

# NHS Devon CCG

2019 NHS Staff Survey

**Directorate Report**

**Contents**

Introduction . . . . .	3	Southern Commissioning . . . . .	26
Themes – Directorates 1 . . . . .	4	Communications & PR . . . . .	27
N, E & S Commissioning . . . . .	5	STP & PMO . . . . .	28
W Commissioning & Primary Care . . . . .	6	Human Resources . . . . .	29
Nursing & Quality . . . . .	7	Childrens Commissioning/Eastern . . . . .	30
Finance, BI & Contracting . . . . .	8	Complaints . . . . .	31
Clinicians . . . . .	9		
Communications, Engagement & HR . . . . .	10		
Strategy & Governance . . . . .	11		
STP & PMO . . . . .	12		
Themes – Directorates 2 . . . . .	13		
DRSS . . . . .	14		
Primary Care . . . . .	15		
Finance . . . . .	16		
Western Commissioning . . . . .	17		
Continuing Healthcare Assessment &Support . . . . .	18		
Northern Commissioning . . . . .	19		
Business Informatics . . . . .	20		
Clinicians . . . . .	21		
Safeguarding . . . . .	22		
Quality Assurance . . . . .	23		
Contract Management . . . . .	24		
Strategy & Governance . . . . .	25		

This directorate report for NHS Devon CCG contains results by directorate for themes from the 2019 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

The directorate breakdowns used in this report were provided and defined by NHS Devon CCG. 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 '2019 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.

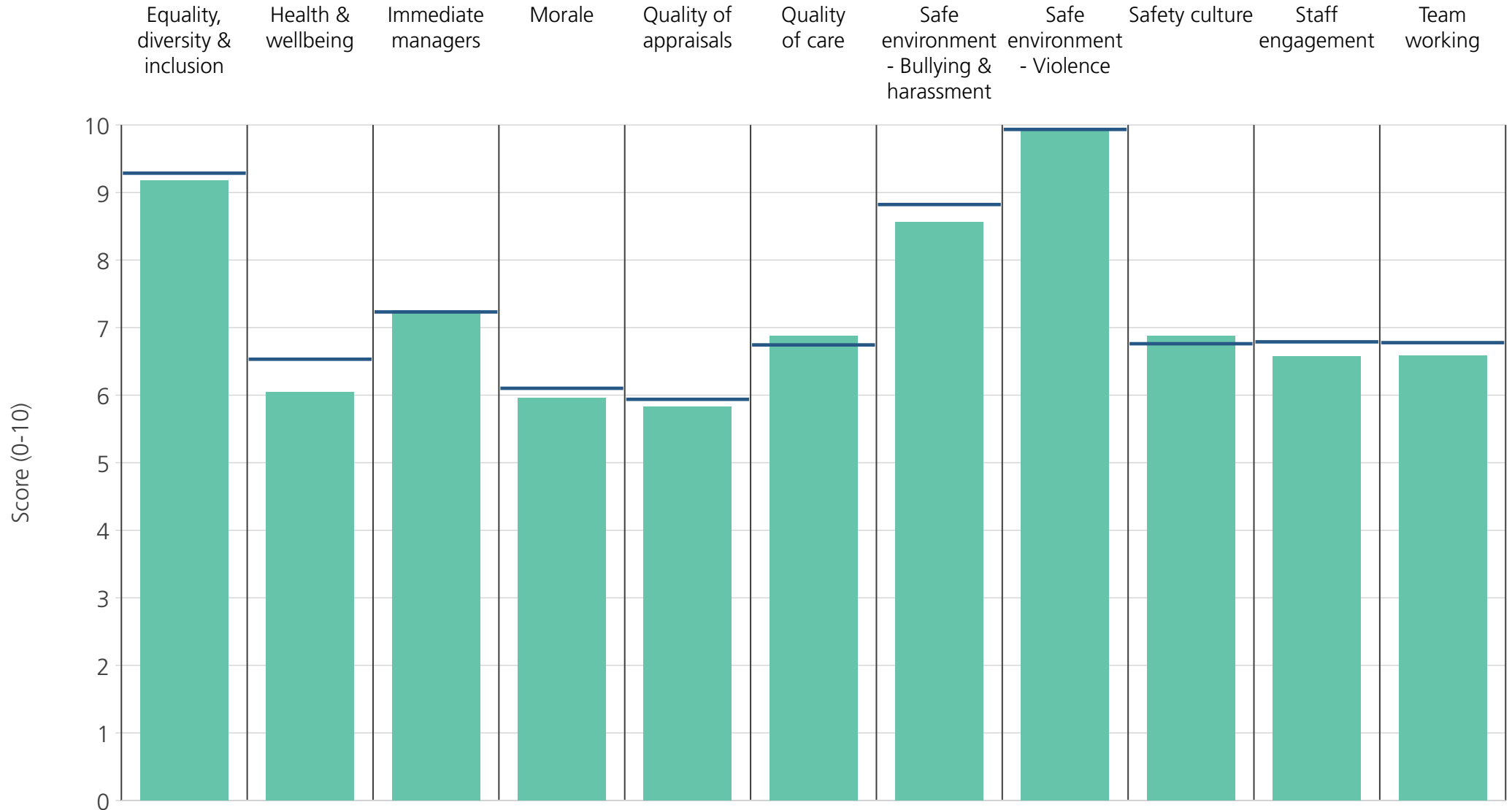


**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

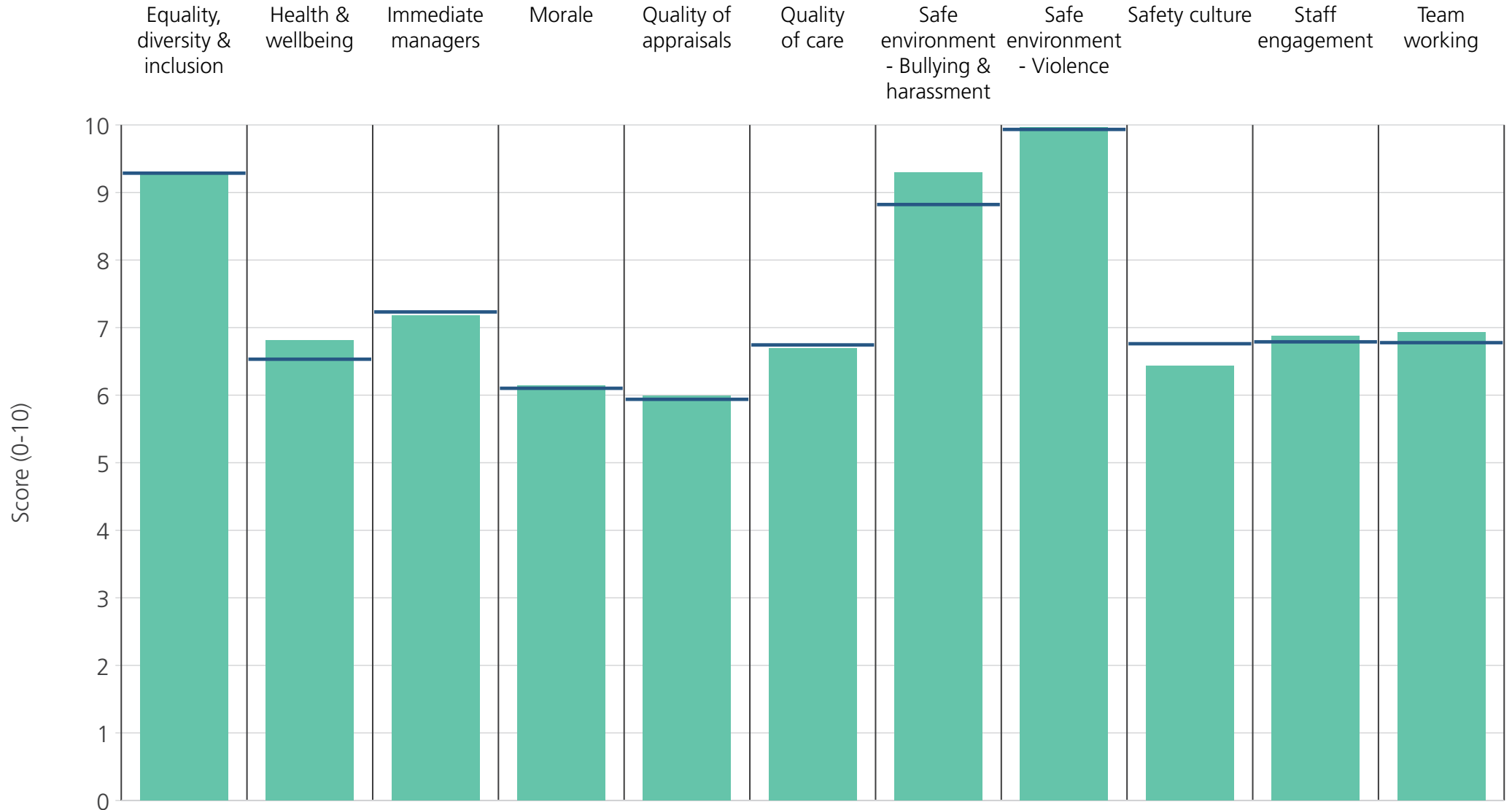
# Directorates 1

NHS Devon CCG

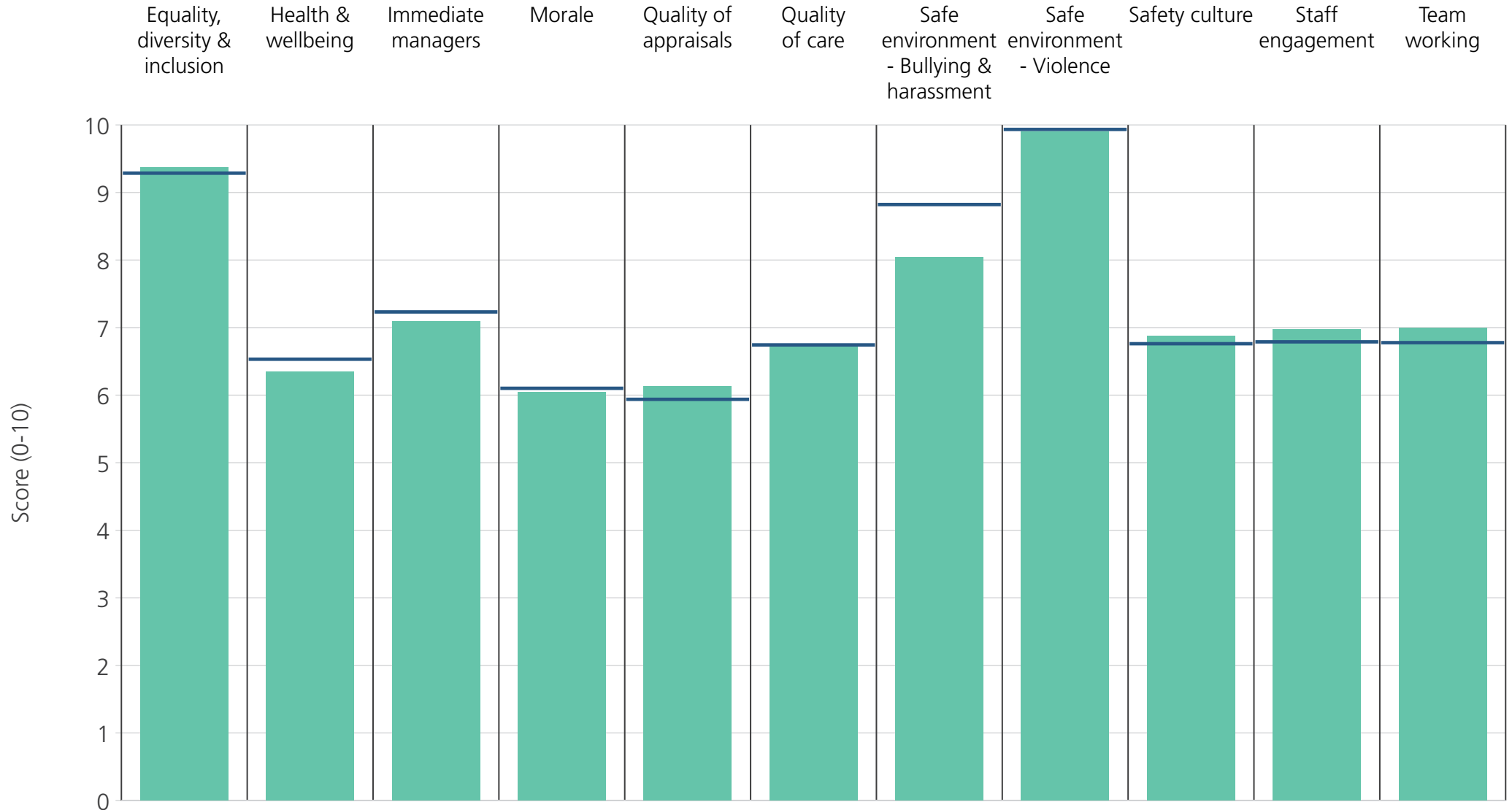
2019 NHS Staff Survey Results



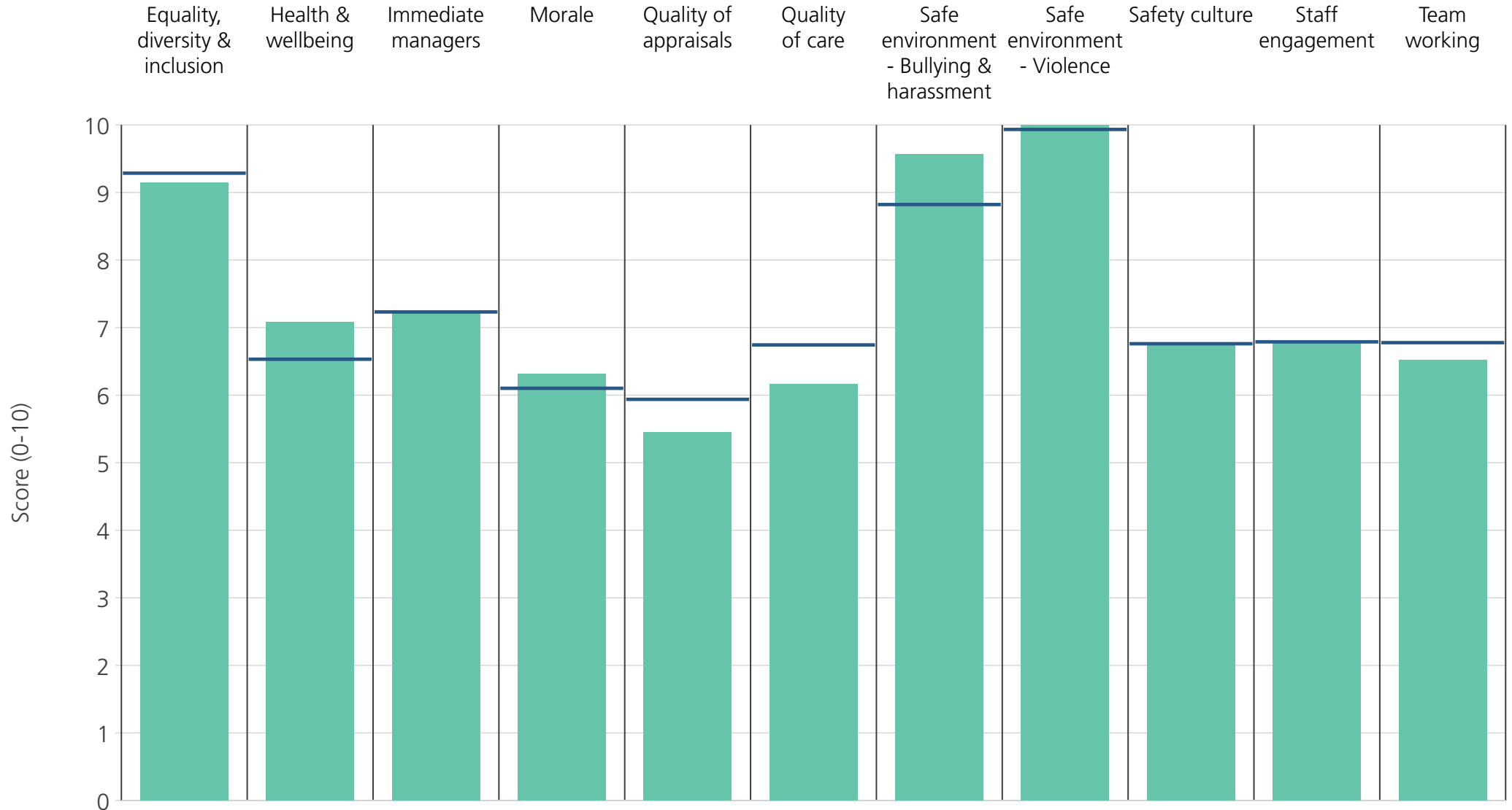
<b>Directorate</b>	9.2	6.0	7.3	6.0	5.8	6.9	8.6	9.9	6.9	6.6	6.6
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	153	154	154	150	134	119	153	154	151	156	155



<b>Directorate</b>	9.3	6.8	7.2	6.1	6.0	6.7	9.3	10.0	6.4	6.9	6.9
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	93	94	94	94	86	71	94	94	94	94	94

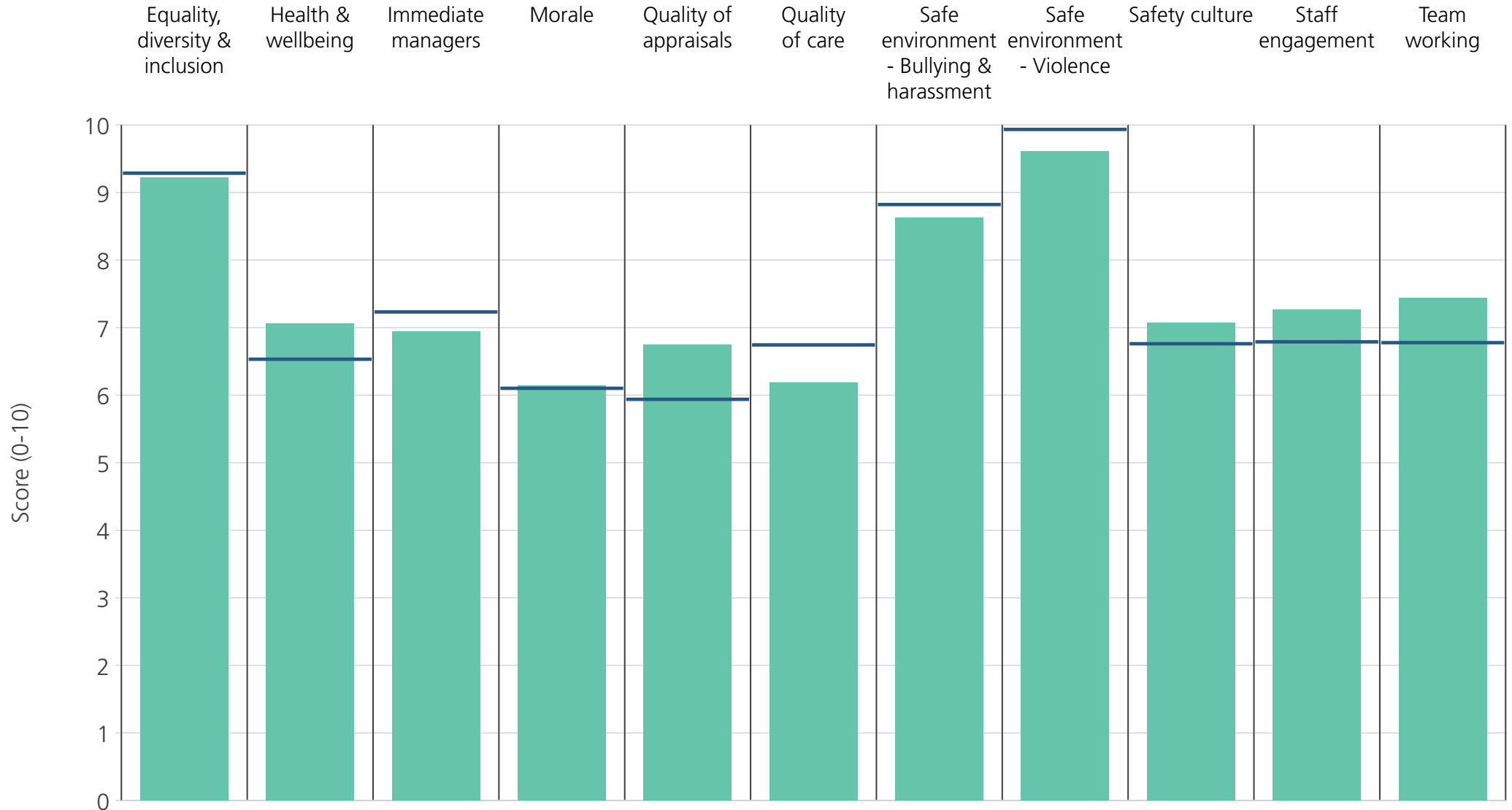


<b>Directorate</b>	9.4	6.3	7.1	6.0	6.1	6.7	8.0	9.9	6.9	7.0	7.0
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	70	70	69	69	64	49	68	70	69	71	71

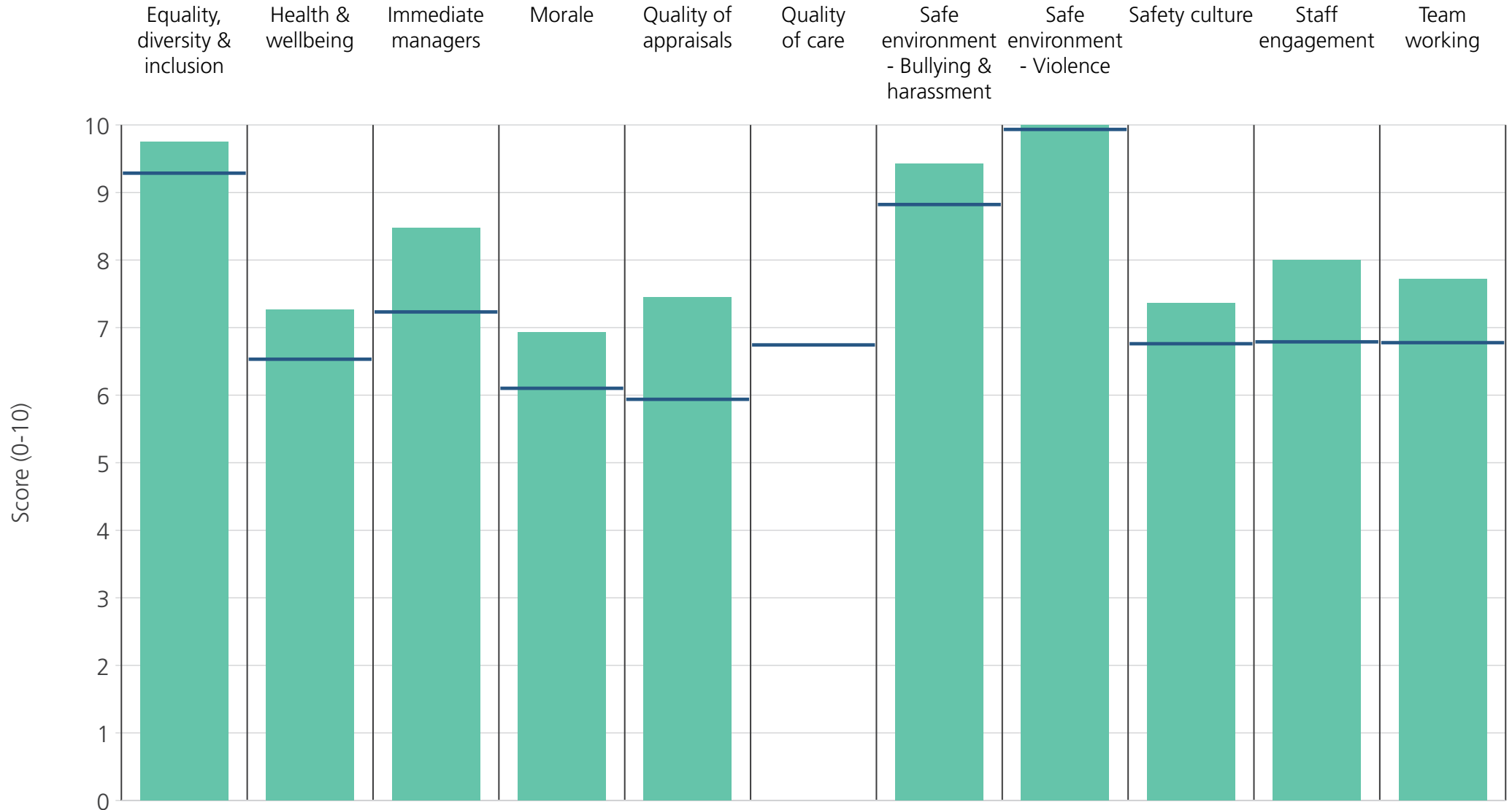


<b>Directorate</b>	9.1	7.1	7.2	6.3	5.4	6.2	9.6	10.0	6.8	6.8	6.5
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	68	69	69	69	67	18	69	69	68	69	69

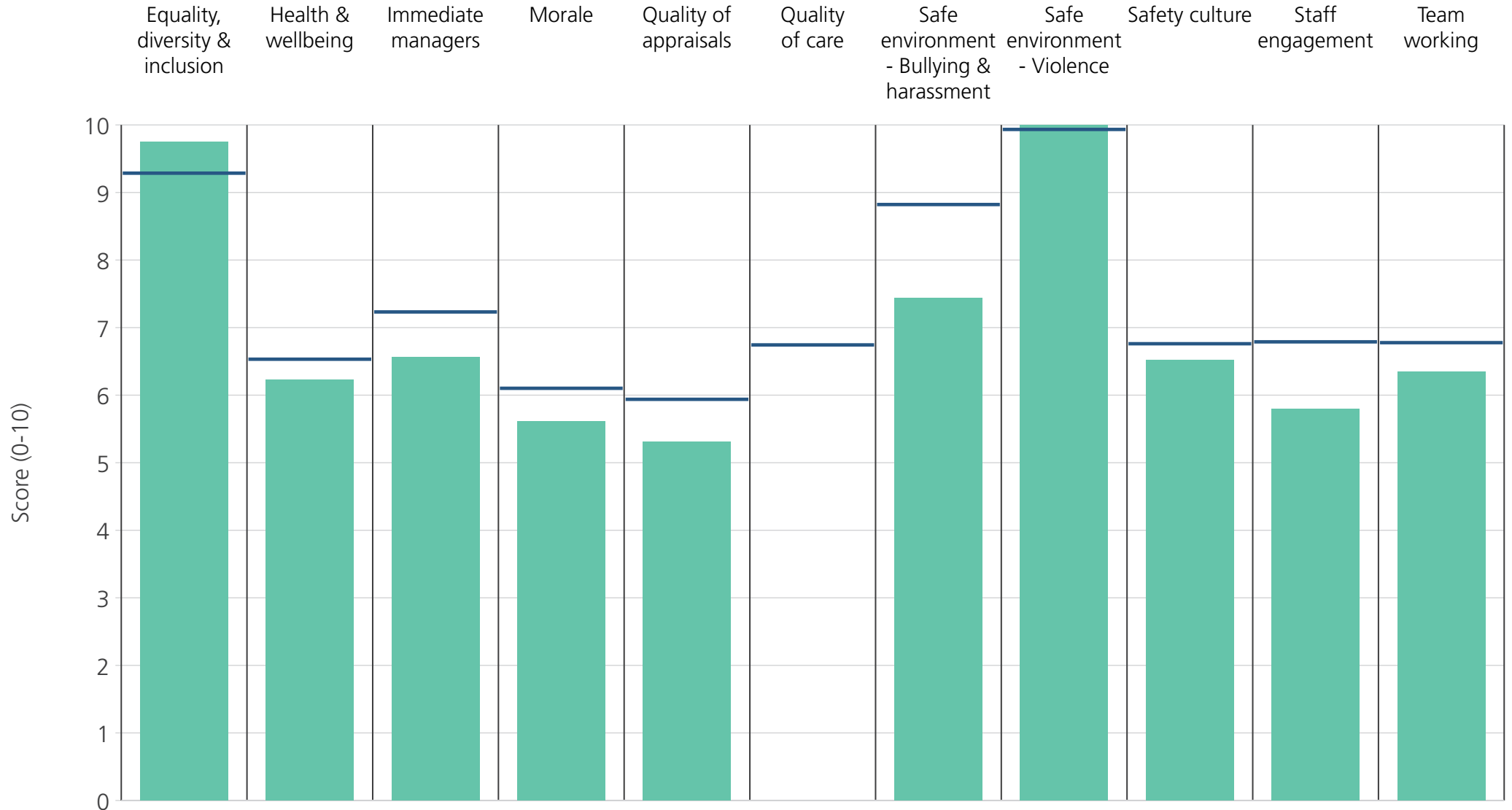




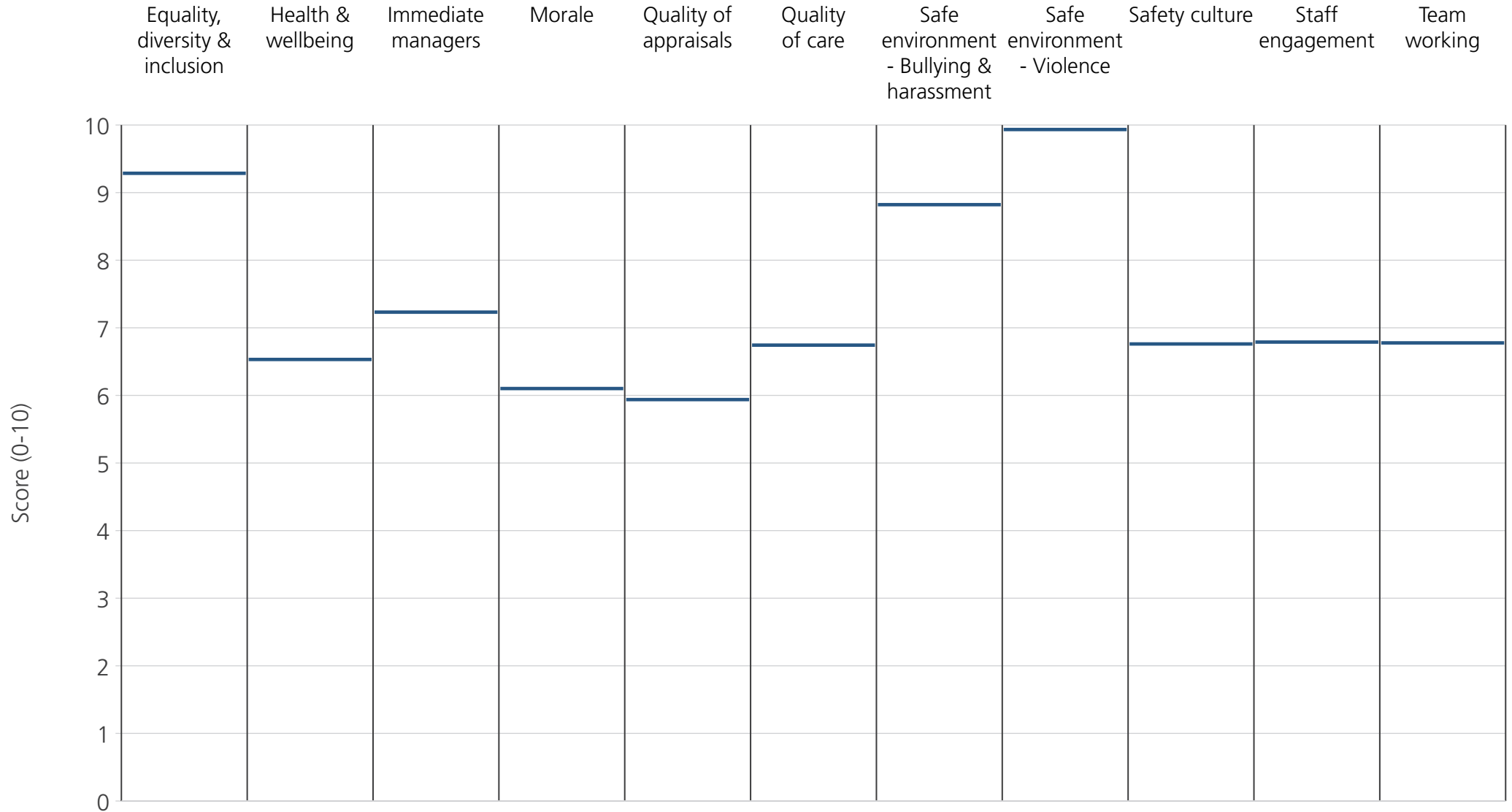
<b>Directorate</b>	9.2	7.1	6.9	6.1	6.8	6.2	8.6	9.6	7.1	7.3	7.4
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	17	17	18	17	15	12	17	17	17	19	19



<b>Directorate</b>	9.7	7.3	8.5	6.9	7.4	6.7	9.4	10.0	7.4	8.0	7.7
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	23	23	23	23	22	8	23	23	23	23	23



<b>Directorate</b>	9.7	6.2	6.6	5.6	5.3	6.7	7.4	10.0	6.5	5.8	6.3
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	13	13	13	13	12	2	13	13	13	13	13

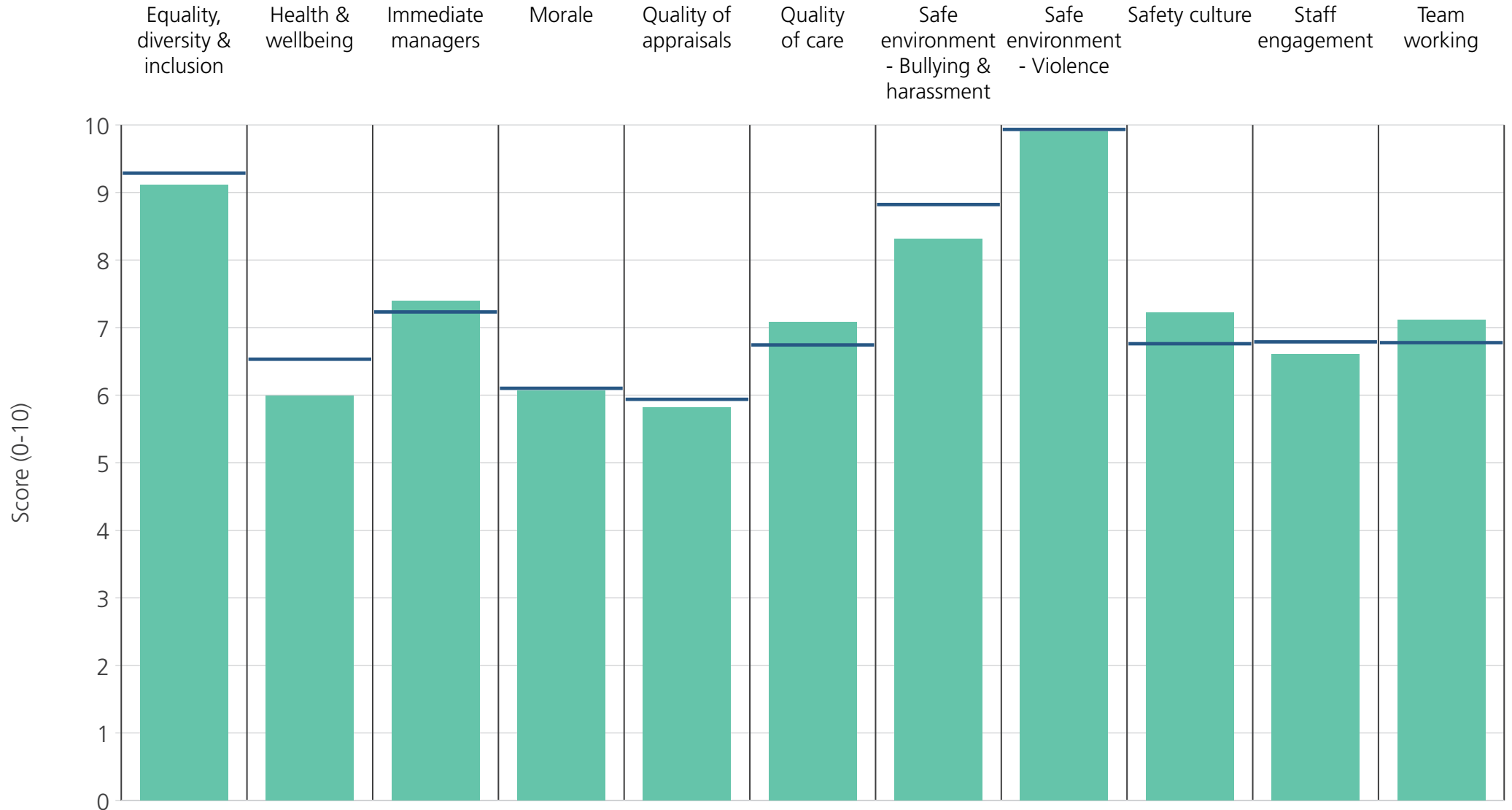


Directorate	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
Your org	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
Responses	10	10	10	10	5	2	10	10	10	10	9

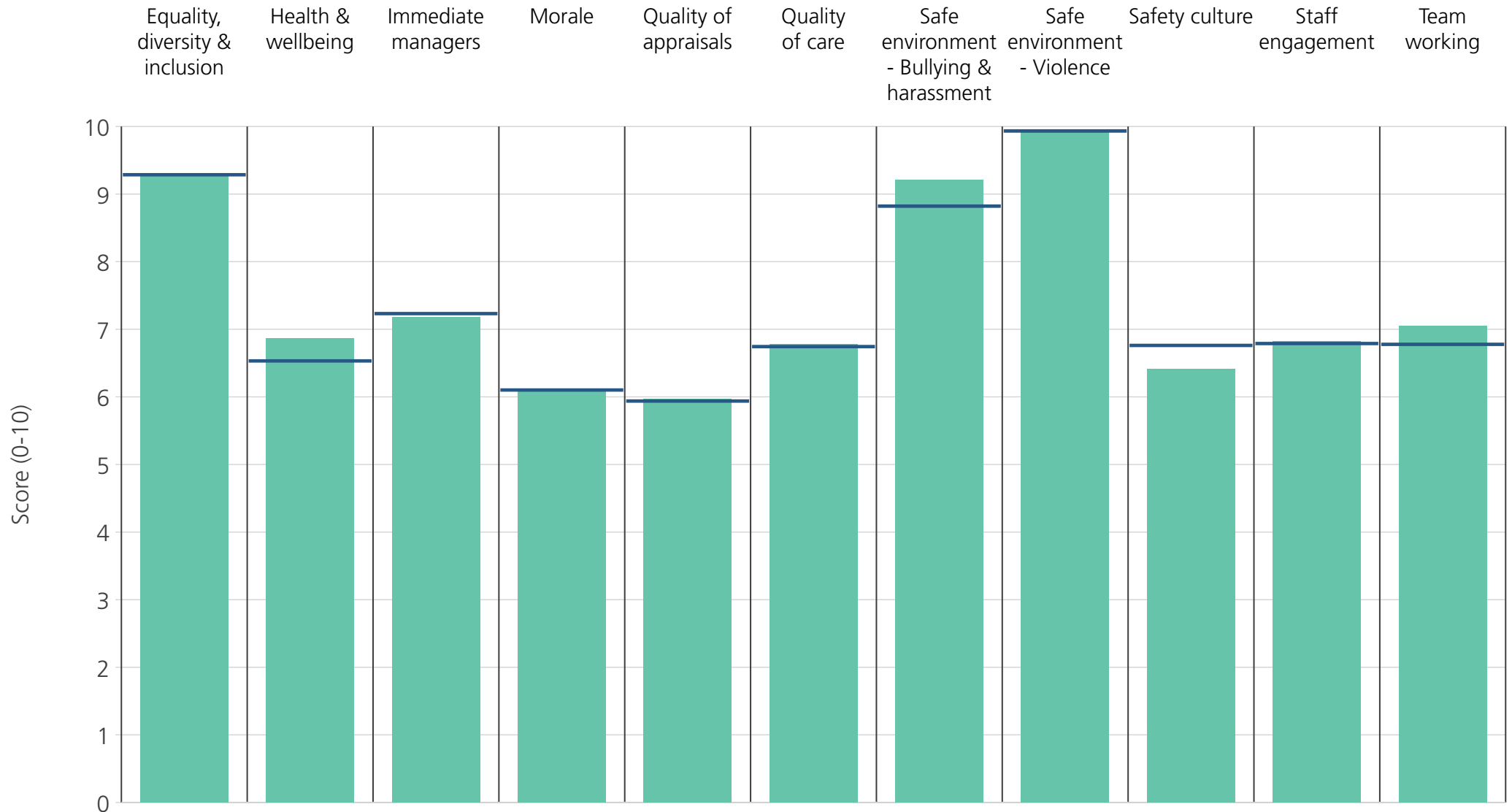
# Directorates 2

NHS Devon CCG

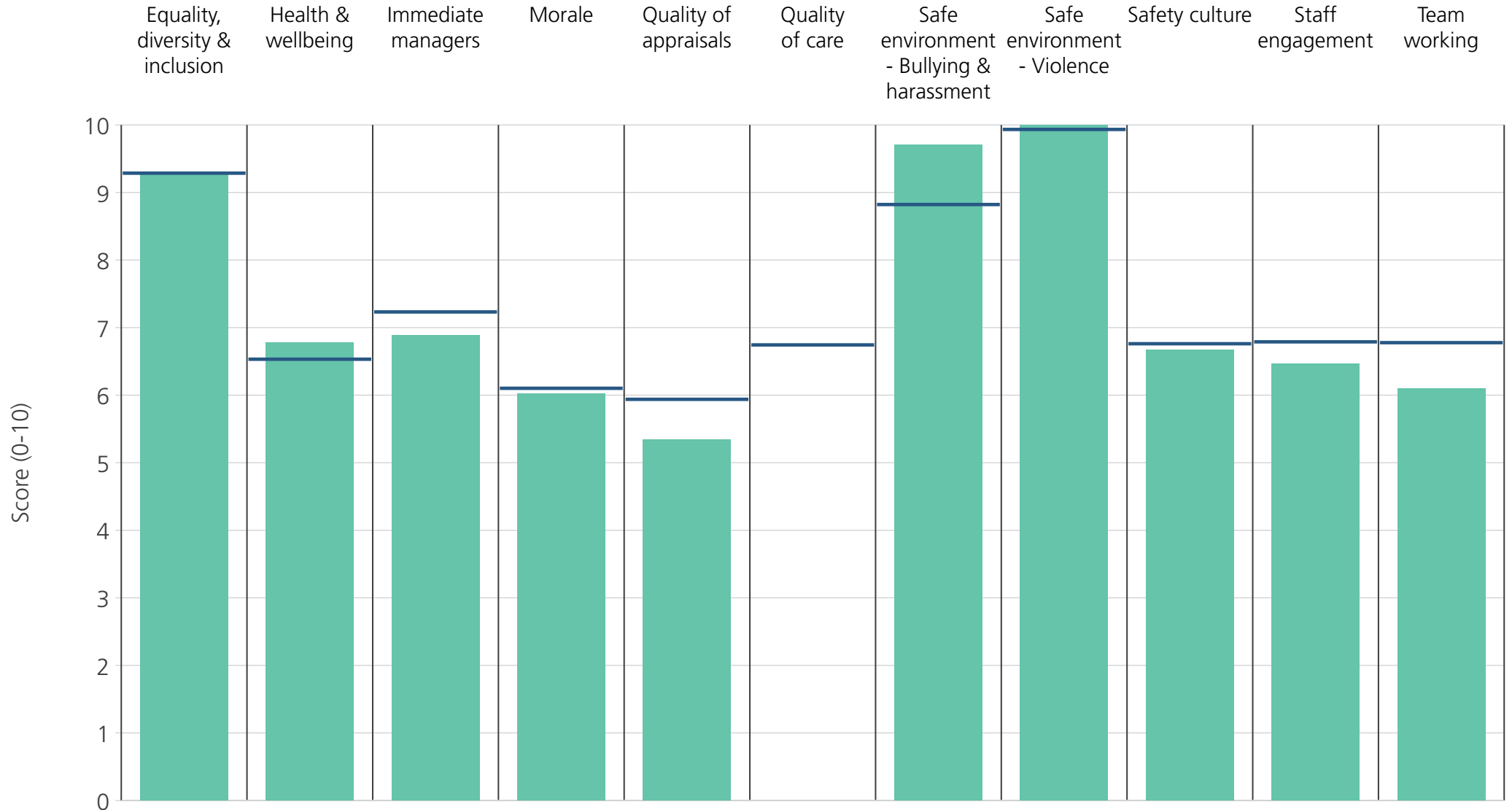
2019 NHS Staff Survey Results



<b>Directorate</b>	9.1	6.0	7.4	6.1	5.8	7.1	8.3	9.9	7.2	6.6	7.1
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	99	99	99	96	83	93	99	99	97	101	100

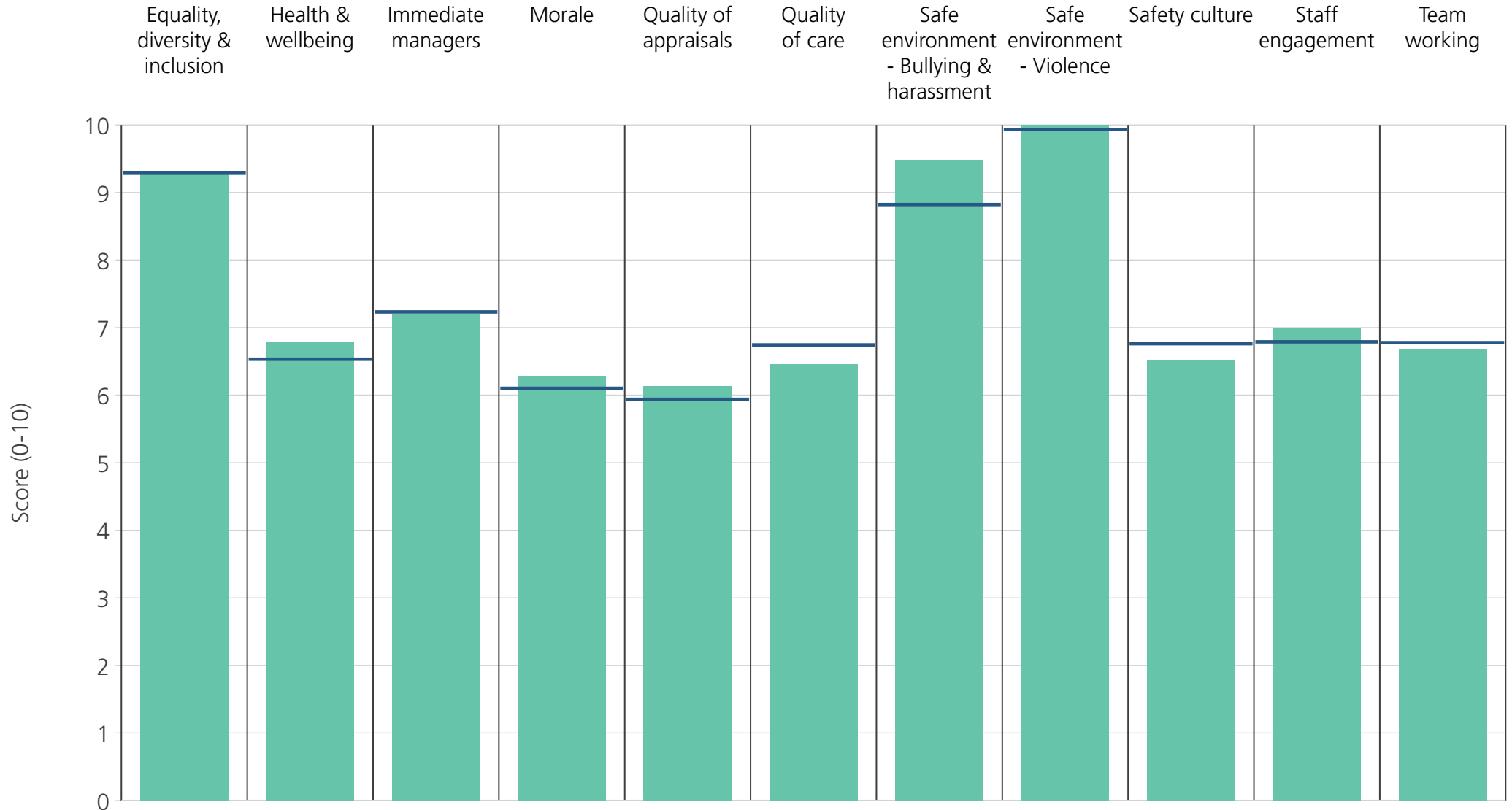


<b>Directorate</b>	9.3	6.9	7.2	6.1	6.0	6.8	9.2	9.9	6.4	6.8	7.0
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	63	63	63	63	57	51	63	63	63	63	63

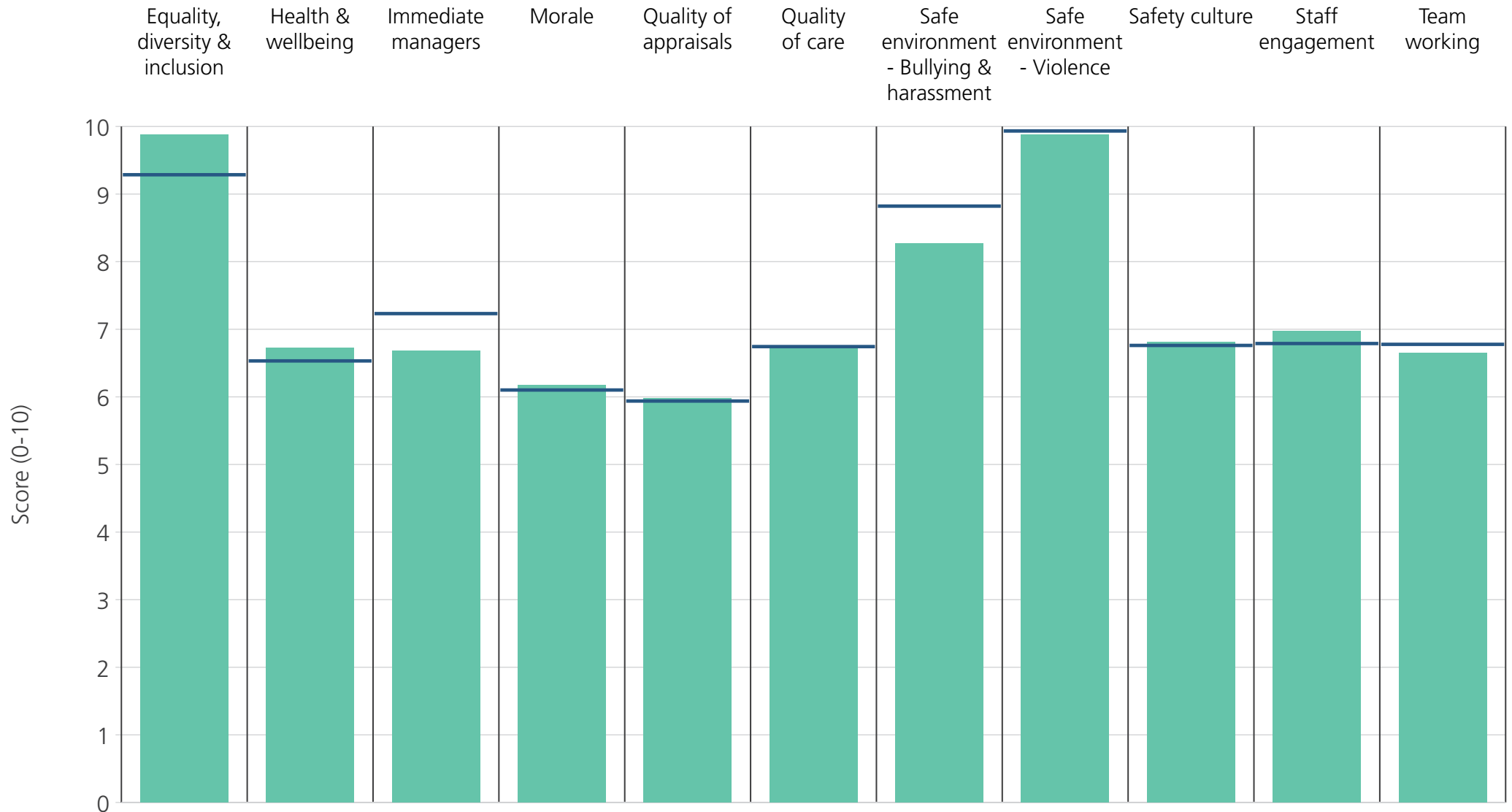


<b>Directorate</b>	9.3	6.8	6.9	6.0	5.3	6.7	9.7	10.0	6.7	6.5	6.1
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	33	34	34	34	33	4	34	34	33	34	34

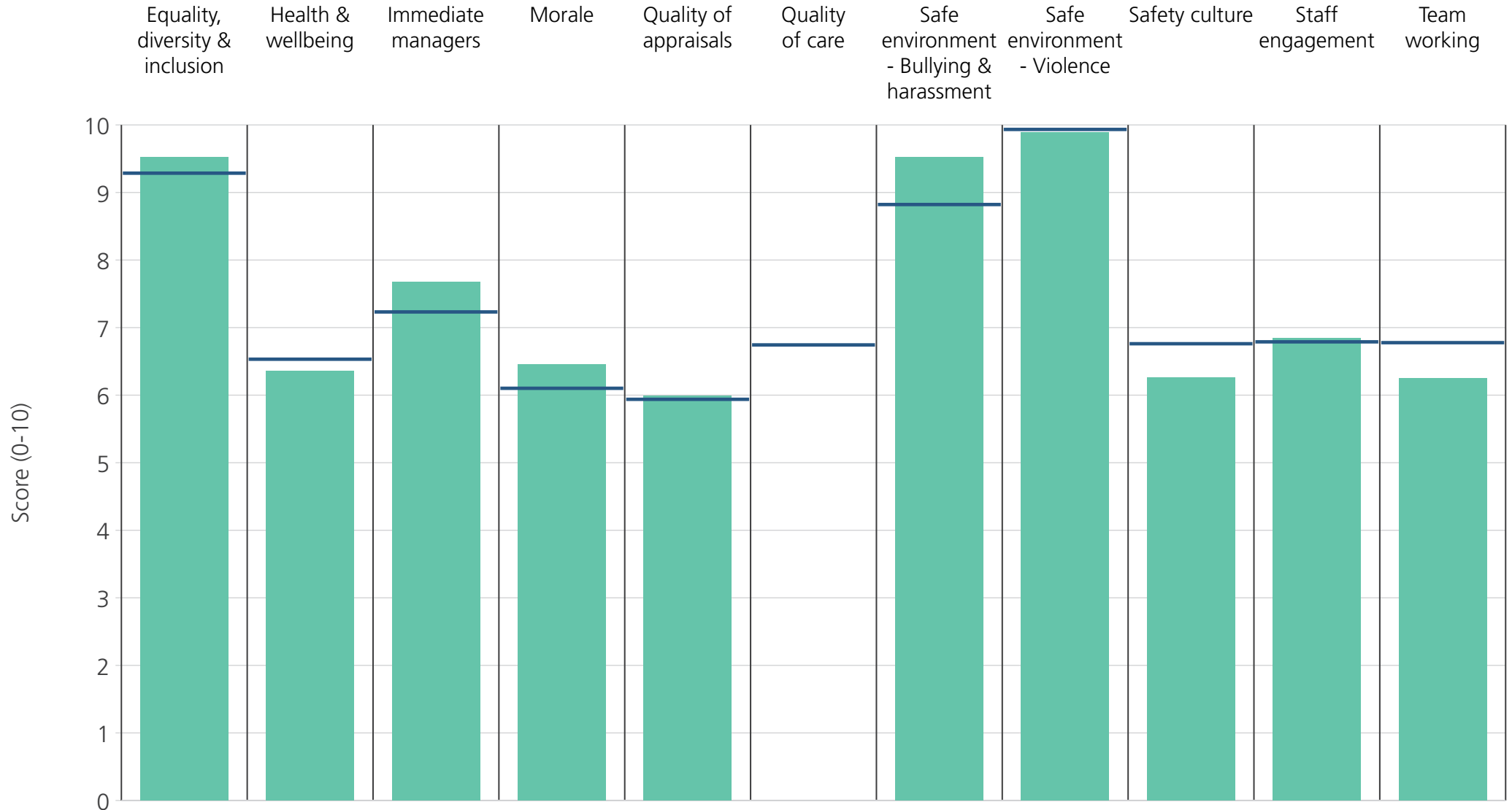




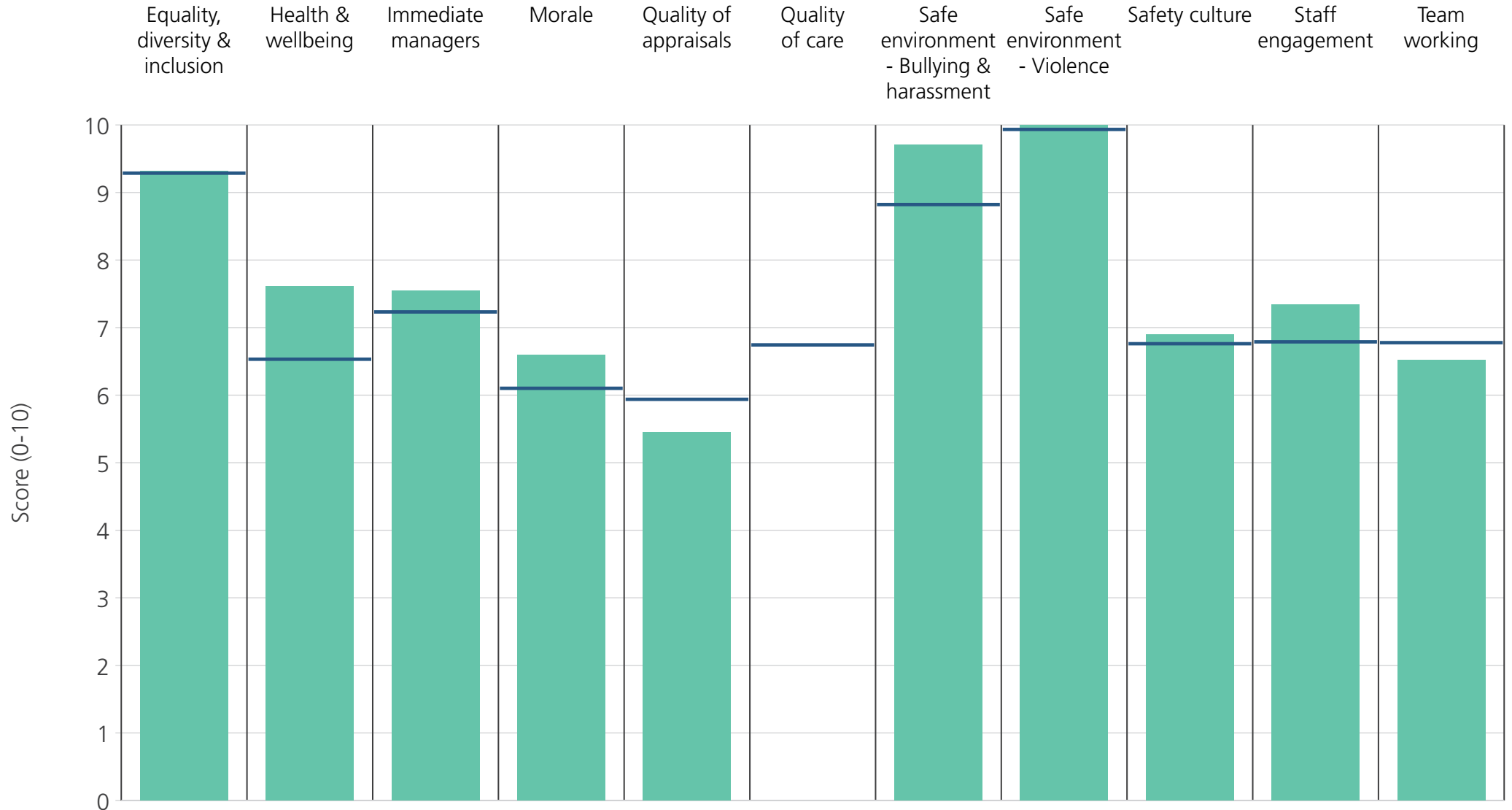
<b>Directorate</b>	9.3	6.8	7.2	6.3	6.1	6.5	9.5	10.0	6.5	7.0	6.7
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	31	32	32	32	30	20	32	32	32	32	32



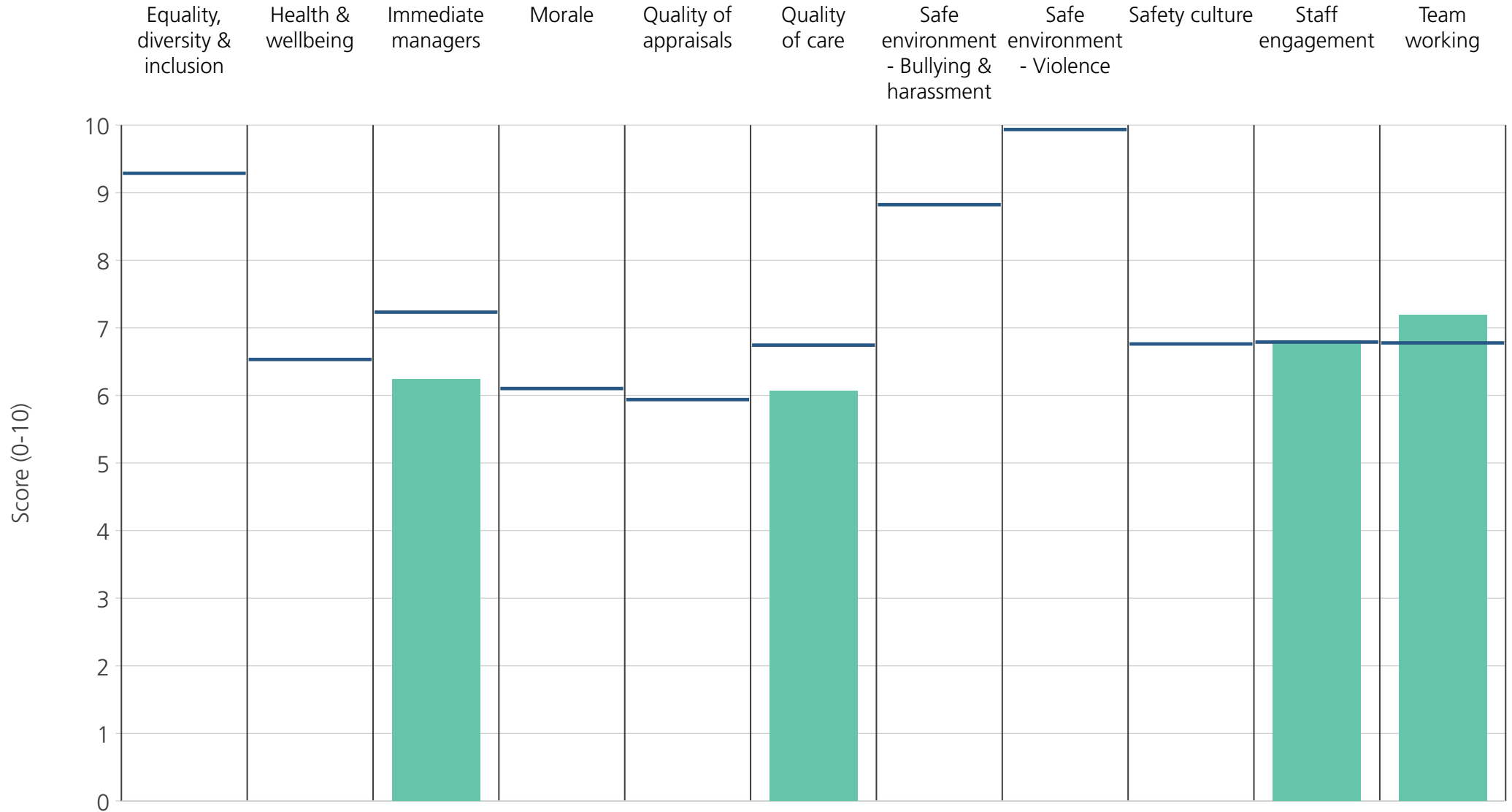
<b>Directorate</b>	9.9	6.7	6.7	6.2	6.0	6.7	8.3	9.9	6.8	7.0	6.7
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	27	27	27	27	23	20	25	27	27	28	28



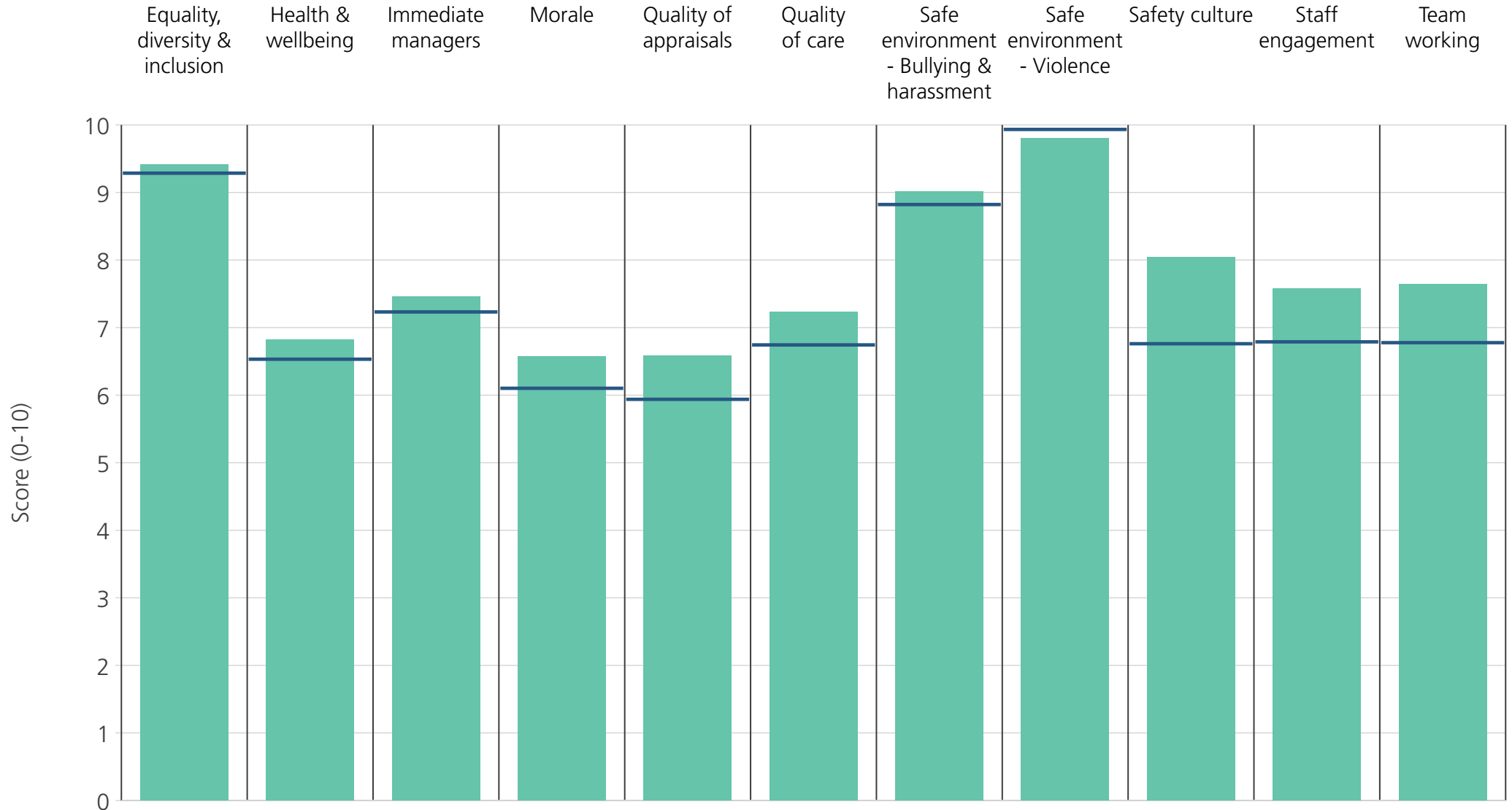
<b>Directorate</b>	9.5	6.4	7.7	6.5	6.0	6.7	9.5	9.9	6.3	6.8	6.3
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	28	29	29	28	29	9	28	29	28	29	29



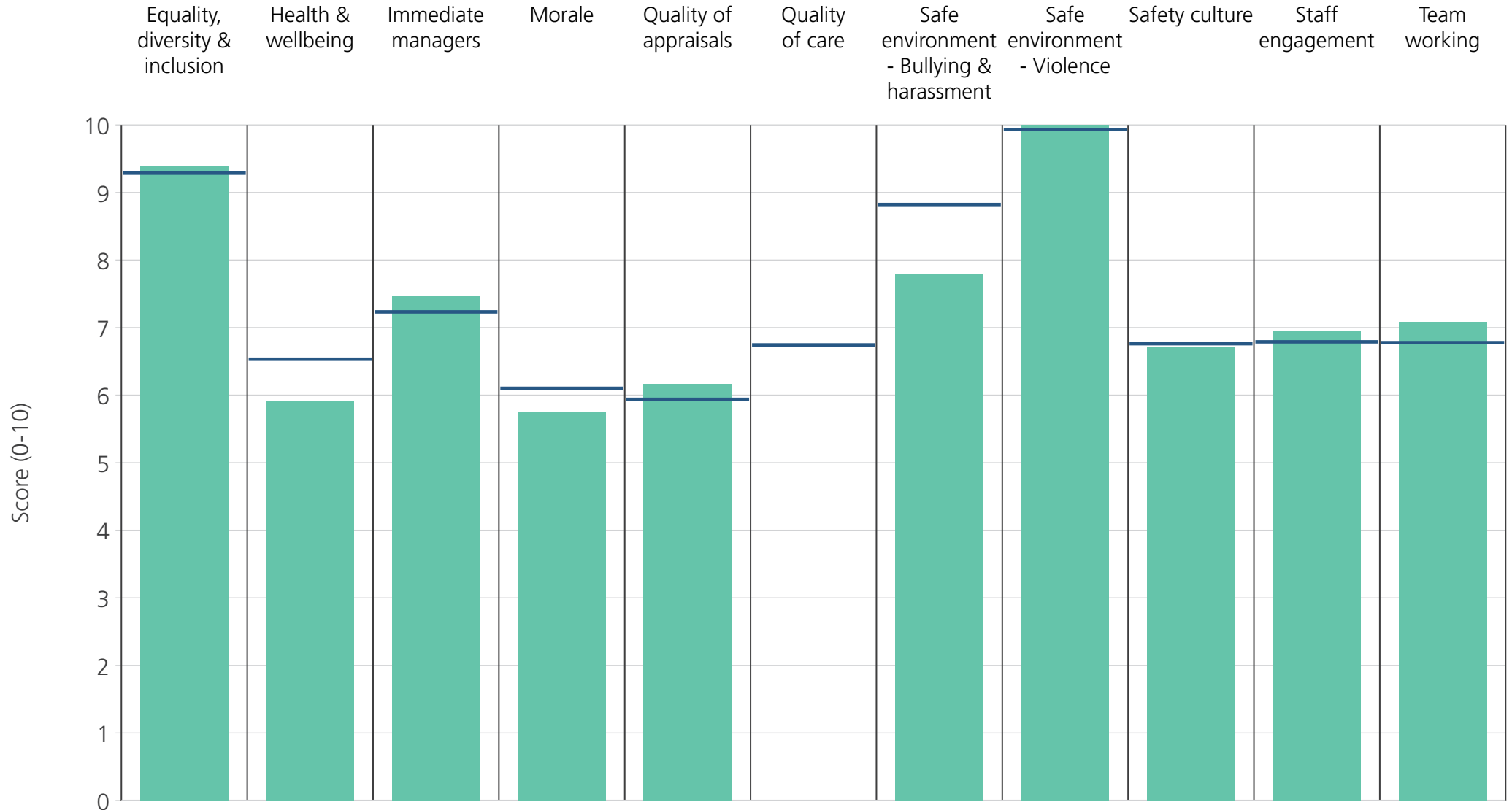
<b>Directorate</b>	9.3	7.6	7.5	6.6	5.5		9.7	10.0	6.9	7.3	6.5
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	23	23	23	23	22	6	23	23	23	23	23



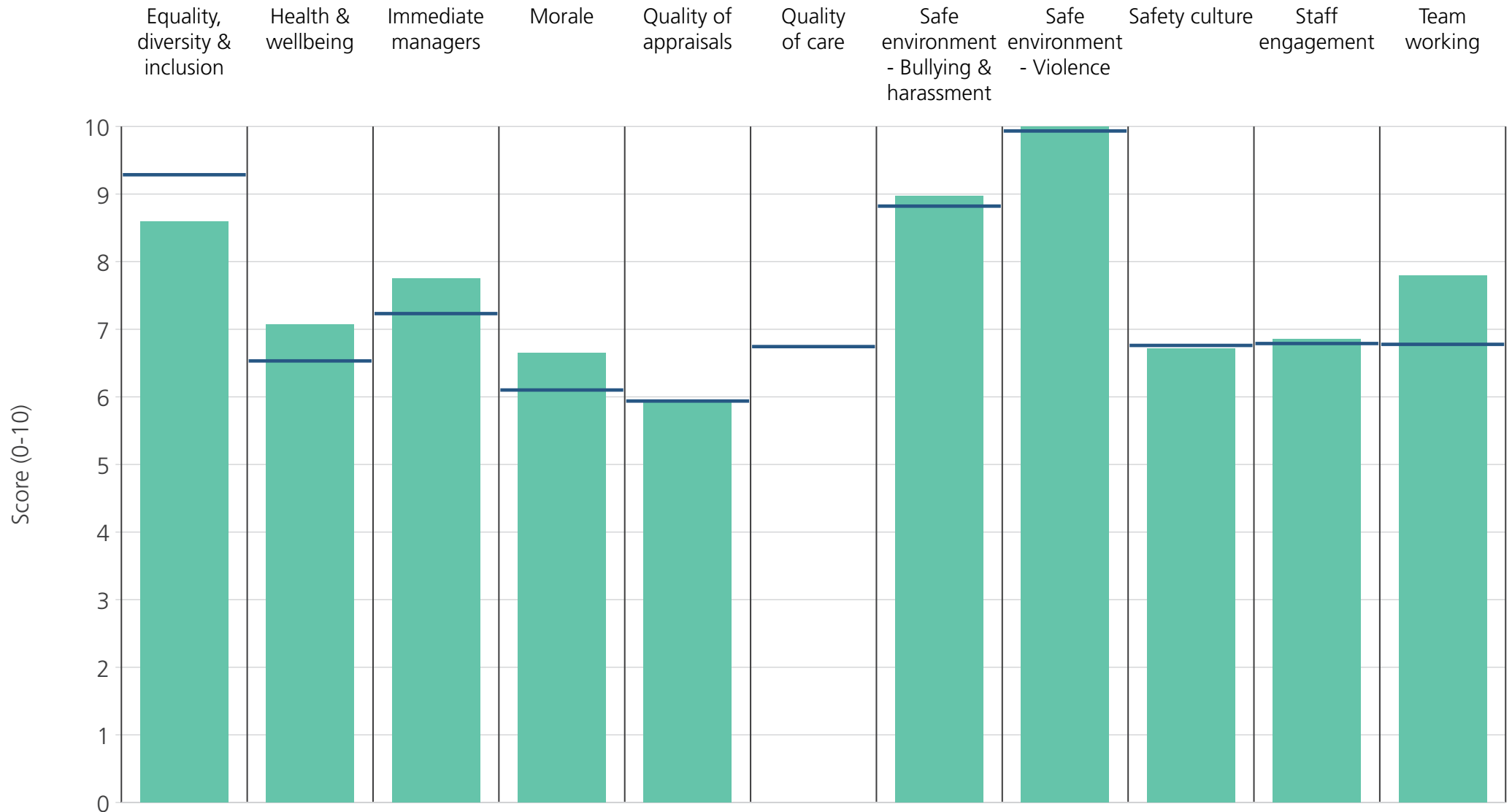
Directorate	Equality, diversity & inclusion	Health & wellbeing	Immediate managers	Morale	Quality of appraisals	Quality of care	Safe environment - Bullying & harassment	Safe environment - Violence	Safety culture	Staff engagement	Team working
6.2	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	7.2
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	10	10	11	10	8	11	10	10	10	12	12



Directorate	9.4	6.8	7.5	6.6	6.6	7.2	9.0	9.8	8.0	7.6	7.6
Your org	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
Responses	17	17	16	16	15	11	17	17	16	17	17

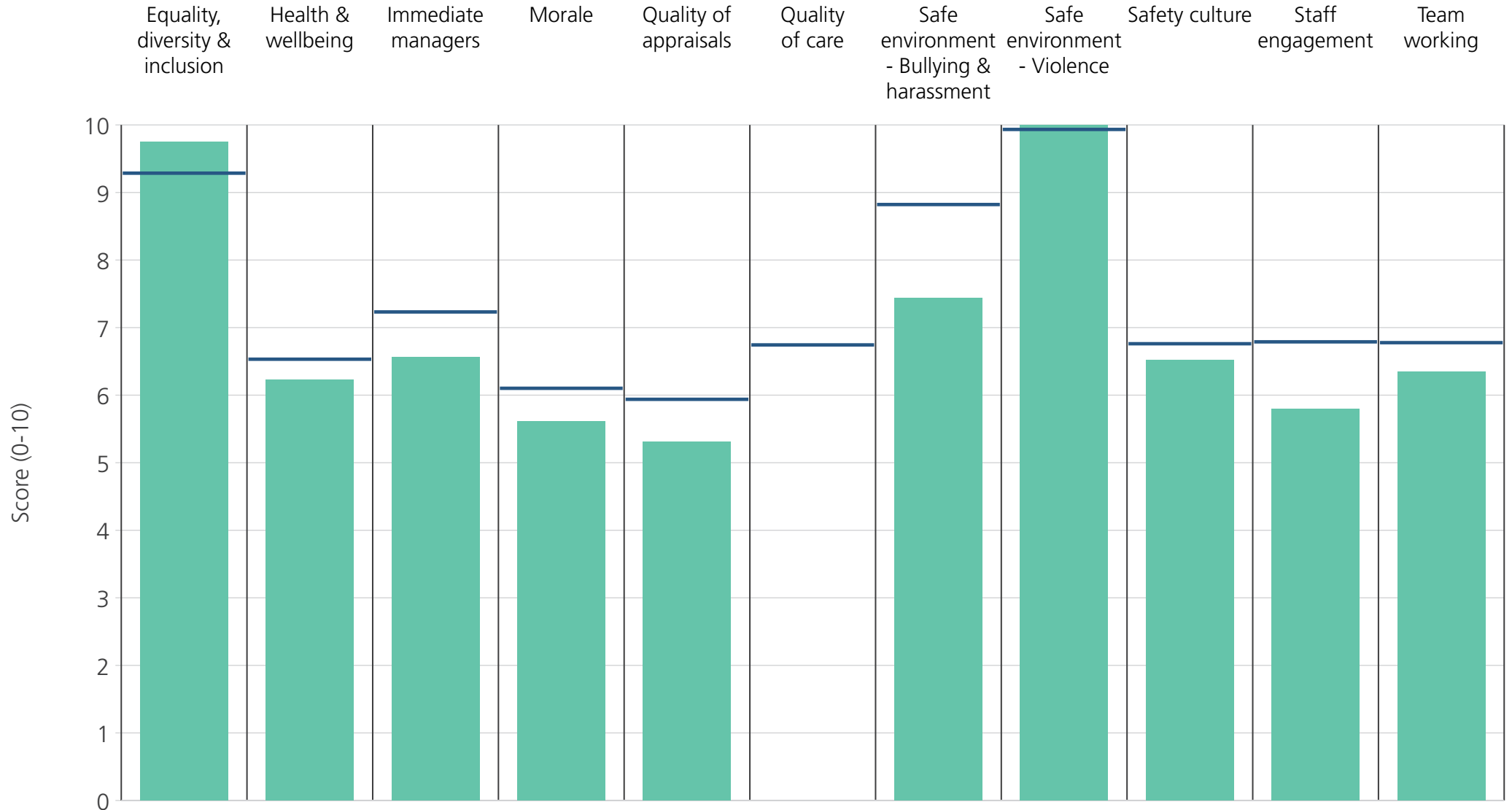


<b>Directorate</b>	9.4	5.9	7.5	5.8	6.2		7.8	10.0	6.7	6.9	7.1
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	15	15	15	15	15	9	15	15	15	15	15

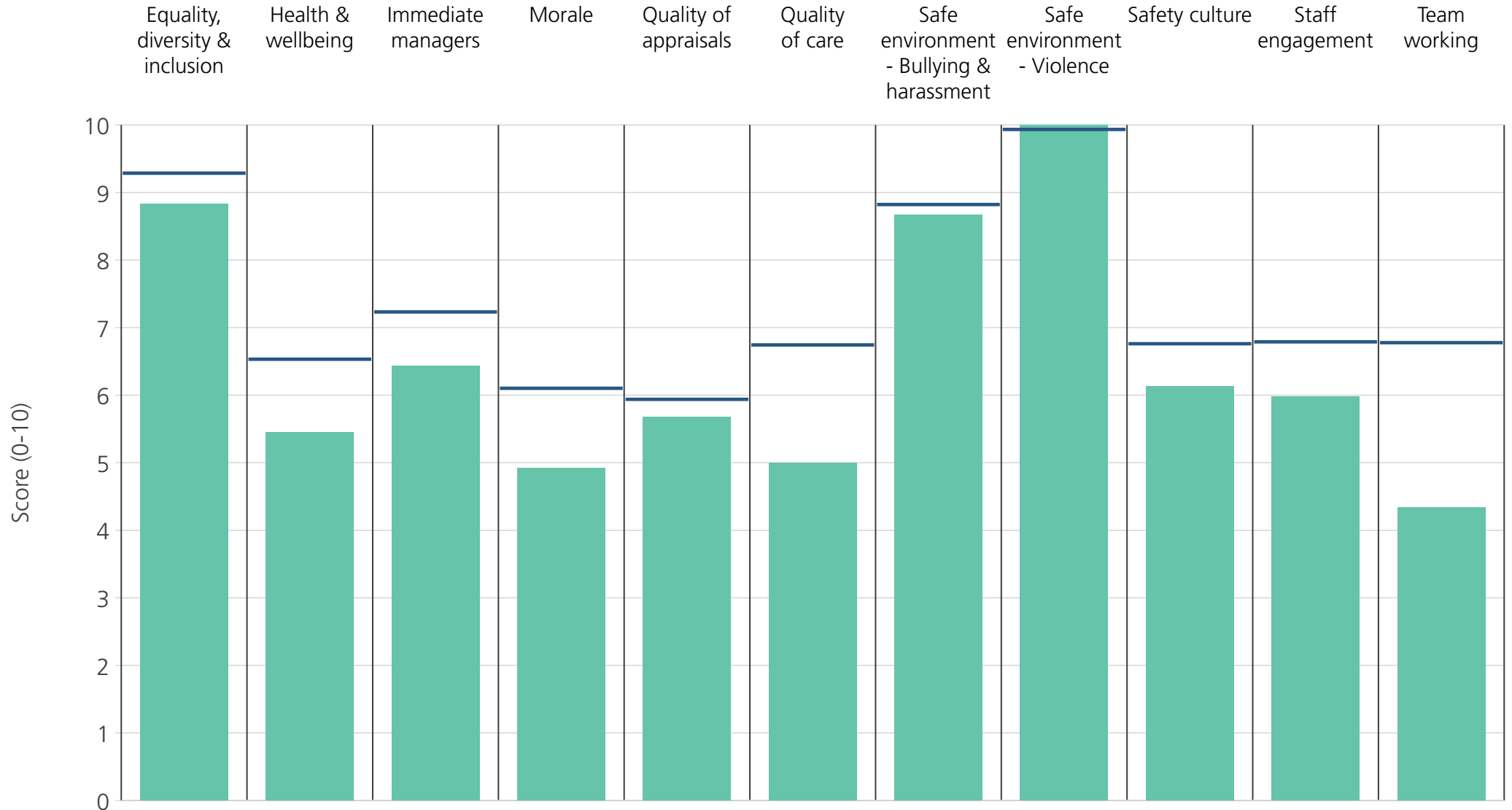


<b>Directorate</b>	8.6	7.1	7.8	6.7	6.0		9.0	10.0	6.7	6.9	7.8
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	13	13	13	13	13	8	13	13	13	13	13

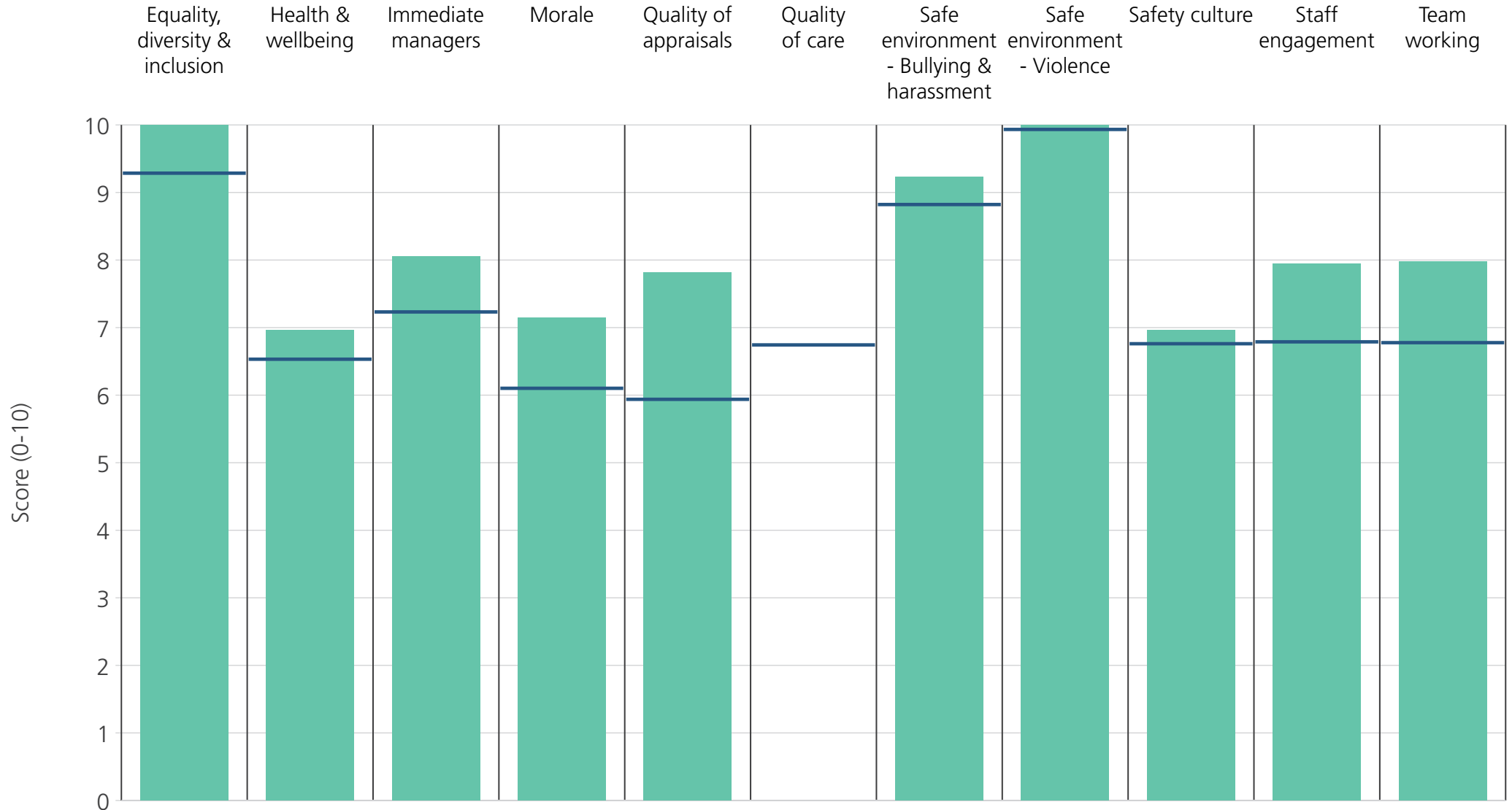




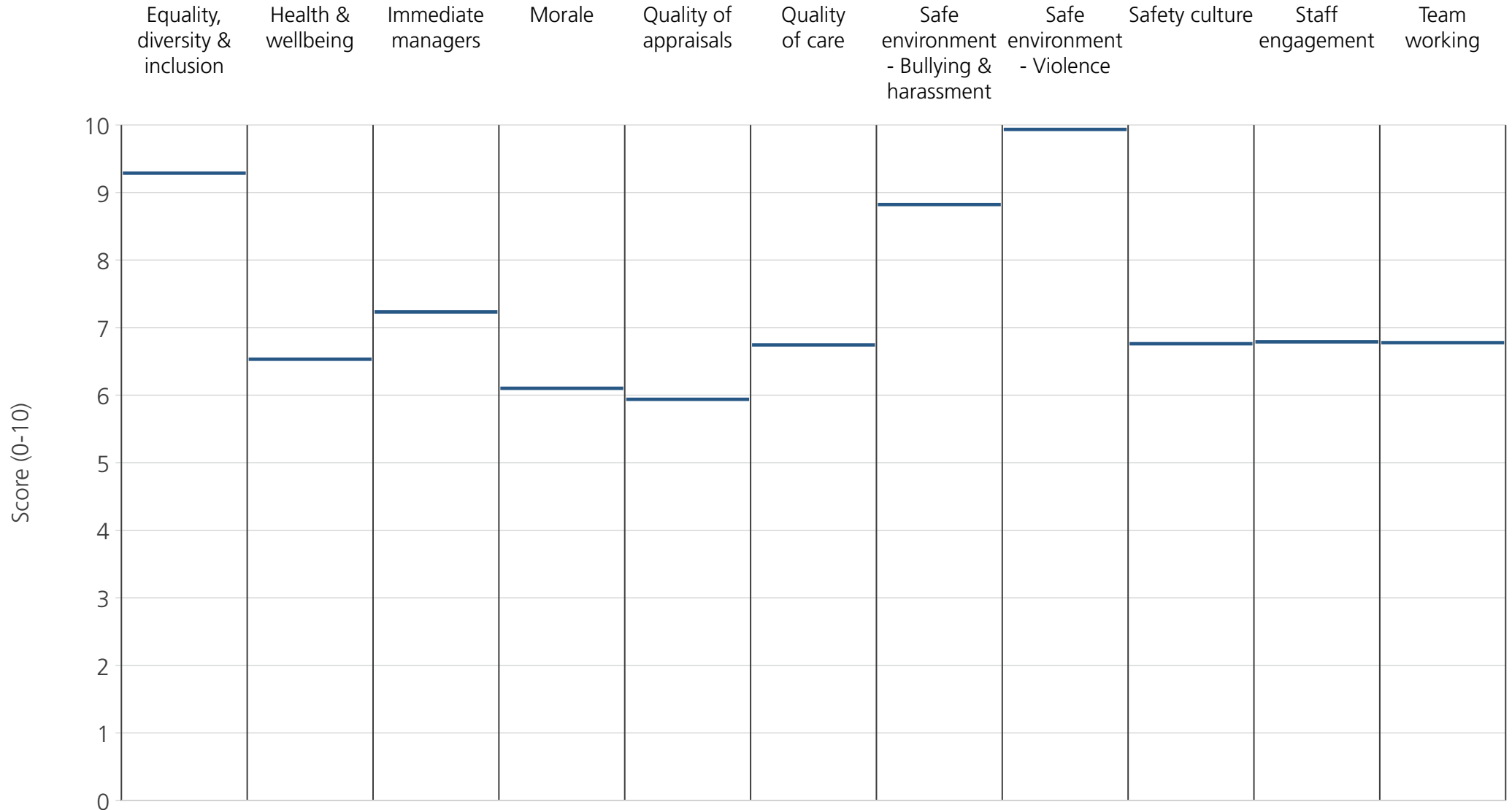
<b>Directorate</b>	9.7	6.2	6.6	5.6	5.3	6.7	7.4	10.0	6.5	5.8	6.3
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	13	13	13	13	12	2	13	13	13	13	13



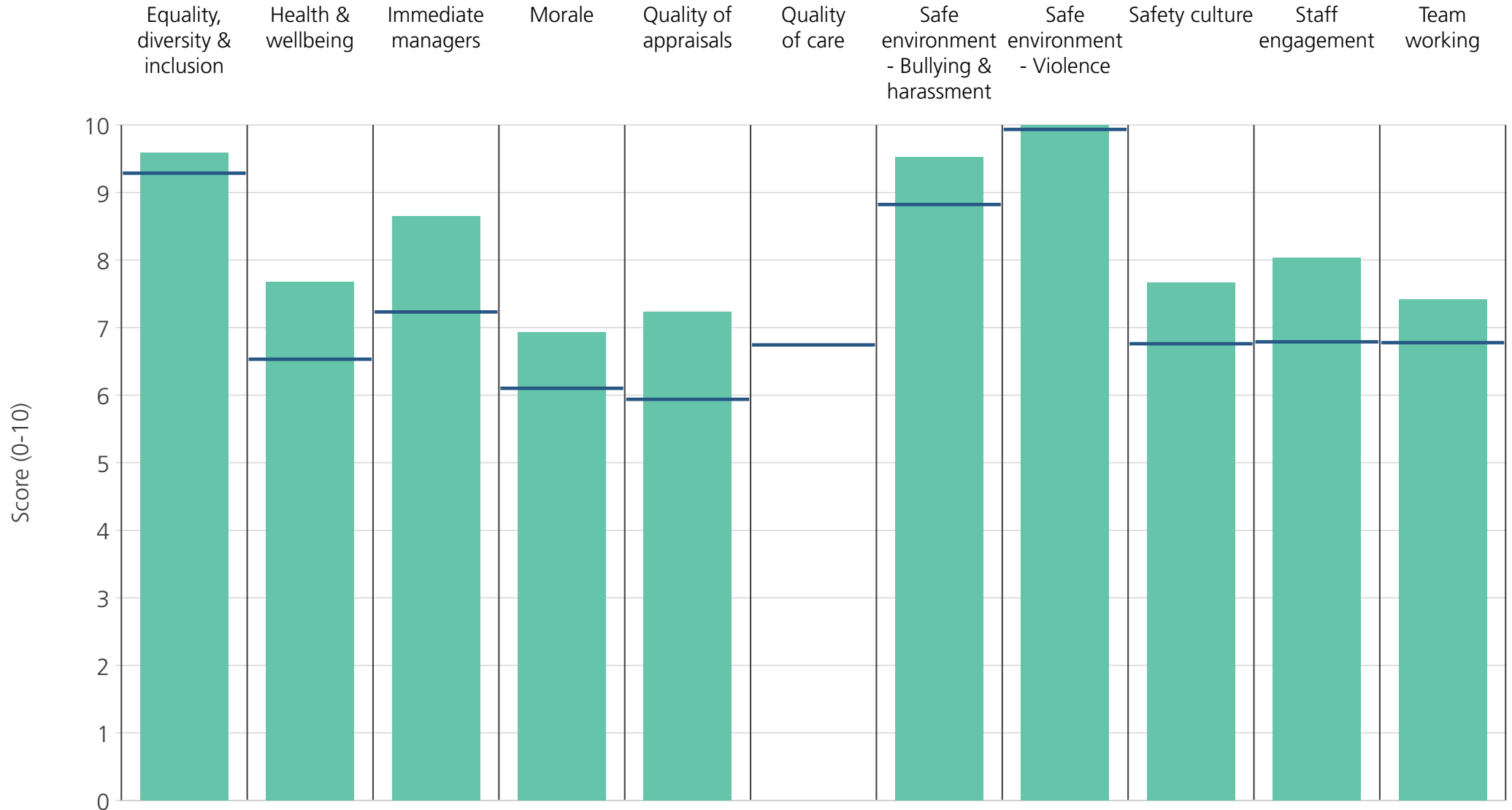
<b>Directorate</b>	8.8	5.4	6.4	4.9	5.7	5.0	8.7	10.0	6.1	6.0	4.3
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	15	15	15	15	11	11	15	15	15	15	15



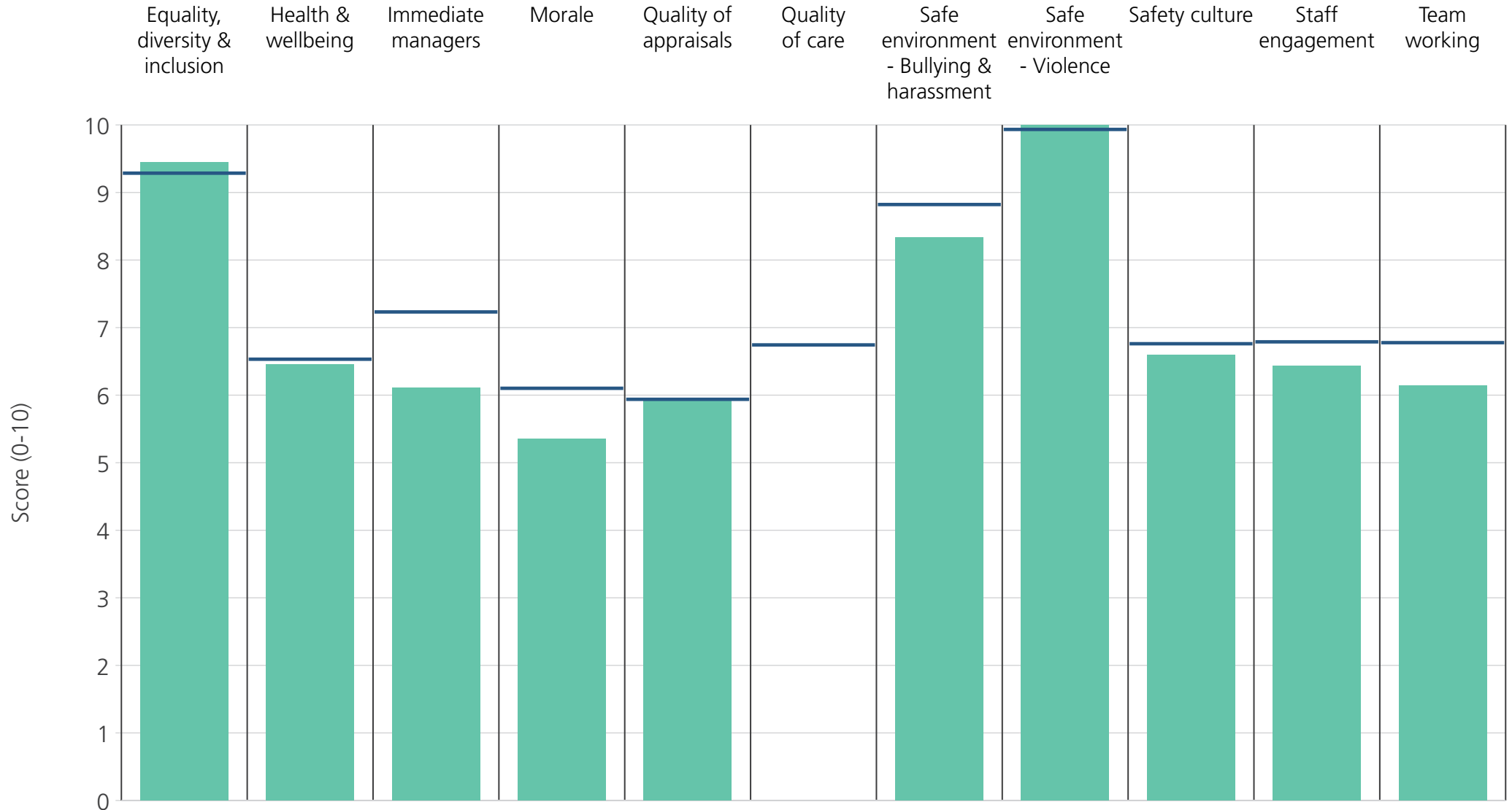
<b>Directorate</b>	10.0	7.0	8.1	7.1	7.8	6.7	9.2	10.0	7.0	7.9	8.0
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	13	13	13	13	12	4	13	13	13	13	13



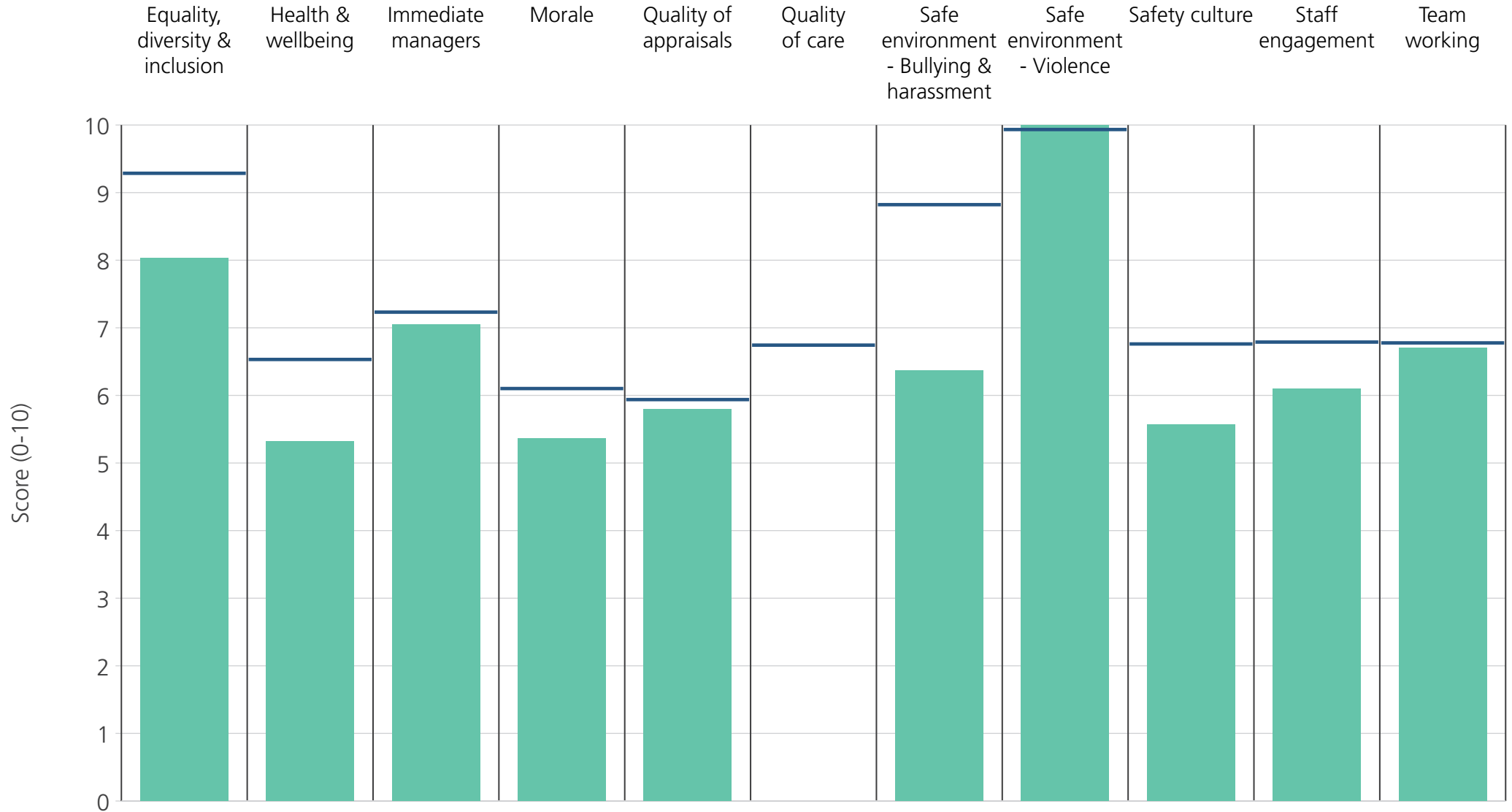
Directorate	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	10	10	10	10	5	2	10	10	10	10	9



<b>Directorate</b>	9.6	7.7	8.6	6.9	7.2		9.5	10.0	7.7	8.0	7.4
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	14	14	14	14	14	5	14	14	14	14	14



<b>Directorate</b>	9.4	6.5	6.1	5.3	5.9		8.3	10.0	6.6	6.4	6.1
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	12	12	12	12	12	6	12	12	12	12	12



<b>Directorate</b>	8.0	5.3	7.0	5.4	5.8	6.7	6.4	10.0	5.6	6.1	6.7
<b>Your org</b>	9.3	6.5	7.2	6.1	5.9	6.7	8.8	9.9	6.8	6.8	6.8
<b>Responses</b>	11	11	11	11	11	9	11	11	11	11	11