

# North West Ambulance Service NHS Trust

2019 NHS Staff Survey

**Directorate Report**

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This directorate report for North West Ambulance Service 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 West Ambulance Service 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.

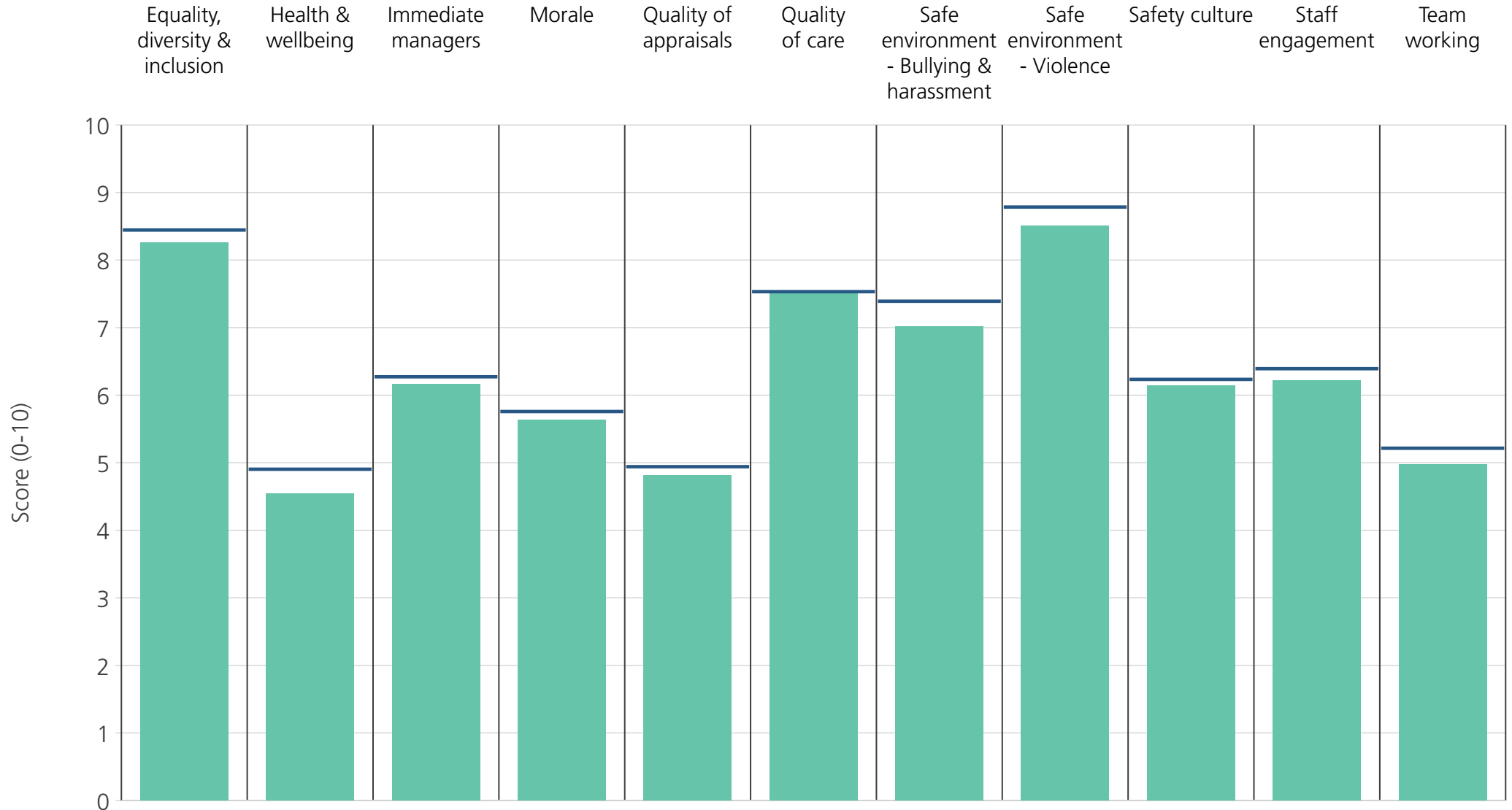
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



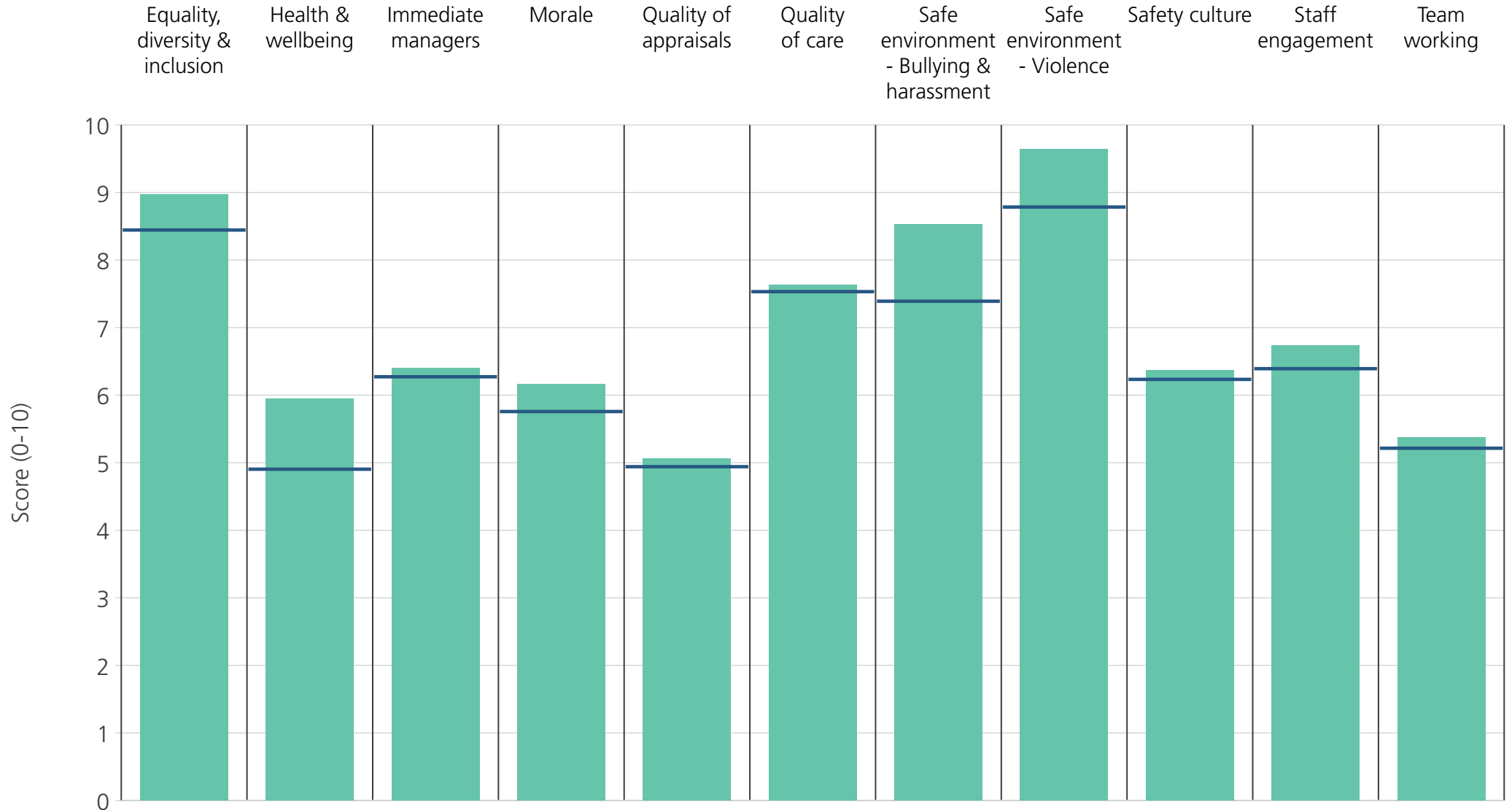
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

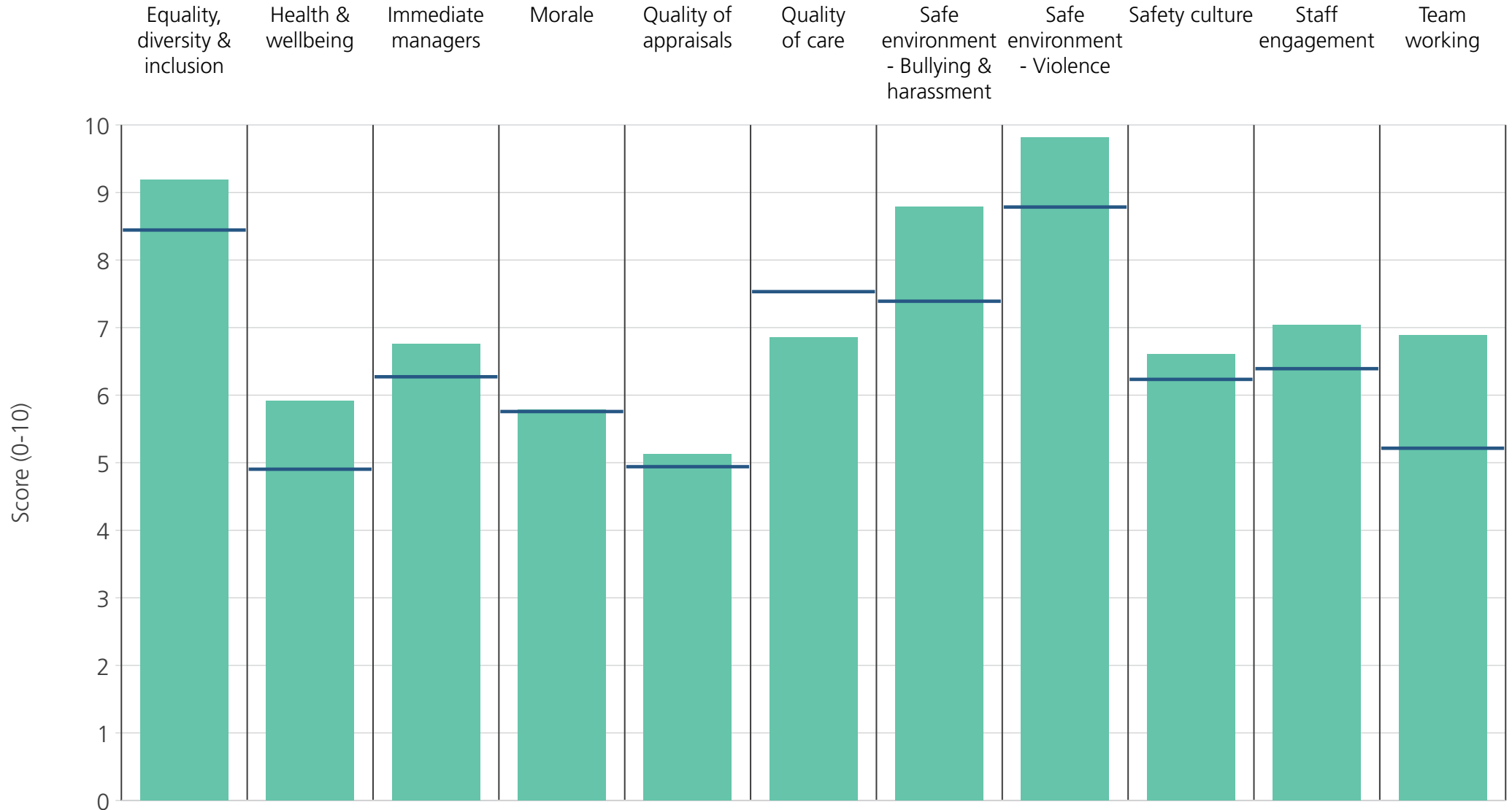
North West Ambulance Service NHS Trust  
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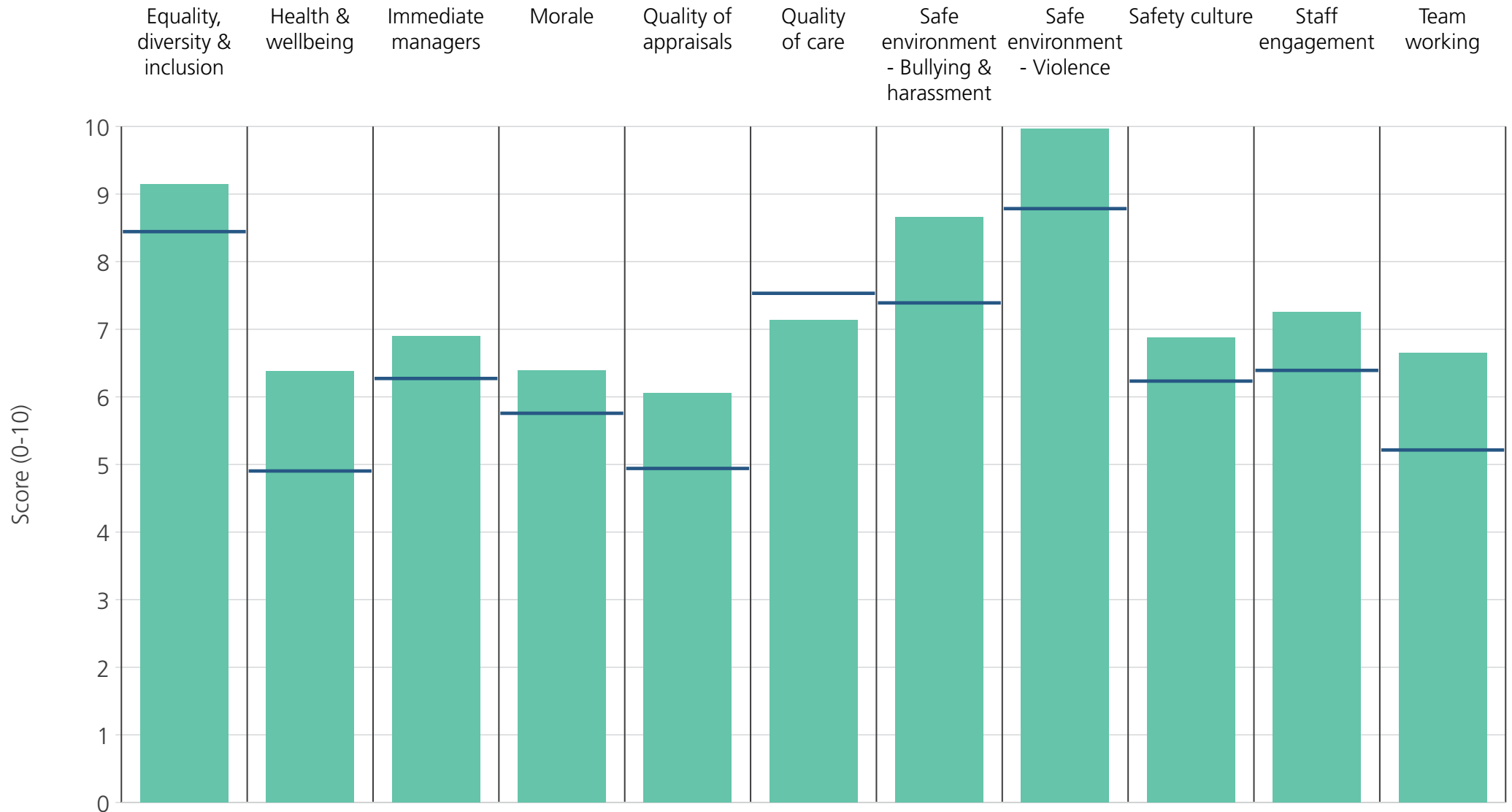
<b>Directorate</b>	8.3	4.5	6.2	5.6	4.8	7.5	7.0	8.5	6.1	6.2	5.0
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	2080	2096	2096	2058	1787	2039	2069	2066	2071	2130	2103



<b>Directorate</b>	9.0	6.0	6.4	6.2	5.1	7.6	8.5	9.6	6.4	6.7	5.4
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	369	371	372	362	291	293	367	367	366	378	375

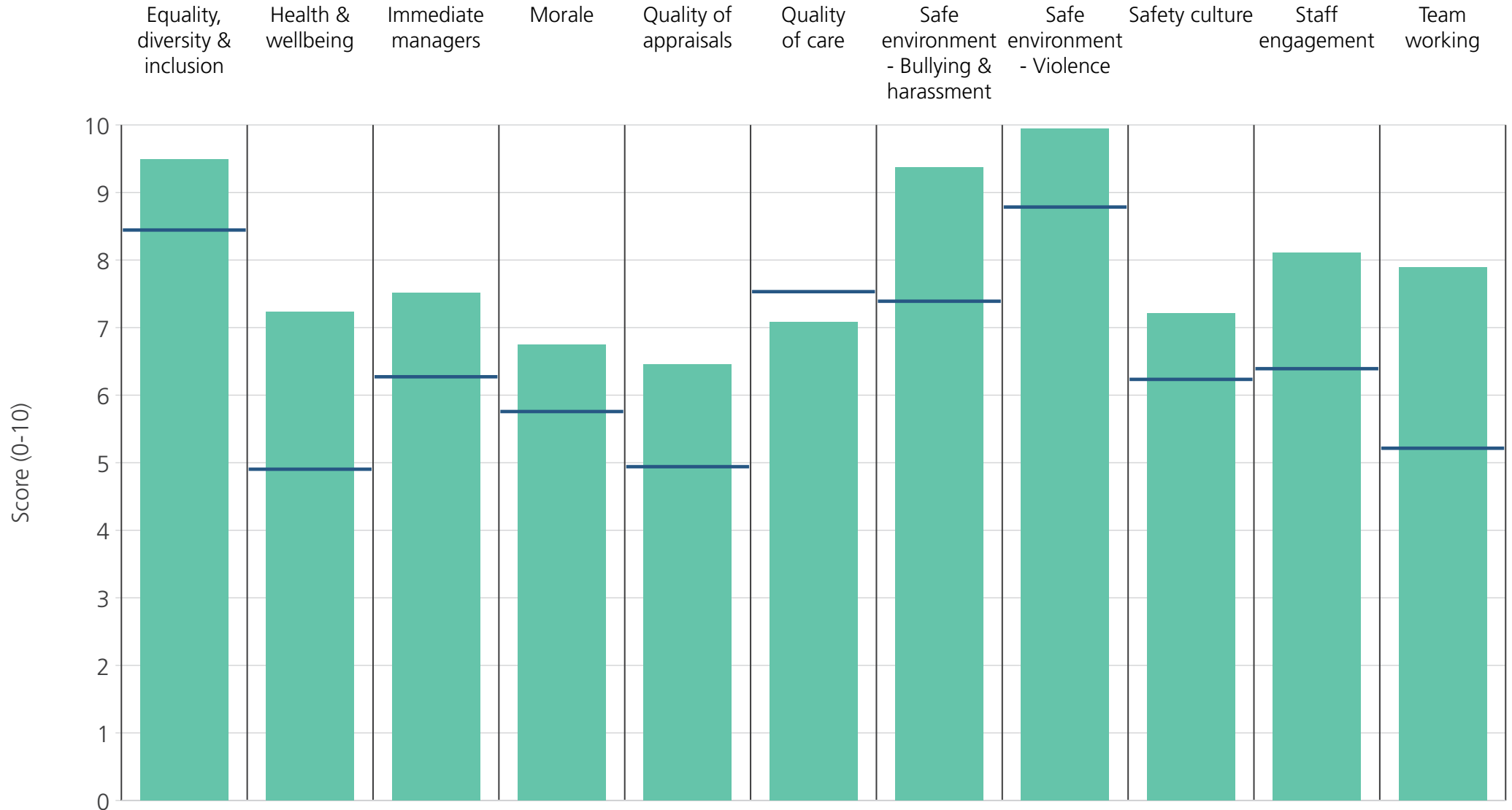


<b>Directorate</b>	9.2	5.9	6.8	5.8	5.1	6.8	8.8	9.8	6.6	7.0	6.9
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	88	88	88	88	77	57	88	88	88	88	88



<b>Directorate</b>	9.1	6.4	6.9	6.4	6.1	7.1	8.7	10.0	6.9	7.3	6.6
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	86	86	86	82	76	37	86	85	83	88	88

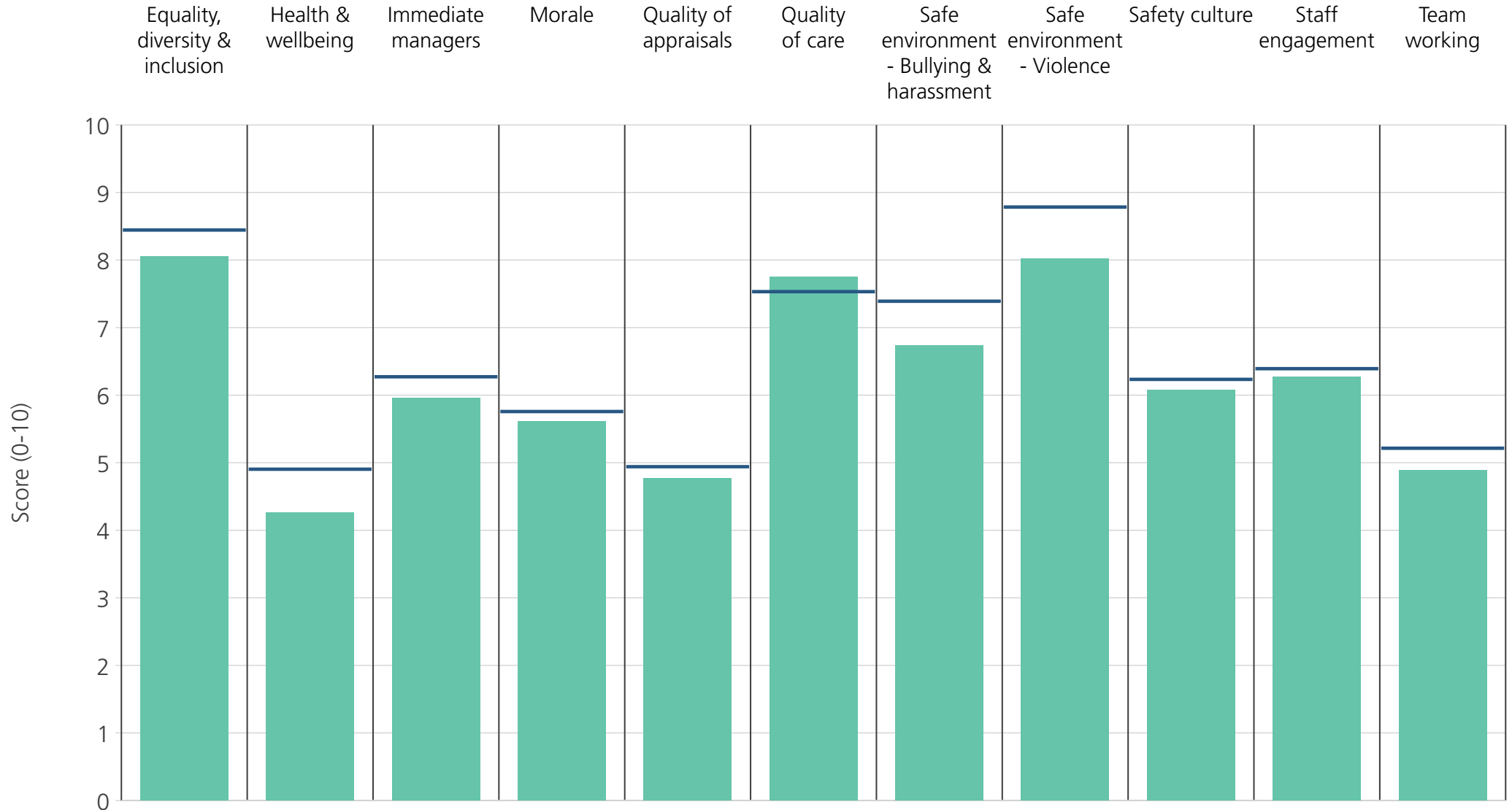




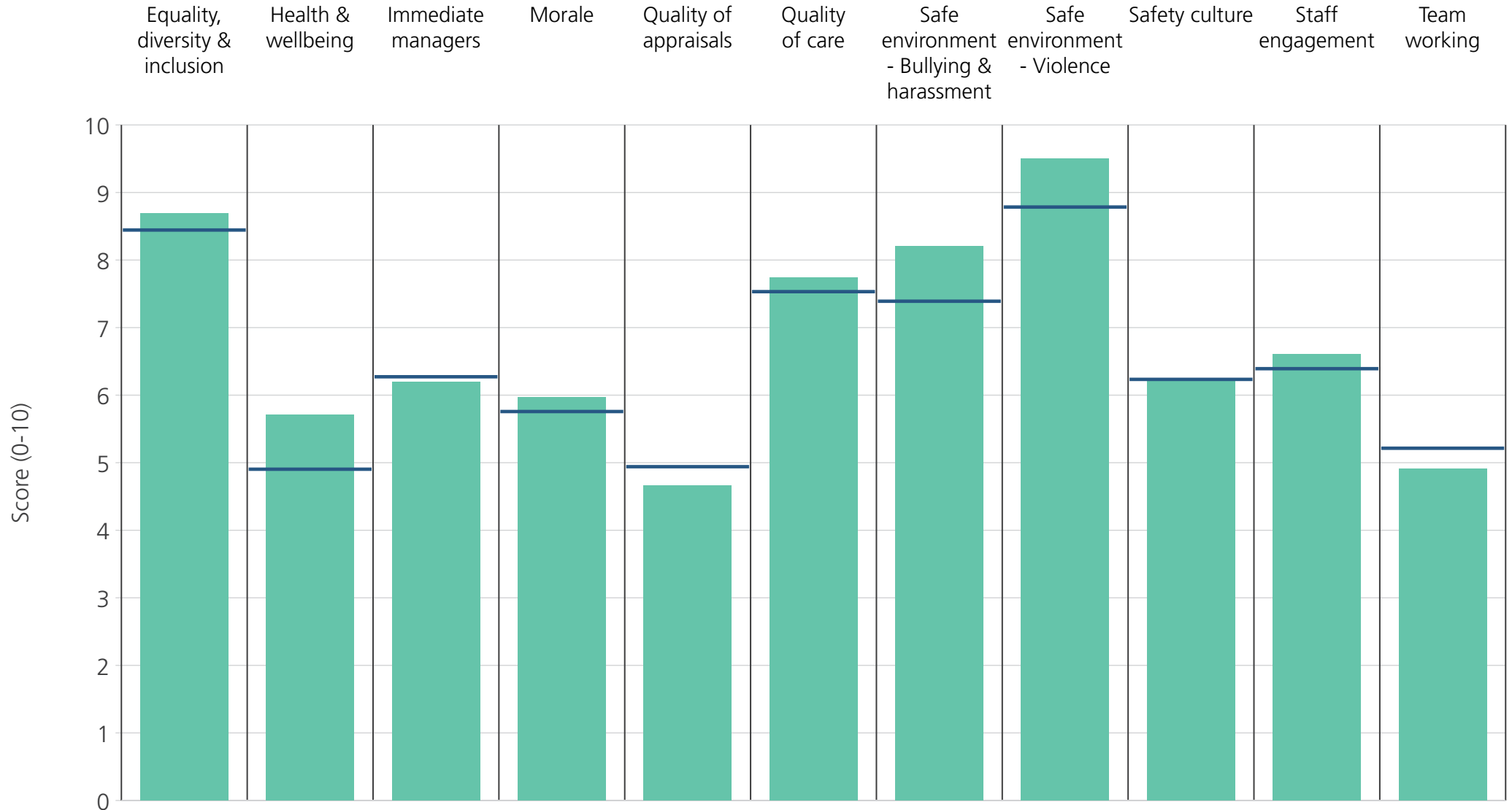
<b>Directorate</b>	9.5	7.2	7.5	6.7	6.5	7.1	9.4	9.9	7.2	8.1	7.9
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	65	66	66	63	60	21	64	65	64	66	64

# Directorates 2

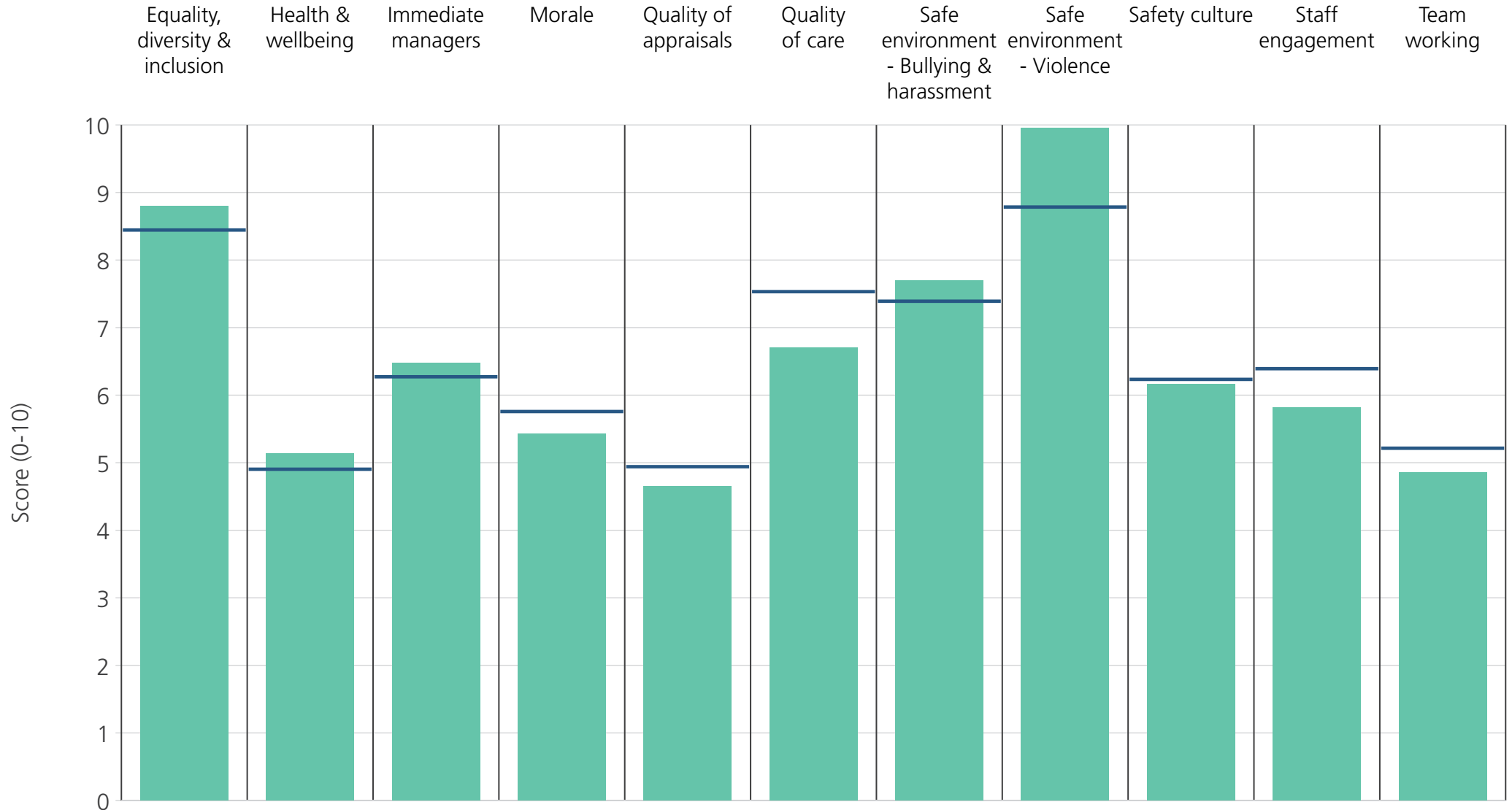
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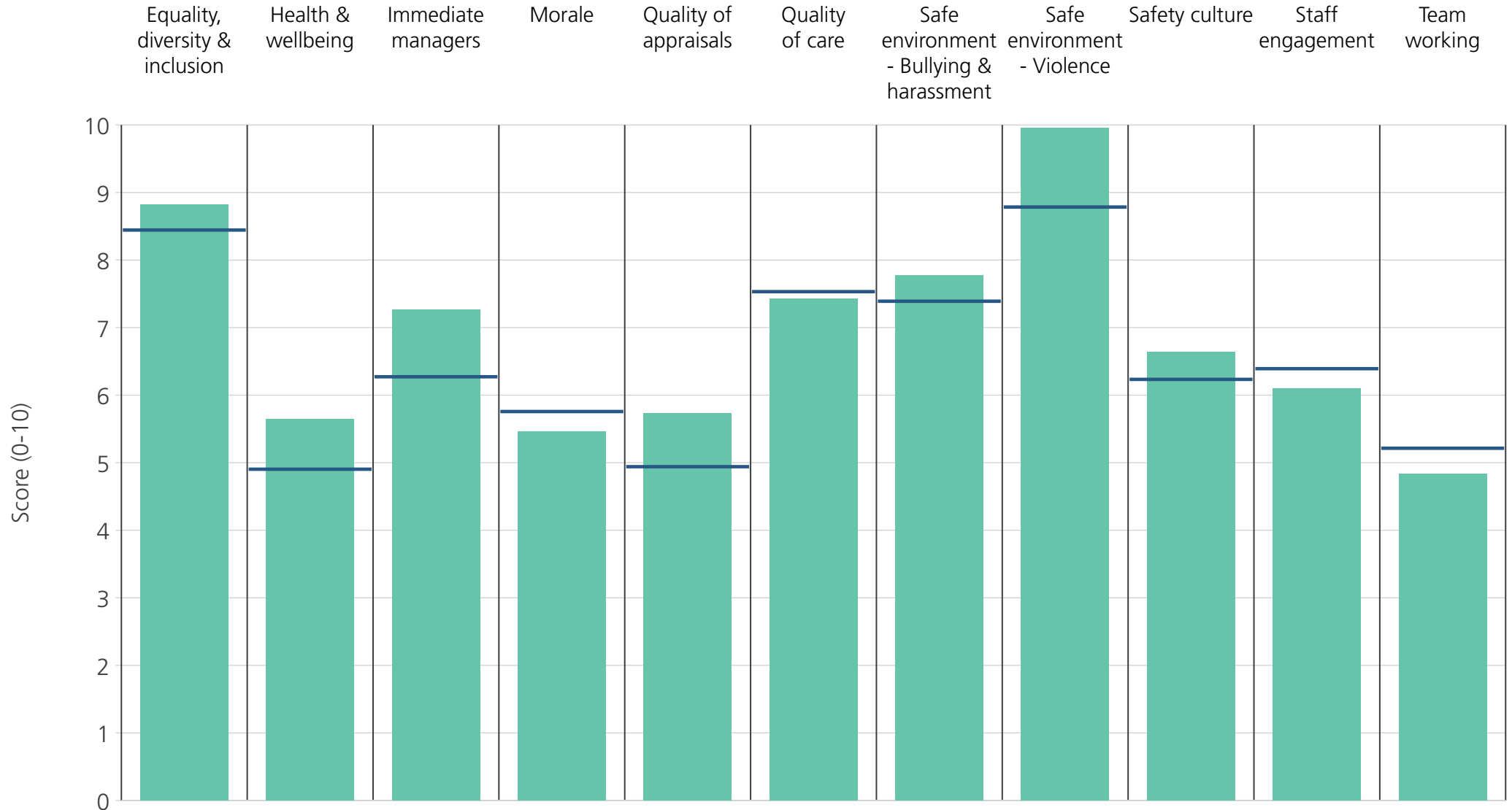
<b>Directorate</b>	8.1	4.3	6.0	5.6	4.8	7.8	6.7	8.0	6.1	6.3	4.9
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	1525	1536	1536	1501	1346	1513	1516	1512	1516	1566	1548



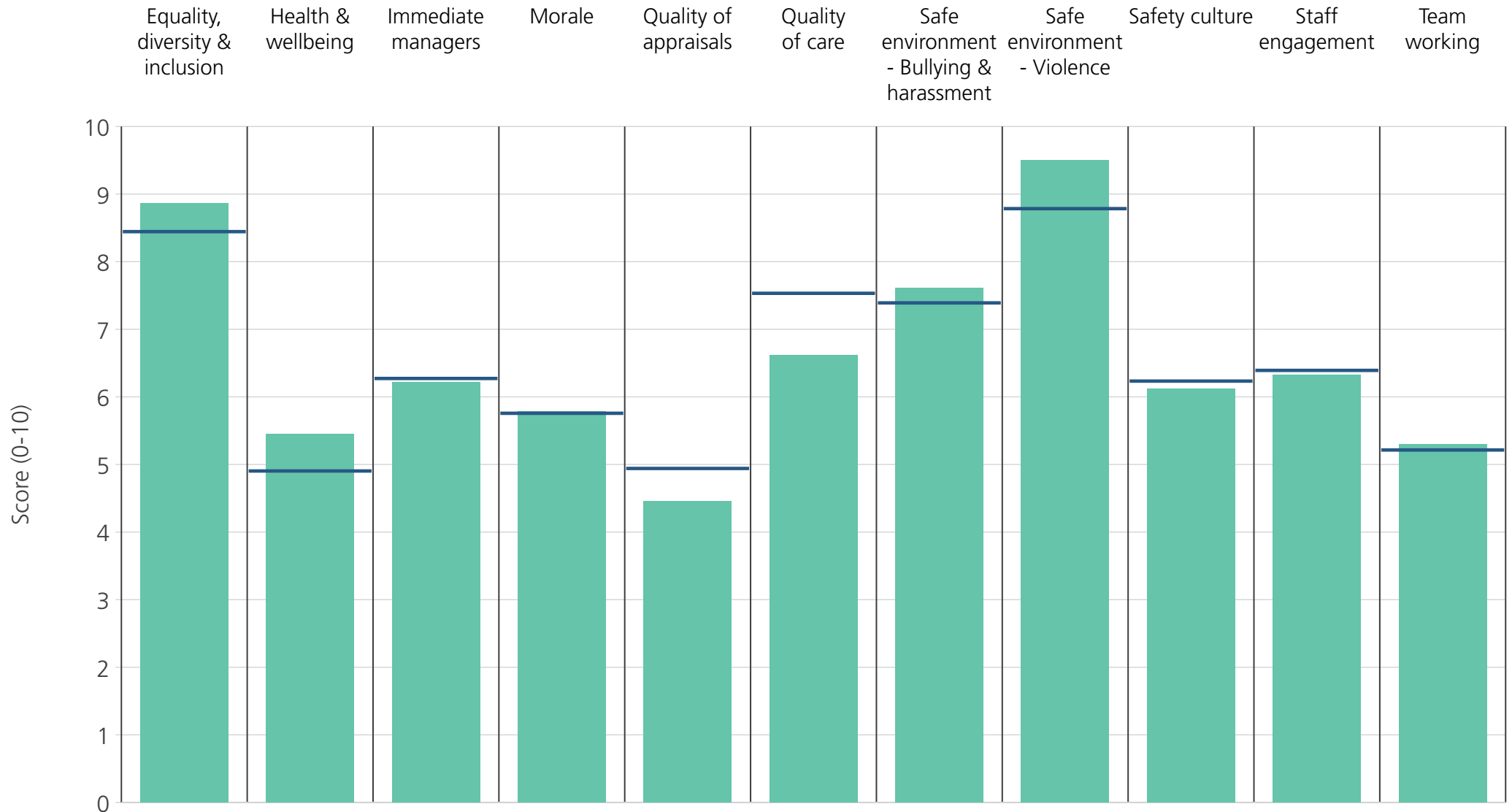
<b>Directorate</b>	8.7	5.7	6.2	6.0	4.7	7.7	8.2	9.5	6.2	6.6	4.9
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	260	261	261	254	194	244	259	258	256	266	263



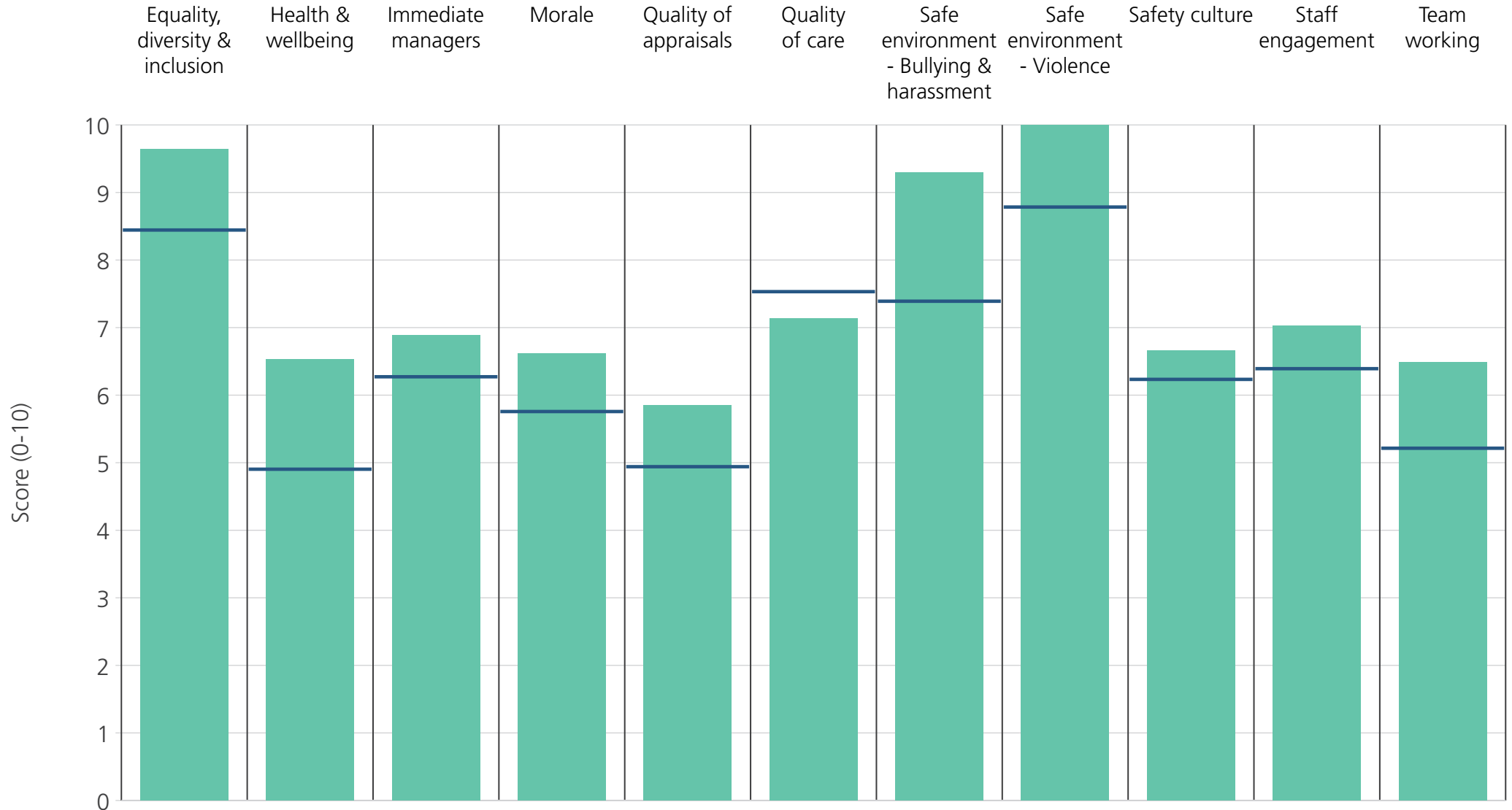
<b>Directorate</b>	8.8	5.1	6.5	5.4	4.7	6.7	7.7	10.0	6.2	5.8	4.9
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	296	299	298	298	236	282	295	296	296	300	295



<b>Directorate</b>	8.8	5.6	7.3	5.5	5.7	7.4	7.8	10.0	6.6	6.1	4.8
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	138	139	140	138	108	133	137	136	138	140	138

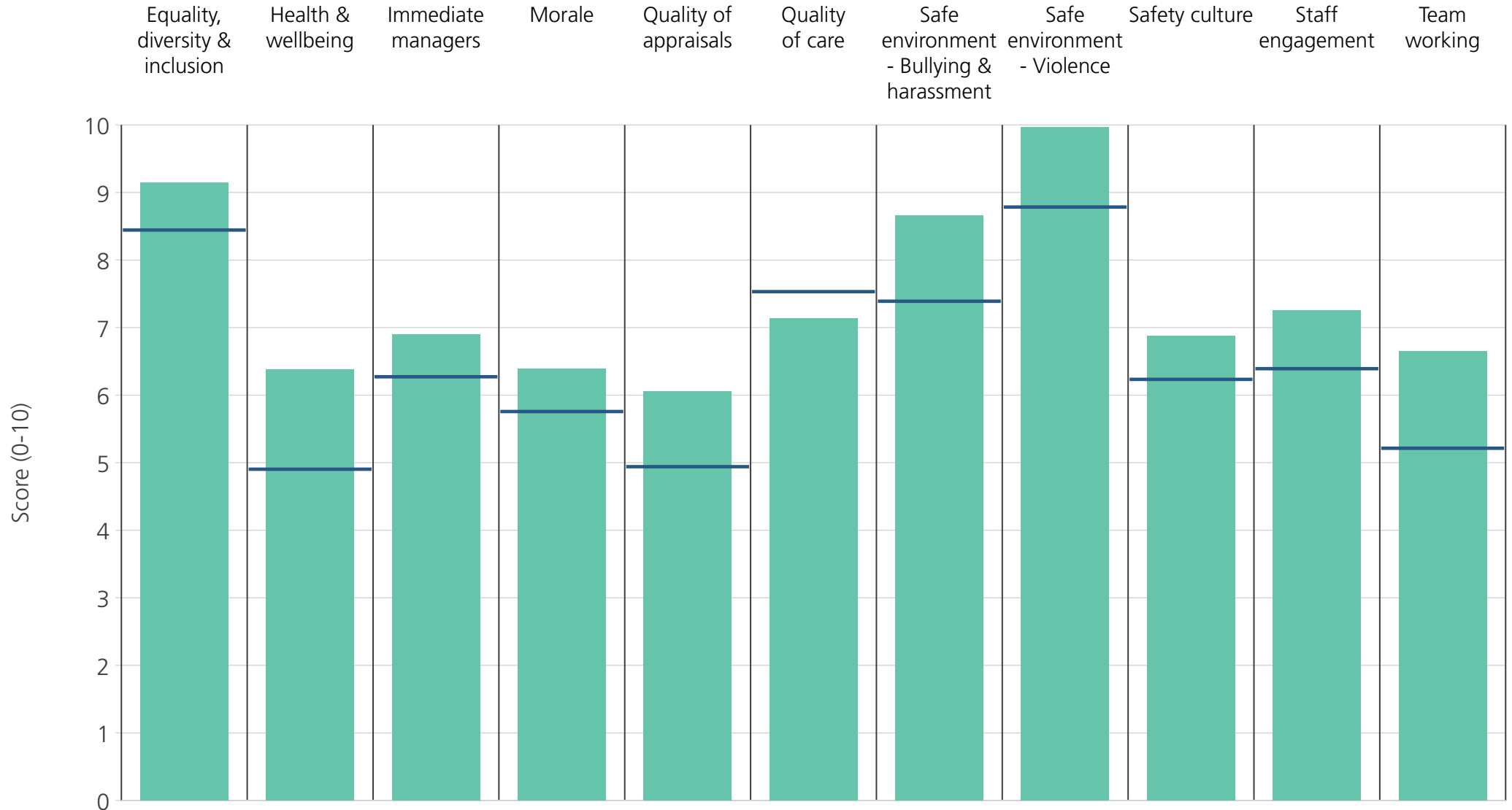


<b>Directorate</b>	8.9	5.4	6.2	5.8	4.5	6.6	7.6	9.5	6.1	6.3	5.3
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	46	47	47	47	32	41	46	47	47	47	46

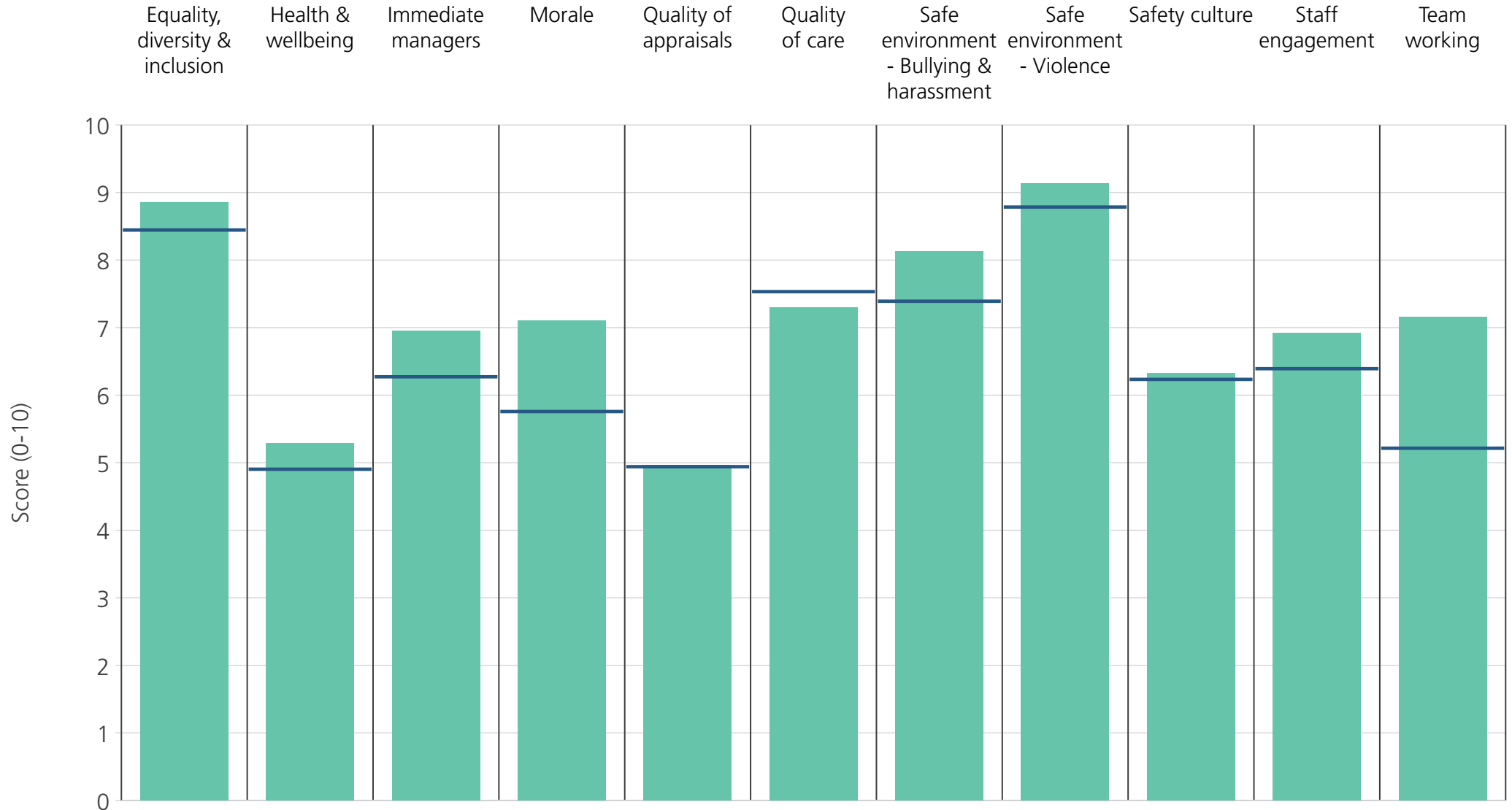


<b>Directorate</b>	9.6	6.5	6.9	6.6	5.9	7.1	9.3	10.0	6.7	7.0	6.5
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	109	110	111	108	97	49	108	109	110	112	112

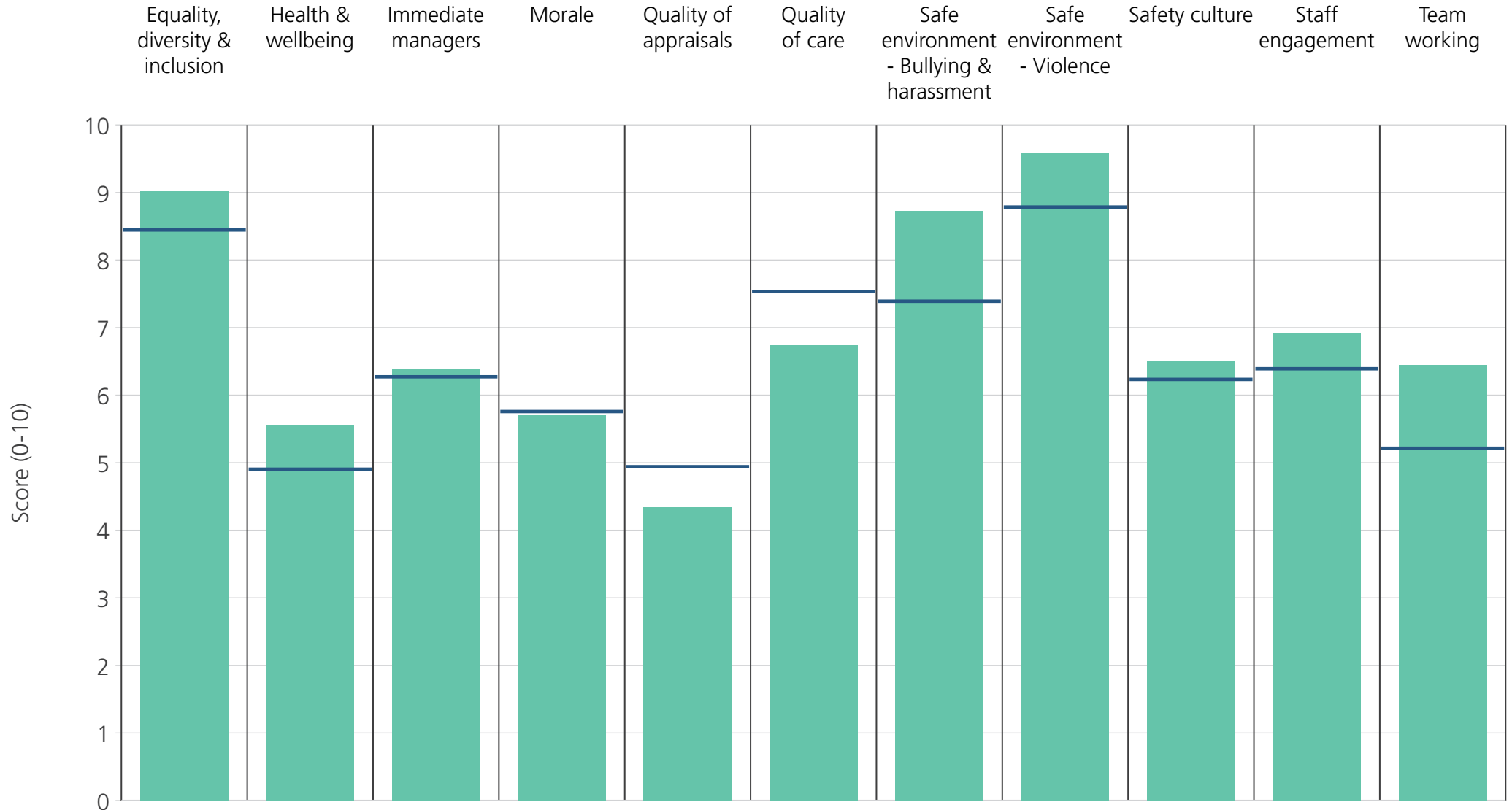




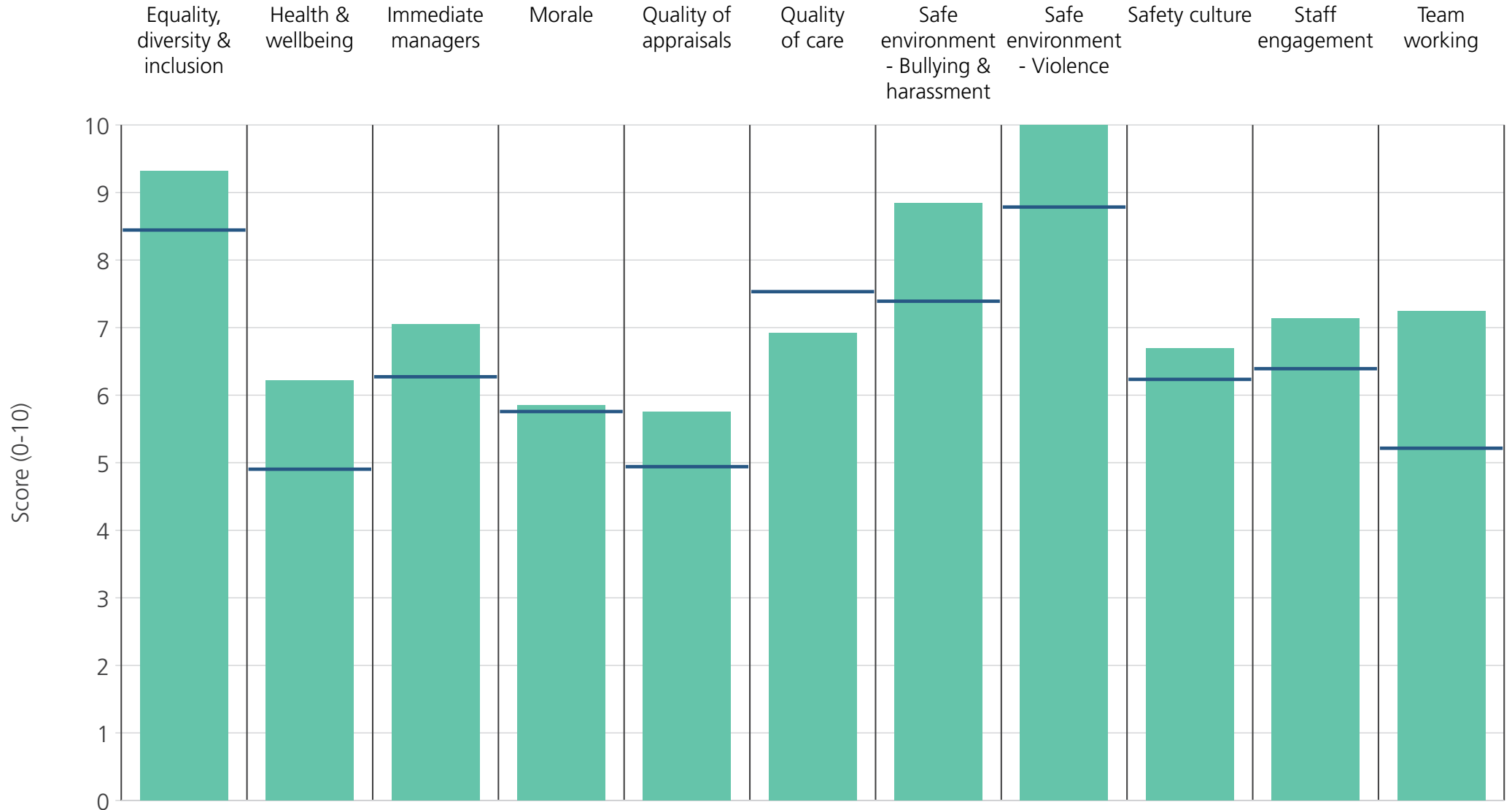
<b>Directorate</b>	9.1	6.4	6.9	6.4	6.1	7.1	8.7	10.0	6.9	7.3	6.6
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	86	86	86	82	76	37	86	85	83	88	88



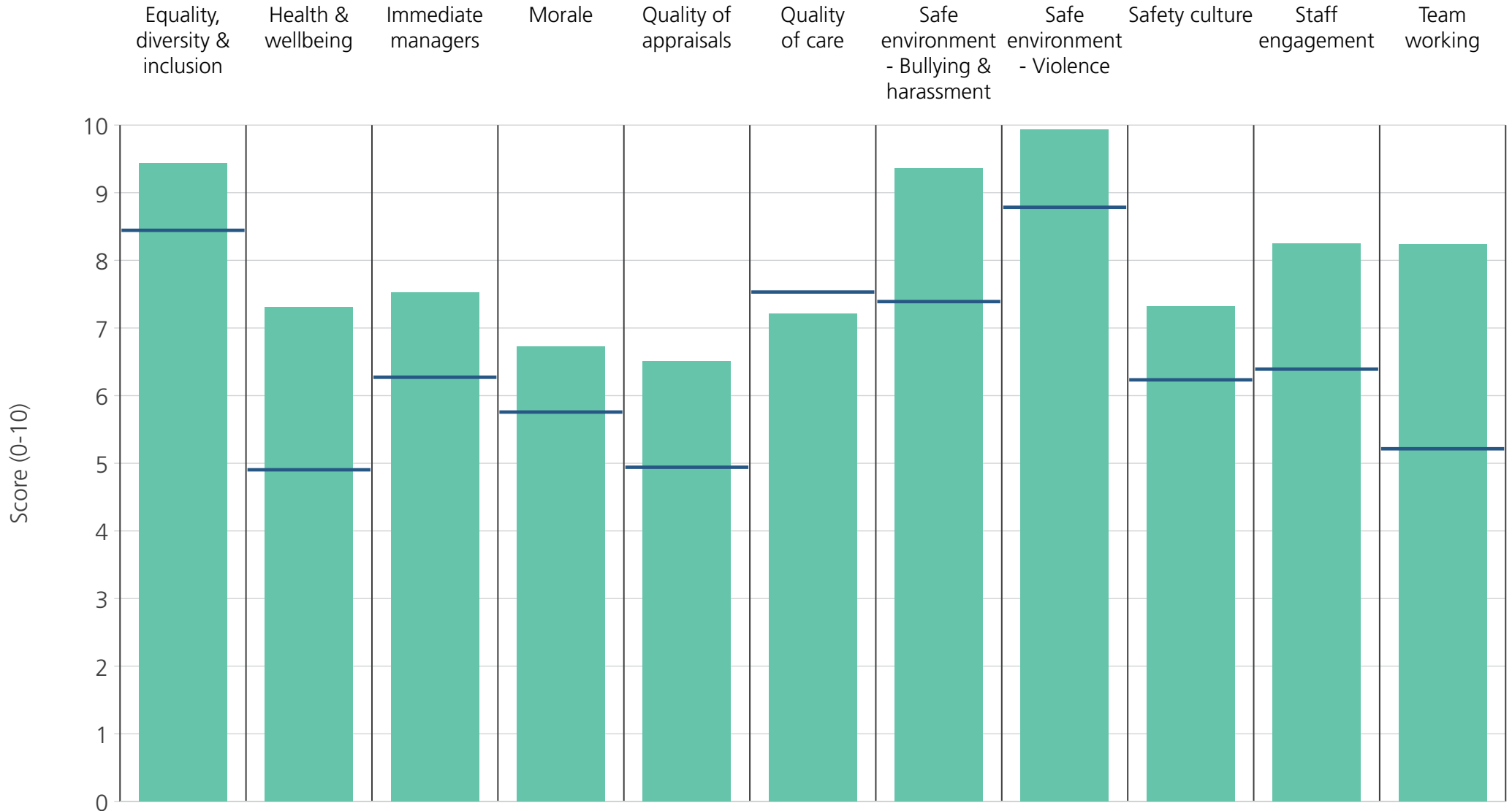
<b>Directorate</b>	8.9	5.3	7.0	7.1	5.0	7.3	8.1	9.1	6.3	6.9	7.2
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	75	75	75	74	65	70	75	75	74	77	76



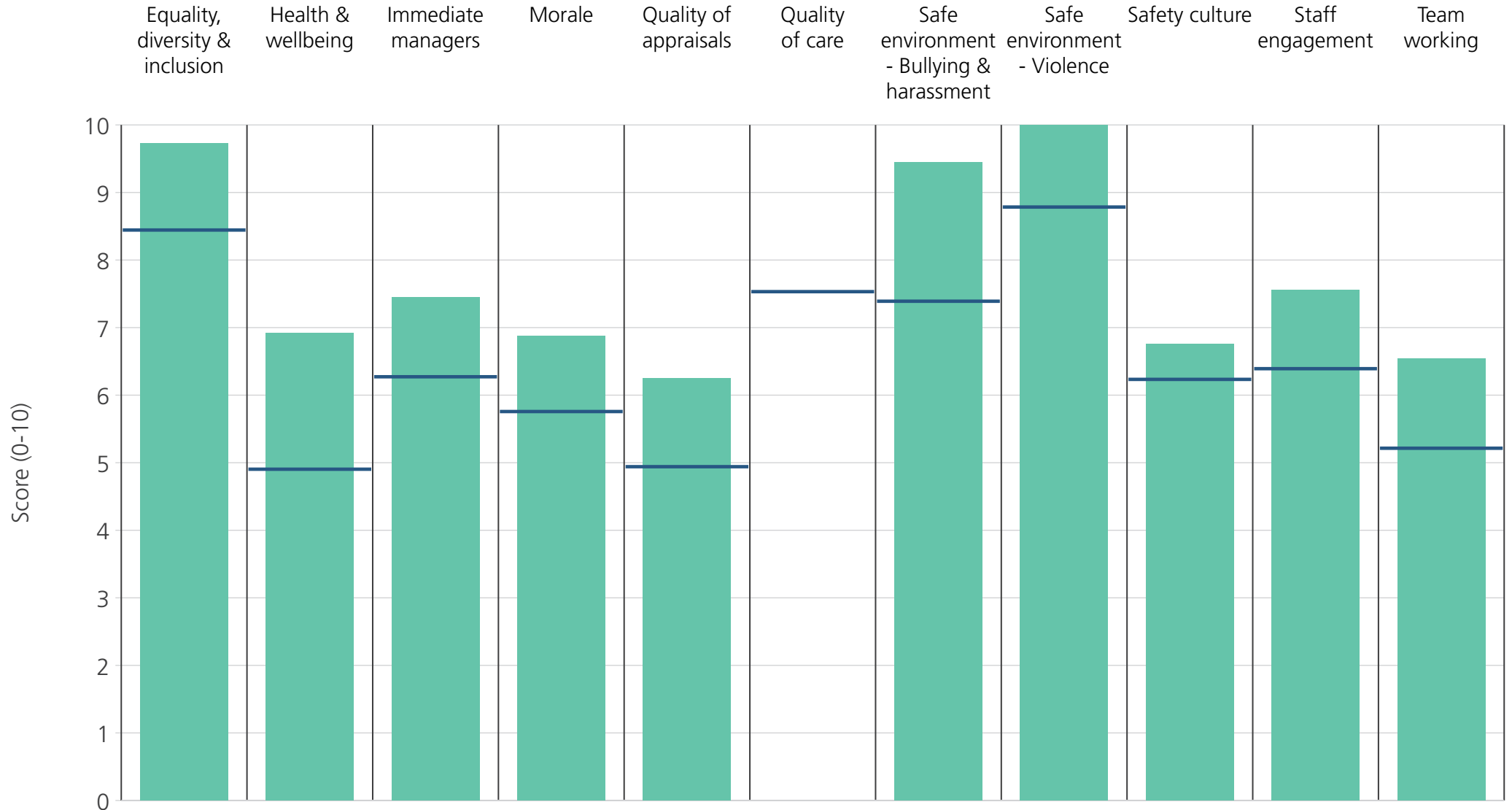
<b>Directorate</b>	9.0	5.5	6.4	5.7	4.3	6.7	8.7	9.6	6.5	6.9	6.4
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	39	39	39	39	34	23	39	39	39	39	39



<b>Directorate</b>	9.3	6.2	7.0	5.9	5.8	6.9	8.8	10.0	6.7	7.1	7.2
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	49	49	49	49	43	34	49	49	49	49	49



<b>Directorate</b>	9.4	7.3	7.5	6.7	6.5	7.2	9.4	9.9	7.3	8.2	8.2
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	53	53	53	52	49	13	52	53	52	53	51



<b>Directorate</b>	9.7	6.9	7.4	6.9	6.3	7.5	9.4	10.0	6.8	7.6	6.5
<b>Your org</b>	8.4	4.9	6.3	5.8	4.9	7.5	7.4	8.8	6.2	6.4	5.2
<b>Responses</b>	12	13	13	11	11	8	12	12	12	13	13