

## ALL RESPONDENTS

Total of 1,357 responses (16.6% response rate).

<i>Aggregate Index Score</i>	Jul 16	Change
<b>Trust overall</b>	<b>827</b>	<b>17</b>
<b>Surgical Division – Division 1</b>	<b>818</b>	<b>21</b>
<b>Emergency, Medical and Community Services Division – Division 2</b>	<b>836</b>	<b>26</b>
<b>Corporate</b>	<b>840</b>	<b>-5</b>
<b>Estates &amp; Facilities</b>	<b>804</b>	<b>35</b>

- On or above target ( at least 800)
- Close to target (700 - 799)
- Below target (less than 700)

*Aggregate Index Score is derived from the % of respondents agreeing with relevant questions. Maximum of 1,000.*

*Index Score excludes 2 x Friends & Family; 2 x bullying/harassment and 1 x incident reporting question given context.*

## Context

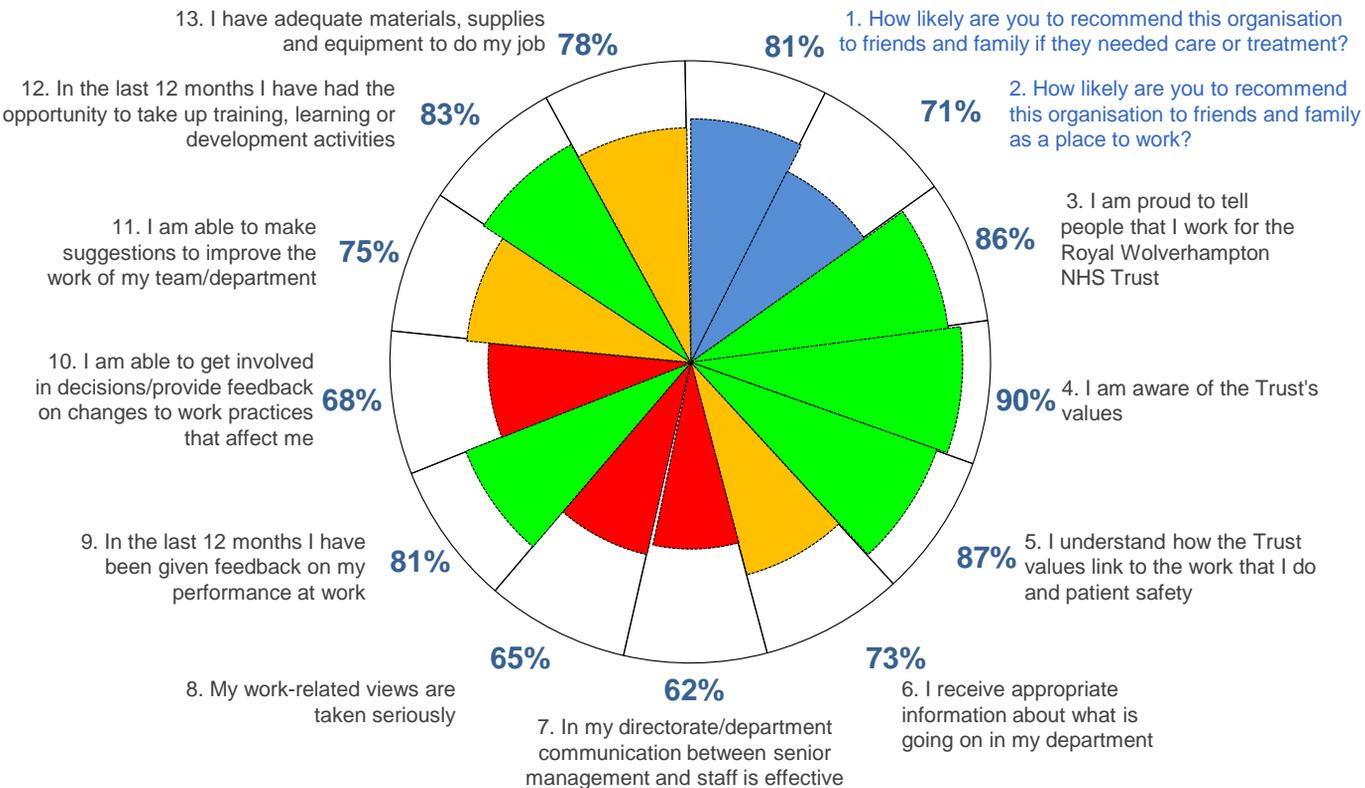
1. ChatBack 2016 retains the question set, scoring scales and team demographics from 2015 and direct comparison with previous surveys is therefore possible (with this report containing historic change)
2. The Trust scores above the threshold level for a Green overall rating (scoring broadly equivalent to an average of 83% agreement in each question)
3. Responses to all relevant questions received 14 Green ratings, 3 Amber ratings and 3 Red ratings.

## Historic change (p.3)

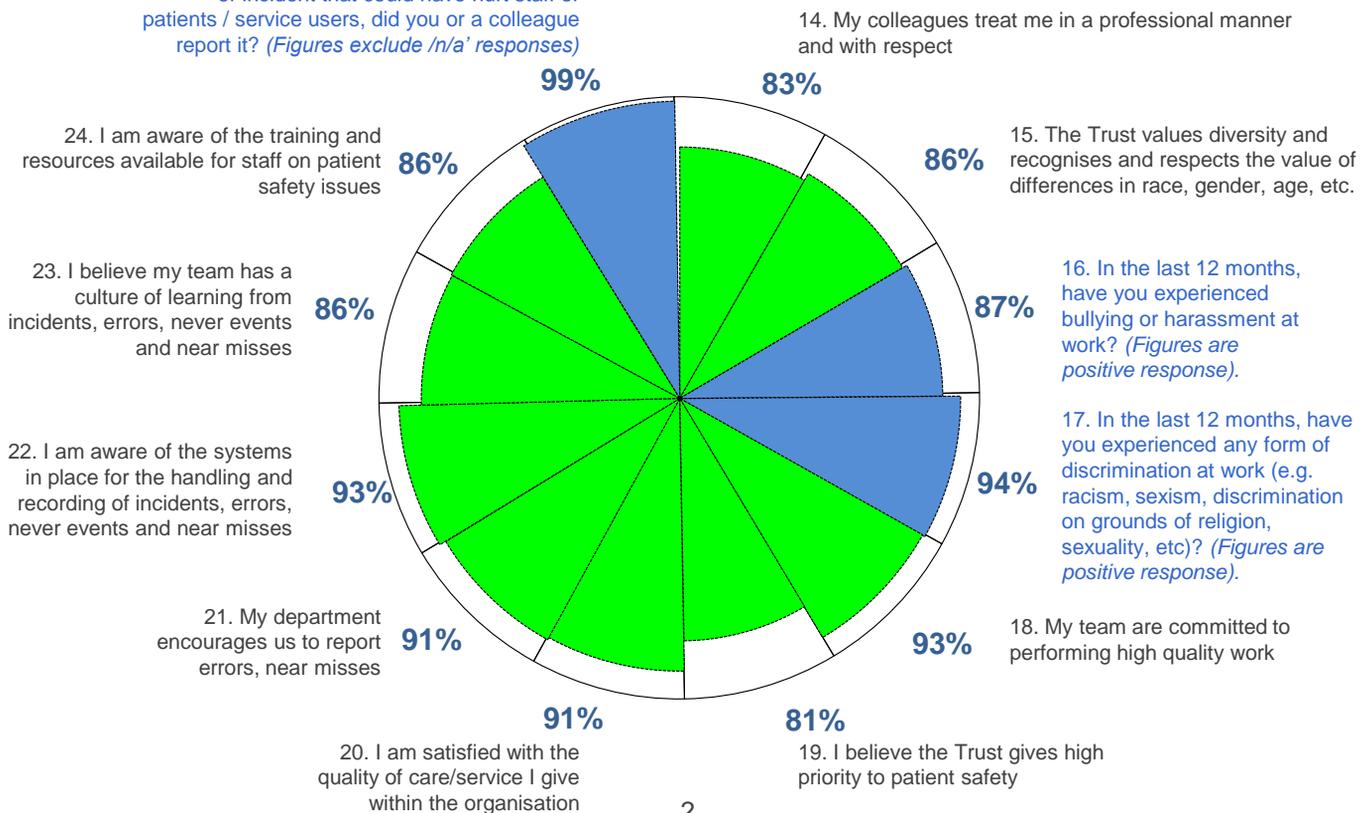
4. Relative to 2015, the extent of change is relatively limited (which is not atypical at the level of the organisation as a whole) – however, nearly all scores have increased, most markedly relating to resource provision and awareness/application of Trust values
5. The two declines relating to diversity and respect are not necessarily material movements at -1% and -2%, but should be monitored

- On or above target ( at least 80% positive)
- Close to target (70% - 79% positive)
- Below target (less than 70% positive)

*No specific targets have been applied to questions 1, 2, 16, 17 and 25, given context.*



25. The last time you saw an error, near miss or incident that could have hurt staff or patients / service users, did you or a colleague report it? (*Figures exclude 'n/a' responses*)



# Historic comparison

Scores show the percentage of positive responses in the '2016' column. Change from the 2015 score is shown in the final column.  
*All figures are rounded to the nearest percent.*

Question-statement	2016 % positive	Change from 2015
1. How likely are you to recommend this organisation to friends and family if they needed care or treatment?	81%	1%
2. How likely are you to recommend this organisation to friends and family as a place to work?	71%	1%
3. I am proud to tell people that I work for the Royal Wolverhampton NHS Trust	86%	1%
4. I am aware of the Trust's values	90%	4%
5. I understand how the Trust values link to the work that I do and patient safety	87%	4%
6. I receive appropriate information about what is going on in my department	73%	3%
7. In my directorate/department communication between senior management and staff is effective	62%	2%
8. My work-related views are taken seriously	65%	2%
9. In the last 12 months I have been given feedback on my performance at work	81%	4%
10. I am able to get involved in decisions/provide feedback on changes to work practices that affect me	68%	2%
11. I am able to make suggestions to improve the work of my team/department	75%	0%
12. In the last 12 months I have had the opportunity to take up training, learning or development activities	83%	3%
13. I have adequate materials, supplies and equipment to do my job	78%	7%
14. My colleagues treat me in a professional manner and with respect	83%	-1%
15. The Trust values diversity and recognises and respects the value of differences in race, gender, age, etc.	86%	-2%
16. In the last 12 months, have you experienced bullying or harassment at work?	87%	1%
17. In the last 12 months, have you experienced any form of discrimination at work (e.g. racism, sexism, discrimination on grounds of religion, sexuality, etc)?	94%	0%
18. My team are committed to performing high quality work	93%	0%
19. I believe the Trust gives high priority to patient safety	81%	0%
20. I am satisfied with the quality of care/service I give within the organisation	91%	1%
21. My department encourages us to report errors, near misses	91%	2%
22. I am aware of the systems in place for the handling and recording of incidents, errors, never events and near misses	93%	1%
23. I believe my team has a culture of learning from incidents, errors, never events and near misses	86%	1%
24. I am aware of the training and resources available for staff on patient safety issues	86%	3%
25. The last time you saw an error, near miss or incident that could have hurt staff or patients / service users, did you or a colleague report it?	99%	1%
26. Do you see yourself working for the Trust in 12 months' time?	87%	n/a