

ALL TRUST RESPONDENTS

Total of 1,477 responses (17.8% response rate).

Aggregate Index Score	Jun 17	Change
TRUST OVERALL	786	-40
SURGICAL DIVISION – DIVISION 1	792	-26
EMERGENCY, MEDICAL AND COMMUNITY SERVICE DIVISION - DIVISION 2	807	-29
PRIMARY CARE (VERTICAL INTEGRATION)	708	n/a
CORPORATE	800	-40
ESTATES & FACILITIES	703	-101

- 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 questions given context.

Context

1. ChatBack 2017 retains the two Friends and Family questions from the previous year, with 2017 questions aligned with specific Trust values: accordingly, this represents a refreshed approach from 2016 and limited direct historic comparison is available
2. The Trust scores slightly below the threshold level for a Green overall rating (scoring broadly equivalent to an average of 79% agreement in each question)
3. Responses to all relevant questions received 9 Green ratings, 6 Amber ratings and 3 Red ratings.

On or above target (at least 80% positive)

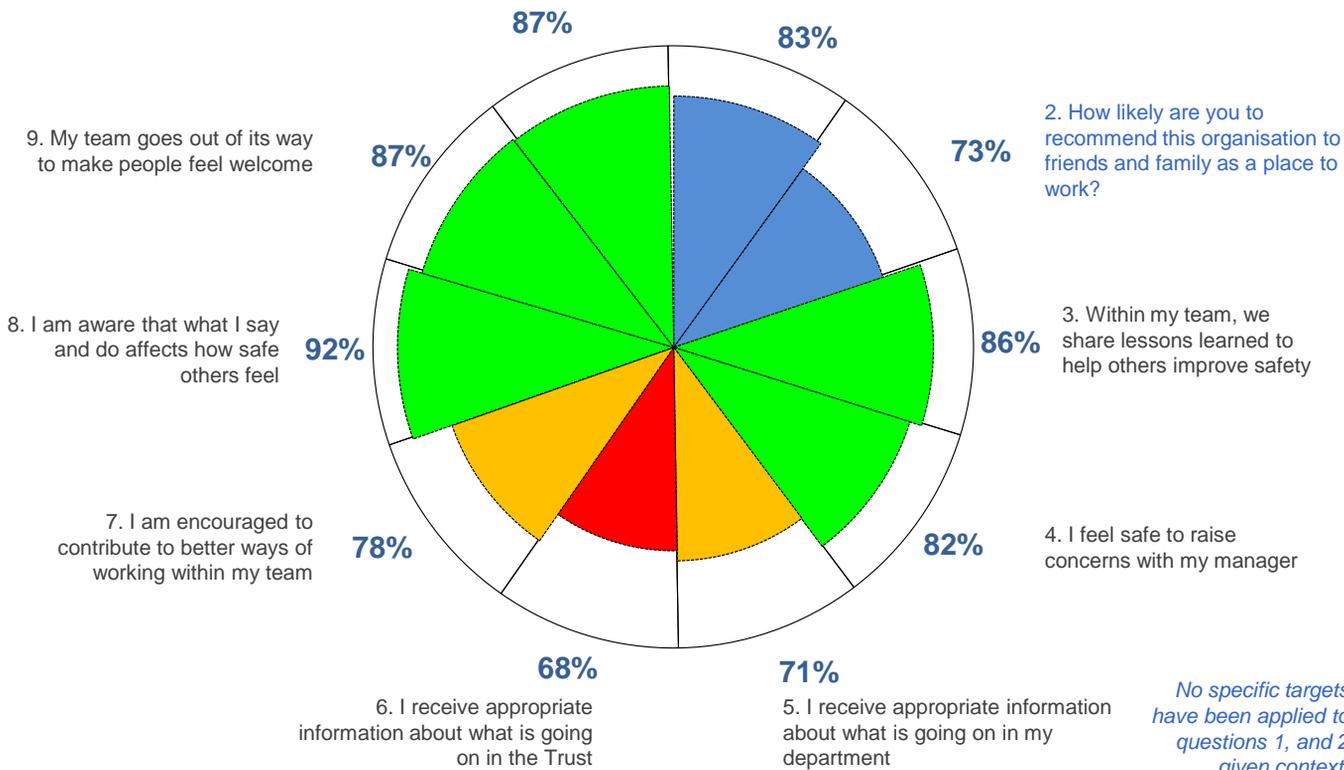
Close to target (70% - 79% positive)

Below target (less than 70% positive)

See P.3 for question alignment with Trust values.

10. My team has a broad understanding of the diverse needs of patients/ colleagues

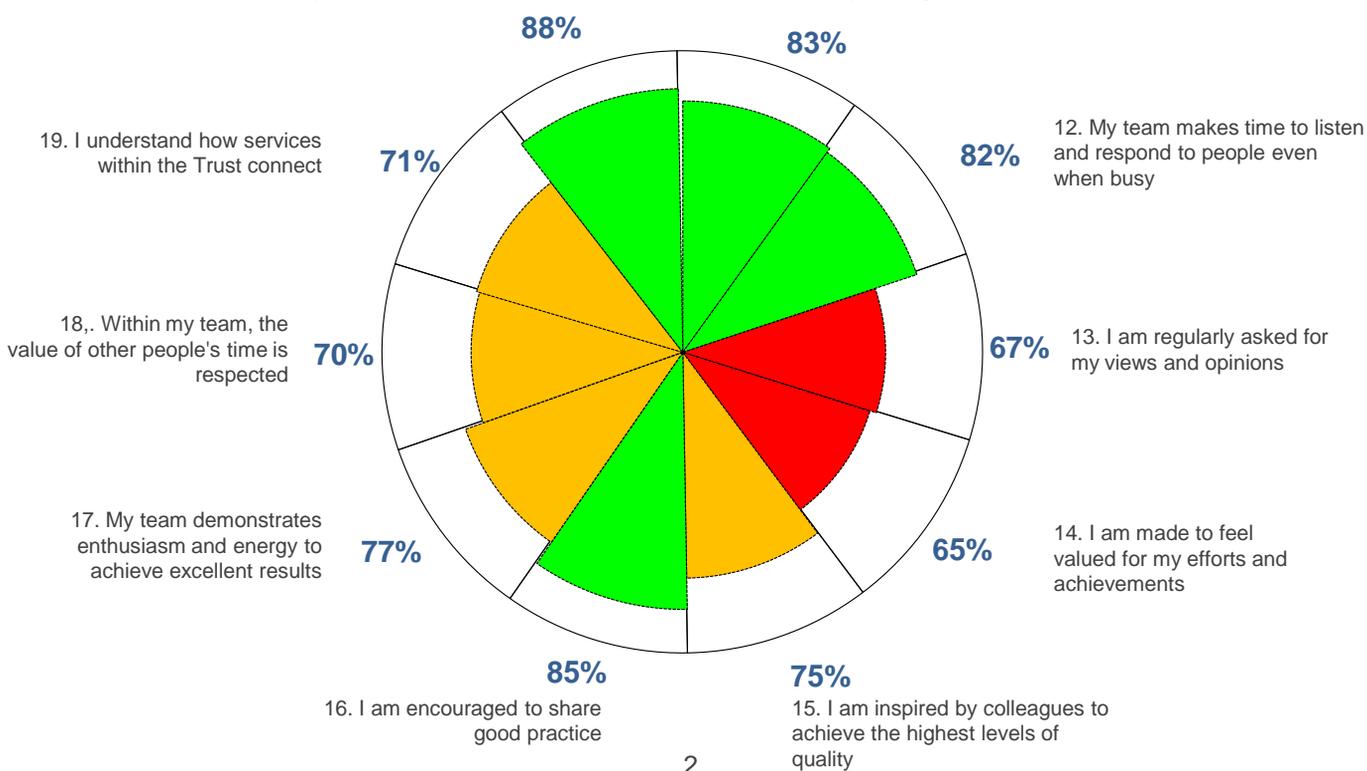
1. How likely are you to recommend this organisation to friends and family if they needed care or treatment?



No specific targets have been applied to questions 1, and 2 given context.

20. I am proud to tell people that I work for the Royal Wolverhampton NHS Trust

11. My team goes the 'extra mile' for other people



Comparison with Trust norm scores

Scores show the percentage of positive responses in the '2017' column.
All figures are rounded to the nearest percent.

Colour coding relates to the relevant Trust Value, as noted.

	Question-statement	2017 % positive
STRATEGIC DIRECTION	1. How likely are you to recommend this organisation to friends and family if they needed care or treatment?	83%
	2. How likely are you to recommend this organisation to friends and family as a place to work?	73%
SAFE AND EFFECTIVE	3. Within my team, we share lessons learned to help others improve safety	86%
	4. I feel safe to raise concerns with my manager	82%
	5. I receive appropriate information about what is going on in my department	71%
	6. I receive appropriate information about what is going on in the Trust	68%
	7. I am encouraged to contribute to better ways of working within my team	78%
KIND AND CARING	8. I am aware that what I say and do affects how safe others feel	92%
	9. My team goes out of its way to make people feel welcome	87%
	10. My team has a broad understanding of the diverse needs of patients/ colleagues	87%
	11. My team goes the 'extra mile' for other people	83%
	12. My team makes time to listen and respond to people even when busy	82%
	13. I am regularly asked for my views and opinions	67%
	14. I am made to feel valued for my efforts and achievements	65%
EXCEEDING EXPECTATION	15. I am inspired by colleagues to achieve the highest levels of quality	75%
	16. I am encouraged to share good practice	85%
	17. My team demonstrates enthusiasm and energy to achieve excellent results	77%
	18. Within my team, the value of other people's time is respected	70%
STRATEGIC DIRECTION	19. I understand how services within the Trust connect	71%
	20. I am proud to tell people that I work for the Royal Wolverhampton NHS Trust	88%