

# Royal Surrey County Hospital NHS Foundation Trust

2019 NHS Staff Survey

**Directorate Report**

**Contents**

Introduction . . . . .	3	Trauma & Orthopaedics . . . . .	26
Themes – Directorates 1 . . . . .	4	Intensive Care . . . . .	27
Surgery . . . . .	5	Pharmacy . . . . .	28
Diagnostics & Clinical Support . . . . .	6	Radiotherapy . . . . .	29
Access and Medicine . . . . .	7	Radiology . . . . .	30
Oncology . . . . .	8	Medical Directorate . . . . .	31
Women and Children . . . . .	9	Patient Services . . . . .	32
Community Services . . . . .	10	GI Surgery . . . . .	33
Medical . . . . .	11	Paediatrics . . . . .	34
Finance & Estates (inc ACHS Support Services) . . . . .	12	Medical Physics . . . . .	35
Nursing . . . . .	13	Max Fac & Orthodontics . . . . .	36
Chief Information Officer . . . . .	14	Cardiology . . . . .	37
HR and Business Support . . . . .	15	Urology . . . . .	38
CEO/Operations/Strategy . . . . .	16	Nursing & Patient Experience . . . . .	39
Themes – Directorates 2 . . . . .	17	Digital . . . . .	40
Theatres & Anaesthetics . . . . .	18	Other . . . . .	41
Oncology . . . . .	19		
Emergency Medicine . . . . .	20		
Obstetrics, Maternity & Benign Gynae . . . . .	21		
Pathology . . . . .	22		
Therapies . . . . .	23		
Aging and Health . . . . .	24		
Proactive & Intermediate Care . . . . .	25		

This directorate report for Royal Surrey County Hospital NHS Foundation Trust contains results by directorate for themes from the 2019 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 Royal Surrey County 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 '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.

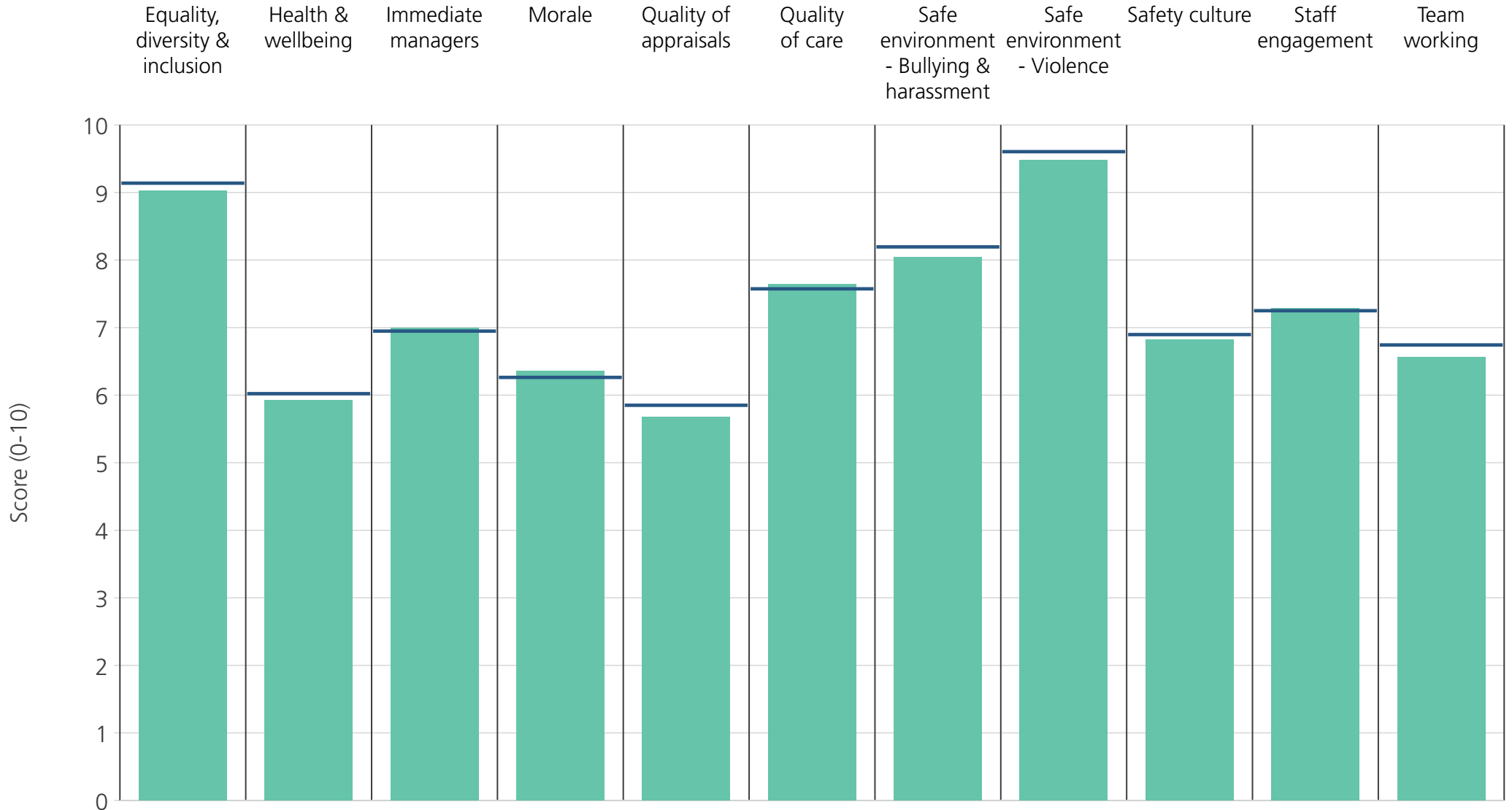
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



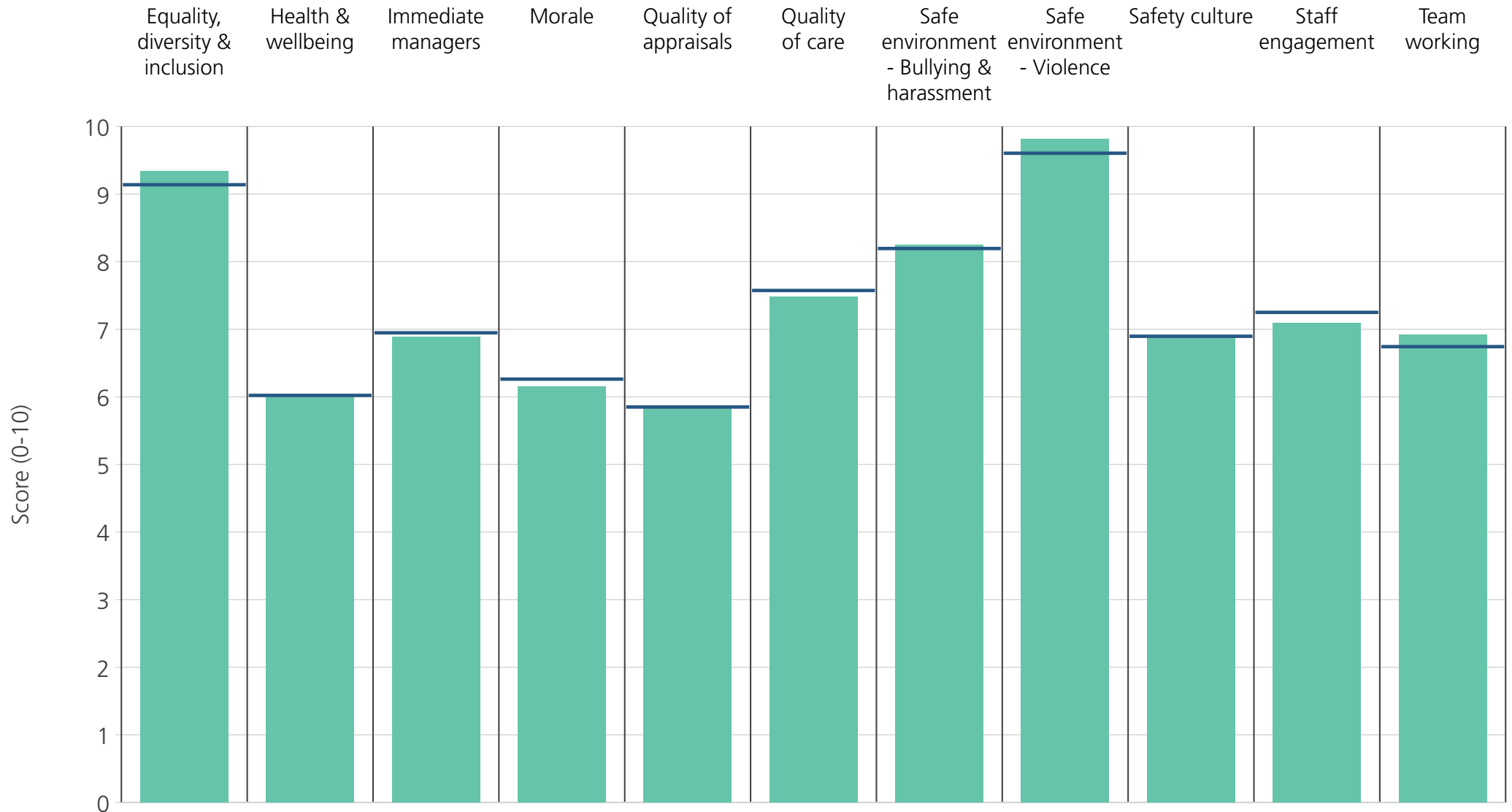
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

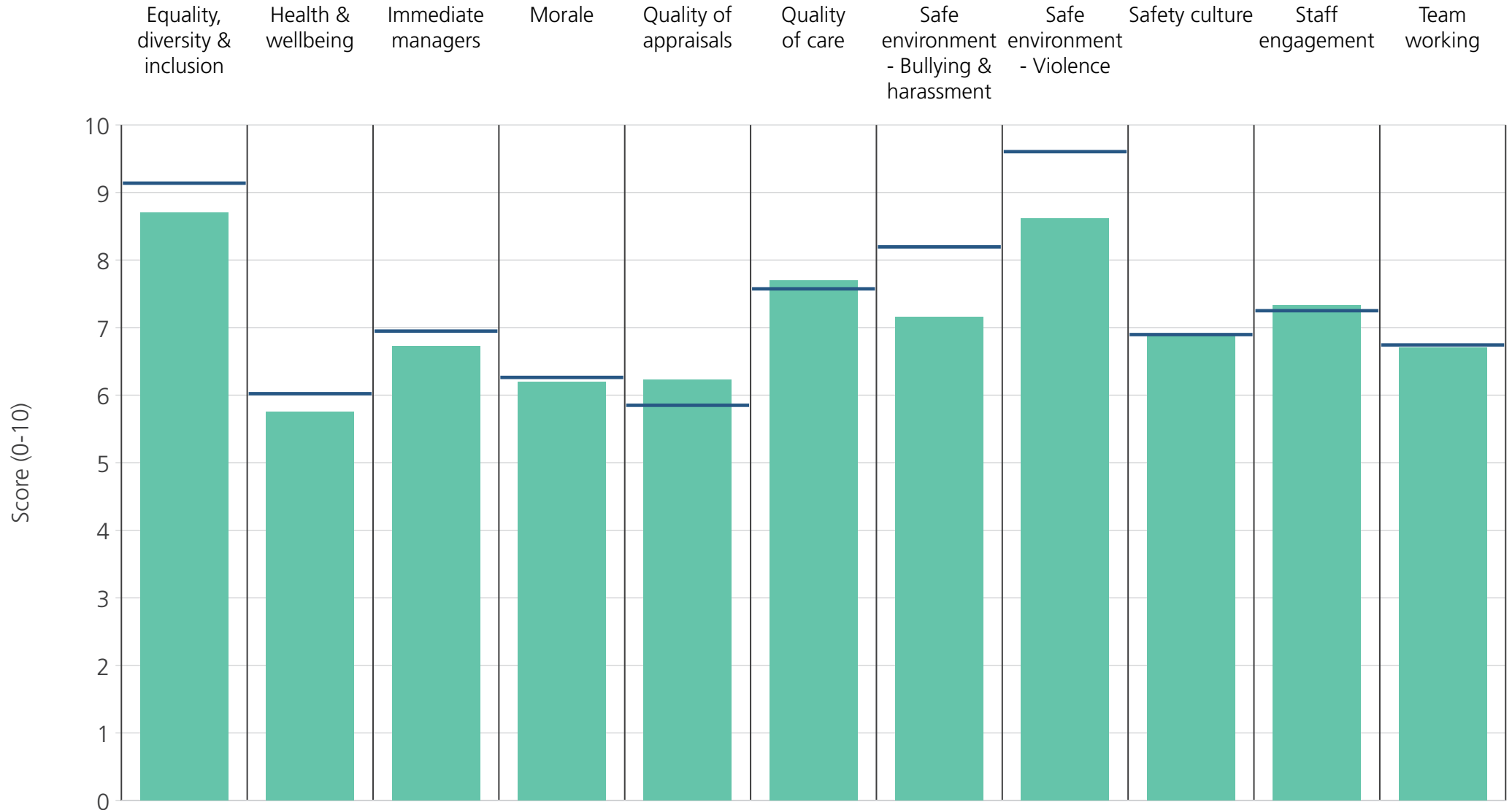
Royal Surrey County Hospital NHS Foundation Trust  
2019 NHS Staff Survey Results



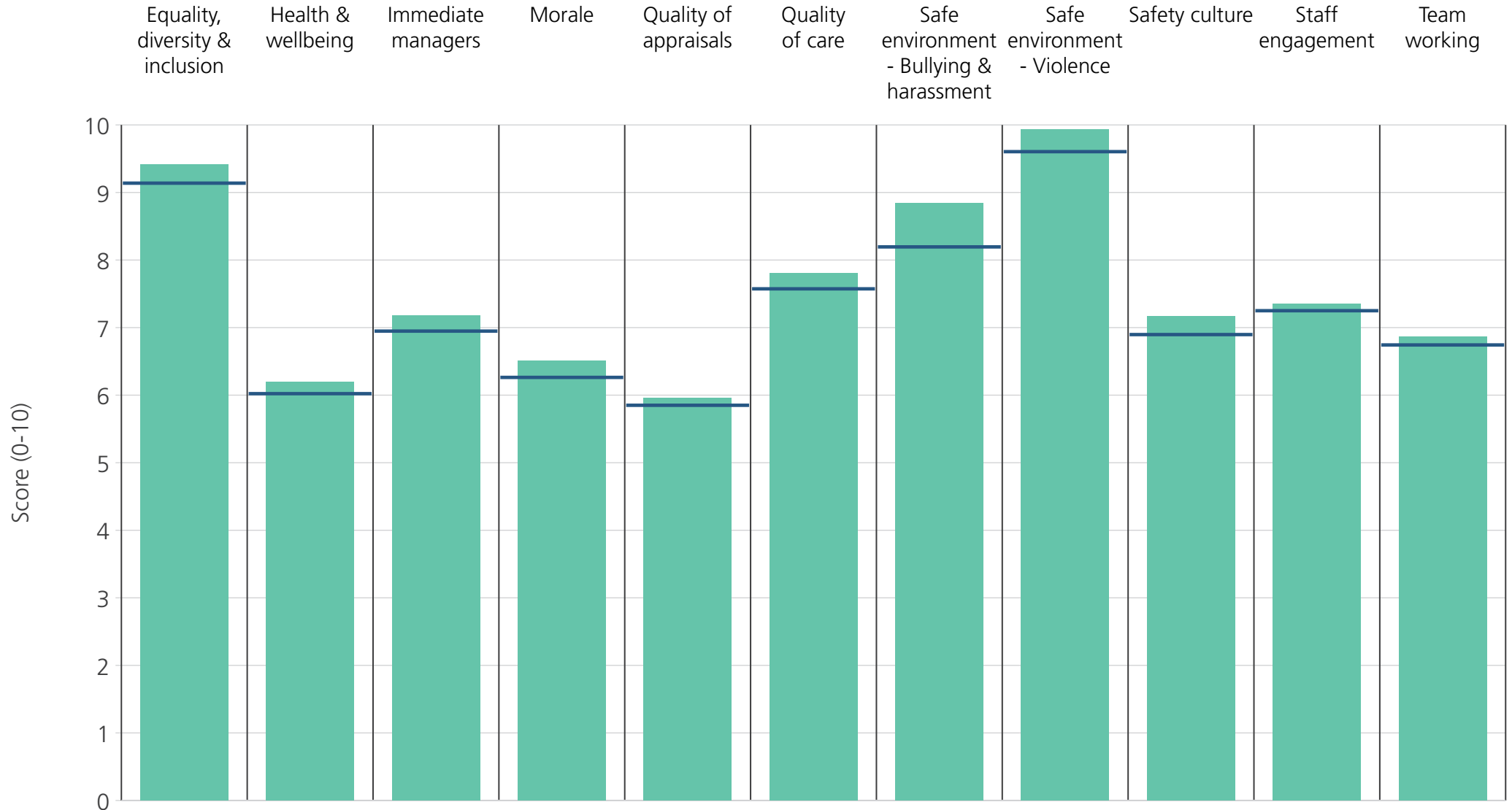
<b>Directorate</b>	9.0	5.9	7.0	6.4	5.7	7.6	8.0	9.5	6.8	7.3	6.6
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	382	384	381	375	285	373	380	380	378	389	383



<b>Directorate</b>	9.3	6.0	6.9	6.1	5.8	7.5	8.3	9.8	6.9	7.1	6.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	395	398	397	388	340	370	391	392	393	404	402

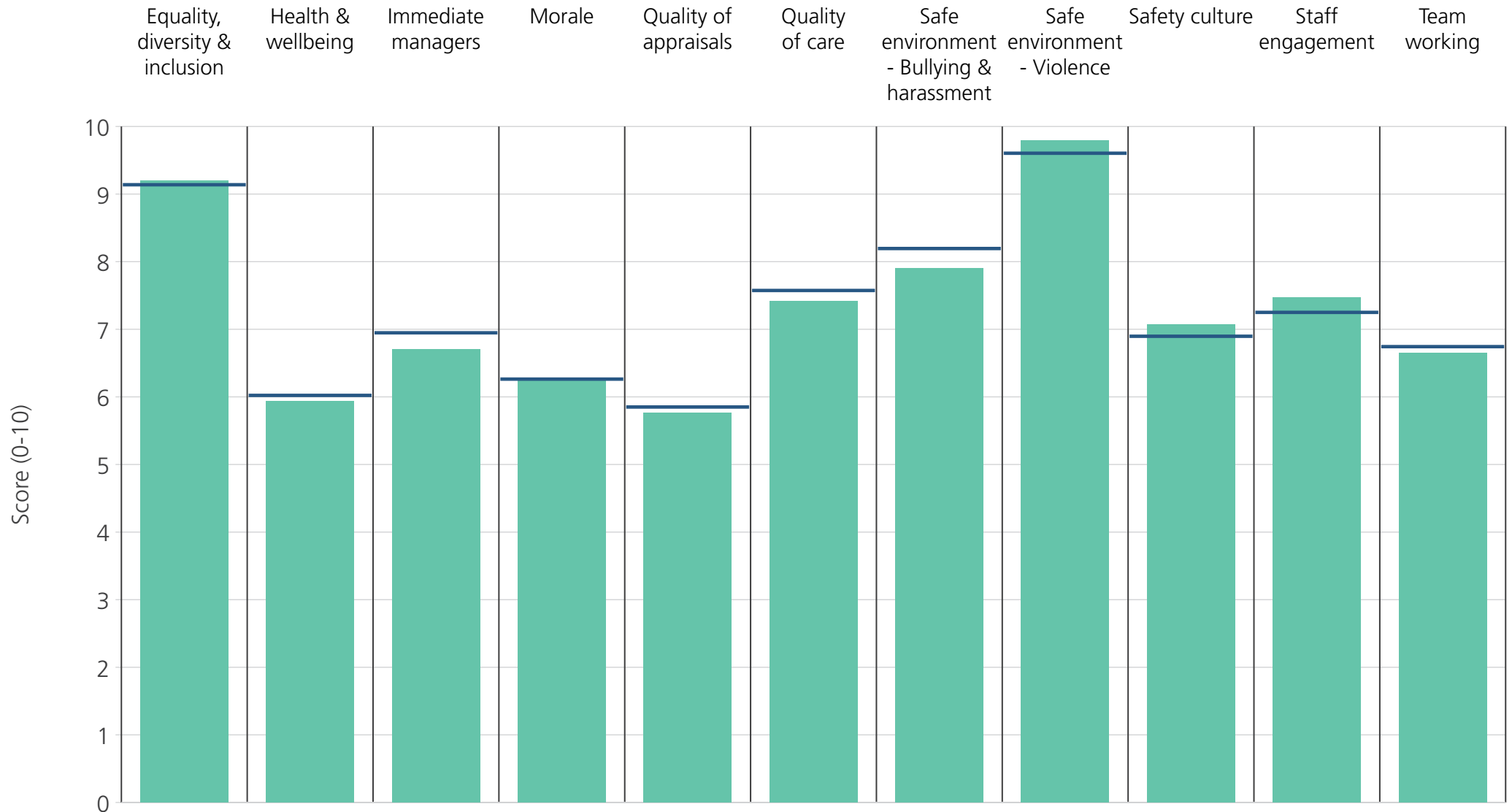


<b>Directorate</b>	8.7	5.8	6.7	6.2	6.2	7.7	7.2	8.6	6.9	7.3	6.7
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	252	252	253	249	192	244	250	252	251	259	252

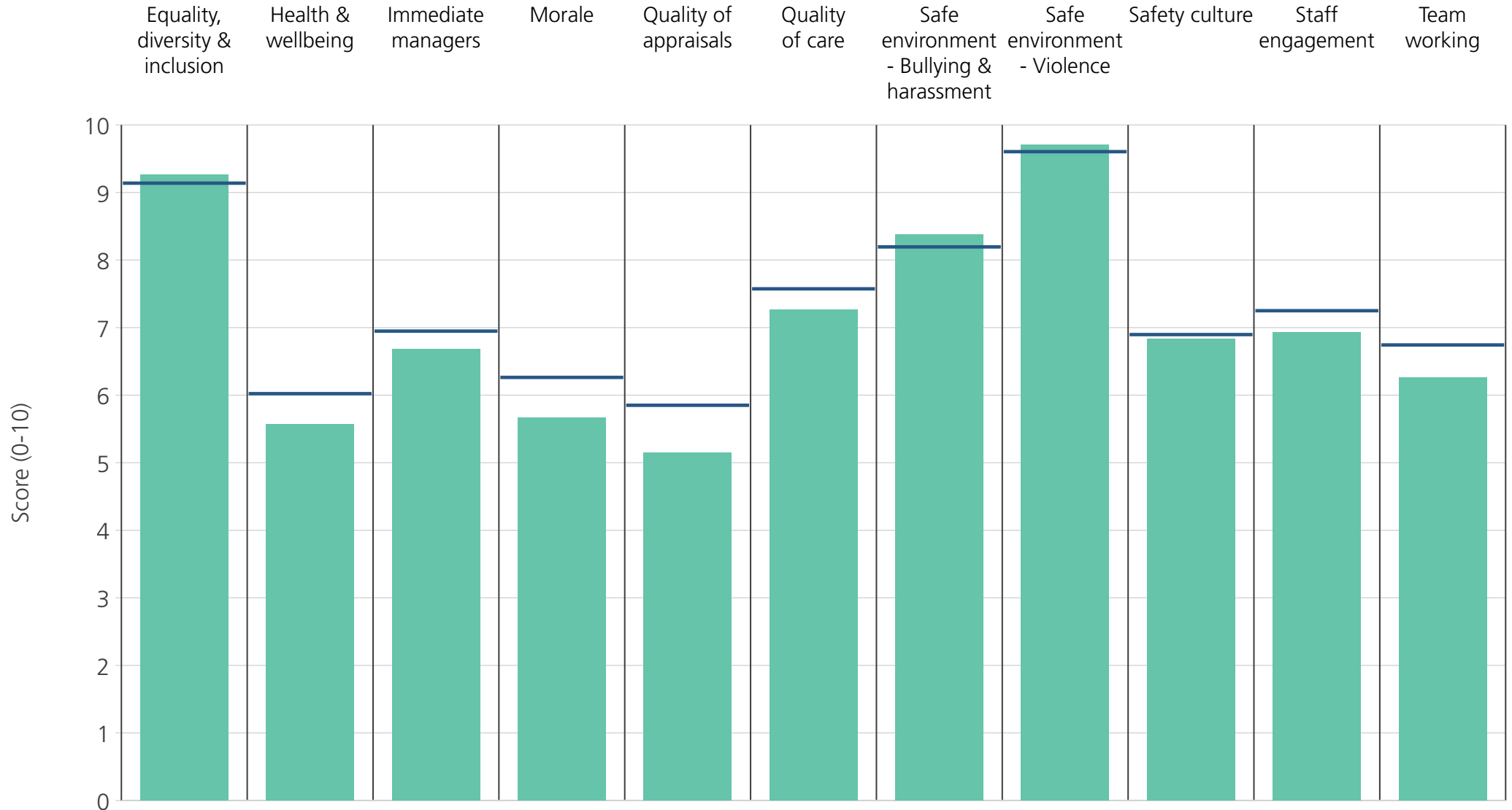


<b>Directorate</b>	9.4	6.2	7.2	6.5	6.0	7.8	8.8	9.9	7.2	7.4	6.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	259	260	259	255	221	228	258	258	256	262	258

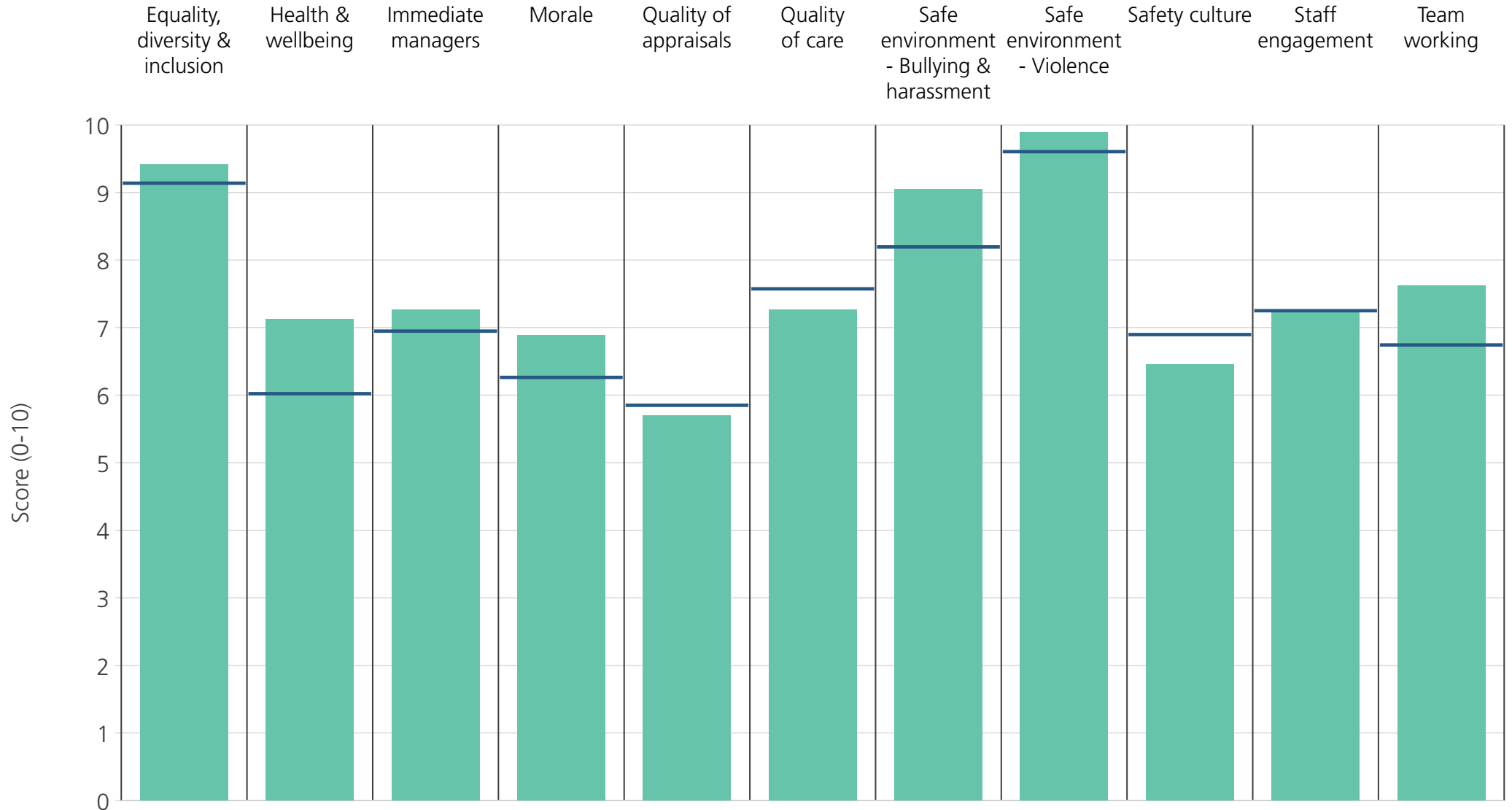




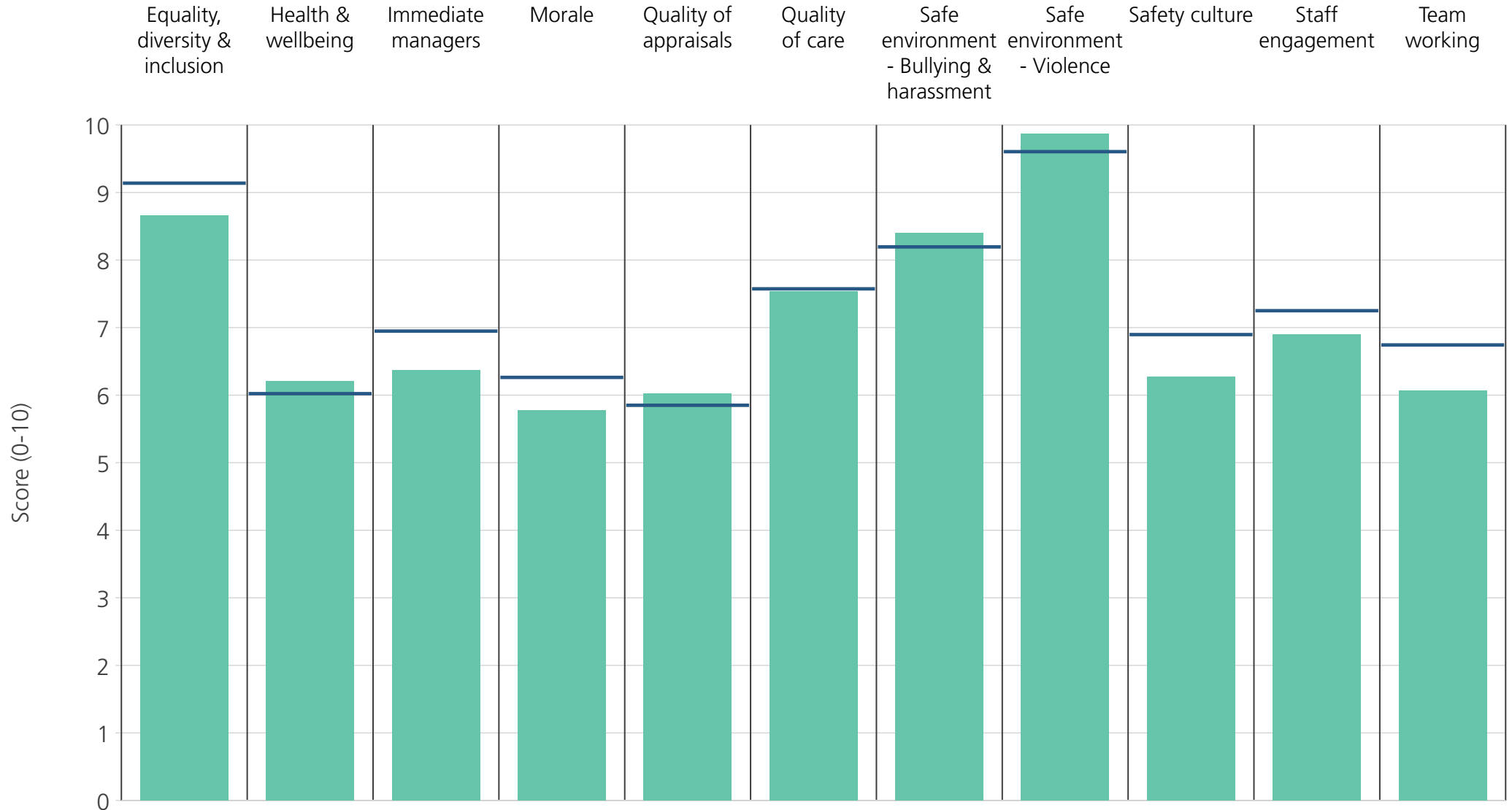
<b>Directorate</b>	9.2	5.9	6.7	6.3	5.8	7.4	7.9	9.8	7.1	7.5	6.6
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	145	145	146	144	105	145	144	145	145	148	147



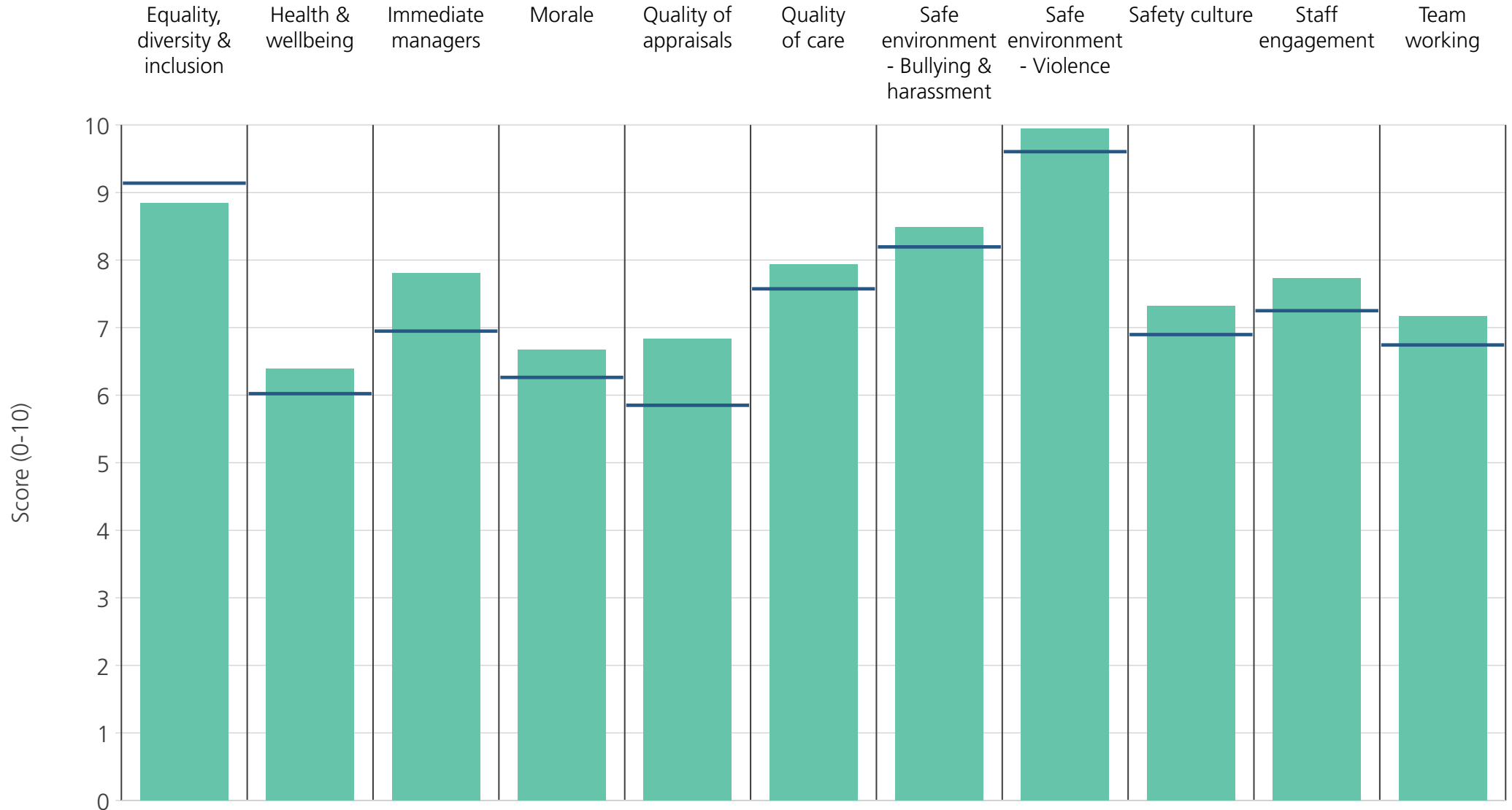
<b>Directorate</b>	9.3	5.6	6.7	5.7	5.2	7.3	8.4	9.7	6.8	6.9	6.3
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	126	126	125	123	116	117	126	126	125	130	128



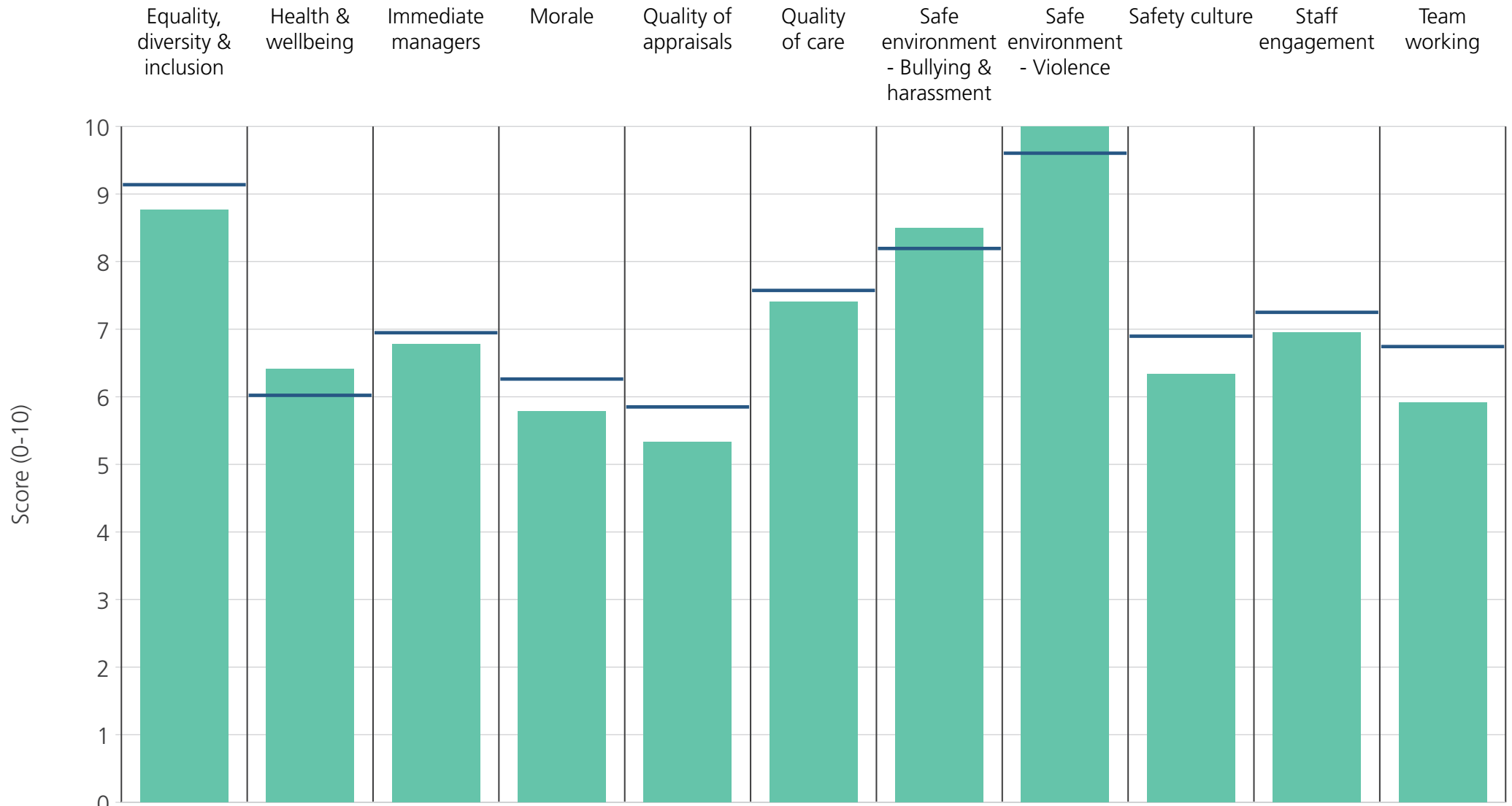
<b>Directorate</b>	9.4	7.1	7.3	6.9	5.7	7.3	9.0	9.9	6.5	7.2	7.6
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	61	61	61	61	50	43	61	61	61	61	60



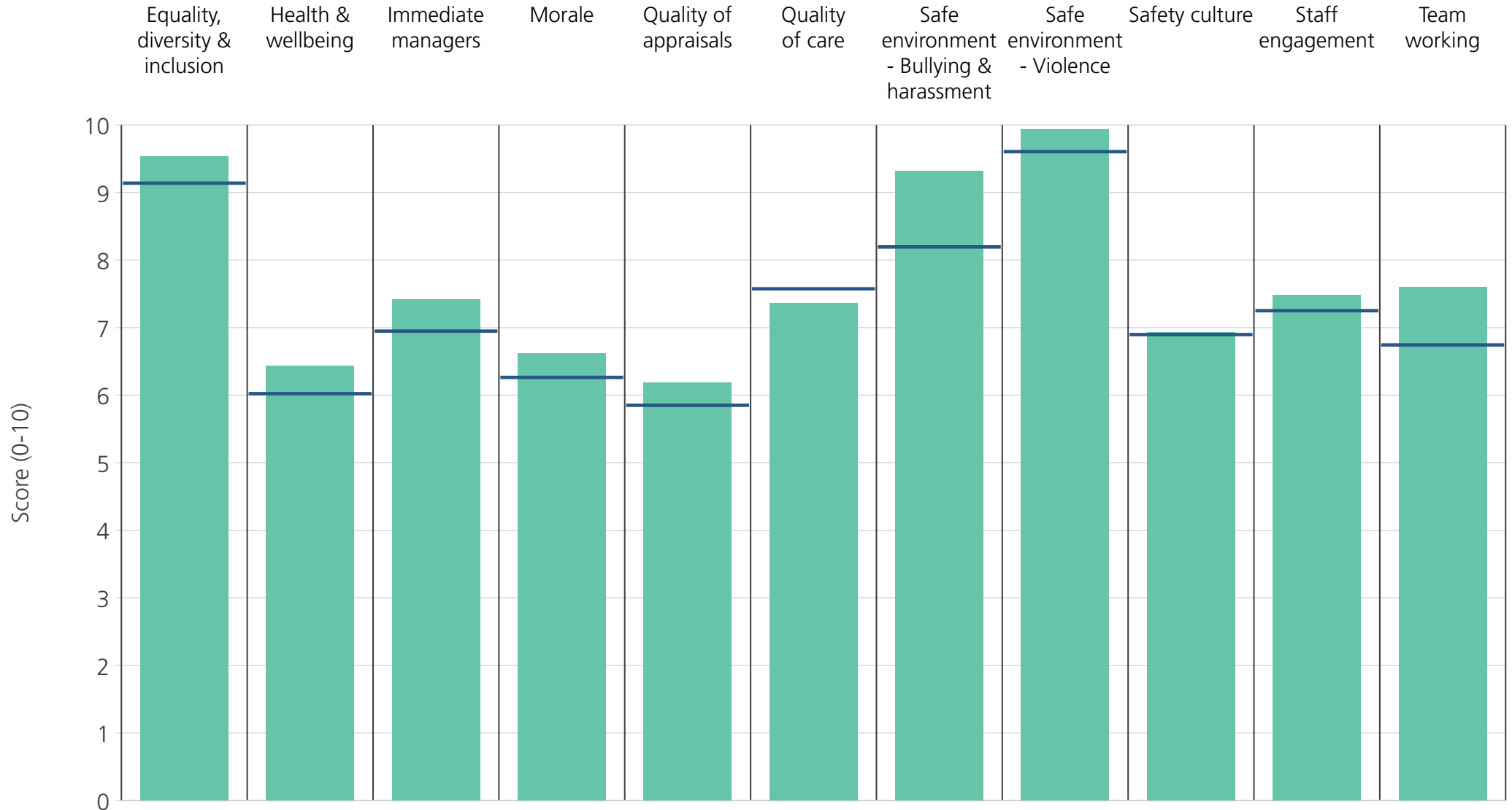
<b>Directorate</b>	8.7	6.2	6.4	5.8	6.0	7.5	8.4	9.9	6.3	6.9	6.1
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	51	53	52	52	28	25	50	52	52	53	53



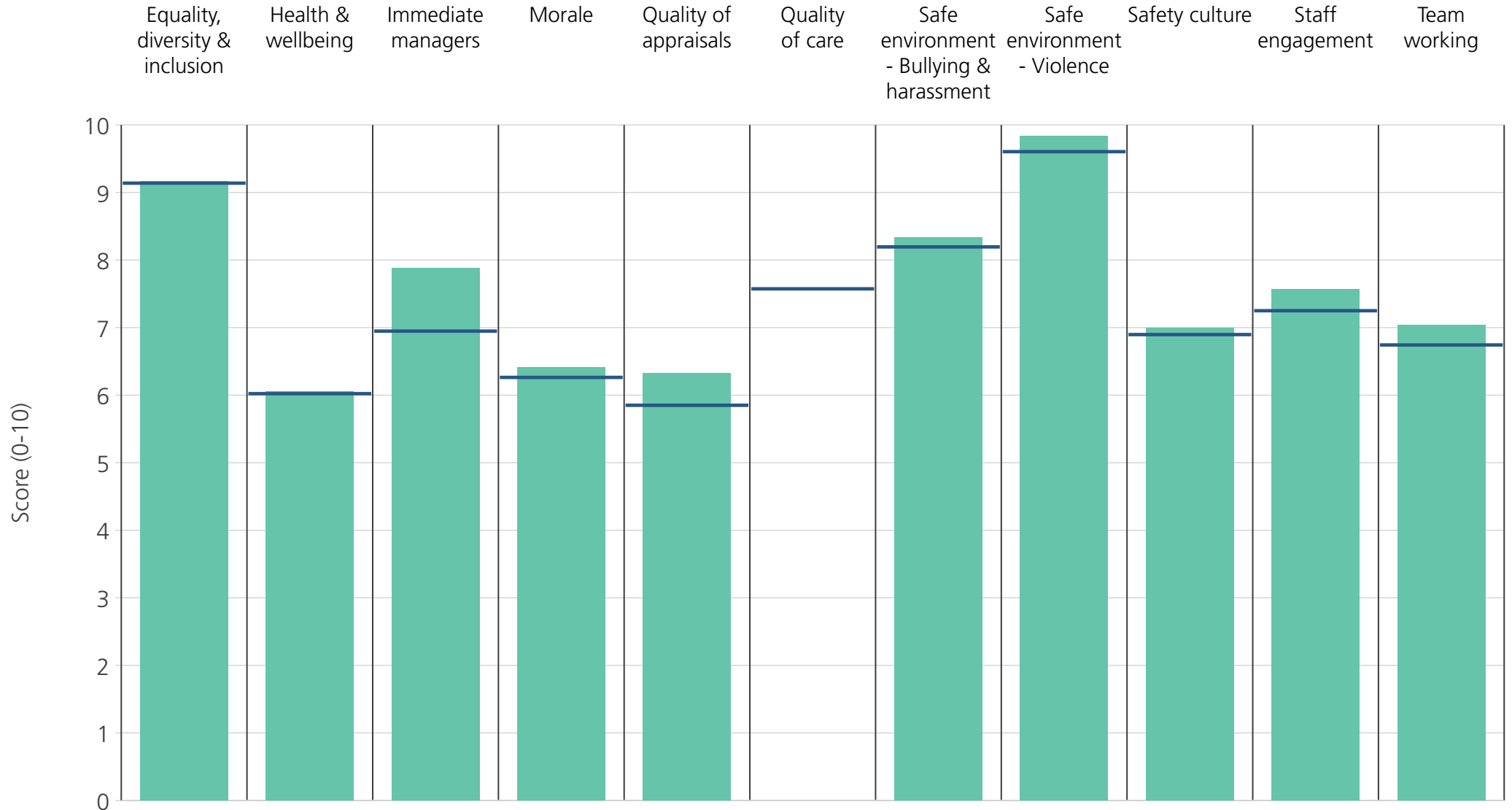
<b>Directorate</b>	8.8	6.4	7.8	6.7	6.8	7.9	8.5	9.9	7.3	7.7	7.2
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	56	56	56	54	49	40	55	55	56	57	56



<b>Directorate</b>	8.8	6.4	6.8	5.8	5.3	7.4	8.5	10.0	6.3	7.0	5.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	42	41	42	41	30	18	41	42	40	42	41



<b>Directorate</b>	9.5	6.4	7.4	6.6	6.2	7.4	9.3	9.9	6.9	7.5	7.6
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	50	50	50	50	36	25	49	49	49	50	49

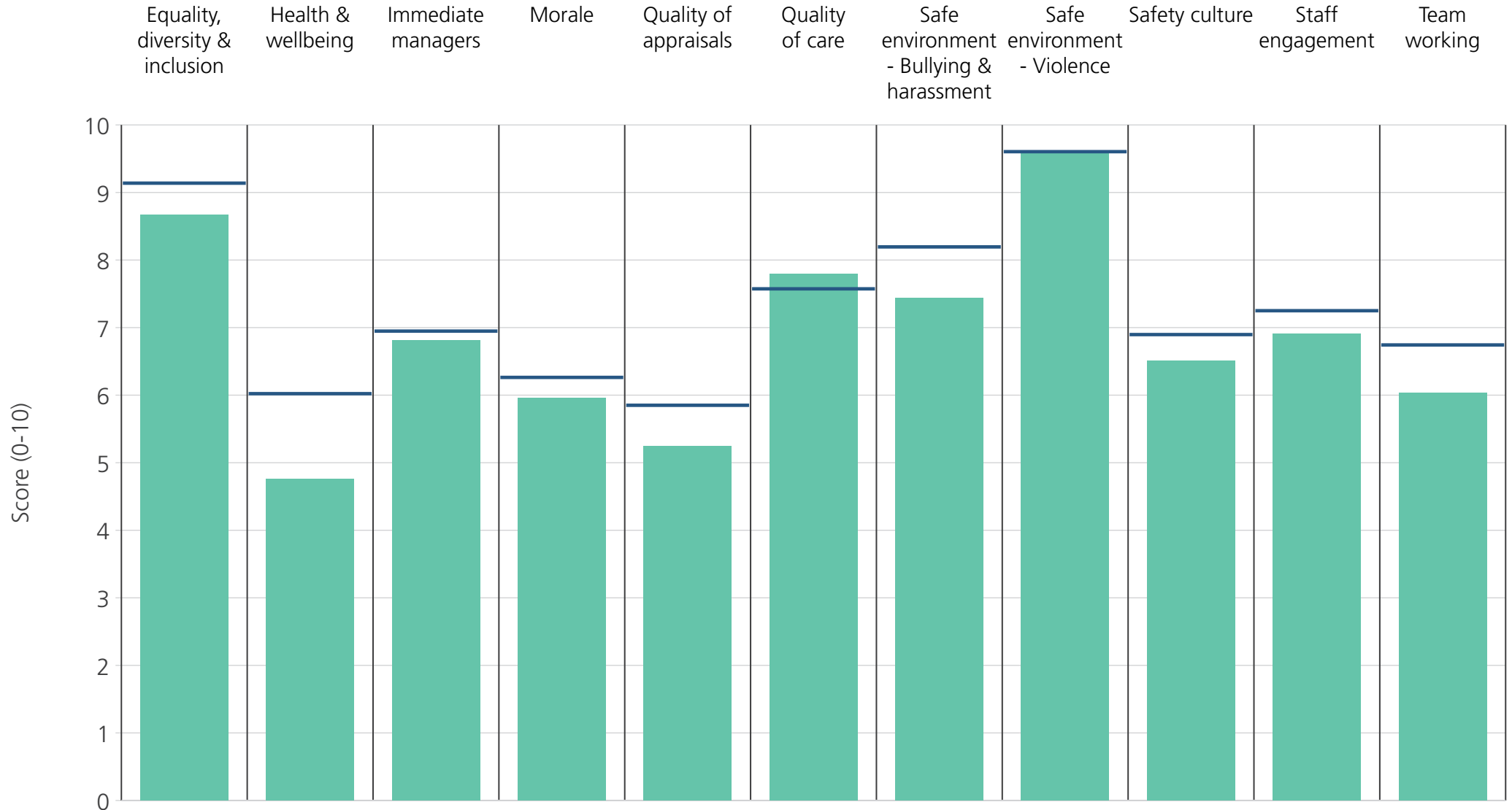


<b>Directorate</b>	9.2	6.1	7.9	6.4	6.3		8.3	9.8	7.0	7.6	7.0
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	20	20	20	20	16	9	20	20	20	20	19

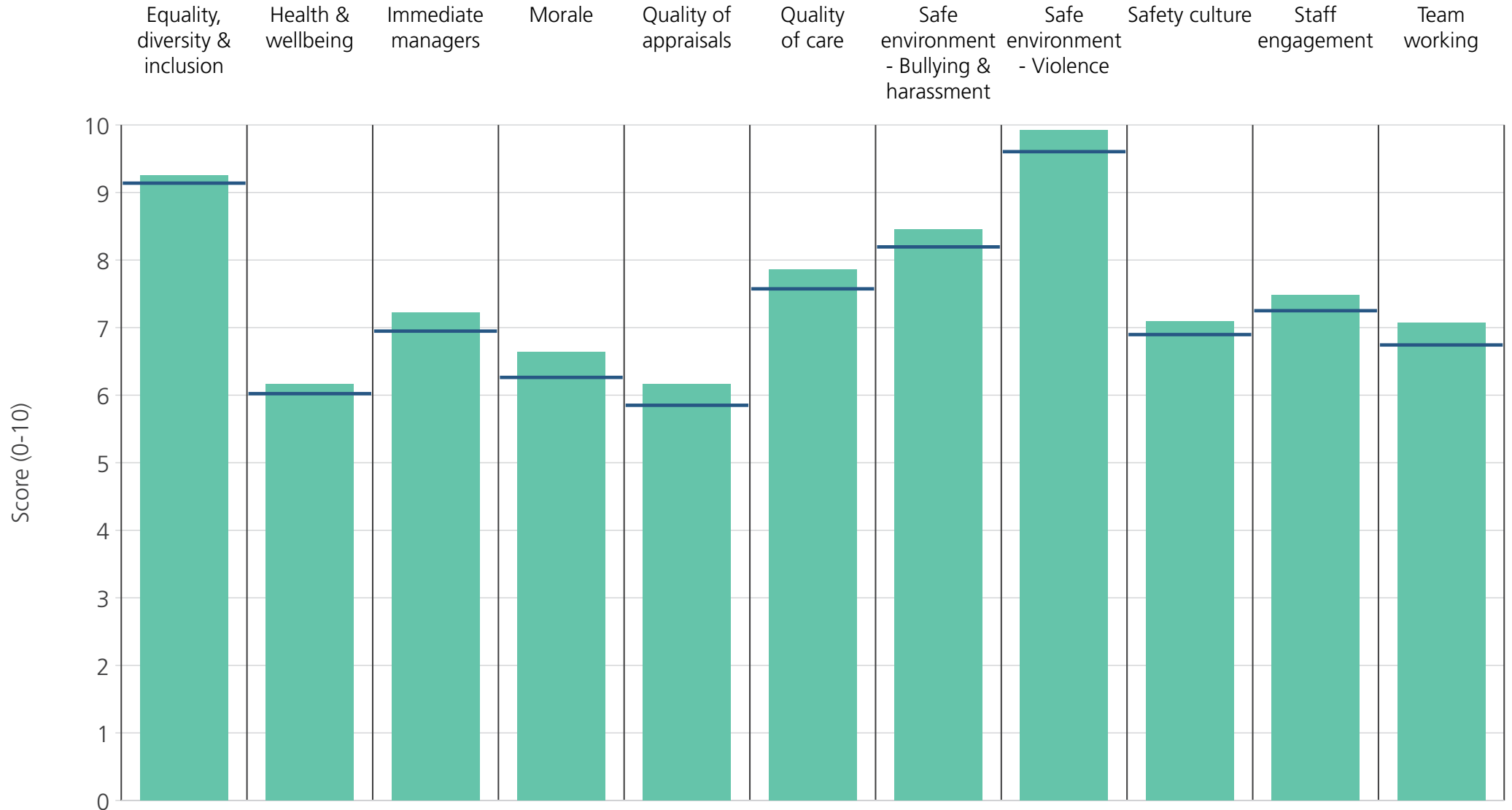


# Directorates 2

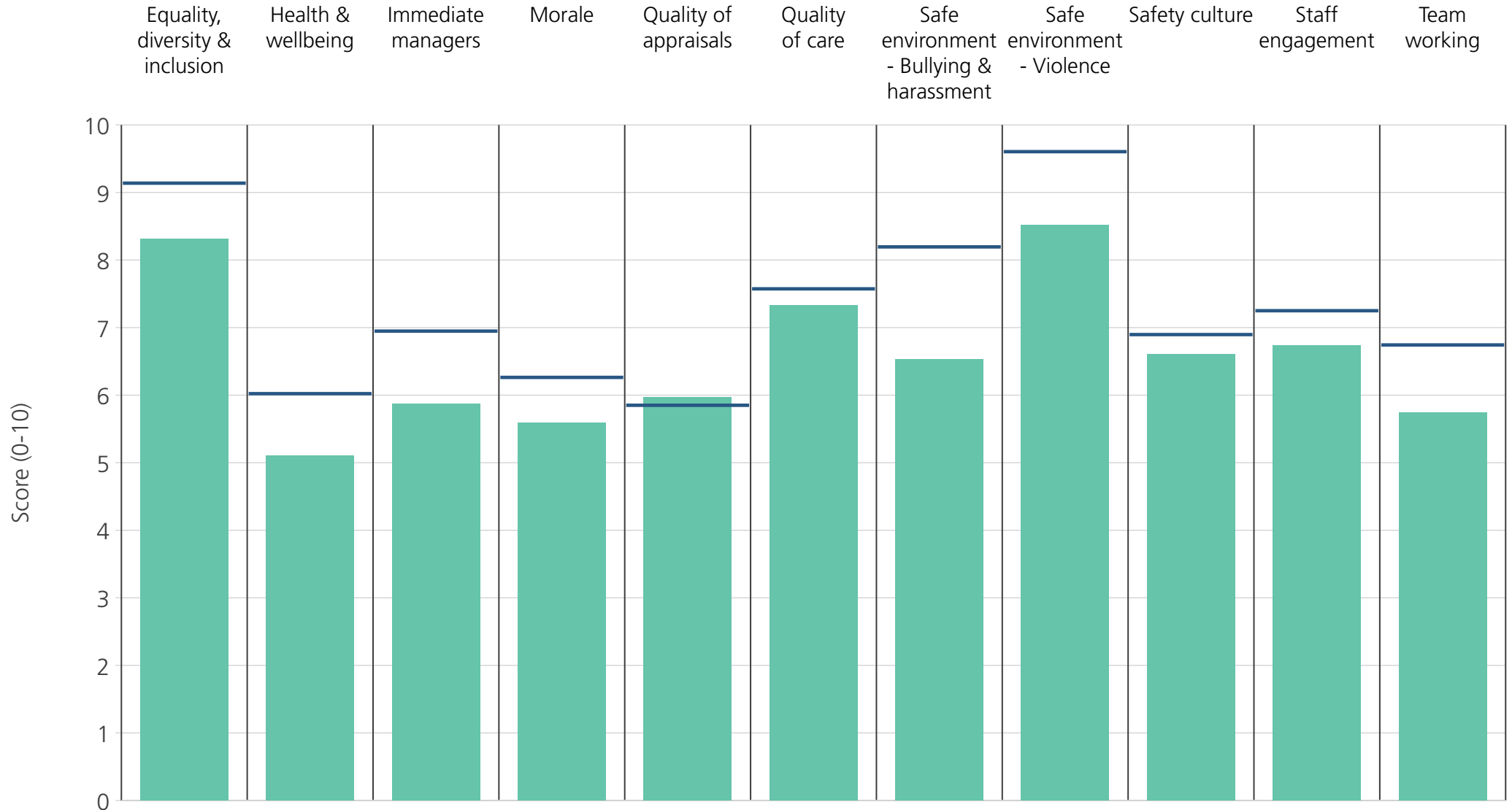
Royal Surrey County Hospital NHS Foundation Trust  
2019 NHS Staff Survey Results



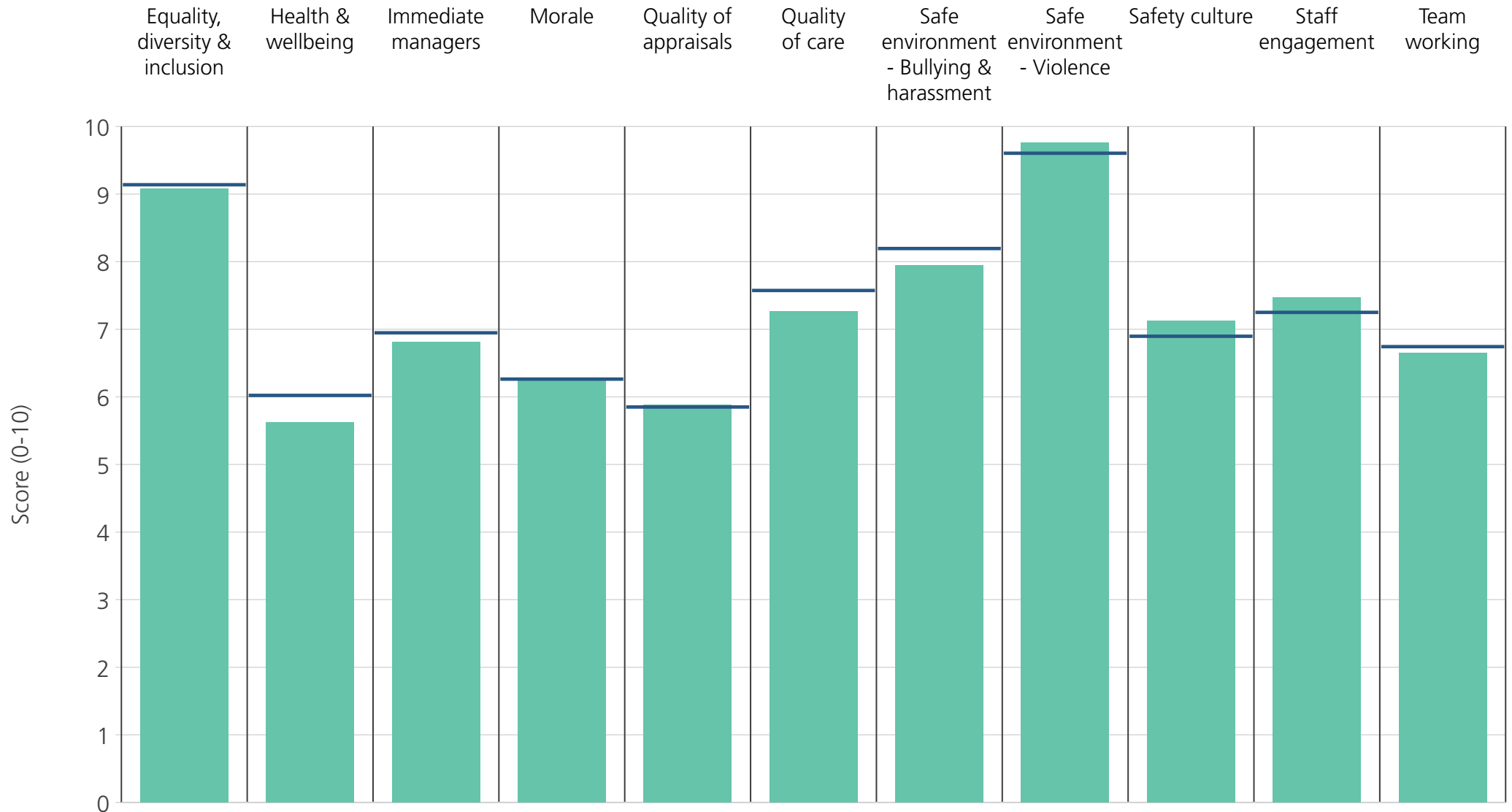
<b>Directorate</b>	8.7	4.8	6.8	6.0	5.2	7.8	7.4	9.6	6.5	6.9	6.0
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	112	112	112	109	88	110	112	110	111	115	114



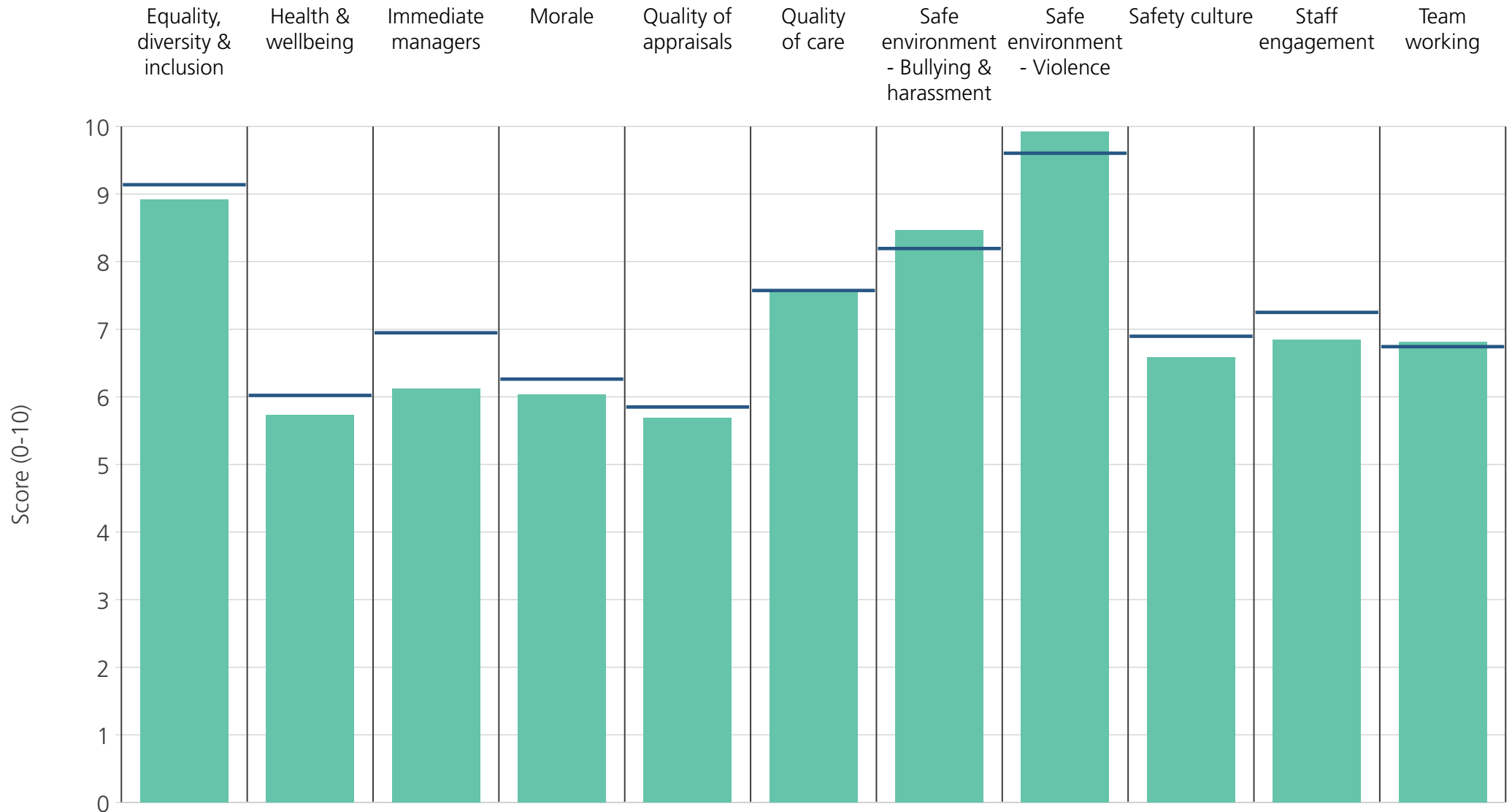
<b>Directorate</b>	9.3	6.2	7.2	6.6	6.2	7.9	8.4	9.9	7.1	7.5	7.1
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	130	130	129	127	114	118	130	129	128	130	127



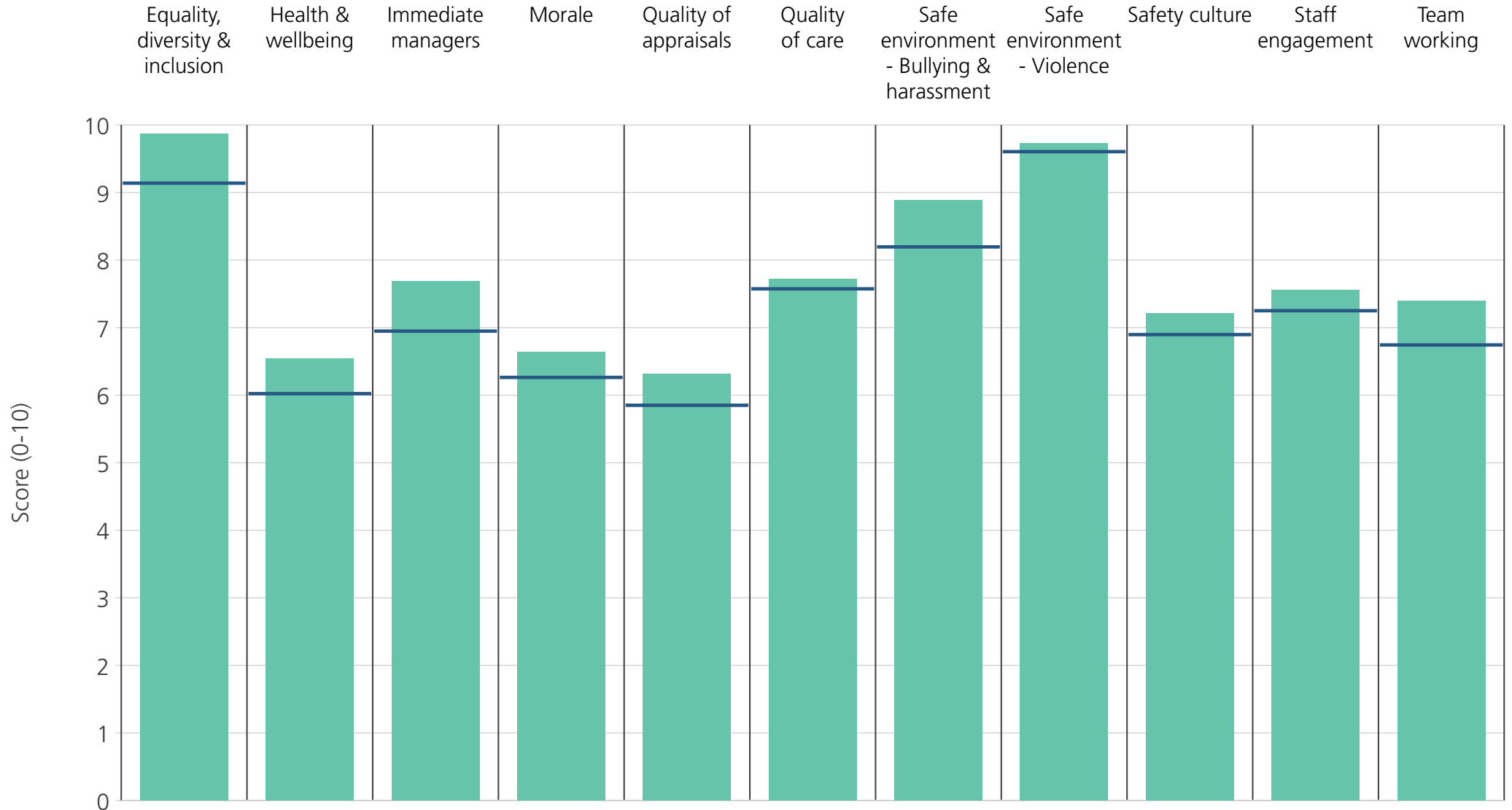
<b>Directorate</b>	8.3	5.1	5.9	5.6	6.0	7.3	6.5	8.5	6.6	6.7	5.7
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	72	73	73	72	53	71	71	72	72	74	72



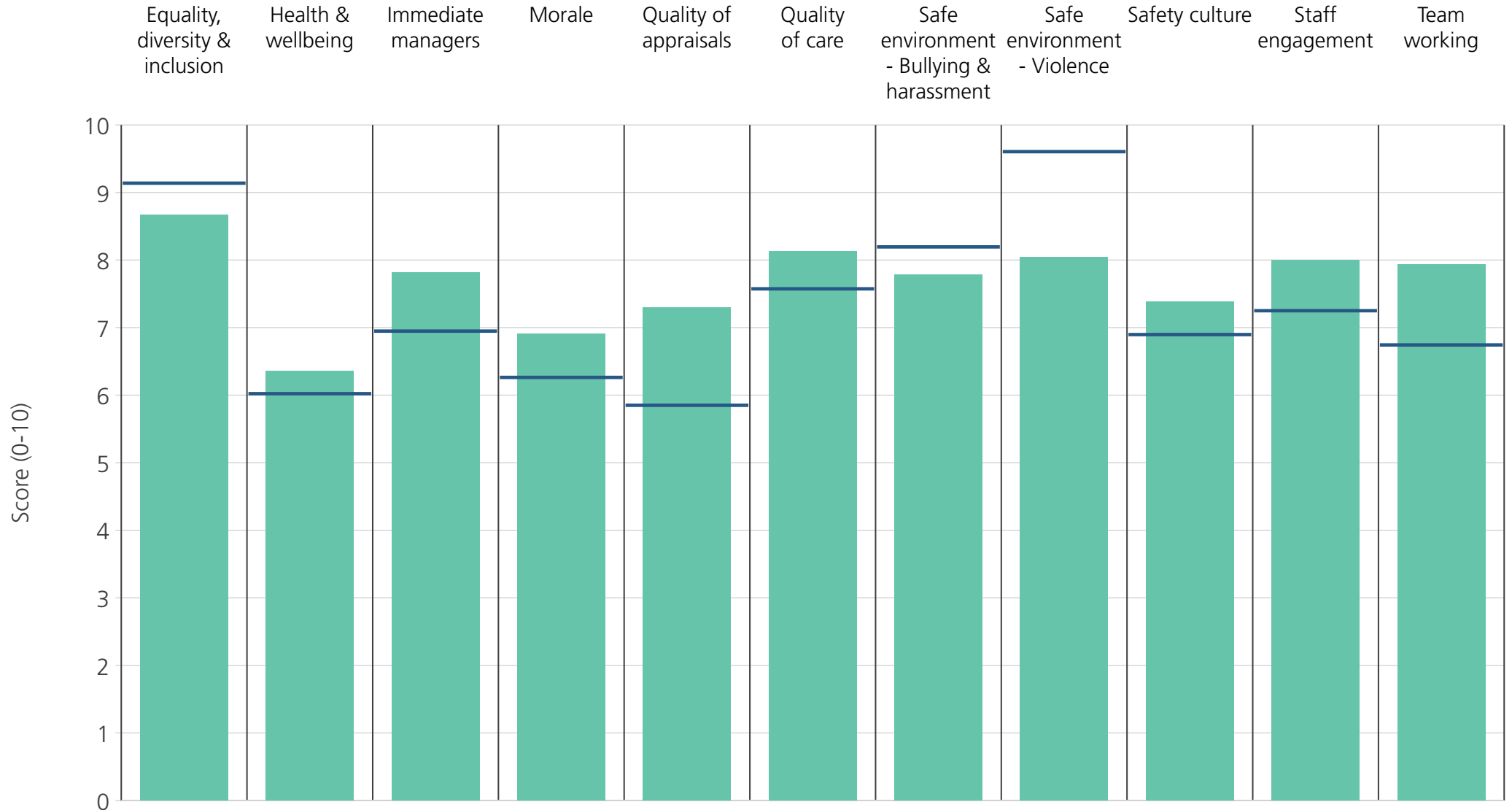
<b>Directorate</b>	9.1	5.6	6.8	6.3	5.9	7.3	7.9	9.8	7.1	7.5	6.7
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	99	99	100	98	68	99	98	99	99	101	100



<b>Directorate</b>	8.9	5.7	6.1	6.0	5.7	7.6	8.5	9.9	6.6	6.8	6.8
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	81	82	82	79	62	74	80	81	80	83	83

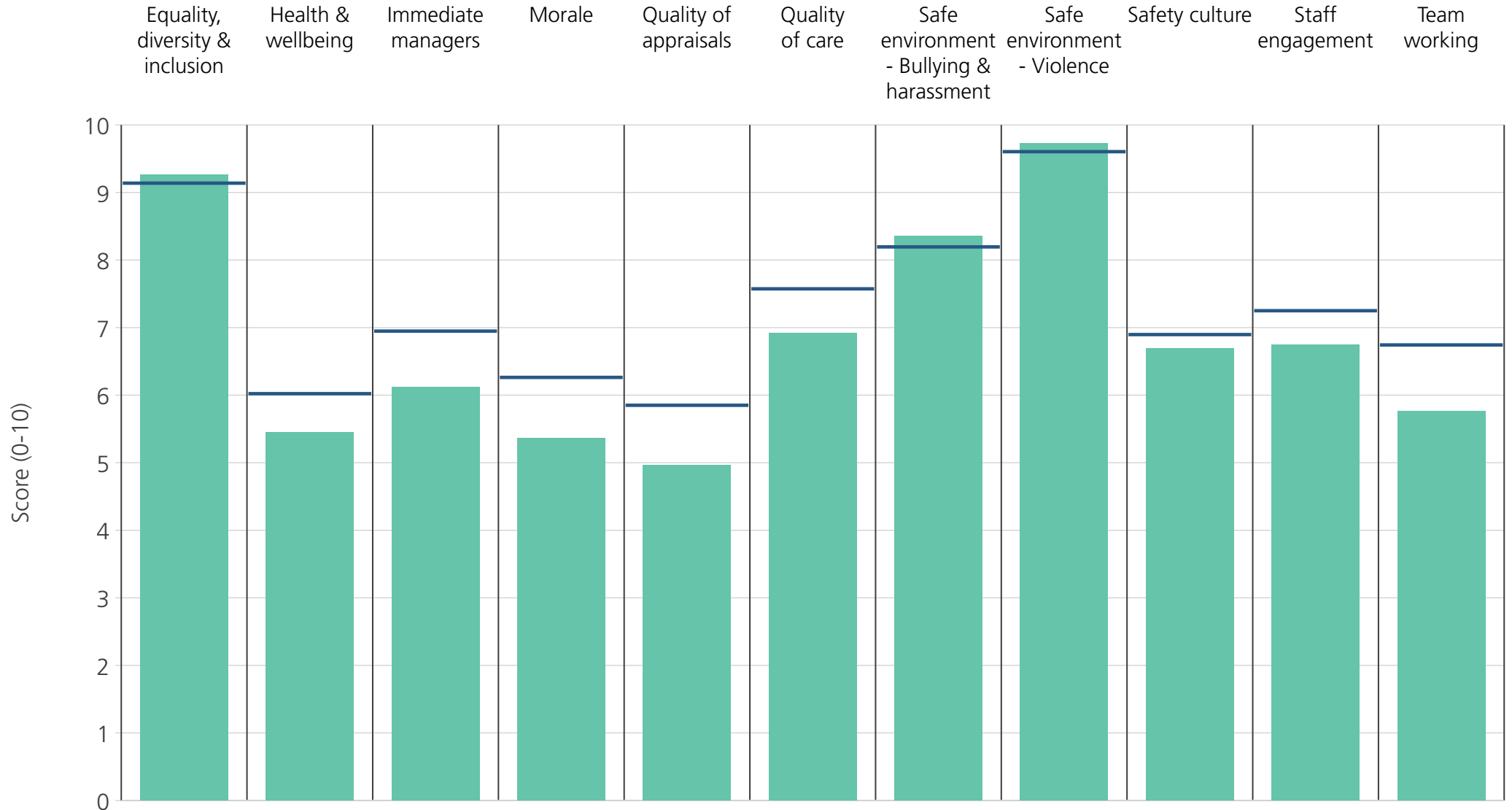


<b>Directorate</b>	9.9	6.5	7.7	6.6	6.3	7.7	8.9	9.7	7.2	7.6	7.4
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	123	124	124	122	115	124	122	123	123	126	126

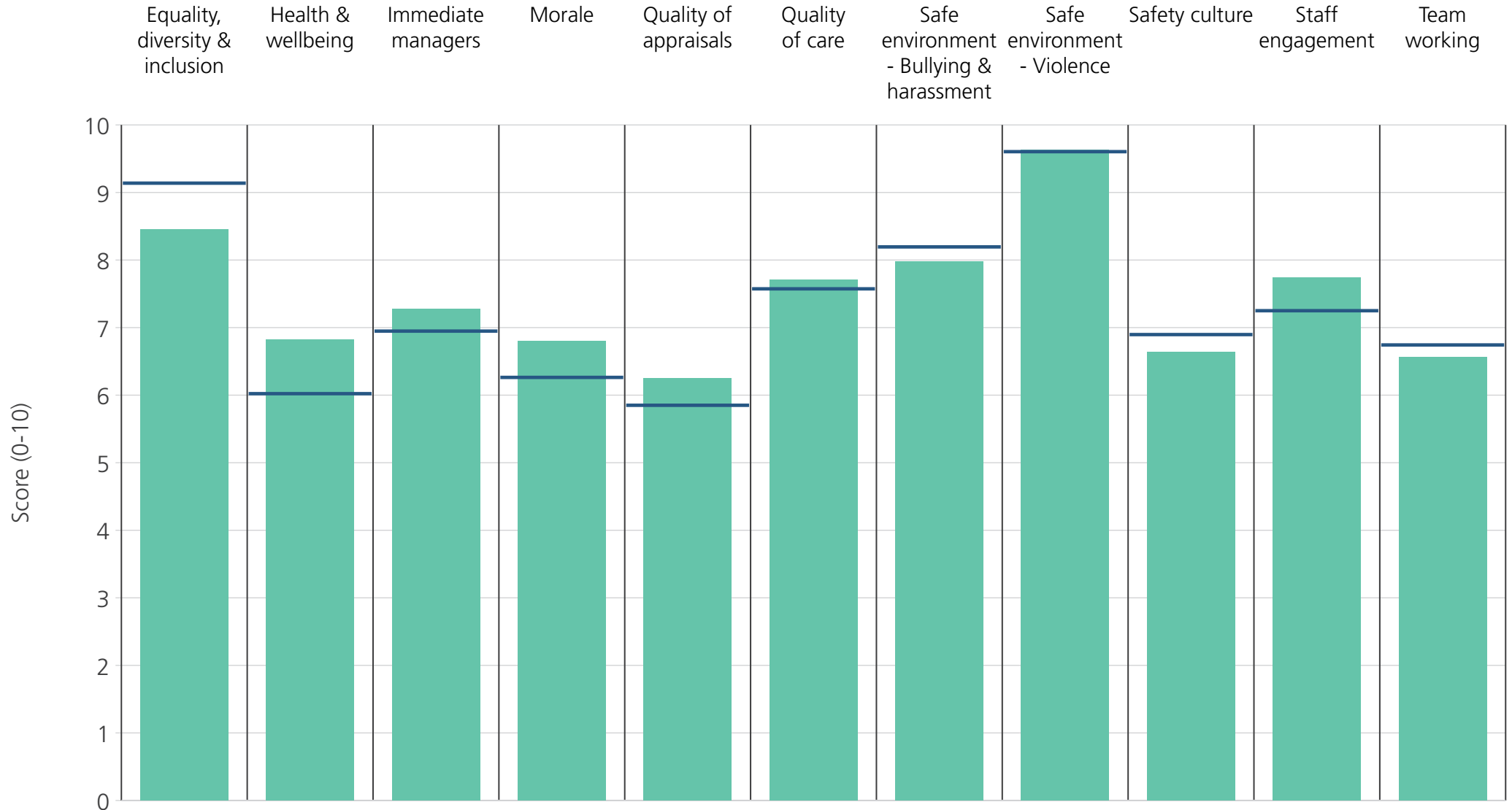


<b>Directorate</b>	8.7	6.4	7.8	6.9	7.3	8.1	7.8	8.0	7.4	8.0	7.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	57	57	57	57	49	57	57	58	58	59	57

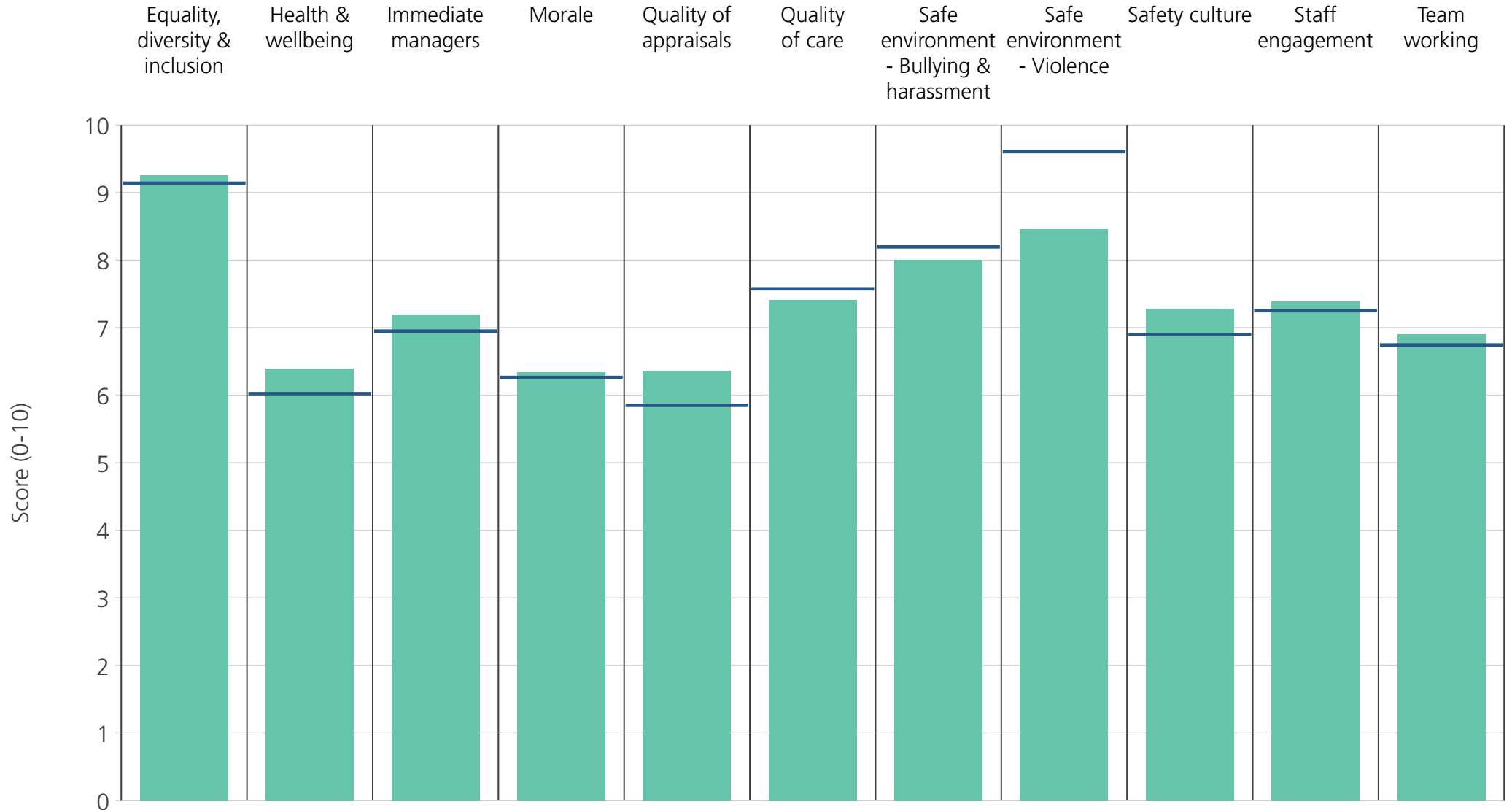




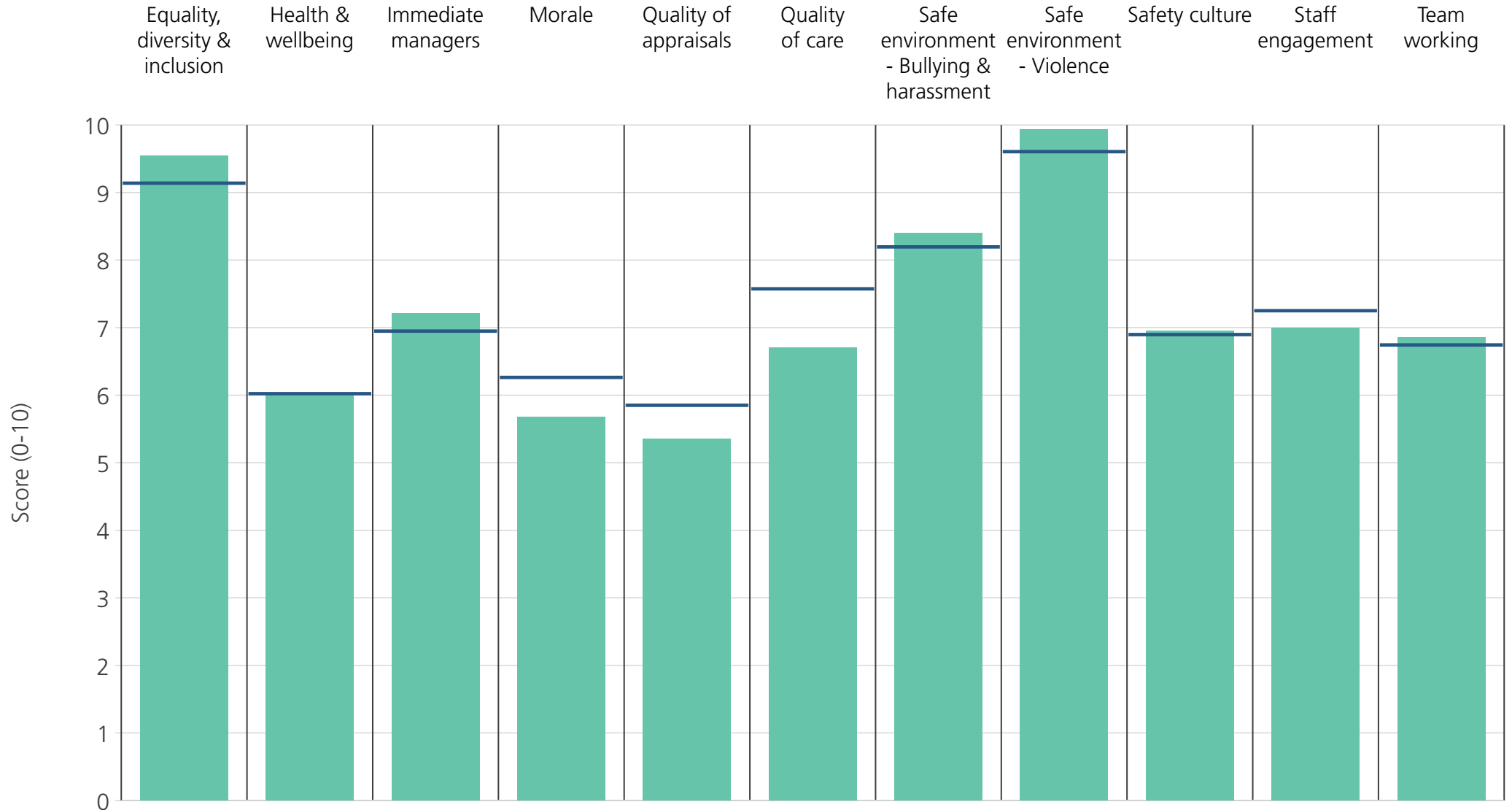
<b>Directorate</b>	9.3	5.4	6.1	5.4	5.0	6.9	8.4	9.7	6.7	6.7	5.8
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	72	72	72	71	65	74	72	72	72	75	75



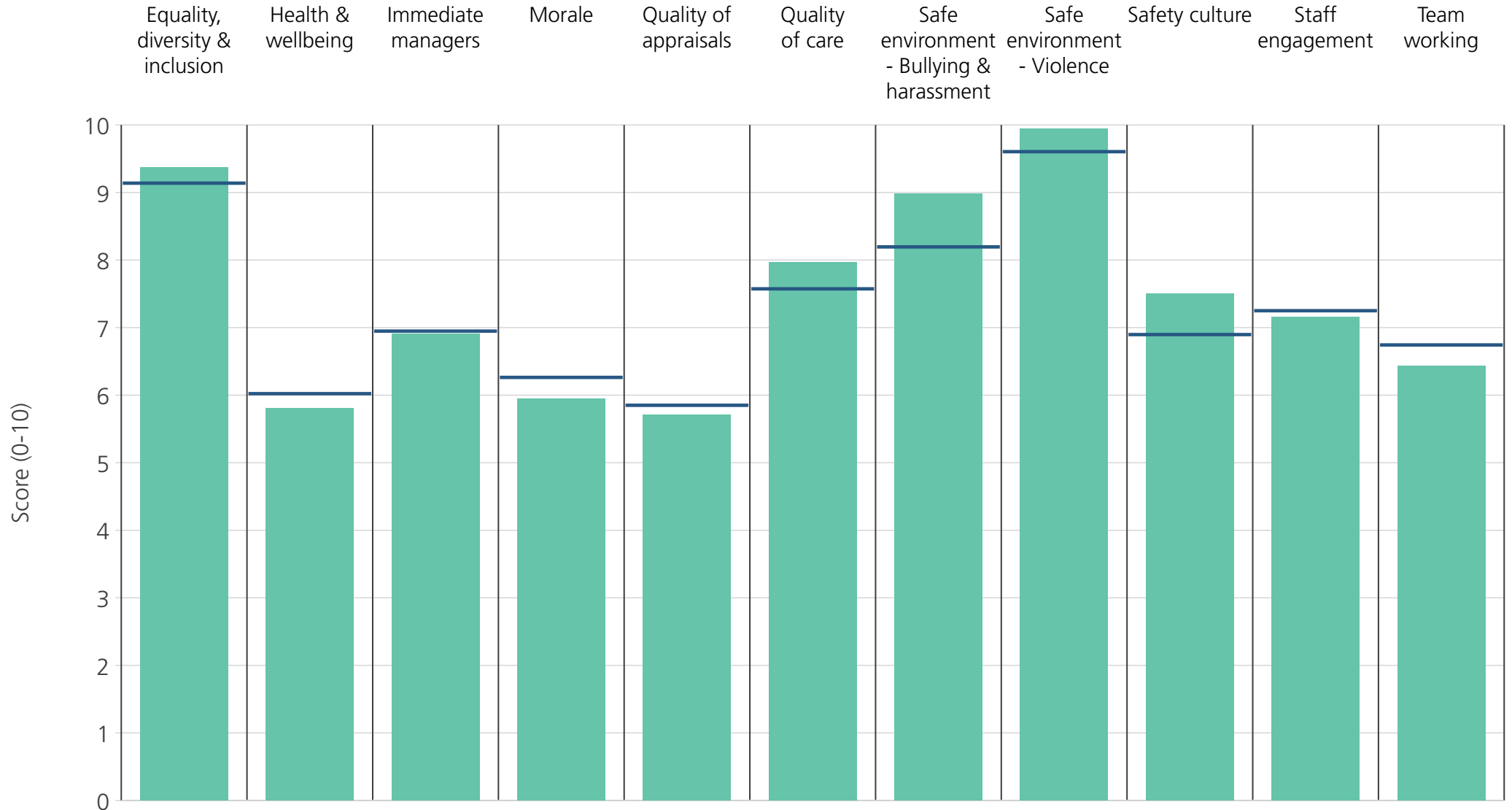
<b>Directorate</b>	8.5	6.8	7.3	6.8	6.3	7.7	8.0	9.6	6.6	7.7	6.6
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	27	28	28	28	16	28	28	27	28	28	28



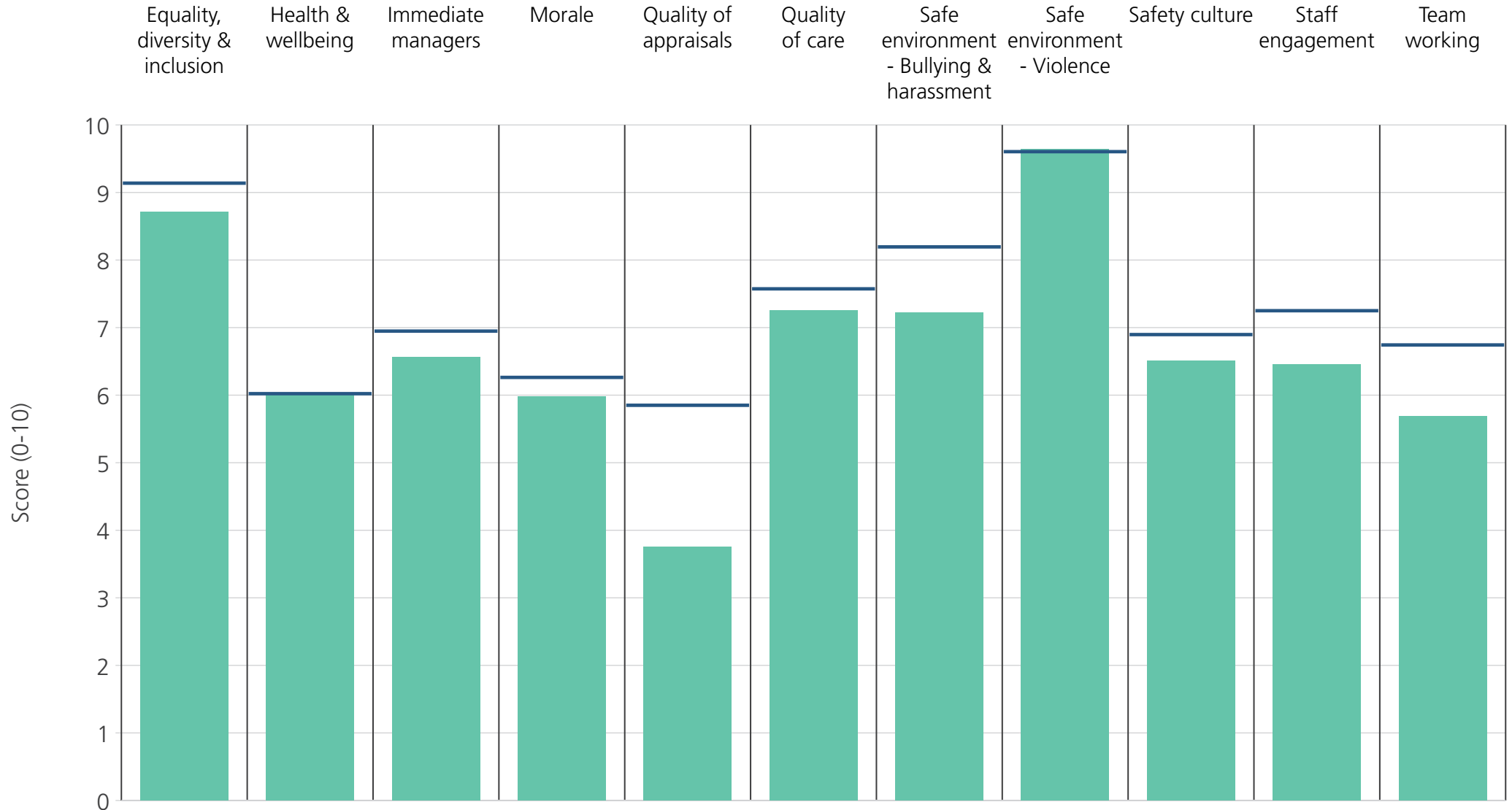
<b>Directorate</b>	9.3	6.4	7.2	6.3	6.4	7.4	8.0	8.5	7.3	7.4	6.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	56	56	55	53	45	54	55	56	53	56	56



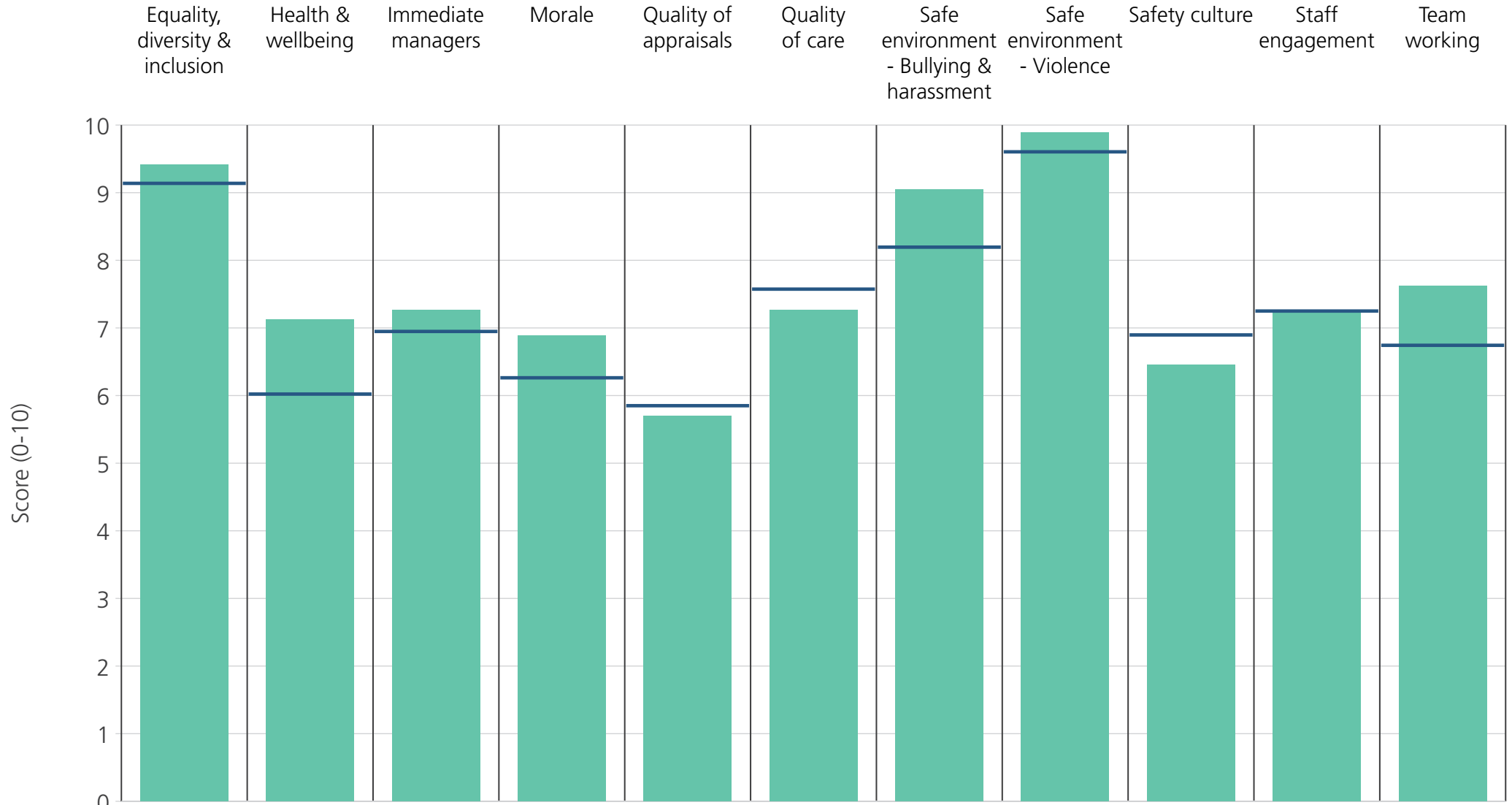
<b>Directorate</b>	9.5	6.0	7.2	5.7	5.3	6.7	8.4	9.9	6.9	7.0	6.8
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	49	49	49	49	43	44	49	49	49	50	50



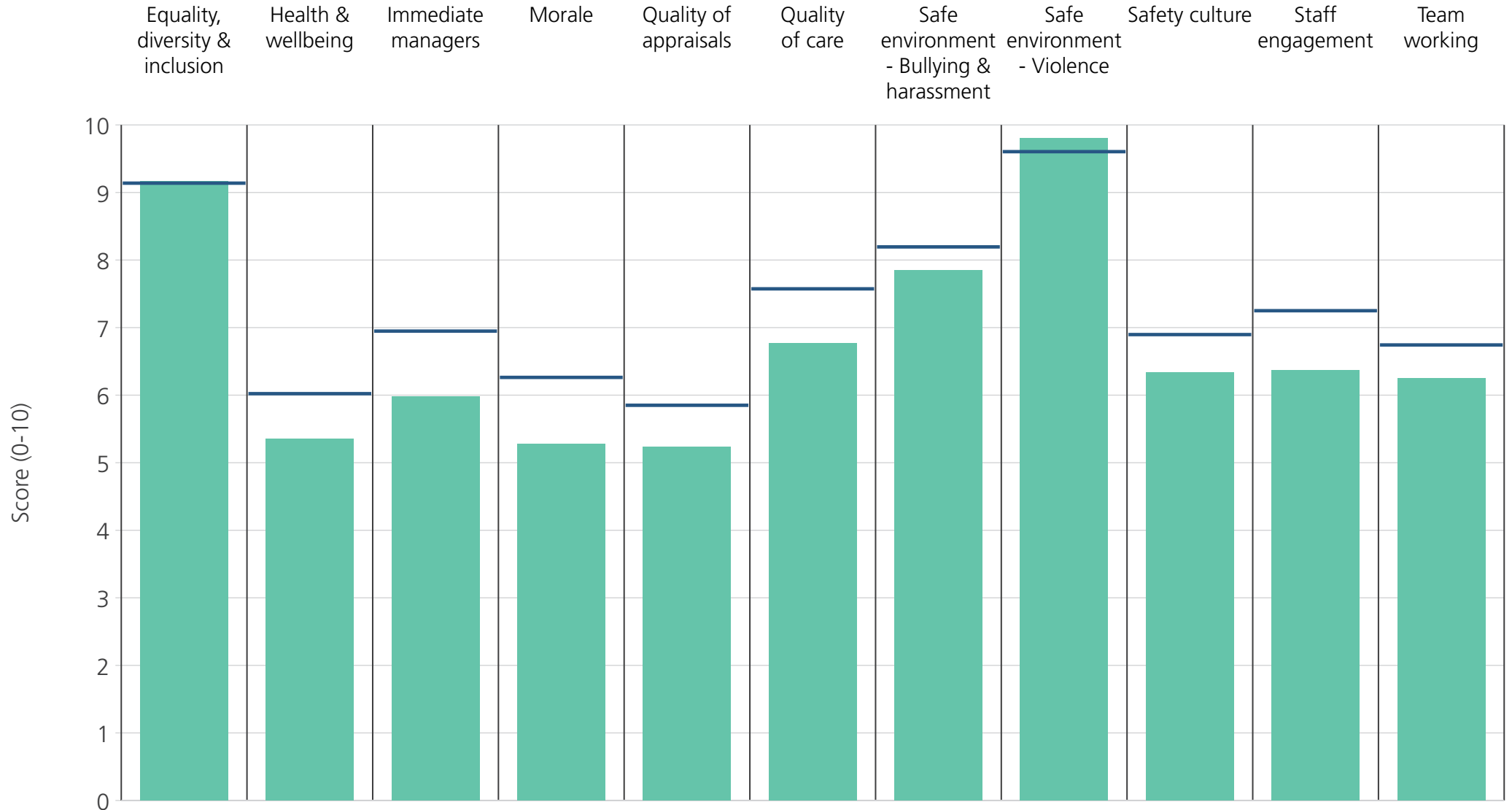
<b>Directorate</b>	9.4	5.8	6.9	6.0	5.7	8.0	9.0	9.9	7.5	7.2	6.4
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	60	60	60	60	53	56	59	60	60	61	61



<b>Directorate</b>	8.7	6.0	6.6	6.0	3.8	7.3	7.2	9.6	6.5	6.5	5.7
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	37	38	38	36	34	38	36	37	37	38	38

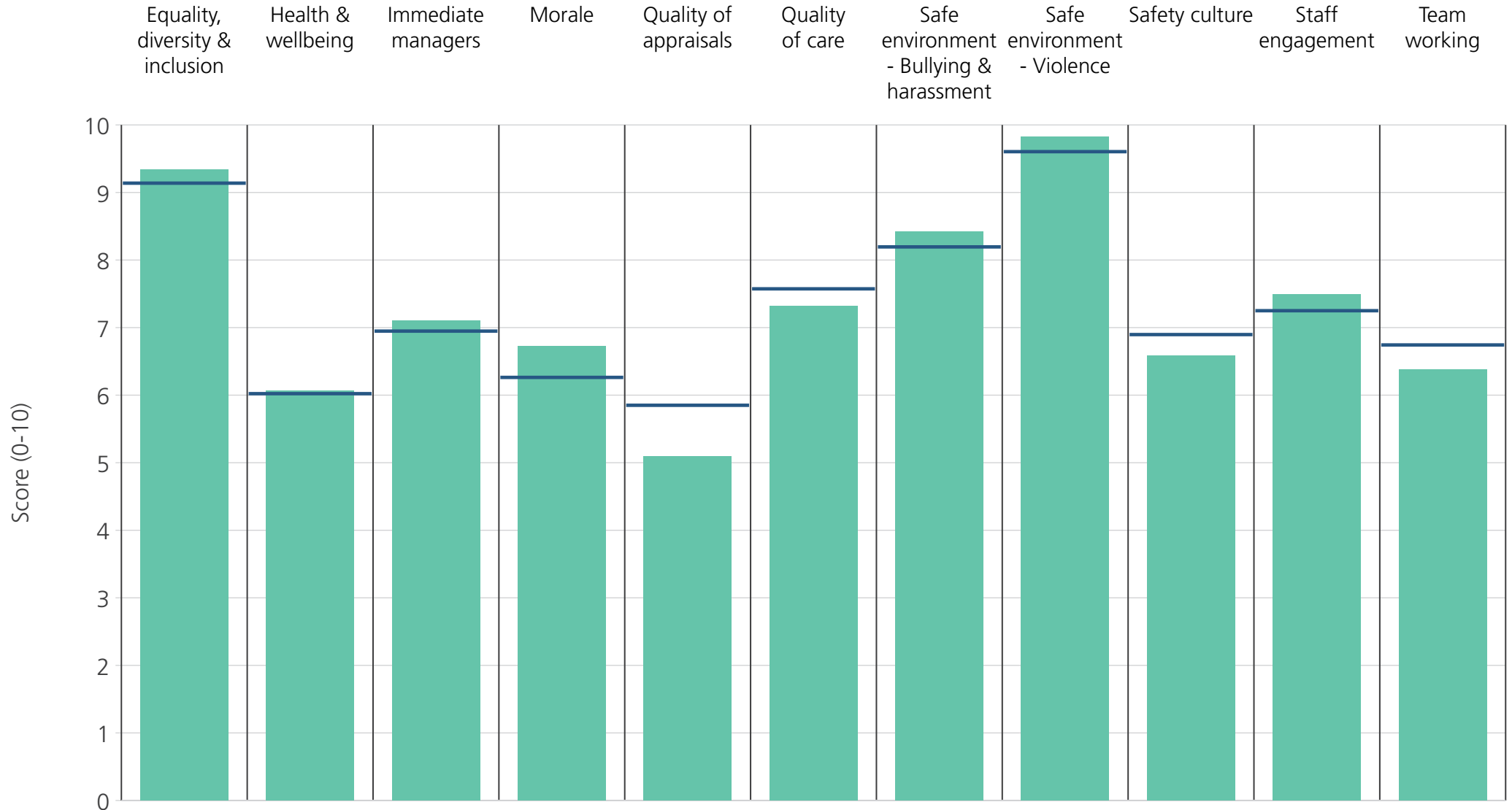


Directorate	9.4	7.1	7.3	6.9	5.7	7.3	9.0	9.9	6.5	7.2	7.6
Your org	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
Responses	61	61	61	61	50	43	61	61	61	61	60

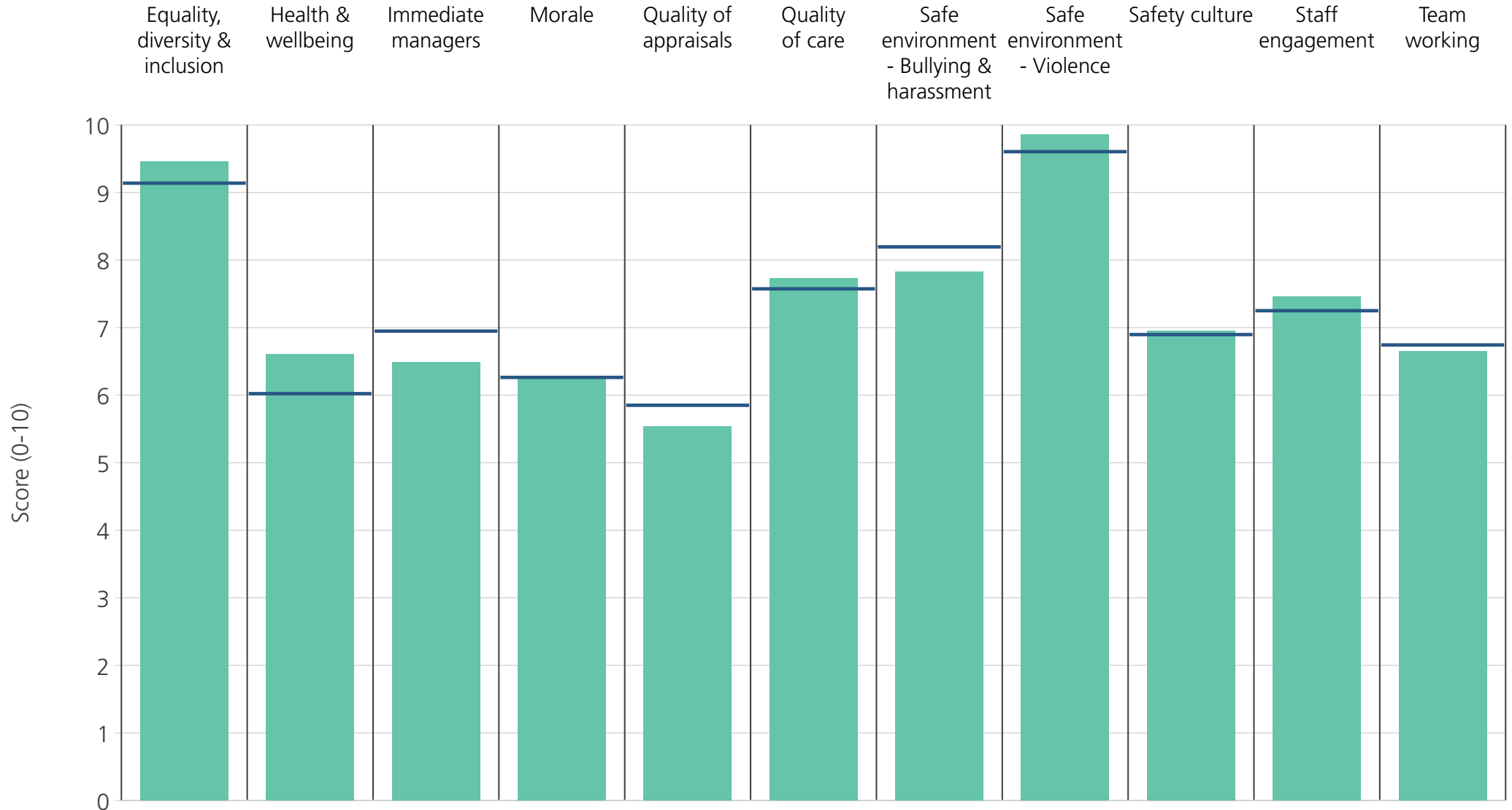


<b>Directorate</b>	9.2	5.4	6.0	5.3	5.2	6.8	7.8	9.8	6.3	6.4	6.3
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	51	51	51	50	37	36	51	50	51	52	50

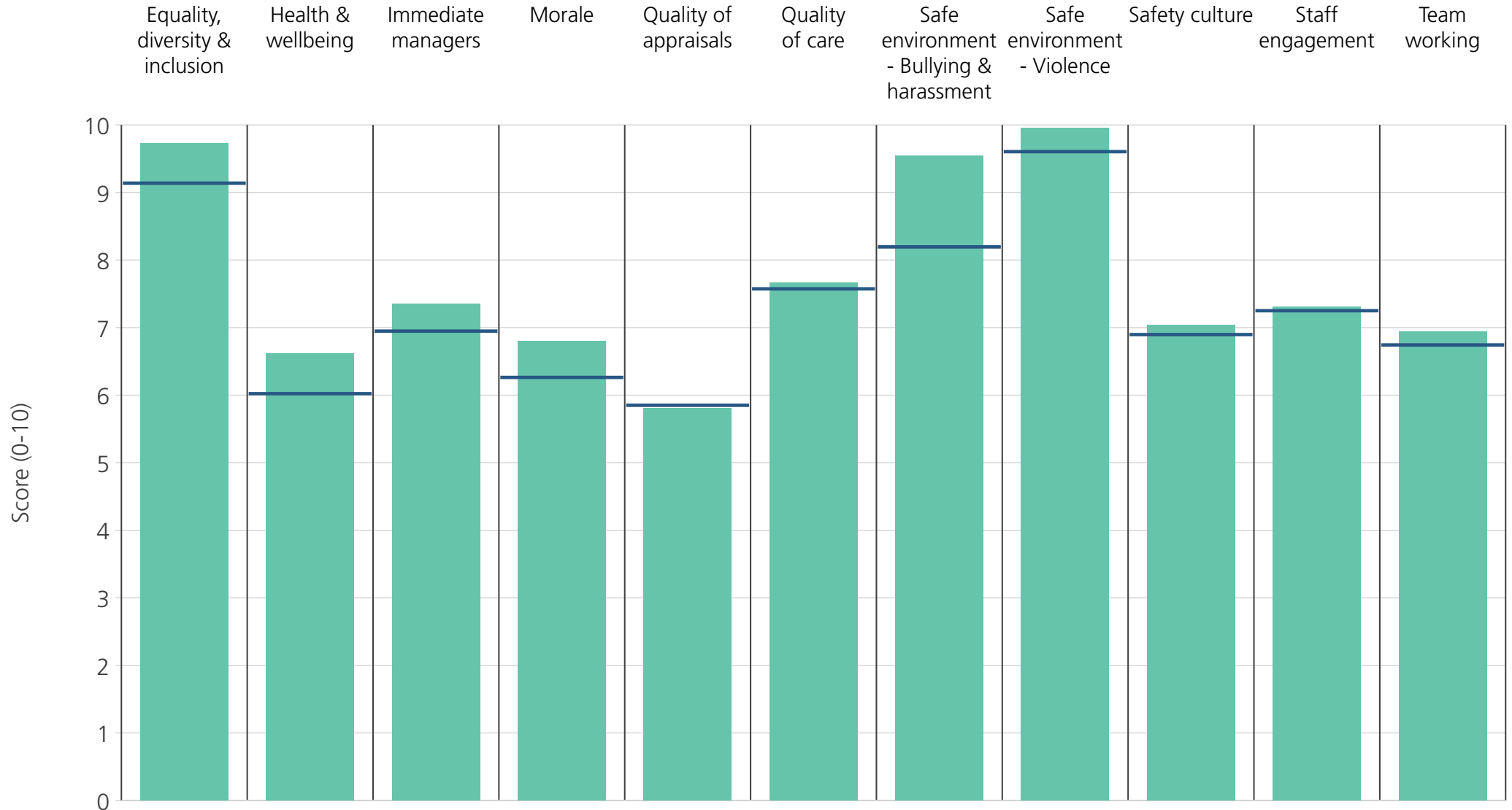




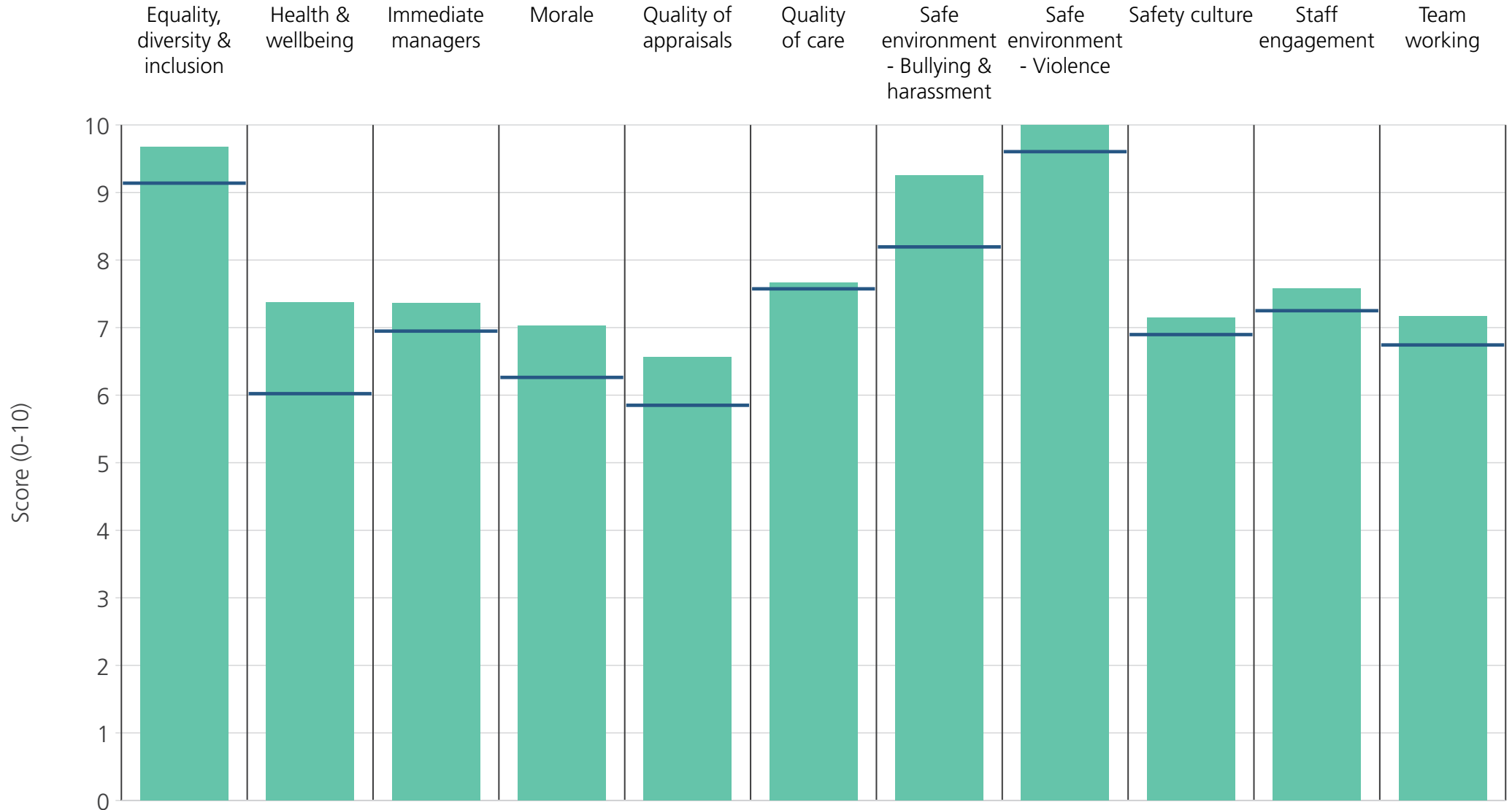
<b>Directorate</b>	9.3	6.1	7.1	6.7	5.1	7.3	8.4	9.8	6.6	7.5	6.4
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	38	38	38	38	26	37	38	38	38	40	40



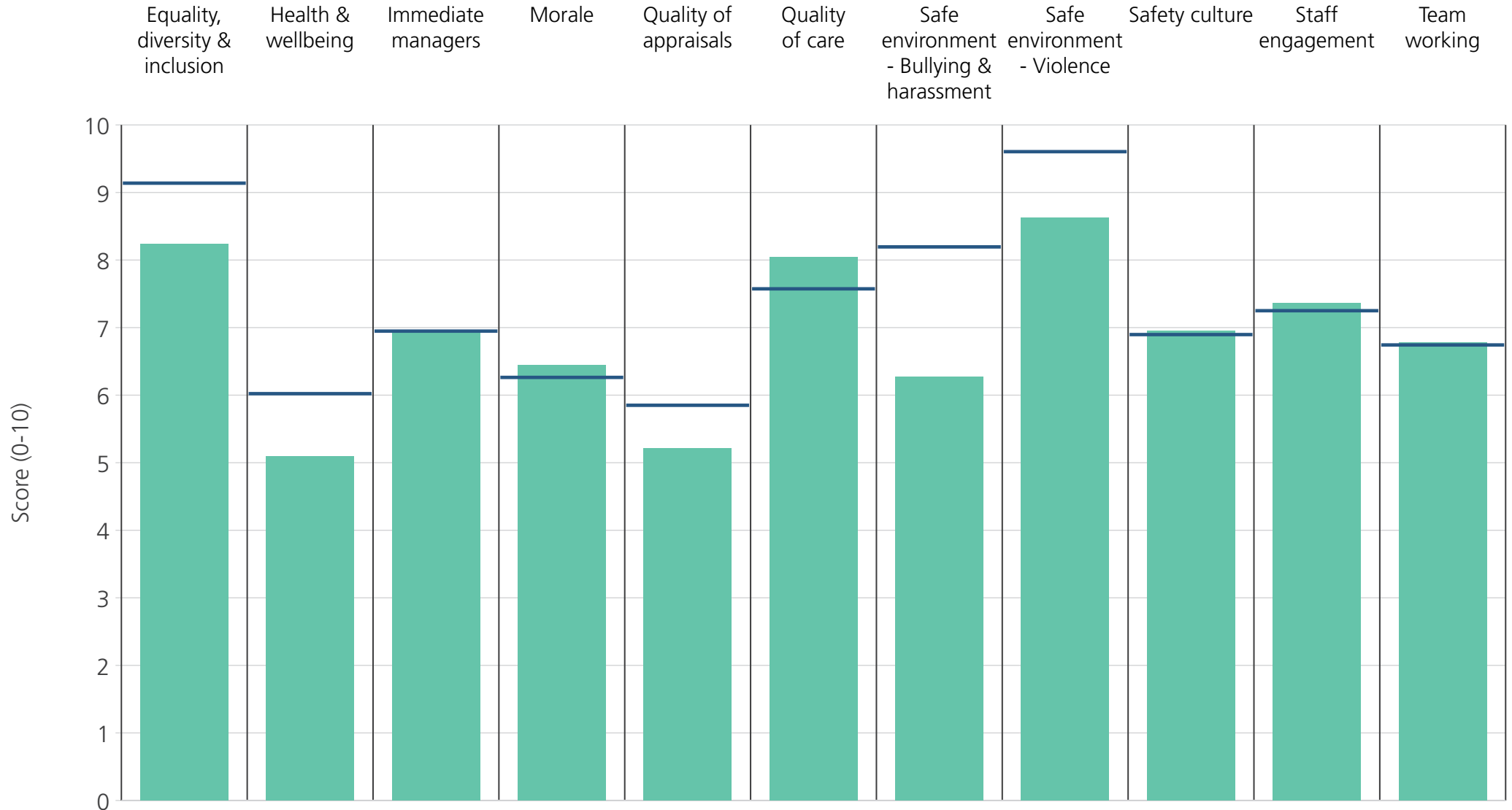
<b>Directorate</b>	9.5	6.6	6.5	6.3	5.5	7.7	7.8	9.9	7.0	7.5	6.6
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	46	46	46	46	37	46	46	46	46	47	47



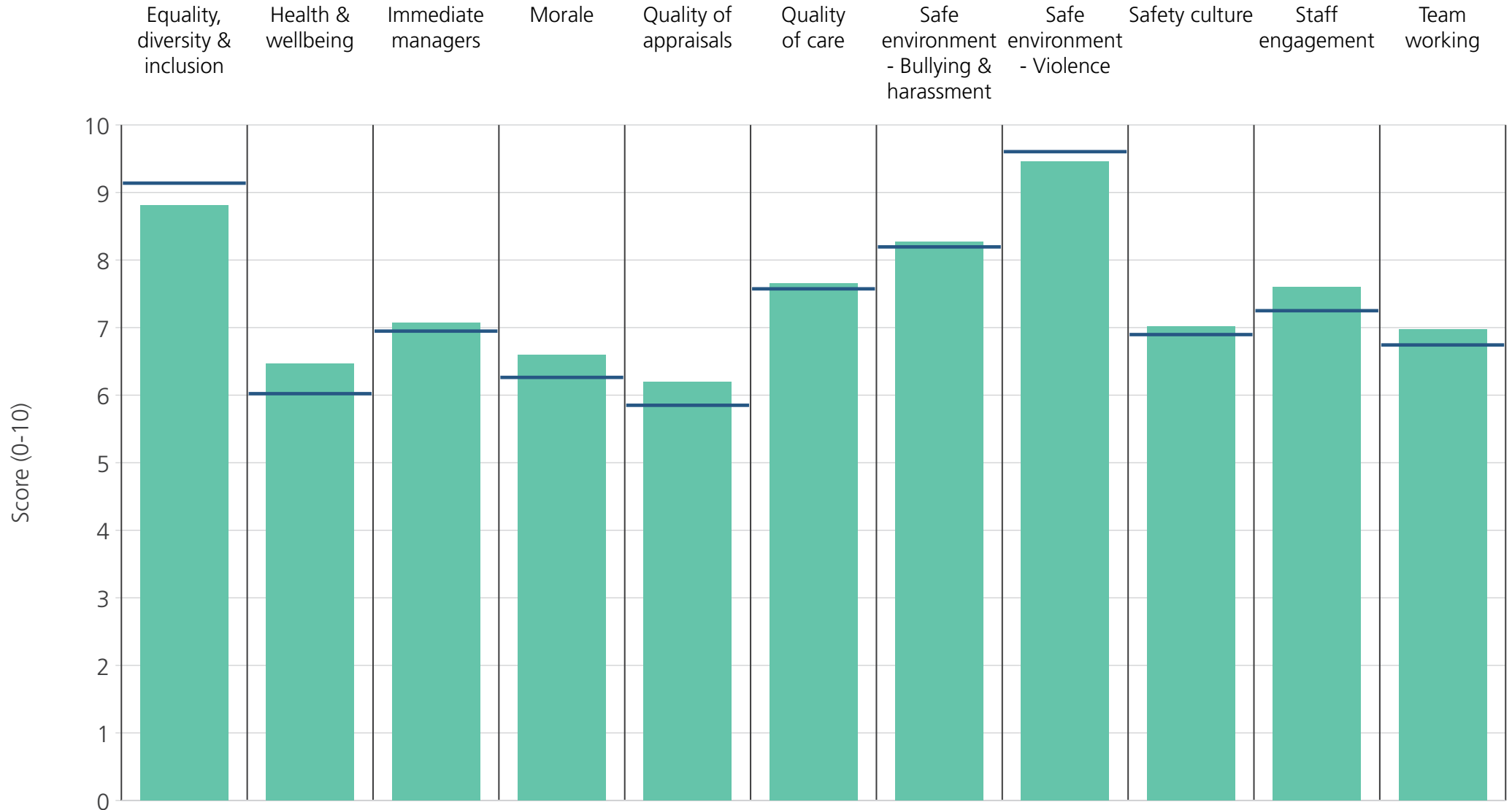
<b>Directorate</b>	9.7	6.6	7.3	6.8	5.8	7.7	9.5	9.9	7.0	7.3	6.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	66	67	67	65	51	51	66	66	65	68	67



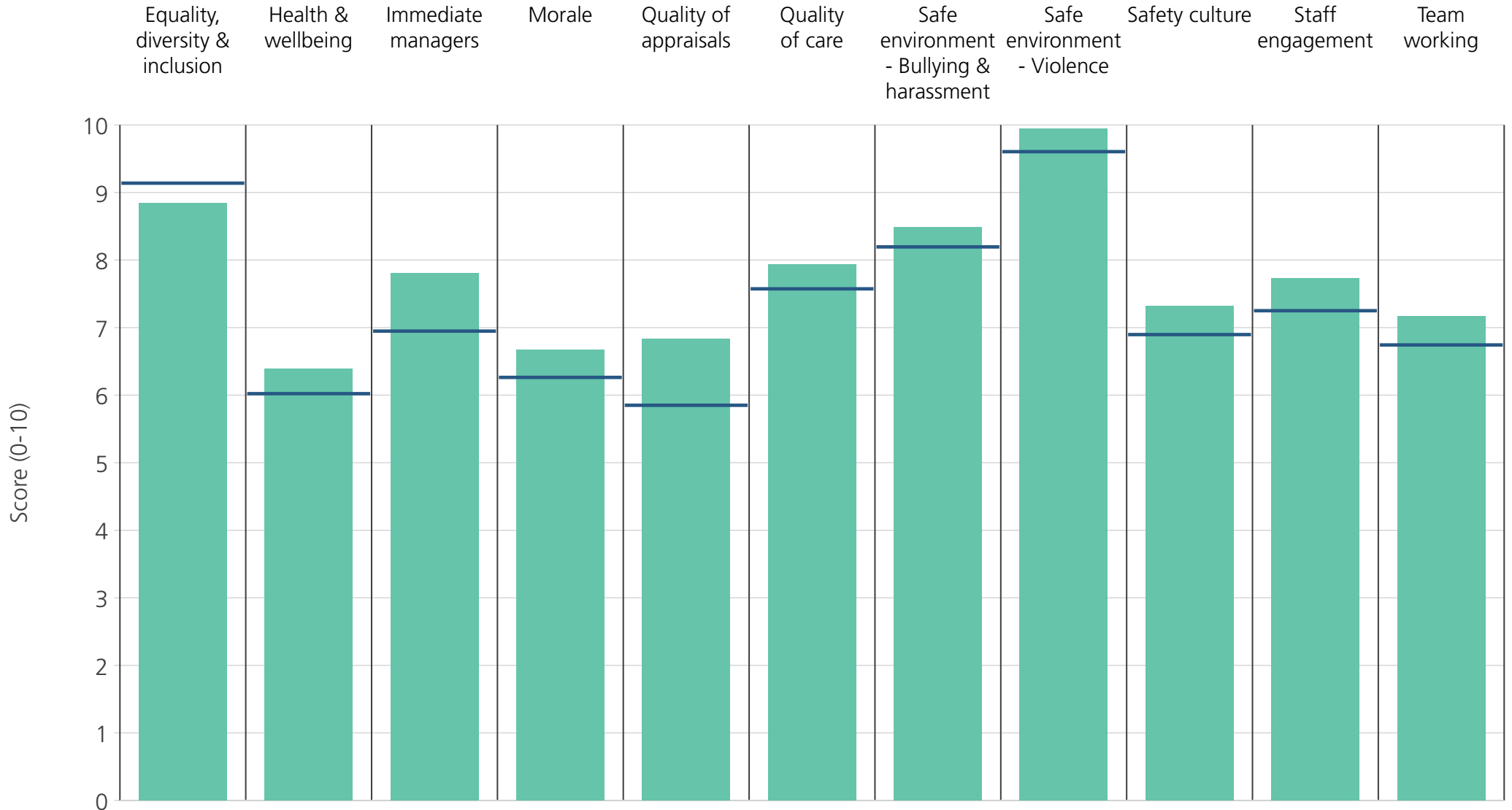
<b>Directorate</b>	9.7	7.4	7.4	7.0	6.6	7.7	9.2	10.0	7.1	7.6	7.2
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	31	31	31	31	20	30	31	31	31	31	30



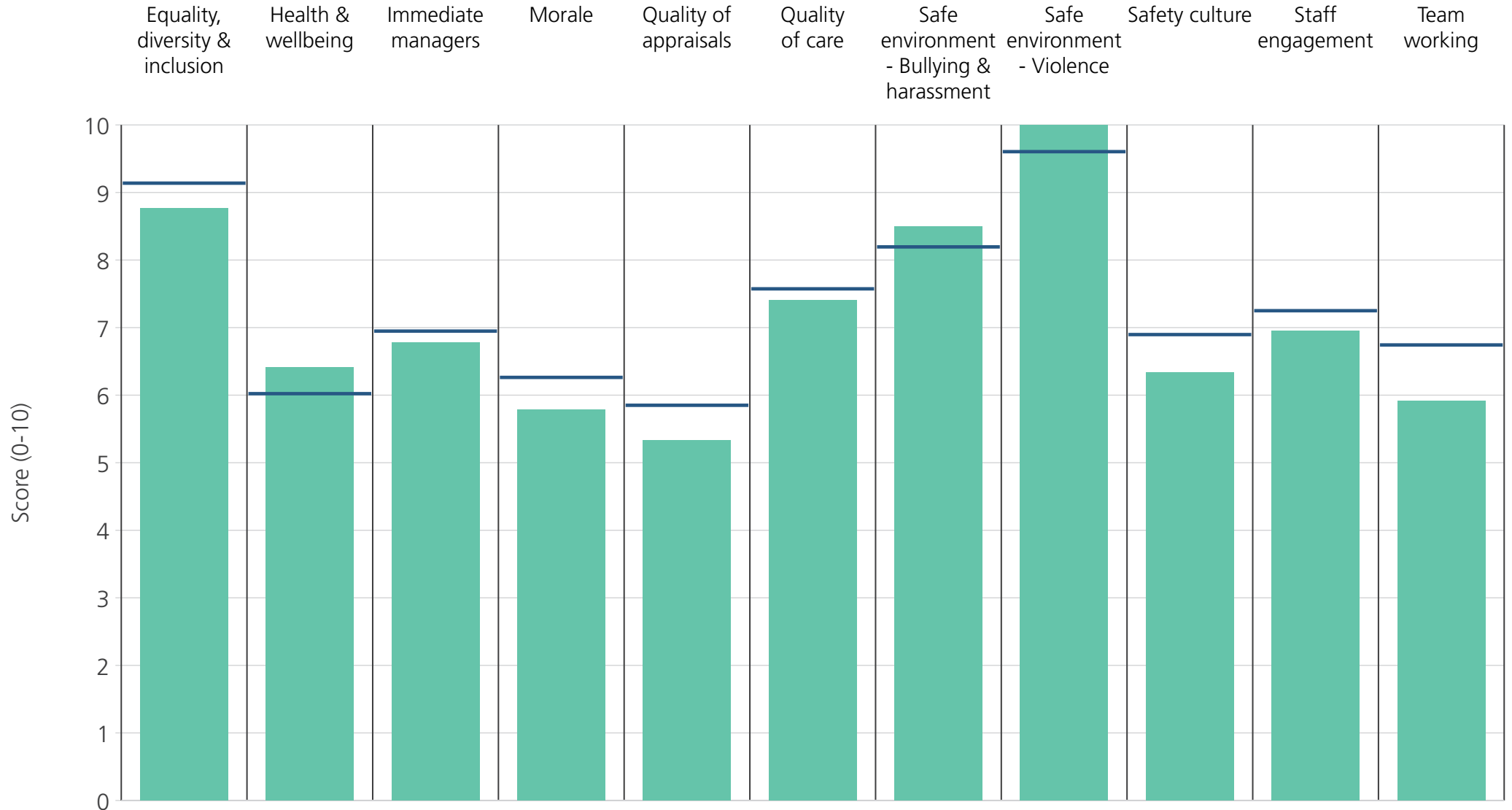
<b>Directorate</b>	8.2	5.1	6.9	6.4	5.2	8.0	6.3	8.6	7.0	7.4	6.8
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	17	17	17	16	12	17	17	17	17	19	19



<b>Directorate</b>	8.8	6.5	7.1	6.6	6.2	7.7	8.3	9.5	7.0	7.6	7.0
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	49	49	49	49	35	48	48	49	49	49	47

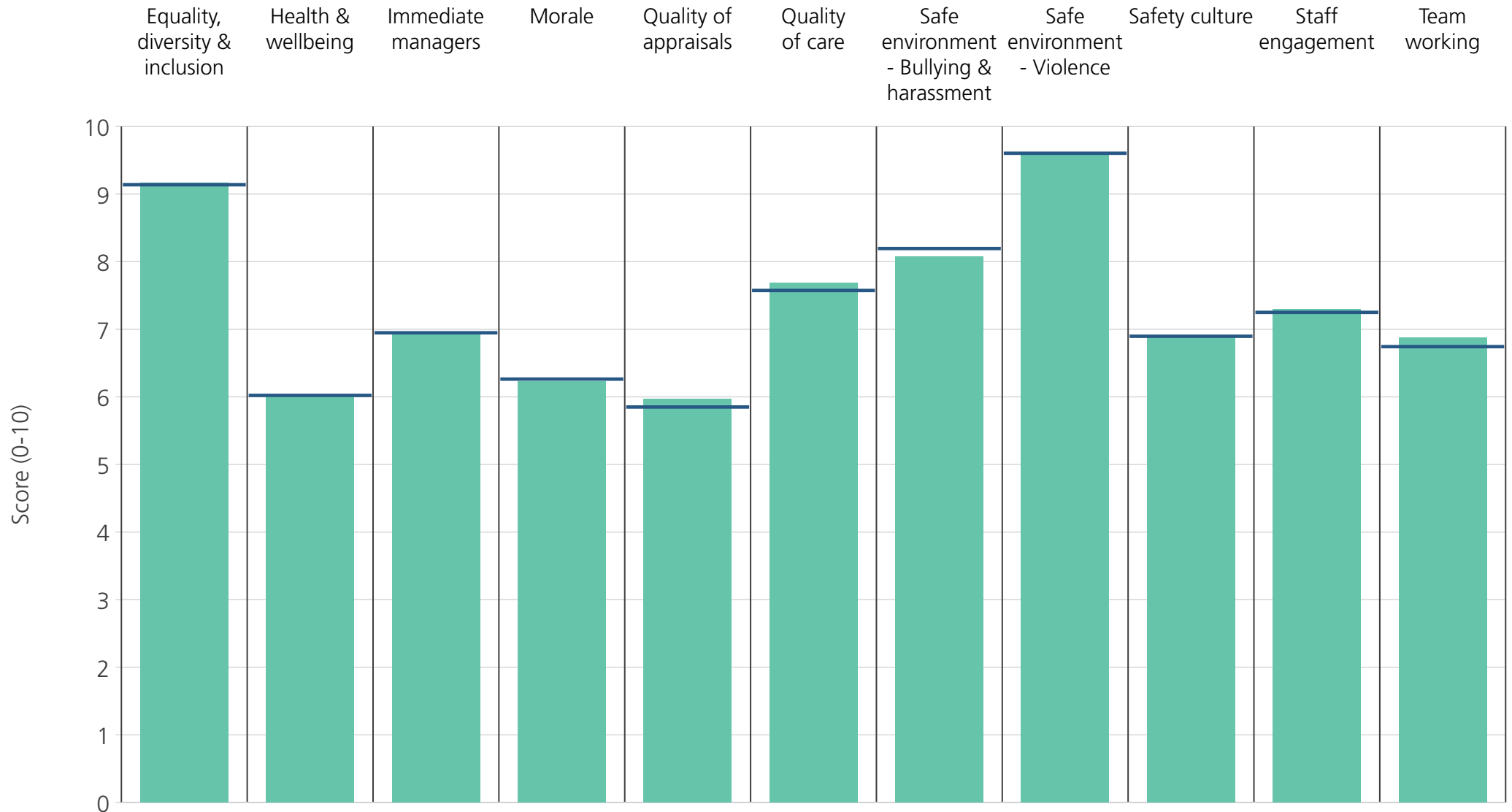


<b>Directorate</b>	8.8	6.4	7.8	6.7	6.8	7.9	8.5	9.9	7.3	7.7	7.2
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	56	56	56	54	49	40	55	55	56	57	56



<b>Directorate</b>	8.8	6.4	6.8	5.8	5.3	7.4	8.5	10.0	6.3	7.0	5.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	42	41	42	41	30	18	41	42	40	42	41





<b>Directorate</b>	9.2	6.0	7.0	6.2	6.0	7.7	8.1	9.6	6.9	7.3	6.9
<b>Your org</b>	9.1	6.0	6.9	6.3	5.9	7.6	8.2	9.6	6.9	7.2	6.7
<b>Responses</b>	407	409	405	400	316	324	402	404	402	413	404