

East Midlands Ambulance Service NHS Trust

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3	335 Operational Support	26
Themes – Directorates 1	4	335 HR Services	27
335 Operations Directorate	5	335 Director of Nursing	28
335 Dir of Strategy & Transformation Senior Management	6	335 IM&T Directorate	29
335 Finance Directorate	7	335 Secretariat - Trust Board - Mid Trent	30
335 Workforce and Communications	8	335 Make Ready	31
335 Human Resources Directorate	9	335 Clinical Directorate	32
335 Director of Nursing	10	335 Estates & Facilities	33
335 Secretariat - Trust Board - Mid Trent	11		
335 Clinical Directorate	12		
Themes – Directorates 2	13		
335 Lincolnshire A&E	14		
335 Nottinghamshire A&E	15		
335 Derbyshire A&E	16		
335 Leicestershire A&E	17		
335 Northamptonshire A&E	18		
335 Control	19		
335 Derbyshire PTS	20		
335 Control Lincolnshire	21		
335 Fleet	22		
335 Organisational Learning	23		
335 Other	24		
335 Hazardous Area Response Team	25		

This directorate report for East Midlands 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.

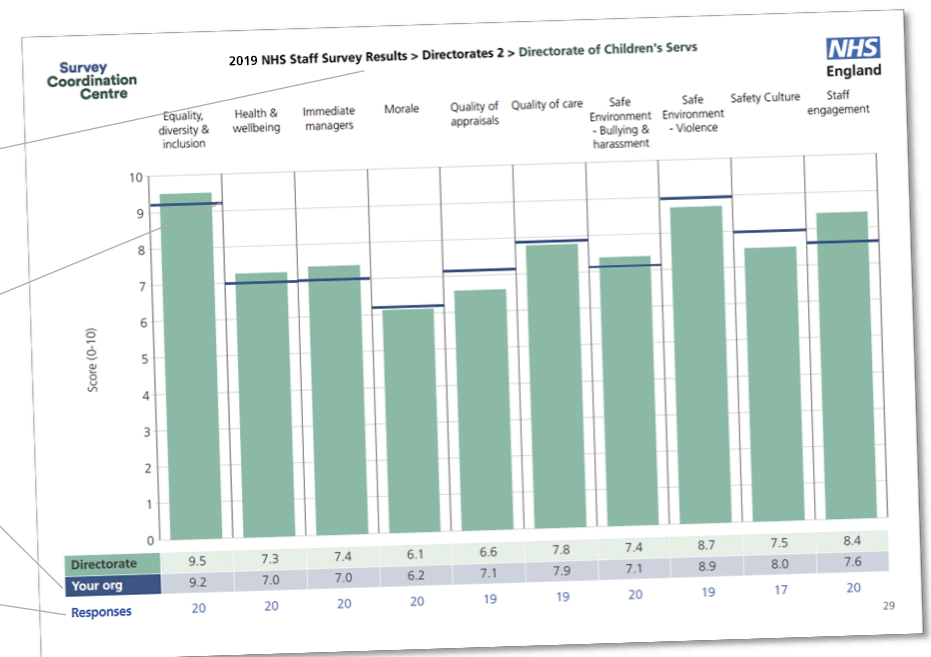
The directorate breakdowns used in this report were provided and defined by East Midlands Ambulance Service NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

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.

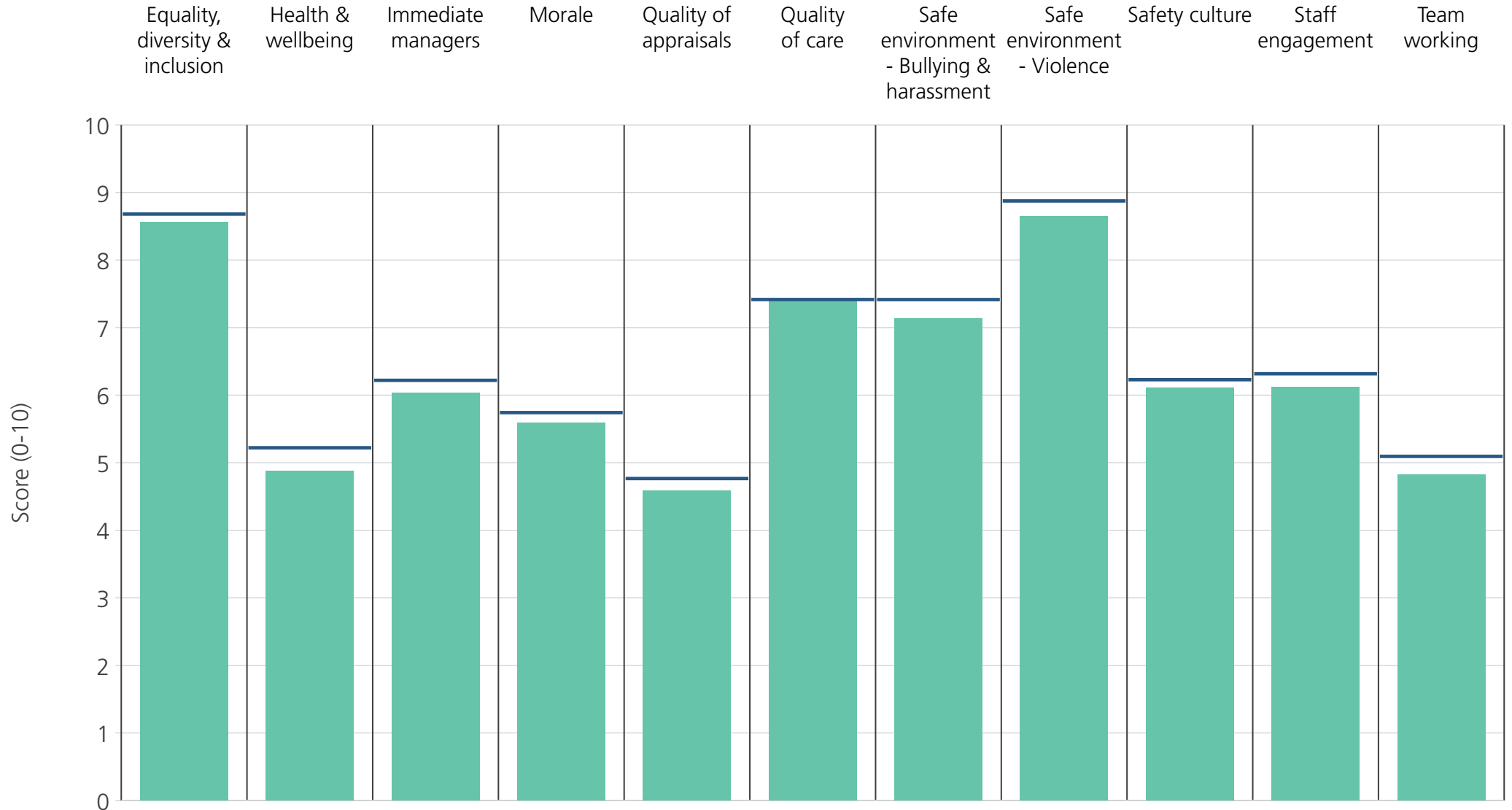
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



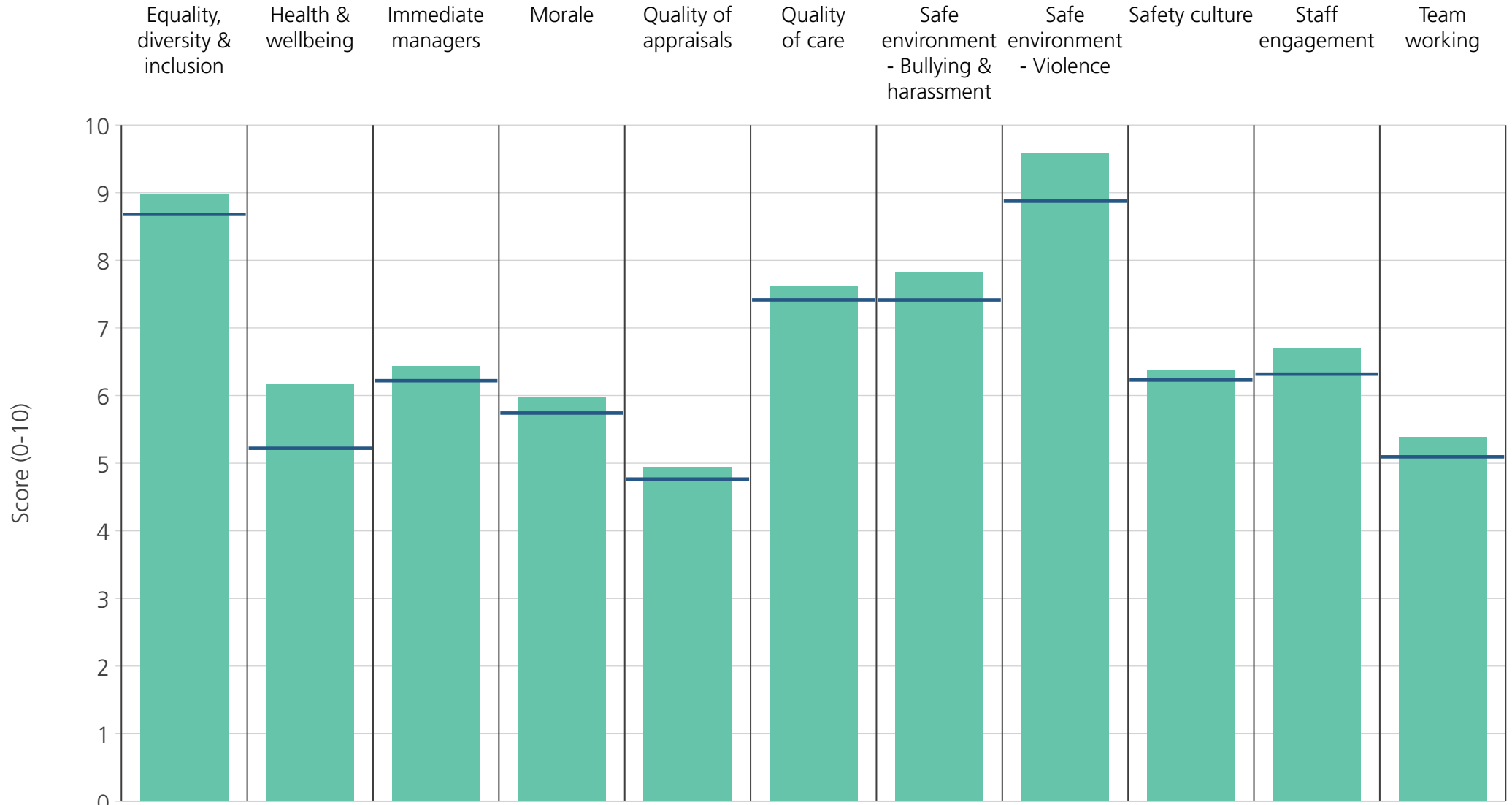
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

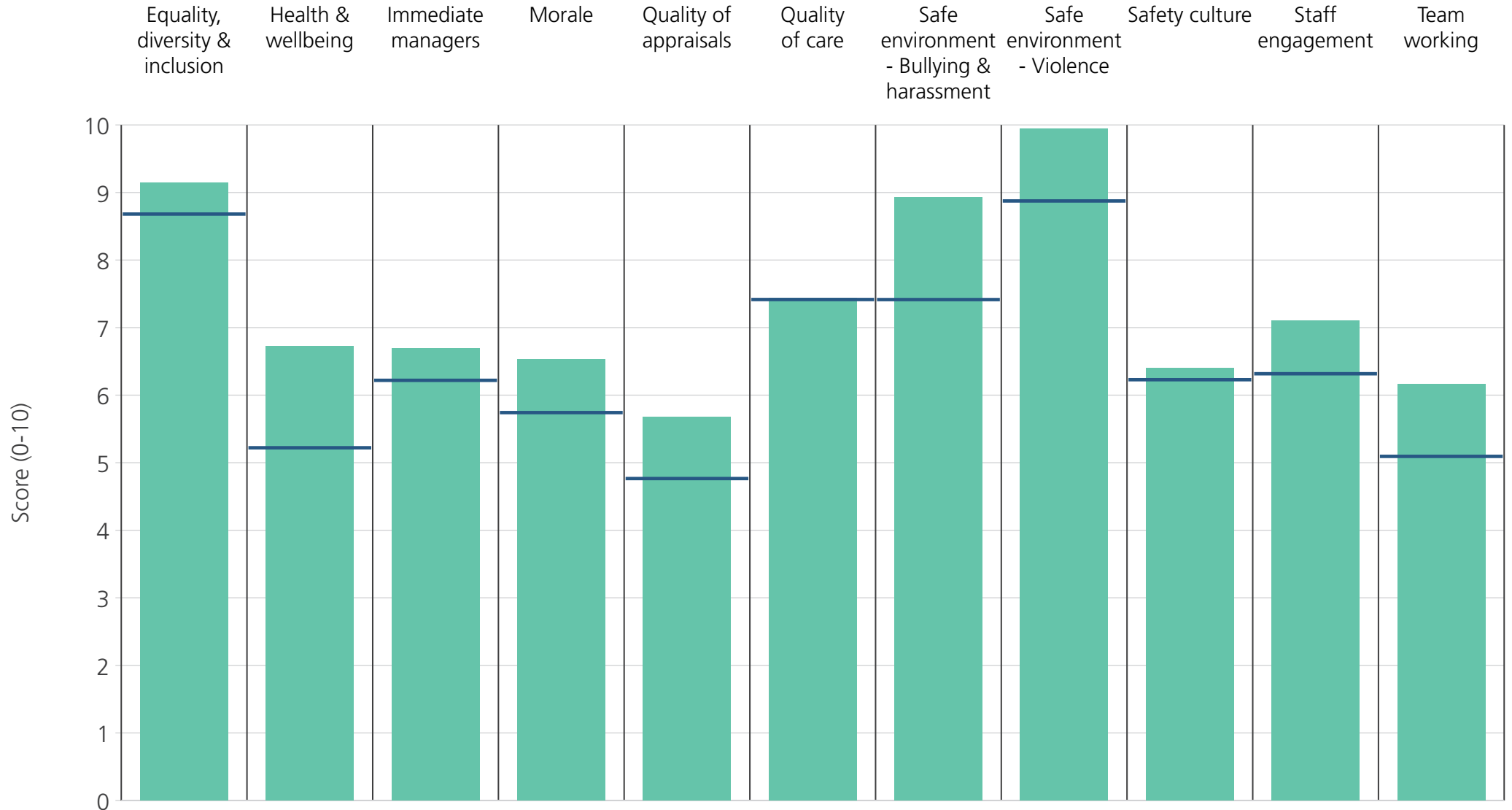
East Midlands Ambulance Service NHS Trust
2019 NHS Staff Survey Results



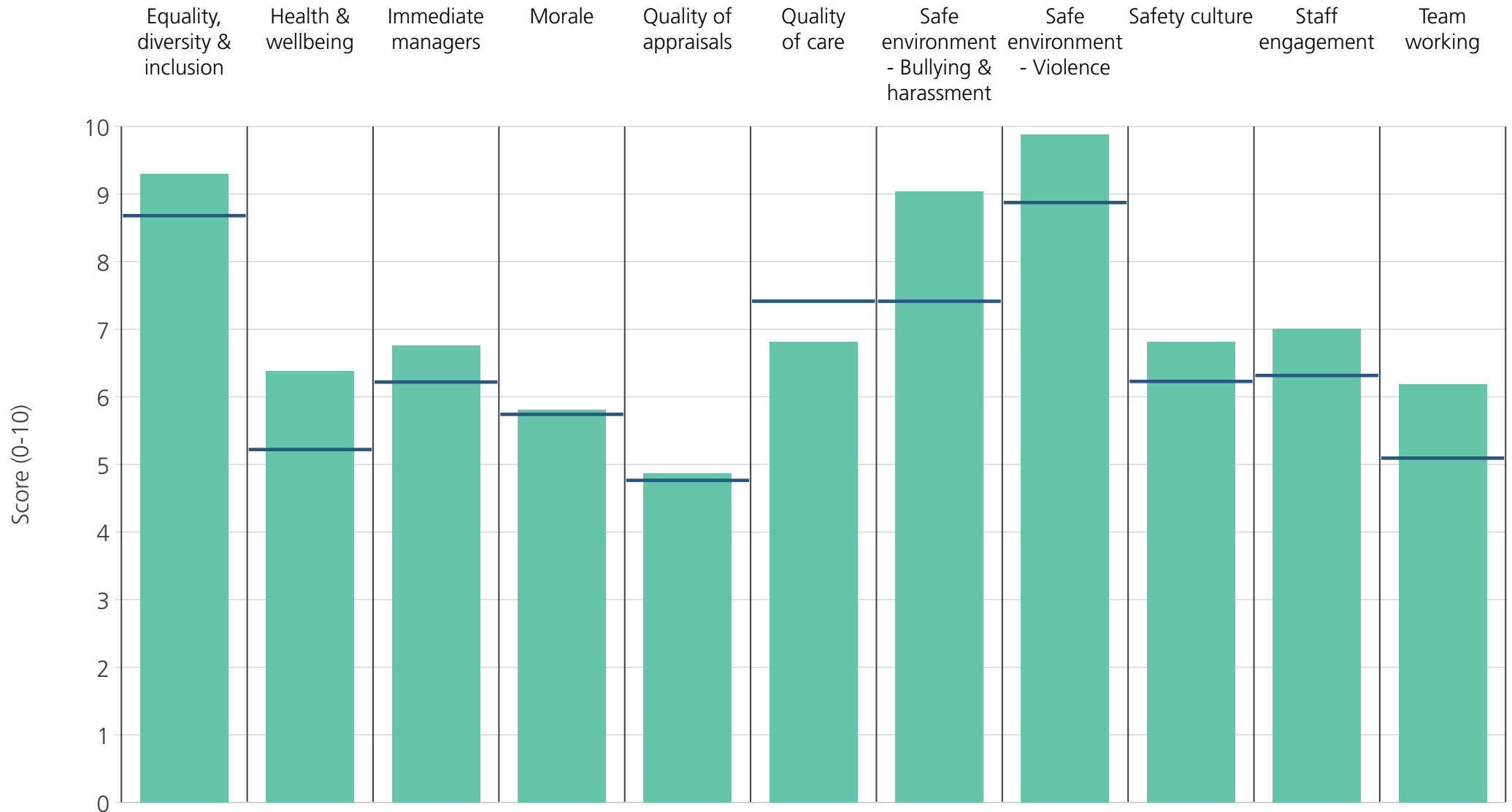
Directorate	8.6	4.9	6.0	5.6	4.6	7.4	7.1	8.7	6.1	6.1	4.8
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	1469	1475	1476	1473	1184	1402	1472	1473	1471	1484	1472



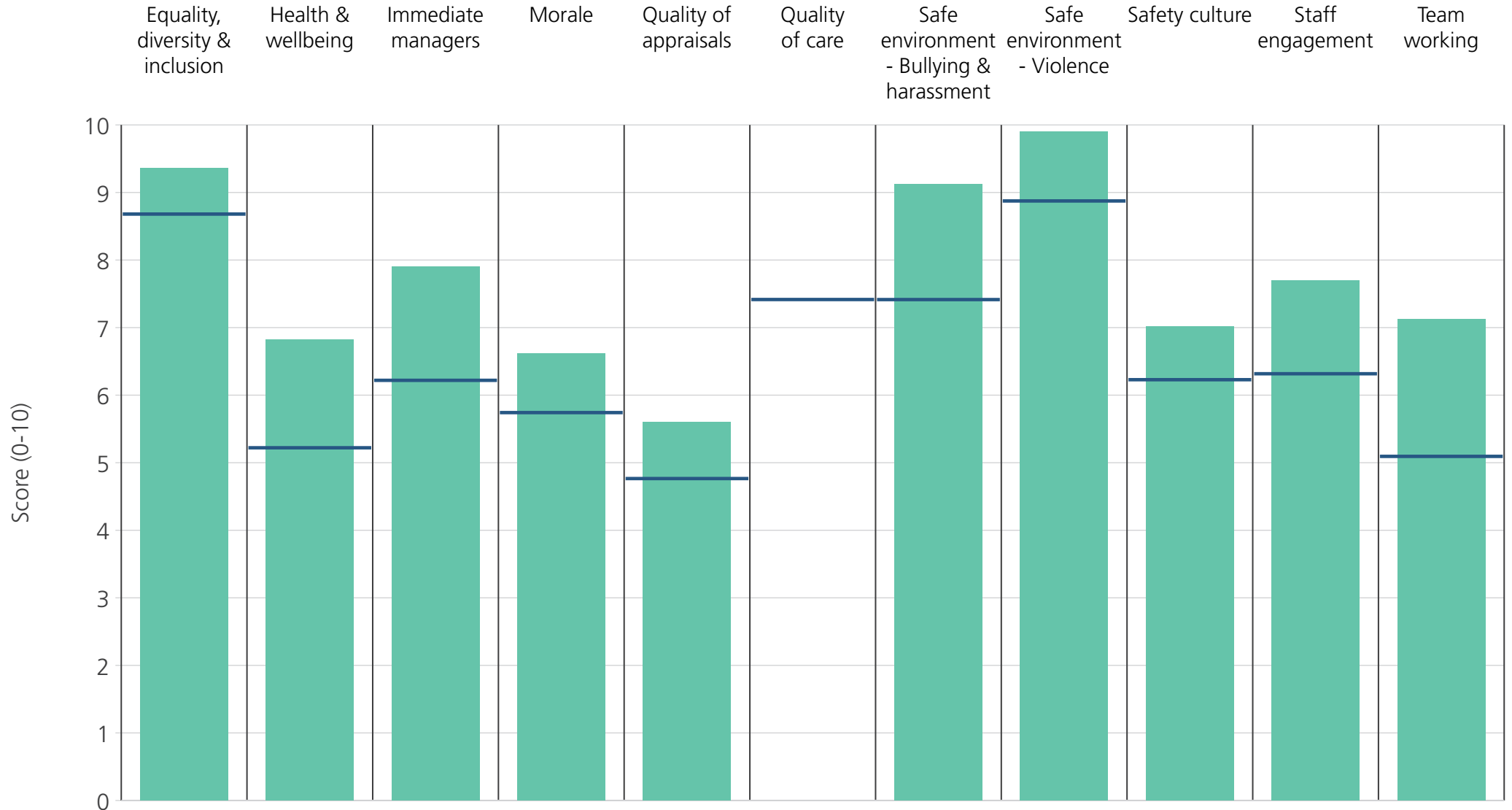
Directorate	9.0	6.2	6.4	6.0	4.9	7.6	7.8	9.6	6.4	6.7	5.4
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	103	103	103	102	82	84	101	101	103	103	103



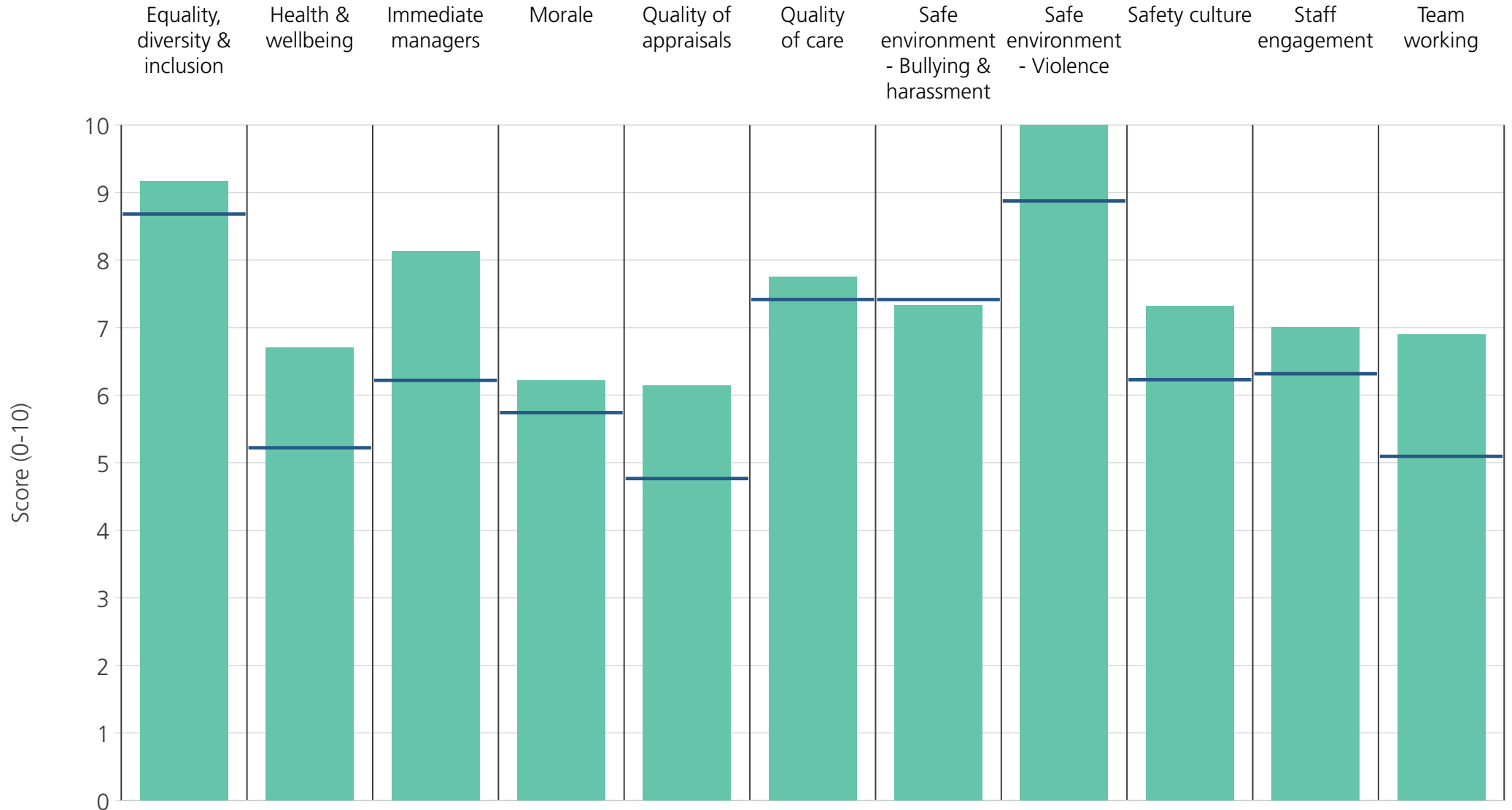
Directorate	9.1	6.7	6.7	6.5	5.7	7.4	8.9	9.9	6.4	7.1	6.2
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	111	113	113	112	93	41	109	109	110	113	111



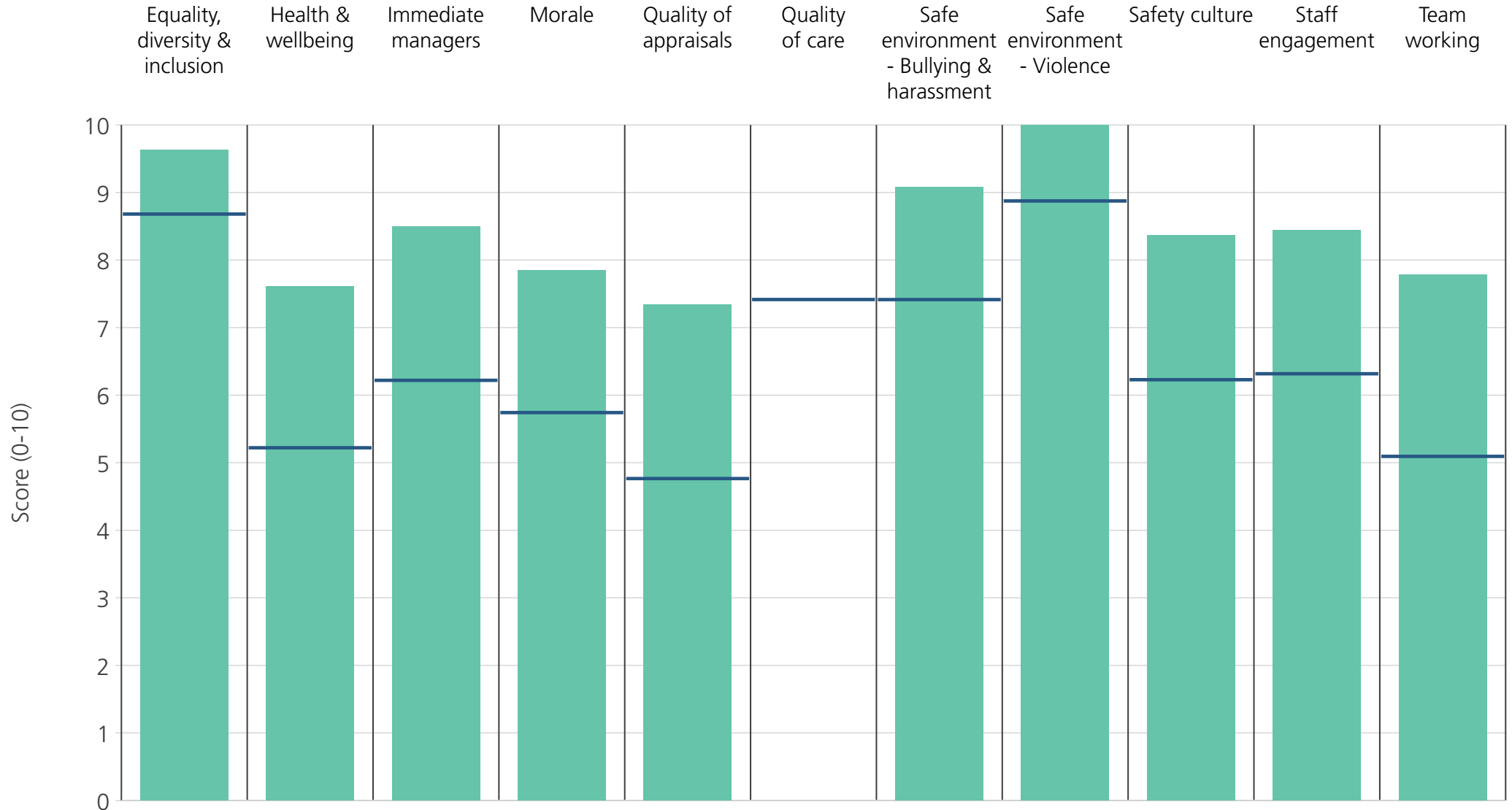
Directorate	9.3	6.4	6.8	5.8	4.9	6.8	9.0	9.9	6.8	7.0	6.2
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	57	57	57	57	38	35	57	57	56	57	57



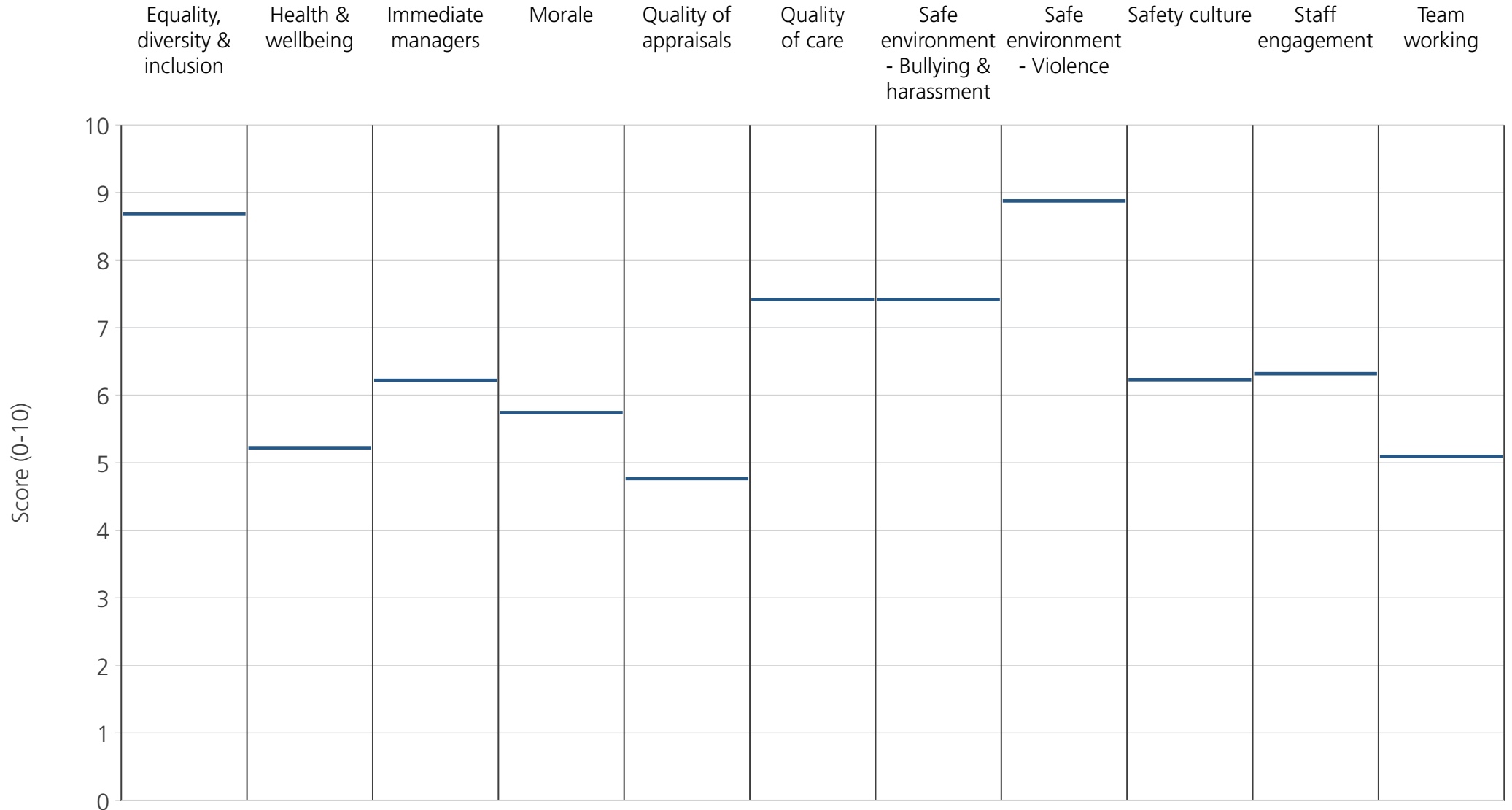
Directorate	9.4	6.8	7.9	6.6	5.6	7.4	9.1	9.9	7.0	7.7	7.1
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	34	34	34	34	29	10	34	34	34	33	33



Directorate	9.2	6.7	8.1	6.2	6.1	7.8	7.3	10.0	7.3	7.0	6.9
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	25	25	25	25	22	20	25	25	25	25	23



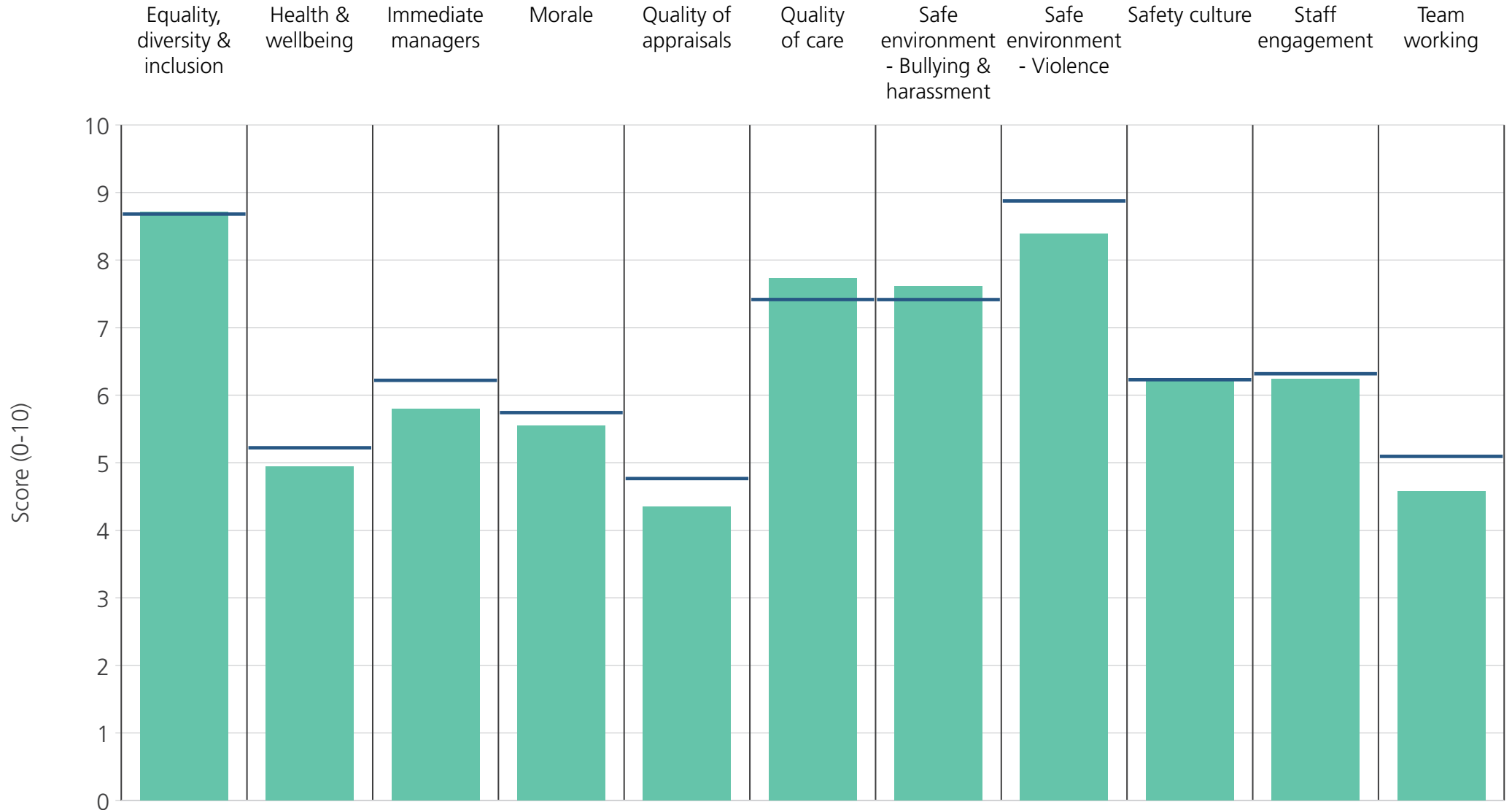
Directorate	9.6	7.6	8.5	7.8	7.3	7.4	9.1	10.0	8.4	8.4	7.8
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	18	18	18	18	16	8	18	18	18	18	18



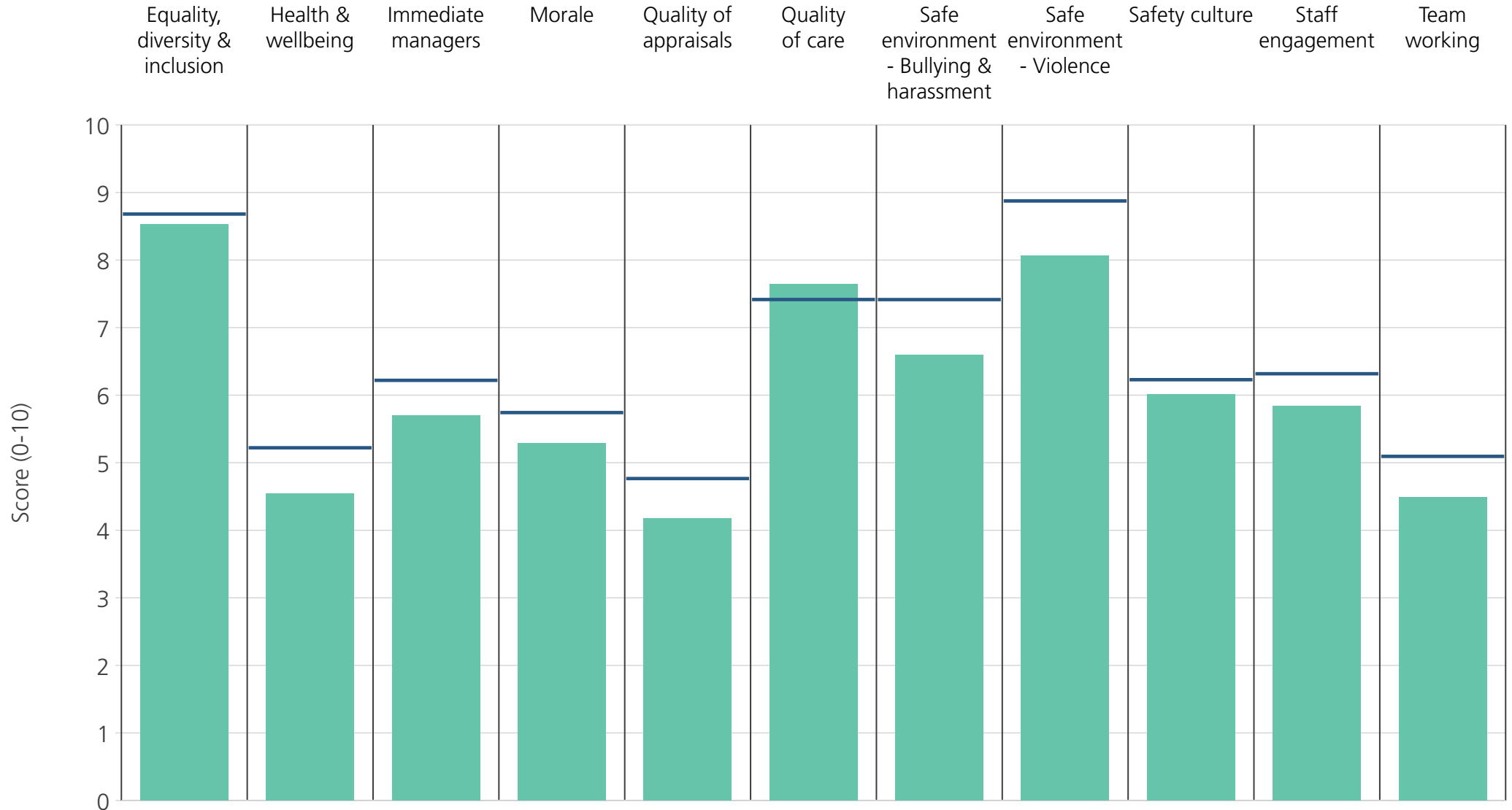
Directorate											
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	10	10	10	10	7	4	9	9	10	10	10

Directorates 2

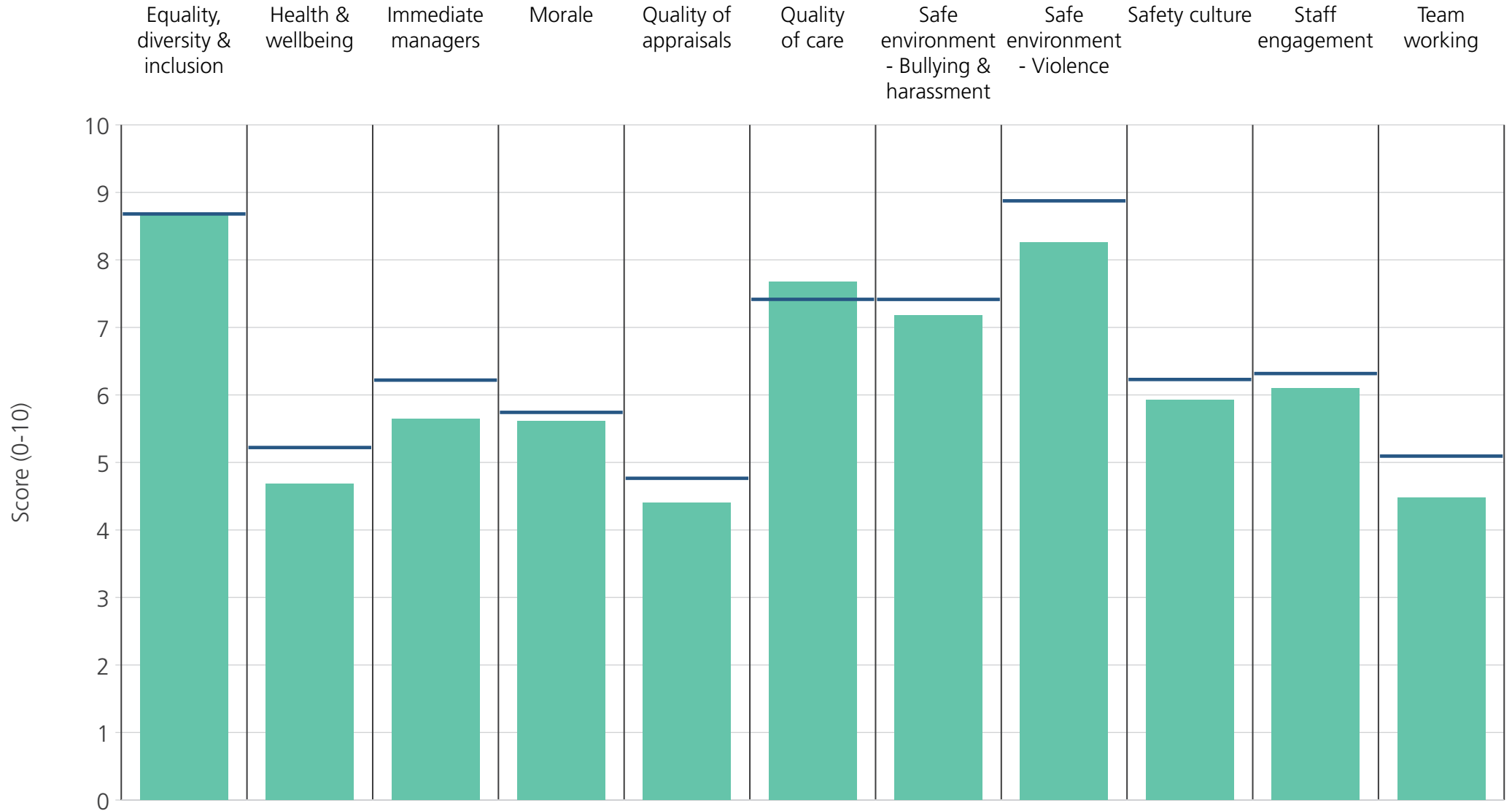
East Midlands Ambulance Service NHS Trust
2019 NHS Staff Survey Results



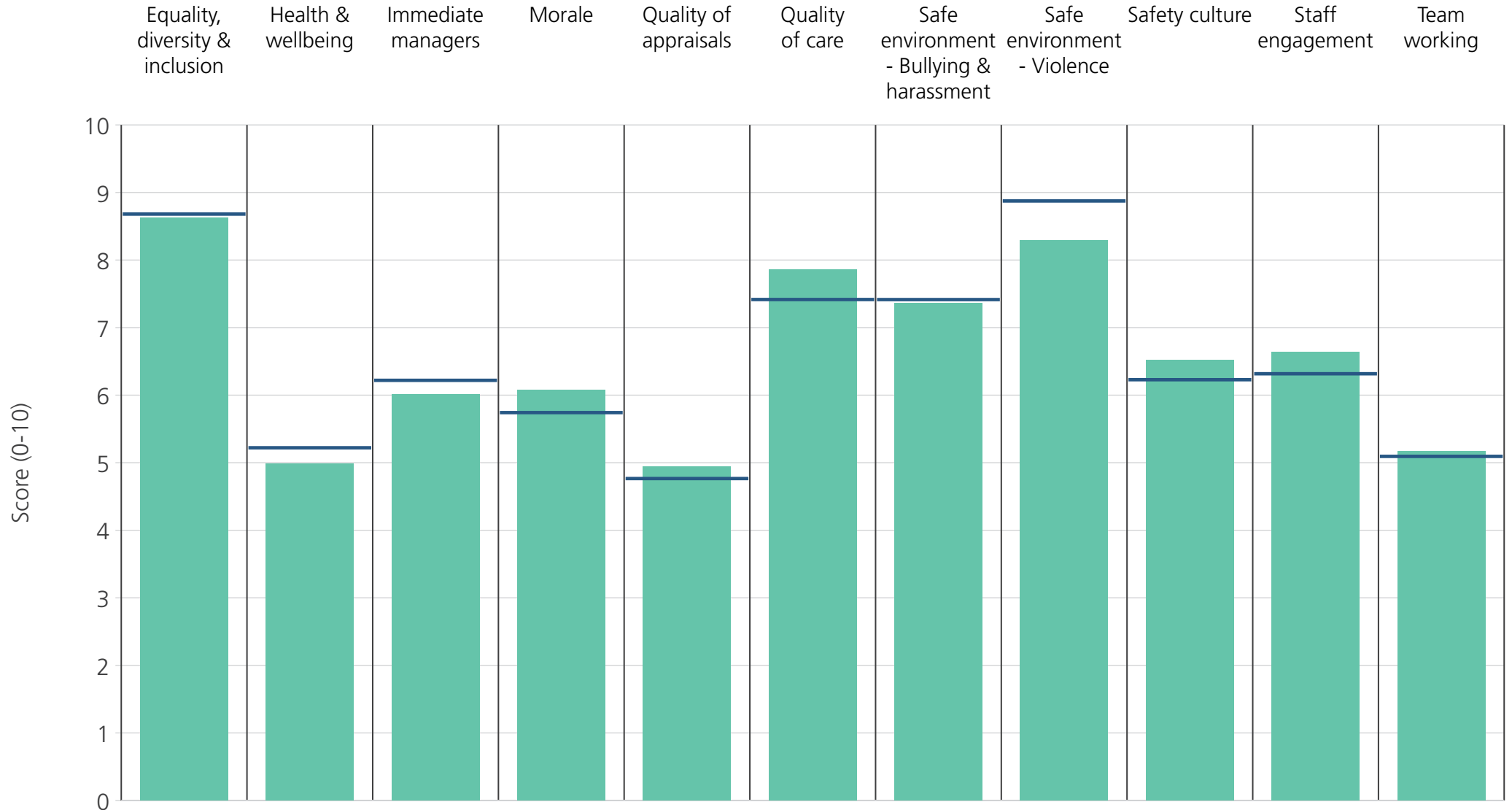
Directorate	8.7	4.9	5.8	5.6	4.3	7.7	7.6	8.4	6.2	6.2	4.6
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	187	187	188	188	155	174	187	187	187	188	188



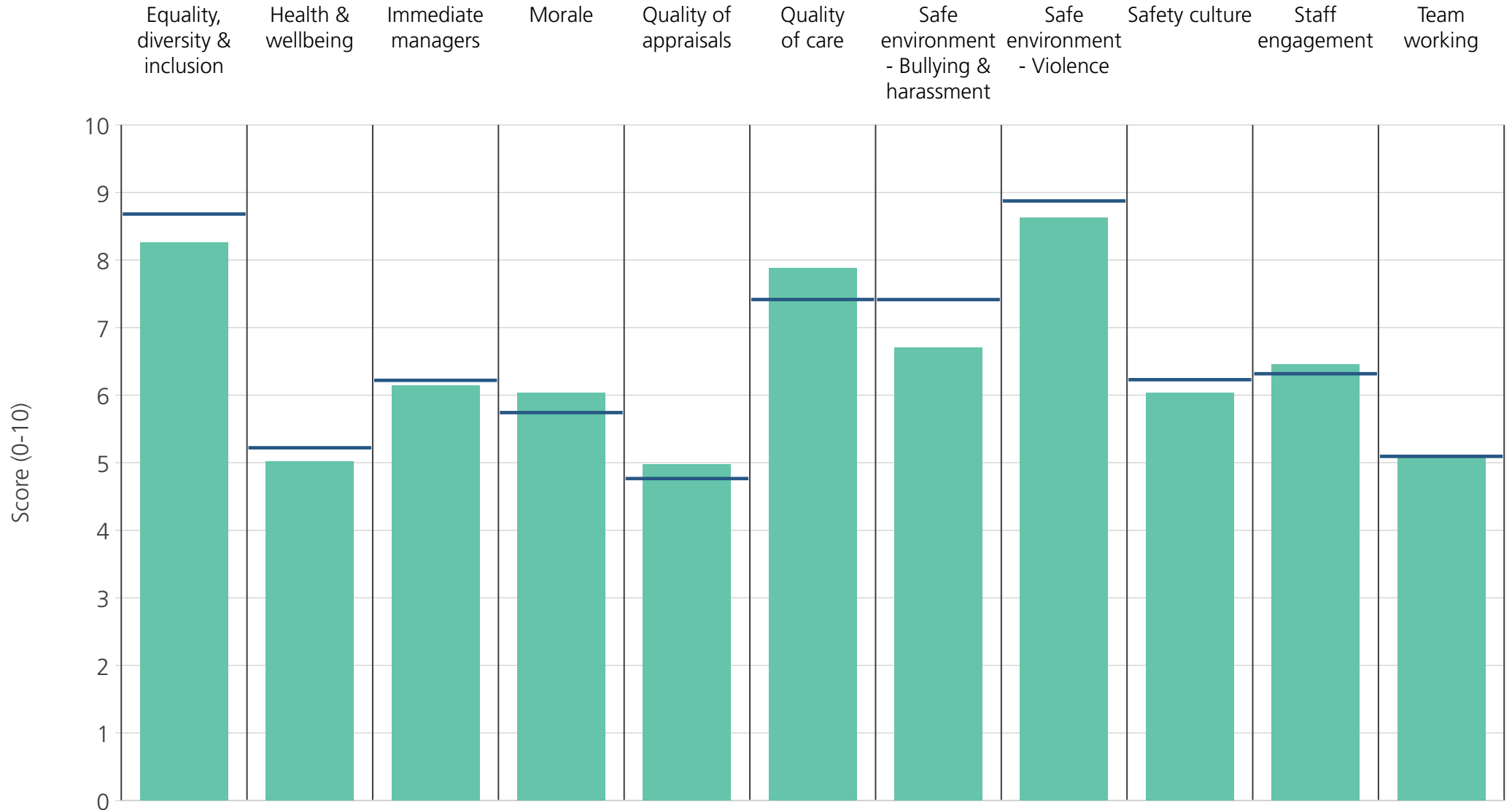
Directorate	8.5	4.5	5.7	5.3	4.2	7.6	6.6	8.1	6.0	5.8	4.5
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	244	244	243	244	216	236	244	244	244	244	238



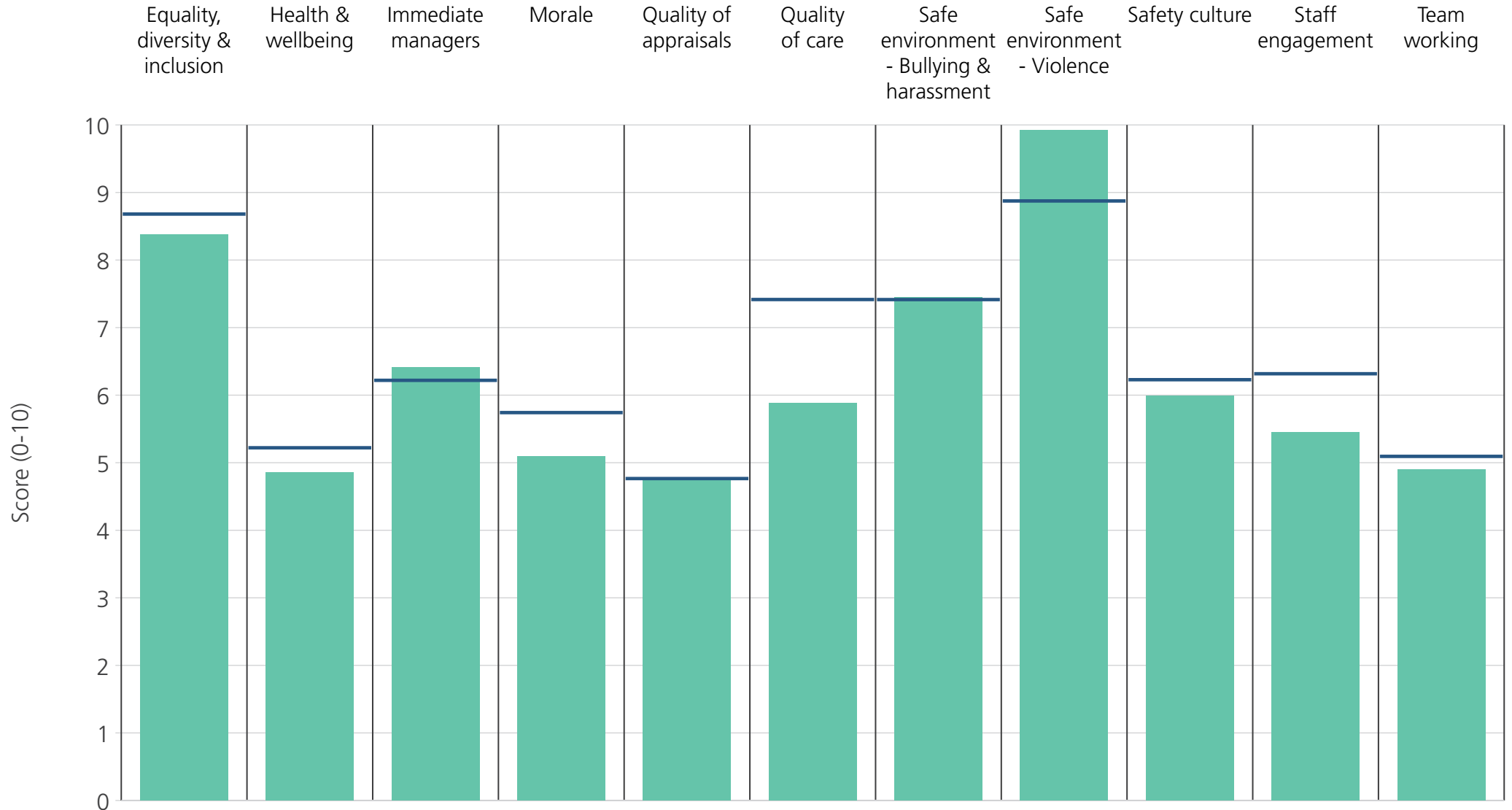
Directorate	8.7	4.7	5.6	5.6	4.4	7.7	7.2	8.3	5.9	6.1	4.5
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	321	322	323	322	224	310	321	321	320	324	319



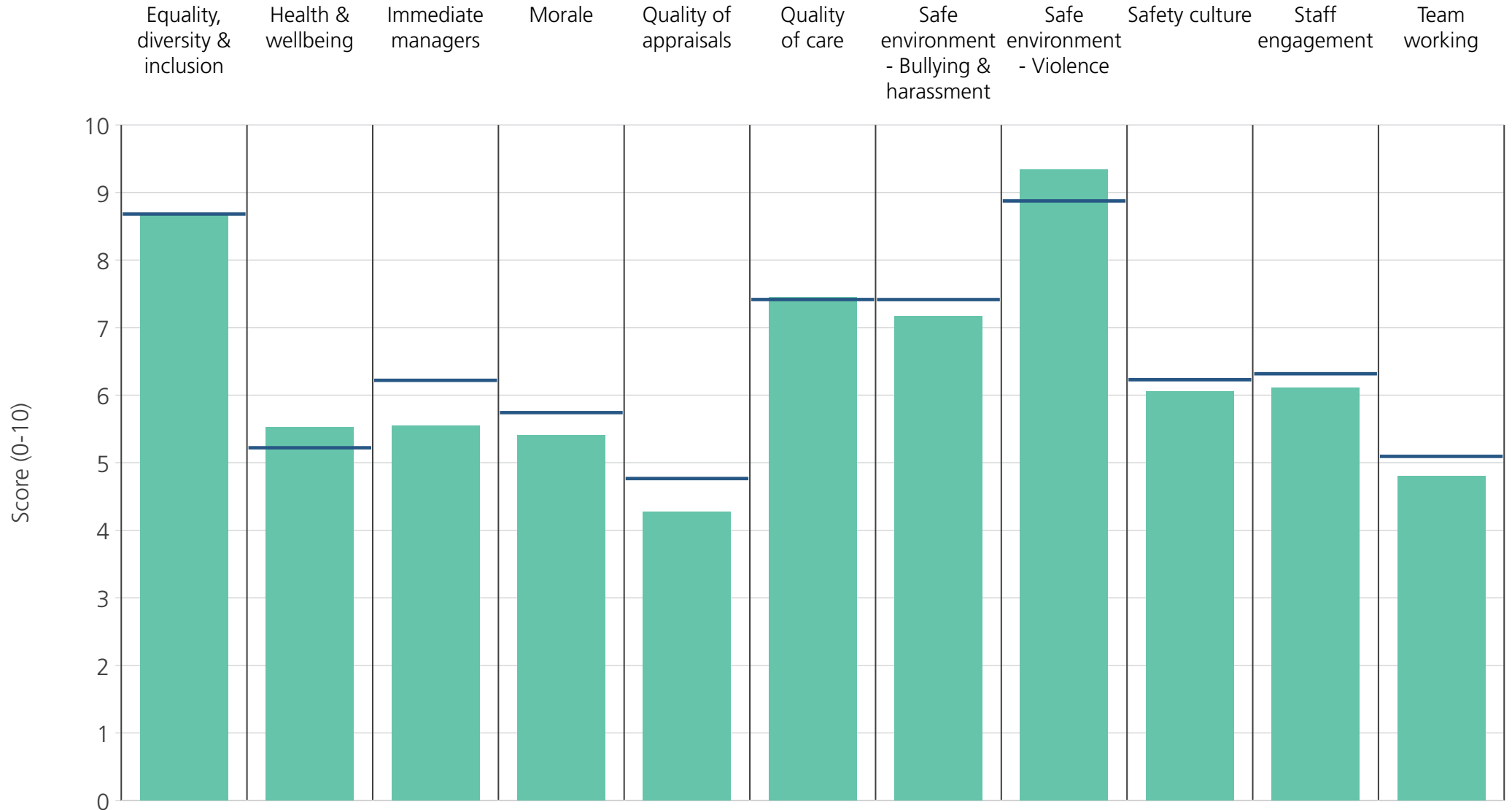
Directorate	8.6	5.0	6.0	6.1	4.9	7.9	7.4	8.3	6.5	6.6	5.2
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	208	210	210	210	177	203	209	209	209	210	210



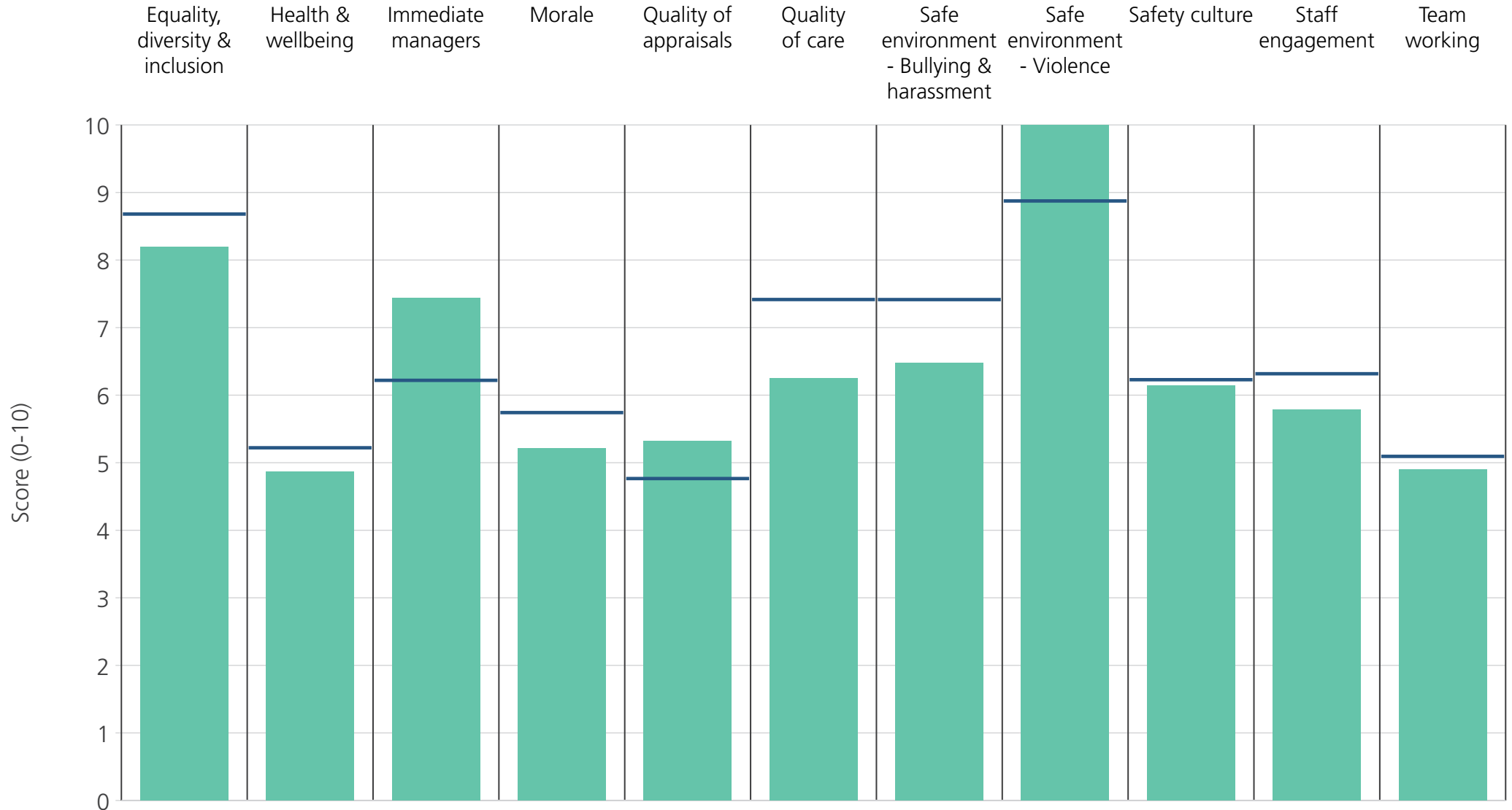
Directorate	8.3	5.0	6.1	6.0	5.0	7.9	6.7	8.6	6.0	6.4	5.1
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	177	179	179	176	154	175	179	180	178	180	180



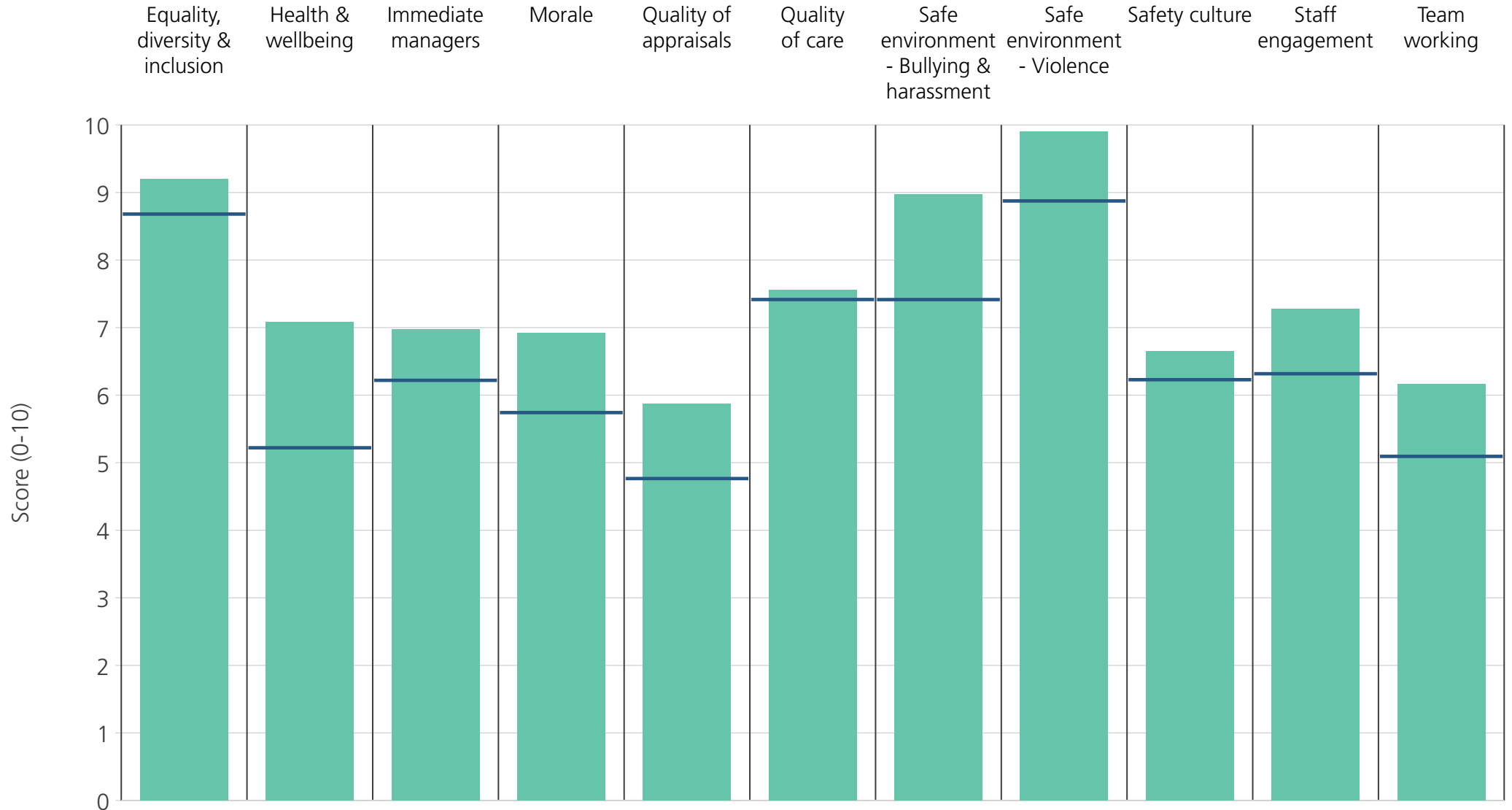
Directorate	8.4	4.9	6.4	5.1	4.8	5.9	7.4	9.9	6.0	5.4	4.9
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	184	184	184	184	144	167	183	183	184	187	186



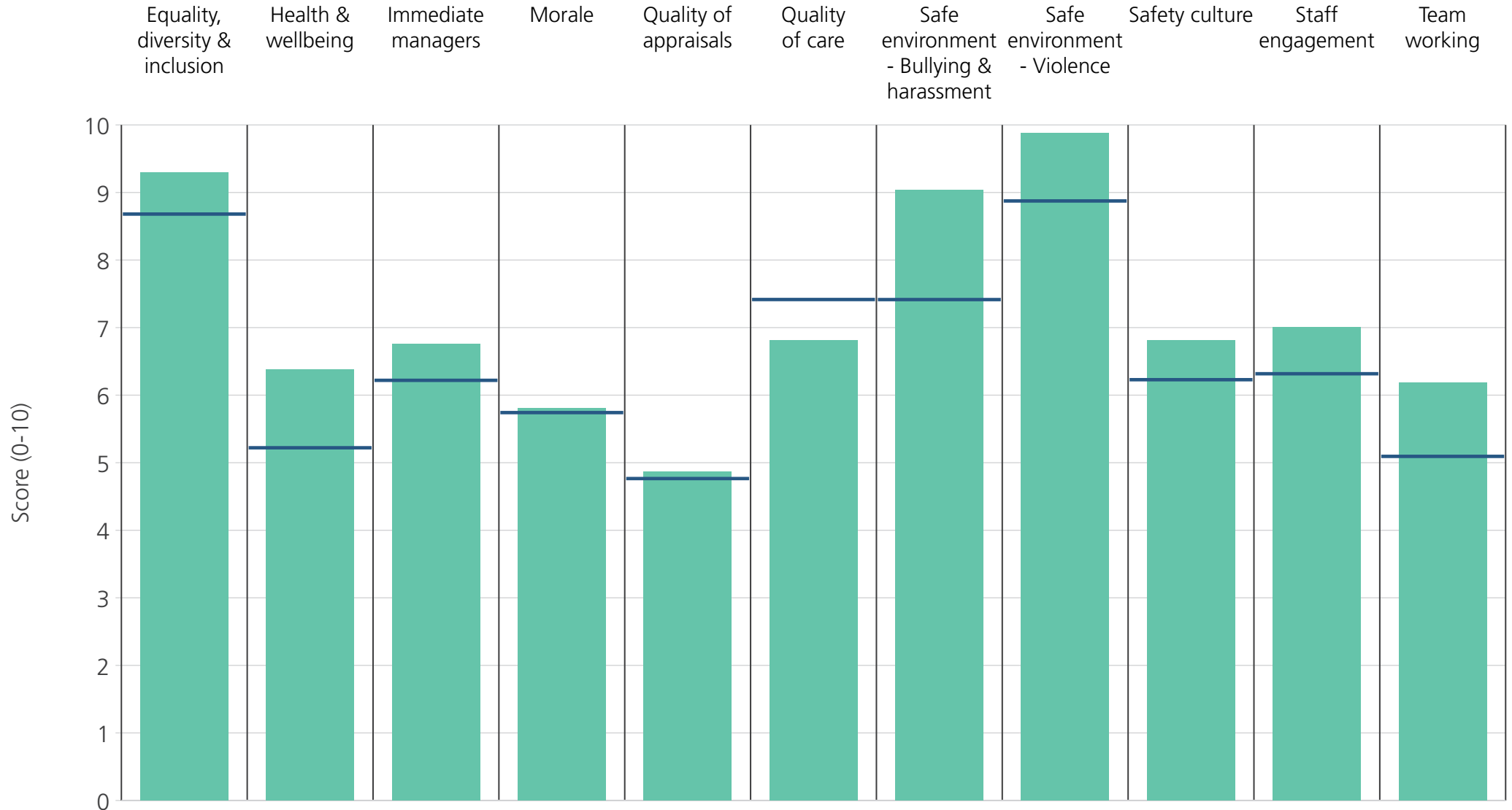
Directorate	8.7	5.5	5.5	5.4	4.3	7.4	7.2	9.3	6.1	6.1	4.8
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	68	68	68	67	50	67	66	66	68	68	68



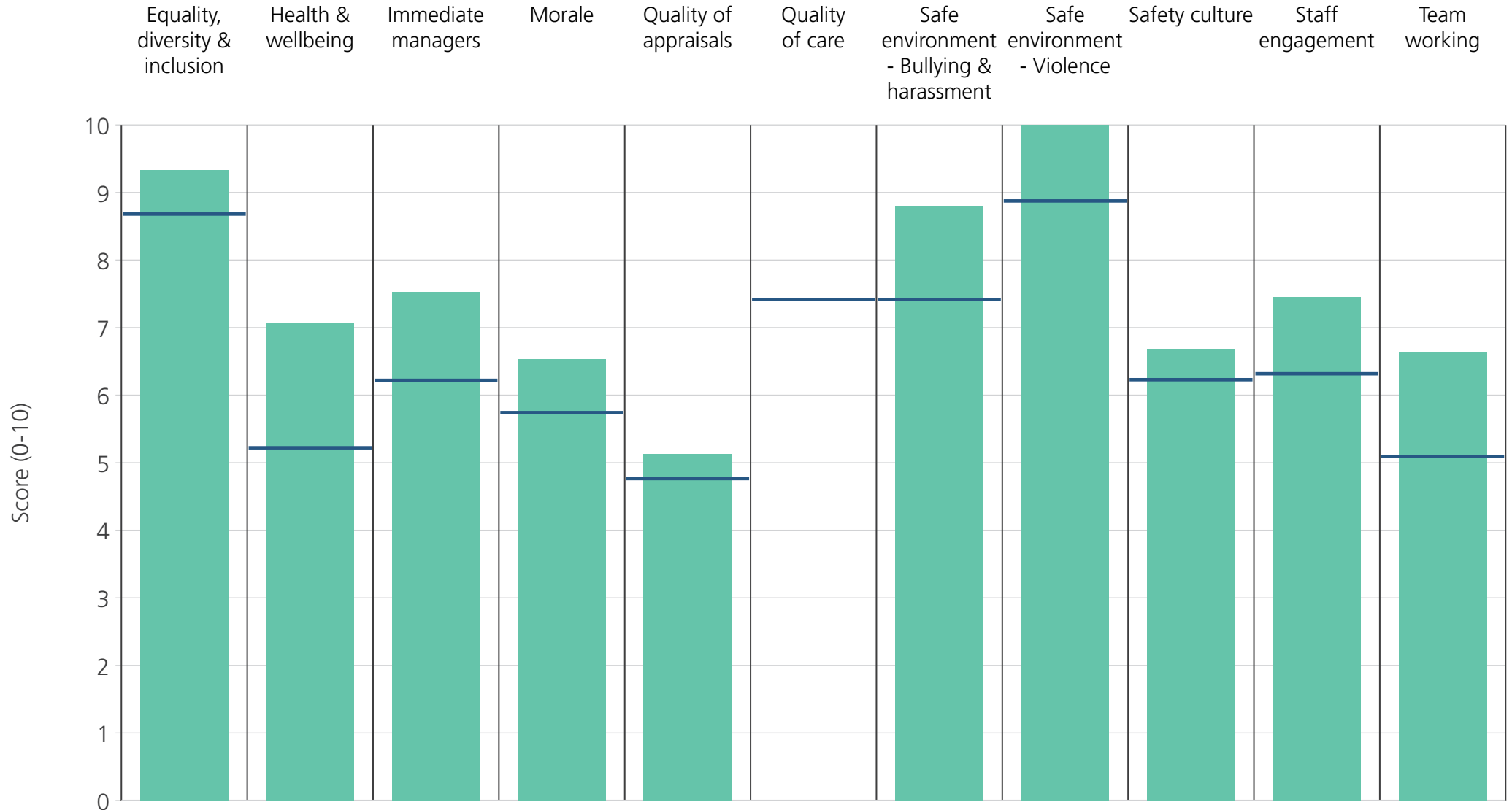
Directorate	8.2	4.9	7.4	5.2	5.3	6.2	6.5	10.0	6.1	5.8	4.9
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	84	85	85	85	67	82	85	85	85	87	87



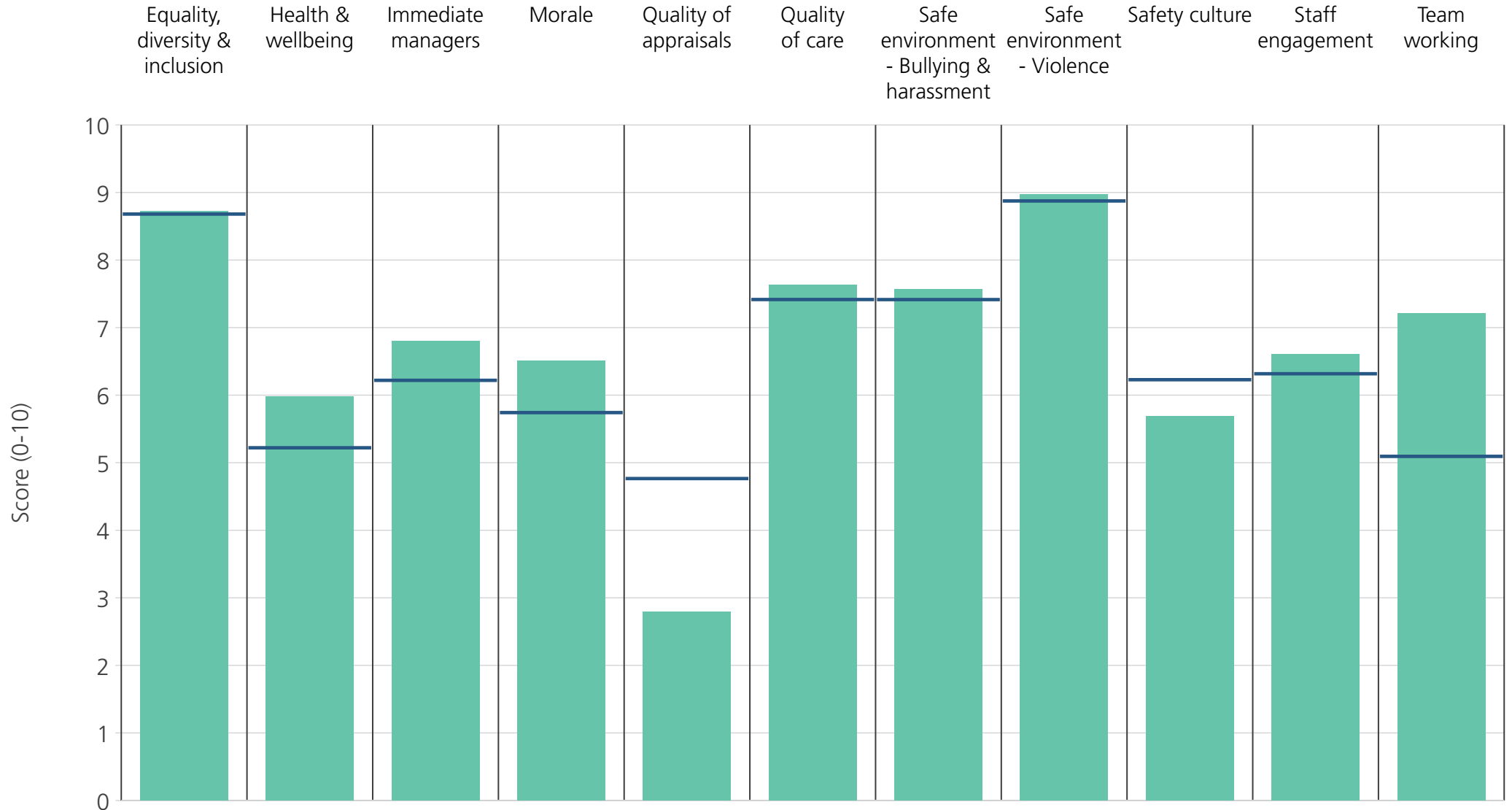
Directorate	9.2	7.1	7.0	6.9	5.9	7.6	9.0	9.9	6.7	7.3	6.2
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	69	70	70	70	63	32	68	69	68	70	69



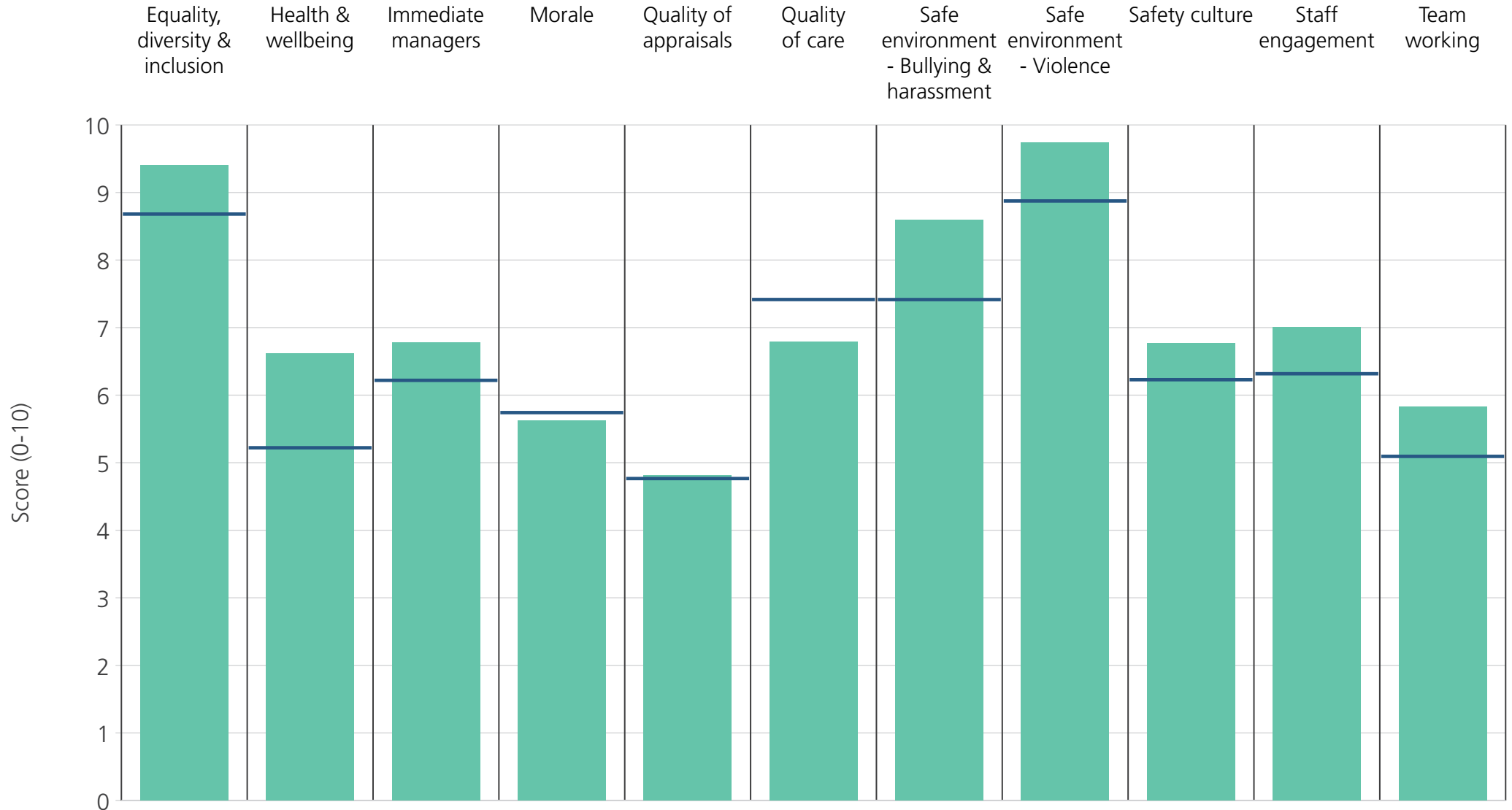
Directorate	9.3	6.4	6.8	5.8	4.9	6.8	9.0	9.9	6.8	7.0	6.2
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	57	57	57	57	38	35	57	57	56	57	57



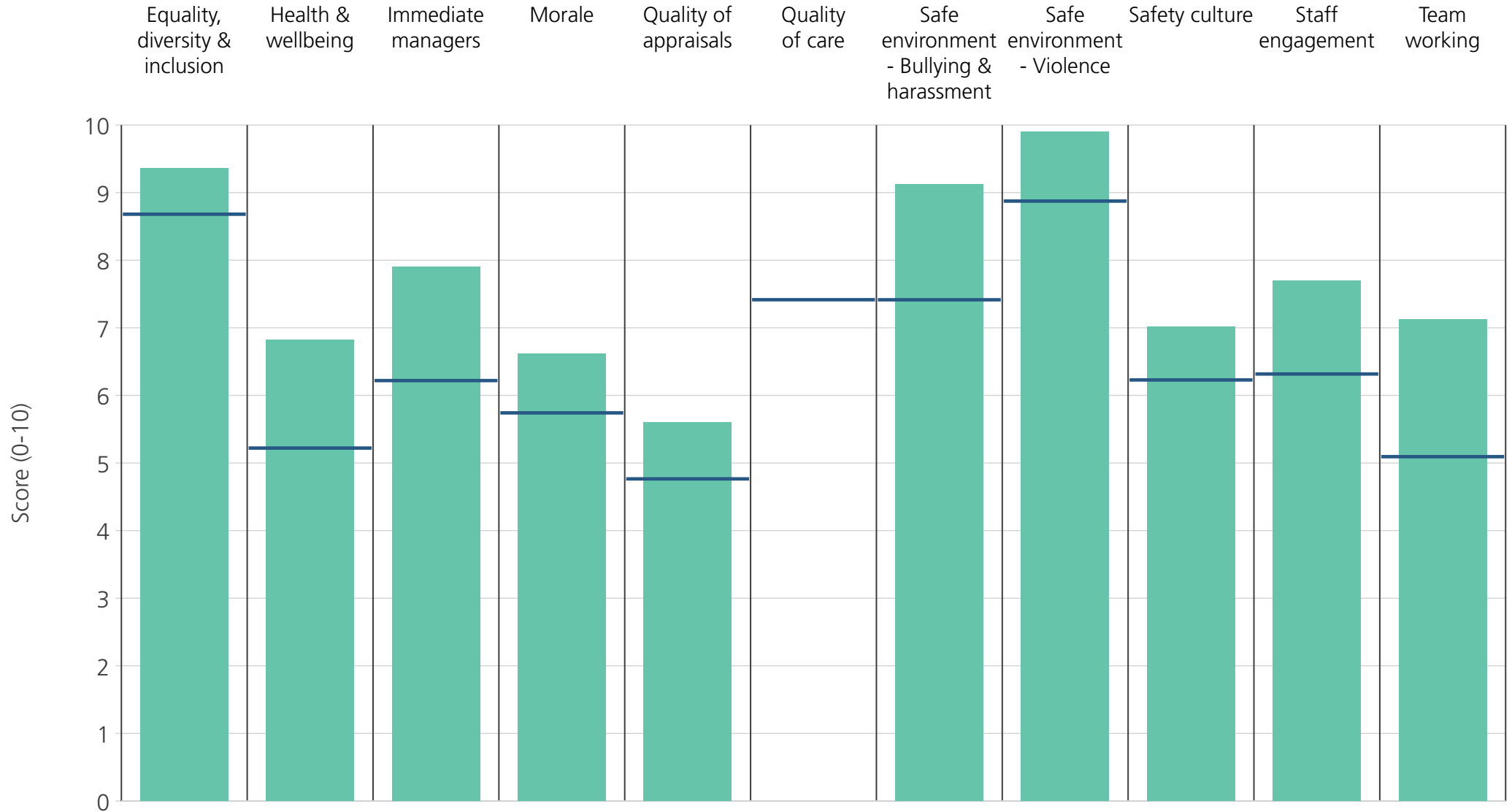
Directorate	9.3	7.1	7.5	6.5	5.1	7.4	8.8	10.0	6.7	7.4	6.6
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	36	36	36	36	29	10	36	36	36	36	36



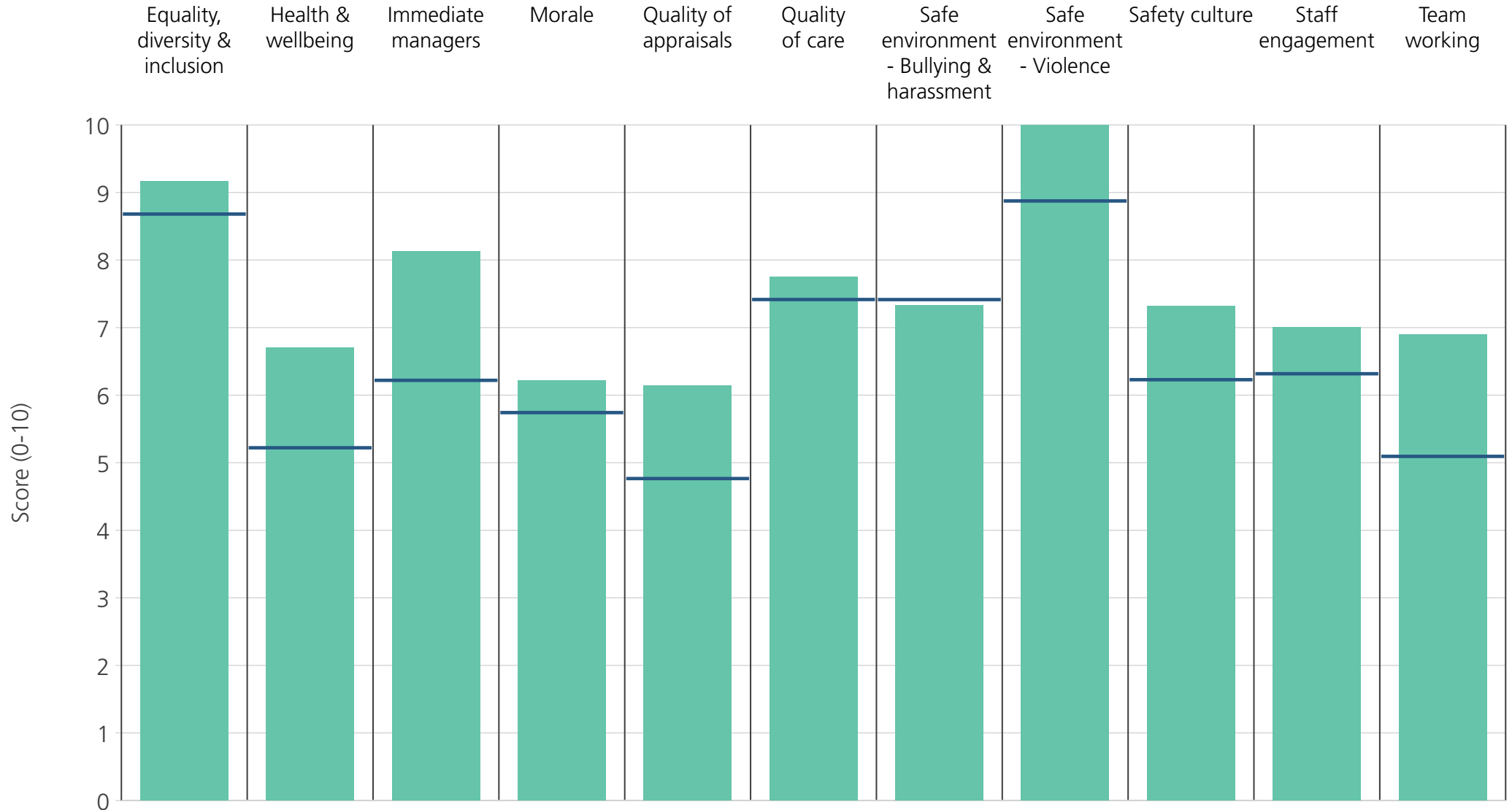
Directorate	8.7	6.0	6.8	6.5	2.8	7.6	7.6	9.0	5.7	6.6	7.2
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	26	26	26	26	21	25	26	26	26	26	26



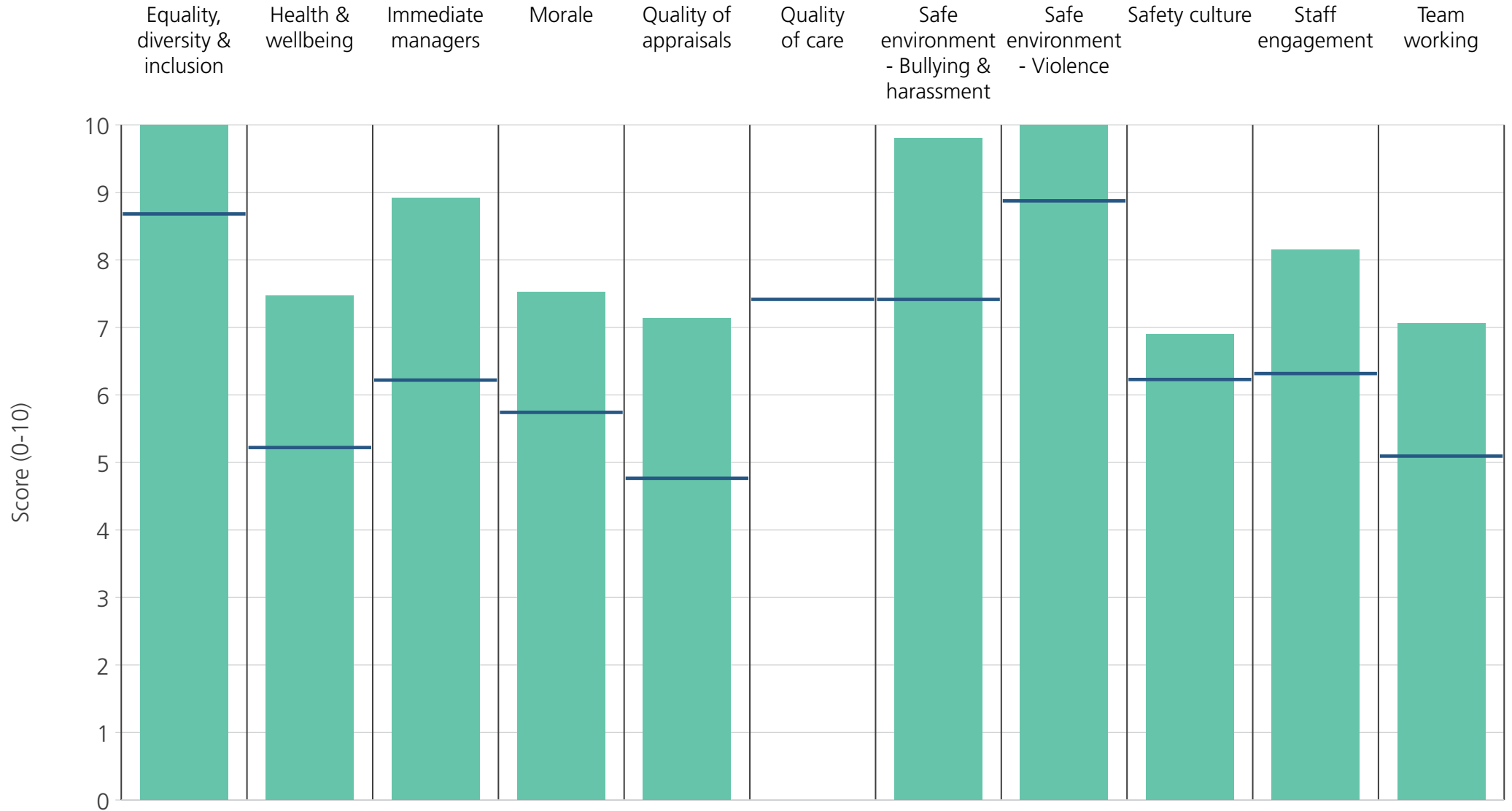
Directorate	9.4	6.6	6.8	5.6	4.8	6.8	8.6	9.7	6.8	7.0	5.8
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	38	38	38	38	26	30	38	38	38	38	38



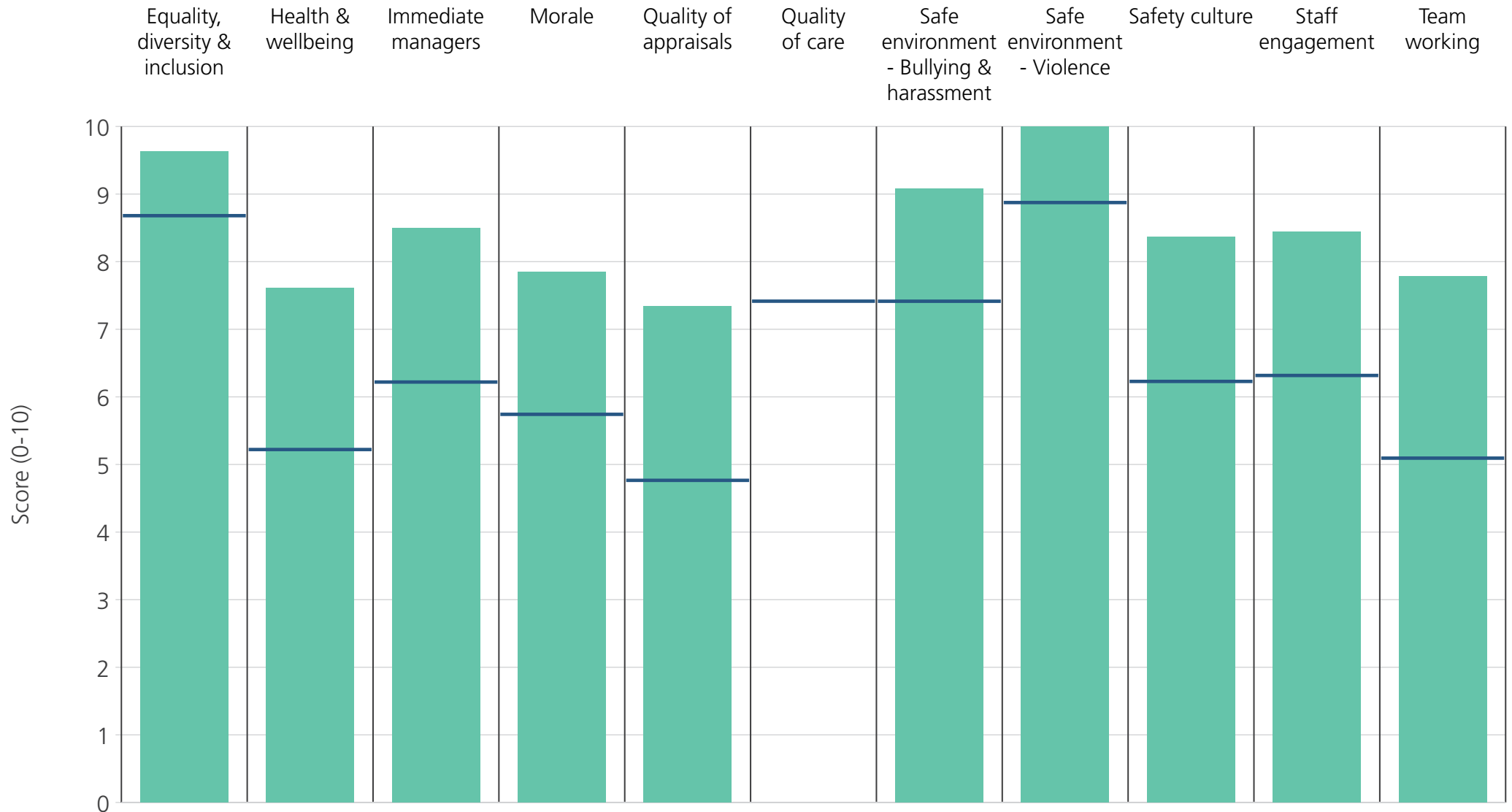
Directorate	9.4	6.8	7.9	6.6	5.6	7.4	9.1	9.9	7.0	7.7	7.1
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	34	34	34	34	29	10	34	34	34	33	33



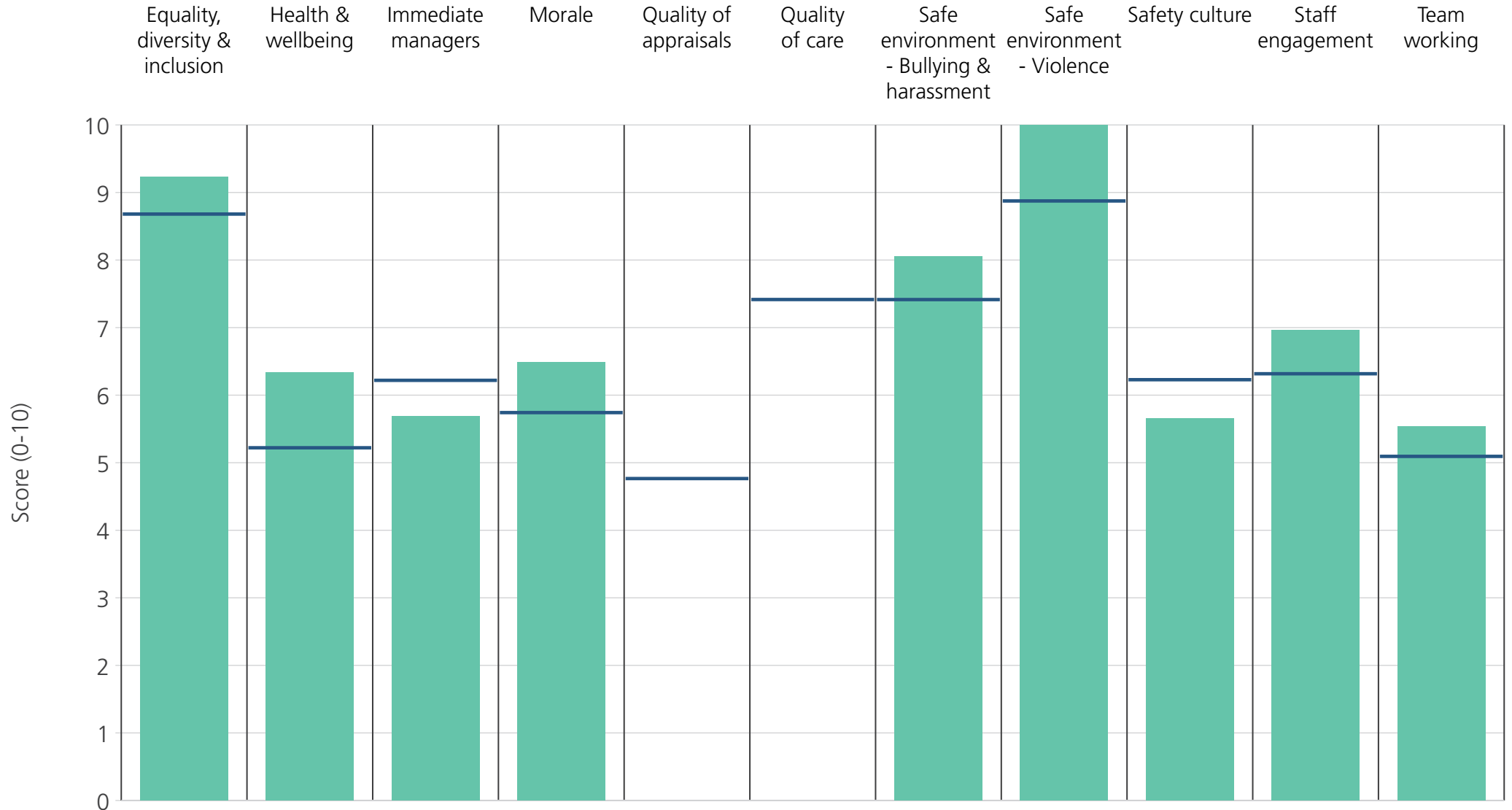
Directorate	9.2	6.7	8.1	6.2	6.1	7.8	7.3	10.0	7.3	7.0	6.9
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	25	25	25	25	22	20	25	25	25	25	23



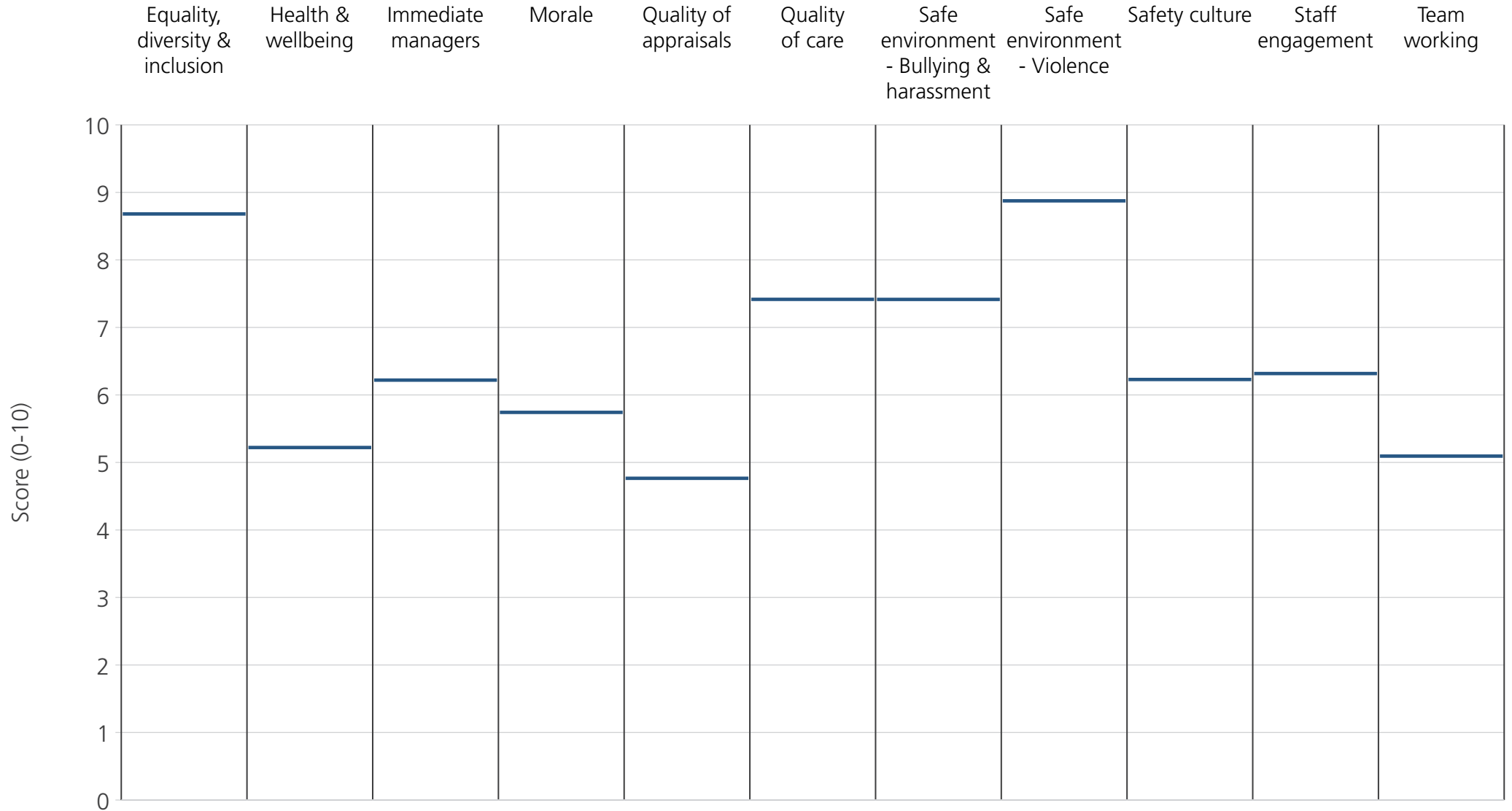
Directorate	10.0	7.5	8.9	7.5	7.1	7.4	9.8	10.0	6.9	8.2	7.1
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	17	17	17	17	17	9	17	17	17	17	17



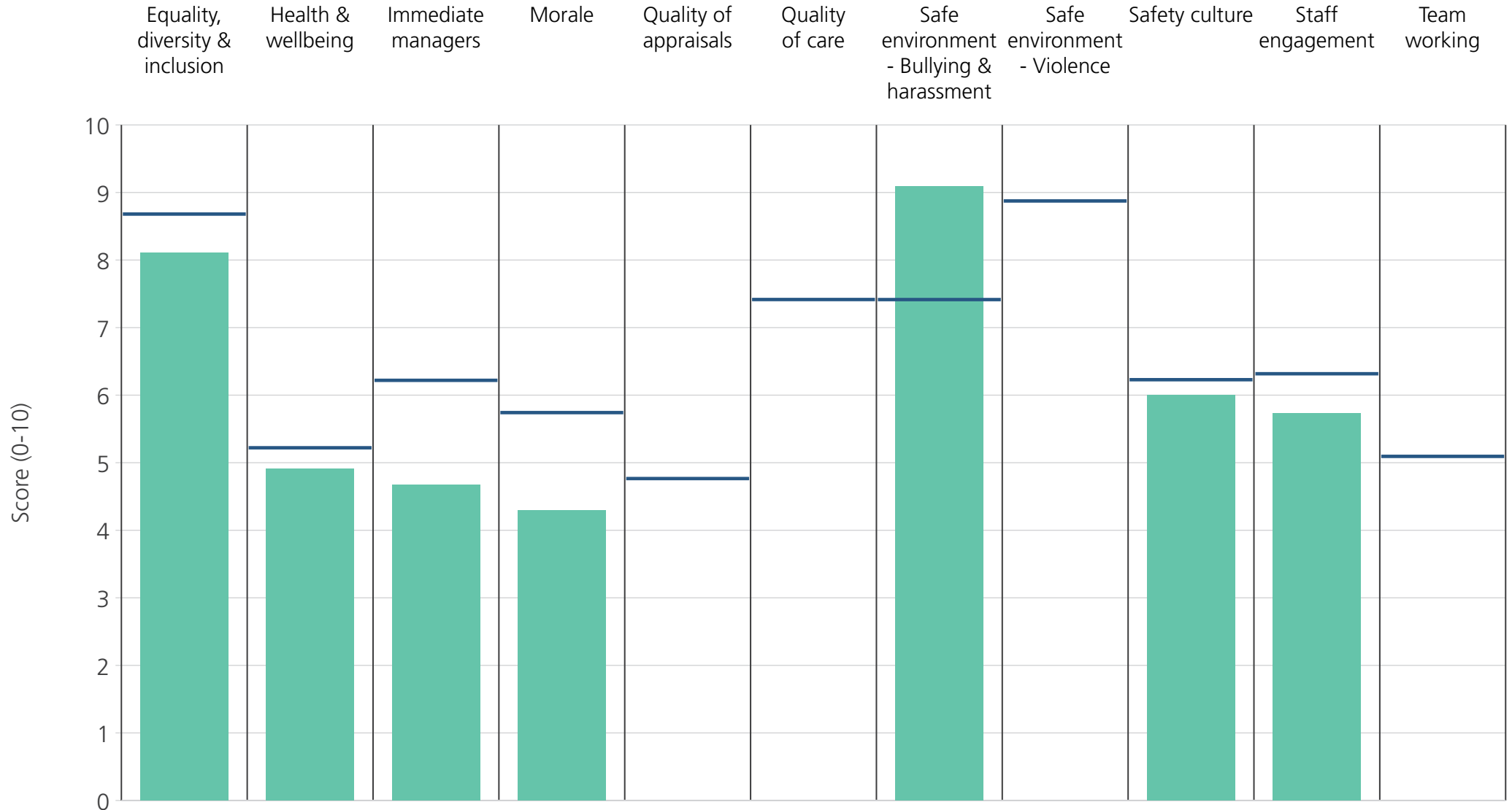
Directorate	9.6	7.6	8.5	7.8	7.3	7.4	9.1	10.0	8.4	8.4	7.8
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	18	18	18	18	16	8	18	18	18	18	18



Directorate	9.2	6.3	5.7	6.5			8.1	10.0	5.7	7.0	5.5
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	13	14	14	13	10	5	12	12	13	14	14



Directorate											
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	10	10	10	10	7	4	9	9	10	10	10



Directorate	8.1	4.9	4.7	4.3			9.1		6.0	5.7	
Your org	8.7	5.2	6.2	5.7	4.8	7.4	7.4	8.9	6.2	6.3	5.1
Responses	11	11	11	11	6	2	11	10	11	11	10