Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey

Benchmark Report

# Contents

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This benchmark report for Moorfields Eye Hospital NHS Foundation Trust contains results for themes and questions from the 2018 NHS Staff Survey, and historical results back to 2014 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 is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data is calculated and weighted are included in the Technical Document, available to download from our results website.

The structure of this report

Introduction	Theme results	Question results	Appendices
➤ Introduction ➤ Using the report ➤ Organisation details	➤ Overview ➤ Trends ➤ Detailed information	➤ Your job ➤ Your managers ➤ Your health, well-being and safety at work ➤ Your personal development ➤ Your organisation ➤ Background details	➤ Response rate trends ➤ Significance testing of themes ➤ Tips on action planning and interpreting results

Provides a brief introduction to the report, including the graphs used throughout.

The 'Organisation details' page contains key information about the organisation's survey and its benchmarking group.

The ten themes provide a high level overview of the results for an organisation.

The 'Detailed information' sub-section contains the question results that feed into each theme.

Results from all questions, structured by the questionnaire sections.

'Significance testing of themes' contains comparisons for the 2018 and 2017 theme scores.

Key features

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

Slide headers are **hyperlinked** throughout the document. '2018 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

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

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2018 NHS Staff Survey Results > Question results > Your personal development > Q19a > In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?

% of staff selecting 'Yes'

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!

% of staff saying they experienced at least one incident of bullying, harassment or abuse

	2014	2015
Worst	30.0%	24.8%
Your org	24.4%	24.7%
Average	21.2%	20.4%
Best	10.6%	12.7%
No. responses	789	640

Number of responses for the organisation for the given question

	2014	2015	2016	2017	2018
Best	90.0%	95.2%	93.1%	96.2%	94.3%
Your org	90.0%	88.0%	89.2%	90.8%	90.2%
Average	83.6%	86.7%	86.8%	88.0%	89.2%
Worst	68.3%	73.2%	79.1%	70.1%	82.1%
No. responses	776	640	702	736	811

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💡 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**

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey
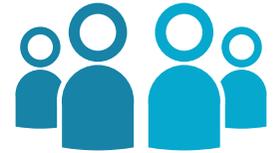
Organisation details

| Completed questionnaires | **1,008** |

| 2018 response rate | **48%** |

▶ **See response rate trend for the last 5 years**

Survey details

| Survey mode | **Online** |

| Sample type | **Census** |

This organisation is benchmarked against:

Acute Specialist Trusts

2018 benchmarking group details

Organisations in group: **16**

Average response rate: **53%**

No. of completed questionnaires:

17,643

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Score (0-10)
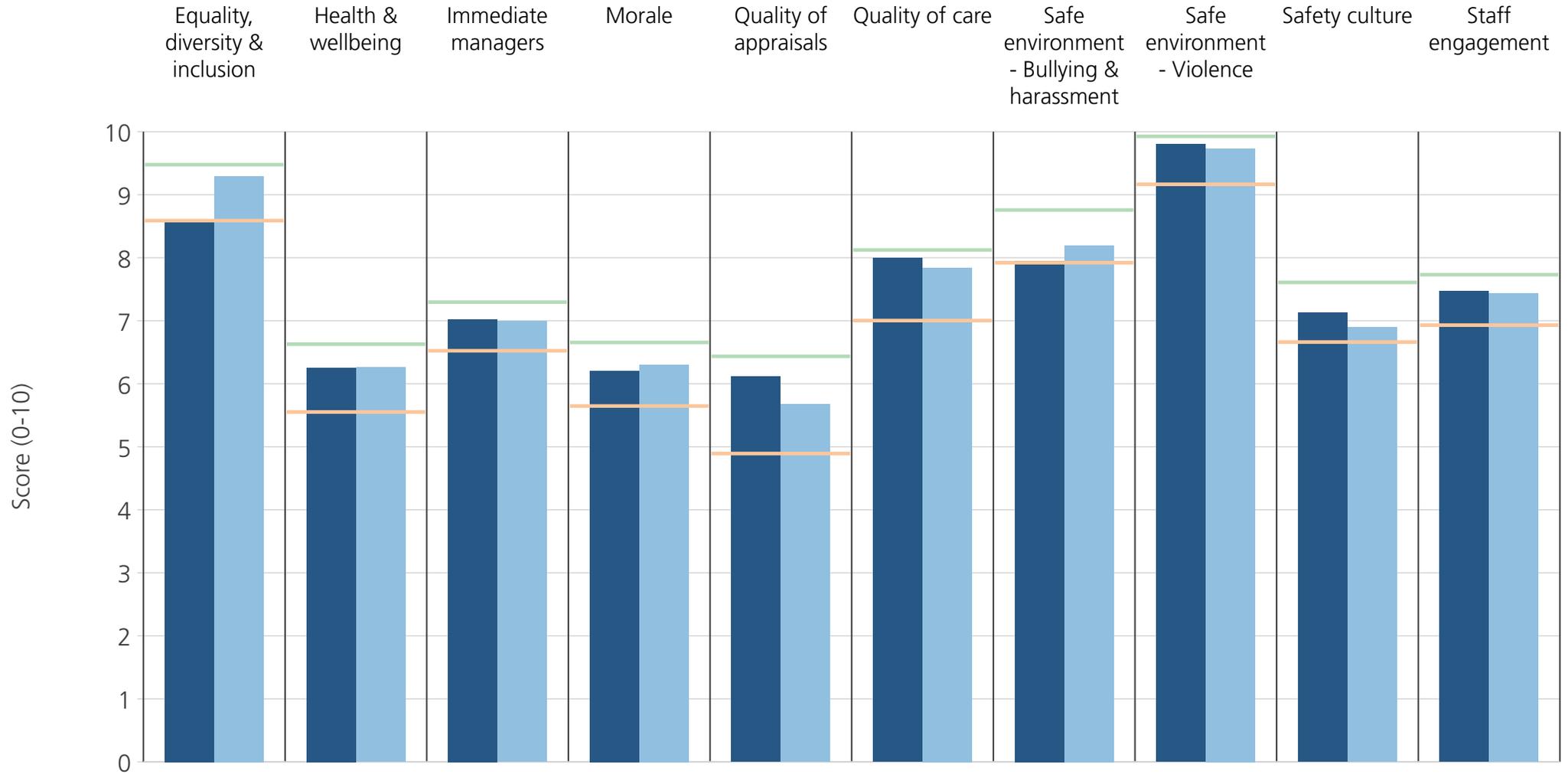
	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of appraisals	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement
Your org	8.6	6.3	7.0	6.2	6.1	8.0	8.0	9.8	7.1	7.5
Average										
Worst	8.6	5.6	6.5	5.6	4.9	7.0	7.9	9.2	6.7	6.9
No. responses	974	985	988	956	855	885	951	952	971	1,001

Theme results – Trends

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results
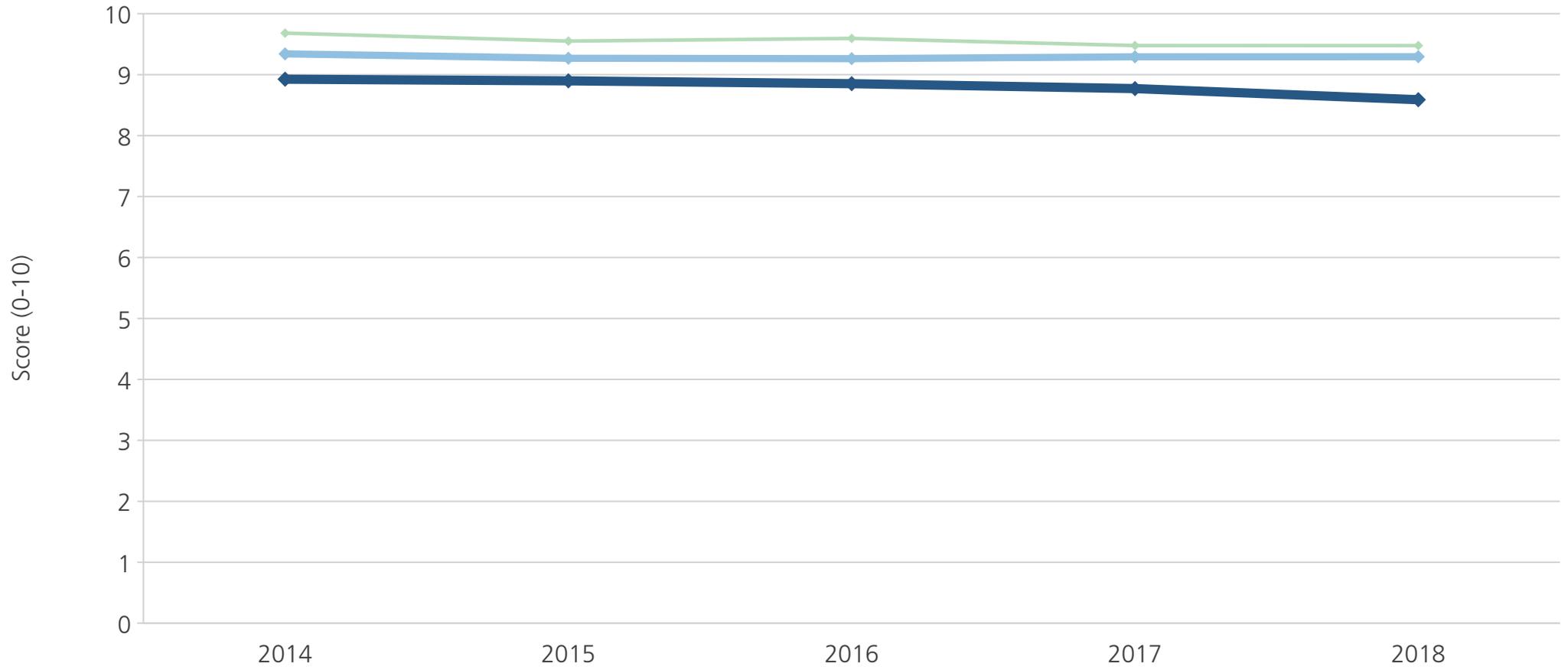
	2014	2015	2016	2017	2018
Your org	8.9	8.9	8.9	8.8	8.6
Average					
Worst	8.9	8.9	8.9	8.8	8.6
No. responses	659	739	927	1,088	974

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Score (0-10)
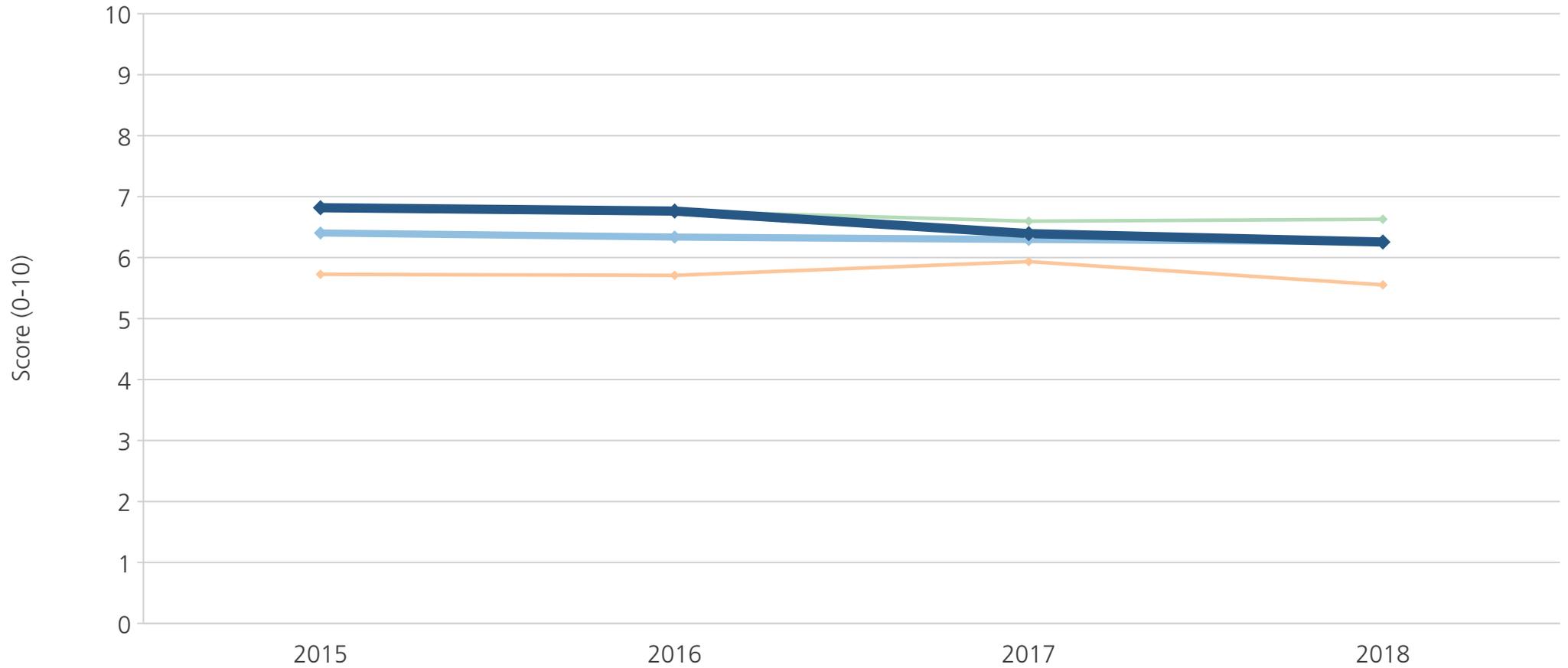
	2015	2016	2017	2018
Your org	6.8	6.8	6.4	6.3
Average				
Worst	5.7	5.7	5.9	5.6
No. responses	758	931	1,096	985

Score (0-10)
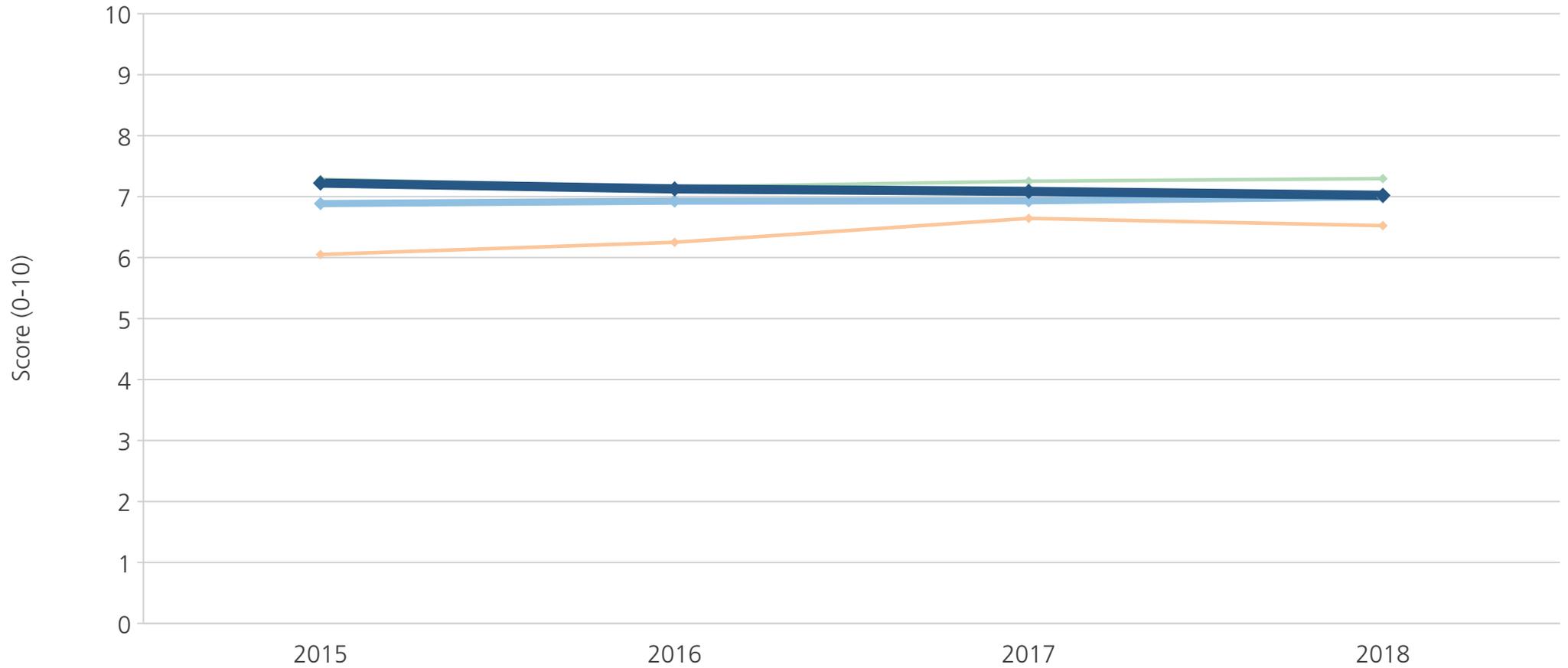
	2015	2016	2017	2018
Your org	7.2	7.1	7.1	7.0
Average				
Worst	6.0	6.3	6.6	6.5
No. responses	761	933	1,104	988

Score (0-10)

2018
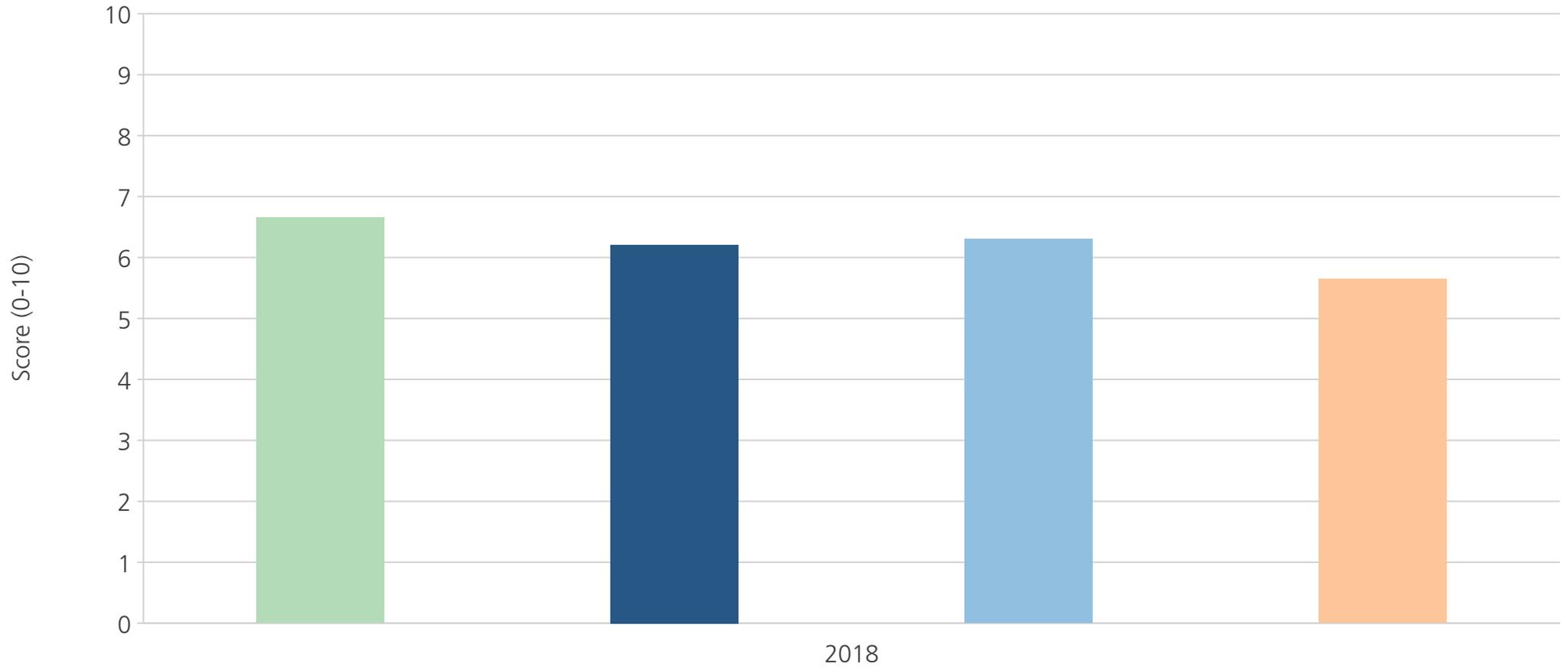
	2018
Best	6.7
Your org	6.2
Average	6.3
Worst	5.6
No. responses	956

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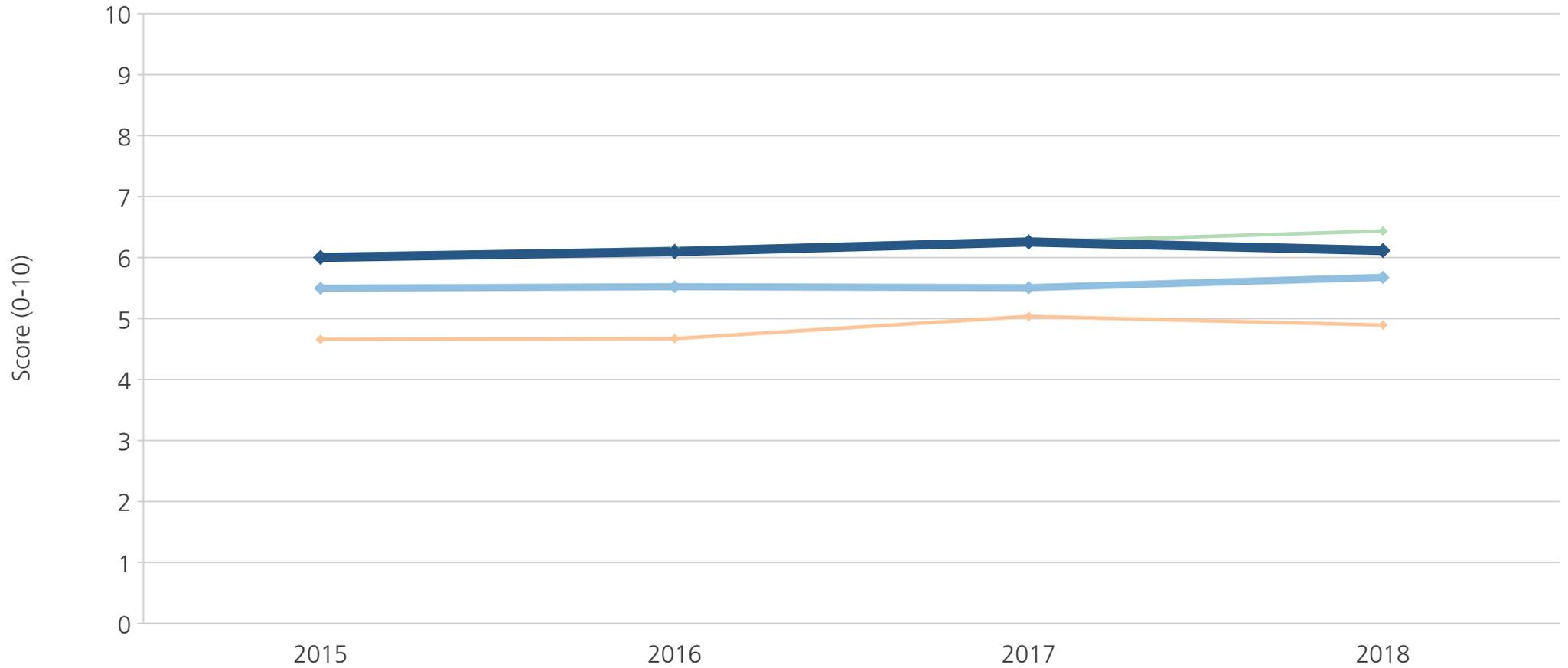
	2015	2016	2017	2018
Your org	6.0	6.1	6.3	6.1
Average				
Worst	4.7	4.7	5.0	4.9
No. responses	566	797	938	855

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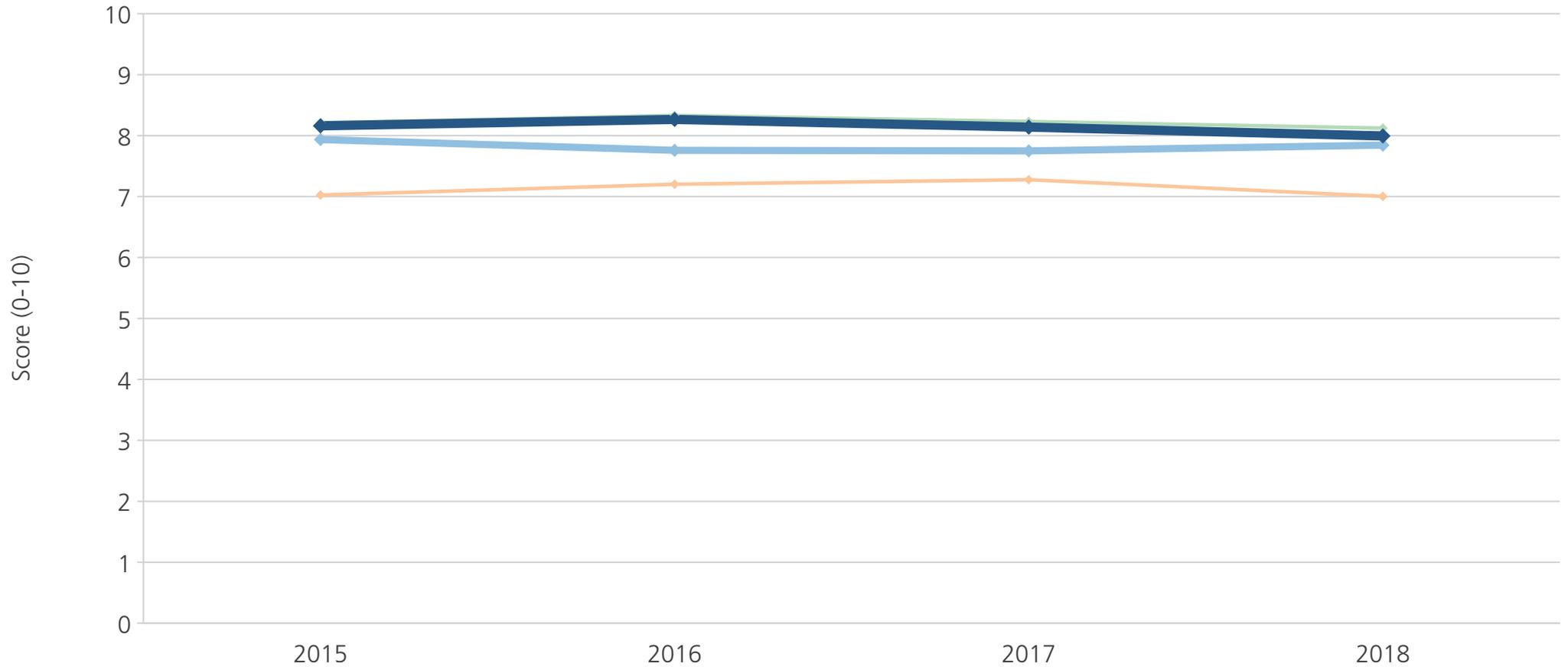
	2015	2016	2017	2018
Your org	8.2	8.3	8.1	8.0
Average				
Worst	7.0	7.2	7.3	7.0
No. responses	661	818	967	885

14
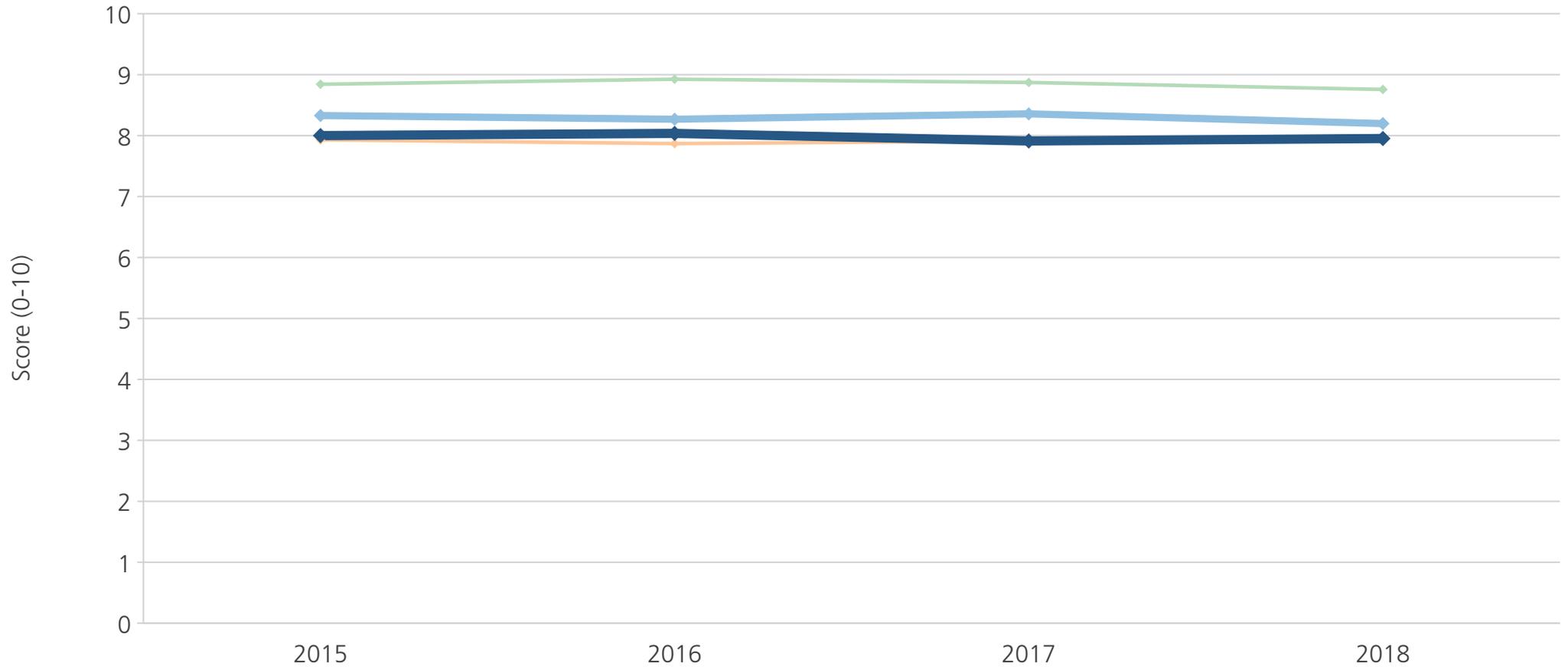
	2015	2016	2017	2018
Your org	8.0	8.0	7.9	8.0
Average				
Worst	7.9	7.9	7.9	7.9
No. responses	748	918	1,091	951
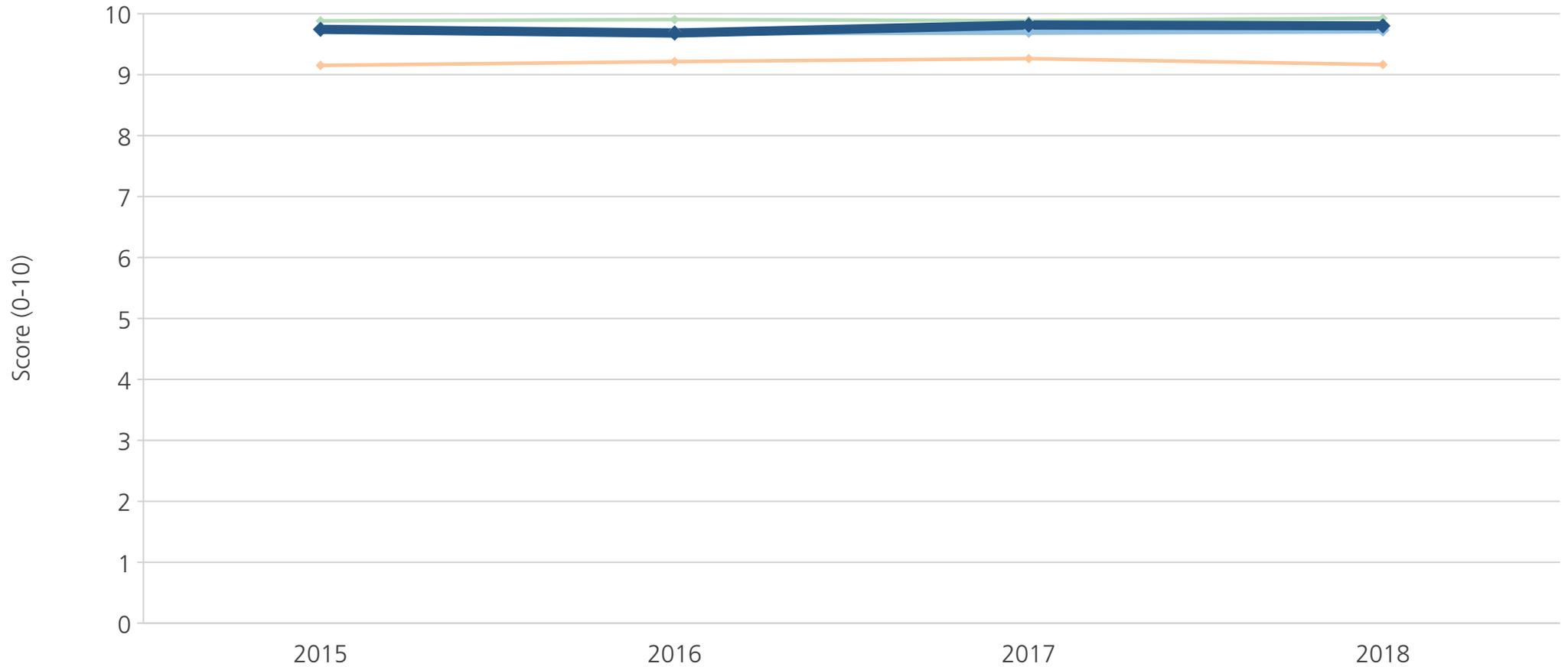
	2015	2016	2017	2018
Your org	9.7	9.7	9.8	9.8
Average				
Worst	9.2	9.2	9.3	9.2
No. responses	743	928	1,092	952
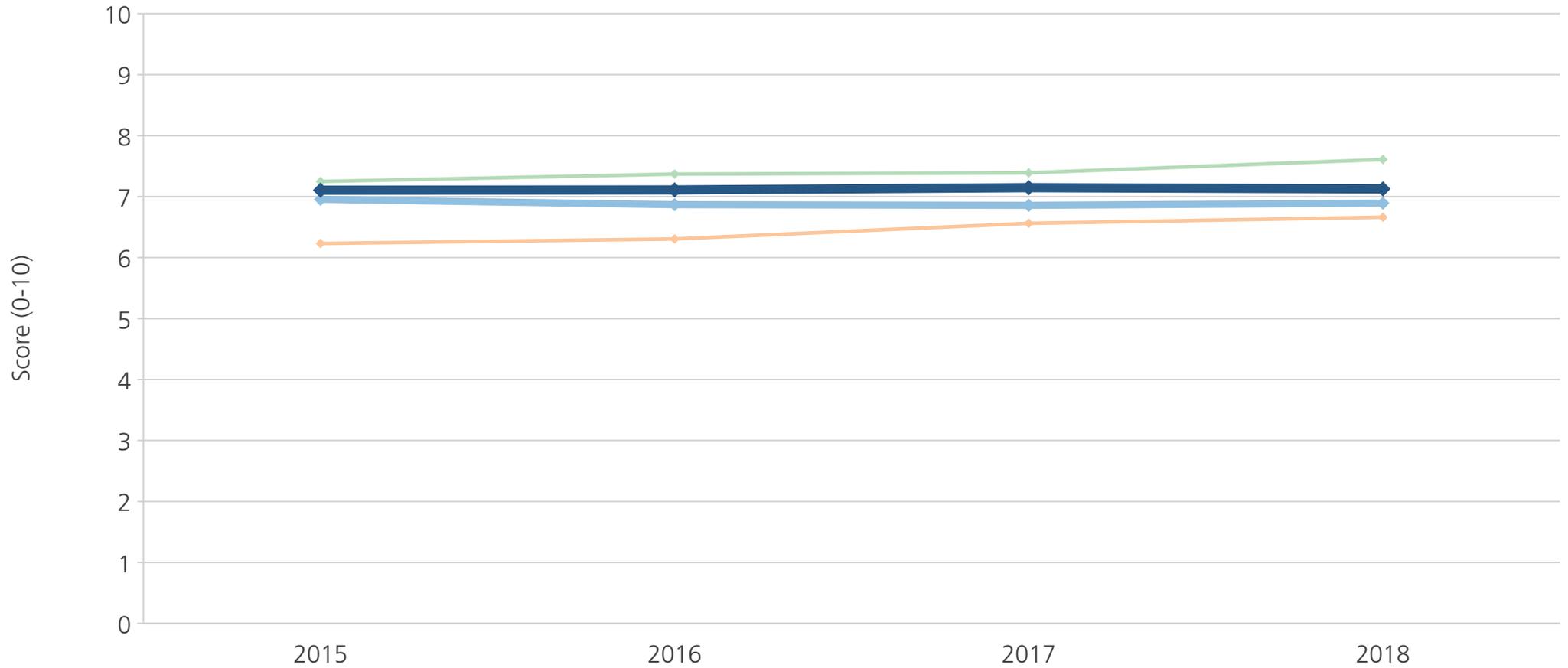
	2015	2016	2017	2018
Your org	7.1	7.1	7.1	7.1
Average				
Worst	6.2	6.3	6.6	6.7
No. responses	754	932	1,095	971
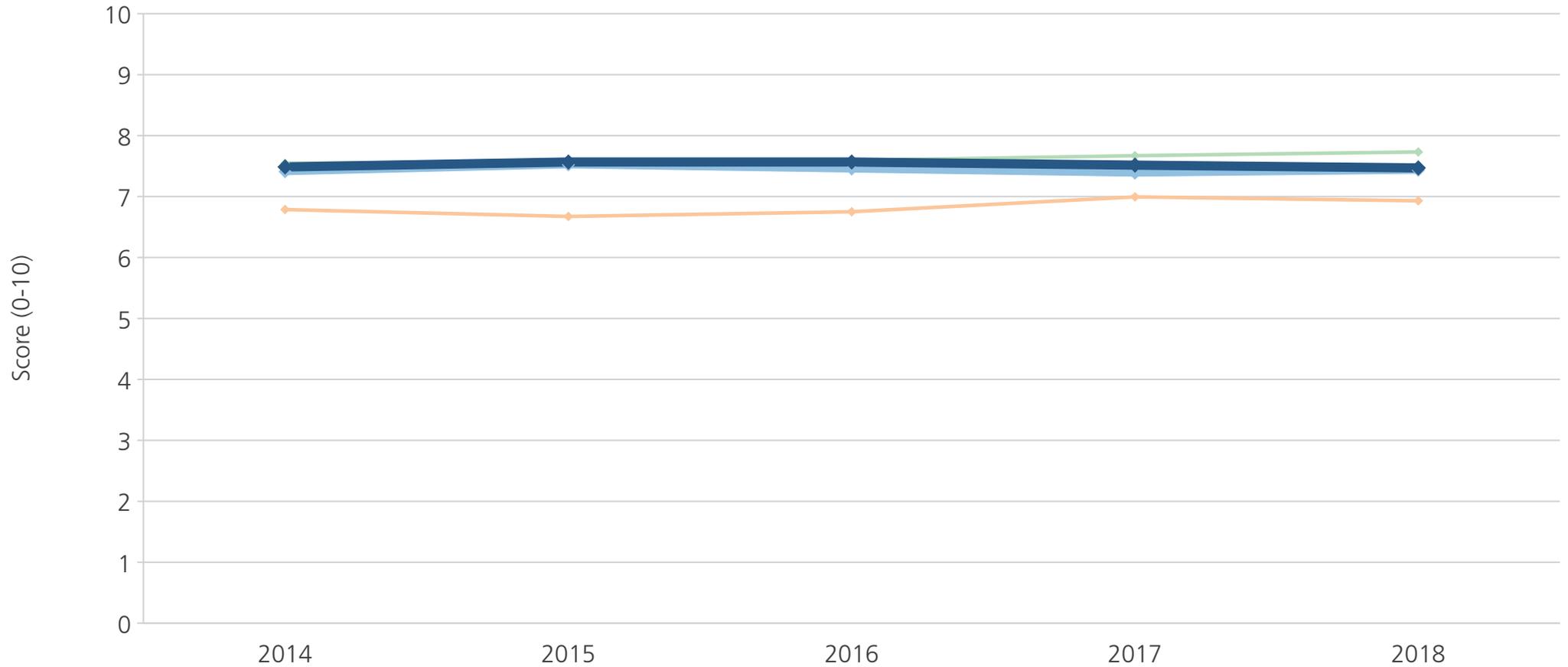
	2014	2015	2016	2017	2018
Your org	7.5	7.6	7.6	7.5	7.5
Average					
Worst	6.8	6.7	6.8	7.0	6.9
No. responses	683	764	936	1,124	1,001

Theme results – Detailed information

Moorfields Eye Hospital NHS Foundation Trust

2018 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?
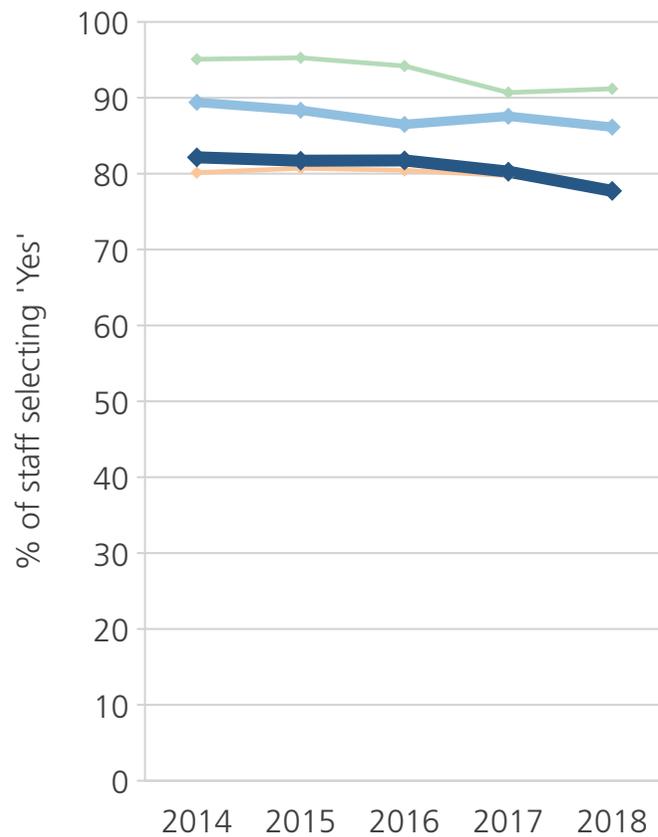
Q15a
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?
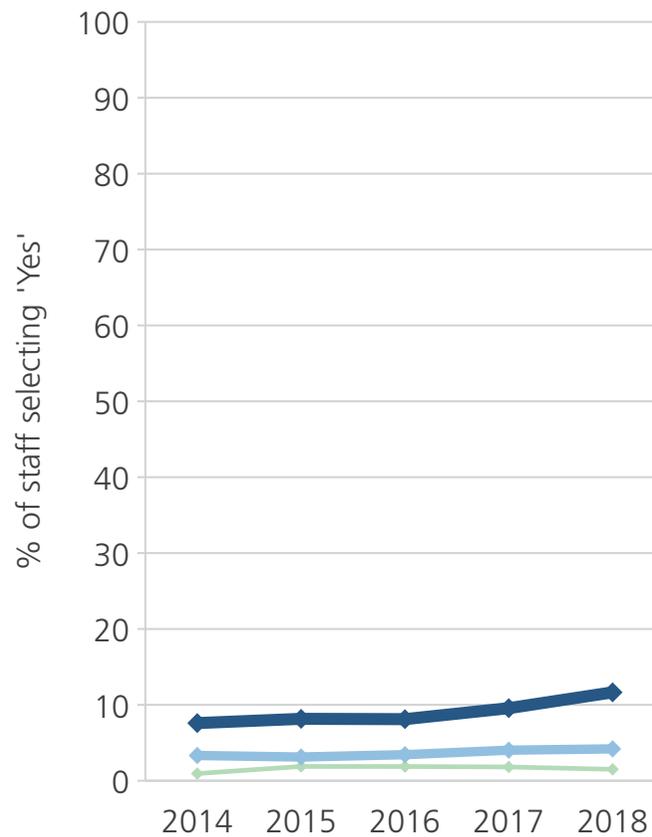
Q15b
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

	2014	2015	2016	2017	2018
Your org	82.2%	81.7%	81.7%	80.3%	77.7%
Average					
Worst	80.1%	80.7%	80.4%	79.7%	77.7%

	2014	2015	2016	2017	2018
Your org	7.6%	8.2%	8.1%	9.6%	11.6%
Average					
Best	0.9%	1.9%	1.9%	1.8%	1.5%
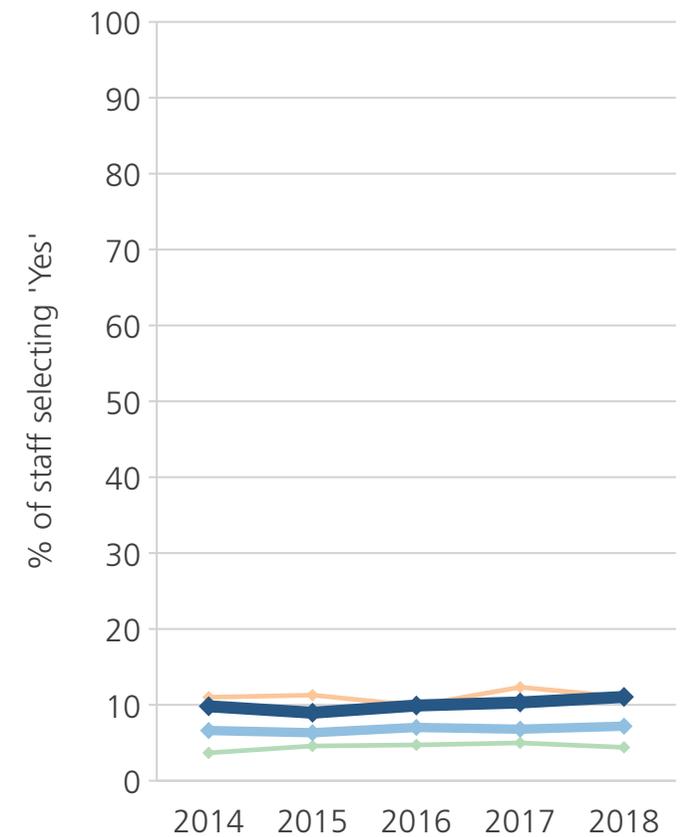
	2014	2015	2016	2017	2018
Your org	9.8%	9.0%	9.9%	10.3%	11.0%
Average					
Best	3.7%	4.6%	4.7%	5.0%	4.4%

Q28b
Has your employer made adequate adjustment(s)
to enable you to carry out your work?
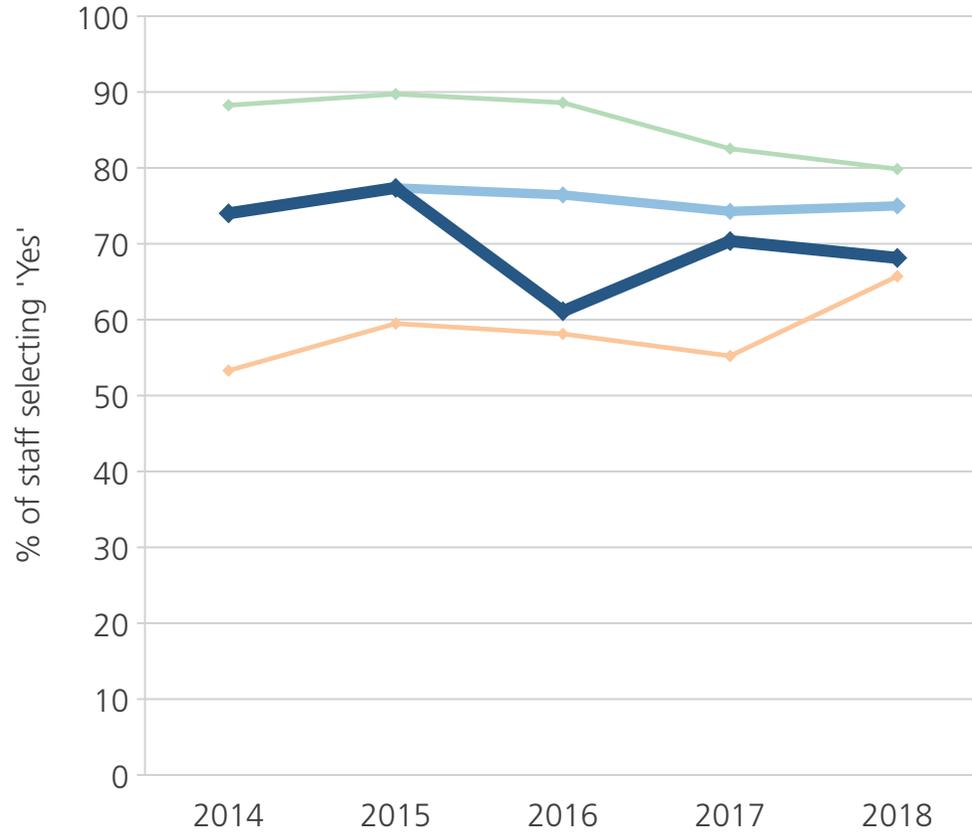
	2014	2015	2016	2017	2018
Your org	74.0%	77.4%	61.1%	70.4%	68.1%
Average					
Worst	53.3%	59.5%	58.1%	55.2%	65.7%

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Q5h
The opportunities for flexible working patterns

% of staff selecting 'Satisfied'/'Very Satisfied'
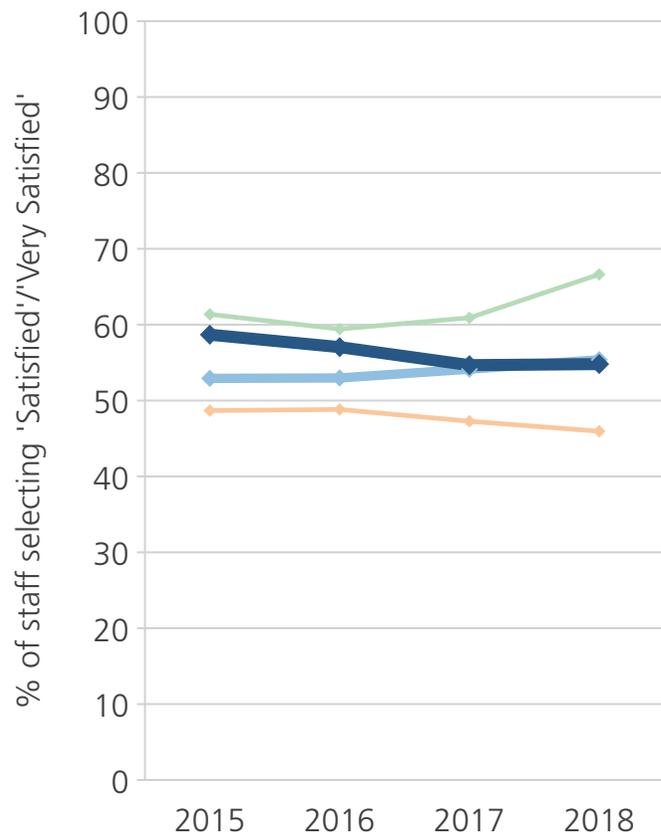
Q11a
Does your organisation take positive action on health and well-being?

% of staff selecting 'Yes, definitely'
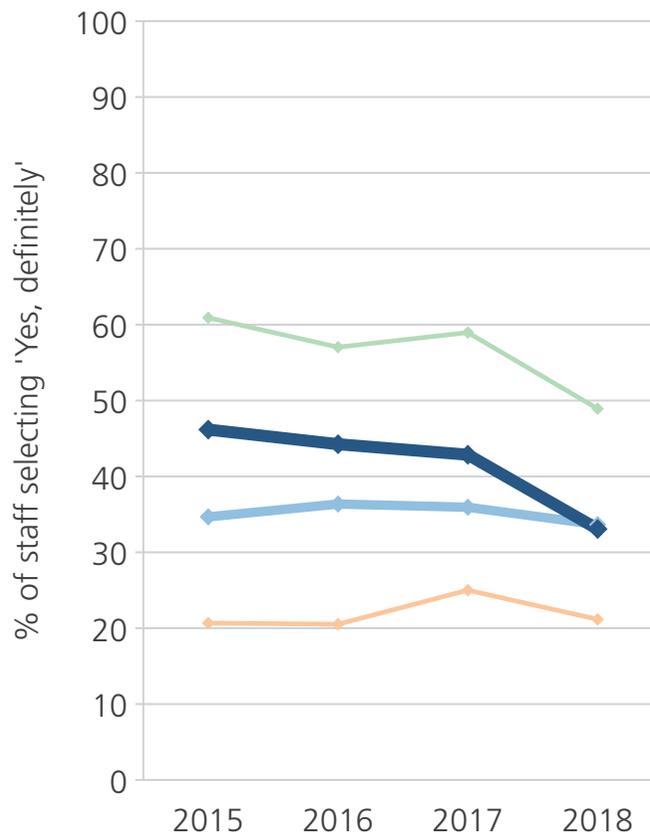
Q11b
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?

% of staff selecting 'Yes'

	2015	2016	2017	2018
Your org	58.7%	57.0%	54.7%	54.8%
Average				
Worst	48.7%	48.8%	47.3%	46.0%

	2015	2016	2017	2018
Your org	46.2%	44.2%	42.9%	33.1%
Average				
Worst	20.7%	20.5%	25.0%	21.2%
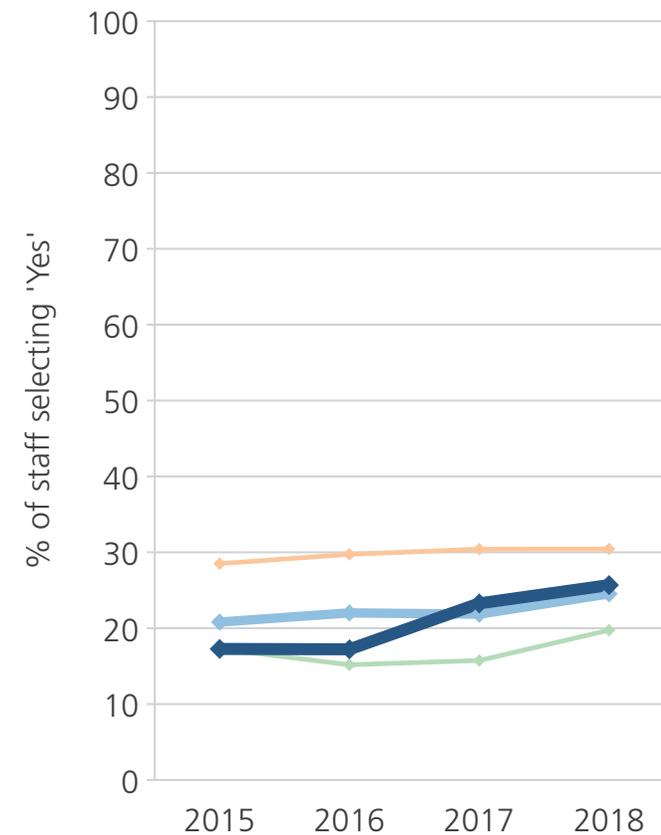
	2015	2016	2017	2018
Your org	17.3%	17.2%	23.3%	25.7%
Average				
Best	17.3%	15.2%	15.7%	19.7%

Q11c

During the last 12 months have you felt
unwell as a result of work related stress?
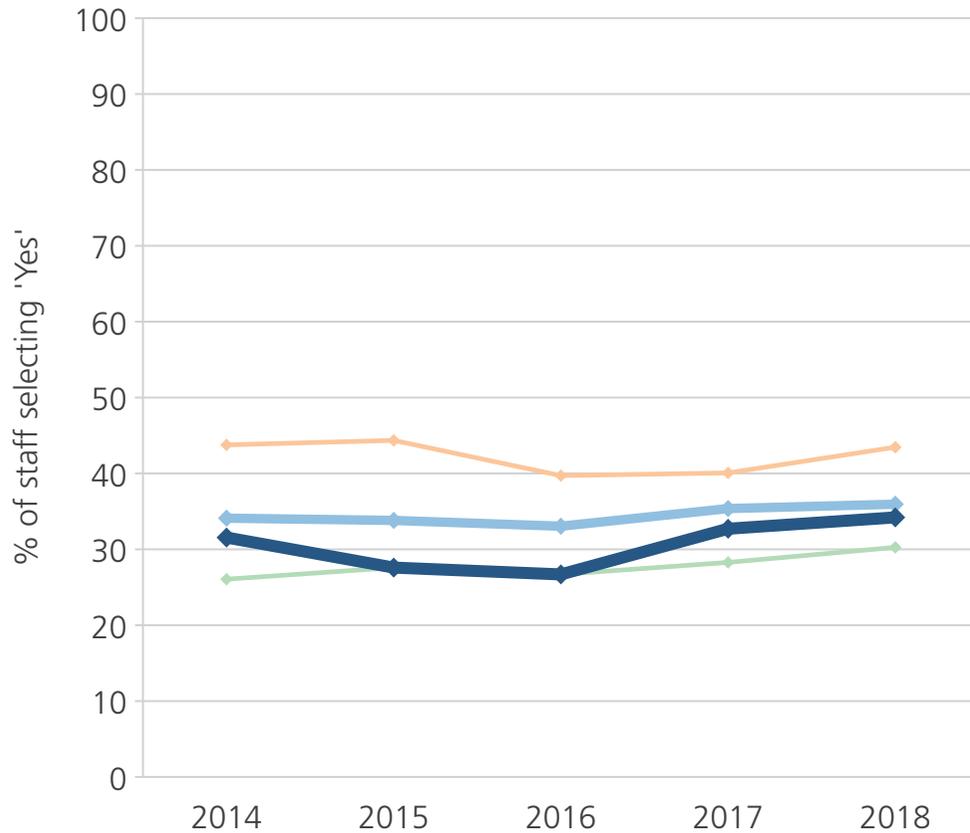
Q11d

In the last three months have you ever come to work
despite not feeling well enough to perform your duties?
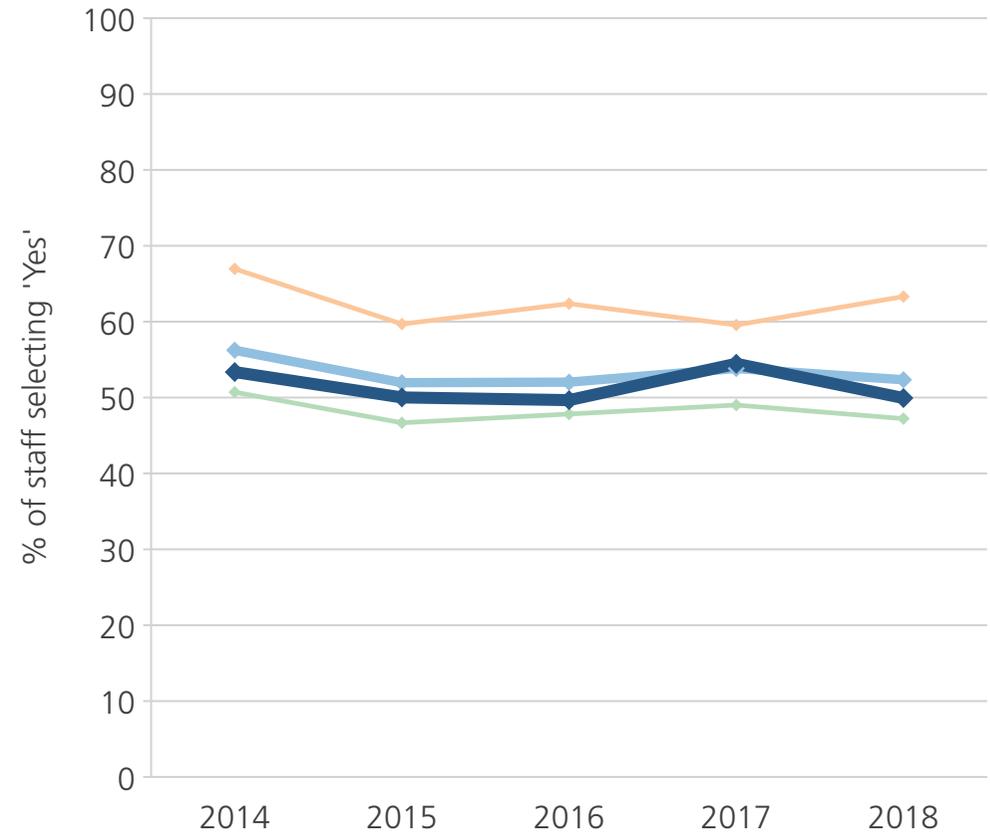
	2014	2015	2016	2017	2018
Your org	31.6%	27.6%	26.7%	32.7%	34.2%
Average					
Best	26.1%	27.6%	26.7%	28.3%	30.3%

	2014	2015	2016	2017	2018
Your org	53.4%	50.0%	49.7%	54.5%	49.9%
Average					
Best	50.7%	46.7%	47.8%	49.0%	47.2%

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Q5b
The support I get from my immediate manager
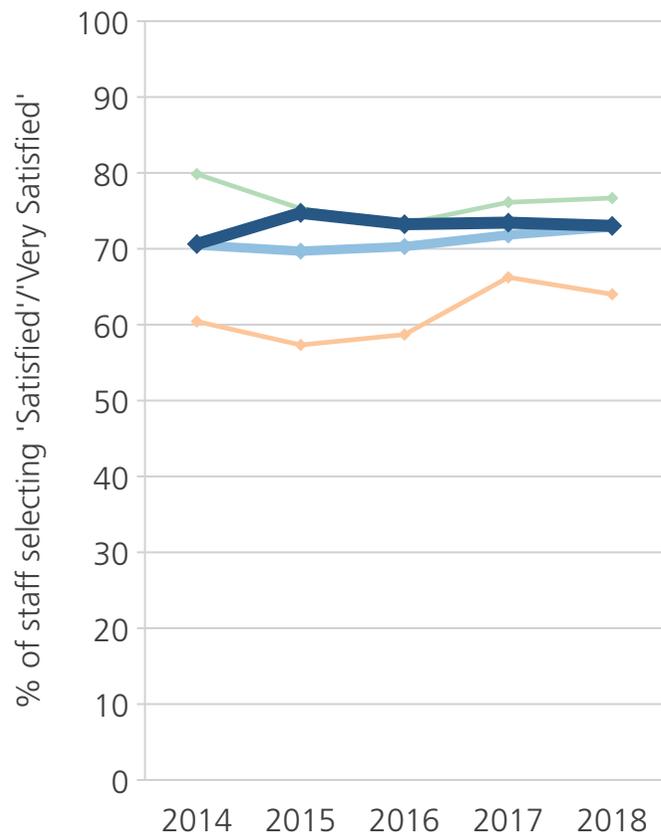
Q8c
My immediate manager gives me clear feedback on my work
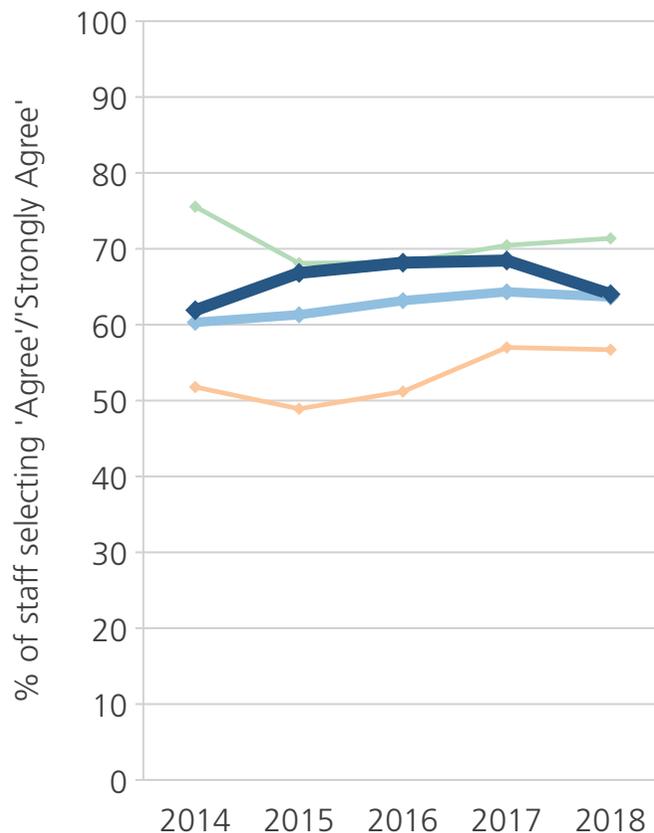
Q8d
My immediate manager asks for my opinion before making decisions that affect my work

Q5b	2014	2015	2016	2017	2018
Your org	70.6%	74.7%	73.2%	73.4%	73.0%
Average					
Worst	60.4%	57.3%	58.7%	66.2%	64.0%

Q8c	2014	2015	2016	2017	2018
Your org	61.9%	66.8%	68.2%	68.5%	64.0%
Average					
Worst	51.8%	48.9%	51.2%	57.0%	56.7%
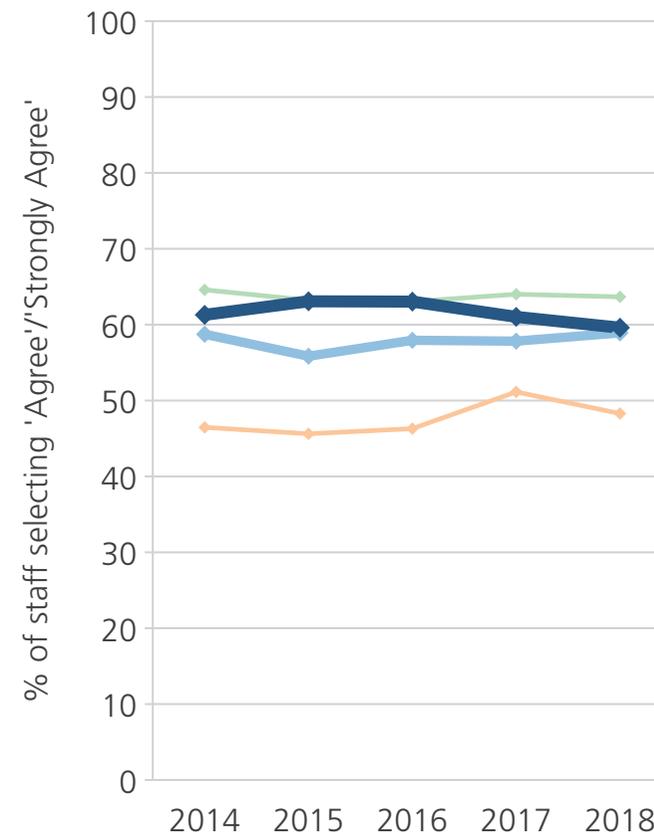
| Q8d	2014	2015	2016	2017	2018
Your org	61.3%	63.1%	63.0%	61.0%	59.6%
Average					
Worst	46.5%	45.6%	46.3%	51.1%	48.3%

Q8f
My immediate manager takes a positive interest in my health and well-being
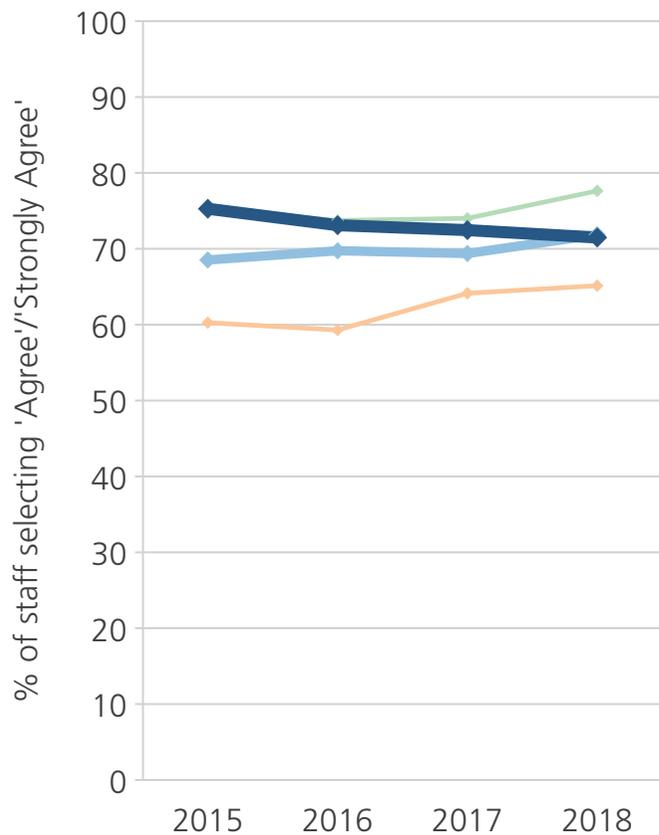
Q8g
My immediate manager values my work
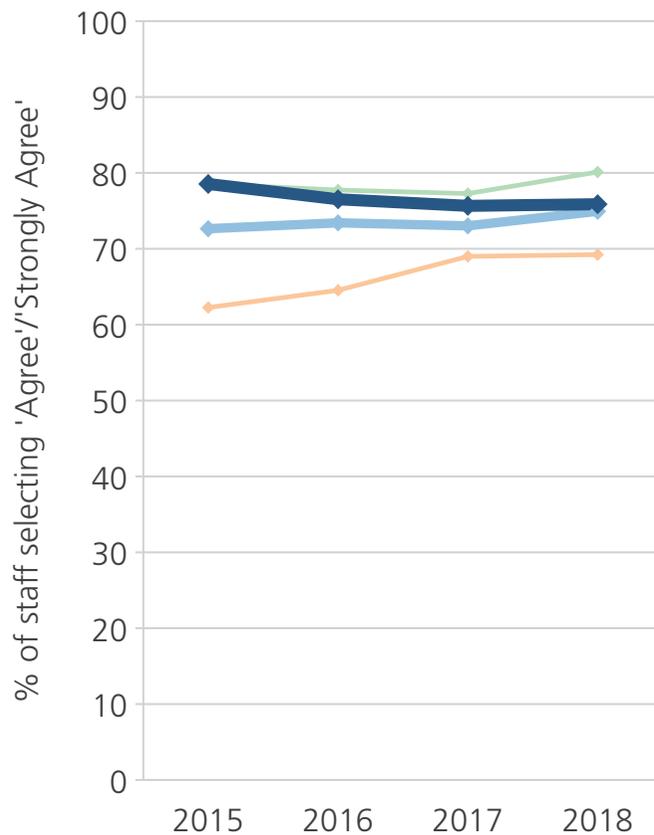
Q19g
My manager supported me to receive this training, learning or development

Q8f	2015	2016	2017	2018
Your org	75.3%	73.1%	72.5%	71.5%
Average				
Worst	60.3%	59.3%	64.1%	65.1%

Q8g	2015	2016	2017	2018
Your org	78.5%	76.5%	75.7%	75.9%
Average				
Worst	62.3%	64.5%	69.0%	69.2%

| Q19g	2015	2016	2017	2018
Your org	64.4%	56.5%	53.9%	54.5%
Average				
Worst	43.4%	38.9%	44.8%	44.2%

Q4c
I am involved in deciding on changes introduced that affect my work area / team / department
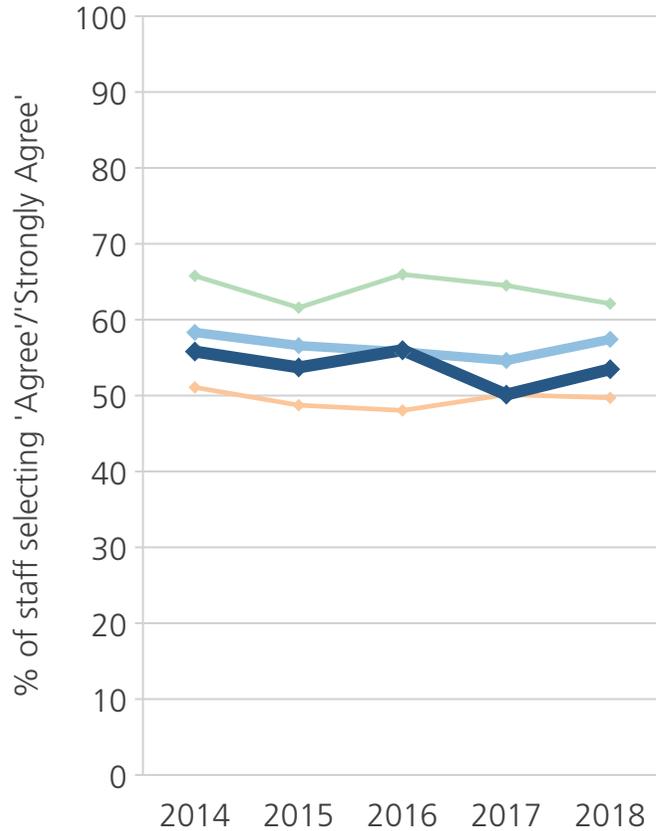
Q4j
I receive the respect I deserve from my colleagues at work
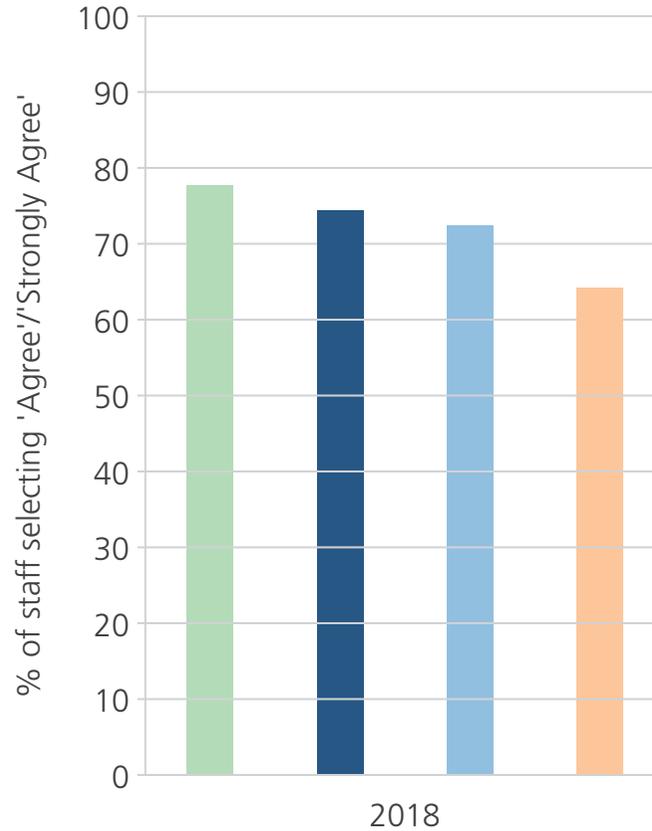
**Q6a**
I have unrealistic time pressures
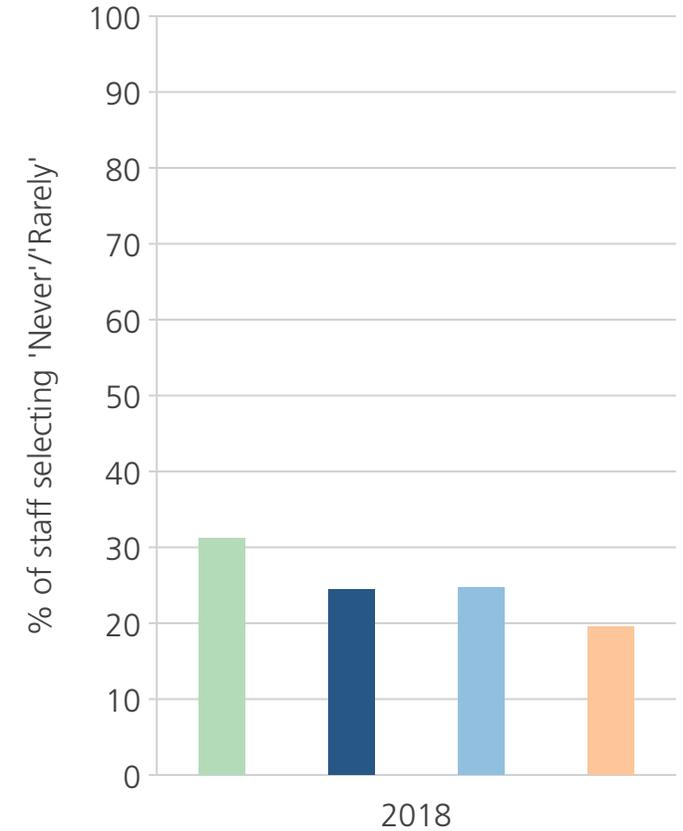
	2014	2015	2016	2017	2018
Your org	55.8%	53.7%	56.0%	50.1%	53.5%
Average					
Worst	51.1%	48.7%	48.0%	50.1%	49.7%

Your org	
Average	
Worst	

Your org	
Average	
Worst	

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Q6b
I have a choice in deciding
how to do my work
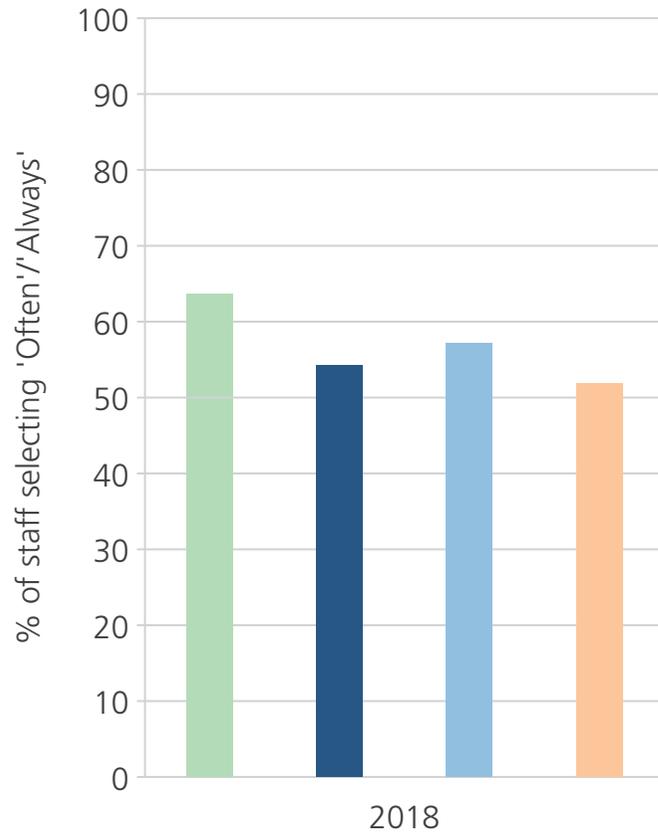
Q6c
Relationships at work are strained
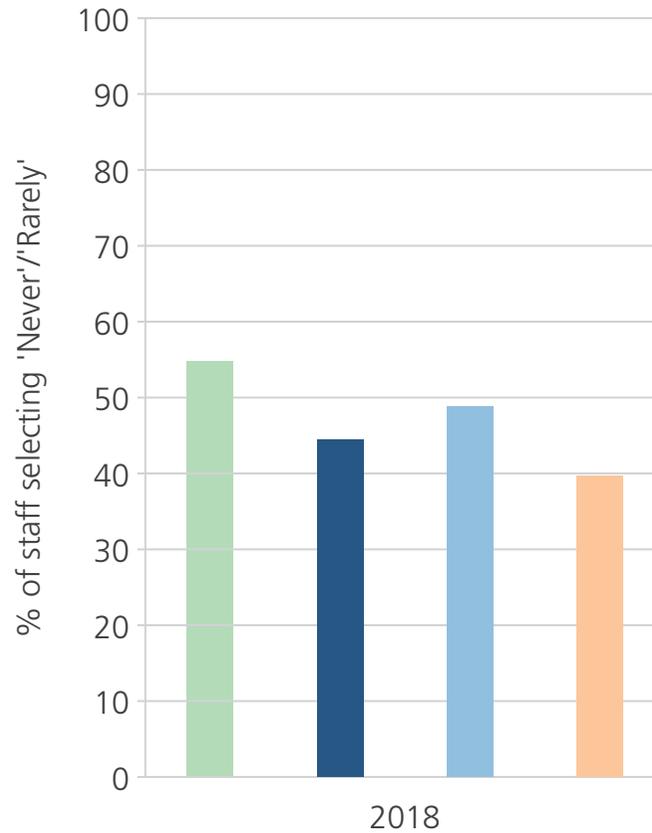
Q8a
My immediate manager
encourages me at work

% of staff selecting 'Often'/'Always'

% of staff selecting 'Never'/'Rarely'

% of staff selecting 'Agree'/'Strongly Agree'

2018

Best	63.7%
Your org	54.2%
Average	57.1%
Worst	51.8%

Best	54.8%
Your org	44.4%
Average	48.8%
Worst	39.7%
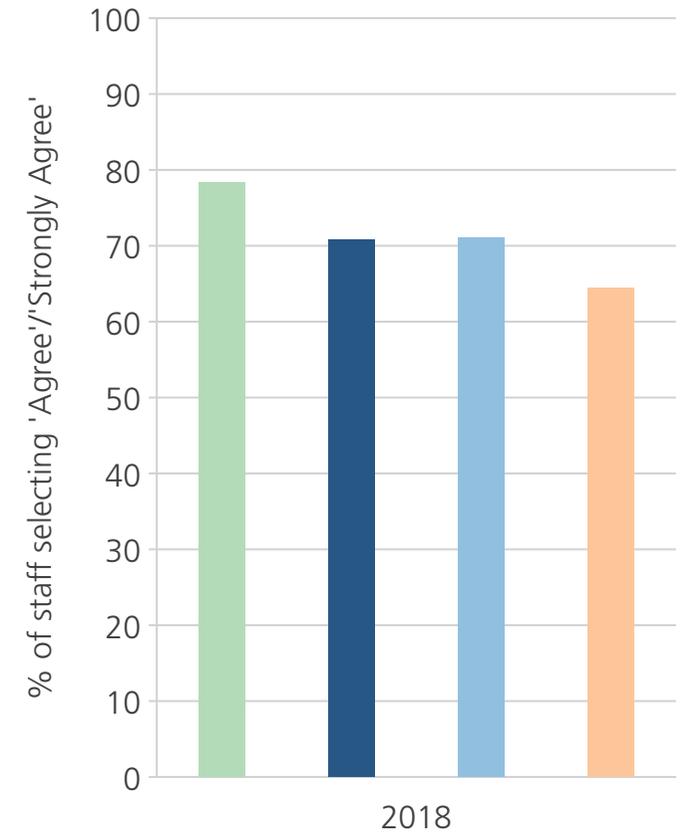
Best	78.4%
Your org	70.8%
Average	71.0%
Worst	64.4%

Q23a
I often think about
leaving this organisation
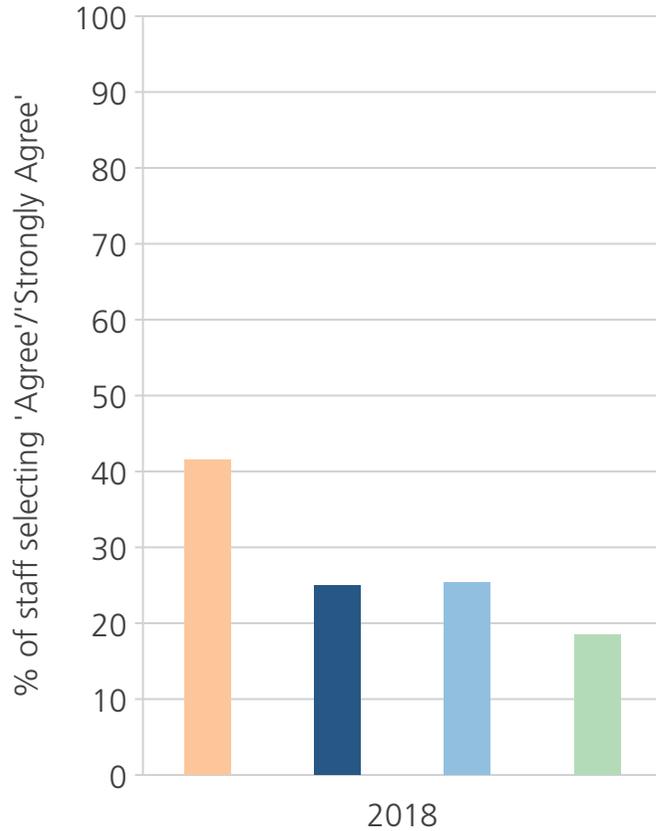
Q23b
I will probably look for a job at a new
organisation in the next 12 months
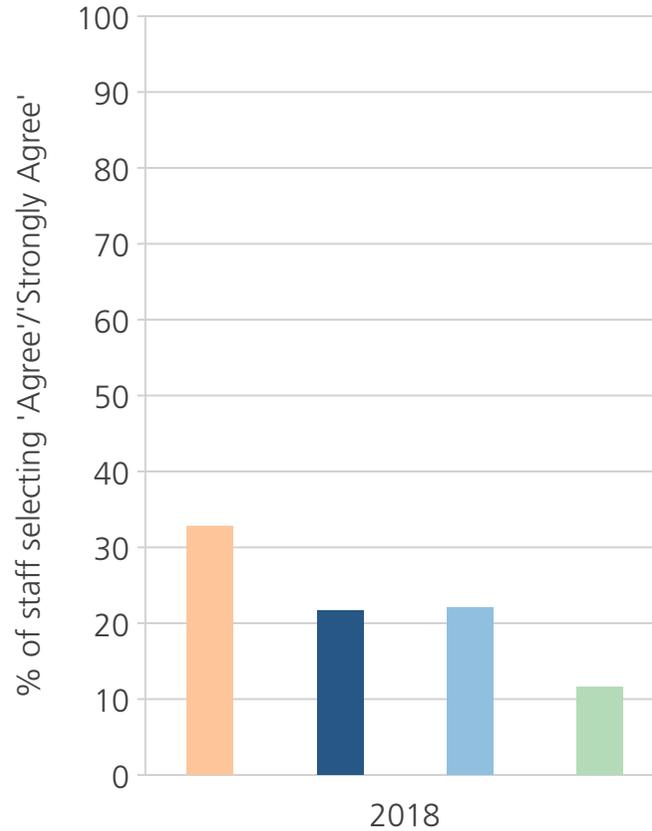
Q23c
As soon as I can find another
job, I will leave this organisation

2018
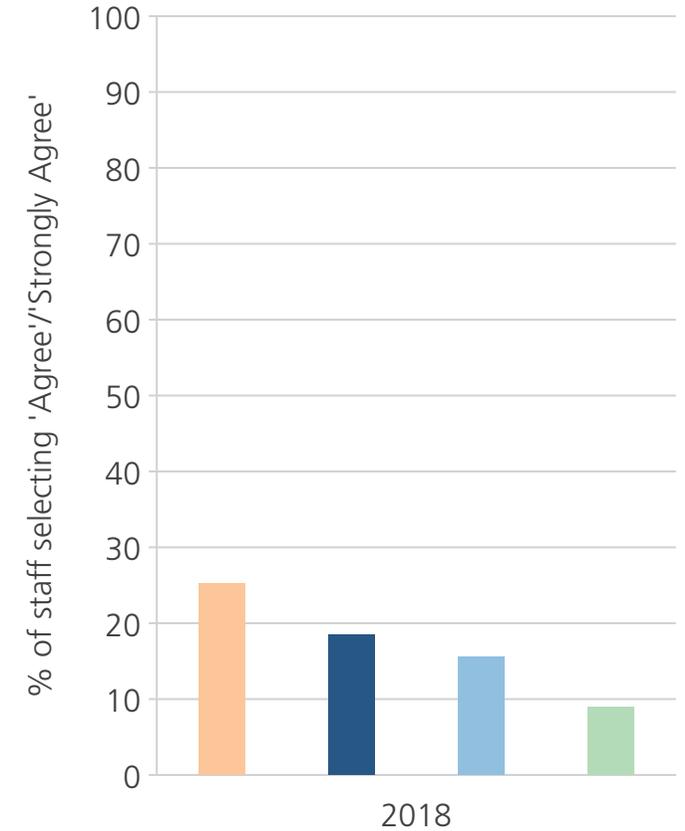
Worst	41.5%
Your org	25.0%
Average	25.3%
Best	18.5%

Worst	32.8%
Your org	21.6%
Average	22.1%
Best	11.6%

Worst	25.3%
Your org	18.4%
Average	15.6%
Best	8.9%

Q19b
It helped me to improve how I do my job

Your org	34.5%	31.9%	33.5%	33.6%
Average				
Worst	11.6%	12.8%	15.9%	13.2%
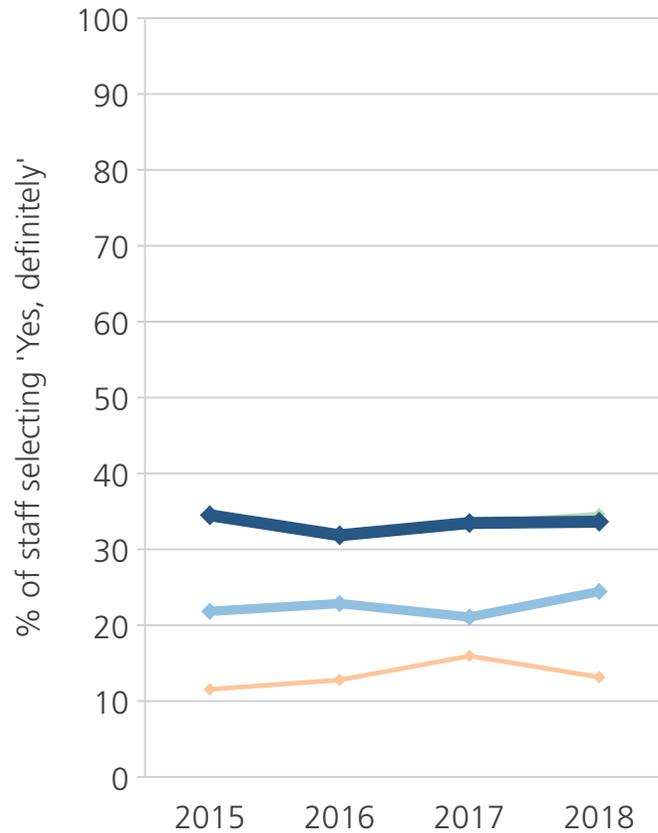
Q19c
It helped me agree clear objectives for my work

Your org	44.3%	42.9%	42.2%	42.3%
Average				
Worst	24.2%	24.5%	28.9%	27.4%
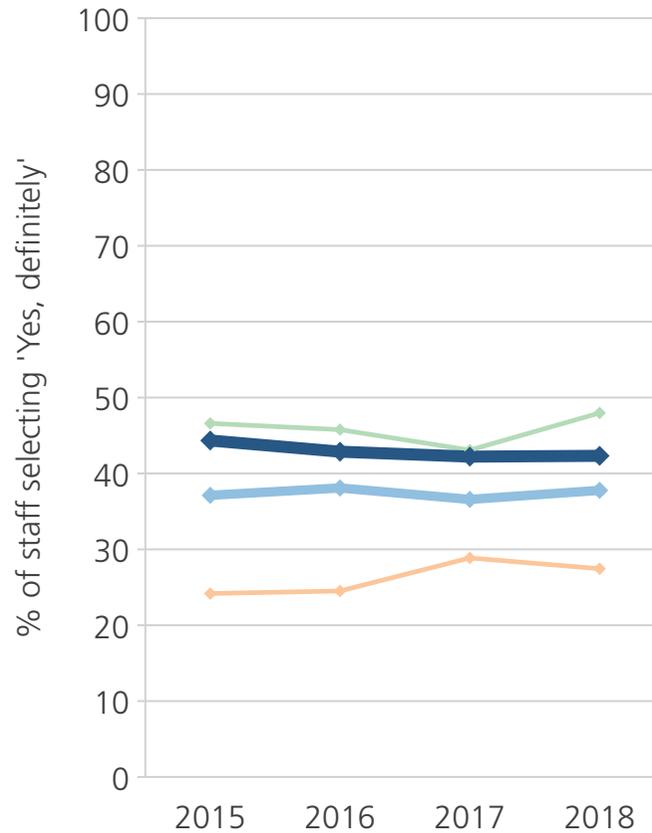
Q19d
It left me feeling that my work is valued by my organisation

Your org	42.7%	40.8%	39.9%	38.3%
Average				
Worst	20.8%	20.6%	24.7%	24.9%

Q19e
The values of my organisation were
discussed as part of the appraisal process
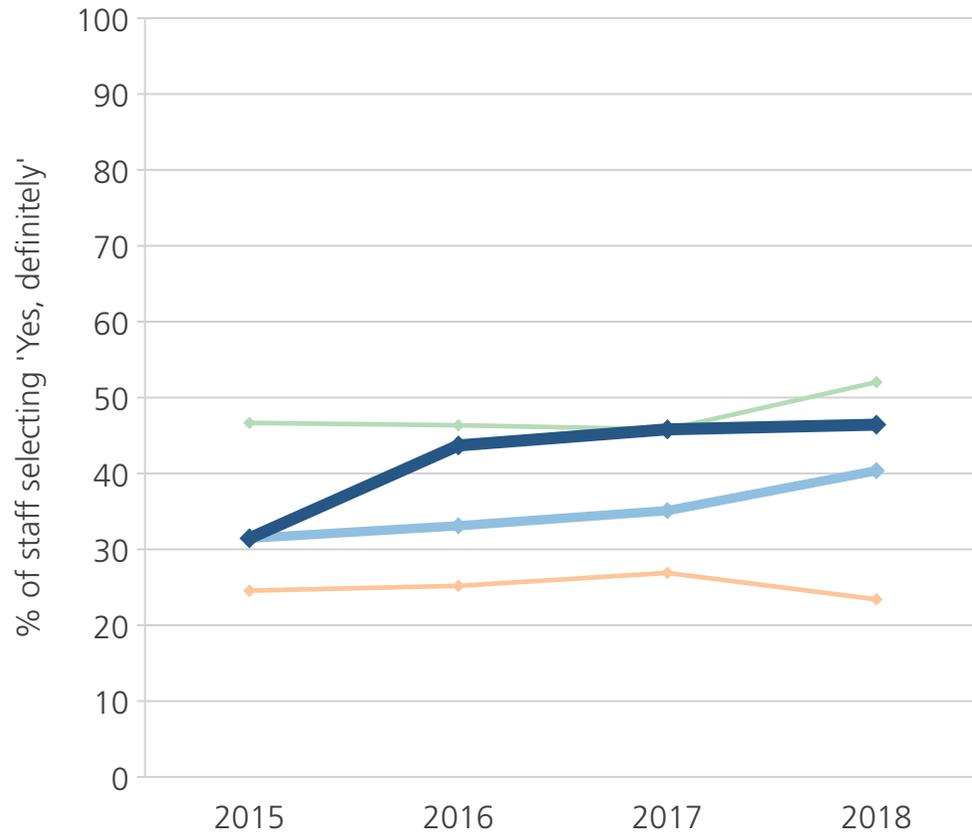
	2015	2016	2017	2018
Your org	31.5%	43.7%	45.8%	46.4%
Average				
Worst	24.6%	25.2%	26.9%	23.4%

Q7a
I am satisfied with the quality of
care I give to patients / service users
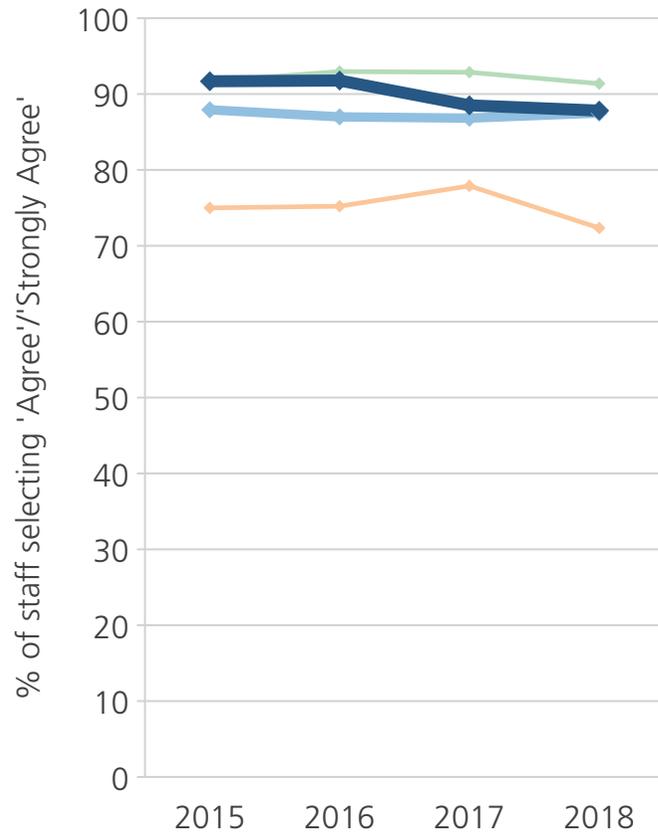
**Q7b**
I feel that my role makes a
difference to patients / service users
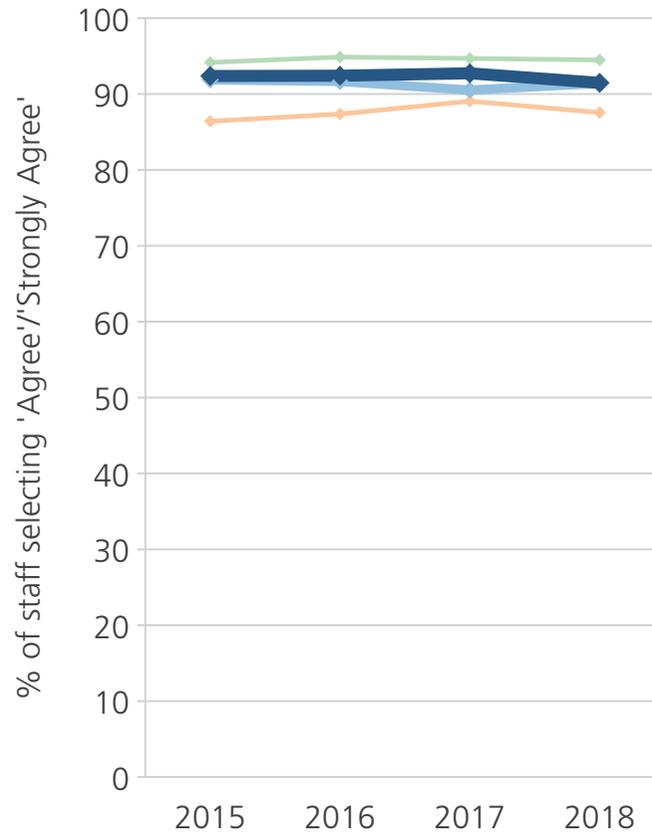
Q7c
I am able to deliver the care I aspire to

Q7a	2015	2016	2017	2018
Your org	91.7%	91.8%	88.5%	87.8%
Average				
Worst	75.0%	75.2%	77.9%	72.4%

Q7b	2015	2016	2017	2018
Your org	92.4%	92.4%	92.7%	91.5%
Average				
Worst	86.4%	87.4%	89.1%	87.6%

Q7c	2015	2016	2017	2018
Your org	84.0%	86.4%	82.1%	80.6%
Average				
Worst	58.0%	61.8%	64.0%	60.6%

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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?
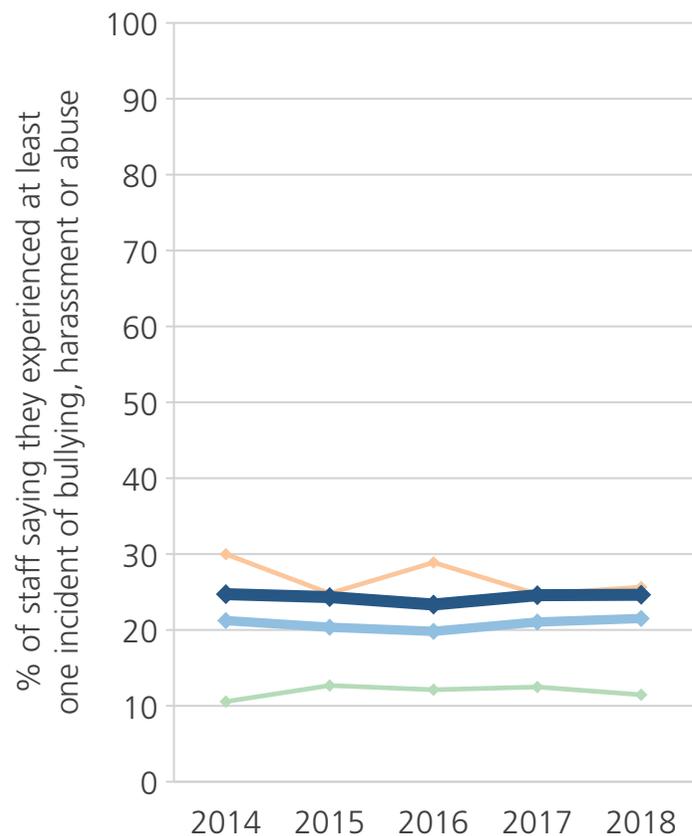
Q13b
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?
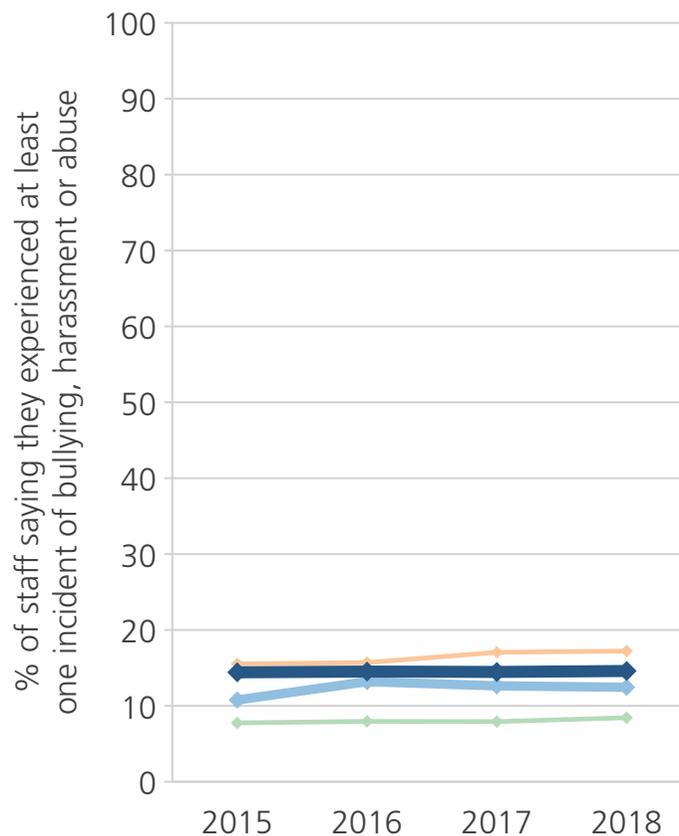
Q13c
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?


Q13a

	2014	2015	2016	2017	2018
Your org	24.7%	24.3%	23.3%	24.6%	24.6%
Average					
Best	10.6%	12.7%	12.1%	12.5%	11.5%

Q13b

	2015	2016	2017	2018
Your org	14.4%	14.5%	14.5%	14.6%
Average				
Best	7.8%	8.0%	7.9%	8.4%

Q13c
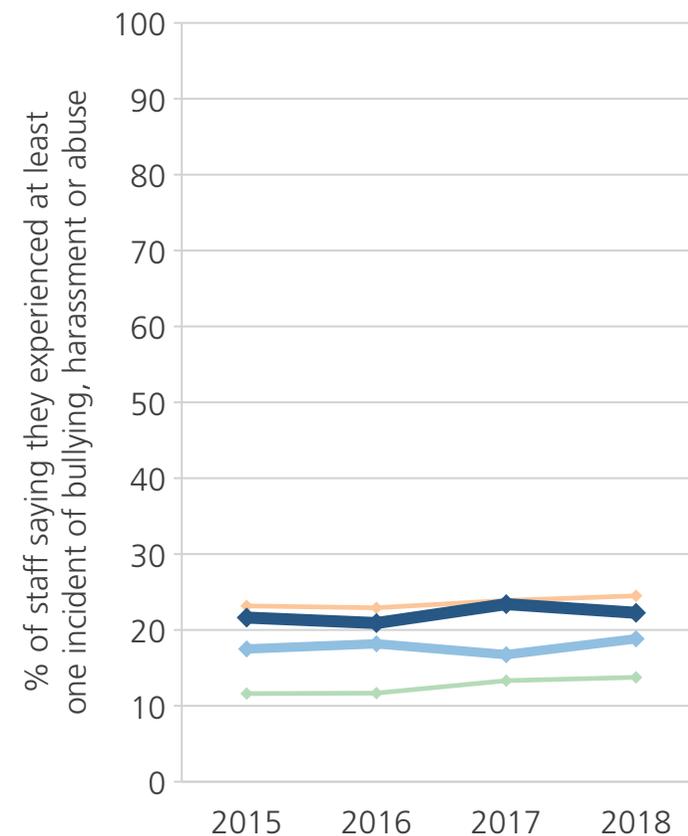
	2015	2016	2017	2018
Your org	21.6%	20.9%	23.4%	22.3%
Average				
Best	11.6%	11.7%	13.3%	13.8%

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?
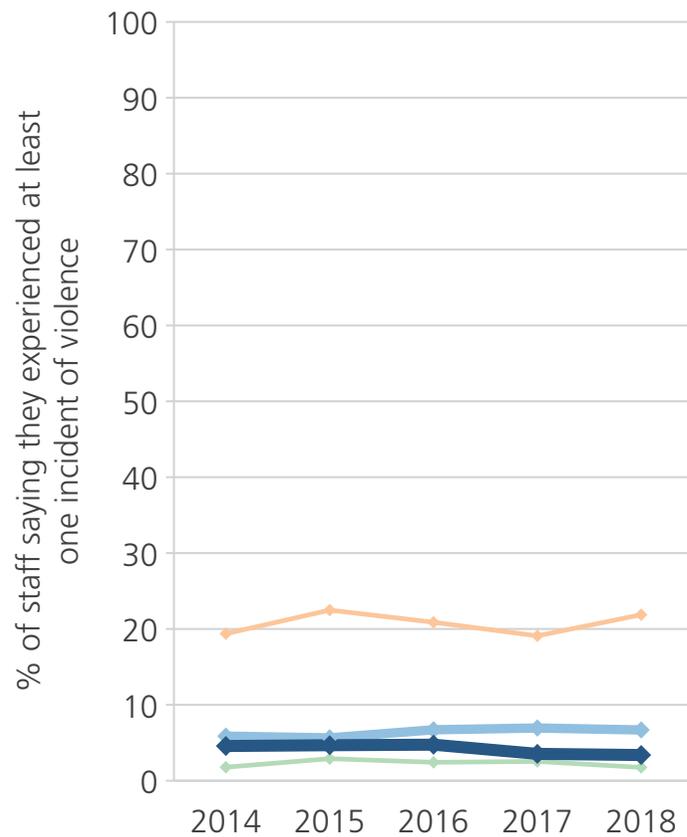
Q12b
In the last 12 months how many times have you personally experienced physical violence at work from managers?
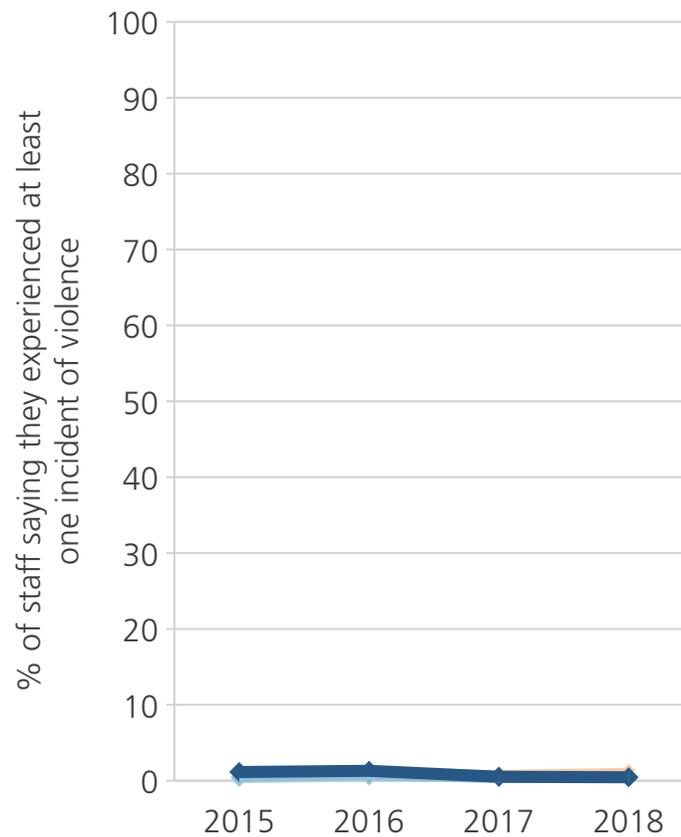
Q12c
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?

Q12a	2014	2015	2016	2017	2018
Your org	4.6%	4.7%	4.7%	3.5%	3.4%
Average					
Best	1.8%	2.9%	2.4%	2.5%	1.8%

Q12b	2015	2016	2017	2018
Your org	1.1%	1.3%	0.5%	0.5%
Average				
Best	0.0%	0.2%	0.1%	0.0%
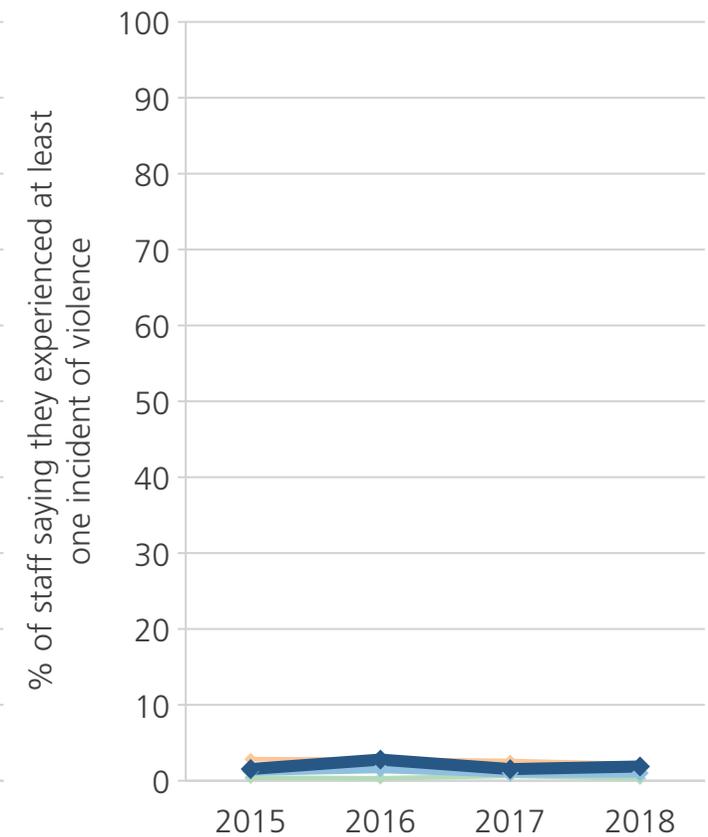
Q12c	2015	2016	2017	2018
Your org	1.5%	2.8%	1.5%	1.9%
Average				
Best	0.4%	0.3%	0.6%	0.3%

Q17a
My organisation treats staff
who are involved in an error,
near miss or incident fairly
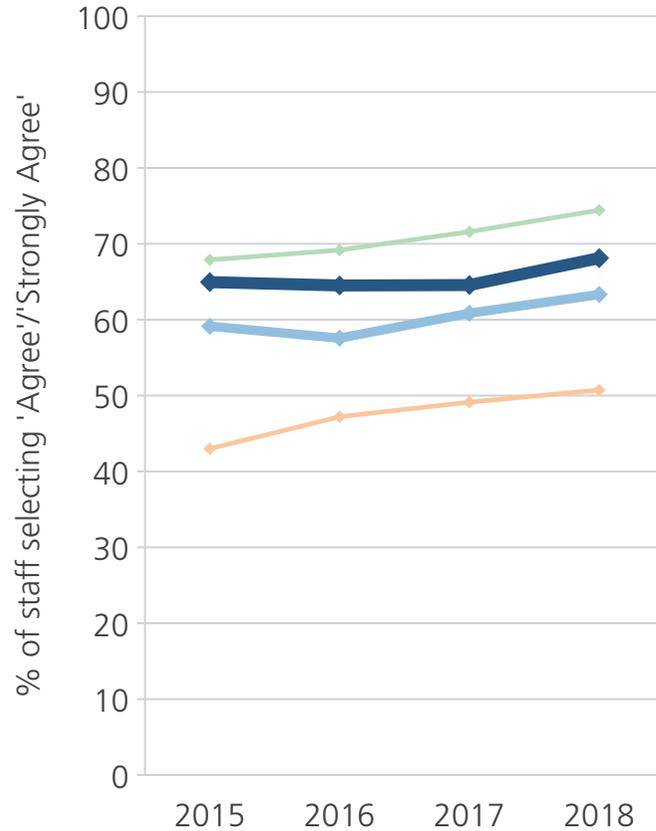
Q17c
When errors, near misses or incidents are
reported, my organisation takes action
to ensure that they do not happen again
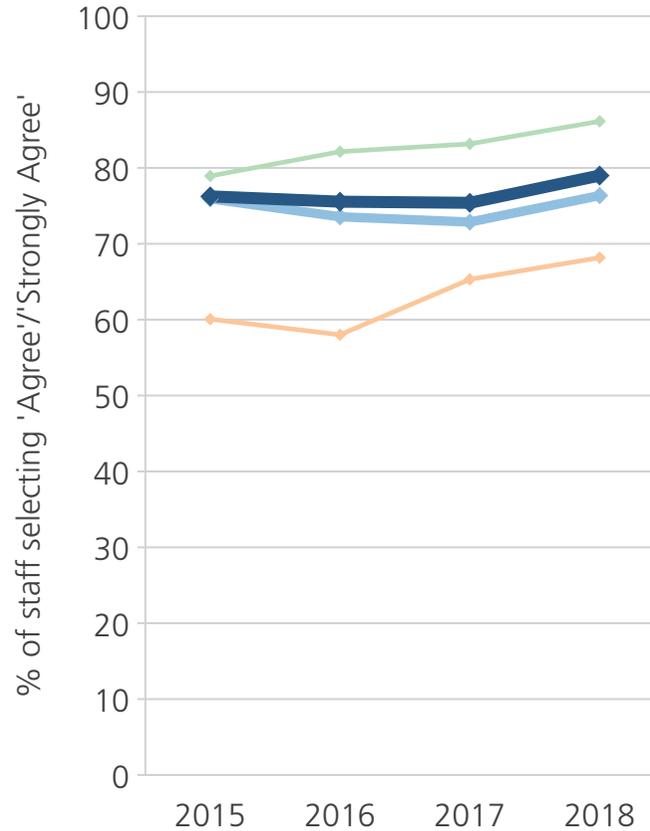
Q17d
We are given feedback about changes
made in response to reported
errors, near misses and incidents

	2015	2016	2017	2018
Your org	65.0%	64.5%	64.6%	68.1%
Average				
Worst	43.0%	47.2%	49.1%	50.7%

	2015	2016	2017	2018
Your org	76.3%	75.5%	75.4%	79.0%
Average				
Worst	60.1%	58.0%	65.3%	68.2%
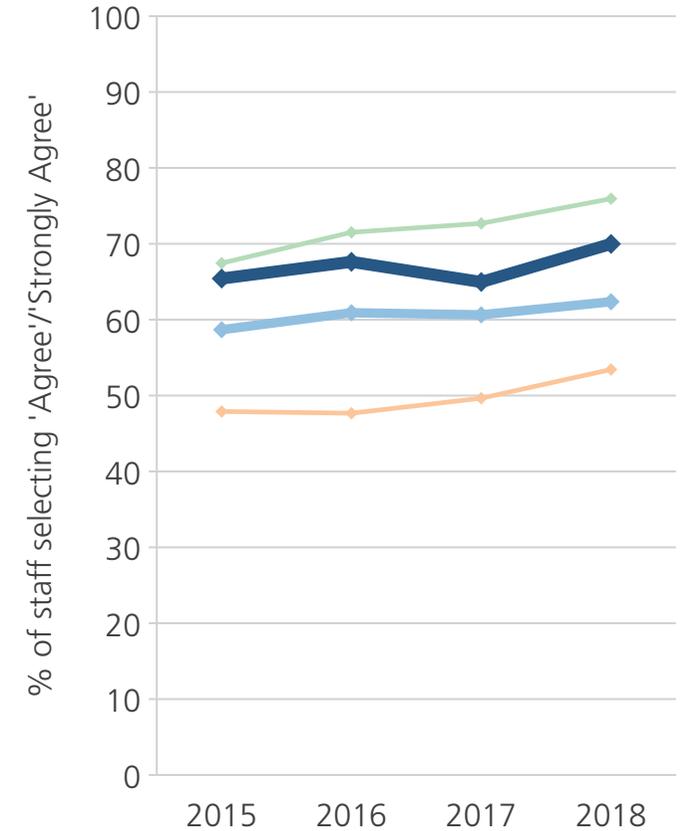
	2015	2016	2017	2018
Your org	65.4%	67.6%	65.0%	70.0%
Average				
Worst	47.9%	47.7%	49.6%	53.4%

Q18b
I would feel secure raising concerns about unsafe clinical practice
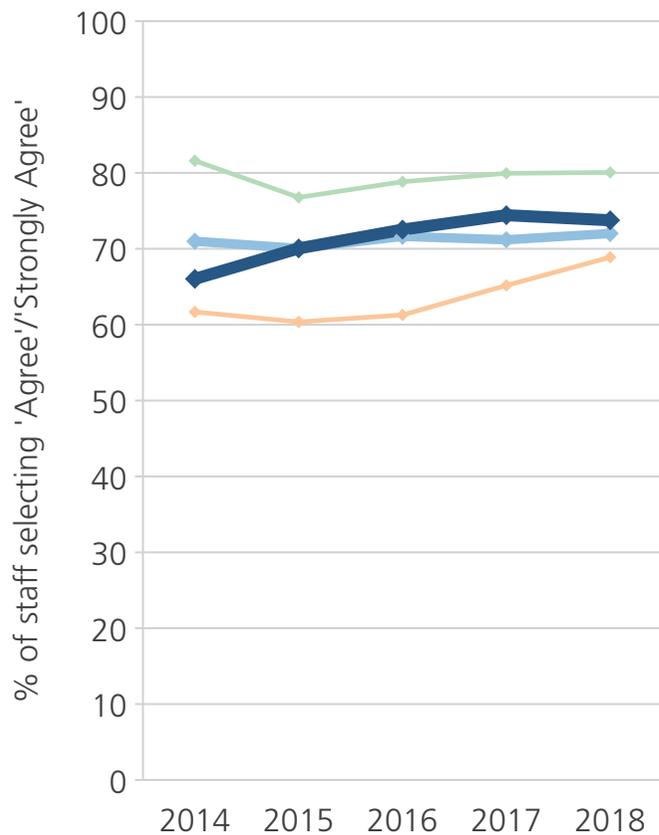
Q18c
I am confident that my organisation would address my concern
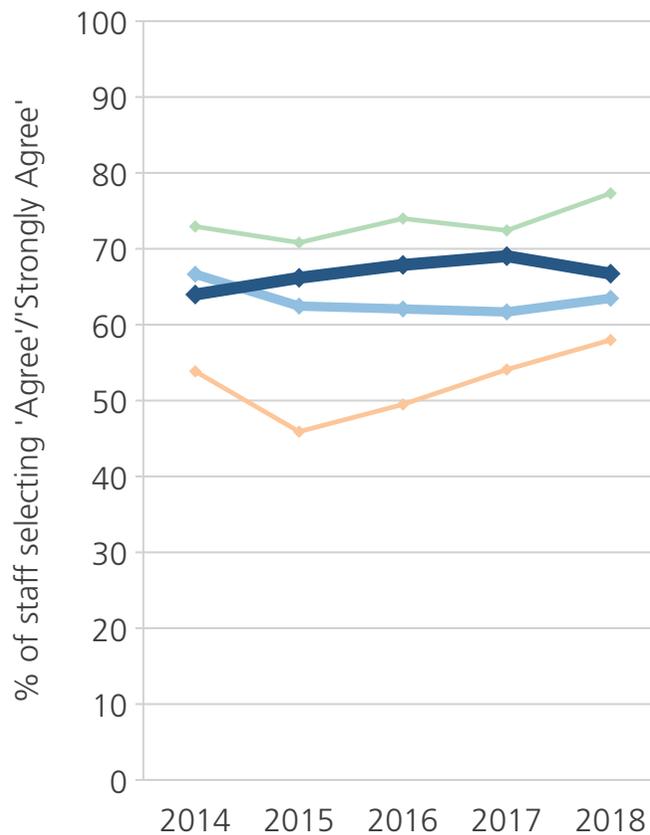
Q21b
My organisation acts on concerns raised by patients / service users

Q18b	2014	2015	2016	2017	2018
Your org	66.0%	70.1%	72.5%	74.4%	73.8%
Average					
Worst	61.7%	60.4%	61.3%	65.2%	68.9%

Q18c	2014	2015	2016	2017	2018
Your org	64.0%	66.2%	67.9%	69.0%	66.7%
Average					
Worst	53.9%	45.9%	49.5%	54.1%	58.0%

Q21b	2014	2015	2016	2017	2018
Your org	83.7%	84.7%	82.6%	84.2%	83.3%
Average					
Worst	68.8%	67.8%	69.2%	74.0%	73.1%

Q2a
I look forward to going to work
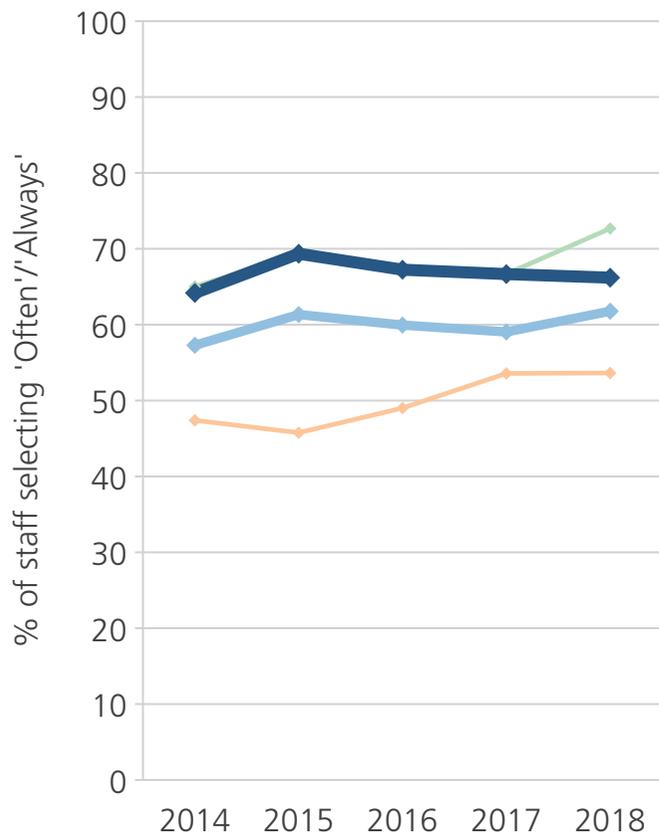
Q2b
I am enthusiastic about my job
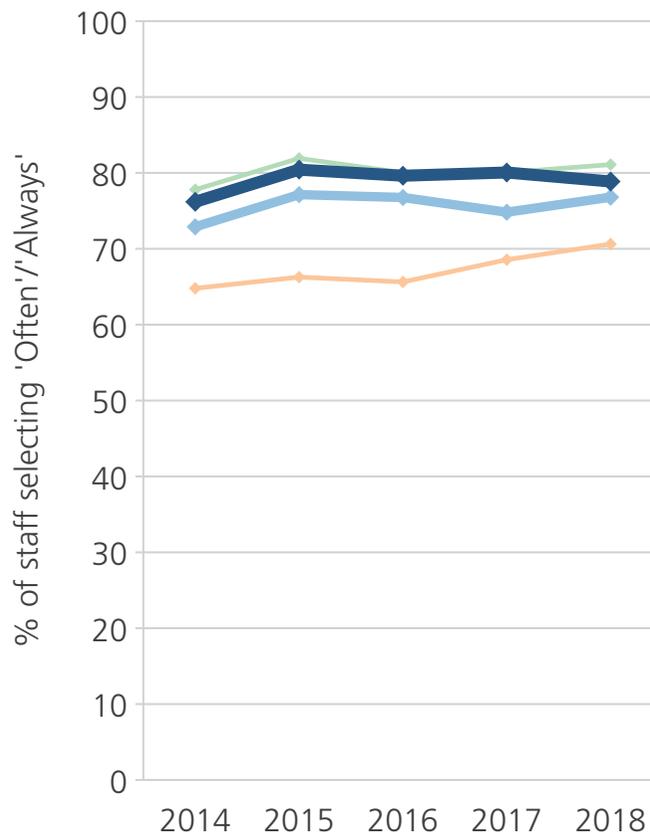
Q2c
Time passes quickly when I am working

Q2a	2014	2015	2016	2017	2018
Your org	64.2%	69.4%	67.2%	66.7%	66.2%
Average					
Worst	47.4%	45.8%	49.0%	53.6%	53.6%

Q2b	2014	2015	2016	2017	2018
Your org	76.2%	80.4%	79.6%	80.1%	78.9%
Average					
Worst	64.8%	66.3%	65.6%	68.6%	70.6%

Q2c	2014	2015	2016	2017	2018
Your org	80.7%	80.1%	80.4%	81.9%	82.2%
Average					
Worst	71.5%	72.2%	72.6%	75.5%	73.8%

Q4a
There are frequent opportunities for me to show initiative in my role
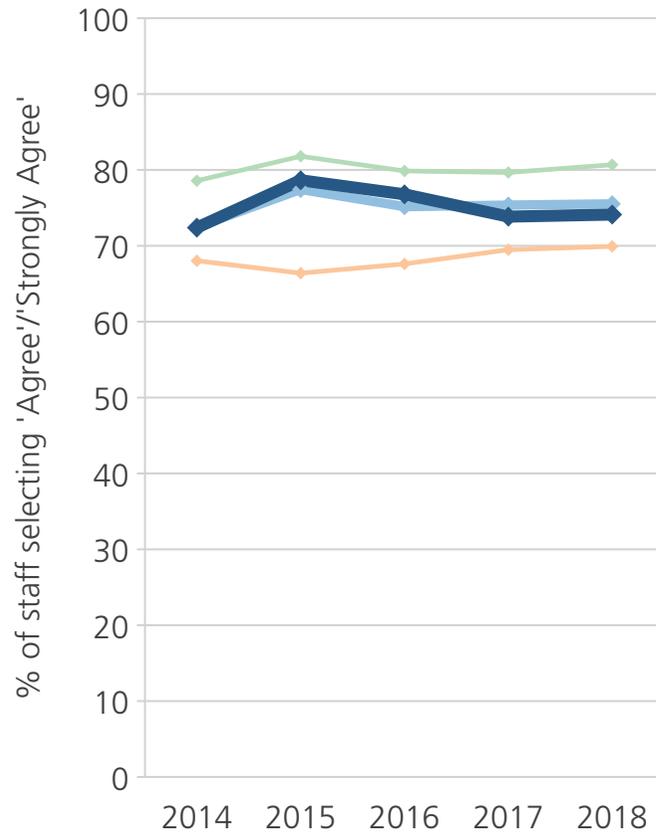
Q4b
I am able to make suggestions to improve the work of my team / department
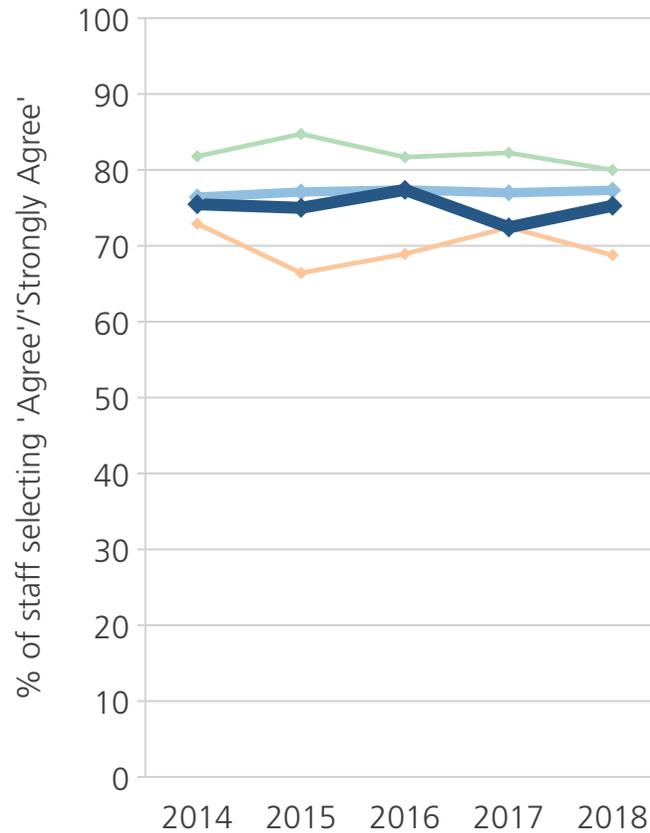
Q4d
I am able to make improvements happen in my area of work

	2014	2015	2016	2017	2018
Your org	72.4%	78.6%	76.8%	73.8%	74.1%
Average					
Worst	68.0%	66.4%	67.6%	69.5%	69.9%

	2014	2015	2016	2017	2018
Your org	75.5%	75.0%	77.4%	72.4%	75.3%
Average					
Worst	72.9%	66.4%	68.9%	72.4%	68.8%

	2014	2015	2016	2017	2018
Your org	58.7%	61.3%	61.7%	57.9%	61.8%
Average					
Worst	53.0%	48.2%	49.0%	52.7%	52.0%

Survey Coordination Centre

NHS England

Q21a
Care of patients / service users
is my organisation's top priority
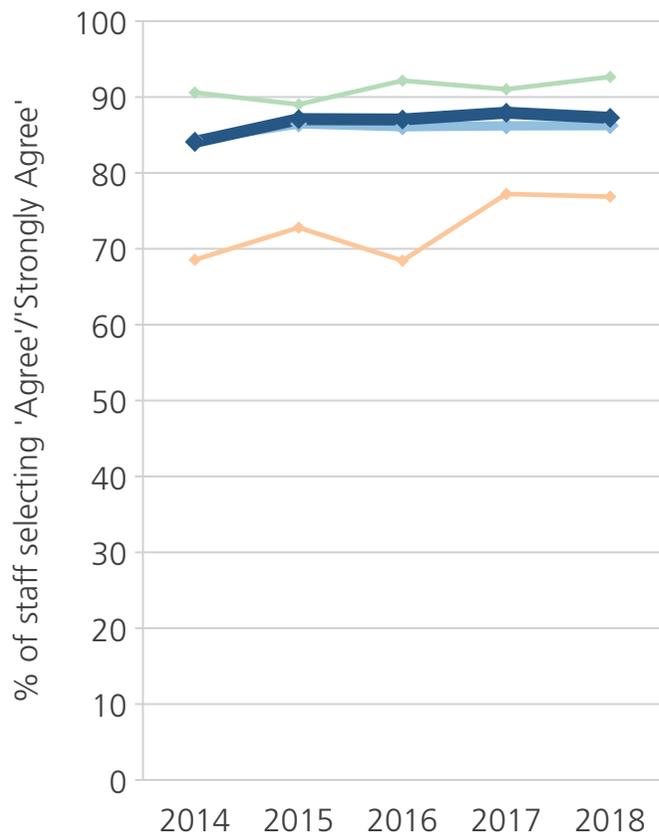
Q21c
I would recommend my
organisation as a place to work
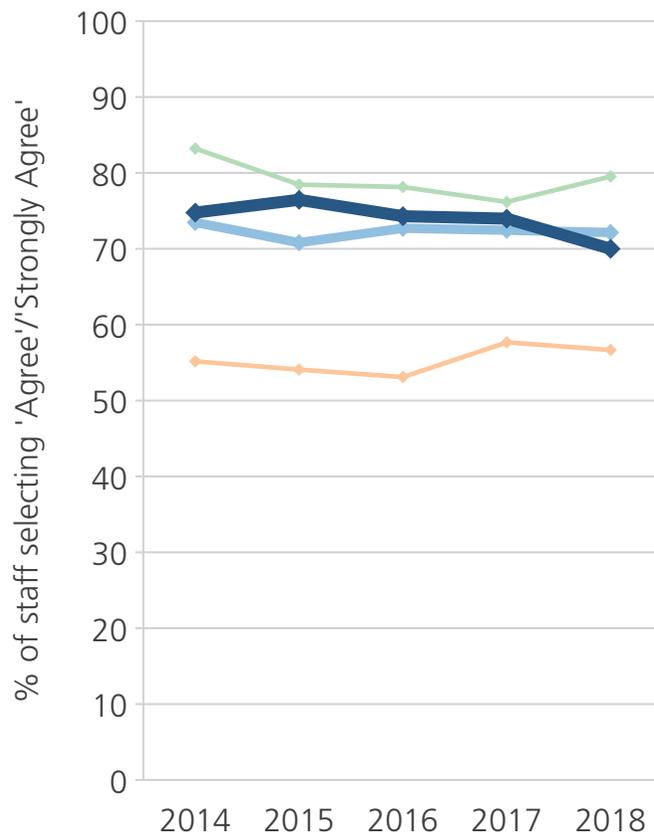
Q21d
If a friend or relative needed treatment
I would be happy with the standard
of care provided by this organisation

Q21a	2014	2015	2016	2017	2018
Your org	84.1%	87.1%	87.0%	87.9%	87.3%
Average					
Worst	68.5%	72.8%	68.4%	77.2%	76.9%

Q21c	2014	2015	2016	2017	2018
Your org	74.8%	76.5%	74.3%	74.0%	70.0%
Average					
Worst	55.2%	54.1%	53.1%	57.7%	56.7%

Q21d	2014	2015	2016	2017	2018
Your org	88.0%	91.1%	89.9%	91.5%	89.7%
Average					
Worst	74.3%	79.7%	76.5%	79.8%	77.5%

Question results

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

Question results – Your job

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

% of staff that have contact with patients
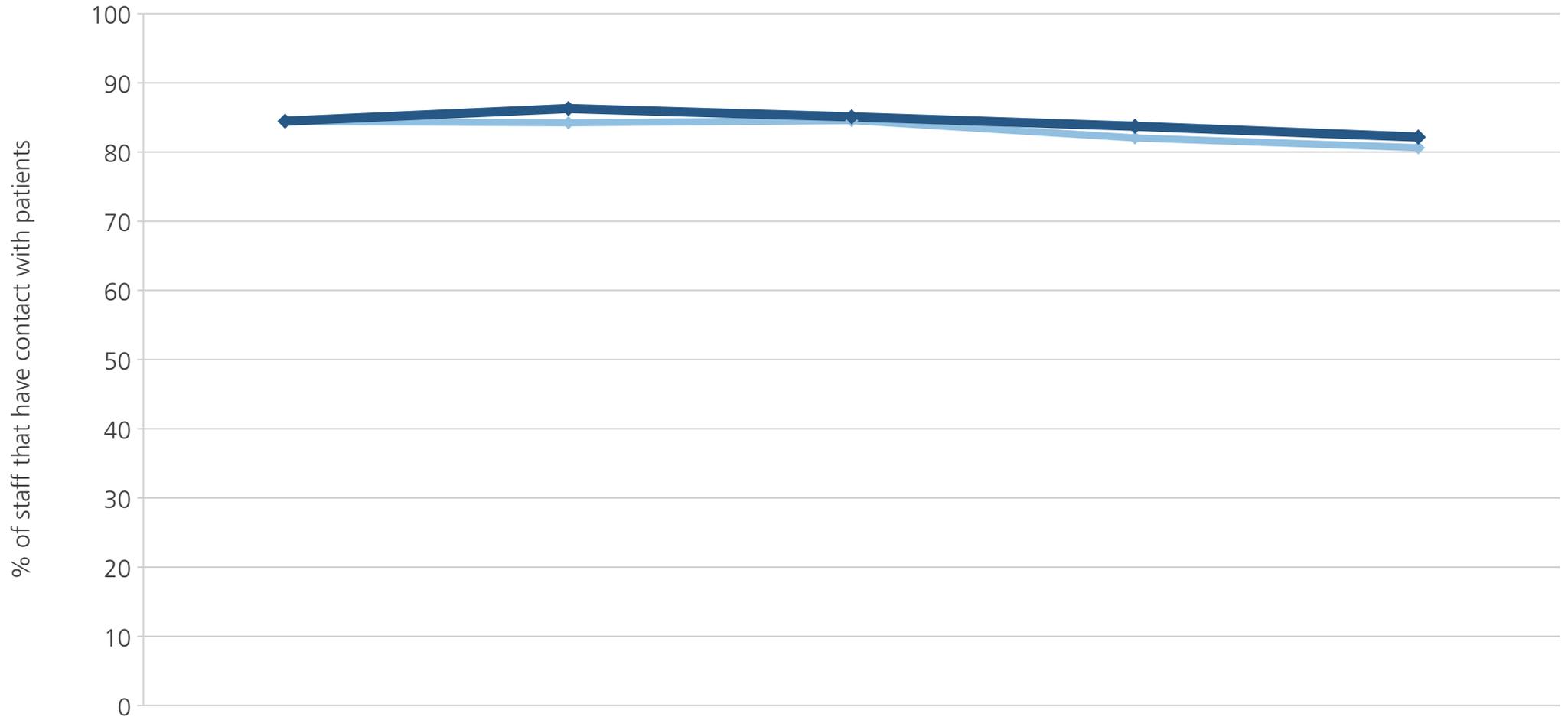
	2014	2015	2016	2017	2018
Your org	84.5%	86.3%	85.1%	83.7%	82.2%
Average	84.4%	84.2%	84.5%	82.0%	80.6%
No. responses	676	751	932	1,100	959

% of staff selecting 'Often'/'Always'
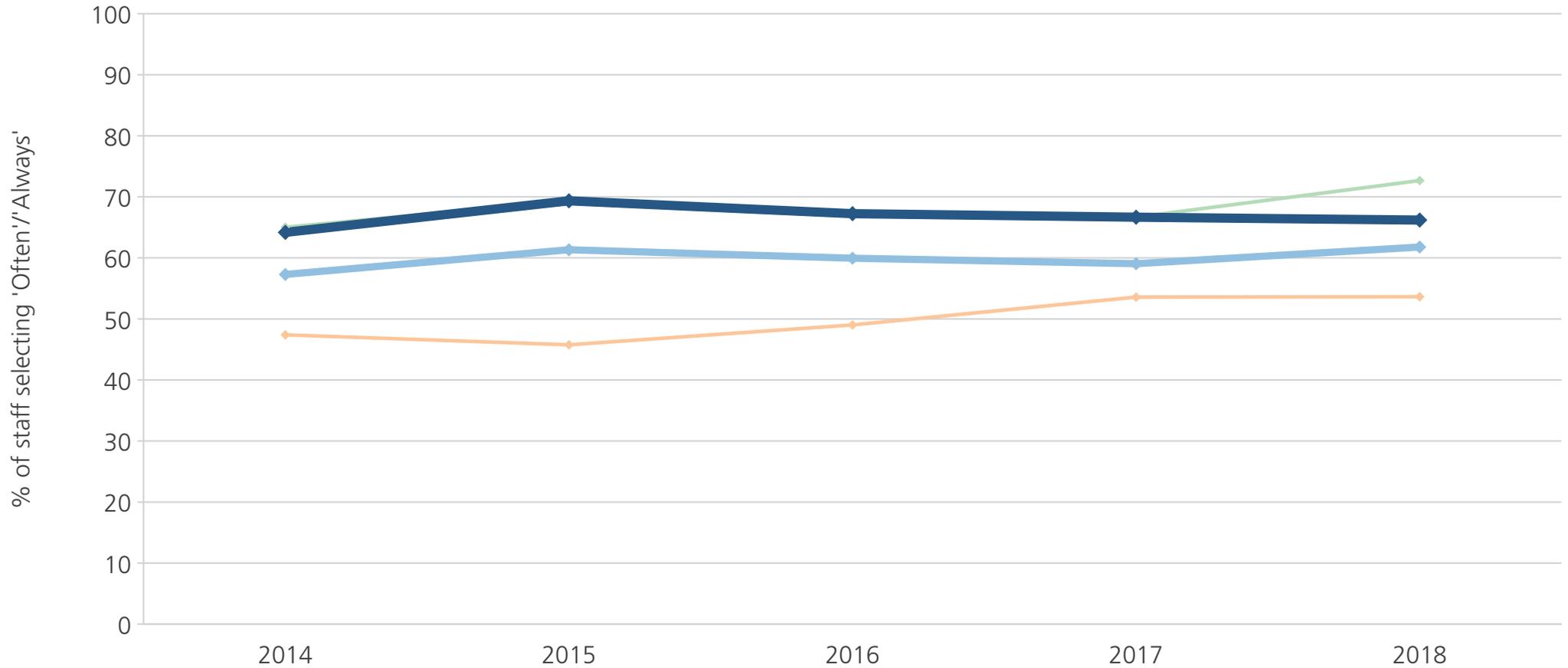
	2014	2015	2016	2017	2018
Your org	64.2%	69.4%	67.2%	66.7%	66.2%
Average					
Worst	47.4%	45.8%	49.0%	53.6%	53.6%
No. responses	678	748	934	1,119	991
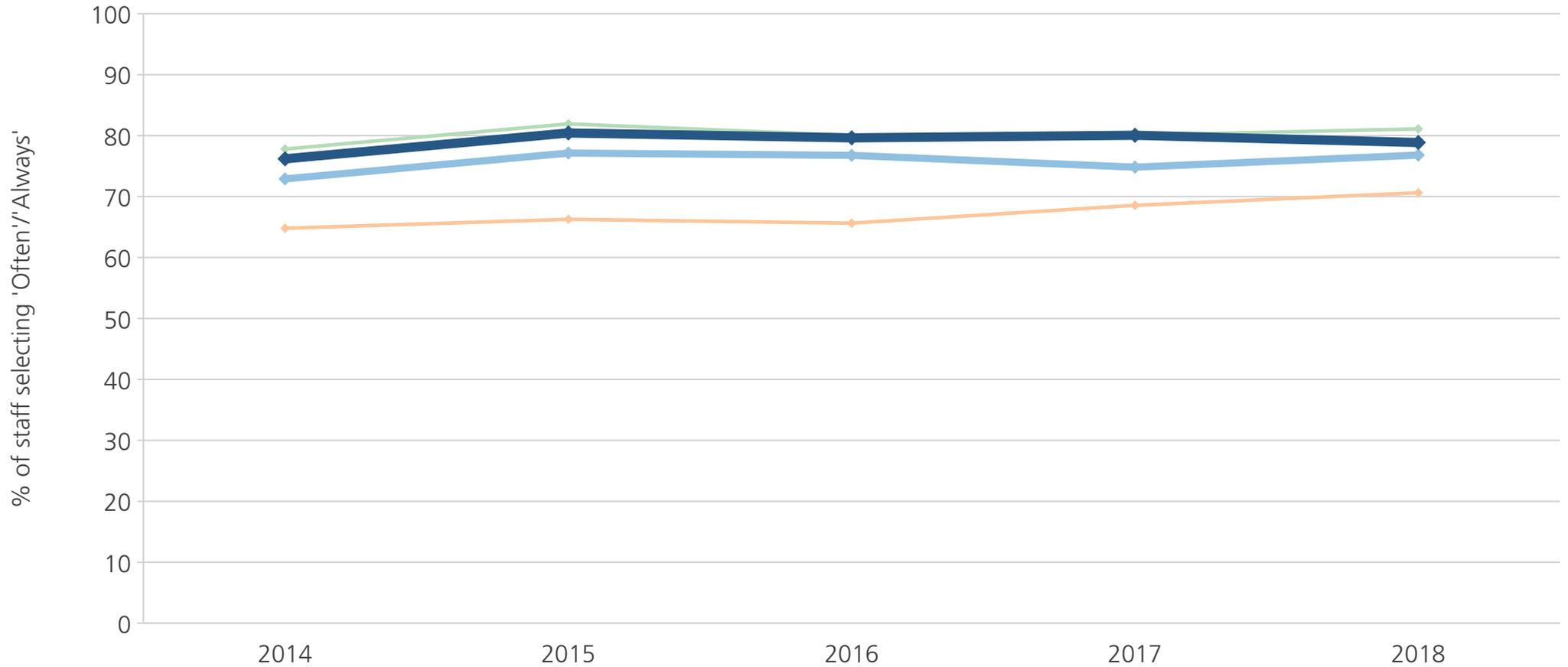
	2014	2015	2016	2017	2018
Your org	76.2%	80.4%	79.6%	80.1%	78.9%
Average					
Worst	64.8%	66.3%	65.6%	68.6%	70.6%
No. responses	679	748	914	1,110	974
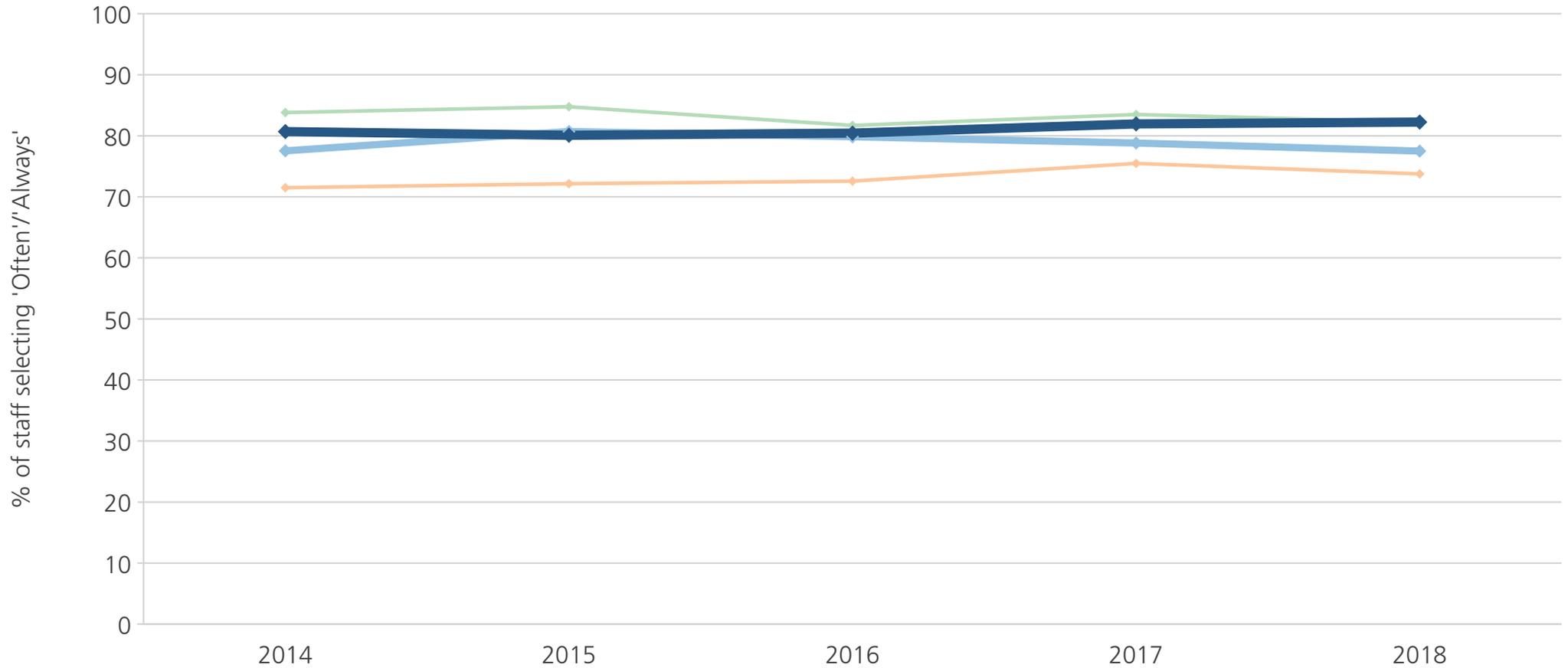
	2014	2015	2016	2017	2018
Your org	80.7%	80.1%	80.4%	81.9%	82.2%
Average					
Worst	71.5%	72.2%	72.6%	75.5%	73.8%
No. responses	672	744	906	1,112	971

Survey Coordination Centre

NHS England
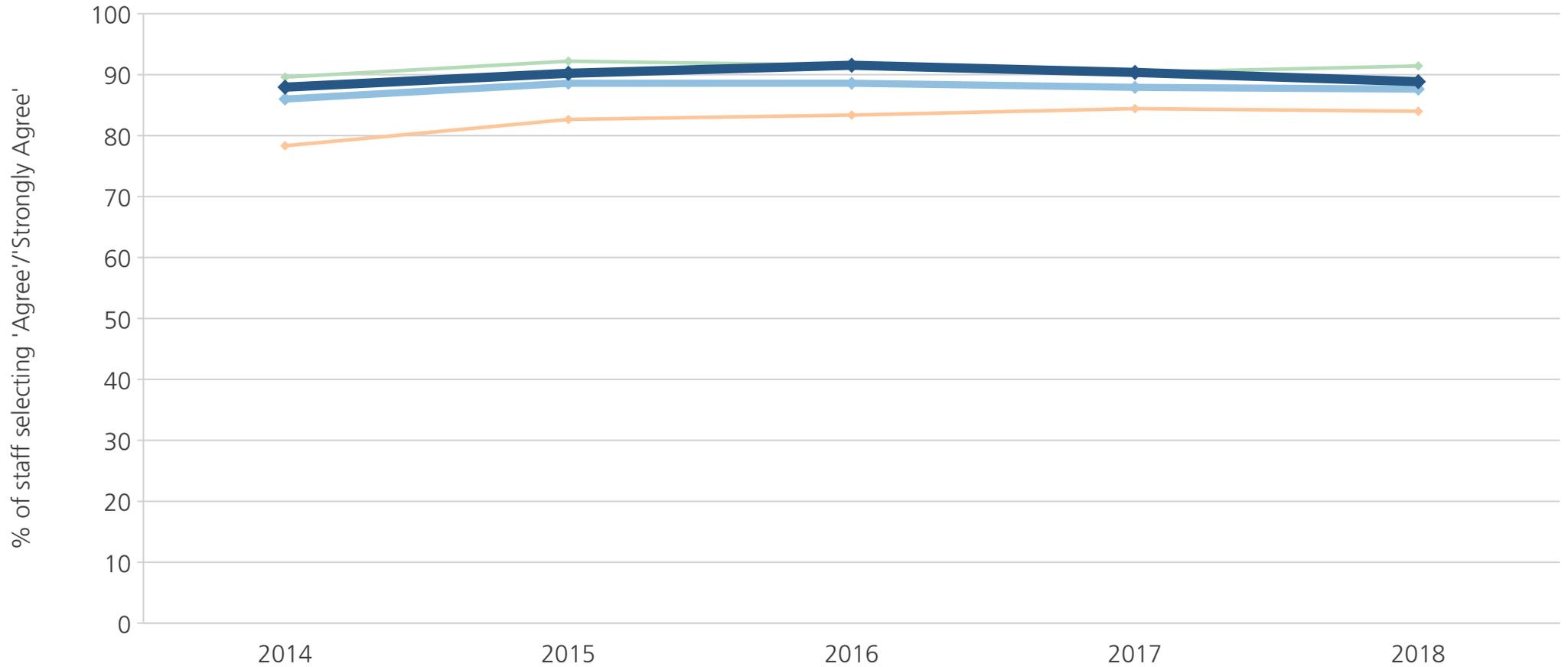
	2014	2015	2016	2017	2018
Your org	87.9%	90.2%	91.5%	90.4%	88.8%
Average					
Worst	78.3%	82.6%	83.4%	84.4%	84.0%
No. responses	677	763	930	1,104	999
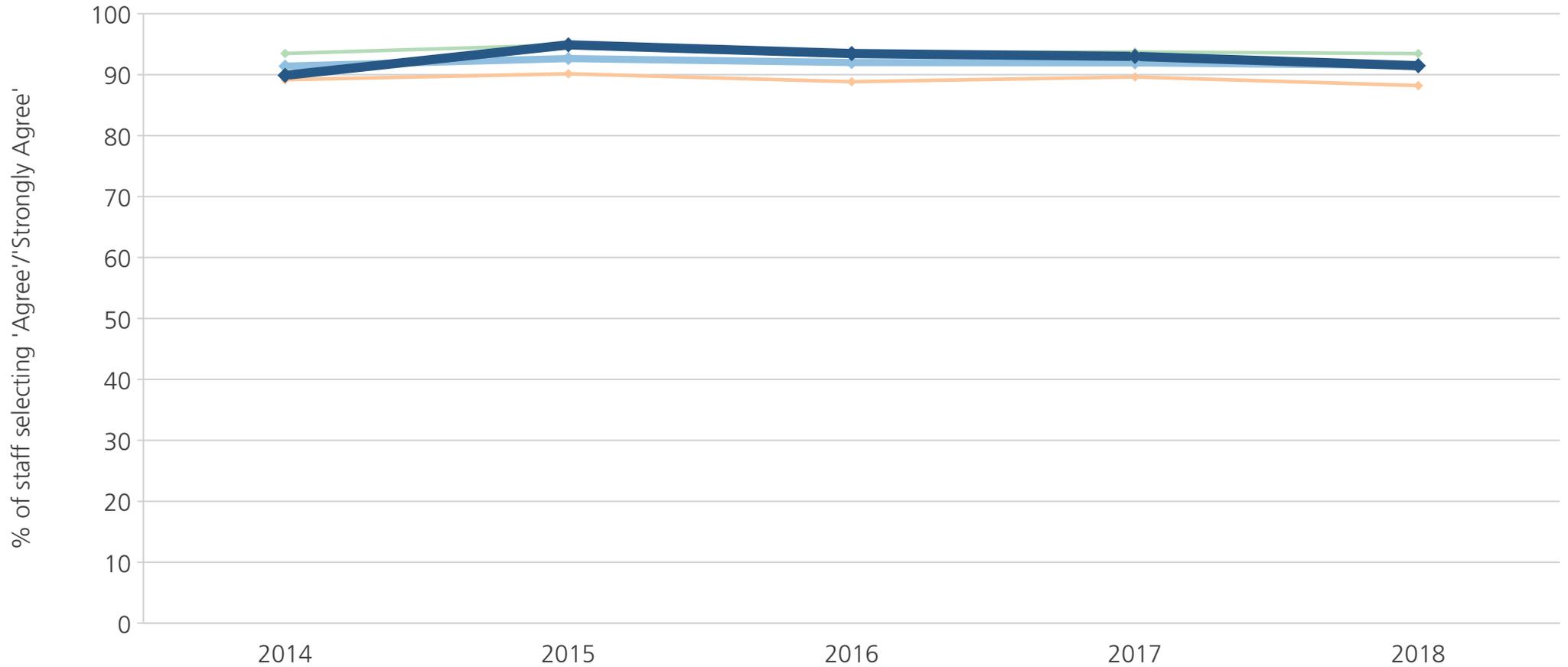
	2014	2015	2016	2017	2018
Your org	89.9%	94.9%	93.5%	93.0%	91.5%
Average					
Worst	89.2%	90.1%	88.8%	89.6%	88.2%
No. responses	678	750	923	1,099	993
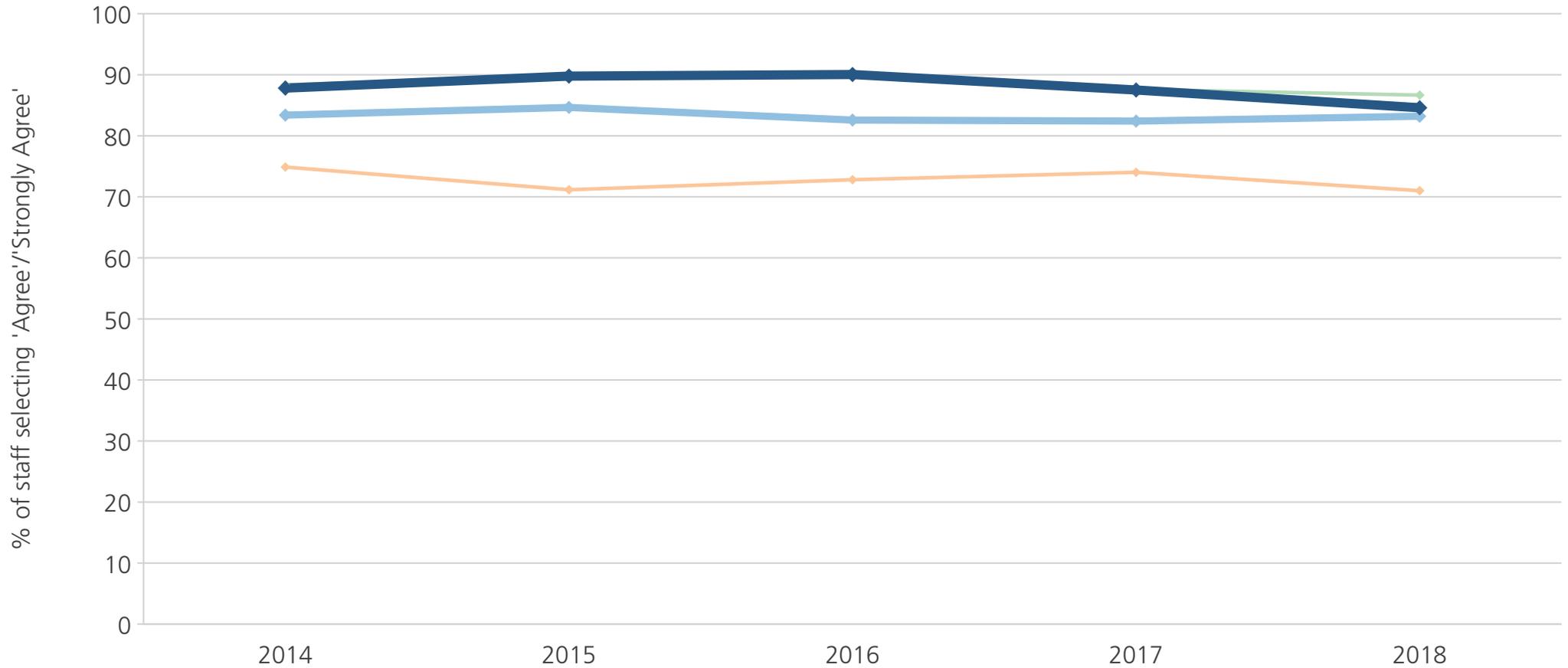
	2014	2015	2016	2017	2018
Your org	87.8%	89.8%	90.0%	87.5%	84.6%
Average					
Worst	74.9%	71.2%	72.8%	74.0%	71.0%
No. responses	671	746	917	1,101	991
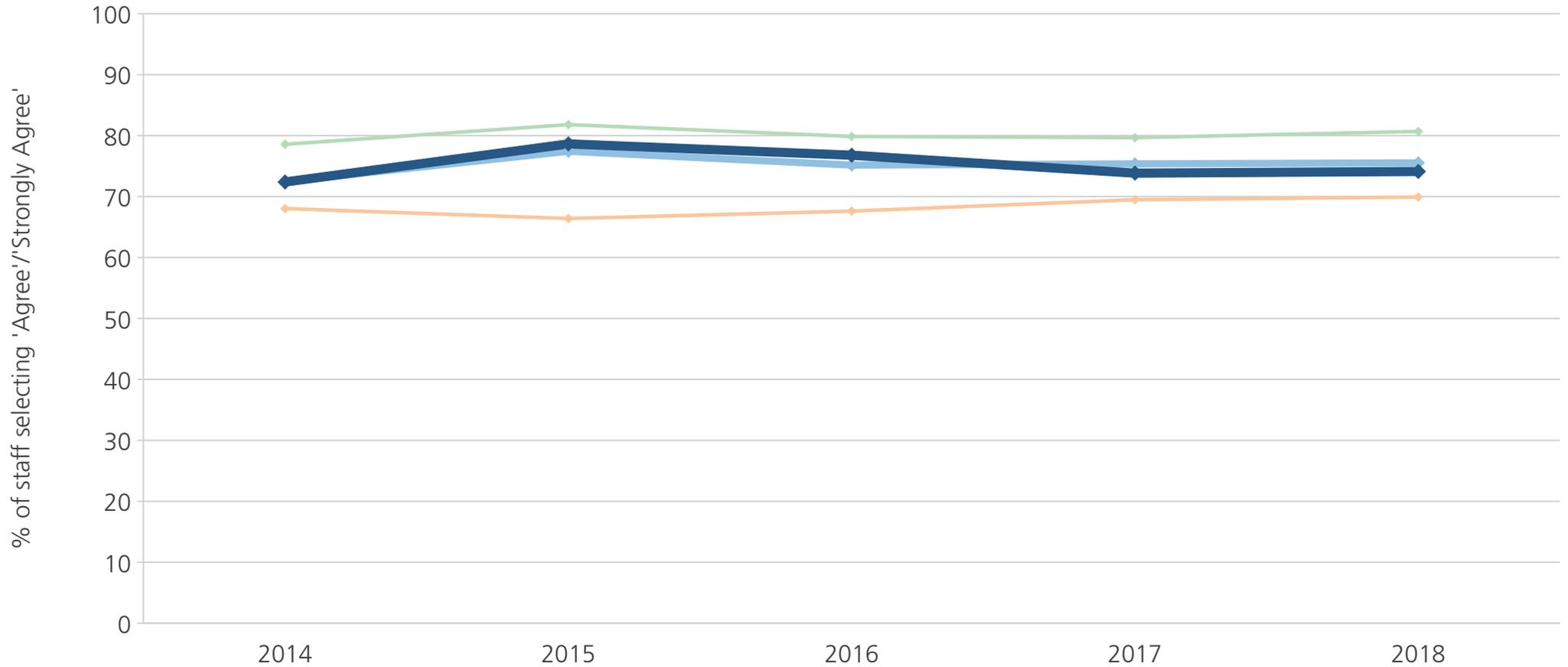
	2014	2015	2016	2017	2018
Your org	72.4%	78.6%	76.8%	73.8%	74.1%
Average					
Worst	68.0%	66.4%	67.6%	69.5%	69.9%
No. responses	675	756	921	1,124	1,002
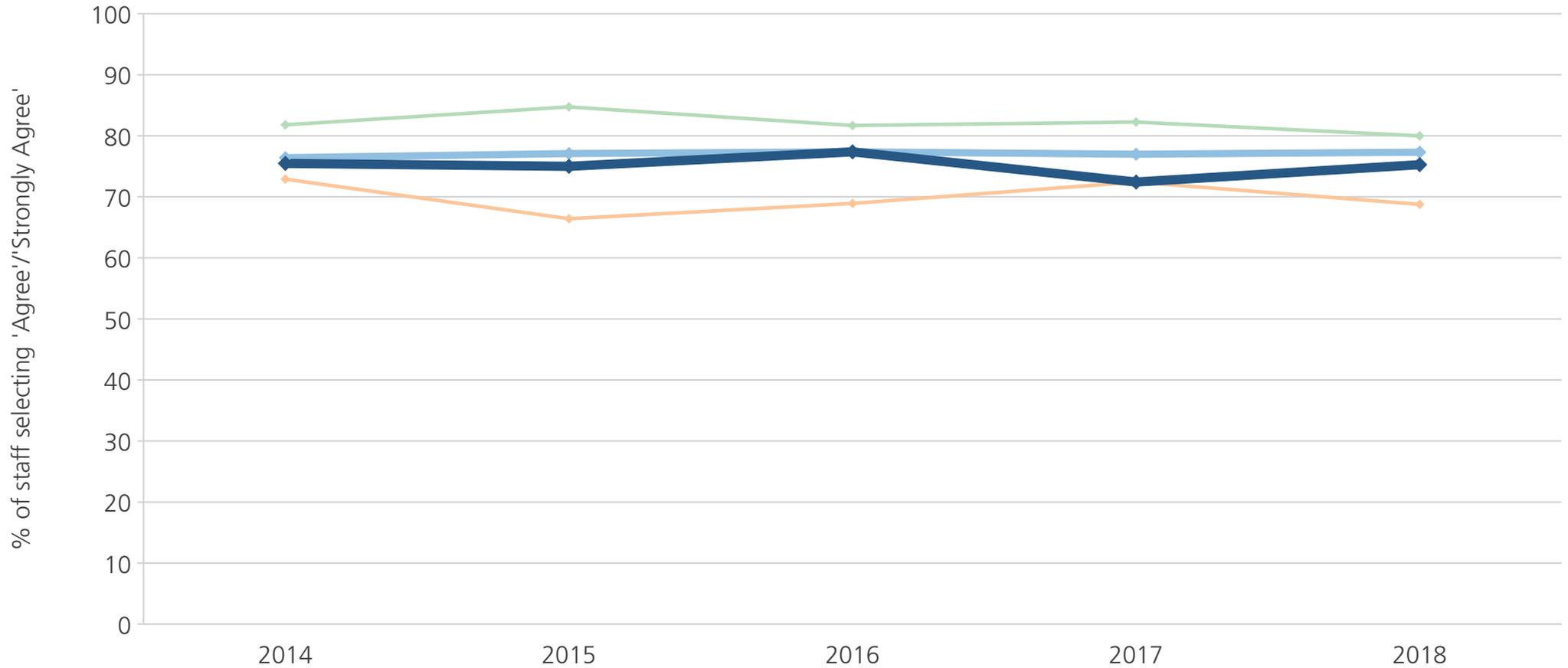
	2014	2015	2016	2017	2018
Your org	75.5%	75.0%	77.4%	72.4%	75.3%
Average					
Worst	72.9%	66.4%	68.9%	72.4%	68.8%
No. responses	676	752	921	1,121	1,000
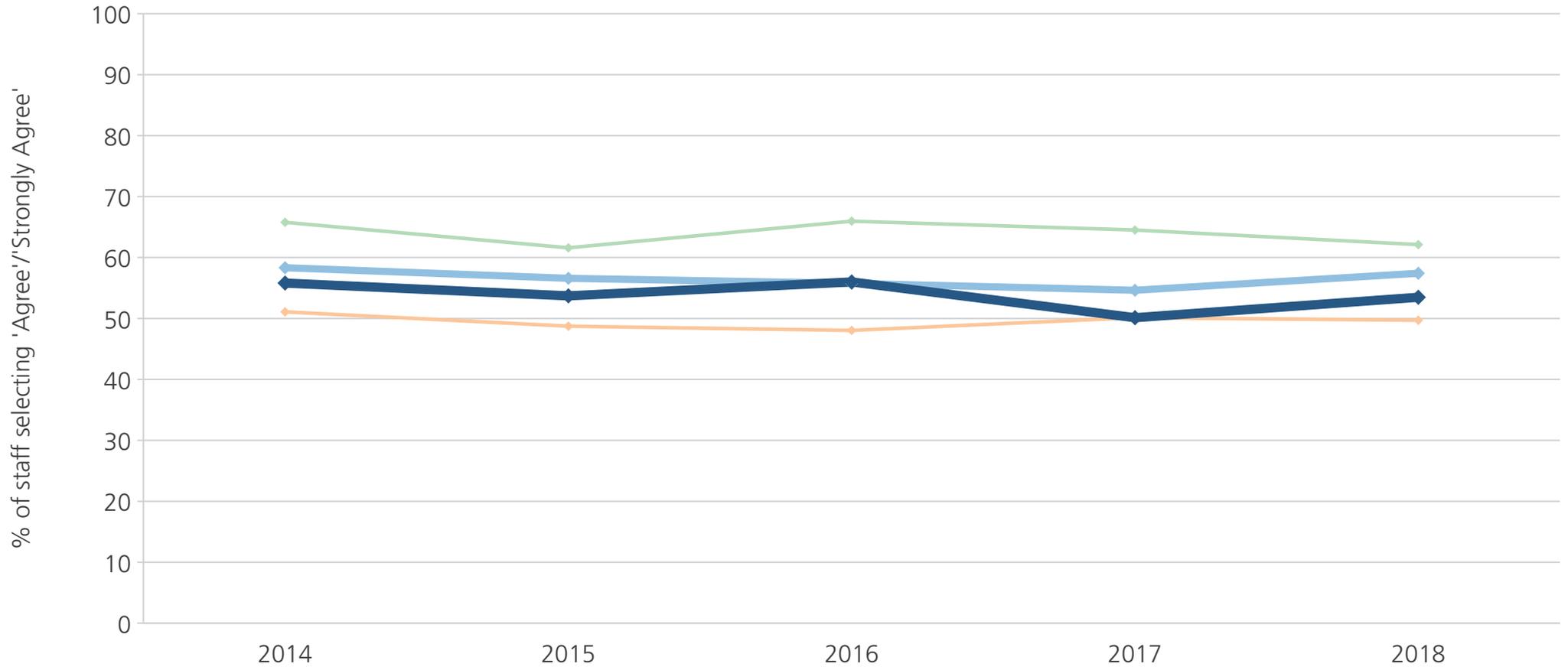
	2014	2015	2016	2017	2018
Your org	55.8%	53.7%	56.0%	50.1%	53.5%
Average					
Worst	51.1%	48.7%	48.0%	50.1%	49.7%
No. responses	673	753	922	1,124	999
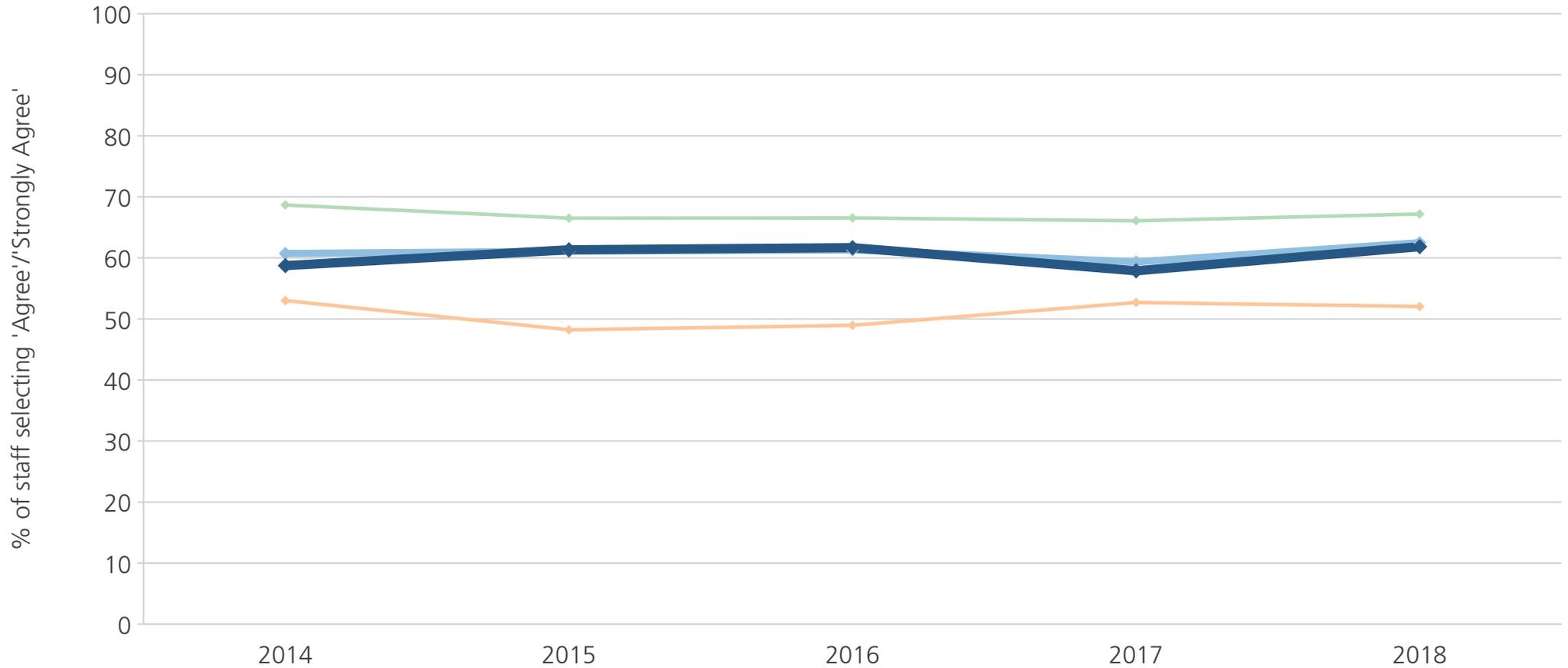
	2014	2015	2016	2017	2018
Your org	58.7%	61.3%	61.7%	57.9%	61.8%
Average					
Worst	53.0%	48.2%	49.0%	52.7%	52.0%
No. responses	668	755	930	1,108	998
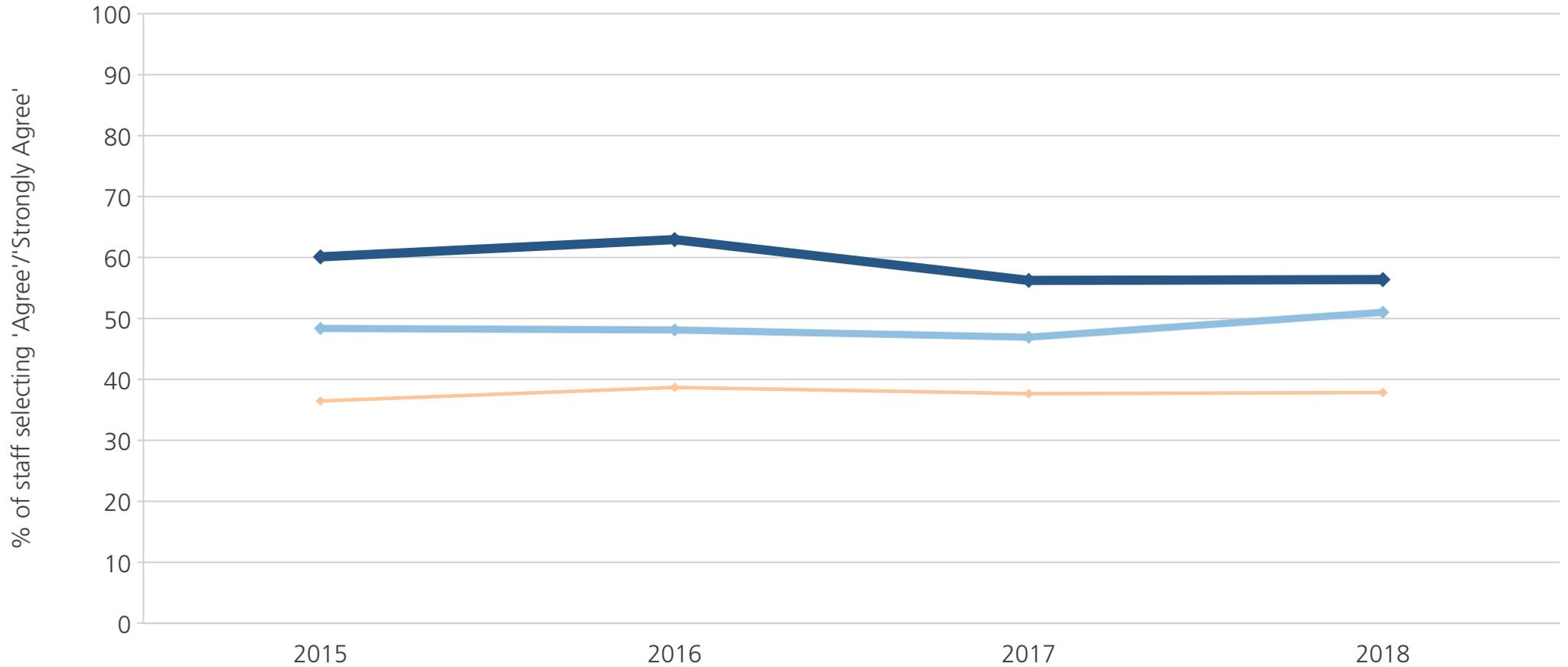
	2015	2016	2017	2018
Your org	60.1%	62.9%	56.2%	56.4%
Average				
Worst	36.5%	38.7%	37.7%	37.8%
No. responses	750	928	1,116	999
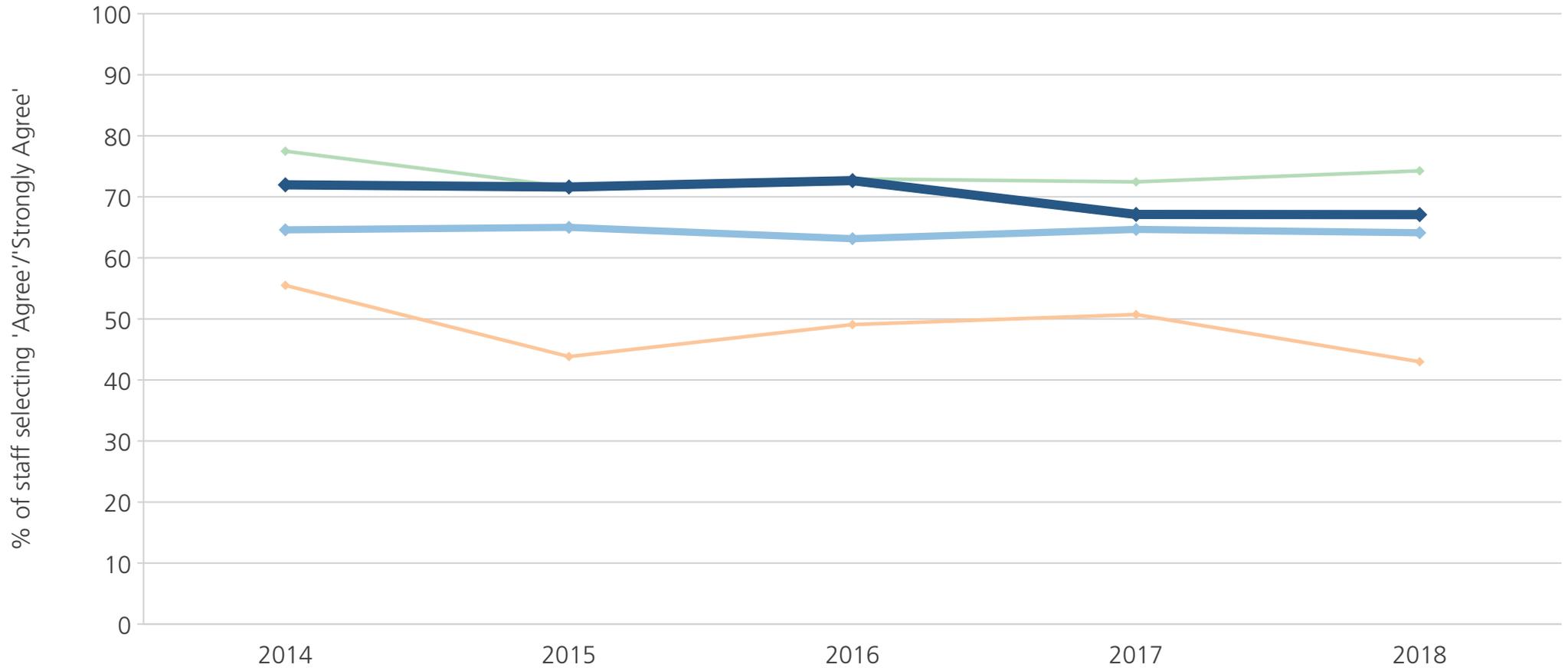
	2014	2015	2016	2017	2018
Your org	72.0%	71.6%	72.7%	67.1%	67.1%
Average					
Worst	55.5%	43.8%	49.1%	50.7%	43.0%
No. responses	673	751	920	1,119	996
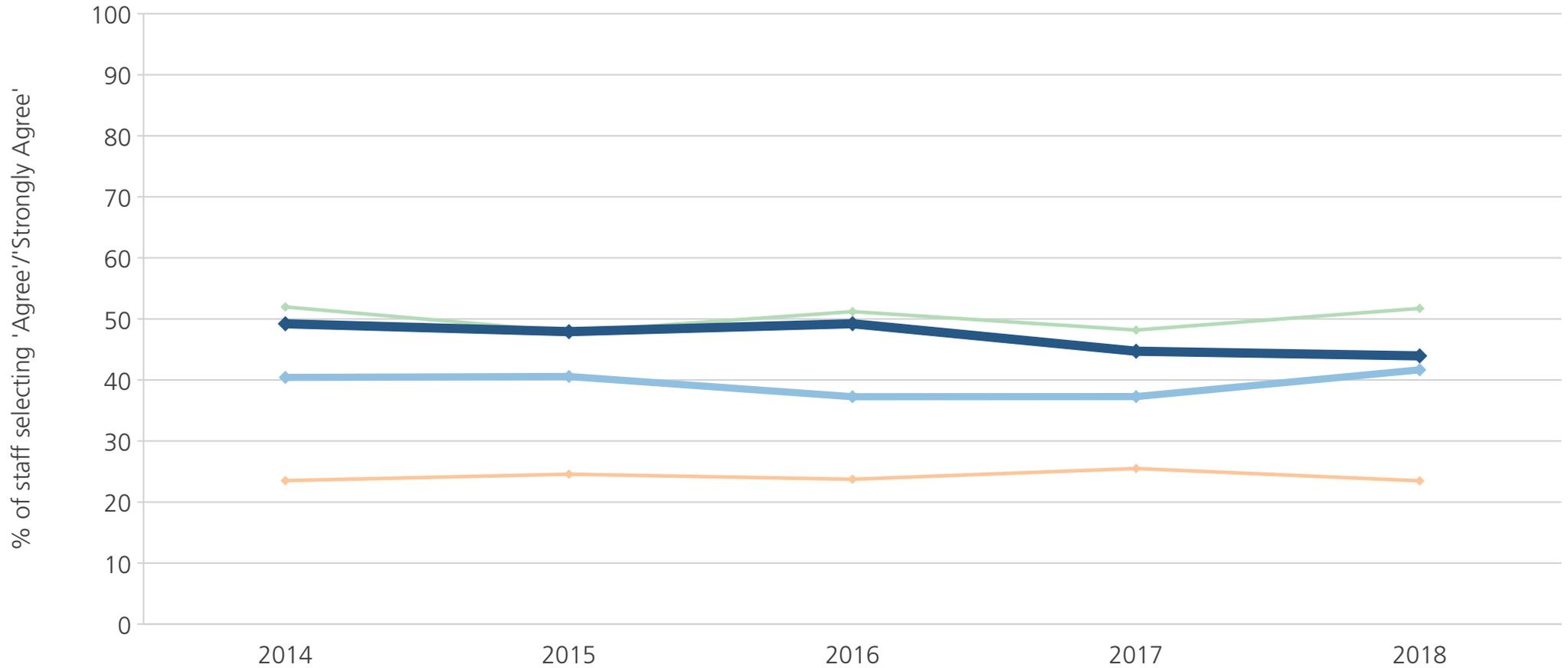
	2014	2015	2016	2017	2018
Your org	49.2%	47.9%	49.2%	44.7%	43.9%
Average					
Worst	23.5%	24.6%	23.7%	25.5%	23.5%
No. responses	662	746	920	1,118	996
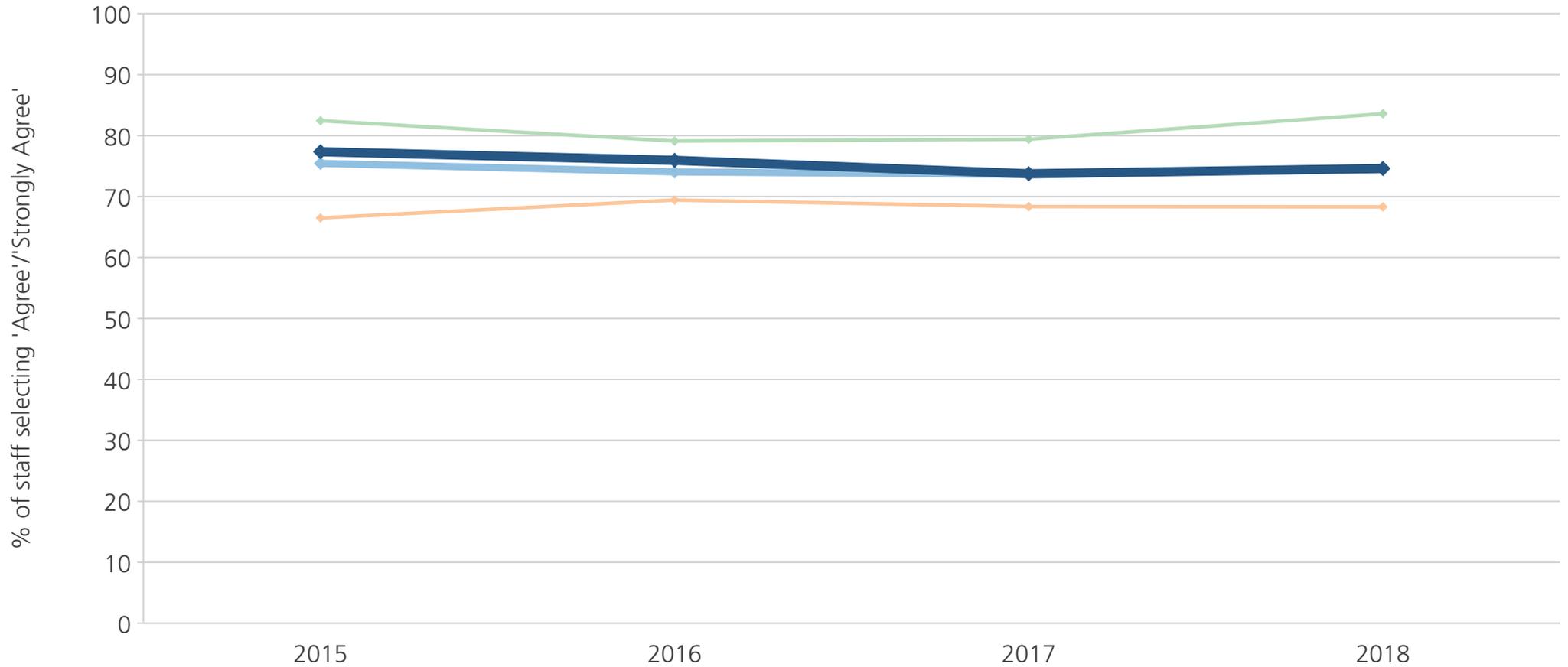
	2015	2016	2017	2018
Your org	77.4%	75.9%	73.7%	74.6%
Average				
Worst	66.5%	69.4%	68.4%	68.3%
No. responses	752	918	1,114	993

% of staff selecting 'Agree'/'Strongly Agree'
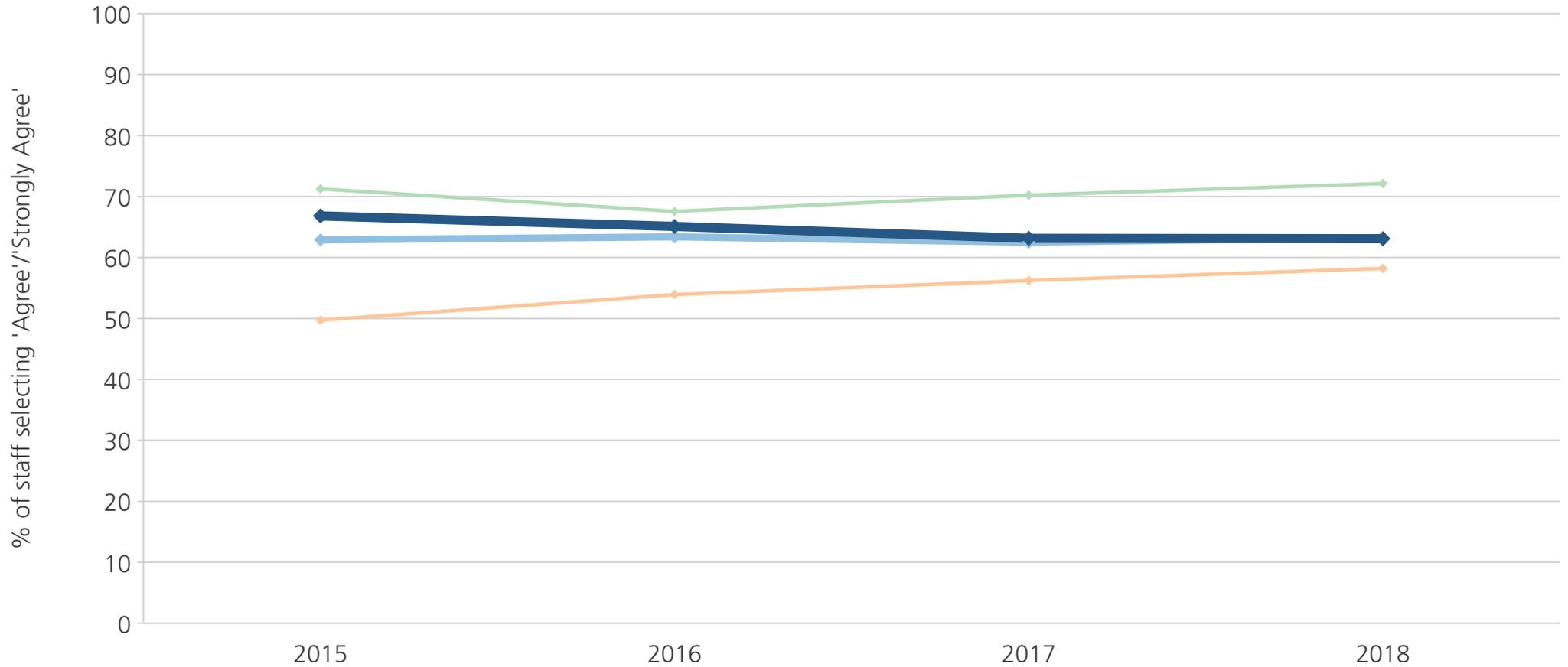
	2015	2016	2017	2018
Your org	66.8%	65.1%	63.1%	63.1%
Average				
Worst	49.7%	53.9%	56.2%	58.2%
No. responses	746	926	1,122	995

56
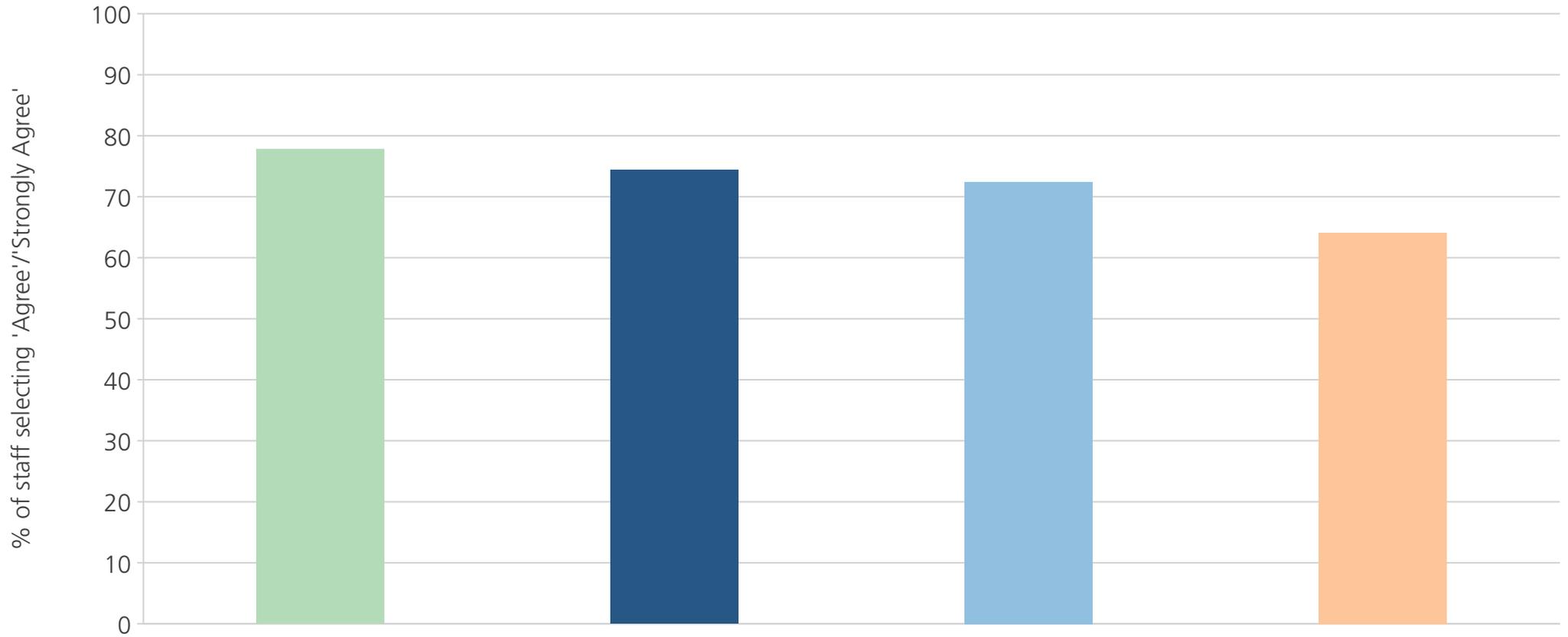
	2018
Best	77.7%
Your org	74.4%
Average	72.4%
Worst	64.1%
No. responses	993
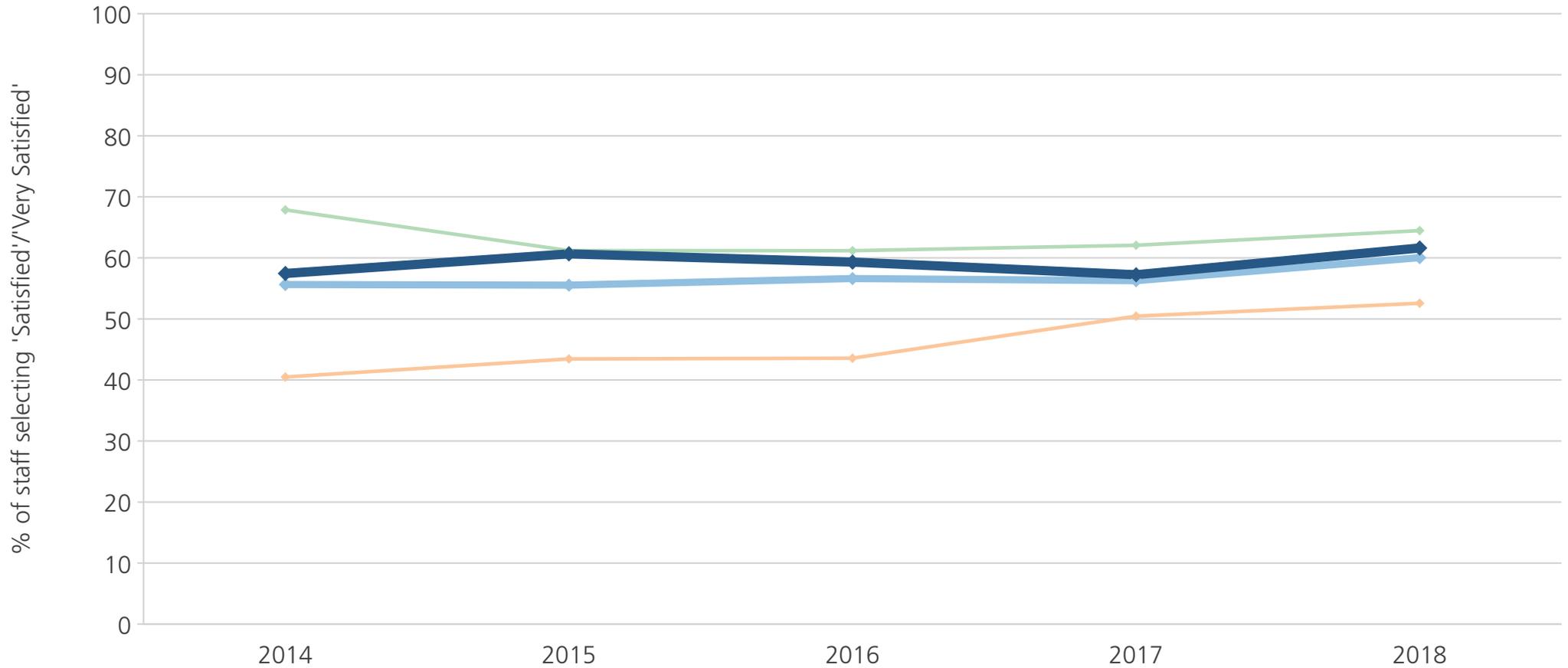
	2014	2015	2016	2017	2018
Your org	57.4%	60.7%	59.3%	57.2%	61.6%
Average					
Worst	40.5%	43.5%	43.6%	50.5%	52.6%
No. responses	669	753	927	1,116	992
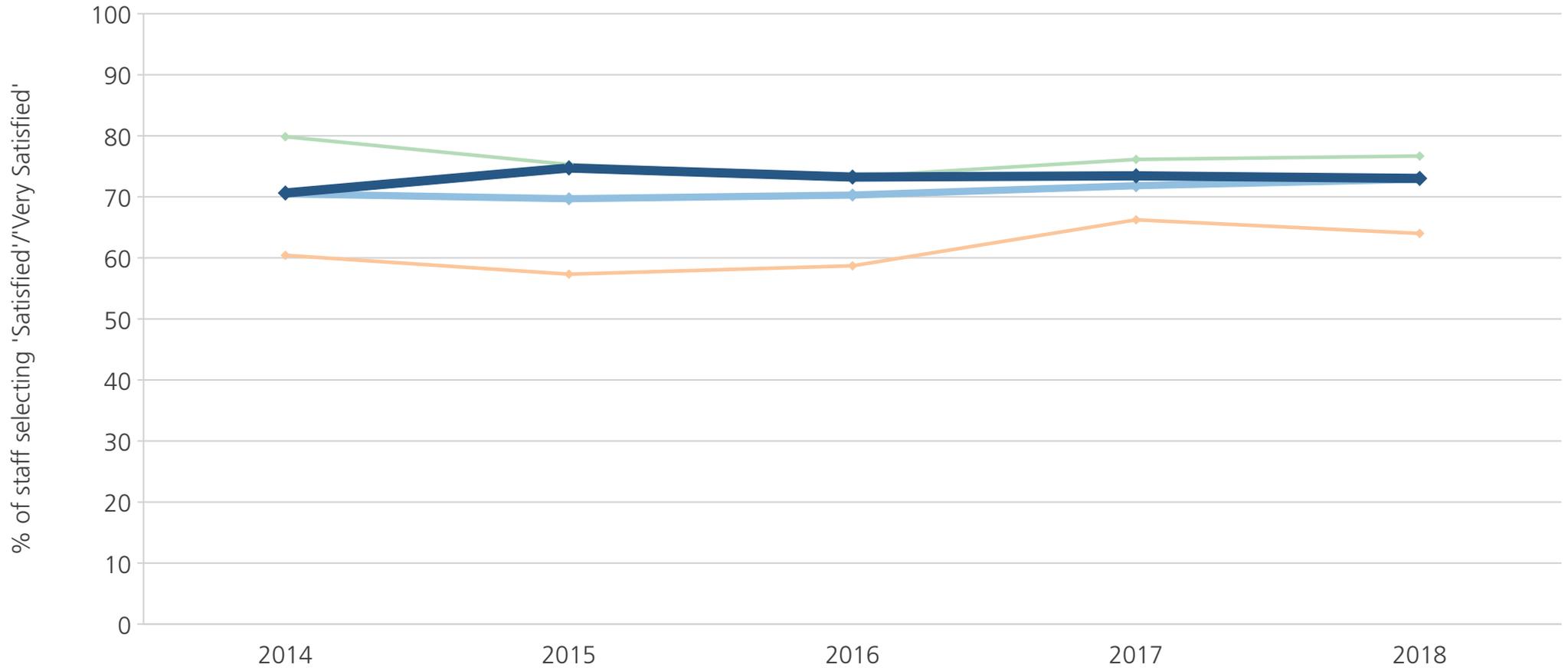
	2014	2015	2016	2017	2018
Your org	70.6%	74.7%	73.2%	73.4%	73.0%
Average					
Worst	60.4%	57.3%	58.7%	66.2%	64.0%
No. responses	675	758	925	1,116	992
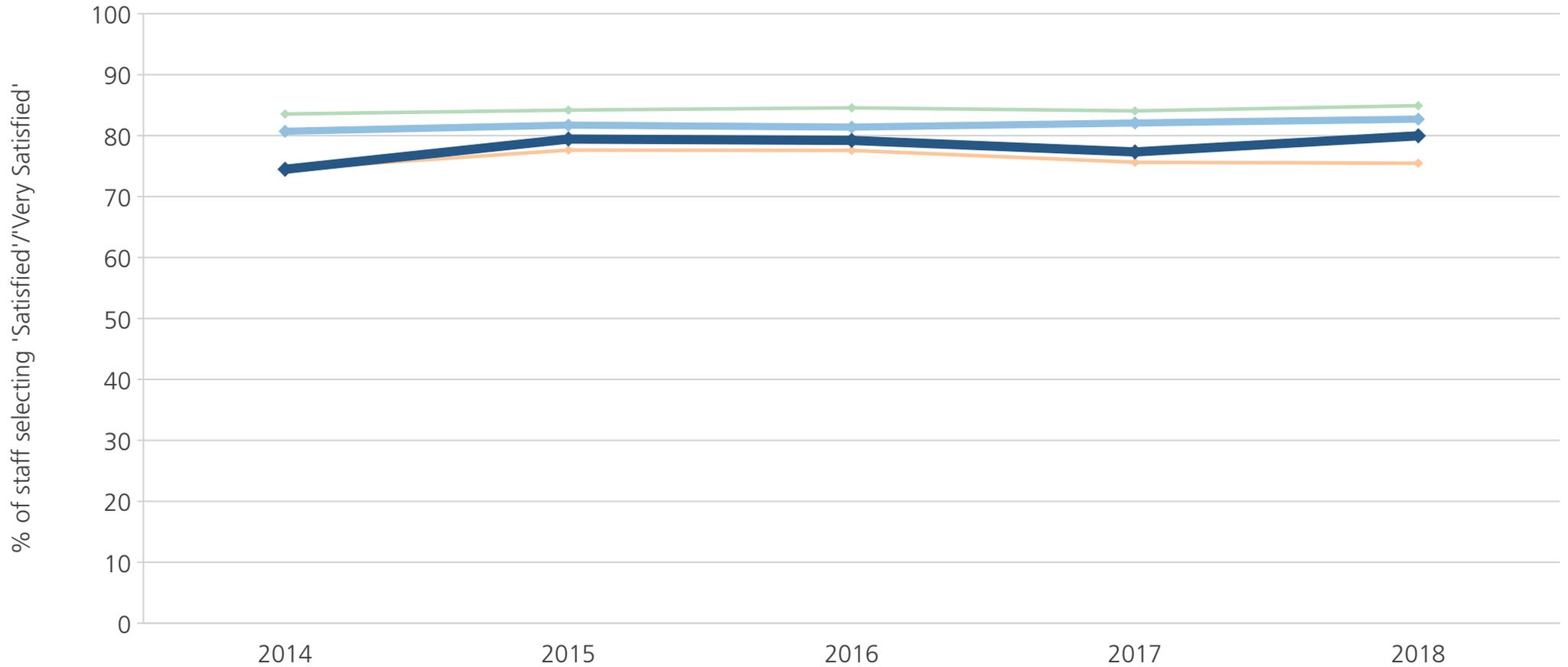
	2014	2015	2016	2017	2018
Your org	74.5%	79.4%	79.2%	77.3%	80.0%
Average					
Worst	74.5%	77.6%	77.6%	75.6%	75.5%
No. responses	675	744	930	1,115	993
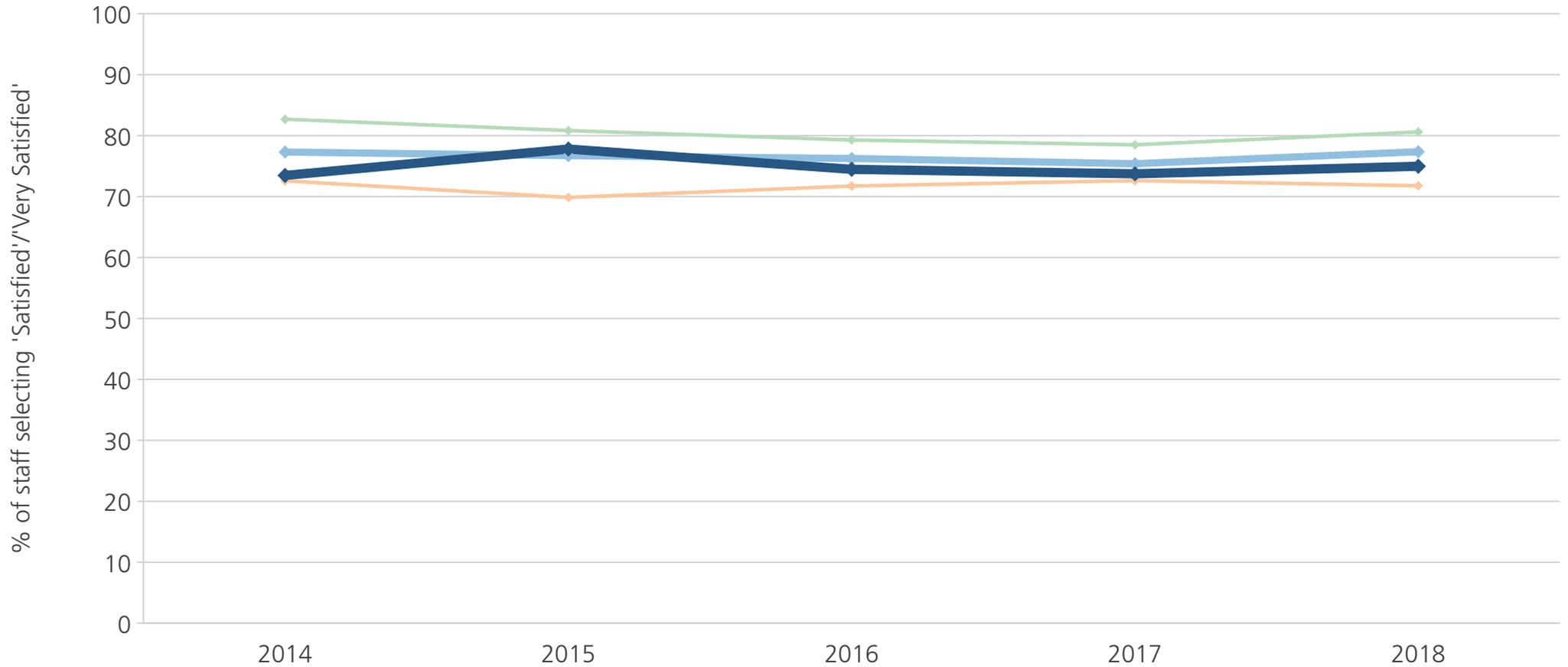
	2014	2015	2016	2017	2018
Your org	73.5%	77.8%	74.5%	73.7%	75.0%
Average					
Worst	72.6%	69.9%	71.7%	72.6%	71.8%
No. responses	674	752	929	1,114	987
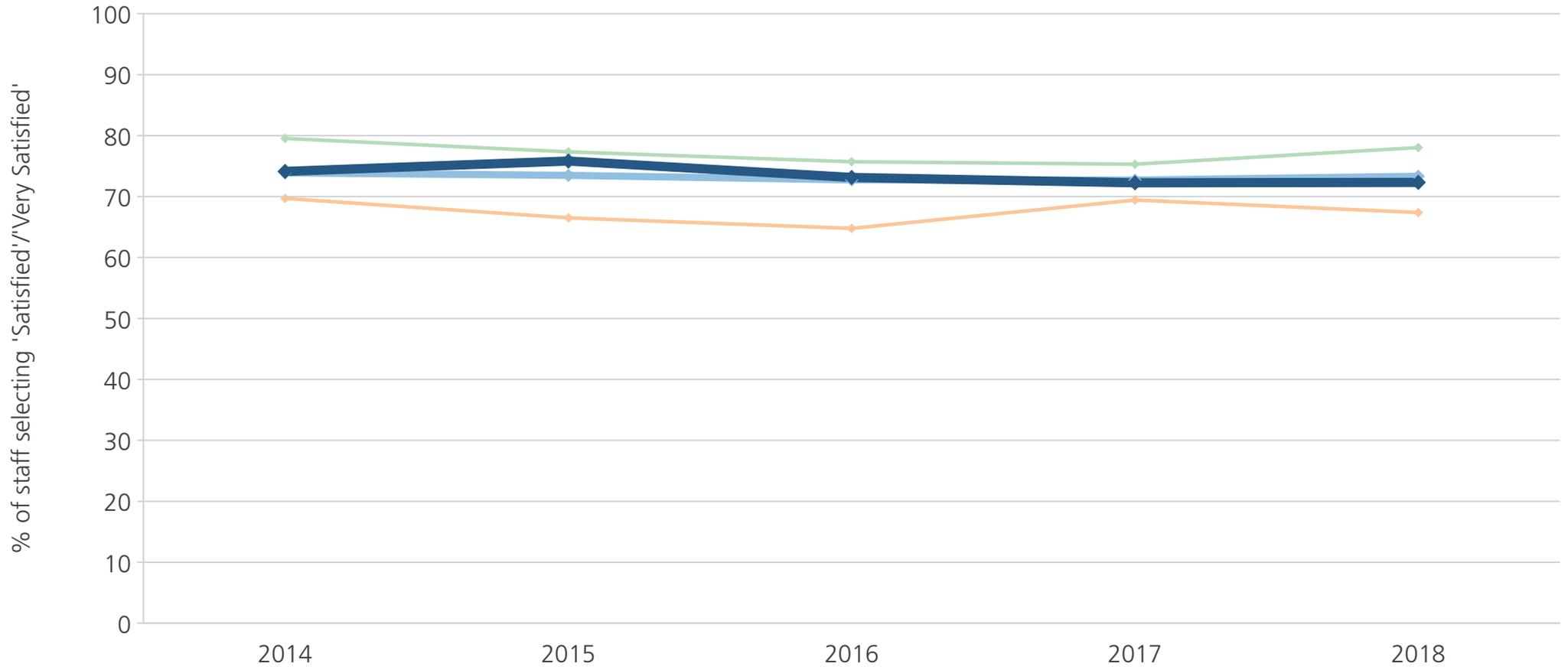
	2014	2015	2016	2017	2018
Your org	74.1%	75.8%	73.1%	72.3%	72.3%
Average					
Worst	69.7%	66.5%	64.8%	69.4%	67.4%
No. responses	672	752	920	1,113	990
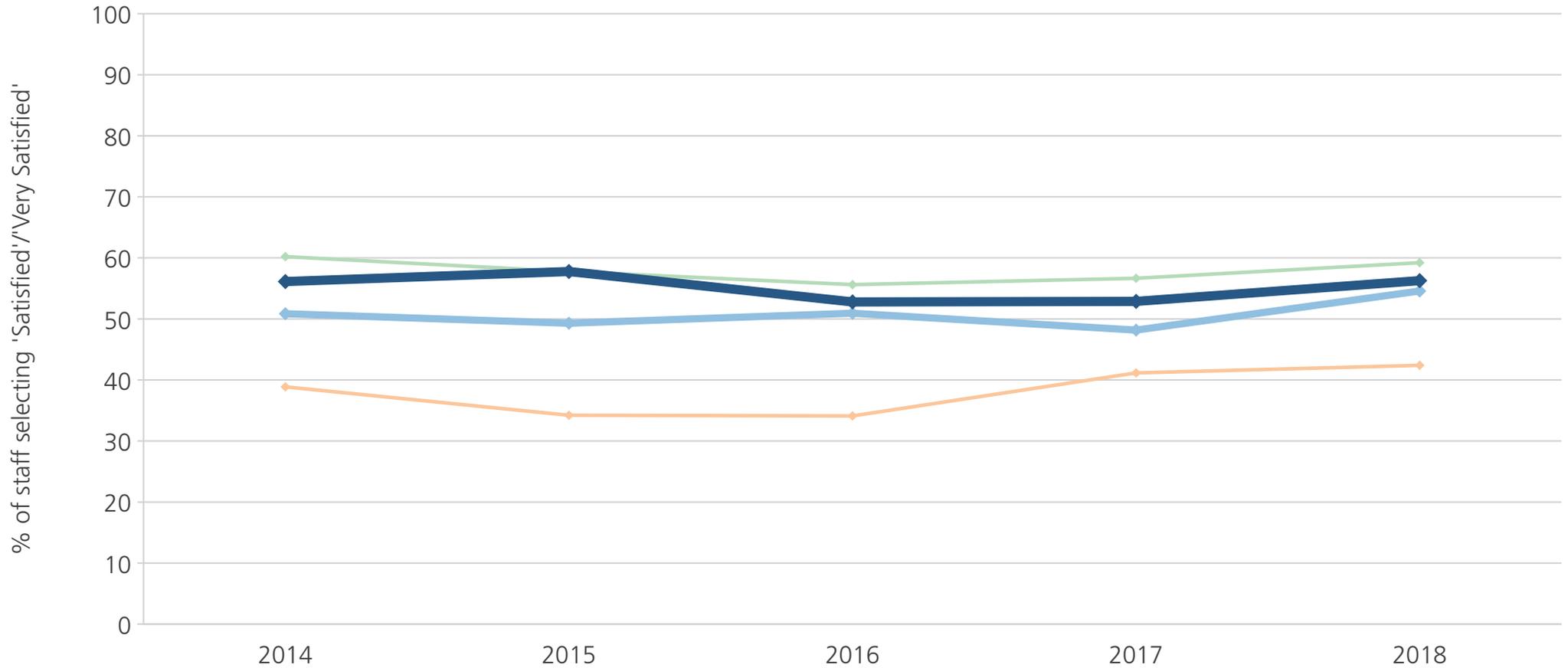
	2014	2015	2016	2017	2018
Your org	56.1%	57.8%	52.8%	52.9%	56.3%
Average					
Worst	38.9%	34.2%	34.1%	41.2%	42.4%
No. responses	668	746	924	1,109	984
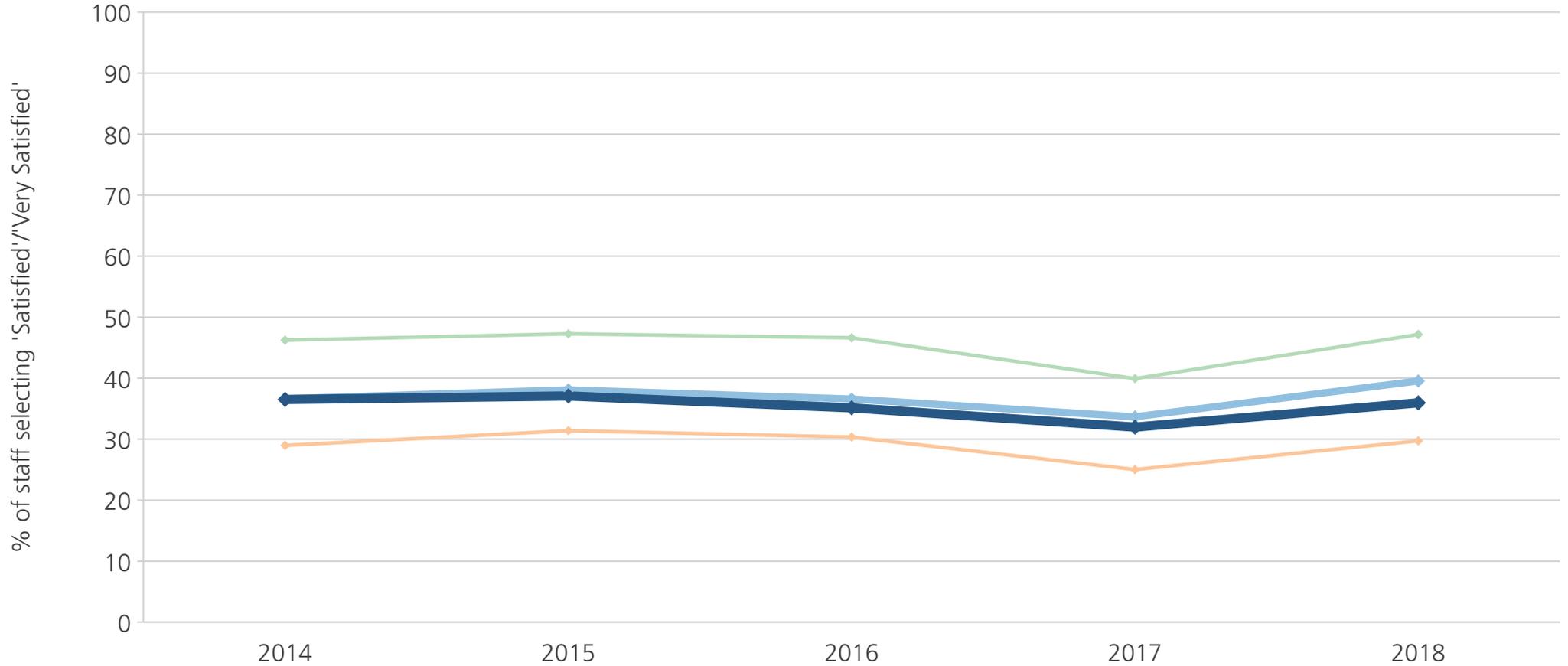
	2014	2015	2016	2017	2018
Your org	36.5%	37.1%	35.1%	32.0%	36.0%
Average					
Worst	29.0%	31.4%	30.3%	25.0%	29.7%
No. responses	673	747	916	1,112	987
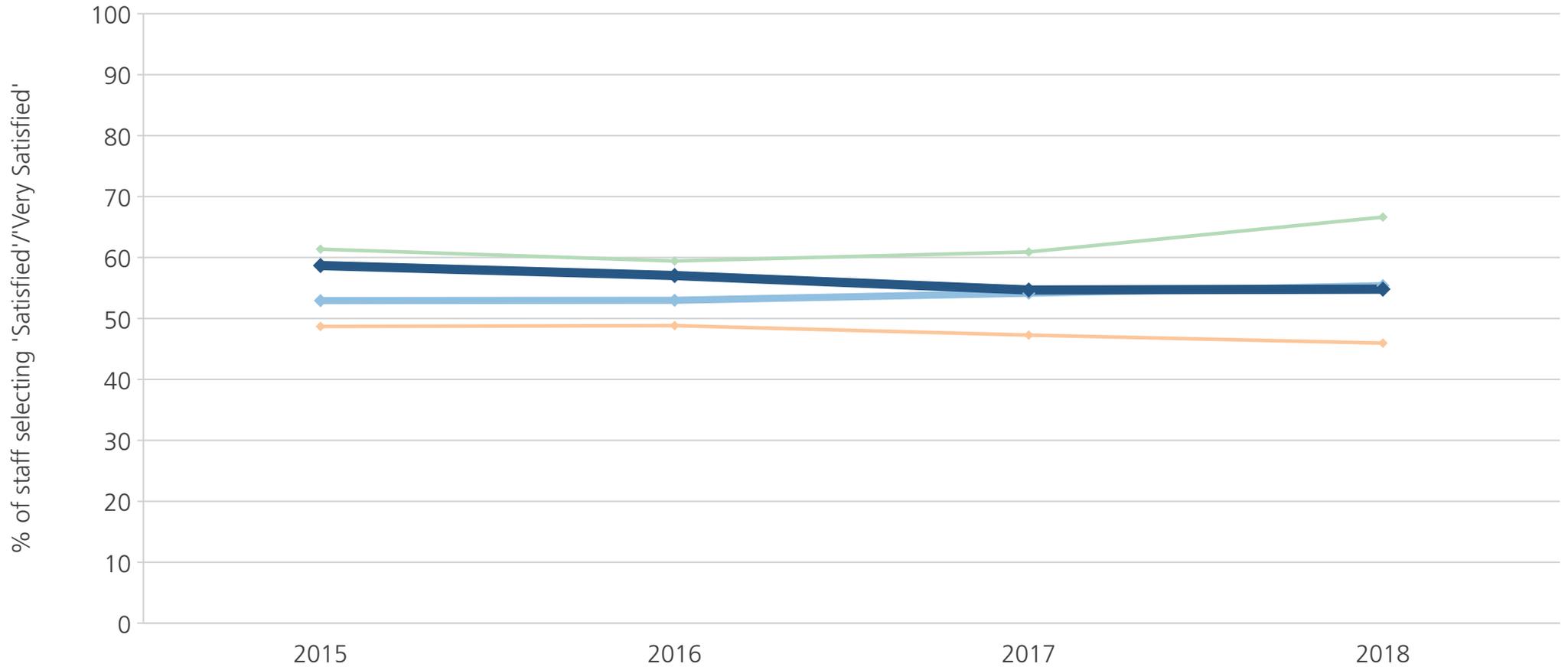
	2015	2016	2017	2018
Your org	58.7%	57.0%	54.7%	54.8%
Average				
Worst	48.7%	48.8%	47.3%	46.0%
No. responses	753	921	1,114	987

% of staff selecting 'Never'/'Rarely'

2018
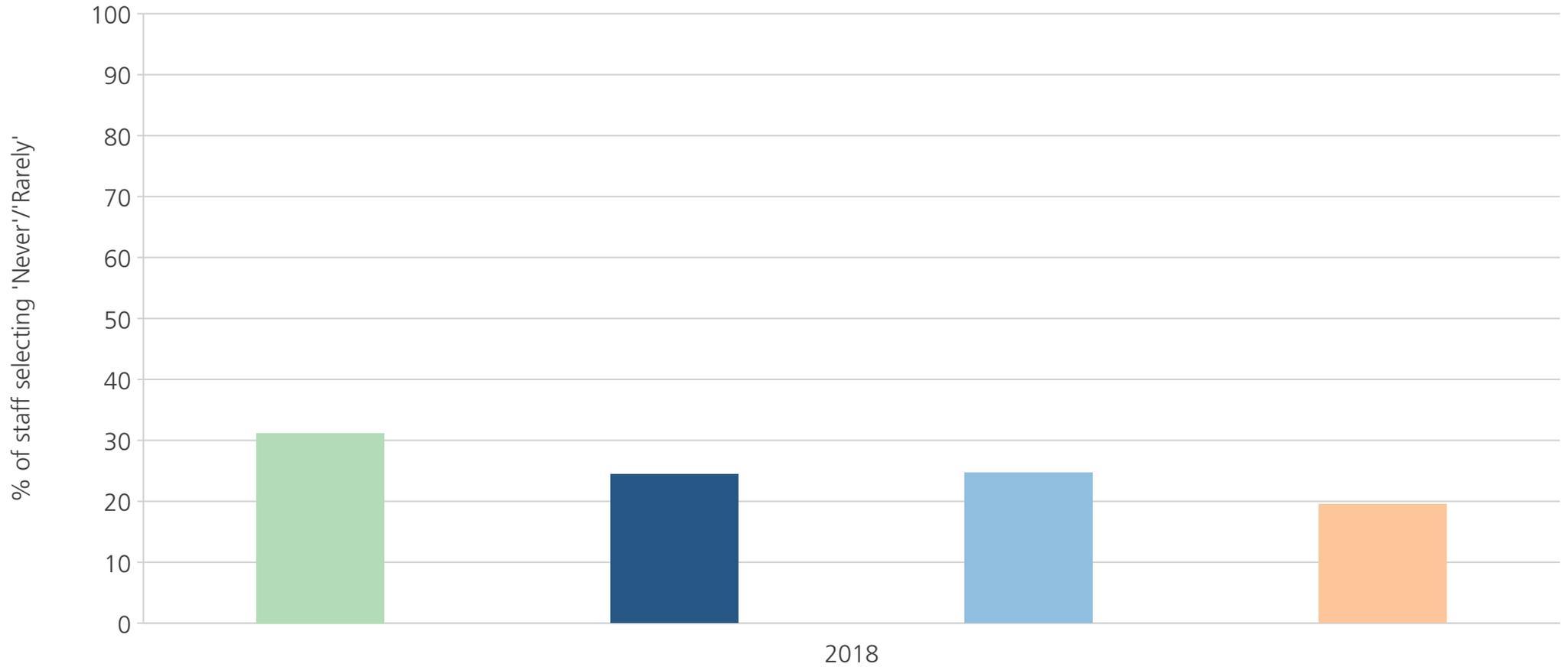
	2018
Best	31.2%
Your org	24.4%
Average	24.6%
Worst	19.5%
No. responses	985
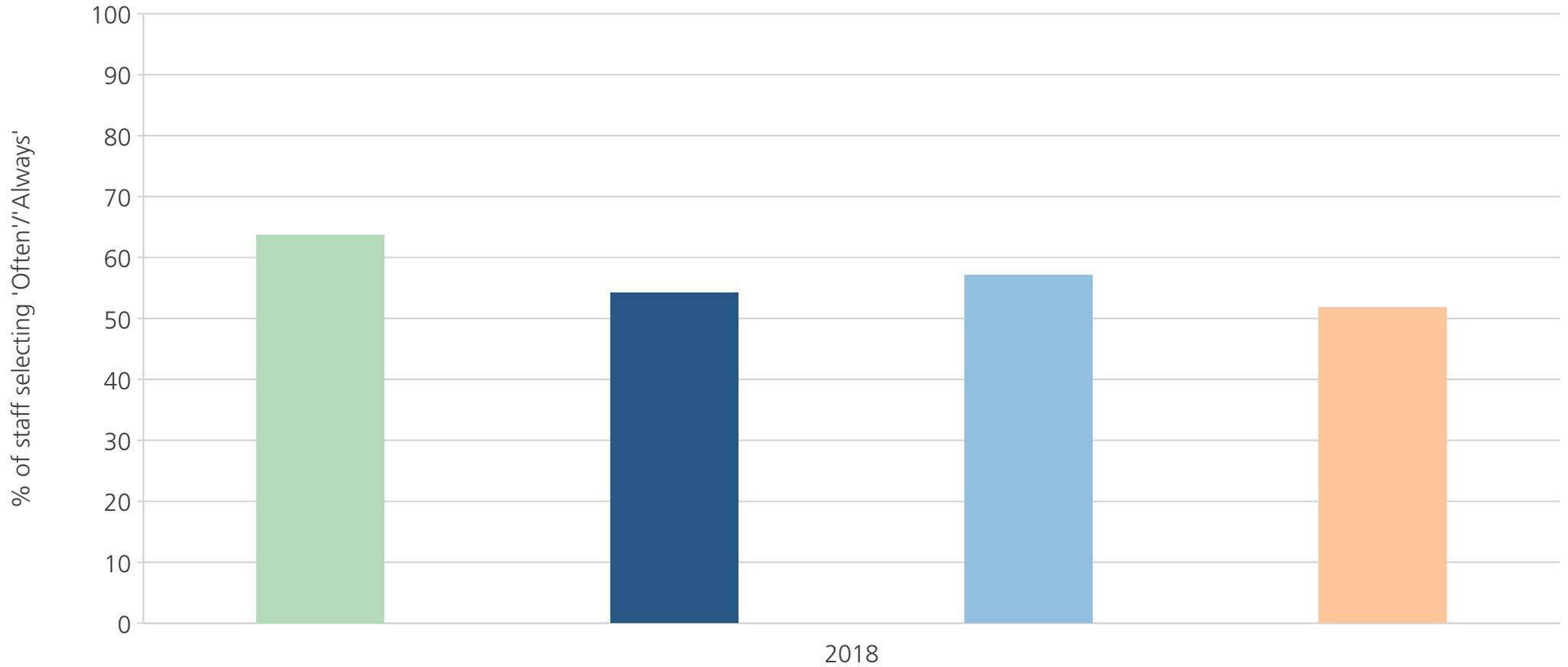
	2018
Best	63.7%
Your org	54.2%
Average	57.1%
Worst	51.8%
No. responses	984
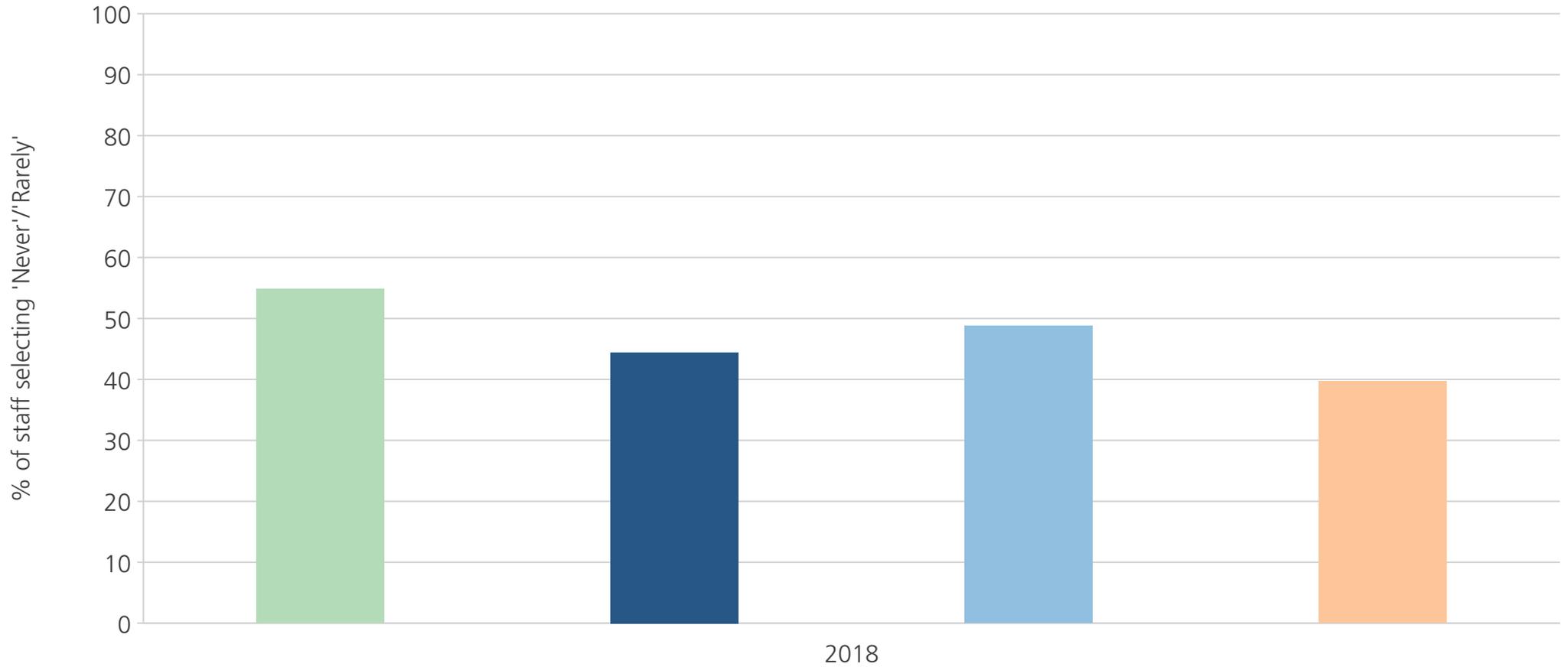
	2018
Best	54.8%
Your org	44.4%
Average	48.8%
Worst	39.7%
No. responses	987
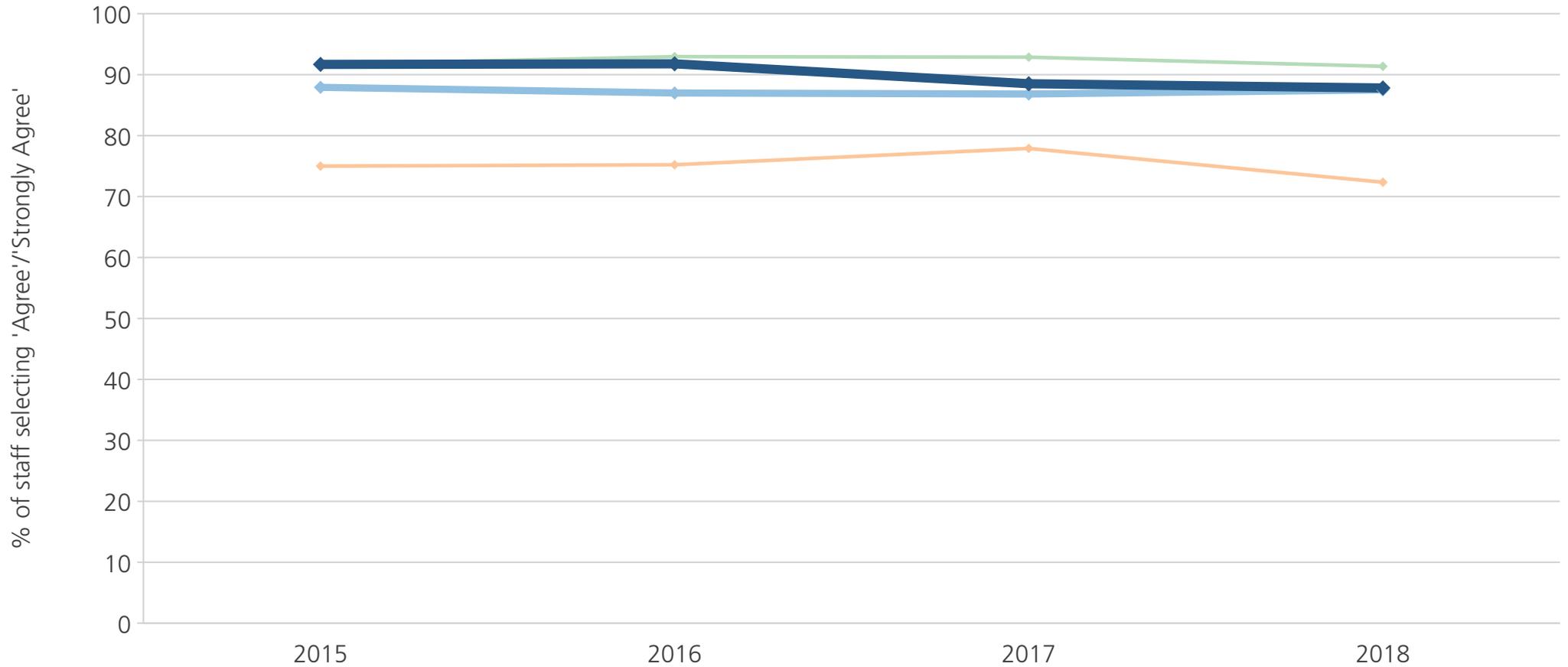
	2015	2016	2017	2018
Your org	91.7%	91.8%	88.5%	87.8%
Average				
Worst	75.0%	75.2%	77.9%	72.4%
No. responses	653	815	957	875
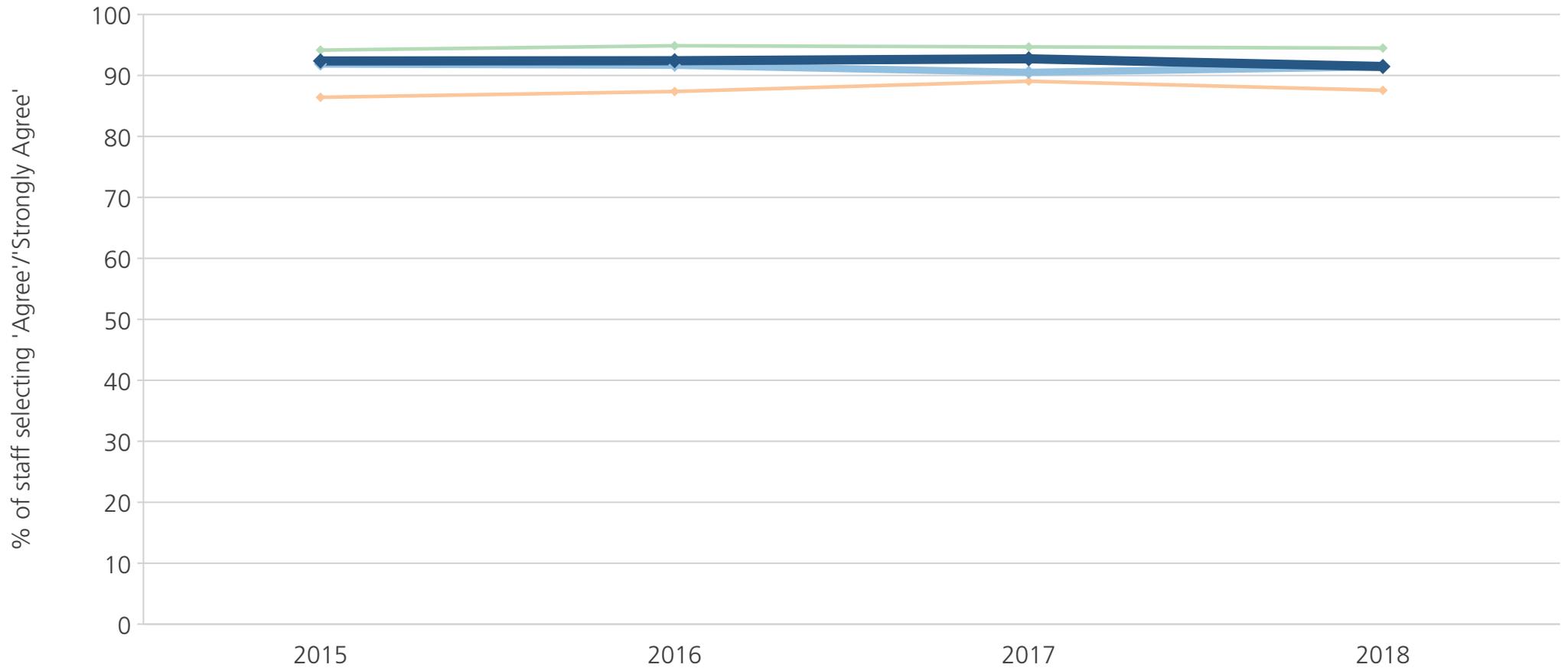
	2015	2016	2017	2018
Your org	92.4%	92.4%	92.7%	91.5%
Average				
Worst	86.4%	87.4%	89.1%	87.6%
No. responses	693	853	1,046	936
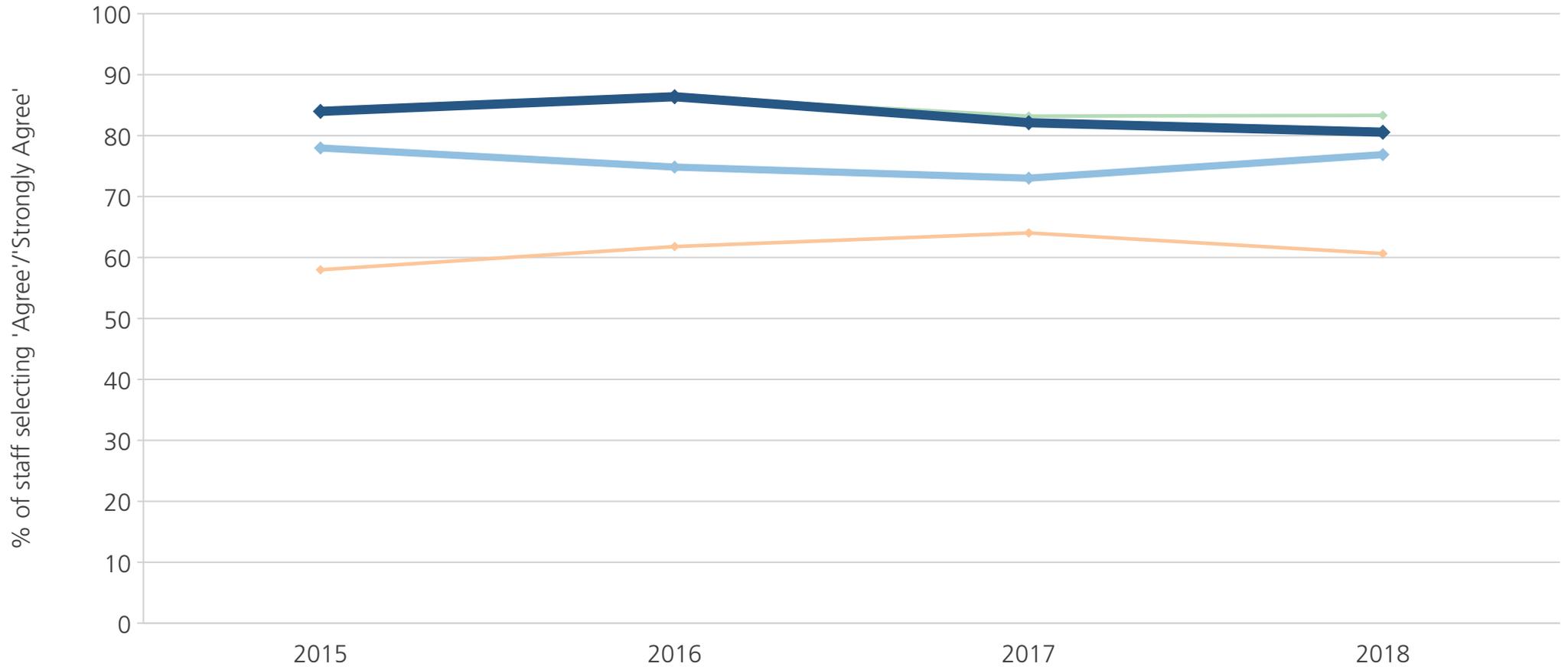
	2015	2016	2017	2018
Your org	84.0%	86.4%	82.1%	80.6%
Average				
Worst	58.0%	61.8%	64.0%	60.6%
No. responses	640	804	954	862
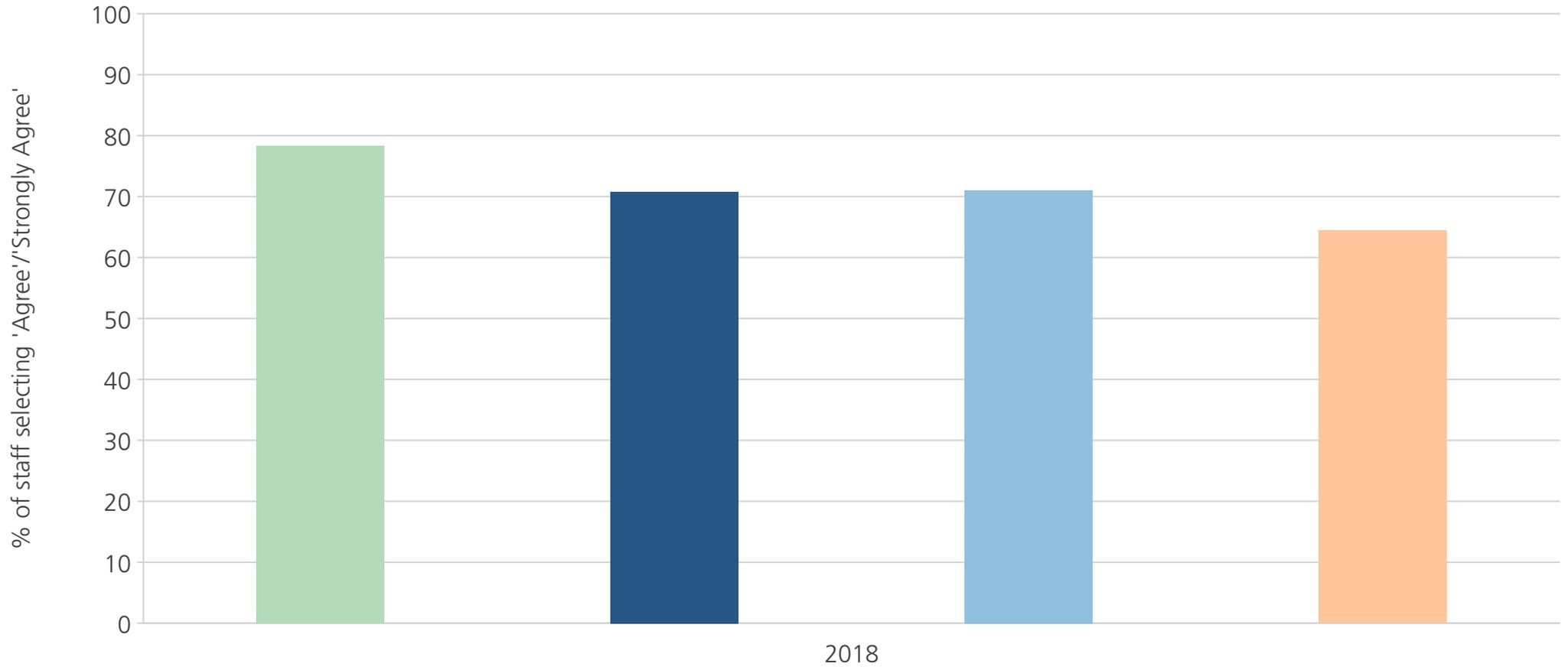
	2018
Best	78.4%
Your org	70.8%
Average	71.0%
Worst	64.4%
No. responses	986
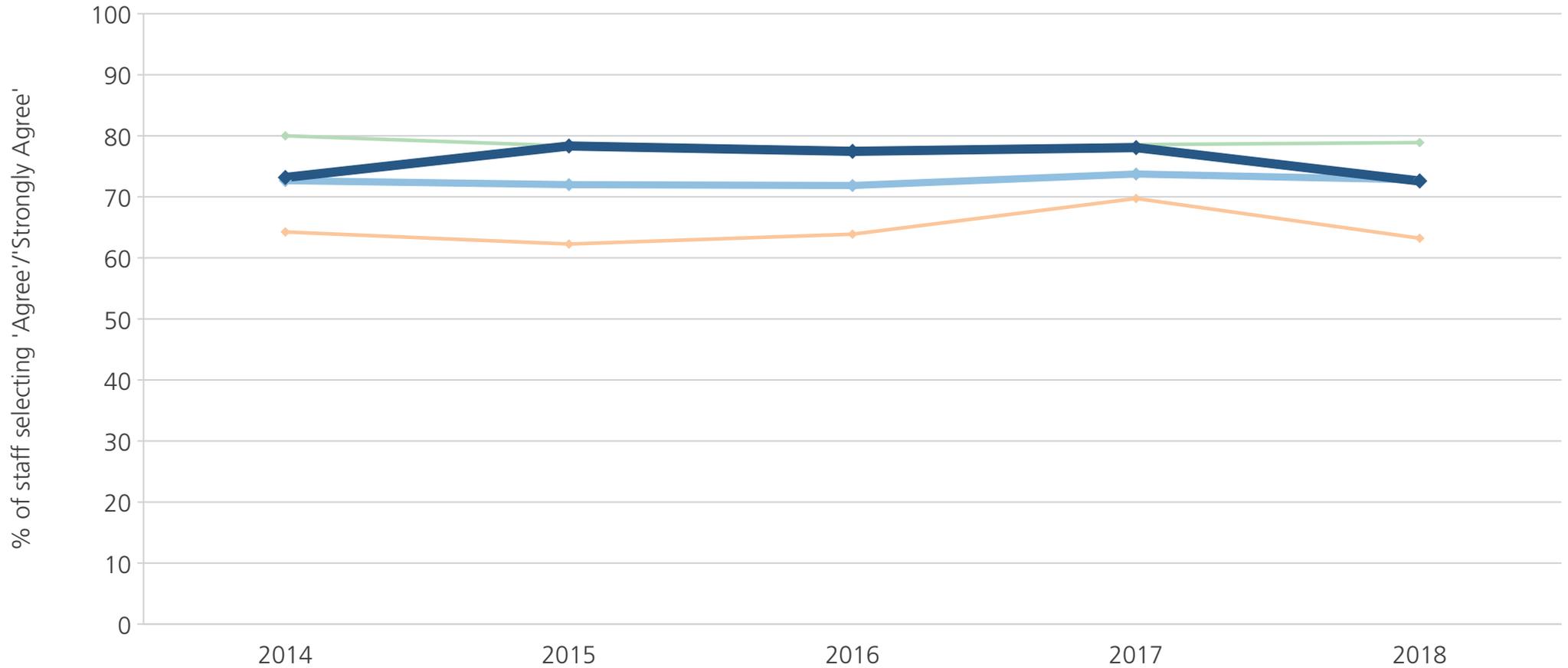
	2014	2015	2016	2017	2018
Your org	73.2%	78.3%	77.5%	78.1%	72.6%
Average					
Worst	64.2%	62.3%	63.9%	69.7%	63.2%
No. responses	671	756	930	1,103	985
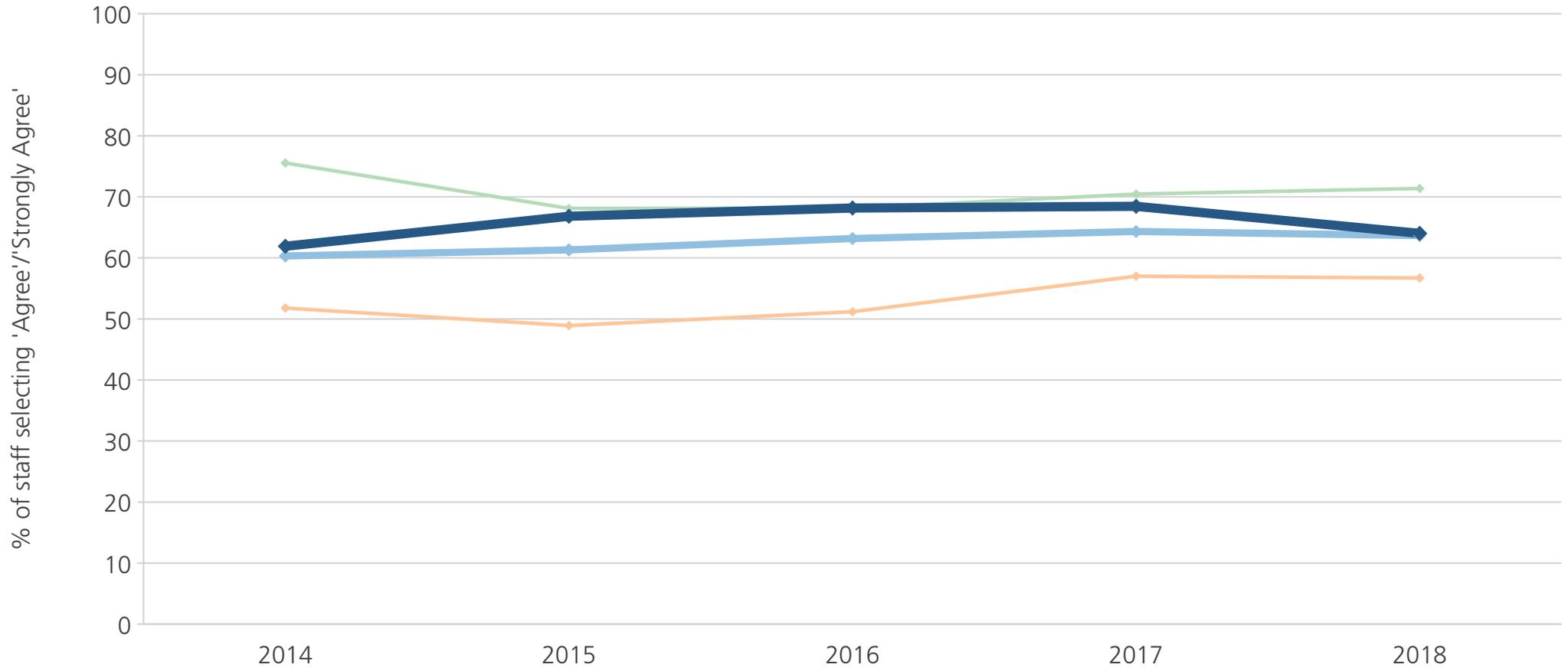
	2014	2015	2016	2017	2018
Your org	61.9%	66.8%	68.2%	68.5%	64.0%
Average					
Worst	51.8%	48.9%	51.2%	57.0%	56.7%
No. responses	676	755	919	1,103	985
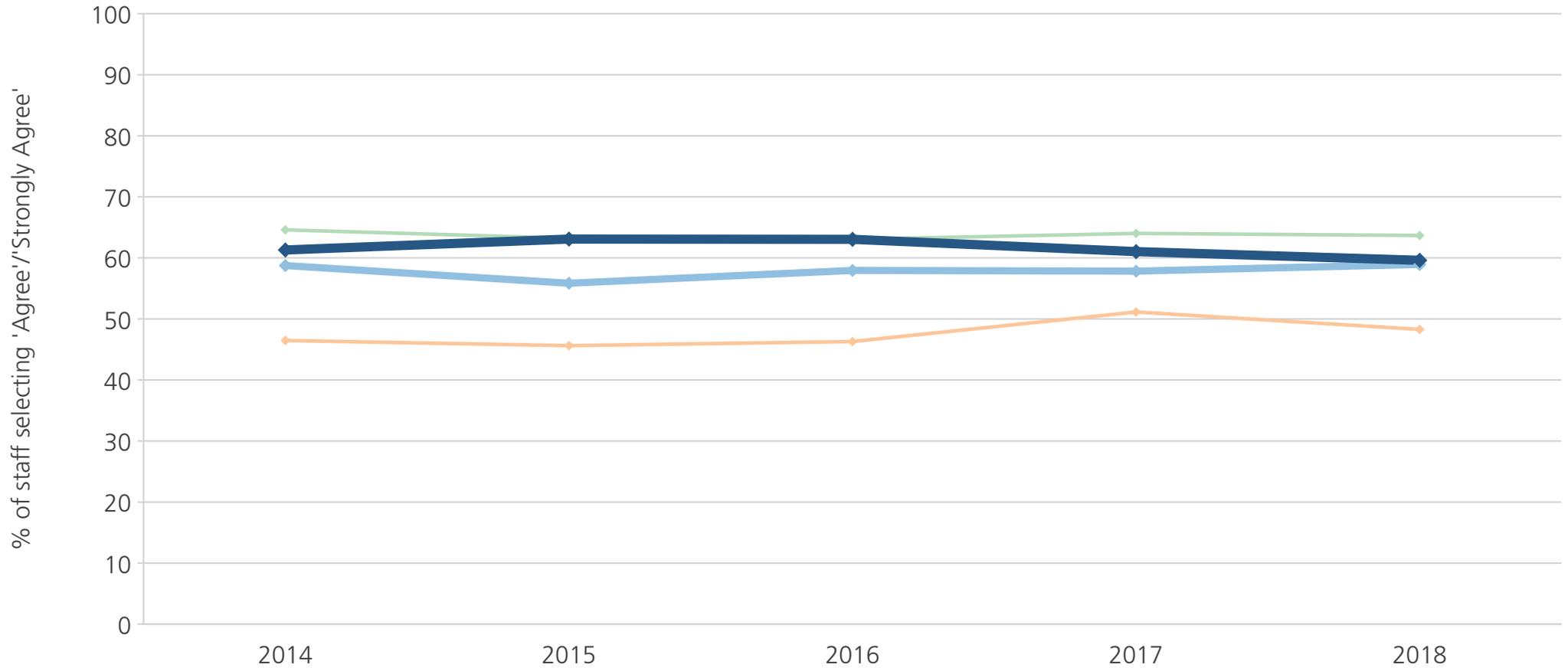
	2014	2015	2016	2017	2018
Your org	61.3%	63.1%	63.0%	61.0%	59.6%
Average					
Worst	46.5%	45.6%	46.3%	51.1%	48.3%
No. responses	671	756	925	1,103	987

> Q8e > My immediate manager is supportive in a personal crisis
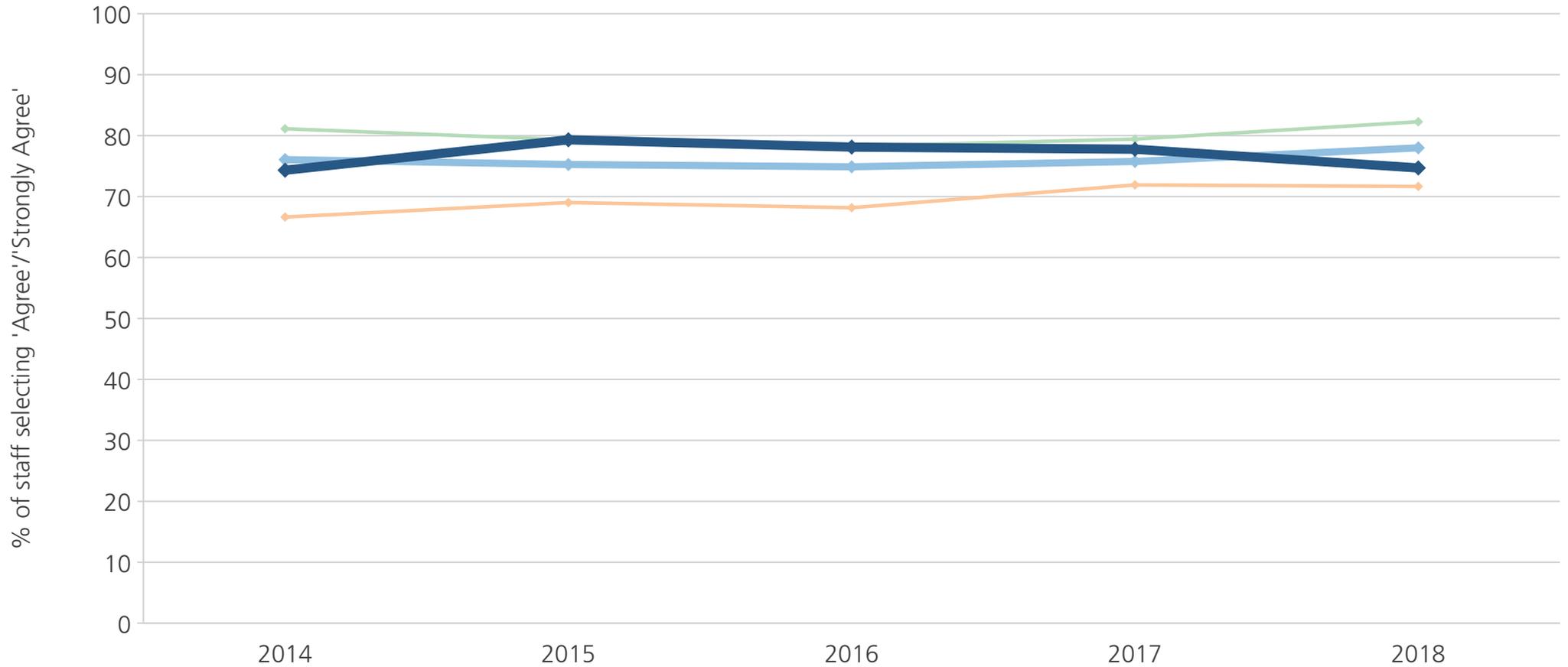
	2014	2015	2016	2017	2018
Your org	74.3%	79.3%	78.1%	77.8%	74.7%
Average					
Worst	66.6%	69.0%	68.2%	71.9%	71.7%
No. responses	672	753	922	1,103	987
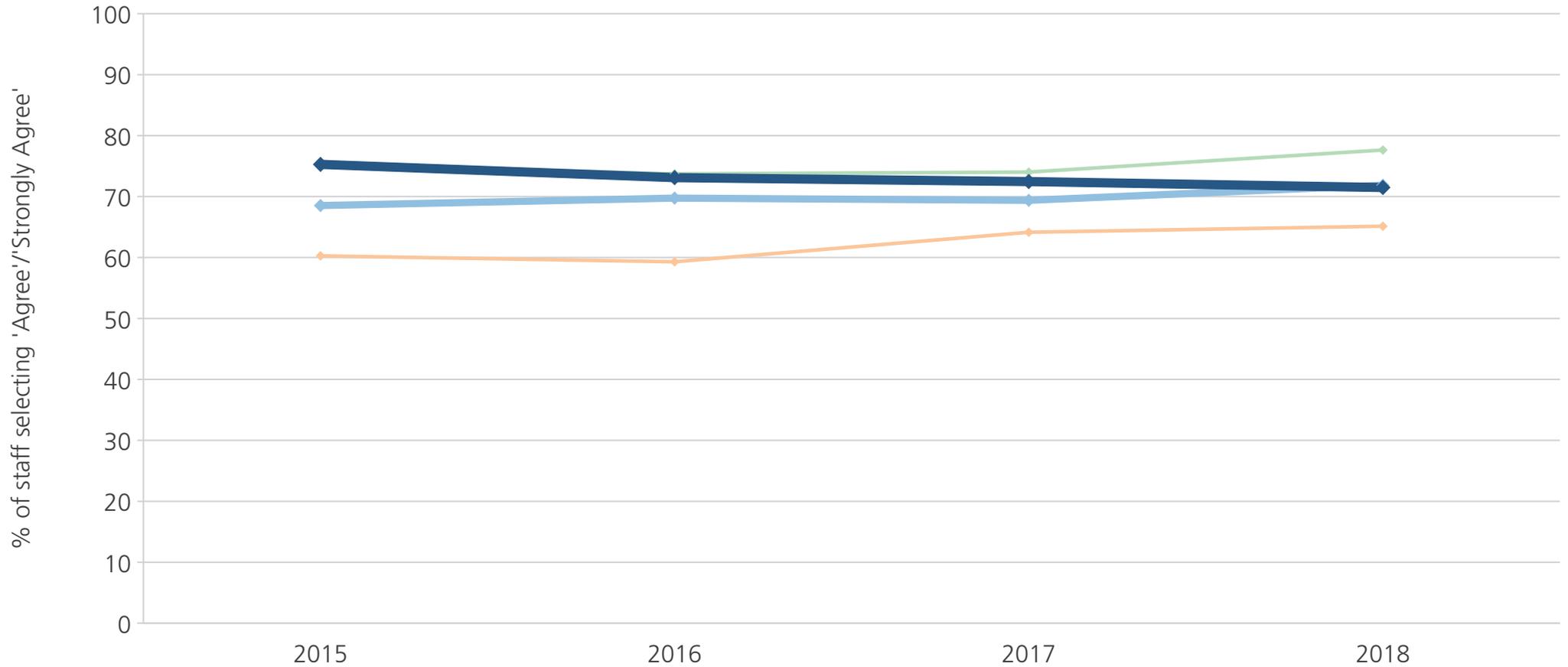
	2015	2016	2017	2018
Your org	75.3%	73.1%	72.5%	71.5%
Average				
Worst	60.3%	59.3%	64.1%	65.1%
No. responses	757	924	1,103	987
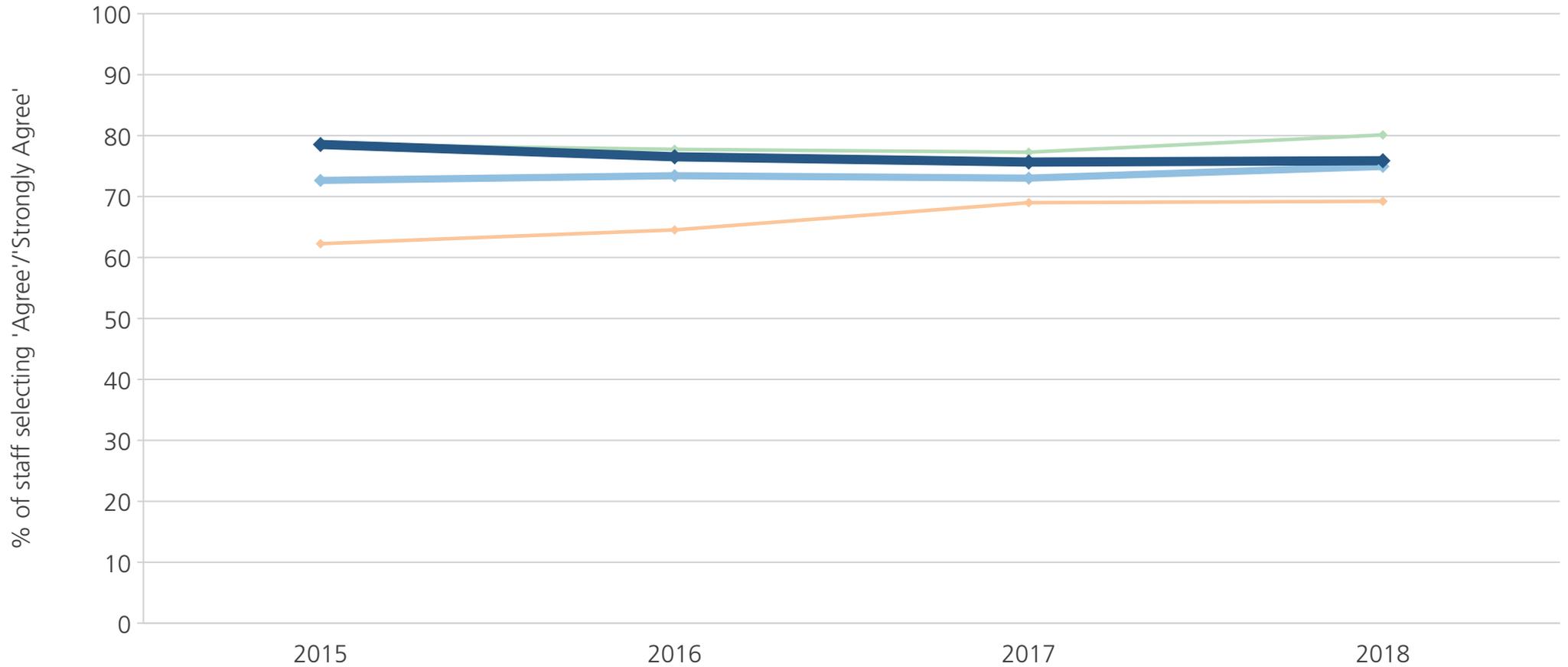
	2015	2016	2017	2018
Your org	78.5%	76.5%	75.7%	75.9%
Average				
Worst	62.3%	64.5%	69.0%	69.2%
No. responses	751	922	1,102	983
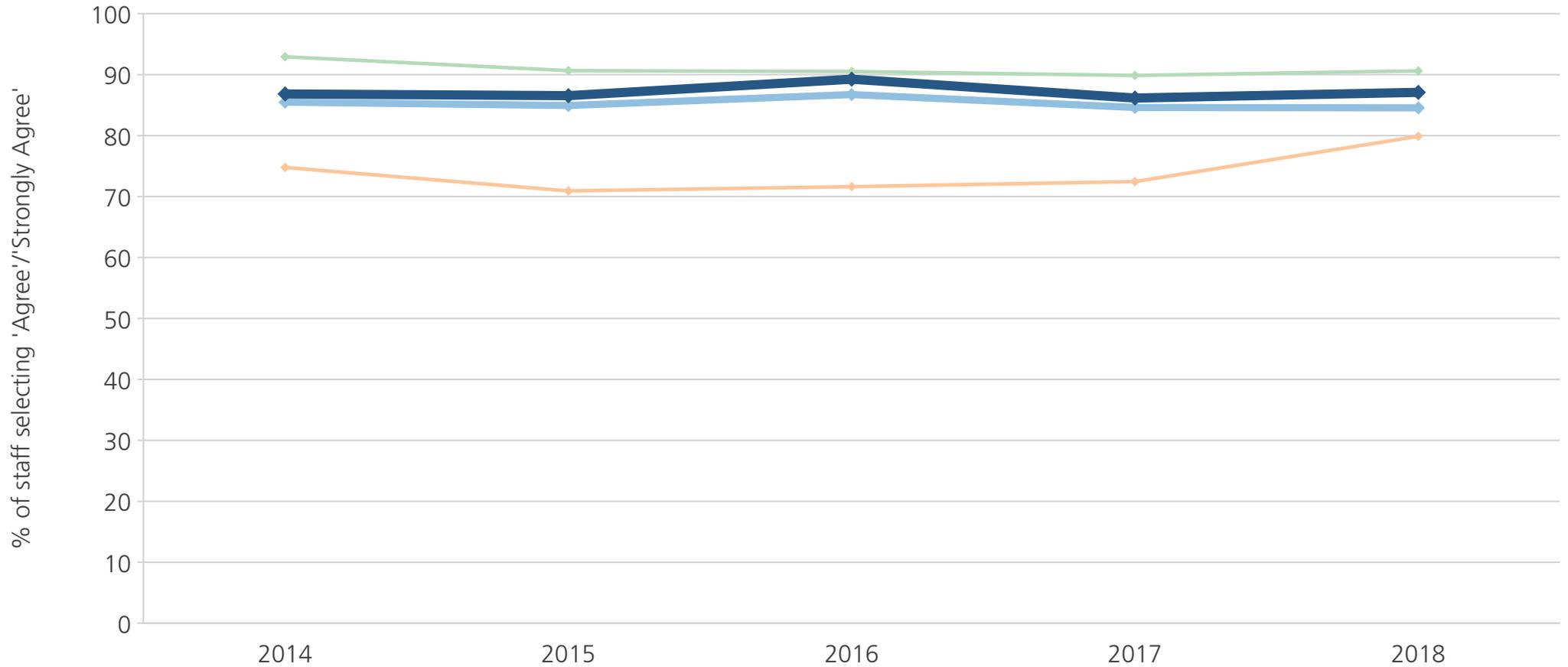
	2014	2015	2016	2017	2018
Your org	86.8%	86.6%	89.3%	86.2%	87.1%
Average					
Worst	74.8%	70.9%	71.6%	72.5%	79.9%
No. responses	675	752	926	1,102	990
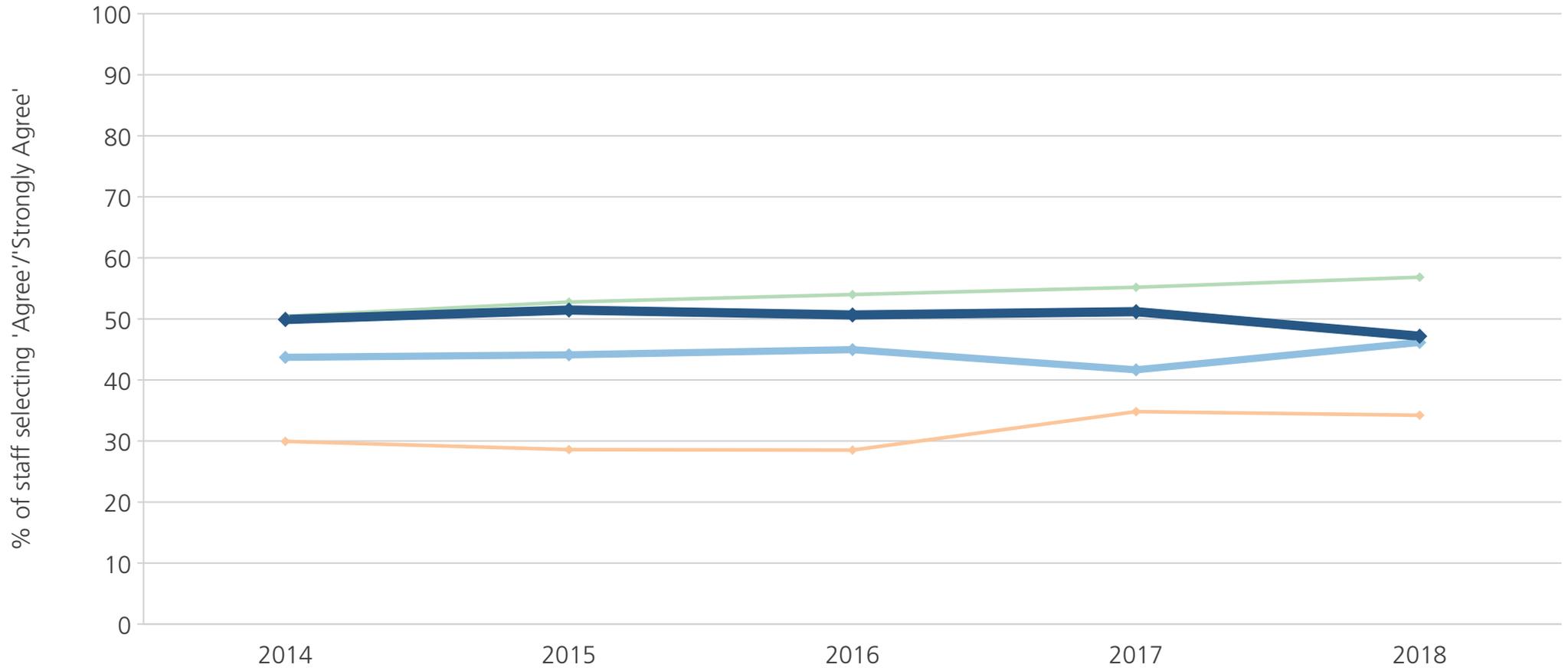
	2014	2015	2016	2017	2018
Your org	49.9%	51.5%	50.6%	51.2%	47.2%
Average					
Worst	29.9%	28.6%	28.5%	34.8%	34.2%
No. responses	665	755	927	1,102	988

81
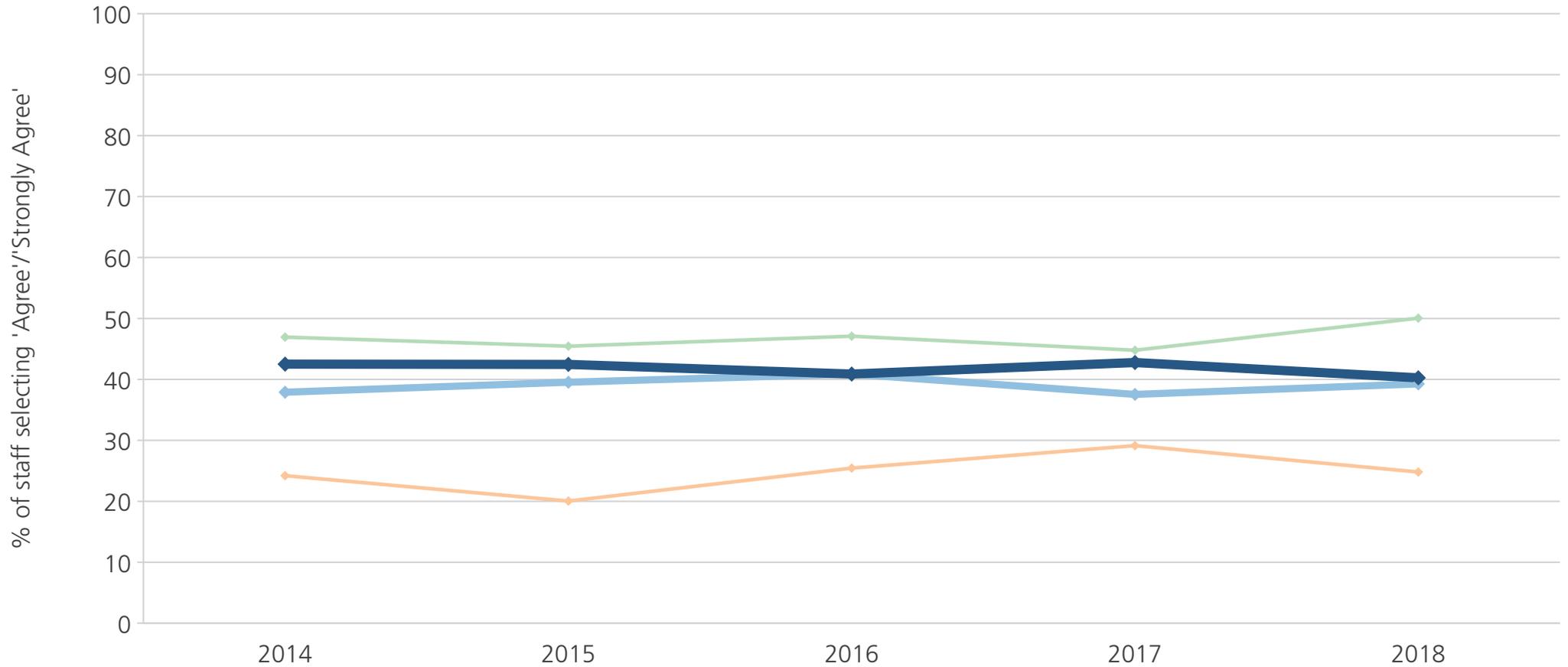
	2014	2015	2016	2017	2018
Your org	42.5%	42.5%	40.9%	42.8%	40.3%
Average					
Worst	24.2%	20.0%	25.4%	29.1%	24.8%
No. responses	669	750	919	1,103	986
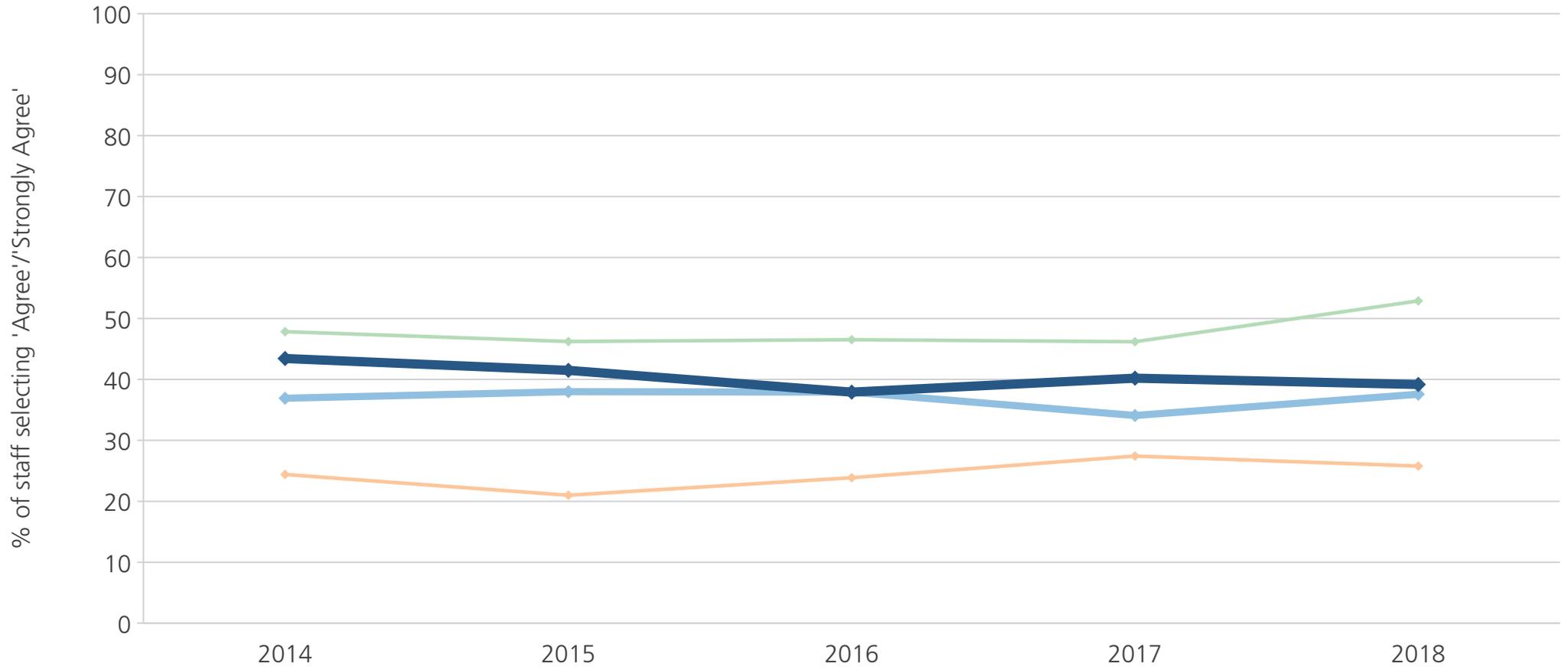
	2014	2015	2016	2017	2018
Your org	43.4%	41.5%	37.9%	40.2%	39.2%
Average					
Worst	24.4%	21.0%	23.9%	27.4%	25.8%
No. responses	671	747	917	1,103	984

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

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results
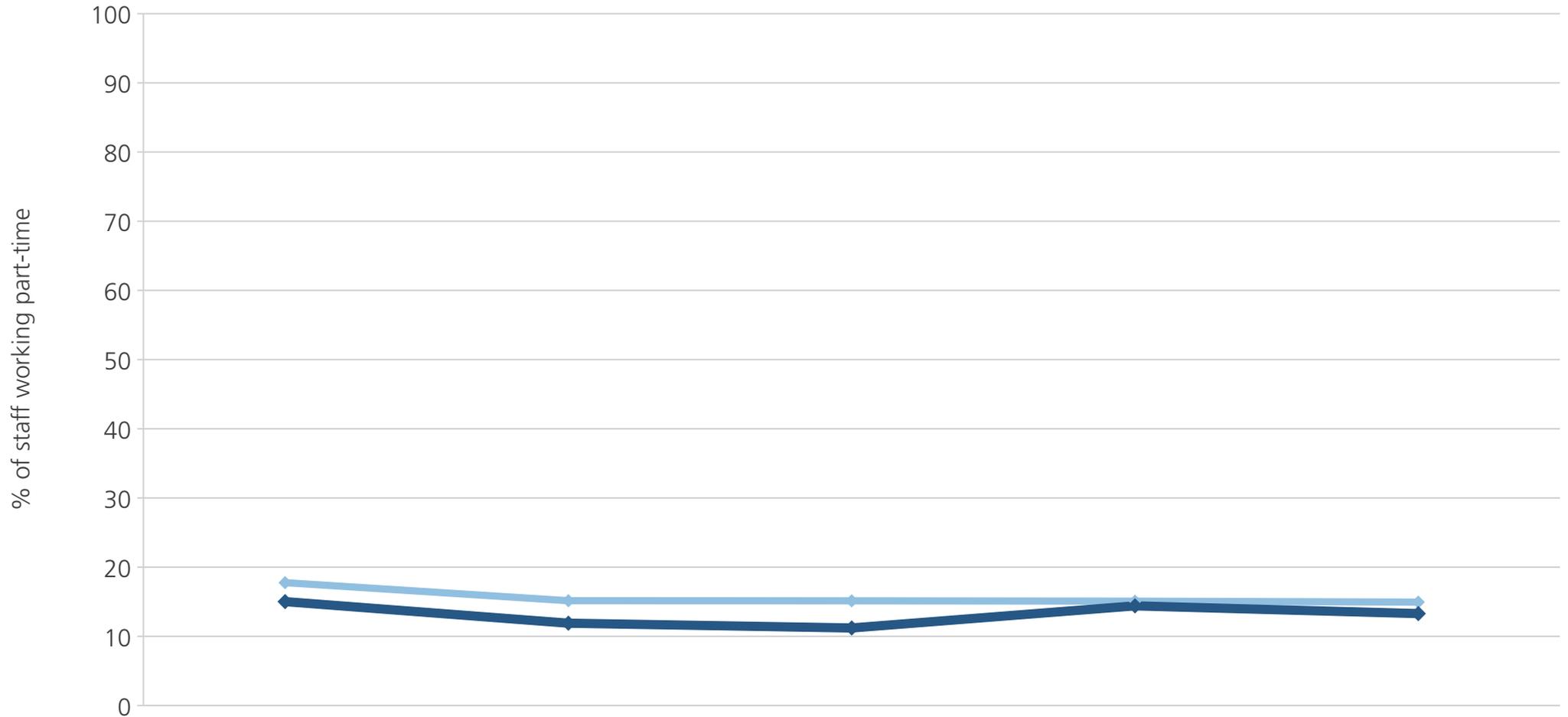
	2014	2015	2016	2017	2018
Your org	15.0%	11.9%	11.2%	14.4%	13.3%
Average					
No. responses	666	748	919	1,090	971

% of staff working additional **paid** hours
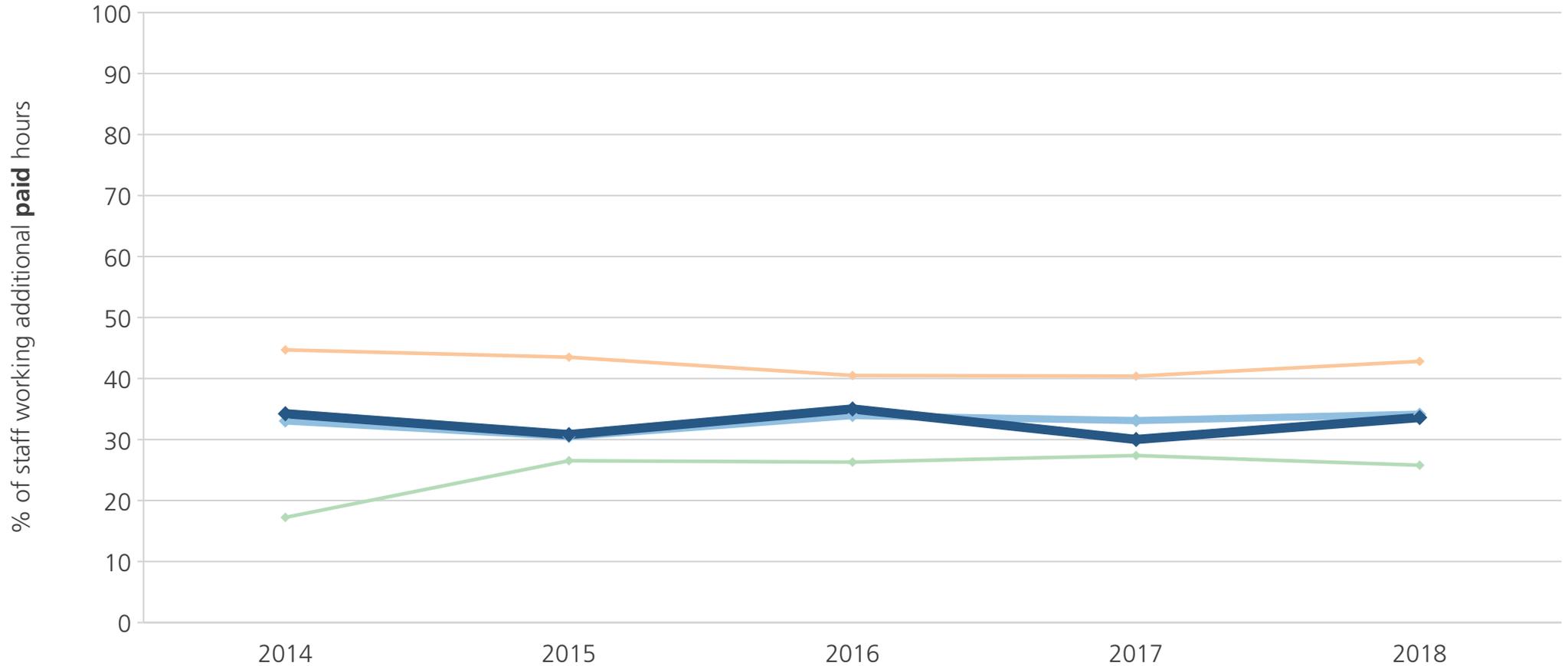
	2014	2015	2016	2017	2018
Your org	34.2%	30.8%	35.0%	30.0%	33.6%
Average					
Best	17.2%	26.5%	26.3%	27.4%	25.8%
No. responses	649	708	866	1,075	922
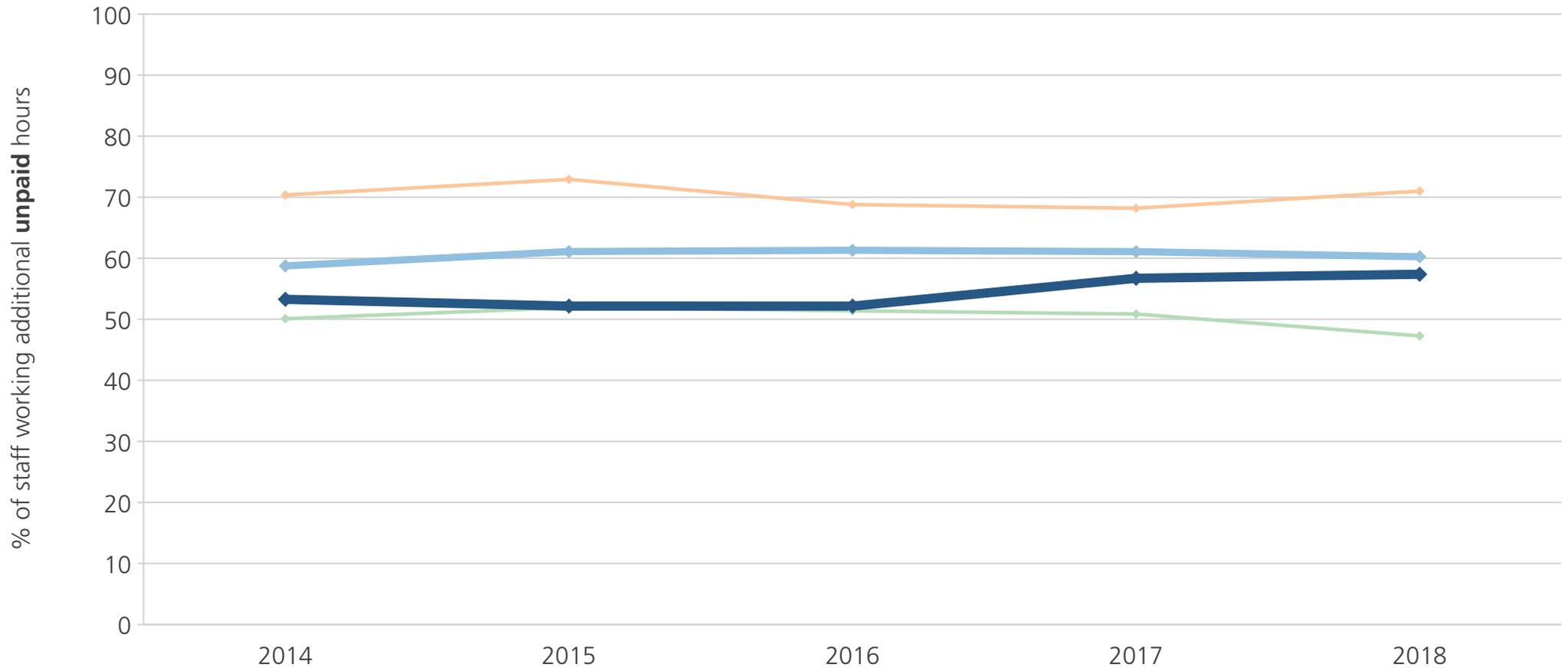
	2014	2015	2016	2017	2018
Your org	53.3%	52.2%	52.2%	56.7%	57.4%
Average					
Best	50.1%	51.9%	51.4%	50.9%	47.3%
No. responses	627	702	871	1,078	923
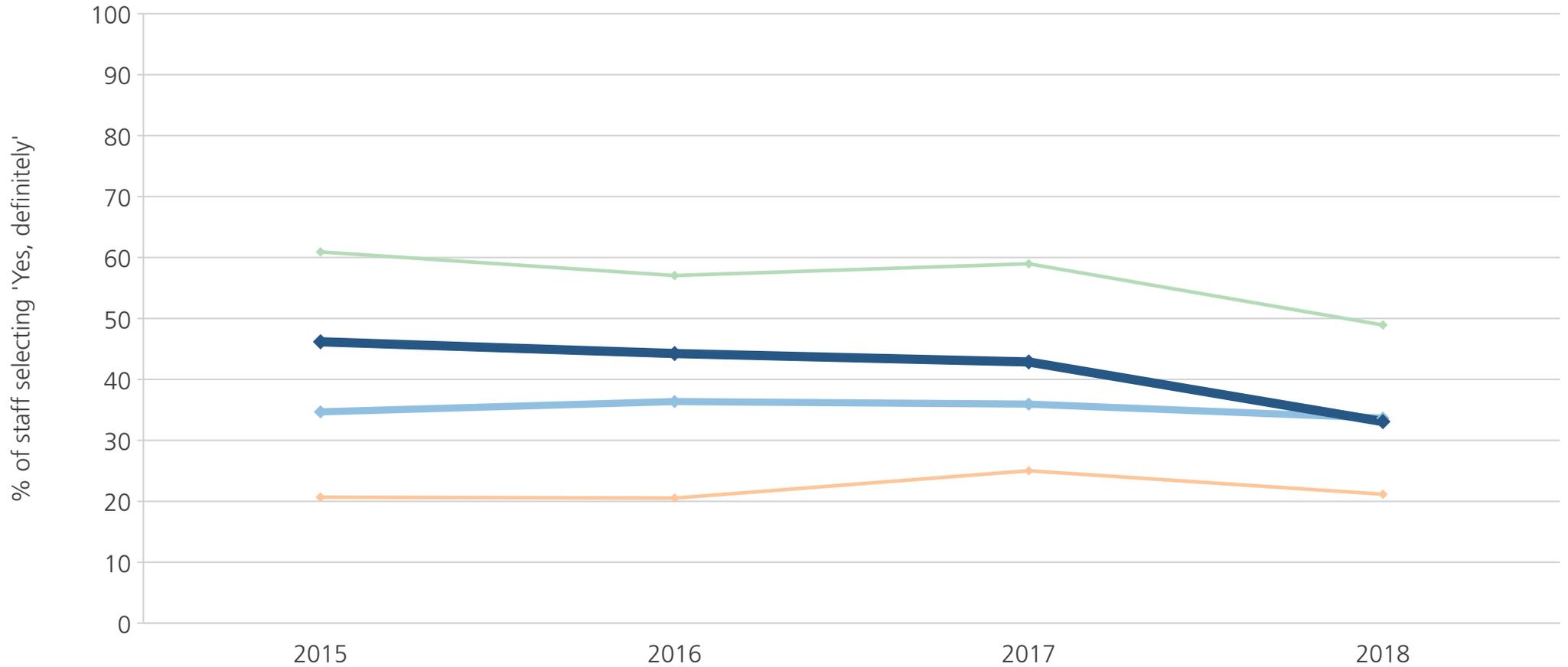
	2015	2016	2017	2018
Your org	46.2%	44.2%	42.9%	33.1%
Average				
Worst	20.7%	20.5%	25.0%	21.2%
No. responses	741	917	1,093	980
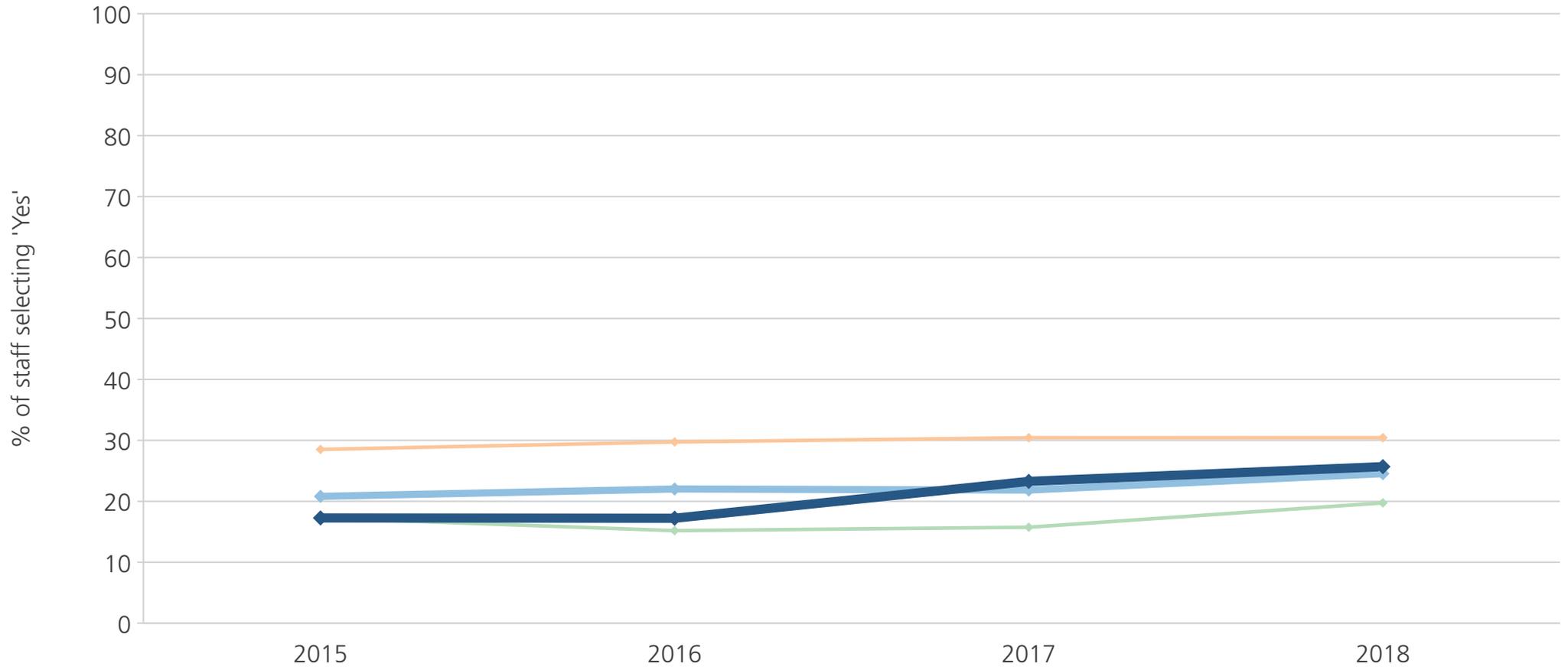
	2015	2016	2017	2018
Your org	17.3%	17.2%	23.3%	25.7%
Average				
Best	17.3%	15.2%	15.7%	19.7%
No. responses	745	913	1,092	977
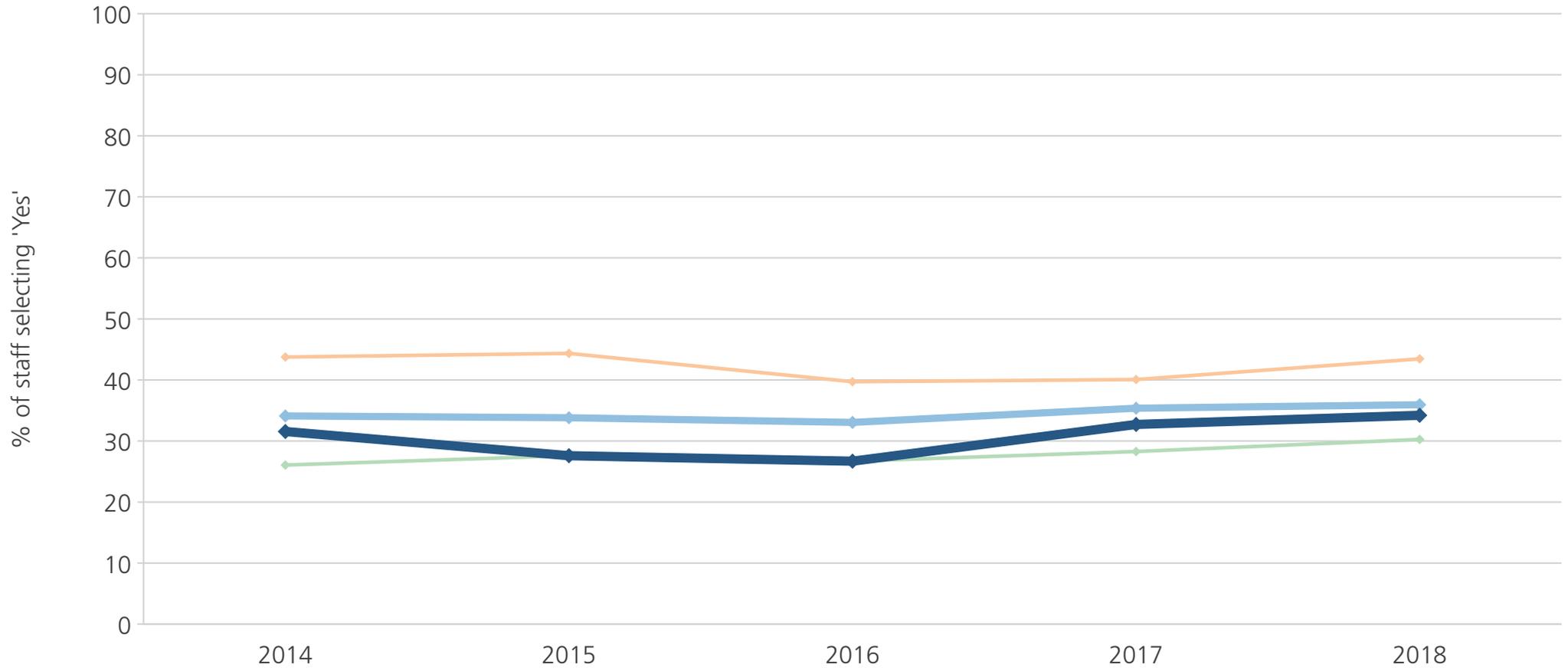
	2014	2015	2016	2017	2018
Your org	31.6%	27.6%	26.7%	32.7%	34.2%
Average					
Best	26.1%	27.6%	26.7%	28.3%	30.3%
No. responses	658	748	919	1,088	984
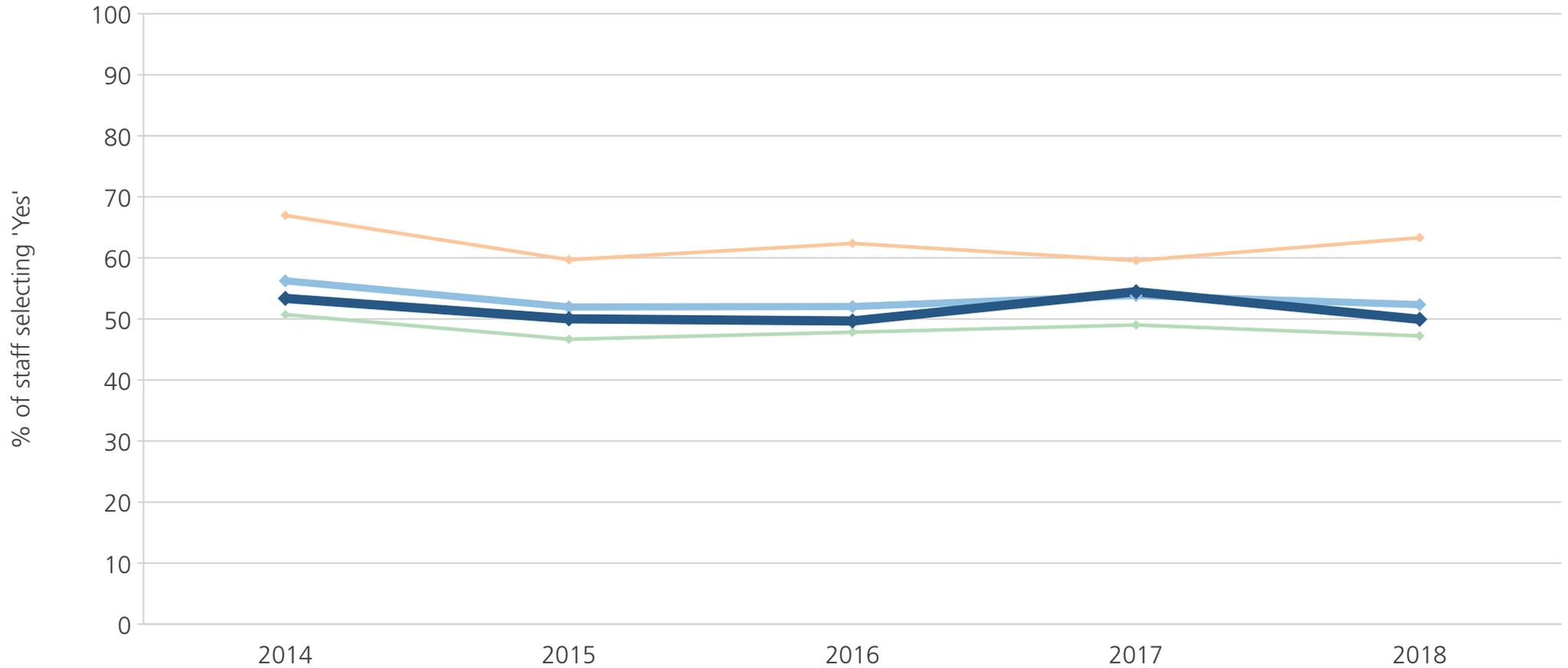
	2014	2015	2016	2017	2018
Your org	53.4%	50.0%	49.7%	54.5%	49.9%
Average					
Best	50.7%	46.7%	47.8%	49.0%	47.2%
No. responses	644	742	923	1,090	982

Note: This question was only answered by staff who selected 'Yes' on q11d.
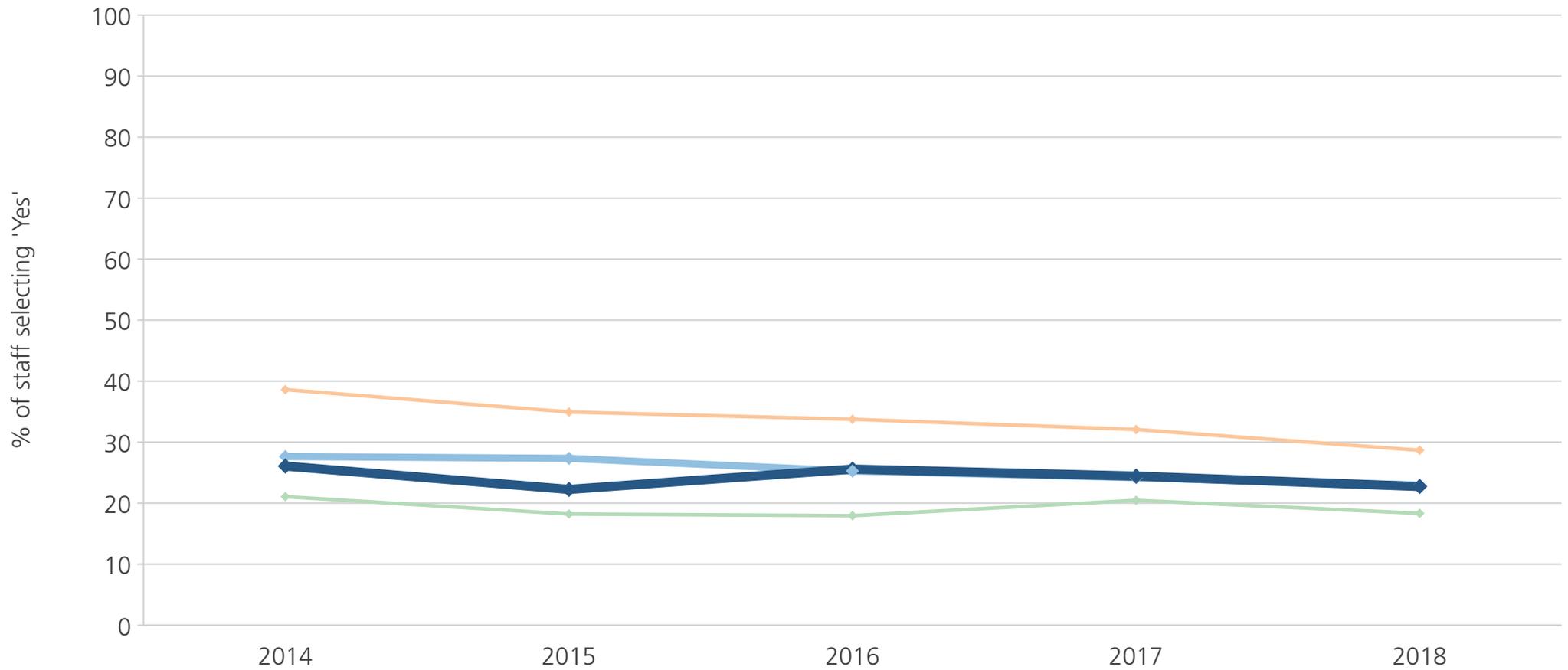
	2014	2015	2016	2017	2018
Your org	26.1%	22.3%	25.6%	24.4%	22.7%
Average					
Best	21.1%	18.2%	17.9%	20.5%	18.3%
No. responses	337	359	438	588	473

Note: This question was only answered by staff who selected 'Yes' on q11d.
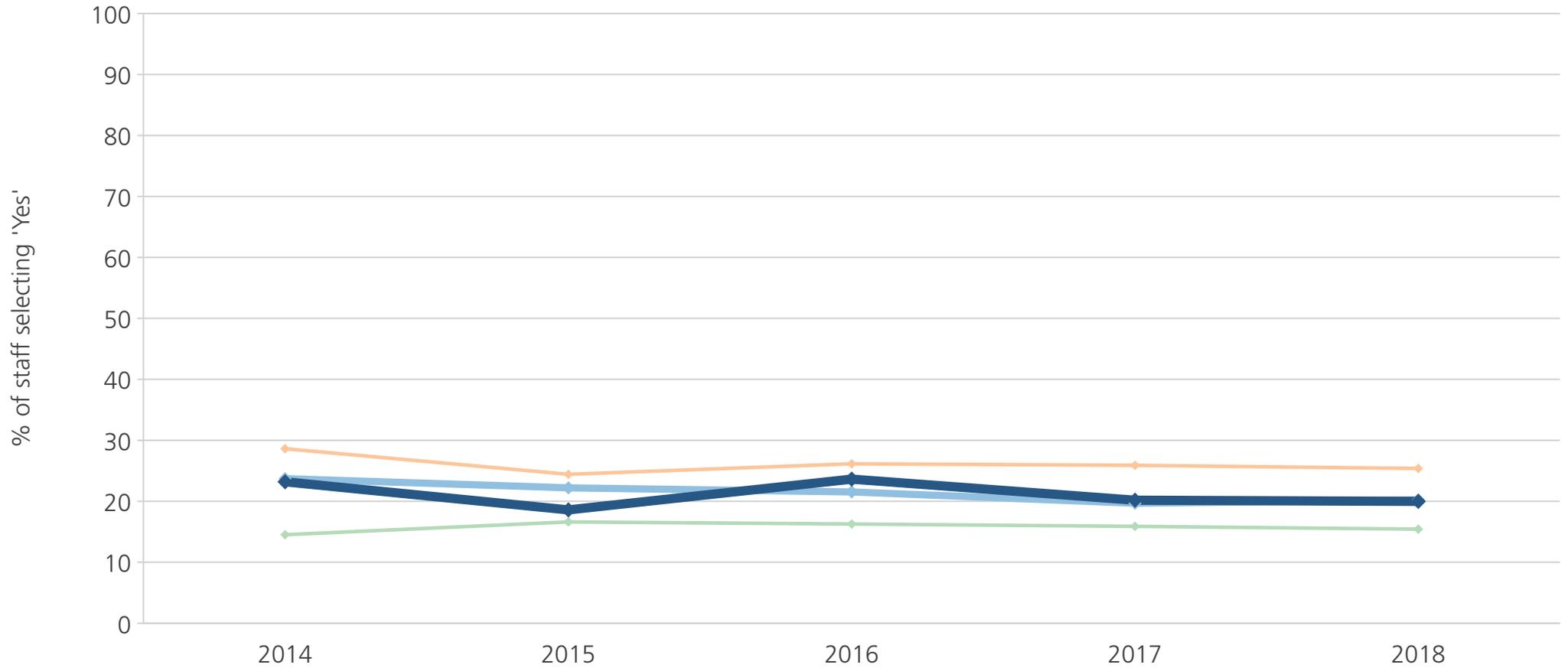
	2014	2015	2016	2017	2018
Your org	23.2%	18.6%	23.6%	20.2%	20.0%
Average					
Best	14.5%	16.6%	16.3%	15.9%	15.4%
No. responses	338	359	429	593	473

Note: This question was only answered by staff who selected 'Yes' on q11d.
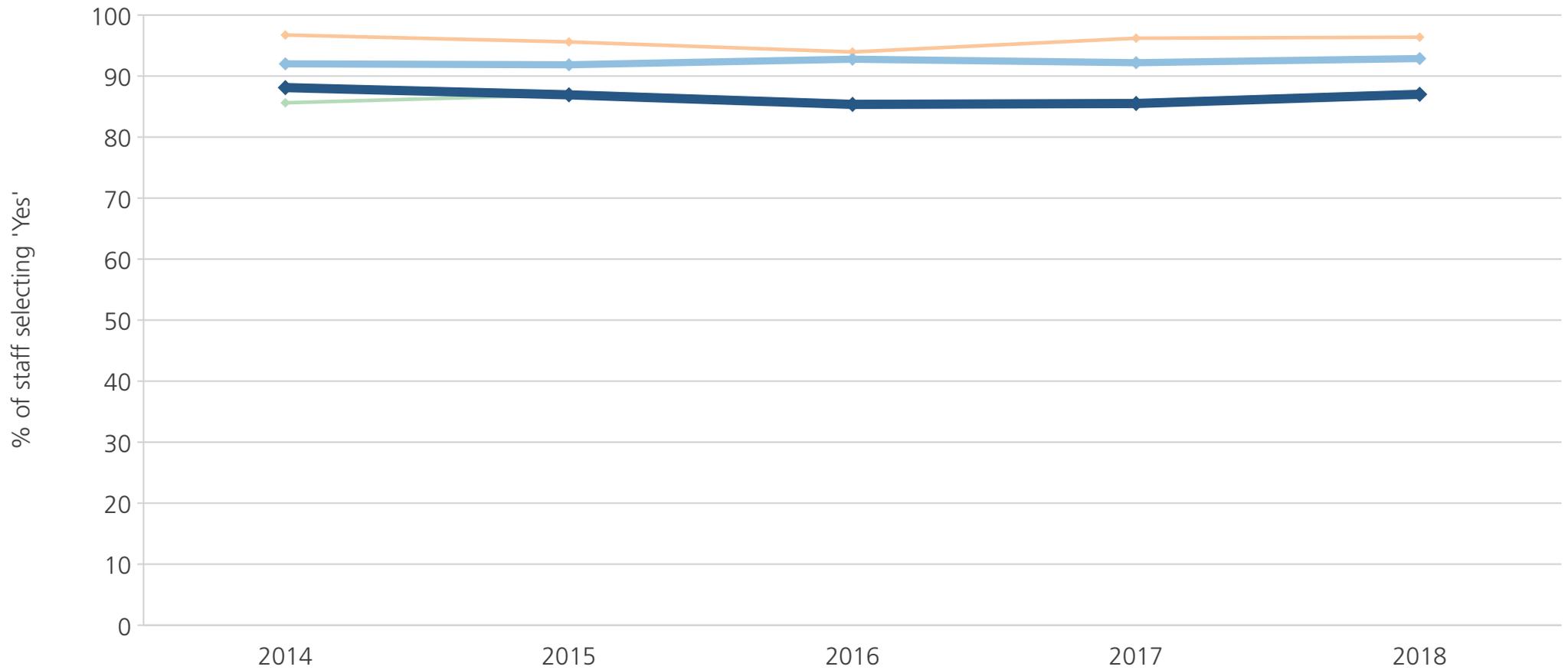
	2014	2015	2016	2017	2018
Your org	88.1%	86.9%	85.4%	85.5%	87.0%
Average					
Best	85.6%	86.9%	85.4%	85.5%	87.0%
No. responses	340	368	449	590	477

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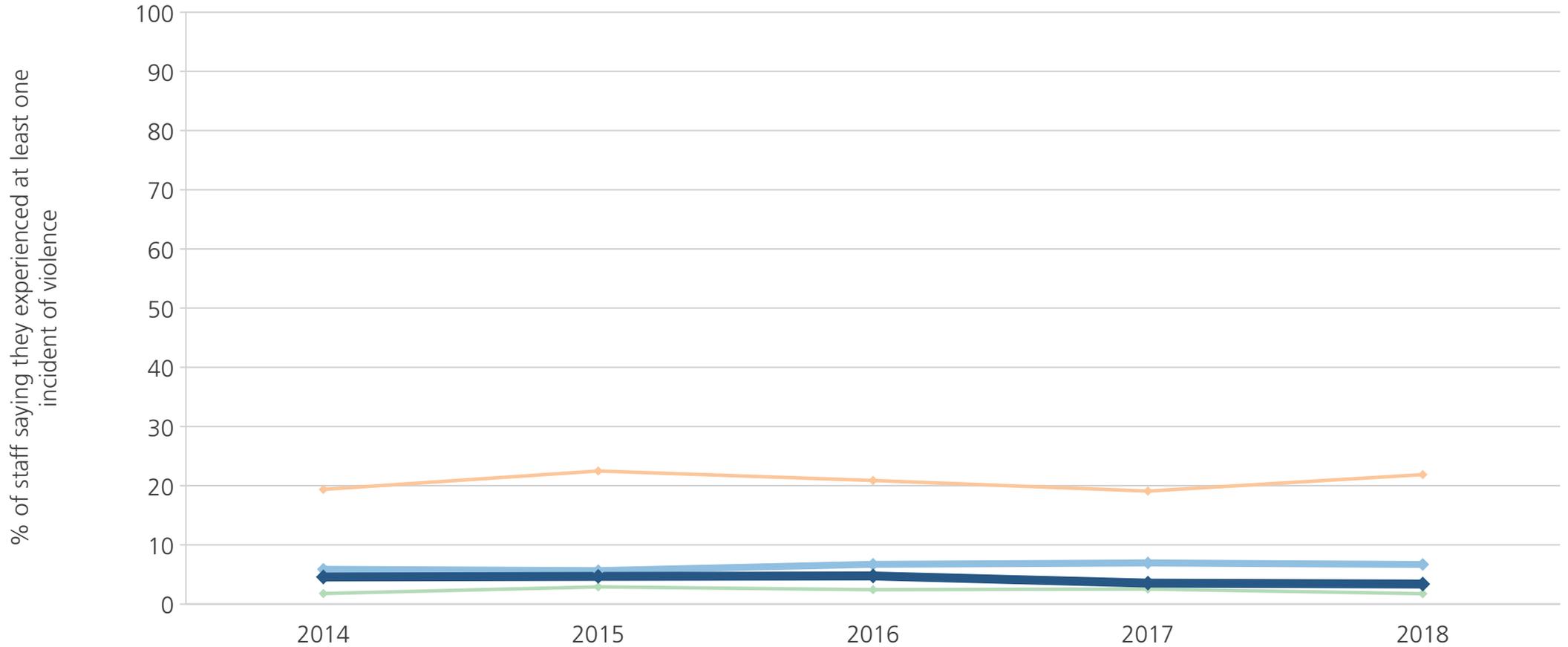
	2014	2015	2016	2017	2018
Your org	4.6%	4.7%	4.7%	3.5%	3.4%
Average					
Best	1.8%	2.9%	2.4%	2.5%	1.8%
No. responses	661	748	927	1,092	980

% of staff saying they experienced at least one incident of violence
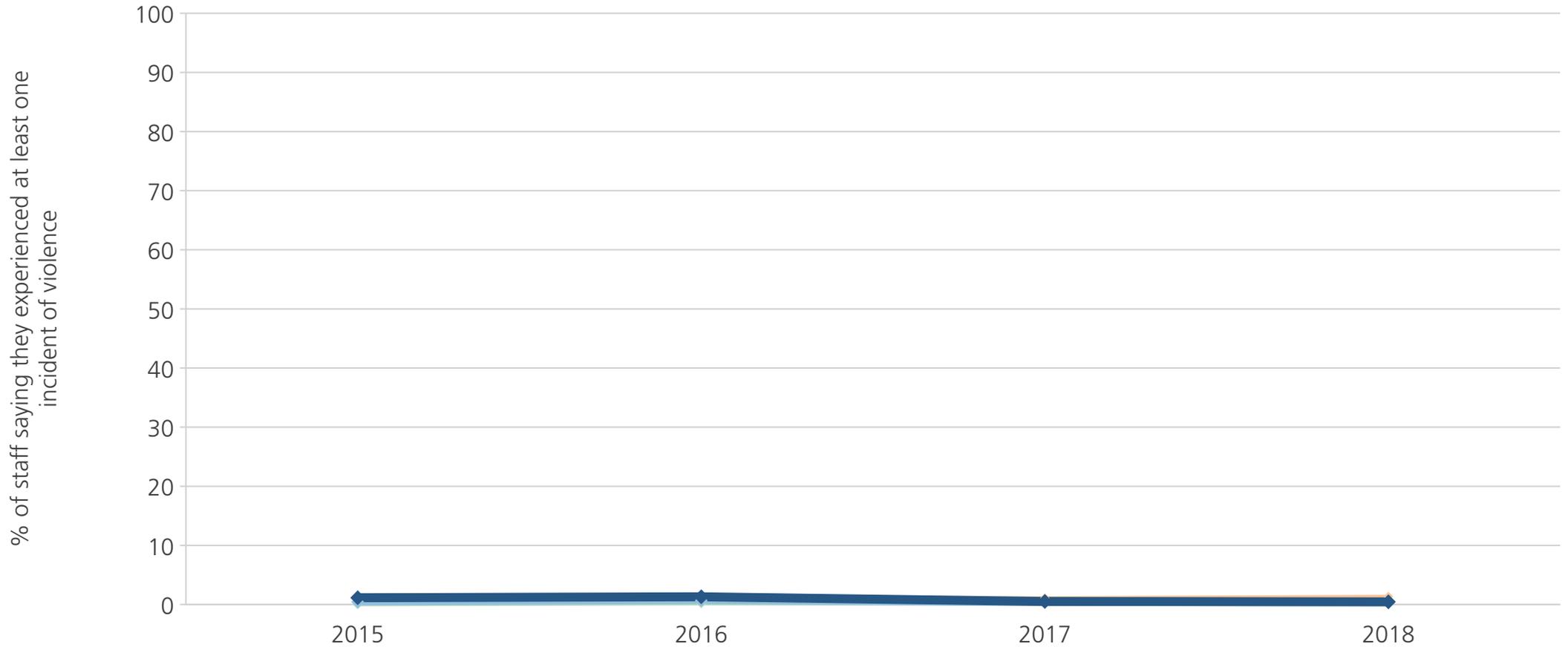
	2015	2016	2017	2018
Your org	1.1%	1.3%	0.5%	0.5%
Average				
Best	0.0%	0.2%	0.1%	0.0%
No. responses	732	919	1,090	948
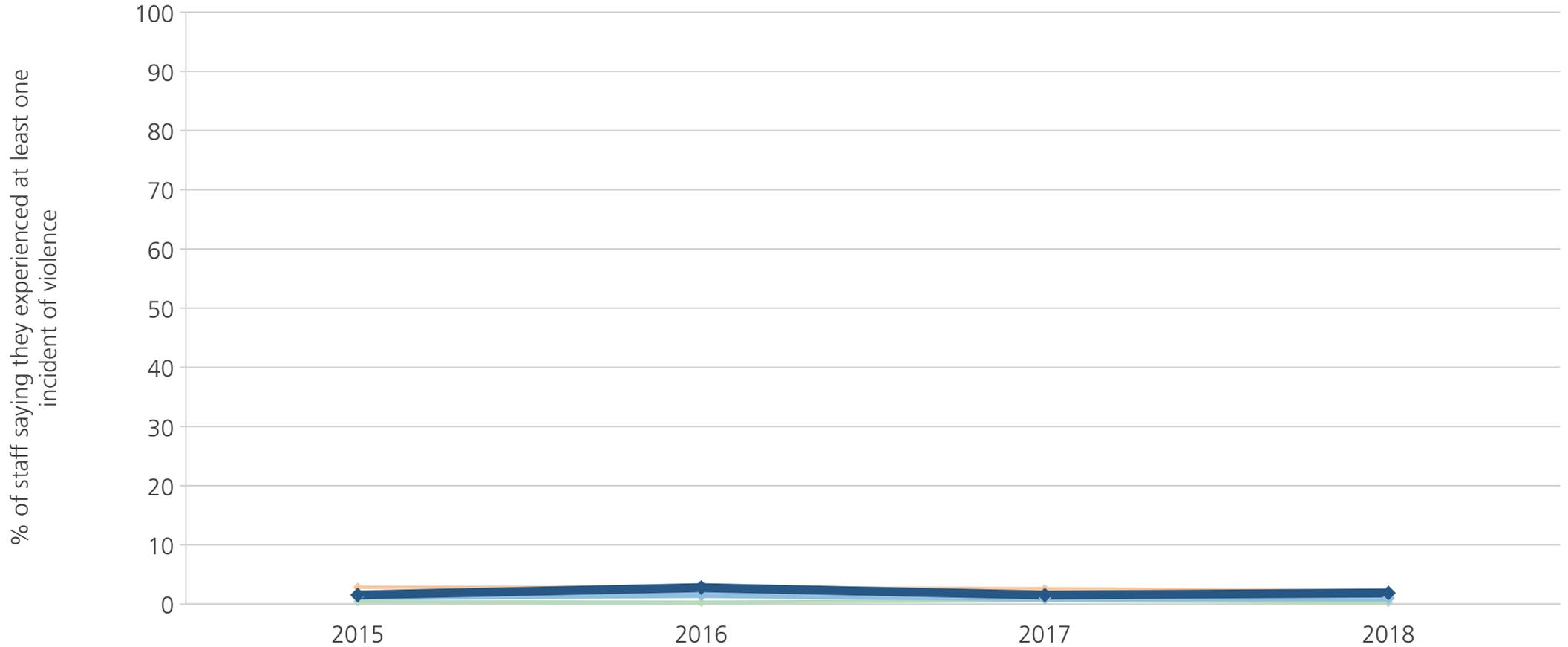
	2015	2016	2017	2018
Your org	1.5%	2.8%	1.5%	1.9%
Average				
Best	0.4%	0.3%	0.6%	0.3%
No. responses	720	904	1,092	940

Note: This question was only answered by staff who reported experiencing at least one incident of violence in the last 12 months.
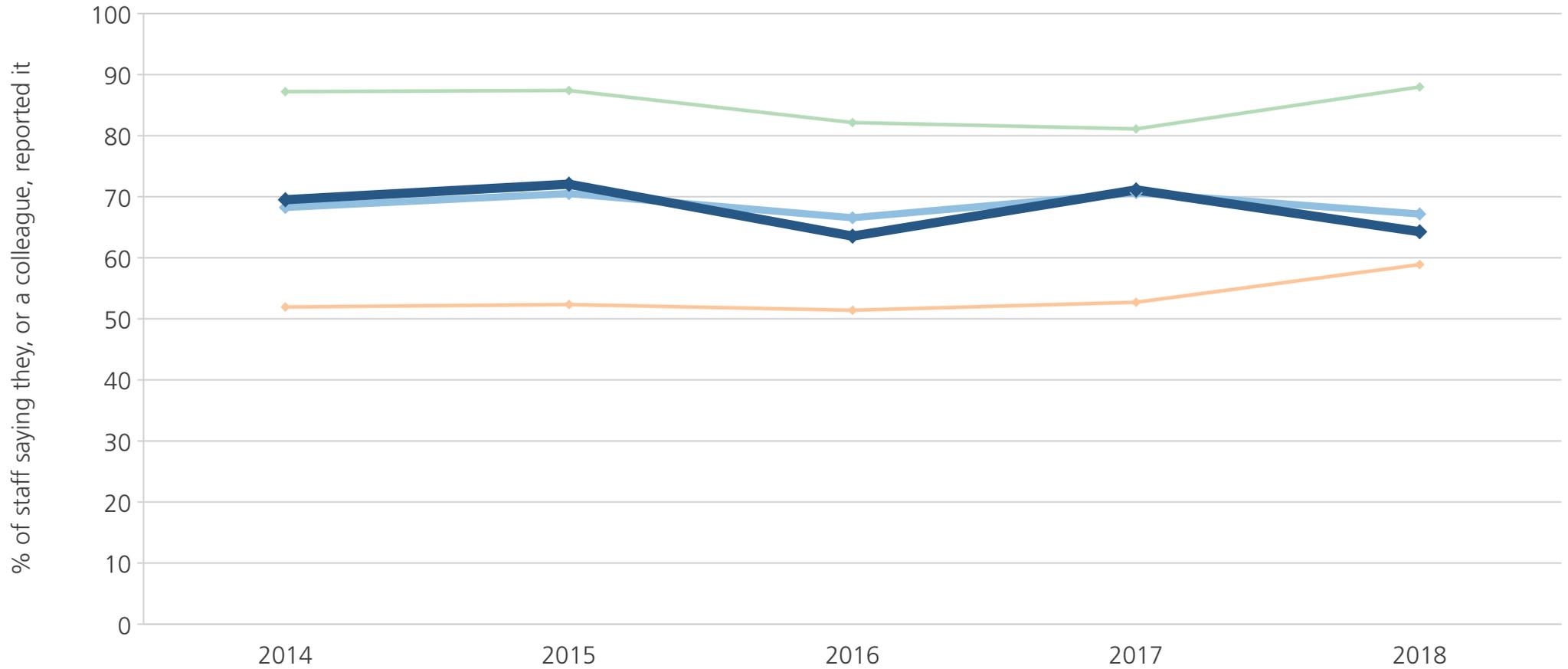
	2014	2015	2016	2017	2018
Your org	69.5%	72.1%	63.5%	71.1%	64.3%
Average					
Worst	51.9%	52.3%	51.4%	52.7%	58.9%
No. responses	26	36	42	38	38

% of staff saying they experienced at least one incident of bullying, harassment or abuse
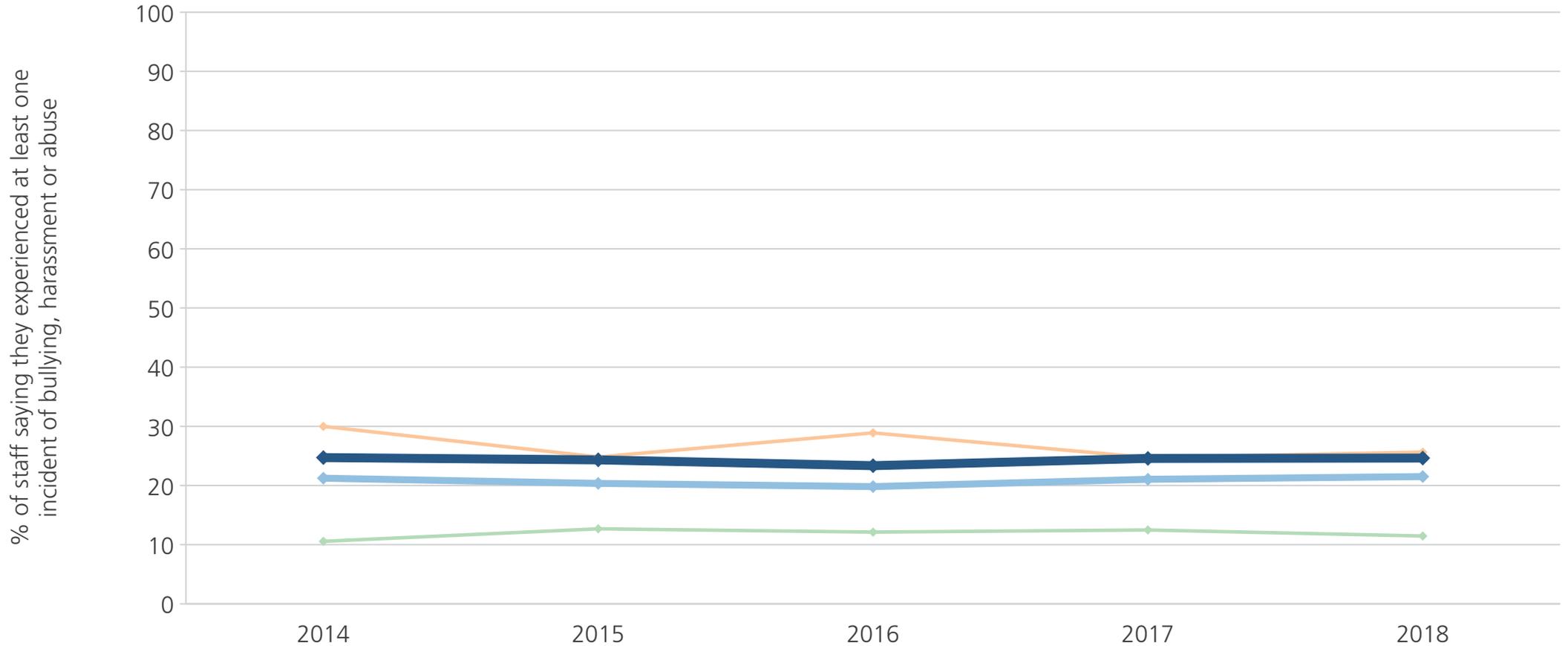
	2014	2015	2016	2017	2018
Your org	24.7%	24.3%	23.3%	24.6%	24.6%
Average					
Best	10.6%	12.7%	12.1%	12.5%	11.5%
No. responses	657	742	920	1,089	976

% of staff saying they experienced at least one incident of bullying, harassment or abuse
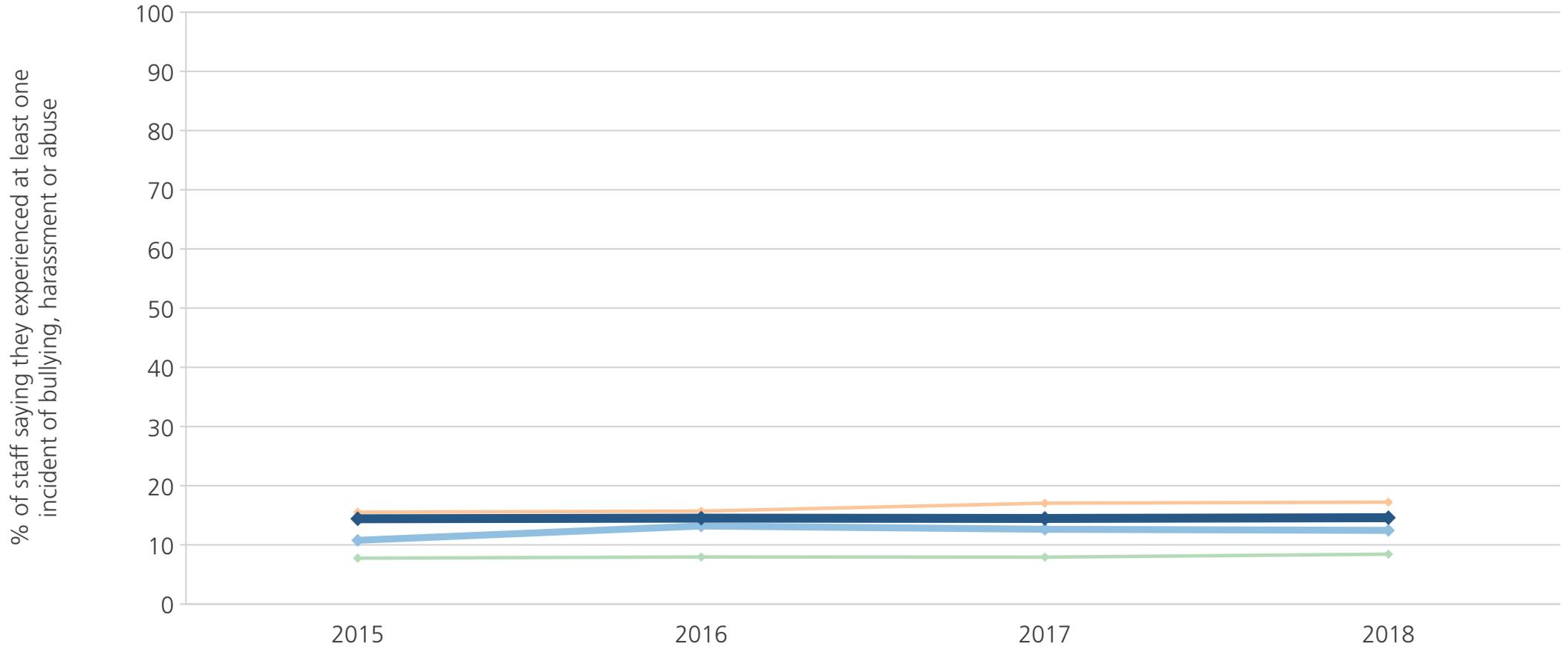
	2015	2016	2017	2018
Your org	14.4%	14.5%	14.5%	14.6%
Average				
Best	7.8%	8.0%	7.9%	8.4%
No. responses	732	906	1,087	944

100
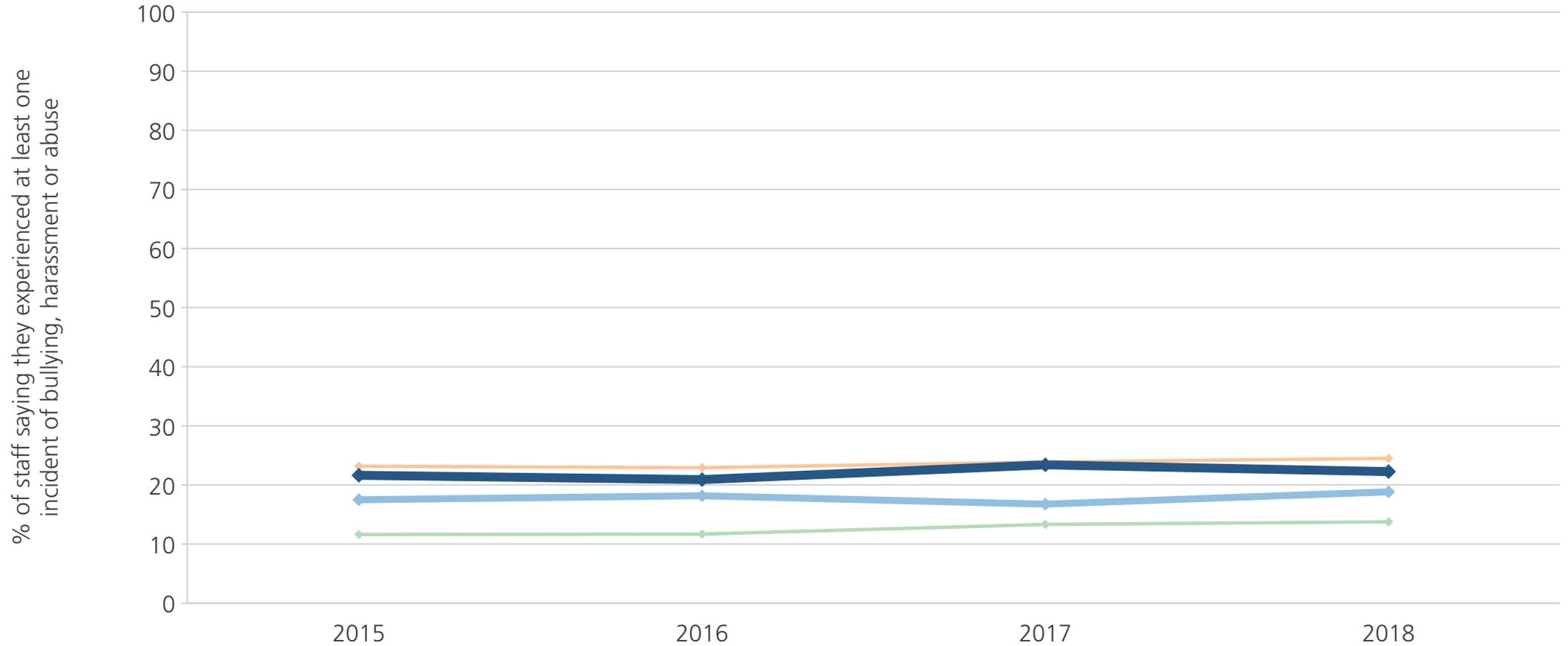
	2015	2016	2017	2018
Your org	21.6%	20.9%	23.4%	22.3%
Average				
Best	11.6%	11.7%	13.3%	13.8%
No. responses	740	902	1,090	947

Note: This question was only answered by staff who reported experiencing at least one incident of harassment, bullying or abuse in the last 12 months.
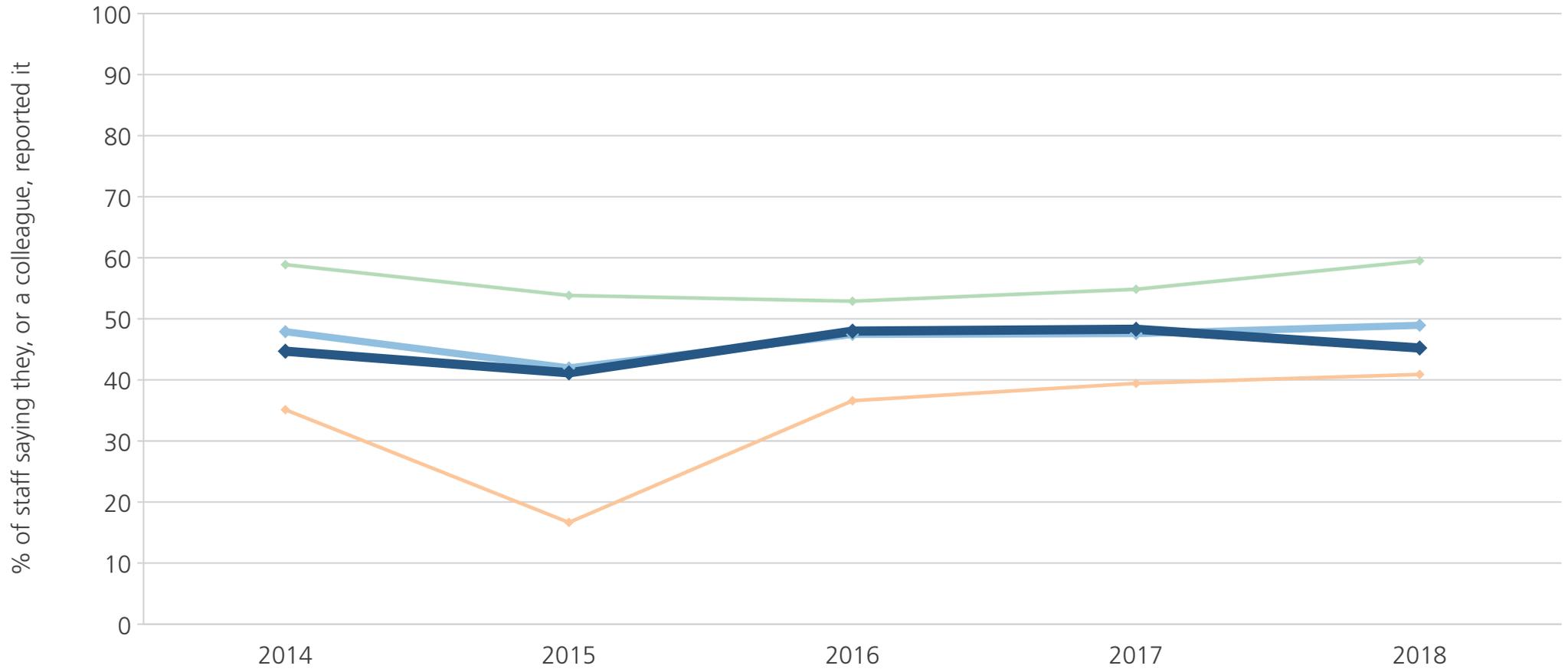
	2014	2015	2016	2017	2018
Your org	44.7%	41.2%	48.0%	48.3%	45.2%
Average					
Worst	35.1%	16.7%	36.6%	39.4%	40.9%
No. responses	149	251	314	364	318
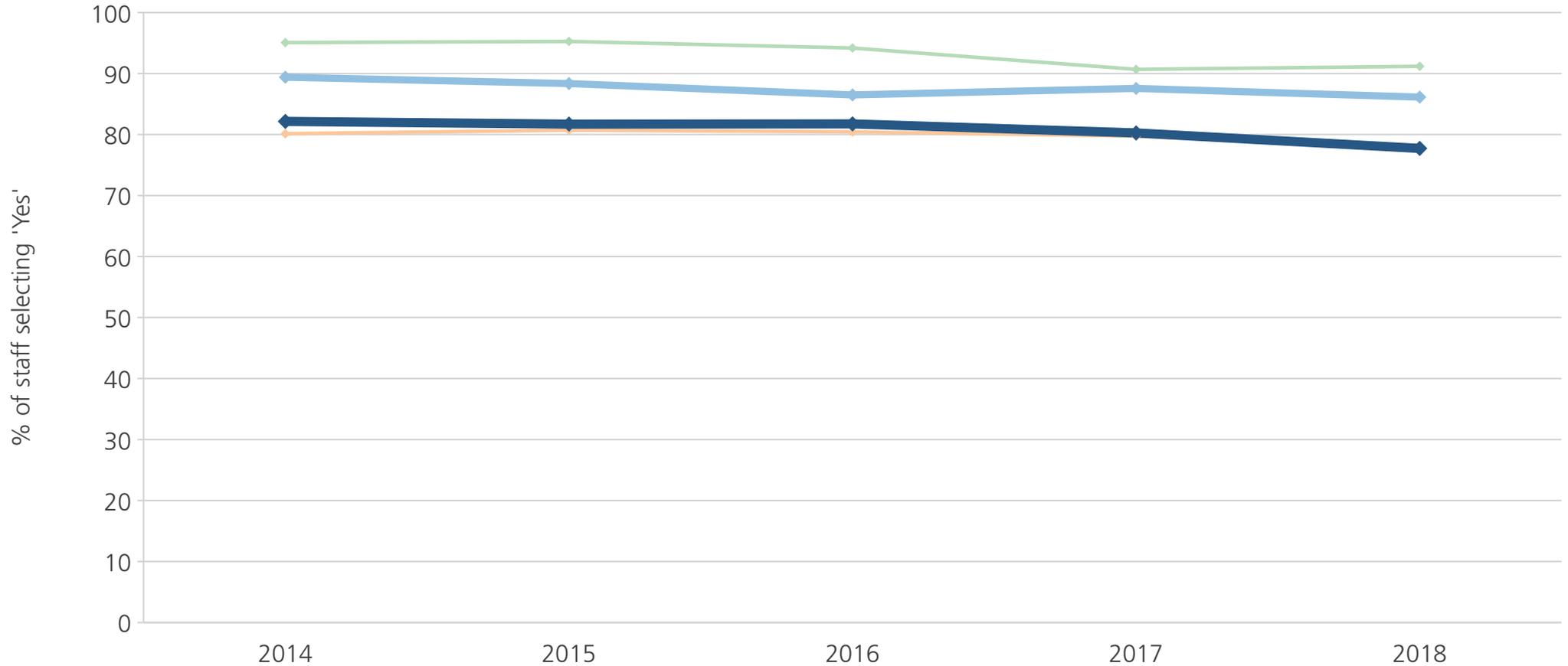
	2014	2015	2016	2017	2018
Your org	82.2%	81.7%	81.7%	80.3%	77.7%
Average					
Worst	80.1%	80.7%	80.4%	79.7%	77.7%
No. responses	466	538	627	719	649
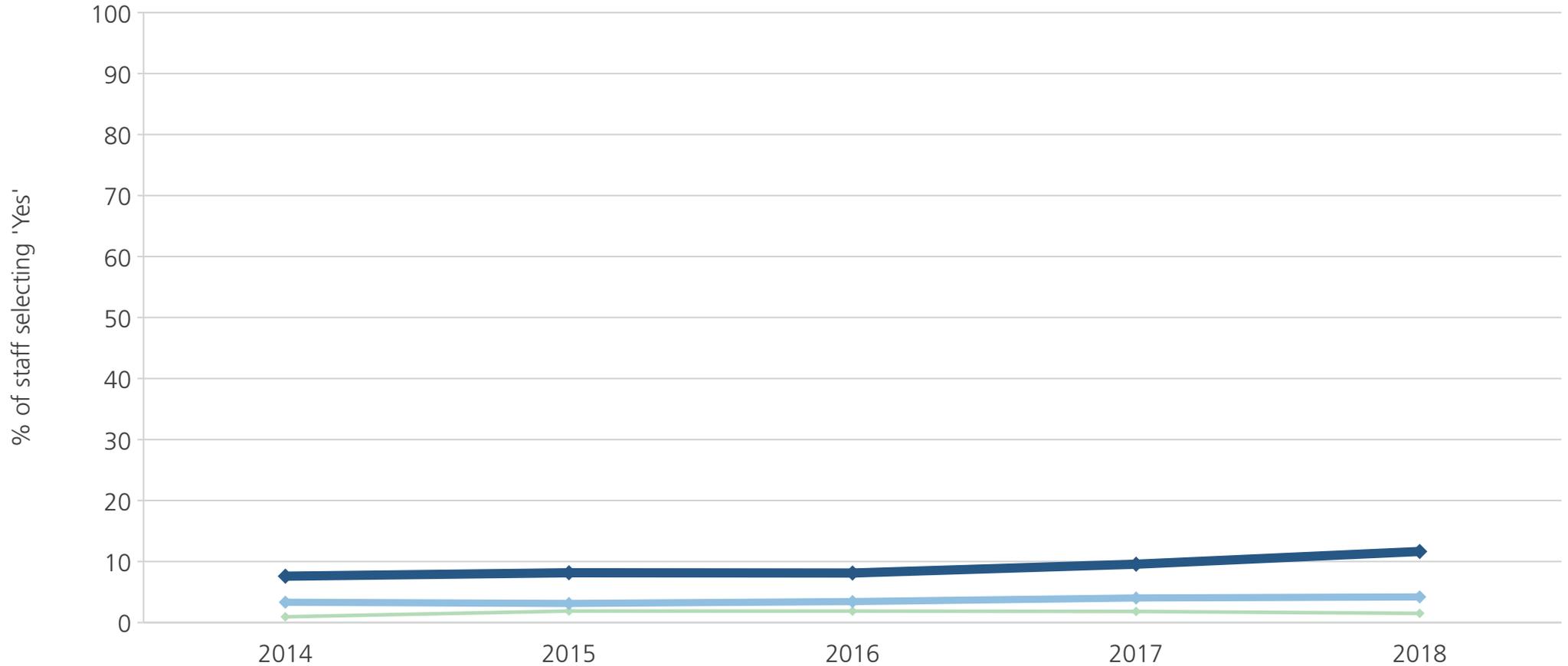
	2014	2015	2016	2017	2018
Your org	7.6%	8.2%	8.1%	9.6%	11.6%
Average					
Best	0.9%	1.9%	1.9%	1.8%	1.5%
No. responses	660	743	923	1,087	967
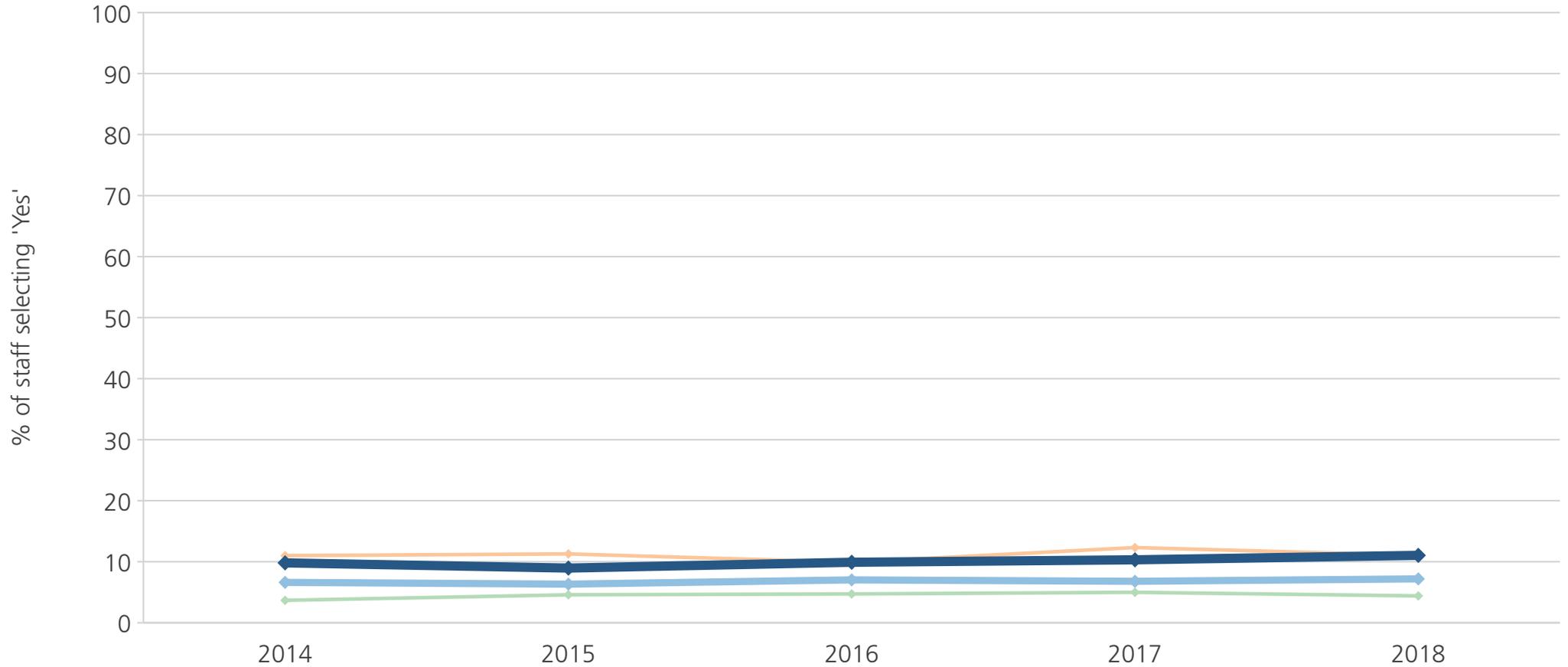
	2014	2015	2016	2017	2018
Your org	9.8%	9.0%	9.9%	10.3%	11.0%
Average					
Best	3.7%	4.6%	4.7%	5.0%	4.4%
No. responses	651	726	911	1,086	975

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Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.
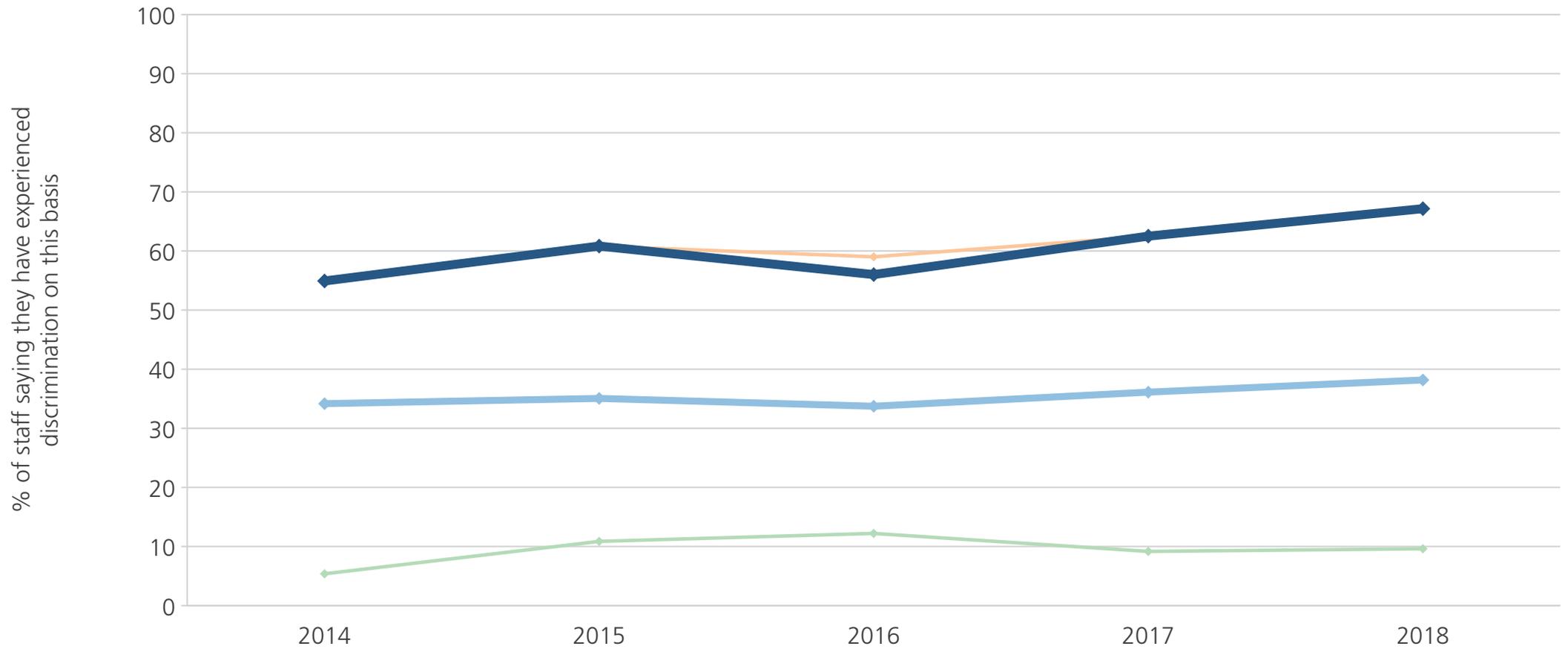
|	2014	2015	2016	2017	2018
Your org	54.9%	60.8%	56.0%	62.5%	67.2%
Average					
Best	5.4%	10.9%	12.2%	9.2%	9.6%
No. responses	85	96	128	169	173

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.
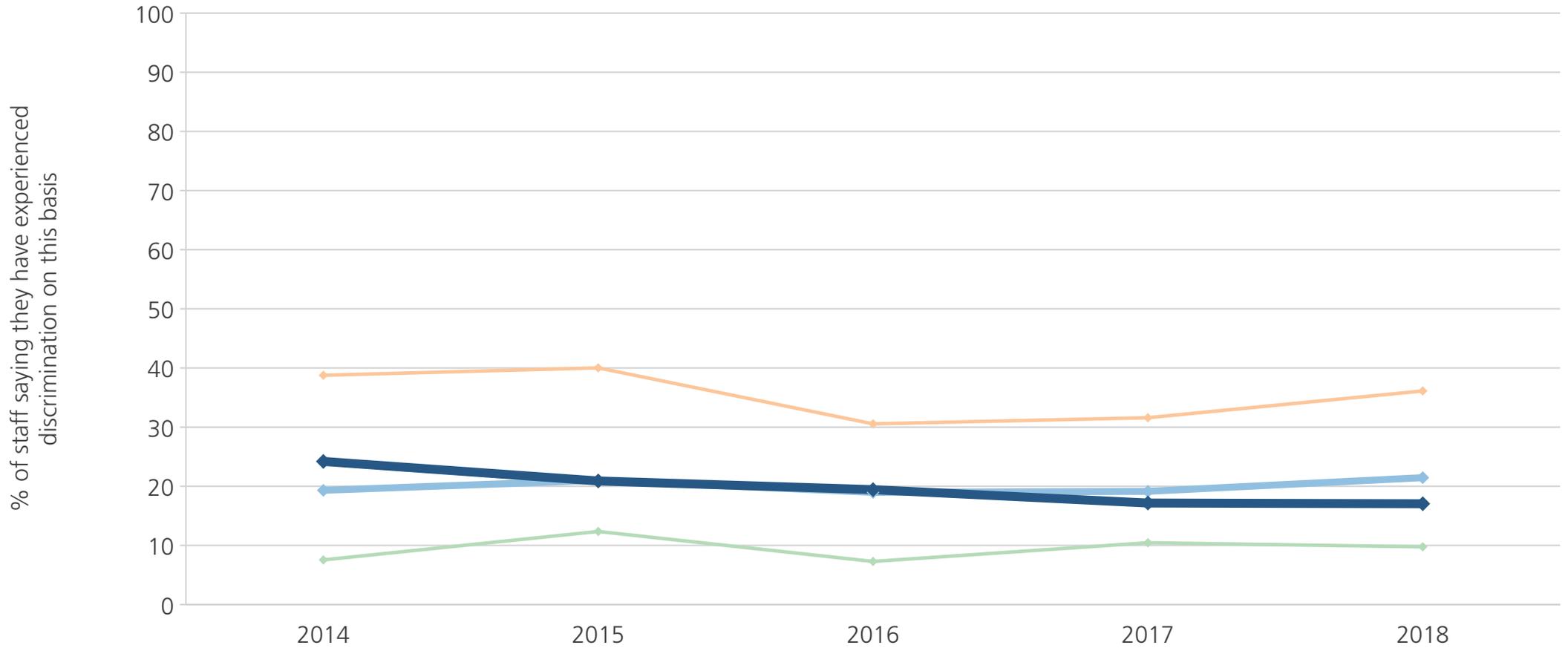
	2014	2015	2016	2017	2018
Your org	24.2%	20.9%	19.4%	17.2%	17.0%
Average					
Best	7.5%	12.4%	7.3%	10.4%	9.8%
No. responses	85	96	128	169	173

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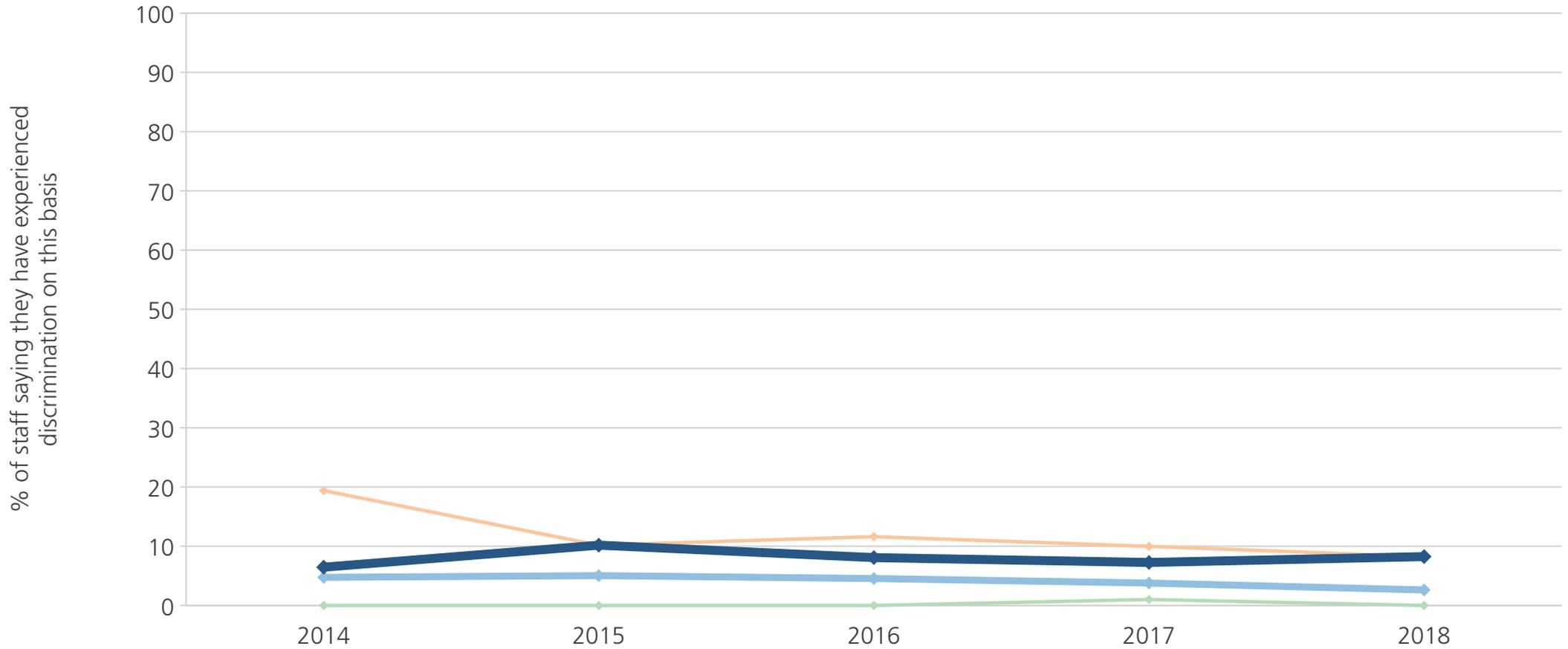

	2014	2015	2016	2017	2018
Your org	6.5%	10.2%	8.1%	7.3%	8.3%
Average					
Best	0.0%	0.0%	0.0%	1.0%	0.0%
No. responses	85	96	128	169	173

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.
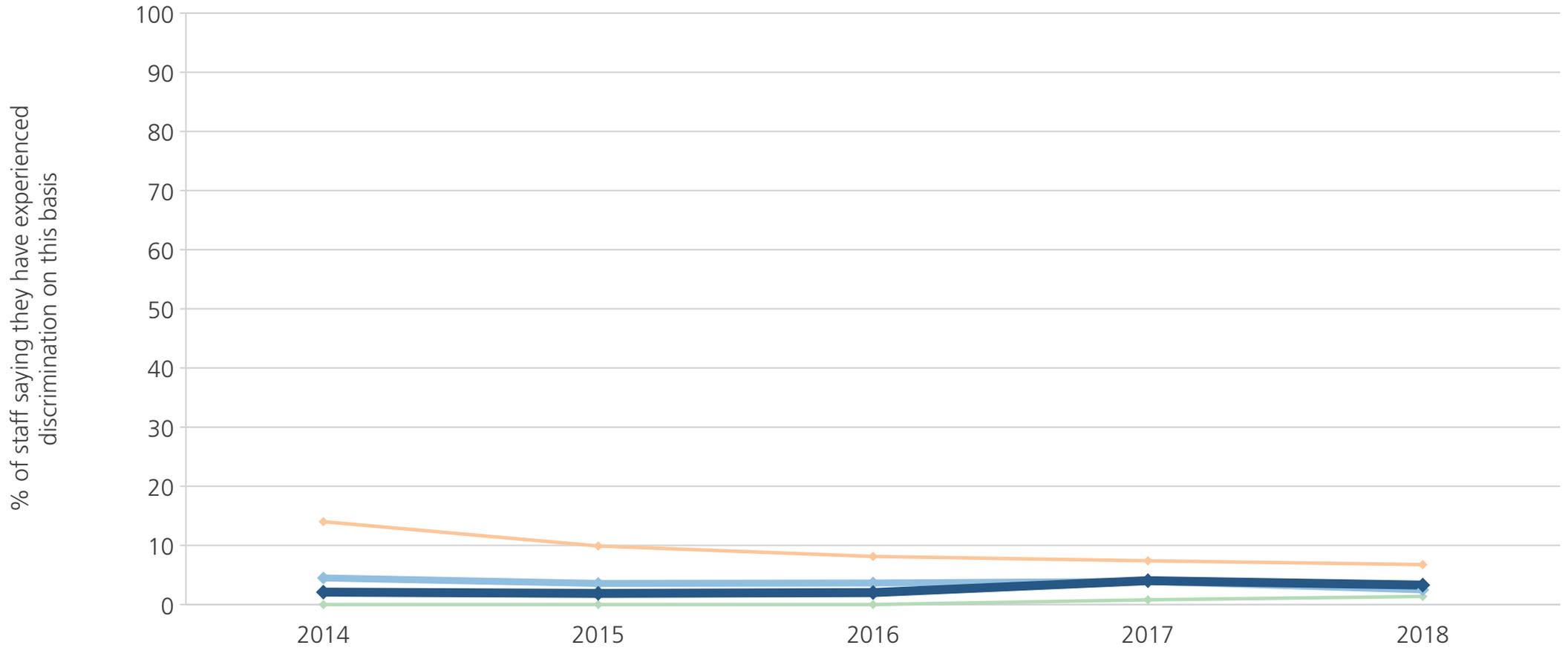
	2014	2015	2016	2017	2018
Your org	2.1%	1.9%	2.0%	4.0%	3.3%
Average					
Best	0.0%	0.0%	0.0%	0.8%	1.4%
No. responses	85	96	128	169	173

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.
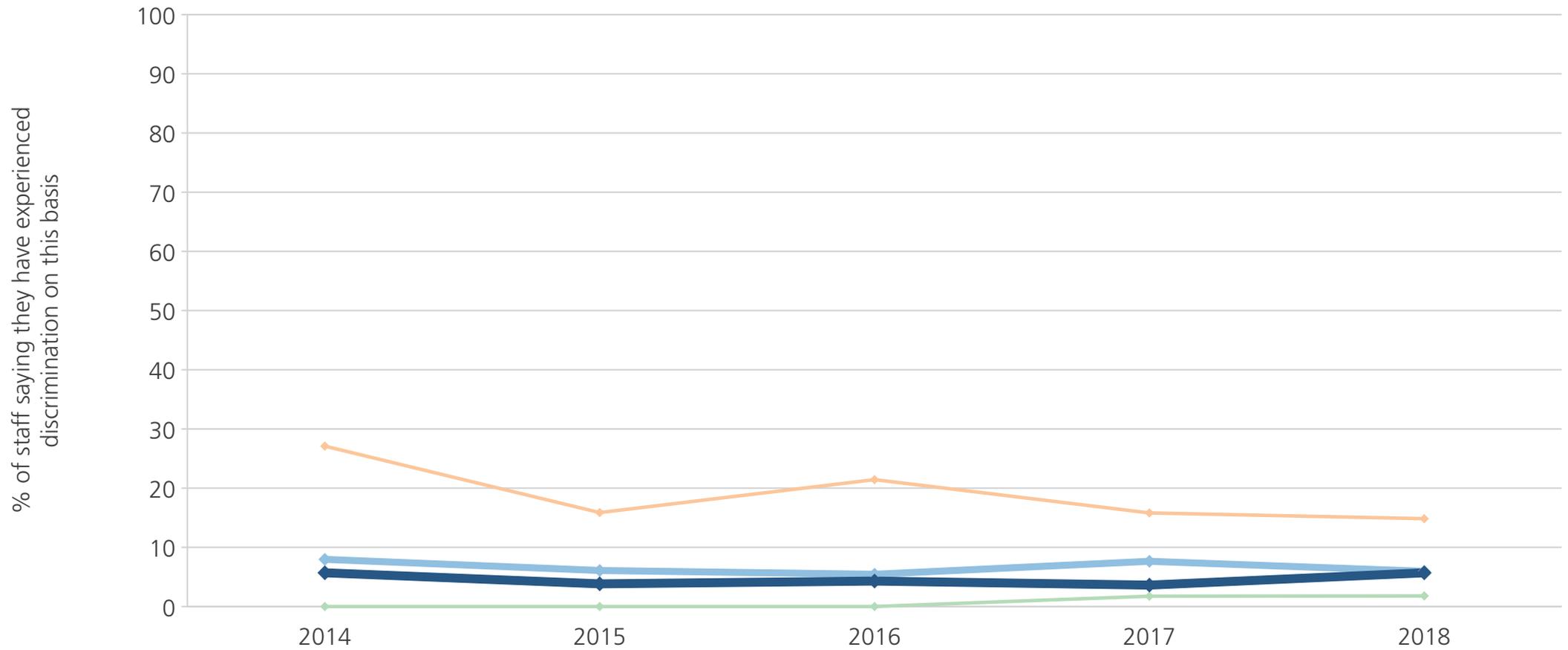
	2014	2015	2016	2017	2018
Your org	5.7%	3.8%	4.3%	3.6%	5.7%
Average					
Best	0.0%	0.0%	0.0%	1.7%	1.8%
No. responses	85	96	128	169	173

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

% of staff saying they have experienced discrimination on this basis
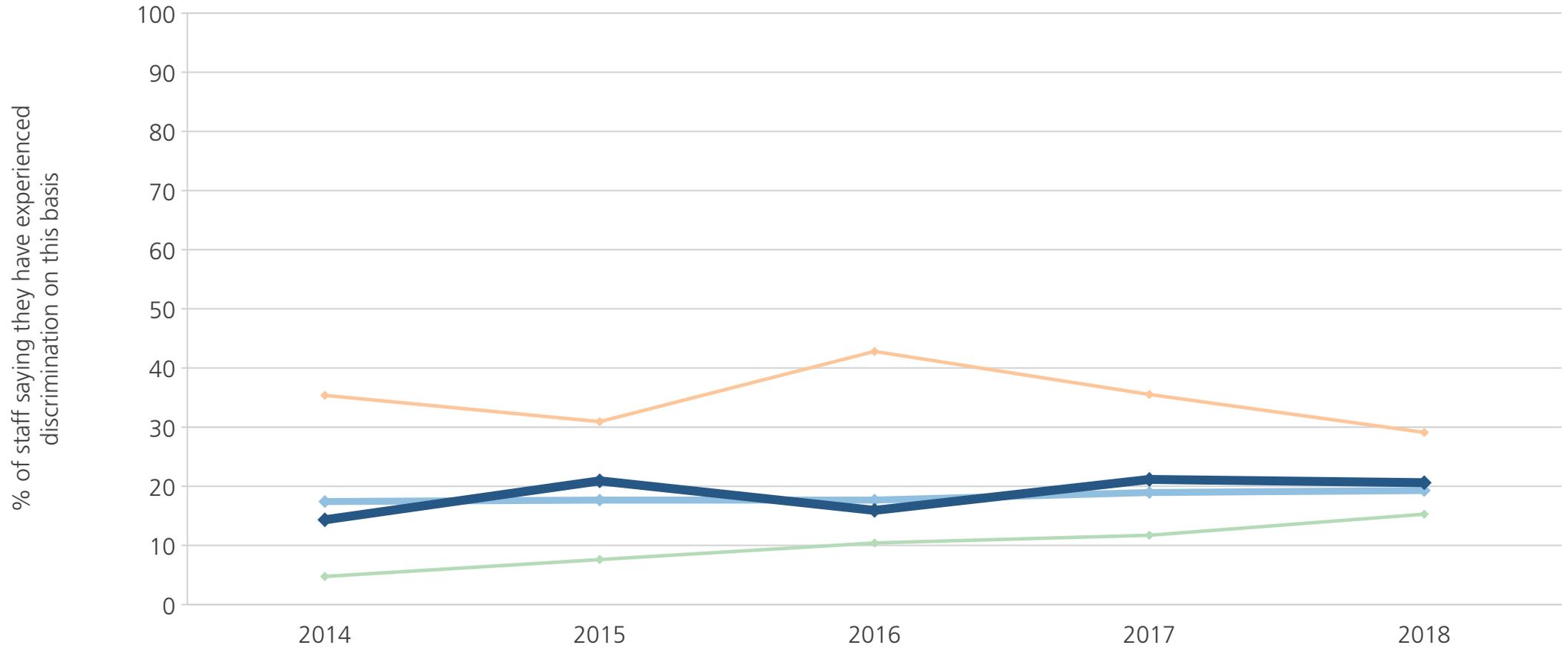
	2014	2015	2016	2017	2018
Your org	14.3%	20.9%	15.9%	21.2%	20.6%
Average					
Best	4.8%	7.6%	10.4%	11.7%	15.3%
No. responses	85	96	128	169	173

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.
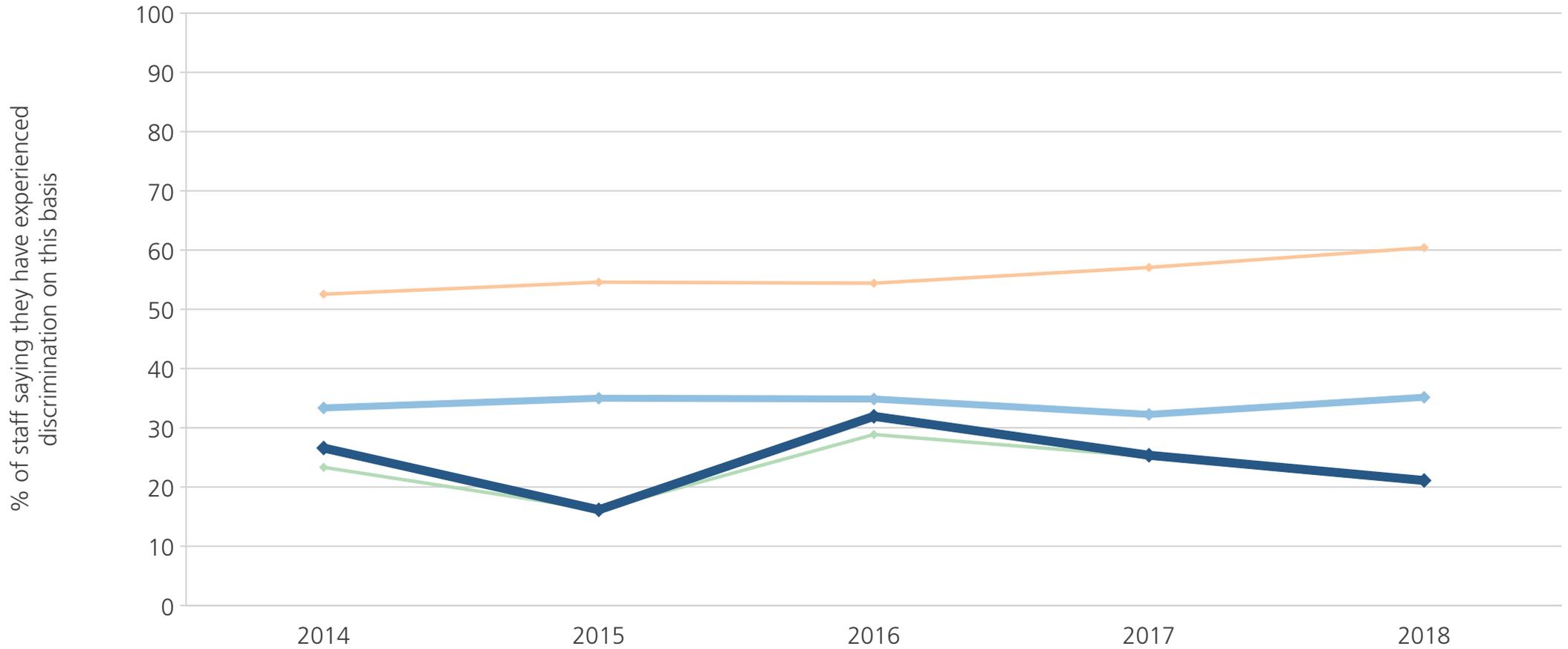
|	2014	2015	2016	2017	2018
Your org	26.6%	16.1%	31.9%	25.4%	21.1%
Average					
Best	23.3%	16.1%	28.9%	25.2%	21.1%
No. responses	85	96	128	169	173
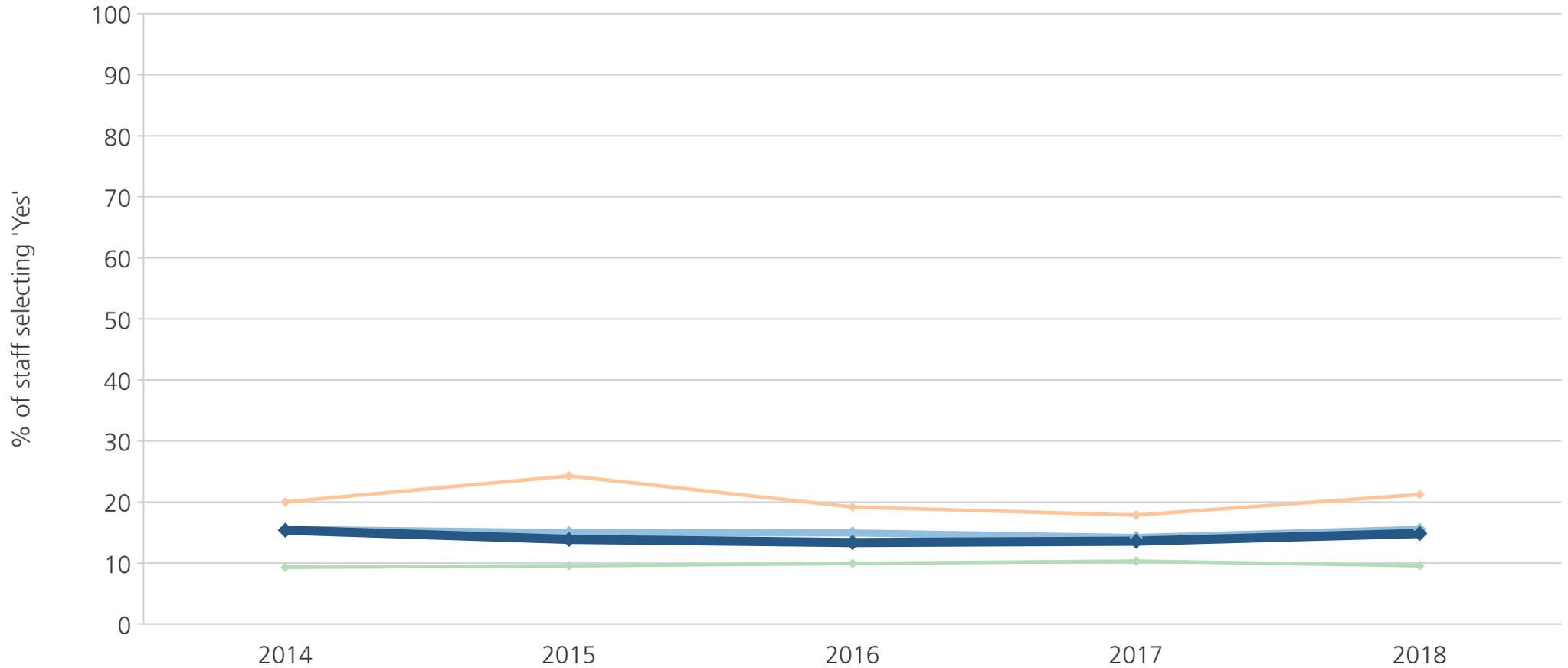
	2014	2015	2016	2017	2018
Your org	15.4%	13.9%	13.4%	13.6%	14.9%
Average					
Best	9.3%	9.5%	9.9%	10.3%	9.6%
No. responses	661	744	921	1,085	971
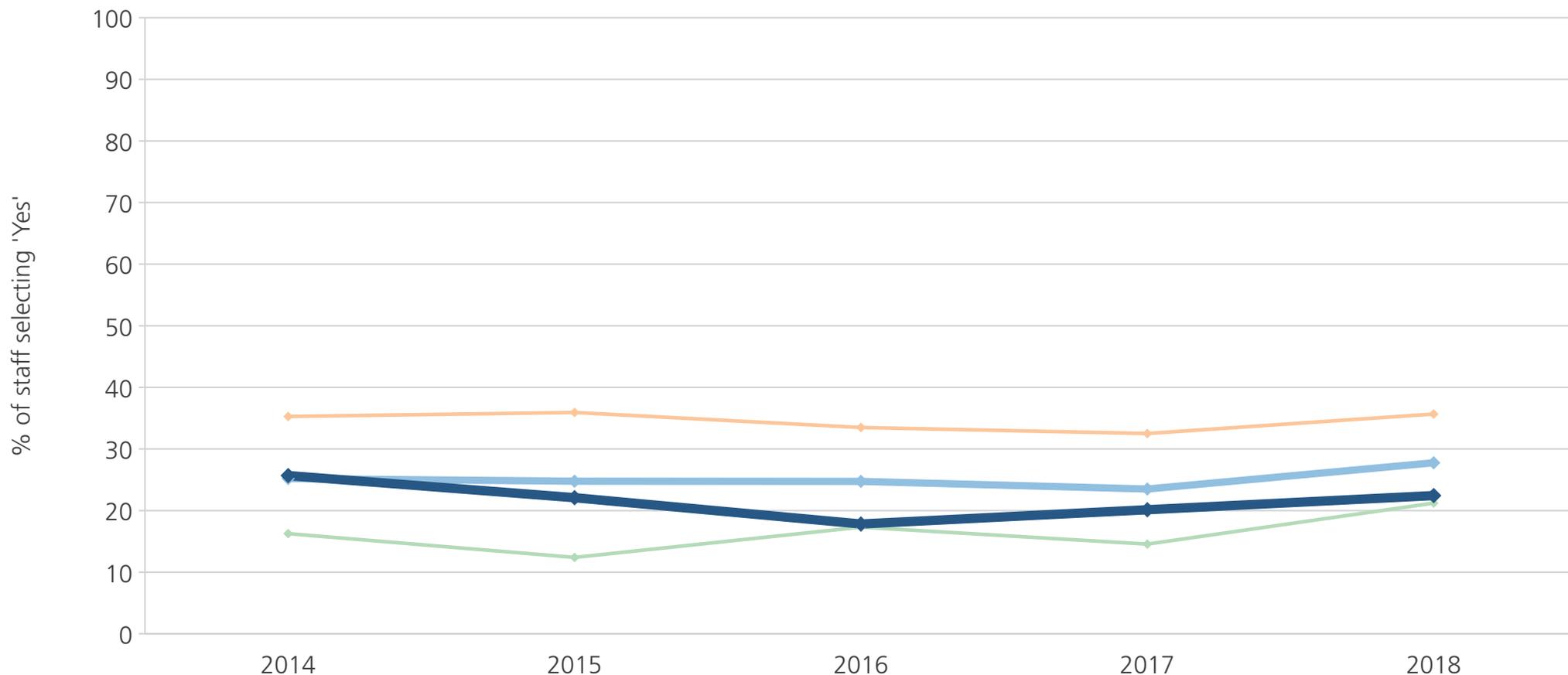
	2014	2015	2016	2017	2018
Your org	25.7%	22.1%	17.8%	20.1%	22.4%
Average					
Best	16.3%	12.4%	17.3%	14.6%	21.2%
No. responses	634	725	891	1,072	964

Note: This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.
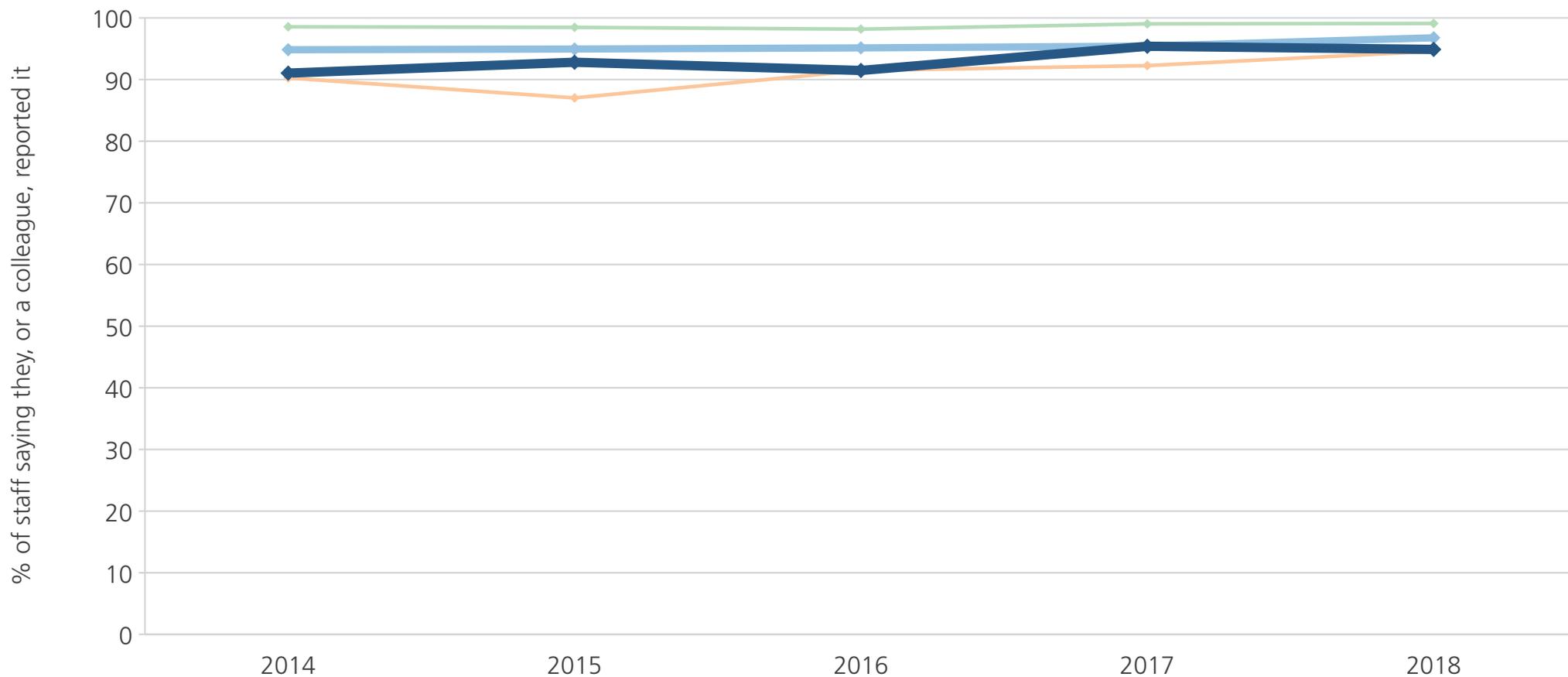
	2014	2015	2016	2017	2018
Your org	91.0%	92.8%	91.5%	95.4%	94.9%
Average					
Worst	90.3%	87.0%	91.5%	92.3%	94.6%
No. responses	177	183	197	265	260
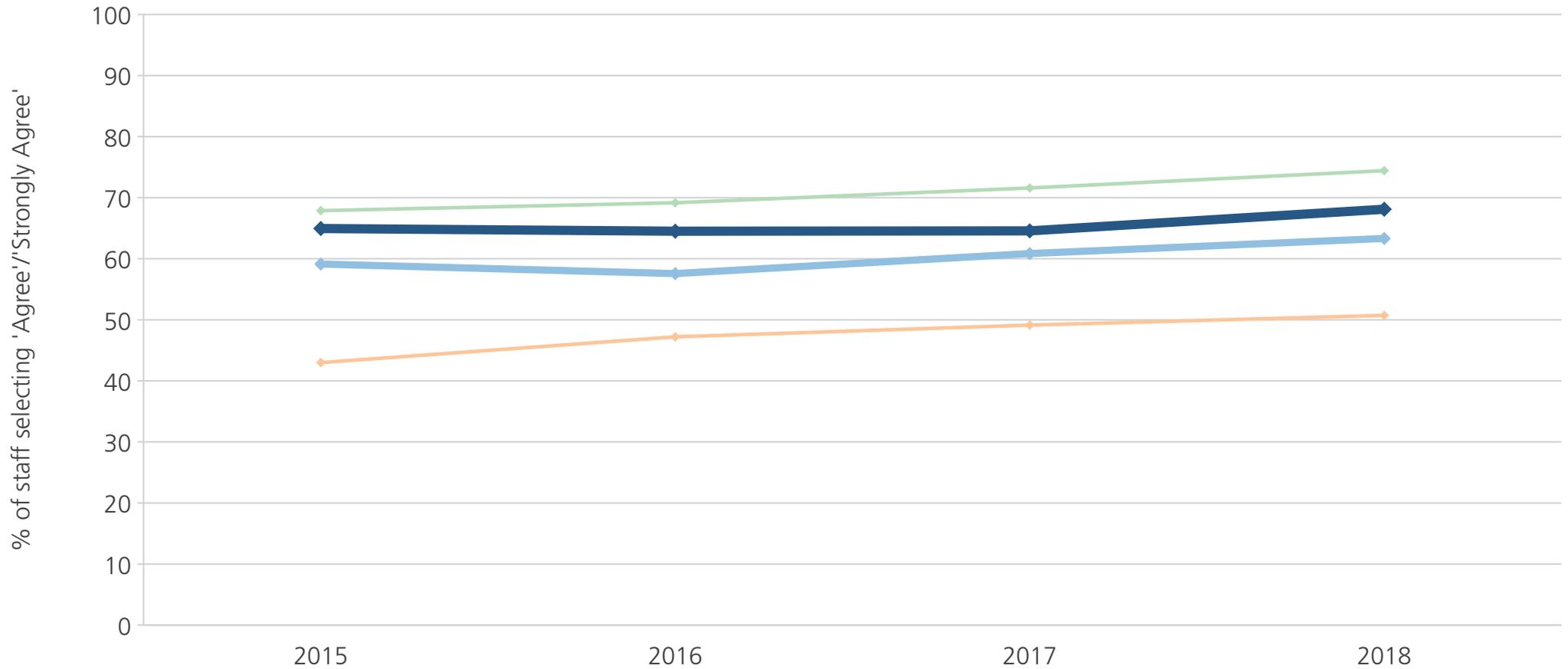
	2015	2016	2017	2018
Your org	65.0%	64.5%	64.6%	68.1%
Average				
Worst	43.0%	47.2%	49.1%	50.7%
No. responses	633	780	926	764

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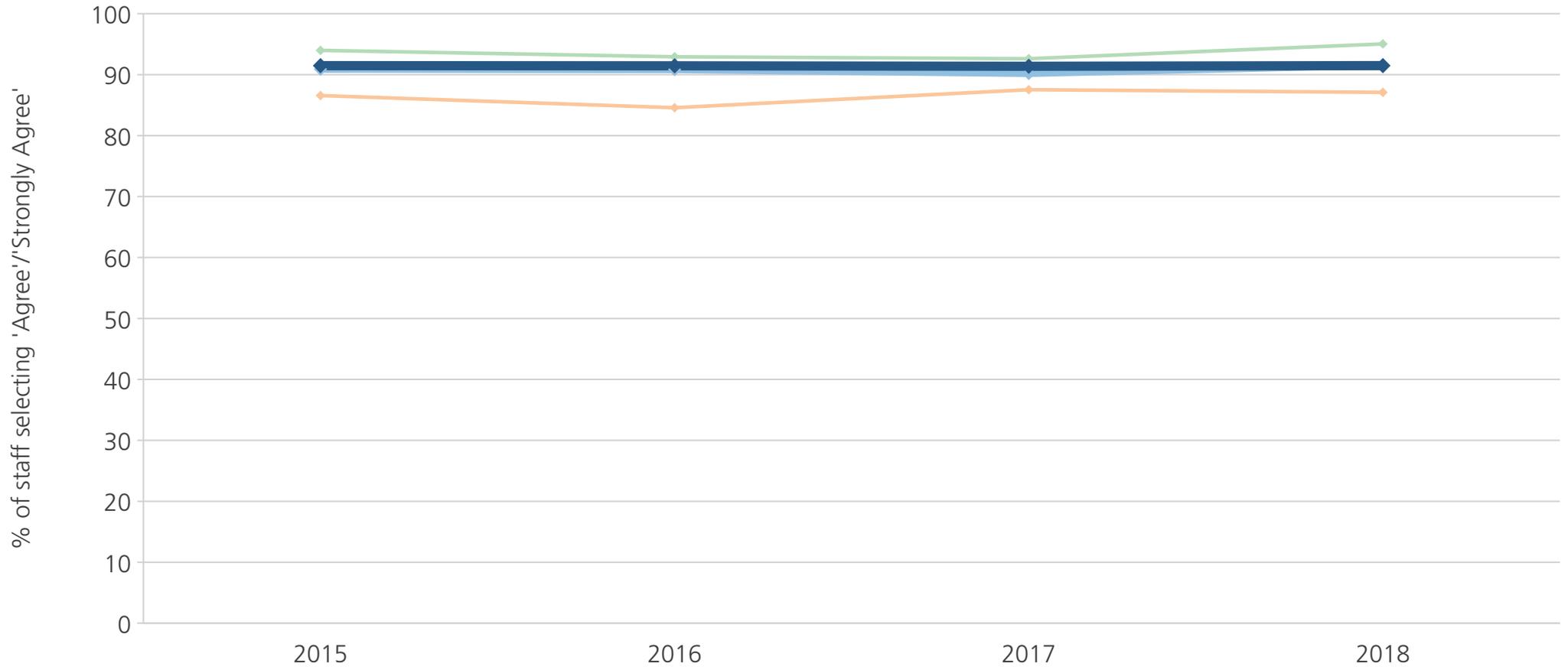
	2015	2016	2017	2018
Your org	91.5%	91.5%	91.4%	91.5%
Average				
Worst	86.6%	84.6%	87.5%	87.1%
No. responses	733	913	1,071	953
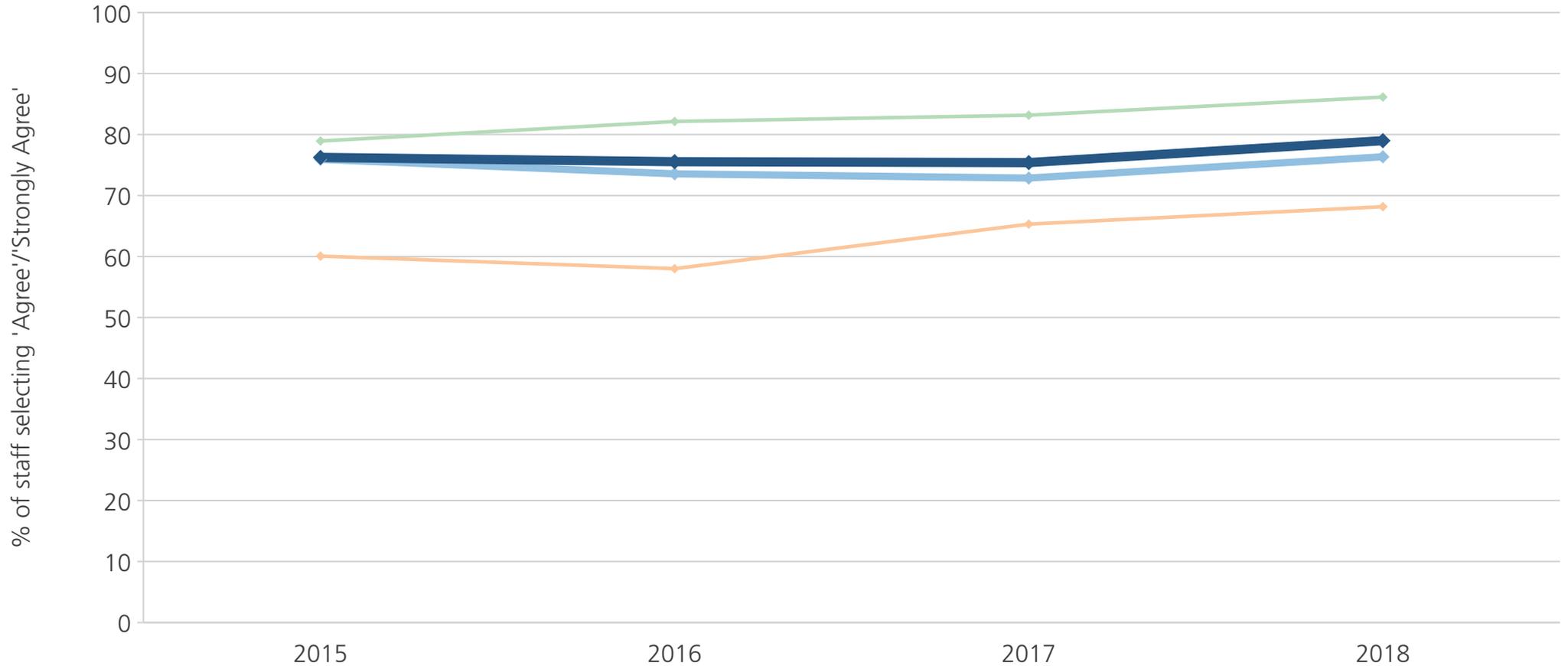
	2015	2016	2017	2018
Your org	76.3%	75.5%	75.4%	79.0%
Average				
Worst	60.1%	58.0%	65.3%	68.2%
No. responses	685	867	1,015	886
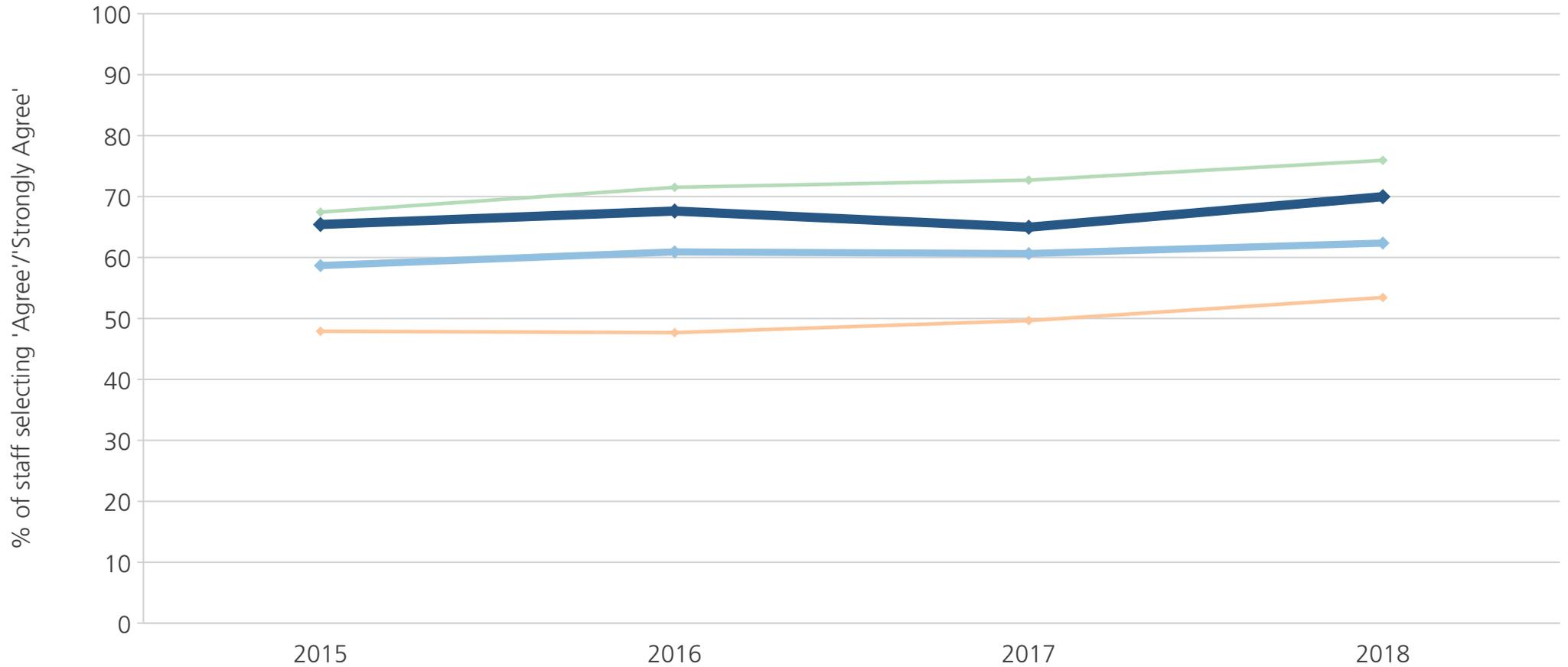
	2015	2016	2017	2018
Your org	65.4%	67.6%	65.0%	70.0%
Average				
Worst	47.9%	47.7%	49.6%	53.4%
No. responses	685	863	1,026	893

119
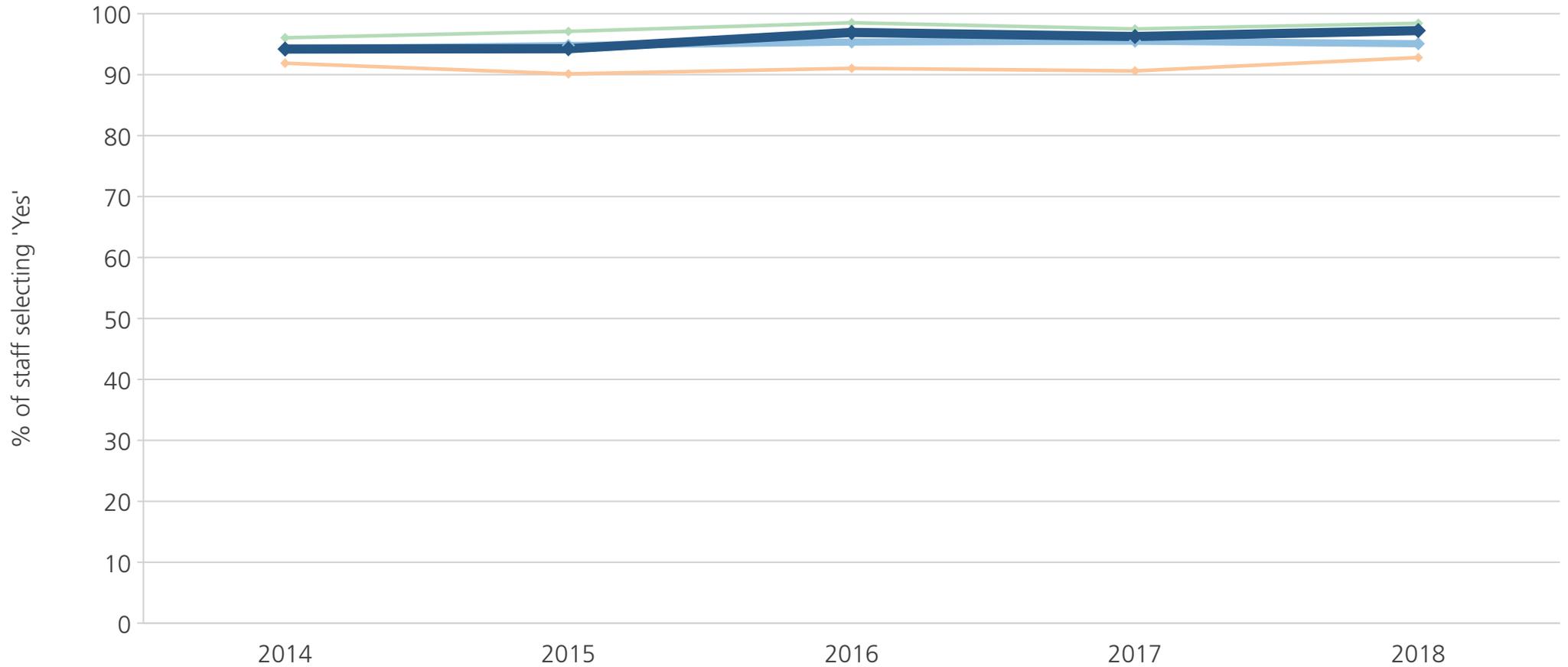
	2014	2015	2016	2017	2018
Your org	94.2%	94.3%	96.9%	96.3%	97.2%
Average					
Worst	91.9%	90.1%	91.0%	90.6%	92.8%
No. responses	587	668	843	1,012	894

120
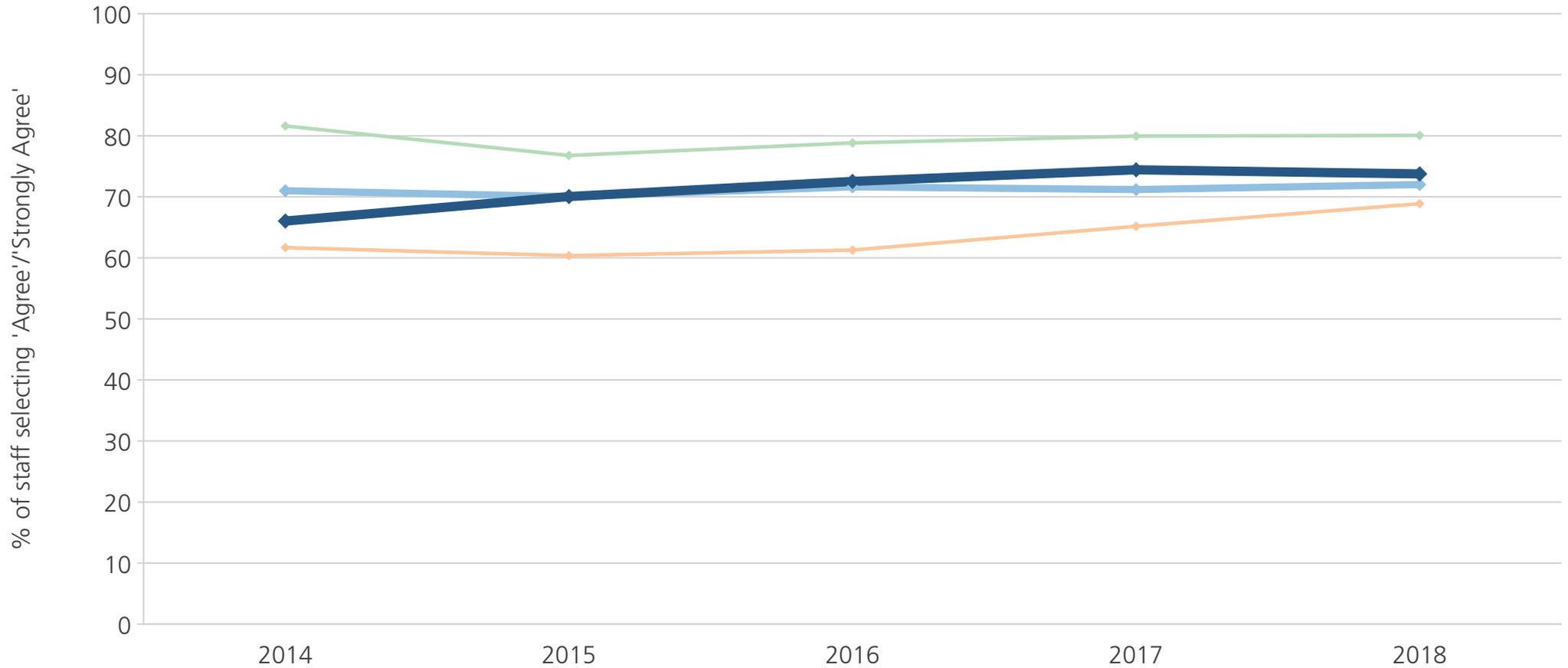
	2014	2015	2016	2017	2018
Your org	66.0%	70.1%	72.5%	74.4%	73.8%
Average					
Worst	61.7%	60.4%	61.3%	65.2%	68.9%
No. responses	665	743	908	1,093	967

121
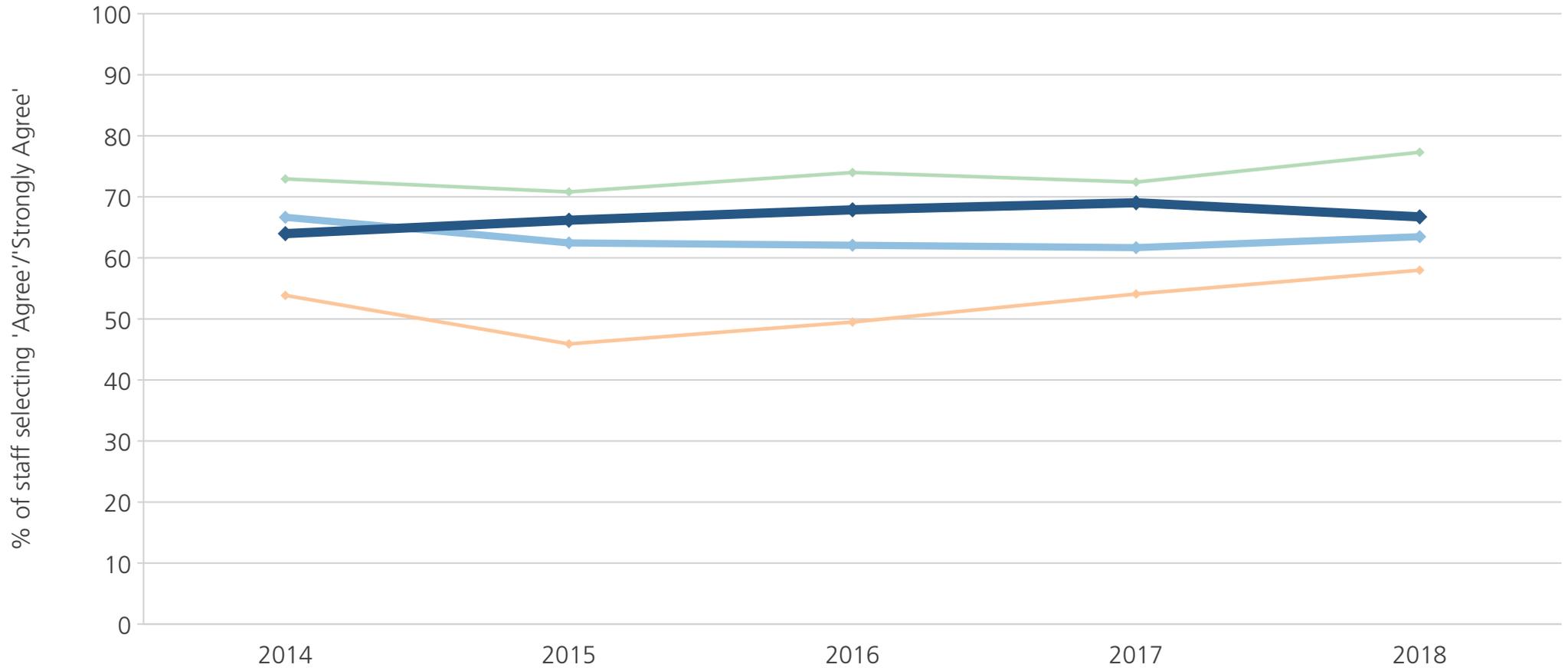
	2014	2015	2016	2017	2018
Your org	64.0%	66.2%	67.9%	69.0%	66.7%
Average					
Worst	53.9%	45.9%	49.5%	54.1%	58.0%
No. responses	654	733	910	1,094	964

Question results – Your personal development

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

2018 NHS Staff Survey Results > Question results > Your personal development
> Q19a > In the last 12 months, have you had an appraisal, annual review,
development review, or Knowledge and Skills Framework (KSF) development review?
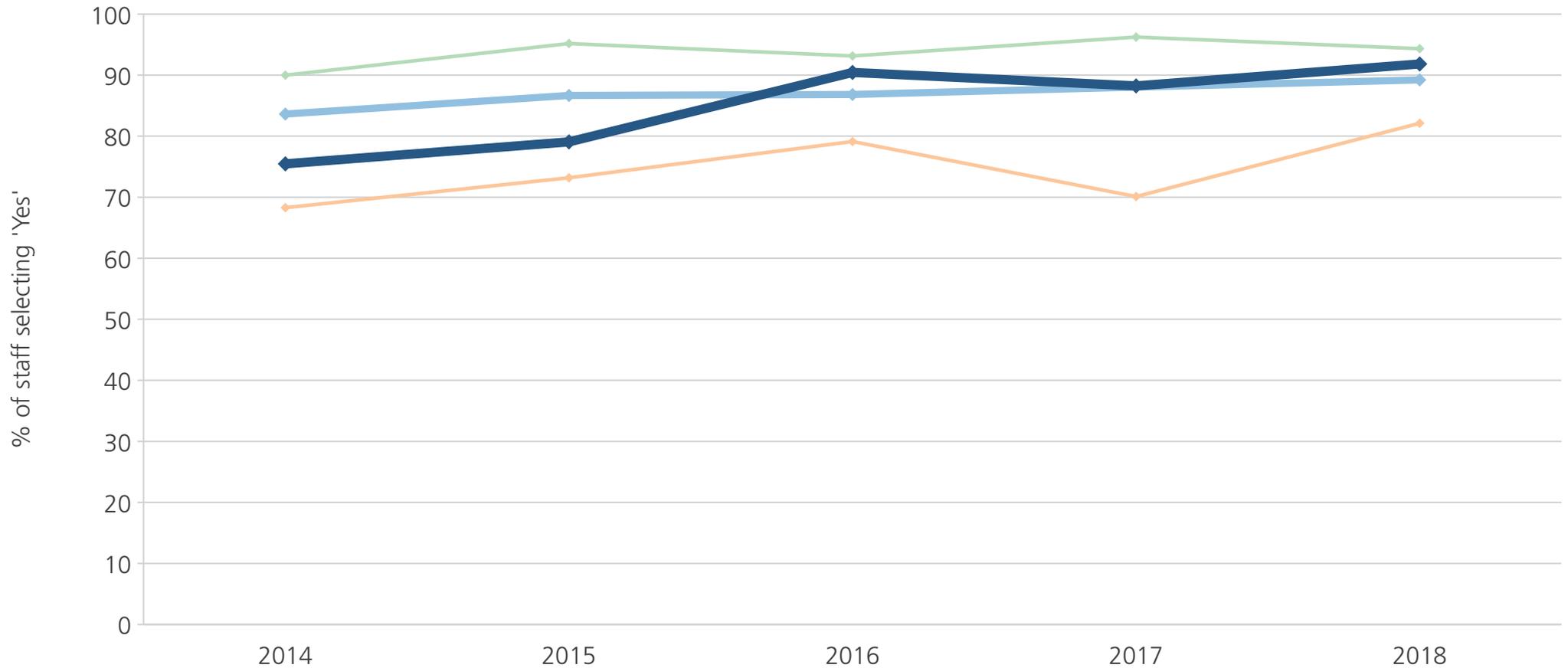
	2014	2015	2016	2017	2018
Your org	75.5%	79.1%	90.4%	88.2%	91.8%
Average					
Worst	68.3%	73.2%	79.1%	70.1%	82.1%
No. responses	652	735	897	1,073	945

Note: This question was only answered by staff who selected 'Yes' on q19a.
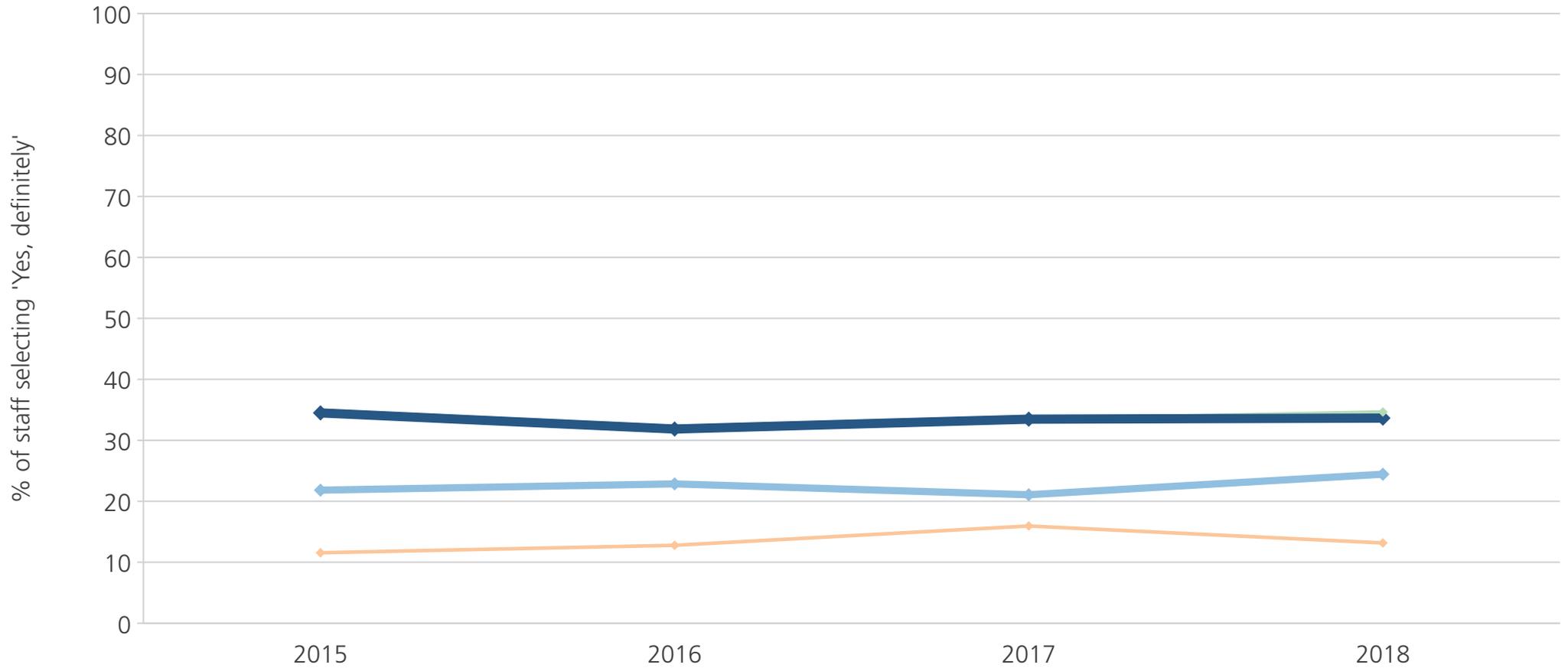
	2015	2016	2017	2018
Your org	34.5%	31.9%	33.5%	33.6%
Average				
Worst	11.6%	12.8%	15.9%	13.2%
No. responses	560	792	938	854

125

Note: This question was only answered by staff who selected 'Yes' on q19a.
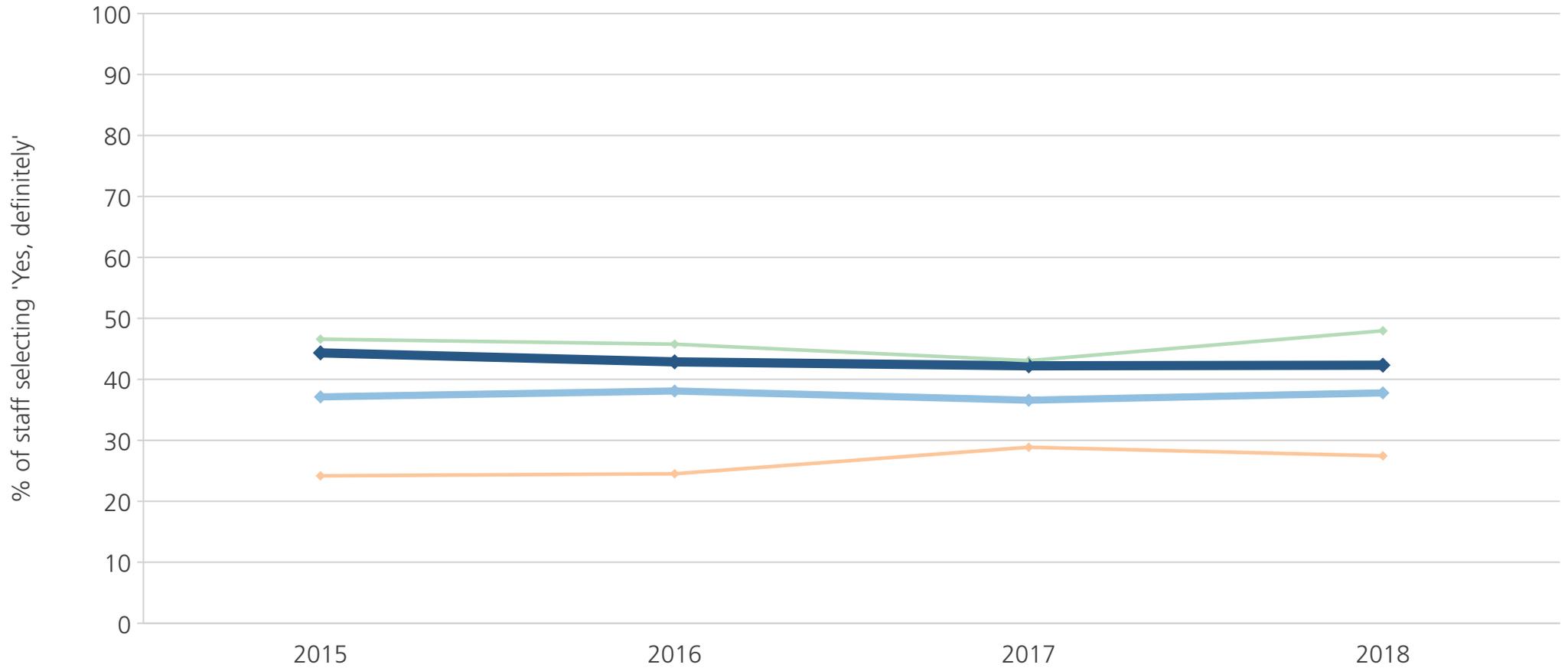
	2015	2016	2017	2018
Your org	44.3%	42.9%	42.2%	42.3%
Average				
Worst	24.2%	24.5%	28.9%	27.4%
No. responses	560	786	938	854

Note: This question was only answered by staff who selected 'Yes' on q19a.
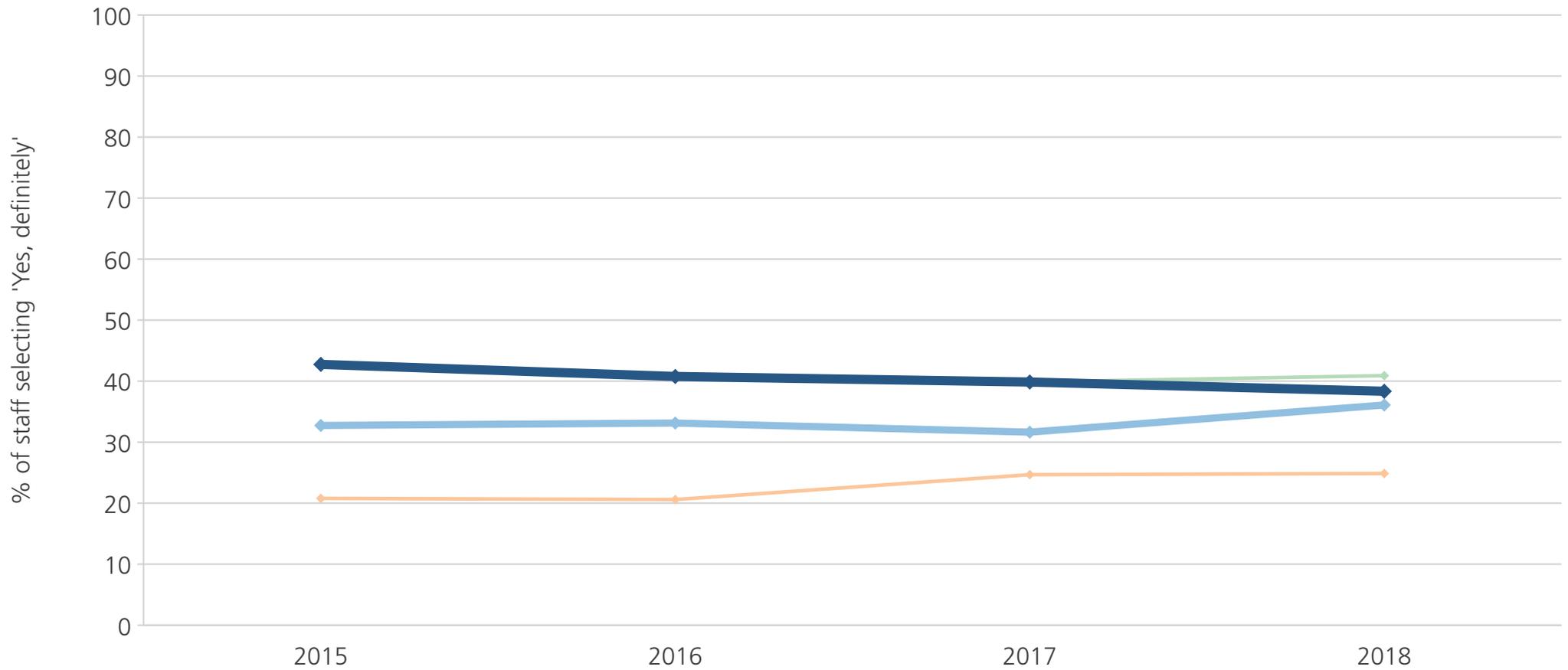
	2015	2016	2017	2018
Your org	42.7%	40.8%	39.9%	38.3%
Average				
Worst	20.8%	20.6%	24.7%	24.9%
No. responses	554	788	937	854

127

Note: This question was only answered by staff who selected 'Yes' on q19a.
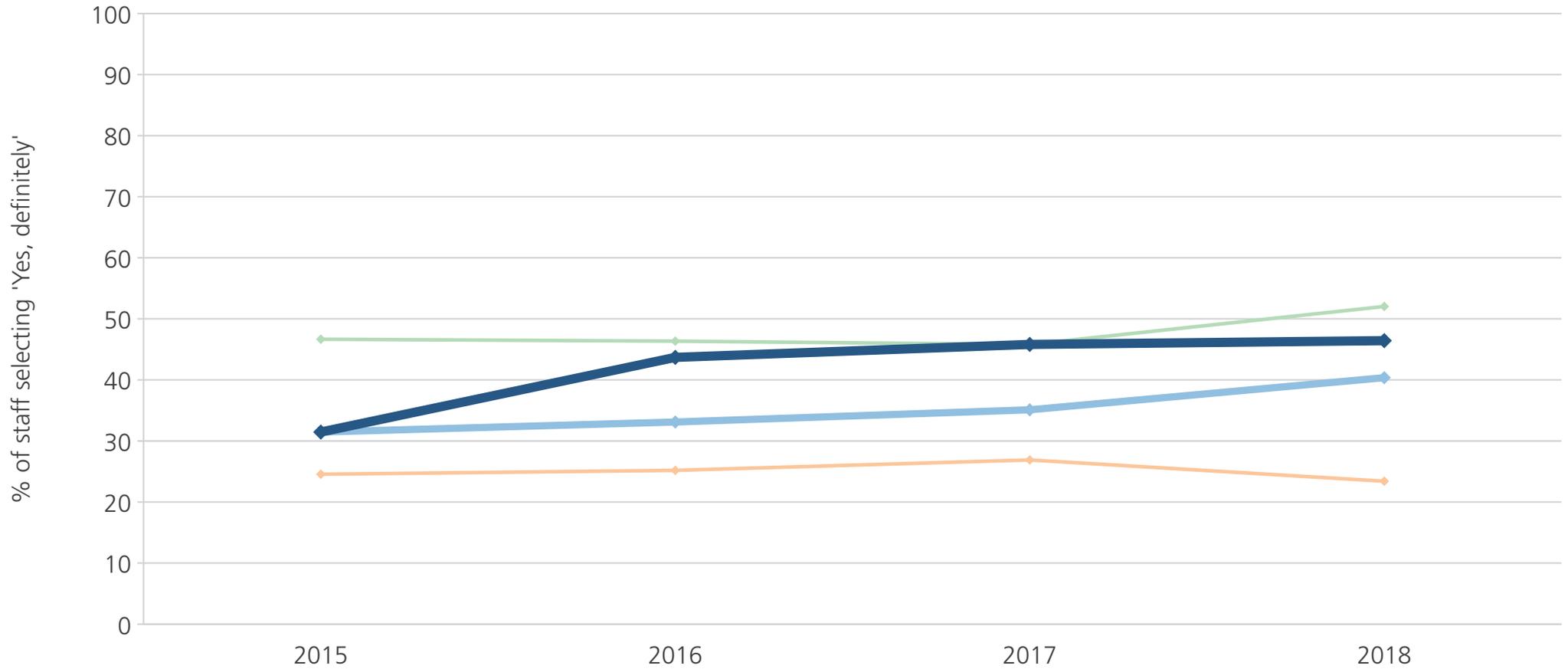
	2015	2016	2017	2018
Your org	31.5%	43.7%	45.8%	46.4%
Average				
Worst	24.6%	25.2%	26.9%	23.4%
No. responses	535	756	935	846

Note: This question was only answered by staff who selected 'Yes' on q19a.
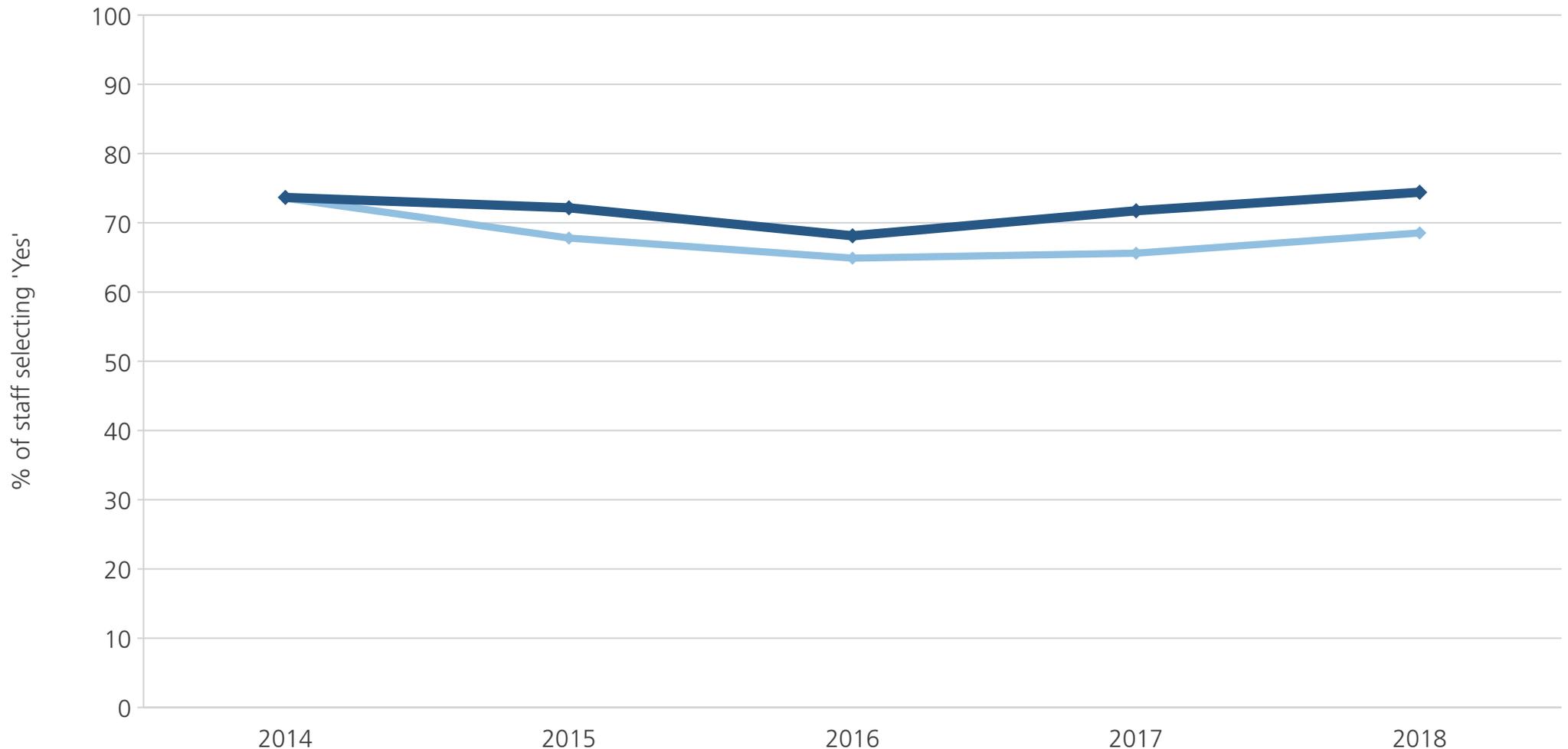
	2014	2015	2016	2017	2018
Your org	73.7%	72.2%	68.1%	71.7%	74.4%
Average	73.5%	67.8%	64.9%	65.6%	68.5%
No. responses	467	546	759	934	801

Note: This question was only answered by staff who selected 'Yes' on q19f.
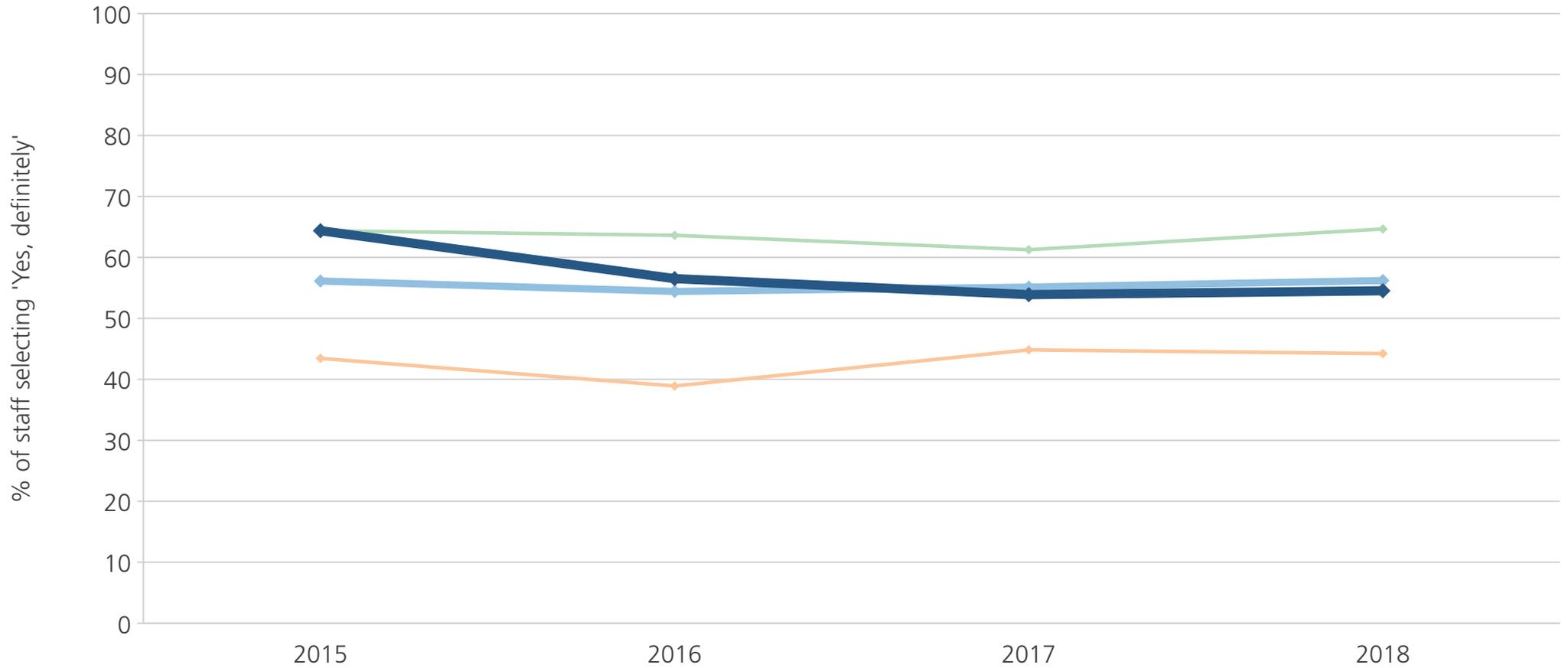
	2015	2016	2017	2018
Your org	64.4%	56.5%	53.9%	54.5%
Average				
Worst	43.4%	38.9%	44.8%	44.2%
No. responses	383	496	669	561
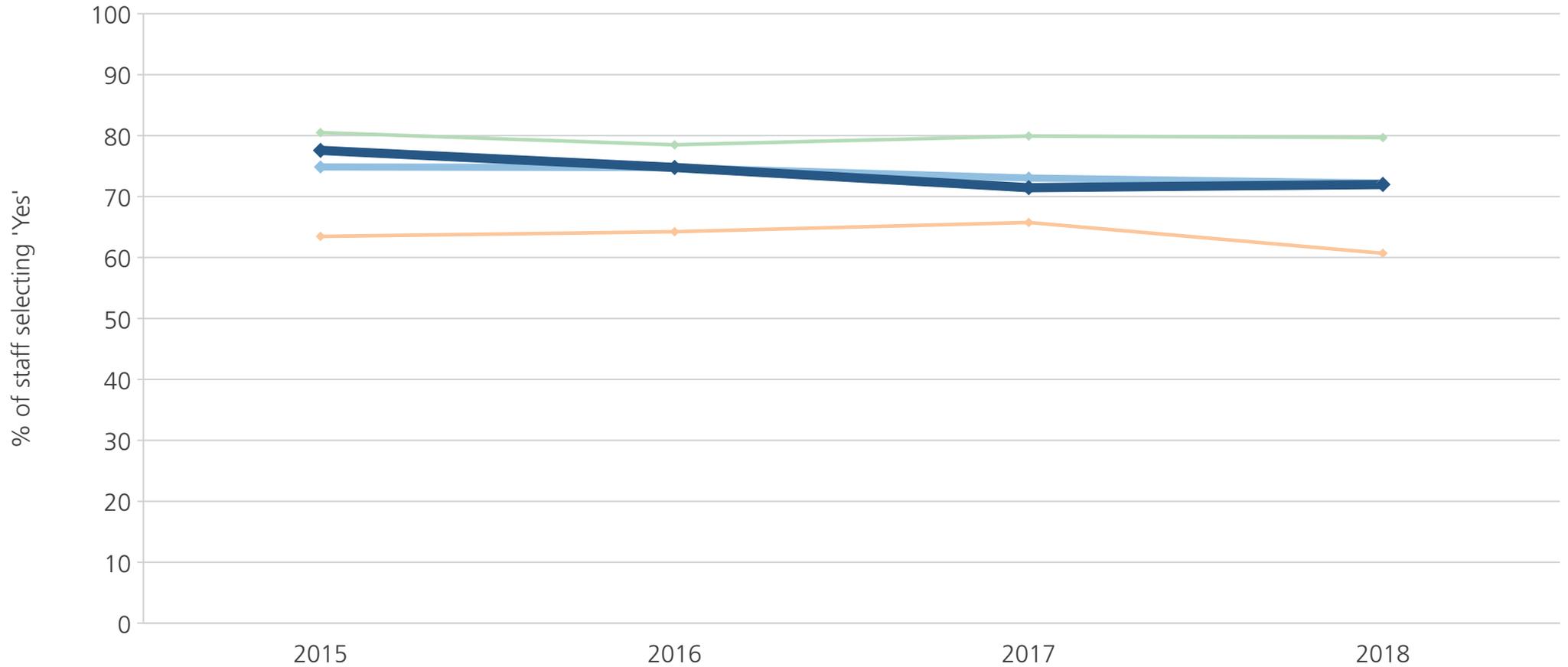
|	2015	2016	2017	2018
Your org	77.6%	74.8%	71.5%	72.0%
Average				
Worst	63.5%	64.2%	65.7%	60.7%
No. responses	728	891	1,053	934

Question results – Your organisation

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results
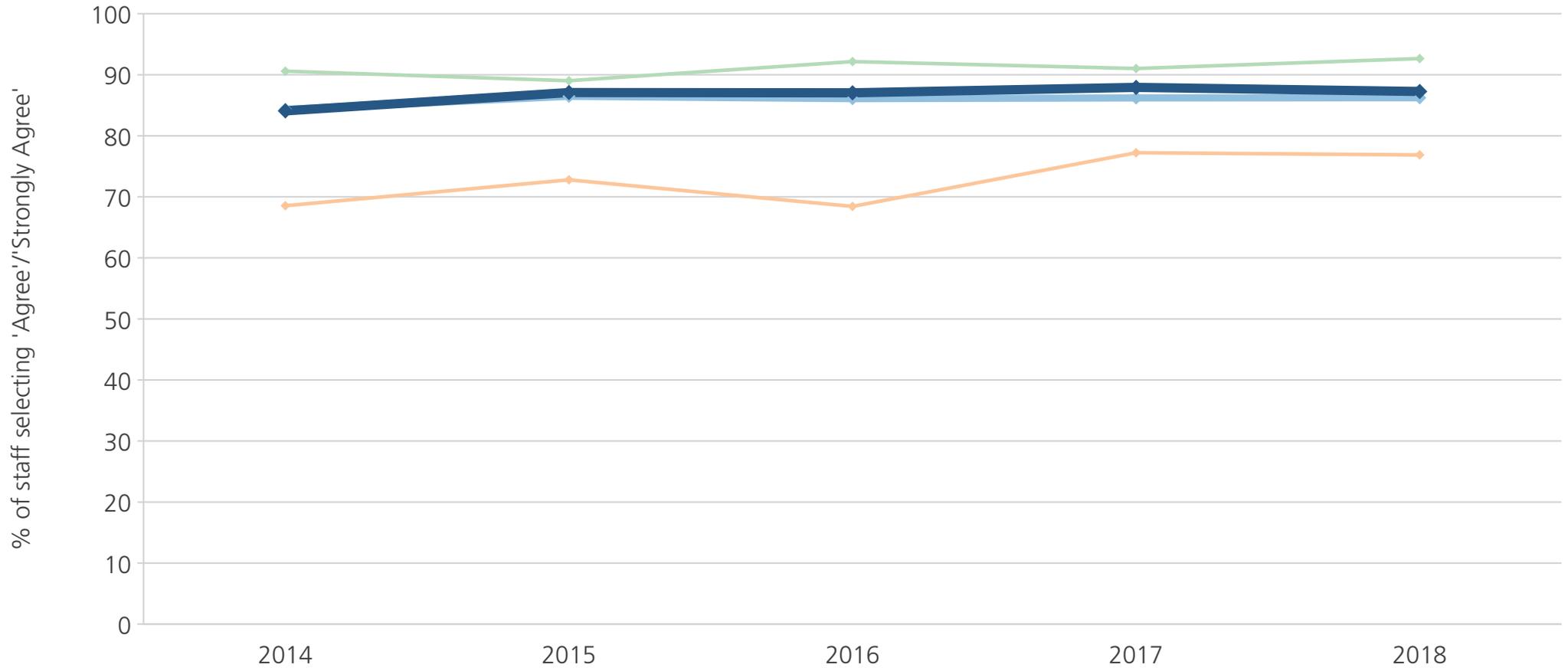
	2014	2015	2016	2017	2018
Your org	84.1%	87.1%	87.0%	87.9%	87.3%
Average					
Worst	68.5%	72.8%	68.4%	77.2%	76.9%
No. responses	675	744	917	1,087	959
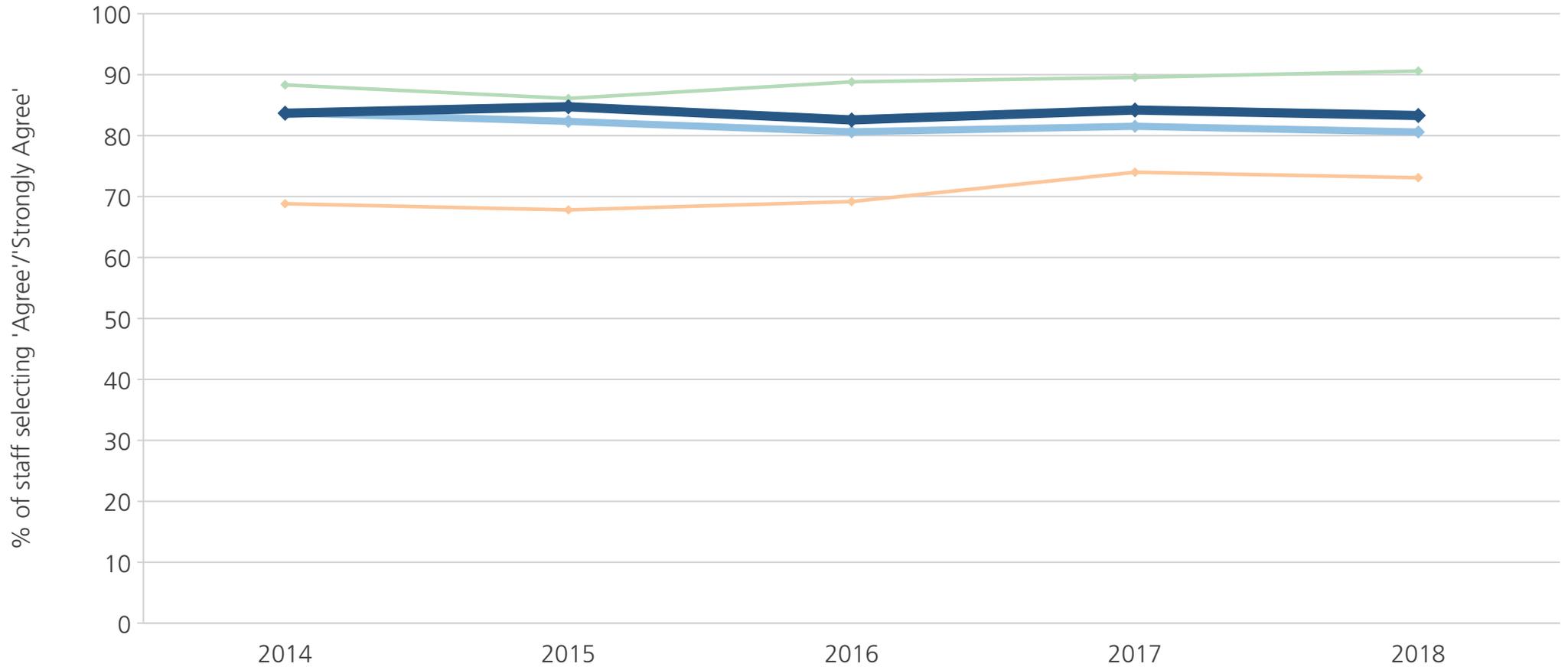
	2014	2015	2016	2017	2018
Your org	83.7%	84.7%	82.6%	84.2%	83.3%
Average					
Worst	68.8%	67.8%	69.2%	74.0%	73.1%
No. responses	678	742	917	1,087	952
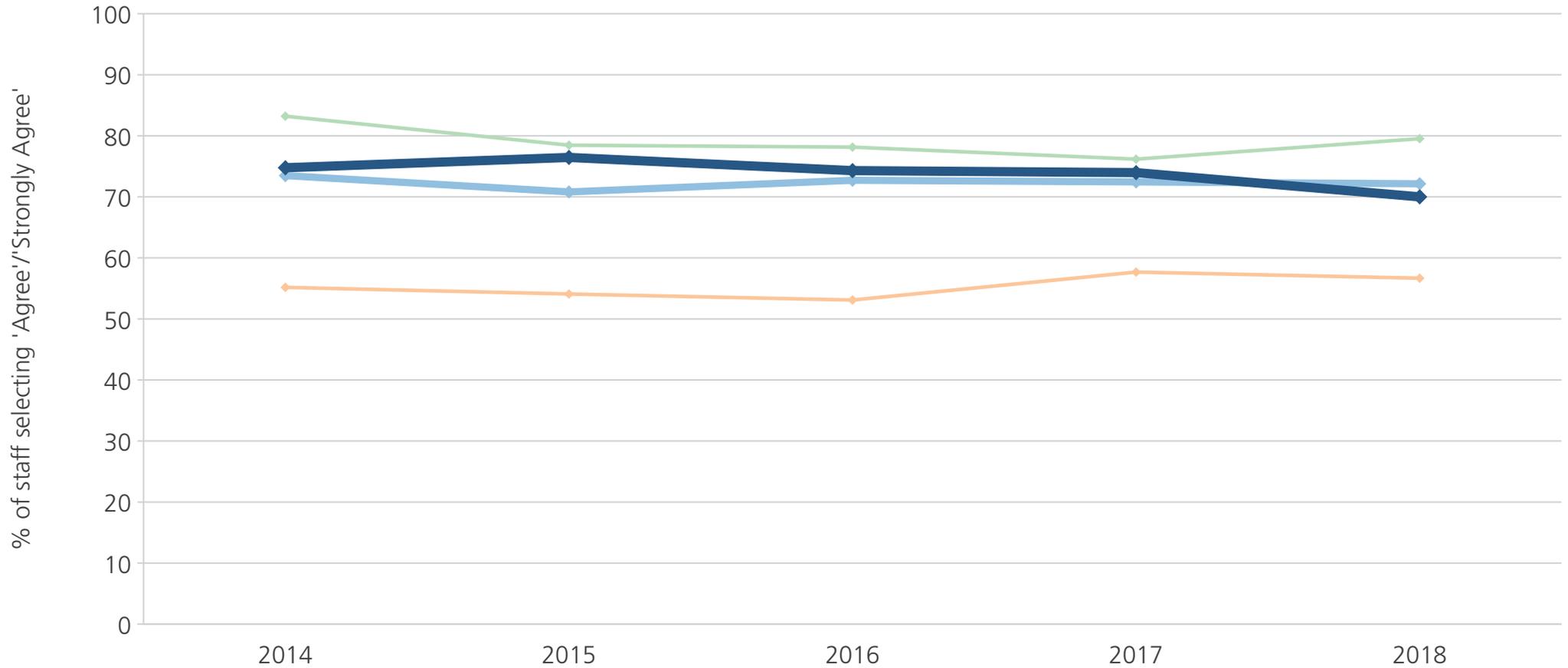
	2014	2015	2016	2017	2018
Your org	74.8%	76.5%	74.3%	74.0%	70.0%
Average					
Worst	55.2%	54.1%	53.1%	57.7%	56.7%
No. responses	674	746	915	1,085	959
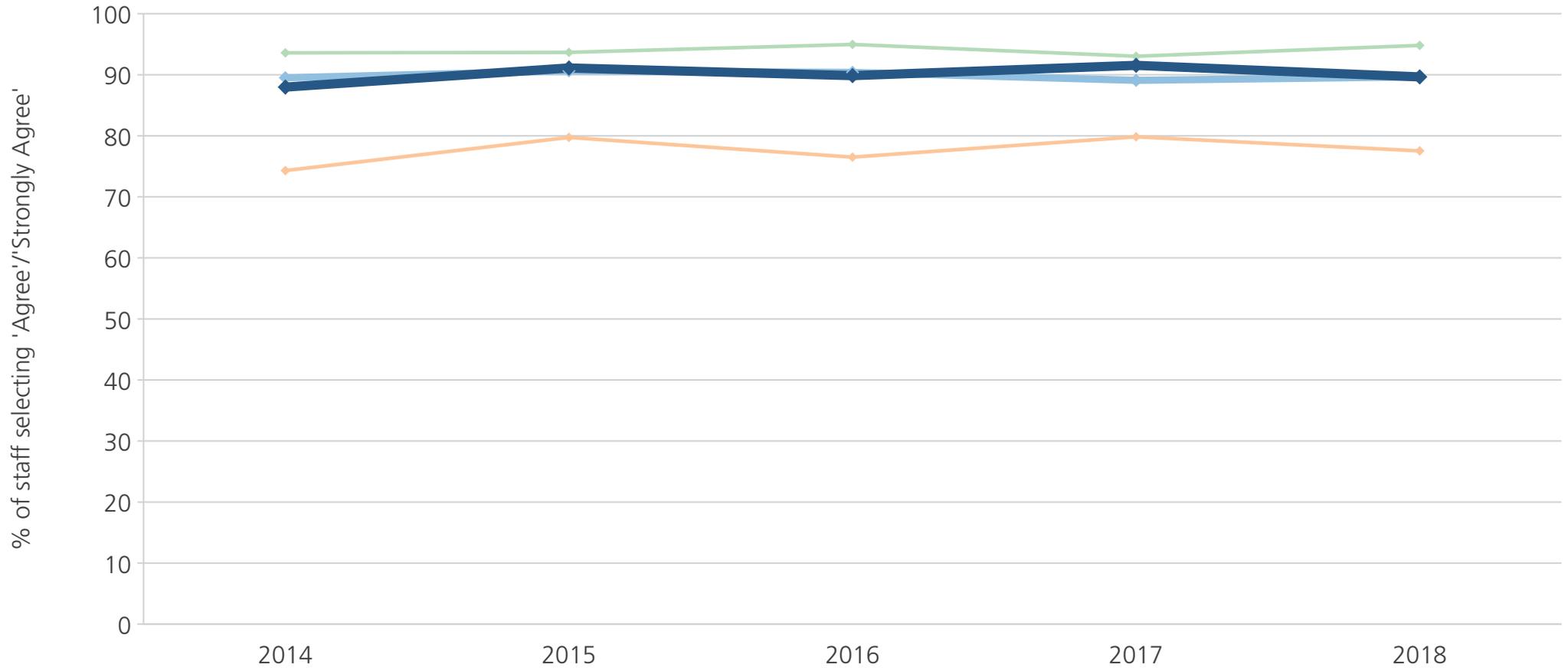
	2014	2015	2016	2017	2018
Your org	88.0%	91.1%	89.9%	91.5%	89.7%
Average					
Worst	74.3%	79.7%	76.5%	79.8%	77.5%
No. responses	672	745	904	1,087	953
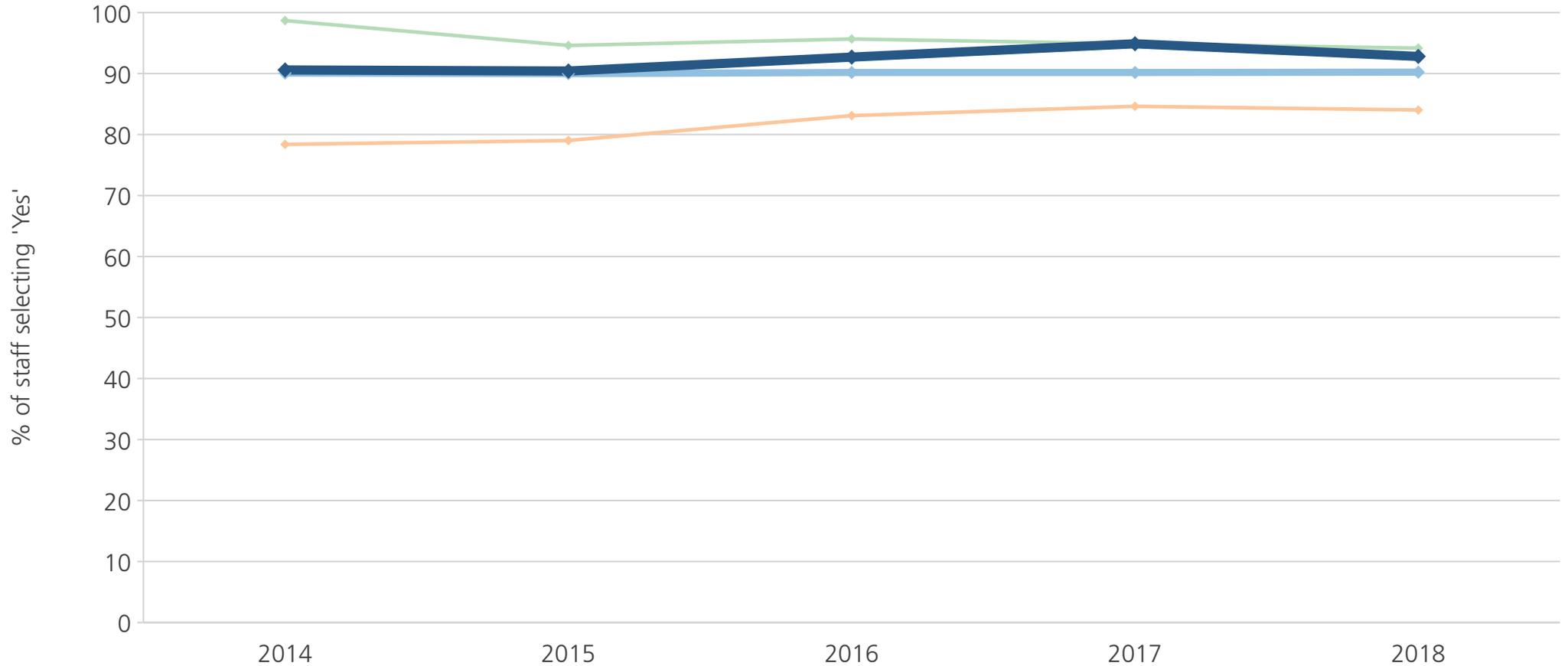
	2014	2015	2016	2017	2018
Your org	90.6%	90.4%	92.7%	94.9%	92.8%
Average					
Worst	78.4%	79.0%	83.1%	84.6%	84.0%
No. responses	466	569	700	794	725

2018 NHS Staff Survey Results > Question results > Your organisation >
Q22b > I receive regular updates on patient / service user experience feedback in
my directorate / department (e.g. via line managers or communications teams)

Note: This question was only answered by staff who selected 'Yes' on q22a.
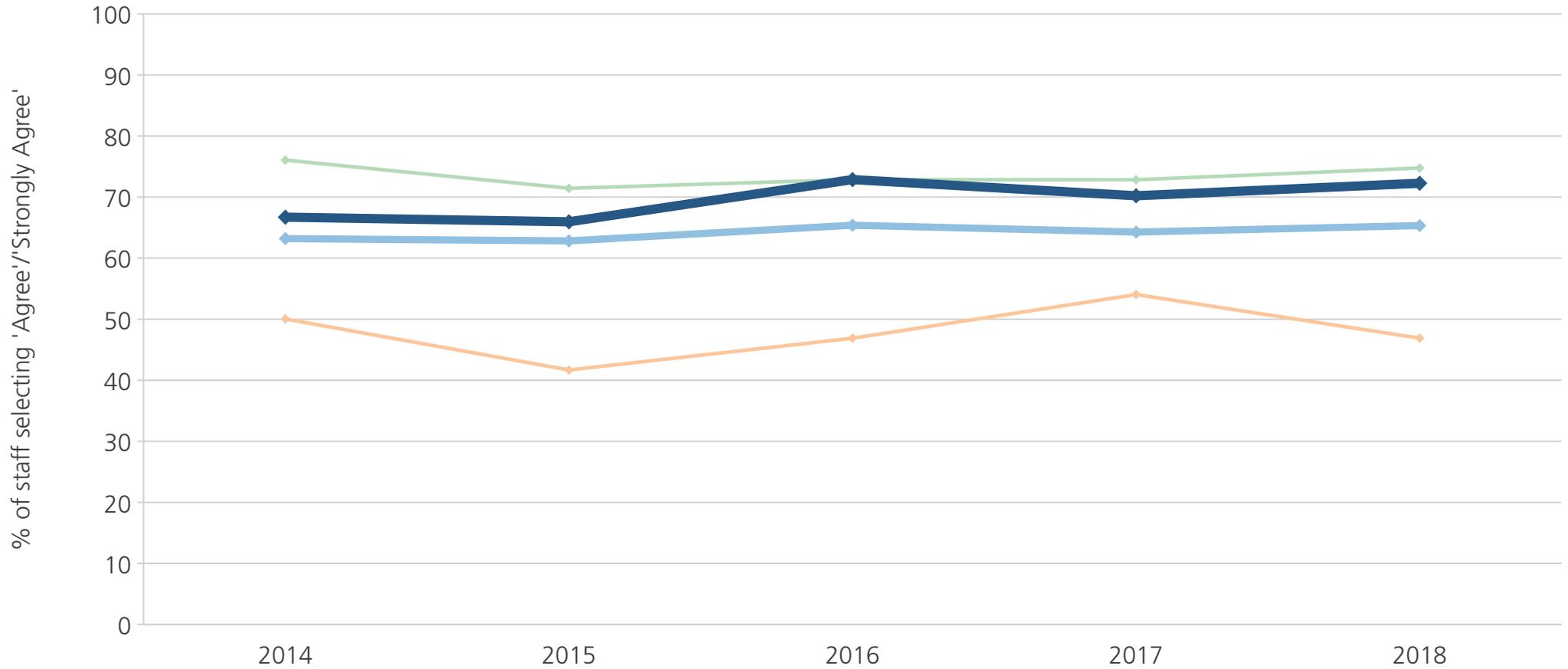
	2014	2015	2016	2017	2018
Your org	66.7%	66.0%	72.9%	70.2%	72.3%
Average					
Worst	50.0%	41.7%	46.9%	54.0%	46.9%
No. responses	400	478	616	717	645

Note: This question was only answered by staff who selected 'Yes' on q22a.
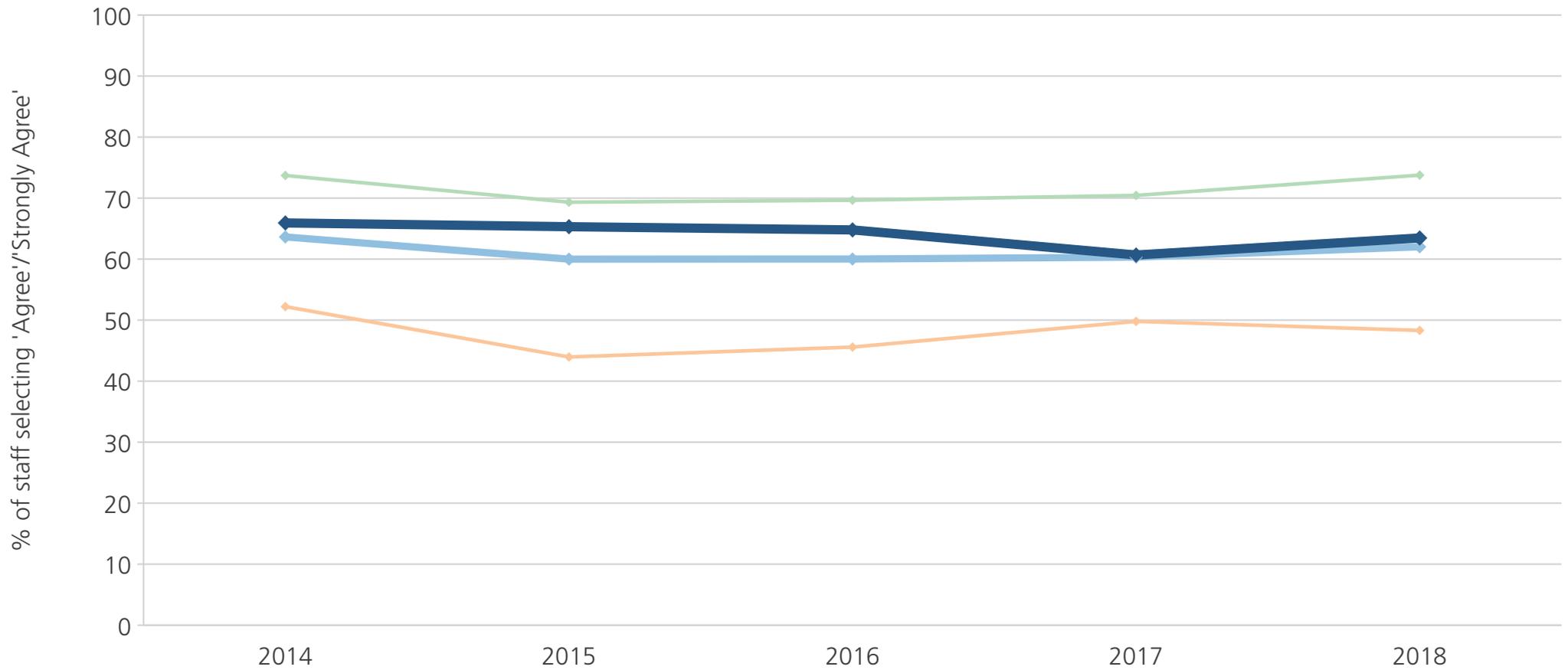
	2014	2015	2016	2017	2018
Your org	65.9%	65.3%	64.8%	60.7%	63.5%
Average					
Worst	52.2%	44.0%	45.6%	49.8%	48.3%
No. responses	374	441	569	659	606

Survey Coordination Centre

NHS England

% of staff selecting 'Agree'/'Strongly Agree'

2018
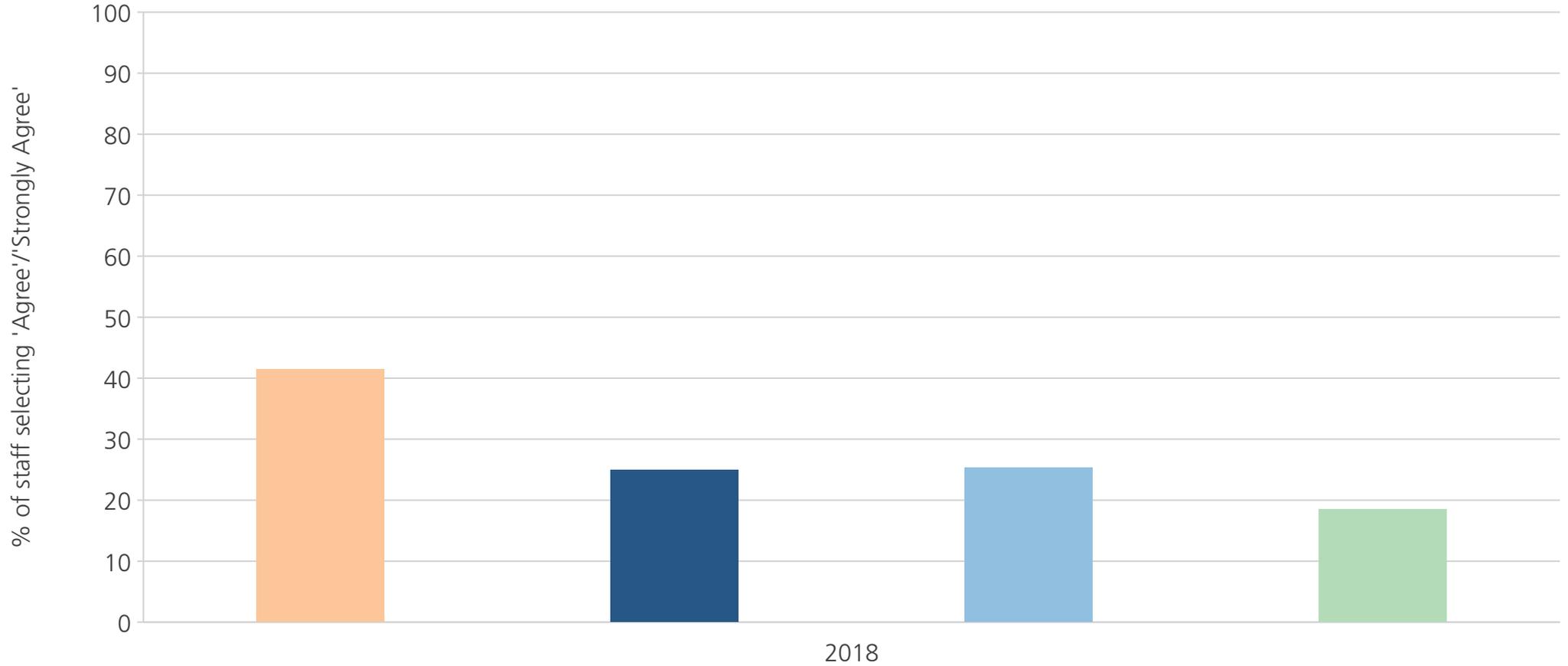
	2018
Worst	41.5%
Your org	25.0%
Average	25.3%
Best	18.5%
No. responses	959
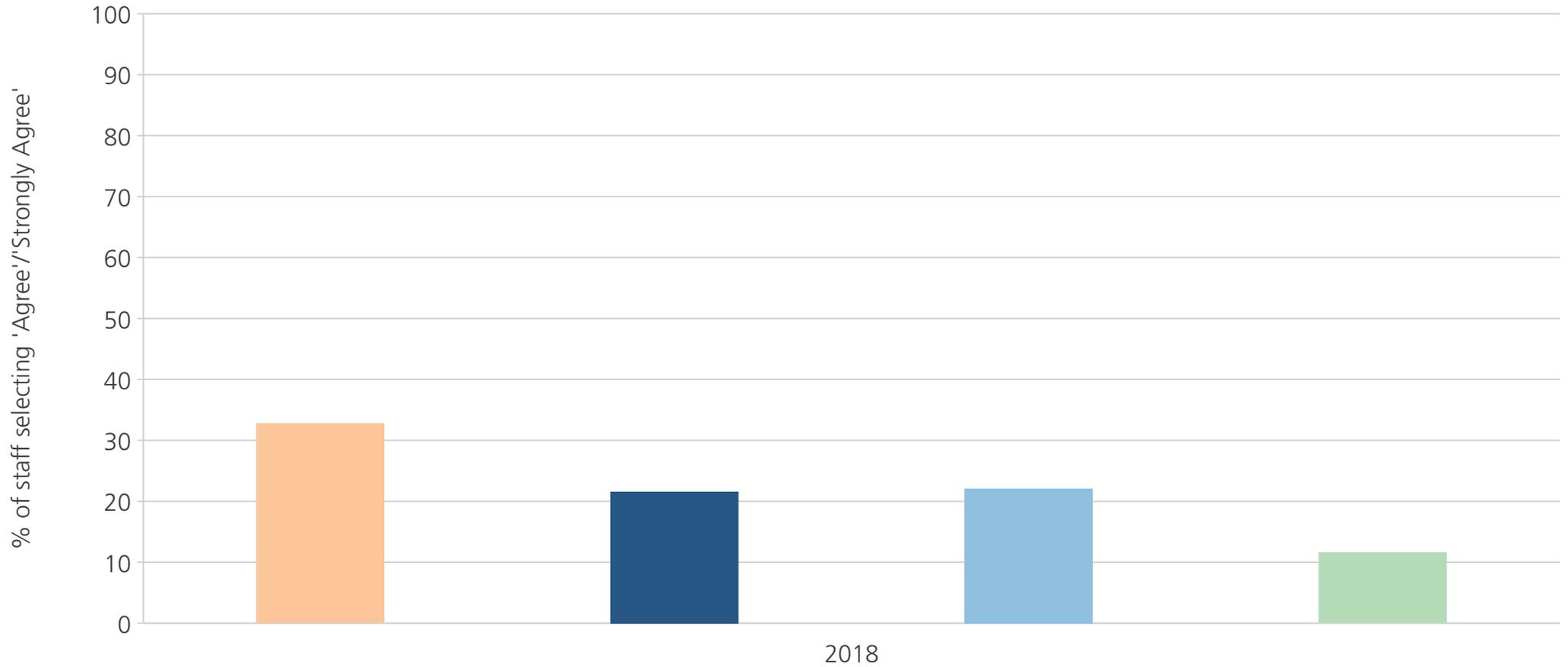
	2018
Worst	32.8%
Your org	21.6%
Average	22.1%
Best	11.6%
No. responses	959
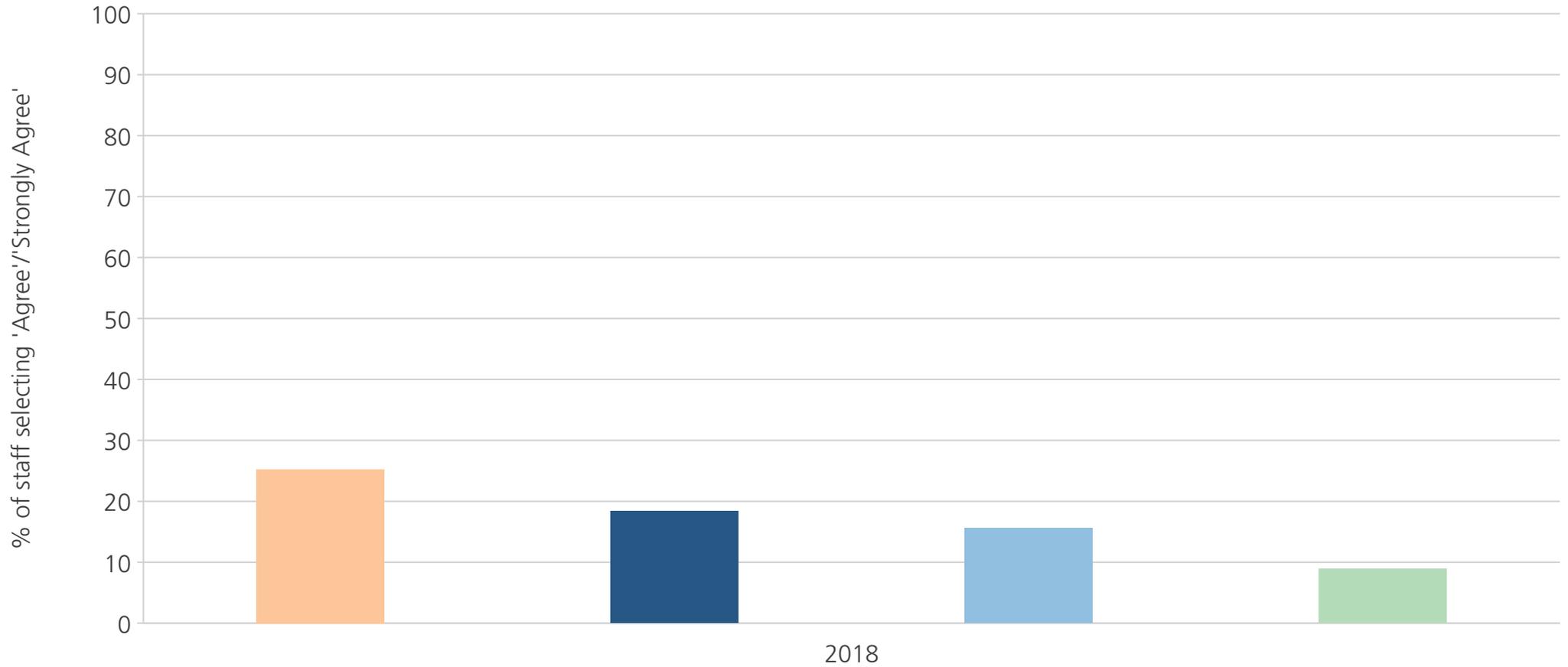
	2018
Worst	25.3%
Your org	18.4%
Average	15.6%
Best	8.9%
No. responses	911
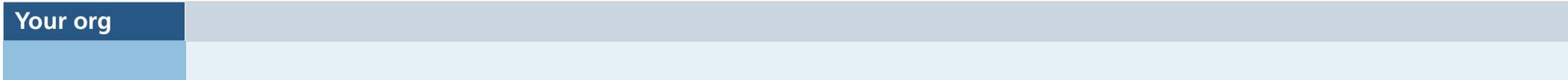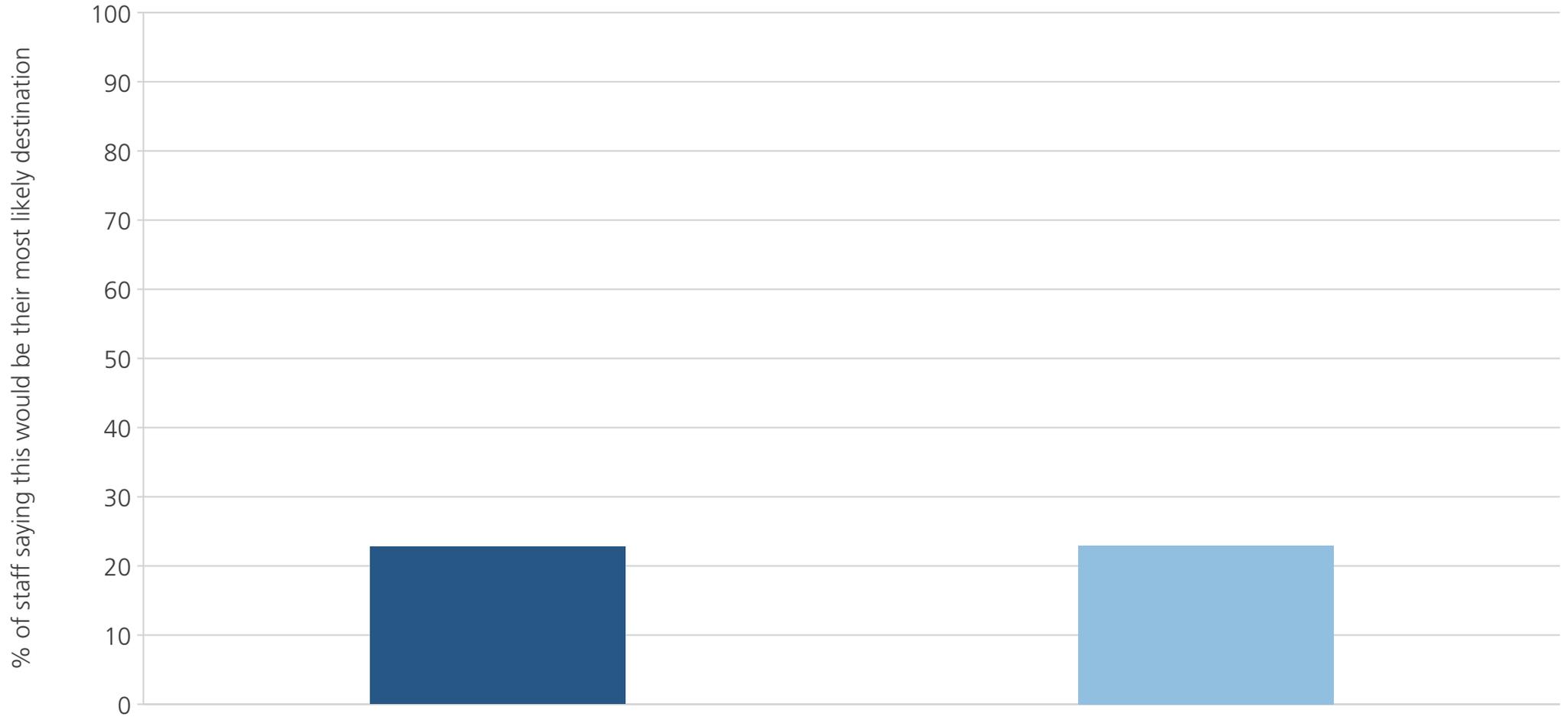
% of staff saying this would be their most likely destination

2018

Your org	

| **No. responses** | 448 |

2018 NHS Staff Survey Results > Question results > Your organisation > Q23d.2
> If you are considering leaving your current job, what would be your most likely
destination? - I would want to move to a job in a different NHS trust/organisation
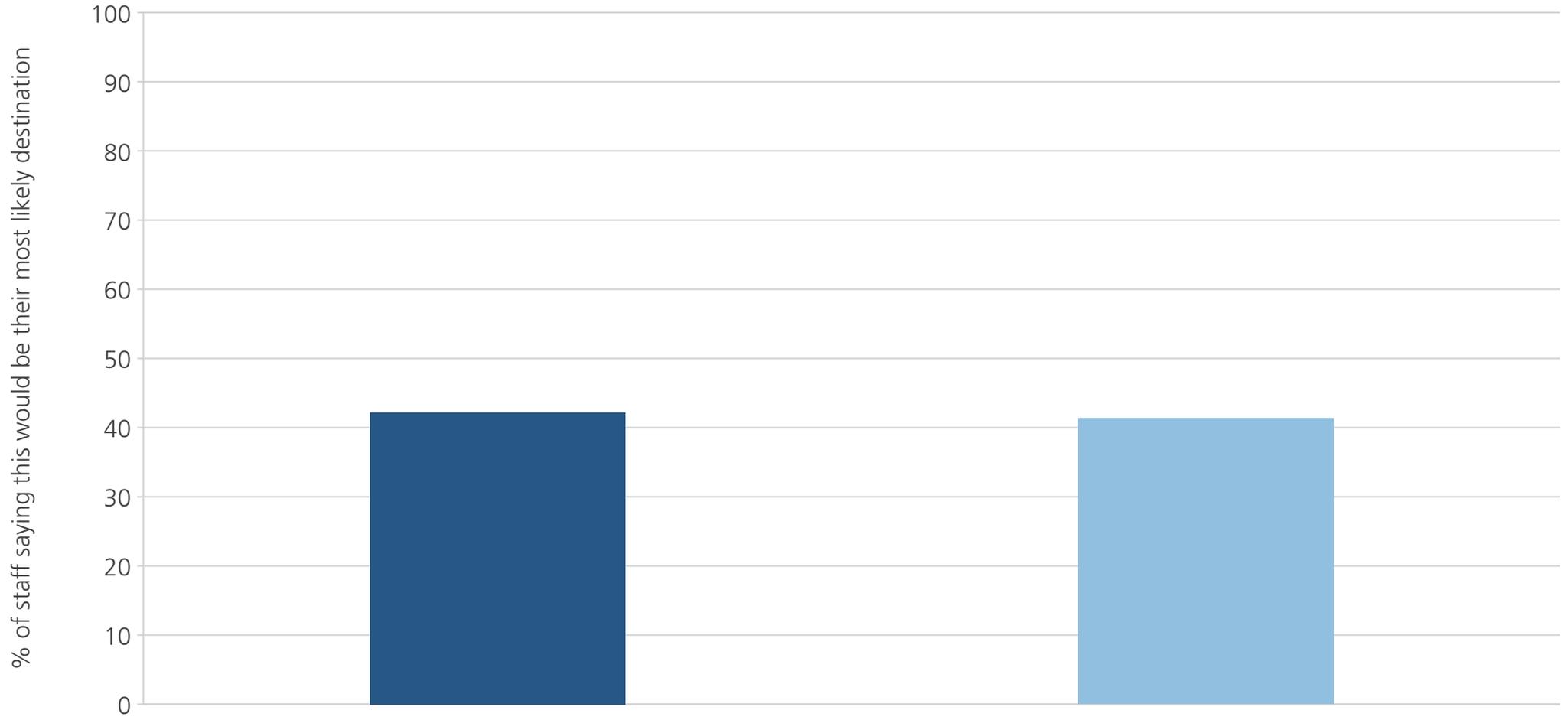
% of staff saying this would be their most likely destination

2018

Your org	

| No. responses | 448 |

% of staff saying this would be their most likely destination

100

90

80

70

60

50

40

30

20

10

0

2018

Your org	

No. responses	448

2018 NHS Staff Survey Results > Question results > Your organisation >
Q23d.4 **>** If you are considering leaving your current job, what would be your
most likely destination? - I would want to move to a job outside healthcare
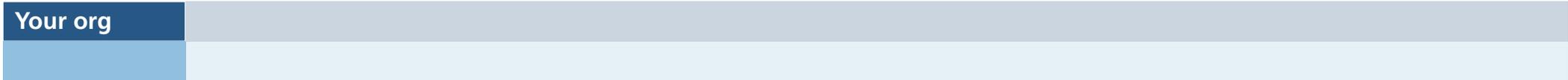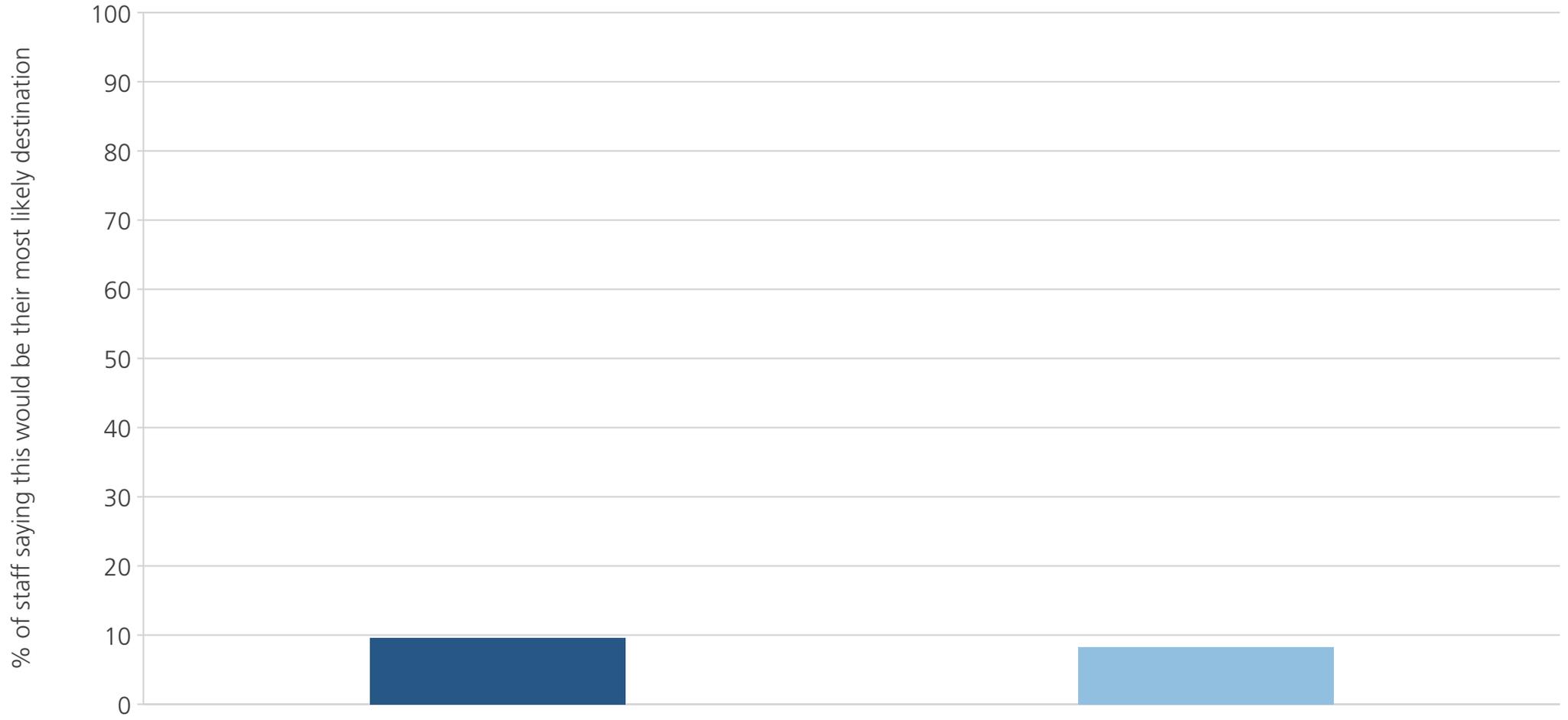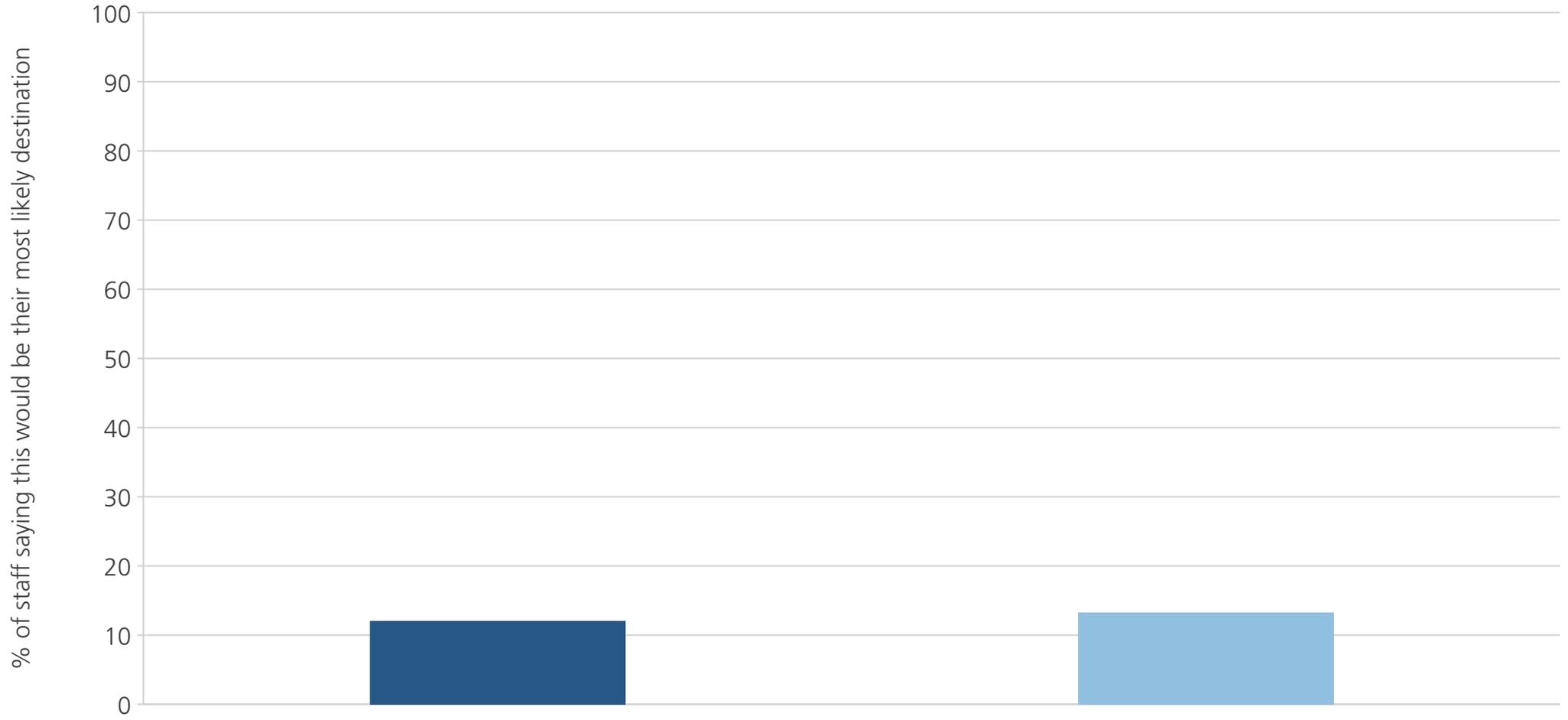
	2018
Your org	
No. responses	448
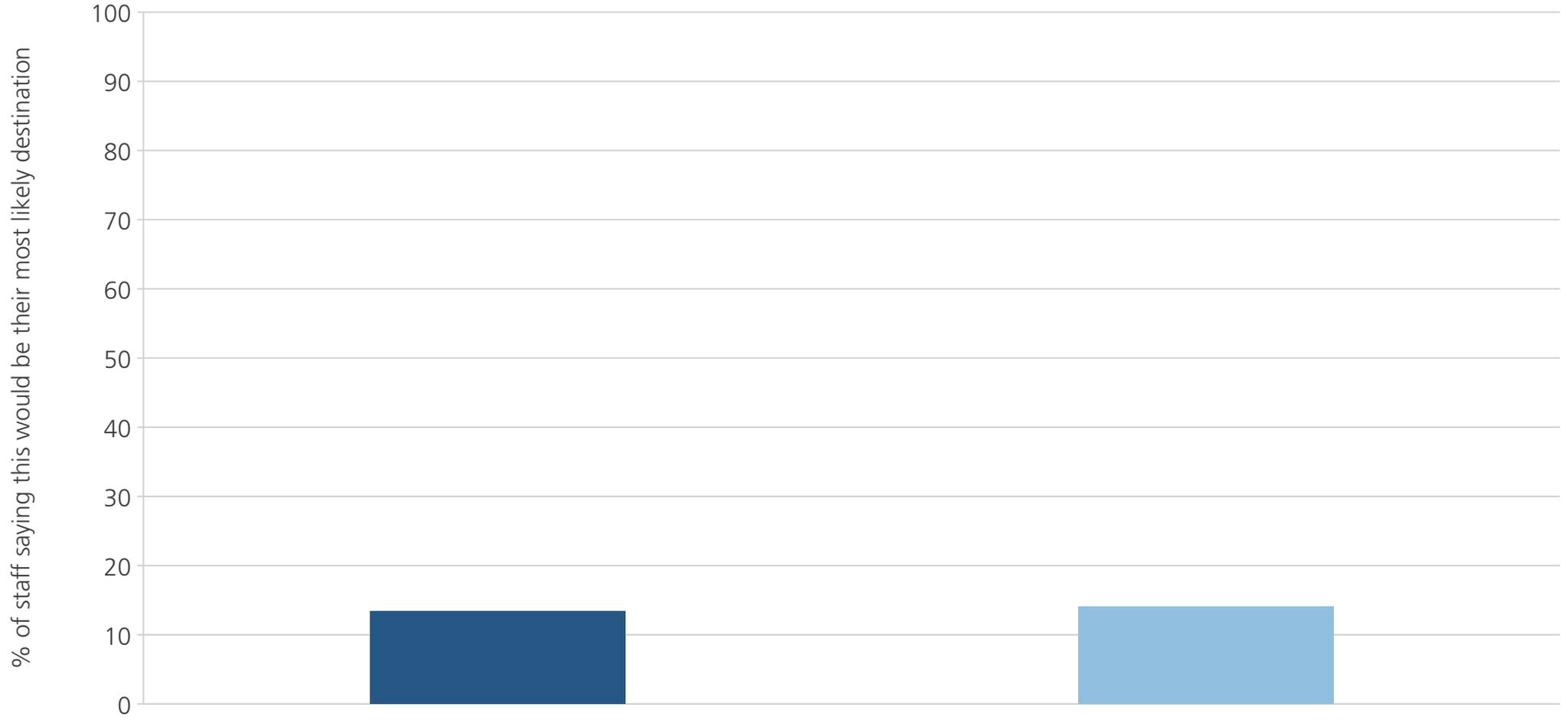
	2018
Your org	
No. responses	448

Question results – Background details

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

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% of staff
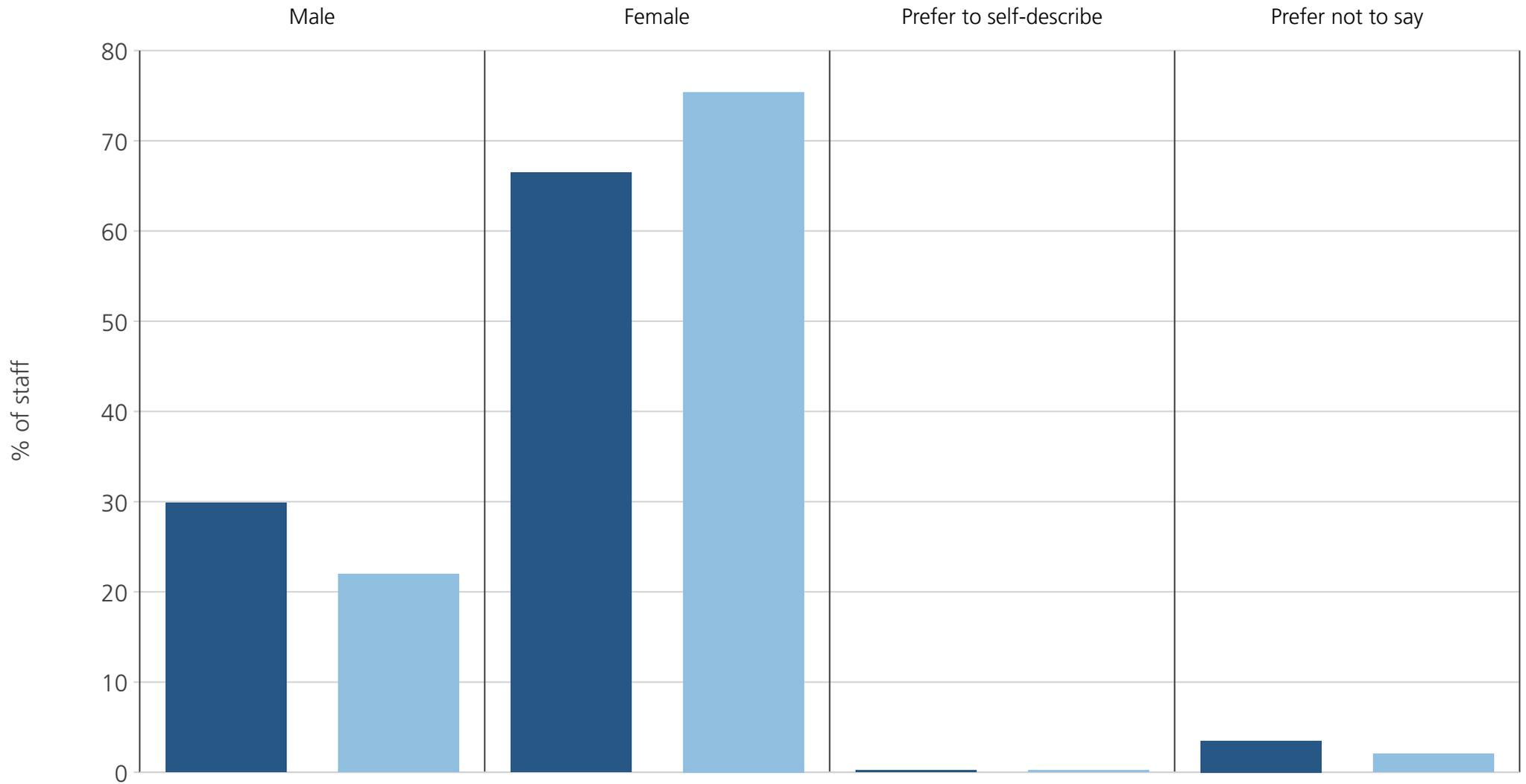
	Male	Female	Prefer to self-describe	Prefer not to say
Your org	29.8%	66.5%	0.2%	3.5%
Average	22.0%	75.4%	0.2%	2.0%
No. responses	942	942	942	942
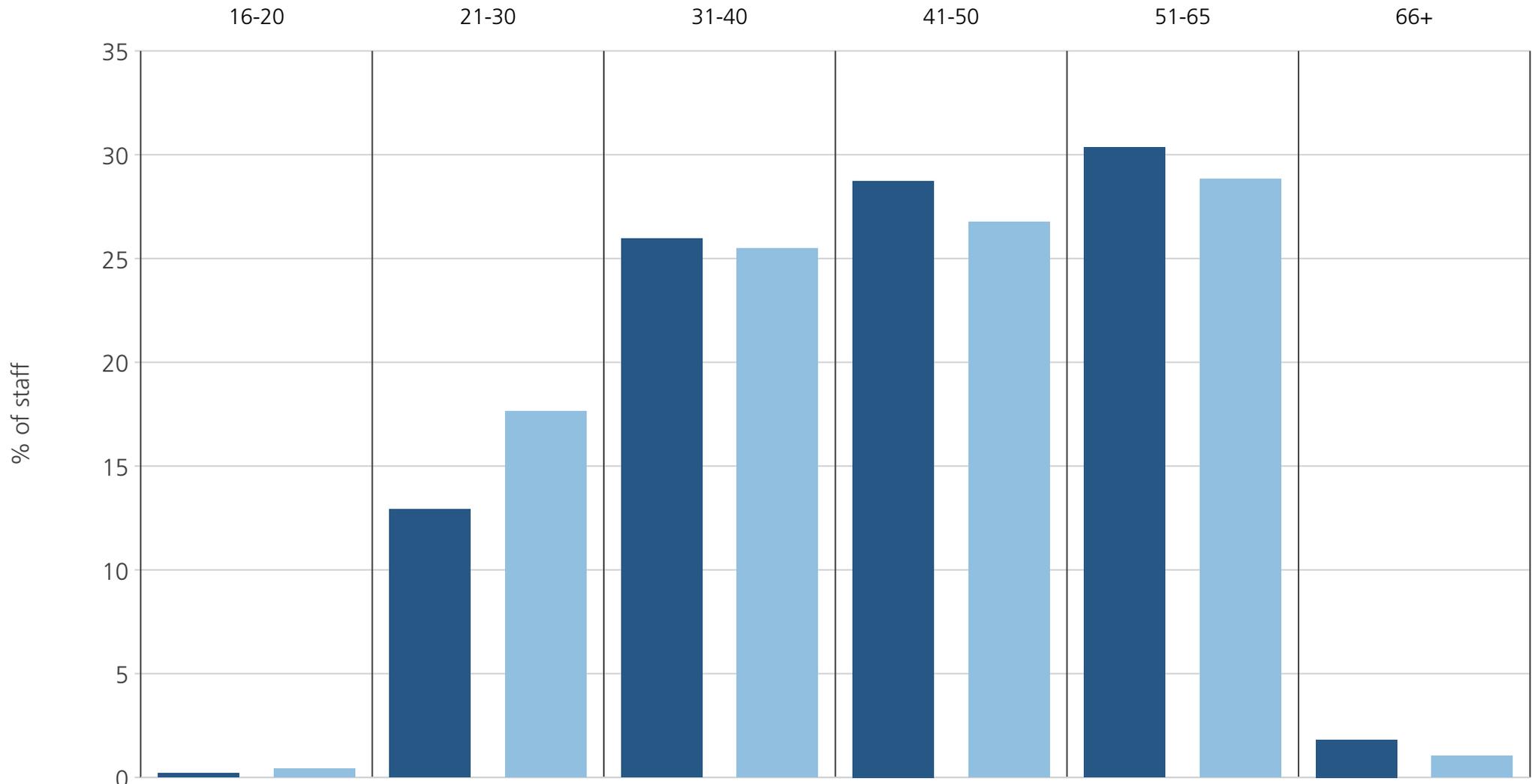
	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.2%	12.9%	26.0%	28.7%	30.3%	1.8%
Average	0.4%	17.6%	25.5%	26.8%	28.8%	1.1%
No. responses	936	936	936	936	936	936
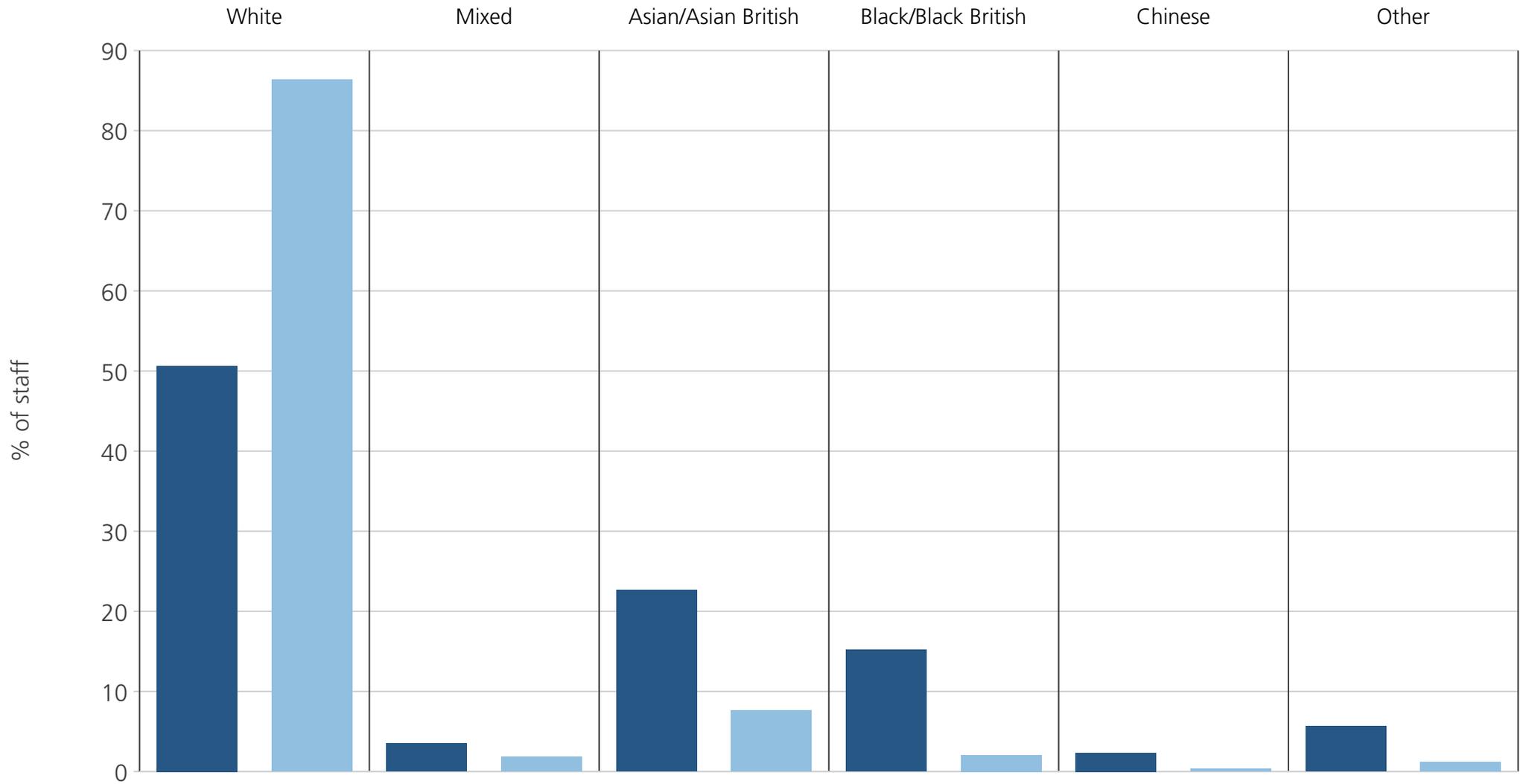
	White	Mixed	Asian/Asian British	Black/Black British	Chinese	Other
Your org	50.6%	3.5%	22.7%	15.2%	2.3%	5.6%
Average	86.3%	1.8%	7.6%	2.1%	0.3%	1.1%
No. responses	940	940	940	940	940	940

Survey Coordination Centre

NHS England

% of staff
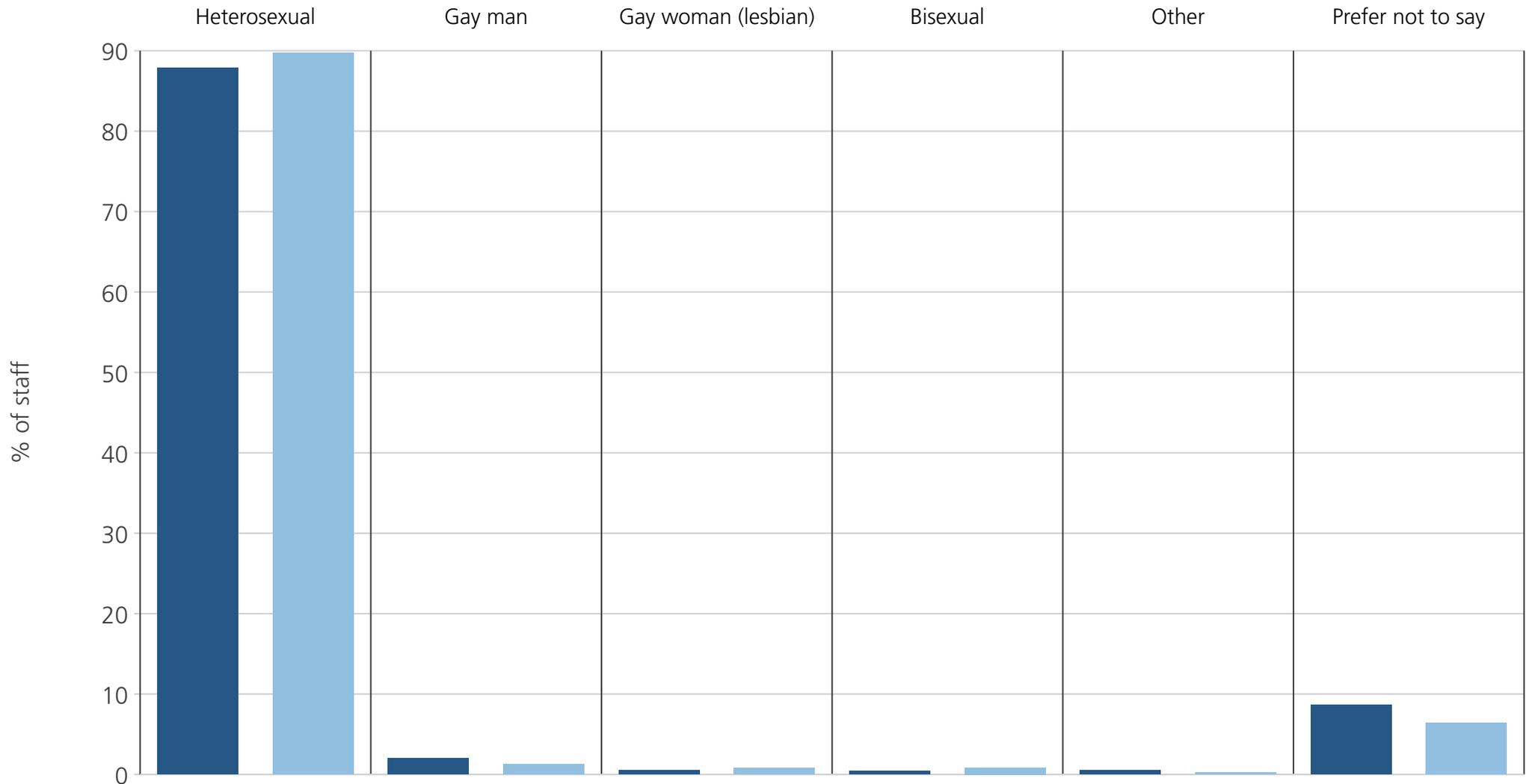
	Heterosexual	Gay man	Gay woman (lesbian)	Bisexual	Other	Prefer not to say
Your org	87.9%	2.0%	0.5%	0.4%	0.5%	8.7%
Average	89.7%	1.3%	0.8%	0.8%	0.2%	6.4%
No. responses	947	947	947	947	947	947

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England
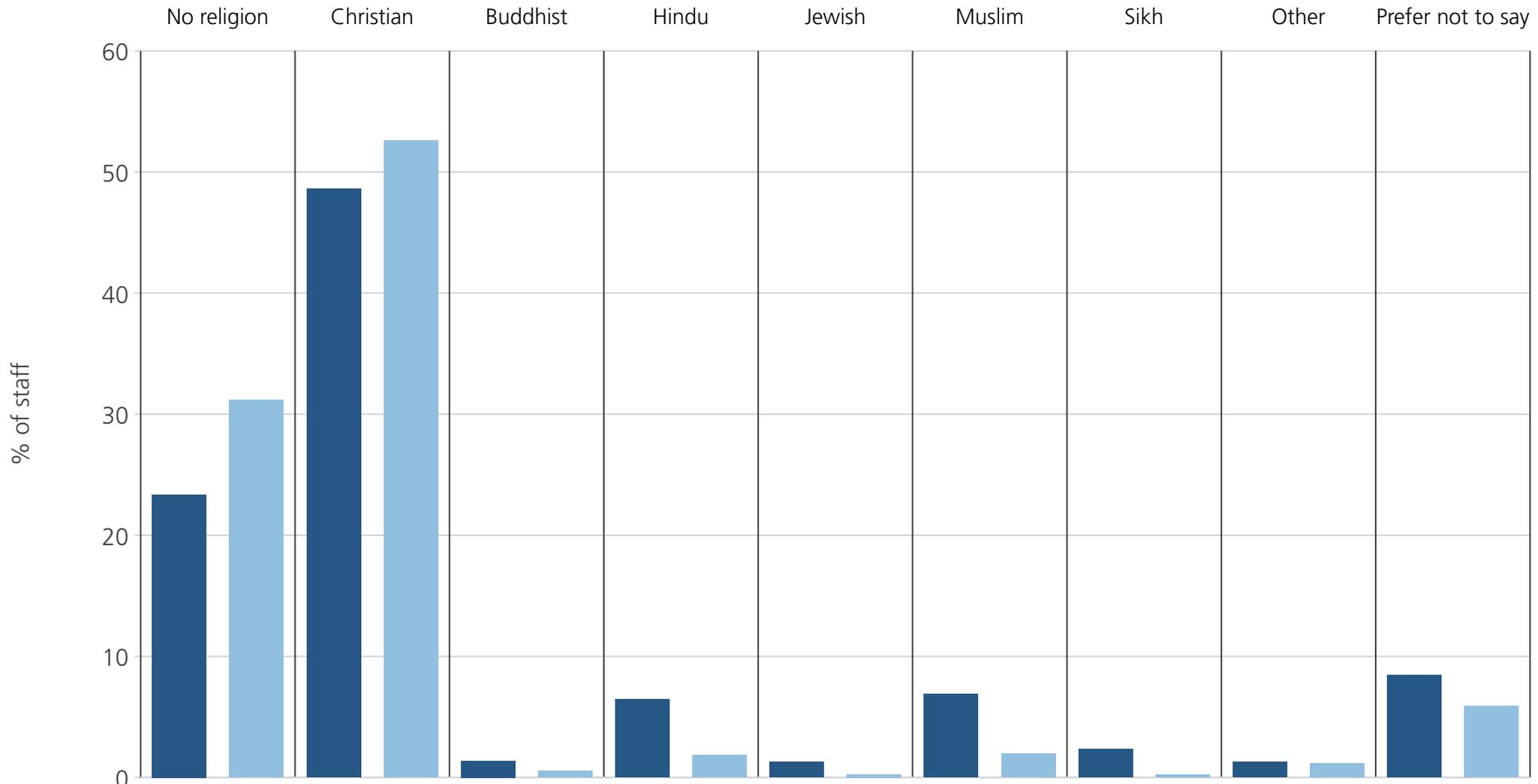
	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other	Prefer not to say
Your org	23.4%	48.6%	1.4%	6.4%	1.3%	6.9%	2.3%	1.3%	8.5%
Average	31.2%	52.6%	0.5%	1.8%	0.3%	2.0%	0.2%	1.1%	5.9%
No. responses	946	946	946	946	946	946	946	946	946

Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

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

% of staff selecting 'Yes'
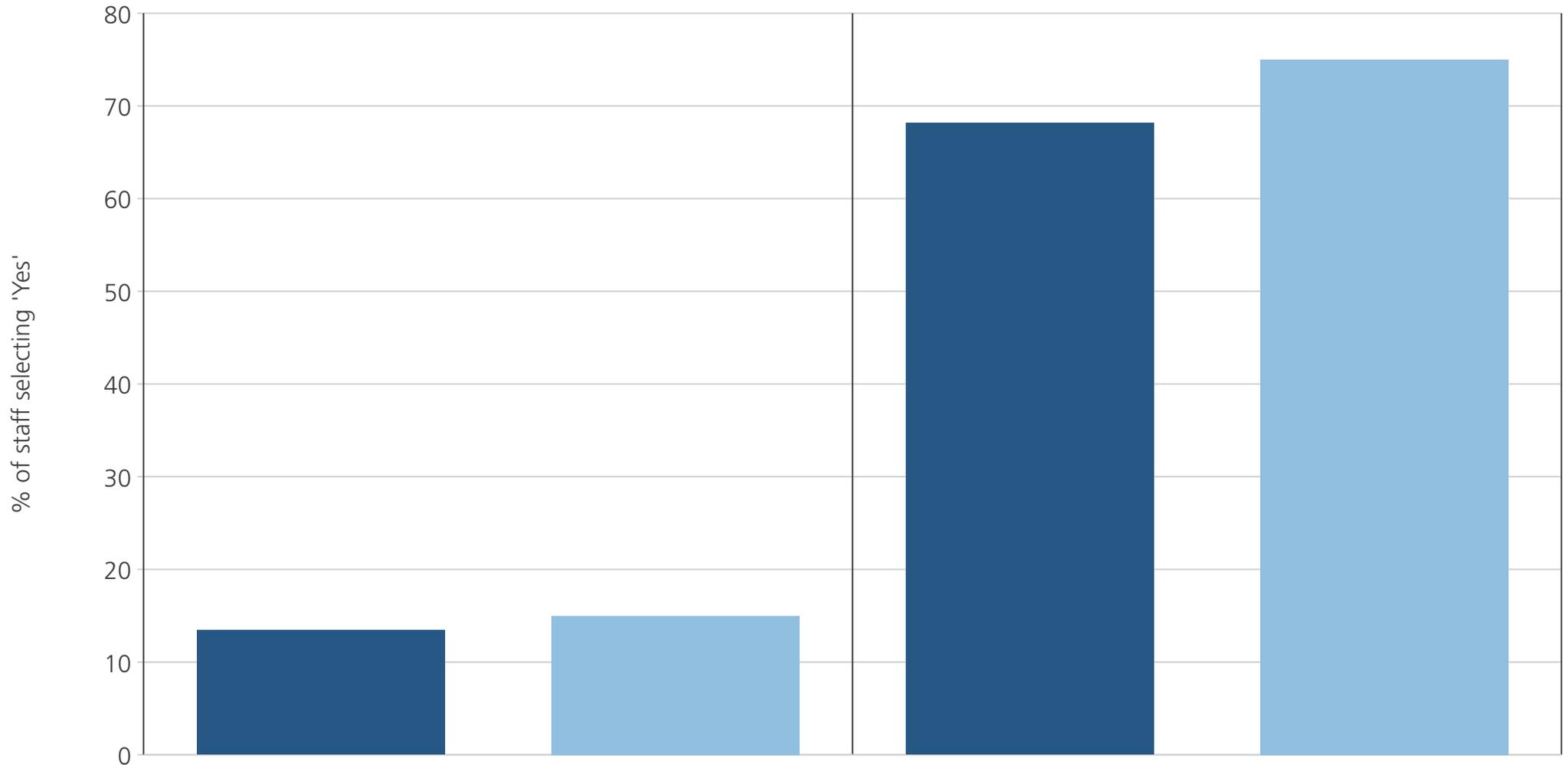
	Do you have any physical or mental health conditions...	Has your employer made adequate adjustment(s)...
Your org	13.4%	68.1%
Average	15.0%	75.0%
No. responses	915	66
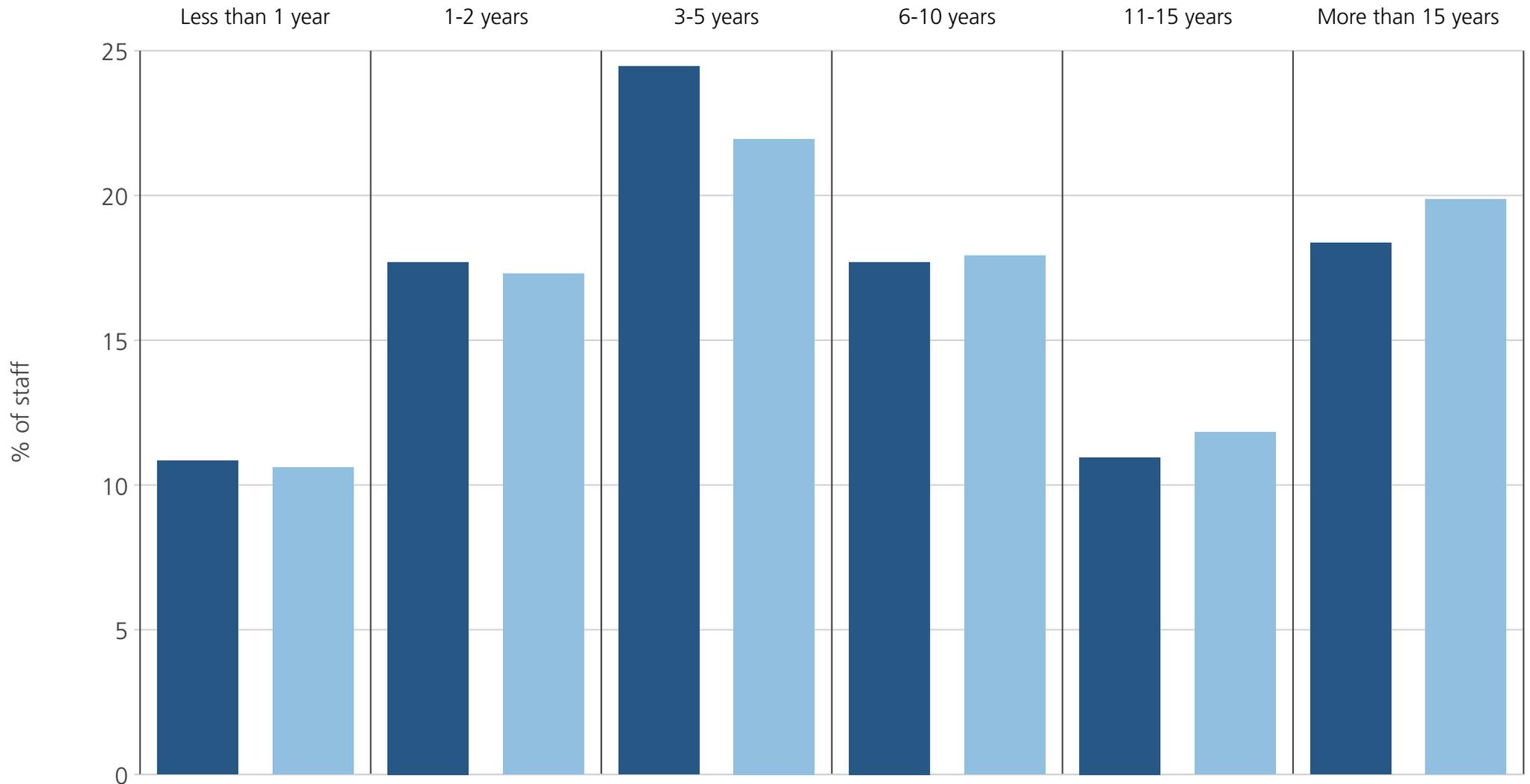
	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	10.8%	17.7%	24.4%	17.7%	11.0%	18.4%
Average	10.6%	17.3%	22.0%	17.9%	11.8%	19.9%
No. responses	904	904	904	904	904	904

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% of staff

	Registered Nurses and Midwives	Nursing or Healthcare Assistants	Medical and Dental	Allied Health Professionals	Scientific and Technical / Healthcare Scientists	Social Care staff	Commissioning staff	Admin and Clerical	Central Functions / Corporate Services	Maintenance / Ancillary	General Management	Other
Your org	21.4%	3.4%	13.8%	11.0%	11.6%	0.2%	0.1%	18.7%	7.9%	1.9%	6.4%	3.5%
Average	24.5%	4.5%	8.0%	12.4%	9.2%	0.1%	0.1%	18.2%	7.8%	2.5%	3.7%	3.4%
No. responses	906	906	906	906	906	906	906	906	906	906	906	906

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NHS England

Do you work in a team?

% of staff selecting 'Yes'
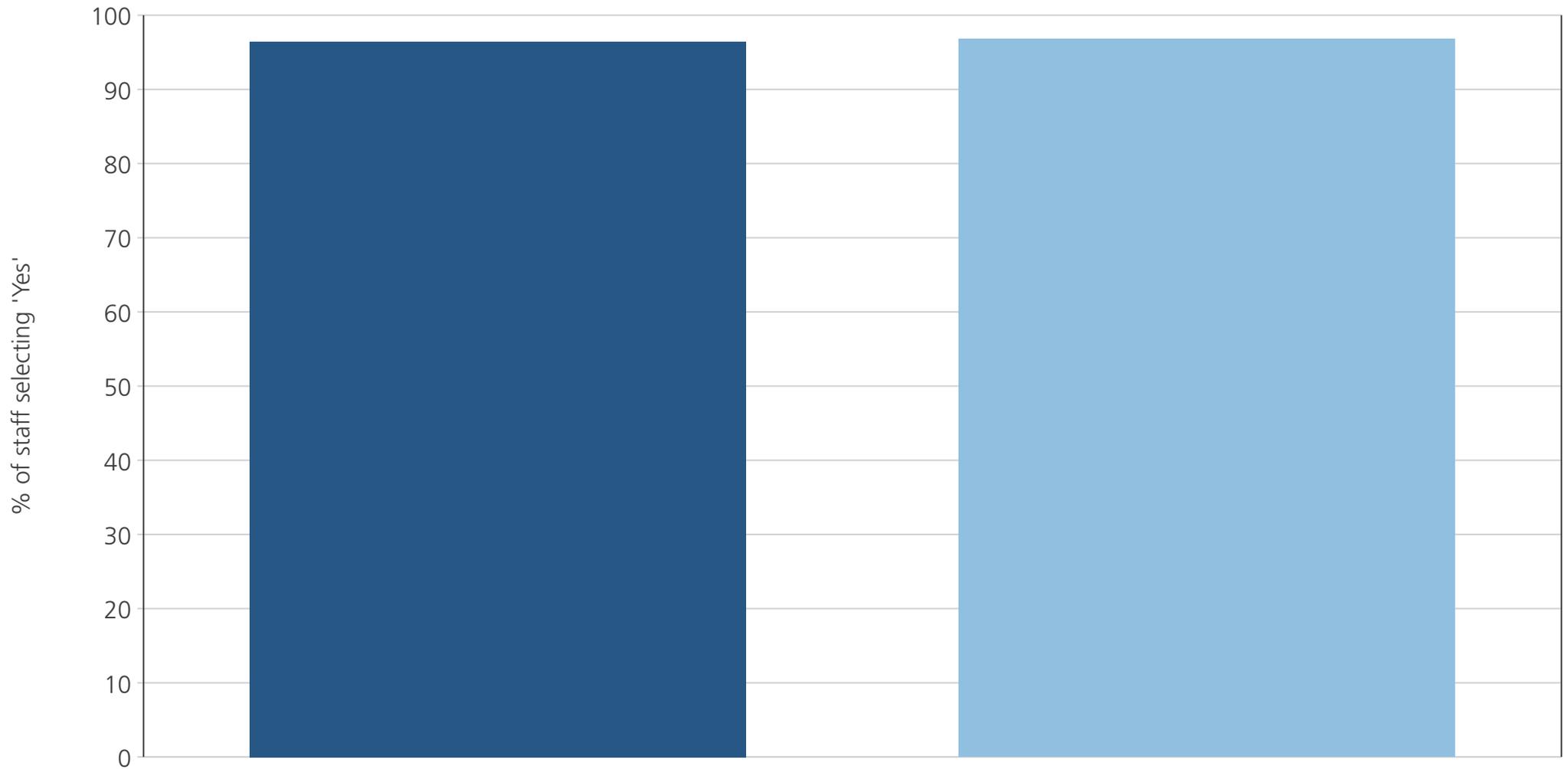
Your org	96.4%
Average	

No. responses 869
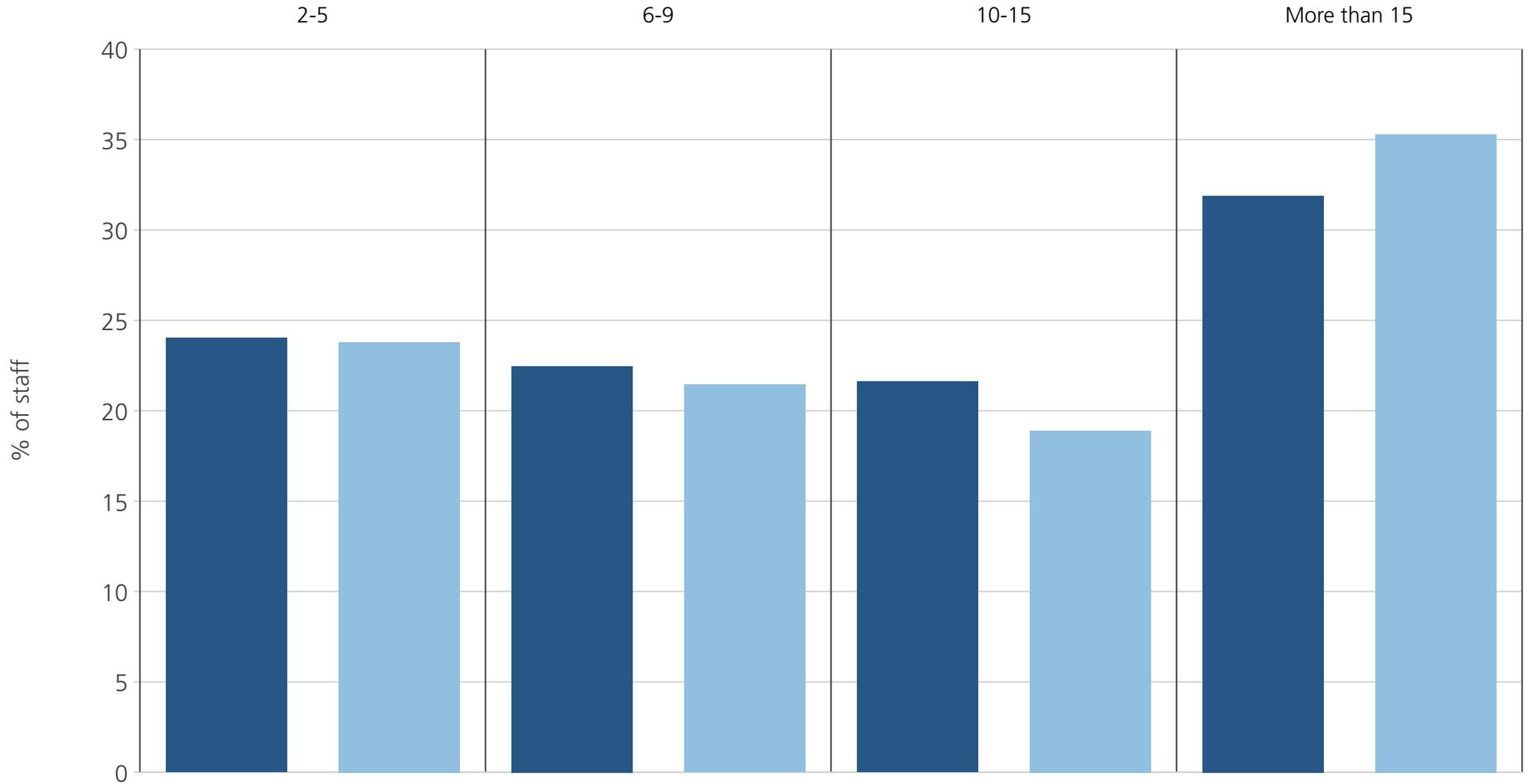
	2-5	6-9	10-15	More than 15
Your org	24.0%	22.5%	21.6%	31.9%
Average	23.8%	21.4%	18.9%	35.3%
No. responses	828	828	828	828

Appendices

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

Appendix A: Response rate

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

% of staff responding
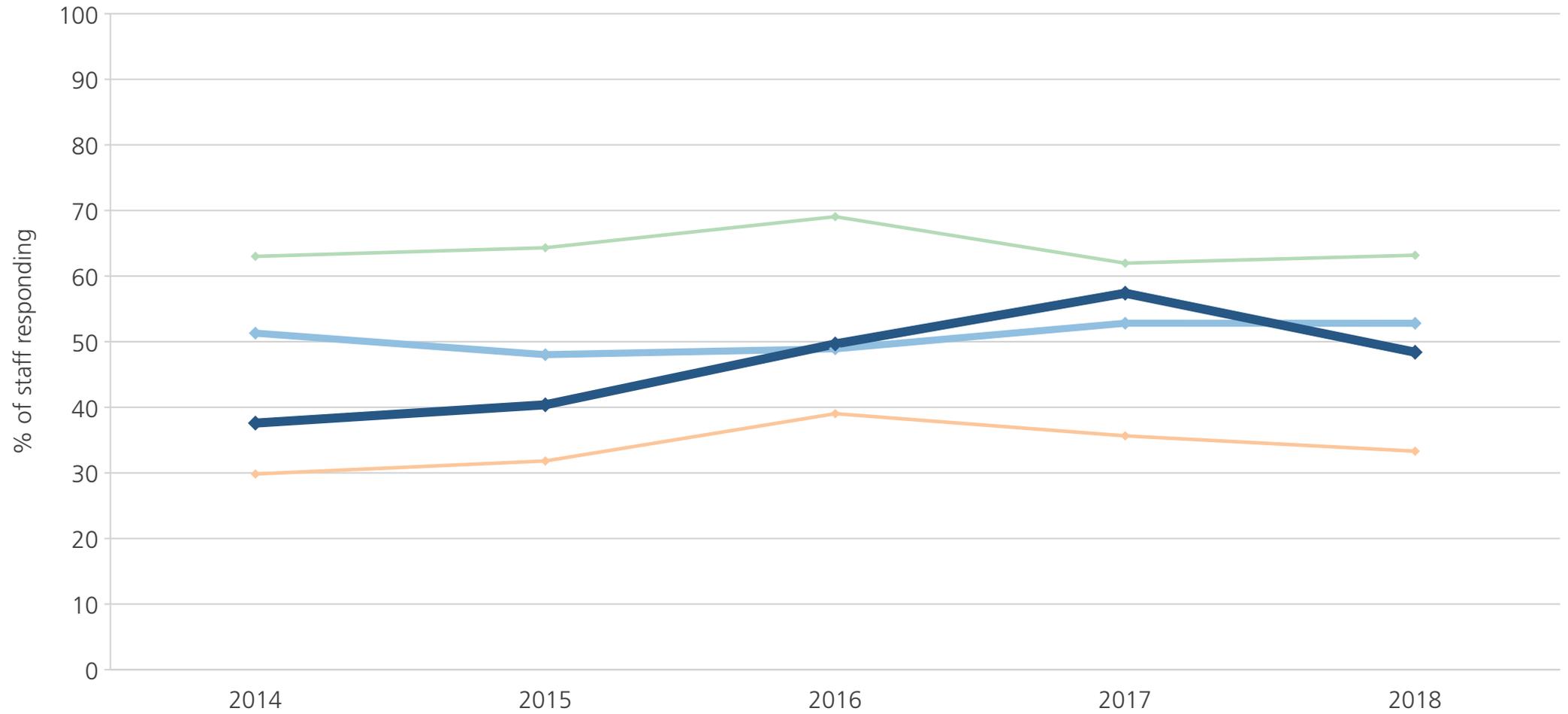
|	2014	2015	2016	2017	2018
Your org	37.6%	40.4%	49.7%	57.4%	48.4%
Average					
Worst	29.8%	31.8%	39.0%	35.6%	33.3%

Appendix B: Significance testing - 2017 v 2018 theme results

Moorfields Eye Hospital NHS Foundation Trust

2018 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 2018 score is significantly higher than last year's, whereas ⬇ indicates that the 2018 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	2017 score	2017 respondents	2018 score	2018 respondents	Statistically significant change?
Equality, diversity & inclusion	8.8	1088	8.6	974	Not significant
Health & wellbeing	6.4	1096	6.3	985	Not significant
Immediate managers	7.1	1104	7.0	988	Not significant
Morale		0	6.2	956	N/A
Quality of appraisals	6.3	938	6.1	855	Not significant
Quality of care	8.1	967	8.0	885	Not significant
Safe environment - Bullying & harassment	7.9	1091	8.0	951	Not significant
Safe environment - Violence	9.8	1092	9.8	952	Not significant
Safety culture	7.1	1095	7.1	971	Not significant
Staff engagement	7.5	1124	7.5	1001	Not significant

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

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Appendix C: Tips on using your benchmark report

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

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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 changes to note

There are a number of differences in this benchmark report compared to the old style of benchmark reports, that was used prior to the 2018 survey, which are worth noting

➤ Key Findings have been replaced by themes. 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. **Please note that you cannot directly compare Key Finding results to theme results.**

➤ A key feature of the new 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.
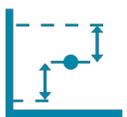
➤ **Question results are now benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. This benchmarking has been extended to the trend data that is available 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.

2018 NHS Staff Survey Results > Themes > Overview

	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of appraisals	Quality of care	Safe Environment - Bullying harassment	Safe Environment Violence	Safety Culture	Staff engagement
Best	9.6	7.5	7.0	6.2	7.4	8.3	7.2	9.3	8.4	7.6
Your org	9.2	7.0	7.0	6.2	7.1	7.9	7.1	8.9	8.0	7.6
Average	9.5	6.8	6.7	5.5	6.5	7.8	6.7	9.1	8.1	7.3
Worst	9.0	6.4	6.3	4.8	5.5	7.3	6.3	8.7	7.8	7.0
No. responses	759	764	761	764	736	763	766	760	741	767

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Survey Coordination Centre

NHS England

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.


	2014	2015	2016	2017	2018
Best	6.3	6.5	6.3	6.3	6.2
Your org	5.7	5.8	5.8	6.0	6.2
Average	5.8	5.7	5.8	5.6	5.5
Worst	4.7	4.8	4.4	4.8	4.8
No. responses	344	803	668	738	764
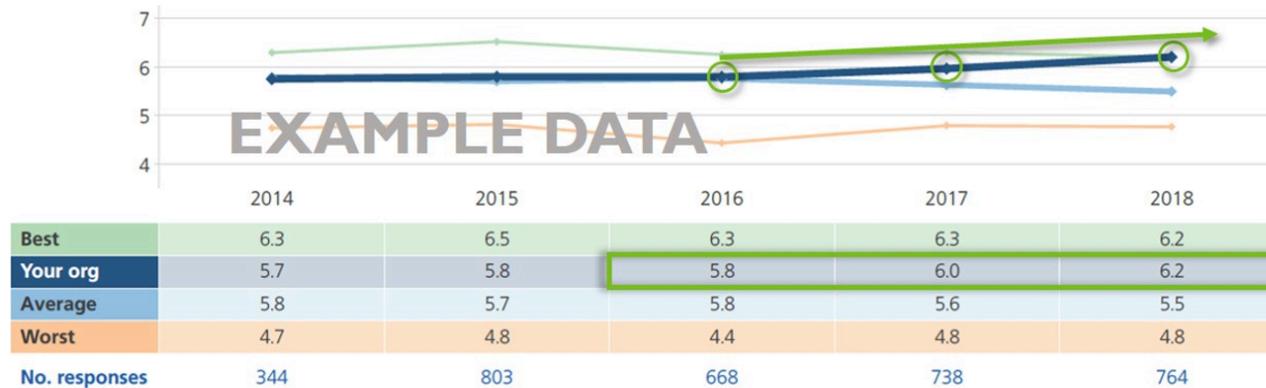
Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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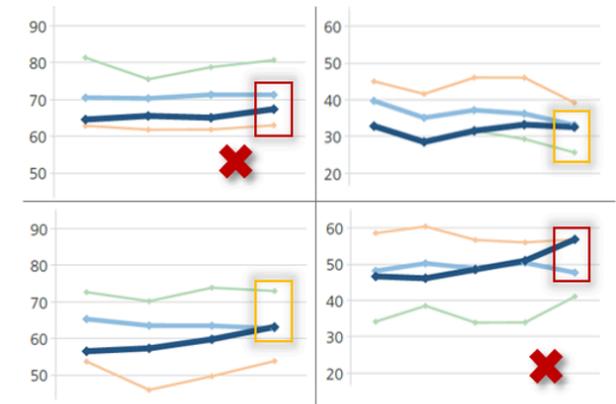
❌ = Negative driver, org result falls between average & worst benchmarking group result for question

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 110 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

Use the bookmarks bar to navigate directly to 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.

➤ **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).
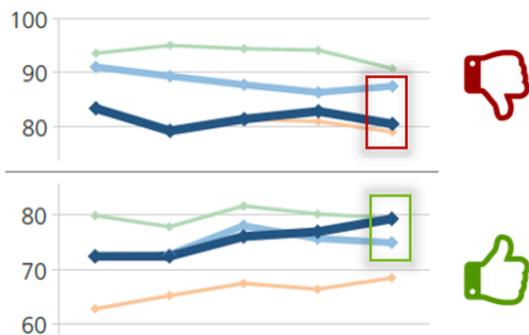
➤ **To identify areas of concern**: look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been 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

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey Results

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/KF calculations, historical comparability of organisations and questions in the survey.

Other local results

Key Finding results spreadsheet: Response rate & KF results for every organisation (2017 & 2018). The results are compared and the difference between years is tested for statistical significance.

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 Moorfields Eye Hospital NHS Foundation Trust.

National results

National Trend Data and **National Breakdowns**: Dashboards containing national results – data available for five years where possible.