

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

2018 NHS Staff Survey

Directorate Report

Contents

Introduction	3	Finance Division	26
Themes – Directorates 1	4	Hotel Services	27
Add Prof Scientific and Technic	5	HR Sub Division	28
Additional Clinical Services	6	Info Comms & Technology	29
Administrative and Clerical	7	Patient Experience Sub Division	30
Allied Health Professionals	8	Patient Safety Sub Division	31
Estates and Ancillary	9	Performance, Contracting & Information	32
Healthcare Scientists	10	Pharmacy Sub Division	33
Medical and Dental	11		
Nursing and Midwifery Registered	12		
Themes – Directorates 2	13		
Business Support Sector	14		
CBU 1	15		
CBU 2	16		
CBU 3	17		
CBU 4	18		
CBU 5	19		
CBU 6	20		
CBU 7	21		
CBU 8	22		
Clinical Management Sub Division	23		
Corporate Management Division	24		
Estates Division	25		

This directorate report for The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust contains results by directorate for themes from the 2018 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the 'Your org' scores reported in this directorate report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation so the unweighted organisation result is a more appropriate point of comparison.

The directorate breakdowns used in this report were provided and defined by The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2018 NHS Staff Survey Results' navigates back to the contents page.

Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

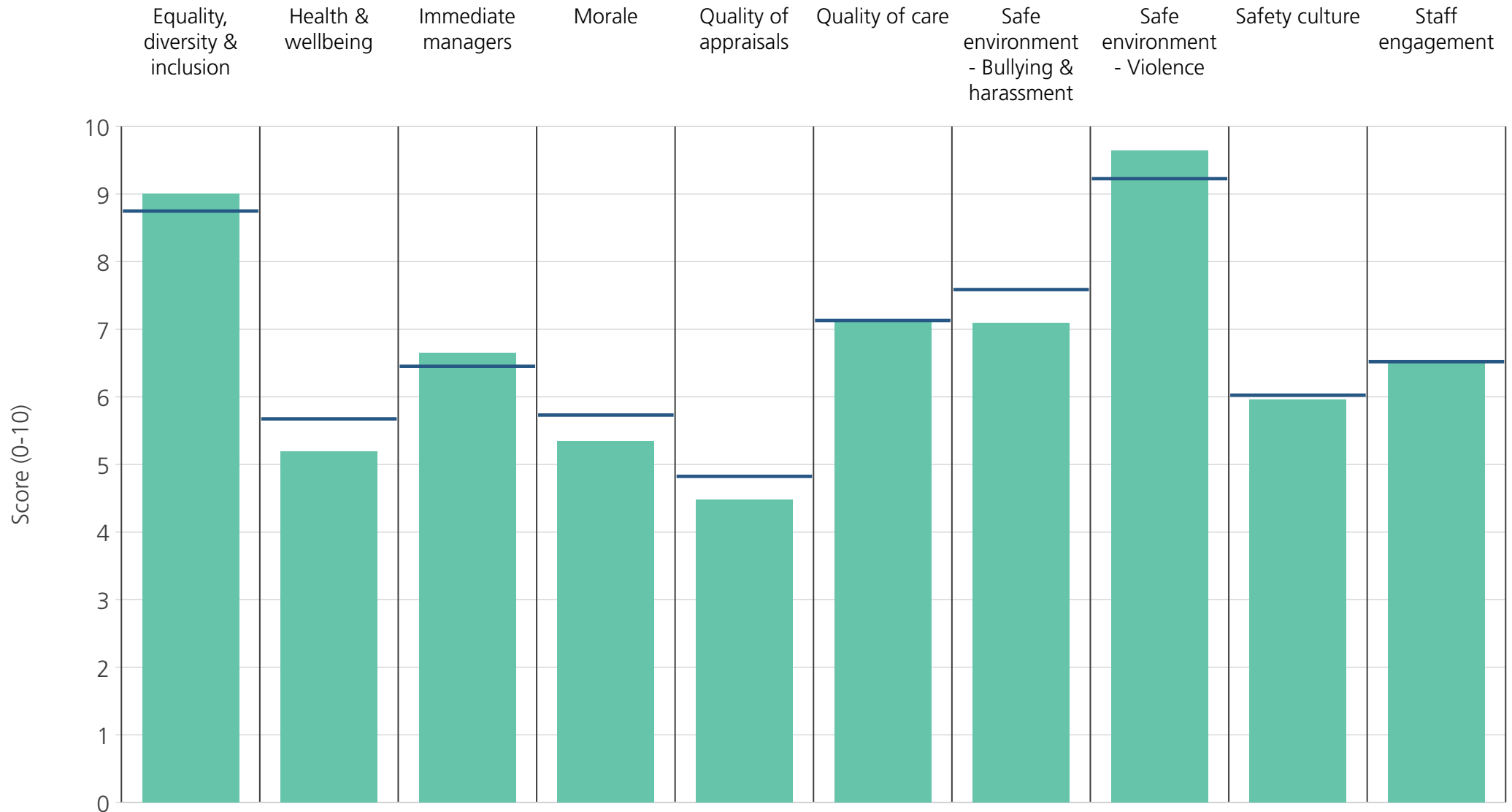
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



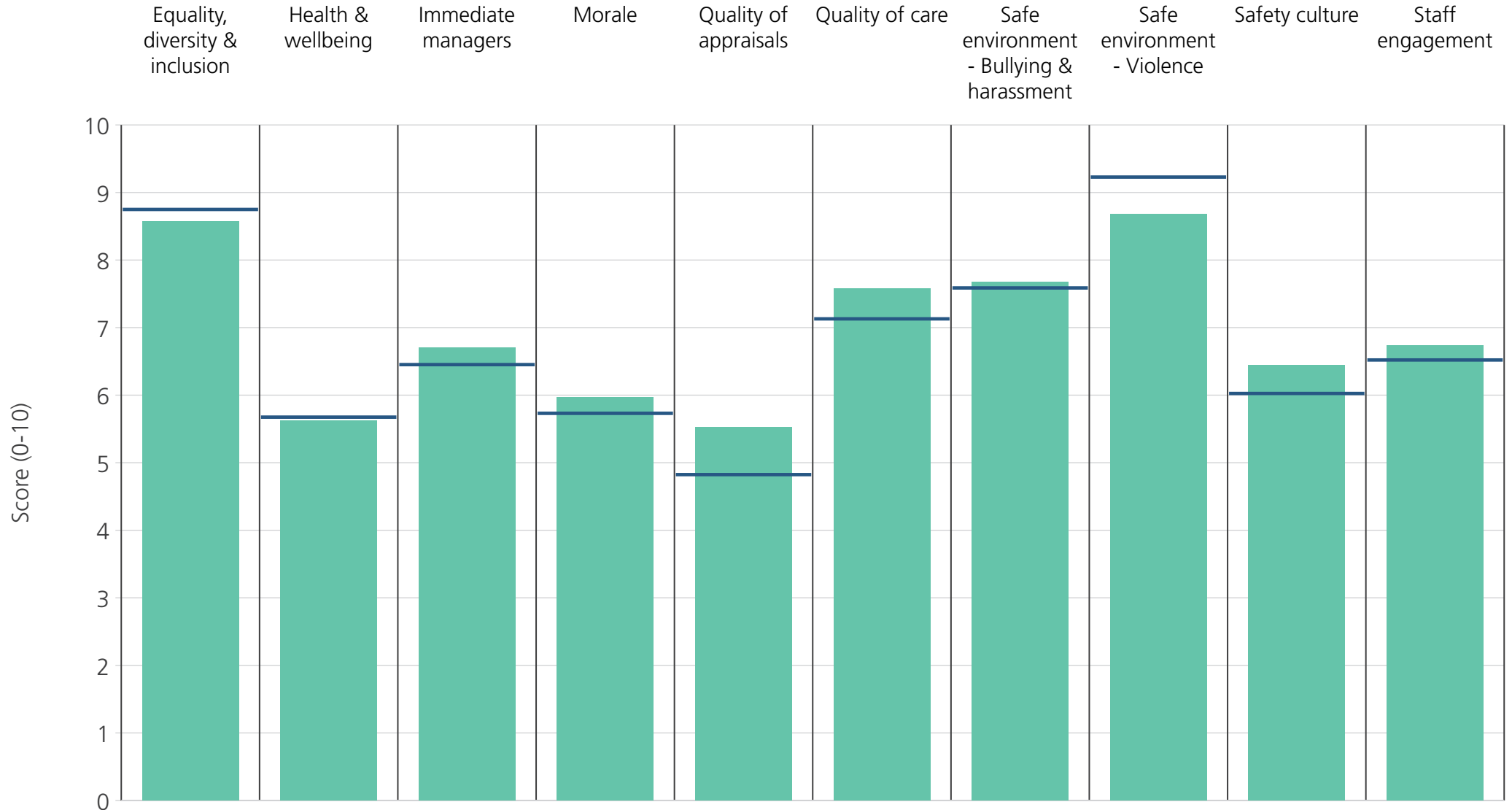
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

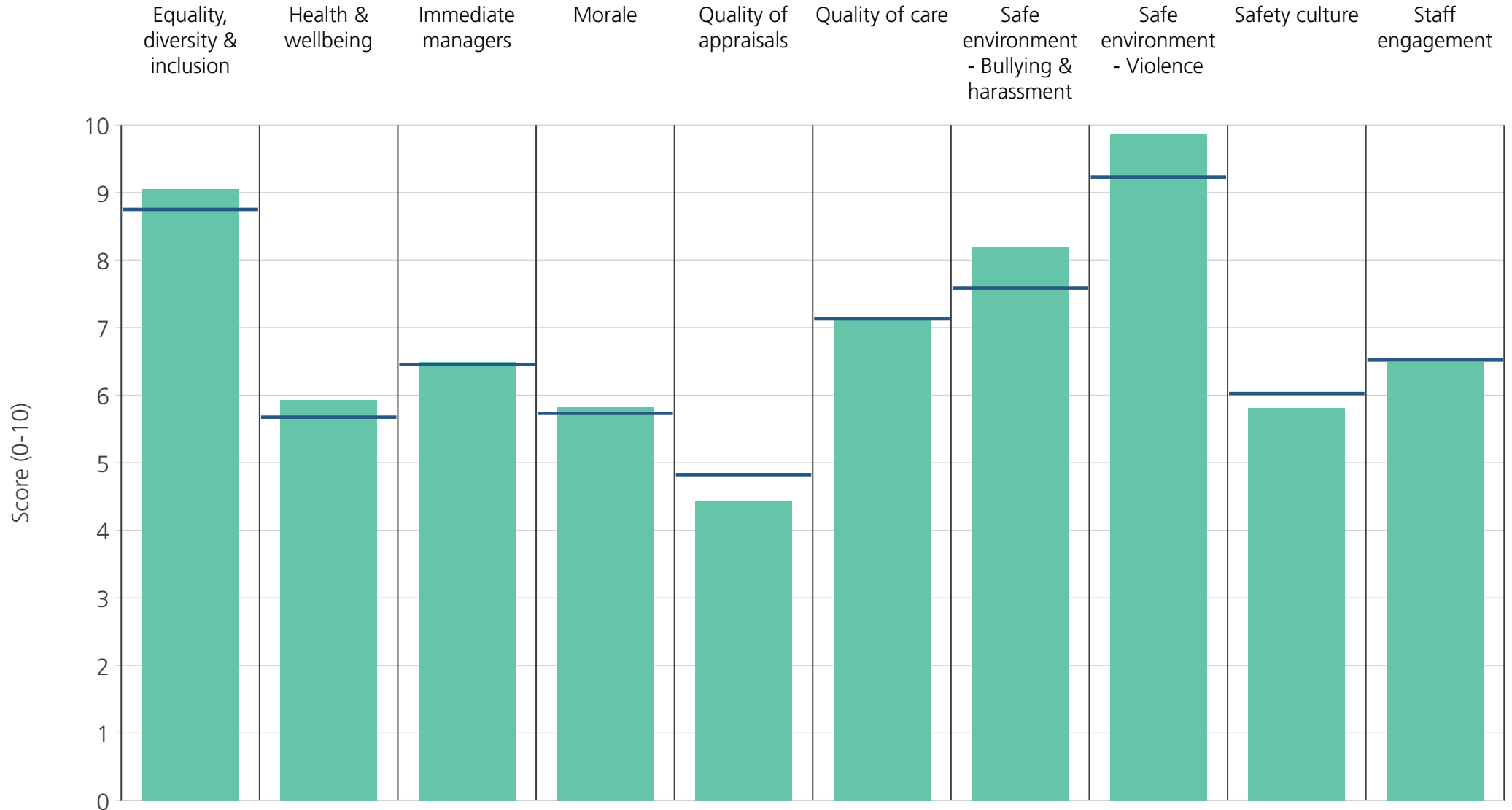
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust
2018 NHS Staff Survey Results



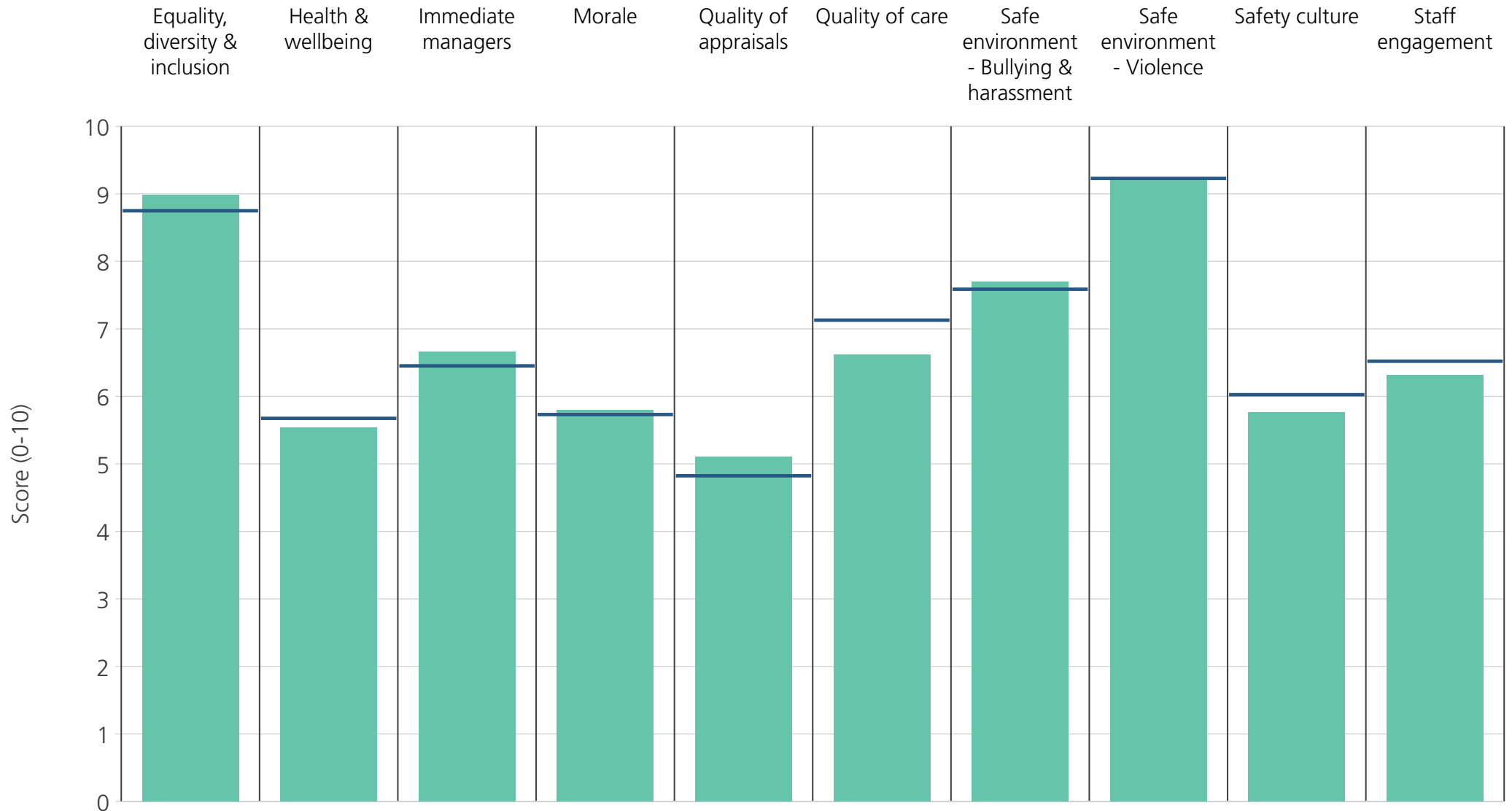
Directorate	9.0	5.2	6.6	5.3	4.5	7.1	7.1	9.6	6.0	6.5
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	55	55	54	54	48	53	55	55	55	54



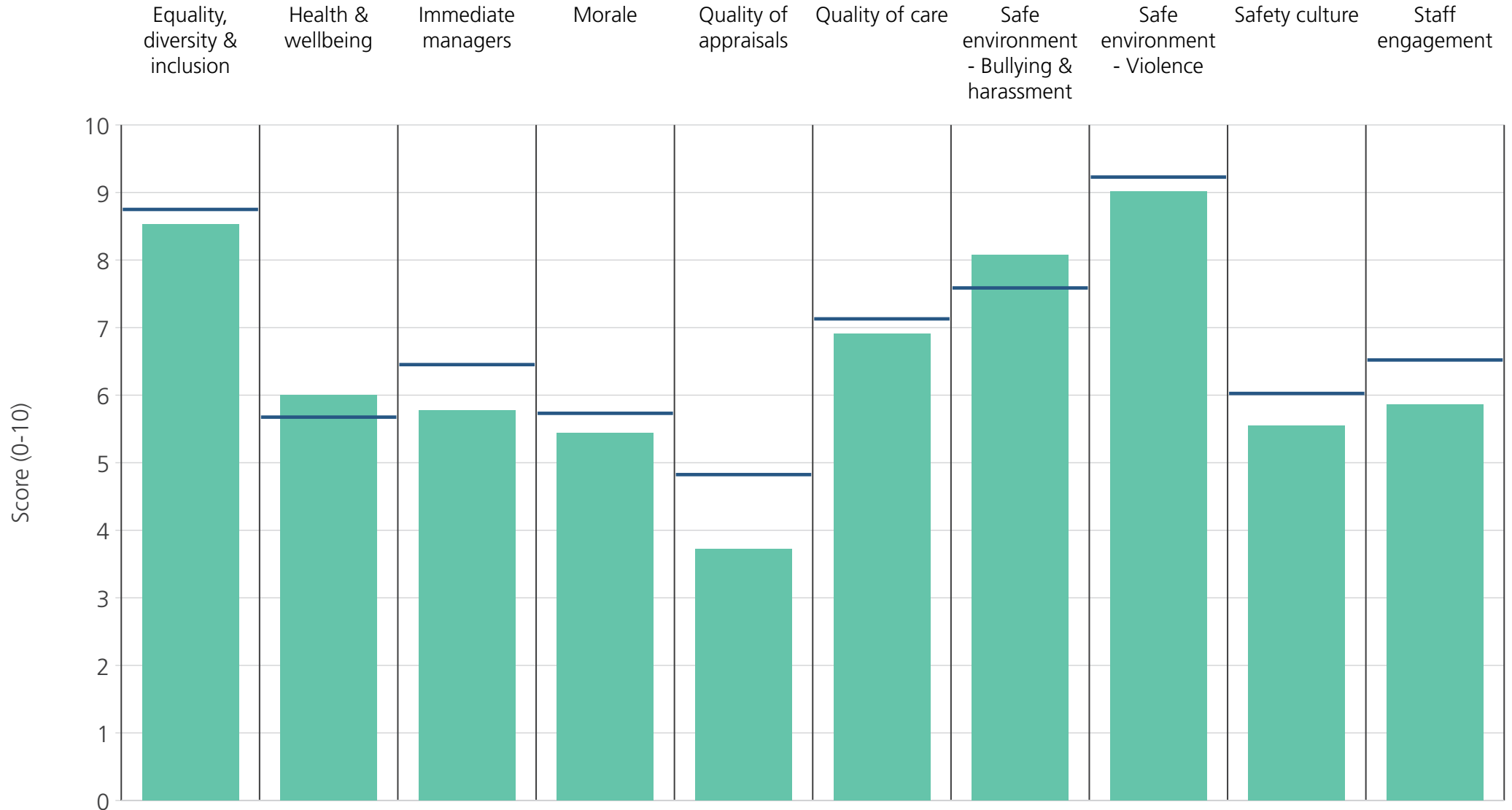
Directorate	8.6	5.6	6.7	6.0	5.5	7.6	7.7	8.7	6.4	6.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	224	226	224	217	191	224	221	221	225	225



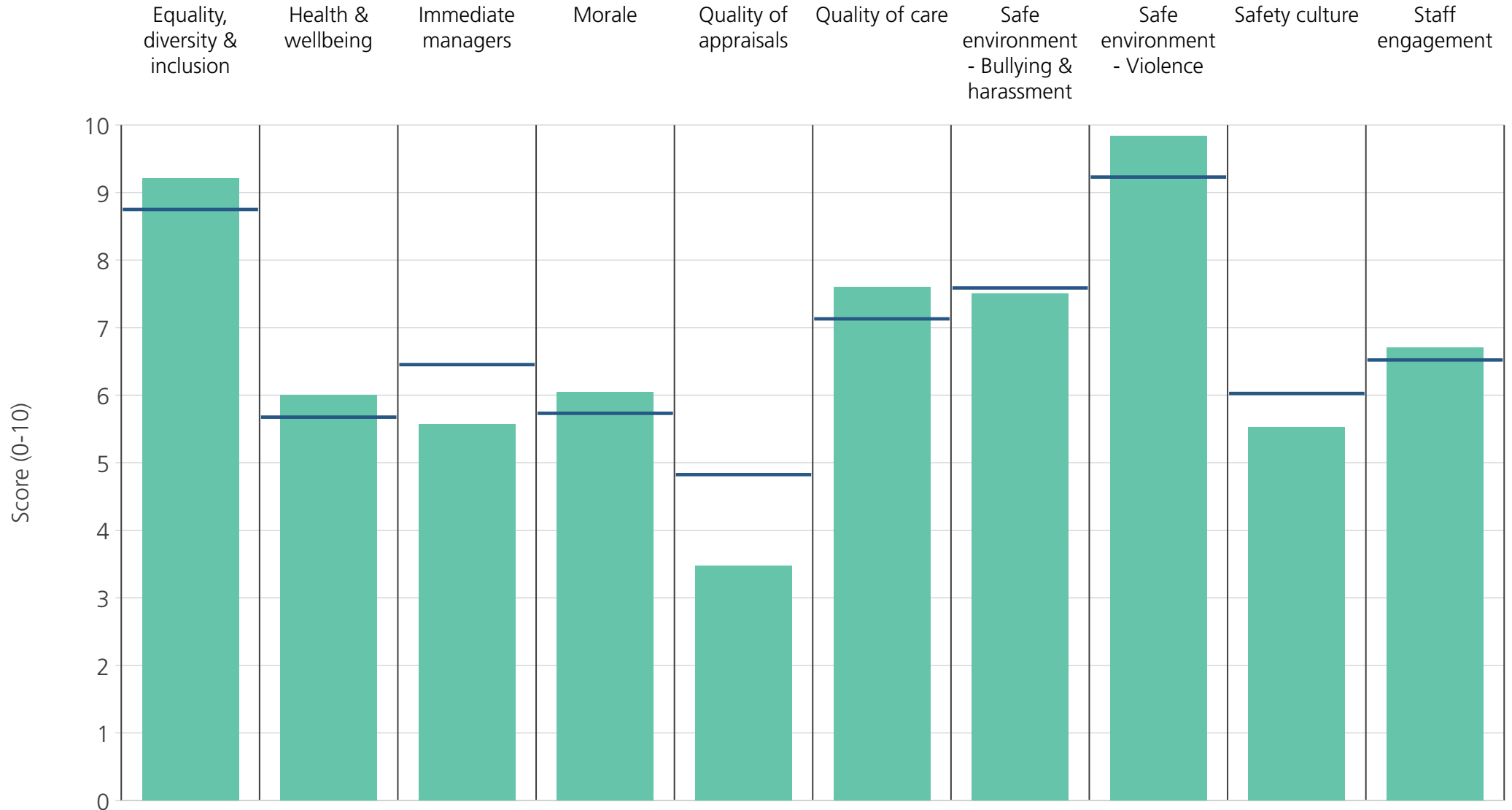
Directorate	9.0	5.9	6.5	5.8	4.4	7.1	8.2	9.9	5.8	6.5
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	391	393	396	393	326	238	388	389	386	396



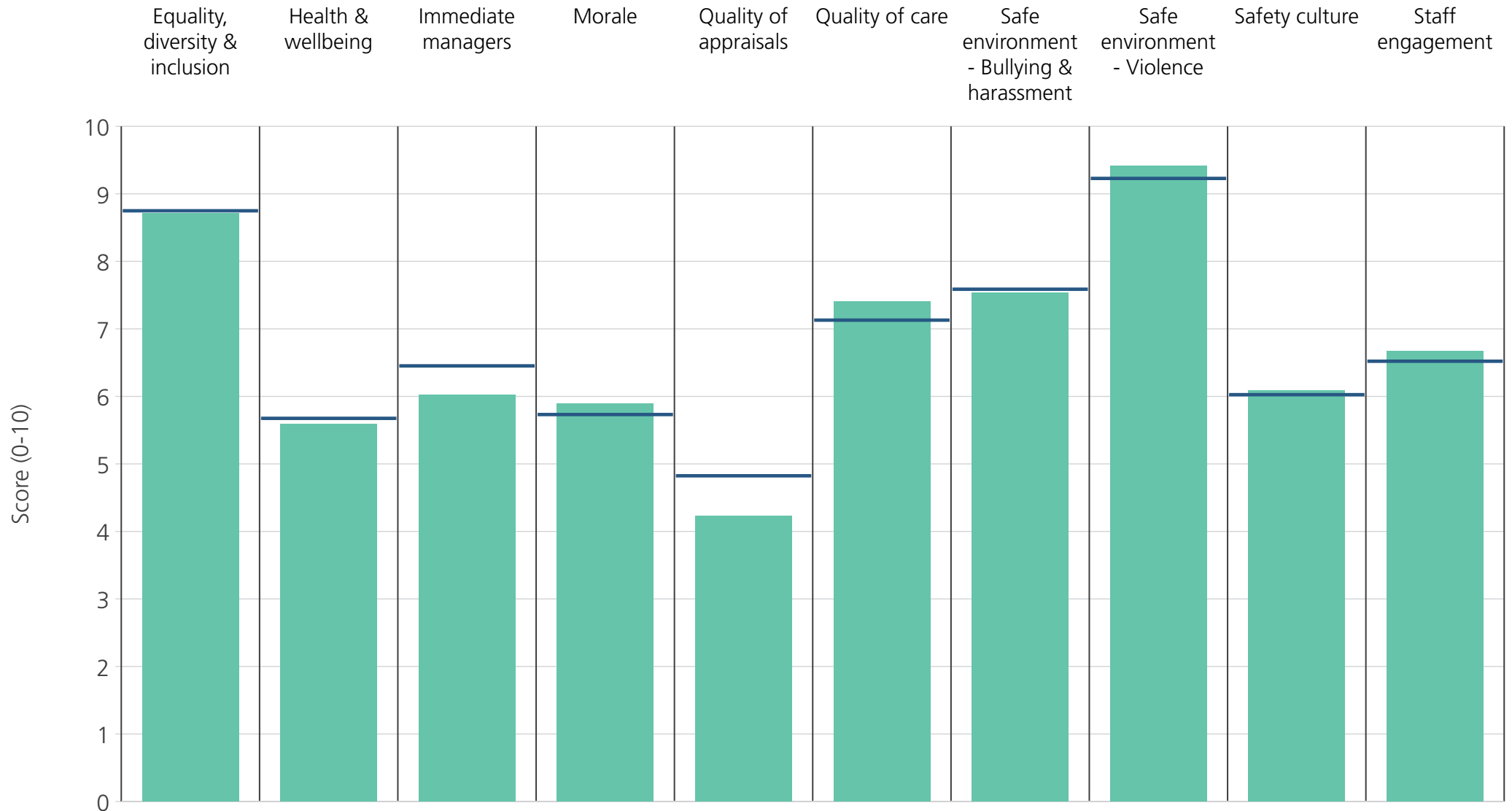
Directorate	9.0	5.5	6.7	5.8	5.1	6.6	7.7	9.2	5.8	6.3
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	87	86	86	85	73	86	87	87	86	87



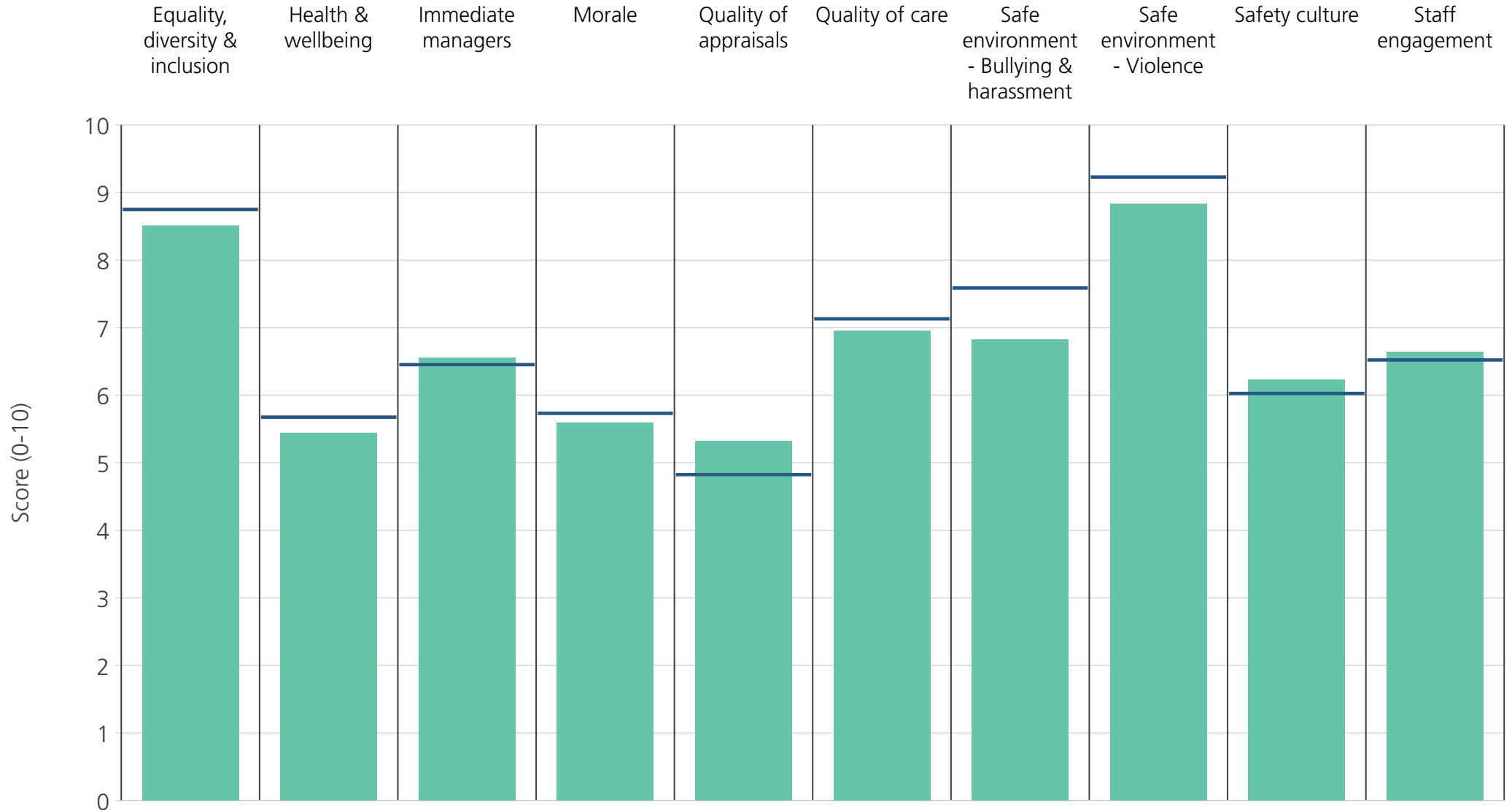
Directorate	8.5	6.0	5.8	5.4	3.7	6.9	8.1	9.0	5.5	5.9
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	119	120	121	119	94	84	118	119	118	120



Directorate	9.2	6.0	5.6	6.0	3.5	7.6	7.5	9.8	5.5	6.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	21	21	21	21	18	20	20	20	21	21



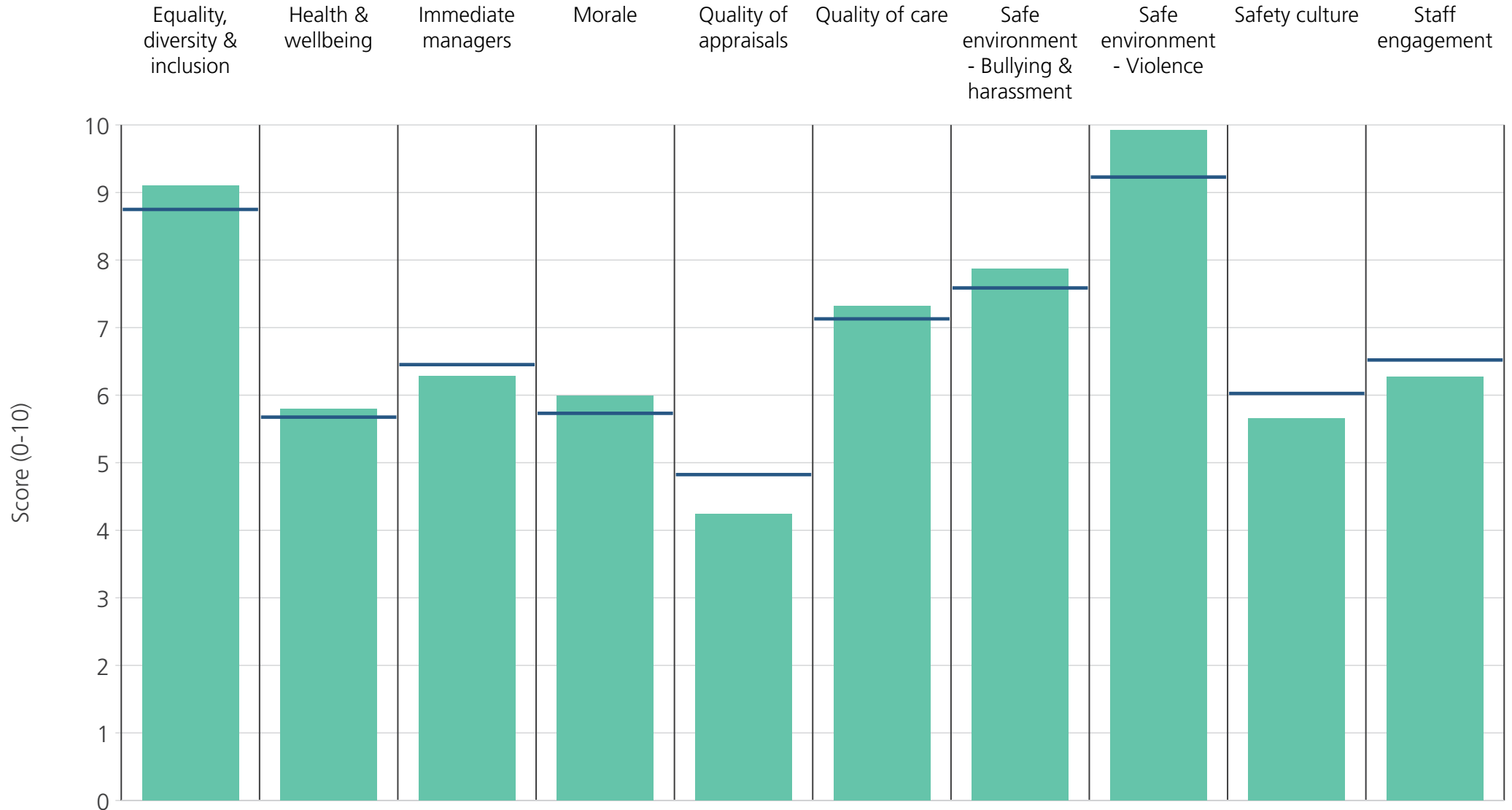
Directorate	8.7	5.6	6.0	5.9	4.2	7.4	7.5	9.4	6.1	6.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	84	85	82	82	79	83	85	85	84	83



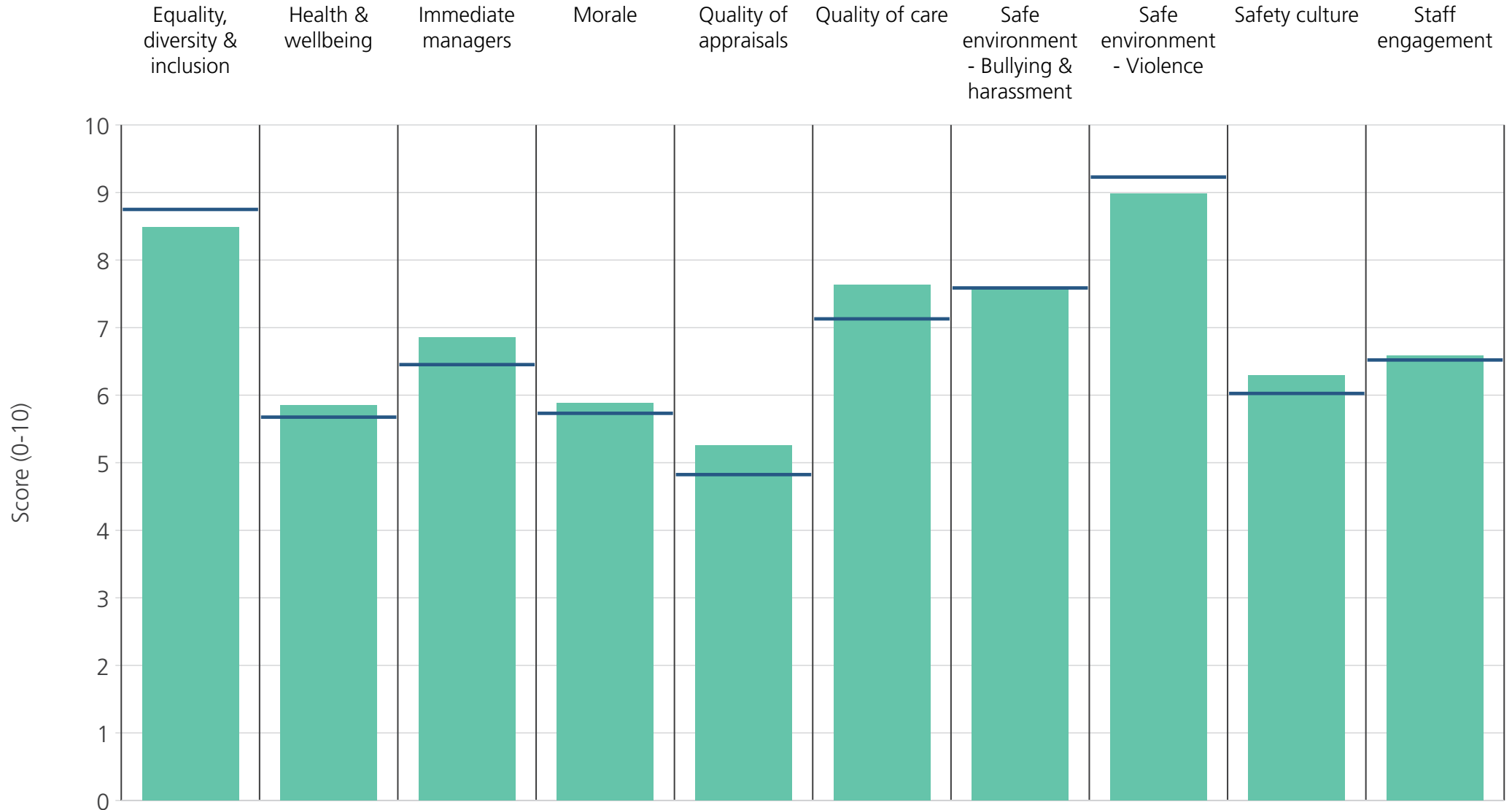
Directorate	8.5	5.4	6.6	5.6	5.3	6.9	6.8	8.8	6.2	6.6
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	378	378	374	367	335	373	375	376	379	374

Directorates 2

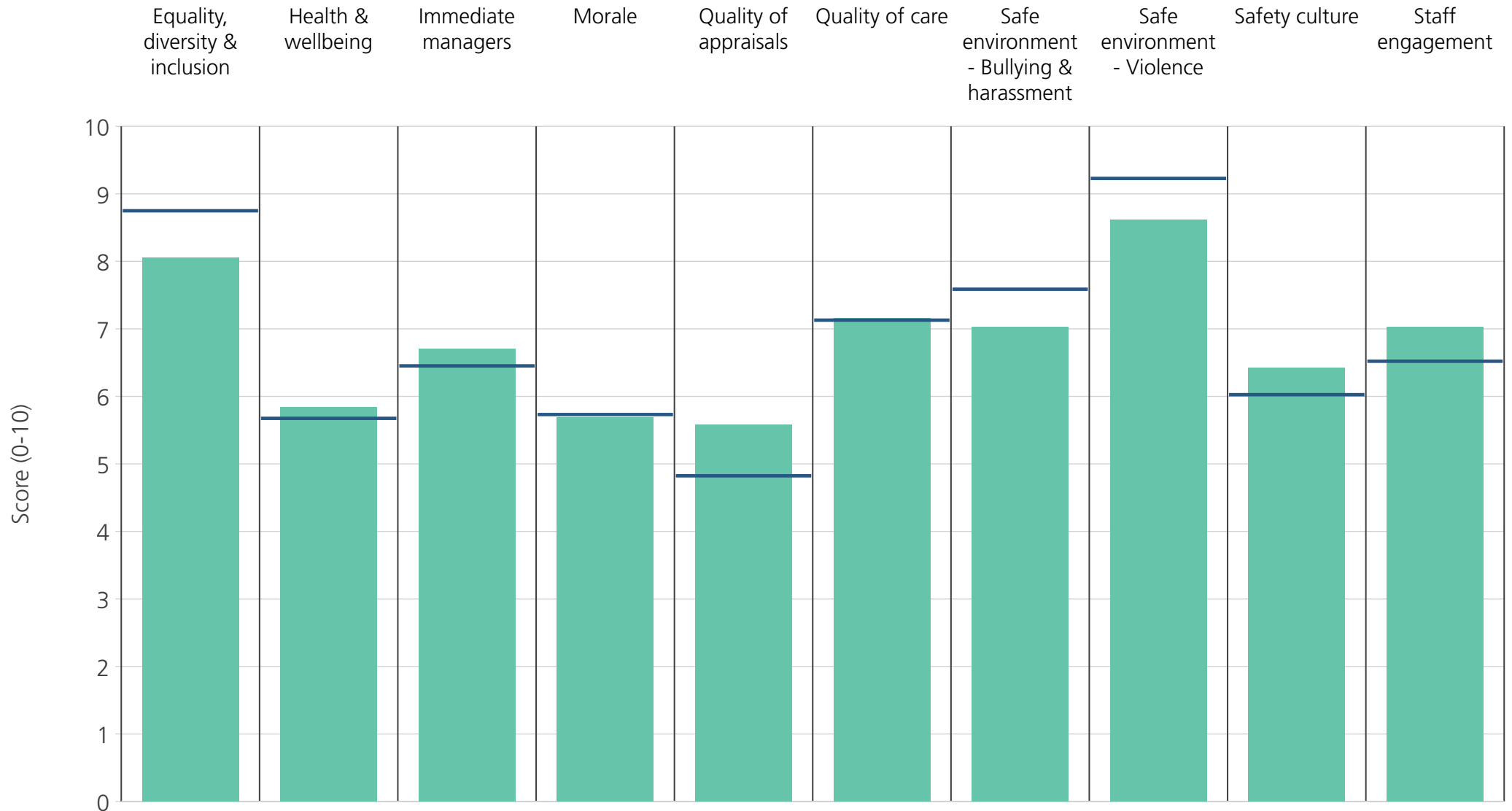
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust
2018 NHS Staff Survey Results



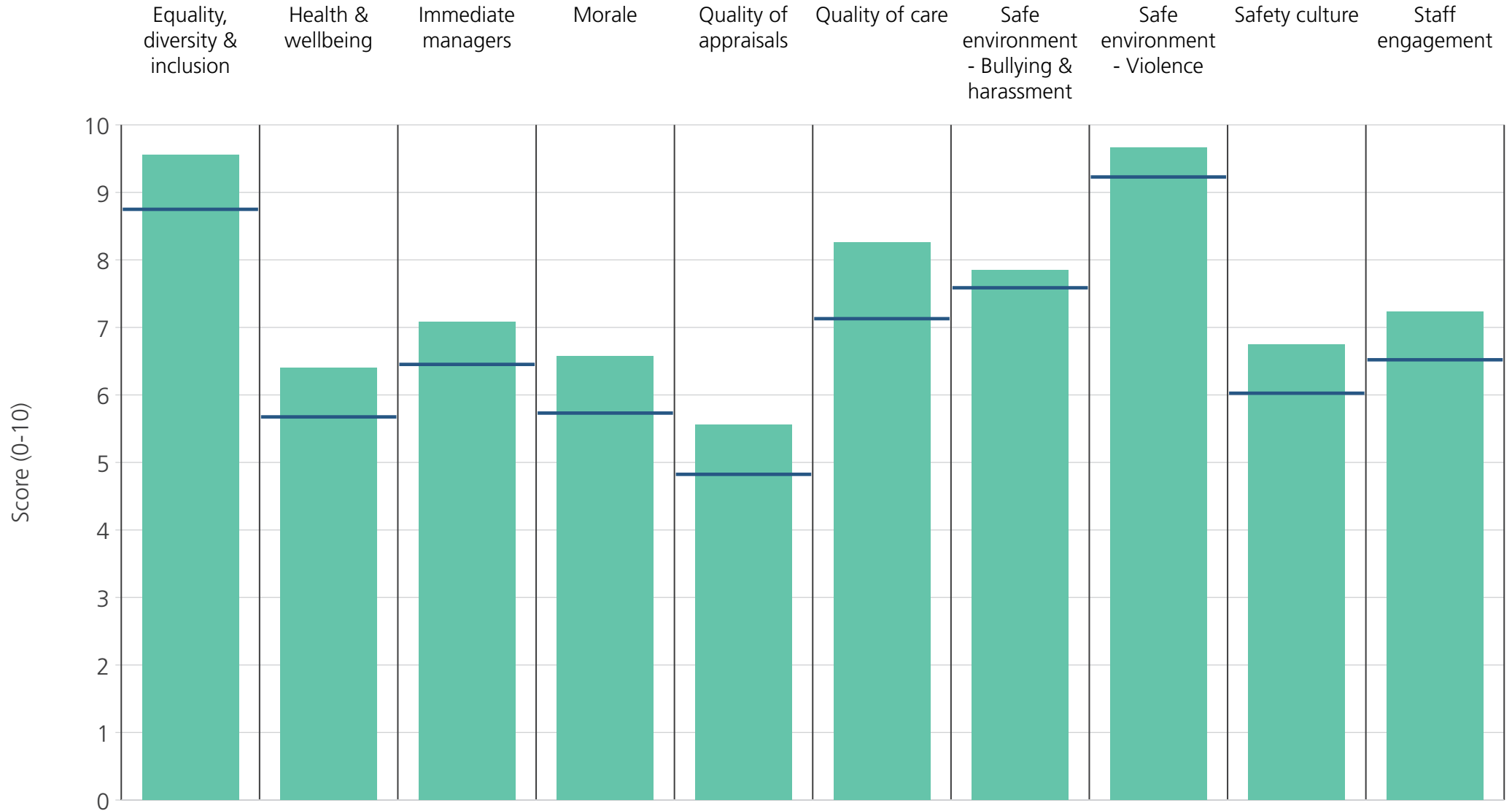
Directorate	9.1	5.8	6.3	6.0	4.2	7.3	7.9	9.9	5.7	6.3
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	124	126	127	126	110	93	125	126	125	127



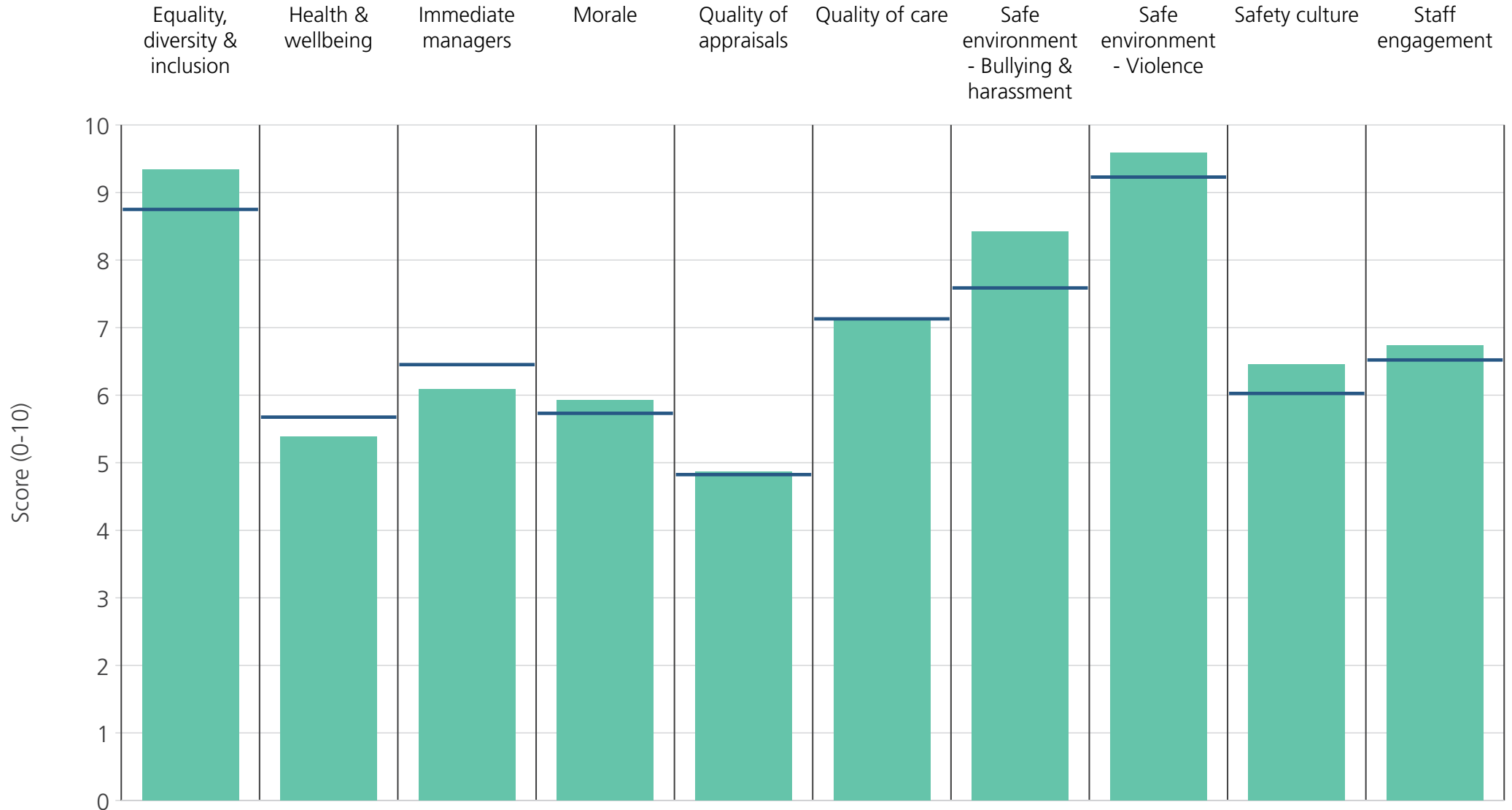
Directorate	8.5	5.8	6.9	5.9	5.3	7.6	7.6	9.0	6.3	6.6
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	190	189	187	182	171	182	190	189	190	188



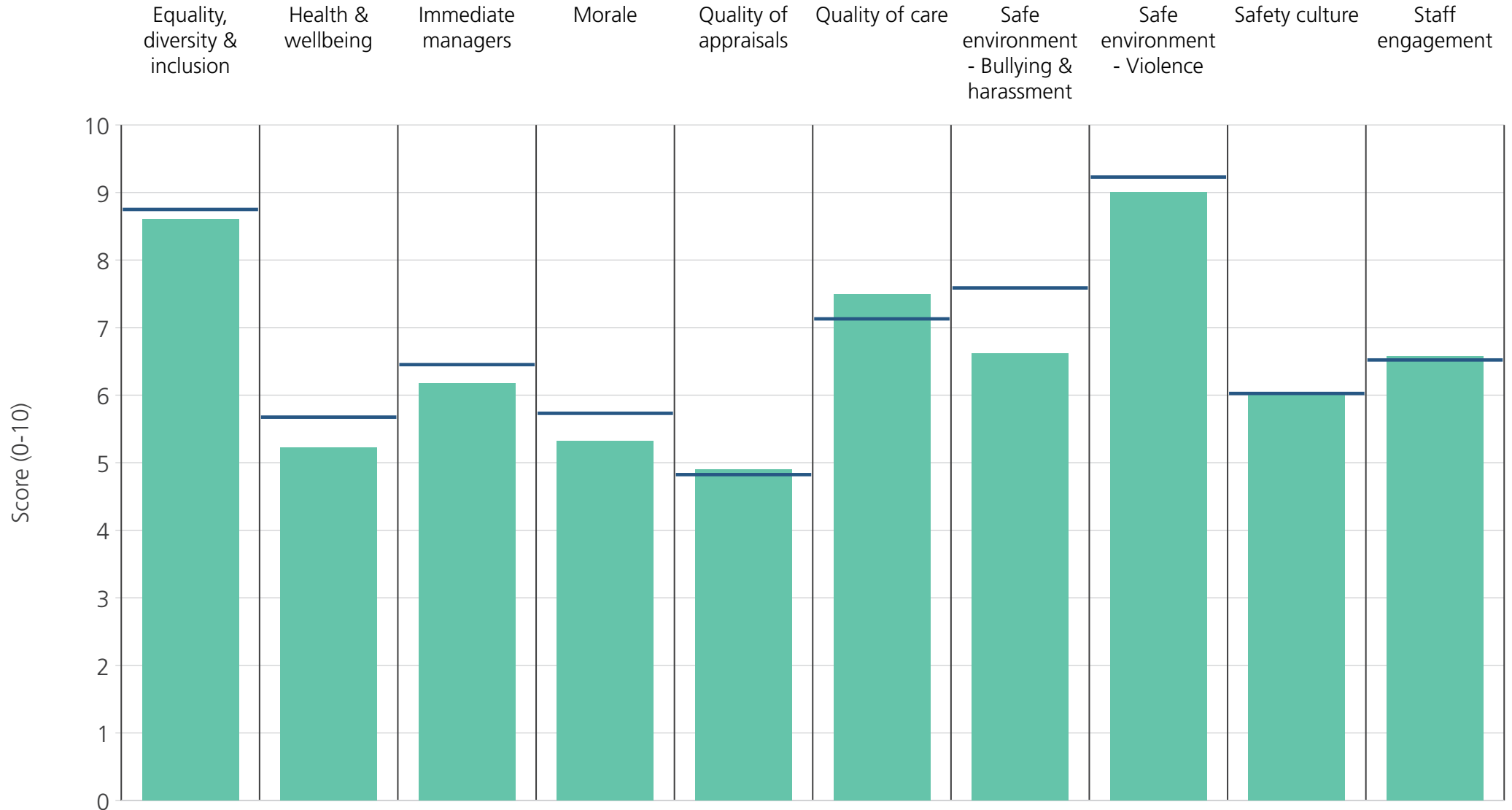
Directorate	8.1	5.8	6.7	5.7	5.6	7.2	7.0	8.6	6.4	7.0
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	112	113	112	110	95	112	112	111	113	112



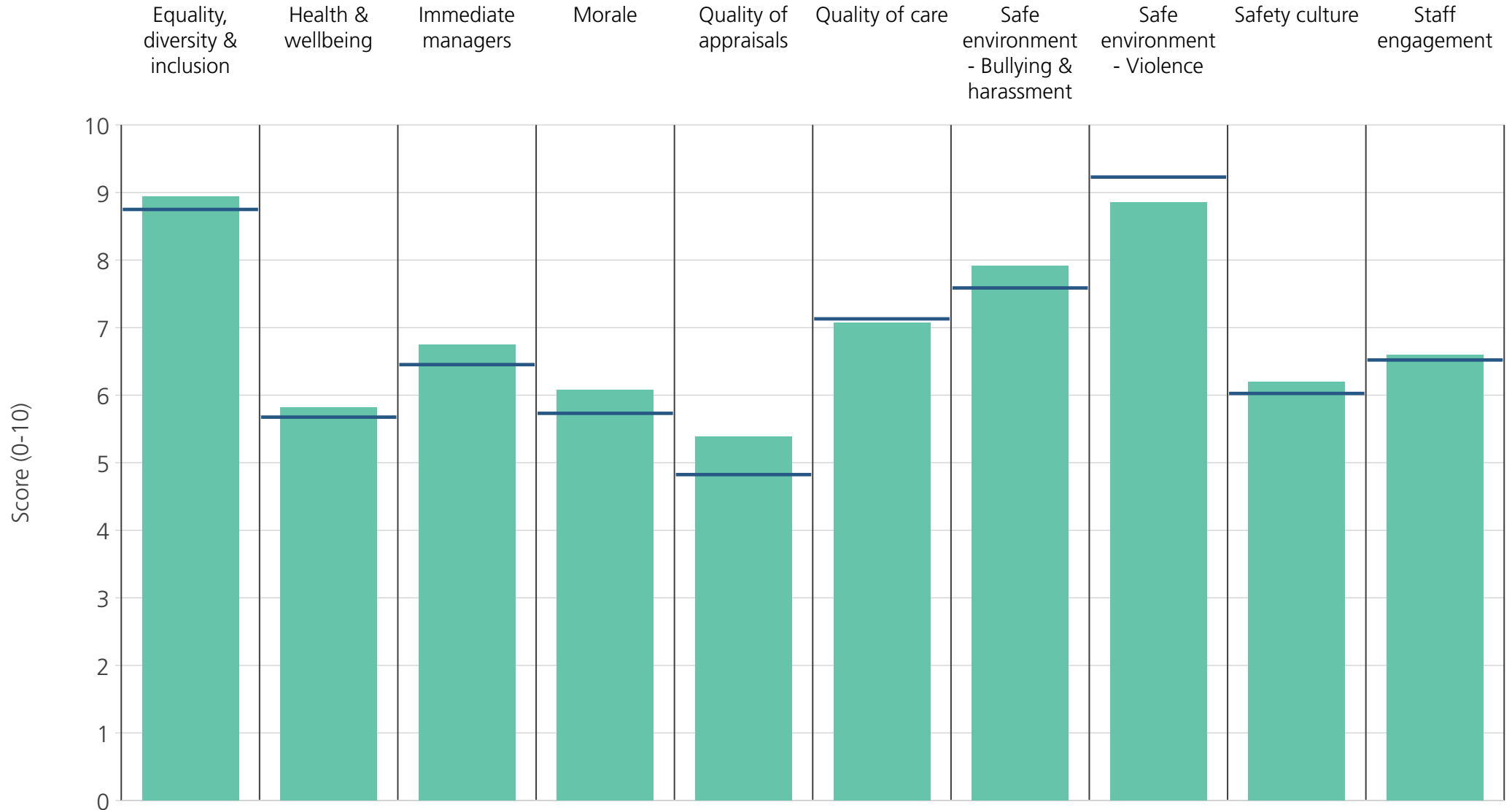
Directorate	9.6	6.4	7.1	6.6	5.6	8.3	7.8	9.7	6.7	7.2
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	68	70	70	68	65	69	68	69	70	70



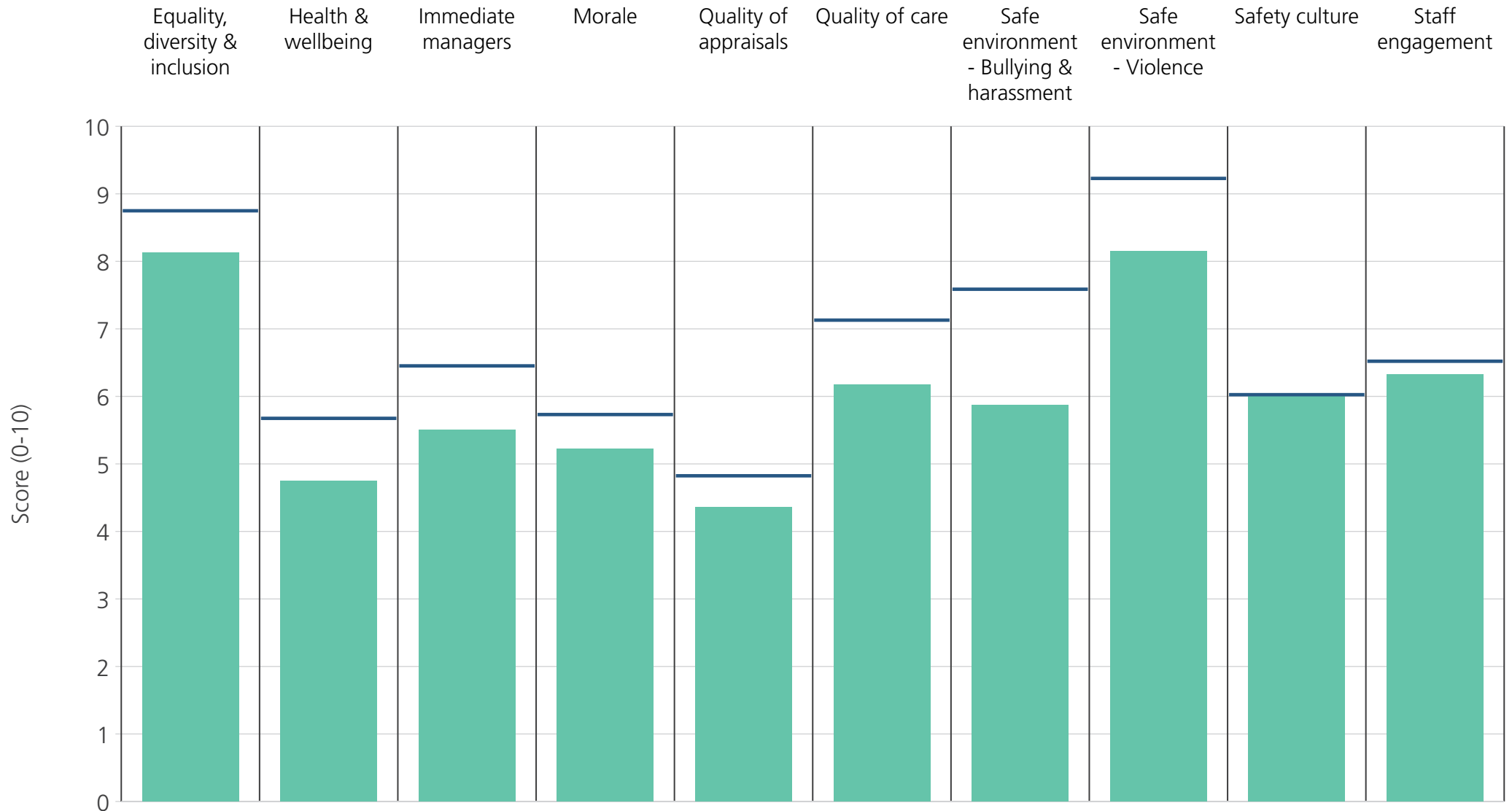
Directorate	9.3	5.4	6.1	5.9	4.9	7.1	8.4	9.6	6.4	6.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	137	137	136	135	121	131	135	136	137	136



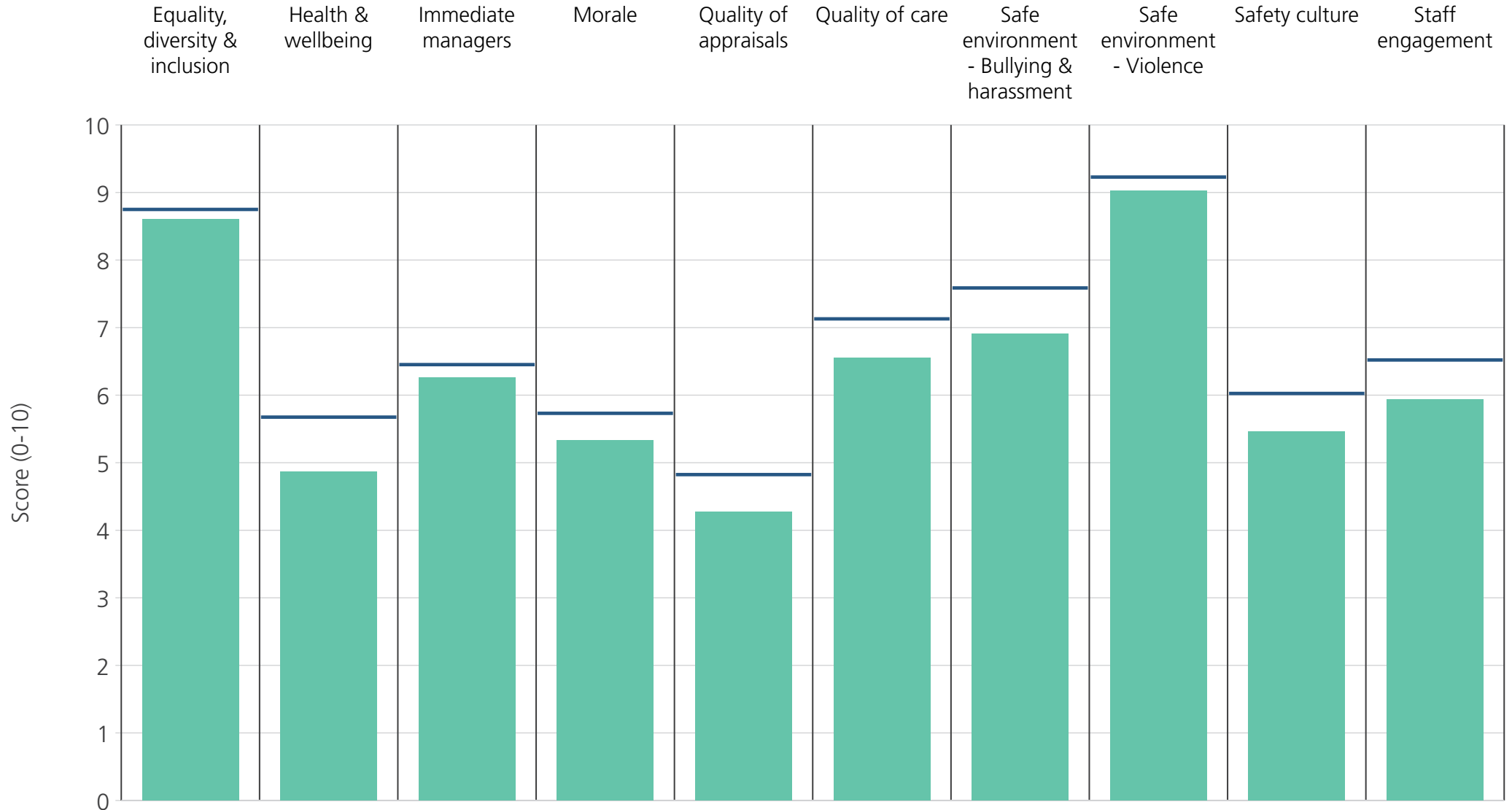
Directorate	8.6	5.2	6.2	5.3	4.9	7.5	6.6	9.0	6.0	6.6
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	64	65	65	62	51	63	65	65	65	65



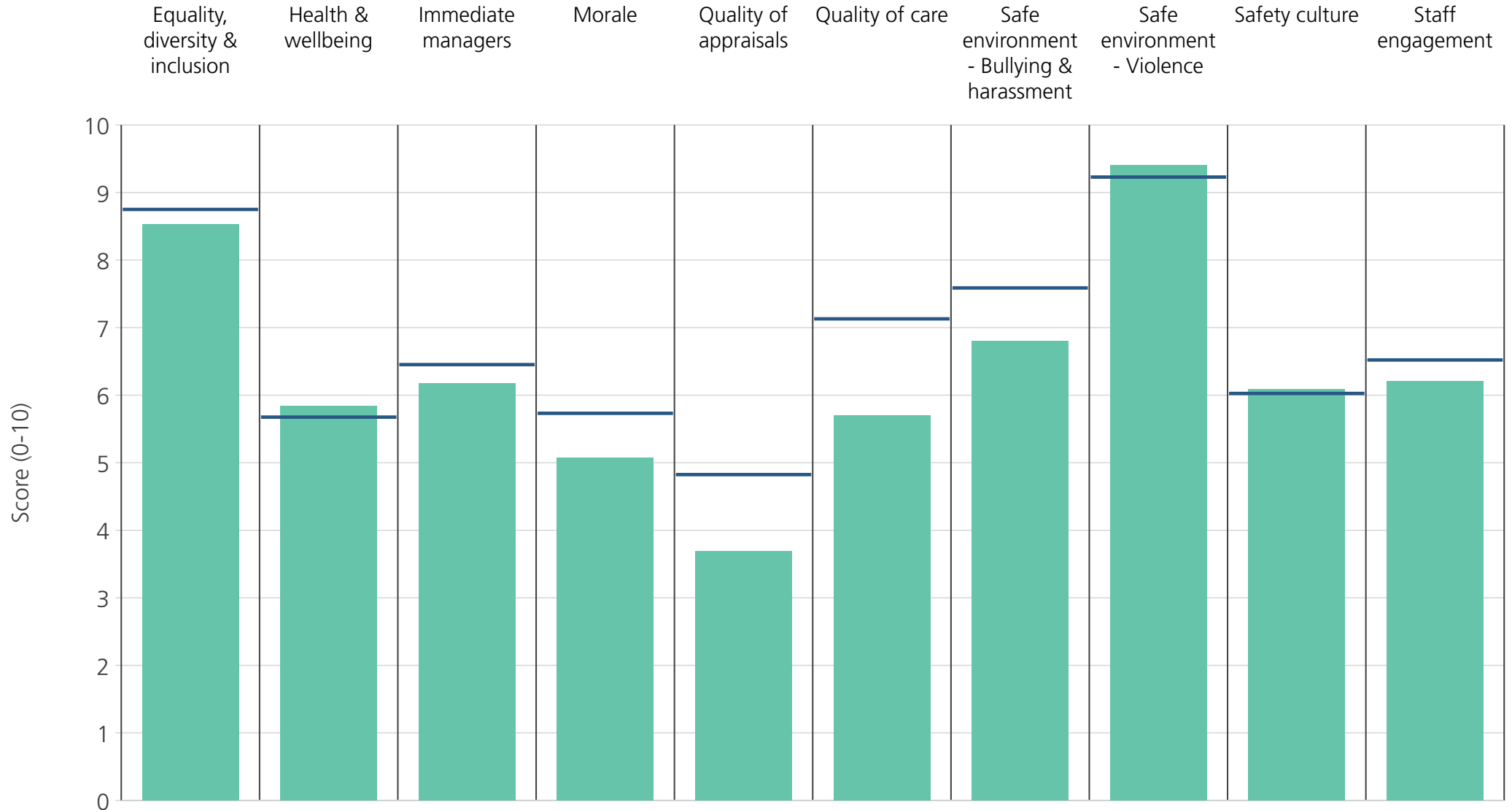
Directorate	8.9	5.8	6.7	6.1	5.4	7.1	7.9	8.9	6.2	6.6
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	156	156	153	152	140	146	155	154	155	154



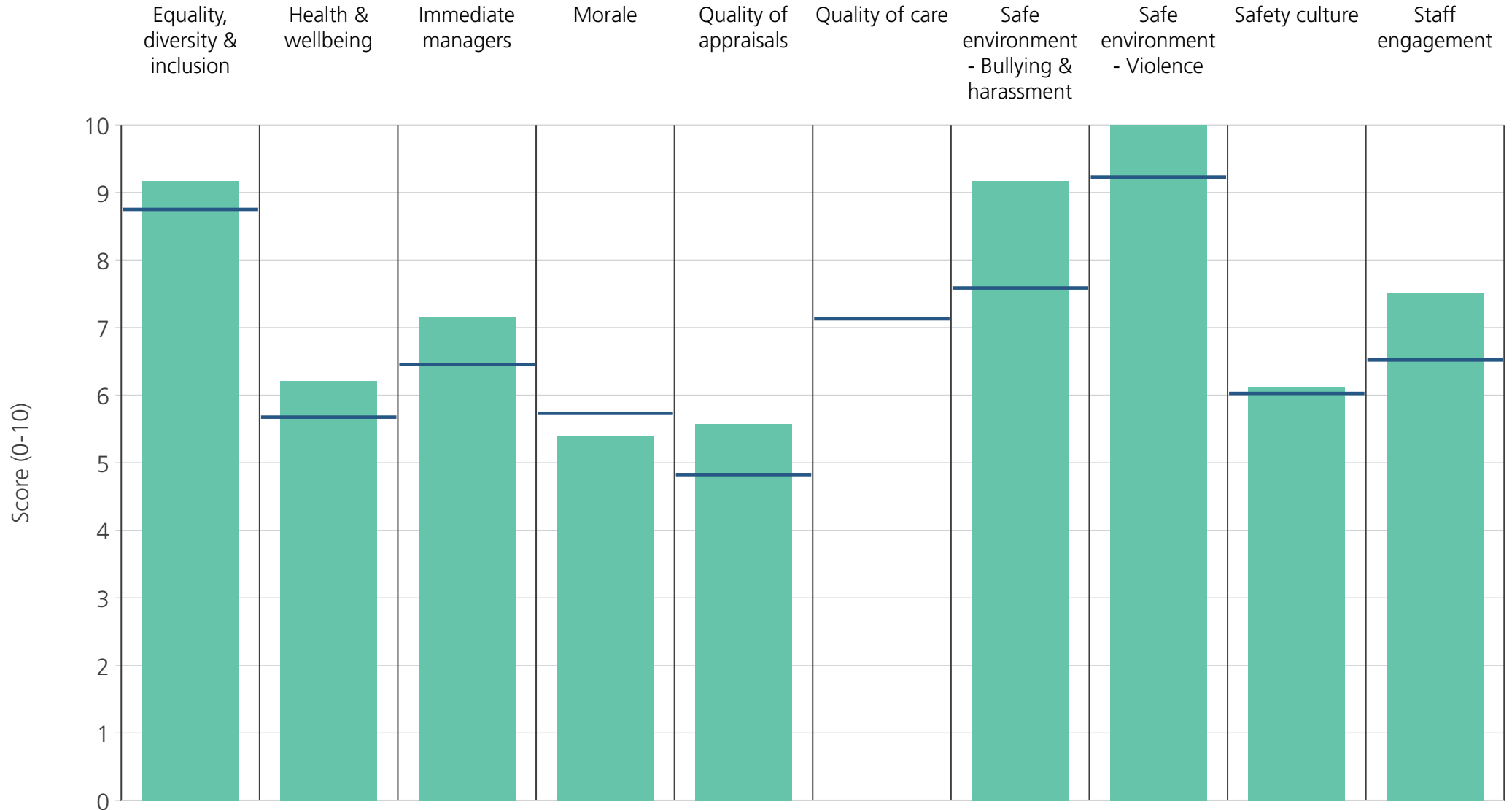
Directorate	8.1	4.7	5.5	5.2	4.4	6.2	5.9	8.2	6.0	6.3
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	66	66	64	65	55	60	63	65	65	65



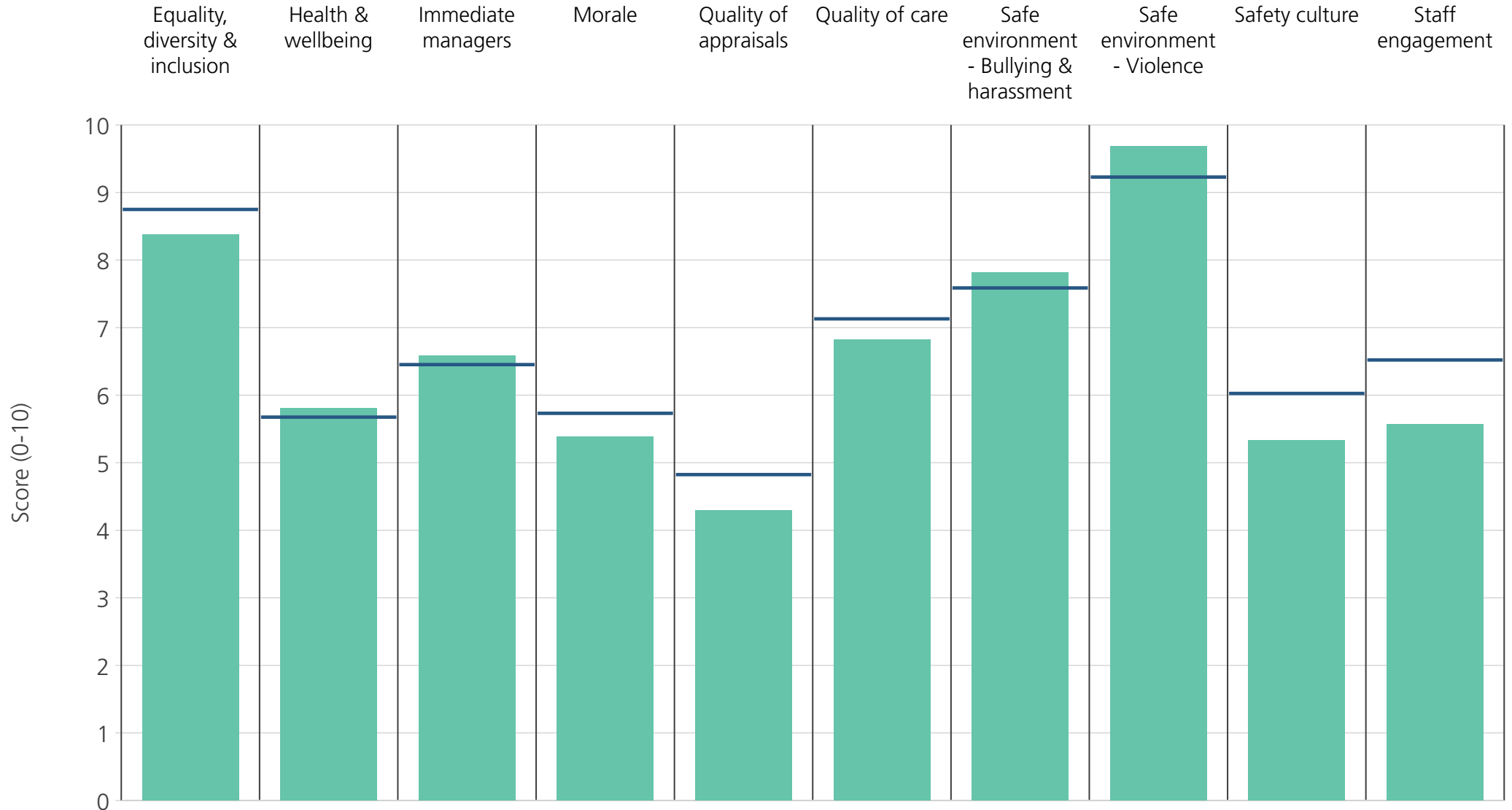
Directorate	8.6	4.9	6.3	5.3	4.3	6.5	6.9	9.0	5.5	5.9
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	83	82	82	80	62	81	83	82	82	83



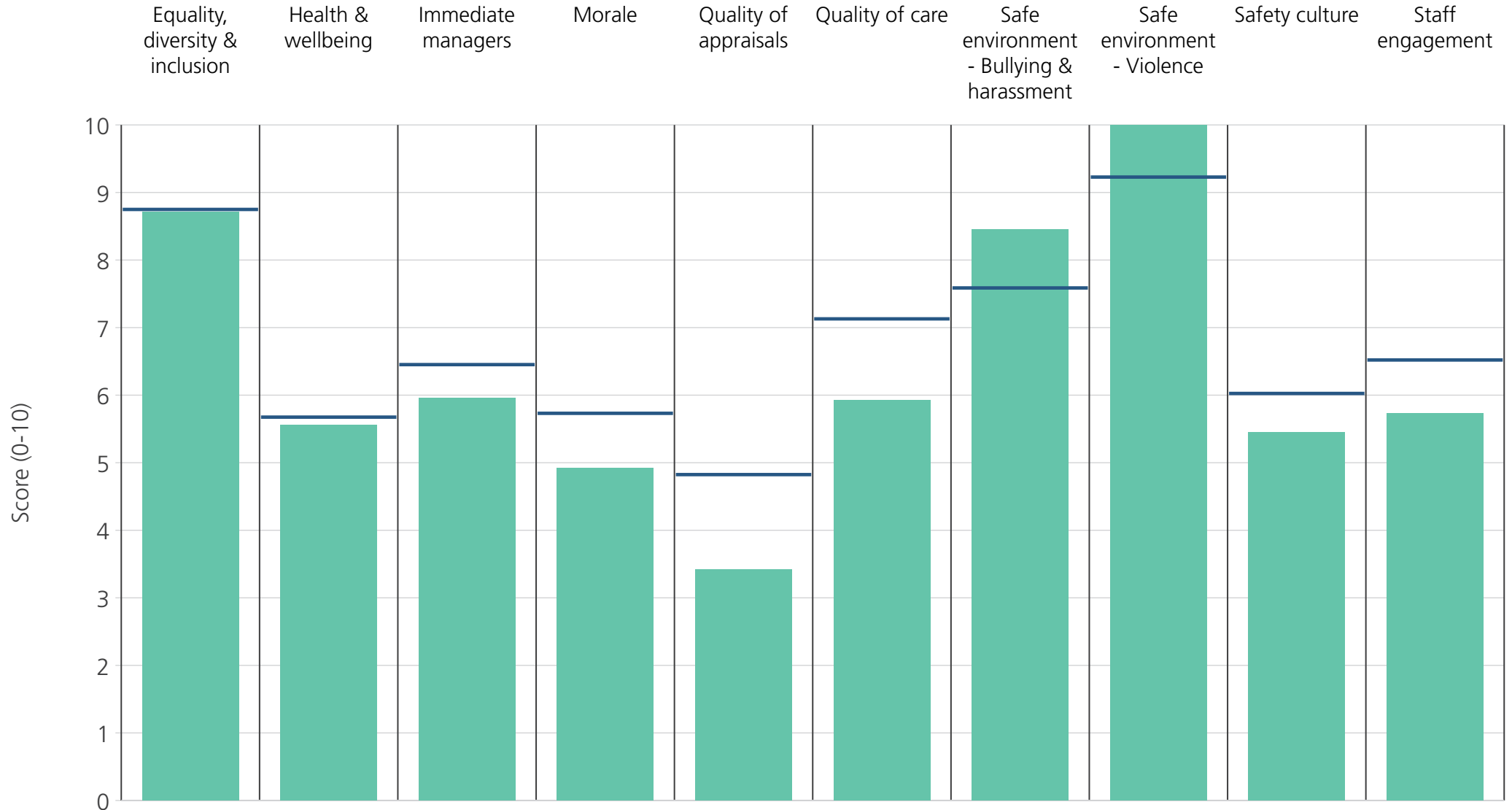
Directorate	8.5	5.8	6.2	5.1	3.7	5.7	6.8	9.4	6.1	6.2
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	25	25	25	25	19	15	25	25	24	25



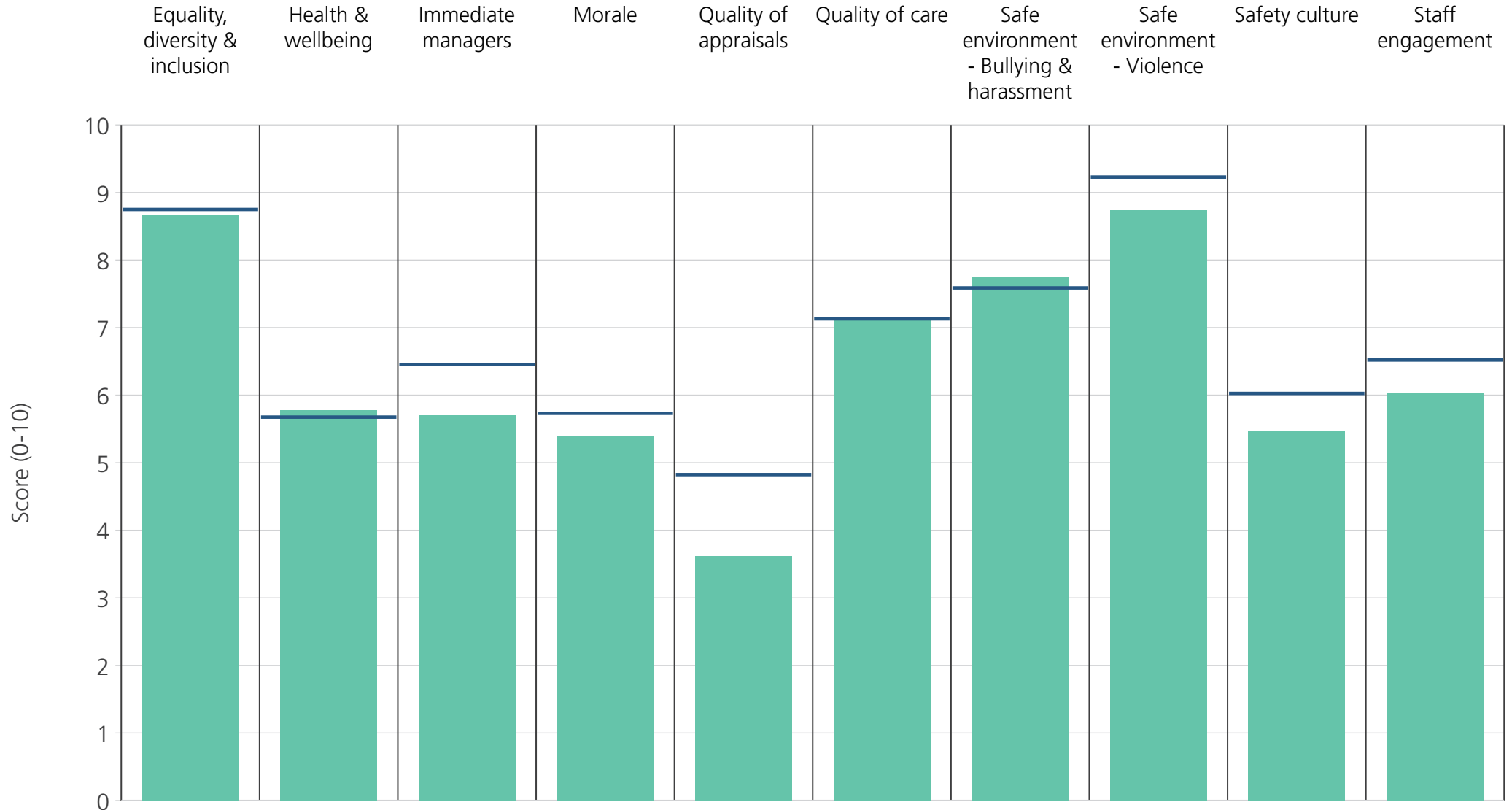
Directorate	9.2	6.2	7.1	5.4	5.6		9.2	10.0	6.1	7.5
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	12	12	13	13	11	8	12	12	11	13



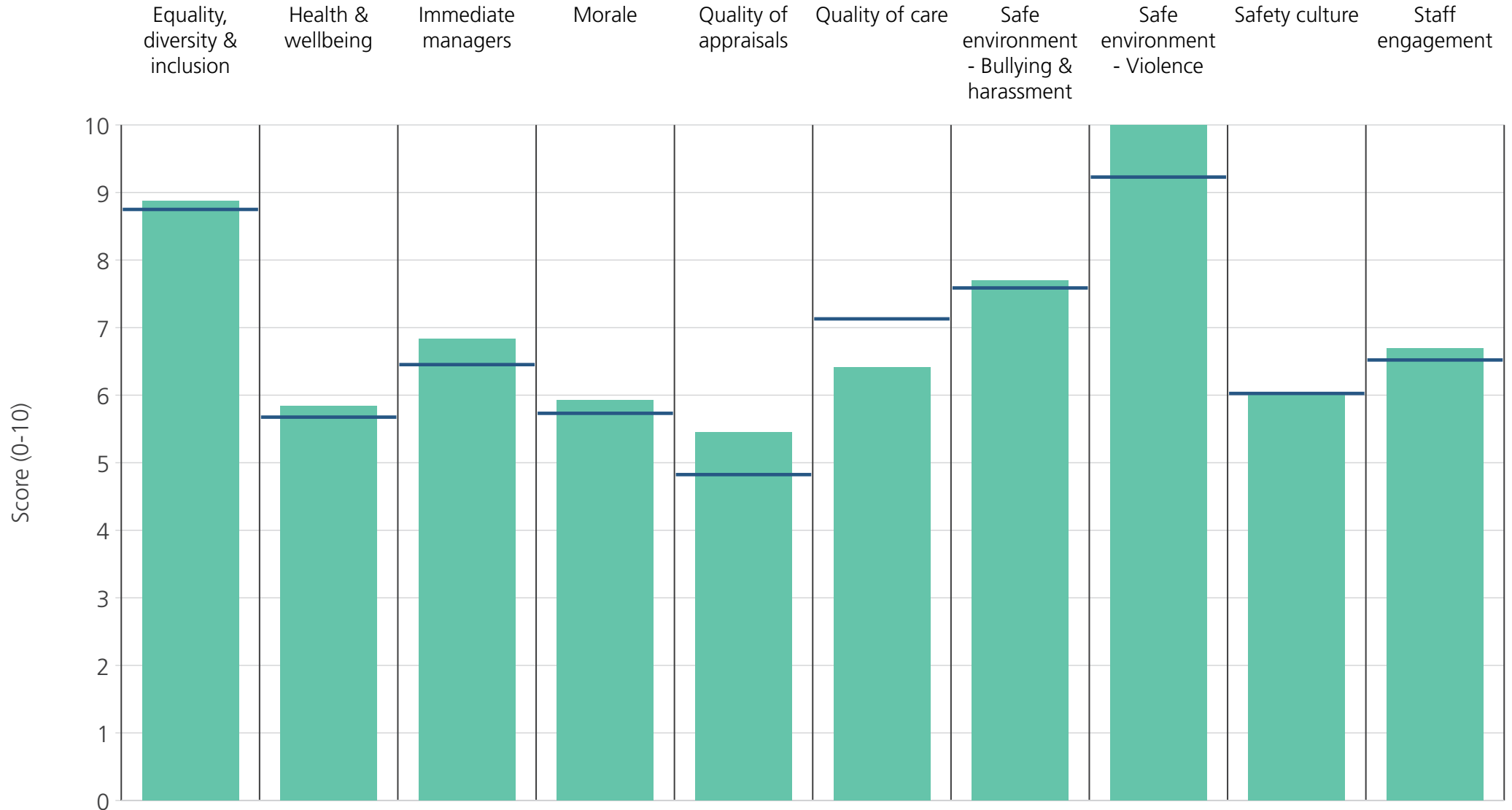
Directorate	8.4	5.8	6.6	5.4	4.3	6.8	7.8	9.7	5.3	5.6
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	34	34	34	34	30	21	32	32	34	34



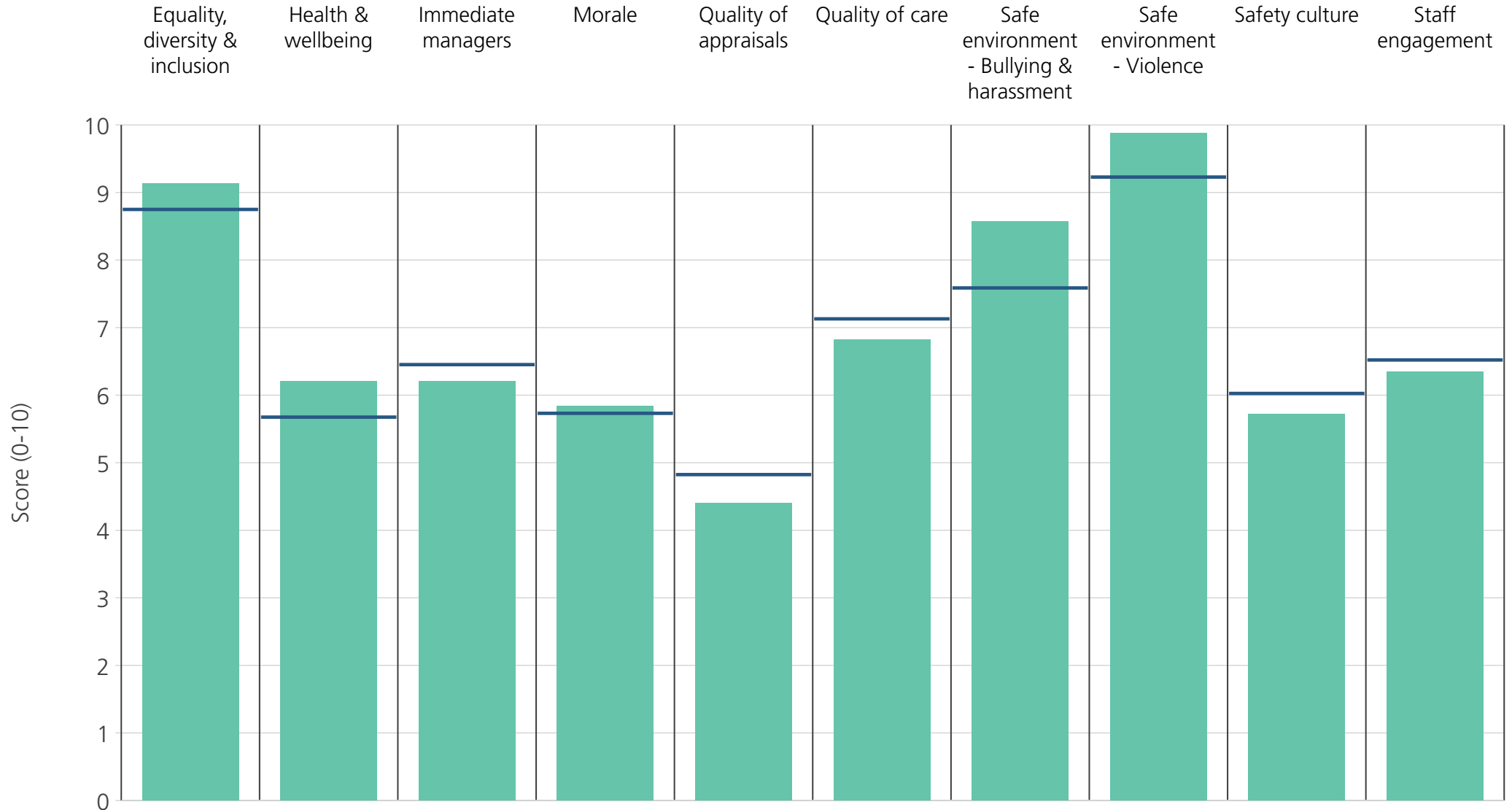
Directorate	8.7	5.6	6.0	4.9	3.4	5.9	8.5	10.0	5.4	5.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	42	42	42	42	30	18	41	41	40	42



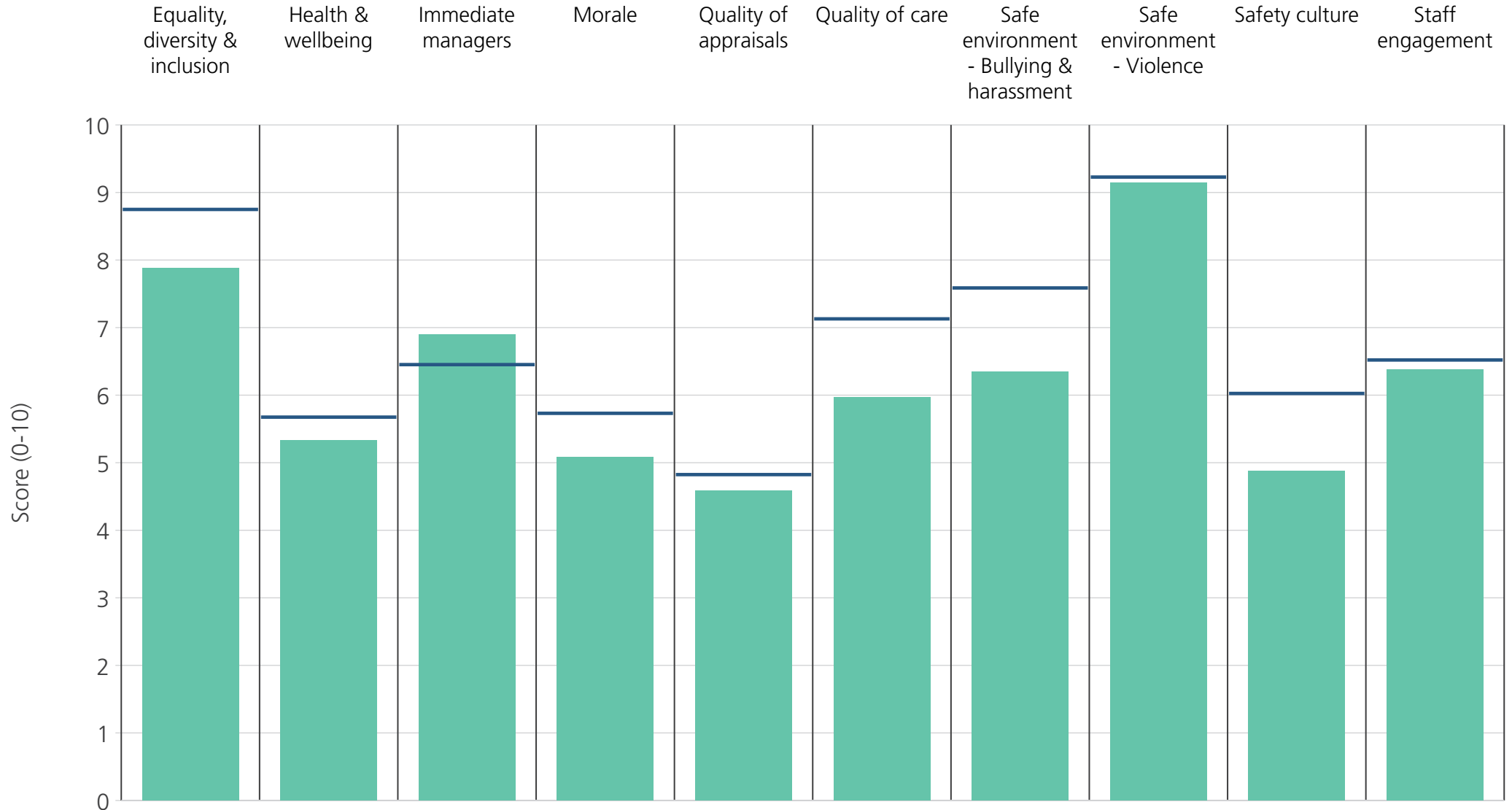
Directorate	8.7	5.8	5.7	5.4	3.6	7.1	7.8	8.7	5.5	6.0
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	83	84	85	83	69	63	83	84	82	84



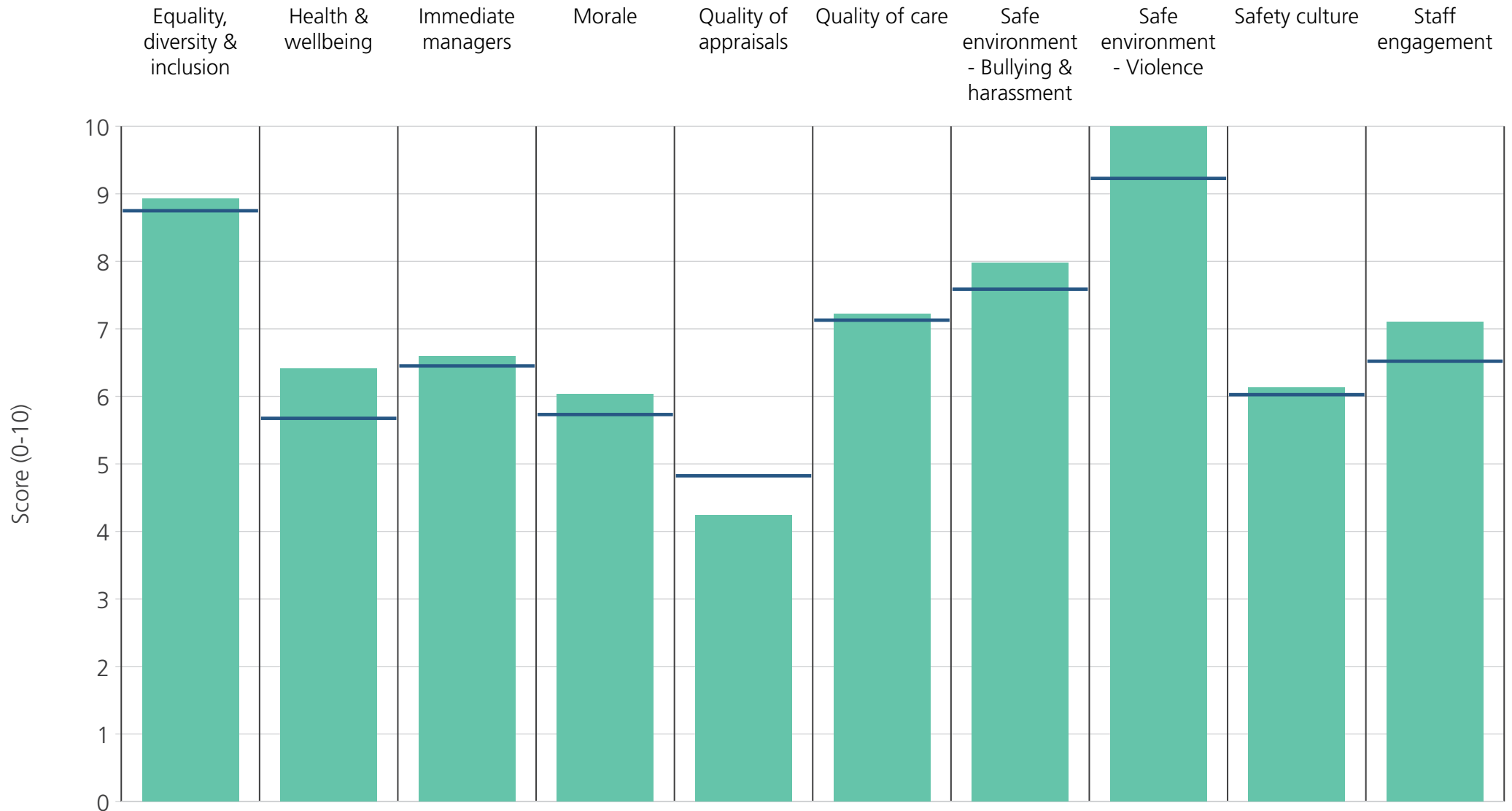
Directorate	8.9	5.8	6.8	5.9	5.4	6.4	7.7	10.0	6.0	6.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	31	31	31	29	25	13	29	30	30	31



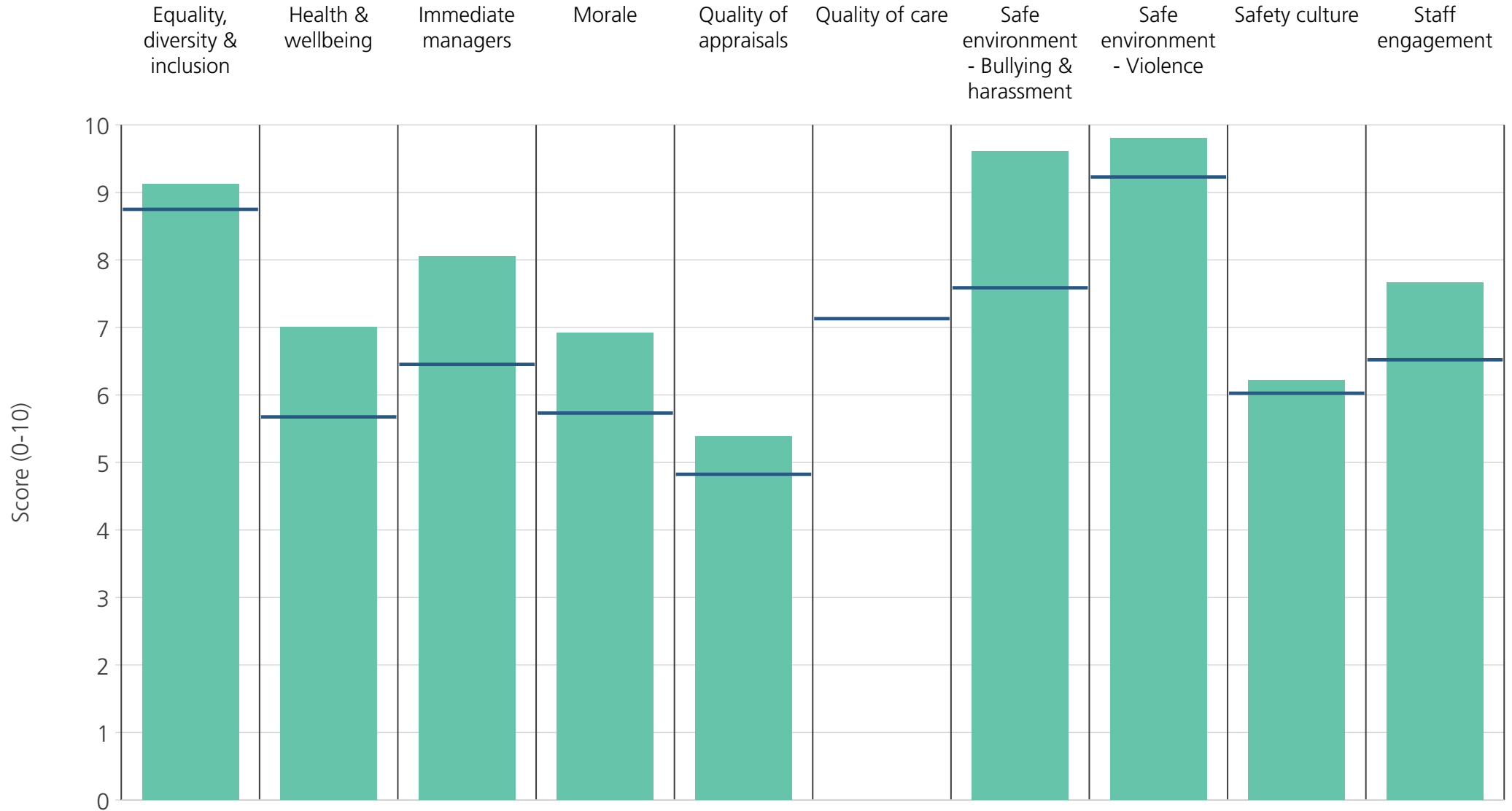
Directorate	9.1	6.2	6.2	5.8	4.4	6.8	8.6	9.9	5.7	6.4
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	29	29	29	29	21	16	28	28	28	29



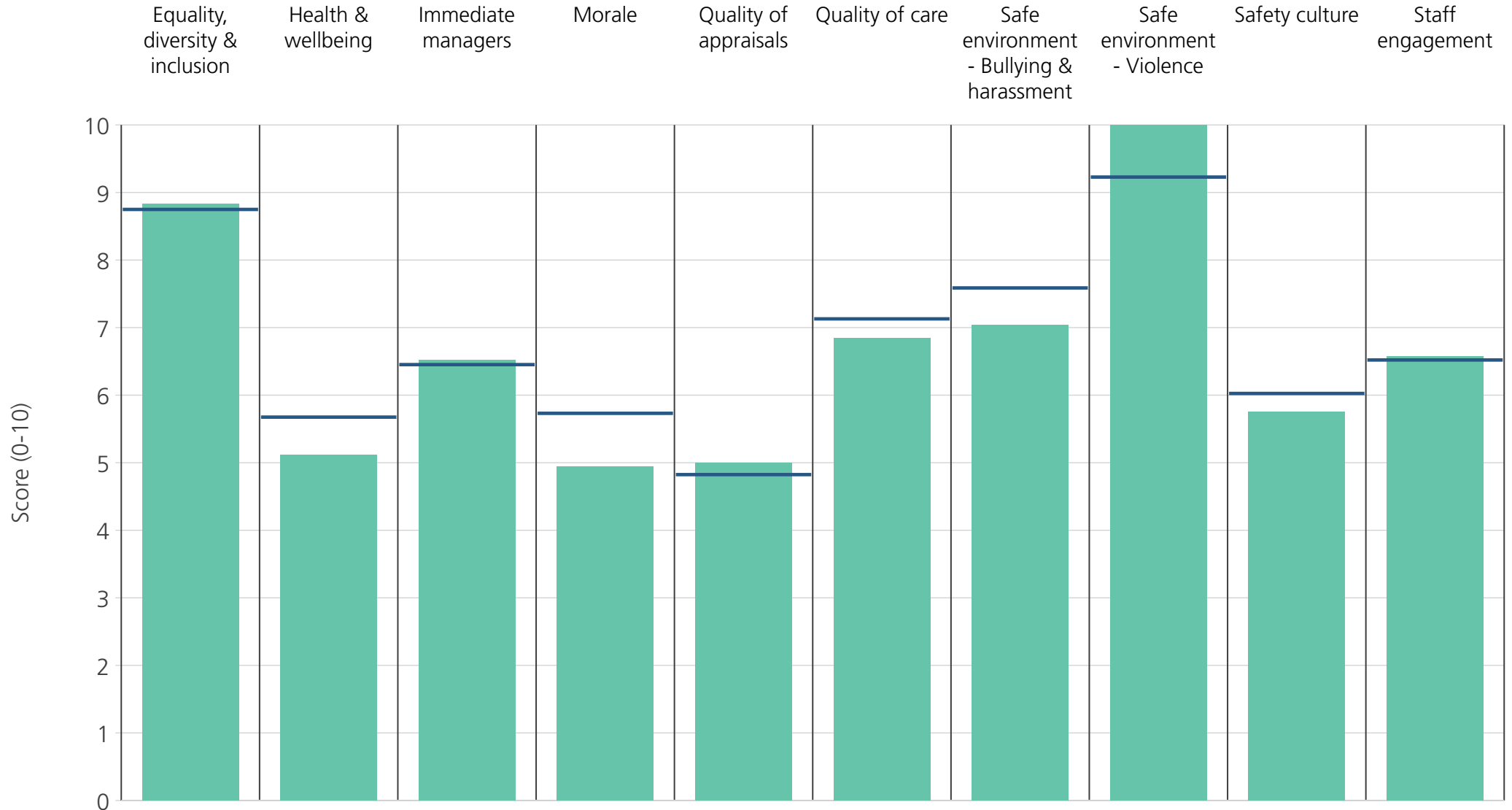
Directorate	7.9	5.3	6.9	5.1	4.6	6.0	6.3	9.1	4.9	6.4
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	31	31	31	31	30	24	31	31	31	30



Directorate	8.9	6.4	6.6	6.0	4.2	7.2	8.0	10.0	6.1	7.1
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	28	28	28	28	23	15	28	28	28	28



Directorate	9.1	7.0	8.1	6.9	5.4		9.6	9.8	6.2	7.7
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	17	17	17	17	13	5	17	17	17	17



Directorate	8.8	5.1	6.5	4.9	5.0	6.8	7.0	10.0	5.8	6.6
Your org	8.7	5.7	6.5	5.7	4.8	7.1	7.6	9.2	6.0	6.5
Responses	27	27	27	27	23	26	27	27	27	27