

NHS East and North Hertfordshire CCG

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3
Themes – Directorates 1	4
ICT Shared Services	5
Nursing & Quality Directorate	6
Finance Directorate	7
Operations Directorate	8
Medical Directorate	9
Primary Care Directorate	10
Executive & Directors Office	11
Commissioning Directorate	12

This directorate report for NHS East and North Hertfordshire CCG contains results by directorate for themes from the 2019 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

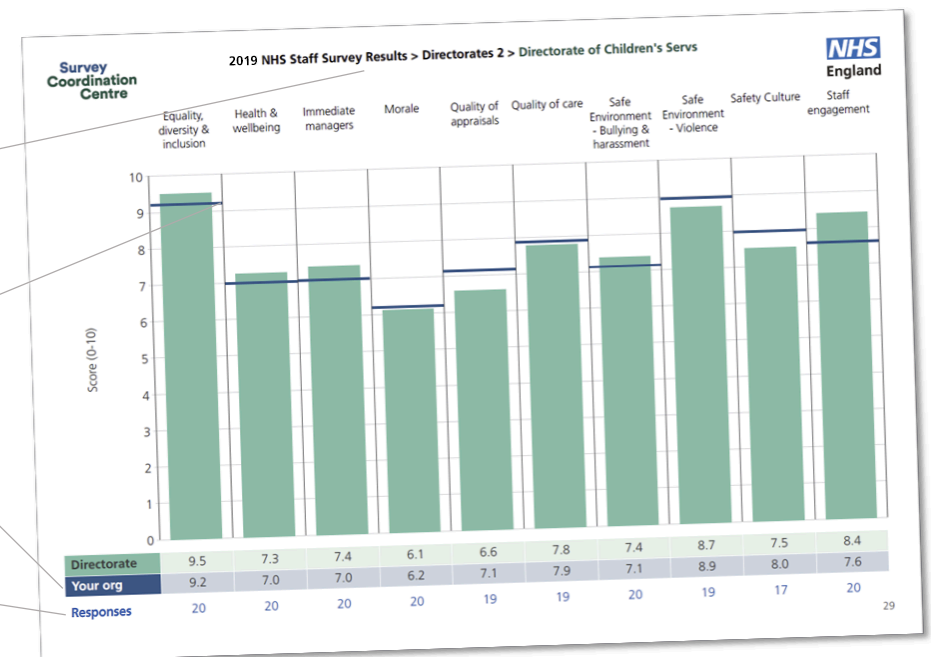
The directorate breakdowns used in this report were provided and defined by NHS East and North Hertfordshire CCG. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

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.

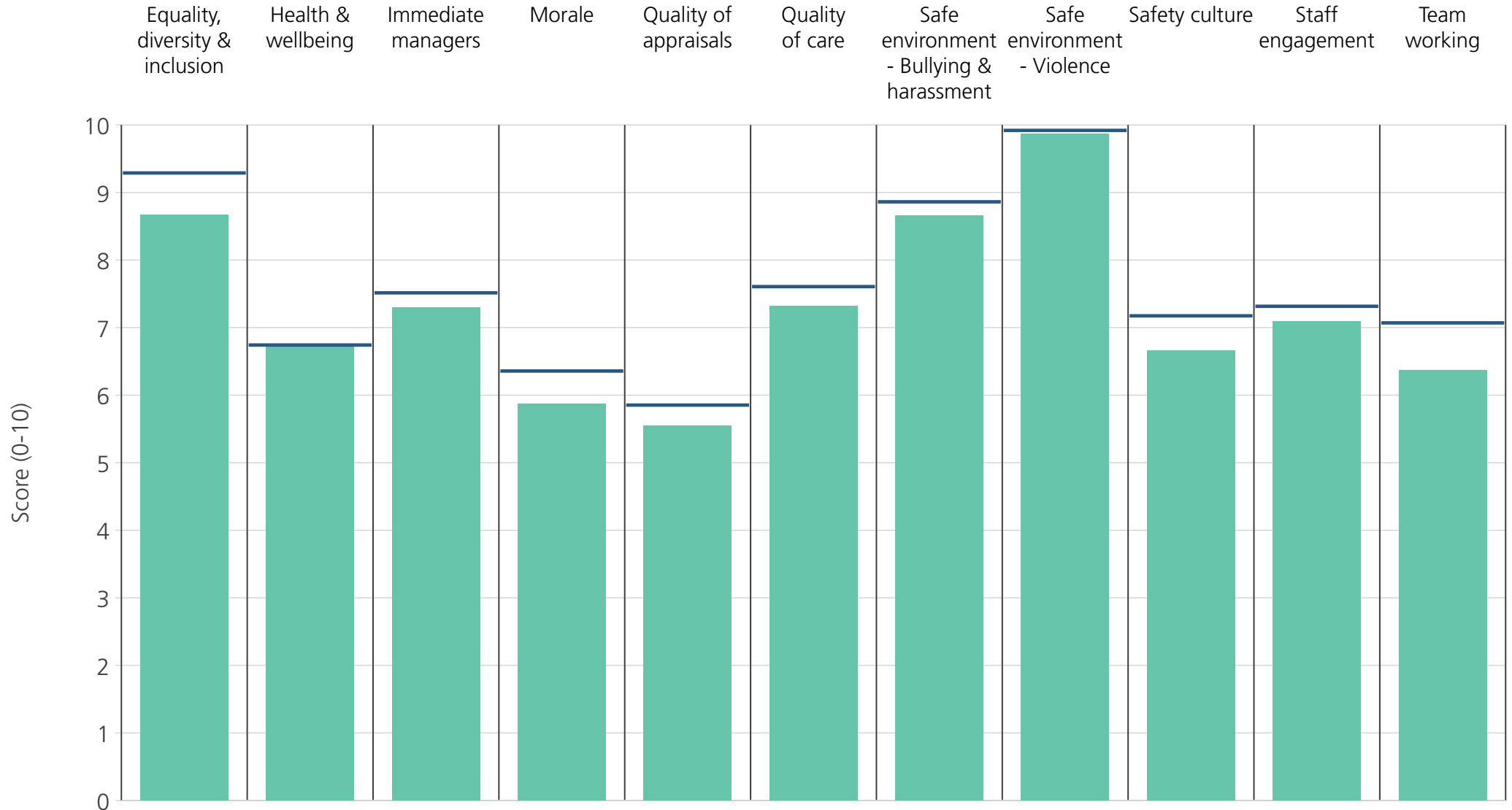
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



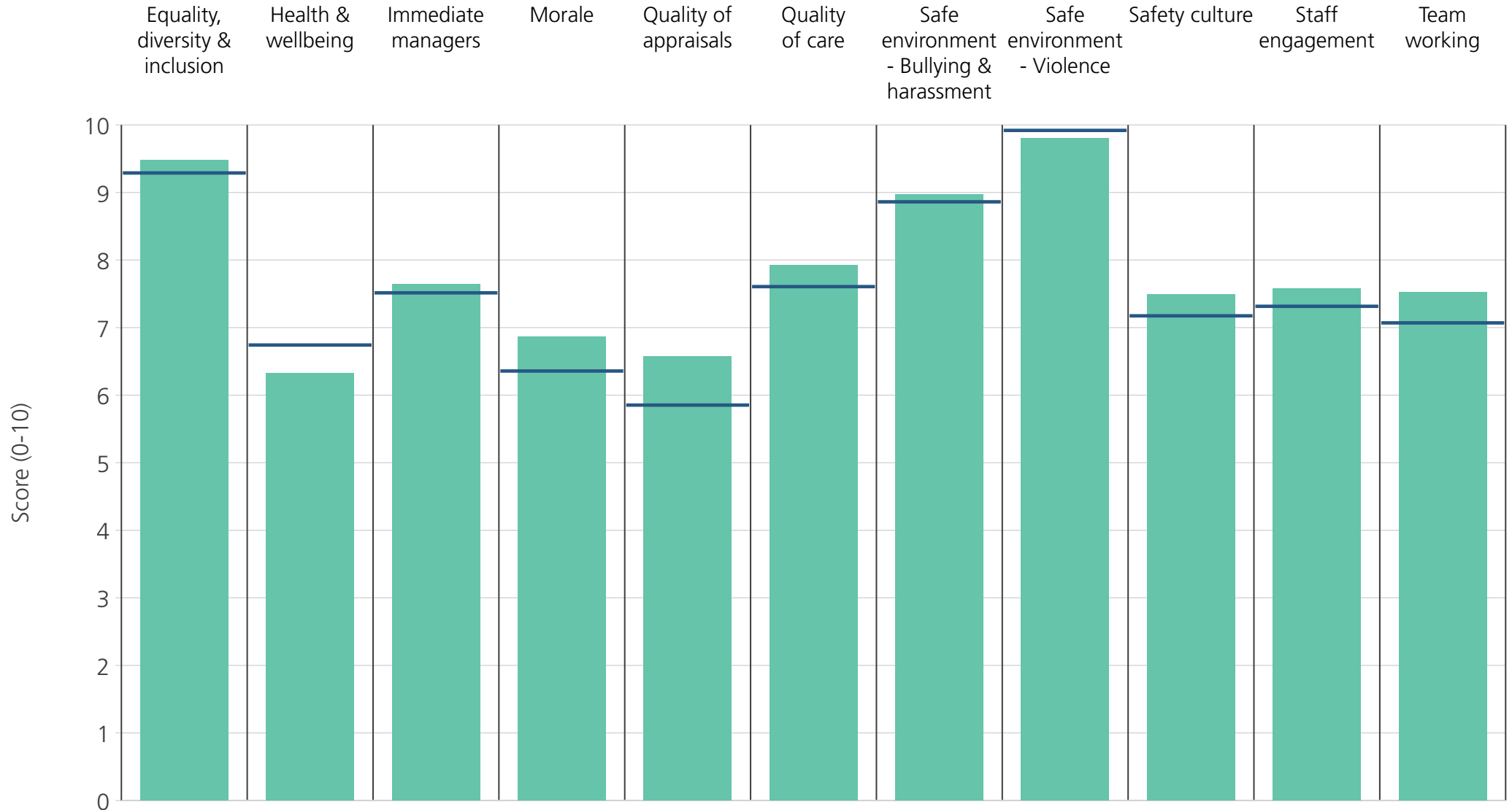
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

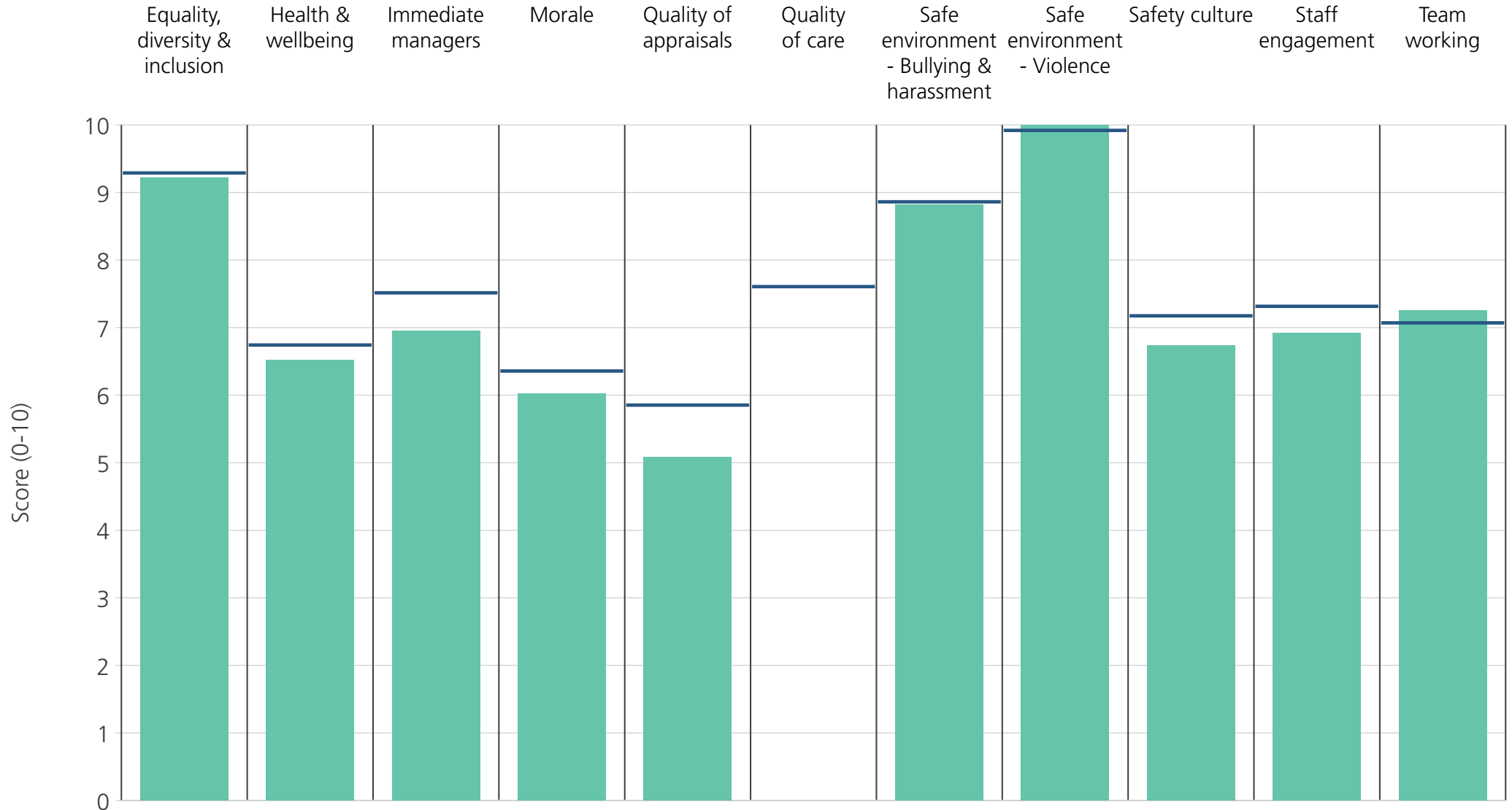
NHS East and North Hertfordshire CCG
2019 NHS Staff Survey Results



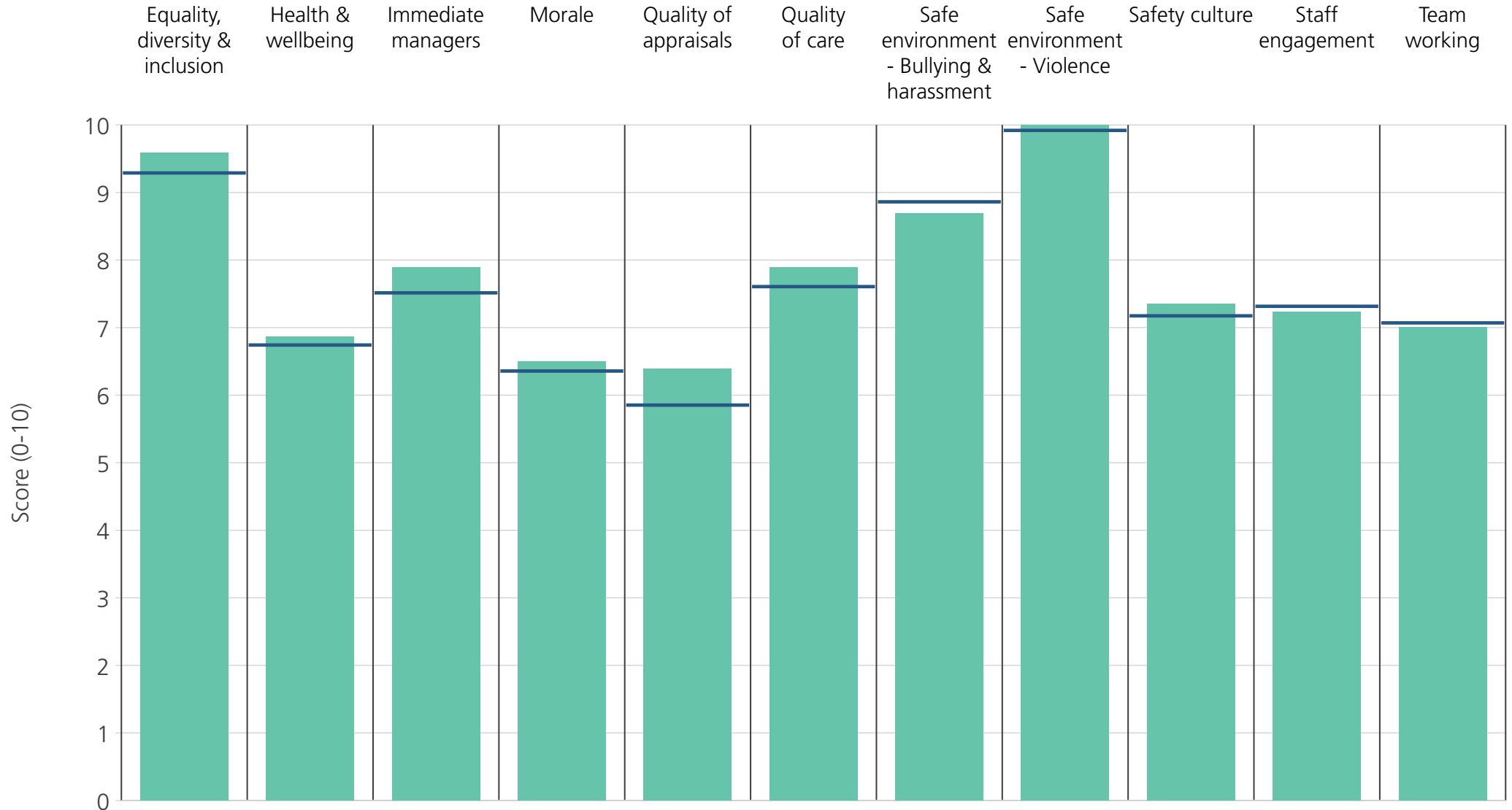
Directorate	8.7	6.8	7.3	5.9	5.5	7.3	8.7	9.9	6.7	7.1	6.4
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	73	74	74	73	57	42	72	73	72	74	74



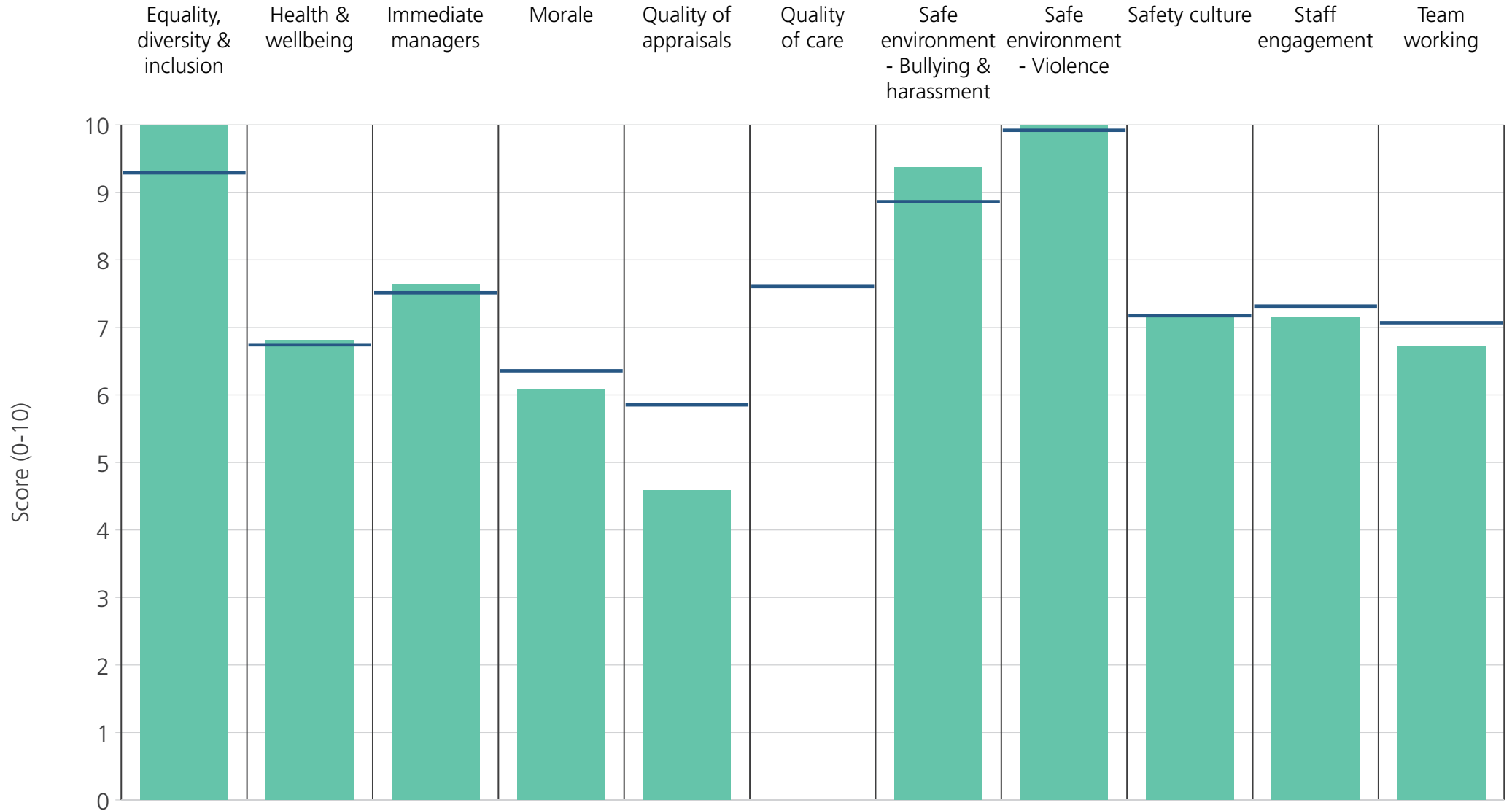
Directorate	9.5	6.3	7.6	6.9	6.6	7.9	9.0	9.8	7.5	7.6	7.5
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	51	52	52	50	46	41	52	52	51	52	52



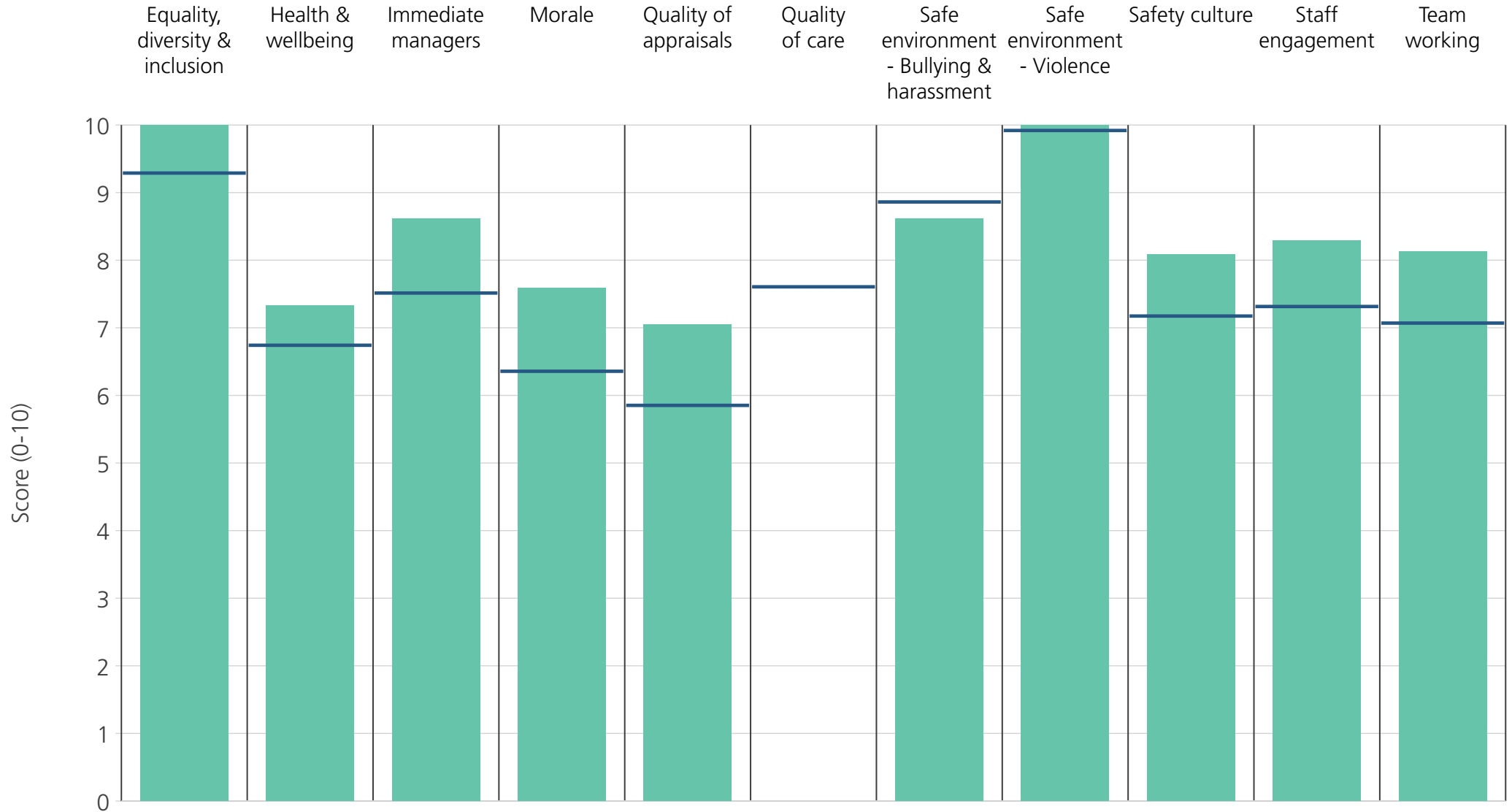
Directorate	9.2	6.5	6.9	6.0	5.1	7.6	8.8	10.0	6.7	6.9	7.3
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	45	45	45	45	43	9	45	45	45	45	45



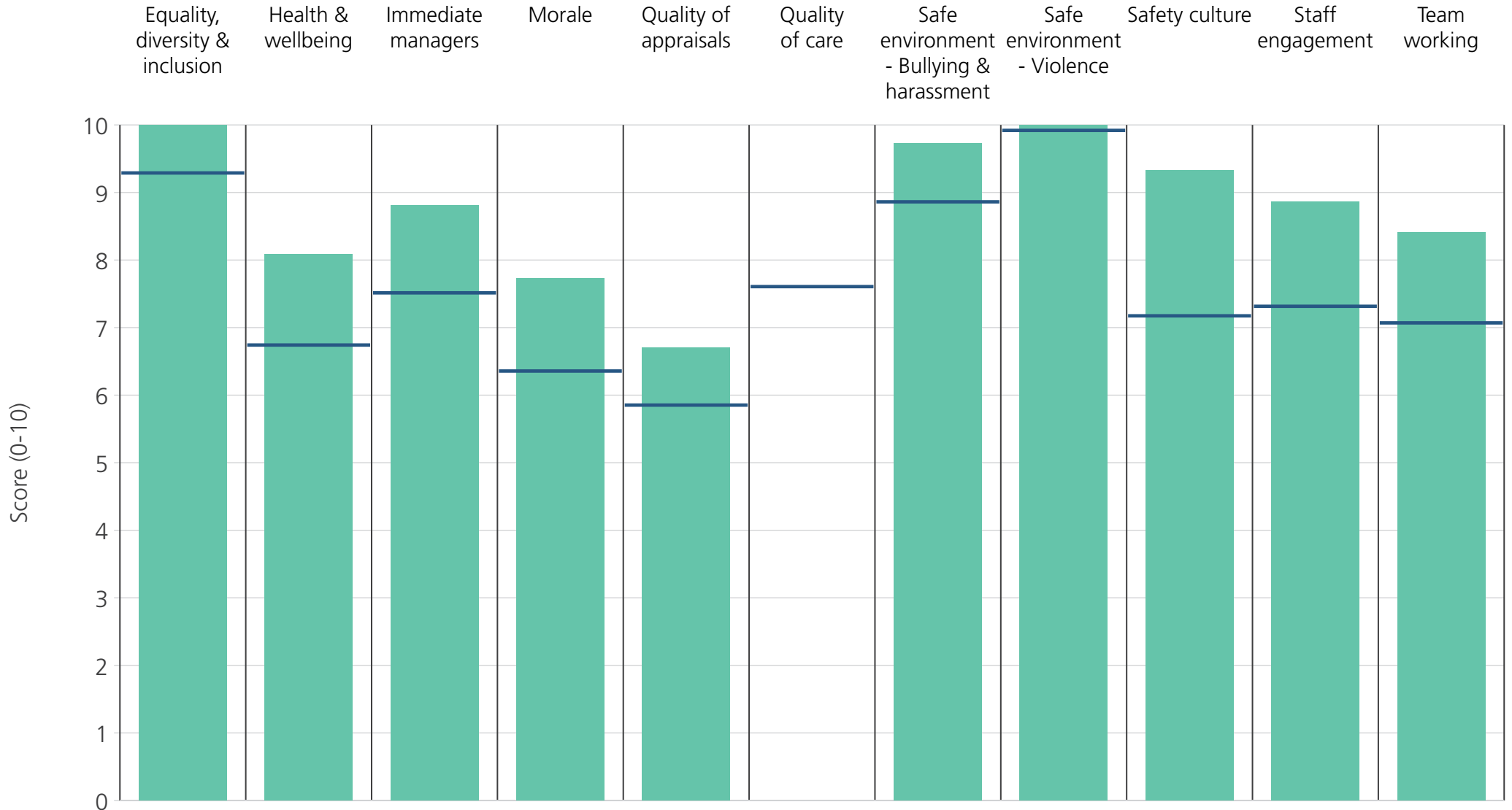
Directorate	9.6	6.9	7.9	6.5	6.4	7.9	8.7	10.0	7.3	7.2	7.0
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	28	28	28	28	27	19	28	28	28	28	28



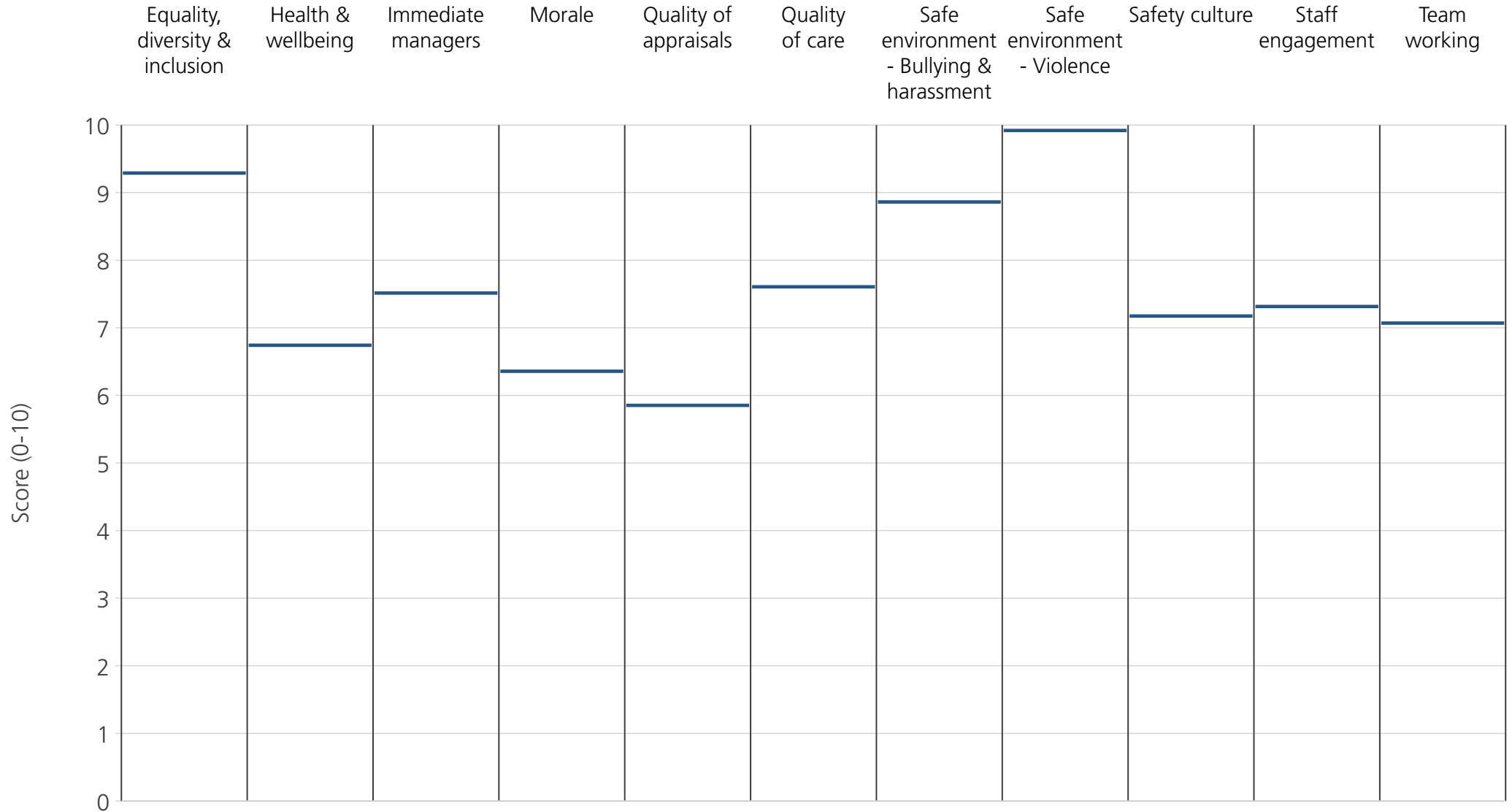
Directorate	10.0	6.8	7.6	6.1	4.6	7.6	9.4	10.0	7.2	7.2	6.7
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	16	16	16	16	12	6	16	16	16	16	16



Directorate	10.0	7.3	8.6	7.6	7.0	7.6	8.6	10.0	8.1	8.3	8.1
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	11	12	12	12	11	7	12	12	12	12	12



Directorate	10.0	8.1	8.8	7.7	6.7		9.7	10.0	9.3	8.9	8.4
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	12	12	12	12	11	5	12	12	12	12	11



Directorate	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Your org	9.3	6.7	7.5	6.4	5.9	7.6	8.9	9.9	7.2	7.3	7.1
Responses	9	9	9	9	7	4	9	9	9	9	9