

2020 NHS Staff Survey

Ambulance headlines



57%
of people
took part



Engagement Score
6.7/10
Improved from 2019



Survey results are reported through 10 key themes. 8 themes; equality diversity and inclusion, health and wellbeing, morale, quality of care, bullying and harassment, violence, safety culture and staff engagement achieved the national best score and 2 themes; immediate manager and team working have exceeded the average benchmark score when compared with other ambulance trusts.



8 themes achieved the best benchmark when compared to other ambulance trusts

Where we have improved from 2019



I recommend the IOW NHS Trust as a place to work

Up 11%
60%



If a friend or relative needed treatment I would be happy with the standard of care provided here

Up 30%
66%



In the last 3 months, I have not come to work when not feeling well enough to perform duties

Up 15%
60%



The last time I experienced physical violence at work it was reported

Up 27%
70%



The last experience of harassment, bullying or abuse was reported

Up 28%
49%



My organisation treats staff who are involved in an error, near miss or incident fairly

Up 20%
69%

Here are the questions where we have scored above 90%



I feel trusted to do my job



I know how to report unsafe clinical practice



I have not experienced physical violence from managers



I have not experienced physical violence from other colleagues



I have not experienced harassment, bullying or abuse from managers

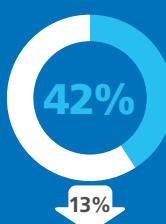


I have not experienced discrimination from patients, service users, their relatives or other members of the public

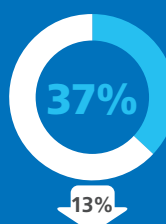


I have not experienced discrimination from my manager, team leader or other colleagues

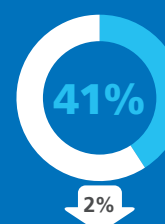
Where we need to improve



I am involved in deciding changes that affect my work



Senior managers try to involve staff in important decisions



My team often meet to discuss the team's effectiveness