

# North West Ambulance Service NHS Trust

2020 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 2020 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.

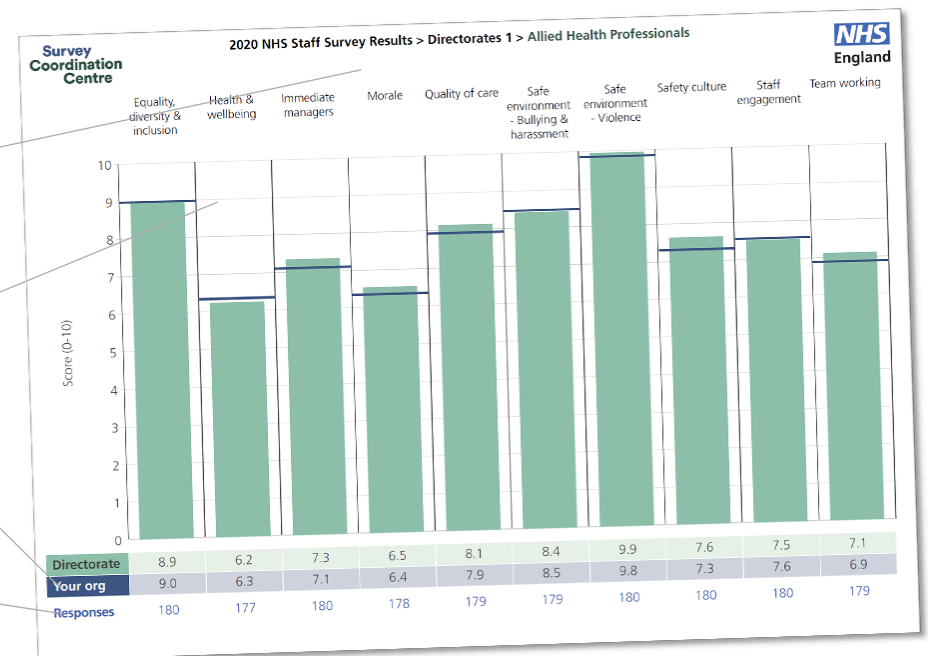
The directorate breakdowns used in this report were provided and defined by North West Ambulance Service NHS Trust. Details of how the theme scores were calculated are included in the Technical Document, available to download from our [results website](#).

## Key features

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

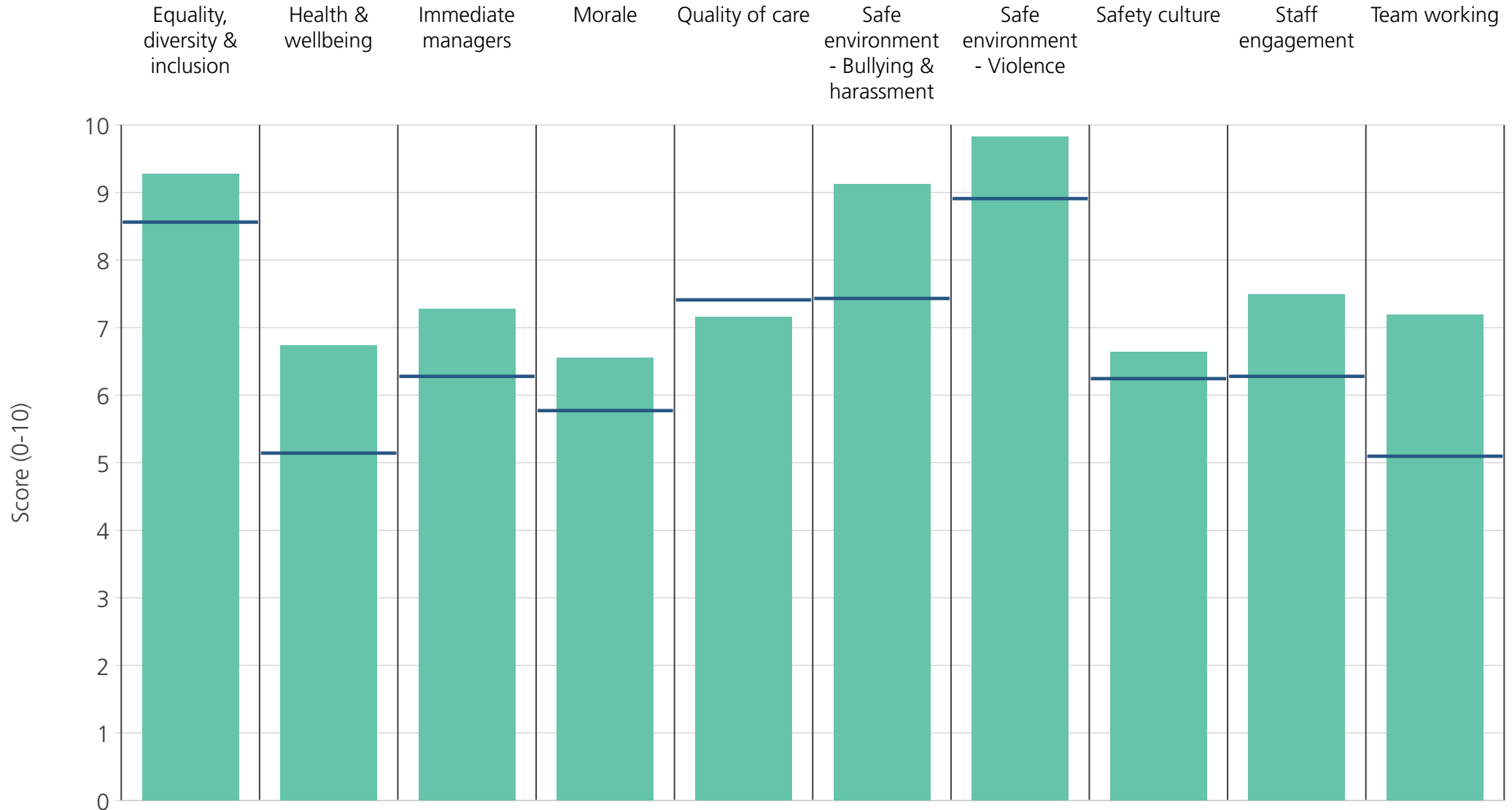
The **number of responses** feeding into each theme score **for the given directorate** is specified below the table containing the directorate and trust scores.



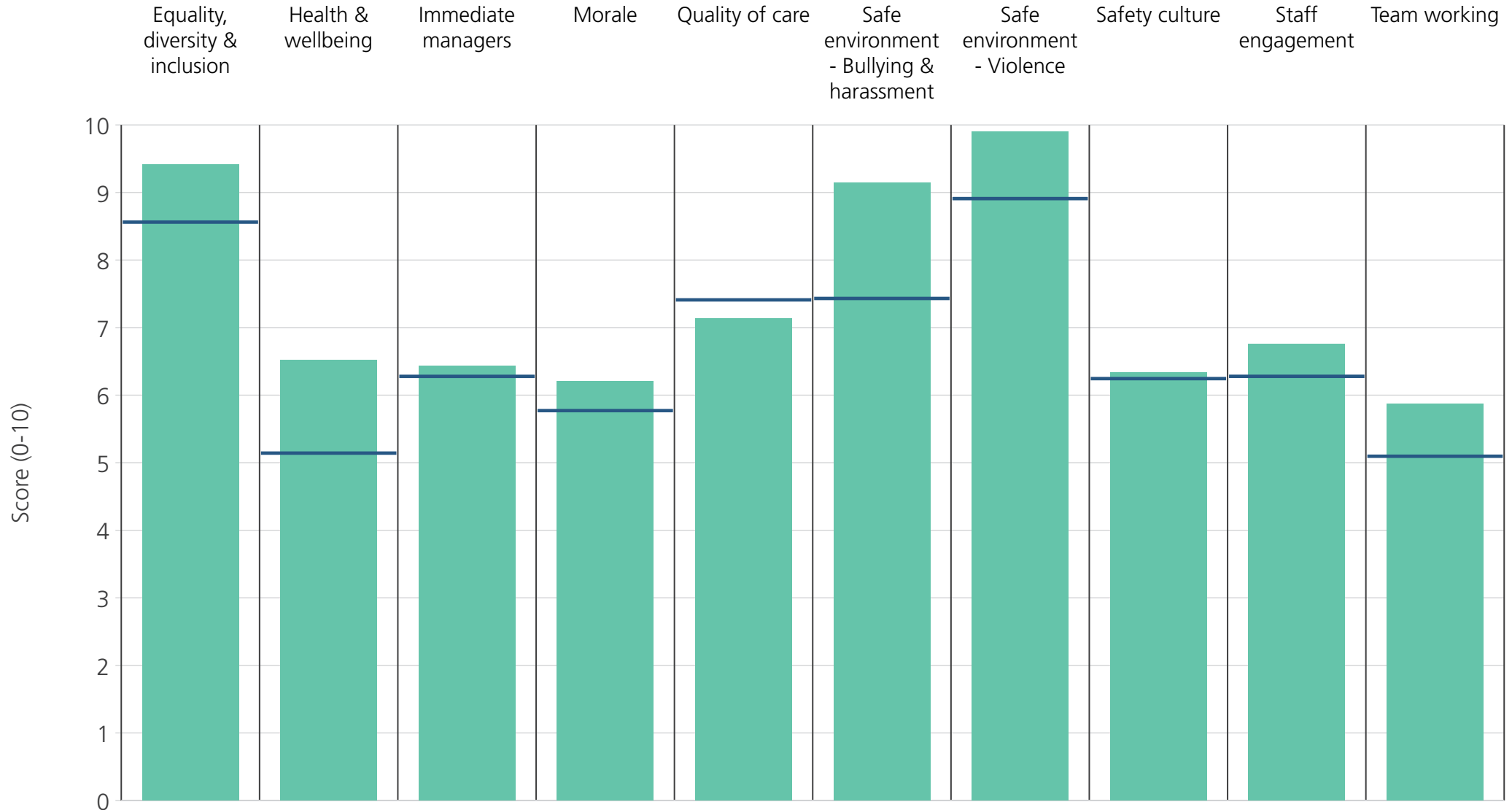
**! Note:** when there are less than 11 responses in a group, results are suppressed to protect staff confidentiality

# Directorates 1

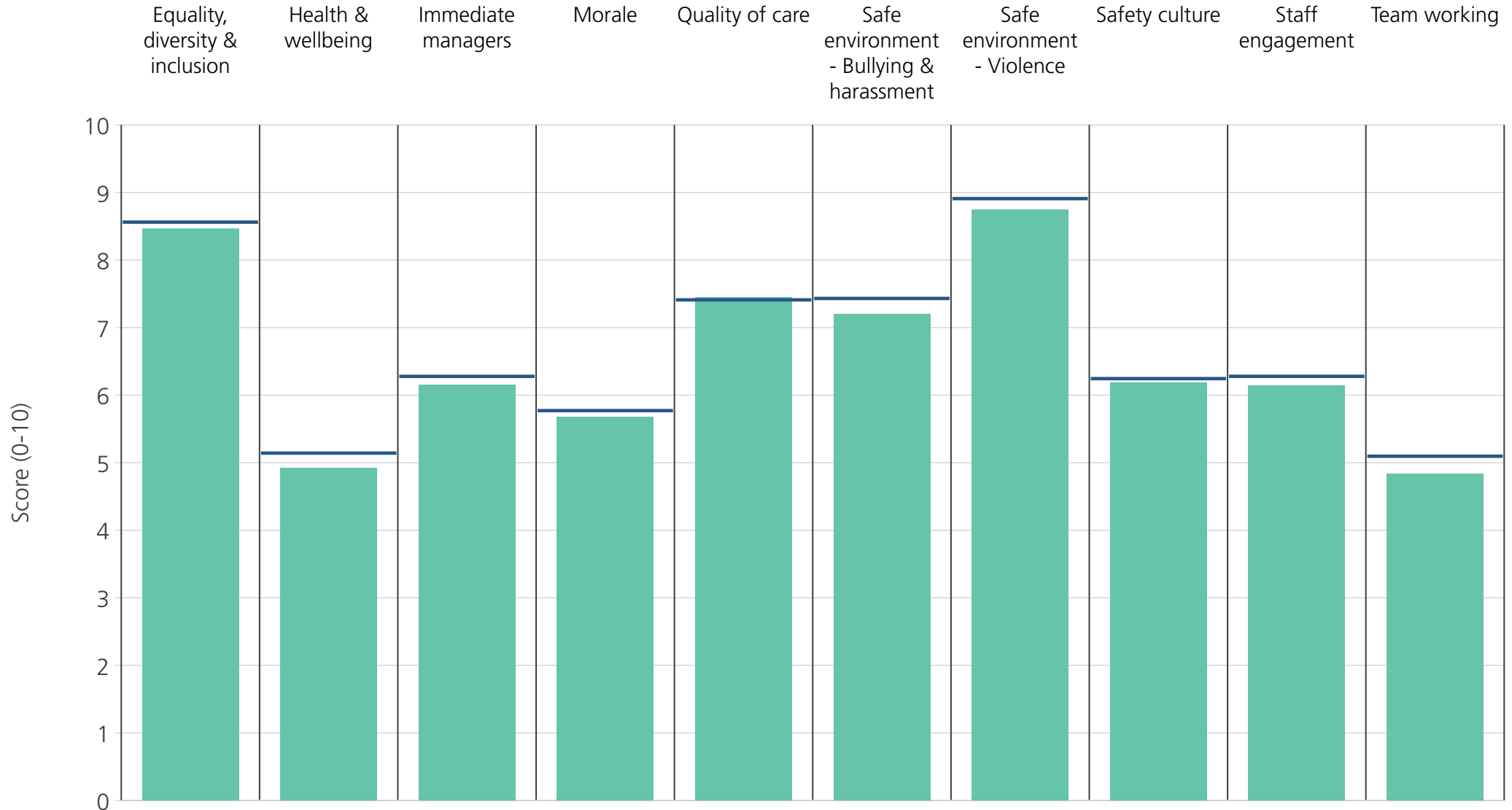
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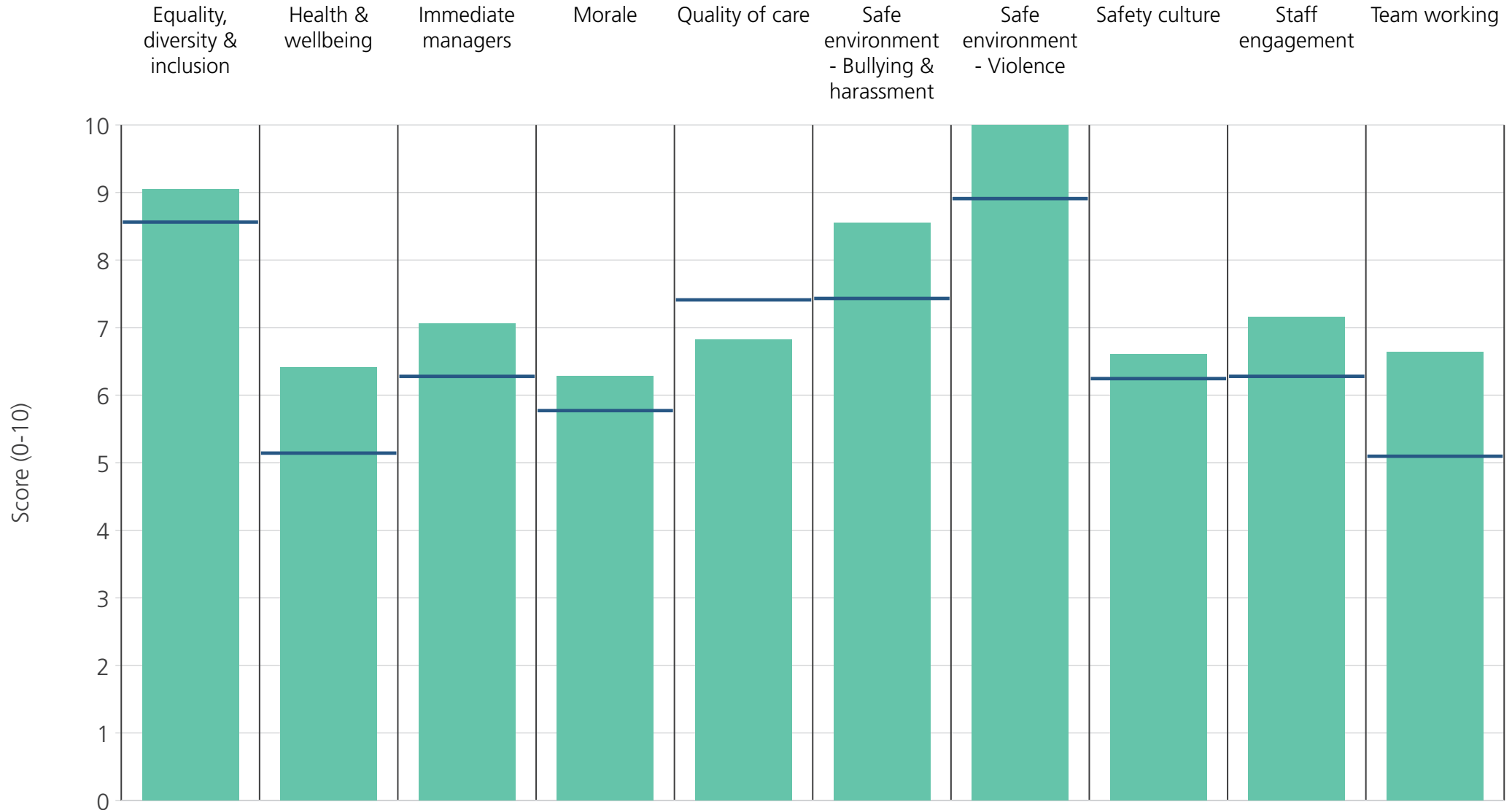
<b>Directorate</b>	9.3	6.7	7.3	6.5	7.2	9.1	9.8	6.6	7.5	7.2
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	77	77	78	77	41	76	78	78	78	77



<b>Directorate</b>	9.4	6.5	6.4	6.2	7.1	9.1	9.9	6.3	6.8	5.9
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	97	97	97	96	52	93	97	96	97	96

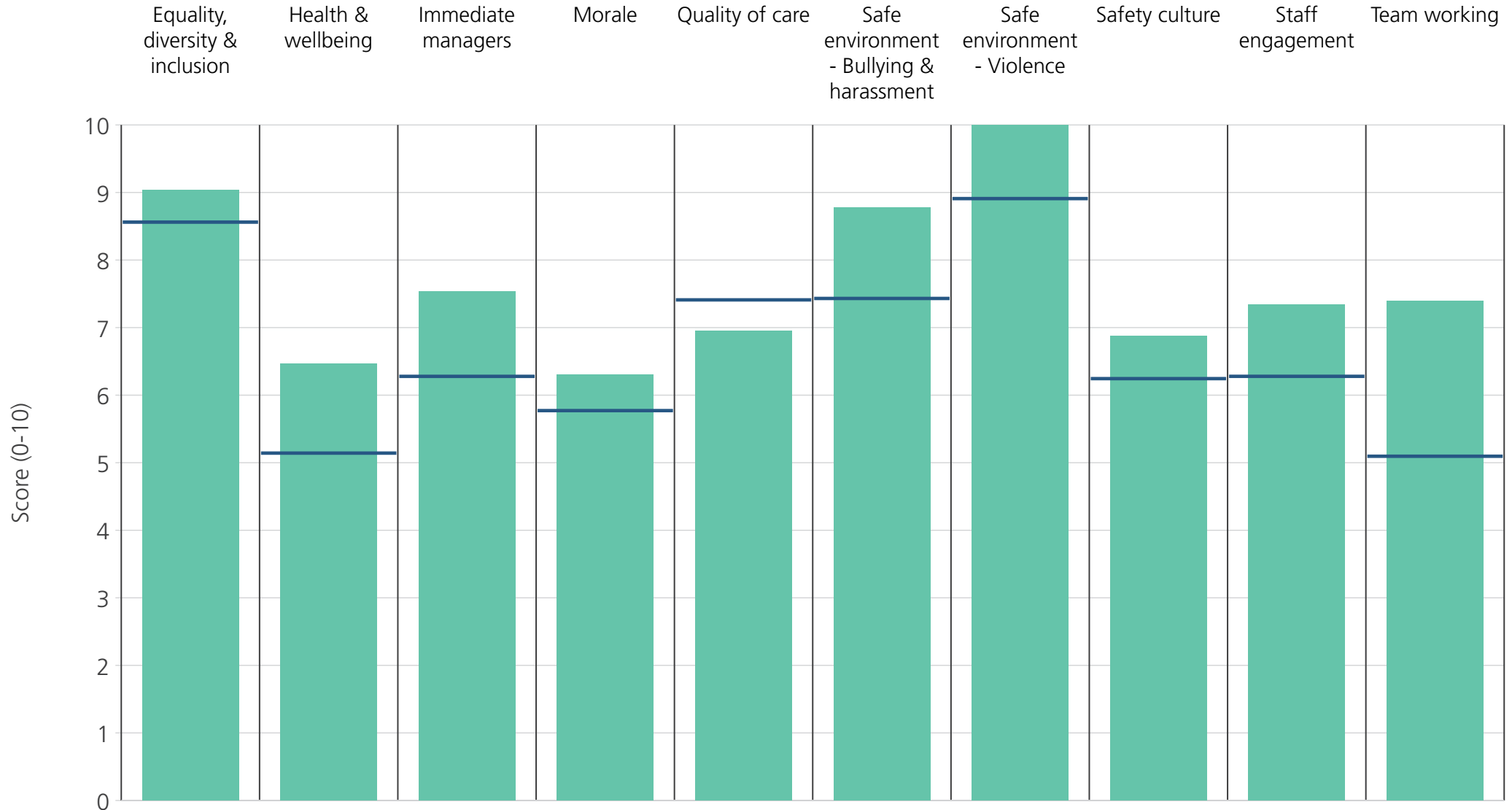


<b>Directorate</b>	8.5	4.9	6.2	5.7	7.4	7.2	8.7	6.2	6.1	4.8
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	2171	2186	2189	2137	2109	2136	2178	2165	2220	2198



<b>Directorate</b>	9.0	6.4	7.1	6.3	6.8	8.5	10.0	6.6	7.2	6.6
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	88	88	88	88	37	86	88	88	88	87

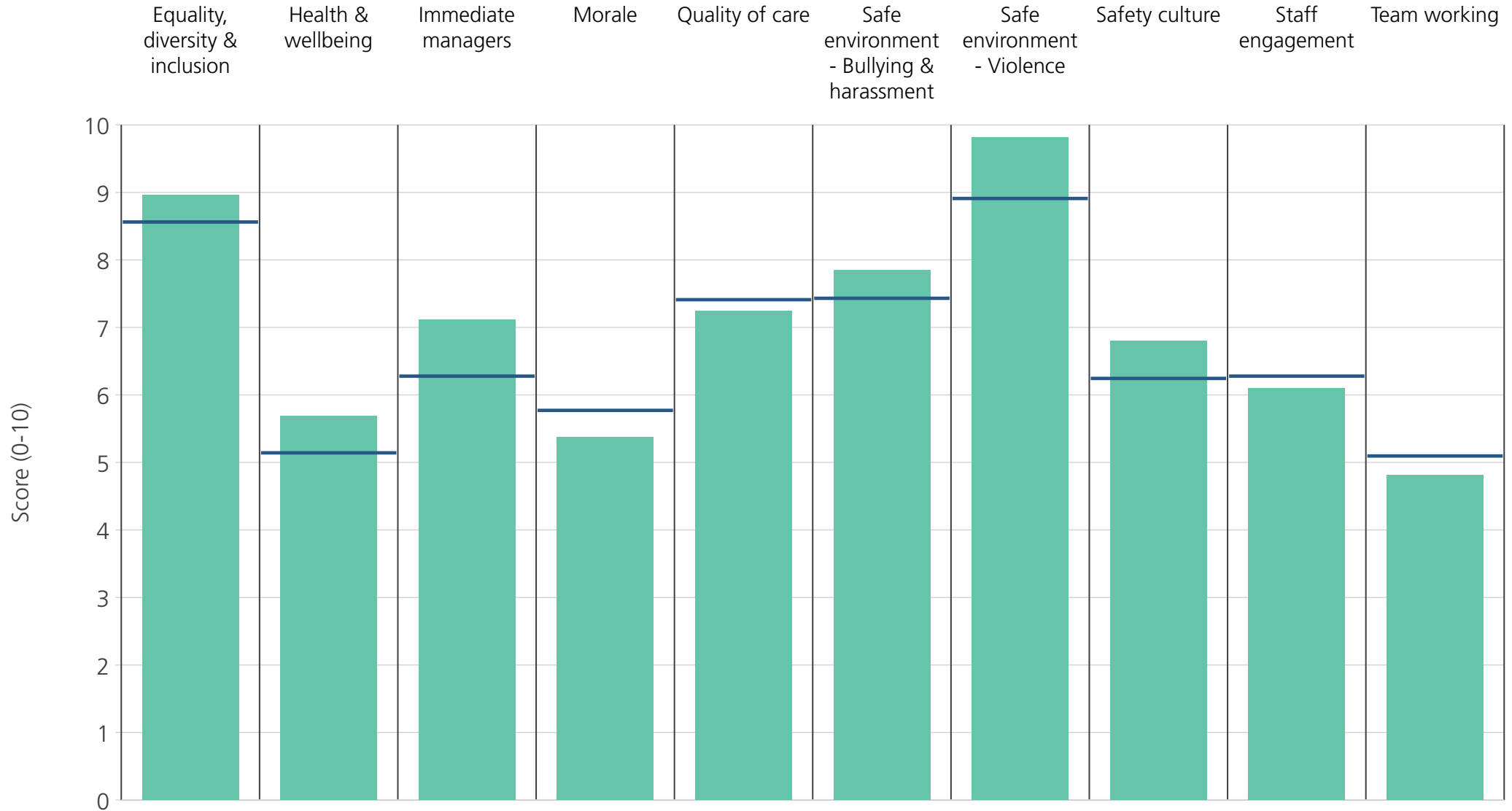




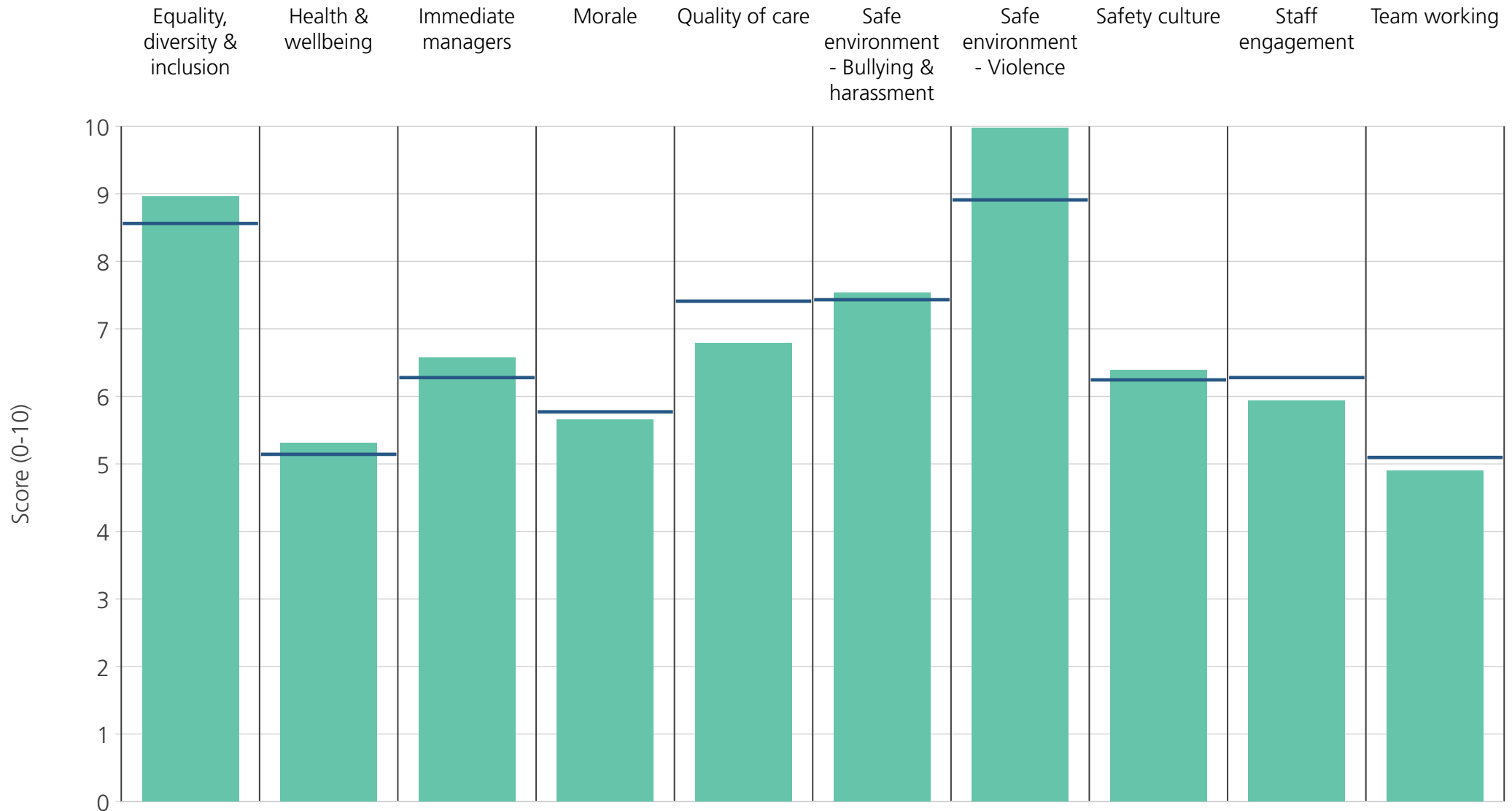
<b>Directorate</b>	9.0	6.5	7.5	6.3	6.9	8.8	10.0	6.9	7.3	7.4
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	90	90	90	89	53	87	90	88	90	90

# Directorates 2

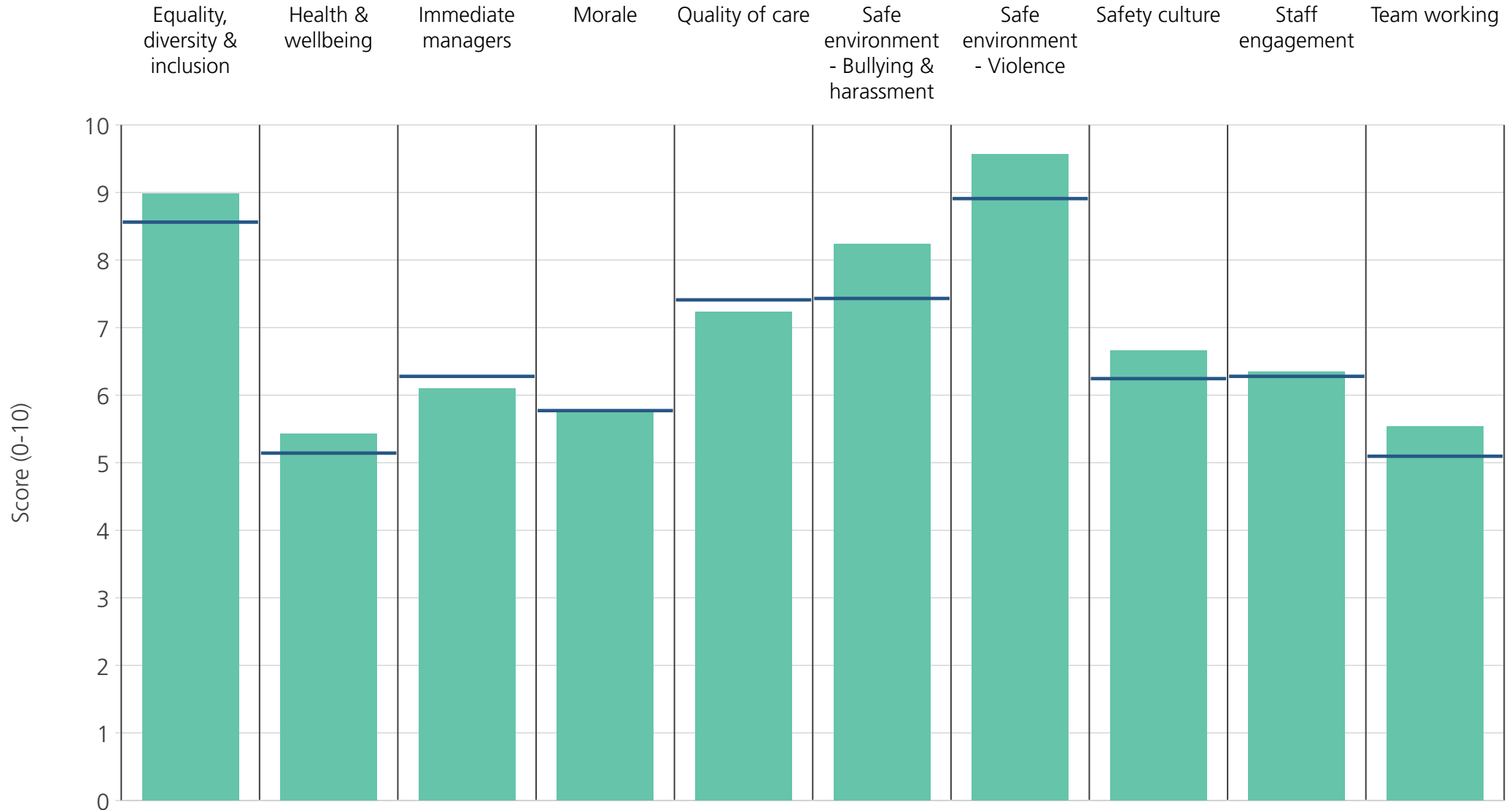
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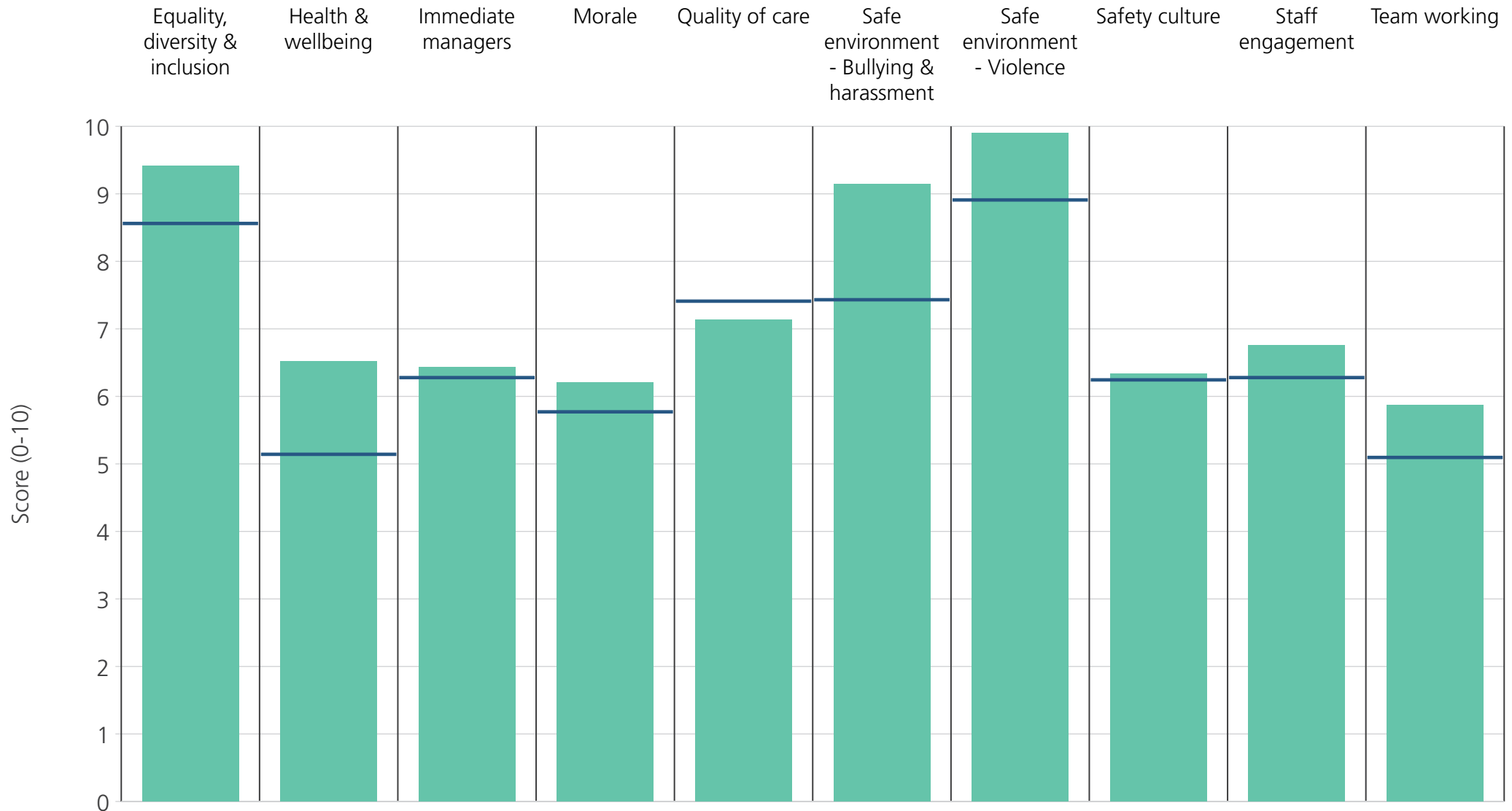
<b>Directorate</b>	9.0	5.7	7.1	5.4	7.2	7.8	9.8	6.8	6.1	4.8
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	208	209	209	205	198	203	209	206	213	208



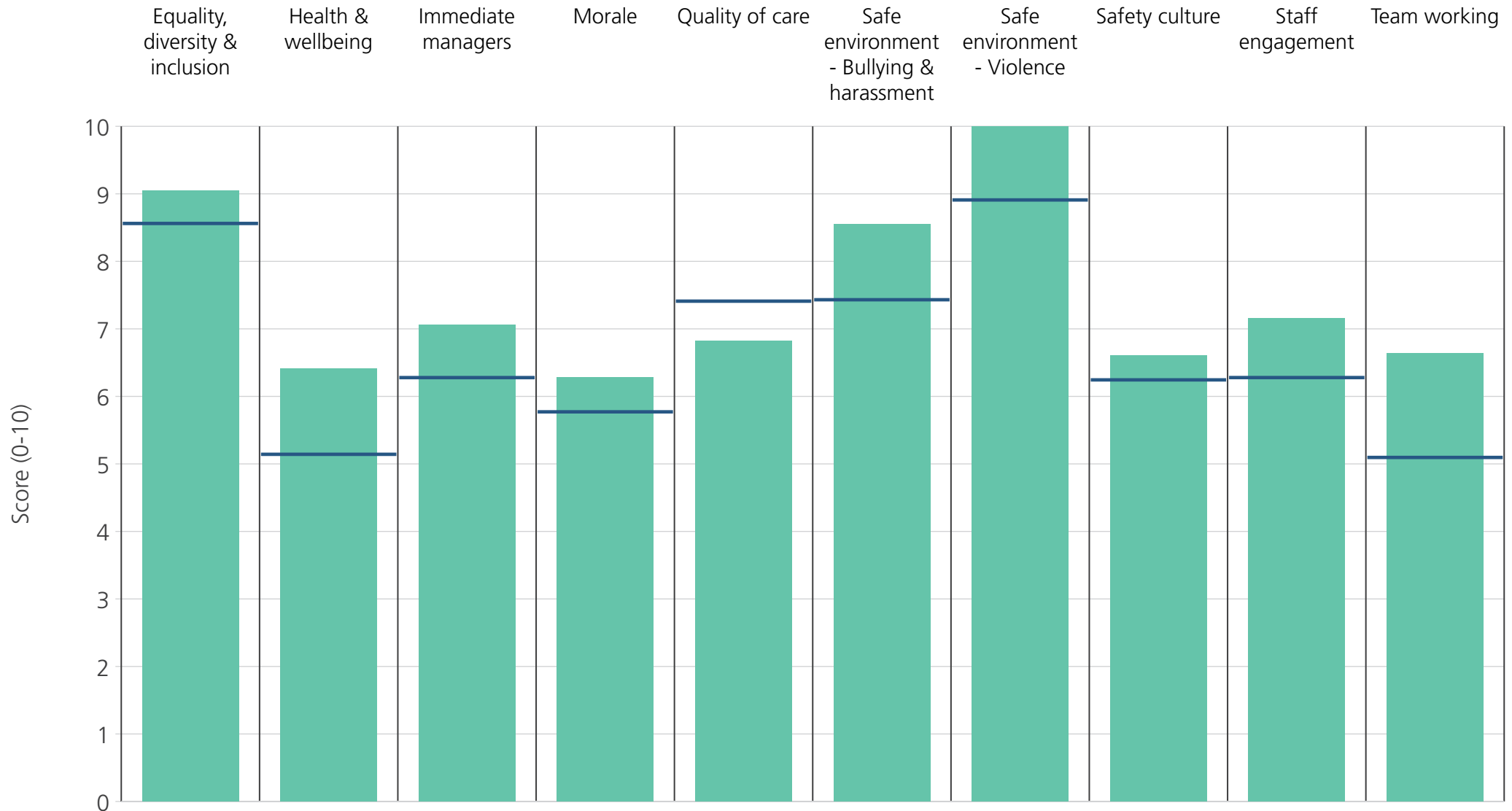
<b>Directorate</b>	9.0	5.3	6.6	5.7	6.8	7.5	10.0	6.4	5.9	4.9
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	245	246	246	244	235	243	244	246	249	247



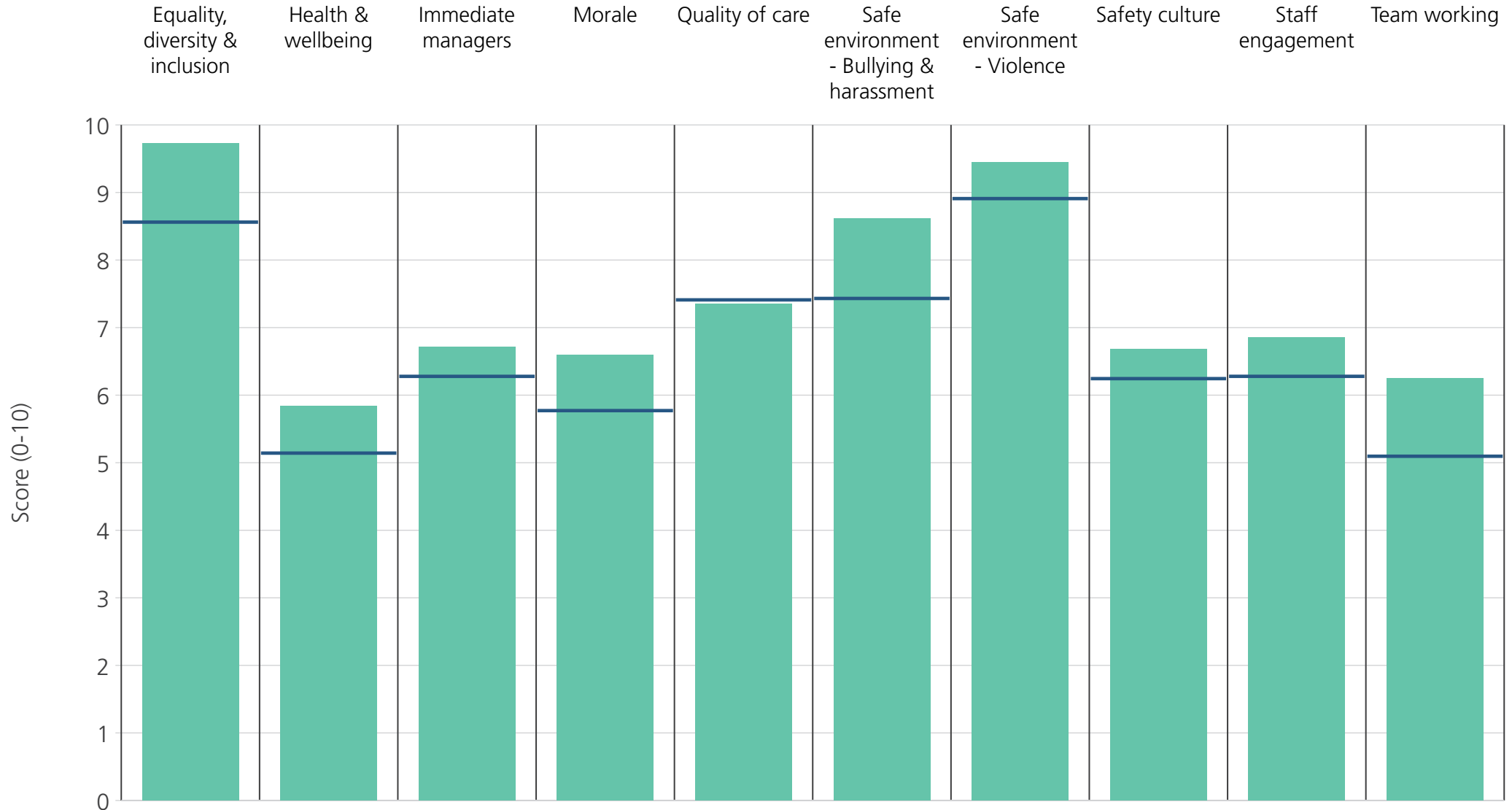
<b>Directorate</b>	9.0	5.4	6.1	5.8	7.2	8.2	9.6	6.7	6.3	5.5
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	100	100	100	98	88	100	100	99	104	104



<b>Directorate</b>	9.4	6.5	6.4	6.2	7.1	9.1	9.9	6.3	6.8	5.9
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	97	97	97	96	52	93	97	96	97	96

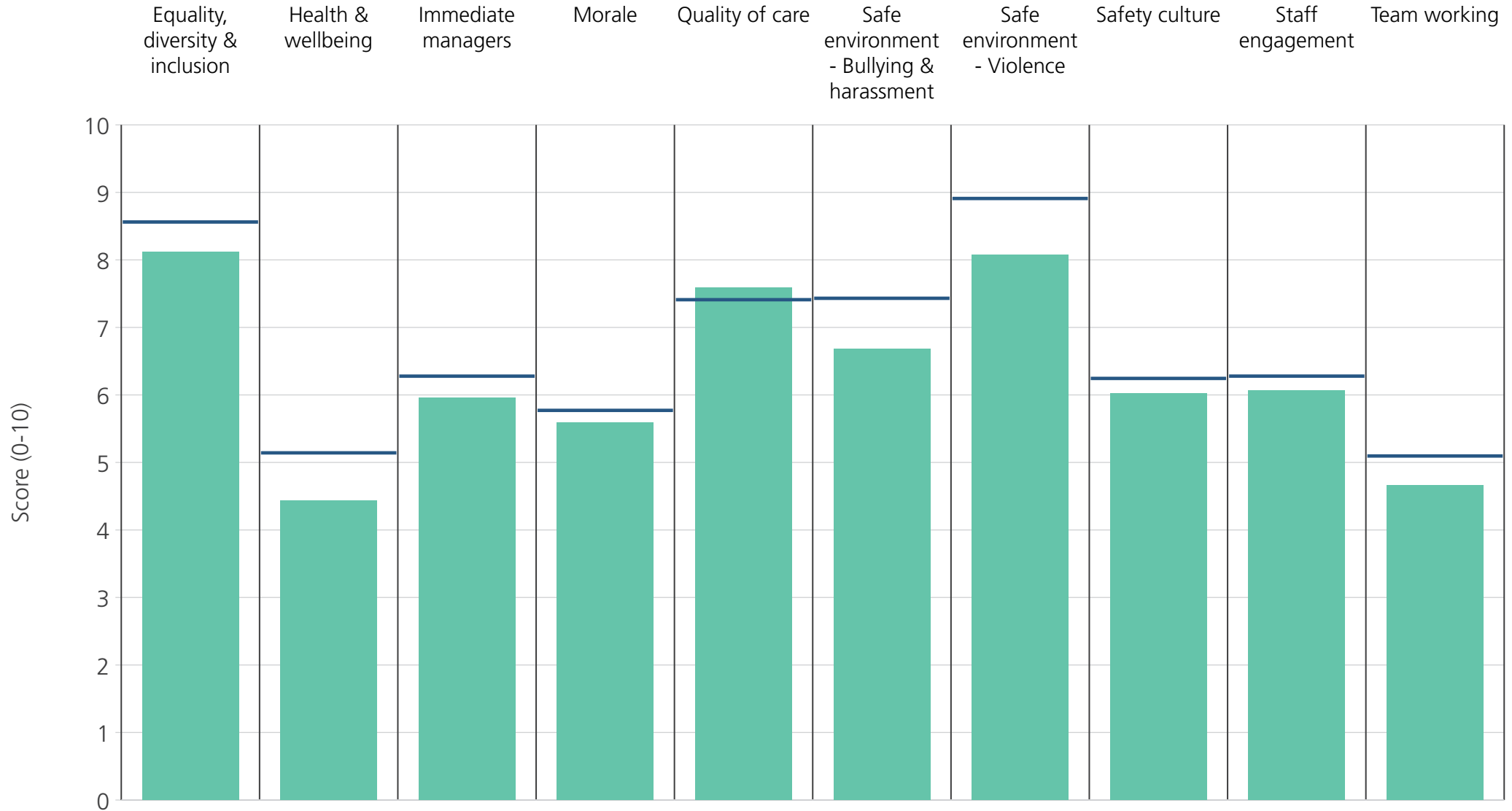


<b>Directorate</b>	9.0	6.4	7.1	6.3	6.8	8.5	10.0	6.6	7.2	6.6
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	88	88	88	88	37	86	88	88	88	87

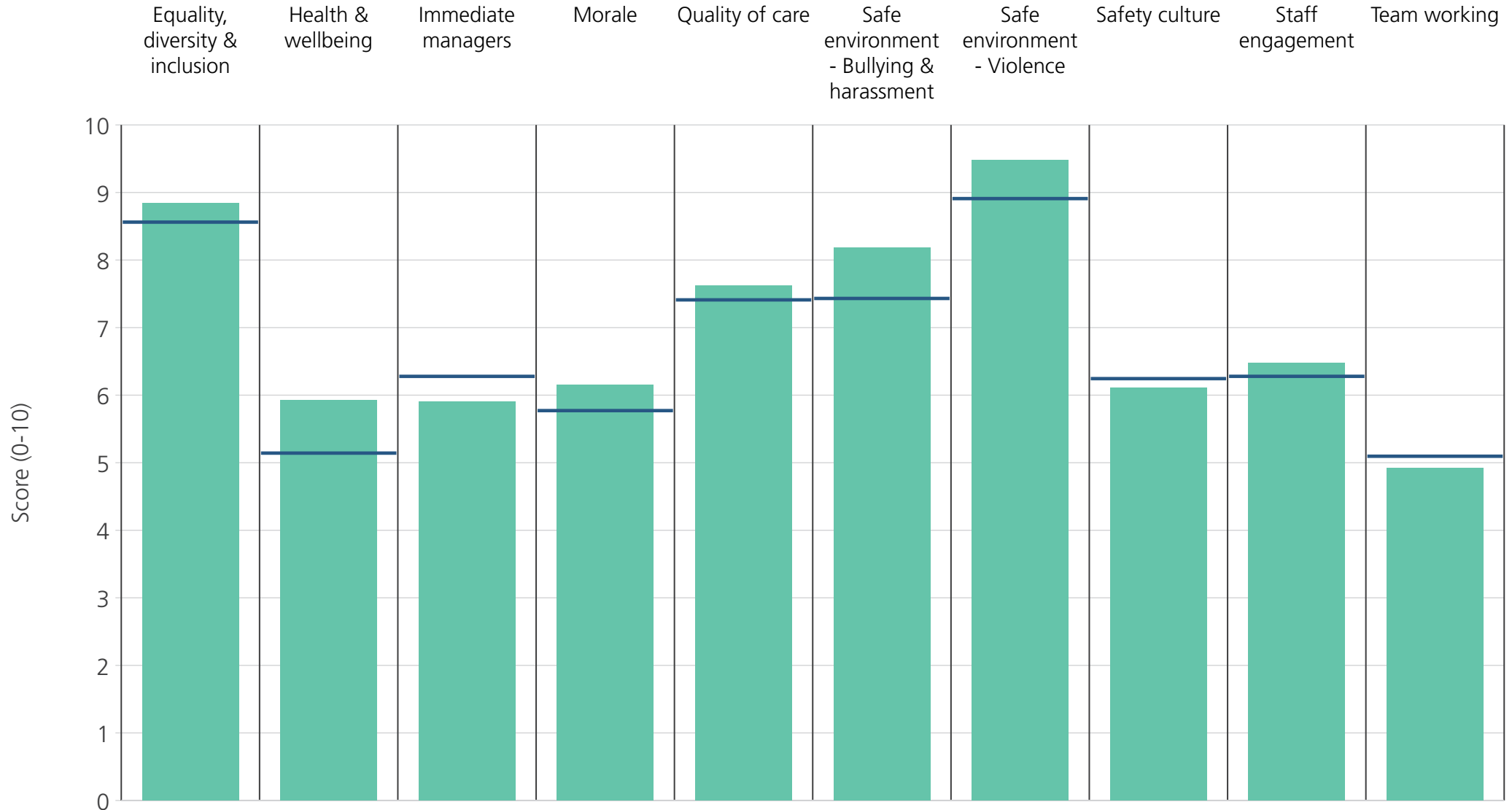


<b>Directorate</b>	9.7	5.8	6.7	6.6	7.3	8.6	9.4	6.7	6.9	6.3
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	12	12	12	12	11	12	12	12	12	12

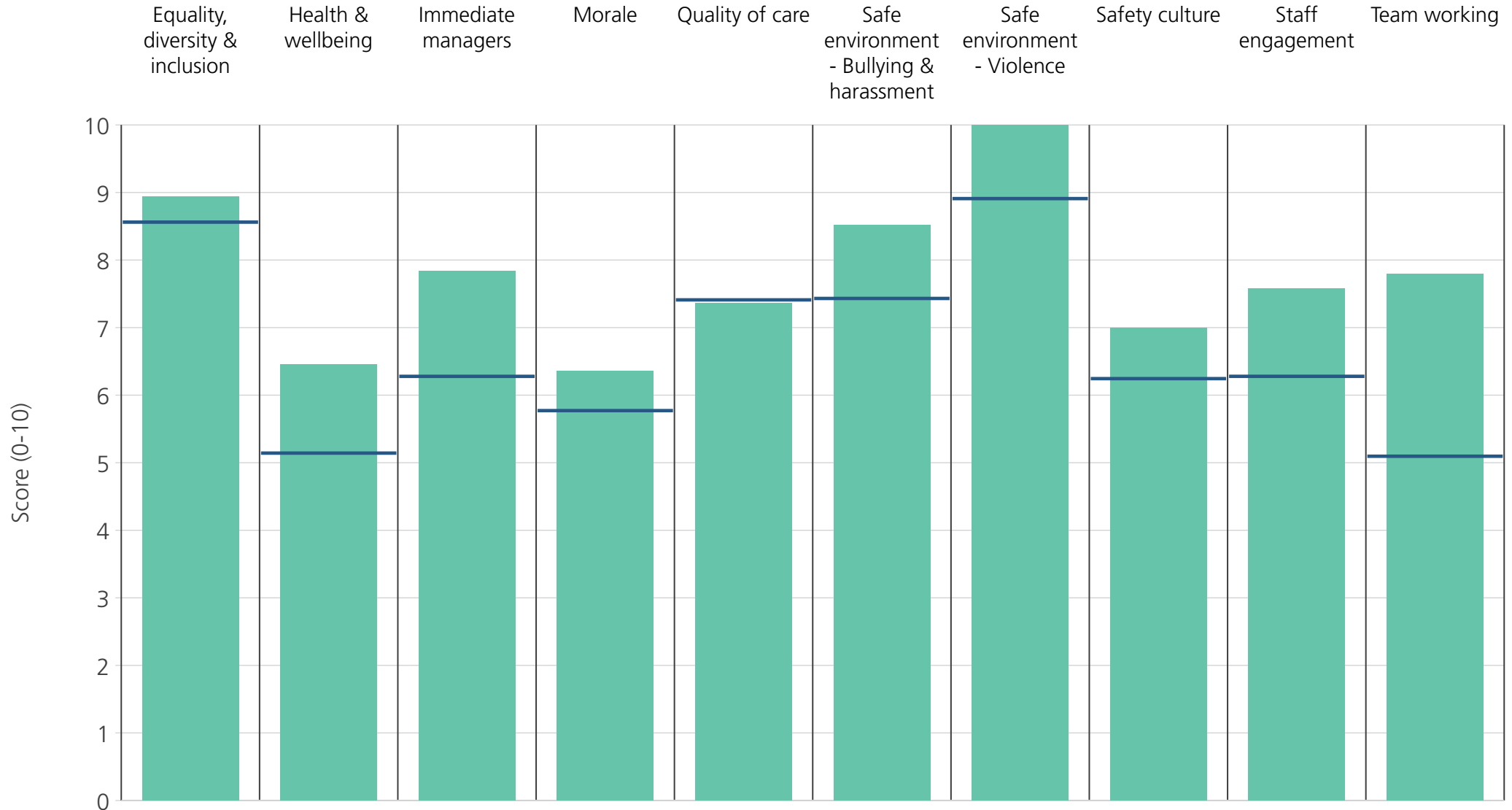




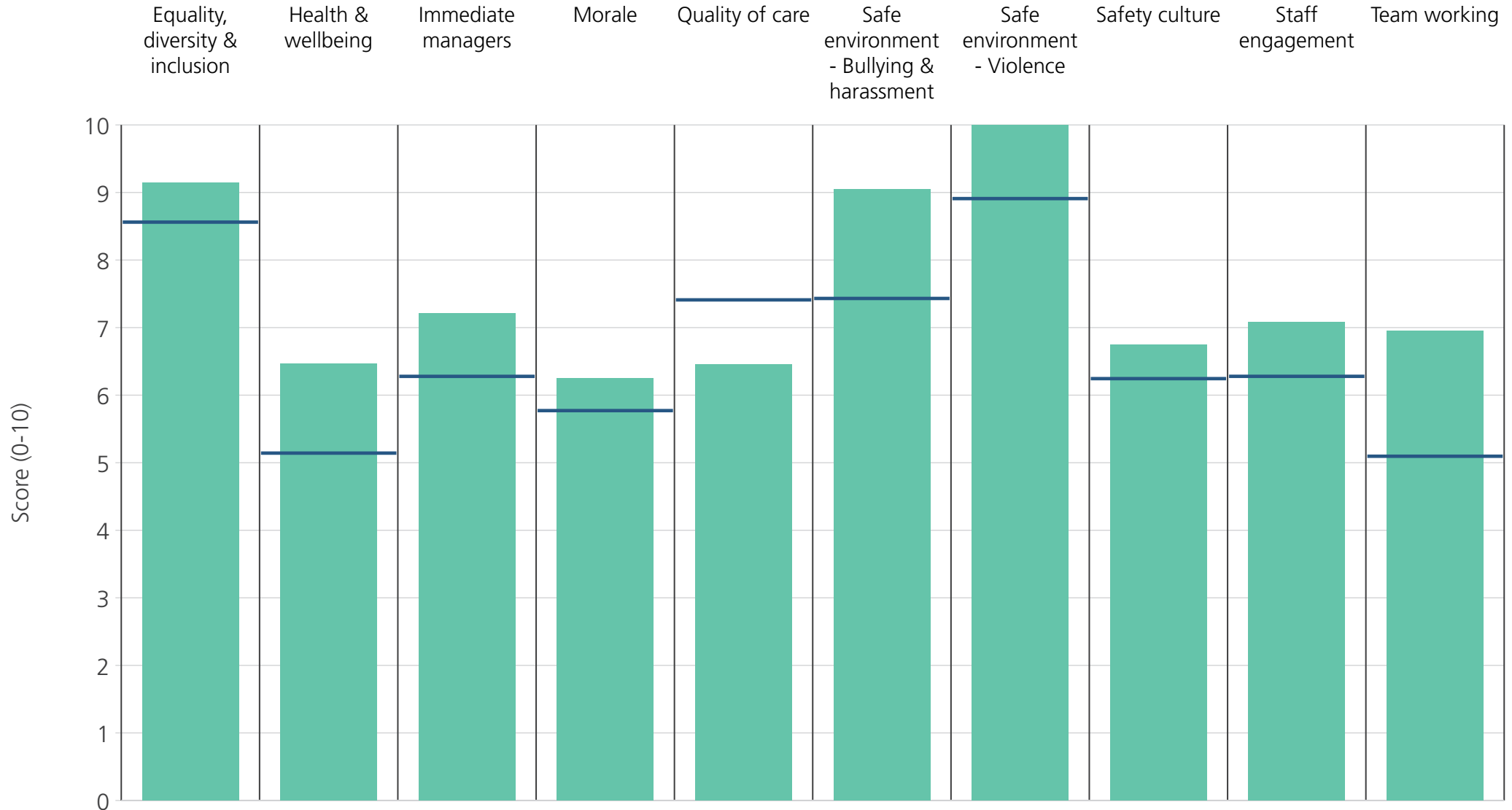
<b>Directorate</b>	8.1	4.4	6.0	5.6	7.6	6.7	8.1	6.0	6.1	4.7
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	1274	1286	1290	1253	1271	1253	1280	1271	1306	1297



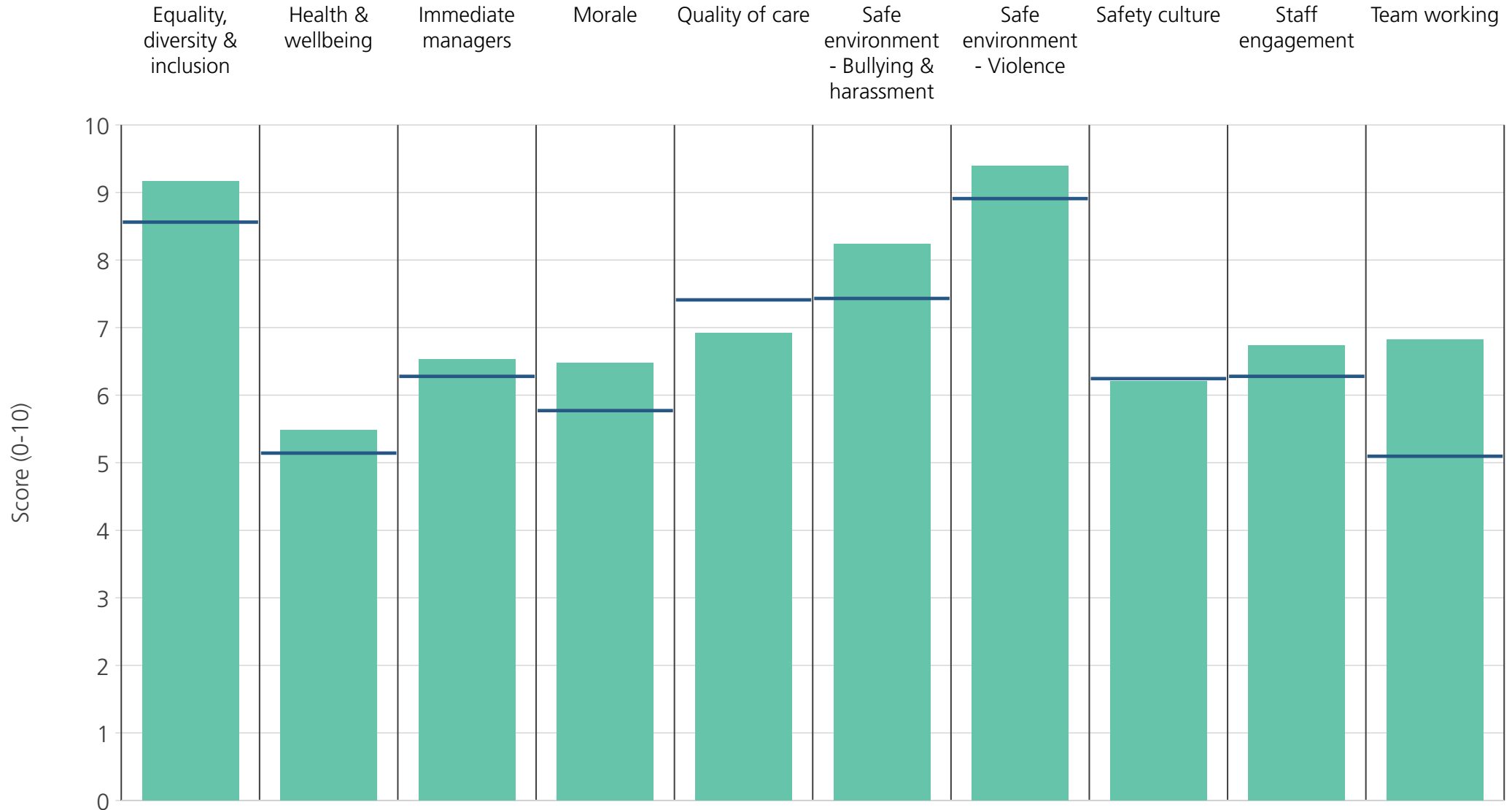
<b>Directorate</b>	8.8	5.9	5.9	6.2	7.6	8.2	9.5	6.1	6.5	4.9
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	289	290	289	282	270	284	290	288	292	287



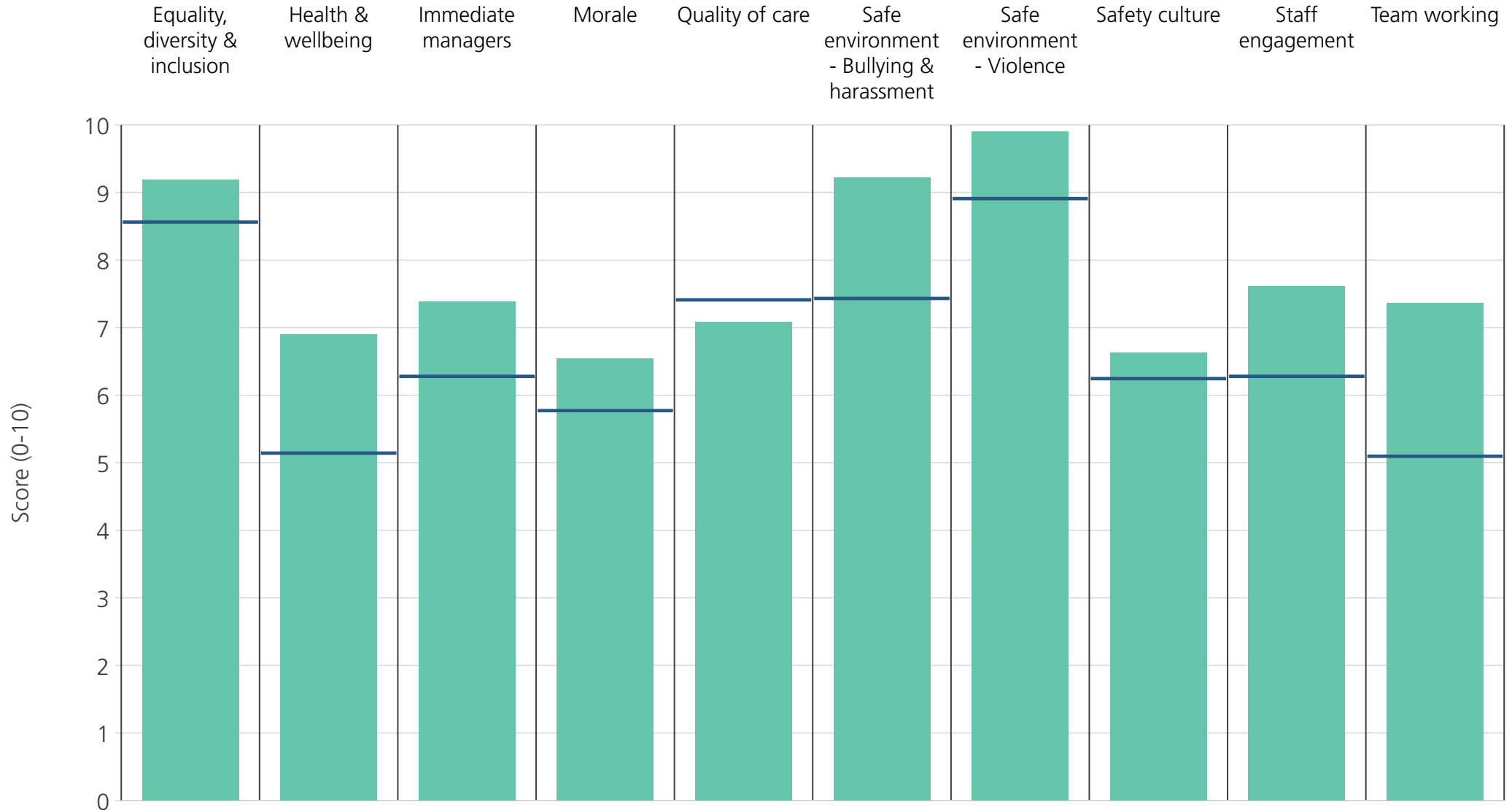
<b>Directorate</b>	8.9	6.5	7.8	6.4	7.4	8.5	10.0	7.0	7.6	7.8
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	47	47	47	47	29	45	47	47	47	47



<b>Directorate</b>	9.1	6.5	7.2	6.3	6.5	9.0	10.0	6.7	7.1	6.9
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	43	43	43	42	24	42	43	41	43	43



<b>Directorate</b>	9.2	5.5	6.5	6.5	6.9	8.2	9.4	6.2	6.7	6.8
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	55	55	55	55	47	53	55	55	56	55



<b>Directorate</b>	9.2	6.9	7.4	6.5	7.1	9.2	9.9	6.6	7.6	7.4
<b>Your org</b>	8.6	5.1	6.3	5.8	7.4	7.4	8.9	6.2	6.3	5.1
<b>Responses</b>	65	65	66	65	30	64	66	66	66	65