

# West Hertfordshire Hospitals NHS Trust

2019 NHS Staff Survey

**Directorate Report**

**Contents**

Introduction . . . . .	3
Themes – Directorates 1 . . . . .	4
Add Prof Scientific and Technic . . . . .	5
Additional Clinical Services . . . . .	6
Administrative and Clerical . . . . .	7
Allied Health Professionals . . . . .	8
Estates and Ancillary . . . . .	9
Healthcare Scientists . . . . .	10
Medical and Dental . . . . .	11
Nursing and Midwifery Registered . . . . .	12
Themes – Directorates 2 . . . . .	13
Clinical Support . . . . .	14
Corporate . . . . .	15
Emergency Medicine . . . . .	16
Environment . . . . .	17
Medicine . . . . .	18
Surgery & Anaesthetics . . . . .	19
Womens & Children . . . . .	20

This directorate report for West Hertfordshire 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.

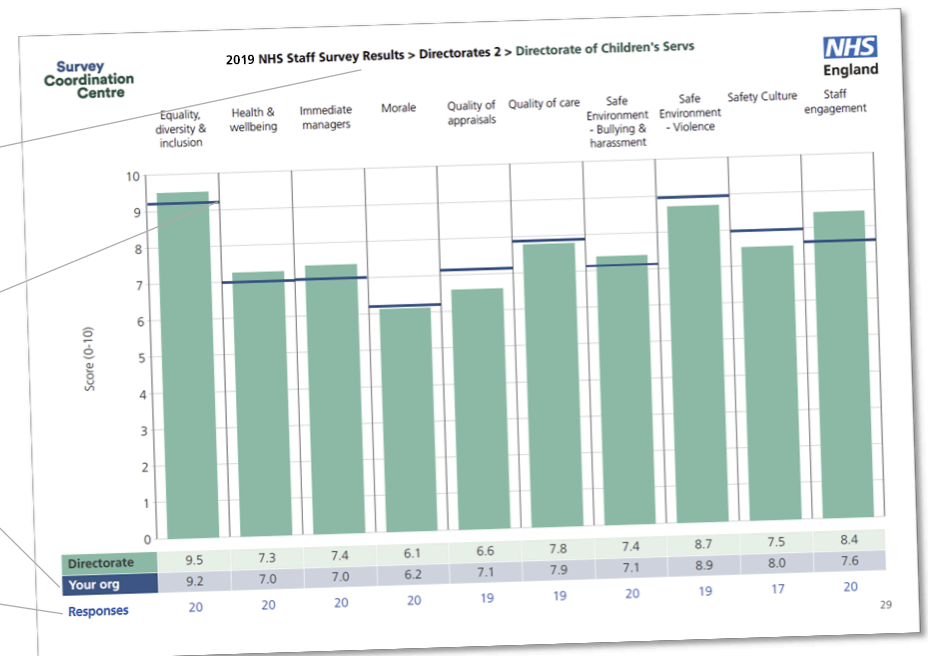
The directorate breakdowns used in this report were provided and defined by West Hertfordshire Hospitals NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

## 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.

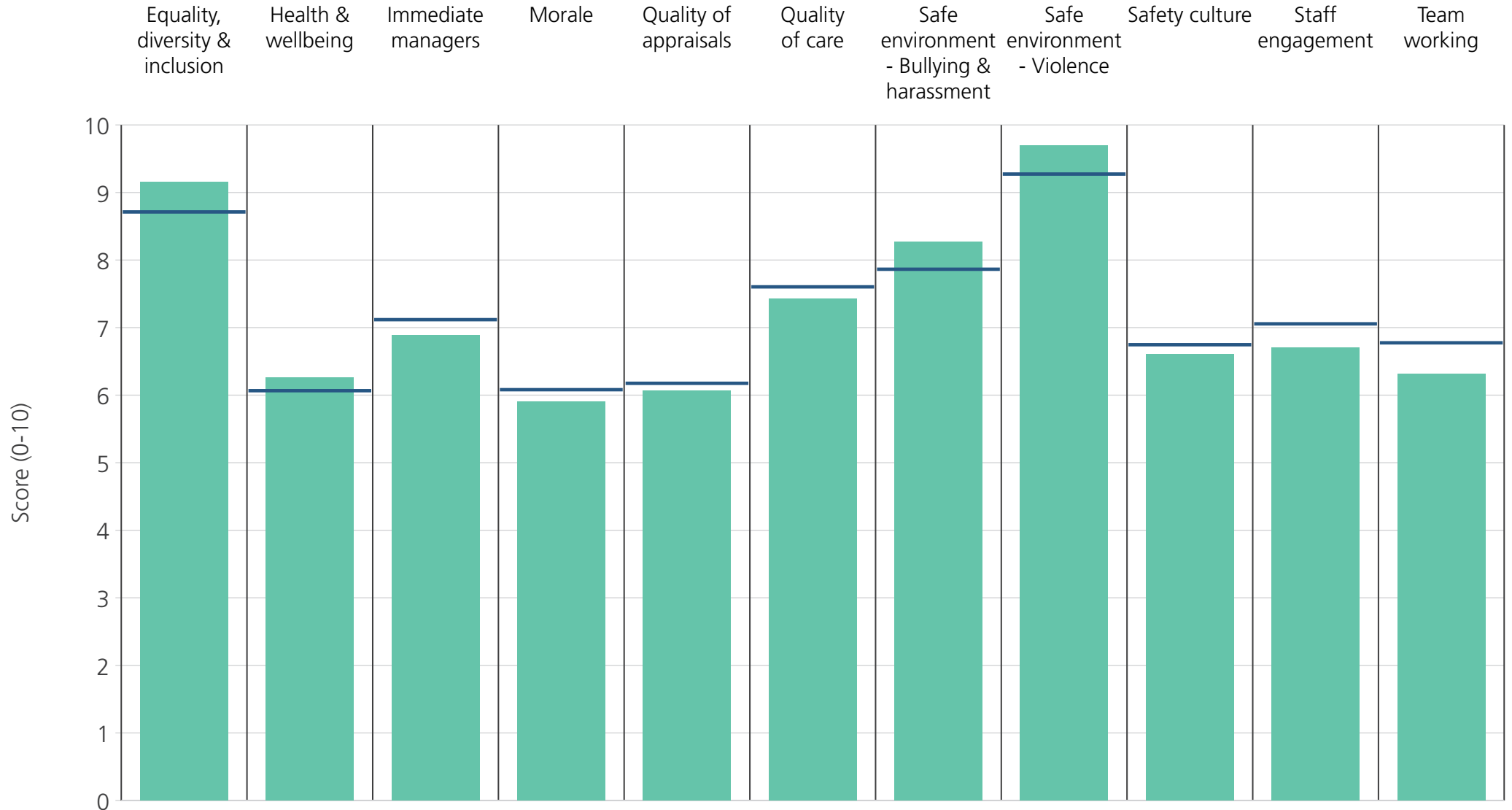
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



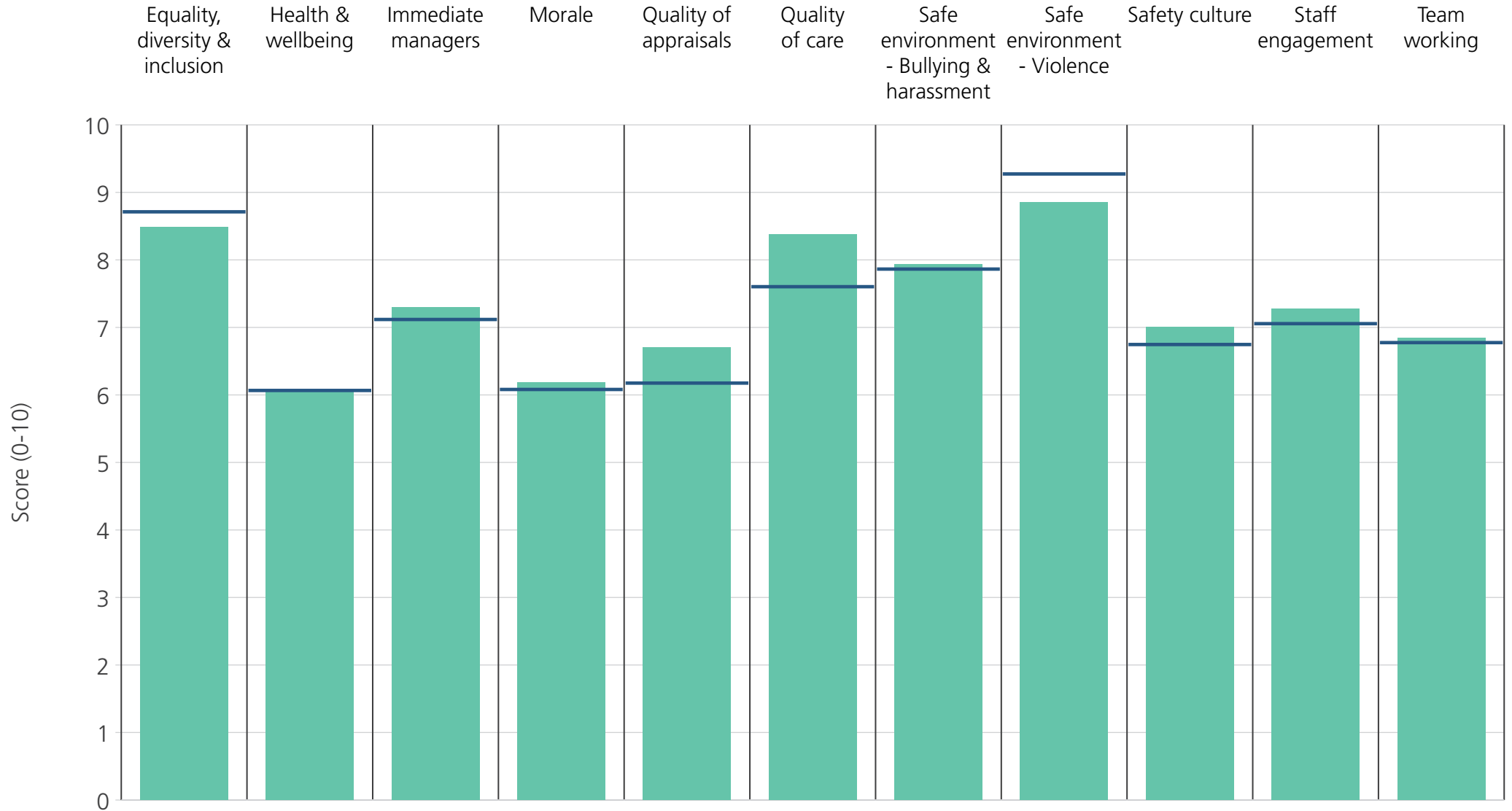
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

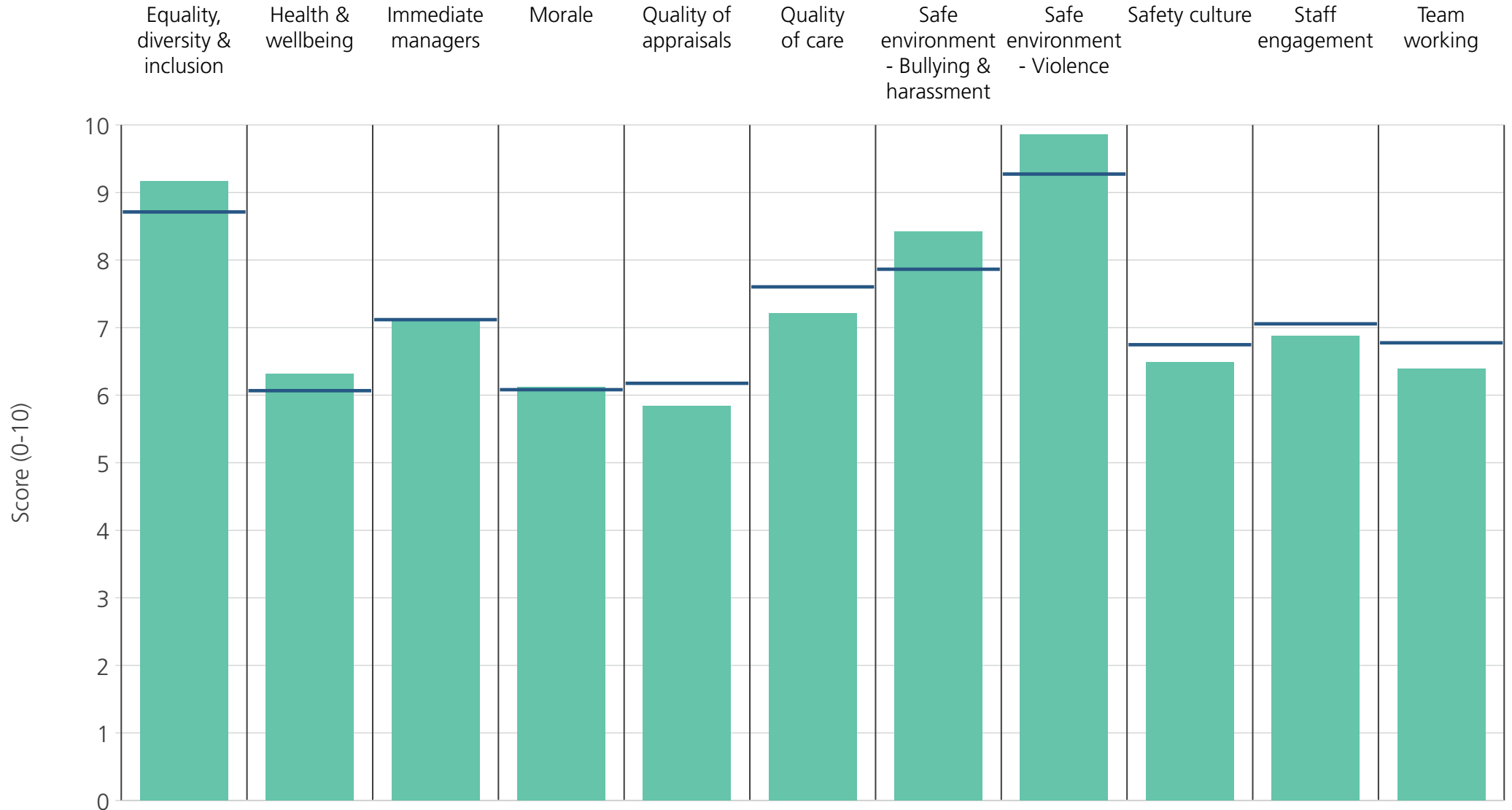
West Hertfordshire Hospitals NHS Trust  
2019 NHS Staff Survey Results



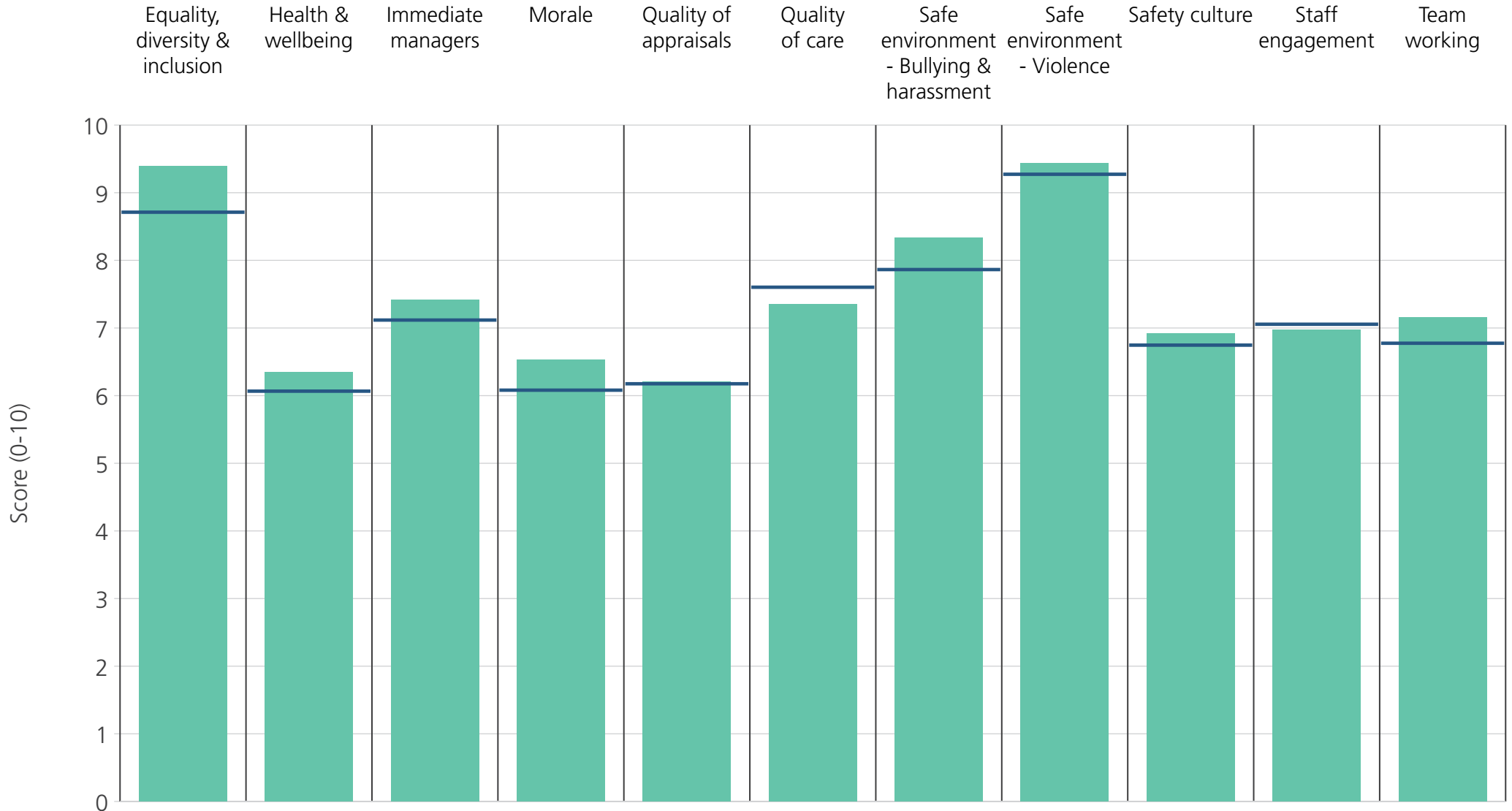
<b>Directorate</b>	9.2	6.3	6.9	5.9	6.1	7.4	8.3	9.7	6.6	6.7	6.3
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	56	56	56	56	44	57	56	55	56	57	57



<b>Directorate</b>	8.5	6.1	7.3	6.2	6.7	8.4	7.9	8.9	7.0	7.3	6.8
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	358	359	361	353	304	352	355	351	358	360	348

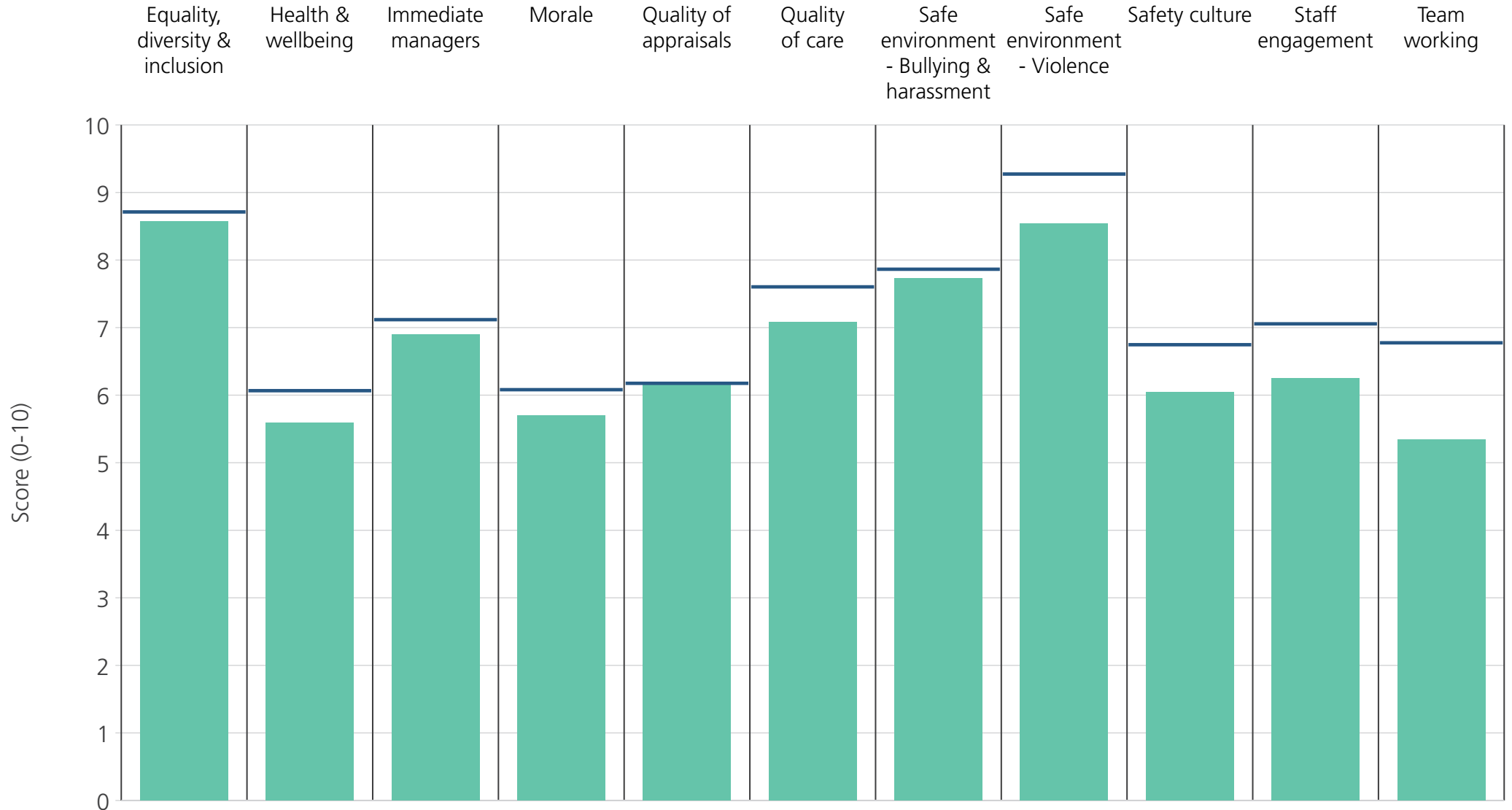


<b>Directorate</b>	9.2	6.3	7.1	6.1	5.8	7.2	8.4	9.9	6.5	6.9	6.4
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	560	563	564	558	467	397	558	556	560	564	555

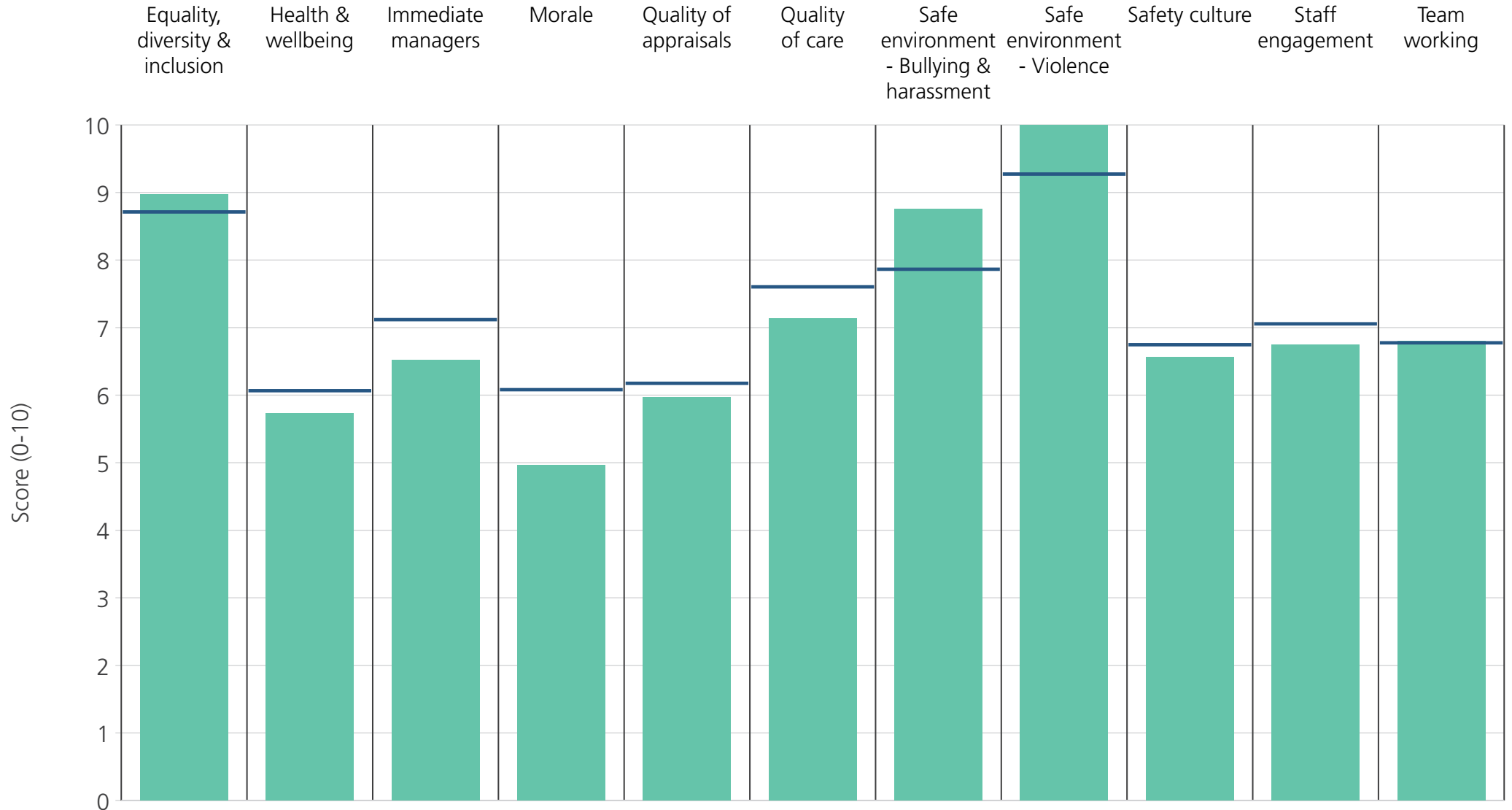


<b>Directorate</b>	9.4	6.3	7.4	6.5	6.2	7.4	8.3	9.4	6.9	7.0	7.2
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	116	117	117	117	107	117	117	116	117	118	117

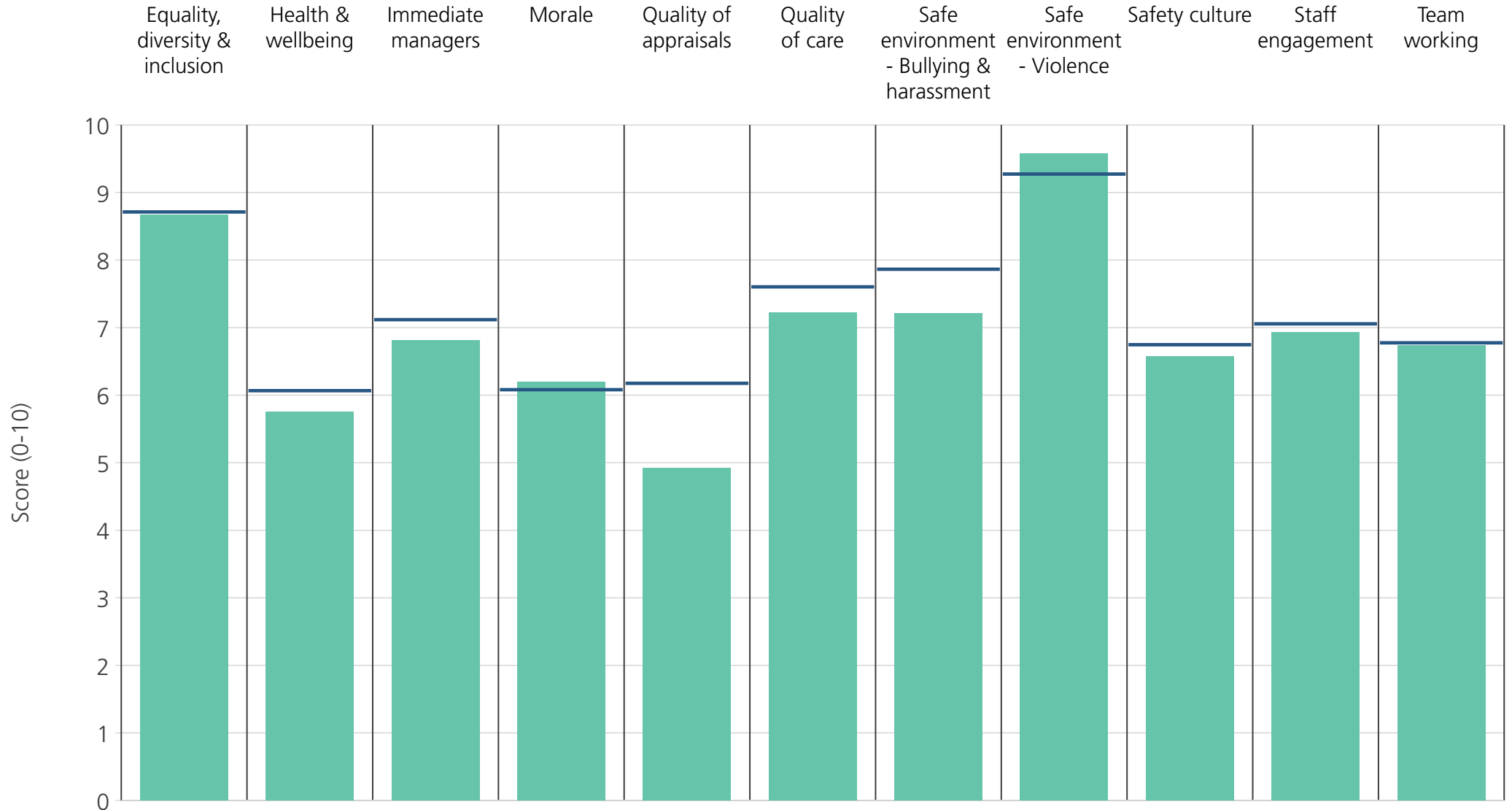




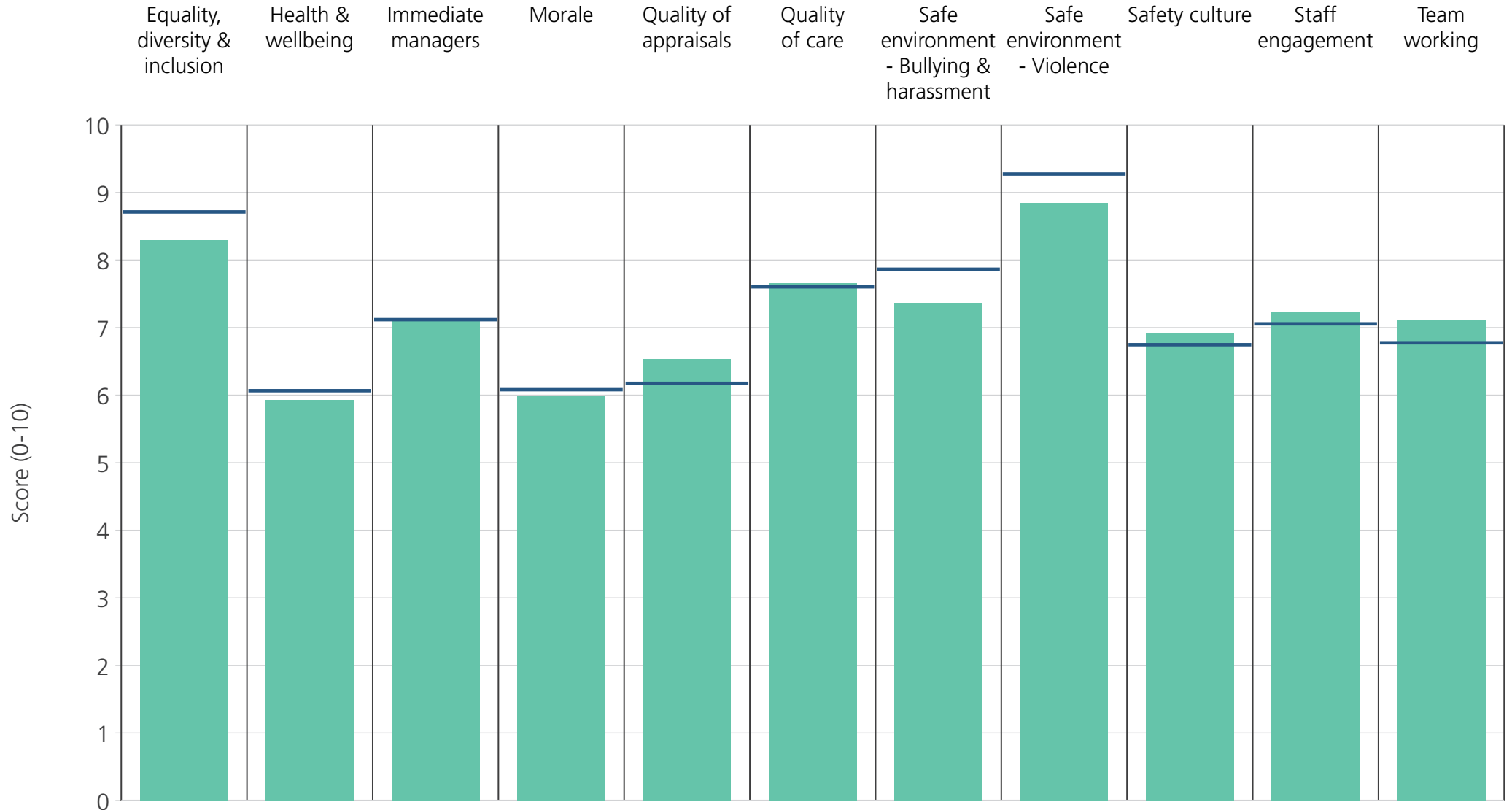
<b>Directorate</b>	8.6	5.6	6.9	5.7	6.2	7.1	7.7	8.5	6.0	6.2	5.3
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	35	35	36	33	25	31	33	32	35	35	33



<b>Directorate</b>	9.0	5.7	6.5	5.0	6.0	7.1	8.8	10.0	6.6	6.7	6.8
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	46	47	48	45	44	45	47	47	45	47	48



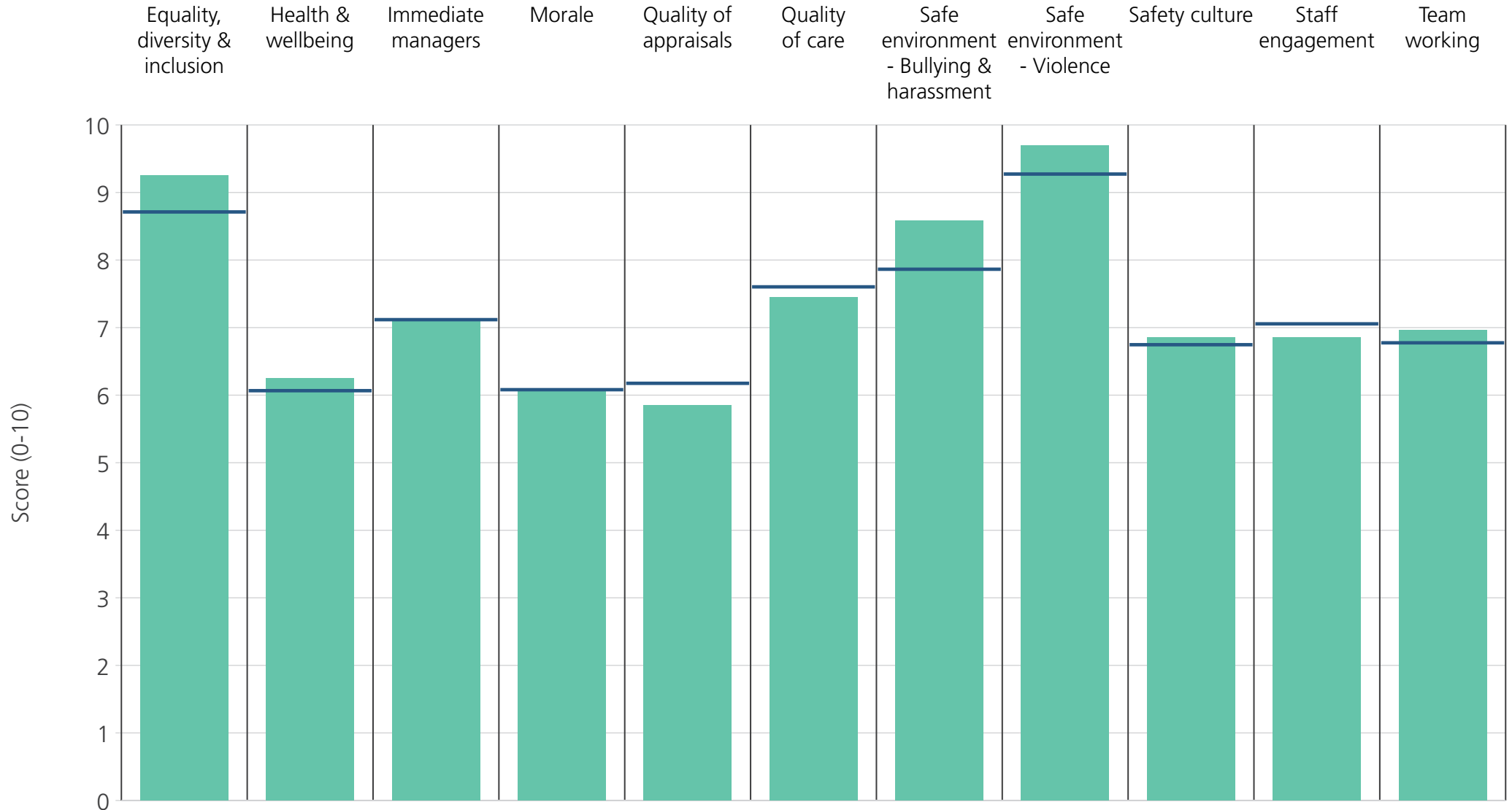
<b>Directorate</b>	8.7	5.8	6.8	6.2	4.9	7.2	7.2	9.6	6.6	6.9	6.7
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	184	185	183	179	158	185	184	185	184	185	182



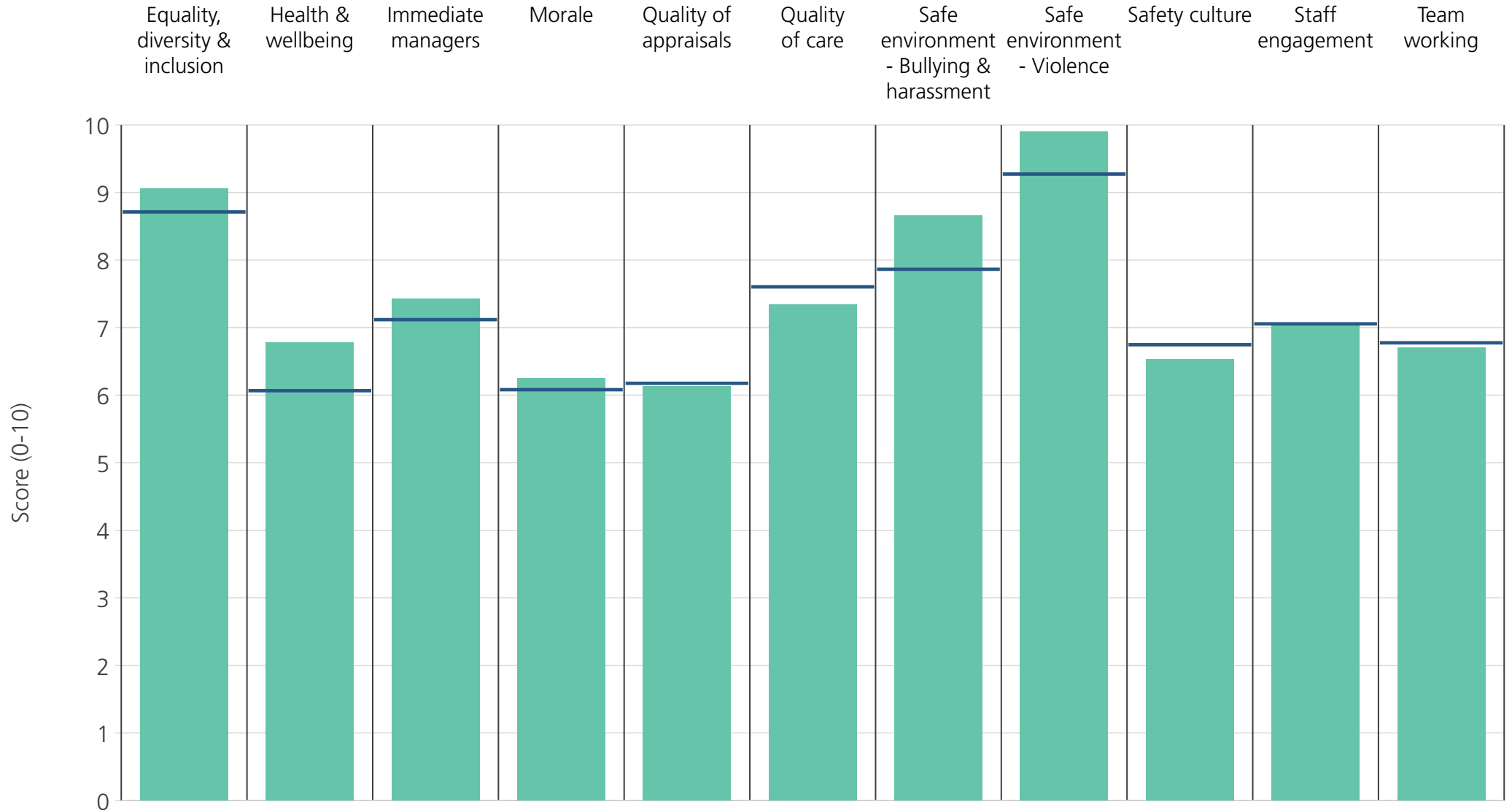
<b>Directorate</b>	8.3	5.9	7.1	6.0	6.5	7.7	7.4	8.8	6.9	7.2	7.1
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	665	673	675	668	582	669	663	668	672	678	675

# Directorates 2

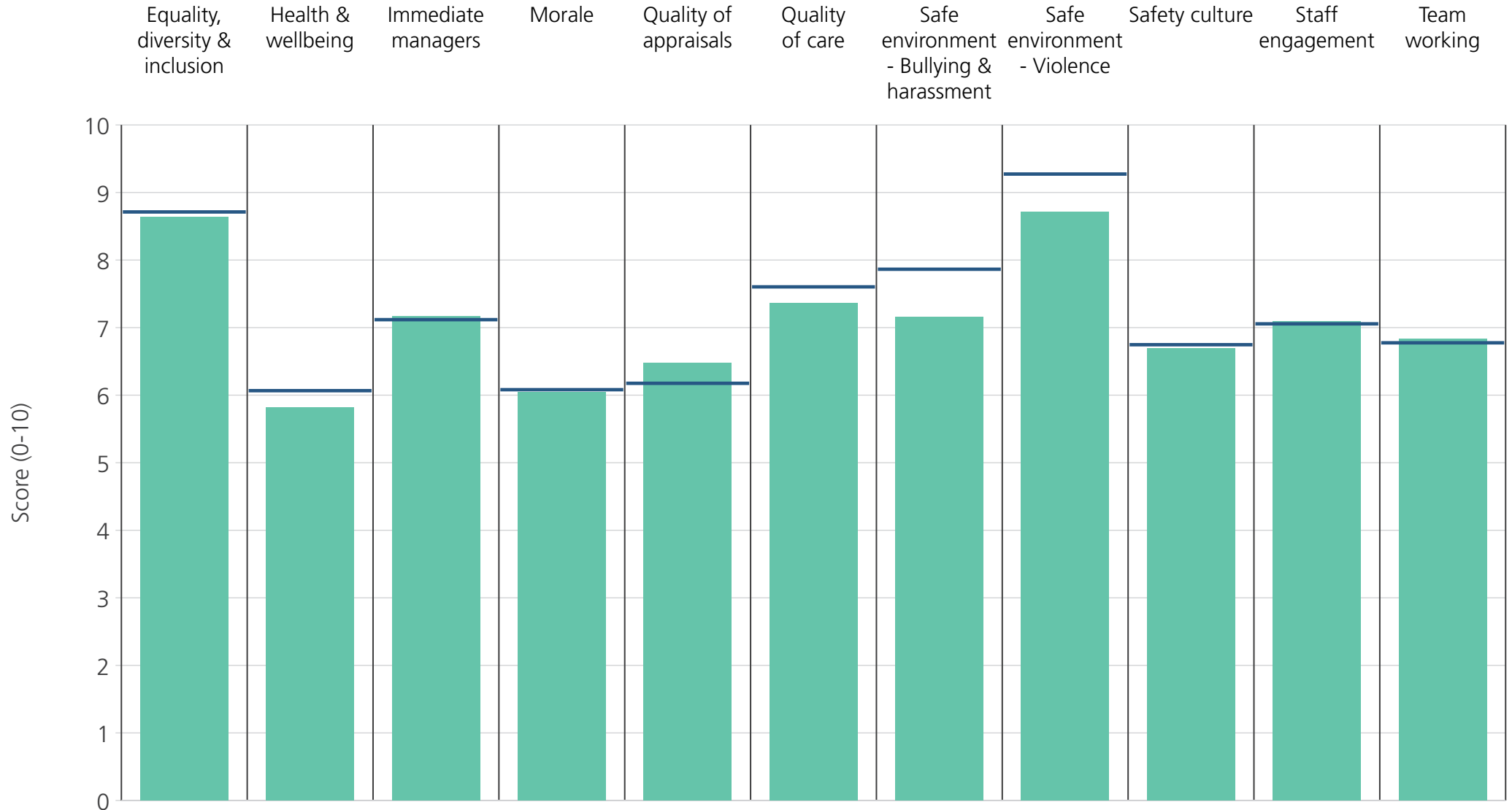
West Hertfordshire Hospitals NHS Trust  
2019 NHS Staff Survey Results



<b>Directorate</b>	9.3	6.3	7.1	6.1	5.8	7.5	8.6	9.7	6.9	6.9	7.0
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	283	284	285	283	262	274	284	282	283	287	286

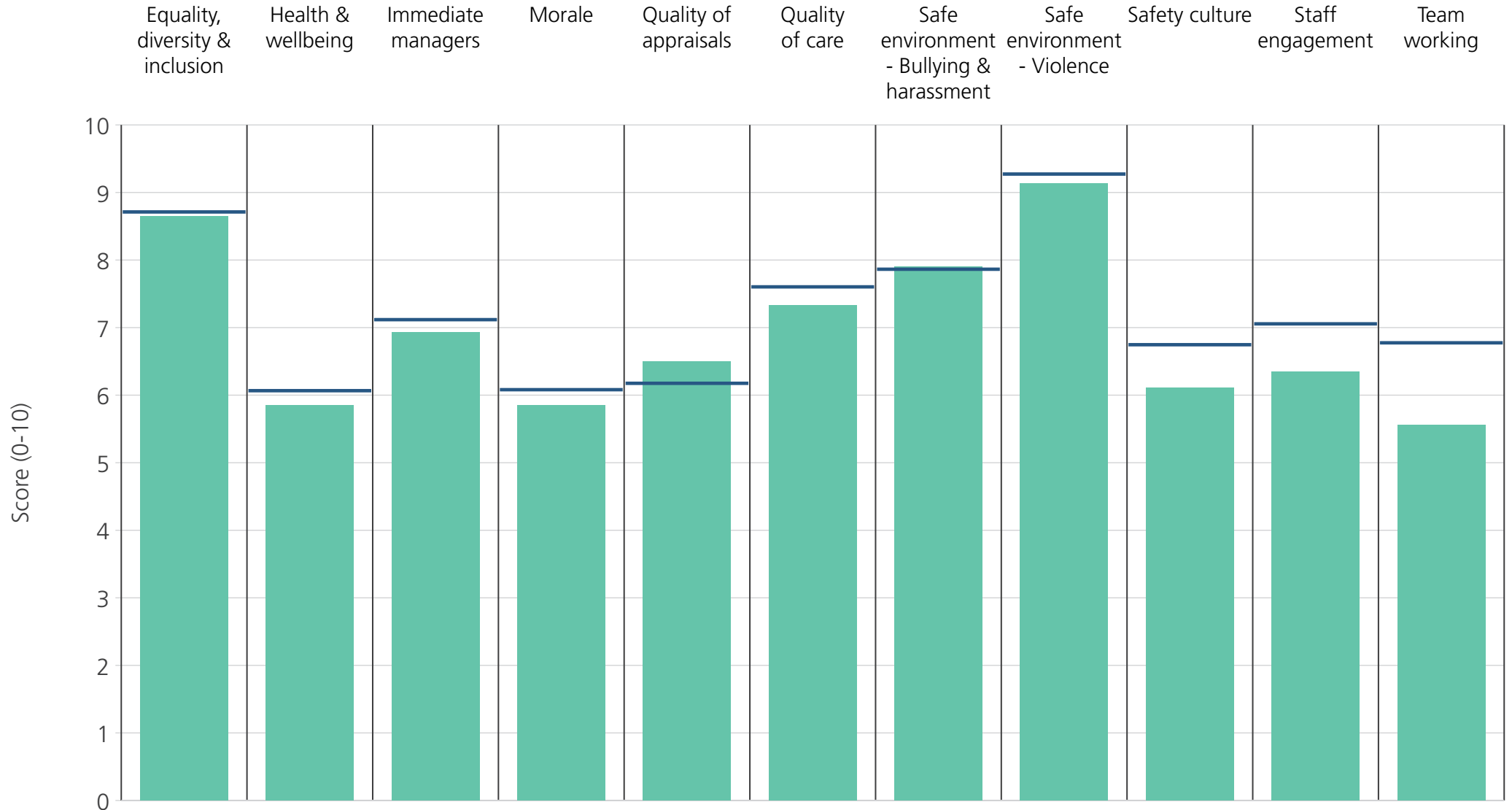


<b>Directorate</b>	9.1	6.8	7.4	6.3	6.1	7.3	8.7	9.9	6.5	7.0	6.7
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	280	281	282	278	244	169	281	278	279	282	277

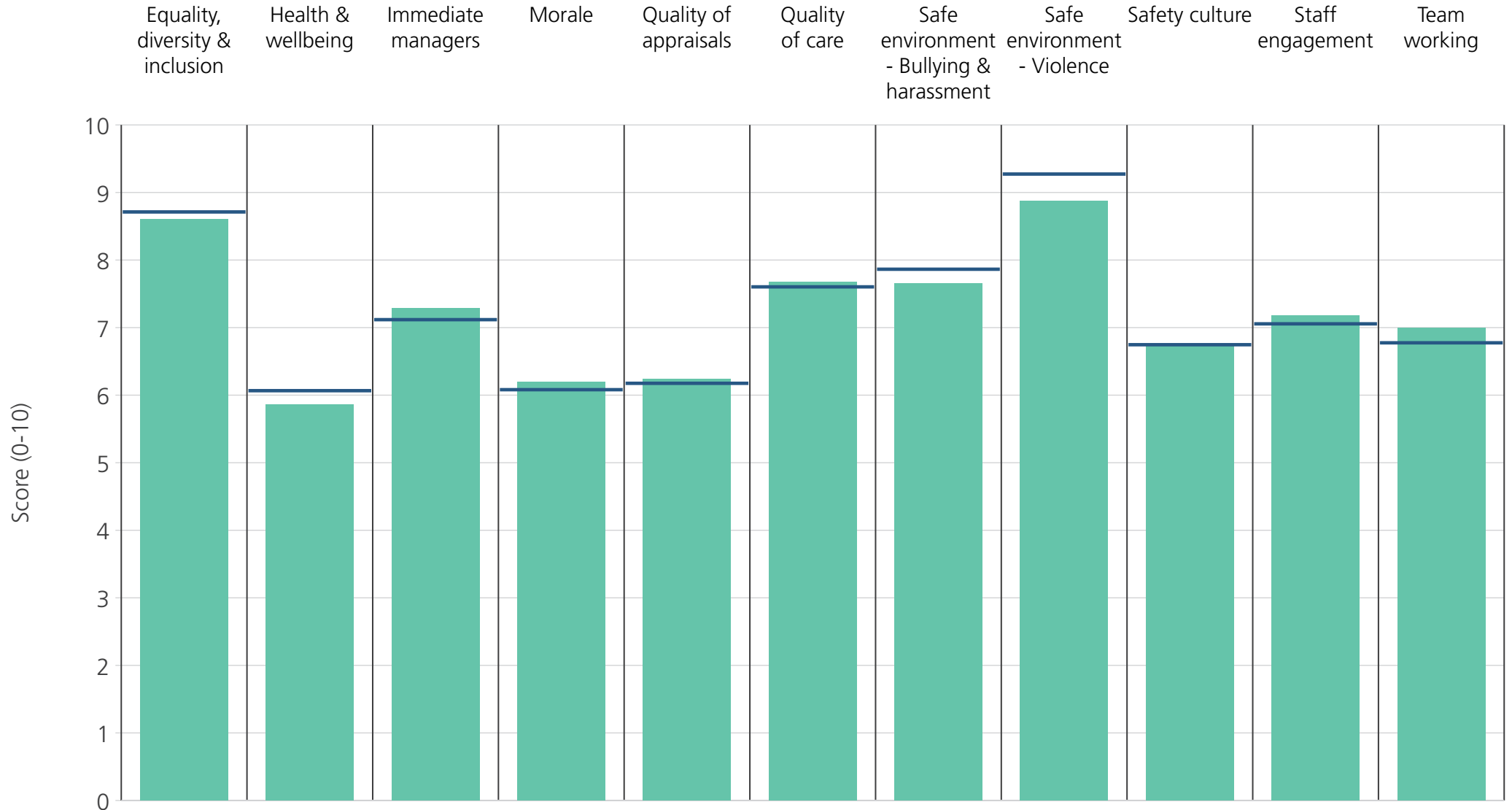


<b>Directorate</b>	8.6	5.8	7.2	6.0	6.5	7.4	7.2	8.7	6.7	7.1	6.8
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	253	255	256	248	211	247	251	251	254	256	253

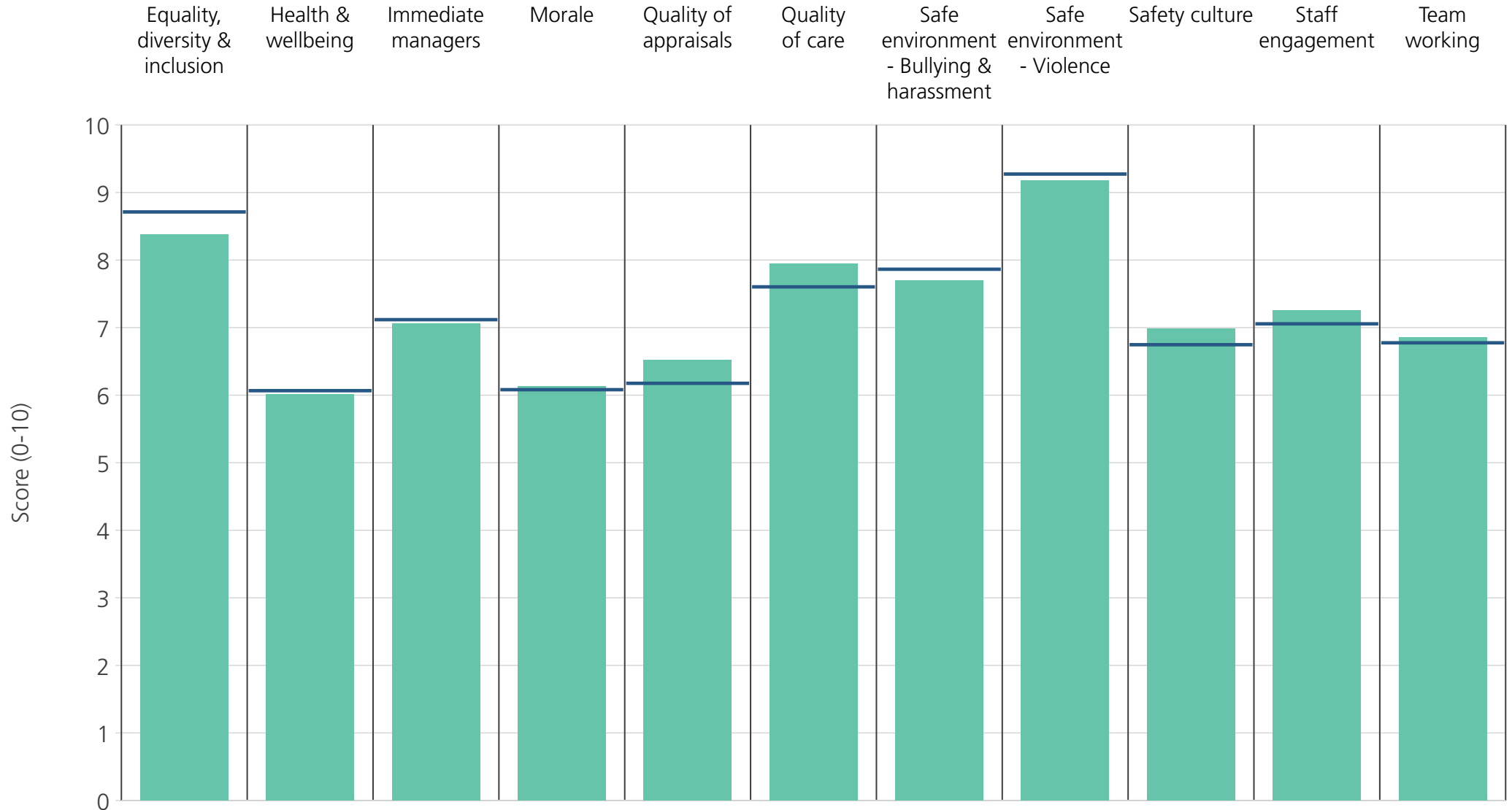




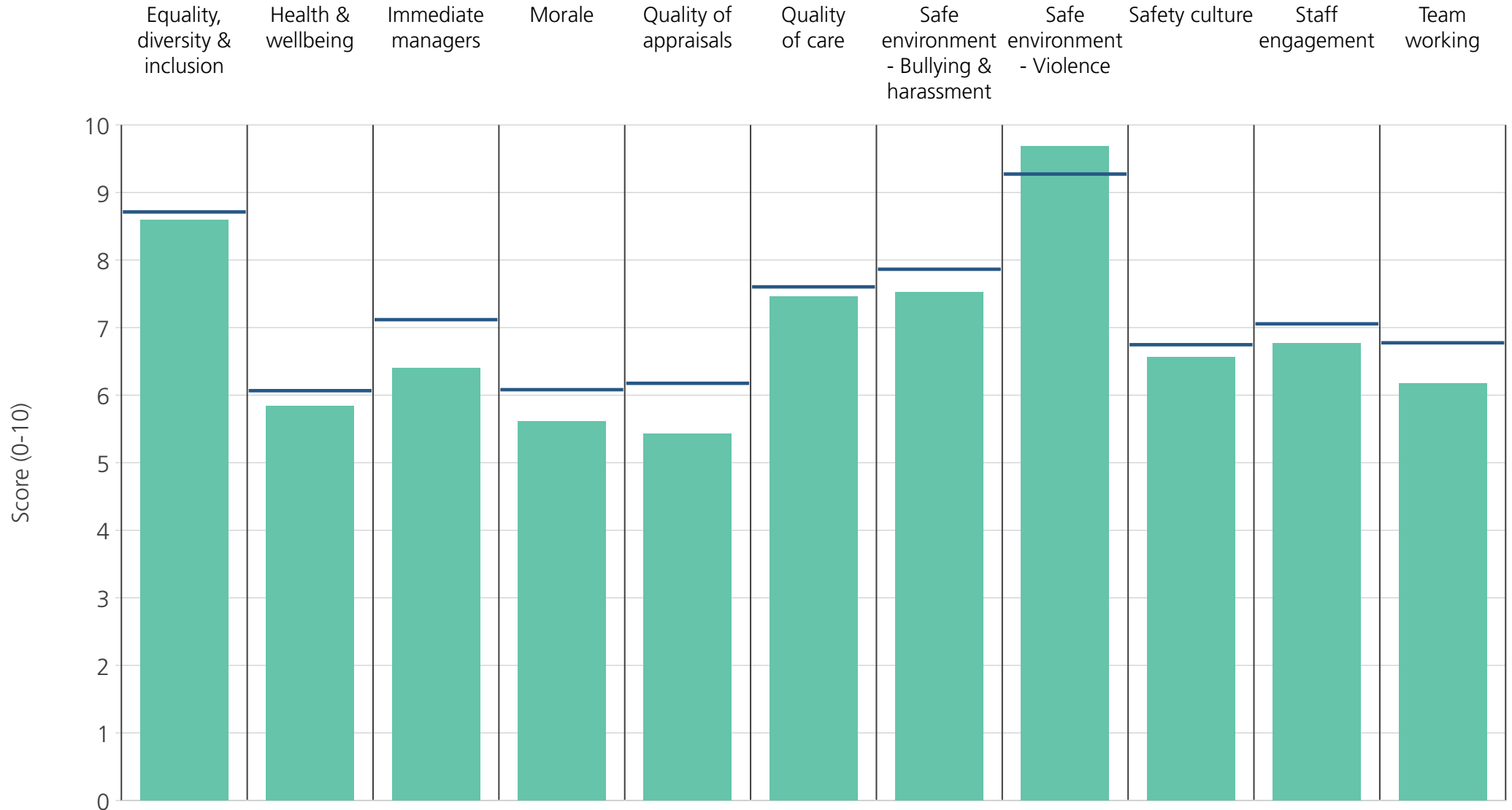
<b>Directorate</b>	8.6	5.8	6.9	5.8	6.5	7.3	7.9	9.1	6.1	6.3	5.6
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	48	48	49	47	37	37	46	46	48	49	49



<b>Directorate</b>	8.6	5.9	7.3	6.2	6.2	7.7	7.7	8.9	6.8	7.2	7.0
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	490	496	499	490	409	475	488	488	496	499	489



<b>Directorate</b>	8.4	6.0	7.1	6.1	6.5	7.9	7.7	9.2	7.0	7.3	6.9
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	448	453	452	445	382	442	444	447	450	453	445



<b>Directorate</b>	8.6	5.8	6.4	5.6	5.4	7.5	7.5	9.7	6.6	6.8	6.2
<b>Your org</b>	8.7	6.1	7.1	6.1	6.2	7.6	7.9	9.3	6.7	7.1	6.8
<b>Responses</b>	218	218	217	218	186	209	219	218	217	218	216