

North Cumbria University Hospitals NHS Trust

2019 NHS Staff Survey

Directorate Report

Contents

Introduction	3	261 Ophthalmology	26
Themes – Directorates 1	4	261 Head and Neck	27
261 Specialist Care Group	5	261 Community Midwives	28
261 Integrated Pathways Care Group	6	261 Gynae	29
261 Corporate Services	7	261 Medical Director	30
261 Estates & Facilities	8	261 Neonats	31
Themes – Directorates 2	9	261 Director of Nursing	32
261 Internal Medicine	10	Other	33
261 General Surgery	11		
261 Emergency Medicine	12		
261 Cancer Services	13		
261 Critical Care Directorate (Surg)	14		
261 Director of Finance	15		
261 Radiology	16		
261 Chief Operating Officer	17		
261 Facilities	18		
261 Matnty	19		
261 Estates	20		
261 Musculo-Skeletal	21		
261 Critical Care	22		
261 Paeds	23		
261 Director of HR and OD	24		
261 Outpatients	25		

This directorate report for North Cumbria University 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.

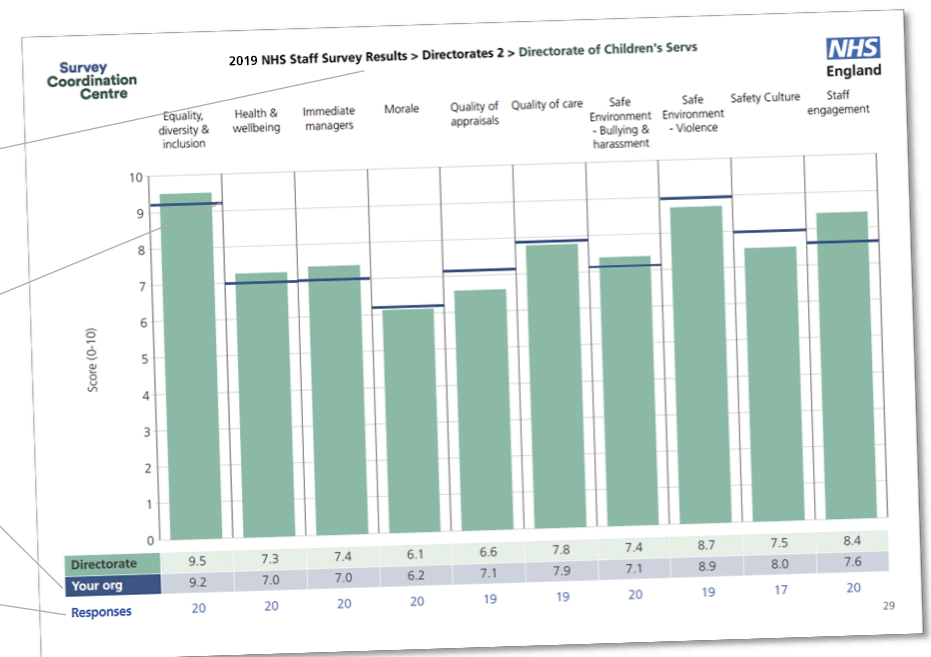
The directorate breakdowns used in this report were provided and defined by North Cumbria University Hospitals NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

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.

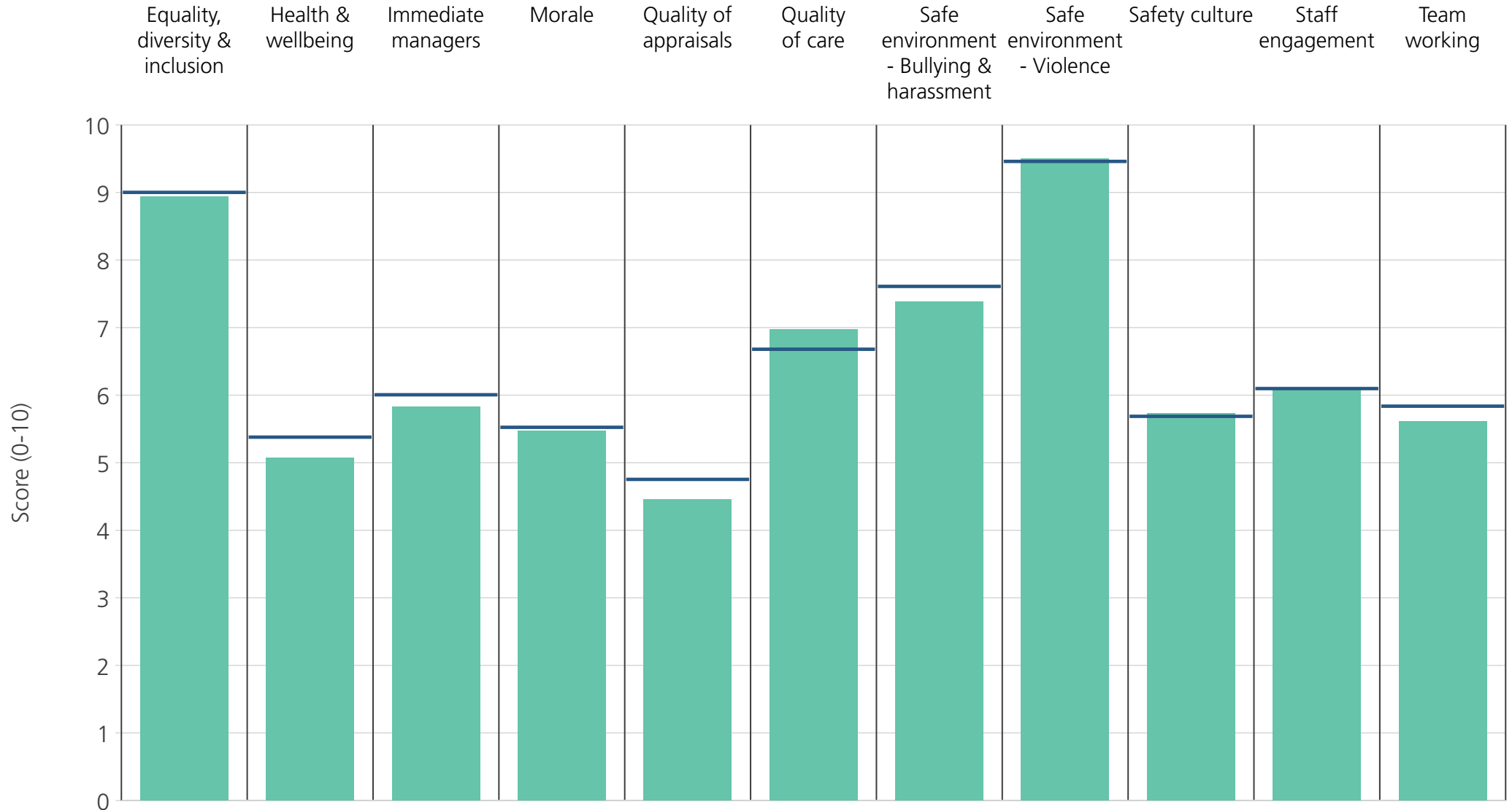
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



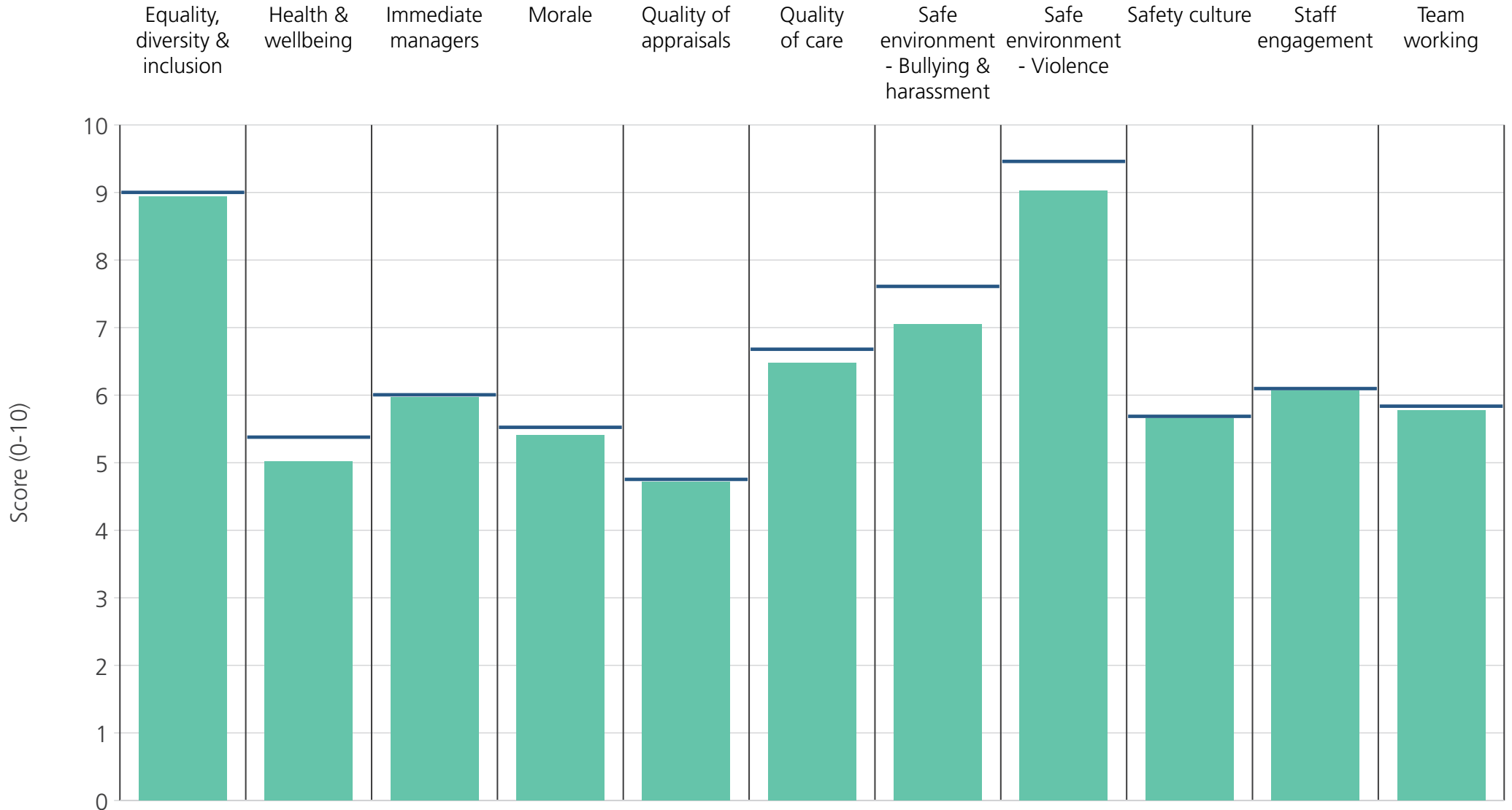
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

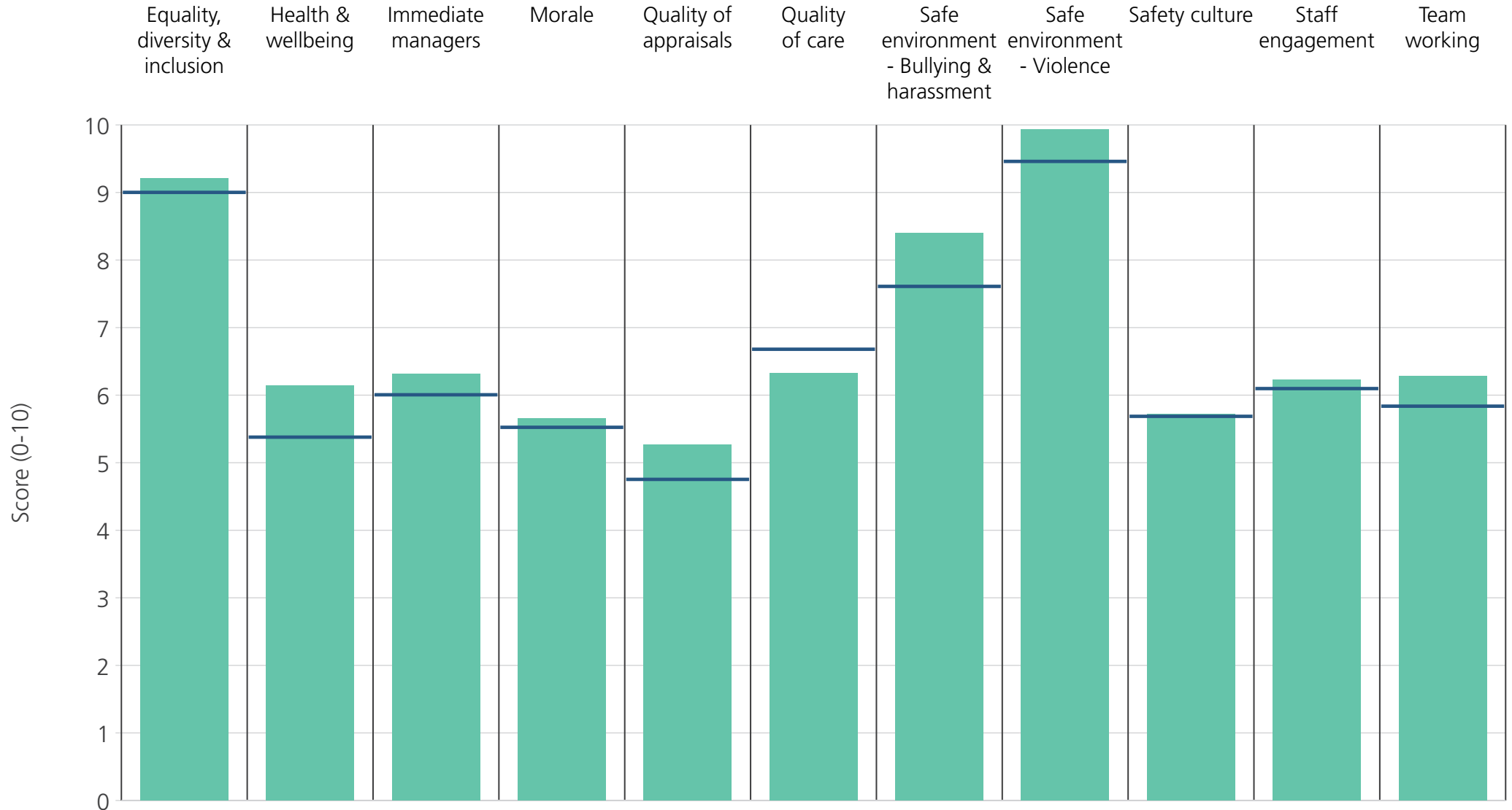
North Cumbria University Hospitals NHS Trust
2019 NHS Staff Survey Results



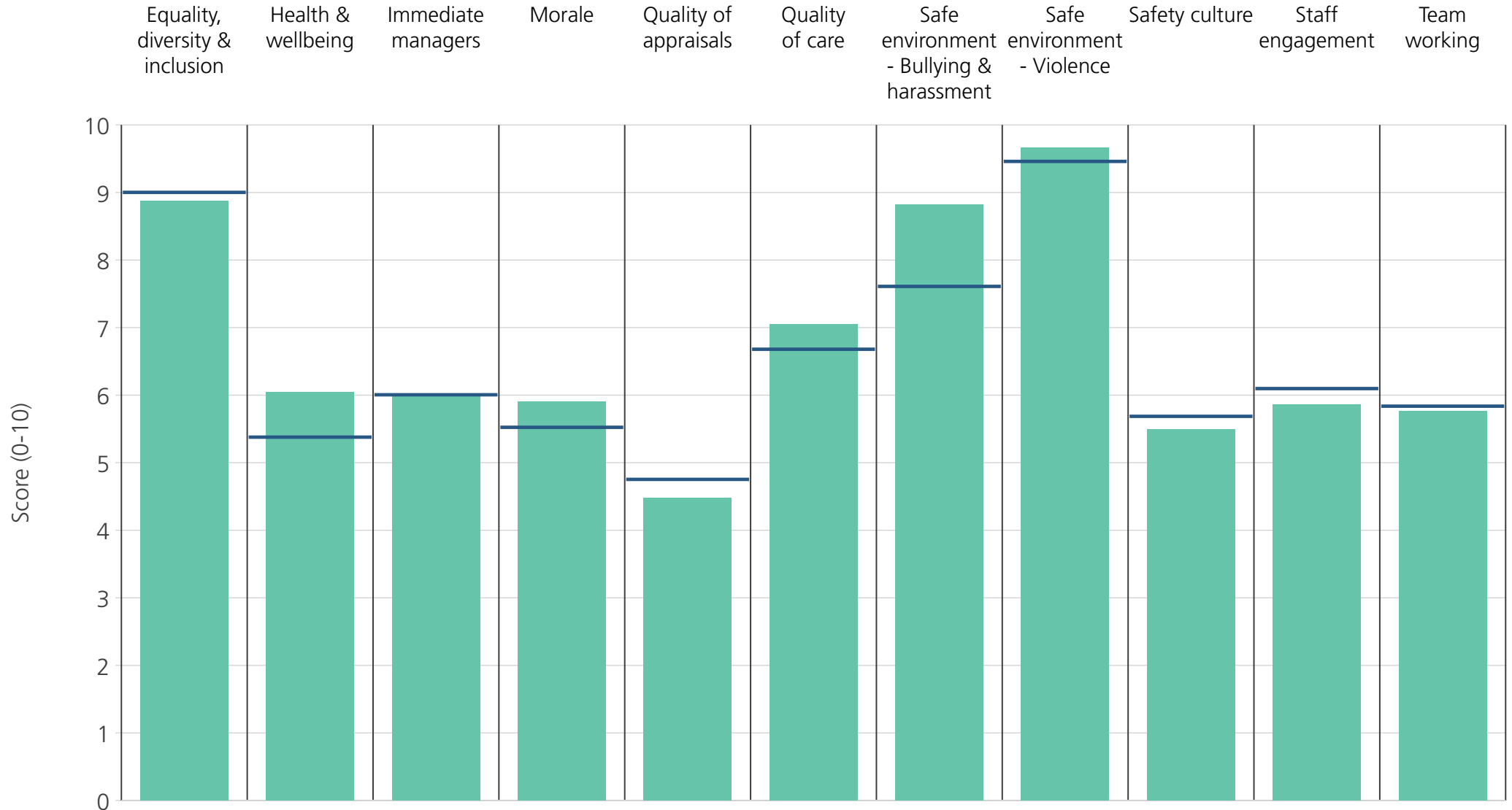
Directorate	8.9	5.1	5.8	5.5	4.5	7.0	7.4	9.5	5.7	6.1	5.6
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	470	474	474	466	331	455	470	468	471	481	476



Directorate	8.9	5.0	6.0	5.4	4.7	6.5	7.0	9.0	5.7	6.1	5.8
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	434	437	437	426	328	421	433	435	431	448	439



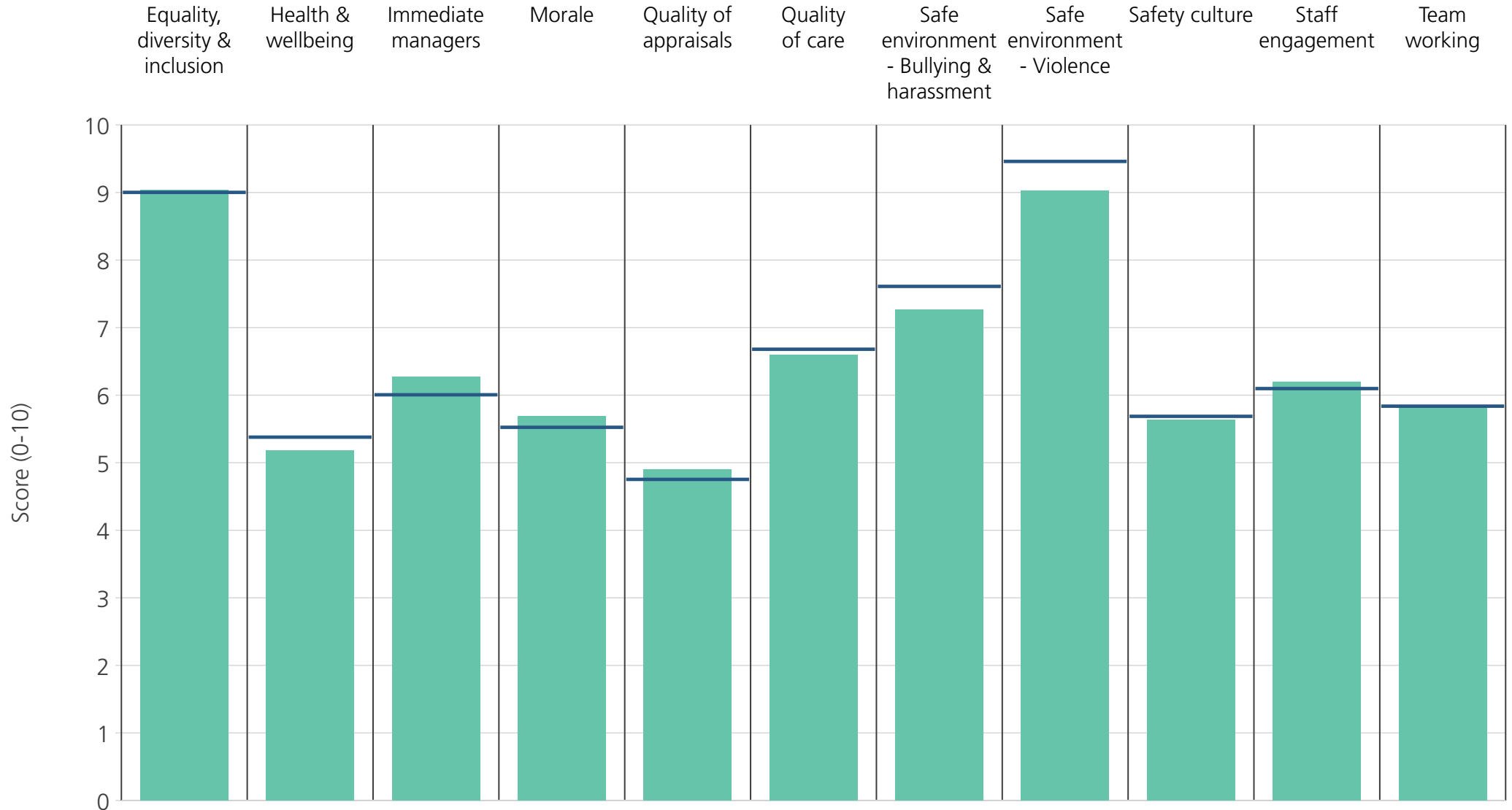
Directorate	9.2	6.1	6.3	5.7	5.3	6.3	8.4	9.9	5.7	6.2	6.3
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	320	322	323	318	253	200	318	322	319	327	319



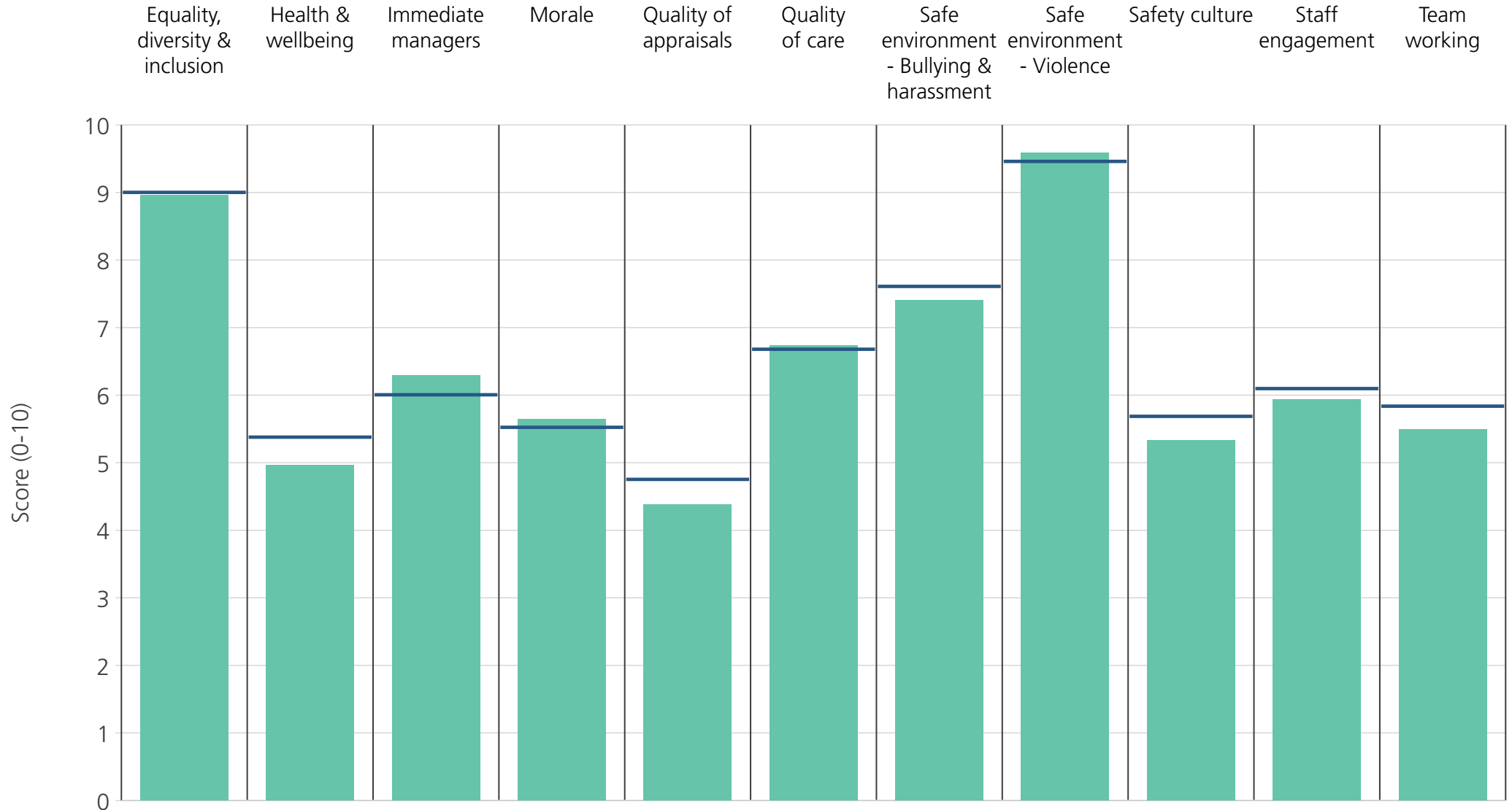
Directorate	8.9	6.0	6.0	5.9	4.5	7.0	8.8	9.7	5.5	5.9	5.8
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	84	88	87	82	72	57	83	84	84	87	88

Directorates 2

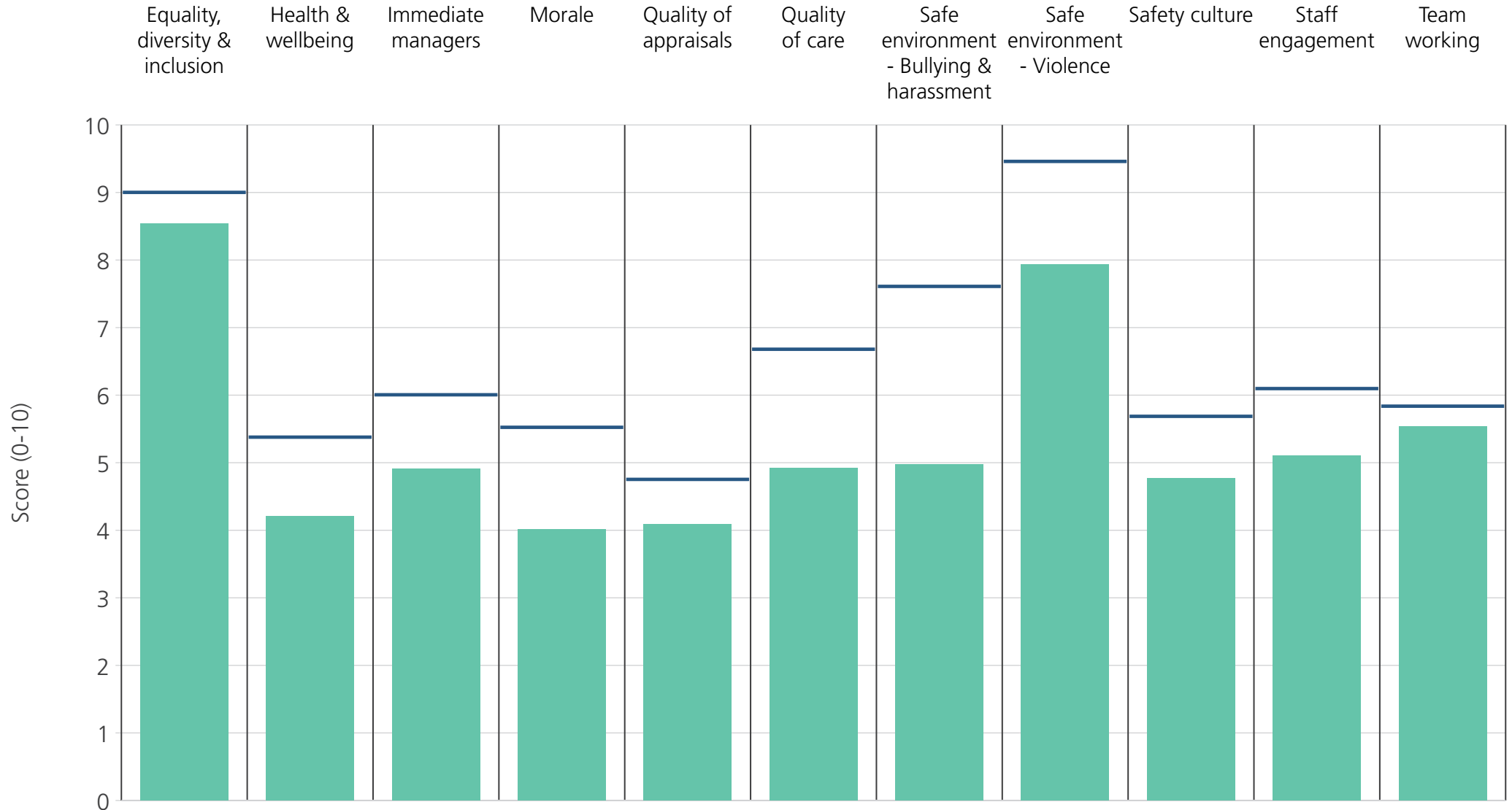
North Cumbria University Hospitals NHS Trust
2019 NHS Staff Survey Results



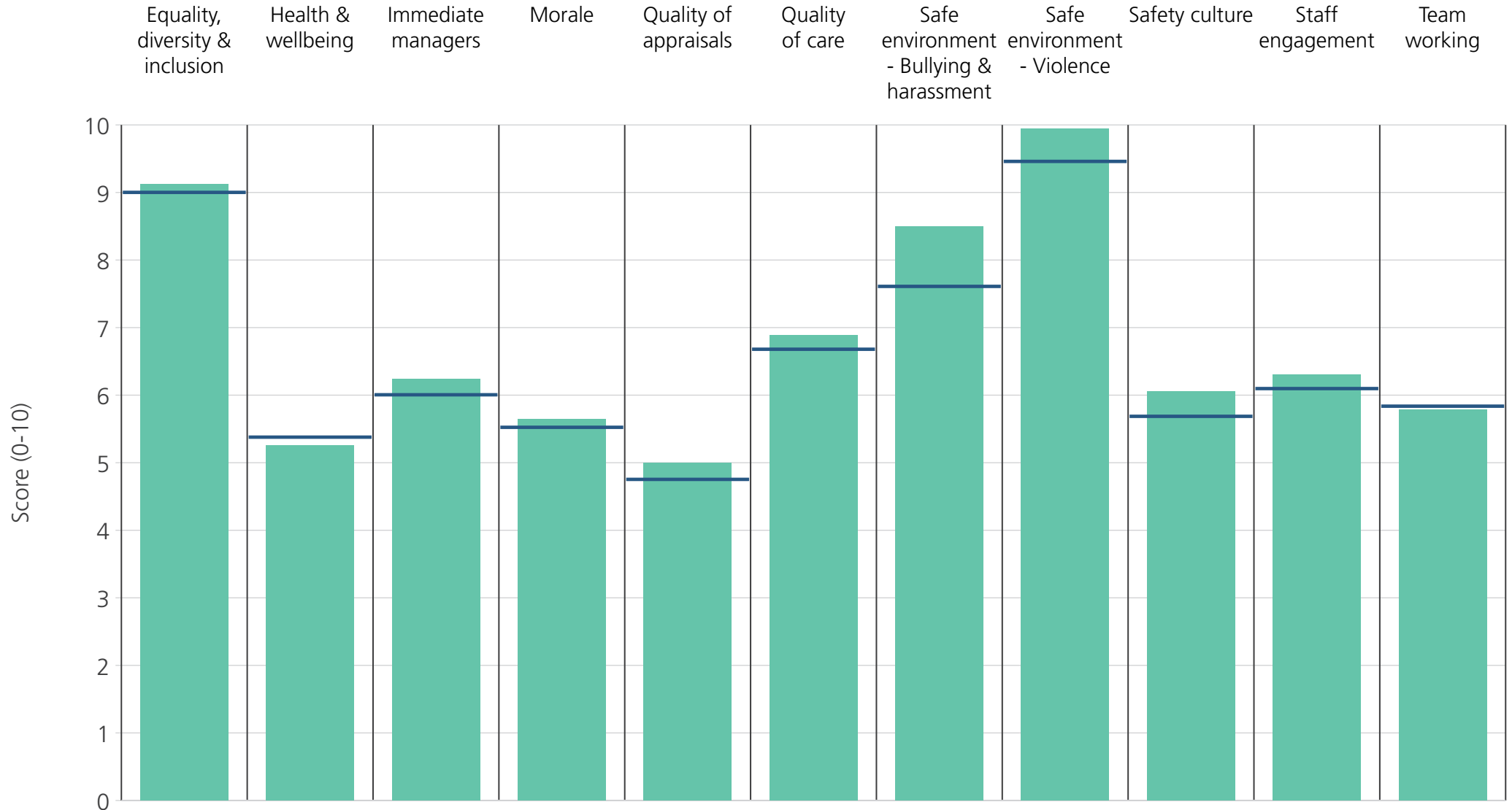
Directorate	9.0	5.2	6.3	5.7	4.9	6.6	7.3	9.0	5.6	6.2	5.9
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	237	238	237	233	181	226	235	236	236	245	241



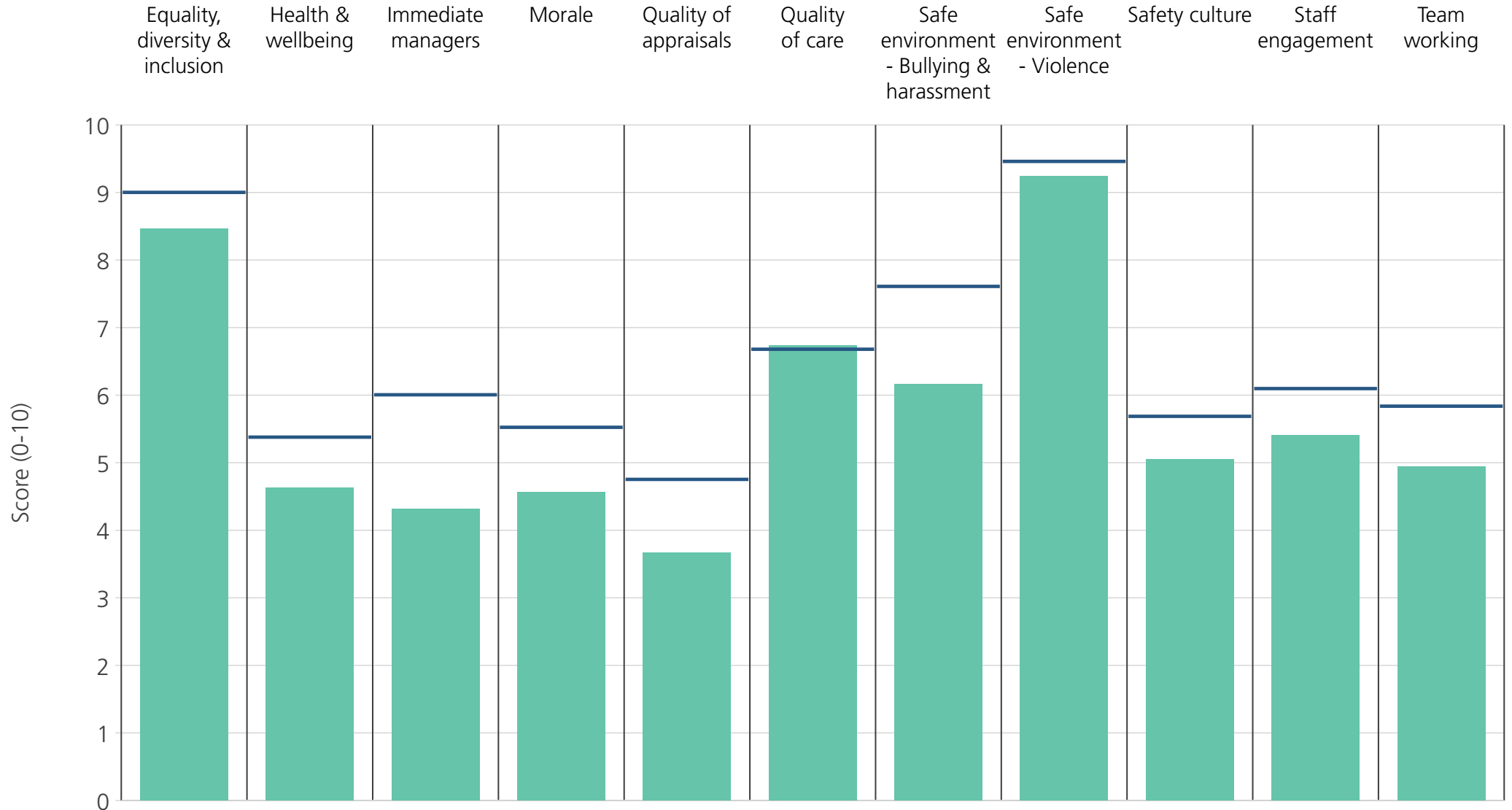
Directorate	9.0	5.0	6.3	5.6	4.4	6.7	7.4	9.6	5.3	5.9	5.5
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	115	115	115	114	82	110	113	114	115	117	116



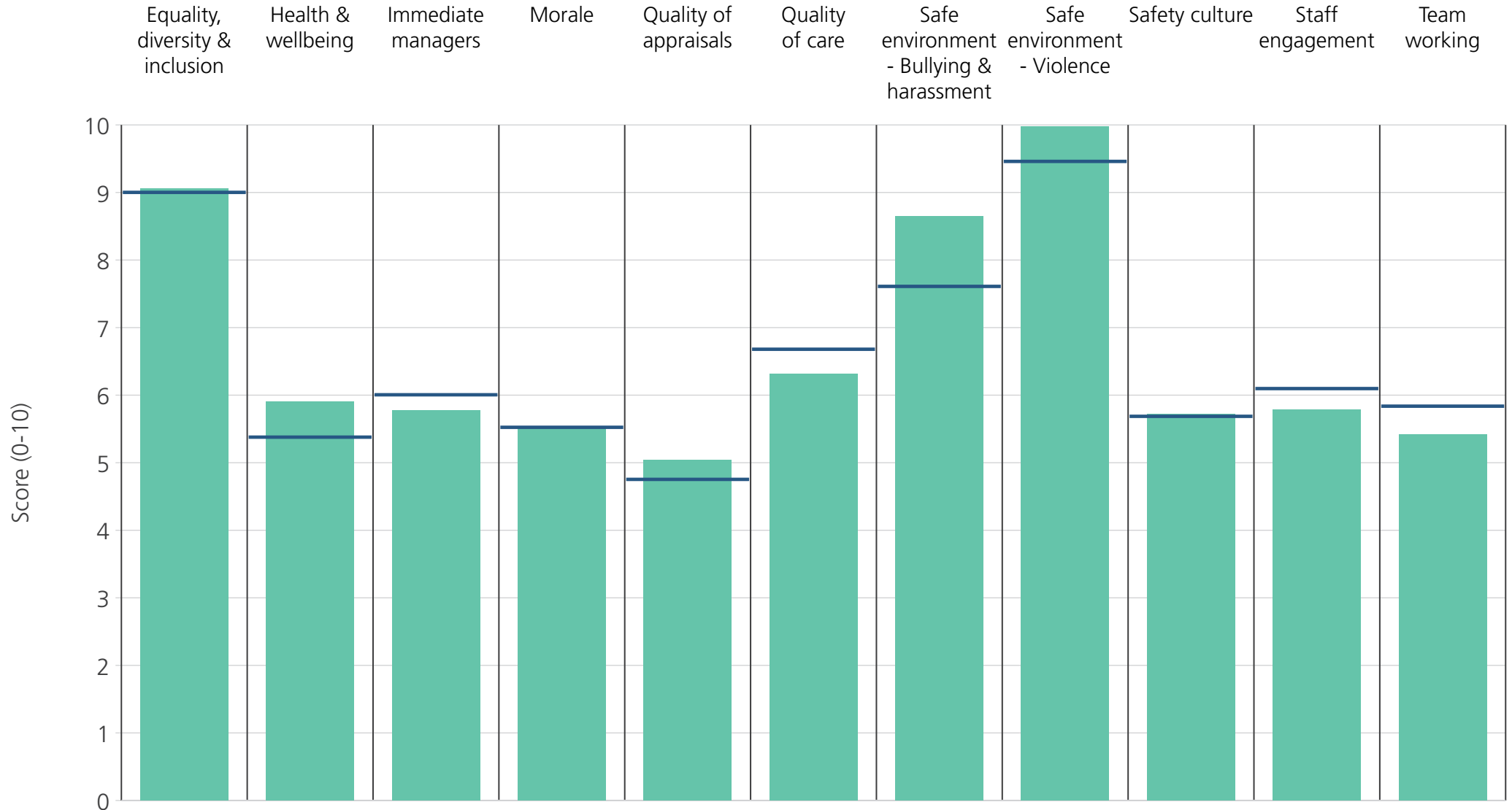
Directorate	8.5	4.2	4.9	4.0	4.1	4.9	5.0	7.9	4.8	5.1	5.5
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	78	80	80	77	57	77	79	79	77	81	79



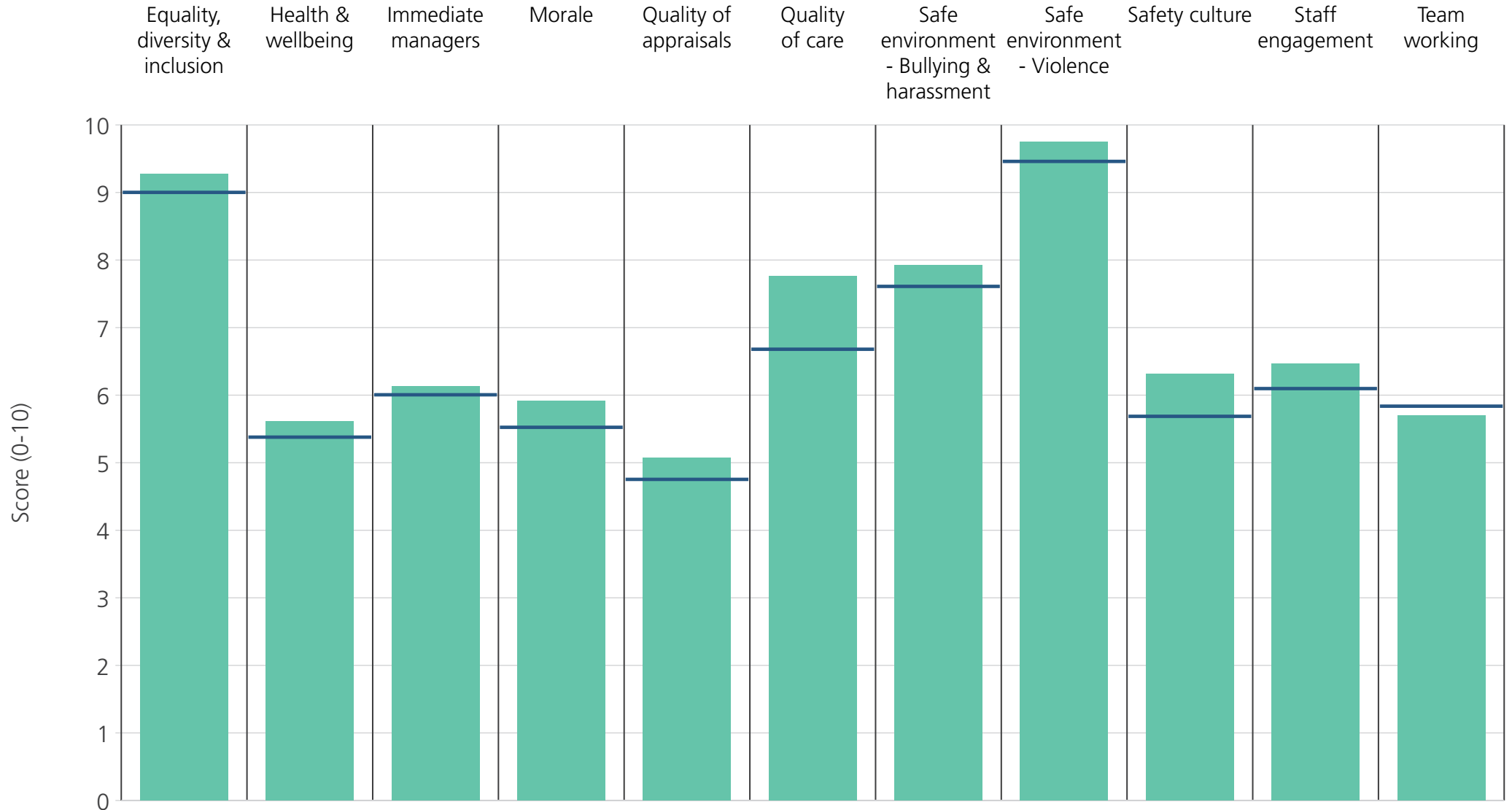
Directorate	9.1	5.3	6.2	5.6	5.0	6.9	8.5	9.9	6.1	6.3	5.8
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	115	115	116	115	95	104	115	115	116	117	115



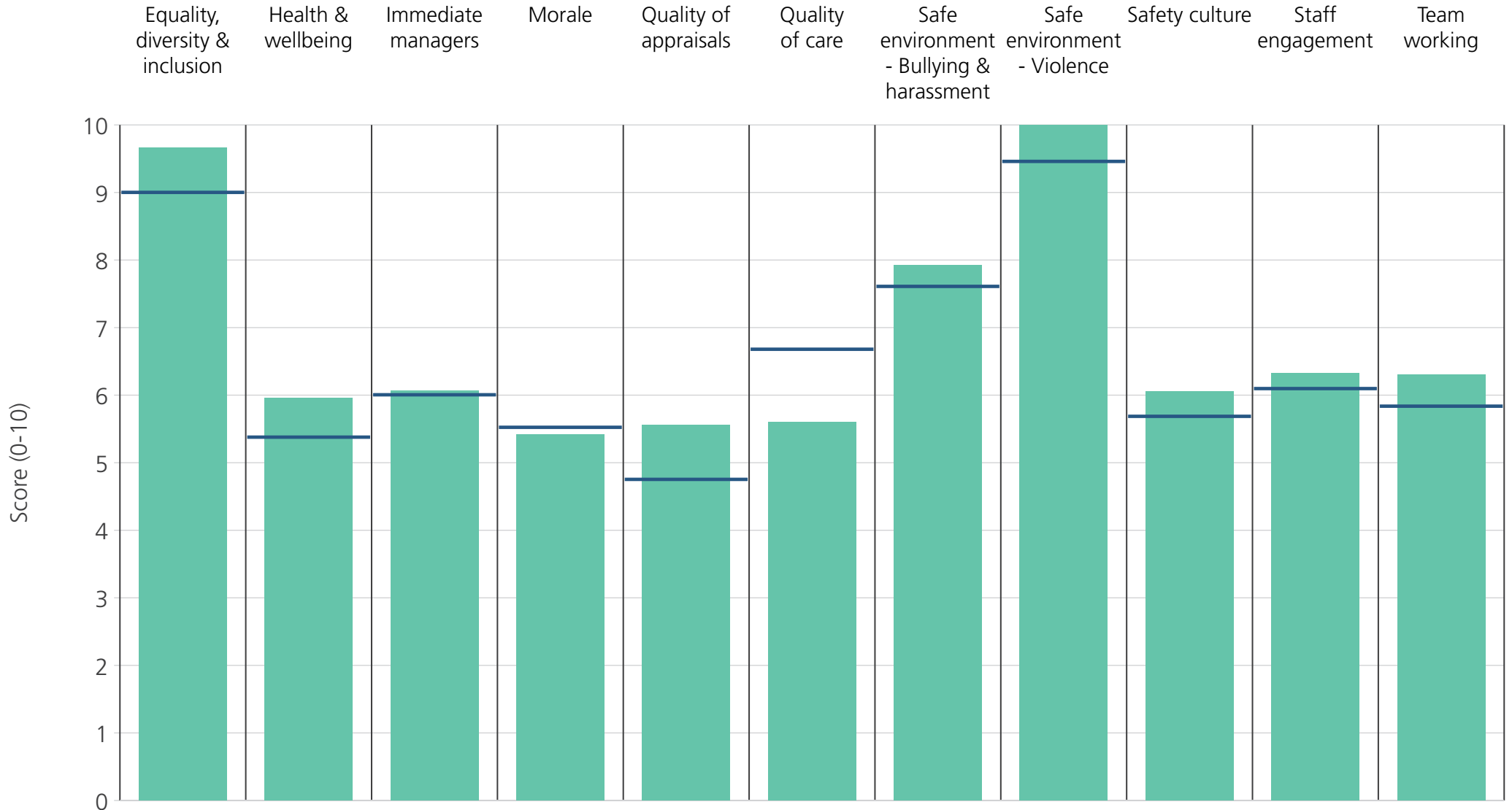
Directorate	8.5	4.6	4.3	4.6	3.7	6.7	6.2	9.2	5.1	5.4	4.9
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	70	72	72	70	47	71	72	72	71	72	70



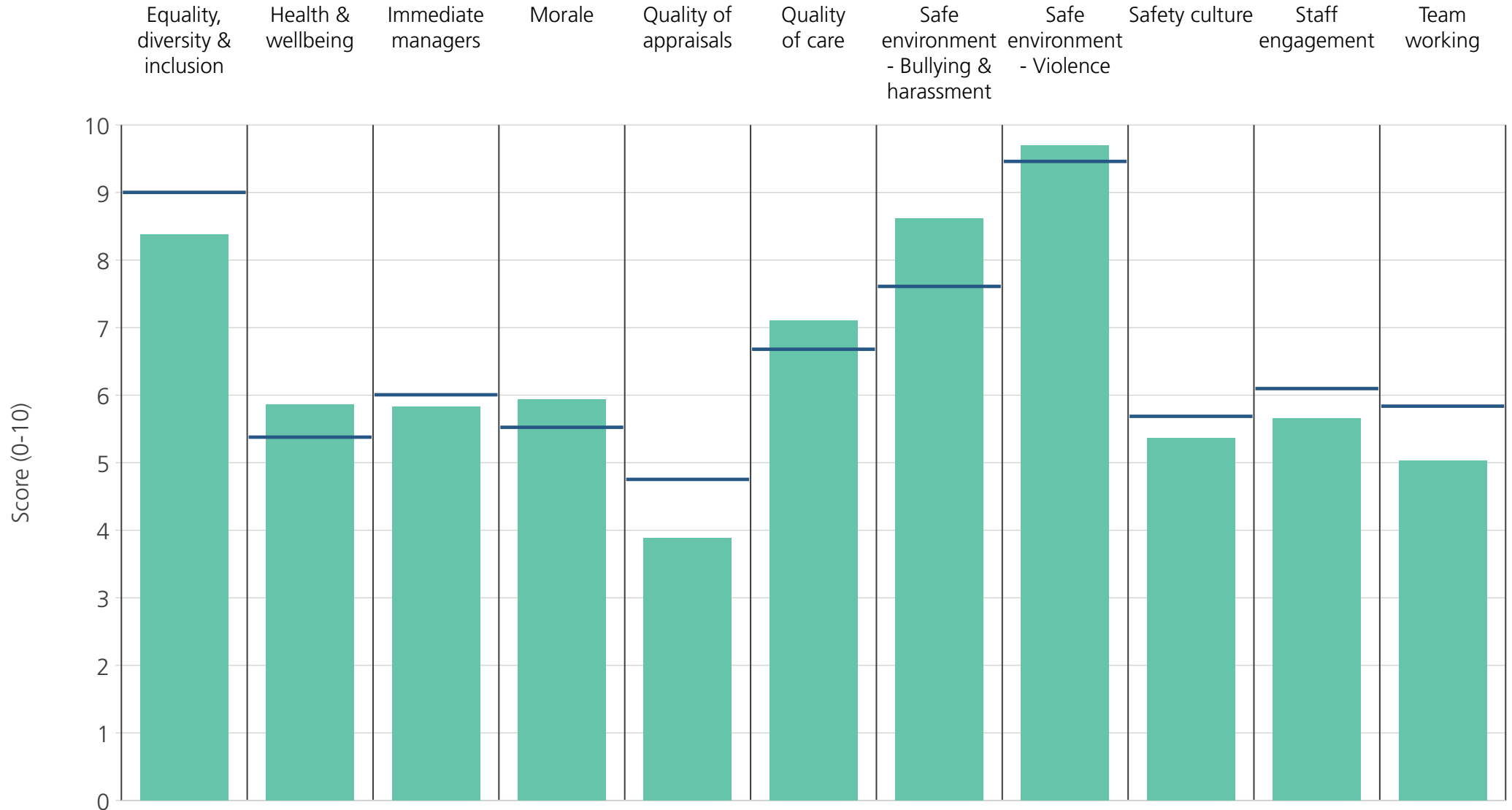
Directorate	9.1	5.9	5.8	5.5	5.0	6.3	8.6	10.0	5.7	5.8	5.4
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	125	126	127	123	85	76	124	126	124	130	125



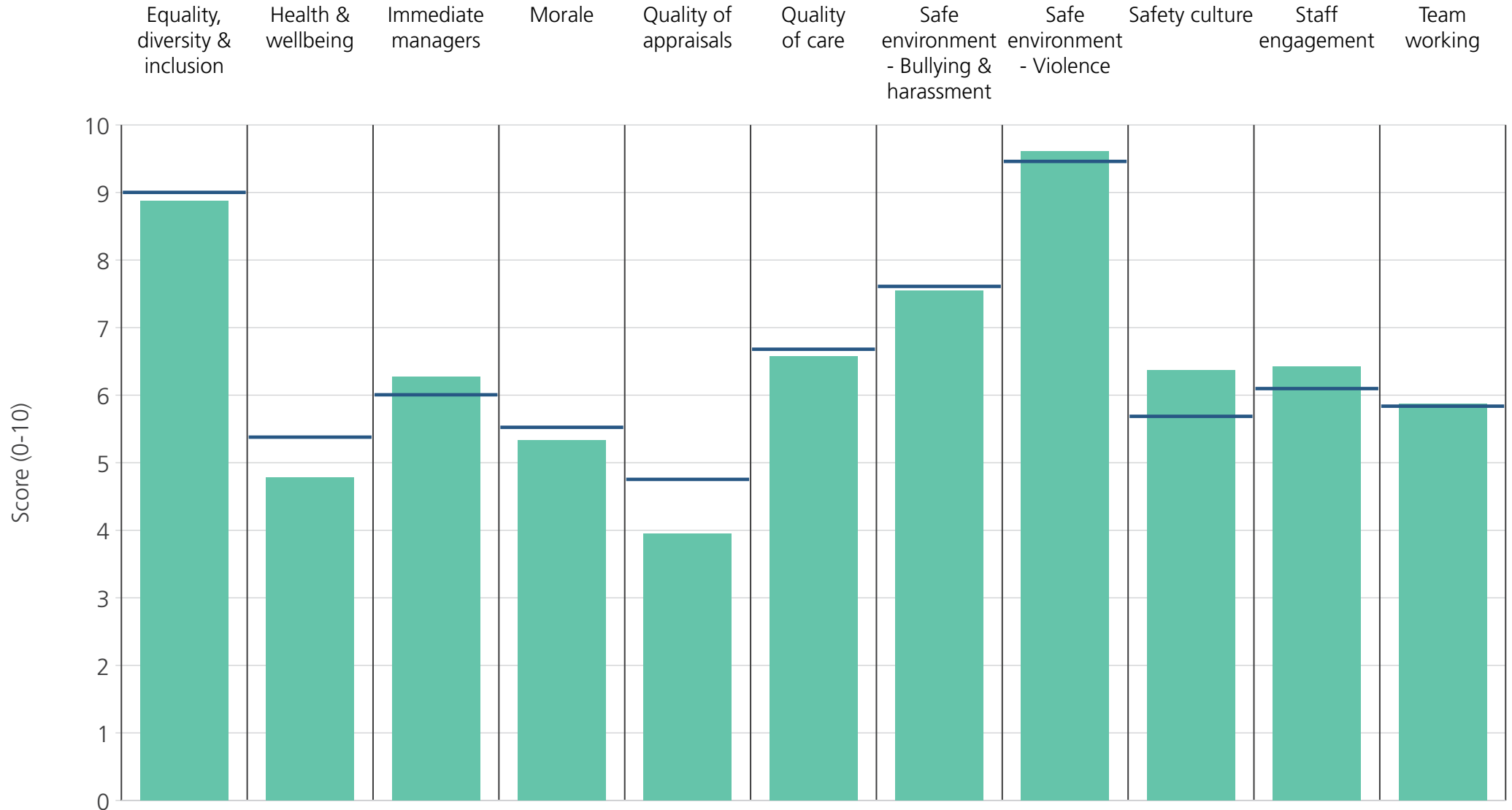
Directorate	9.3	5.6	6.1	5.9	5.1	7.8	7.9	9.8	6.3	6.5	5.7
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	69	70	70	67	34	68	69	67	68	73	73



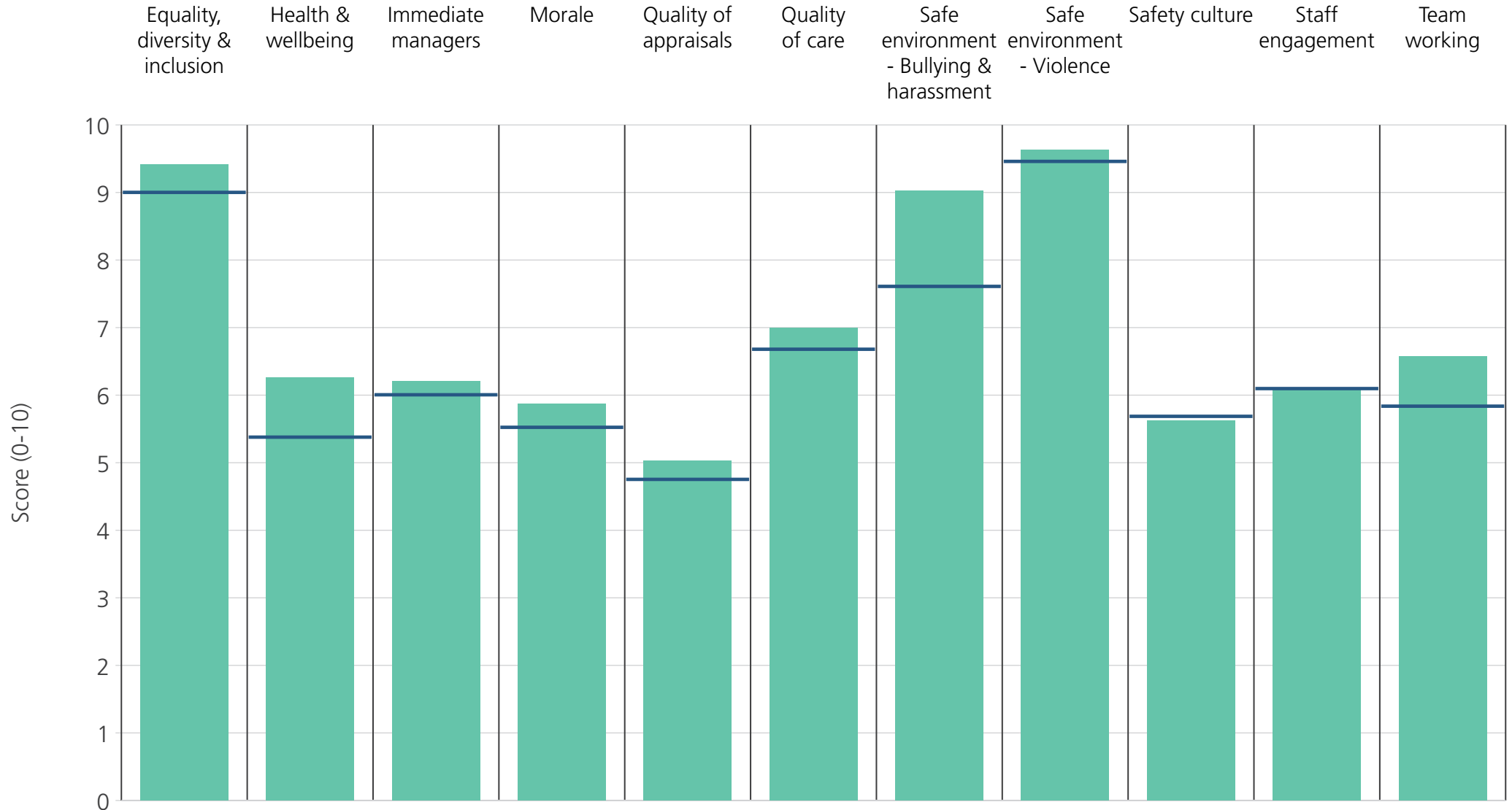
Directorate	9.7	6.0	6.1	5.4	5.6	5.6	7.9	10.0	6.1	6.3	6.3
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	70	70	70	70	54	56	69	70	70	71	69



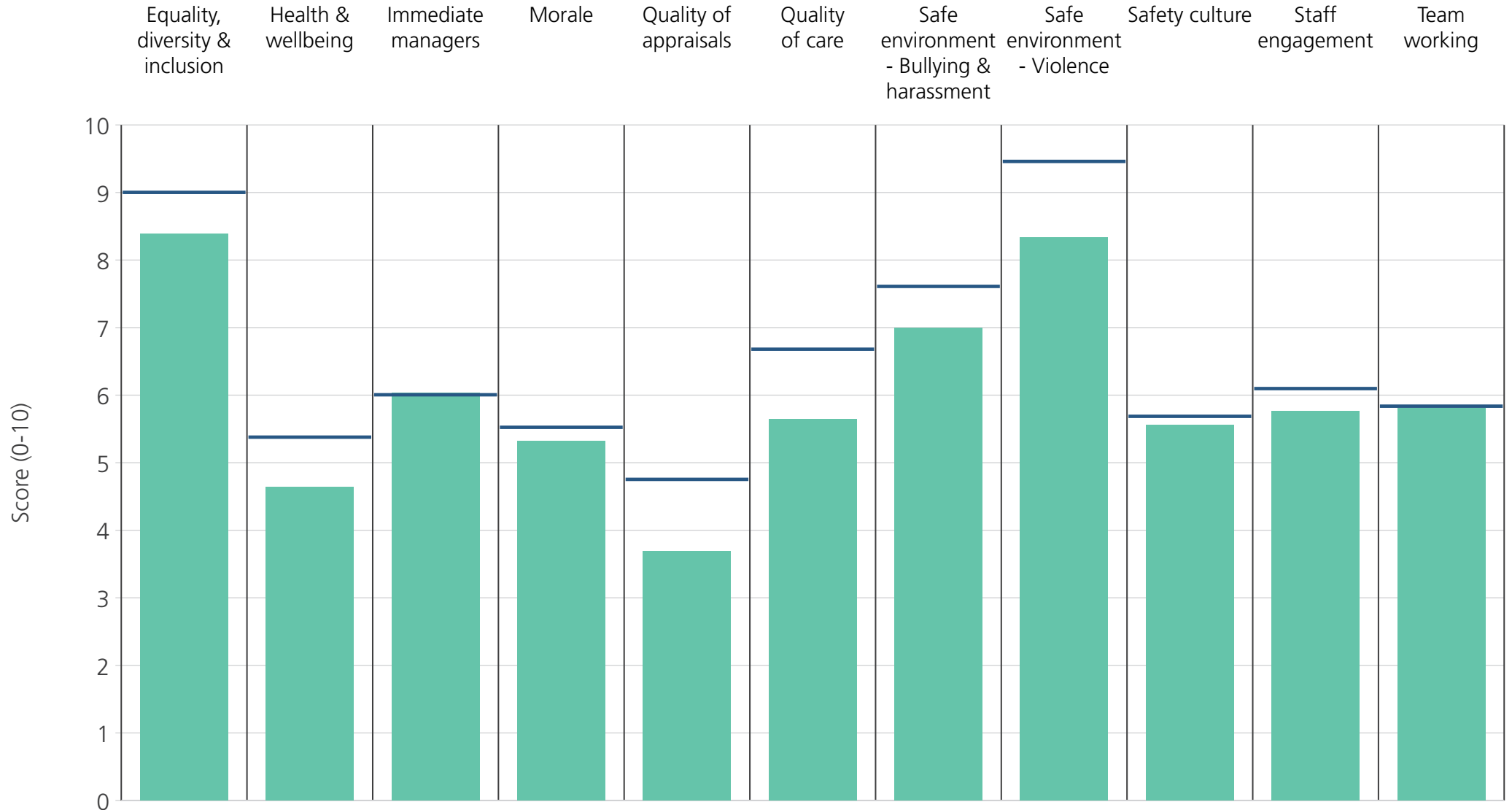
Directorate	8.4	5.9	5.8	5.9	3.9	7.1	8.6	9.7	5.4	5.7	5.0
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	43	47	46	41	35	29	42	43	43	45	46



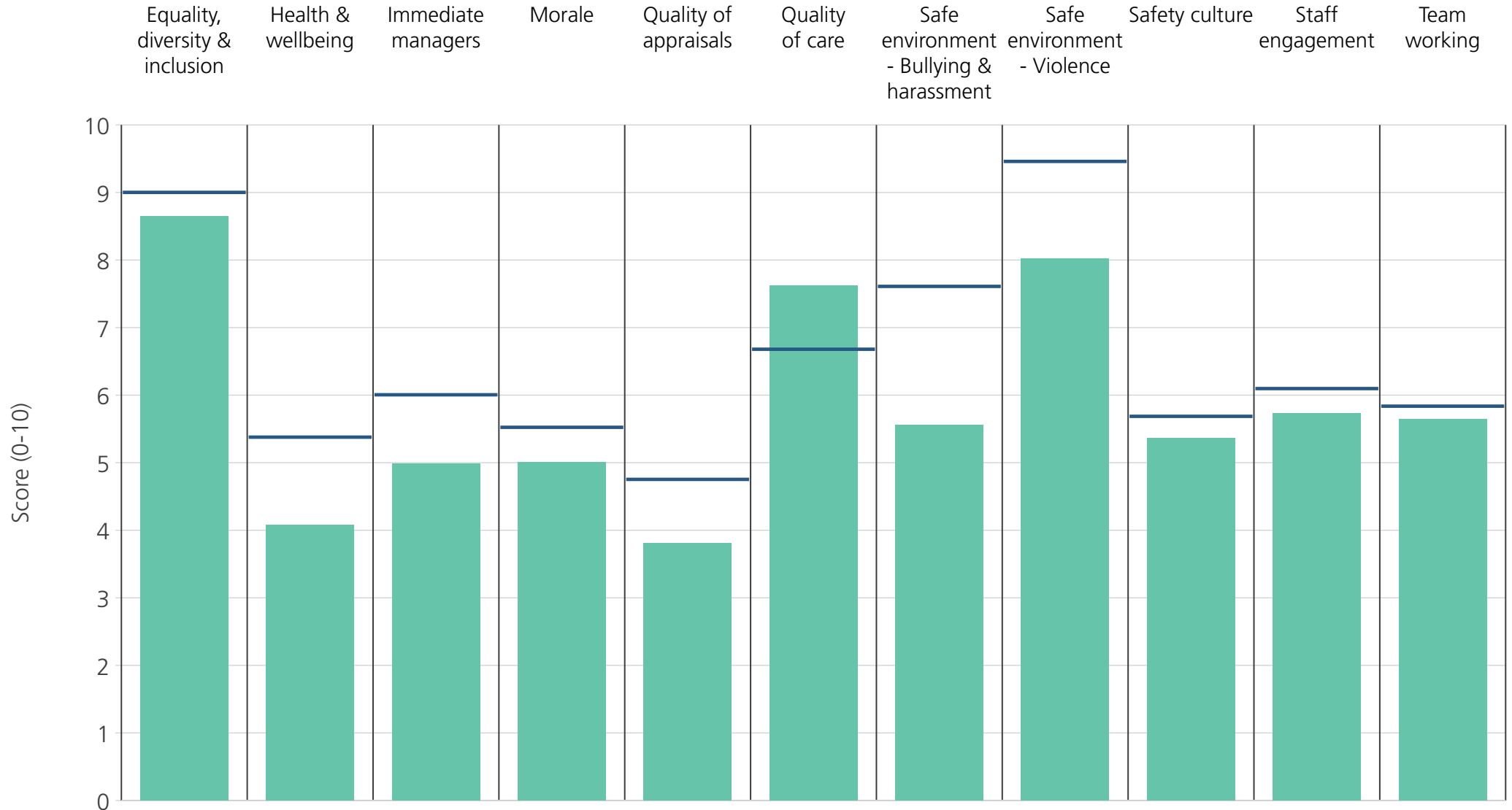
Directorate	8.9	4.8	6.3	5.3	4.0	6.6	7.5	9.6	6.4	6.4	5.9
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	34	33	34	32	25	36	34	34	33	36	36



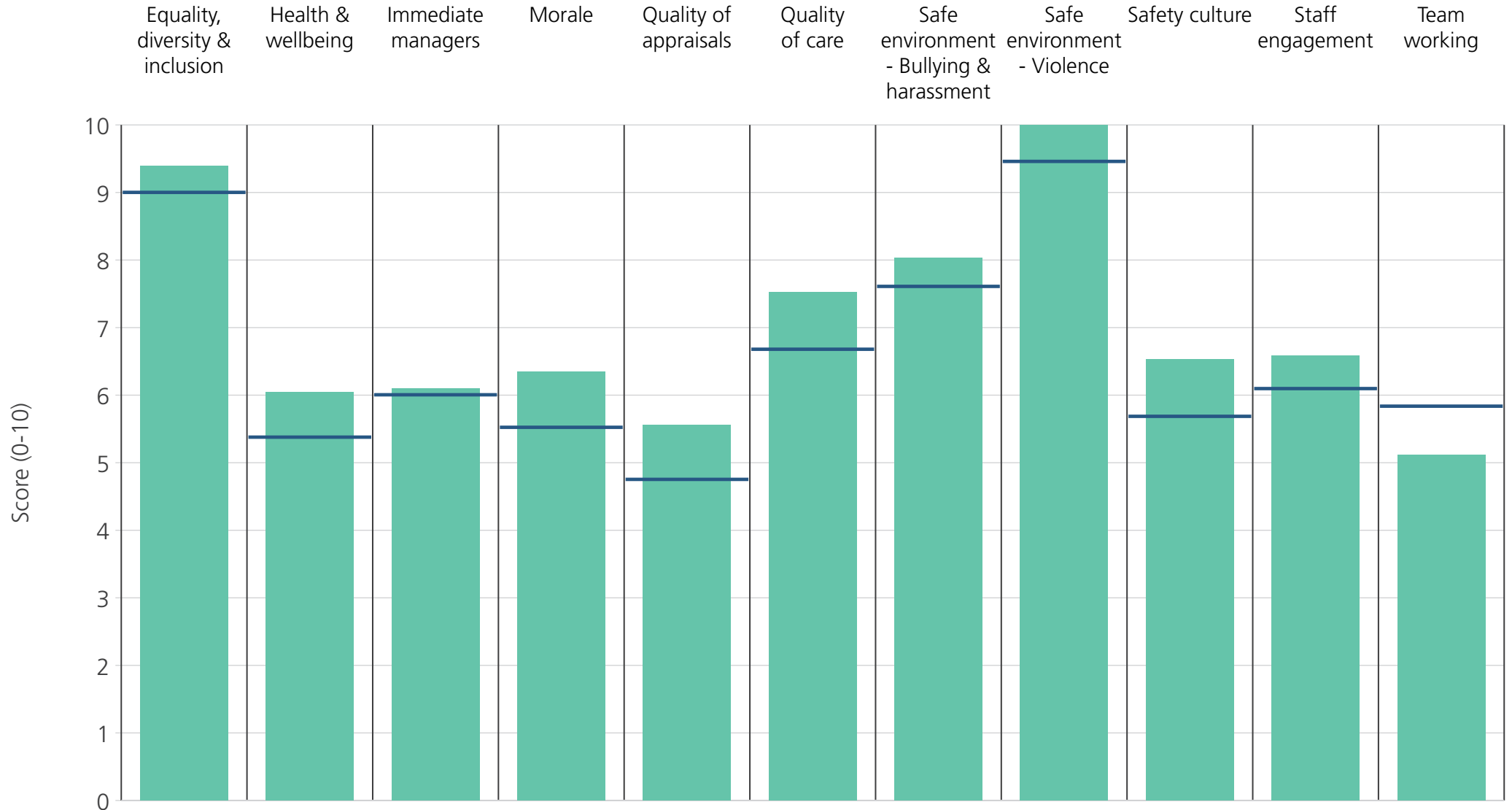
Directorate	9.4	6.3	6.2	5.9	5.0	7.0	9.0	9.6	5.6	6.1	6.6
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	41	41	41	41	37	28	41	41	41	42	42



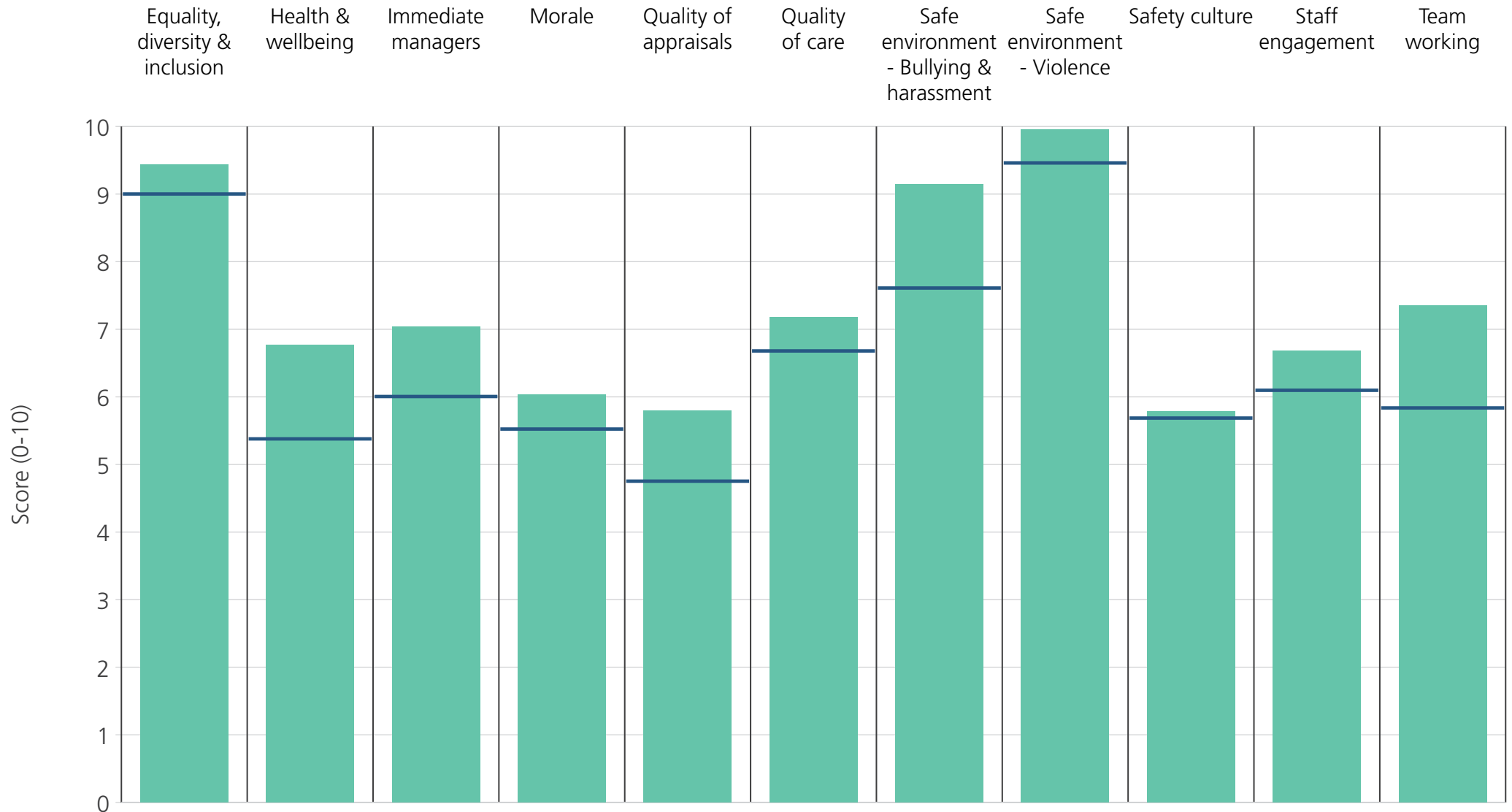
Directorate	8.4	4.6	6.0	5.3	3.7	5.6	7.0	8.3	5.6	5.8	5.8
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	31	31	31	30	22	31	31	30	31	31	31



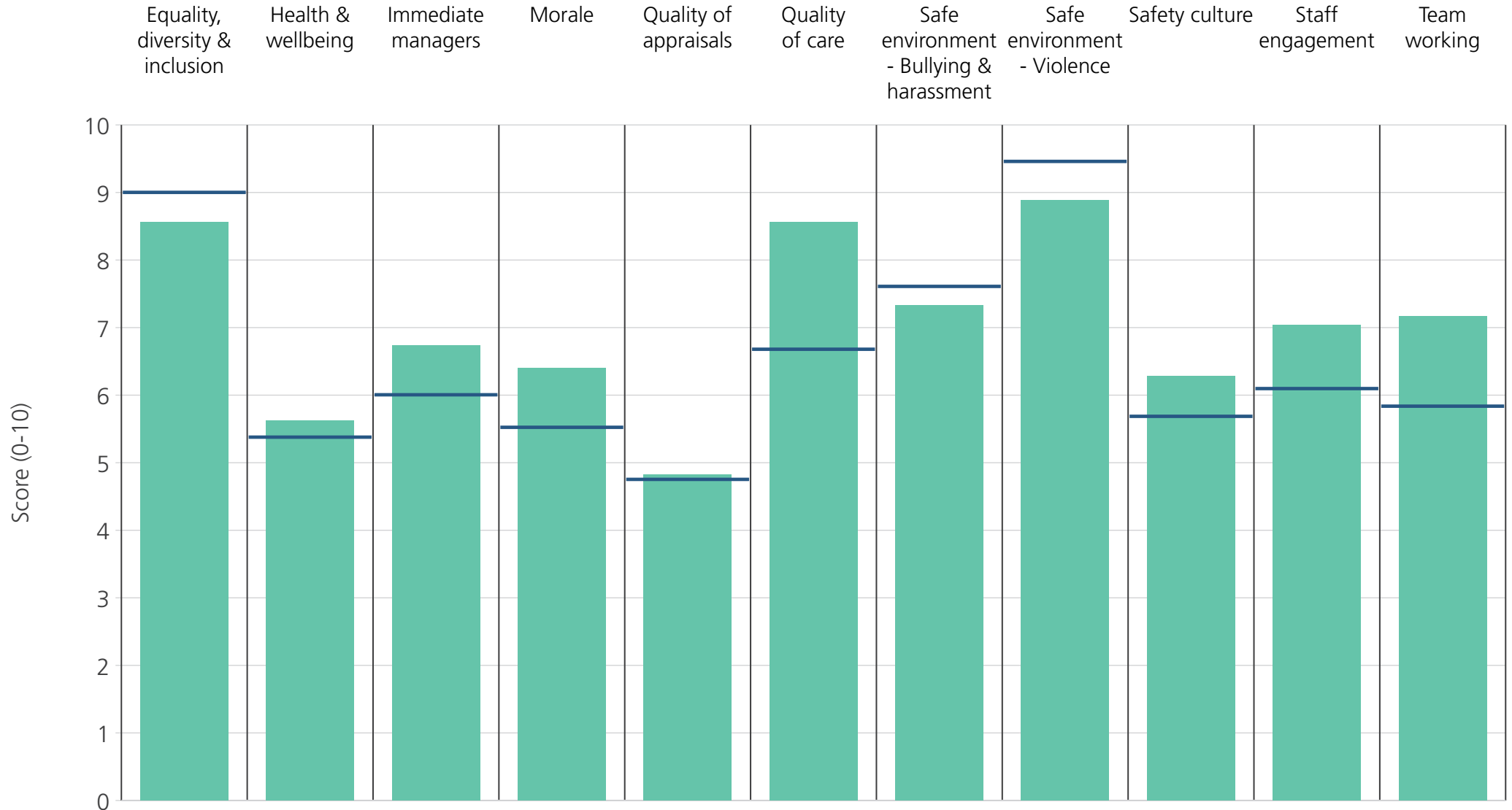
Directorate	8.6	4.1	5.0	5.0	3.8	7.6	5.6	8.0	5.4	5.7	5.6
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	27	27	26	27	22	27	27	27	27	27	27



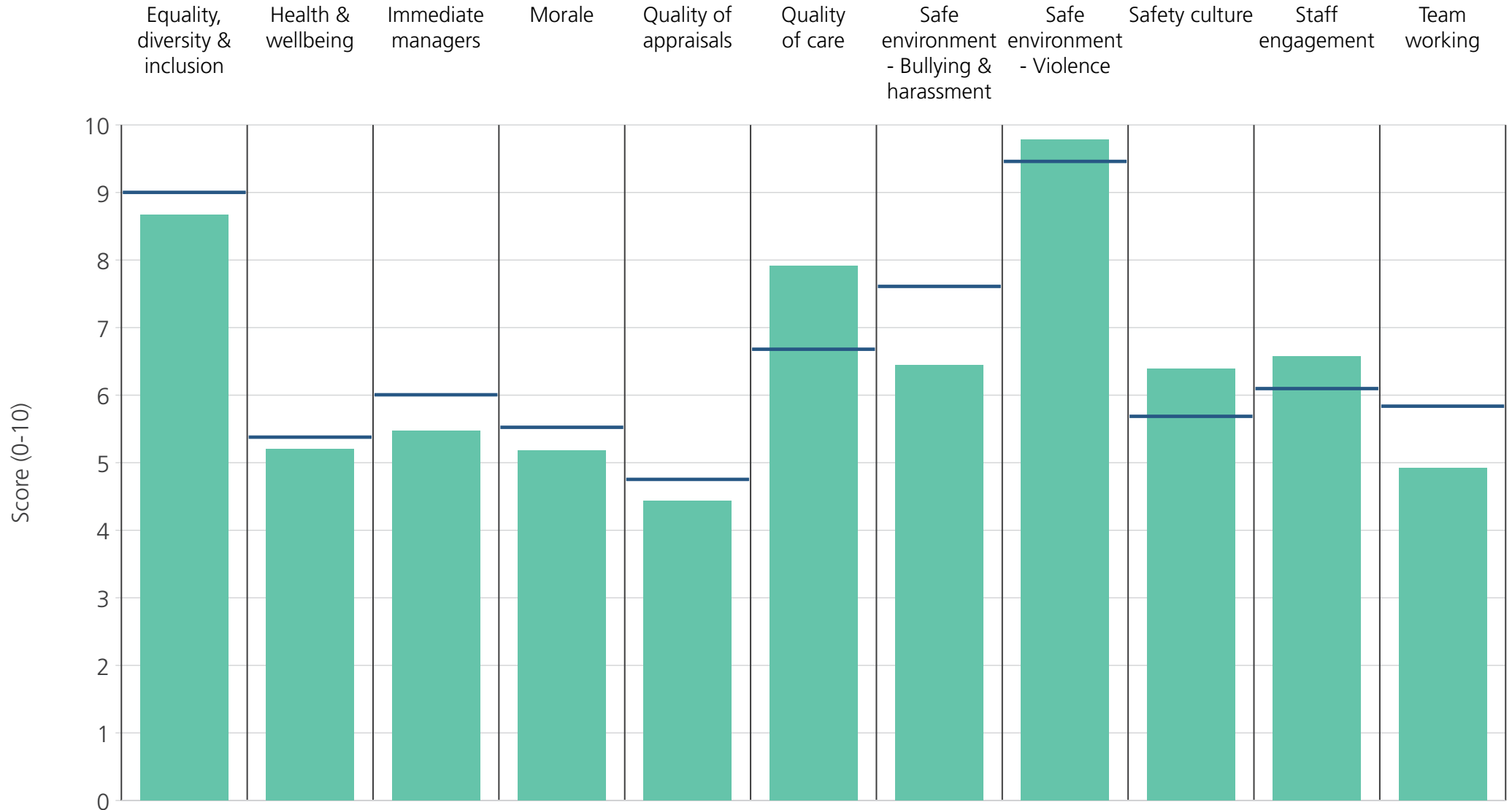
Directorate	9.4	6.0	6.1	6.3	5.6	7.5	8.0	10.0	6.5	6.6	5.1
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	22	22	22	21	18	20	22	22	21	22	21



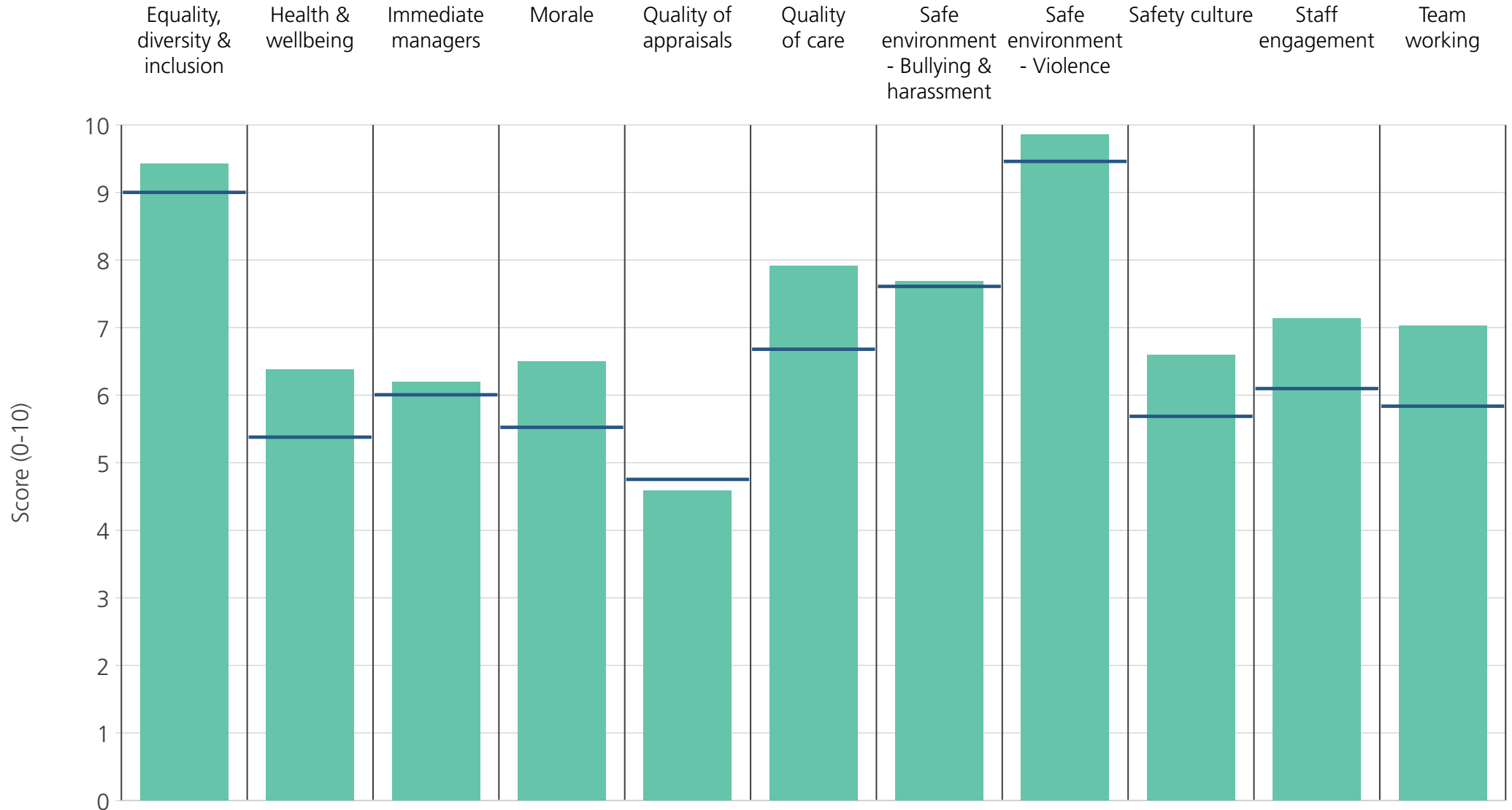
Directorate	9.4	6.8	7.0	6.0	5.8	7.2	9.1	9.9	5.8	6.7	7.3
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	65	66	66	65	55	27	66	66	66	66	66



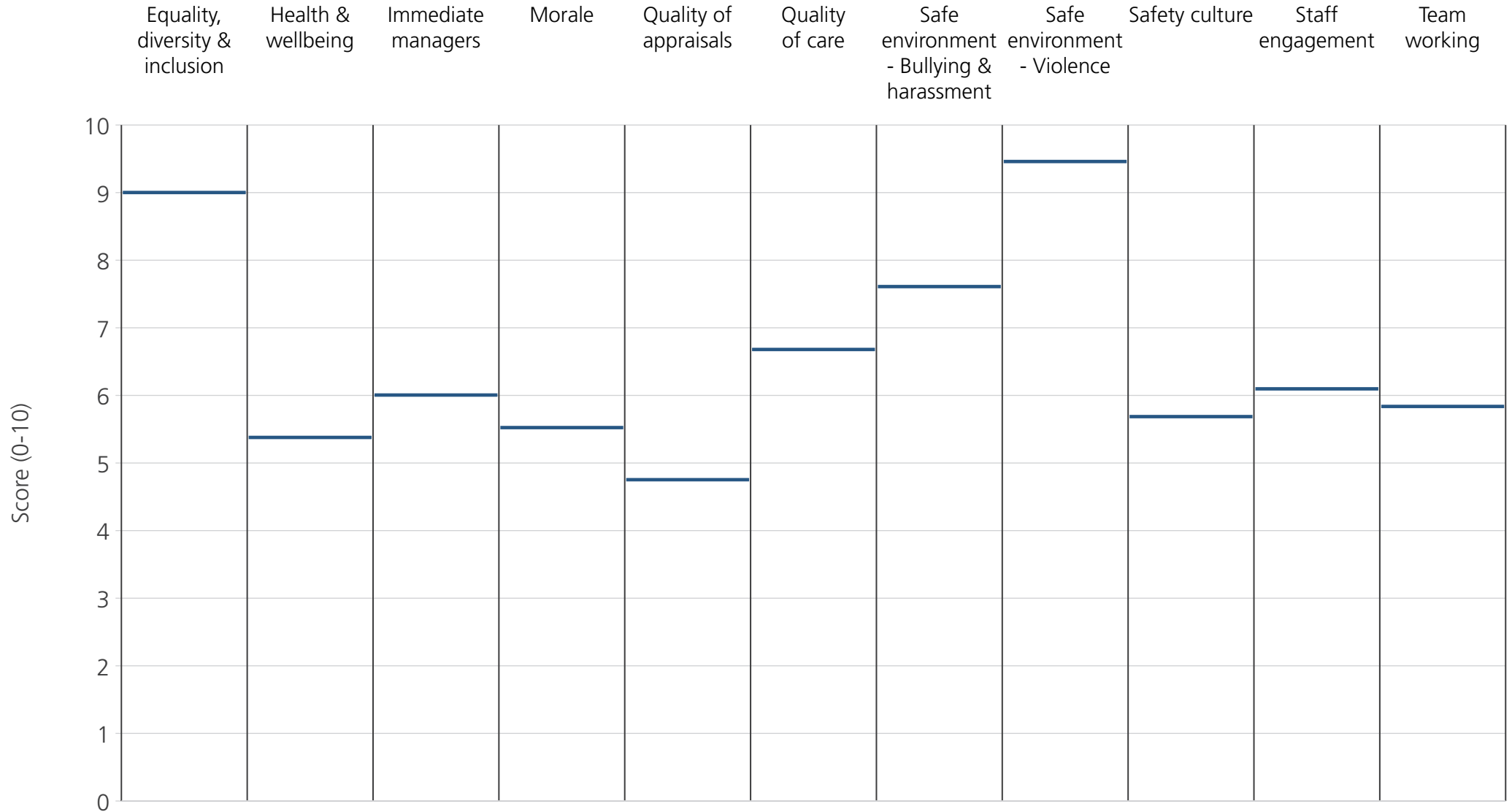
Directorate	8.6	5.6	6.7	6.4	4.8	8.6	7.3	8.9	6.3	7.0	7.2
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	15	15	15	15	14	15	15	15	15	15	15



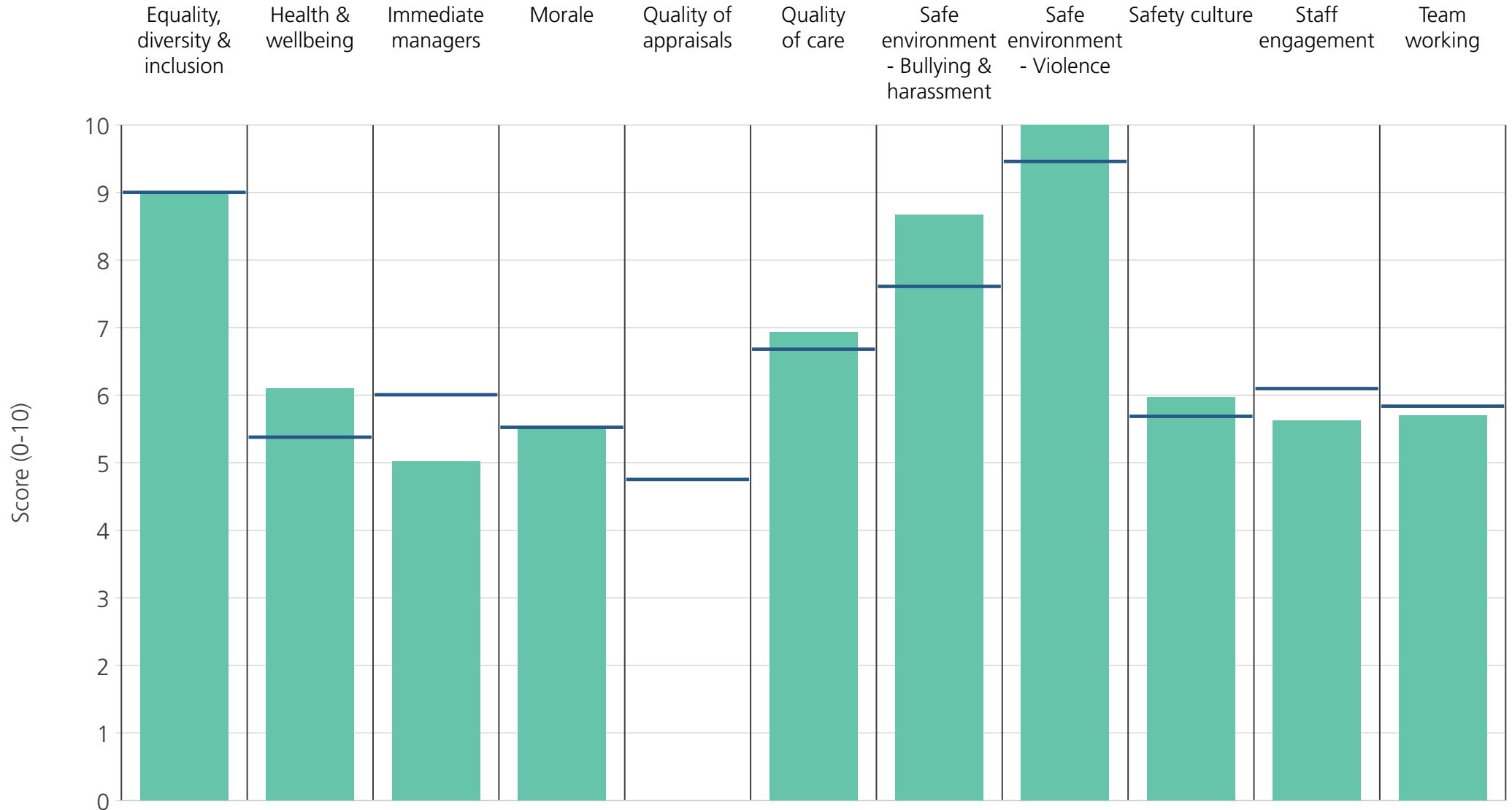
Directorate	8.7	5.2	5.5	5.2	4.4	7.9	6.4	9.8	6.4	6.6	4.9
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	15	15	15	15	11	15	15	15	15	15	15



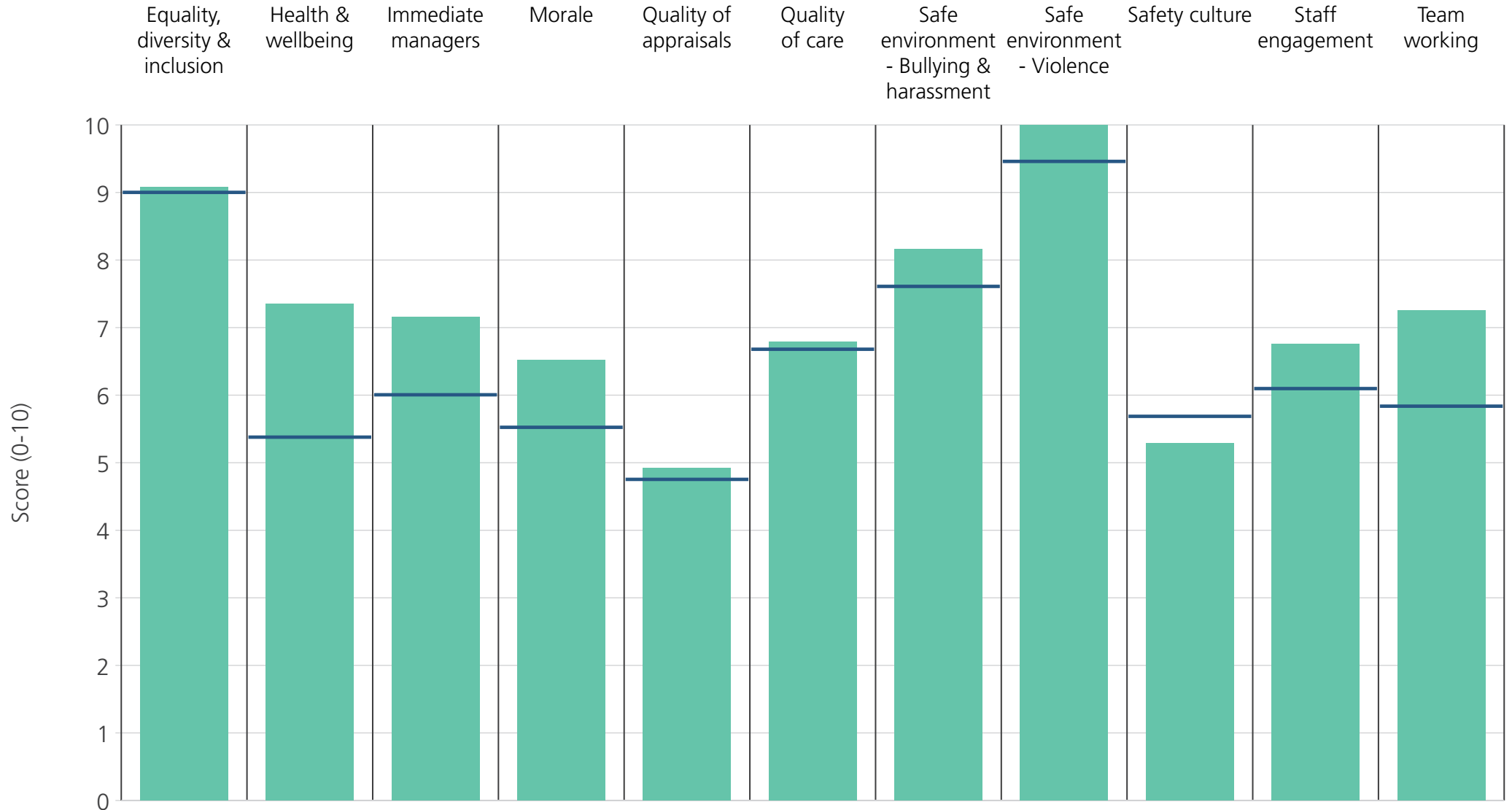
Directorate	9.4	6.4	6.2	6.5	4.6	7.9	7.7	9.9	6.6	7.1	7.0
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	23	24	24	23	18	24	23	23	23	24	24



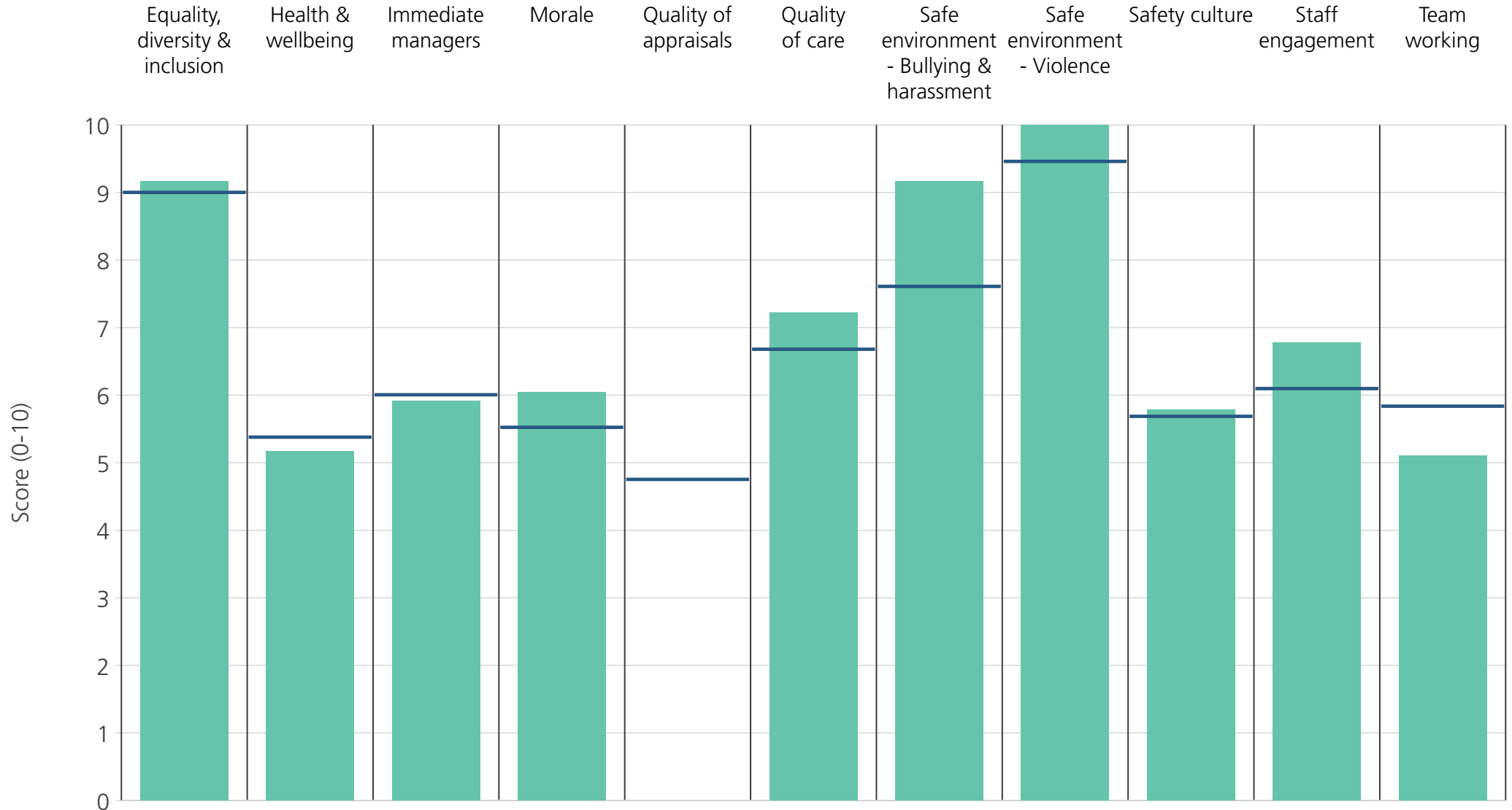
Directorate	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	9	9	9	9	8	9	9	9	9	9	8



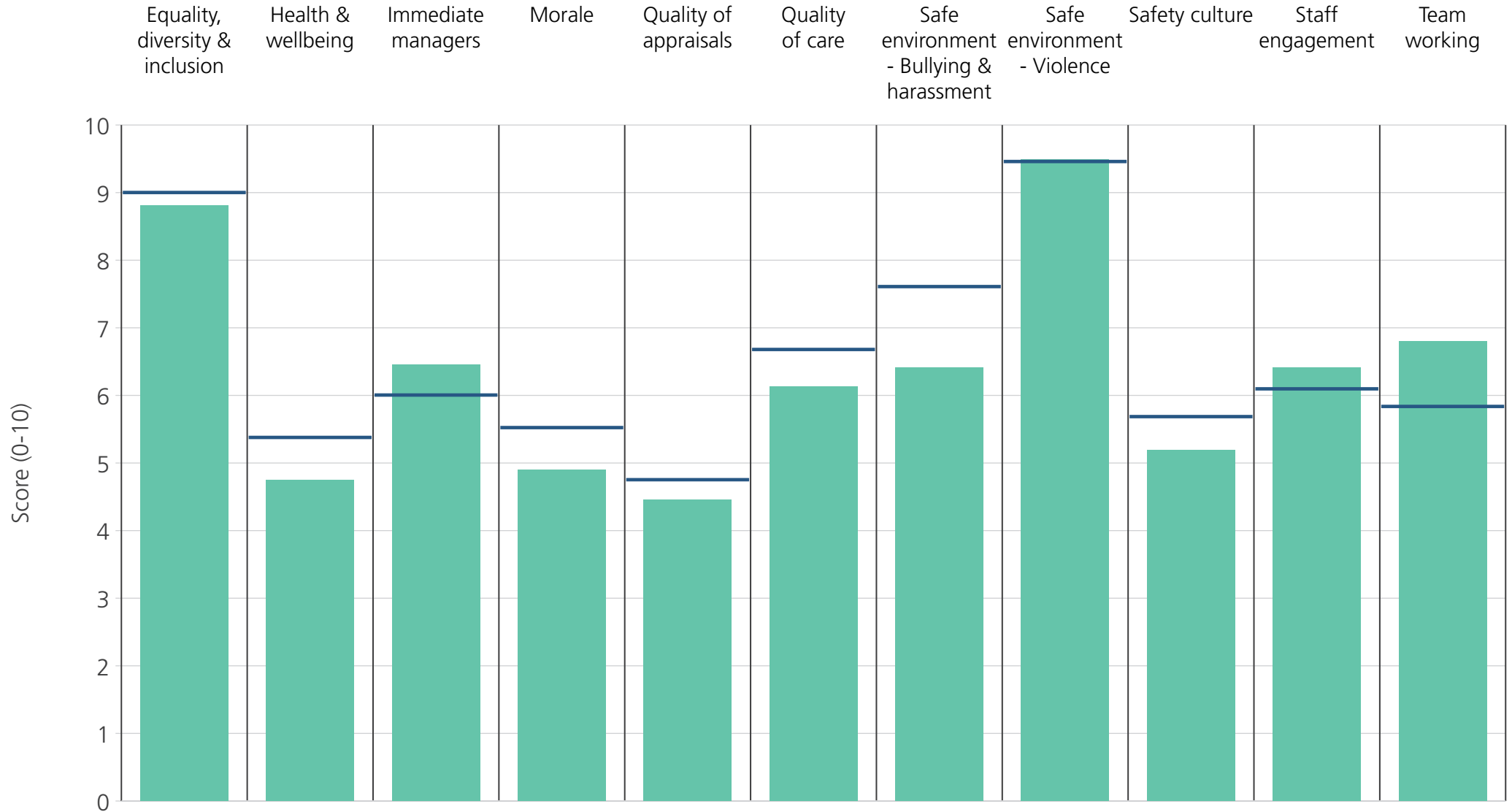
Directorate	9.0	6.1	5.0	5.5		6.9	8.7	10.0	6.0	5.6	5.7
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	15	16	16	16	10	16	15	16	16	16	16



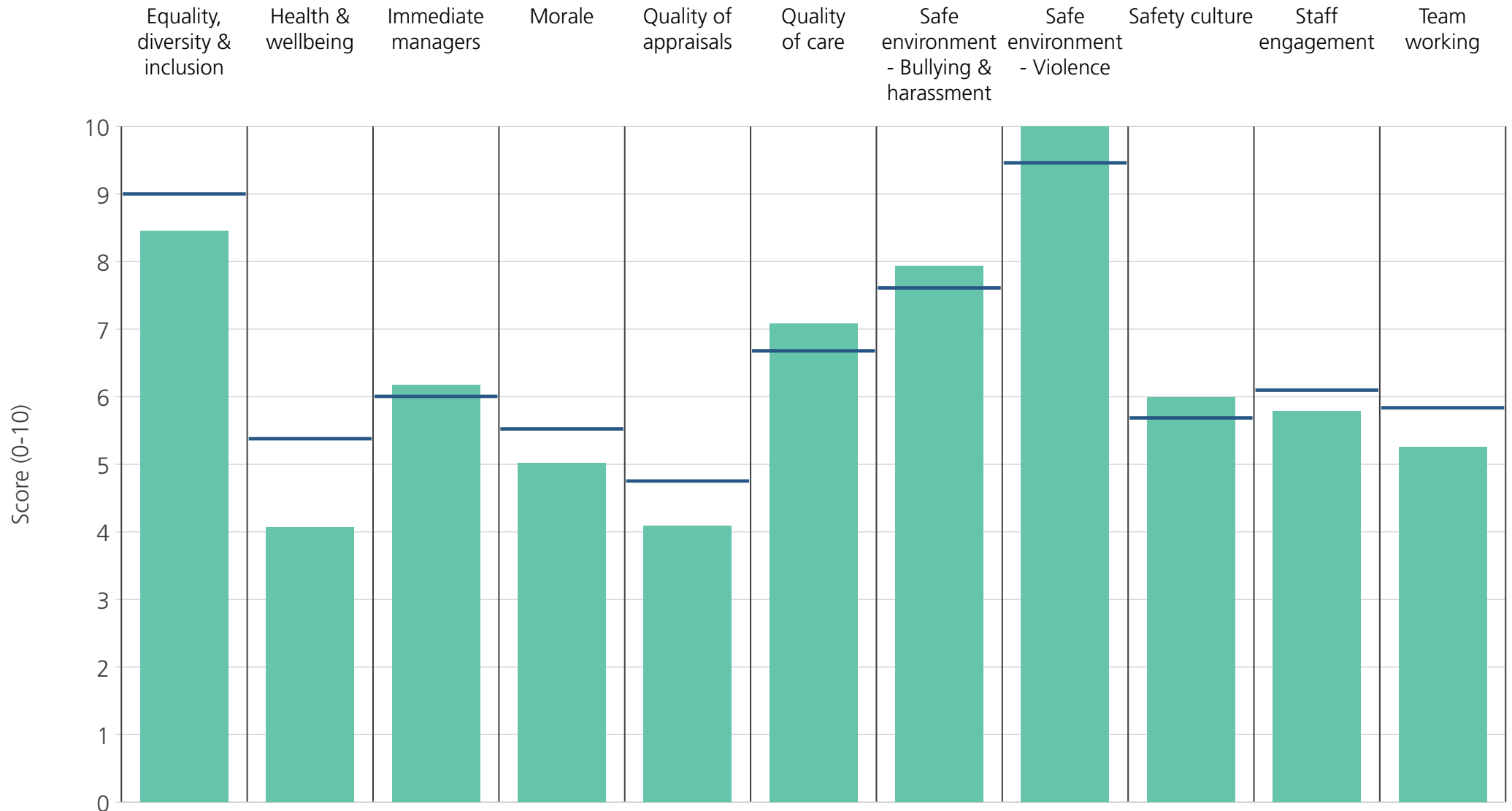
Directorate	9.1	7.3	7.2	6.5	4.9	6.8	8.2	10.0	5.3	6.8	7.3
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	30	30	30	30	30	21	29	30	30	30	30



Directorate	9.2	5.2	5.9	6.0		7.2	9.2	10.0	5.8	6.8	5.1
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	12	12	12	12	6	12	12	12	12	12	12



Directorate	8.8	4.8	6.5	4.9	4.5	6.1	6.4	9.5	5.2	6.4	6.8
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	26	26	26	26	23	21	26	26	25	26	25



Directorate	8.5	4.1	6.2	5.0	4.1	7.1	7.9	10.0	6.0	5.8	5.3
Your org	9.0	5.4	6.0	5.5	4.8	6.7	7.6	9.5	5.7	6.1	5.8
Responses	21	21	21	20	15	14	21	21	21	21	20