

Croydon Health Services NHS Trust

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3	Finance	26
Themes – Directorates 1	4	Sexual Health & HIV Services	27
Adult Integrated Care	5	Corporate Nursing	28
Surgery Cancer & Clinical Support	6	IT	29
Integrated Women Children & Sexual Health	7	Medical Director	30
Corporate Services	8	Information Management	31
Themes – Directorates 2	9	Pathology	32
Acute Specialist Medicine	10	Surgery Management	33
Women's Services	11		
Emergency Services	12		
Theatres & Anaesthetics	13		
Children's Services	14		
Surgical Inpatient Pathways	15		
Elderly Medical Stroke	16		
Community Services	17		
Diagnostics & Support Services	18		
Estates & Facilities	19		
Adult Therapies	20		
Outpatient & Day Case	21		
Universal Services & Vulnerable People	22		
Cancer & Performance	23		
HR OD Governance & Legal	24		
Chief Executive / Chief Operating Officer	25		

This directorate report for Croydon Health Services NHS 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 Croydon Health Services 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 '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.

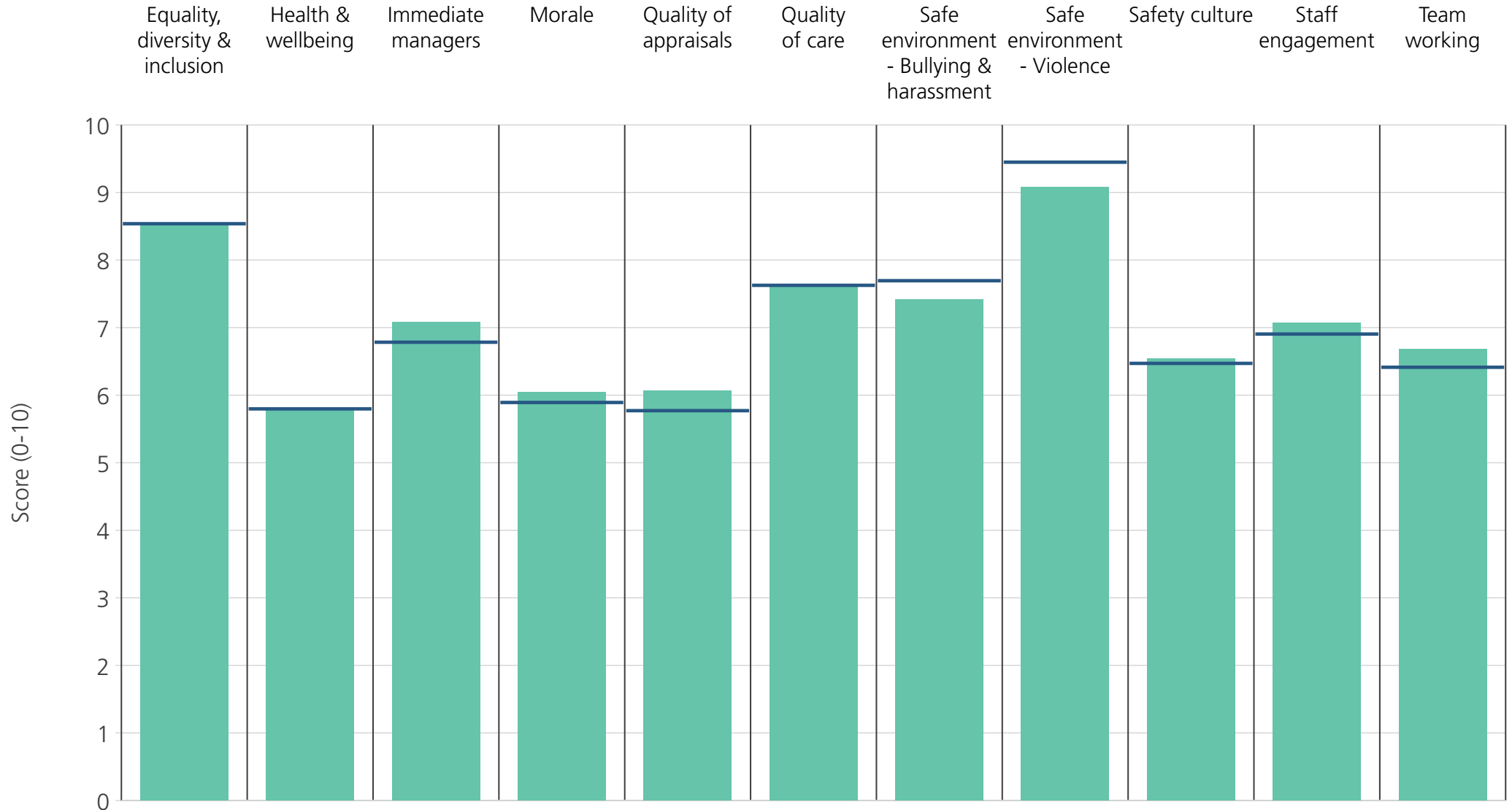
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



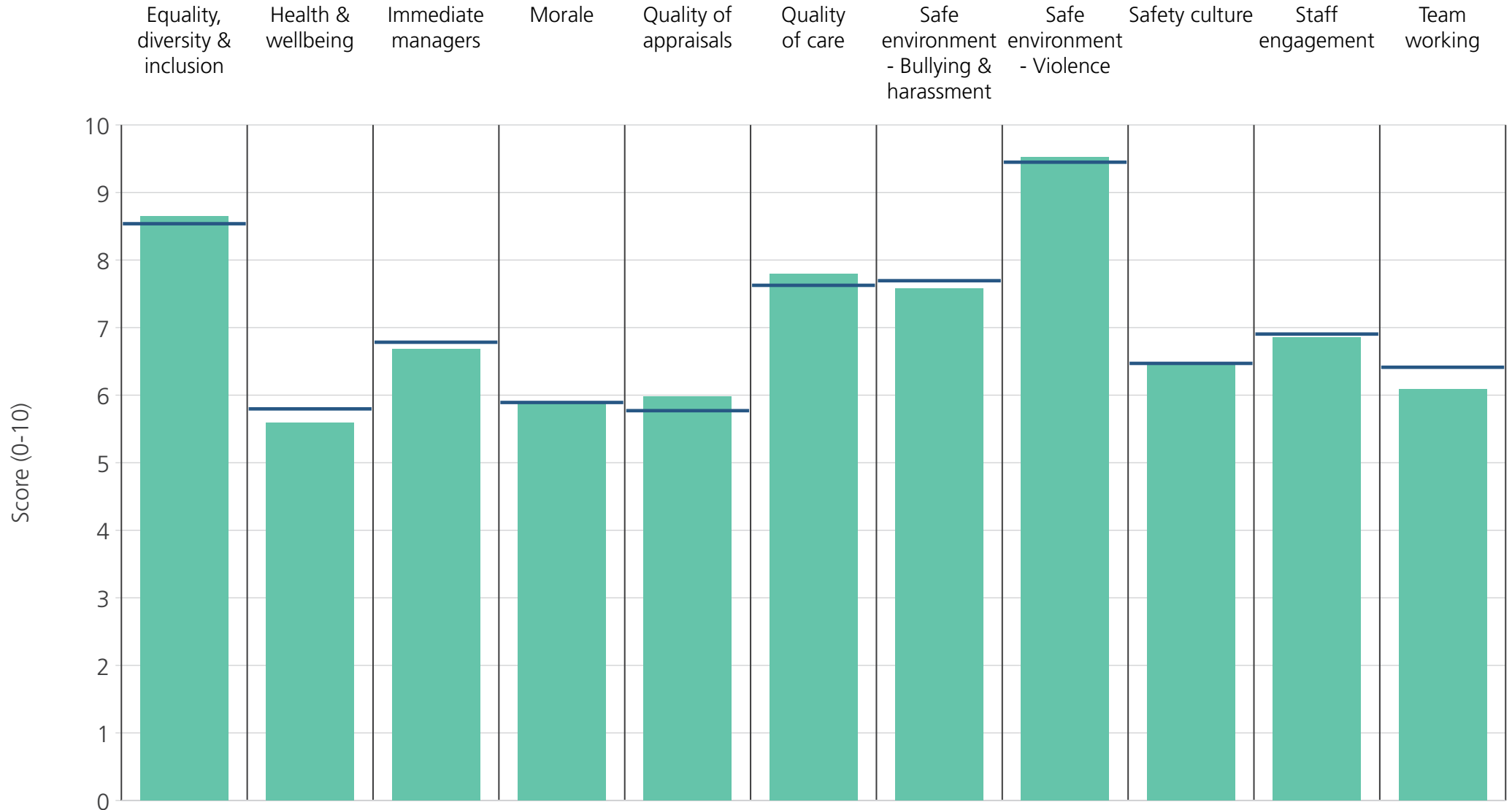
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

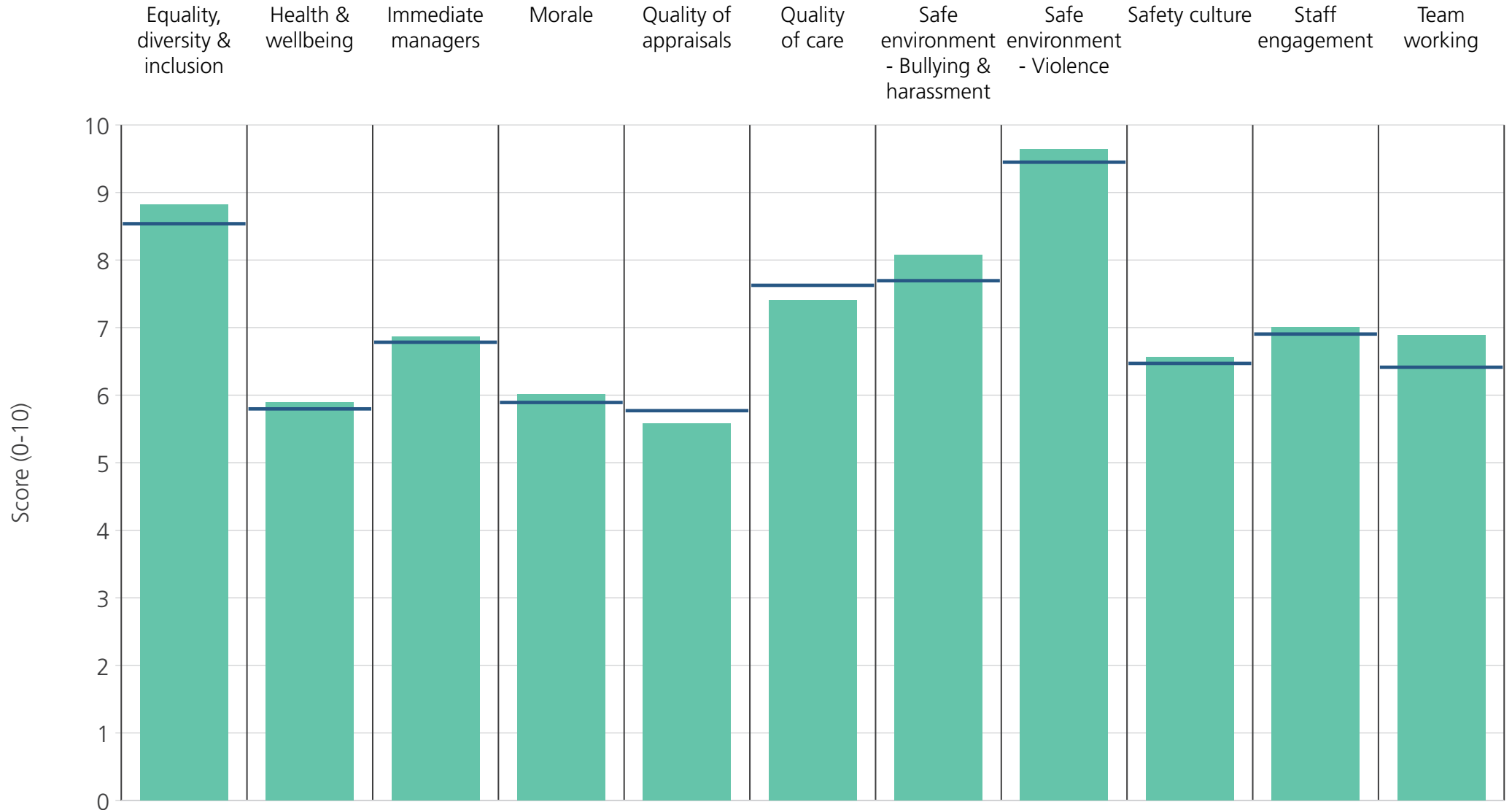
Croydon Health Services NHS Trust
2019 NHS Staff Survey Results



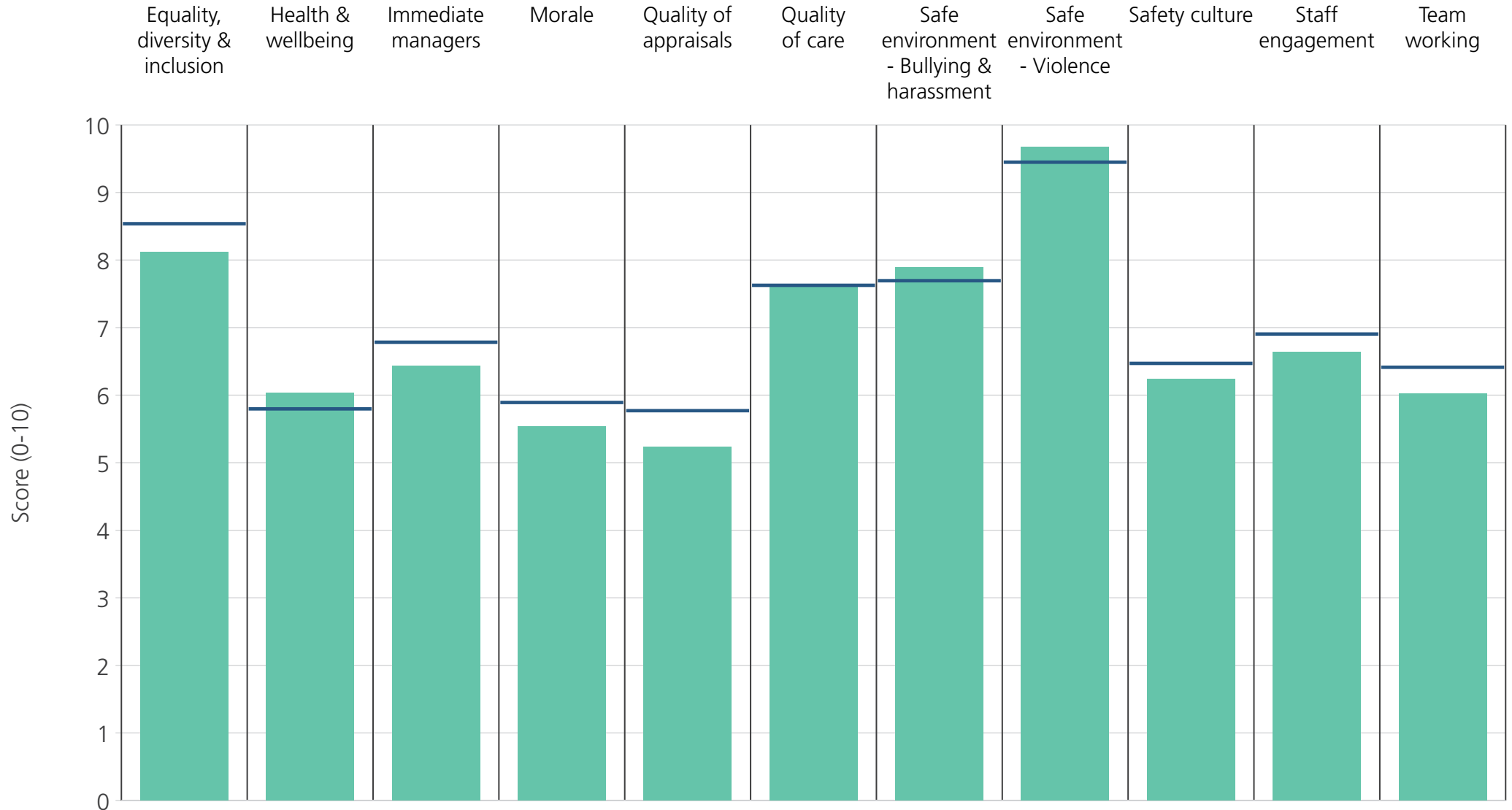
Directorate	8.5	5.8	7.1	6.0	6.1	7.6	7.4	9.1	6.5	7.1	6.7
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	517	526	522	515	406	516	514	517	521	530	520



Directorate	8.6	5.6	6.7	5.9	6.0	7.8	7.6	9.5	6.5	6.9	6.1
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	532	540	537	532	437	518	532	531	537	542	532



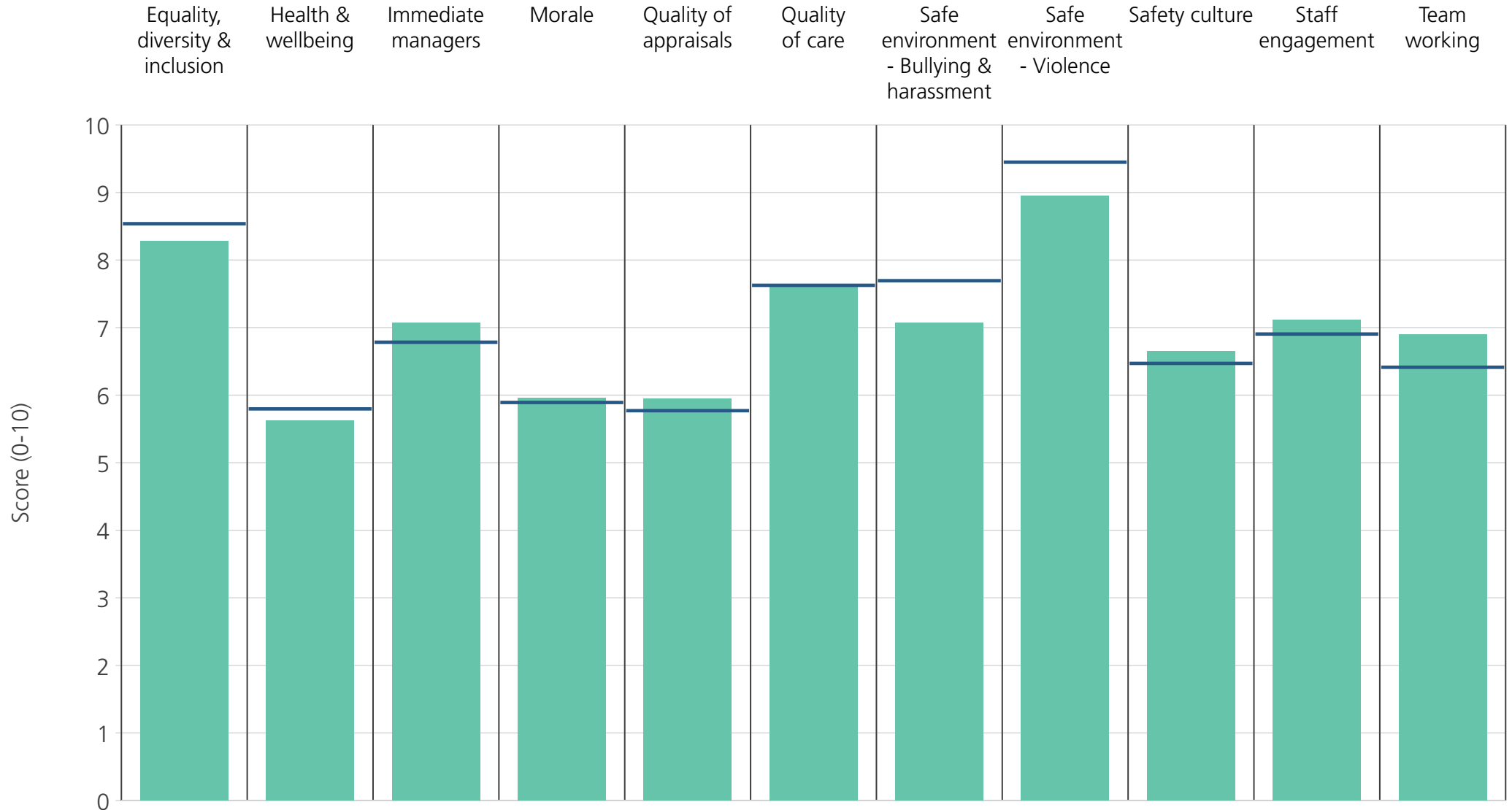
Directorate	8.8	5.9	6.9	6.0	5.6	7.4	8.1	9.6	6.6	7.0	6.9
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	358	363	365	361	317	351	355	358	363	366	361



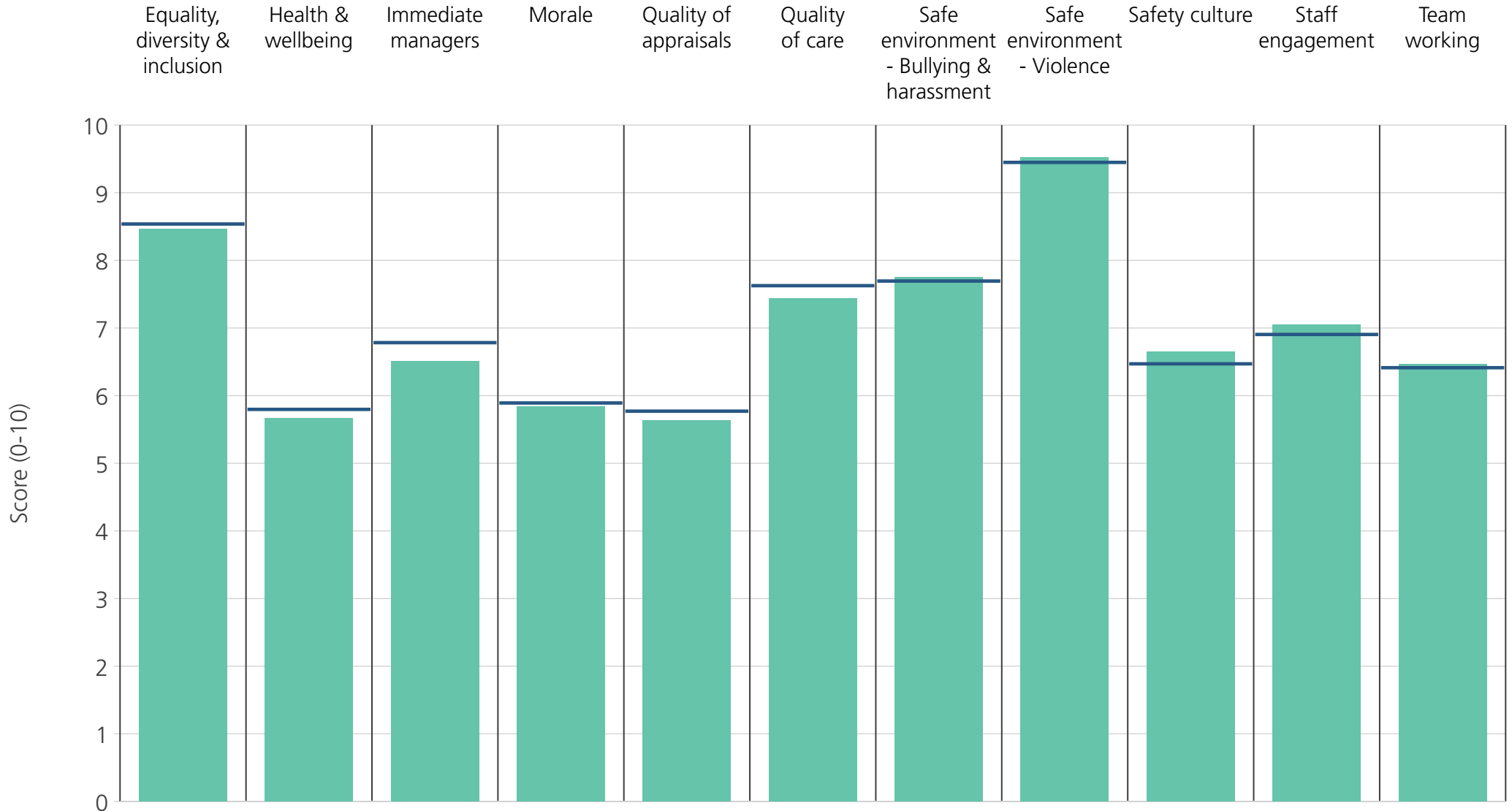
Directorate	8.1	6.0	6.4	5.5	5.2	7.6	7.9	9.7	6.2	6.6	6.0
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	359	359	359	353	280	261	354	356	357	359	352

Directorates 2

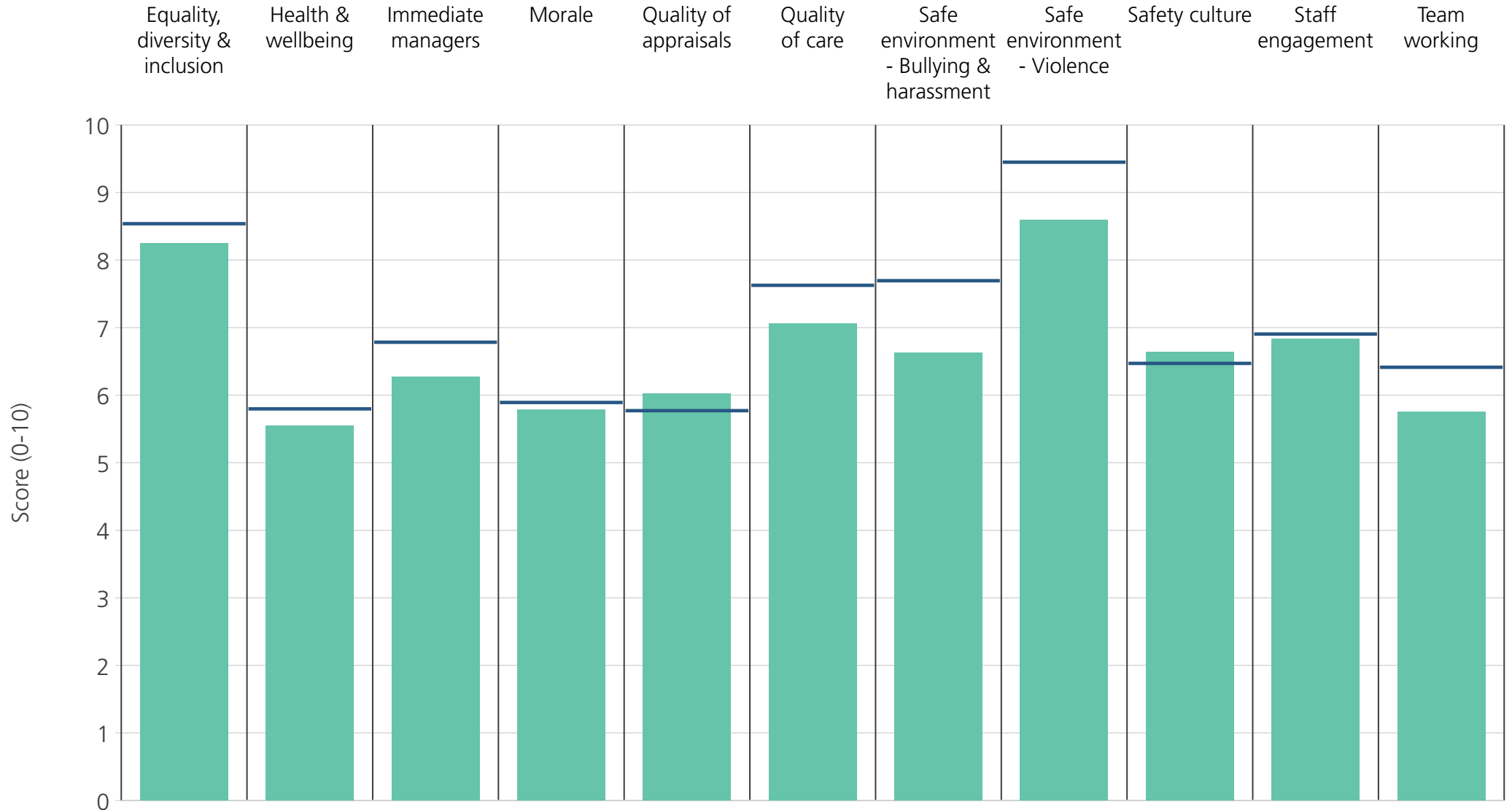
Croydon Health Services NHS Trust
2019 NHS Staff Survey Results



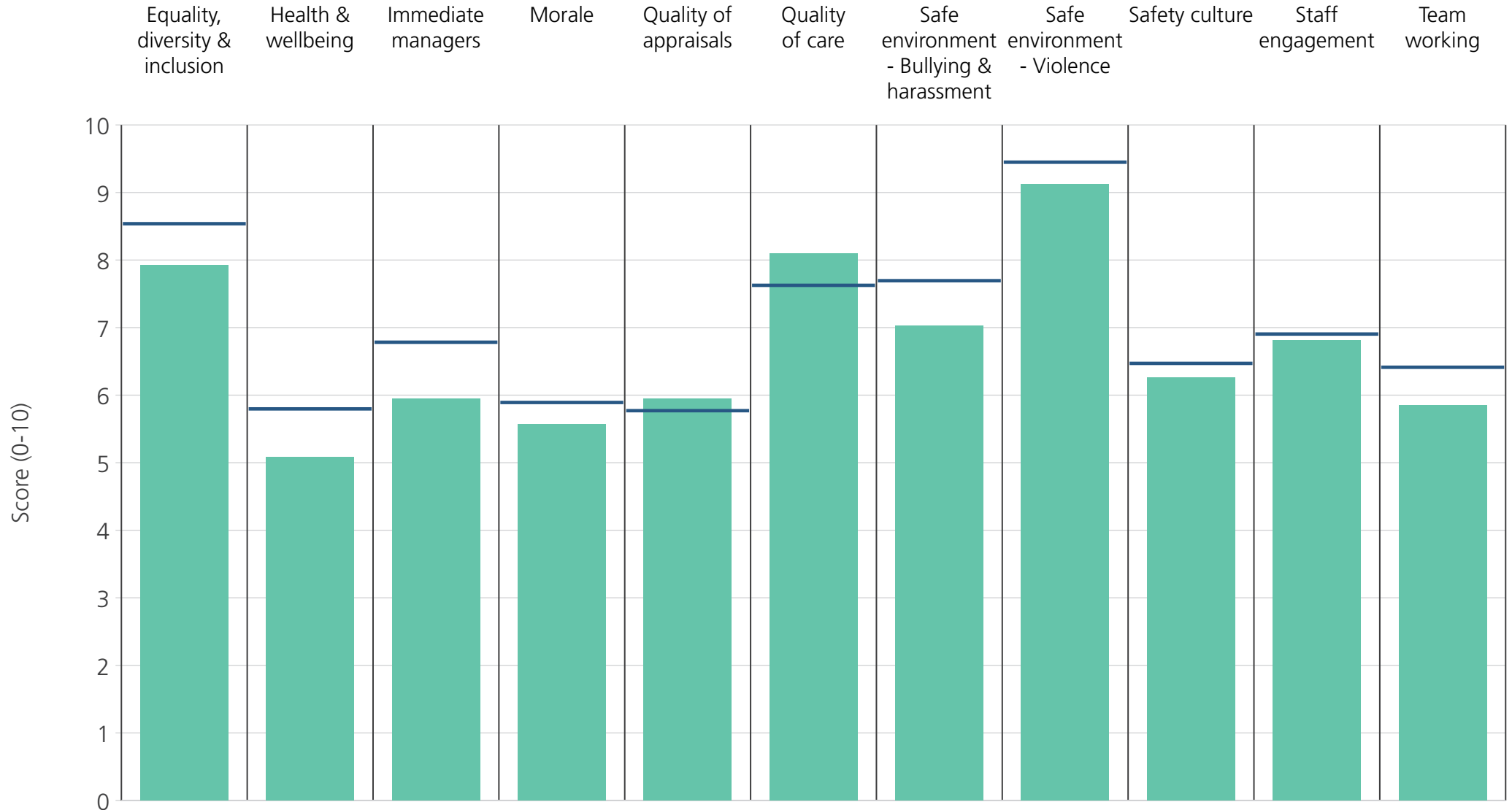
Directorate	8.3	5.6	7.1	6.0	5.9	7.6	7.1	9.0	6.6	7.1	6.9
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	156	158	159	154	109	160	154	156	157	160	156



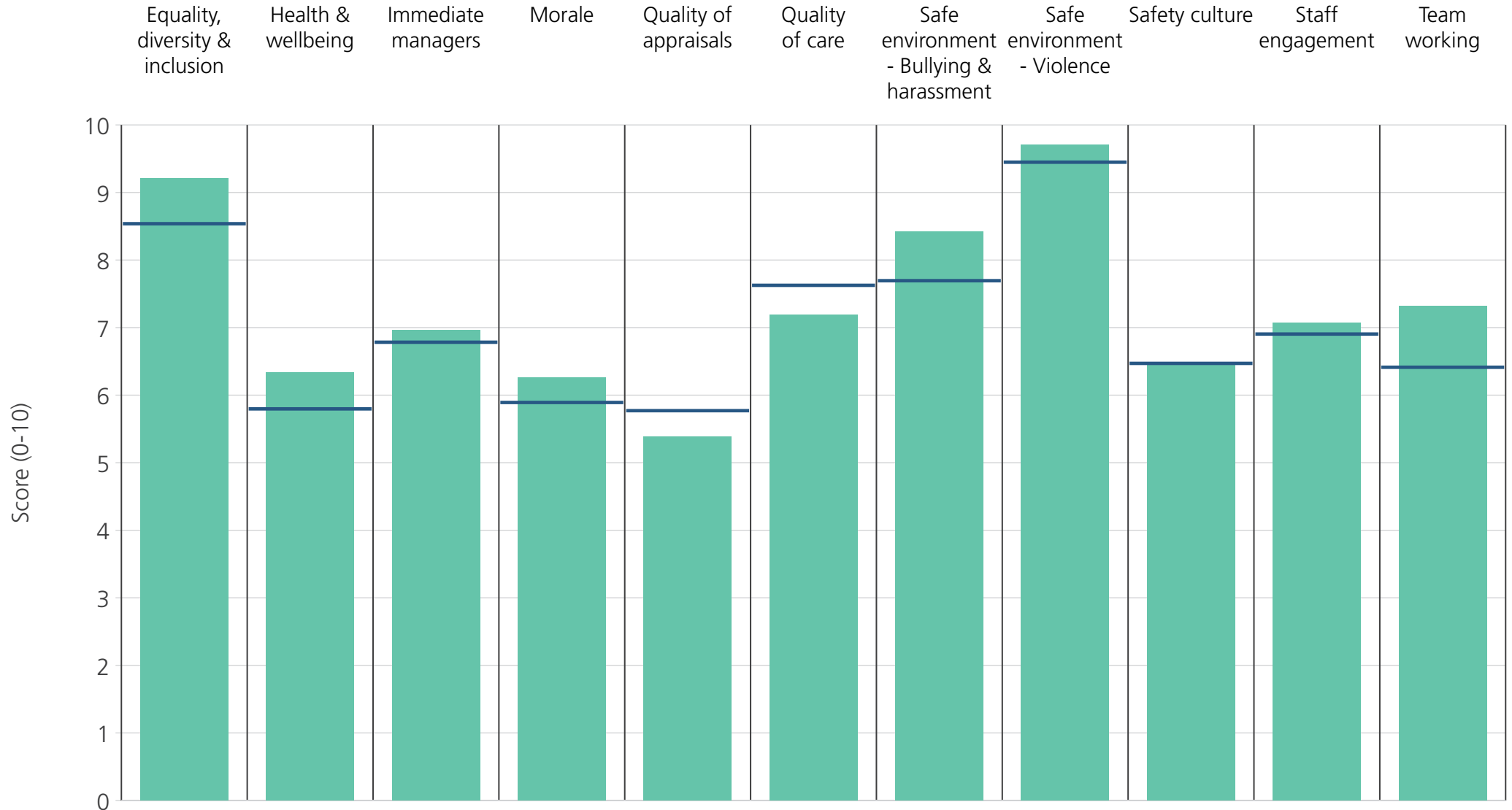
Directorate	8.5	5.7	6.5	5.8	5.6	7.4	7.7	9.5	6.7	7.1	6.5
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	112	116	116	114	94	114	114	115	115	118	117



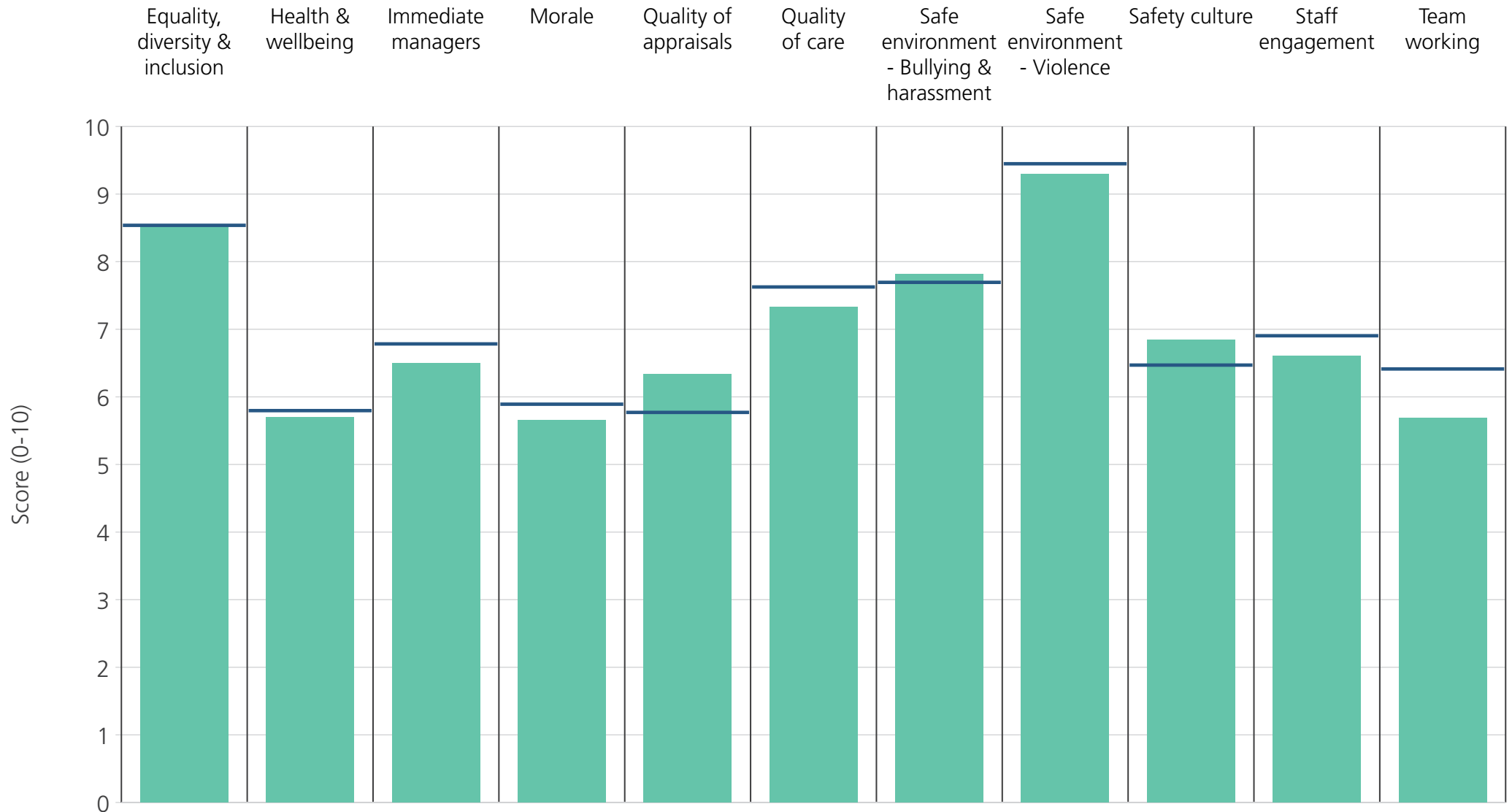
Directorate	8.2	5.5	6.3	5.8	6.0	7.1	6.6	8.6	6.6	6.8	5.8
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	88	90	89	89	58	88	88	89	89	91	90



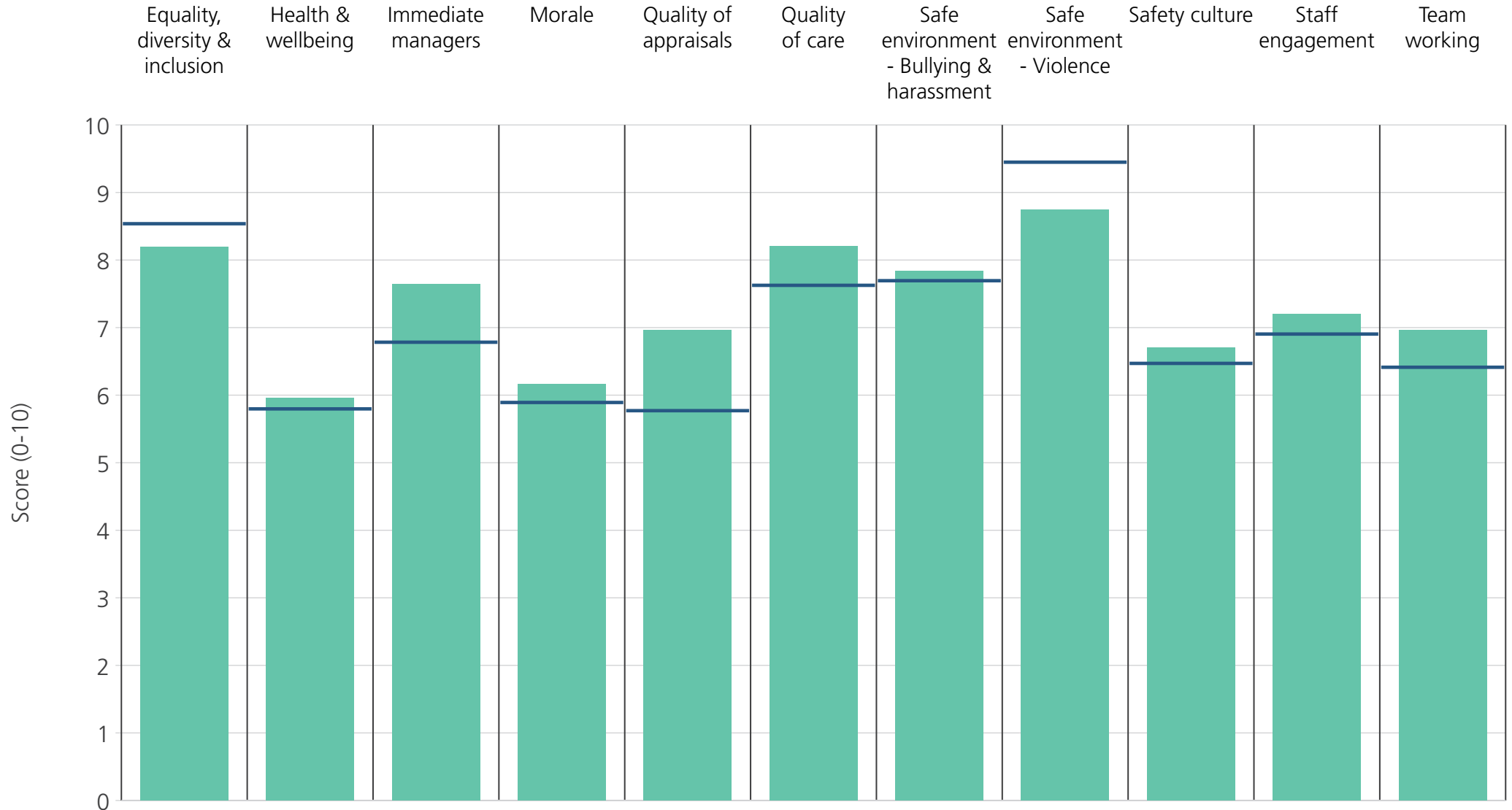
Directorate	7.9	5.1	5.9	5.6	5.9	8.1	7.0	9.1	6.3	6.8	5.8
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	104	106	105	103	85	103	103	101	105	105	102



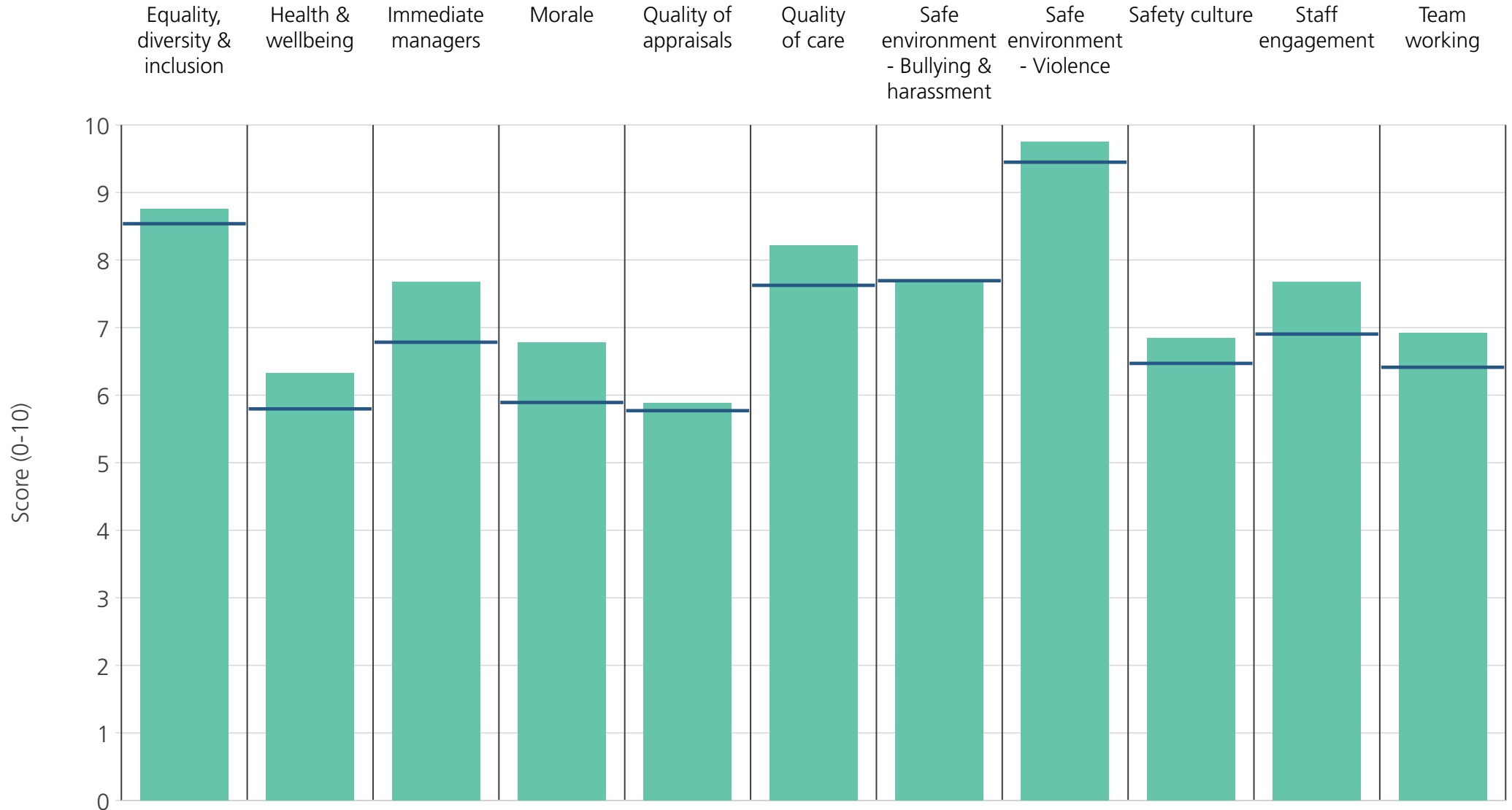
Directorate	9.2	6.3	7.0	6.3	5.4	7.2	8.4	9.7	6.4	7.1	7.3
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	148	149	150	148	136	140	145	147	149	150	149



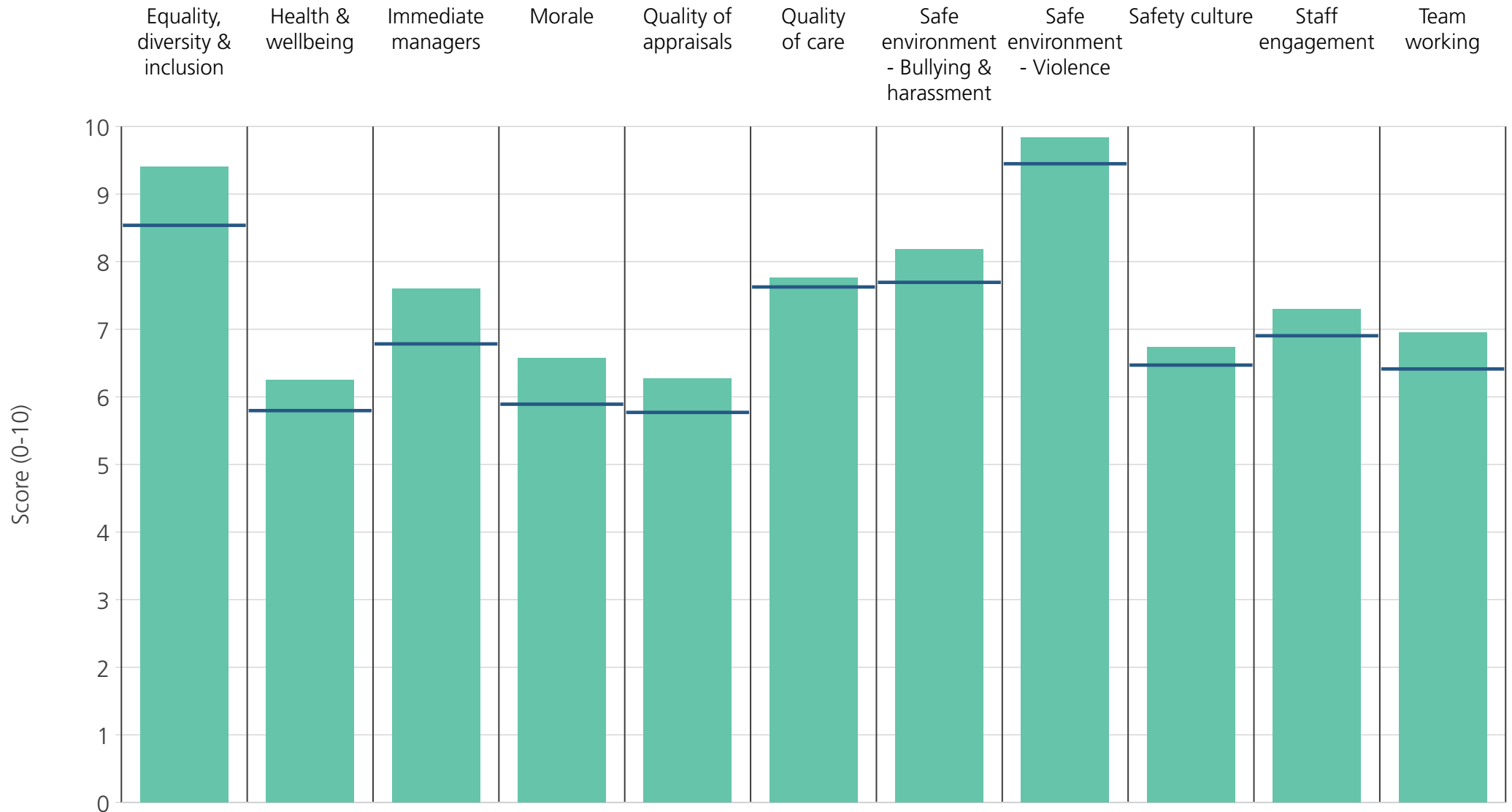
Directorate	8.5	5.7	6.5	5.7	6.3	7.3	7.8	9.3	6.8	6.6	5.7
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	109	110	109	107	92	109	109	109	109	111	109



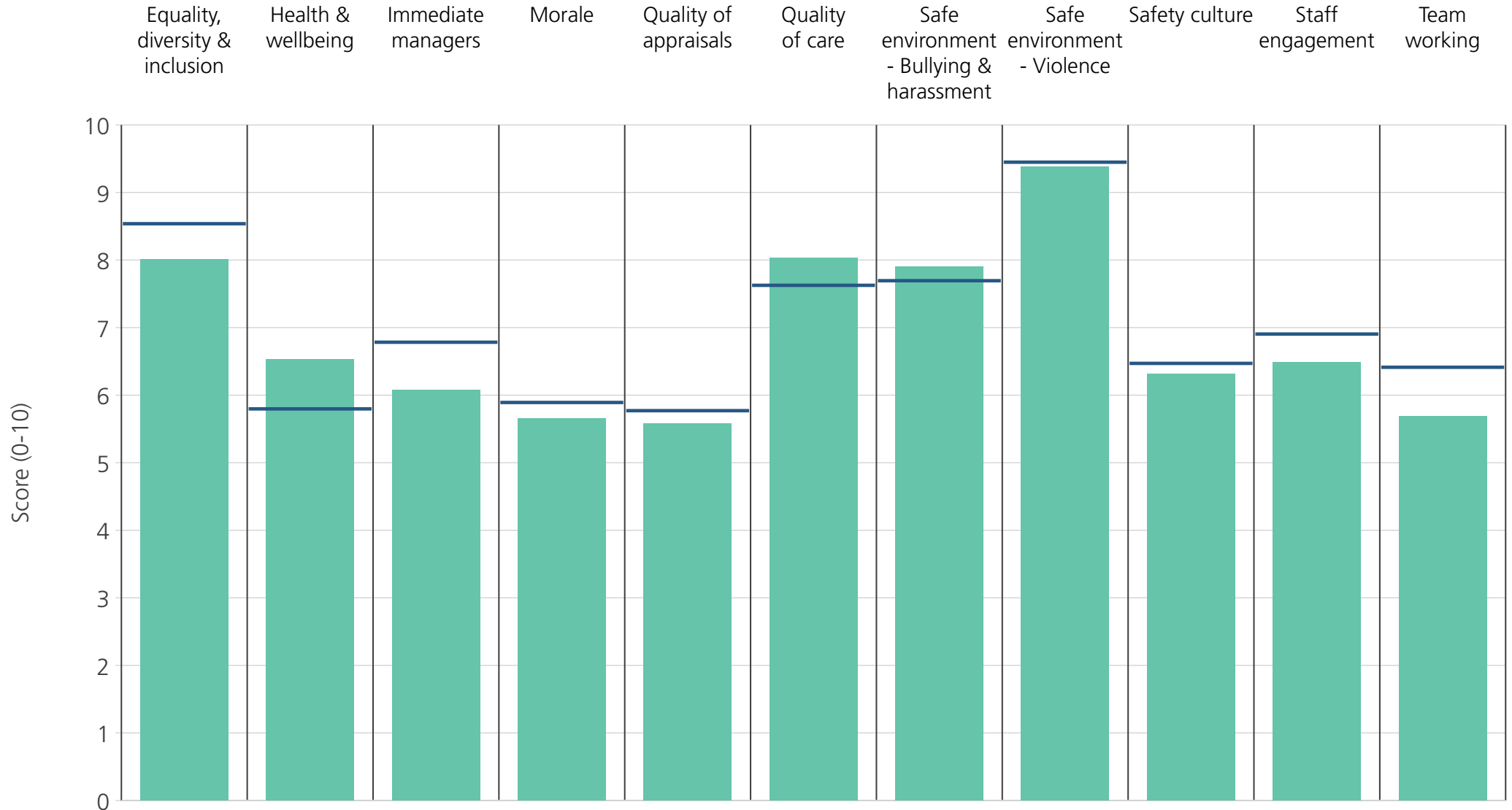
Directorate	8.2	6.0	7.6	6.2	7.0	8.2	7.8	8.7	6.7	7.2	7.0
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	97	99	97	97	80	93	95	97	98	99	96



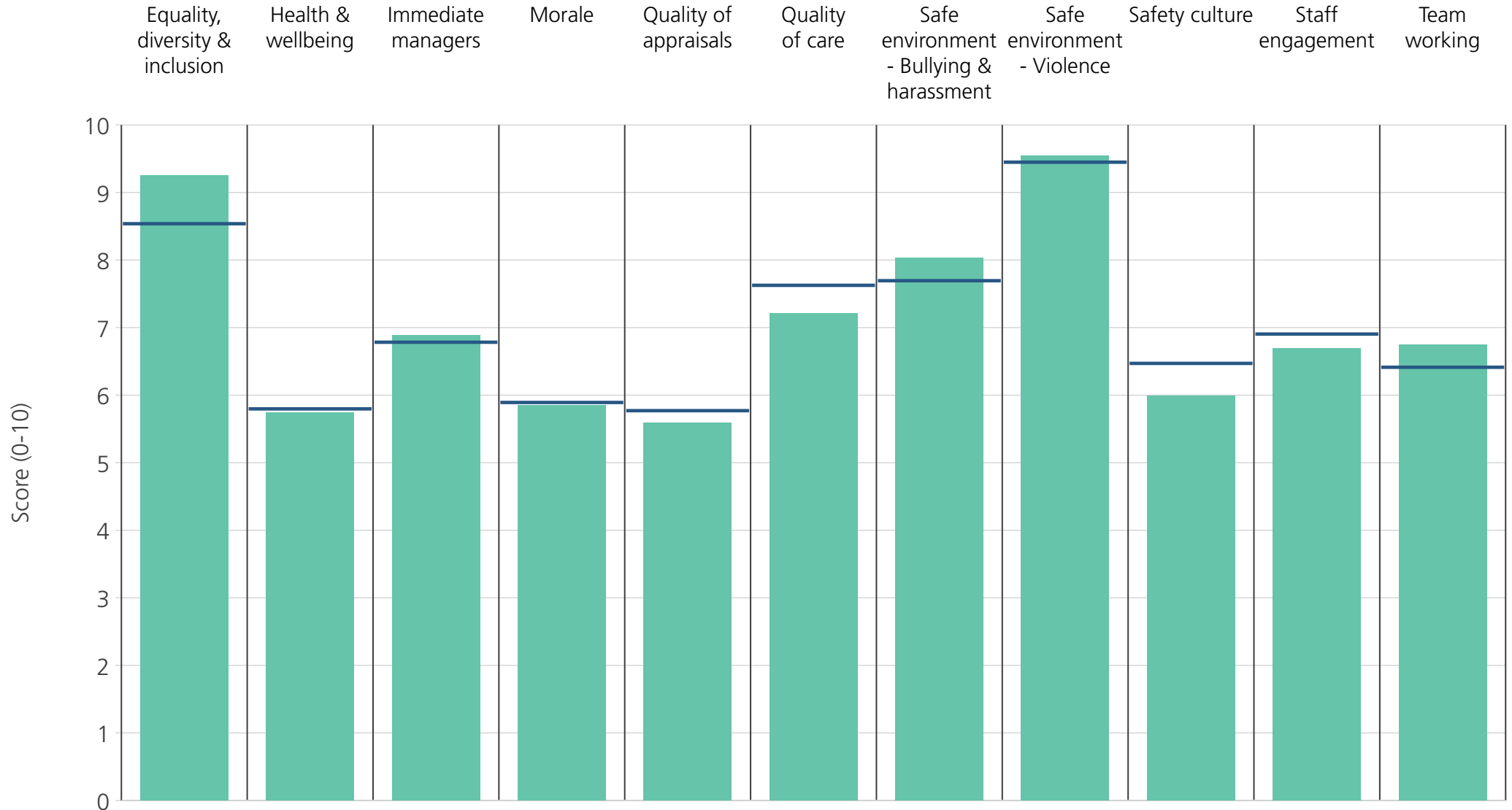
Directorate	8.8	6.3	7.7	6.8	5.9	8.2	7.7	9.7	6.8	7.7	6.9
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	66	69	67	66	65	66	67	65	67	70	69



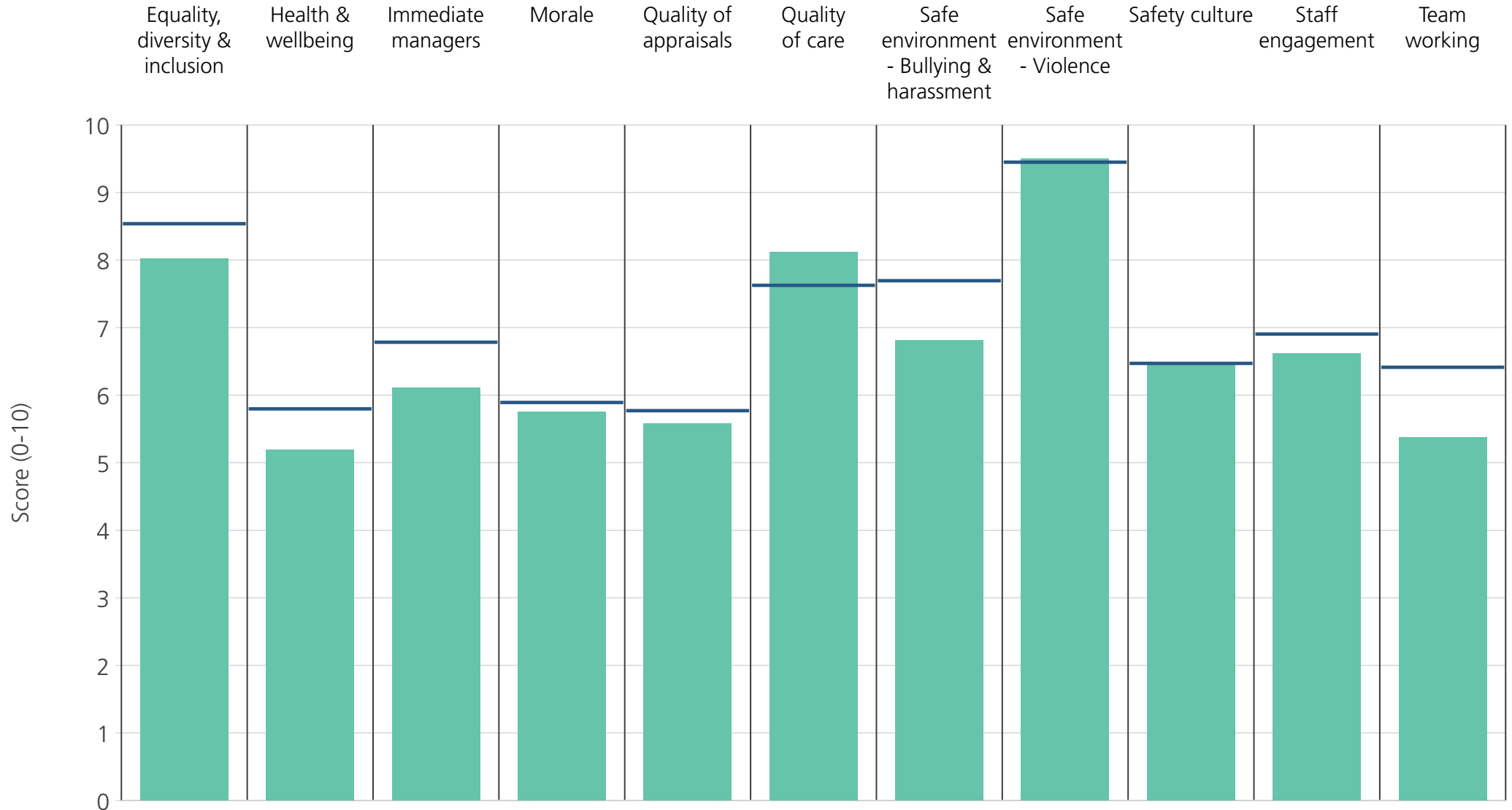
Directorate	9.4	6.2	7.6	6.6	6.3	7.8	8.2	9.8	6.7	7.3	7.0
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	121	121	121	120	99	117	121	120	121	121	119



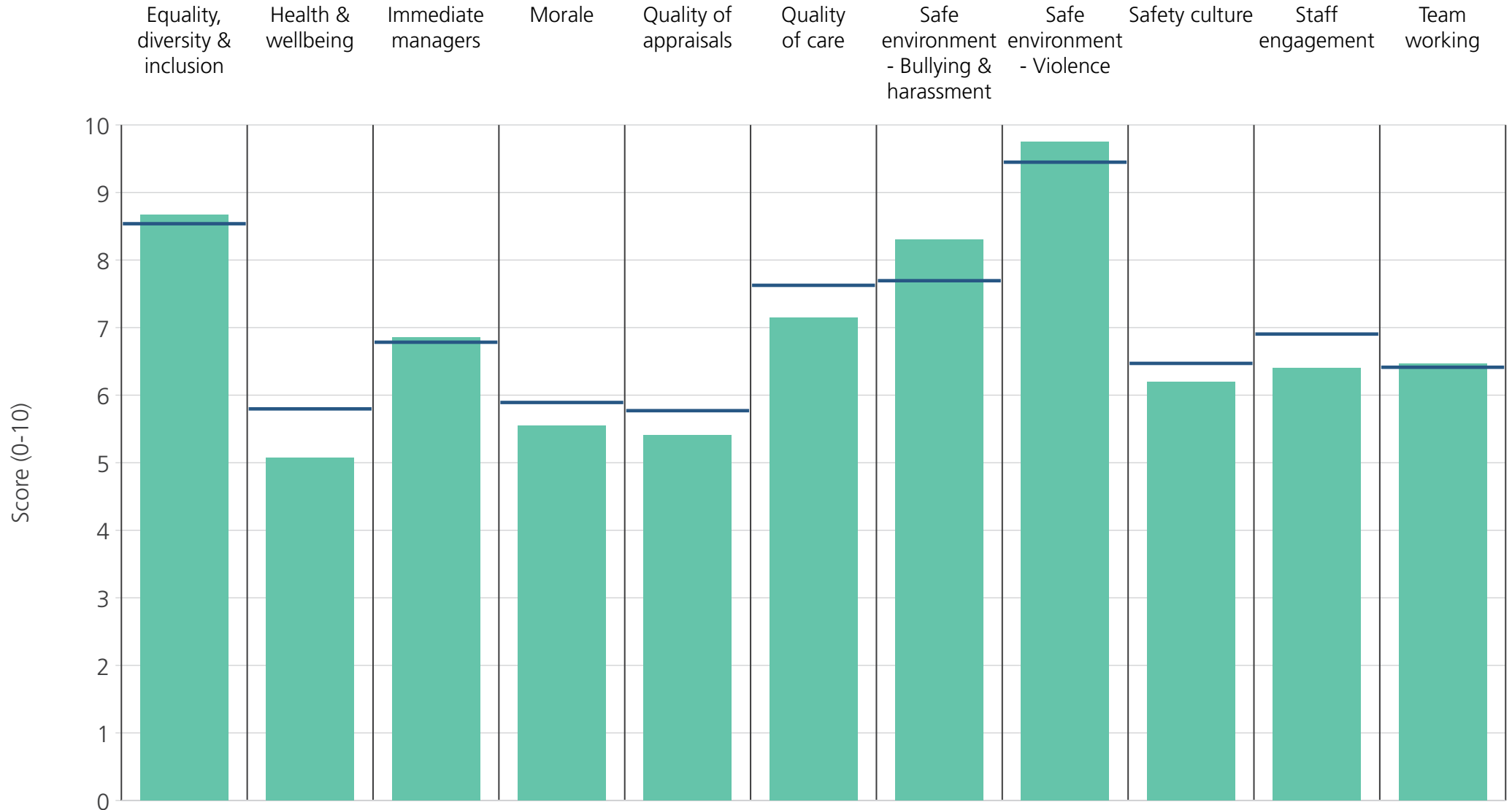
Directorate	8.0	6.5	6.1	5.7	5.6	8.0	7.9	9.4	6.3	6.5	5.7
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	123	122	122	119	90	99	119	121	122	122	120



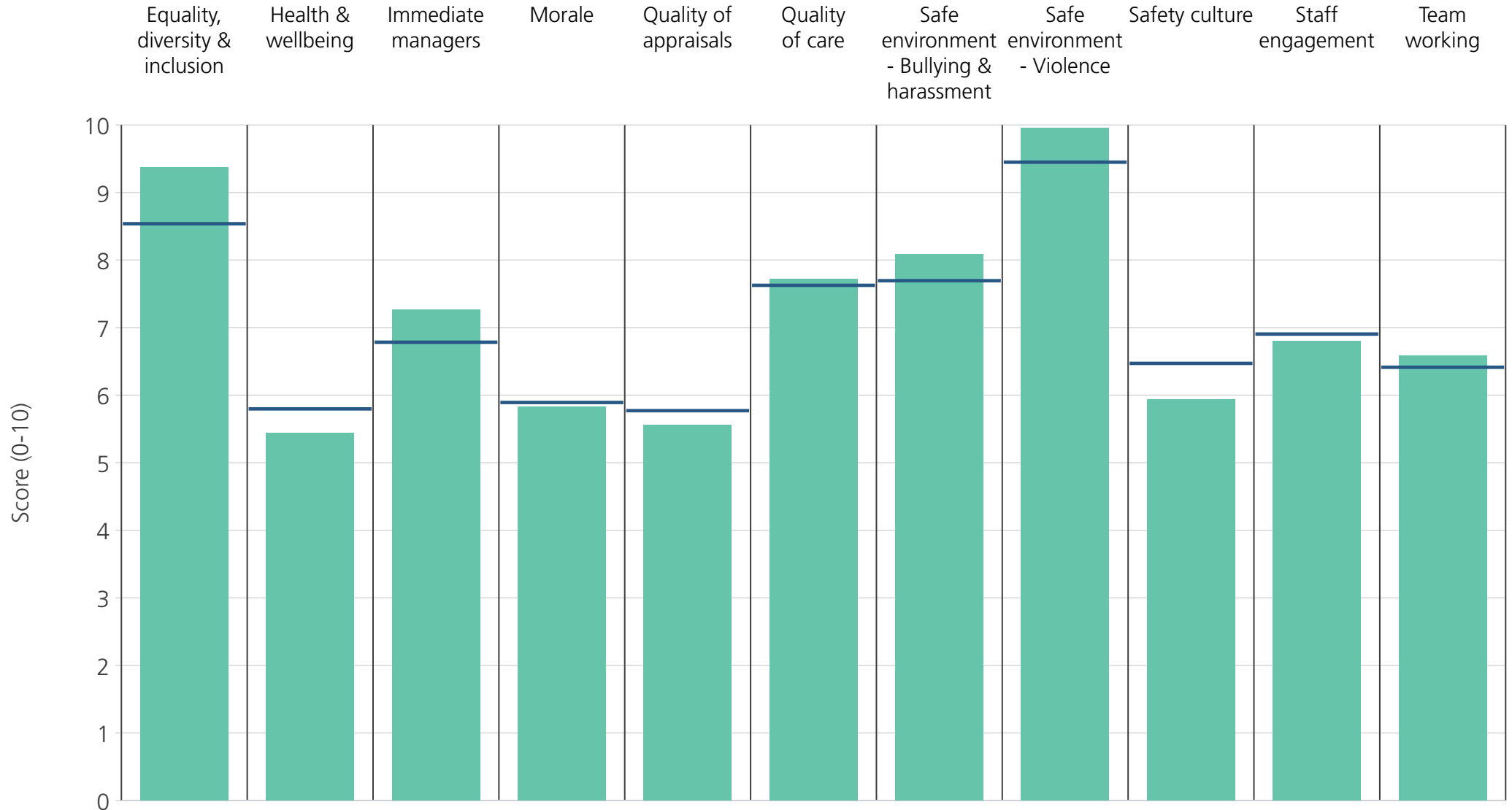
Directorate	9.3	5.7	6.9	5.9	5.6	7.2	8.0	9.5	6.0	6.7	6.7
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	110	110	110	109	94	109	110	110	110	110	109



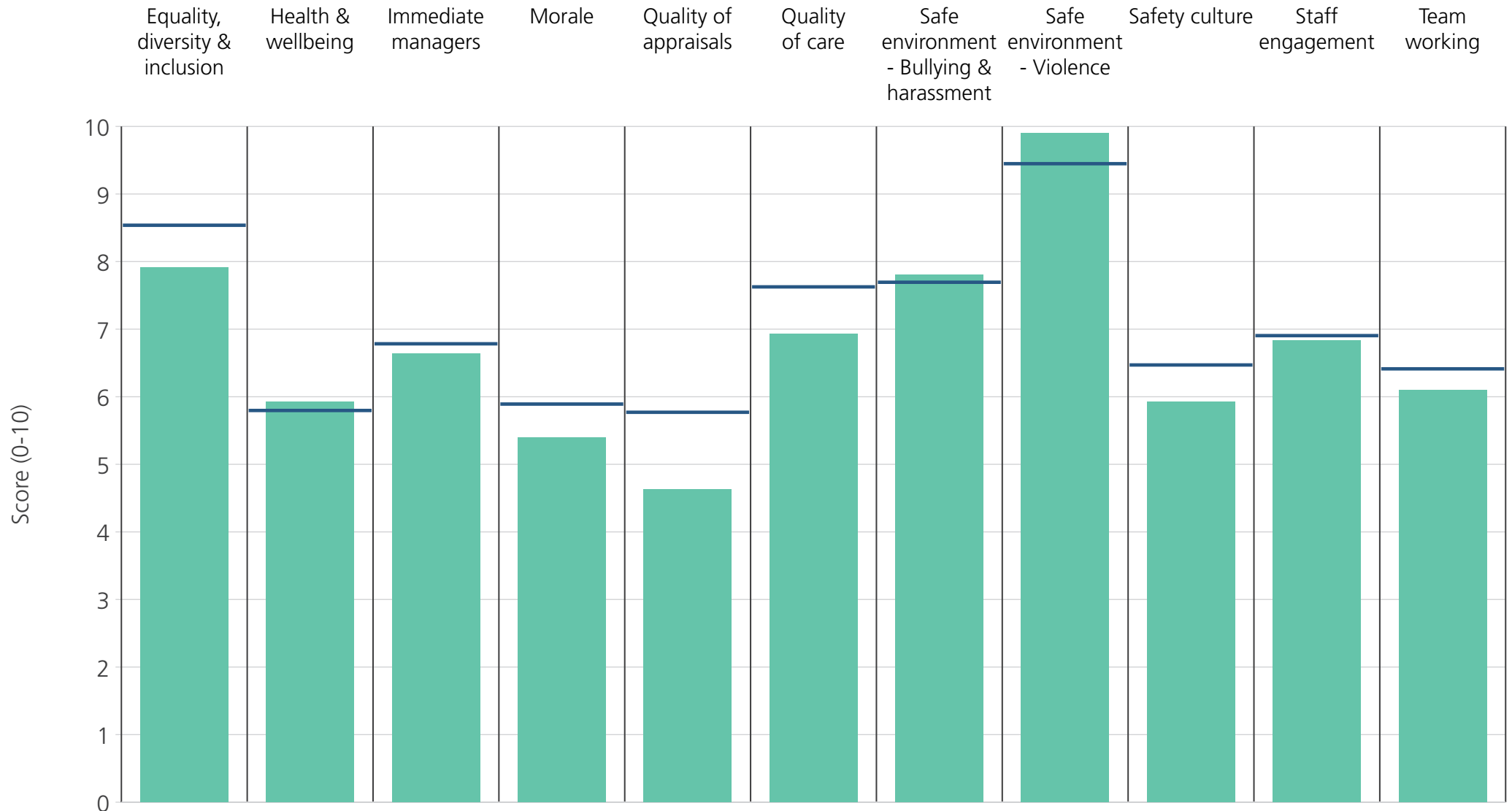
Directorate	8.0	5.2	6.1	5.8	5.6	8.1	6.8	9.5	6.4	6.6	5.4
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	105	108	108	107	88	103	105	106	108	108	107



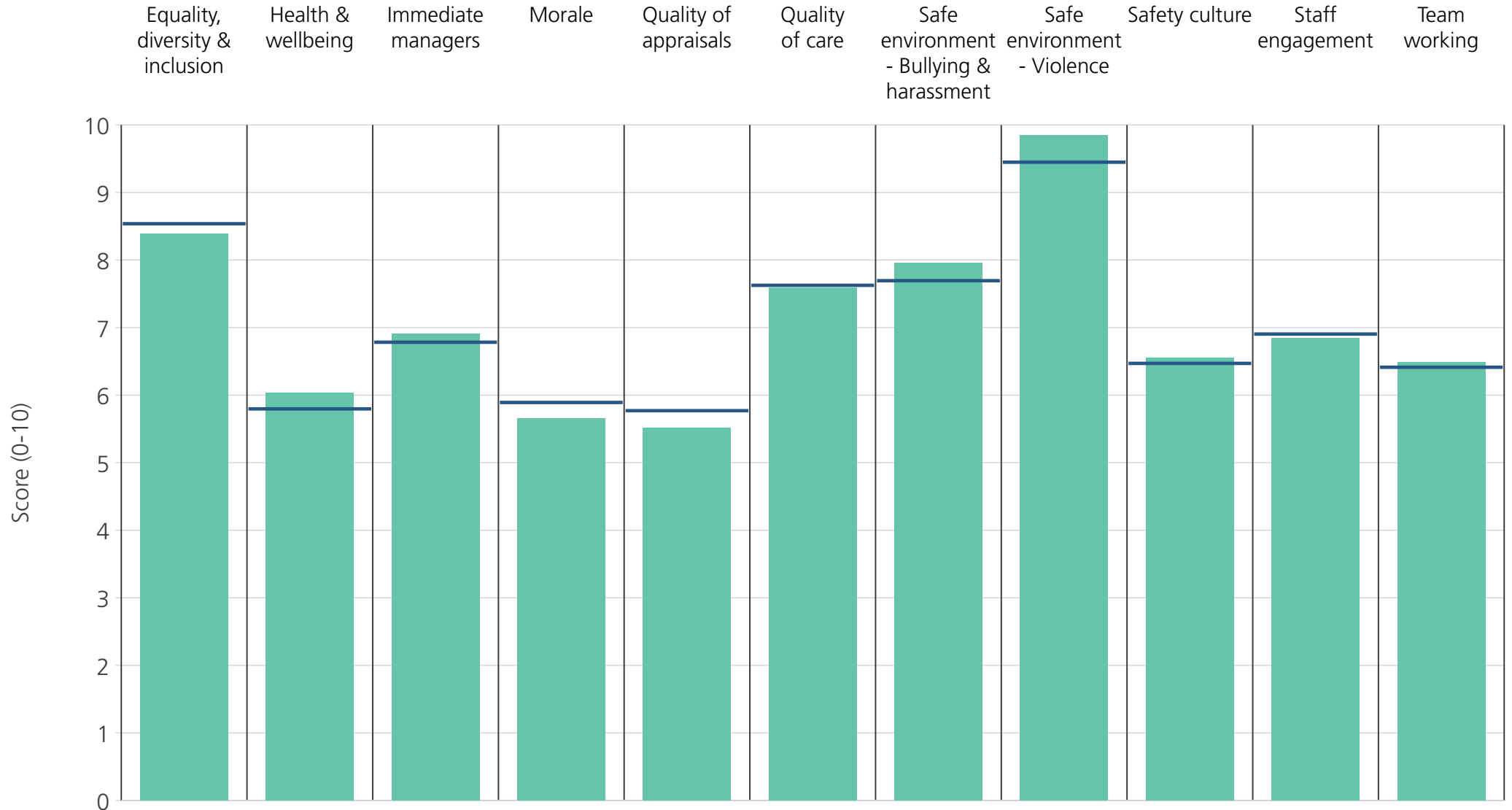
Directorate	8.7	5.1	6.9	5.5	5.4	7.1	8.3	9.7	6.2	6.4	6.5
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	54	54	55	55	52	54	53	53	55	55	53



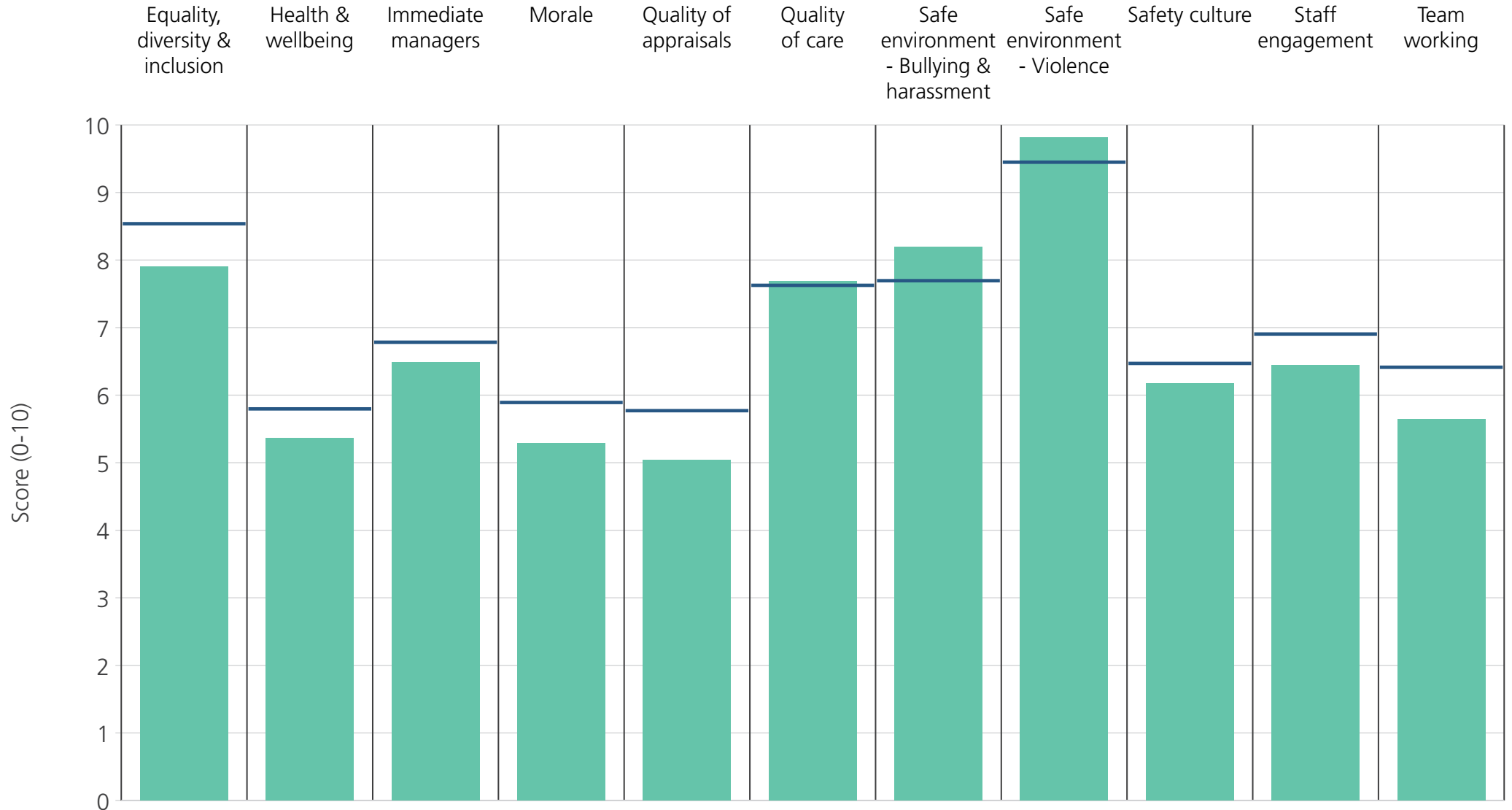
Directorate	9.4	5.4	7.3	5.8	5.6	7.7	8.1	10.0	5.9	6.8	6.6
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	74	76	76	76	57	68	75	76	75	78	76



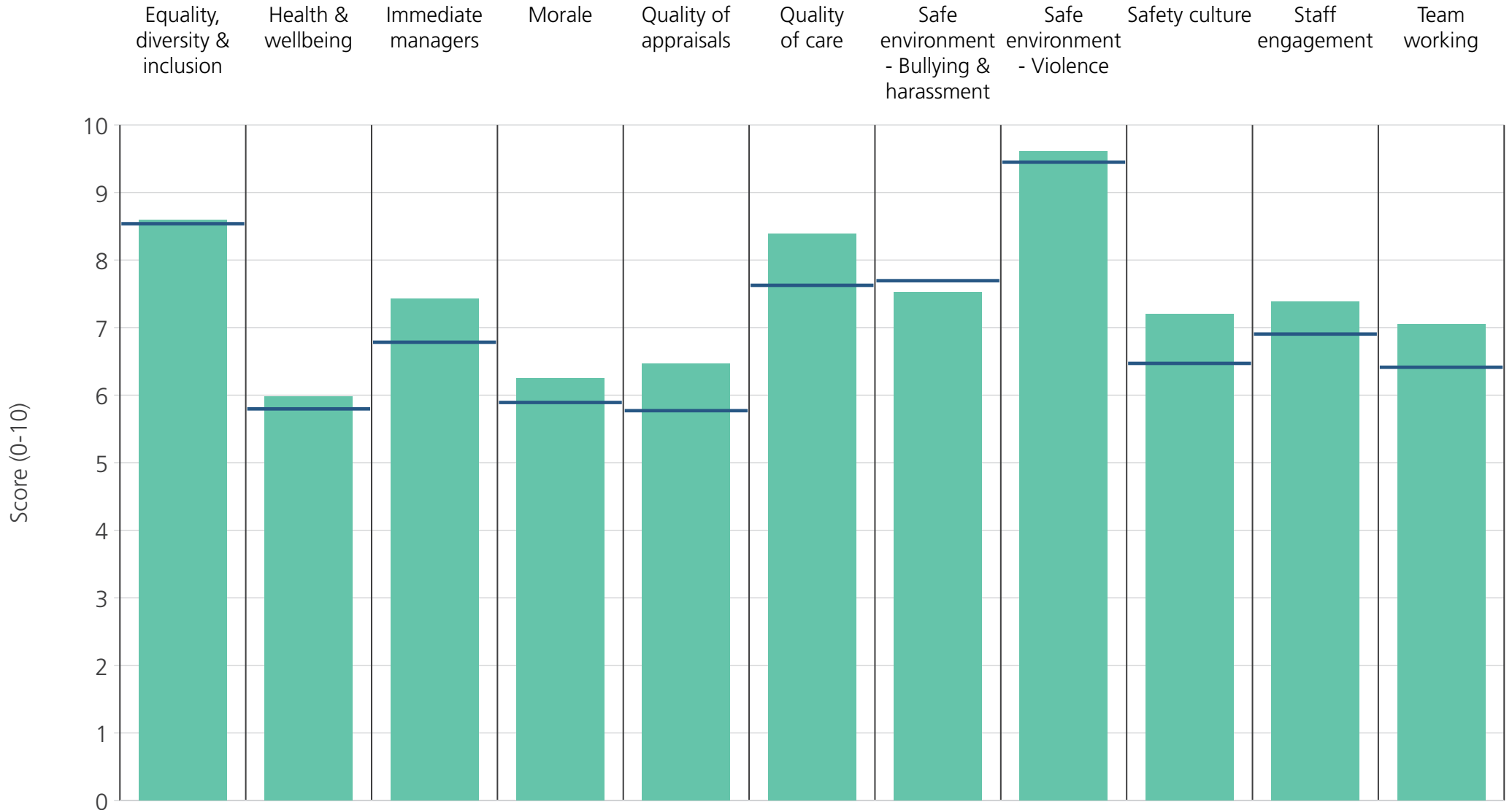
Directorate	7.9	5.9	6.6	5.4	4.6	6.9	7.8	9.9	5.9	6.8	6.1
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	69	69	69	68	58	43	69	69	69	69	67



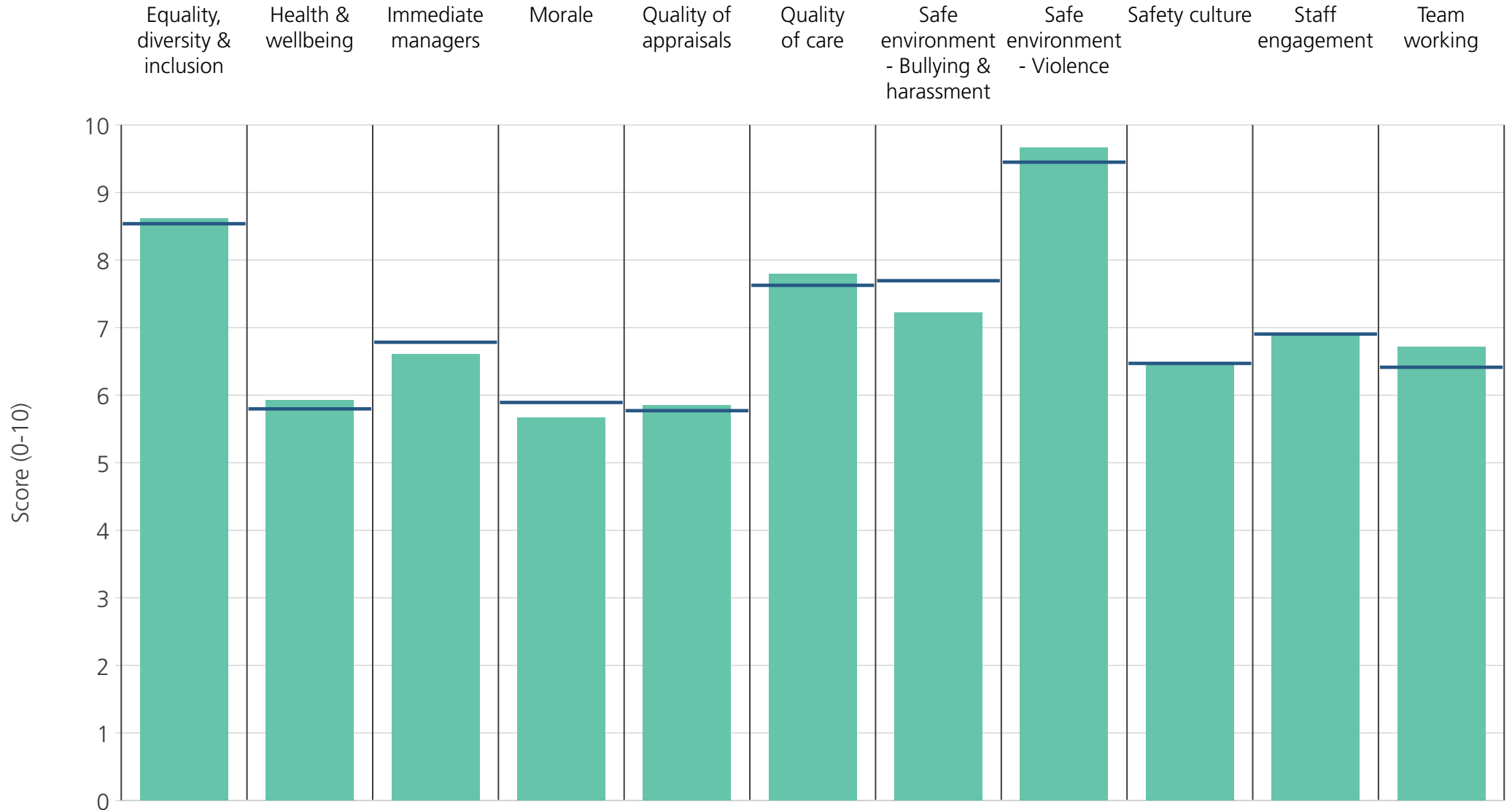
Directorate	8.4	6.0	6.9	5.7	5.5	7.6	8.0	9.8	6.6	6.8	6.5
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	44	44	44	43	34	33	44	44	43	44	43



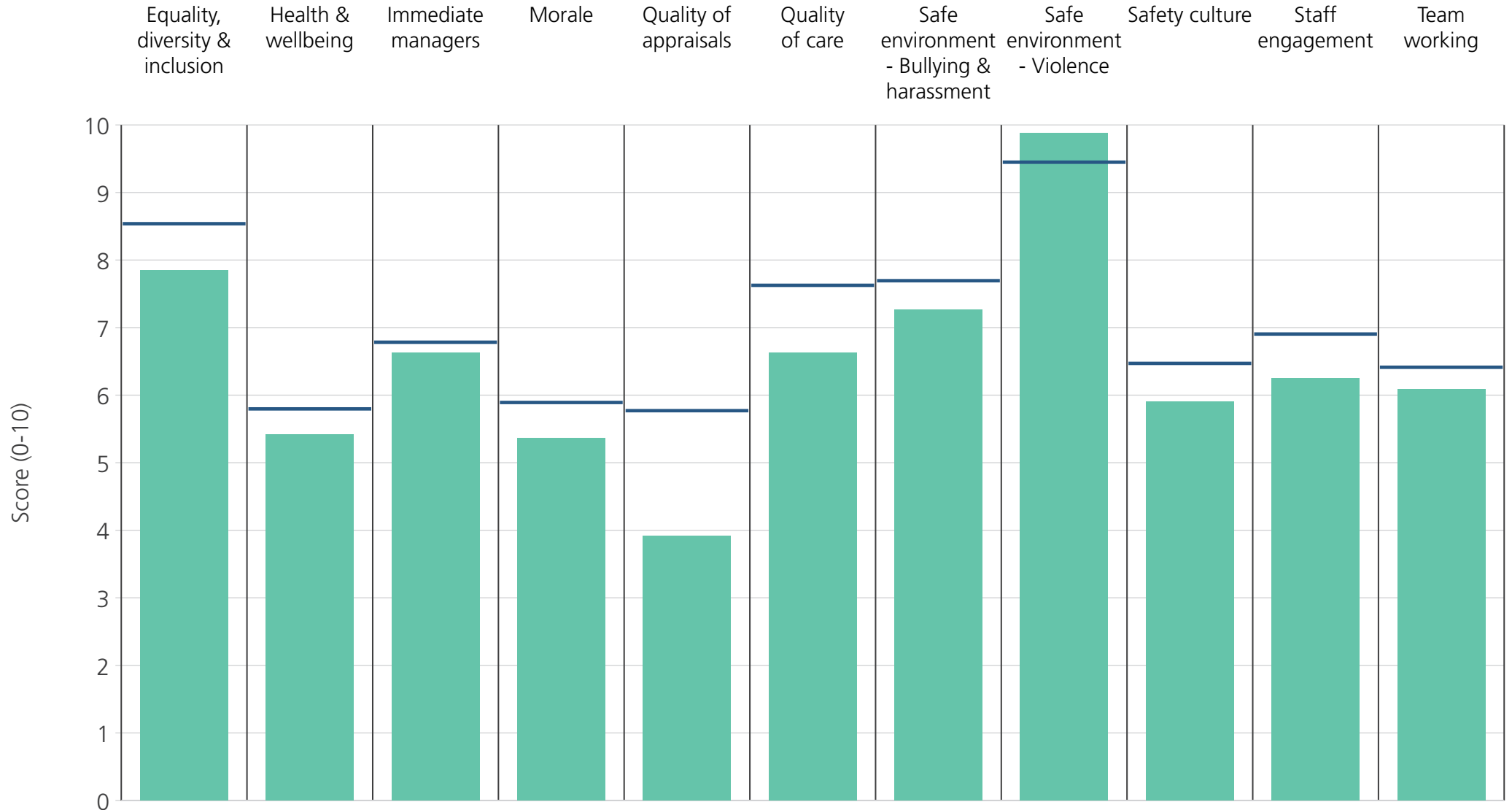
Directorate	7.9	5.4	6.5	5.3	5.0	7.7	8.2	9.8	6.2	6.4	5.6
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	35	35	35	35	31	20	35	35	35	35	33



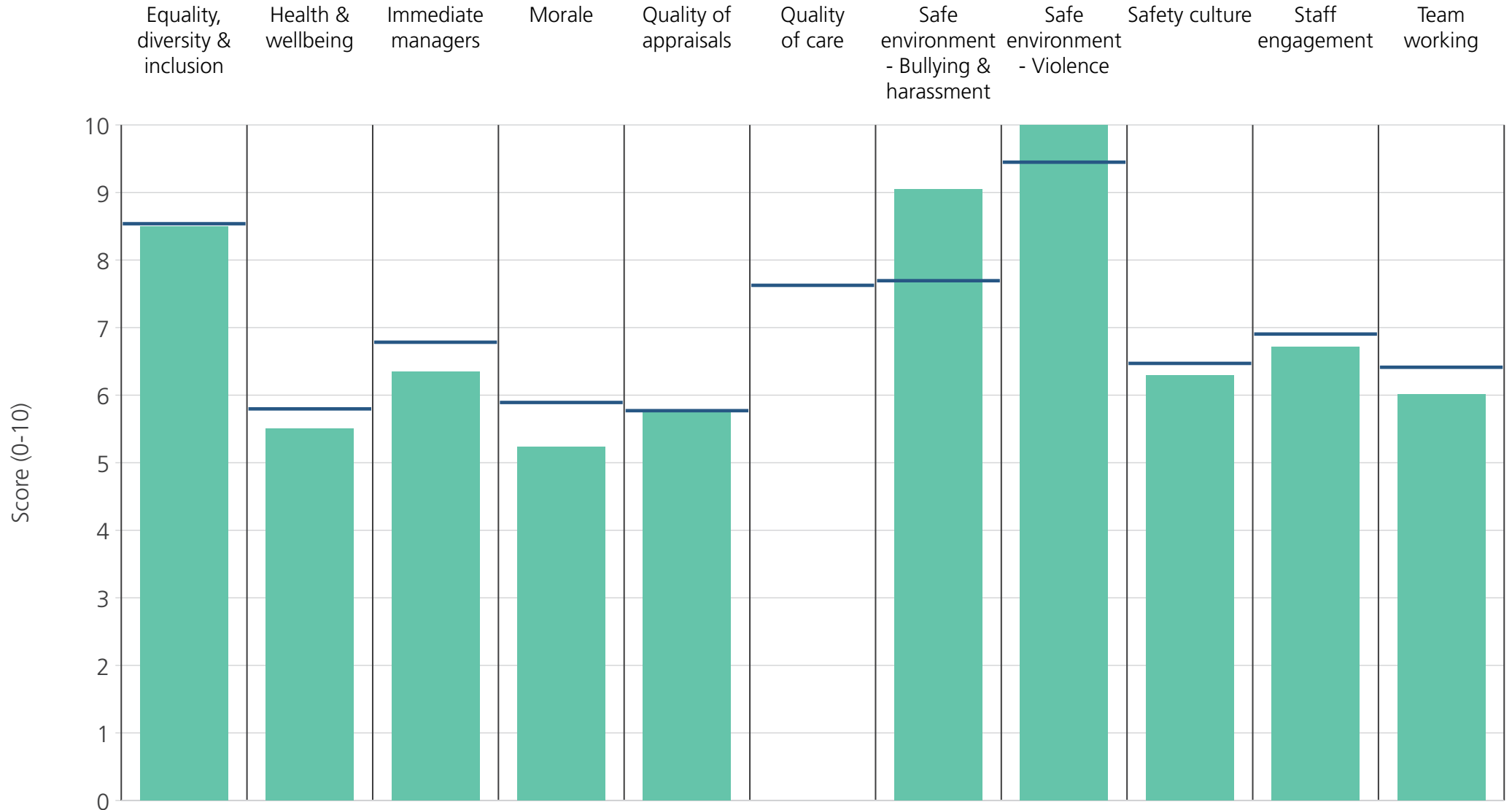
Directorate	8.6	6.0	7.4	6.3	6.5	8.4	7.5	9.6	7.2	7.4	7.1
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	44	44	44	44	35	43	43	43	44	43	42



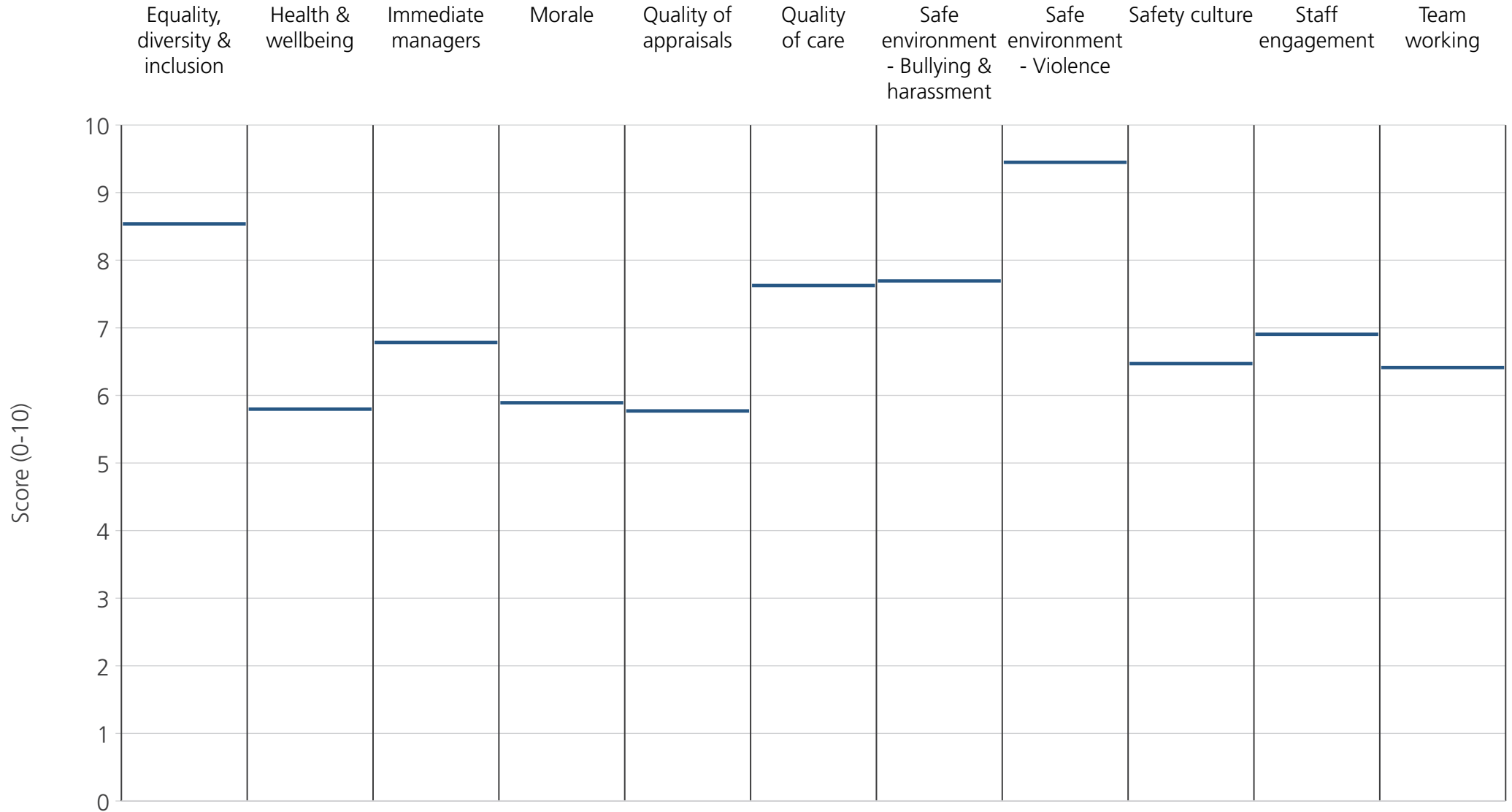
Directorate	8.6	5.9	6.6	5.7	5.9	7.8	7.2	9.7	6.5	6.9	6.7
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	30	30	30	30	22	27	30	30	30	30	30



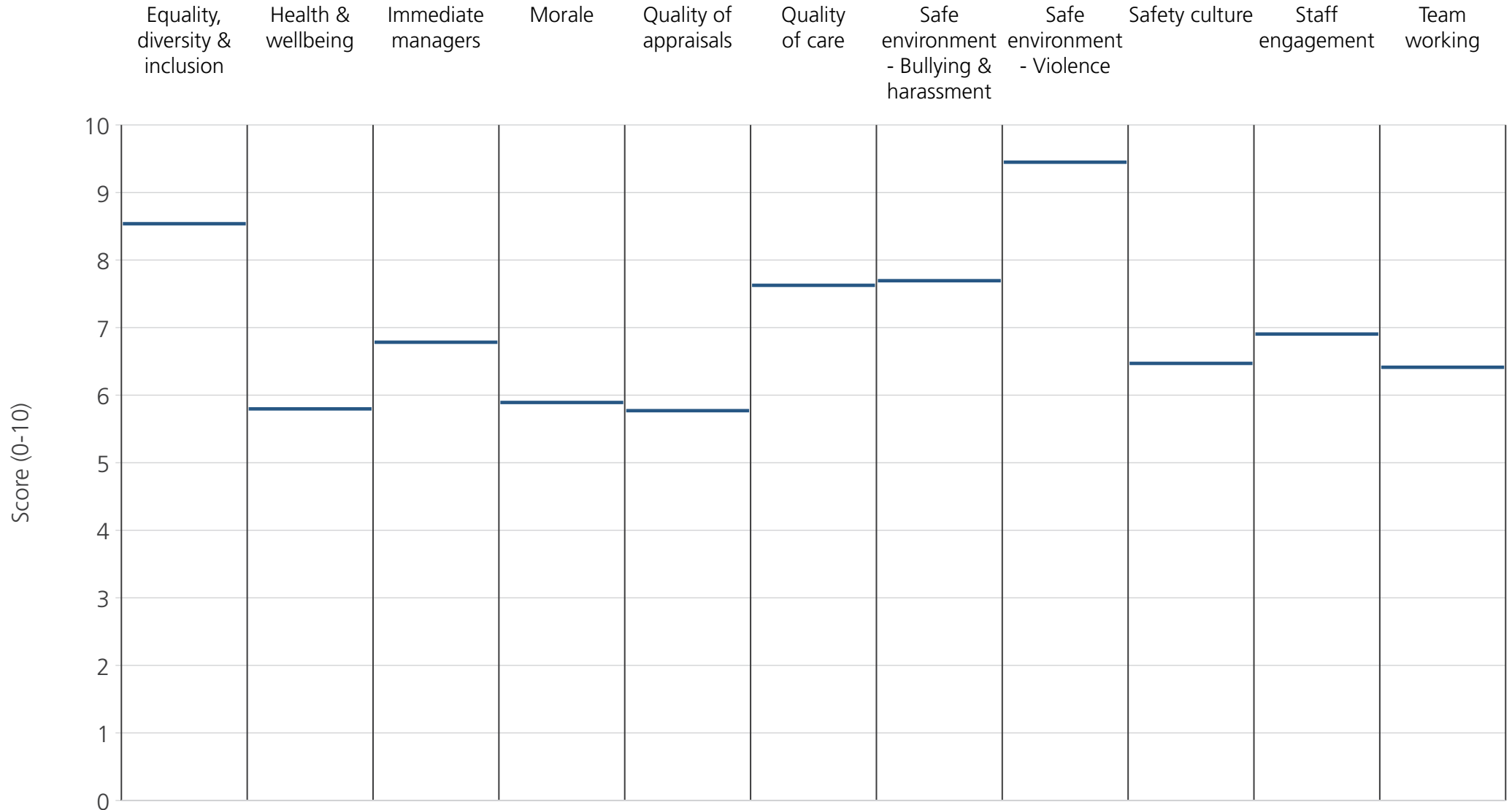
Directorate	7.8	5.4	6.6	5.4	3.9	6.6	7.3	9.9	5.9	6.2	6.1
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	29	30	30	29	22	24	28	28	29	30	30



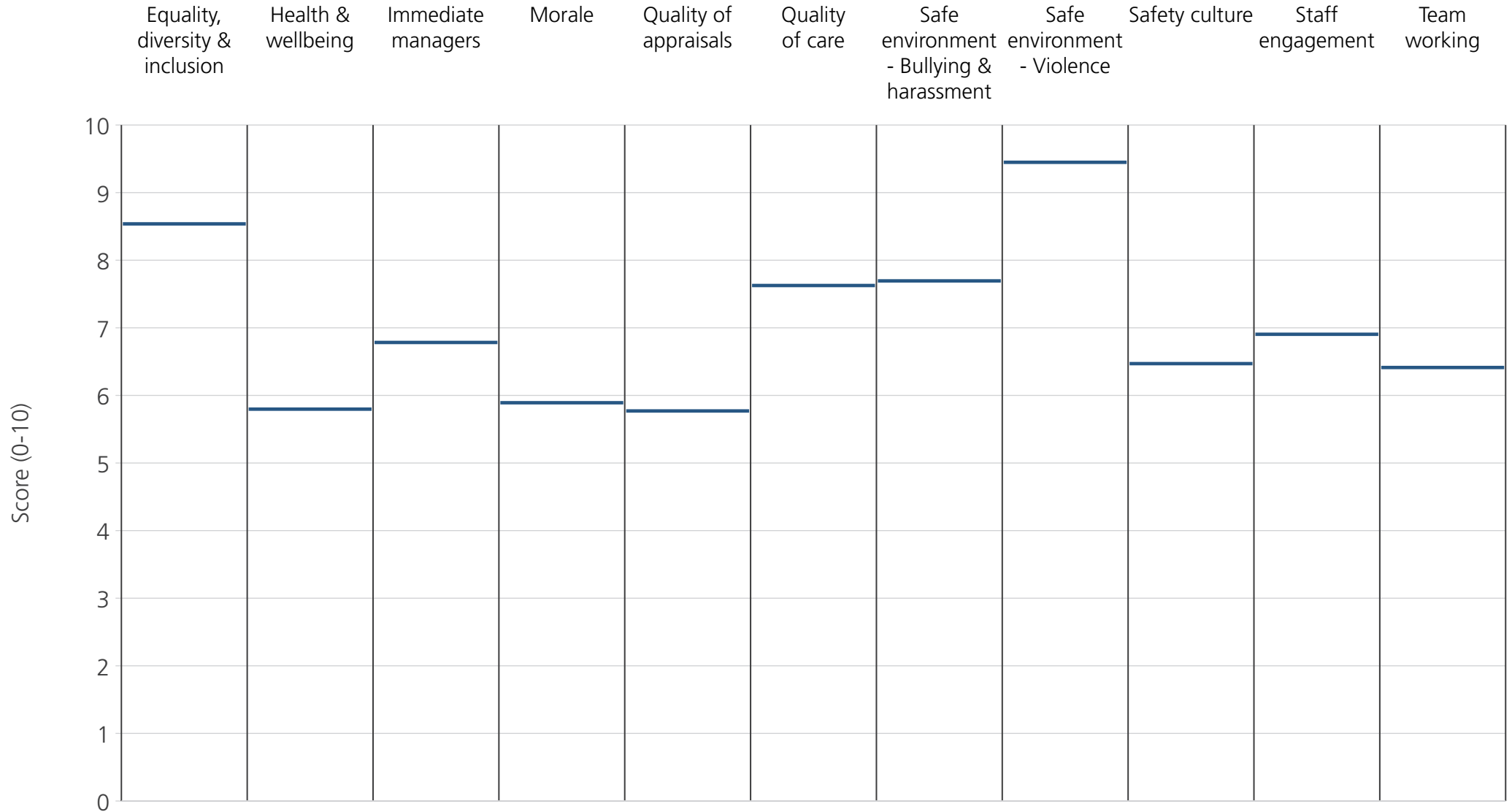
Directorate	8.5	5.5	6.3	5.2	5.8		9.0	10.0	6.3	6.7	6.0
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	21	21	21	21	16	10	21	21	21	21	21



Directorate											
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	8	8	8	8	7	5	8	8	8	8	8



Directorate	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	9	9	8	9	8	8	9	9	9	9	9



Directorate	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Your org	8.5	5.8	6.8	5.9	5.8	7.6	7.7	9.4	6.5	6.9	6.4
Responses	10	10	10	10	8	10	10	10	10	10	10