

# North West Ambulance Service NHS Trust

2018 NHS Staff Survey

**Directorate Report**

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This directorate report for North West 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 North West 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.

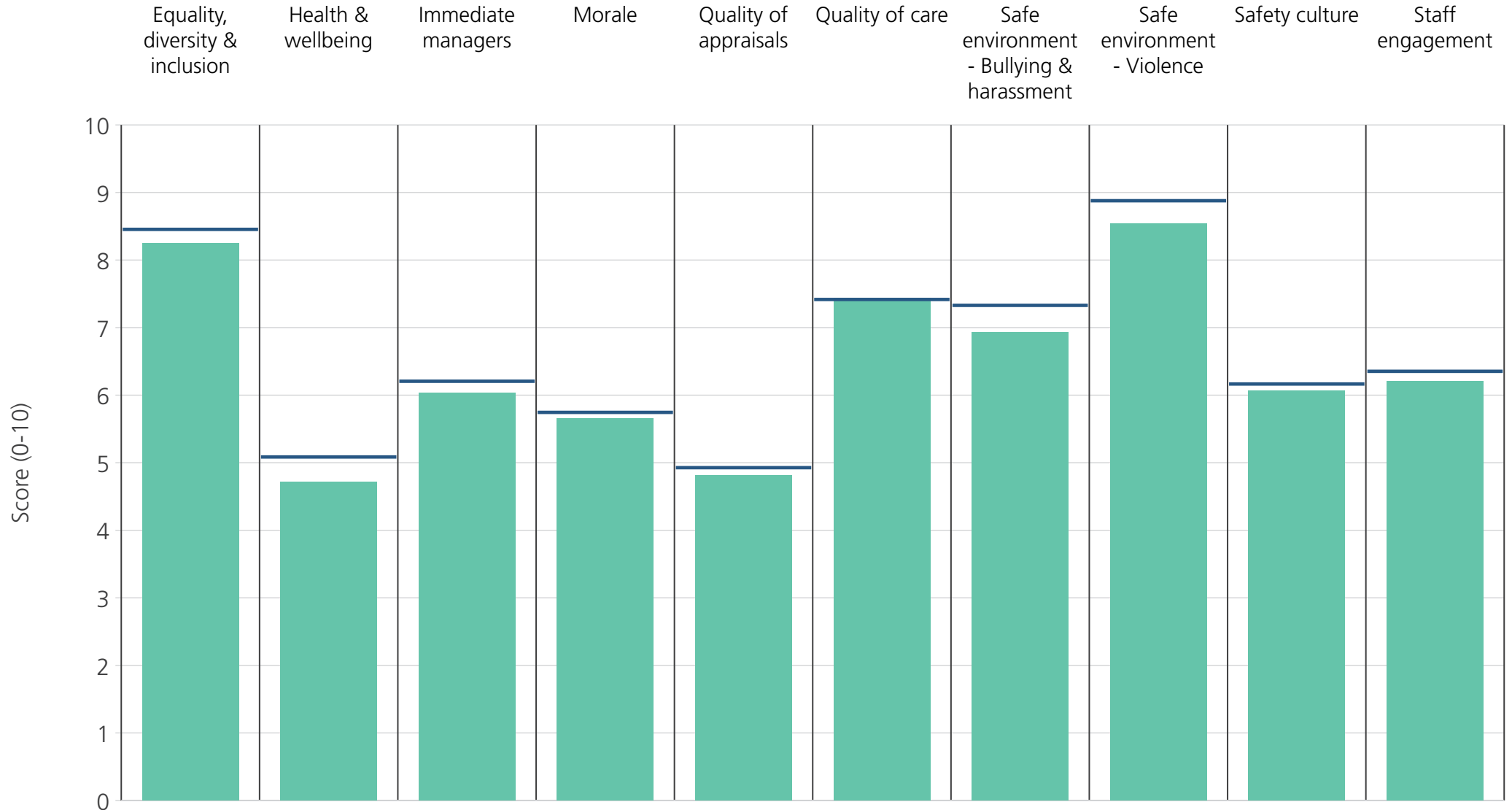
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



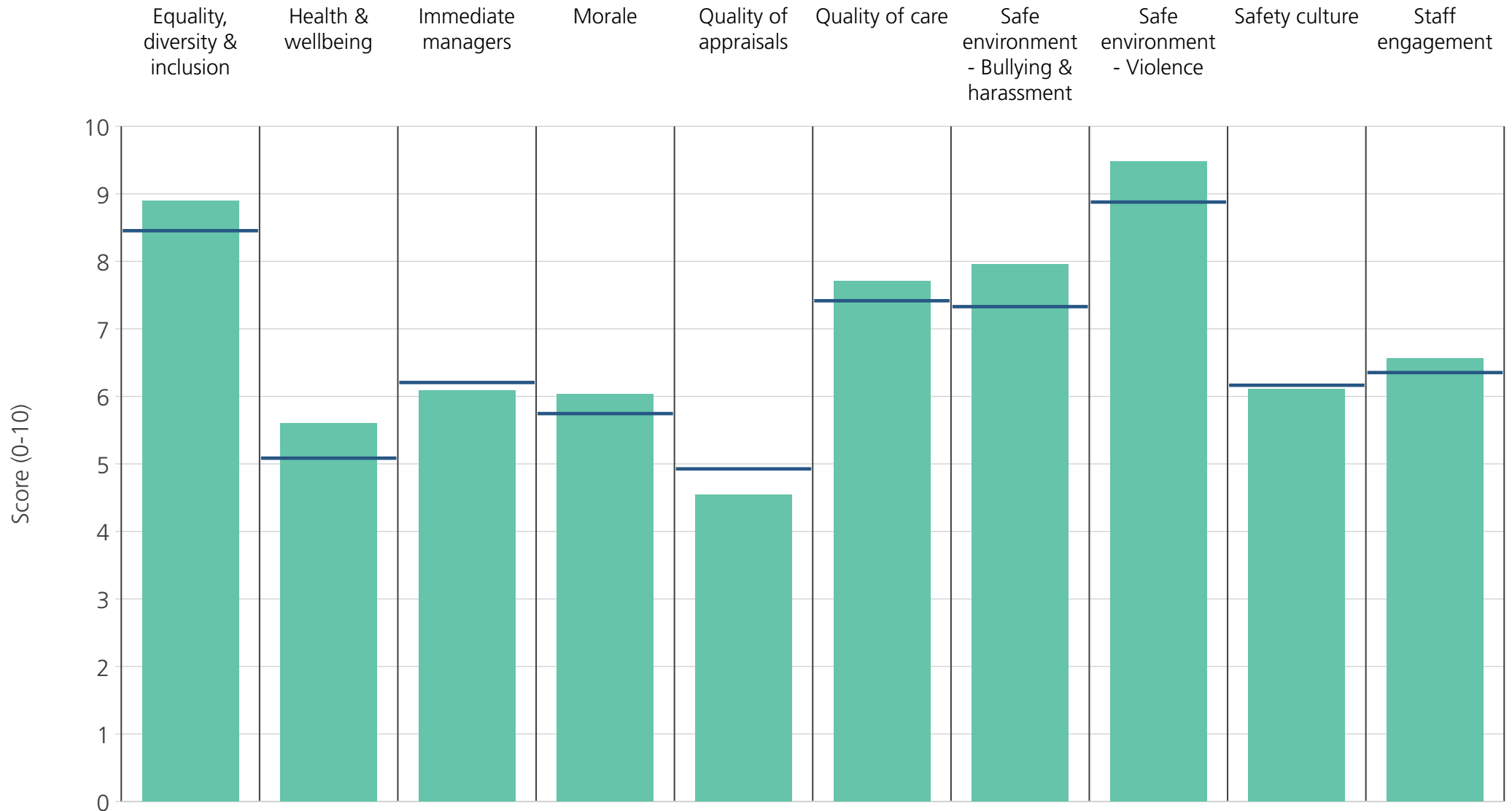
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

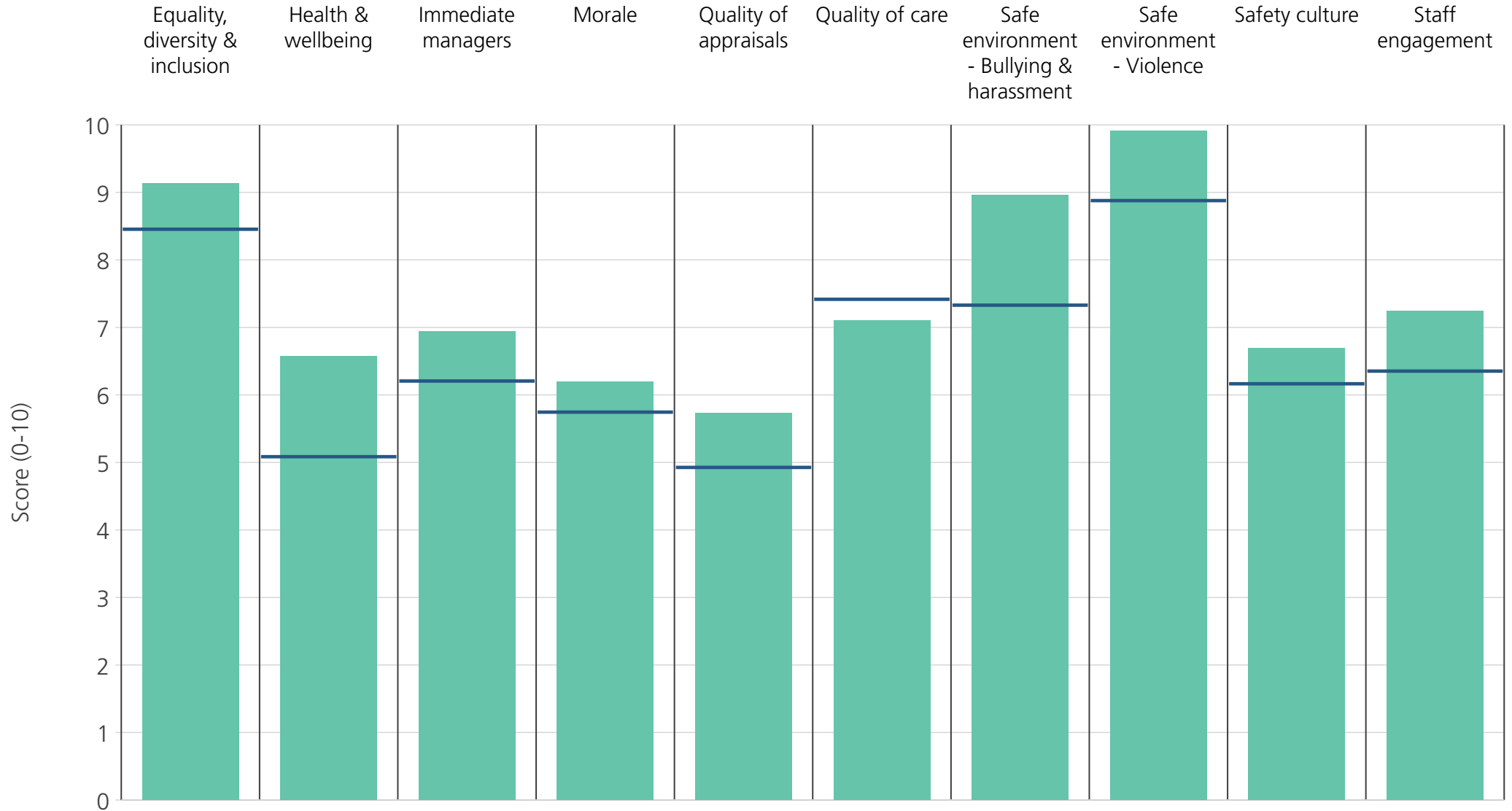
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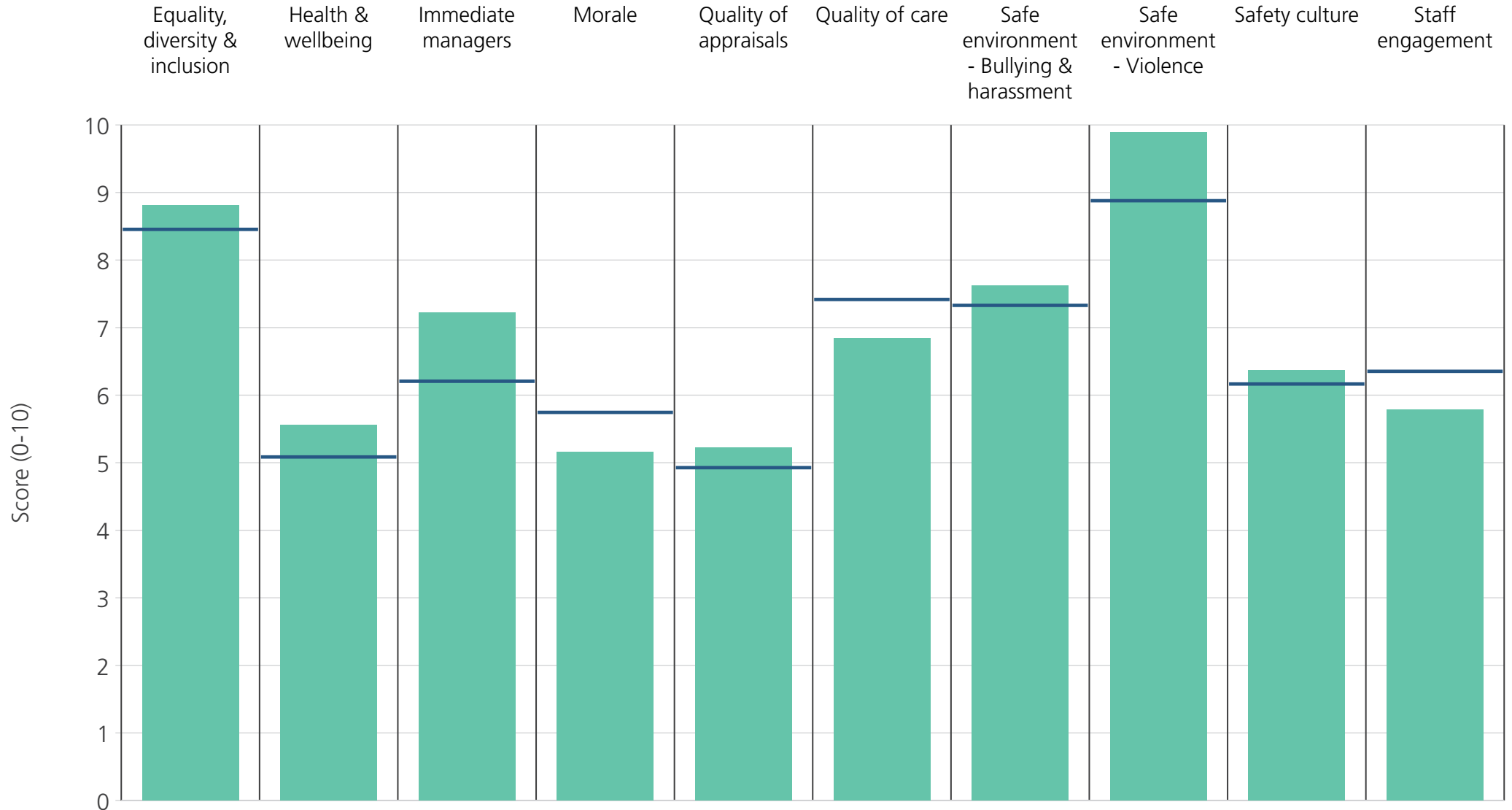
<b>Directorate</b>	8.2	4.7	6.0	5.7	4.8	7.4	6.9	8.5	6.1	6.2
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	1932	1947	1958	1908	1617	1918	1934	1932	1931	1981



<b>Directorate</b>	8.9	5.6	6.1	6.0	4.5	7.7	8.0	9.5	6.1	6.6
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	289	289	290	287	222	276	285	282	288	290



<b>Directorate</b>	9.1	6.6	6.9	6.2	5.7	7.1	9.0	9.9	6.7	7.2
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	345	346	348	345	309	170	346	340	339	352

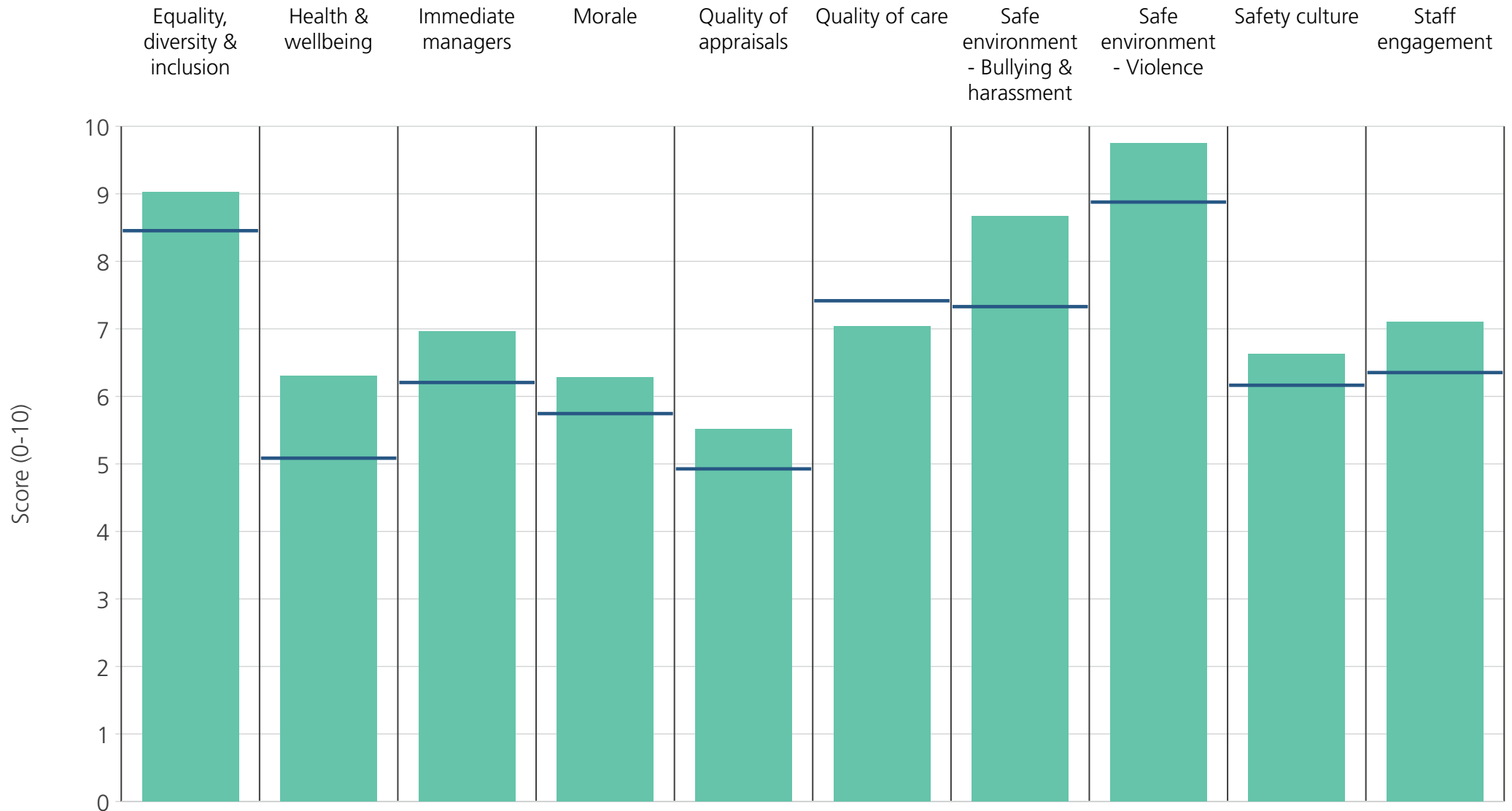


<b>Directorate</b>	8.8	5.6	7.2	5.2	5.2	6.8	7.6	9.9	6.4	5.8
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	126	127	128	126	88	115	126	126	128	129

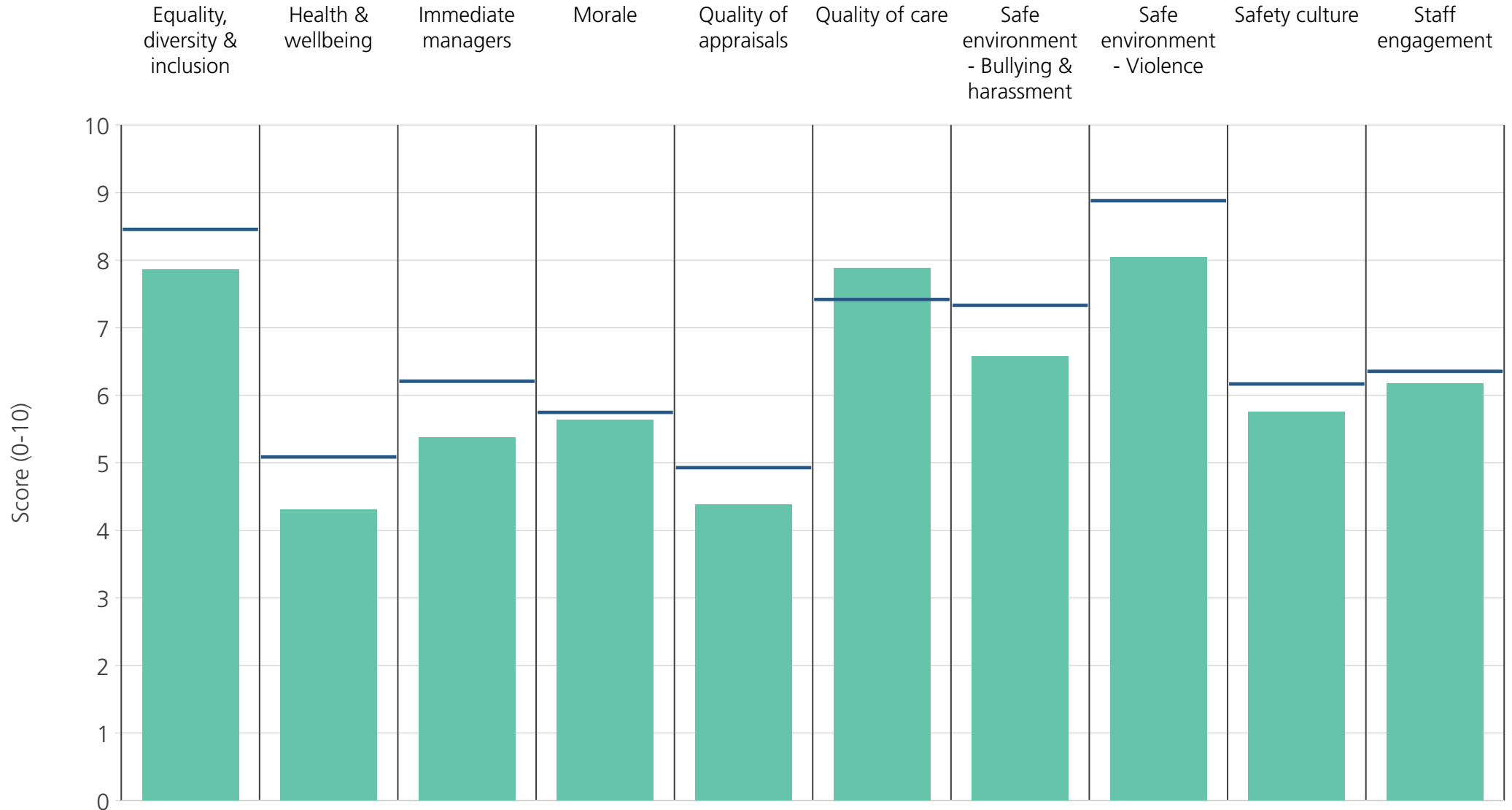


# Directorates 2

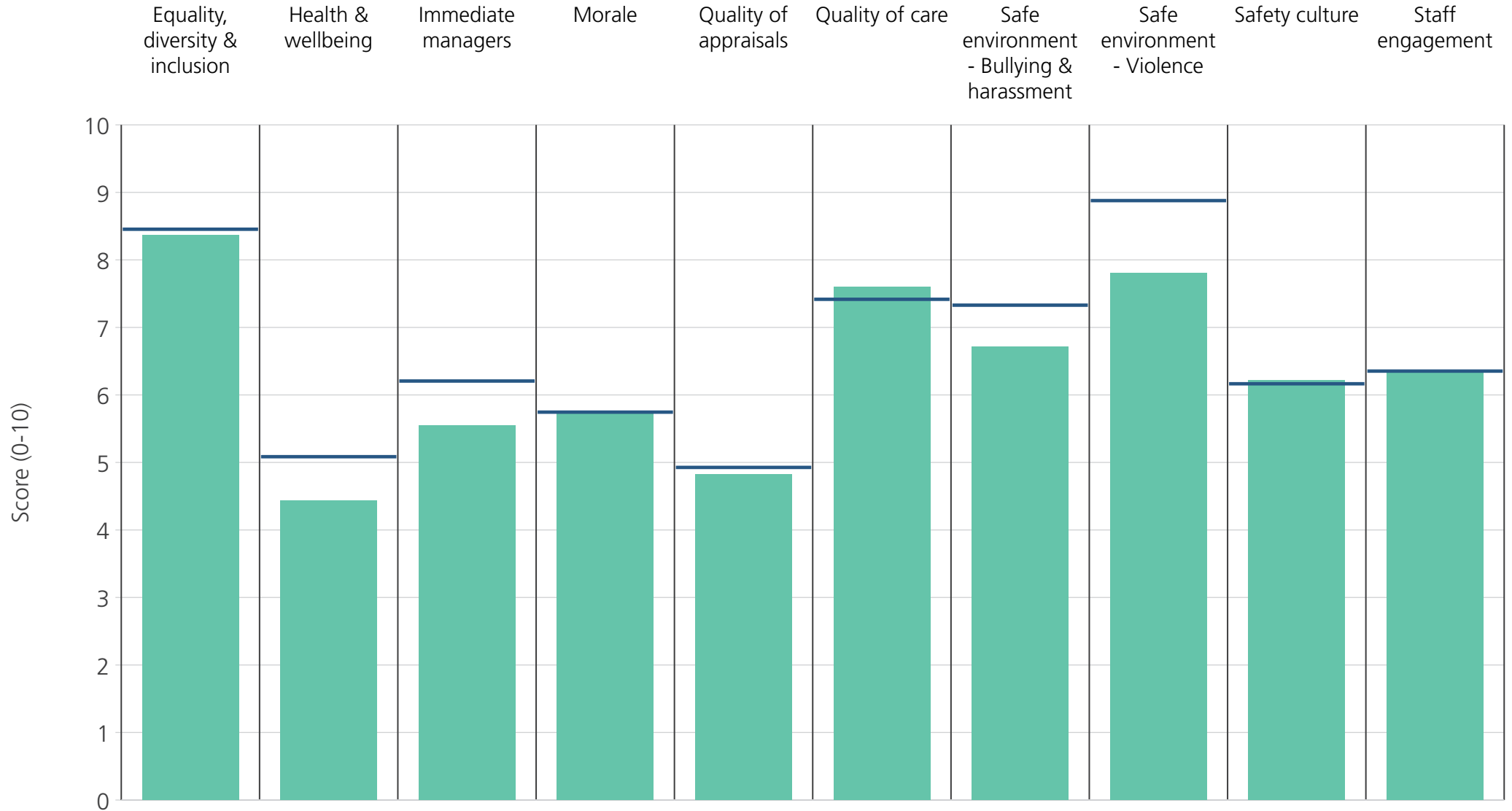
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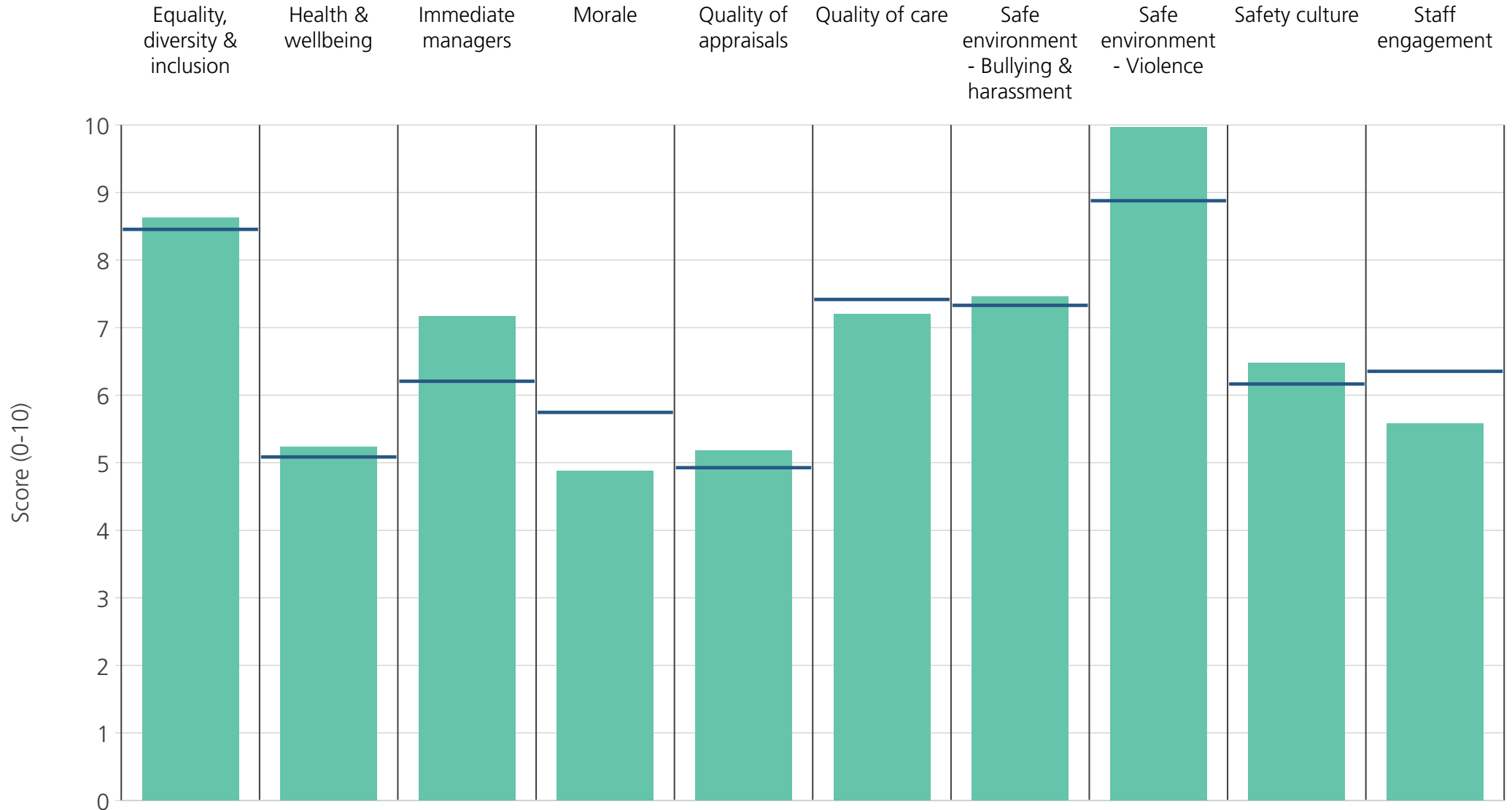
<b>Directorate</b>	9.0	6.3	7.0	6.3	5.5	7.0	8.7	9.8	6.6	7.1
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	501	501	502	499	433	325	500	496	494	506



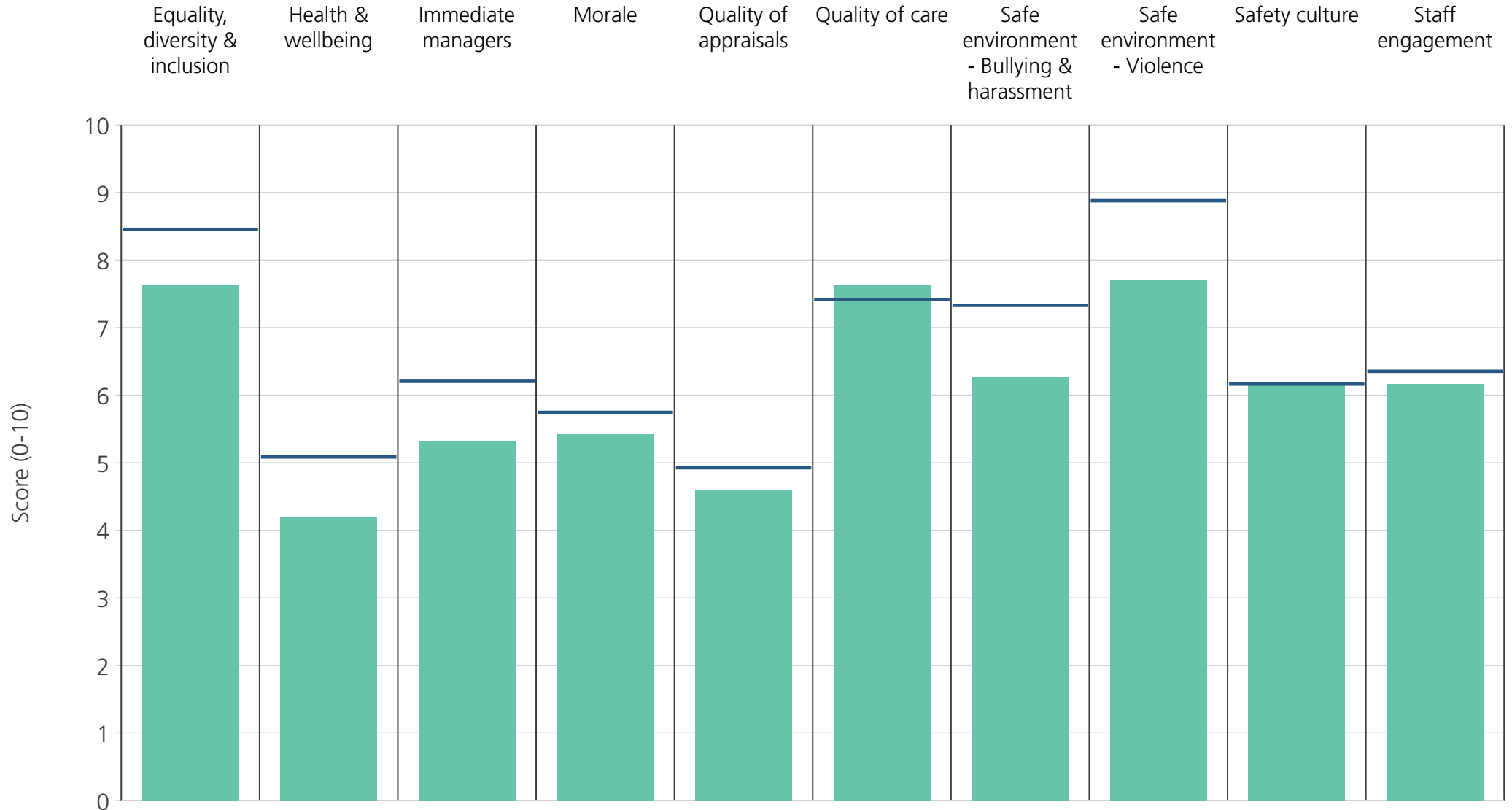
<b>Directorate</b>	7.9	4.3	5.4	5.6	4.4	7.9	6.6	8.0	5.8	6.2
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	127	127	128	121	93	129	125	126	125	128



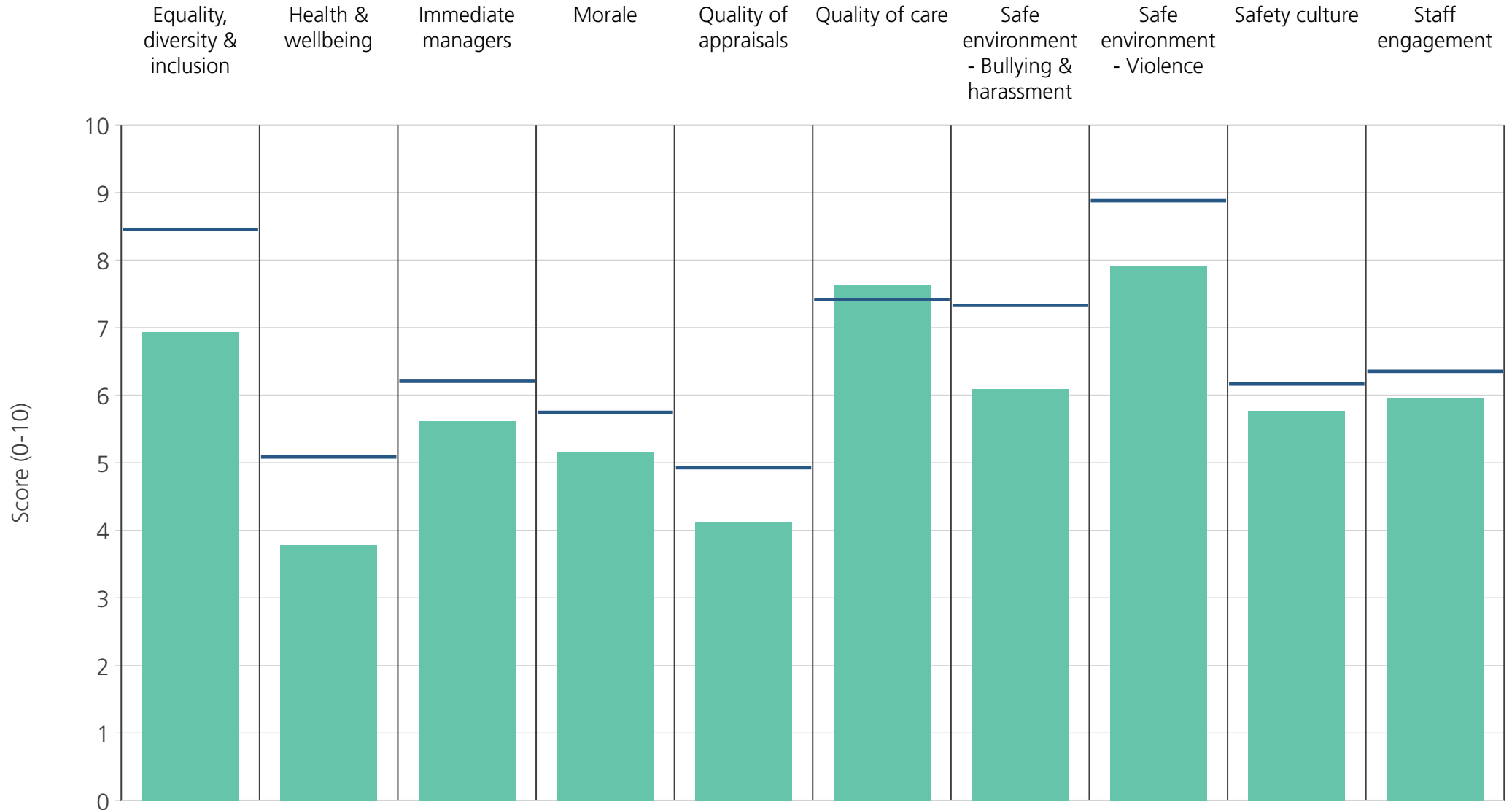
<b>Directorate</b>	8.4	4.4	5.5	5.7	4.8	7.6	6.7	7.8	6.2	6.3
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	144	143	145	139	121	145	144	144	141	147



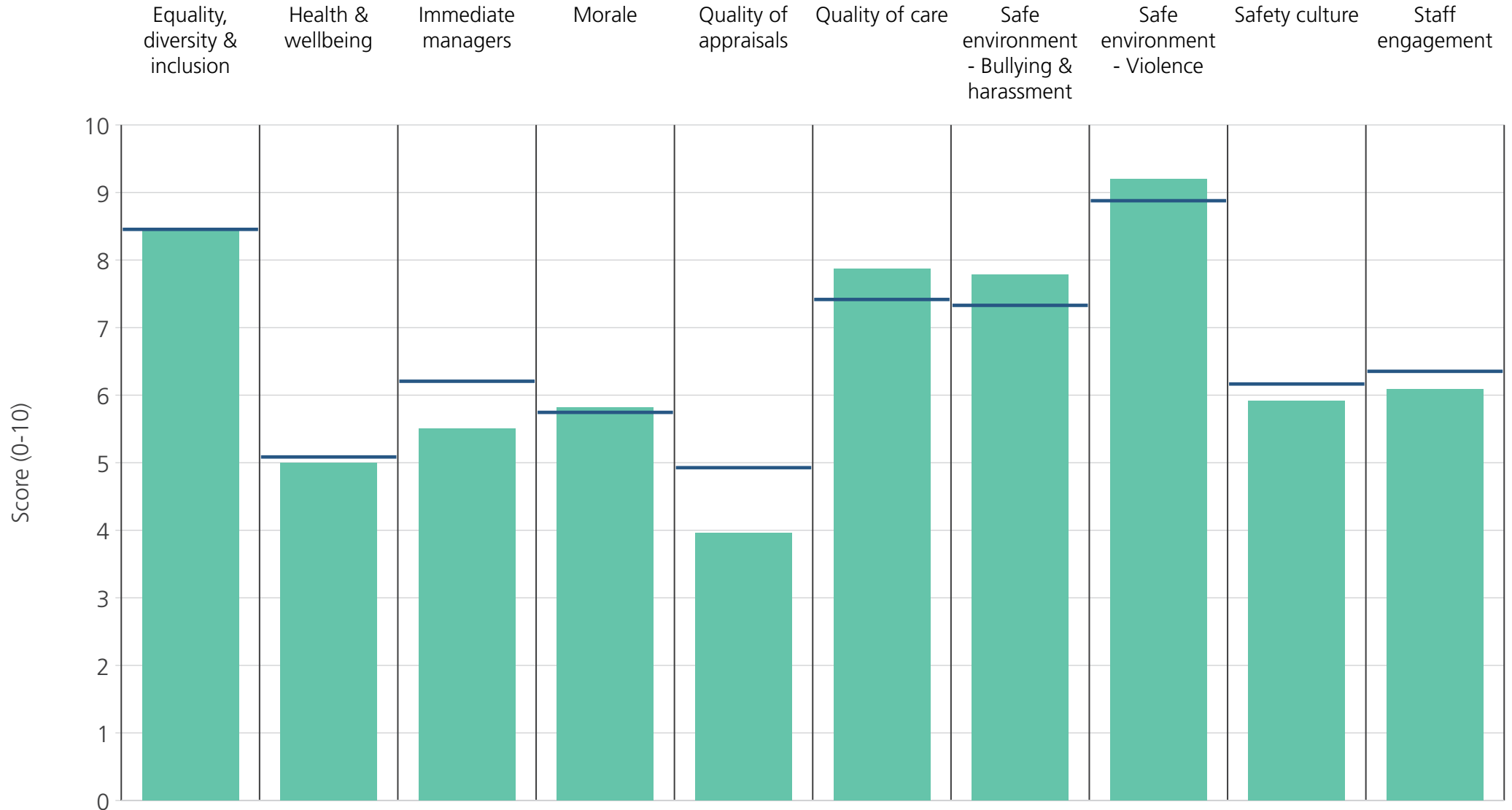
<b>Directorate</b>	8.6	5.2	7.2	4.9	5.2	7.2	7.5	10.0	6.5	5.6
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	83	84	85	83	57	83	84	84	85	86



<b>Directorate</b>	7.6	4.2	5.3	5.4	4.6	7.6	6.3	7.7	6.2	6.2
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	122	125	124	122	97	126	123	124	124	127

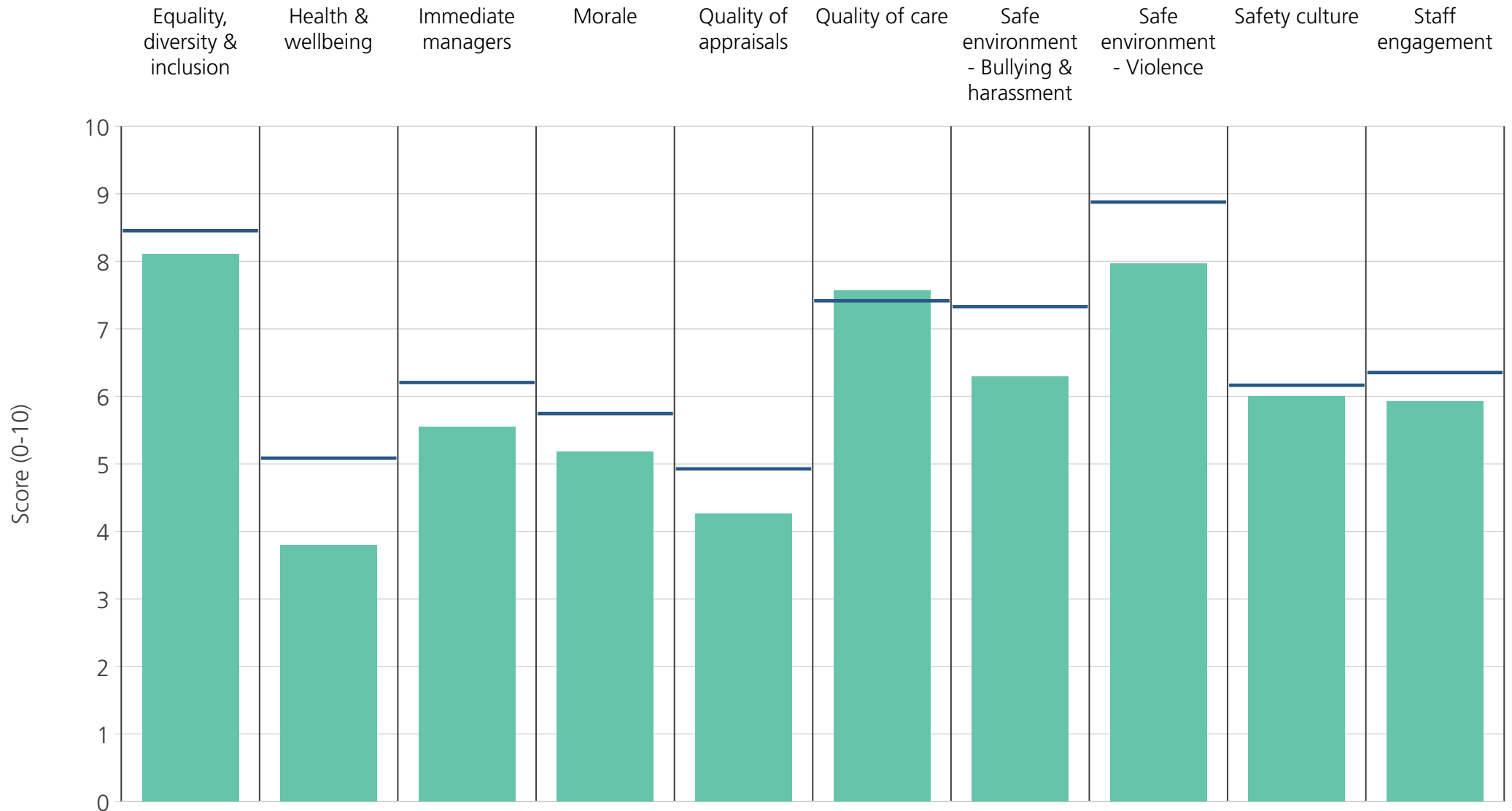


<b>Directorate</b>	6.9	3.8	5.6	5.1	4.1	7.6	6.1	7.9	5.8	6.0
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	102	103	103	102	90	101	103	103	103	104

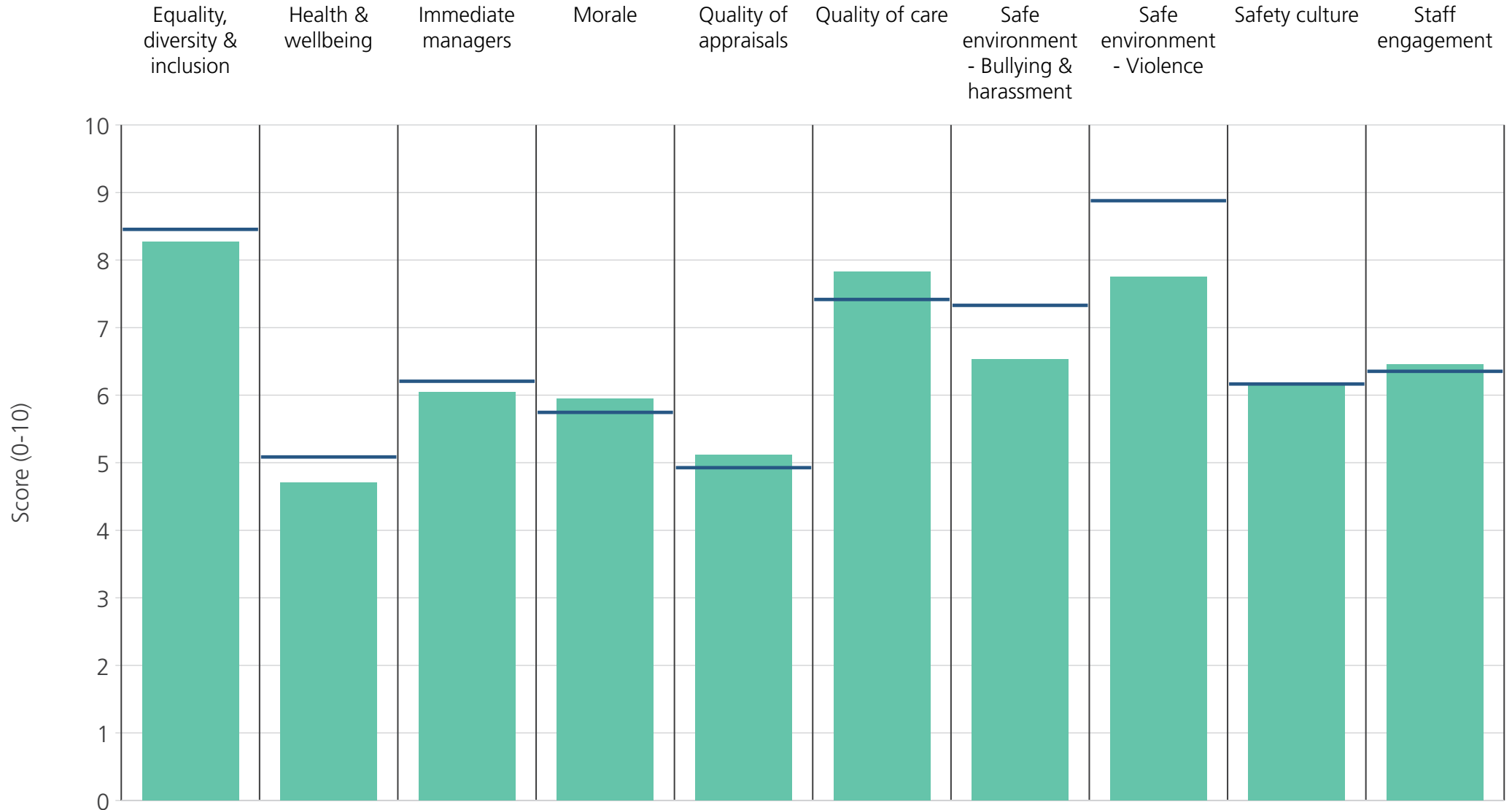


<b>Directorate</b>	8.5	5.0	5.5	5.8	4.0	7.9	7.8	9.2	5.9	6.1
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	93	93	93	92	48	91	93	91	91	93

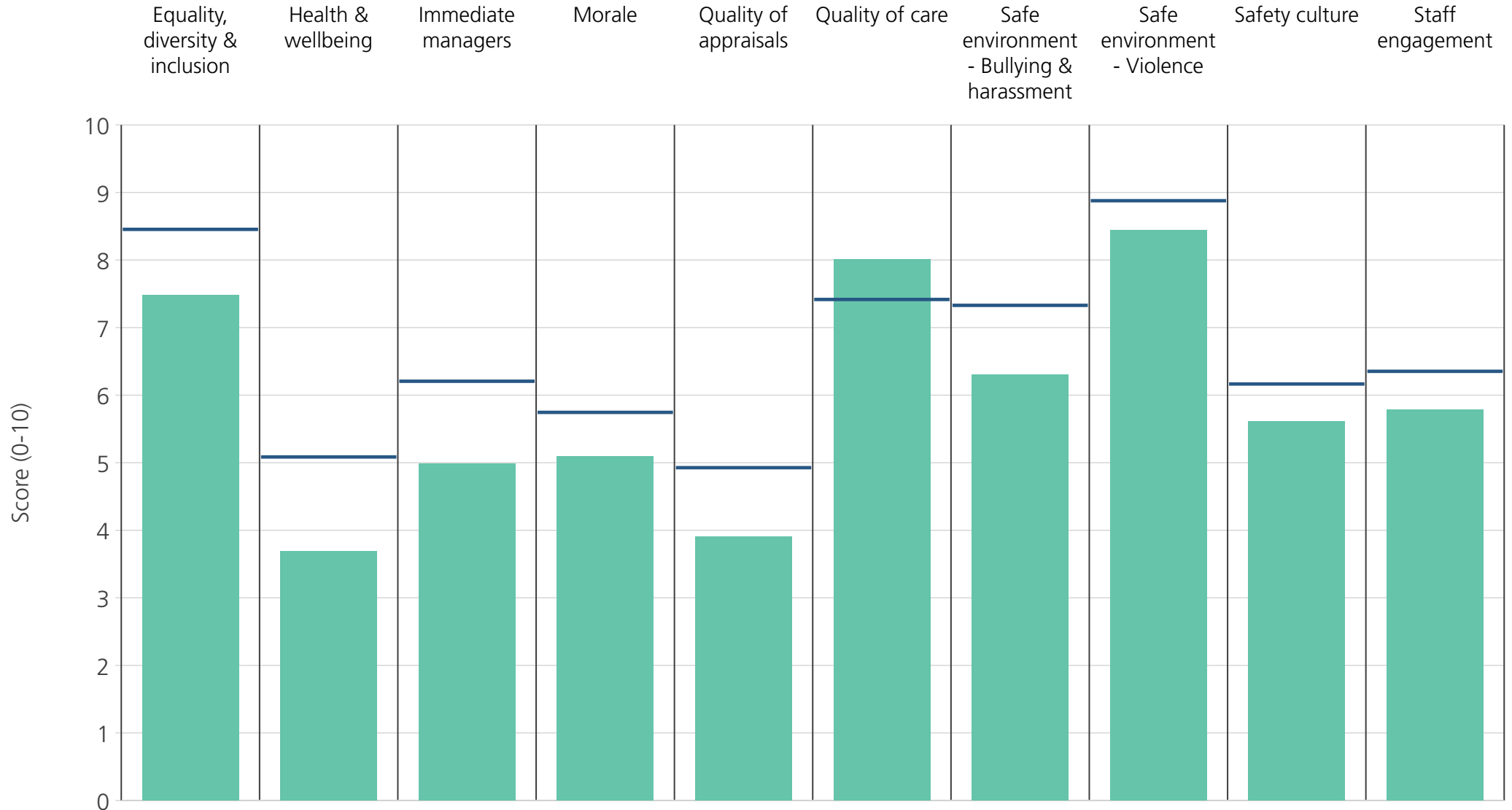




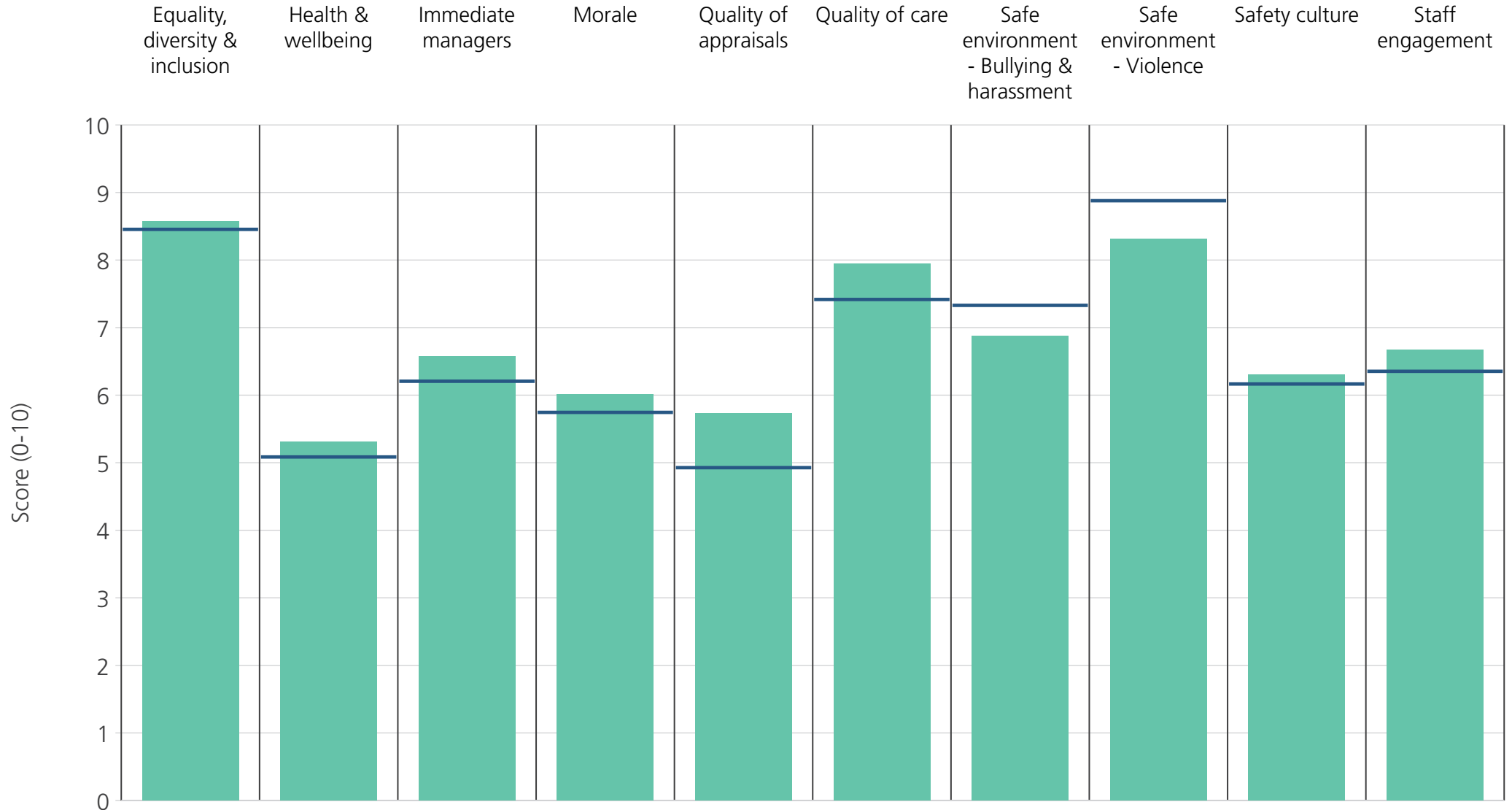
<b>Directorate</b>	8.1	3.8	5.5	5.2	4.3	7.6	6.3	8.0	6.0	5.9
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	106	109	110	108	95	108	108	108	109	111



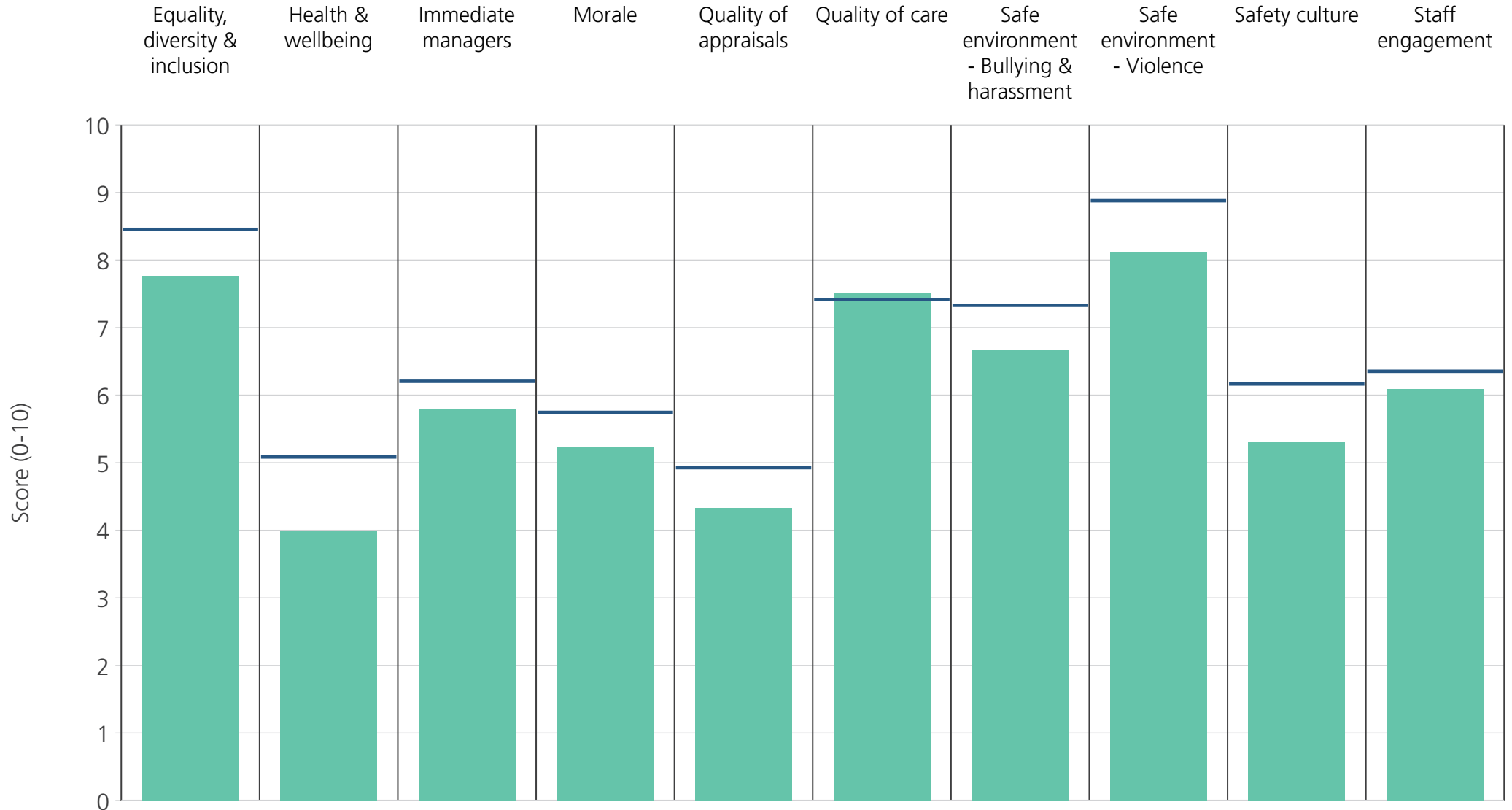
<b>Directorate</b>	8.3	4.7	6.0	5.9	5.1	7.8	6.5	7.8	6.2	6.5
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	99	98	97	96	94	99	99	98	96	100



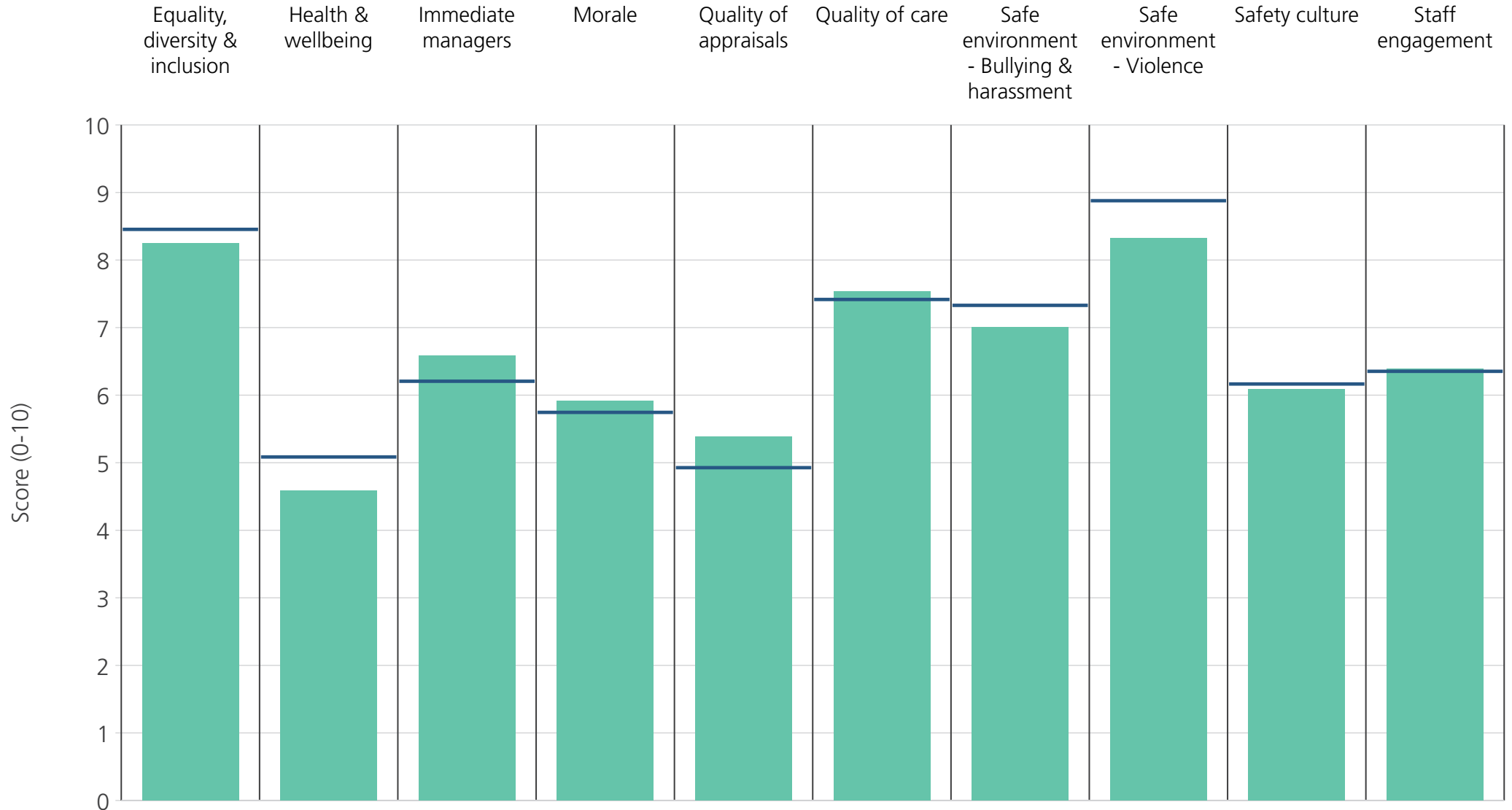
<b>Directorate</b>	7.5	3.7	5.0	5.1	3.9	8.0	6.3	8.4	5.6	5.8
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	117	118	120	112	97	120	118	118	116	122



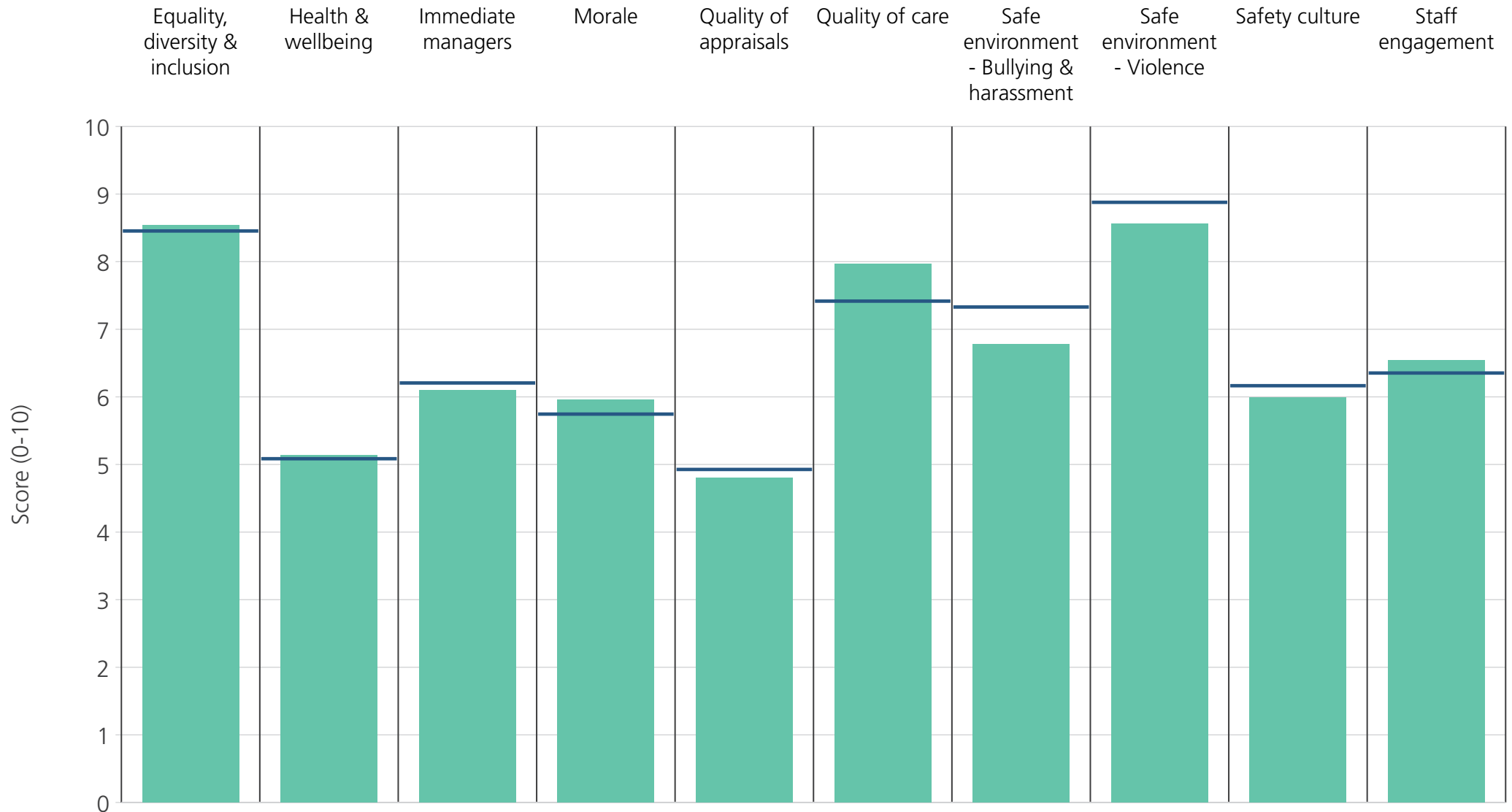
<b>Directorate</b>	8.6	5.3	6.6	6.0	5.7	7.9	6.9	8.3	6.3	6.7
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	134	133	135	135	119	134	134	132	134	137



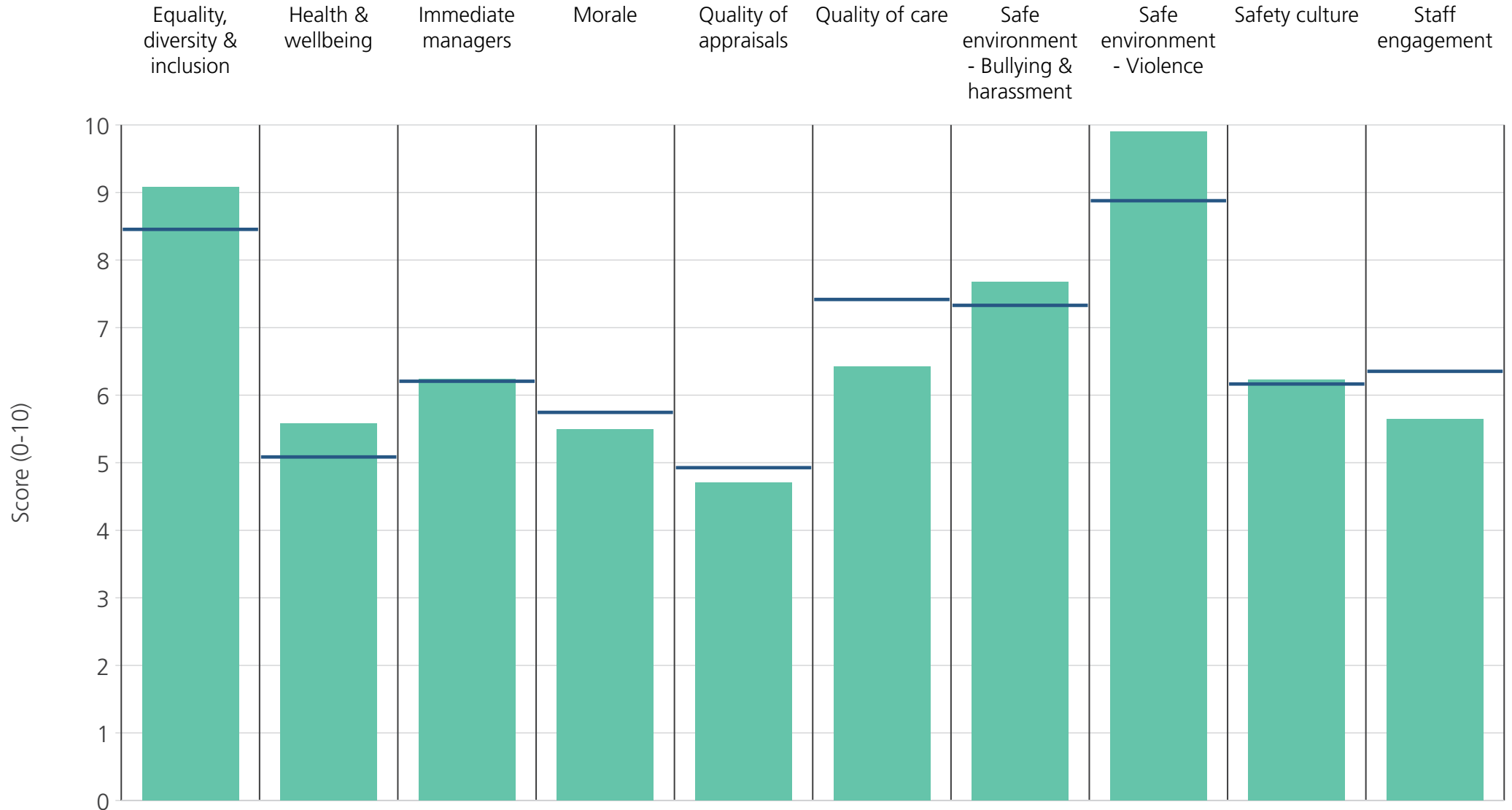
<b>Directorate</b>	7.8	4.0	5.8	5.2	4.3	7.5	6.7	8.1	5.3	6.1
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	88	91	93	84	72	91	88	88	88	93



<b>Directorate</b>	8.2	4.6	6.6	5.9	5.4	7.5	7.0	8.3	6.1	6.4
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	108	109	110	108	100	111	108	109	109	113

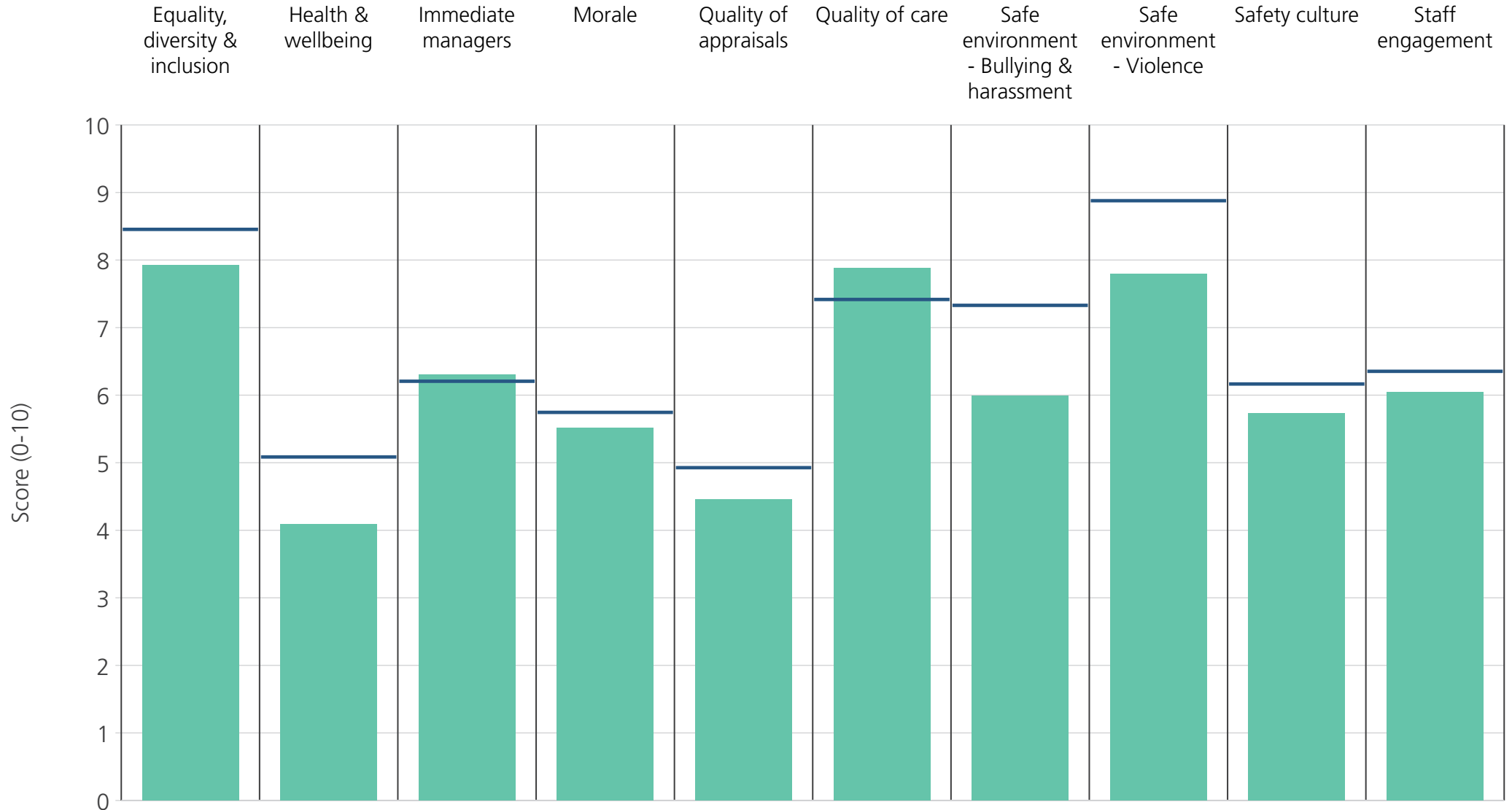


<b>Directorate</b>	8.5	5.1	6.1	6.0	4.8	8.0	6.8	8.6	6.0	6.5
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	87	87	88	87	76	88	86	86	87	88

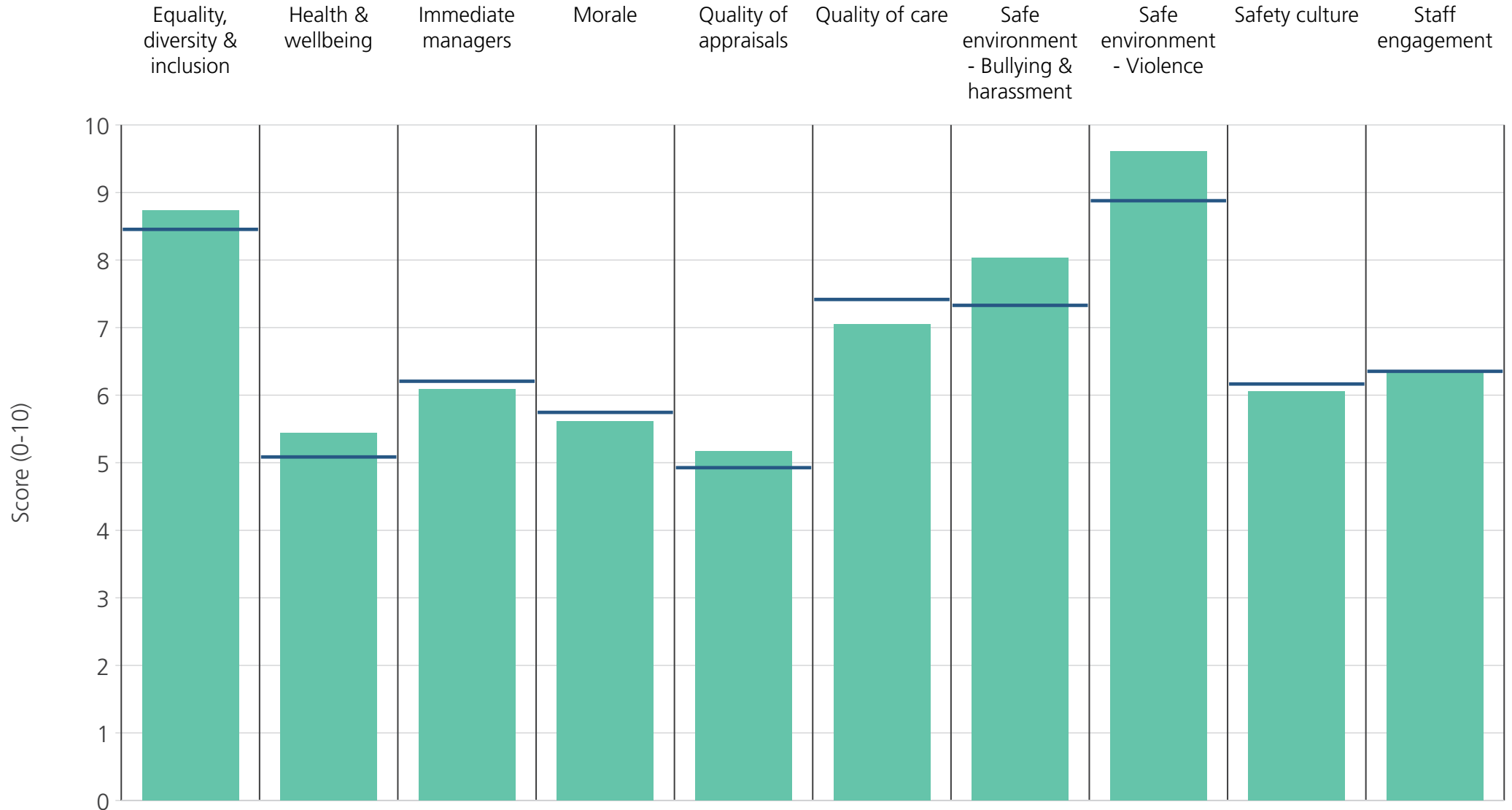


<b>Directorate</b>	9.1	5.6	6.2	5.5	4.7	6.4	7.7	9.9	6.2	5.6
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	163	164	164	162	100	160	164	165	165	165

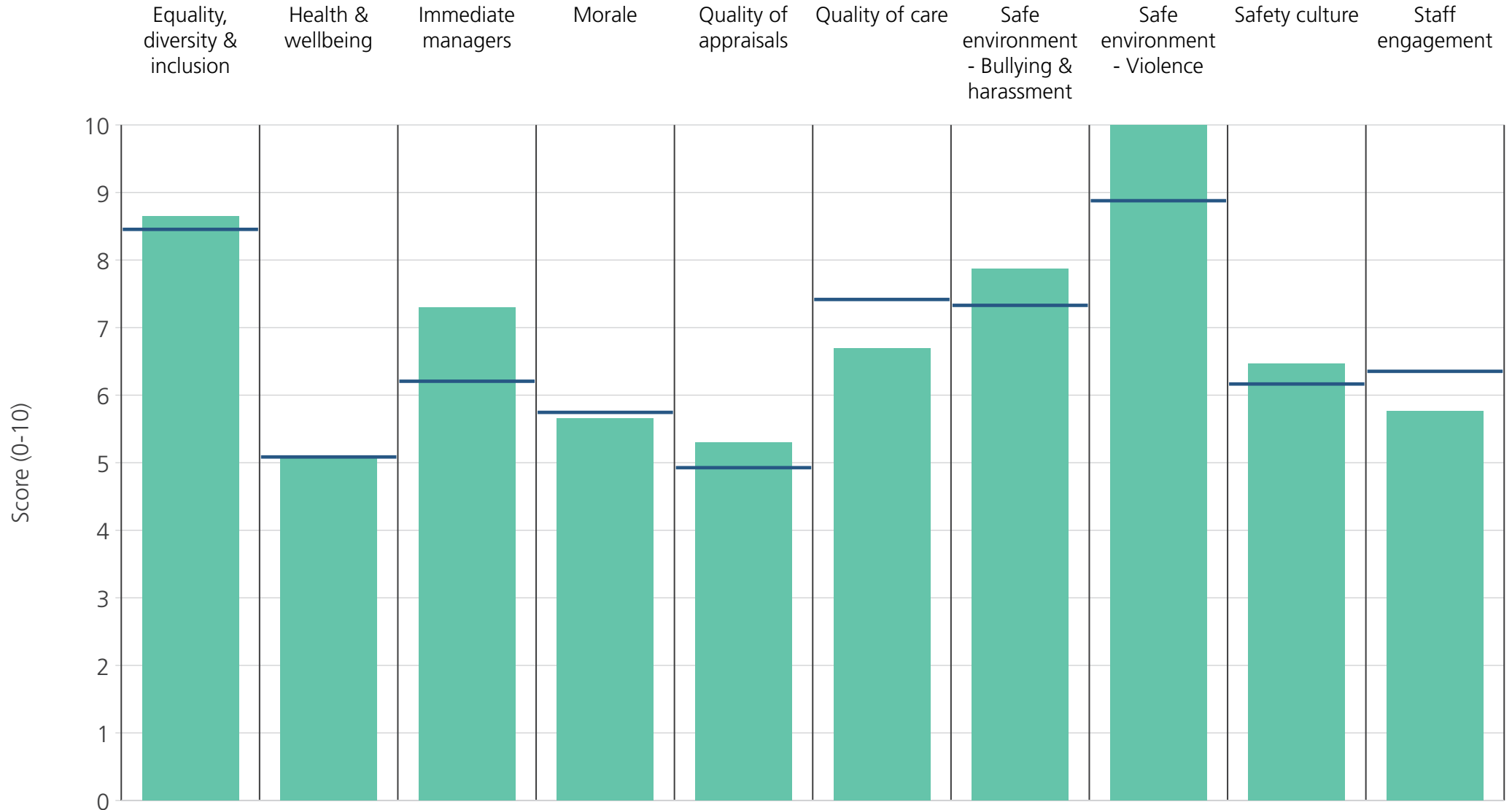




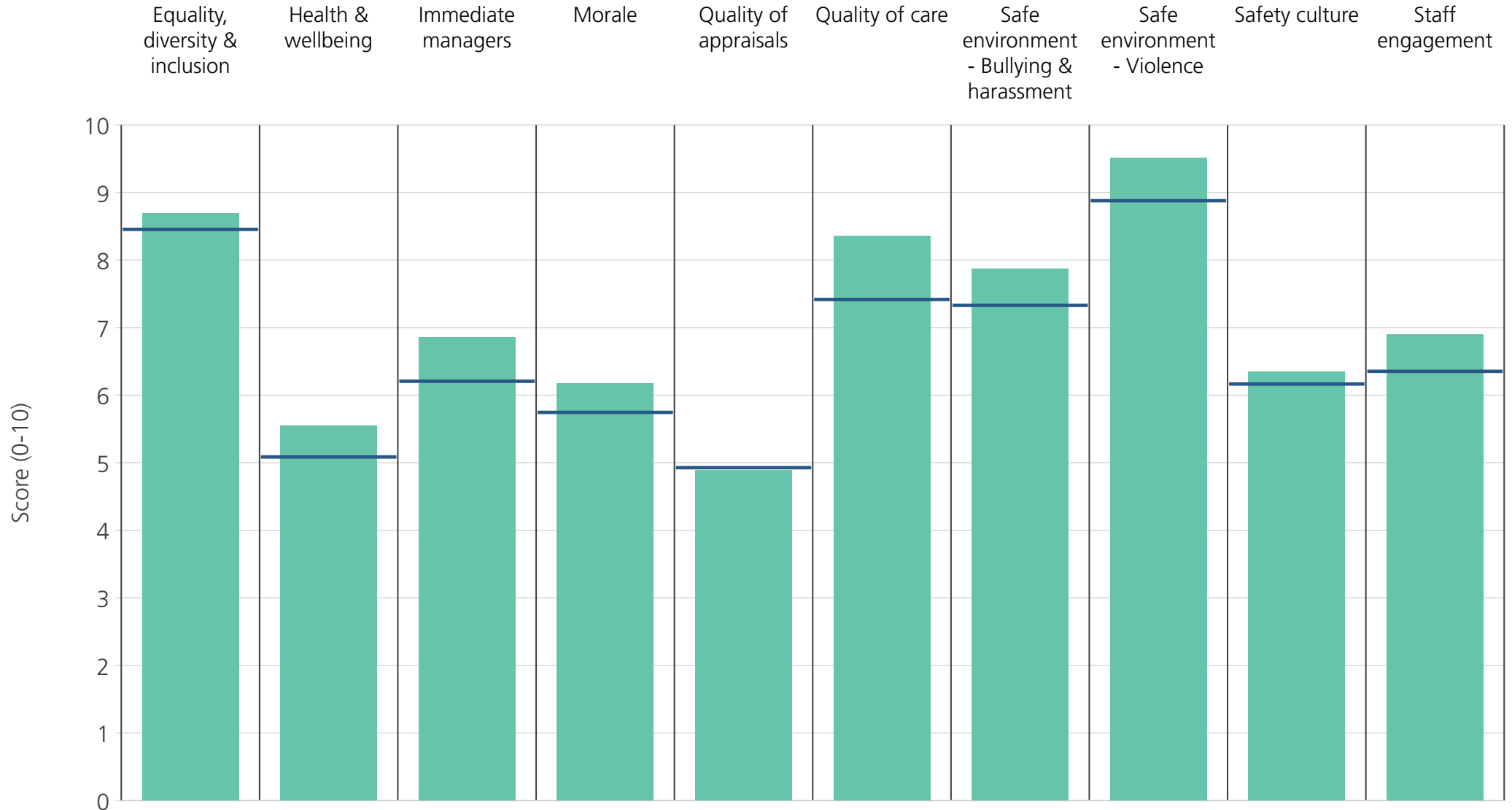
<b>Directorate</b>	7.9	4.1	6.3	5.5	4.5	7.9	6.0	7.8	5.7	6.0
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	87	87	88	85	76	90	86	86	86	92



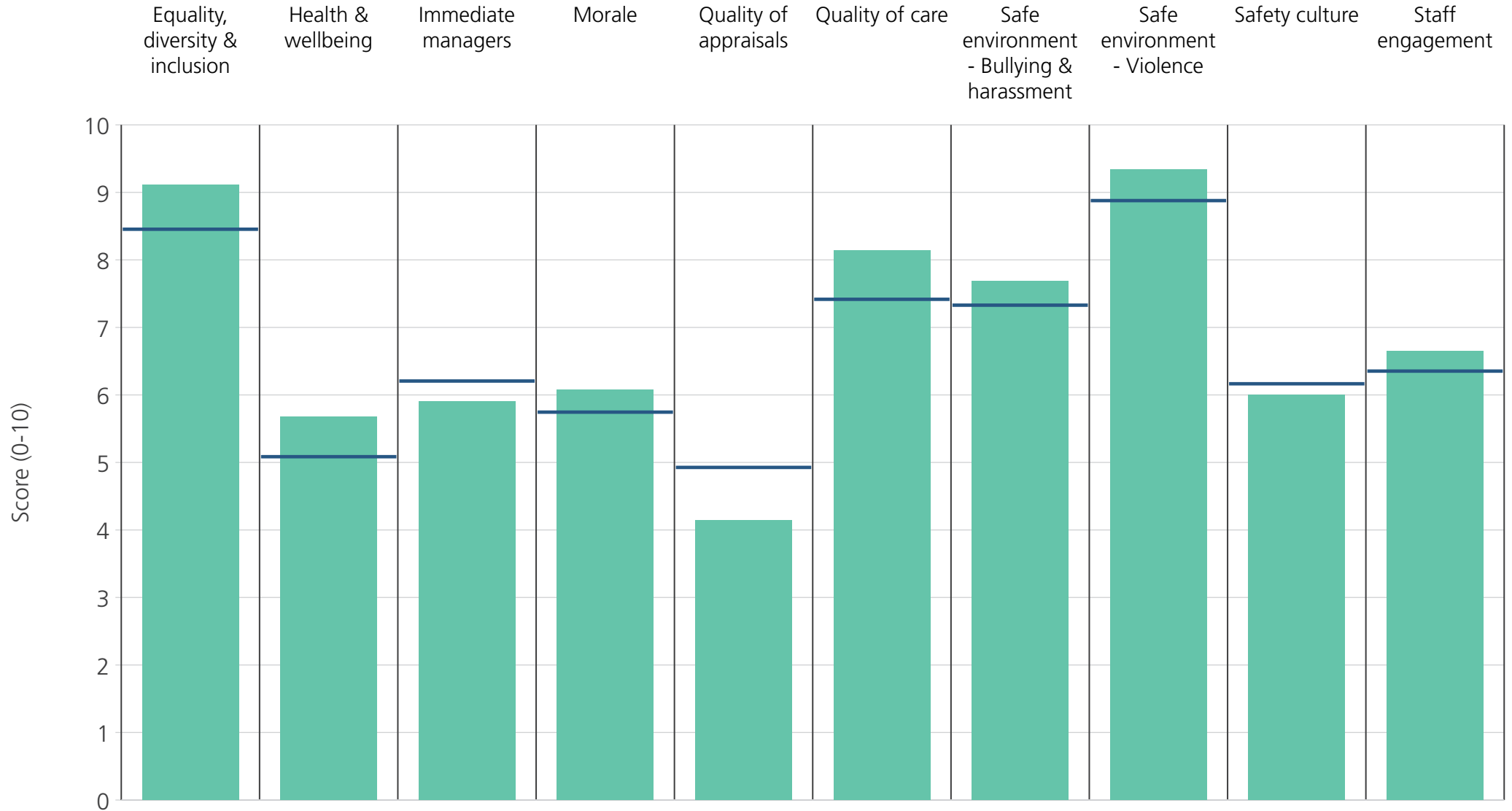
<b>Directorate</b>	8.7	5.4	6.1	5.6	5.2	7.0	8.0	9.6	6.1	6.3
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	61	61	61	61	53	57	60	60	60	61



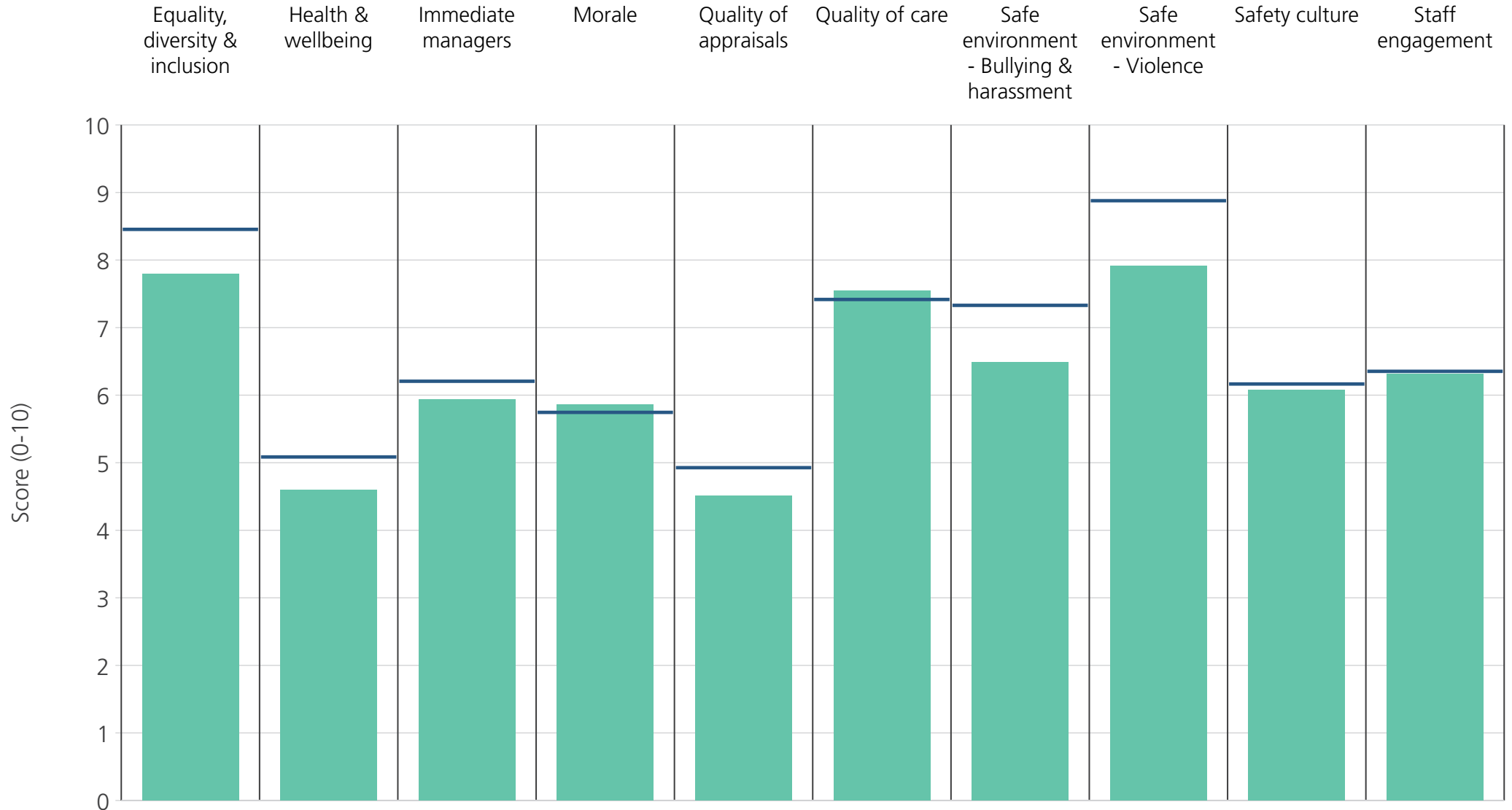
<b>Directorate</b>	8.6	5.1	7.3	5.7	5.3	6.7	7.9	10.0	6.5	5.8
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	69	70	70	70	62	68	69	68	70	70



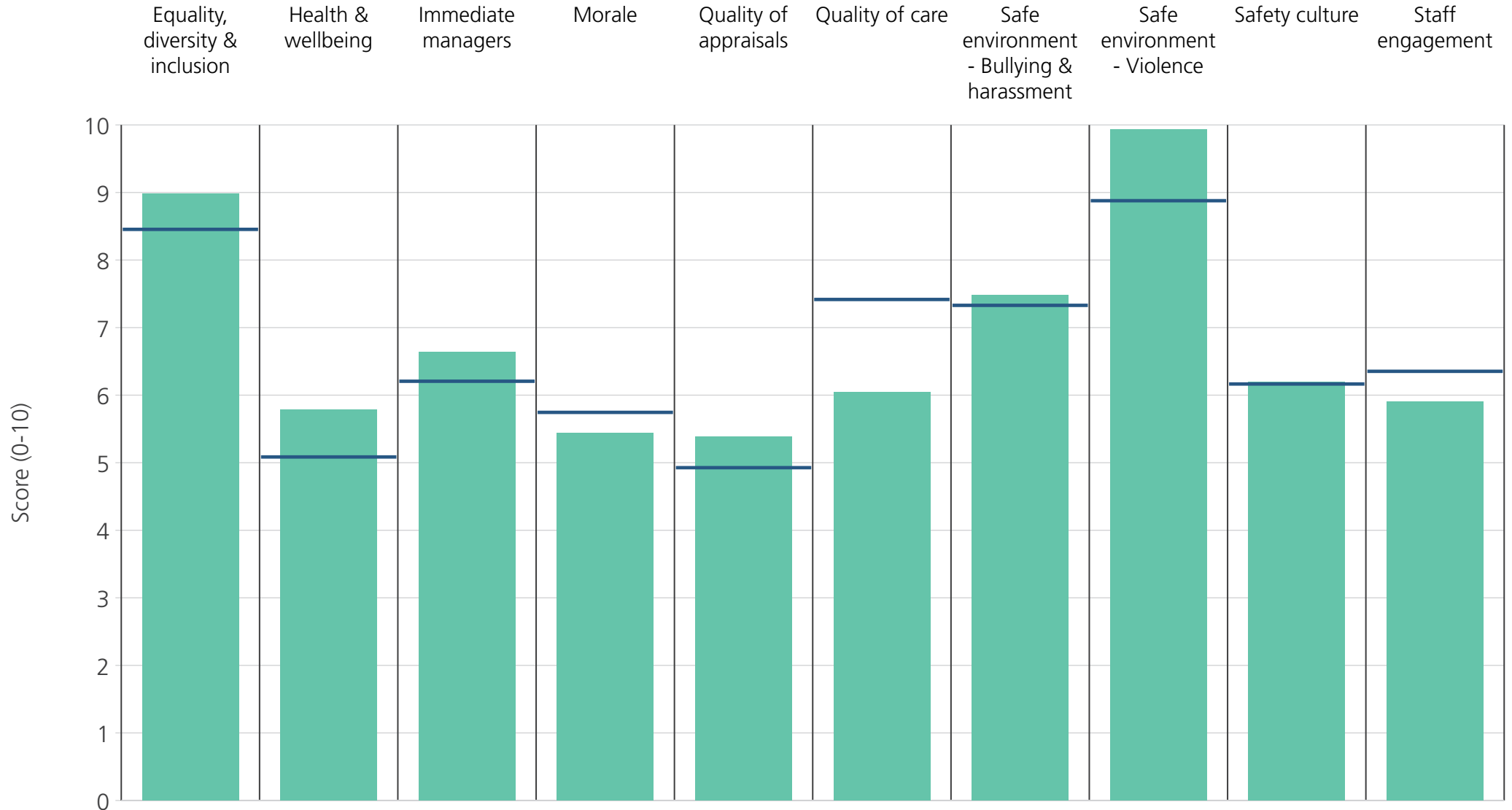
<b>Directorate</b>	8.7	5.5	6.9	6.2	4.9	8.4	7.9	9.5	6.3	6.9
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	65	65	65	63	58	64	61	62	65	65



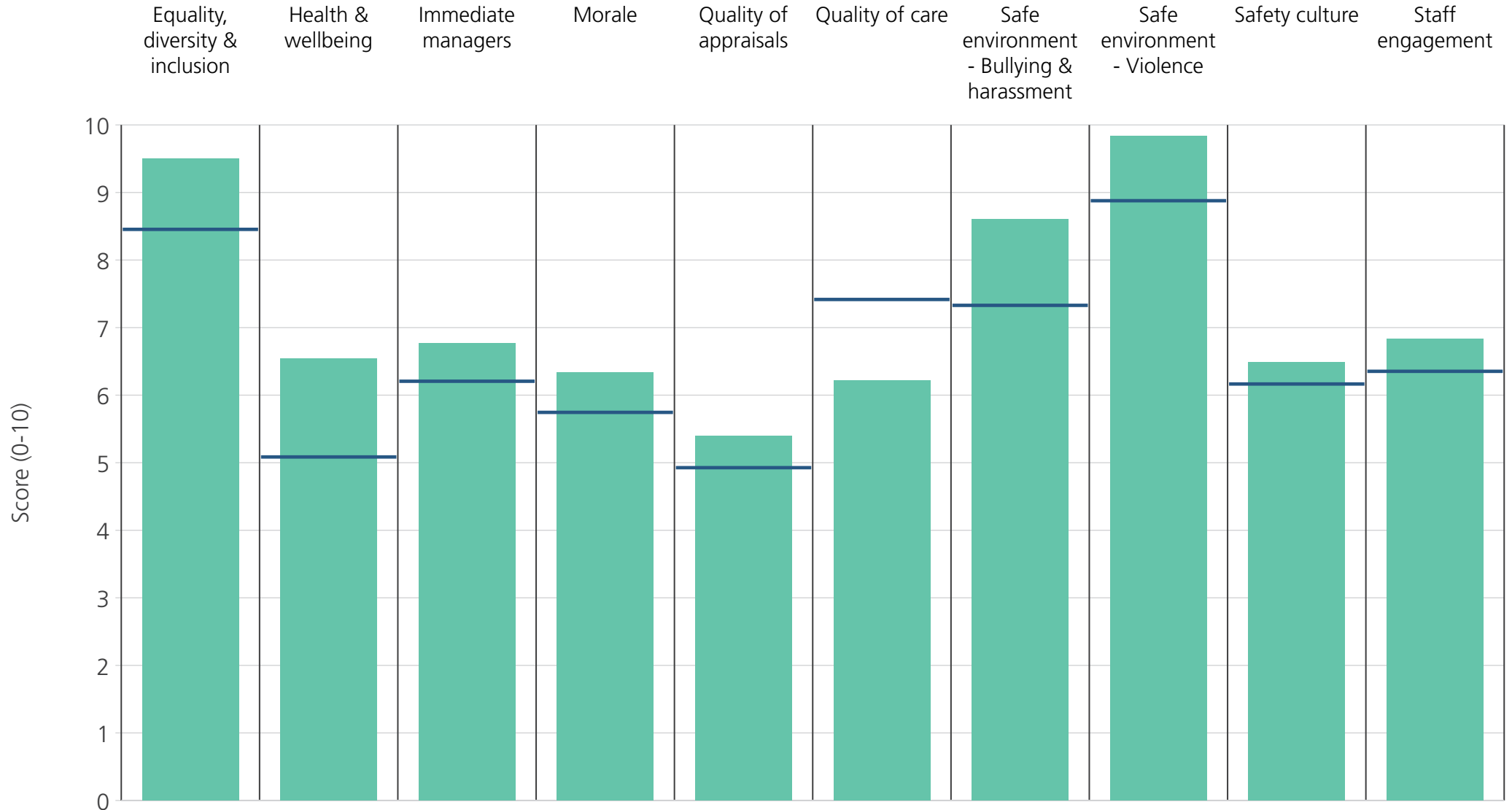
<b>Directorate</b>	9.1	5.7	5.9	6.1	4.1	8.1	7.7	9.3	6.0	6.6
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	45	45	46	46	41	44	46	45	46	46



<b>Directorate</b>	7.8	4.6	5.9	5.9	4.5	7.5	6.5	7.9	6.1	6.3
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	56	59	59	55	53	57	56	56	56	59

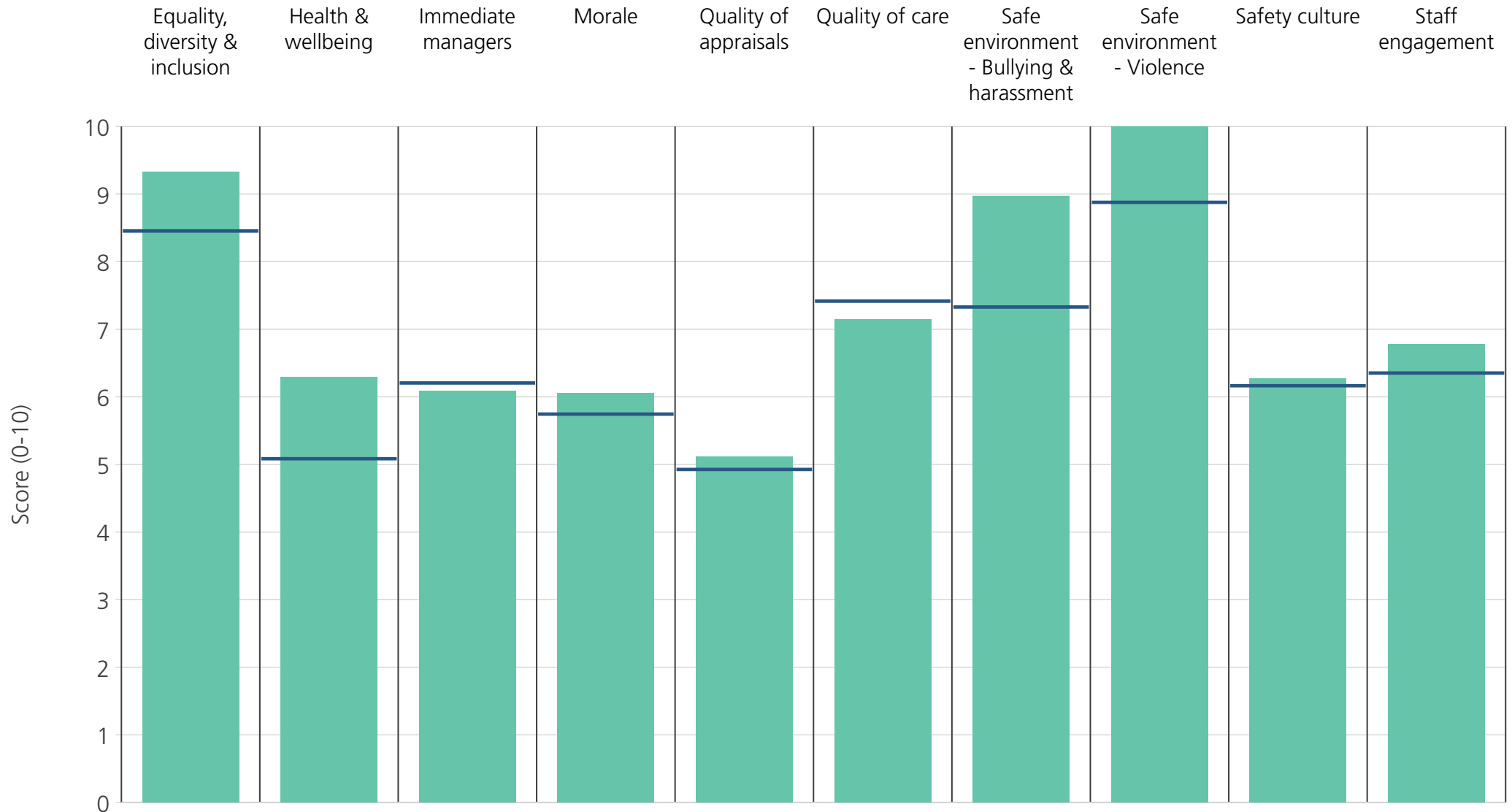


<b>Directorate</b>	9.0	5.8	6.6	5.4	5.4	6.0	7.5	9.9	6.2	5.9
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	105	106	106	105	91	102	106	104	106	106



<b>Directorate</b>	9.5	6.5	6.8	6.3	5.4	6.2	8.6	9.8	6.5	6.8
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	63	63	63	63	57	54	62	61	63	63





<b>Directorate</b>	9.3	6.3	6.1	6.1	5.1	7.1	9.0	10.0	6.3	6.8
<b>Your org</b>	8.5	5.1	6.2	5.7	4.9	7.4	7.3	8.9	6.2	6.4
<b>Responses</b>	67	68	69	68	53	32	68	66	67	70