

North East Ambulance Service NHS Foundation Trust

2019 NHS Staff Survey

Directorate Report

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This directorate report for North East Ambulance Service 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 North East Ambulance Service 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.

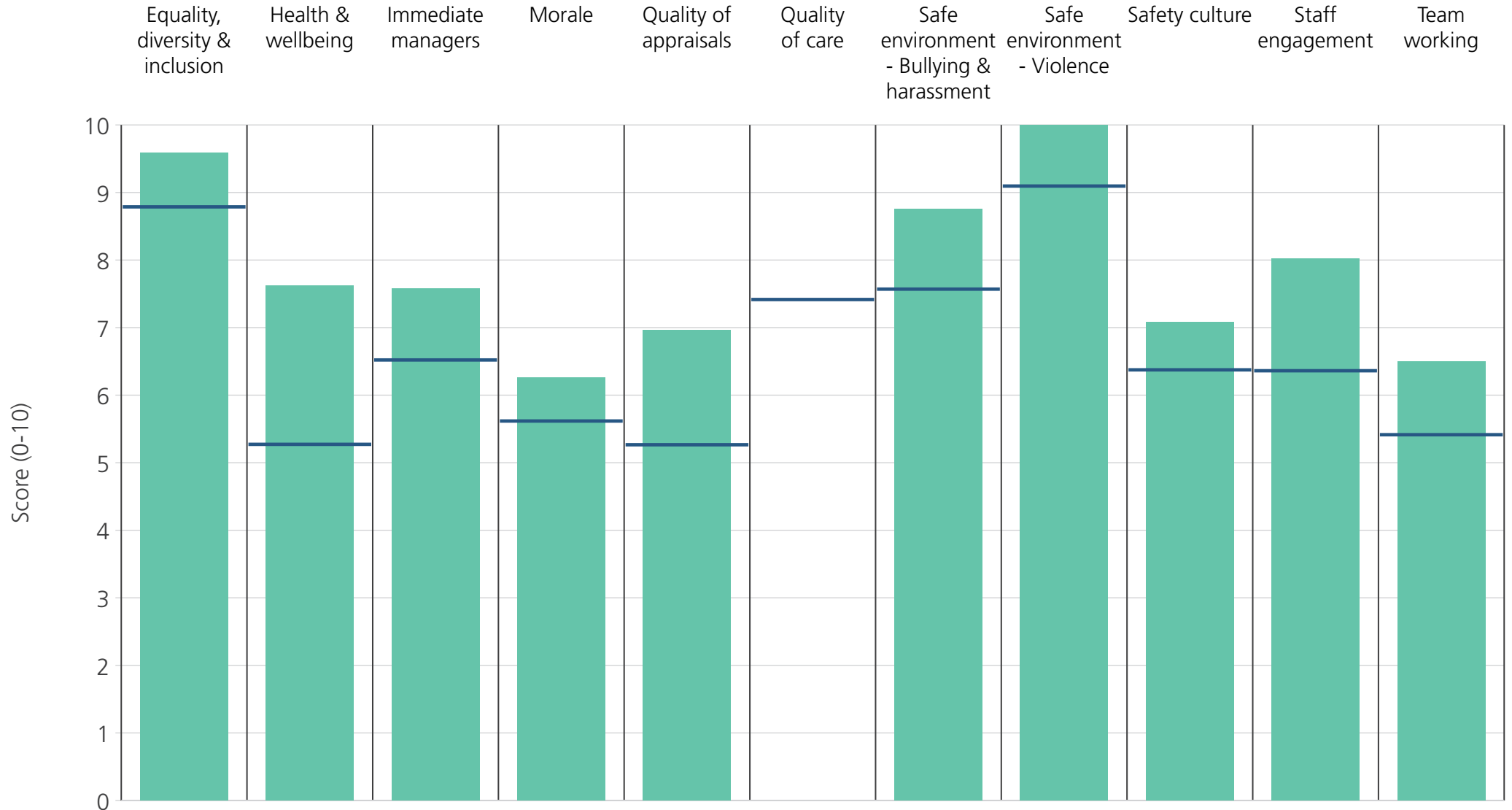
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



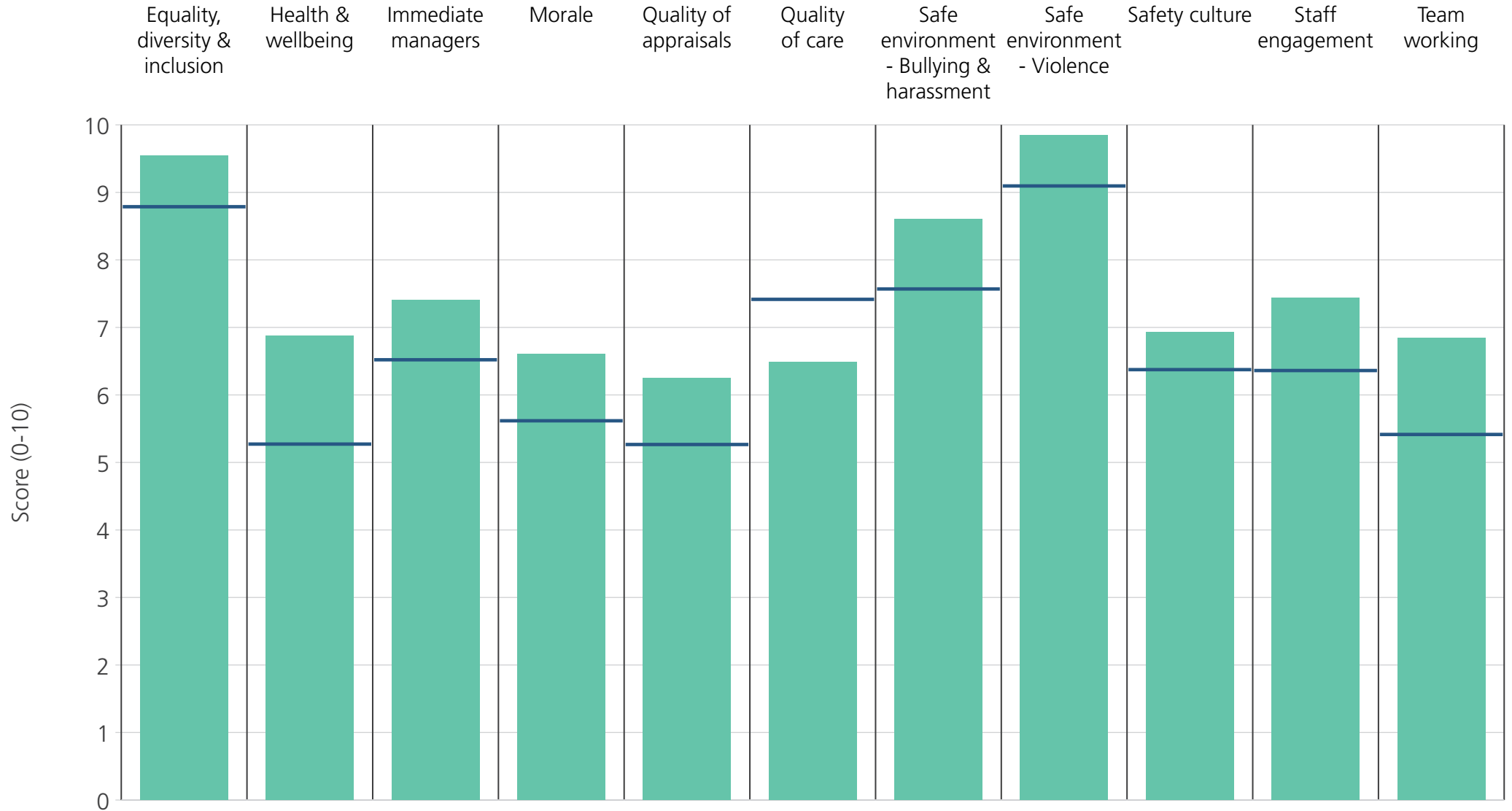
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

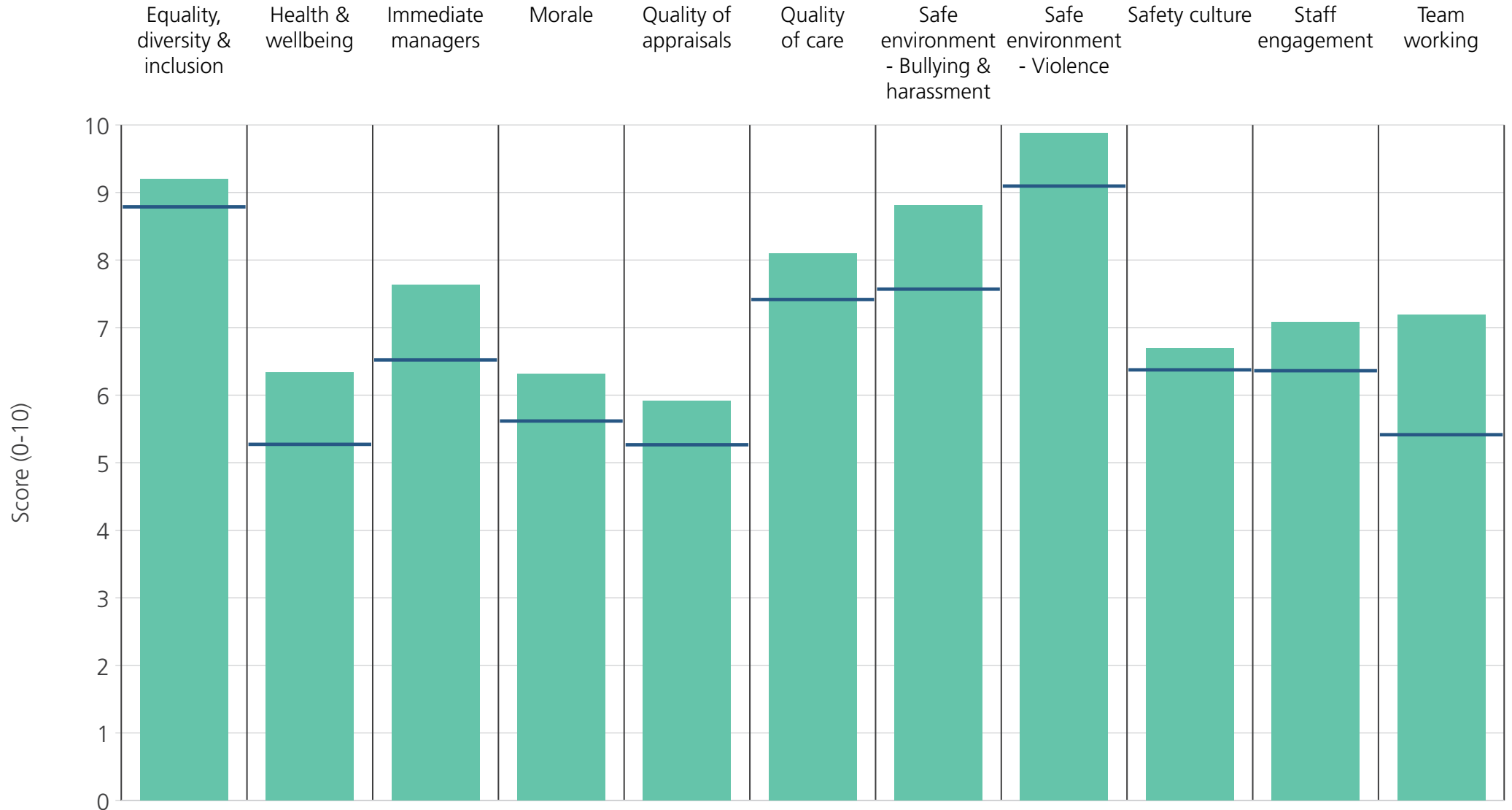
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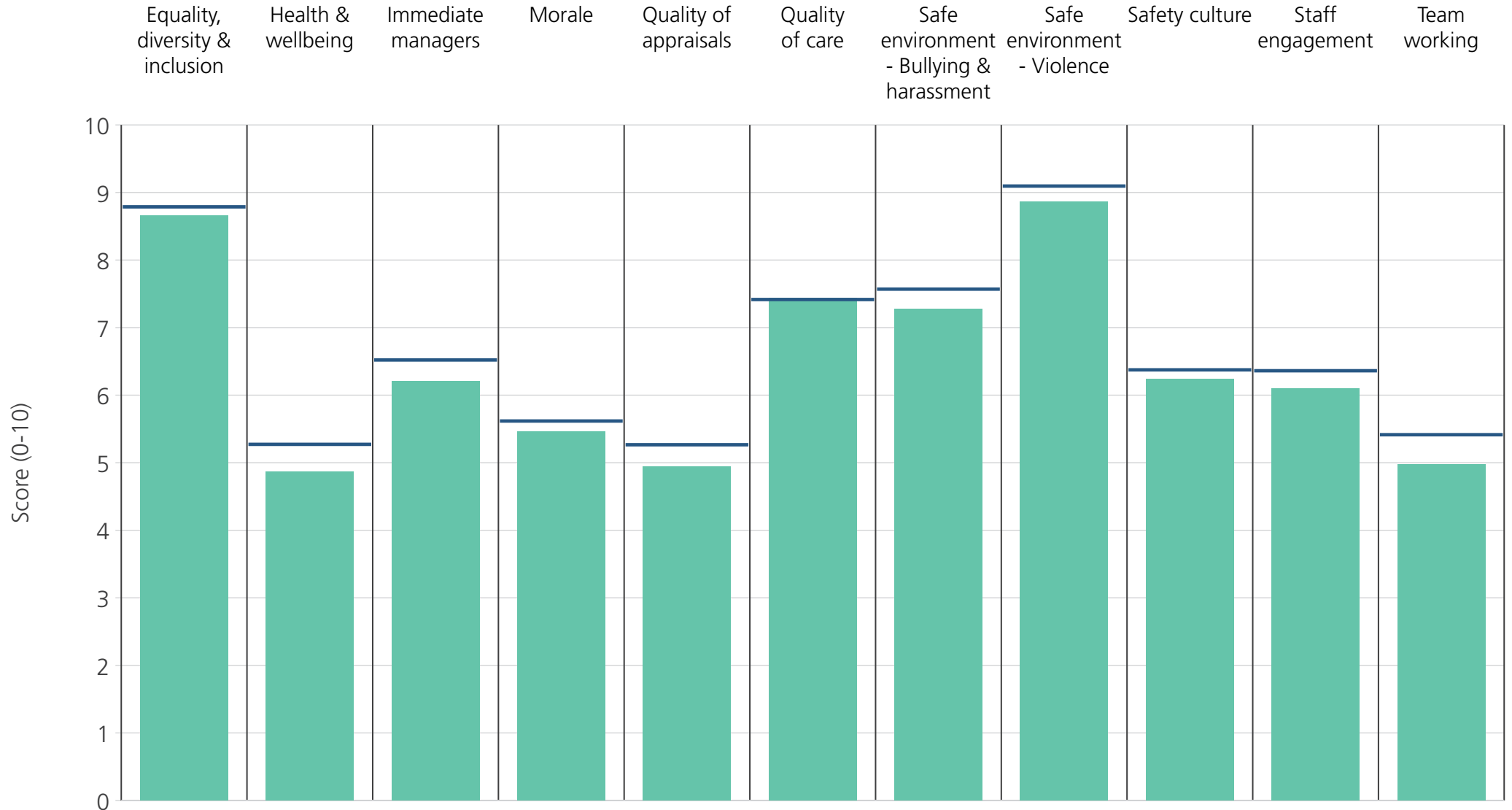
Directorate	9.6	7.6	7.6	6.3	7.0		8.8	10.0	7.1	8.0	6.5
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	16	16	16	16	14	5	16	16	16	16	15



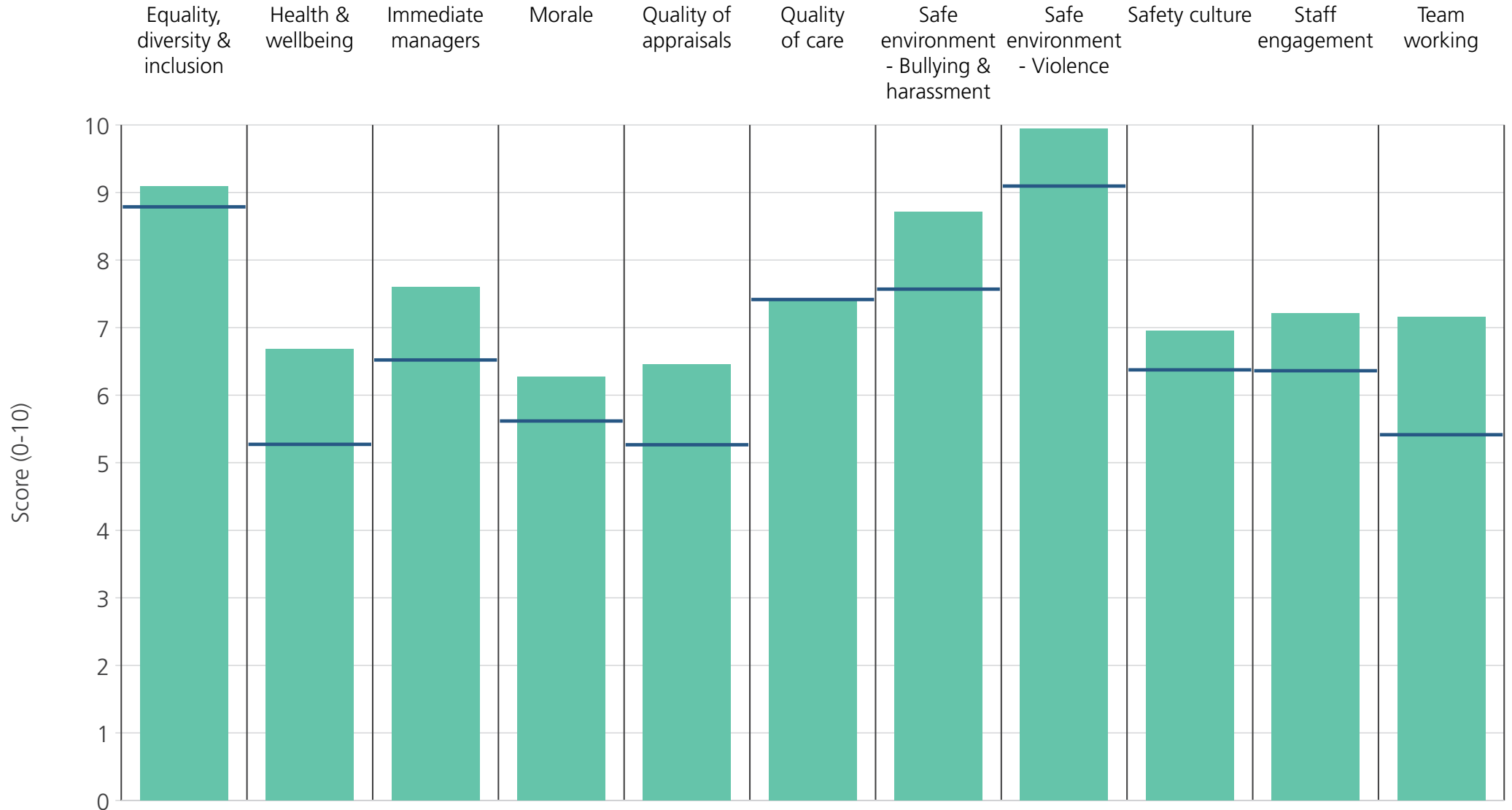
Directorate	9.5	6.9	7.4	6.6	6.3	6.5	8.6	9.8	6.9	7.4	6.8
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	44	43	44	44	42	16	43	44	43	44	44



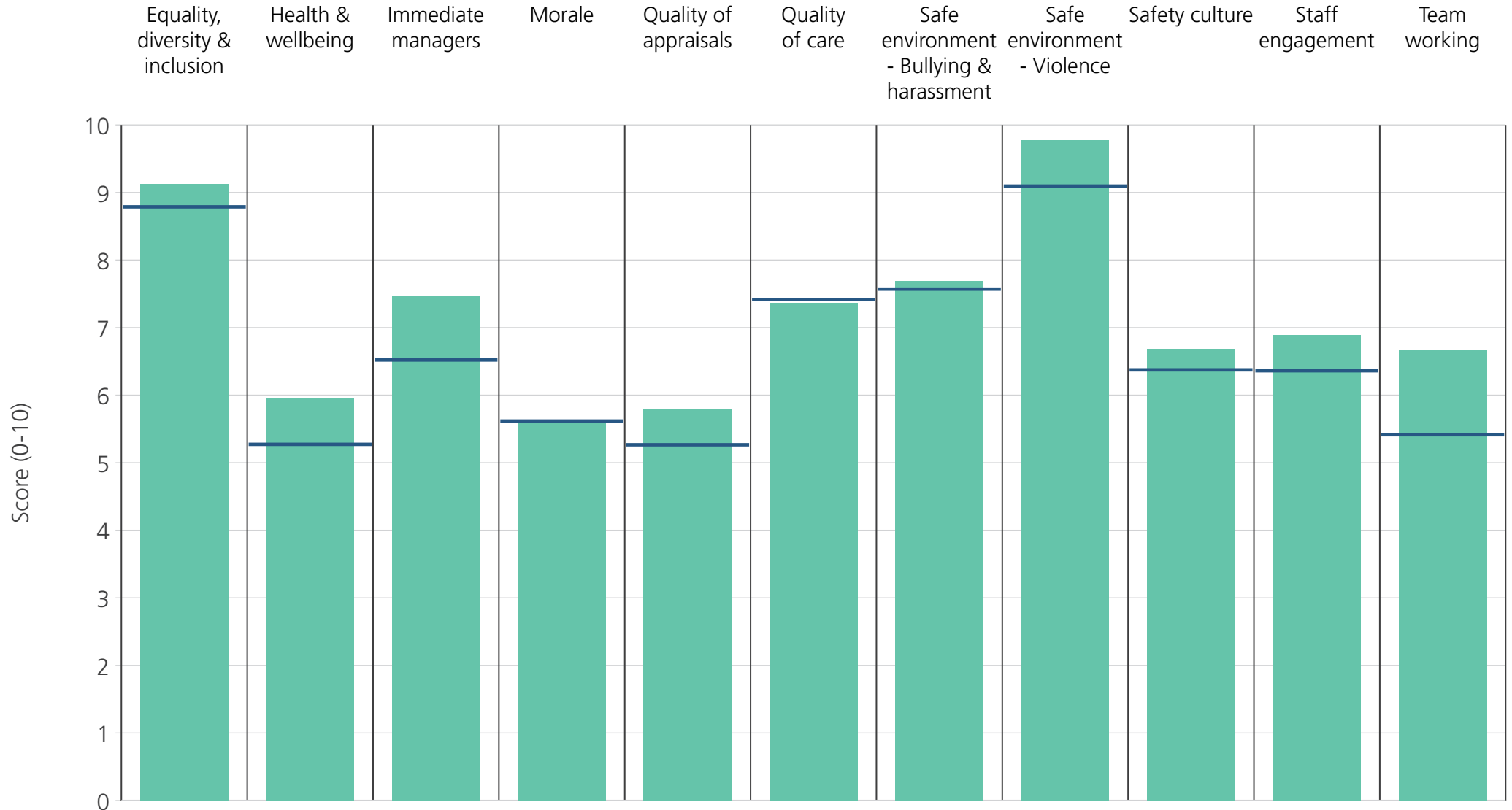
Directorate	9.2	6.3	7.6	6.3	5.9	8.1	8.8	9.9	6.7	7.1	7.2
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	28	28	28	27	26	23	28	27	28	28	28



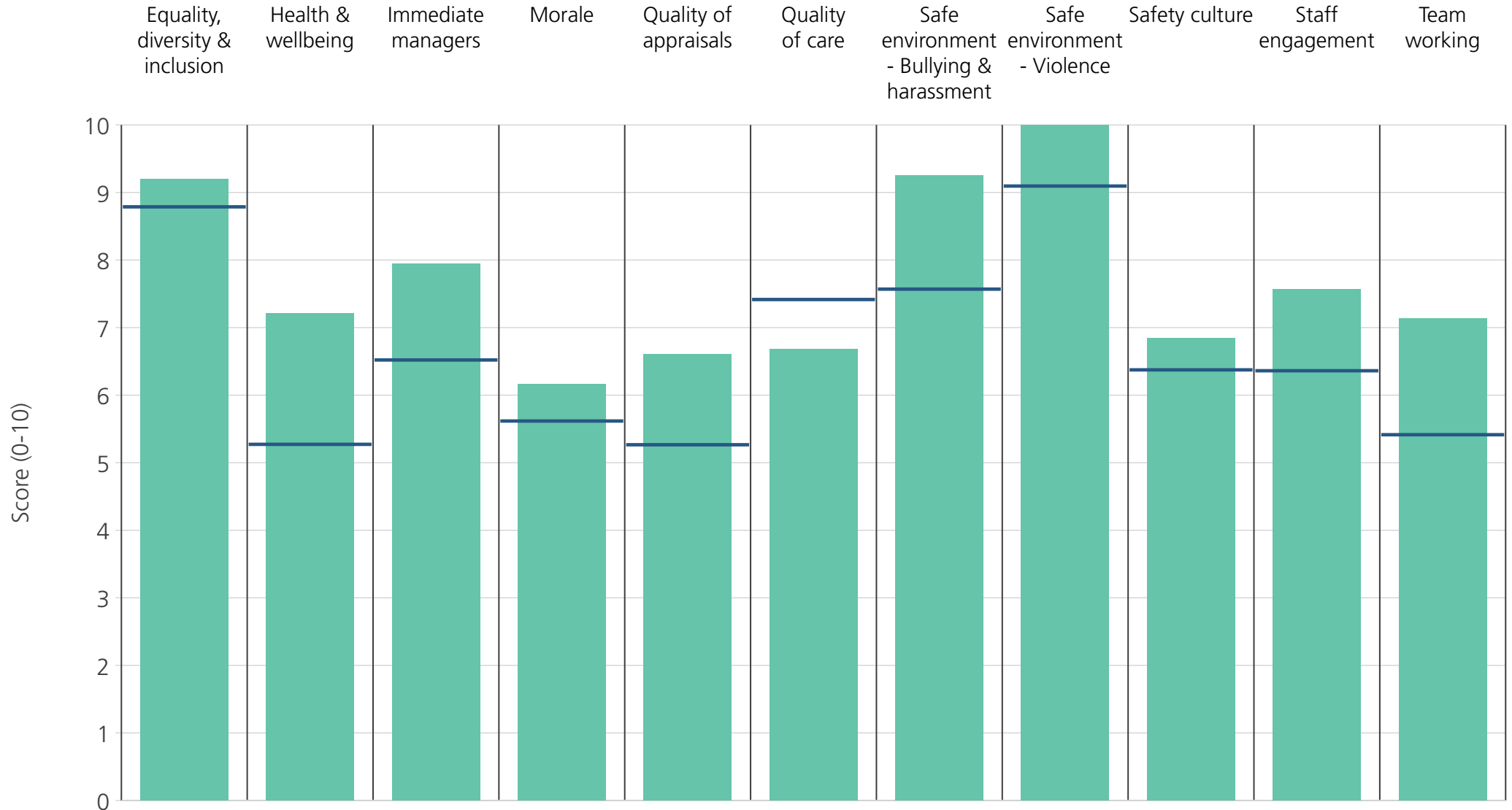
Directorate	8.7	4.9	6.2	5.5	4.9	7.4	7.3	8.9	6.2	6.1	5.0
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	946	949	953	953	779	922	945	944	950	954	949



Directorate	9.1	6.7	7.6	6.3	6.5	7.4	8.7	9.9	6.9	7.2	7.2
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	62	62	62	62	54	27	62	62	61	62	61



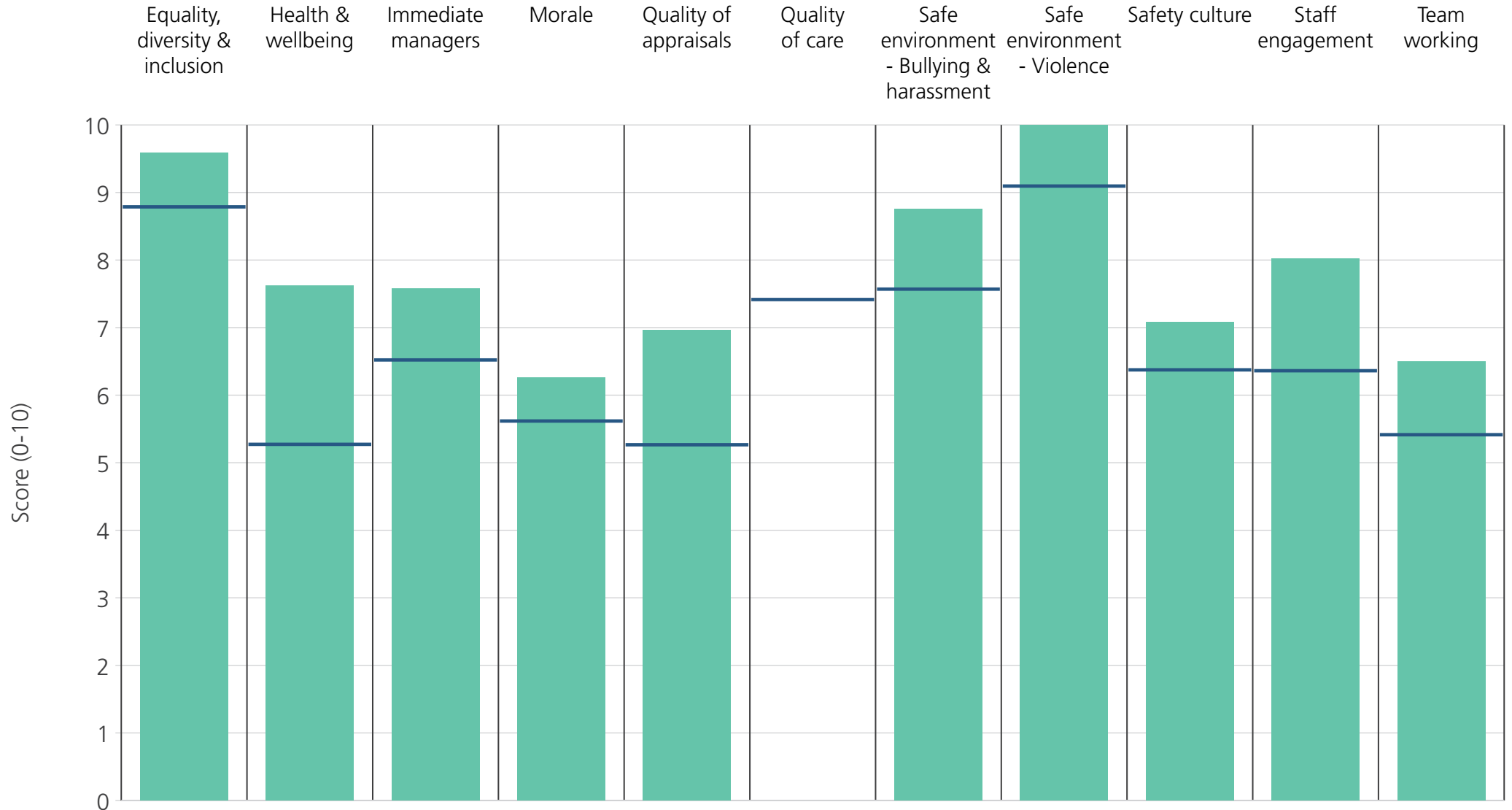
Directorate	9.1	6.0	7.5	5.6	5.8	7.4	7.7	9.8	6.7	6.9	6.7
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	57	56	57	57	50	42	57	57	57	57	57



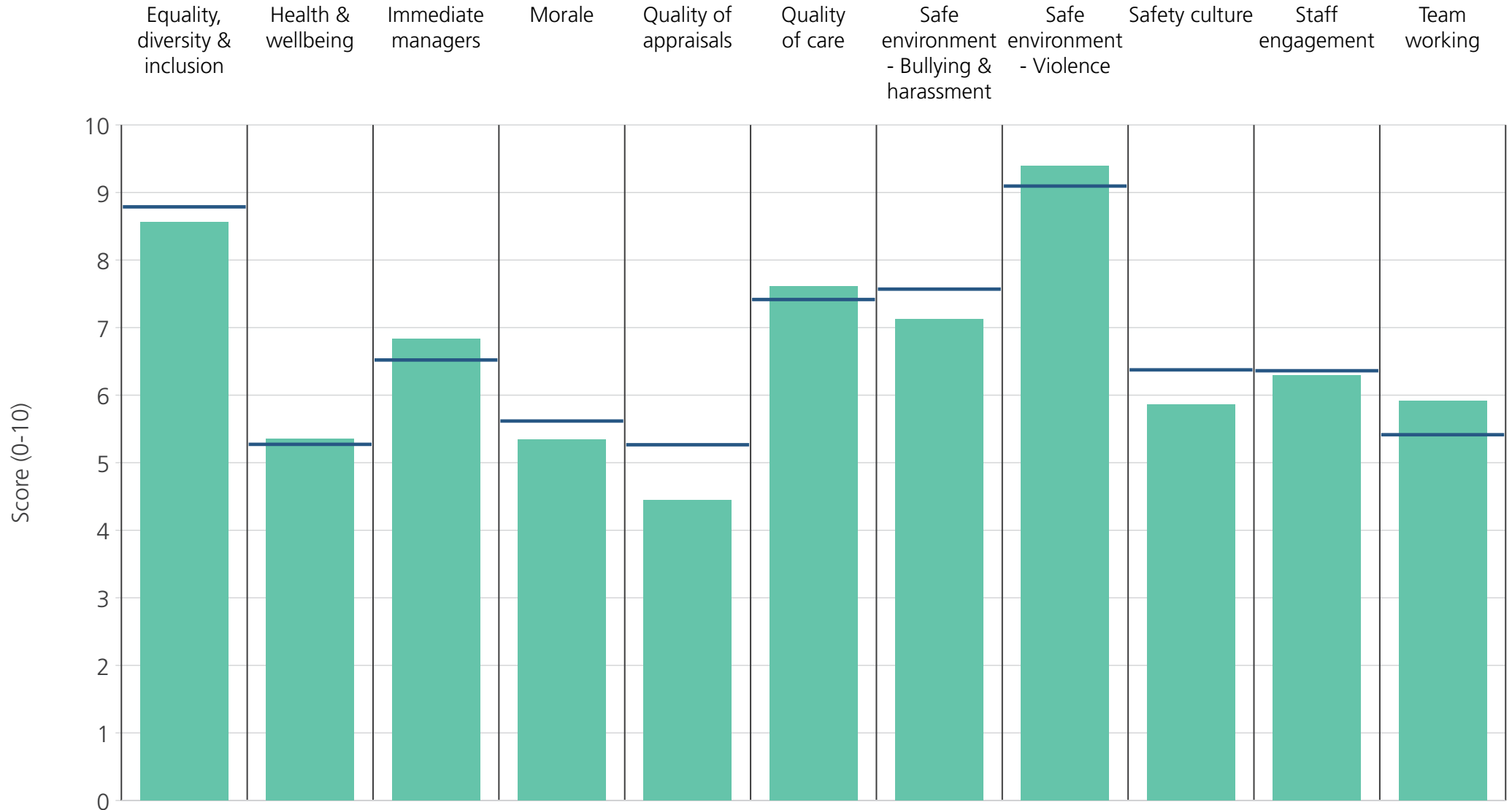
Directorate	9.2	7.2	7.9	6.2	6.6	6.7	9.2	10.0	6.8	7.6	7.1
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	62	62	62	62	59	21	62	62	61	62	62

Directorates 2

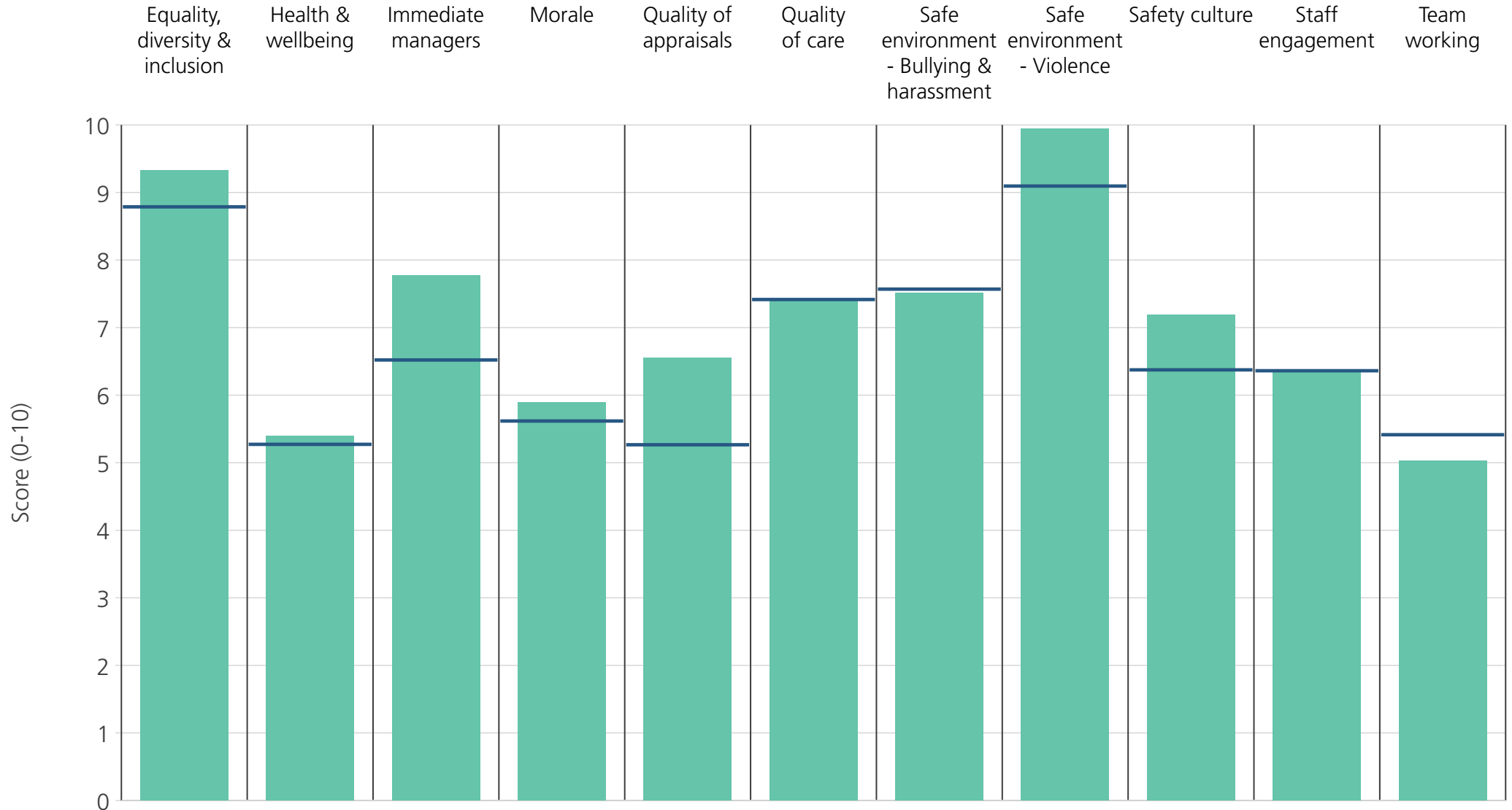
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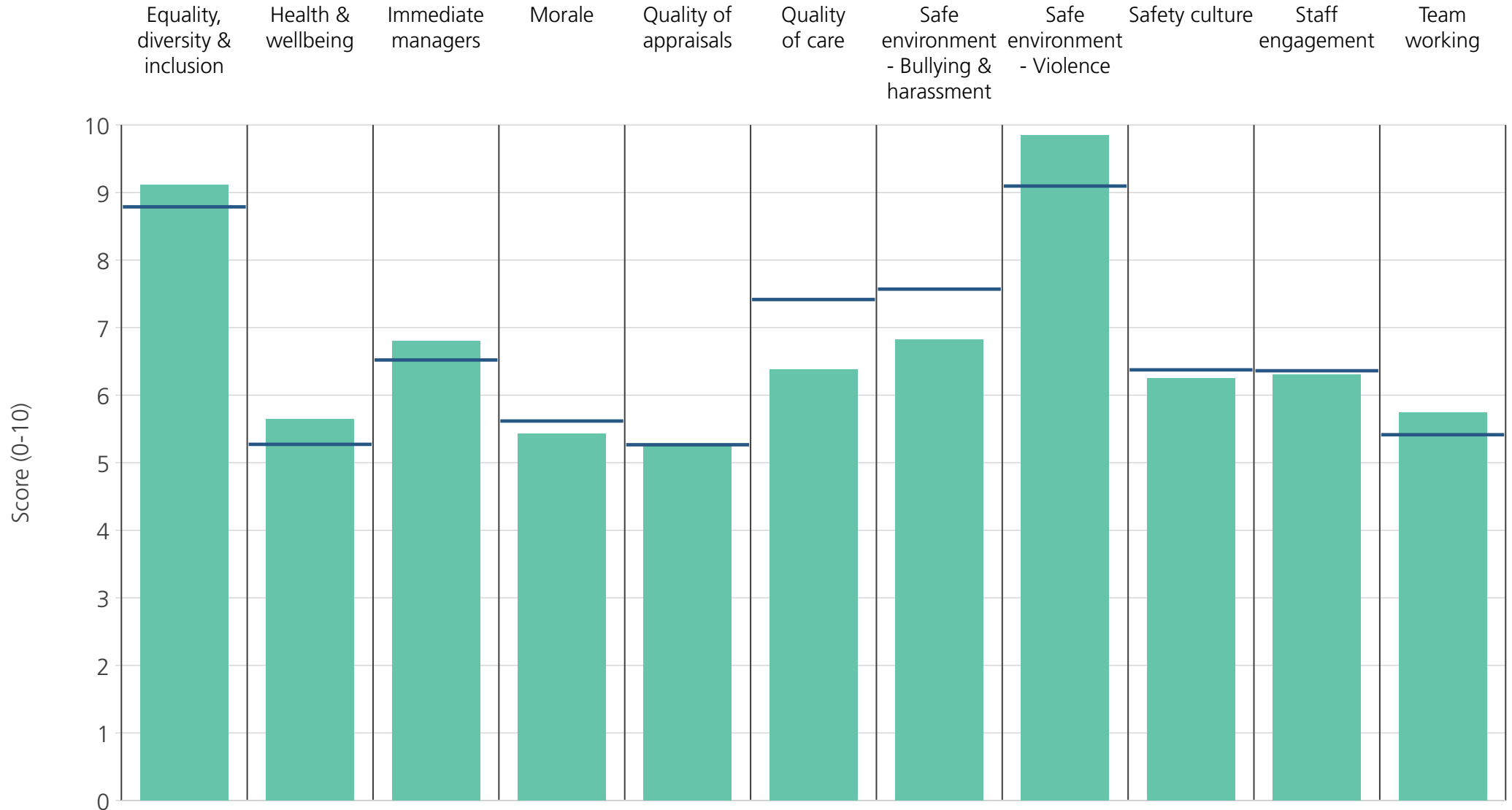
Directorate	9.6	7.6	7.6	6.3	7.0		8.8	10.0	7.1	8.0	6.5
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	16	16	16	16	14	5	16	16	16	16	15



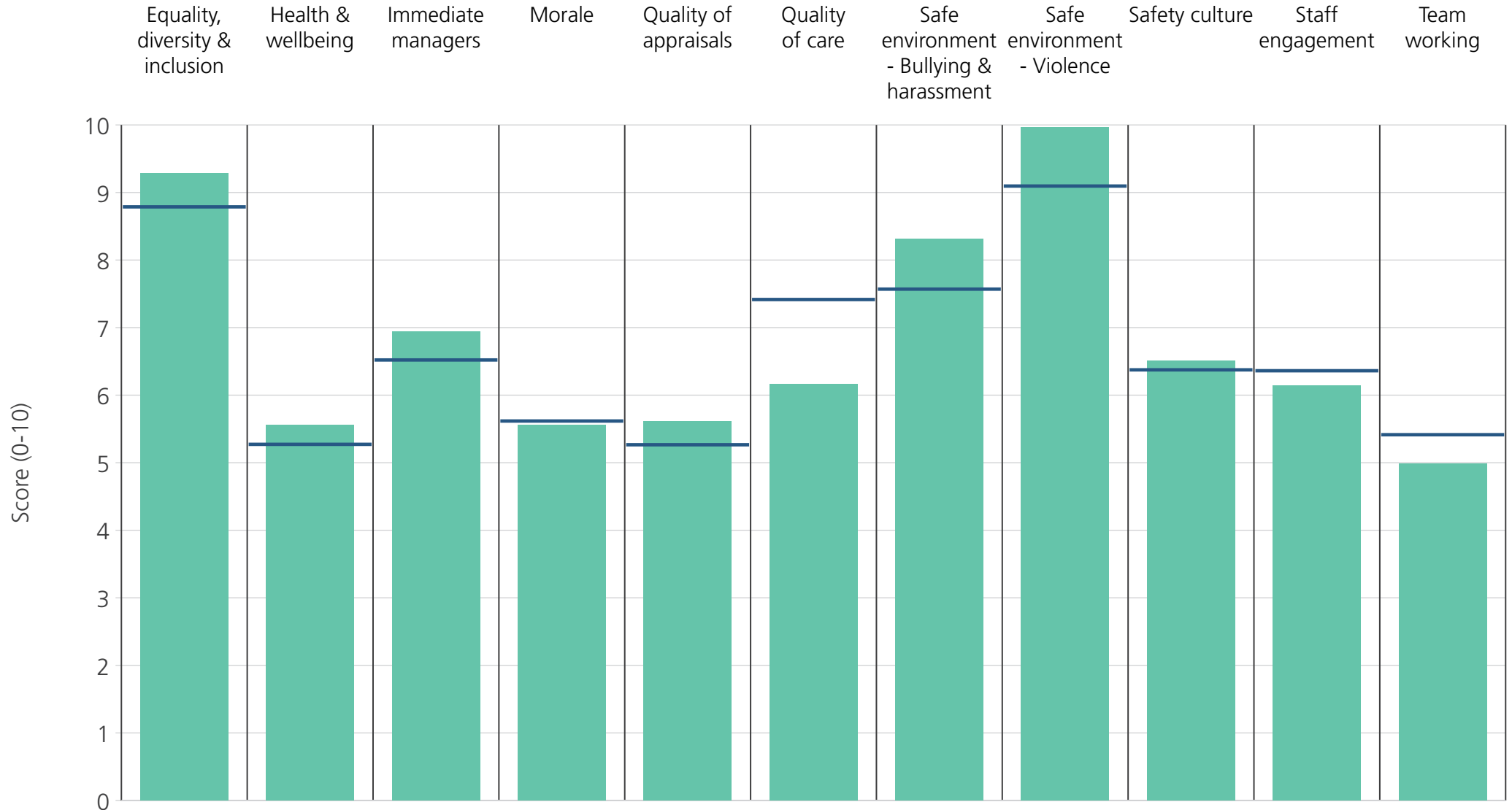
Directorate	8.6	5.4	6.8	5.3	4.4	7.6	7.1	9.4	5.9	6.3	5.9
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	22	21	22	22	18	22	22	22	22	22	22



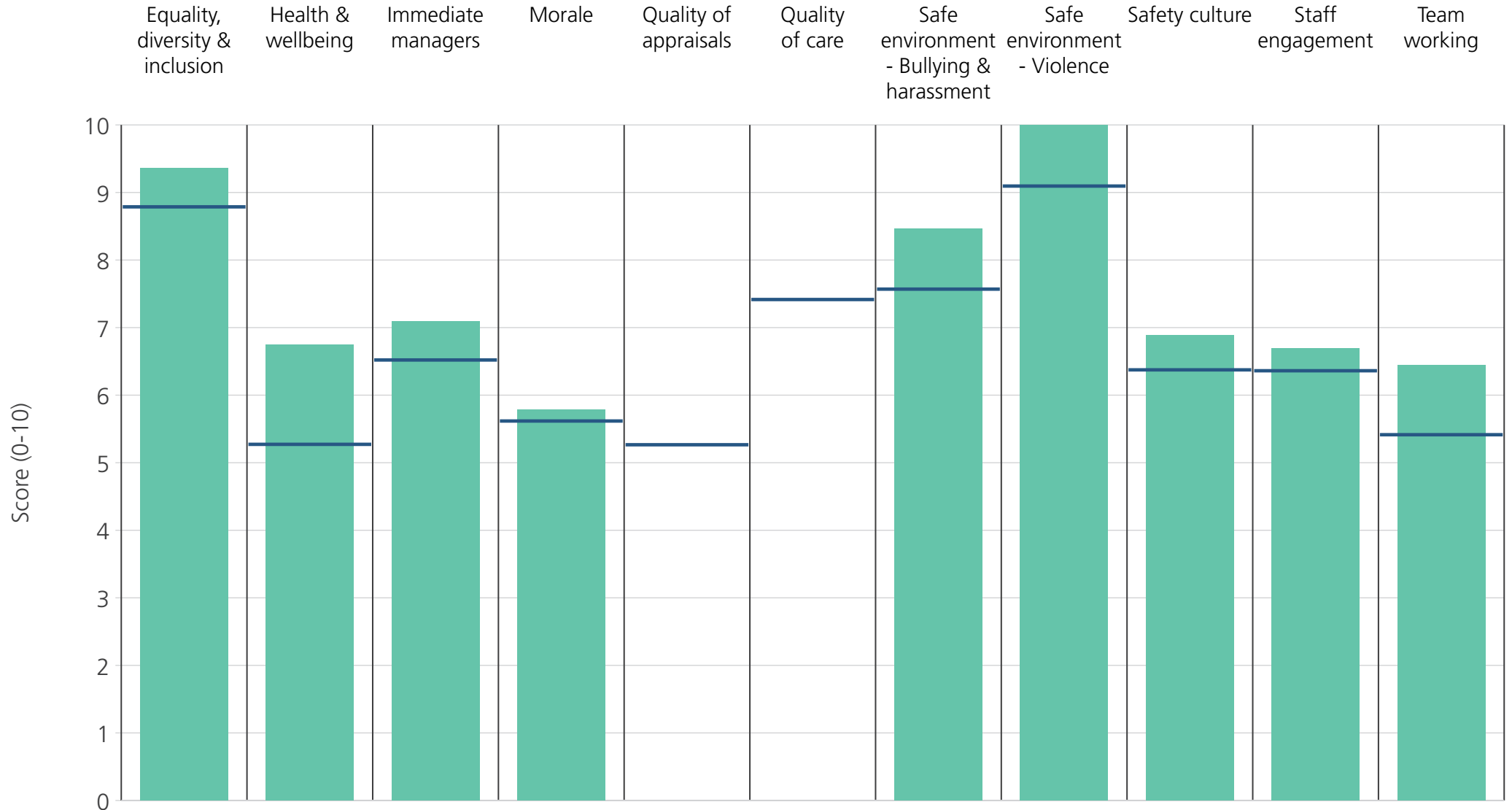
Directorate	9.3	5.4	7.8	5.9	6.6	7.4	7.5	9.9	7.2	6.3	5.0
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	197	196	197	197	163	192	194	194	196	197	193



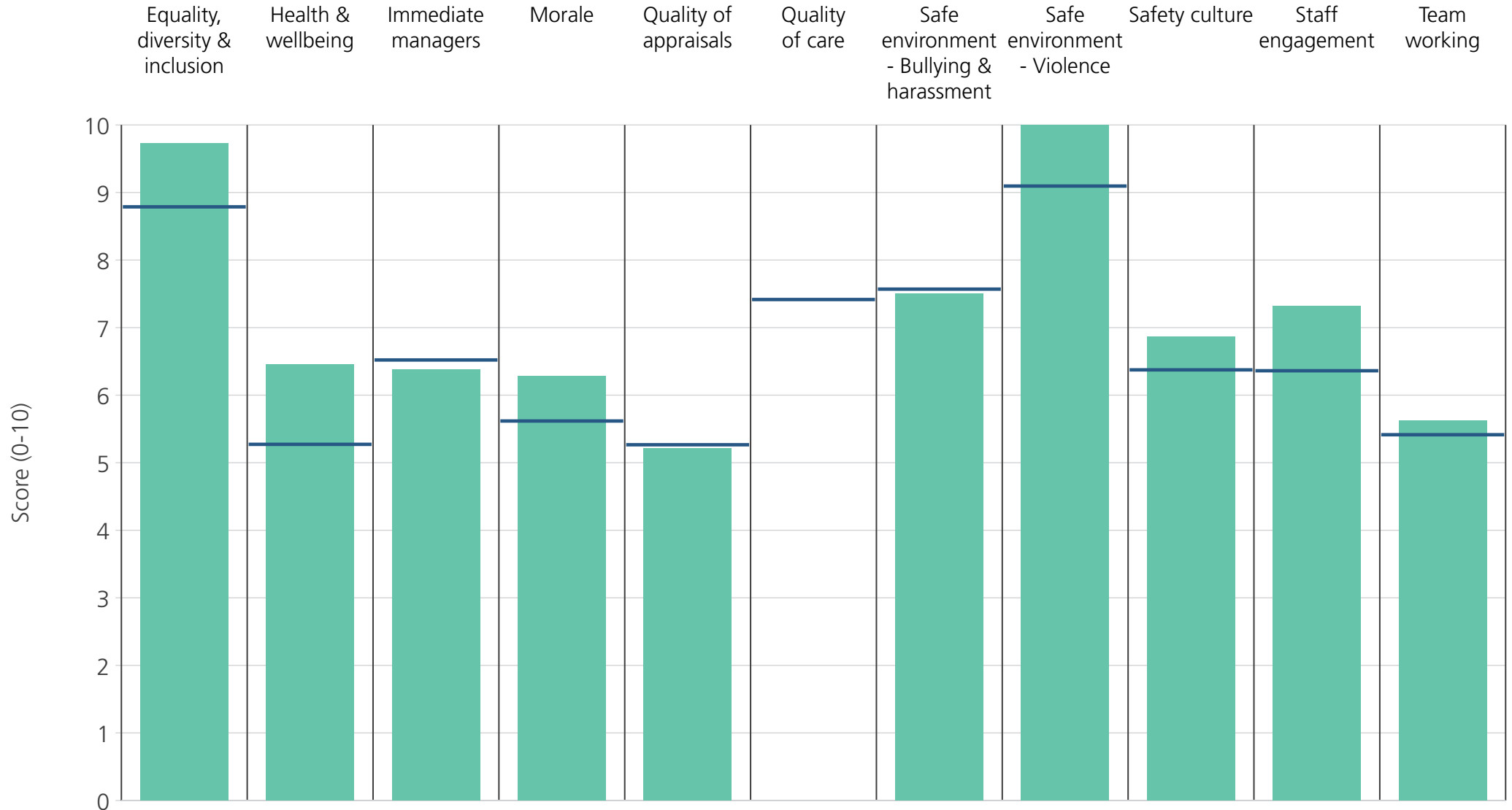
Directorate	9.1	5.6	6.8	5.4	5.3	6.4	6.8	9.8	6.2	6.3	5.7
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	43	44	44	44	40	43	44	43	44	44	44



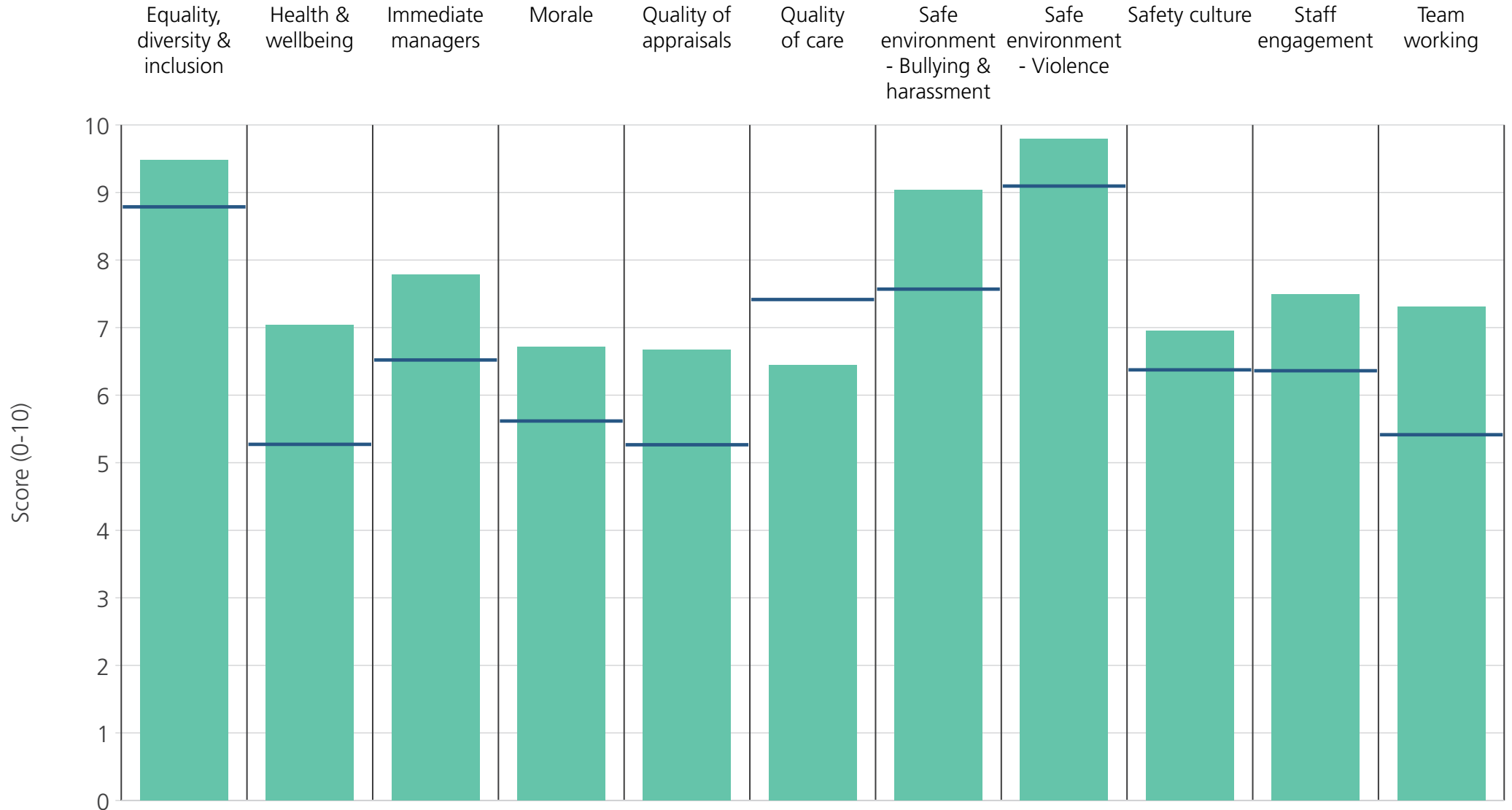
Directorate	9.3	5.6	6.9	5.6	5.6	6.2	8.3	10.0	6.5	6.1	5.0
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	96	96	97	97	85	91	95	96	95	97	97



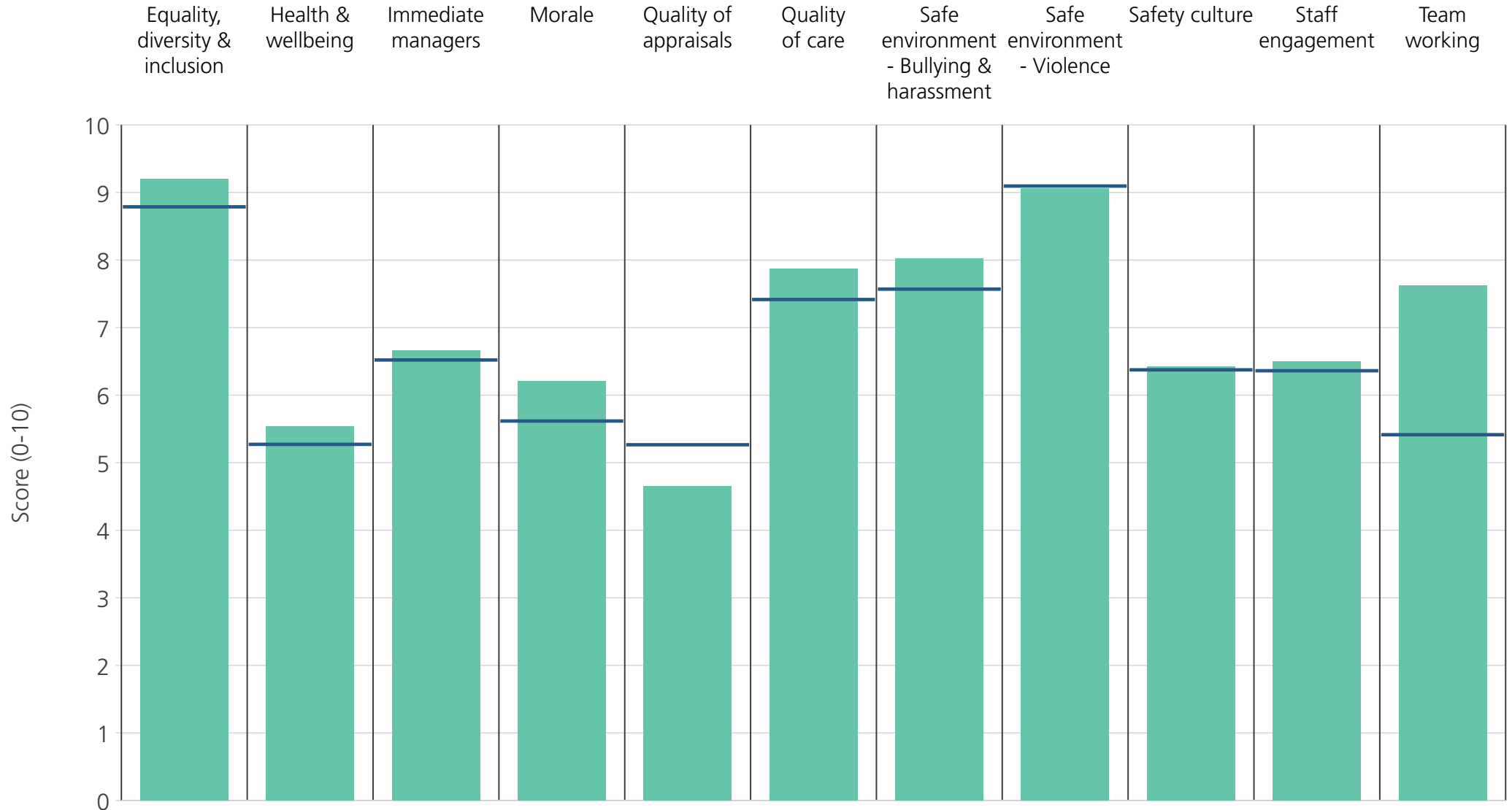
Directorate	9.4	6.8	7.1	5.8			8.5	10.0	6.9	6.7	6.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	13	13	13	13	9	10	13	13	13	13	13



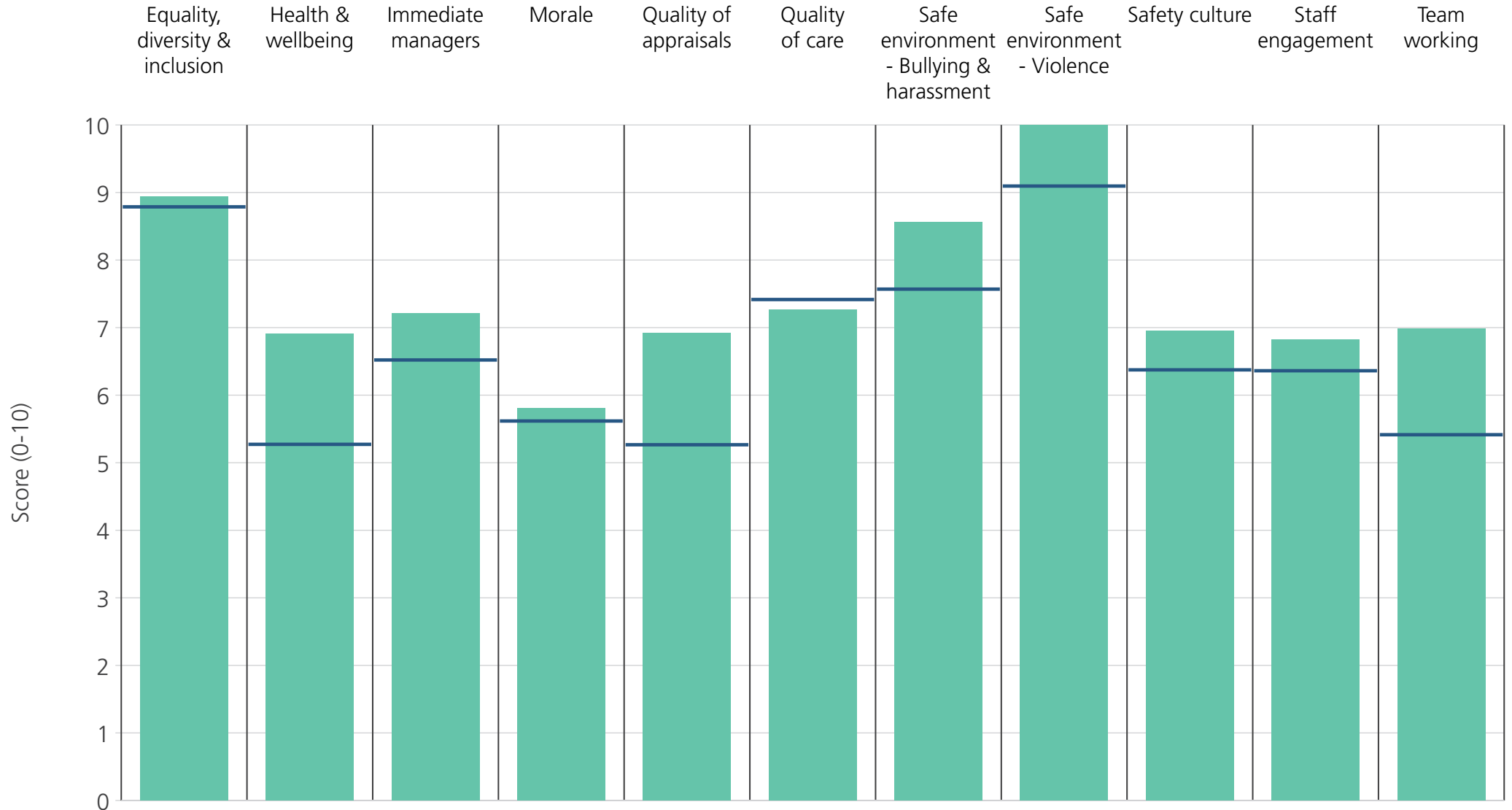
Directorate	9.7	6.5	6.4	6.3	5.2		7.5	10.0	6.9	7.3	5.6
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	12	12	12	12	12	3	12	12	12	12	12



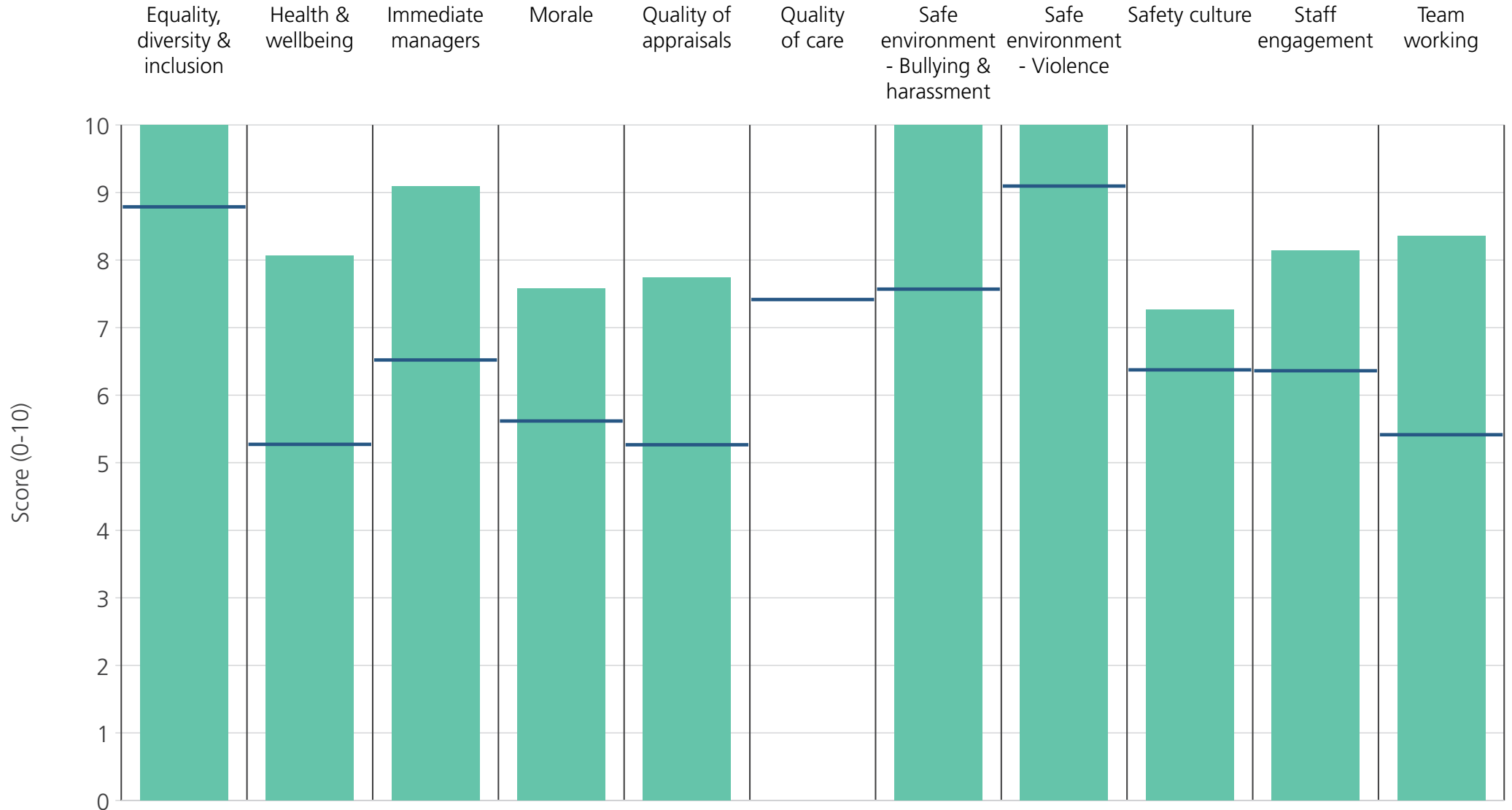
Directorate	9.5	7.0	7.8	6.7	6.7	6.4	9.0	9.8	7.0	7.5	7.3
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	32	31	32	32	30	13	31	32	31	32	32



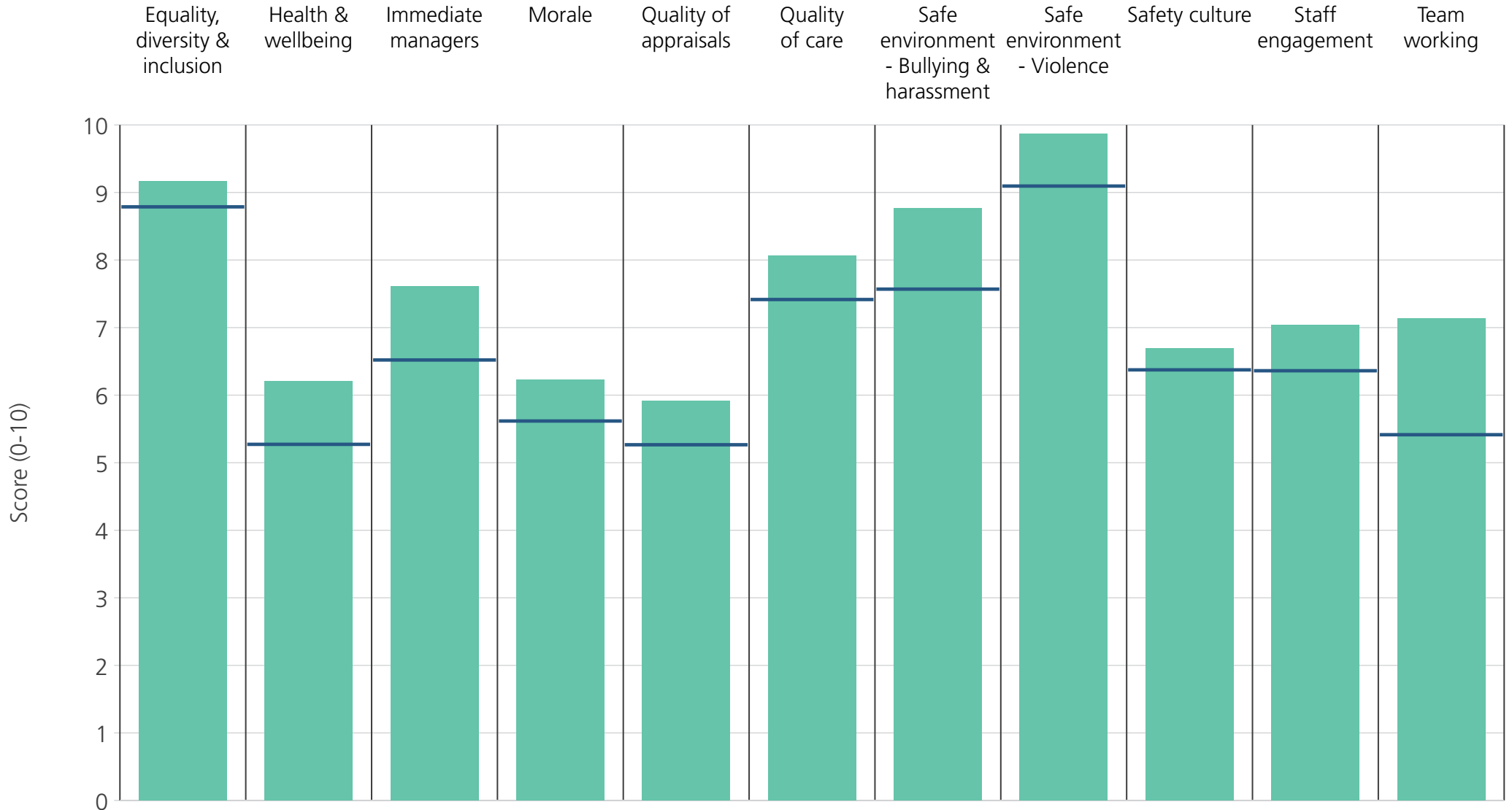
Directorate	9.2	5.5	6.7	6.2	4.7	7.9	8.0	9.1	6.4	6.5	7.6
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	31	32	32	32	25	29	32	32	32	32	32



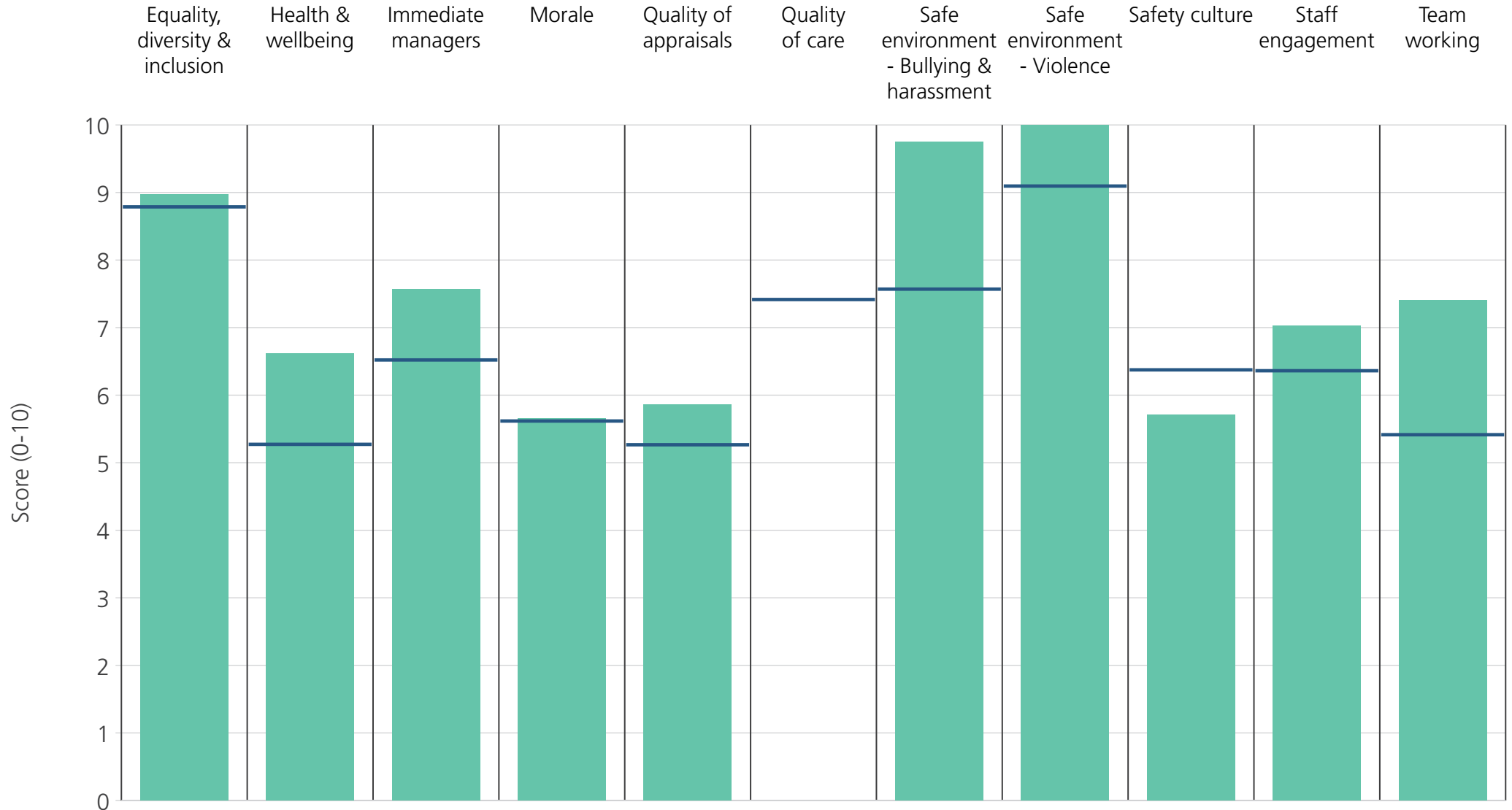
Directorate	8.9	6.9	7.2	5.8	6.9	7.3	8.6	10.0	7.0	6.8	7.0
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	37	37	37	37	30	16	37	37	36	37	36



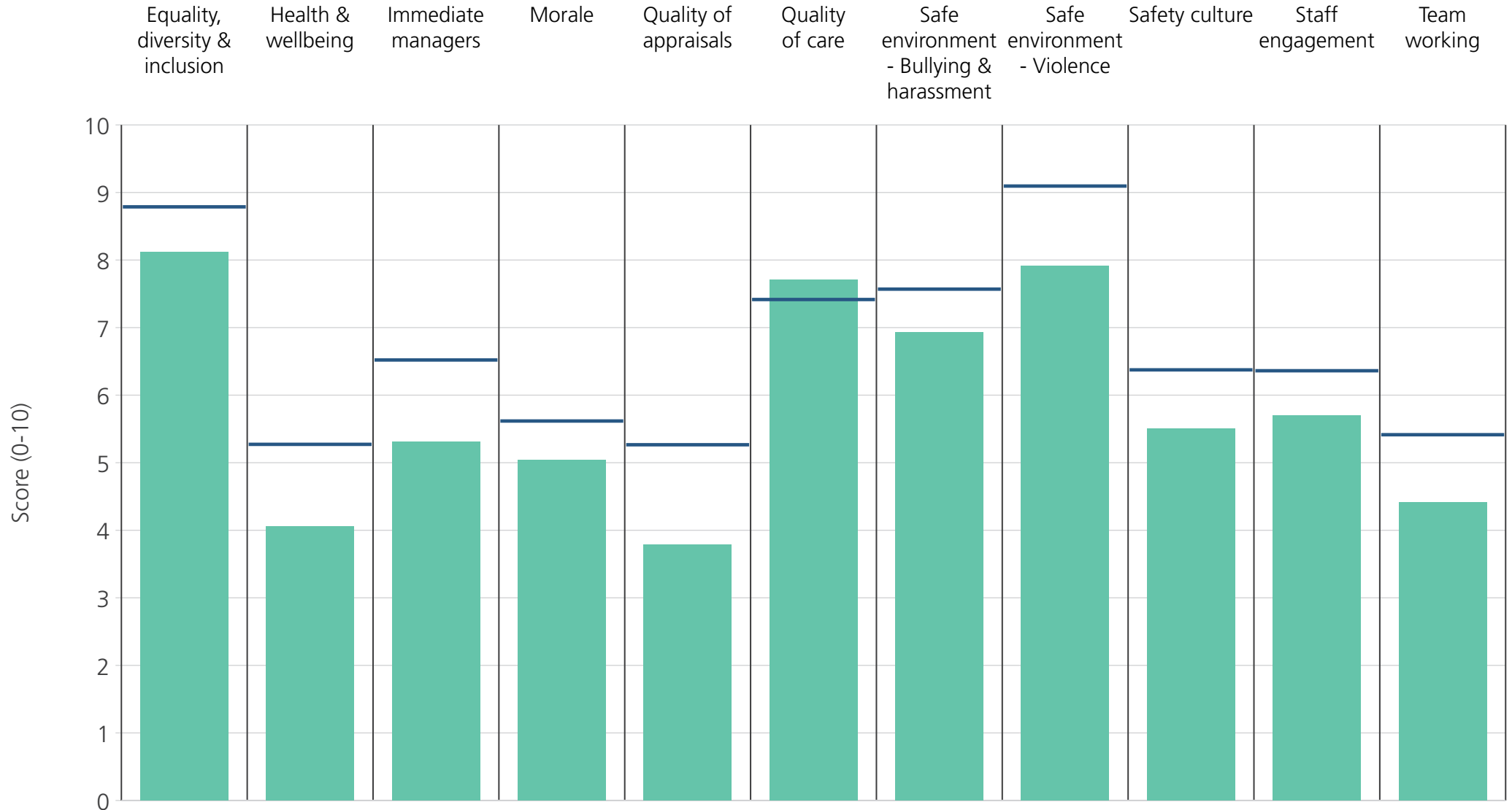
Directorate	10.0	8.1	9.1	7.6	7.7		10.0	10.0	7.3	8.1	8.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	16	16	16	16	16	5	16	16	15	16	16



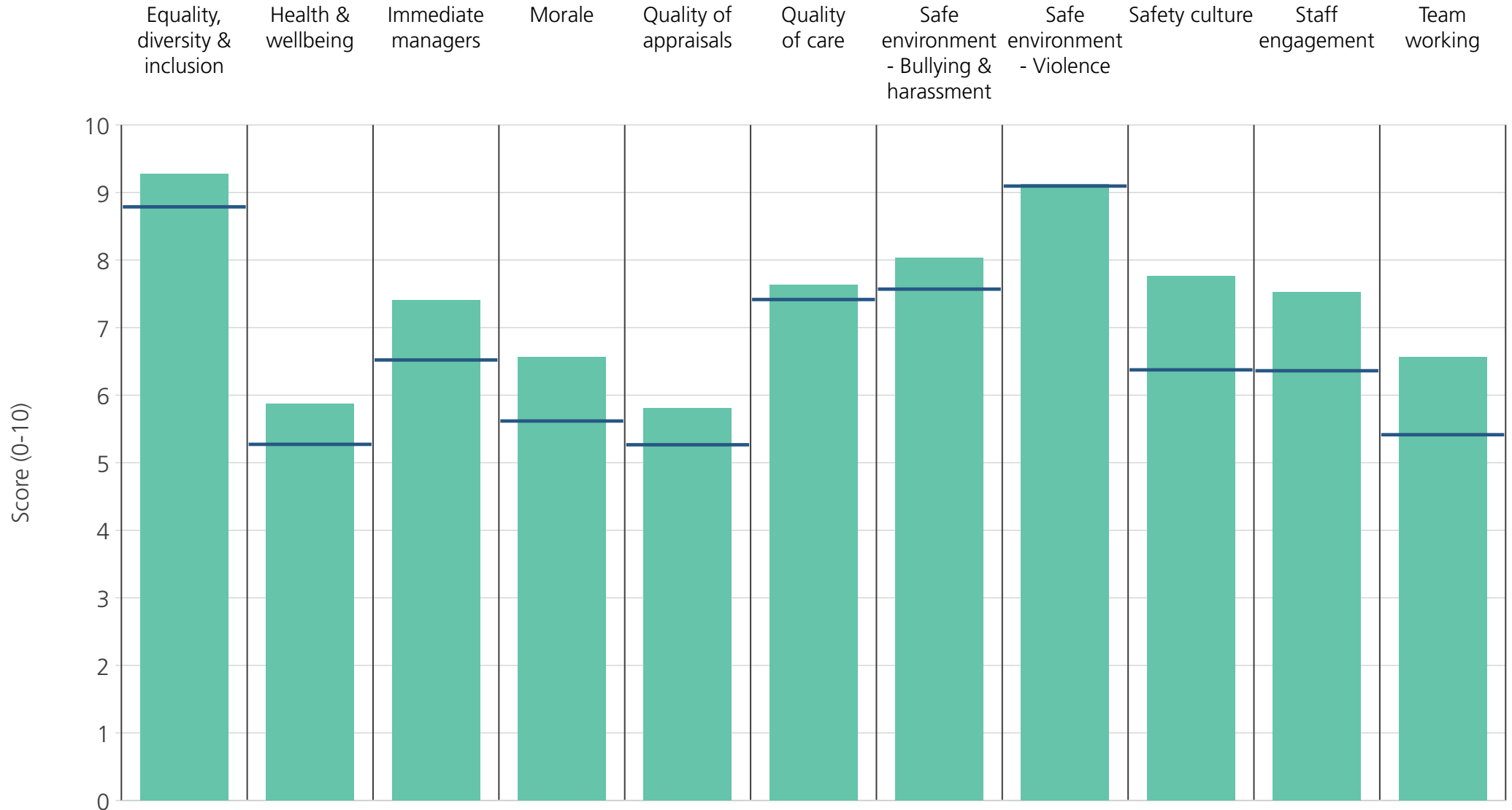
Directorate	9.2	6.2	7.6	6.2	5.9	8.1	8.8	9.9	6.7	7.0	7.1
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	27	27	27	26	26	22	27	26	27	27	27



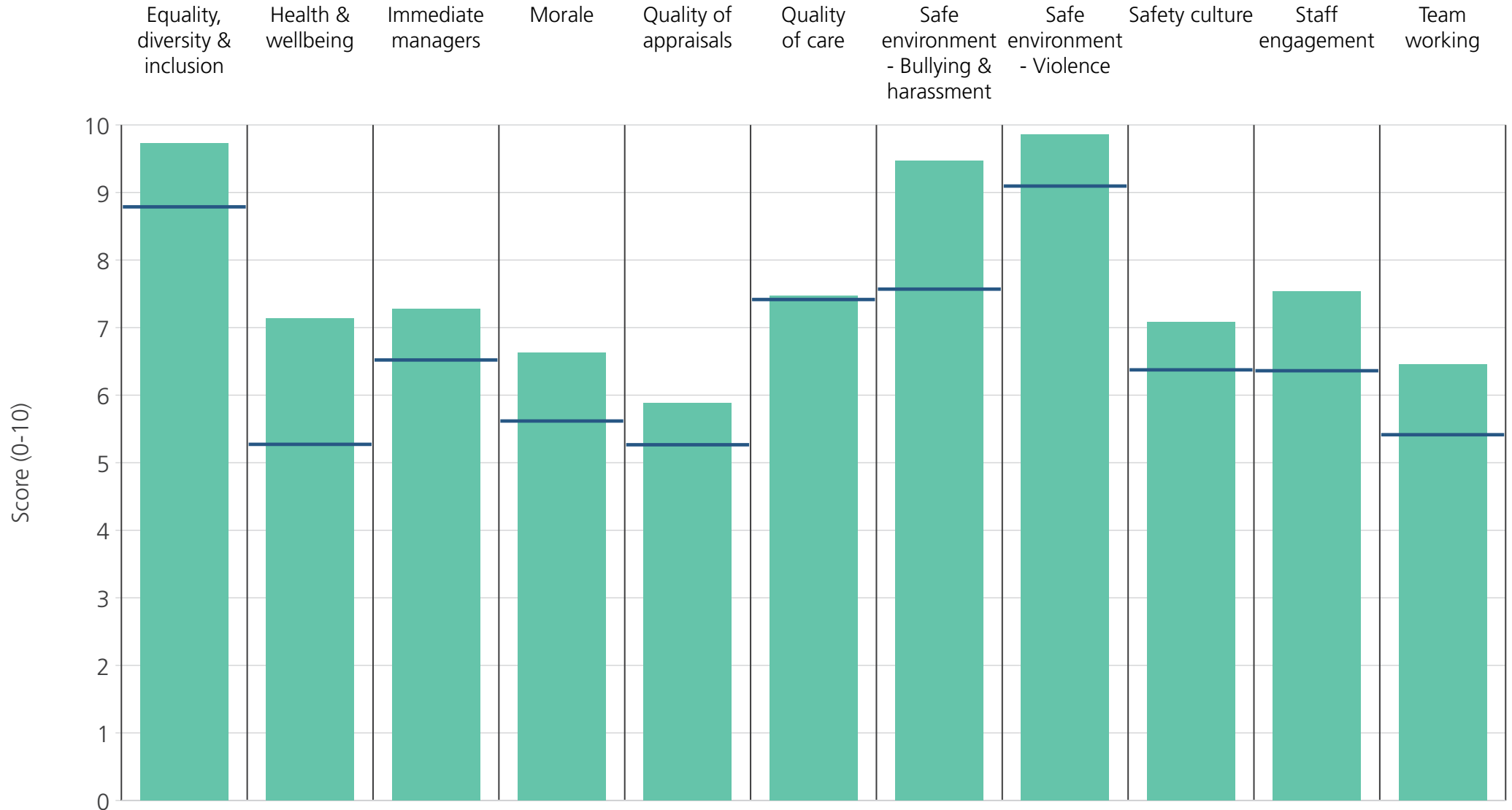
Directorate	9.0	6.6	7.6	5.7	5.9		9.7	10.0	5.7	7.0	7.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	13	13	13	13	13	5	13	13	13	13	13



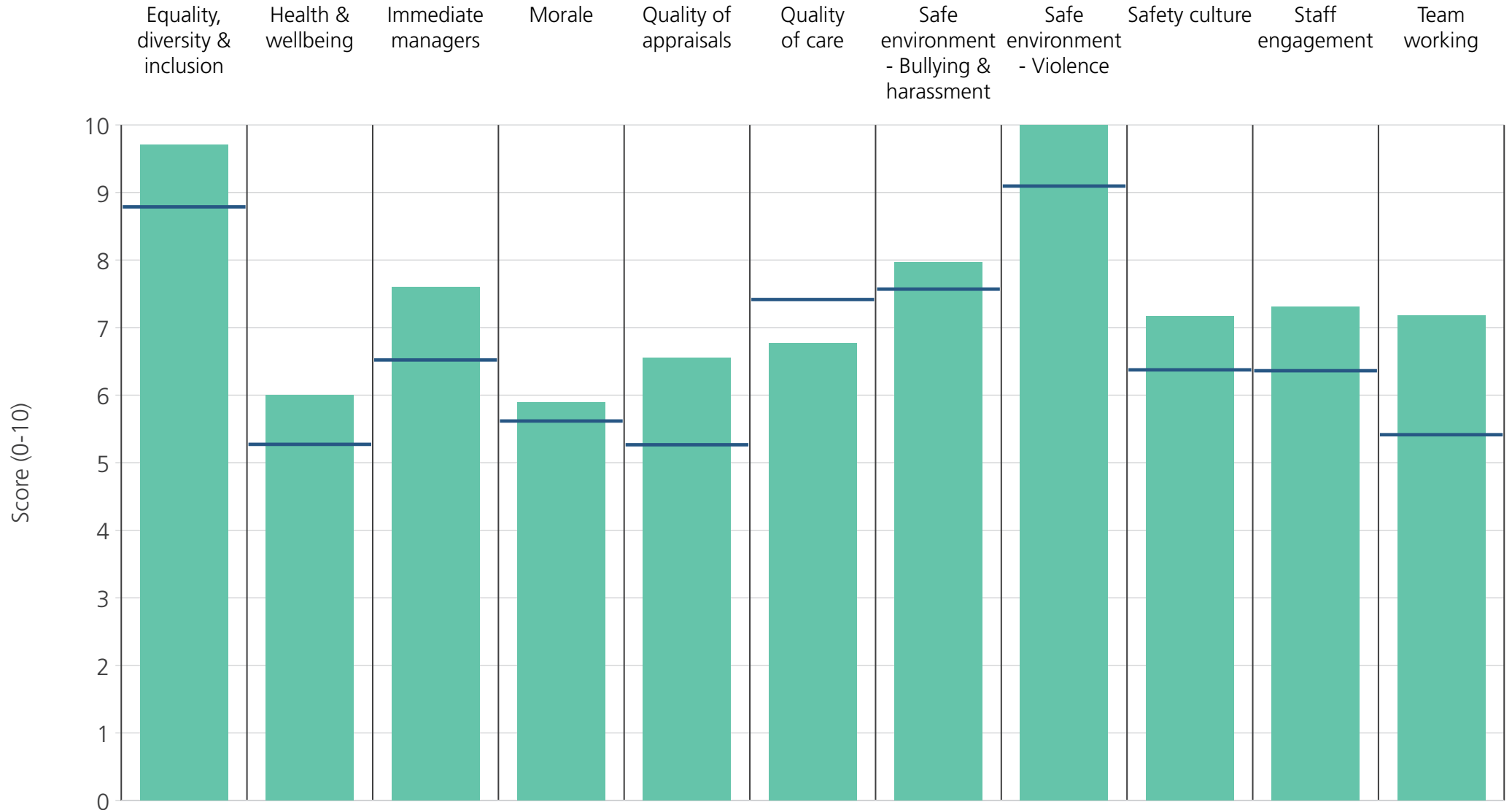
Directorate	8.1	4.1	5.3	5.0	3.8	7.7	6.9	7.9	5.5	5.7	4.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	292	292	291	292	234	290	292	292	293	292	292



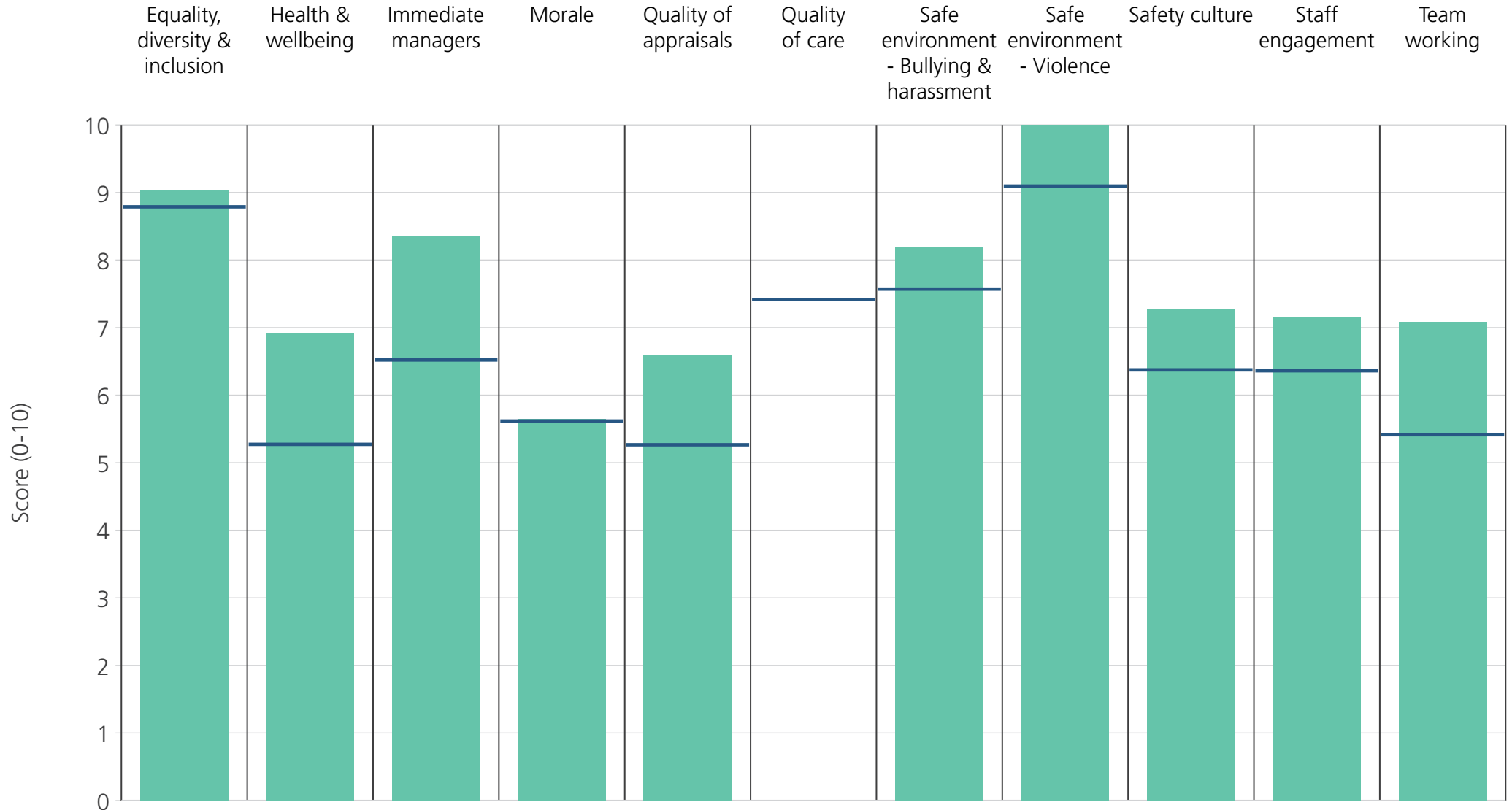
Directorate	9.3	5.9	7.4	6.6	5.8	7.6	8.0	9.1	7.8	7.5	6.6
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	60	61	61	60	55	59	61	61	61	61	61



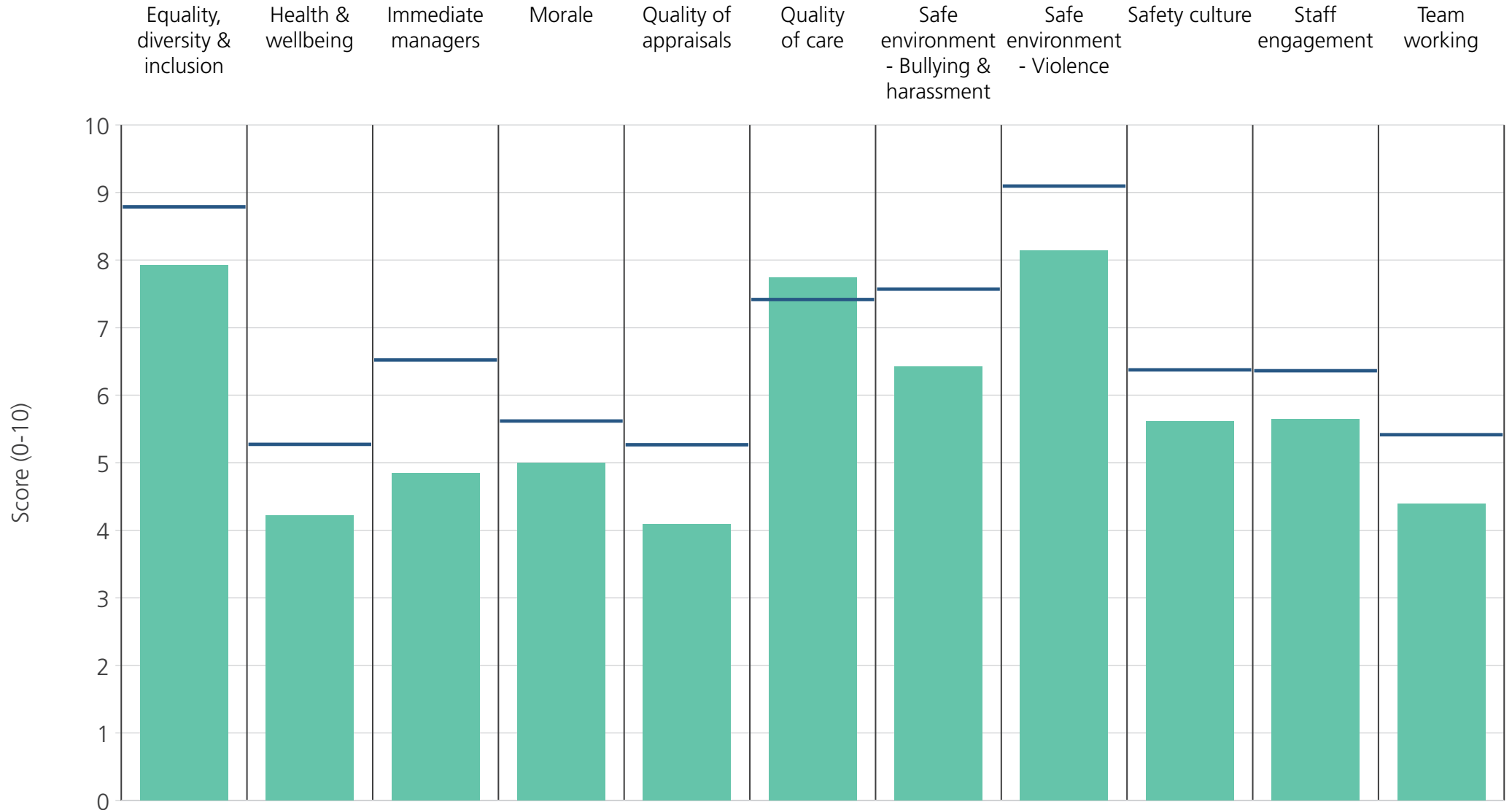
Directorate	9.7	7.1	7.3	6.6	5.9	7.5	9.5	9.9	7.1	7.5	6.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	24	25	25	25	17	15	25	24	25	25	25



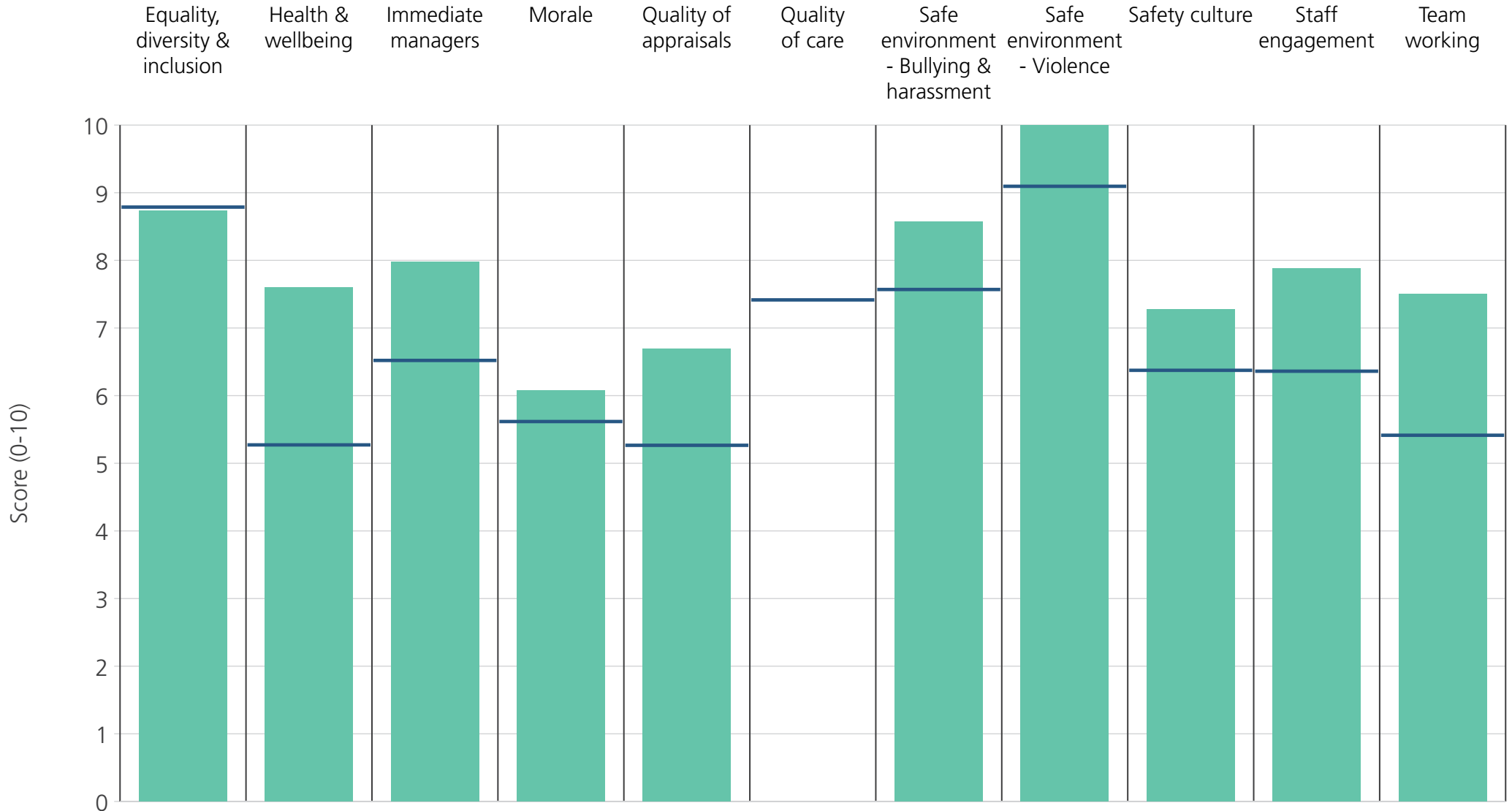
Directorate	9.7	6.0	7.6	5.9	6.5	6.8	8.0	10.0	7.2	7.3	7.2
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	23	23	23	23	21	13	23	23	23	23	23



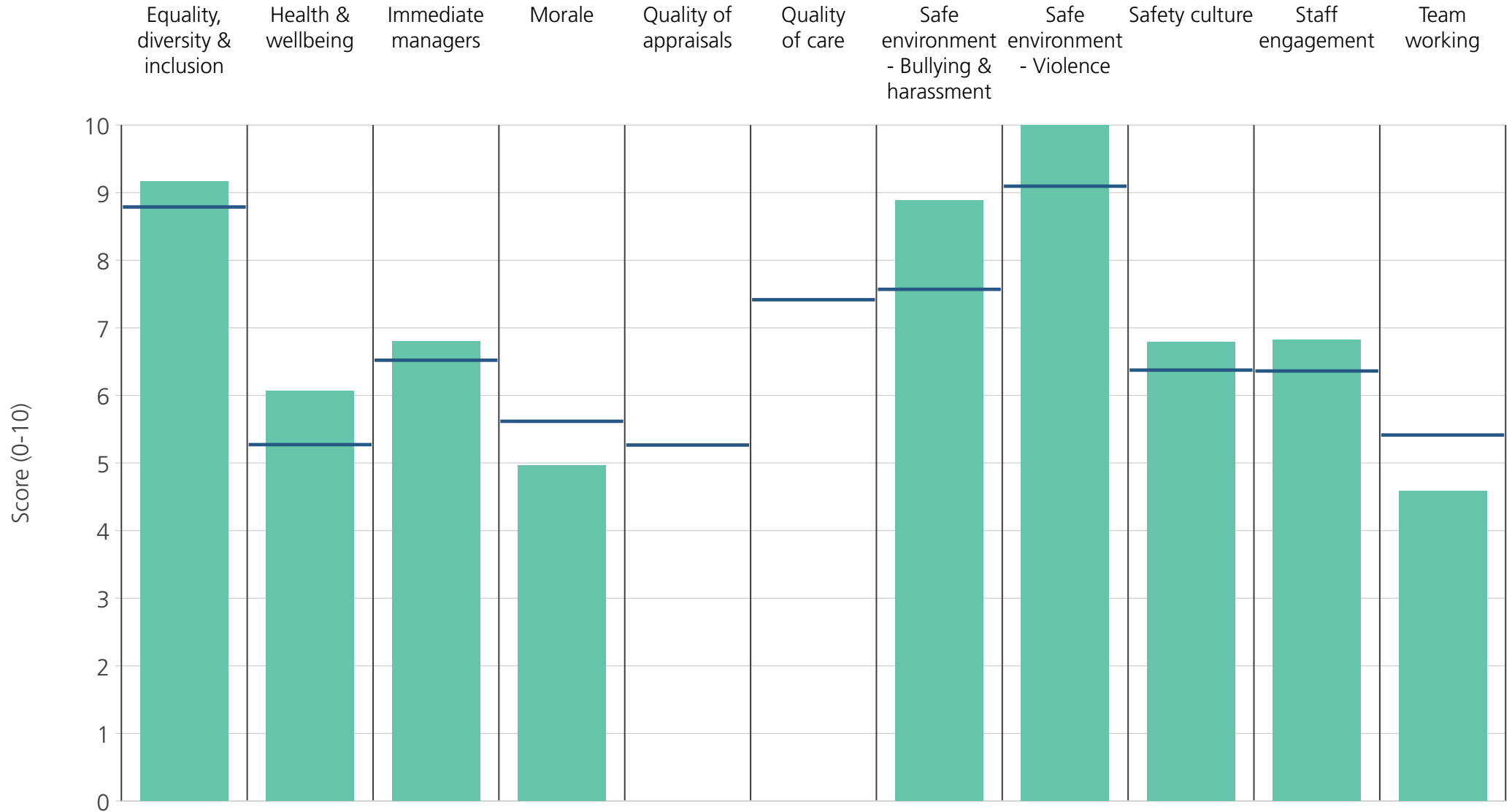
Directorate	9.0	6.9	8.3	5.6	6.6	7.4	8.2	10.0	7.3	7.2	7.1
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	12	12	12	12	11	7	12	12	12	12	12



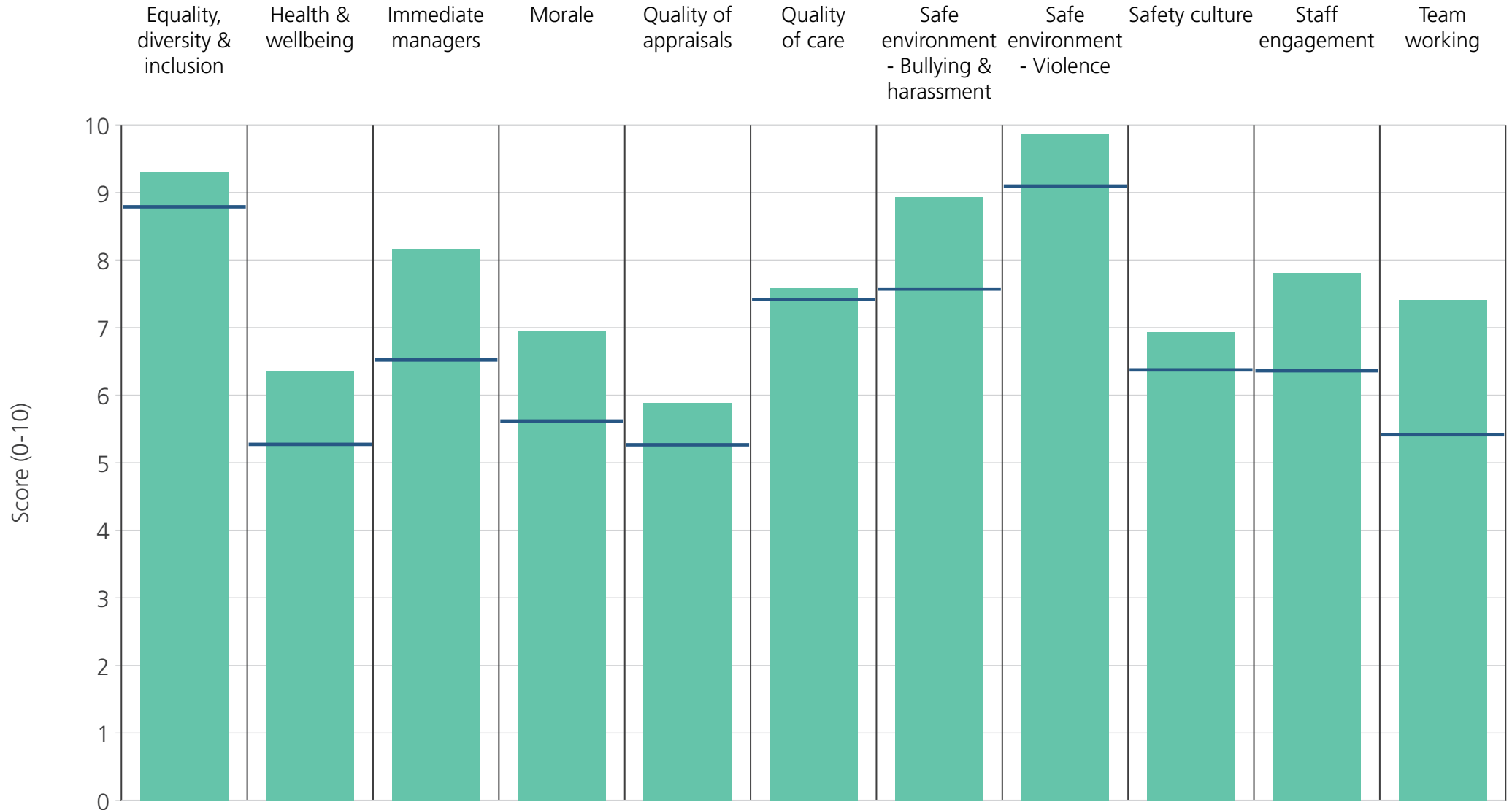
Directorate	7.9	4.2	4.8	5.0	4.1	7.7	6.4	8.1	5.6	5.6	4.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	191	191	194	194	151	194	190	190	192	194	193



Directorate	8.7	7.6	8.0	6.1	6.7		8.6	10.0	7.3	7.9	7.5
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	21	21	21	21	20	7	21	21	21	21	21



Directorate	9.2	6.1	6.8	5.0	5.3	7.4	8.9	10.0	6.8	6.8	4.6
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	12	12	12	12	10	4	12	12	12	12	12



Directorate	9.3	6.3	8.2	6.9	5.9	7.6	8.9	9.9	6.9	7.8	7.4
Your org	8.8	5.3	6.5	5.6	5.3	7.4	7.6	9.1	6.4	6.4	5.4
Responses	25	25	25	25	24	11	25	25	25	25	25