

### 3.4. Summary of all Key Findings for Cambridgeshire Community Services NHS Trust

#### KEY

✓ Green = Positive finding, e.g. better than average, better than 2016.

! Red = Negative finding, e.g. worse than average, worse than 2016.

'Change since 2016 survey' indicates whether there has been a statistically significant change in the Key Finding since the 2016 survey.

-- No comparison to the 2016 data is possible.

\* For most of the Key Finding scores in this table, the higher the score the better. However, there are some scores for which a high score would represent a negative finding. For these scores, which are marked with an asterisk and in *italics*, the lower the score the better.

	Change since 2016 survey	Ranking, compared with all community trusts in 2017
<b>Appraisals &amp; support for development</b>		
KF11. % appraised in last 12 mths	✓ Increase (better than 16)	• Average
KF12. Quality of appraisals	• No change	✓ Above (better than) average
KF13. Quality of non-mandatory training, learning or development	• No change	✓ Above (better than) average
<b>Equality &amp; diversity</b>		
* <i>KF20. % experiencing discrimination at work in last 12 mths</i>	• No change	✓ Below (better than) average
KF21. % believing the organisation provides equal opportunities for career progression / promotion	• No change	✓ Above (better than) average
<b>Errors &amp; incidents</b>		
* <i>KF28. % witnessing potentially harmful errors, near misses or incidents in last mth</i>	! Increase (worse than 16)	✓ Below (better than) average
KF29. % reporting errors, near misses or incidents witnessed in last mth	• No change	✓ Above (better than) average
KF30. Fairness and effectiveness of procedures for reporting errors, near misses and incidents	✓ Increase (better than 16)	✓ Above (better than) average
KF31. Staff confidence and security in reporting unsafe clinical practice	• No change	✓ Above (better than) average
<b>Health and wellbeing</b>		
* <i>KF17. % feeling unwell due to work related stress in last 12 mths</i>	• No change	✓ Below (better than) average
* <i>KF18. % attending work in last 3 mths despite feeling unwell because they felt pressure</i>	• No change	✓ Below (better than) average
KF19. Org and mgmt interest in and action on health and wellbeing	✓ Increase (better than 16)	✓ Above (better than) average
<b>Working patterns</b>		
KF15. % satisfied with the opportunities for flexible working patterns	• No change	✓ Above (better than) average
* <i>KF16. % working extra hours</i>	• No change	• Average

### 3.4. Summary of all Key Findings for Cambridgeshire Community Services NHS Trust (cont)

	Change since 2016 survey	Ranking, compared with all community trusts in 2017
<b>Job satisfaction</b>		
KF1. Staff recommendation of the organisation as a place to work or receive treatment	✓ Increase (better than 16)	✓ Above (better than) average
KF4. Staff motivation at work	• No change	✓ Above (better than) average
KF7. % able to contribute towards improvements at work	• No change	✓ Above (better than) average
KF8. Staff satisfaction with level of responsibility and involvement	• No change	✓ Above (better than) average
KF9. Effective team working	• No change	✓ Above (better than) average
KF14. Staff satisfaction with resourcing and support	✓ Increase (better than 16)	✓ Above (better than) average
<b>Managers</b>		
KF5. Recognition and value of staff by managers and the organisation	✓ Increase (better than 16)	✓ Above (better than) average
KF6. % reporting good communication between senior management and staff	• No change	✓ Above (better than) average
KF10. Support from immediate managers	✓ Increase (better than 16)	✓ Above (better than) average
<b>Patient care &amp; experience</b>		
KF2. Staff satisfaction with the quality of work and care they are able to deliver	• No change	✓ Above (better than) average
KF3. % agreeing that their role makes a difference to patients / service users	• No change	✓ Above (better than) average
KF32. Effective use of patient / service user feedback	✓ Increase (better than 16)	✓ Above (better than) average
<b>Violence, harassment &amp; bullying</b>		
* KF22. % experiencing physical violence from patients, relatives or the public in last 12 mths	! Increase (worse than 16)	✓ Below (better than) average
* KF23. % experiencing physical violence from staff in last 12 mths	• No change	✓ Below (better than) average
KF24. % reporting most recent experience of violence	• No change	✓ Above (better than) average
* KF25. % experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 mths	• No change	✓ Below (better than) average
* KF26. % experiencing harassment, bullying or abuse from staff in last 12 mths	• No change	✓ Below (better than) average
KF27. % reporting most recent experience of harassment, bullying or abuse	• No change	• Average