

East Lancashire Hospitals NHS Trust

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3	435 Acute Medicine	26
Themes – Directorates 1	4	435 General Surg Services L4	27
435 Diagnostics & Clinical Support	5	435 Anaesthetics & Critical Care L4	28
435 Surgical and Anaesthetics Services	6	435 Orthopaedic Services L4	29
435 Medicine & Emergency Care	7	435 Business Support Unit	30
435 Family Care	8	435 Clinical Laboratory Medicine L4	31
435 Community & Intermediate Care Services	9	435 Finance, Performance & IM&T L4	32
435 Estates & Facilities	10	435 IMPReS L4	33
435 Corporate Services	11	435 Digestive Diseases	34
435 Research & Development	12	435 Respiratory	35
Themes – Directorates 2	13	435 Ophthalmology L4	36
435 Therapies & Orthotics L4	14	Other	37
435 Midwifery, Obs & Gynae L4	15		
435 Theatres & Day Surgery L4	16		
435 Clinical Outpatients L4	17		
435 Patient Services L4	18		
435 Radiological Services L4	19		
435 MFOP/STROKE & COMM HOSPITAL L4	20		
435 Emergency Dept & Urgent Care	21		
435 District Nursing Com	22		
435 General Paediatrics L4	23		
435 Pharmacy L4	24		
435 Community Wards	25		

This directorate report for East Lancashire Hospitals 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 Lancashire Hospitals 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.

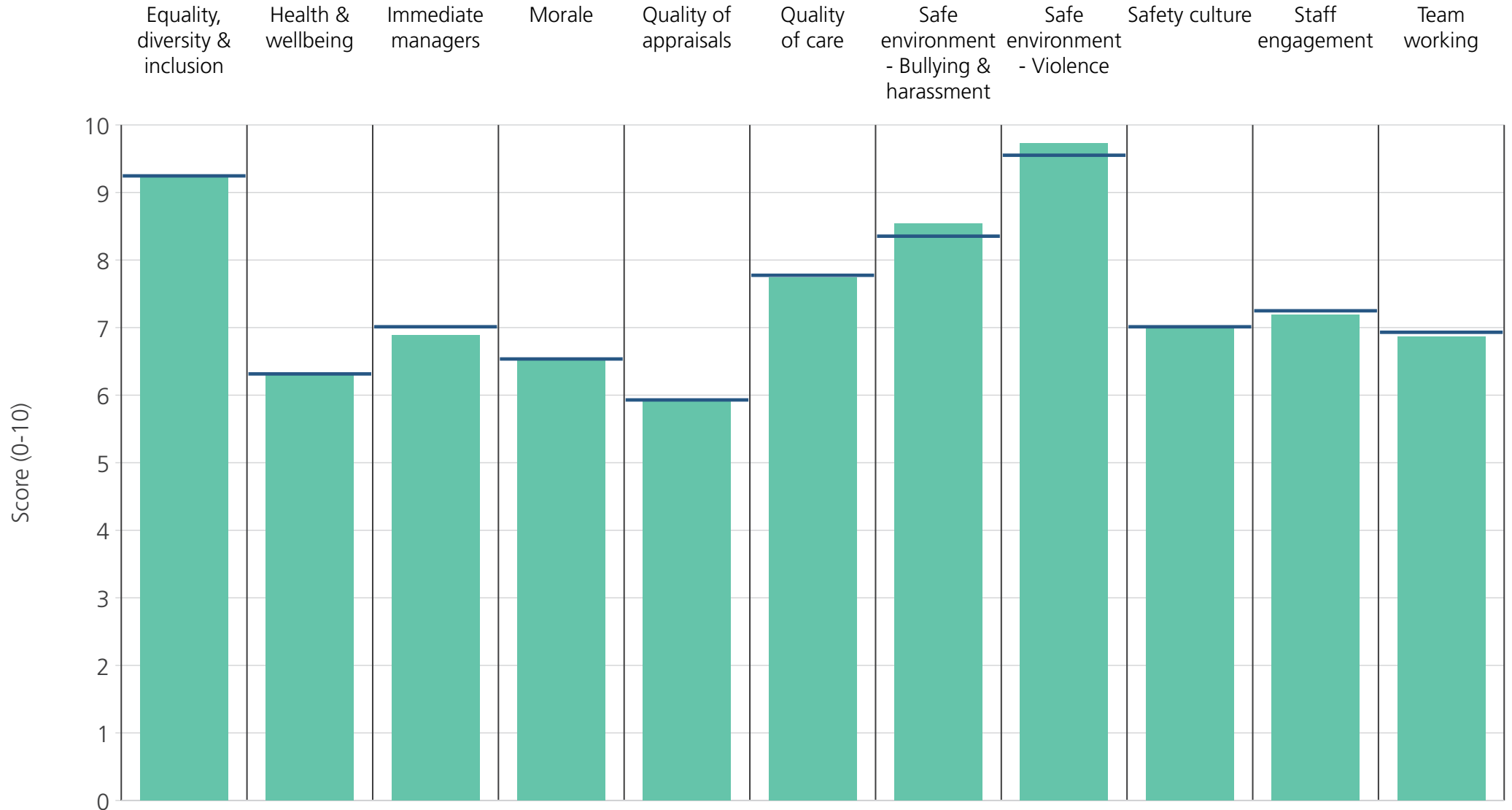
Directorate results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a directorate is performing better or worse than the organisation average. For all themes, a higher score is a better result than a lower score.

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

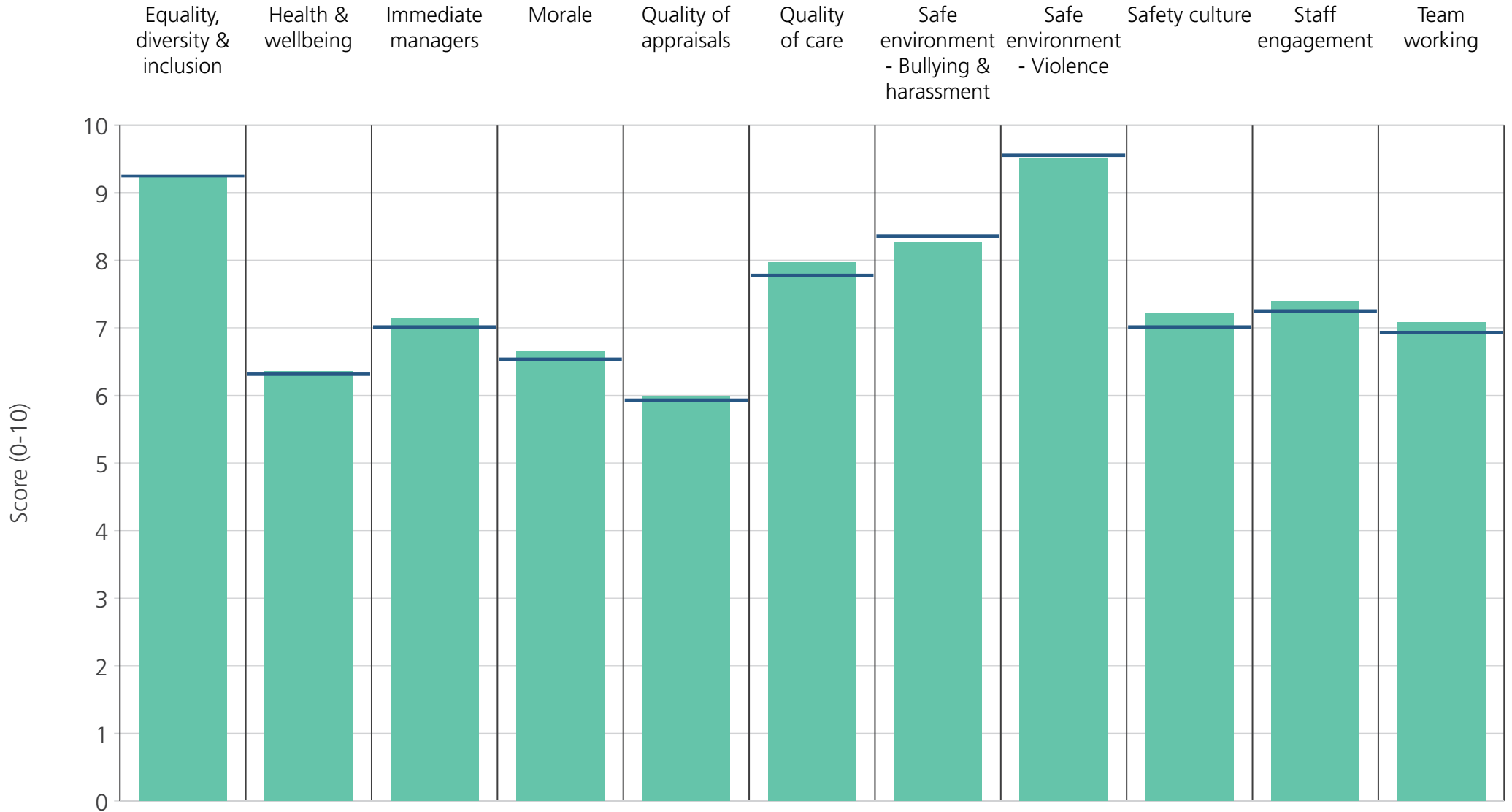


! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

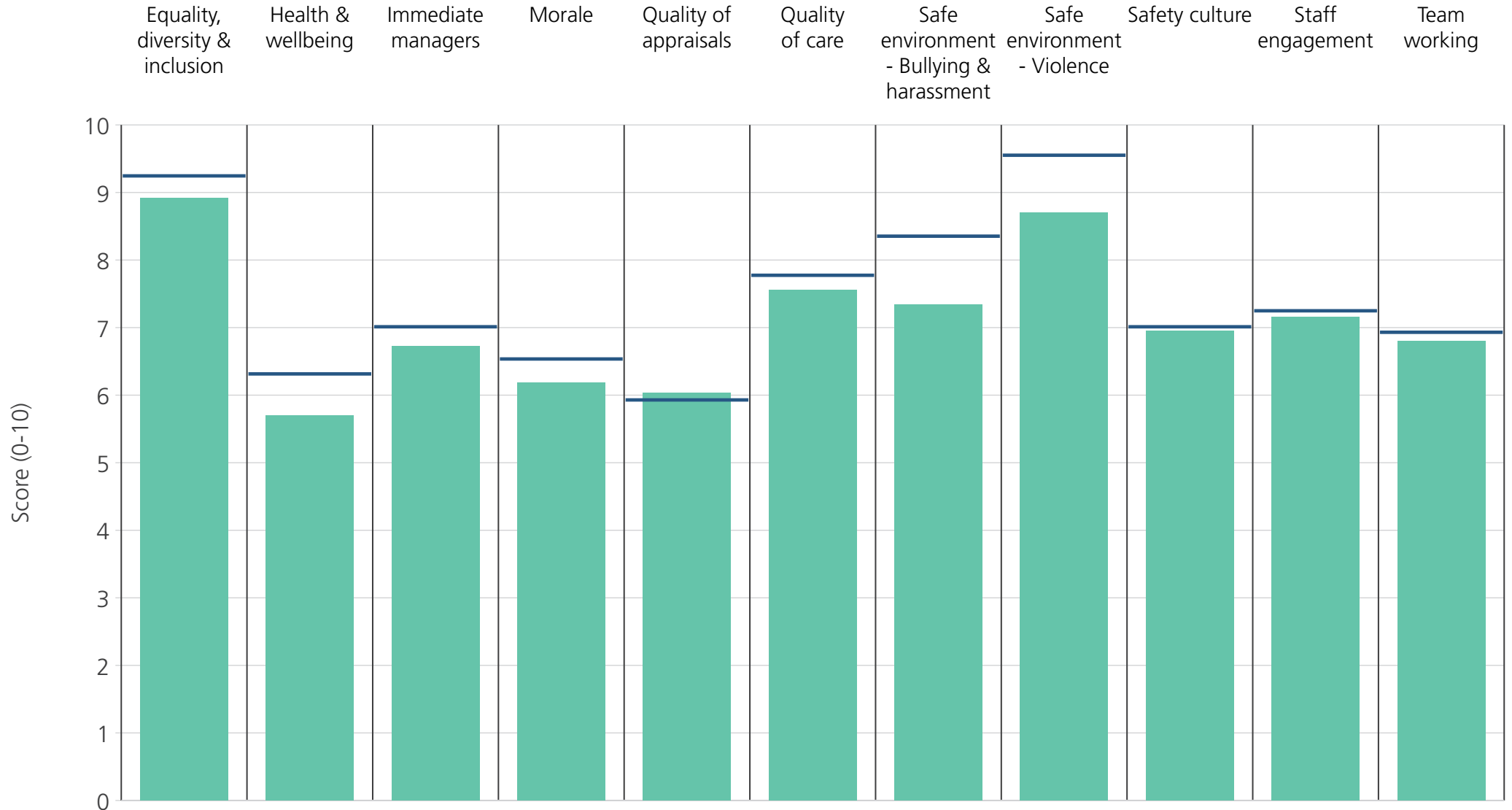
Directorates 1



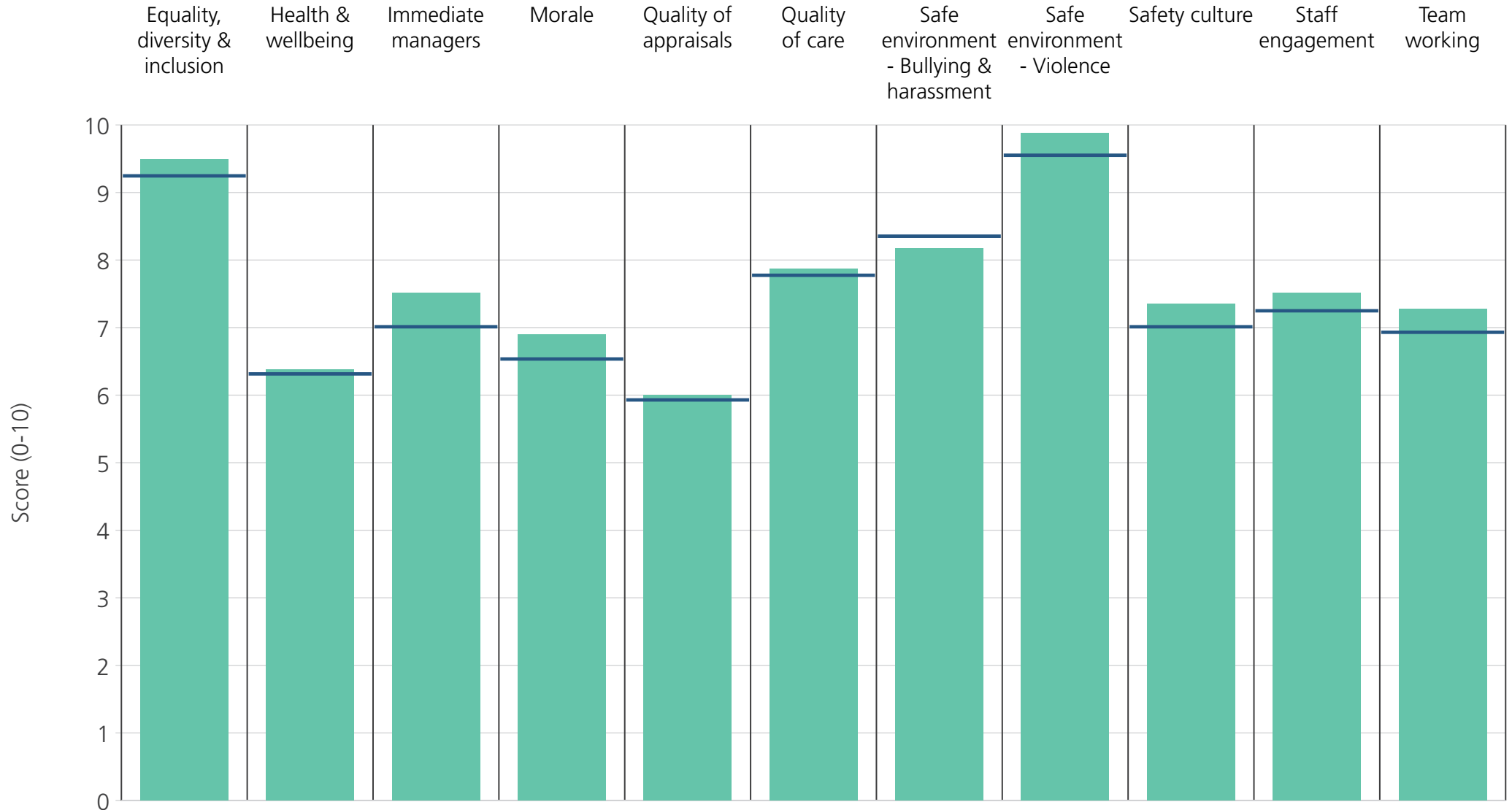
Directorate	9.2	6.3	6.9	6.5	5.9	7.7	8.5	9.7	7.0	7.2	6.9
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	953	957	958	951	842	898	955	952	953	971	965



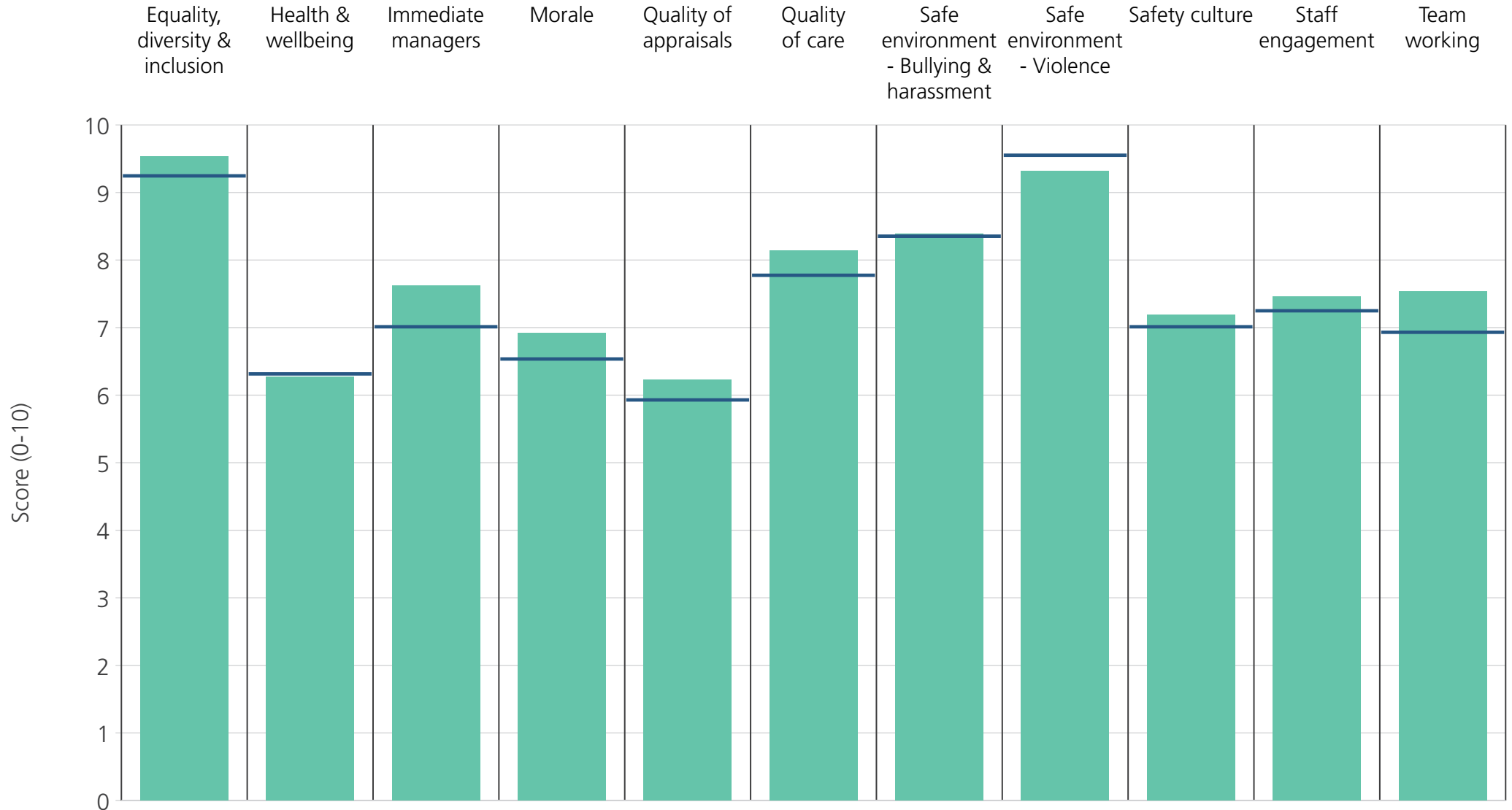
Directorate	9.3	6.4	7.1	6.7	6.0	8.0	8.3	9.5	7.2	7.4	7.1
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	779	783	781	766	657	743	775	779	777	790	787



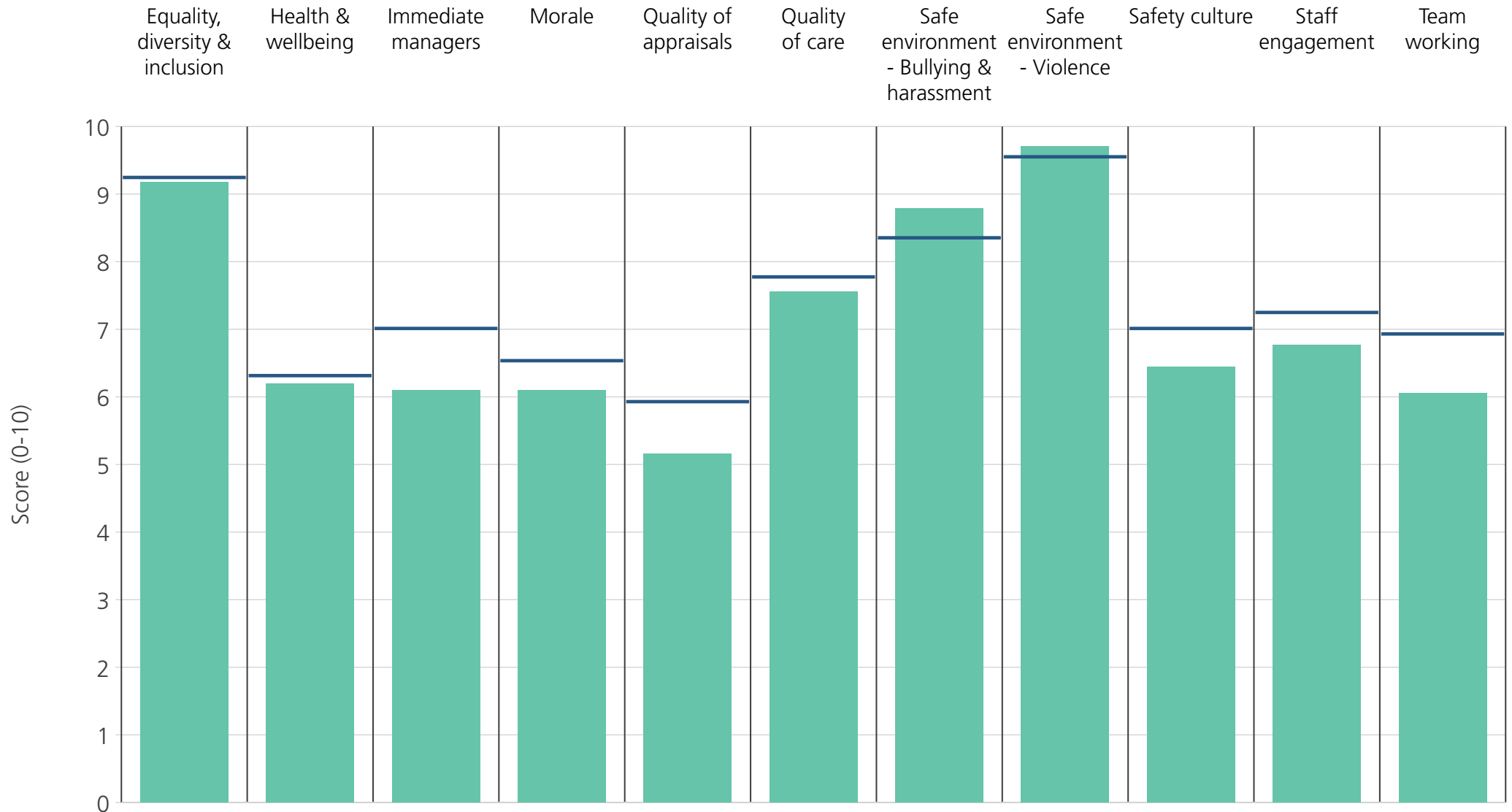
Directorate	8.9	5.7	6.7	6.2	6.0	7.6	7.3	8.7	7.0	7.2	6.8
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	496	500	502	486	389	484	495	494	492	513	509



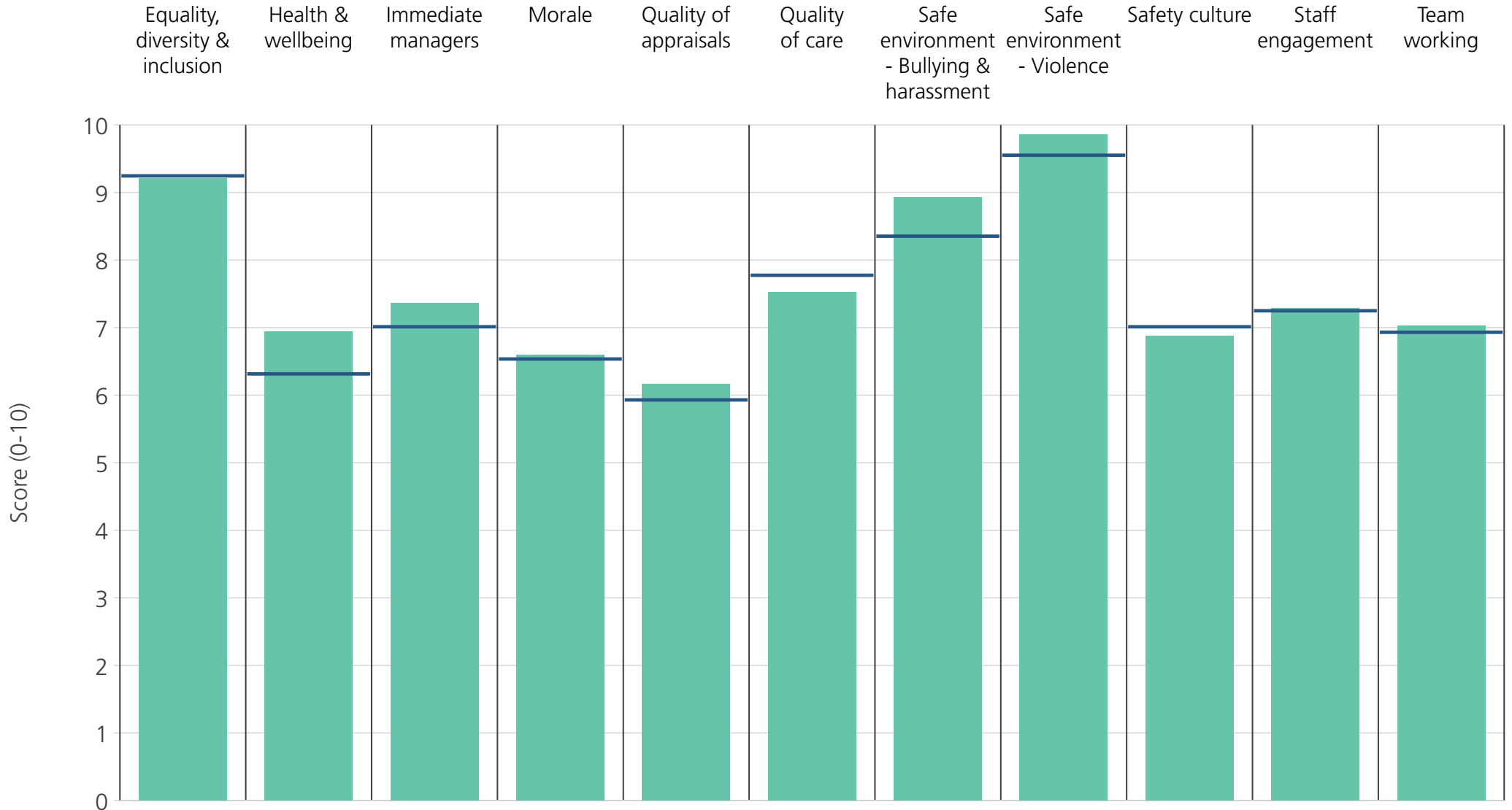
Directorate	9.5	6.4	7.5	6.9	6.0	7.9	8.2	9.9	7.3	7.5	7.3
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	397	399	399	387	360	383	397	396	394	402	398



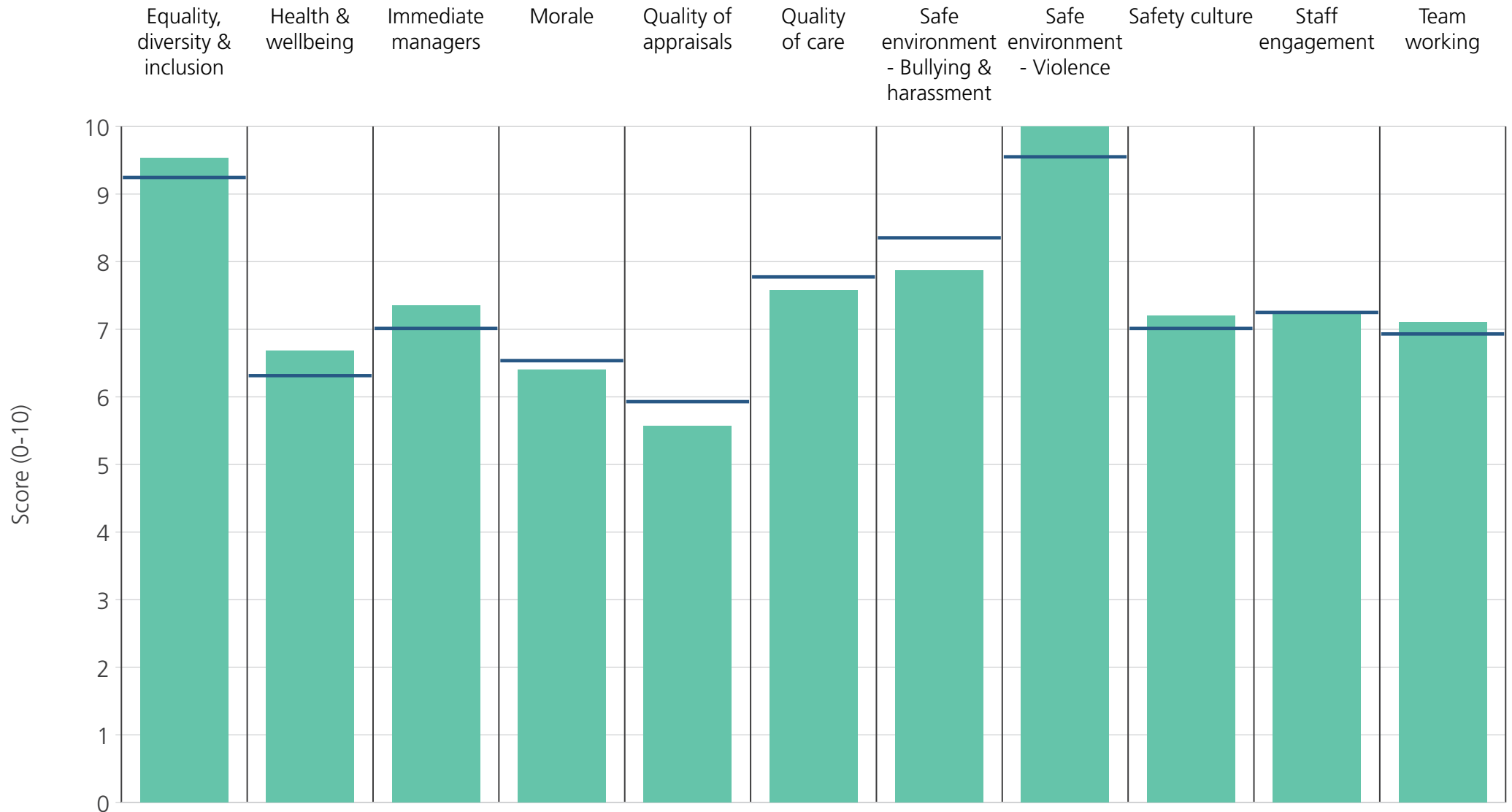
Directorate	9.5	6.3	7.6	6.9	6.2	8.1	8.4	9.3	7.2	7.5	7.5
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	305	307	310	298	277	291	302	302	301	313	310



Directorate	9.2	6.2	6.1	6.1	5.2	7.6	8.8	9.7	6.4	6.8	6.1
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	420	428	427	420	334	328	404	408	426	429	418

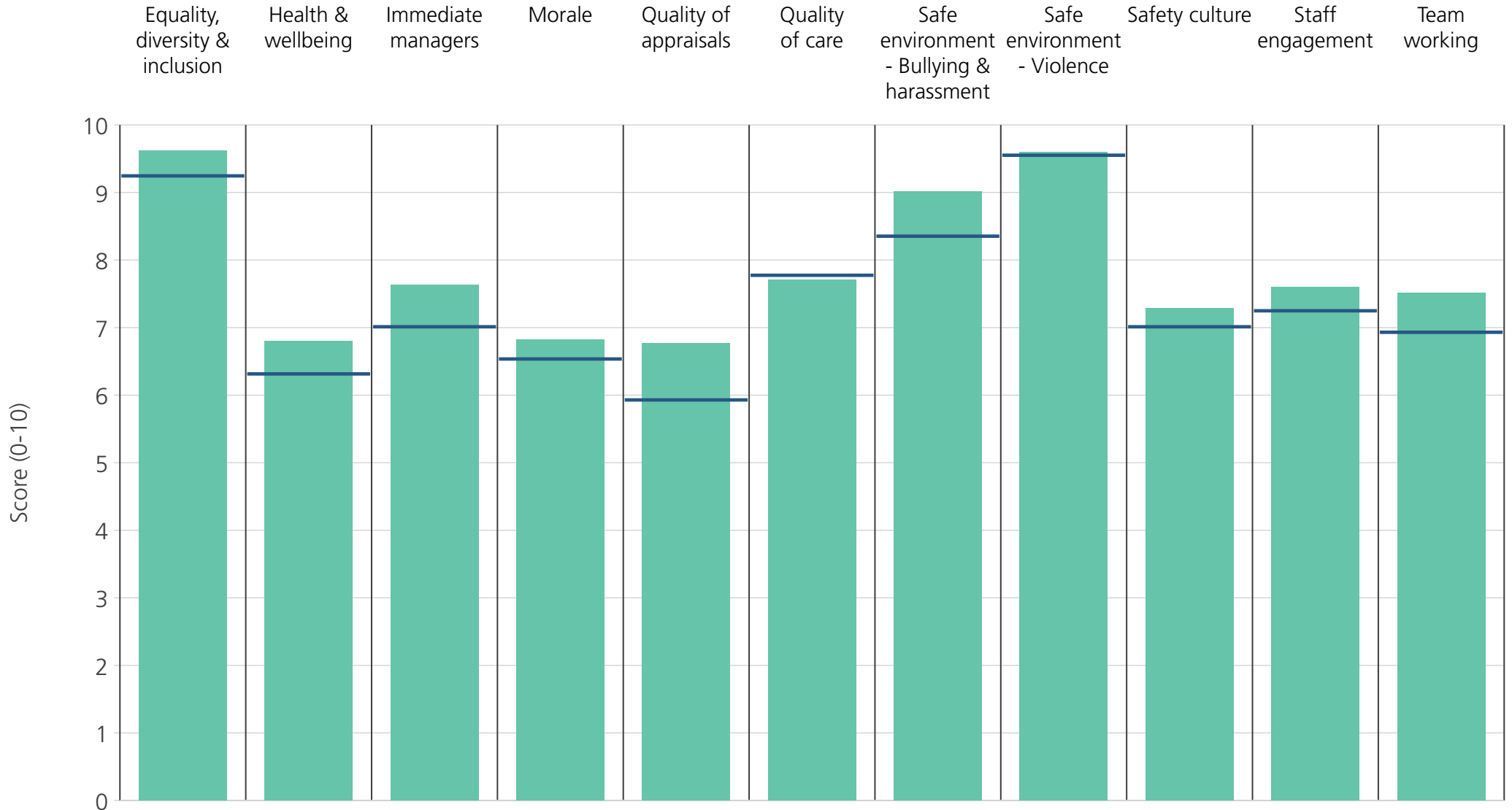


Directorate	9.2	6.9	7.4	6.6	6.2	7.5	8.9	9.9	6.9	7.3	7.0
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	489	490	490	487	395	271	490	490	488	492	491

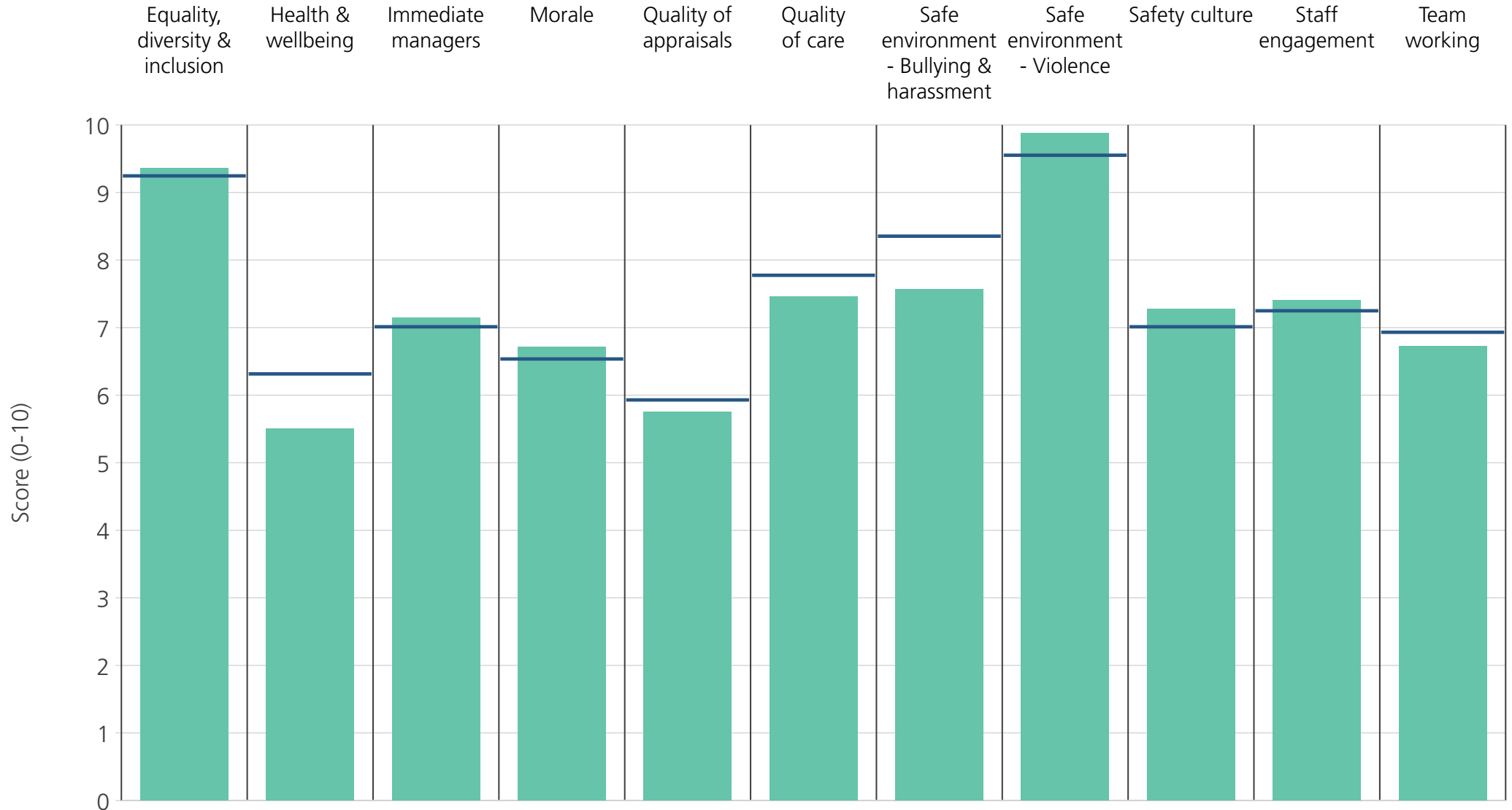


Directorate	9.5	6.7	7.4	6.4	5.6	7.6	7.9	10.0	7.2	7.2	7.1
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	25	25	25	25	22	21	25	25	25	25	25

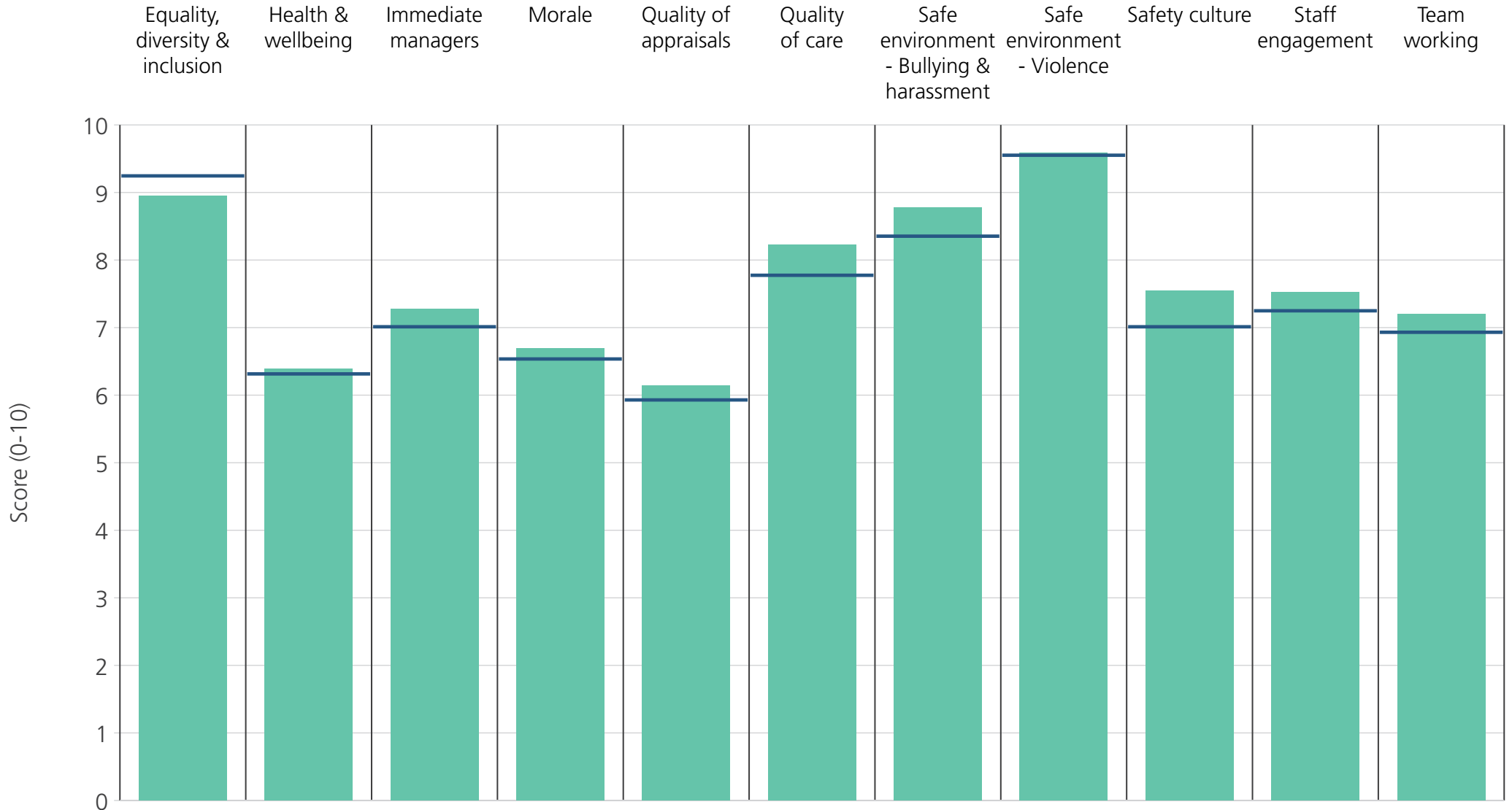
Directorates 2



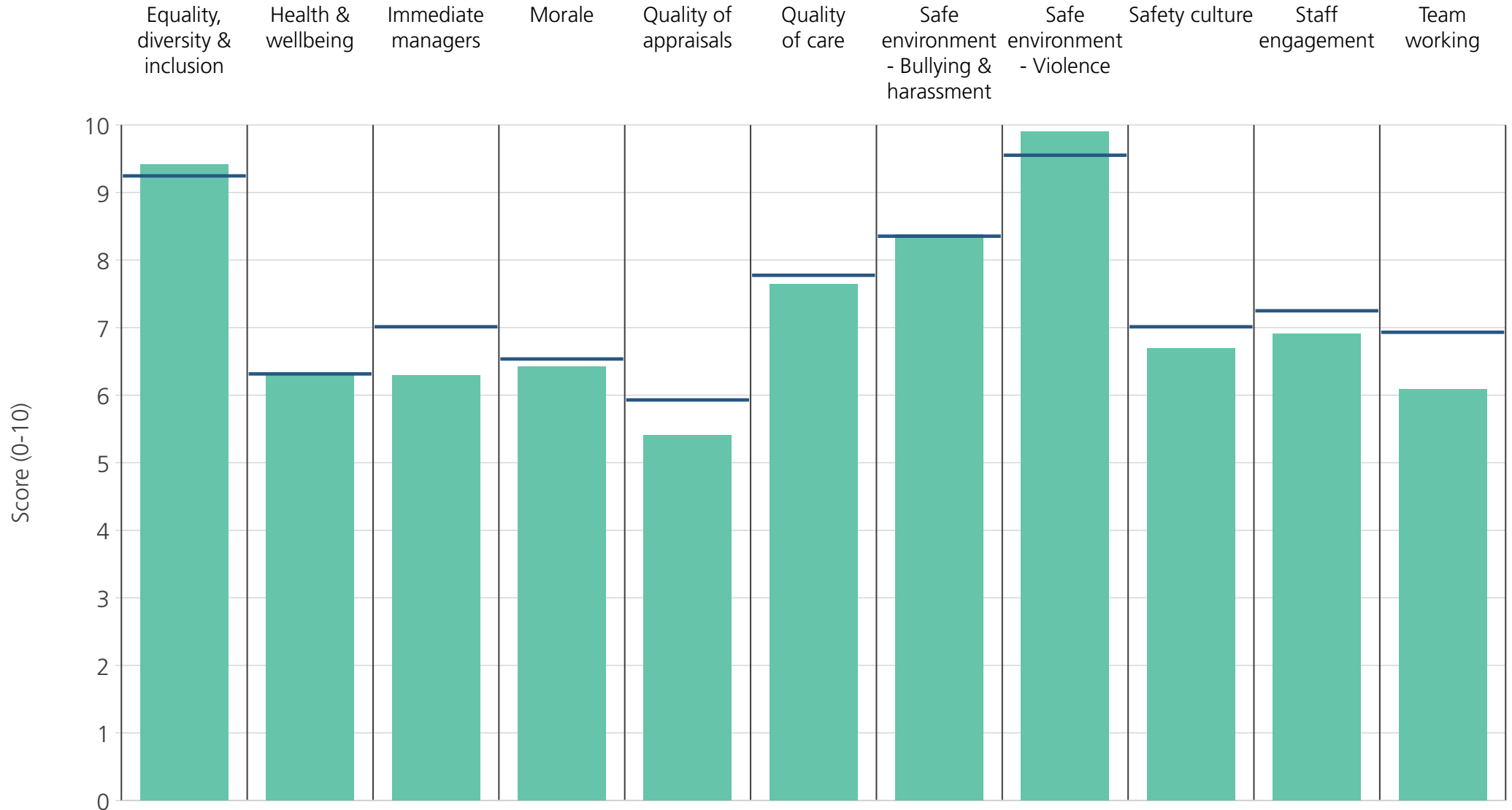
Directorate	9.6	6.8	7.6	6.8	6.8	7.7	9.0	9.6	7.3	7.6	7.5
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	258	259	259	259	238	243	259	257	259	261	260



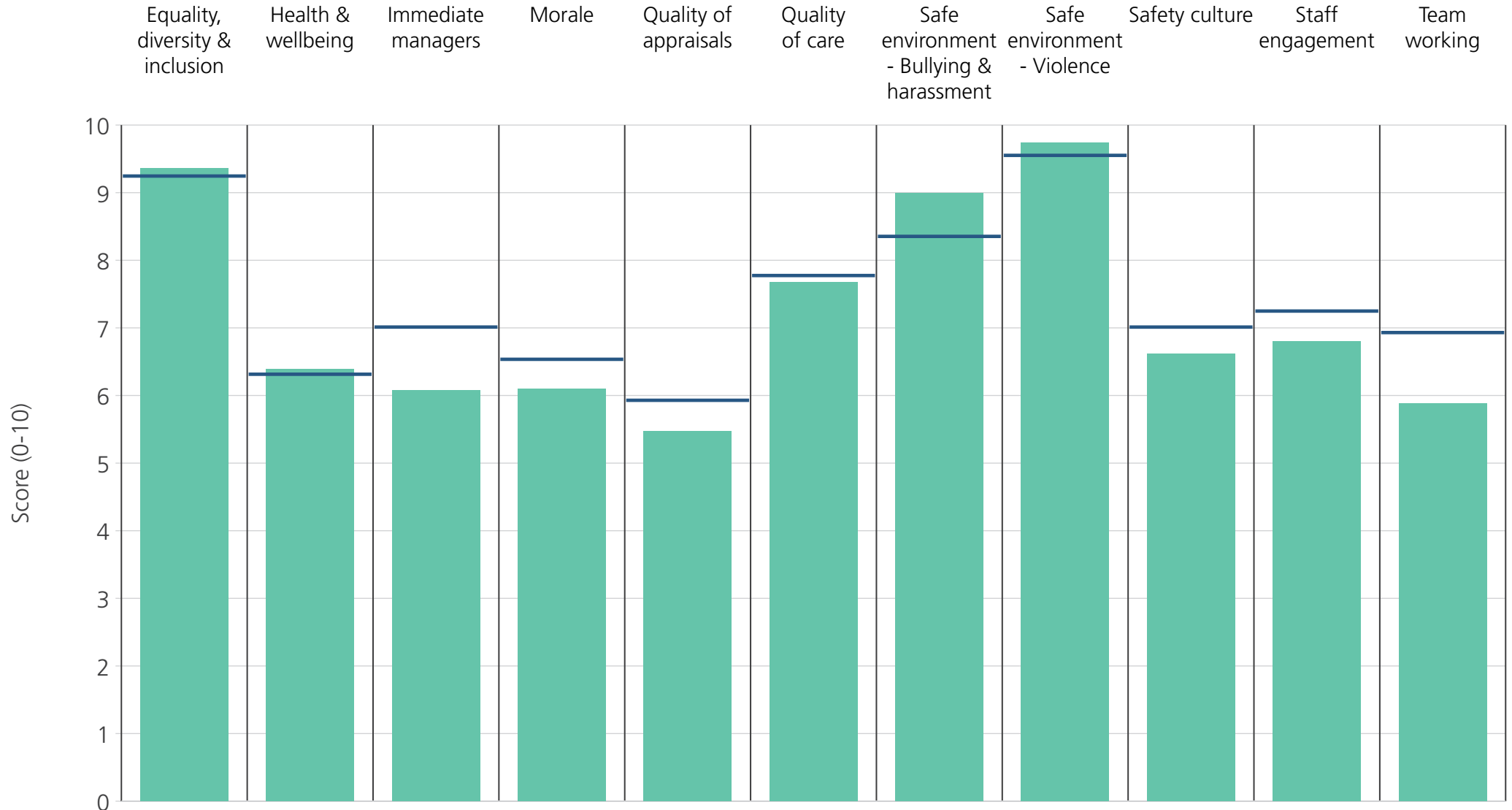
Directorate	9.4	5.5	7.1	6.7	5.8	7.5	7.6	9.9	7.3	7.4	6.7
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	108	109	109	106	96	107	107	108	107	111	109



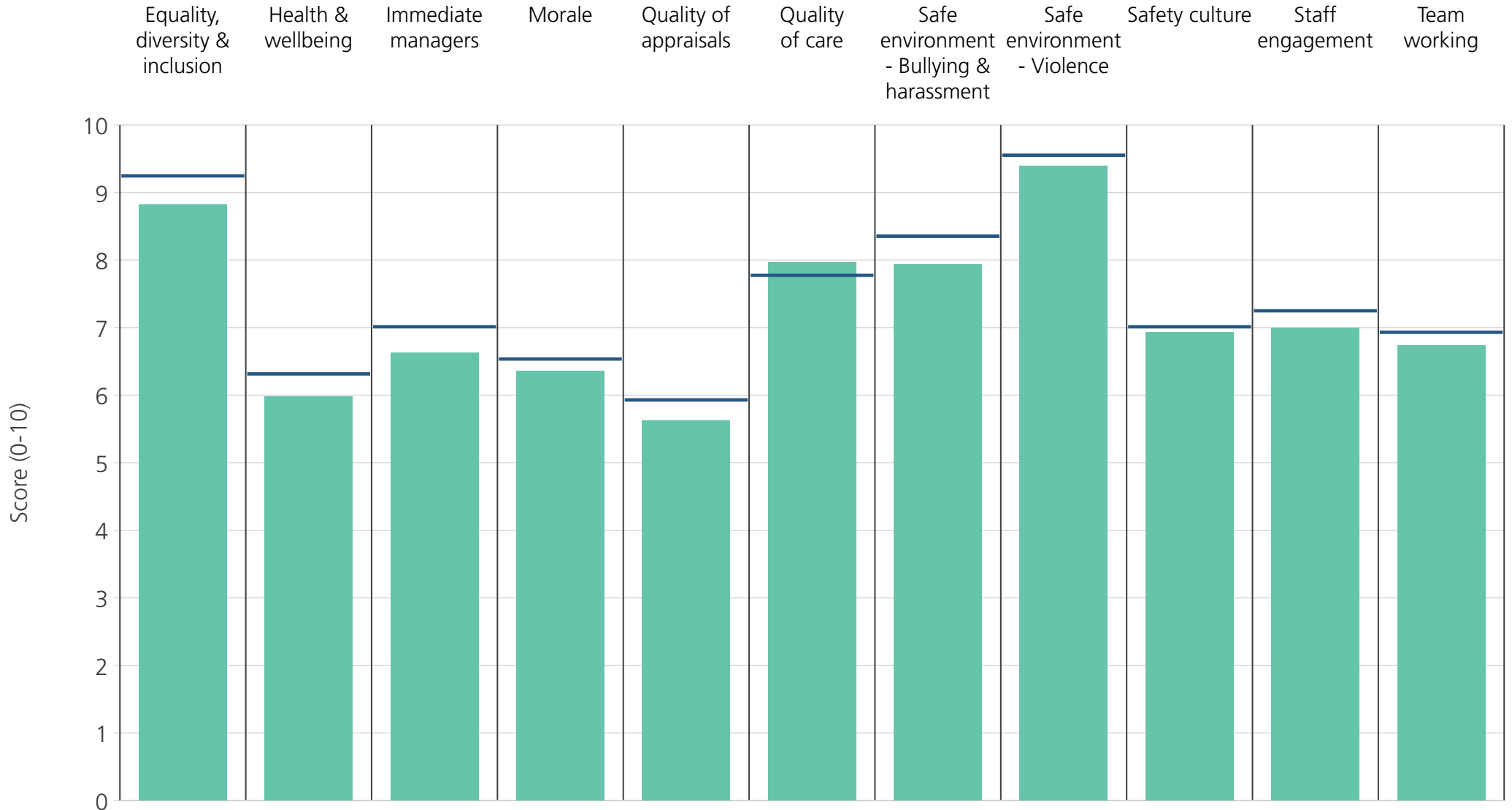
Directorate	8.9	6.4	7.3	6.7	6.1	8.2	8.8	9.6	7.5	7.5	7.2
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	181	182	181	177	167	180	180	181	180	182	182



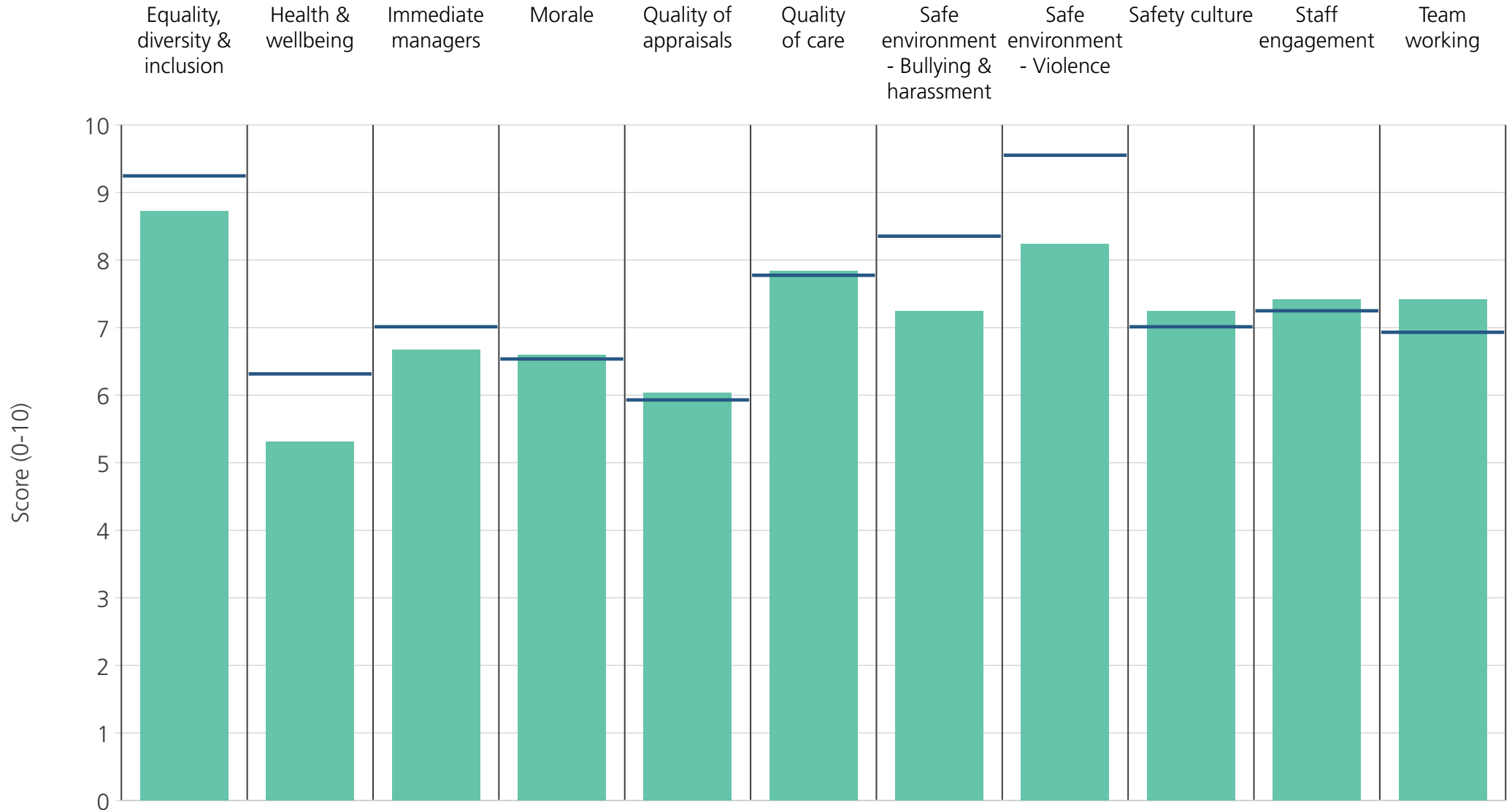
Directorate	9.4	6.3	6.3	6.4	5.4	7.6	8.4	9.9	6.7	6.9	6.1
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	210	210	210	209	194	181	209	208	208	216	212



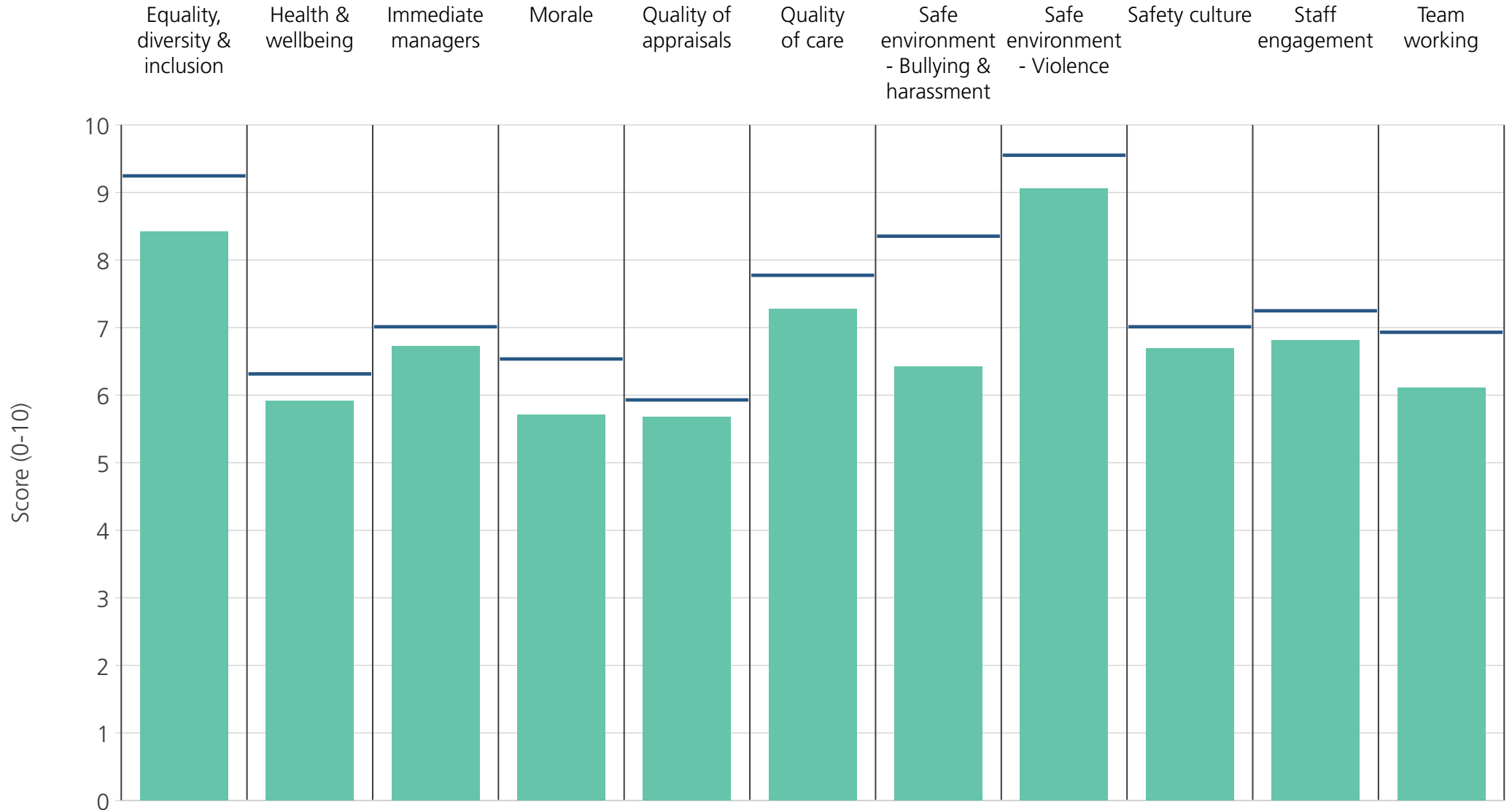
Directorate	9.4	6.4	6.1	6.1	5.5	7.7	9.0	9.7	6.6	6.8	5.9
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	200	203	202	198	151	160	186	189	201	204	198



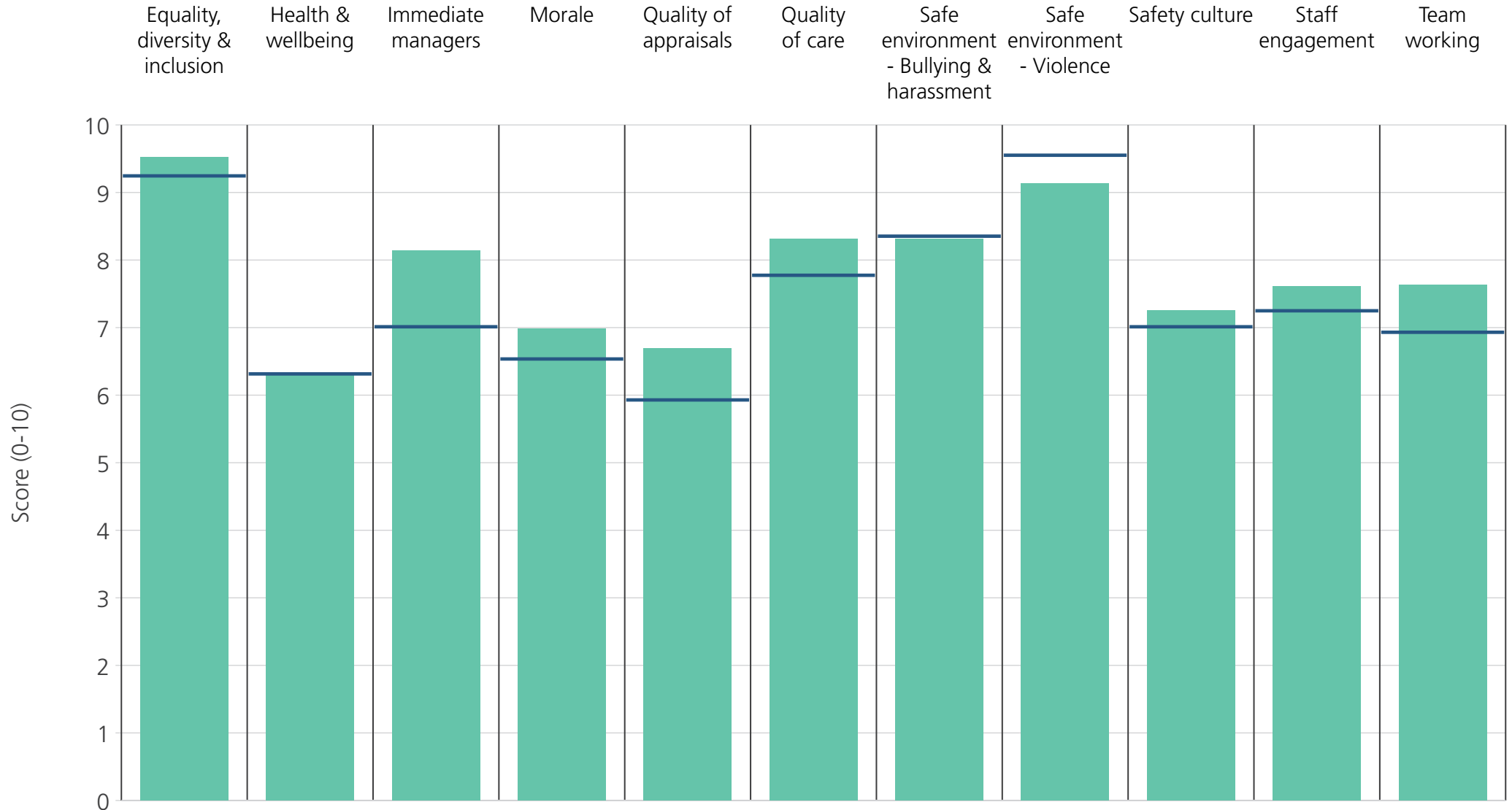
Directorate	8.8	6.0	6.6	6.4	5.6	8.0	7.9	9.4	6.9	7.0	6.7
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	170	172	173	171	147	171	171	171	172	174	174



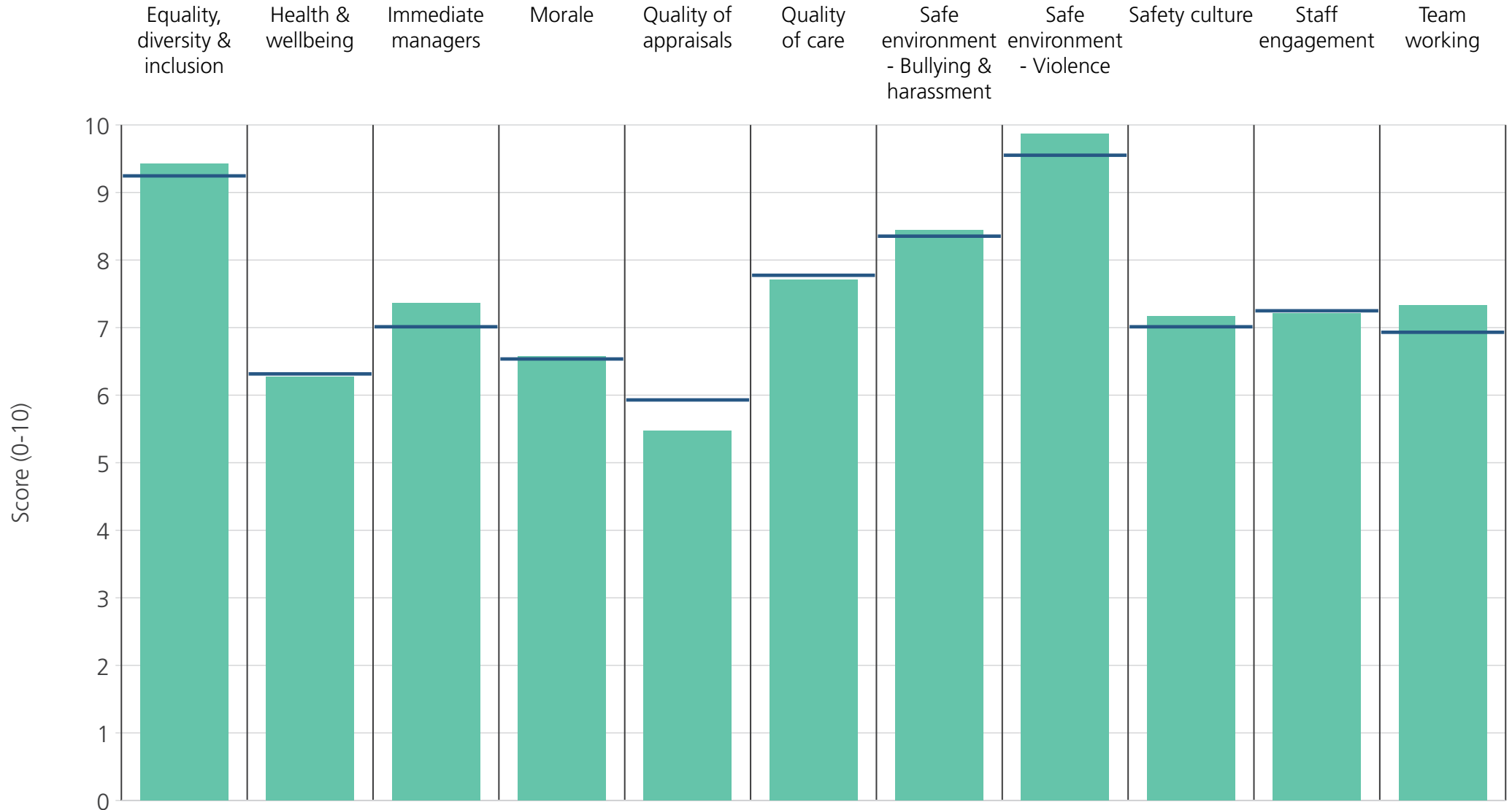
Directorate	8.7	5.3	6.7	6.6	6.0	7.8	7.2	8.2	7.2	7.4	7.4
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	70	71	71	68	53	66	69	70	69	72	72



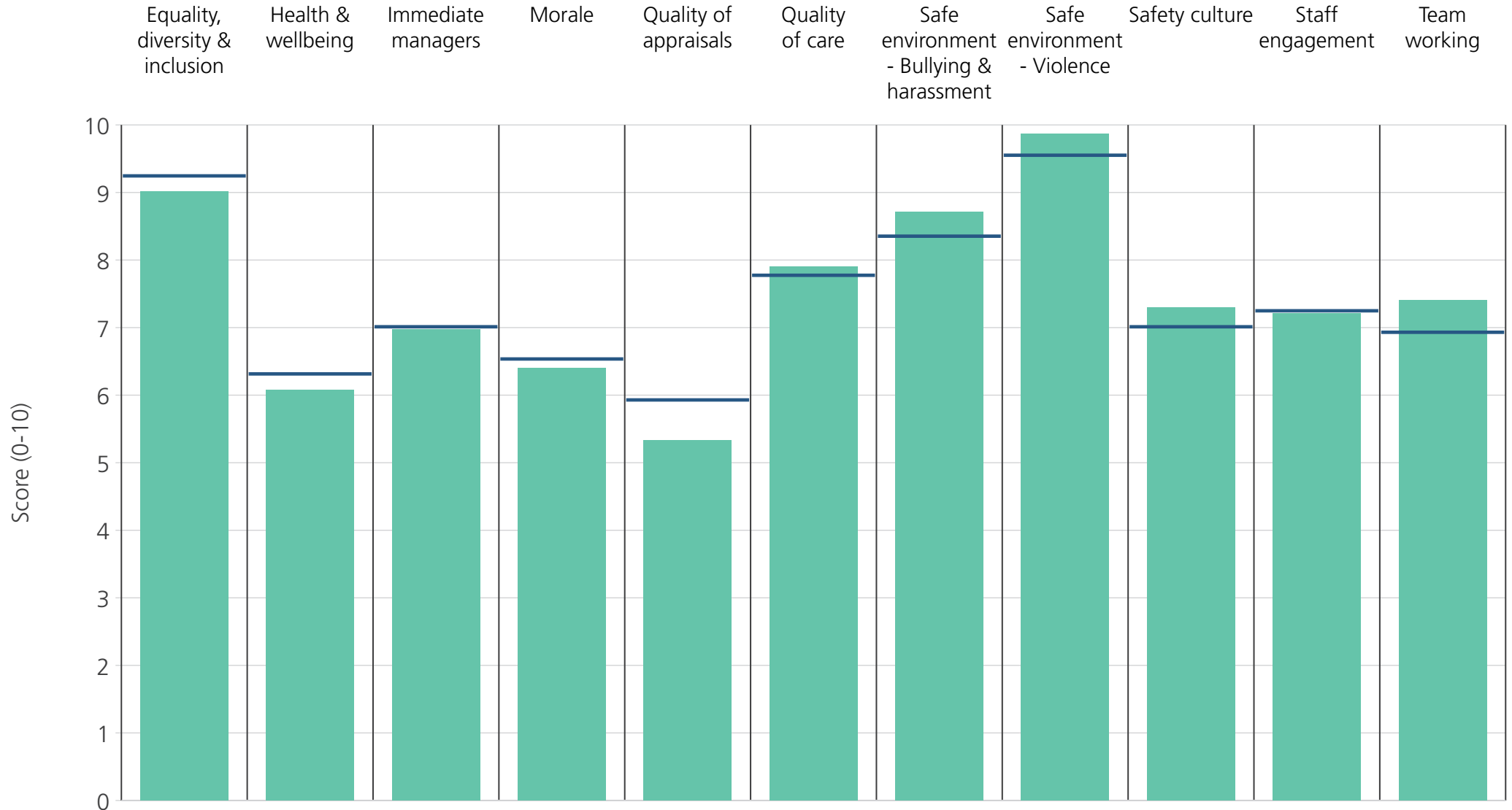
Directorate	8.4	5.9	6.7	5.7	5.7	7.3	6.4	9.1	6.7	6.8	6.1
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	67	68	68	63	48	68	67	67	64	70	69



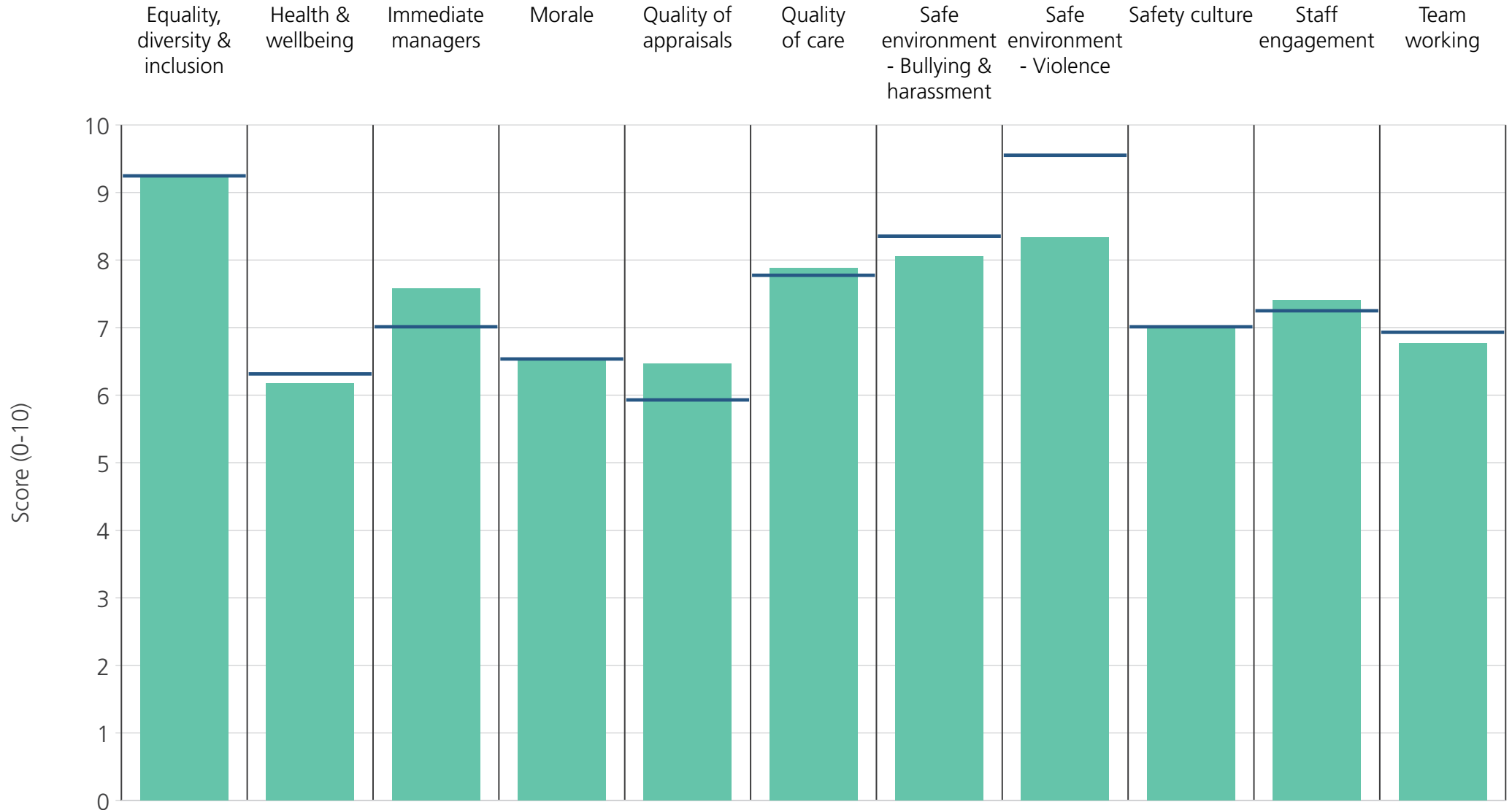
Directorate	9.5	6.3	8.1	7.0	6.7	8.3	8.3	9.1	7.3	7.6	7.6
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	86	86	88	81	74	87	85	85	83	89	88



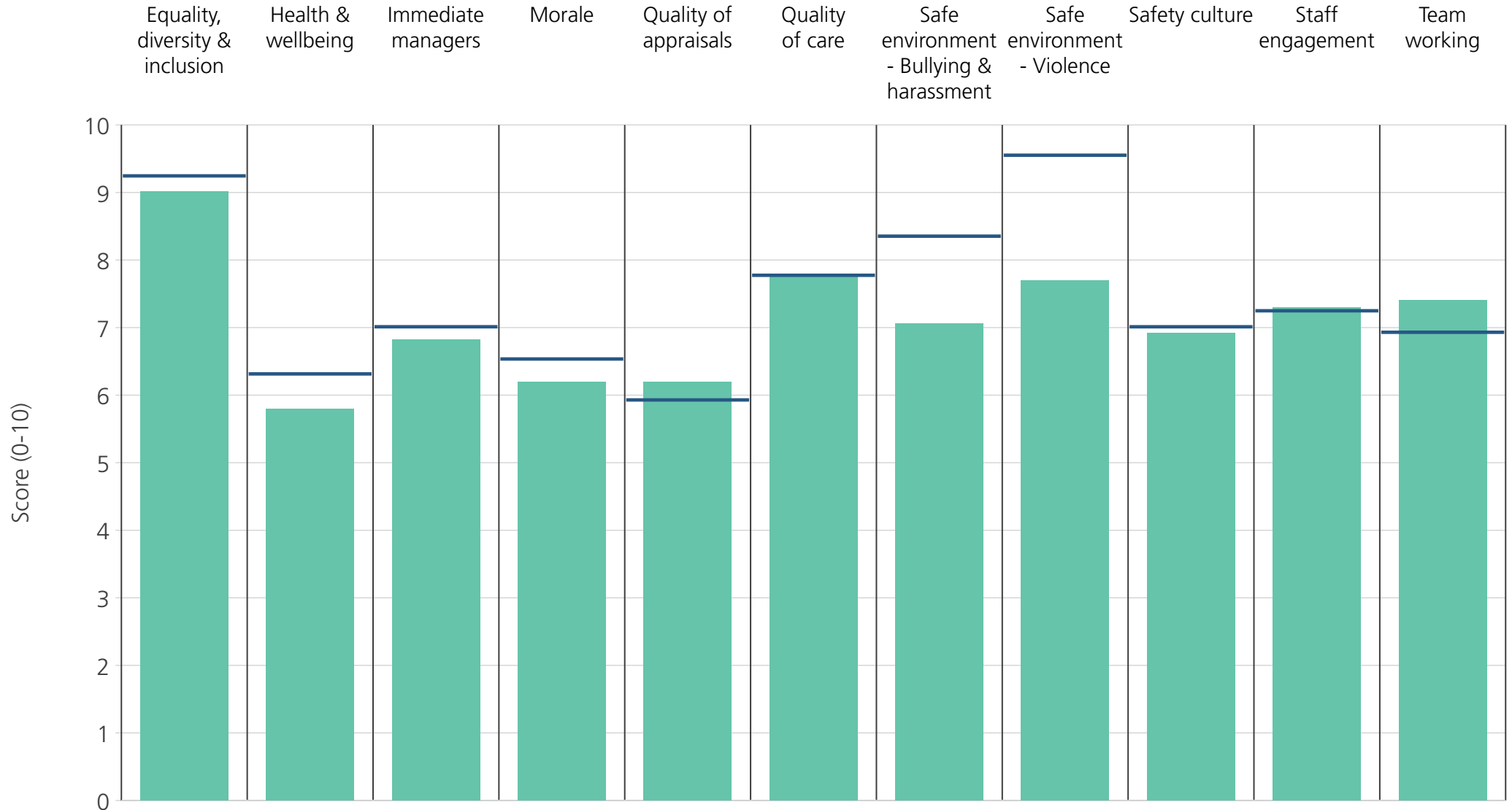
Directorate	9.4	6.3	7.4	6.6	5.5	7.7	8.4	9.9	7.2	7.2	7.3
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	79	79	79	75	70	76	79	77	78	79	79



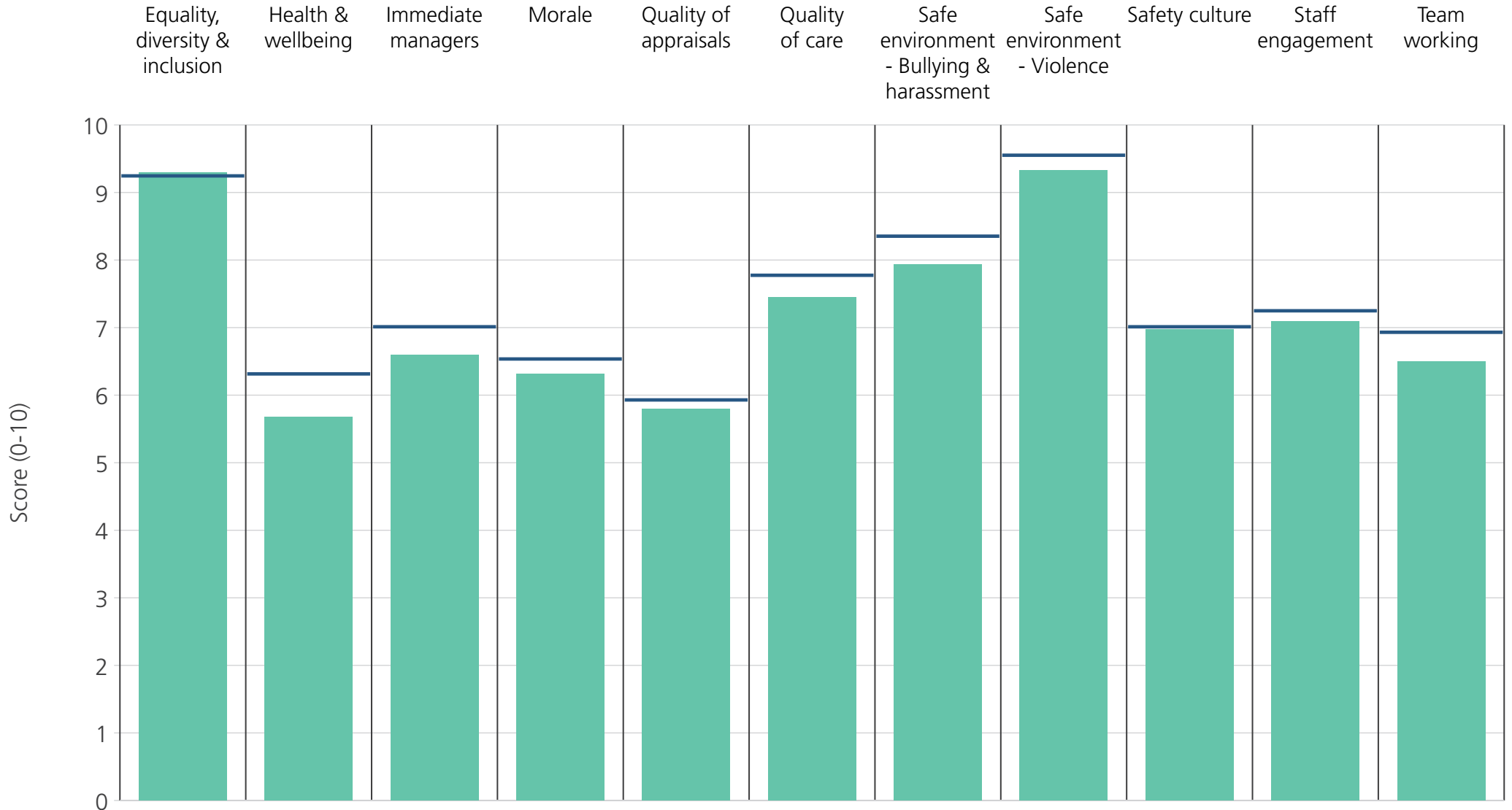
Directorate	9.0	6.1	7.0	6.4	5.3	7.9	8.7	9.9	7.3	7.2	7.4
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	127	127	128	126	113	124	127	127	126	130	130



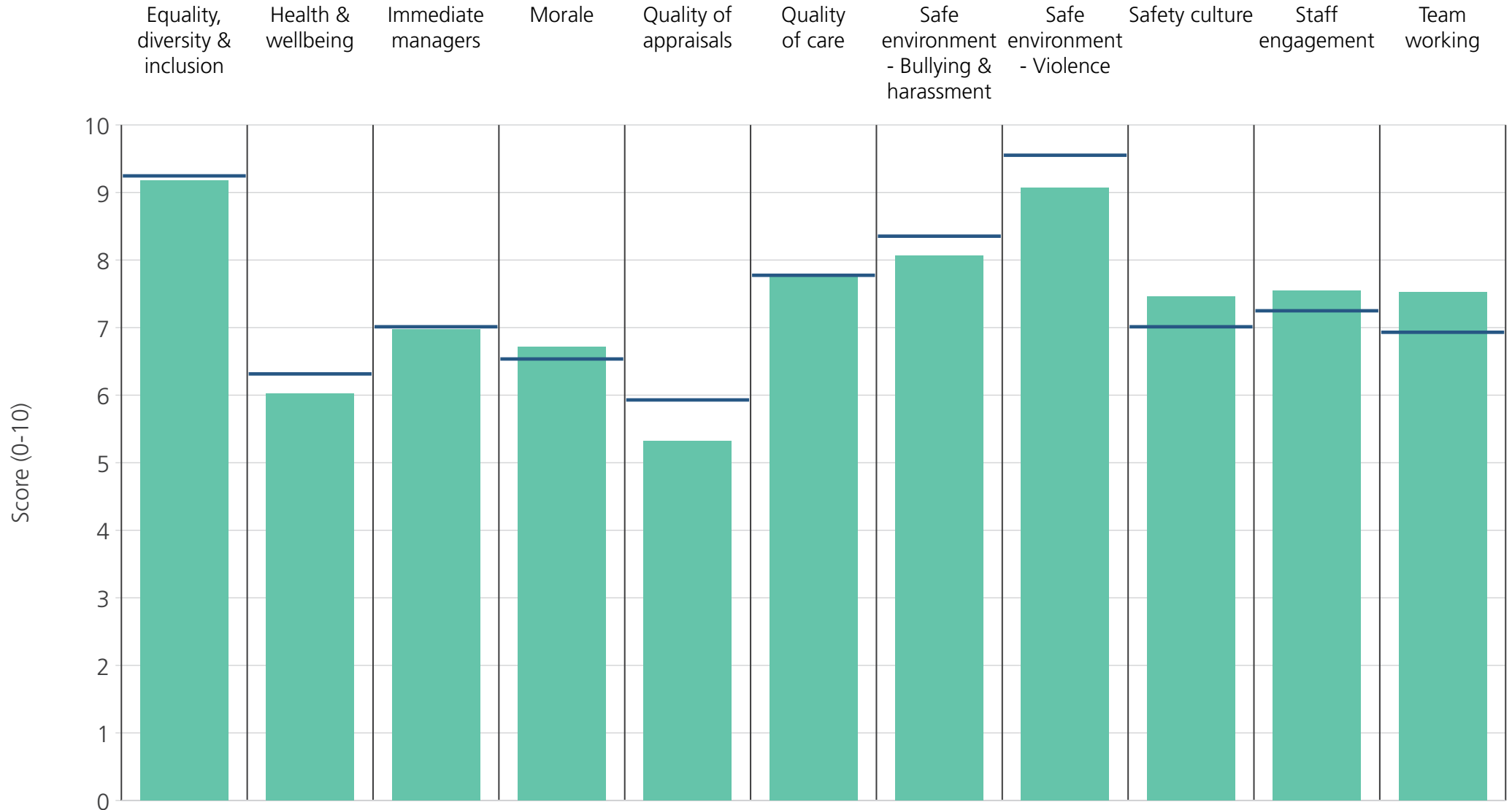
Directorate	9.3	6.2	7.6	6.5	6.5	7.9	8.1	8.3	7.0	7.4	6.8
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	48	49	49	48	41	48	48	48	49	49	48



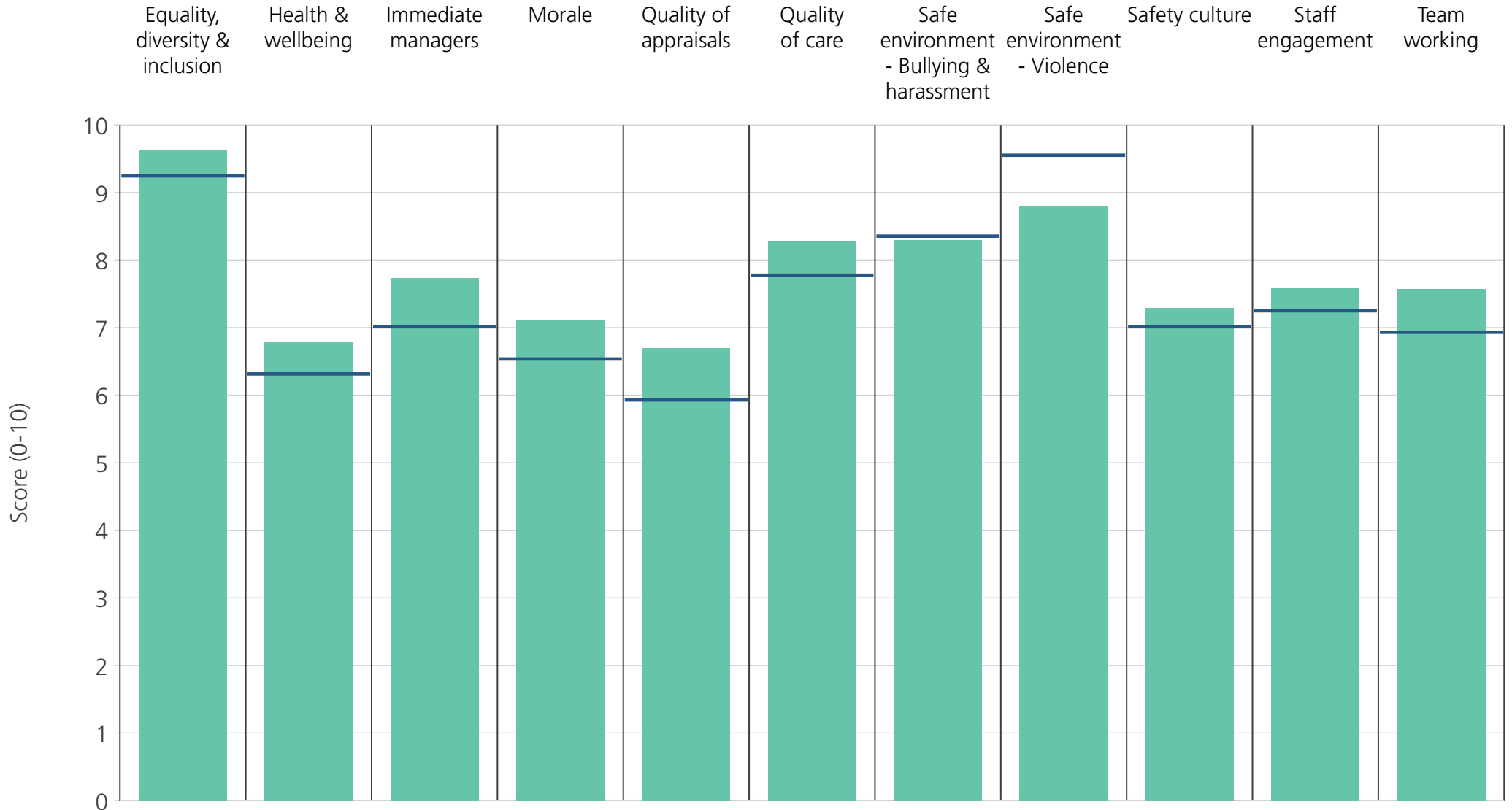
Directorate	9.0	5.8	6.8	6.2	6.2	7.8	7.1	7.7	6.9	7.3	7.4
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	88	88	88	88	75	88	86	84	88	89	88



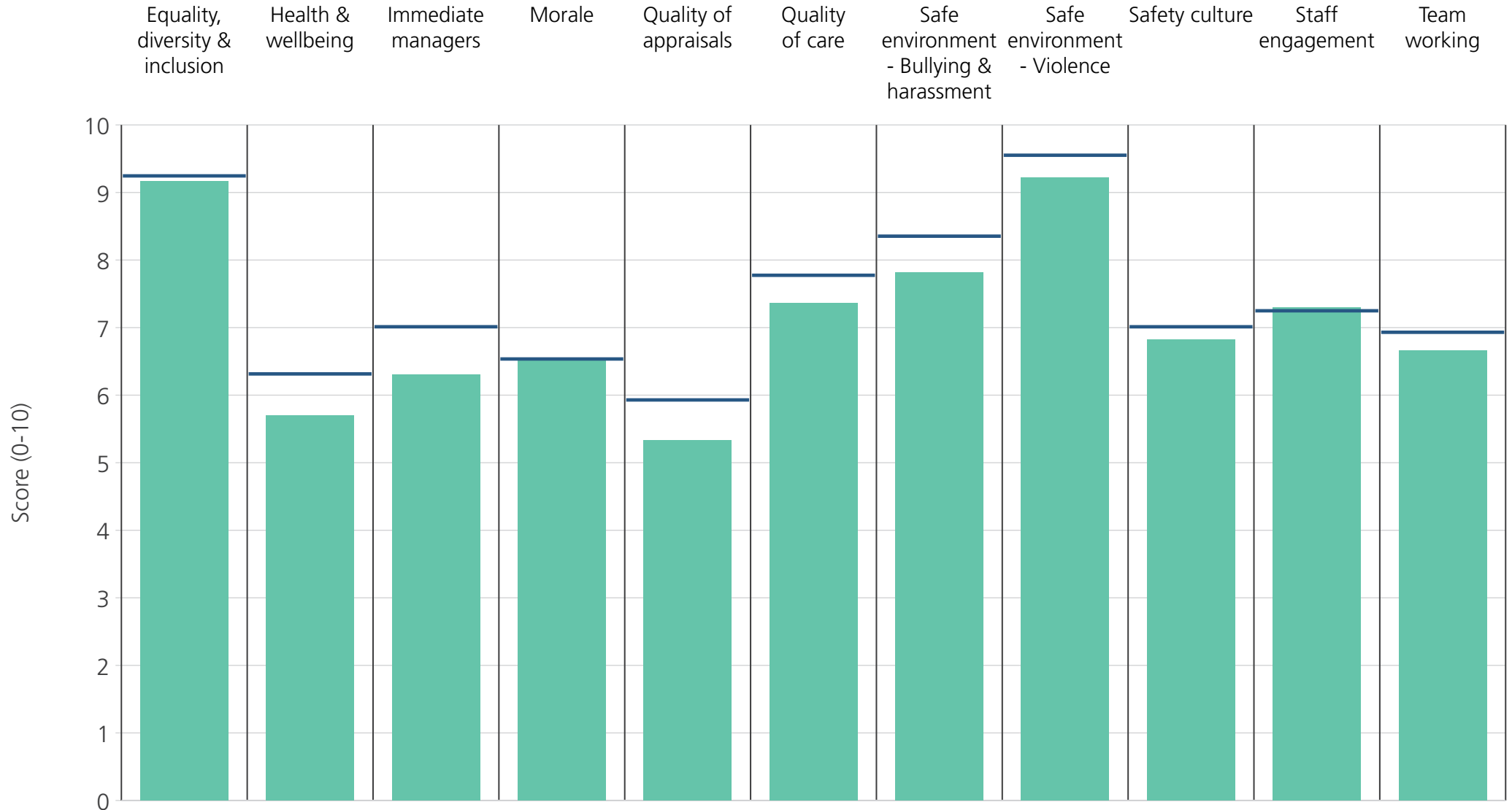
Directorate	9.3	5.7	6.6	6.3	5.8	7.4	7.9	9.3	7.0	7.1	6.5
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	84	84	83	80	60	80	84	84	83	87	87



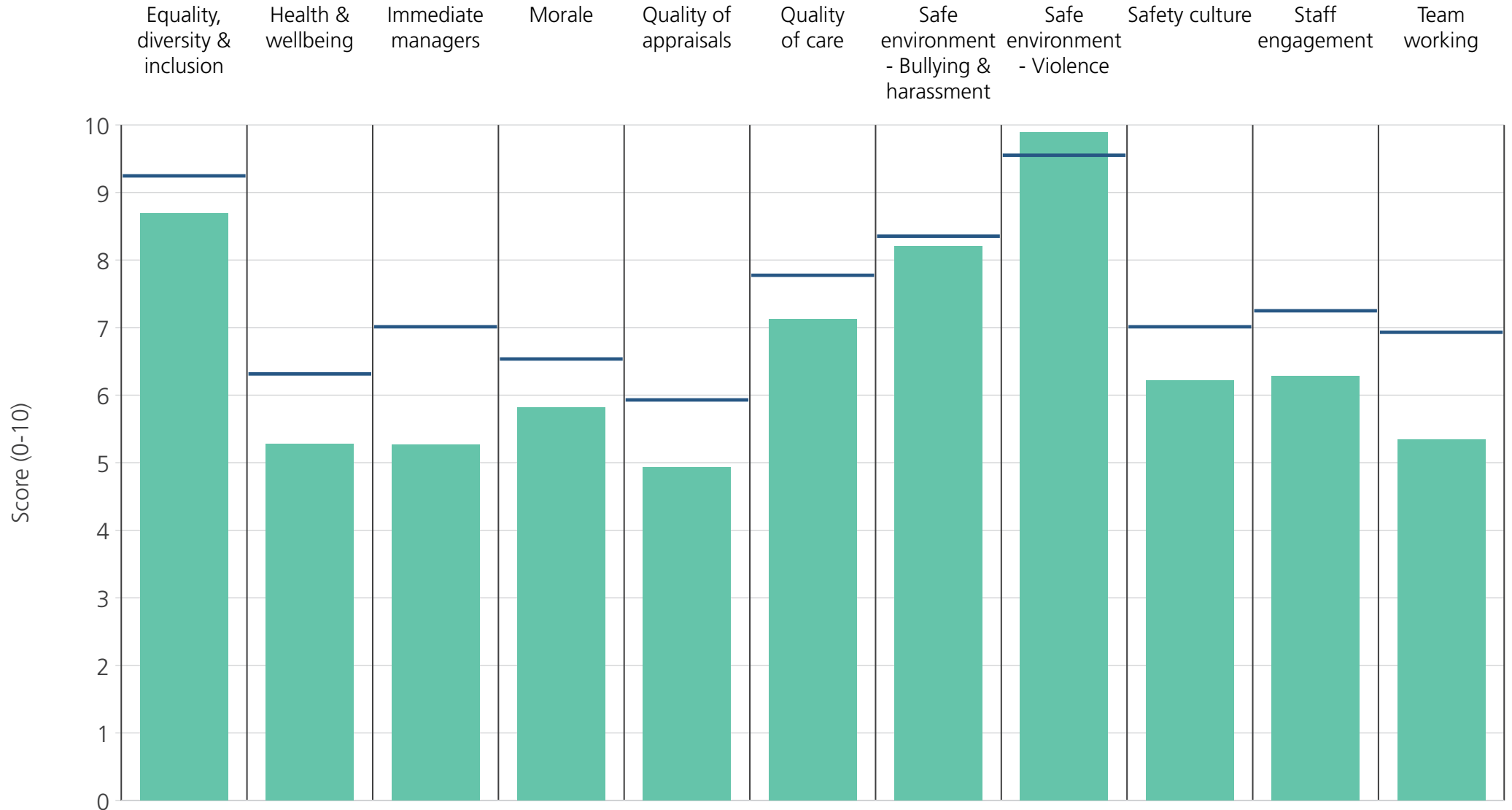
Directorate	9.2	6.0	7.0	6.7	5.3	7.8	8.1	9.1	7.5	7.5	7.5
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	89	90	90	89	81	89	88	89	89	92	91



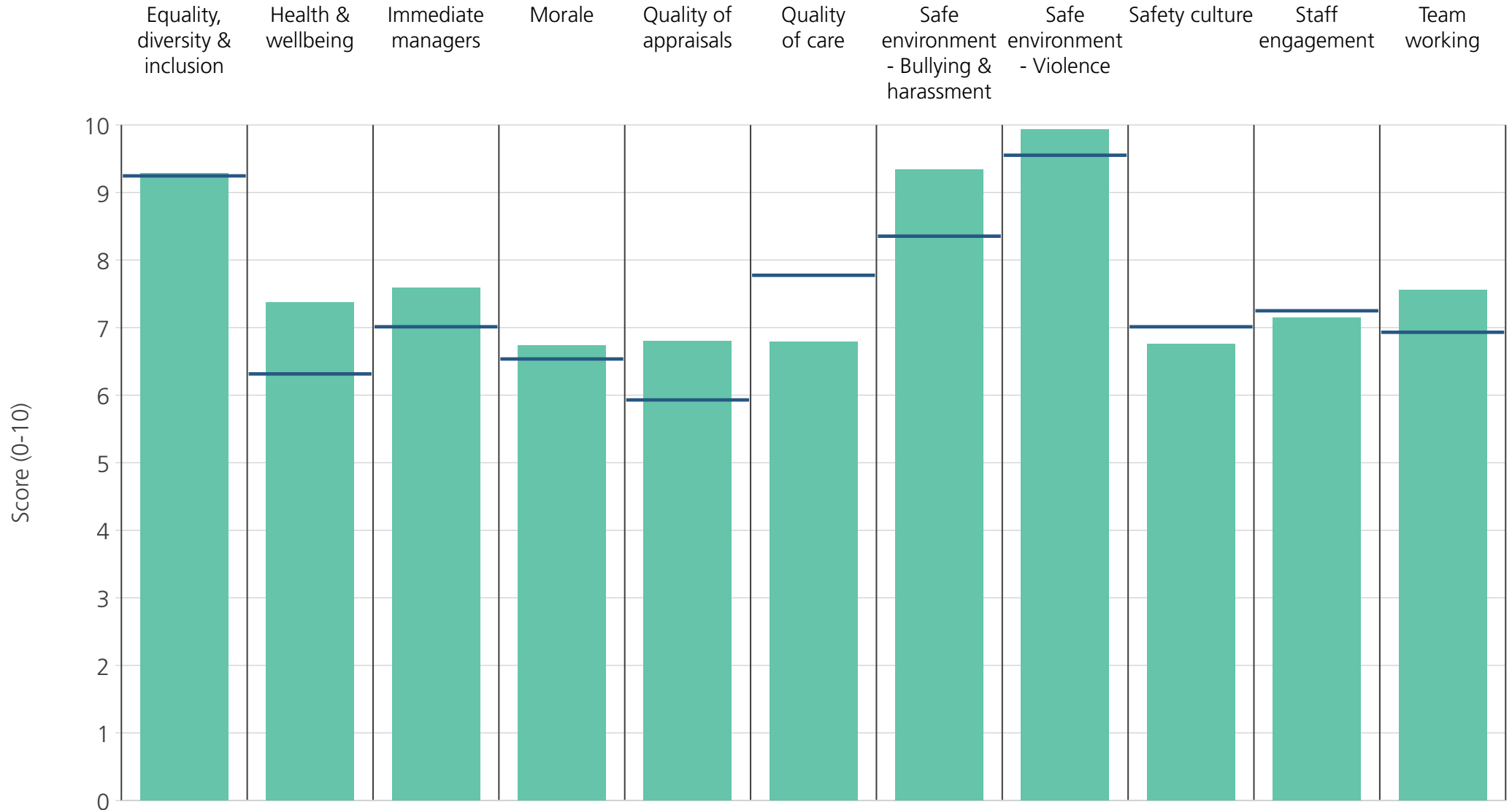
Directorate	9.6	6.8	7.7	7.1	6.7	8.3	8.3	8.8	7.3	7.6	7.6
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	90	90	90	90	77	82	88	89	90	90	88



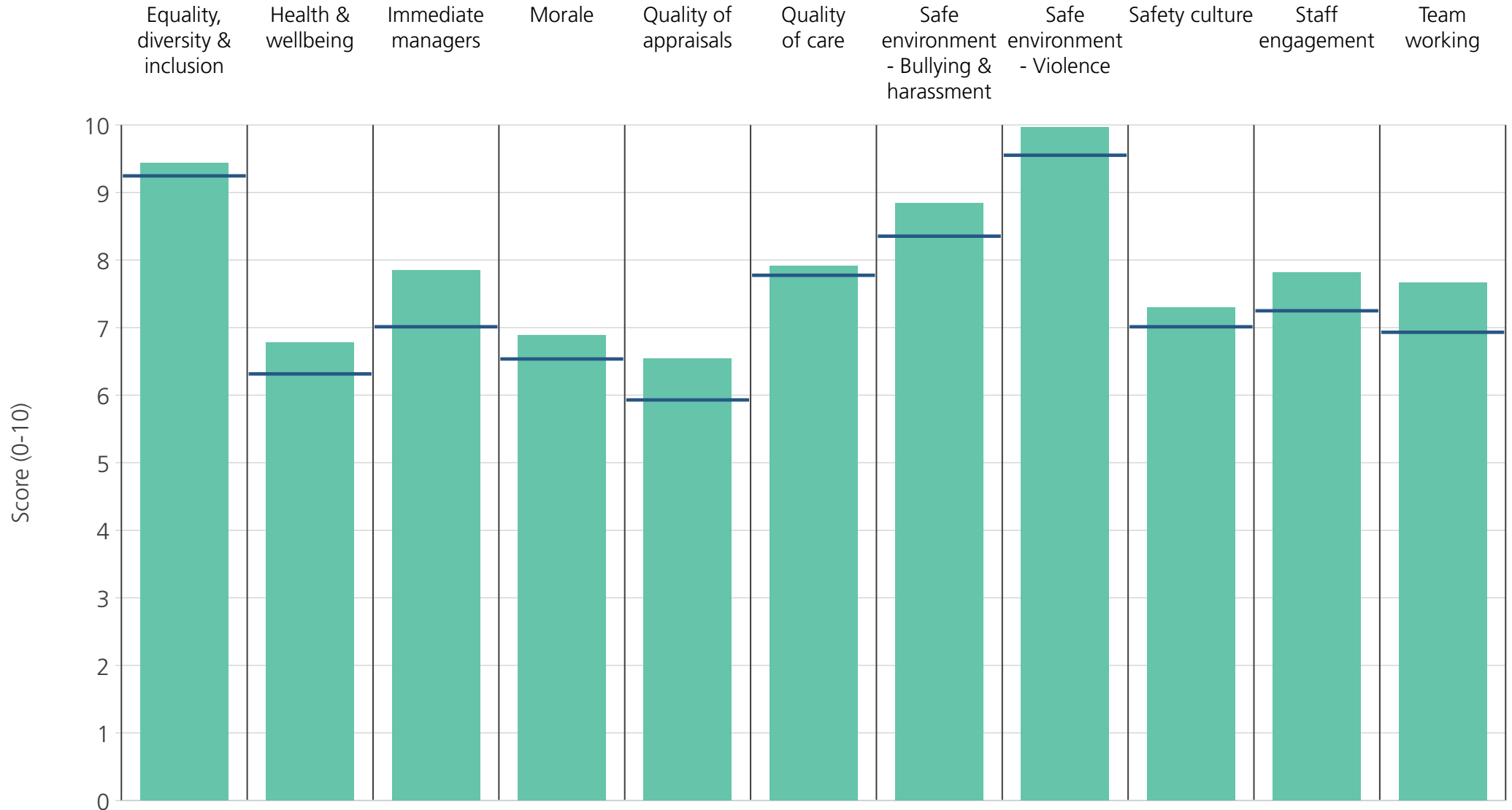
Directorate	9.2	5.7	6.3	6.5	5.3	7.4	7.8	9.2	6.8	7.3	6.7
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	80	80	82	78	57	73	81	81	80	85	85



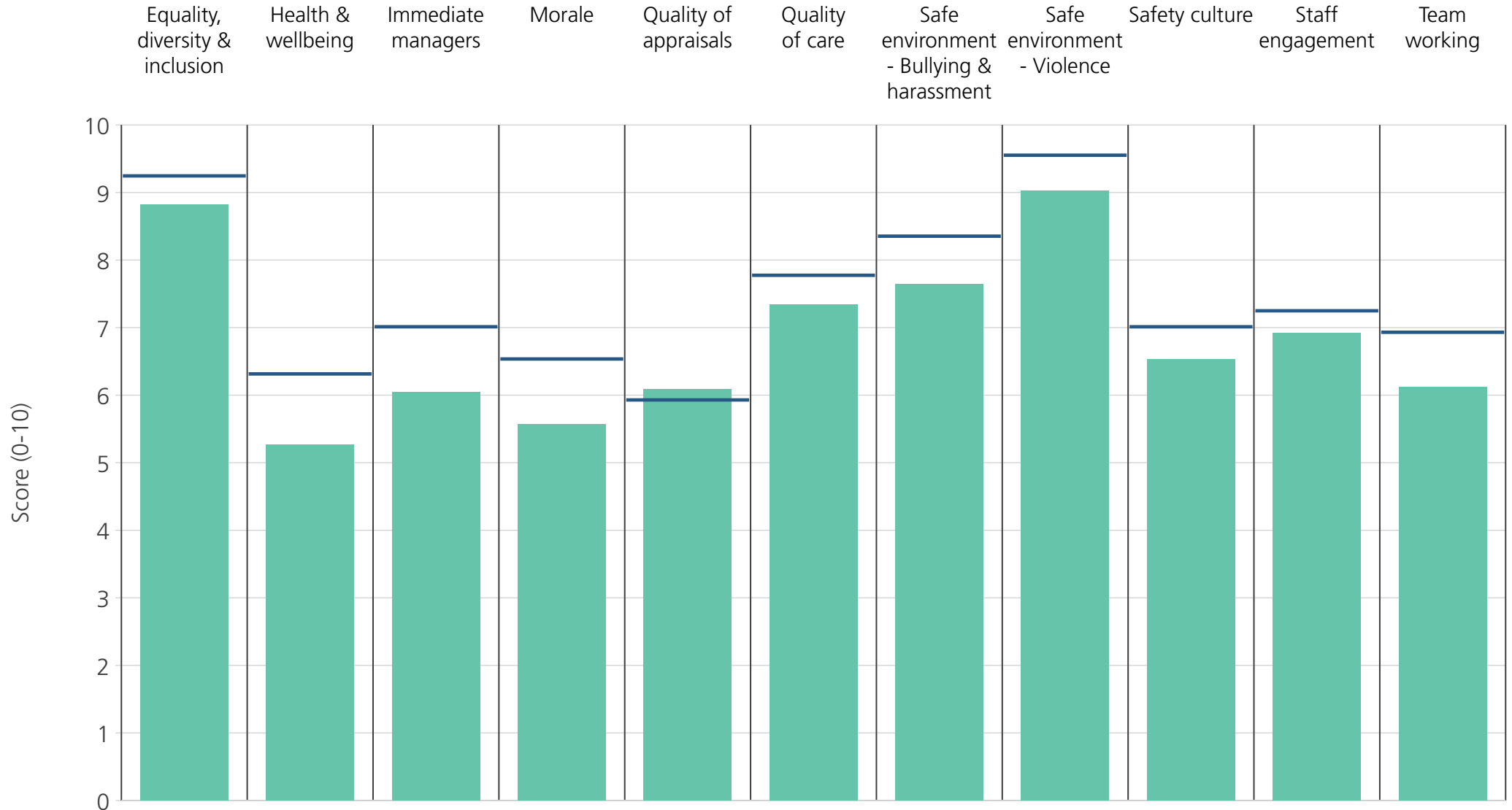
Directorate	8.7	5.3	5.3	5.8	4.9	7.1	8.2	9.9	6.2	6.3	5.3
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	88	89	88	87	58	79	89	89	88	89	88



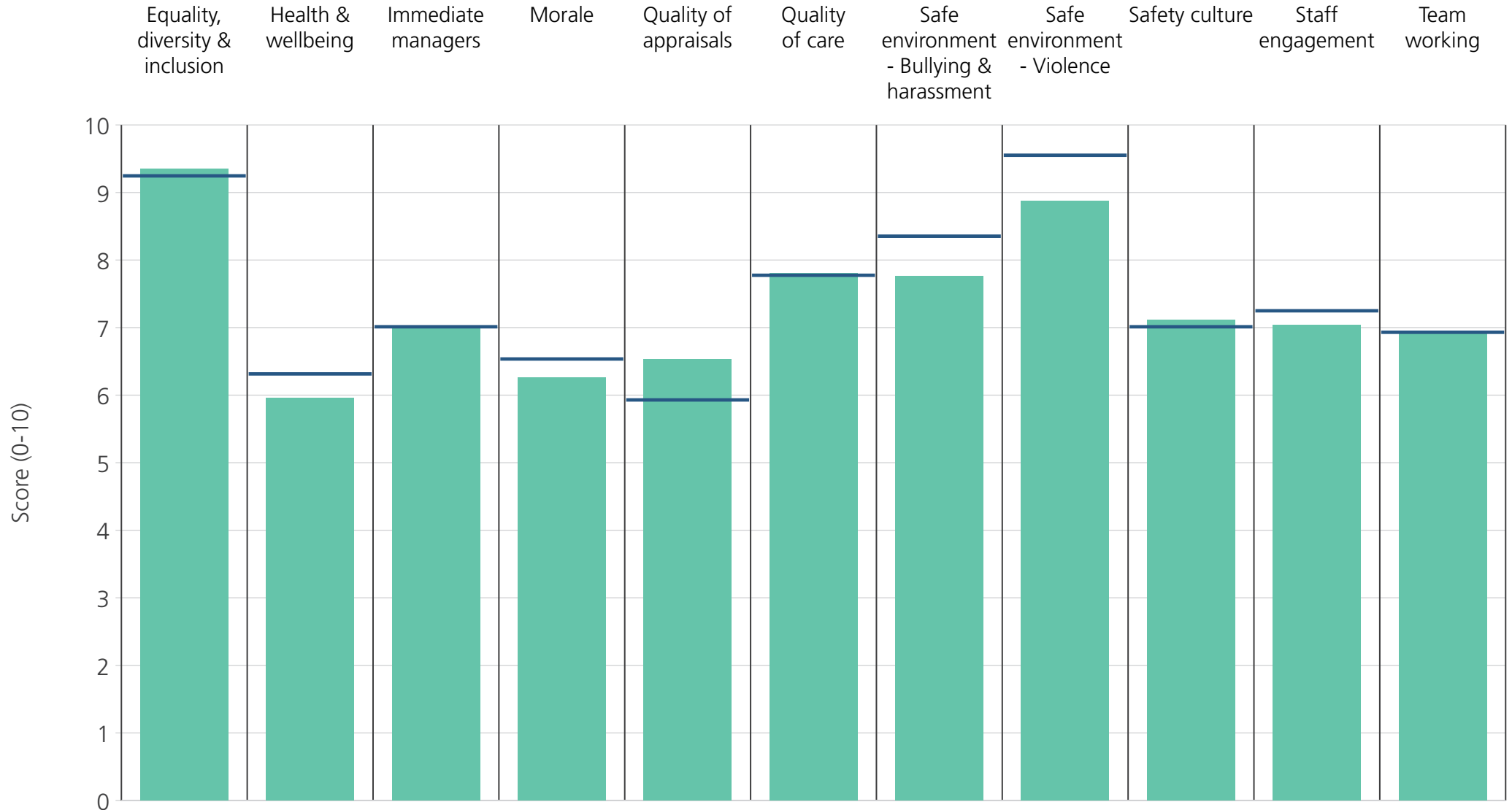
Directorate	9.3	7.4	7.6	6.7	6.8	6.8	9.3	9.9	6.8	7.1	7.6
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	157	157	157	157	126	69	157	157	157	158	157



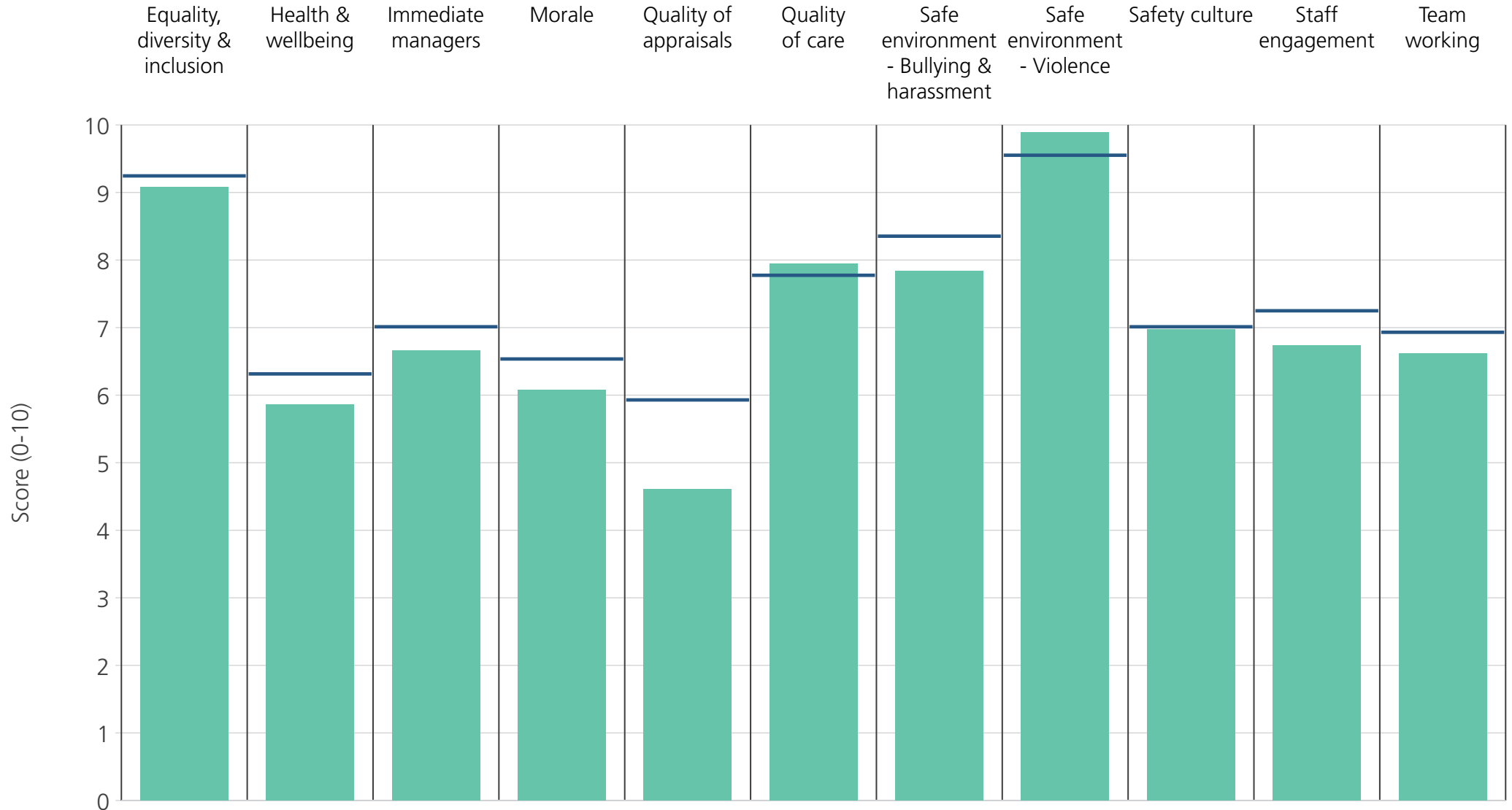
Directorate	9.4	6.8	7.8	6.9	6.5	7.9	8.8	10.0	7.3	7.8	7.7
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	92	92	92	91	85	91	92	92	92	92	92



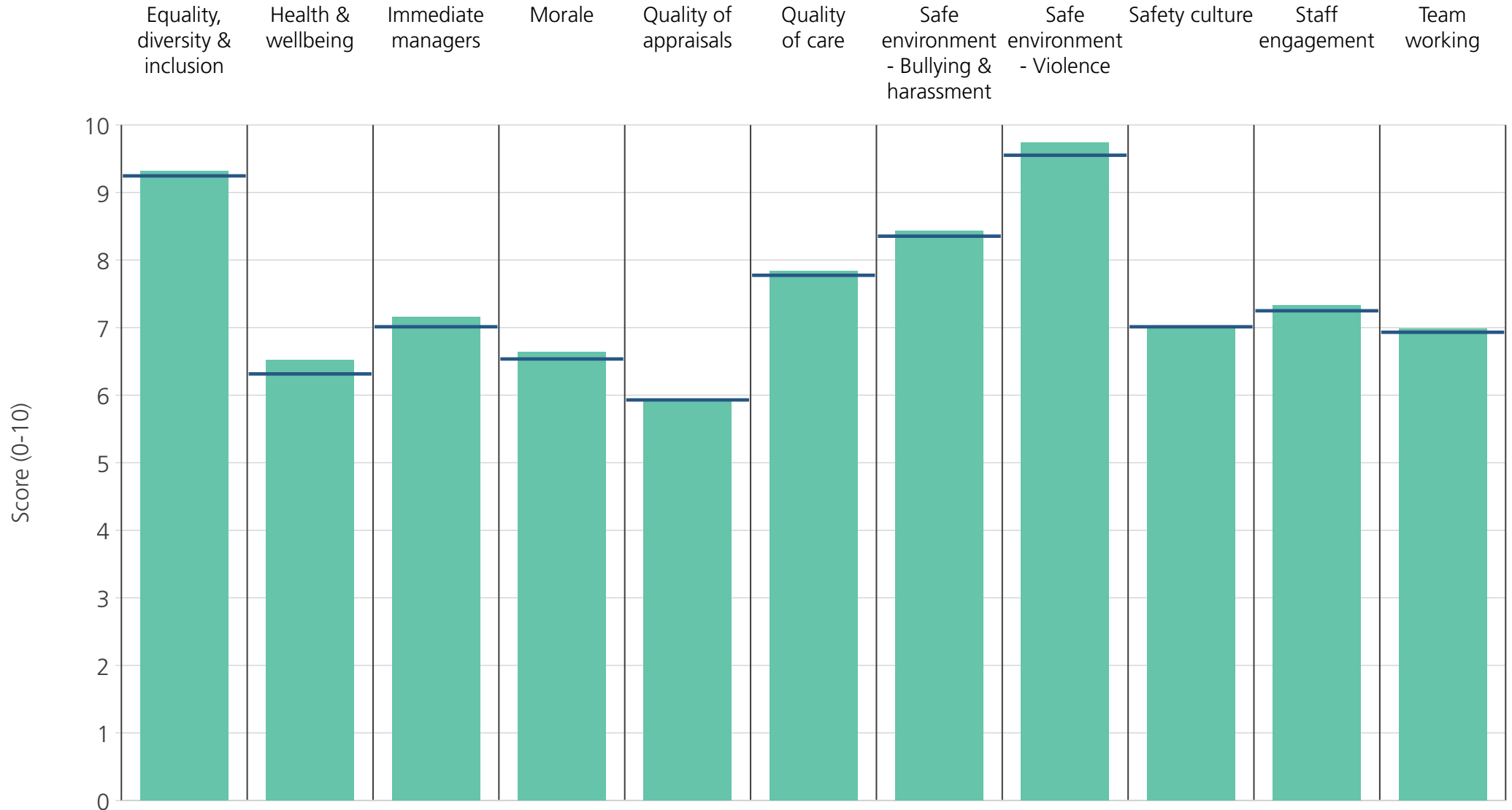
Directorate	8.8	5.3	6.0	5.6	6.1	7.3	7.6	9.0	6.5	6.9	6.1
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	48	48	48	48	30	48	48	48	48	48	48



Directorate	9.3	6.0	7.0	6.3	6.5	7.8	7.8	8.9	7.1	7.0	6.9
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	56	56	56	54	45	55	55	56	55	58	57



Directorate	9.1	5.9	6.7	6.1	4.6	7.9	7.8	9.9	7.0	6.7	6.6
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	89	89	90	88	57	86	88	89	89	90	90



Directorate	9.3	6.5	7.2	6.6	5.9	7.8	8.4	9.7	7.0	7.3	7.0
Your org	9.2	6.3	7.0	6.5	5.9	7.8	8.4	9.6	7.0	7.2	6.9
Responses	1299	1311	1311	1289	1133	1068	1300	1300	1301	1320	1311