

London Ambulance Service NHS Trust

2018 NHS Staff Survey

Directorate Report

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This directorate report for London Ambulance Service NHS 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 London Ambulance Service NHS 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.

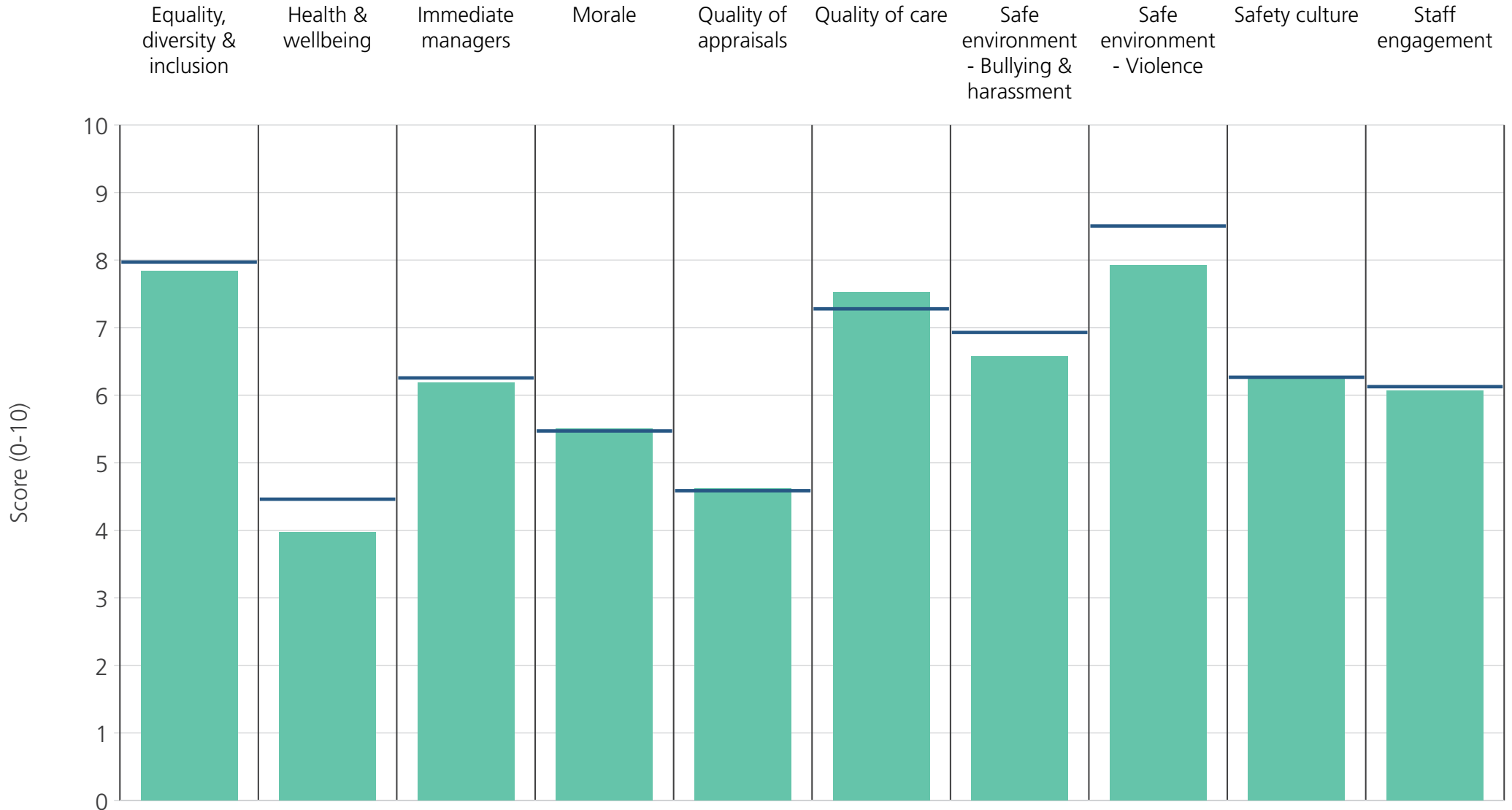
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



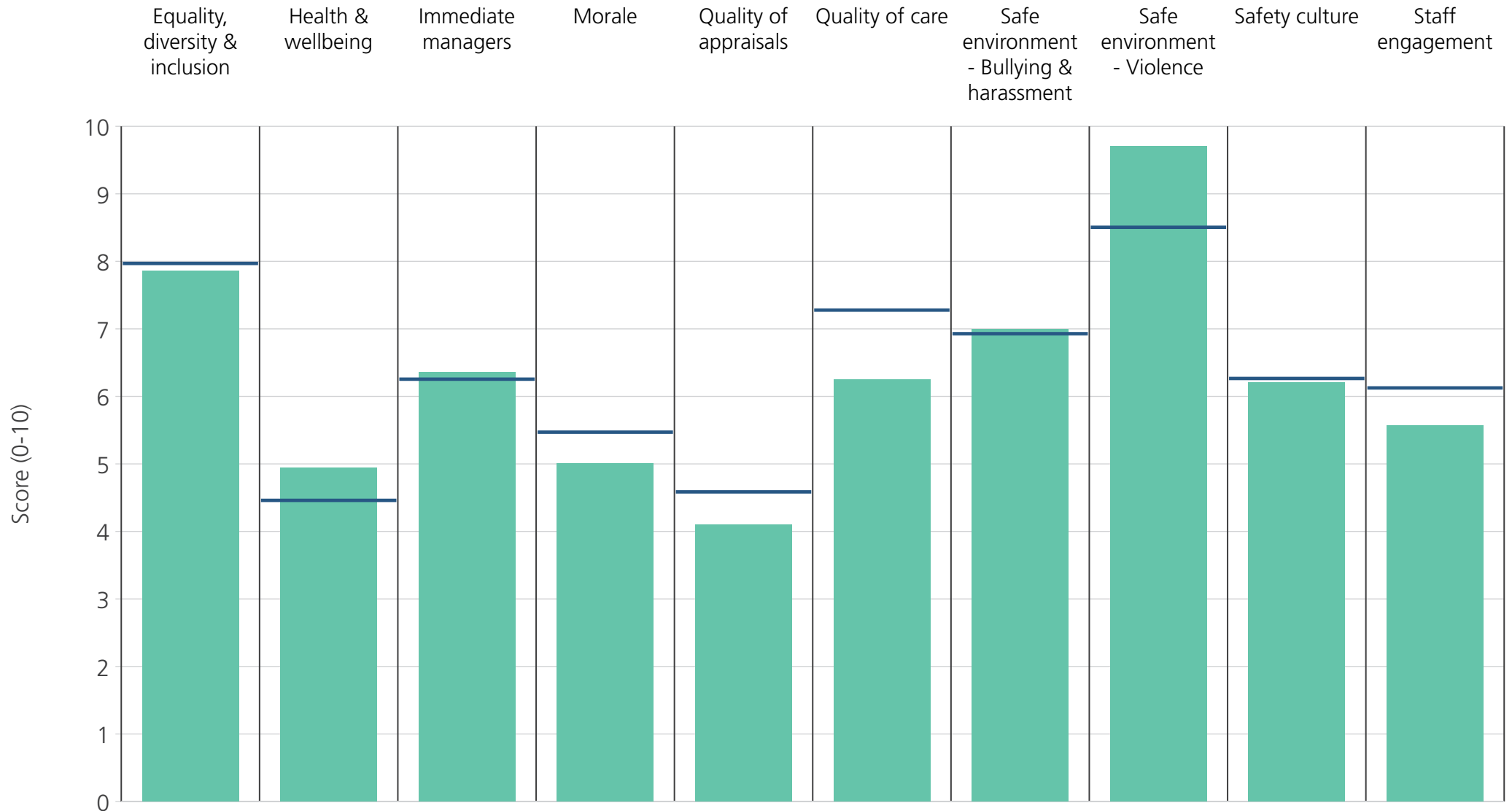
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

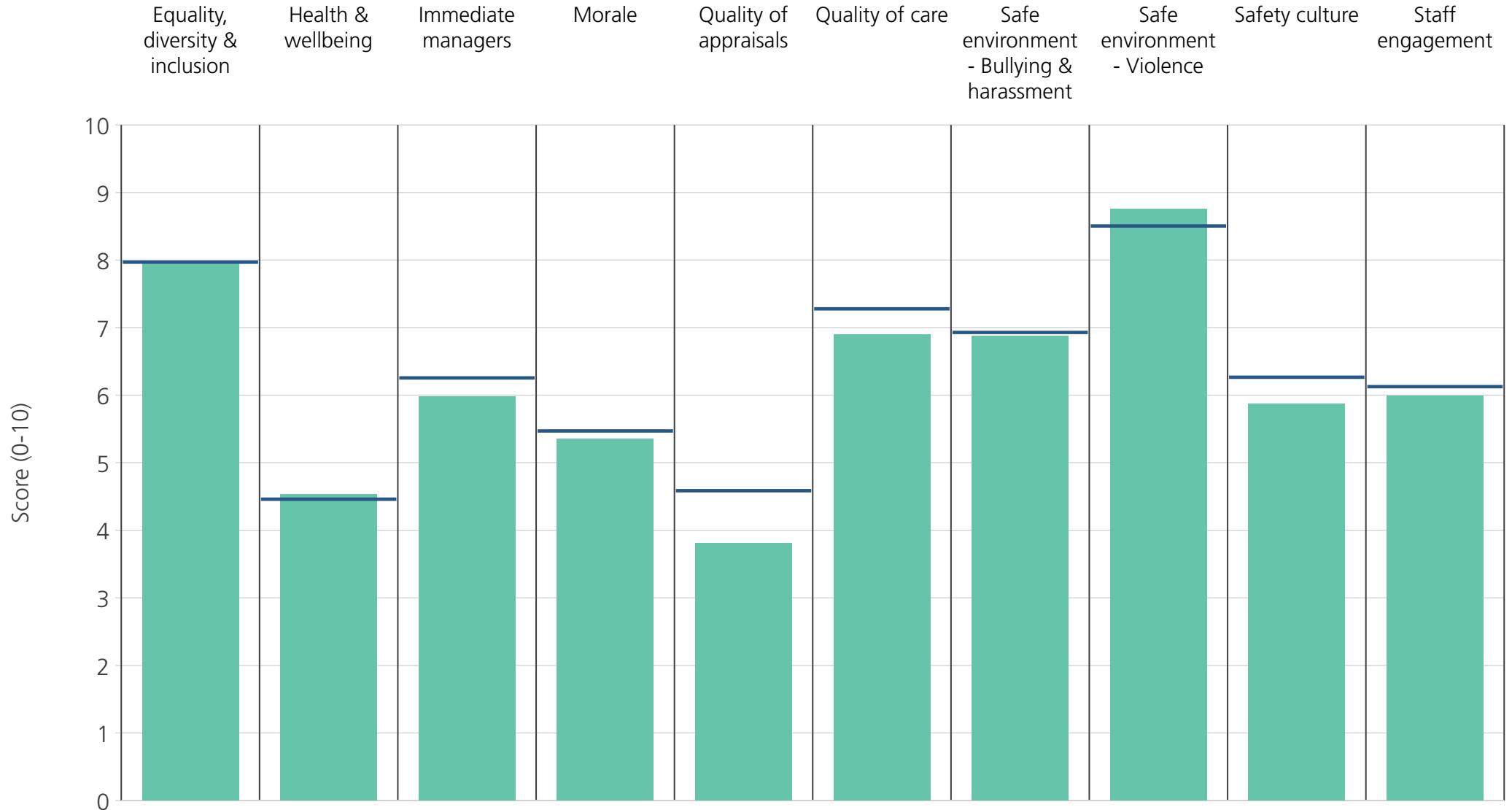
London Ambulance Service NHS Trust
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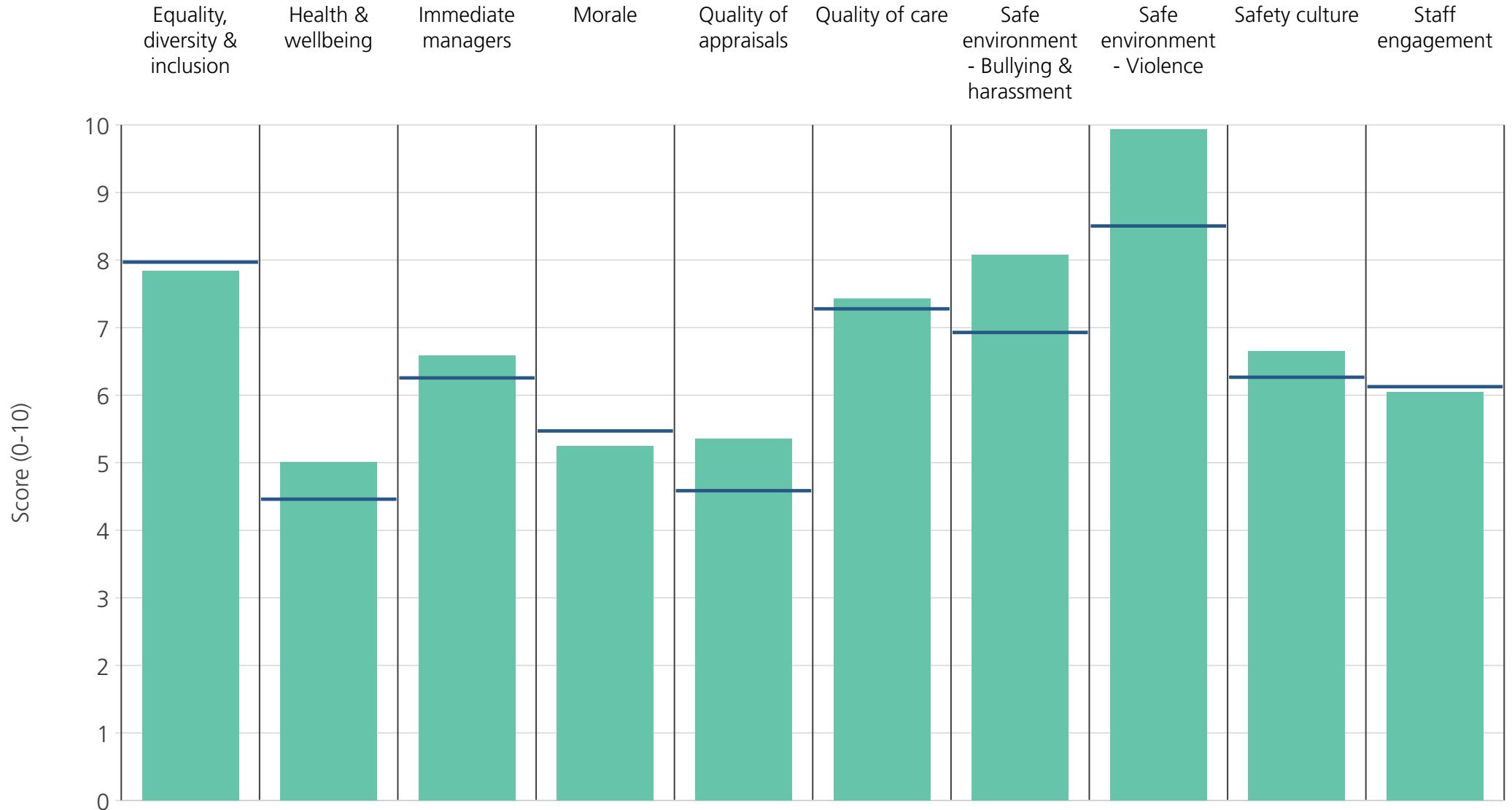
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Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	2118	2124	2148	2093	1668	2125	2094	2119	2117	2165



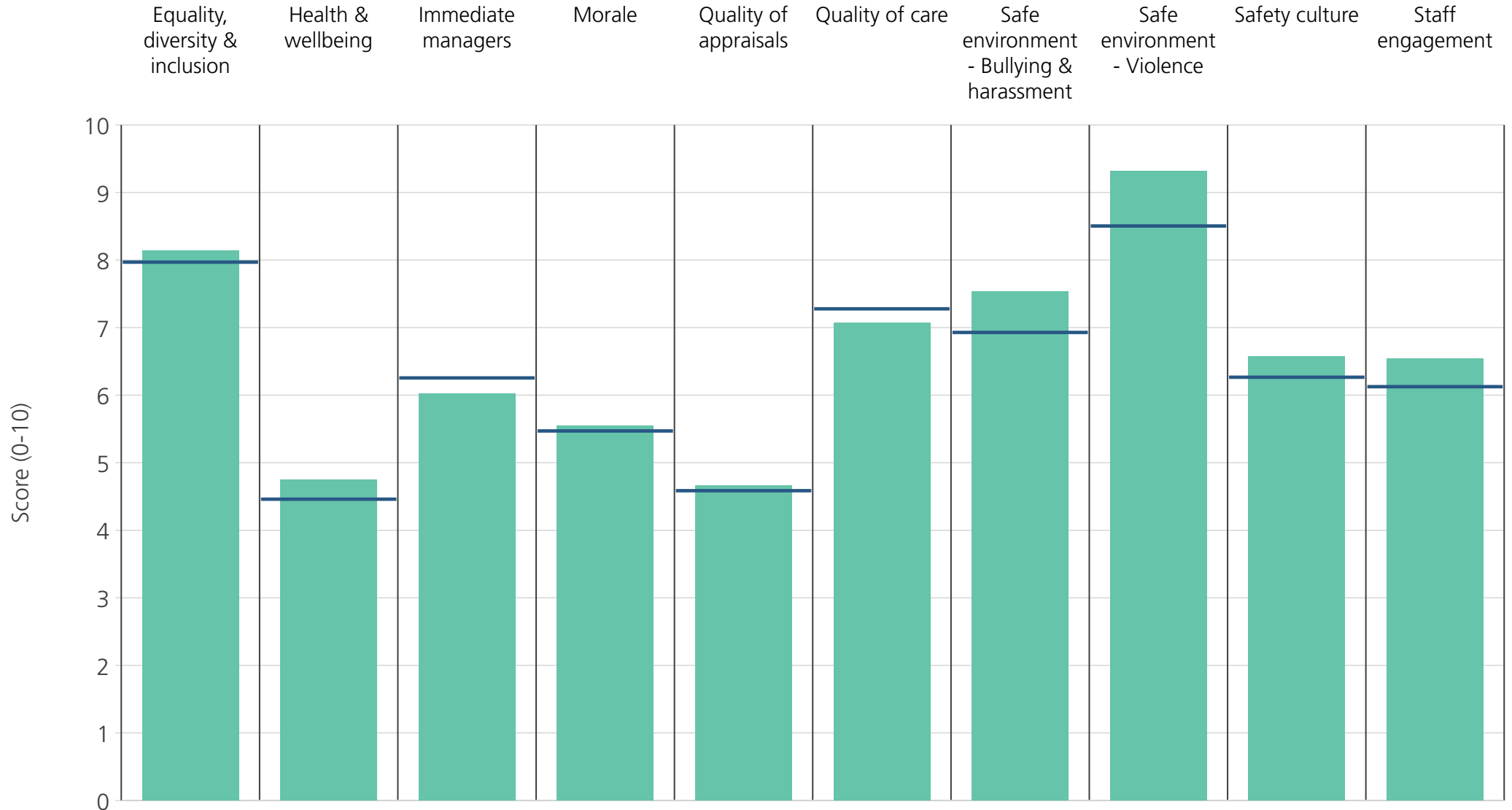
Directorate	7.9	4.9	6.4	5.0	4.1	6.3	7.0	9.7	6.2	5.6
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	360	363	364	357	228	355	356	358	359	375



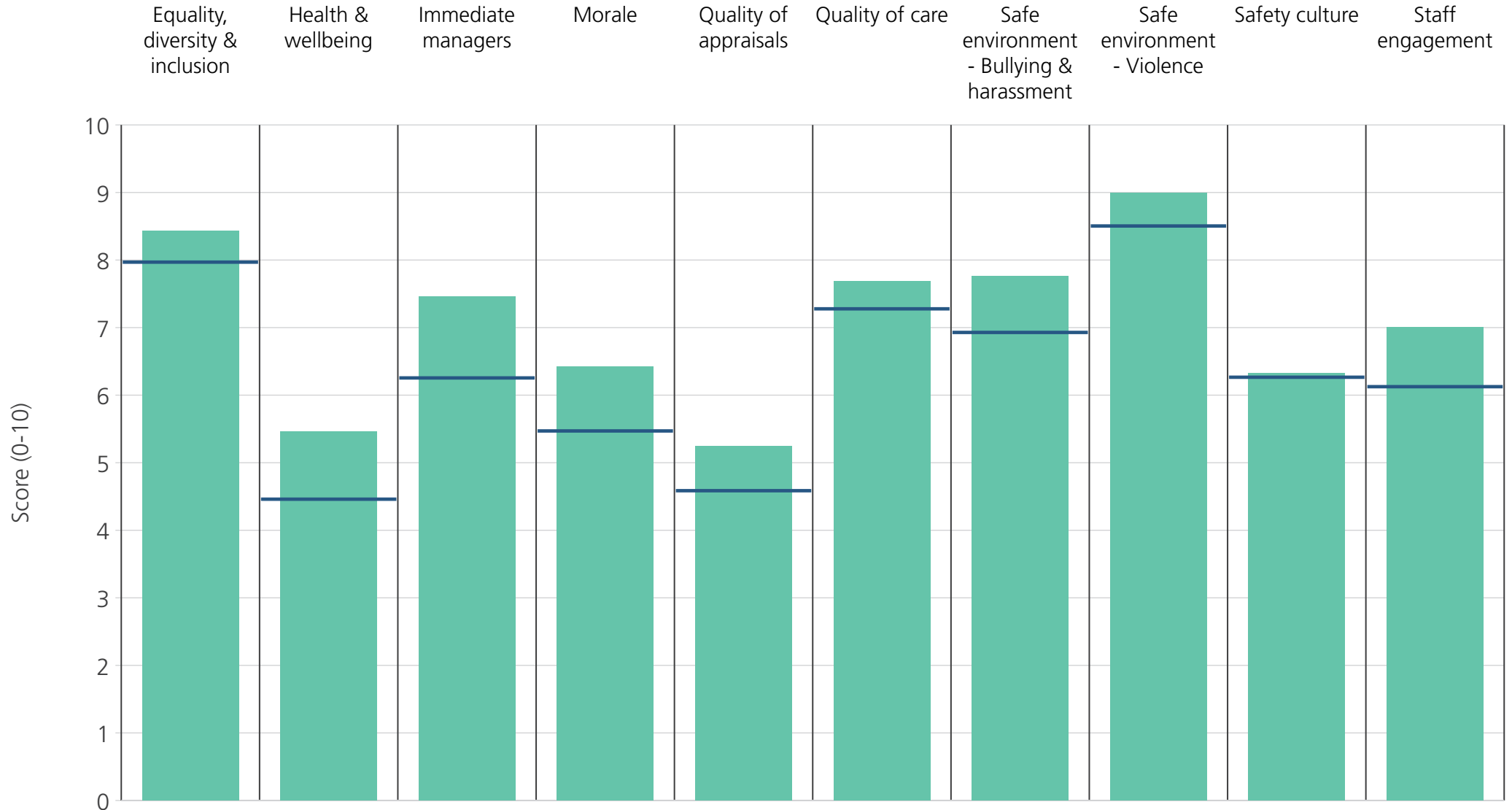
Directorate	8.0	4.5	6.0	5.4	3.8	6.9	6.9	8.8	5.9	6.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	287	288	288	289	234	267	287	289	288	293



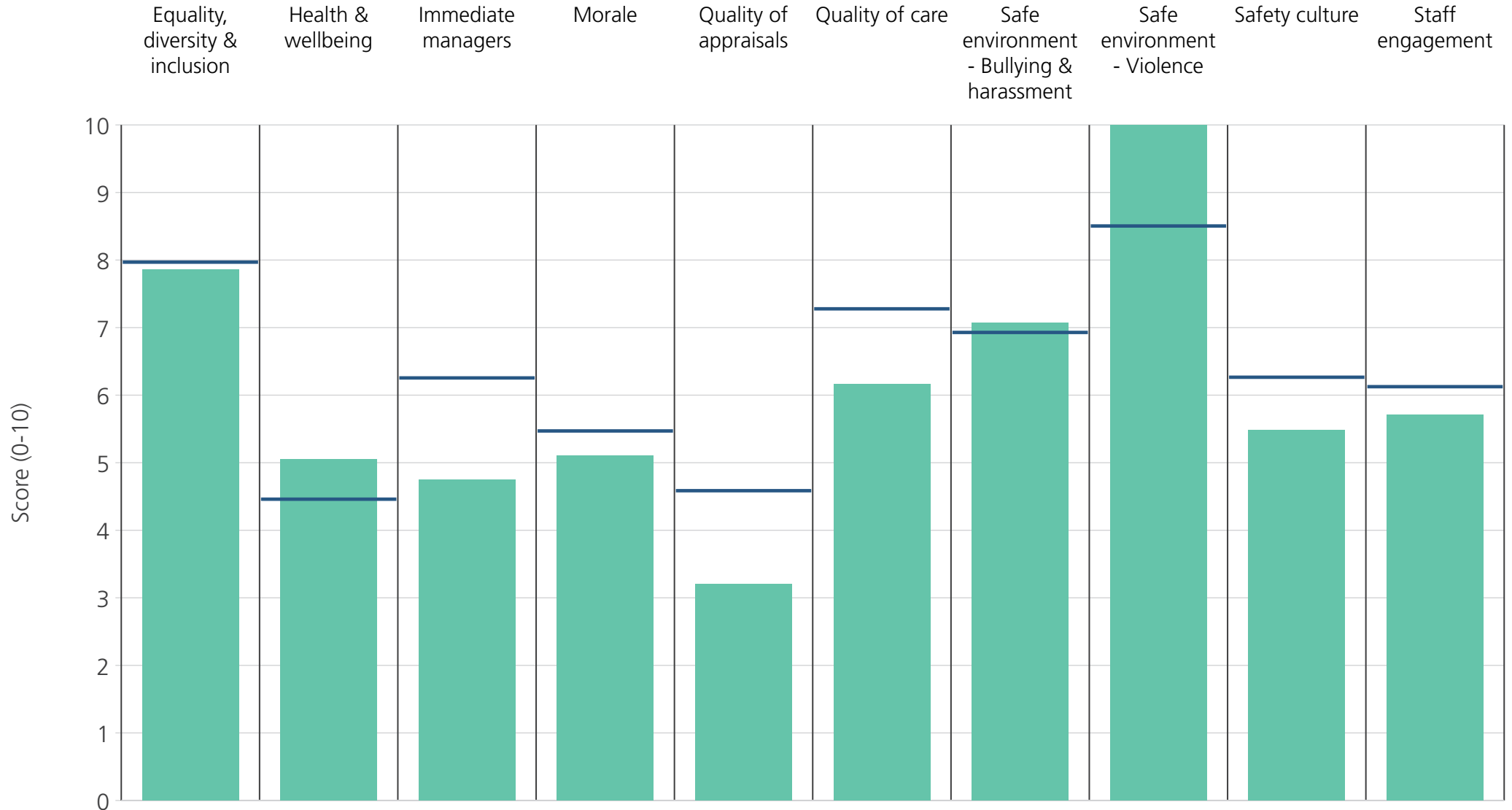
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Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	94	99	101	91	63	96	98	98	96	102



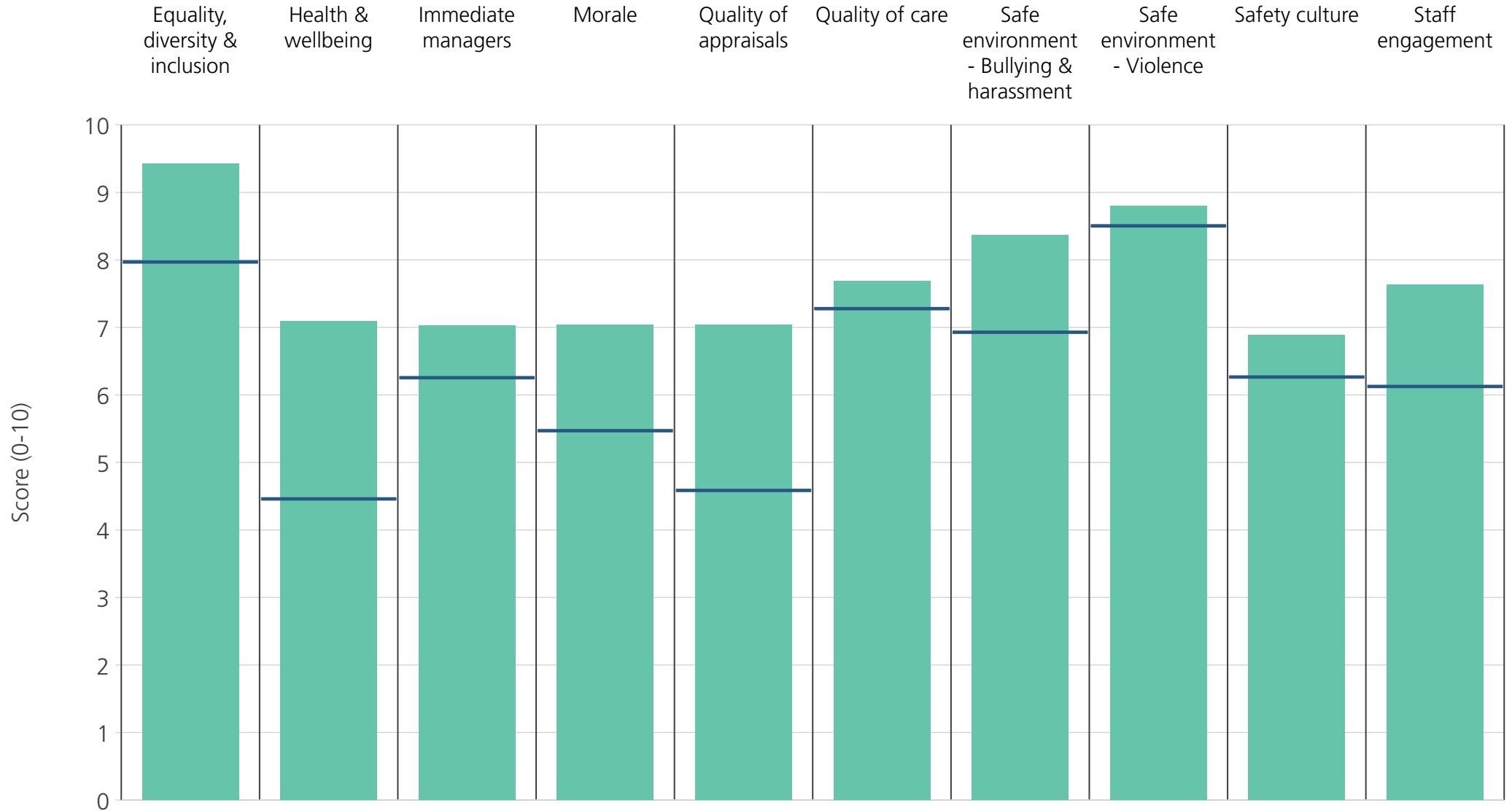
Directorate	8.1	4.7	6.0	5.5	4.7	7.1	7.5	9.3	6.6	6.5
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	129	129	129	129	74	104	128	127	129	128



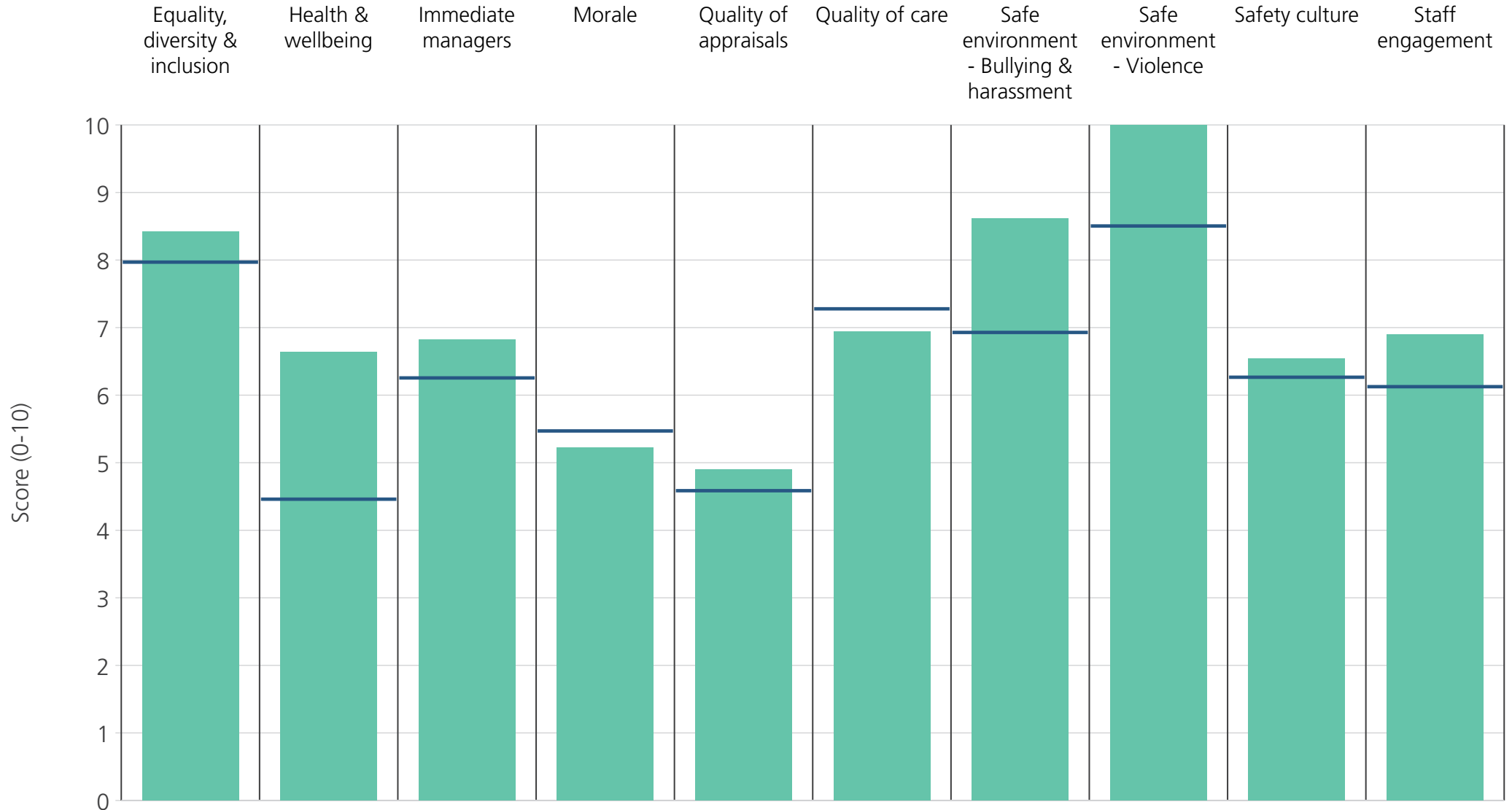
Directorate	8.4	5.5	7.5	6.4	5.2	7.7	7.8	9.0	6.3	7.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	95	95	97	96	71	93	96	96	96	97



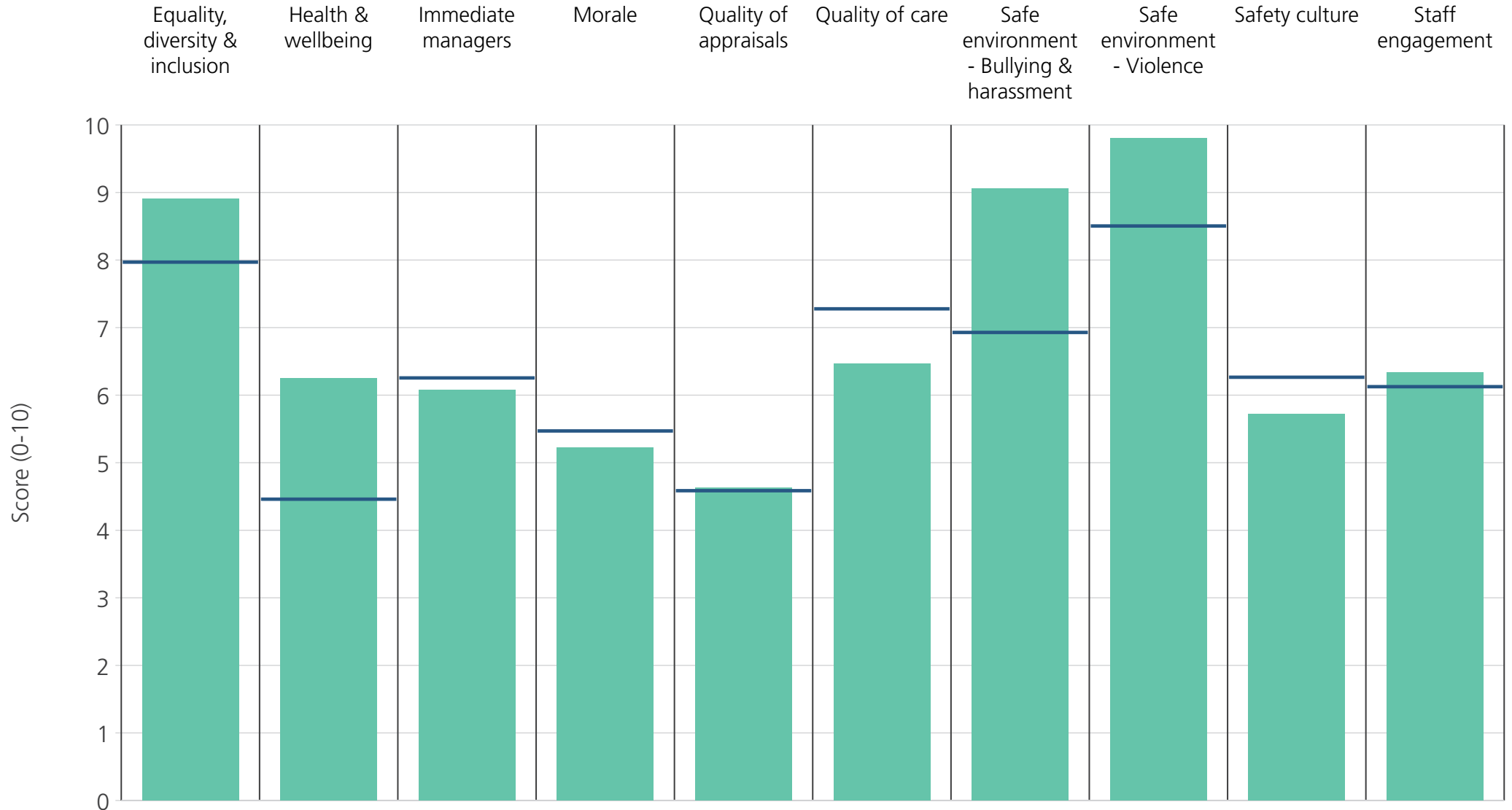
Directorate	7.9	5.0	4.8	5.1	3.2	6.2	7.1	10.0	5.5	5.7
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	46	49	48	44	16	23	45	44	45	50



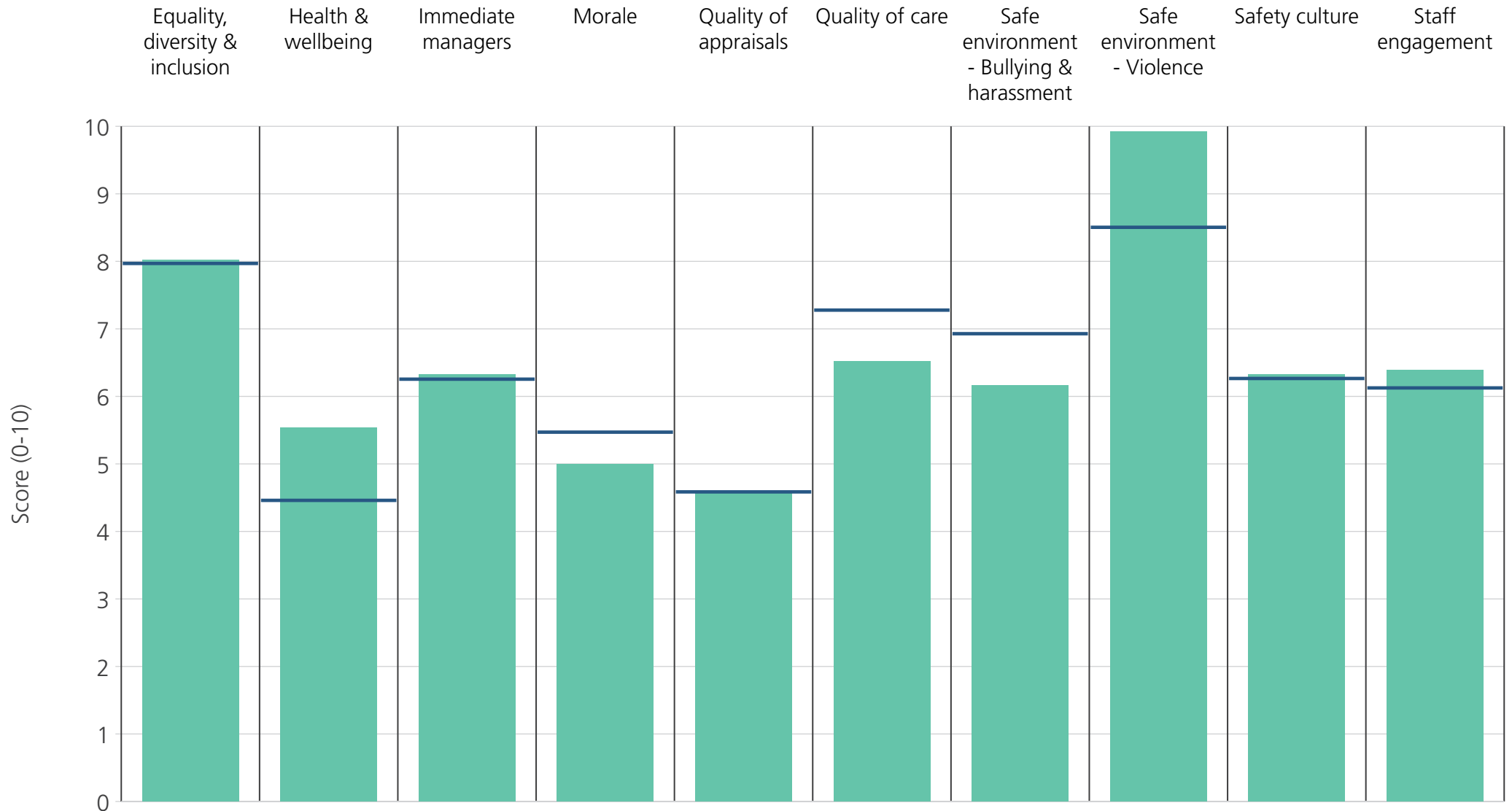
Directorate	9.4	7.1	7.0	7.0	7.0	7.7	8.4	8.8	6.9	7.6
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	58	58	58	56	27	58	57	58	58	62



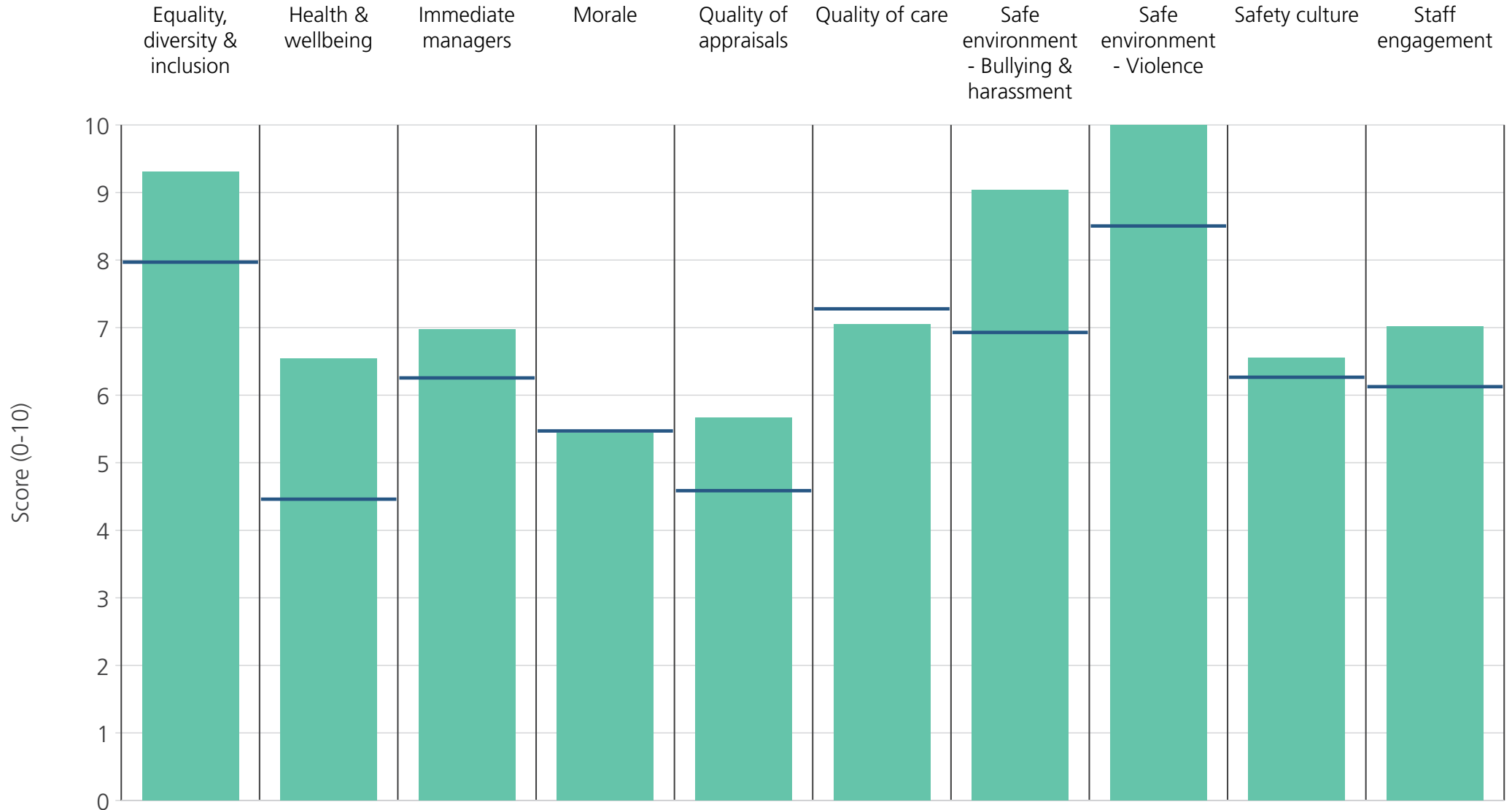
Directorate	8.4	6.6	6.8	5.2	4.9	6.9	8.6	10.0	6.5	6.9
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	50	51	51	49	38	21	48	49	49	51



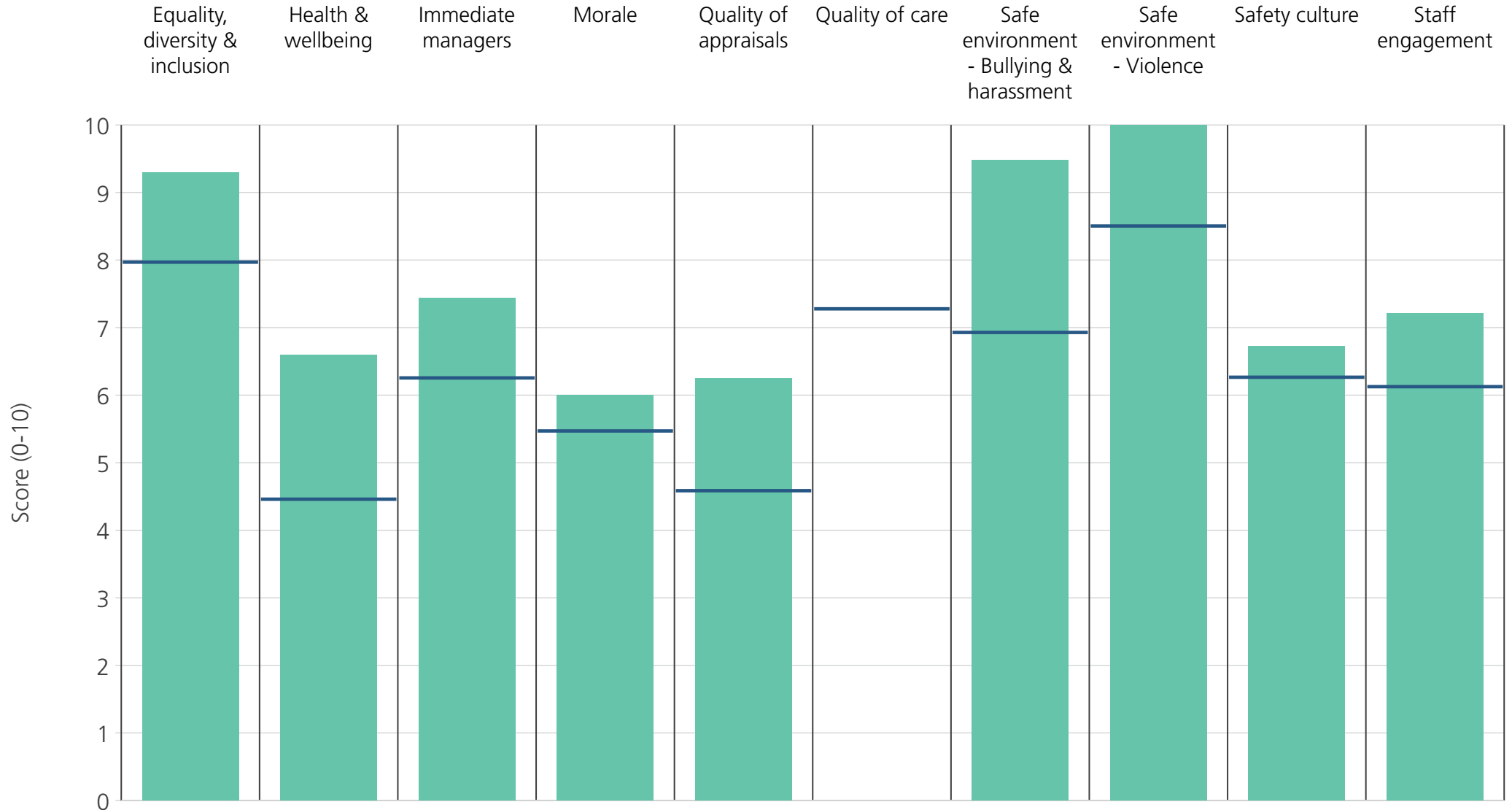
Directorate	8.9	6.3	6.1	5.2	4.6	6.5	9.1	9.8	5.7	6.3
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	52	51	52	50	27	33	51	51	50	53



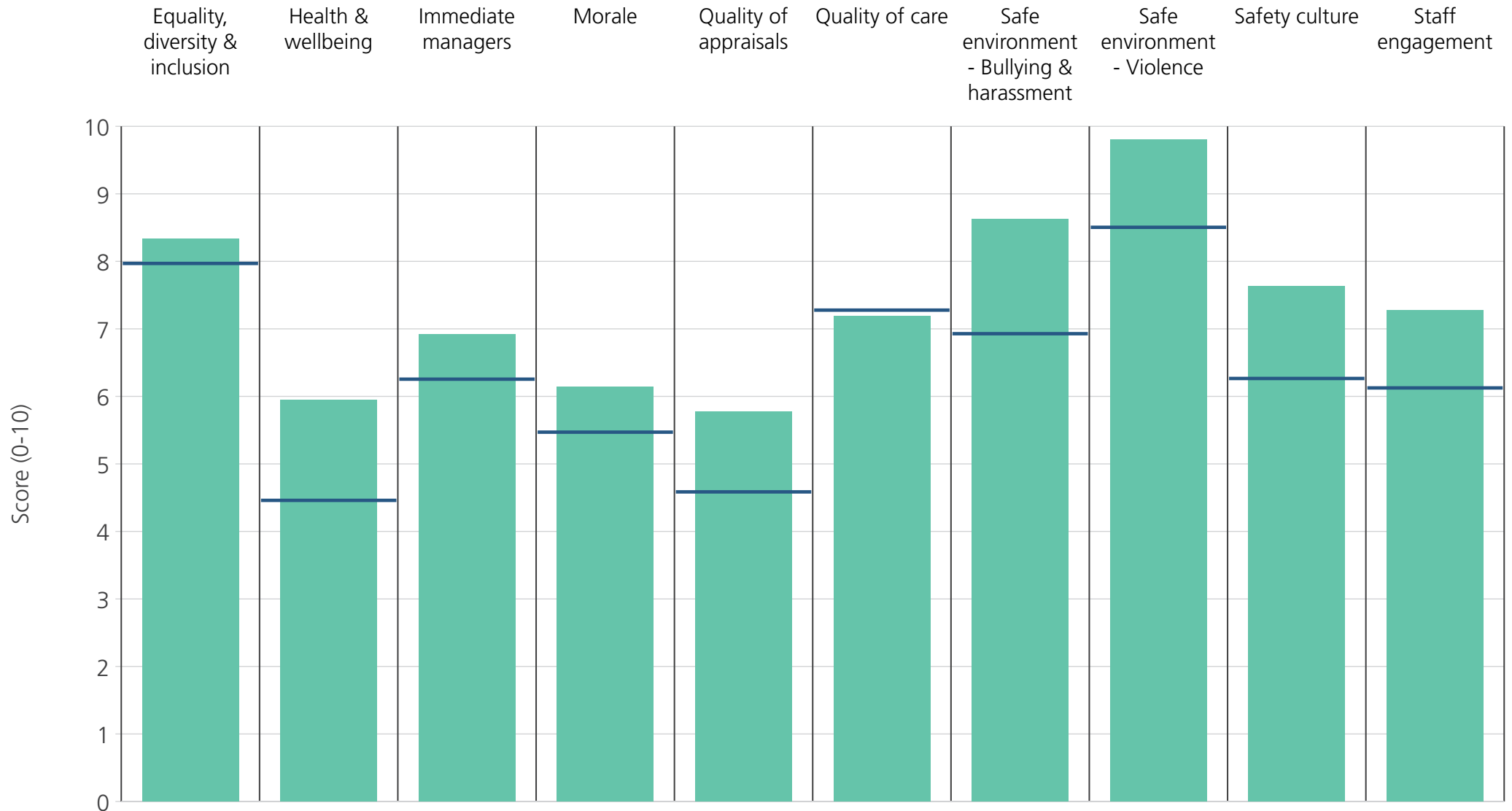
Directorate	8.0	5.5	6.3	5.0	4.6	6.5	6.2	9.9	6.3	6.4
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	40	41	42	42	27	33	40	41	42	42



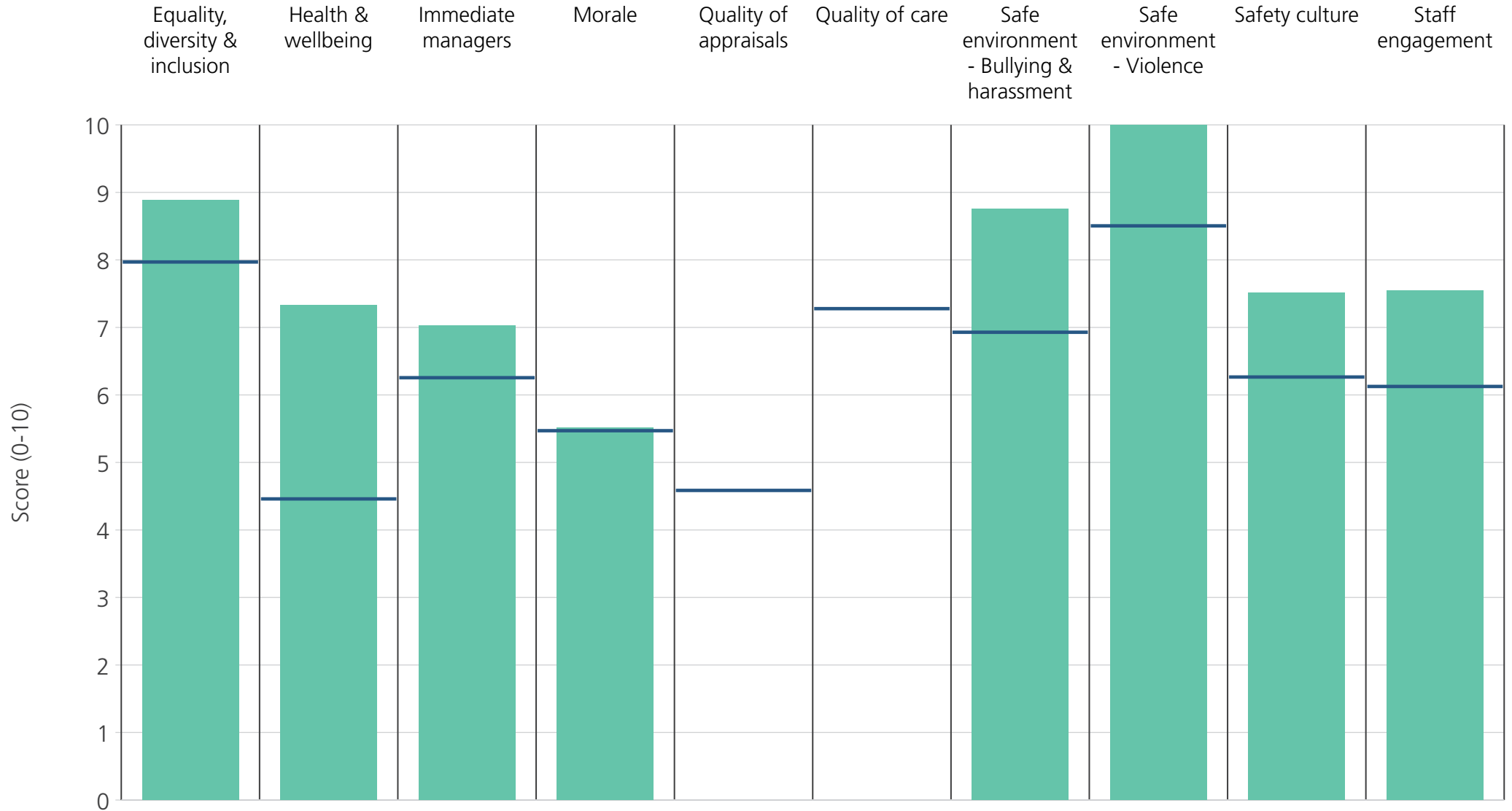
Directorate	9.3	6.5	7.0	5.4	5.7	7.1	9.0	10.0	6.5	7.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	37	38	38	37	28	13	38	37	37	37



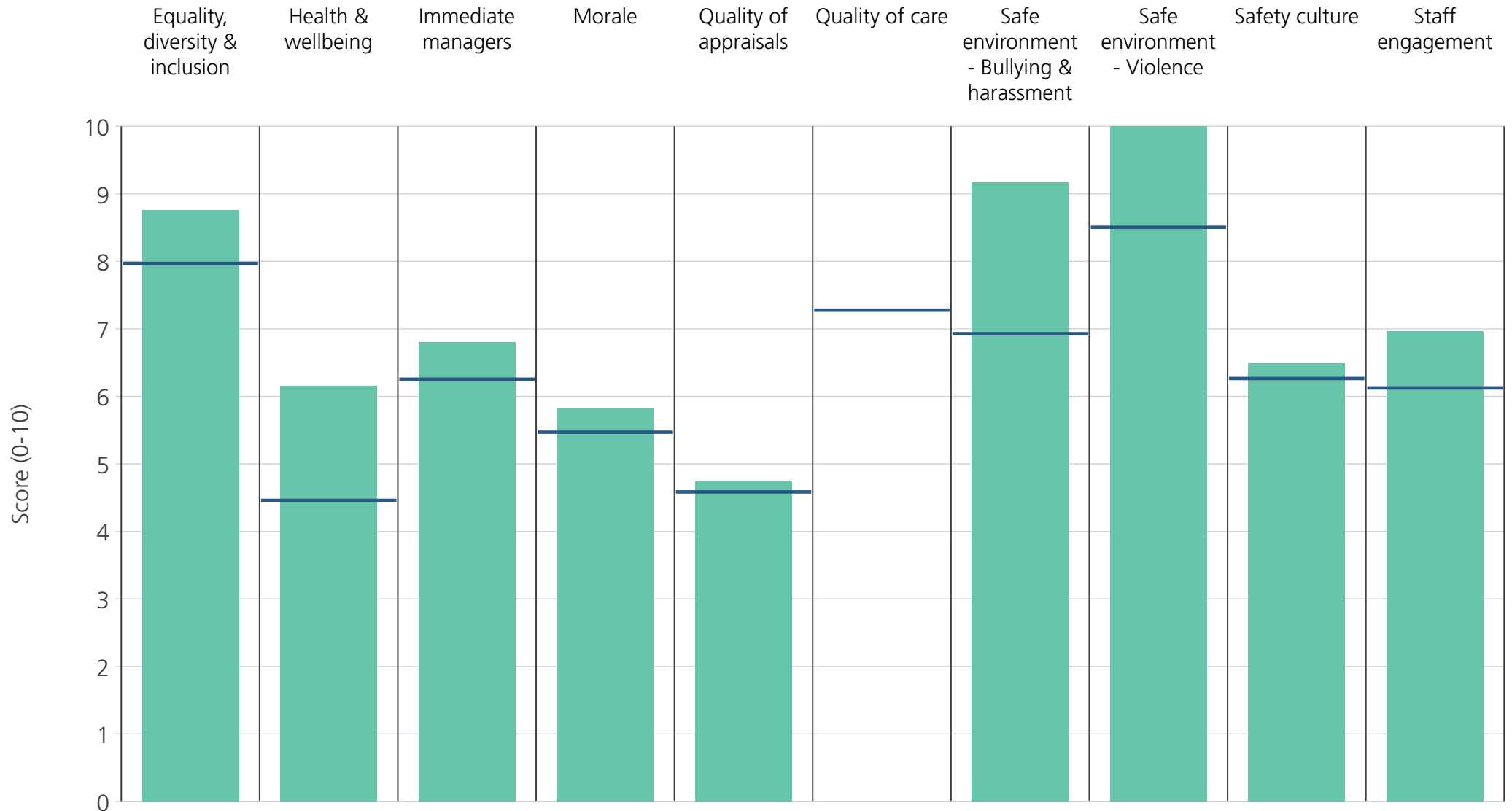
Directorate	9.3	6.6	7.4	6.0	6.3	7.3	9.5	10.0	6.7	7.2
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	20	20	20	19	13	9	19	19	19	20



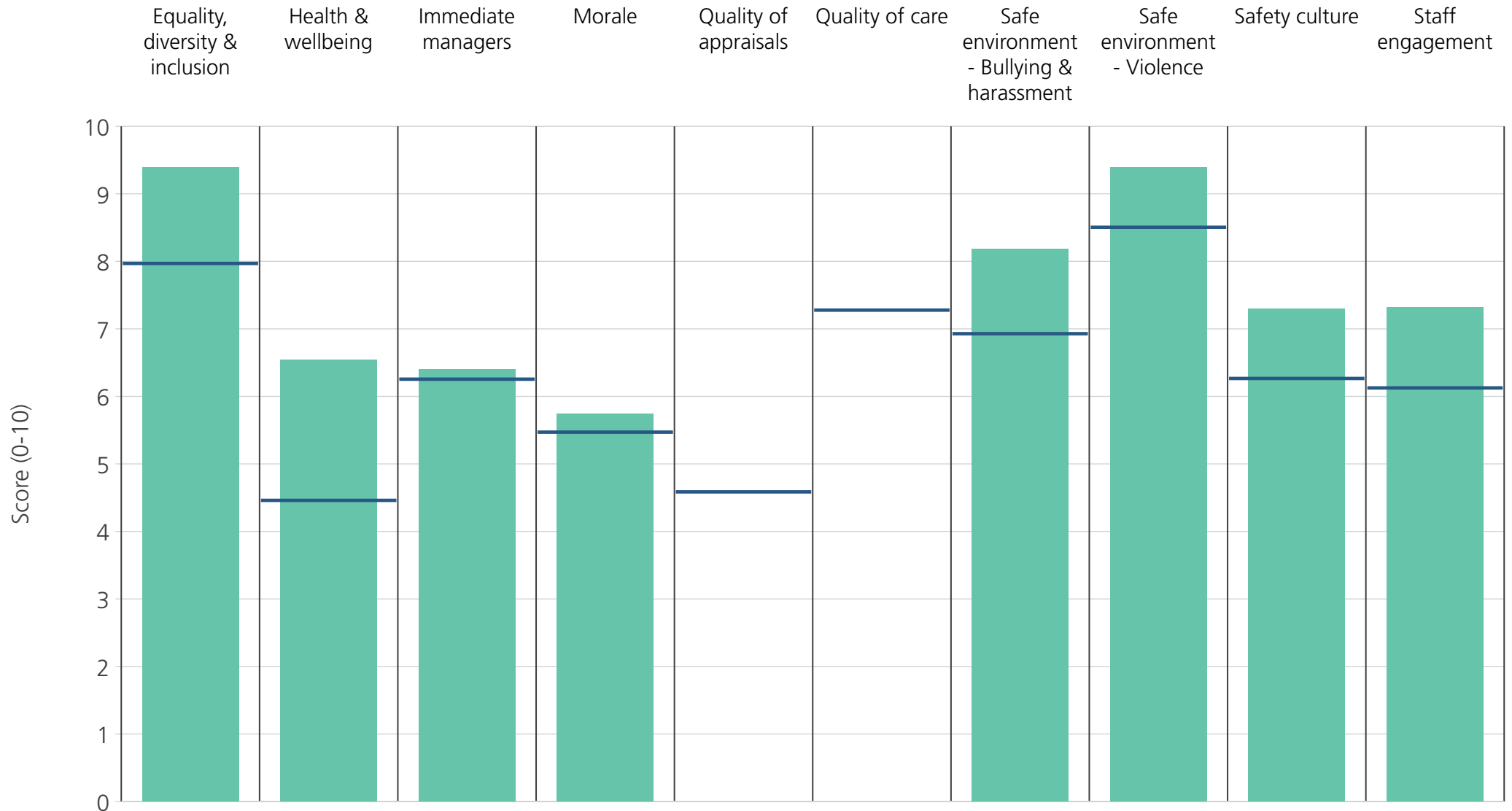
Directorate	8.3	5.9	6.9	6.1	5.8	7.2	8.6	9.8	7.6	7.3
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	16	17	17	17	13	12	17	17	17	17



Directorate	8.9	7.3	7.0	5.5	4.6	7.3	8.8	10.0	7.5	7.5
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	12	12	11	12	7	4	12	12	12	12



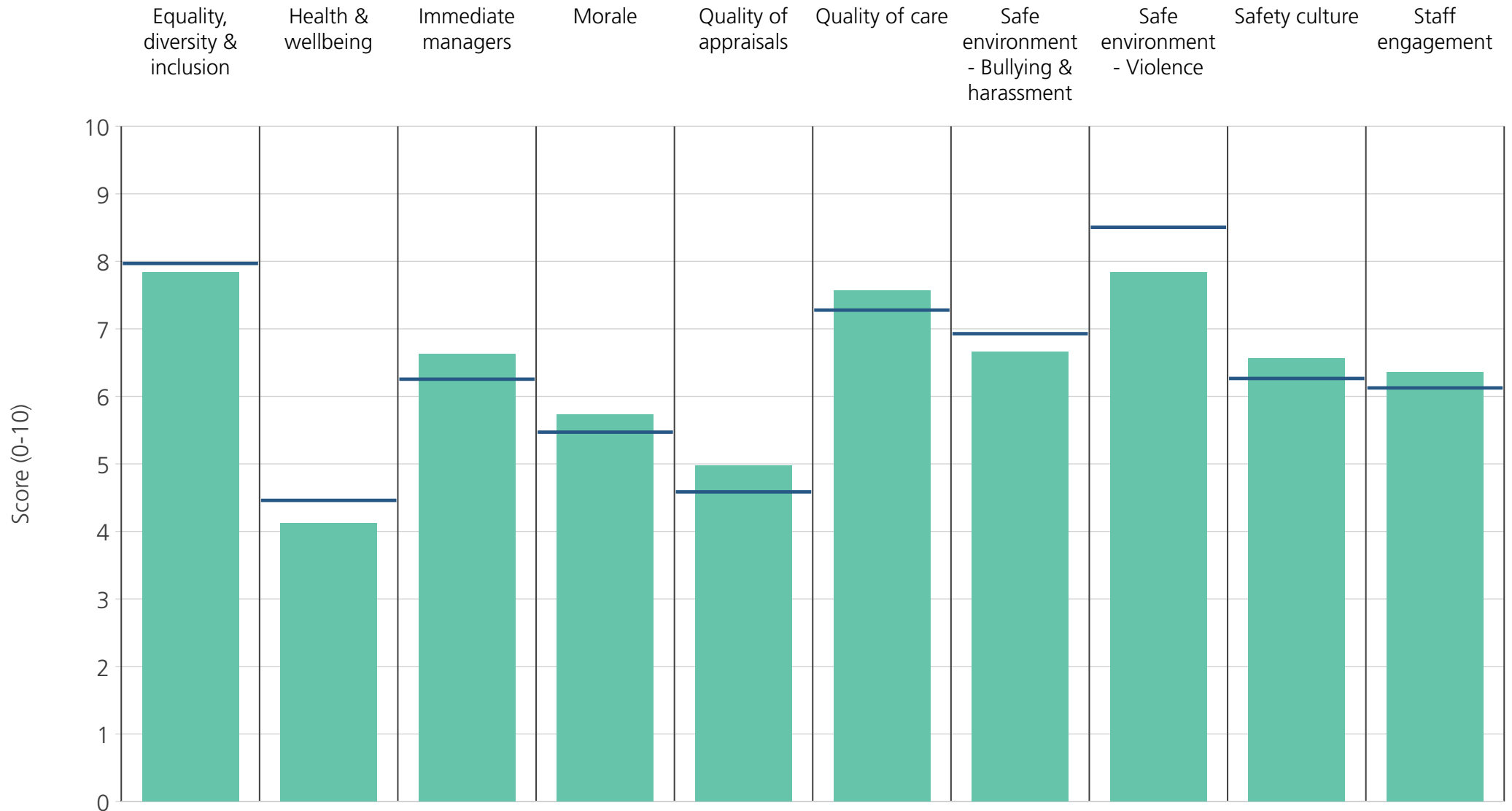
Directorate	8.8	6.2	6.8	5.8	4.8		9.2	10.0	6.5	7.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	16	16	16	16	15	9	16	16	16	16



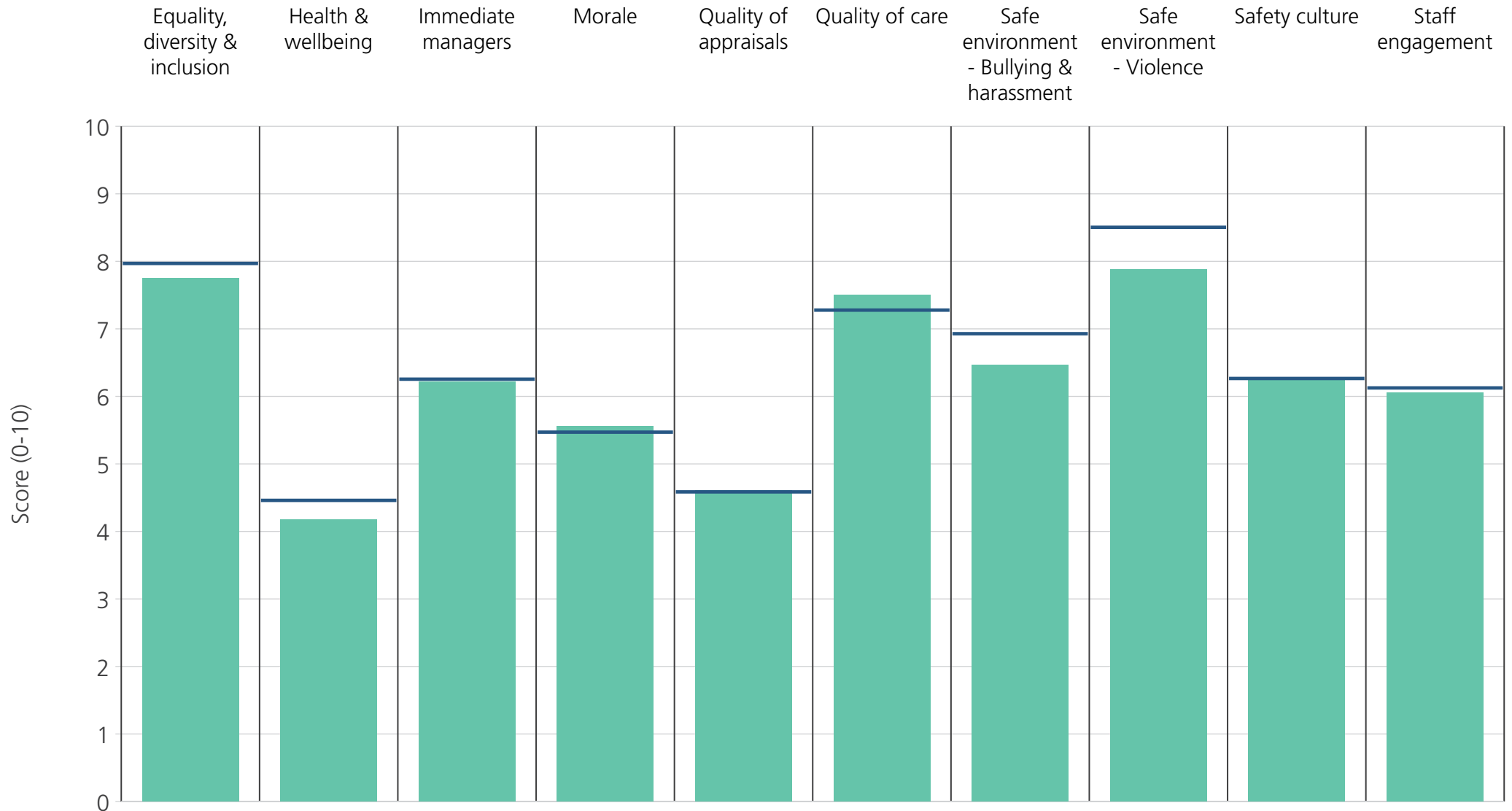
Directorate	9.4	6.5	6.4	5.7			8.2	9.4	7.3	7.3
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	11	12	12	12	9	6	11	11	12	12

Directorates 2

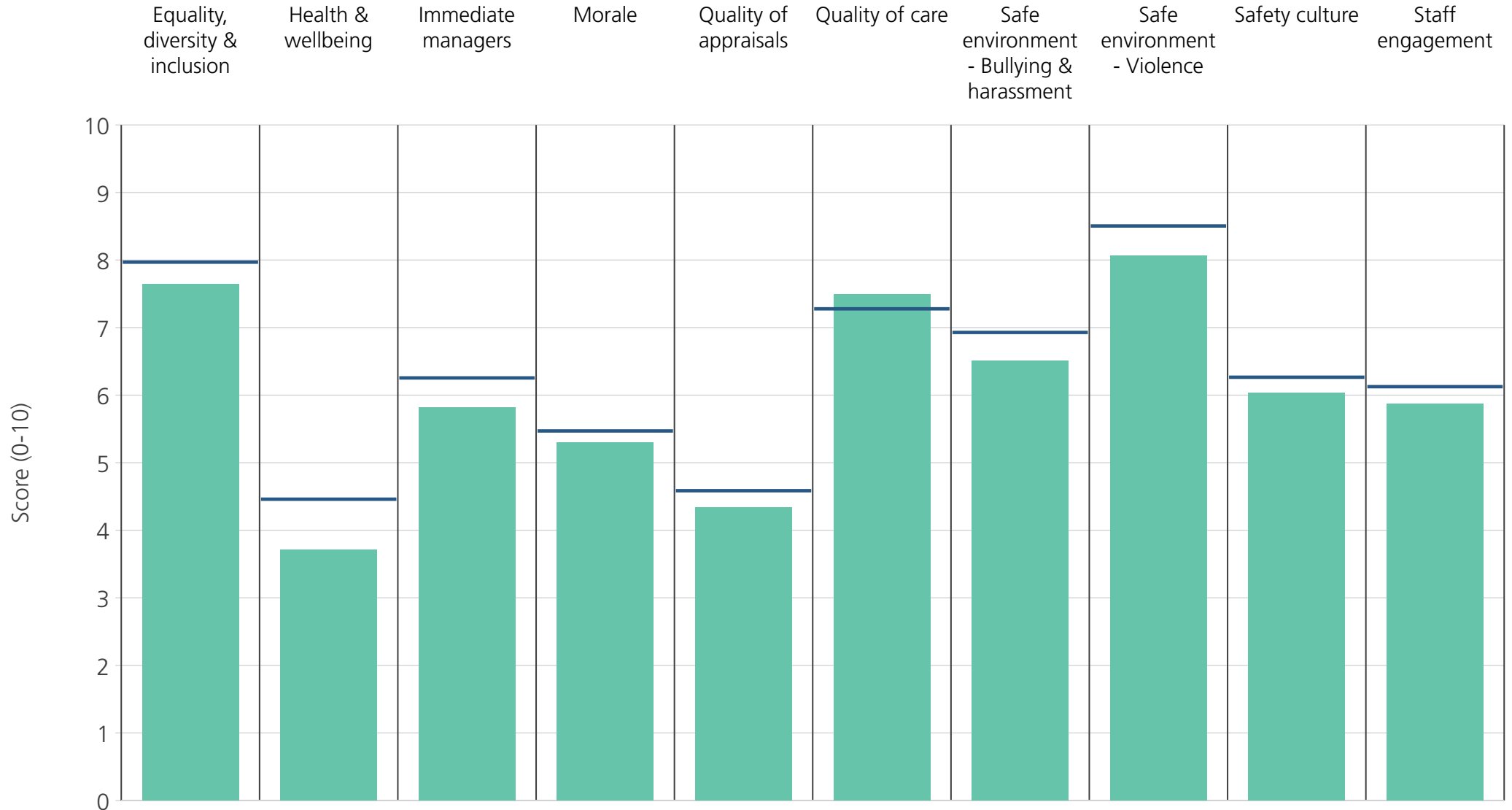
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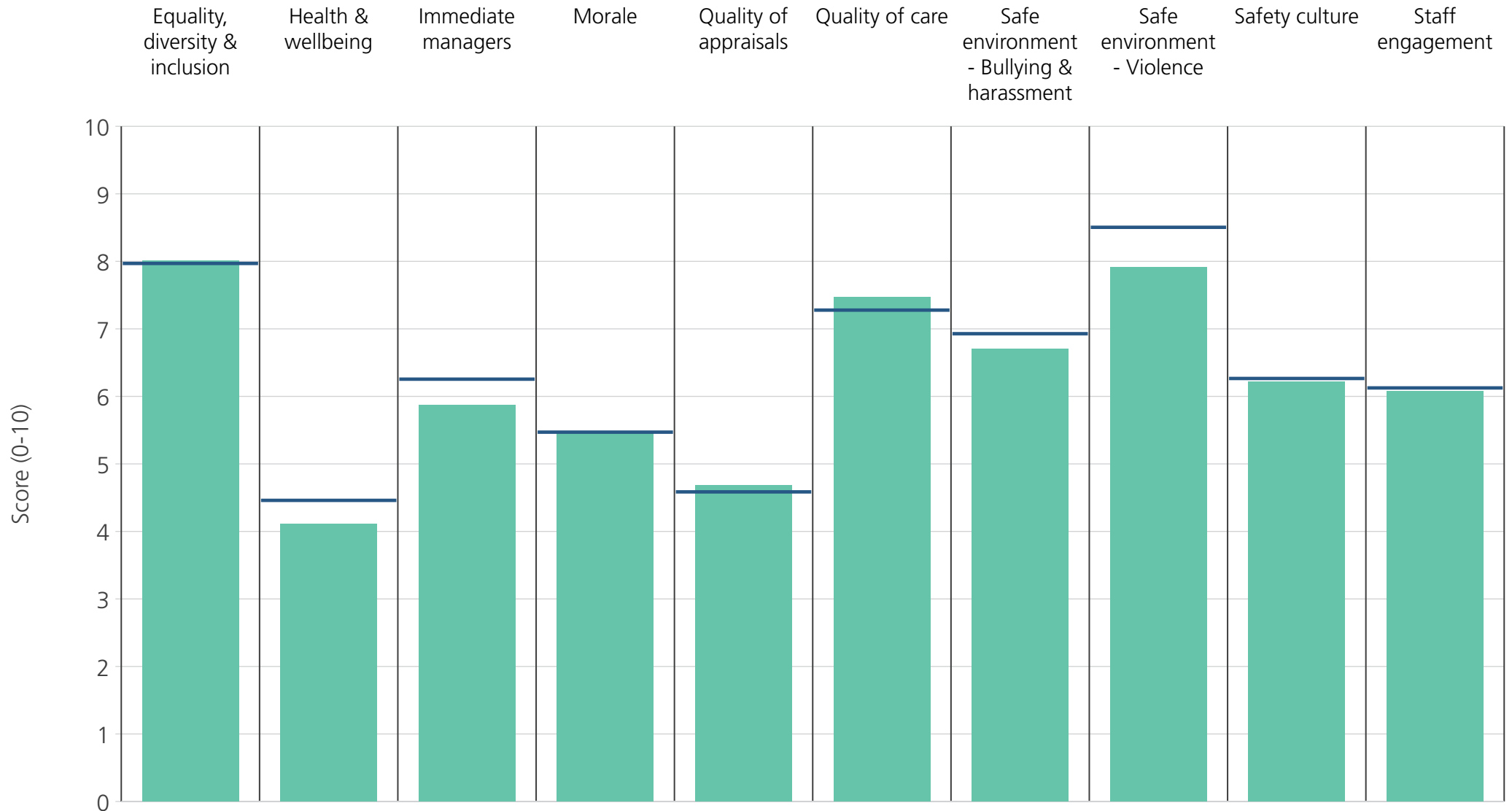
Directorate	7.8	4.1	6.6	5.7	5.0	7.6	6.7	7.8	6.6	6.4
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	574	577	579	573	496	570	570	576	575	583



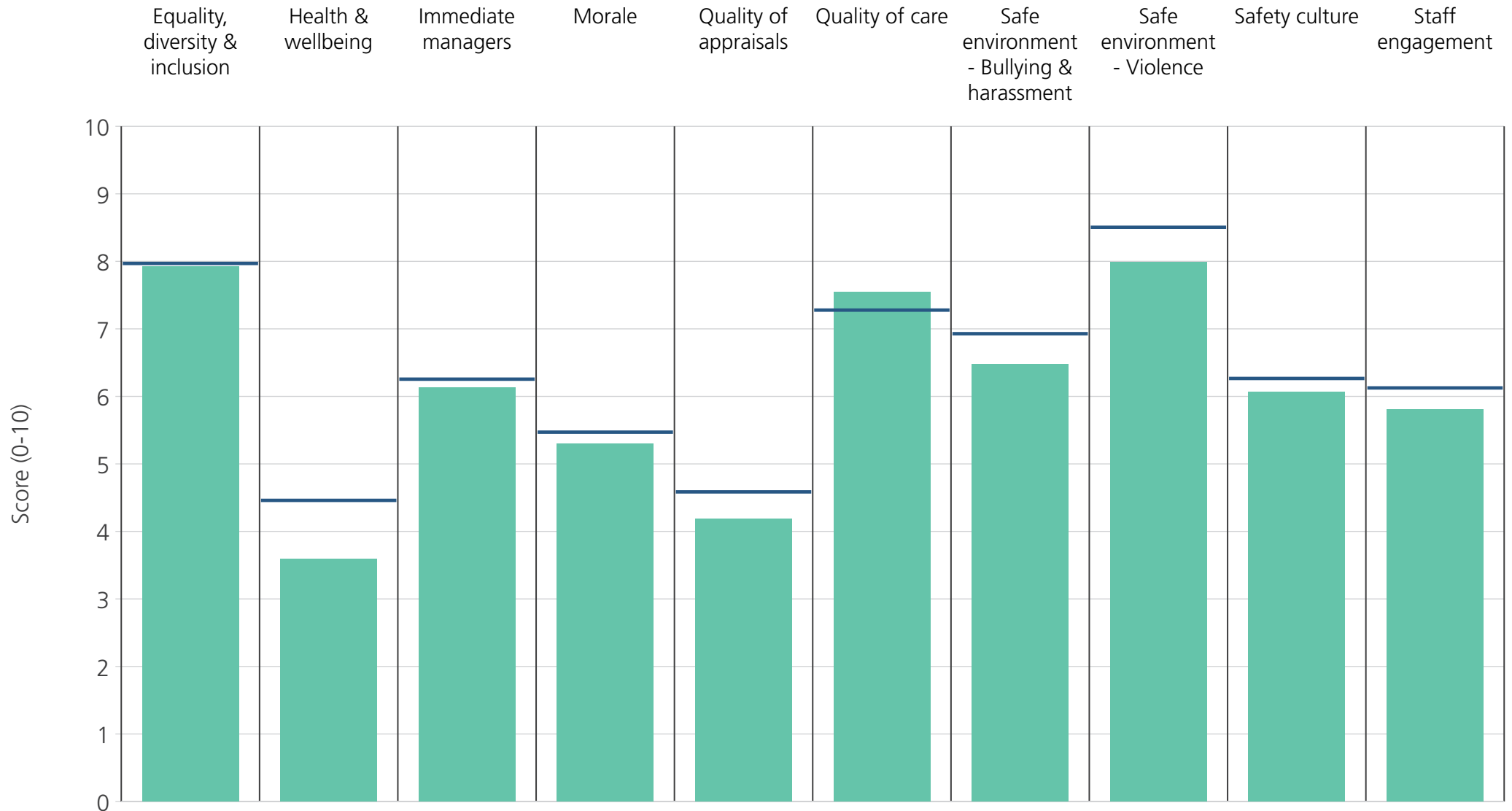
Directorate	7.7	4.2	6.2	5.6	4.6	7.5	6.5	7.9	6.3	6.1
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	433	434	445	427	342	442	426	434	433	448



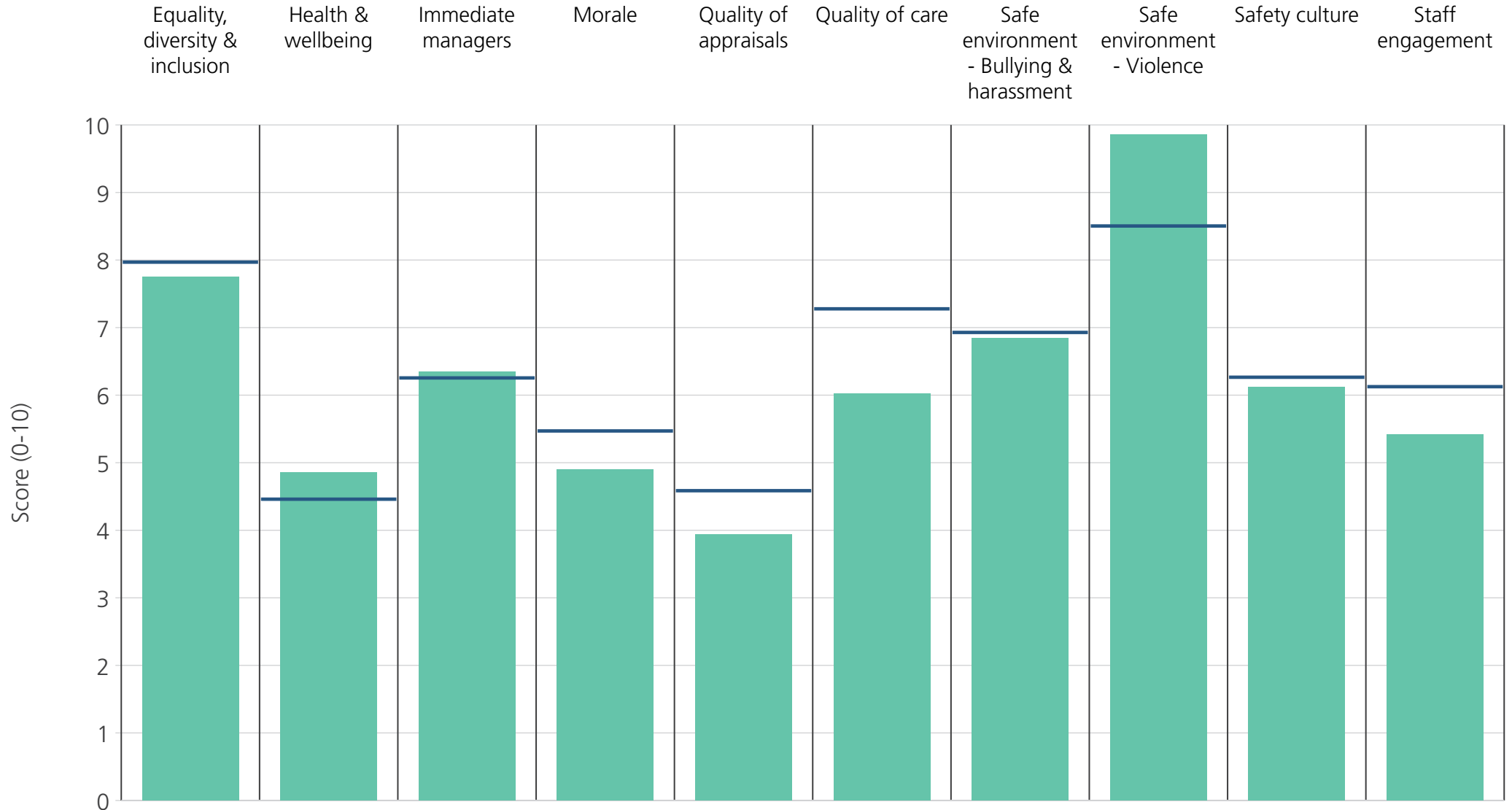
Directorate	7.6	3.7	5.8	5.3	4.3	7.5	6.5	8.1	6.0	5.9
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	360	360	365	354	262	362	356	358	357	371



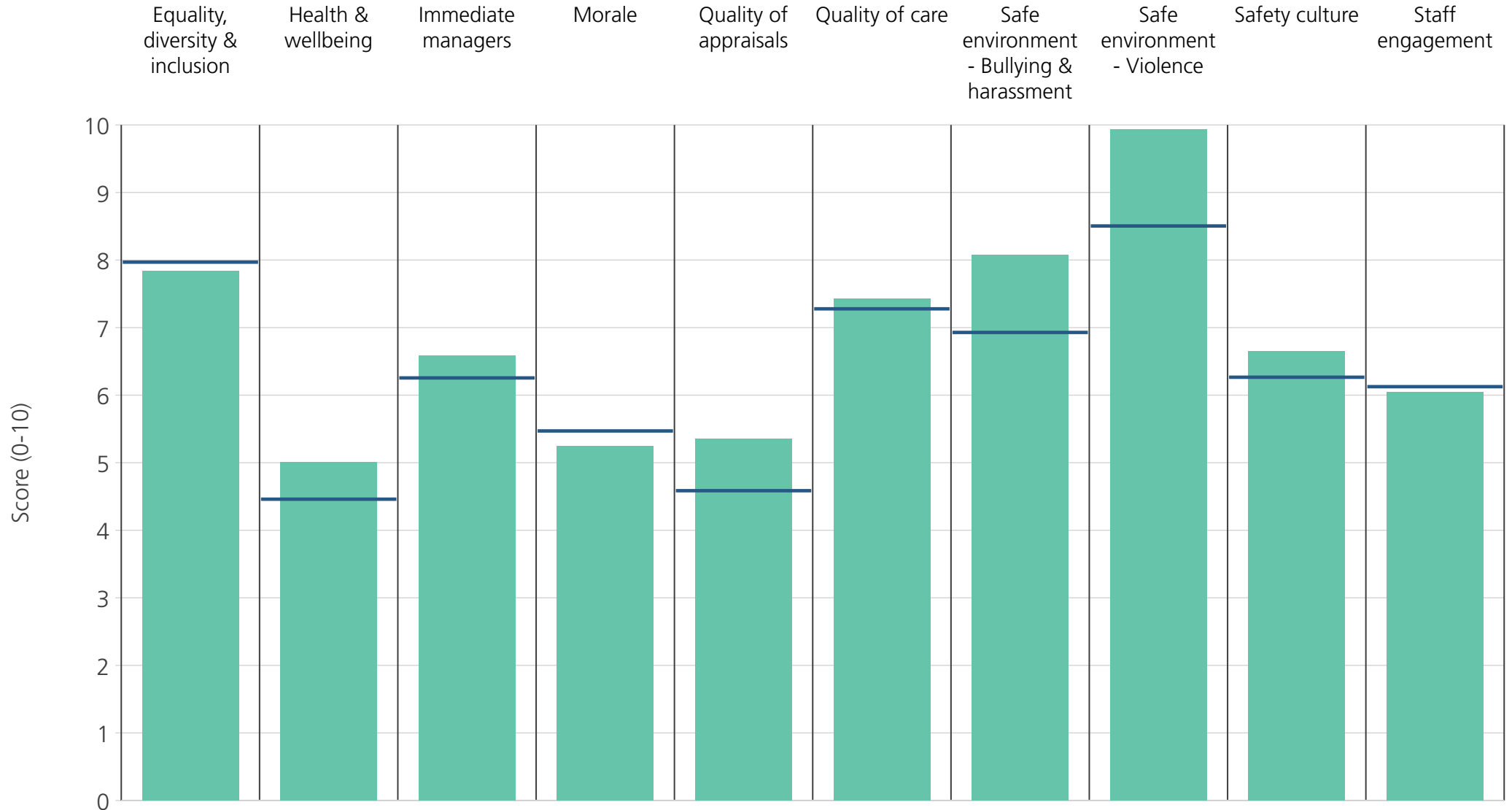
Directorate	8.0	4.1	5.9	5.5	4.7	7.5	6.7	7.9	6.2	6.1
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	377	379	382	371	277	380	373	378	378	384



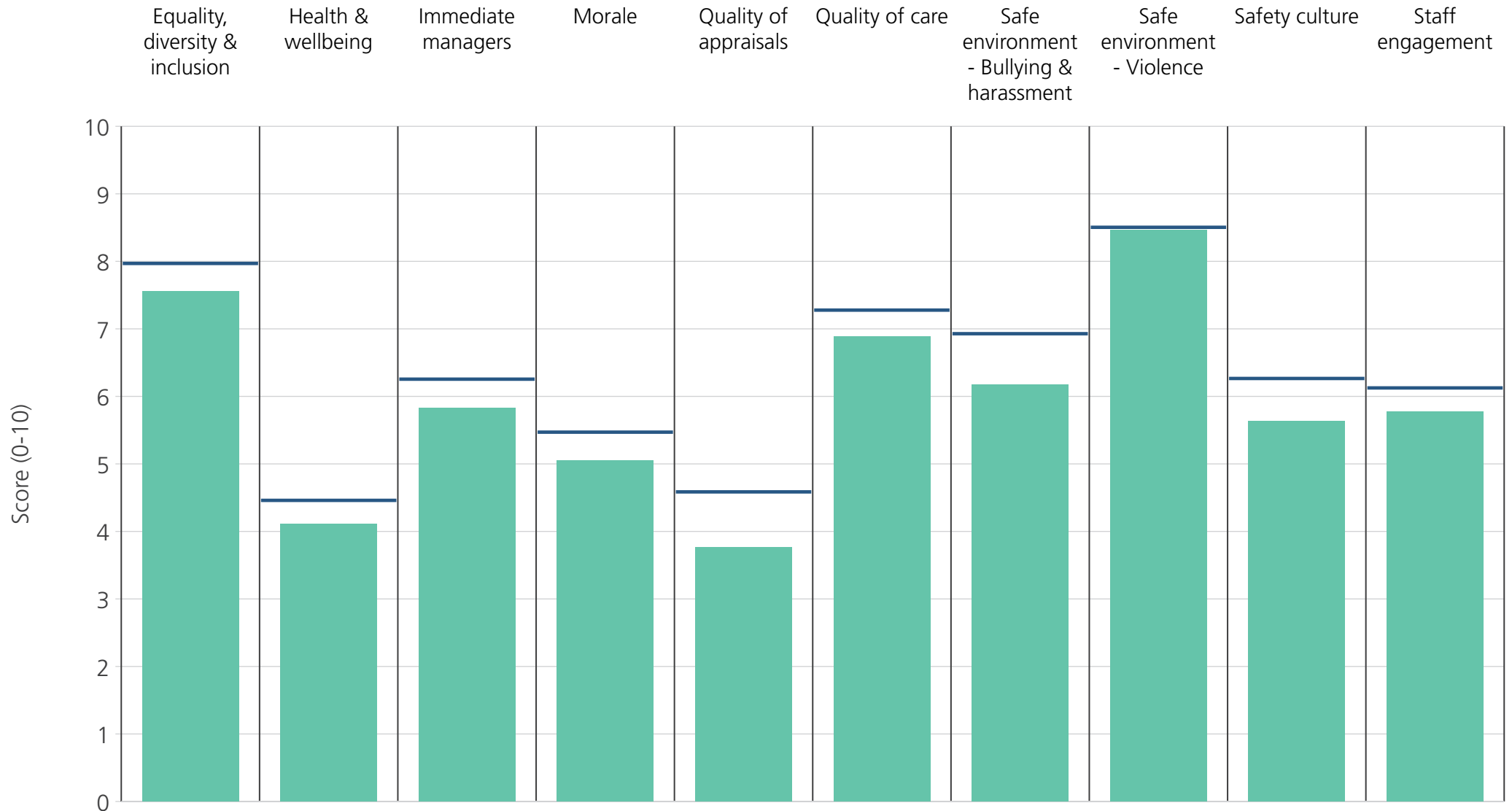
Directorate	7.9	3.6	6.1	5.3	4.2	7.5	6.5	8.0	6.1	5.8
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	374	374	377	368	291	371	369	373	374	379



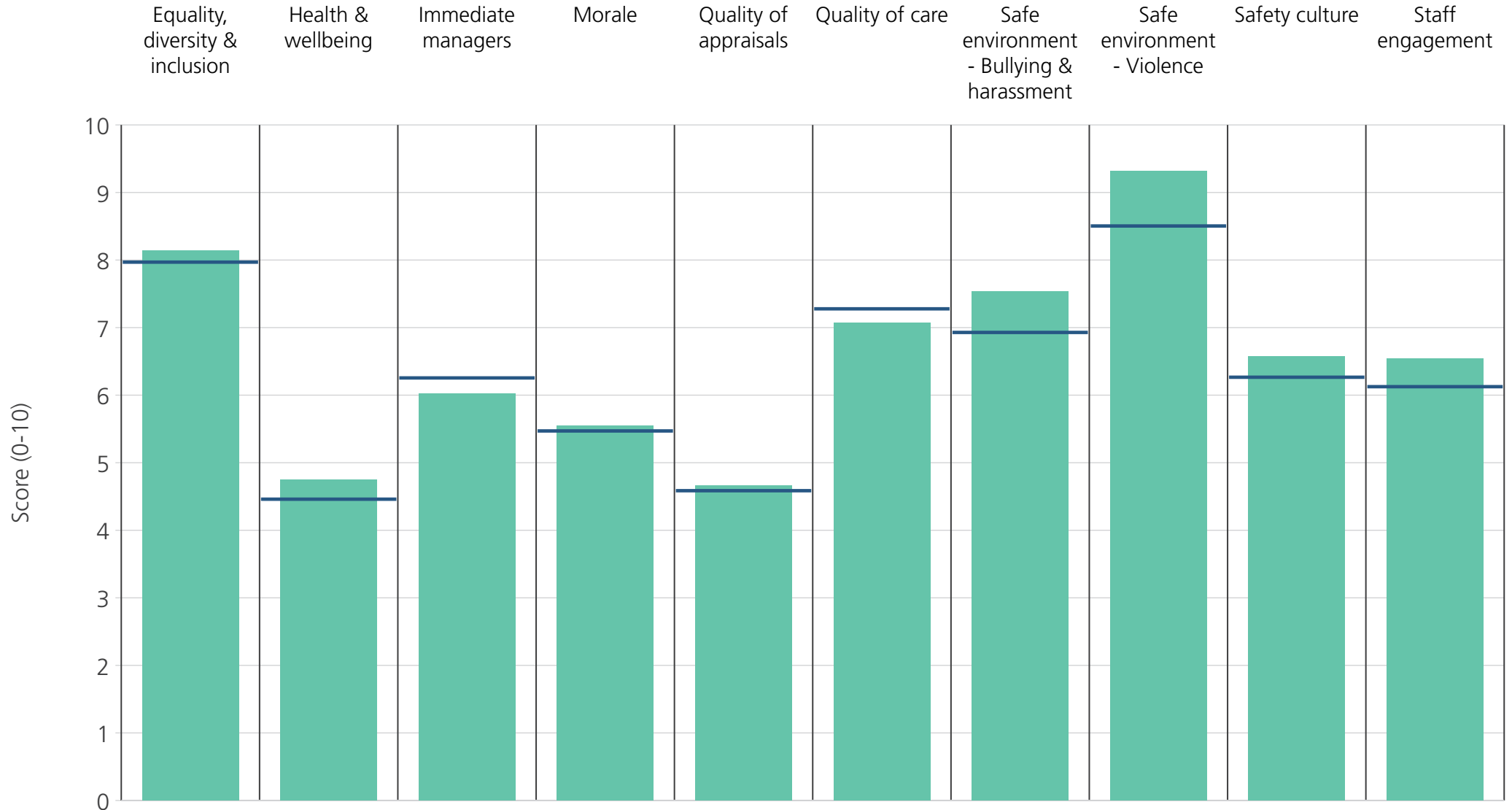
Directorate	7.8	4.9	6.3	4.9	3.9	6.0	6.8	9.9	6.1	5.4
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	266	268	268	264	164	266	263	263	265	278



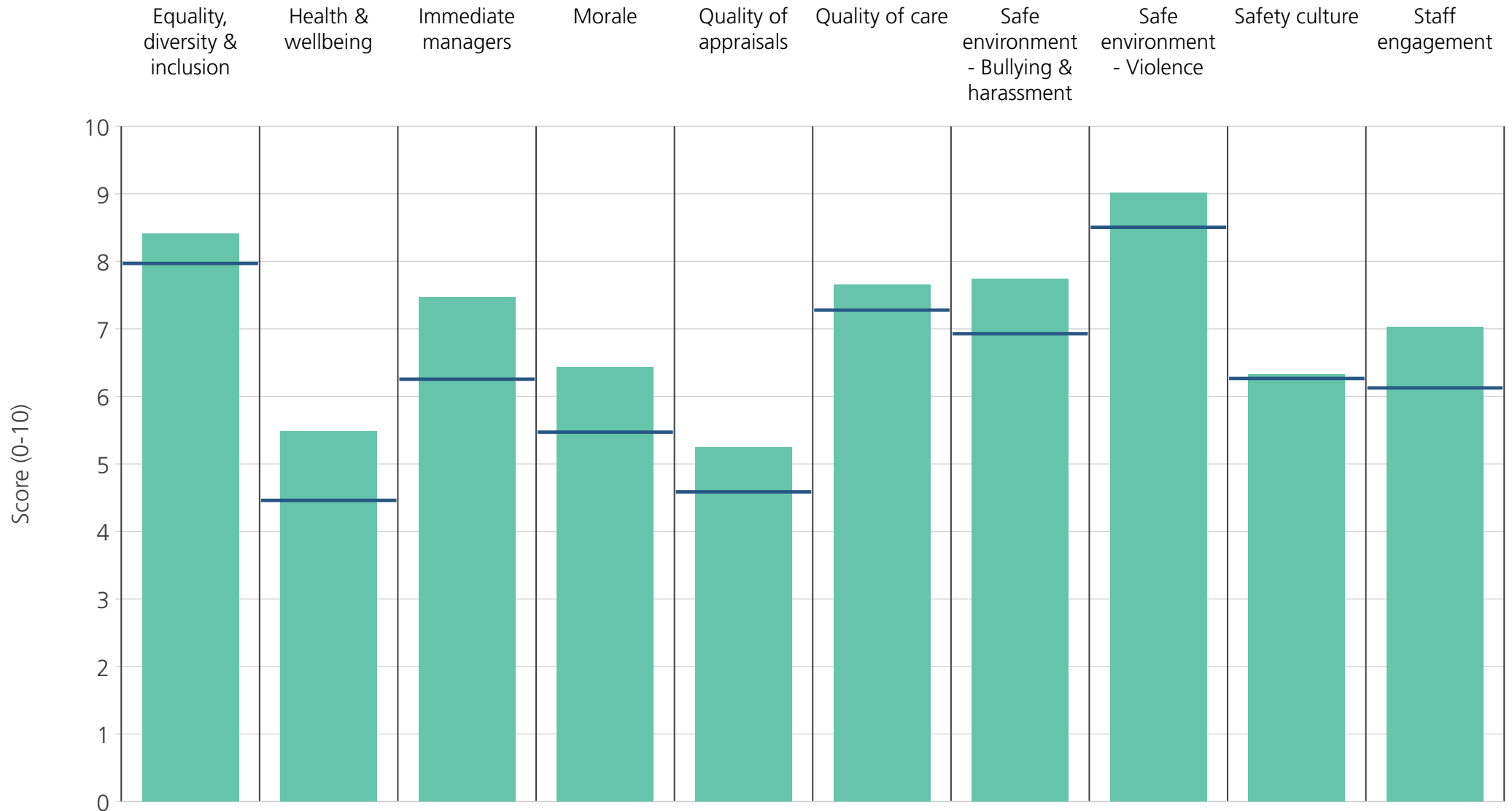
Directorate	7.8	5.0	6.6	5.2	5.4	7.4	8.1	9.9	6.7	6.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	94	99	101	91	63	96	98	98	96	102



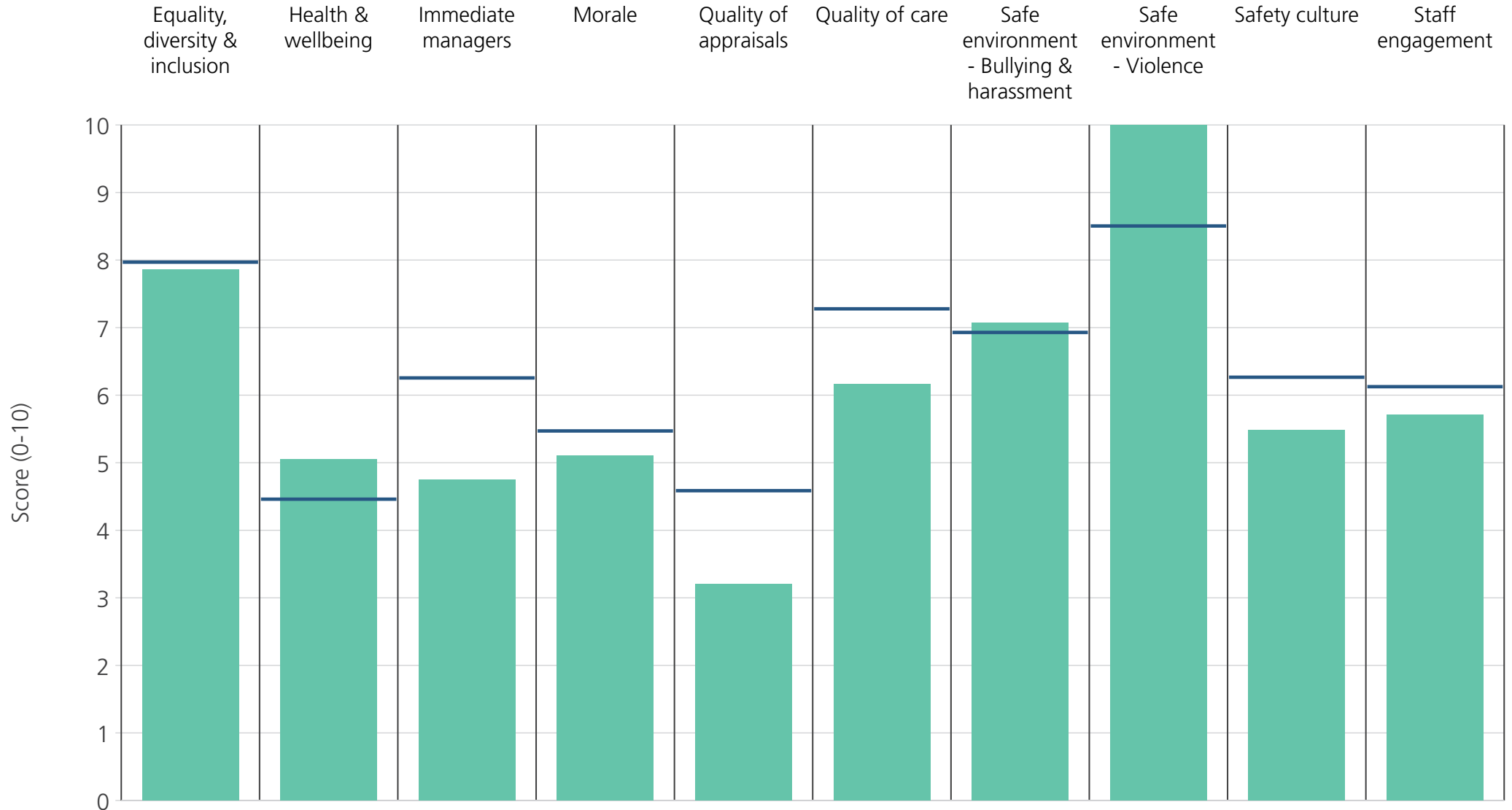
Directorate	7.6	4.1	5.8	5.1	3.8	6.9	6.2	8.5	5.6	5.8
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	122	123	123	124	101	123	122	124	124	127



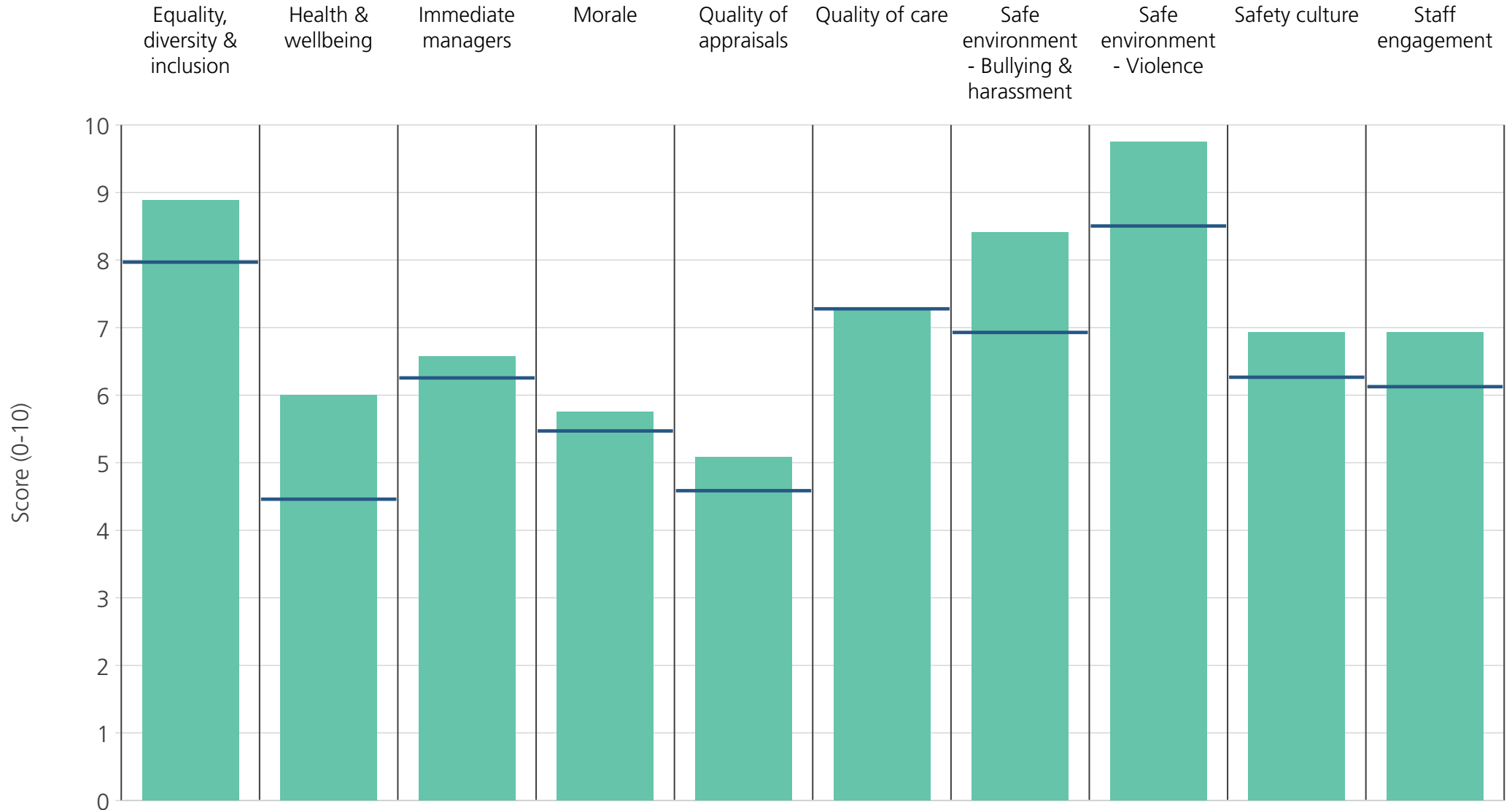
Directorate	8.1	4.7	6.0	5.5	4.7	7.1	7.5	9.3	6.6	6.5
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	129	129	129	129	74	104	128	127	129	128



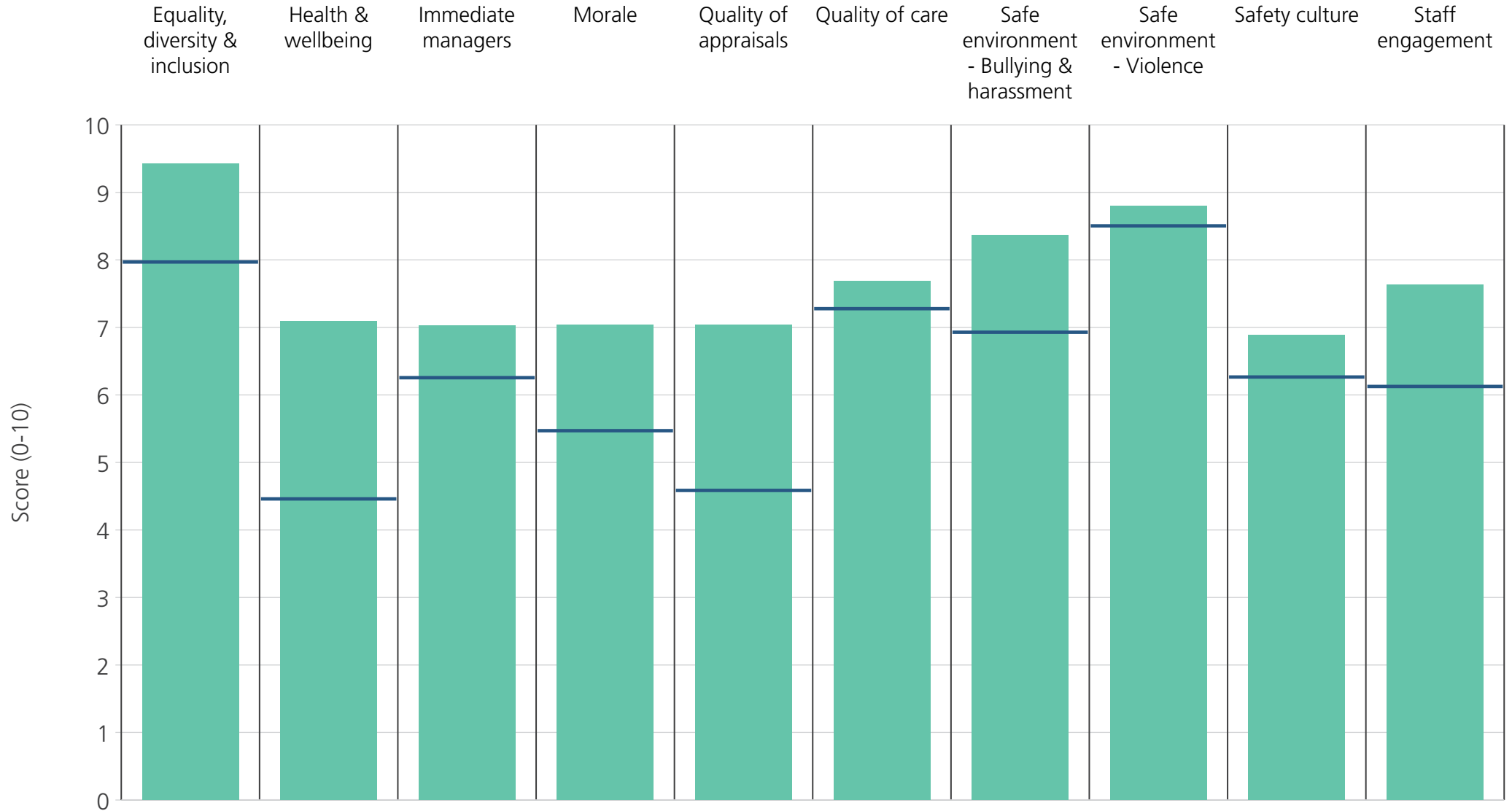
Directorate	8.4	5.5	7.5	6.4	5.2	7.7	7.7	9.0	6.3	7.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	94	93	95	95	71	91	95	95	95	95



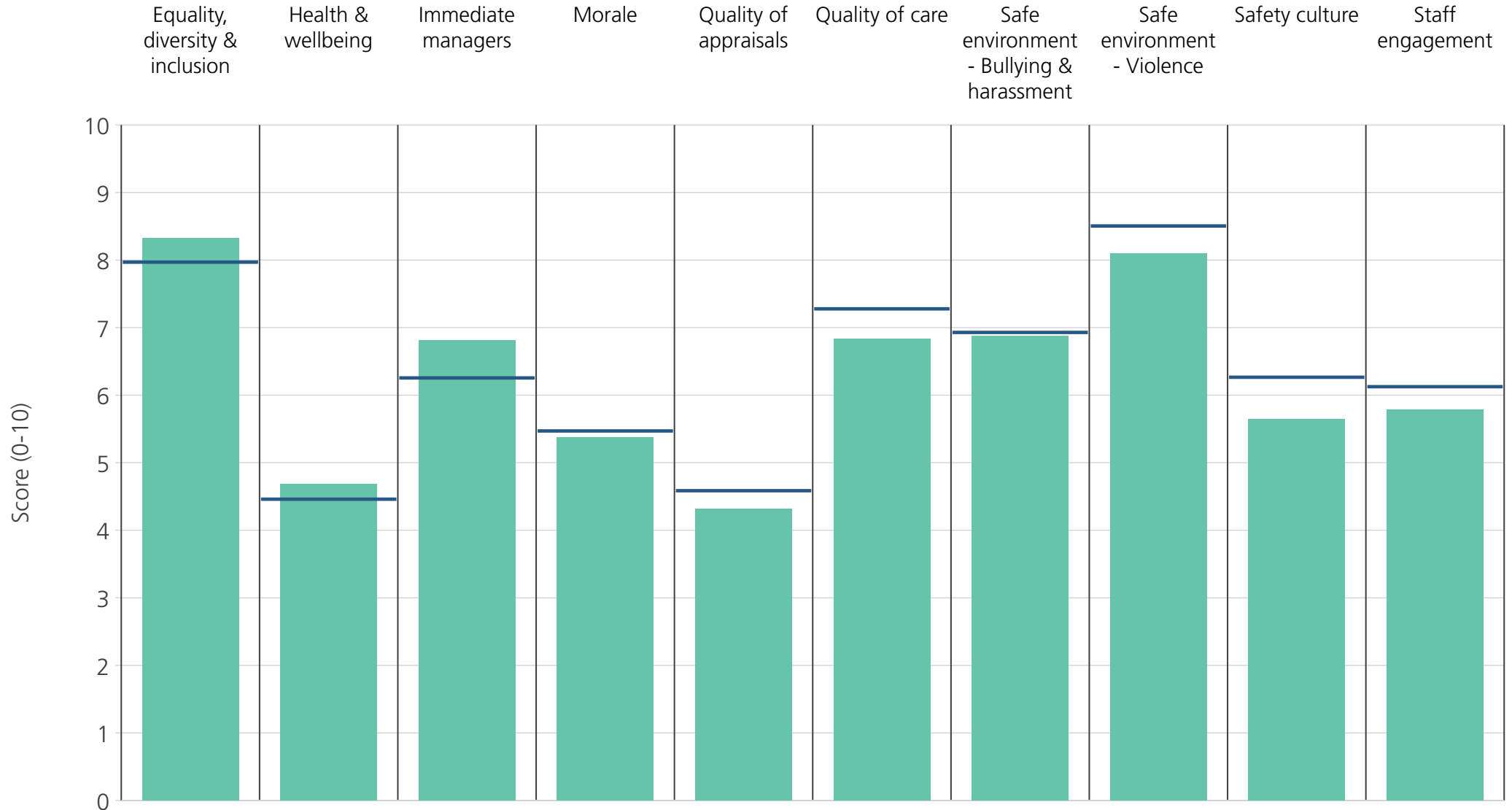
Directorate	7.9	5.0	4.8	5.1	3.2	6.2	7.1	10.0	5.5	5.7
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	46	49	48	44	16	23	45	44	45	50



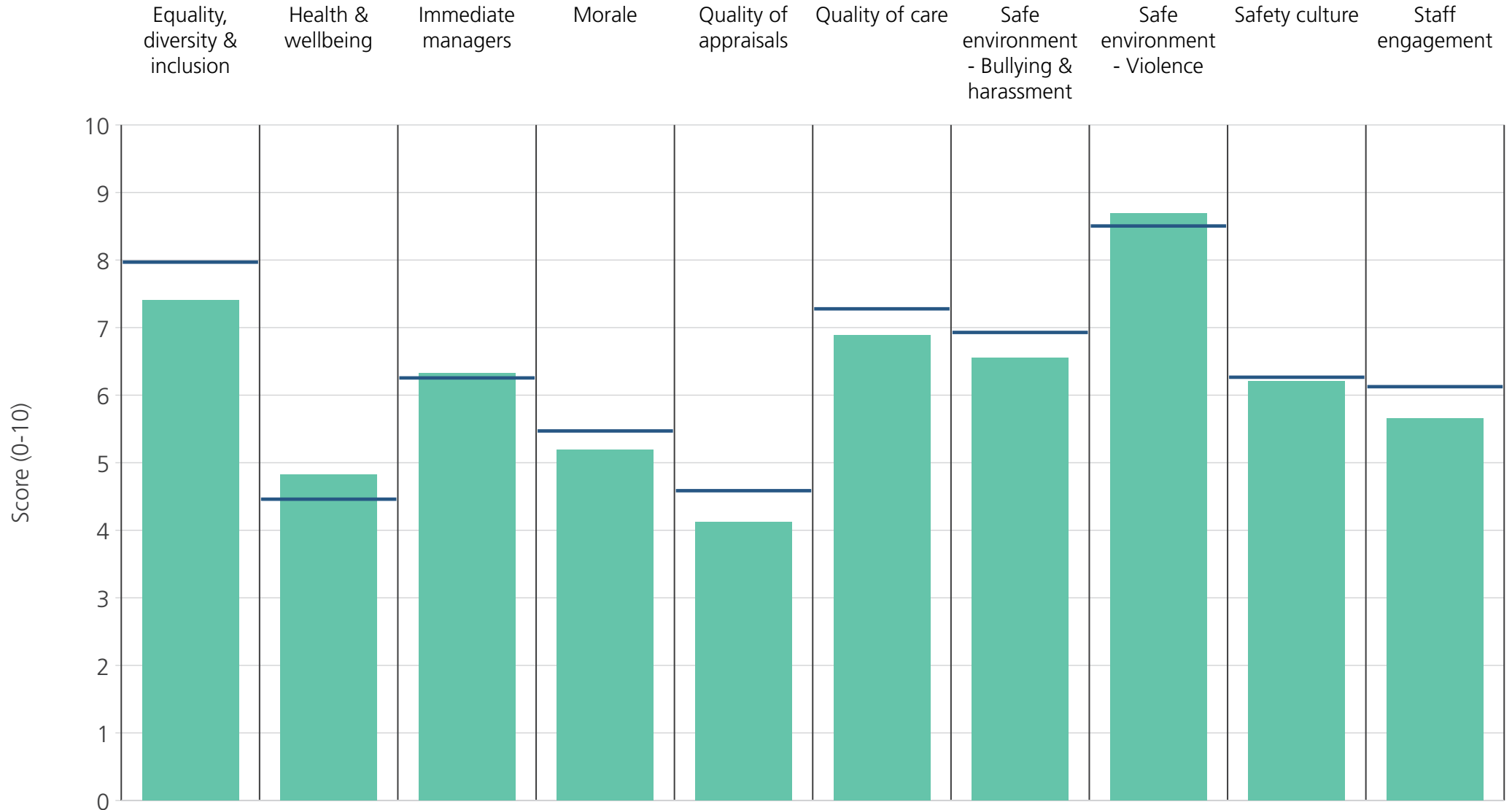
Directorate	8.9	6.0	6.6	5.7	5.1	7.3	8.4	9.7	6.9	6.9
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	90	93	92	91	73	61	91	91	92	93



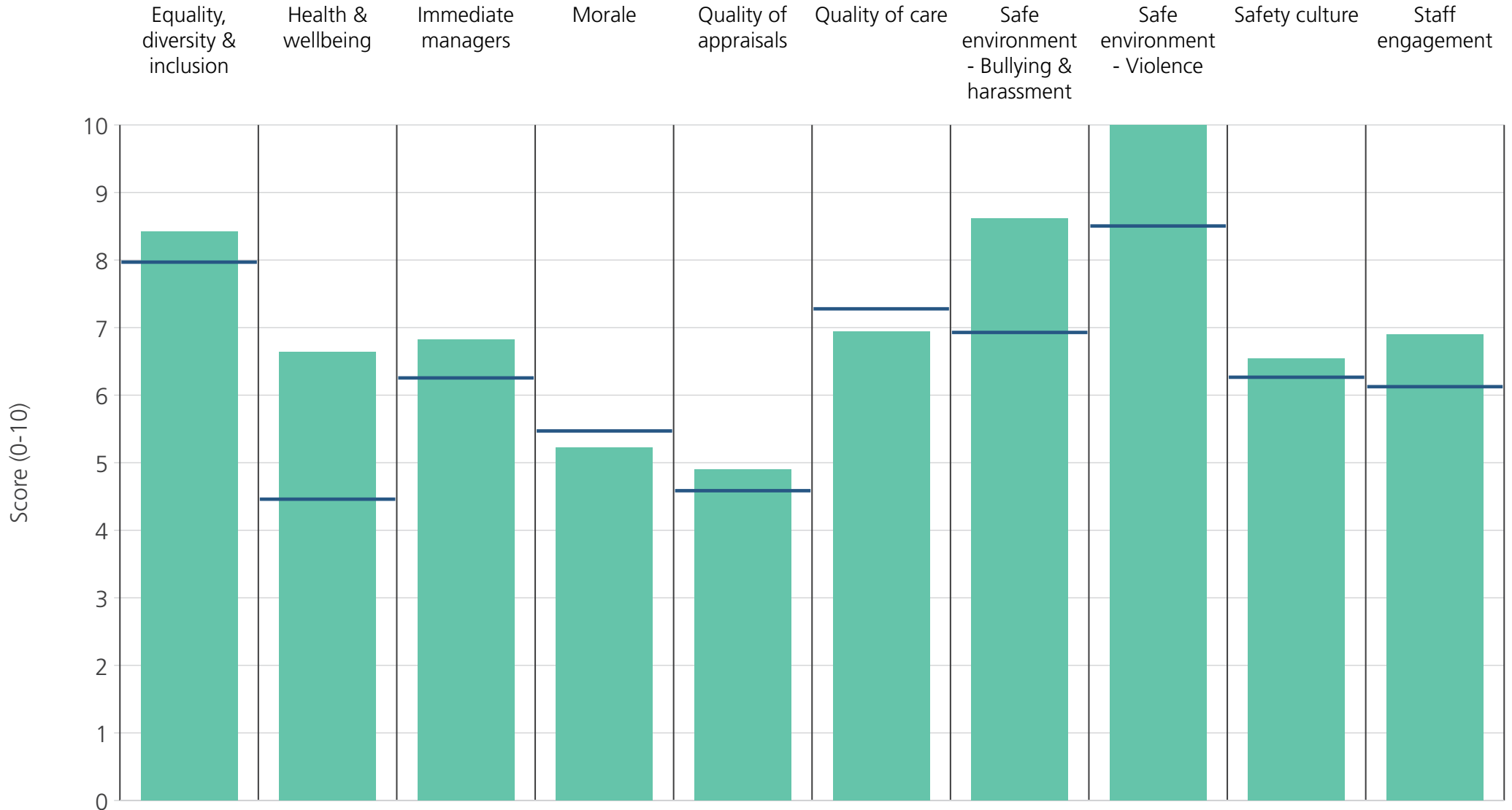
Directorate	9.4	7.1	7.0	7.0	7.0	7.7	8.4	8.8	6.9	7.6
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	58	58	58	56	27	58	57	58	58	62



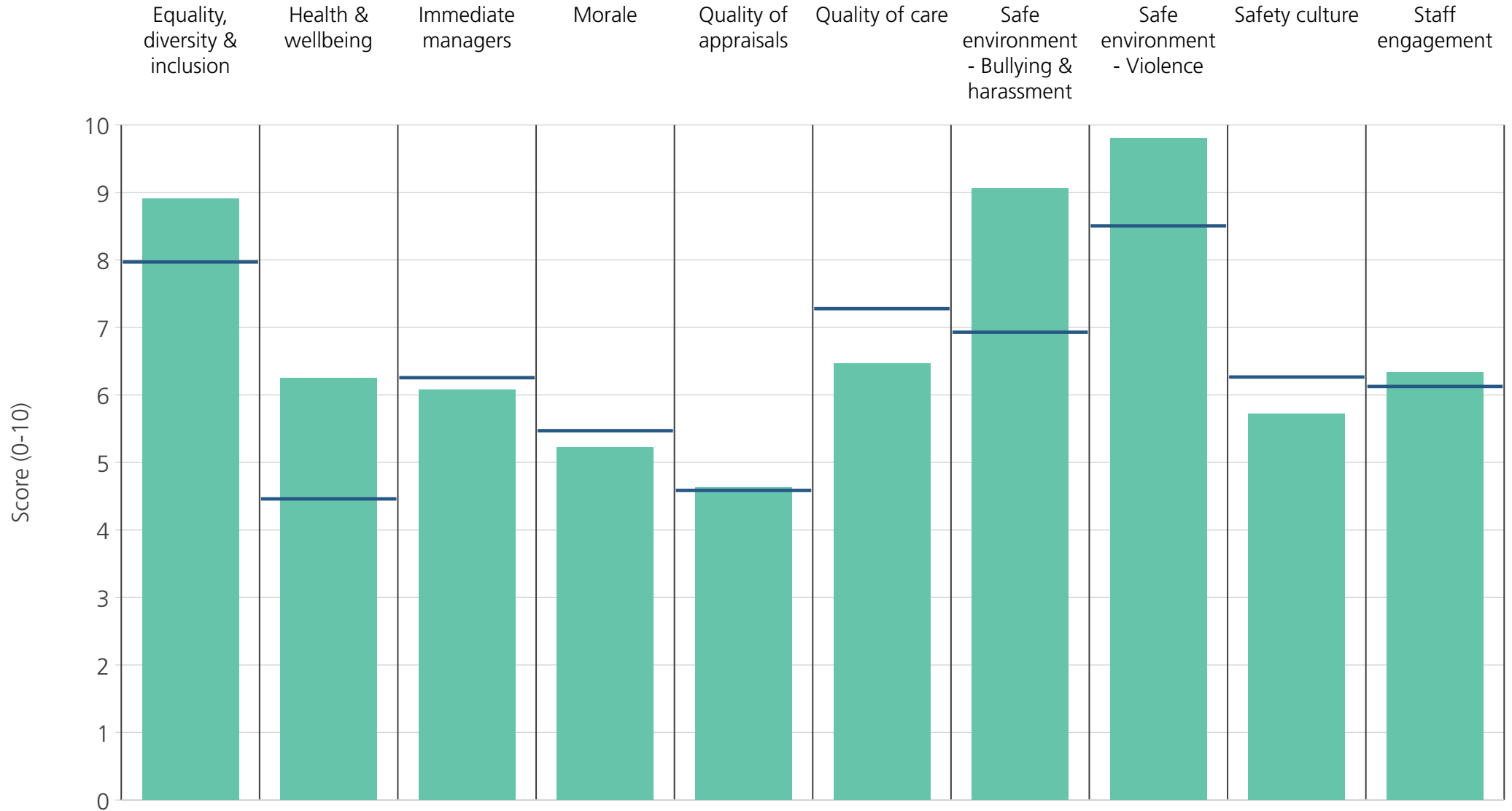
Directorate	8.3	4.7	6.8	5.4	4.3	6.8	6.9	8.1	5.6	5.8
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	63	63	63	63	53	62	63	63	63	64



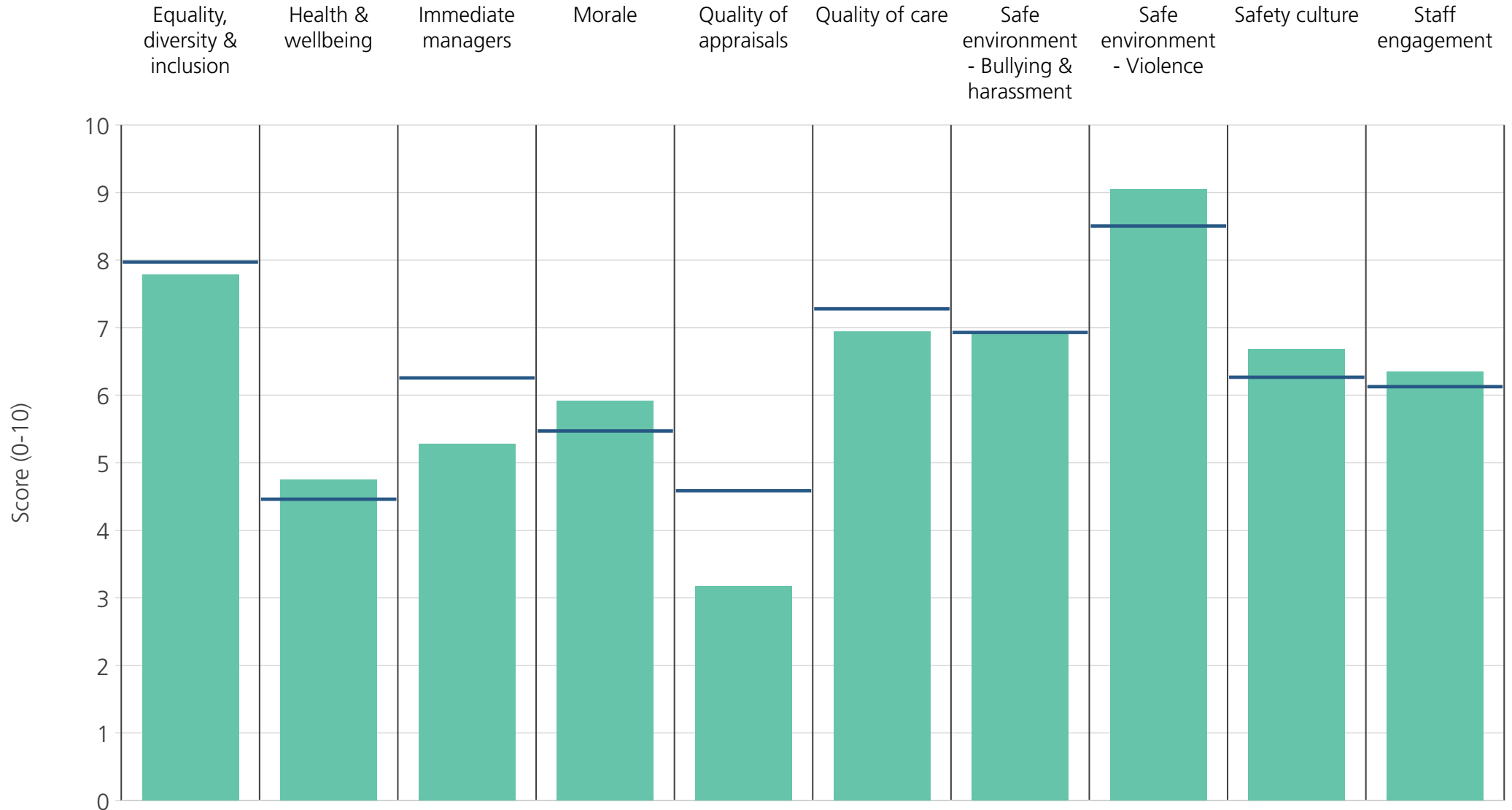
Directorate	7.4	4.8	6.3	5.2	4.1	6.9	6.6	8.7	6.2	5.7
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	46	46	47	46	34	46	45	47	46	47



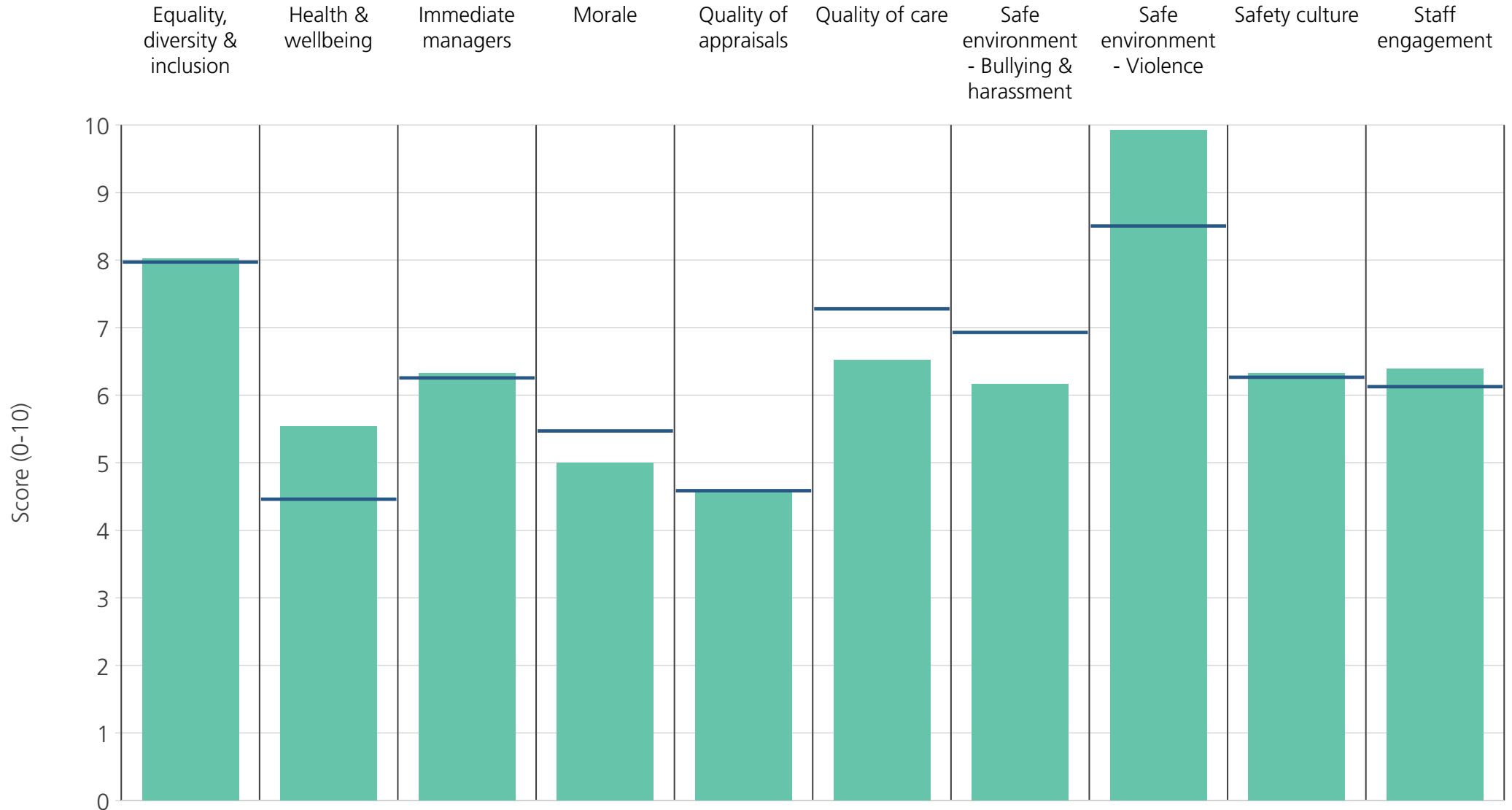
Directorate	8.4	6.6	6.8	5.2	4.9	6.9	8.6	10.0	6.5	6.9
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	50	51	51	49	38	21	48	49	49	51



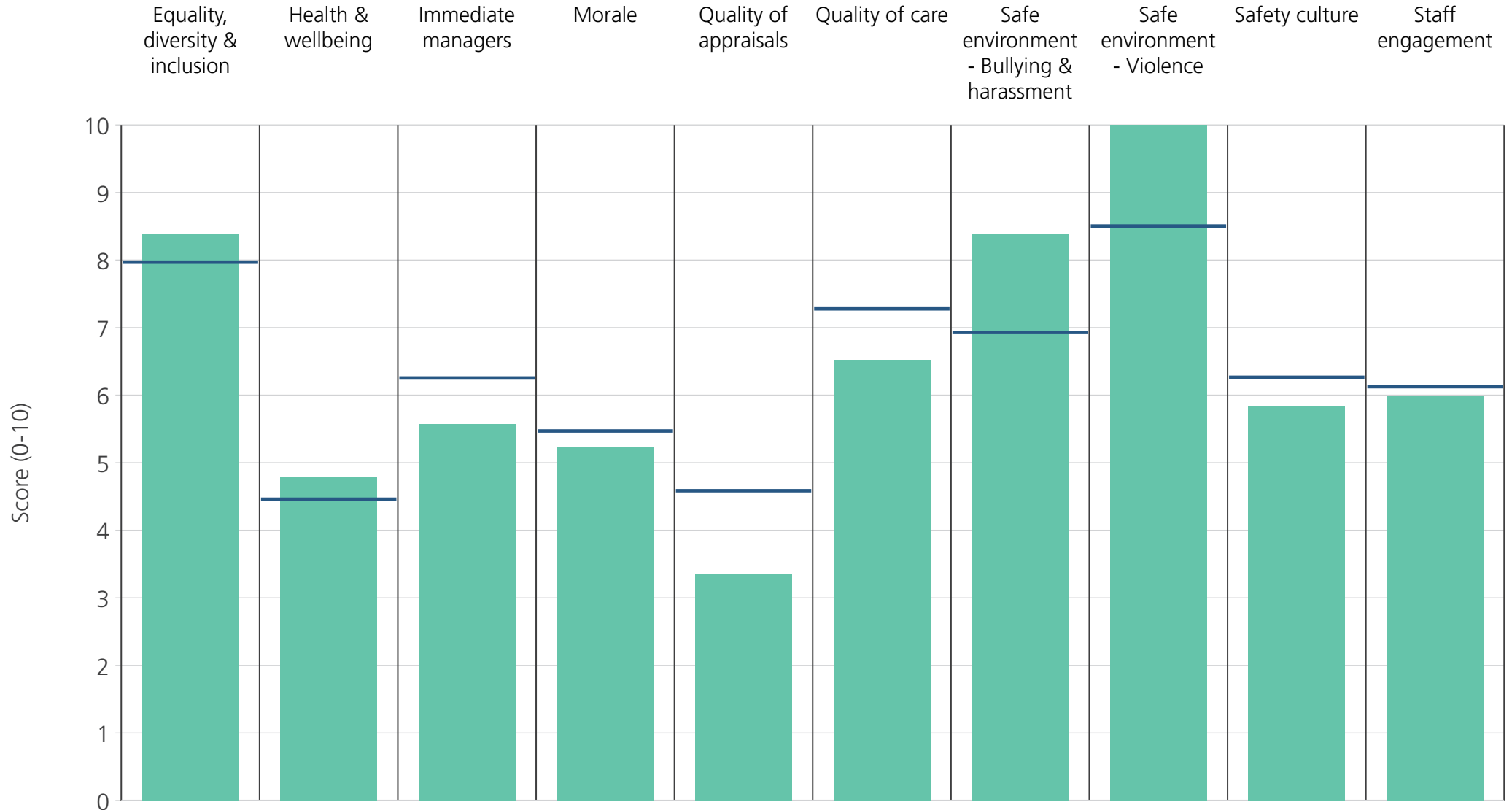
Directorate	8.9	6.3	6.1	5.2	4.6	6.5	9.1	9.8	5.7	6.3
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	52	51	52	50	27	33	51	51	50	53



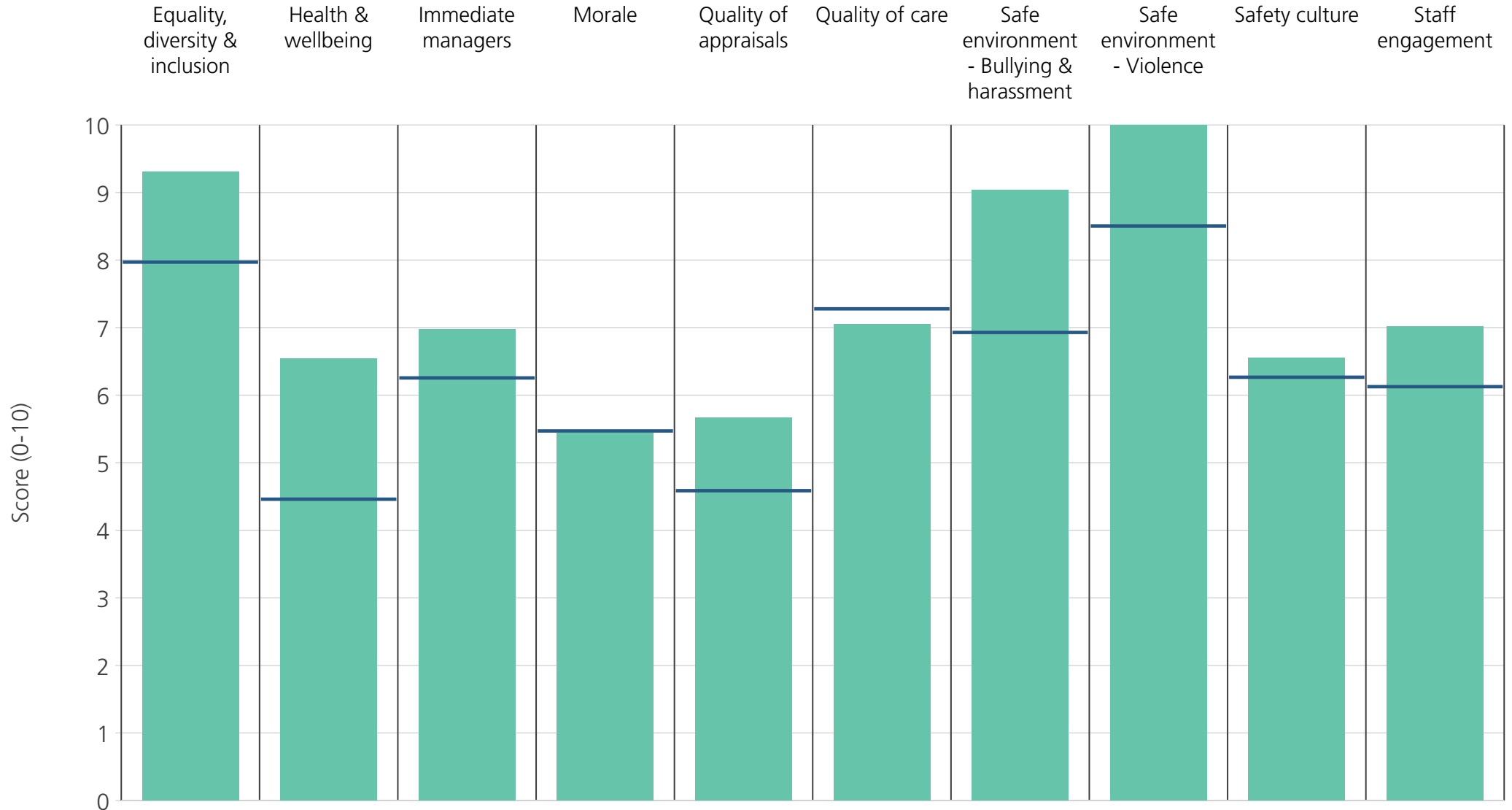
Directorate	7.8	4.8	5.3	5.9	3.2	6.9	6.9	9.0	6.7	6.3
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	42	42	42	42	30	40	42	42	42	42



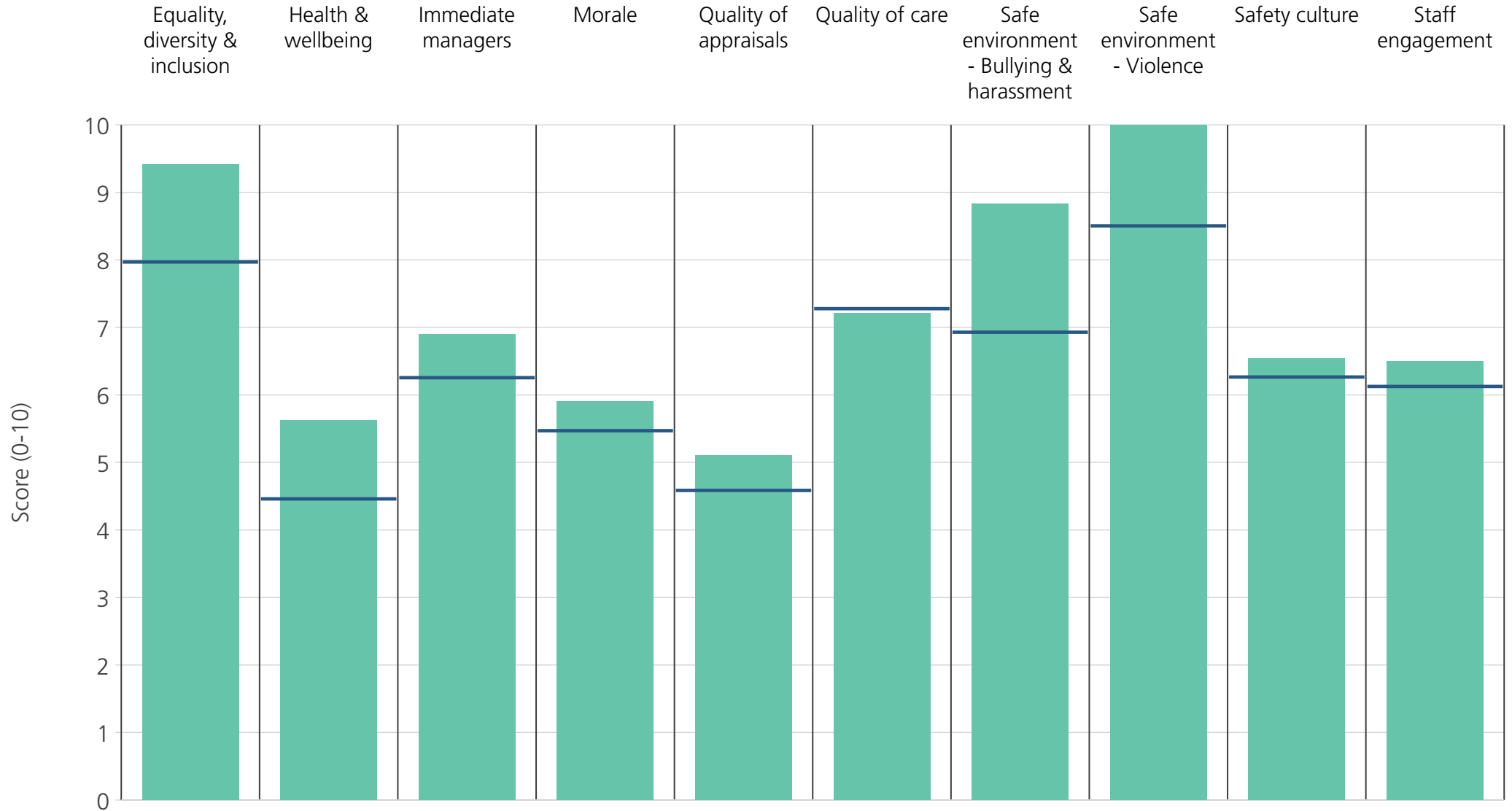
Directorate	8.0	5.5	6.3	5.0	4.6	6.5	6.2	9.9	6.3	6.4
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	40	41	42	42	27	33	40	41	42	42



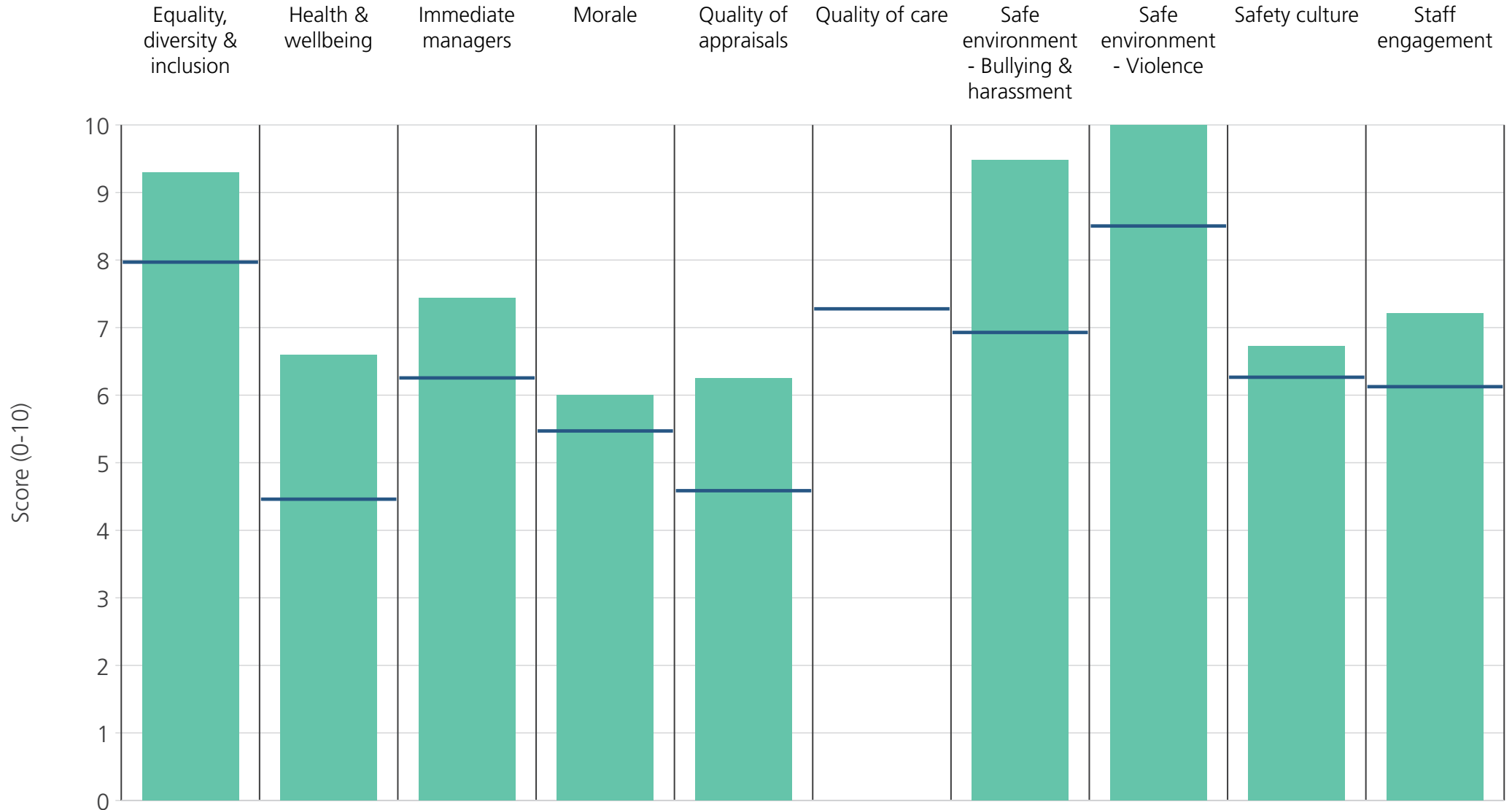
Directorate	8.4	4.8	5.6	5.2	3.4	6.5	8.4	10.0	5.8	6.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	37	37	37	37	32	23	37	37	36	37



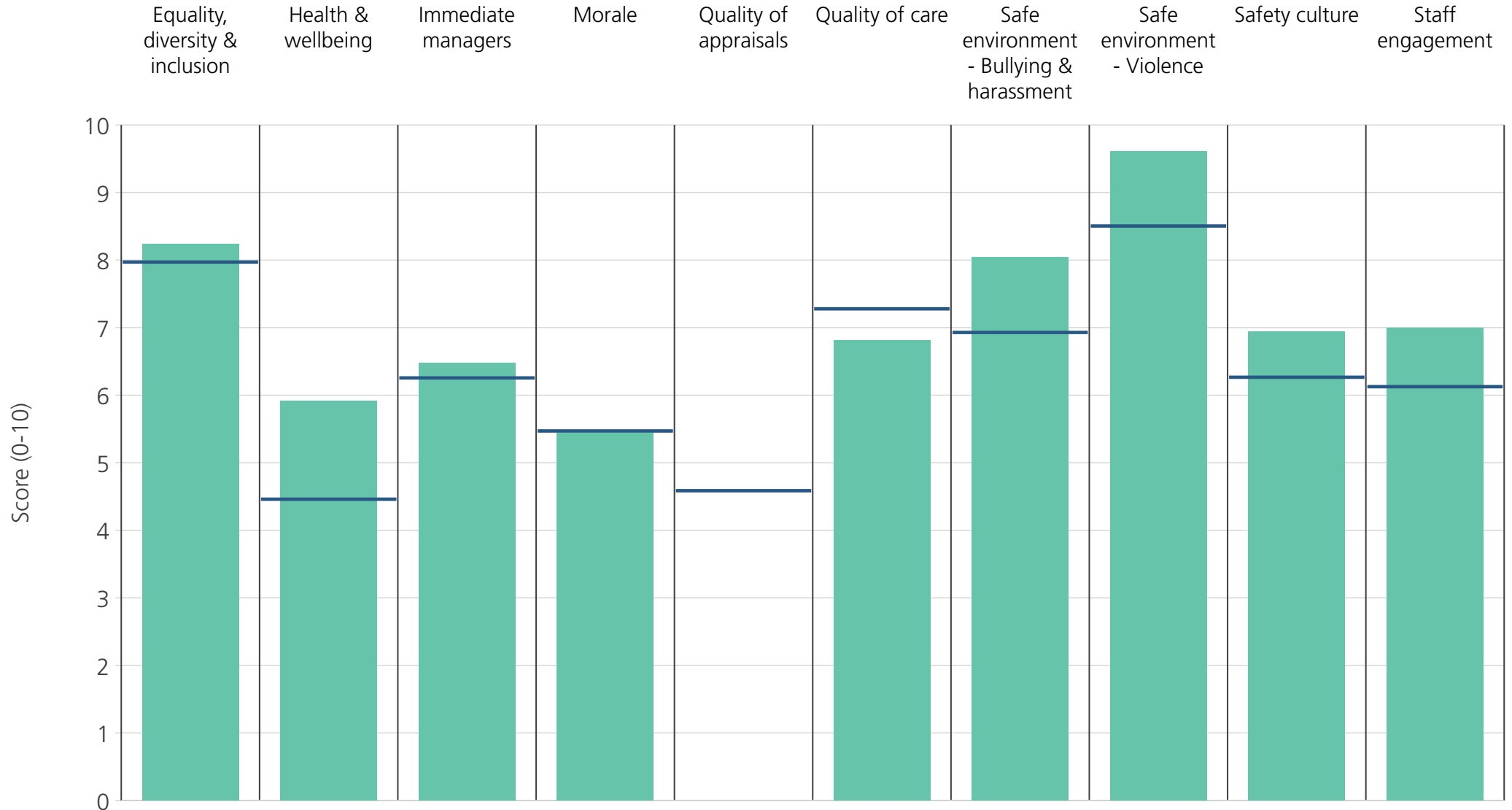
Directorate	9.3	6.5	7.0	5.4	5.7	7.1	9.0	10.0	6.5	7.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	37	38	38	37	28	13	38	37	37	37



Directorate	9.4	5.6	6.9	5.9	5.1	7.2	8.8	10.0	6.5	6.5
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	20	21	21	20	12	19	20	20	20	22



Directorate	9.3	6.6	7.4	6.0	6.3	7.3	9.5	10.0	6.7	7.2
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	20	20	20	19	13	9	19	19	19	20



Directorate	8.2	5.9	6.5	5.4	4.6	6.8	8.0	9.6	6.9	7.0
Your org	8.0	4.5	6.3	5.5	4.6	7.3	6.9	8.5	6.3	6.1
Responses	17	17	17	17	7	15	17	17	17	17