

2020 NHS Staff Survey

Community headlines



68%
of people
took part



Engagement Score
7.2/10
Improved from 2019



Survey results are reported through 10 key themes. 9/10 themes have improved from 2019 with 3 being statistically significant; health and wellbeing, quality of care and staff engagement. 5 themes have scored better than the national average compared with other community trusts.

**Where we
have improved
from 2019**



I recommend the
IOW NHS Trust as a
place to work

Up 24%
63%



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

Up 23%
58%



Care of patients and service
users is my organisation's
top priority

Up 13%
75%



I have adequate materials,
supplies and equipment
to do my work

Up 13%
60%



Communication between
senior management and staff
is effective

Up 13%
46%



My team have a set
of shared objectives

Up 13%
82%



I often or always look
forward to going to work

Up 14%
70%



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

Up 17%
56%

**Here are
the questions
where we have
scored above
90%**



I feel trusted
to do my job



I feel my role makes a
difference to patients
and service users



I know how to report
unsafe clinical practice



My organisation encourages
reporting of errors, near
misses and incidents



I have not experienced
physical violence from
other colleagues



I have not experienced
physical violence from
managers

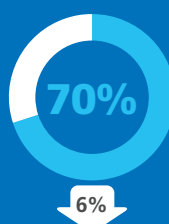


I have not experienced
discrimination from my
manager, team leader
or other colleagues



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

**Where
we need to
improve**



My team often
meet to discuss
the team's
effectiveness



I have personally
experienced physical
violence at work
from patients,
service users, their
relatives or members
of the public



I work additional
unpaid hours per
week over and
above contracted
hours