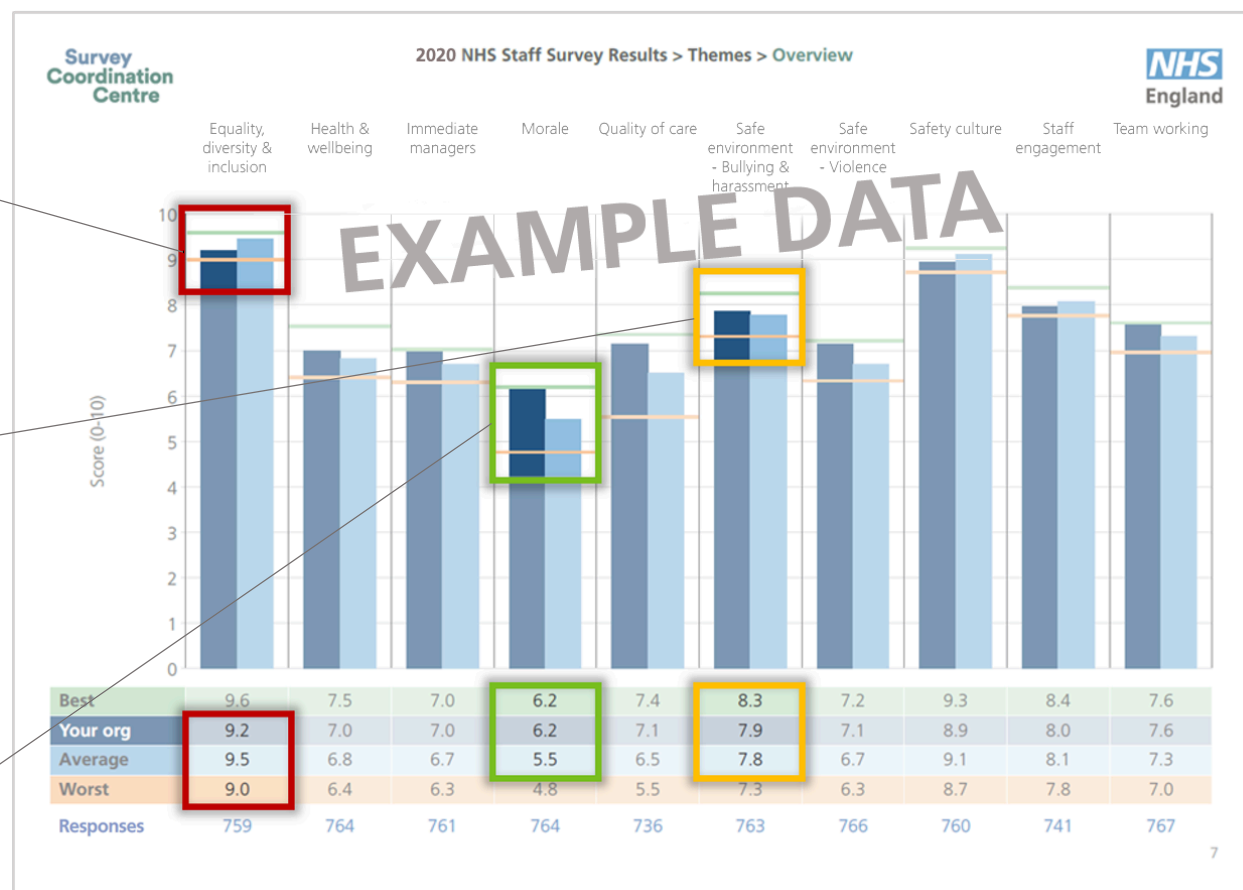
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

## Areas to improve

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.
- Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.

## Positive outcomes

- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

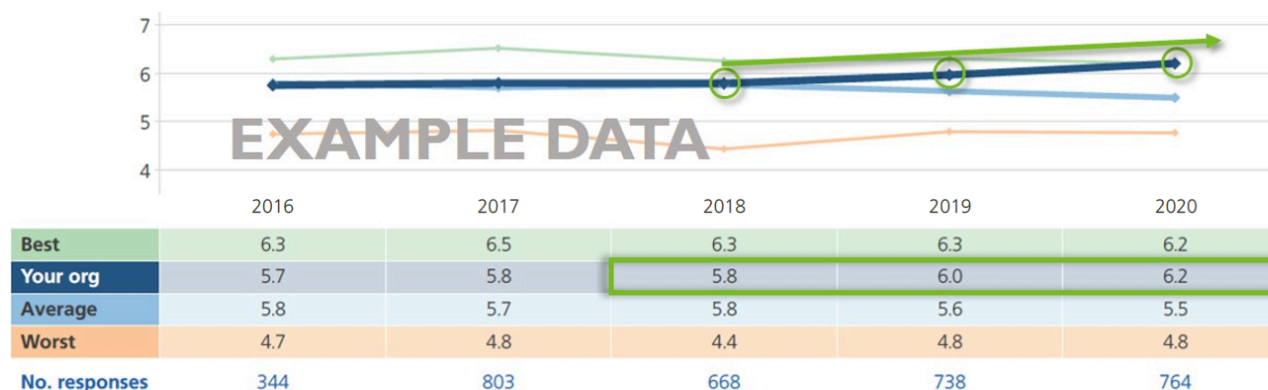


Only one example is highlighted for each point

- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.

## Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

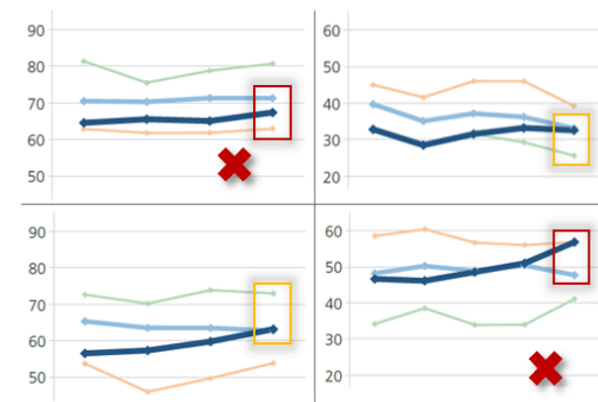


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation's theme score, you should review the questions feeding into the theme. The **'Detailed information'** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the 'Question results' section. By comparing 'Your org' scores to the benchmarking group 'Average', 'Best' and 'Worst' scores for each question, the **questions which are driving your organisation's theme results can be identified**.

For themes where results need improvement, action plans can be formulated to **focus on the areas where the organisation's results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



✗ = Negative driver, org result falls between average & worst benchmarking group result for question



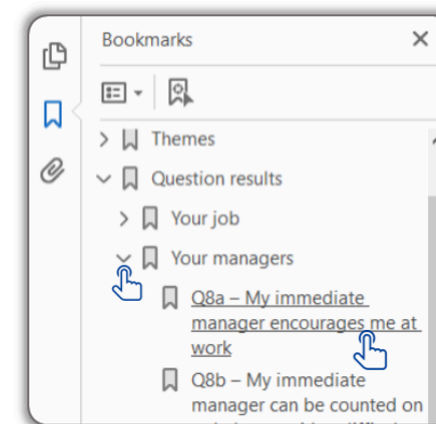
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 180 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data. It is worth noting that a PDF summary report is also available. This presents the same data as this main benchmark report, but does not include the detailed question level reporting.

## Identifying questions of interest

### ➤ Pre-defined questions of interest – key questions for your organisation

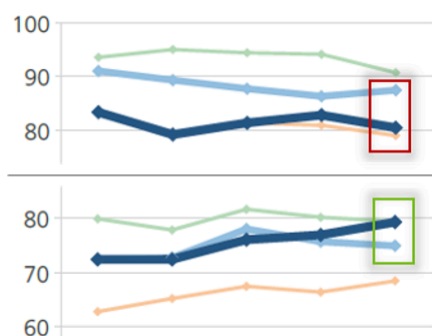
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



### ➤ Identifying questions of interest based on the results in this report

The methods recommended to review your theme results can also be applied to pick out question level results of interest. However, **unlike themes where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).





- **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.
- **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

# Appendix D: Additional reporting outputs




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Below are links to other key reporting outputs which complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.



## Supporting documents

-  **[Basic Guide](#)**: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **[Technical Document](#)**: Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, theme, historical comparability of organisations and questions in the survey.

## Other local results

-  **[Benchmark summary reports](#)**: A PDF summary version of this benchmark report, that produces the same data, but does not include the detailed question level reporting.
-  **[Local Breakdowns](#)**: Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **[Directorate Reports](#)**: Reports containing theme results split by directorate (locality) for Isle of Wight NHS Trust (acute sector).

## National results

-  **[National Trend Data](#)** and **[National Breakdowns](#)**: Dashboards containing national results – data available for five years where possible.
-  **[National Free Text report](#)**: A PDF report will be available from April 2021 that highlights the themes, subthemes and sentiment scores of the free text comments from questions 21a and 21b.