

NHS Midlands and Lancashire CSU

2020 NHS Staff Survey

Directorate Report

Contents

Introduction	3
Themes – Directorates 1	4
BI/IT Directorate	5
Clinical Directorate	6
Delivery Directorate	7
Finance & Commercial Directorate	8
Leadership Directorate	9
People Directorate	10
Strategy And Wmqrs Directorate	11

This directorate report for NHS Midlands and Lancashire CSU contains results by directorate for themes from the 2020 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

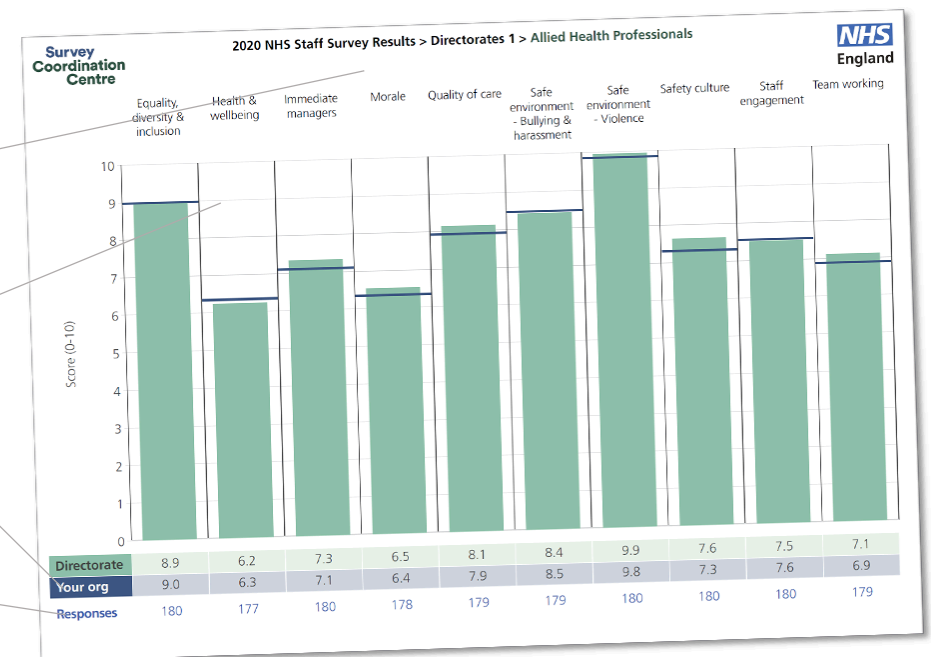
The directorate breakdowns used in this report were provided and defined by NHS Midlands and Lancashire CSU. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

Key features

Breakdown type and **directorate name** are specified in the header. Black text in the header is hyperlinked: clicking on '2020 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.

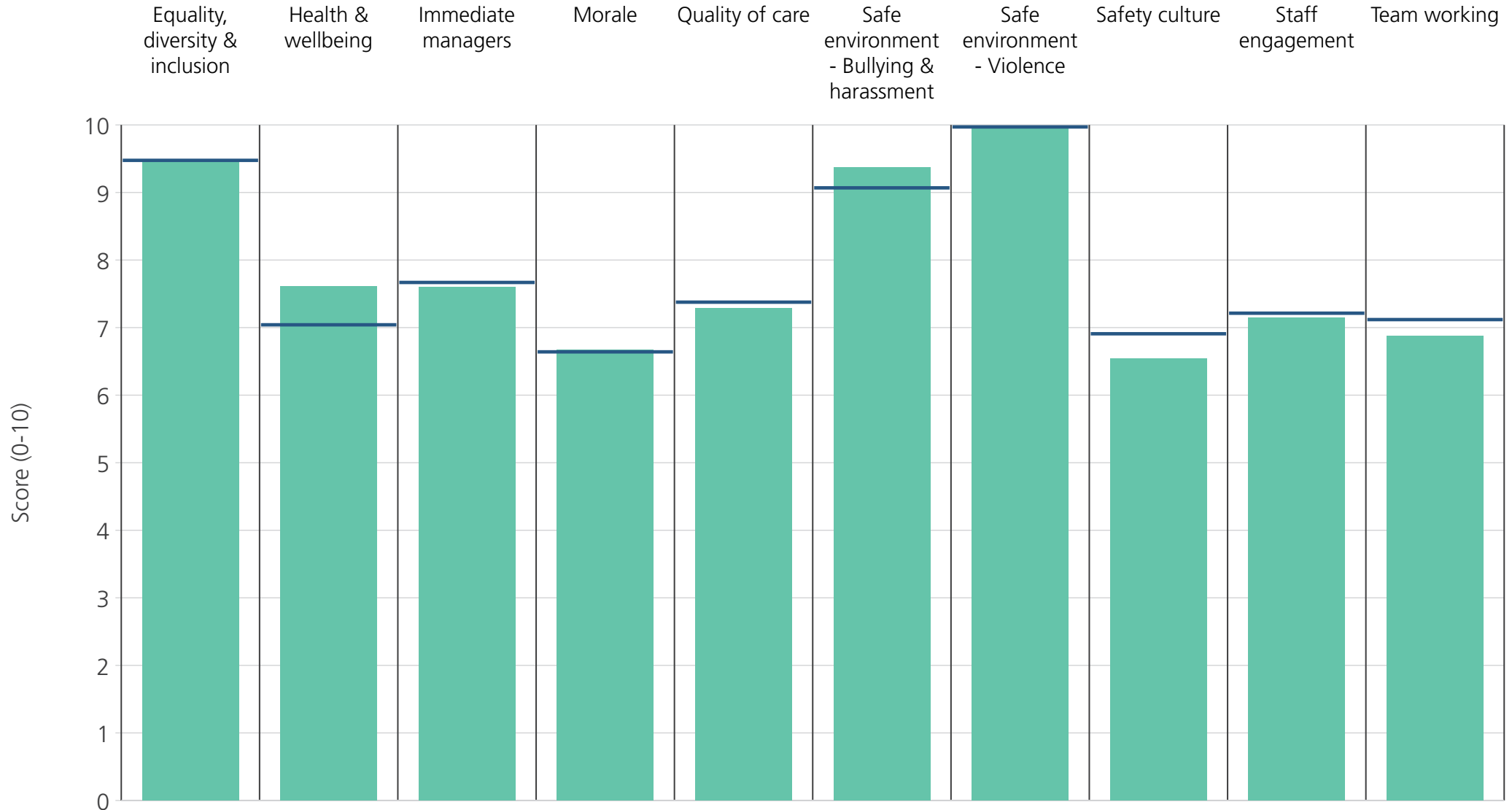
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



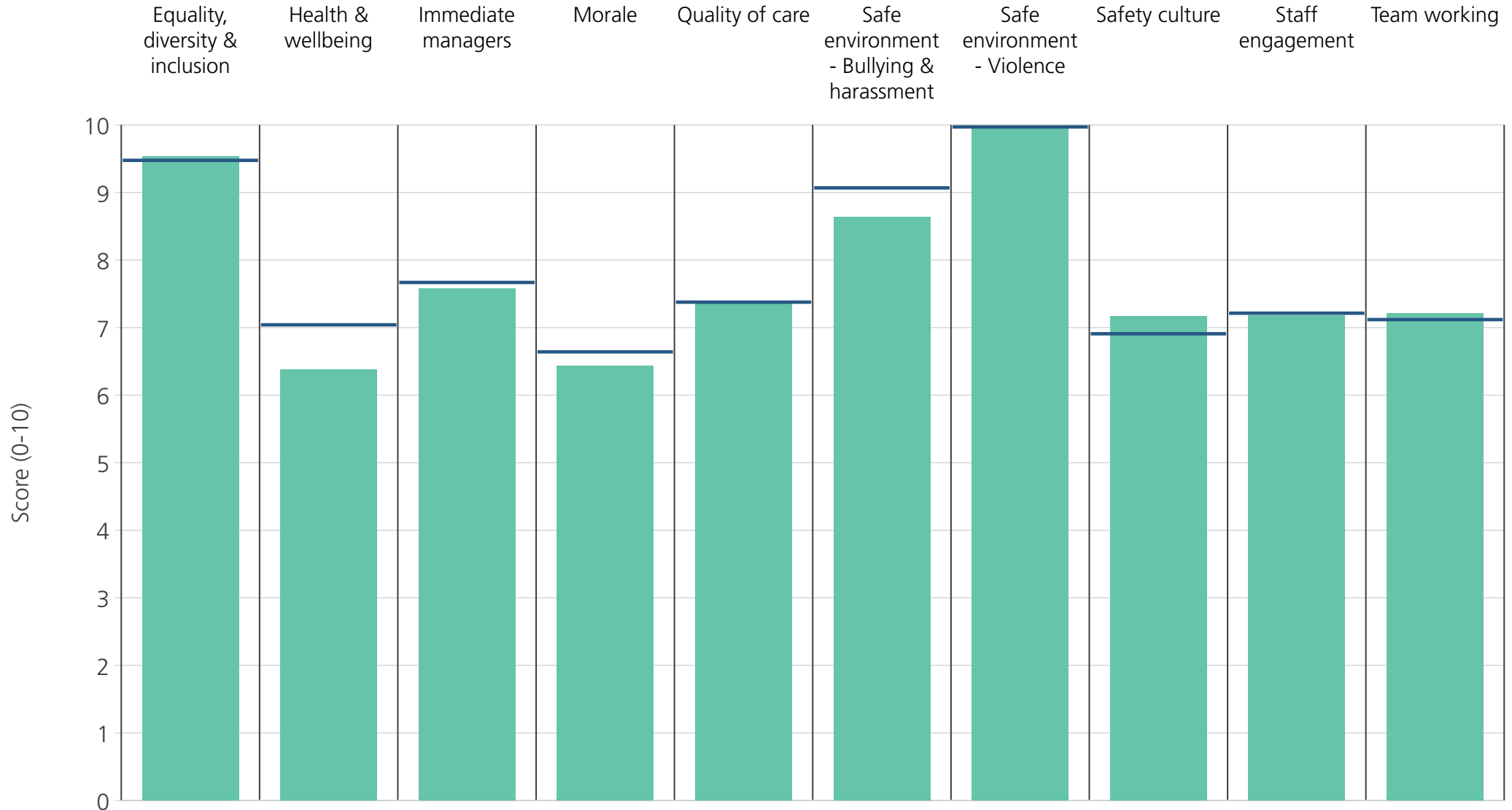
! Note: when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

Directorates 1

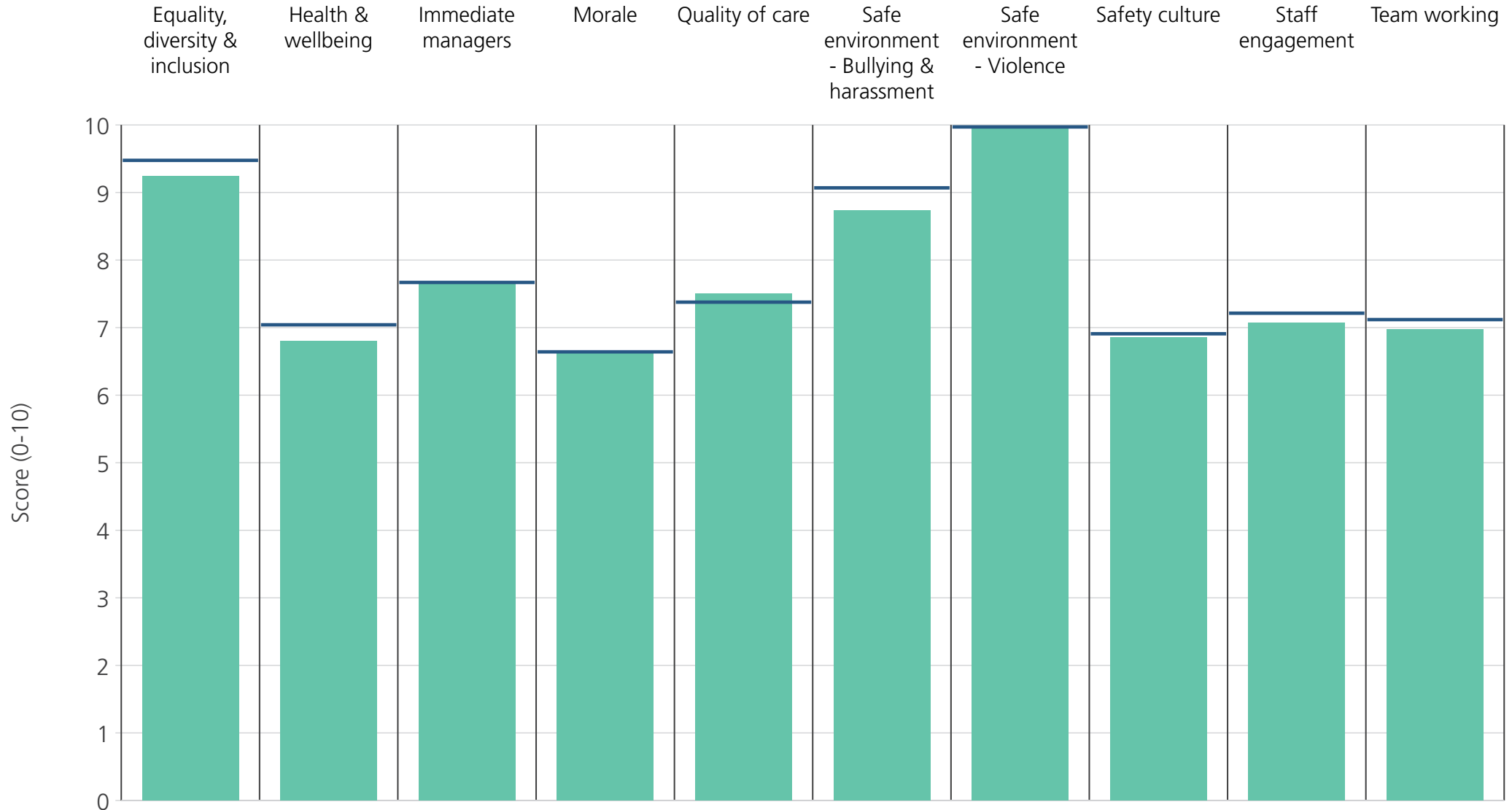
NHS Midlands and Lancashire CSU
2020 NHS Staff Survey Results



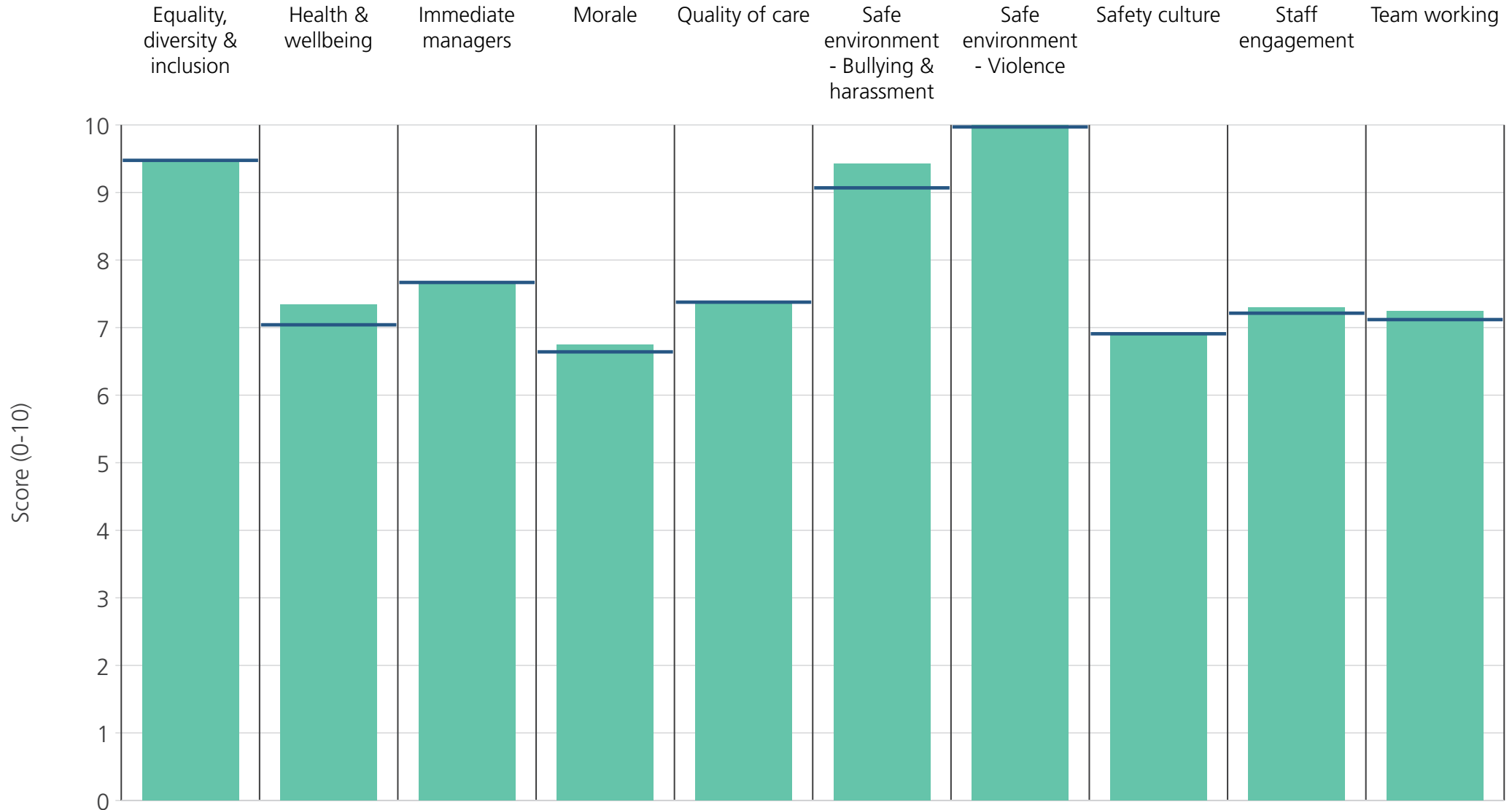
Directorate	9.5	7.6	7.6	6.7	7.3	9.4	9.9	6.5	7.1	6.9
Your org	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Responses	289	289	289	289	129	289	286	281	289	284



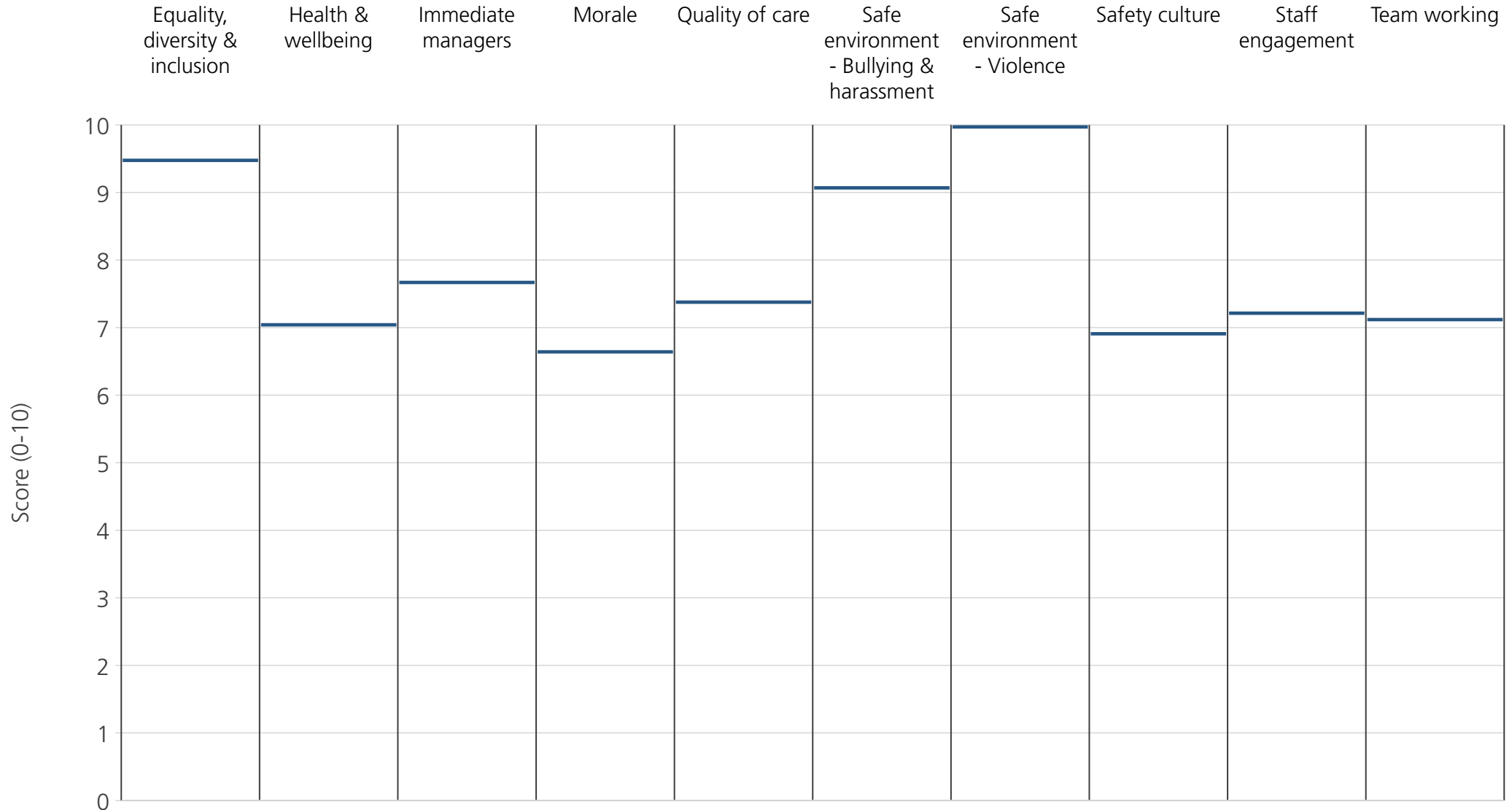
Directorate	9.5	6.4	7.6	6.4	7.4	8.6	10.0	7.2	7.2	7.2
Your org	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Responses	346	347	347	347	243	347	347	344	347	342



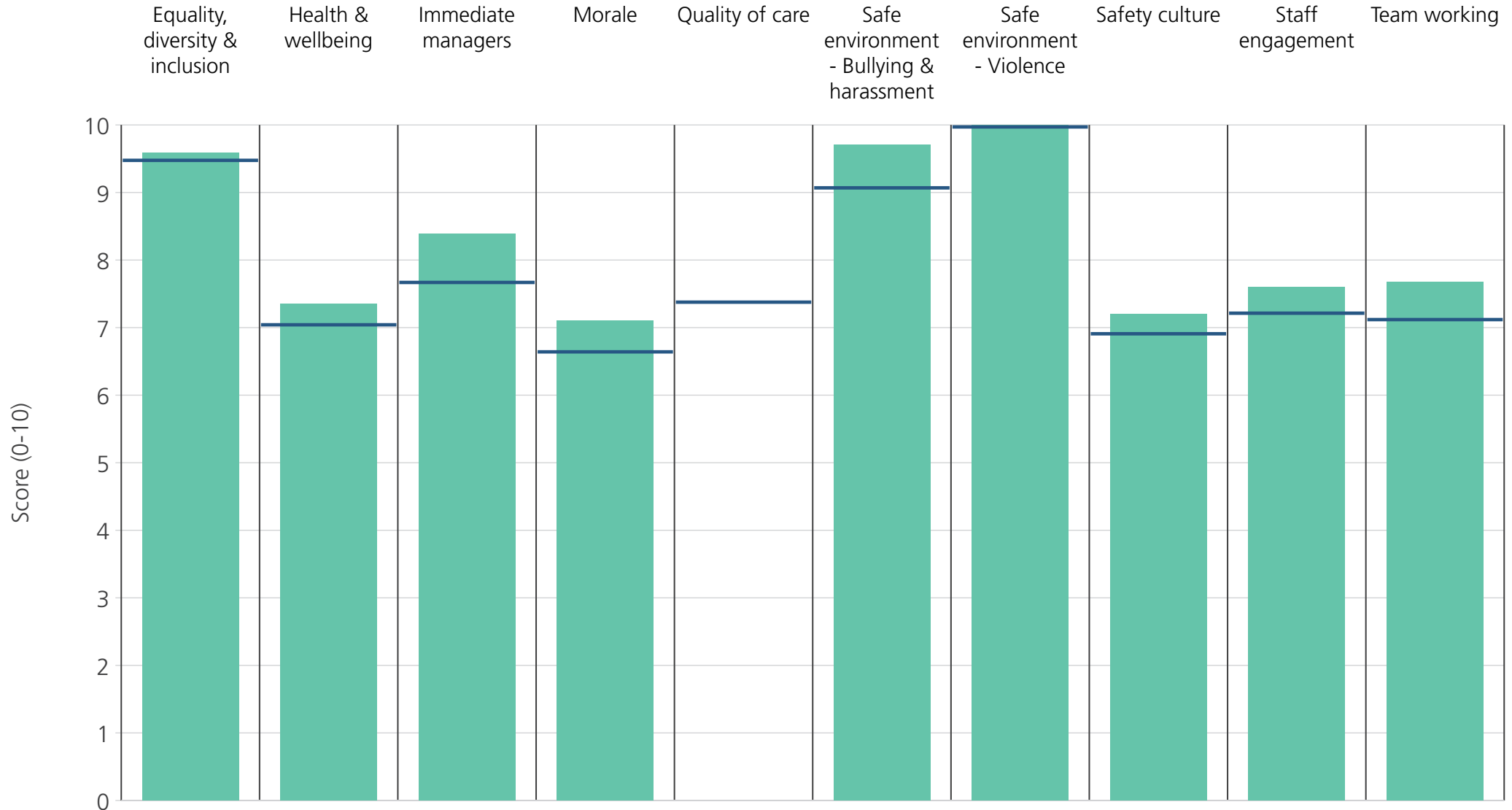
Directorate	9.2	6.8	7.7	6.6	7.5	8.7	10.0	6.9	7.1	7.0
Your org	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Responses	140	140	140	140	59	138	140	139	140	139



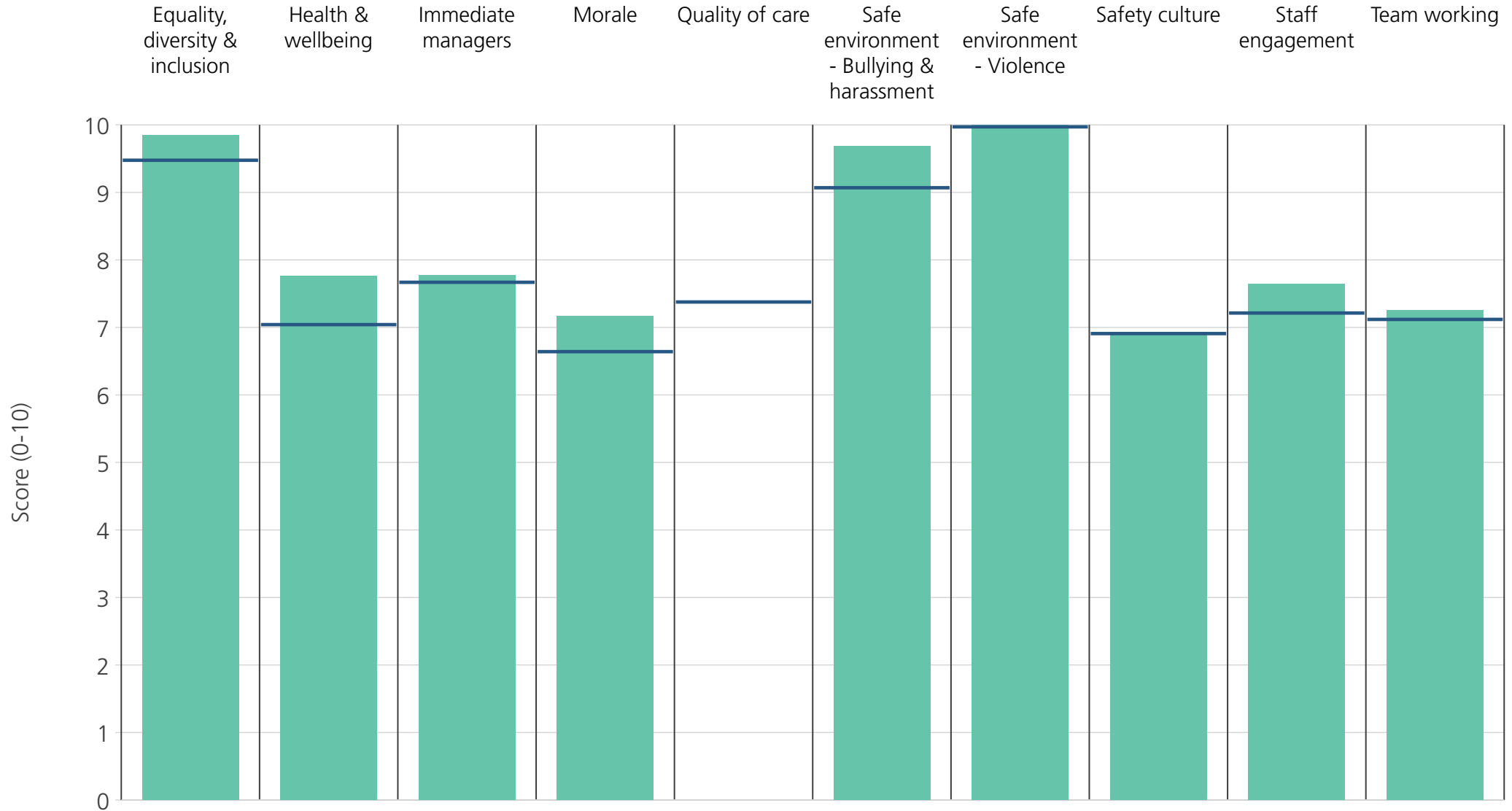
Directorate	9.4	7.3	7.7	6.7	7.4	9.4	10.0	6.9	7.3	7.2
Your org	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Responses	162	162	162	161	60	161	160	162	162	160



Directorate	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Your org										
Responses	7	7	6	7	2	7	7	7	7	7



Directorate	9.6	7.3	8.4	7.1		9.7	10.0	7.2	7.6	7.7
Your org	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Responses	57	56	57	57	9	57	57	57	57	57



Directorate	9.8	7.8	7.8	7.2		9.7	10.0	6.9	7.6	7.3
Your org	9.5	7.0	7.7	6.6	7.4	9.1	10.0	6.9	7.2	7.1
Responses	21	21	21	21	1	21	21	20	21	20