

West Midlands Ambulance Service University NHS Foundation Trust

2019 NHS Staff Survey

Directorate Report

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This directorate report for West Midlands Ambulance Service University 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 West Midlands Ambulance Service University 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.

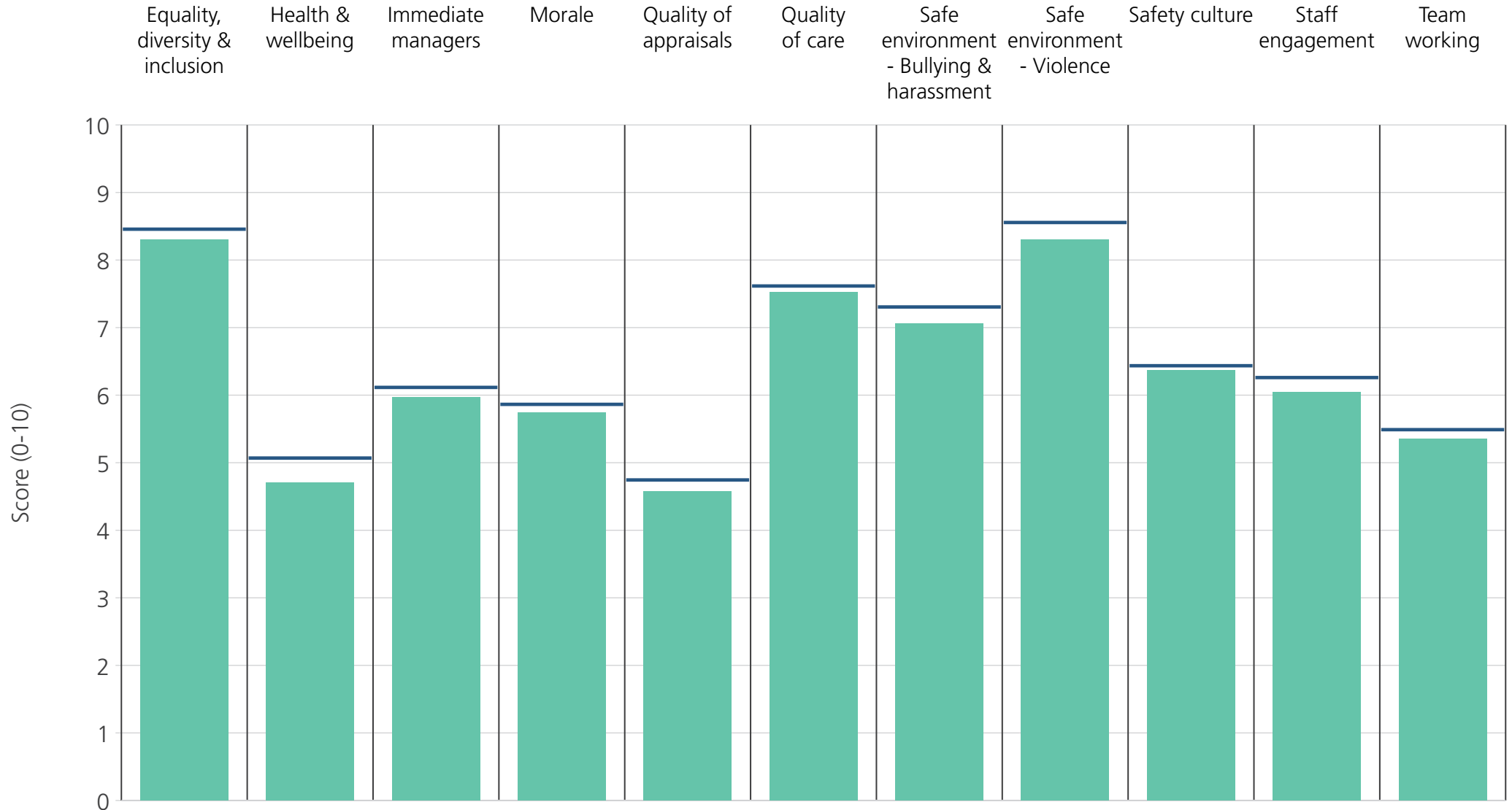
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



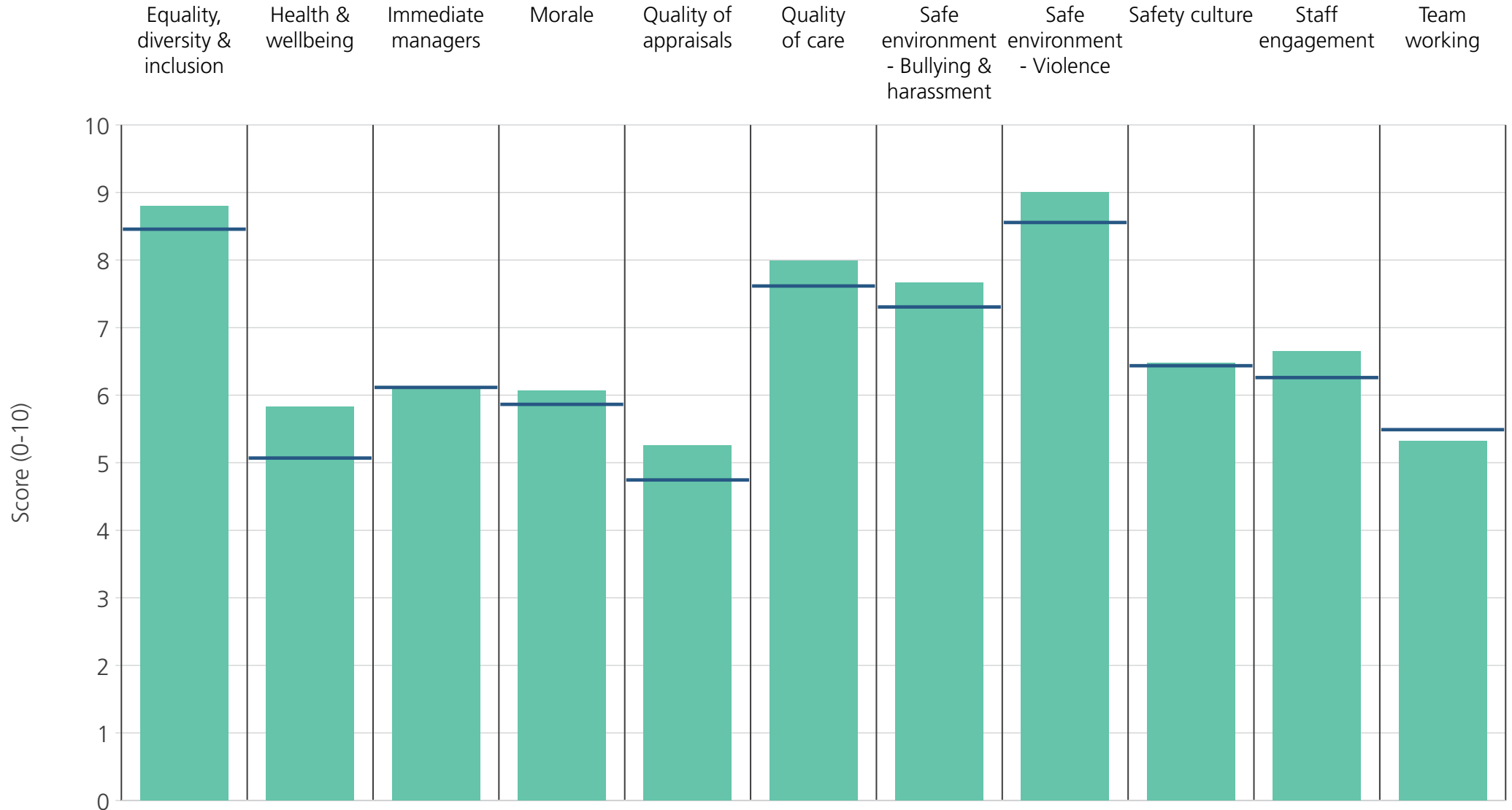
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

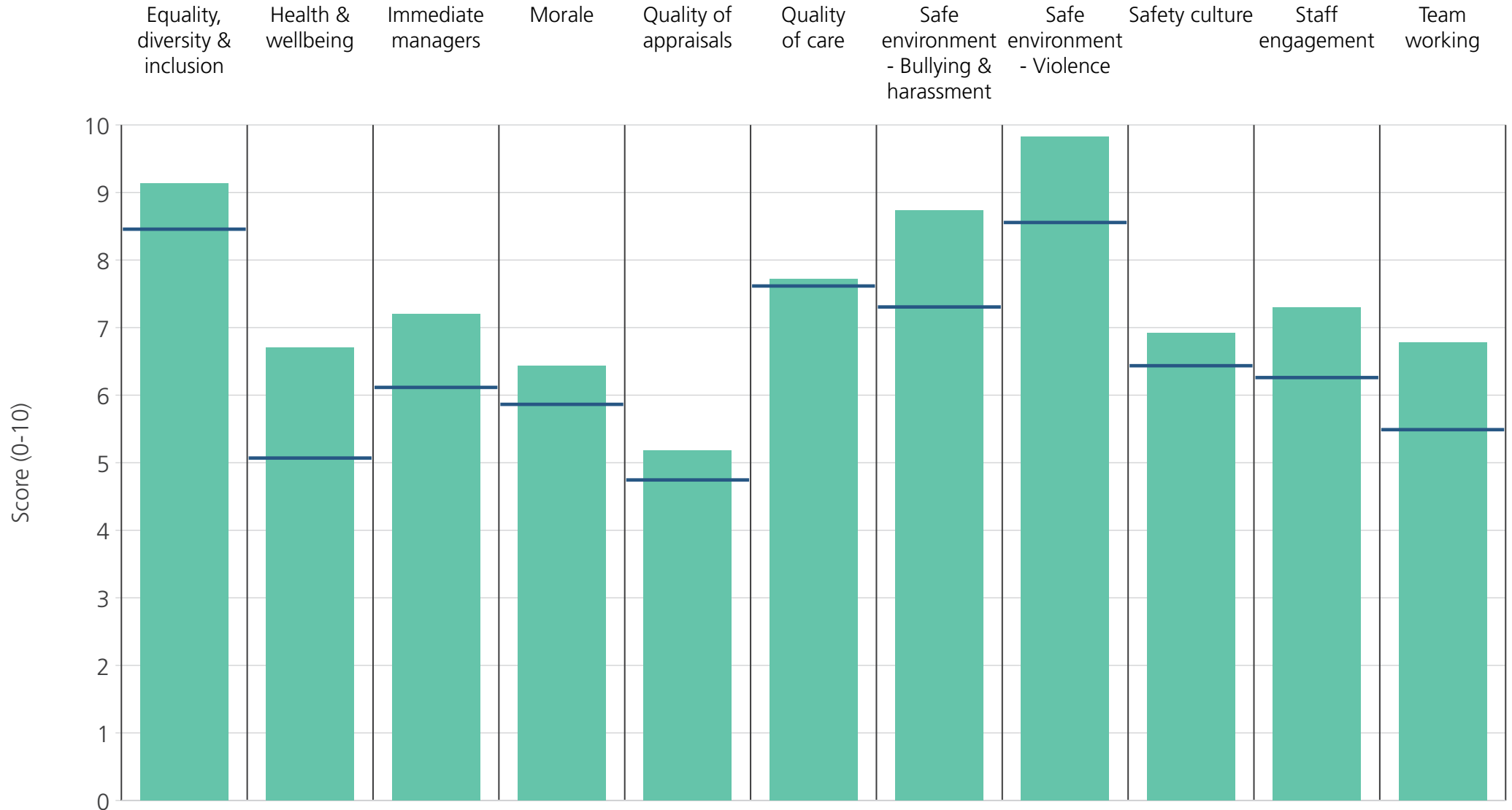
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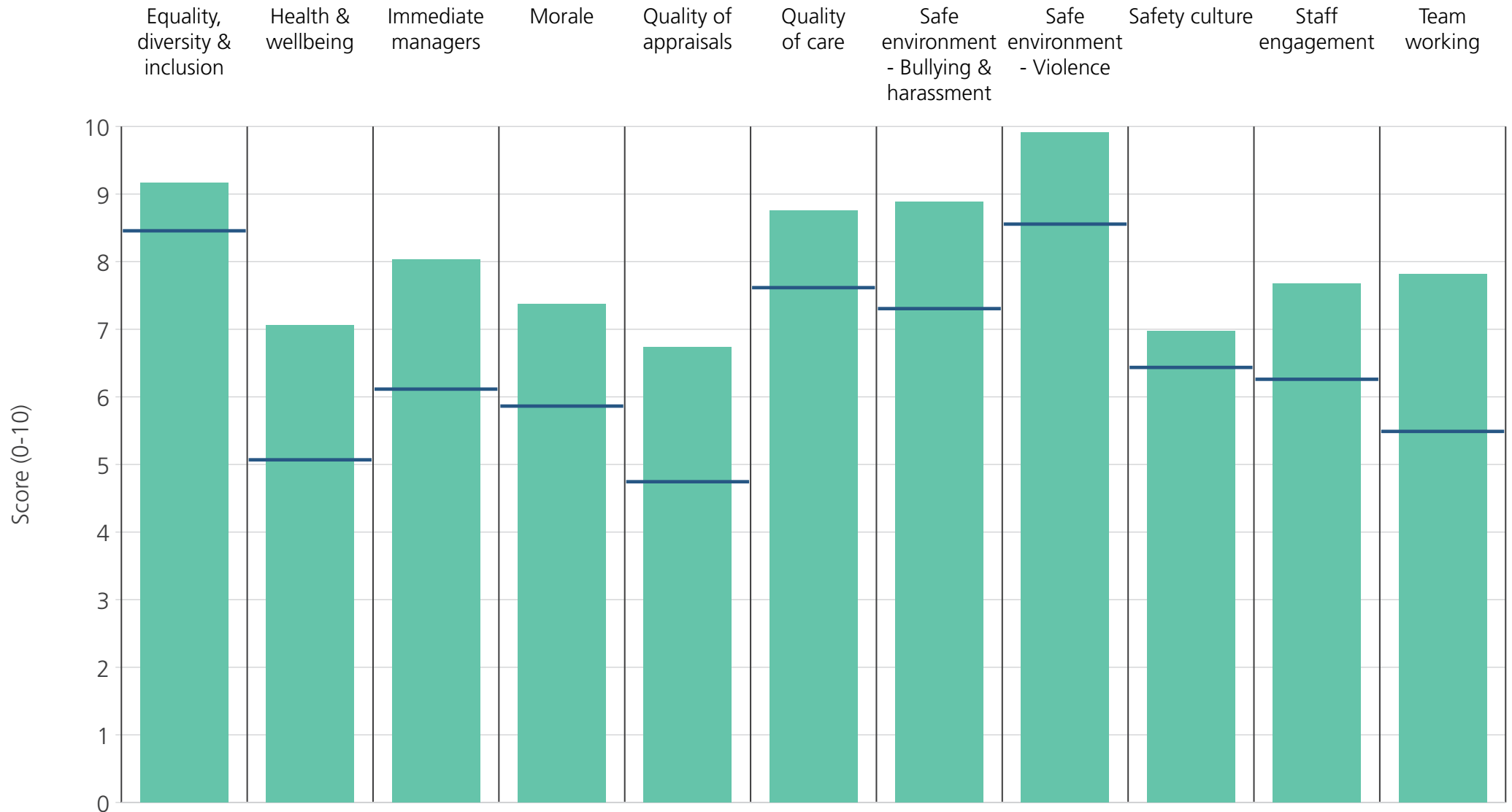
Directorate	8.3	4.7	6.0	5.7	4.6	7.5	7.1	8.3	6.4	6.0	5.4
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	2504	2518	2520	2473	2324	2457	2502	2498	2493	2541	2513



Directorate	8.8	5.8	6.1	6.1	5.3	8.0	7.7	9.0	6.5	6.7	5.3
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	517	523	523	516	437	509	515	516	518	528	516



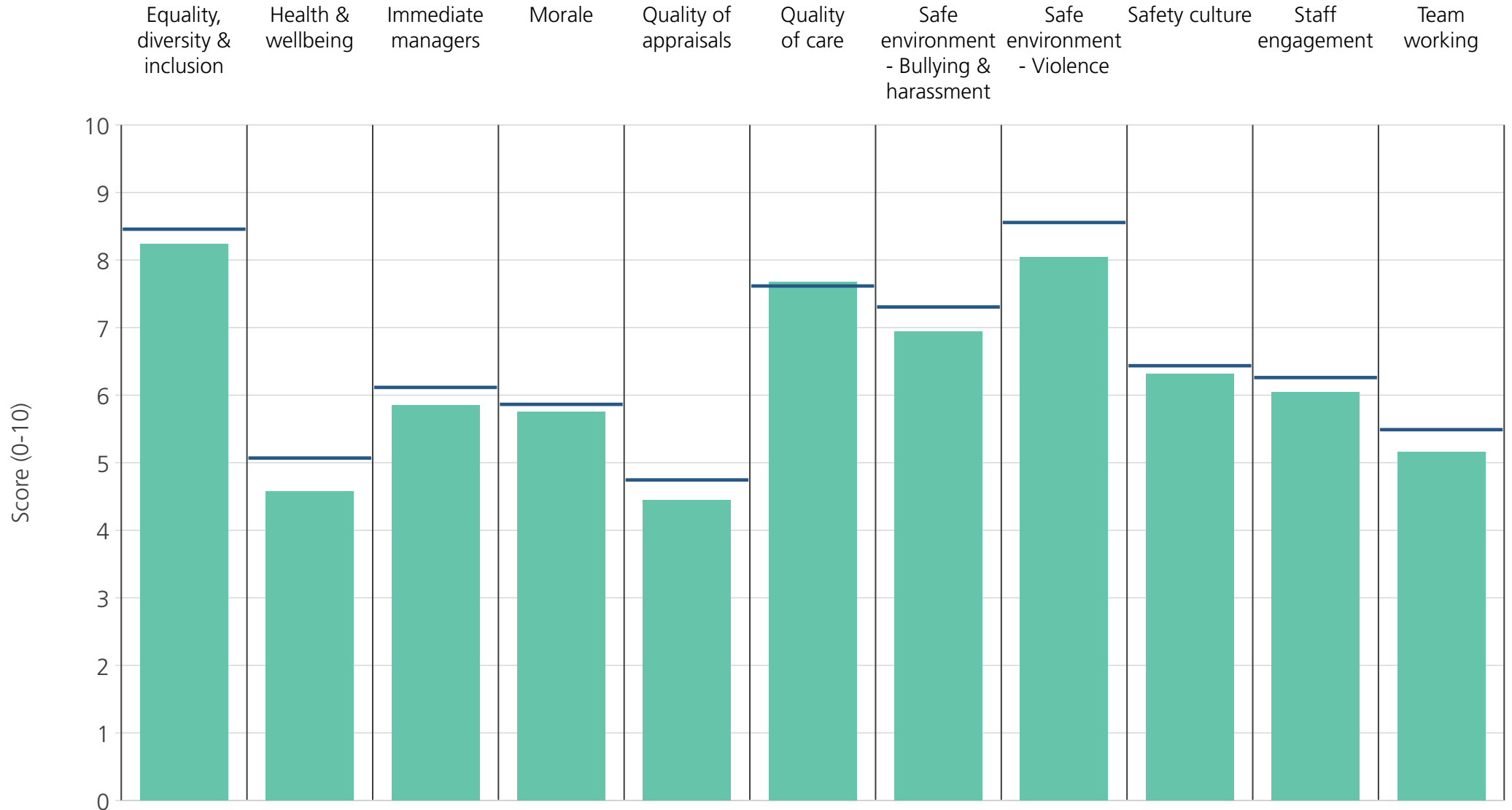
Directorate	9.1	6.7	7.2	6.4	5.2	7.7	8.7	9.8	6.9	7.3	6.8
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	266	268	268	268	253	129	266	268	268	269	268



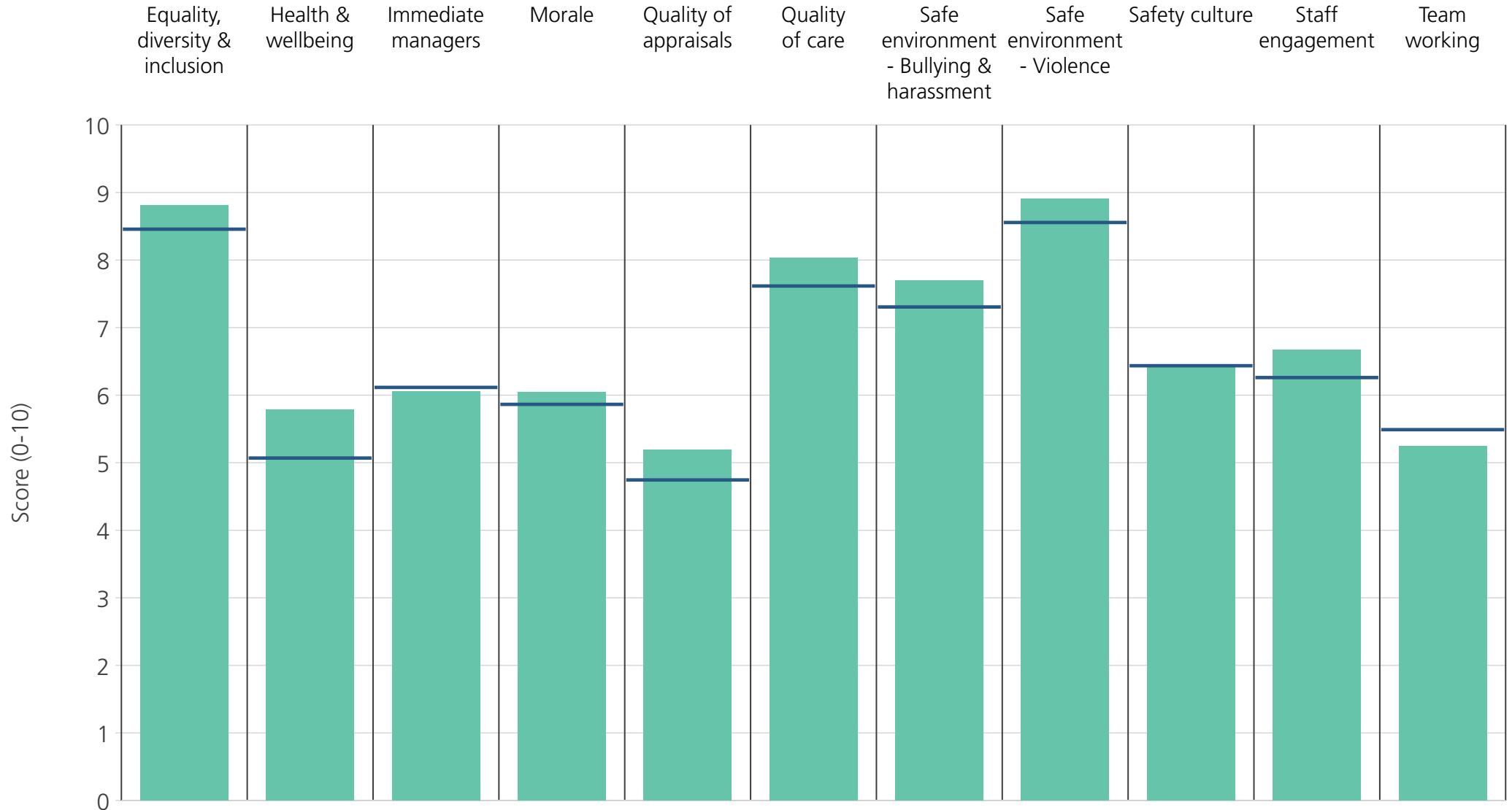
Directorate	9.2	7.1	8.0	7.4	6.7	8.8	8.9	9.9	7.0	7.7	7.8
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	35	36	36	35	31	25	36	36	36	36	36

Directorates 2

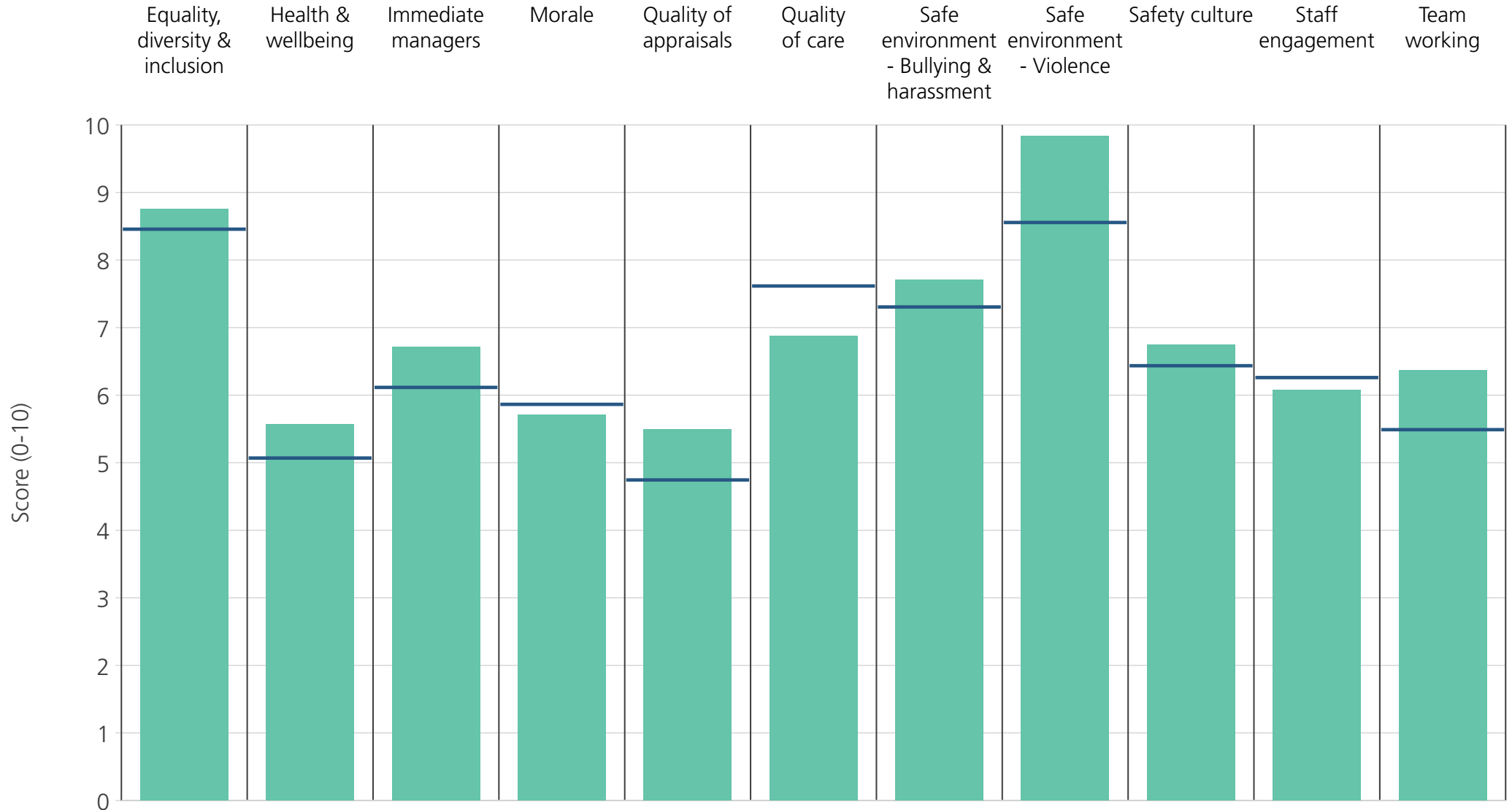
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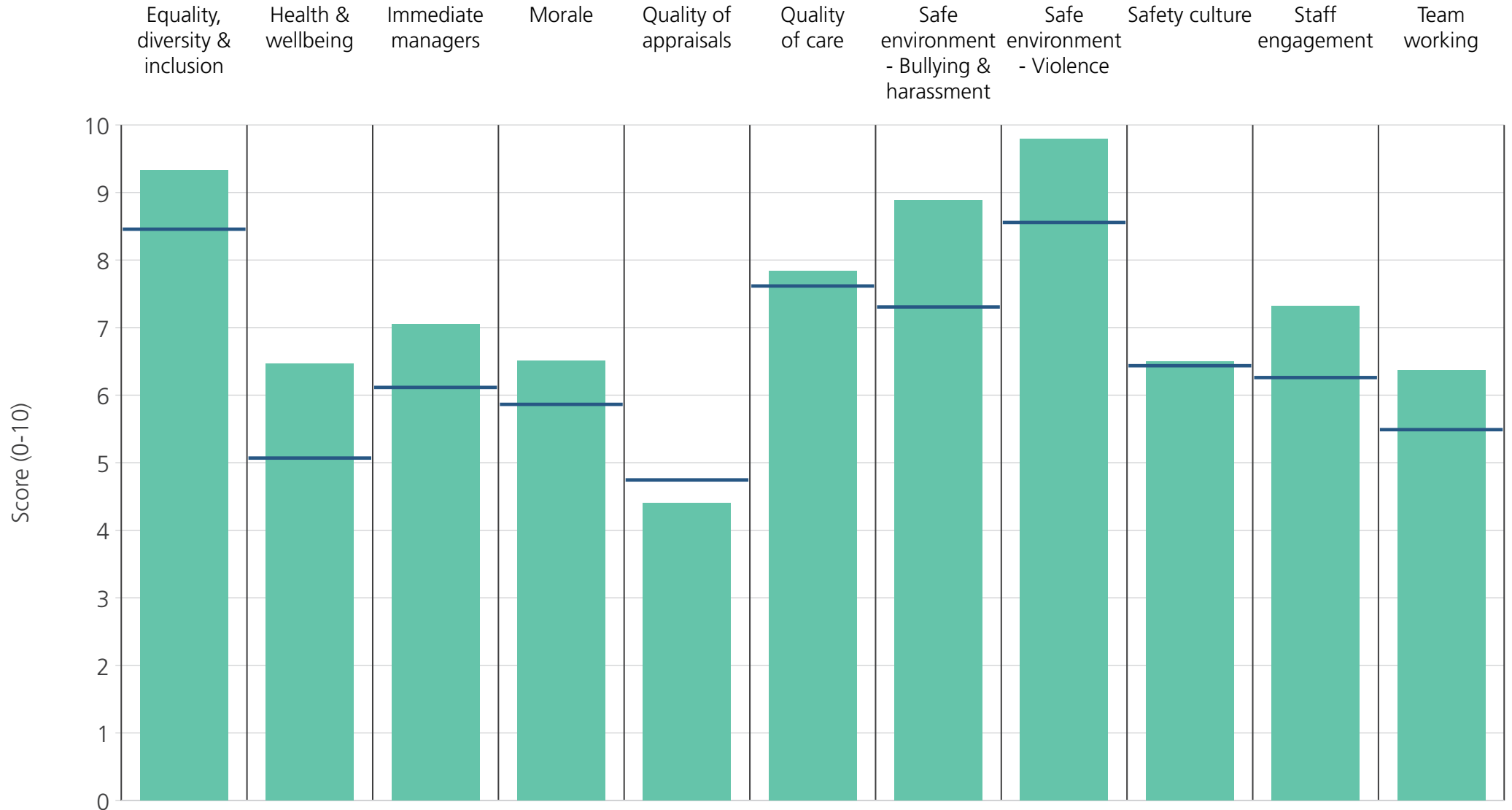
Directorate	8.2	4.6	5.8	5.8	4.4	7.7	6.9	8.0	6.3	6.0	5.2
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	2098	2112	2114	2070	1949	2063	2096	2092	2090	2133	2115



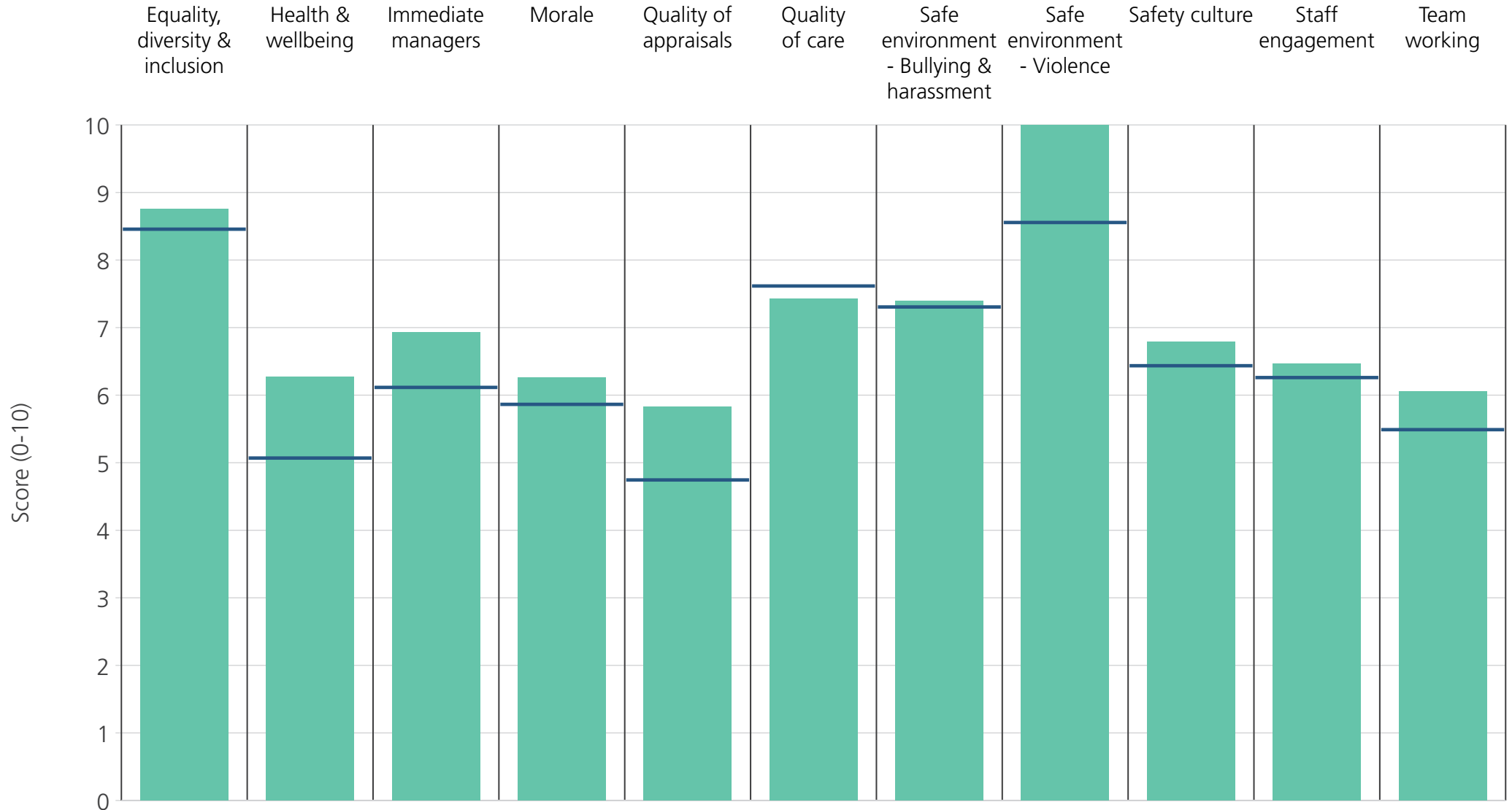
Directorate	8.8	5.8	6.1	6.0	5.2	8.0	7.7	8.9	6.4	6.7	5.2
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	471	477	477	470	393	466	469	470	472	482	471



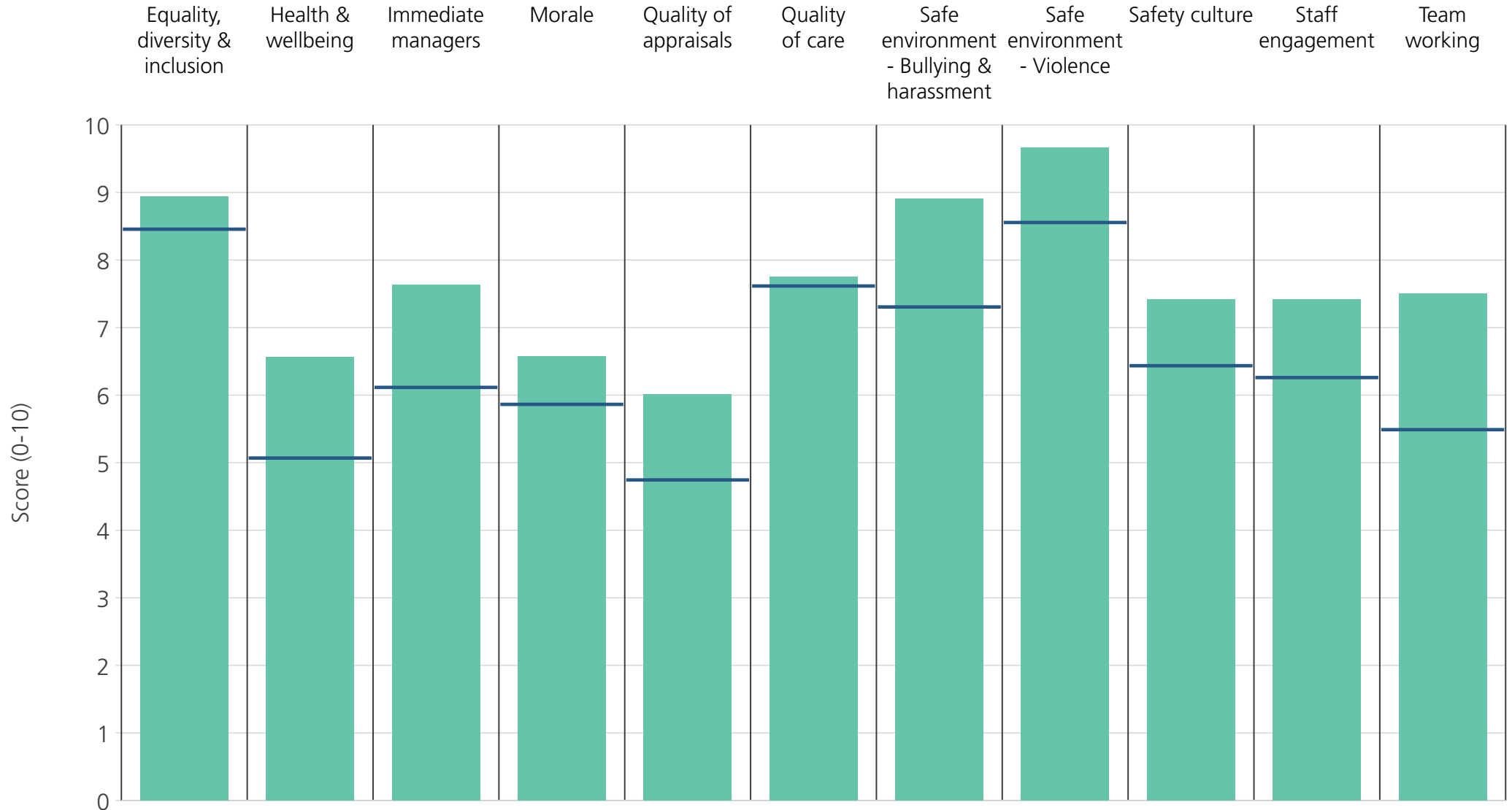
Directorate	8.8	5.6	6.7	5.7	5.5	6.9	7.7	9.8	6.7	6.1	6.4
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	345	345	345	343	317	336	345	345	343	347	338



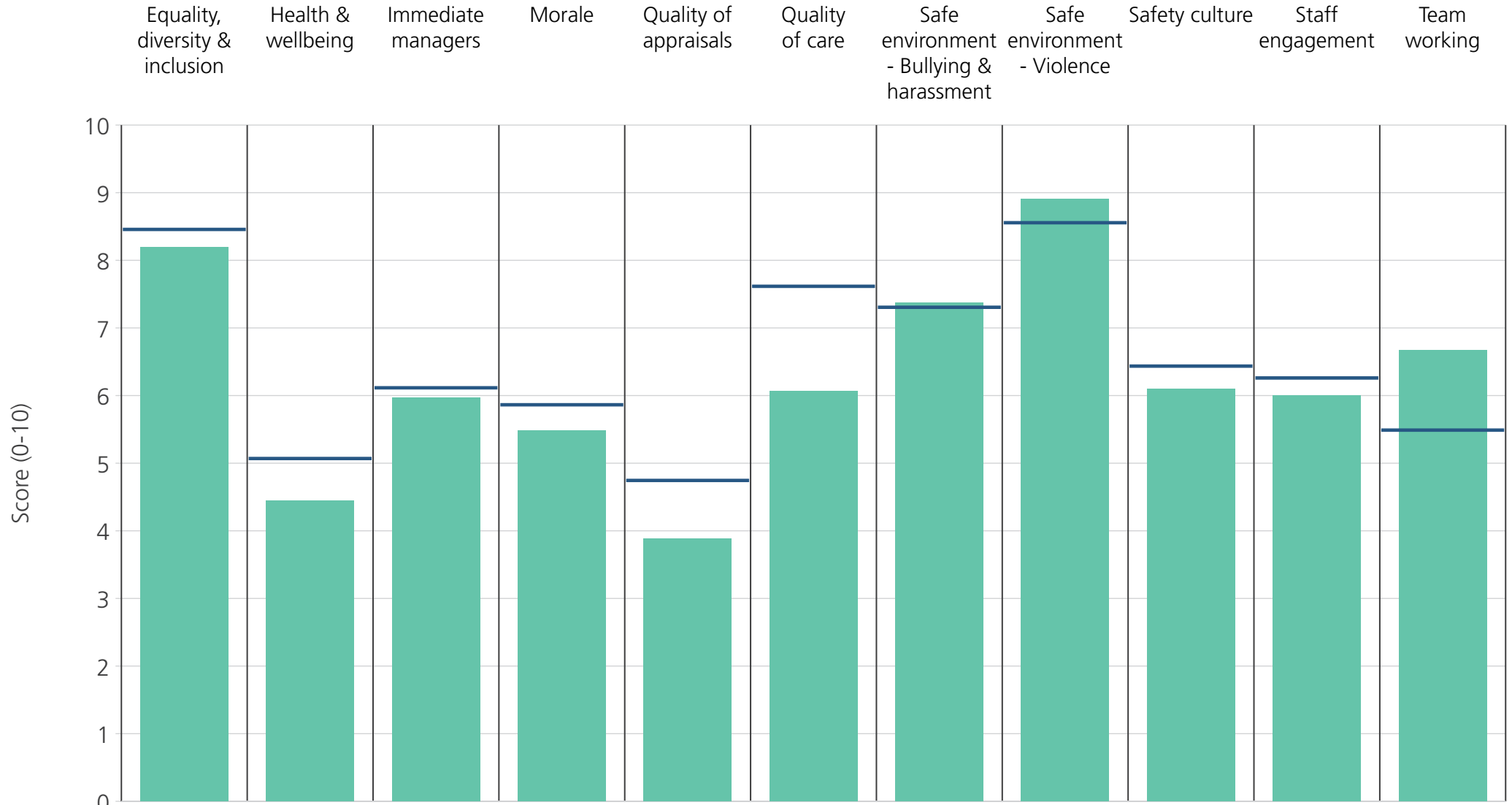
Directorate	9.3	6.5	7.1	6.5	4.4	7.8	8.9	9.8	6.5	7.3	6.4
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	97	98	98	98	91	50	96	98	98	98	98



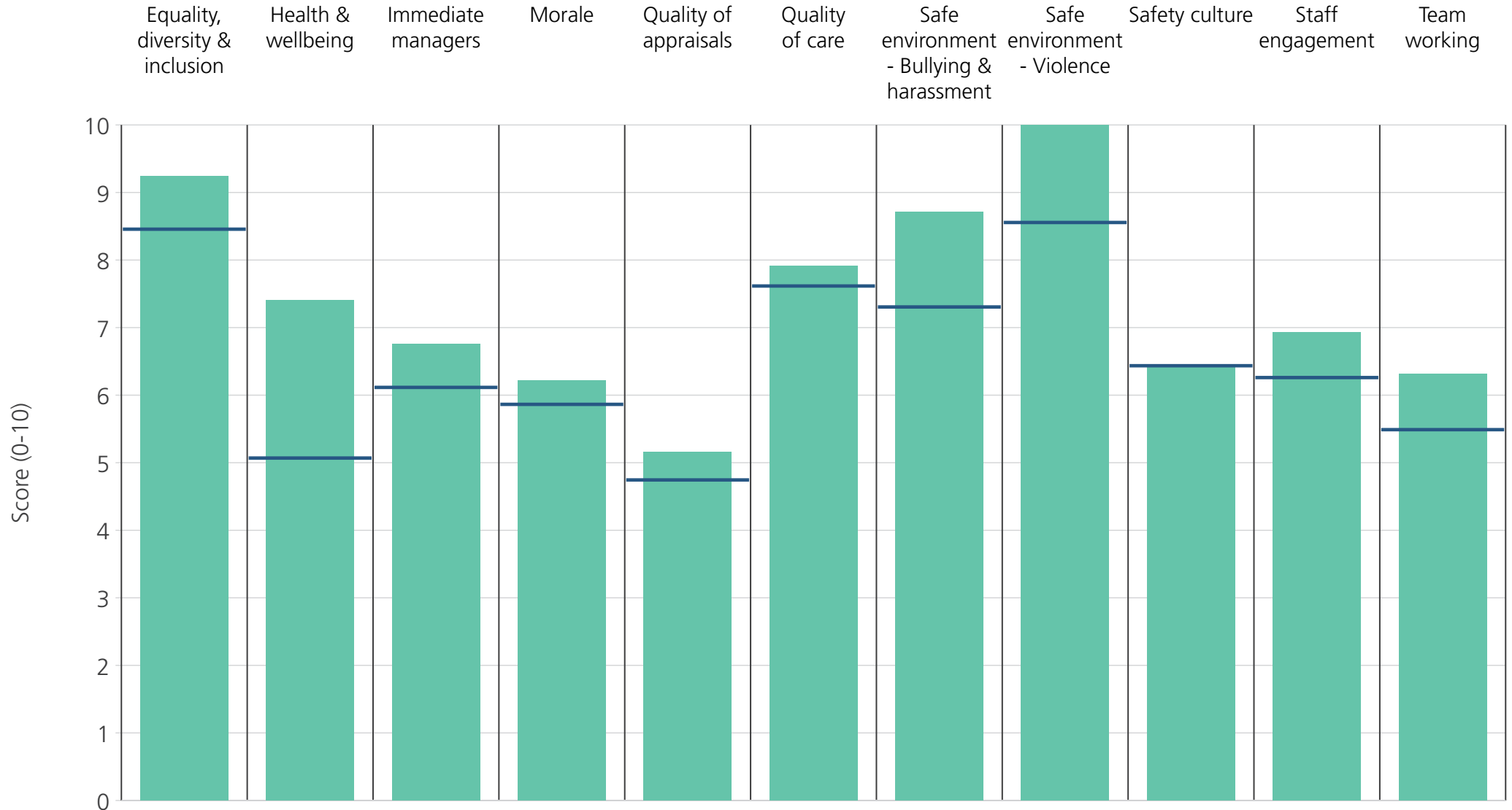
Directorate	8.8	6.3	6.9	6.3	5.8	7.4	7.4	10.0	6.8	6.5	6.1
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	46	46	46	46	44	43	46	46	46	46	45



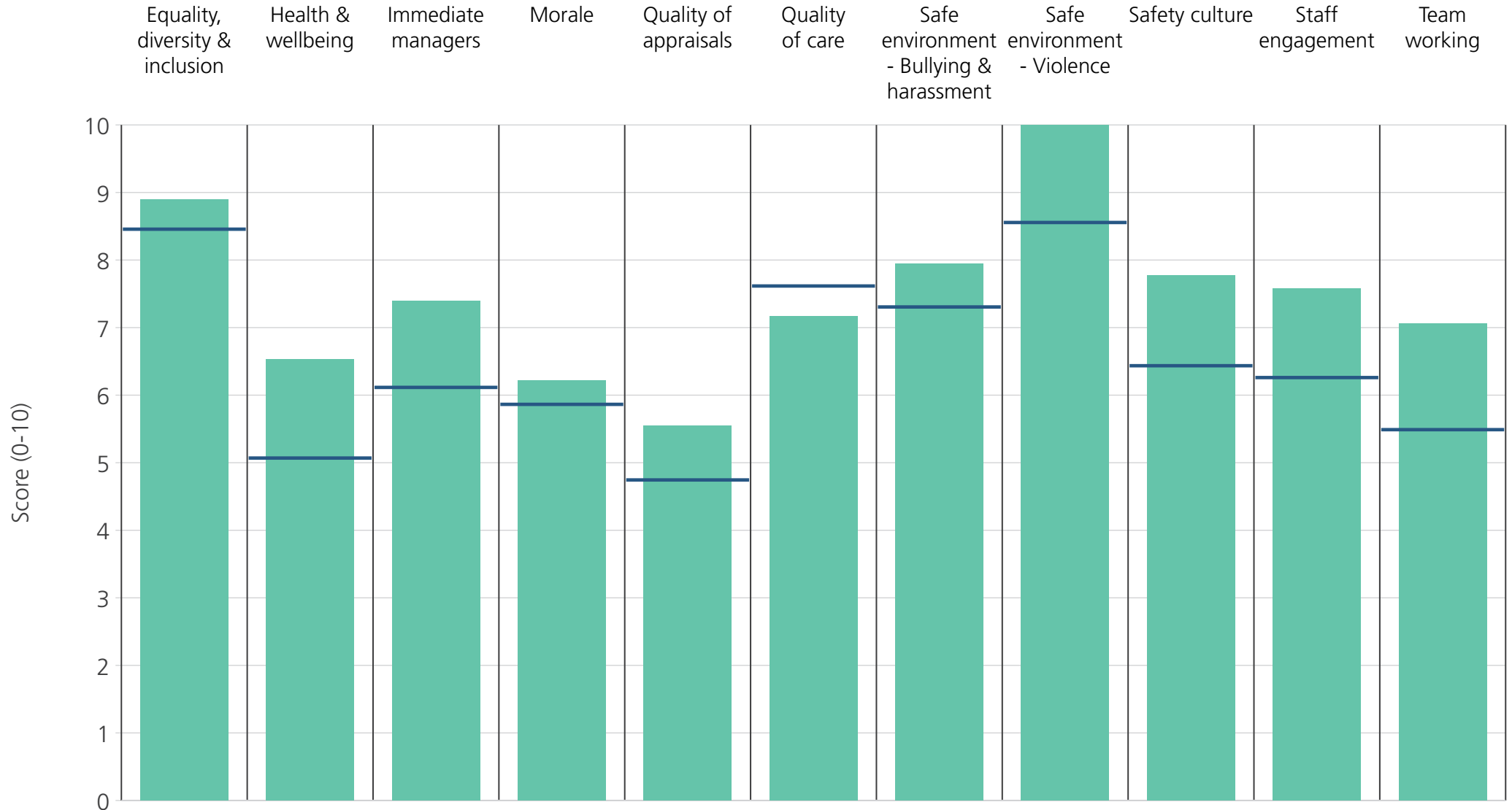
Directorate	8.9	6.6	7.6	6.6	6.0	7.7	8.9	9.7	7.4	7.4	7.5
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	79	79	79	79	74	44	79	79	79	80	79



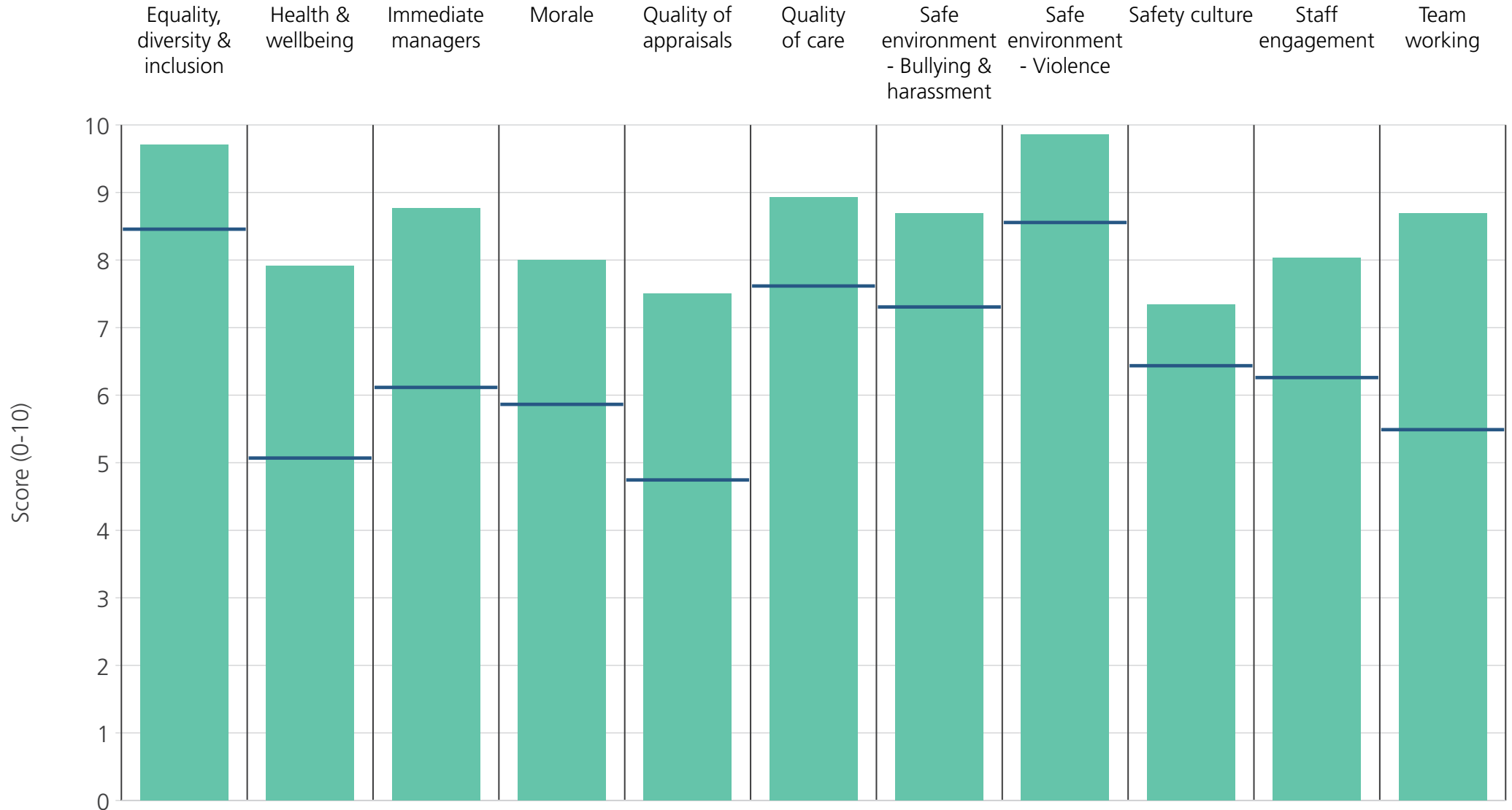
Directorate	8.2	4.4	6.0	5.5	3.9	6.1	7.4	8.9	6.1	6.0	6.7
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	61	61	61	60	58	58	61	61	60	61	60



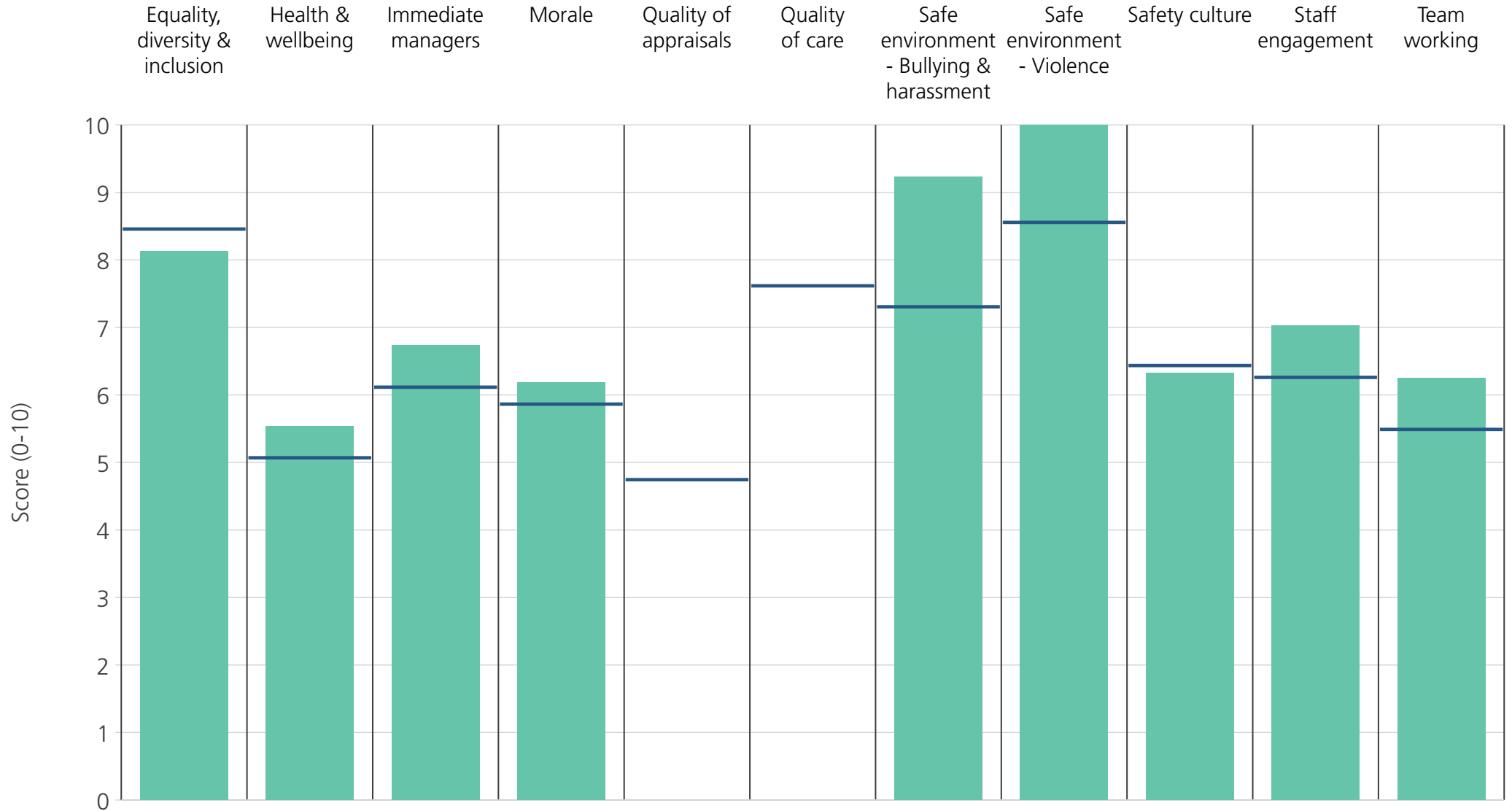
Directorate	9.2	7.4	6.8	6.2	5.2	7.9	8.7	10.0	6.5	6.9	6.3
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	56	57	57	57	56	16	57	57	57	57	57



Directorate	8.9	6.5	7.4	6.2	5.5	7.2	7.9	10.0	7.8	7.6	7.1
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	34	34	34	34	32	19	34	34	34	34	34



Directorate	9.7	7.9	8.8	8.0	7.5	8.9	8.7	9.9	7.3	8.0	8.7
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	23	23	23	23	21	21	23	23	23	23	23



Directorate	8.1	5.5	6.7	6.2			9.2	10.0	6.3	7.0	6.3
Your org	8.5	5.1	6.1	5.9	4.7	7.6	7.3	8.6	6.4	6.3	5.5
Responses	12	13	13	12	10	4	13	13	13	13	13