

London Ambulance Service NHS Trust

2019 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 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 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 '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.

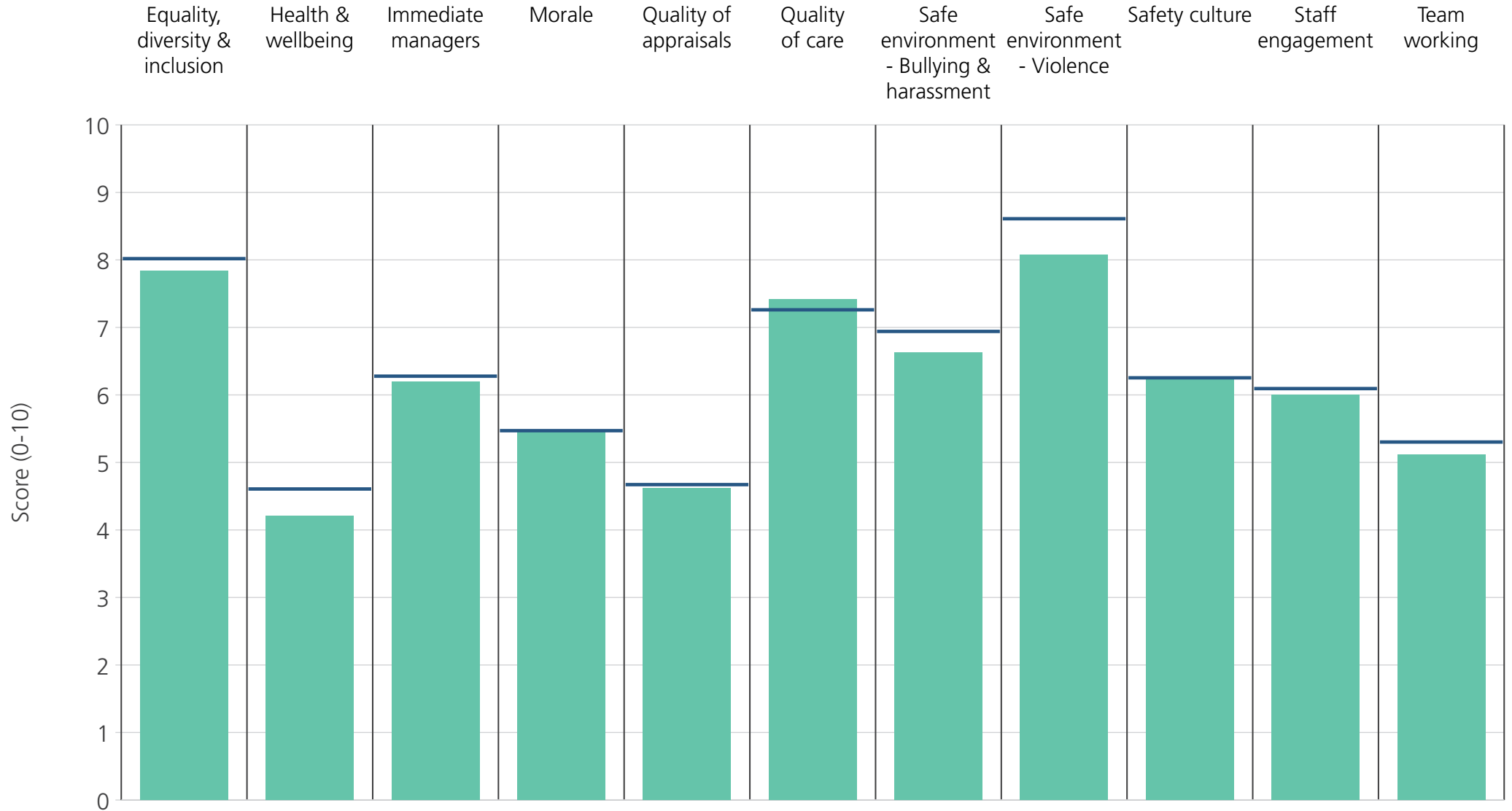
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



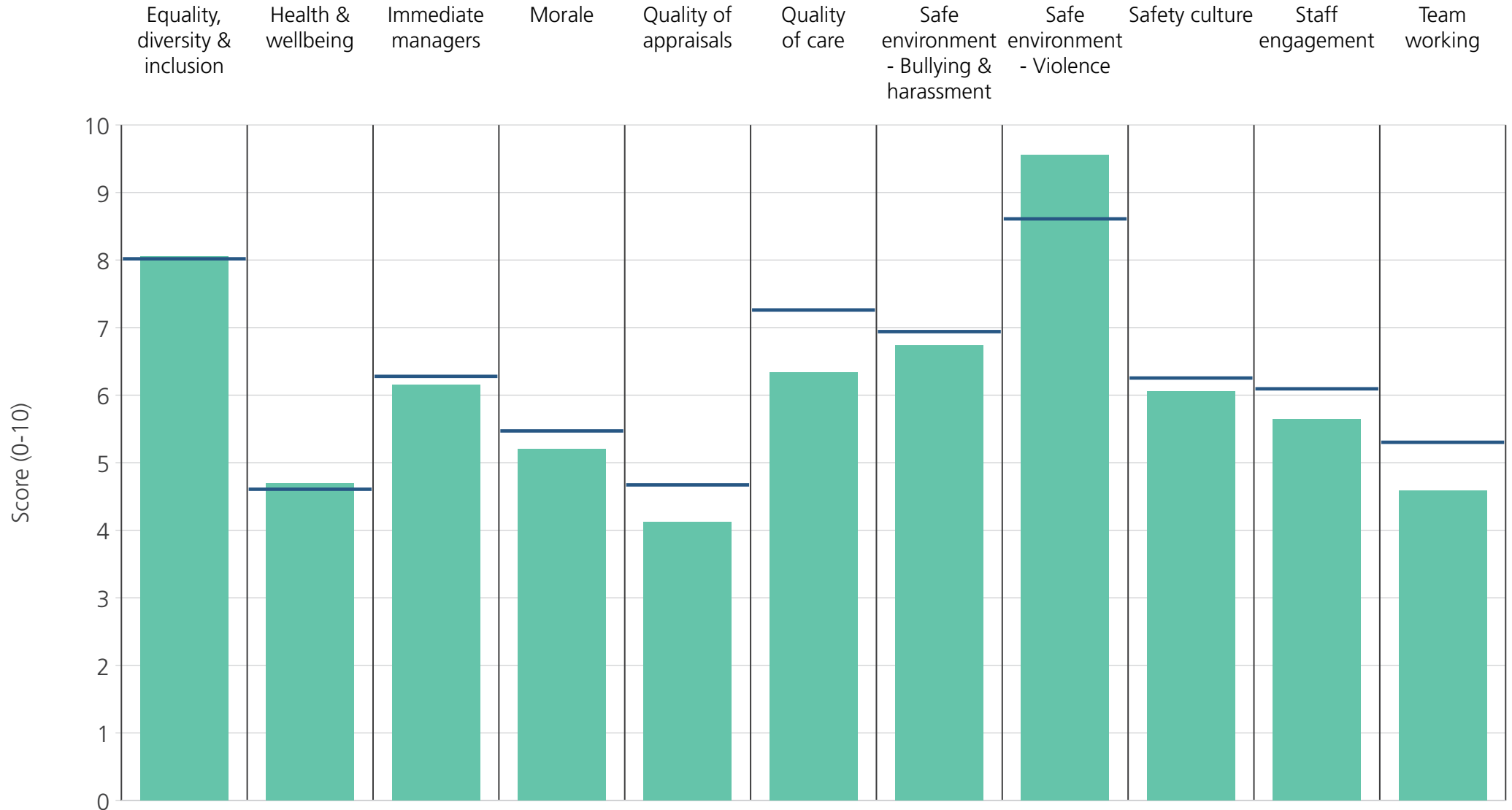
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

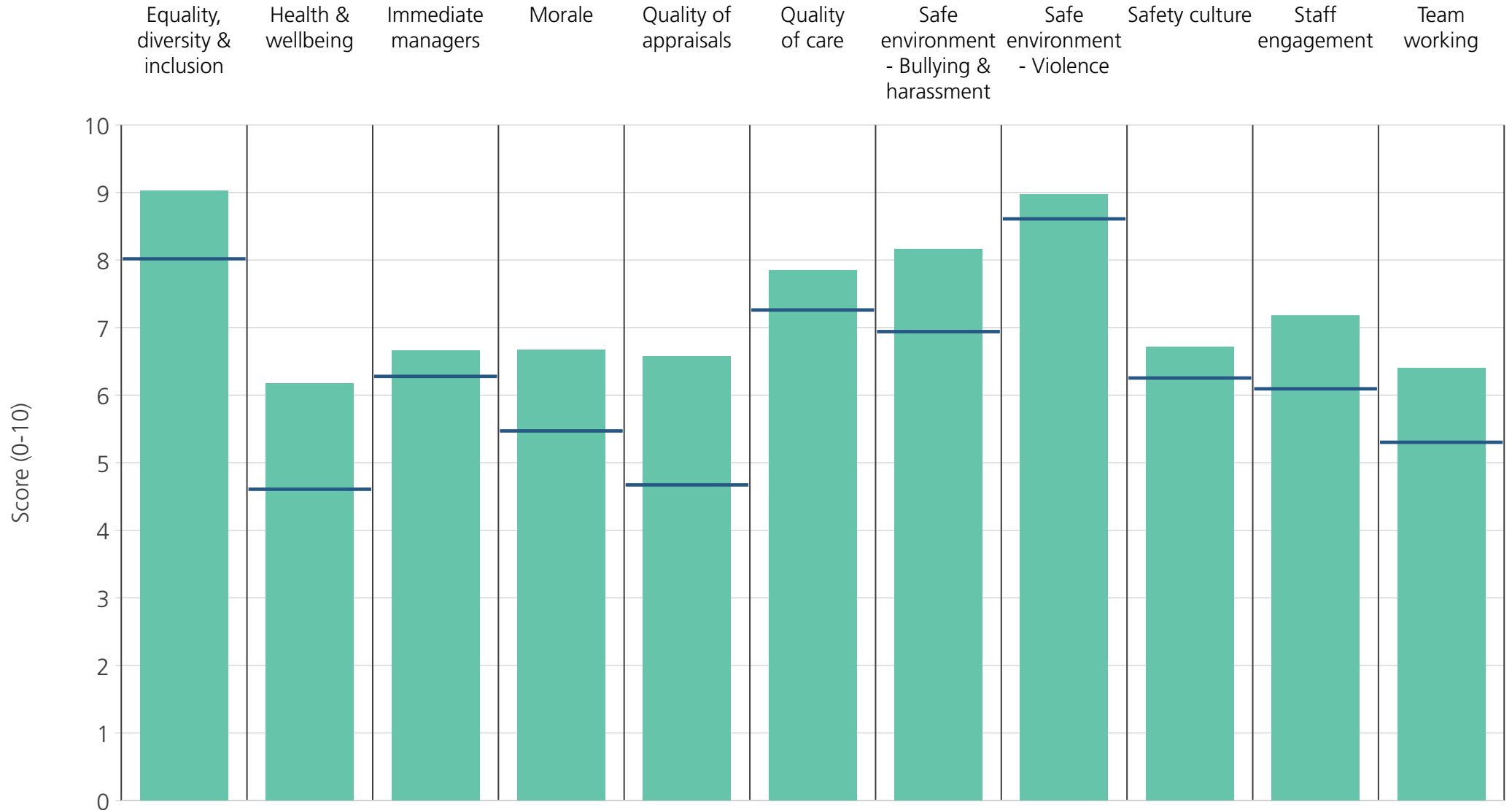
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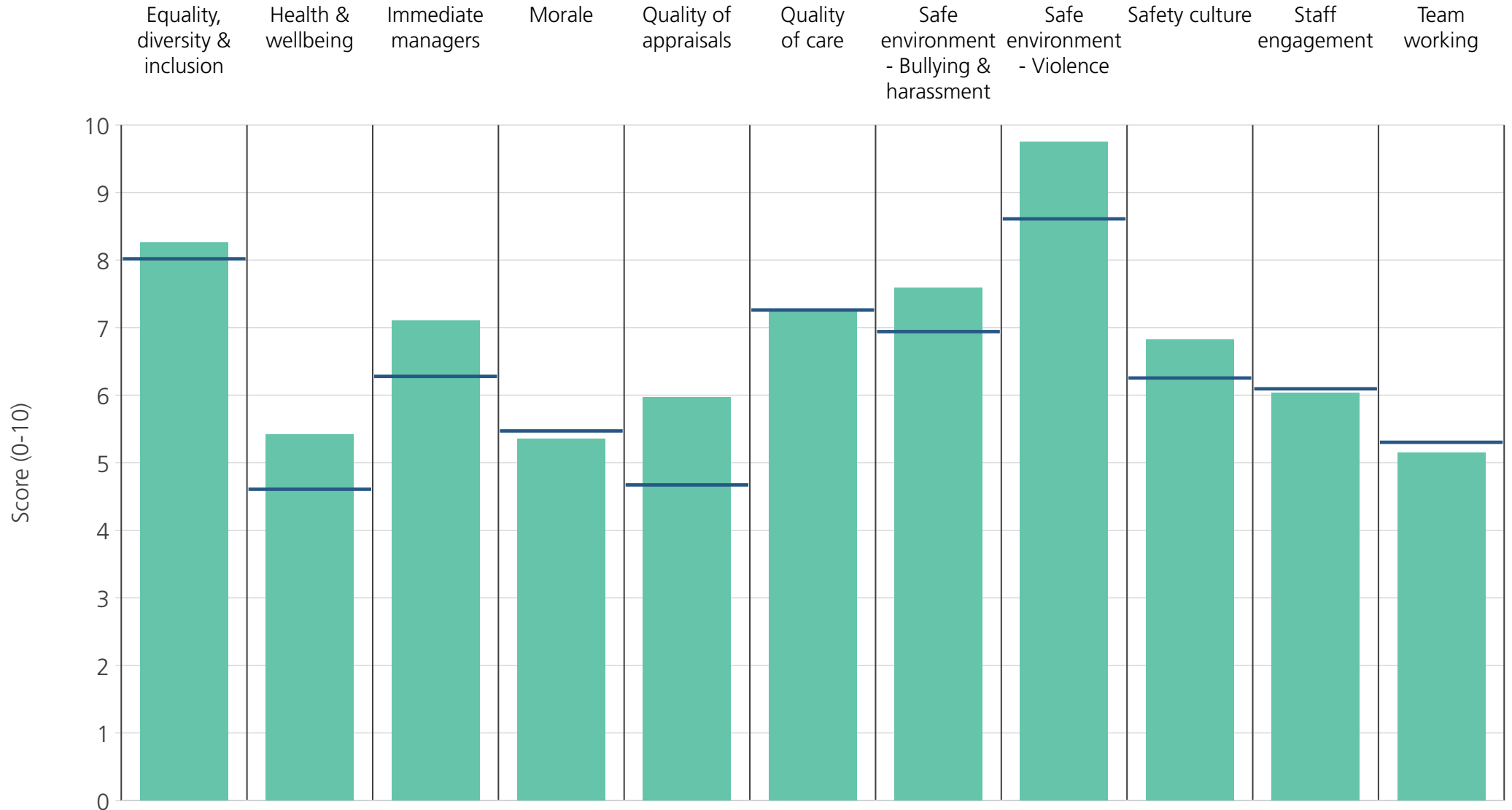
Directorate	7.8	4.2	6.2	5.5	4.6	7.4	6.6	8.1	6.2	6.0	5.1
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	2567	2582	2582	2554	2073	2535	2559	2549	2569	2599	2586



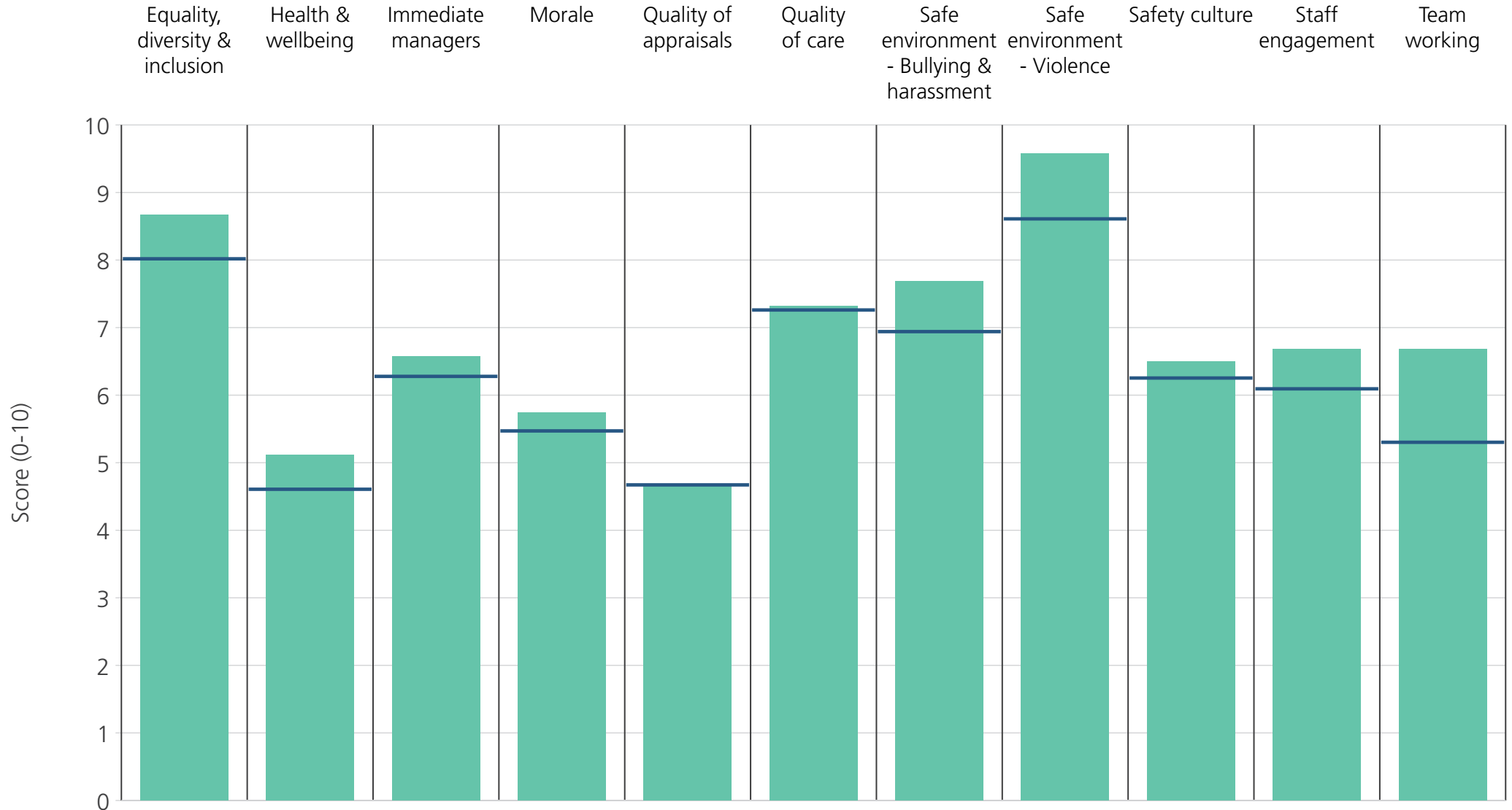
Directorate	8.1	4.7	6.2	5.2	4.1	6.3	6.7	9.6	6.1	5.6	4.6
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	461	469	469	464	257	454	461	464	464	469	466



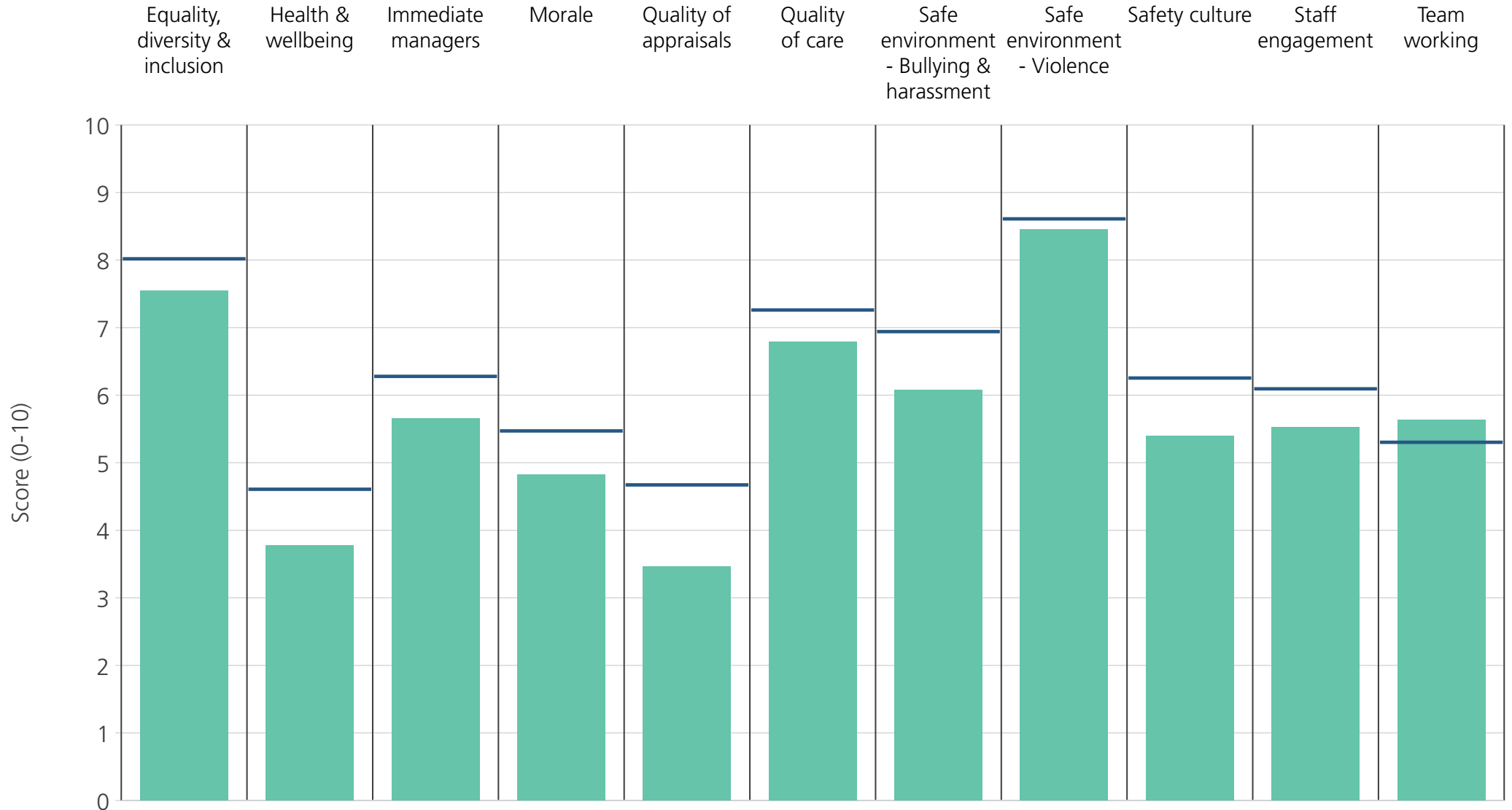
Directorate	9.0	6.2	6.7	6.7	6.6	7.8	8.2	9.0	6.7	7.2	6.4
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	236	241	241	231	90	239	238	239	233	246	244



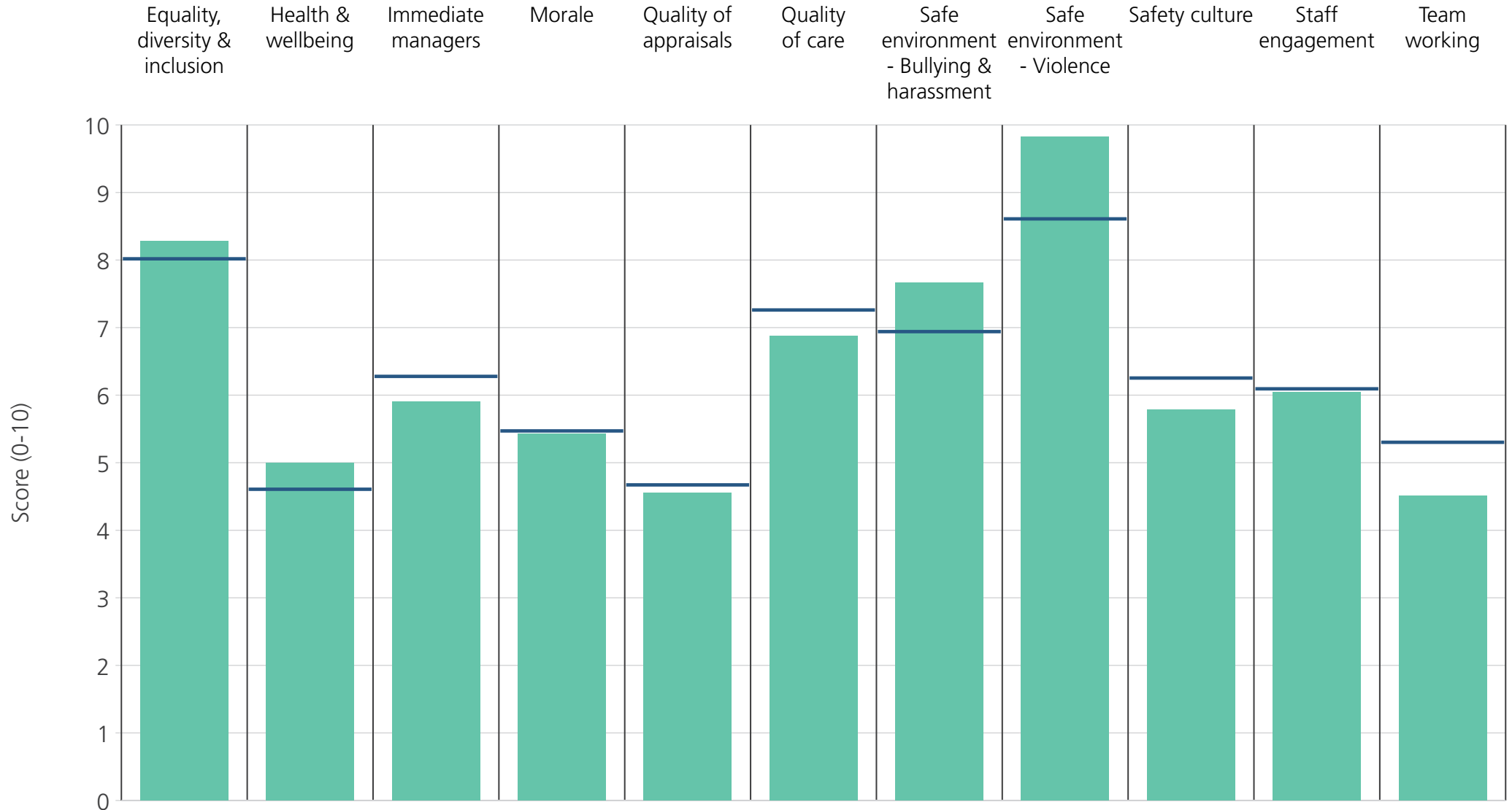
Directorate	8.3	5.4	7.1	5.4	6.0	7.3	7.6	9.7	6.8	6.0	5.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	181	184	184	179	108	177	181	182	182	188	183



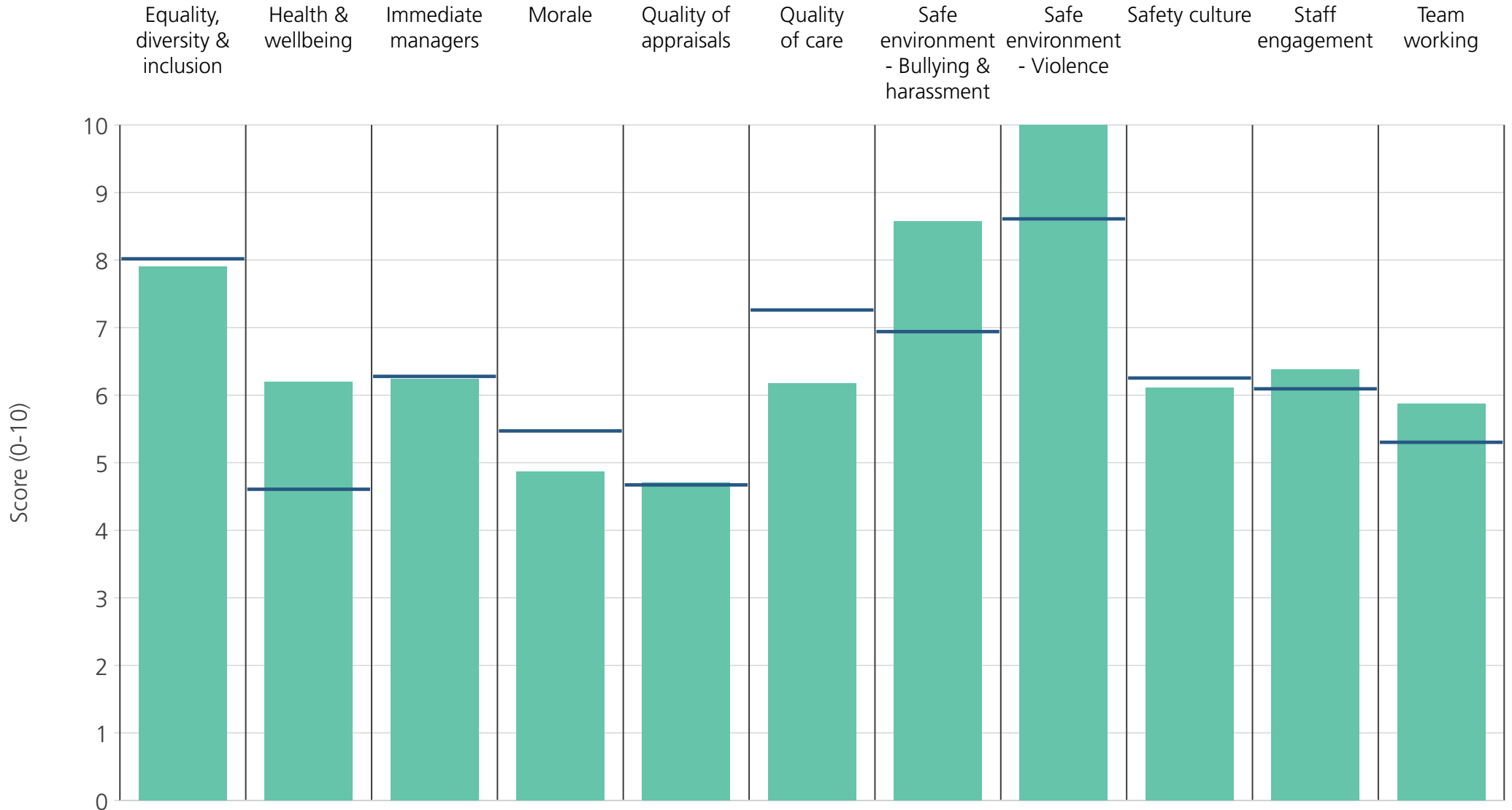
Directorate	8.7	5.1	6.6	5.7	4.7	7.3	7.7	9.6	6.5	6.7	6.7
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	186	188	188	185	152	152	185	187	186	189	187



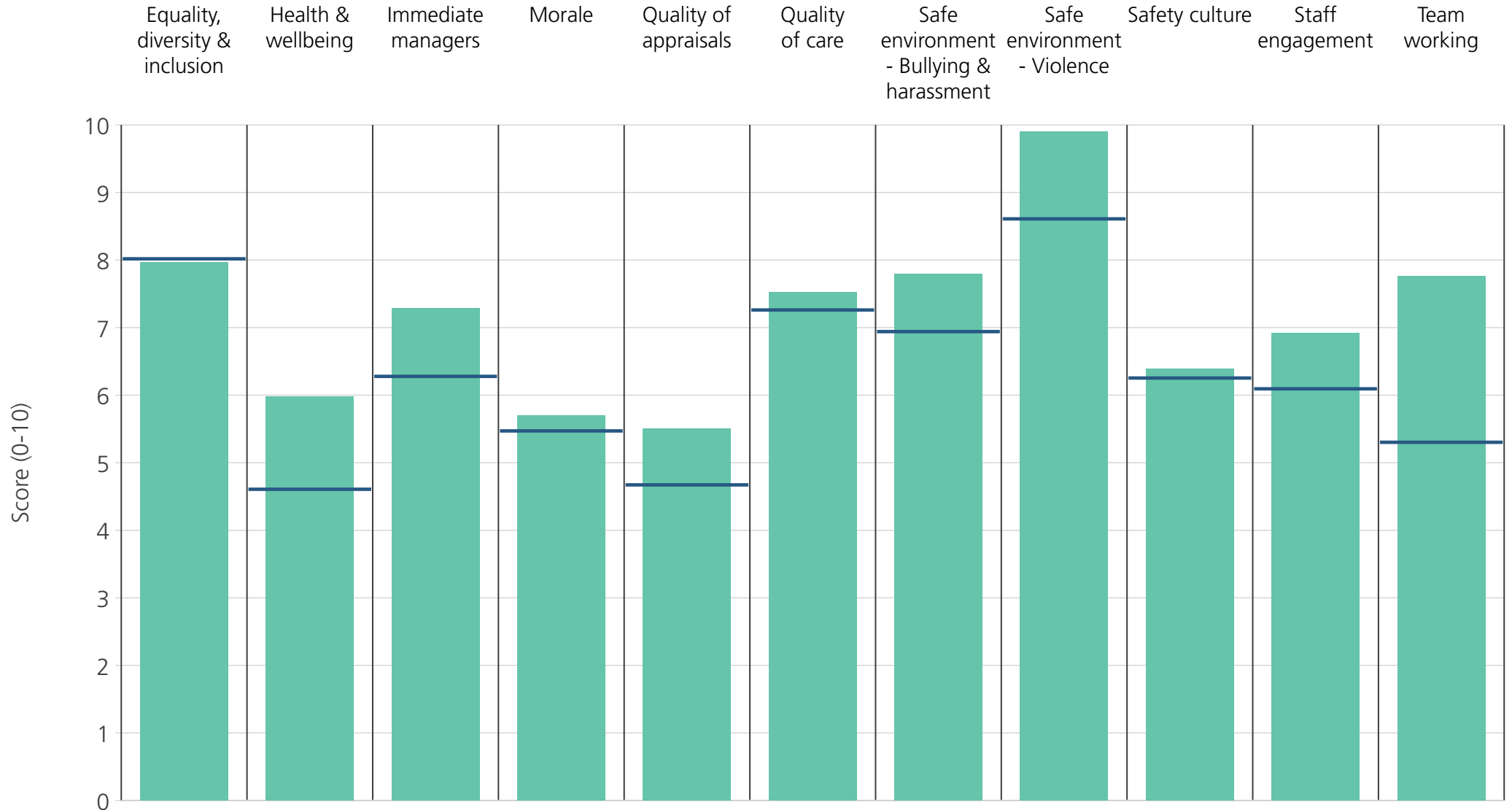
Directorate	7.5	3.8	5.7	4.8	3.5	6.8	6.1	8.4	5.4	5.5	5.6
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	146	146	146	146	104	142	146	146	146	146	145



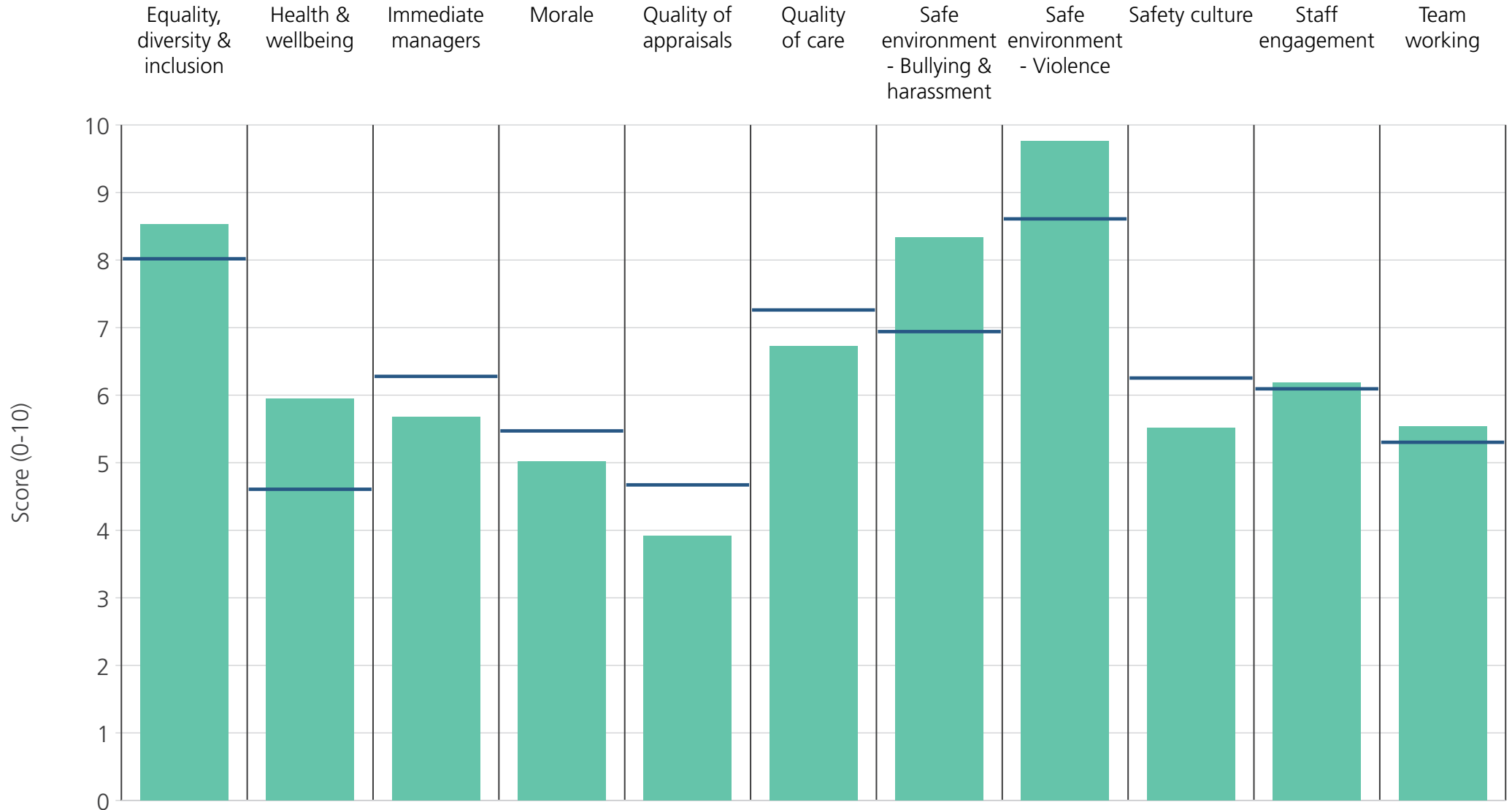
Directorate	8.3	5.0	5.9	5.4	4.6	6.9	7.7	9.8	5.8	6.0	4.5
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	76	77	77	77	48	43	77	77	77	77	77



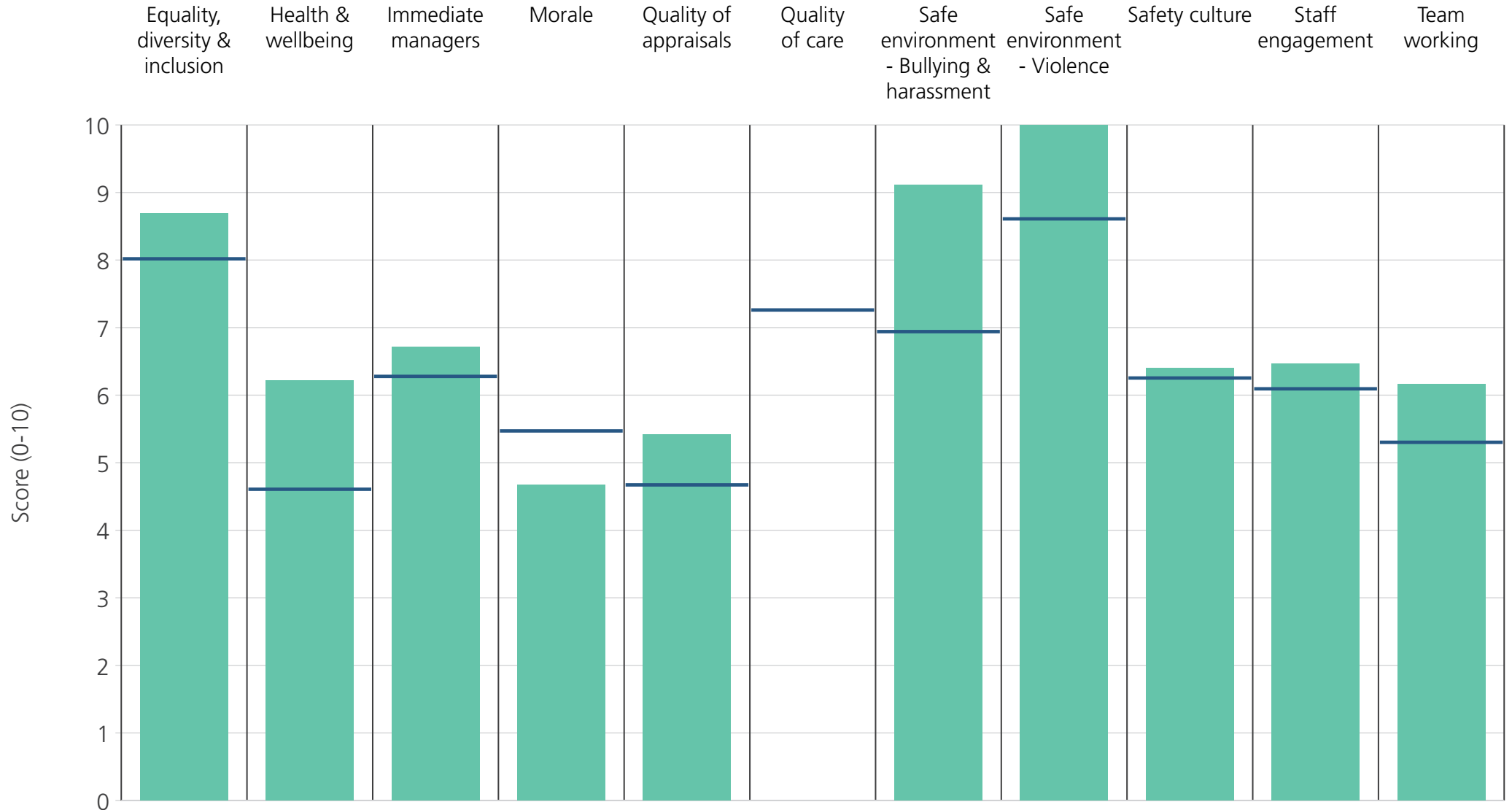
Directorate	7.9	6.2	6.2	4.9	4.7	6.2	8.6	10.0	6.1	6.4	5.9
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	56	58	57	55	37	27	56	57	56	59	59



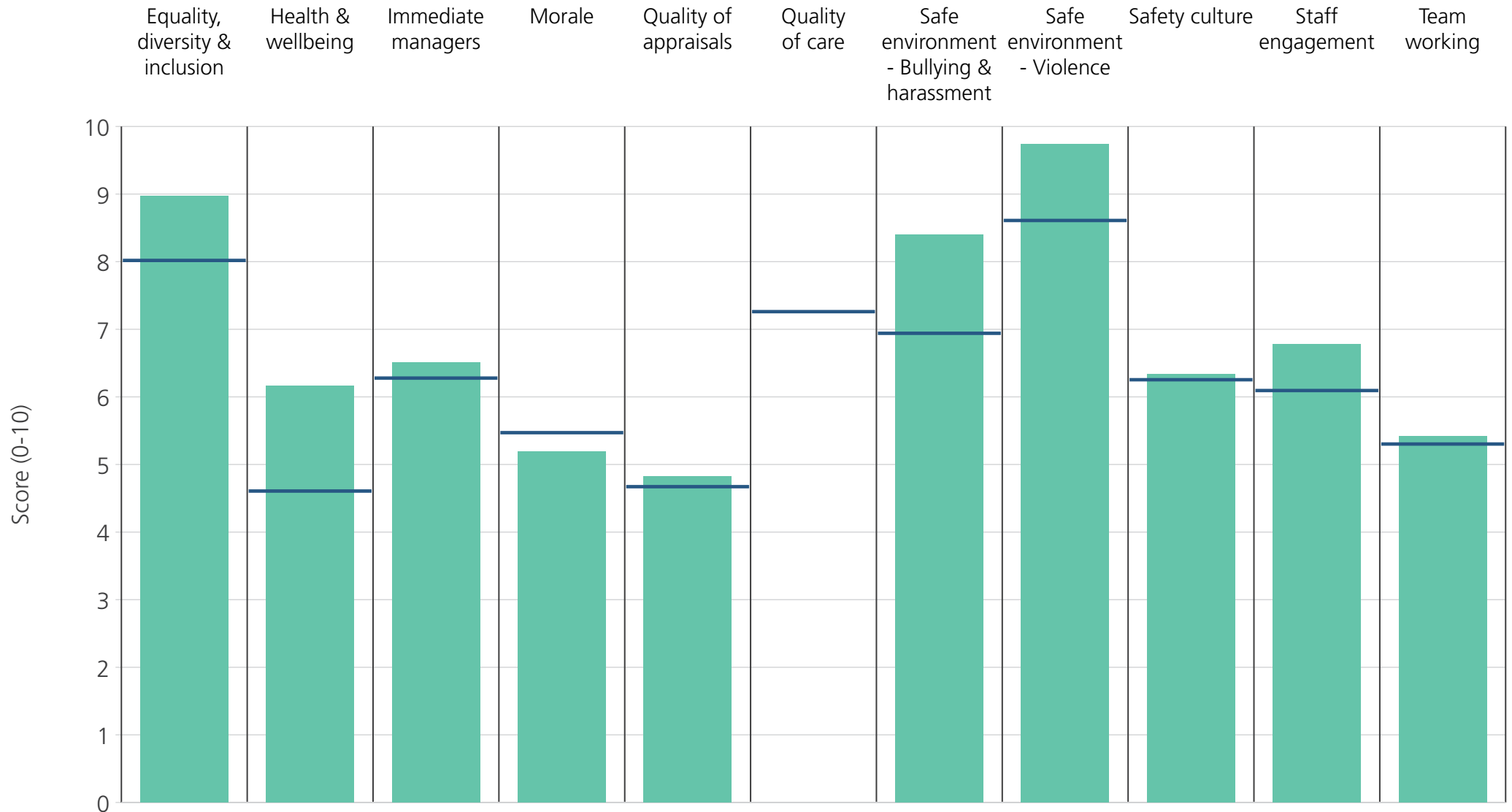
Directorate	8.0	6.0	7.3	5.7	5.5	7.5	7.8	9.9	6.4	6.9	7.8
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	65	65	65	65	50	46	65	65	65	66	66



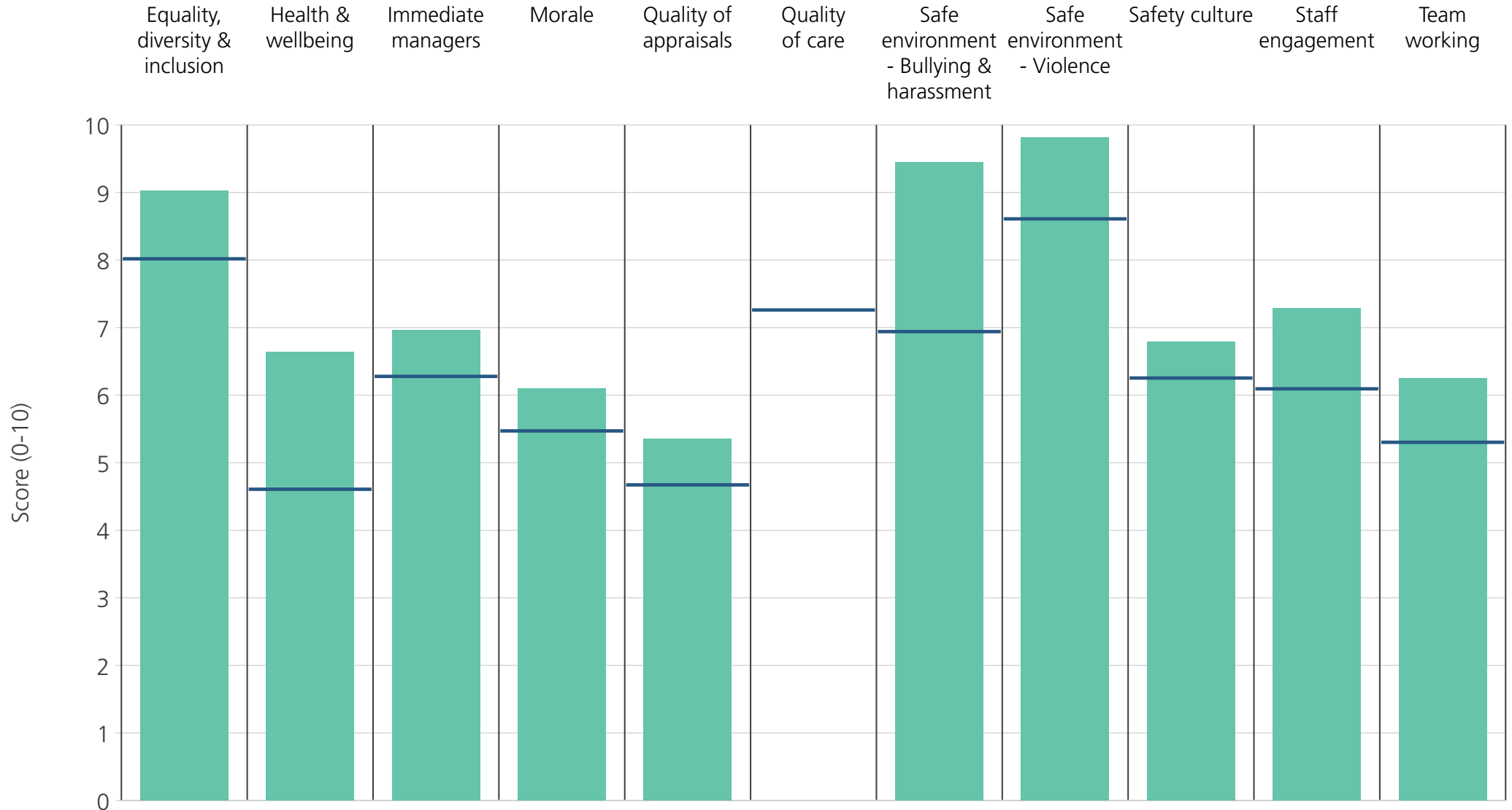
Directorate	8.5	5.9	5.7	5.0	3.9	6.7	8.3	9.8	5.5	6.2	5.5
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	56	56	56	56	37	31	56	56	56	56	54



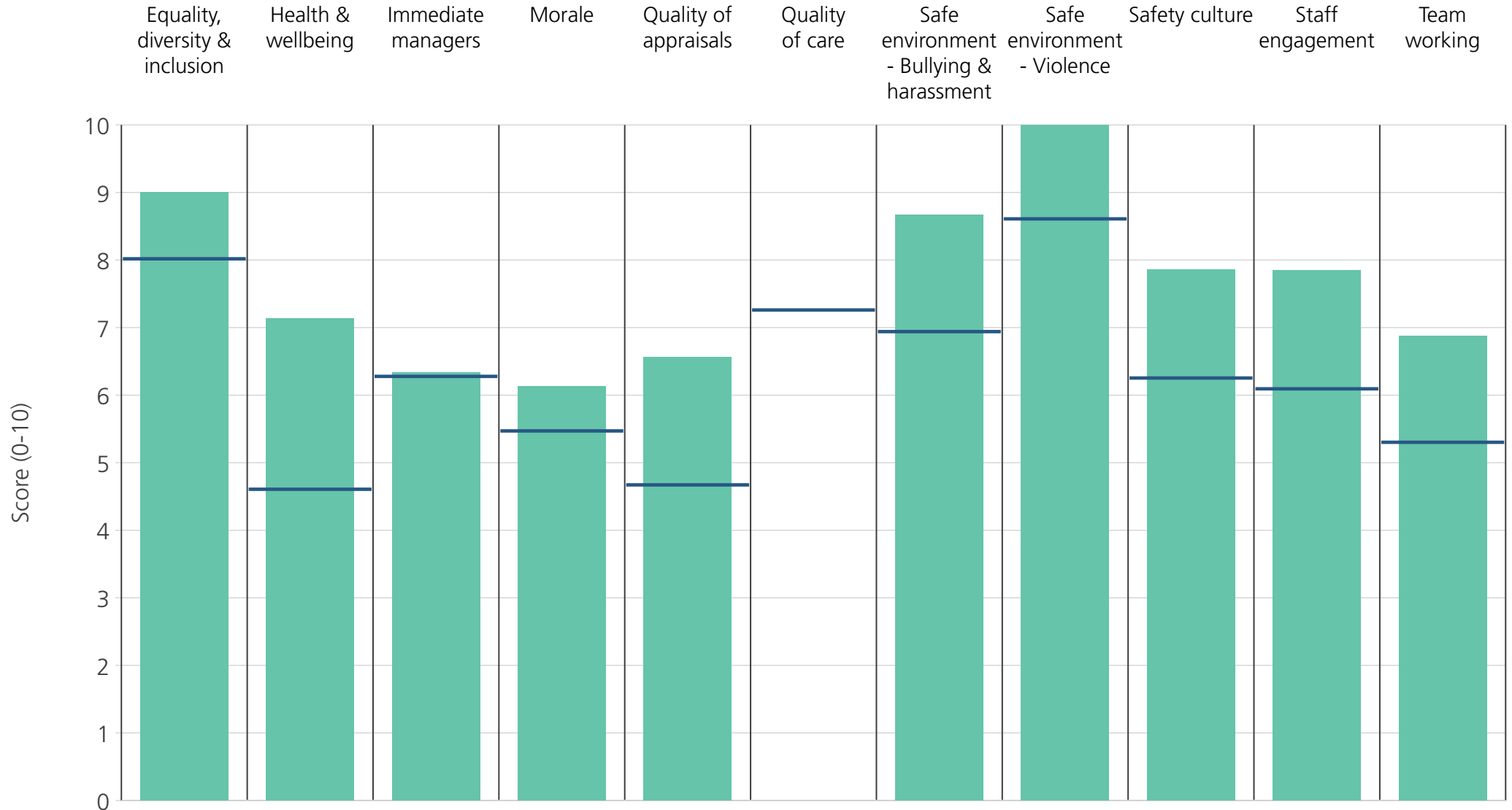
Directorate	8.7	6.2	6.7	4.7	5.4		9.1	10.0	6.4	6.5	6.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	30	30	30	30	18	9	30	30	30	30	30



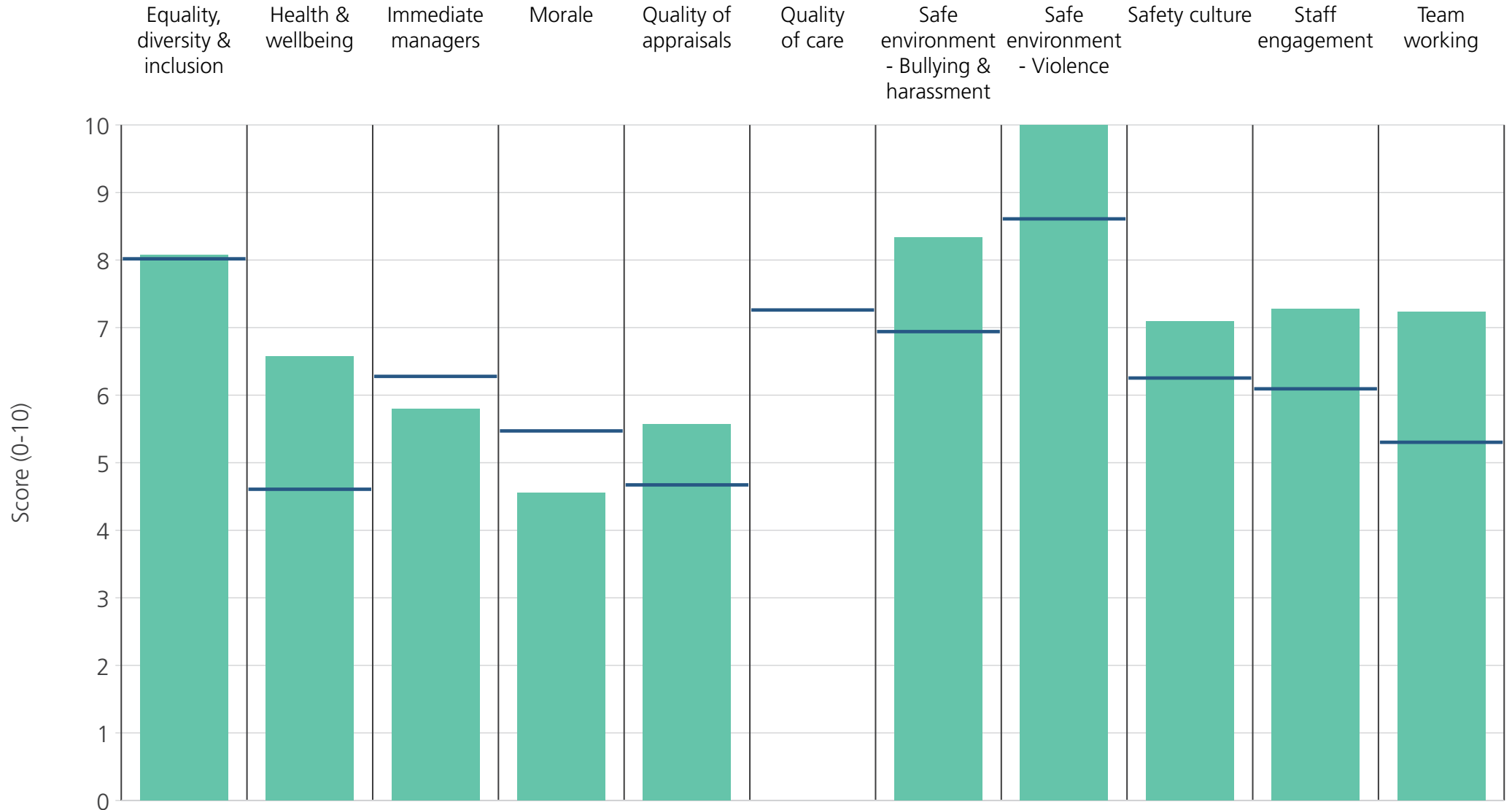
Directorate	9.0	6.2	6.5	5.2	4.8		8.4	9.7	6.3	6.8	5.4
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	25	25	24	24	21	9	25	25	25	25	24



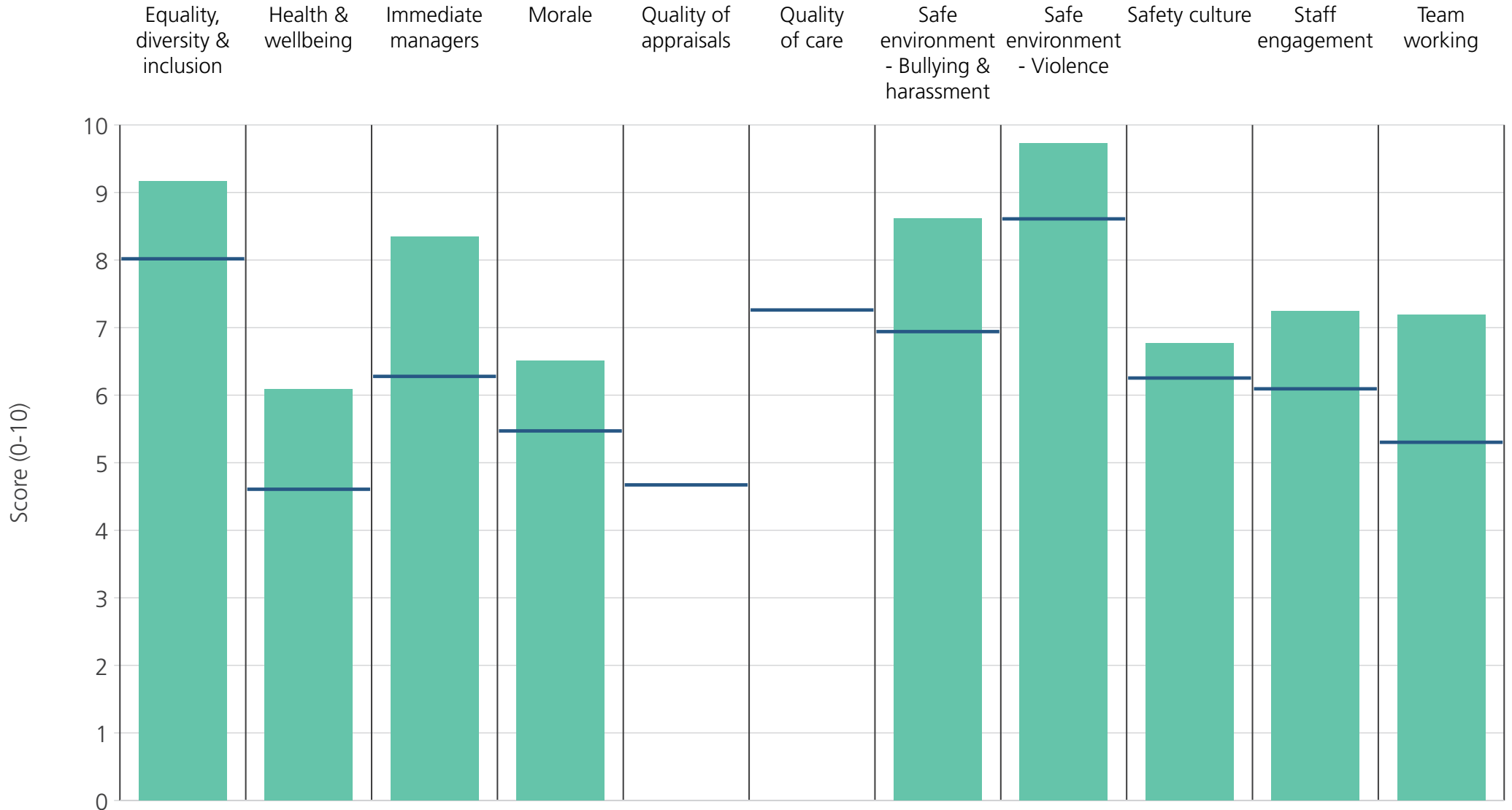
Directorate	9.0	6.6	7.0	6.1	5.4		9.4	9.8	6.8	7.3	6.3
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	18	18	18	18	14	7	18	18	18	18	18



Directorate	9.0	7.1	6.3	6.1	6.6		8.7	10.0	7.9	7.9	6.9
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	15	15	15	14	12	7	15	15	15	15	14



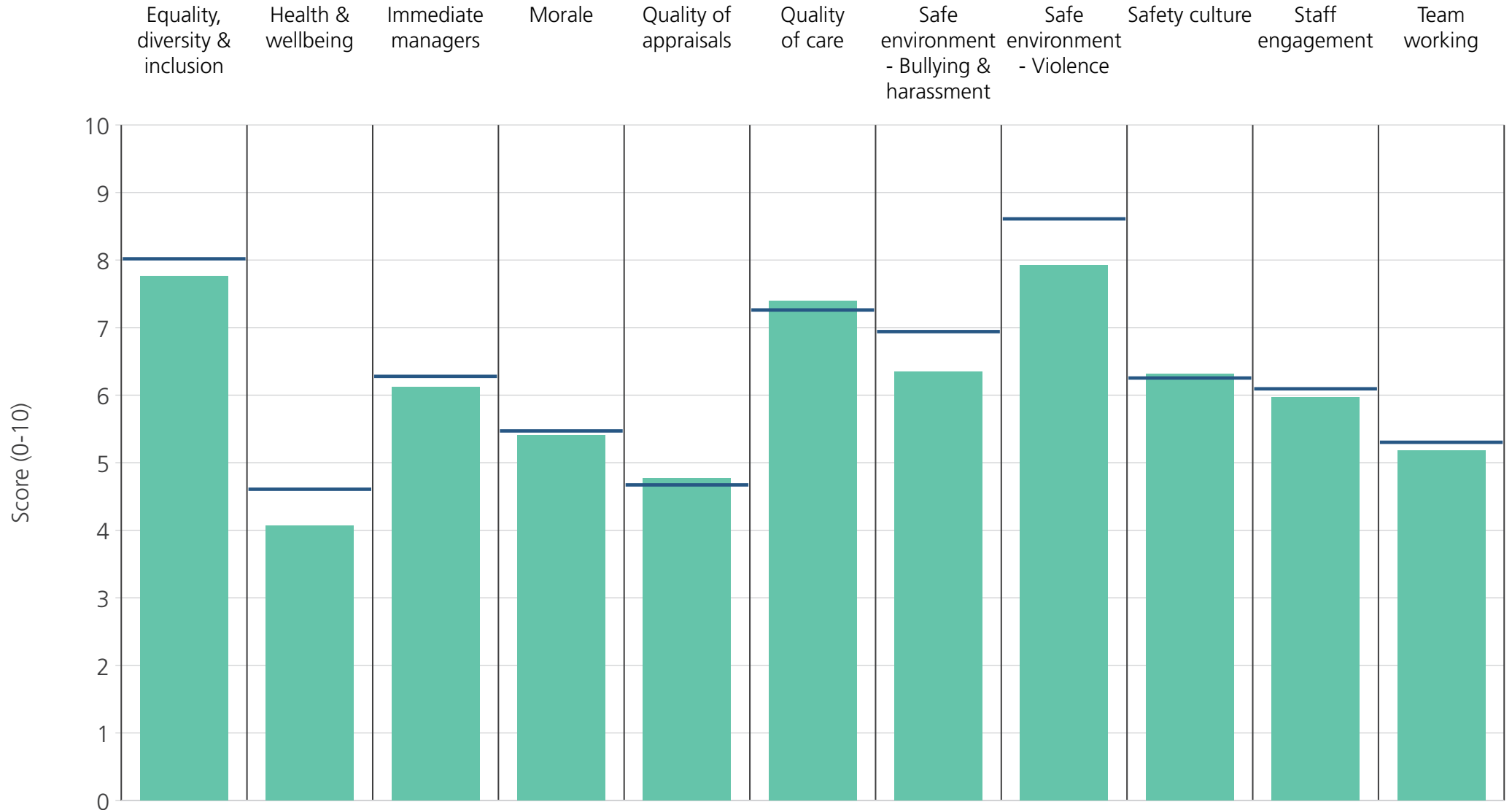
Directorate	8.1	6.6	5.8	4.6	5.6	7.3	8.3	10.0	7.1	7.3	7.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	13	13	14	13	11	5	13	13	12	14	14



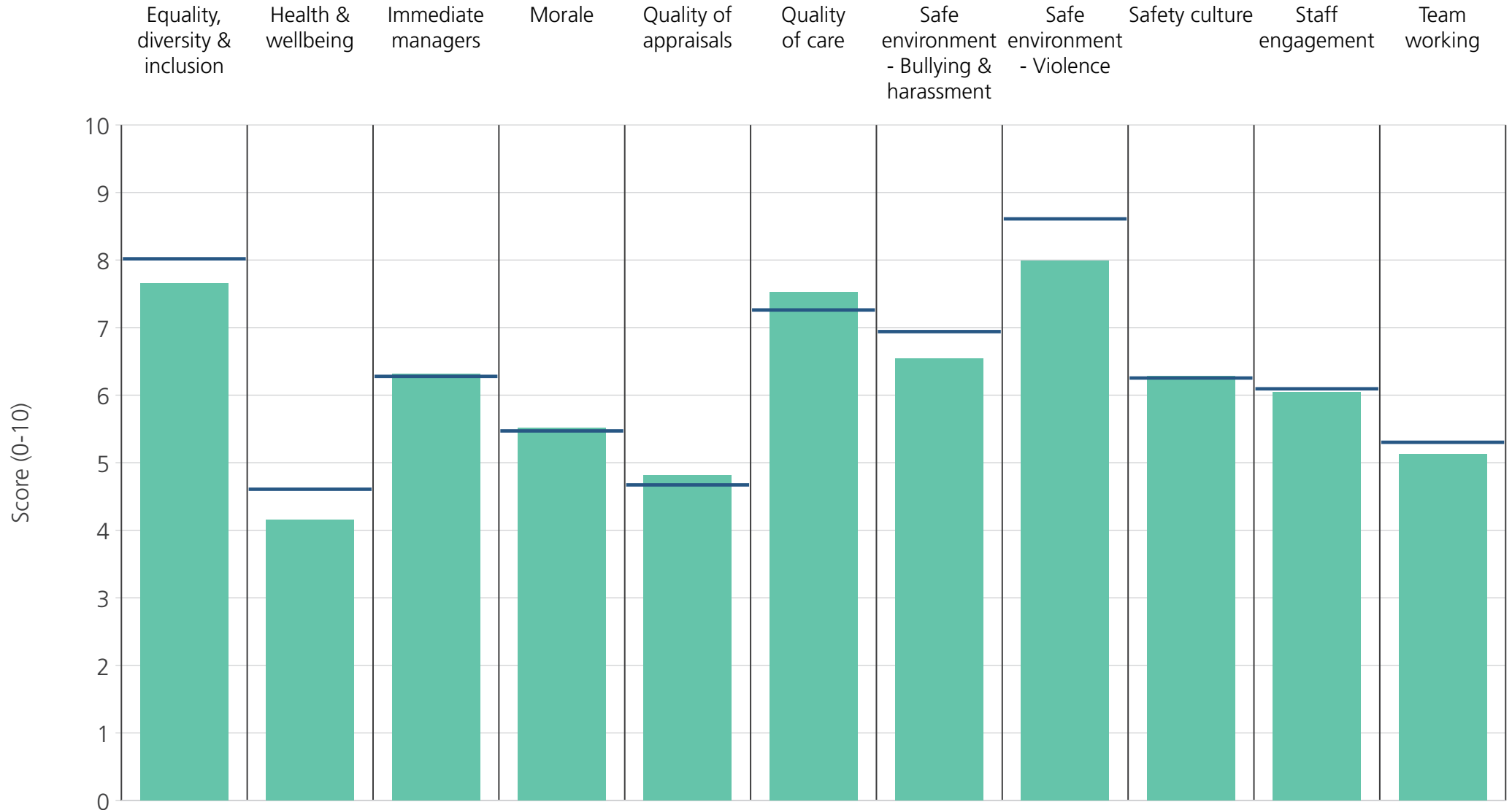
Directorate	9.2	6.1	8.3	6.5	4.7	7.3	8.6	9.7	6.8	7.2	7.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	12	12	12	12	8	7	12	12	12	12	12

Directorates 2

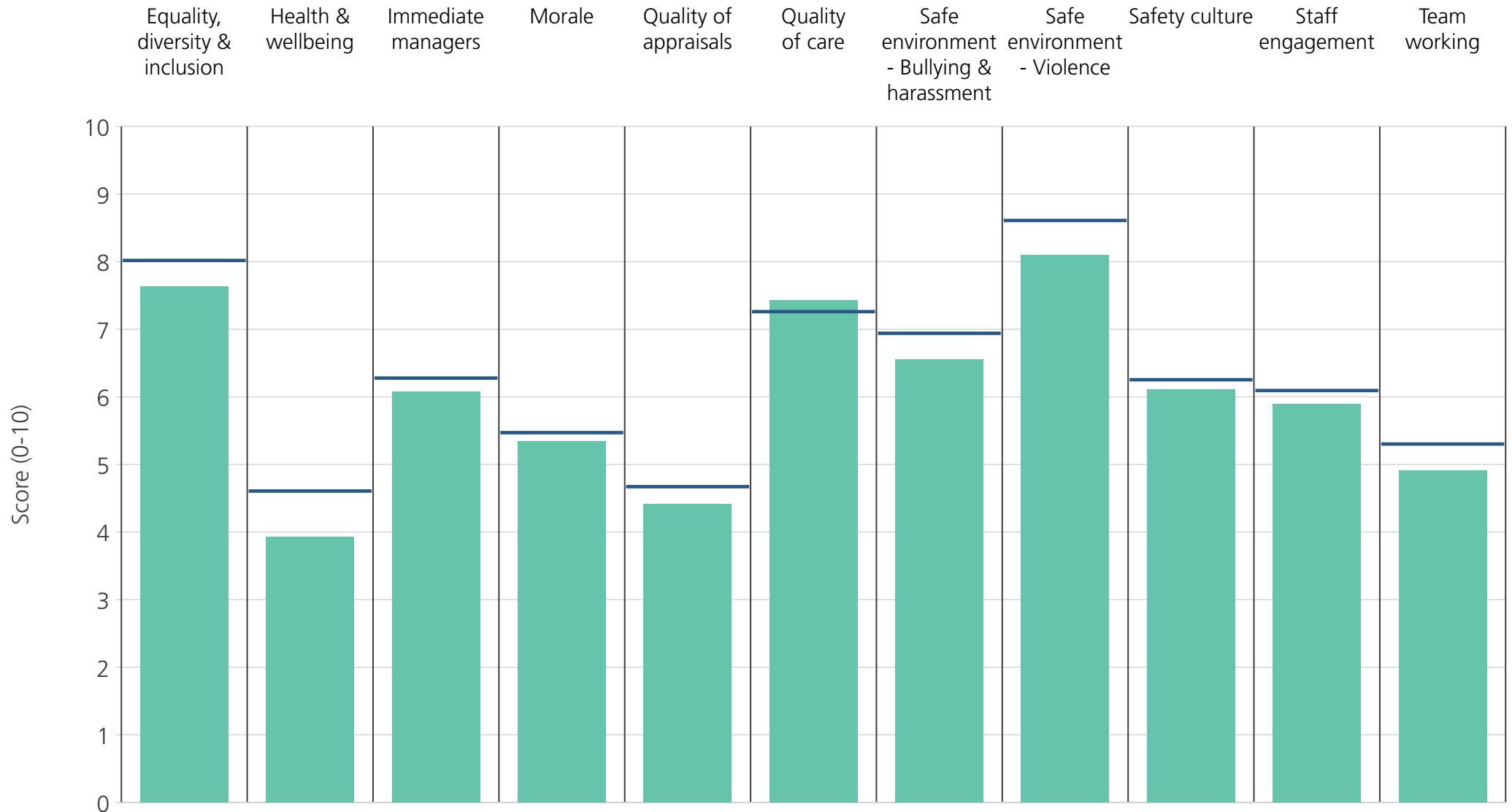
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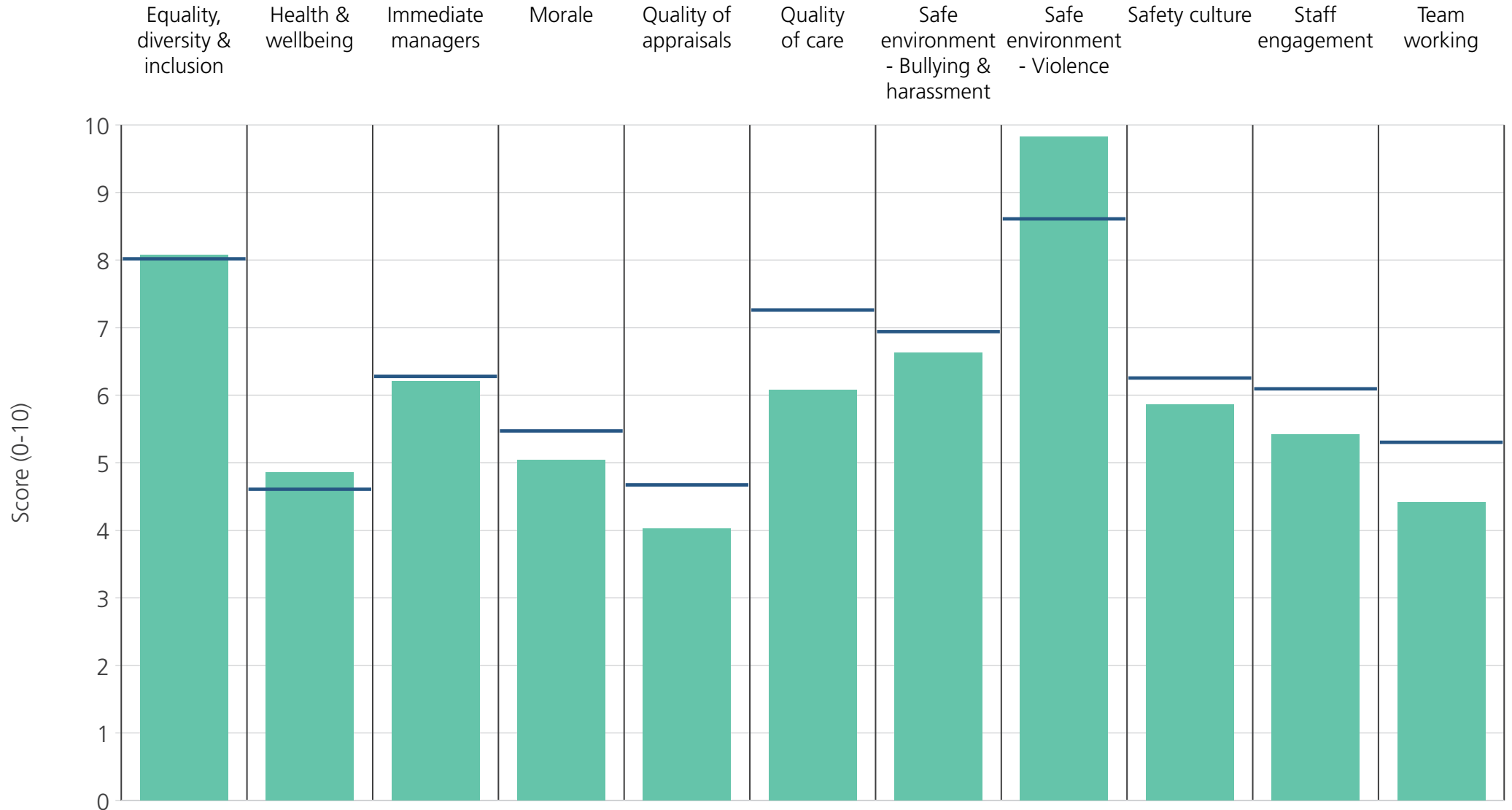
Directorate	7.8	4.1	6.1	5.4	4.8	7.4	6.3	7.9	6.3	6.0	5.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	518	519	519	516	435	516	517	516	518	522	521



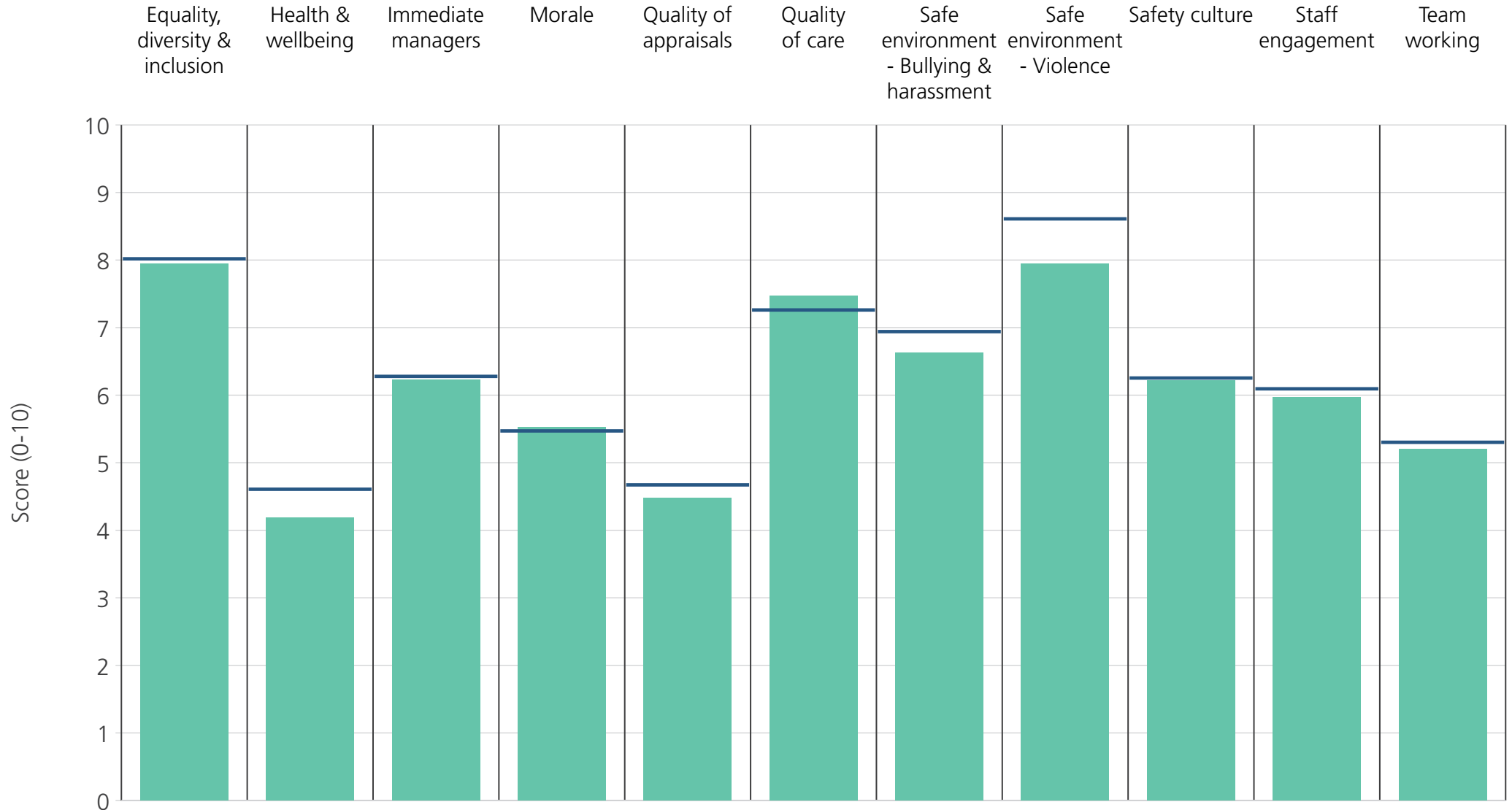
Directorate	7.7	4.2	6.3	5.5	4.8	7.5	6.5	8.0	6.3	6.0	5.1
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	530	533	533	527	464	525	530	528	529	532	530



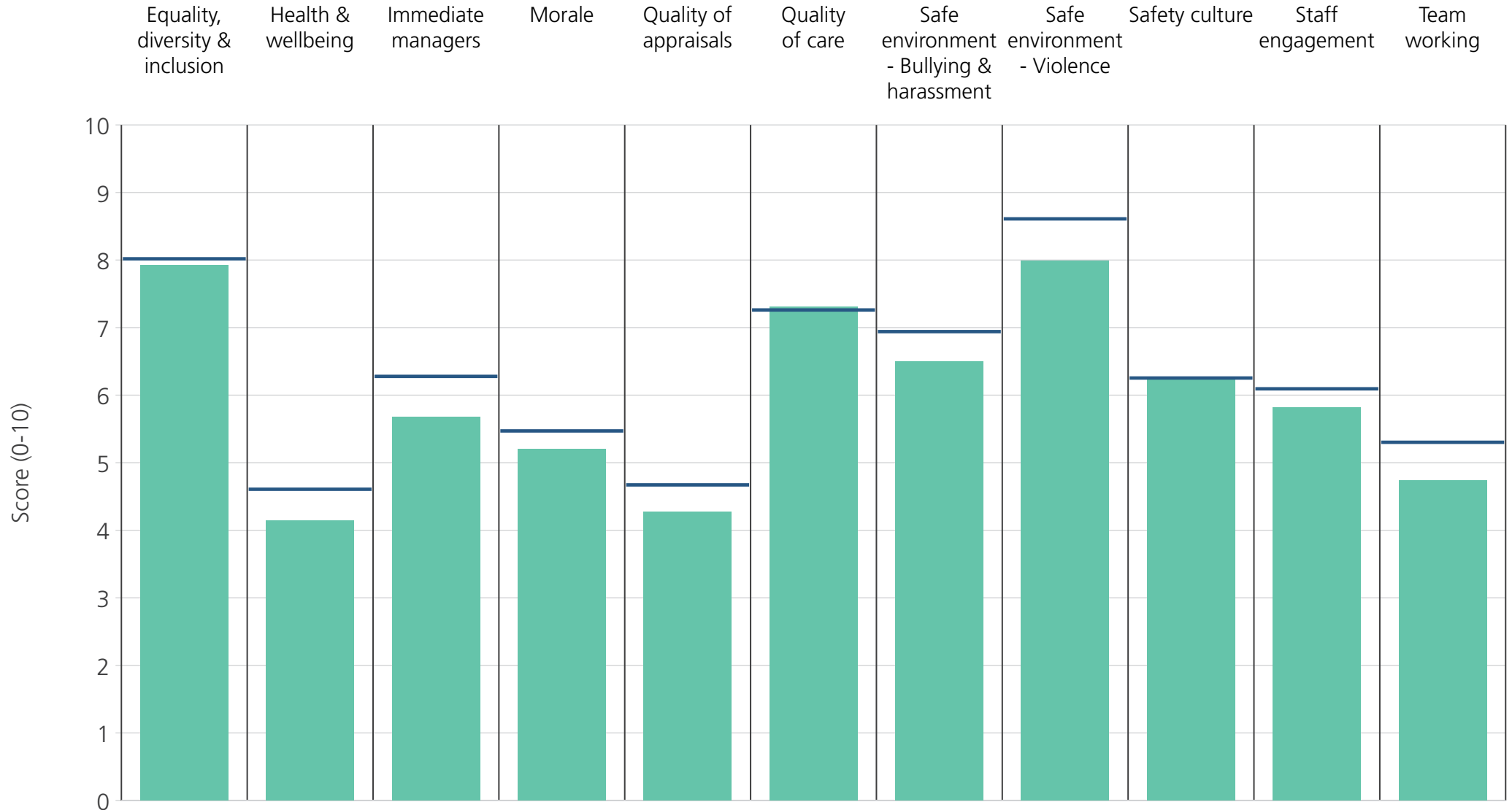
Directorate	7.6	3.9	6.1	5.3	4.4	7.4	6.6	8.1	6.1	5.9	4.9
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	516	521	520	512	420	516	517	512	519	527	524



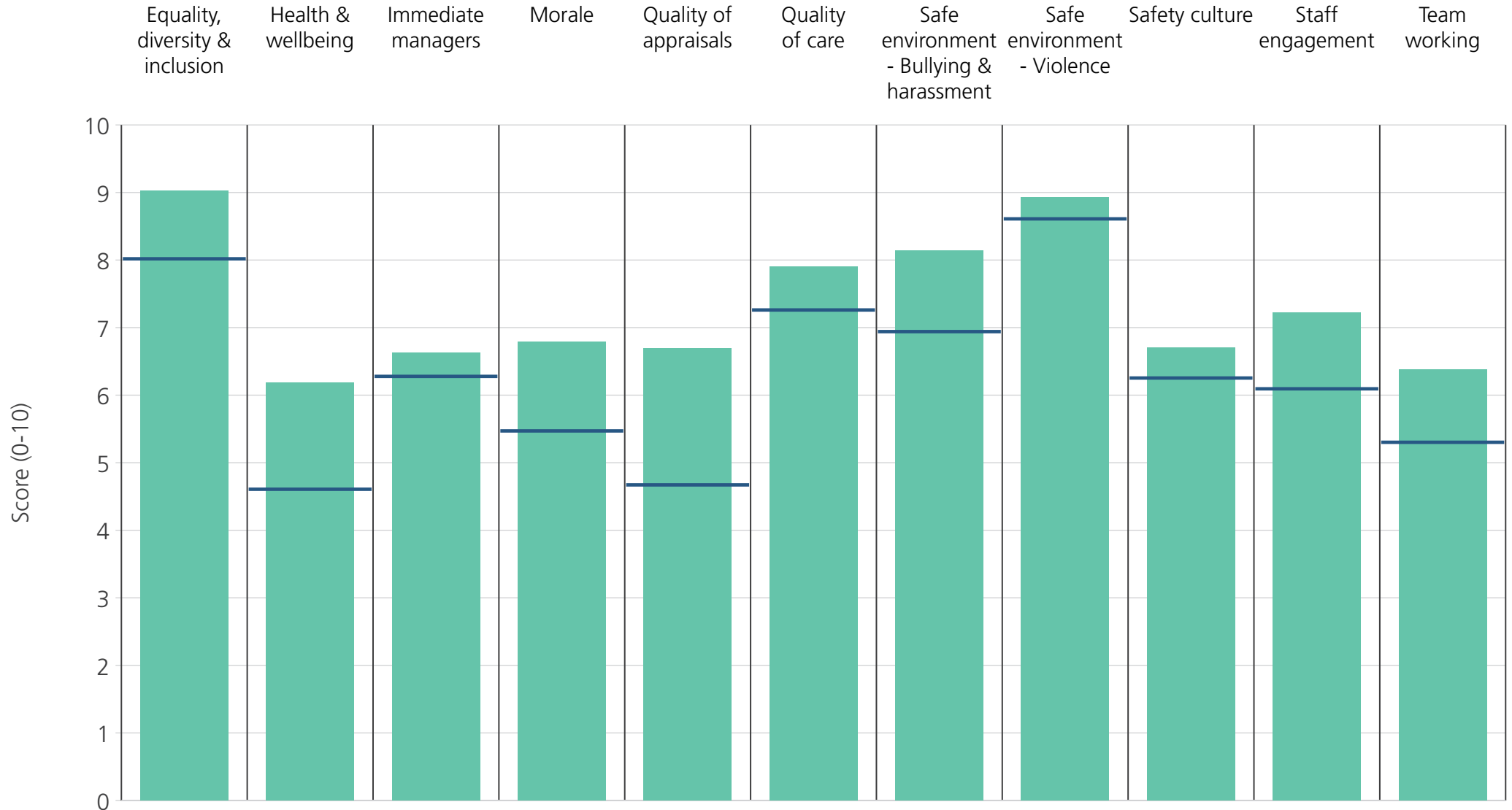
Directorate	8.1	4.9	6.2	5.0	4.0	6.1	6.6	9.8	5.9	5.4	4.4
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	322	327	327	323	163	320	321	323	323	328	325



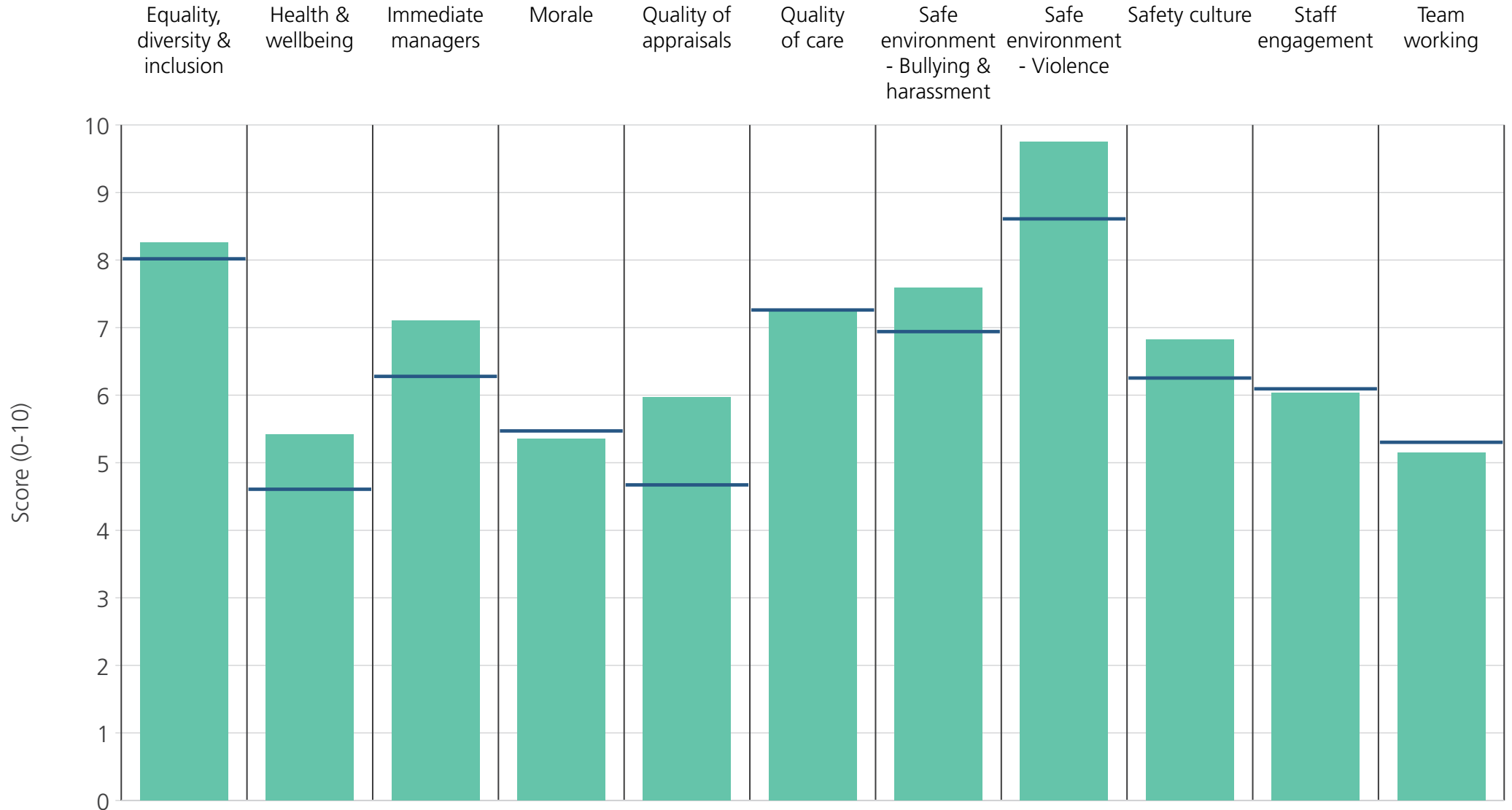
Directorate	7.9	4.2	6.2	5.5	4.5	7.5	6.6	7.9	6.2	6.0	5.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	383	386	385	383	309	380	382	378	384	389	383



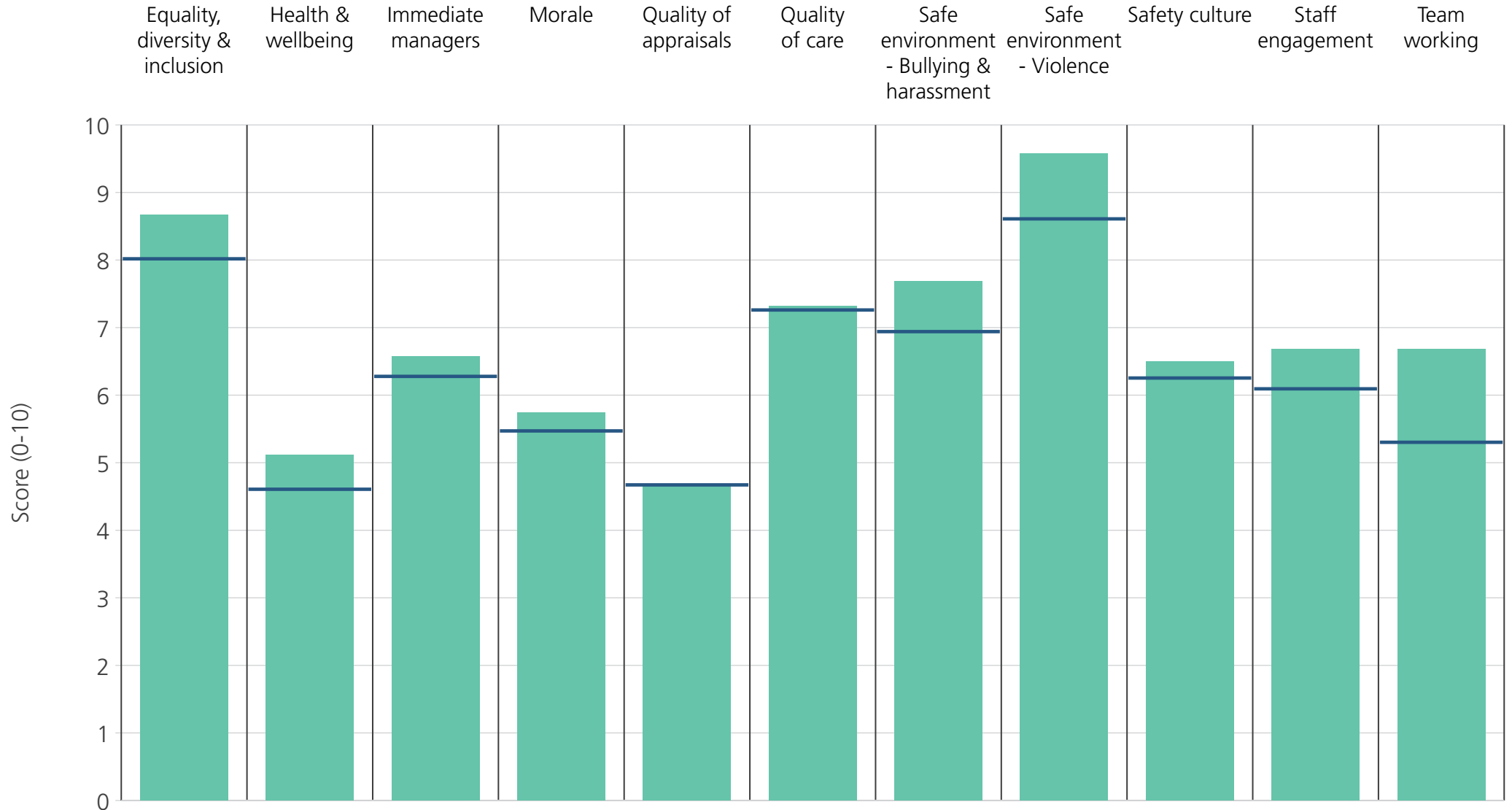
Directorate	7.9	4.1	5.7	5.2	4.3	7.3	6.5	8.0	6.3	5.8	4.7
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	356	359	361	355	260	358	355	353	357	364	363



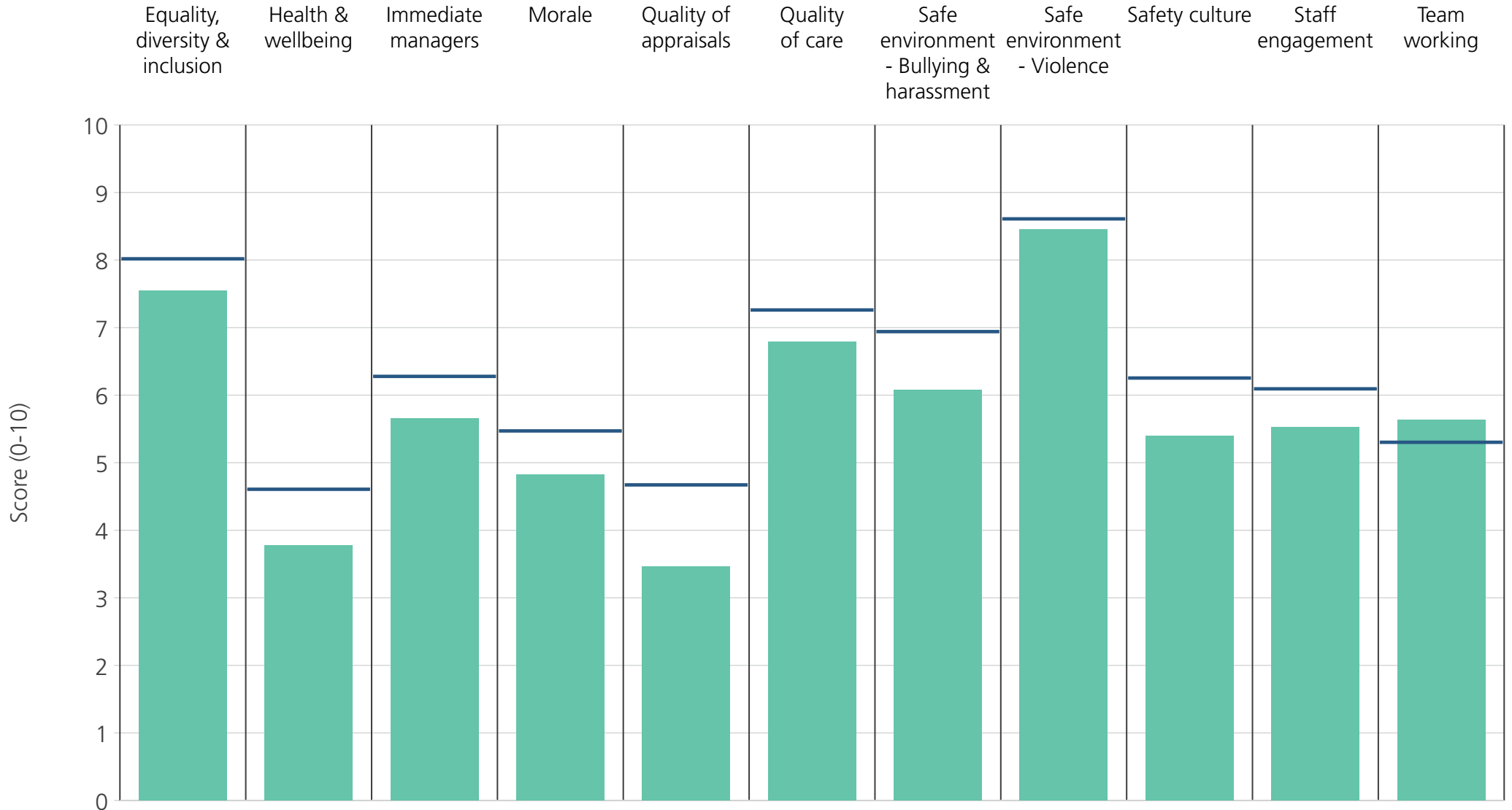
Directorate	9.0	6.2	6.6	6.8	6.7	7.9	8.1	8.9	6.7	7.2	6.4
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	225	230	230	220	84	231	227	228	222	235	233



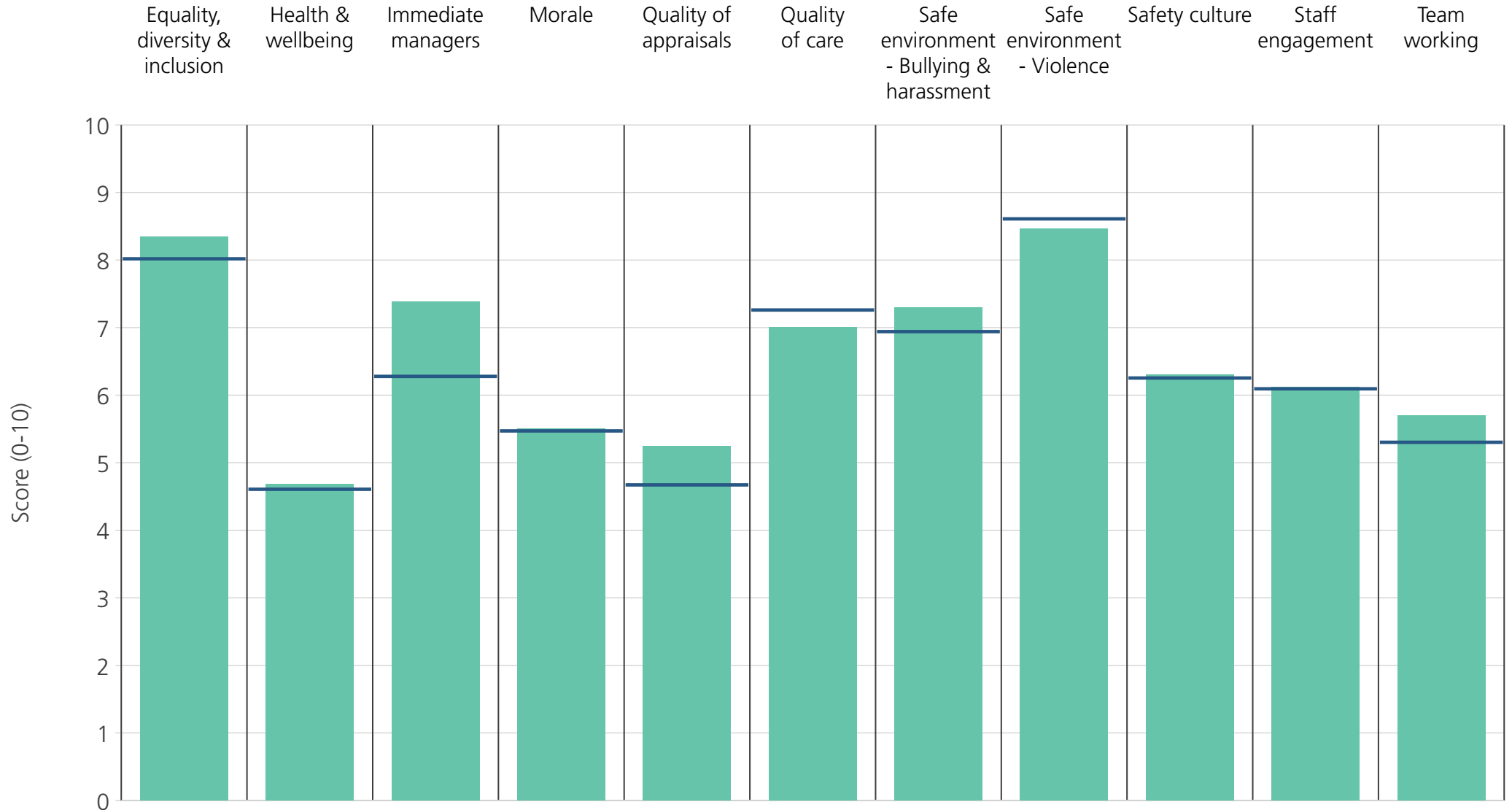
Directorate	8.3	5.4	7.1	5.4	6.0	7.3	7.6	9.7	6.8	6.0	5.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	181	184	184	179	108	177	181	182	182	188	183



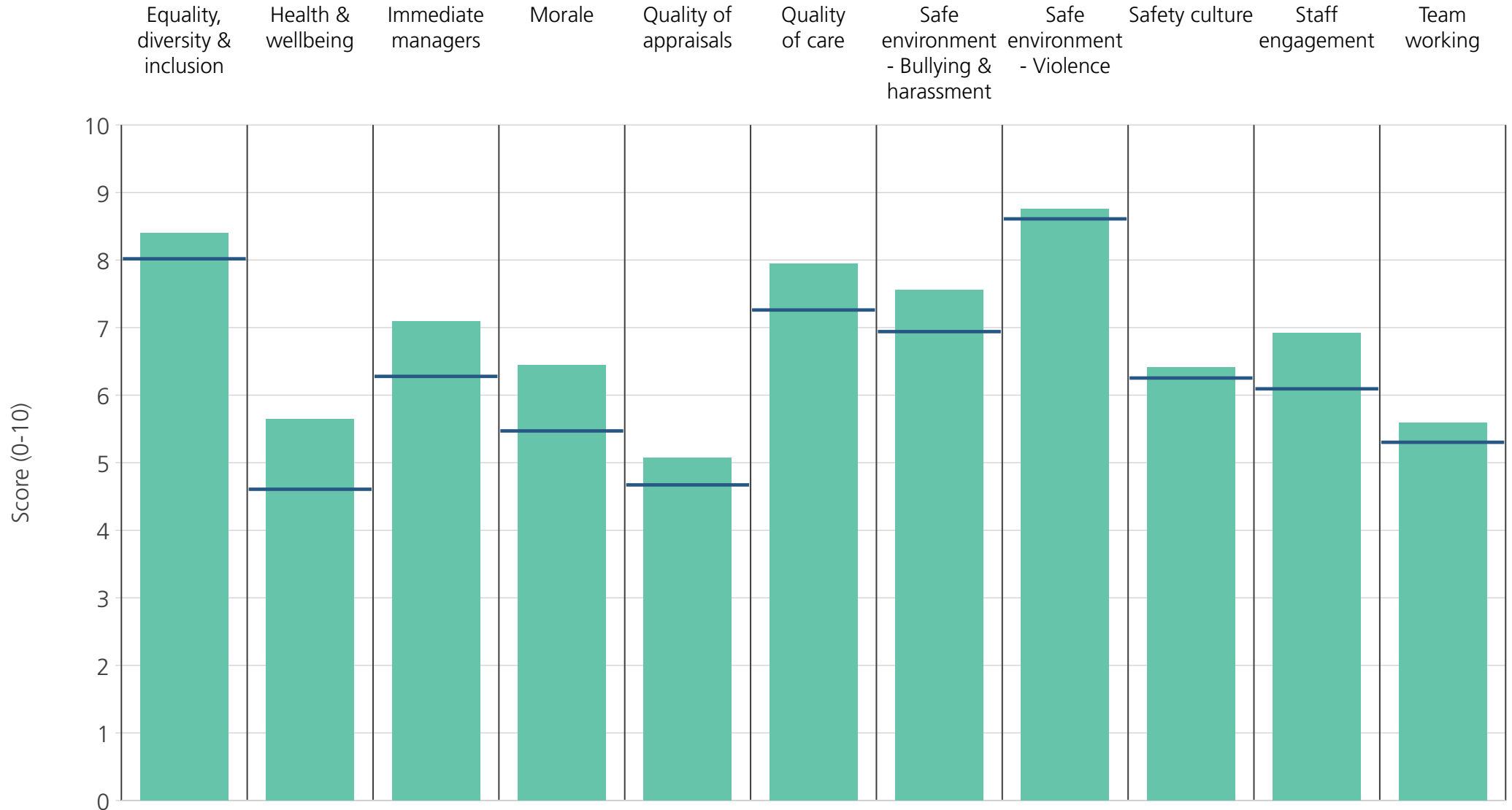
Directorate	8.7	5.1	6.6	5.7	4.7	7.3	7.7	9.6	6.5	6.7	6.7
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	186	188	188	185	152	152	185	187	186	189	187



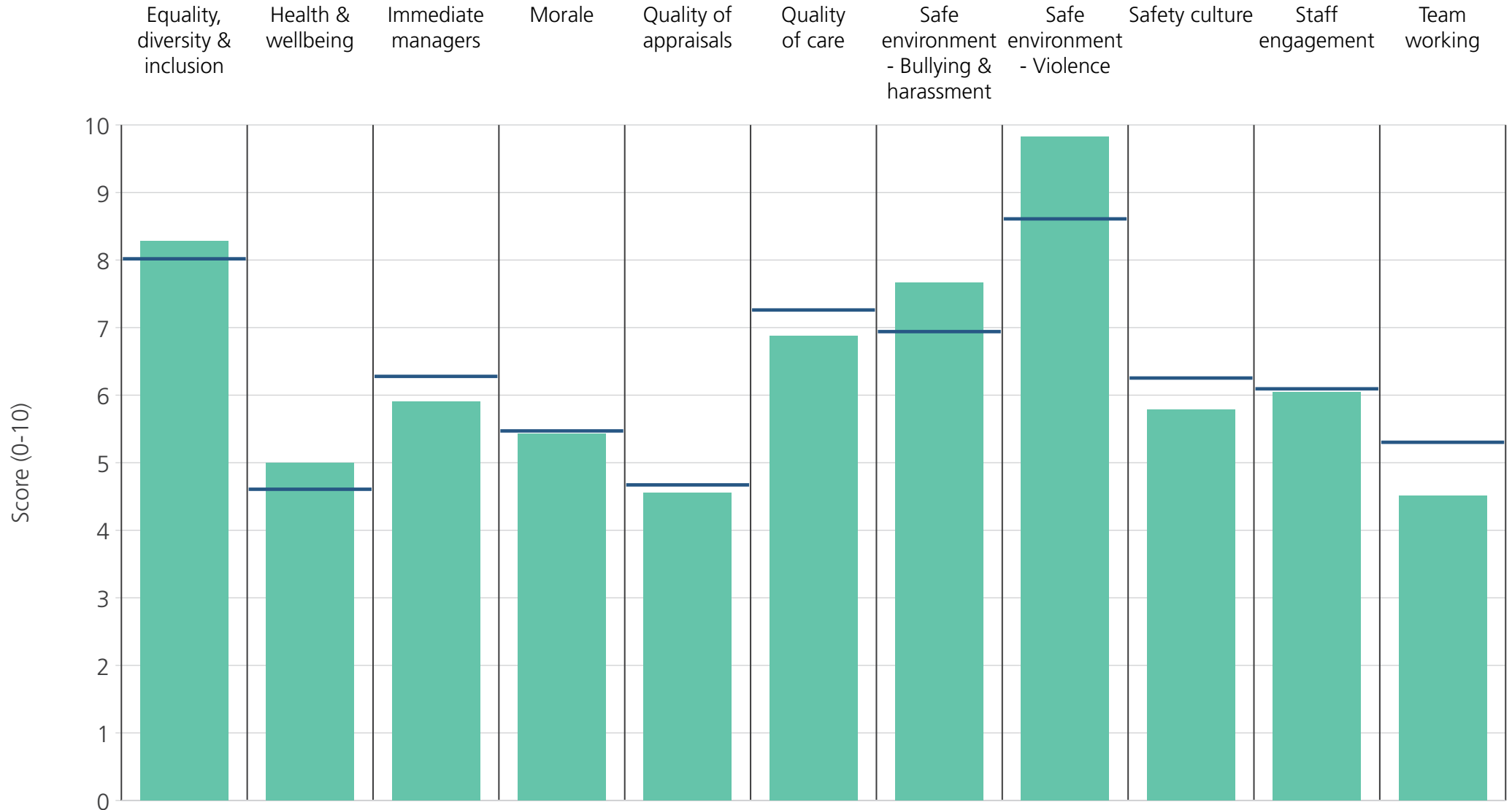
Directorate	7.5	3.8	5.7	4.8	3.5	6.8	6.1	8.4	5.4	5.5	5.6
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	146	146	146	146	104	142	146	146	146	146	145



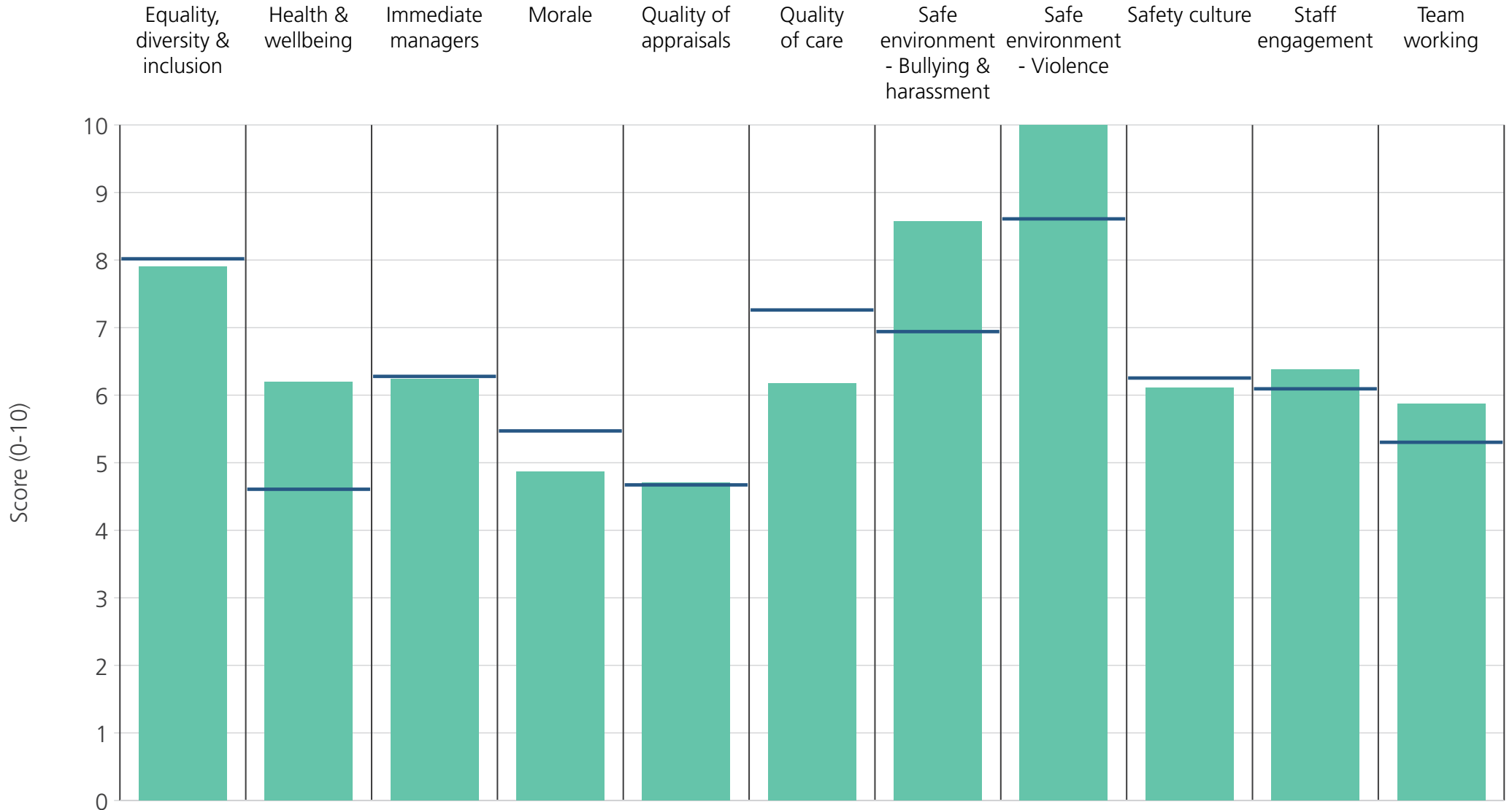
Directorate	8.3	4.7	7.4	5.5	5.2	7.0	7.3	8.5	6.3	6.1	5.7
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	119	119	119	118	87	117	116	119	118	119	119



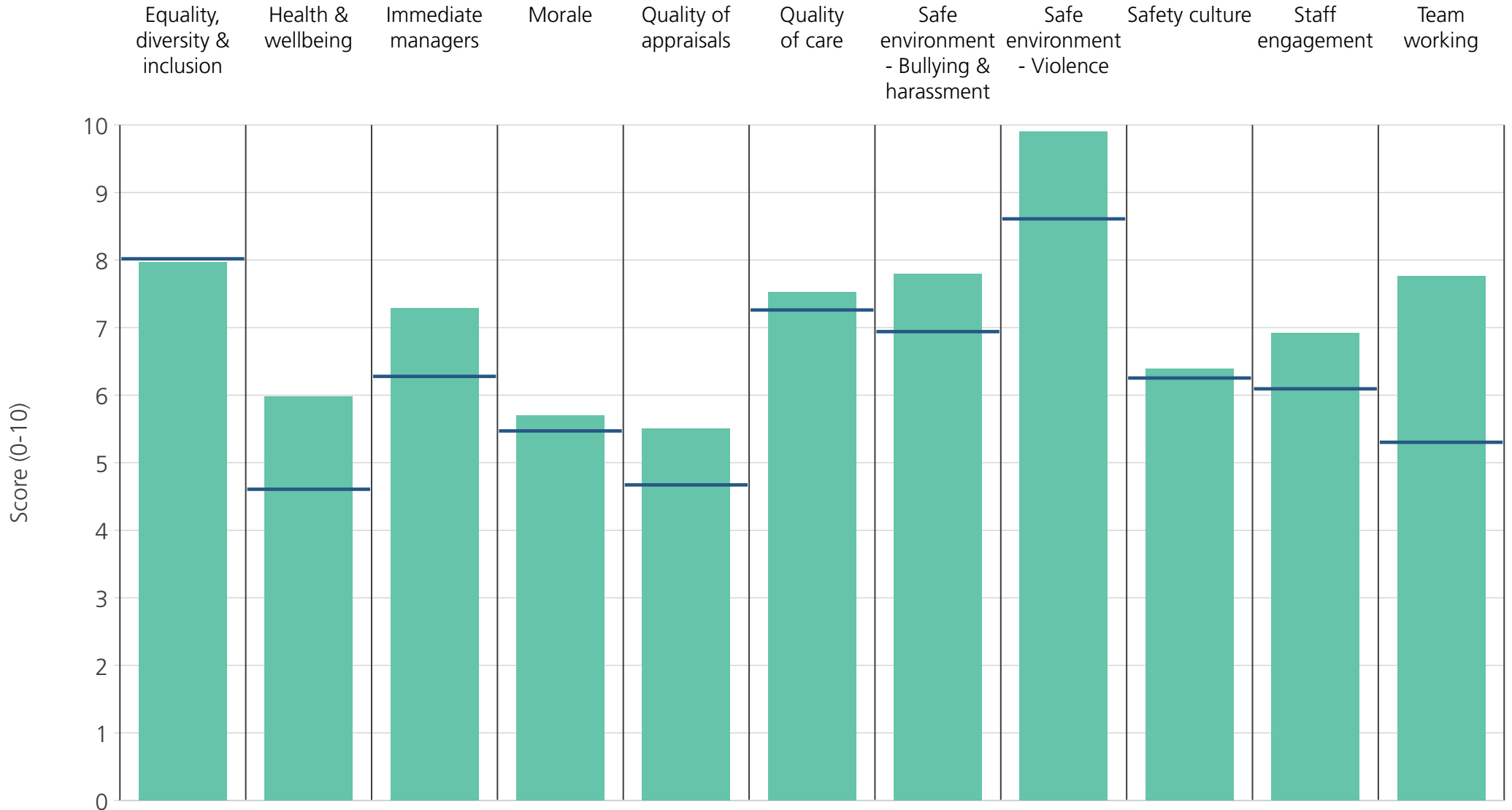
Directorate	8.4	5.6	7.1	6.4	5.1	7.9	7.6	8.8	6.4	6.9	5.6
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	88	88	88	87	52	87	86	86	88	89	89



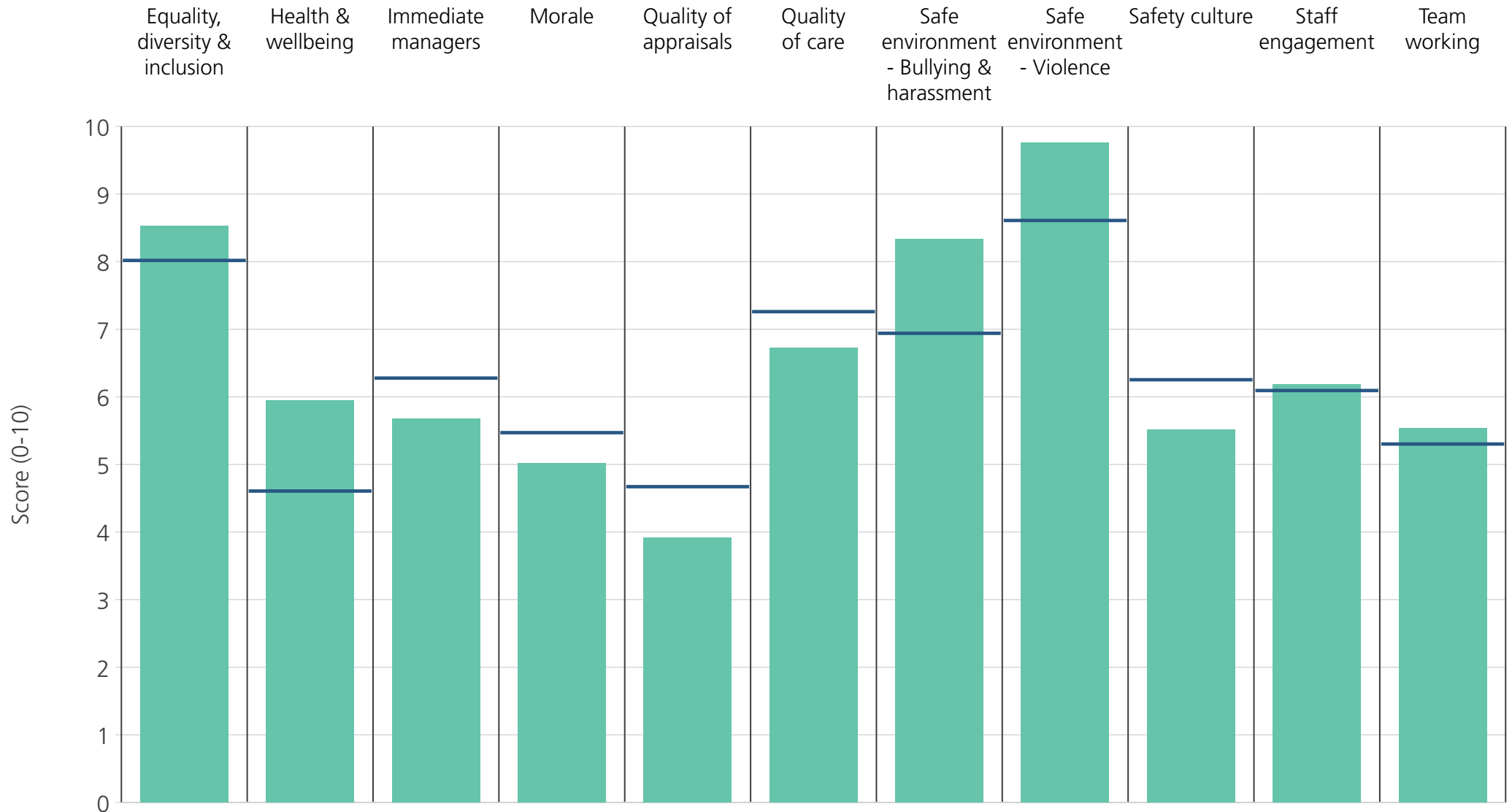
Directorate	8.3	5.0	5.9	5.4	4.6	6.9	7.7	9.8	5.8	6.0	4.5
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	76	77	77	77	48	43	77	77	77	77	77



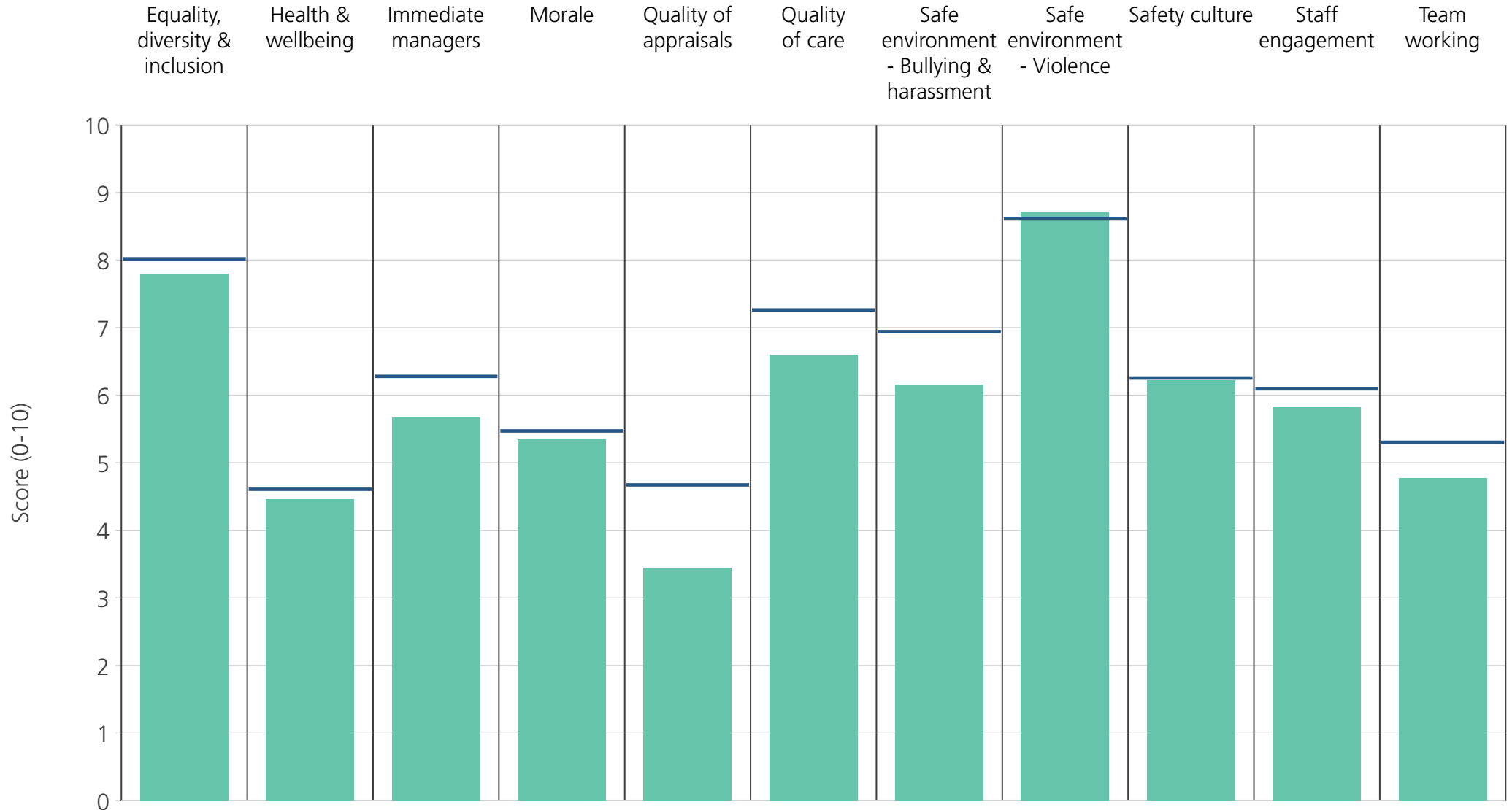
Directorate	7.9	6.2	6.2	4.9	4.7	6.2	8.6	10.0	6.1	6.4	5.9
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	56	58	57	55	37	27	56	57	56	59	59



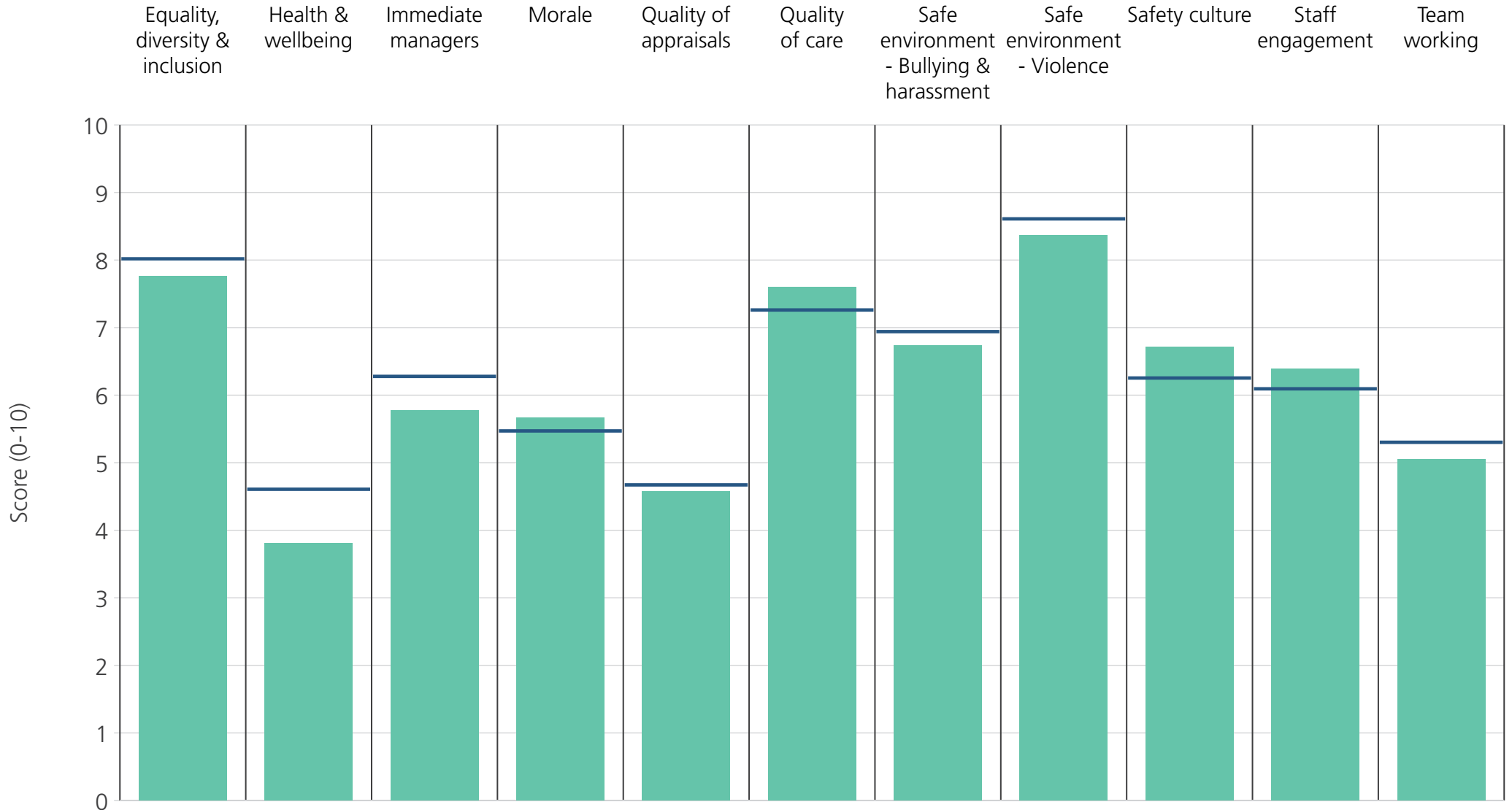
Directorate	8.0	6.0	7.3	5.7	5.5	7.5	7.8	9.9	6.4	6.9	7.8
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	65	65	65	65	50	46	65	65	65	66	66



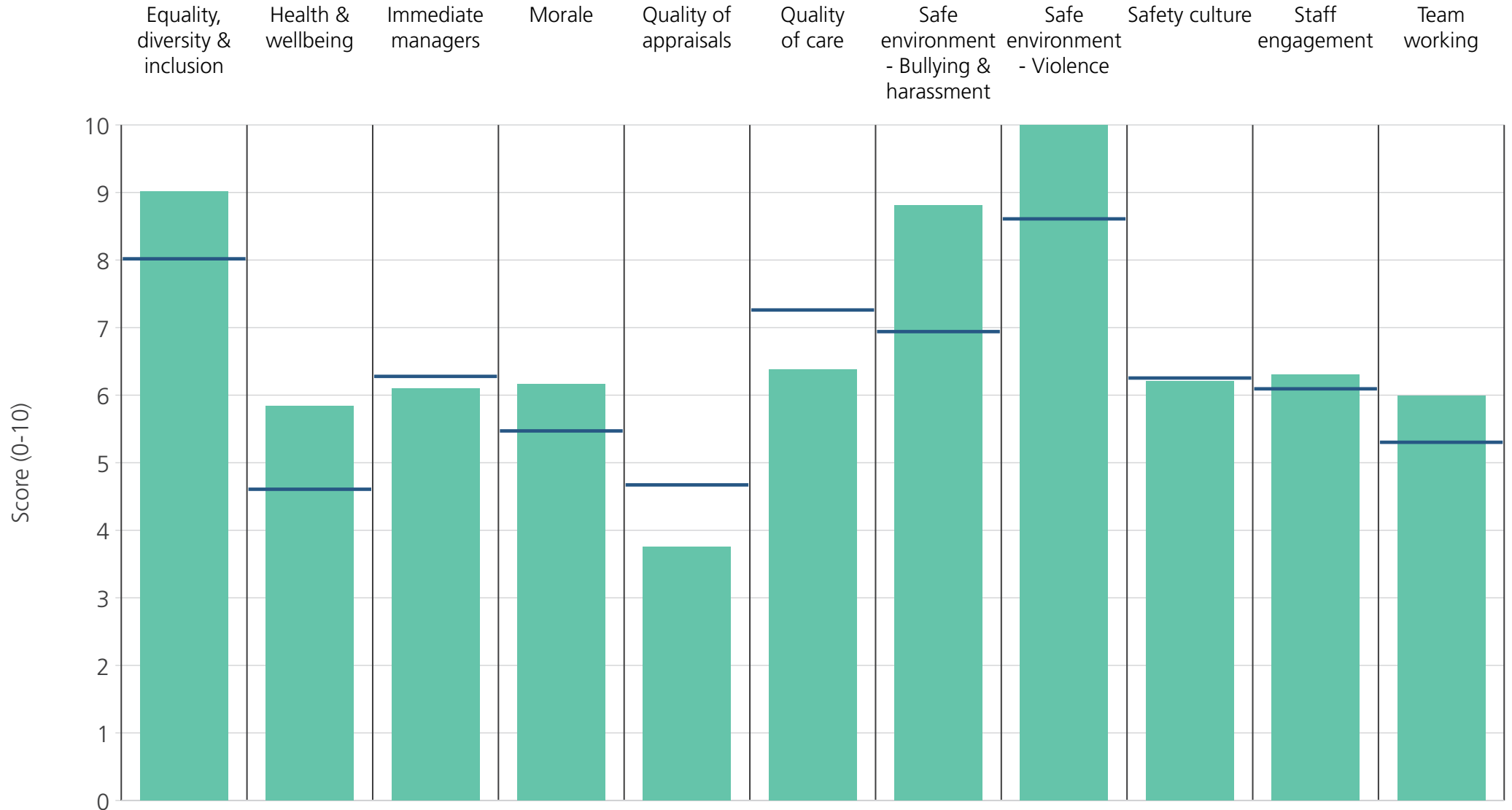
Directorate	8.5	5.9	5.7	5.0	3.9	6.7	8.3	9.8	5.5	6.2	5.5
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	56	56	56	56	37	31	56	56	56	56	54



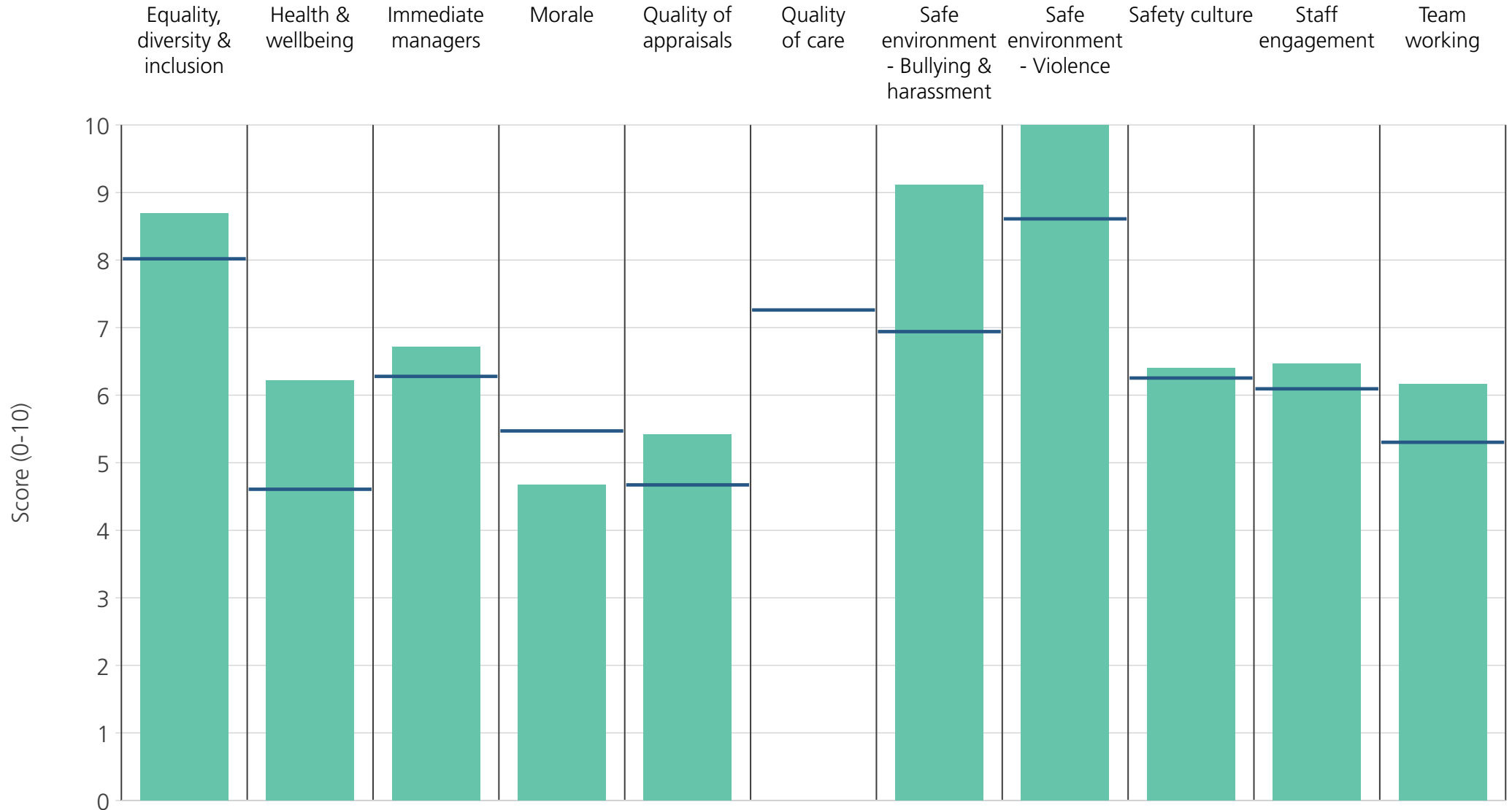
Directorate	7.8	4.5	5.7	5.3	3.4	6.6	6.2	8.7	6.2	5.8	4.8
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	48	49	49	49	28	49	49	49	49	49	49



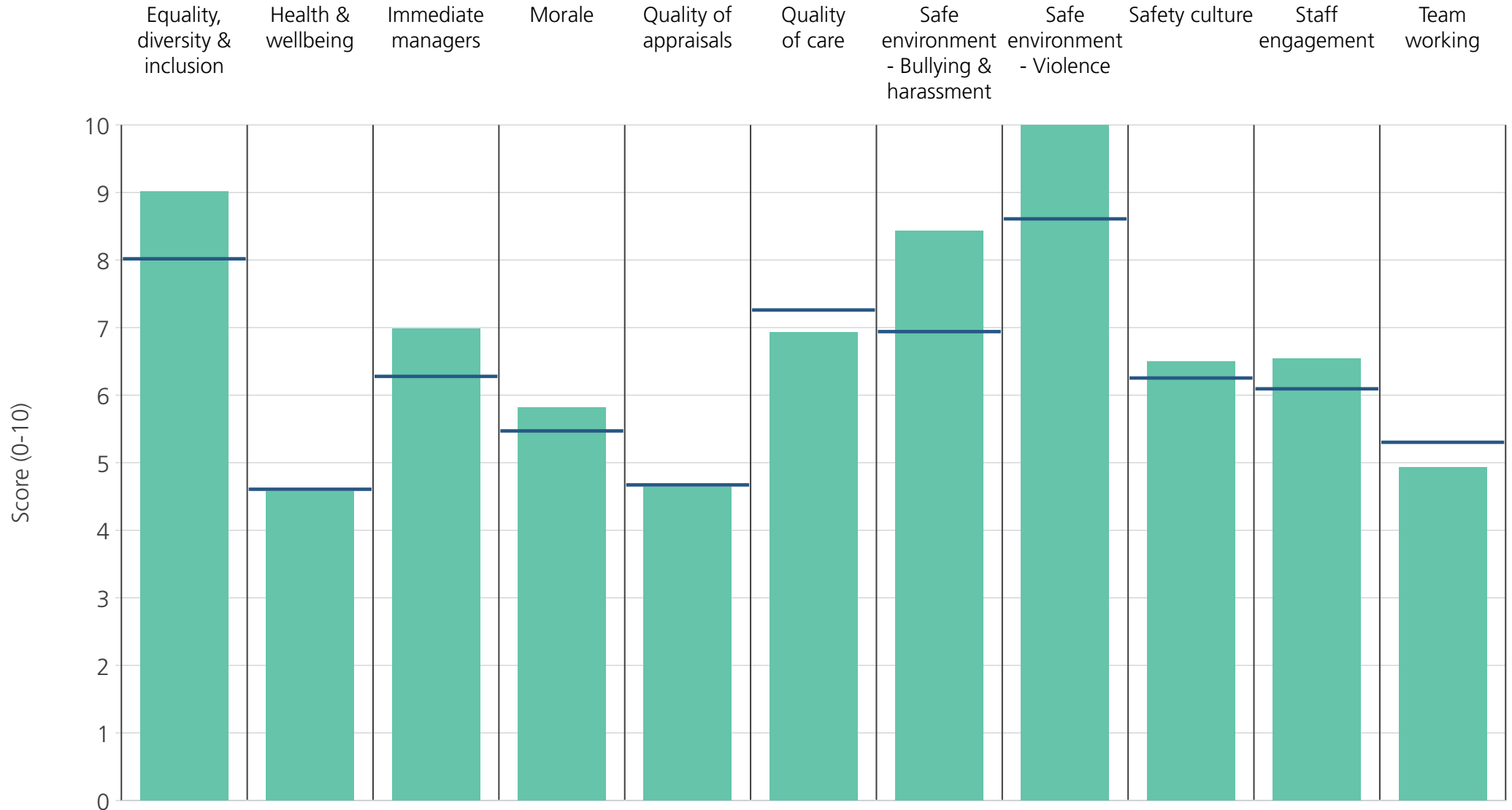
Directorate	7.8	3.8	5.8	5.7	4.6	7.6	6.7	8.4	6.7	6.4	5.1
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	48	49	49	49	32	48	48	49	49	49	49



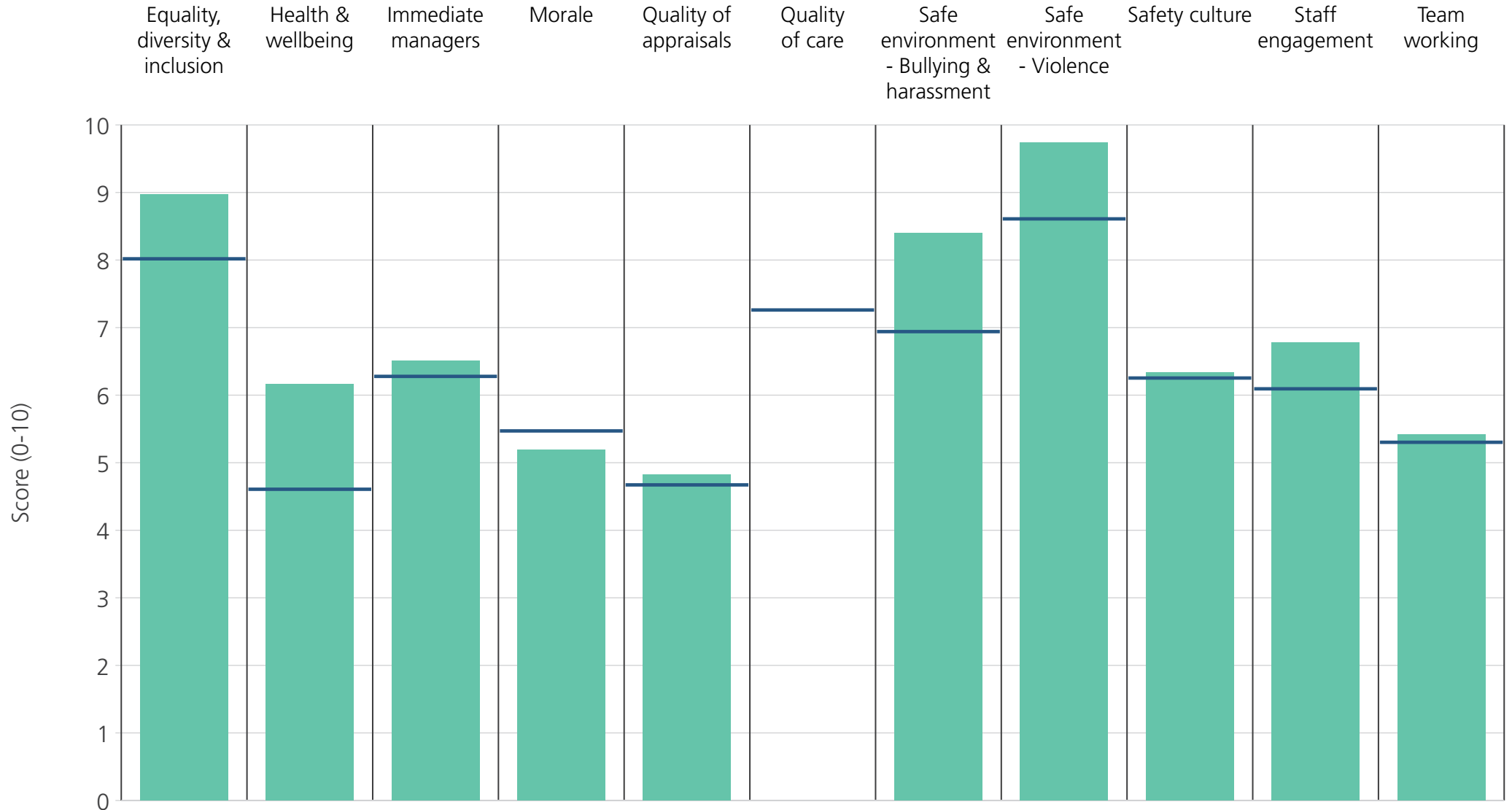
Directorate	9.0	5.8	6.1	6.2	3.8	6.4	8.8	10.0	6.2	6.3	6.0
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	43	43	43	42	37	25	42	43	42	43	43



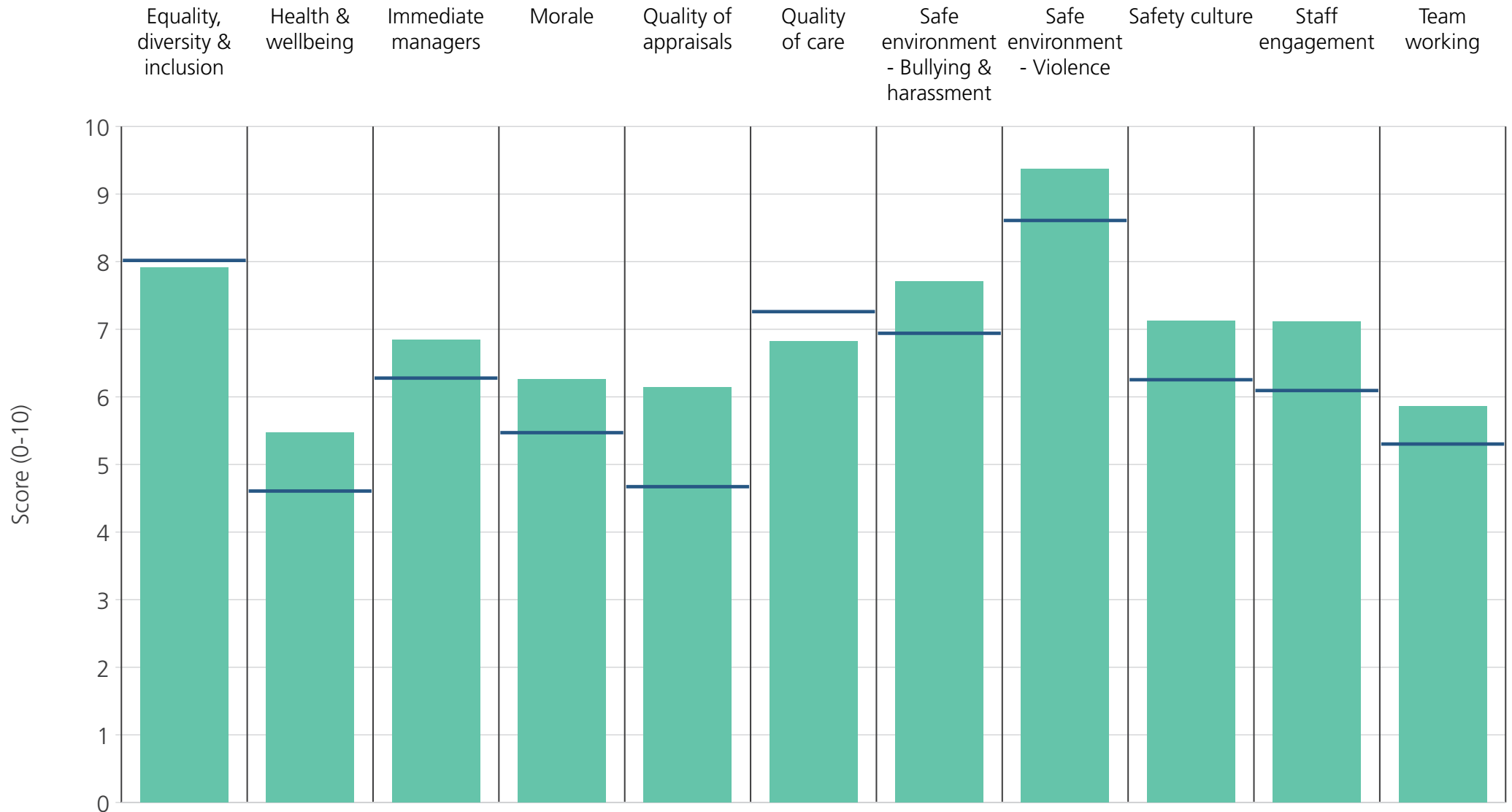
Directorate	8.7	6.2	6.7	4.7	5.4		9.1	10.0	6.4	6.5	6.2
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	30	30	30	30	18	9	30	30	30	30	30



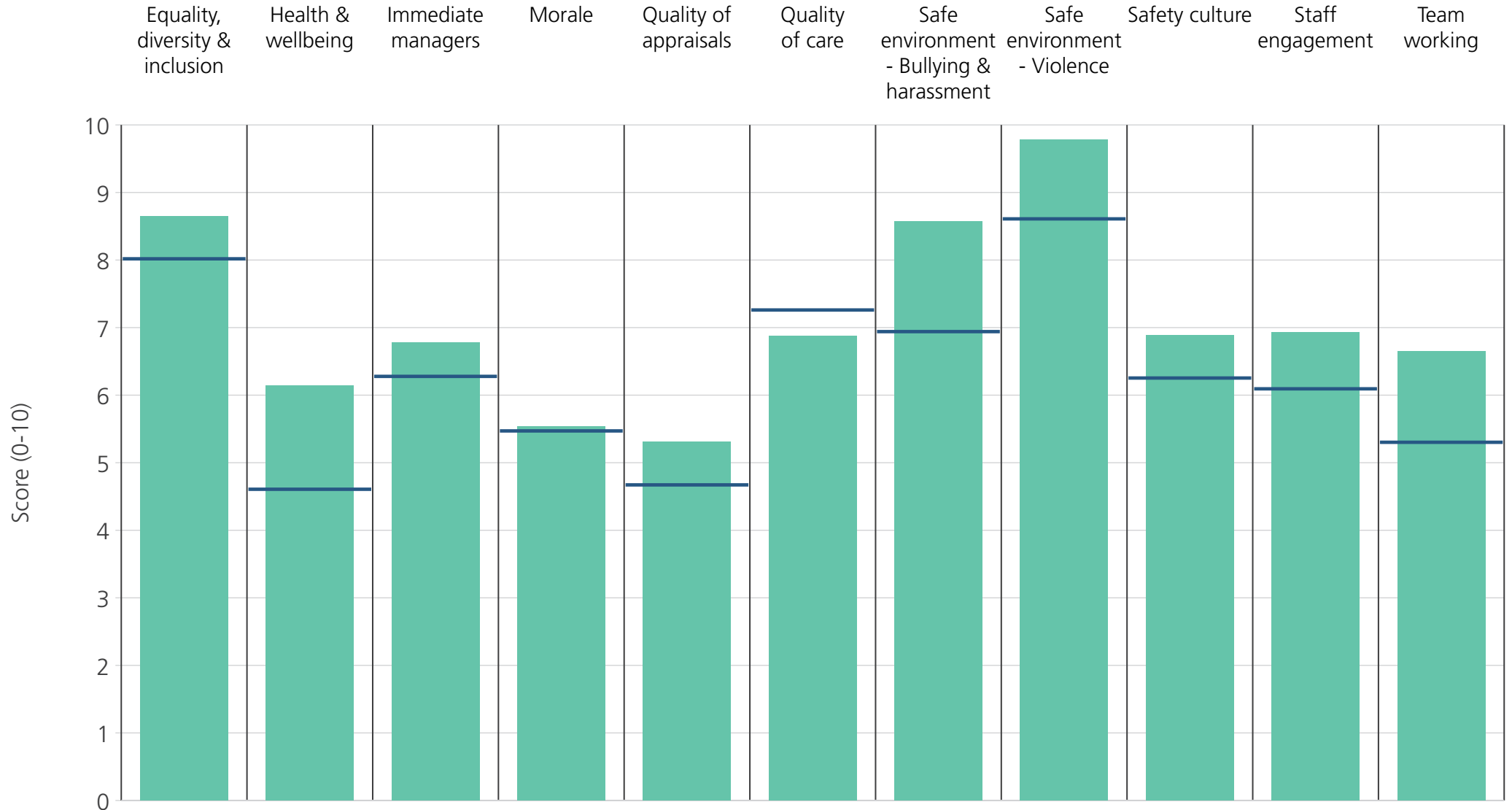
Directorate	9.0	4.6	7.0	5.8	4.6	6.9	8.4	10.0	6.5	6.5	4.9
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	17	18	18	17	14	16	17	17	17	17	17



Directorate	9.0	6.2	6.5	5.2	4.8		8.4	9.7	6.3	6.8	5.4
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	25	25	24	24	21	9	25	25	25	25	24



Directorate	7.9	5.5	6.8	6.3	6.1	6.8	7.7	9.4	7.1	7.1	5.9
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	16	16	16	16	11	13	16	16	16	16	16



Directorate	8.6	6.1	6.8	5.5	5.3	6.9	8.6	9.8	6.9	6.9	6.7
Your org	8.0	4.6	6.3	5.5	4.7	7.3	6.9	8.6	6.3	6.1	5.3
Responses	93	93	94	92	69	53	93	93	92	94	93