

Moorfields Eye Hospital NHS Foundation Trust

2018 NHS Staff Survey

Benchmark Report

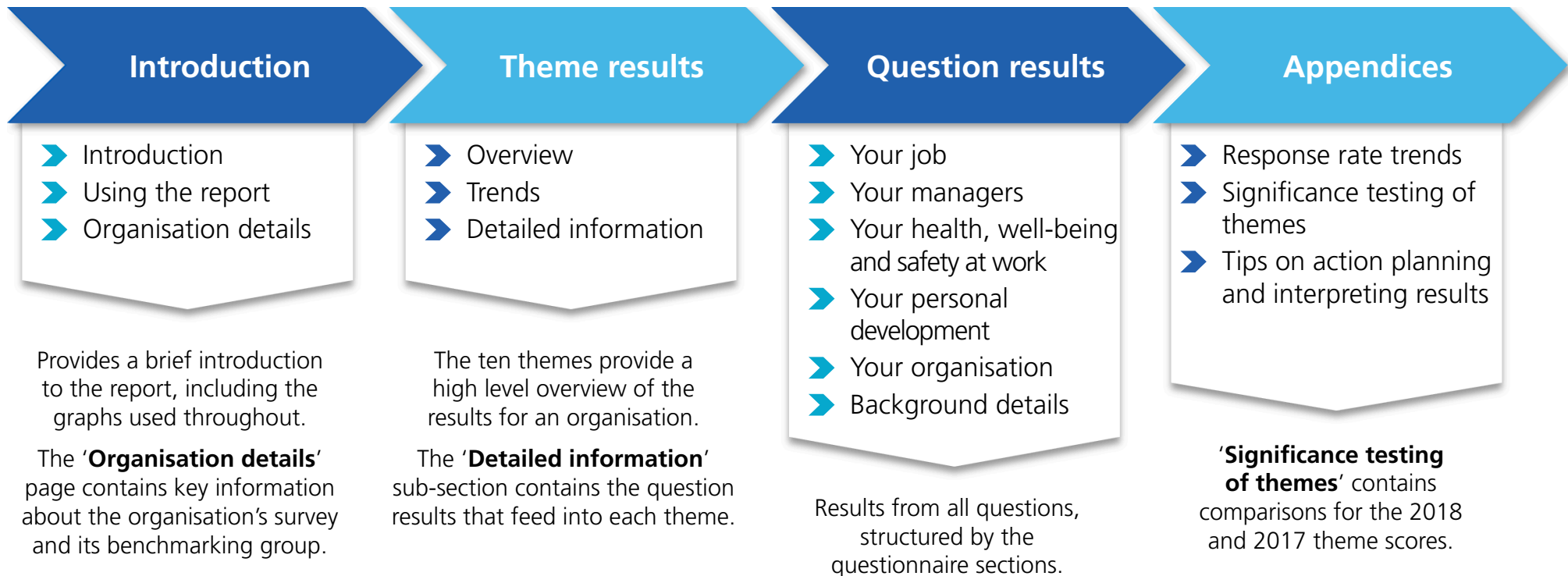
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This benchmark report for Moorfields Eye Hospital NHS Foundation Trust contains results for themes and questions from the 2018 NHS Staff Survey, and historical results back to 2014 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report is weighted to allow for fair comparisons between organisations.

Please note: q1, q10a, q19f, q23d-q28a and q29-q31b are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data is calculated and weighted are included in the Technical Document, available to download from our [results website](#).

The structure of this report



Key features

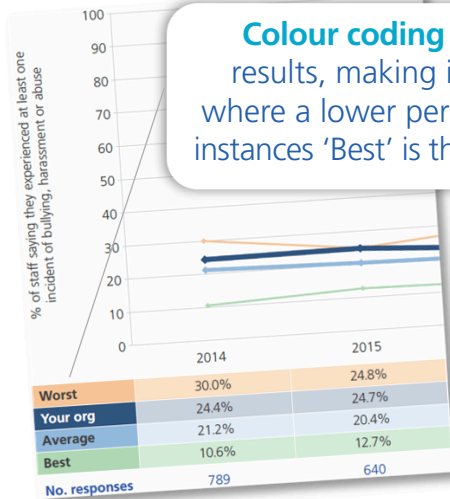
Question number and text (or the theme) specified at the top of each slide

Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Themes are always on a 0-10pt scale where 10 is the best score attainable

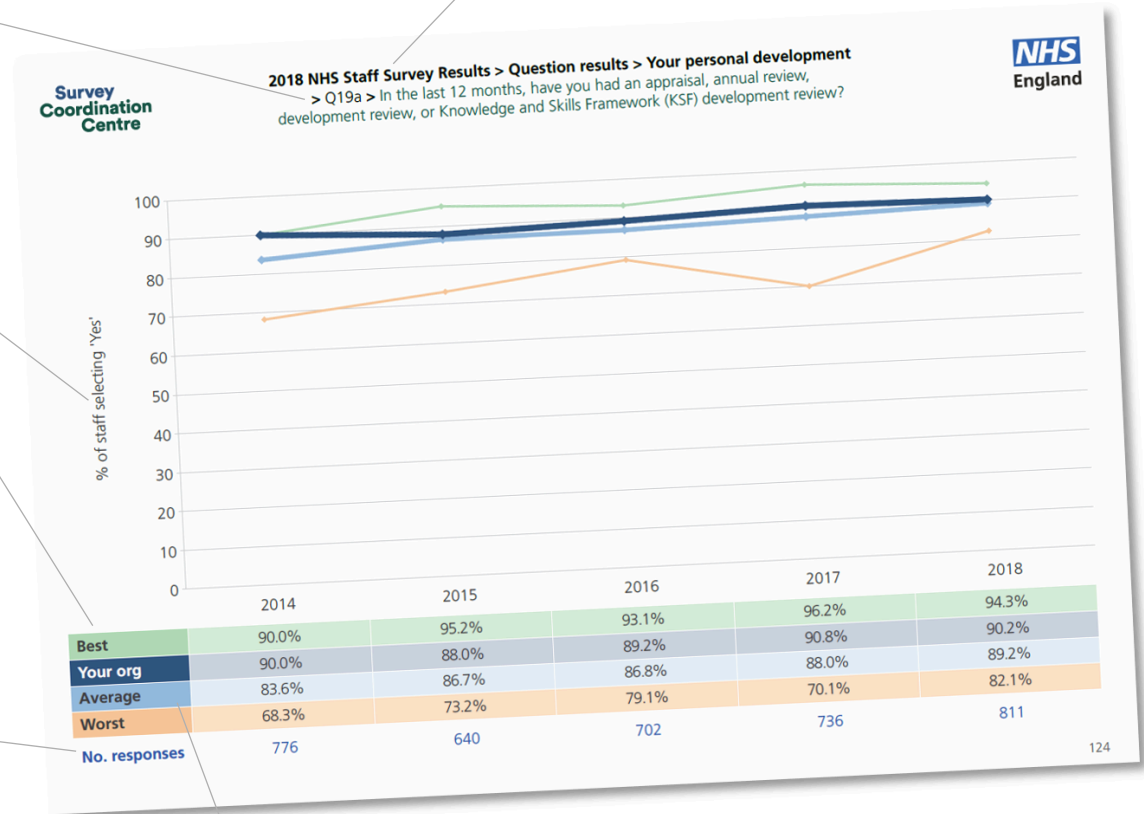
Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is better – in such instances 'Best' is the bottom line in the table

Keep an eye out!

Number of responses for the organisation for the given question



Slide headers are **hyperlinked** throughout the document. '2018 NHS Staff Survey Results' takes you back to the contents page (which is also hyperlinked to each section), while the rest of the text highlighted in bold can be used to navigate to sections and sub-sections



'Best', 'Average', and 'Worst' refer to the **benchmarking group's** best, average and worst **results**



Tips on how to read, interpret and use the data are included in the [Appendices](#)

Moorfields Eye Hospital NHS
Foundation Trust

2018 NHS Staff Survey



Organisation details

Completed questionnaires **1,008**

2018 response rate **48%**

[See response rate trend for the last 5 years](#)

Survey details

Survey mode **Online**

Sample type **Census**

This organisation is benchmarked against:

Acute Specialist Trusts



2018 benchmarking group details

Organisations in group: **16**

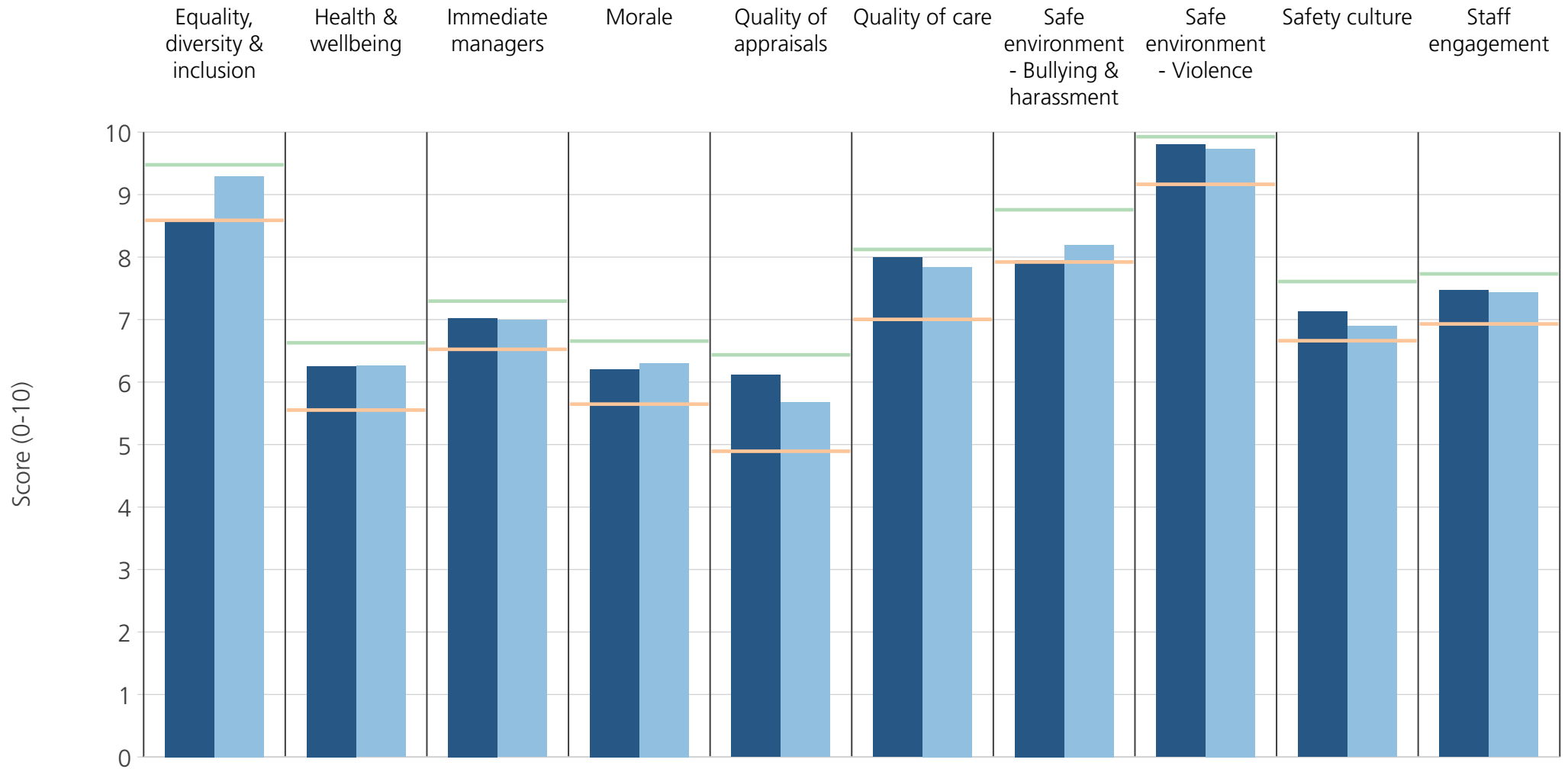
Average response rate: **53%**

No. of completed questionnaires:

17,643

Theme results

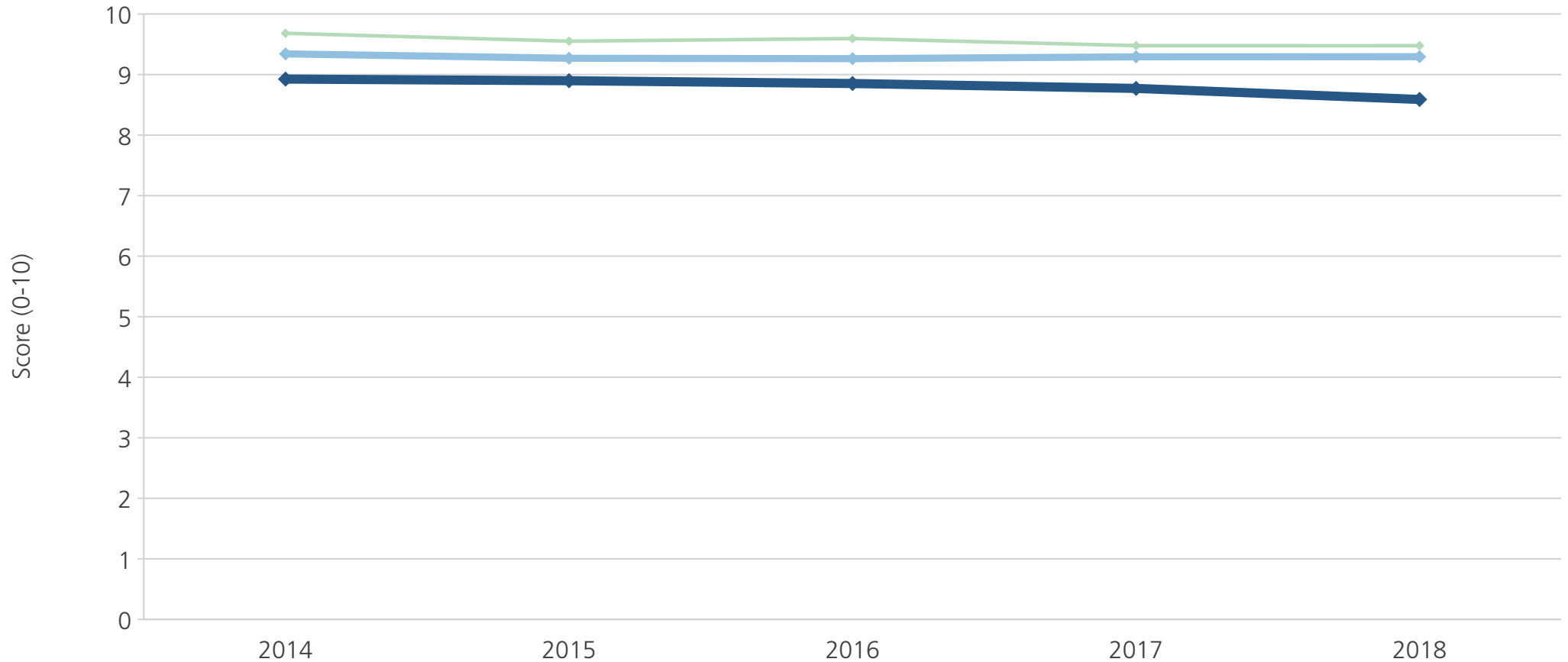
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



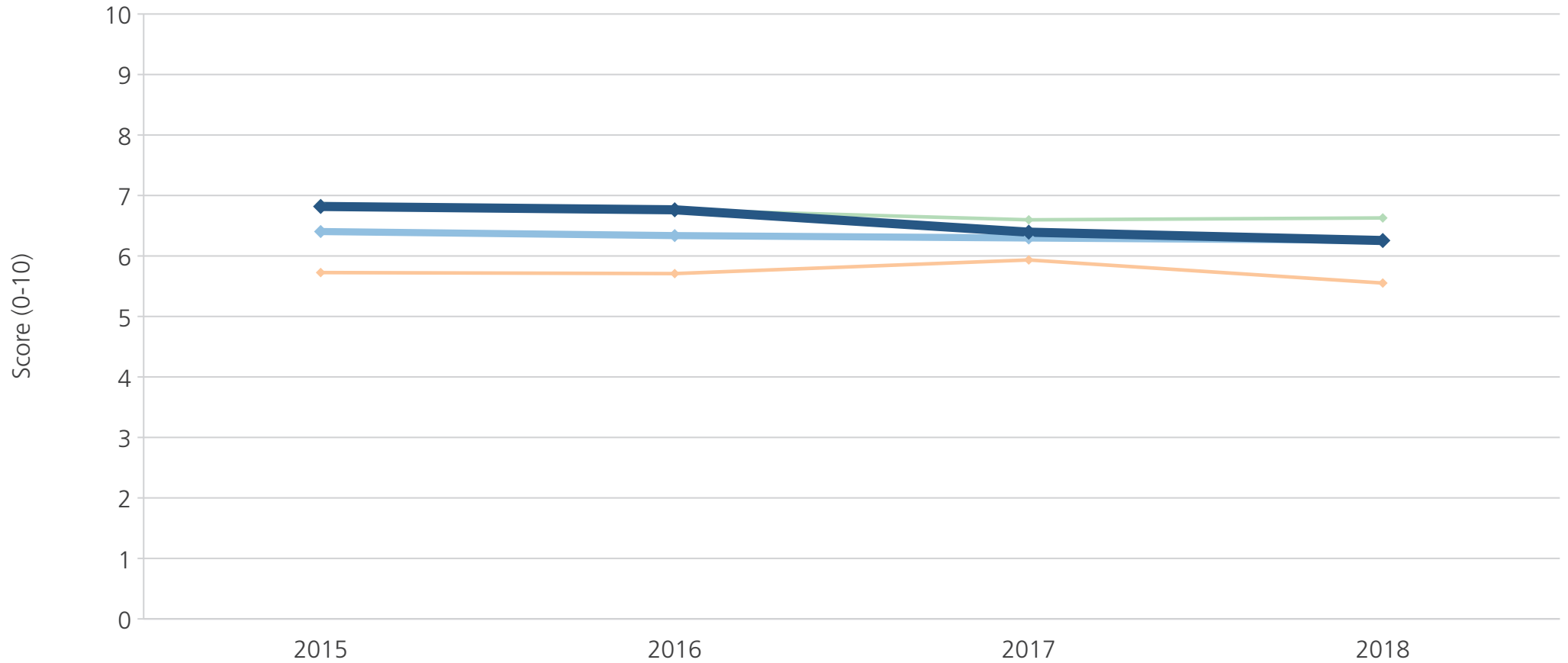
| | | | | | | | | | | |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Best | 9.5 | 6.6 | 7.3 | 6.7 | 6.4 | 8.1 | 8.8 | 9.9 | 7.6 | 7.7 |
| Your org | 8.6 | 6.3 | 7.0 | 6.2 | 6.1 | 8.0 | 8.0 | 9.8 | 7.1 | 7.5 |
| Average | 9.3 | 6.3 | 7.0 | 6.3 | 5.7 | 7.8 | 8.2 | 9.7 | 6.9 | 7.4 |
| Worst | 8.6 | 5.6 | 6.5 | 5.6 | 4.9 | 7.0 | 7.9 | 9.2 | 6.7 | 6.9 |
| No. responses | 974 | 985 | 988 | 956 | 855 | 885 | 951 | 952 | 971 | 1,001 |

Theme results – Trends

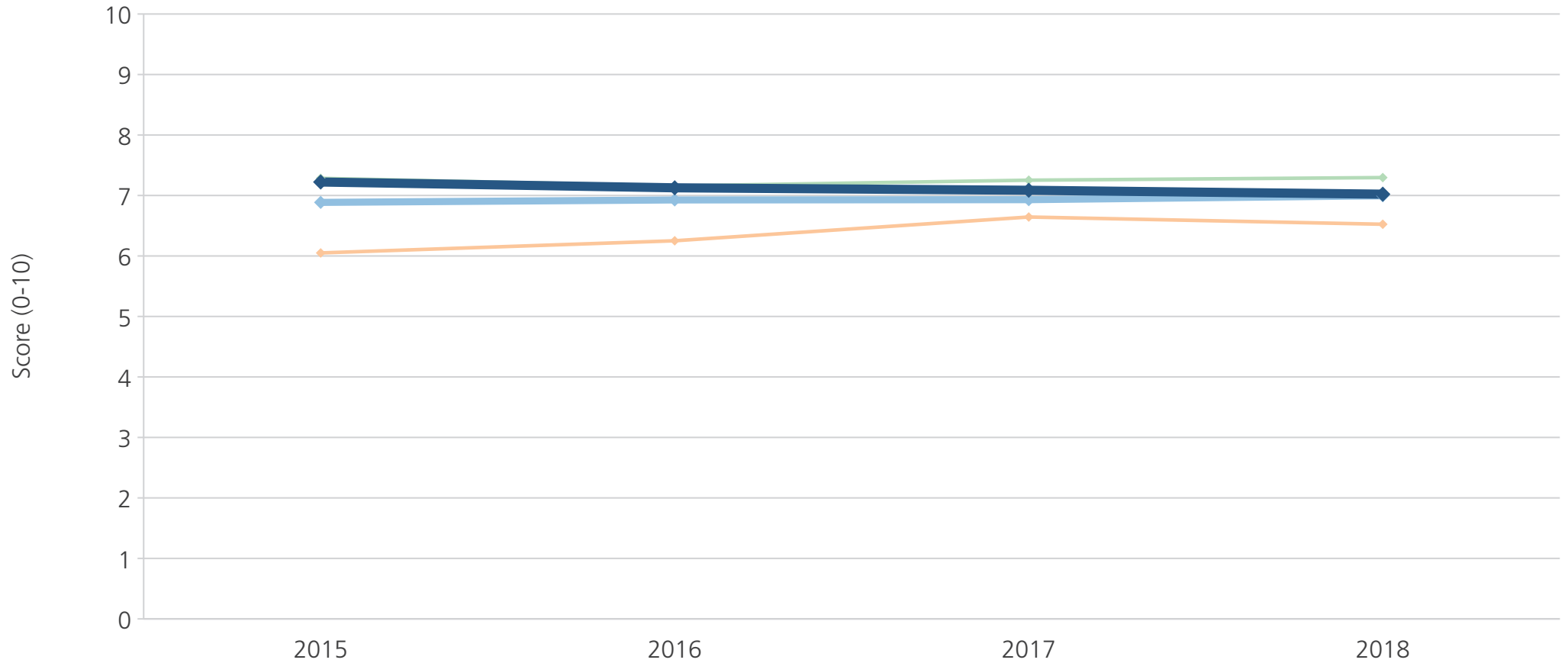
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



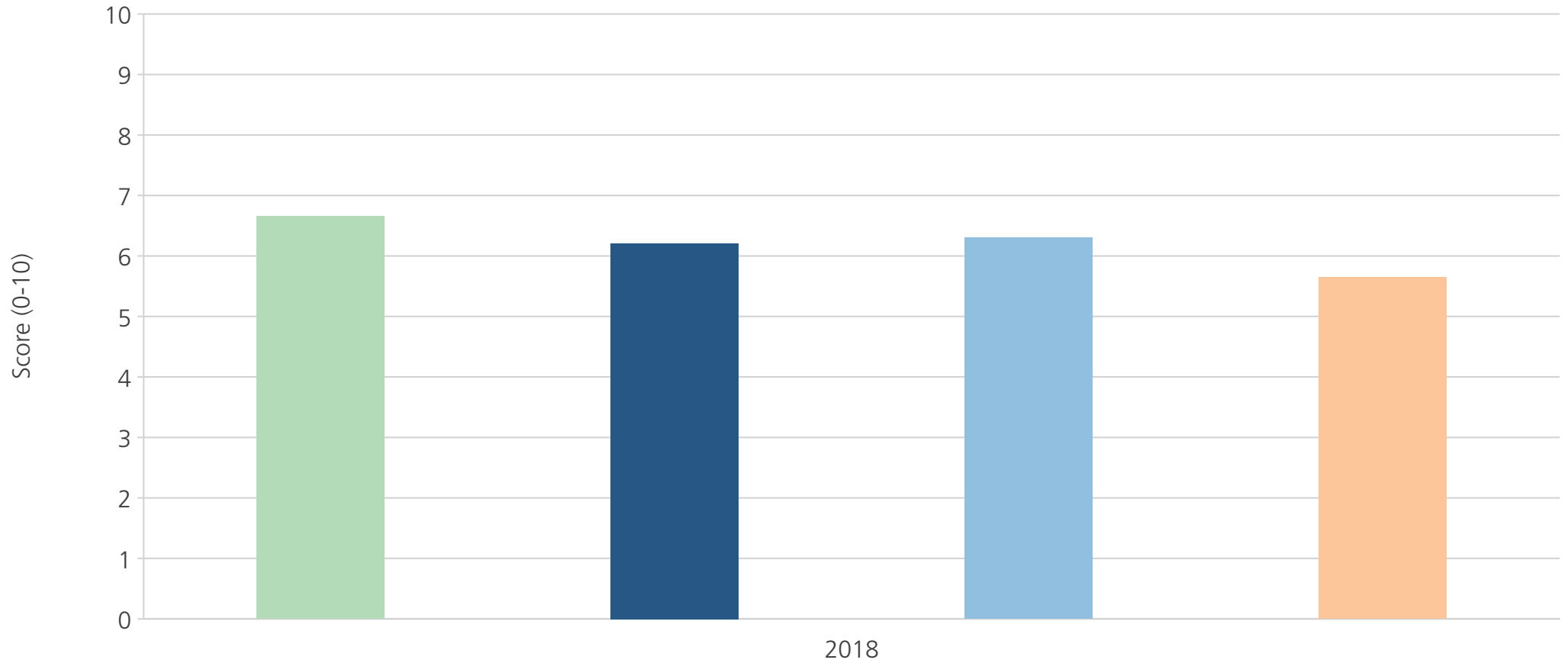
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|------|-------|------|
| Best | 9.7 | 9.6 | 9.6 | 9.5 | 9.5 |
| Your org | 8.9 | 8.9 | 8.9 | 8.8 | 8.6 |
| Average | 9.3 | 9.3 | 9.3 | 9.3 | 9.3 |
| Worst | 8.9 | 8.9 | 8.9 | 8.8 | 8.6 |
| No. responses | 659 | 739 | 927 | 1,088 | 974 |



| | | | | |
|----------------------|-----|-----|-------|-----|
| Best | 6.9 | 6.8 | 6.6 | 6.6 |
| Your org | 6.8 | 6.8 | 6.4 | 6.3 |
| Average | 6.4 | 6.3 | 6.3 | 6.3 |
| Worst | 5.7 | 5.7 | 5.9 | 5.6 |
| No. responses | 758 | 931 | 1,096 | 985 |

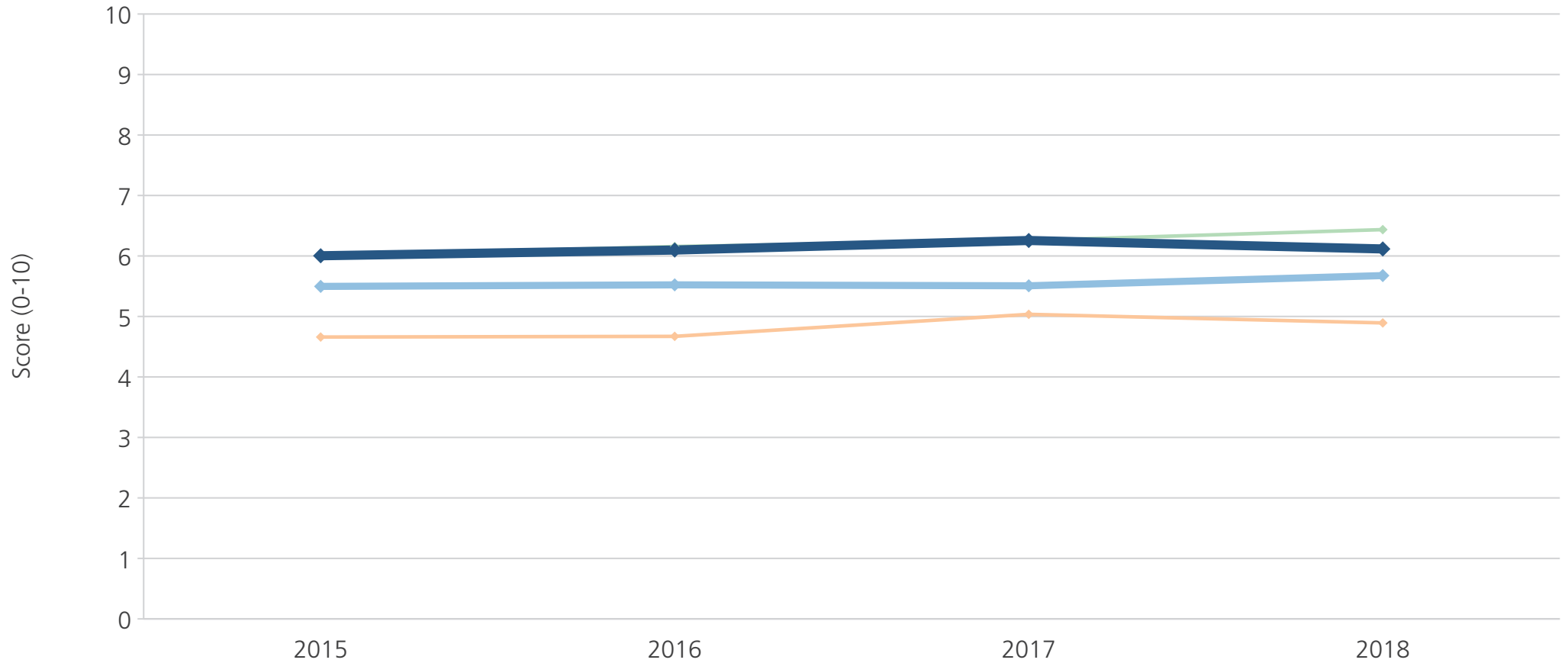


| | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|-------|------|
| Best | 7.3 | 7.2 | 7.3 | 7.3 |
| Your org | 7.2 | 7.1 | 7.1 | 7.0 |
| Average | 6.9 | 6.9 | 6.9 | 7.0 |
| Worst | 6.0 | 6.3 | 6.6 | 6.5 |
| No. responses | 761 | 933 | 1,104 | 988 |

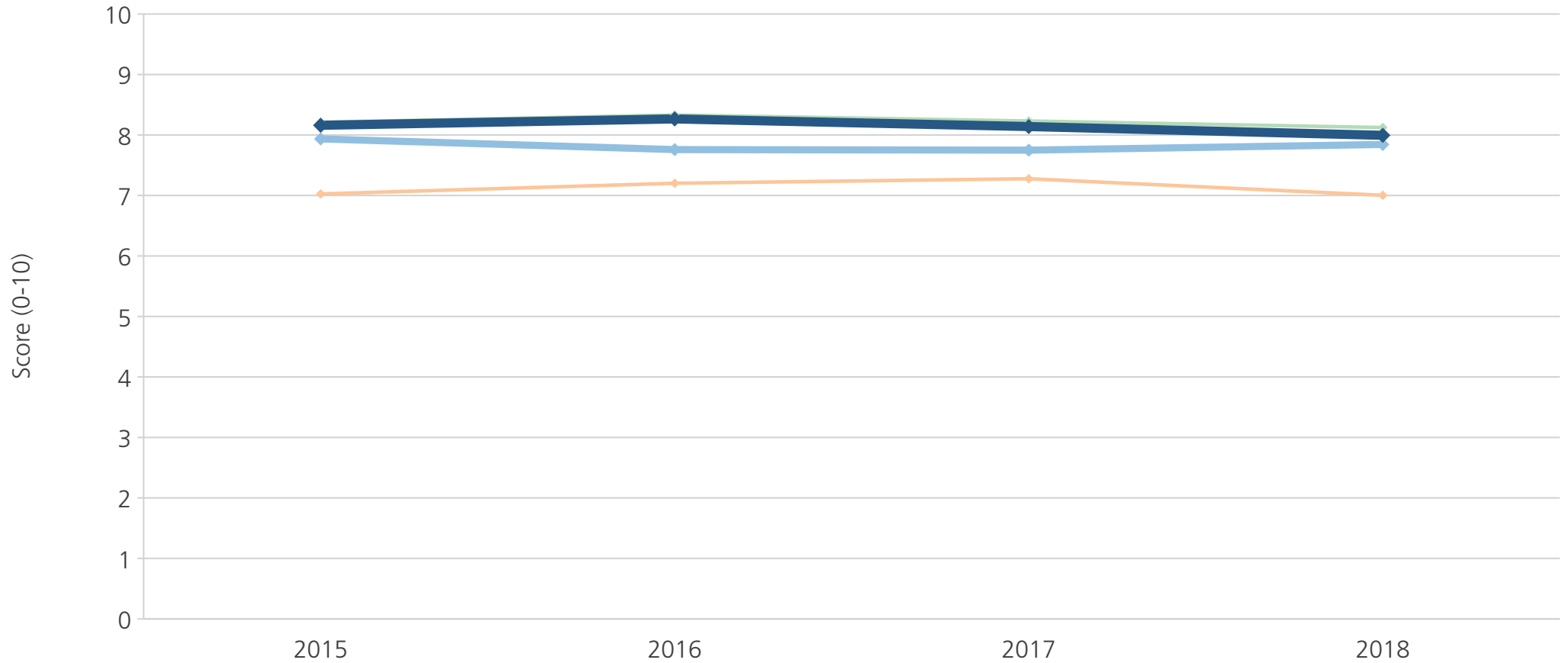


| | |
|----------|-----|
| Best | 6.7 |
| Your org | 6.2 |
| Average | 6.3 |
| Worst | 5.6 |

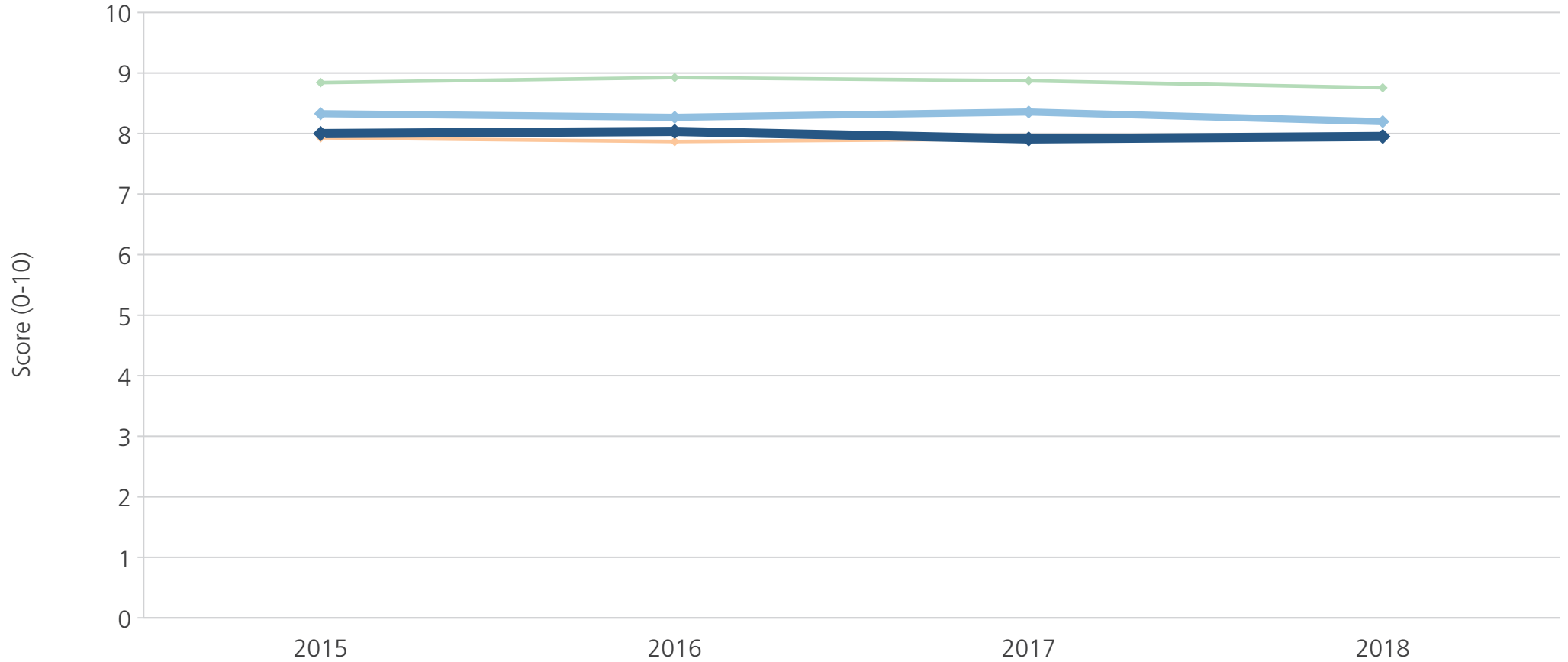
No. responses 956



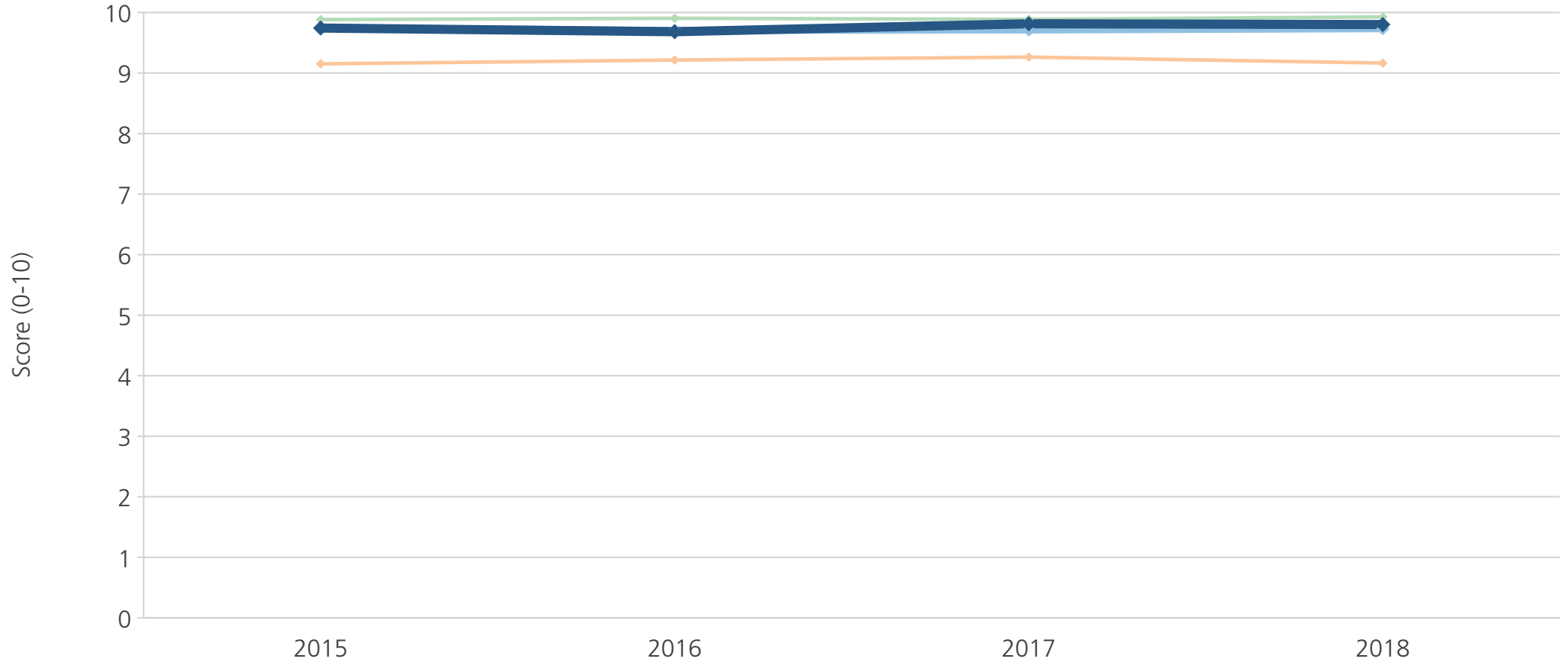
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|------|------|
| Best | 6.0 | 6.2 | 6.3 | 6.4 |
| Your org | 6.0 | 6.1 | 6.3 | 6.1 |
| Average | 5.5 | 5.5 | 5.5 | 5.7 |
| Worst | 4.7 | 4.7 | 5.0 | 4.9 |
| No. responses | 566 | 797 | 938 | 855 |



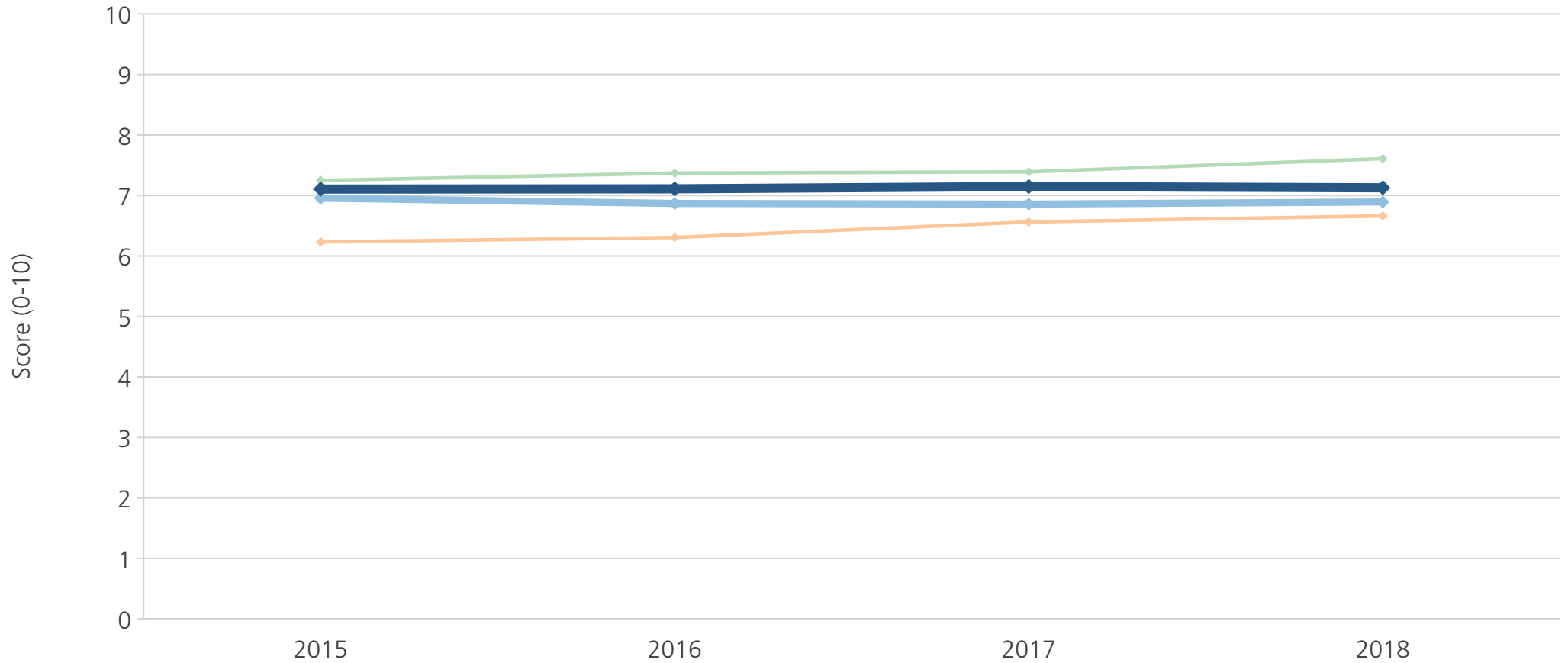
| | | | | |
|----------------------|-----|-----|-----|-----|
| Best | 8.2 | 8.3 | 8.2 | 8.1 |
| Your org | 8.2 | 8.3 | 8.1 | 8.0 |
| Average | 7.9 | 7.8 | 7.7 | 7.8 |
| Worst | 7.0 | 7.2 | 7.3 | 7.0 |
| No. responses | 661 | 818 | 967 | 885 |



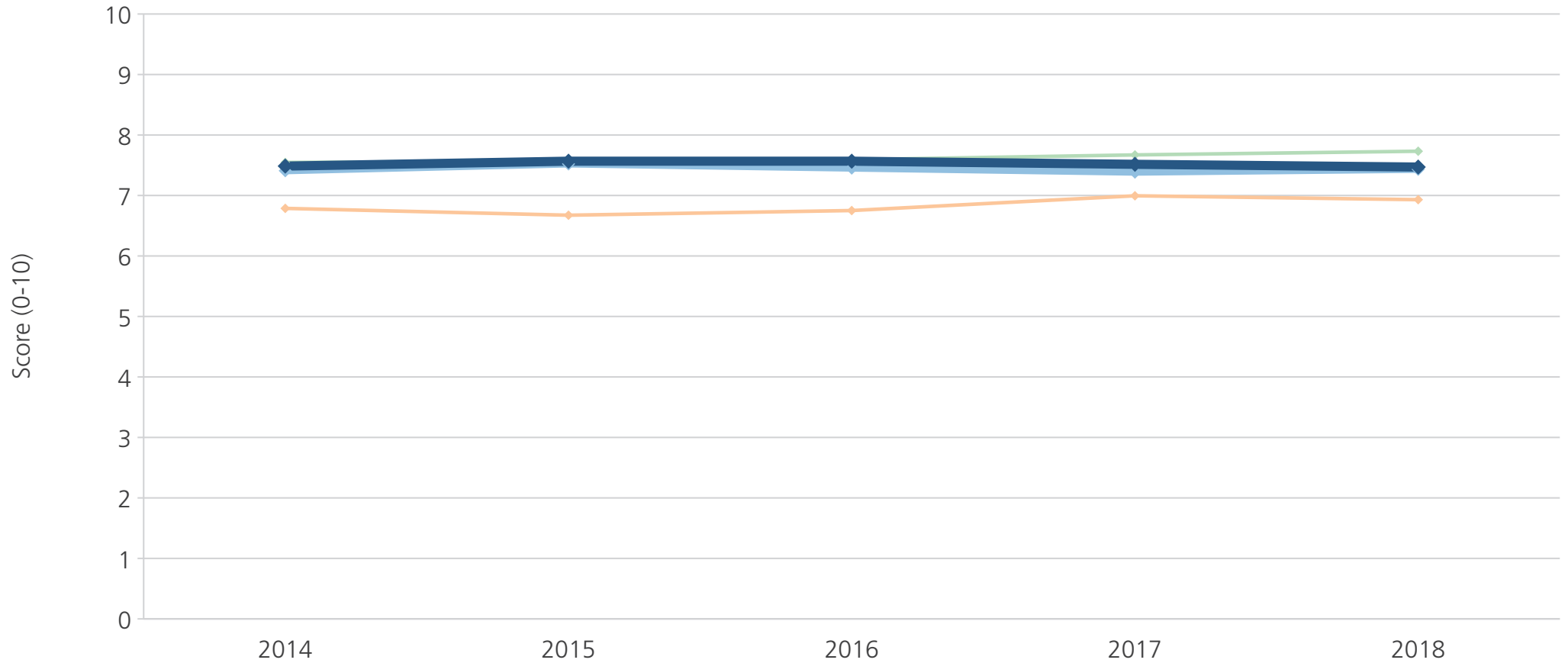
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|-------|------|
| Best | 8.8 | 8.9 | 8.9 | 8.8 |
| Your org | 8.0 | 8.0 | 7.9 | 8.0 |
| Average | 8.3 | 8.3 | 8.4 | 8.2 |
| Worst | 7.9 | 7.9 | 7.9 | 7.9 |
| No. responses | 748 | 918 | 1,091 | 951 |



| | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|-------|------|
| Best | 9.9 | 9.9 | 9.9 | 9.9 |
| Your org | 9.7 | 9.7 | 9.8 | 9.8 |
| Average | 9.7 | 9.7 | 9.7 | 9.7 |
| Worst | 9.2 | 9.2 | 9.3 | 9.2 |
| No. responses | 743 | 928 | 1,092 | 952 |



| | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|-------|------|
| Best | 7.2 | 7.4 | 7.4 | 7.6 |
| Your org | 7.1 | 7.1 | 7.1 | 7.1 |
| Average | 7.0 | 6.9 | 6.9 | 6.9 |
| Worst | 6.2 | 6.3 | 6.6 | 6.7 |
| No. responses | 754 | 932 | 1,095 | 971 |



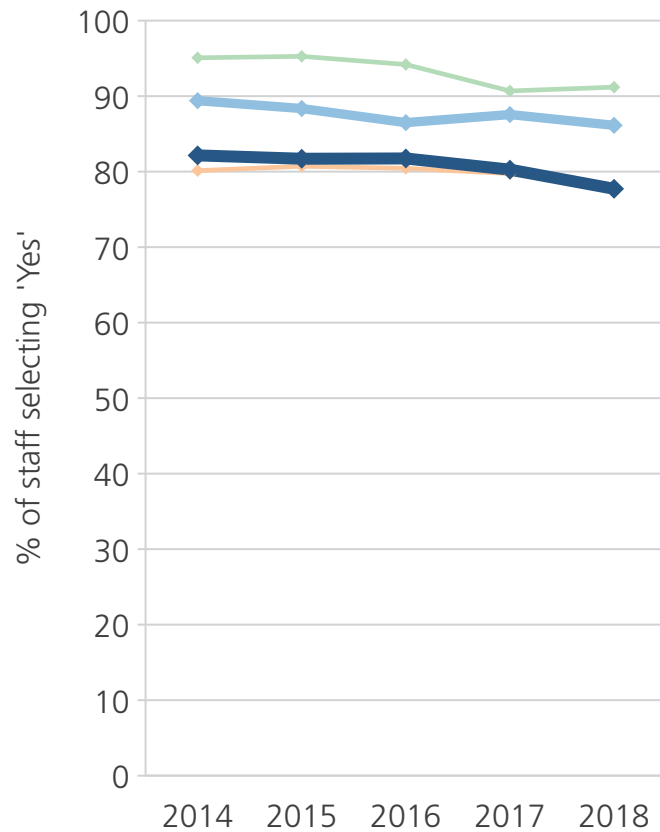
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|------|------|------|-------|-------|
| Best | 7.5 | 7.6 | 7.6 | 7.7 | 7.7 |
| Your org | 7.5 | 7.6 | 7.6 | 7.5 | 7.5 |
| Average | 7.4 | 7.5 | 7.5 | 7.4 | 7.4 |
| Worst | 6.8 | 6.7 | 6.8 | 7.0 | 6.9 |
| No. responses | 683 | 764 | 936 | 1,124 | 1,001 |

Theme results – Detailed information

Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results

Q14

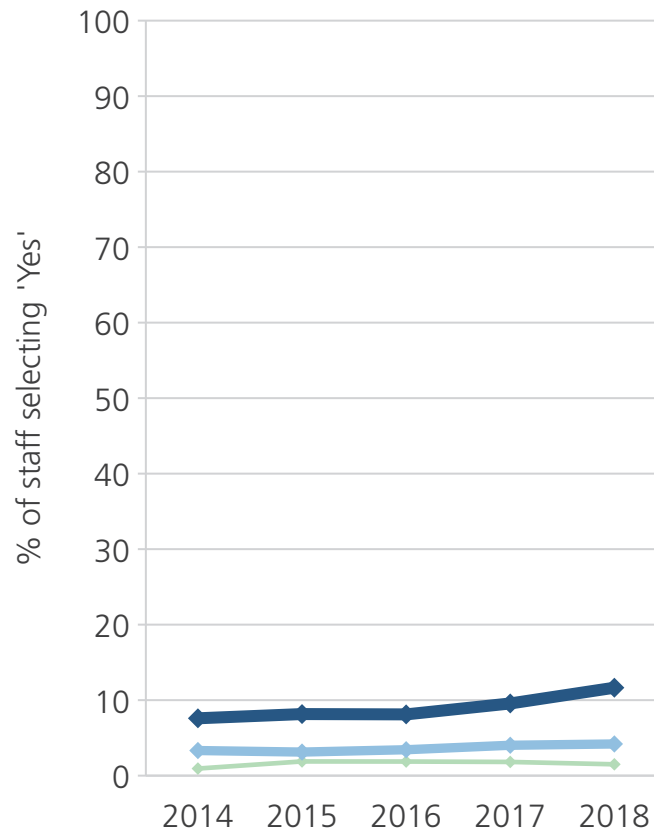
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 95.1% | 95.3% | 94.2% | 90.7% | 91.2% |
| Your org | 82.2% | 81.7% | 81.7% | 80.3% | 77.7% |
| Average | 89.4% | 88.4% | 86.5% | 87.6% | 86.1% |
| Worst | 80.1% | 80.7% | 80.4% | 79.7% | 77.7% |

Q15a

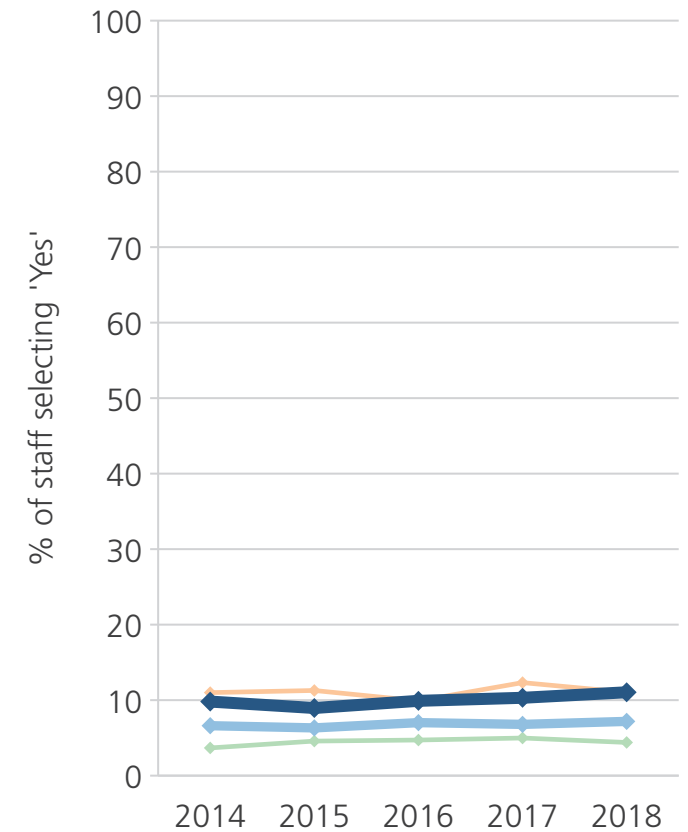
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



| | | | | | |
|-----------------|------|------|------|------|-------|
| Worst | 7.6% | 8.2% | 8.1% | 9.6% | 11.6% |
| Your org | 7.6% | 8.2% | 8.1% | 9.6% | 11.6% |
| Average | 3.3% | 3.1% | 3.4% | 4.0% | 4.2% |
| Best | 0.9% | 1.9% | 1.9% | 1.8% | 1.5% |

Q15b

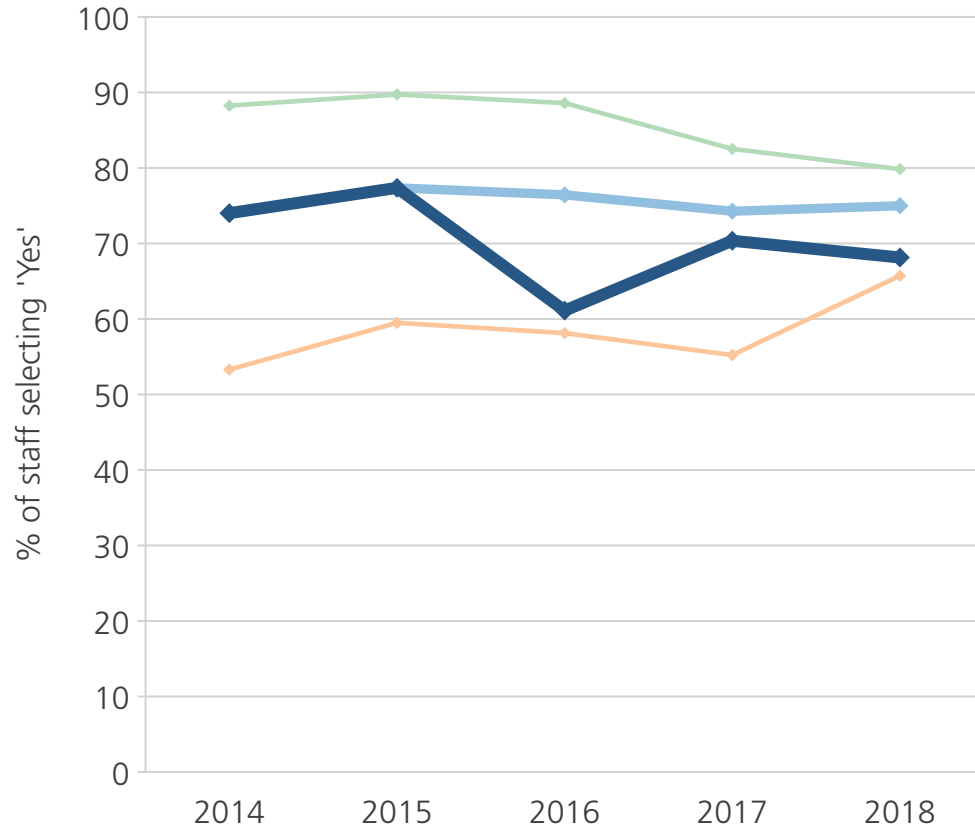
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



| | | | | | |
|-----------------|-------|-------|------|-------|-------|
| Worst | 11.0% | 11.3% | 9.9% | 12.3% | 11.0% |
| Your org | 9.8% | 9.0% | 9.9% | 10.3% | 11.0% |
| Average | 6.6% | 6.3% | 7.0% | 6.8% | 7.2% |
| Best | 3.7% | 4.6% | 4.7% | 5.0% | 4.4% |

Q28b

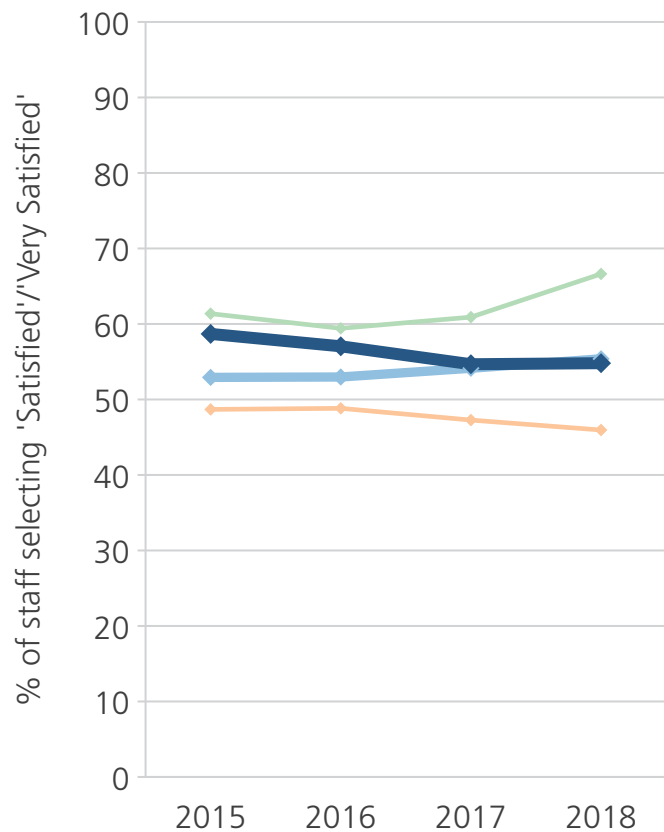
Has your employer made adequate adjustment(s) to enable you to carry out your work?



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 88.3% | 89.7% | 88.6% | 82.5% | 79.8% |
| Your org | 74.0% | 77.4% | 61.1% | 70.4% | 68.1% |
| Average | 73.9% | 77.4% | 76.4% | 74.3% | 75.0% |
| Worst | 53.3% | 59.5% | 58.1% | 55.2% | 65.7% |

Q5h

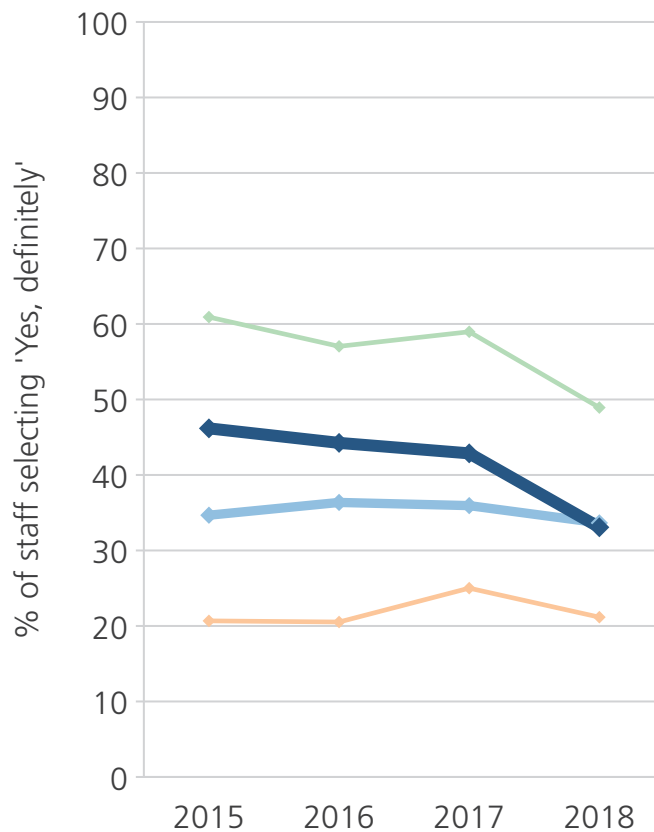
The opportunities for flexible working patterns



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 61.4% | 59.4% | 60.9% | 66.6% |
| Your org | 58.7% | 57.0% | 54.7% | 54.8% |
| Average | 52.9% | 53.0% | 54.1% | 55.4% |
| Worst | 48.7% | 48.8% | 47.3% | 46.0% |

Q11a

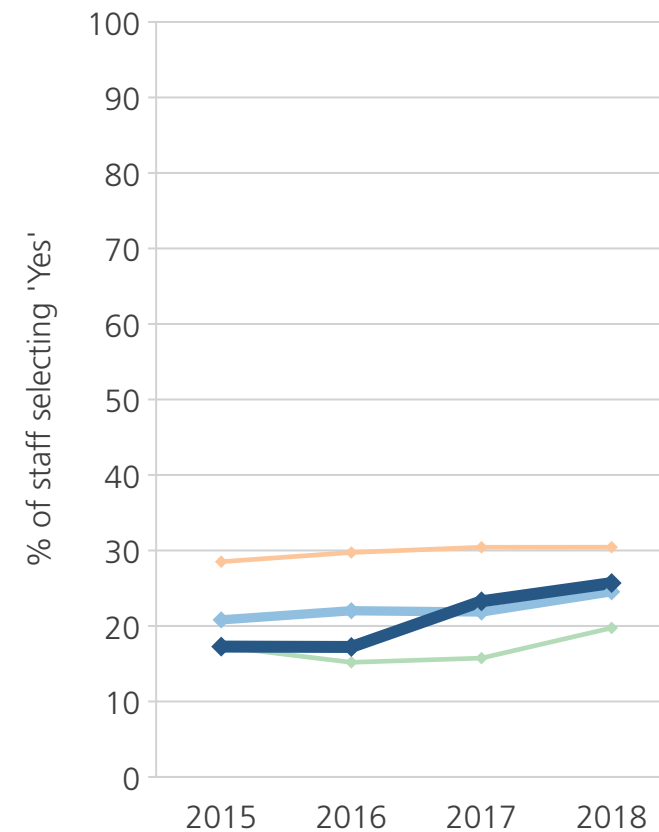
Does your organisation take positive action on health and well-being?



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 60.9% | 57.0% | 59.0% | 48.9% |
| Your org | 46.2% | 44.2% | 42.9% | 33.1% |
| Average | 34.7% | 36.4% | 35.9% | 33.6% |
| Worst | 20.7% | 20.5% | 25.0% | 21.2% |

Q11b

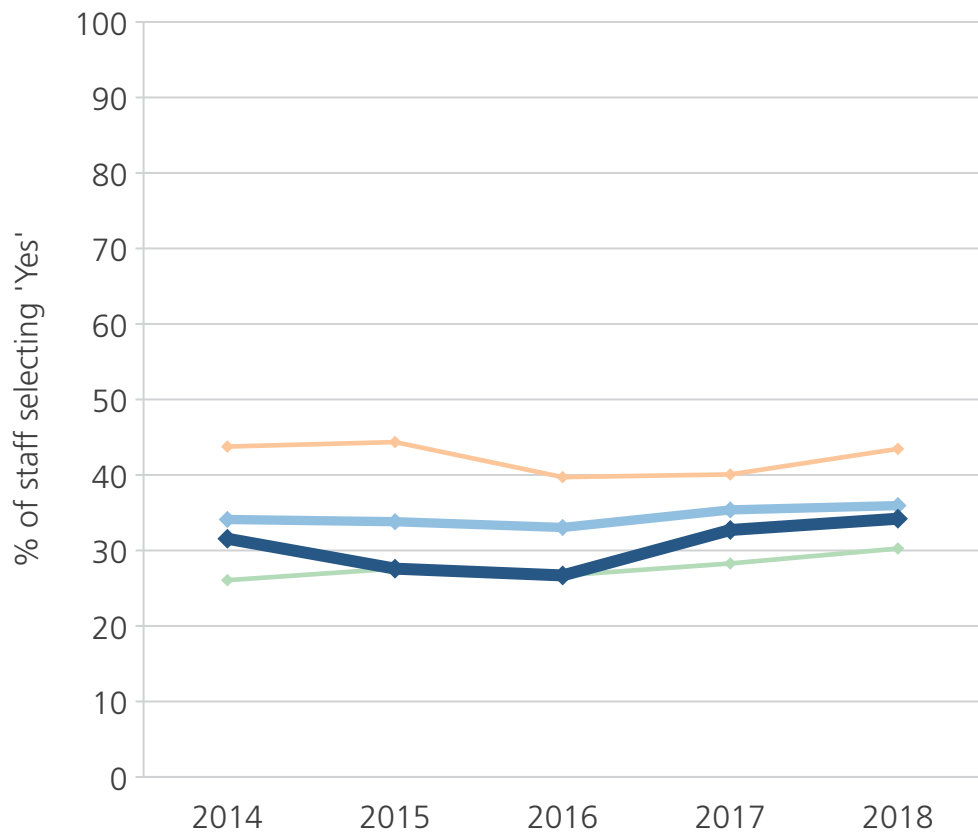
In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



| | | | | |
|-----------------|-------|-------|-------|-------|
| Worst | 28.5% | 29.7% | 30.4% | 30.4% |
| Your org | 17.3% | 17.2% | 23.3% | 25.7% |
| Average | 20.8% | 22.0% | 21.8% | 24.5% |
| Best | 17.3% | 15.2% | 15.7% | 19.7% |

Q11c

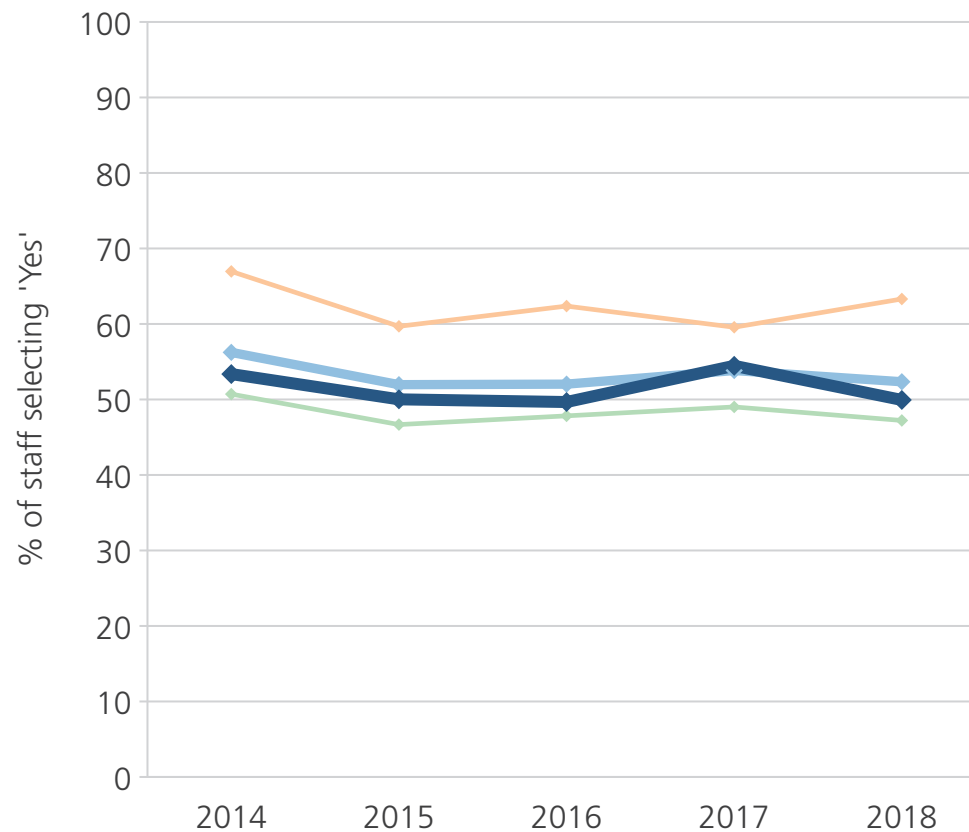
During the last 12 months have you felt unwell as a result of work related stress?



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Worst | 43.8% | 44.4% | 39.7% | 40.1% | 43.5% |
| Your org | 31.6% | 27.6% | 26.7% | 32.7% | 34.2% |
| Average | 34.1% | 33.8% | 33.0% | 35.4% | 35.9% |
| Best | 26.1% | 27.6% | 26.7% | 28.3% | 30.3% |

Q11d

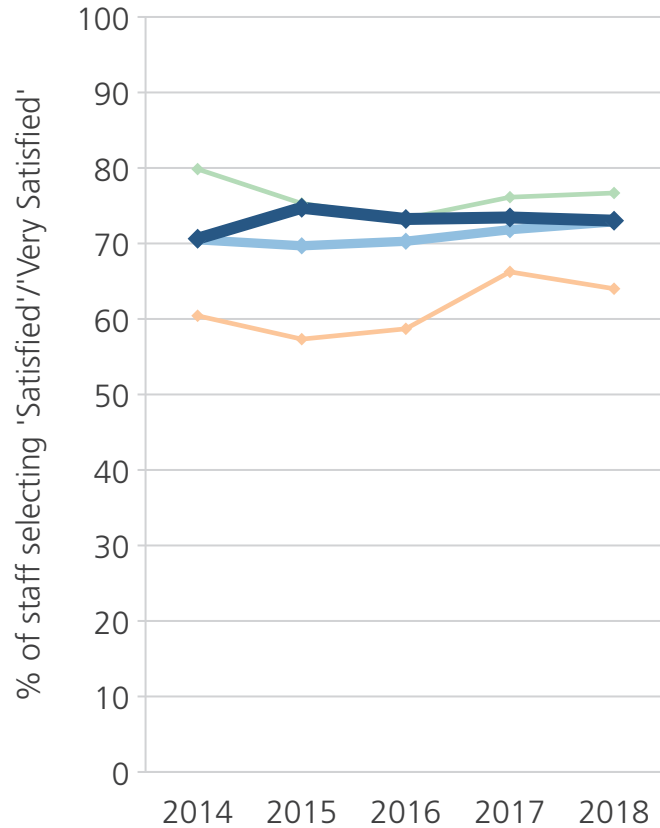
In the last three months have you ever come to work despite not feeling well enough to perform your duties?



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Worst | 67.0% | 59.7% | 62.4% | 59.6% | 63.3% |
| Your org | 53.4% | 50.0% | 49.7% | 54.5% | 49.9% |
| Average | 56.2% | 52.0% | 52.0% | 53.8% | 52.3% |
| Best | 50.7% | 46.7% | 47.8% | 49.0% | 47.2% |

Q5b

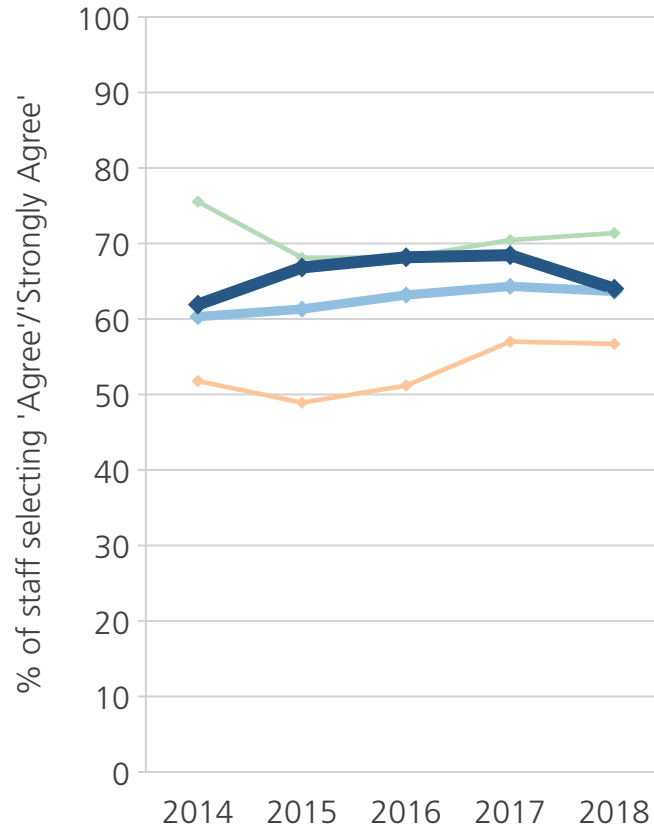
The support I get from my immediate manager



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 79.9% | 75.3% | 73.3% | 76.1% | 76.7% |
| Your org | 70.6% | 74.7% | 73.2% | 73.4% | 73.0% |
| Average | 70.5% | 69.7% | 70.3% | 71.8% | 72.9% |
| Worst | 60.4% | 57.3% | 58.7% | 66.2% | 64.0% |

Q8c

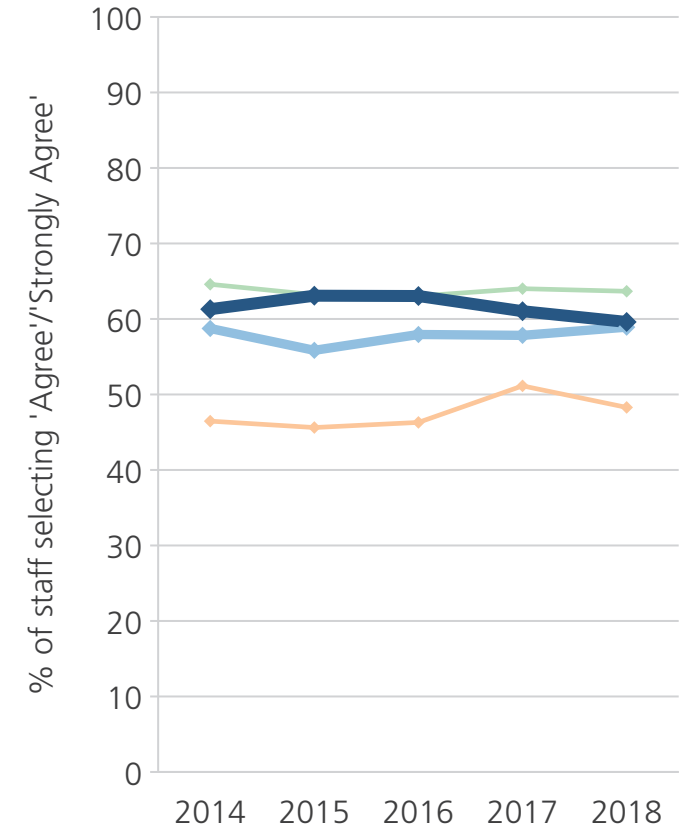
My immediate manager gives me clear feedback on my work



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 75.5% | 68.1% | 68.2% | 70.5% | 71.4% |
| Your org | 61.9% | 66.8% | 68.2% | 68.5% | 64.0% |
| Average | 60.3% | 61.3% | 63.2% | 64.3% | 63.6% |
| Worst | 51.8% | 48.9% | 51.2% | 57.0% | 56.7% |

Q8d

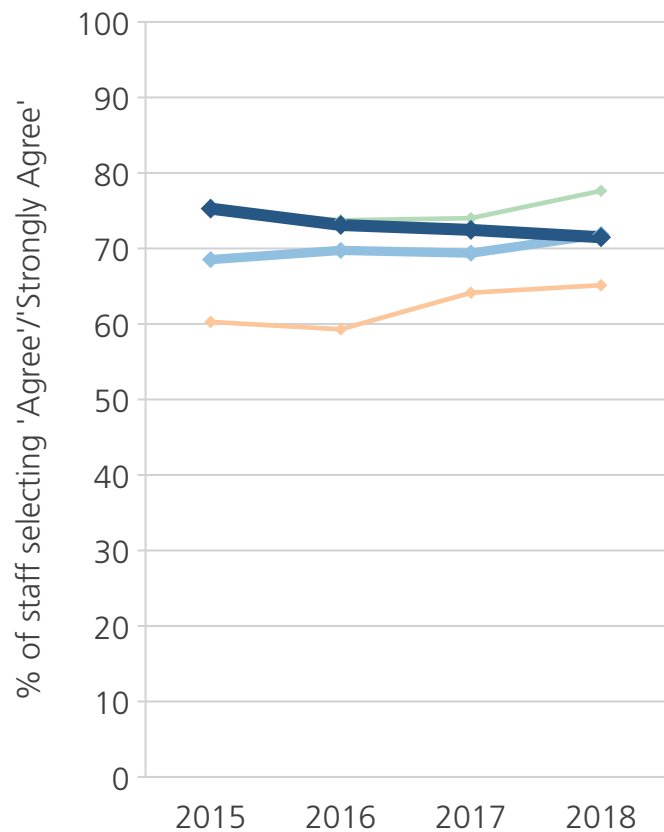
My immediate manager asks for my opinion before making decisions that affect my work



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 64.6% | 63.2% | 63.0% | 64.0% | 63.7% |
| Your org | 61.3% | 63.1% | 63.0% | 61.0% | 59.6% |
| Average | 58.7% | 55.8% | 57.9% | 57.8% | 58.9% |
| Worst | 46.5% | 45.6% | 46.3% | 51.1% | 48.3% |

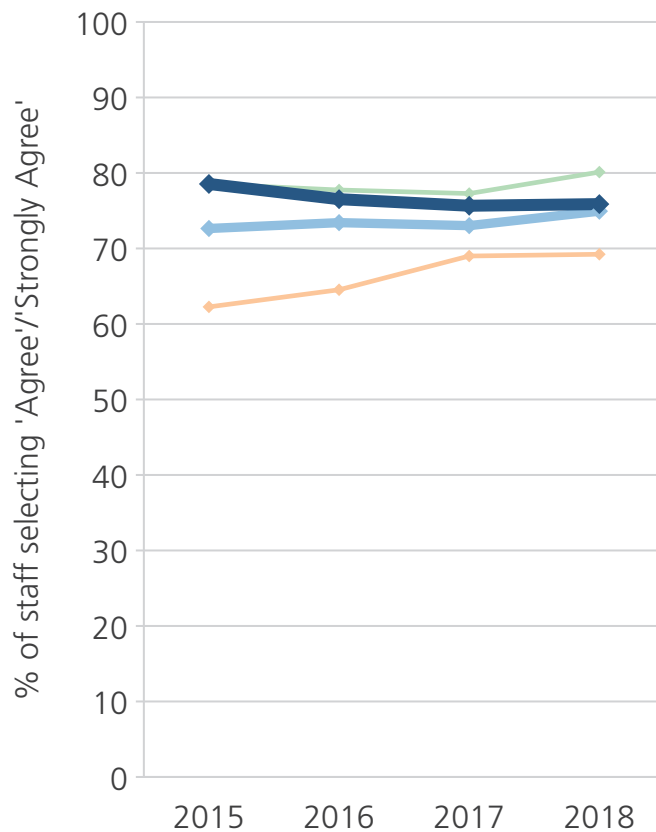
Q8f

My immediate manager takes a positive interest in my health and well-being



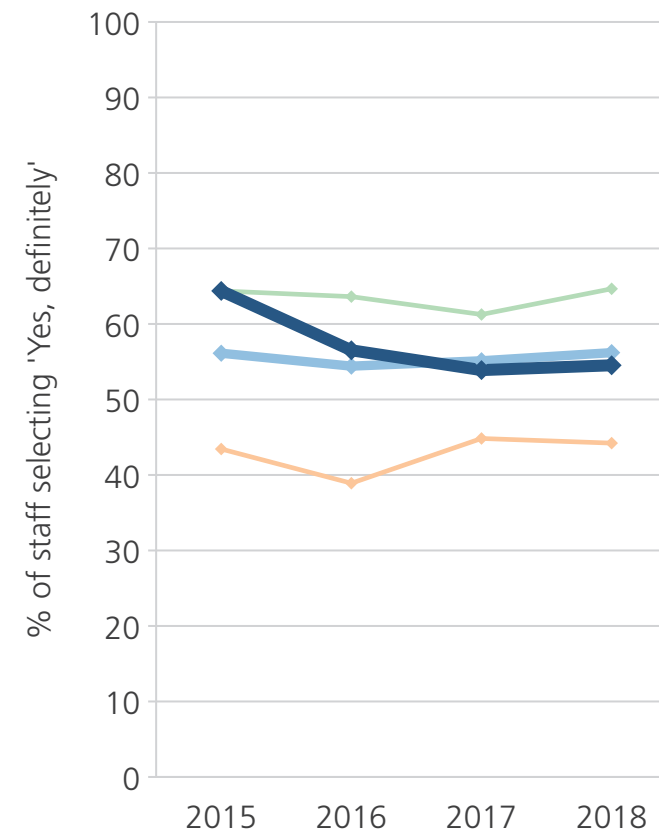
Q8g

My immediate manager values my work



Q19g

My manager supported me to receive this training, learning or development



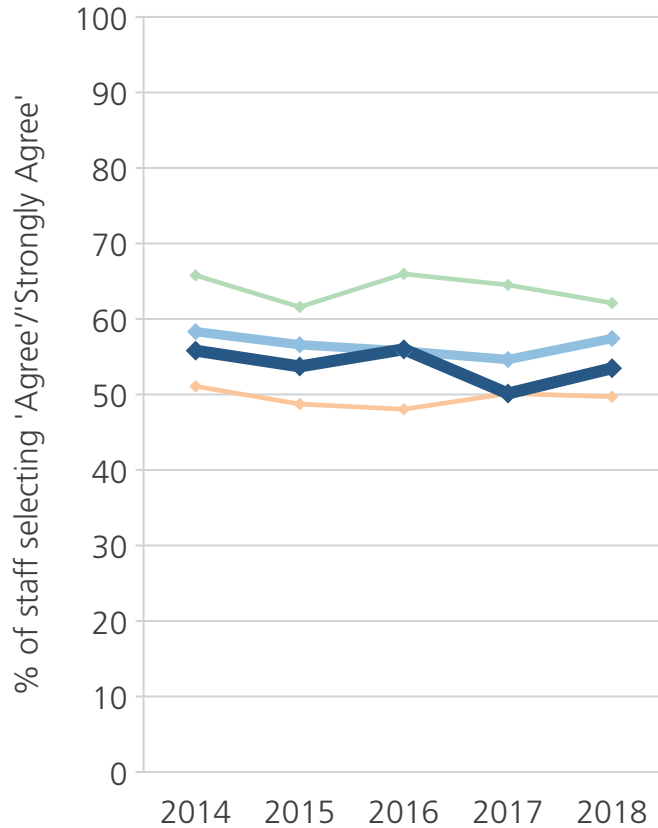
| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 75.3% | 73.7% | 74.0% | 77.6% |
| Your org | 75.3% | 73.1% | 72.5% | 71.5% |
| Average | 68.5% | 69.7% | 69.4% | 71.9% |
| Worst | 60.3% | 59.3% | 64.1% | 65.1% |

| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 78.5% | 77.7% | 77.3% | 80.1% |
| Your org | 78.5% | 76.5% | 75.7% | 75.9% |
| Average | 72.6% | 73.4% | 73.0% | 74.9% |
| Worst | 62.3% | 64.5% | 69.0% | 69.2% |

| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 64.4% | 63.6% | 61.3% | 64.7% |
| Your org | 64.4% | 56.5% | 53.9% | 54.5% |
| Average | 56.1% | 54.4% | 55.1% | 56.2% |
| Worst | 43.4% | 38.9% | 44.8% | 44.2% |

Q4c

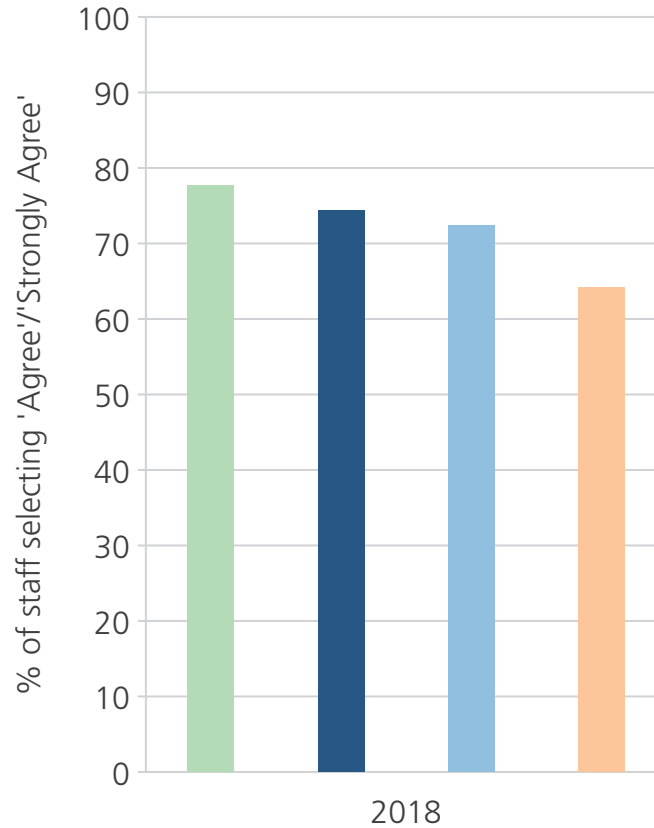
I am involved in deciding on changes introduced that affect my work area / team / department



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 65.8% | 61.6% | 66.0% | 64.5% | 62.1% |
| Your org | 55.8% | 53.7% | 56.0% | 50.1% | 53.5% |
| Average | 58.3% | 56.6% | 55.8% | 54.6% | 57.4% |
| Worst | 51.1% | 48.7% | 48.0% | 50.1% | 49.7% |

Q4j

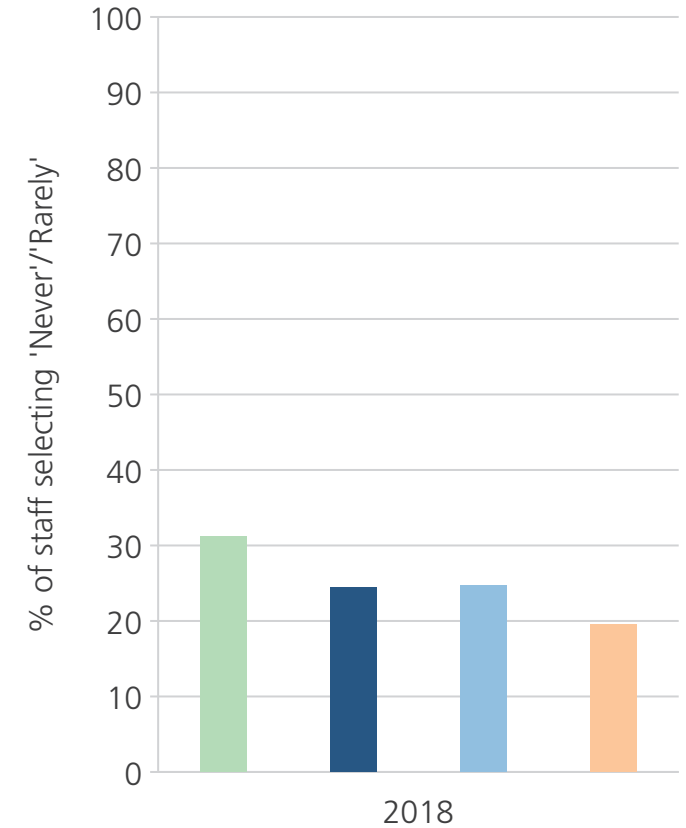
I receive the respect I deserve from my colleagues at work



| | |
|-----------------|-------|
| Best | 77.7% |
| Your org | 74.4% |
| Average | 72.4% |
| Worst | 64.1% |

Q6a

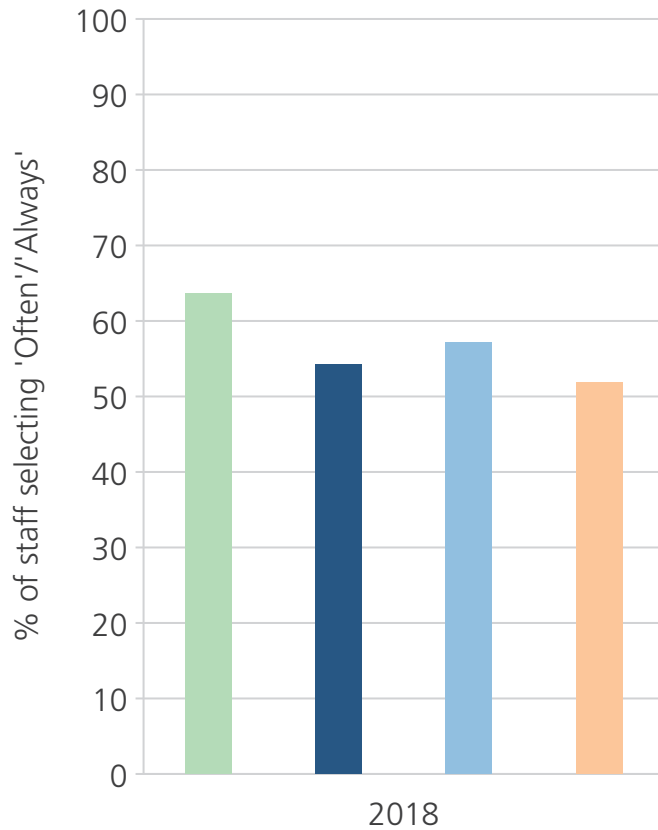
I have unrealistic time pressures



| | |
|-----------------|-------|
| Best | 31.2% |
| Your org | 24.4% |
| Average | 24.6% |
| Worst | 19.5% |

Q6b

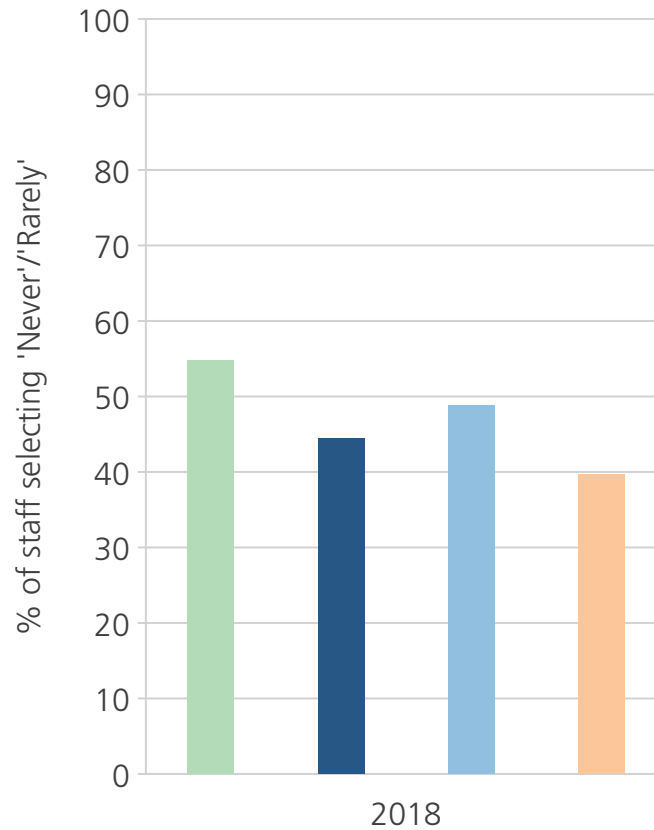
I have a choice in deciding how to do my work



| | |
|-----------------|-------|
| Best | 63.7% |
| Your org | 54.2% |
| Average | 57.1% |
| Worst | 51.8% |

Q6c

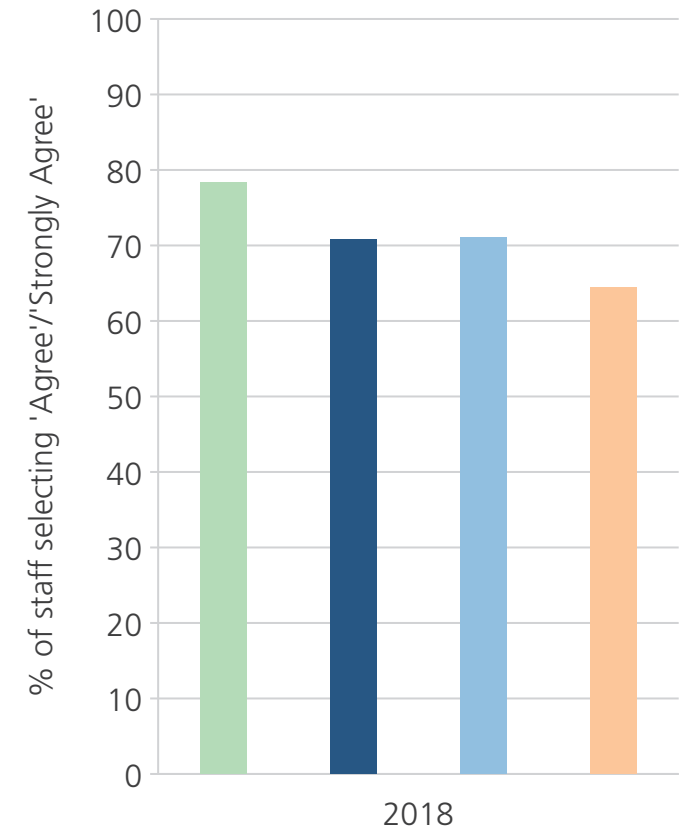
Relationships at work are strained



| | |
|-----------------|-------|
| Best | 54.8% |
| Your org | 44.4% |
| Average | 48.8% |
| Worst | 39.7% |

Q8a

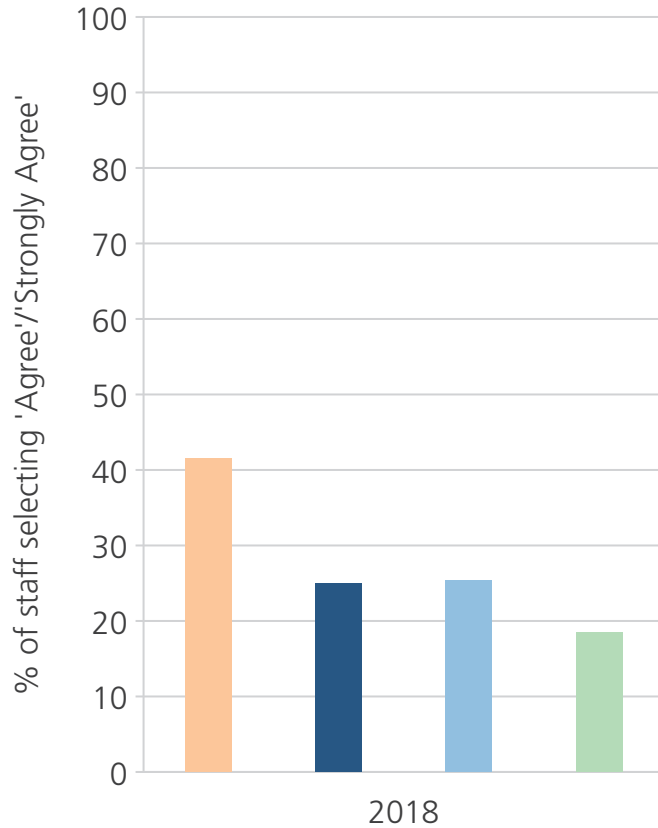
My immediate manager encourages me at work



| | |
|-----------------|-------|
| Best | 78.4% |
| Your org | 70.8% |
| Average | 71.0% |
| Worst | 64.4% |

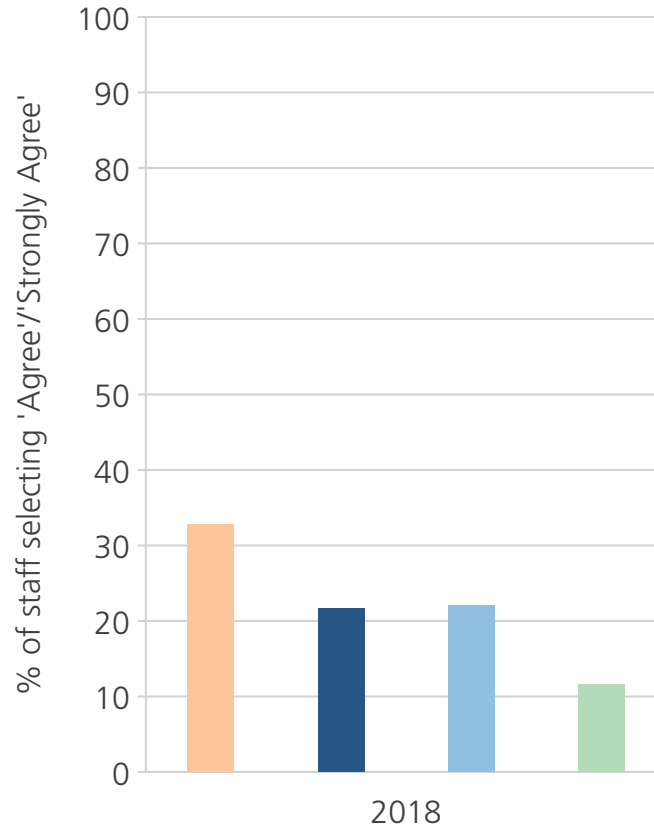
Q23a

I often think about leaving this organisation



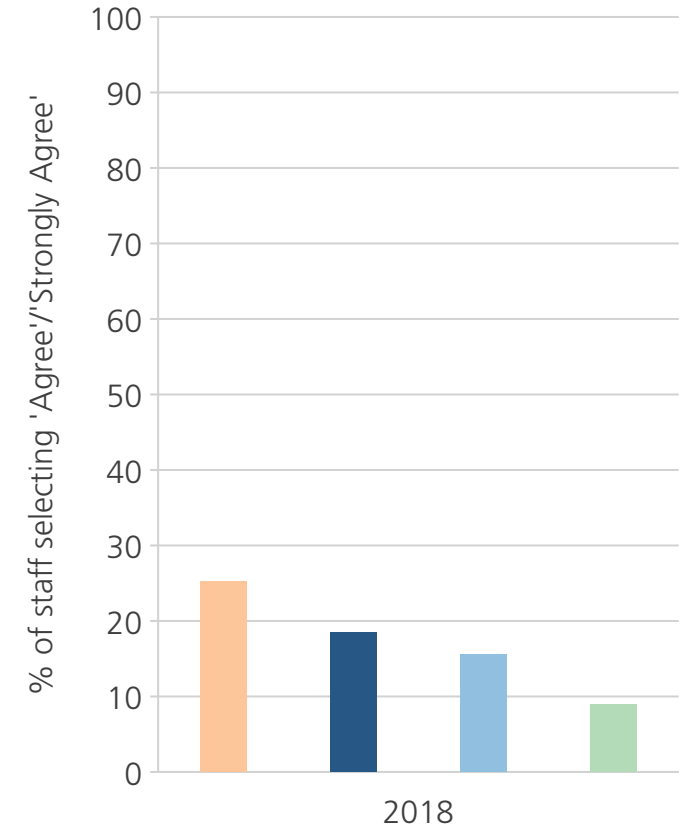
Q23b

I will probably look for a job at a new organisation in the next 12 months



Q23c

As soon as I can find another job, I will leave this organisation



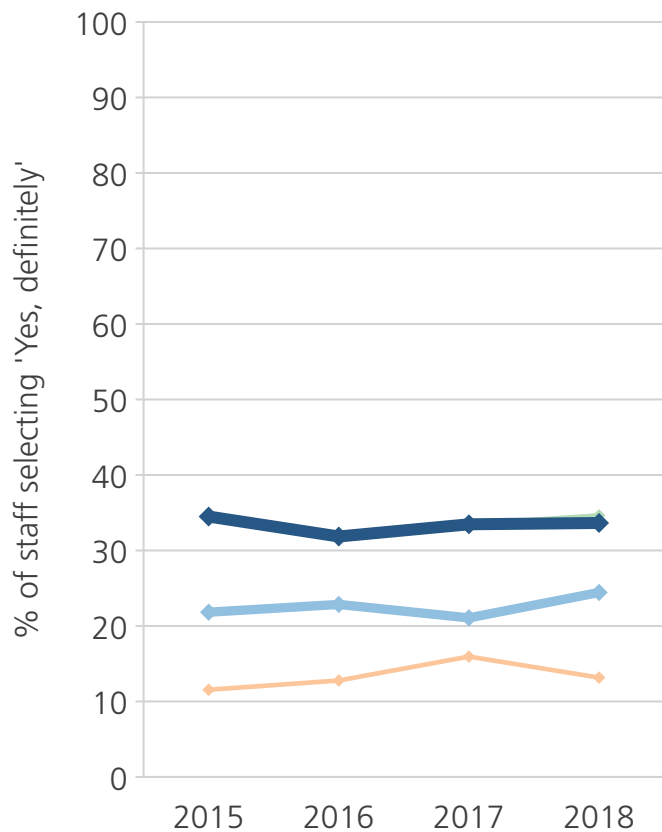
| | |
|-----------------|-------|
| Worst | 41.5% |
| Your org | 25.0% |
| Average | 25.3% |
| Best | 18.5% |

| | |
|-----------------|-------|
| Worst | 32.8% |
| Your org | 21.6% |
| Average | 22.1% |
| Best | 11.6% |

| | |
|-----------------|-------|
| Worst | 25.3% |
| Your org | 18.4% |
| Average | 15.6% |
| Best | 8.9% |

Q19b

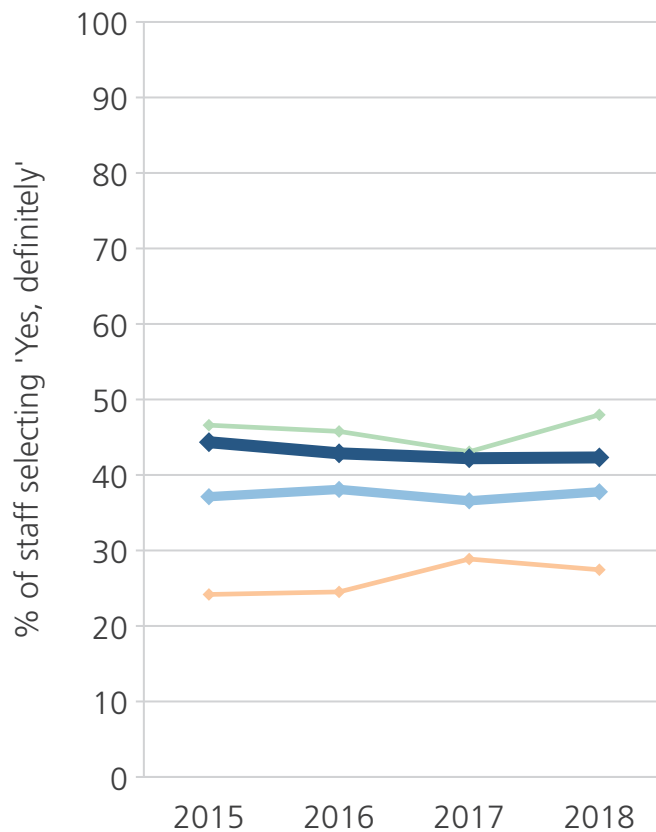
It helped me to improve how I do my job



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 34.5% | 31.9% | 33.5% | 34.6% |
| Your org | 34.5% | 31.9% | 33.5% | 33.6% |
| Average | 21.8% | 22.9% | 21.1% | 24.4% |
| Worst | 11.6% | 12.8% | 15.9% | 13.2% |

Q19c

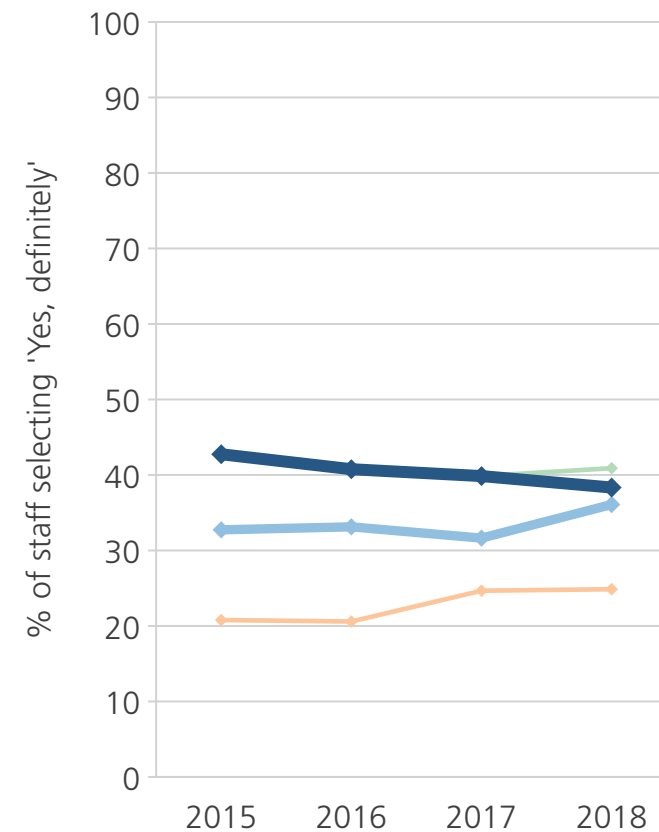
It helped me agree clear objectives for my work



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 46.6% | 45.8% | 43.1% | 48.0% |
| Your org | 44.3% | 42.9% | 42.2% | 42.3% |
| Average | 37.1% | 38.1% | 36.6% | 37.8% |
| Worst | 24.2% | 24.5% | 28.9% | 27.4% |

Q19d

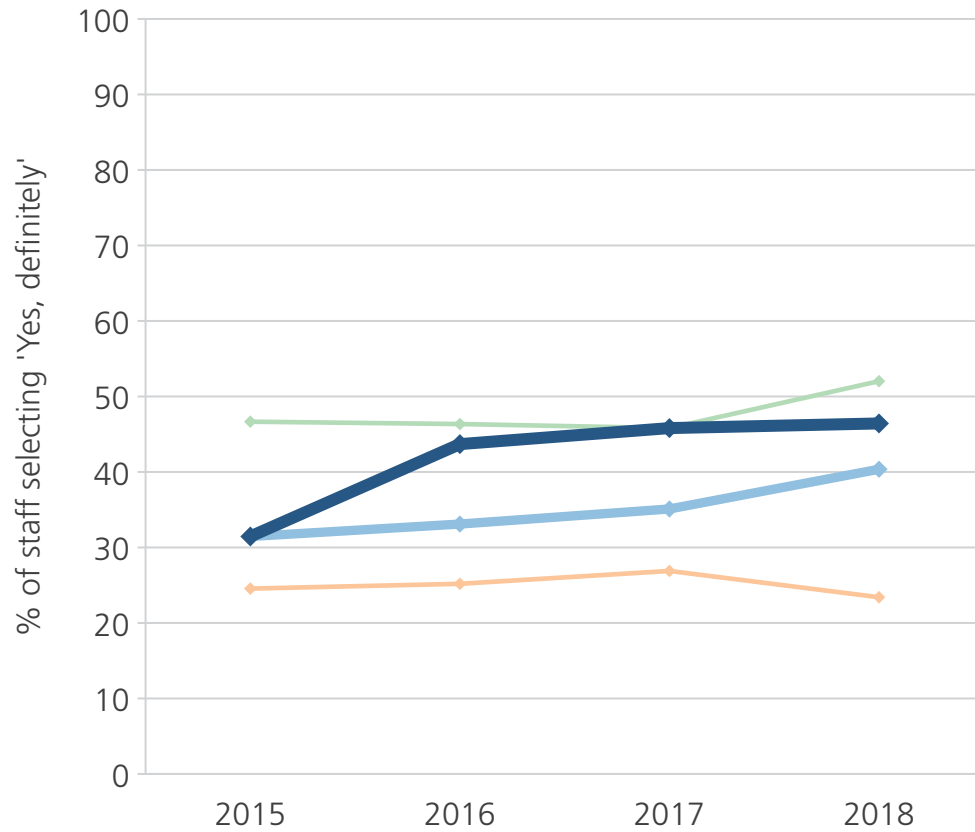
It left me feeling that my work is valued by my organisation



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 42.7% | 40.8% | 39.9% | 40.9% |
| Your org | 42.7% | 40.8% | 39.9% | 38.3% |
| Average | 32.7% | 33.1% | 31.6% | 36.1% |
| Worst | 20.8% | 20.6% | 24.7% | 24.9% |

Q19e

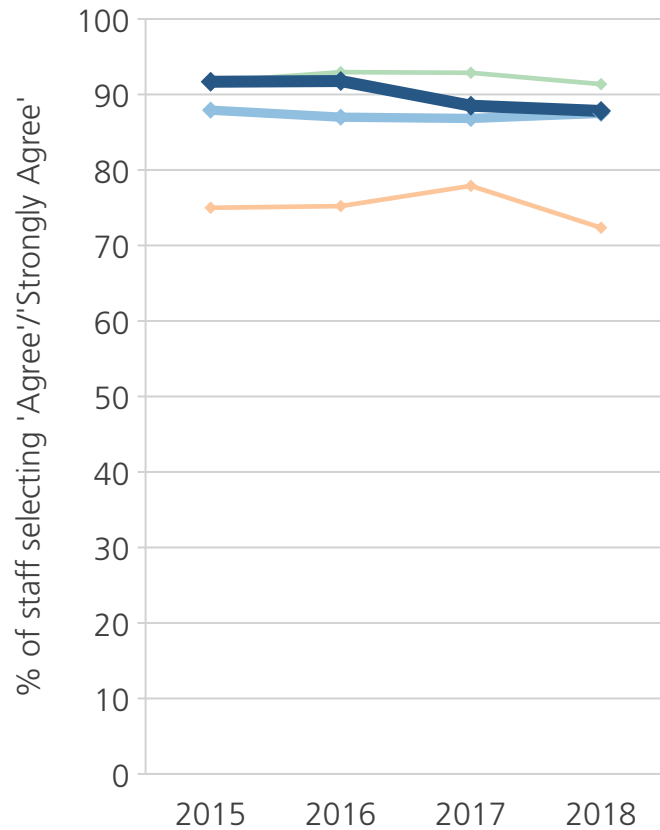
The values of my organisation were discussed as part of the appraisal process



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 46.7% | 46.3% | 45.8% | 52.0% |
| Your org | 31.5% | 43.7% | 45.8% | 46.4% |
| Average | 31.5% | 33.1% | 35.1% | 40.4% |
| Worst | 24.6% | 25.2% | 26.9% | 23.4% |

Q7a

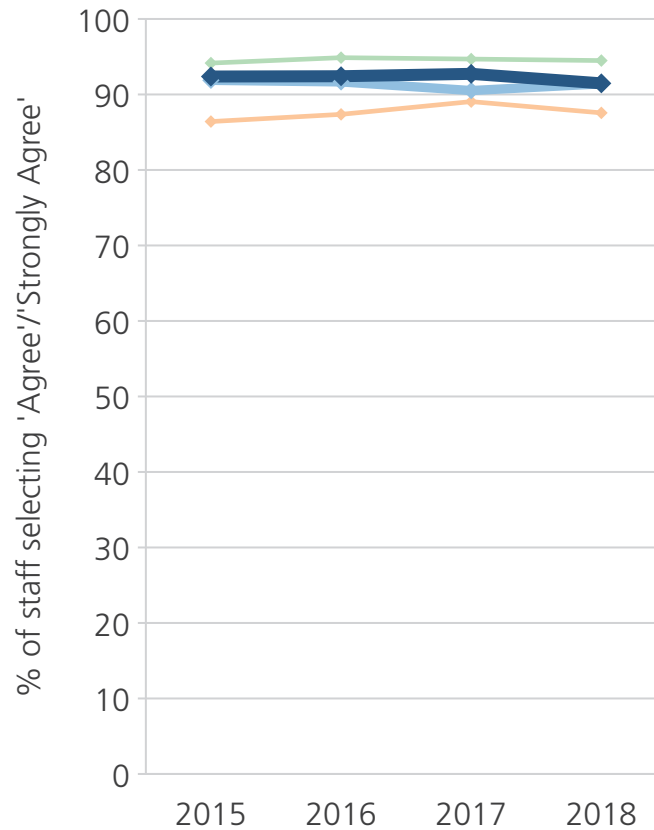
I am satisfied with the quality of care I give to patients / service users



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 91.7% | 93.0% | 92.9% | 91.4% |
| Your org | 91.7% | 91.8% | 88.5% | 87.8% |
| Average | 87.9% | 87.0% | 86.8% | 87.5% |
| Worst | 75.0% | 75.2% | 77.9% | 72.4% |

Q7b

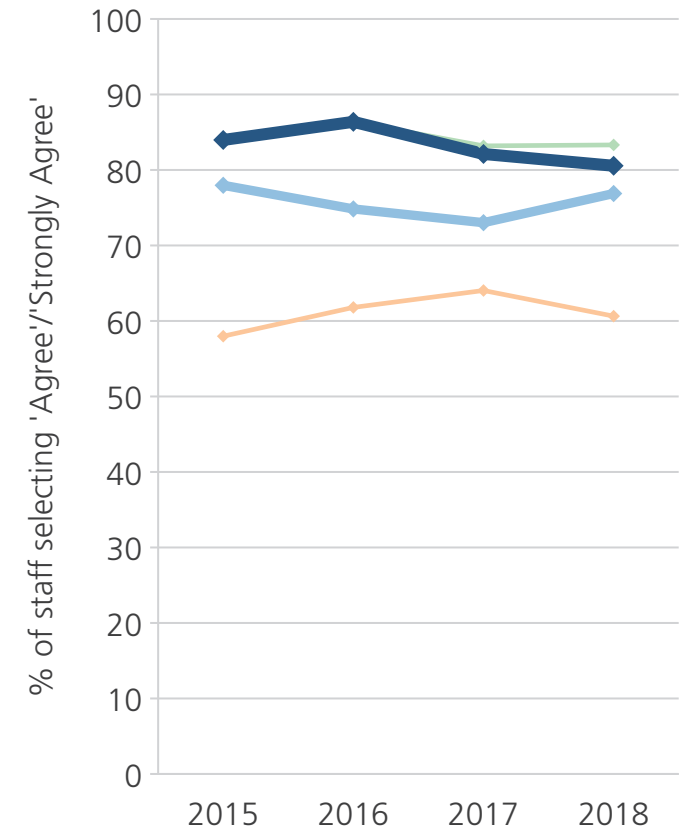
I feel that my role makes a difference to patients / service users



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 94.2% | 94.9% | 94.7% | 94.5% |
| Your org | 92.4% | 92.4% | 92.7% | 91.5% |
| Average | 91.9% | 91.7% | 90.5% | 91.4% |
| Worst | 86.4% | 87.4% | 89.1% | 87.6% |

Q7c

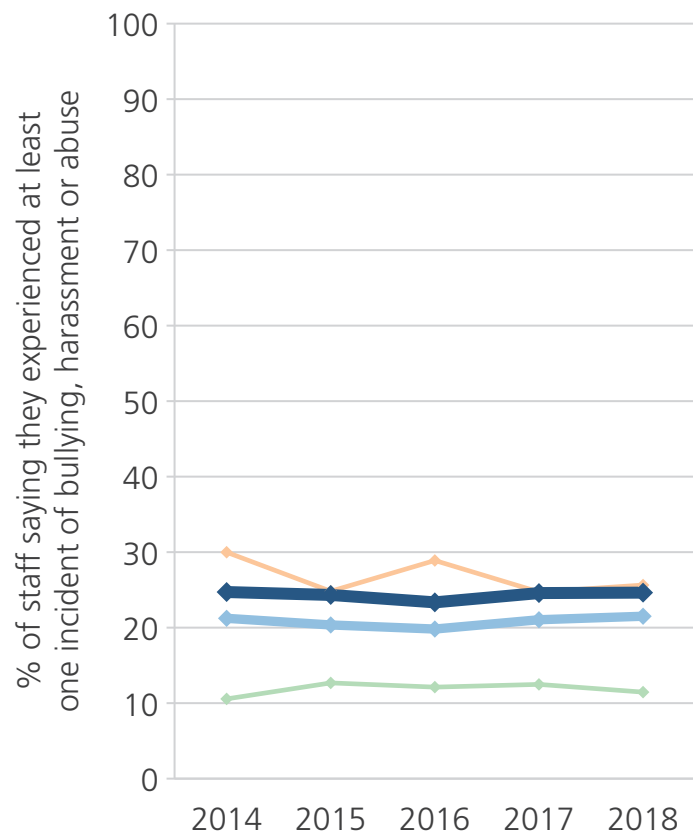
I am able to deliver the care I aspire to



| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 84.0% | 86.4% | 83.2% | 83.3% |
| Your org | 84.0% | 86.4% | 82.1% | 80.6% |
| Average | 78.0% | 74.8% | 73.0% | 76.9% |
| Worst | 58.0% | 61.8% | 64.0% | 60.6% |

Q13a

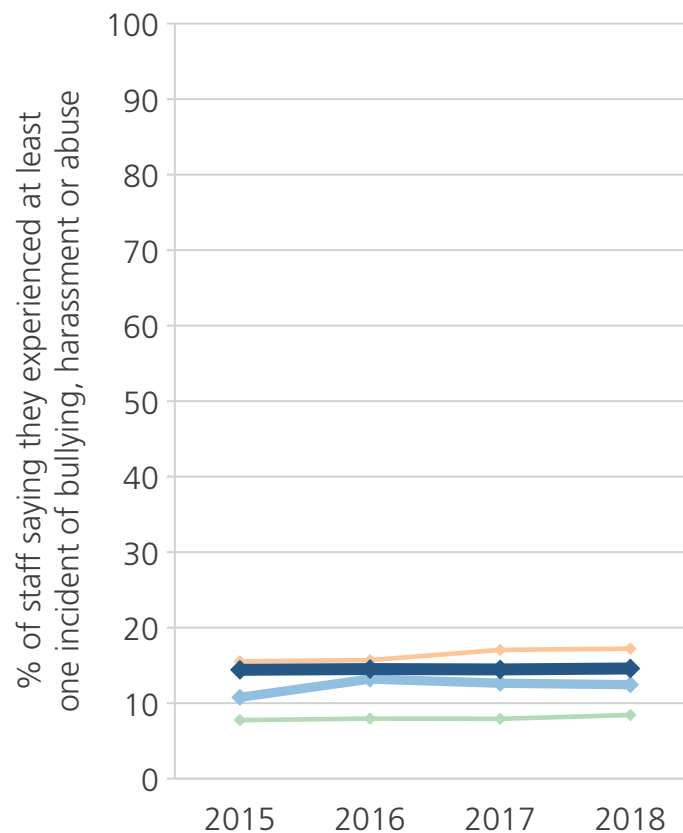
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Worst | 30.0% | 24.8% | 28.9% | 24.7% | 25.6% |
| Your org | 24.7% | 24.3% | 23.3% | 24.6% | 24.6% |
| Average | 21.2% | 20.4% | 19.8% | 21.0% | 21.5% |
| Best | 10.6% | 12.7% | 12.1% | 12.5% | 11.5% |

Q13b

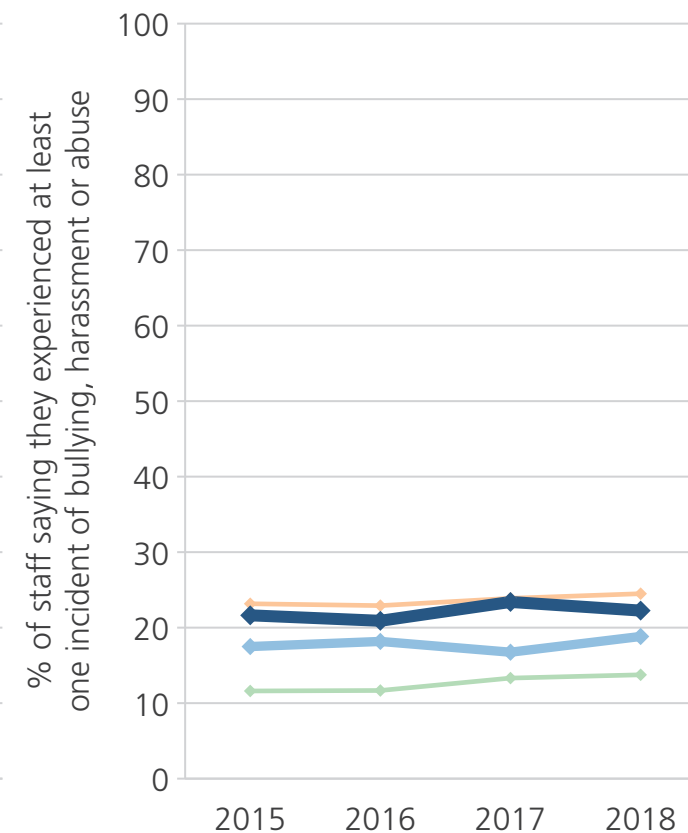
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?



| | | | | |
|-----------------|-------|-------|-------|-------|
| Worst | 15.5% | 15.7% | 17.1% | 17.2% |
| Your org | 14.4% | 14.5% | 14.5% | 14.6% |
| Average | 10.8% | 13.2% | 12.6% | 12.4% |
| Best | 7.8% | 8.0% | 7.9% | 8.4% |

Q13c

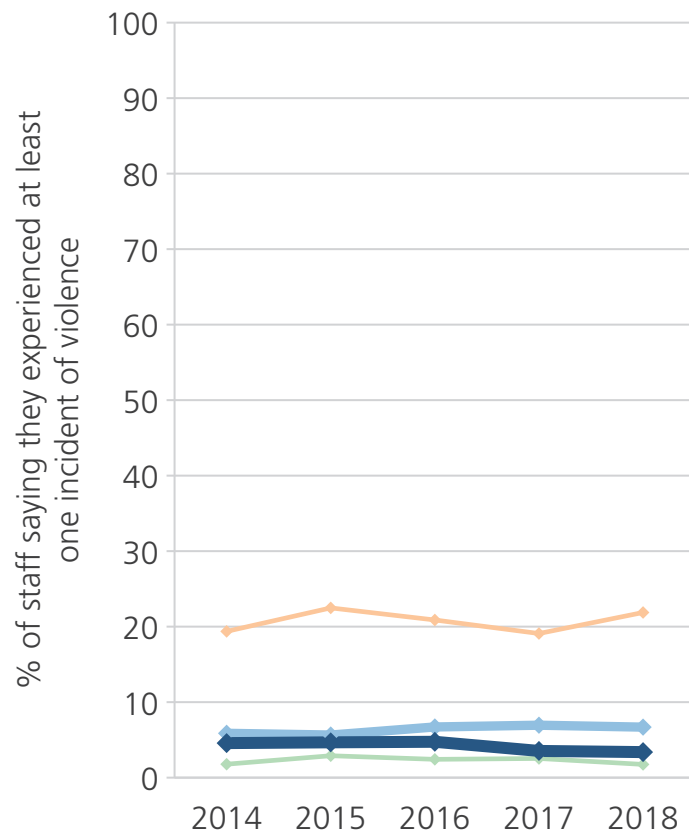
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?



| | | | | |
|-----------------|-------|-------|-------|-------|
| Worst | 23.2% | 22.9% | 23.9% | 24.5% |
| Your org | 21.6% | 20.9% | 23.4% | 22.3% |
| Average | 17.5% | 18.2% | 16.7% | 18.8% |
| Best | 11.6% | 11.7% | 13.3% | 13.8% |

Q12a

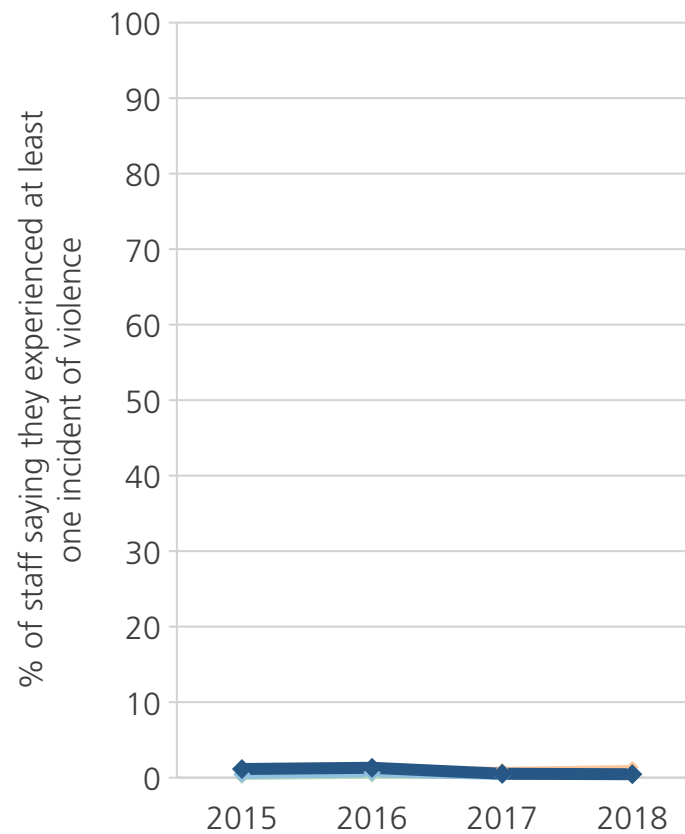
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Worst | 19.4% | 22.5% | 20.9% | 19.1% | 21.9% |
| Your org | 4.6% | 4.7% | 4.7% | 3.5% | 3.4% |
| Average | 5.9% | 5.6% | 6.7% | 6.9% | 6.7% |
| Best | 1.8% | 2.9% | 2.4% | 2.5% | 1.8% |

Q12b

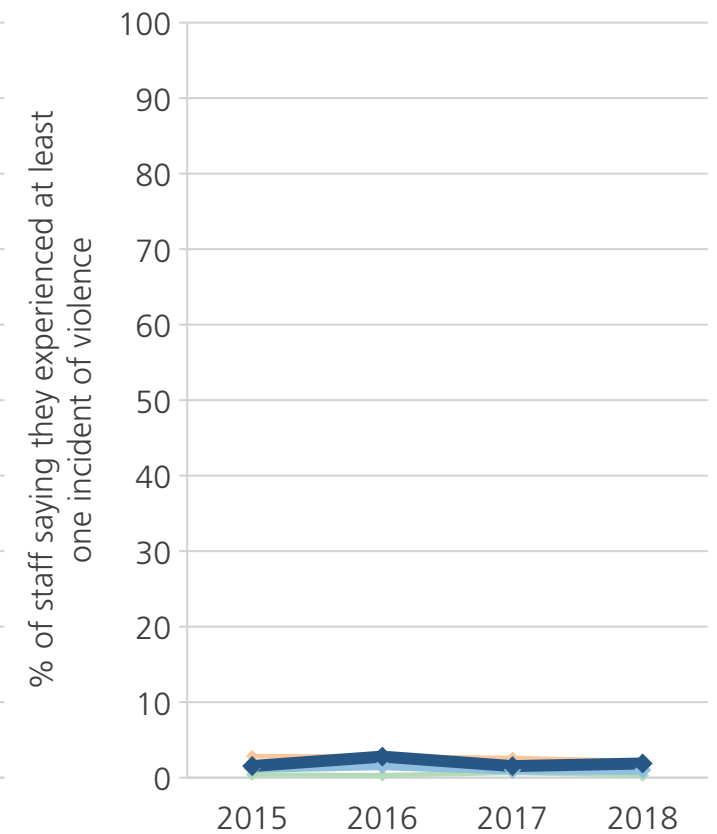
In the last 12 months how many times have you personally experienced physical violence at work from managers?



| | | | | |
|-----------------|------|------|------|------|
| Worst | 1.2% | 1.3% | 1.1% | 1.4% |
| Your org | 1.1% | 1.3% | 0.5% | 0.5% |
| Average | 0.4% | 0.7% | 0.3% | 0.5% |
| Best | 0.0% | 0.2% | 0.1% | 0.0% |

Q12c

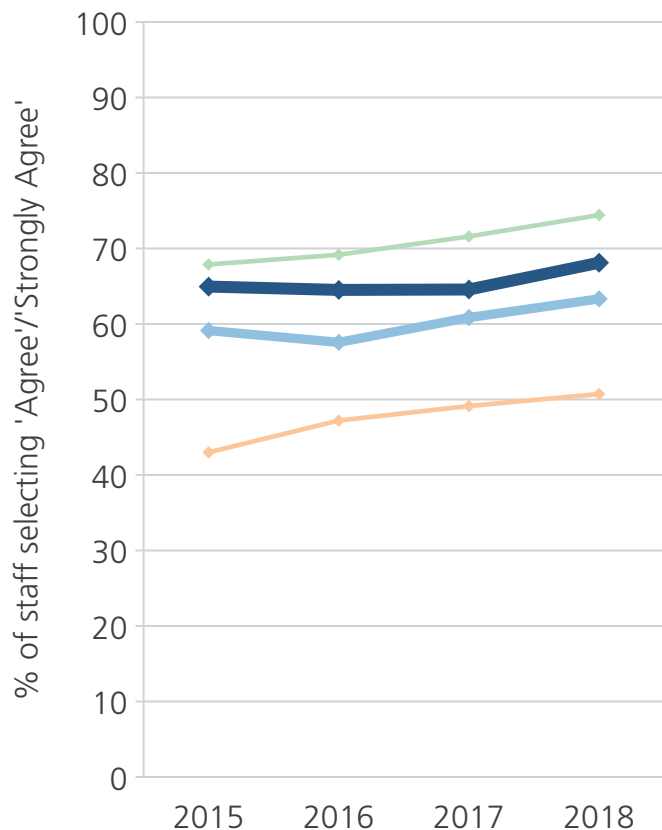
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?



| | | | | |
|-----------------|------|------|------|------|
| Worst | 2.8% | 2.8% | 2.6% | 2.2% |
| Your org | 1.5% | 2.8% | 1.5% | 1.9% |
| Average | 1.3% | 1.6% | 1.0% | 1.0% |
| Best | 0.4% | 0.3% | 0.6% | 0.3% |

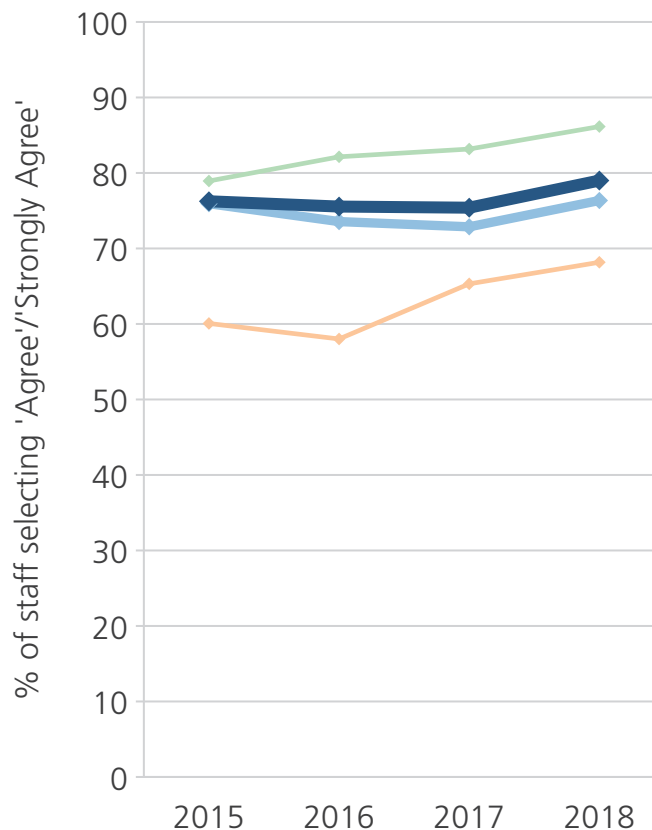
Q17a

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



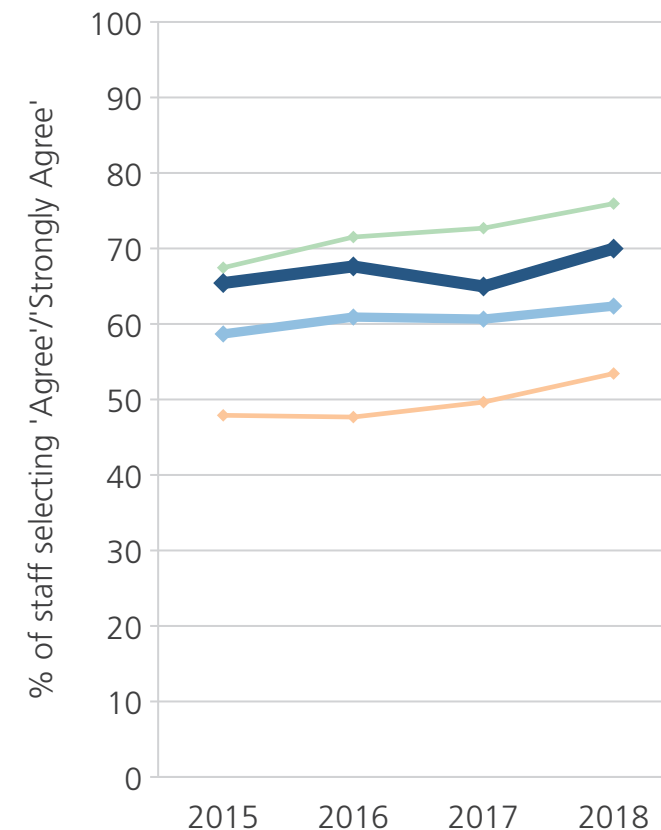
Q17c

When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again



Q17d

We are given feedback about changes made in response to reported errors, near misses and incidents



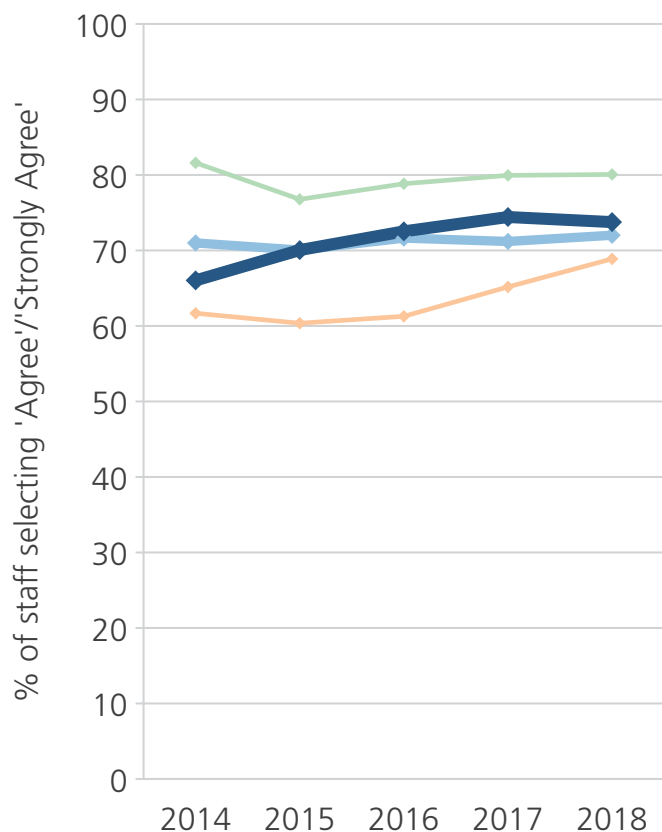
| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 67.9% | 69.2% | 71.6% | 74.4% |
| Your org | 65.0% | 64.5% | 64.6% | 68.1% |
| Average | 59.1% | 57.6% | 60.8% | 63.3% |
| Worst | 43.0% | 47.2% | 49.1% | 50.7% |

| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 78.9% | 82.1% | 83.2% | 86.1% |
| Your org | 76.3% | 75.5% | 75.4% | 79.0% |
| Average | 75.9% | 73.6% | 72.9% | 76.4% |
| Worst | 60.1% | 58.0% | 65.3% | 68.2% |

| | | | | |
|-----------------|-------|-------|-------|-------|
| Best | 67.5% | 71.5% | 72.7% | 75.9% |
| Your org | 65.4% | 67.6% | 65.0% | 70.0% |
| Average | 58.7% | 60.9% | 60.6% | 62.4% |
| Worst | 47.9% | 47.7% | 49.6% | 53.4% |

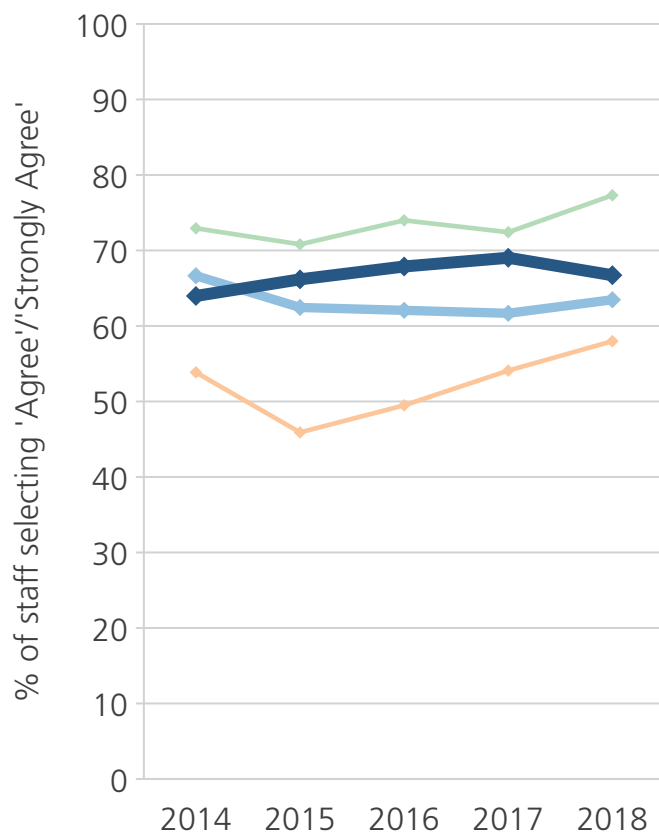
Q18b

I would feel secure raising concerns about unsafe clinical practice



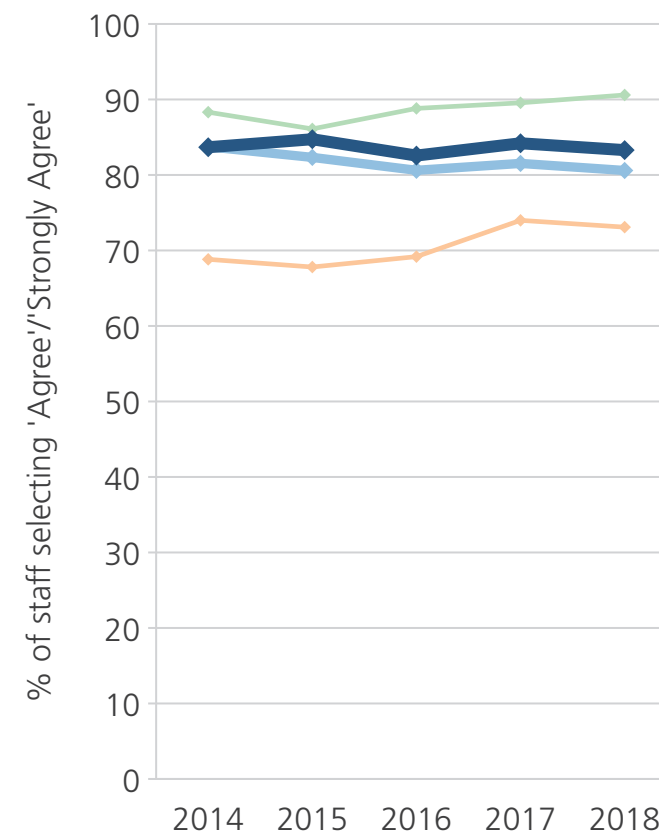
Q18c

I am confident that my organisation would address my concern



Q21b

My organisation acts on concerns raised by patients / service users



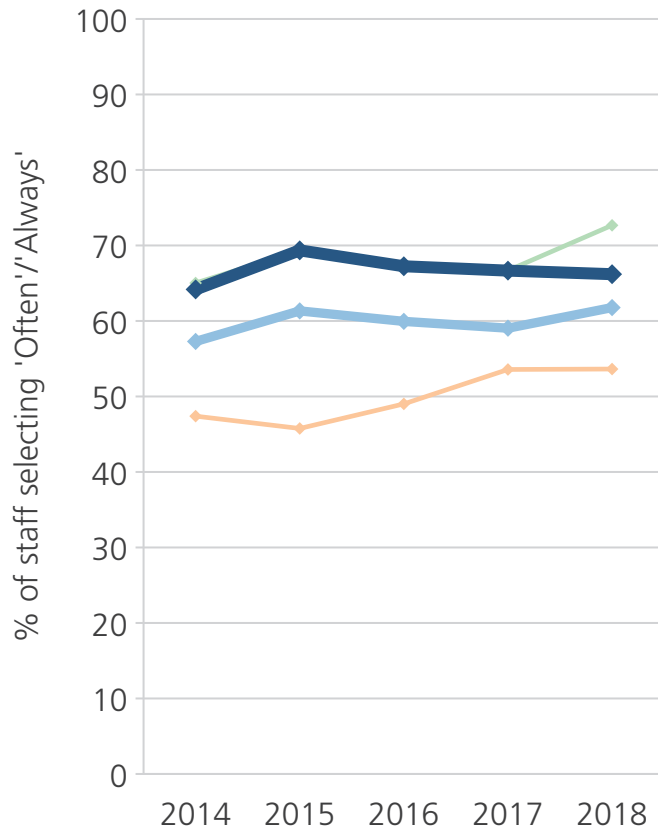
| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 81.6% | 76.8% | 78.8% | 79.9% | 80.1% |
| Your org | 66.0% | 70.1% | 72.5% | 74.4% | 73.8% |
| Average | 71.0% | 70.1% | 71.6% | 71.2% | 72.0% |
| Worst | 61.7% | 60.4% | 61.3% | 65.2% | 68.9% |

| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 72.9% | 70.8% | 74.0% | 72.4% | 77.3% |
| Your org | 64.0% | 66.2% | 67.9% | 69.0% | 66.7% |
| Average | 66.7% | 62.5% | 62.1% | 61.7% | 63.5% |
| Worst | 53.9% | 45.9% | 49.5% | 54.1% | 58.0% |

| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 88.3% | 86.1% | 88.8% | 89.6% | 90.6% |
| Your org | 83.7% | 84.7% | 82.6% | 84.2% | 83.3% |
| Average | 83.7% | 82.3% | 80.6% | 81.5% | 80.6% |
| Worst | 68.8% | 67.8% | 69.2% | 74.0% | 73.1% |

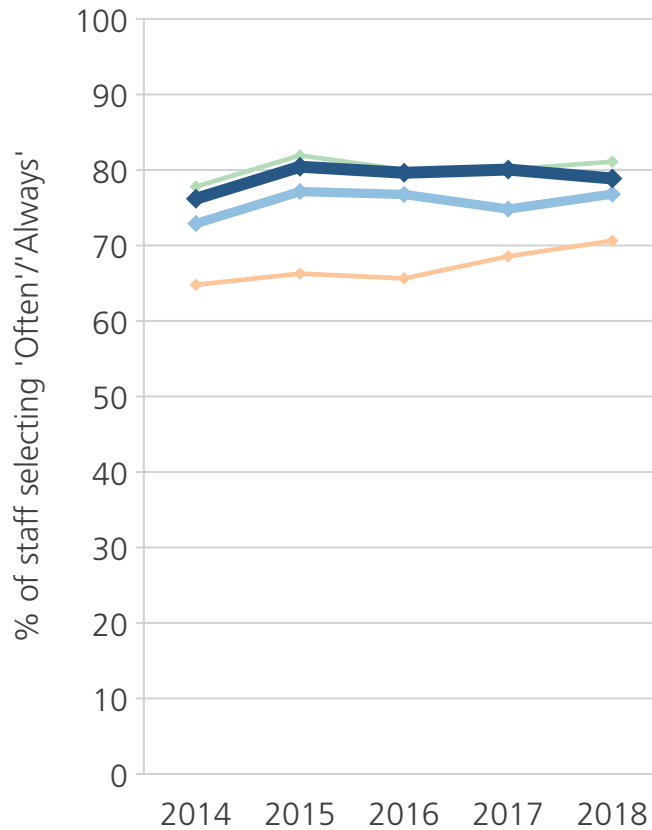
Q2a

I look forward to going to work



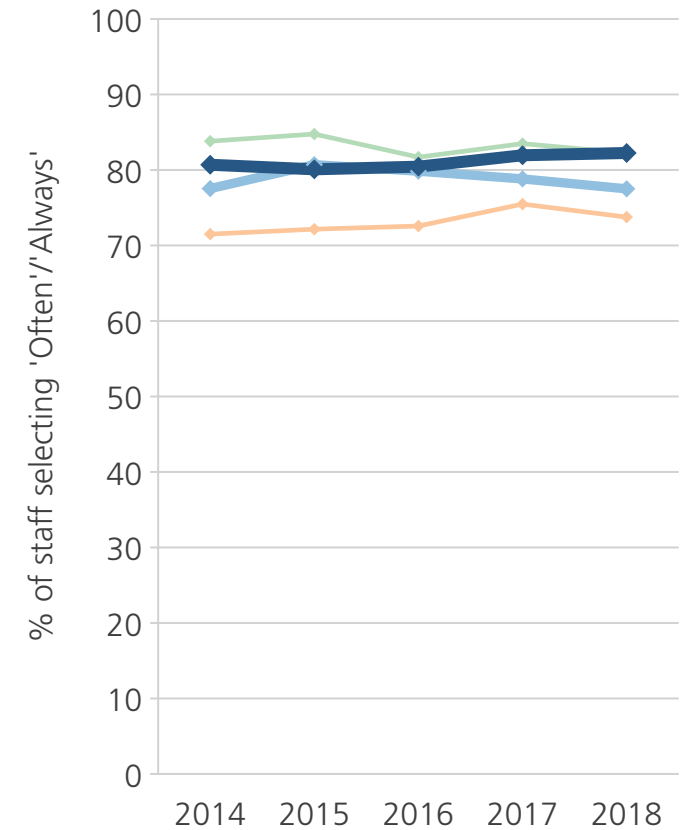
Q2b

I am enthusiastic about my job



Q2c

Time passes quickly when I am working



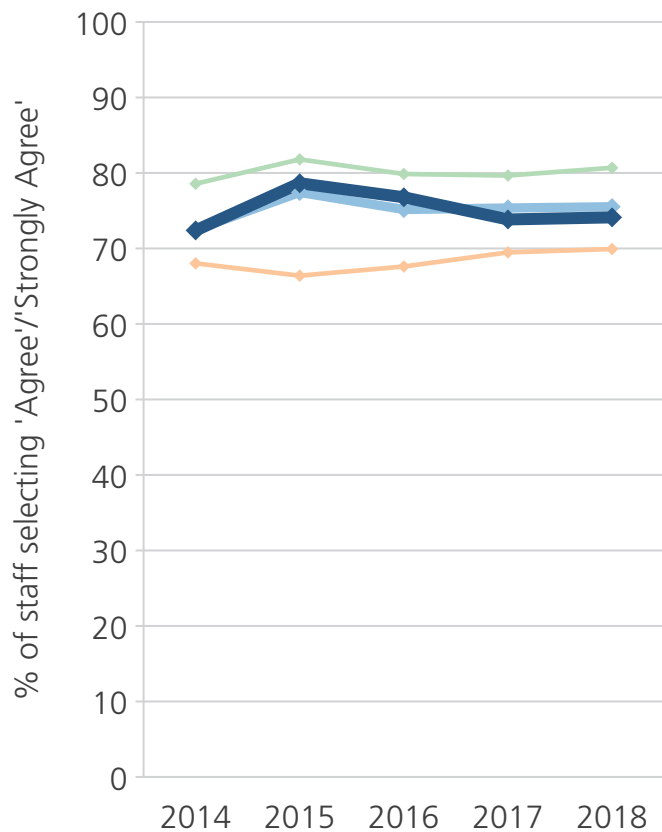
| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 65.0% | 69.4% | 67.2% | 66.7% | 72.7% |
| Your org | 64.2% | 69.4% | 67.2% | 66.7% | 66.2% |
| Average | 57.3% | 61.3% | 59.9% | 59.0% | 61.8% |
| Worst | 47.4% | 45.8% | 49.0% | 53.6% | 53.6% |

| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 77.8% | 81.9% | 80.0% | 80.1% | 81.1% |
| Your org | 76.2% | 80.4% | 79.6% | 80.1% | 78.9% |
| Average | 72.9% | 77.1% | 76.8% | 74.8% | 76.8% |
| Worst | 64.8% | 66.3% | 65.6% | 68.6% | 70.6% |

| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 83.8% | 84.8% | 81.7% | 83.5% | 82.2% |
| Your org | 80.7% | 80.1% | 80.4% | 81.9% | 82.2% |
| Average | 77.5% | 80.7% | 79.8% | 78.8% | 77.5% |
| Worst | 71.5% | 72.2% | 72.6% | 75.5% | 73.8% |

Q4a

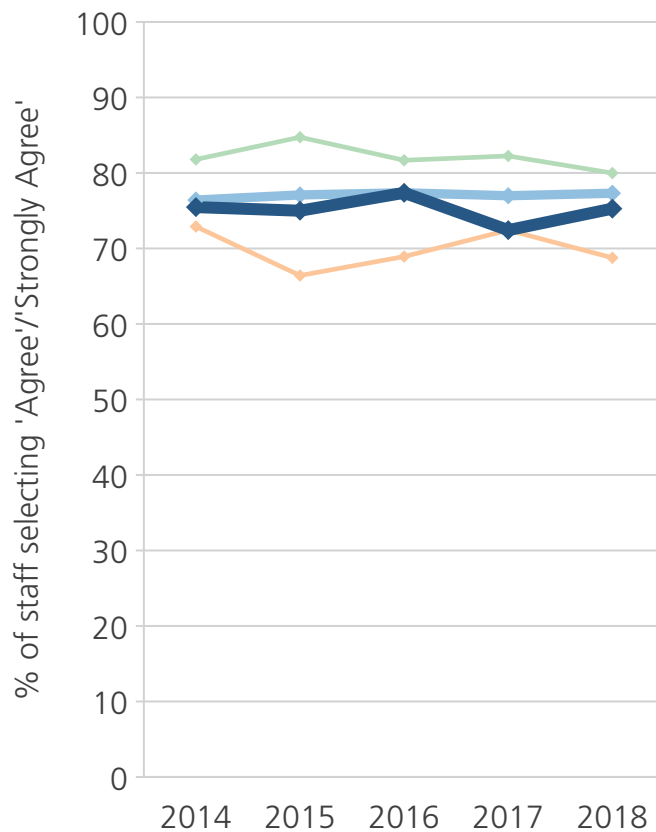
There are frequent opportunities for me to show initiative in my role



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 78.6% | 81.8% | 79.9% | 79.7% | 80.7% |
| Your org | 72.4% | 78.6% | 76.8% | 73.8% | 74.1% |
| Average | 72.5% | 77.4% | 75.2% | 75.4% | 75.5% |
| Worst | 68.0% | 66.4% | 67.6% | 69.5% | 69.9% |

Q4b

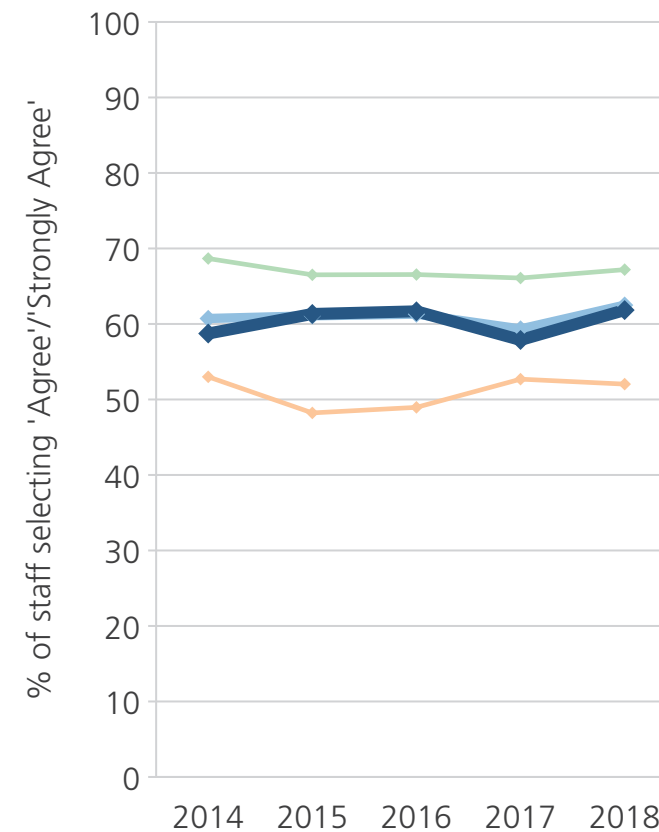
I am able to make suggestions to improve the work of my team / department



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 81.8% | 84.7% | 81.7% | 82.3% | 80.0% |
| Your org | 75.5% | 75.0% | 77.4% | 72.4% | 75.3% |
| Average | 76.4% | 77.1% | 77.4% | 77.0% | 77.3% |
| Worst | 72.9% | 66.4% | 68.9% | 72.4% | 68.8% |

Q4d

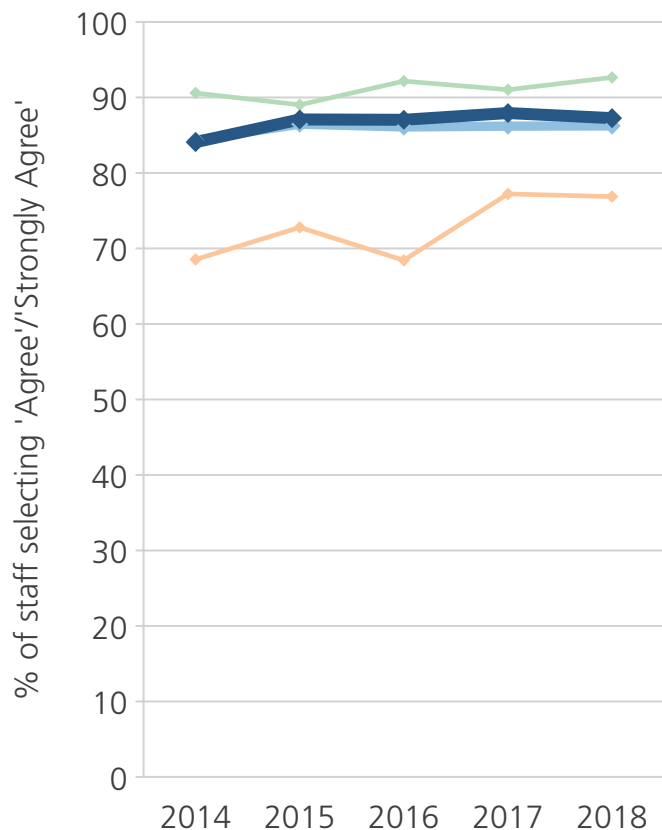
I am able to make improvements happen in my area of work



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 68.7% | 66.5% | 66.5% | 66.1% | 67.2% |
| Your org | 58.7% | 61.3% | 61.7% | 57.9% | 61.8% |
| Average | 60.7% | 61.1% | 61.3% | 59.3% | 62.5% |
| Worst | 53.0% | 48.2% | 49.0% | 52.7% | 52.0% |

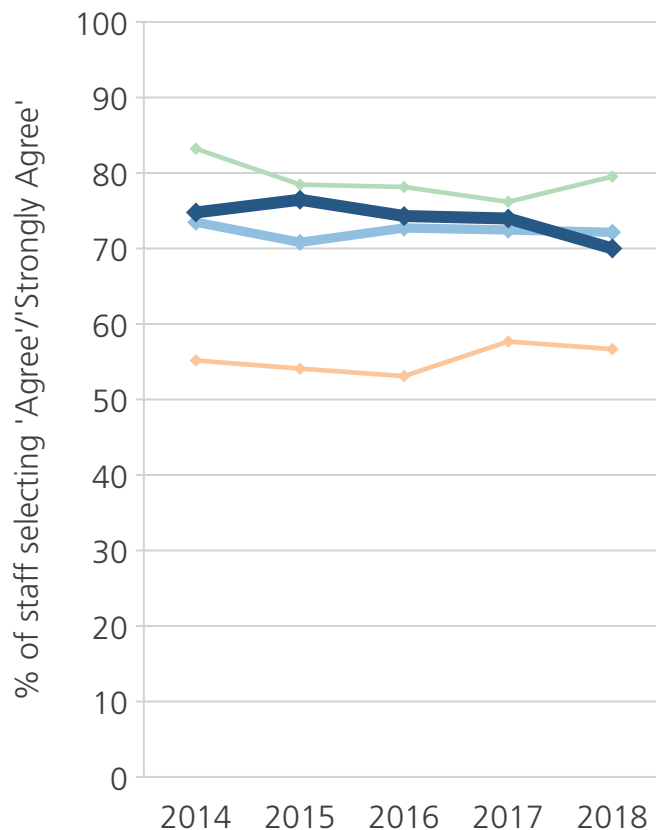
Q21a

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



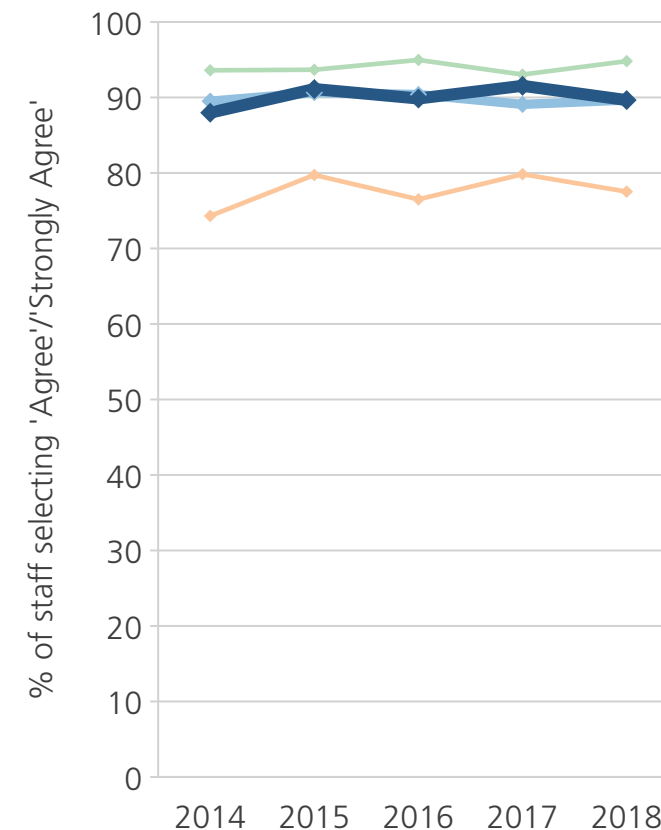
Q21c

I would recommend my
organisation as a place to work



Q21d

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



| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 90.6% | 89.0% | 92.2% | 91.0% | 92.7% |
| Your org | 84.1% | 87.1% | 87.0% | 87.9% | 87.3% |
| Average | 84.3% | 86.5% | 86.1% | 86.2% | 86.2% |
| Worst | 68.5% | 72.8% | 68.4% | 77.2% | 76.9% |

| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 83.2% | 78.5% | 78.1% | 76.2% | 79.5% |
| Your org | 74.8% | 76.5% | 74.3% | 74.0% | 70.0% |
| Average | 73.5% | 70.8% | 72.7% | 72.4% | 72.1% |
| Worst | 55.2% | 54.1% | 53.1% | 57.7% | 56.7% |

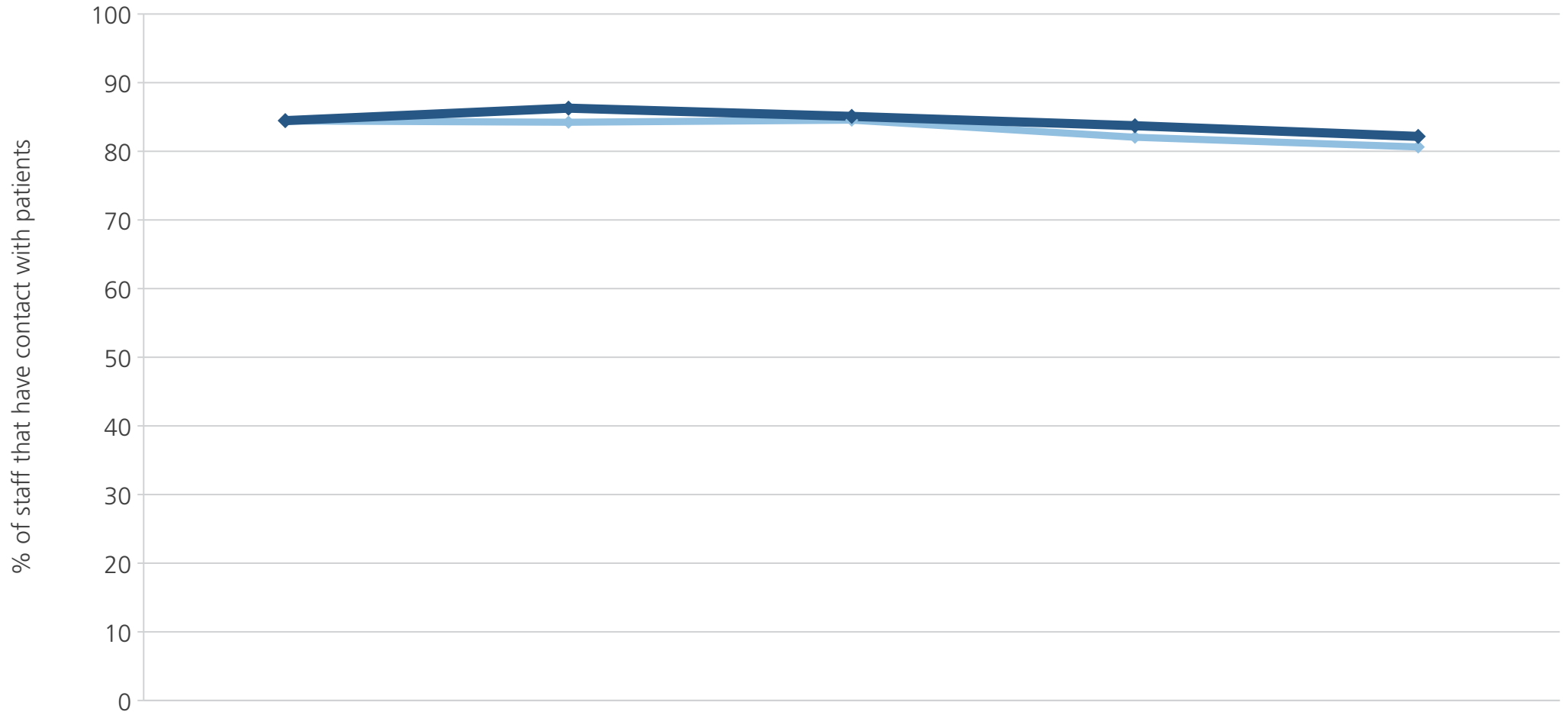
| | | | | | |
|-----------------|-------|-------|-------|-------|-------|
| Best | 93.6% | 93.7% | 95.0% | 93.0% | 94.8% |
| Your org | 88.0% | 91.1% | 89.9% | 91.5% | 89.7% |
| Average | 89.5% | 90.6% | 90.4% | 89.1% | 89.7% |
| Worst | 74.3% | 79.7% | 76.5% | 79.8% | 77.5% |

Question results

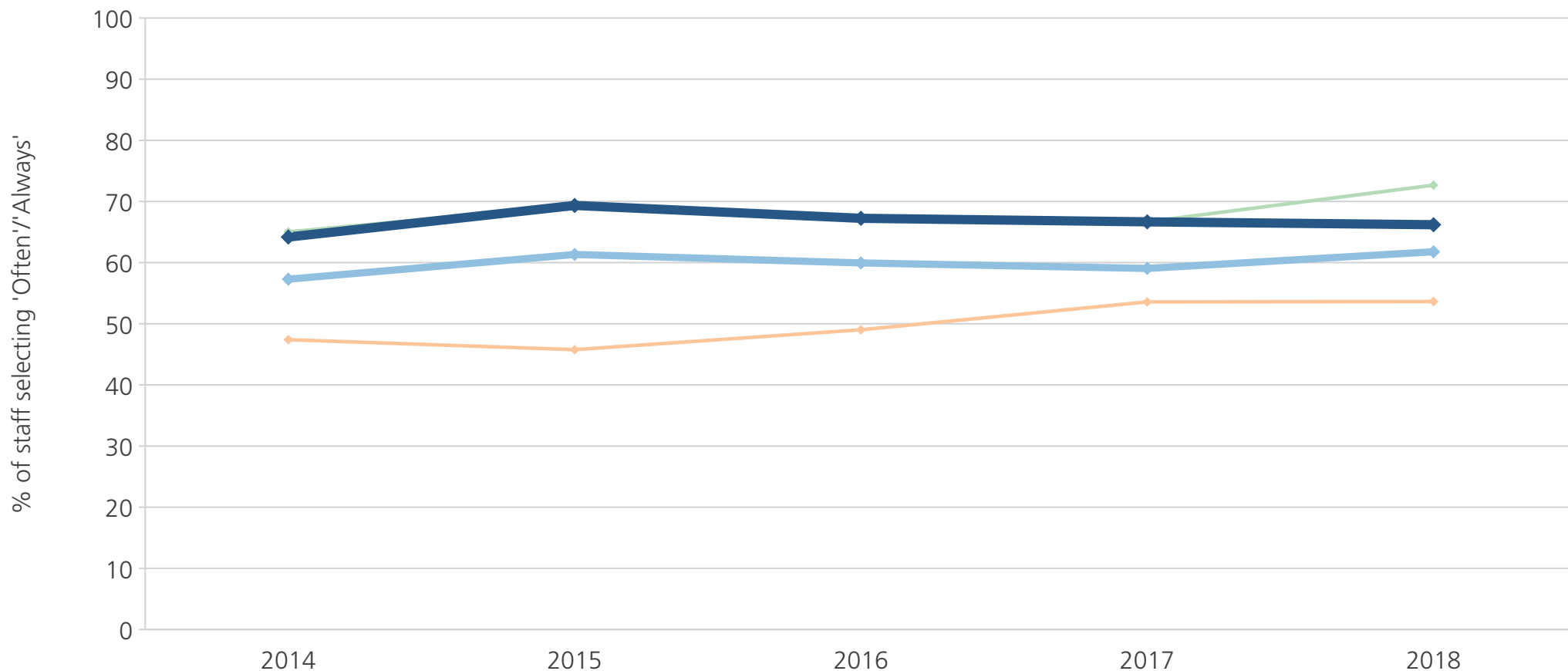
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results

Question results – Your job

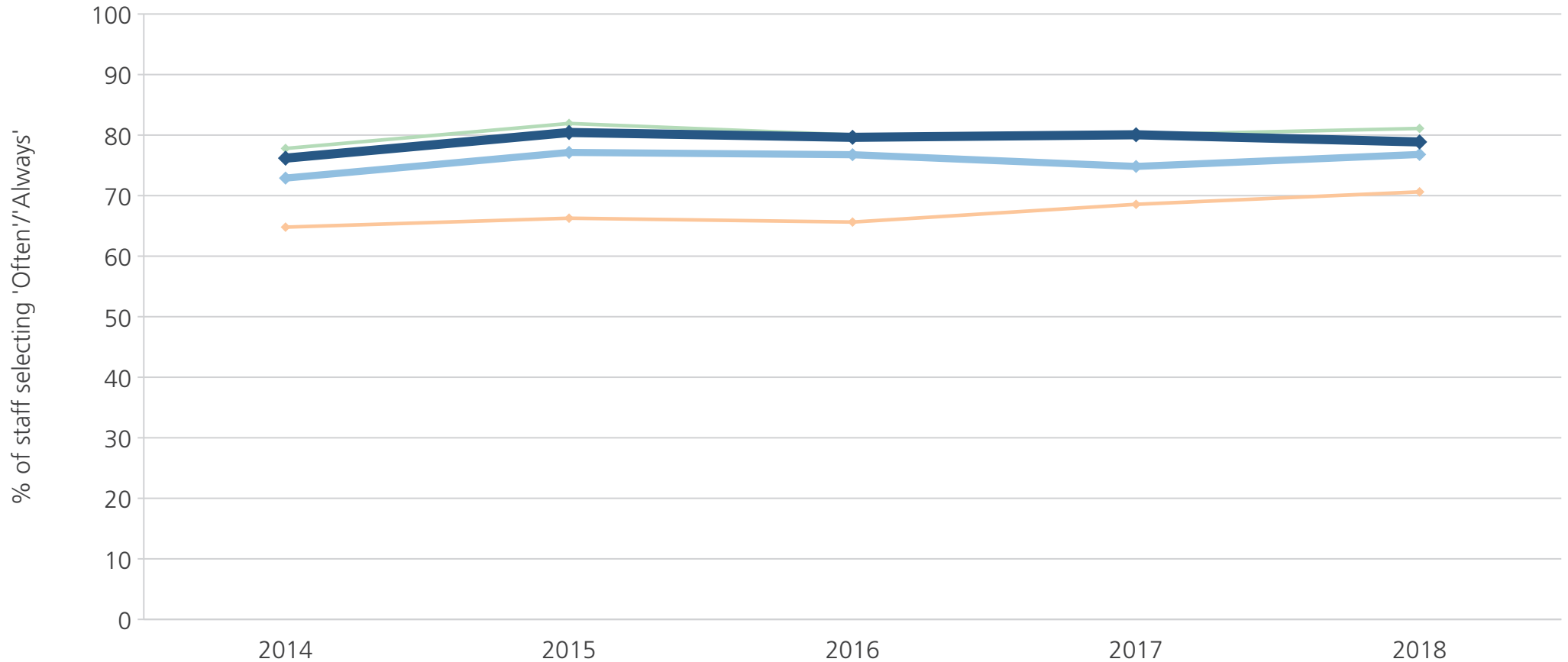
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



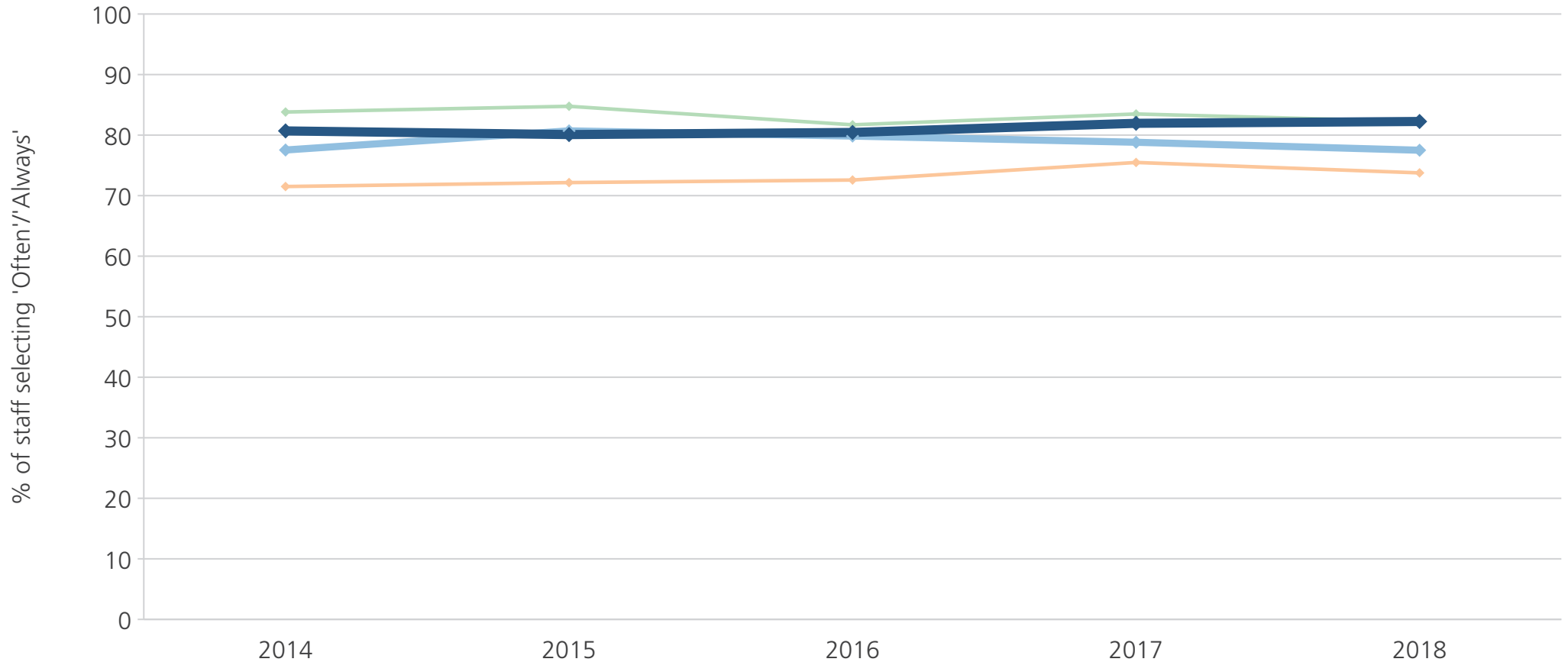
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Your org | 84.5% | 86.3% | 85.1% | 83.7% | 82.2% |
| Average | 84.4% | 84.2% | 84.5% | 82.0% | 80.6% |
| No. responses | 676 | 751 | 932 | 1,100 | 959 |



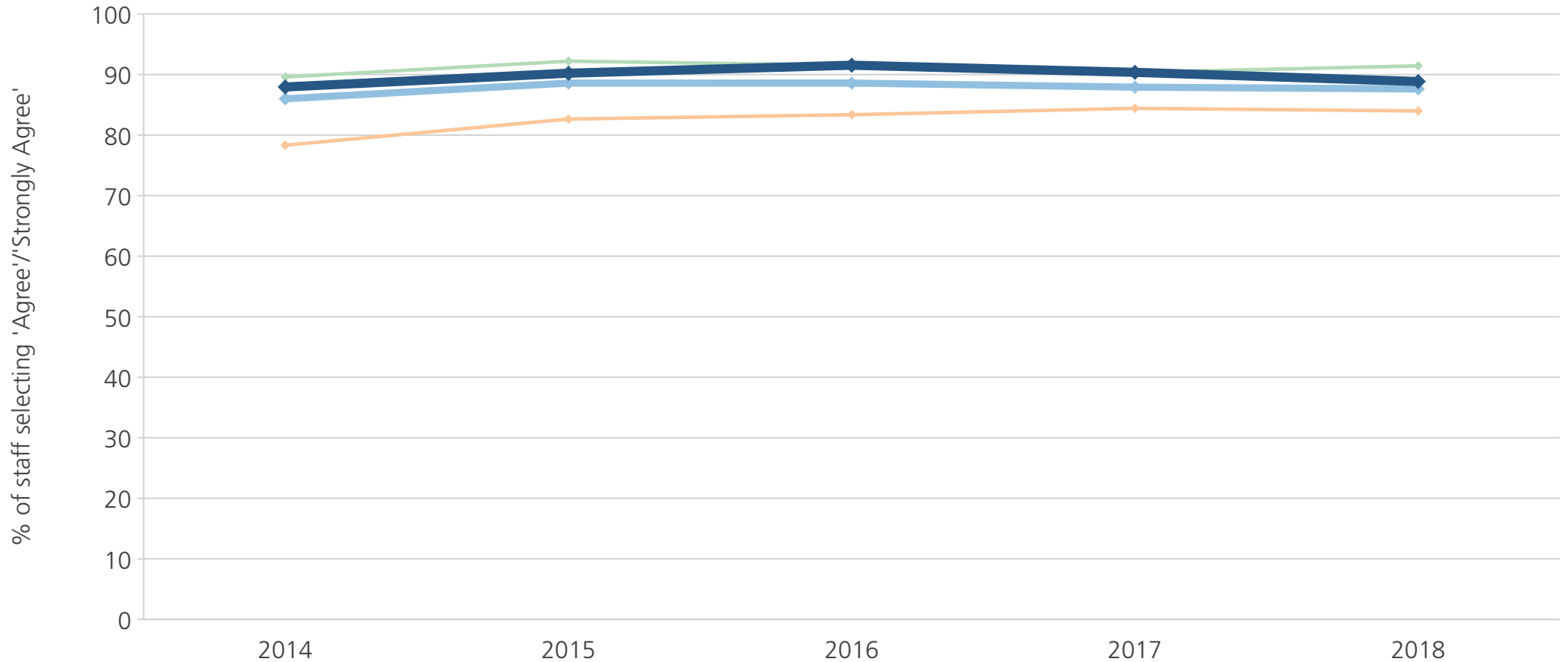
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 65.0% | 69.4% | 67.2% | 66.7% | 72.7% |
| Your org | 64.2% | 69.4% | 67.2% | 66.7% | 66.2% |
| Average | 57.3% | 61.3% | 59.9% | 59.0% | 61.8% |
| Worst | 47.4% | 45.8% | 49.0% | 53.6% | 53.6% |
| No. responses | 678 | 748 | 934 | 1,119 | 991 |



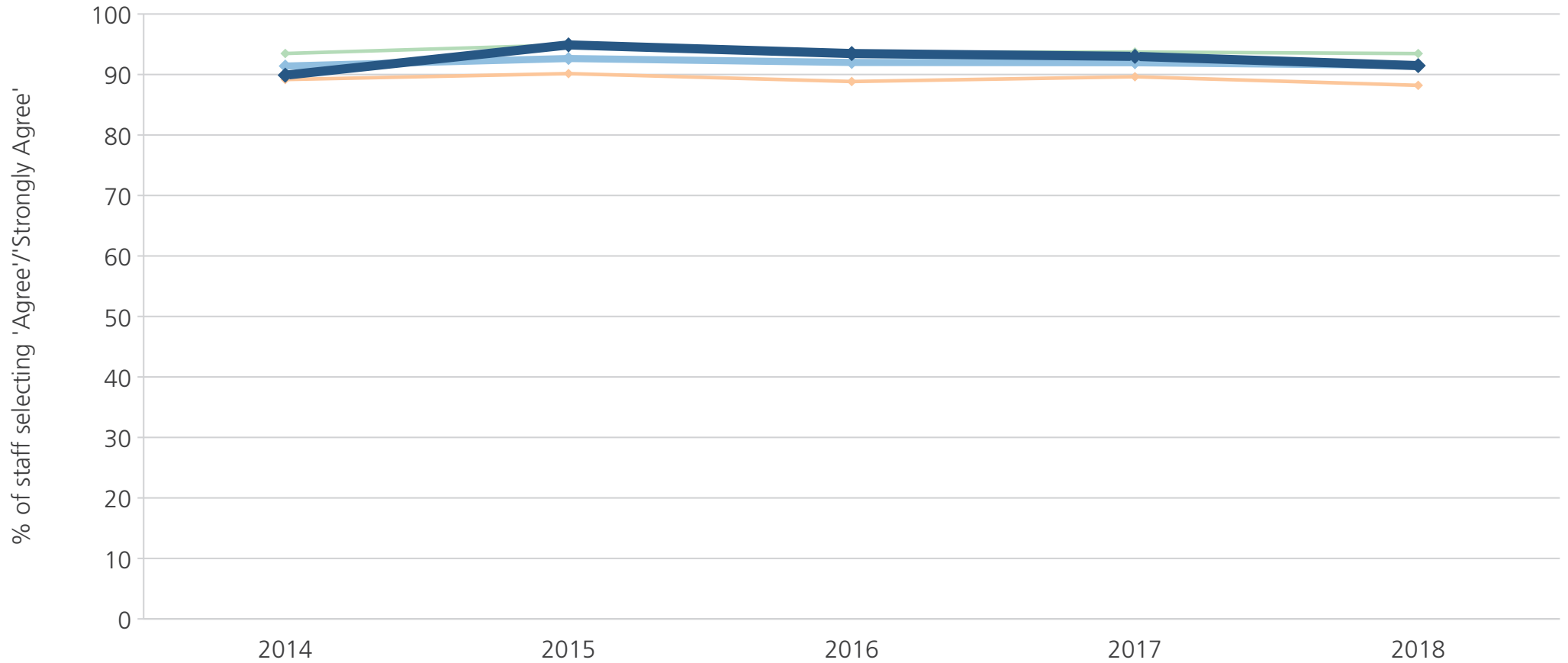
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 77.8% | 81.9% | 80.0% | 80.1% | 81.1% |
| Your org | 76.2% | 80.4% | 79.6% | 80.1% | 78.9% |
| Average | 72.9% | 77.1% | 76.8% | 74.8% | 76.8% |
| Worst | 64.8% | 66.3% | 65.6% | 68.6% | 70.6% |
| No. responses | 679 | 748 | 914 | 1,110 | 974 |



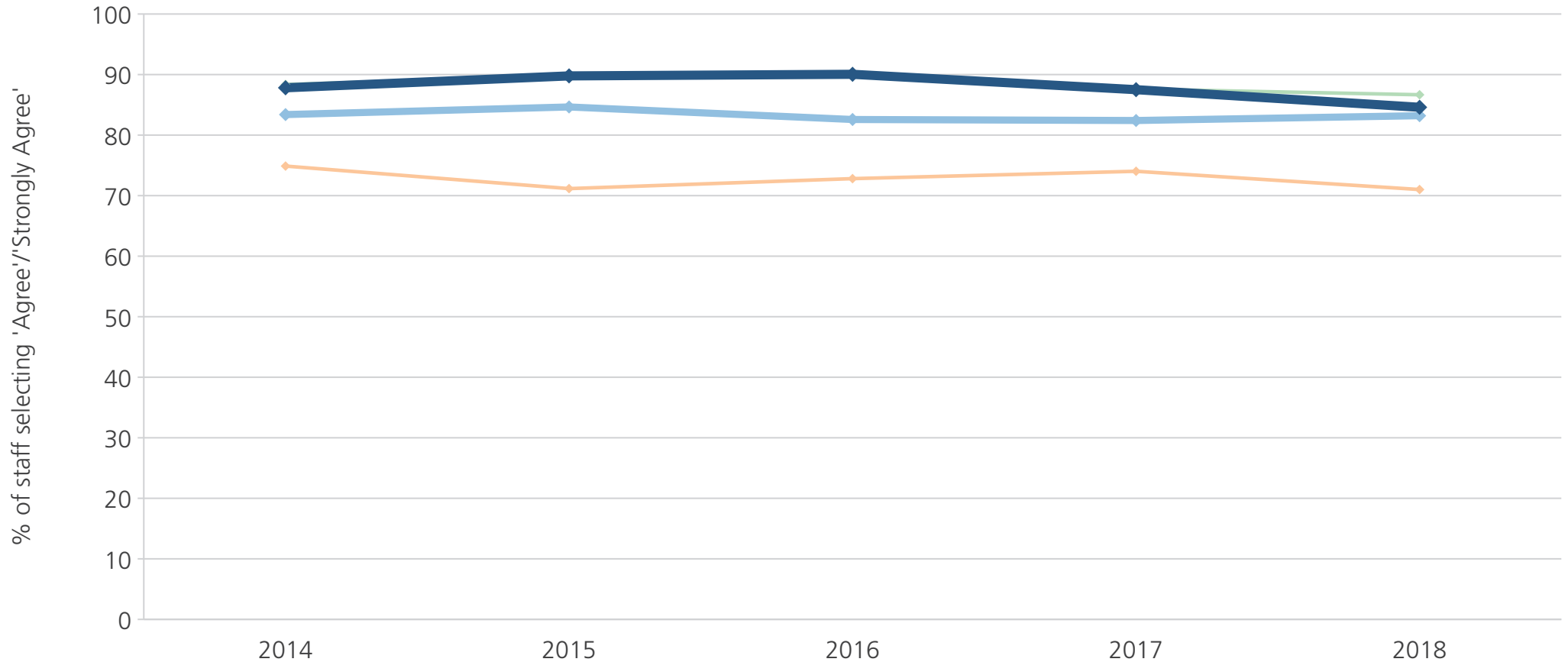
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 83.8% | 84.8% | 81.7% | 83.5% | 82.2% |
| Your org | 80.7% | 80.1% | 80.4% | 81.9% | 82.2% |
| Average | 77.5% | 80.7% | 79.8% | 78.8% | 77.5% |
| Worst | 71.5% | 72.2% | 72.6% | 75.5% | 73.8% |
| No. responses | 672 | 744 | 906 | 1,112 | 971 |



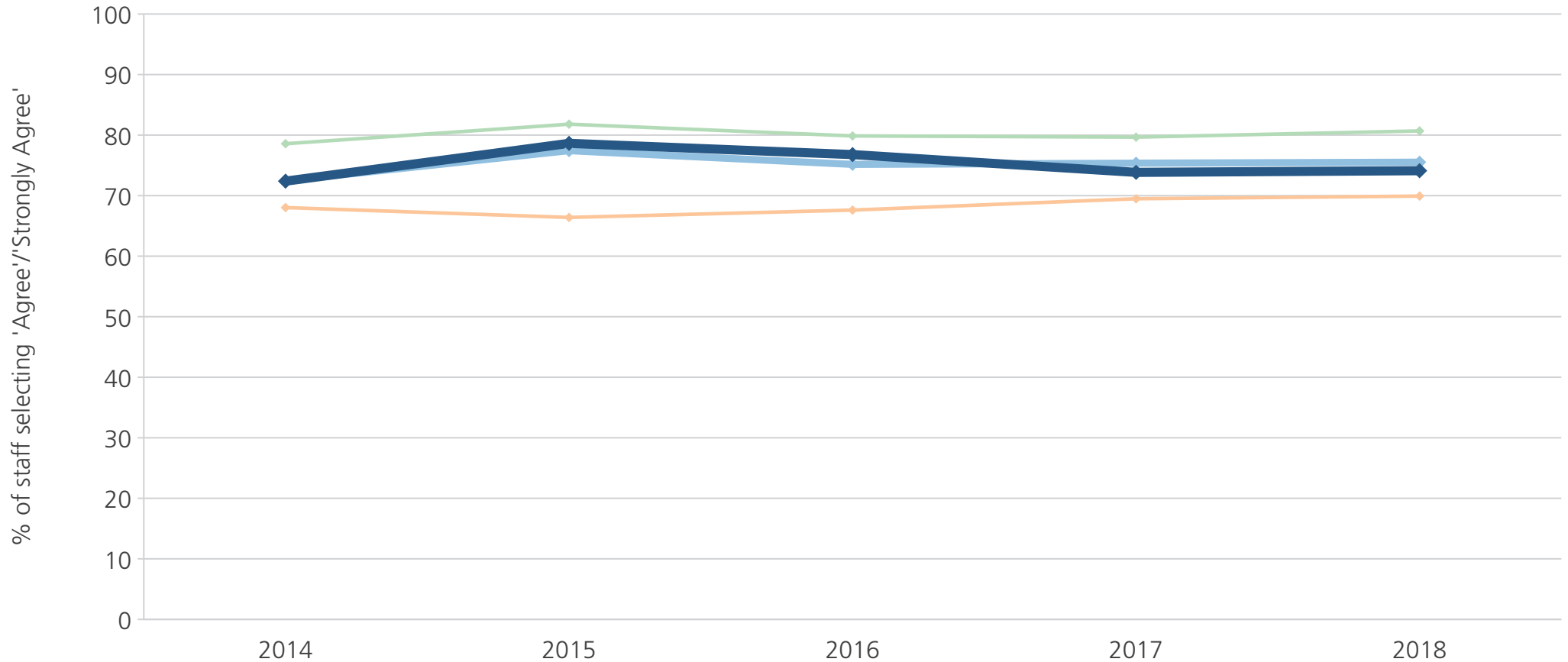
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 89.6% | 92.2% | 91.5% | 90.4% | 91.4% |
| Your org | 87.9% | 90.2% | 91.5% | 90.4% | 88.8% |
| Average | 86.0% | 88.6% | 88.6% | 87.9% | 87.6% |
| Worst | 78.3% | 82.6% | 83.4% | 84.4% | 84.0% |
| No. responses | 677 | 763 | 930 | 1,104 | 999 |



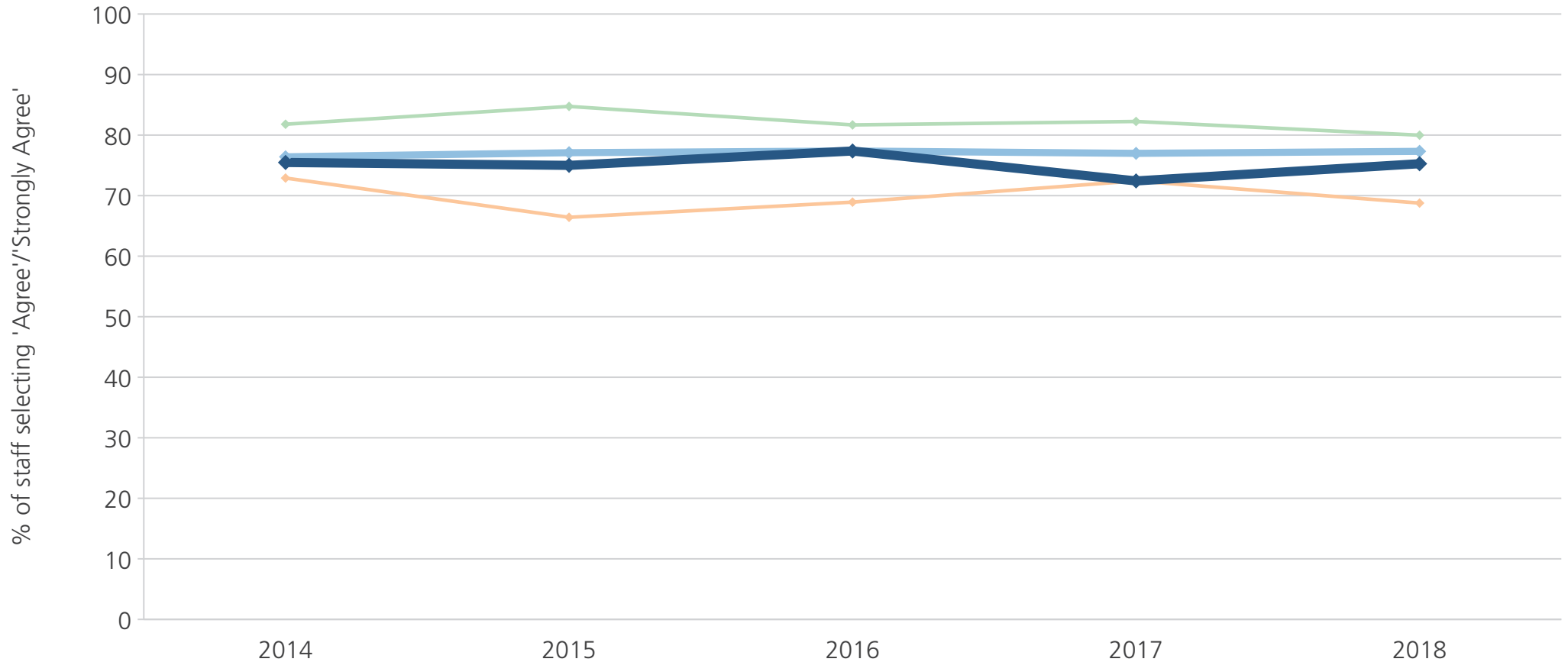
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 93.5% | 94.9% | 93.7% | 93.7% | 93.5% |
| Your org | 89.9% | 94.9% | 93.5% | 93.0% | 91.5% |
| Average | 91.4% | 92.6% | 92.0% | 91.9% | 91.5% |
| Worst | 89.2% | 90.1% | 88.8% | 89.6% | 88.2% |
| No. responses | 678 | 750 | 923 | 1,099 | 993 |



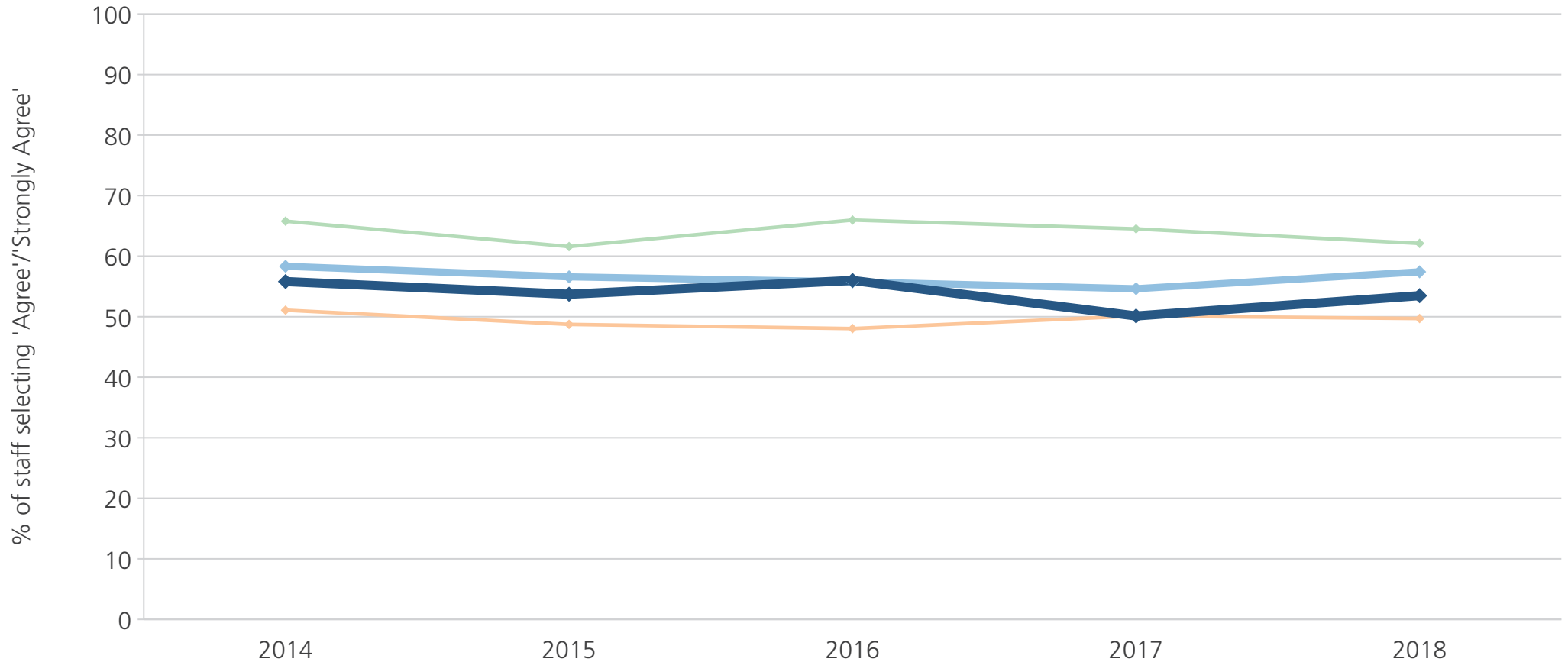
| | | | | | |
|---------------|-------|-------|-------|-------|-------|
| Best | 88.4% | 89.8% | 90.0% | 87.6% | 86.7% |
| Your org | 87.8% | 89.8% | 90.0% | 87.5% | 84.6% |
| Average | 83.4% | 84.6% | 82.6% | 82.4% | 83.2% |
| Worst | 74.9% | 71.2% | 72.8% | 74.0% | 71.0% |
| No. responses | 671 | 746 | 917 | 1,101 | 991 |



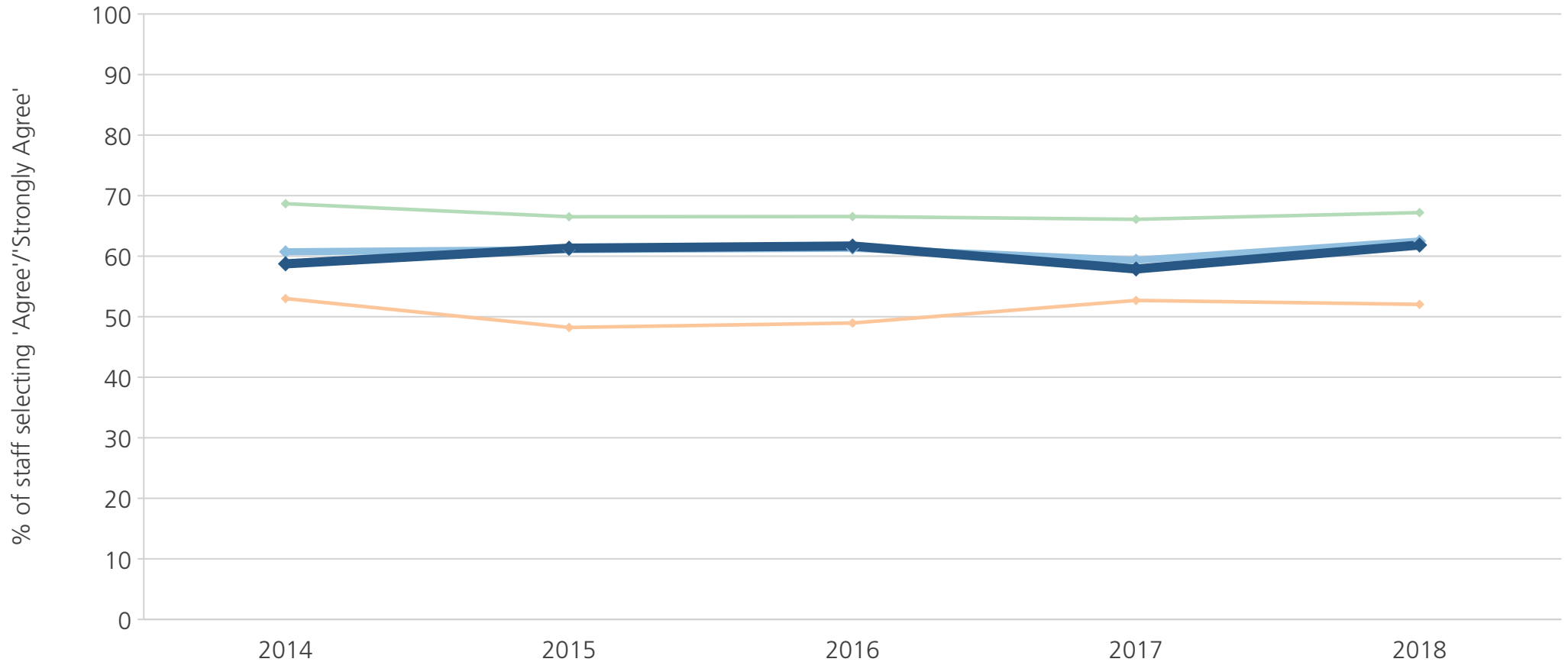
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 78.6% | 81.8% | 79.9% | 79.7% | 80.7% |
| Your org | 72.4% | 78.6% | 76.8% | 73.8% | 74.1% |
| Average | 72.5% | 77.4% | 75.2% | 75.4% | 75.5% |
| Worst | 68.0% | 66.4% | 67.6% | 69.5% | 69.9% |
| No. responses | 675 | 756 | 921 | 1,124 | 1,002 |



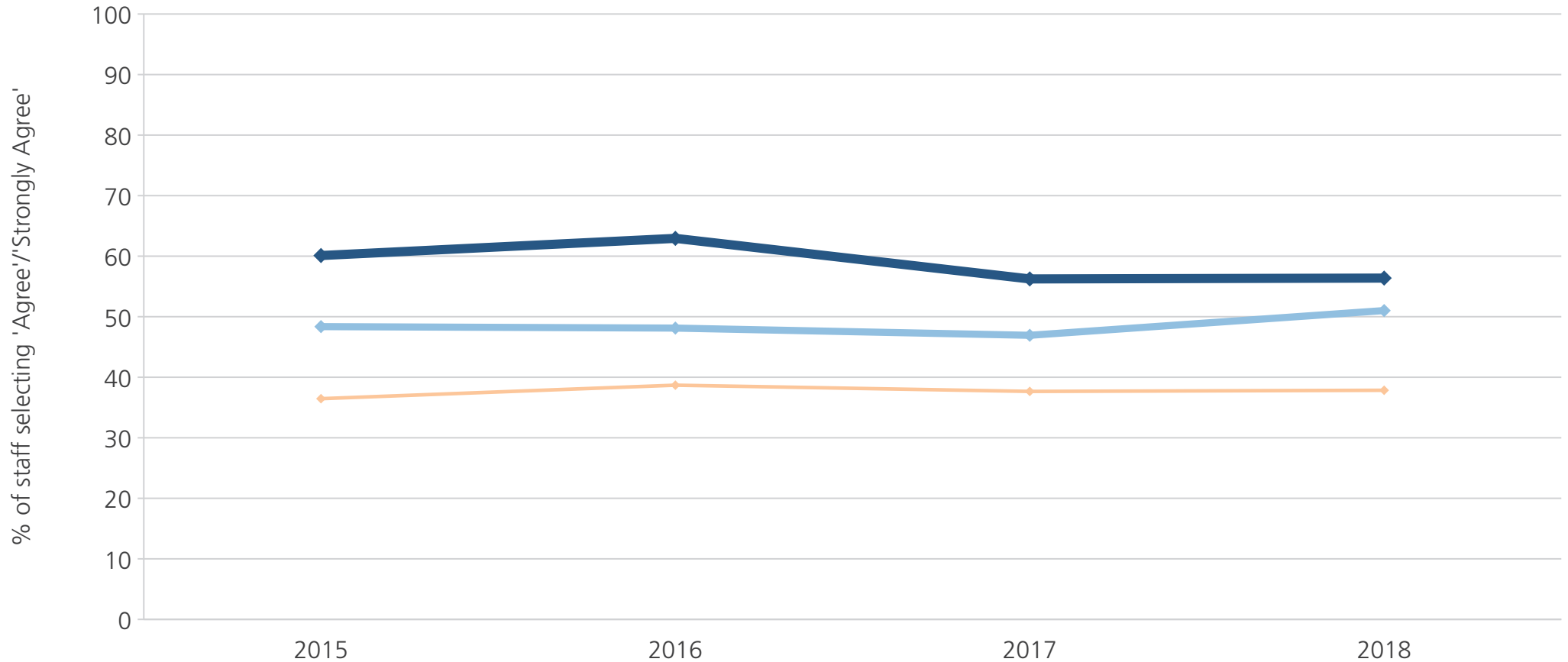
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 81.8% | 84.7% | 81.7% | 82.3% | 80.0% |
| Your org | 75.5% | 75.0% | 77.4% | 72.4% | 75.3% |
| Average | 76.4% | 77.1% | 77.4% | 77.0% | 77.3% |
| Worst | 72.9% | 66.4% | 68.9% | 72.4% | 68.8% |
| No. responses | 676 | 752 | 921 | 1,121 | 1,000 |



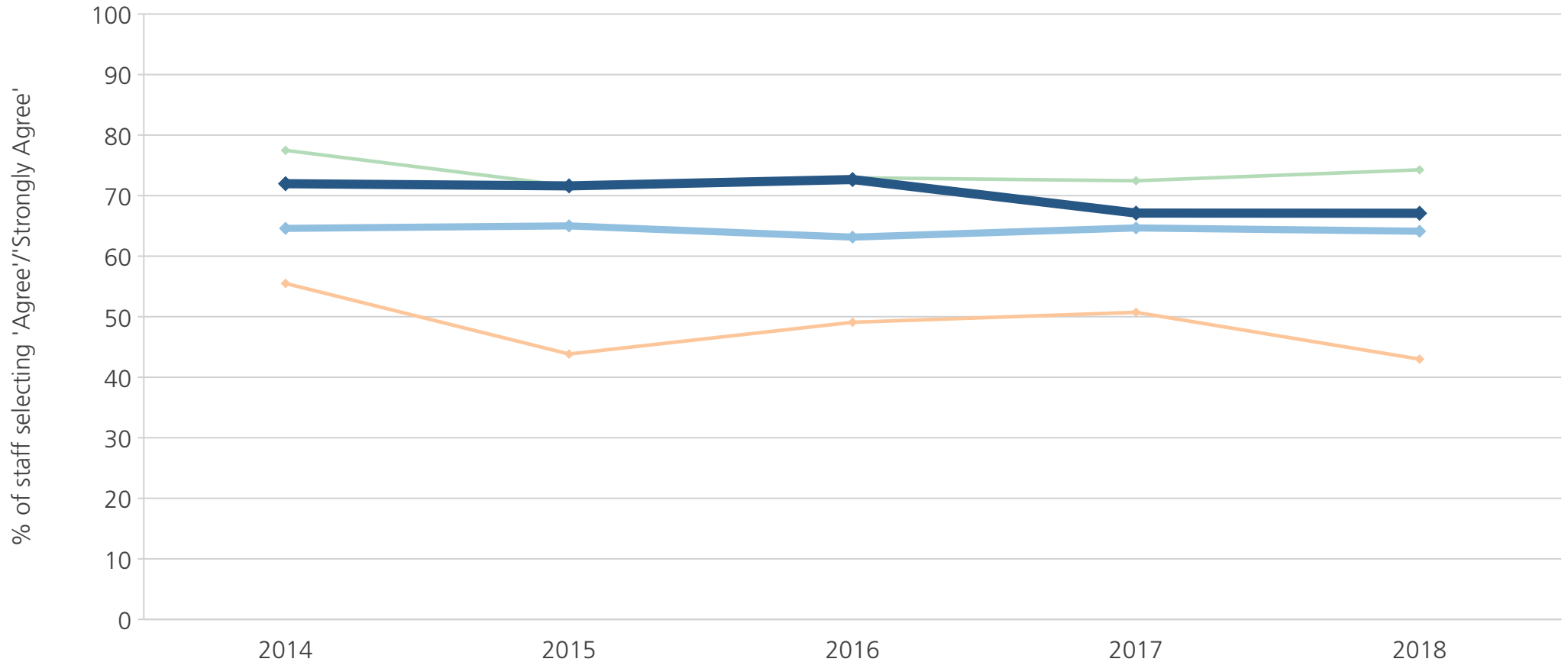
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 65.8% | 61.6% | 66.0% | 64.5% | 62.1% |
| Your org | 55.8% | 53.7% | 56.0% | 50.1% | 53.5% |
| Average | 58.3% | 56.6% | 55.8% | 54.6% | 57.4% |
| Worst | 51.1% | 48.7% | 48.0% | 50.1% | 49.7% |
| No. responses | 673 | 753 | 922 | 1,124 | 999 |



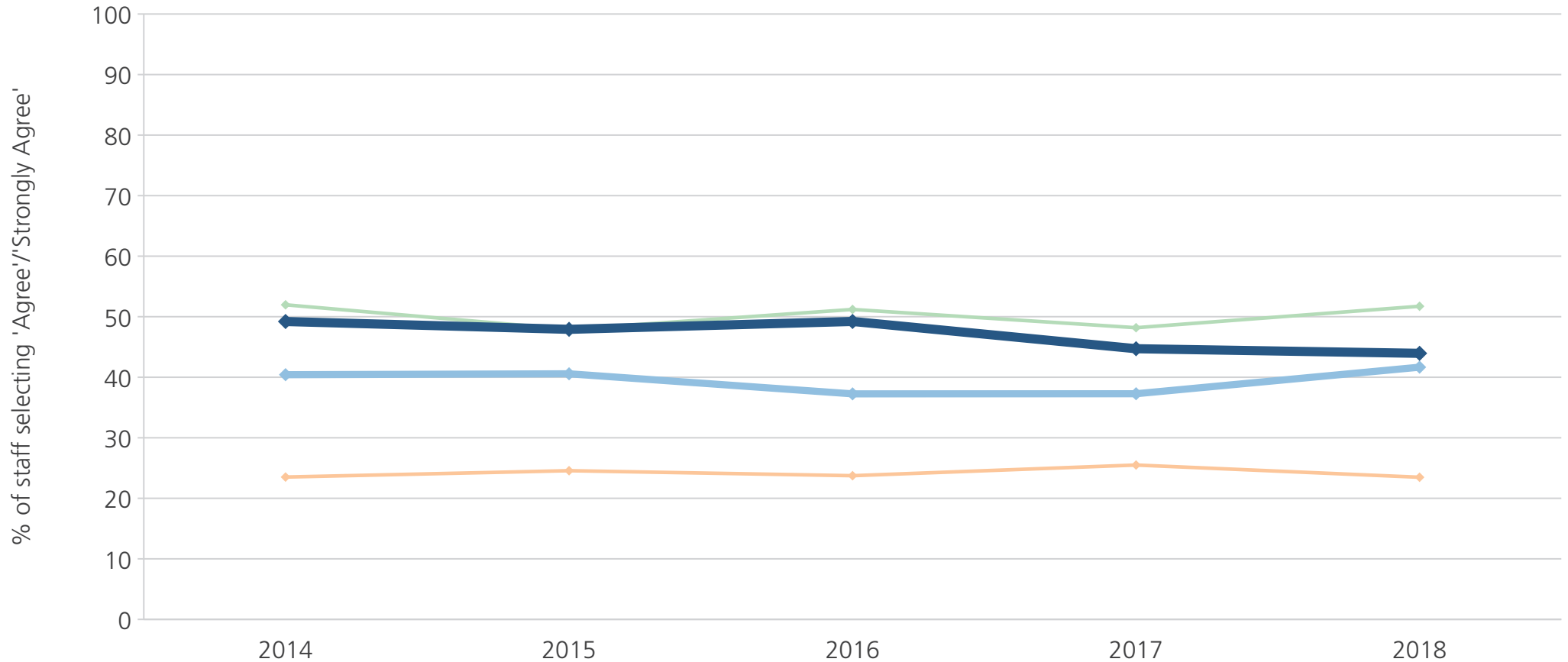
| | | | | | |
|---------------|-------|-------|-------|-------|-------|
| Best | 68.7% | 66.5% | 66.5% | 66.1% | 67.2% |
| Your org | 58.7% | 61.3% | 61.7% | 57.9% | 61.8% |
| Average | 60.7% | 61.1% | 61.3% | 59.3% | 62.5% |
| Worst | 53.0% | 48.2% | 49.0% | 52.7% | 52.0% |
| No. responses | 668 | 755 | 930 | 1,108 | 998 |



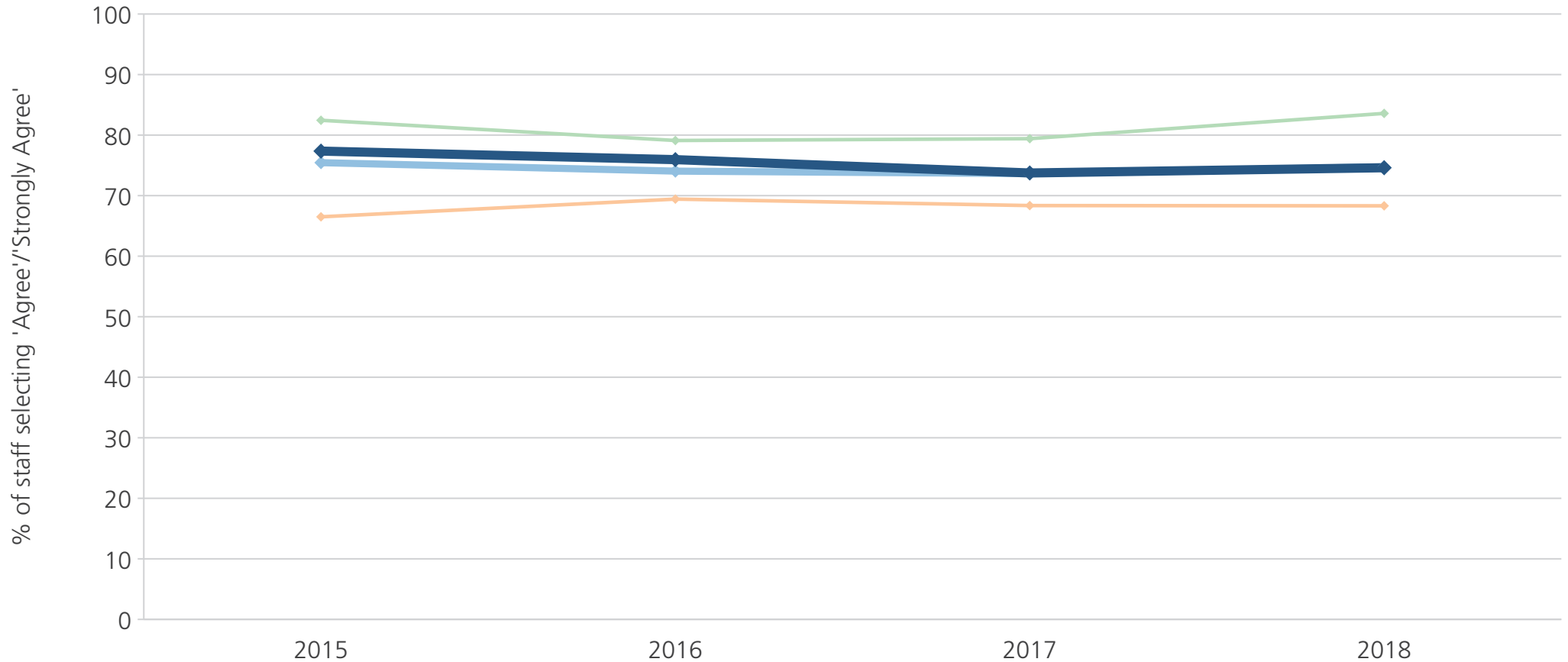
| | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|
| Best | 60.1% | 62.9% | 56.2% | 56.4% |
| Your org | 60.1% | 62.9% | 56.2% | 56.4% |
| Average | 48.4% | 48.1% | 46.9% | 51.0% |
| Worst | 36.5% | 38.7% | 37.7% | 37.8% |
| No. responses | 750 | 928 | 1,116 | 999 |



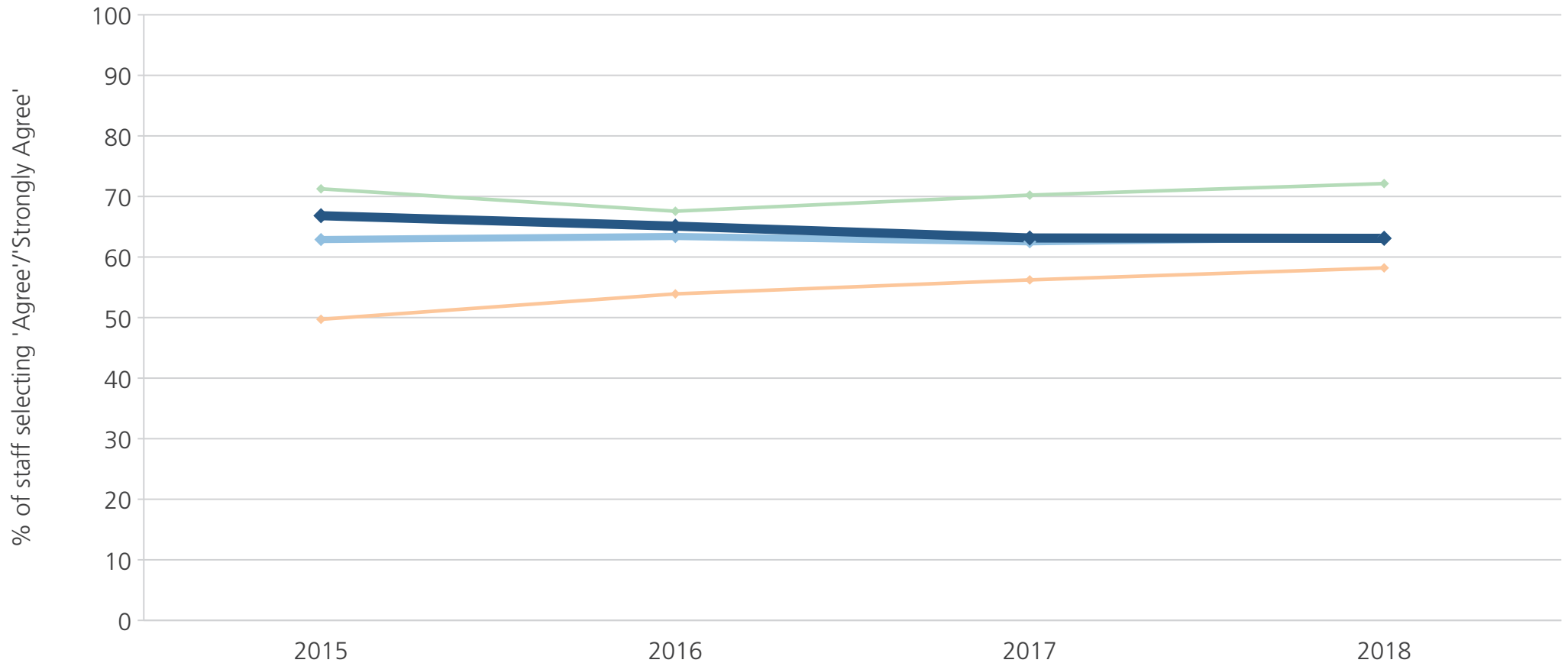
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 77.5% | 71.6% | 73.0% | 72.5% | 74.3% |
| Your org | 72.0% | 71.6% | 72.7% | 67.1% | 67.1% |
| Average | 64.6% | 65.0% | 63.1% | 64.7% | 64.1% |
| Worst | 55.5% | 43.8% | 49.1% | 50.7% | 43.0% |
| No. responses | 673 | 751 | 920 | 1,119 | 996 |



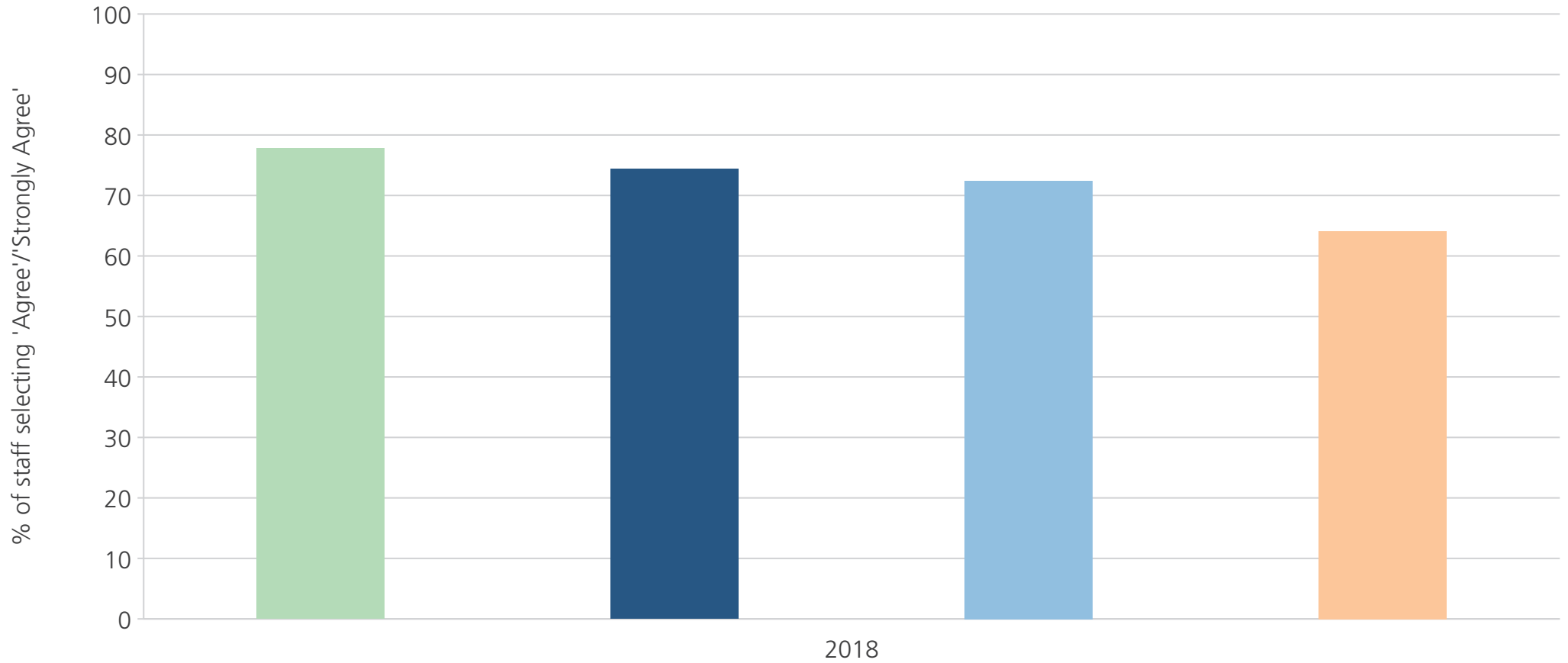
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 52.0% | 47.9% | 51.2% | 48.2% | 51.7% |
| Your org | 49.2% | 47.9% | 49.2% | 44.7% | 43.9% |
| Average | 40.4% | 40.6% | 37.3% | 37.3% | 41.7% |
| Worst | 23.5% | 24.6% | 23.7% | 25.5% | 23.5% |
| No. responses | 662 | 746 | 920 | 1,118 | 996 |



| | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|
| Best | 82.4% | 79.1% | 79.4% | 83.6% |
| Your org | 77.4% | 75.9% | 73.7% | 74.6% |
| Average | 75.4% | 74.0% | 73.6% | 74.8% |
| Worst | 66.5% | 69.4% | 68.4% | 68.3% |
| No. responses | 752 | 918 | 1,114 | 993 |



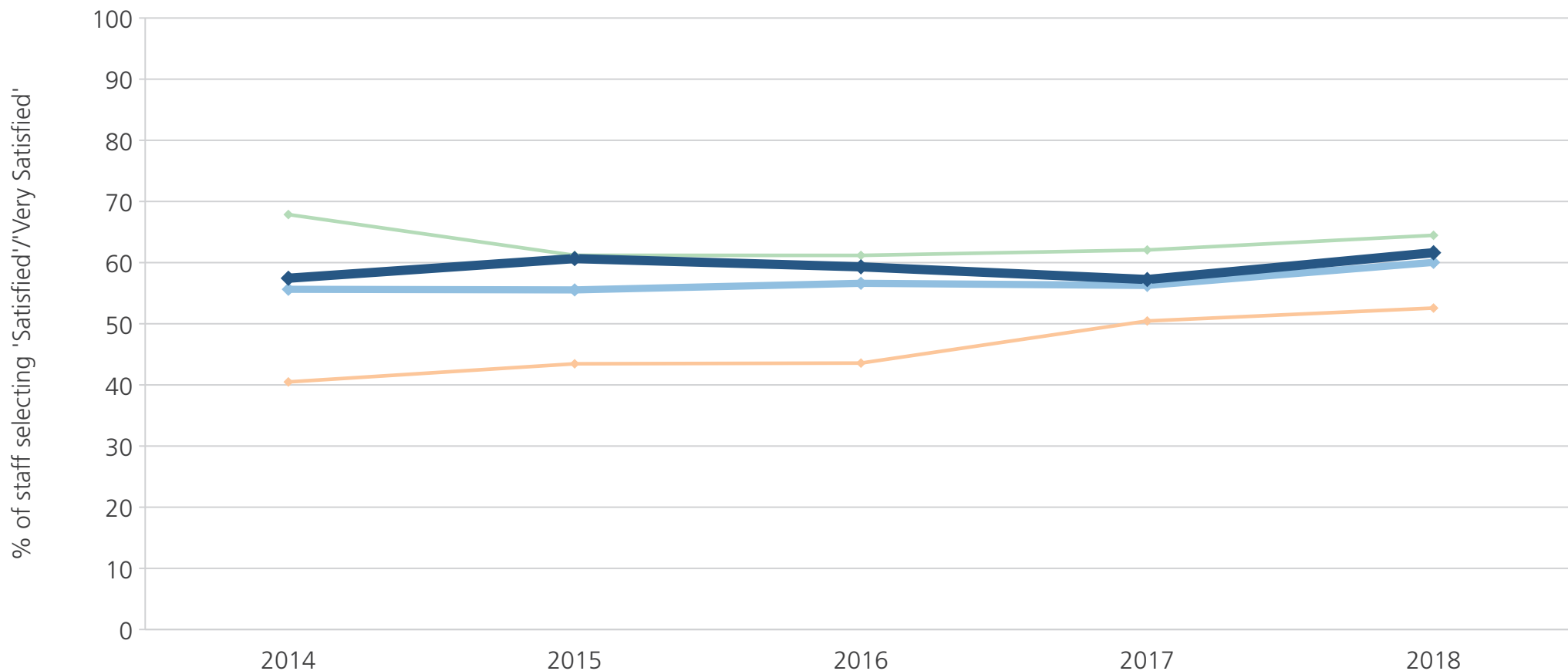
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 71.3% | 67.6% | 70.2% | 72.1% |
| Your org | 66.8% | 65.1% | 63.1% | 63.1% |
| Average | 62.9% | 63.4% | 62.5% | 63.3% |
| Worst | 49.7% | 53.9% | 56.2% | 58.2% |
| No. responses | 746 | 926 | 1,122 | 995 |



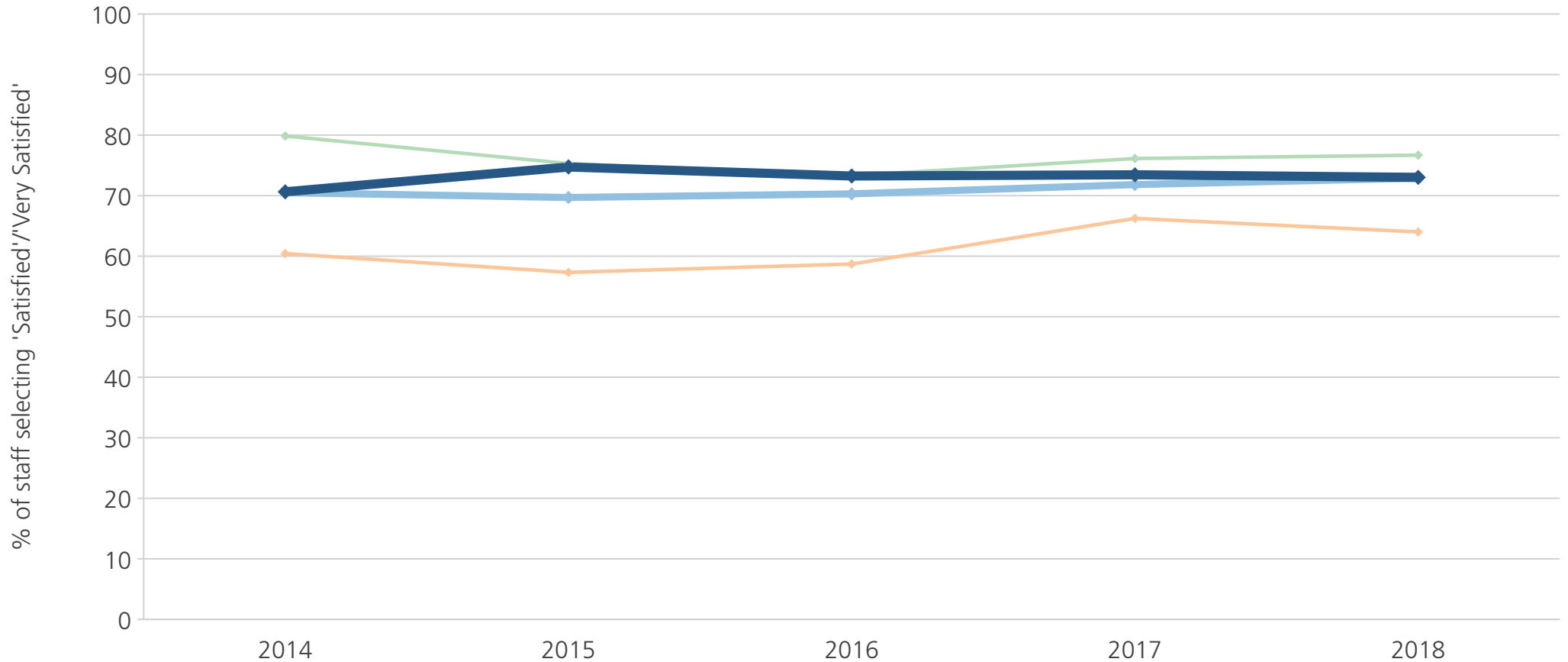
| | |
|----------|-------|
| Best | 77.7% |
| Your org | 74.4% |
| Average | 72.4% |
| Worst | 64.1% |

No. responses

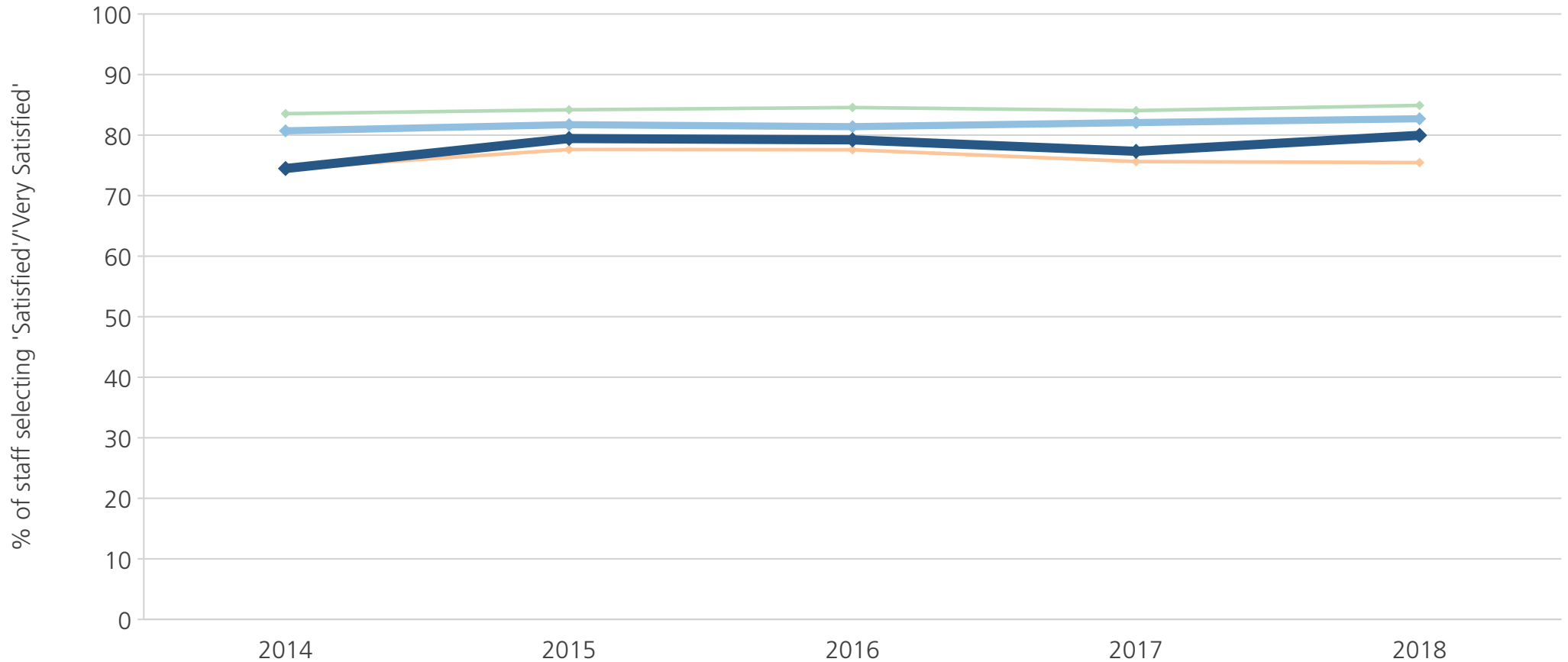
993



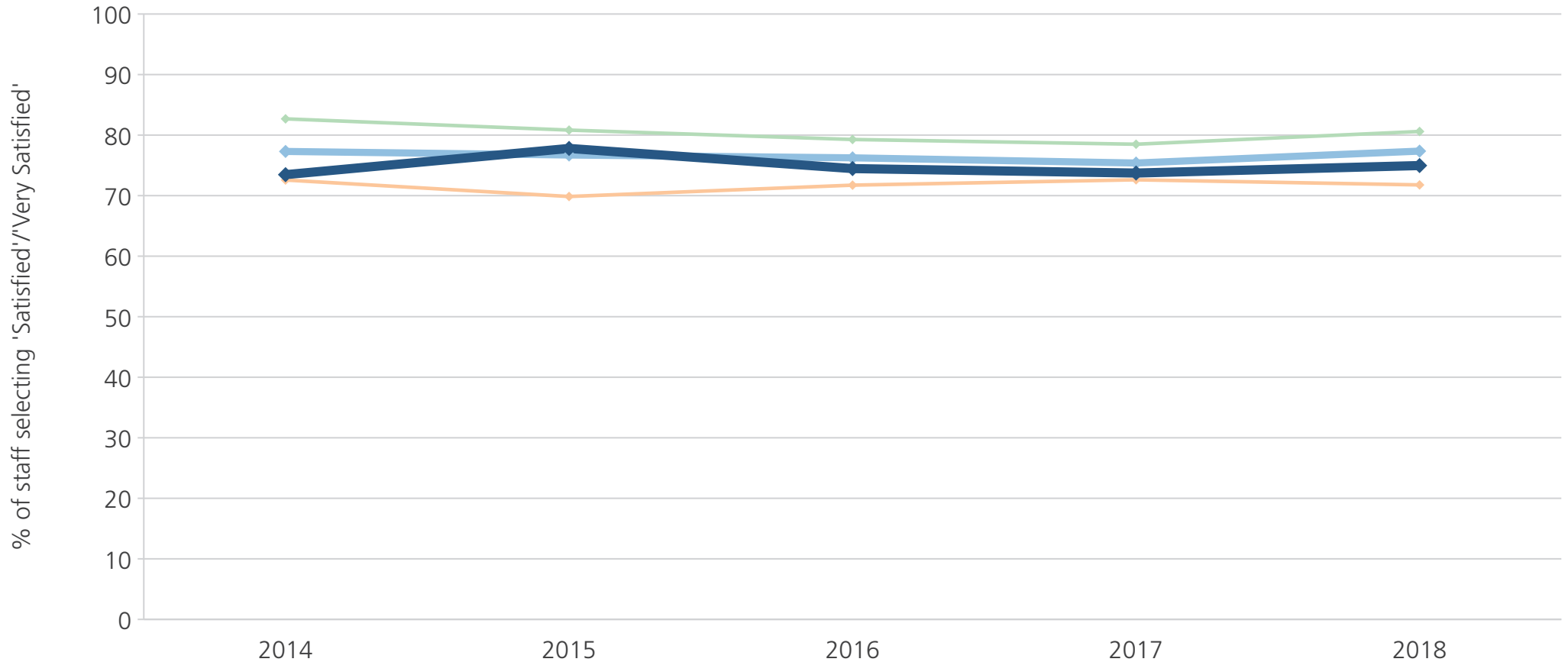
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 67.9% | 61.2% | 61.2% | 62.1% | 64.5% |
| Your org | 57.4% | 60.7% | 59.3% | 57.2% | 61.6% |
| Average | 55.6% | 55.5% | 56.6% | 56.3% | 60.0% |
| Worst | 40.5% | 43.5% | 43.6% | 50.5% | 52.6% |
| No. responses | 669 | 753 | 927 | 1,116 | 992 |



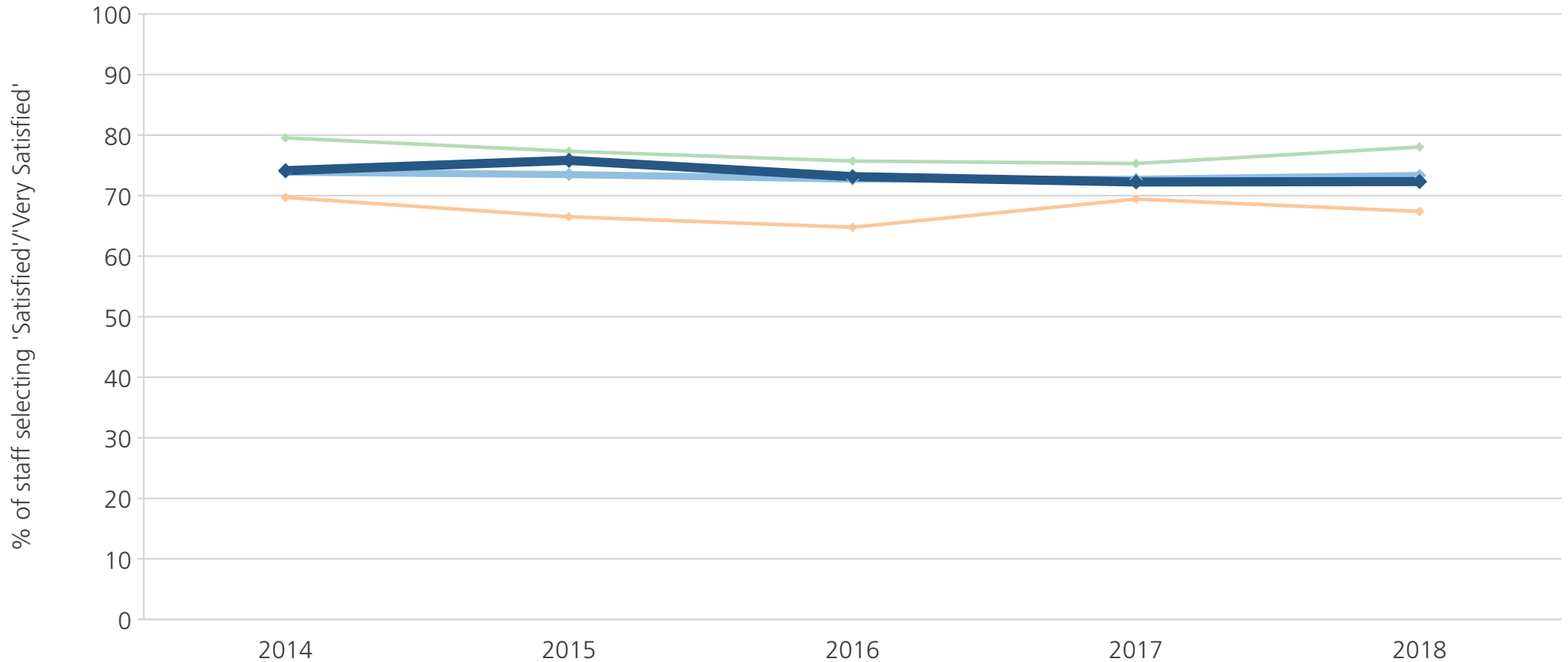
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 79.9% | 75.3% | 73.3% | 76.1% | 76.7% |
| Your org | 70.6% | 74.7% | 73.2% | 73.4% | 73.0% |
| Average | 70.5% | 69.7% | 70.3% | 71.8% | 72.9% |
| Worst | 60.4% | 57.3% | 58.7% | 66.2% | 64.0% |
| No. responses | 675 | 758 | 925 | 1,116 | 992 |



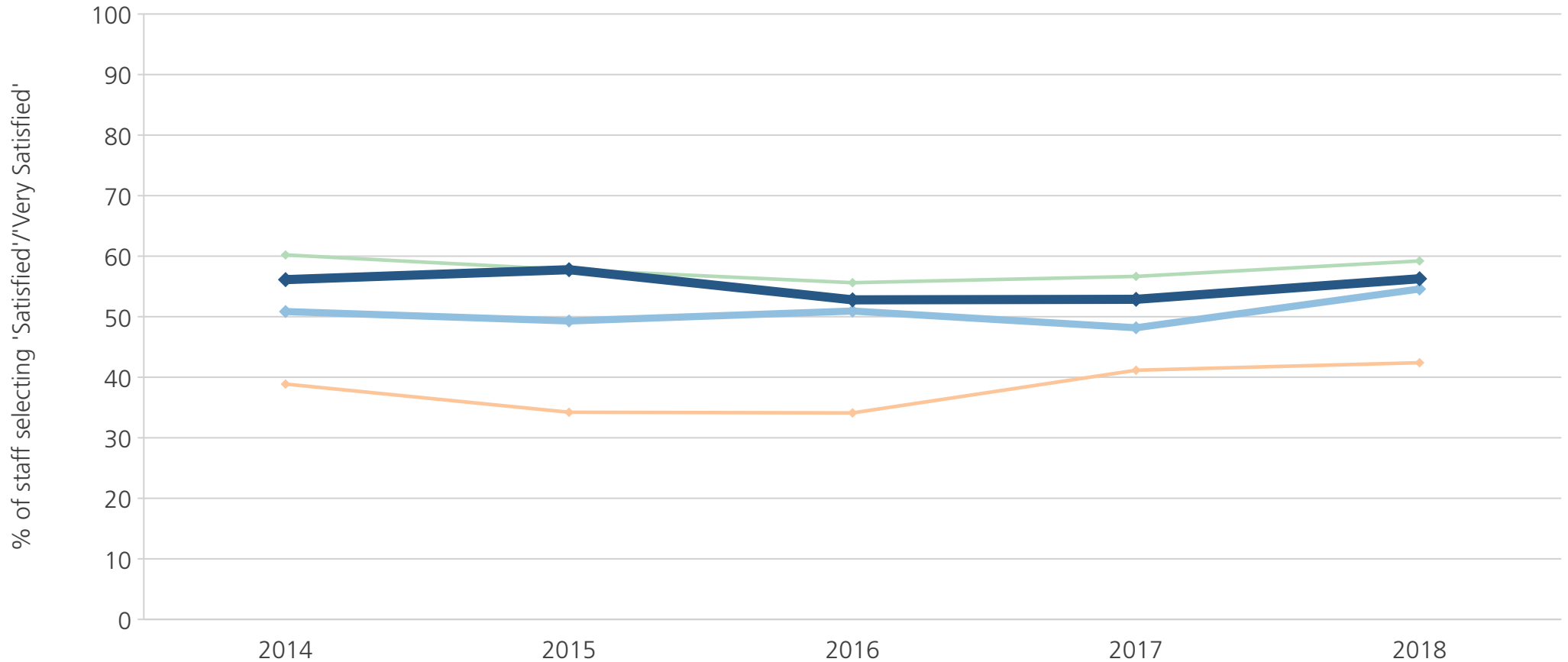
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 83.5% | 84.2% | 84.6% | 84.1% | 84.9% |
| Your org | 74.5% | 79.4% | 79.2% | 77.3% | 80.0% |
| Average | 80.7% | 81.7% | 81.4% | 82.1% | 82.7% |
| Worst | 74.5% | 77.6% | 77.6% | 75.6% | 75.5% |
| No. responses | 675 | 744 | 930 | 1,115 | 993 |



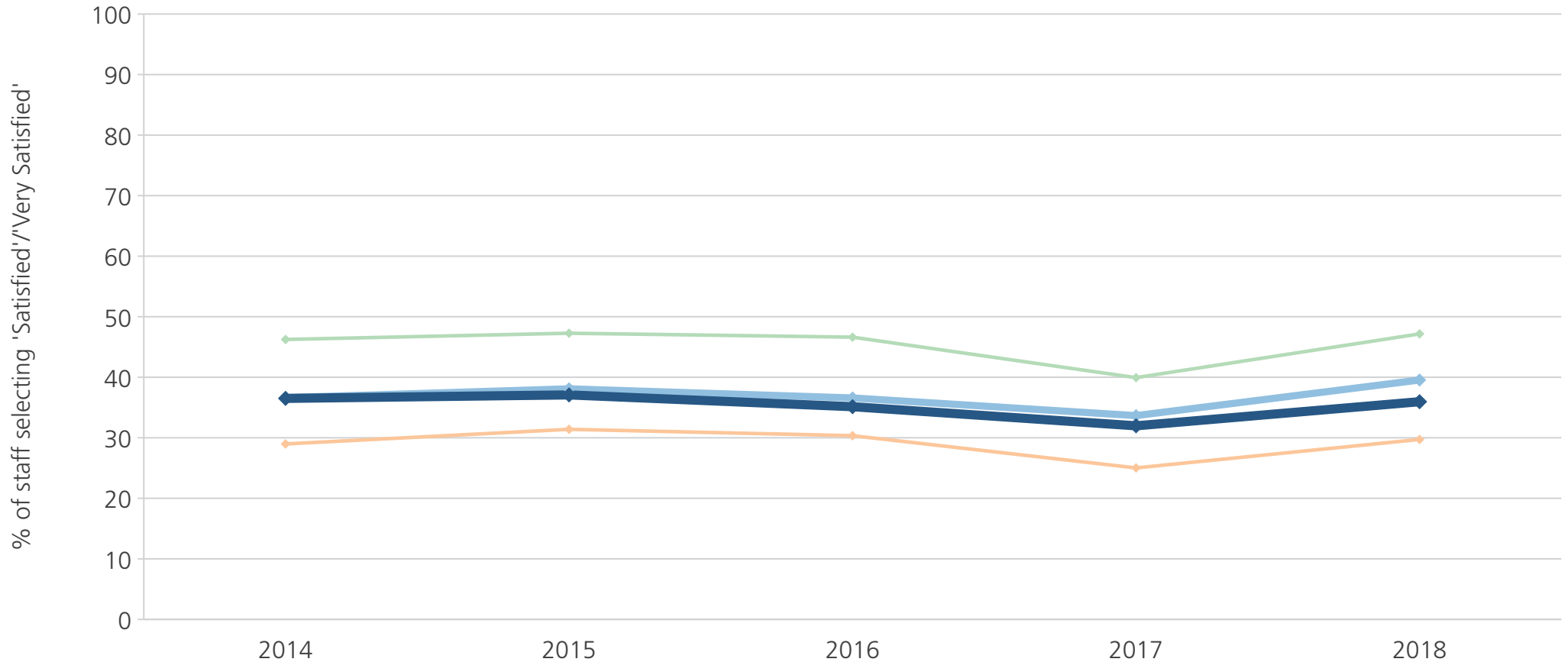
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 82.7% | 80.8% | 79.3% | 78.5% | 80.6% |
| Your org | 73.5% | 77.8% | 74.5% | 73.7% | 75.0% |
| Average | 77.3% | 76.7% | 76.2% | 75.4% | 77.4% |
| Worst | 72.6% | 69.9% | 71.7% | 72.6% | 71.8% |
| No. responses | 674 | 752 | 929 | 1,114 | 987 |



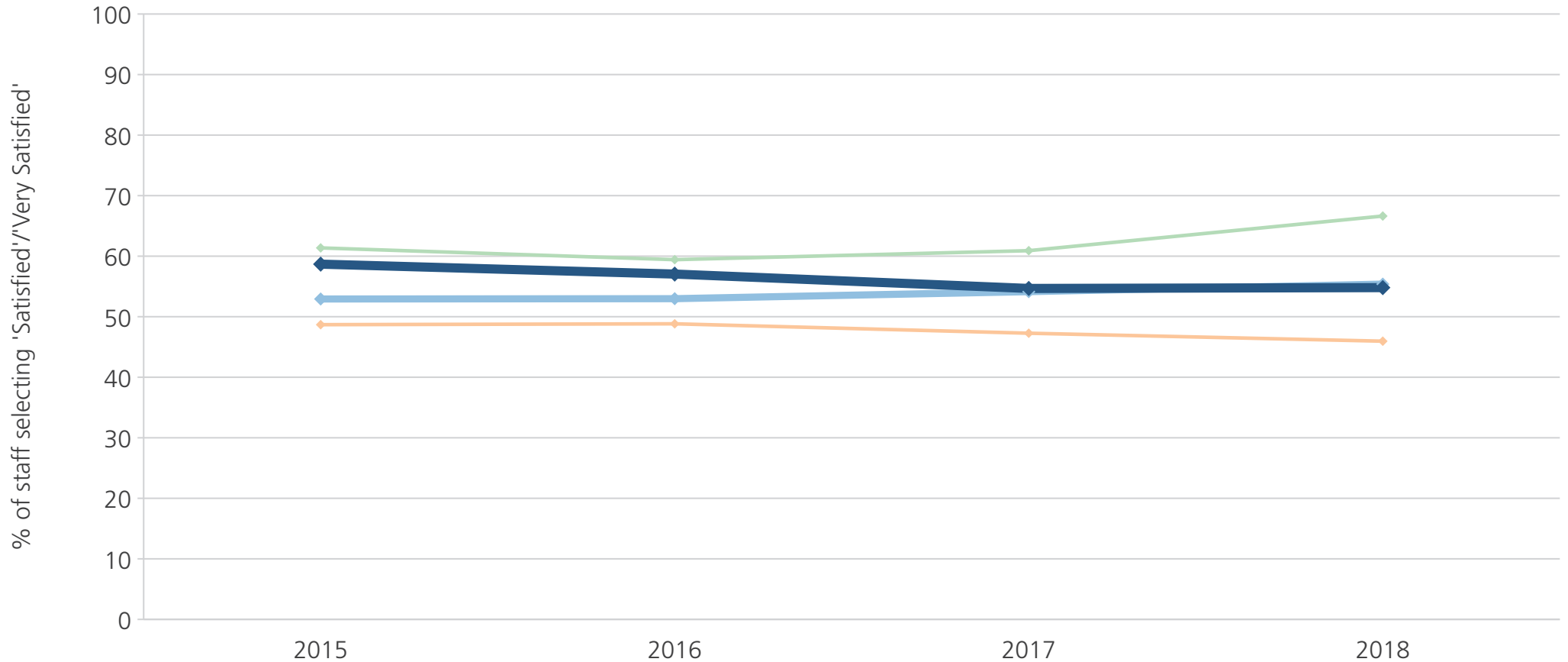
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 79.5% | 77.3% | 75.7% | 75.3% | 78.0% |
| Your org | 74.1% | 75.8% | 73.1% | 72.3% | 72.3% |
| Average | 73.9% | 73.5% | 72.7% | 72.7% | 73.3% |
| Worst | 69.7% | 66.5% | 64.8% | 69.4% | 67.4% |
| No. responses | 672 | 752 | 920 | 1,113 | 990 |



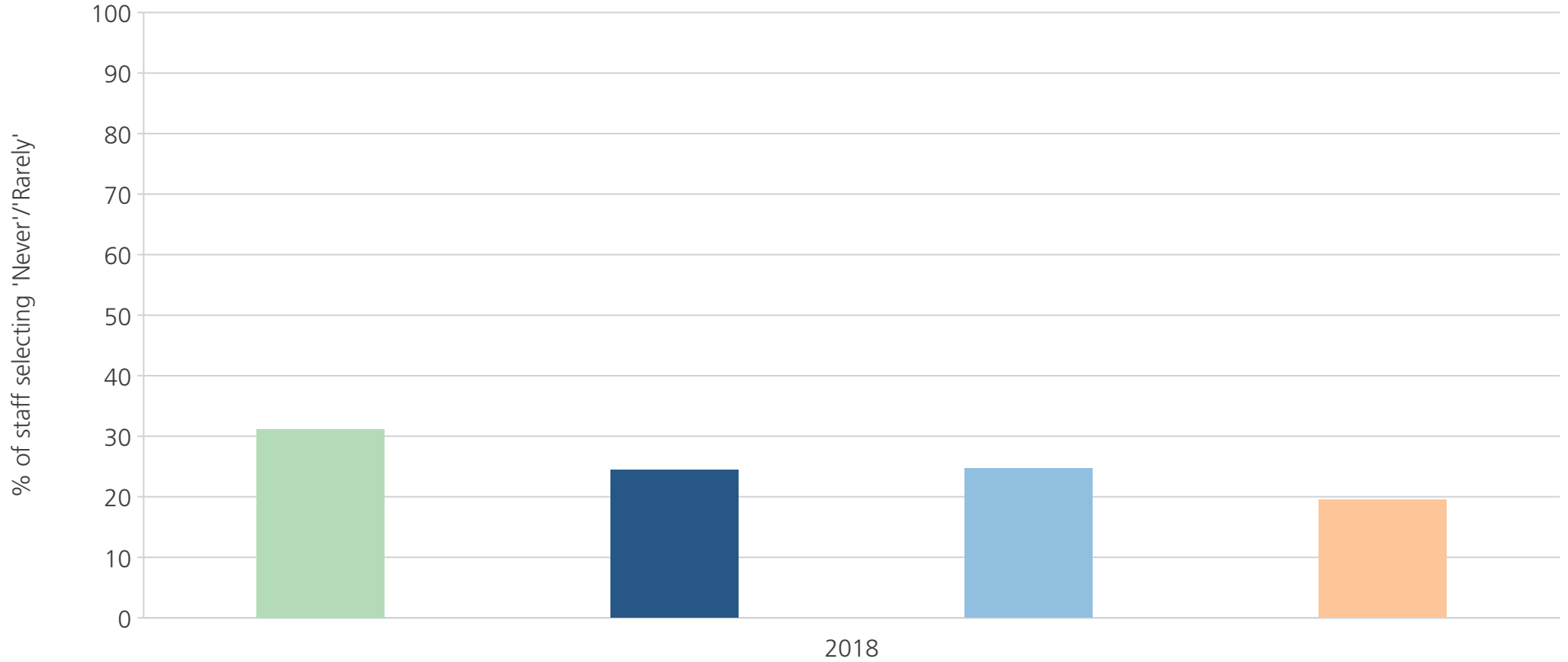
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 60.2% | 57.8% | 55.6% | 56.7% | 59.2% |
| Your org | 56.1% | 57.8% | 52.8% | 52.9% | 56.3% |
| Average | 50.9% | 49.3% | 50.9% | 48.2% | 54.6% |
| Worst | 38.9% | 34.2% | 34.1% | 41.2% | 42.4% |
| No. responses | 668 | 746 | 924 | 1,109 | 984 |



| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 46.2% | 47.3% | 46.6% | 39.9% | 47.2% |
| Your org | 36.5% | 37.1% | 35.1% | 32.0% | 36.0% |
| Average | 36.6% | 38.1% | 36.6% | 33.7% | 39.5% |
| Worst | 29.0% | 31.4% | 30.3% | 25.0% | 29.7% |
| No. responses | 673 | 747 | 916 | 1,112 | 987 |

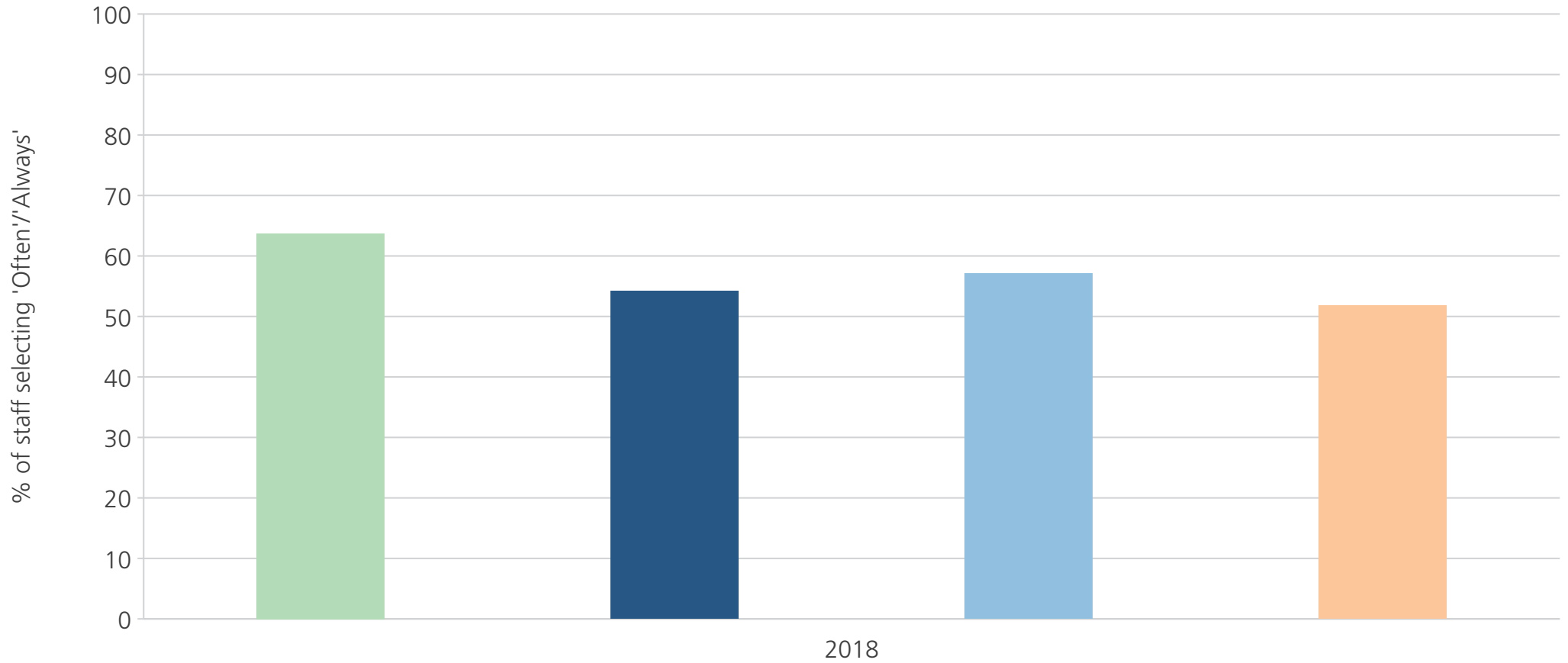


| | | | | |
|----------------------|-------|-------|-------|-------|
| Best | 61.4% | 59.4% | 60.9% | 66.6% |
| Your org | 58.7% | 57.0% | 54.7% | 54.8% |
| Average | 52.9% | 53.0% | 54.1% | 55.4% |
| Worst | 48.7% | 48.8% | 47.3% | 46.0% |
| No. responses | 753 | 921 | 1,114 | 987 |



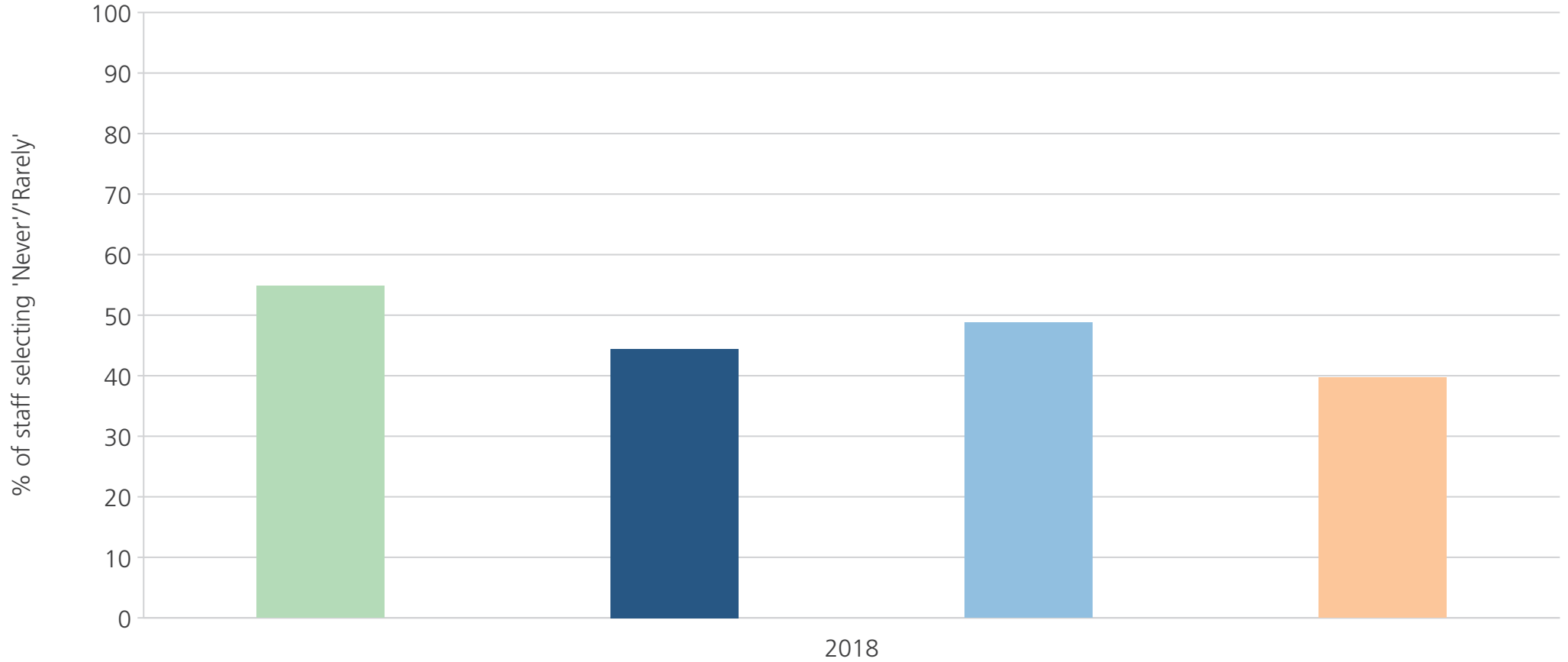
| | |
|----------|-------|
| Best | 31.2% |
| Your org | 24.4% |
| Average | 24.6% |
| Worst | 19.5% |

No. responses 985



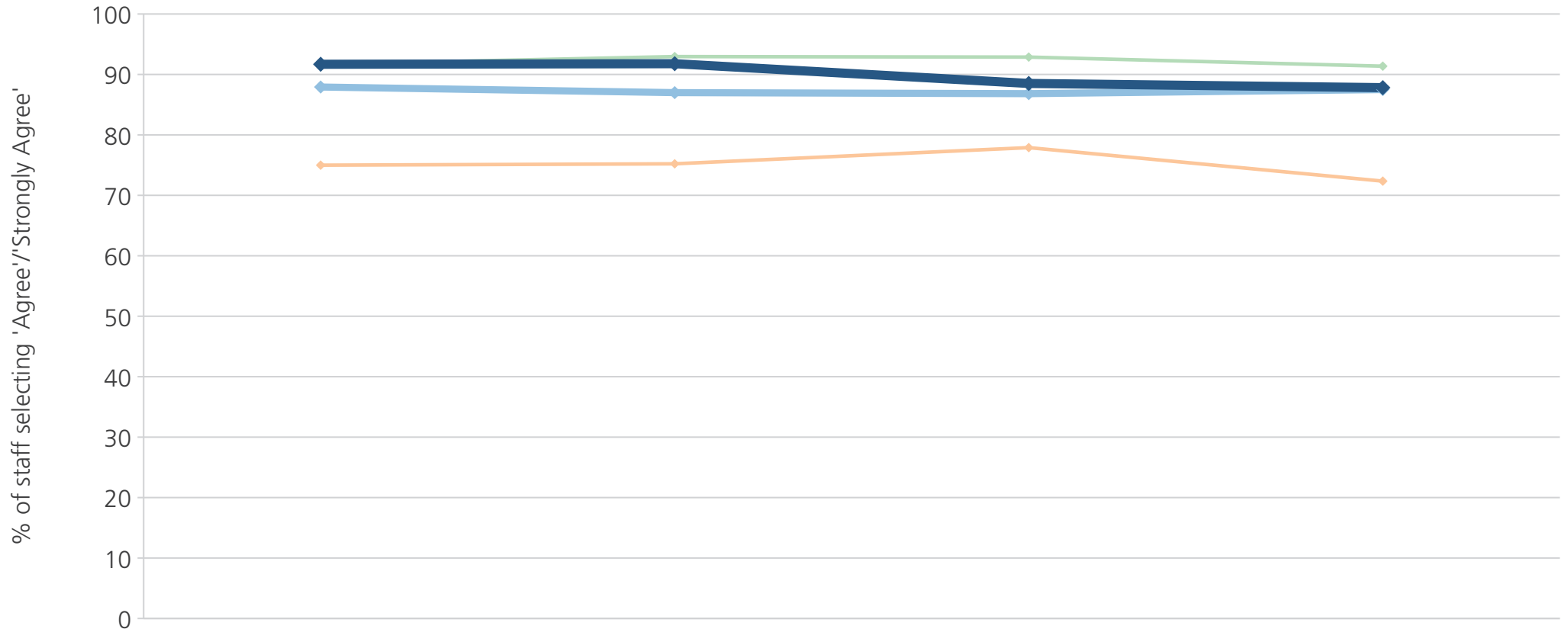
| | |
|----------|-------|
| Best | 63.7% |
| Your org | 54.2% |
| Average | 57.1% |
| Worst | 51.8% |

No. responses 984

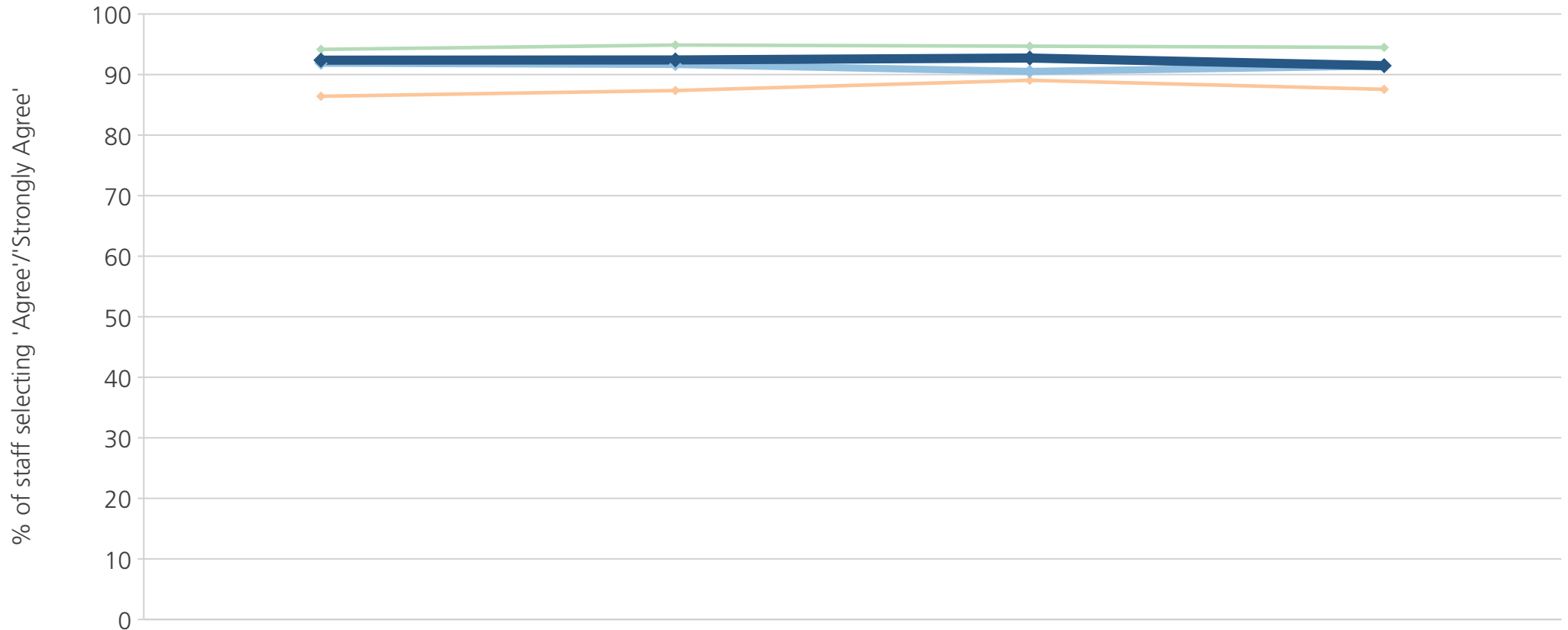


| | |
|----------|-------|
| Best | 54.8% |
| Your org | 44.4% |
| Average | 48.8% |
| Worst | 39.7% |

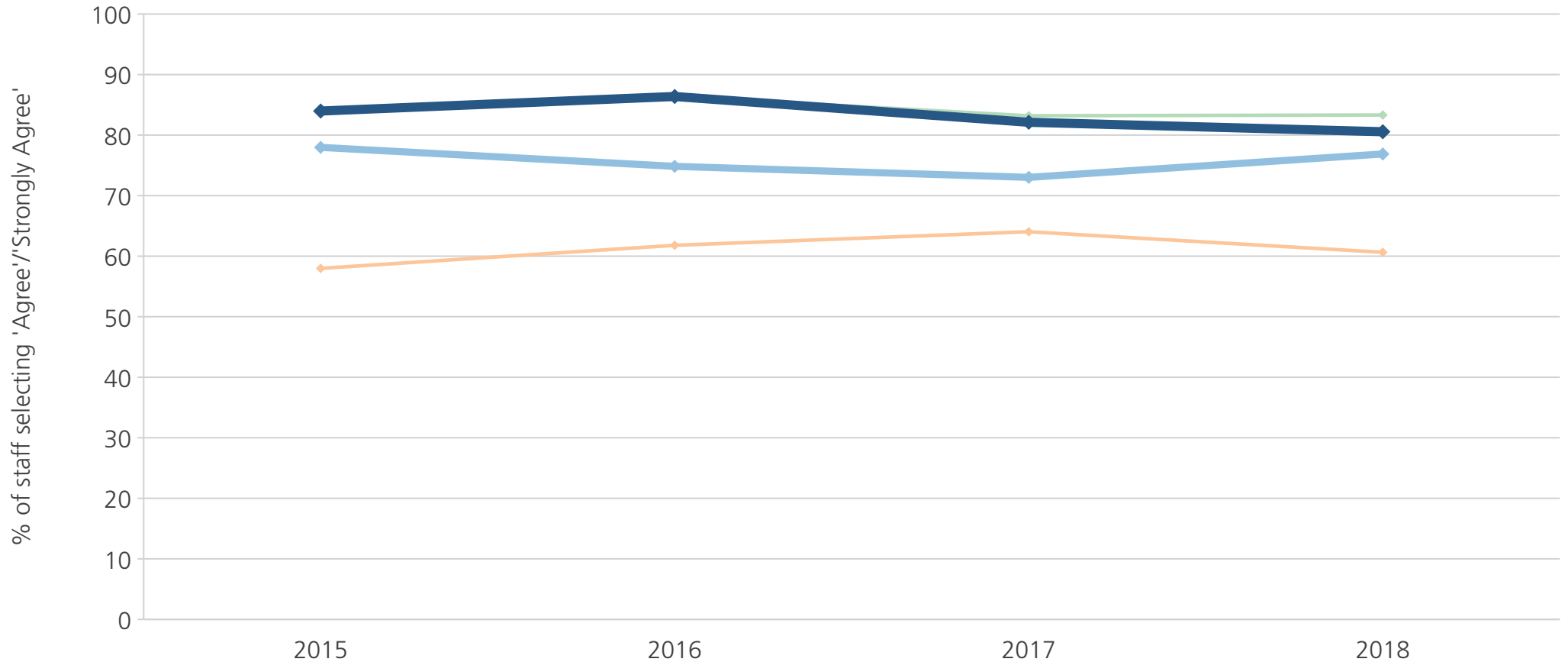
No. responses 987



| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 91.7% | 93.0% | 92.9% | 91.4% |
| Your org | 91.7% | 91.8% | 88.5% | 87.8% |
| Average | 87.9% | 87.0% | 86.8% | 87.5% |
| Worst | 75.0% | 75.2% | 77.9% | 72.4% |
| No. responses | 653 | 815 | 957 | 875 |



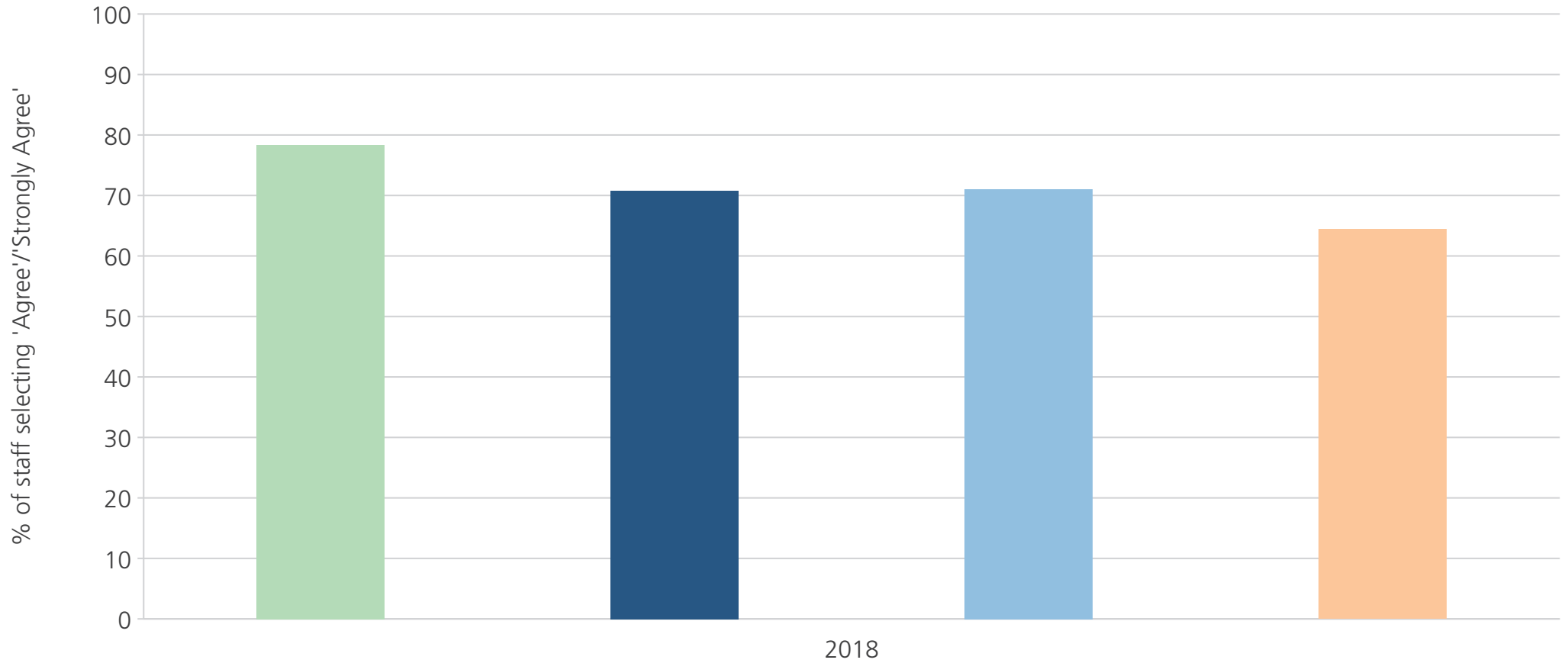
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 94.2% | 94.9% | 94.7% | 94.5% |
| Your org | 92.4% | 92.4% | 92.7% | 91.5% |
| Average | 91.9% | 91.7% | 90.5% | 91.4% |
| Worst | 86.4% | 87.4% | 89.1% | 87.6% |
| No. responses | 693 | 853 | 1,046 | 936 |



| | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|
| Best | 84.0% | 86.4% | 83.2% | 83.3% |
| Your org | 84.0% | 86.4% | 82.1% | 80.6% |
| Average | 78.0% | 74.8% | 73.0% | 76.9% |
| Worst | 58.0% | 61.8% | 64.0% | 60.6% |
| No. responses | 640 | 804 | 954 | 862 |

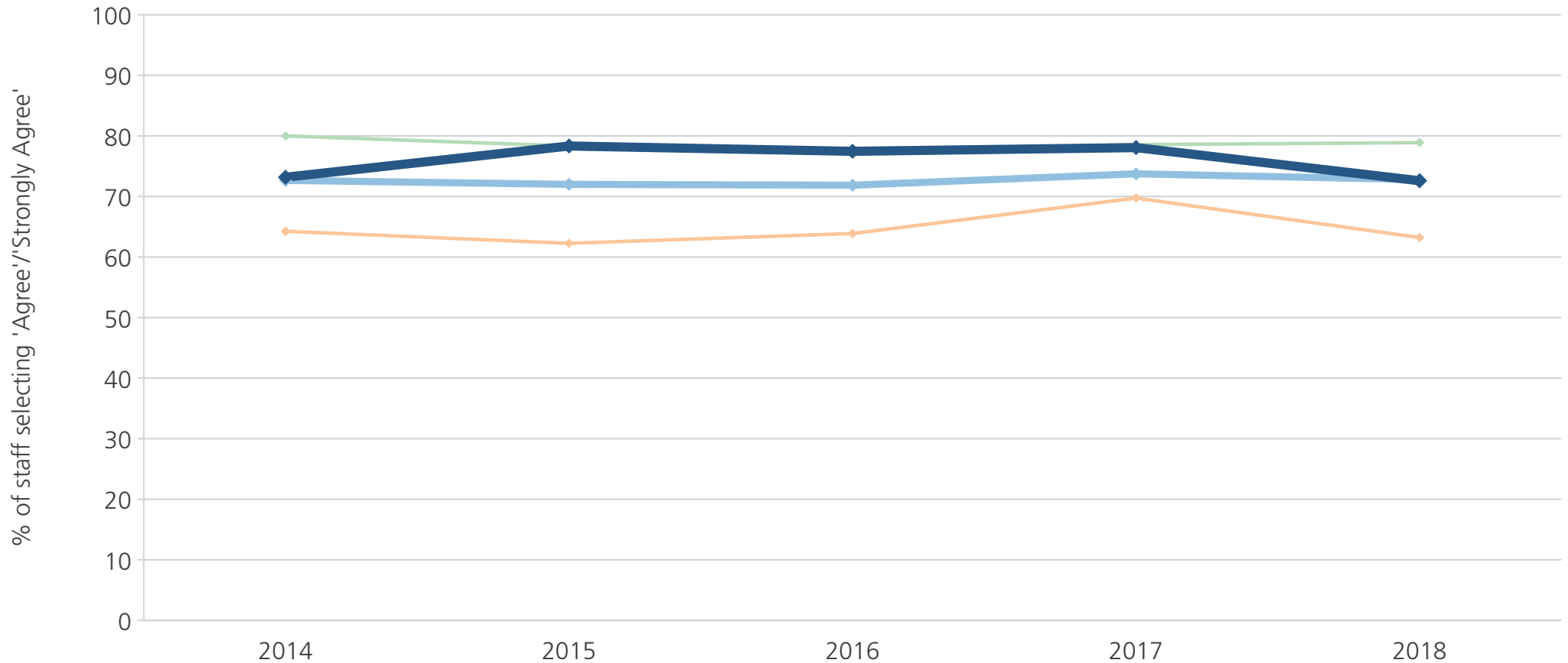
Question results – Your managers

Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results

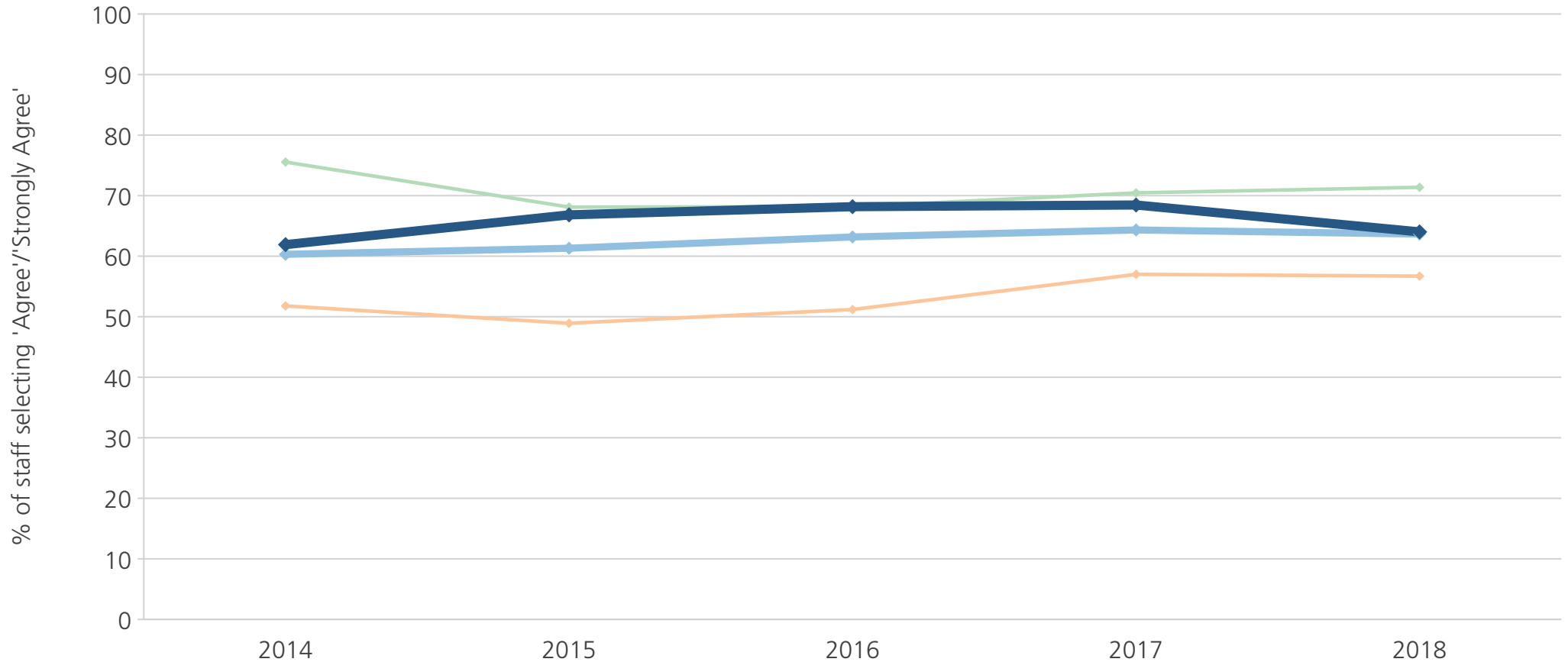


| | |
|----------|-------|
| Best | 78.4% |
| Your org | 70.8% |
| Average | 71.0% |
| Worst | 64.4% |

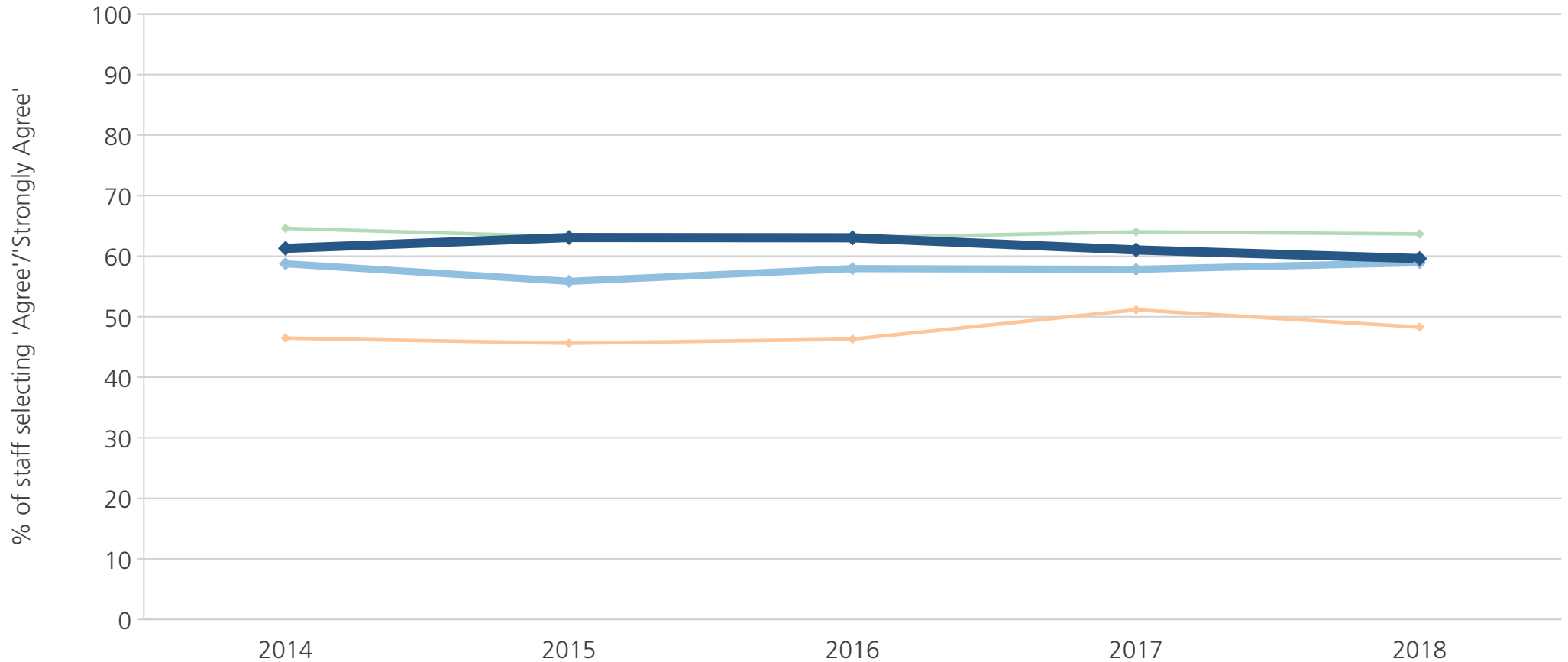
No. responses 986



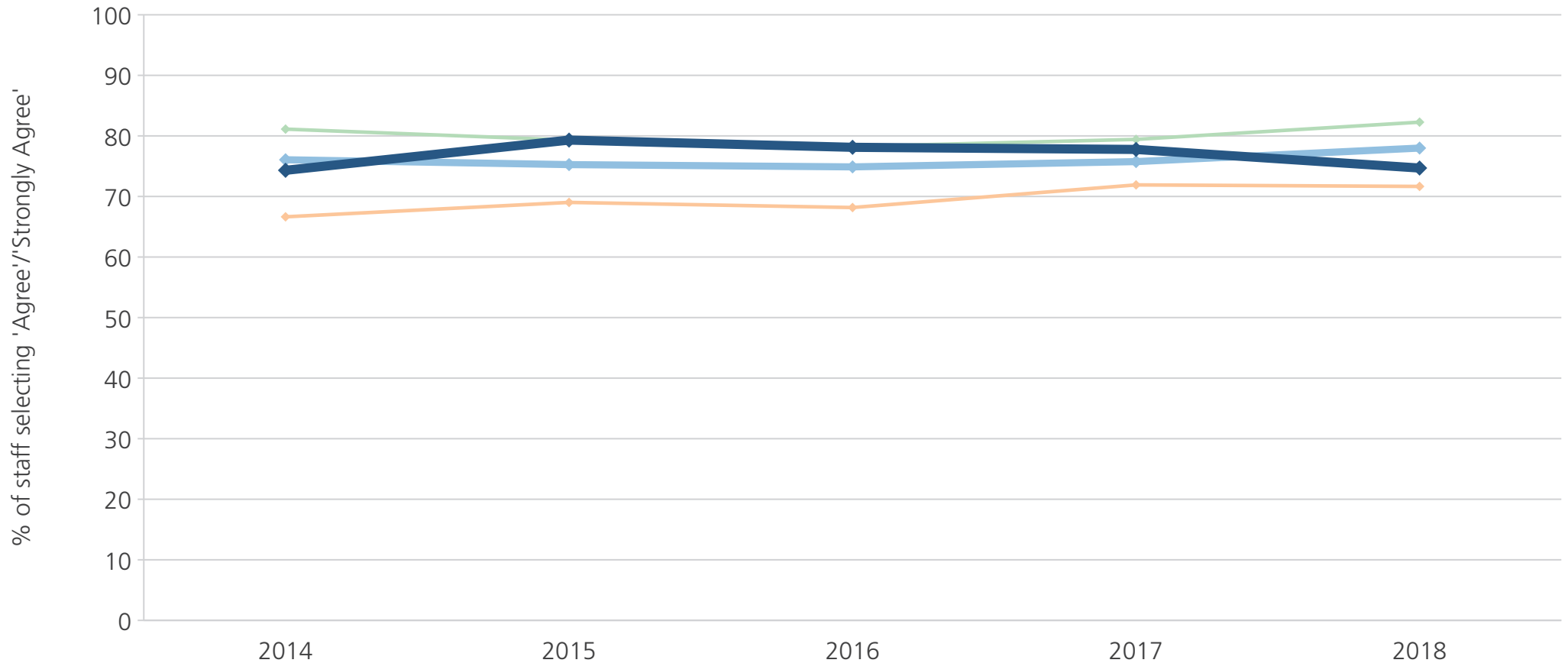
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 80.0% | 78.3% | 77.5% | 78.6% | 78.9% |
| Your org | 73.2% | 78.3% | 77.5% | 78.1% | 72.6% |
| Average | 72.7% | 72.0% | 71.9% | 73.7% | 72.8% |
| Worst | 64.2% | 62.3% | 63.9% | 69.7% | 63.2% |
| No. responses | 671 | 756 | 930 | 1,103 | 985 |



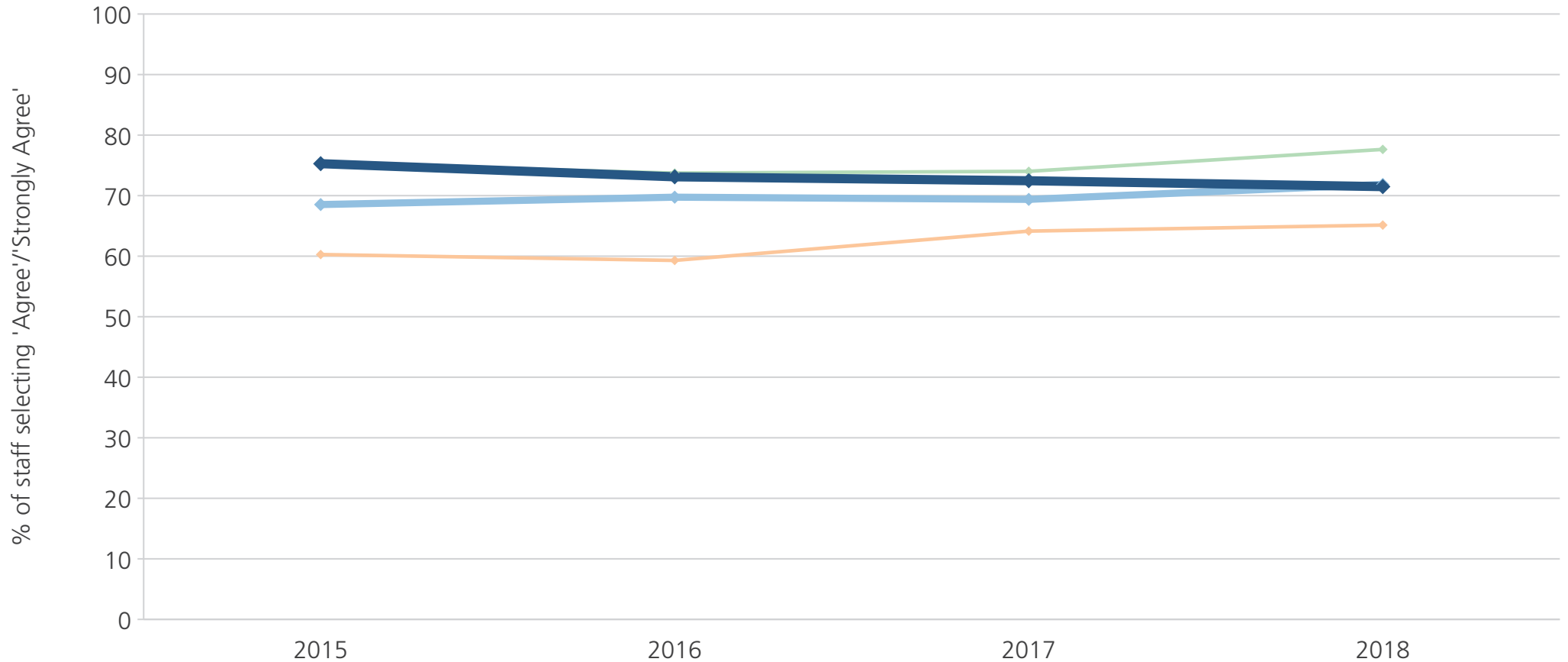
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 75.5% | 68.1% | 68.2% | 70.5% | 71.4% |
| Your org | 61.9% | 66.8% | 68.2% | 68.5% | 64.0% |
| Average | 60.3% | 61.3% | 63.2% | 64.3% | 63.6% |
| Worst | 51.8% | 48.9% | 51.2% | 57.0% | 56.7% |
| No. responses | 676 | 755 | 919 | 1,103 | 985 |



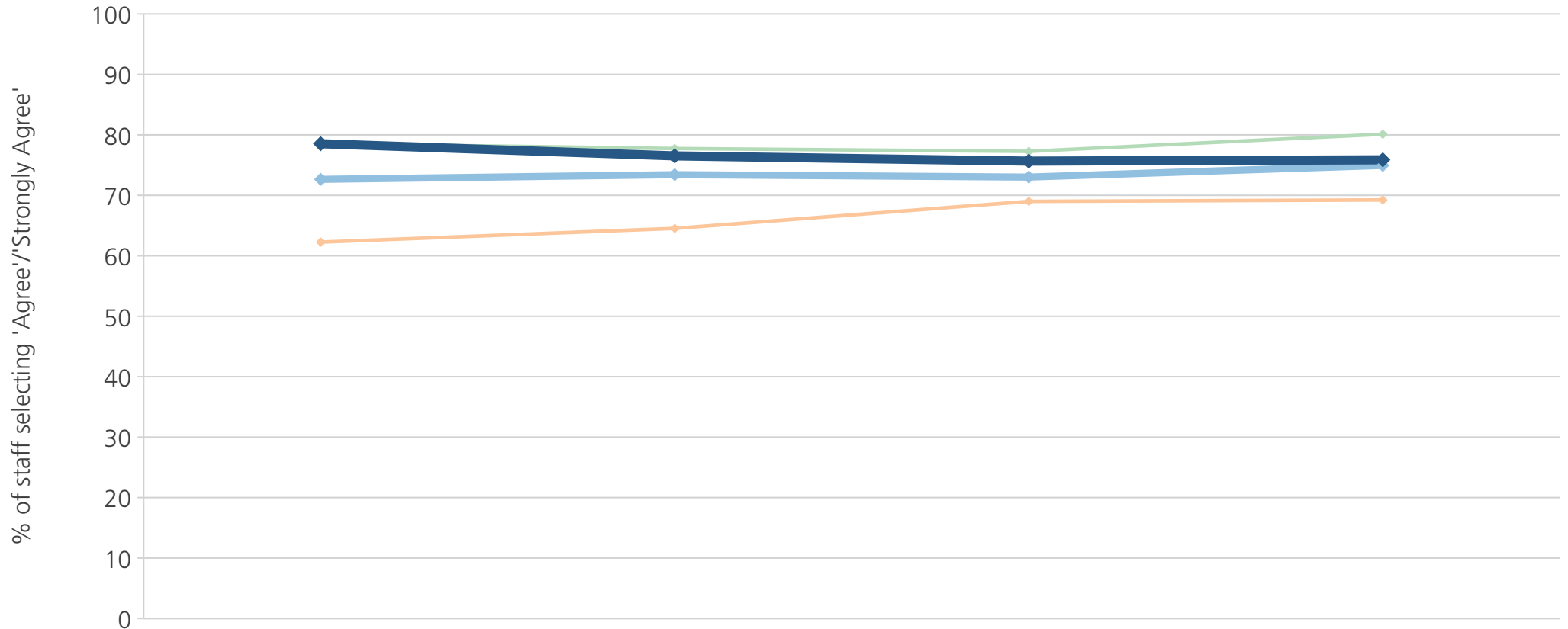
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|-------|
| Best | 64.6% | 63.2% | 63.0% | 64.0% | 63.7% |
| Your org | 61.3% | 63.1% | 63.0% | 61.0% | 59.6% |
| Average | 58.7% | 55.8% | 57.9% | 57.8% | 58.9% |
| Worst | 46.5% | 45.6% | 46.3% | 51.1% | 48.3% |
| No. responses | 671 | 756 | 925 | 1,103 | 987 |



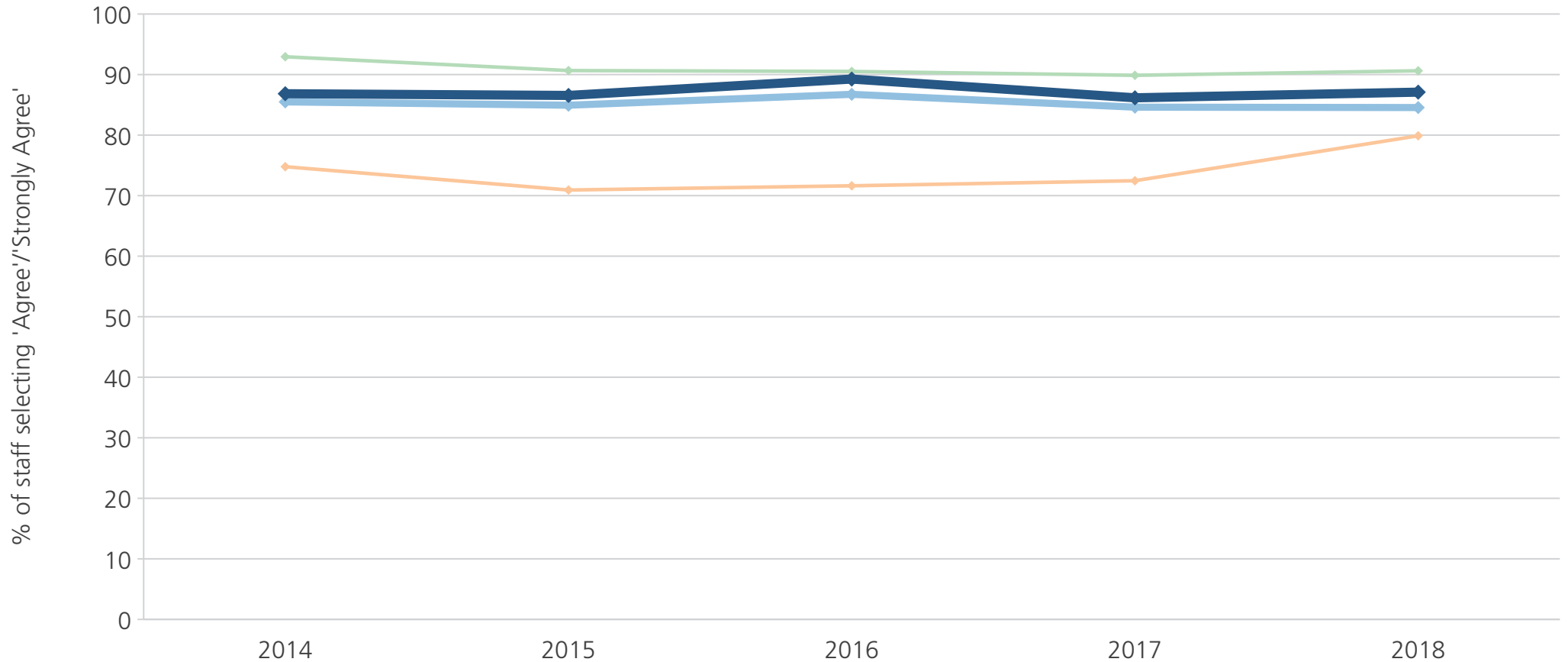
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 81.1% | 79.3% | 78.3% | 79.4% | 82.3% |
| Your org | 74.3% | 79.3% | 78.1% | 77.8% | 74.7% |
| Average | 76.1% | 75.3% | 74.9% | 75.8% | 78.0% |
| Worst | 66.6% | 69.0% | 68.2% | 71.9% | 71.7% |
| No. responses | 672 | 753 | 922 | 1,103 | 987 |



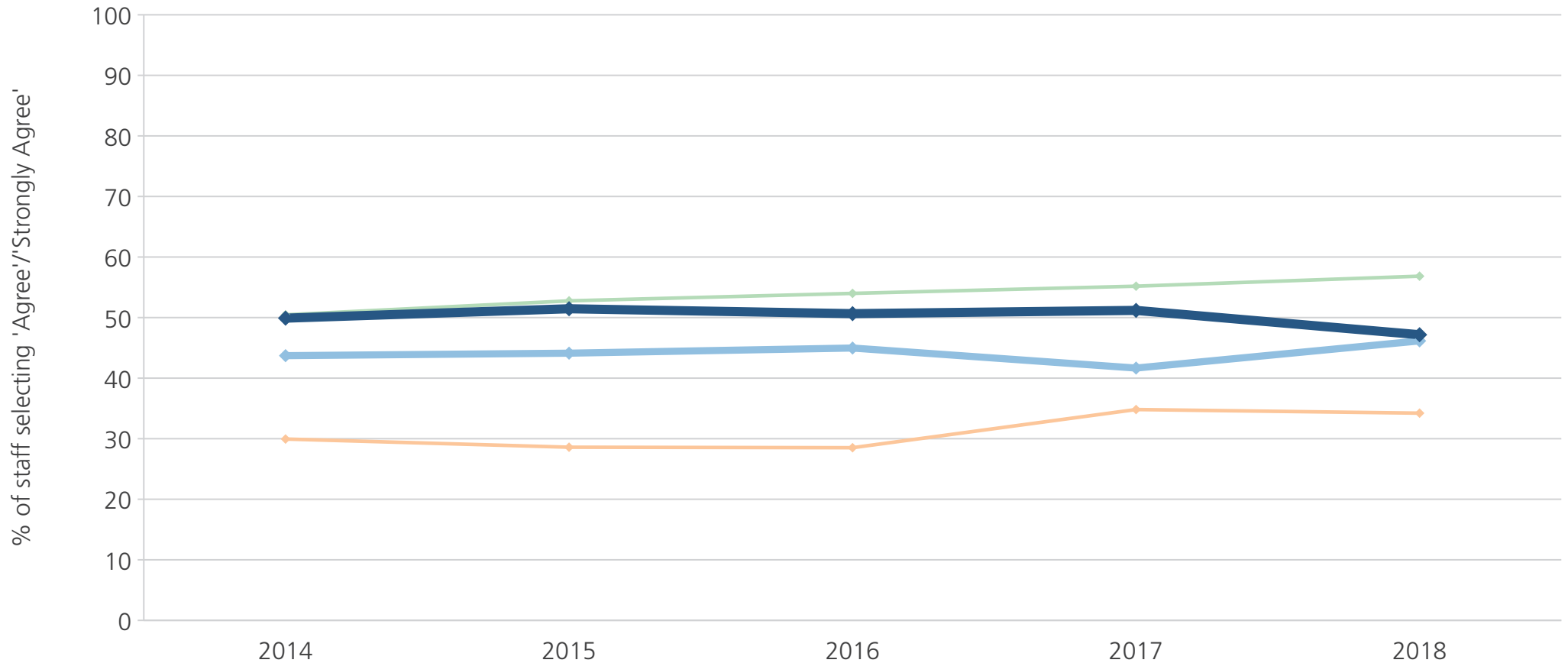
| | | | | |
|---------------|-------|-------|-------|-------|
| Best | 75.3% | 73.7% | 74.0% | 77.6% |
| Your org | 75.3% | 73.1% | 72.5% | 71.5% |
| Average | 68.5% | 69.7% | 69.4% | 71.9% |
| Worst | 60.3% | 59.3% | 64.1% | 65.1% |
| No. responses | 757 | 924 | 1,103 | 987 |



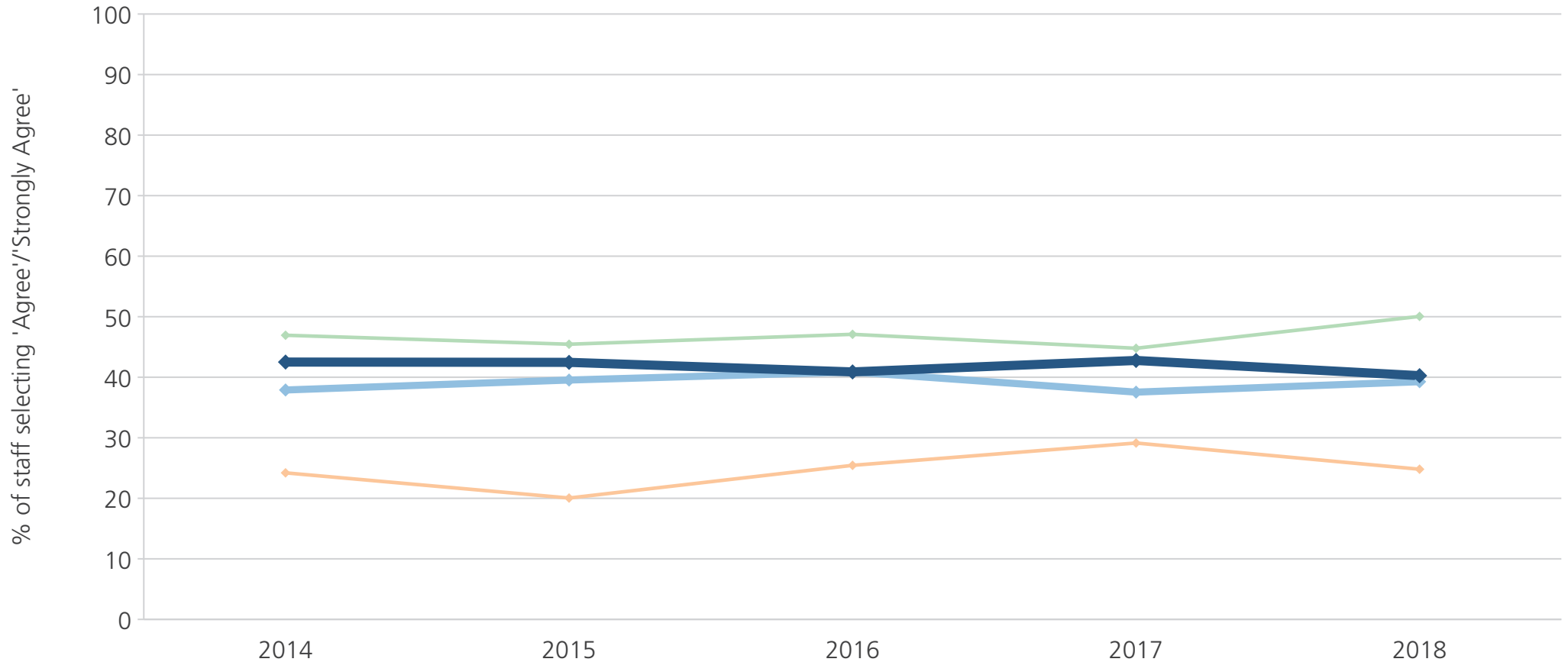
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 78.5% | 77.7% | 77.3% | 80.1% |
| Your org | 78.5% | 76.5% | 75.7% | 75.9% |
| Average | 72.6% | 73.4% | 73.0% | 74.9% |
| Worst | 62.3% | 64.5% | 69.0% | 69.2% |
| No. responses | 751 | 922 | 1,102 | 983 |



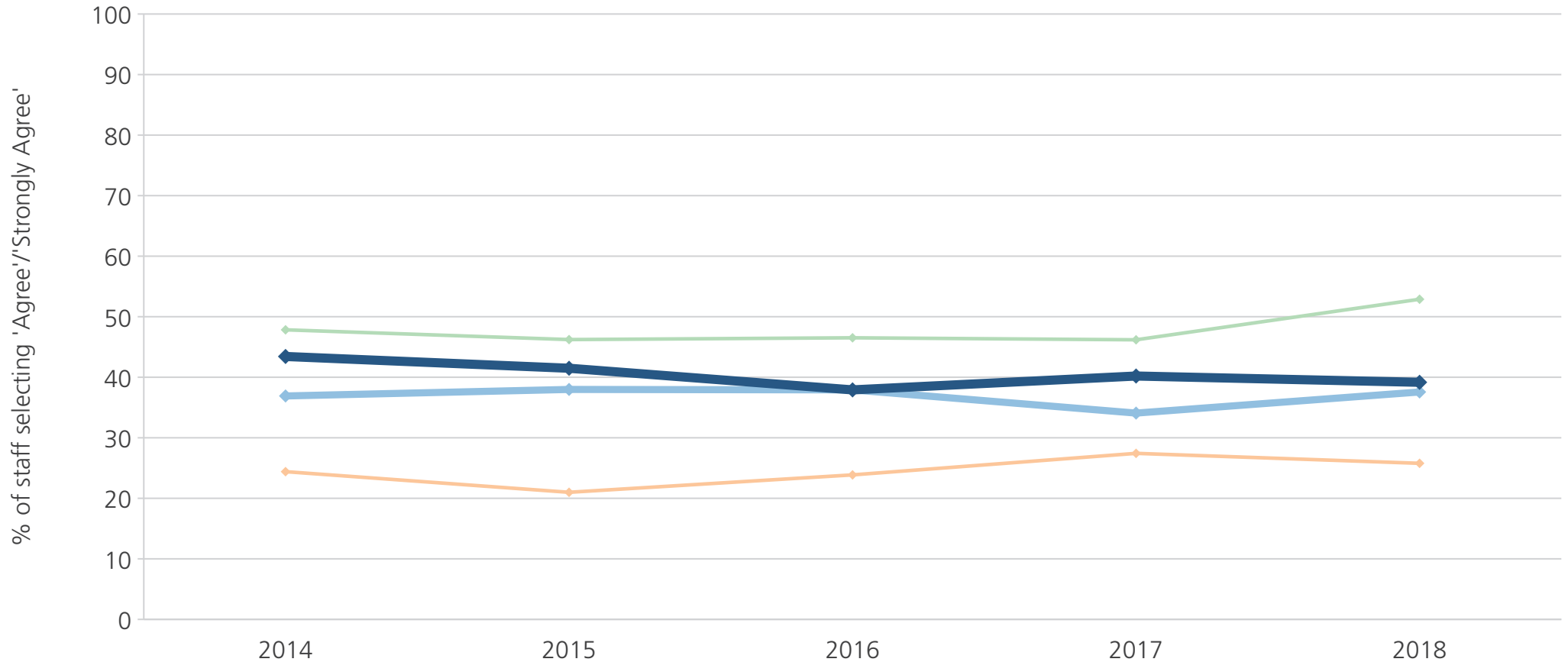
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 92.9% | 90.7% | 90.5% | 89.9% | 90.6% |
| Your org | 86.8% | 86.6% | 89.3% | 86.2% | 87.1% |
| Average | 85.5% | 84.9% | 86.7% | 84.6% | 84.6% |
| Worst | 74.8% | 70.9% | 71.6% | 72.5% | 79.9% |
| No. responses | 675 | 752 | 926 | 1,102 | 990 |



| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 50.5% | 52.8% | 54.0% | 55.2% | 56.8% |
| Your org | 49.9% | 51.5% | 50.6% | 51.2% | 47.2% |
| Average | 43.7% | 44.1% | 45.0% | 41.7% | 46.2% |
| Worst | 29.9% | 28.6% | 28.5% | 34.8% | 34.2% |
| No. responses | 665 | 755 | 927 | 1,102 | 988 |



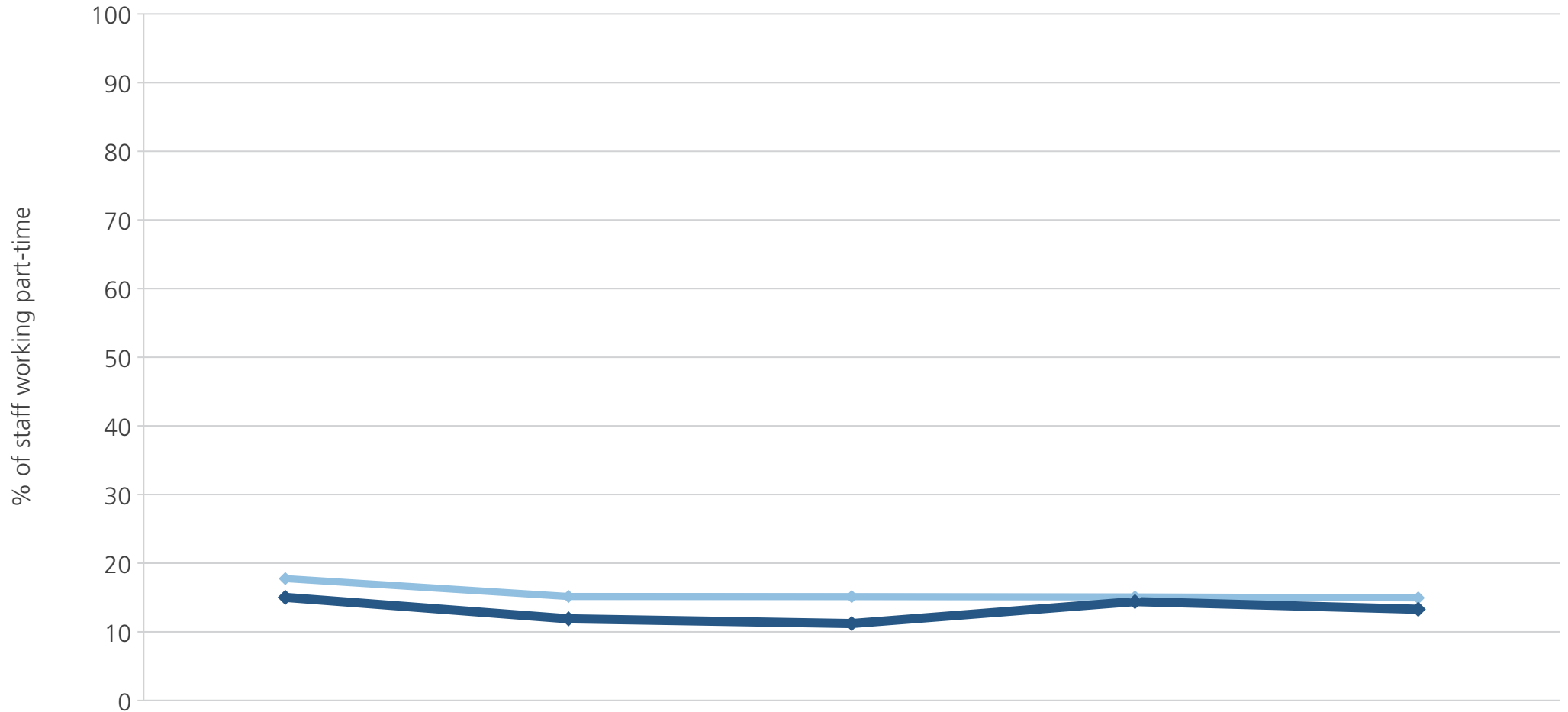
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 46.9% | 45.5% | 47.1% | 44.8% | 50.0% |
| Your org | 42.5% | 42.5% | 40.9% | 42.8% | 40.3% |
| Average | 37.9% | 39.5% | 40.9% | 37.5% | 39.3% |
| Worst | 24.2% | 20.0% | 25.4% | 29.1% | 24.8% |
| No. responses | 669 | 750 | 919 | 1,103 | 986 |



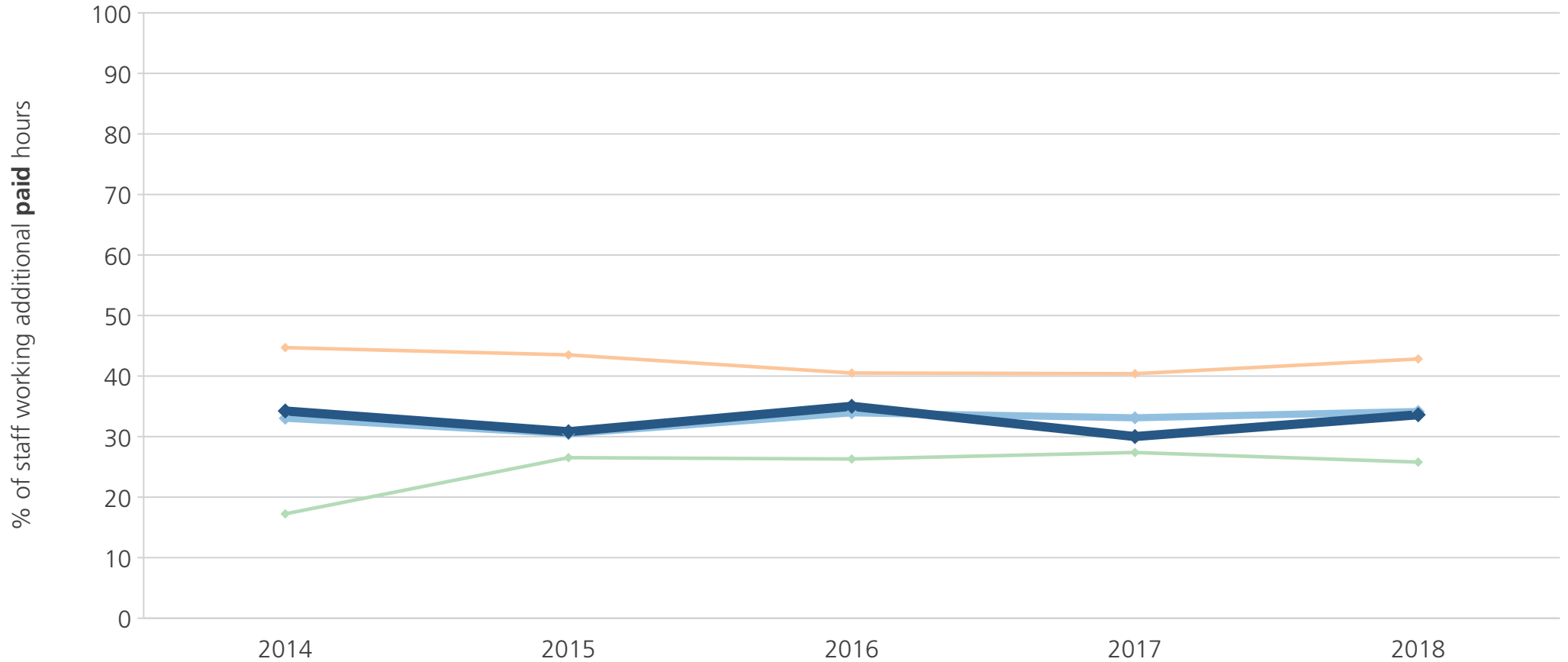
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 47.8% | 46.2% | 46.5% | 46.2% | 52.9% |
| Your org | 43.4% | 41.5% | 37.9% | 40.2% | 39.2% |
| Average | 36.9% | 38.0% | 37.9% | 34.1% | 37.6% |
| Worst | 24.4% | 21.0% | 23.9% | 27.4% | 25.8% |
| No. responses | 671 | 747 | 917 | 1,103 | 984 |

Question results – Your health, well-being and safety at work

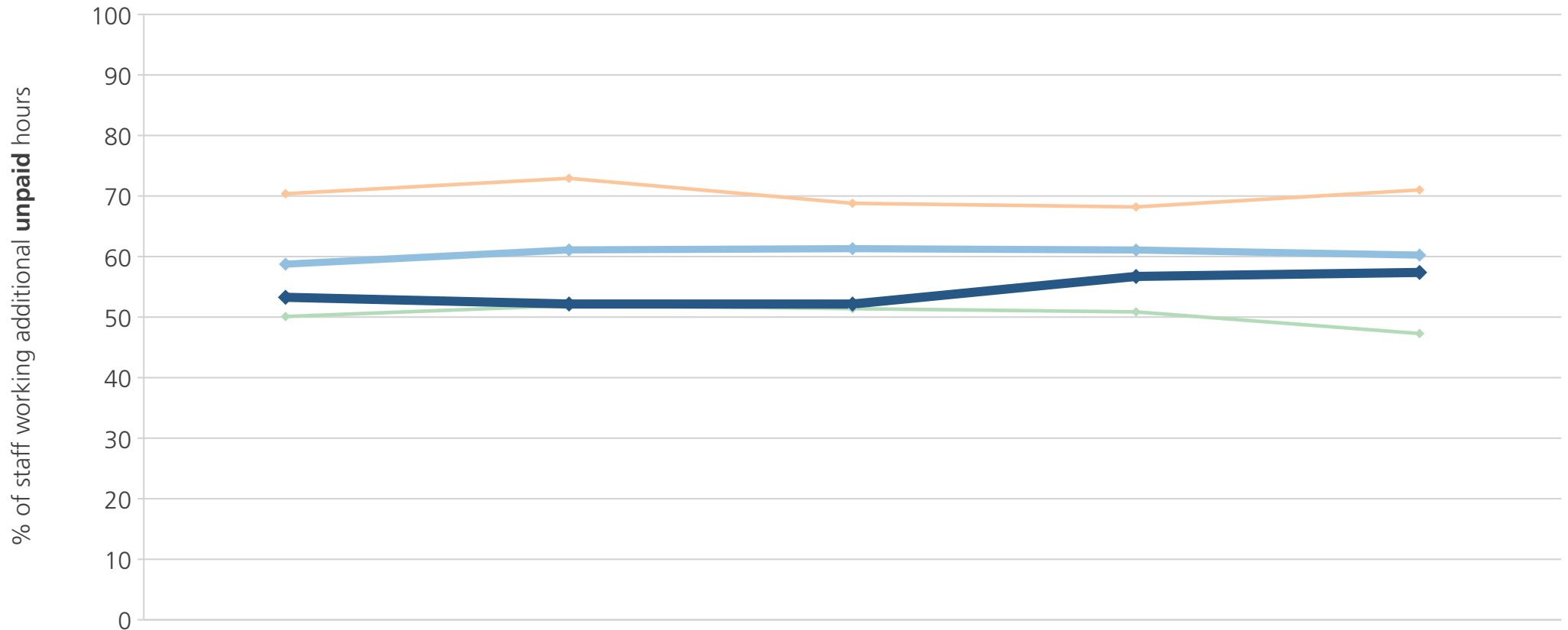
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



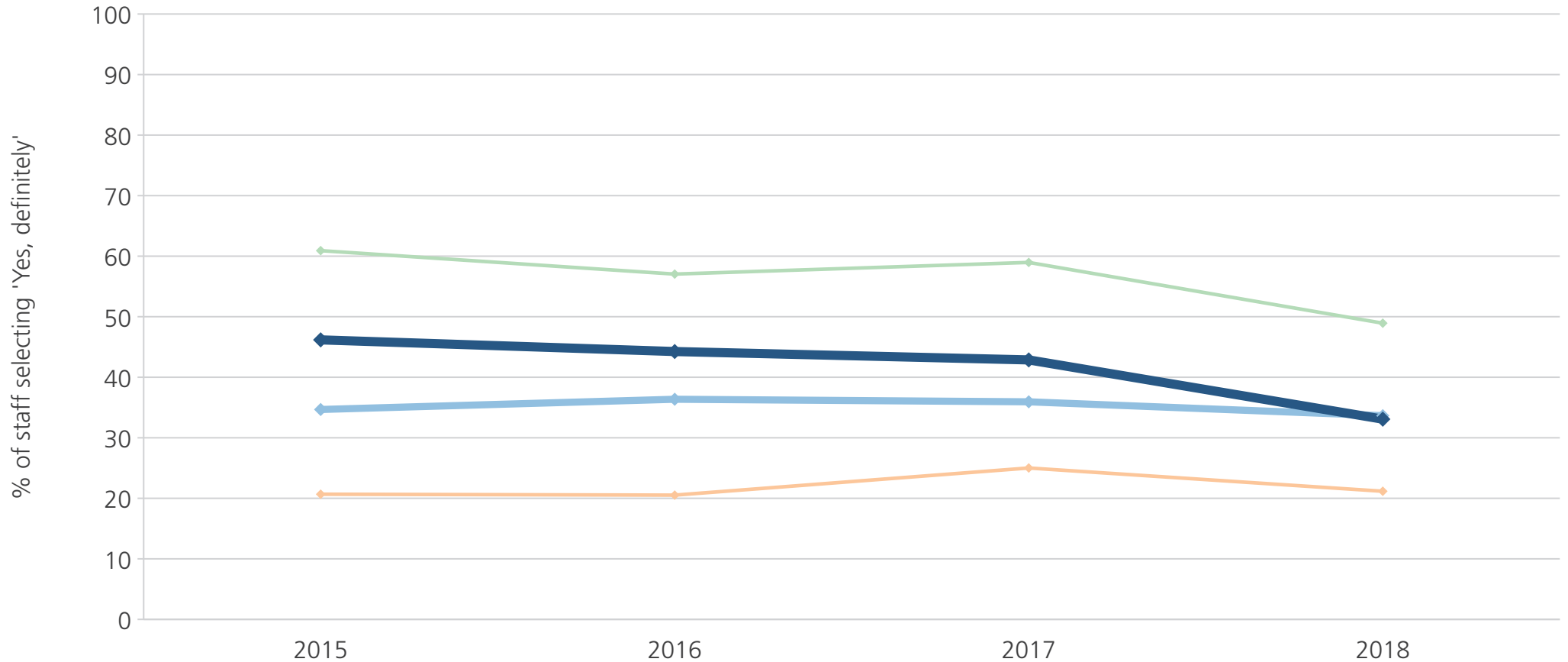
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Your org | 15.0% | 11.9% | 11.2% | 14.4% | 13.3% |
| Average | 17.8% | 15.1% | 15.1% | 15.1% | 14.9% |
| No. responses | 666 | 748 | 919 | 1,090 | 971 |



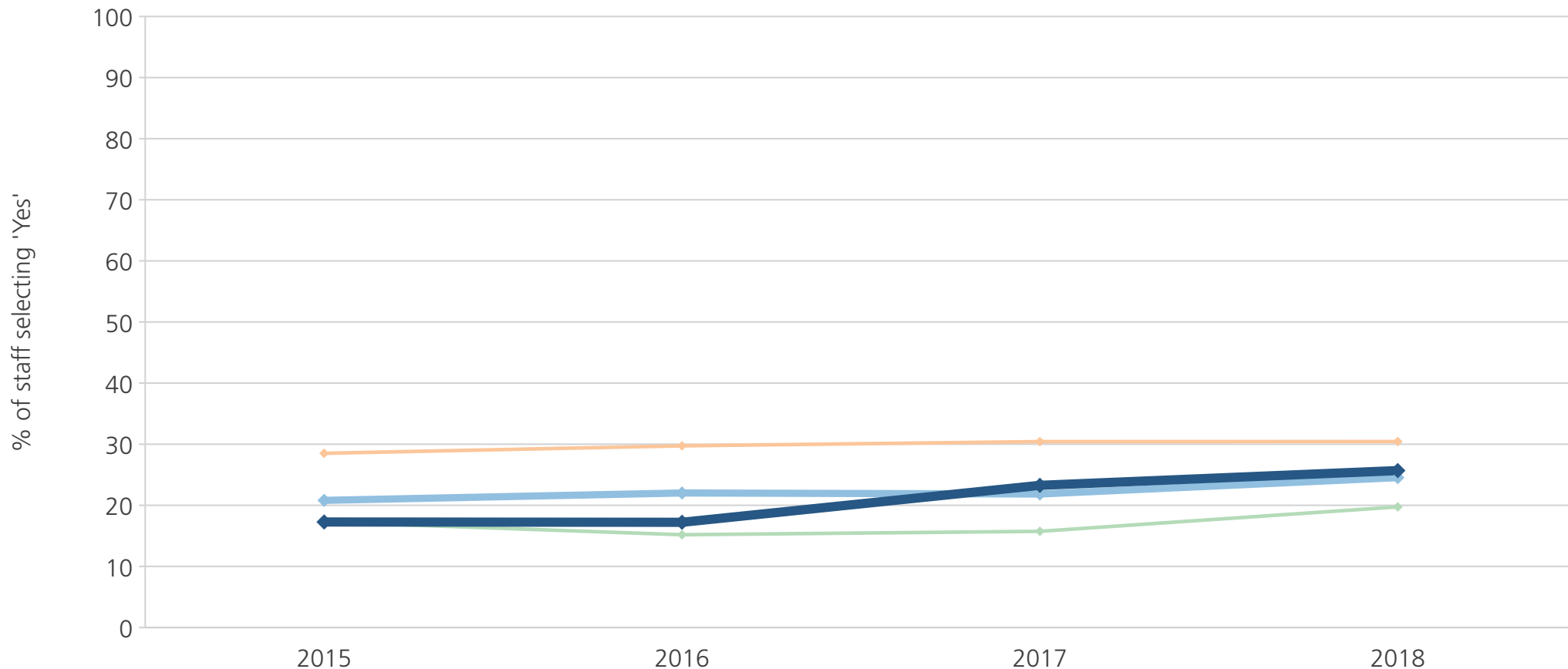
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 44.7% | 43.5% | 40.5% | 40.4% | 42.8% |
| Your org | 34.2% | 30.8% | 35.0% | 30.0% | 33.6% |
| Average | 33.0% | 30.5% | 33.9% | 33.1% | 34.2% |
| Best | 17.2% | 26.5% | 26.3% | 27.4% | 25.8% |
| No. responses | 649 | 708 | 866 | 1,075 | 922 |



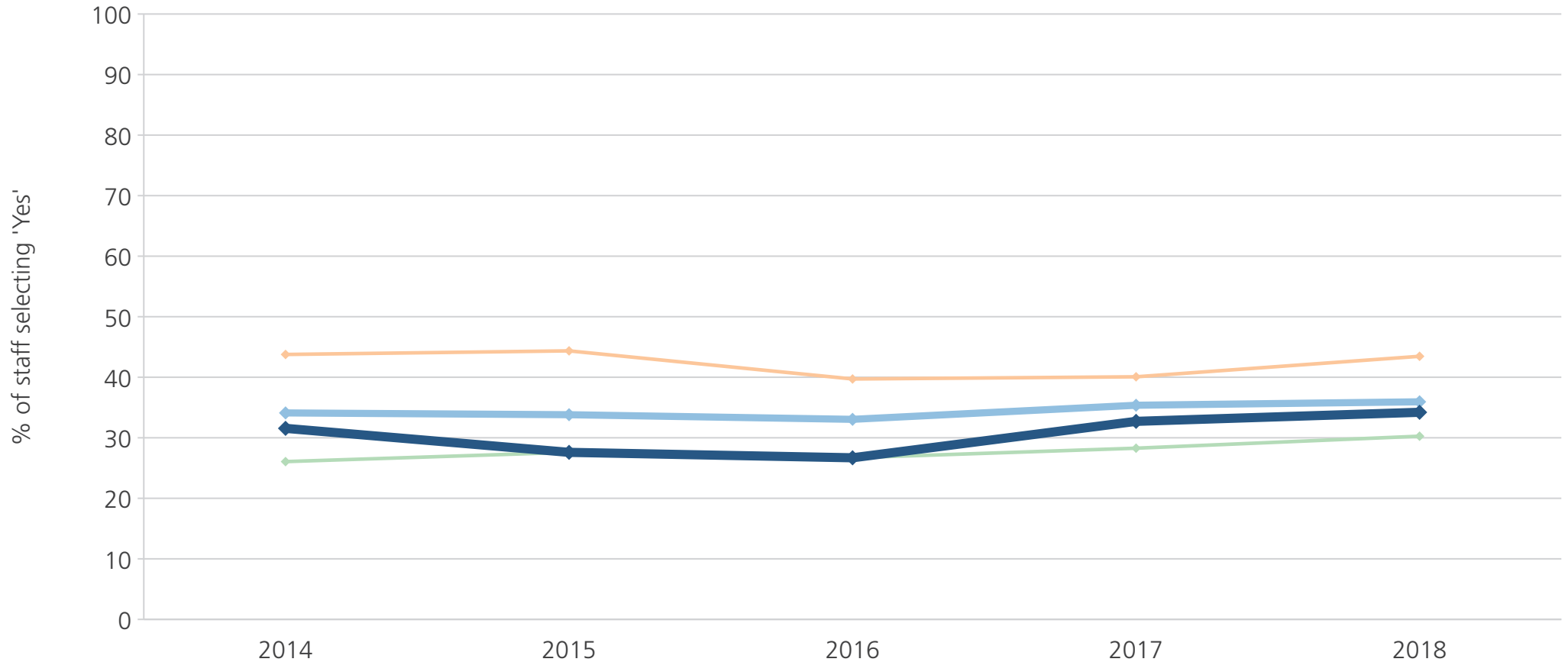
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 70.4% | 72.9% | 68.8% | 68.2% | 71.0% |
| Your org | 53.3% | 52.2% | 52.2% | 56.7% | 57.4% |
| Average | 58.7% | 61.1% | 61.3% | 61.1% | 60.2% |
| Best | 50.1% | 51.9% | 51.4% | 50.9% | 47.3% |
| No. responses | 627 | 702 | 871 | 1,078 | 923 |



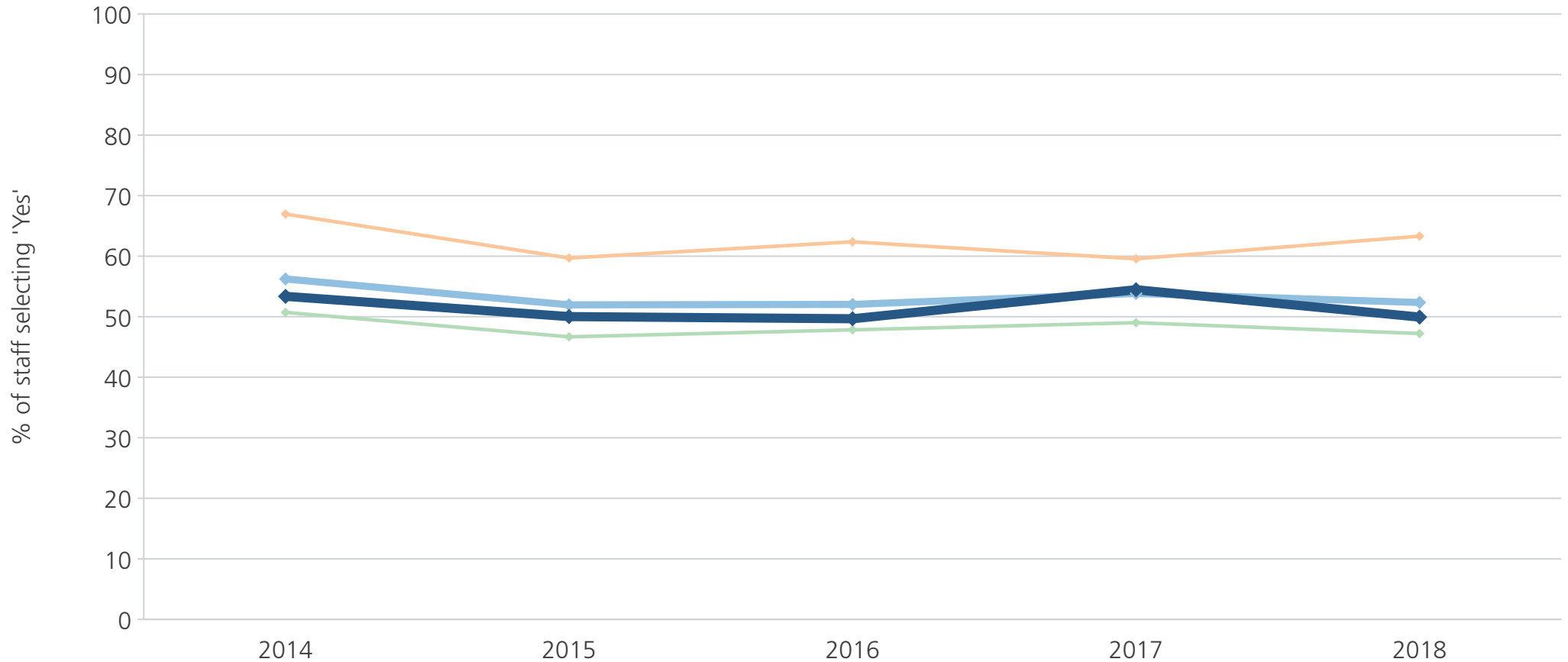
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 60.9% | 57.0% | 59.0% | 48.9% |
| Your org | 46.2% | 44.2% | 42.9% | 33.1% |
| Average | 34.7% | 36.4% | 35.9% | 33.6% |
| Worst | 20.7% | 20.5% | 25.0% | 21.2% |
| No. responses | 741 | 917 | 1,093 | 980 |



| | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|
| Worst | 28.5% | 29.7% | 30.4% | 30.4% |
| Your org | 17.3% | 17.2% | 23.3% | 25.7% |
| Average | 20.8% | 22.0% | 21.8% | 24.5% |
| Best | 17.3% | 15.2% | 15.7% | 19.7% |
| No. responses | 745 | 913 | 1,092 | 977 |

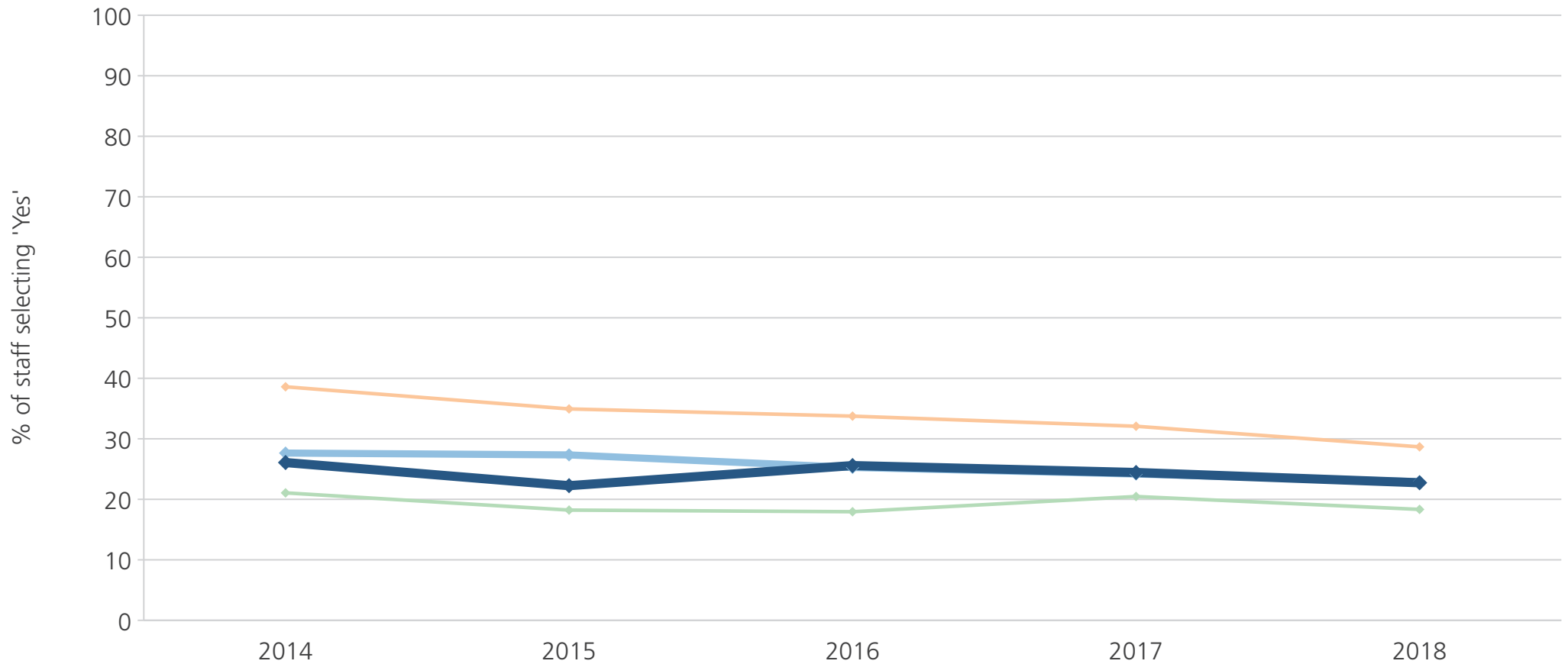


| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 43.8% | 44.4% | 39.7% | 40.1% | 43.5% |
| Your org | 31.6% | 27.6% | 26.7% | 32.7% | 34.2% |
| Average | 34.1% | 33.8% | 33.0% | 35.4% | 35.9% |
| Best | 26.1% | 27.6% | 26.7% | 28.3% | 30.3% |
| No. responses | 658 | 748 | 919 | 1,088 | 984 |



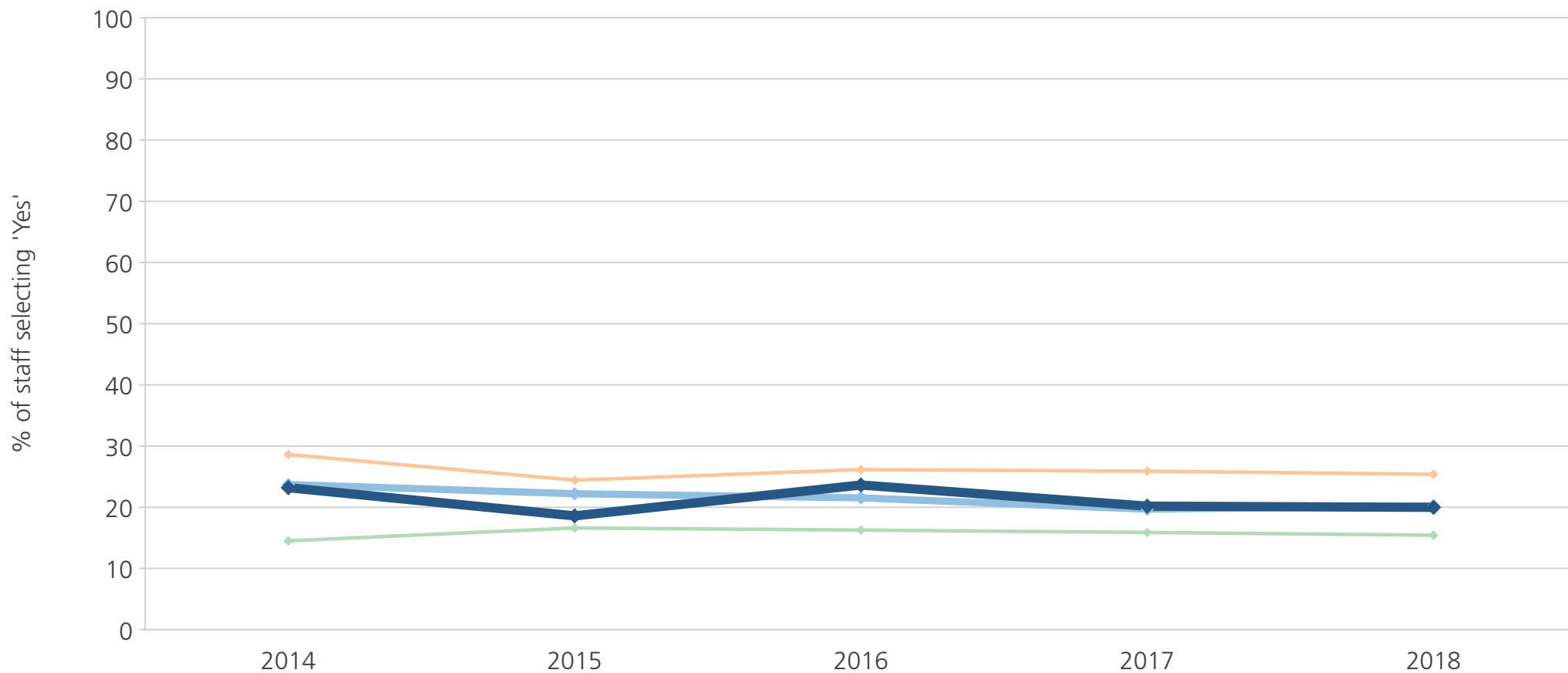
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 67.0% | 59.7% | 62.4% | 59.6% | 63.3% |
| Your org | 53.4% | 50.0% | 49.7% | 54.5% | 49.9% |
| Average | 56.2% | 52.0% | 52.0% | 53.8% | 52.3% |
| Best | 50.7% | 46.7% | 47.8% | 49.0% | 47.2% |
| No. responses | 644 | 742 | 923 | 1,090 | 982 |

Note: This question was only answered by staff who selected 'Yes' on q11d.



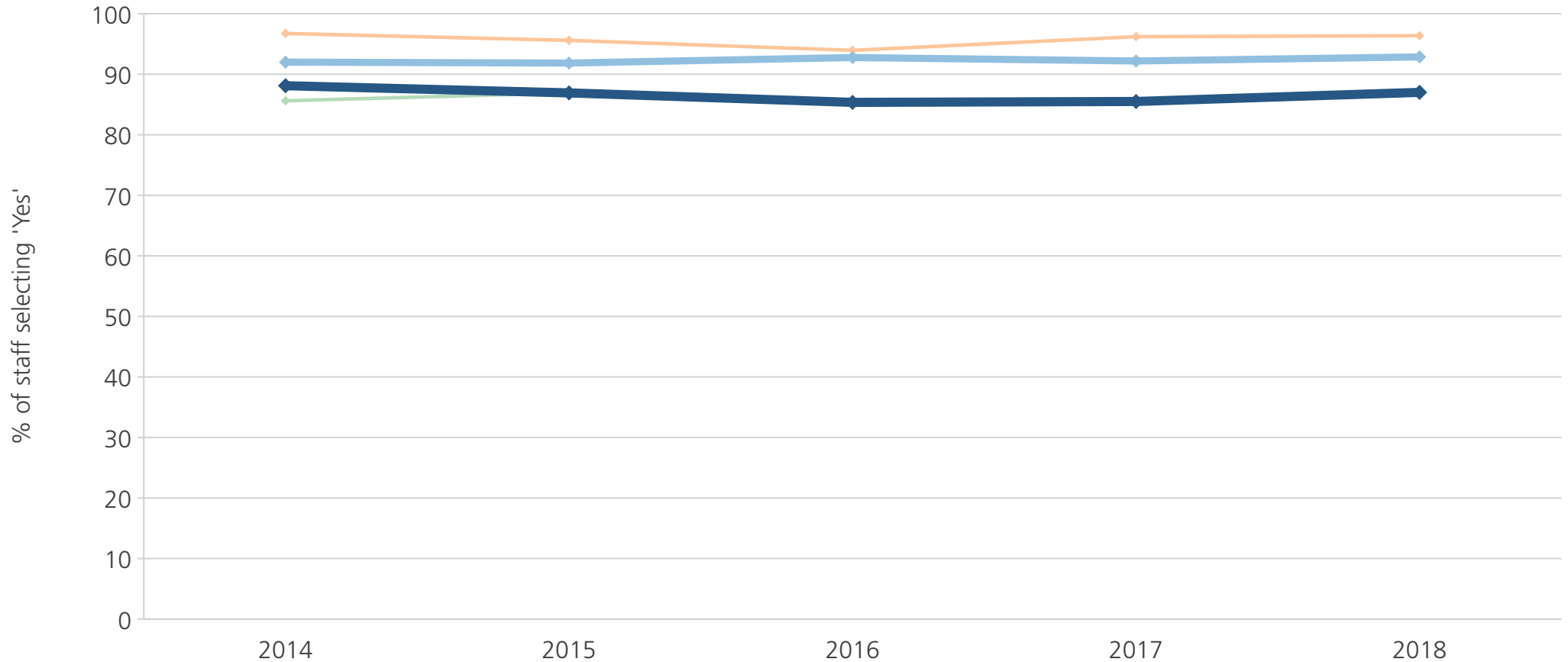
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 38.6% | 34.9% | 33.7% | 32.1% | 28.7% |
| Your org | 26.1% | 22.3% | 25.6% | 24.4% | 22.7% |
| Average | 27.6% | 27.3% | 25.3% | 24.2% | 22.9% |
| Best | 21.1% | 18.2% | 17.9% | 20.5% | 18.3% |
| No. responses | 337 | 359 | 438 | 588 | 473 |

Note: This question was only answered by staff who selected 'Yes' on q11d.

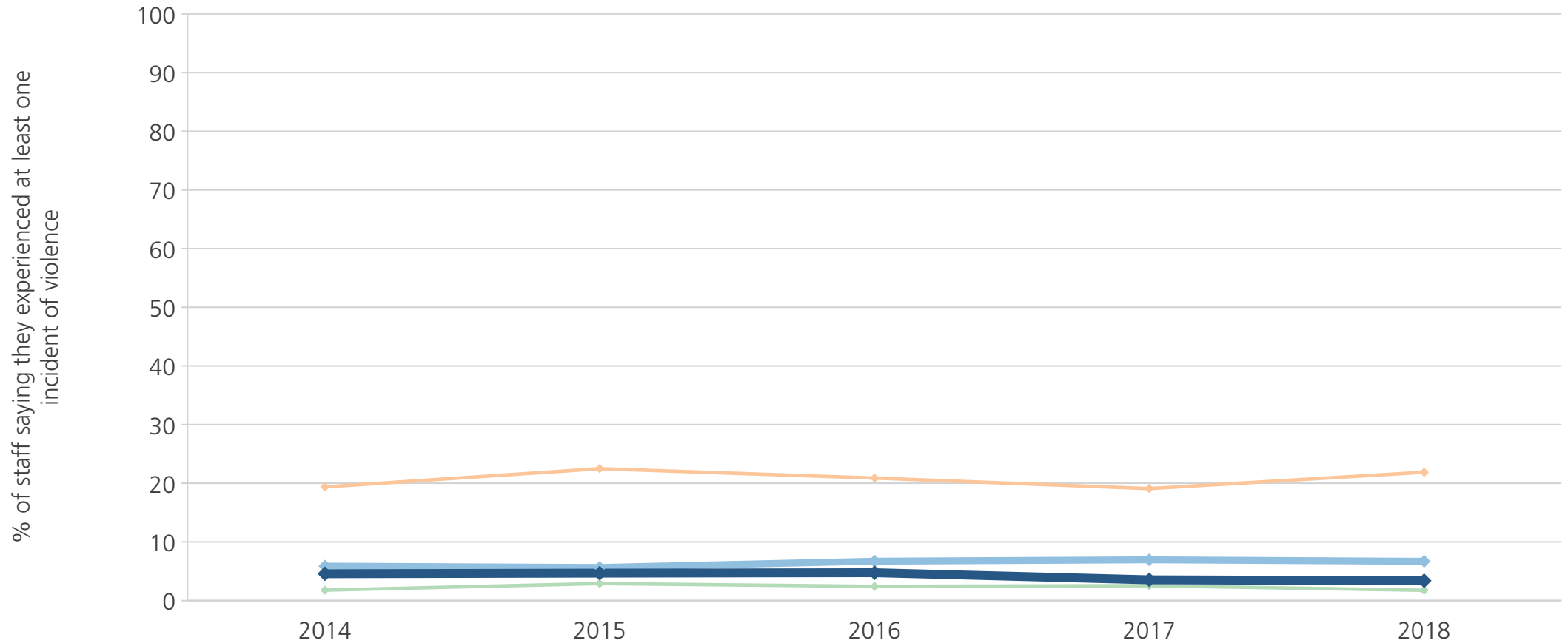


| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 28.6% | 24.4% | 26.1% | 25.9% | 25.4% |
| Your org | 23.2% | 18.6% | 23.6% | 20.2% | 20.0% |
| Average | 23.7% | 22.2% | 21.5% | 19.7% | 20.2% |
| Best | 14.5% | 16.6% | 16.3% | 15.9% | 15.4% |
| No. responses | 338 | 359 | 429 | 593 | 473 |

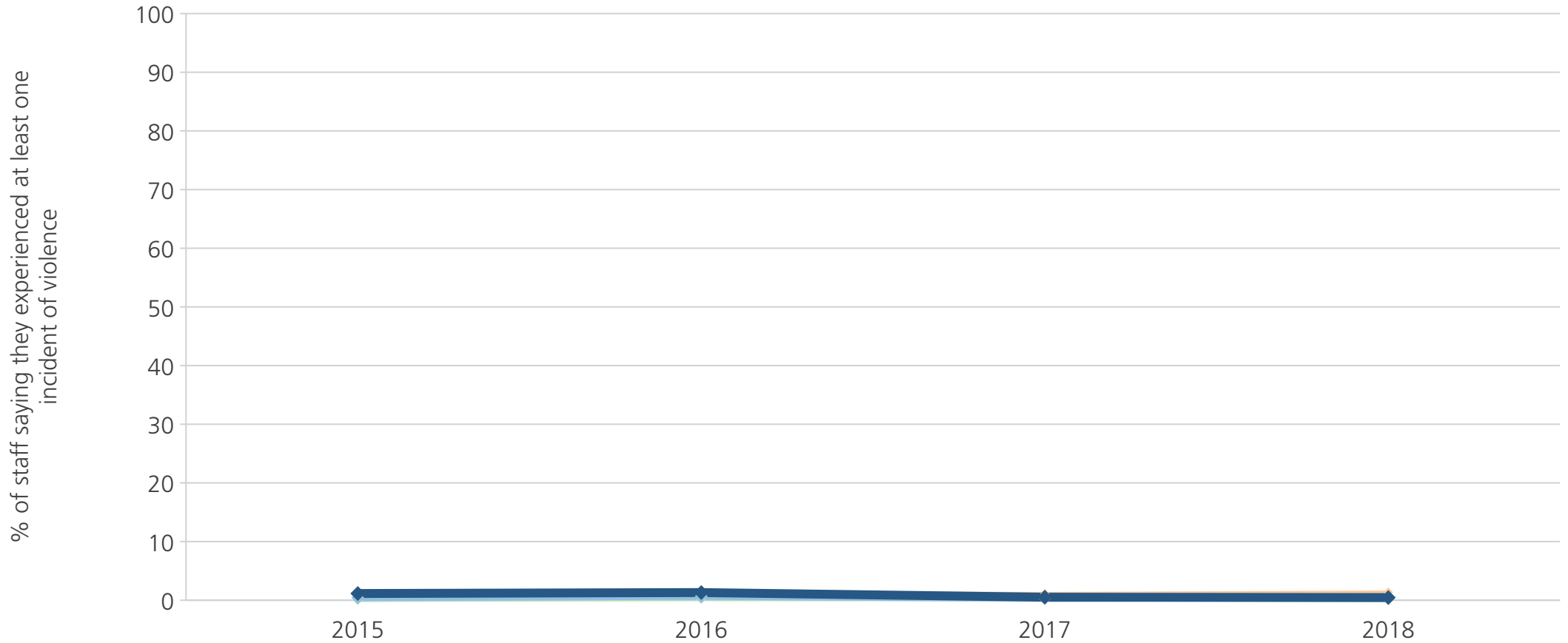
Note: This question was only answered by staff who selected 'Yes' on q11d.



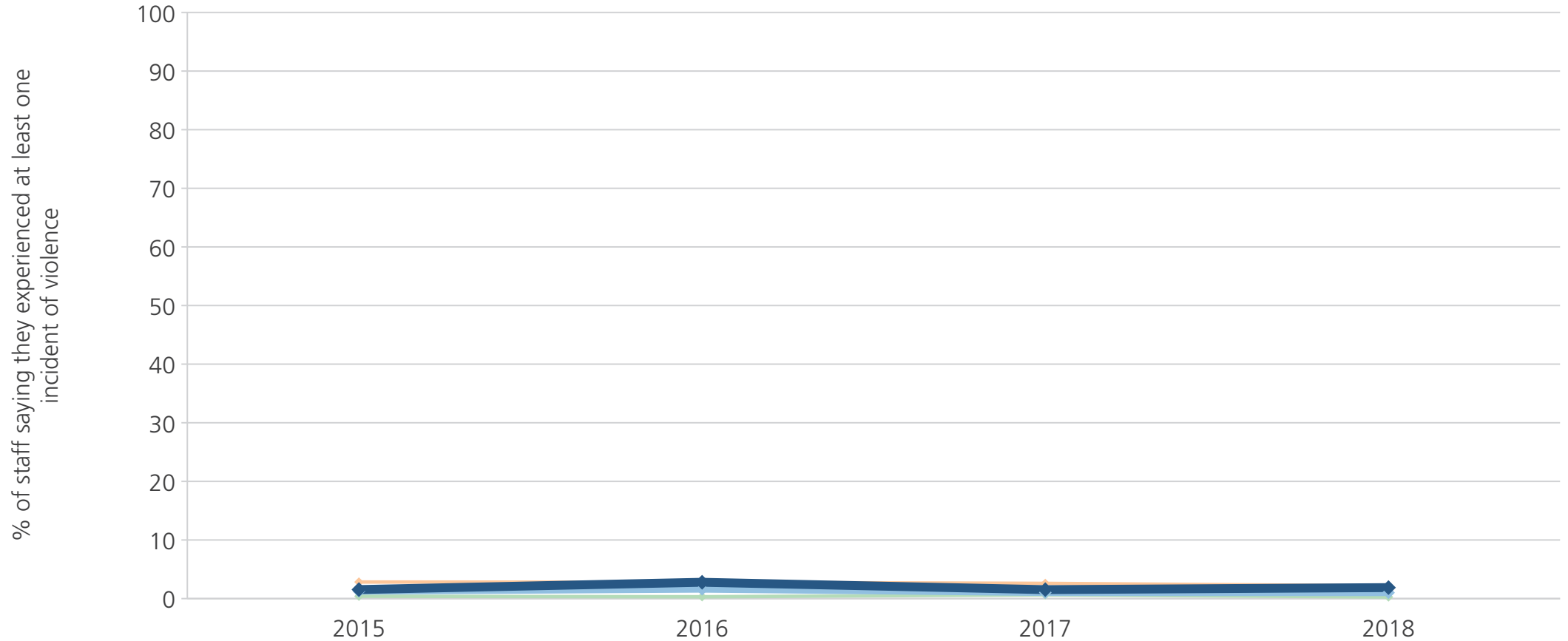
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 96.7% | 95.6% | 93.9% | 96.2% | 96.4% |
| Your org | 88.1% | 86.9% | 85.4% | 85.5% | 87.0% |
| Average | 92.0% | 91.9% | 92.8% | 92.2% | 92.9% |
| Best | 85.6% | 86.9% | 85.4% | 85.5% | 87.0% |
| No. responses | 340 | 368 | 449 | 590 | 477 |



| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 19.4% | 22.5% | 20.9% | 19.1% | 21.9% |
| Your org | 4.6% | 4.7% | 4.7% | 3.5% | 3.4% |
| Average | 5.9% | 5.6% | 6.7% | 6.9% | 6.7% |
| Best | 1.8% | 2.9% | 2.4% | 2.5% | 1.8% |
| No. responses | 661 | 748 | 927 | 1,092 | 980 |

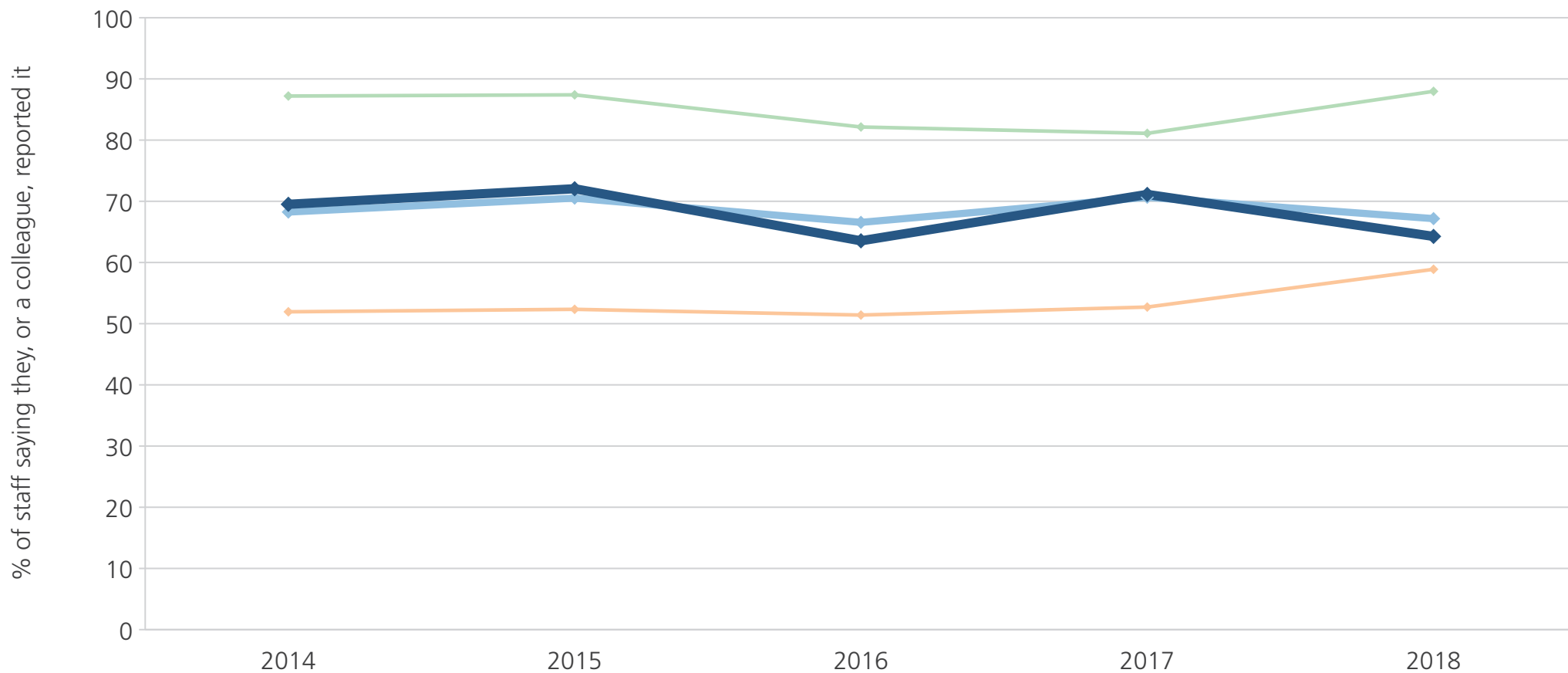


| | | | | |
|----------------------|------|------|-------|------|
| Worst | 1.2% | 1.3% | 1.1% | 1.4% |
| Your org | 1.1% | 1.3% | 0.5% | 0.5% |
| Average | 0.4% | 0.7% | 0.3% | 0.5% |
| Best | 0.0% | 0.2% | 0.1% | 0.0% |
| No. responses | 732 | 919 | 1,090 | 948 |

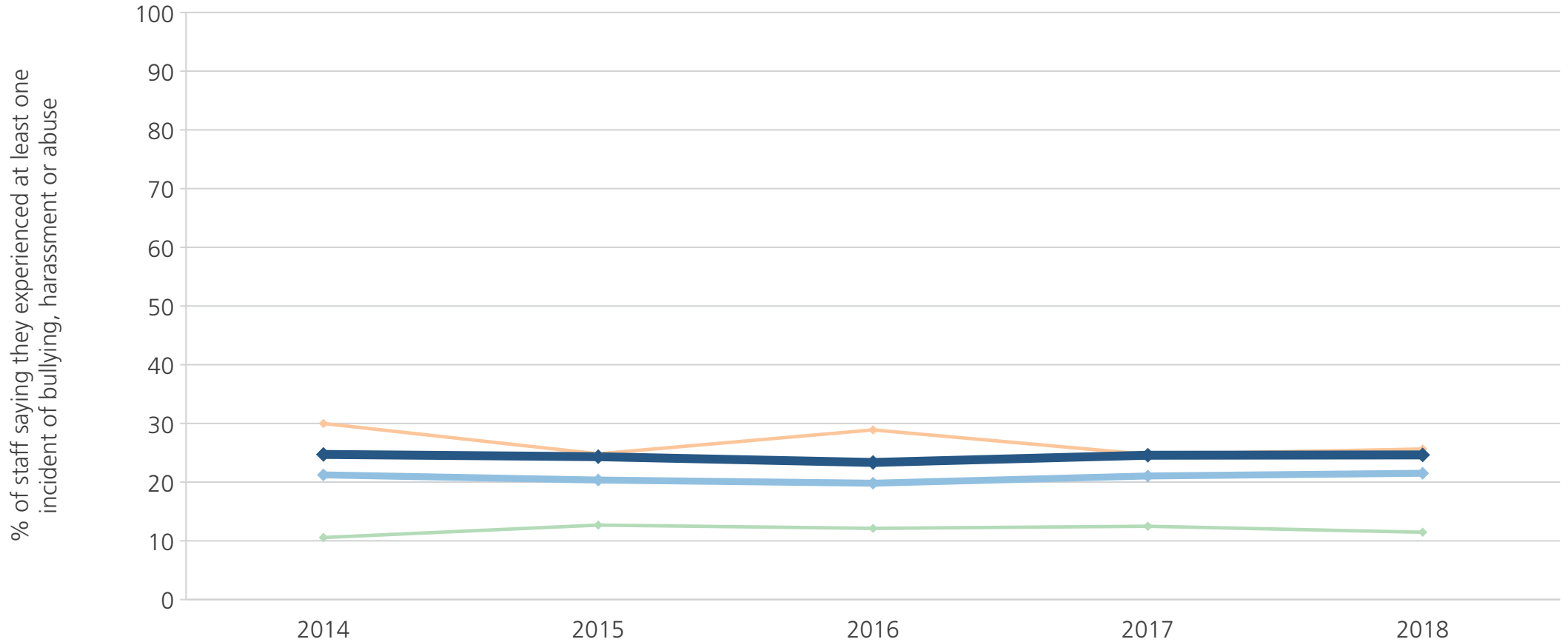


| | | | | |
|----------------------|------|------|-------|------|
| Worst | 2.8% | 2.8% | 2.6% | 2.2% |
| Your org | 1.5% | 2.8% | 1.5% | 1.9% |
| Average | 1.3% | 1.6% | 1.0% | 1.0% |
| Best | 0.4% | 0.3% | 0.6% | 0.3% |
| No. responses | 720 | 904 | 1,092 | 940 |

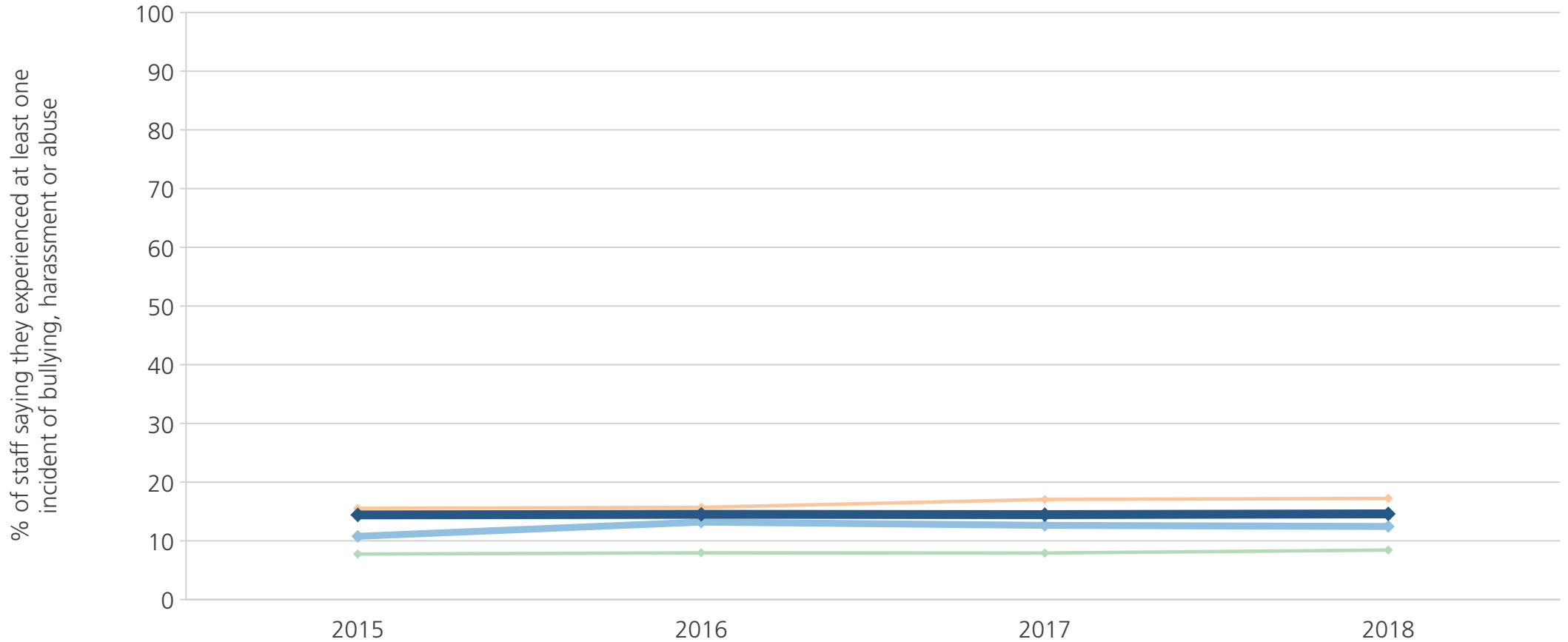
Note: This question was only answered by staff who reported experiencing at least one incident of violence in the last 12 months.



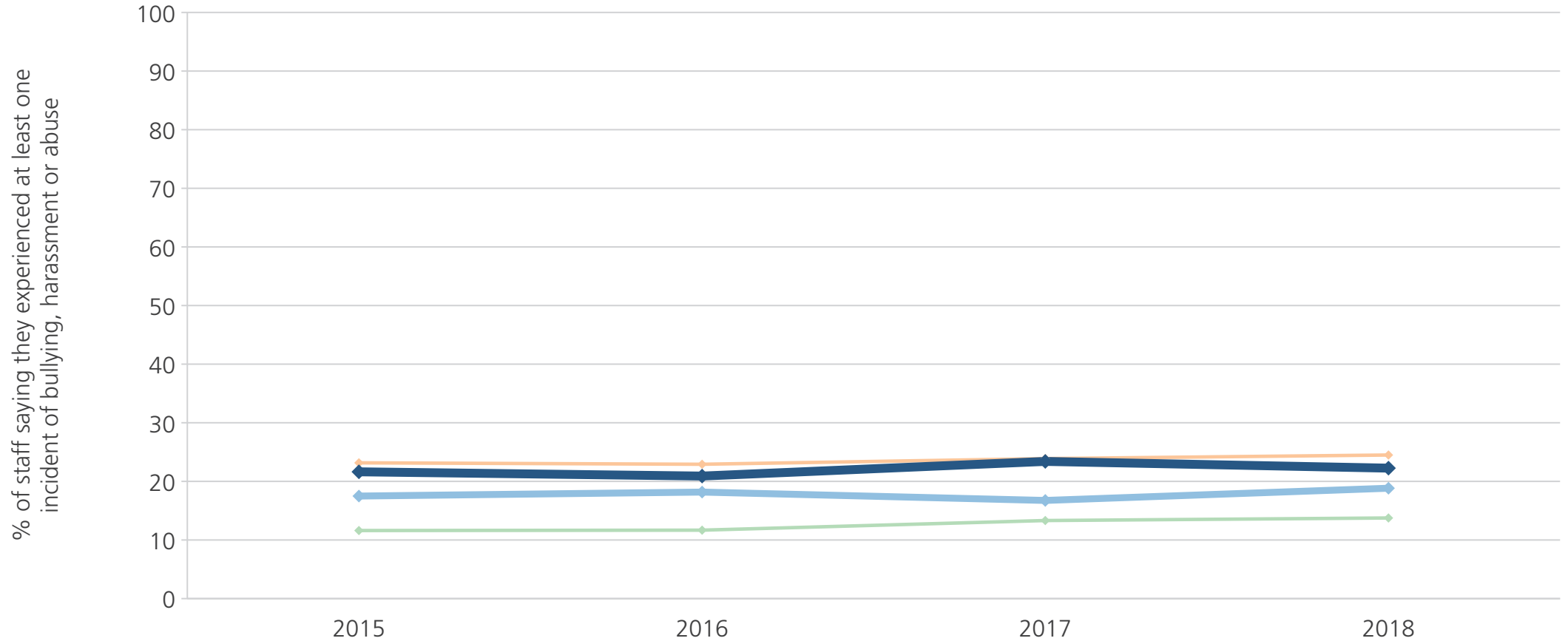
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 87.2% | 87.4% | 82.1% | 81.1% | 88.0% |
| Your org | 69.5% | 72.1% | 63.5% | 71.1% | 64.3% |
| Average | 68.2% | 70.5% | 66.6% | 70.7% | 67.2% |
| Worst | 51.9% | 52.3% | 51.4% | 52.7% | 58.9% |
| No. responses | 26 | 36 | 42 | 38 | 38 |



| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 30.0% | 24.8% | 28.9% | 24.7% | 25.6% |
| Your org | 24.7% | 24.3% | 23.3% | 24.6% | 24.6% |
| Average | 21.2% | 20.4% | 19.8% | 21.0% | 21.5% |
| Best | 10.6% | 12.7% | 12.1% | 12.5% | 11.5% |
| No. responses | 657 | 742 | 920 | 1,089 | 976 |

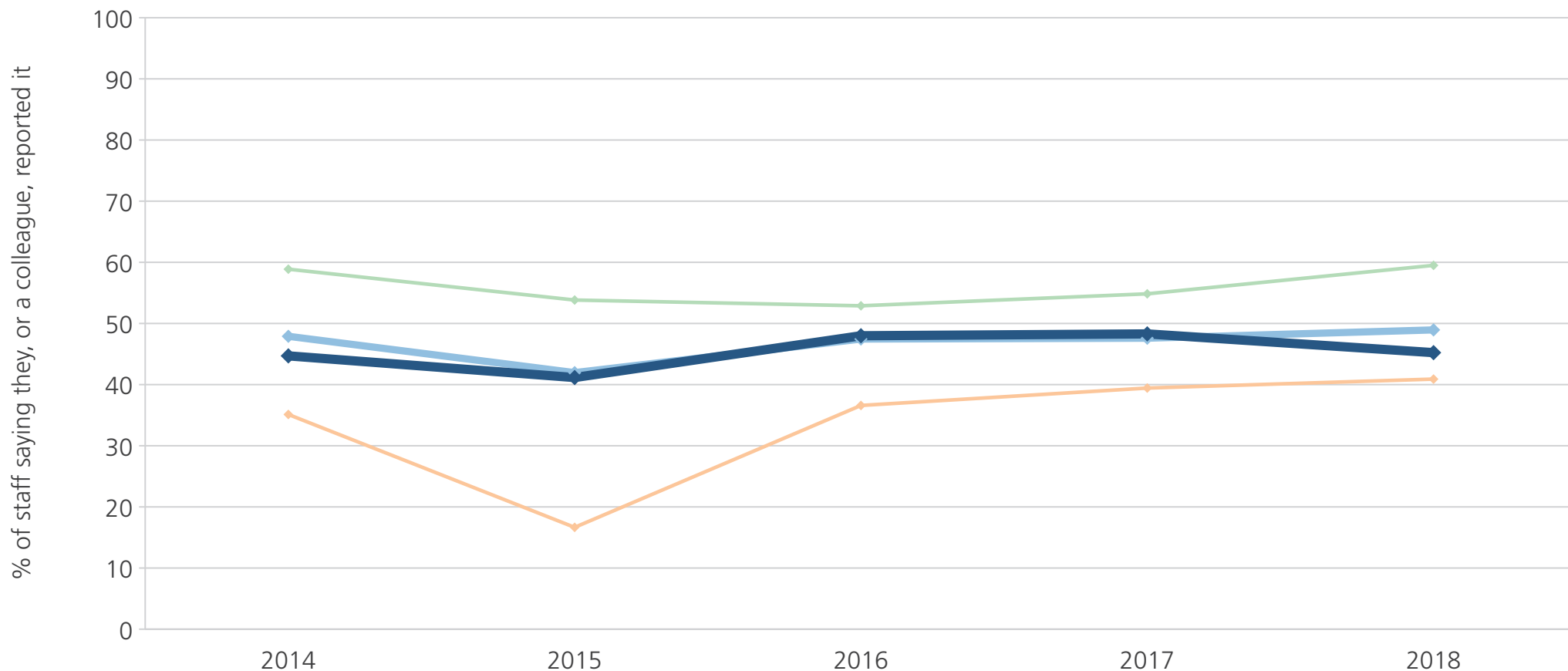


| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Worst | 15.5% | 15.7% | 17.1% | 17.2% |
| Your org | 14.4% | 14.5% | 14.5% | 14.6% |
| Average | 10.8% | 13.2% | 12.6% | 12.4% |
| Best | 7.8% | 8.0% | 7.9% | 8.4% |
| No. responses | 732 | 906 | 1,087 | 944 |

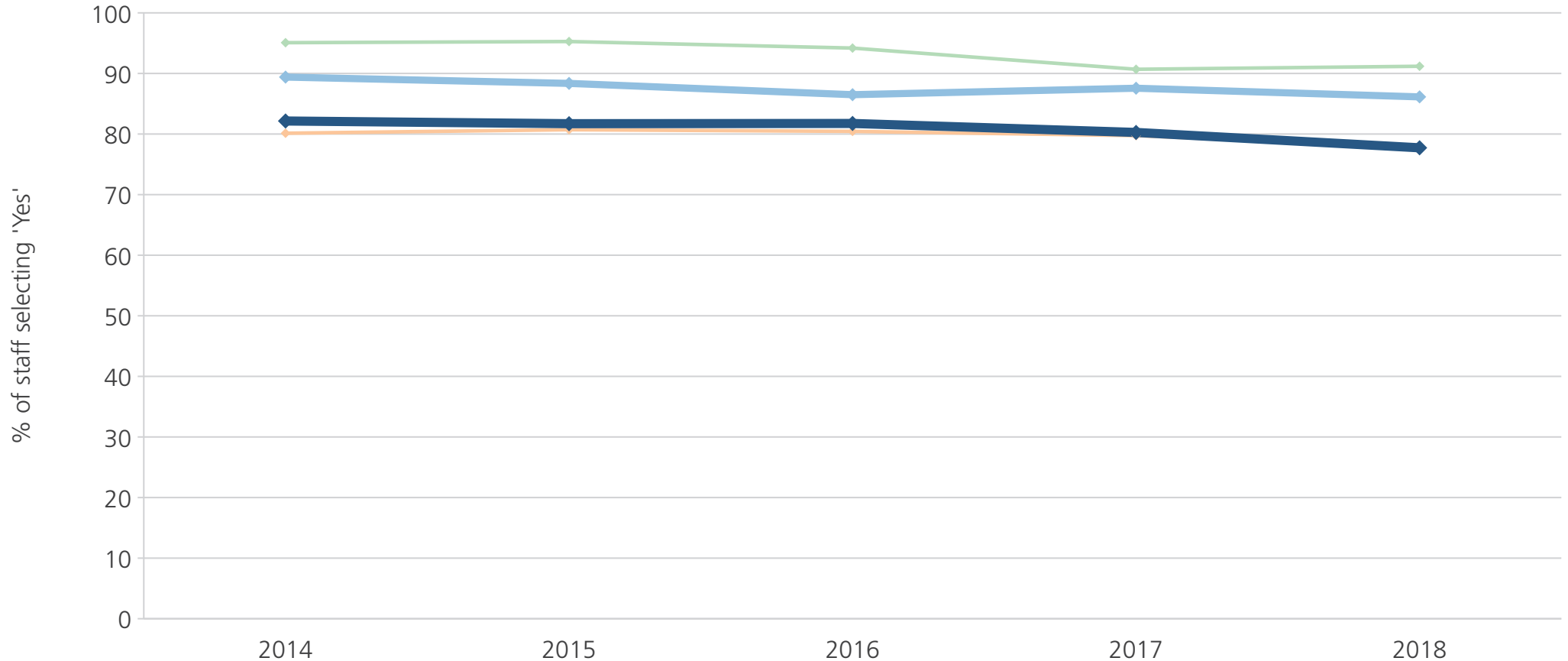


| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Worst | 23.2% | 22.9% | 23.9% | 24.5% |
| Your org | 21.6% | 20.9% | 23.4% | 22.3% |
| Average | 17.5% | 18.2% | 16.7% | 18.8% |
| Best | 11.6% | 11.7% | 13.3% | 13.8% |
| No. responses | 740 | 902 | 1,090 | 947 |

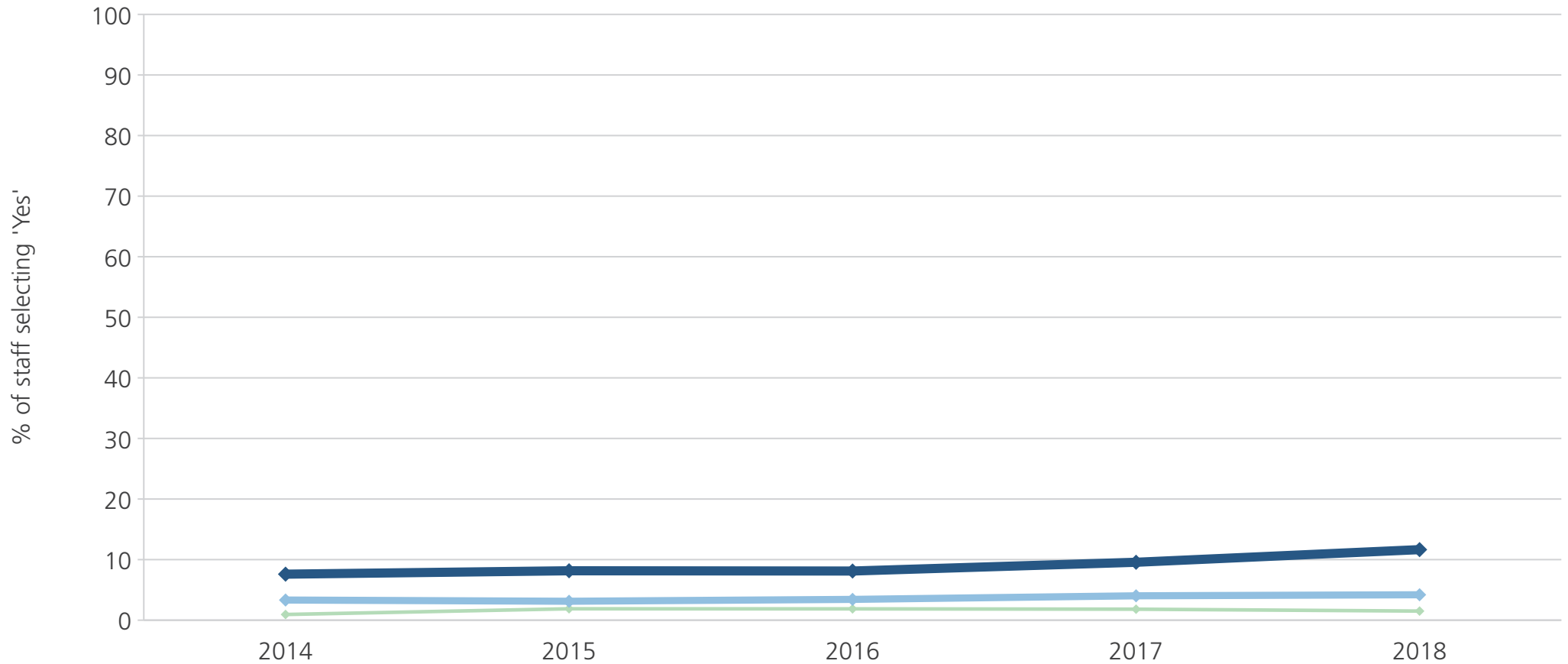
Note: This question was only answered by staff who reported experiencing at least one incident of harassment, bullying or abuse in the last 12 months.



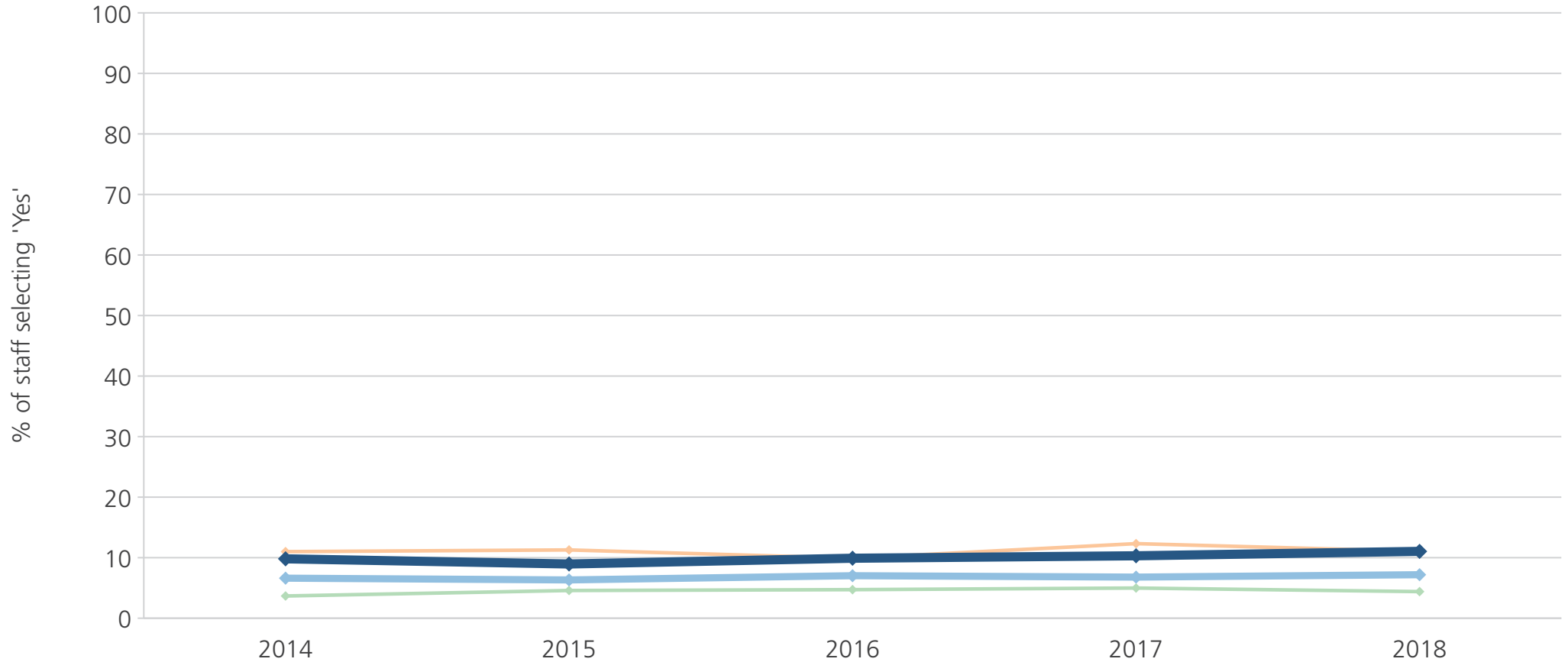
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 58.9% | 53.8% | 52.9% | 54.8% | 59.5% |
| Your org | 44.7% | 41.2% | 48.0% | 48.3% | 45.2% |
| Average | 47.9% | 42.0% | 47.4% | 47.6% | 48.9% |
| Worst | 35.1% | 16.7% | 36.6% | 39.4% | 40.9% |
| No. responses | 149 | 251 | 314 | 364 | 318 |



| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 95.1% | 95.3% | 94.2% | 90.7% | 91.2% |
| Your org | 82.2% | 81.7% | 81.7% | 80.3% | 77.7% |
| Average | 89.4% | 88.4% | 86.5% | 87.6% | 86.1% |
| Worst | 80.1% | 80.7% | 80.4% | 79.7% | 77.7% |
| No. responses | 466 | 538 | 627 | 719 | 649 |

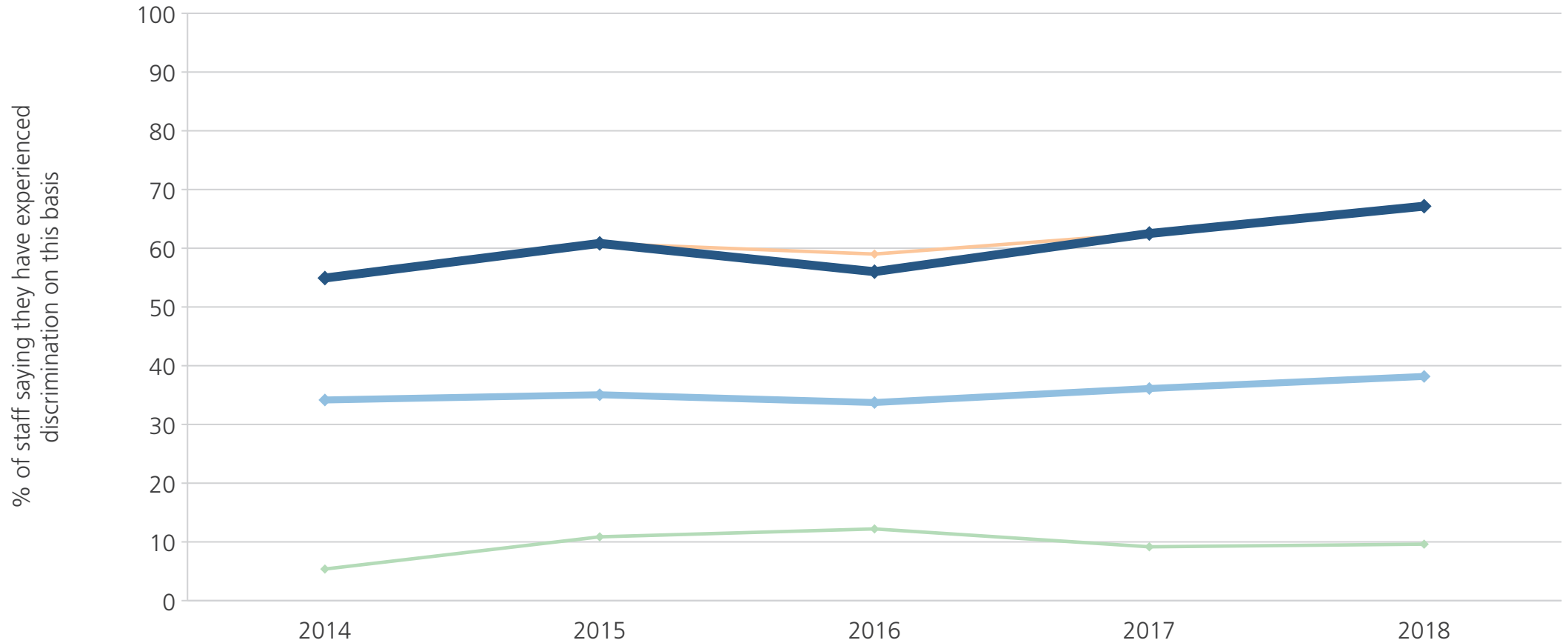


| | | | | | |
|----------------------|------|------|------|-------|-------|
| Worst | 7.6% | 8.2% | 8.1% | 9.6% | 11.6% |
| Your org | 7.6% | 8.2% | 8.1% | 9.6% | 11.6% |
| Average | 3.3% | 3.1% | 3.4% | 4.0% | 4.2% |
| Best | 0.9% | 1.9% | 1.9% | 1.8% | 1.5% |
| No. responses | 660 | 743 | 923 | 1,087 | 967 |



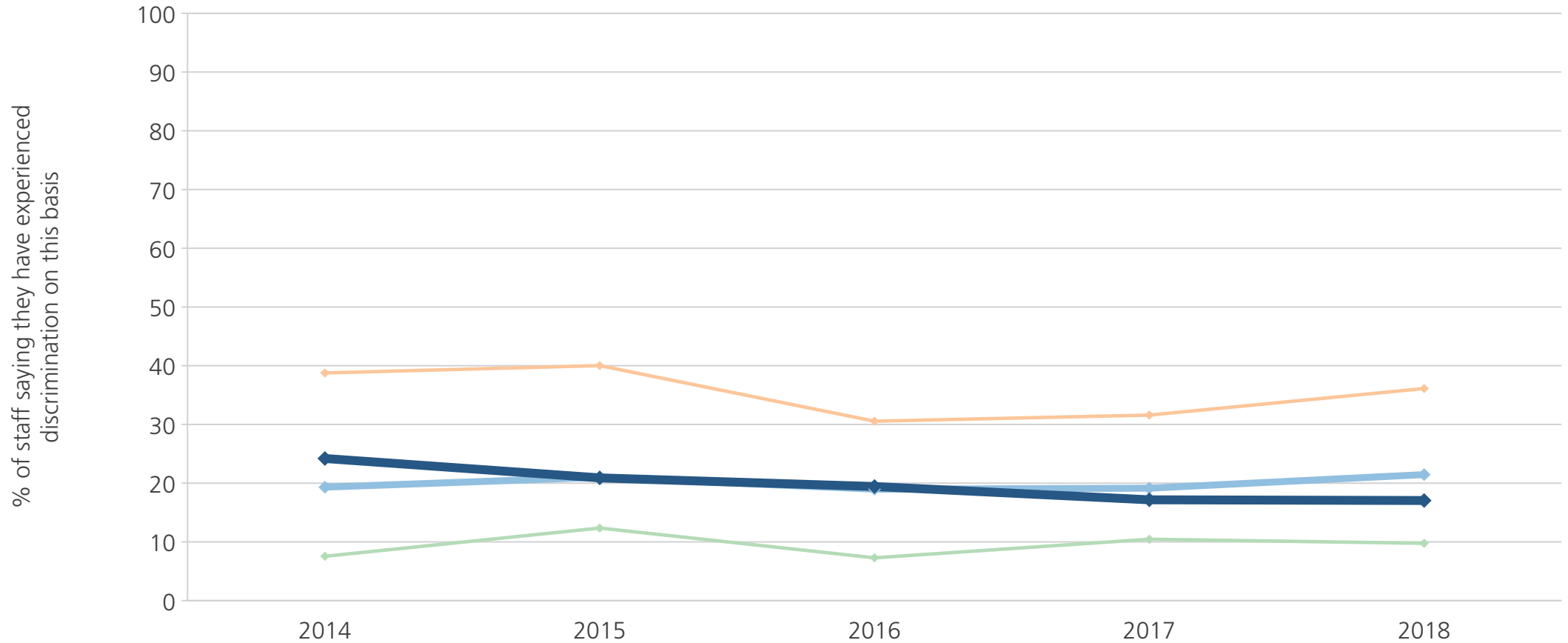
| | | | | | |
|----------------------|-------|-------|------|-------|-------|
| Worst | 11.0% | 11.3% | 9.9% | 12.3% | 11.0% |
| Your org | 9.8% | 9.0% | 9.9% | 10.3% | 11.0% |
| Average | 6.6% | 6.3% | 7.0% | 6.8% | 7.2% |
| Best | 3.7% | 4.6% | 4.7% | 5.0% | 4.4% |
| No. responses | 651 | 726 | 911 | 1,086 | 975 |

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



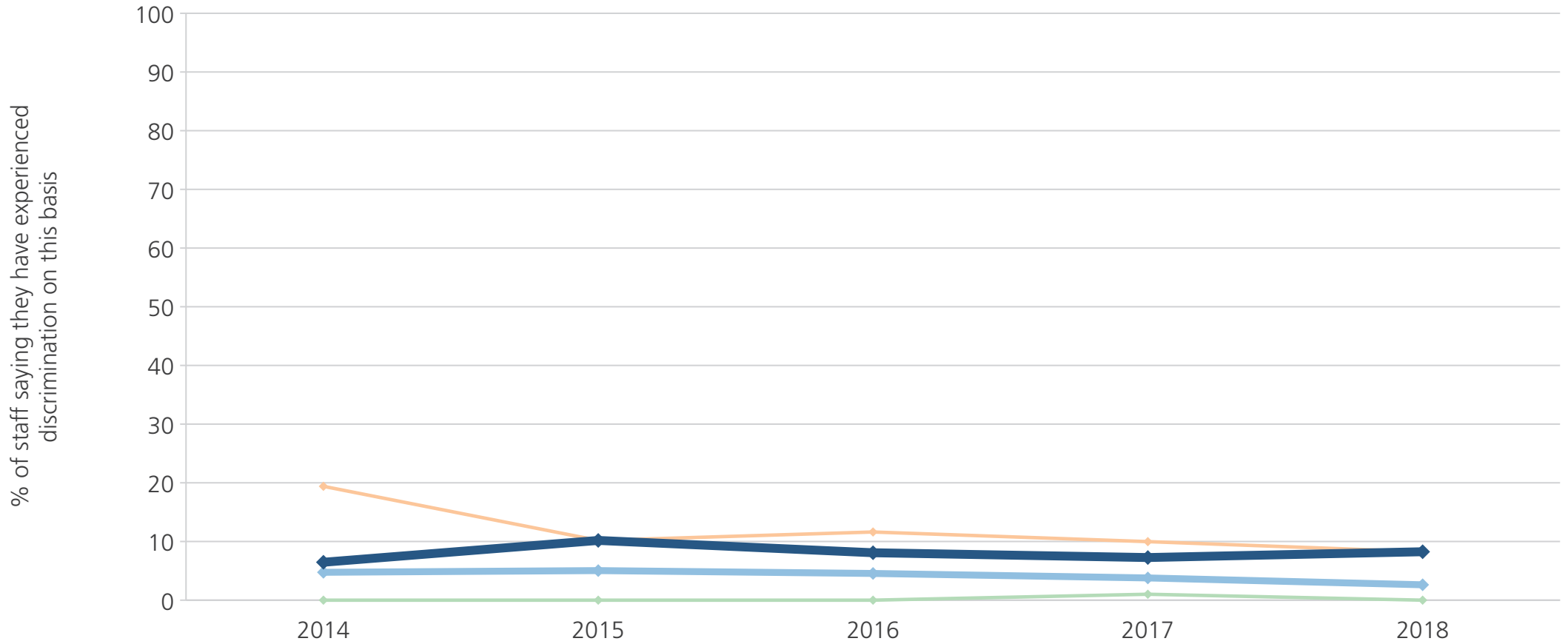
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 54.9% | 60.8% | 59.0% | 62.5% | 67.2% |
| Your org | 54.9% | 60.8% | 56.0% | 62.5% | 67.2% |
| Average | 34.2% | 35.1% | 33.7% | 36.1% | 38.2% |
| Best | 5.4% | 10.9% | 12.2% | 9.2% | 9.6% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



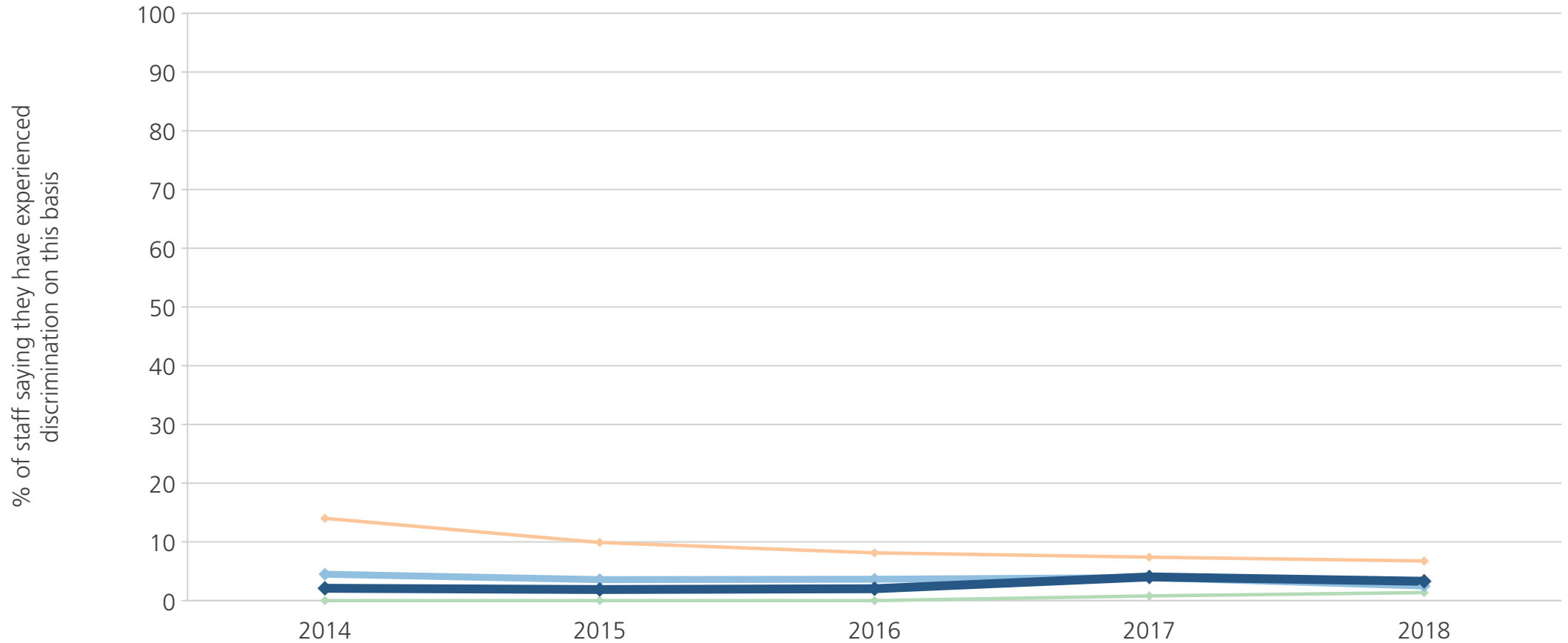
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 38.8% | 40.0% | 30.5% | 31.6% | 36.1% |
| Your org | 24.2% | 20.9% | 19.4% | 17.2% | 17.0% |
| Average | 19.3% | 21.0% | 19.0% | 19.1% | 21.5% |
| Best | 7.5% | 12.4% | 7.3% | 10.4% | 9.8% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



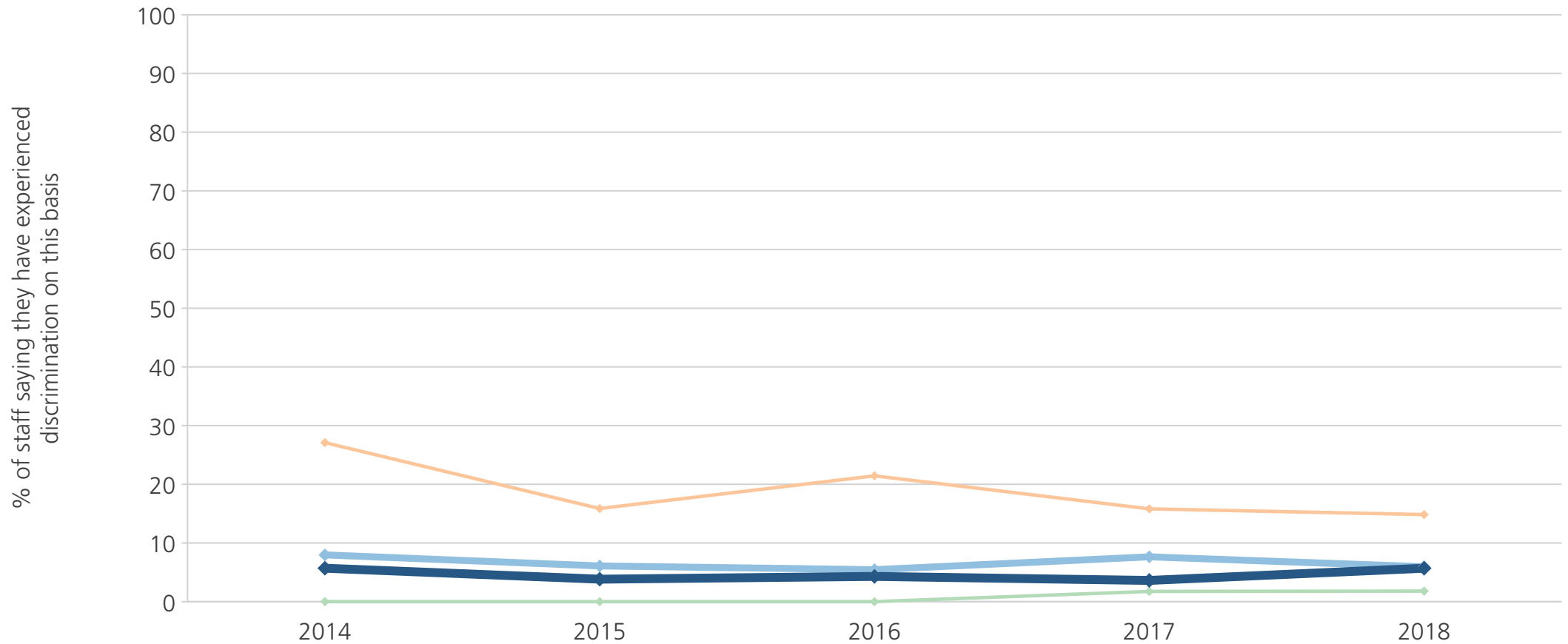
| | | | | | |
|----------------------|-------|-------|-------|-------|------|
| Worst | 19.4% | 10.2% | 11.6% | 10.0% | 8.3% |
| Your org | 6.5% | 10.2% | 8.1% | 7.3% | 8.3% |
| Average | 4.8% | 5.0% | 4.6% | 3.8% | 2.6% |
| Best | 0.0% | 0.0% | 0.0% | 1.0% | 0.0% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



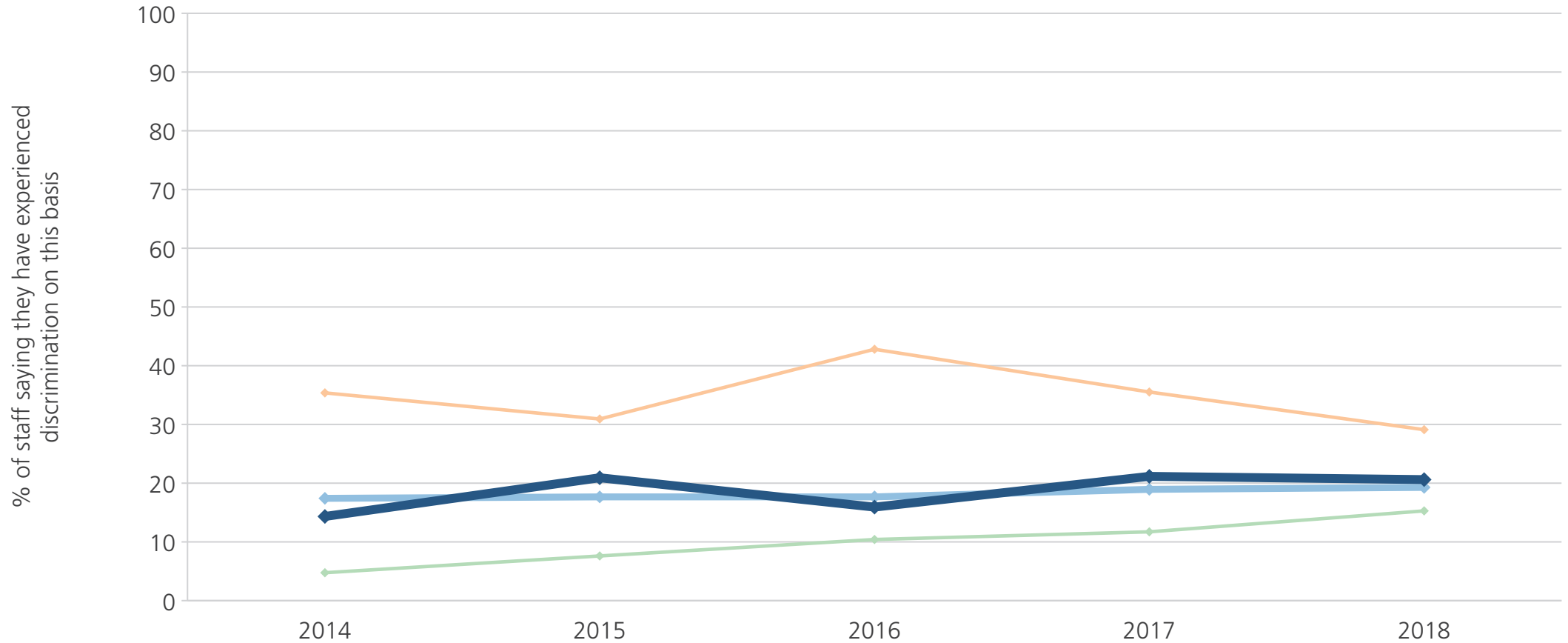
| | | | | | |
|----------------------|-------|------|------|------|------|
| Worst | 14.0% | 9.9% | 8.1% | 7.4% | 6.8% |
| Your org | 2.1% | 1.9% | 2.0% | 4.0% | 3.3% |
| Average | 4.5% | 3.6% | 3.6% | 3.9% | 2.5% |
| Best | 0.0% | 0.0% | 0.0% | 0.8% | 1.4% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



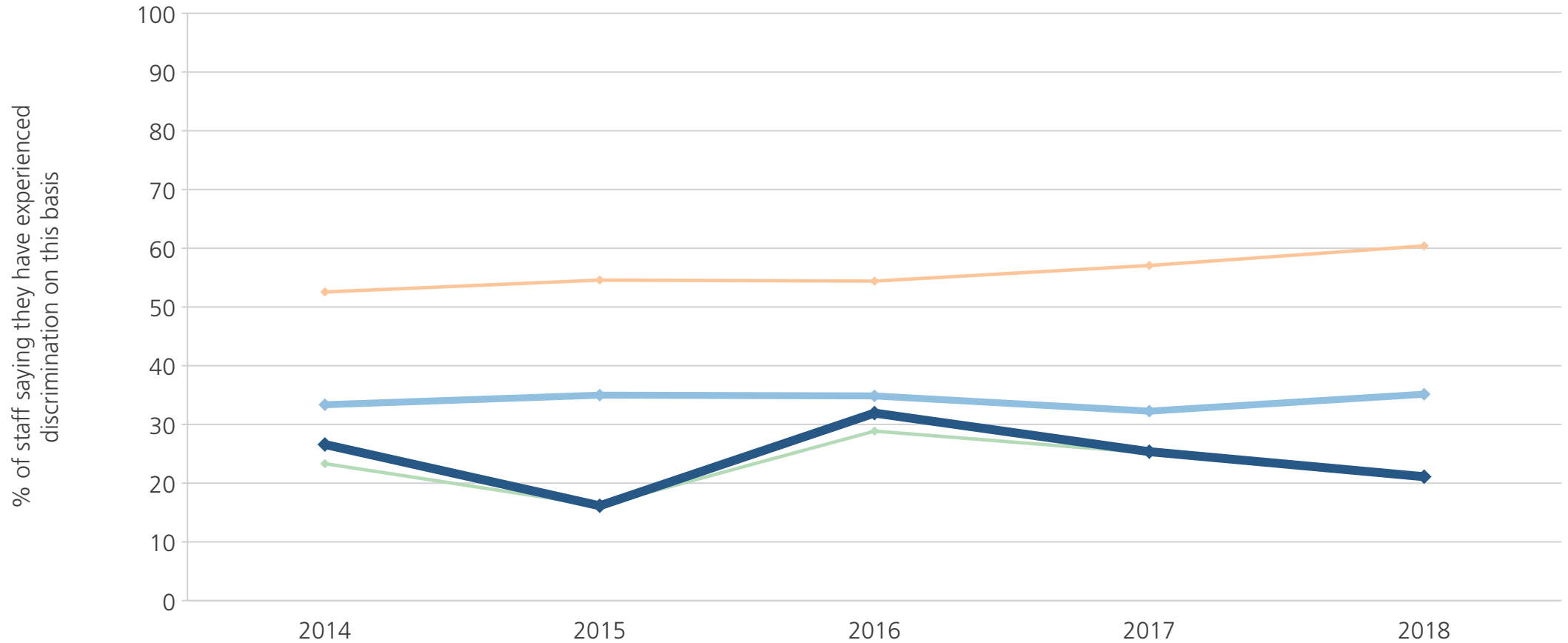
| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 27.1% | 15.9% | 21.4% | 15.8% | 14.8% |
| Your org | 5.7% | 3.8% | 4.3% | 3.6% | 5.7% |
| Average | 8.0% | 6.1% | 5.4% | 7.6% | 6.0% |
| Best | 0.0% | 0.0% | 0.0% | 1.7% | 1.8% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.

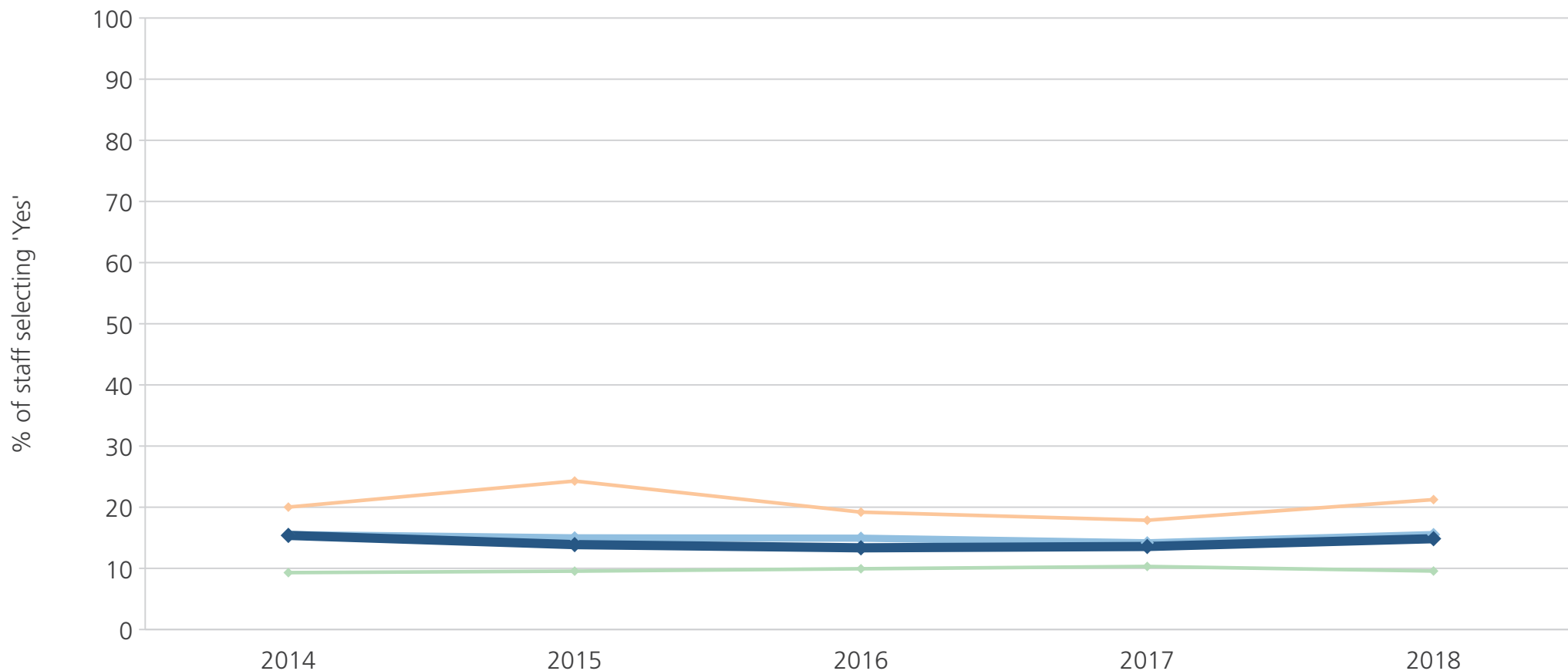


| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 35.4% | 30.9% | 42.8% | 35.5% | 29.1% |
| Your org | 14.3% | 20.9% | 15.9% | 21.2% | 20.6% |
| Average | 17.4% | 17.7% | 17.7% | 18.9% | 19.3% |
| Best | 4.8% | 7.6% | 10.4% | 11.7% | 15.3% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

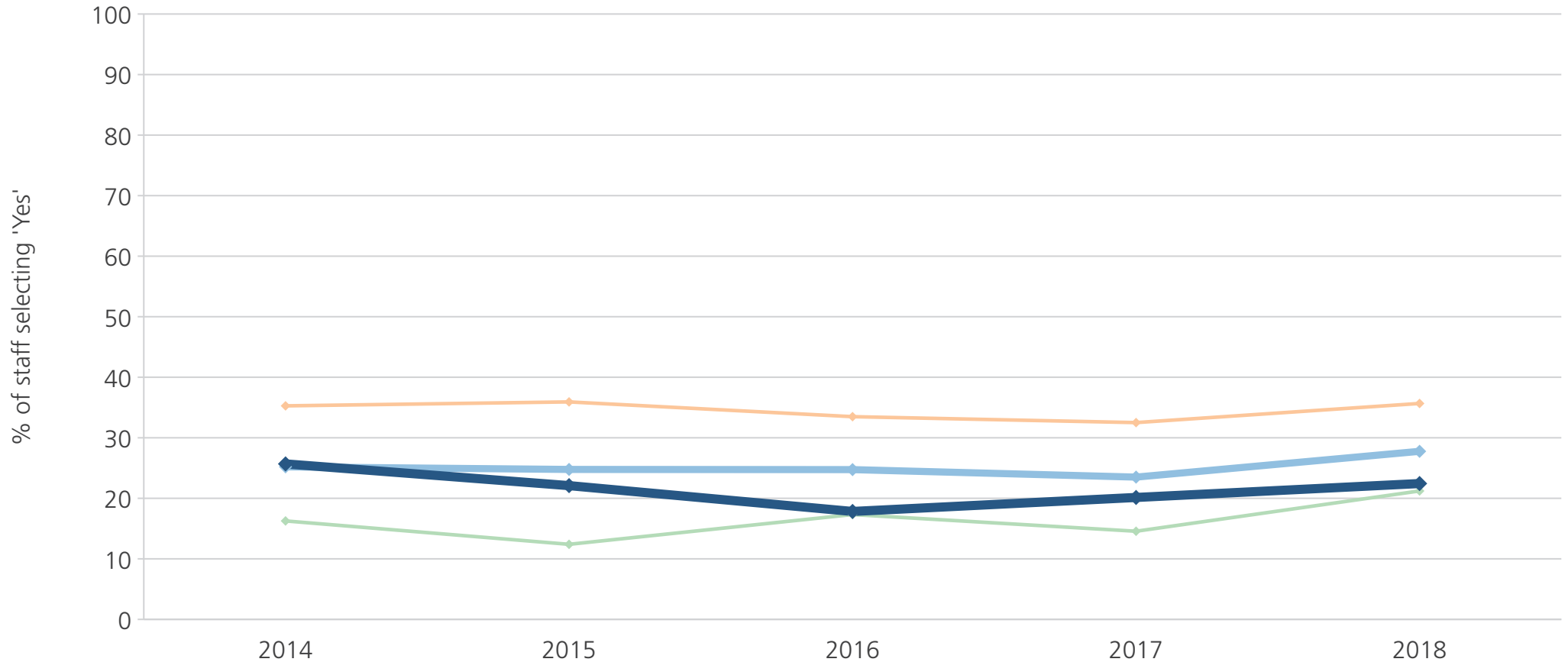
Note: This question was only answered by staff who reported experiencing at least one incident of discrimination in the last 12 months.



| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 52.6% | 54.6% | 54.4% | 57.1% | 60.4% |
| Your org | 26.6% | 16.1% | 31.9% | 25.4% | 21.1% |
| Average | 33.4% | 35.0% | 34.9% | 32.3% | 35.1% |
| Best | 23.3% | 16.1% | 28.9% | 25.2% | 21.1% |
| No. responses | 85 | 96 | 128 | 169 | 173 |

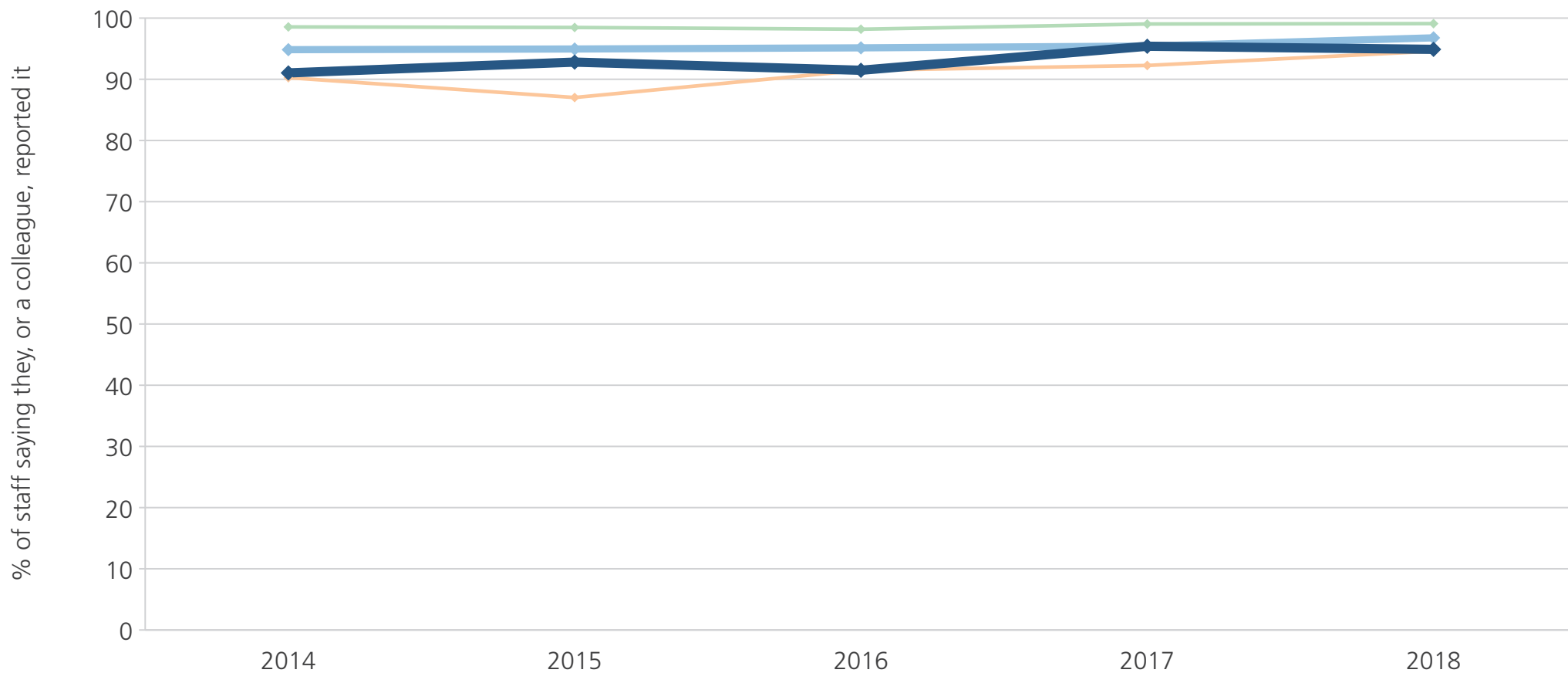


| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 20.0% | 24.3% | 19.2% | 17.9% | 21.2% |
| Your org | 15.4% | 13.9% | 13.4% | 13.6% | 14.9% |
| Average | 15.5% | 15.0% | 14.9% | 14.2% | 15.5% |
| Best | 9.3% | 9.5% | 9.9% | 10.3% | 9.6% |
| No. responses | 661 | 744 | 921 | 1,085 | 971 |

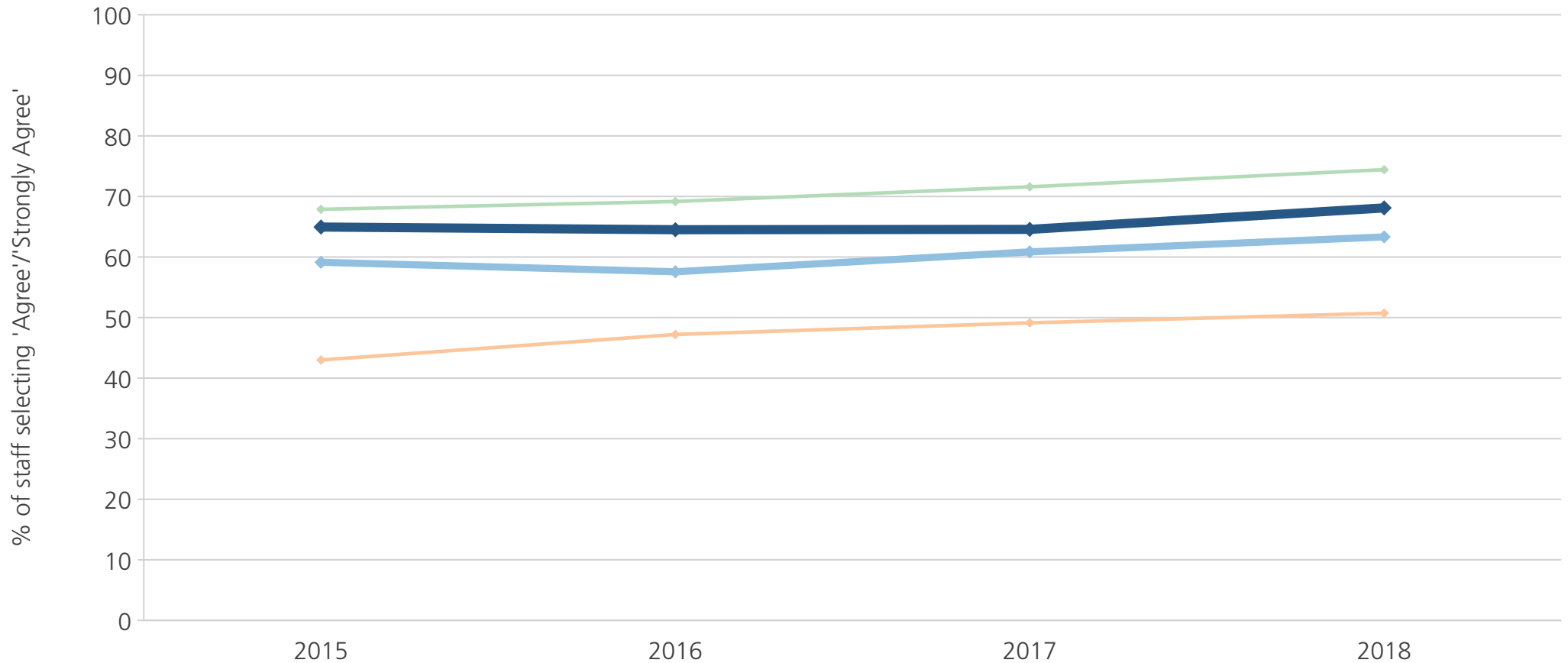


| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Worst | 35.3% | 35.9% | 33.5% | 32.5% | 35.7% |
| Your org | 25.7% | 22.1% | 17.8% | 20.1% | 22.4% |
| Average | 25.2% | 24.8% | 24.7% | 23.5% | 27.8% |
| Best | 16.3% | 12.4% | 17.3% | 14.6% | 21.2% |
| No. responses | 634 | 725 | 891 | 1,072 | 964 |

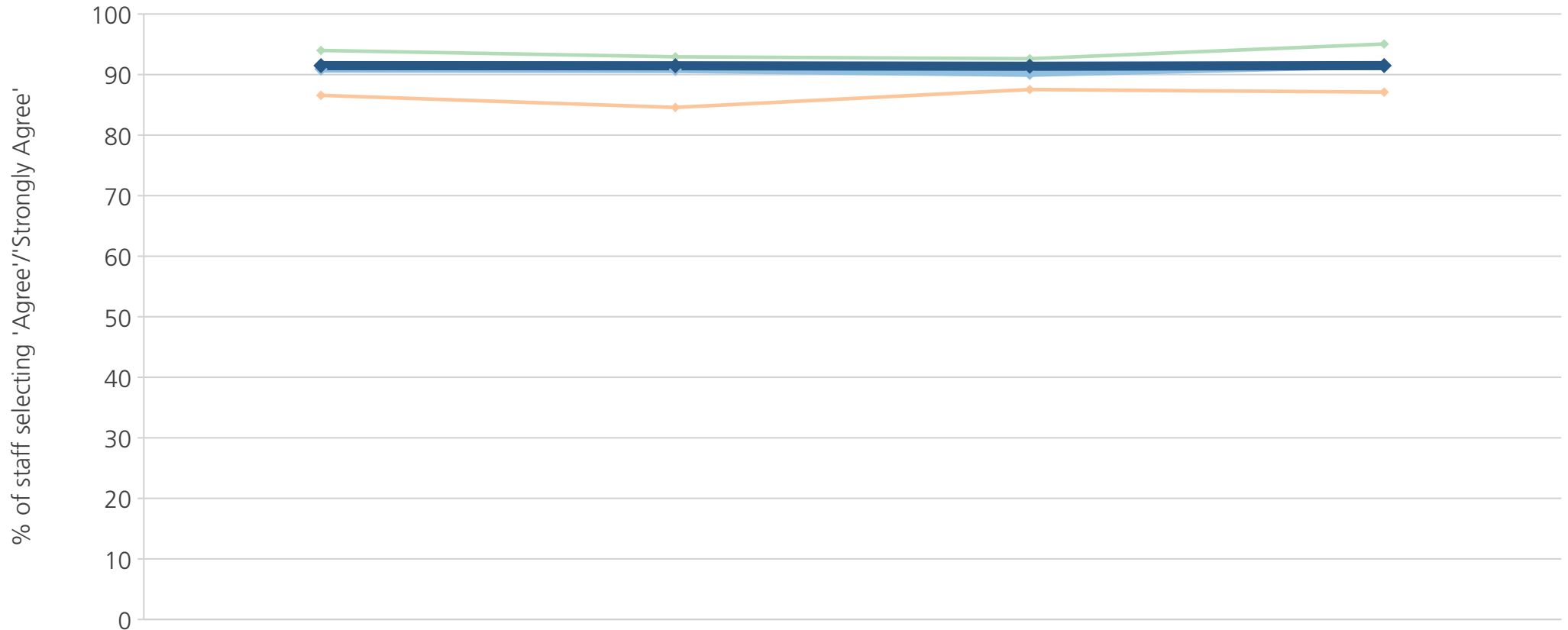
Note: This question was only answered by staff who reported observing at least one error, near miss or incident in the last month.



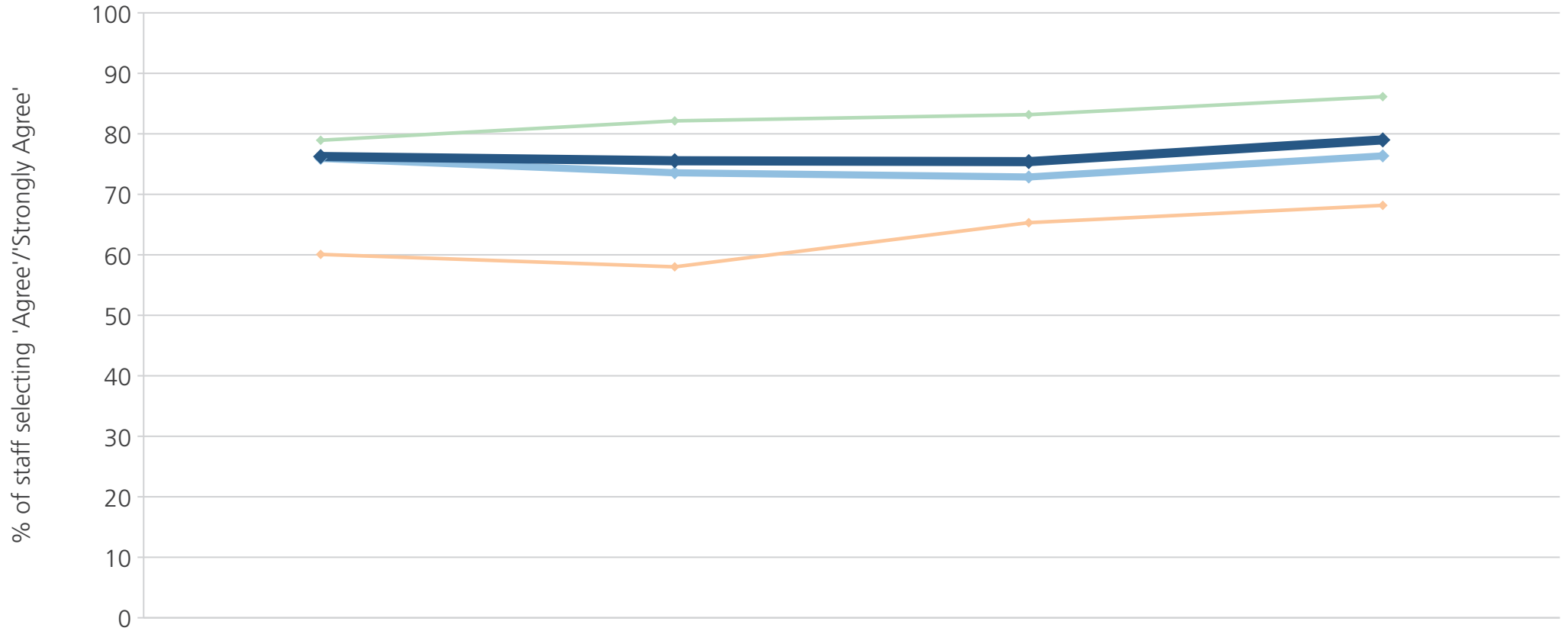
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 98.6% | 98.5% | 98.2% | 99.0% | 99.1% |
| Your org | 91.0% | 92.8% | 91.5% | 95.4% | 94.9% |
| Average | 94.8% | 94.9% | 95.1% | 95.4% | 96.8% |
| Worst | 90.3% | 87.0% | 91.5% | 92.3% | 94.6% |
| No. responses | 177 | 183 | 197 | 265 | 260 |



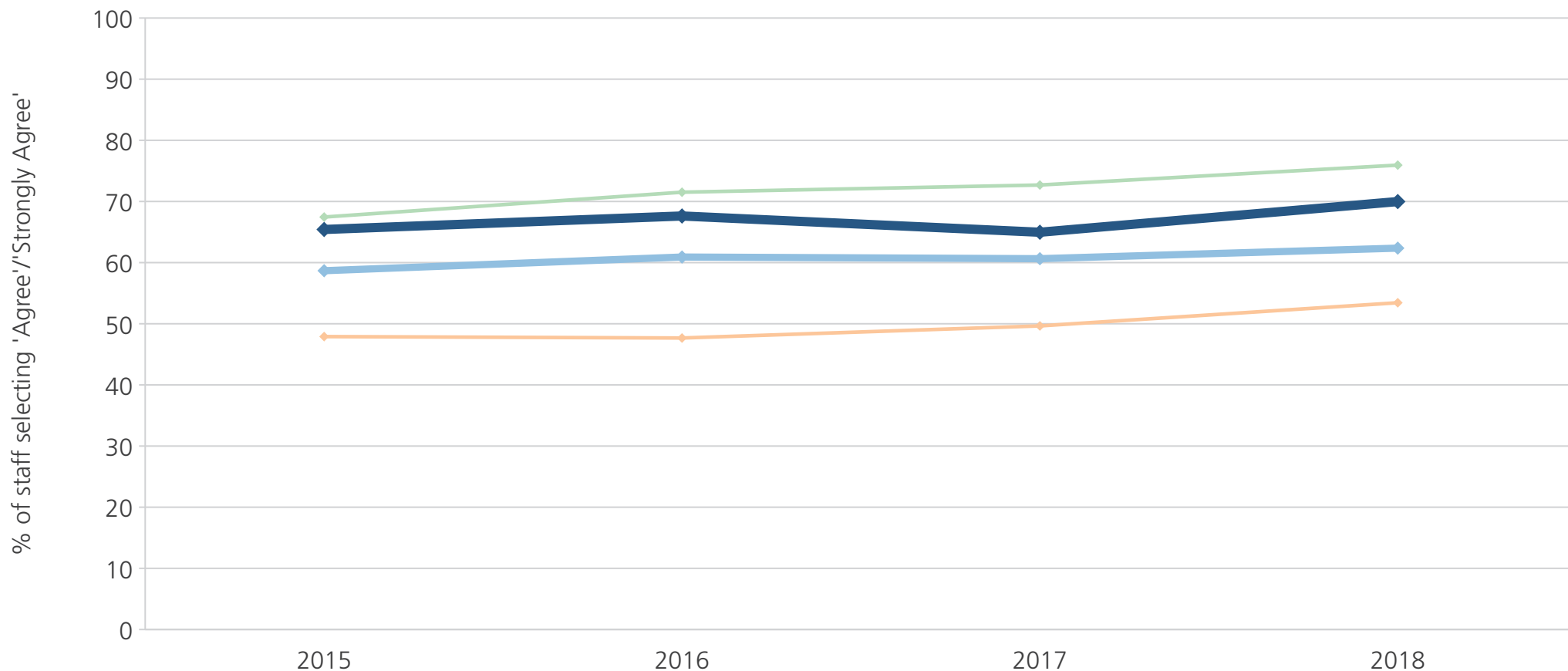
| | | | | |
|----------------------|-------|-------|-------|-------|
| Best | 67.9% | 69.2% | 71.6% | 74.4% |
| Your org | 65.0% | 64.5% | 64.6% | 68.1% |
| Average | 59.1% | 57.6% | 60.8% | 63.3% |
| Worst | 43.0% | 47.2% | 49.1% | 50.7% |
| No. responses | 633 | 780 | 926 | 764 |



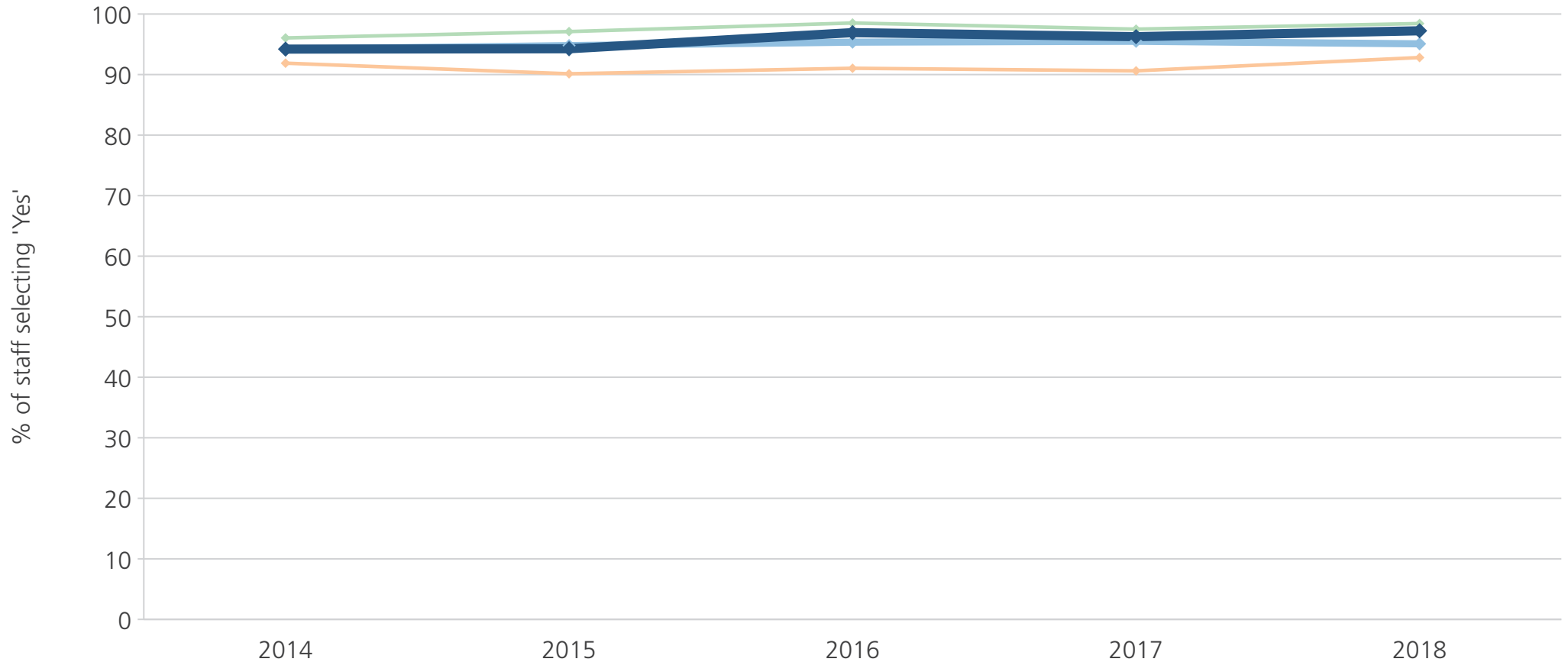
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 94.0% | 92.9% | 92.6% | 95.0% |
| Your org | 91.5% | 91.5% | 91.4% | 91.5% |
| Average | 90.9% | 90.8% | 90.2% | 91.5% |
| Worst | 86.6% | 84.6% | 87.5% | 87.1% |
| No. responses | 733 | 913 | 1,071 | 953 |



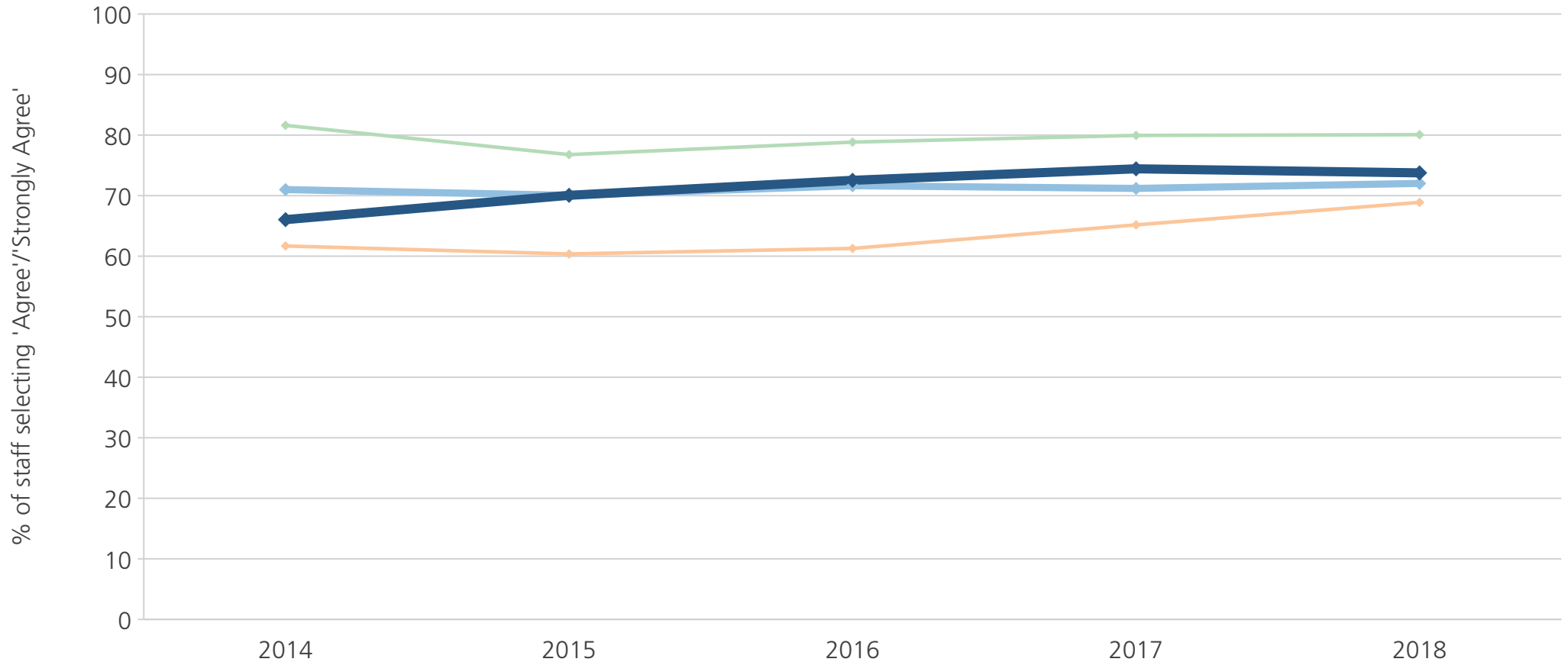
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 78.9% | 82.1% | 83.2% | 86.1% |
| Your org | 76.3% | 75.5% | 75.4% | 79.0% |
| Average | 75.9% | 73.6% | 72.9% | 76.4% |
| Worst | 60.1% | 58.0% | 65.3% | 68.2% |
| No. responses | 685 | 867 | 1,015 | 886 |



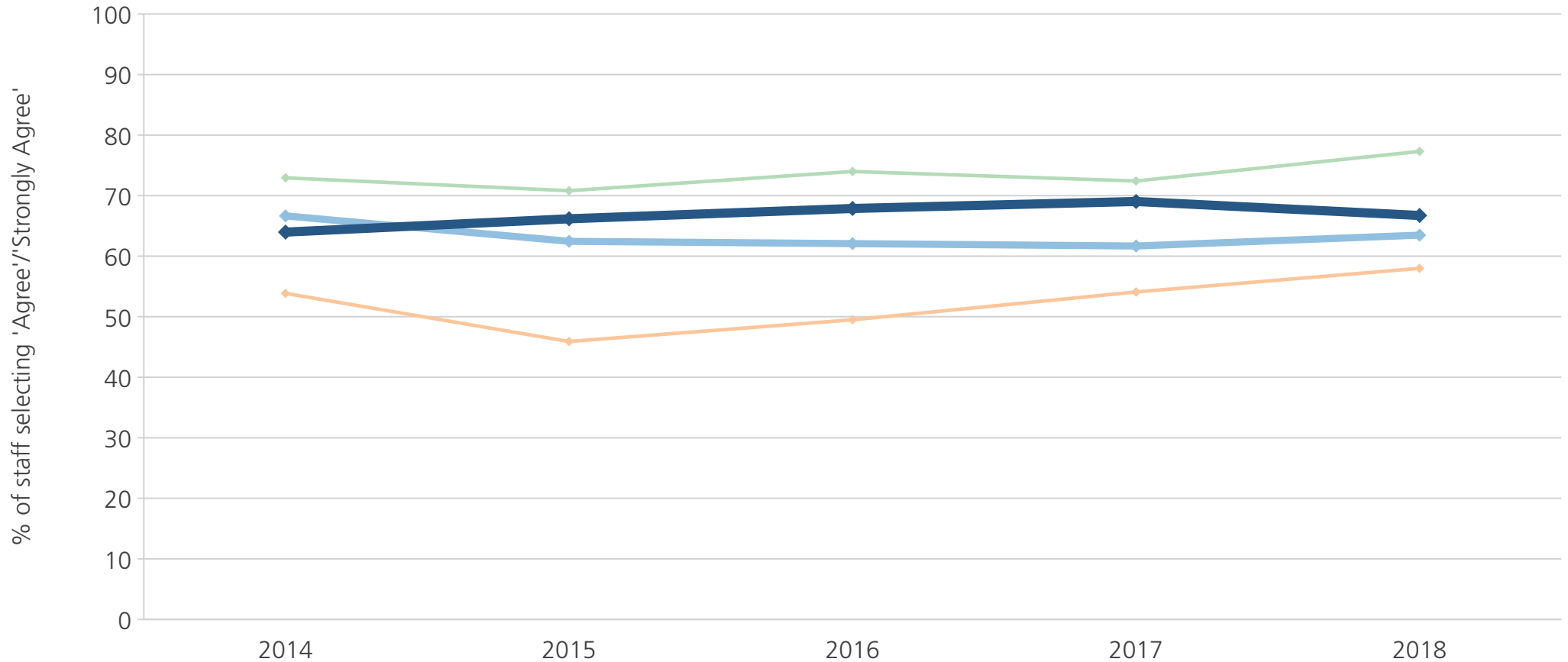
| | | | | |
|----------------------|-------|-------|-------|-------|
| Best | 67.5% | 71.5% | 72.7% | 75.9% |
| Your org | 65.4% | 67.6% | 65.0% | 70.0% |
| Average | 58.7% | 60.9% | 60.6% | 62.4% |
| Worst | 47.9% | 47.7% | 49.6% | 53.4% |
| No. responses | 685 | 863 | 1,026 | 893 |



| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 96.1% | 97.1% | 98.5% | 97.5% | 98.4% |
| Your org | 94.2% | 94.3% | 96.9% | 96.3% | 97.2% |
| Average | 94.2% | 94.8% | 95.4% | 95.5% | 95.1% |
| Worst | 91.9% | 90.1% | 91.0% | 90.6% | 92.8% |
| No. responses | 587 | 668 | 843 | 1,012 | 894 |



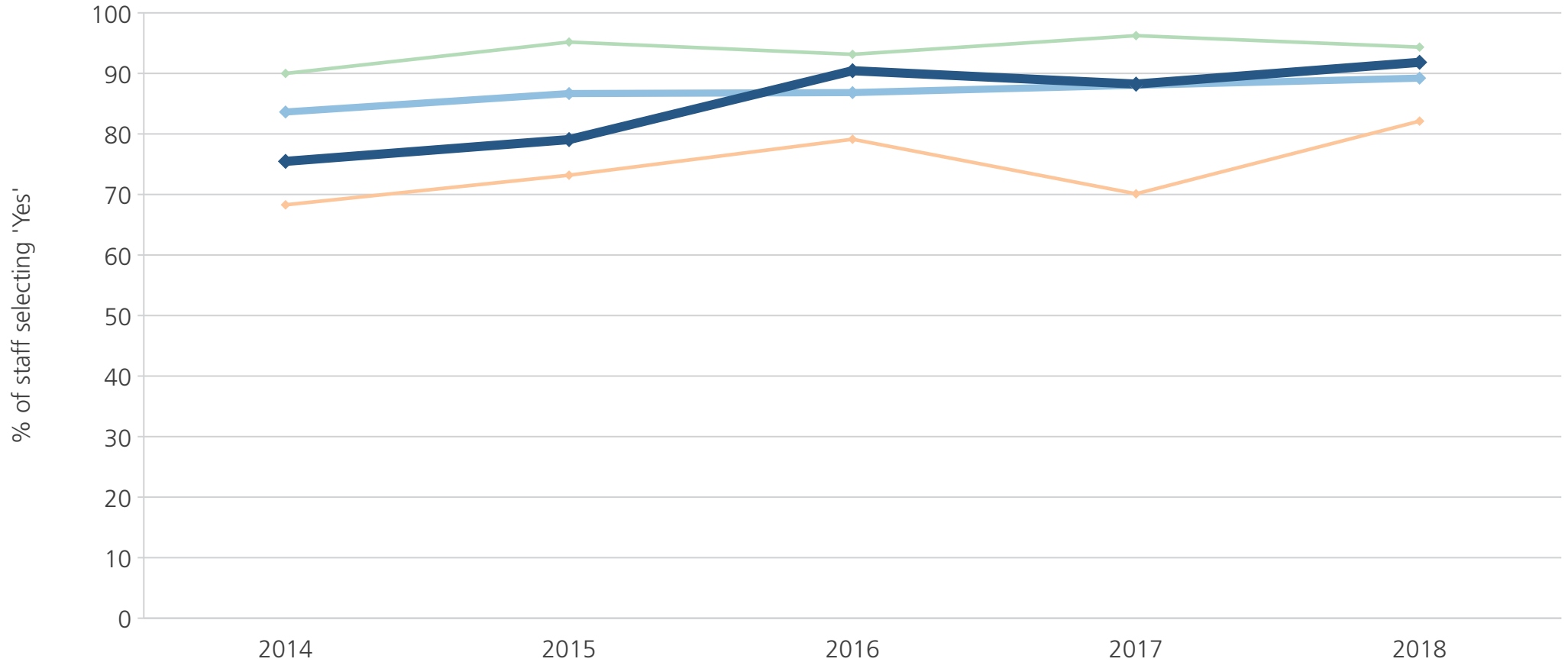
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 81.6% | 76.8% | 78.8% | 79.9% | 80.1% |
| Your org | 66.0% | 70.1% | 72.5% | 74.4% | 73.8% |
| Average | 71.0% | 70.1% | 71.6% | 71.2% | 72.0% |
| Worst | 61.7% | 60.4% | 61.3% | 65.2% | 68.9% |
| No. responses | 665 | 743 | 908 | 1,093 | 967 |



| | | | | | |
|----------------------|-------|-------|-------|-------|-------|
| Best | 72.9% | 70.8% | 74.0% | 72.4% | 77.3% |
| Your org | 64.0% | 66.2% | 67.9% | 69.0% | 66.7% |
| Average | 66.7% | 62.5% | 62.1% | 61.7% | 63.5% |
| Worst | 53.9% | 45.9% | 49.5% | 54.1% | 58.0% |
| No. responses | 654 | 733 | 910 | 1,094 | 964 |

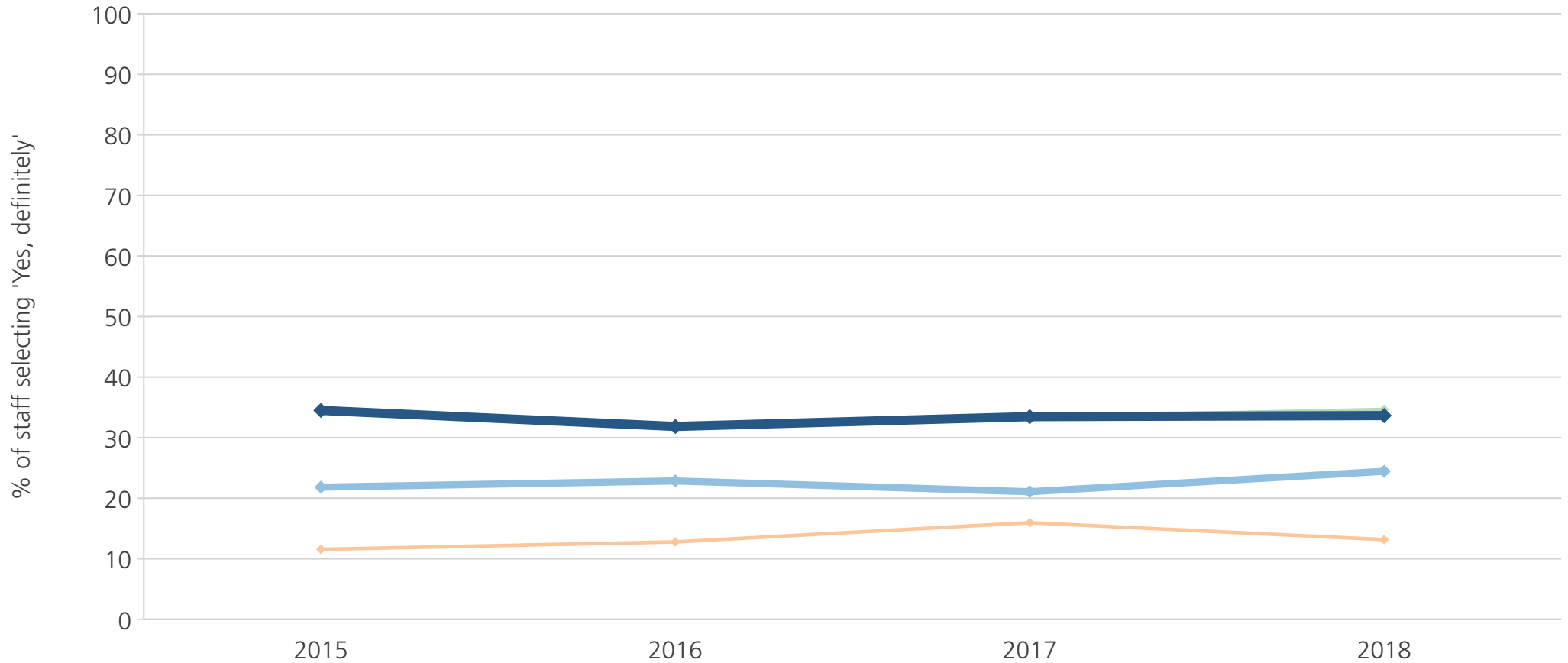
Question results – Your personal development

Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



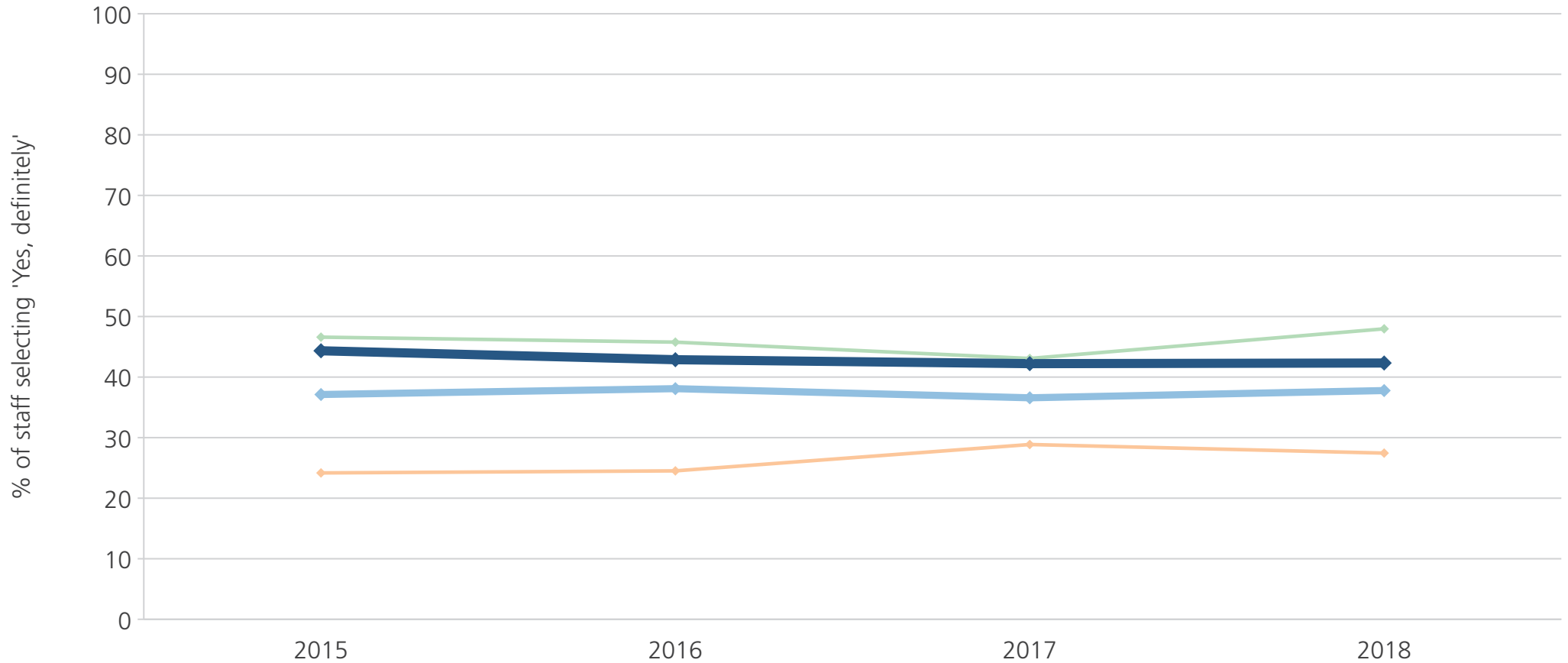
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 90.0% | 95.2% | 93.1% | 96.2% | 94.3% |
| Your org | 75.5% | 79.1% | 90.4% | 88.2% | 91.8% |
| Average | 83.6% | 86.7% | 86.8% | 88.0% | 89.2% |
| Worst | 68.3% | 73.2% | 79.1% | 70.1% | 82.1% |
| No. responses | 652 | 735 | 897 | 1,073 | 945 |

Note: This question was only answered by staff who selected 'Yes' on q19a.



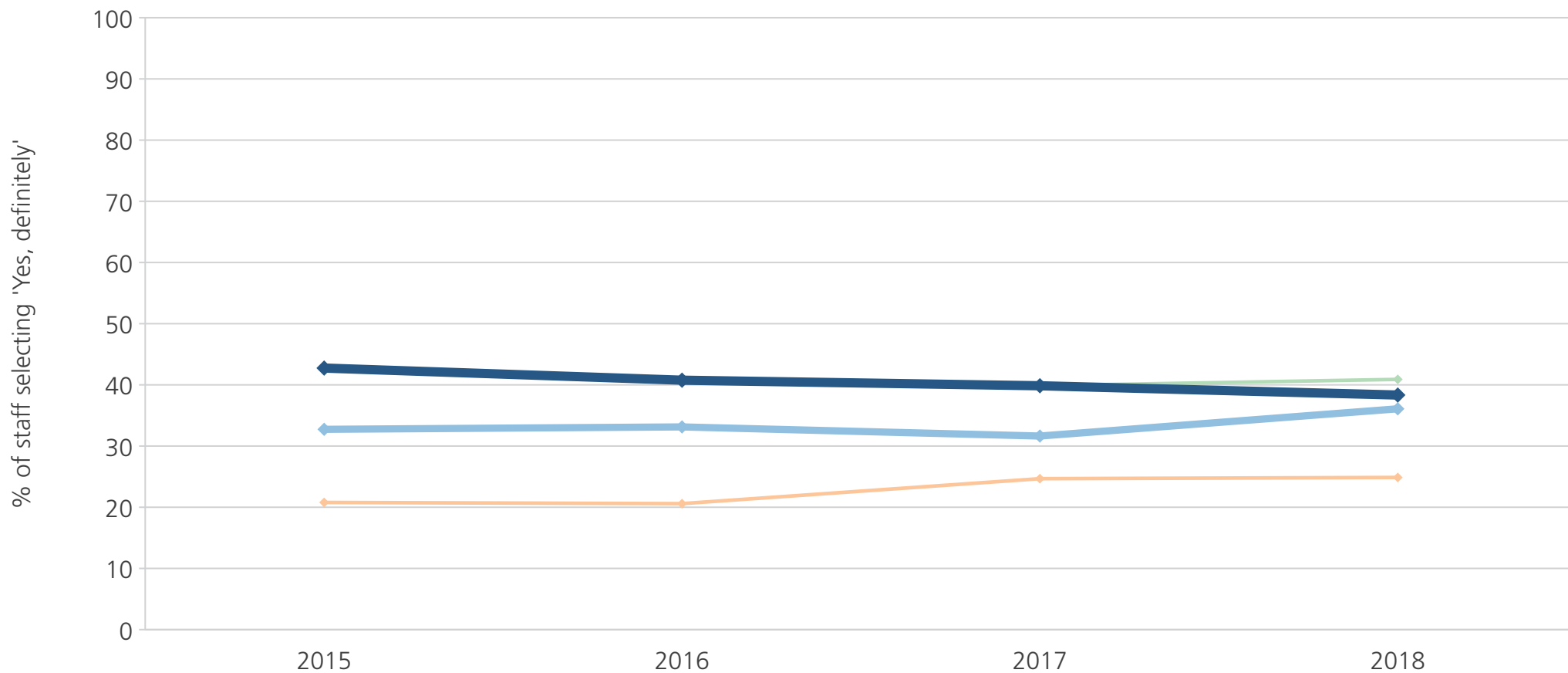
| | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|
| Best | 34.5% | 31.9% | 33.5% | 34.6% |
| Your org | 34.5% | 31.9% | 33.5% | 33.6% |
| Average | 21.8% | 22.9% | 21.1% | 24.4% |
| Worst | 11.6% | 12.8% | 15.9% | 13.2% |
| No. responses | 560 | 792 | 938 | 854 |

Note: This question was only answered by staff who selected 'Yes' on q19a.



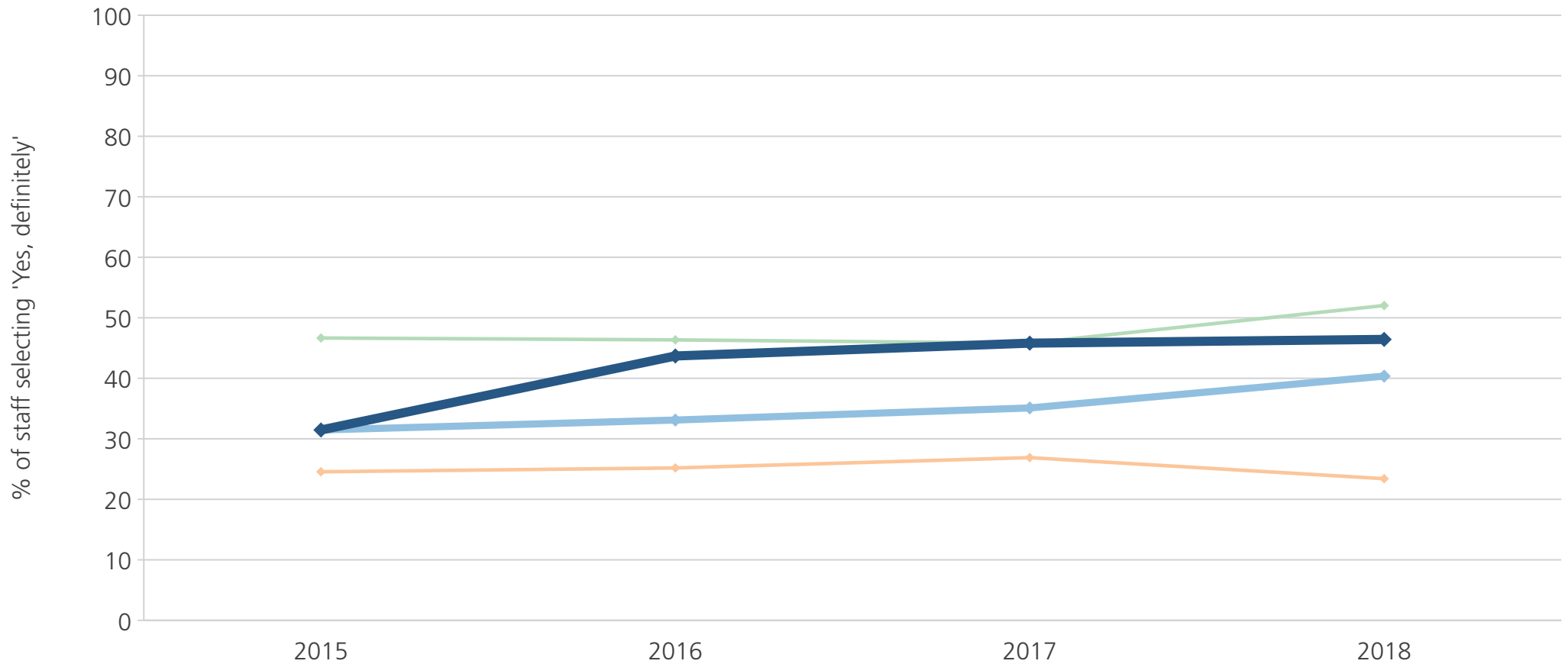
| | | | | |
|----------------------|-------|-------|-------|-------|
| Best | 46.6% | 45.8% | 43.1% | 48.0% |
| Your org | 44.3% | 42.9% | 42.2% | 42.3% |
| Average | 37.1% | 38.1% | 36.6% | 37.8% |
| Worst | 24.2% | 24.5% | 28.9% | 27.4% |
| No. responses | 560 | 786 | 938 | 854 |

Note: This question was only answered by staff who selected 'Yes' on q19a.



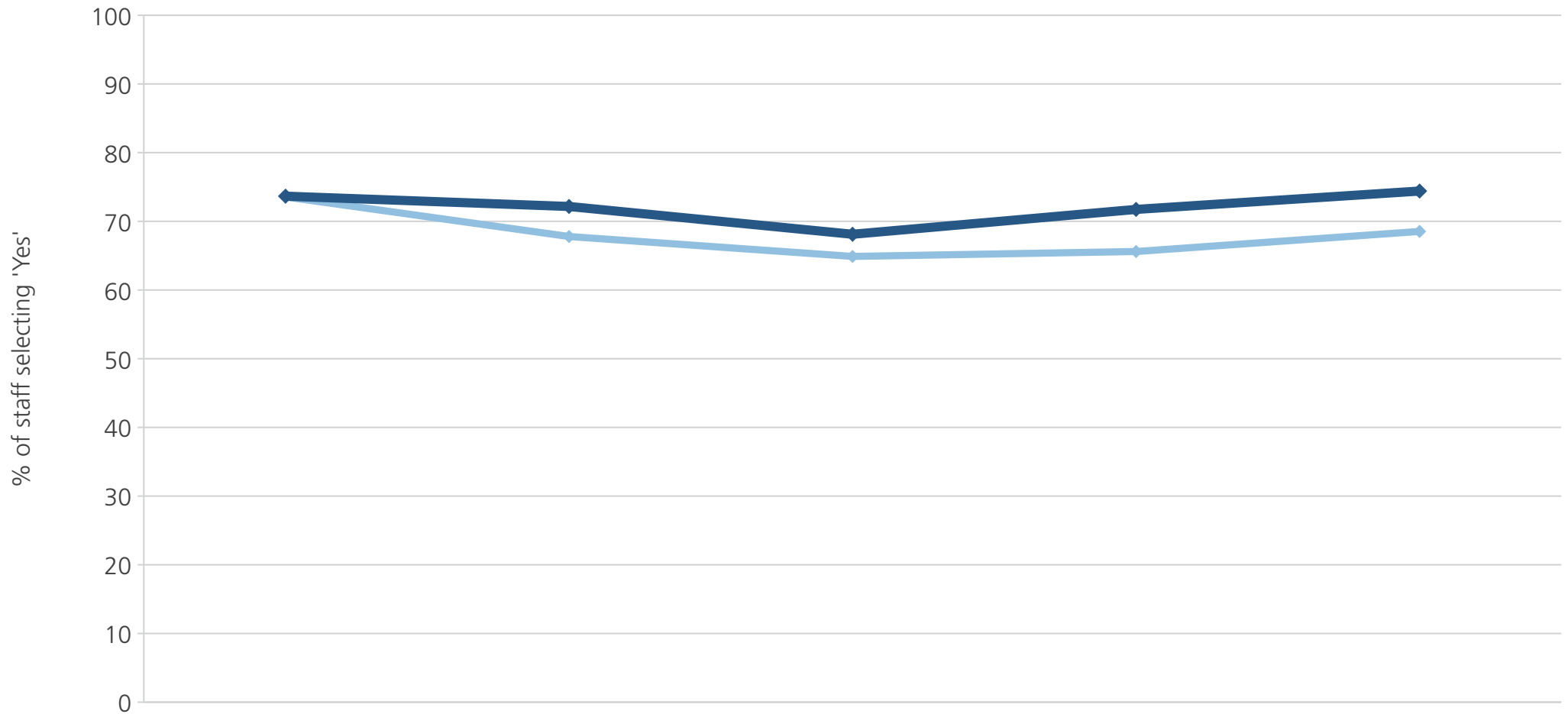
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 42.7% | 40.8% | 39.9% | 40.9% |
| Your org | 42.7% | 40.8% | 39.9% | 38.3% |
| Average | 32.7% | 33.1% | 31.6% | 36.1% |
| Worst | 20.8% | 20.6% | 24.7% | 24.9% |
| No. responses | 554 | 788 | 937 | 854 |

Note: This question was only answered by staff who selected 'Yes' on q19a.



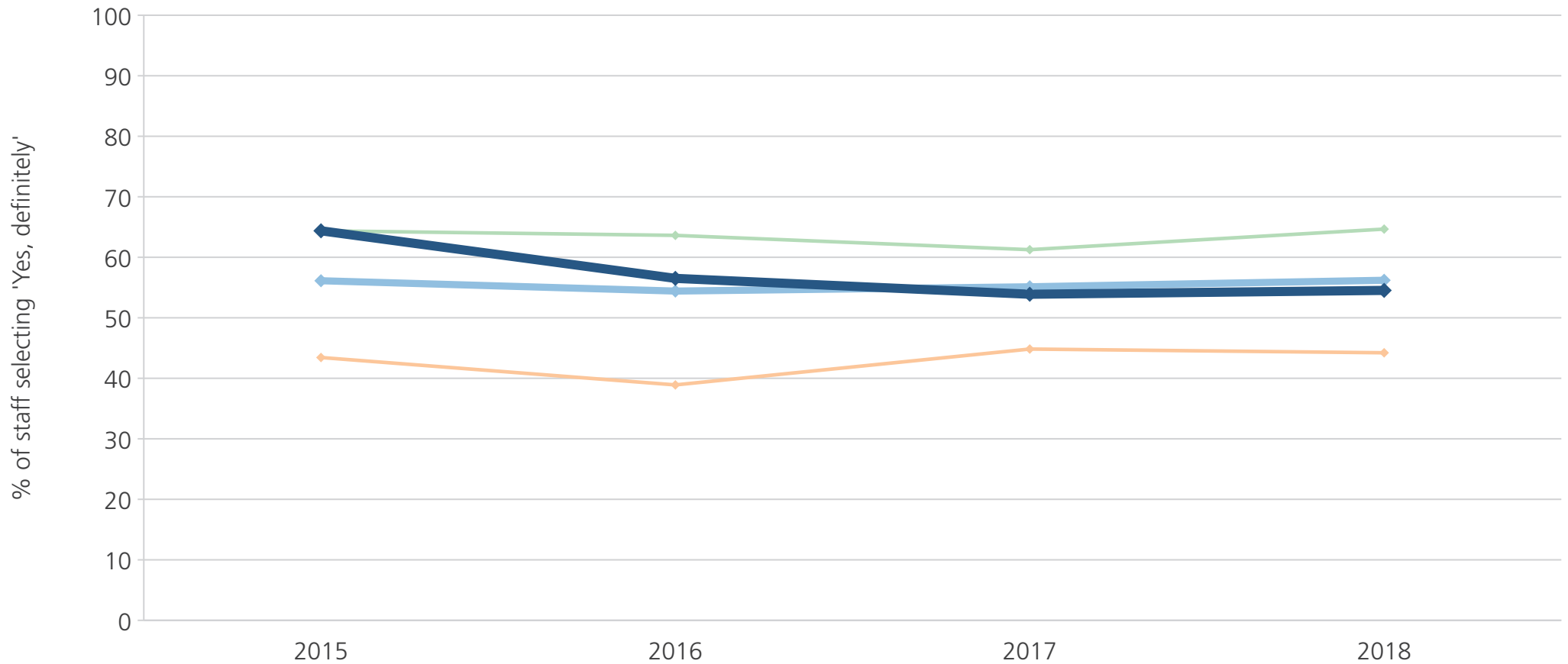
| | | | | |
|----------------------|-------|-------|-------|-------|
| Best | 46.7% | 46.3% | 45.8% | 52.0% |
| Your org | 31.5% | 43.7% | 45.8% | 46.4% |
| Average | 31.5% | 33.1% | 35.1% | 40.4% |
| Worst | 24.6% | 25.2% | 26.9% | 23.4% |
| No. responses | 535 | 756 | 935 | 846 |

Note: This question was only answered by staff who selected 'Yes' on q19a.

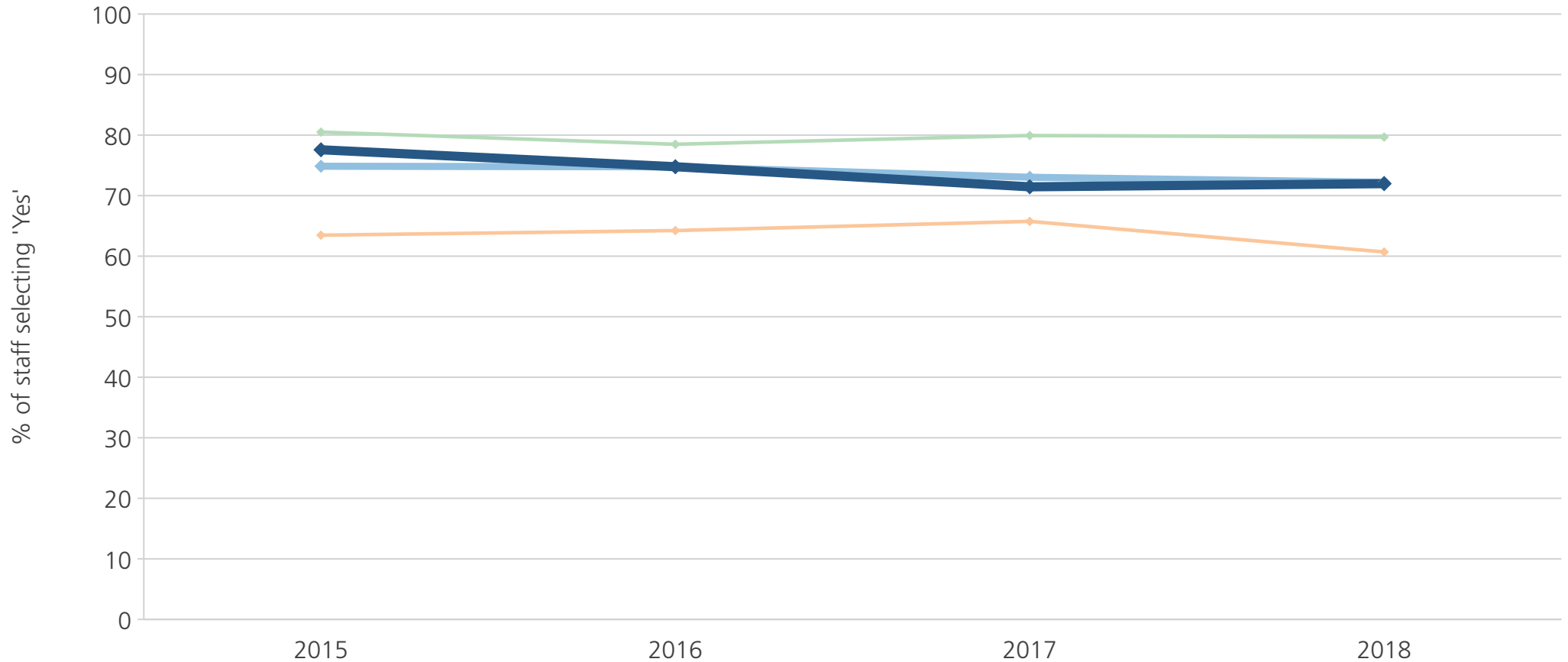


| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Your org | 73.7% | 72.2% | 68.1% | 71.7% | 74.4% |
| Average | 73.5% | 67.8% | 64.9% | 65.6% | 68.5% |
| No. responses | 467 | 546 | 759 | 934 | 801 |

Note: This question was only answered by staff who selected 'Yes' on q19f.



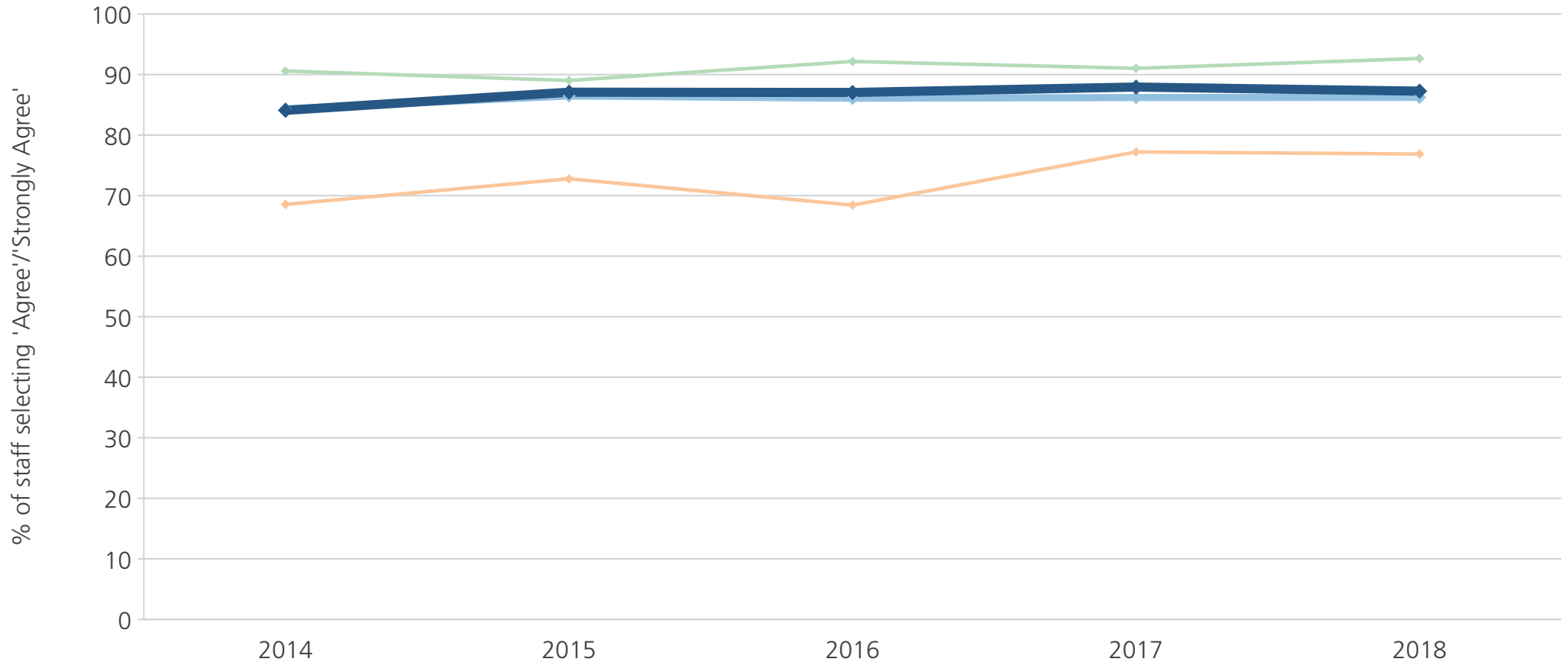
| | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|
| Best | 64.4% | 63.6% | 61.3% | 64.7% |
| Your org | 64.4% | 56.5% | 53.9% | 54.5% |
| Average | 56.1% | 54.4% | 55.1% | 56.2% |
| Worst | 43.4% | 38.9% | 44.8% | 44.2% |
| No. responses | 383 | 496 | 669 | 561 |



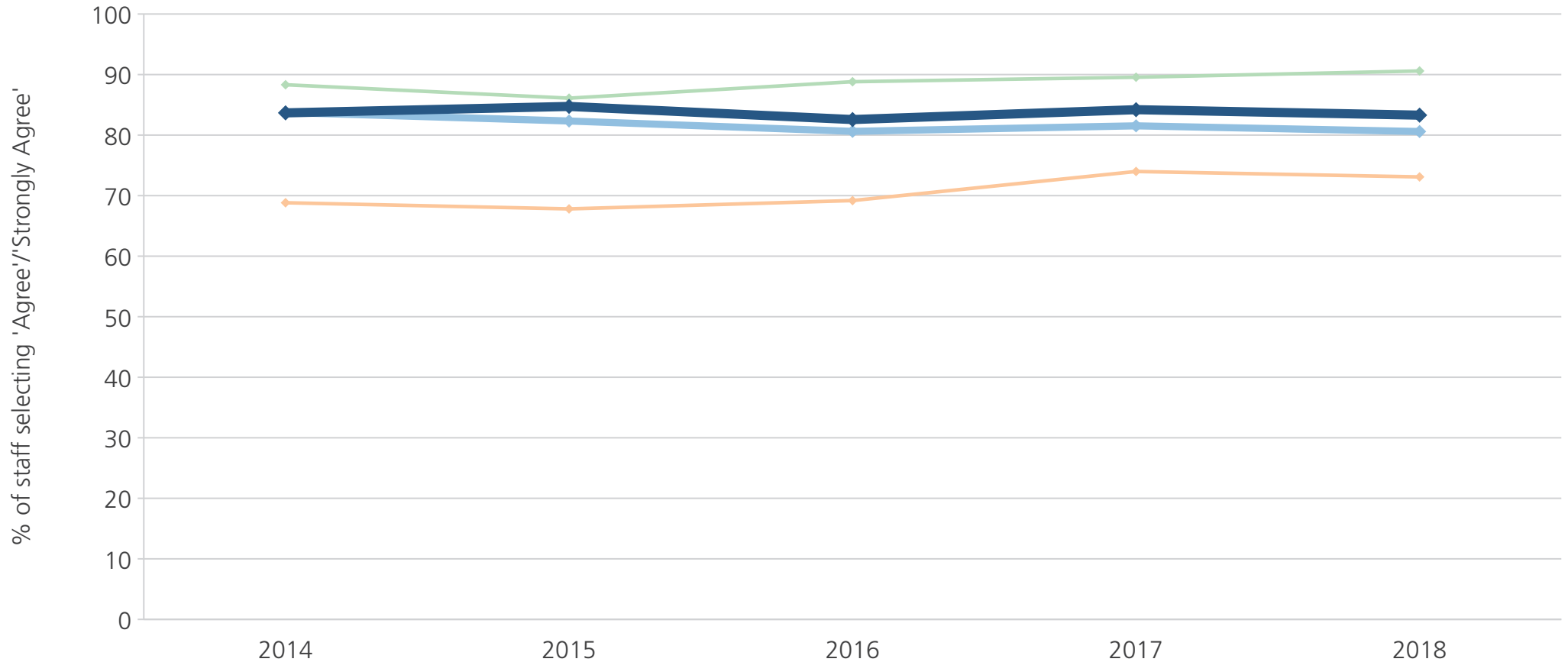
| | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|
| Best | 80.5% | 78.5% | 79.9% | 79.7% |
| Your org | 77.6% | 74.8% | 71.5% | 72.0% |
| Average | 74.9% | 74.8% | 73.0% | 72.2% |
| Worst | 63.5% | 64.2% | 65.7% | 60.7% |
| No. responses | 728 | 891 | 1,053 | 934 |

Question results – Your organisation

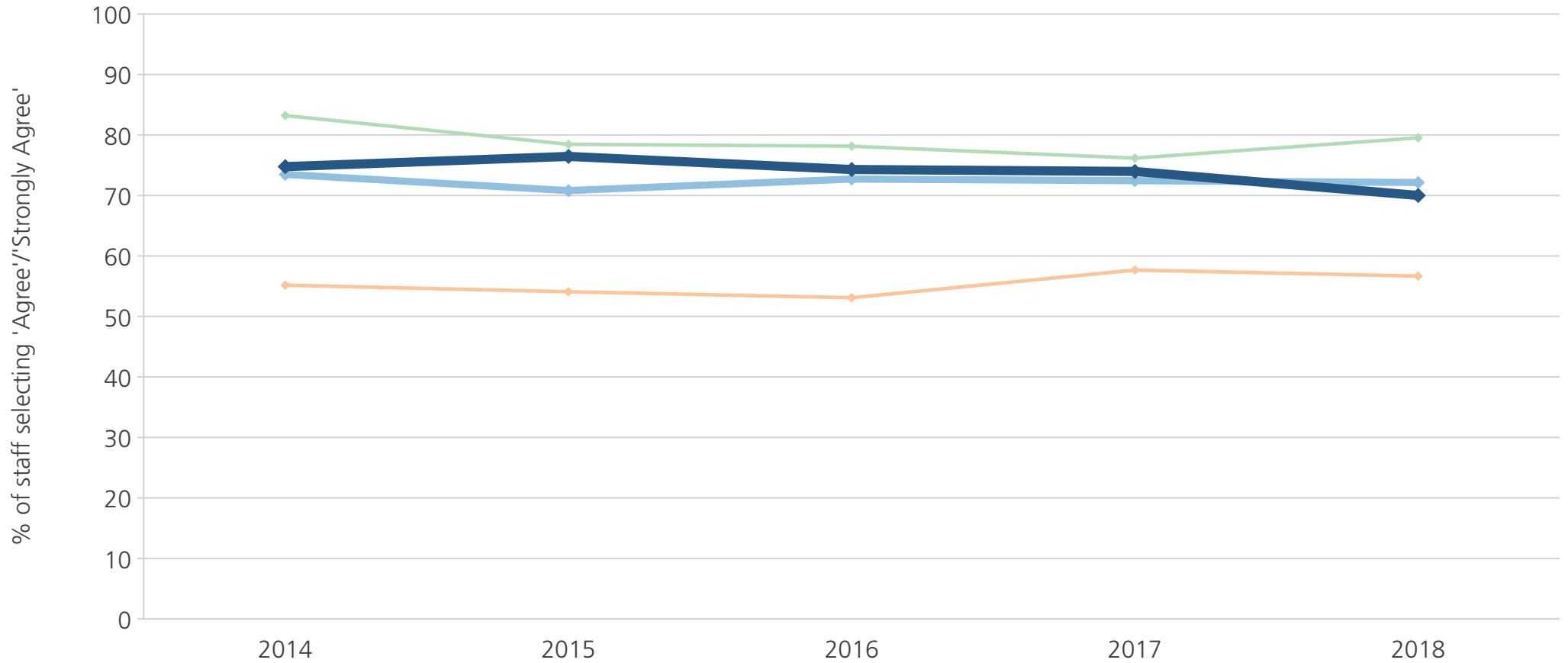
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



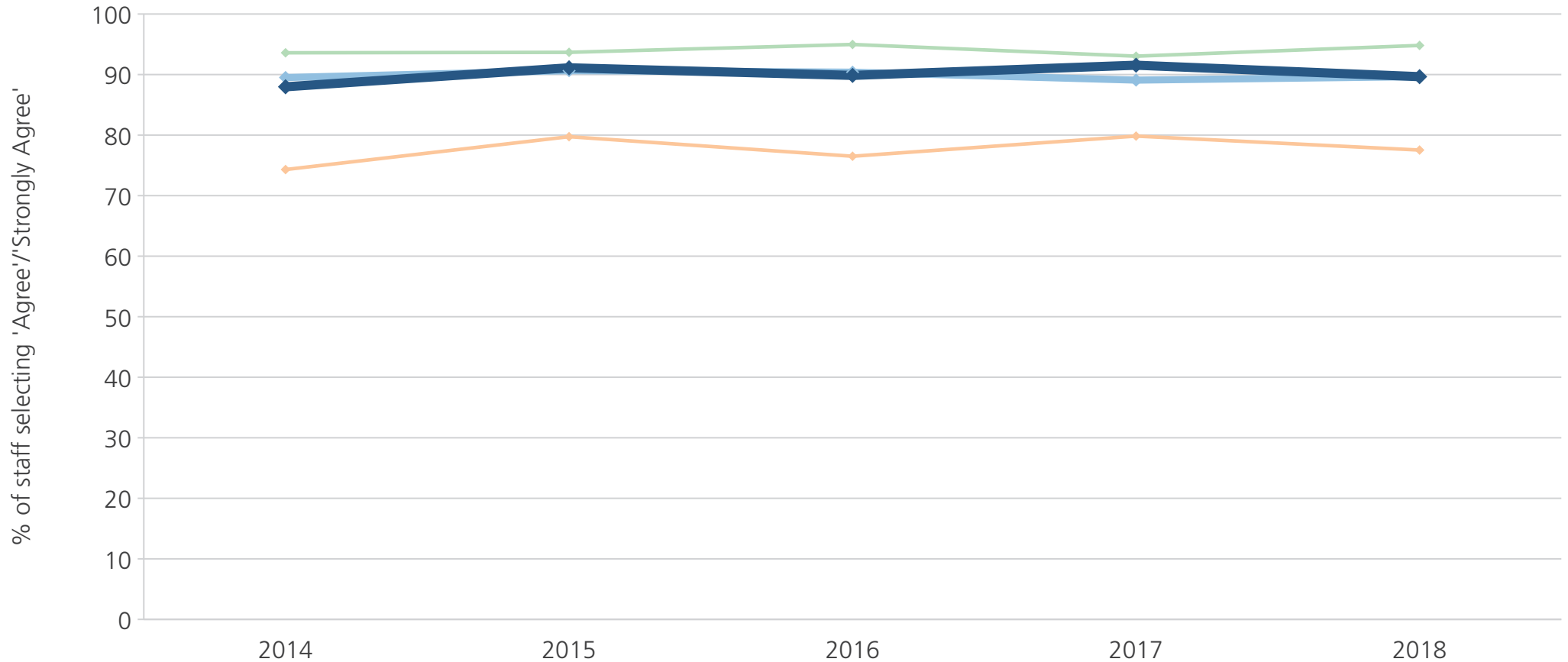
| | | | | | |
|---------------|-------|-------|-------|-------|-------|
| Best | 90.6% | 89.0% | 92.2% | 91.0% | 92.7% |
| Your org | 84.1% | 87.1% | 87.0% | 87.9% | 87.3% |
| Average | 84.3% | 86.5% | 86.1% | 86.2% | 86.2% |
| Worst | 68.5% | 72.8% | 68.4% | 77.2% | 76.9% |
| No. responses | 675 | 744 | 917 | 1,087 | 959 |



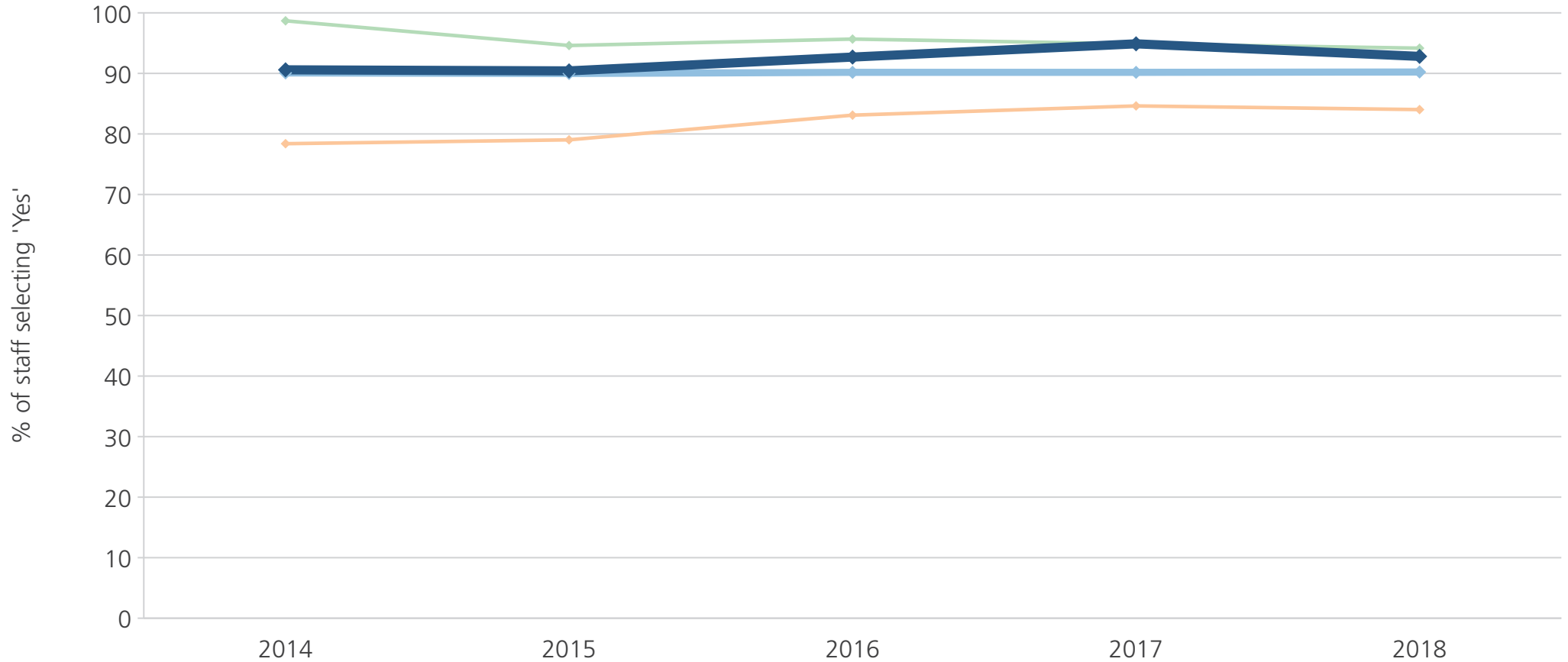
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 88.3% | 86.1% | 88.8% | 89.6% | 90.6% |
| Your org | 83.7% | 84.7% | 82.6% | 84.2% | 83.3% |
| Average | 83.7% | 82.3% | 80.6% | 81.5% | 80.6% |
| Worst | 68.8% | 67.8% | 69.2% | 74.0% | 73.1% |
| No. responses | 678 | 742 | 917 | 1,087 | 952 |



| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 83.2% | 78.5% | 78.1% | 76.2% | 79.5% |
| Your org | 74.8% | 76.5% | 74.3% | 74.0% | 70.0% |
| Average | 73.5% | 70.8% | 72.7% | 72.4% | 72.1% |
| Worst | 55.2% | 54.1% | 53.1% | 57.7% | 56.7% |
| No. responses | 674 | 746 | 915 | 1,085 | 959 |

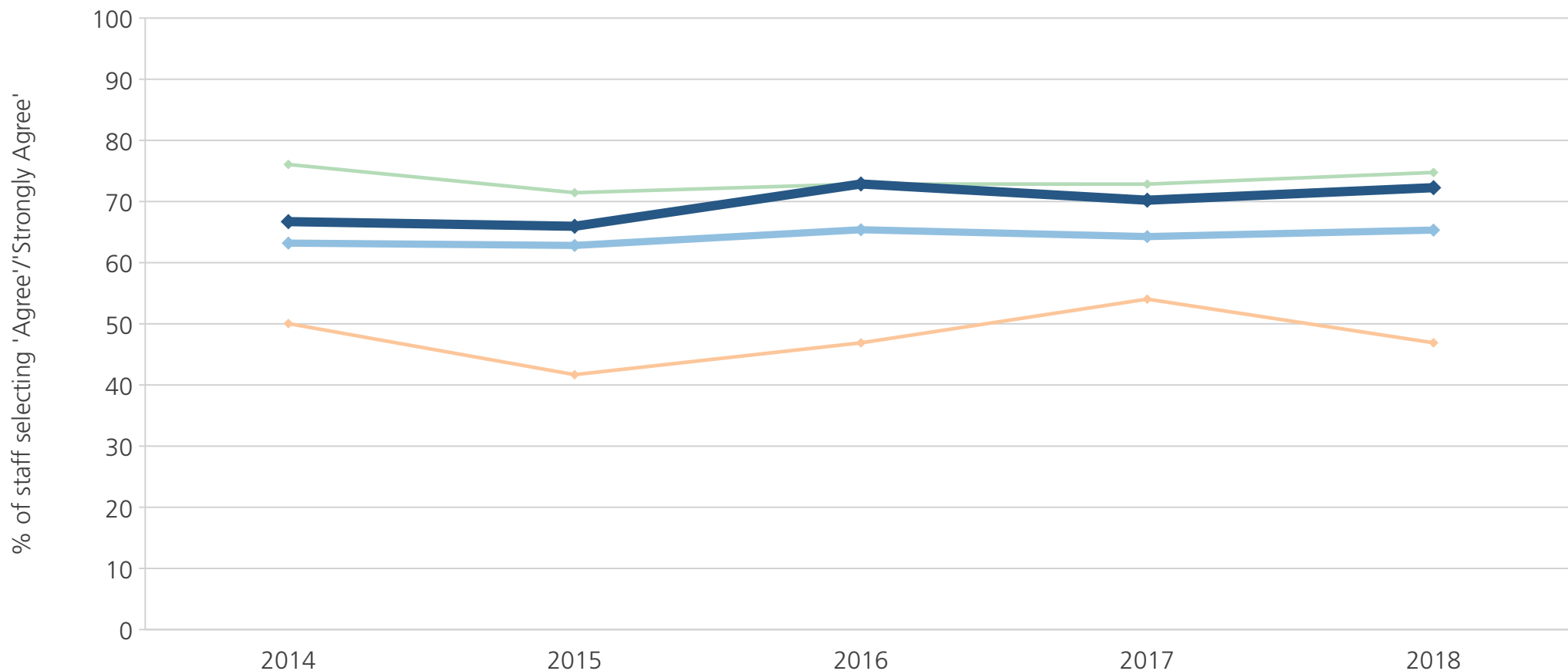


| | 2014 | 2015 | 2016 | 2017 | 2018 |
|---------------|-------|-------|-------|-------|-------|
| Best | 93.6% | 93.7% | 95.0% | 93.0% | 94.8% |
| Your org | 88.0% | 91.1% | 89.9% | 91.5% | 89.7% |
| Average | 89.5% | 90.6% | 90.4% | 89.1% | 89.7% |
| Worst | 74.3% | 79.7% | 76.5% | 79.8% | 77.5% |
| No. responses | 672 | 745 | 904 | 1,087 | 953 |



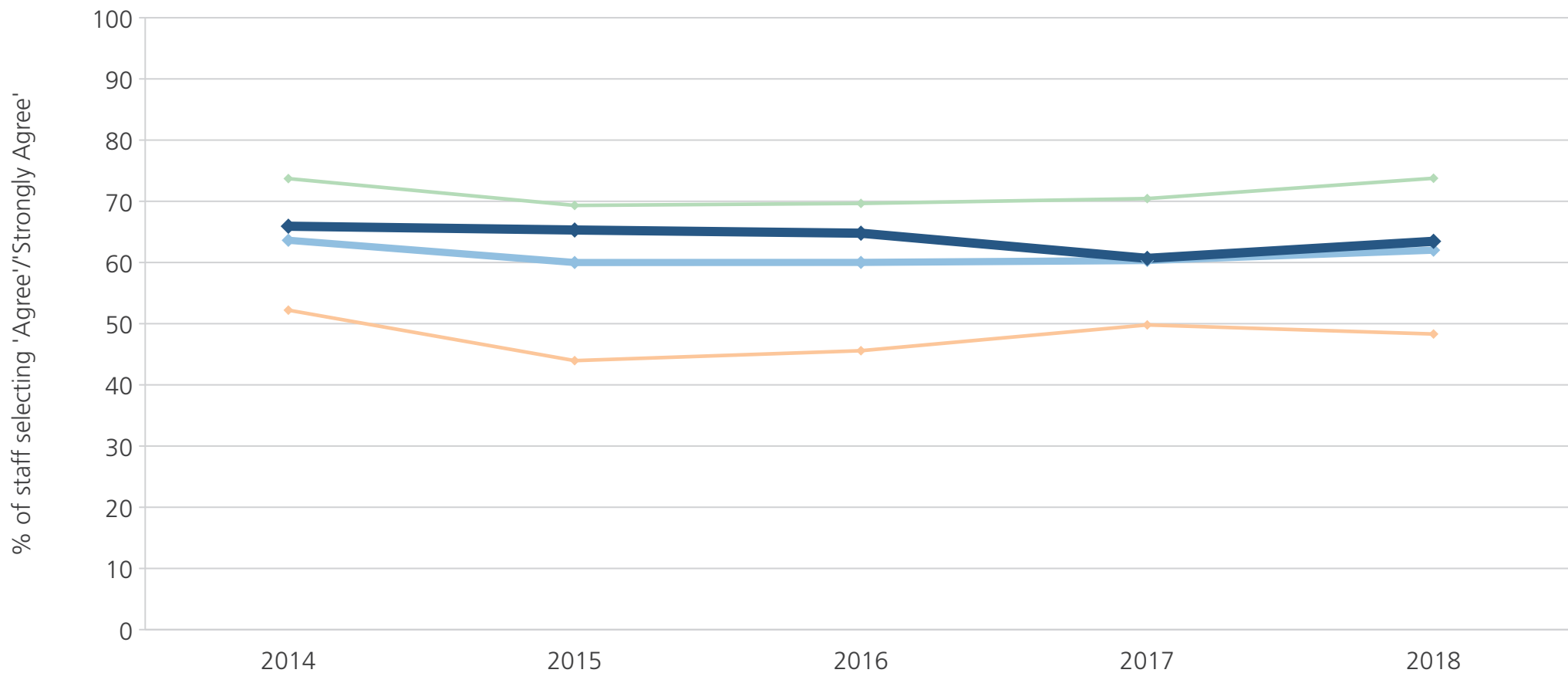
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 98.7% | 94.6% | 95.7% | 94.9% | 94.2% |
| Your org | 90.6% | 90.4% | 92.7% | 94.9% | 92.8% |
| Average | 90.1% | 90.0% | 90.2% | 90.2% | 90.2% |
| Worst | 78.4% | 79.0% | 83.1% | 84.6% | 84.0% |
| No. responses | 466 | 569 | 700 | 794 | 725 |

Note: This question was only answered by staff who selected 'Yes' on q22a.

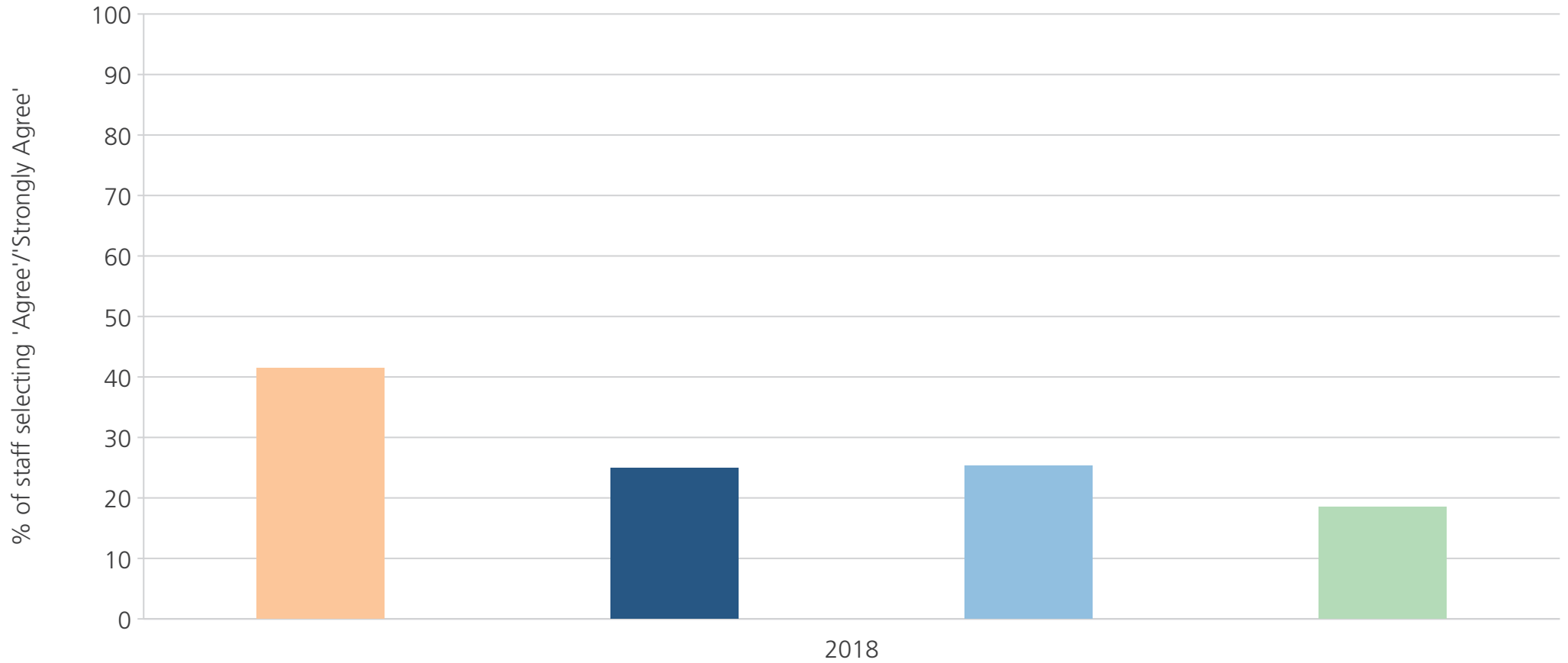


| | | | | | |
|---------------|-------|-------|-------|-------|-------|
| Best | 76.1% | 71.4% | 72.9% | 72.8% | 74.8% |
| Your org | 66.7% | 66.0% | 72.9% | 70.2% | 72.3% |
| Average | 63.2% | 62.8% | 65.4% | 64.3% | 65.3% |
| Worst | 50.0% | 41.7% | 46.9% | 54.0% | 46.9% |
| No. responses | 400 | 478 | 616 | 717 | 645 |

Note: This question was only answered by staff who selected 'Yes' on q22a.



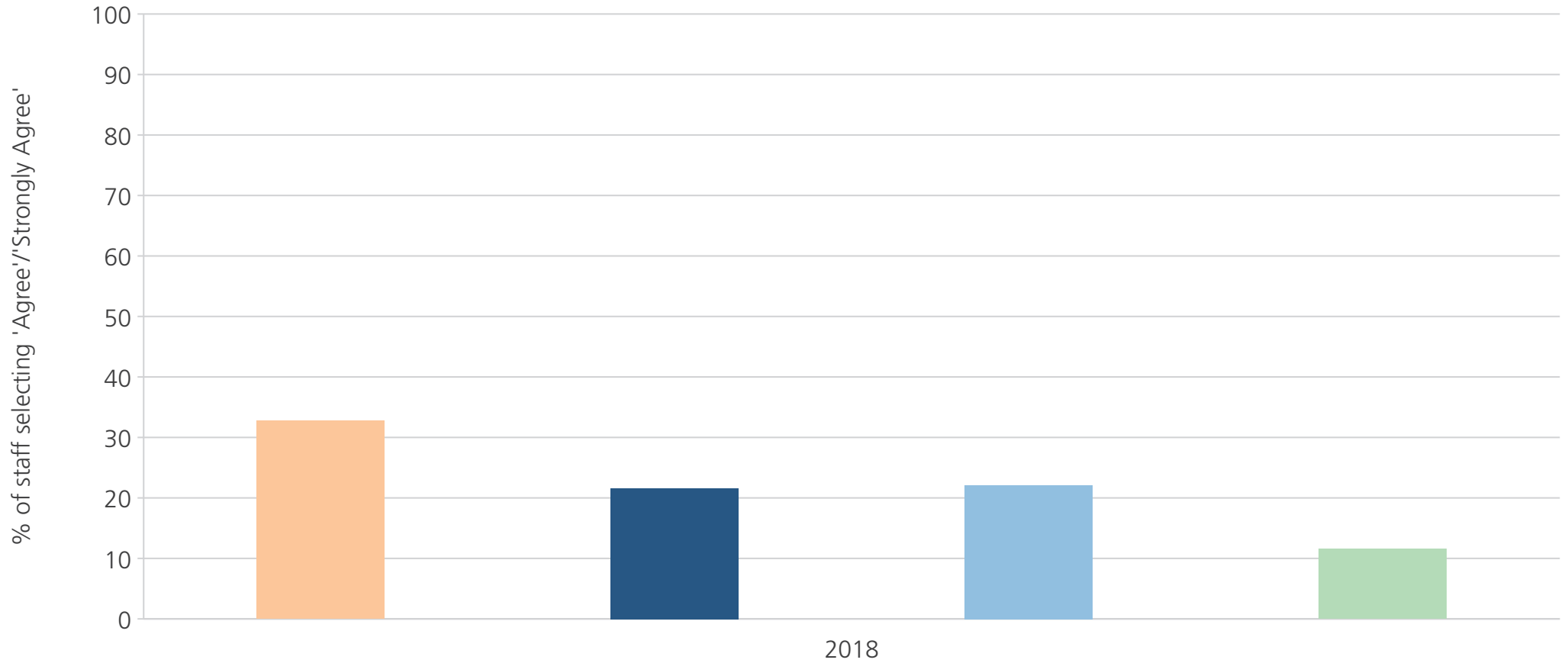
| | 2014 | 2015 | 2016 | 2017 | 2018 |
|----------------------|-------|-------|-------|-------|-------|
| Best | 73.7% | 69.3% | 69.7% | 70.4% | 73.8% |
| Your org | 65.9% | 65.3% | 64.8% | 60.7% | 63.5% |
| Average | 63.6% | 60.0% | 60.0% | 60.3% | 62.0% |
| Worst | 52.2% | 44.0% | 45.6% | 49.8% | 48.3% |
| No. responses | 374 | 441 | 569 | 659 | 606 |



| | |
|----------|-------|
| Worst | 41.5% |
| Your org | 25.0% |
| Average | 25.3% |
| Best | 18.5% |

No. responses

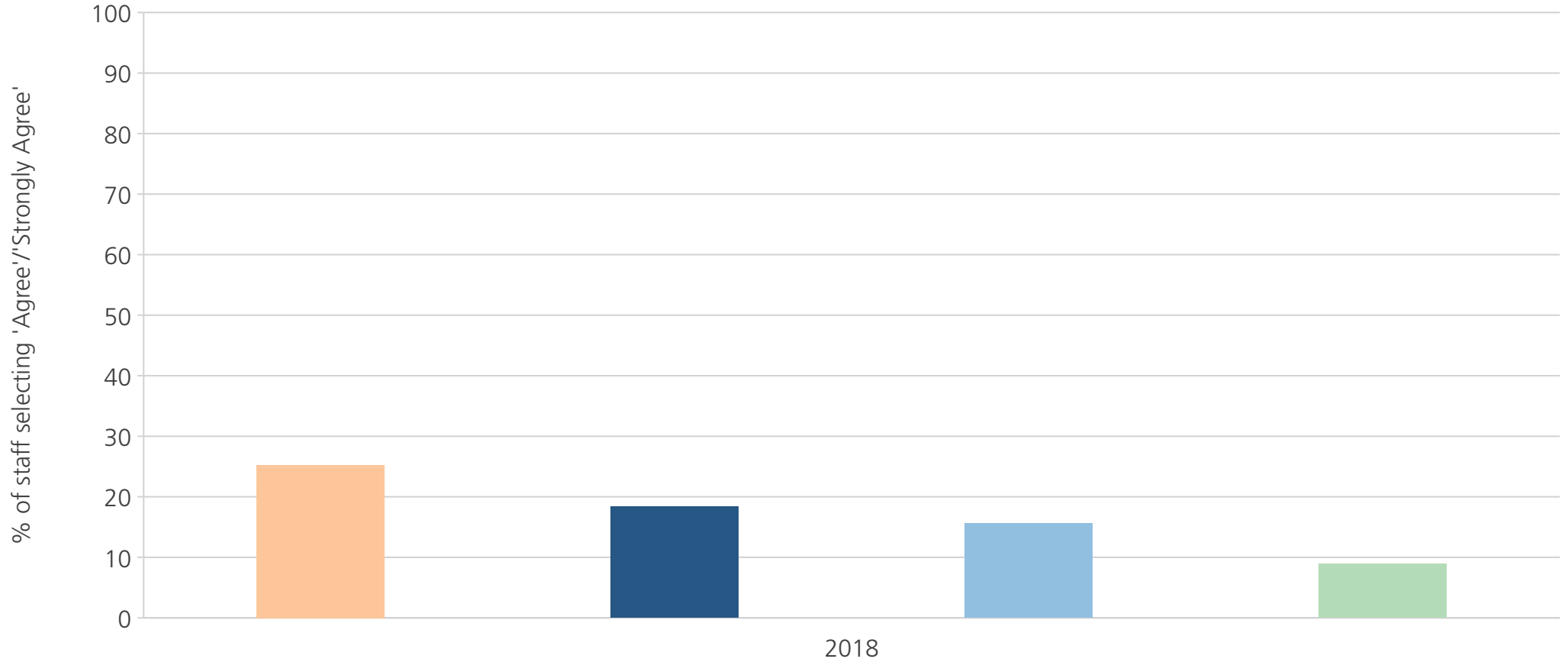
959



| | |
|----------|-------|
| Worst | 32.8% |
| Your org | 21.6% |
| Average | 22.1% |
| Best | 11.6% |

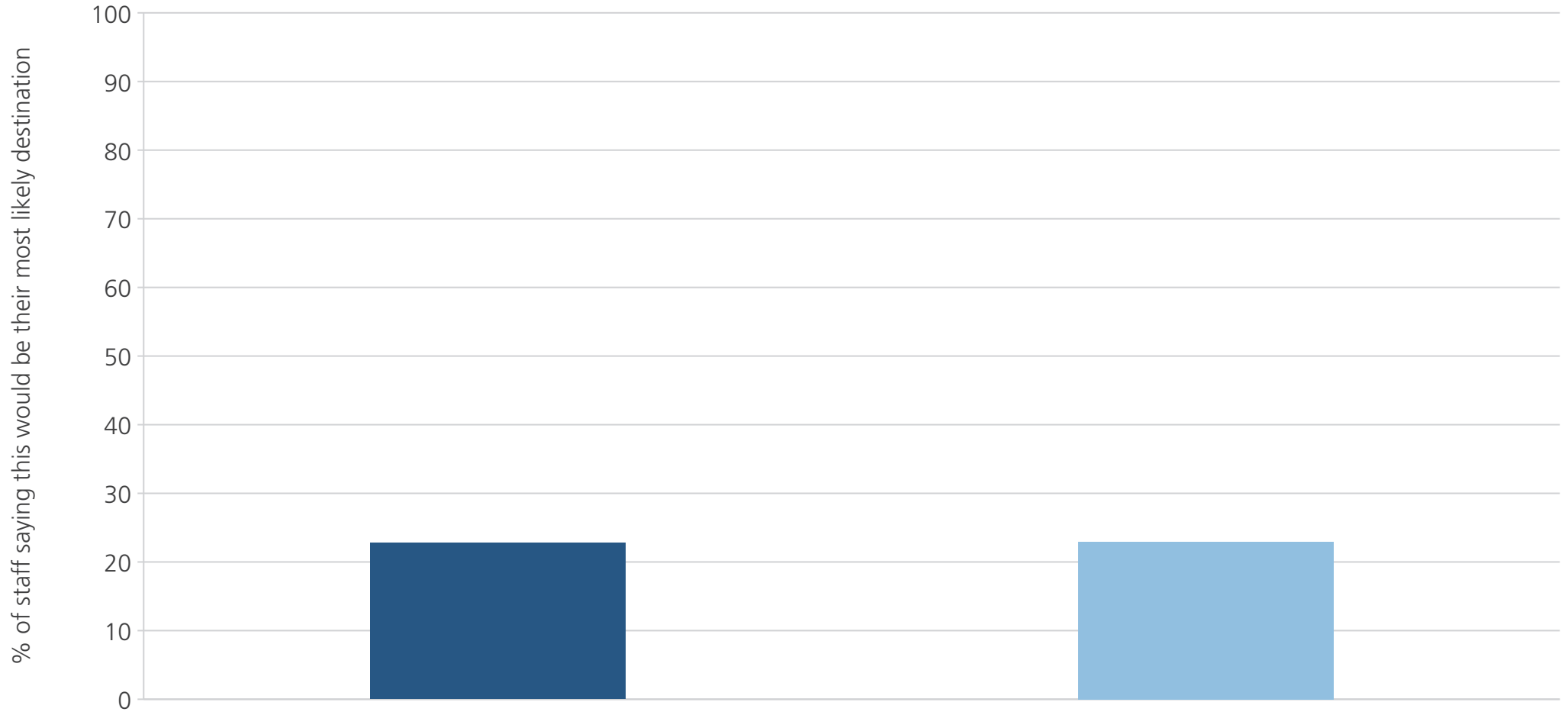
No. responses

959



| | |
|----------|-------|
| Worst | 25.3% |
| Your org | 18.4% |
| Average | 15.6% |
| Best | 8.9% |

No. responses 911

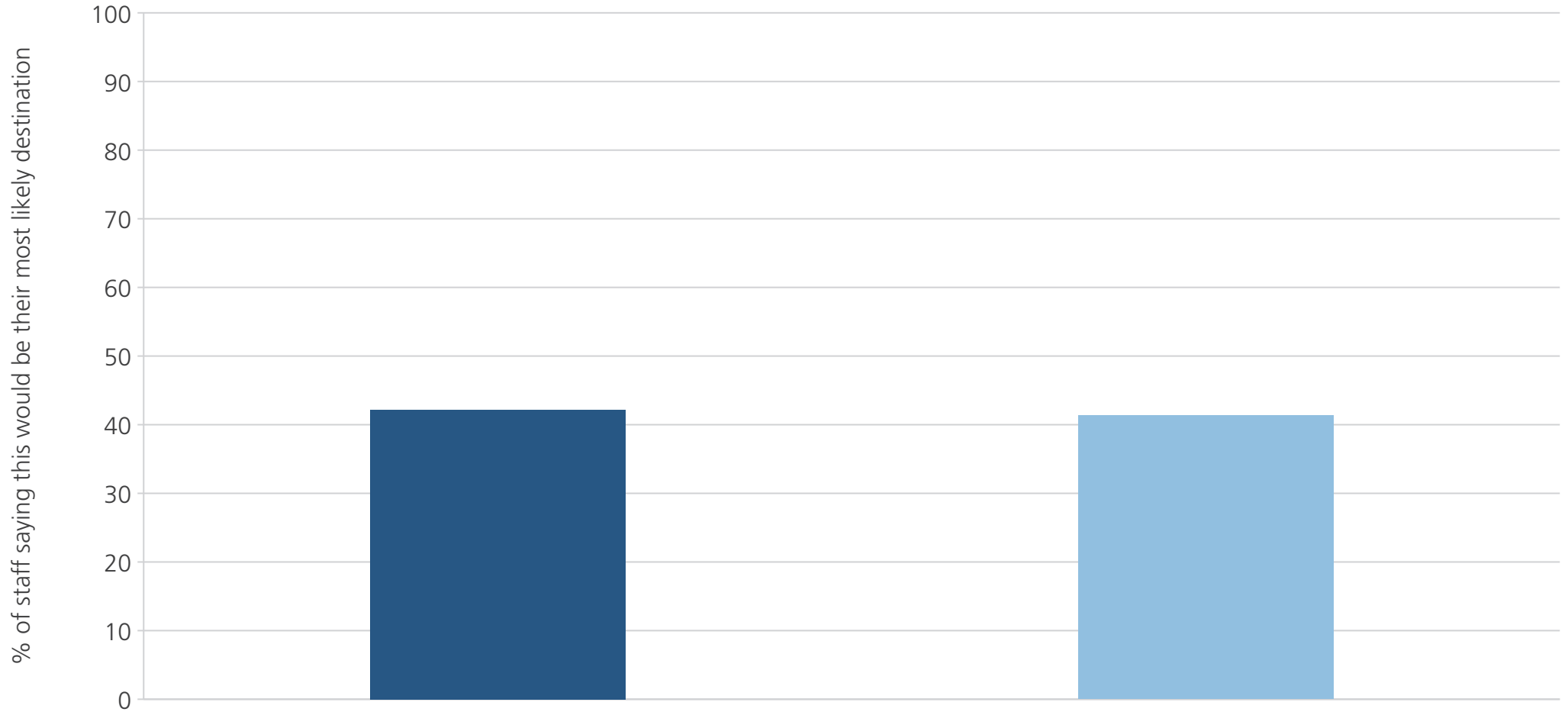


2018

| | |
|-----------------|-------|
| Your org | 22.8% |
| Average | 23.0% |

No. responses 448

> If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in a different NHS trust/organisation

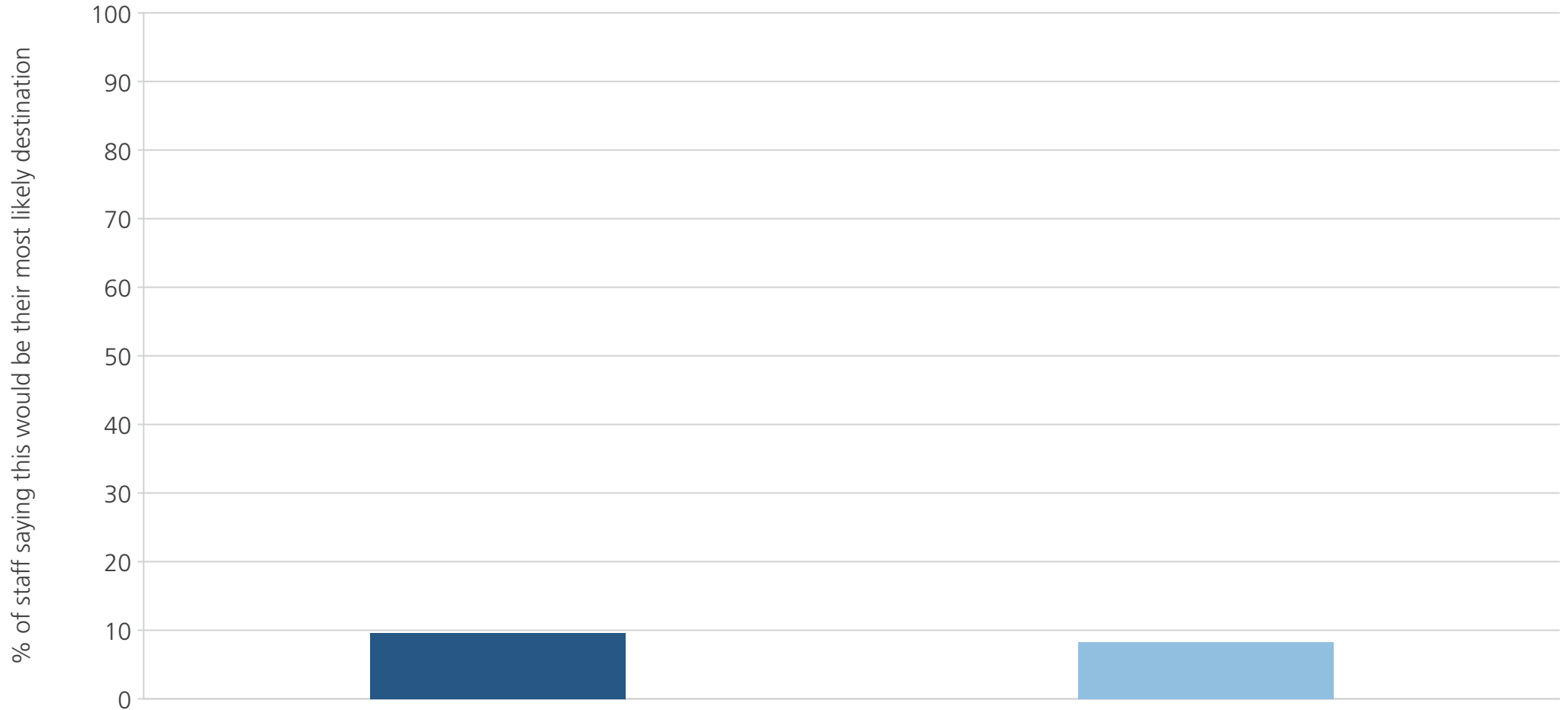


2018

| | |
|-----------------|-------|
| Your org | 42.2% |
| Average | 41.4% |

No. responses 448

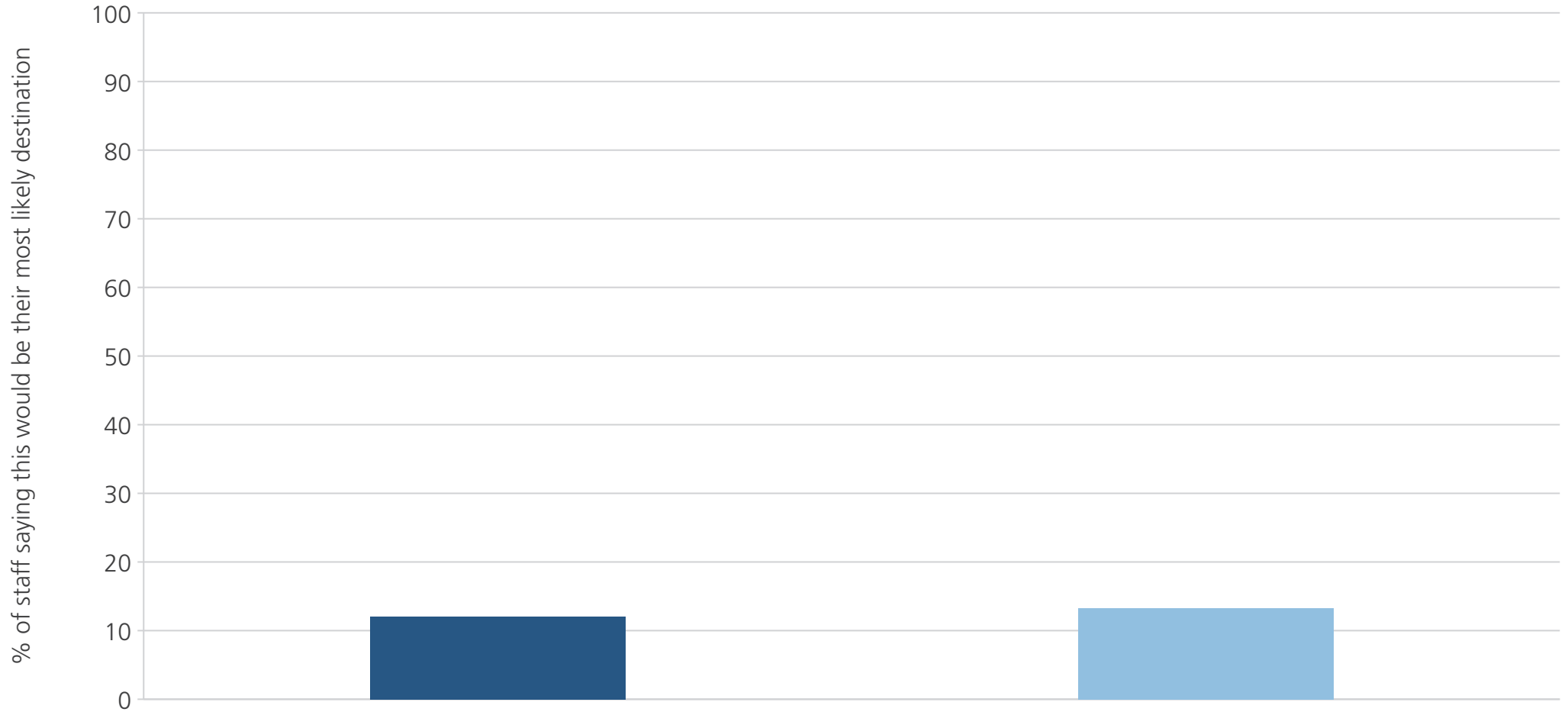
> If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS



2018

| | |
|-----------------|------|
| Your org | 9.6% |
| Average | 8.3% |

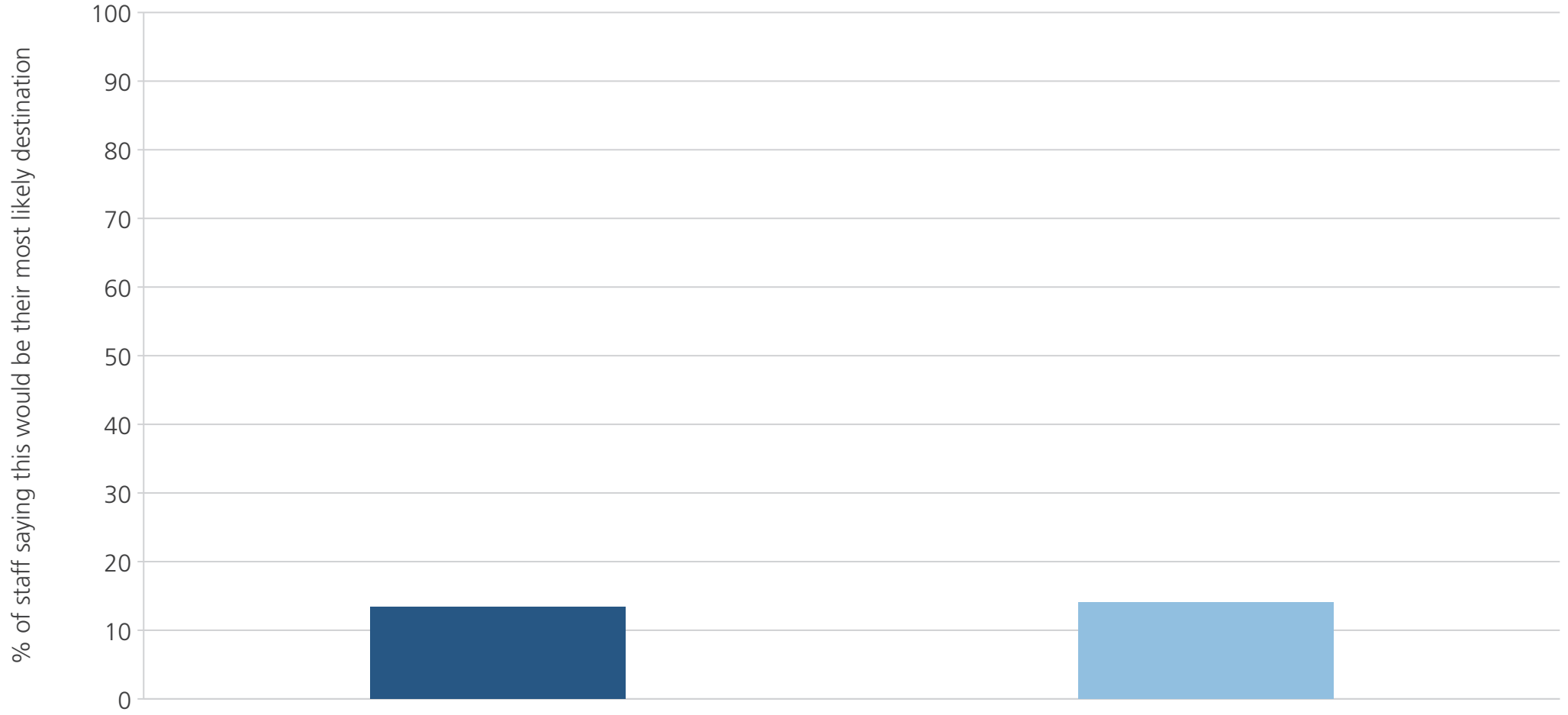
No. responses 448



2018

| | |
|-----------------|-------|
| Your org | 12.1% |
| Average | 13.3% |

No. responses 448



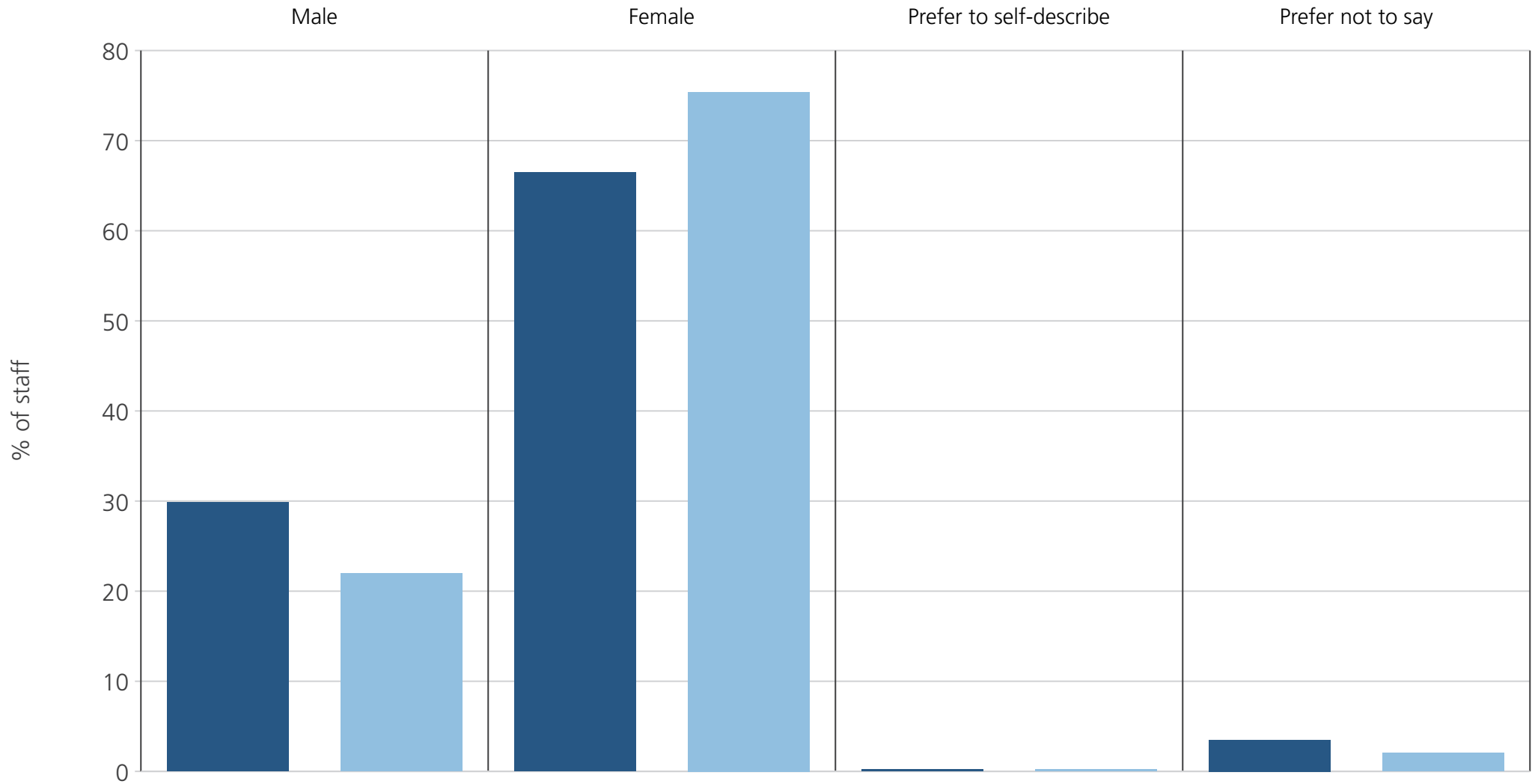
2018

| | |
|-----------------|-------|
| Your org | 13.4% |
| Average | 14.1% |

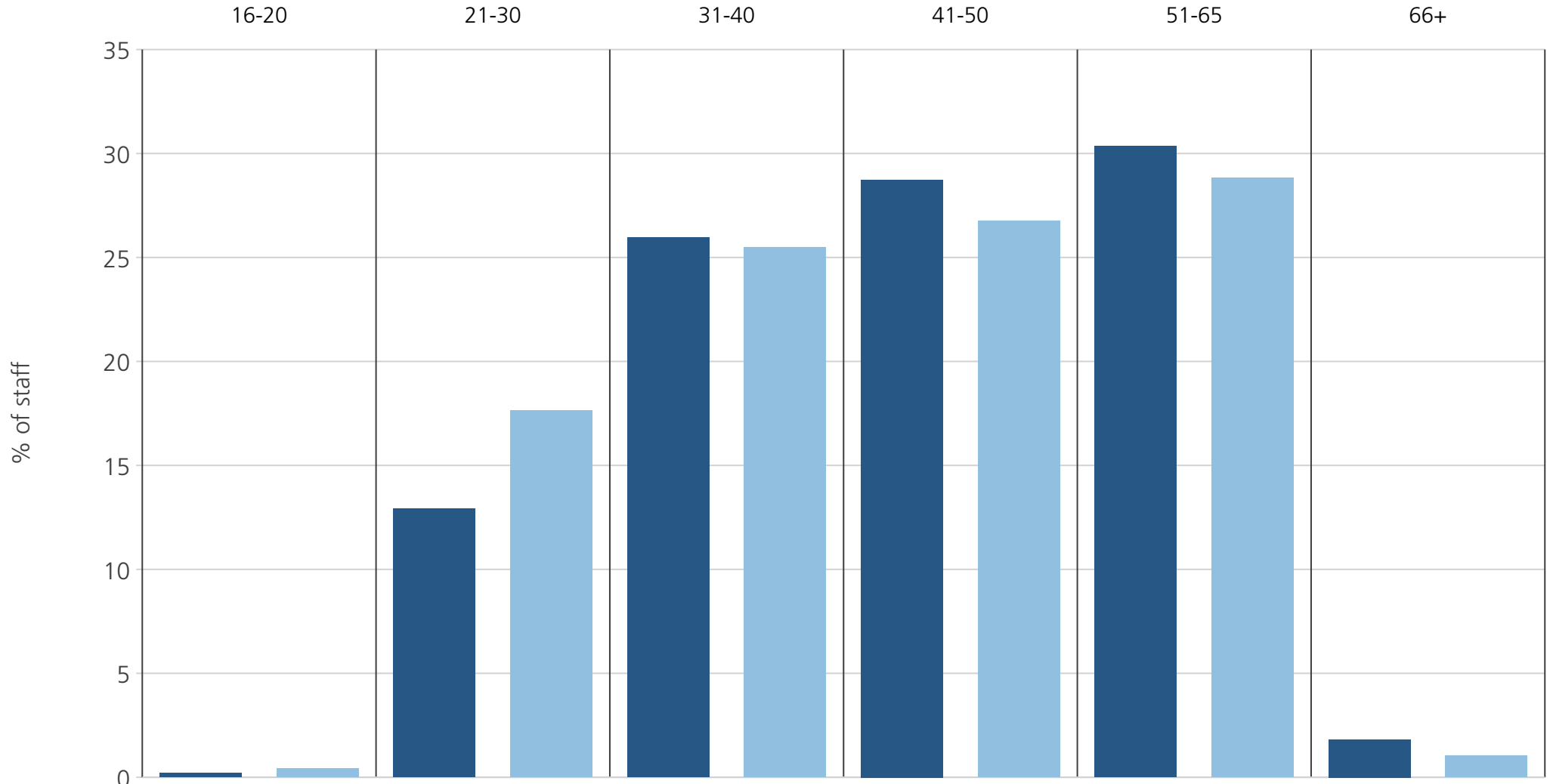
No. responses 448

Question results – Background details

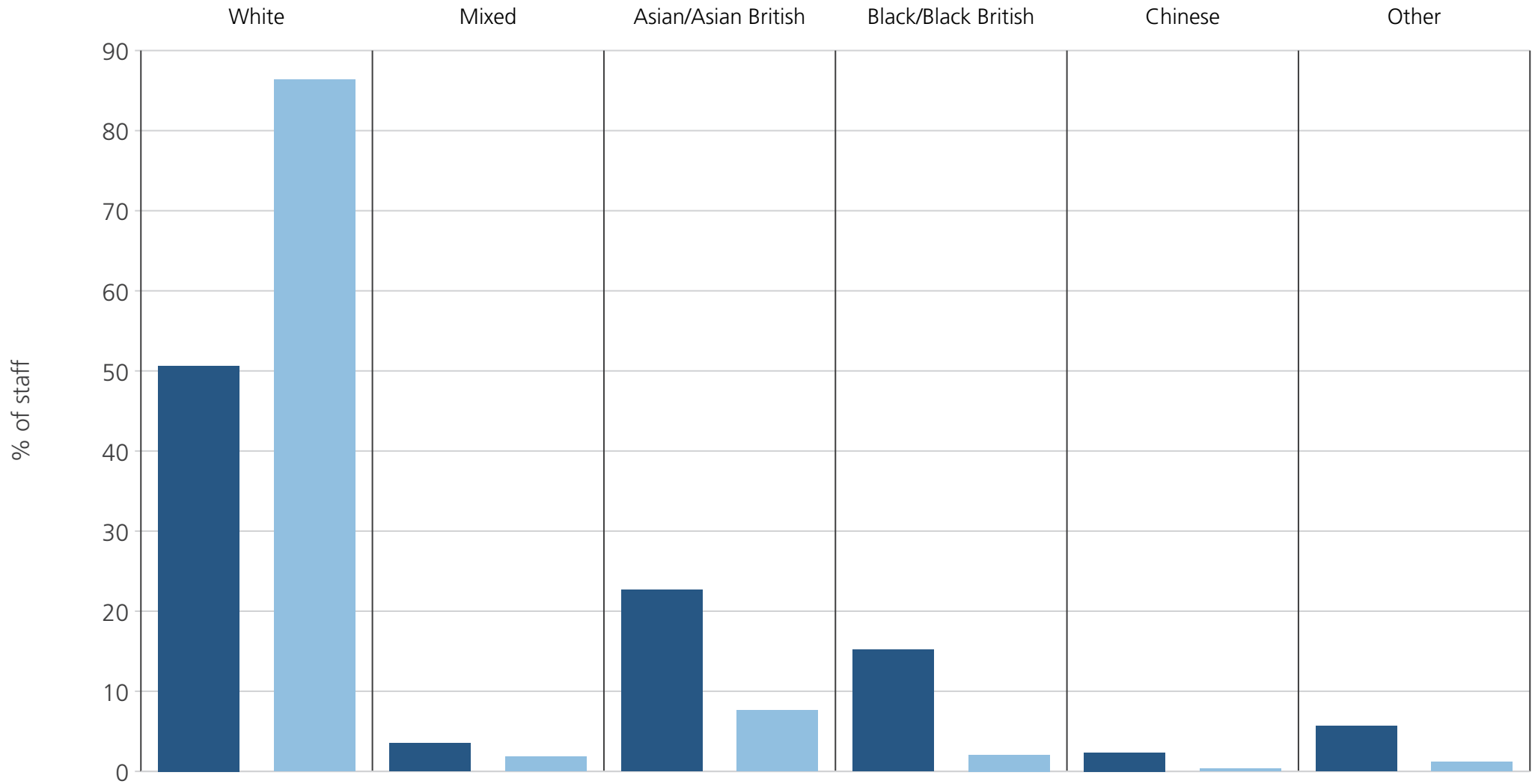
Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results



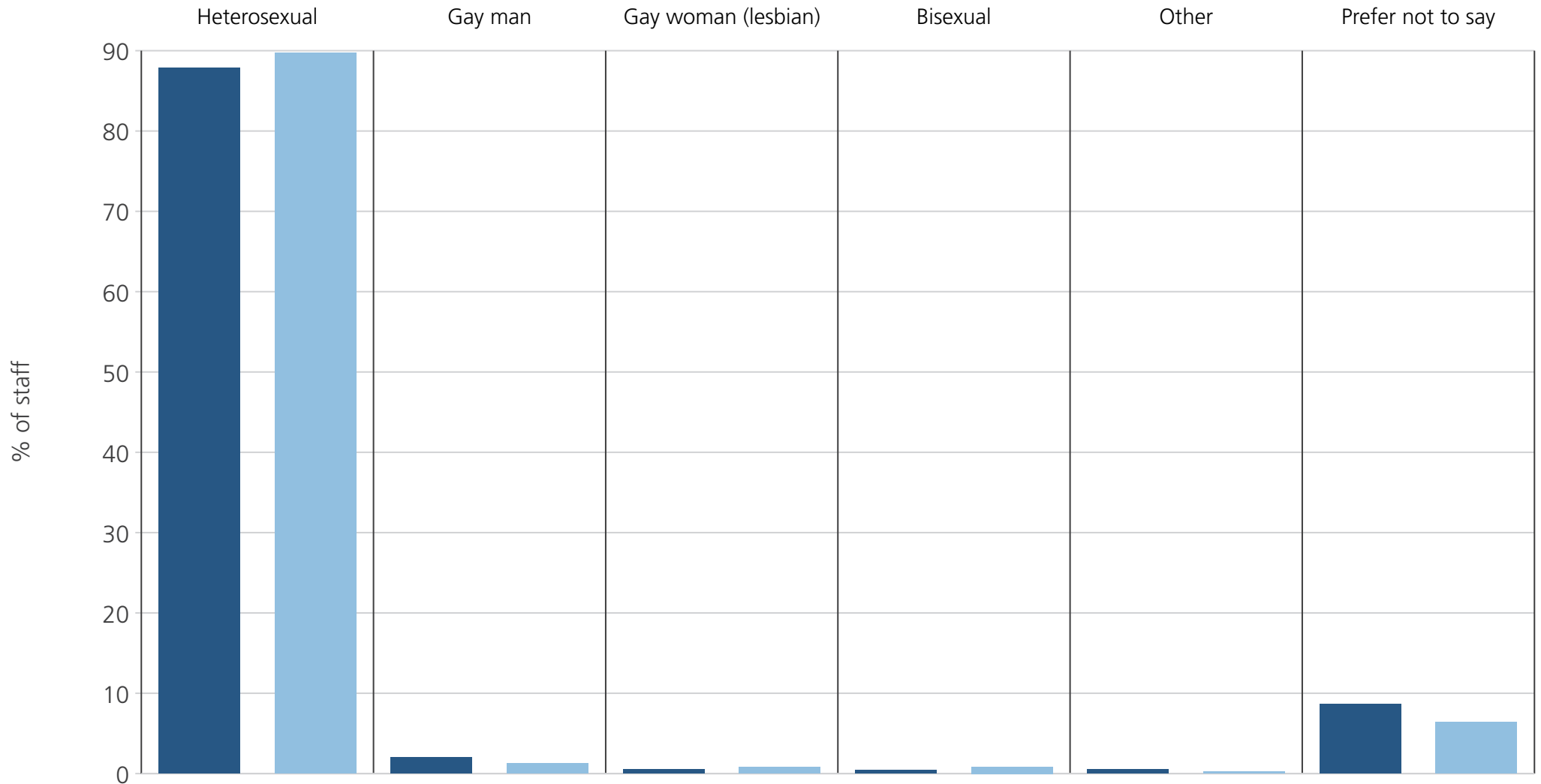
| | | | | |
|----------------------|-------|-------|------|------|
| Your org | 29.8% | 66.5% | 0.2% | 3.5% |
| Average | 22.0% | 75.4% | 0.2% | 2.0% |
| No. responses | 942 | 942 | 942 | 942 |



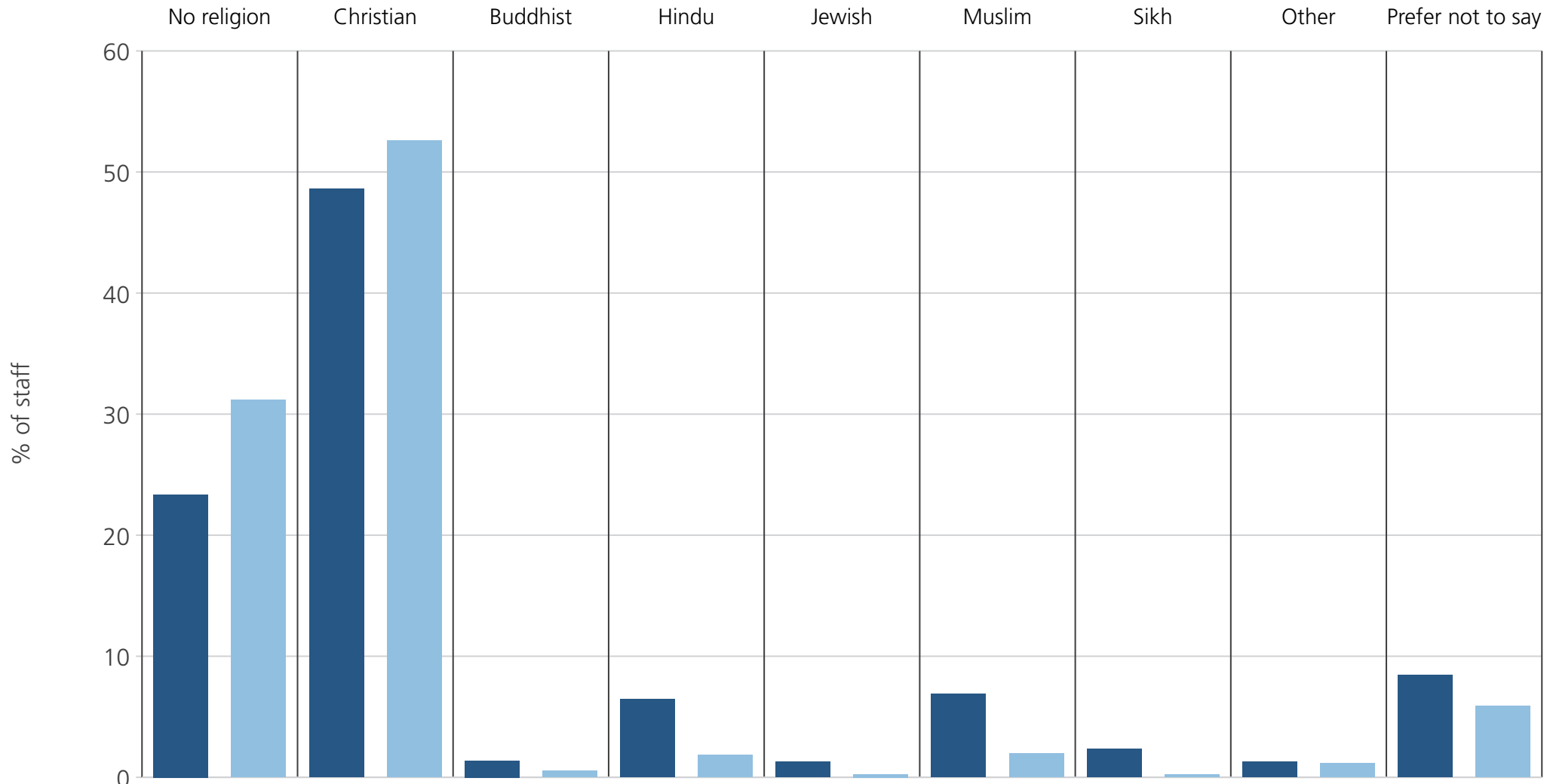
| | | | | | | |
|----------------------|------|-------|-------|-------|-------|------|
| Your org | 0.2% | 12.9% | 26.0% | 28.7% | 30.3% | 1.8% |
| Average | 0.4% | 17.6% | 25.5% | 26.8% | 28.8% | 1.1% |
| No. responses | 936 | 936 | 936 | 936 | 936 | 936 |



| | | | | | | |
|----------------------|-------|------|-------|-------|------|------|
| Your org | 50.6% | 3.5% | 22.7% | 15.2% | 2.3% | 5.6% |
| Average | 86.3% | 1.8% | 7.6% | 2.1% | 0.3% | 1.1% |
| No. responses | 940 | 940 | 940 | 940 | 940 | 940 |



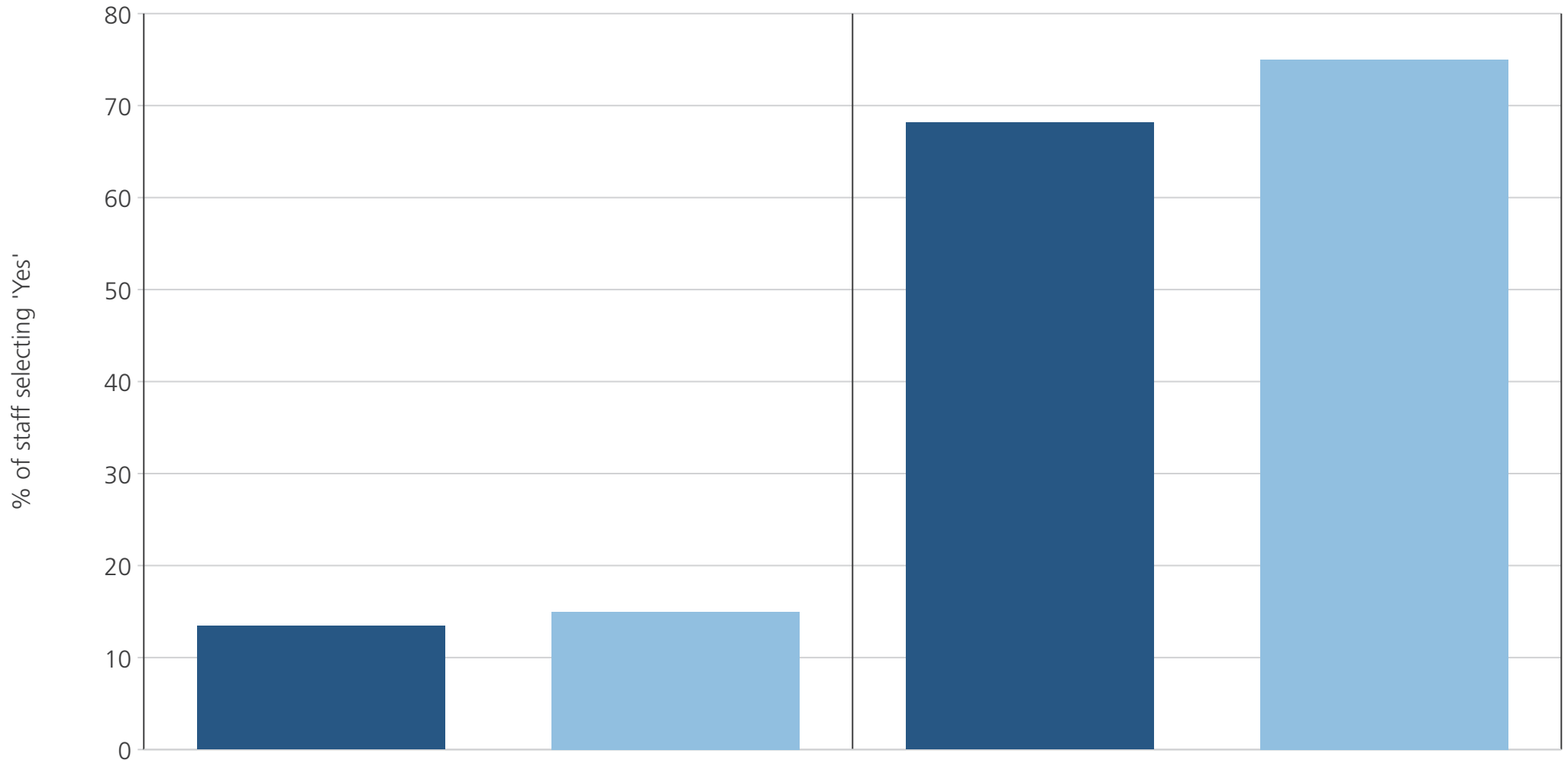
| | | | | | | |
|----------------------|-------|------|------|------|------|------|
| Your org | 87.9% | 2.0% | 0.5% | 0.4% | 0.5% | 8.7% |
| Average | 89.7% | 1.3% | 0.8% | 0.8% | 0.2% | 6.4% |
| No. responses | 947 | 947 | 947 | 947 | 947 | 947 |



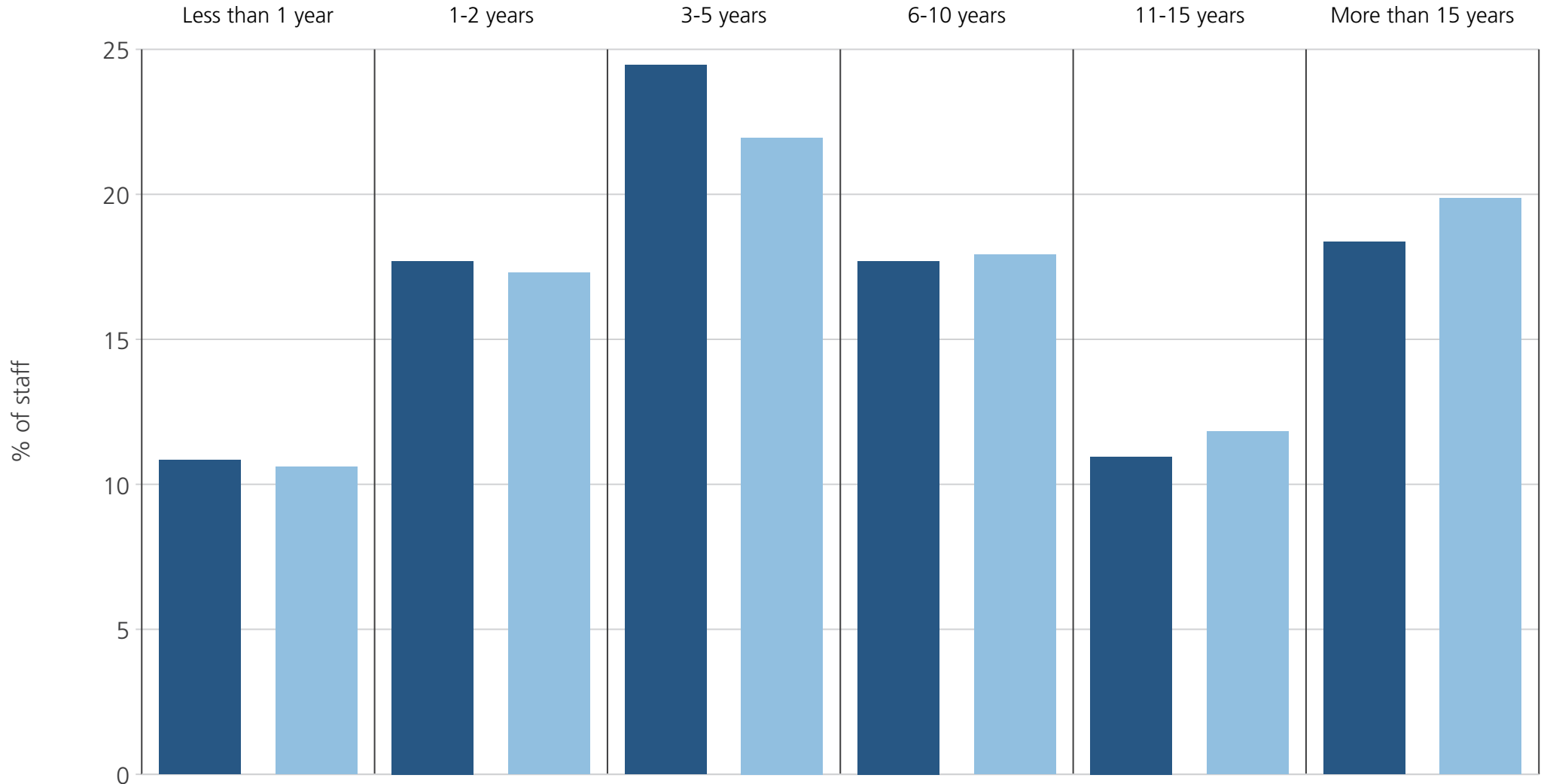
| | | | | | | | | | |
|----------------------|-------|-------|------|------|------|------|------|------|------|
| Your org | 23.4% | 48.6% | 1.4% | 6.4% | 1.3% | 6.9% | 2.3% | 1.3% | 8.5% |
| Average | 31.2% | 52.6% | 0.5% | 1.8% | 0.3% | 2.0% | 0.2% | 1.1% | 5.9% |
| No. responses | 946 | 946 | 946 | 946 | 946 | 946 | 946 | 946 | 946 |

Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

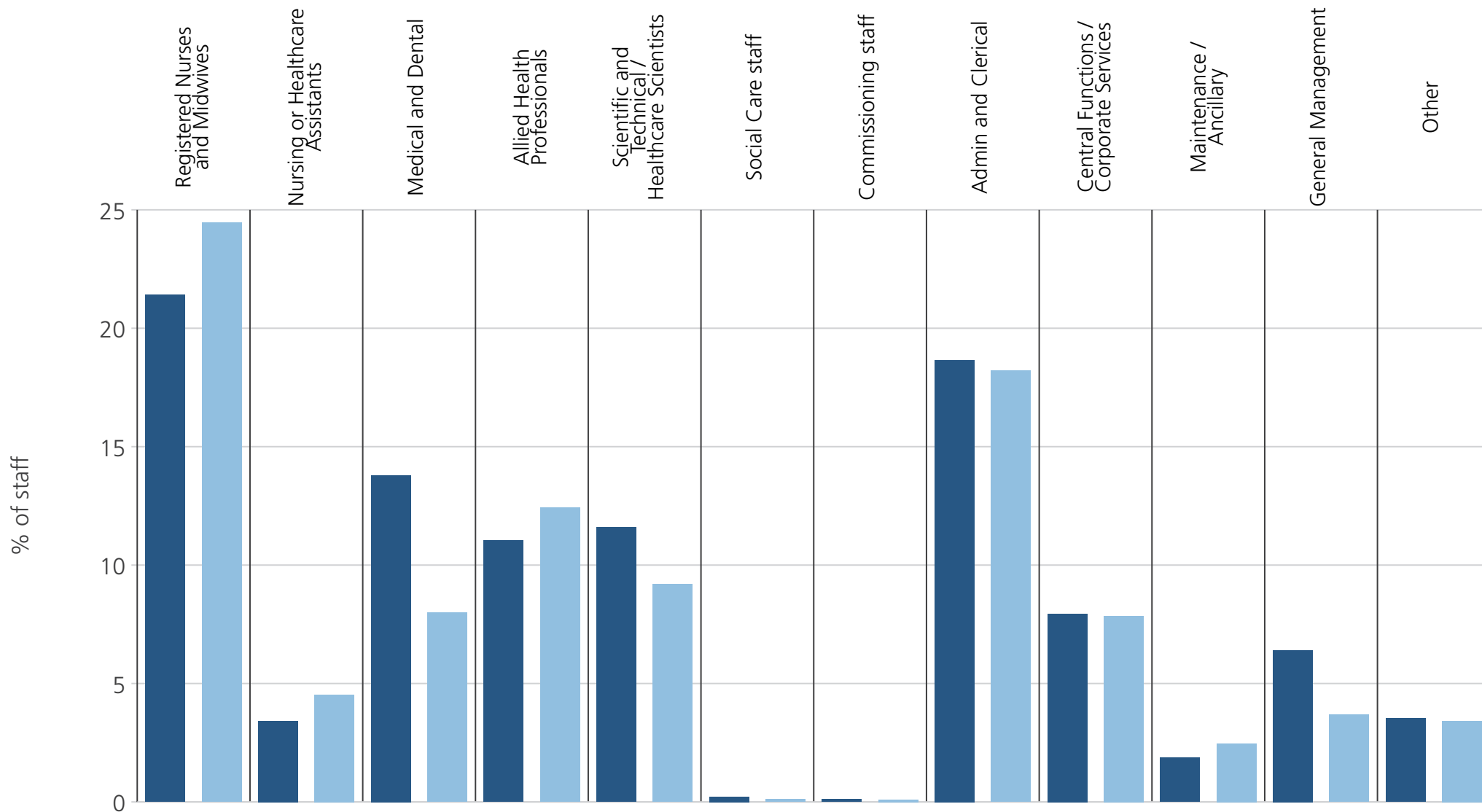
Has your employer made adequate adjustment(s) to enable you to carry out your work?



| | | |
|----------------------|-------|-------|
| Your org | 13.4% | 68.1% |
| Average | 15.0% | 75.0% |
| No. responses | 915 | 66 |

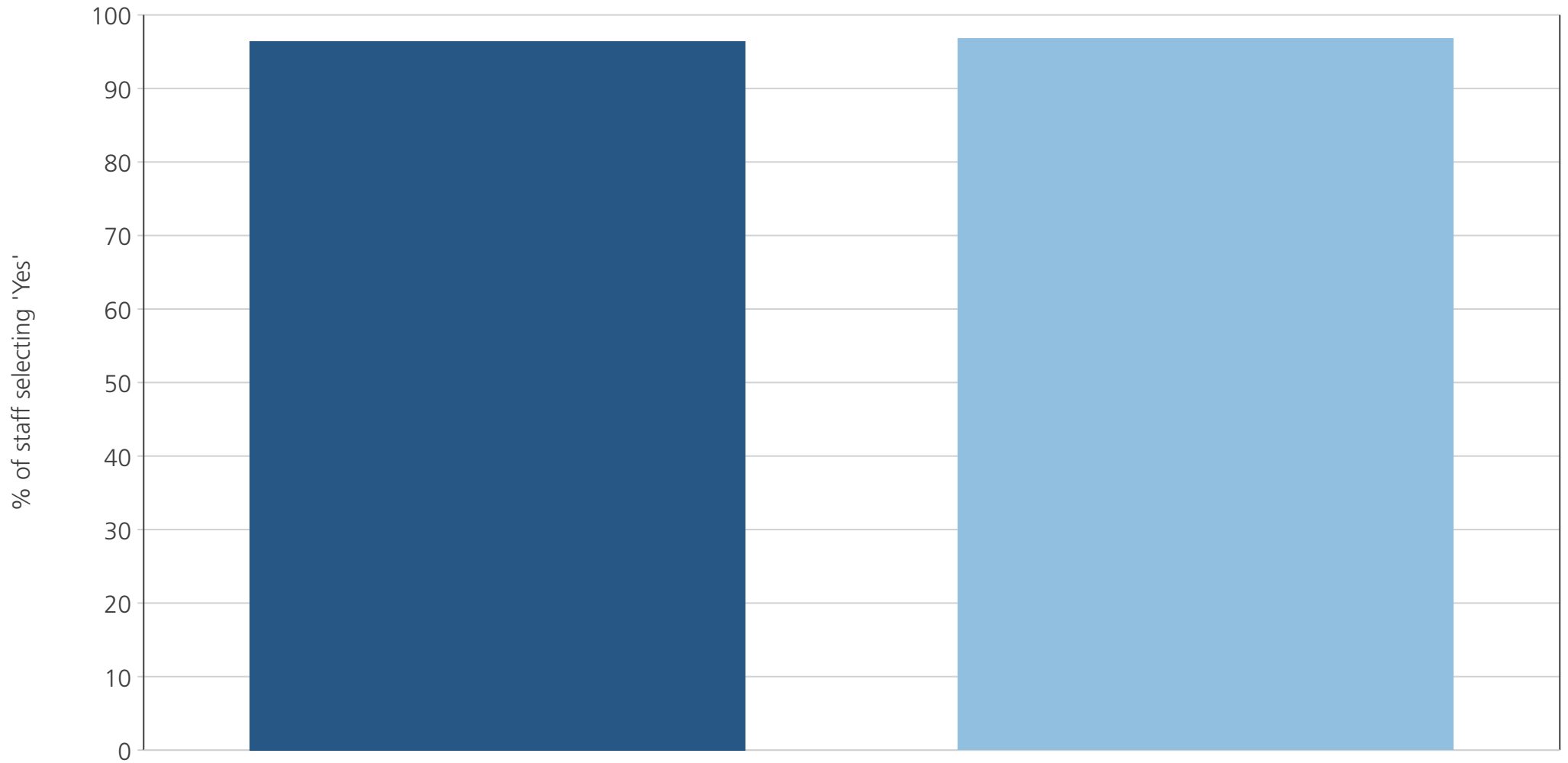


| | | | | | | |
|----------------------|-------|-------|-------|-------|-------|-------|
| Your org | 10.8% | 17.7% | 24.4% | 17.7% | 11.0% | 18.4% |
| Average | 10.6% | 17.3% | 22.0% | 17.9% | 11.8% | 19.9% |
| No. responses | 904 | 904 | 904 | 904 | 904 | 904 |

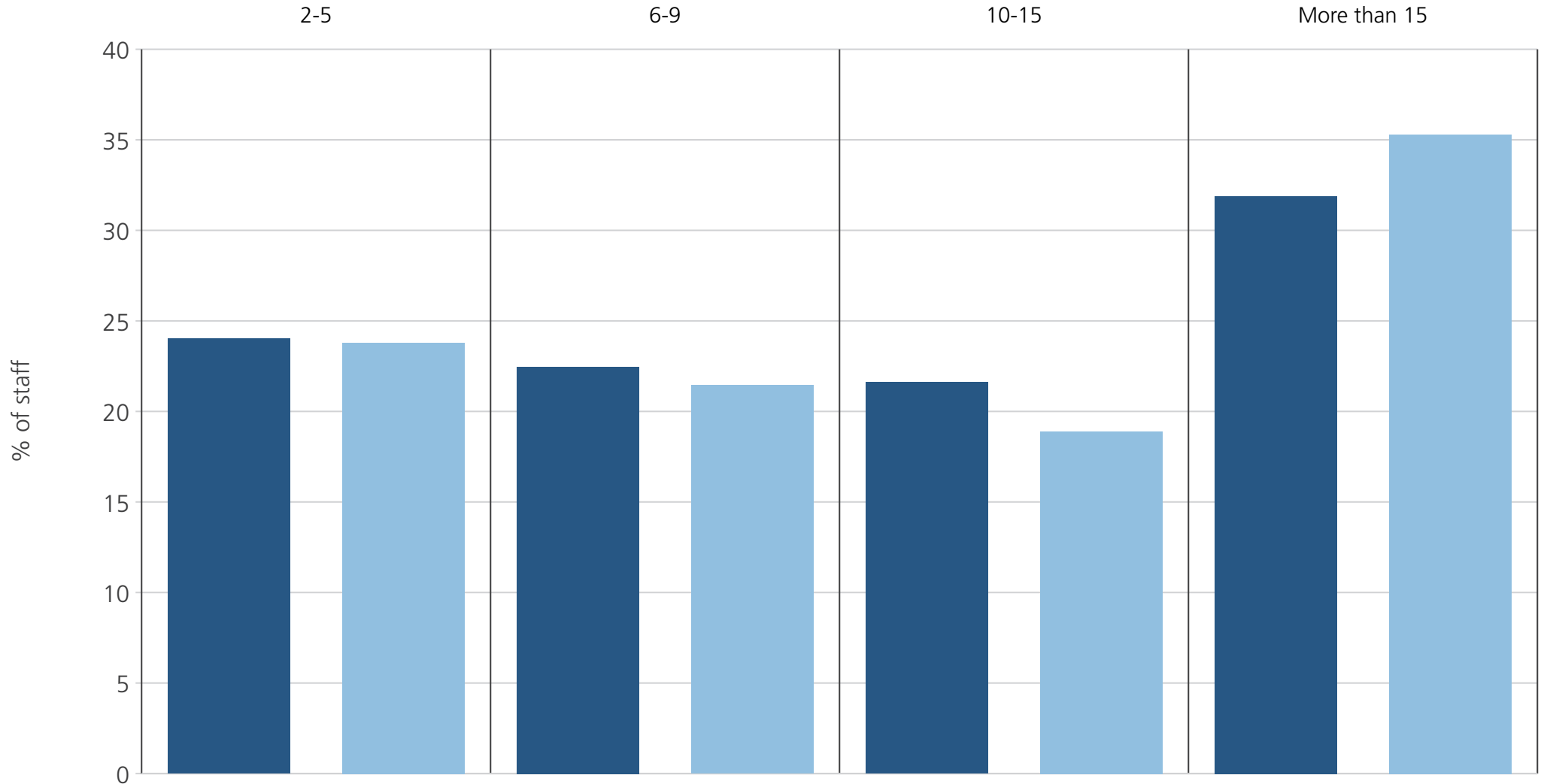


| | | | | | | | | | | | | |
|----------------------|-------|------|-------|-------|-------|------|------|-------|------|------|------|------|
| Your org | 21.4% | 3.4% | 13.8% | 11.0% | 11.6% | 0.2% | 0.1% | 18.7% | 7.9% | 1.9% | 6.4% | 3.5% |
| Average | 24.5% | 4.5% | 8.0% | 12.4% | 9.2% | 0.1% | 0.1% | 18.2% | 7.8% | 2.5% | 3.7% | 3.4% |
| No. responses | 906 | 906 | 906 | 906 | 906 | 906 | 906 | 906 | 906 | 906 | 906 | 906 |

Do you work in a team?



| | |
|----------------------|-------|
| Your org | 96.4% |
| Average | 96.8% |
| No. responses | 869 |

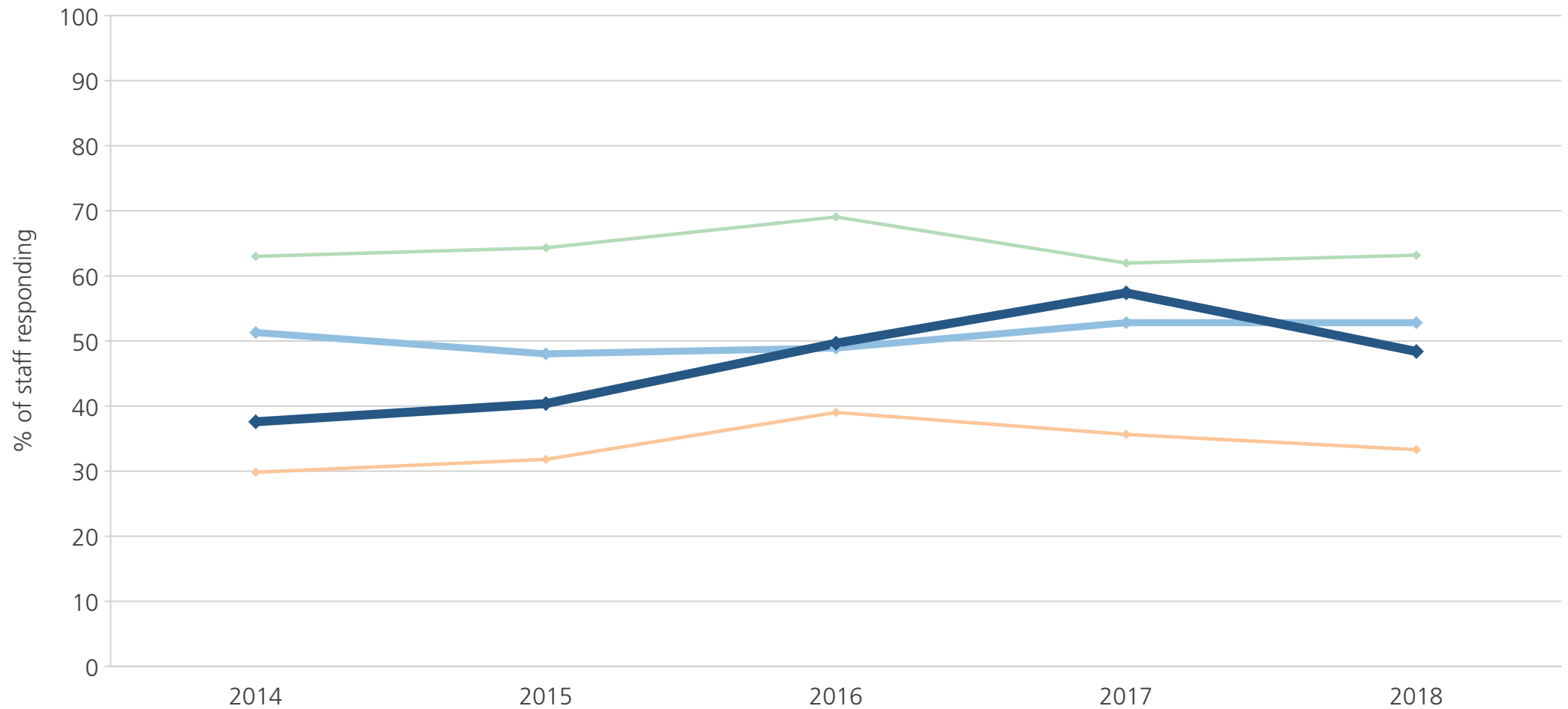


| | | | | |
|----------------------|-------|-------|-------|-------|
| Your org | 24.0% | 22.5% | 21.6% | 31.9% |
| Average | 23.8% | 21.4% | 18.9% | 35.3% |
| No. responses | 828 | 828 | 828 | 828 |

Appendices

Moorfields Eye Hospital NHS Foundation Trust
2018 NHS Staff Survey Results

Appendix A: Response rate



| | 2014 | 2015 | 2016 | 2017 | 2018 |
|-----------------|-------|-------|-------|-------|-------|
| Best | 63.0% | 64.3% | 69.1% | 62.0% | 63.2% |
| Your org | 37.6% | 40.4% | 49.7% | 57.4% | 48.4% |
| Average | 51.3% | 48.0% | 48.9% | 52.8% | 52.8% |
| Worst | 29.8% | 31.8% | 39.0% | 35.6% | 33.3% |

Appendix B: Significance testing - 2017 v 2018 theme results

The table below presents the results of significance testing conducted on this year's theme scores and those from last year*. It details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: ↑ indicates that the 2018 score is significantly higher than last year's, whereas ↓ indicates that the 2018 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

| Theme | 2017 score | 2017 respondents | 2018 score | 2018 respondents | Statistically significant change? |
|--|------------|------------------|------------|------------------|-----------------------------------|
| Equality, diversity & inclusion | 8.8 | 1088 | 8.6 | 974 | Not significant |
| Health & wellbeing | 6.4 | 1096 | 6.3 | 985 | Not significant |
| Immediate managers | 7.1 | 1104 | 7.0 | 988 | Not significant |
| Morale | | 0 | 6.2 | 956 | N/A |
| Quality of appraisals | 6.3 | 938 | 6.1 | 855 | Not significant |
| Quality of care | 8.1 | 967 | 8.0 | 885 | Not significant |
| Safe environment - Bullying & harassment | 7.9 | 1091 | 8.0 | 951 | Not significant |
| Safe environment - Violence | 9.8 | 1092 | 9.8 | 952 | Not significant |
| Safety culture | 7.1 | 1095 | 7.1 | 971 | Not significant |
| Staff engagement | 7.5 | 1124 | 7.5 | 1001 | Not significant |

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

Appendix C: Tips on using your benchmark report

The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users transitioning from the previous version of the benchmark report and those who are new to the Staff Survey.



Key changes to note

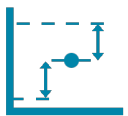
There are a number of differences in this benchmark report compared to the old style of benchmark reports, that was used prior to the 2018 survey, which are worth noting



- Key Findings have been replaced by themes. The themes cover ten areas of staff experience and present results in these areas in a clear and consistent way. All of the ten themes are scored on a 0-10 scale, where a higher score is more positive than a lower score. These theme scores are created by scoring question results and grouping these results together. **Please note that you cannot directly compare Key Finding results to theme results.**



- A key feature of the new reports is that they **provide organisations with up to 5 years of trend data** across theme **and** question results. Trend data provides a much **more reliable indication of whether the most recent results represent a change from the norm** for an organisation than comparing the most recent results to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons were drawn solely between the current and previous year.



- **Question results are now benchmarked** so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. This benchmarking has been extended to the trend data that is available so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

When analysing theme results, it is easiest to start with the **theme overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.

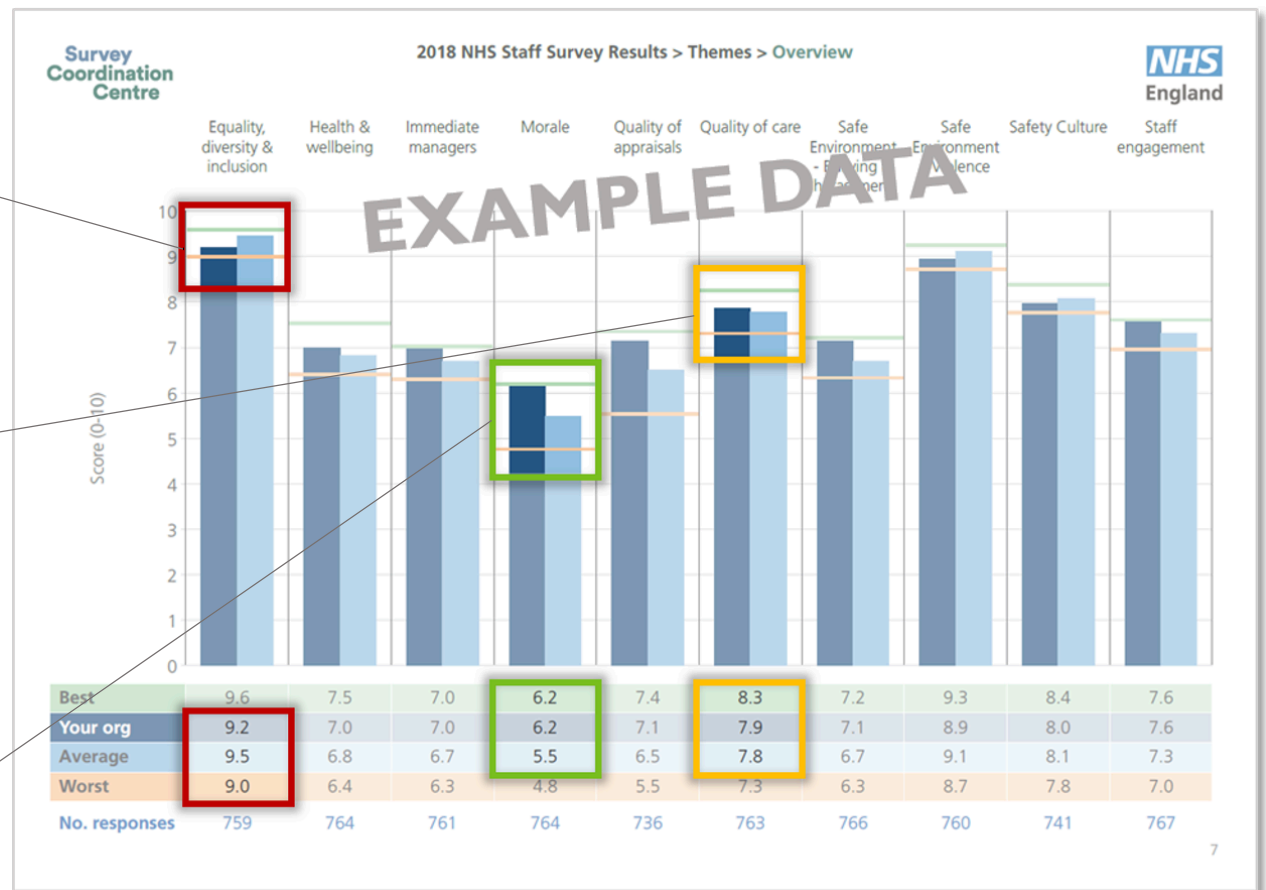
It is important to **consider each theme result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

- By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.
- It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.
- Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.

Positive outcomes

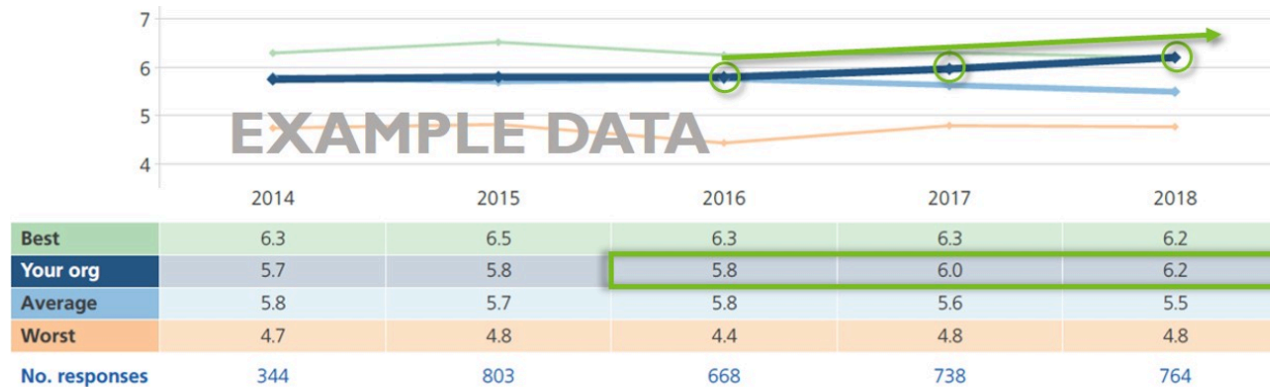
- Similarly, using the overview page it is easy to identify themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.
- Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.



Only one example is highlighted for each point

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

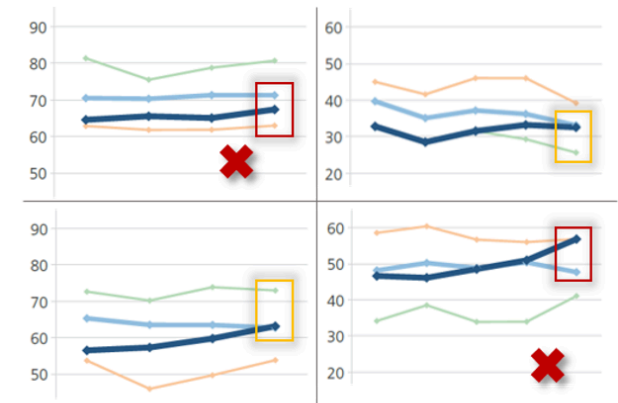


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review questions feeding into the themes

In order to understand exactly which factors are driving your organisation’s theme score, you should review the questions feeding into the theme. The **‘Detailed information’** section contains the questions contributing to each theme, grouped together, thus they can be reviewed easily without the need to search through the ‘Question results’ section. By comparing ‘Your org’ scores to the benchmarking group ‘Average’, ‘Best’ and ‘Worst’ scores for each question, the **questions which are driving your organisation’s theme results can be identified**.

For themes where results need improvement, action plans can be formulated to **focus on the areas where the organisation’s results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.



X = Negative driver, org result falls between average & worst benchmarking group result for question

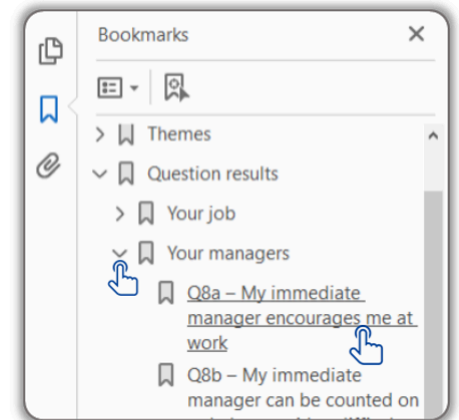
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 110 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

➤ Pre-defined questions of interest – key questions for your organisation

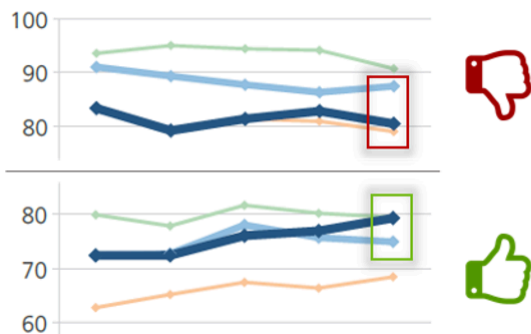
- Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can now be assessed on the backdrop of benchmark and historical trend data.
- **Note:** The bookmarks bar allows for easy navigation through the report, allowing subsections of the report to be folded, for quick access to questions through hyperlinks.

Use the bookmarks bar to navigate directly to questions of interest



➤ Identifying questions of interest based on the results in this report

The methods recommended to review your theme results can also be applied to pick out question level results of interest. However, **unlike themes where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).





- **To identify areas of concern:** look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.
- **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.




Appendix D: Additional reporting outputs

Below are links to other key reporting outputs which complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.


Supporting documents

-  **Basic Guide:** Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.
-  **Technical Document:** Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, theme/KF calculations, historical comparability of organisations and questions in the survey.

Other local results

-  **Key Finding results spreadsheet:** Response rate & KF results for every organisation (2017 & 2018). The results are compared and the difference between years is tested for statistical significance.
-  **Local Breakdowns:** Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.
-  **Directorate Reports:** Reports containing theme results split by directorate (locality) for Moorfields Eye Hospital NHS Foundation Trust.

National results

-  **National Trend Data** and **National Breakdowns:** Dashboards containing national results – data available for five years where possible.