

# South London and Maudsley NHS Foundation Trust

2019 NHS Staff Survey

**Directorate Report**

**Contents**

Introduction . . . . .	4	Themes – Directorates 2 . . . . .	27
Themes – Directorates 1 . . . . .	5	PHMFM - Pharmacy Department . . . . .	28
Child & Adolescent Service L3 . . . . .	6	PCCPS - Southwark IAPT . . . . .	29
Southwark Directorate L3 . . . . .	7	PSYTR - Trust Trainee Psychologists . . . . .	30
Lambeth Directorate L3 . . . . .	8	M05271 - IAPT Service . . . . .	31
Behavioural And Dev. Psych L3 . . . . .	9	LIAPT - Lambeth Improved Access to Psychological Treatments . . . . .	32
Lewisham Directorate L3 . . . . .	10	CRPCC - IAPT . . . . .	33
Croydon Directorate L3 . . . . .	11	PSSACJ - ACP CAG Junior Medical . . . . .	34
MHOA And Dementia L3 . . . . .	12	M05506 - Special Needs Heather Close . . . . .	35
PMIC L3 . . . . .	13	EDTWX - Eating Disorders - Inpatient . . . . .	36
Medical & Clinical Govern. L3 . . . . .	14	CDCED - Adolescent Eating Disorders . . . . .	37
Nursing & Quality L3 . . . . .	15	WDQXX - Acorn Lodge - Nursing . . . . .	38
Estates & Facilities L3 . . . . .	16	STH013 - Lambeth Home Treatment Team . . . . .	39
Human Resources L3 . . . . .	17	SSHTT - Southwark Home Treatment Team . . . . .	40
Addictions L3 . . . . .	18	MUMMB - Mother & Baby Unit - Inpts . . . . .	41
Clinical Support Services L3 . . . . .	19	ALPSY - Neuropsychiatry Db 1 . . . . .	42
Chief Operating Officer L3 . . . . .	20	GRE001 - Greenvale Nursing Home . . . . .	43
Information & I.T. L3 . . . . .	21	CPICU - Bethlem Adolescent PICU . . . . .	44
Finance And Corp Governance L3 . . . . .	22	CHALX - National Autism Unit . . . . .	45
Strategy And Business Dev. L3 . . . . .	23	LAMCBU - Challenging Behaviour Unit . . . . .	46
Chief Executive L3 . . . . .	24	M04003 - Hayworth Ward . . . . .	47
Trust Research & Development L3 . . . . .	25	M03532 - Snowsfield Adolescent Unit . . . . .	48
Other . . . . .	26	M02520 - Johnson Unit Lewisham lcu . . . . .	49
		FMBPA - Psychosis Unit (Fm2) . . . . .	50

**Contents**

Other . . . . . 51

This directorate report for South London and Maudsley 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.

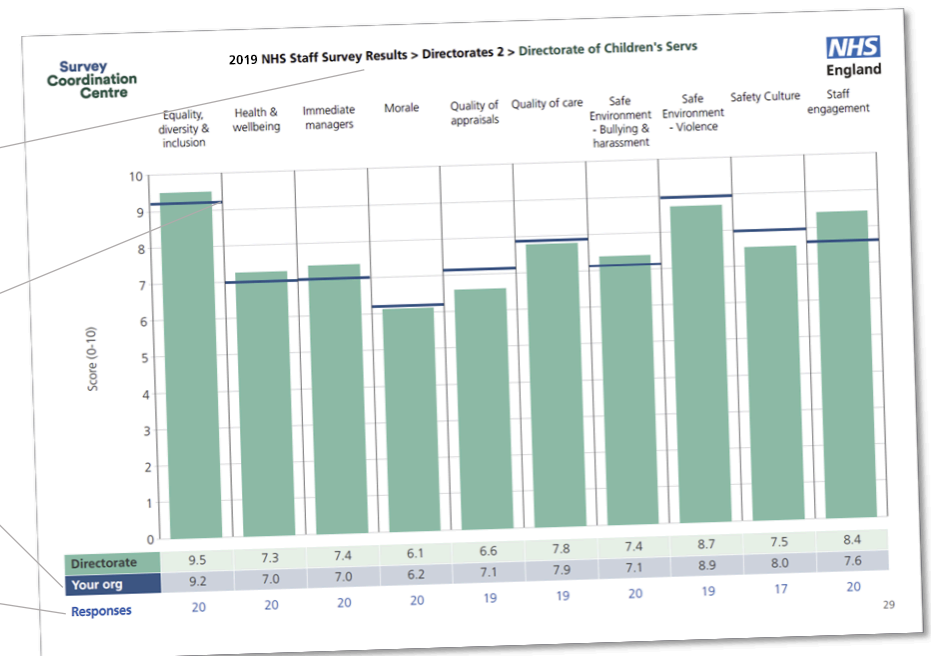
The directorate breakdowns used in this report were provided and defined by South London and Maudsley NHS Foundation Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

## 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.

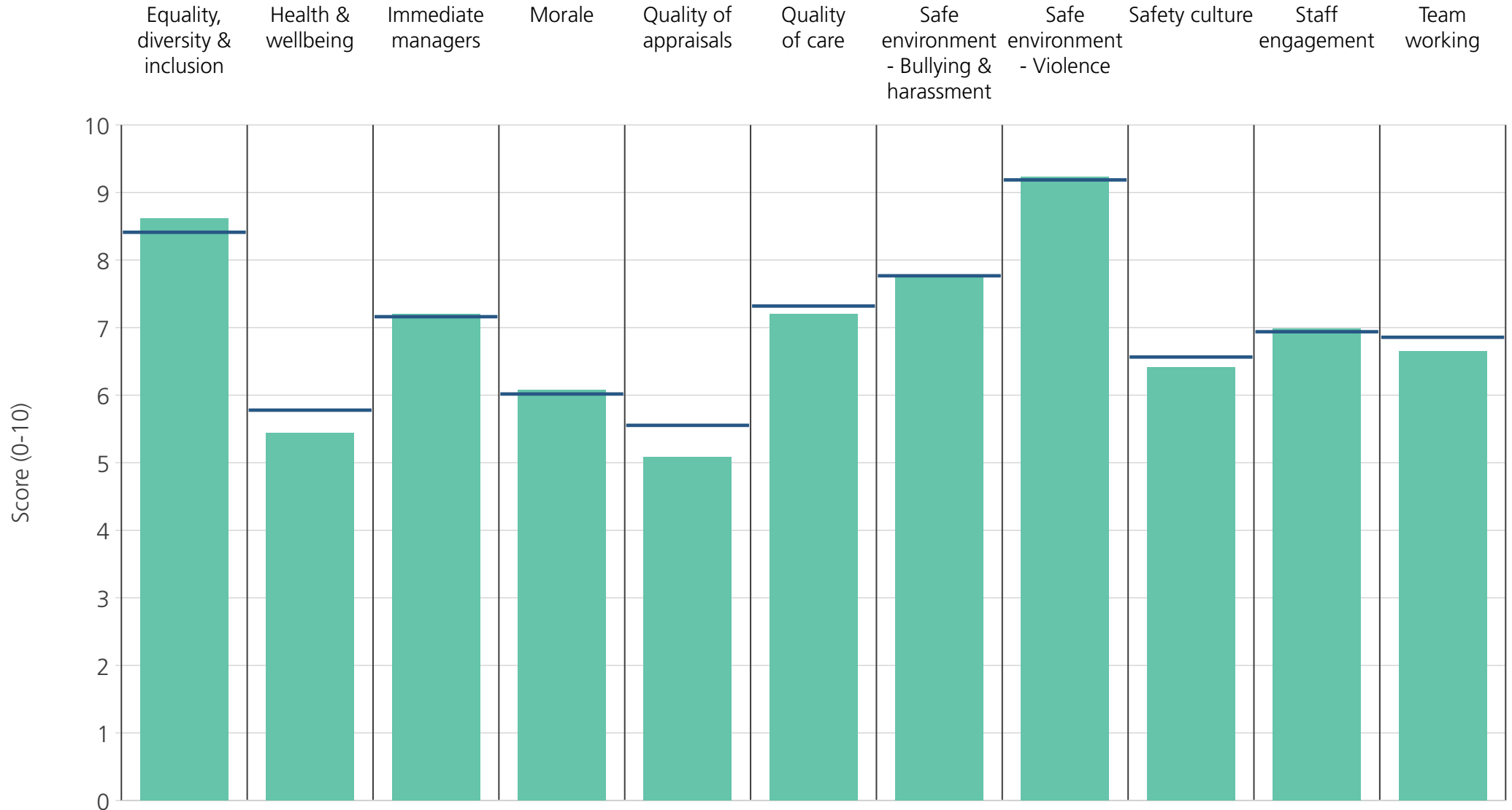
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



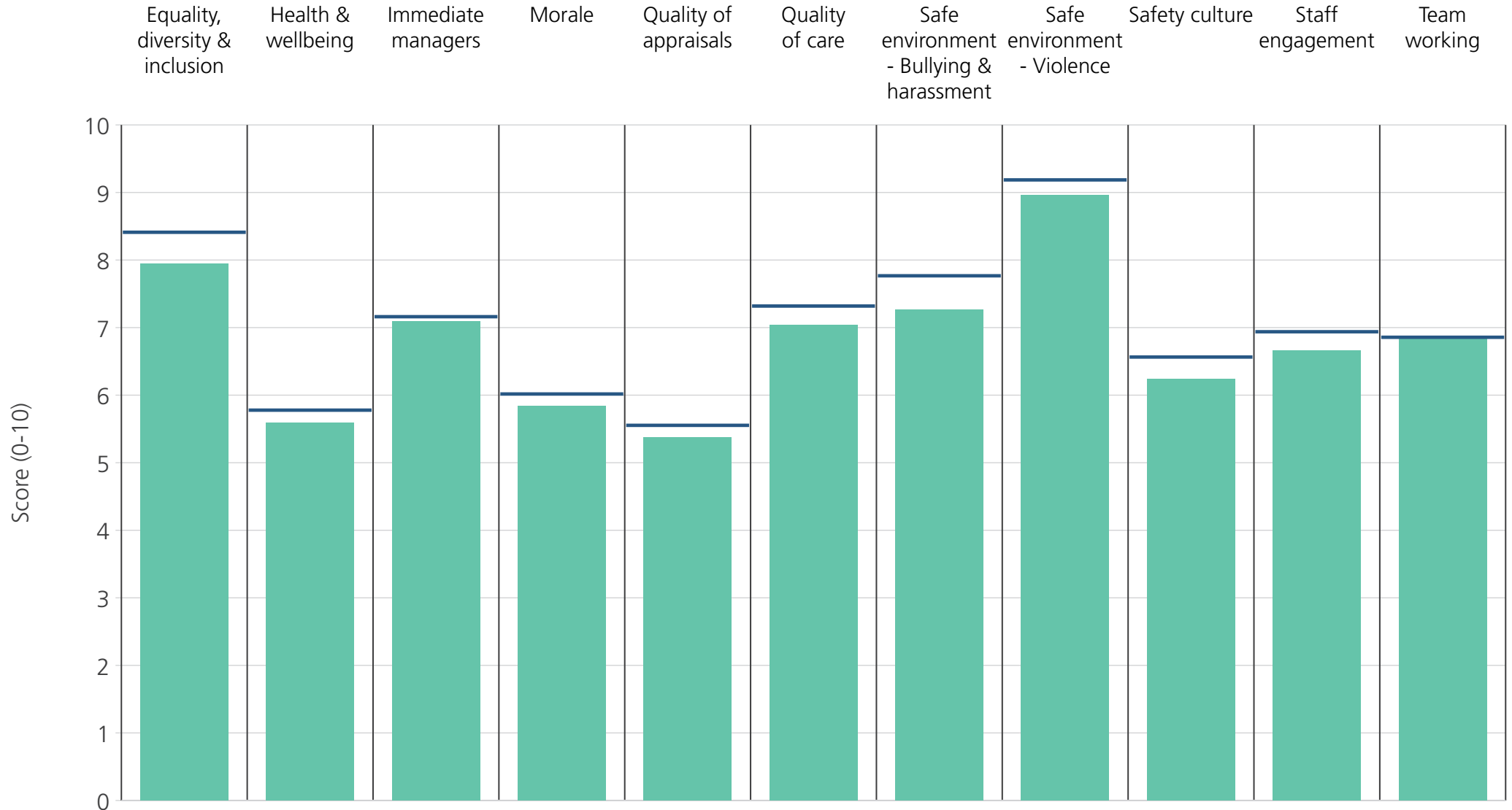
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

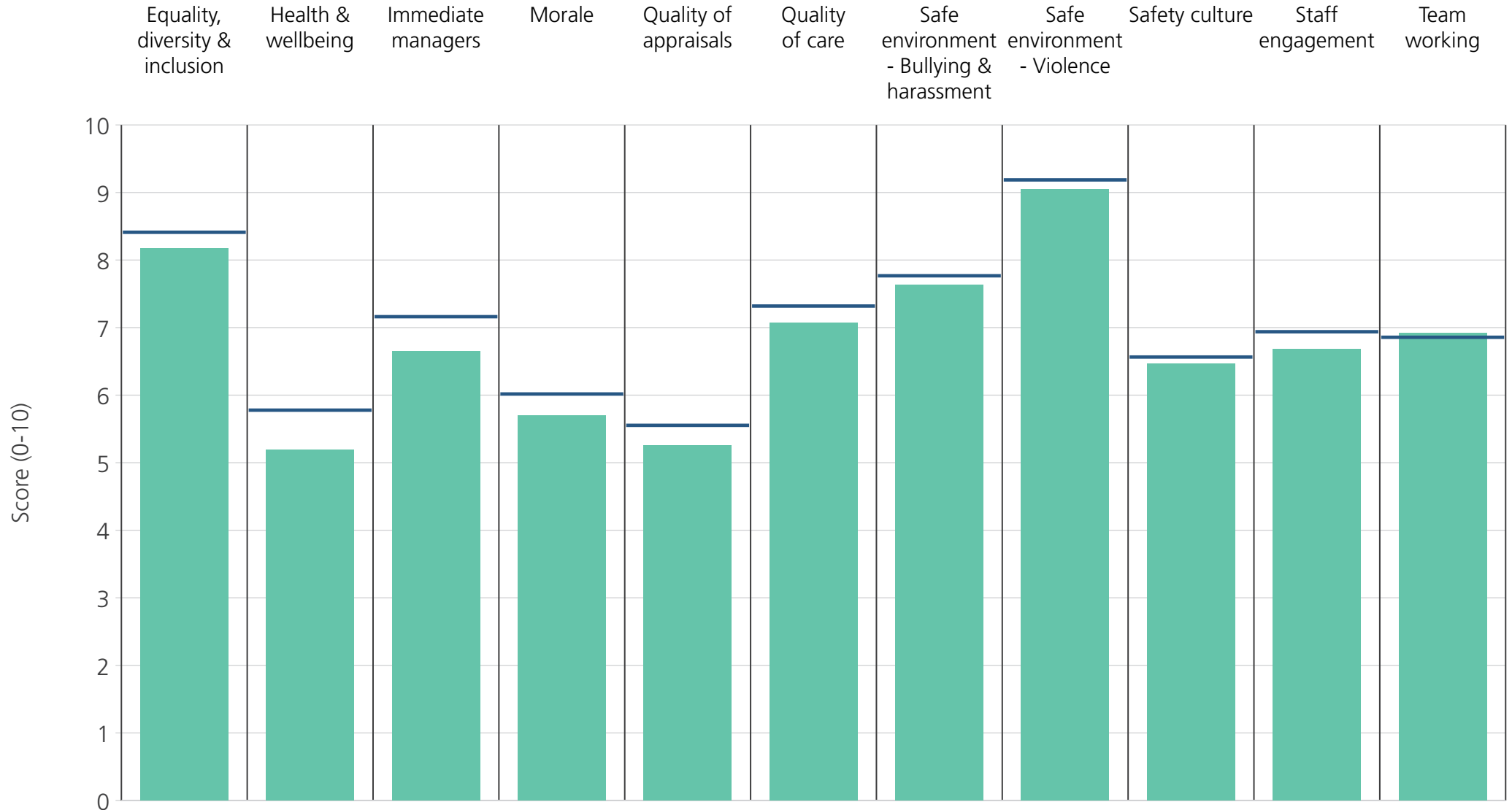
South London and Maudsley NHS Foundation Trust  
2019 NHS Staff Survey Results



<b>Directorate</b>	8.6	5.4	7.2	6.1	5.1	7.2	7.8	9.2	6.4	7.0	6.6
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	319	320	320	309	288	297	318	318	316	324	319

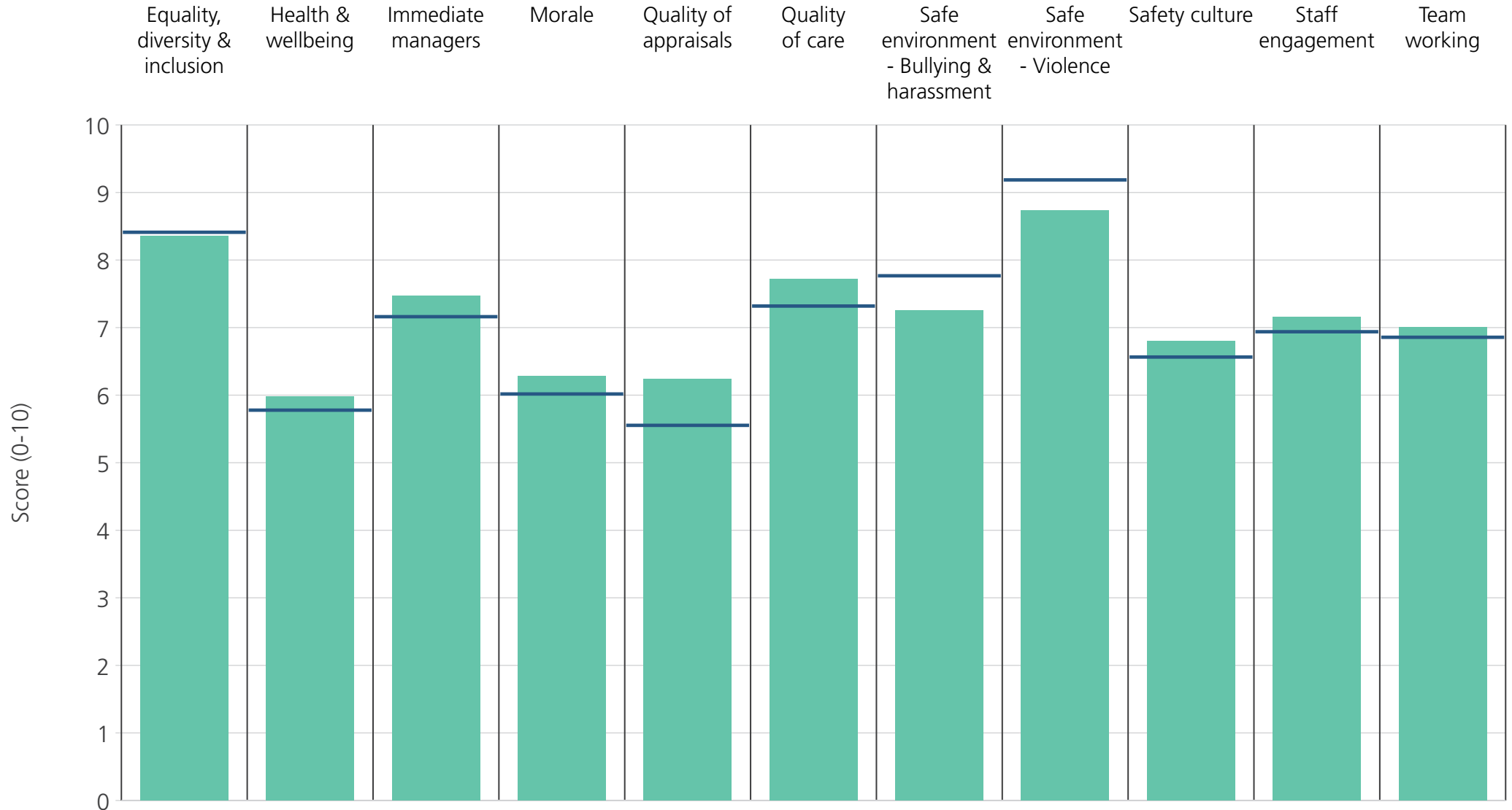


<b>Directorate</b>	7.9	5.6	7.1	5.8	5.4	7.0	7.3	9.0	6.2	6.7	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	236	238	236	231	206	220	233	233	237	239	235

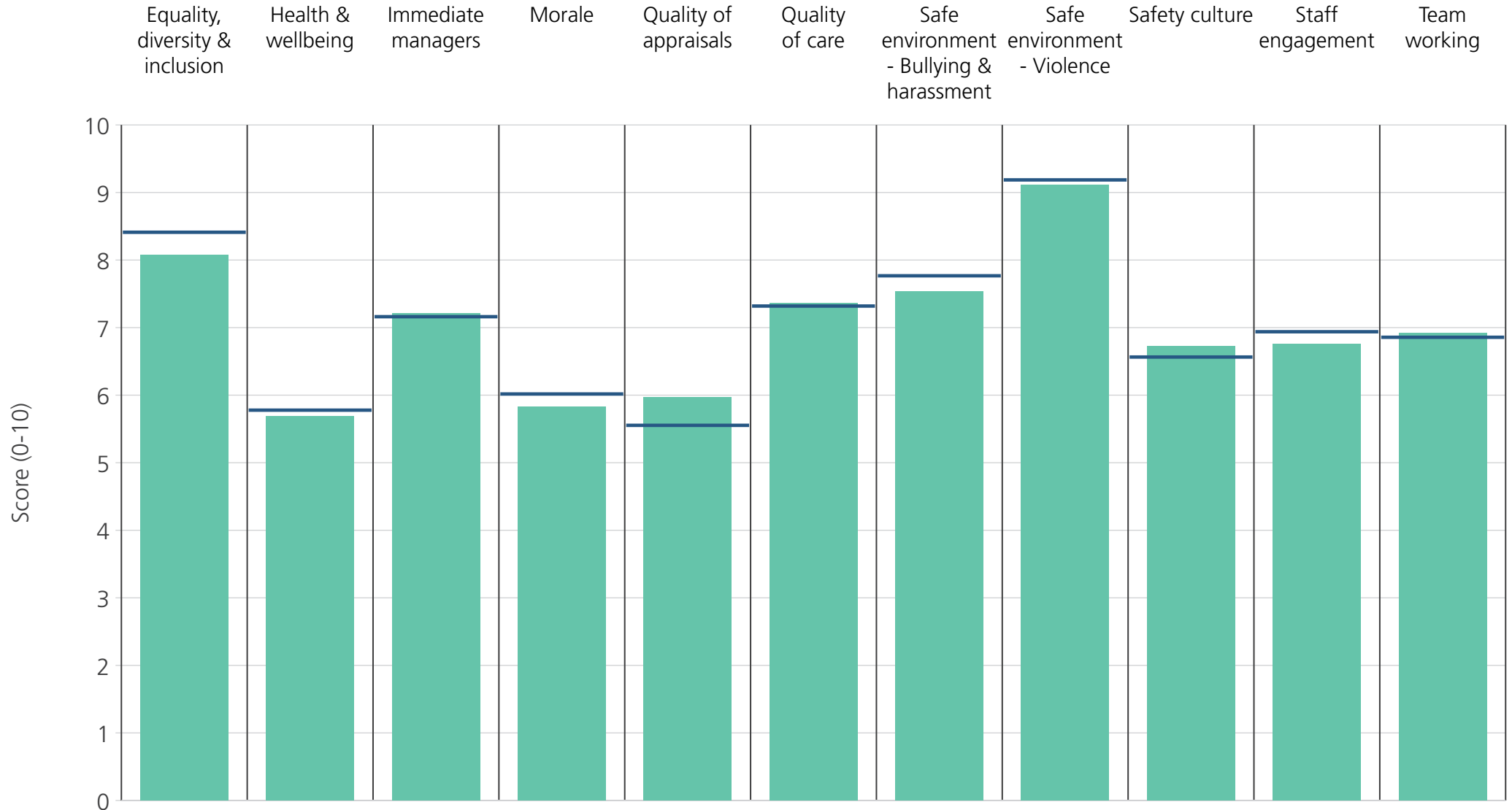


<b>Directorate</b>	8.2	5.2	6.6	5.7	5.3	7.1	7.6	9.0	6.5	6.7	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	269	271	268	265	252	263	266	268	266	274	271

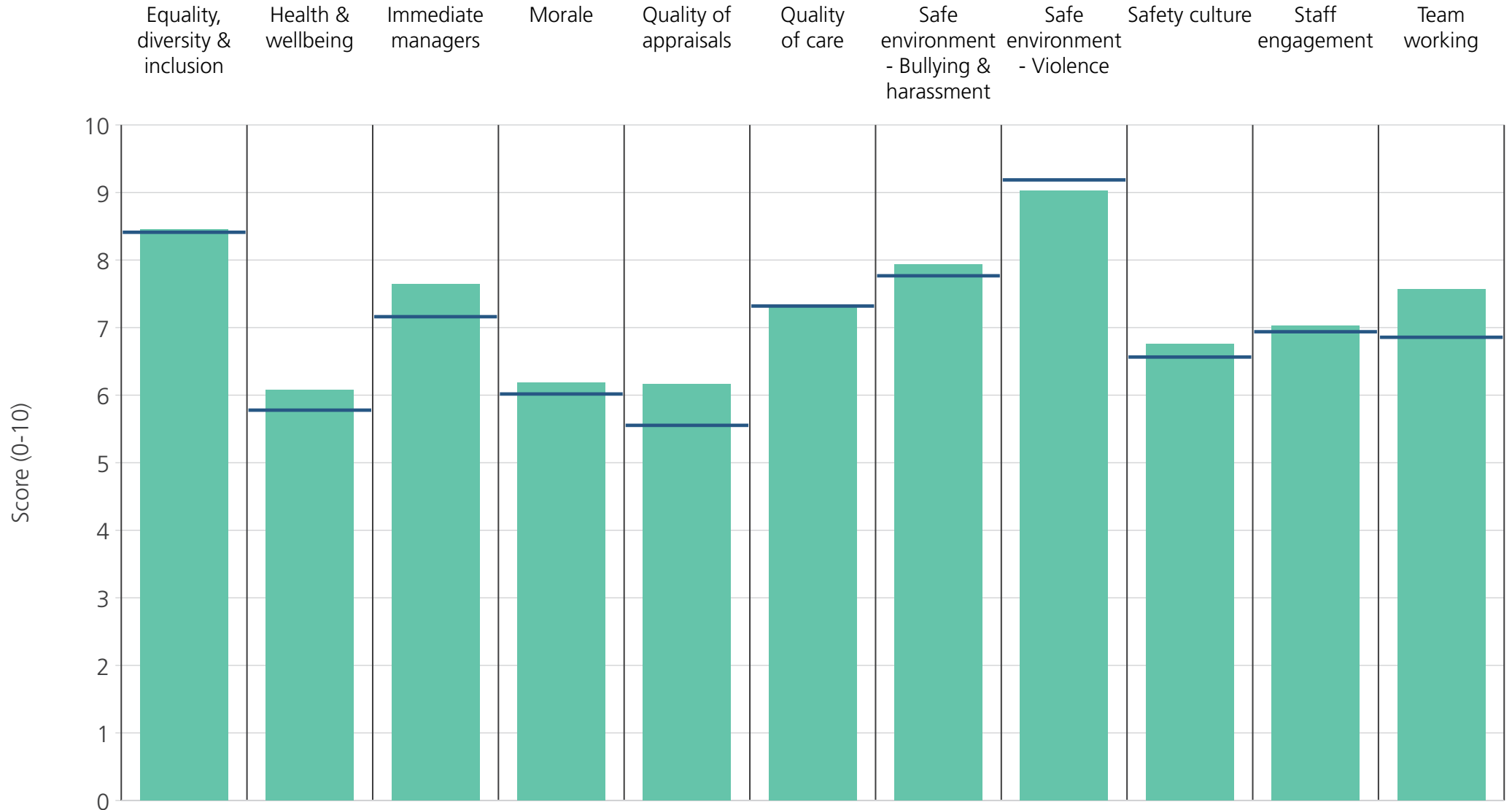




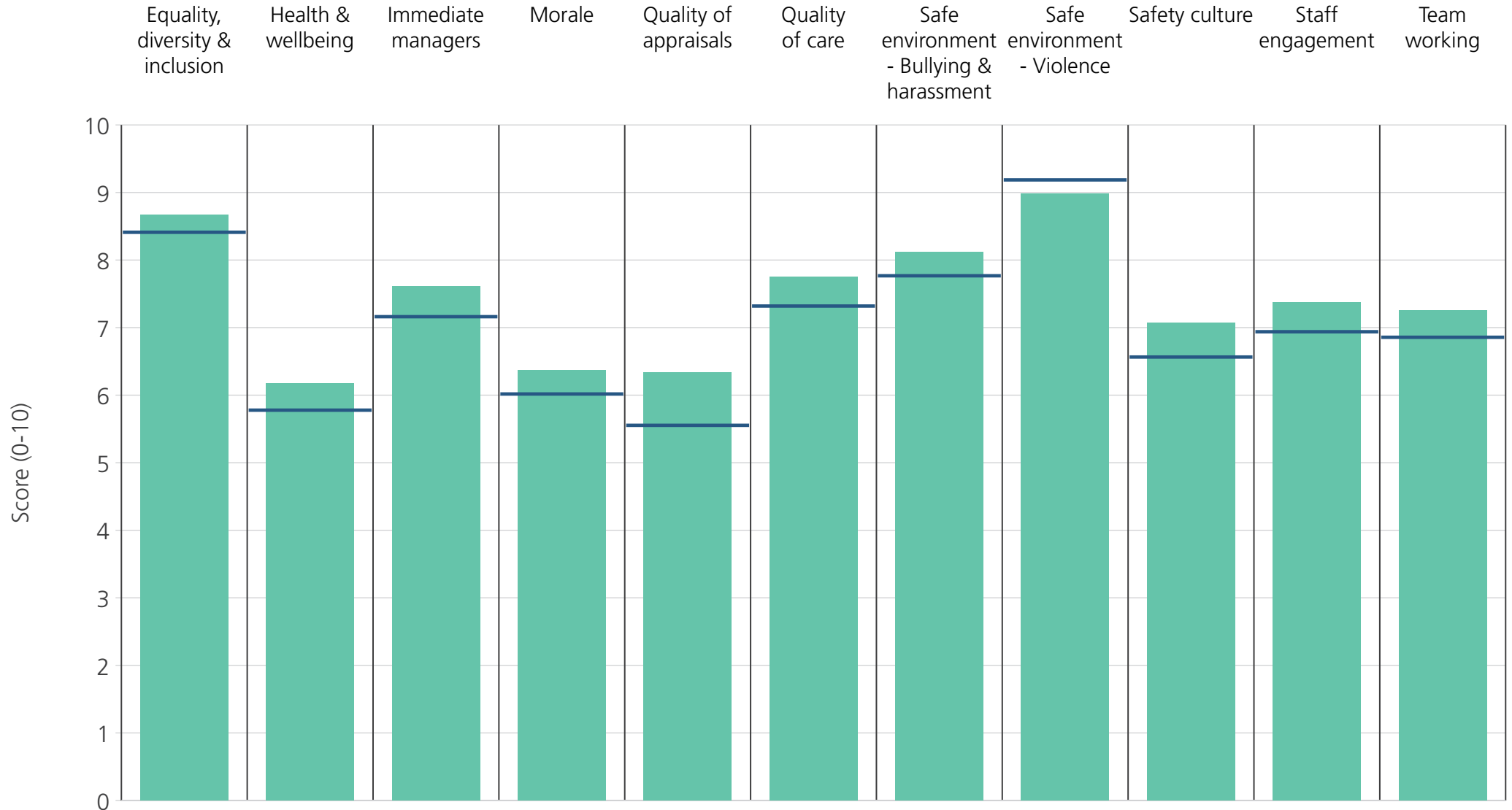
<b>Directorate</b>	8.4	6.0	7.5	6.3	6.2	7.7	7.3	8.7	6.8	7.2	7.0
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	233	237	238	233	220	229	230	226	234	244	245



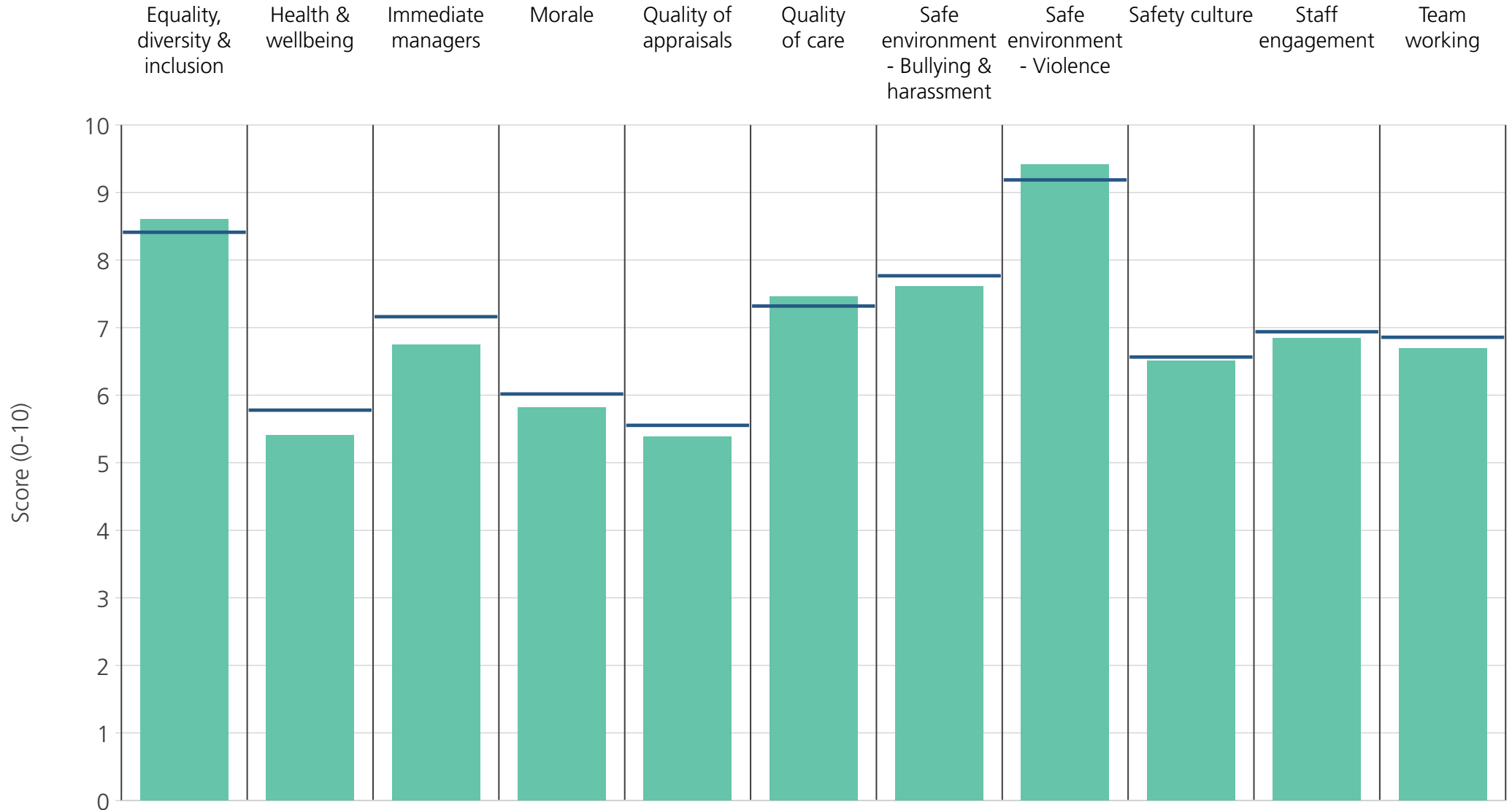
<b>Directorate</b>	8.1	5.7	7.2	5.8	6.0	7.4	7.5	9.1	6.7	6.8	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	202	203	202	196	189	198	197	200	198	204	204



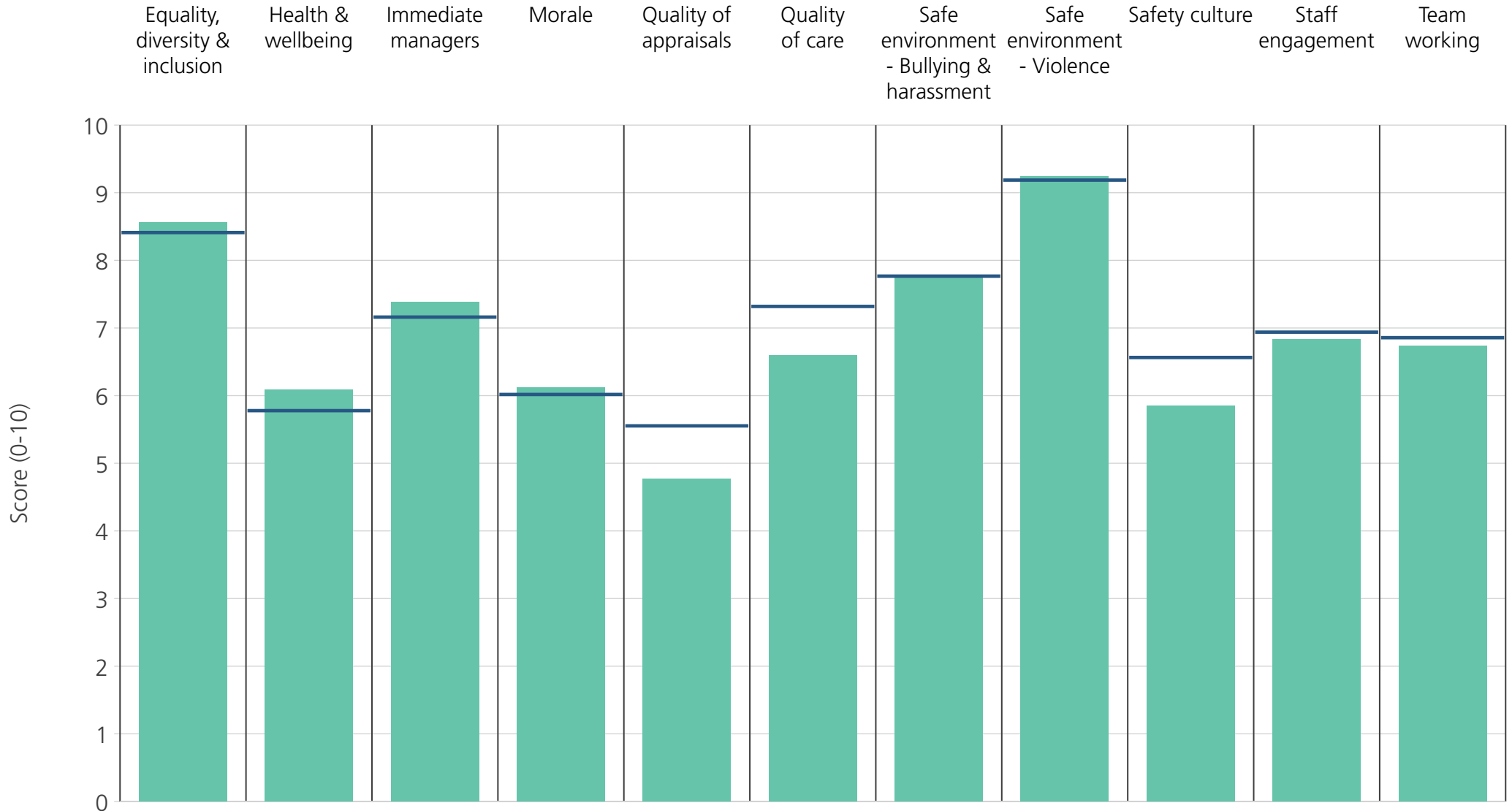
<b>Directorate</b>	8.4	6.1	7.6	6.2	6.2	7.3	7.9	9.0	6.8	7.0	7.6
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	167	170	170	163	159	159	166	168	167	173	172



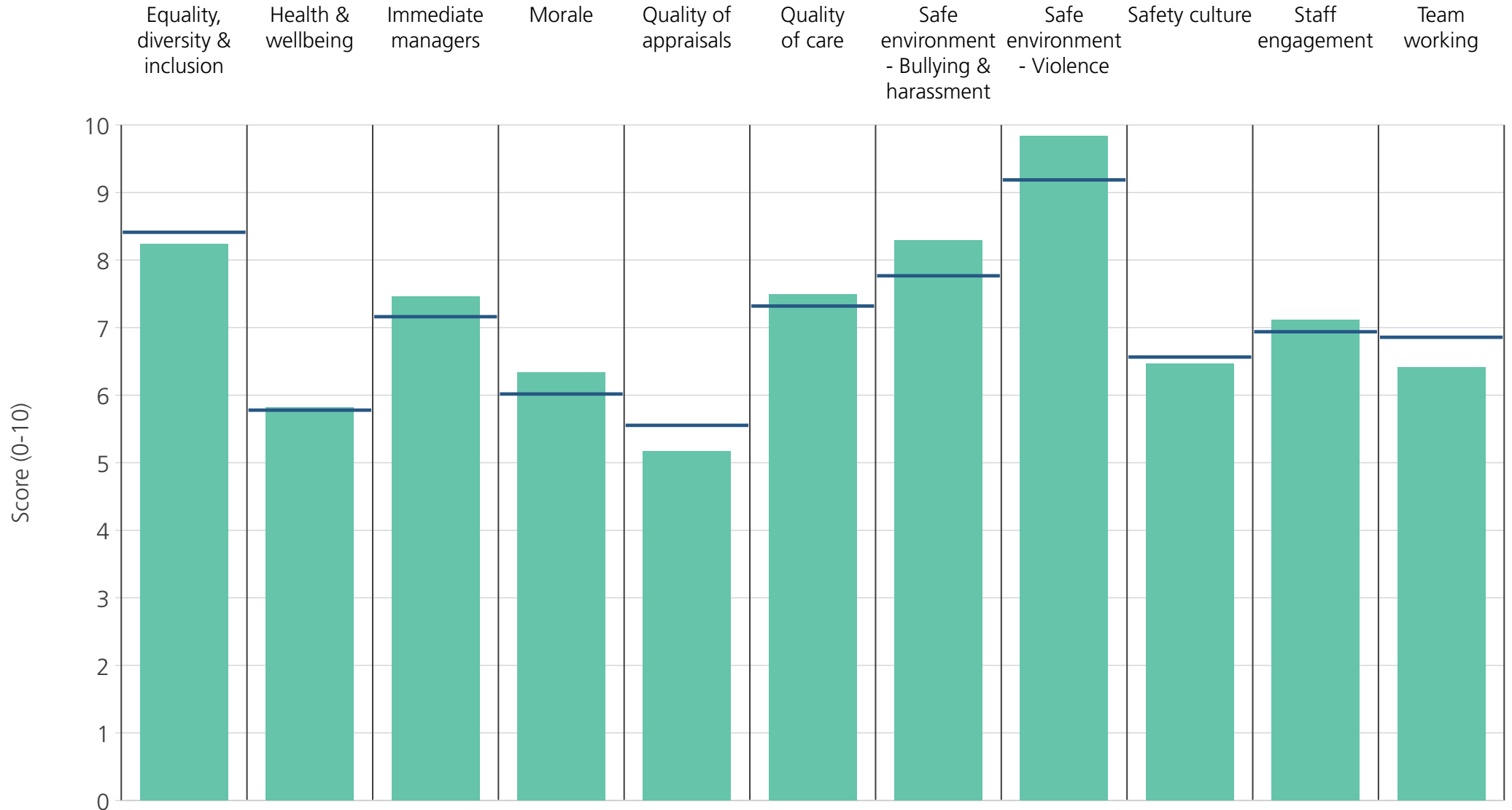
<b>Directorate</b>	8.7	6.2	7.6	6.4	6.3	7.8	8.1	9.0	7.1	7.4	7.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	194	199	199	191	181	187	191	193	193	199	195



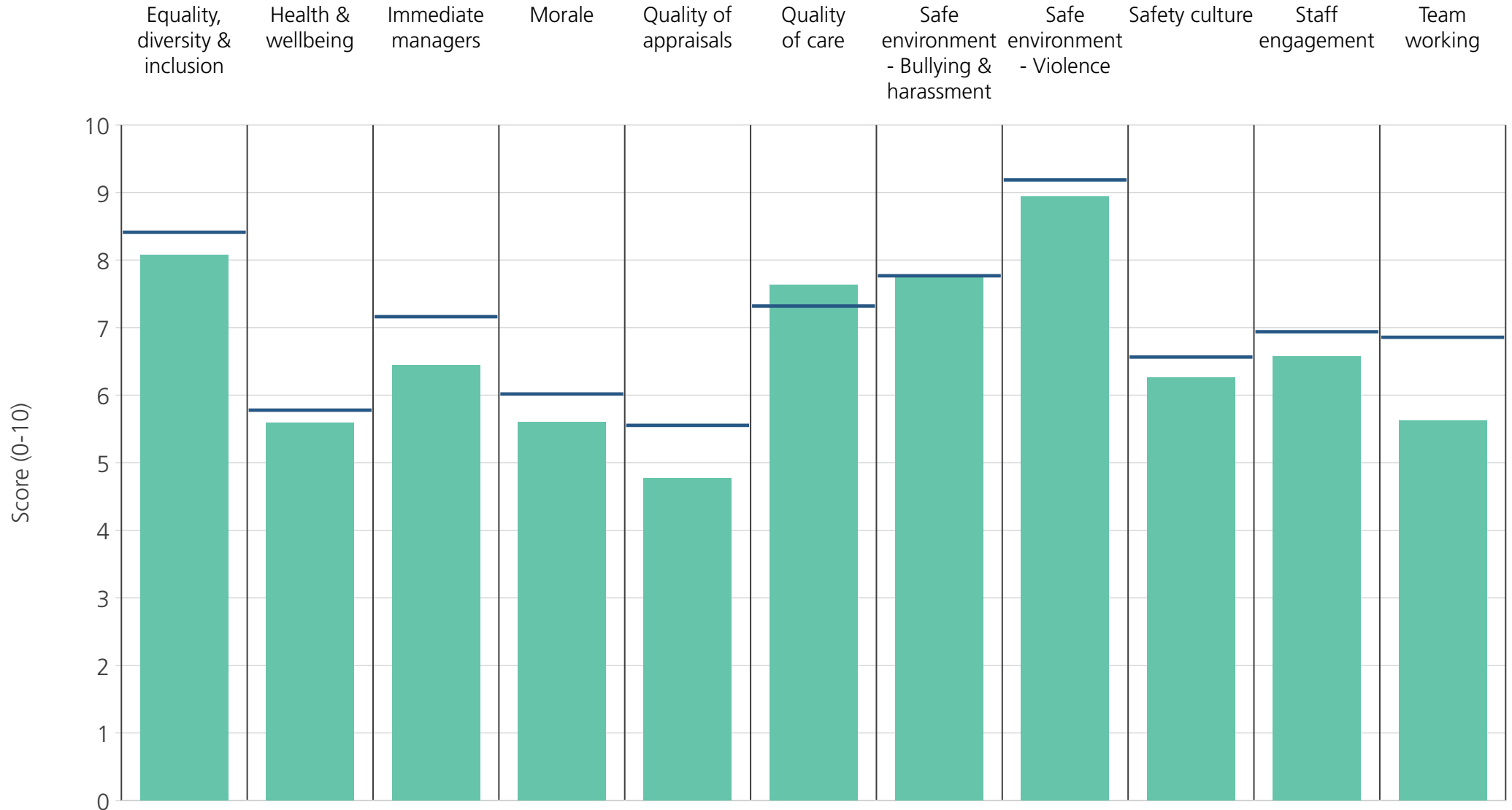
<b>Directorate</b>	8.6	5.4	6.7	5.8	5.4	7.5	7.6	9.4	6.5	6.8	6.7
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	150	152	150	147	141	148	149	151	149	152	151



<b>Directorate</b>	8.6	6.1	7.4	6.1	4.8	6.6	7.8	9.2	5.9	6.8	6.7
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	83	83	83	82	65	73	83	83	83	86	85

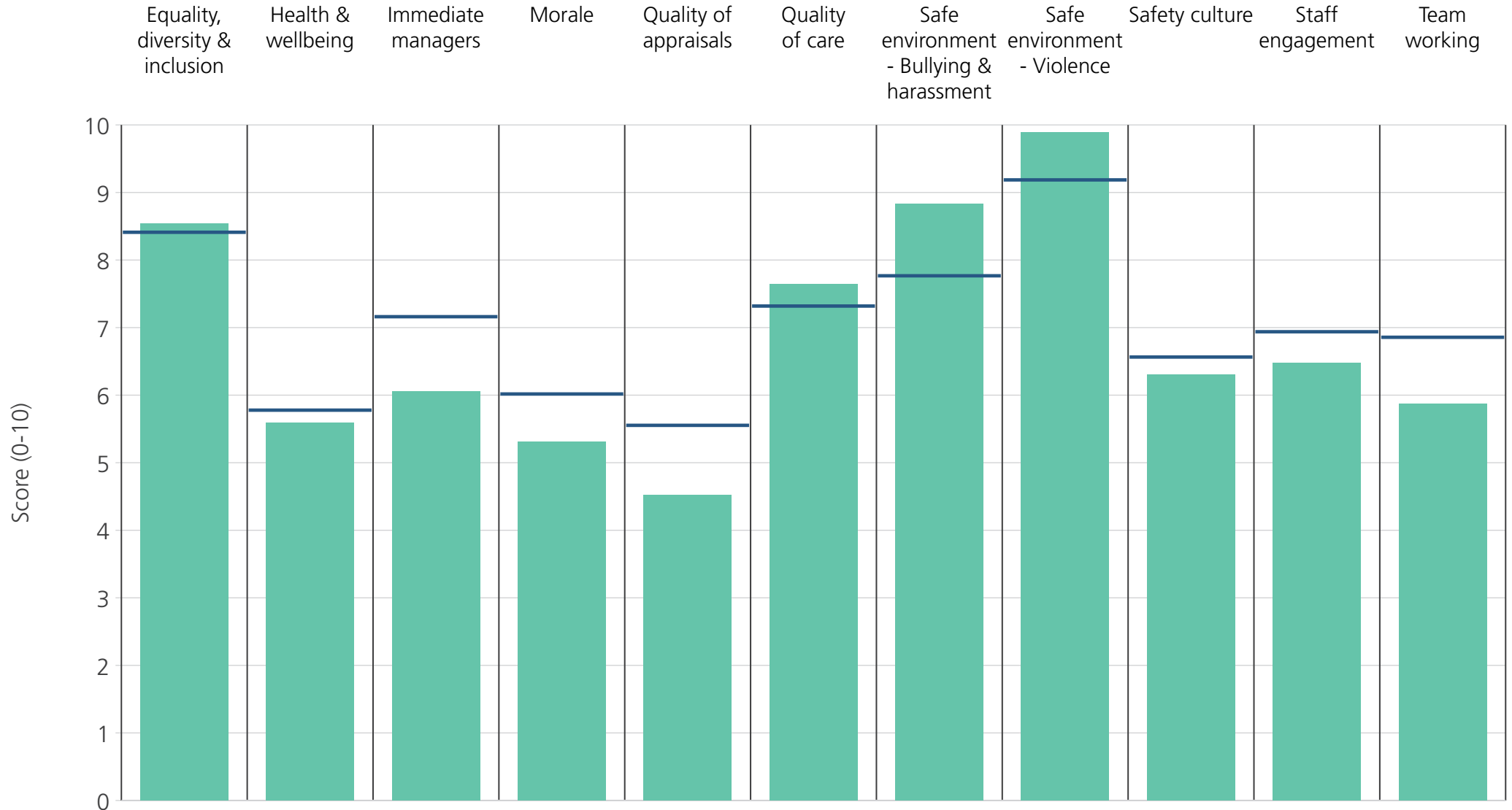


<b>Directorate</b>	8.2	5.8	7.5	6.3	5.2	7.5	8.3	9.8	6.5	7.1	6.4
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	82	83	83	82	68	65	82	82	82	84	84

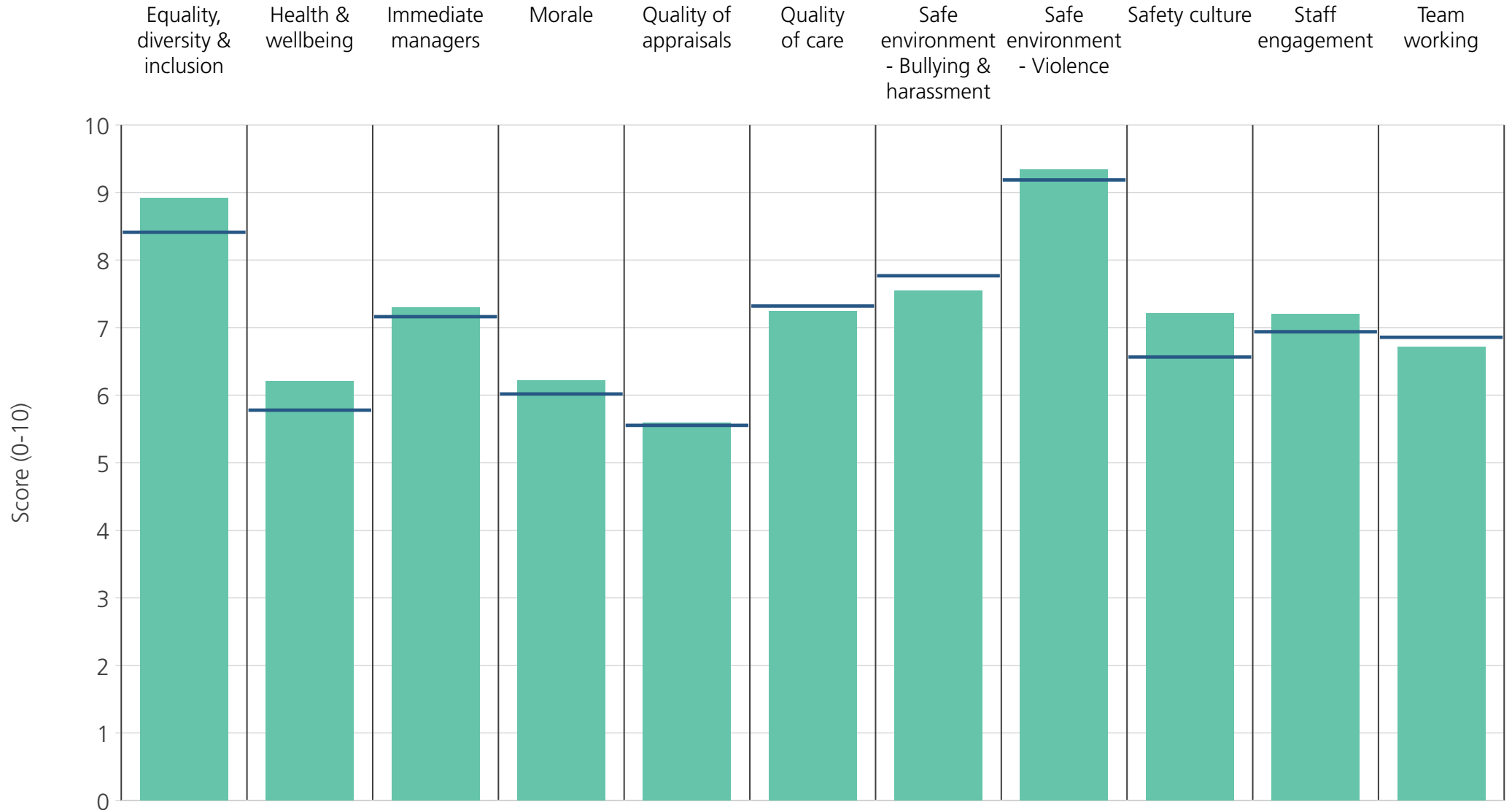


Directorate	8.1	5.6	6.4	5.6	4.8	7.6	7.8	8.9	6.3	6.6	5.6
Your org	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
Responses	60	60	59	59	53	41	57	58	59	60	58

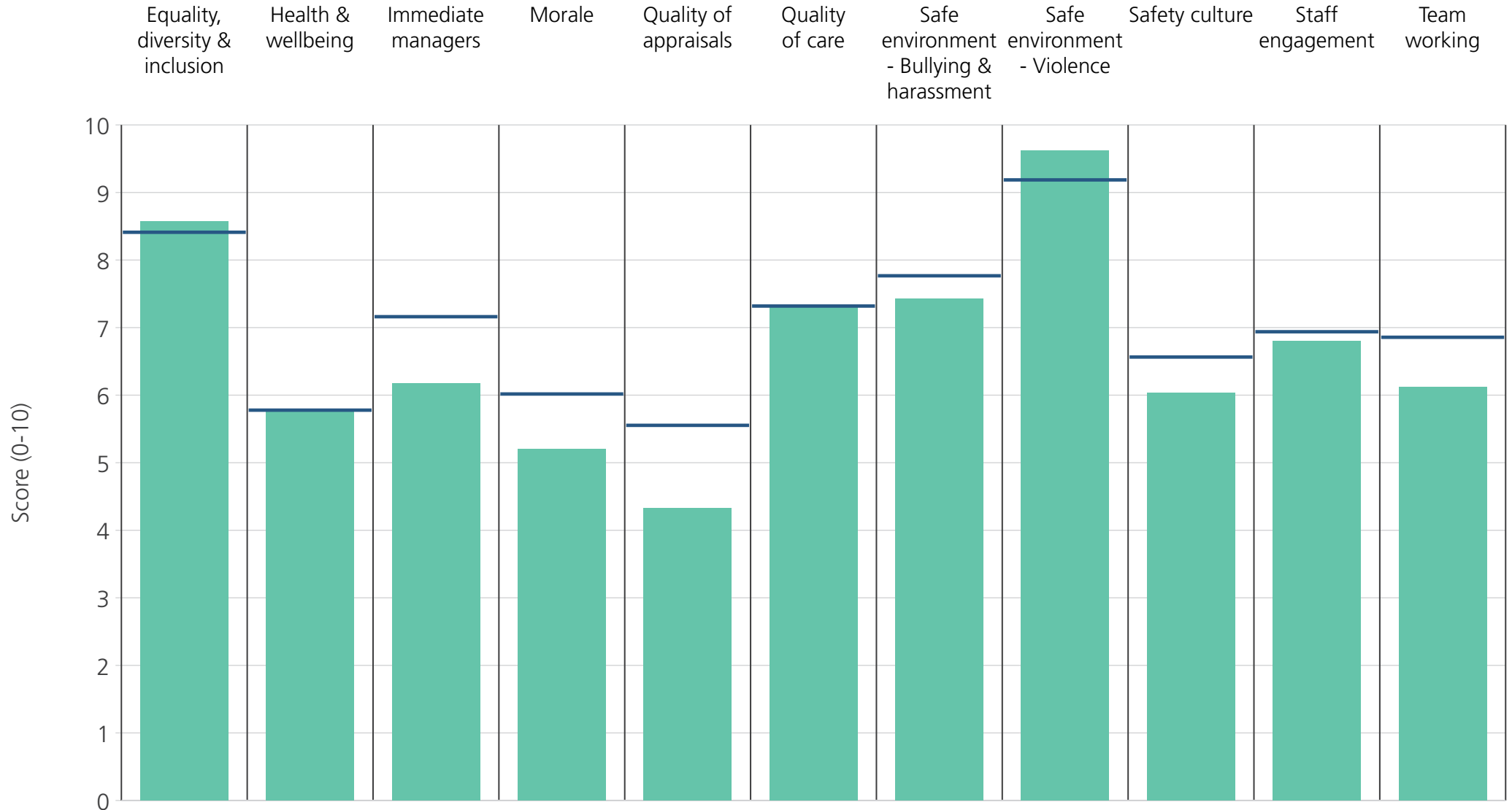




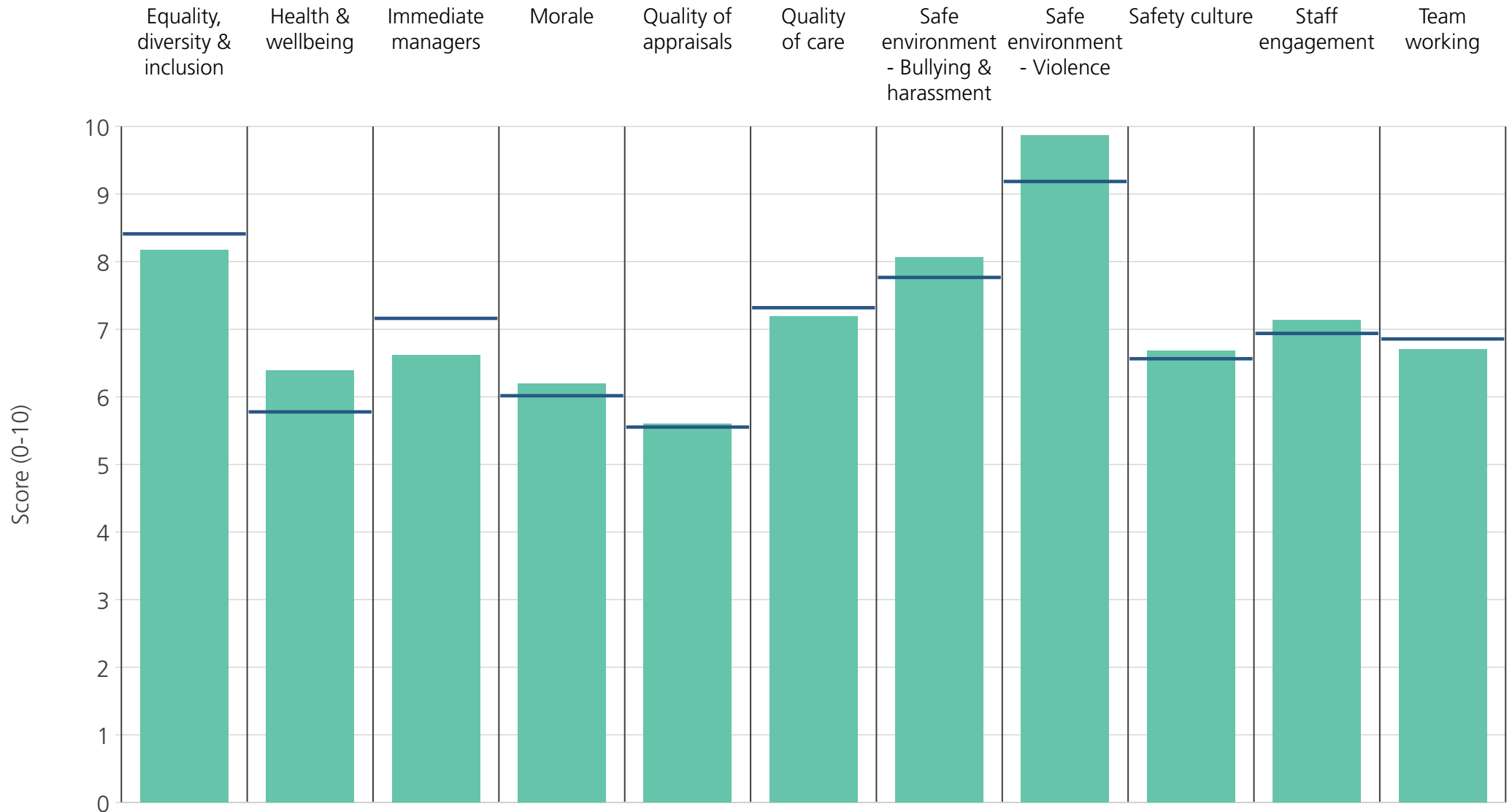
<b>Directorate</b>	8.5	5.6	6.1	5.3	4.5	7.6	8.8	9.9	6.3	6.5	5.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	62	63	63	63	55	21	60	63	62	64	63



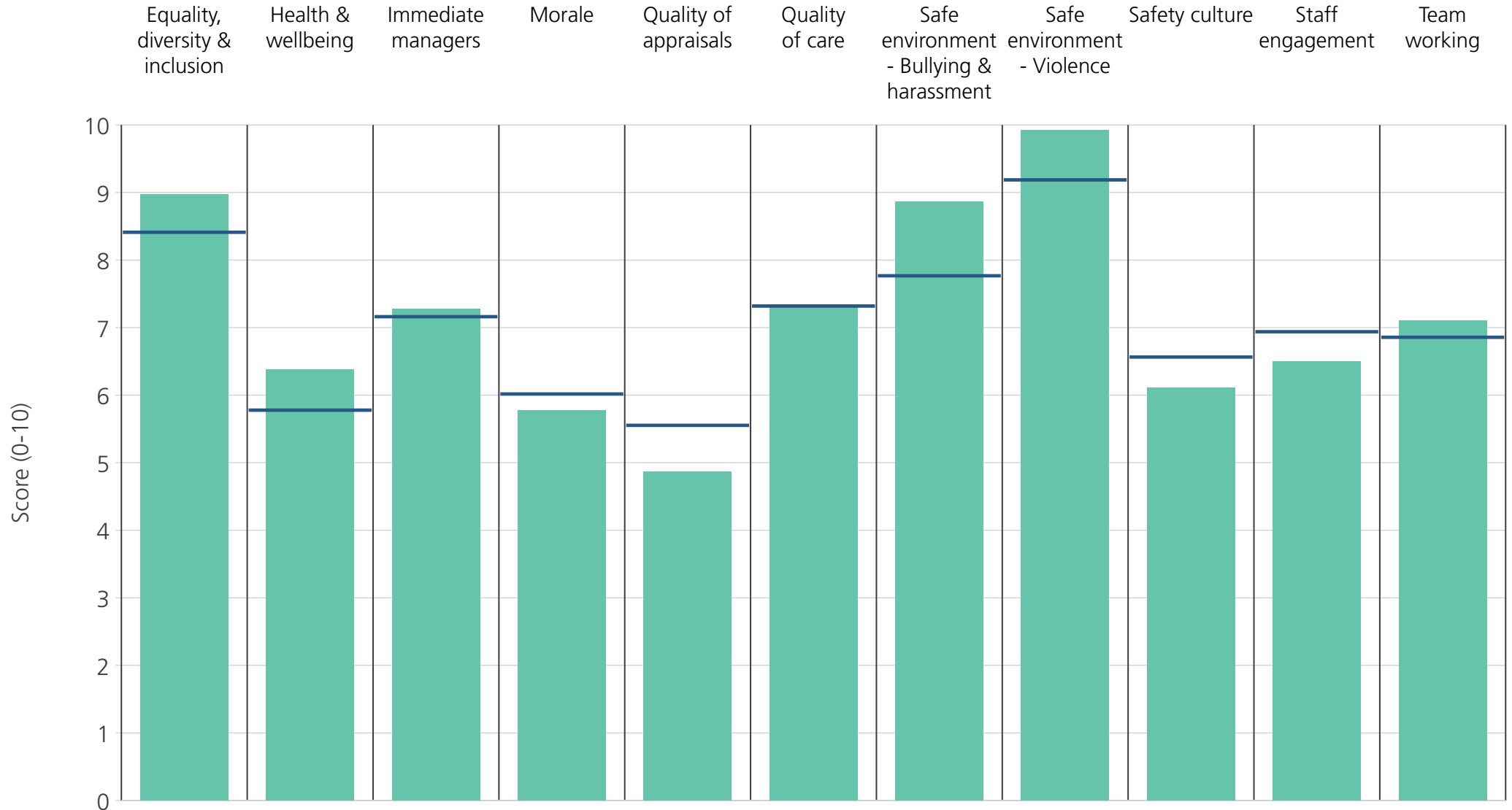
<b>Directorate</b>	8.9	6.2	7.3	6.2	5.6	7.2	7.5	9.3	7.2	7.2	6.7
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	60	62	63	59	57	56	61	60	61	62	62



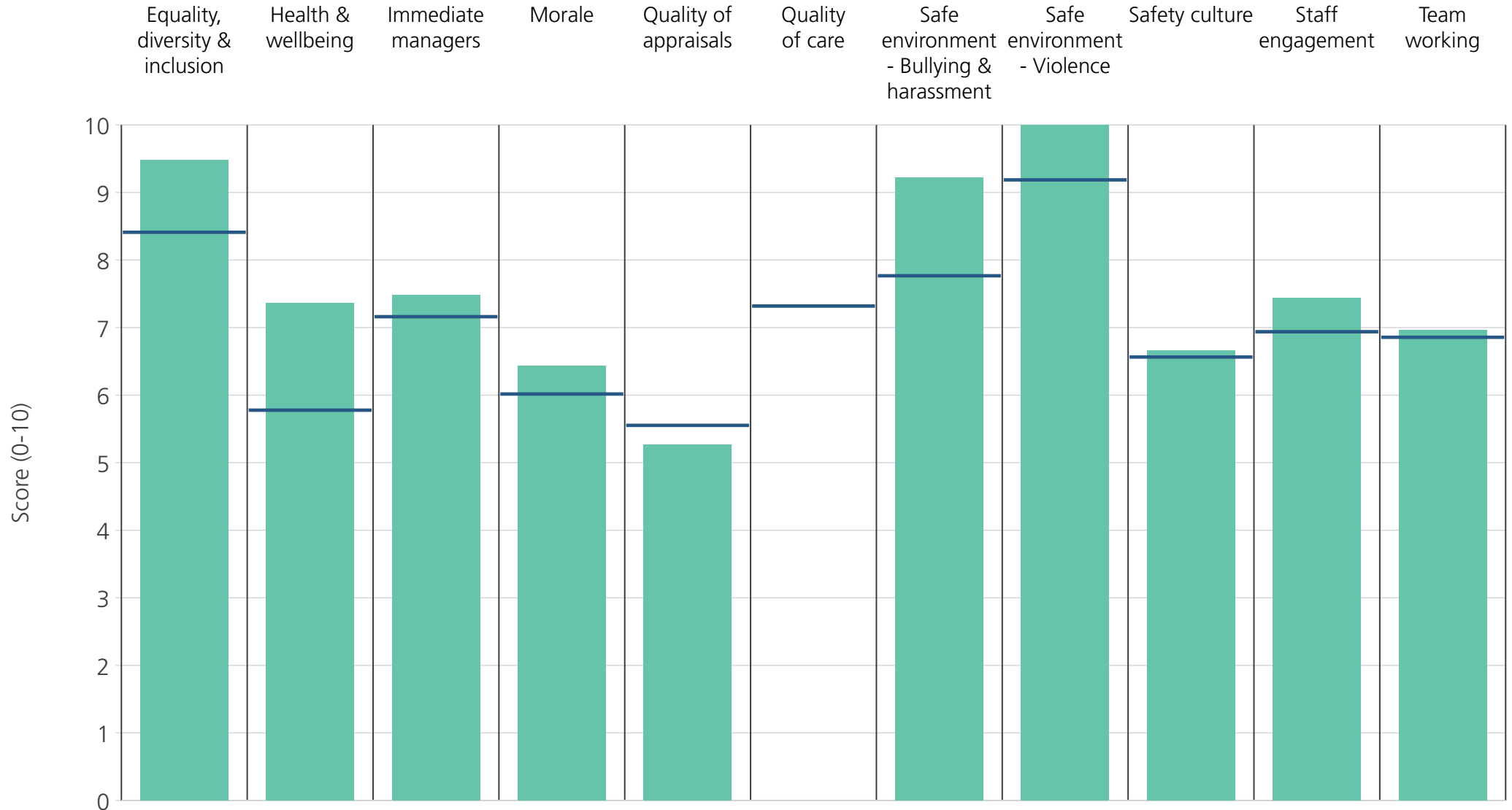
Directorate	8.6	5.8	6.2	5.2	4.3	7.3	7.4	9.6	6.0	6.8	6.1
Your org	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
Responses	35	35	35	34	28	33	35	35	34	37	37



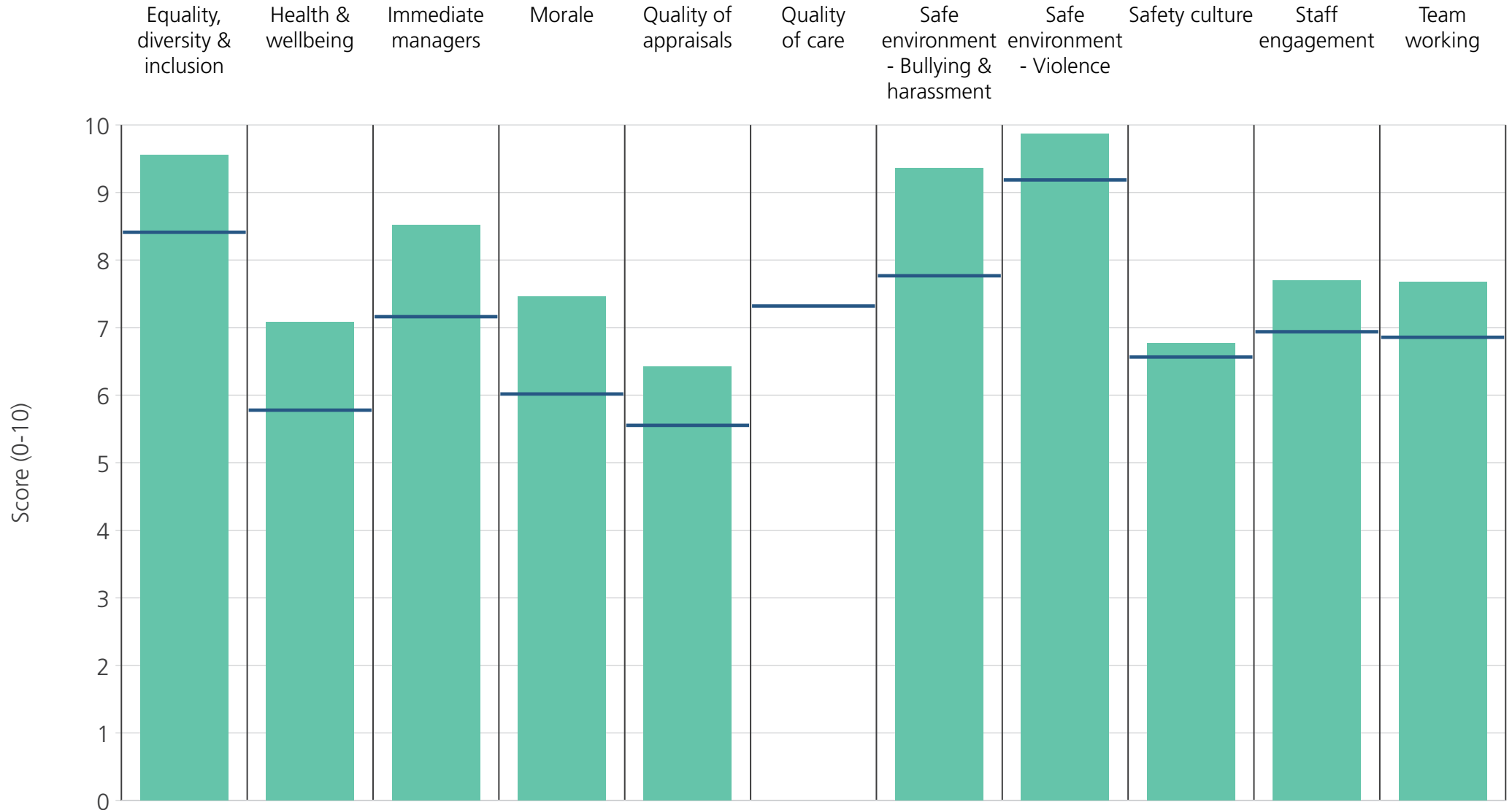
<b>Directorate</b>	8.2	6.4	6.6	6.2	5.6	7.2	8.1	9.9	6.7	7.1	6.7
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	51	52	52	50	44	32	49	50	51	52	52



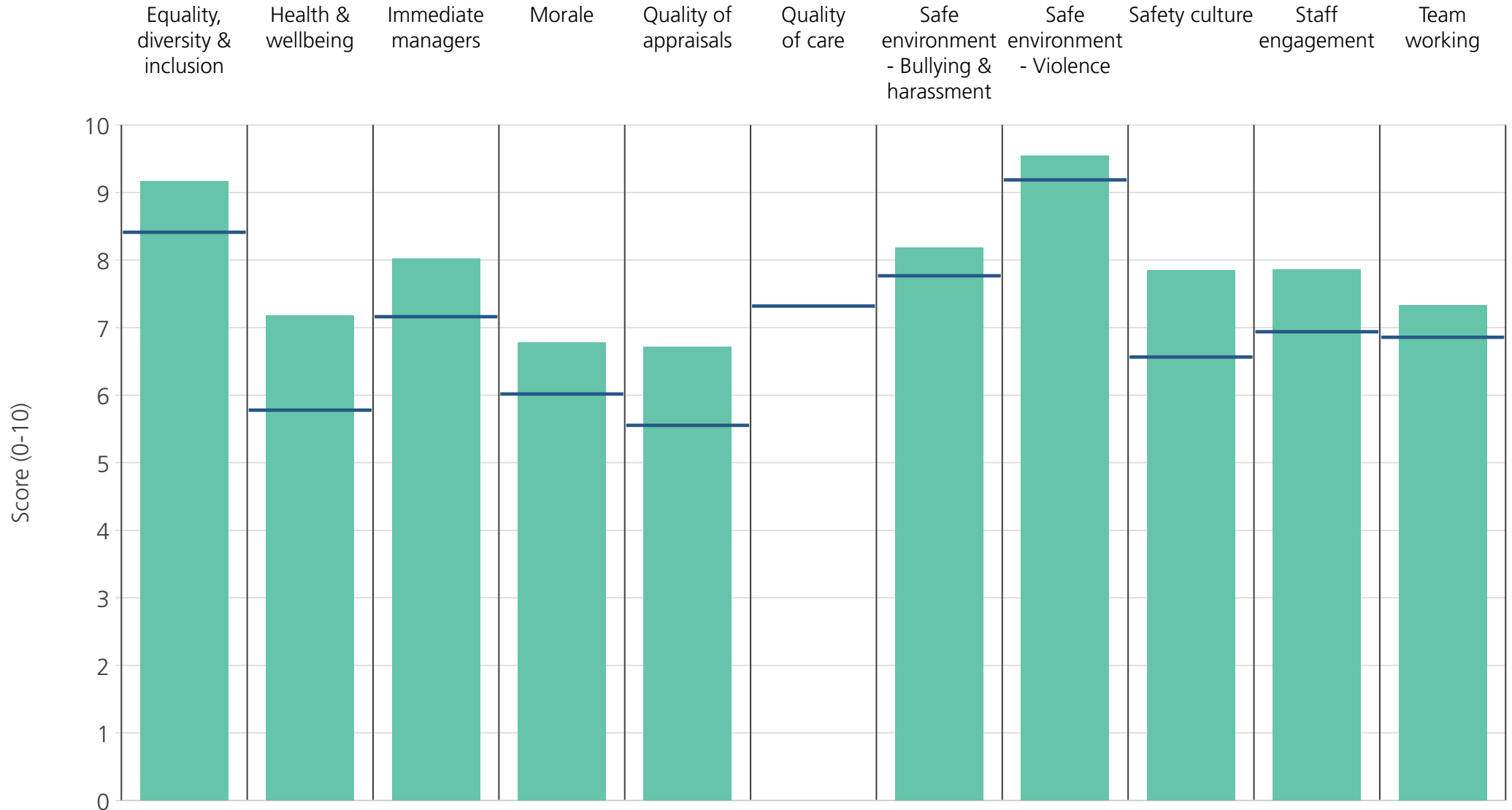
<b>Directorate</b>	9.0	6.4	7.3	5.8	4.9	7.3	8.9	9.9	6.1	6.5	7.1
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	42	42	42	42	36	14	41	42	42	41	41



<b>Directorate</b>	9.5	7.4	7.5	6.4	5.3		9.2	10.0	6.7	7.4	7.0
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	29	30	30	30	28	9	30	30	30	30	30

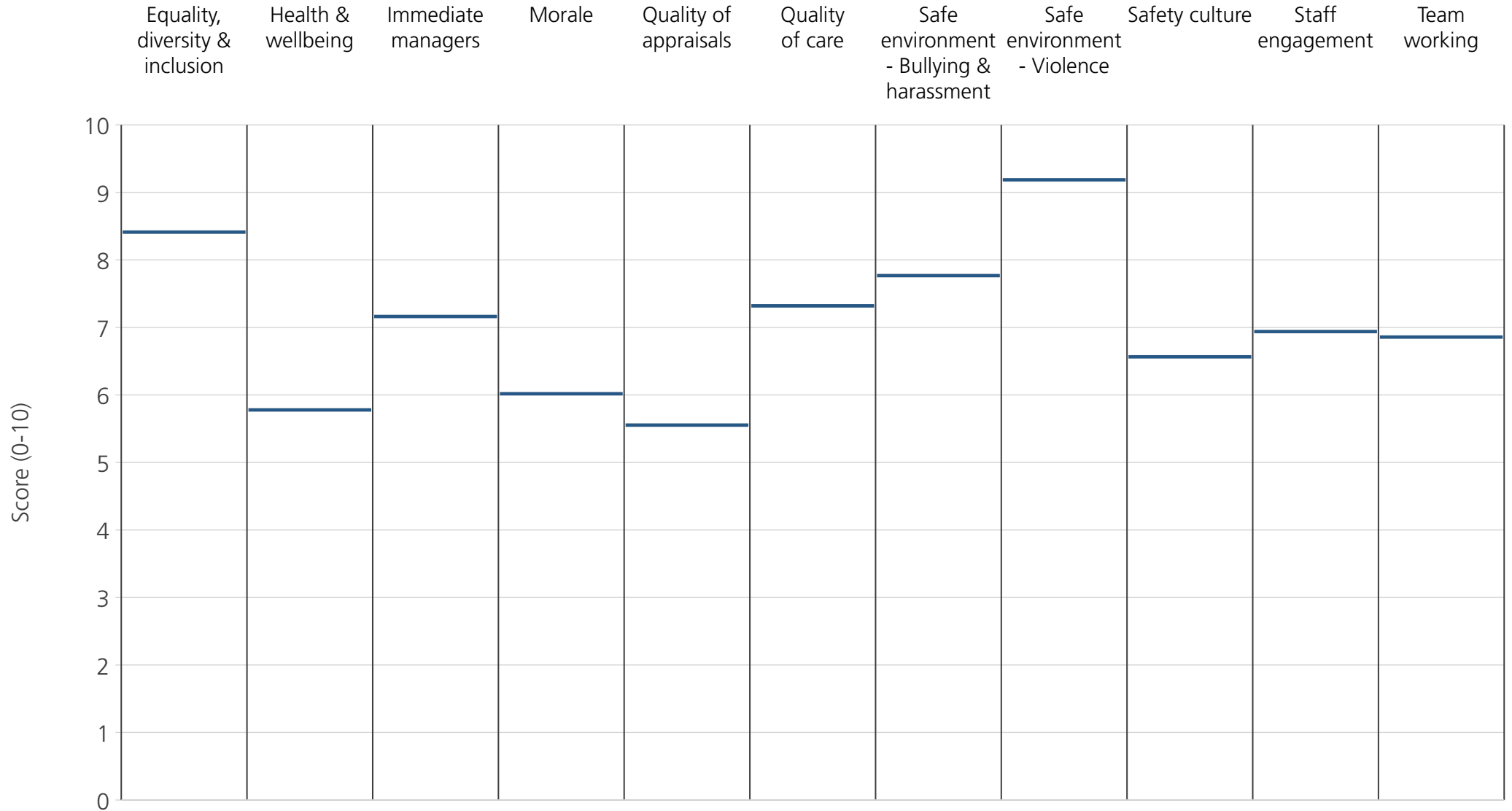


<b>Directorate</b>	9.6	7.1	8.5	7.5	6.4	7.3	9.4	9.9	6.8	7.7	7.7
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	26	26	26	26	22	10	26	26	26	28	28

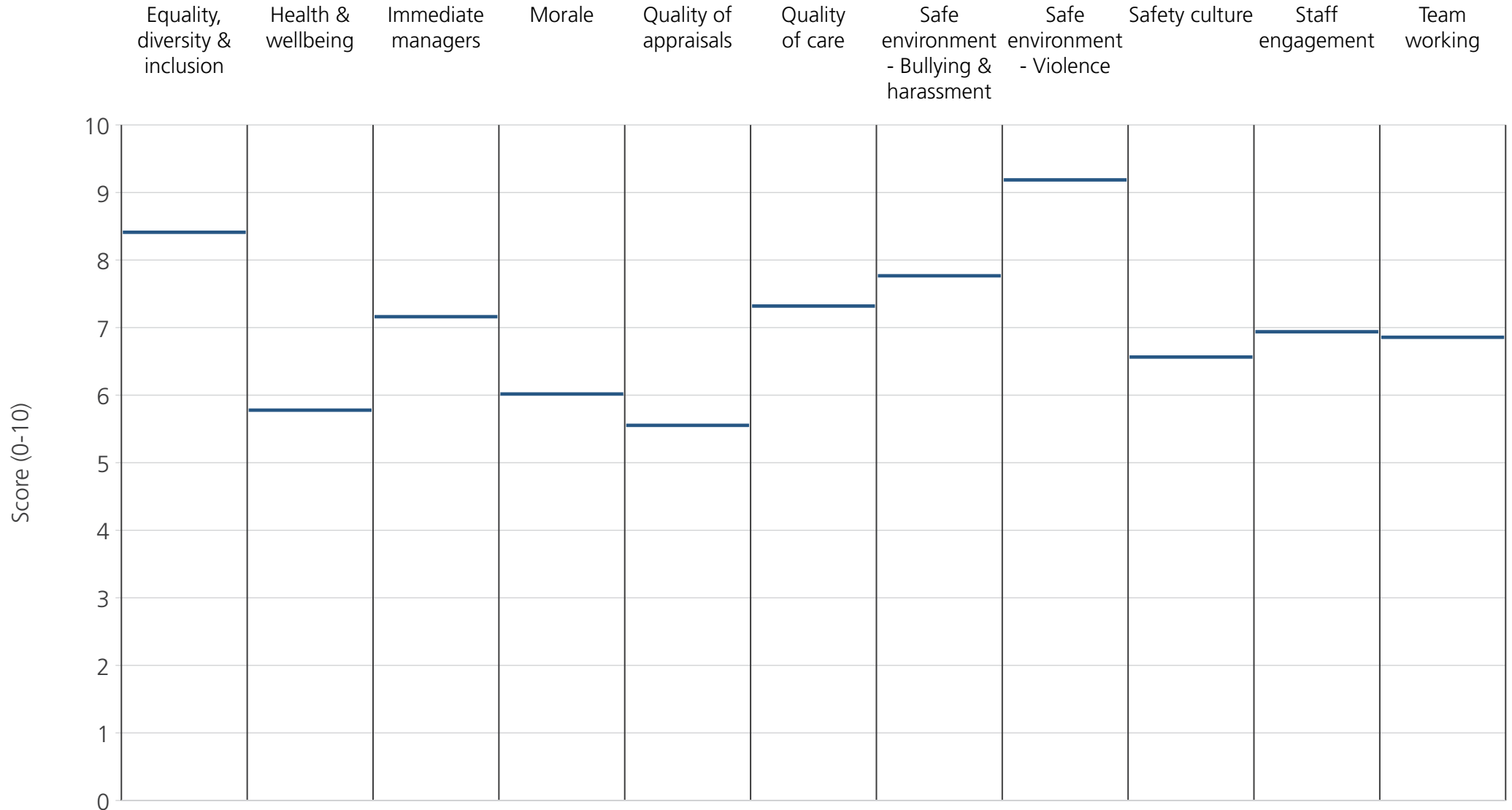


<b>Directorate</b>	9.2	7.2	8.0	6.8	6.7		8.2	9.5	7.8	7.9	7.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	22	22	22	22	19	10	22	22	22	22	22





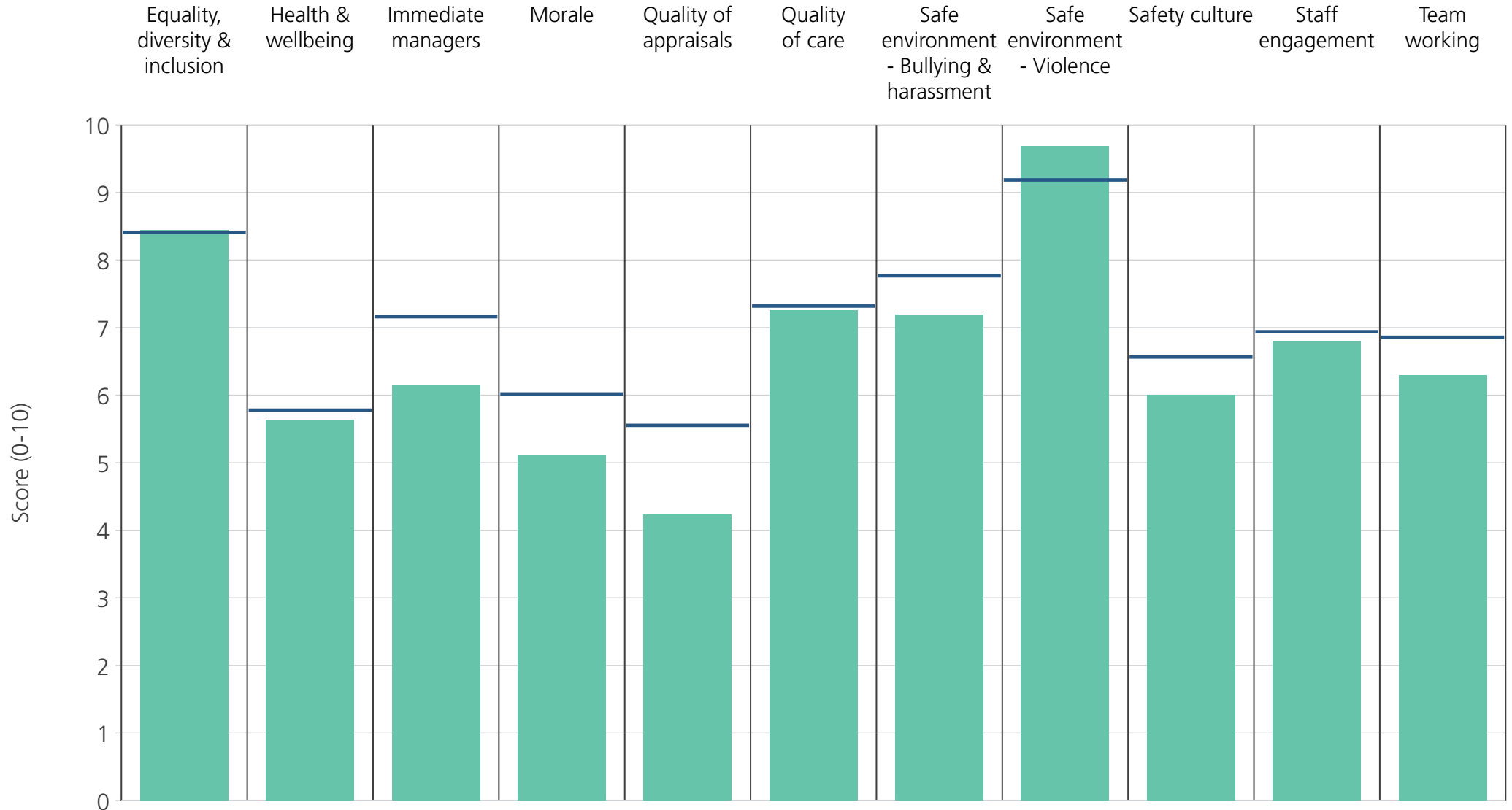
Directorate											
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	6	6	6	6	6	6	6	6	6	8	8



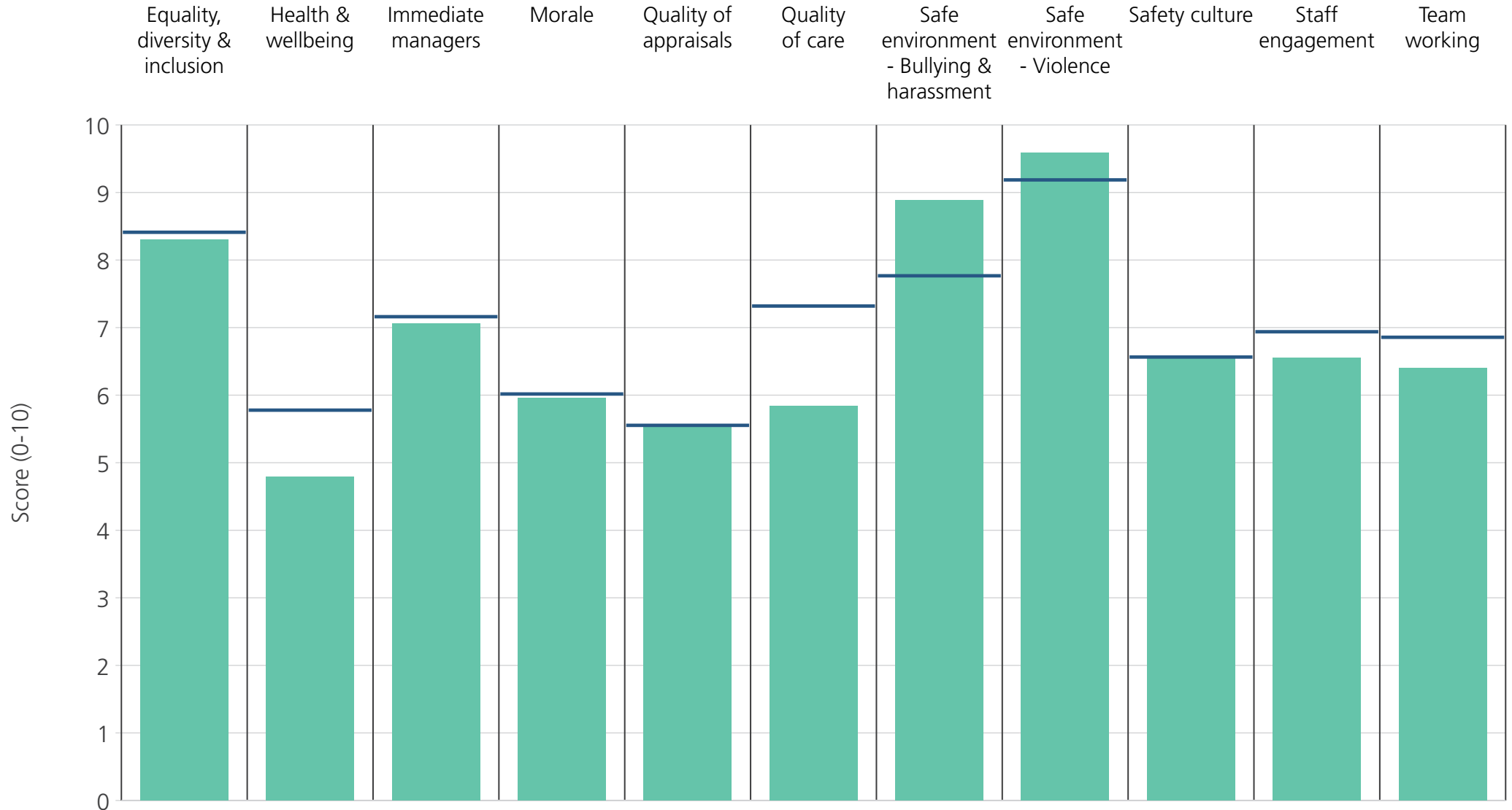
Directorate											
Your org	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
Responses	5	5	5	5	5	5	5	5	5	5	5

# Directorates 2

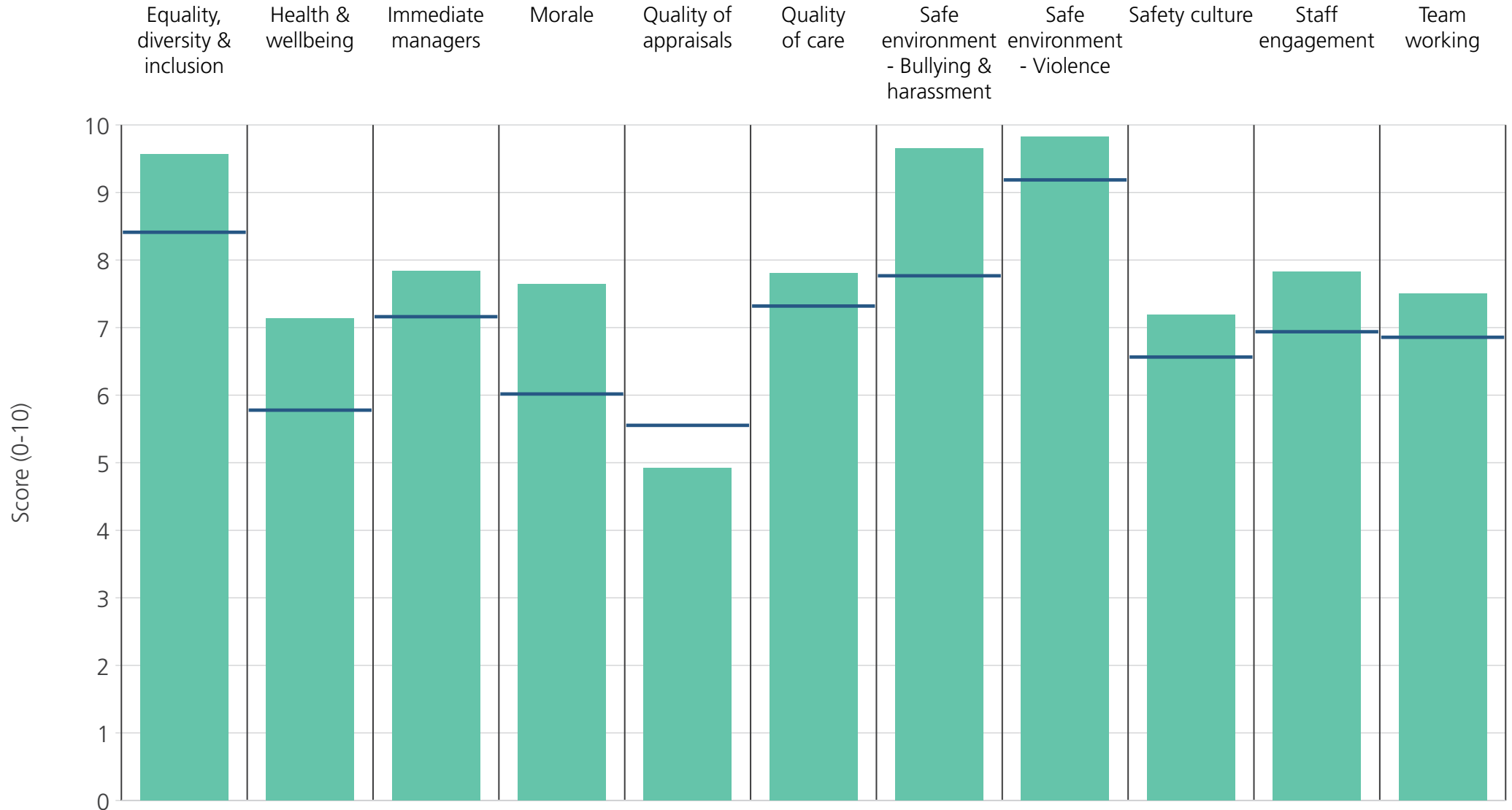
South London and Maudsley NHS Foundation Trust  
2019 NHS Staff Survey Results



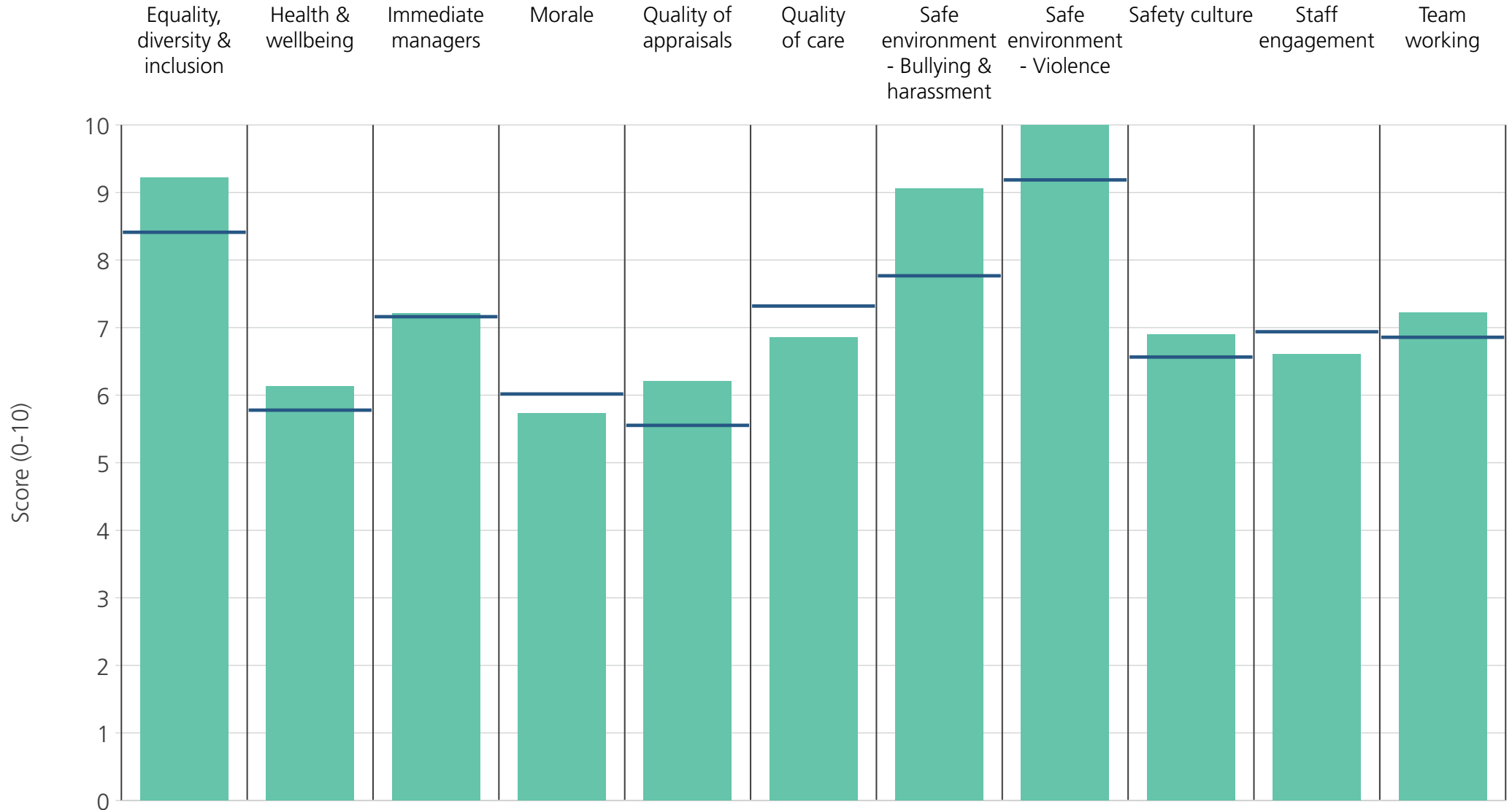
<b>Directorate</b>	8.4	5.6	6.1	5.1	4.2	7.3	7.2	9.7	6.0	6.8	6.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	32	32	32	31	26	30	32	32	31	33	33



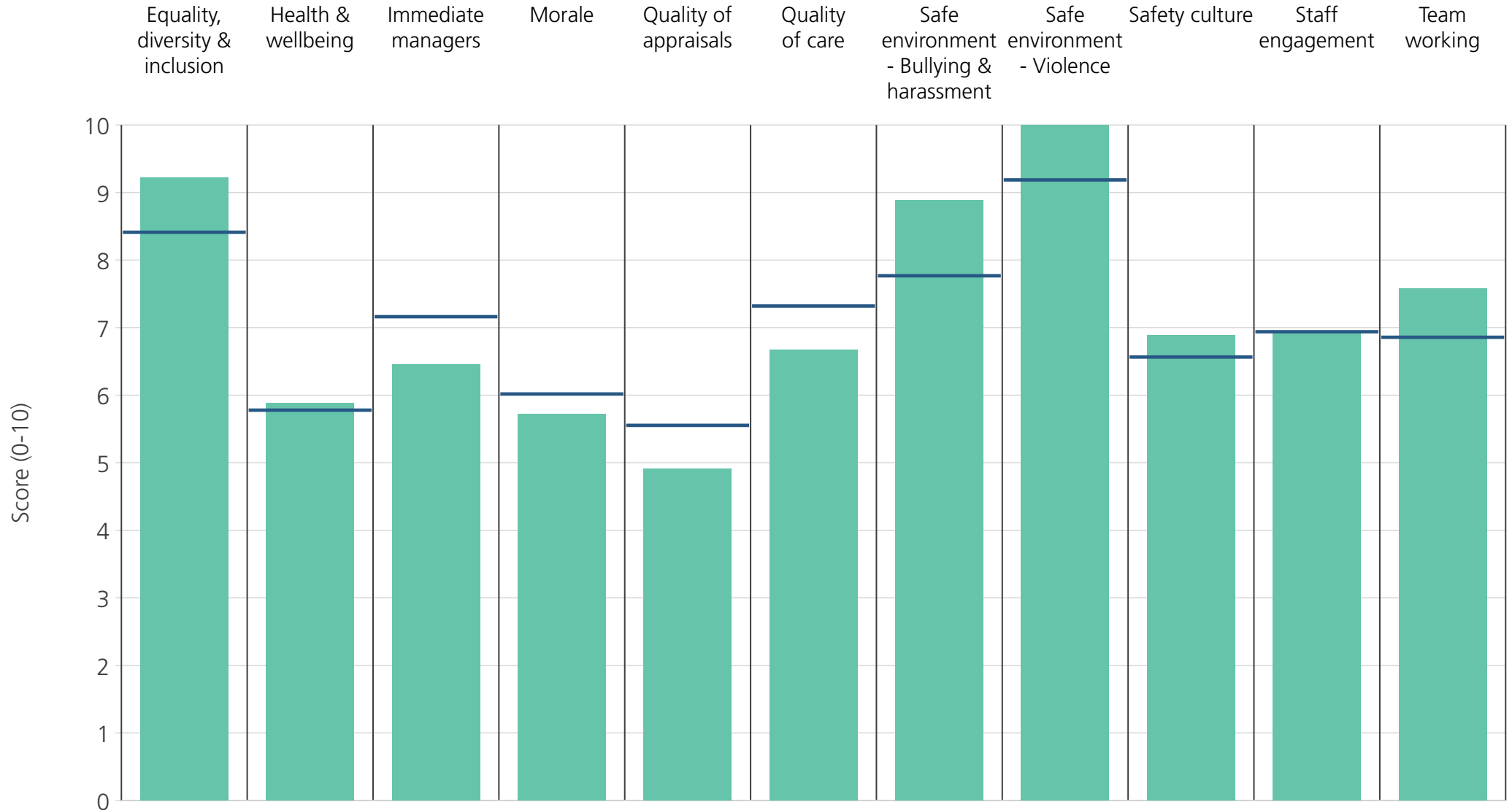
<b>Directorate</b>	8.3	4.8	7.1	6.0	5.6	5.8	8.9	9.6	6.6	6.6	6.4
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	24	24	24	23	20	23	24	24	24	25	25



<b>Directorate</b>	9.6	7.1	7.8	7.6	4.9	7.8	9.6	9.8	7.2	7.8	7.5
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	19	19	19	19	15	19	19	19	19	19	19

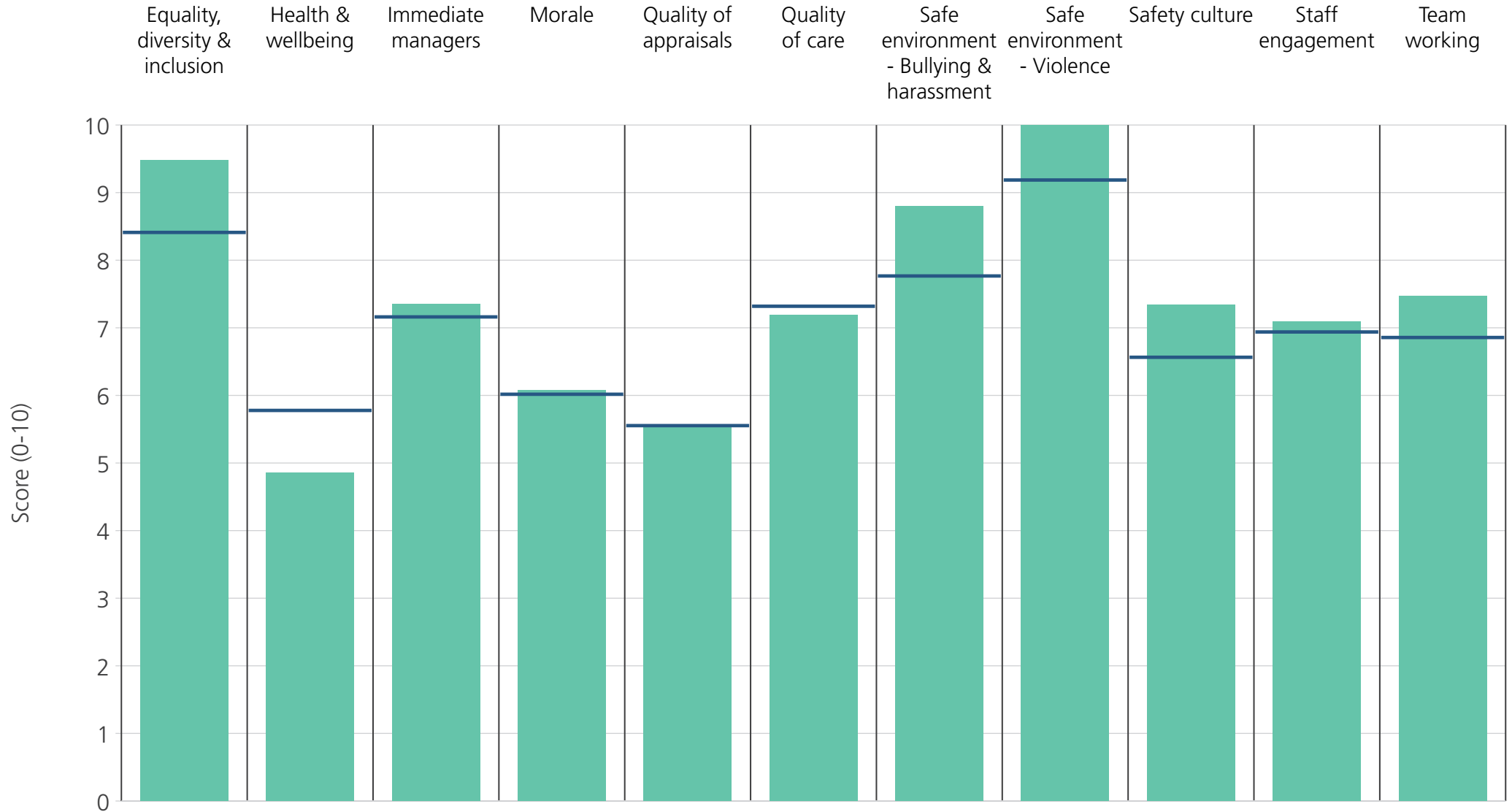


<b>Directorate</b>	9.2	6.1	7.2	5.7	6.2	6.8	9.1	10.0	6.9	6.6	7.2
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	32	32	32	31	29	32	32	32	32	32	32

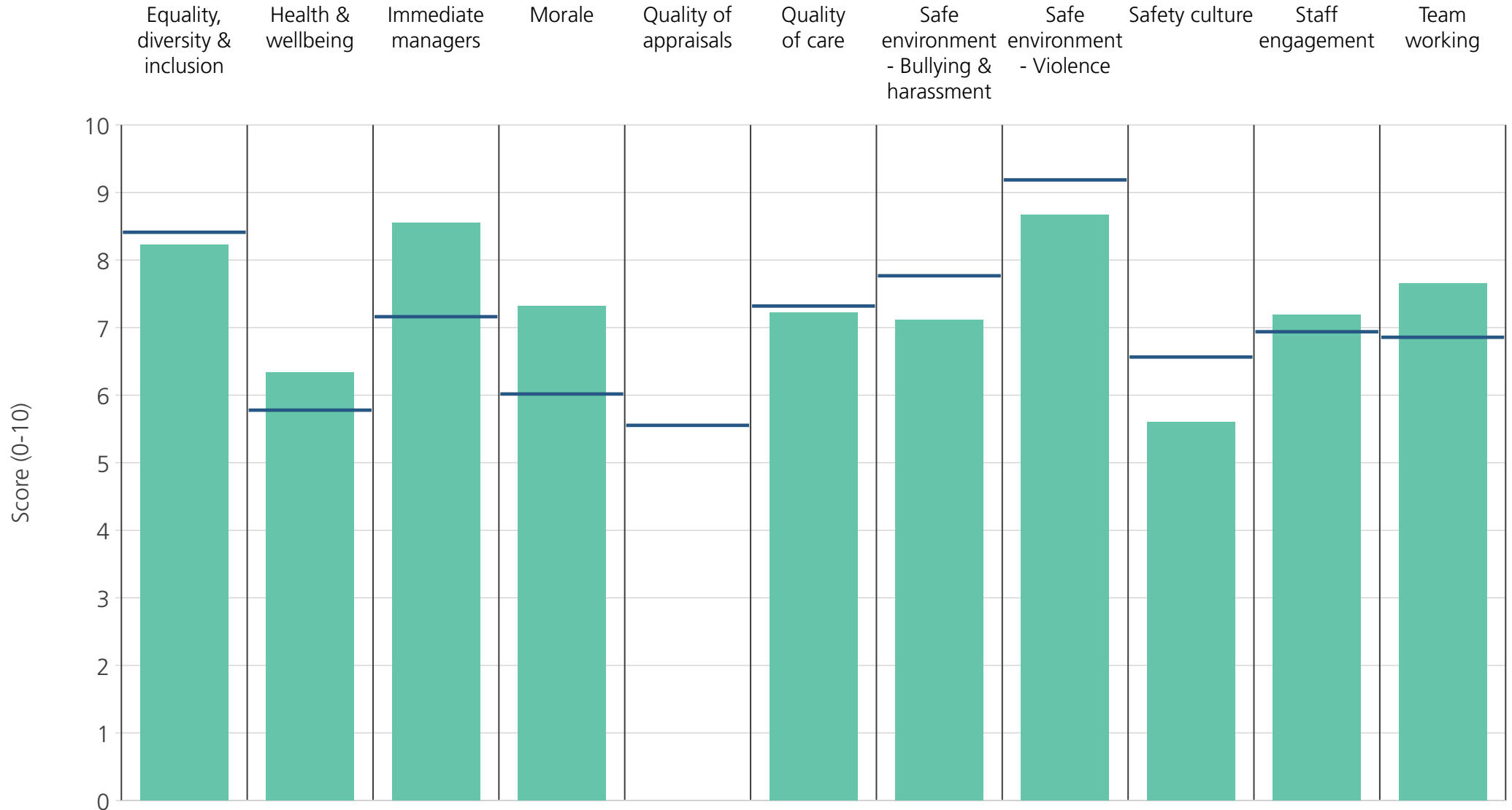


<b>Directorate</b>	9.2	5.9	6.4	5.7	4.9	6.7	8.9	10.0	6.9	6.9	7.6
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	30	30	30	30	28	31	30	30	30	31	31

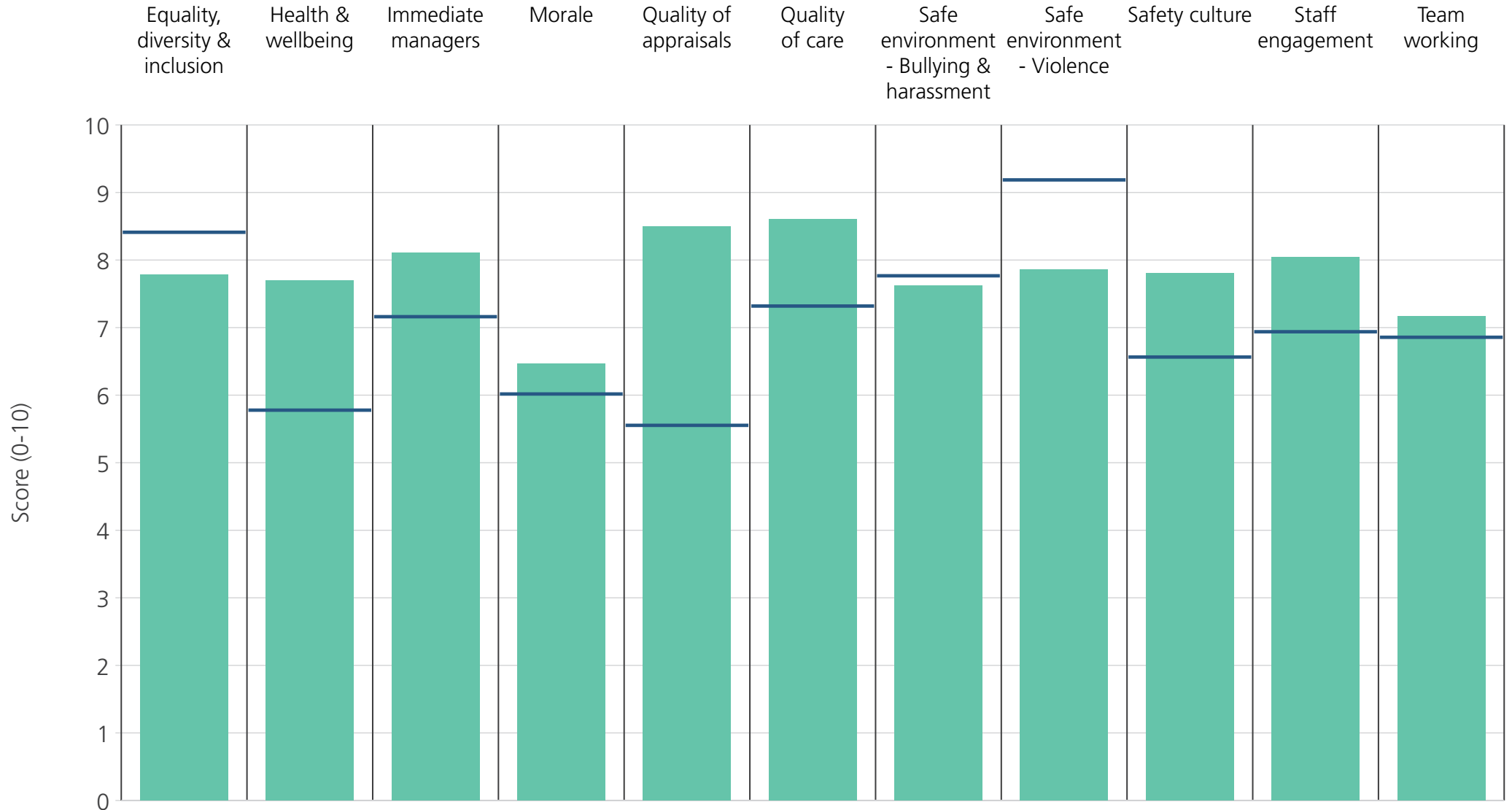




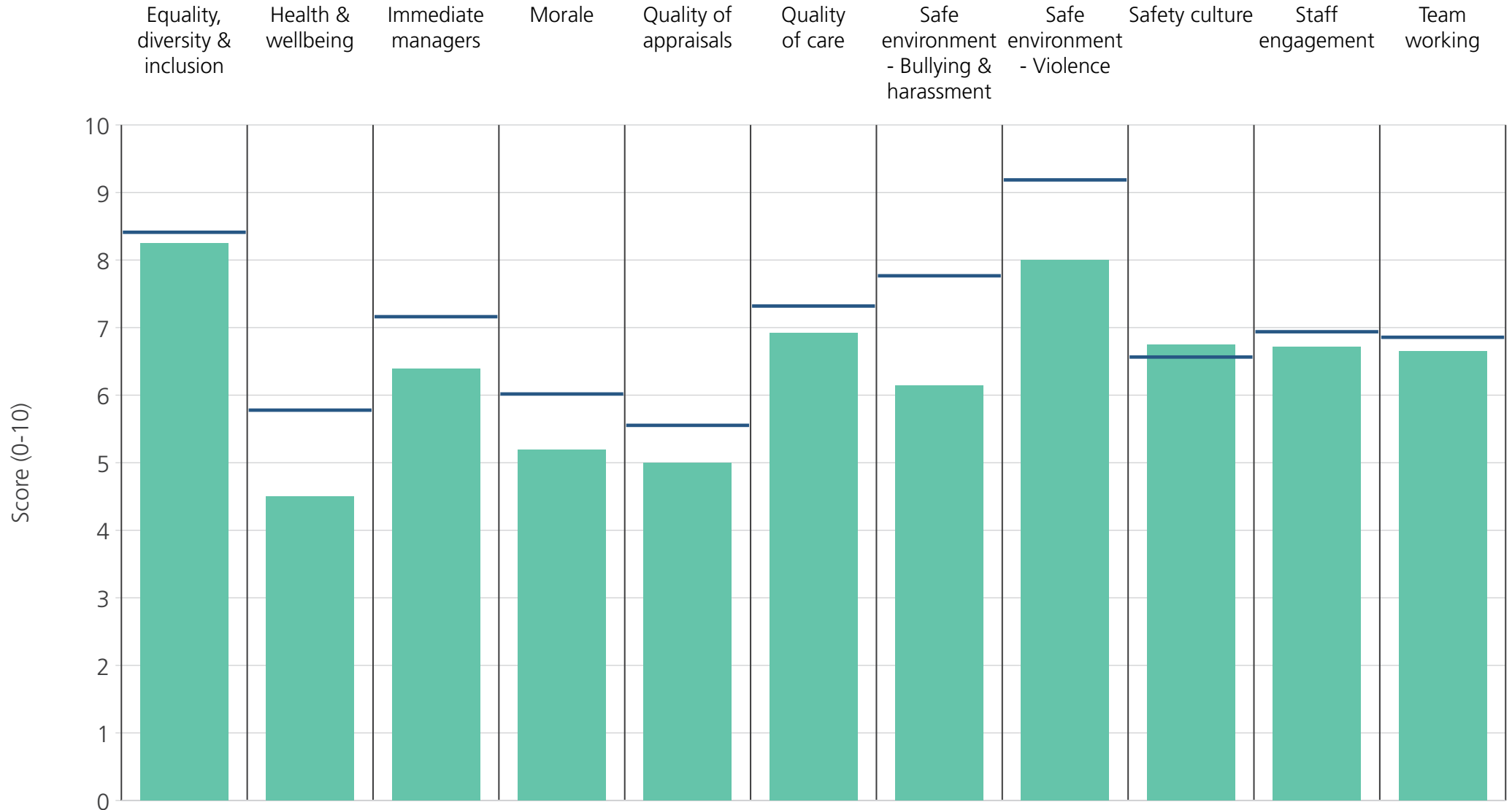
<b>Directorate</b>	9.5	4.9	7.4	6.1	5.5	7.2	8.8	10.0	7.3	7.1	7.5
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	38	39	39	39	36	39	39	39	39	39	38



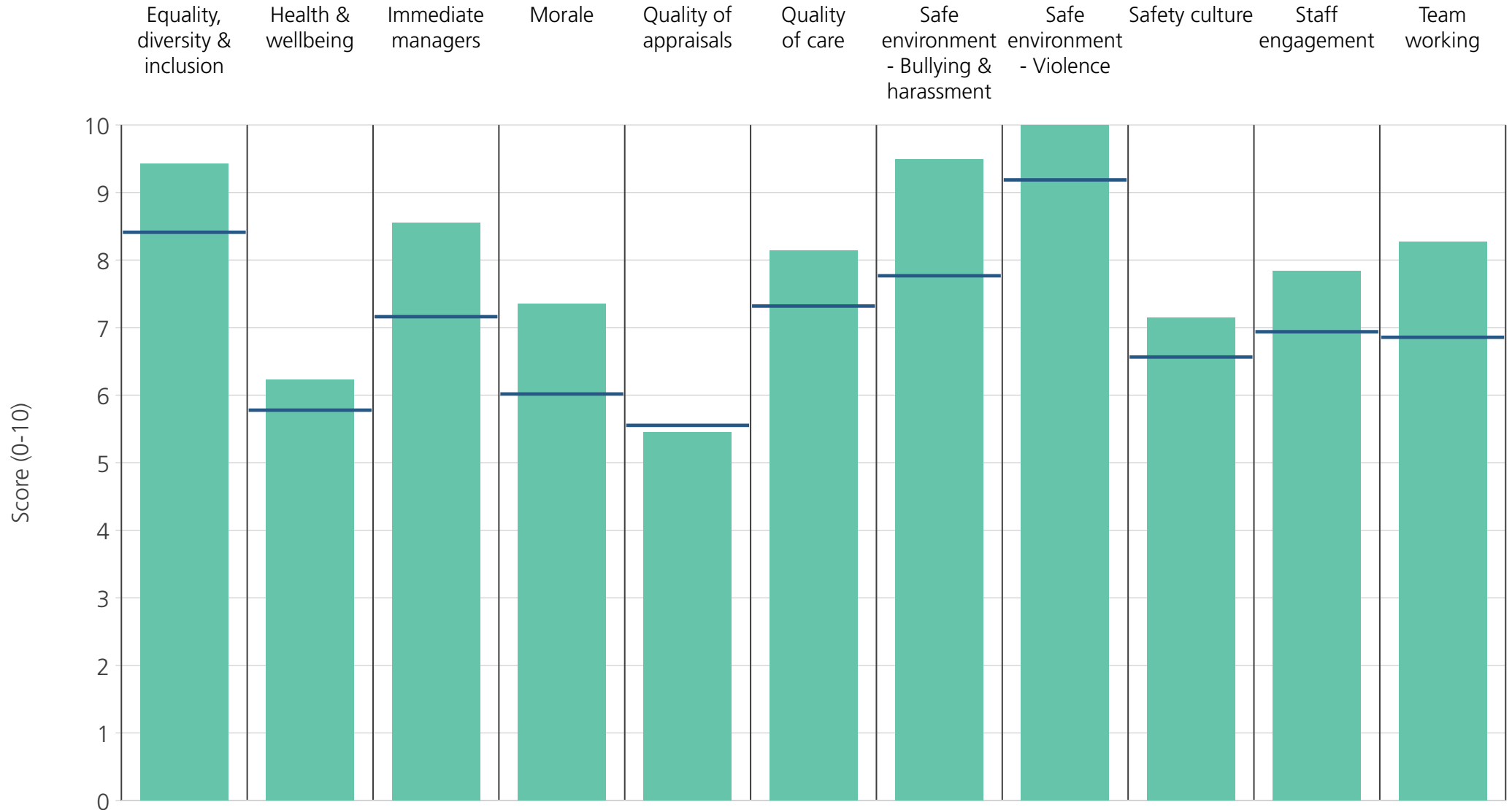
<b>Directorate</b>	8.2	6.3	8.6	7.3	5.6	7.2	7.1	8.7	5.6	7.2	7.7
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	15	15	15	15	9	15	15	15	15	16	16



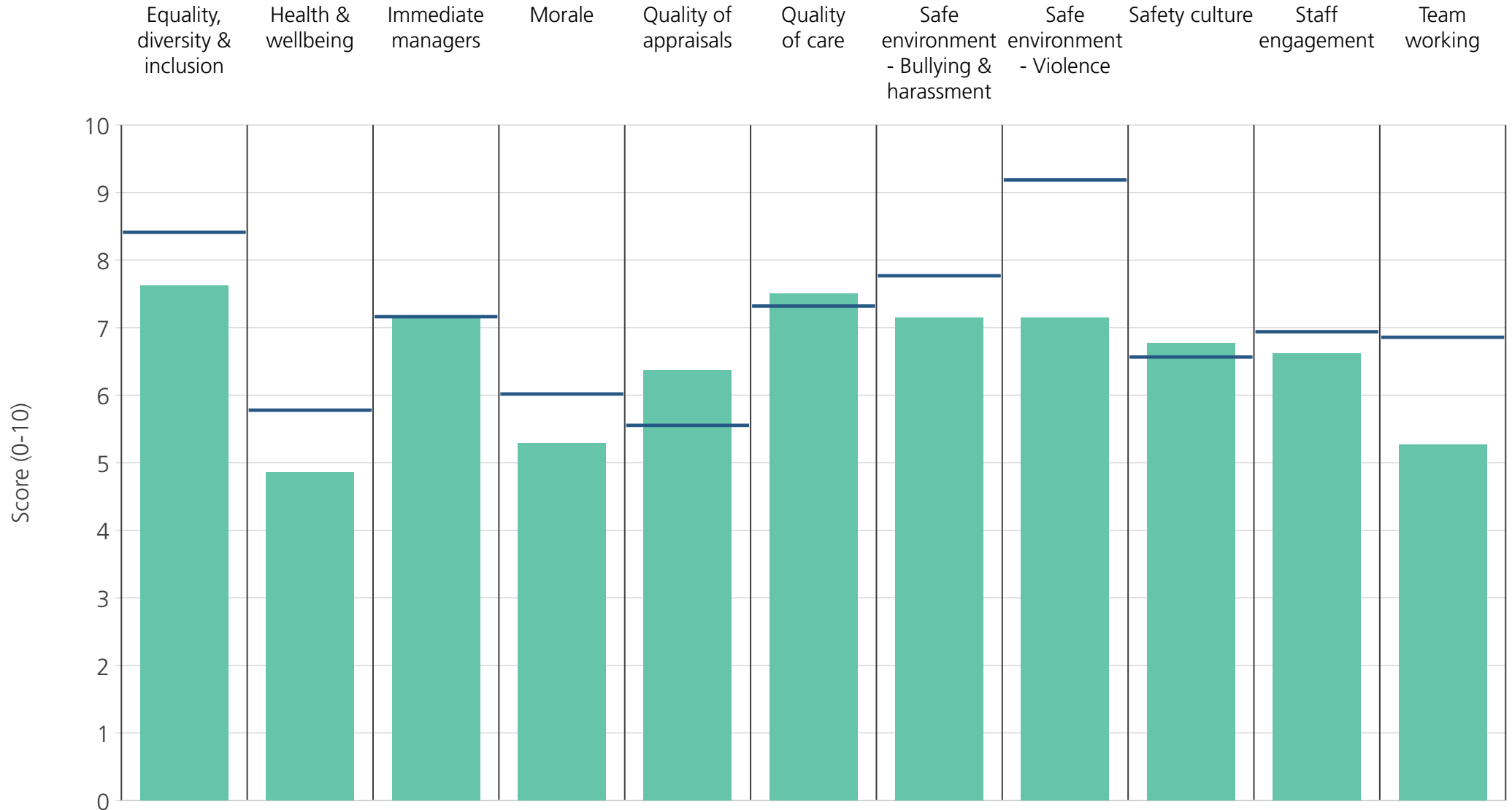
<b>Directorate</b>	7.8	7.7	8.1	6.5	8.5	8.6	7.6	7.9	7.8	8.0	7.2
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	15	15	15	15	15	14	14	14	15	15	15



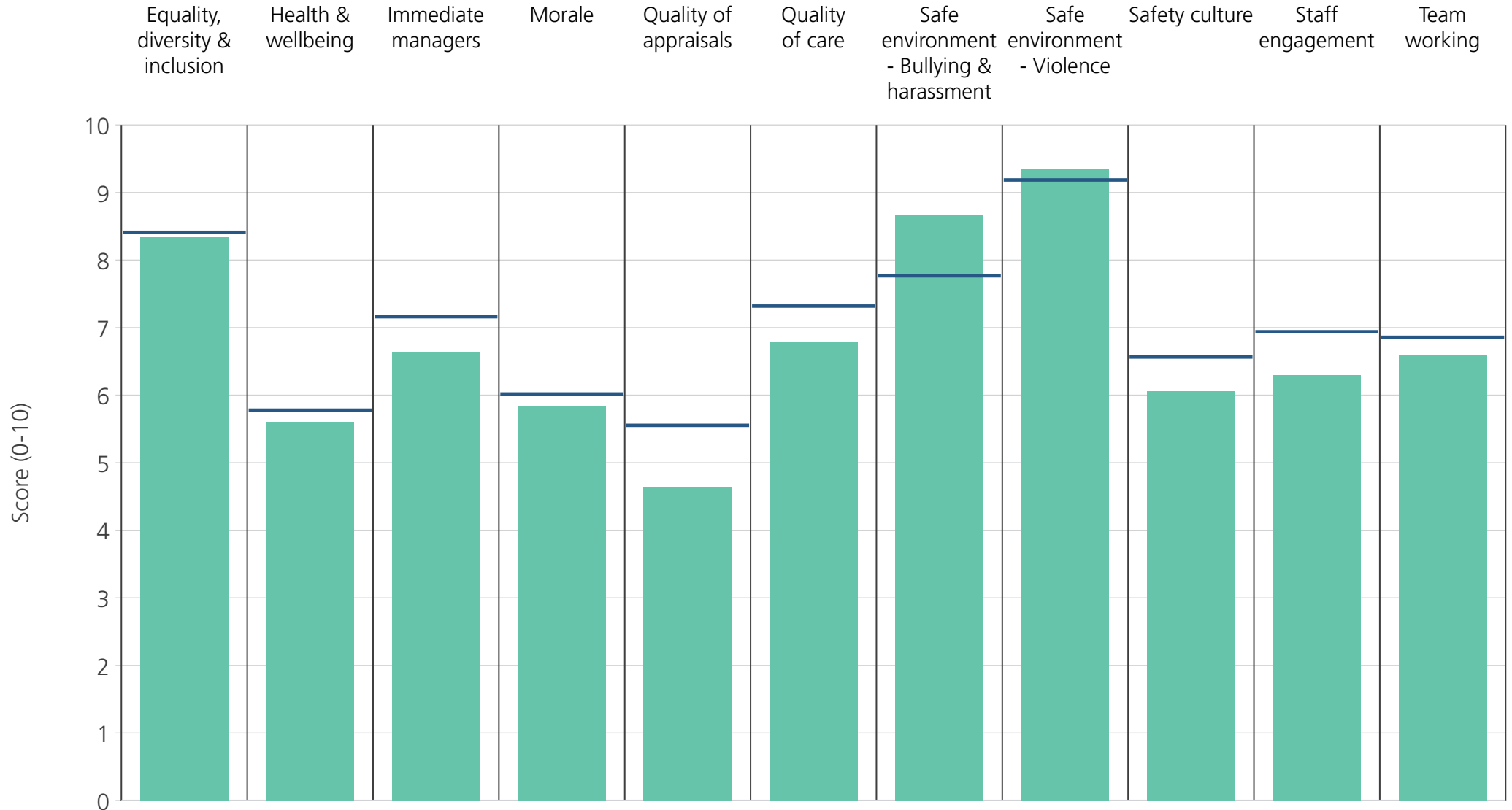
<b>Directorate</b>	8.3	4.5	6.4	5.2	5.0	6.9	6.1	8.0	6.7	6.7	6.6
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	20	20	20	19	19	20	19	20	20	20	19



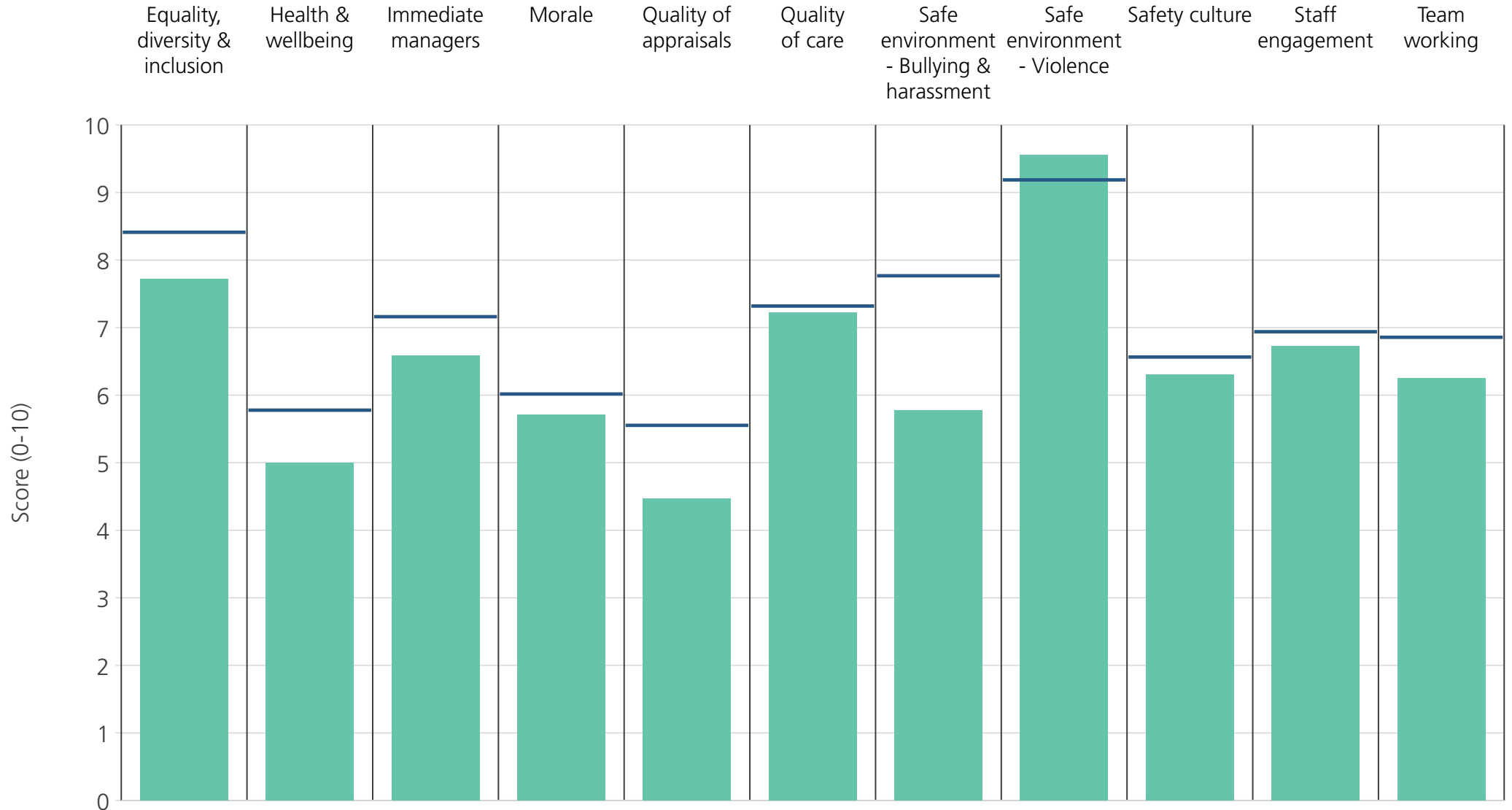
<b>Directorate</b>	9.4	6.2	8.6	7.4	5.5	8.1	9.5	10.0	7.2	7.8	8.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	13	13	13	13	11	13	13	13	13	13	13



<b>Directorate</b>	7.6	4.9	7.1	5.3	6.4	7.5	7.1	7.1	6.8	6.6	5.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	14	14	14	14	11	12	14	14	14	15	14

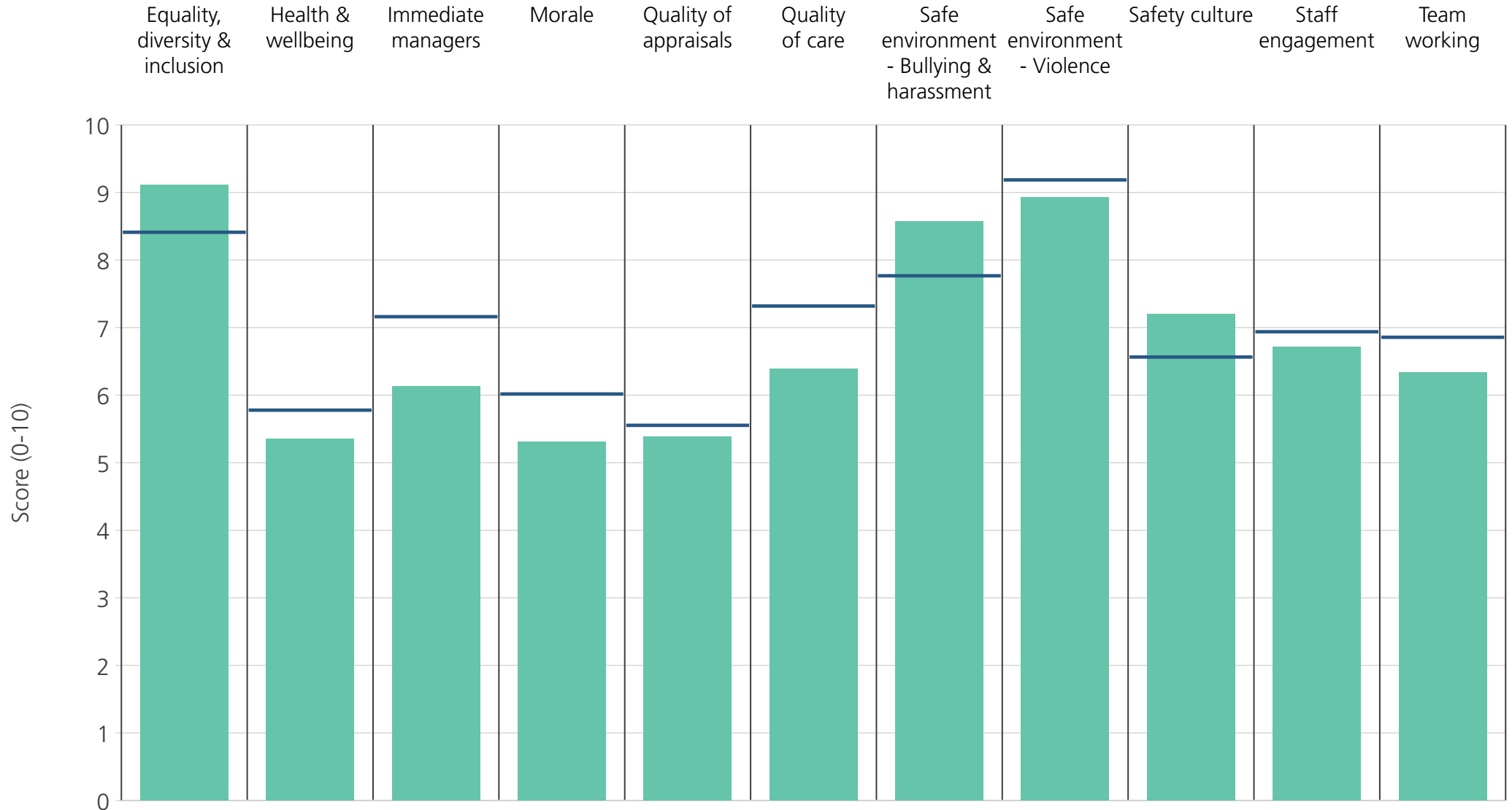


<b>Directorate</b>	8.3	5.6	6.6	5.8	4.6	6.8	8.7	9.3	6.1	6.3	6.6
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	15	15	15	15	14	14	15	15	15	15	15

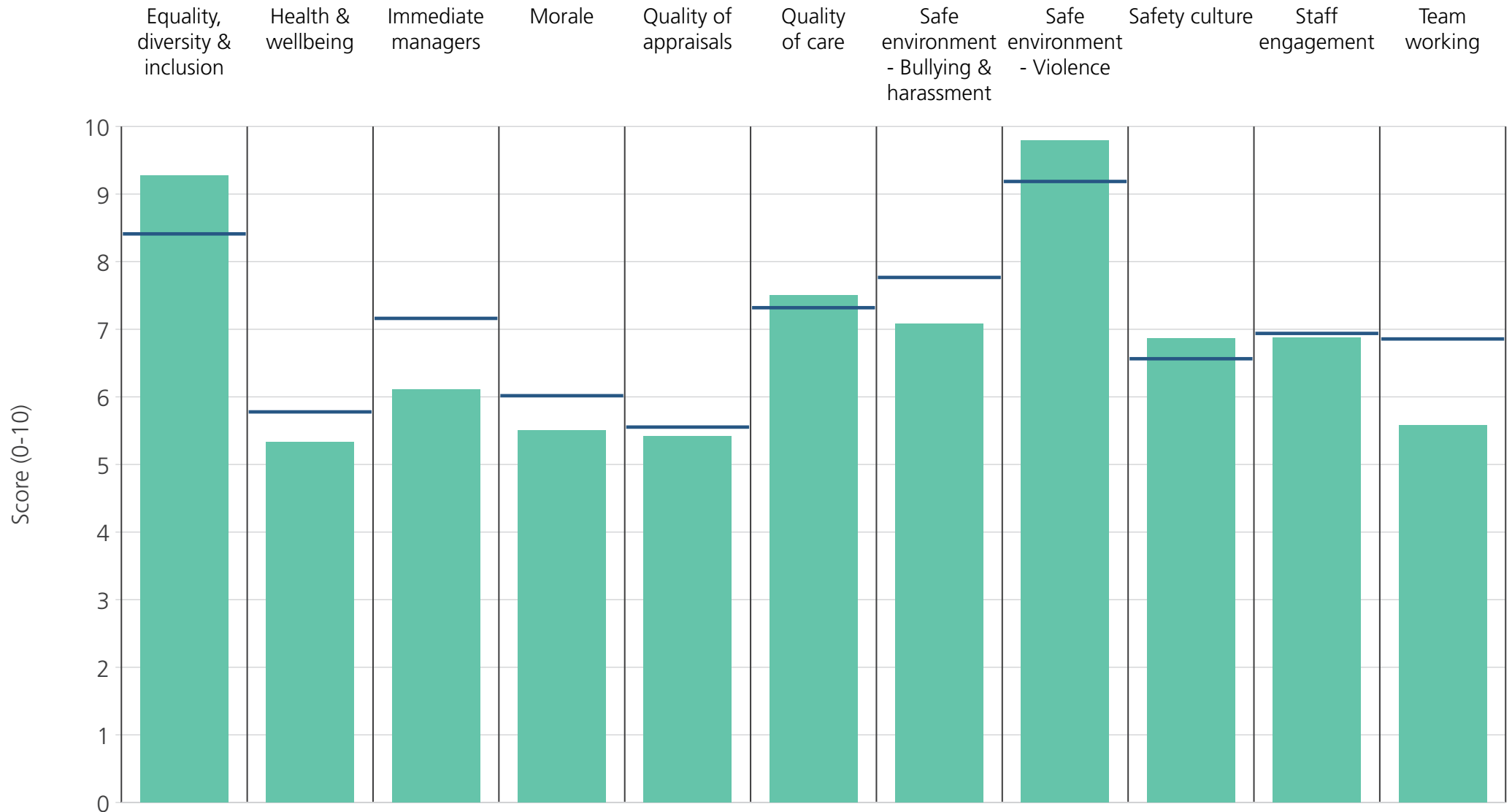


<b>Directorate</b>	7.7	5.0	6.6	5.7	4.5	7.2	5.8	9.6	6.3	6.7	6.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	15	15	15	15	14	15	15	15	15	15	14

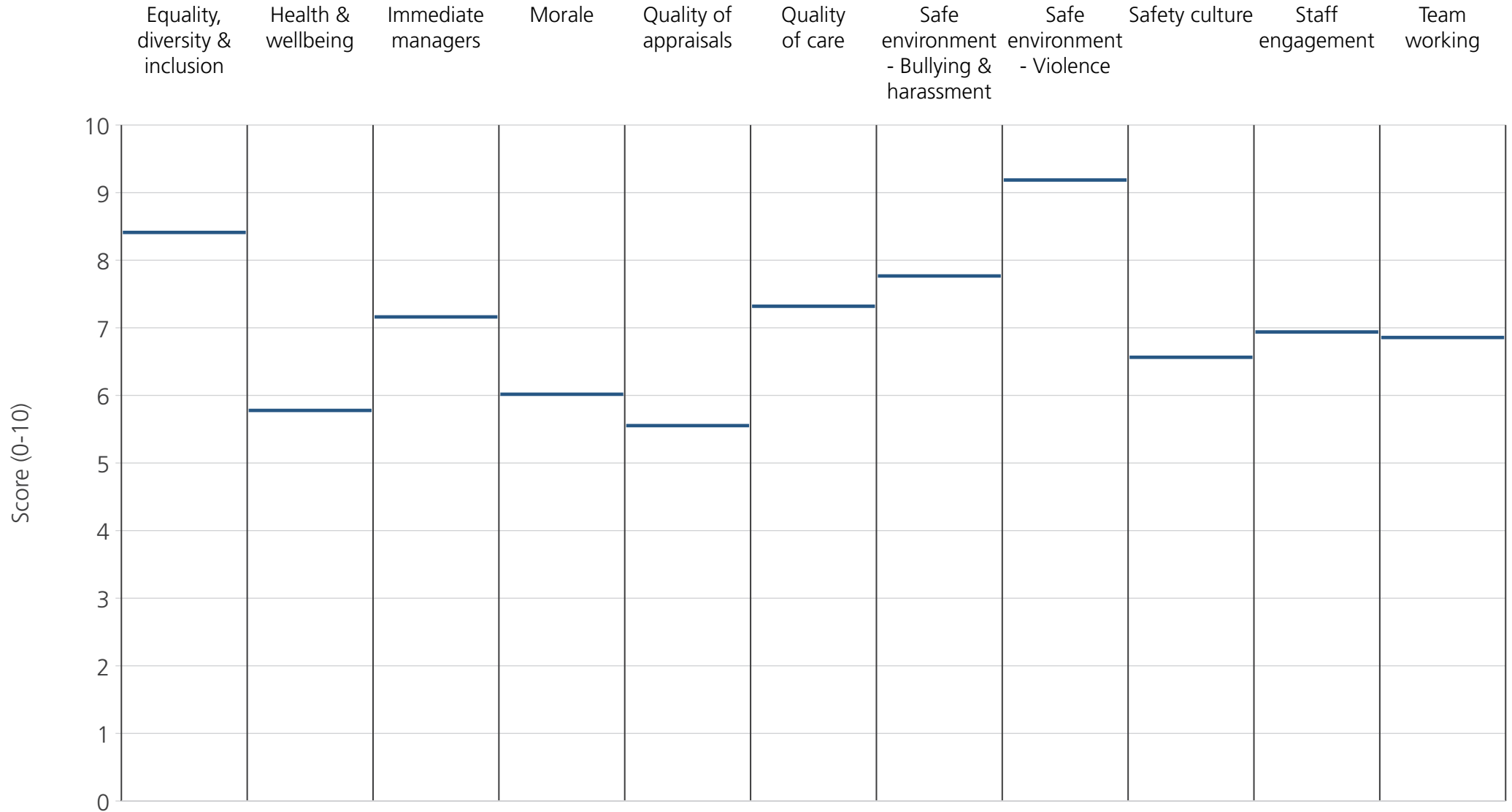




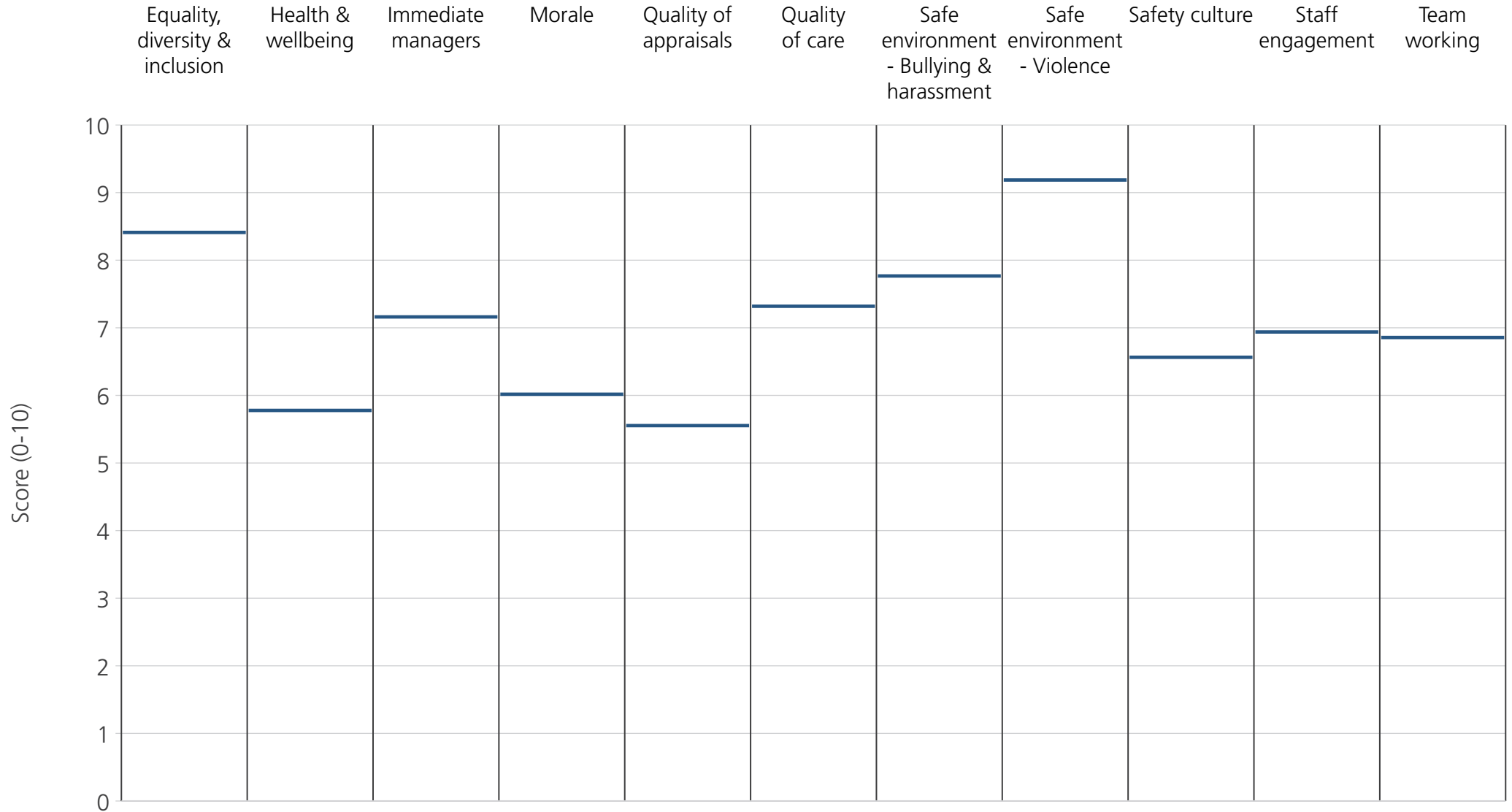
<b>Directorate</b>	9.1	5.4	6.1	5.3	5.4	6.4	8.6	8.9	7.2	6.7	6.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	14	14	14	14	13	15	14	14	14	15	15



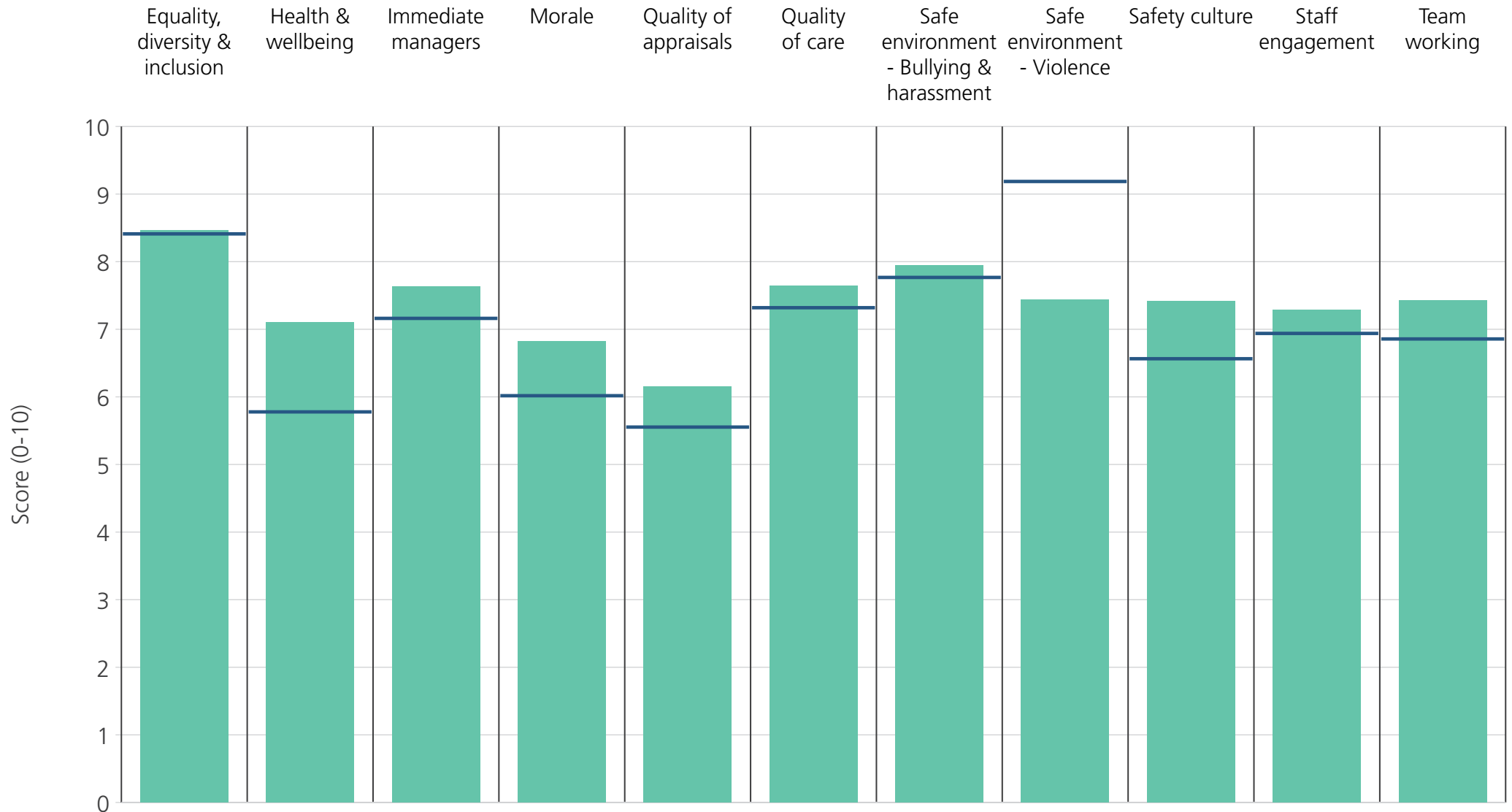
<b>Directorate</b>	9.3	5.3	6.1	5.5	5.4	7.5	7.1	9.8	6.9	6.9	5.6
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	15	16	15	14	12	15	16	16	15	15	15



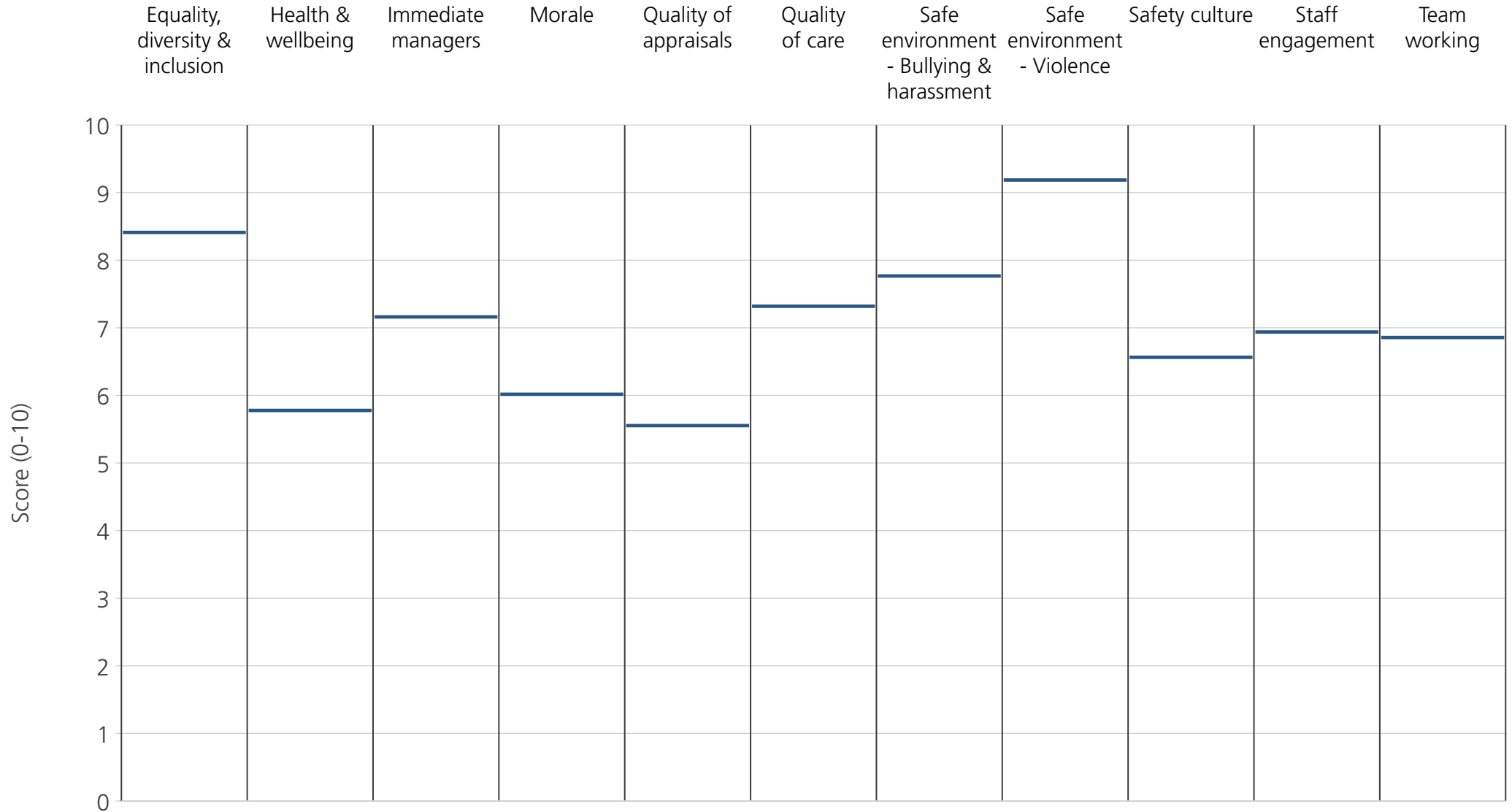
Directorate	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	8	8	8	8	8	7	8	8	8	8	8



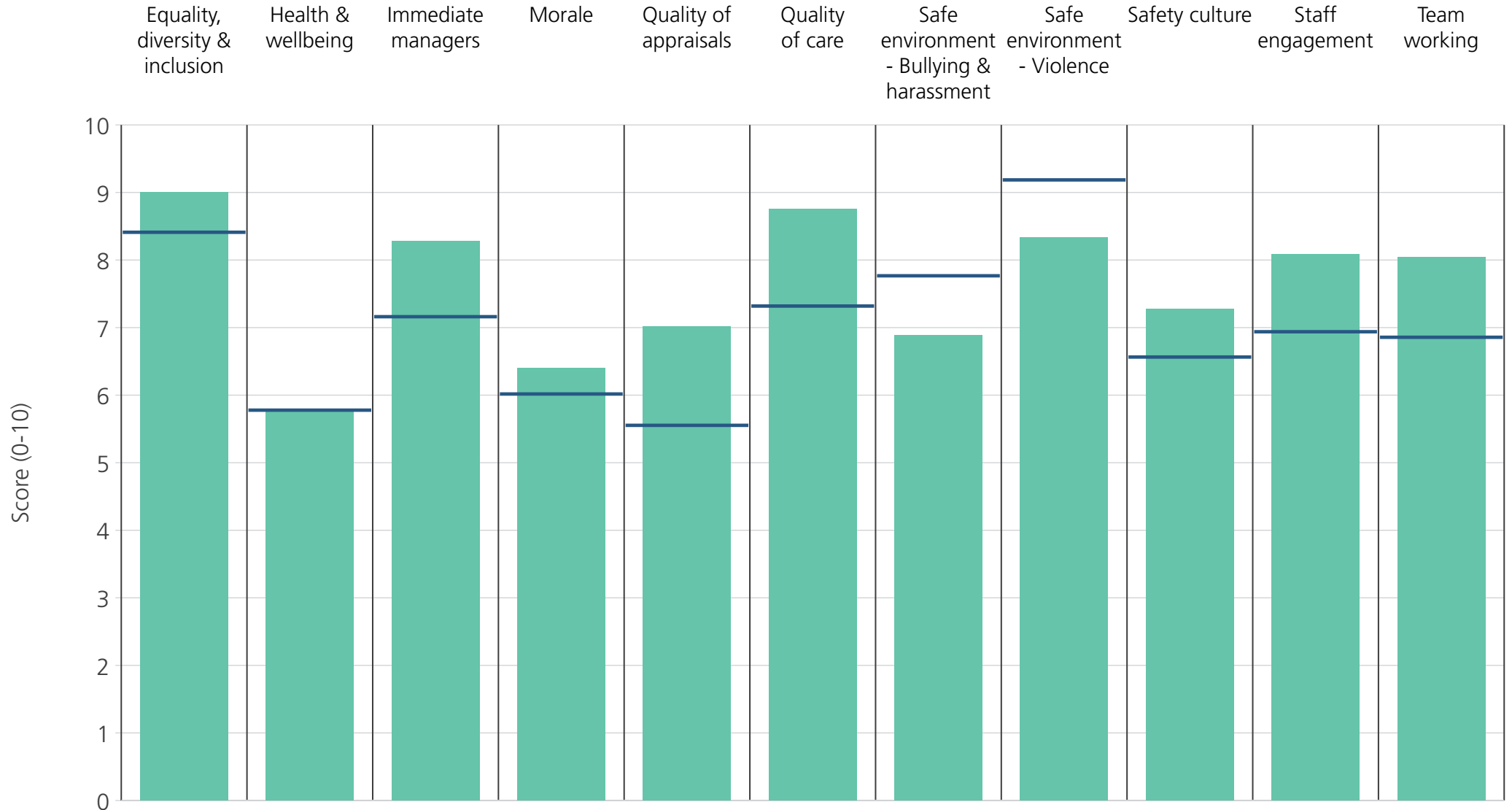
<b>Directorate</b>											
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	8	8	8	8	6	8	8	8	8	8	8



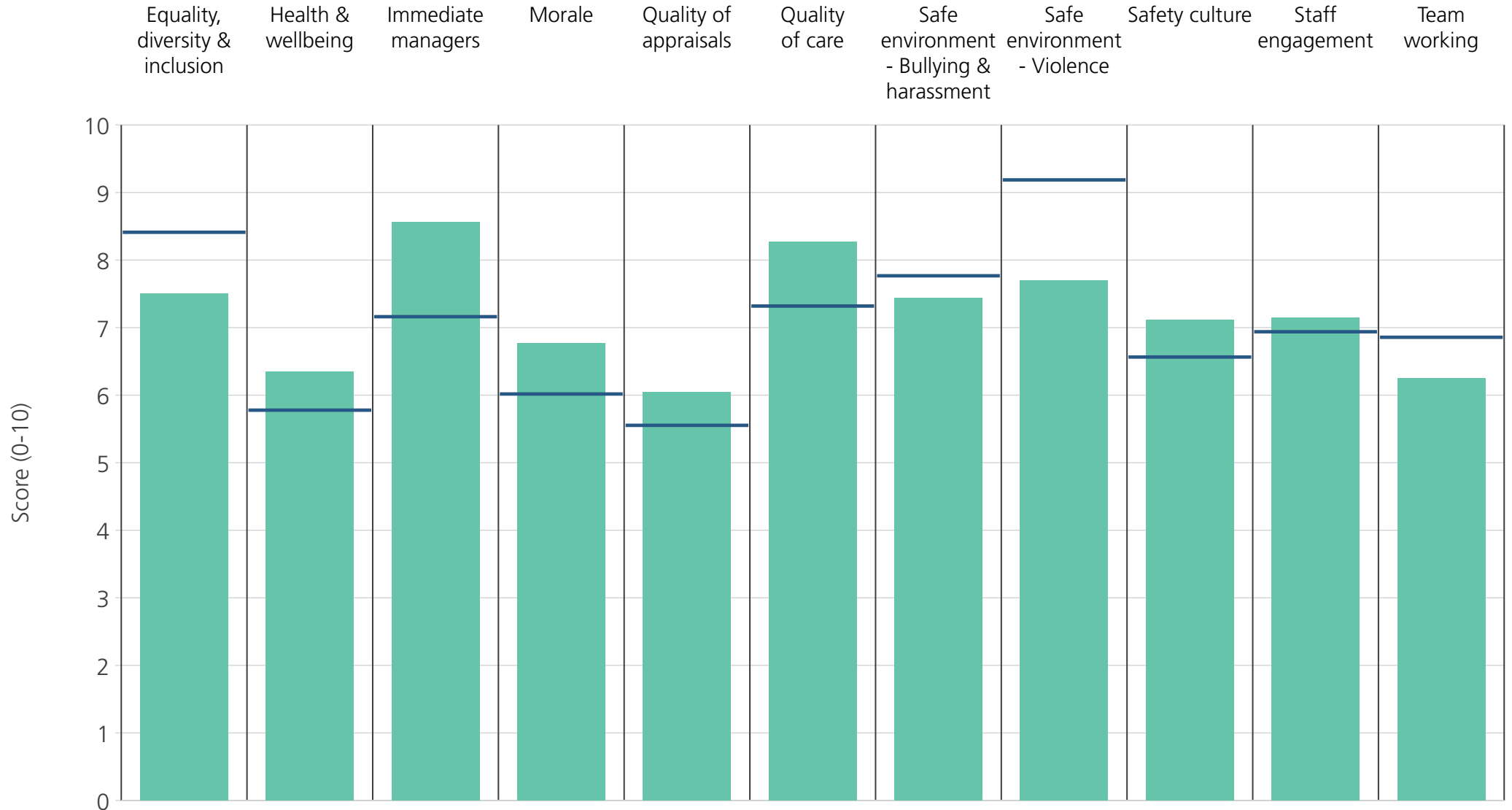
<b>Directorate</b>	8.5	7.1	7.6	6.8	6.2	7.6	7.9	7.4	7.4	7.3	7.4
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	13	14	14	13	13	15	13	13	13	16	16



Directorate	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	10	10	10	10	10	9	10	10	10	10	10

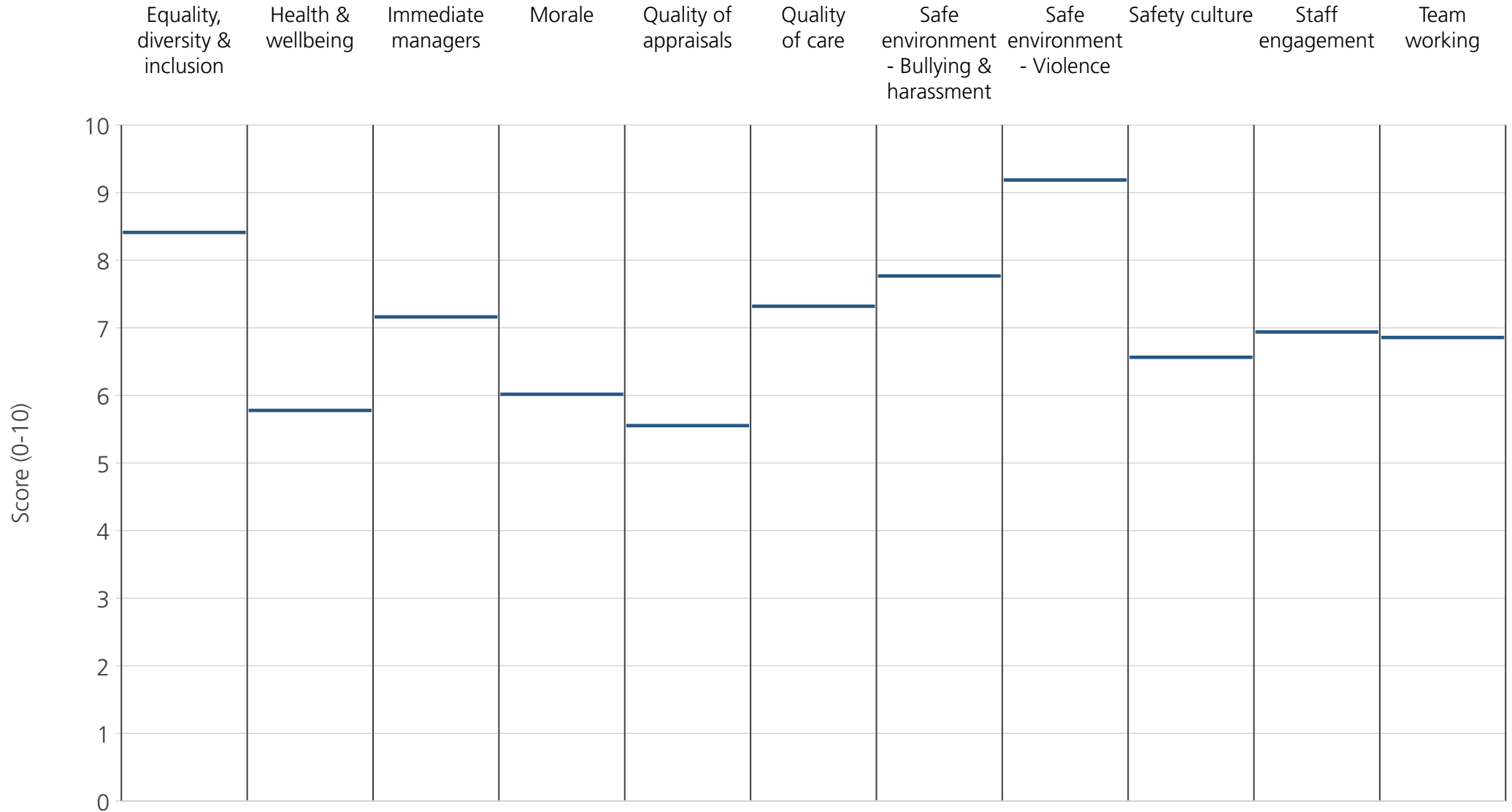


<b>Directorate</b>	9.0	5.8	8.3	6.4	7.0	8.8	6.9	8.3	7.3	8.1	8.0
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	15	16	16	15	13	16	15	16	15	16	16

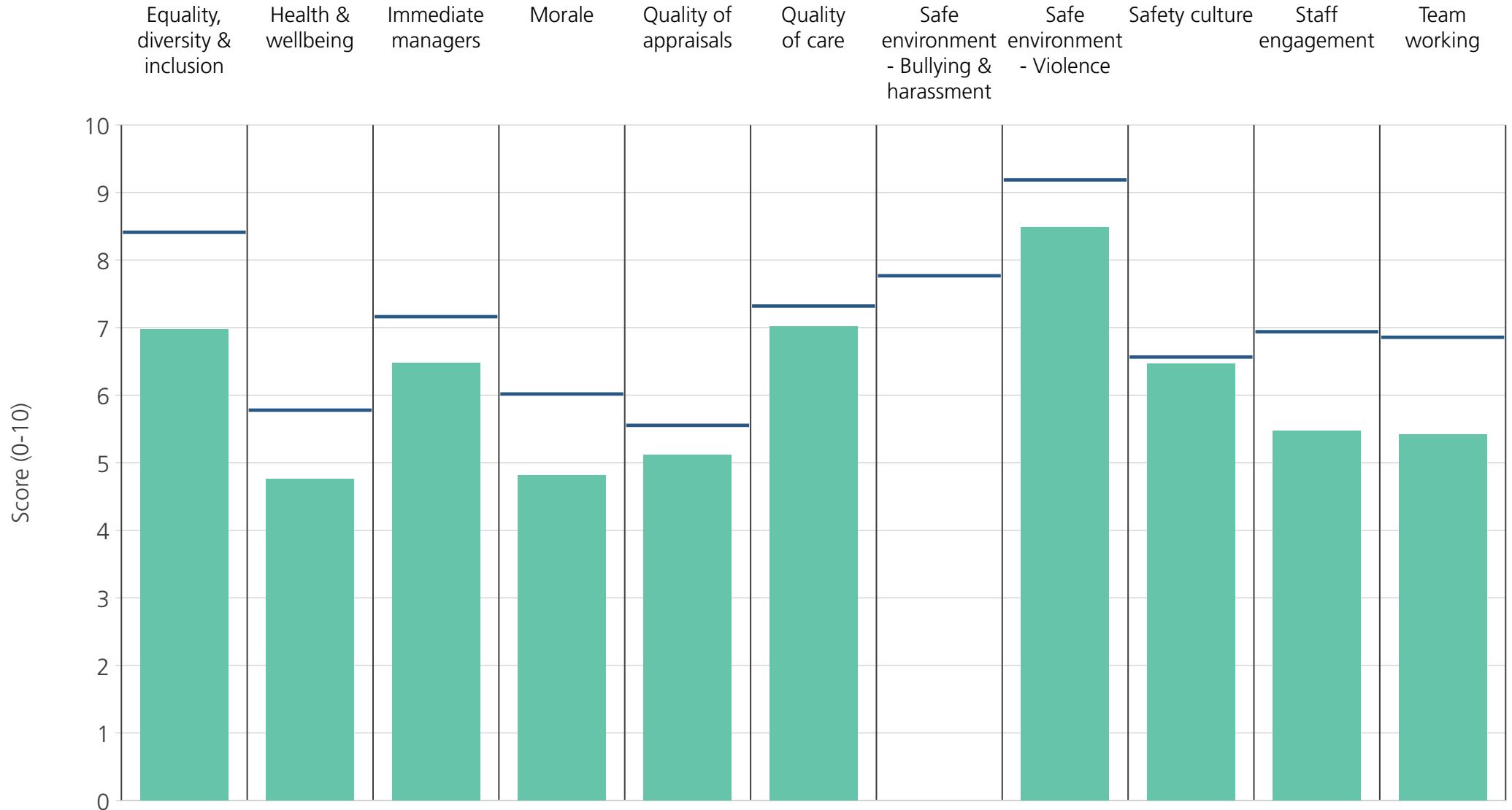


<b>Directorate</b>	7.5	6.3	8.6	6.8	6.0	8.3	7.4	7.7	7.1	7.1	6.3
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	13	13	13	13	12	13	13	13	13	13	12

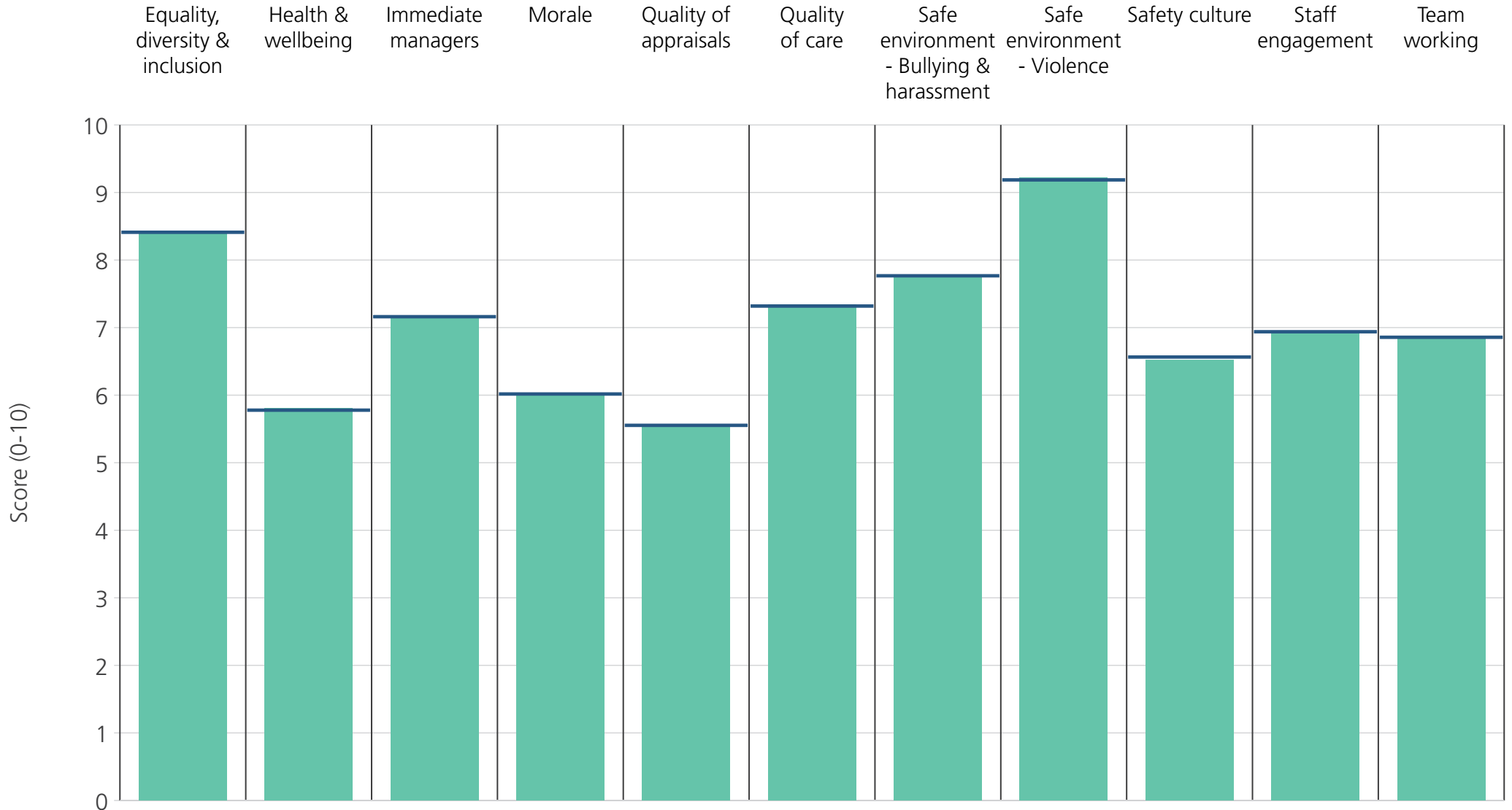




Directorate	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
Responses	10	10	10	10	10	9	10	10	10	10	10



<b>Directorate</b>	7.0	4.8	6.5	4.8	5.1	7.0		8.5	6.5	5.5	5.4
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	11	11	11	11	11	12	10	11	11	12	12



<b>Directorate</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.7	9.2	6.5	6.9	6.9
<b>Your org</b>	8.4	5.8	7.2	6.0	5.6	7.3	7.8	9.2	6.6	6.9	6.9
<b>Responses</b>	1934	1956	1950	1900	1767	1680	1909	1918	1924	1977	1961