

# Countess of Chester Hospital NHS Foundation Trust

2018 NHS Staff Survey

**Directorate Report**

**Contents**

Introduction . . . . .	3
Themes – Directorates 1 . . . . .	4
Add Prof Scientific and Technic . . . . .	5
Additional Clinical Services . . . . .	6
Administrative and Clerical . . . . .	7
Allied Health Professionals . . . . .	8
Estates and Ancillary . . . . .	9
Healthcare Scientists . . . . .	10
Medical and Dental . . . . .	11
Nursing and Midwifery Registered . . . . .	12
Themes – Directorates 2 . . . . .	13
210 COCH & WUTH Collaboration Division . . . . .	14
210 Corporate Non Clinical Division . . . . .	15
210 Diagnostics & Pharmacy Division . . . . .	16
210 Estates Division . . . . .	17
210 Facilities Division . . . . .	18
210 Finance & Performance Division . . . . .	19
210 Human Resources Division . . . . .	20
210 Nurse Management Division . . . . .	21
210 Planned Care Division . . . . .	22
210 Urgent Care Division . . . . .	23

This directorate report for Countess of Chester Hospital 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 Countess of Chester Hospital 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.

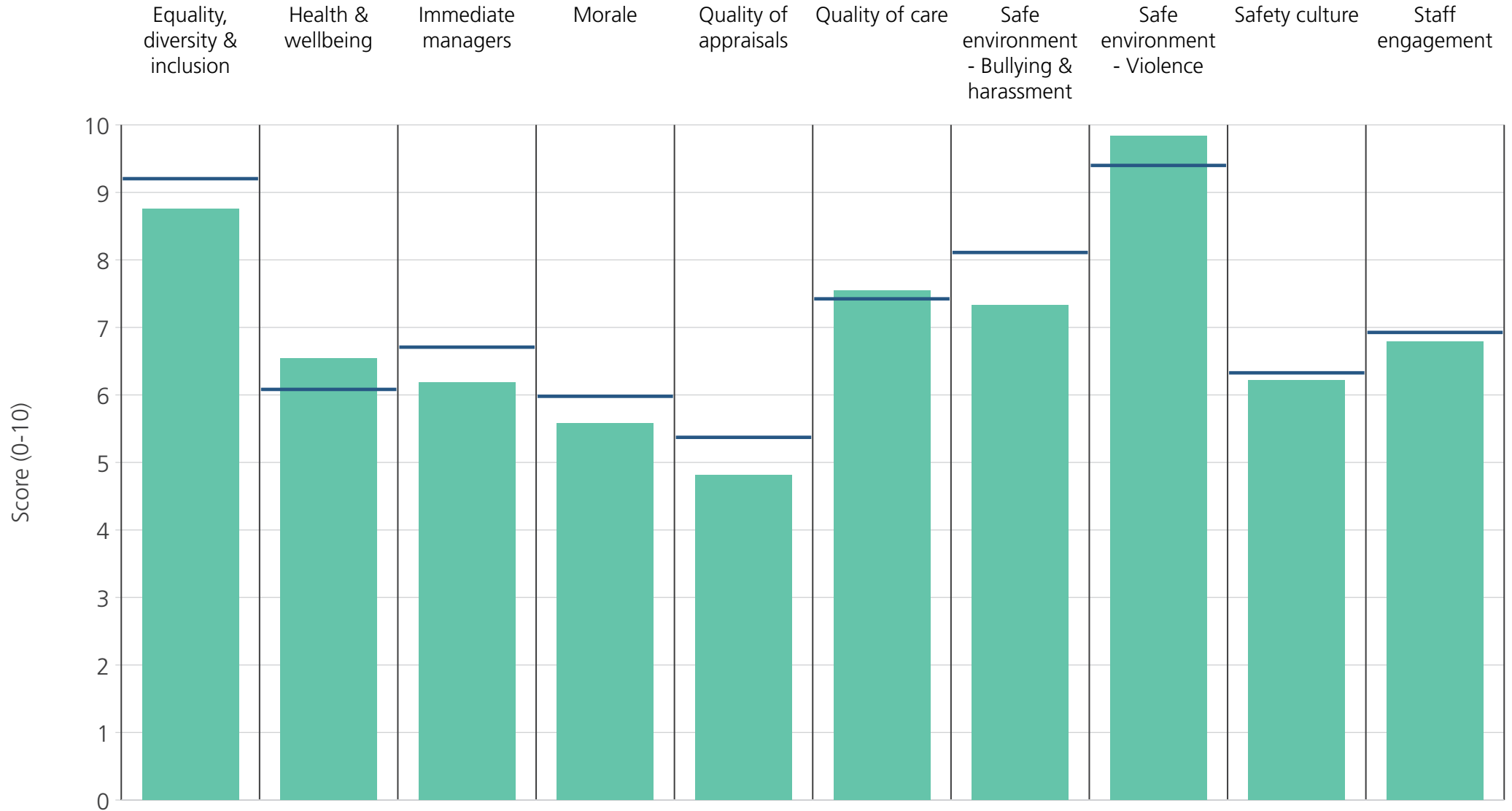
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



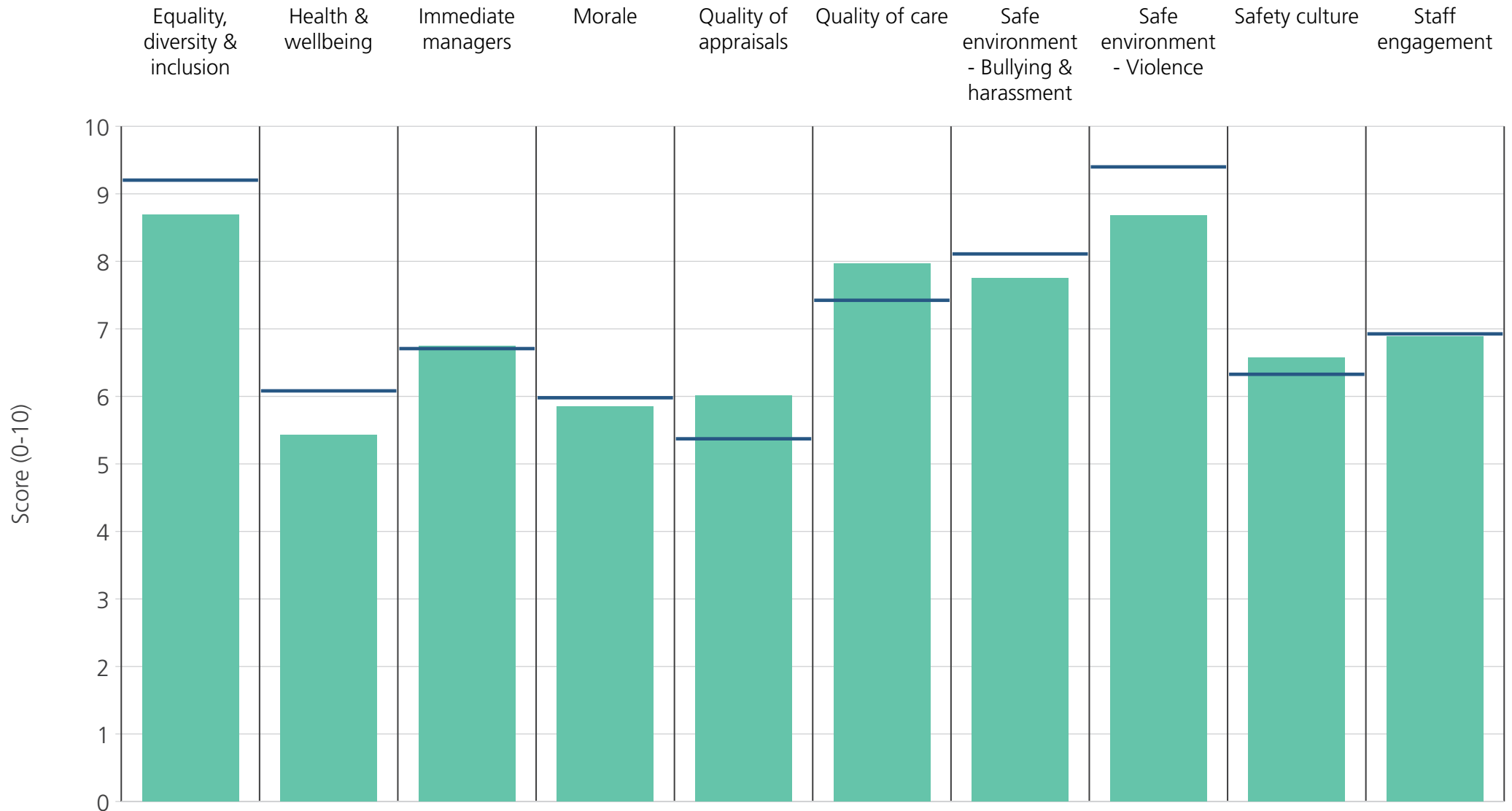
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

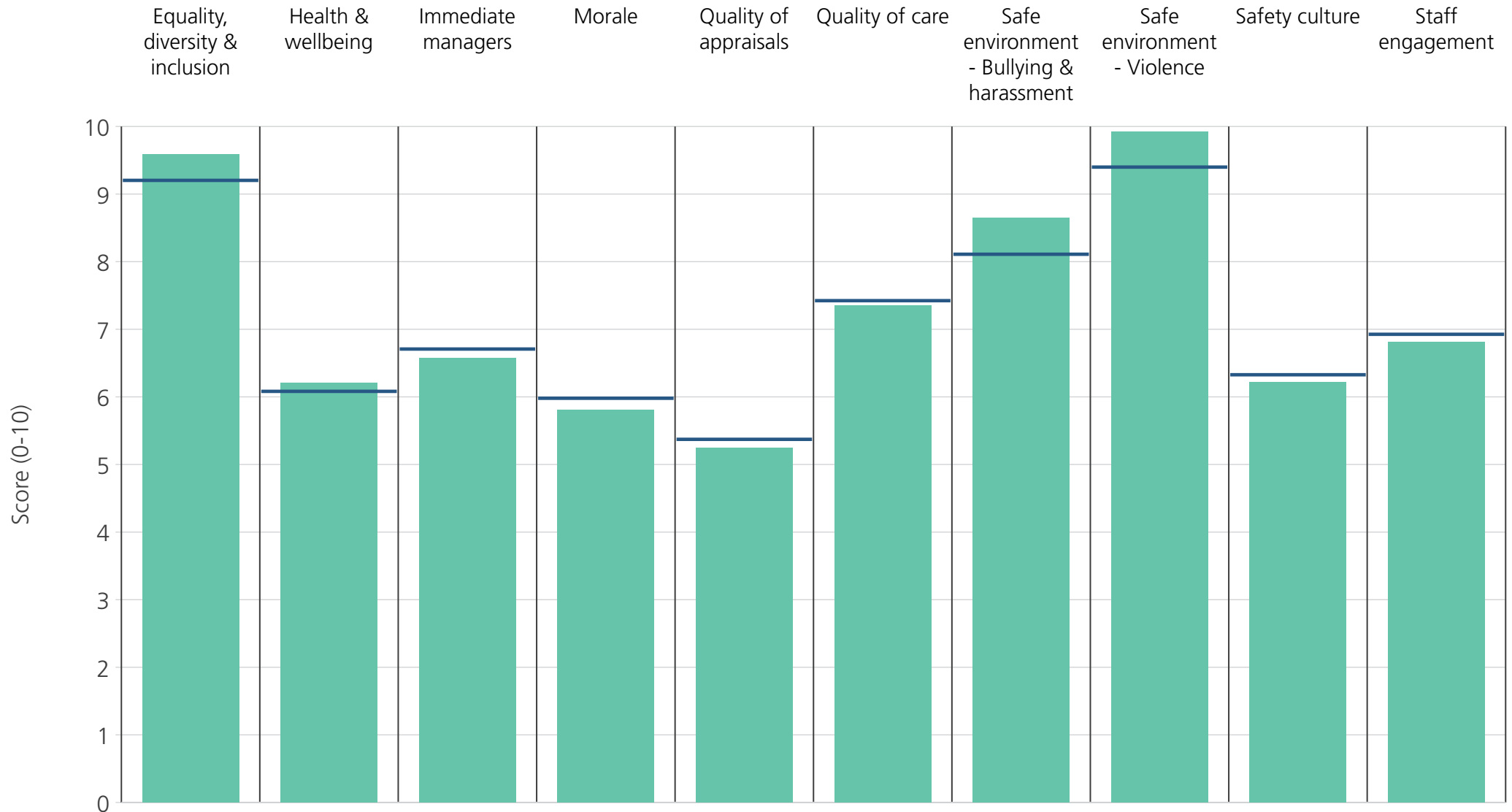
Countess of Chester Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results



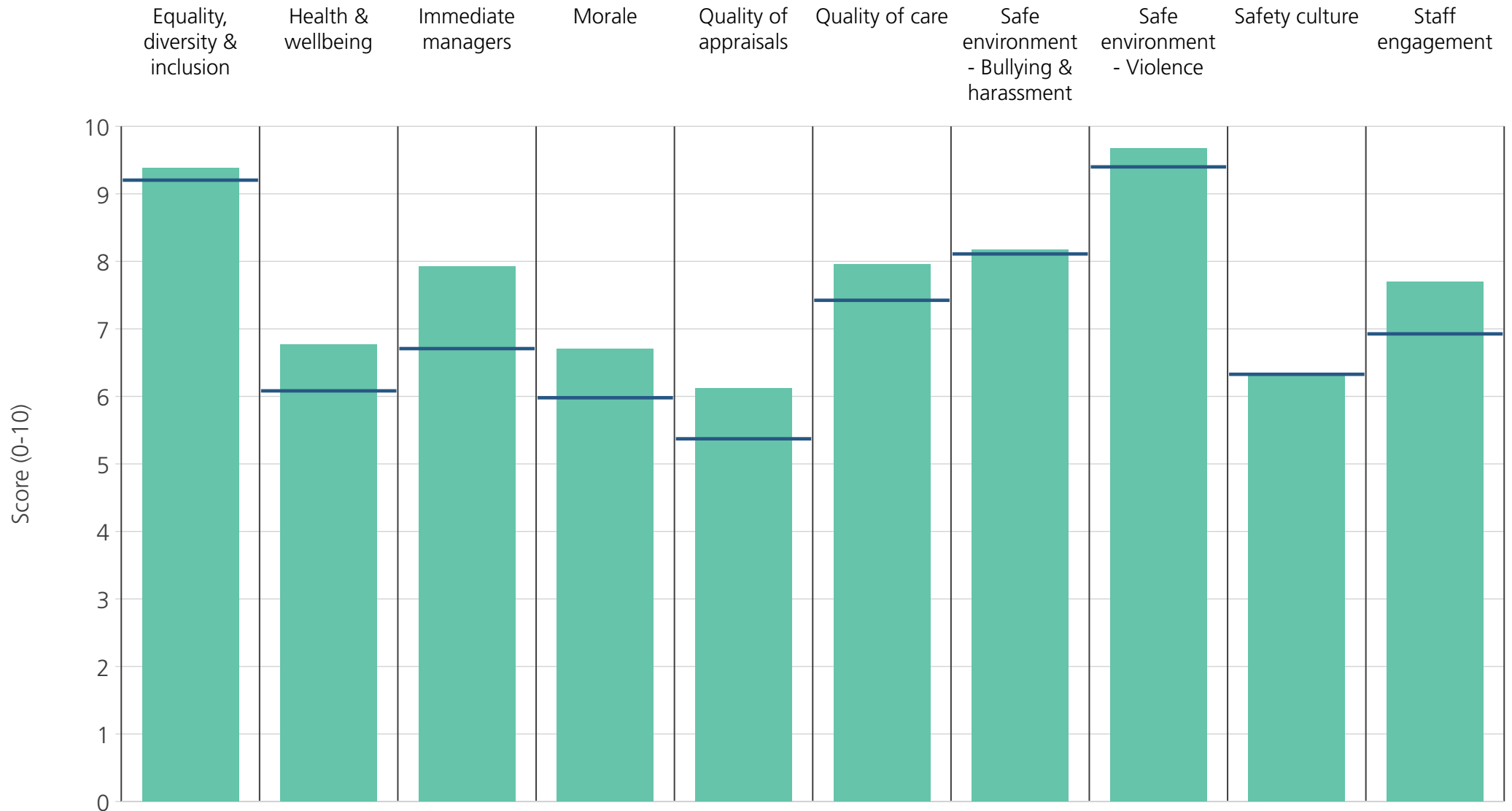
<b>Directorate</b>	8.8	6.5	6.2	5.6	4.8	7.5	7.3	9.8	6.2	6.8
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	20	19	20	20	16	20	20	20	20	20



<b>Directorate</b>	8.7	5.4	6.8	5.9	6.0	8.0	7.8	8.7	6.6	6.9
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	72	71	73	71	57	70	72	72	72	73

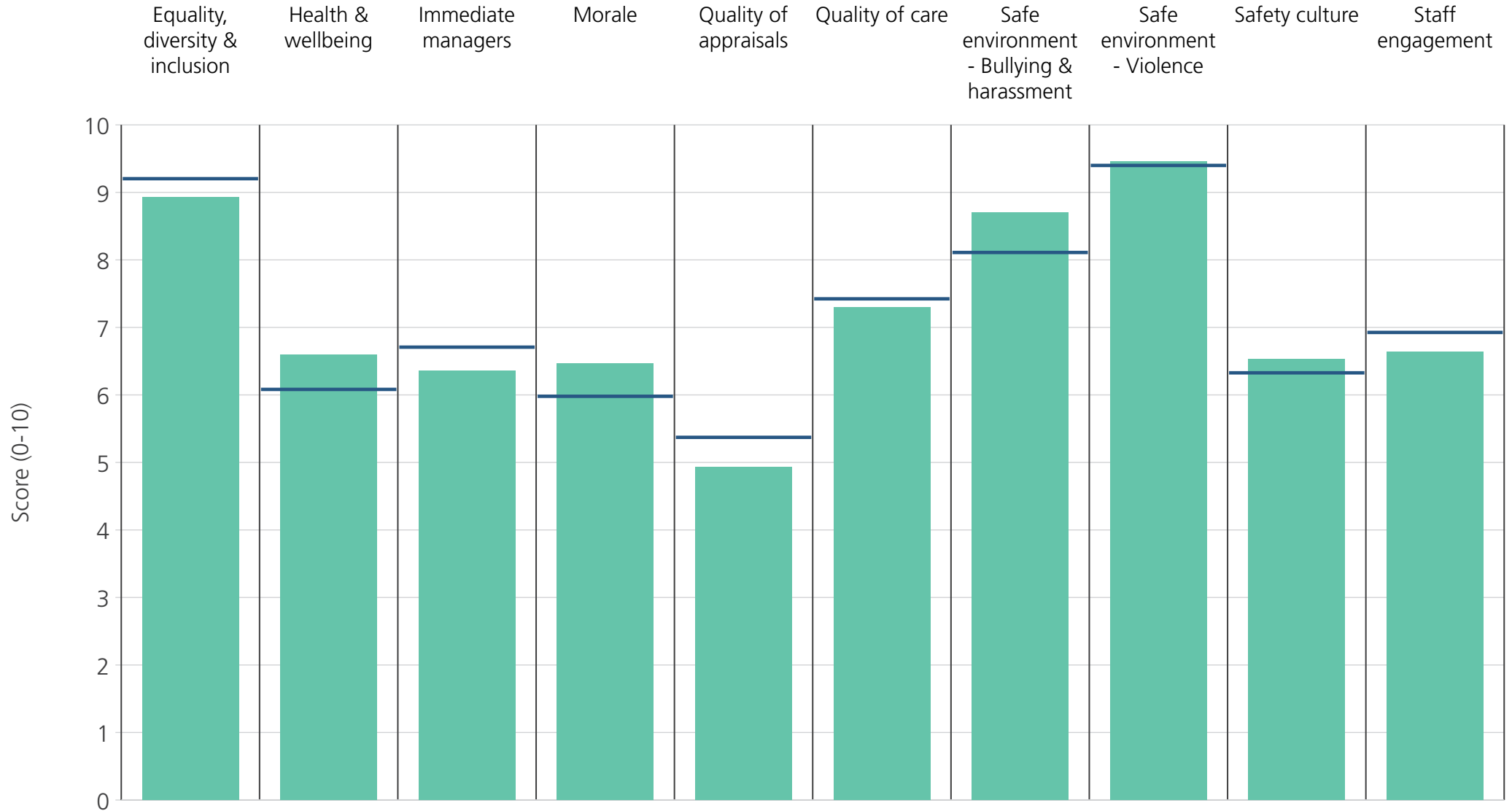


Category	Directorate	Your org	Responses
Equality, diversity & inclusion	9.6	9.2	131
Health & wellbeing	6.2	6.1	131
Immediate managers	6.6	6.7	131
Morale	5.8	6.0	131
Quality of appraisals	5.2	5.4	106
Quality of care	7.3	7.4	81
Safe environment - Bullying & harassment	8.7	8.1	131
Safe environment - Violence	9.9	9.4	130
Safety culture	6.2	6.3	129
Staff engagement	6.8	6.9	131

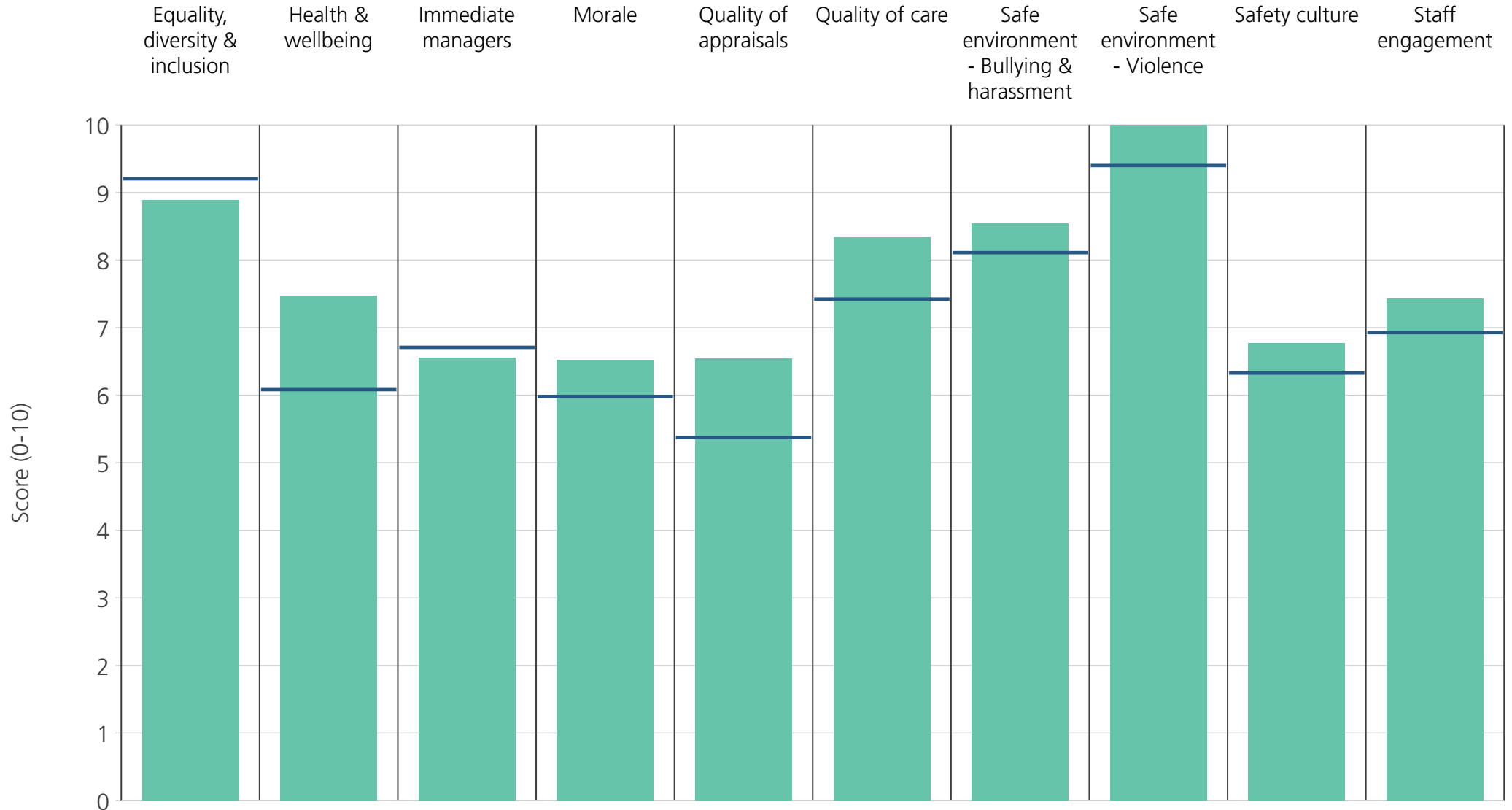


<b>Directorate</b>	9.4	6.8	7.9	6.7	6.1	8.0	8.2	9.7	6.3	7.7
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	31	31	31	29	29	31	31	31	30	31

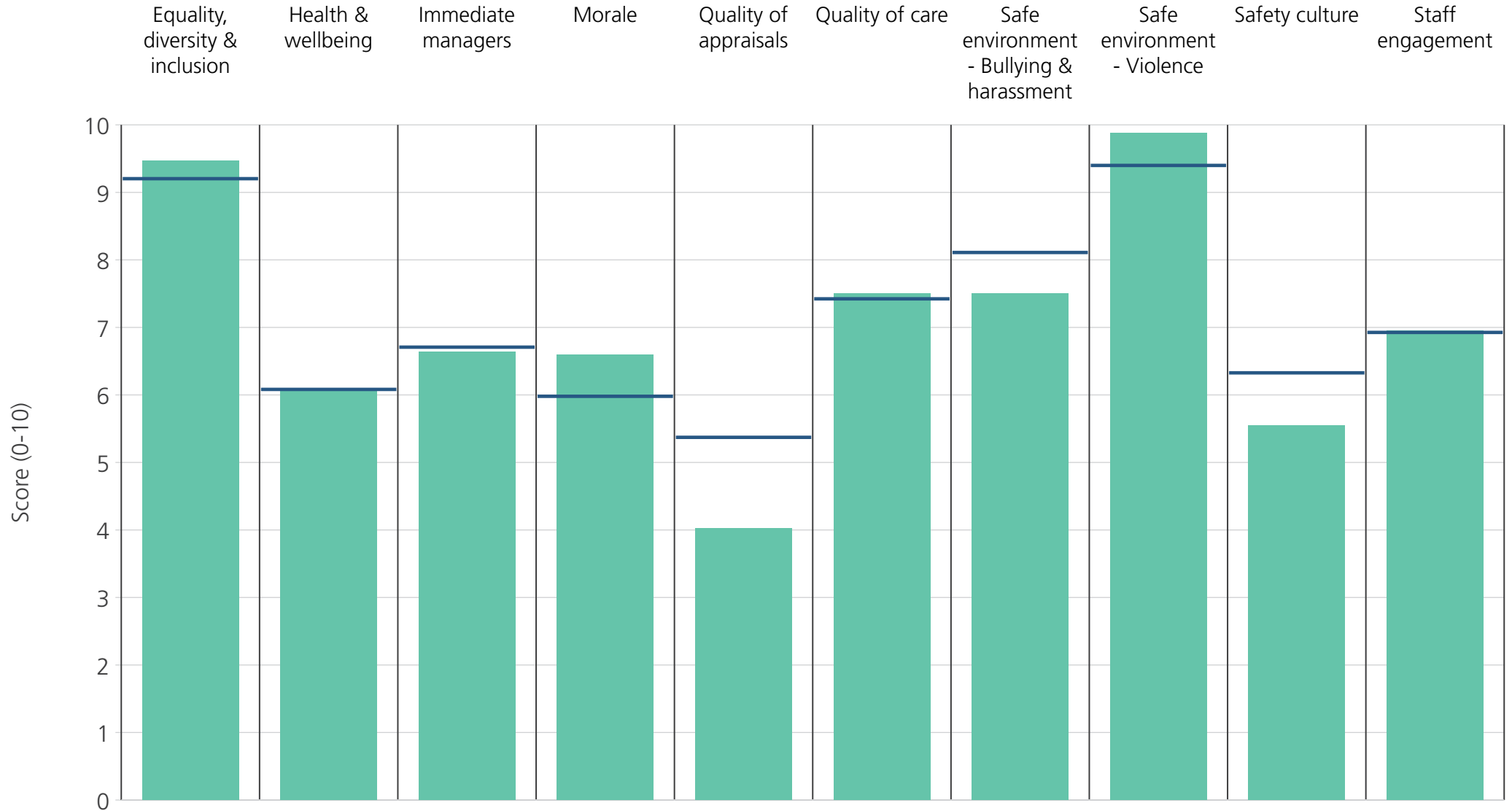




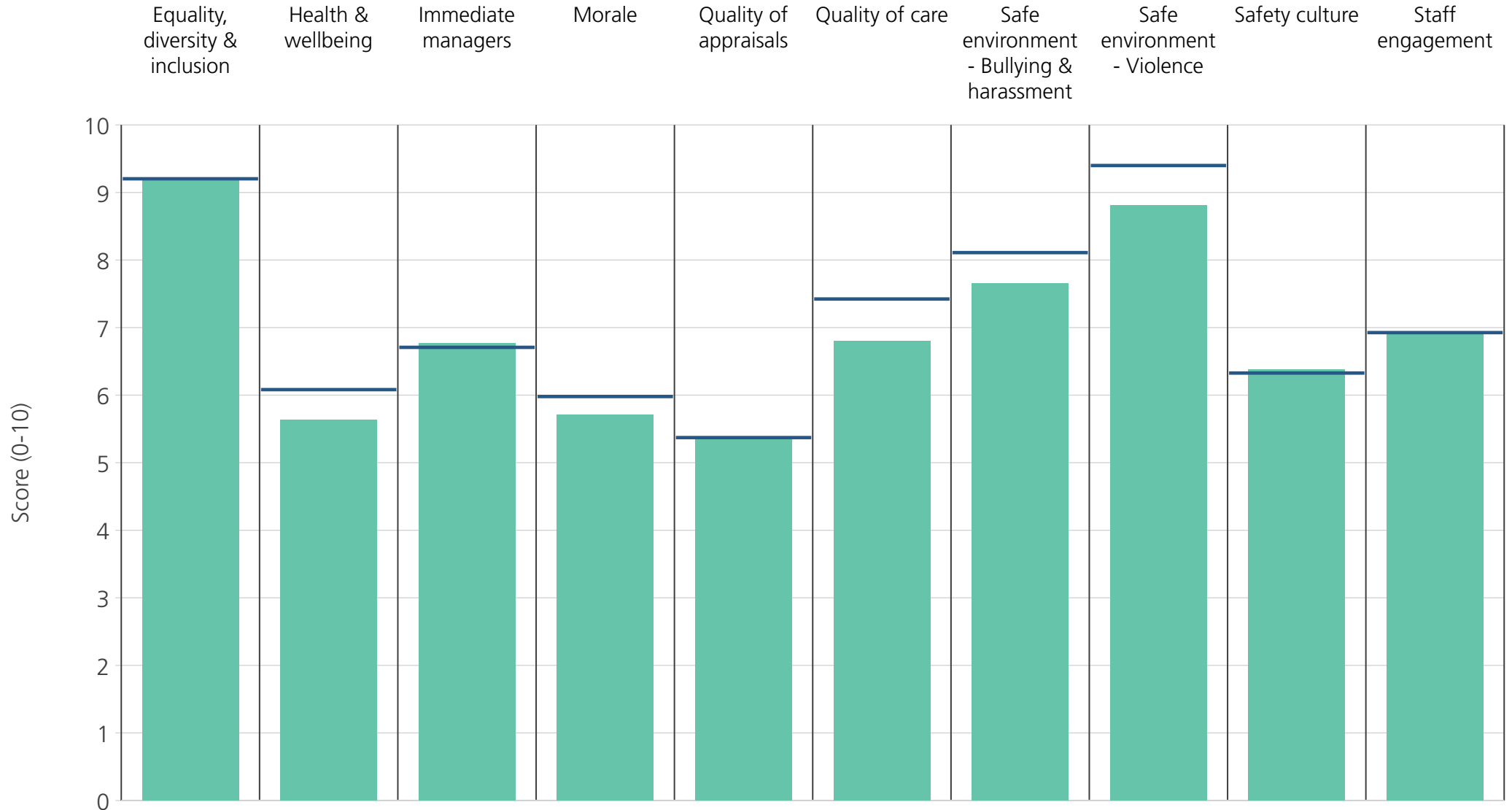
<b>Directorate</b>	8.9	6.6	6.4	6.5	4.9	7.3	8.7	9.5	6.5	6.6
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	41	44	43	42	34	33	41	43	39	45



<b>Directorate</b>	8.9	7.5	6.5	6.5	6.5	8.3	8.5	10.0	6.8	7.4
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	15	16	16	16	13	16	16	16	16	16



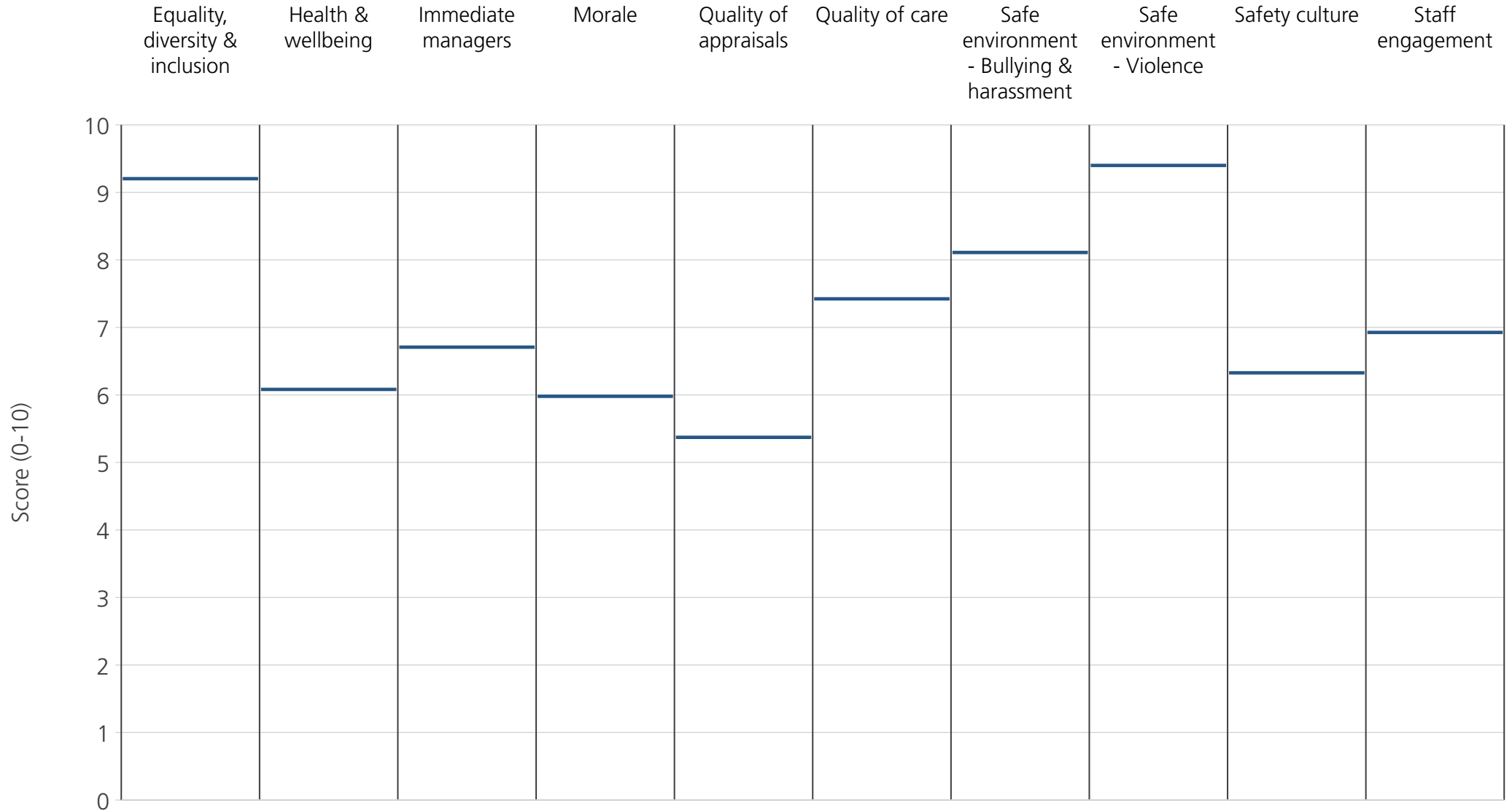
<b>Directorate</b>	9.5	6.1	6.6	6.6	4.0	7.5	7.5	9.9	5.5	6.9
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	28	28	28	28	27	28	28	28	28	28



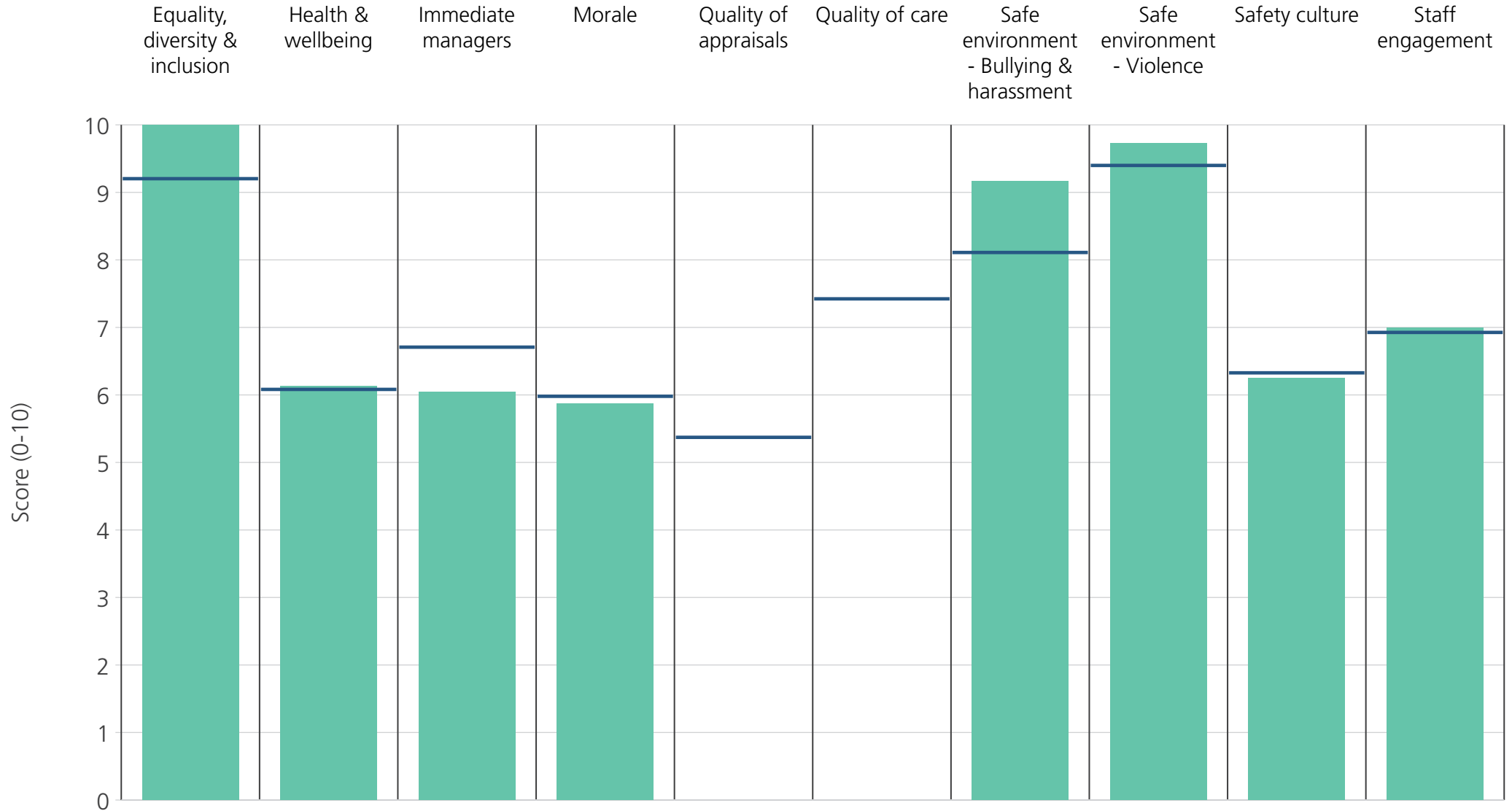
<b>Directorate</b>	9.2	5.6	6.8	5.7	5.4	6.8	7.7	8.8	6.4	6.9
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	100	102	102	102	90	101	101	101	102	102

# Directorates 2

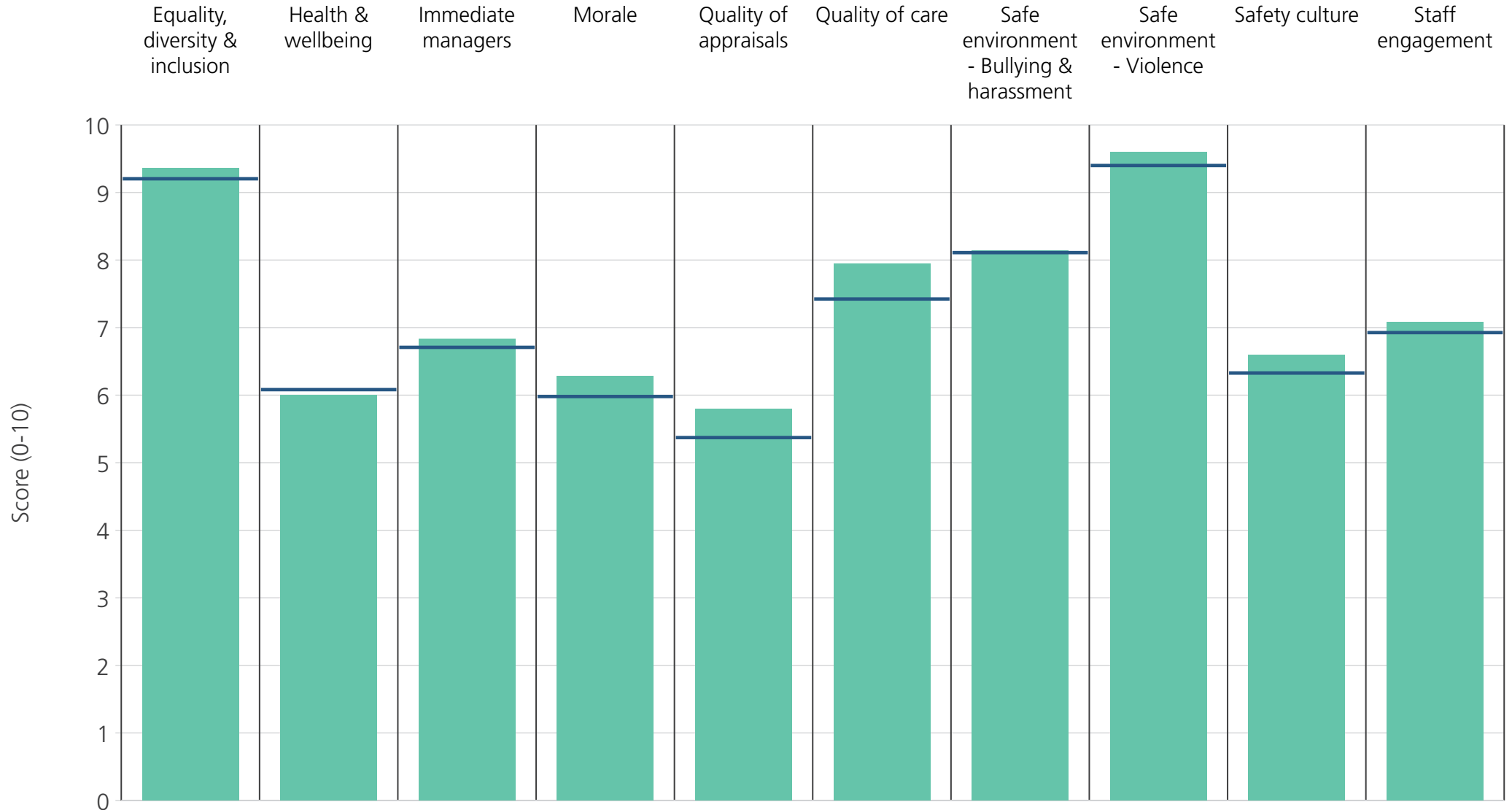
Countess of Chester Hospital NHS Foundation Trust  
2018 NHS Staff Survey Results



<b>Directorate</b>										
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	4	4	4	4	2	2	4	4	4	4

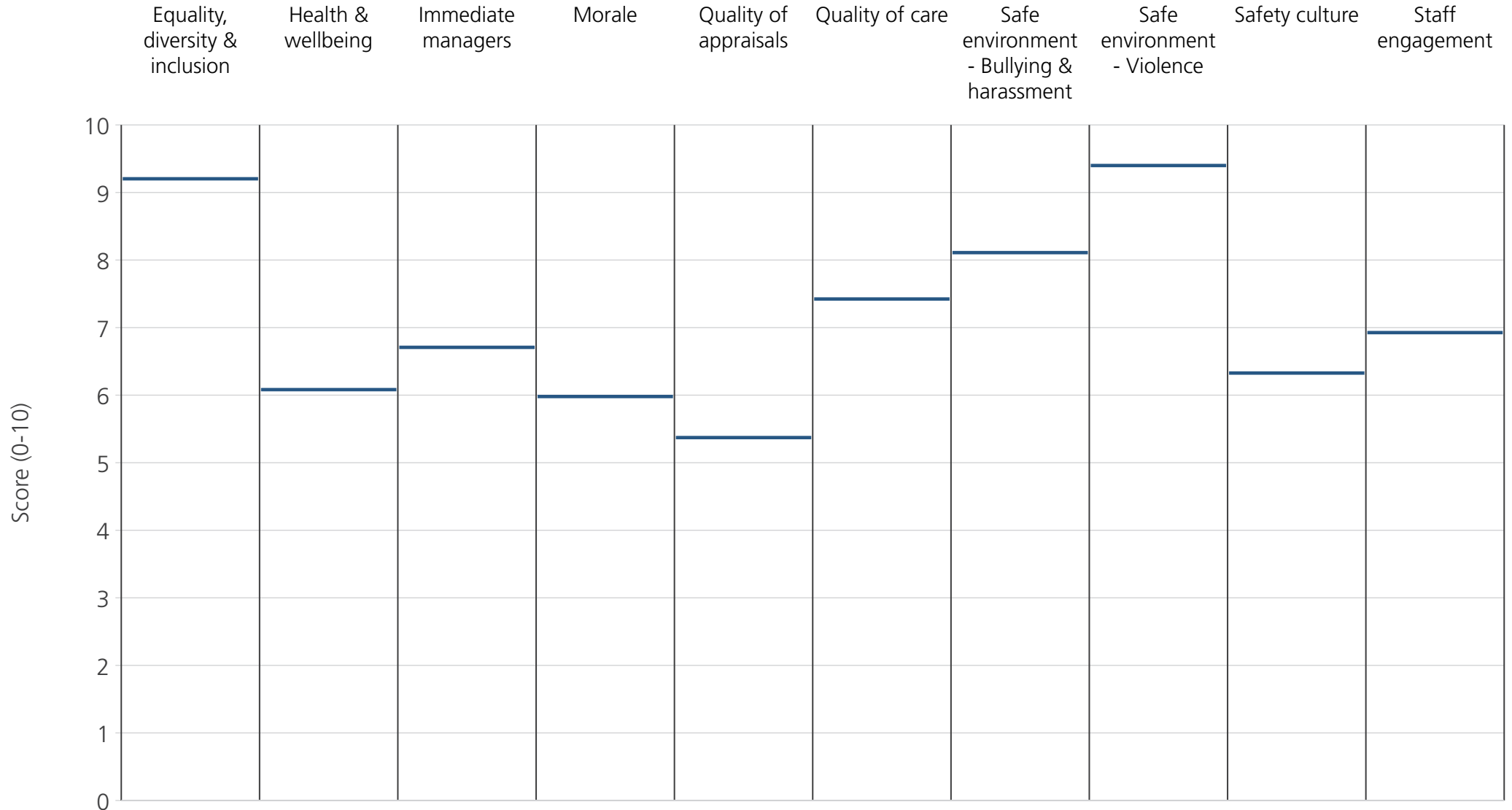


<b>Directorate</b>	10.0	6.1	6.0	5.9			9.2	9.7	6.3	7.0
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	11	12	12	12	8	7	12	12	12	12

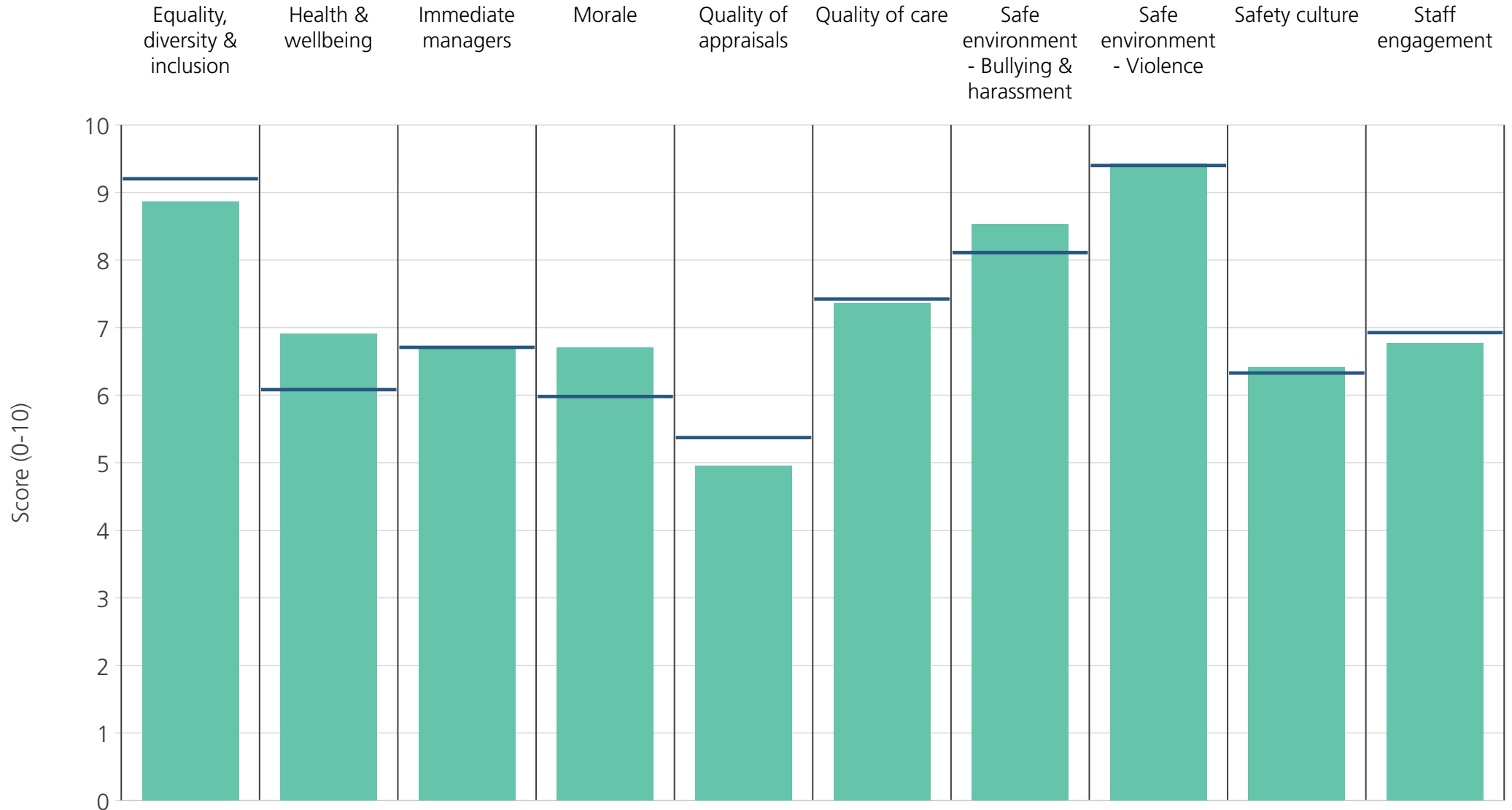


<b>Directorate</b>	9.4	6.0	6.8	6.3	5.8	7.9	8.1	9.6	6.6	7.1
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	70	70	71	70	61	66	70	71	71	71

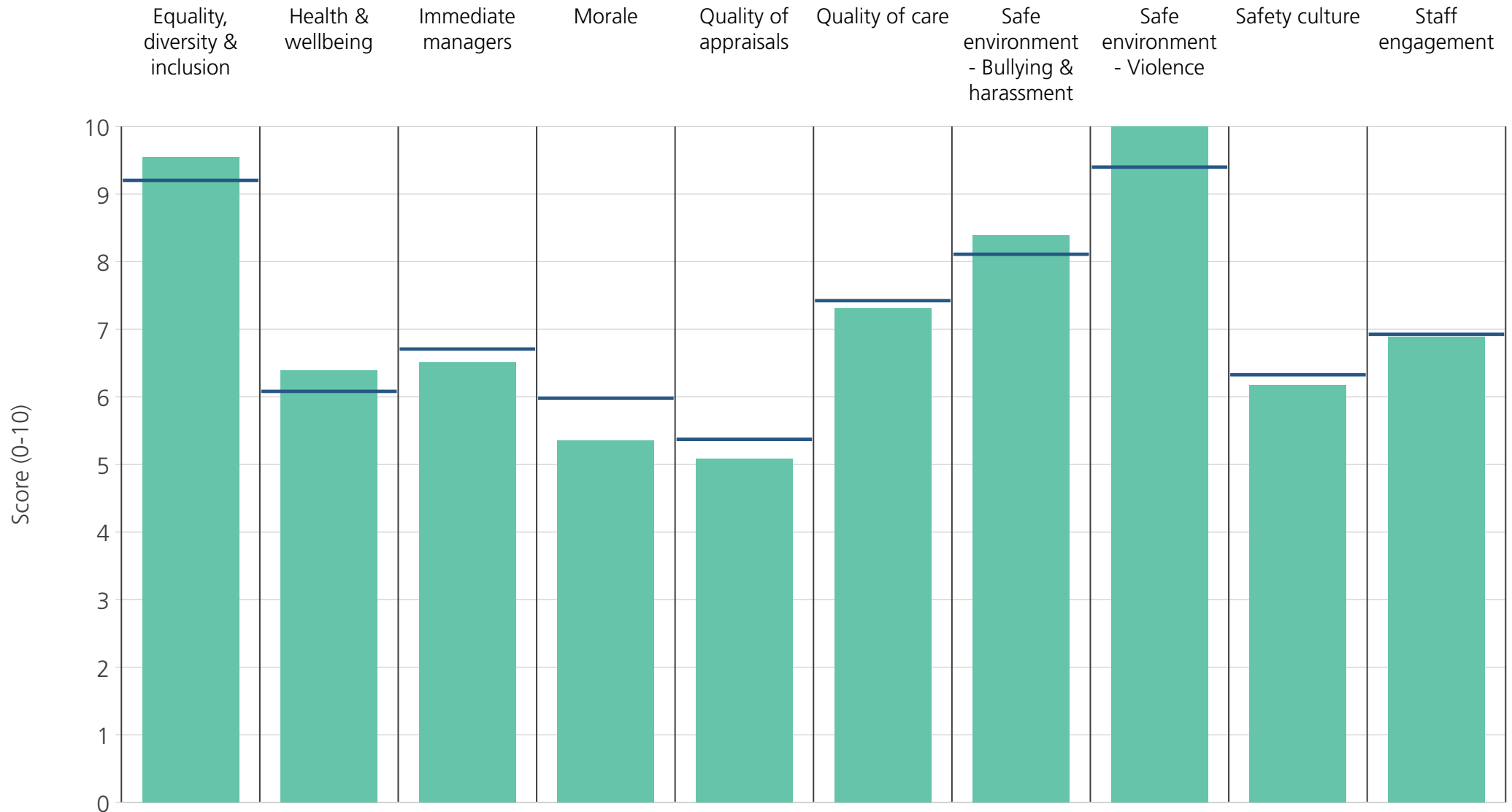




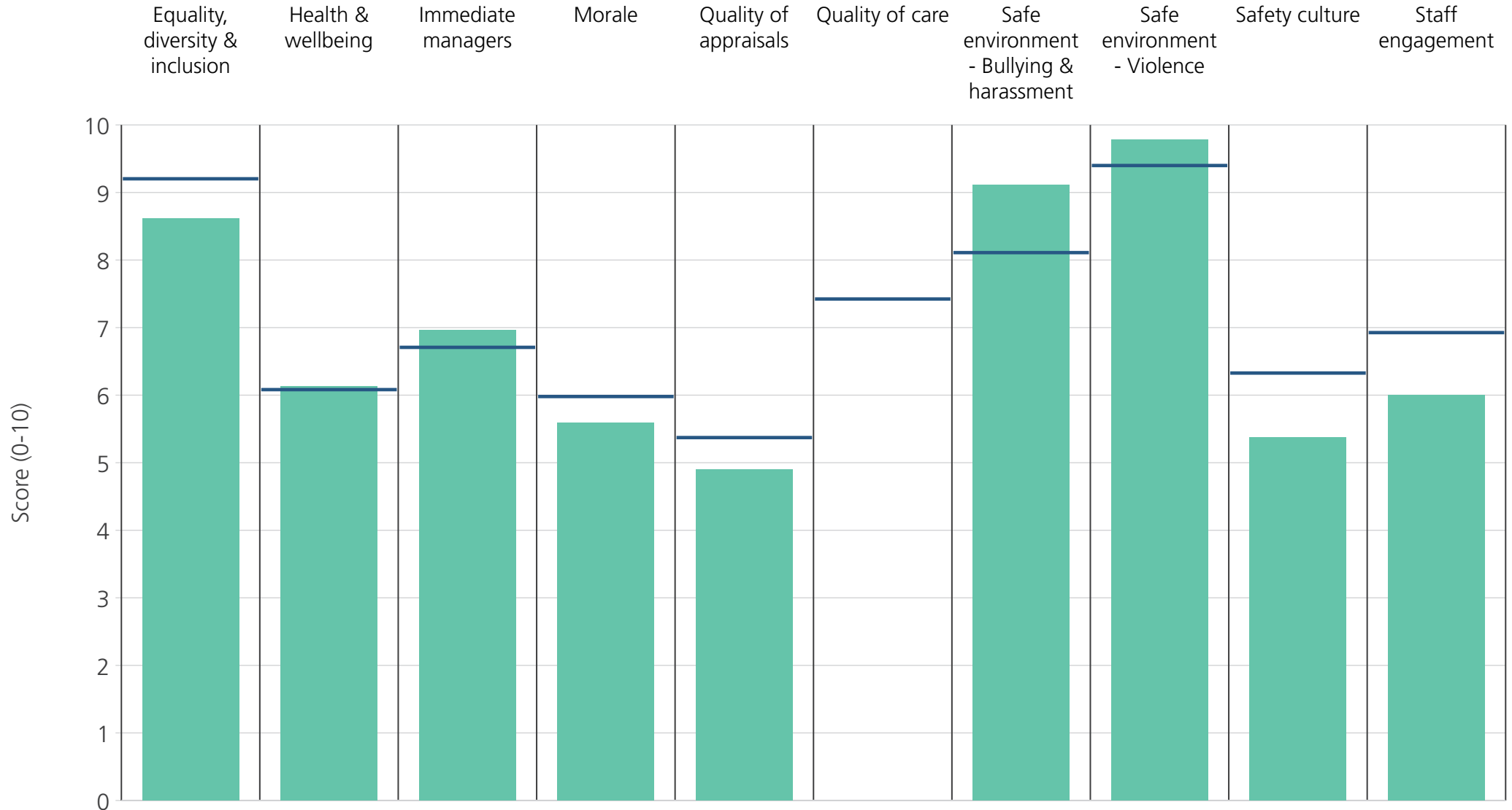
<b>Directorate</b>										
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	8	8	8	8	7	5	8	8	8	8



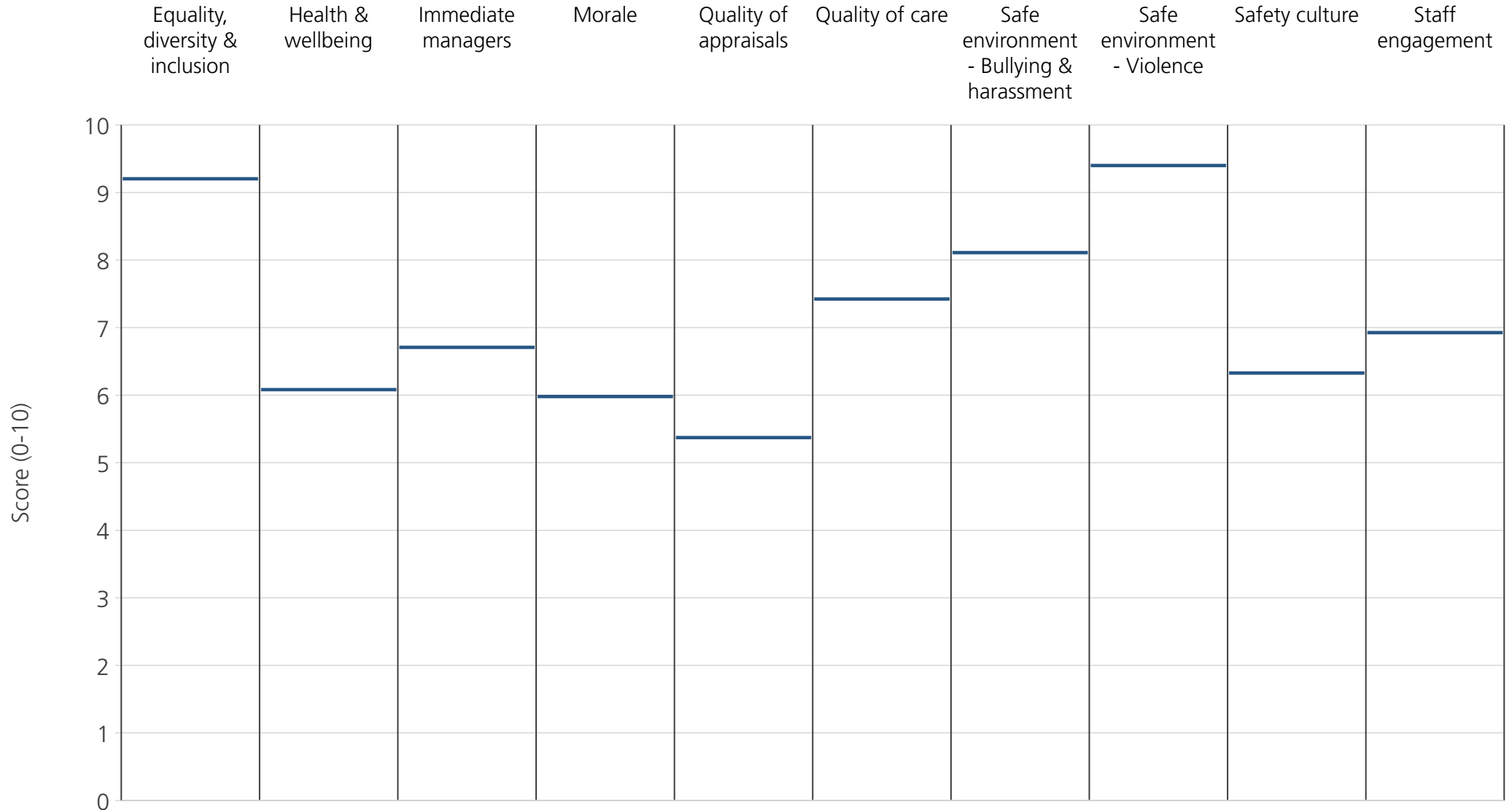
<b>Directorate</b>	8.9	6.9	6.7	6.7	5.0	7.4	8.5	9.4	6.4	6.8
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	33	36	35	34	28	27	34	35	31	37



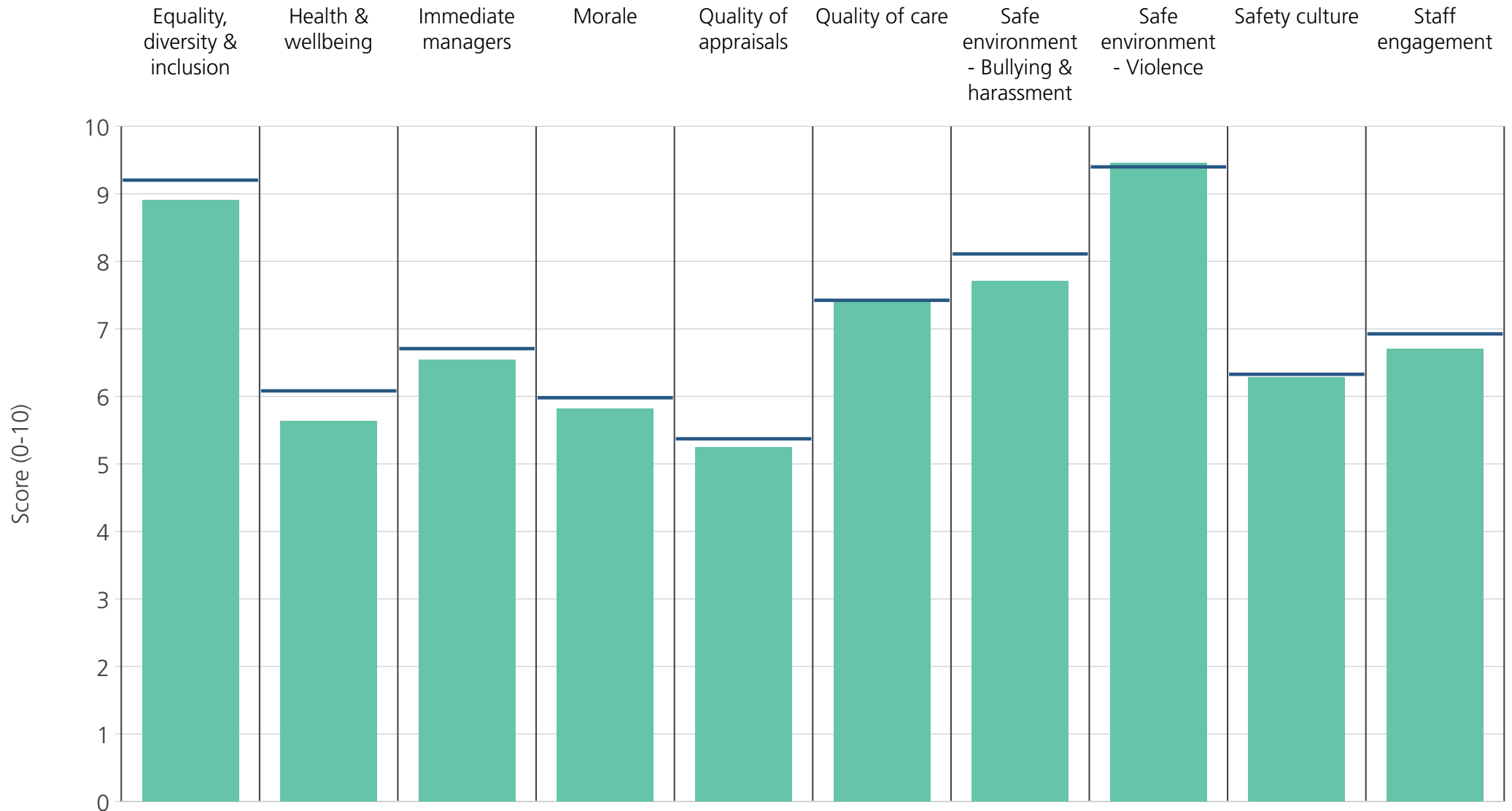
<b>Directorate</b>	9.5	6.4	6.5	5.4	5.1	7.3	8.4	10.0	6.2	6.9
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	33	33	33	33	31	13	33	32	33	33



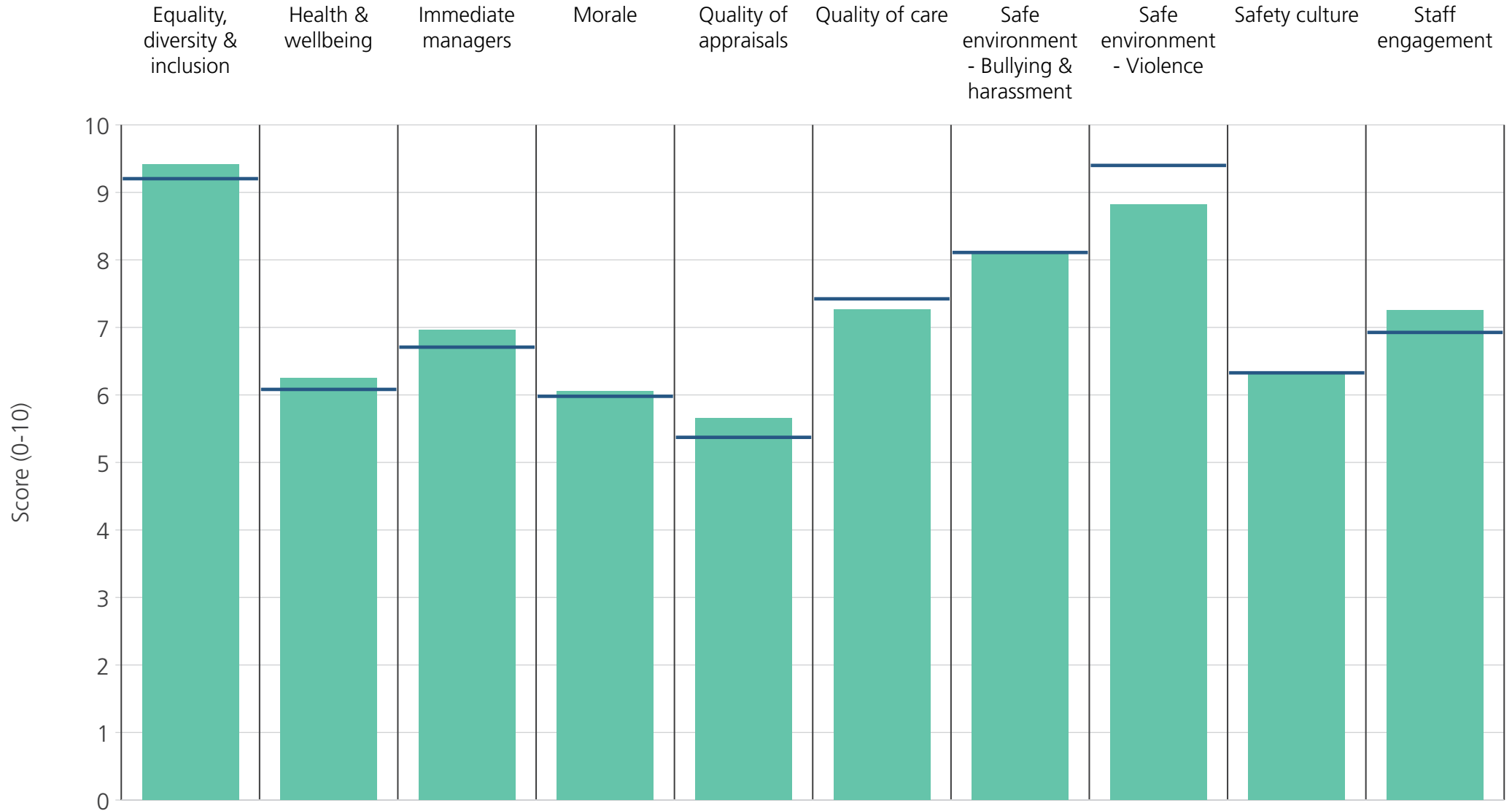
<b>Directorate</b>	8.6	6.1	7.0	5.6	4.9		9.1	9.8	5.4	6.0
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	15	15	15	15	12	7	15	15	14	15



Directorate										
Your org	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
Responses	9	9	9	9	6	9	9	9	9	9



<b>Directorate</b>	8.9	5.6	6.5	5.8	5.2	7.4	7.7	9.5	6.3	6.7
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	142	142	145	144	125	138	142	142	143	145



<b>Directorate</b>	9.4	6.3	7.0	6.1	5.7	7.3	8.1	8.8	6.3	7.3
<b>Your org</b>	9.2	6.1	6.7	6.0	5.4	7.4	8.1	9.4	6.3	6.9
<b>Responses</b>	113	113	112	110	92	106	113	113	111	112