

Kent Community Health NHS Foundation Trust

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3	L4 4350 Medical Director	26
		L4 4502 Human Resources	27
Themes – Directorates 1	4	L4 4503 Communication & Patient Engagement	28
Add Prof Scientific and Technic	5	L4 4550 Finance	29
Additional Clinical Services	6	L4 4554 Estates Management	30
Administrative and Clerical	7	L4 4556 Facilities Service (Soft FM)	31
Allied Health Professionals	8	L4 4701 Corporate Services	32
Estates and Ancillary	9		
Healthcare Scientists	10		
Medical and Dental	11		
Nursing and Midwifery Registered	12		
Students	13		
Themes – Directorates 2	14		
L4 4103 Childrens Specialist Services	15		
L4 4204 West Kent	16		
L4 4206 Specialist & Elective Services	17		
L4 4215 Public Health	18		
L4 4216 Dental	19		
L4 4217 East Kent	20		
L4 4219 Operations Management	21		
L4 4220 IT	22		
L4 4304 Chief Nurse	23		
L4 4305 Safeguarding	24		
L4 4306 Medicines Management	25		

This directorate report for Kent Community Health 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 Kent Community Health 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.

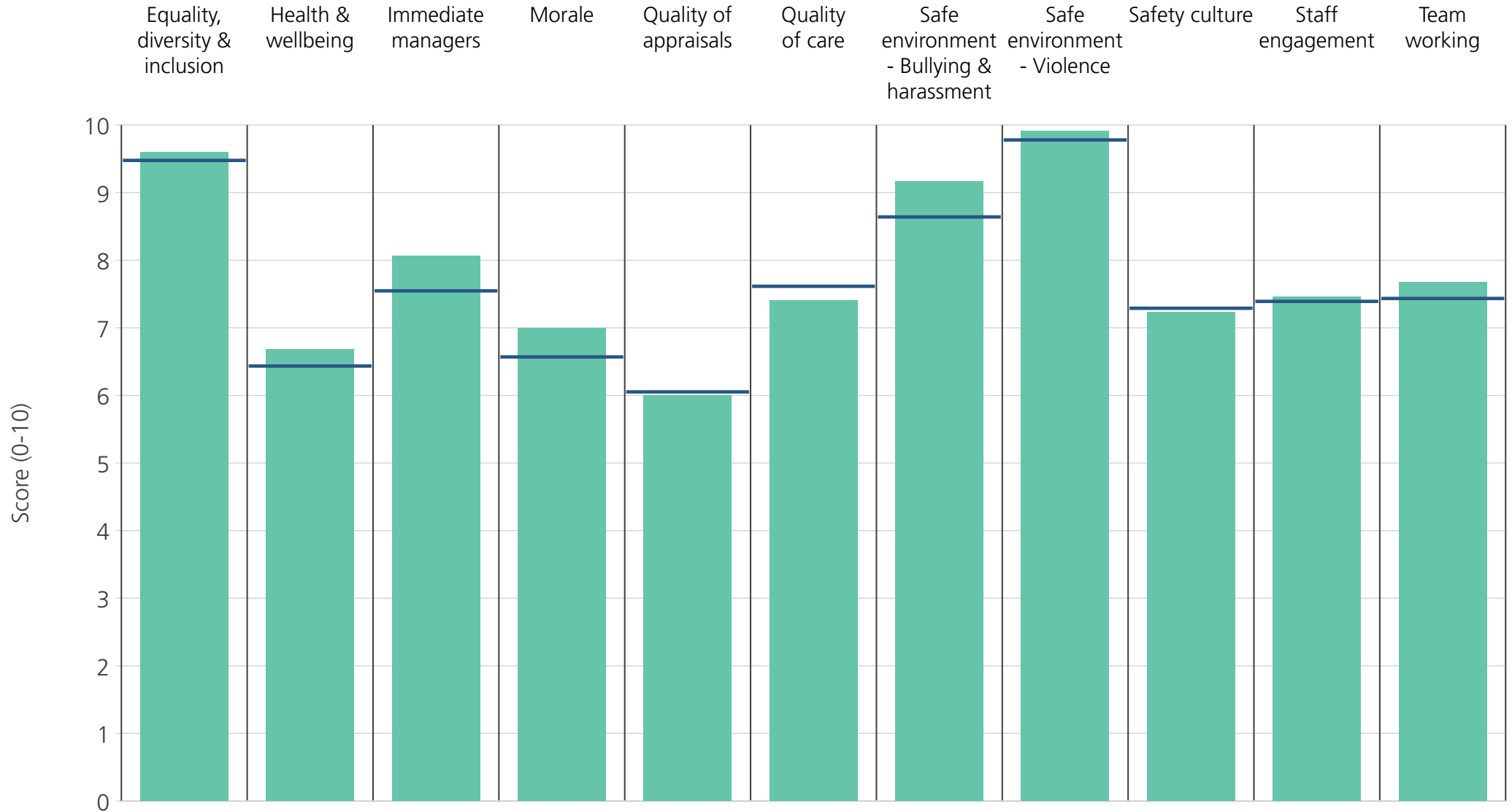
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



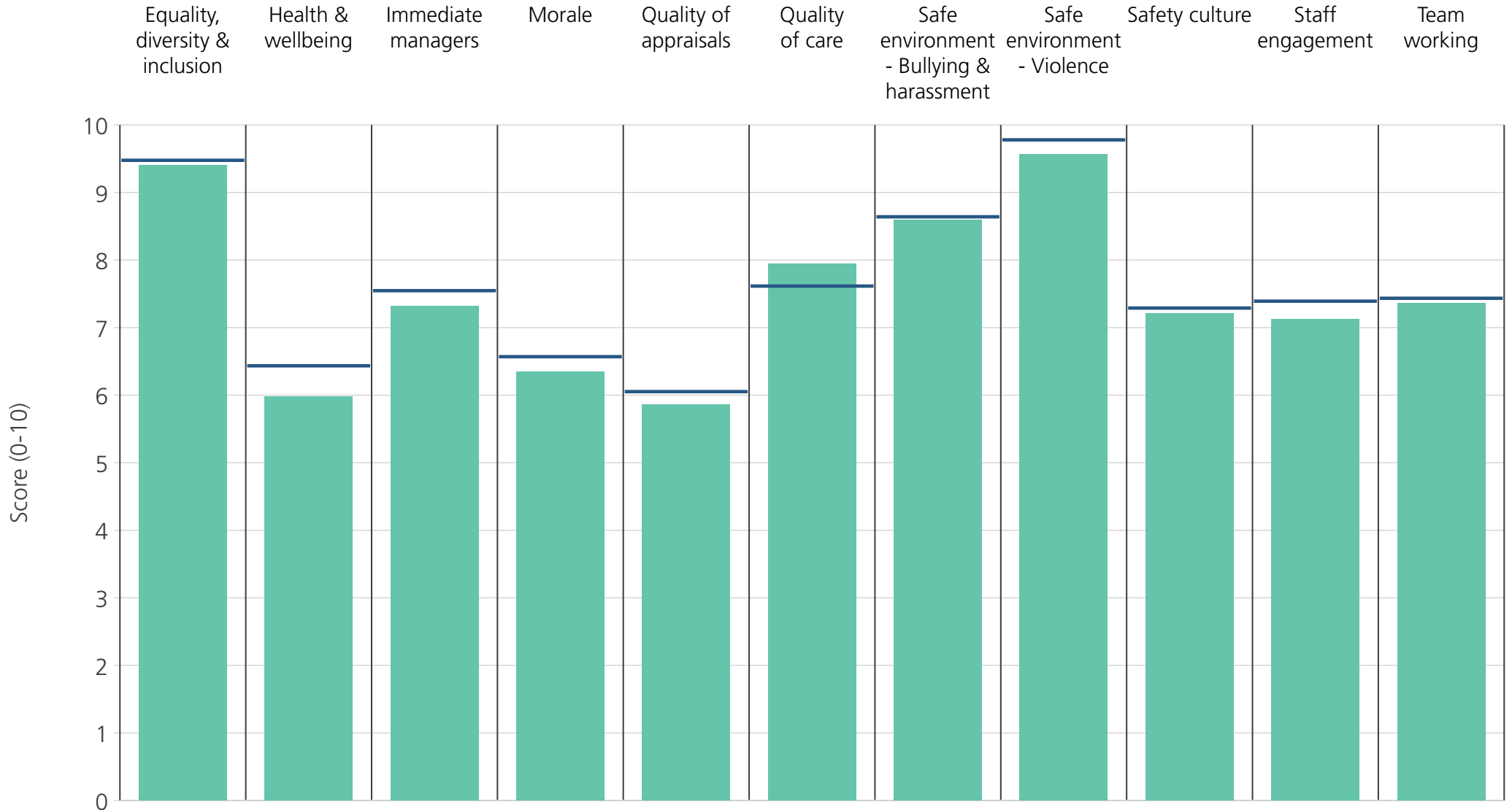
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

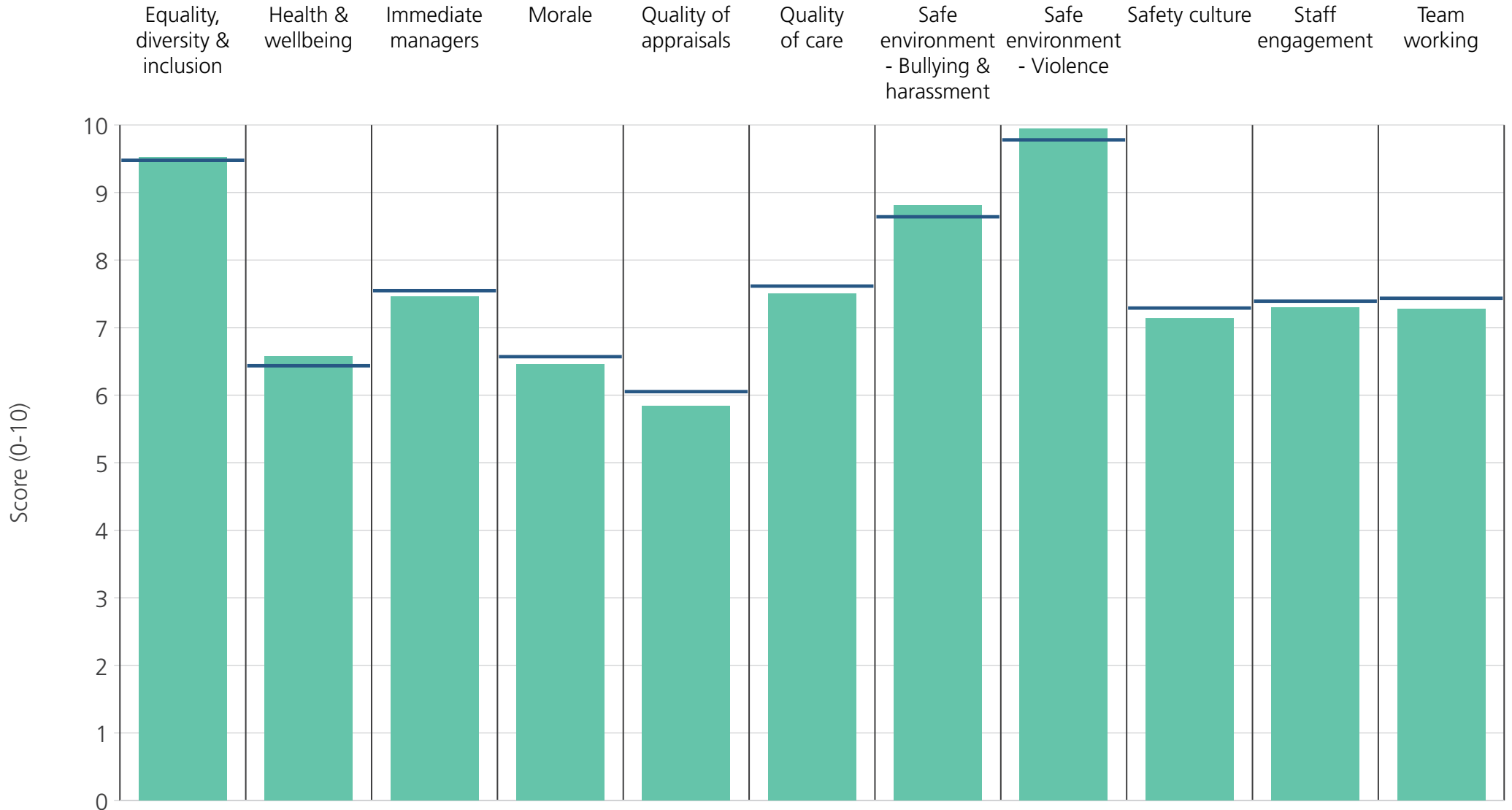
Kent Community Health NHS Foundation Trust
2019 NHS Staff Survey Results



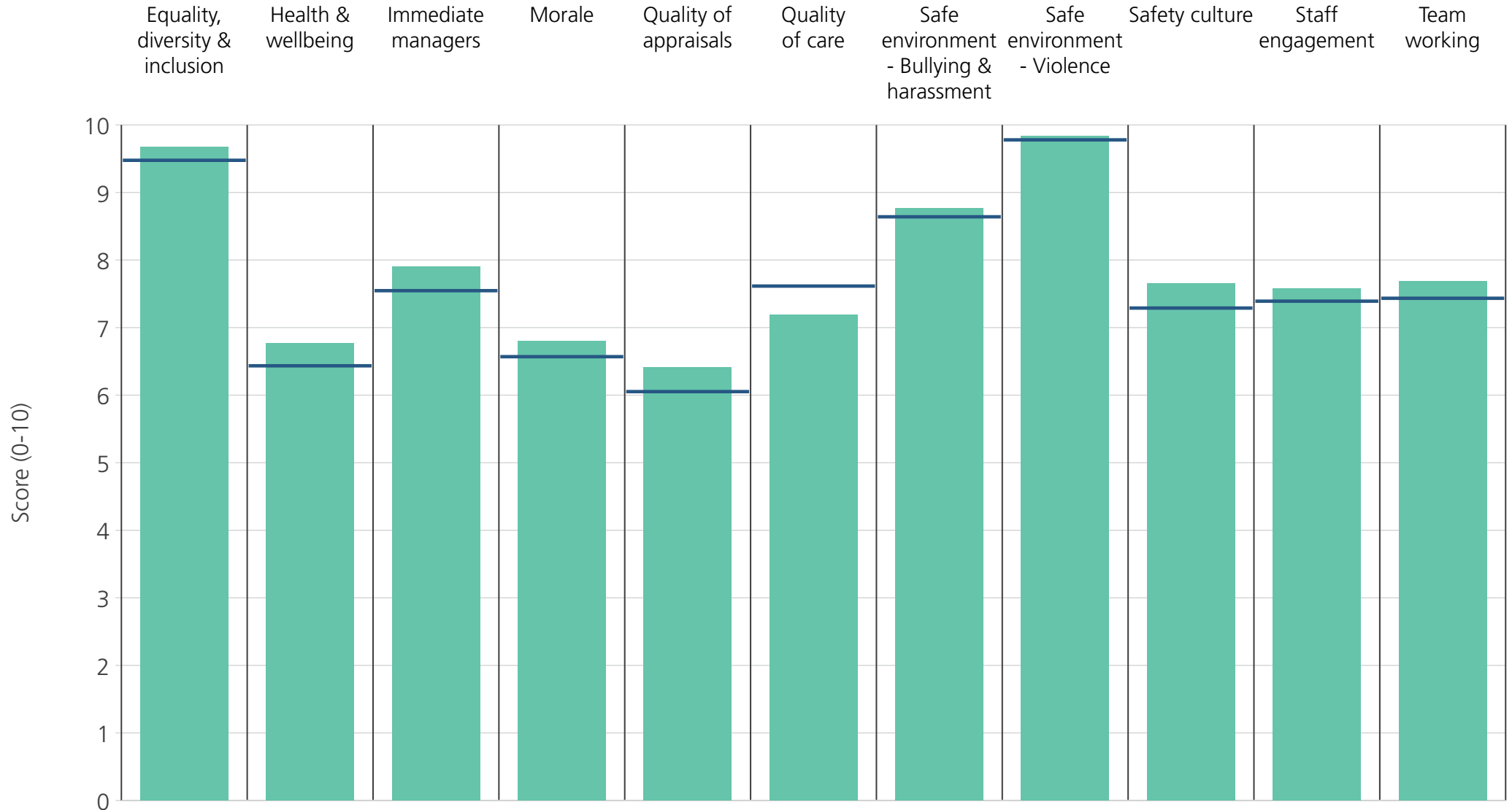
Directorate	9.6	6.7	8.1	7.0	6.0	7.4	9.2	9.9	7.2	7.5	7.7
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	37	37	37	37	35	34	36	37	37	37	36



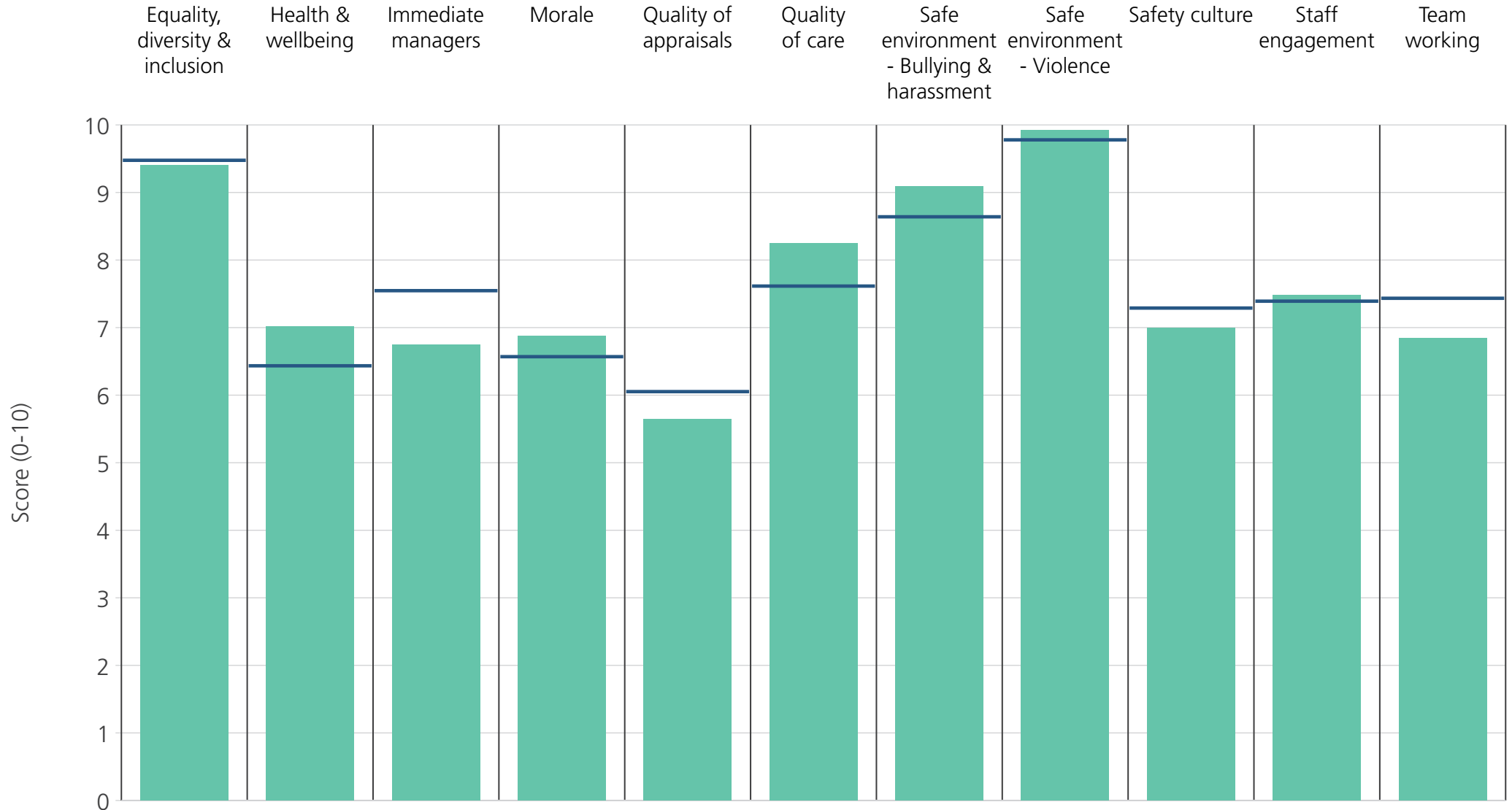
Directorate	9.4	6.0	7.3	6.3	5.9	7.9	8.6	9.6	7.2	7.1	7.4
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	590	590	591	584	543	582	580	585	592	592	585



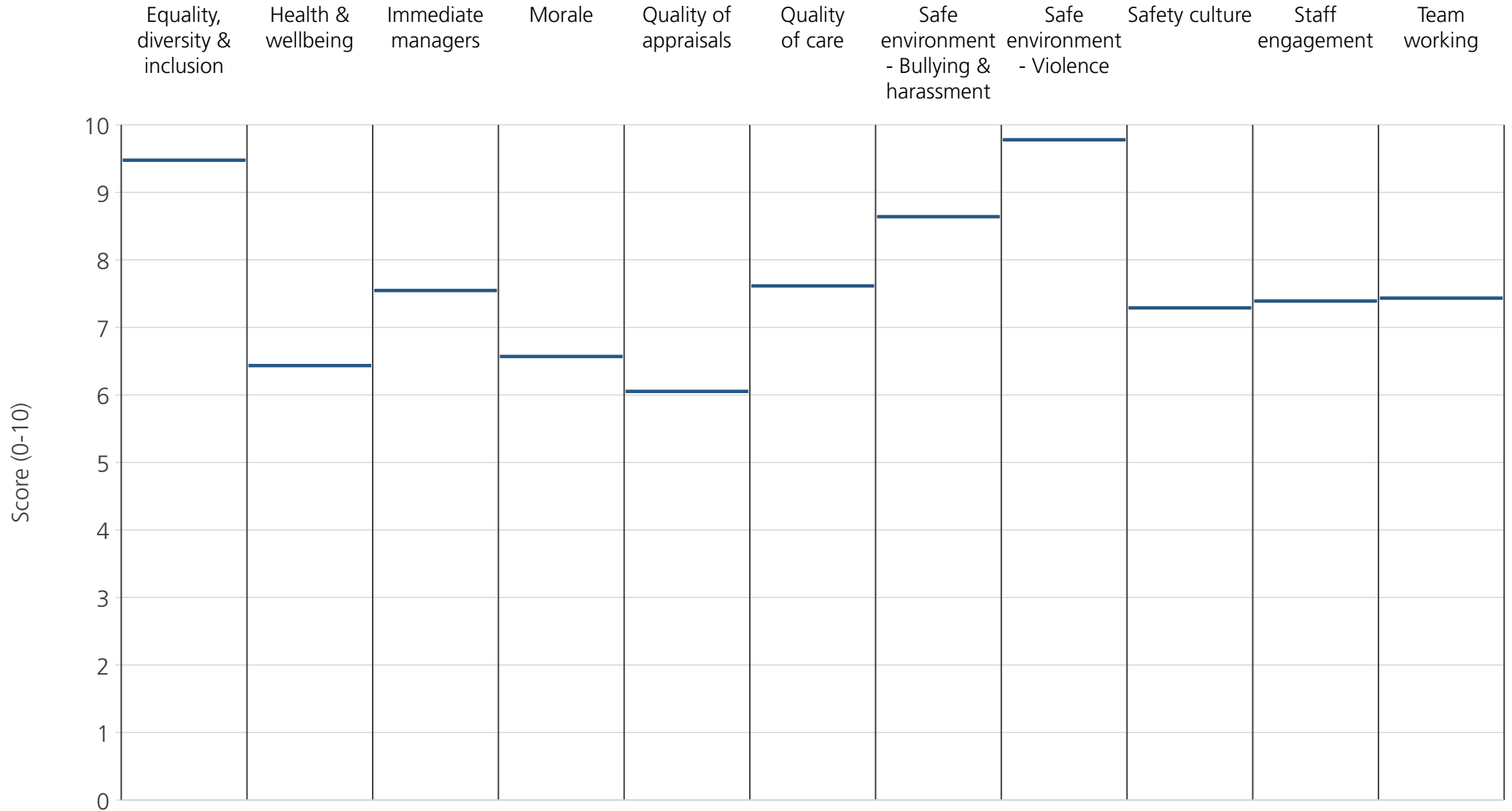
Directorate	9.5	6.6	7.5	6.5	5.8	7.5	8.8	9.9	7.1	7.3	7.3
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	935	940	936	925	888	630	930	933	928	938	931



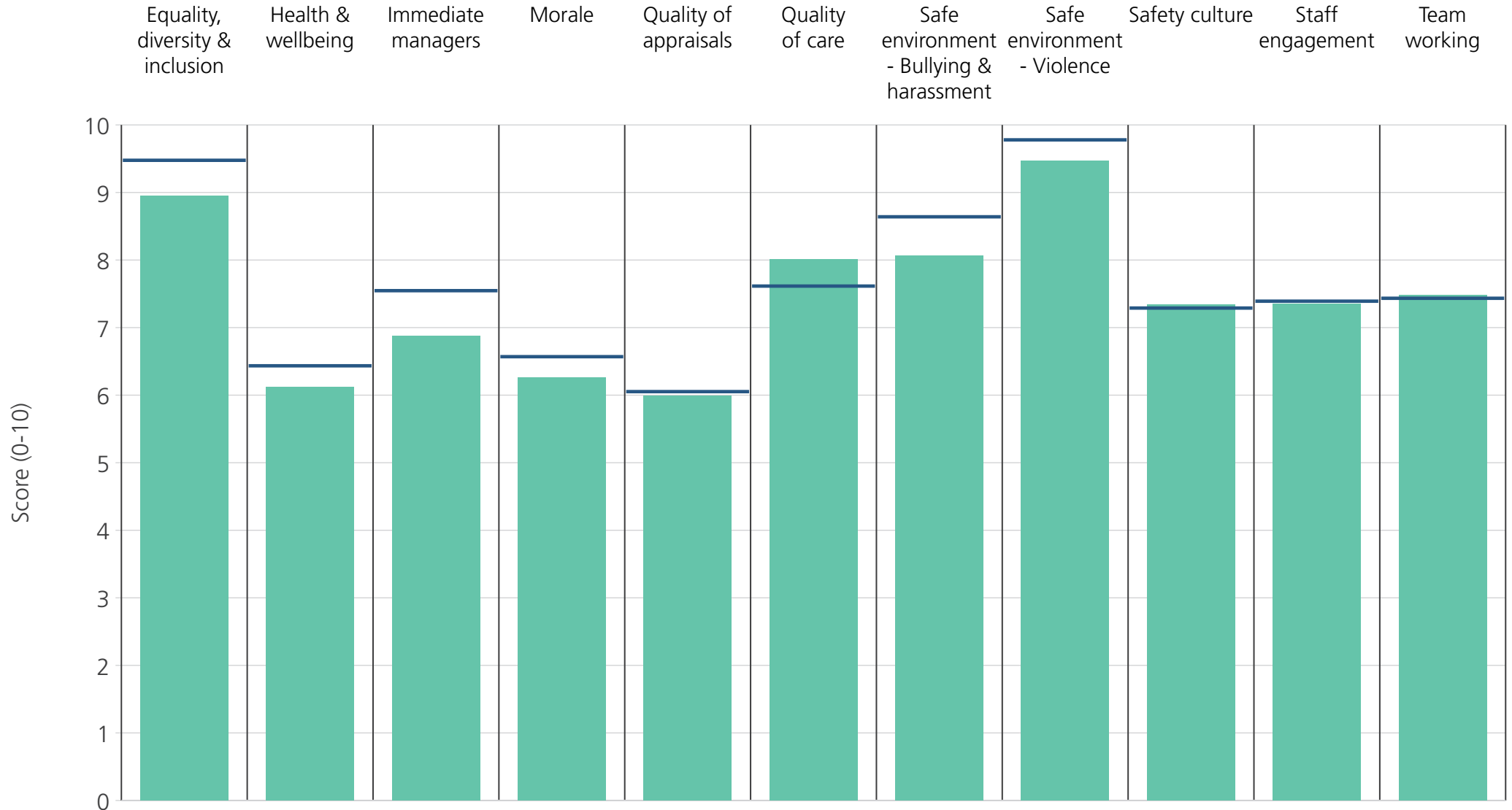
Directorate	9.7	6.8	7.9	6.8	6.4	7.2	8.8	9.8	7.7	7.6	7.7
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	405	407	408	406	398	405	406	406	409	408	405



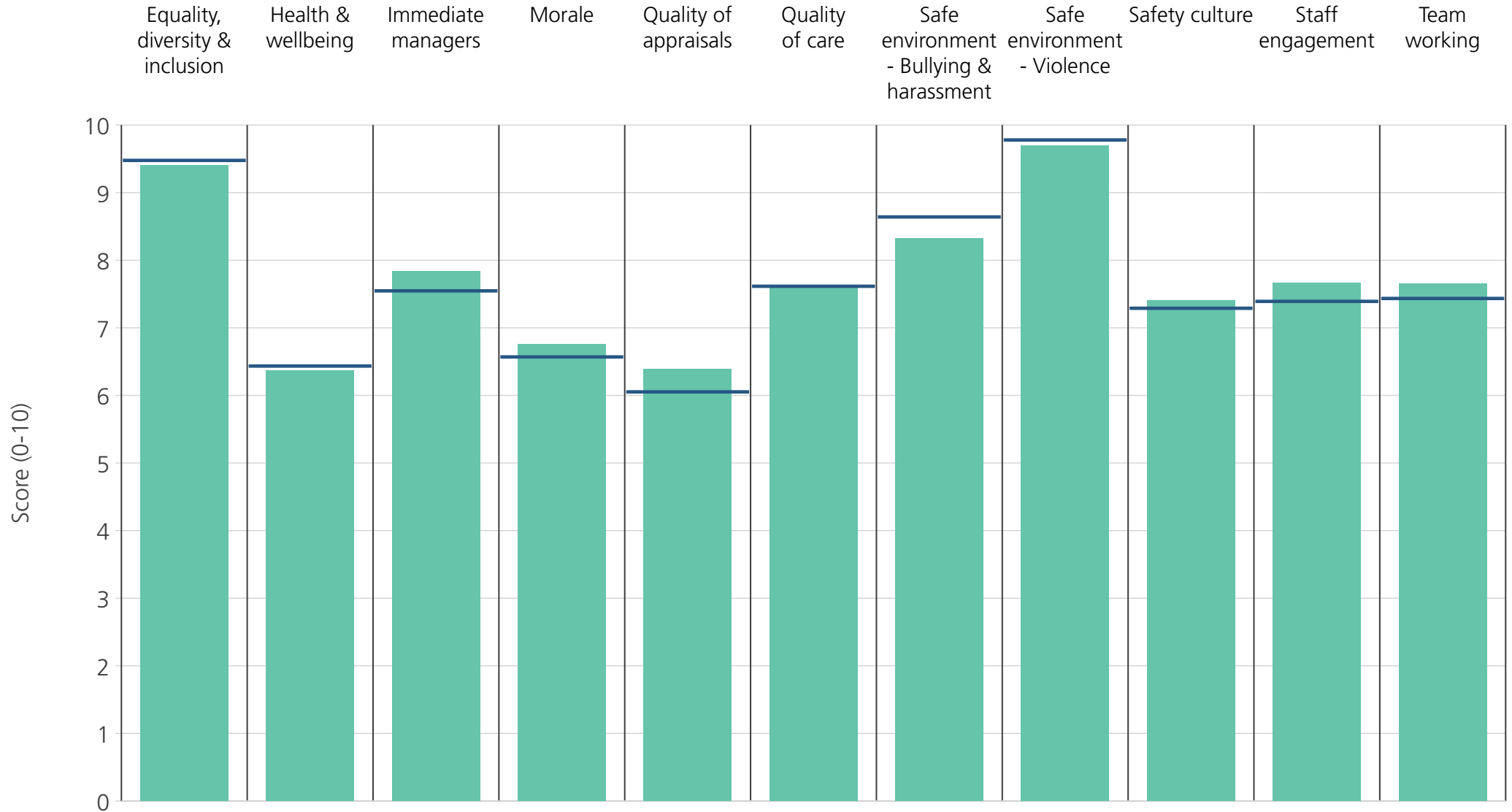
Directorate	9.4	7.0	6.7	6.9	5.6	8.3	9.1	9.9	7.0	7.5	6.8
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	89	89	90	88	79	62	88	88	90	90	88



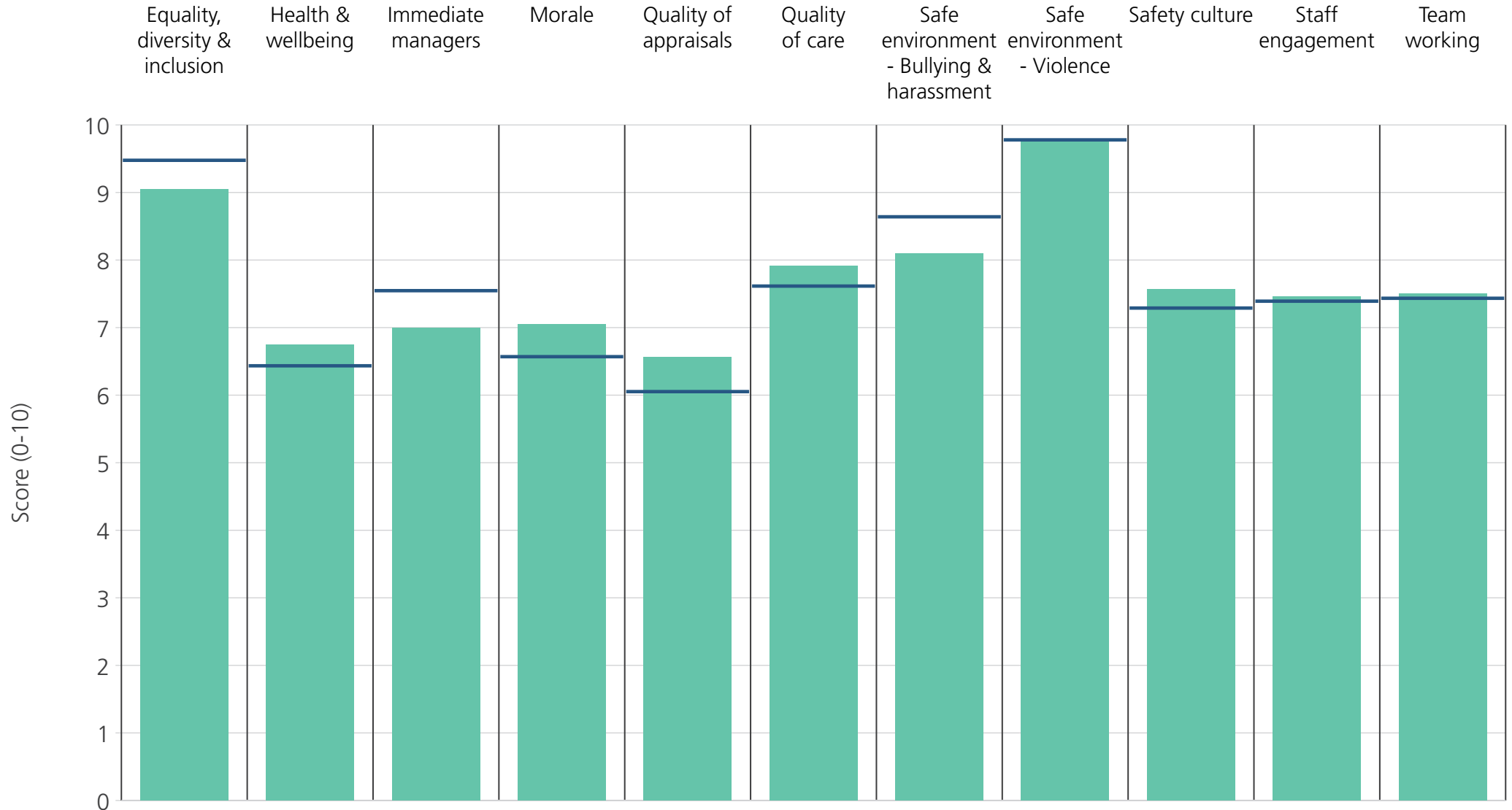
Directorate	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	8	8	8	8	8	8	8	8	8	8	8



Directorate	8.9	6.1	6.9	6.3	6.0	8.0	8.1	9.5	7.3	7.3	7.5
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	57	57	56	56	53	53	55	56	56	57	56



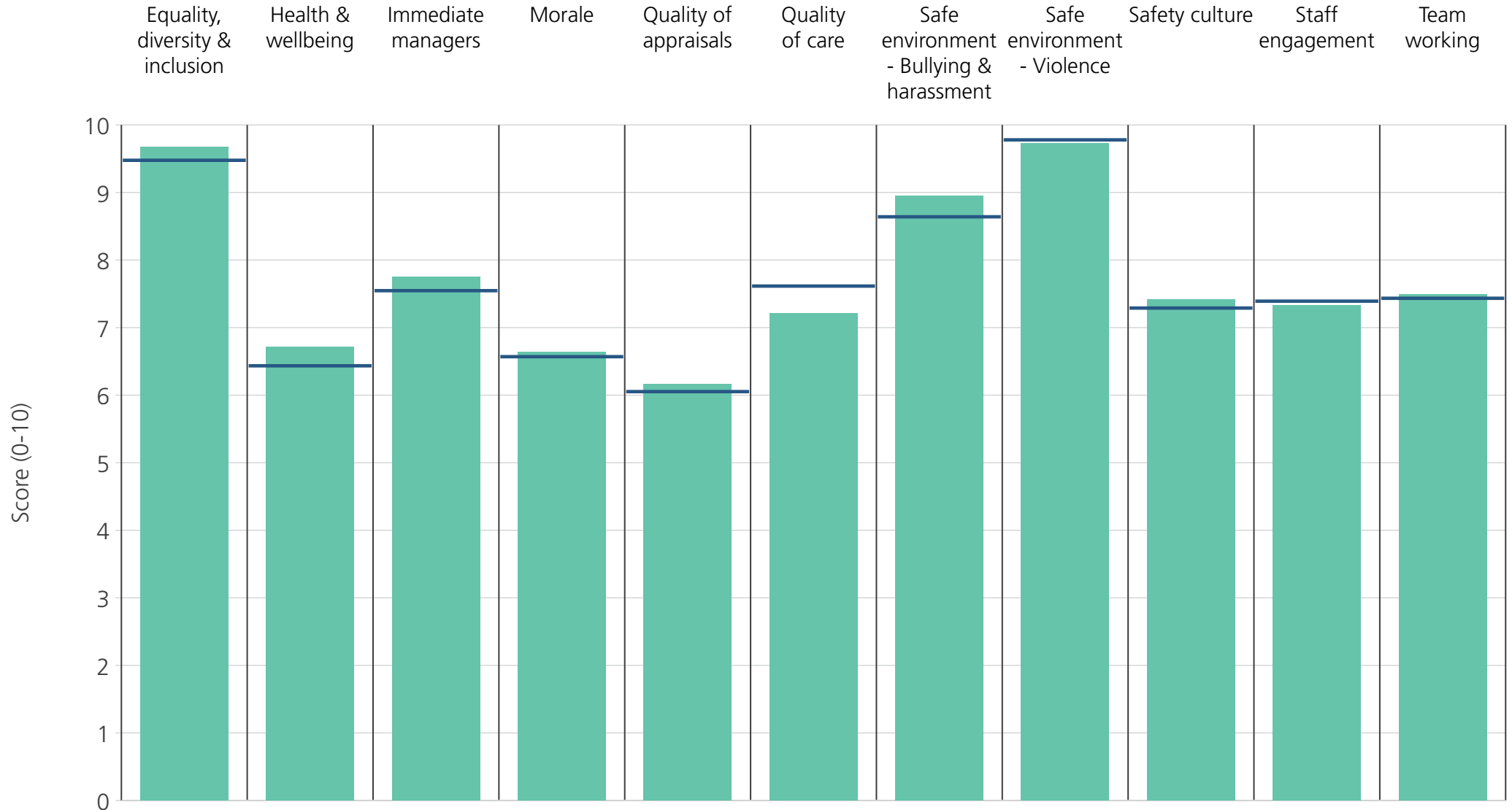
Directorate	9.4	6.4	7.8	6.8	6.4	7.6	8.3	9.7	7.4	7.7	7.7
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	587	587	589	578	566	576	583	582	587	590	587



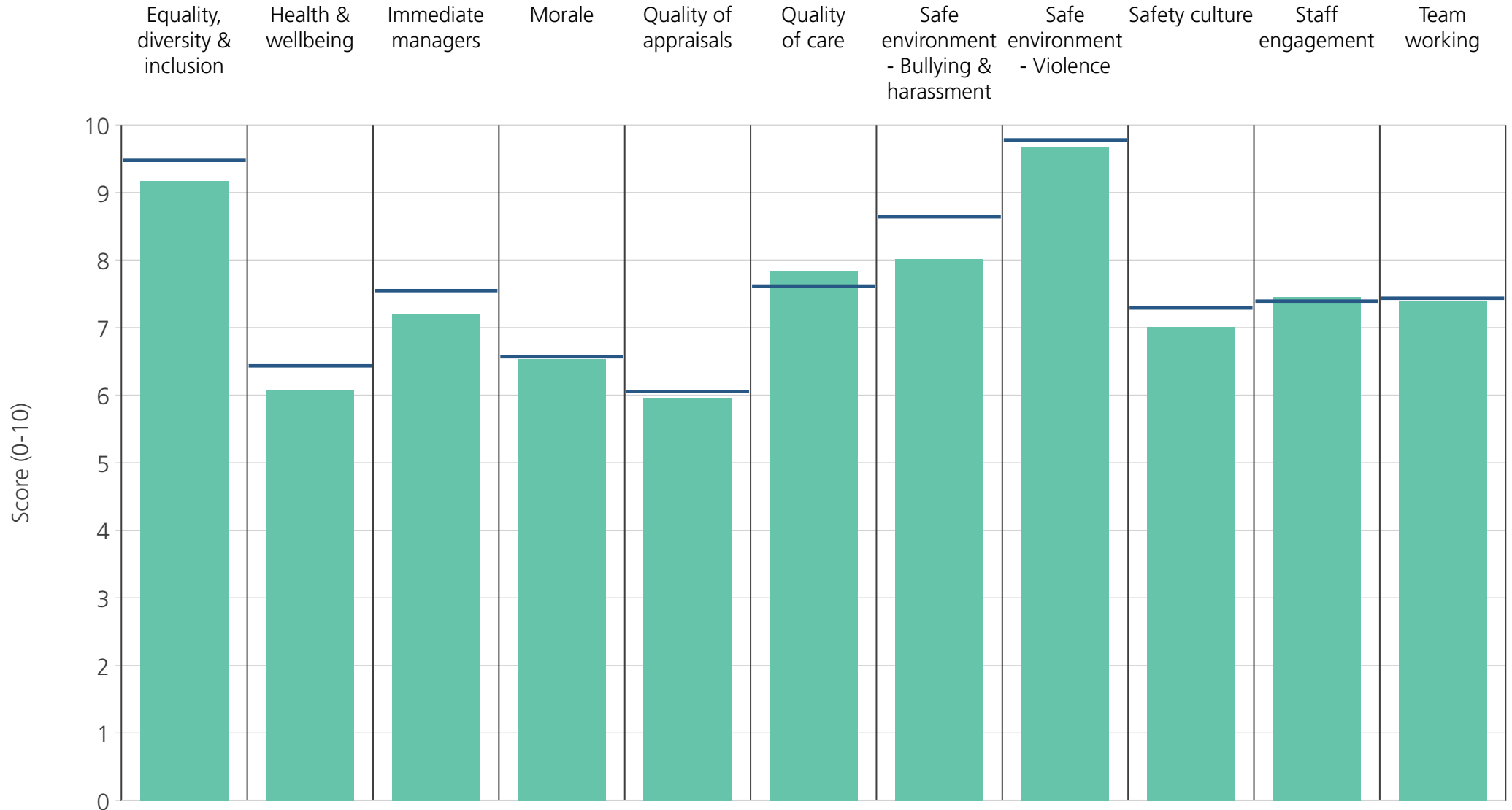
Directorate	9.0	6.8	7.0	7.1	6.6	7.9	8.1	9.7	7.6	7.5	7.5
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	14	14	14	14	12	14	14	13	14	14	14

Directorates 2

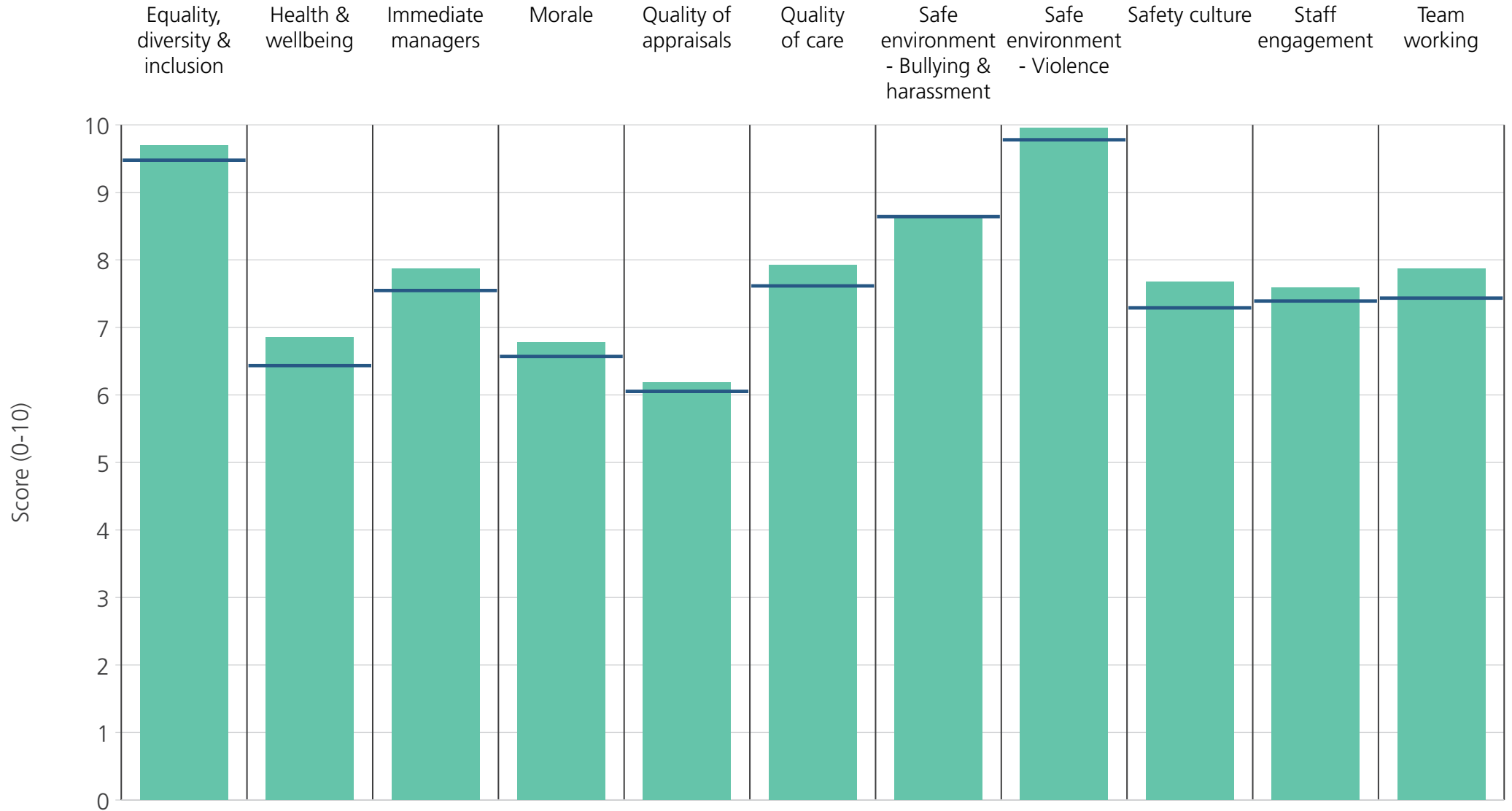
Kent Community Health NHS Foundation Trust
2019 NHS Staff Survey Results



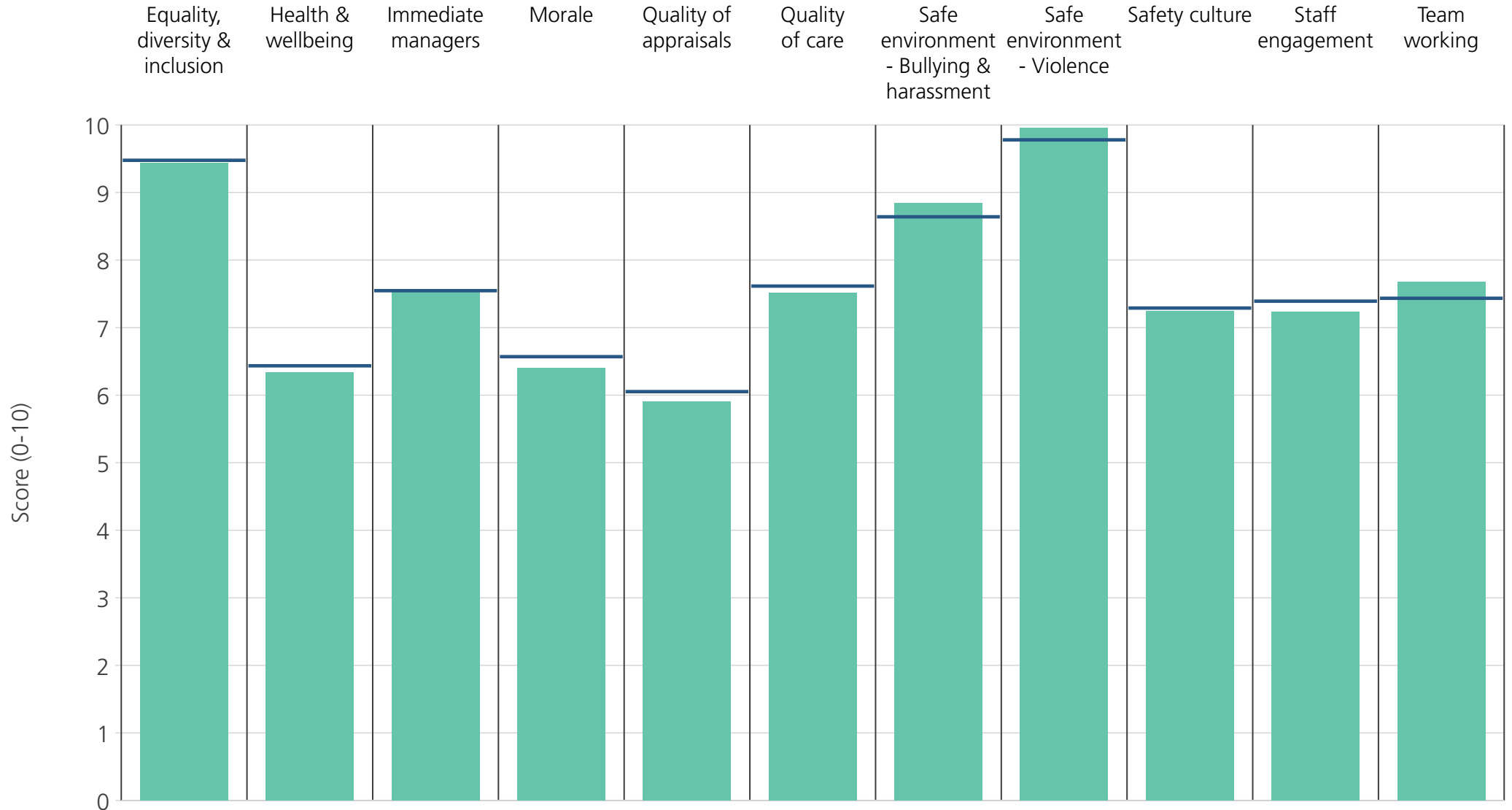
Directorate	9.7	6.7	7.7	6.6	6.2	7.2	8.9	9.7	7.4	7.3	7.5
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	484	485	482	477	468	453	478	480	485	483	480



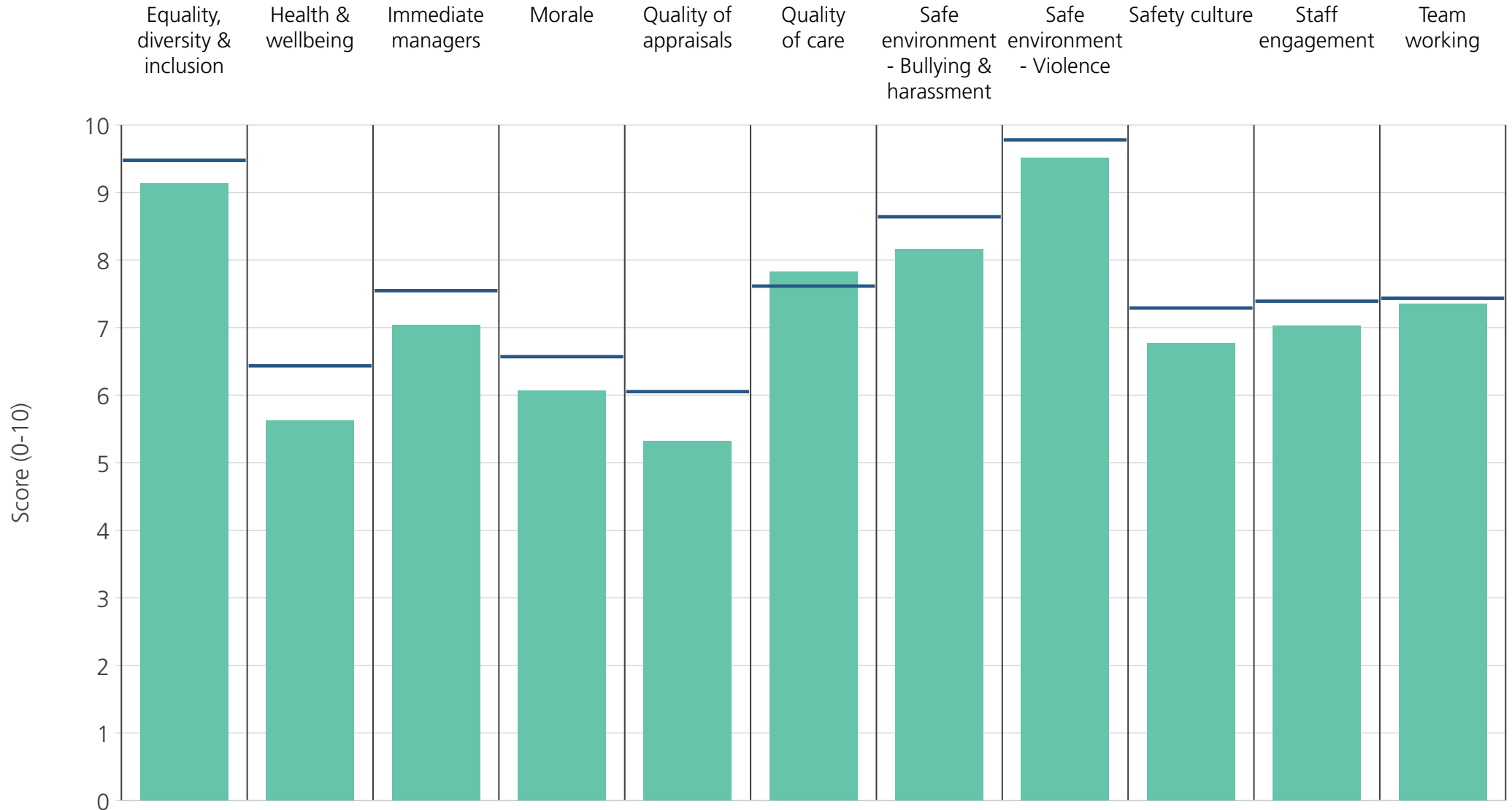
Directorate	9.2	6.1	7.2	6.5	6.0	7.8	8.0	9.7	7.0	7.4	7.4
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	267	268	268	259	242	253	266	267	267	270	268



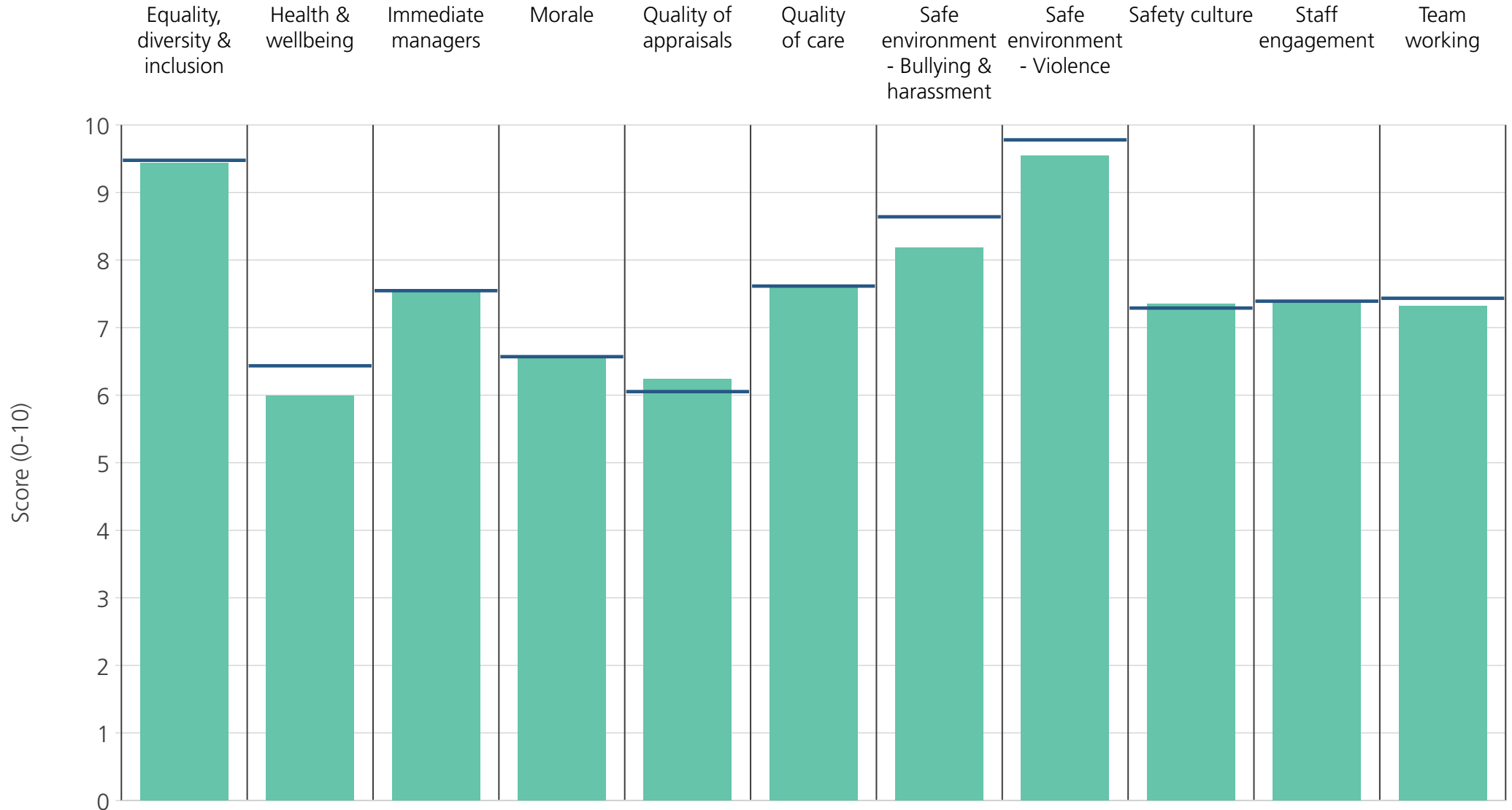
Directorate	9.7	6.9	7.9	6.8	6.2	7.9	8.6	10.0	7.7	7.6	7.9
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	366	368	372	369	365	346	368	368	371	372	368



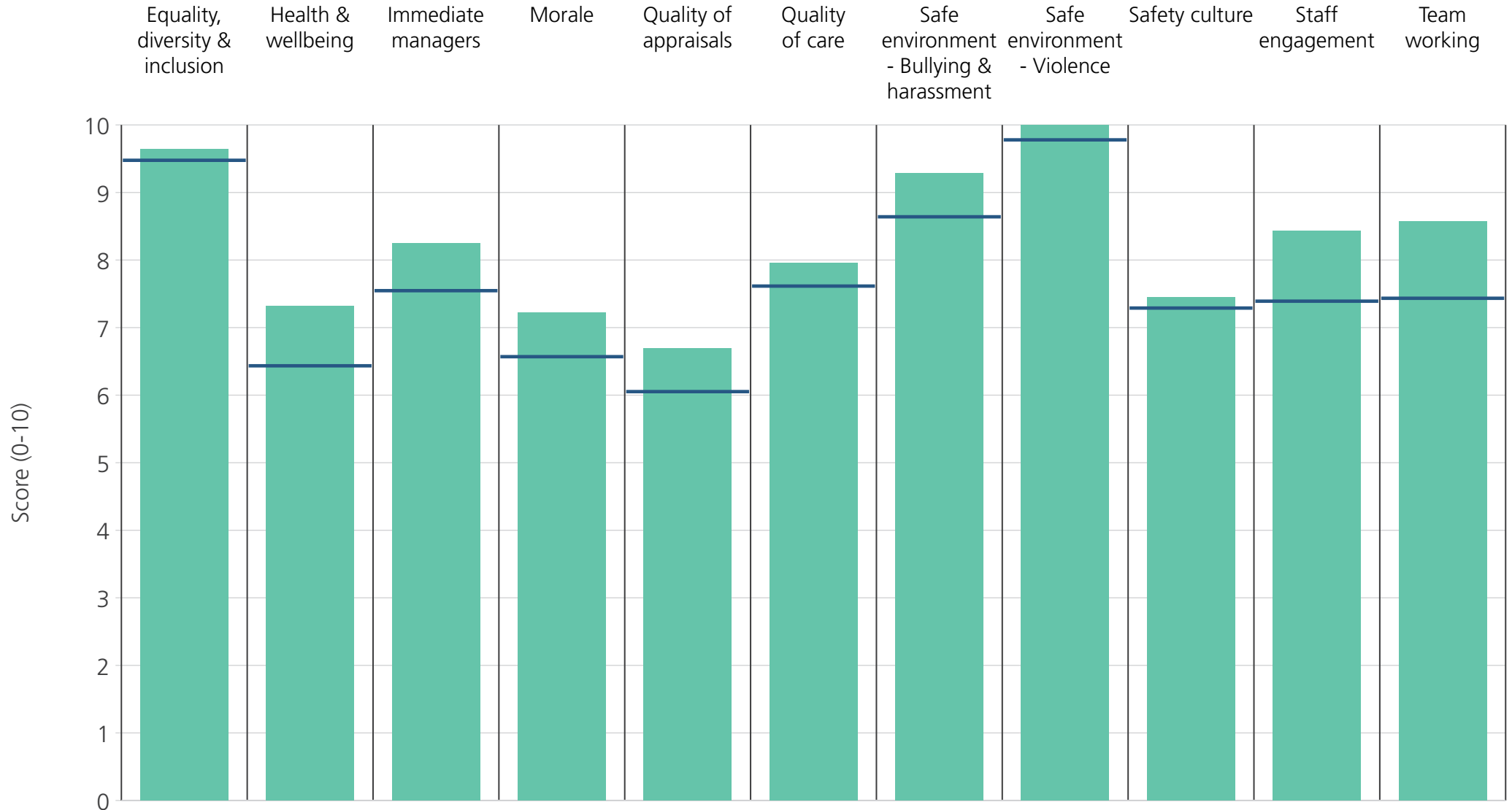
Directorate	9.4	6.3	7.6	6.4	5.9	7.5	8.8	10.0	7.2	7.2	7.7
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	422	423	424	418	399	391	417	417	420	425	421



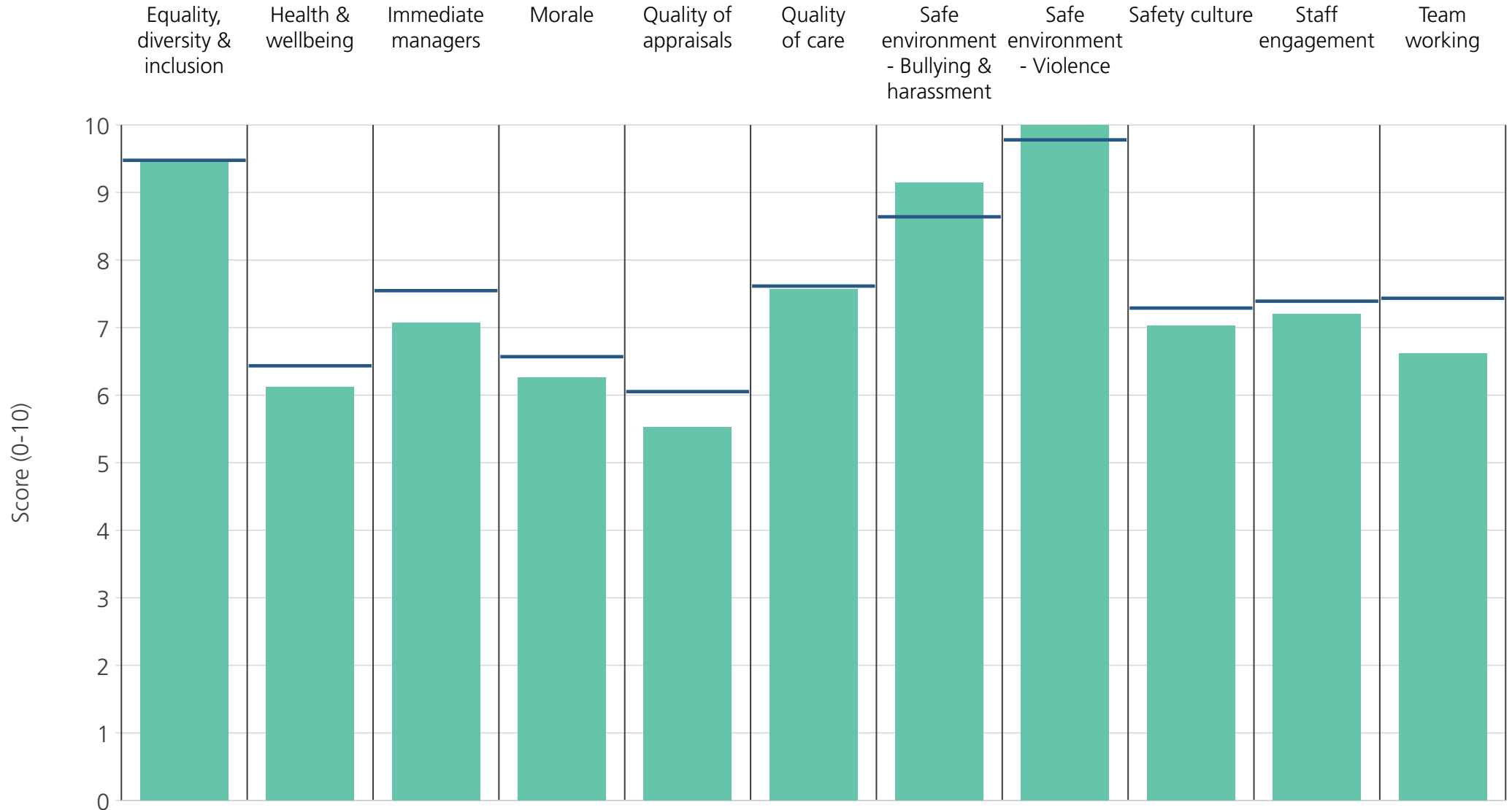
Directorate	9.1	5.6	7.0	6.1	5.3	7.8	8.2	9.5	6.8	7.0	7.3
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	174	174	174	173	165	161	172	175	174	175	174



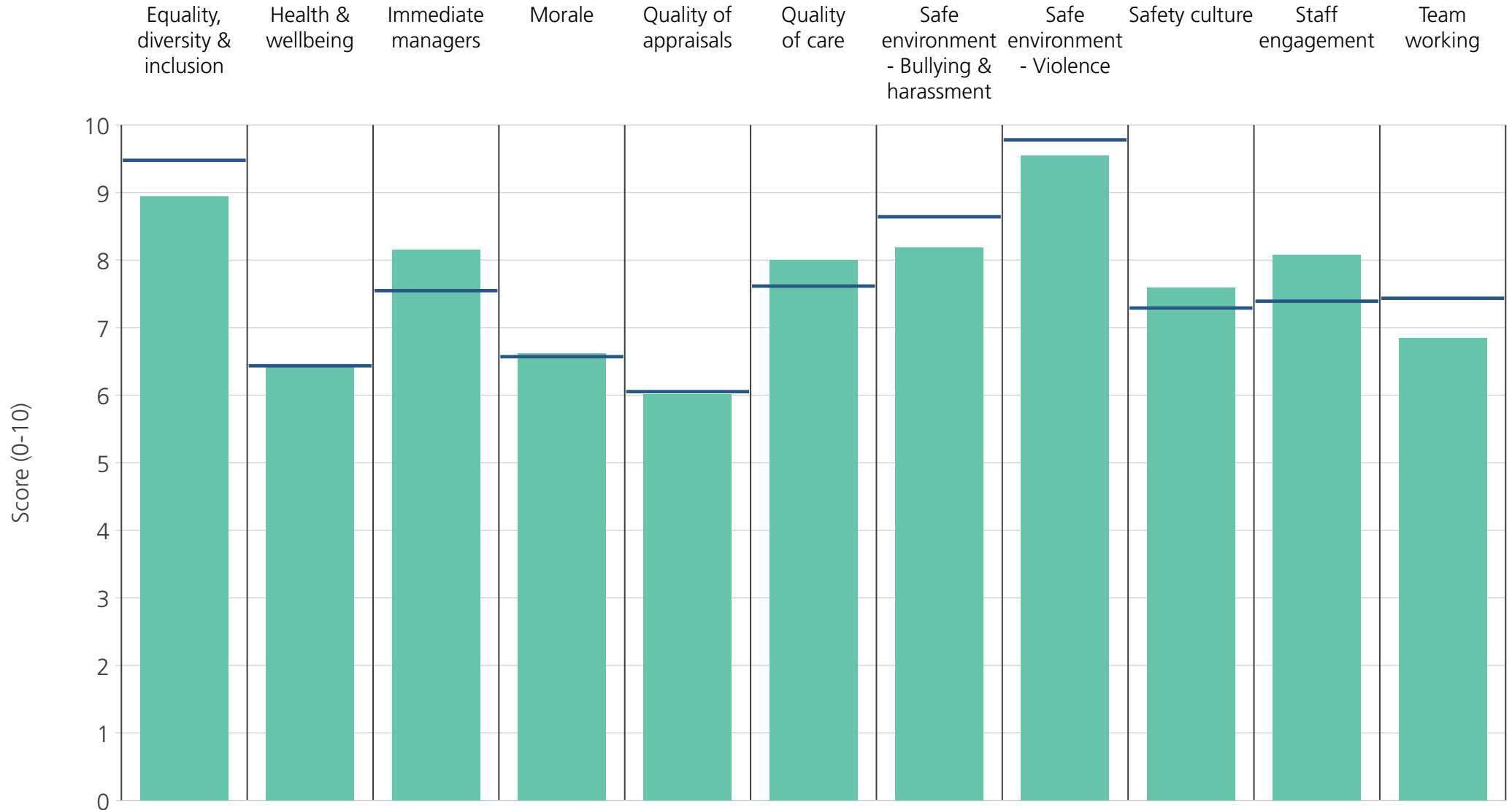
Directorate	9.4	6.0	7.6	6.6	6.2	7.6	8.2	9.5	7.3	7.4	7.3
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	472	472	471	466	442	440	466	467	471	471	466



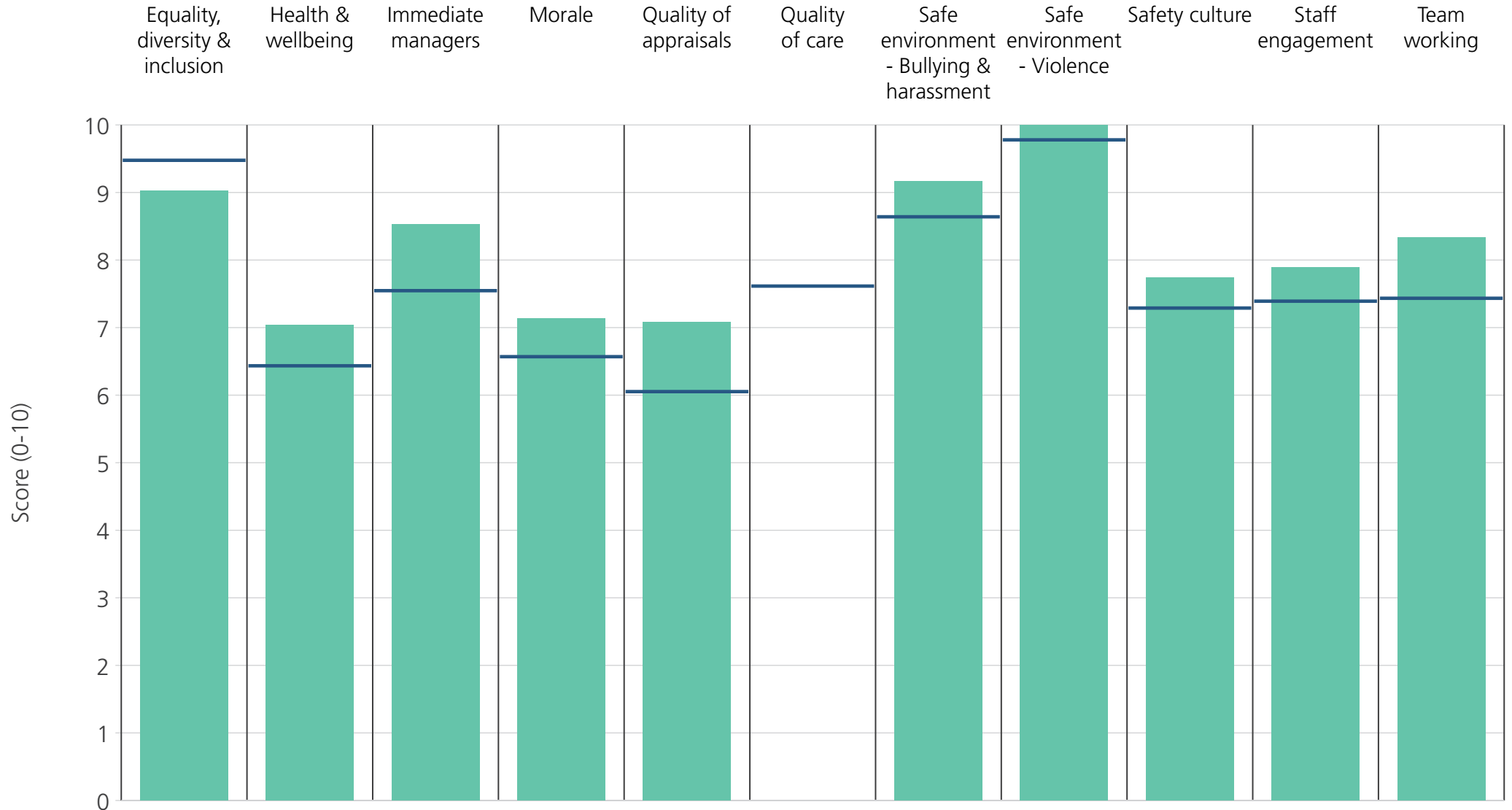
Directorate	9.6	7.3	8.3	7.2	6.7	8.0	9.3	10.0	7.5	8.4	8.6
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	14	14	14	14	14	11	14	14	14	14	14



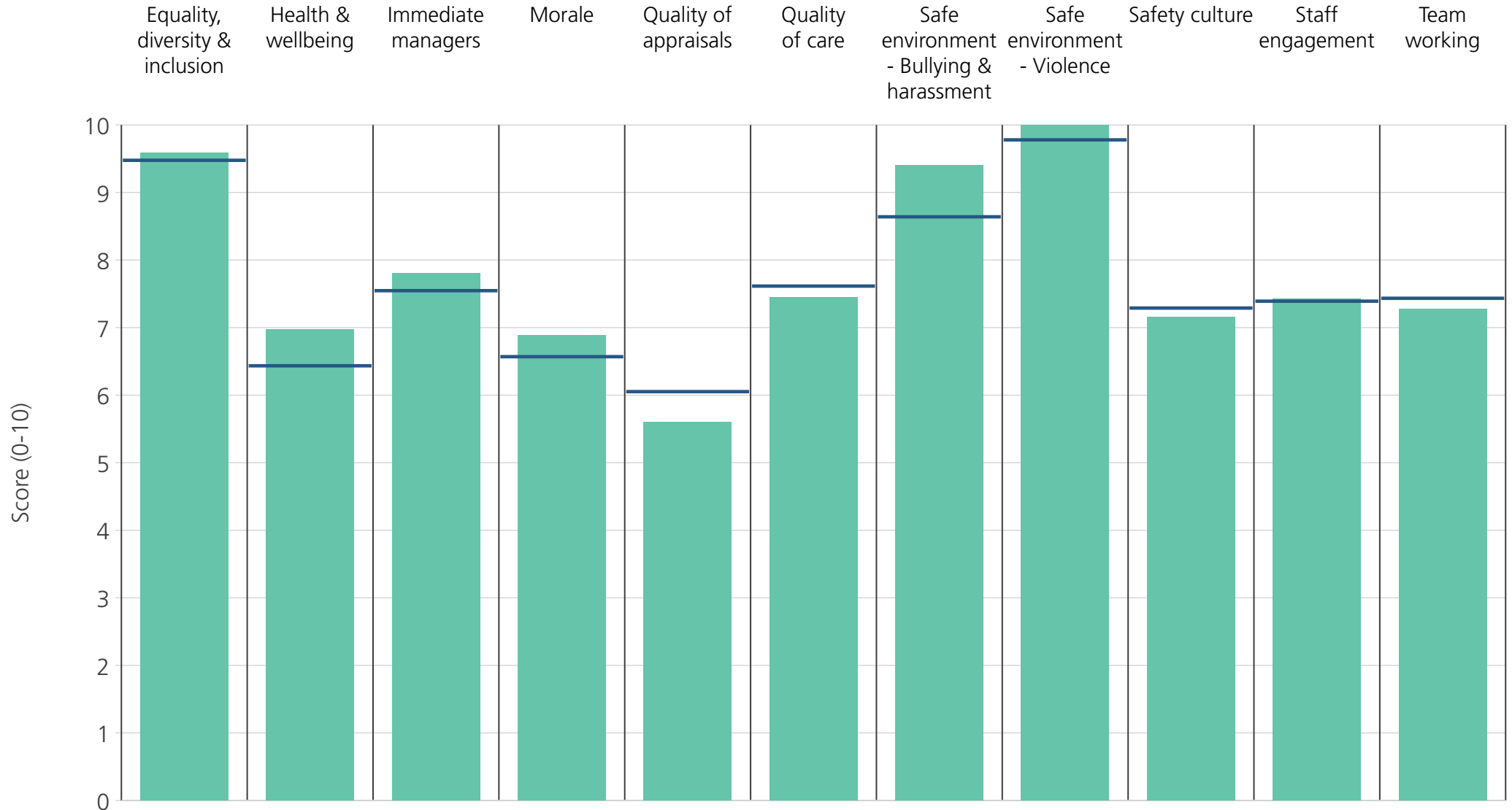
Directorate	9.4	6.1	7.1	6.3	5.5	7.6	9.1	10.0	7.0	7.2	6.6
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	93	93	91	91	89	52	93	93	91	91	89



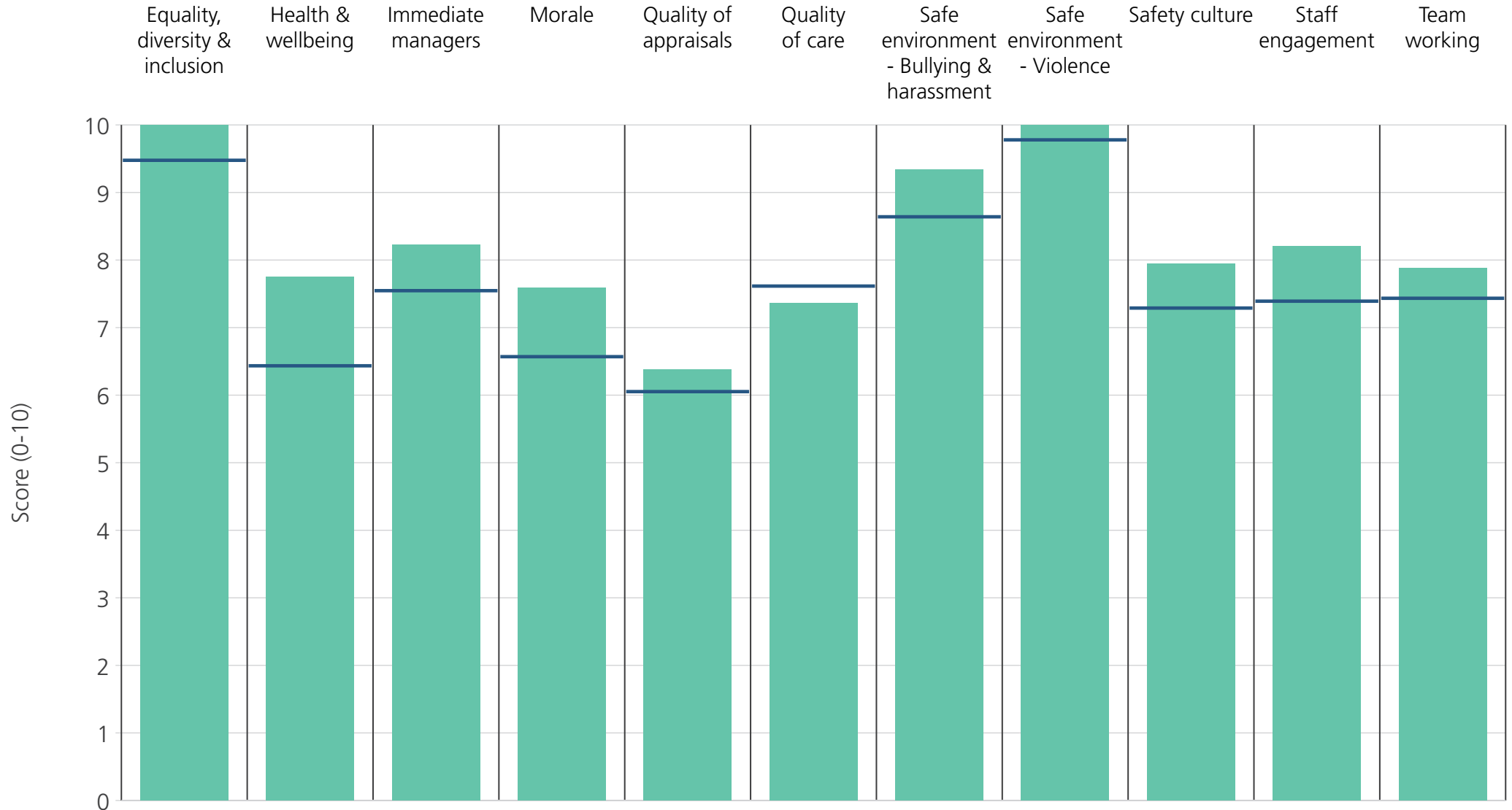
Directorate	8.9	6.4	8.1	6.6	6.0	8.0	8.2	9.5	7.6	8.1	6.8
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	22	23	23	23	21	15	22	22	23	23	23



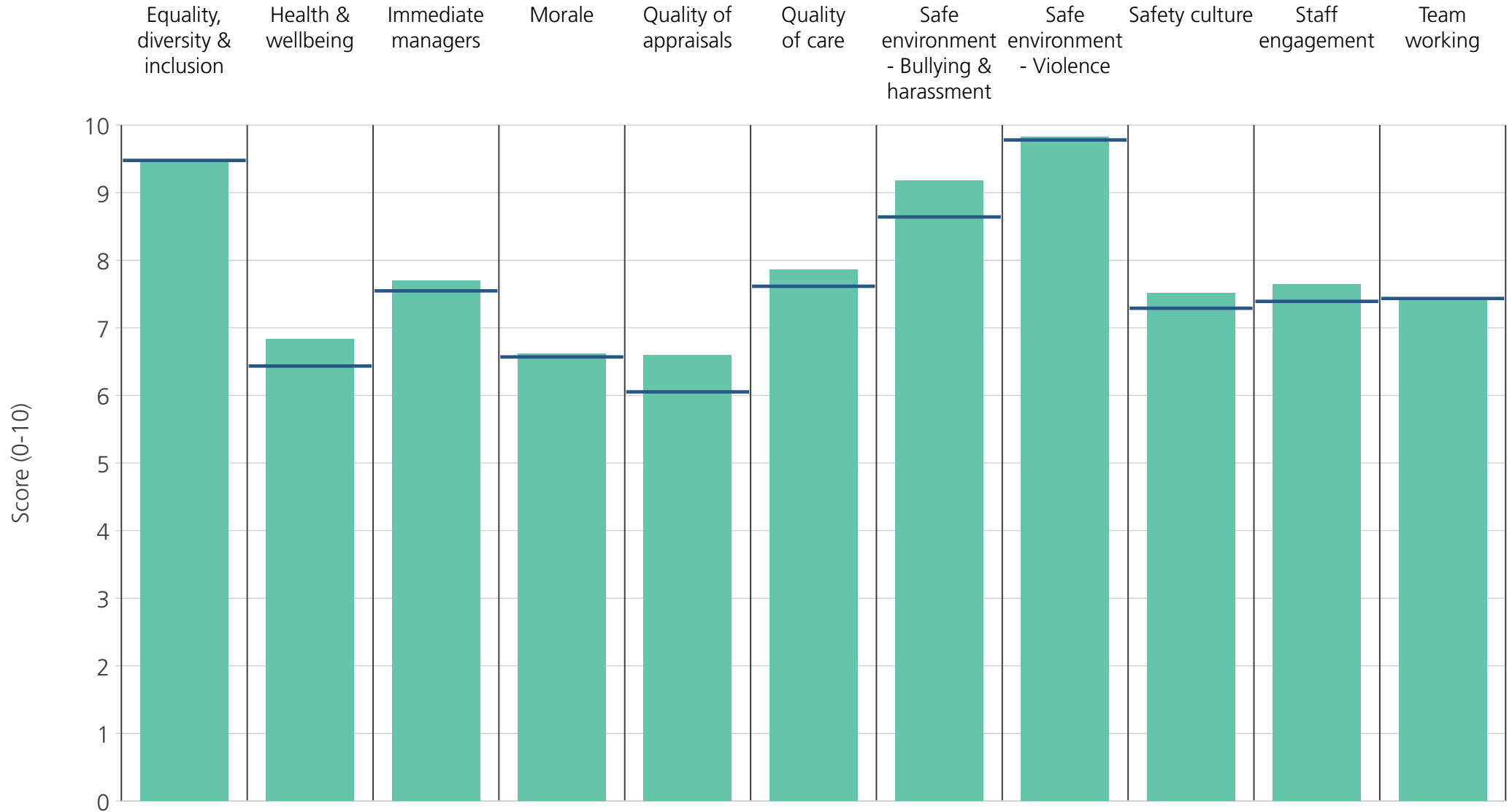
Directorate	9.0	7.0	8.5	7.1	7.1		9.2	10.0	7.7	7.9	8.3
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	12	12	12	12	12	6	12	12	12	12	12



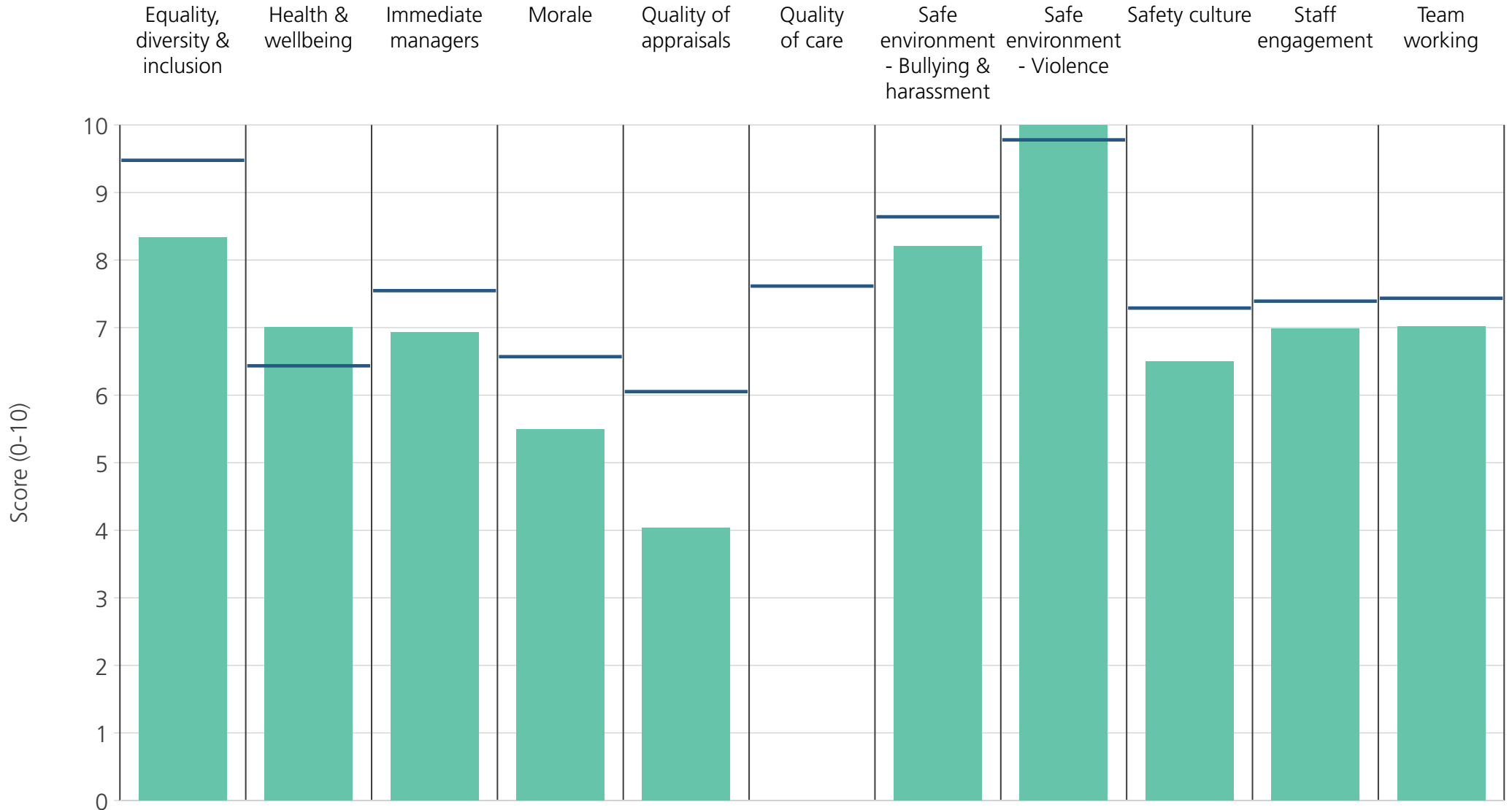
Directorate	9.6	7.0	7.8	6.9	5.6	7.4	9.4	10.0	7.2	7.4	7.3
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	28	28	28	27	27	24	28	28	28	28	28



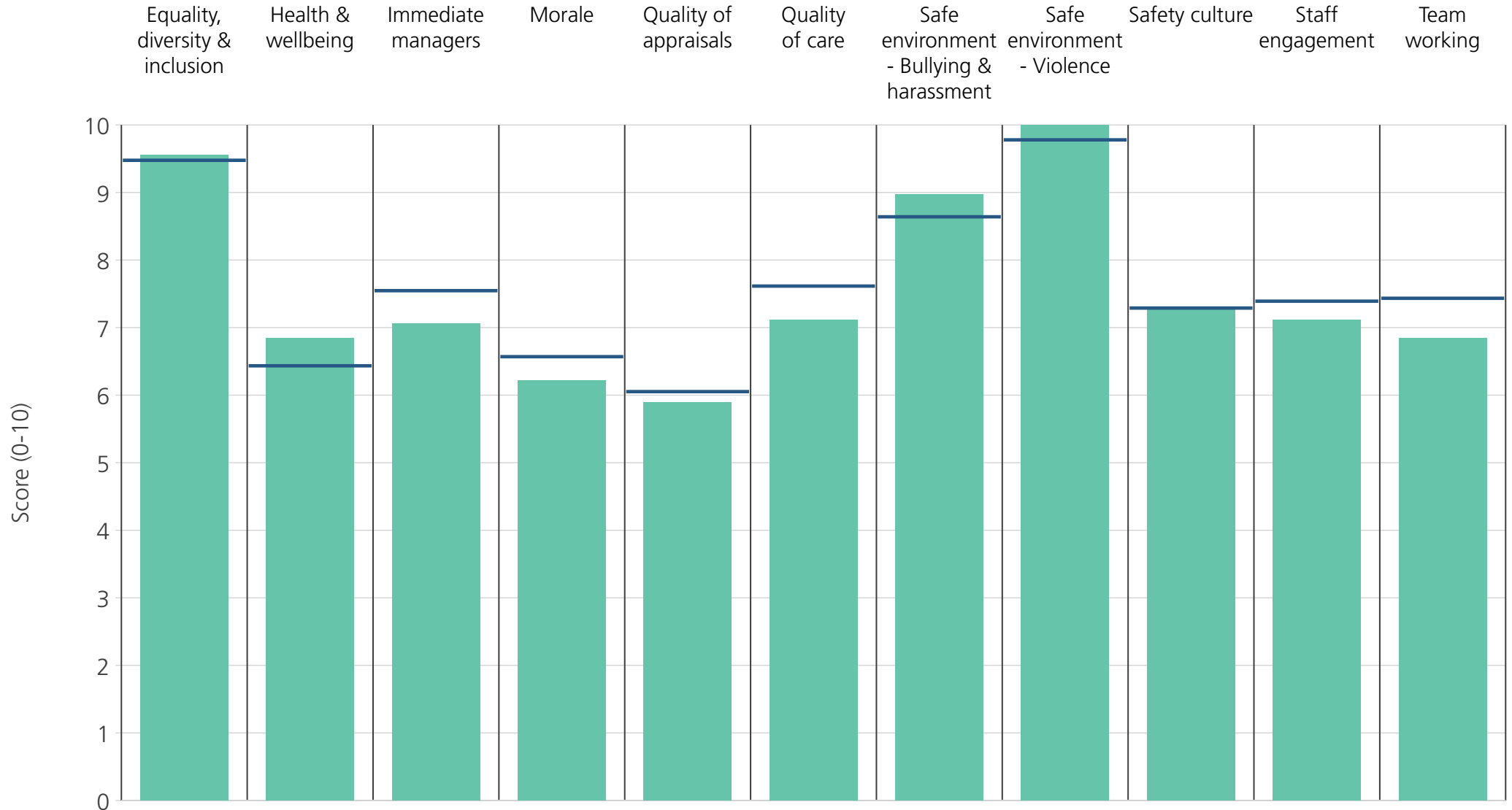
Directorate	10.0	7.8	8.2	7.6	6.4	7.4	9.3	10.0	7.9	8.2	7.9
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	20	20	20	20	20	15	20	20	20	20	20



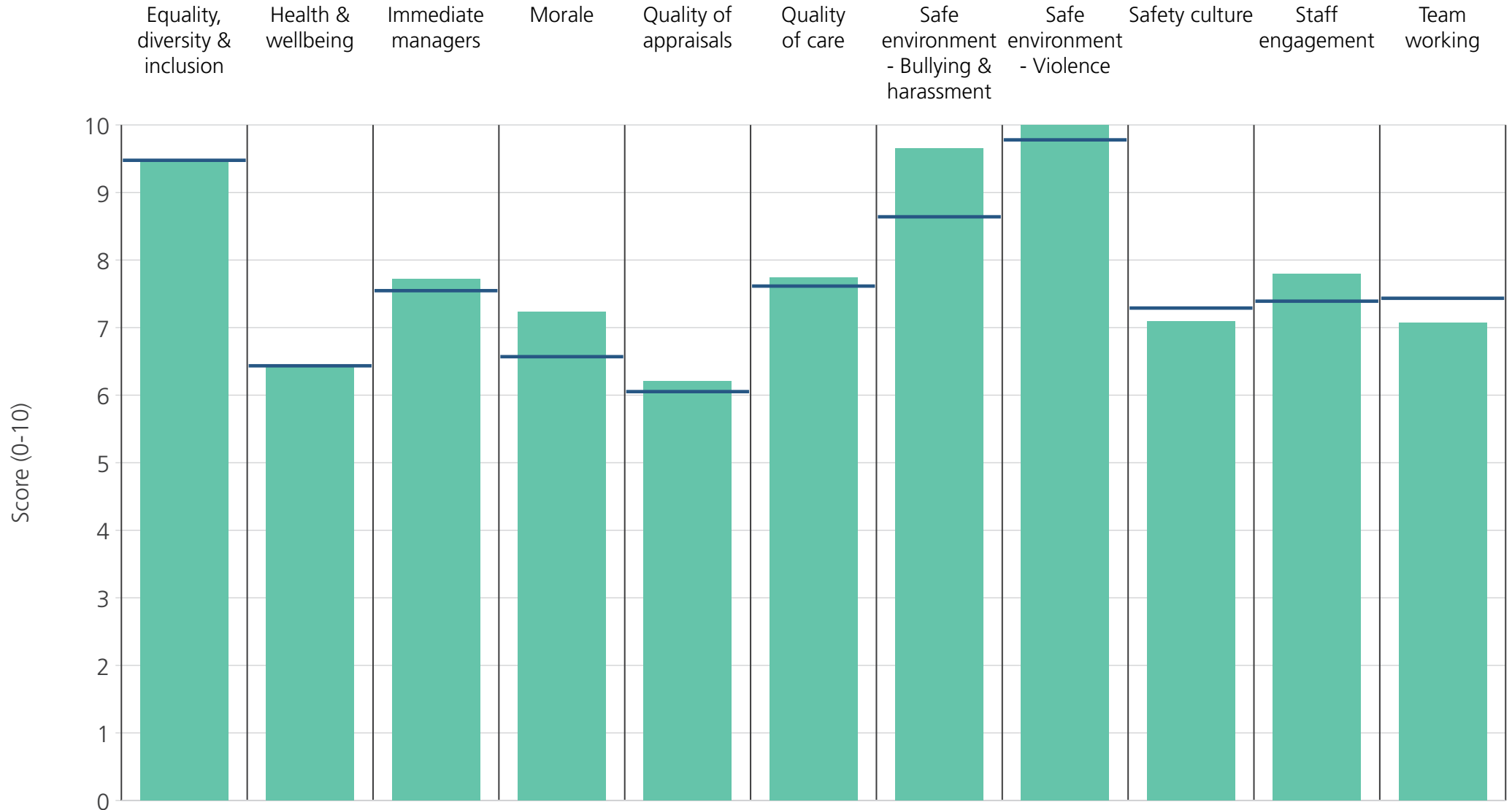
Directorate	9.5	6.8	7.7	6.6	6.6	7.9	9.2	9.8	7.5	7.6	7.5
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	78	78	78	78	69	48	77	77	77	78	78



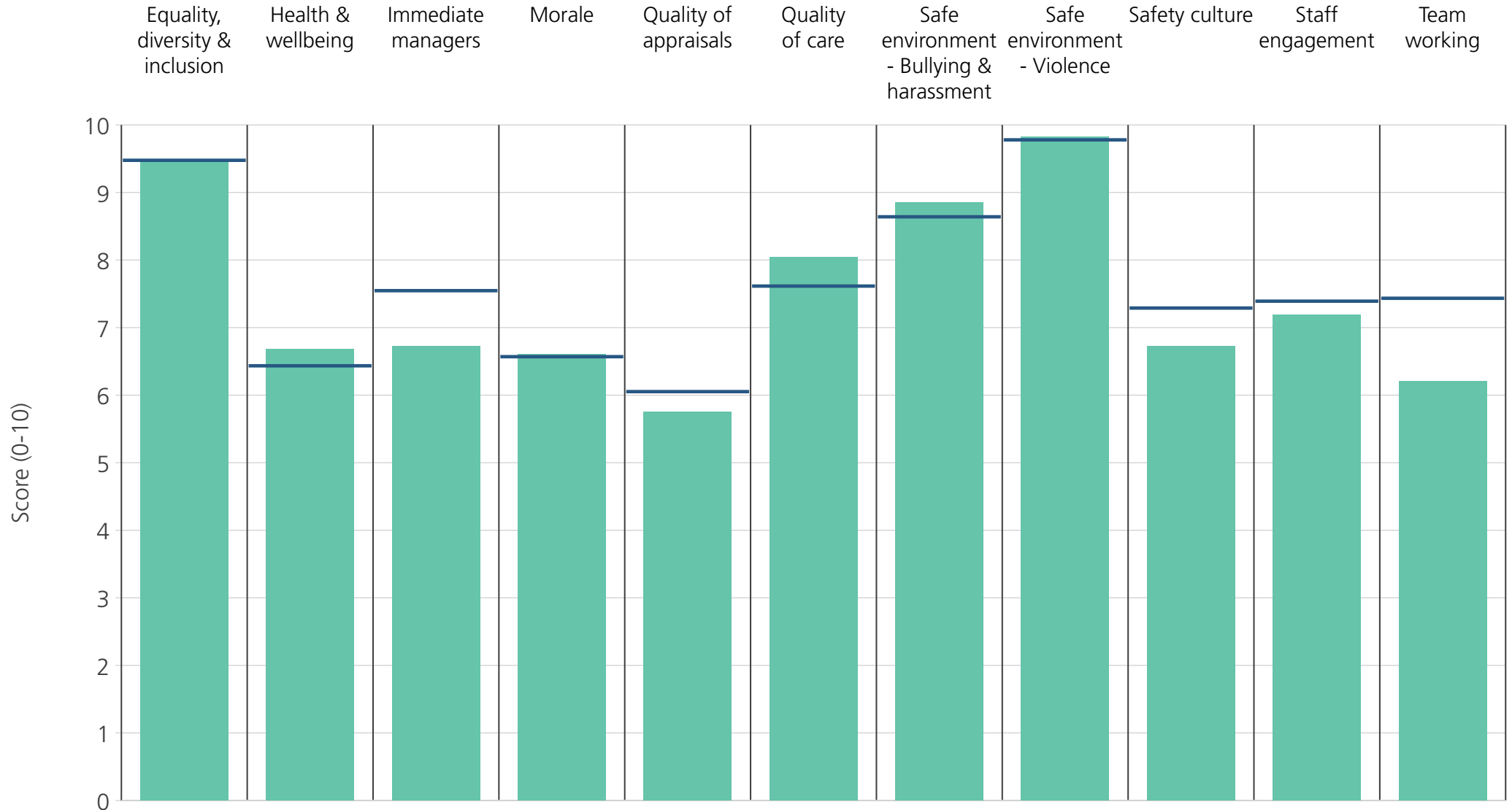
Directorate	8.3	7.0	6.9	5.5	4.0		8.2	10.0	6.5	7.0	7.0
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	13	13	13	13	13	6	13	13	13	13	13



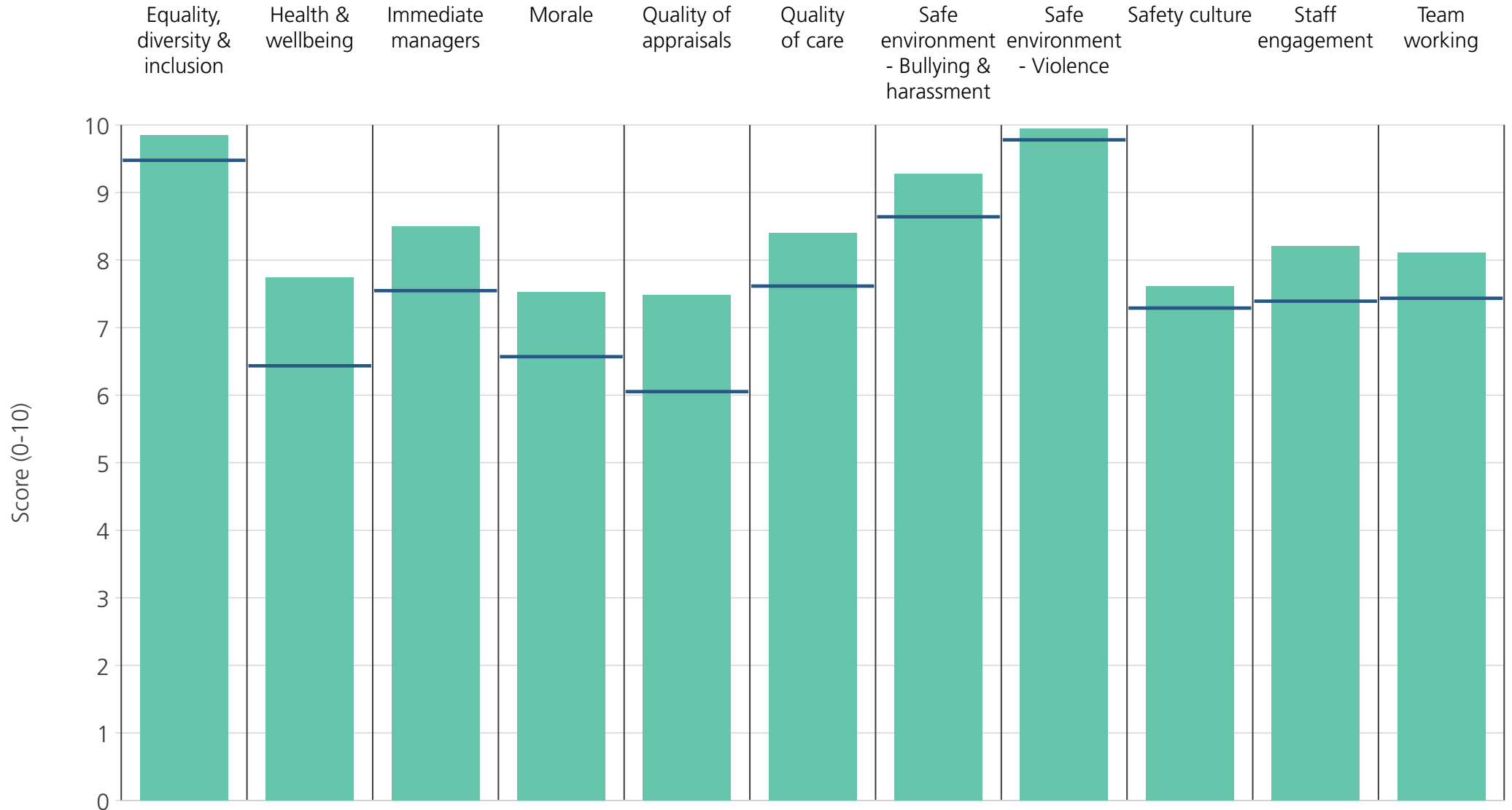
Directorate	9.6	6.8	7.1	6.2	5.9	7.1	9.0	10.0	7.3	7.1	6.8
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	68	68	68	67	63	31	68	68	65	68	68



Directorate	9.5	6.4	7.7	7.2	6.2	7.7	9.7	10.0	7.1	7.8	7.1
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	29	29	28	28	28	14	29	29	29	29	29



Directorate	9.5	6.7	6.7	6.6	5.8	8.0	8.9	9.8	6.7	7.2	6.2
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	105	106	108	106	92	73	102	103	106	107	105



Directorate	9.8	7.7	8.5	7.5	7.5	8.4	9.3	9.9	7.6	8.2	8.1
Your org	9.5	6.4	7.5	6.6	6.1	7.6	8.6	9.8	7.3	7.4	7.4
Responses	55	55	55	55	53	25	55	55	55	55	54