NHS Wales Staff Survey 2018

National report

Final 1.0

Contents

1 Foreword

1.1 Cabinet Secretary Foreword

The results of this year's survey show that the experience of NHS staff in Wales is increasingly positive in most areas, which is really encouraging. Scores for the majority of questions have improved, many significantly. The overall engagement index has increased from 3.65 to 3.82, this is great news and indicates that various approaches that have been put in place, in particular motivation and commitment, and employees' well-being and performance are improving in Wales.

More staff than ever before have responded to the 2018 NHS Wales staff survey, and I would like to thank the 25,000 of you who took the time to participate. The high number of participants has given us the most robust data on staff opinion we have ever had. Importantly, this indicates that it is becoming more normal within our systems to give and receive feedback at work.

We know that in order to deliver real change, action taken as a result of the staff survey data, needs to be taken at a local level. This means action within teams, wards, offices and departments, by the people who know what changes need to be made, and how to make them. Our approach this year has been to produce data which can be used locally, which I expect to lead to conversations about the issues that really matter where you work. I know with the right leadership and support, you will use those conversations as a catalyst for positive change and I expect NHS Boards and the Executive team to ensure these discussions take place.

While the majority of scores have improved, I am concerned that this year's survey shows an increase in the number of respondents who have experienced bullying, harassment and abuse in the workplace. This is totally unacceptable. I will be asking the Welsh Partnership Forum to oversee an All Wales approach to understand these results, and importantly, to address them in line with our commitment to the wellbeing of the health and social care workforce in Wales as outlined in 'A Healthier Wales'.

1.2 Welsh Partnership Forum Joint Chairs' Foreword

As co-chairs of the Welsh Partnership Forum we see the national survey of health service staff across Wales as an essential measure of staff engagement, experience and service management. We have been proud to direct the design and delivery of the NHS Wales Staff Survey 2018 and are looking forward to presenting the results. These are the views of you, our staff and members, and what you have to say matters.

Since 2013 we have worked in partnership to design, deliver and co-produce the survey which has enabled Welsh Government, the NHS Wales Trade Unions and NHS Wales Management to ensure that your vital opinions are gathered. Importantly, this allows for us to commit to joint actions to be taken to ensure that the things that matter to you become tangible and positive drivers for change.

It is very encouraging that the overall results of the staff survey this year suggest a positive experience for the majority of you, with the engagement index having seen a further increase from the previous two surveys. It has been important to us that we kept many questions the same as in previous years to allow for comparisons to be made year on year. The responses reflect the experience of staff working across all areas of our Health Boards and Trusts, providing and supporting the care of citizens in Wales. We welcome the general positive shift in most of the questions when compared with 2013 and 2016 results.

Whilst this is very encouraging news we cannot be complacent and will be working together to ensure that the improvement continues in those areas that have seen a positive shift. In addition, some of the results clearly indicate key areas where there is more work to be done to improve the experience of working within NHS Wales. As co-chairs and therefore co-leaders of the Welsh Partnership Forum we are committed to ensuring that this work is prioritised and effectively undertaken. We expect the same level of commitment and determination from our Health Boards and NHS Trusts to work in partnership with local trades unions to determine actions that need to be progressed to respond to their local results. These actions will be embedded within local plans with rigorous monitoring of progress via local partnership arrangements. By working together at both national and local level we expect to see a continuation of the improvement in the next NHS Wales staff survey.

Dr Andrew Goodall
Director General of Health and Social Services/Chief Executive
NHS Wales

Helen Whyley RN MA
Welsh Partnership Forum
Trade union group

Tracy Myhill
Chief Executive
Abertawe Bro Morganwg University Health Board

2 Executive Summary

2.1 Introduction

The 2018 NHS Wales Staff Survey follows on from the 2016 survey and provides a full analysis of workforce engagement and the organisational climate for the NHS Wales workforce, giving an overall assessment of areas that require improvement. The questionnaire this year is largely the same as the 2016 questionnaire, which means that comparisons are possible for most questions; giving the ability to monitor progress since the 2013 and 2016 surveys.

2.2 Methods of Analysis

At a national level, this year's survey results are analysed by showing:

- An overall NHS Wales score for each question, comparing this to the 2013 and 2016 score where possible
- A comparison between the ten organisations within NHS Wales – range of scores – and the overall NHS Wales score

At the local level, the survey results are analysed by showing:

- The percentage of staff who are satisfied in 2018, compared to 2013 and 2016
- The change in score since 2016 (where a comparison is possible)
- A comparison between the organisation score and the overall NHS Wales score
- A comparison between the range of scores for all ten NHS Wales organisations – with the organisation's score to show where the organisation is within the range

This analysis will be applied to all of the evaluative questions within the survey. The charts throughout the report also show where results are statistically significant. This is marked by the symbol "ˢ".

2.3 Staff engagement

The staff engagement scores are also compared between 2013, 2016 and 2018, with this broken down by the three themes making up this score – intrinsic psychological engagement; ability to contribute towards improvements at work; and staff advocacy and recommendation. Further details on the presentation of the engagement score can be found in section 5 of the report.

2.4 Key findings

Scores for the vast majority of questions that are comparable to 2016 have improved, many significantly, and the overall engagement score has increased from 3.65 to 3.82. This continues the strong improvement trajectory from 2013 to 2016.

However, levels of bullying, harassment and abuse appears to have increased – both from patients/service users/members of the public, and from other staff. And there are large numbers of respondents who say they do not think their organisation will take effective action if these incidents are reported.

Apart from this, there are only a few areas where scores have stayed the same or reduced. But despite improvements, there are still areas where scores are low (e.g. on senior managers/the Executive Team, and on work-related stress).

Values

82% say their organisation has a set of values they understand; 81% believe and share in them. 90% know what the NHS Core Principles are (definitely, or to some extent).

Scores for the questions with comparisons to previous years (5, 6, 7, 8) have all improved or stayed the same since 2016. E.g. 66% say they would recommend their organisation as a place to work (compared to 61%); 73% say they would be happy with the standard of care if a friend or relative needed treatment (compared to 68%).

The only exception is whether staff feel their role makes a difference to patients/services users, which has reduced slightly from 88% to 87%.

Team Working

96% of respondents say that they work in a team.

On all of the questions with comparisons to previous years, scores have improved since 2016. E.g. 82% say that team members have a set of shared objectives (compared to 74%); 59% say that team members meet regularly to discuss the team's effectiveness (compared to 56%).

Line Managers

This is one of the biggest sections of the questionnaire, with ten questions overall (eight of them comparable with previous years).

Scores for all of the questions that are comparable with 2016 have improved, many significantly. E.g. 77% (up from 71%) say their line manager makes clear what is expected of them; 65% (up from 53% say their line manager gives them clear feedback on their work.

70% say their line manager takes a positive interest in their health and wellbeing.

72% would often or always say that their line manager is fair.

Senior Managers

The two questions that are comparable with 2016 have improved, but the scores are still low: 42% (up from 35%) say that senior managers lead by example; 32% (up from 29%) say that communication between senior managers and staff is effective.

Only 35% say that senior managers know what it is like to work on the front line.

Executive Team

These are the poorest scores in the survey. All of the questions are new, so there are no comparisons with previous years. 43% say they know who the Executive Team are; 34% say the Executive Team have a clear vision of where the organisation in going; 24% say that the Executive Team will act on the results of this survey.

Communication

The four questions that are comparable with 2016 have all improved. E.g. 66% (up from 58%) say that the organisation provides them with enough information to enable them to do their job well.

This includes the two questions about the Welsh language: 51% (up from 48%) say that the team they work in is able to provide services in Welsh is this is the patient's/service user's preference.

Staff Wellbeing

Question 16 is a new question that asks whether their job gives respondents a sense of certain emotions (e.g. happiness, fulfilment, job satisfaction). The highest scores are for purpose (79%) and achievement (70%); and the lowest for opportunity (52%) and progress (48%).

More staff than in 2016 (64% compared to 57%) say that they have come to work despite not feeling well enough. But this is despite fewer respondents reporting pressure from either their managers (23% compared to 30%) or colleagues (17% compared to 21%) to do this. And there has been an increase in respondents reporting that they have been injured or felt unwell as a result of work related stress (34% compared to 28%).

More staff than in 2016 before say they have experienced harassment, bullying or abuse from members of the public/patients than in 2016 (20% compared to 16%); and 53% say their organisation would take effective action if this happened. More staff than before say they have experience harassment, bullying or abuse from other NHS staff (18% compared to 15%); 94% say they would know how to report it; 53% say their organisation would take effective action as a result; 47% say they organisation would not take effective action as a result.

Resources

50% either agree or strongly agree that they can meet all of the conflicting demands on their time (a significant improvement on 2016's 26%, however, the question wording has changed, so this improvement should be treated with caution).

On all of the other comparable questions, there have been improvements. However, some of these are still low, e.g. 32% (up from 30%) say that there are enough staff in their organisation for them to do their jobs properly.

45% say that they are encouraged to work in a way that protects the environment.

Change in the Organisation

There are seven questions in this section, and all are directly comparable with previous years. Four have improved, and three ("I support the need for change"; "change is well managed"; and "senior managers clearly communicate the reasons for change") have reduced.

Learning and Development

83% say that they had a PADR (up from 74% in 2016, and 55% in 2013). Scores on questions about the quality of the appraisal also showed improvements; and in a new question in 2018, 79% say that the organisational values were discussed as part of their appraisal.

On all but one of the other questions about training and development that are comparable with previous years, there were improvements from 2016.

Diversity

81% say that the people they work with treat them with respect (up from 74% in 2016). 63% say that they feel comfortable challenging disrespectful behaviour in their team.

Other

These three questions have all improved significantly since 2016: 89% (up from 81%) say they always know what their work responsibilities are; 95% (up from 90%) say they are happy to go the extra mile at work when required; 74% (up from 61%) say they are able to make improvements in their area of work.

3 Survey background and methodology

3.1 Introduction

The Welsh Partnership Forum (WPF) is a tripartite group consisting of representatives from the 14 recognised healthcare trade unions in NHS Wales, NHS employers and representatives of the Welsh Government. The purpose of the group is to provide advice, guidance and recommendations regarding policies affecting the NHS Wales workforce.

The staff survey is formally commissioned by the Cabinet Secretary for Health, Wellbeing & Sport and is overseen by the WPF.

Quality Health was recommissioned to undertake the 2018 staff survey across the 10 organisations, as well as the hosted organisations, that comprise NHS Wales in 2018. Quality Health carried out the previous survey in 2016.

The key aim of the project is:

To develop and conduct a staff survey and provide a full analysis of workforce engagement and the organisational climate for the NHS Wales workforce, giving an overall assessment of areas that require improvement.

The project was overseen by a specially convened Project Board which included staff from Welsh Government, Staff Side representatives, NHS Wales organisations and the contractor. NHS Wales seconded a dedicated Project Manager to the project and she worked closely with all parties to ensure timely delivery and a coordinated approach across all of the organisations taking part. The Project Board met on a monthly basis to monitor progress; consider key decisions; and to recommend any adjustments to the programme which were necessary.

3.2 Methodology

There were some important changes to the methodology in this year's survey. Firstly, following the 2016 survey which was sent to a 50% sample of eligible staff, it was agreed that this year's survey would be sent to a full census – 100% - of all eligible staff.

Secondly, the log in process was changed this year. Previously, staff received an email which gave them a unique password. As each member of staff currently has a unique number which is assigned to them – their payroll number – the Project Board agreed that this would be used as the unique identifier for those completing the survey. This way, the survey could be more creatively promoted through social media links and through ESR. Staff could click on any of the links they saw, to access the survey, rather than solely relying on receiving an email from Quality Health.

Organisations were able to provide lists of staff who were required to receive a paper copy of the questionnaire, as well as paper reminders. The percentage of paper surveys produced this year was significantly lower than the previous year. (The 2016 survey saw 71% electronic, 29% paper copies; while the 2018 survey saw 88% electronic, 12% paper).

3.3 The questionnaire

Following feedback on the previous survey, there was some desire to shorten the questionnaire this time around and to remove some of the questions which were repetitive or not useful.

The questionnaire was thoroughly reviewed by the Project Board and there were amendments to some of questions agreed as follows:

- 77 questions and sub-questions remained unchanged
- 2 questions were amended but were agreed to be comparable

- There were 33 new questions or sub questions added

79 questions or sub questions from the 2018 survey remain comparable with 2016.

3.4 Send out and timing of the survey

The Project Board agreed a send out timetable which aimed to maximise the fieldwork period in order that the highest response rate possible was achieved. In another change to the 2016 arrangements, the send out took place before the summer holiday period. Therefore, initially, a six week fieldwork period was agreed as follows:

- First send out – 11 June 2018
- First reminder – 25 June 2018
- Final reminder – 9 July 2018
- Fieldwork closes – 22 July 2018

Reminders were only sent to those members of staff who had not yet responded to the survey.

Staff who received an electronic survey were contacted by email and then followed a link to the online survey which was accessed using their payroll number as a unique identifier. Staff were able to complete the survey in part, log out, and then re-login to complete the survey. Reminder emails were sent to all those who had not submitted a completed a survey. Through the fieldwork period, staff could also access the survey through the link being promoted on social media and on ESR.

Postal recipients received their surveys via the internal post of their respective organisations. Again, only those who had not returned a completed survey were sent a reminder. The first reminder was a standalone letter; with the second, final reminder containing another printed copy of the questionnaire, some organisations chose not to send the second paper reminder due to the logistics of posting the surveys to home addresses in a timely manner.

The Project Board closely monitored the response rates in each organisation as the fieldwork period passed. Following the Project Board meeting on the 17 July 2018, it was agreed that the fieldwork period would be extended by a further two weeks and brought the length of the fieldwork to eight weeks. The 2016 survey was open for a total of 10 weeks. The Board agreed that further time would allow for a greater number of responses to be collected, and would result in ultimately more robust data.

The additional fieldwork therefore looked like this:

- Additional electronic reminder sent – 23 July 2018
- Final electronic reminder sent – 1 August 2018
- Fieldwork closes – 5 August 2018

4 Response Rates

25,521 staff completed and returned the questionnaire, a response rate overall of 29%. This makes the 2018 survey the biggest collection of opinion of the NHS workforce in Wales that has ever been gathered. The last full census survey in 2013 had a 27% response rate (22,392 responses); there was a 38% response rate (17,306 responses) from the fifty percent sample in 2016.

From a statistical viewpoint, the dataset is extremely robust with these high numbers (as a comparison, the equivalent survey in England requires only 1,250 staff in most organisations to be surveyed, with a response rate of around 50%). It will allow a much more detailed breakdown of data within individual organisations than in 2016: the actual number of respondents has increased by approximately 50%.

4.1 Response Rate Table

Organisation	Send Out	Total Sent	Completed	Blank	Ineligible	Refused	Non Returned	Response
Betsi Cadwaladr University Local Health Board	All	17,730	5,276	11	581	14	11,848	31%
	Online	15,325	4,699	7	411	14	10,194	32%
	Paper	2,405	577	4	170	0	1,654	26%
Hywel Dda Local Health Board	All	9,484	2,401	9	320	0	6,754	26%
	Online	8,044	2,040	6	136	0	5,862	26%
	Paper	1,440	361	3	184	0	892	29%
Abertawe Bro Morgannwg University Local Health Board	All	15,966	4,086	8	793	0	11,079	27%
	Online	13,665	3,706	8	485	0	9,466	28%
	Paper	2,301	380	0	308	0	1,613	19%
Cardiff and Vale University Local Health Board	All	14,482	3,382	4	43	1	11,052	23%
	Online	13,078	3,154	4	0	1	9,919	24%
	Paper	1,404	228	0	43	0	1,133	17%
Cwm Taf University Health Board	All	8,208	1,747	5	360	0	6,096	22%
	Online	7,649	1,644	4	305	0	5,696	22%
	Paper	559	103	1	55	0	400	20%
Aneurin Bevan Local Health Board	All	13,057	3,165	8	2	0	9,882	24%
	Online	11,877	2,926	8	2	0	8,941	25%
	Paper	1,180	239	0	0	0	941	20%
Powys Teaching Local Health Board	All	2,123	1,029	3	67	0	1,024	50%
	Online	2,046	996	3	44	0	1,003	50%
	Paper	77	33	0	23	0	21	61%
Velindre NHS Trust	All	1,369	698	2	24	0	645	52%
	Online	957	521	1	15	0	420	55%
	Paper	412	177	1	9	0	225	44%
Welsh Ambulance Service NHS Trust	All	3,277	1,335	4	97	0	1,841	42%
	Online	2,524	1,095	2	31	0	1,396	44%
	Paper	753	240	2	66	0	445	35%
Public Health Wales NHS Trust	All	1,738	961	3	28	0	746	56%
	Online	1,662	931	3	26	0	702	57%
	Paper	76	30	0	2	0	44	41%
Shared Services Partnership	All	2,075	1,099	2	115	0	859	56%
	Online	1,659	966	0	93	0	600	62%
	Paper	416	133	2	22	0	259	34%
NHS Wales Informatics Service	All	616	342	1	1	0	272	56%
	Online	616	342	1	1	0	272	56%
	Paper	0	0	0	0	0	0	N/A
All Wales	All	90,125	25,521	60	2,431	15	62,098	29%
	Online	79,102	23,020	47	1,549	15	54,471	30%
	Paper	11,023	2,501	13	882	0	7,627	25%

4.2 Response Rate Charts

Betsi Cadwaladr University Local Health Board	Paper	26%
	Online	32%
	All	31%
Hywel Dda Local Health Board	Paper	29%
	Online	26%
	All	26%
Abertawe Bro Morgannwg University Local Health Board	Paper	19%
	Online	28%
	All	27%
Cardiff and Vale University Local Health Board	Paper	17%
	Online	24%
	All	23%
Cwm Taf University Health Board	Paper	20%
	Online	22%
	All	22%
Aneurin Bevan Local Health Board	Paper	20%
	Online	25%
	All	24%
Powys Teaching Local Health Board	Paper	61%
	Online	50%
	All	50%
Velindre NHS Trust	Paper	44%
	Online	55%
	All	52%
Welsh Ambulance Service NHS Trust	Paper	35%
	Online	44%
	All	42%
Public Health Wales NHS Trust	Paper	41%
	Online	57%
	All	56%
Shared Services Partnership	Paper	34%
	Online	62%
	All	56%
NHS Wales Informatics Service	Paper	N/A
	Online	56%
	All	56%
All Wales	Paper	25%
	Online	30%
	All	29%

5 Overall job satisfaction and engagement

5.1 Methodology

The table below details the methodology used for presenting scale scores out of 5, with 5 being the most positive for the staff engagement index. This uses the same seven questions to arrive at the three theme level scores and calculate an overall engagement index score as follows:

Theme	Questions	Recoding (where appropriate)	Denominator/ base calculation	Numerator/score calculation
Intrinsic psychological engagement	I look forward to going to work	5-point scale response options coded as worst=1, best =5	Those who answered at least two of the three questions	The mean of the scores for each question (worst =1 best =5)
	I'm enthusiastic about my job			
	I am happy to go the extra mile at work when required			
Ability to contribute towards improvements at work	I am able to make improvements in my area of work	5-point scale response options coded as worst=1, best =5	Those who answered either/both of the questions	The mean of the scores for each question (worst =1 best =5)
	I am involved in deciding on the changes that affect my work/area/team/department			
Staff advocacy and recommendation	I would recommend my organisation as a place to work	5-point scale response options coded as worst=1, best =5	Those who answered either/both of the questions	The mean of the scores for each question (worst =1 best =5)
	I am proud to tell people I work for my organisation			

An average of the 3 theme level scores is than calculated to arrive at the overall engagement index score.

5.2 Engagement Index Summary

The overall Engagement Index for NHS Wales has increased from 3.65 in 2016, to 3.82 in 2018. Within this, each individual organisation has also improved. Organisational scores range from WAST at 3.65 (was 3.34), to Velindre at 4.00 (was 3.75).

Theme	NHS Wales		
	2018	**2016**	**2013**
Intrinsic psychological engagement	4.02	3.91	3.80
Ability to contribute towards improvements at work	3.65	3.35	3.14
Staff advocacy and recommendation	3.79	3.68	3.37
OVERALL ENGAGEMENT INDEX SCORE:	**3.82**	**3.65**	**3.43**

6 Results by section

6.1 Reading the Charts

There are two types of charts used in the report to show results for evaluative questions. The notes below explain how to read each type of chart.

6.2 Rated Results

For each question displayed the number of responses upon which the percentages are based is displayed in the first column. The second column shows the number of non-respondents for the question.

Each chart represents the range of responses to an evaluative question. Colour coding is applied to denote the degree of positivity associated with each response option ranging from dark red for the most negative to dark green for the most positive. The number of coloured segments is dependent on the number of evaluative responses for each question. Non-specific responses such as 'Not applicable' are excluded from the scoring and charting.

The scores from both 2013 and 2016 are displayed underneath the scores for 2018. The scores for 2018 have been highlighted in grey. For all questions, a positive measure is taken. However, for a small number of questions, where the question is phrased negatively, a positive response is not the preferred response. For example:

"Have you felt pressure from your manager to come to work?".

These negative questions are highlighted with a shaded background.

The change from 2018 to 2016 and 2016 to 2013 is displayed to the right of these scores. Changes over time which are statistically significant are annotated with an "S" and colour coded either red or green dependent on the direction of movement.

Please note that there may be some changes from 2016 and 2013 which display as either "+0%" or "-0%". These represent small positive or negative variances which round to 0% when no decimal places are displayed.

6.3 Variation Charts

These charts show how the overall NHS Wales 2018 score compares to the range of scores from all organisations.

The grey bar shows the range of 2018 scores from all organisations, with the beginning of the grey bar being the lowest scoring organisation and the end of the grey bar being the highest scoring organisation. The vertical blue bar shows the overall NHS Wales score for 2018.

As with the rated results charts, any questions where a negative measure is taken is highlighted with a red border and a shaded background.

The 2018 overall NHS Wales score is shown to the right of the chart.

7 Values

82% say their organisation has a set of values they understand; 81% believe and share in them. 90% know what the NHS Core Principles are (definitely, or to some extent).

Scores for the questions with comparisons to previous years (5, 6, 7, 8) have all improved or stayed the same since 2016. E.g. 66% say they would recommend their organisation as a place to work (compared to 61%); 73% say they would be happy with the standard of care if a friend or relative needed treatment (compared to 68%).

The only exception is whether staff feel their role makes a difference to patients/services users, which has reduced slightly from 88% to 87%.

7.1 Values - Rated Results

My organisation has a clear set of values which I understand.

Year	No of responses	Non Responses		% Positive responses	Change from previous
2018	**23,238**	**2,283**	28% / 54% / 12%	**82%**	
2016	--	-	No comparable data to previous years	-	-
2013	--	-	No comparable data to previous years	-	-

■Strongly agree ■Agree ■Neither agree nor disagree ■Disagree ■Strongly disagree

I believe and share in my organisation's values.

Year	No of responses	Non Responses		% Positive responses	Change from previous
2018	**22,993**	**2,528**	32% / 49% / 14%	**82%**	
2016	---	-	No comparable data to previous years	--	-
2013	--	-	No comparable data to previous years	--	-

■Strongly agree ■Agree ■Neither agree nor disagree ■Disagree ■Strongly disagree

Do you know what the NHS Core Principles are?

Year	No of responses	Non Responses		% Positive responses	Change from previous
2018	**23,158**	**2,363**	33% / 57% / 10%	**90%**	
2016	-	-	No comparable data to previous years	-	-
2013	-	-	No comparable data to previous years	-	-

■Yes, definitely ■Yes, to some extent ■No

I look forward to going to work.

Year	No of responses	Non Responses		% Positive responses	Change from previous
2018	**23,222**	**2,299**	16% / 44% / 29% / 9%	**60%**	
2016	17,170	136	14% / 42% / 31% / 11%	56%	+4% [s]
2013	22,286	106	12% / 38% / 34% / 13%	50%	+6% [s]

■Always ■Often ■Sometimes ■Rarely ■Never

7.1 Values - Rated Results (continued)

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I'm enthusiastic about my job.	**2018**	**23,071**	**2,450**	34%	39%	21%			**73%**	
										+5% ˢ
	2016	16,680	626	29%	39%	24%			68%	
										+6% ˢ
	2013	21,585	807	26%	37%	28%	8%		63%	

■ Always ■ Often ■ Sometimes ■ Rarely ■ Never

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I would recommend my organisation as a place to work.	**2018**	**23,257**	**2,264**	20%	46%	19%	11%		**66%**	
										+5% ˢ
	2016	16,277	1,029	19%	42%	22%	12%		61%	
										+13% ˢ
	2013	22,189	203	11%	37%	28%	16%	8%	48%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation.	**2018**	**23,189**	**2,332**	21%	52%	18%	7%		**73%**	
										+5% ˢ
	2016	16,183	1,123	21%	47%	22%	8%		68%	
										+16% ˢ
	2013	22,152	240	11%	42%	29%	14%		53%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

7.1 Values - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
I am proud to tell people I work for my organisation.	**2018**	**23,229**	**2,292**	29% / 44% / 20%	**72%**	
						+7% [s]
	2016	16,265	1,041	25% / 41% / 24% / 7%	65%	
						+14% [s]
	2013	22,193	199	14% / 37% / 34% / 11%	51%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Care of patients / service users is my organisation's top priority.	**2018**	**23,130**	**2,391**	32% / 43% / 14% / 9%	**75%**	
						-0%
	2016	16,161	1,145	32% / 43% / 16% / 7%	75%	
						+15% [s]
	2013	21,590	802	21% / 38% / 21% / 14%	59%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
I feel that my role makes a difference to patients / service users.	**2018**	**23,255**	**2,266**	40% / 47% / 9%	**87%**	
						-1% [s]
	2016	17,192	114	40% / 48% / 9%	88%	
						+6% [s]
	2013	22,241	151	34% / 49% / 12%	83%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

7.2 Values - Variation Charts

Scored %

Question	Scored %	NHS Wales
My organisation has a clear set of values which I understand.		82%
I believe and share in my organisation's values.		82%
Do you know what the NHS Core Principles are?		90%
I look forward to going to work.		60%
I'm enthusiastic about my job.		73%
I would recommend my organisation as a place to work.		66%
If a friend or relative needed treatment, I would be happy with the standard of care provided by this organisation.		73%
I am proud to tell people I work for my organisation.		72%
Care of patients / service users is my organisation's top priority.		75%
I feel that my role makes a difference to patients / service users.		87%

■ Range of Scores   ■ NHS Wales

8 Team Working

96% of respondents say that they work in a team.

On all of the questions with comparisons to previous years, scores have improved since 2016. E.g. 82% say that team members have a set of shared objectives (compared to 74%); 59% say that team members meet regularly to discuss the team's effectiveness (compared to 56%).

8.1 Team Working – Rated Results

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members have a set of shared objectives.	**2018**	**24,184**	**1,337**	27% / 55% / 10%	**83%**	
						+8% ˢ
	2016	15,490	1,816	21% / 53% / 15% / 8%	75%	
						+5% ˢ
	2013	20,326	2,066	16% / 53% / 18% / 10%	69%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members trust each other.	**2018**	**24,189**	**1,332**	28% / 46% / 14% / 9%	**74%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members trust each other's contributions.	**2018**	**24,140**	**1,381**	26% / 48% / 16% / 9%	**74%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members take time out to reflect and learn.	**2018**	**24,134**	**1,387**	18% / 42% / 22% / 15%	**60%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

8.1 Team Working – Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members often meet to discuss the team's effectiveness.	**2018**	**24,114**	**1,407**	20% / 39% / 17% / 18%	**59%**	
						+2% s
	2016	15,490	1,816	18% / 38% / 18% / 18% / 8%	56%	
						+6% s
	2013	20,325	2,067	13% / 37% / 19% / 21% / 10%	51%	

■ Strongly agree　■ Agree　■ Neither agree nor disagree　■ Disagree　■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members have to communicate closely with each other to achieve the team's objectives.	**2018**	**24,135**	**1,386**	34% / 50% / 10%	**84%**	
						+7% s
	2016	15,478	1,828	29% / 48% / 14%	77%	
						+3% s
	2013	20,316	2,076	24% / 50% / 16% / 7%	74%	

■ Strongly agree　■ Agree　■ Neither agree nor disagree　■ Disagree　■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Team members work well with people in other teams.	**2018**	**24,150**	**1,371**	25% / 50% / 17%	**75%**	
						-
	2016	-	-	No comparable data to previous years	-	
						-
	2013	-	-	No comparable data to previous years	-	

■ Strongly agree　■ Agree　■ Neither agree nor disagree　■ Disagree　■ Strongly disagree

8.2 Team Working - Variation Charts

Scored %

	NHS Wales
Team members have a set of shared objectives.	83%
Team members trust each other.	74%
Team members trust each other's contributions.	74%
Team members take time out to reflect and learn.	60%
Team members often meet to discuss the team's effectiveness.	59%
Team members have to communicate closely with each other to achieve the team's objectives.	84%
Team members work well with people in other teams.	75%

Range of Scores   NHS Wales

9 Line Managers

This is one of the biggest sections of the questionnaire, with ten questions overall (eight of them comparable with previous years).

Scores for all of the questions that are comparable with 2016 have improved, many significantly. E.g. 77% (up from 71%) say their line manager makes clear what is expected of them; 65% (up from 53% say their line manager gives them clear feedback on their work.

70% say their line manager takes a positive interest in their health and wellbeing.

72% would often or always say that their line manager is fair.

9.1 Line Managers - Rated Results

I can approach my line manager to talk openly about flexible working.

Year	No of responses	Non Responses	Ratings	% Positive responses	Change from previous
2018	**25,196**	**325**	40% / 36% / 12% / 8%	**76%**	
					+8% s
2016	16,834	472	30% / 37% / 17% / 9%	68%	
					+7% s
2013	22,156	236	23% / 38% / 19% / 12% / 8%	61%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

My line manager makes clear what is expected of me.

Year	No of responses	Non Responses	Ratings	% Positive responses	Change from previous
2018	**25,191**	**330**	35% / 42% / 13% / 7%	**77%**	
					+6% s
2016	16,756	550	30% / 41% / 19% / 7%	71%	
					+9% s
2013	22,138	254	22% / 40% / 23% / 10%	62%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

My line manager gives me clear feedback on my work.

Year	No of responses	Non Responses	Ratings	% Positive responses	Change from previous
2018	**25,147**	**374**	31% / 34% / 18% / 12%	**65%**	
					+12% s
2016	16,701	605	22% / 31% / 26% / 14% / 7%	53%	
					+9% s
2013	22,137	255	16% / 28% / 28% / 18% / 10%	44%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

My line manager takes a positive interest in my health and wellbeing.

Year	No of responses	Non Responses	Ratings	% Positive responses	Change from previous
2018	**25,183**	**338**	37% / 33% / 17% / 8%	**70%**	
					-
2016	-	-	No comparable data to previous years	-	
					-
2013	-	-	No comparable data to previous years	-	

9.1 Line Managers - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
My line manager appreciates the pressure I come under in my job.	**2018**	**25,160**	**361**	34% / 34% / 16% / 10%	**68%**	
						+4% ˢ
	2016	16,770	536	29% / 36% / 20% / 10%	64%	
						+7% ˢ
	2013	22,151	241	22% / 36% / 21% / 13% / 7%	58%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
My line manager is supportive in a personal crisis.	**2018**	**25,140**	**381**	45% / 33% / 15%	**78%**	
						+2% ˢ
	2016	16,715	591	42% / 33% / 17%	76%	
						+4% ˢ
	2013	22,128	264	35% / 36% / 18%	71%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
How satisfied are you with the support you get from your immediate manager?	**2018**	**25,031**	**490**	33% / 37% / 17% / 8%	**71%**	
						+3% ˢ
	2016	17,108	198	34% / 33% / 15% / 10% / 7%	67%	
						+6% ˢ
	2013	22,232	160	28% / 33% / 16% / 13% / 9%	61%	

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied

	Year	No of responses	Non Responses		% Positive responses	Change from previous
How often would you say your line manager shows genuine care and concerns for employees?	**2018**	**25,173**	**348**	35% / 34% / 22% / 7%	**68%**	
						+6% ˢ
	2016	16,758	548	31% / 31% / 23% / 9%	62%	
						+7% ˢ
	2013	22,146	246	25% / 30% / 27% / 11% / 7%	55%	

■ Always ■ Often ■ Sometimes ■ Rarely ■ Never

26

9.1 Line Managers - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
How often would you say your line manager is fair?	**2018**	**24,985**	**536**	38% / 34% / 21%	**72%**	-
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	

■ Always ■ Often ■ Sometimes ■ Rarely ■ Never

	Year	No of responses	Non Responses		% Positive responses	Change from previous
How often would you say your line manager demonstrates a positive approach to work and leads by example?	**2018**	**25,095**	**426**	38% / 31% / 19% / 8%	**69%**	+9% ˢ
	2016	16,696	610	29% / 31% / 23% / 10% / 7%	60%	+8% ˢ
	2013	22,102	290	22% / 30% / 27% / 13% / 8%	52%	

■ Always ■ Often ■ Sometimes ■ Rarely ■ Never

9.2 Line Managers - Variation Charts

Scored %

NHS Wales ▬

Question	Range of Scores / NHS Wales	NHS Wales
I can approach my line manager to talk openly about flexible working.		76%
My line manager makes clear what is expected of me.		77%
My line manager gives me clear feedback on my work.		65%
My line manager takes a positive interest in my health and wellbeing.		70%
My line manager appreciates the pressure I come under in my job.		68%
My line manager is supportive in a personal crisis.		78%
How satisfied are you with the support you get from your immediate manager?		71%
How often would you say your line manager shows genuine care and concerns for employees?		68%
How often would you say your line manager is fair?		72%
How often would you say your line manager demonstrates a positive approach to work and leads by example?		69%

Scale: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Range of Scores　　■ NHS Wales

10 Senior Managers

The two questions that are comparable with 2016 have improved, but the scores are still low: 42% (up from 35%) say that senior managers lead by example; 32% (up from 29%) say that communication between senior managers and staff is effective.

Only 35% say that senior managers know what it is like to work on the front line.

10.1 Senior Managers - Rated Results

Senior managers lead by example.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**25,055**	**466**	11%	31%	34%	16%	8%	**42%**	+7% s
2016	16,480	826	10%	25%	40%	17%	9%	35%	+9% s
2013	22,097	295		20%	39%	22%	14%	26%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Senior managers understand what it is like to work on the front line.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**25,053**	**468**	9%	26%	28%	23%	14%	**35%**	-
2016	-	-	No comparable data to previous years					-	-
2013	-	-	No comparable data to previous years					-	

Communication between senior managers and staff is effective.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**25,060**	**461**	8%	24%	29%	24%	15%	**32%**	+3% s
2016	16,702	604	7%	22%	32%	25%	14%	29%	+7% s
2013	22,137	255		17%	29%	28%	22%	22%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

10.2 Senior Managers - Variation Charts

Scored %

	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	NHS Wales
Senior managers lead by example.		42%
Senior managers understand what it is like to work on the front line.		35%
Communication between senior managers and staff is effective.		32%

■ Range of Scores   ■ NHS Wales

31
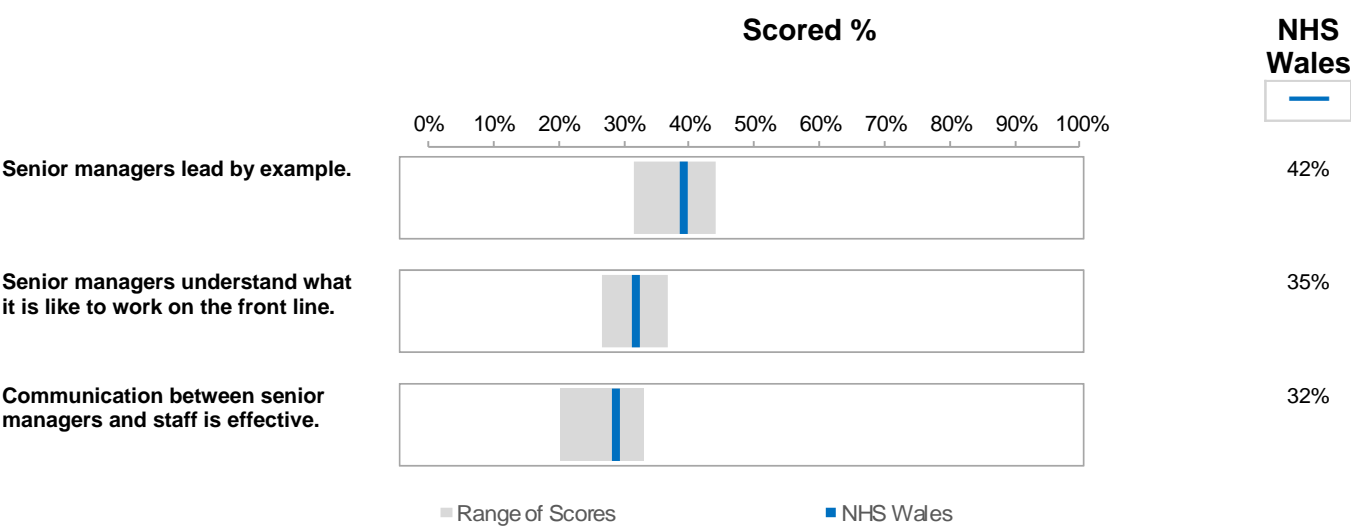
11 Executive Team

These are the poorest scores in the survey. All of the questions are new, so there are no comparisons with previous years. 43% say they know who the Executive Team are; 34% say the Executive Team have a clear vision of where the organisation in going; 24% say that the Executive Team will act on the results of this survey.

11.1   Executive Team - Rated Results

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I know who the Executive Team are.	**2018**	**24,780**	**741**	11%	32%	20%	26%	11%	**43%**	
										-
	2016	-	-	No comparable data to previous years					-	
										-
	2013	-	-	No comparable data to previous years					-	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
The Executive Team have a clear vision of where the organisation is going	**2018**	**24,670**	**851**	7%	27%	47%	13%	7%	**34%**	
										-
	2016	-	-	No comparable data to previous years					-	
										-
	2013	-	-	No comparable data to previous years					-	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
The Executive Team will act on the results of this survey.	**2018**	**24,673**	**848**		19%	46%	17%	13%	**24%**	
										-
	2016	-	-	No comparable data to previous years					-	
										-
	2013	-	-	No comparable data to previous years					-	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

11.2   Executive Team - Variation Charts

	Scored %	NHS Wales
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
I know who the Executive Team are.		43%
The Executive Team have a clear vision of where the organisation is going.		34%
The Executive Team will act on the results of this survey.		24%

■ Range of Scores   ■ NHS Wales
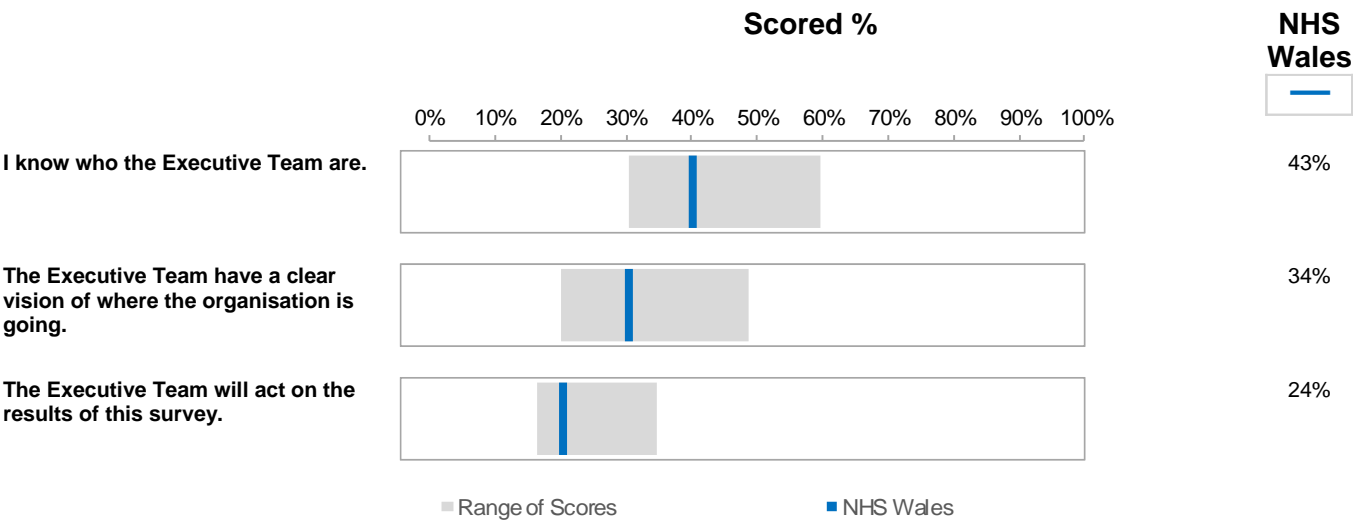
12 Communication

The four questions that are comparable with 2016 have all improved. E.g. 66% (up from 58%) say that the organisation provides them with enough information to enable them to do their job well.

This includes the two questions about the Welsh language: 51% (up from 48%) say that the team they work in is able to provide services in Welsh is this is the patient's/service user's preference.

12.1 Communication - Rated Results

	Year	No of responses	Non Responses		% Positive responses	Change from previous
The organisation provides me with enough information to enable me to do my job well.	**2018**	**25,083**	**438**	12% / 54% / 22% / 10%	**65%**	
						+7% ˢ
	2016	16,478	828	10% / 48% / 27% / 11%	59%	
						+10% ˢ
	2013	22,163	229	7% / 42% / 31% / 15%	49%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
The organisation provides me with information at the right time.	**2018**	**25,016**	**505**	8% / 40% / 33% / 16%	**48%**	
						-
	2016	-	-	No comparable data to previous years	-	
						-
	2013	-	-	No comparable data to previous years	-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
On the whole, the different parts of the organisation which relate to my role, communicate effectively with each other.	**2018**	**24,974**	**547**	7% / 41% / 27% / 19%	**48%**	
						-
	2016	-	-	No comparable data to previous years	-	
						-
	2013	-	-	No comparable data to previous years	-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

36

12.1 Communication - Rated Results (continued)

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I am aware of the organisation's long term goals.	**2018**	**24,937**	**584**	10%	44%	27%	15%		**54%**	
										+3% s
	2016	16,440	866	10%	40%	27%	17%		50%	
										+9% s
	2013	22,145	247	7%	35%	28%	21%	9%	42%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I / the team I work in is able to provide services in Welsh when this is the preference of the service user.	**2018**	**24,914**	**607**	13%	38%	22%	18%	8%	**51%**	
										+3% s
	2016	16,353	953	12%	36%	24%	19%	9%	48%	
										+7% s
	2013	22,089	303	9%	32%	24%	22%	13%	41%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I / the team I work in understand how to obtain support for meeting language needs of service users.	**2018**	**24,956**	**565**	15%	50%	22%	10%		**65%**	
										+4% s
	2016	16,351	955	14%	47%	24%	10%		61%	
										+8% s
	2013	22,088	304	9%	44%	26%	14%	7%	53%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

12.2   Communication - Variation Charts

Question	Scored %	NHS Wales
The organisation provides me with enough information to enable me to do my job well.		65%
The organisation provides me with information at the right time.		48%
On the whole, the different parts of the organisation which relate to my role, communicate effectively with each other.		48%
I am aware of the organisation's long term goals.		54%
I / the team I work in is able to provide services in Welsh when this is the preference of the service user.		51%
I / the team I work in understand how to obtain support for meeting language needs of service users.		65%

■ Range of Scores   ■ NHS Wales

13 Staff Wellbeing

Question 16 is a new question that asks whether their job gives respondents a sense of certain emotions (e.g. happiness, fulfilment, job satisfaction). The highest scores are for purpose (79%) and achievement (70%); and the lowest for opportunity (52%) and progress (48%).

More staff than in 2016 (64% compared to 57%) say that they have come to work despite not feeling well enough. But this is despite fewer respondents reporting pressure from either their managers (23% compared to 30%) or colleagues (17% compared to 21%) to do this. And there has been an increase in respondents reporting that they have been injured or felt unwell as a result of work related stress (34% compared to 28%).

More staff than in 2016 before say they have experienced harassment, bullying or abuse from members of the public/patients than in 2016 (20% compared to 16%); and 53% say their organisation would take effective action if this happened. More staff than before say they have experience harassment, bullying or abuse from other NHS staff (18% compared to 15%); 94% say they would know how to report it; 53% say their organisation would take effective action as a result; 47% say their organisation would take effective action as a result.

13.1   Staff Wellbeing - Rated Results

	Year	No of responses	Non Responses		% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of belonging?	**2018**	**25,000**	**521**	19% 49% 18% 10%	**68%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of purpose?	**2018**	**25,003**	**518**	25% 54% 13%	**79%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of achievement?	**2018**	**24,952**	**569**	21% 49% 17% 10%	**70%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of opportunity?	**2018**	**24,973**	**548**	15% 37% 23% 17% 8%	**53%**	
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	-

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

13.1 Staff Wellbeing - Rated Results (continued)

	Year	No of responses	Non Responses						% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of fulfilment?	**2018**	**24,946**	**575**	18%	44%	22%	12%		**61%**	
	2016	-	-	No comparable data to previous years					-	-
	2013	-	-	No comparable data to previous years					-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of progress?	**2018**	**24,933**	**588**	13%	35%	25%	18%	8%	**49%**	
	2016	-	-	No comparable data to previous years					-	-
	2013	-	-	No comparable data to previous years					-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of job satisfaction?	**2018**	**24,958**	**563**	19%	47%	20%	10%		**66%**	
	2016	-	-	No comparable data to previous years					-	-
	2013	-	-	No comparable data to previous years					-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
To what extent do you agree or disagree that your job gives you a feeling of happiness?	**2018**	**24,906**	**615**	14%	42%	25%	12%		**56%**	
	2016	-	-	No comparable data to previous years					-	-
	2013	-	-	No comparable data to previous years					-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

13.1 Staff Wellbeing - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
In the last three months have you ever come to work despite not feeling well enough to perform your duties?	**2018**	**24,955**	**566**	No 36% / Yes 64%	**64%**	
						+6% s
	2016	16,246	1,060	No 43% / Yes 57%	57%	
						-14% s
	2013	22,270	122	No 29% / Yes 71%	71%	

■ No   ■ Yes

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Have you felt pressure from your manager to come to work?	**2018**	**15,794**	**9,727**	No 77% / Yes 23%	**23%**	
						-7% s
	2016	9,203	8,103	No 70% / Yes 30%	30%	
						-9% s
	2013	15,626	6,766	No 61% / Yes 39%	39%	

■ No   ■ Yes

	Year	No of responses	Non Responses		% Positive responses	Change from previous
Have you felt pressure from your colleagues to come to work?	**2018**	**15,816**	**9,705**	No 83% / Yes 17%	**17%**	
						-4% s
	2016	9,253	8,053	No 79% / Yes 21%	21%	
						-5% s
	2013	15,588	6,804	No 74% / Yes 26%	26%	

■ No   ■ Yes

	Year	No of responses	Non Responses		% Positive responses	Change from previous
My organisation is committed to helping staff balance their work and home life.	**2018**	**24,843**	**678**	10% / 38% / 28% / 17% / 7%	**48%**	
						+5% s
	2016	16,153	1,153	12% / 31% / 32% / 17% / 8%	43%	
						+11% s
	2013	21,519	873	7% / 25% / 35% / 22% / 11%	32%	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

13.1 Staff Wellbeing - Rated Results (continued)

	Year	No of responses	Non Responses			% Positive responses	Change from previous	
During the last 12 months have you been injured or felt unwell as a result of work related stress?	**2018**	**24,918**	**603**	66%	34%	**34%**		
							+6%	s
	2016	16,293	1,013	72%	28%	28%		
							-5%	s
	2013	21,939	453	67%	33%	33%		

■ No   ■ Yes

	Year	No of responses	Non Responses			% Positive responses	Change from previous	
In the last 12 months have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?	**2018**	**24,775**	**746**	79%	21%	**21%**		
							+4%	s
	2016	16,262	1,044	84%	16%	16%		
							-2%	s
	2013	22,076	316	81%	19%	19%		

■ No   ■ Yes

	Year	No of responses	Non Responses			% Positive responses	Change from previous	
In the last 12 months have you personally experienced harassment, bullying or abuse at work from managers / line managers / team leaders or other colleagues?	**2018**	**24,701**	**820**	82%	18%	**18%**		
							+3%	s
	2016	16,225	1,081	85%	15%	15%		
							-3%	s
	2013	22,056	336	81%	19%	19%		

■ No   ■ Yes

13.1 Staff Wellbeing - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
If you were to experience harassment, bullying or abuse at work, would you know how to report it?	**2018**	**24,793**	**728**	48% / 45% / (red)	**94%**	
						-
	2016	-	-	No comparable data to previous years	-	
						-
	2013	-	-	No comparable data to previous years	-	

■ Yes, definitely ■ Yes, to some extent ■ No

	Year	No of responses	Non Responses		% Positive responses	Change from previous
My organisation takes effective action if staff are bullied, harassed or abused by patients / service users, their relatives or other members of the public.	**2018**	**24,810**	**711**	14% / 39% / 33% / 10% / (red)	**53%**	
						-
	2016	-	-	No comparable data to previous years	-	
						-
	2013	-	-	No comparable data to previous years	-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
My organisation takes effective action if staff are bullied, harassed or abused by other members of staff.	**2018**	**24,819**	**702**	13% / 34% / 34% / 13% / (red)	**47%**	
						-
	2016	-	-	No comparable data to previous years	-	
						-
	2013		-	No comparable data to previous years	-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

13.2   Staff Wellbeing - Variation Charts

Question	Scored %	NHS Wales
To what extent do you agree or disagree that your job gives you a feeling of belonging?		68%
To what extent do you agree or disagree that your job gives you a feeling of purpose?		79%
To what extent do you agree or disagree that your job gives you a feeling of achievement?		70%
To what extent do you agree or disagree that your job gives you a feeling of opportunity?		53%
To what extent do you agree or disagree that your job gives you a feeling of fulfilment?		61%
To what extent do you agree or disagree that your job gives you a feeling of progress?		49%
To what extent do you agree or disagree that your job gives you a feeling of job satisfaction?		66%
To what extent do you agree or disagree that your job gives you a feeling of happiness?		56%
In the last three months have you ever come to work despite not feeling well enough to perform your duties?		64%
Have you felt pressure from your manager to come to work?		23%
Have you felt pressure from your colleagues to come to work?		17%
My organisation is committed to helping staff balance their work and home life.		48%
During the last 12 months have you been injured or felt unwell as a result of work related stress?		34%
In the last 12 months have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?		21%
In the last 12 months have you personally experienced harassment, bullying or abuse at work from managers / line managers / team leaders or other colleagues?		18%

Scale: 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Legend: ■ Range of Scores   ■ NHS Wales

13.2 Staff Wellbeing - Variation Charts (continued)

Scored %

Question	NHS Wales
If you were to experience harassment, bullying or abuse at work, would you know how to report it?	94%
My organisation takes effective action if staff are bullied, harassed or abused by patients / service users, their relatives or other members of the public.	53%
My organisation takes effective action if staff are bullied, harassed or abused by other members of staff.	47%

Range of Scores   NHS Wales

14 Resources

50% either agree or strongly agree that they can meet all of the conflicting demands on their time (a significant improvement on 2016's 26%, however, the question wording has changed, so this improvement should be treated with caution).

On all of the other comparable questions, there have been improvements. However, some of these are still low, e.g. 32% (up from 30%) say that there are enough staff in their organisation for them to do their jobs properly.

45% say that they are encouraged to work in a way that protects the environment.

14.1 Resources - Rated Results

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I can meet all of the conflicting demands on my time at work.	**2018**	**24,877**	**644**	9%	41%	20%	24%	7%	**49%**	
										+24% s
	2016	17,017	289		22%	27%	32%	16%	25%	
										-1%
	2013	22,249	143		22%	26%	31%	18%	26%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I have adequate supplies, materials and equipment to do my work.	**2018**	**24,885**	**636**	11%	46%	16%	20%	7%	**57%**	
										-0%
	2016	17,123	183	12%	44%	17%	19%	7%	57%	
										+14% s
	2013	22,265	127	7%	35%	18%	26%	13%	43%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
There are enough staff at this organisation for me to do my job properly.	**2018**	**24,865**	**656**		26%	19%	32%	17%	**32%**	
										+2% s
	2016	17,099	207		24%	20%	30%	19%	30%	
										+5% s
	2013	22,277	115		21%	19%	31%	24%	26%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
My line manager enables me to make the best use of the skills I have.	**2018**	**24,867**	**654**	18%	47%	21%	10%		**65%**	
										+4% s
	2016	16,789	517	25%	37%	23%	10%		61%	
										+8% s
	2013	22,137	255	18%	36%	26%	13%	8%	54%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

14.1 Resources - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous
I am encouraged to work in a way that protects the environment.	**2018**	**24,851**	**670**	10% · 35% · 34% · 14% · 7%	**45%**	-
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

14.2 Resources - Variation Charts

Scored %

	Scored %	NHS Wales
	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
I can meet all of the conflicting demands on my time at work.		49%
I have adequate supplies, materials and equipment to do my work.		57%
There are enough staff at this organisation for me to do my job properly.		32%
My line manager enables me to make the best use of the skills I have.		65%
I am encouraged to work in a way that protects the environment.		45%

■ Range of Scores   ■ NHS Wales

15 Change in the Organisation

There are seven questions in this section, and all are directly comparable with previous years. Four have improved, and three ("I support the need for change"; "change is well managed"; and "senior managers clearly communicate the reasons for change") have reduced.

15.1   Change in the Organisation - Rated Results

	Year	No of responses	Non Responses		% Positive responses	Change from previous
I can influence what goes on in my work area.	**2018**	**24,851**	**670**	12% / 43% / 23% / 16%	**55%**	
						+8% ˢ
	2016	16,575	731	11% / 36% / 26% / 19% / 7%	47%	
						+7% ˢ
	2013	21,839	553	7% / 32% / 26% / 23% / 12%	40%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
My line manager / supervisor asks me for my opinion before making decisions affecting my work.	**2018**	**24,843**	**678**	15% / 40% / 20% / 16% / 8%	**55%**	
						+6% ˢ
	2016	16,568	738	13% / 37% / 23% / 19% / 8%	50%	
						+7% ˢ
	2013	21,848	544	9% / 34% / 23% / 22% / 12%	43%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
I am involved in discussions / decisions on change introduced in my work / department / team.	**2018**	**24,818**	**703**	15% / 41% / 20% / 17% / 8%	**55%**	
						+6% ˢ
	2016	16,579	727	12% / 37% / 24% / 19% / 8%	49%	
						+4% ˢ
	2013	21,802	590	9% / 36% / 24% / 20% / 11%	45%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

15.1 Change in the Organisation - Rated Results (continued)

	Year	No of responses	Non Responses	Responses distribution	% Positive responses	Change from previous
I understand why there is currently so much change within my organisation.	**2018**	**24,787**	**734**	13% / 44% / 26% / 13%	**57%**	
						+3% s
	2016	16,550	756	13% / 41% / 28% / 13%	53%	
						+1% s
	2013	21,784	608	11% / 42% / 25% / 15% / 9%	52%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses	Responses distribution	% Positive responses	Change from previous
Senior managers clearly communicate the reasons for change.	**2018**	**24,807**	**714**	7% / 26% / 30% / 25% / 13%	**33%**	
						-3% s
	2016	16,524	782	9% / 27% / 33% / 21% / 11%	36%	
						+7% s
	2013	22,138	254	23% / 32% / 24% / 16%	28%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses	Responses distribution	% Positive responses	Change from previous
Change is well managed here.	**2018**	**24,775**	**746**	23% / 34% / 24% / 13%	**29%**	
						-1%
	2016	16,545	761	23% / 35% / 23% / 12%	29%	
						+9% s
	2013	21,808	584	17% / 33% / 28% / 19%	20%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses	Responses distribution	% Positive responses	Change from previous
I support the need for change.	**2018**	**24,770**	**751**	24% / 52% / 19%	**77%**	
						+3% s
	2016	16,529	777	26% / 48% / 21%	74%	
						+11% s
	2013	21,827	565	17% / 46% / 27%	63%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

15.2 Change in the Organisation - Variation Charts

Scored %

Statement	Chart	NHS Wales
I can influence what goes on in my work area.		55%
My line manager / supervisor asks me for my opinion before making decisions affecting my work.		55%
I am involved in discussions / decisions on change introduced in my work / department / team.		55%
I understand why there is currently so much change within my organisation.		57%
Senior managers clearly communicate the reasons for change.		33%
Change is well managed here.		29%
I support the need for change.		77%

■ Range of Scores   ■ NHS Wales

16 Learning and Development

83% say that they had a PADR (up from 74% in 2016, and 55% in 2013). Scores on questions about the quality of the appraisal also showed improvements; and in a new question in 2018, 79% say that the organisational values were discussed as part of their appraisal.

On all but one of the other questions about training and development that are comparable with previous years, there were improvements from 2016.

16.1   Learning and Development - Rated Results

There are opportunities for me to progress in my job.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**24,784**	**737**	10%	33%	22%	23%	12%	**43%**	
									+1% ˢ
2016	16,445	861	10%	32%	22%	23%	13%	42%	
									+11% ˢ
2013	22,183	209		26%	22%	28%	18%	31%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

I am supported to keep up to date with developments in my field.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**24,770**	**751**	16%	46%	20%	12%		**62%**	
									+4% ˢ
2016	16,436	870	15%	43%	22%	13%		58%	
									+11% ˢ
2013	22,165	227	9%	38%	23%	19%	11%	47%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

I am encouraged to develop my own expertise.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**24,708**	**813**	17%	46%	21%	11%		**63%**	
									+5% ˢ
2016	16,424	882	17%	42%	23%	12%		58%	
									+9% ˢ
2013	22,163	229	11%	38%	24%	17%	10%	49%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

There is still strong support for training in my area of work.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	**24,678**	**843**	15%	38%	24%	16%	7%	**53%**	
									+4% ˢ
2016	16,403	903	15%	34%	25%	17%	9%	49%	
									+13% ˢ
2013	22,173	219	9%	27%	25%	22%	16%	37%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

16.1 Learning and Development - Rated Results (continued)

My line manager encourages me to continuously develop new skills.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	24,686	835	17%	39%	25%	13%		56%	
									-3% s
2016	16,803	503	25%	33%	23%	12%		59%	
									+9% s
2013	22,135	257	17%	33%	25%	16%	9%	50%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

I am able to access the right learning and development materials when I need to.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	24,700	821	13%	41%	27%	13%		54%	
2016	-	-	No comparable data to previous years					-	-
2013	-	-	No comparable data to previous years					-	-

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

My training, learning and development has helped me to do my job better.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	24,723	798	20%	48%	22%	7%		68%	
									+4% s
2016	16,313	993	18%	46%	25%	8%		64%	
									+7% s
2013	22,179	213	13%	44%	29%	10%		57%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

It has helped me stay up to date with my job and professional requirements.

Year	No of responses	Non Responses	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	% Positive responses	Change from previous
2018	24,643	878	20%	50%	21%			70%	
									+2% s
2016	16,288	1,018	19%	49%	21%	8%		68%	
									-
2013	-	-	No comparable data to previous years					-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

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16.1 Learning and Development - Rated Results (continued)

	Year	No of responses	Non Responses		% Positive responses	Change from previous	
I have sufficient time at work to complete any statutory and mandatory training.	**2018**	**24,734**	**787**	11% / 33% / 18% / 23% / 16%	**43%**		
						+3%	s
	2016	16,300	1,006	9% / 31% / 20% / 24% / 17%	40%		
	2013	-	-	No comparable data to previous years	-	-	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous	
In the last 12 months, have you had a Personal Appraisal and Development Review (PADR)?	**2018**	**24,713**	**808**	83% / 17%	**83%**		
						+8%	s
	2016	15,805	1,501	74% / 26%	74%		
						+19%	s
	2013	22,133	259	55% / 45%	55%		

■ Yes ■ No

	Year	No of responses	Non Responses		% Positive responses	Change from previous	
Did the appraisal / review help you to improve how you do your job?	**2018**	**20,272**	**5,249**	54% / 46%	**54%**		
						+1%	
	2016	11,627	5,679	53% / 47%	53%		
						+6%	s
	2013	12,156	10,236	47% / 53%	47%		

■ Yes ■ No

	Year	No of responses	Non Responses		% Positive responses	Change from previous	
Did the appraisal / review help you agree on clear objectives for your work?	**2018**	**20,286**	**5,235**	80% / 20%	**80%**		
						+3%	s
	2016	11,644	5,662	78% / 22%	78%		
						+4%	s
	2013	12,162	10,230	74% / 26%	74%		

■ Yes ■ No

16.1 Learning and Development - Rated Results (continued)

	Year	No of responses	Non Responses				% Positive responses	Change from previous
Did the appraisal / review leave you feeling that your work is valued by your organisation ?	**2018**	**20,153**	**5,368**	65%		35%	**65%**	
								+3% s
	2016	11,604	5,702	62%		38%	62%	
								+7% s
	2013	12,136	10,256	55%		45%	55%	

■ Yes   ■ No

	Year	No of responses	Non Responses				% Positive responses	Change from previous
The values of my organisation were discussed as part of the appraisal / review process.	**2018**	**20,275**	**5,246**	31%	48%	21%	**79%**	
								-
	2016	-	-	No comparable data to previous years			-	
								-
	2013	-	-	No comparable data to previous years			-	

■ Yes, definitely   ■ Yes, to some extent   ■ No

16.2   Learning and Development - Variation Charts

	Scored %	NHS Wales
There are opportunities for me to progress in my job.		43%
I am supported to keep up to date with developments in my field.		62%
I am encouraged to develop my own expertise.		63%
There is still strong support for training in my area of work.		53%
My line manager encourages me to continuously develop new skills.		56%
I am able to access the right learning and development materials when I need to.		54%
My training, learning and development has helped me to do my job better.		68%
It has helped me stay up to date with my job and professional requirements.		70%
I have sufficient time at work to complete any statutory and mandatory training.		43%
In the last 12 months, have you had a Personal Appraisal and Development Review (PADR)?		83%
Did the appraisal / review help you to improve how you do your job?		54%
Did the appraisal / review help you agree on clear objectives for your work?		80%
Did the appraisal / review leave you feeling that your work is valued by your organisation?		65%
The values of my organisation were discussed as part of the appraisal / review process.		79%

Range of Scores   NHS Wales

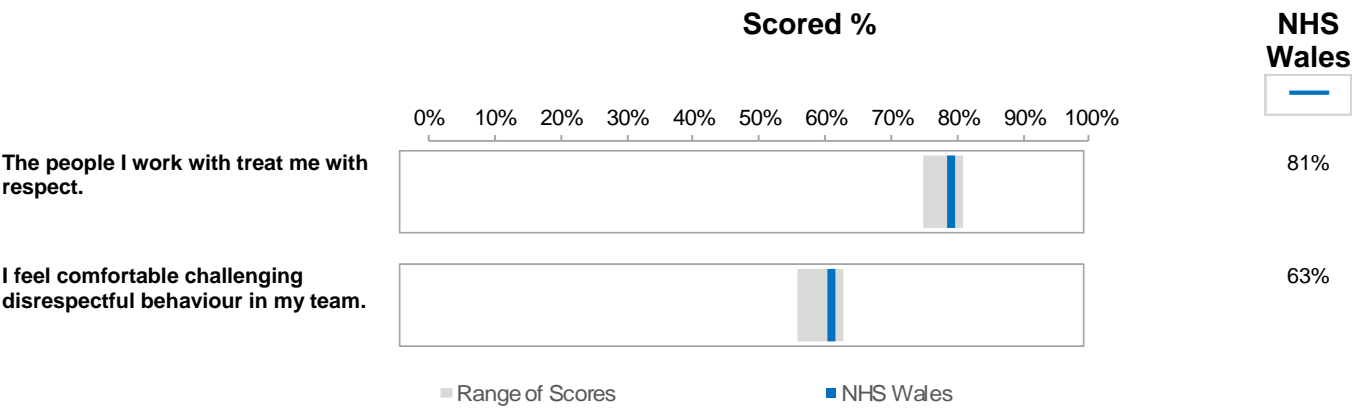# 17 Diversity

81% say that the people they work with treat them with respect (up from 74% in 2016). 63% say that they feel comfortable challenging disrespectful behaviour in their team.

17.1   Diversity - Rated Results

	Year	No of responses	Non Responses		% Positive responses	Change from previous
The people I work with treat me with respect.	**2018**	**24,760**	**761**	31% / 50% / 13%	**81%**	
	2016	17,142	164	29% / 45% / 17% / 7%	73%	+8% s
	2013	22,269	123	30% / 49% / 13%	79%	-6% s

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses		% Positive responses	Change from previous
I feel comfortable challenging disrespectful behaviour in my team.	**2018**	**24,722**	**799**	19% / 44% / 20% / 13%	**63%**	-
	2016	-	-	No comparable data to previous years	-	-
	2013	-	-	No comparable data to previous years	-	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

17.2   Diversity - Variation Charts

Scored %

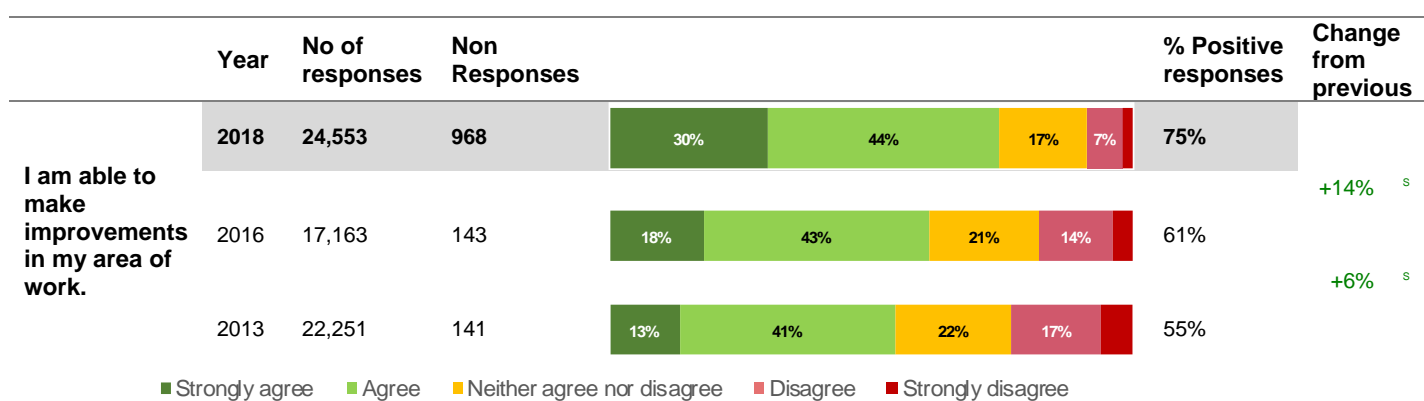|	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
The people I work with treat me with respect.		81%
I feel comfortable challenging disrespectful behaviour in my team.		63%

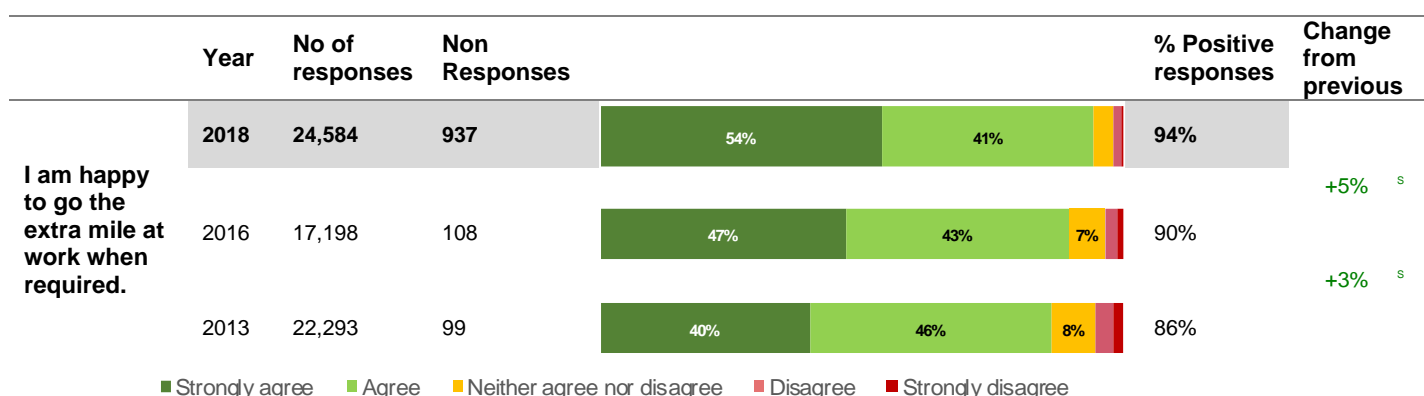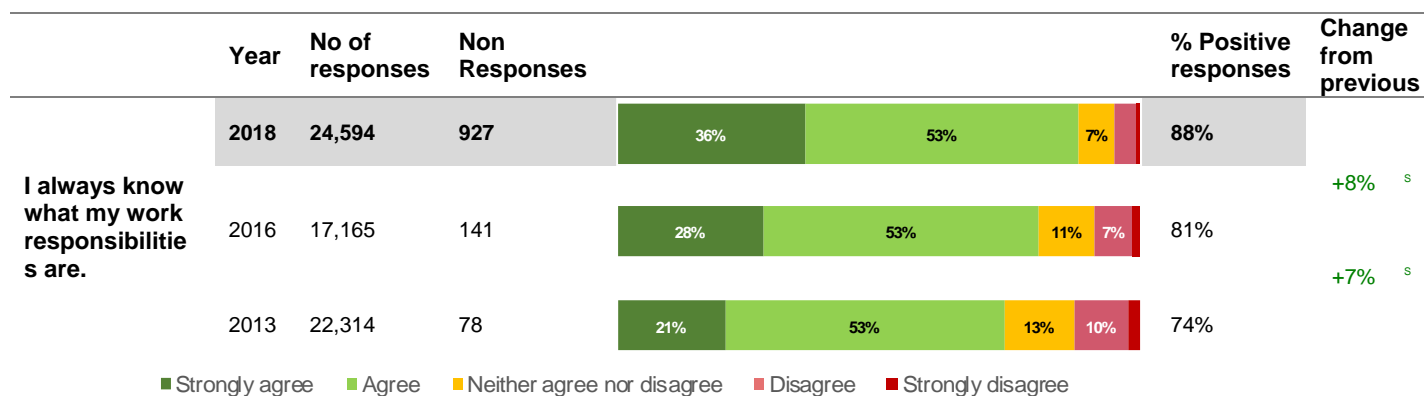■ Range of Scores   ■ NHS Wales

18 Other

These three questions have all improved significantly since 2016: 89% (up from 81%) say they always know what their work responsibilities are; 95% (up from 90%) say they are happy to go the extra mile at work when required; 74% (up from 61%) say they are able to make improvements in their area of work.

18.1   Other - Rated Results

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I always know what my work responsibilities are.	**2018**	**24,594**	**927**	36%	53%	7%			**88%**	
										+8% ˢ
	2016	17,165	141	28%	53%	11%	7%		81%	
										+7% ˢ
	2013	22,314	78	21%	53%	13%	10%		74%	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I am happy to go the extra mile at work when required.	**2018**	**24,584**	**937**	54%	41%				**94%**	
										+5% ˢ
	2016	17,198	108	47%	43%	7%			90%	
										+3% ˢ
	2013	22,293	99	40%	46%	8%			86%	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

	Year	No of responses	Non Responses						% Positive responses	Change from previous
I am able to make improvements in my area of work.	**2018**	**24,553**	**968**	30%	44%	17%	7%		**75%**	
										+14% ˢ
	2016	17,163	143	18%	43%	21%	14%		61%	
										+6% ˢ
	2013	22,251	141	13%	41%	22%	17%		55%	

■ Strongly agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

18.2   Other - Variation Charts

Scored %

	0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
I always know what my work responsibilities are.		88%
I am happy to go the extra mile at work when required.		94%
I am able to make improvements in my area of work.		75%

■ Range of Scores   ■ NHS Wales

19 Demographics

Can you speak Welsh?
Yes
15%

No
76%

I am learning Welsh
9%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Do you use the Welsh language in the workplace?
Most of the time
20%

Sometimes
41%

Rarely
28%

Never
12%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Do you have direct line management responsibility for staff?
Yes
37%

No
63%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Is your gender identity different to the sex you were assumed to be at birth?
Yes
5%

No
93%

Prefer not to say
2%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

What is your religion
No religion

42%

Christian (all denominations)

54%

Buddhist

1%

Hindu

1%

Jewish

0%

Muslim

1%

Sikh

0%

Any other religion

3%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Which of the following best describes how you think of yourself?
Heterosexual or Straight

92%

Gay or Lesbian

2%

Bisexual

1%

Other

0%

Prefer not to say

5%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
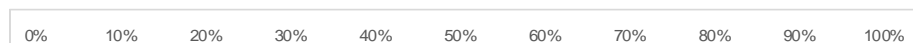
How many years have you worked for this organisation?

Less than a year
6%

1-2 years
11%

3-5 years
14%

6-10 years
14%

11-15 years
15%

More than 15 years
40%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
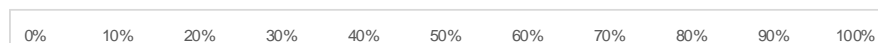
What is your ethnic group?

White
94%

Mixed / multiple ethnic groups
1%

Asian / Asian British
2%

Black / African / Caribbean / Black British
0%

Other ethnic group
0%

Prefer not to say
2%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
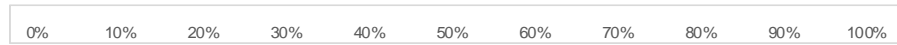
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Yes

18%

No

82%

| 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?
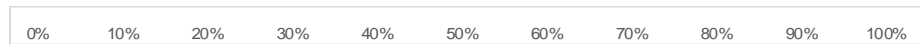
Yes a lot

6%

Yes a little

52%

Not at all

42%

| 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |

Do you have a recognised ASD diagnosis (Autistic Spectrum Disorder)?

Yes

0%

No

100%

| 0% | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% | 100% |