



Chart 1 — Ratings for acute services / acute trust

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency care Services	Requires improvement ↔ Mar 2020	Good ↔ Mar 2020	Good ↔ Mar 2020	Requires improvement ↔ Mar 2020	Good ↔ Mar 2020	Requires improvement ↔ Mar 2020
Medical Care ( Including older peoples care)	Requires improvement ↓ Mar 2020	Requires improvement ↓ Mar 2020	Requires improvement ↓ Mar 2020	Inadequate ↓ Mar 2020	Inadequate ↓ Mar 2020	Inadequate ↓ Mar 2020
Surgery	Requires improvement ↔ Mar 2020	Good ↔ Mar 2020	Good ↔ Mar 2020	Requires improvement ↔ Mar 2020	Requires improvement ↔ Mar 2020	Requires improvement ↔ Mar 2020
Critical Care	Good ↑ Mar 2020	Good ↔ Mar 2020	Outstanding ↑ Mar 2020	Good ↑ Mar 2020	Outstanding ↑↑ Mar 2020	Outstanding ↑↑ Mar 2020
Maternity and Gynaecology	Good Mar 2017	Good Mar 2017	Outstanding Mar 2017	Good Mar 2017	Good Mar 2017	Good Mar 2017
Services for Children and Young People	Requires improvement ↔ Mar 2020	Requires improvement ↓ Mar 2020	Good ↔ Mar 2020	Requires improvement ↓ Mar 2020	Good ↔ Mar 2020	Requires improvement ↓ Mar 2020
End of Life Care	Good ↔ Mar 2020	Good ↔ Mar 2020	Good ↔ Mar 2020	Good ↑ Mar 2020	Good ↑ Mar 2020	Good ↑ Mar 2020
Outpatients	Good Jul 2018	N/A	Good Jul 2018	Requires improvement Jul 2018	Requires improvement Jul 2018	Requires improvement Jul 2018
Diagnostic Imaging	Requires improvement Jul 2018	N/A	Good Jul 2018	Requires improvement Jul 2018	Requires improvement Jul 2018	Requires improvement Jul 2018
Overall trust	Requires improvement ↔ Mar 2020	Requires improvement ↓ Mar 2020	Good ↔ Mar 2020	Requires improvement ↔ Mar 2020	Requires improvement ↔ Mar 2020	Requires improvement ↔ Mar 2020

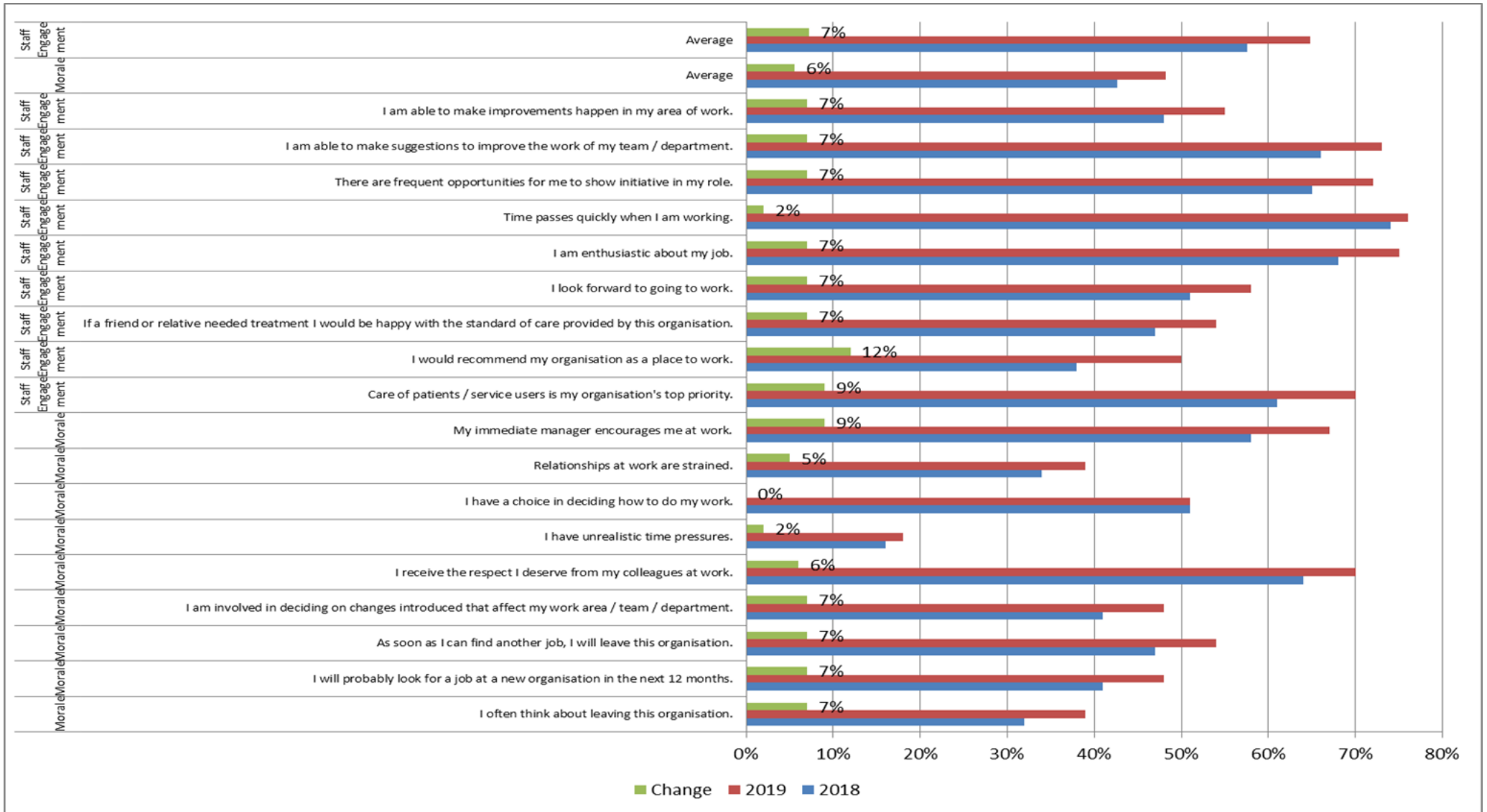
Chart 2 — Overall rating for Medway Foundation Trust



### Chart 3 — Staff survey responses

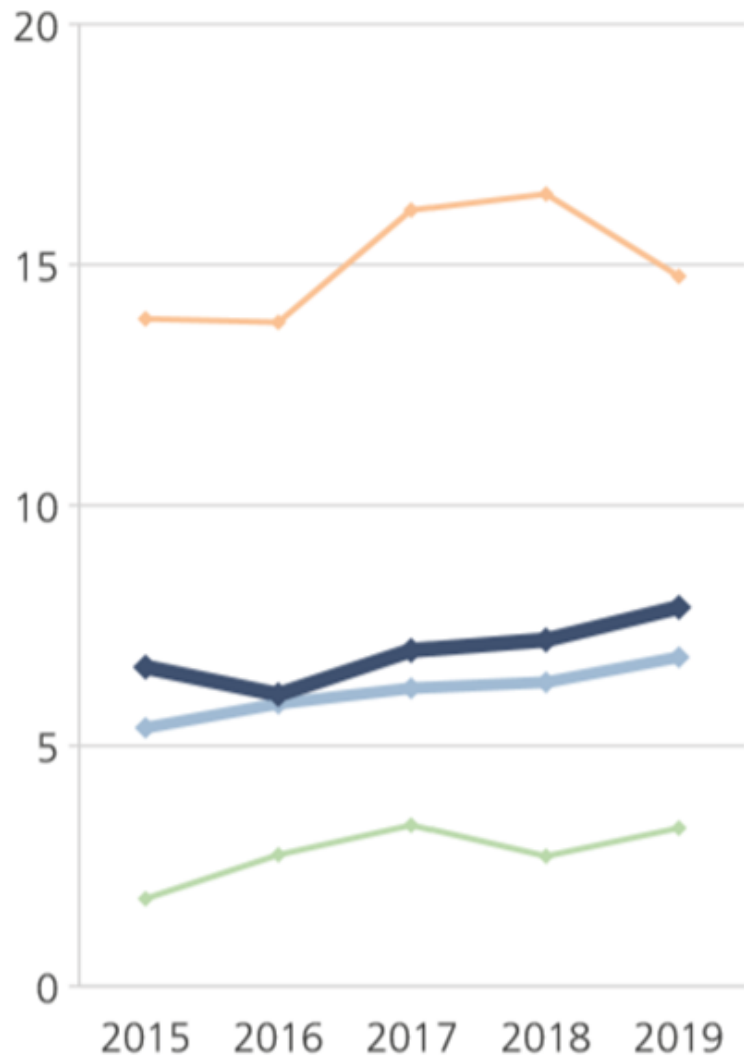
Theme	2018 score	2018 respondents	2019 score	2019 respondents	Statistically significant change?
Equality, diversity & inclusion	8.8	1573	8.9	1792	Not significant
Health & wellbeing	5.3	1591	5.6	1809	↑
Immediate managers	6.2	1596	6.6	1810	↑
Morale	5.4	1584	5.8	1789	↑
Quality of appraisals	5.5	1248	5.7	1518	Not significant
Quality of care	7.0	1342	7.4	1580	↑
Safe environment - Bullying & harassment	7.4	1584	7.8	1797	↑
Safe environment - Violence	9.4	1581	9.4	1788	Not significant
Safety culture	6.1	1577	6.4	1800	↑
Staff engagement	6.4	1609	6.8	1821	↑
Team working	6.1	1573	6.6	1799	↑

# Chart 4 — Staff survey responses



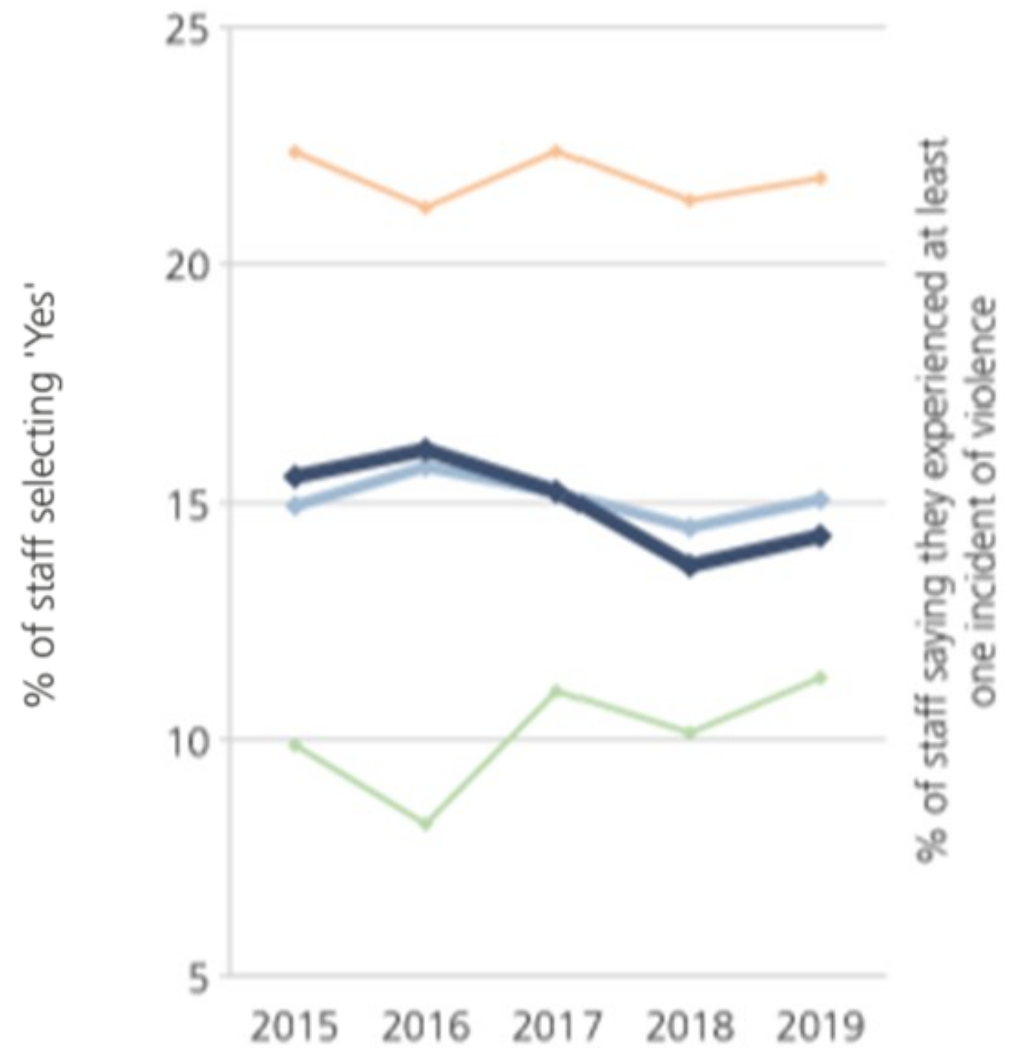
**Chart 5 — Discrimination at work**

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



**Chart 6 — Physical violence at work**

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?



# Chart 7 — Friends and Family Test survey results

