

Lancashire Teaching Hospitals NHS Foundation Trust

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3	CBU Critical Care & Pain Management	26
Themes – Directorates 1	4	CBU Therapies	27
Division of Surgery	5	CBU Pharmacy	28
Division of Diagnostics & Clinical Support	6	Estates Services	29
Division of Medicine	7	Operations Directorate	30
Division of Estates & Facilities	8	Technology Services	31
Division of Women & Children	9	Nursing Directorate	32
Division of Corporate Services	10	Mgt & Admin (Medicine)	33
Hosted & Recharge	11	Hosted & Recharge	34
Themes – Directorates 2	12	Finance	35
CBU Specialist Medicine	13	Other	36
Hotel Services	14		
CBU Trauma	15		
CBU Diagnostics	16		
CBU Oncology, Head & Neck	17		
CBU Theatres & Anaesthetics	18		
CBU General Surgery	19		
CBU Patient Access & Outpatients	20		
CBU Women's Health	21		
CBU Long-Term Conditions	22		
CBU Emergency & Acute Medicine	23		
CBU Children's Health	24		
Workforce & Education	25		

This directorate report for Lancashire Teaching Hospitals 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 Lancashire Teaching Hospitals 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.

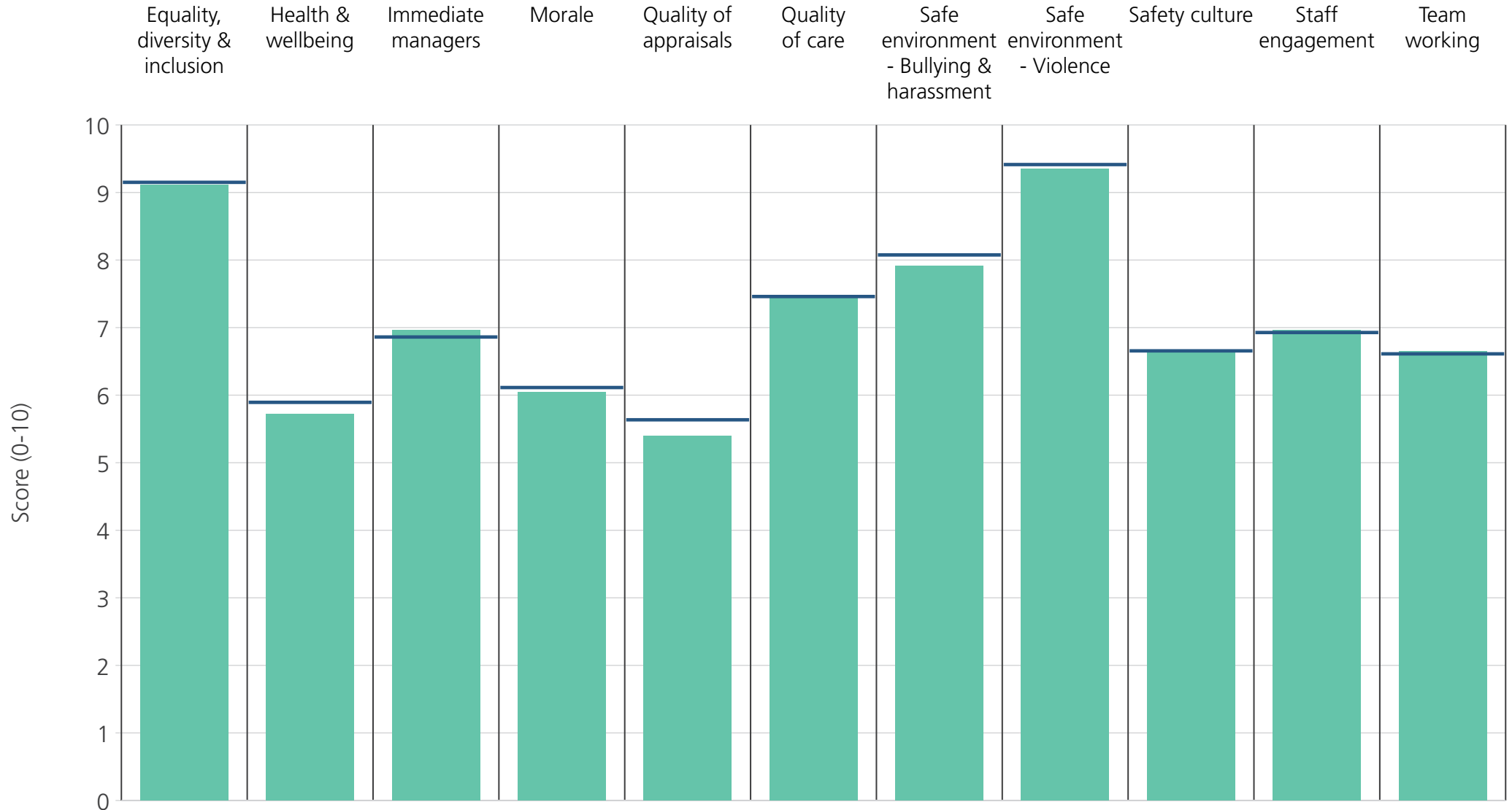
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



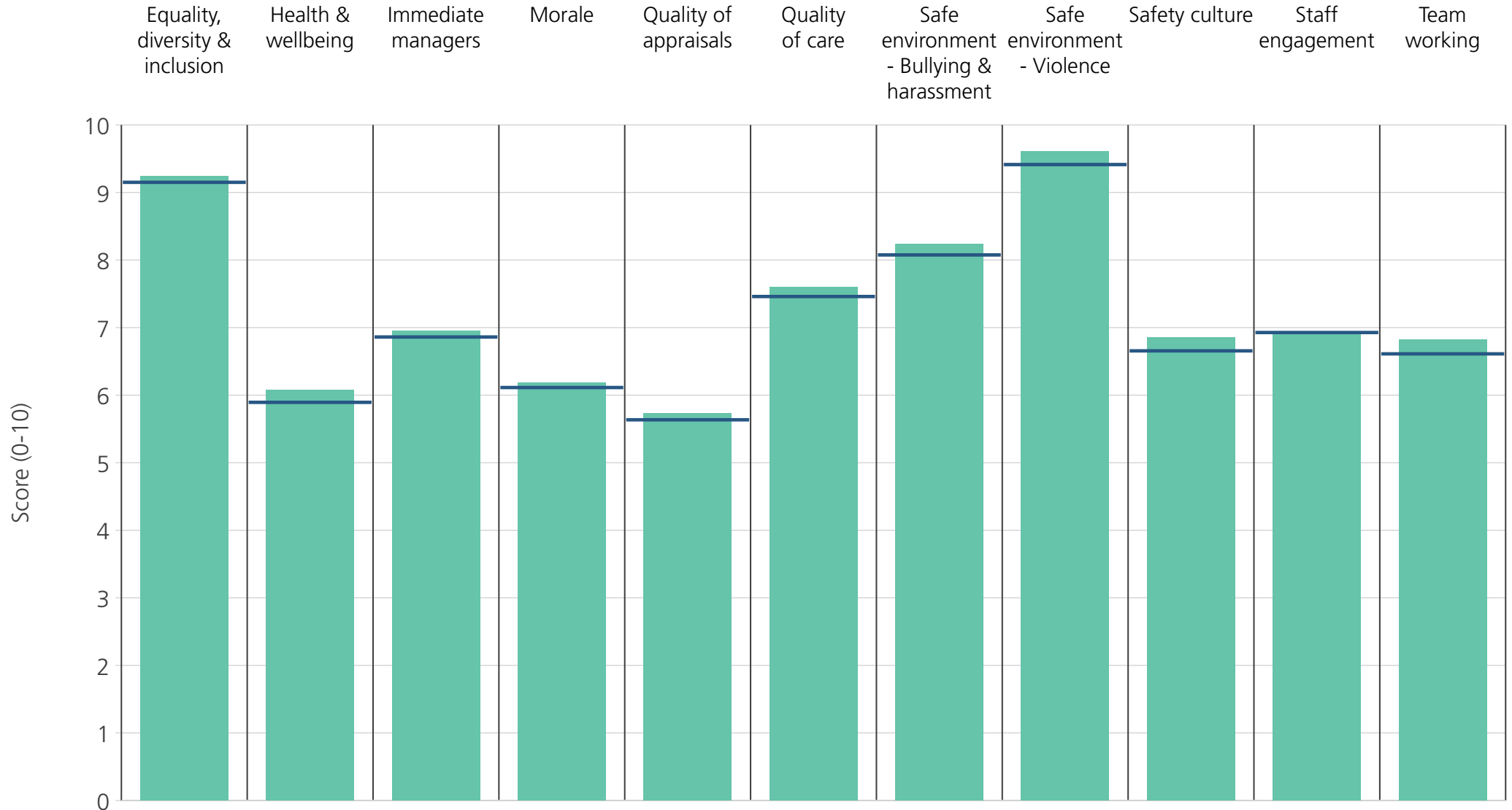
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

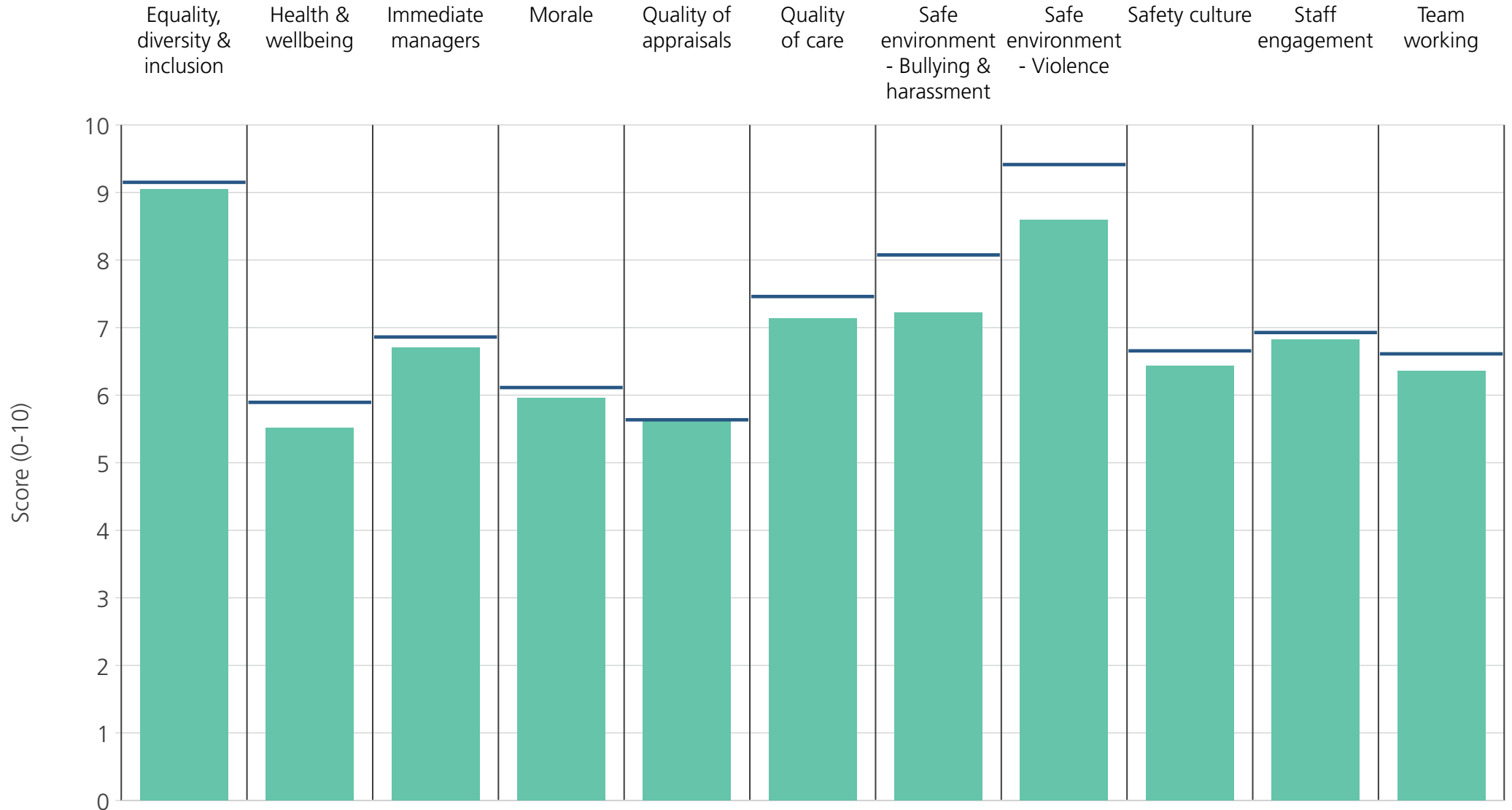
Lancashire Teaching Hospitals NHS Foundation Trust
2019 NHS Staff Survey Results



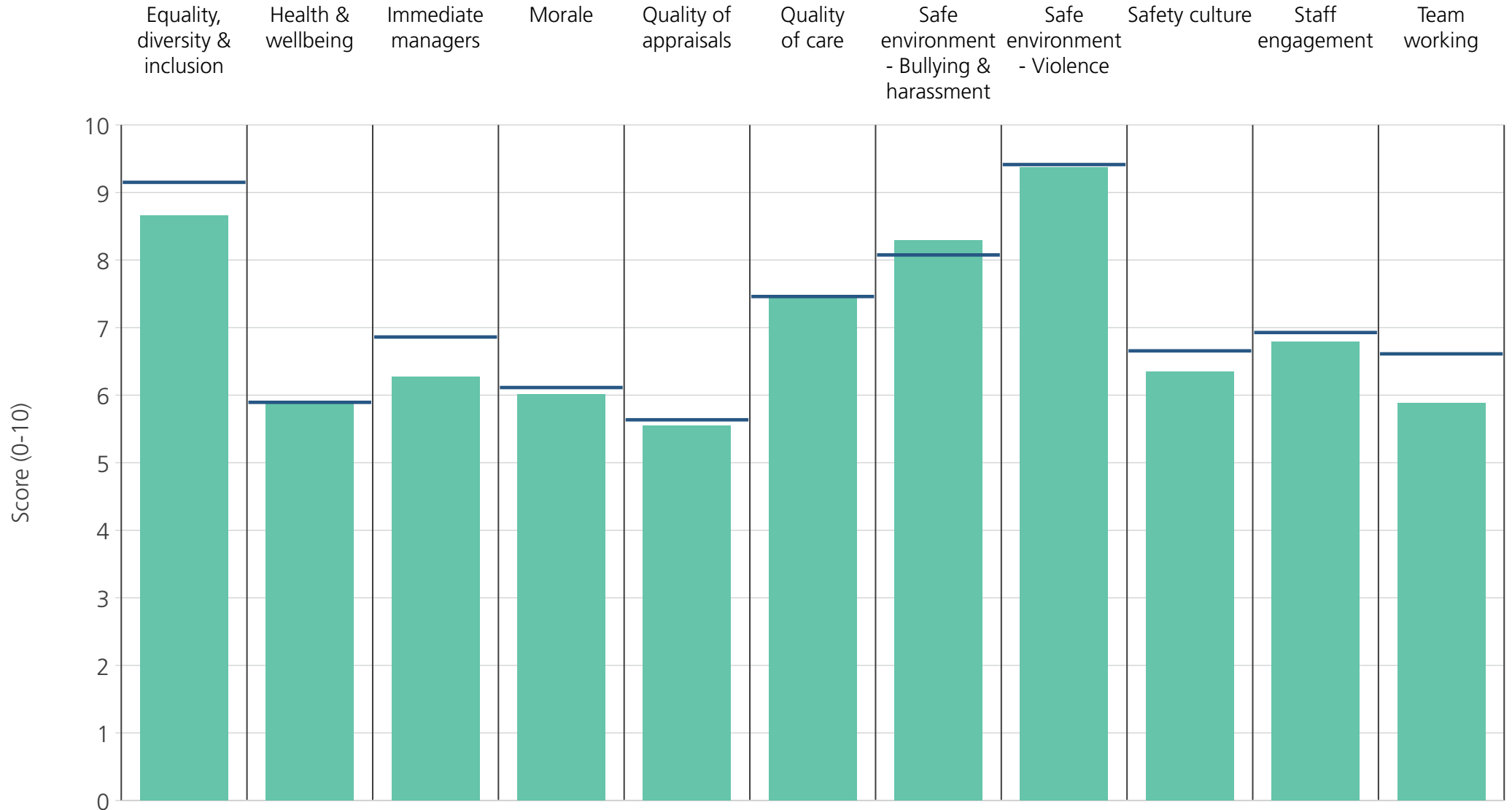
Directorate	9.1	5.7	7.0	6.0	5.4	7.5	7.9	9.3	6.7	7.0	6.7
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	987	996	996	974	840	958	985	986	987	1015	1007



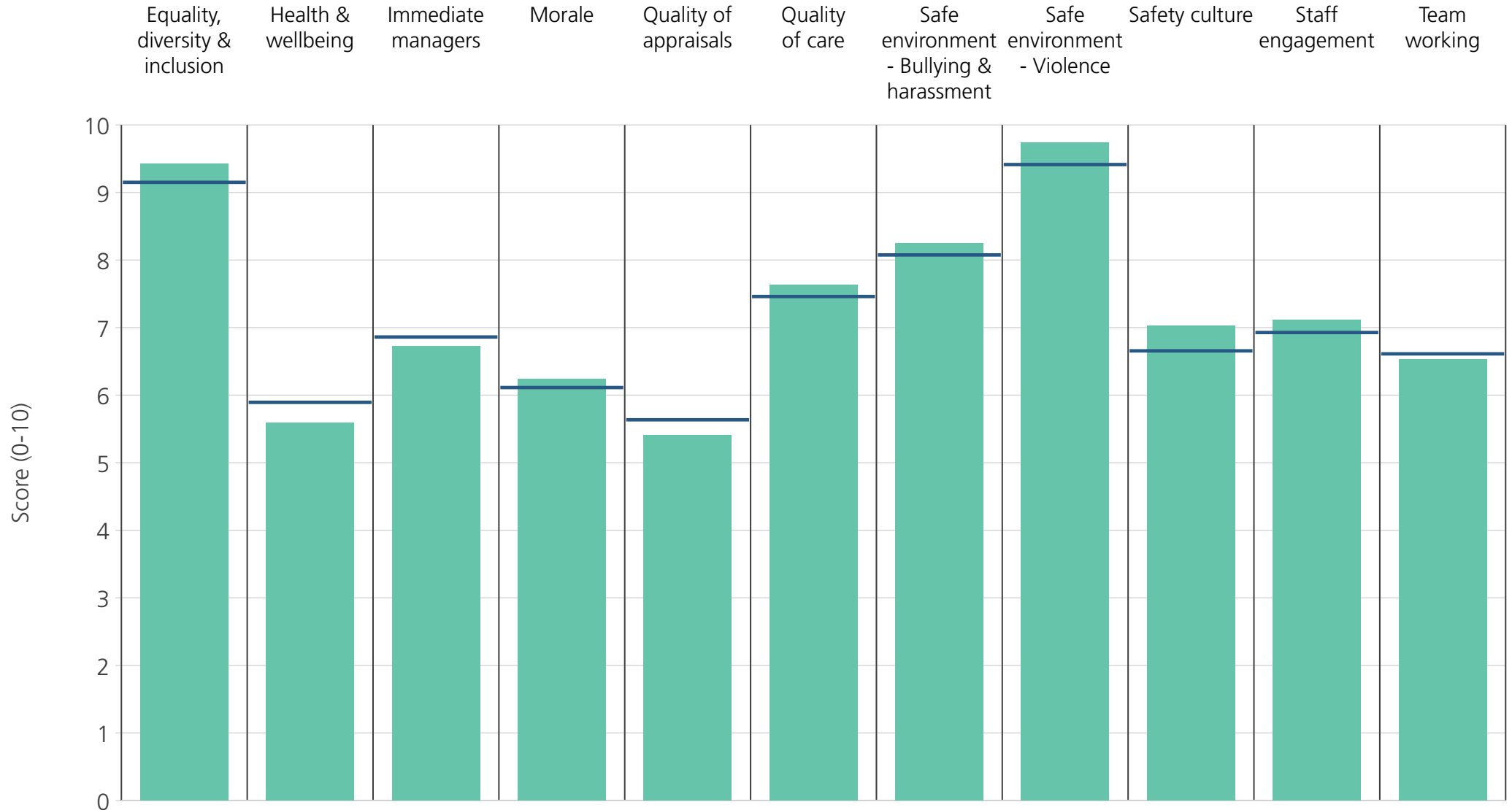
Directorate	9.2	6.1	6.9	6.2	5.7	7.6	8.2	9.6	6.9	6.9	6.8
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	1006	1016	1014	989	901	923	1008	1009	1003	1026	1009



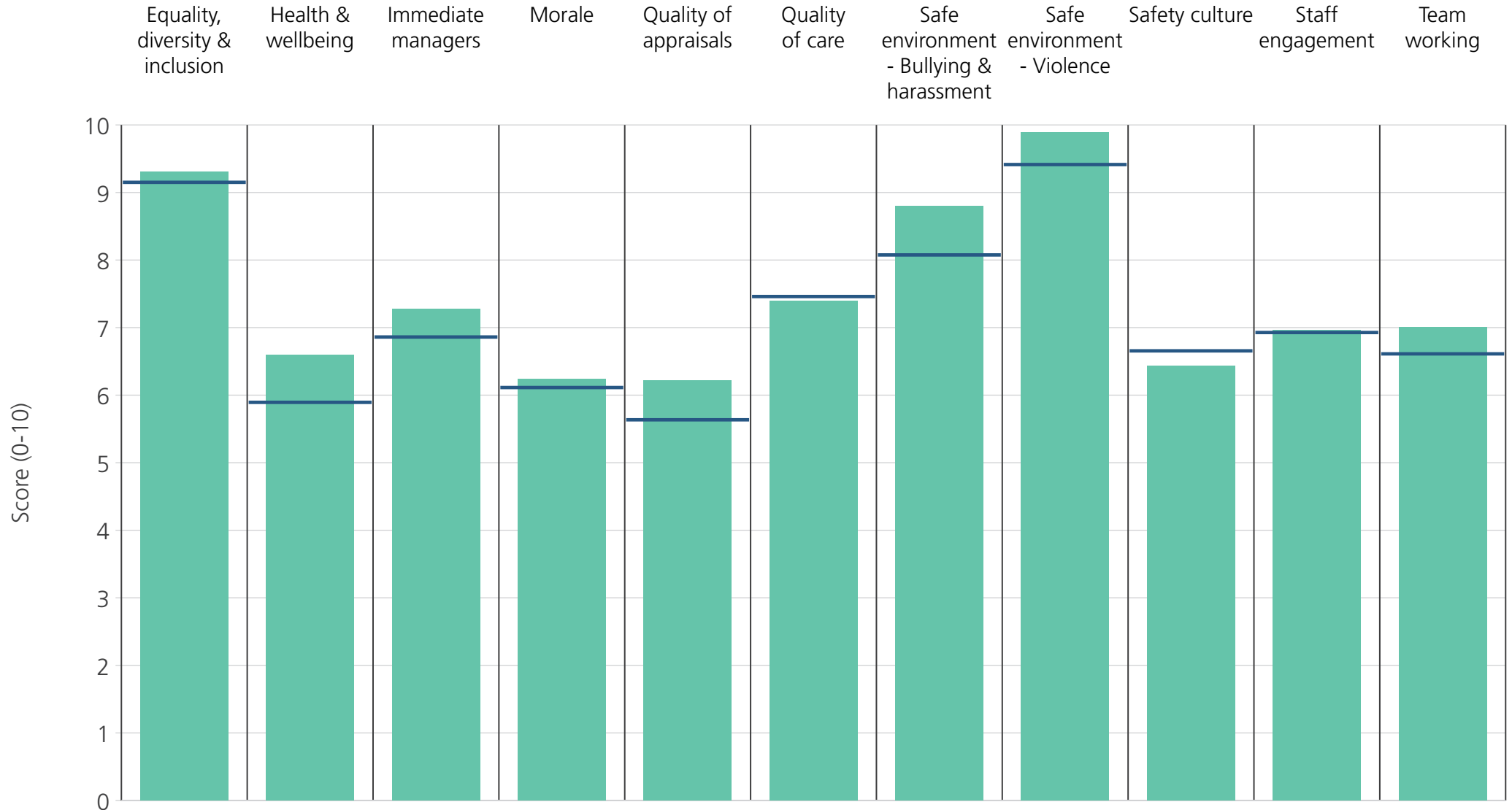
Directorate	9.1	5.5	6.7	6.0	5.6	7.1	7.2	8.6	6.4	6.8	6.4
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	581	585	584	564	460	566	571	573	576	605	597



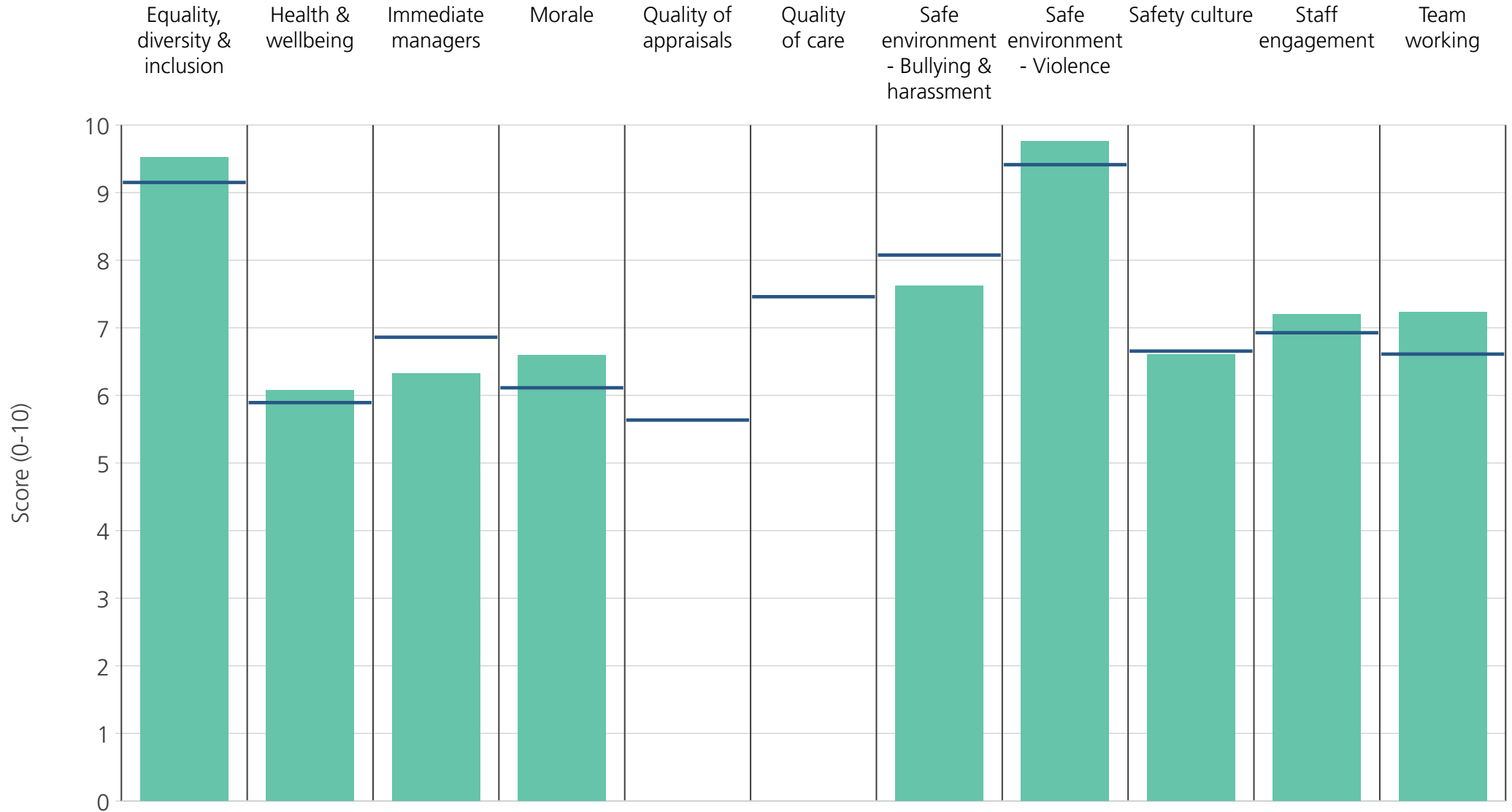
Directorate	8.7	5.9	6.3	6.0	5.5	7.4	8.3	9.4	6.3	6.8	5.9
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	373	375	376	371	274	306	368	371	375	376	366



Directorate	9.4	5.6	6.7	6.2	5.4	7.6	8.3	9.7	7.0	7.1	6.5
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	402	404	403	394	350	393	401	401	397	412	405



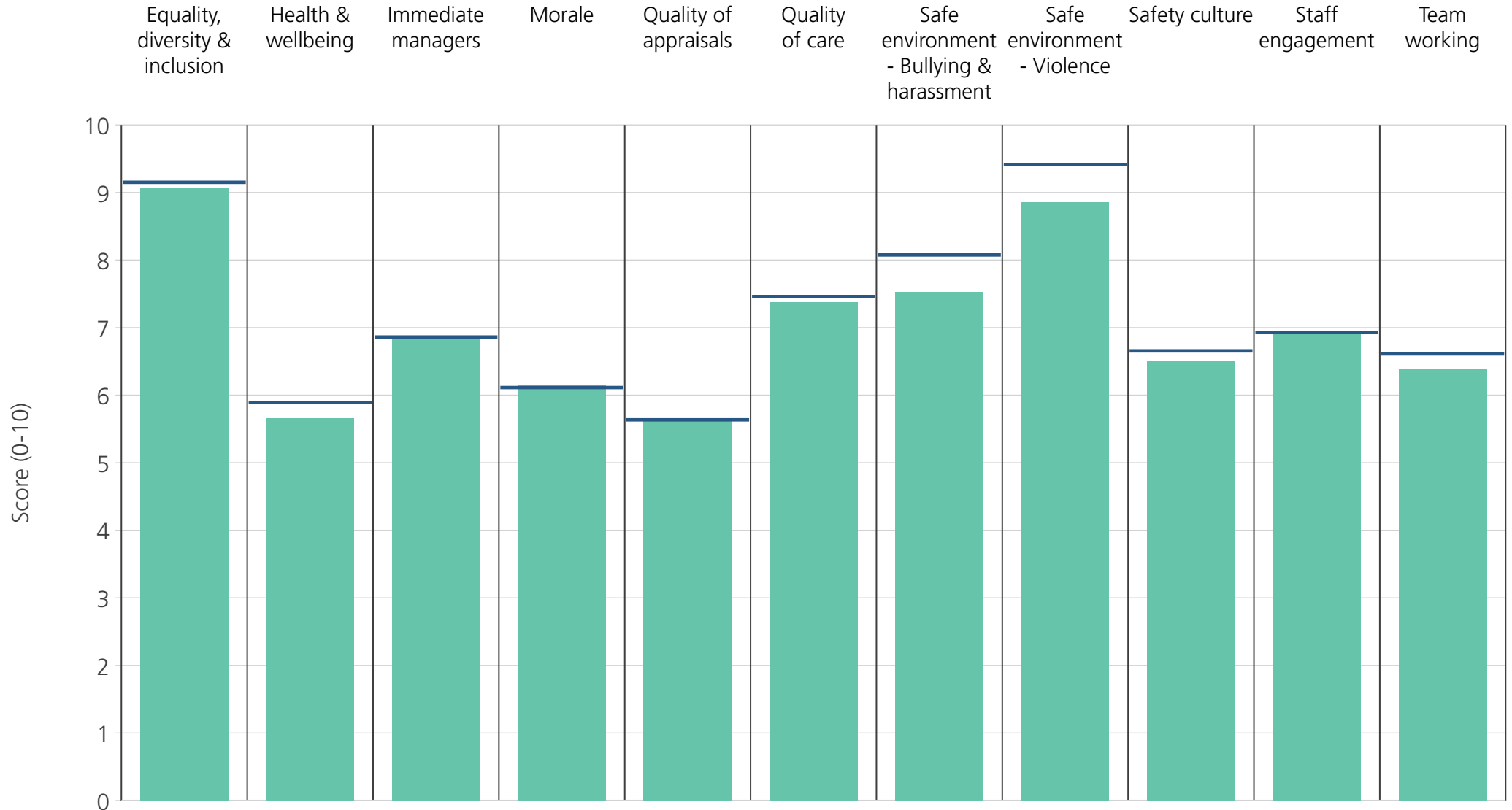
Directorate	9.3	6.6	7.3	6.2	6.2	7.4	8.8	9.9	6.4	7.0	7.0
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	462	470	469	465	391	253	463	467	461	477	471



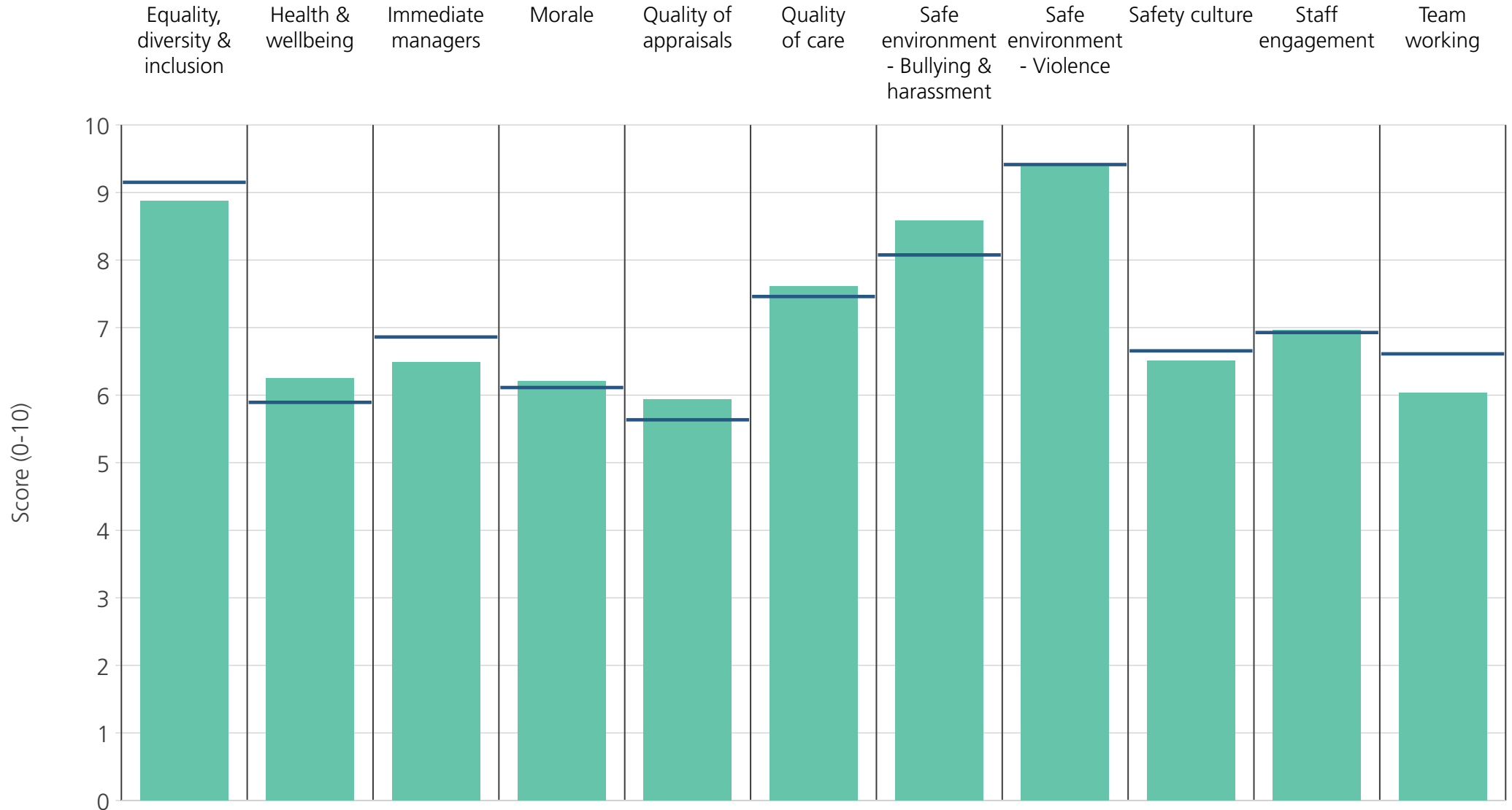
Directorate	9.5	6.1	6.3	6.6	5.6	7.5	7.6	9.8	6.6	7.2	7.2
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	14	14	14	14	10	9	14	14	13	14	14

Directorates 2

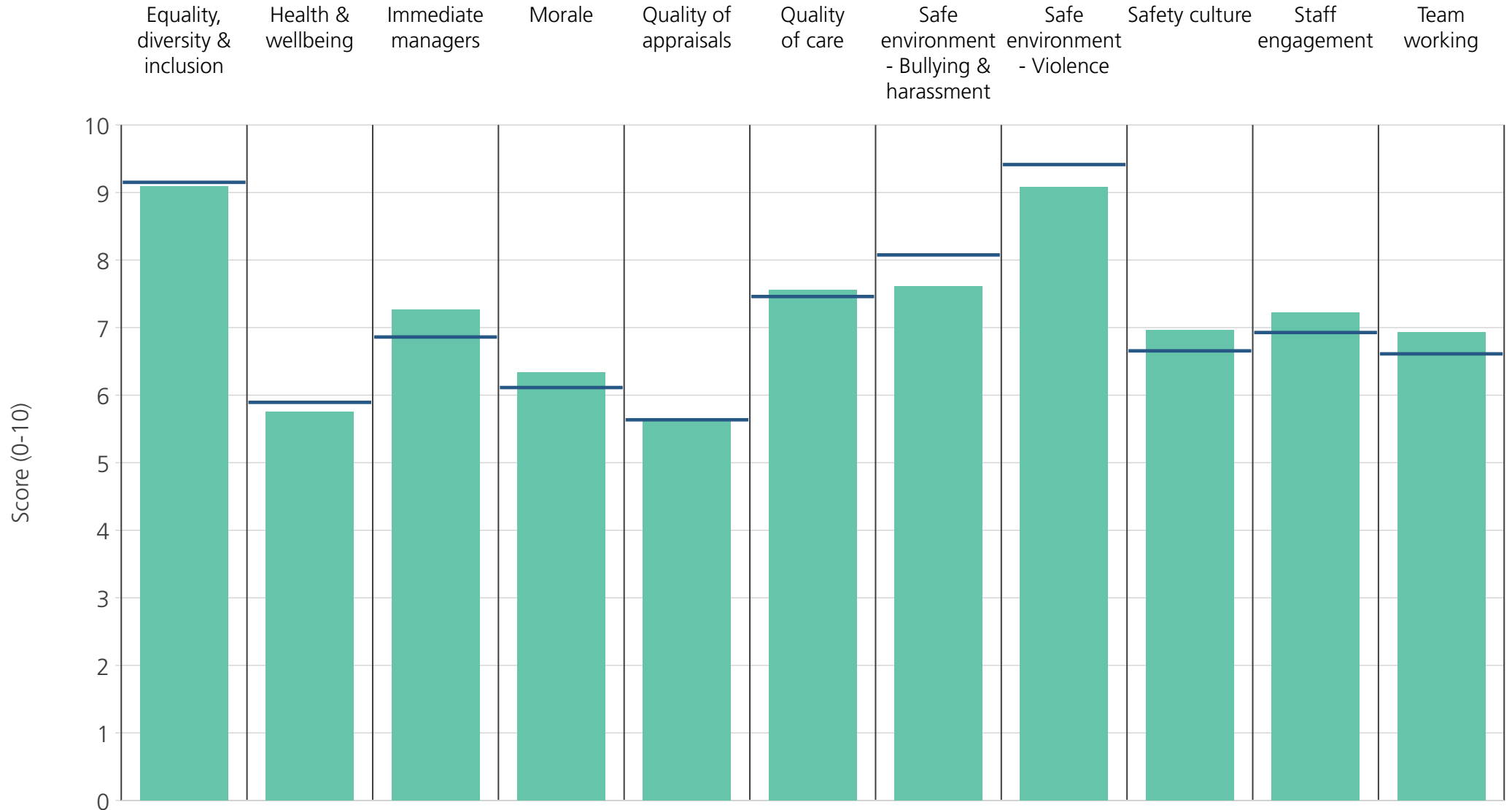
Lancashire Teaching Hospitals NHS Foundation Trust
2019 NHS Staff Survey Results



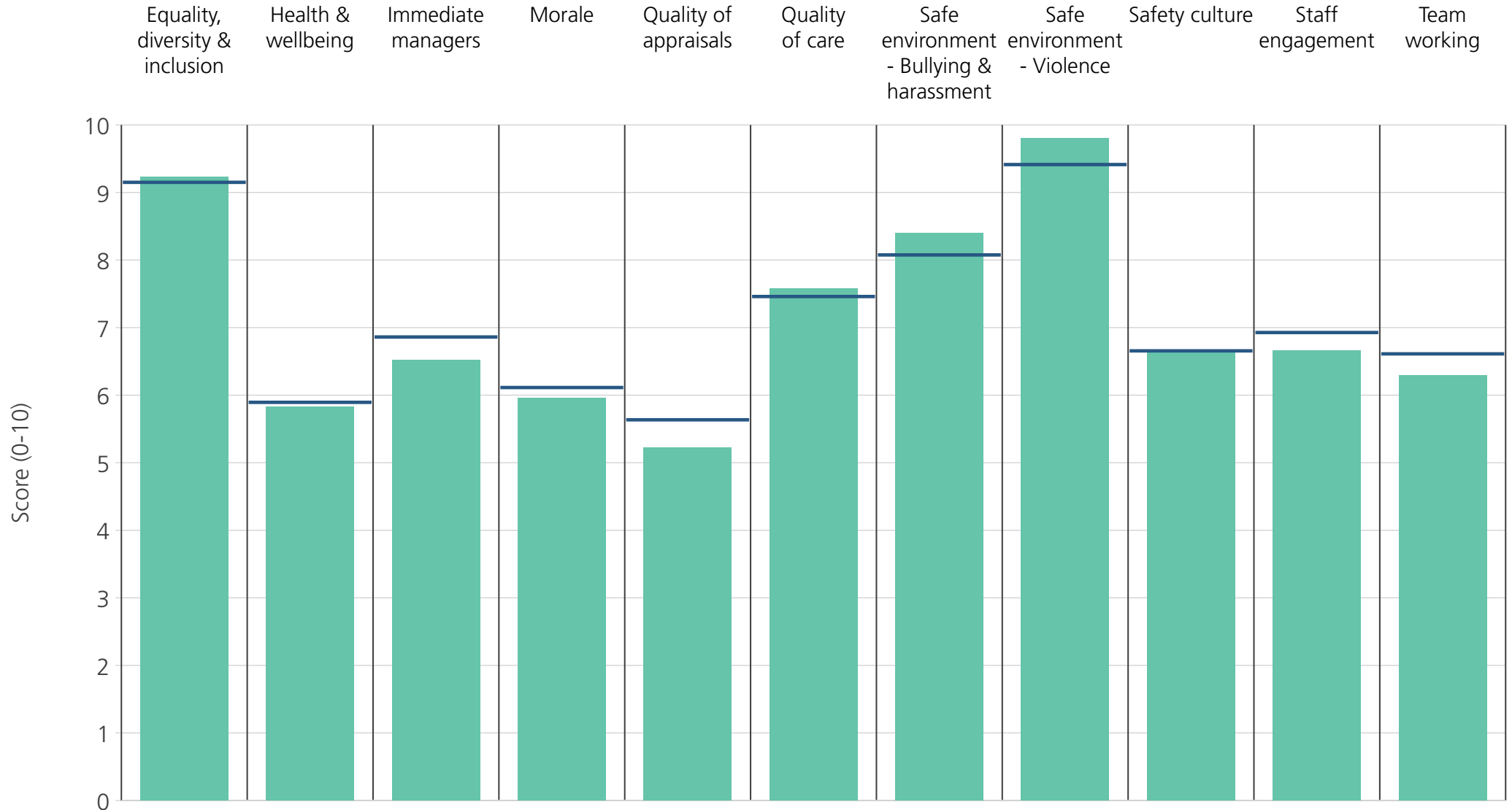
Directorate	9.1	5.7	6.8	6.1	5.6	7.4	7.5	8.9	6.5	6.9	6.4
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	320	323	322	311	262	316	313	316	319	334	331



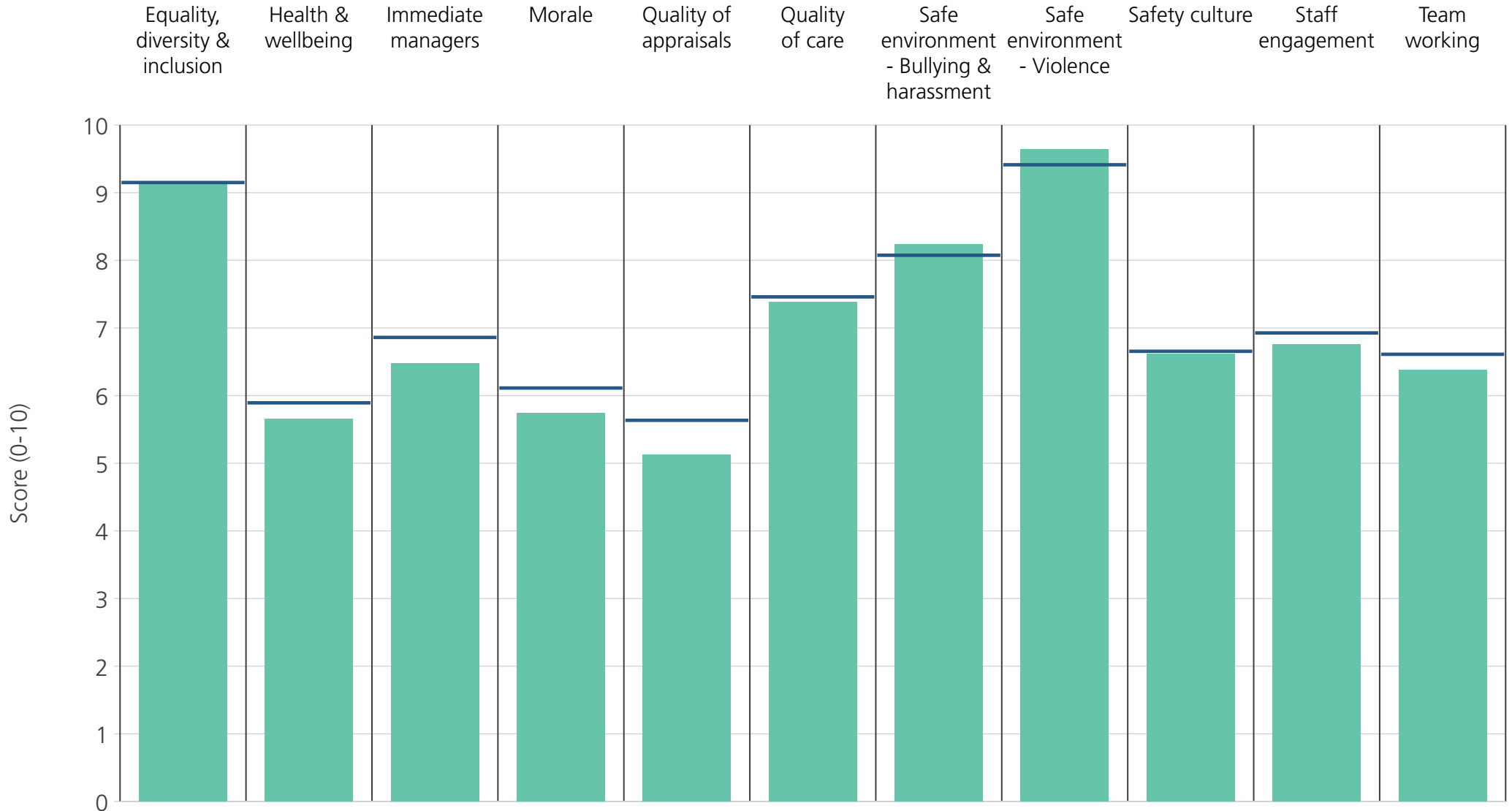
Directorate	8.9	6.3	6.5	6.2	5.9	7.6	8.6	9.4	6.5	7.0	6.0
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	280	282	282	278	208	245	276	279	282	281	272



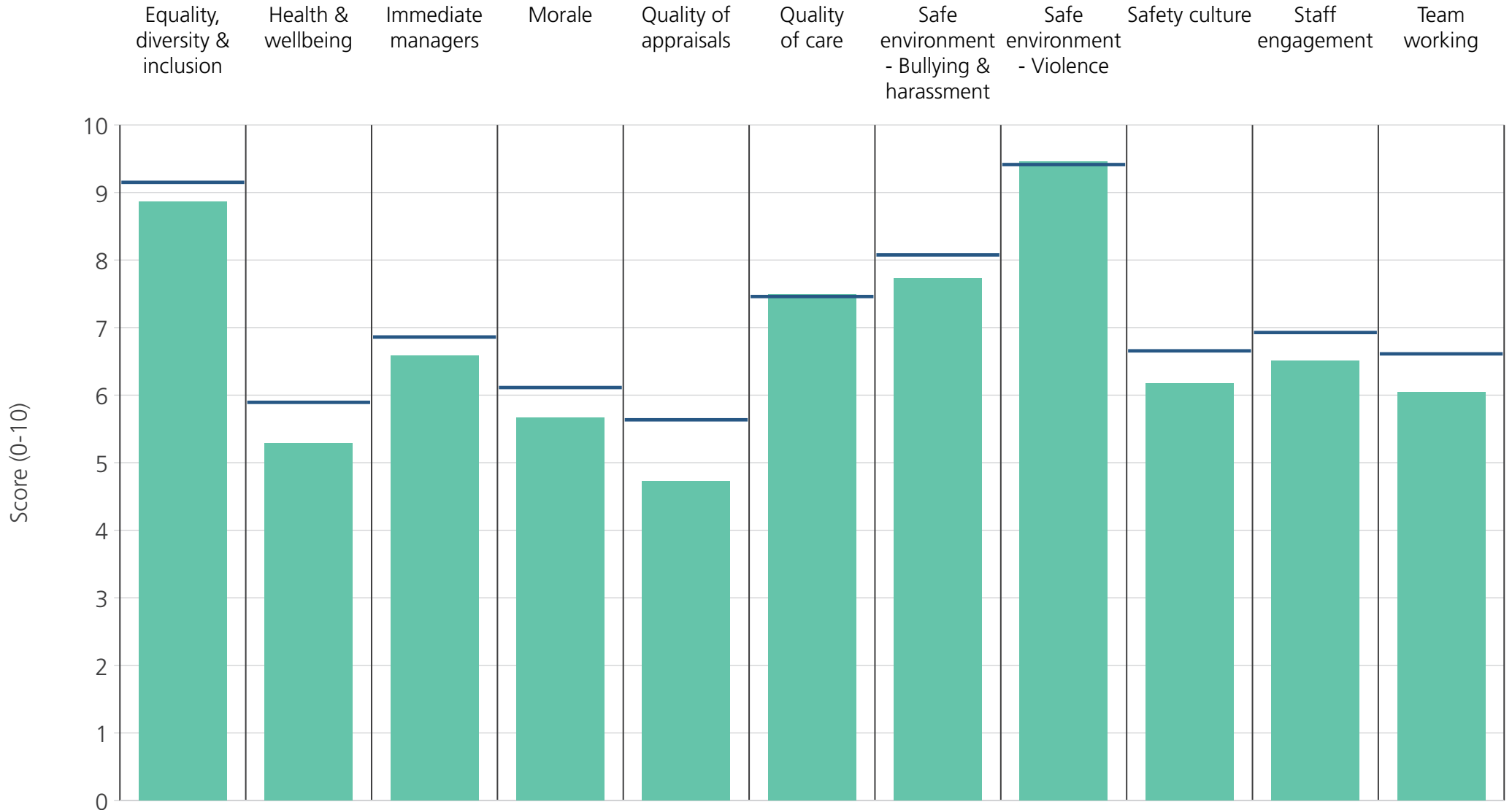
Directorate	9.1	5.8	7.3	6.3	5.6	7.6	7.6	9.1	7.0	7.2	6.9
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	286	287	288	285	249	272	284	284	288	294	294



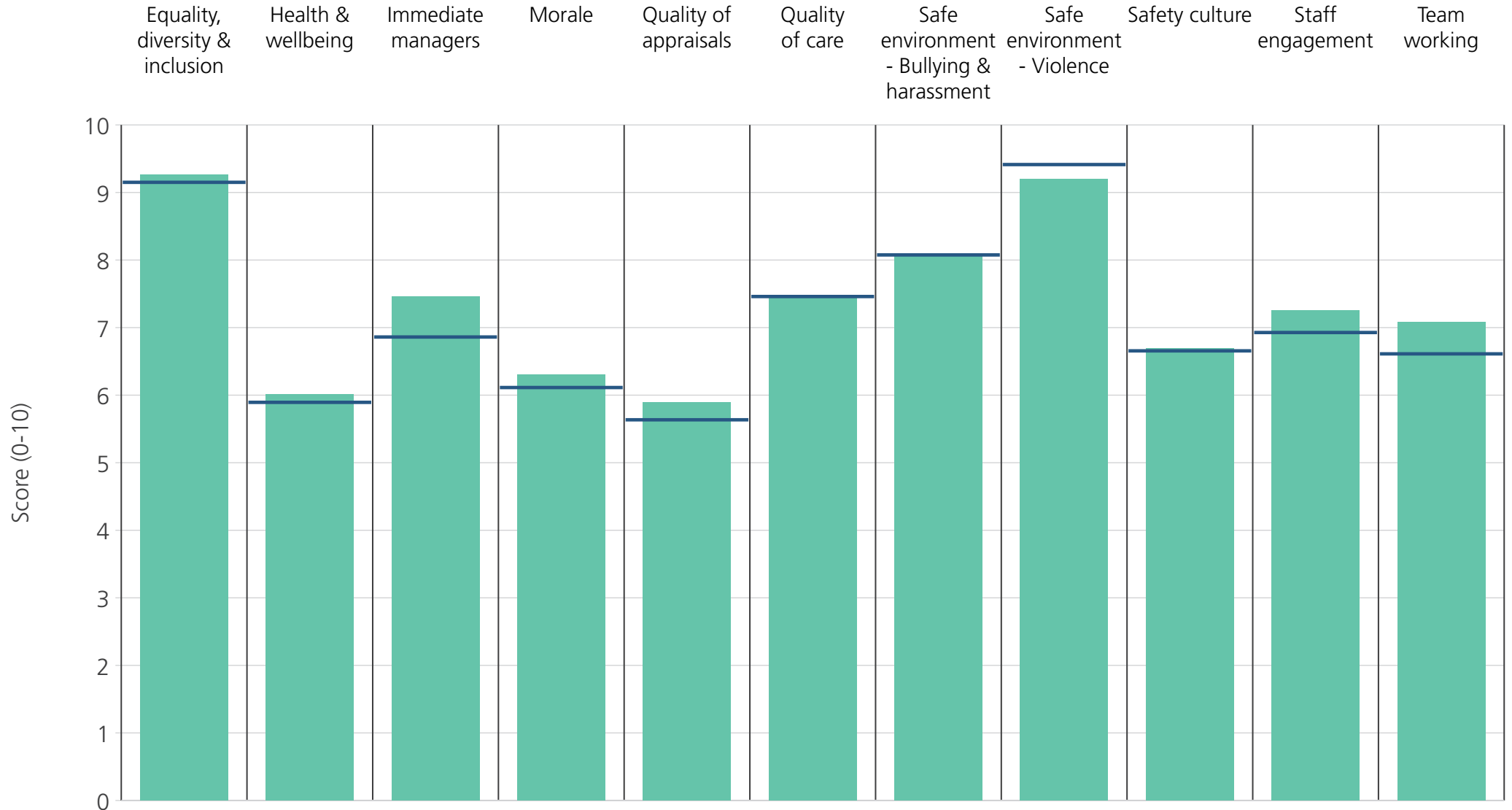
Directorate	9.2	5.8	6.5	6.0	5.2	7.6	8.4	9.8	6.6	6.7	6.3
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	285	288	288	280	256	261	286	285	283	291	288



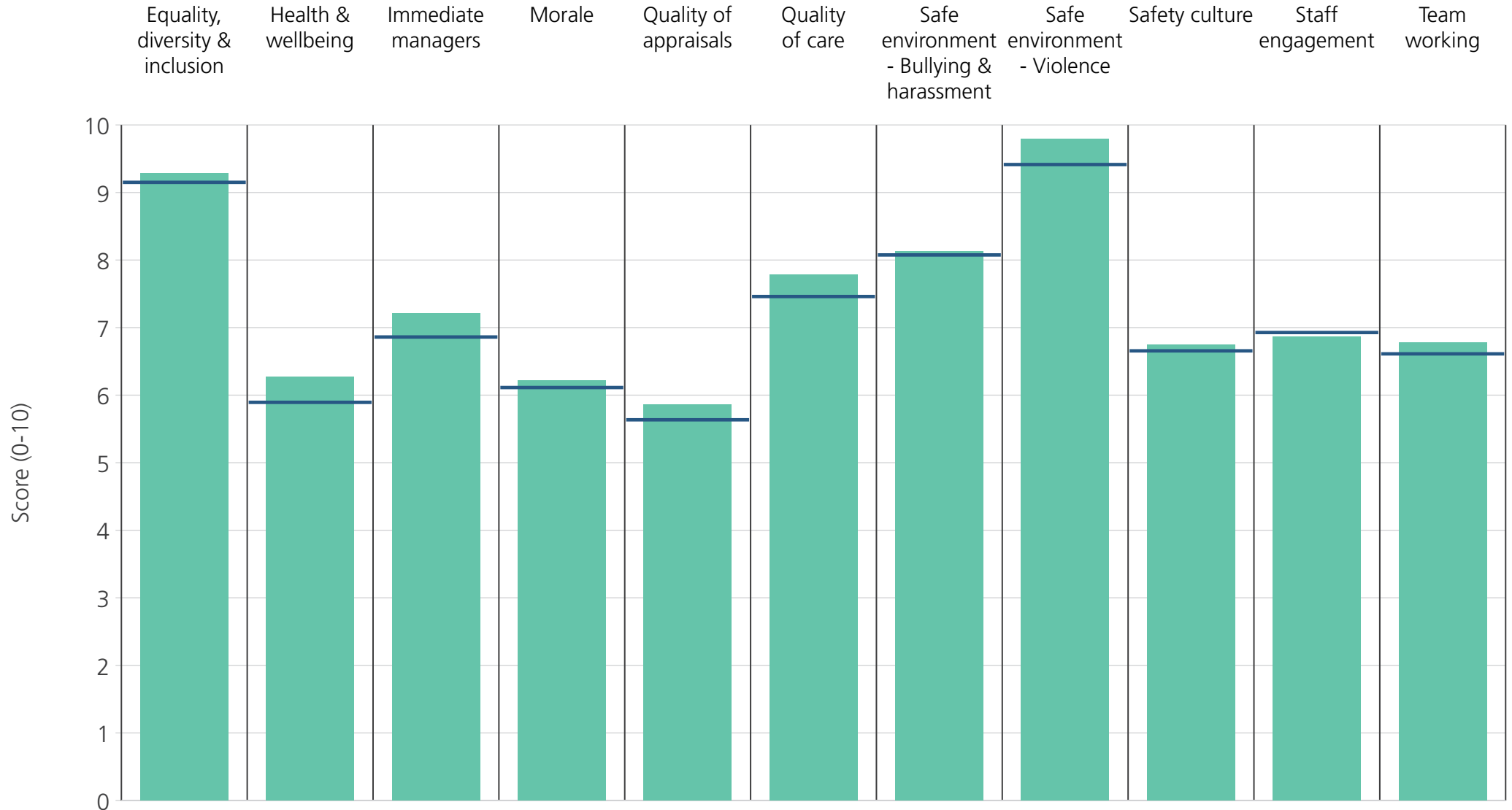
Directorate	9.2	5.7	6.5	5.7	5.1	7.4	8.2	9.6	6.6	6.8	6.4
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	252	254	254	249	206	247	253	253	253	261	257



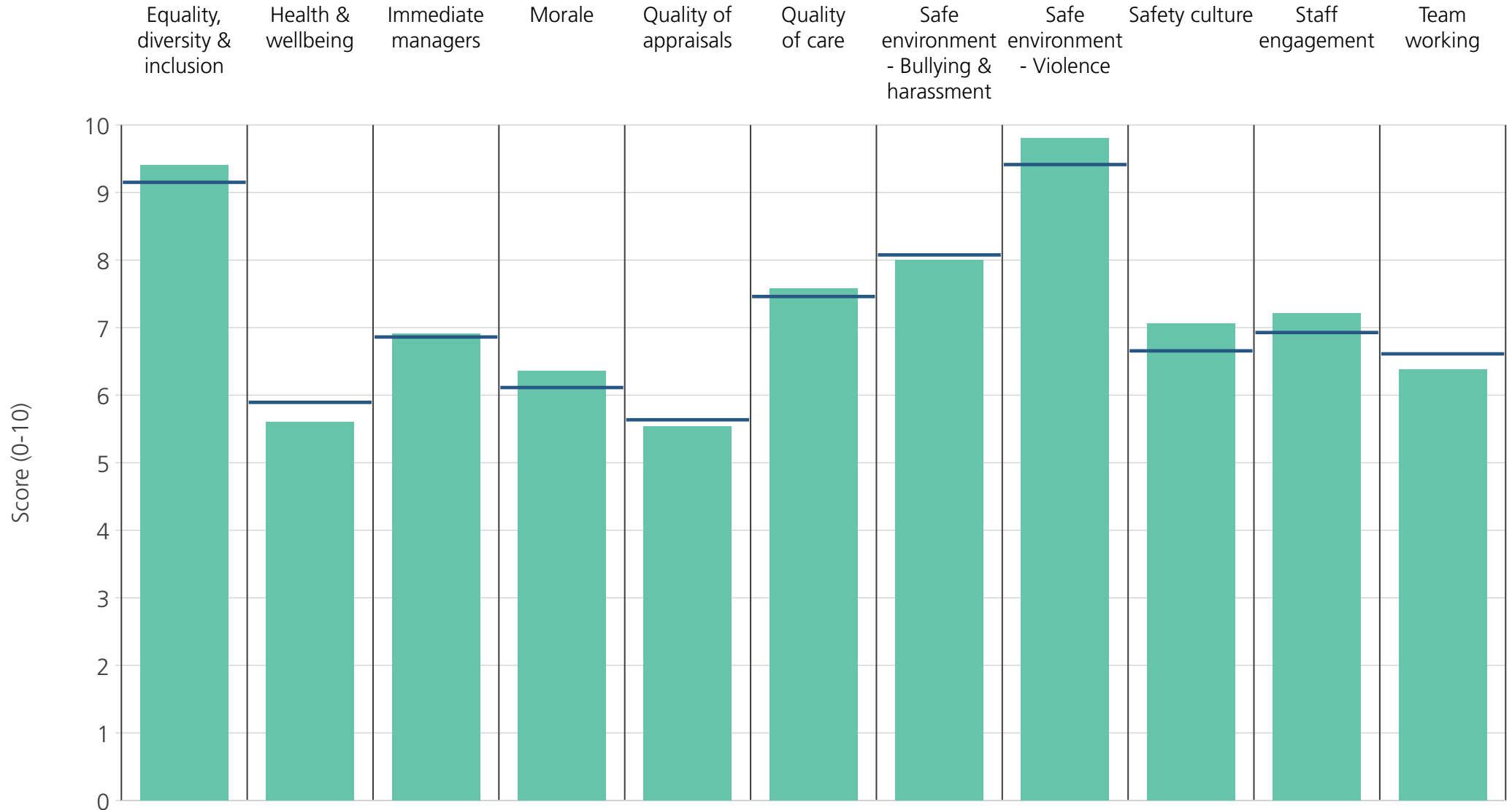
Directorate	8.9	5.3	6.6	5.7	4.7	7.5	7.7	9.5	6.2	6.5	6.0
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	206	210	210	201	175	203	207	208	205	212	211



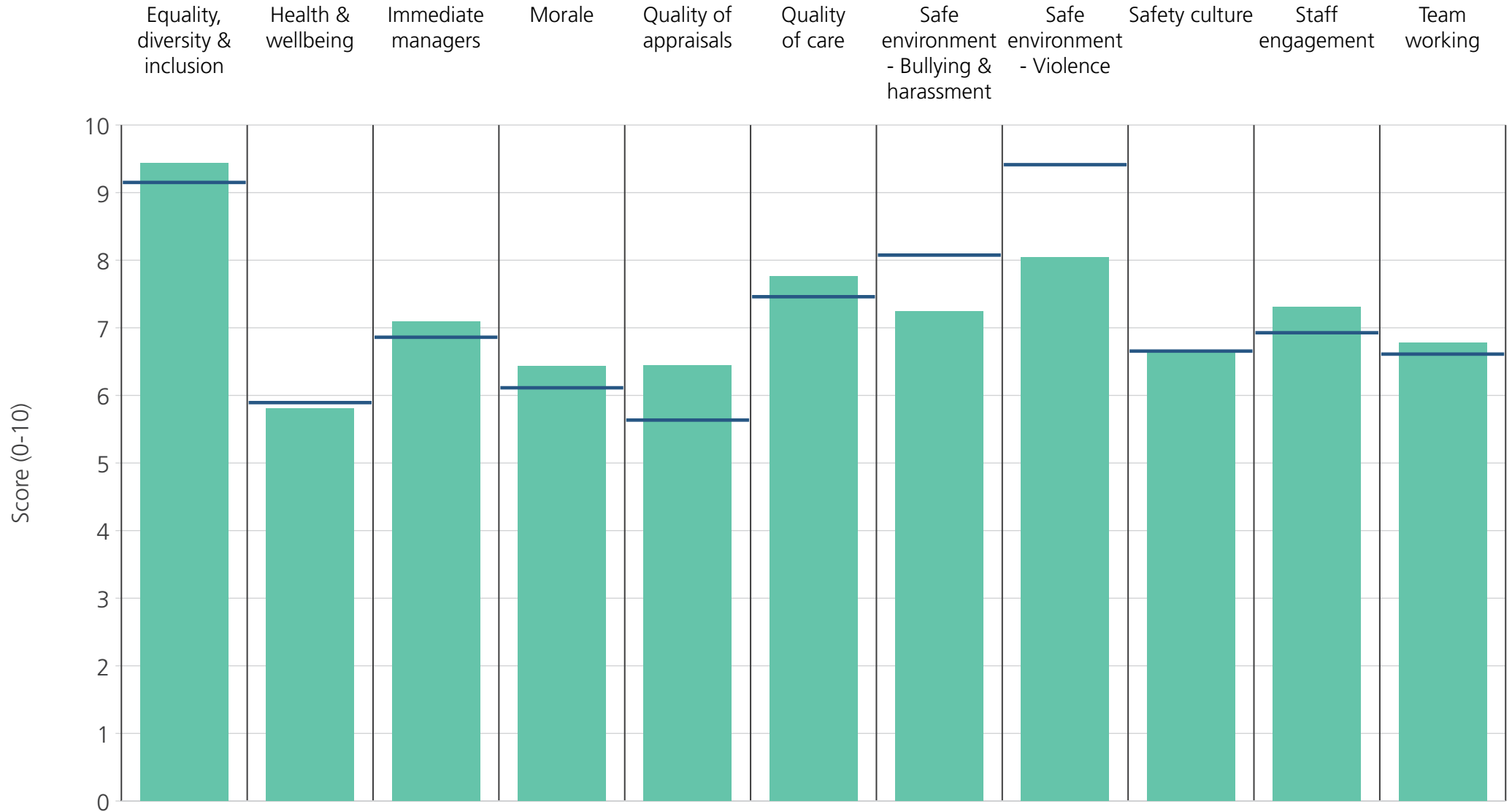
Directorate	9.3	6.0	7.5	6.3	5.9	7.5	8.1	9.2	6.7	7.2	7.1
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	219	221	220	215	188	213	217	217	217	224	221



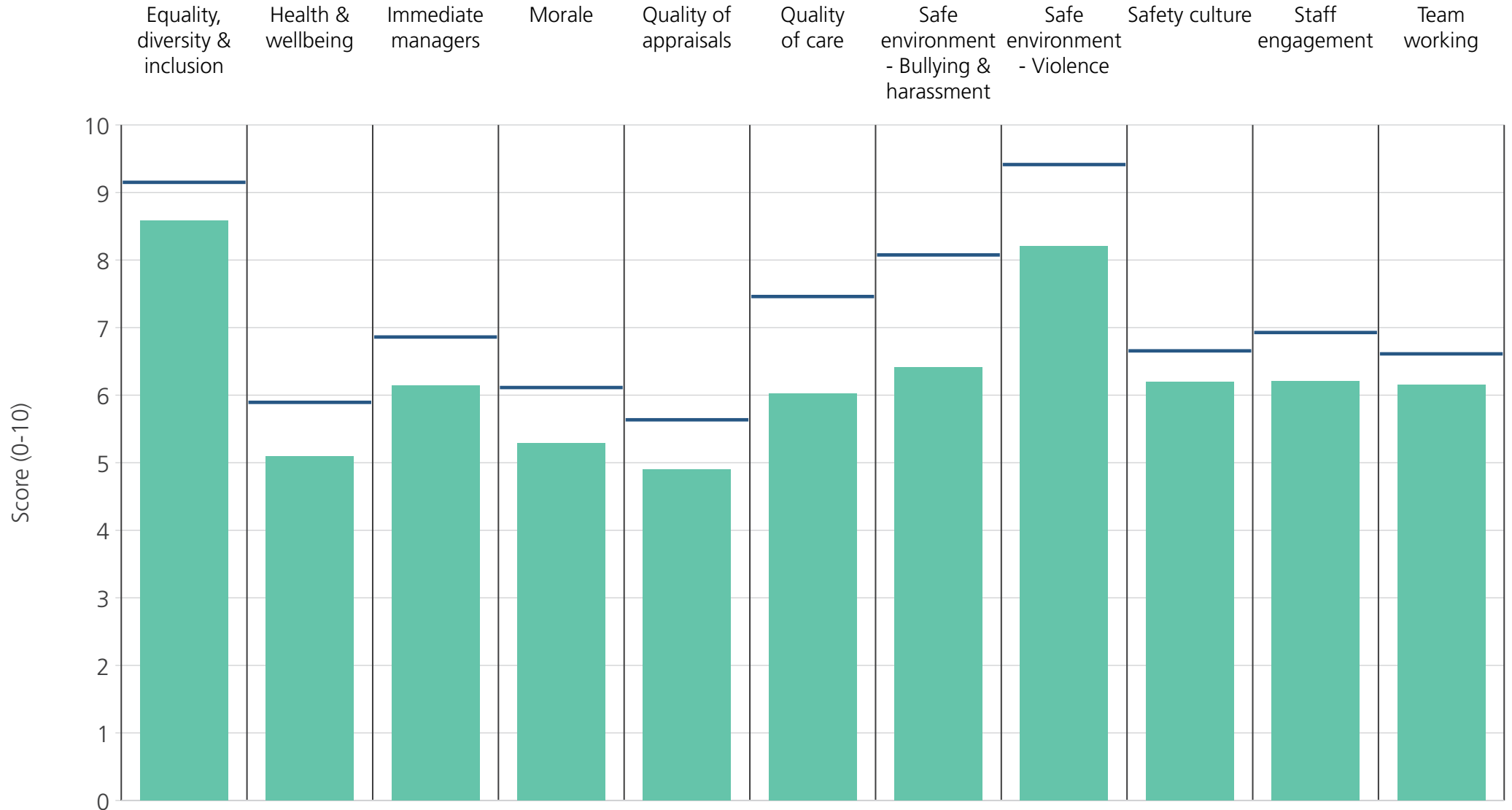
Directorate	9.3	6.3	7.2	6.2	5.9	7.8	8.1	9.8	6.7	6.9	6.8
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	274	278	277	273	240	240	276	276	273	279	272



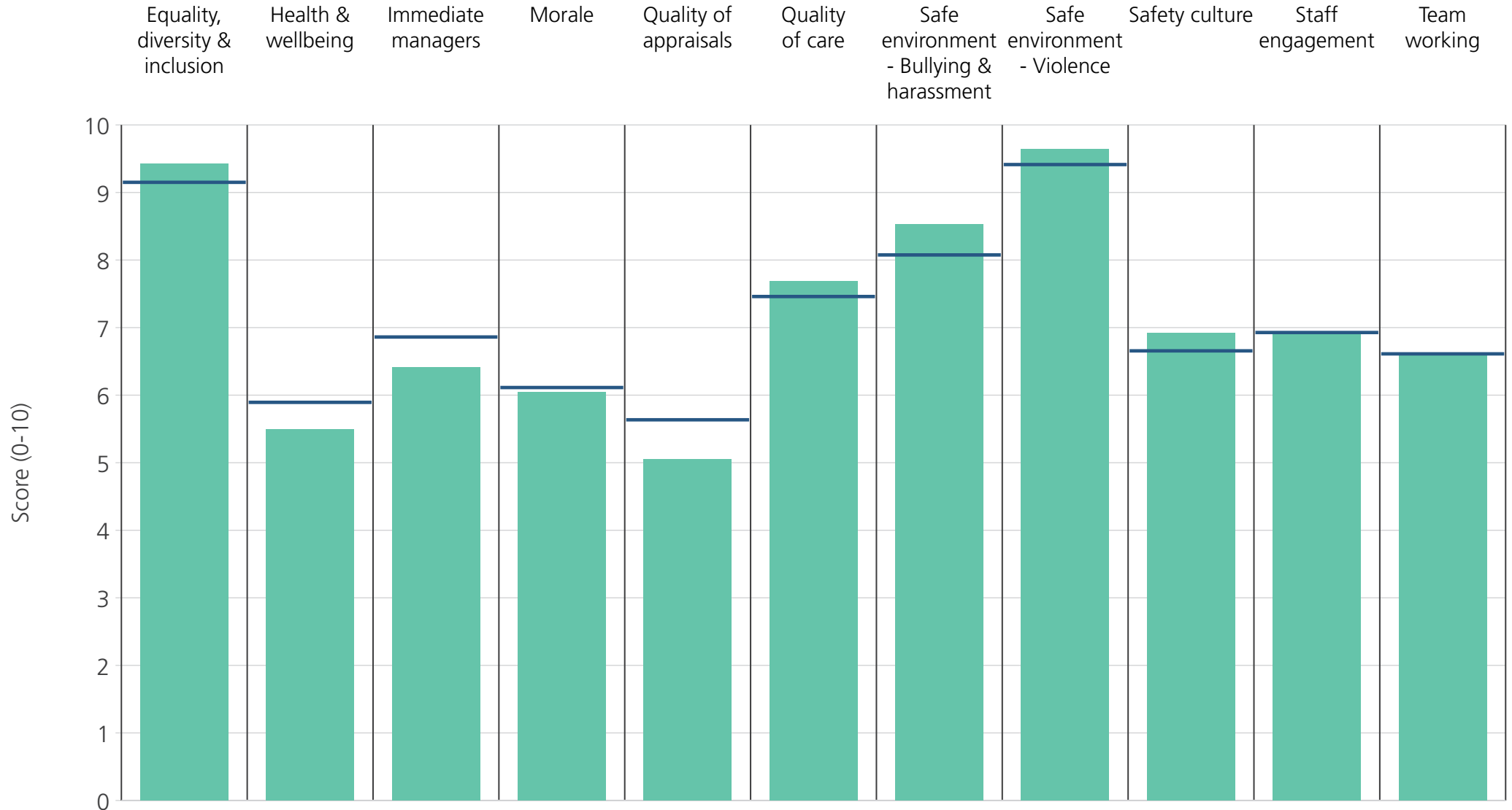
Directorate	9.4	5.6	6.9	6.4	5.5	7.6	8.0	9.8	7.1	7.2	6.4
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	216	217	216	214	185	210	215	216	215	222	217



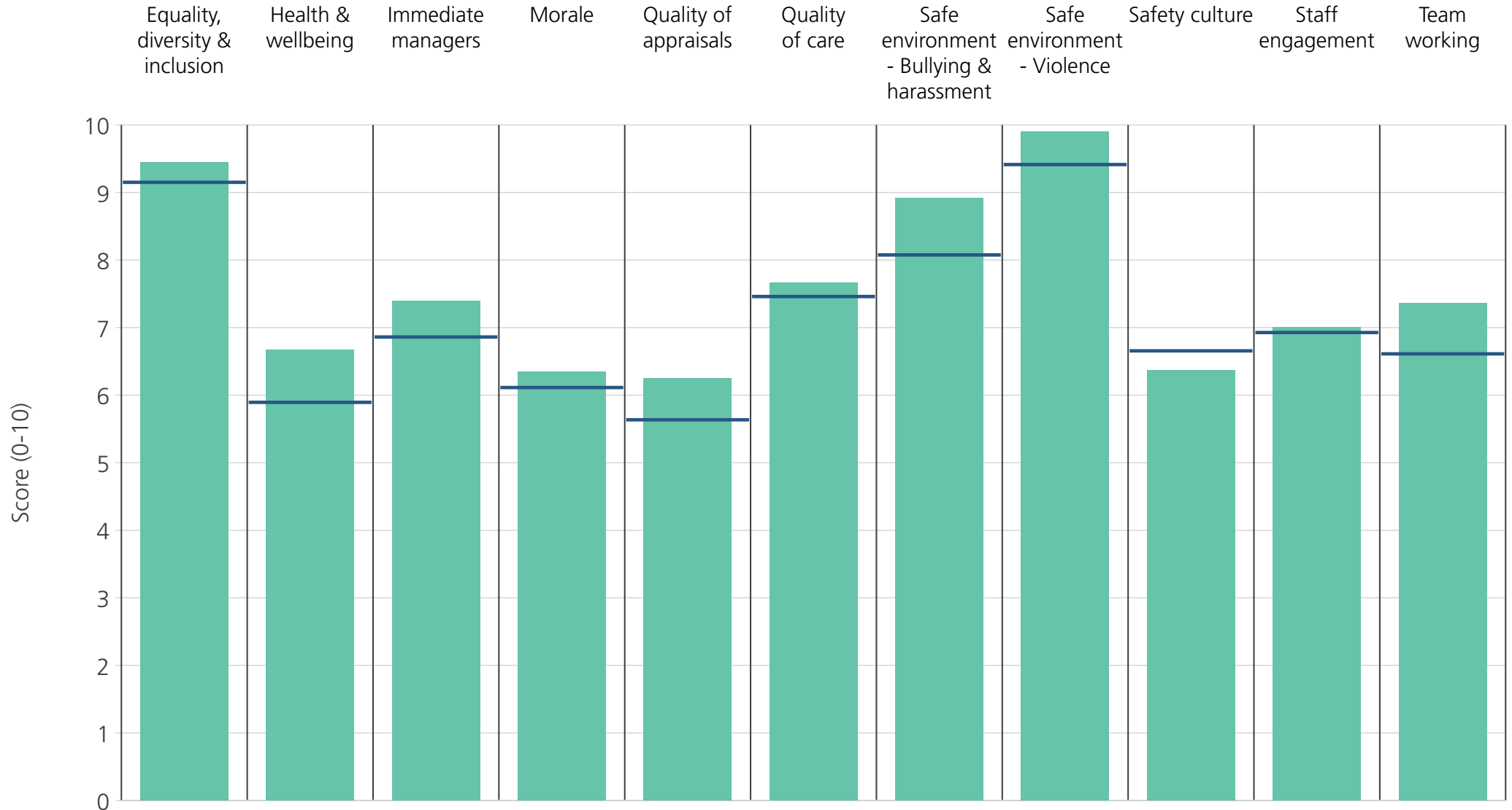
Directorate	9.4	5.8	7.1	6.4	6.4	7.8	7.2	8.0	6.7	7.3	6.8
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	110	110	110	107	85	112	110	107	108	117	115



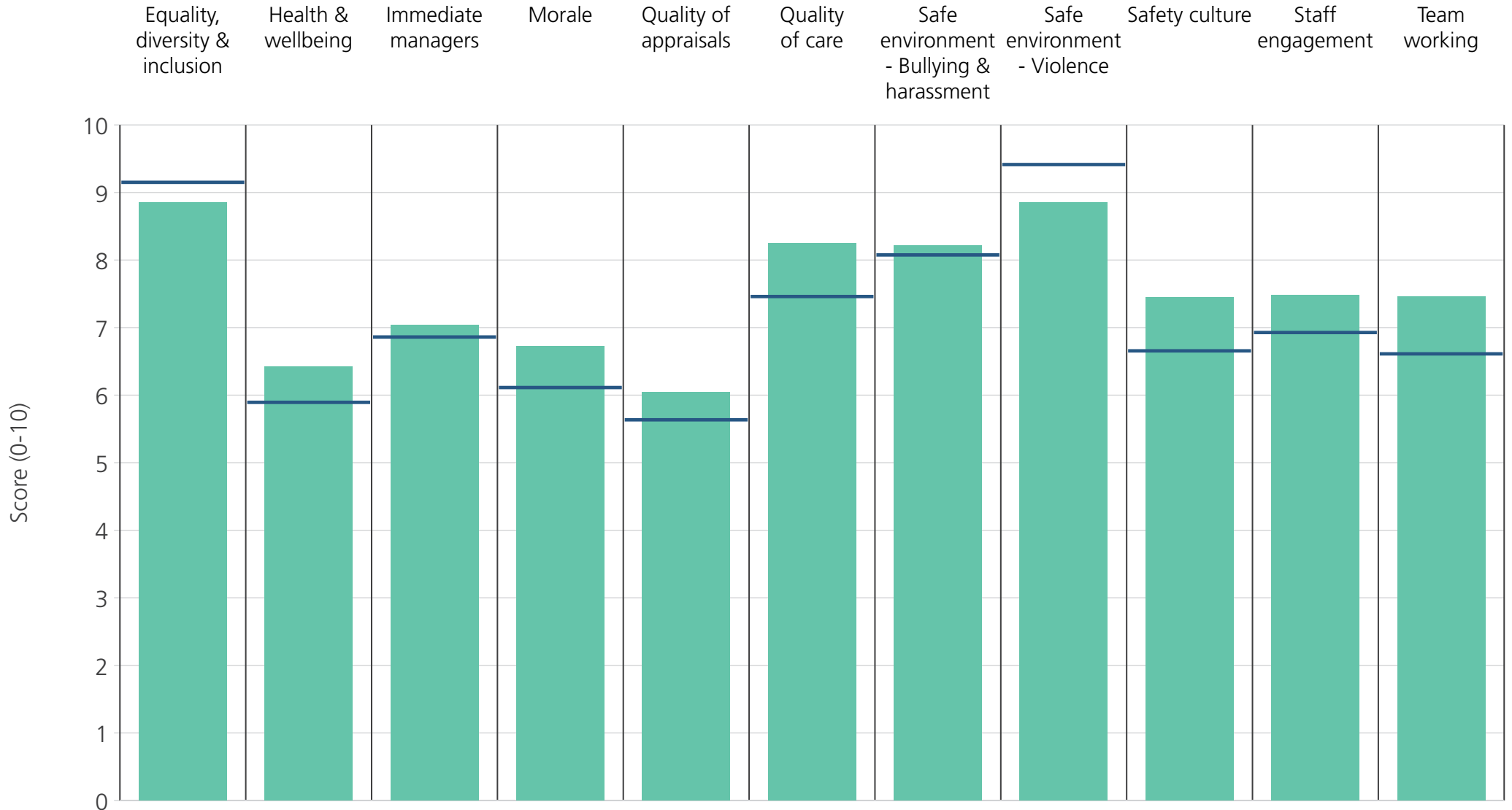
Directorate	8.6	5.1	6.1	5.3	4.9	6.0	6.4	8.2	6.2	6.2	6.2
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	118	119	119	113	91	115	116	117	116	121	120



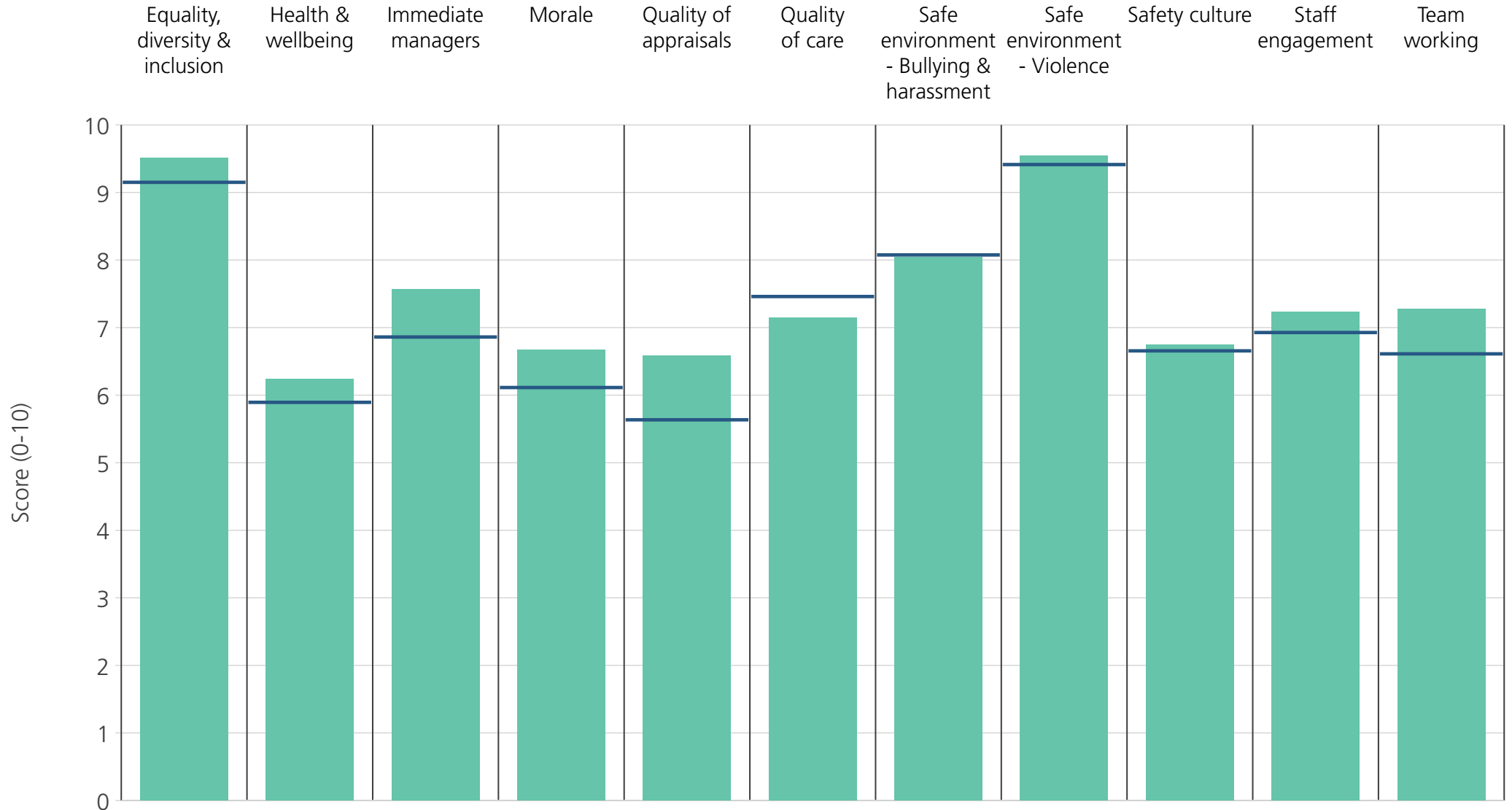
Directorate	9.4	5.5	6.4	6.0	5.1	7.7	8.5	9.6	6.9	6.9	6.6
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	175	176	176	169	154	173	175	174	171	179	177



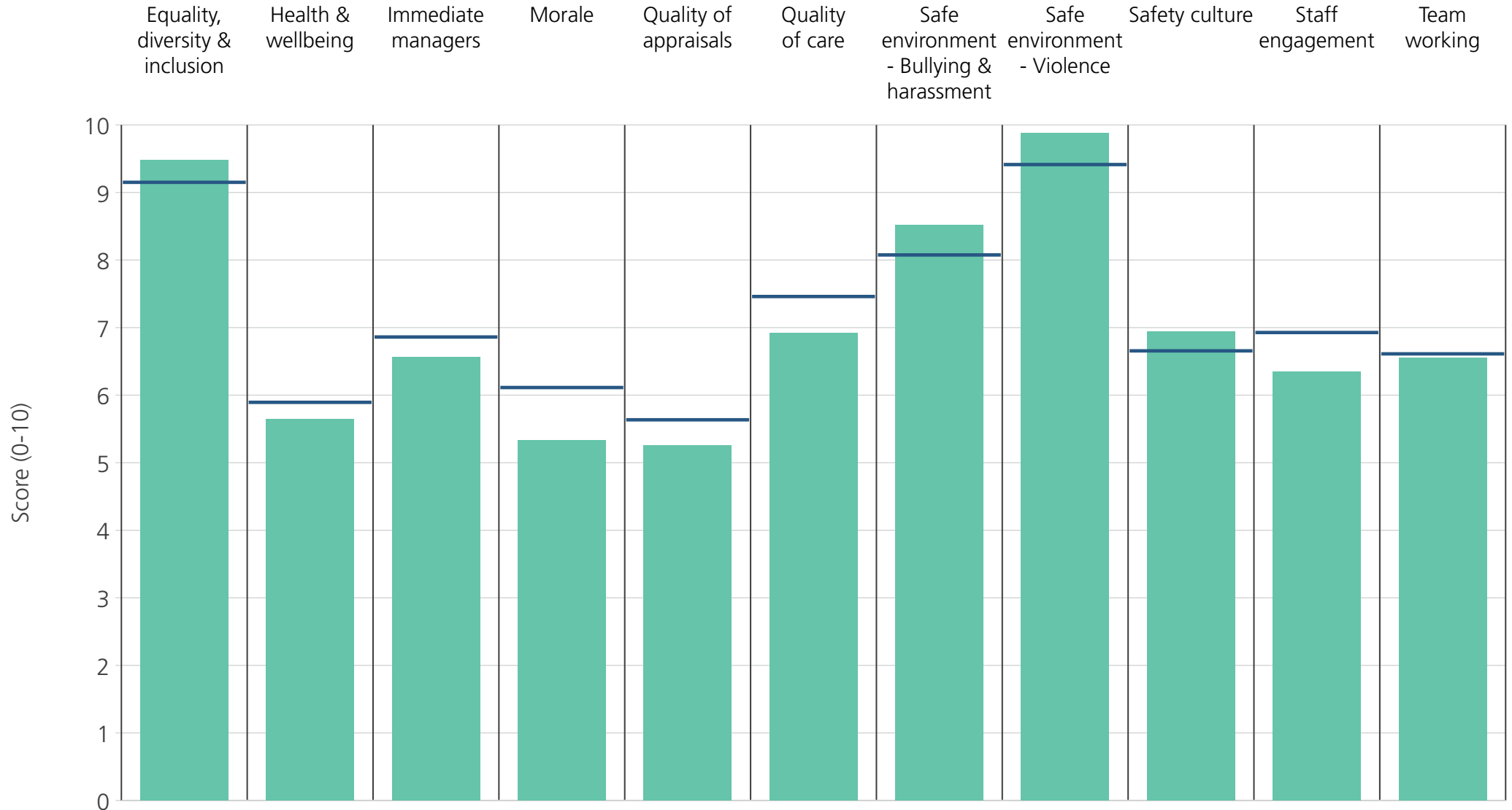
Directorate	9.4	6.7	7.4	6.3	6.3	7.7	8.9	9.9	6.4	7.0	7.4
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	231	235	235	233	216	124	234	234	231	237	234



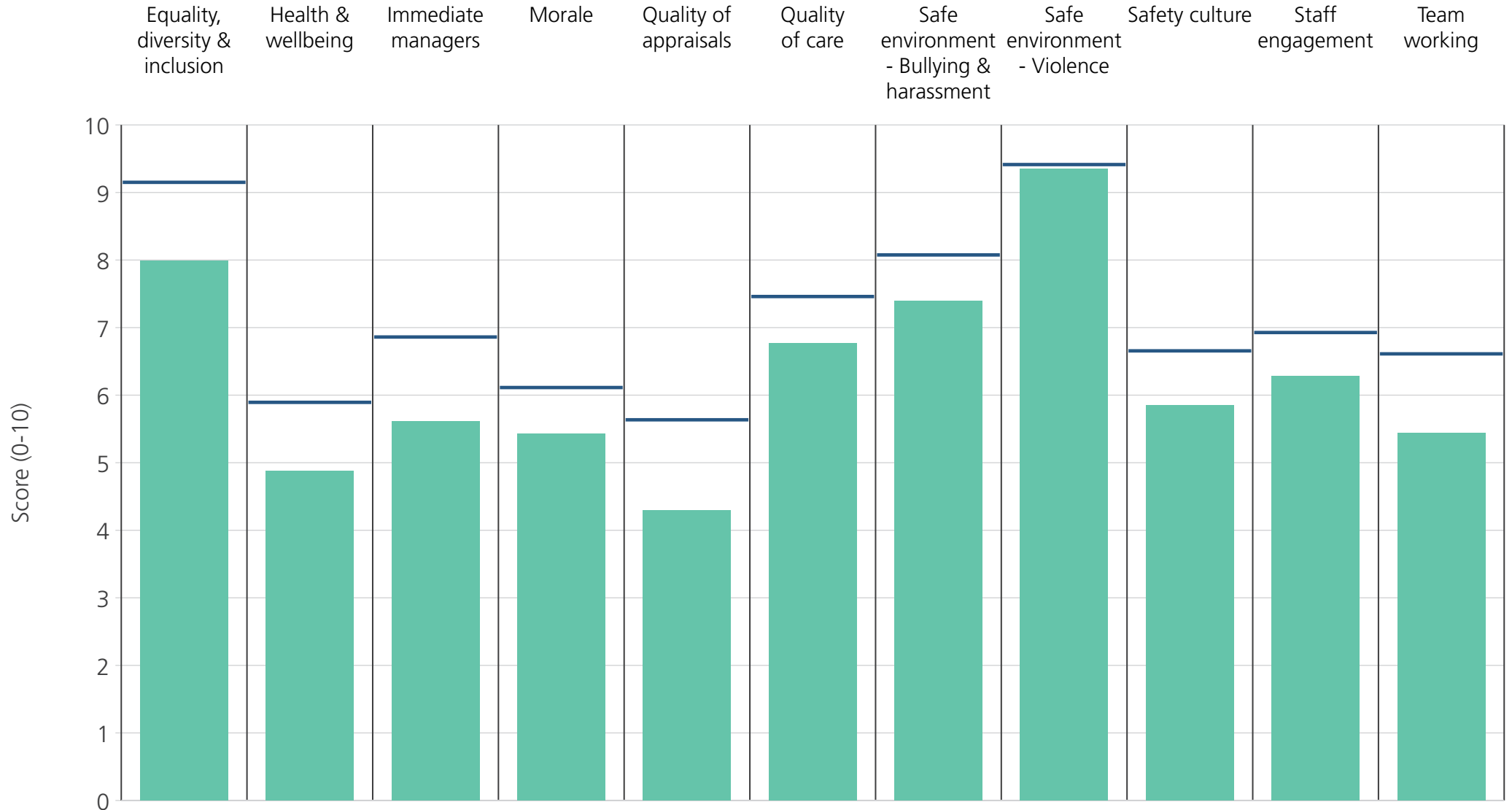
Directorate	8.8	6.4	7.0	6.7	6.0	8.3	8.2	8.8	7.5	7.5	7.5
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	170	174	173	164	152	167	172	171	170	175	173



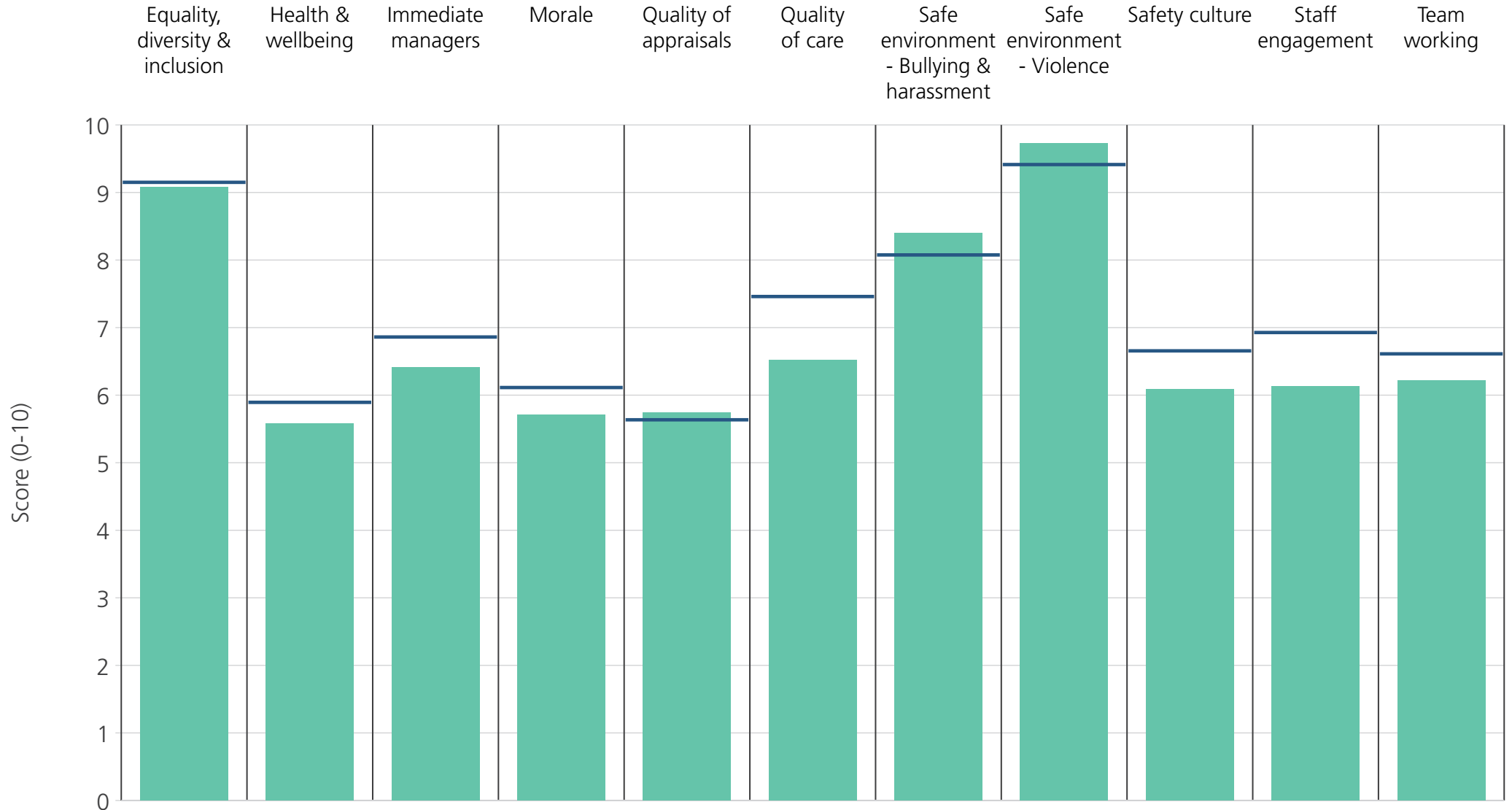
Directorate	9.5	6.2	7.6	6.7	6.6	7.1	8.0	9.5	6.7	7.2	7.3
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	154	154	154	151	137	151	152	154	154	156	151



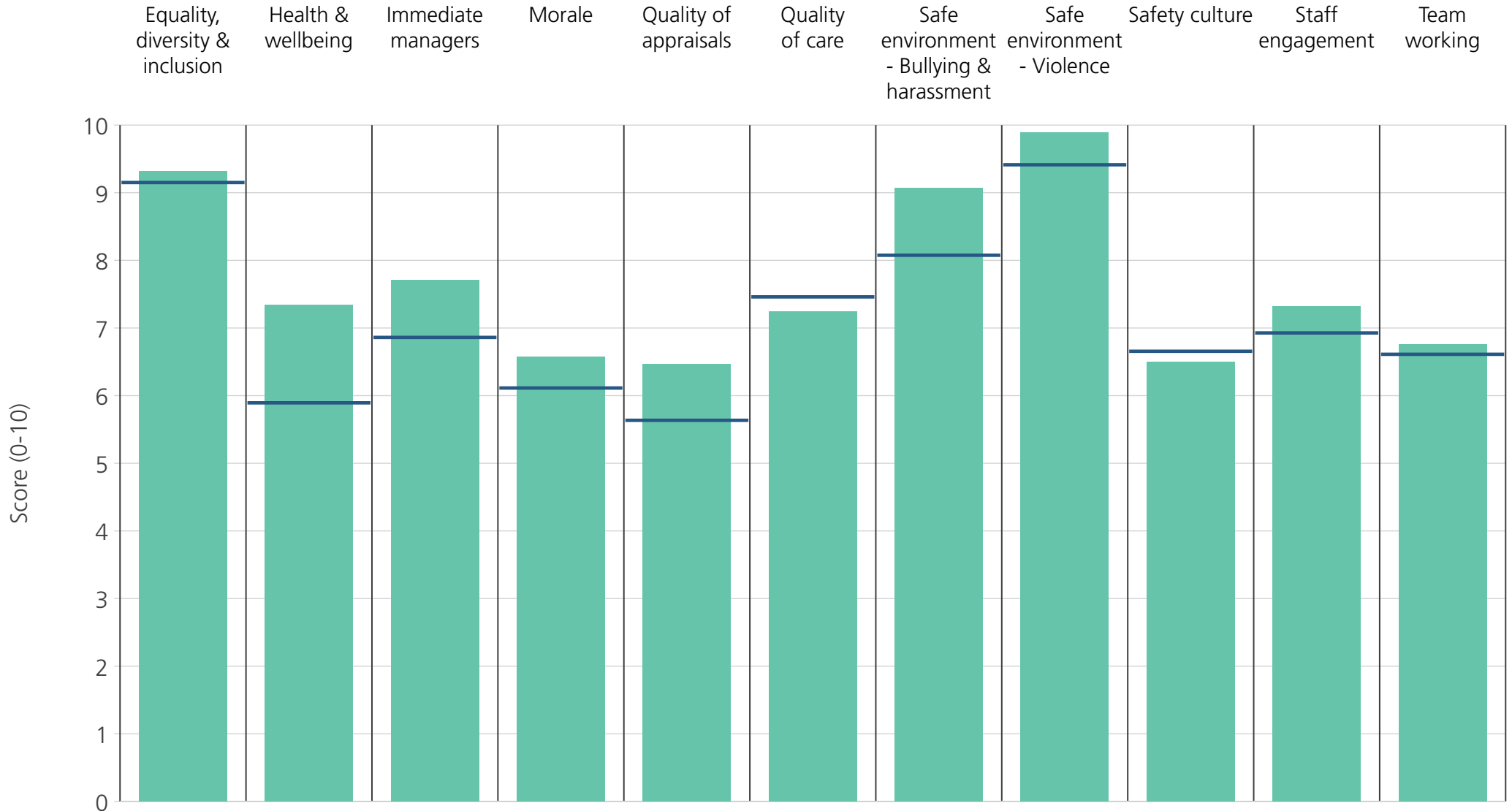
Directorate	9.5	5.6	6.6	5.3	5.3	6.9	8.5	9.9	6.9	6.3	6.5
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	107	107	107	106	101	93	106	107	107	109	109



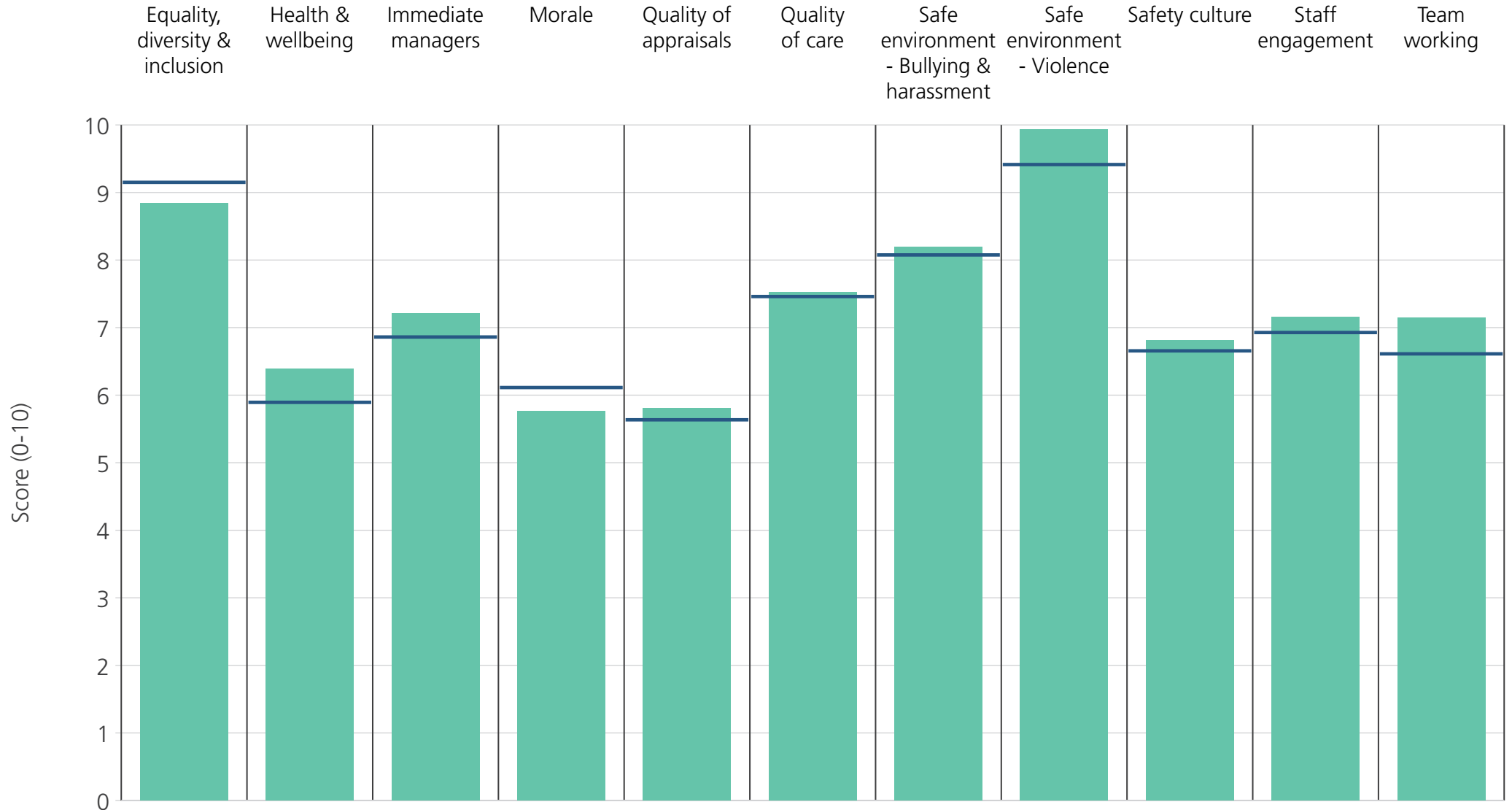
Directorate	8.0	4.9	5.6	5.4	4.3	6.8	7.4	9.3	5.8	6.3	5.4
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	93	93	94	93	66	61	92	92	93	95	94



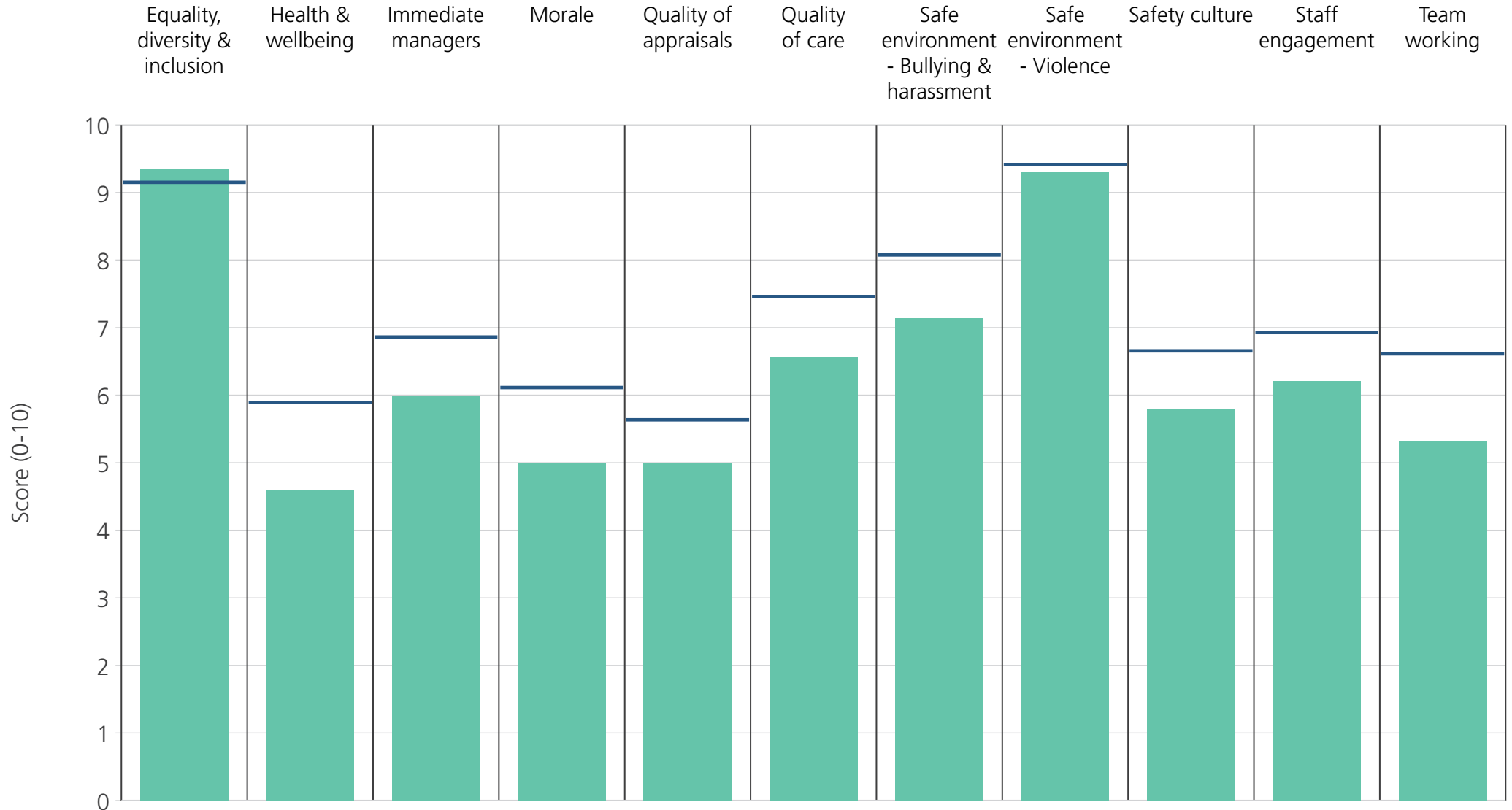
Directorate	9.1	5.6	6.4	5.7	5.7	6.5	8.4	9.7	6.1	6.1	6.2
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	72	73	73	72	44	41	71	73	72	74	74



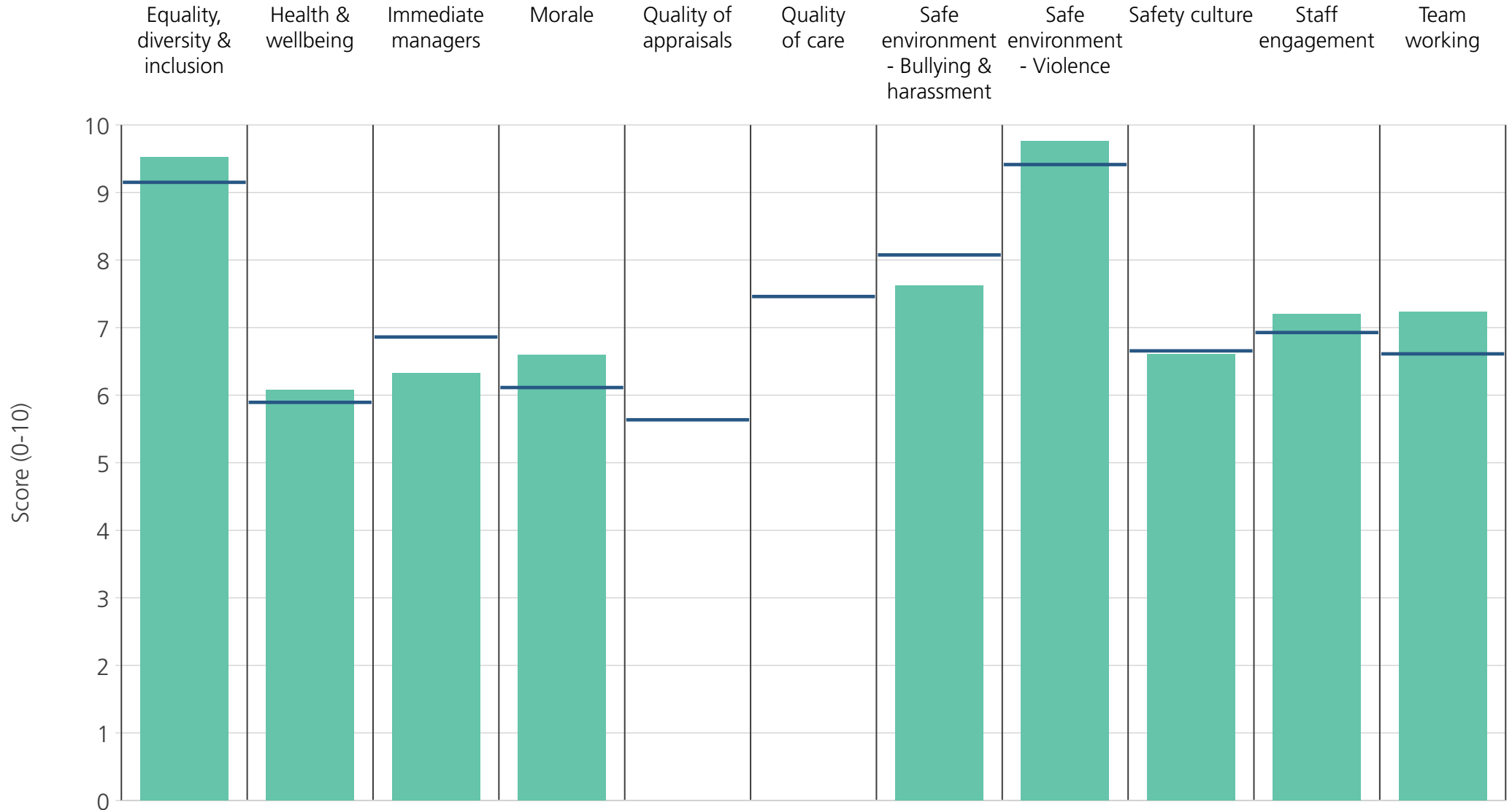
Directorate	9.3	7.3	7.7	6.6	6.5	7.2	9.1	9.9	6.5	7.3	6.8
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	57	58	58	58	46	35	57	58	56	60	59



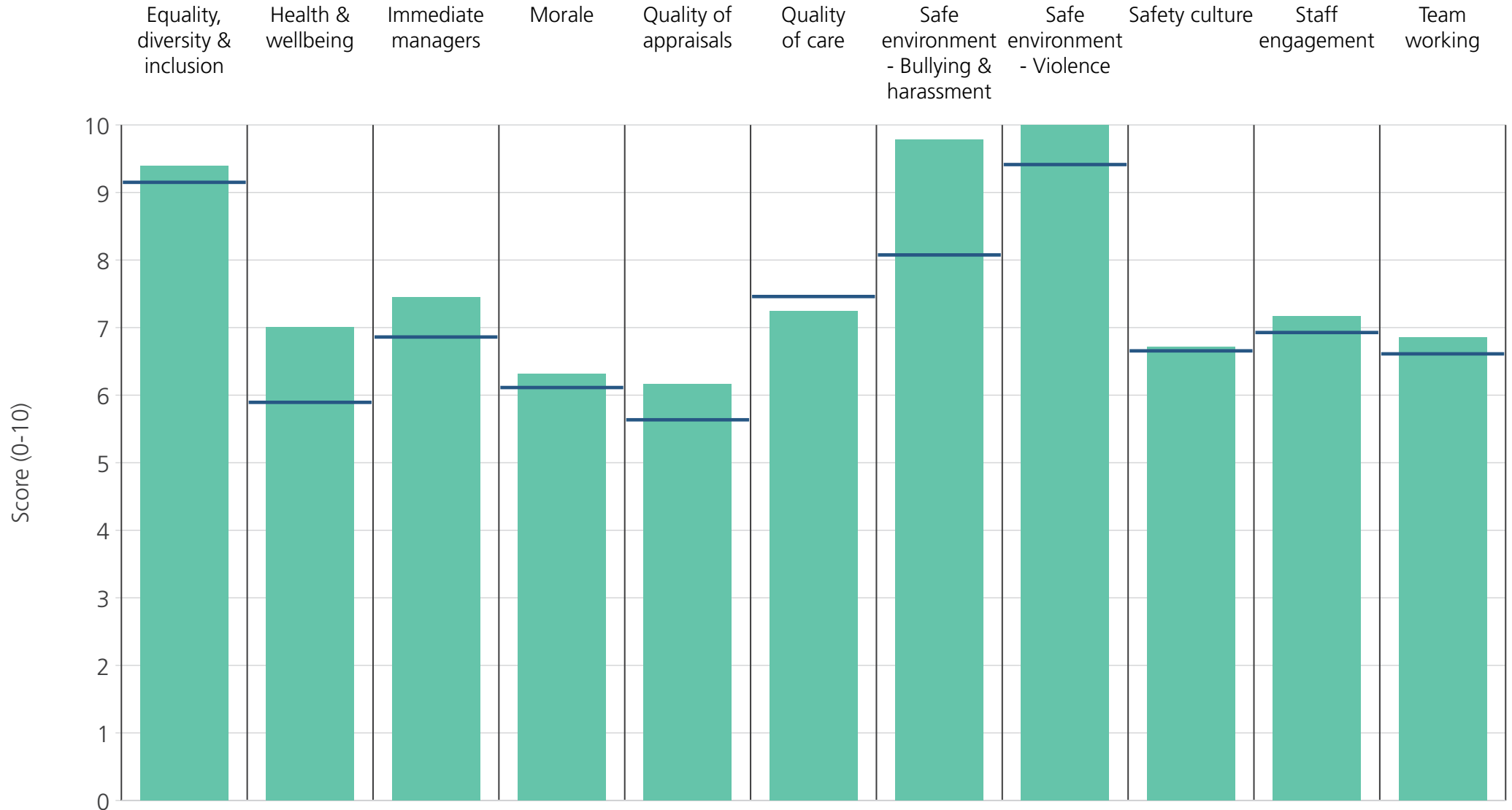
Directorate	8.8	6.4	7.2	5.8	5.8	7.5	8.2	9.9	6.8	7.2	7.1
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	46	48	47	46	42	32	47	47	46	50	49



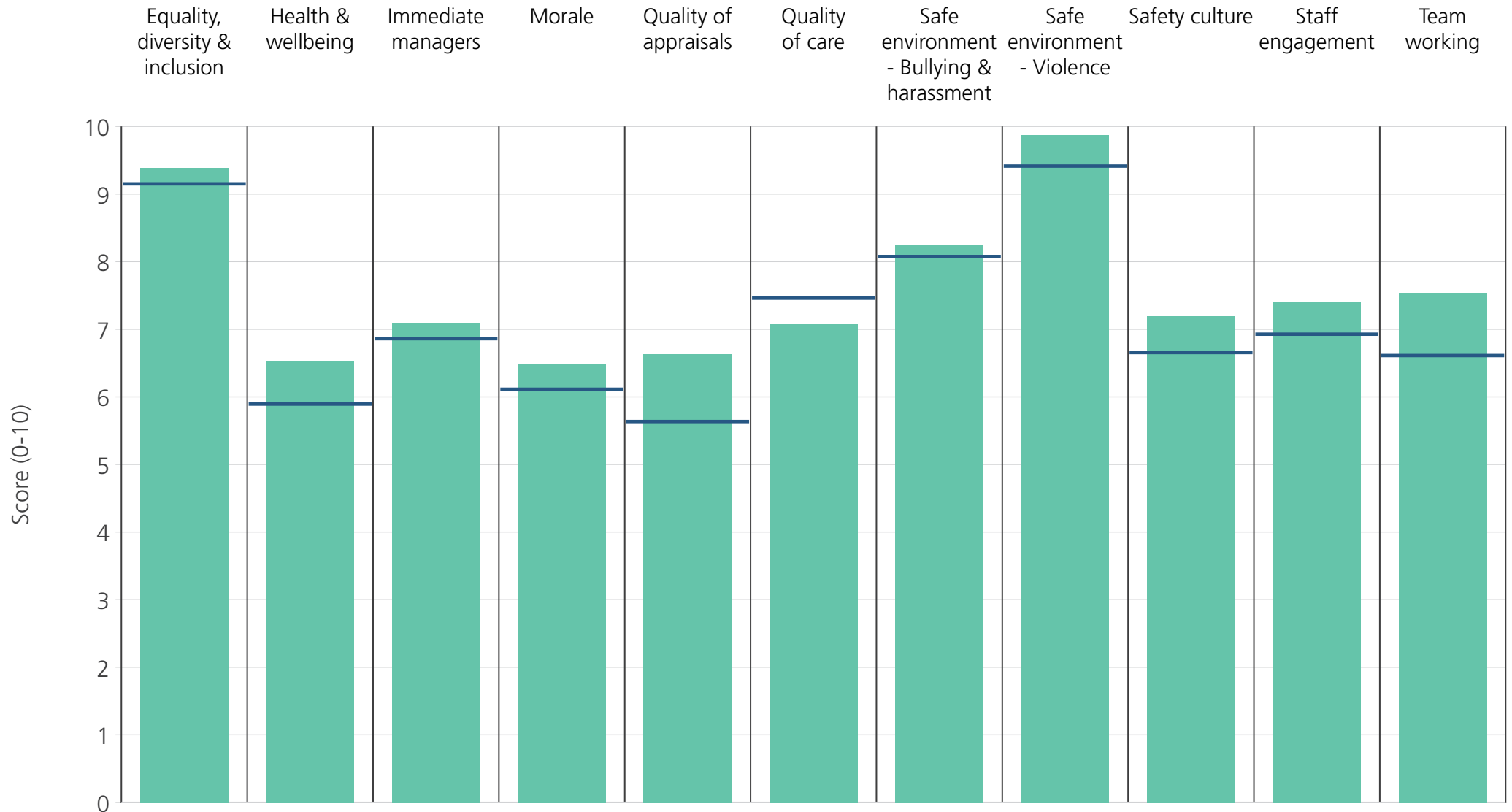
Directorate	9.3	4.6	6.0	5.0	5.0	6.6	7.1	9.3	5.8	6.2	5.3
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	33	33	33	33	22	23	32	33	33	33	31



Directorate	9.5	6.1	6.3	6.6			7.6	9.8	6.6	7.2	7.2
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	14	14	14	14	10	9	14	14	13	14	14



Directorate	9.4	7.0	7.4	6.3	6.2	7.2	9.8	10.0	6.7	7.2	6.9
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	33	33	33	33	28	13	31	33	33	33	33



Directorate	9.4	6.5	7.1	6.5	6.6	7.1	8.2	9.9	7.2	7.4	7.5
Your org	9.2	5.9	6.9	6.1	5.6	7.5	8.1	9.4	6.7	6.9	6.6
Responses	74	73	73	73	63	52	74	73	74	74	73