

London Ambulance Service NHS Trust

**NHS Staff Survey Benchmark report 2023**



<b>Introduction</b>	<b>3</b>	<b>Questions not linked to the People Promise elements or themes</b>	<b>90</b>
<u>Organisation details</u>	<u>8</u>		
<b>People Promise element, theme and sub-score results</b>	<b>10</b>	<b>Workforce Equality Standards</b>	<b>103</b>
<u>Overview</u>	<u>11</u>	<u>Workforce Race Equality Standards (WRES)</u>	<u>106</u>
<u>Sub-score overview</u>	<u>13</u>	<u>Workforce Disability Equality Standards (WDES)</u>	<u>113</u>
<u>Trends</u>	<u>17</u>		
<u>We are compassionate and inclusive</u>	<u>18</u>	<b>About your respondents</b>	<b>121</b>
<u>We are recognised and rewarded</u>	<u>21</u>		
<u>We each have a voice that counts</u>	<u>22</u>	<b>Appendices</b>	<b>135</b>
<u>We are safe and healthy</u>	<u>24</u>	<u>A – Response rate</u>	<u>136</u>
<u>We are always learning</u>	<u>26</u>	<u>B – Significance testing (2022 v 2023) People Promise and theme results</u>	<u>138</u>
<u>We work flexibly</u>	<u>28</u>	<u>C – Tips on using your benchmark report</u>	<u>140</u>
<u>We are a team</u>	<u>30</u>	<u>D – Additional reporting outputs</u>	<u>145</u>
<u>Staff Engagement</u>	<u>32</u>		
<u>Morale</u>	<u>34</u>		
<b>People Promise element, theme and sub-score results – detailed information</b>	<b>36</b>		
<u>We are compassionate and inclusive</u>	<u>36</u>		
<u>We are recognised and rewarded</u>	<u>45</u>		
<u>We each have a voice that counts</u>	<u>48</u>		
<u>We are safe and healthy</u>	<u>54</u>		
<u>We are always learning</u>	<u>66</u>		
<u>We work flexibly</u>	<u>71</u>		
<u>We are a team</u>	<u>74</u>		
<u>Staff Engagement</u>	<u>80</u>		
<u>Morale</u>	<u>84</u>		

# Introduction

## About this report

This benchmark report for London Ambulance Service NHS Trust contains results for the 2023 NHS Staff Survey, and historical results back to 2019 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

Results for Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34a-b and Q35 are not weighted or benchmarked because these questions ask for demographic or factual information.

Note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d were not reported at publication due to an issue with the data. This issue also affected q14a-d, which were reported. Corrected data for these measures are now included within this report. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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

## How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the People Promise. This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:



In support of this, the results of the NHS Staff Survey are measured against the seven People Promise elements and against two of the themes reported in previous years (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub scores are related and mapped to individual survey questions.

\* The data included in this report are weighted to the national benchmarking groups. The figures in this report may be different to the figures produced by your contractor. Please see Appendix C for a note on the revision to 2019 historical benchmarking for Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trust benchmarking groups.

# People Promise elements, themes and sub-scores

People Promise elements	Sub-scores	Questions
We are compassionate and inclusive	Compassionate culture	Q6a, Q25a, Q25b, Q25c, Q25d
	Compassionate leadership	Q9f, Q9g, Q9h, Q9i
	Diversity and equality	Q15, Q16a, Q16b, Q21
	Inclusion	Q7h, Q7i, Q8b, Q8c
We are recognised and rewarded	No sub-score	Q4a, Q4b, Q4c, Q8d, Q9e
We each have a voice that counts	Autonomy and control	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b
	Raising concerns	Q20a, Q20b, Q25e, Q25f
We are safe and healthy	Health and safety climate	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d
	Burnout	Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g
	Negative experiences	Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c
	Other questions [Not scored]	Q17a*, Q17b*, Q22*      *Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.
We are always learning	Development	Q24a, Q24b, Q24c, Q24d, Q24e
	Appraisals	Q23a*, Q23b, Q23c, Q23d      *Q23a is a filter question and therefore influences the sub-score without being a directly scored question.
We work flexibly	Support for work-life balance	Q6b, Q6c, Q6d
	Flexible working	Q4d
We are a team	Team working	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a
	Line management	Q9a, Q9b, Q9c, Q9d
Themes	Sub-scores	Questions
Staff Engagement	Motivation	Q2a, Q2b, Q2c
	Involvement	Q3c, Q3d, Q3f
	Advocacy	Q25a, Q25c, Q25d
Morale	Thinking about leaving	Q26a, Q26b, Q26c
	Work pressure	Q3g, Q3h, Q3i
	Stressors	Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Questions not linked to the People Promise elements or themes

## Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, themes and sub-scores, as well as features of the charts used throughout.

## Organisation details

This slide contains **key information** about the NHS organisations participating in this survey and details for your own organisation, such as response rate.

## People Promise elements, themes and sub-scores: Overview

This section provides a high-level **overview** of the results for the seven elements of the People Promise and the two themes, followed by the results for each of the **sub-scores** that feed into these measures.

## People Promise elements, themes and sub-scores: Trends

This section provides trend results for the seven elements of the People Promise and the two themes, followed by the trend results for each of the sub-scores that feed into these measures.

**All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.** For example, the Burnout sub-score, a higher score (closer to 10) means a lower proportion of staff are experiencing burnout from their work. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Your organisation results are benchmarked against the benchmarking group average, the best scoring organisation and the worst scoring organisation. These charts are reported as percentages. The meaning of the value is outlined along the y axis. The questions that feed into each sub-score are detailed on slide 5.



Note: where there are fewer than 10 responses for a question, this data is not shown to protect the confidentiality of staff and reliability of results.

Note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d were not reported at publication due to an issue with the data. This issue also affected q14a-d, which were reported. Corrected data for these measures are now included within this report.

Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details

## People Promise elements, themes and sub-scores: Questions

This section provides trend results for **questions**. The questions are presented in sections for each of the People Promise elements and themes. Not all questions reported within the section for a People Promise element or theme feed into the score and sub-scores for that element or theme. The first slide in the section for each People Promise element or theme lists which of the questions that are included in the section feed into the score and sub-scores, and which do not.

## Questions not linked to People Promise

Results for the questions that are not related to any People Promise element or theme and do not contribute to the scores and sub-scores are included in this section.

## Workforce Equality Standards

This section shows that data required for the indicators used in the **Workforce Race Equality Standard (WRES)** and the **Workforce Disability Equality Standard (WDES)**.

## About your respondents

This section provides details of the staff responding to the survey, including their **demographic and other classification questions**.

## Appendices

Here you will find:

- Response rate.
- Significance testing of the People Promise element and theme results for 2022 vs 2023.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## Key features

Note this is example data

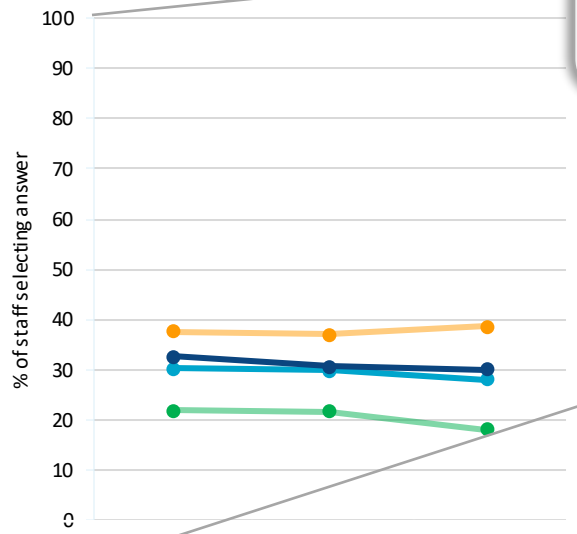
Question number and text (or summary measure) specified at the top of each slide.

Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores 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 a better or worse result.

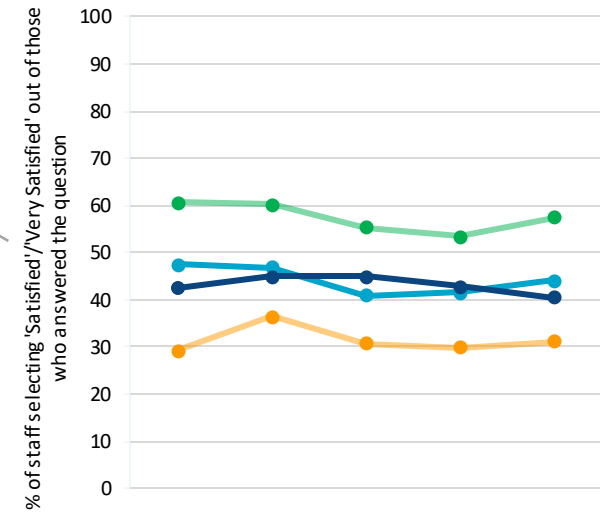
'Best result', 'Average result', and 'Worst result' refer to the **benchmarking group's** best, average and worst results.

**Number of responses** for the organisation for the given question.



	2021	2022	2023
Your org	32.6%	30.6%	30.0%
Best result	21.8%	21.7%	18.0%
Average result	30.2%	29.8%	28.1%
Worst result	37.6%	36.9%	38.5%
Responses	480	500	515

Q4b How satisfied are you with each of the following aspects of your job?



	2019	2020	2021	2022	2023
Your org	42.3%	45.0%	44.9%	42.8%	40.4%
Best result	60.6%	60.3%	55.3%	53.5%	57.4%
Average result	47.5%	46.9%	41.0%	41.5%	44.0%
Worst result	29.2%	36.5%	30.6%	29.9%	31.2%
Responses	835	1255	1491	1325	517

Tips on how to read, interpret and use the data are included in the Appendices

Note: Charts will only display data for the years where an organisation has data. For example, an organisation with three years of trend data will see charts such as q4b with data only in the 2021, 2022 and 2023 portions of the chart and table.

## Organisation details



London Ambulance Service NHS Trust

## 2023 NHS Staff Survey



### Organisation details

Completed questionnaires **5196**

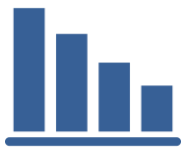
2023 response rate **68%**

### Survey details

Survey mode **Online**

◀ This organisation is benchmarked against:

Ambulance Trusts



### 2023 benchmarking group details

Organisations in group: 11

Median response rate: 52%

No. of completed questionnaires: 29119

For more information on benchmarking group definitions please see the [Technical document](#).



## People Promise elements, themes and sub-score results

## People Promise elements, themes and sub-scores: Overview

# People Promise elements and themes: Overview

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



We are compassionate and inclusive

We are recognised and rewarded

We each have a voice that counts

We are safe and healthy

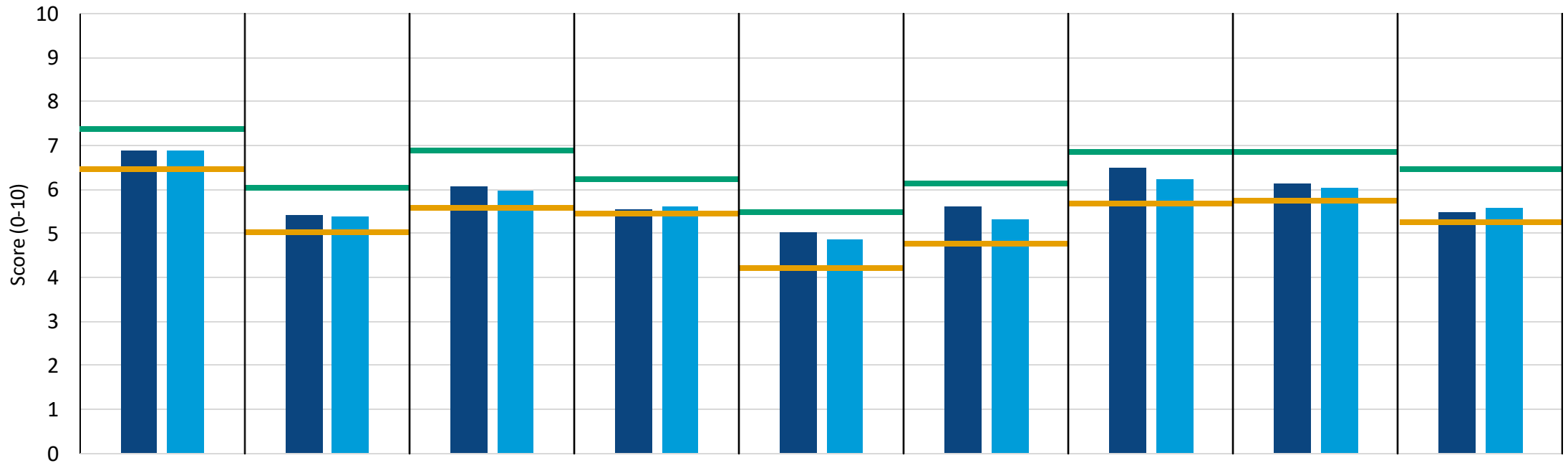
We are always learning

We work flexibly

We are a team

Staff Engagement

Morale



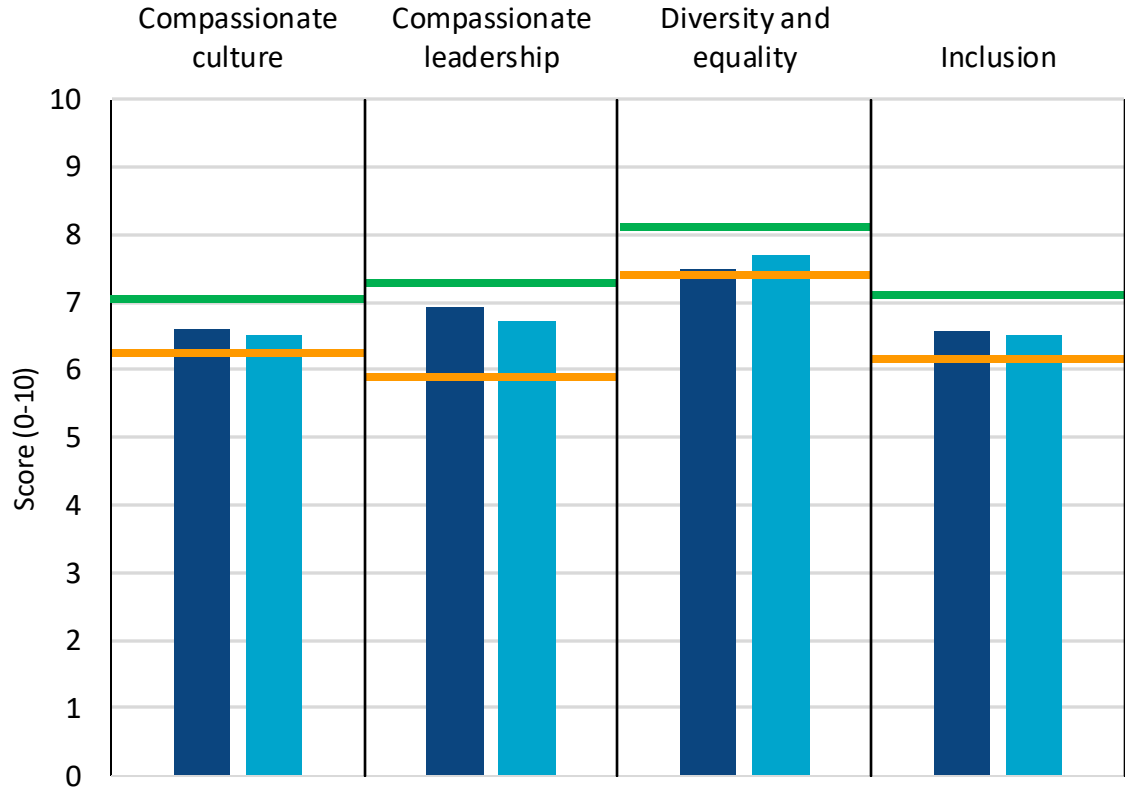
Your org	6.90	5.41	6.07	5.55	5.03	5.61	6.49	6.15	5.48
Best result	7.39	6.03	6.87	6.23	5.47	6.15	6.85	6.84	6.46
Average result	6.90	5.39	5.99	5.62	4.87	5.32	6.22	6.03	5.57
Worst result	6.46	5.02	5.60	5.46	4.20	4.77	5.69	5.75	5.27
Responses	5184	5172	5144	4453	4517	5142	5177	5180	5184

Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

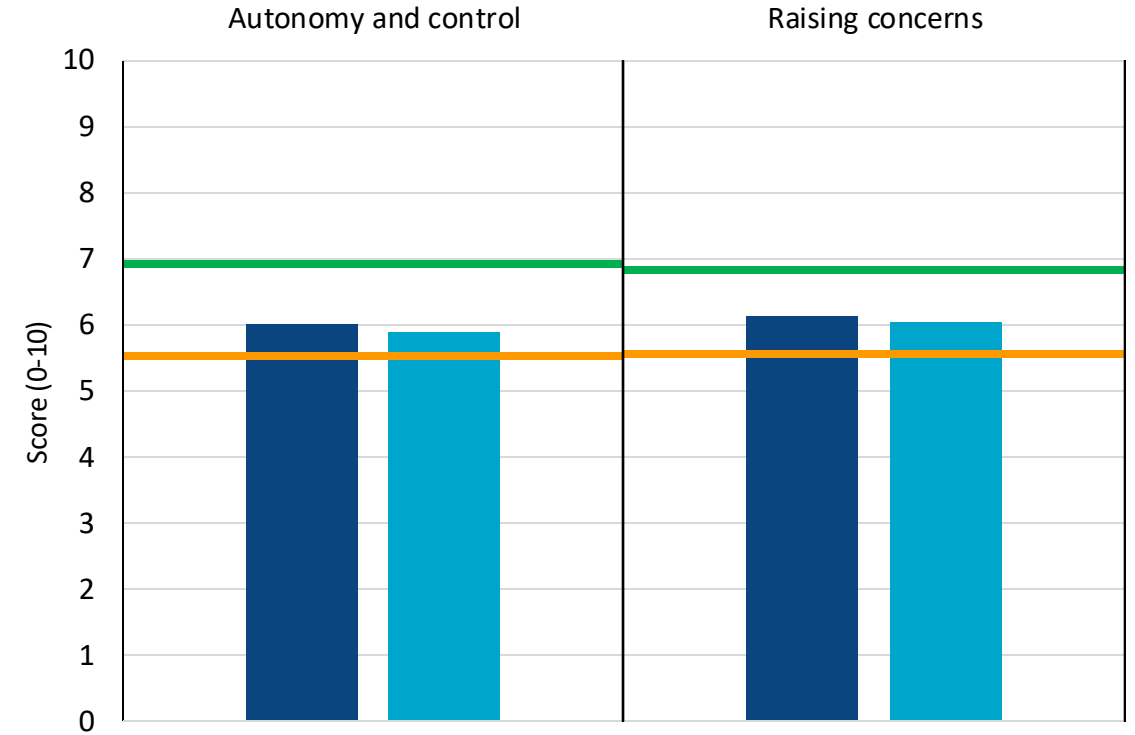
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



## Promise element 3: We each have a voice that counts



Your org	6.61	6.91	7.50	6.58
Best result	7.05	7.29	8.12	7.10
Average result	6.51	6.71	7.70	6.52
Worst result	6.25	5.90	7.39	6.16
Responses	5172	5180	5182	5171

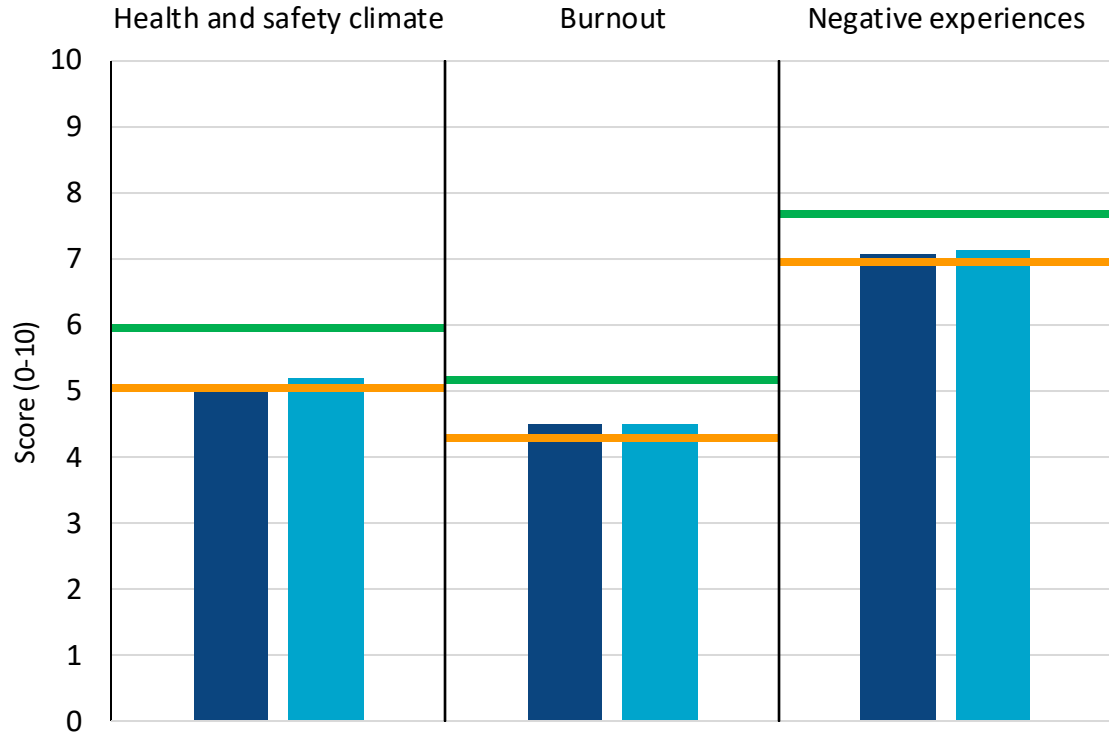
Your org	6.00	6.14
Best result	6.91	6.84
Average result	5.90	6.03
Worst result	5.54	5.55
Responses	5181	5154

Note: People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.

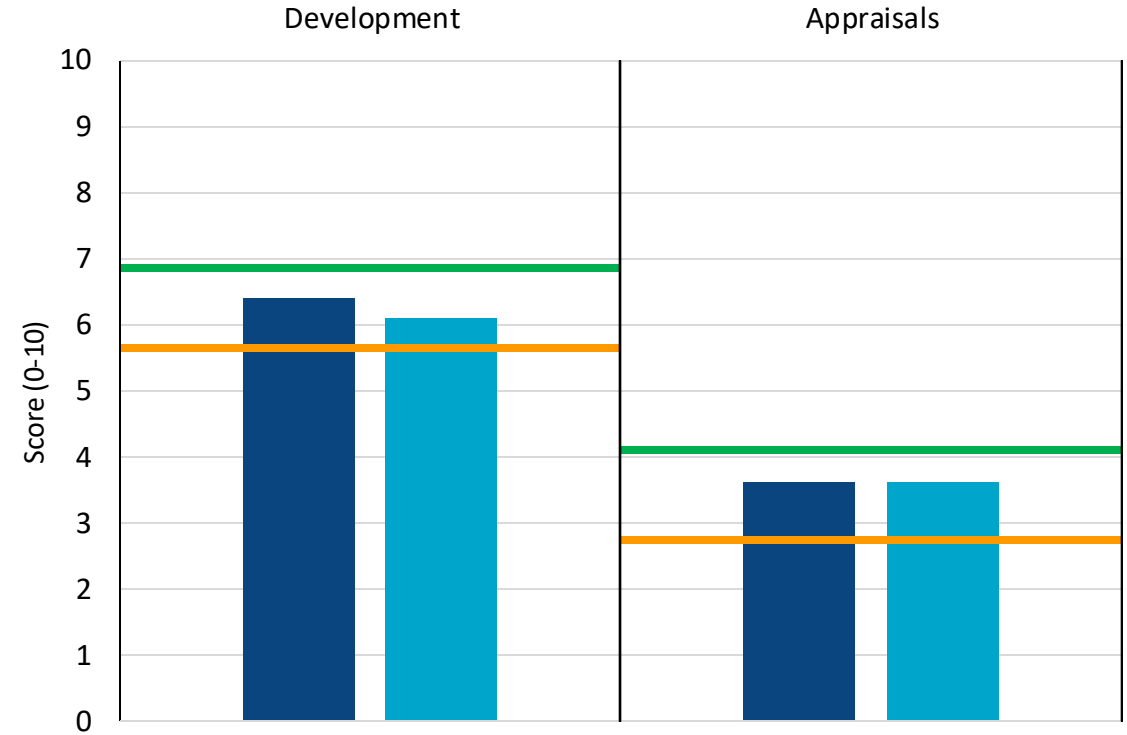
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.07	4.49	7.05
Best result	5.96	5.15	7.68
Average result	5.20	4.49	7.12
Worst result	5.04	4.28	6.96
Responses	4485	5186	4465

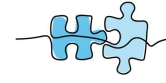
Your org	6.42	3.62
Best result	6.87	4.09
Average result	6.11	3.62
Worst result	5.65	2.73
Responses	5172	4520

Note: 2023 results for 'We are safe and healthy' and two of its sub-scores ('Health and safety climate' and 'Negative experiences') are now reported using corrected data. Please see <https://www.nhssurveys.com/survey-documents/> for more details.

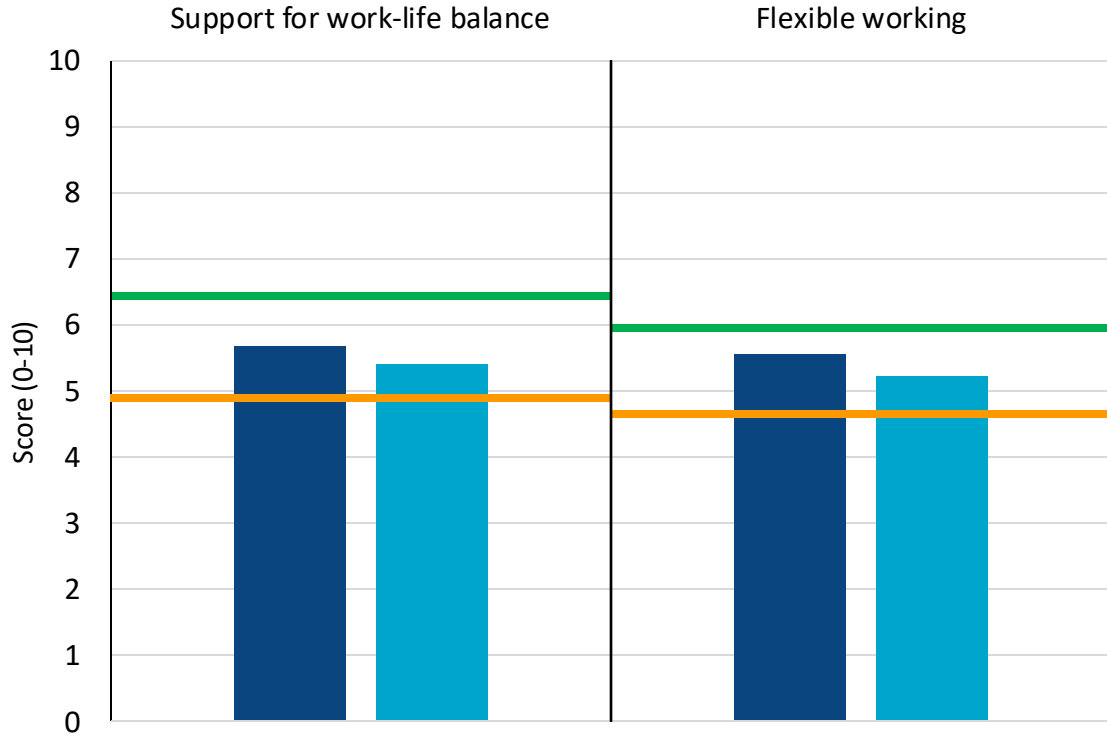
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



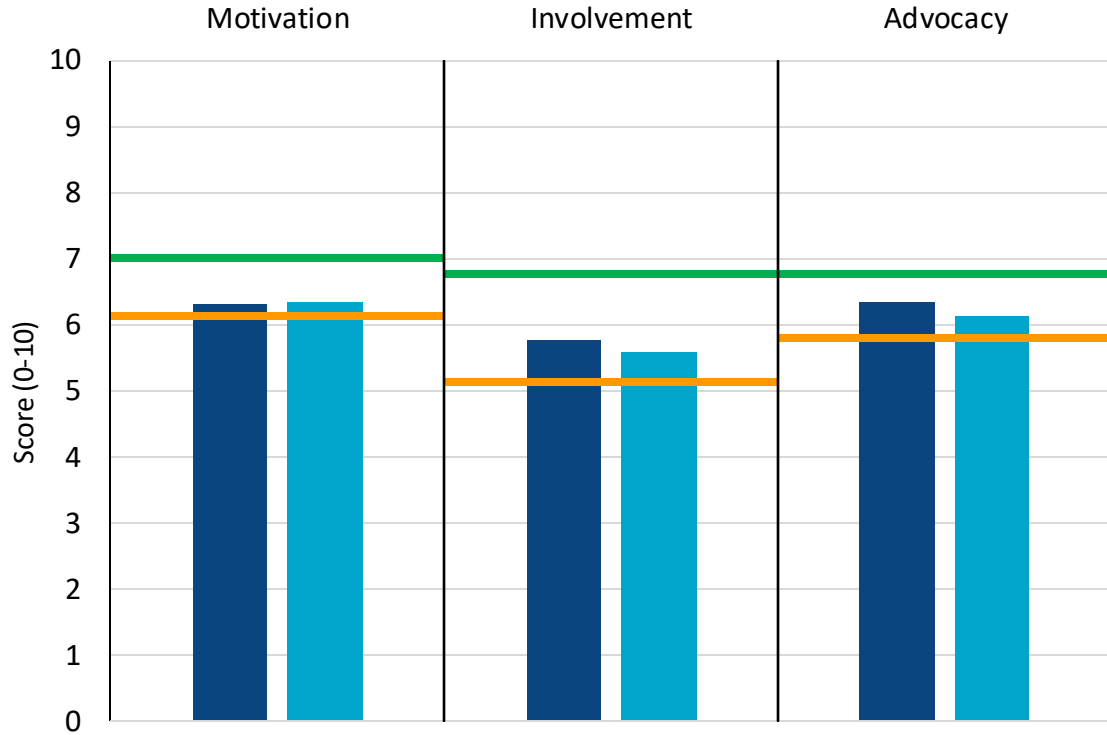
Your org	5.68	5.55
Best result	6.45	5.95
Average result	5.40	5.24
Worst result	4.88	4.66
Responses	5178	5151



Your org	6.37	6.62
Best result	6.79	6.92
Average result	6.06	6.30
Worst result	5.76	5.62
Responses	5178	5183

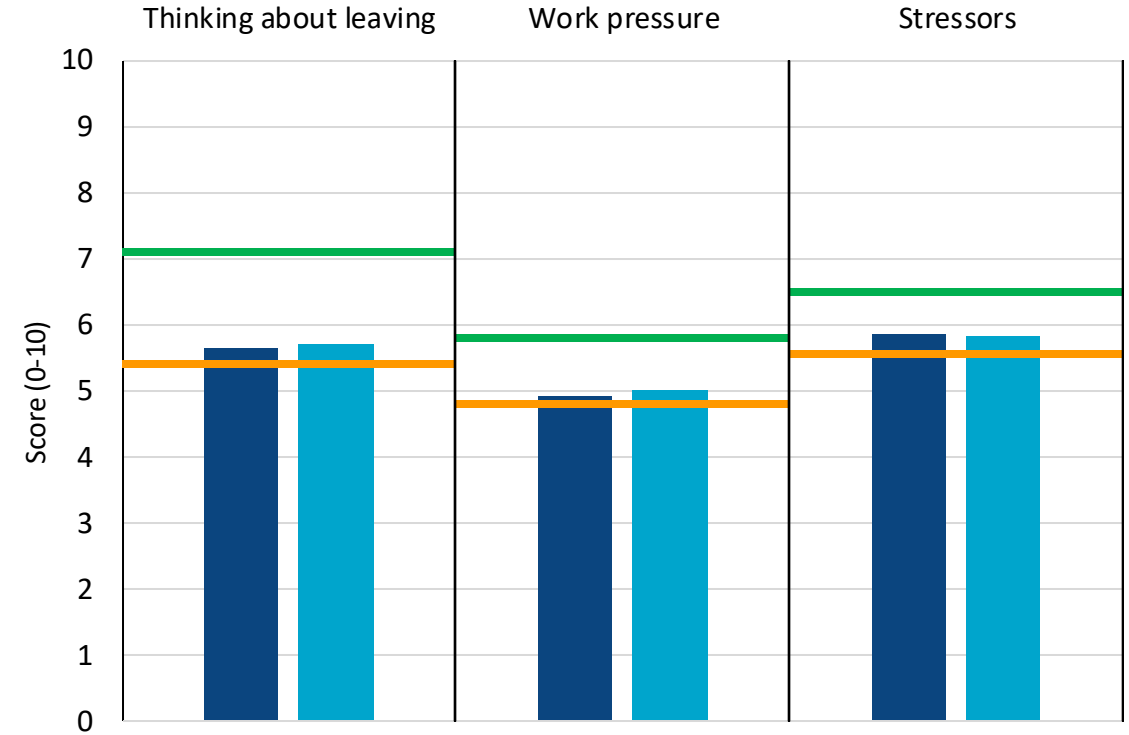
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## Theme: Staff engagement



Your org	6.32	5.77	6.35
Best result	7.00	6.77	6.76
Average result	6.34	5.59	6.13
Worst result	6.13	5.14	5.80
Responses	5145	5182	5172

## Theme: Morale




Your org	5.63	4.93	5.87
Best result	7.11	5.78	6.49
Average result	5.71	5.01	5.84
Worst result	5.41	4.80	5.56
Responses	5183	5182	5174

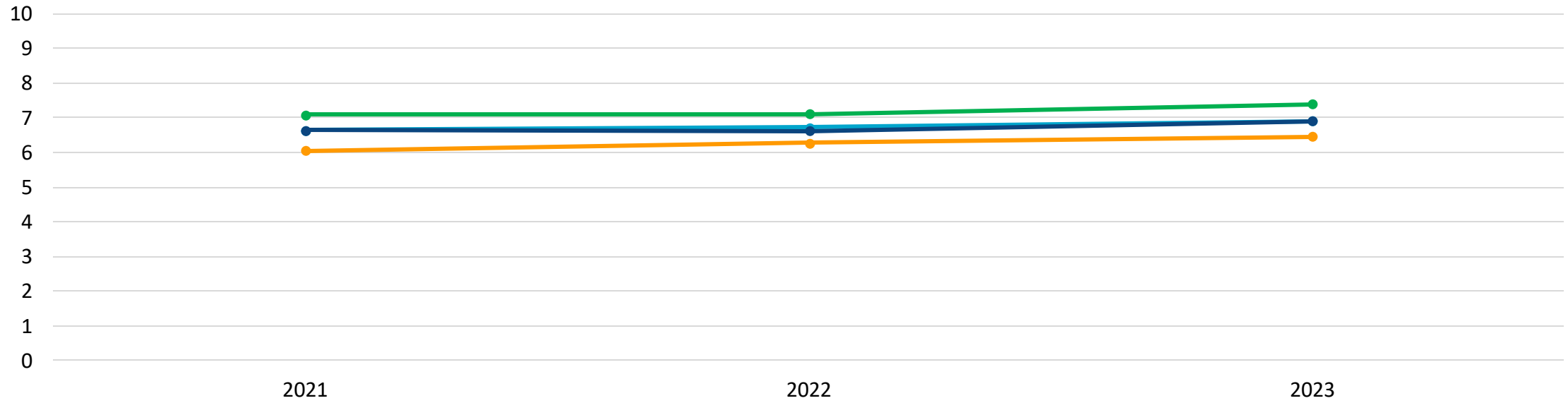


## People Promise elements, themes and sub-scores: Trends

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

 **Promise element 1: We are compassionate and inclusive**

## We are compassionate and inclusive

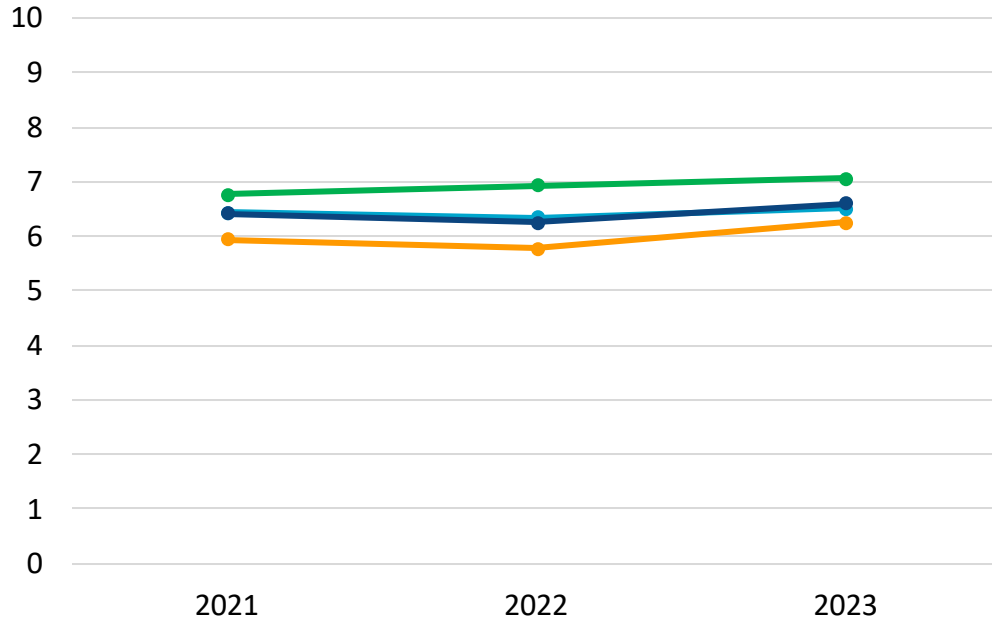


	2021	2022	2023
<b>Your org</b>	6.64	6.63	6.90
<b>Best result</b>	7.09	7.12	7.39
<b>Average result</b>	6.64	6.73	6.90
<b>Worst result</b>	6.06	6.28	6.46
Responses	3996	4390	5184

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

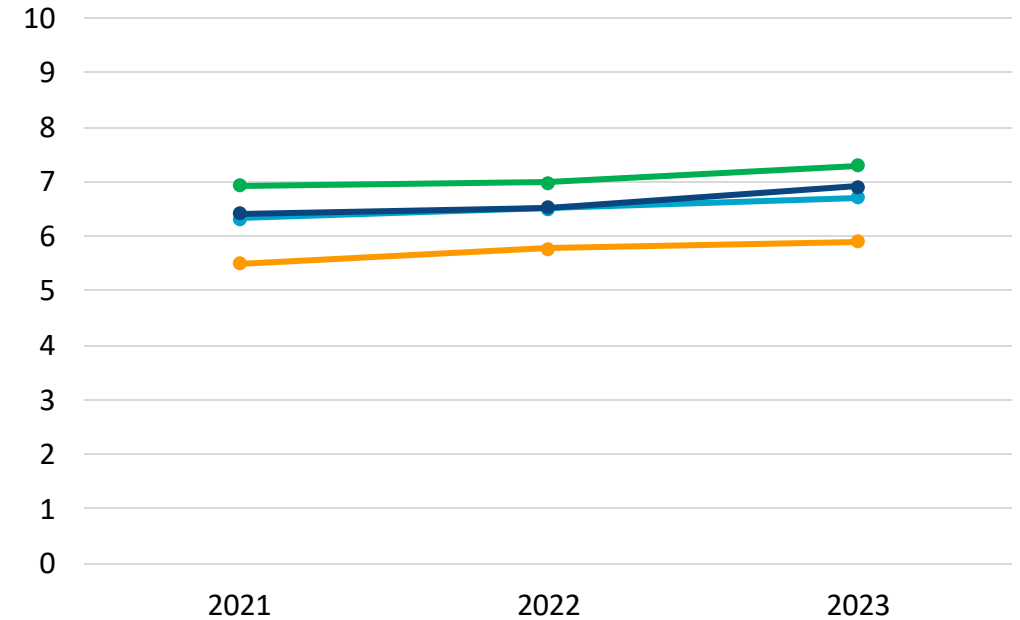
## Promise element 1: We are compassionate and inclusive (1)

Compassionate culture



	2021	2022	2023
Your org	6.42	6.25	6.61
Best result	6.77	6.92	7.05
Average result	6.44	6.35	6.51
Worst result	5.94	5.77	6.25
Responses	3974	4384	5172

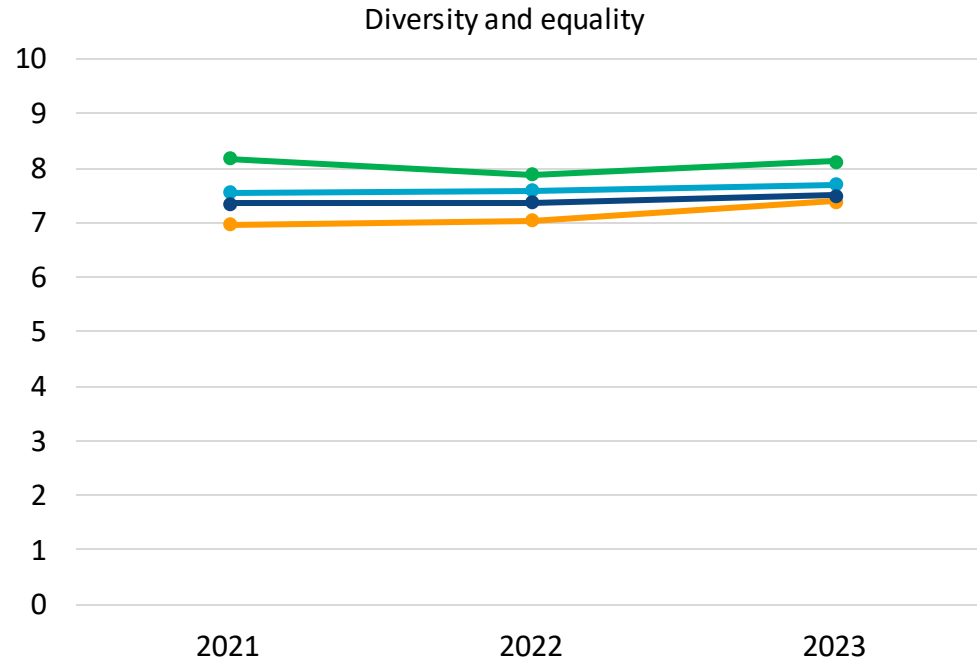
Compassionate leadership



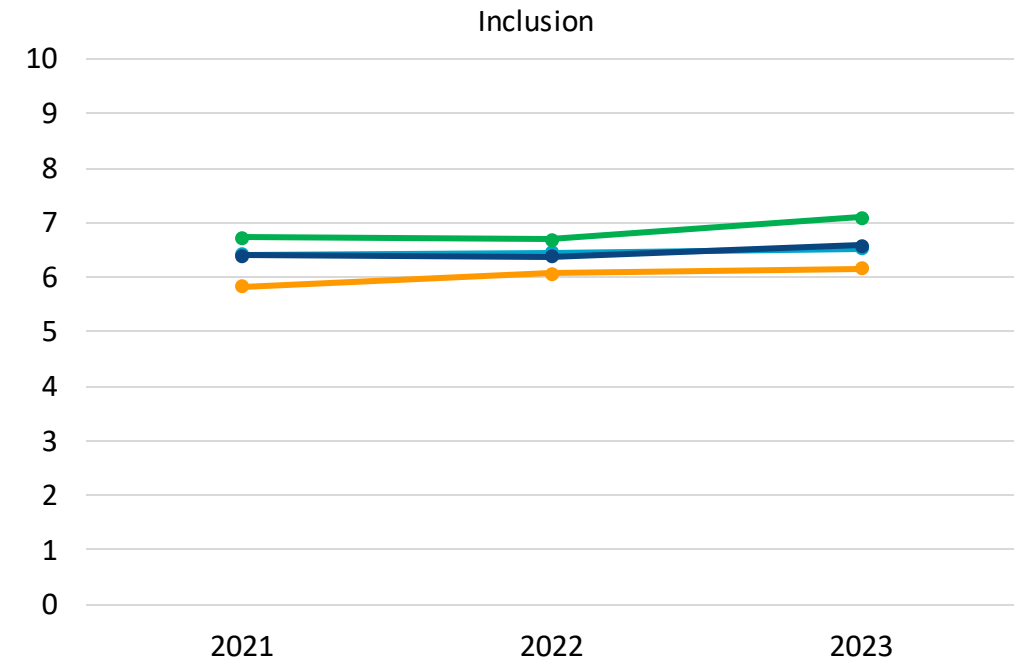
	2021	2022	2023
Your org	6.41	6.52	6.91
Best result	6.93	6.99	7.29
Average result	6.32	6.52	6.71
Worst result	5.50	5.77	5.90
Responses	4013	4382	5180

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

 **Promise element 1: We are compassionate and inclusive (2)**



	2021	2022	2023
Your org	7.36	7.37	7.50
Best result	8.17	7.89	8.12
Average result	7.55	7.58	7.70
Worst result	6.97	7.03	7.39
Responses	3993	4383	5182



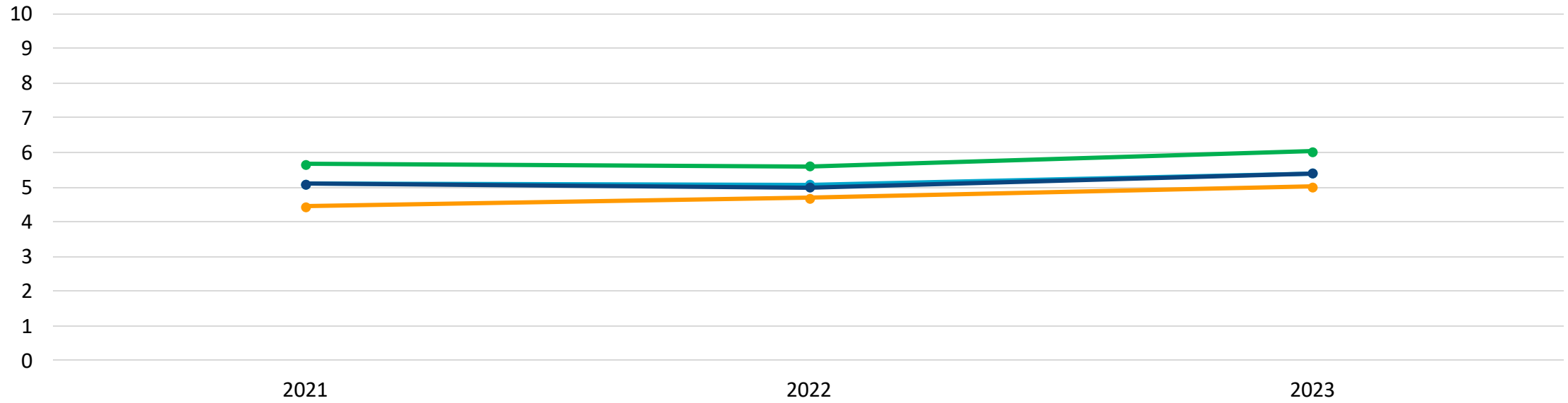
	2021	2022	2023
Your org	6.39	6.37	6.58
Best result	6.74	6.69	7.10
Average result	6.42	6.45	6.52
Worst result	5.83	6.07	6.16
Responses	4014	4384	5171

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 2: We are recognised and rewarded

We are recognised and rewarded



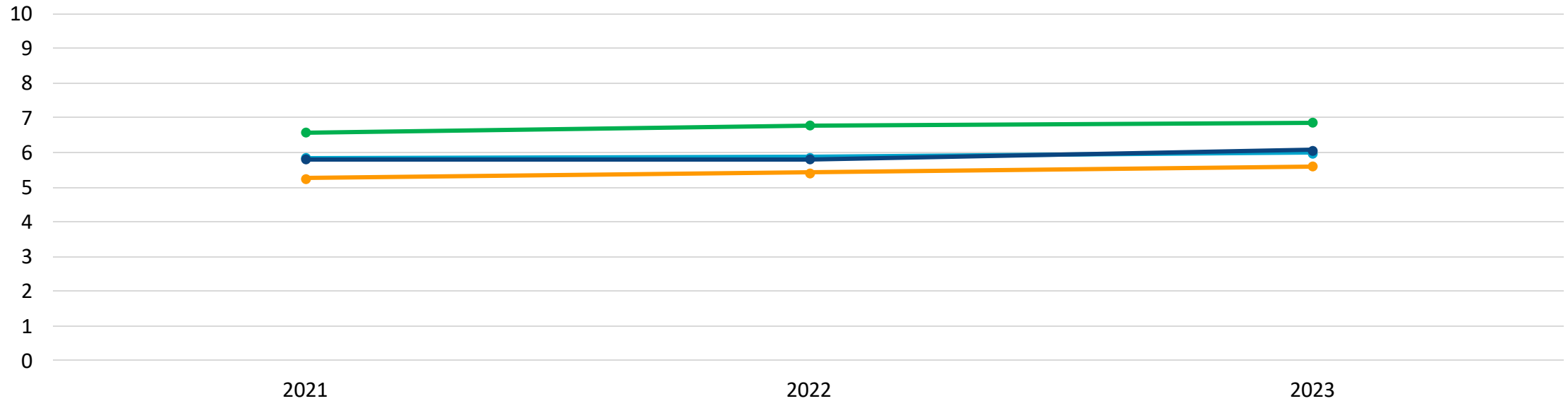
	2021	2022	2023
Your org	5.09	4.98	5.41
Best result	5.66	5.61	6.03
Average result	5.09	5.07	5.39
Worst result	4.45	4.69	5.02
Responses	4056	4389	5172

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 3: We each have a voice that counts

We each have a voice that counts



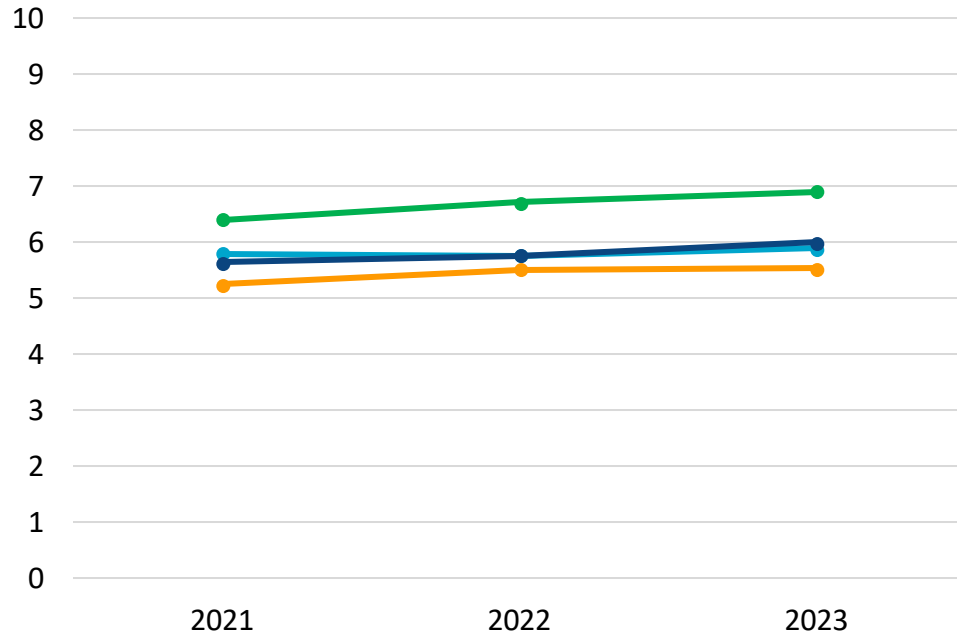
	2021	2022	2023
Your org	5.80	5.81	6.07
Best result	6.59	6.79	6.87
Average result	5.86	5.86	5.99
Worst result	5.25	5.43	5.60
Responses	3959	4375	5144

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

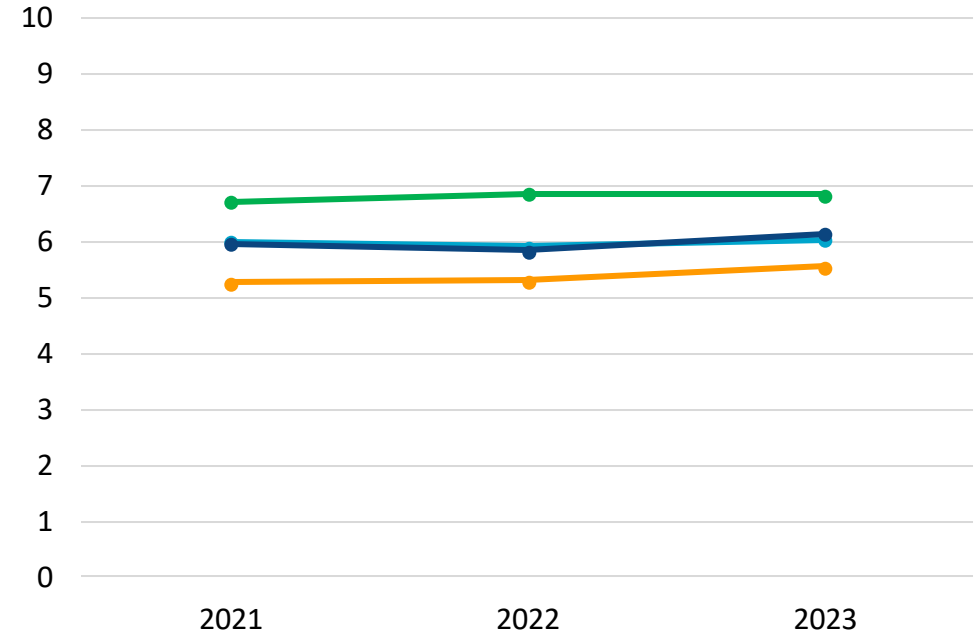


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023
Your org	5.65	5.78	6.00
Best result	6.41	6.72	6.91
Average result	5.81	5.78	5.90
Worst result	5.25	5.52	5.54
Responses	4062	4390	5181

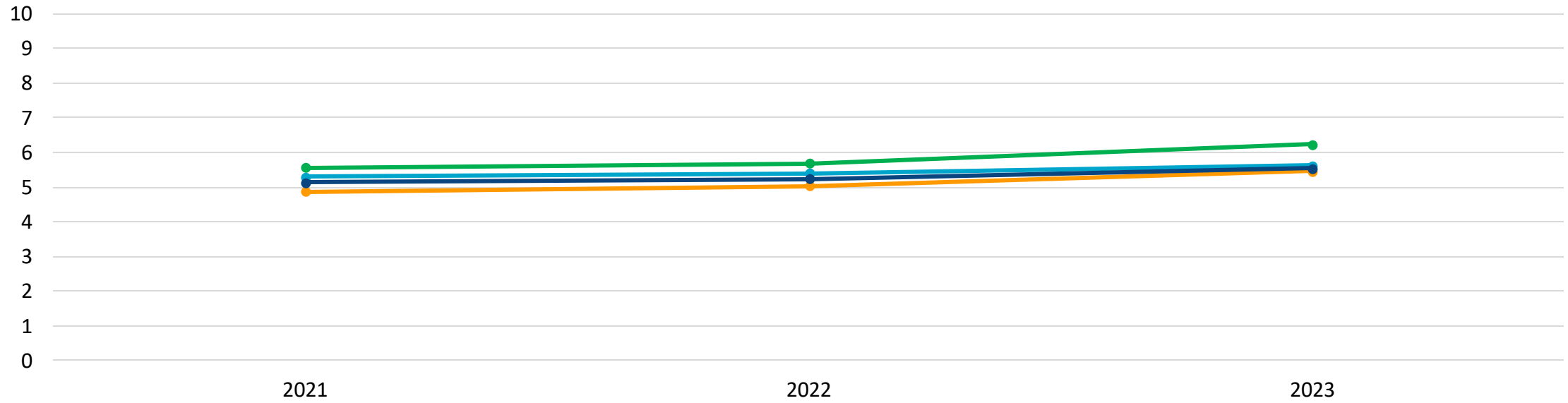
	2021	2022	2023
Your org	5.96	5.84	6.14
Best result	6.72	6.86	6.84
Average result	5.99	5.90	6.03
Worst result	5.27	5.29	5.55
Responses	3960	4378	5154

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy

### We are safe and healthy



	2021	2022	2023
Your org	5.14	5.25	5.55
Best result	5.57	5.69	6.23
Average result	5.30	5.39	5.62
Worst result	4.87	5.03	5.46
Responses	3986	4372	4453

Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

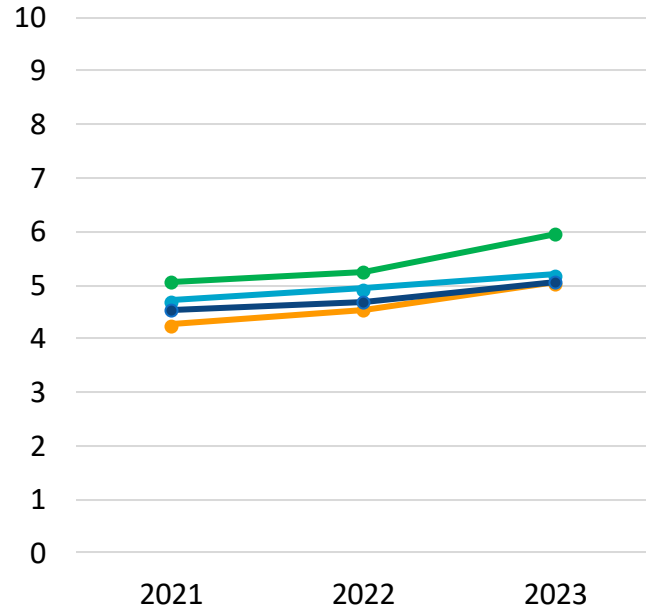


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



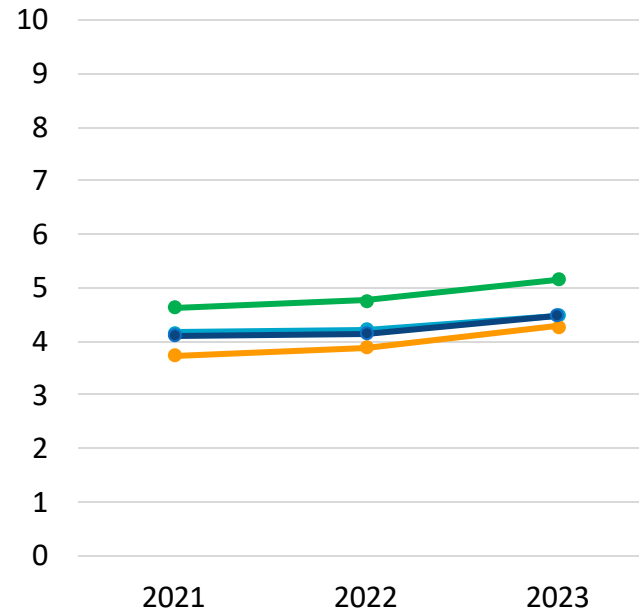
## Promise element 4: We are safe and healthy

### Health and safety climate



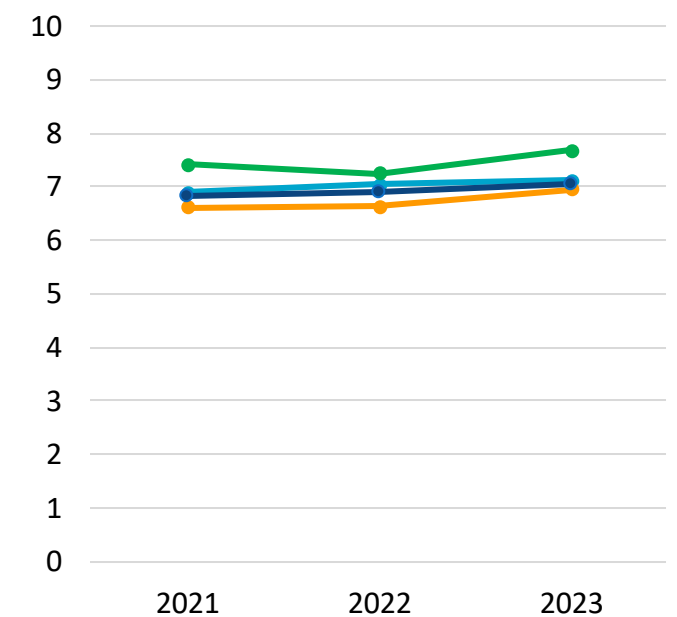
	2021	2022	2023
Your org	4.53	4.69	5.07
Best result	5.07	5.25	5.96
Average result	4.71	4.93	5.20
Worst result	4.26	4.55	5.04
Responses	4061	4388	4485

### Burnout



	2021	2022	2023
Your org	4.08	4.15	4.49
Best result	4.63	4.77	5.15
Average result	4.16	4.22	4.49
Worst result	3.73	3.88	4.28
Responses	4002	4385	5186

### Negative experiences



	2021	2022	2023
Your org	6.82	6.90	7.05
Best result	7.42	7.25	7.68
Average result	6.90	7.04	7.12
Worst result	6.61	6.62	6.96
Responses	3989	4378	4465

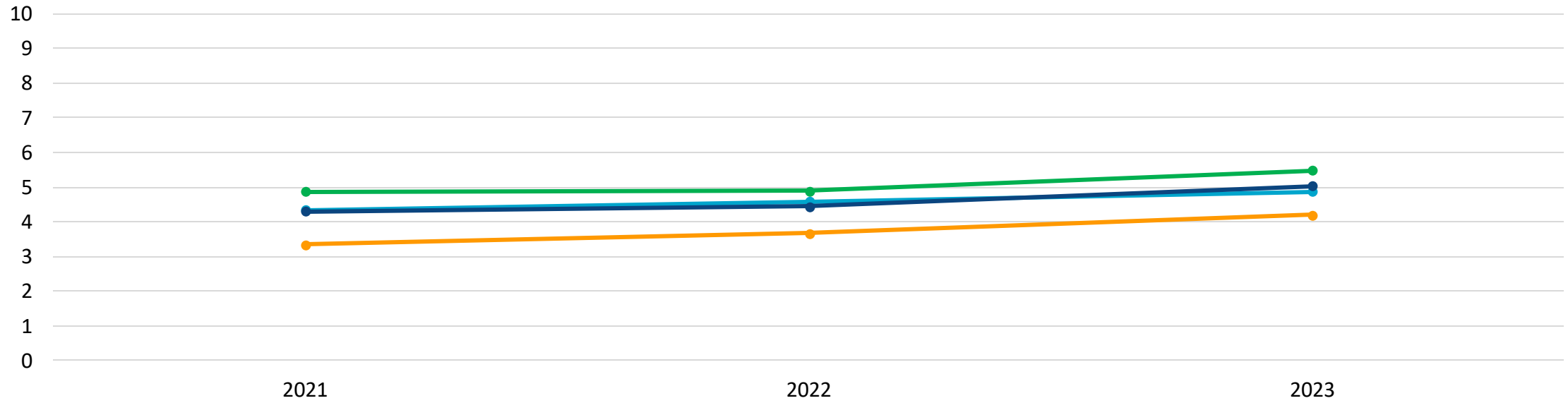
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 5: We are always learning

### We are always learning



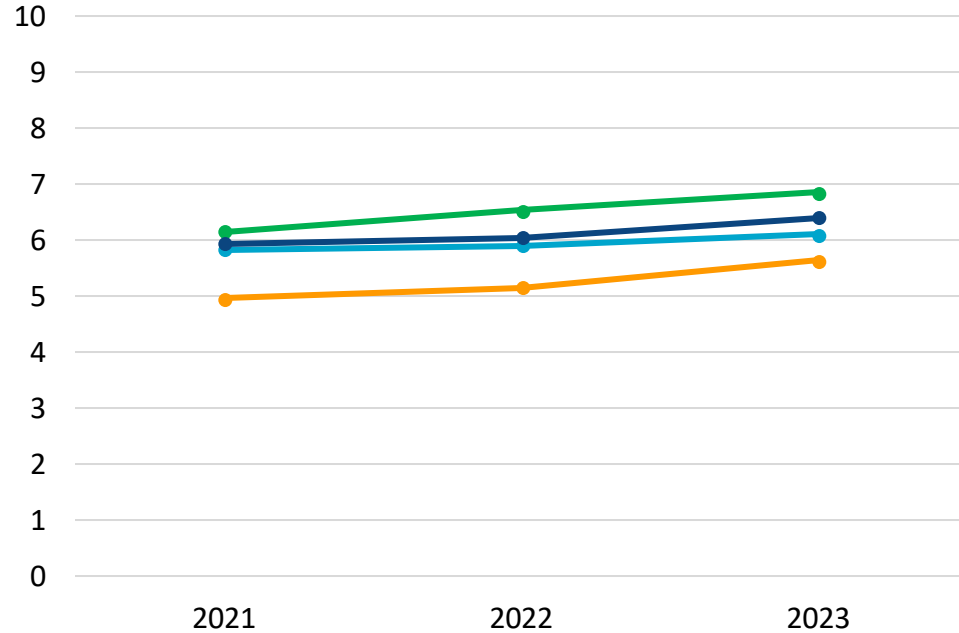
	2021	2022	2023
Your org	4.30	4.45	5.03
Best result	4.87	4.89	5.47
Average result	4.34	4.58	4.87
Worst result	3.33	3.66	4.20
Responses	3536	4004	4517

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



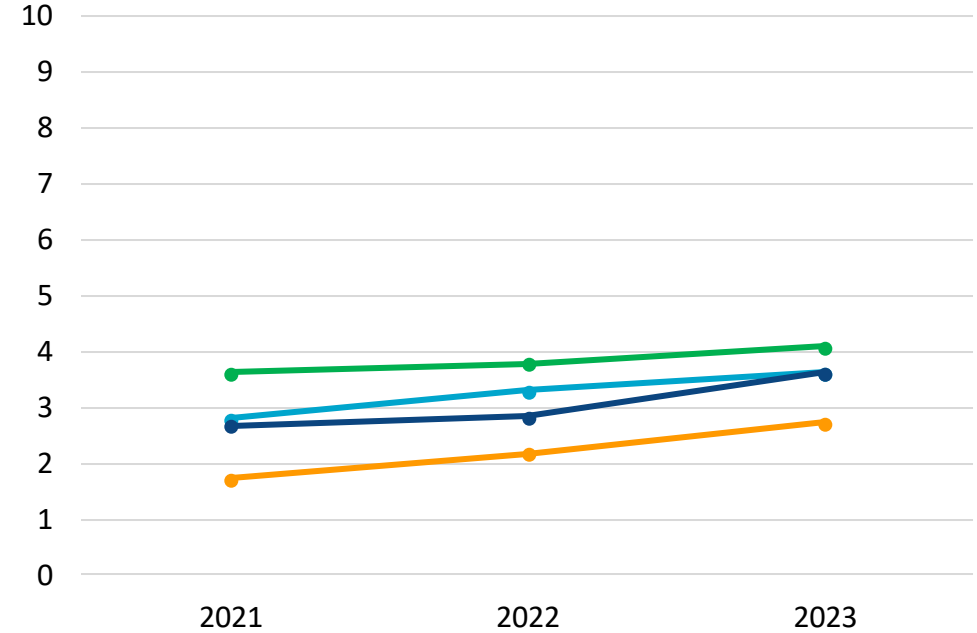
## Promise element 5: We are always learning

Development



	2021	2022	2023
Your org	5.95	6.05	6.42
Best result	6.17	6.54	6.87
Average result	5.84	5.91	6.11
Worst result	4.97	5.16	5.65
Responses	3984	4388	5172

Appraisals



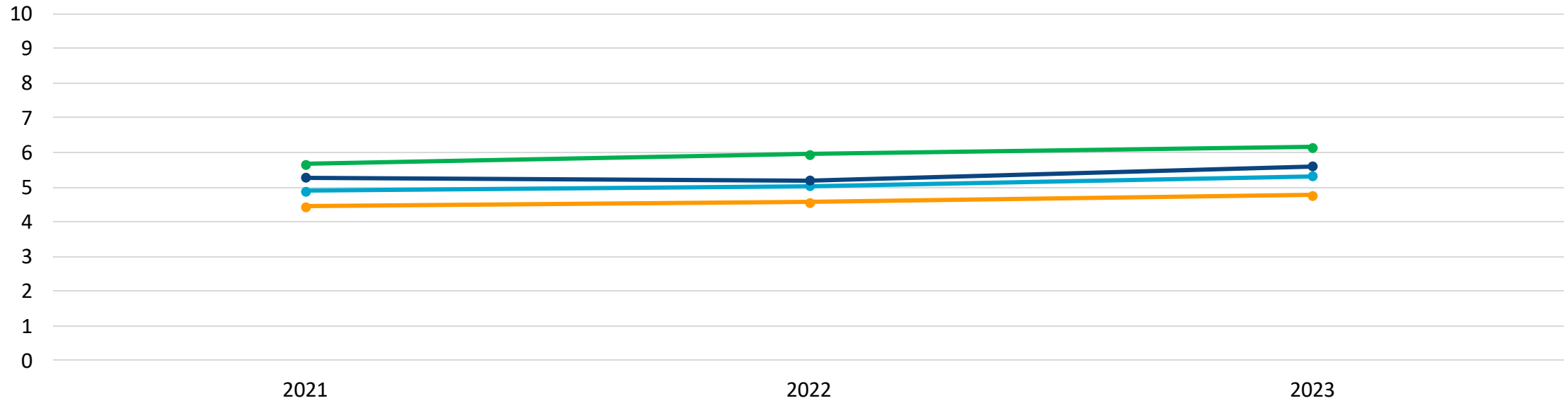
	2021	2022	2023
Your org	2.67	2.84	3.62
Best result	3.62	3.78	4.09
Average result	2.80	3.29	3.62
Worst result	1.72	2.16	2.73
Responses	3551	4007	4520

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly

We work flexibly



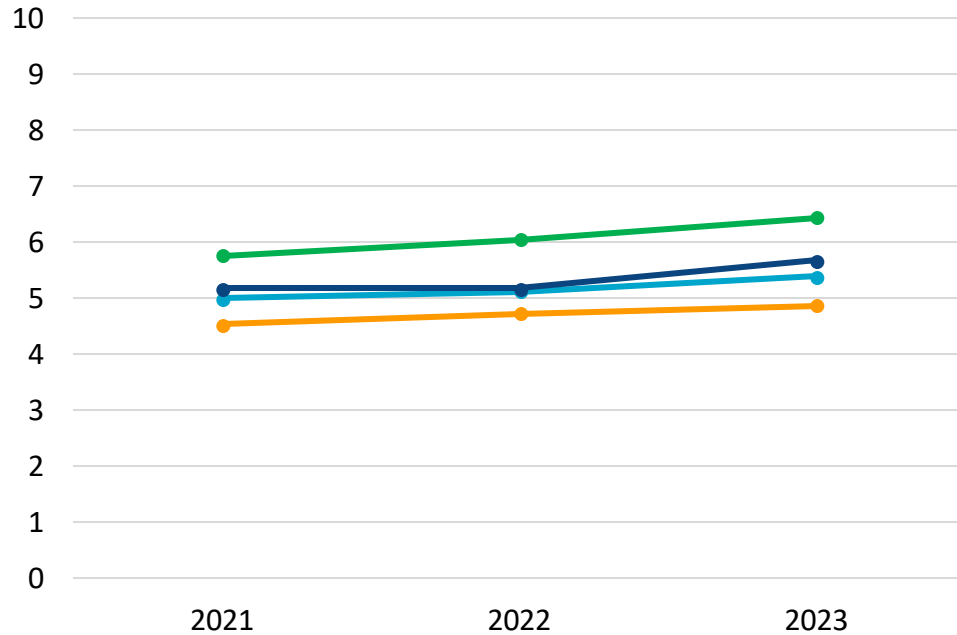
	2021	2022	2023
Your org	5.27	5.21	5.61
Best result	5.66	5.96	6.15
Average result	4.89	5.04	5.32
Worst result	4.44	4.56	4.77
Responses	4045	4381	5142

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

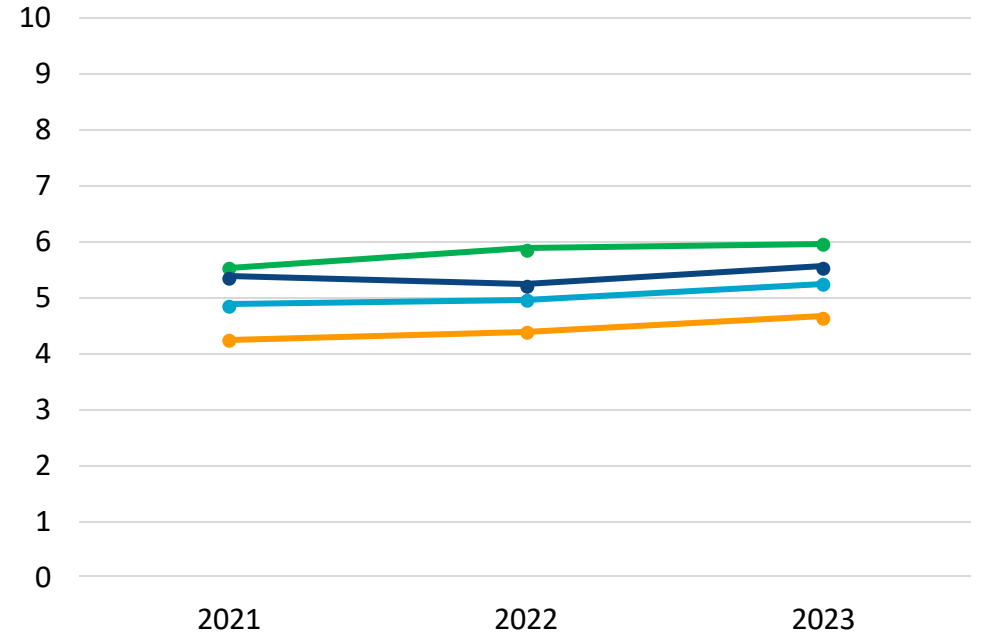


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



	2021	2022	2023
Your org	5.18	5.18	5.68
Best result	5.77	6.06	6.45
Average result	5.01	5.12	5.40
Worst result	4.54	4.73	4.88
Responses	4046	4387	5178

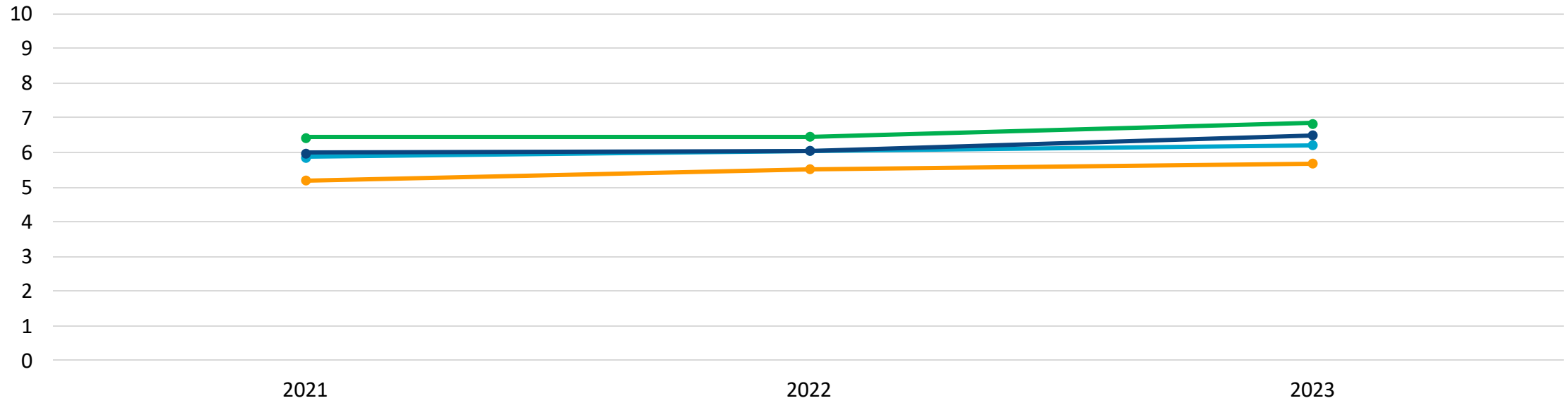
	2021	2022	2023
Your org	5.37	5.23	5.55
Best result	5.53	5.87	5.95
Average result	4.88	4.95	5.24
Worst result	4.25	4.40	4.66
Responses	4058	4385	5151

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 7: We are a team

### We are a team

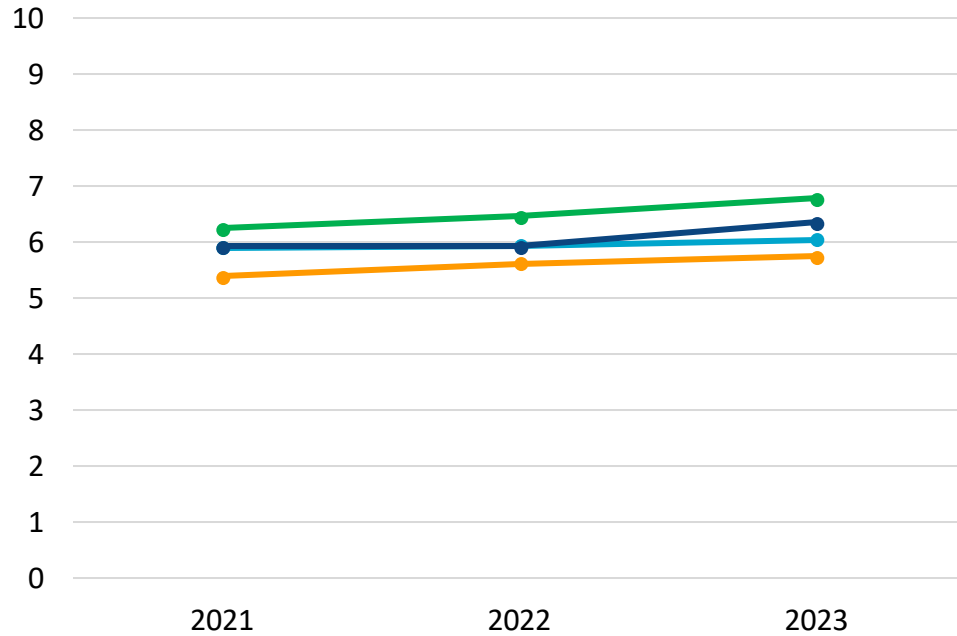


	2021	2022	2023
Your org	5.99	6.05	6.49
Best result	6.44	6.45	6.85
Average result	5.88	6.05	6.22
Worst result	5.20	5.53	5.69
Responses	4015	4383	5177

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

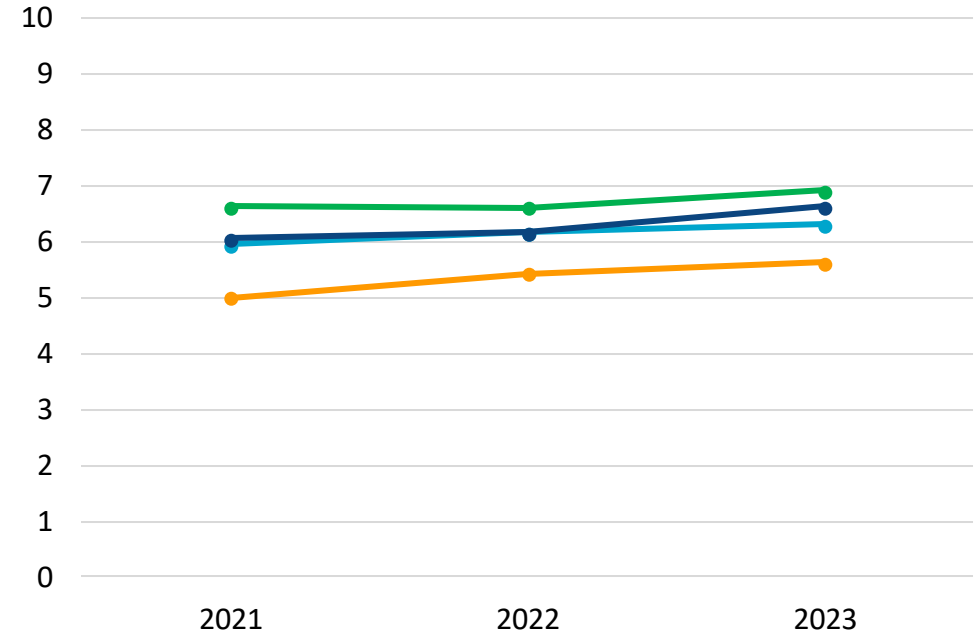
 **Promise element 7: We are a team**

Team working



	2021	2022	2023
Your org	5.93	5.93	6.37
Best result	6.26	6.48	6.79
Average result	5.91	5.95	6.06
Worst result	5.40	5.62	5.76
Responses	4032	4388	5178

Line management

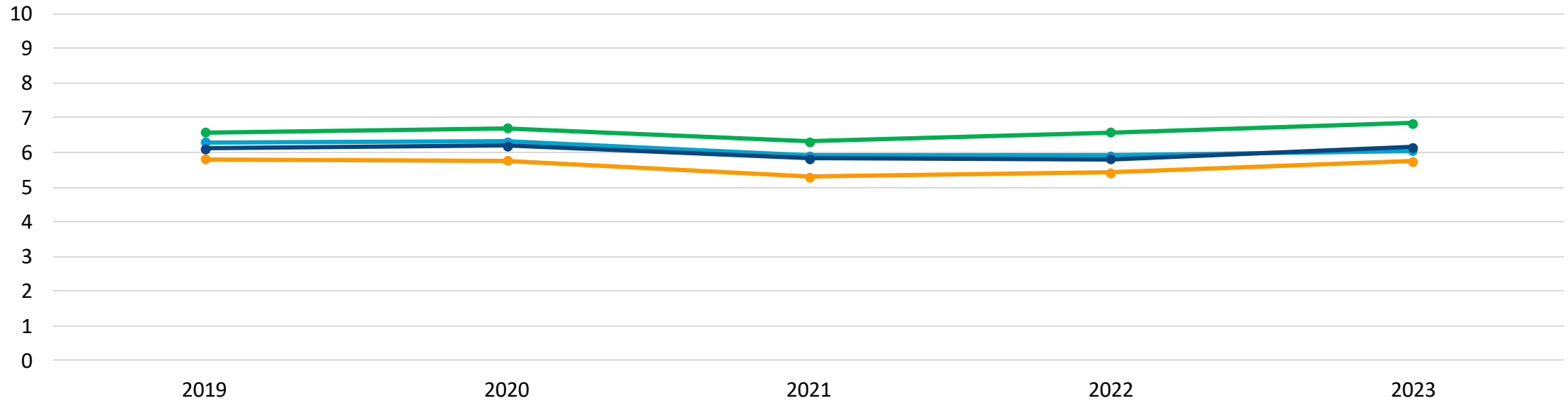


	2021	2022	2023
Your org	6.05	6.16	6.62
Best result	6.62	6.60	6.92
Average result	5.95	6.16	6.30
Worst result	5.00	5.43	5.62
Responses	4016	4385	5183

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## Theme: Staff Engagement

Staff Engagement



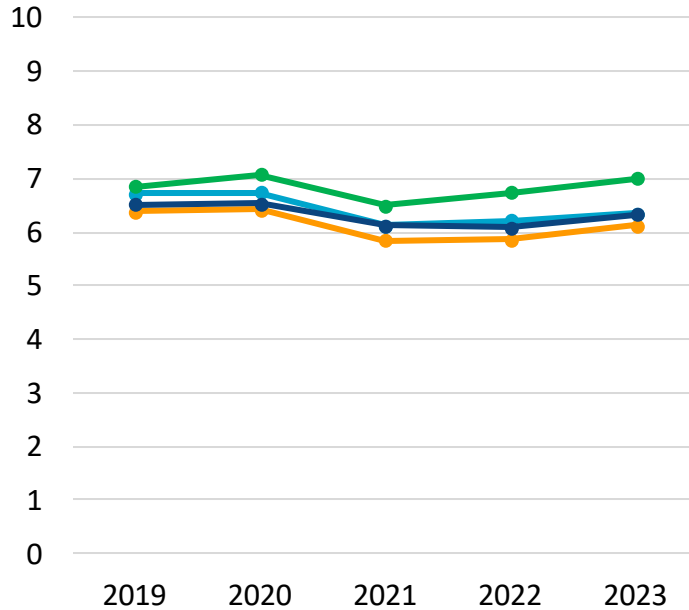
	2019	2020	2021	2022	2023
Your org	6.12	6.19	5.83	5.80	6.15
Best result	6.57	6.70	6.31	6.58	6.84
Average result	6.29	6.32	5.90	5.91	6.03
Worst result	5.82	5.78	5.30	5.41	5.75
Responses	4209	4389	4061	4390	5180



People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

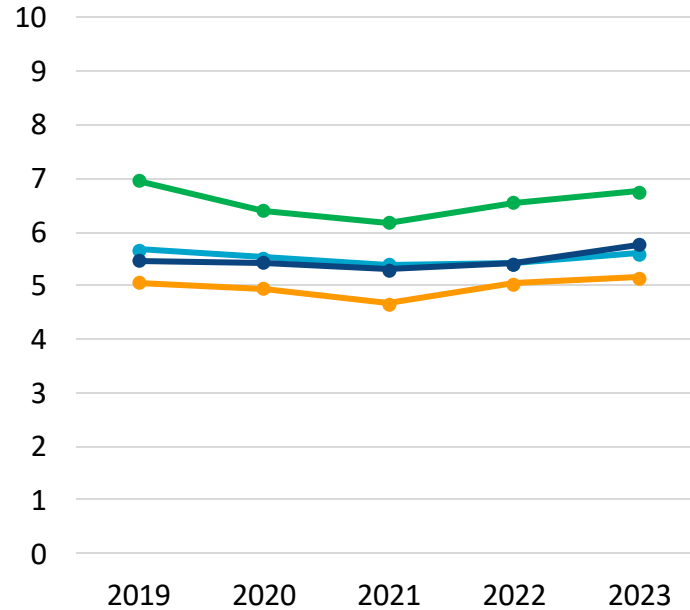
## Theme: Staff Engagement

### Motivation



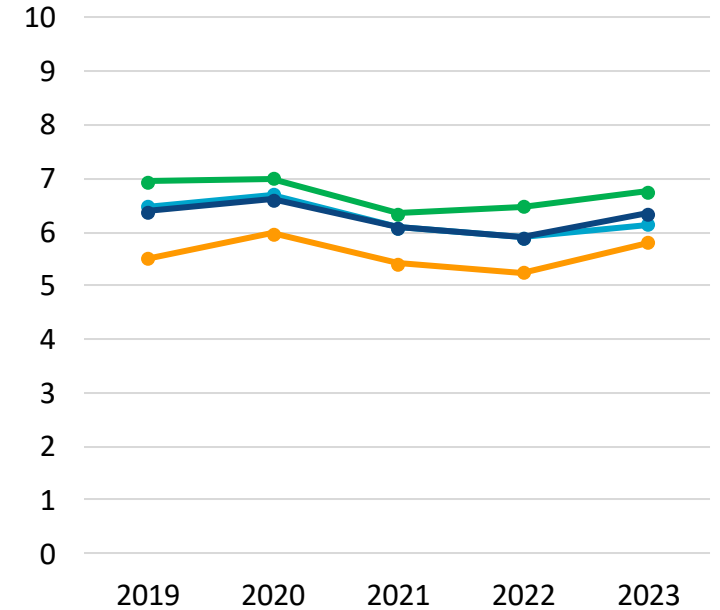
	2019	2020	2021	2022	2023
<b>Your org</b>	6.52	6.53	6.12	6.08	6.32
<b>Best result</b>	6.85	7.07	6.50	6.74	7.00
<b>Average result</b>	6.71	6.74	6.13	6.22	6.34
<b>Worst result</b>	6.39	6.42	5.84	5.86	6.13
Responses	4199	4405	4073	4367	5145

### Involvement



	2019	2020	2021	2022	2023
<b>Your org</b>	5.47	5.44	5.29	5.42	5.77
<b>Best result</b>	6.96	6.40	6.18	6.54	6.77
<b>Average result</b>	5.67	5.52	5.40	5.42	5.59
<b>Worst result</b>	5.06	4.95	4.66	5.03	5.14
Responses	4209	4390	4062	4388	5182

### Advocacy

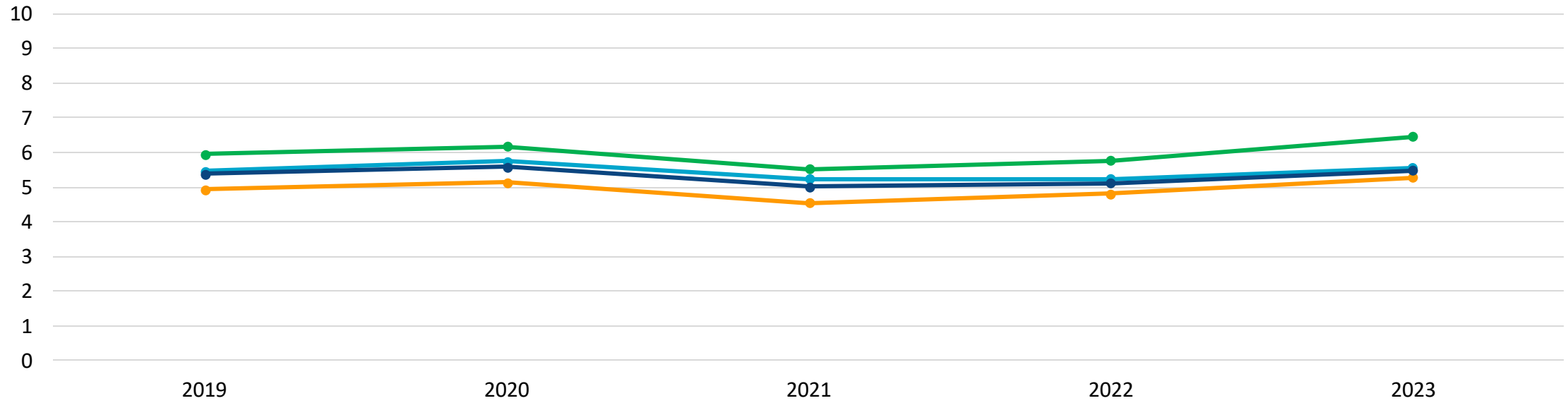


	2019	2020	2021	2022	2023
<b>Your org</b>	6.39	6.60	6.09	5.90	6.35
<b>Best result</b>	6.95	7.01	6.34	6.47	6.76
<b>Average result</b>	6.48	6.70	6.09	5.90	6.13
<b>Worst result</b>	5.51	5.97	5.42	5.24	5.80
Responses	4124	4329	3973	4385	5172

People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## Theme: Morale

Morale



	2019	2020	2021	2022	2023
Your org	5.38	5.59	5.01	5.12	5.48
Best result	5.94	6.18	5.52	5.77	6.46
Average result	5.47	5.74	5.24	5.25	5.57
Worst result	4.93	5.14	4.55	4.80	5.27
Responses	4193	4377	4054	4390	5184

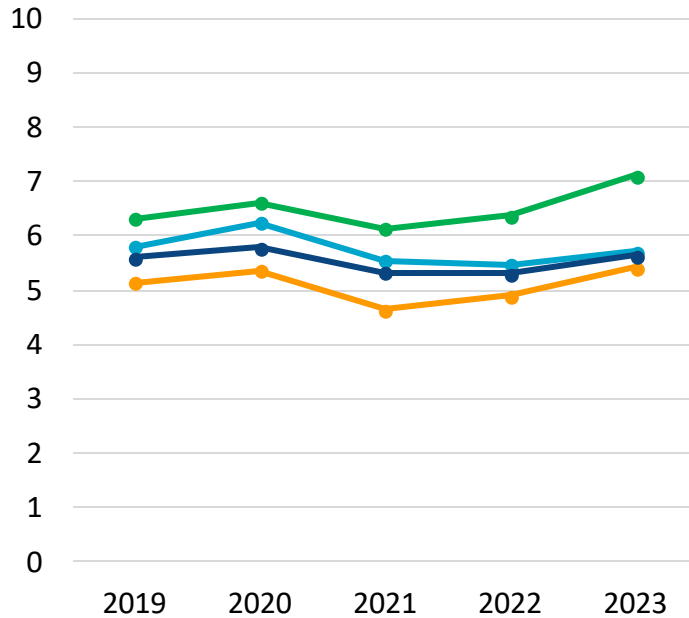


# People Promise elements, themes and sub-scores: Sub-score trends

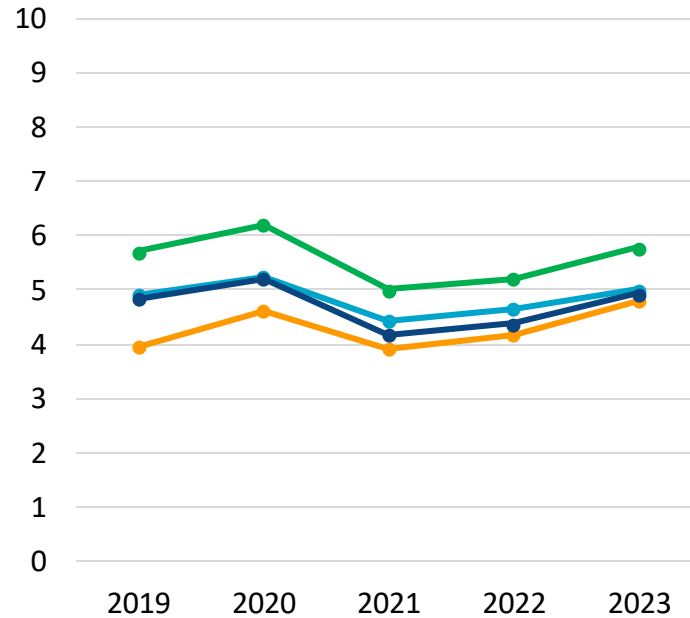
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

## Theme: Morale

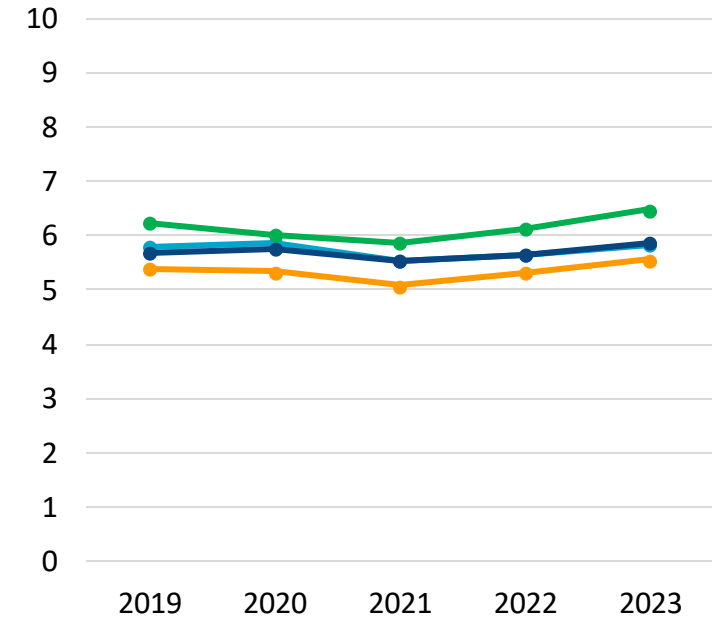
### Thinking about leaving



### Work pressure



### Stressors



	2019	2020	2021	2022	2023
Your org	5.60	5.79	5.32	5.31	5.63
Best result	6.31	6.62	6.13	6.37	7.11
Average result	5.80	6.24	5.54	5.47	5.71
Worst result	5.14	5.36	4.65	4.90	5.41
Responses	4125	4320	3955	4377	5183

	2019	2020	2021	2022	2023
Your org	4.84	5.21	4.17	4.39	4.93
Best result	5.71	6.21	5.01	5.22	5.78
Average result	4.91	5.24	4.43	4.65	5.01
Worst result	3.97	4.63	3.93	4.18	4.80
Responses	4208	4390	4060	4388	5182

	2019	2020	2021	2022	2023
Your org	5.69	5.77	5.55	5.66	5.87
Best result	6.24	6.03	5.87	6.14	6.49
Average result	5.81	5.88	5.55	5.66	5.84
Worst result	5.39	5.34	5.08	5.33	5.56
Responses	4181	4376	4048	4381	5174

## People Promise element – We are compassionate and inclusive



### Questions included:

Compassionate culture – Q6a, Q25a, Q25b, Q25c, Q25d

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

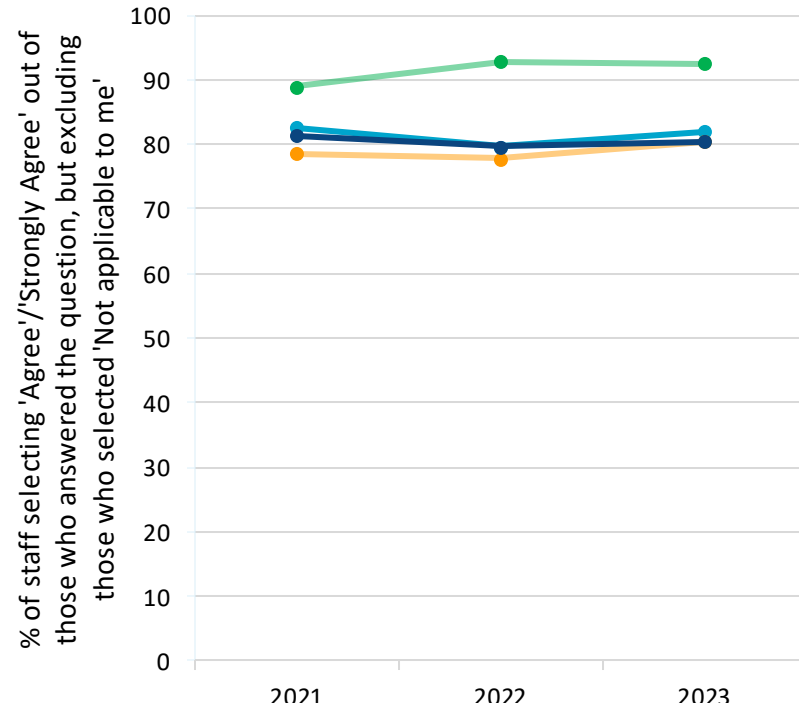
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

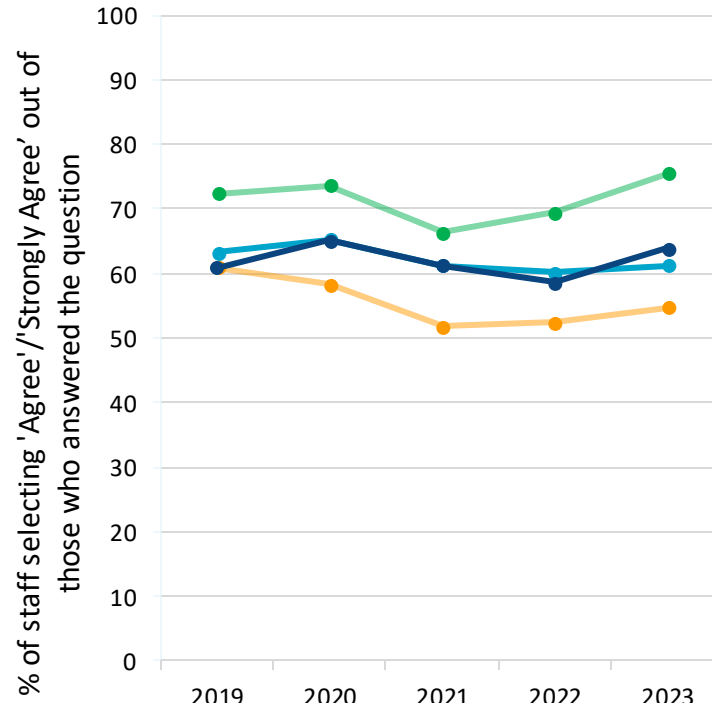


Q6a I feel that my role makes a difference to patients / service users.



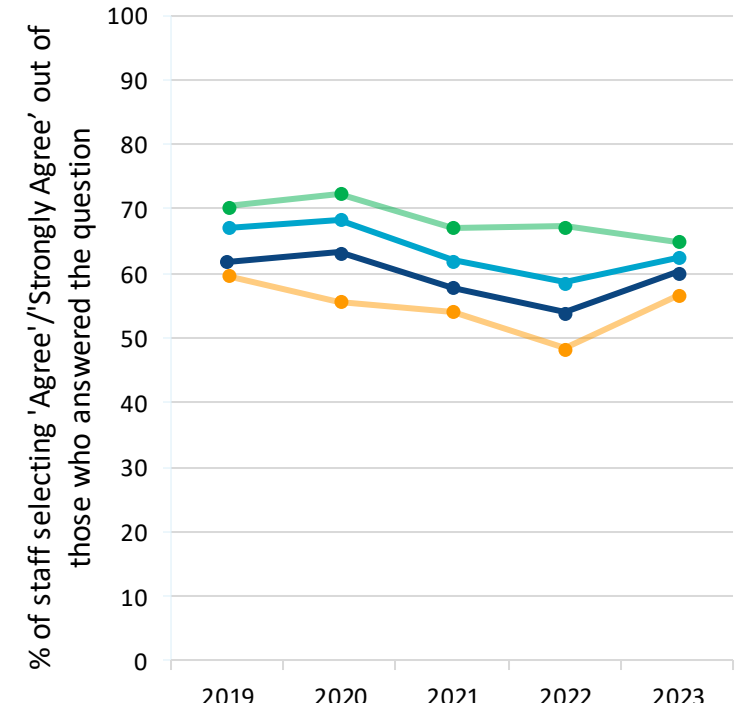
	2021	2022	2023
<b>Your org</b>	81.19%	79.60%	80.41%
<b>Best result</b>	89.04%	92.88%	92.53%
<b>Average result</b>	82.66%	79.60%	82.01%
<b>Worst result</b>	78.53%	77.79%	80.41%
Responses	3945	4263	5027

Q25a Care of patients / service users is my organisation's top priority.



	2019	2020	2021	2022	2023
<b>Your org</b>	60.96%	65.05%	61.20%	58.64%	63.90%
<b>Best result</b>	72.41%	73.66%	66.32%	69.45%	75.45%
<b>Average result</b>	63.30%	65.25%	61.20%	60.22%	61.29%
<b>Worst result</b>	60.96%	58.29%	51.86%	52.38%	54.72%
Responses	4124	4329	3970	4382	5165

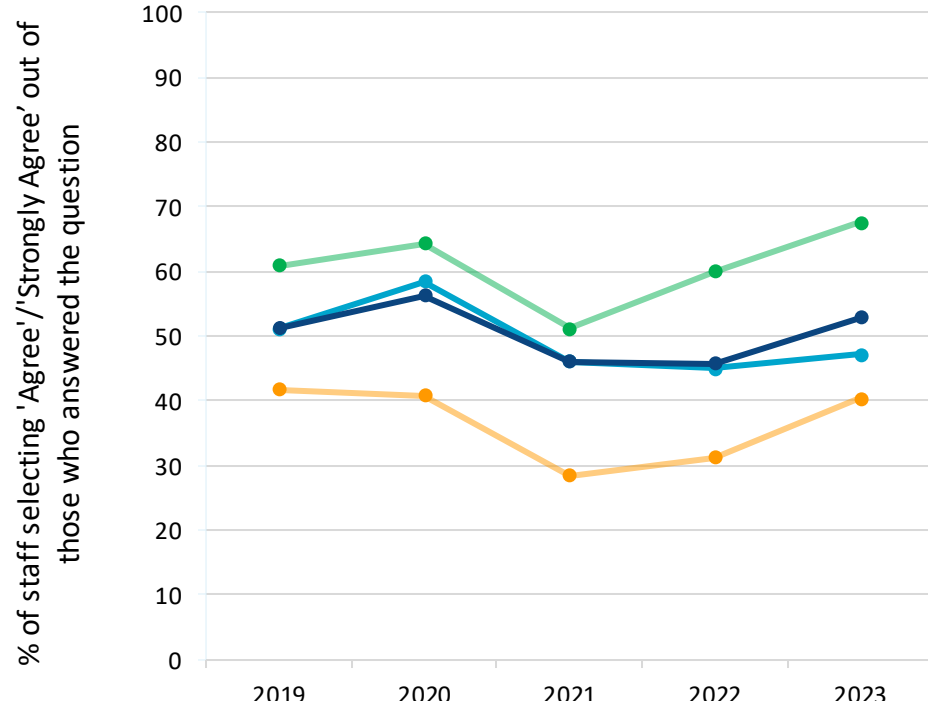
Q25b My organisation acts on concerns raised by patients / service users.



	2019	2020	2021	2022	2023
<b>Your org</b>	61.65%	63.20%	57.85%	53.90%	60.16%
<b>Best result</b>	70.39%	72.40%	67.08%	67.21%	64.93%
<b>Average result</b>	67.14%	68.32%	61.98%	58.59%	62.53%
<b>Worst result</b>	59.75%	55.58%	54.17%	48.37%	56.58%
Responses	4117	4321	3967	4374	5165

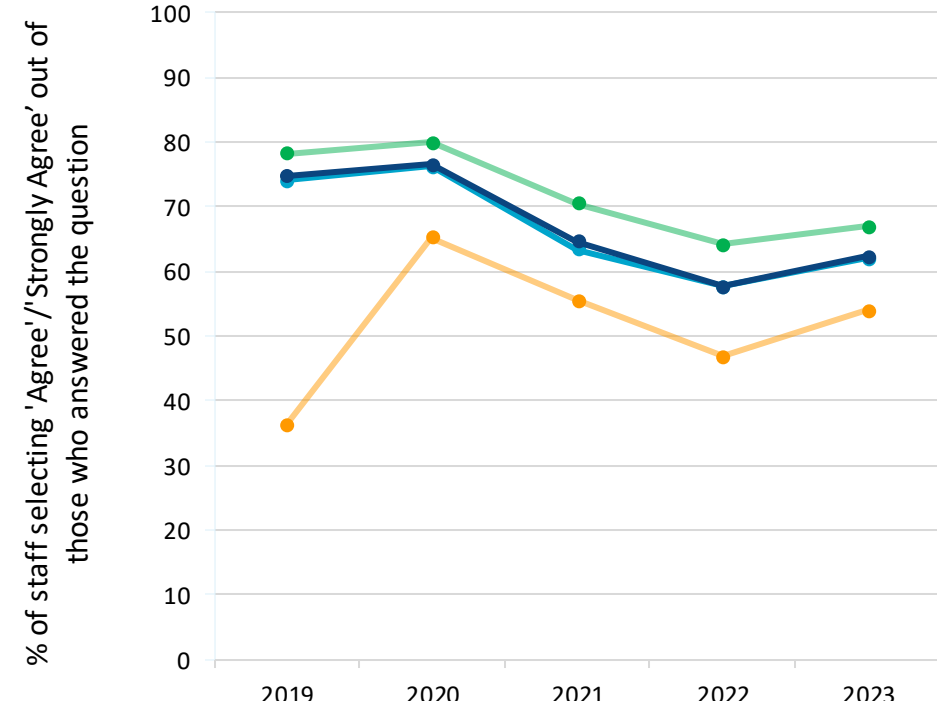


Q25c I would recommend my organisation as a place to work.



	2019	2020	2021	2022	2023
<b>Your org</b>	51.14%	56.34%	46.12%	45.69%	52.89%
<b>Best result</b>	60.92%	64.25%	51.16%	59.95%	67.50%
<b>Average result</b>	51.14%	58.43%	46.12%	45.03%	47.08%
<b>Worst result</b>	41.69%	40.84%	28.40%	31.24%	40.25%
Responses	4121	4324	3971	4380	5169

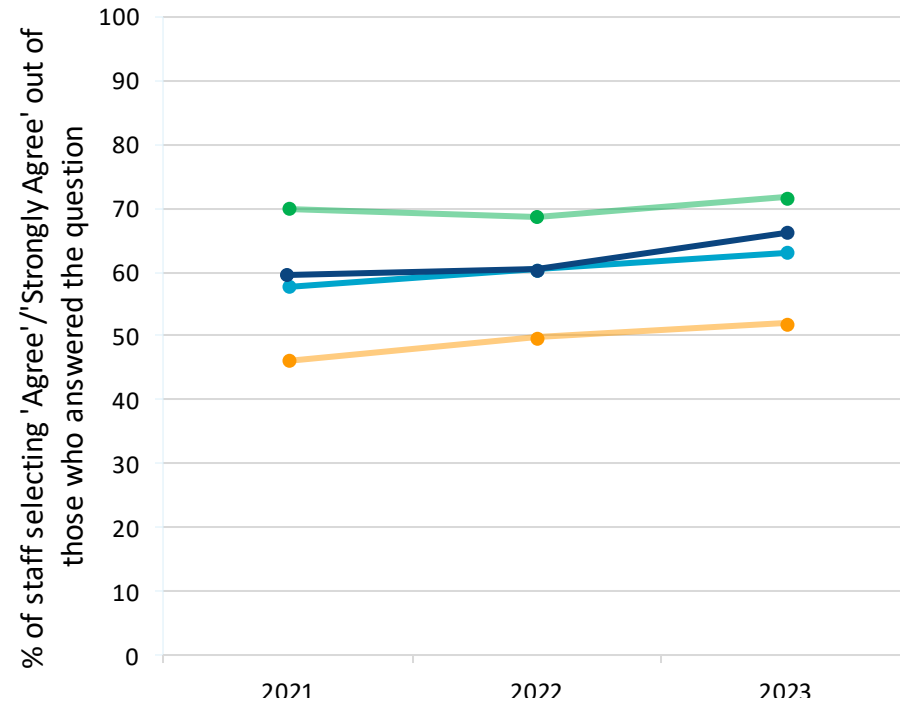
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2019	2020	2021	2022	2023
<b>Your org</b>	74.80%	76.53%	64.62%	57.66%	62.36%
<b>Best result</b>	78.32%	79.87%	70.44%	64.20%	66.94%
<b>Average result</b>	74.02%	76.23%	63.35%	57.66%	61.96%
<b>Worst result</b>	36.32%	65.30%	55.53%	46.77%	53.90%
Responses	4119	4326	3969	4381	5165

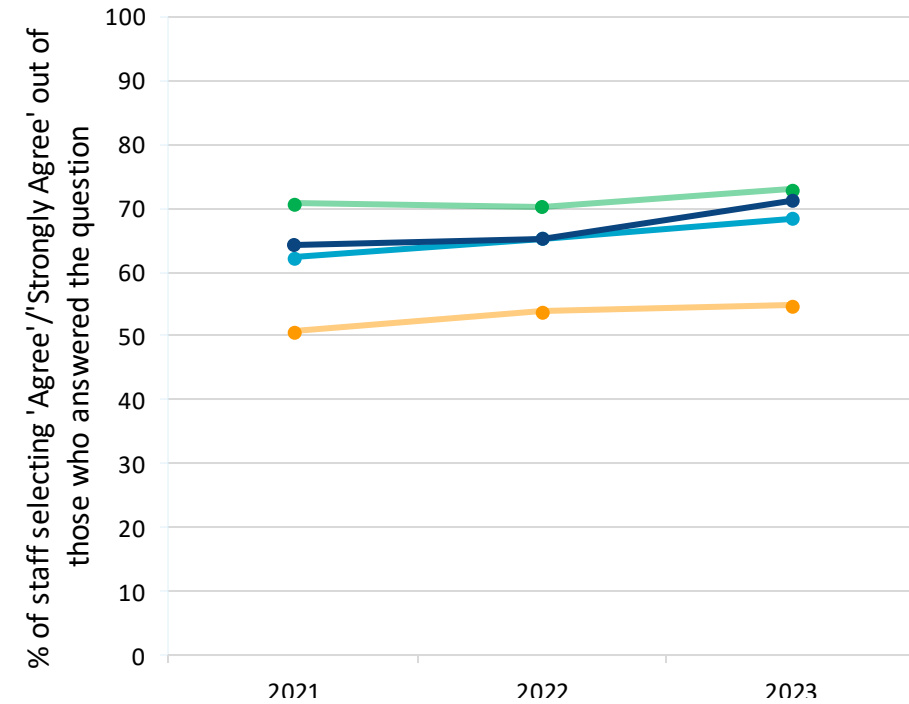


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023
<b>Your org</b>	59.48%	60.44%	66.12%
<b>Best result</b>	69.95%	68.57%	71.68%
<b>Average result</b>	57.79%	60.44%	63.03%
<b>Worst result</b>	46.17%	49.82%	51.98%
Responses	4008	4379	5176

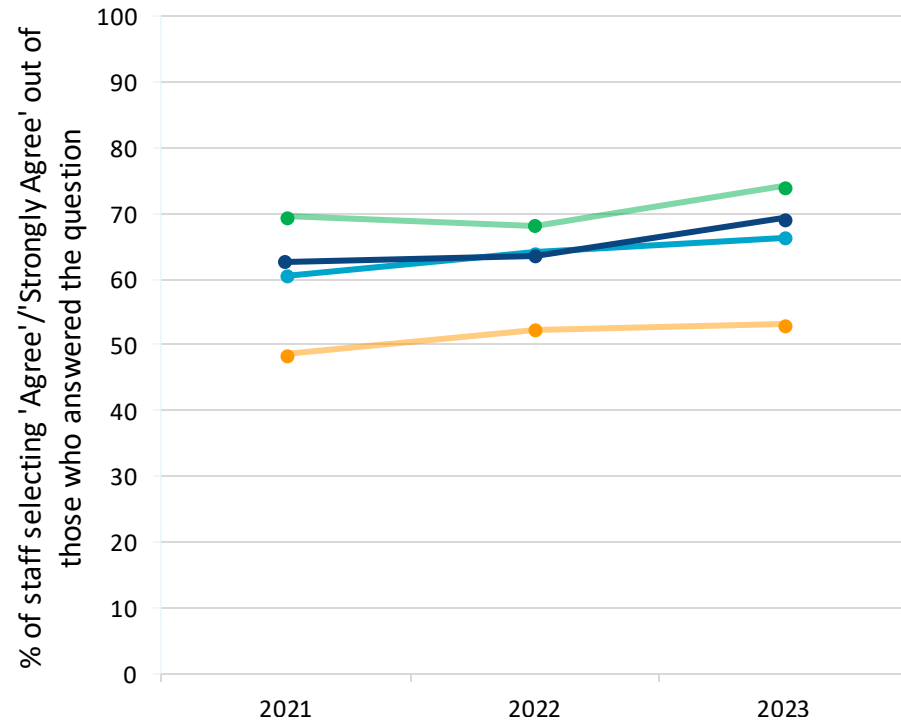
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023
<b>Your org</b>	64.36%	65.23%	71.14%
<b>Best result</b>	70.72%	70.23%	72.92%
<b>Average result</b>	62.30%	65.23%	68.41%
<b>Worst result</b>	50.68%	53.75%	54.77%
Responses	4010	4381	5176

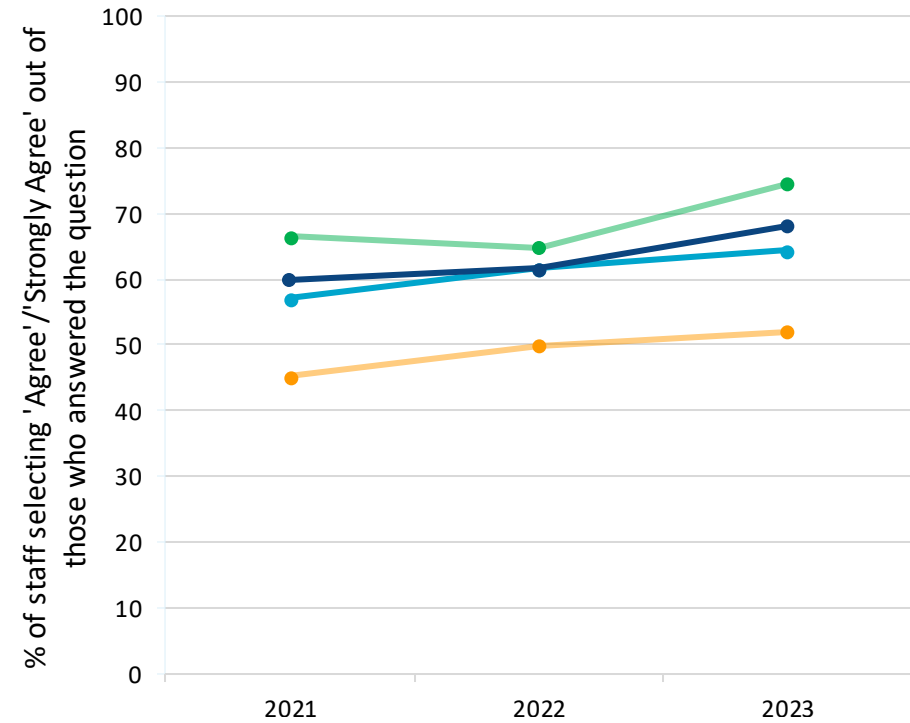


Q9h My immediate manager cares about my concerns.



	2021	2022	2023
Your org	62.51%	63.65%	69.17%
Best result	69.58%	68.14%	74.10%
Average result	60.52%	64.03%	66.34%
Worst result	48.51%	52.28%	53.06%
Responses	4008	4376	5173

Q9i My immediate manager takes effective action to help me with any problems I face.

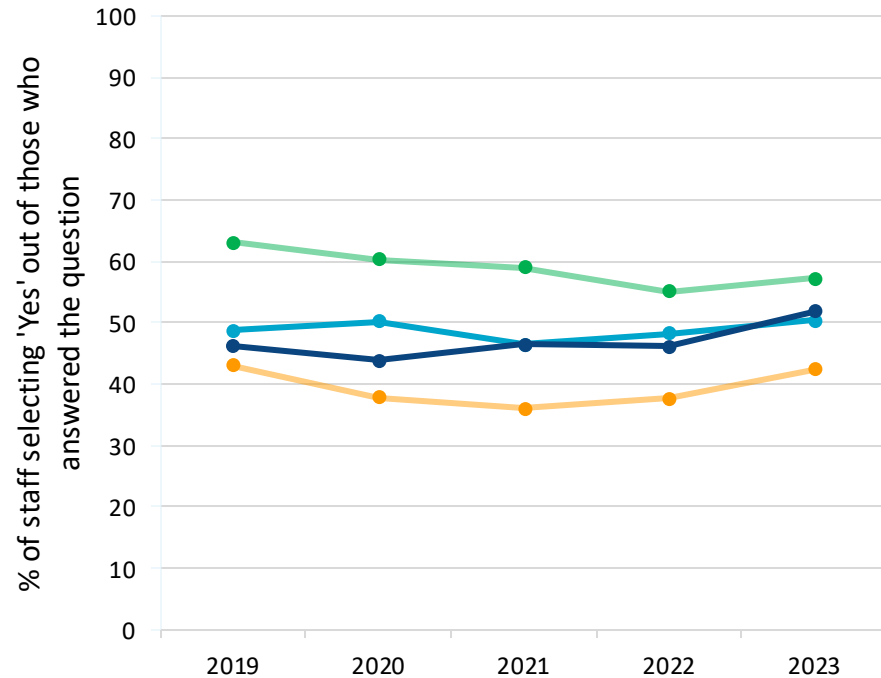


	2021	2022	2023
Your org	59.76%	61.65%	68.18%
Best result	66.54%	64.62%	74.52%
Average result	57.08%	61.65%	64.36%
Worst result	45.17%	49.88%	51.95%
Responses	4010	4379	5173



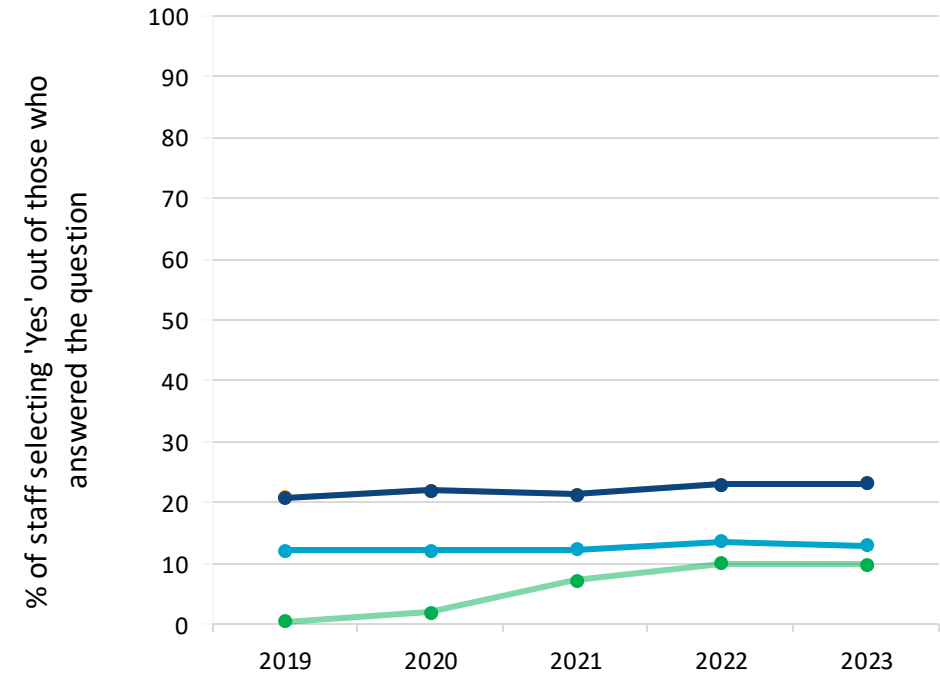


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2019	2020	2021	2022	2023
<b>Your org</b>	46.22%	43.77%	46.38%	46.16%	51.84%
<b>Best result</b>	63.02%	60.33%	59.06%	55.04%	57.28%
<b>Average result</b>	48.66%	50.23%	46.38%	48.24%	50.30%
<b>Worst result</b>	42.99%	37.74%	35.97%	37.60%	42.44%
Responses	4145	4319	3969	4355	5151

Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?

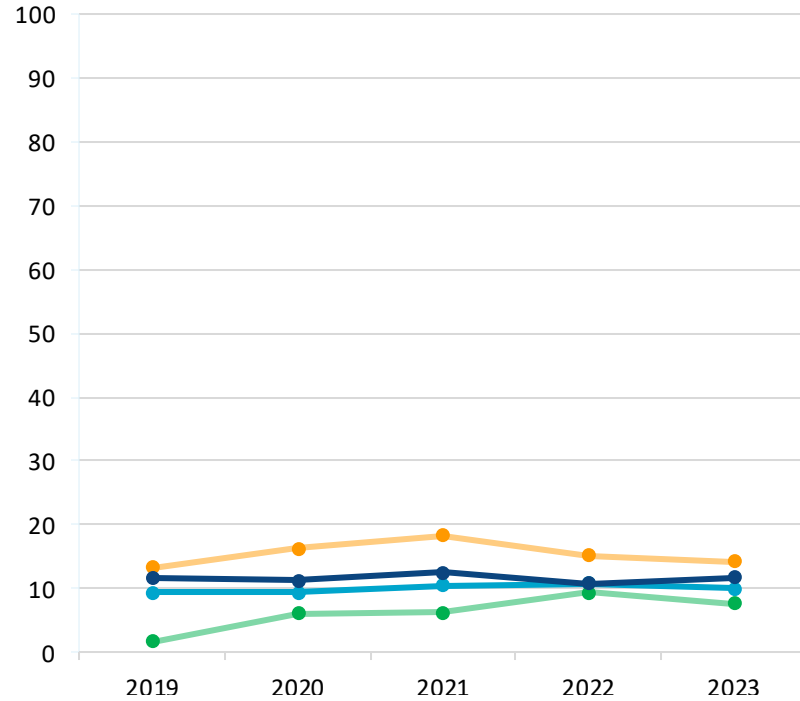


	2019	2020	2021	2022	2023
<b>Your org</b>	20.88%	21.95%	21.33%	22.93%	23.10%
<b>Best result</b>	0.51%	1.97%	7.27%	10.01%	9.76%
<b>Average result</b>	12.13%	12.20%	12.28%	13.66%	12.90%
<b>Worst result</b>	20.88%	21.95%	21.33%	22.93%	23.10%
Responses	4149	4337	3978	4369	5159



Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

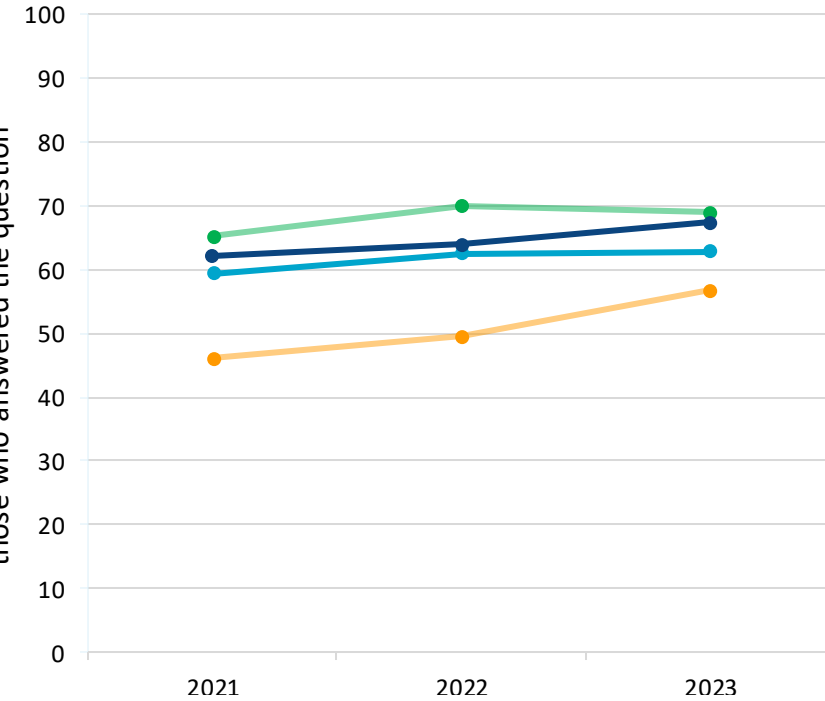
% of staff selecting 'Yes' out of those who answered the question



	2019	2020	2021	2022	2023
<b>Your org</b>	11.50%	11.16%	12.56%	10.80%	11.70%
<b>Best result</b>	1.64%	6.06%	6.28%	9.30%	7.57%
<b>Average result</b>	9.36%	9.34%	10.49%	10.80%	9.98%
<b>Worst result</b>	13.20%	16.21%	18.31%	15.17%	14.25%
Responses	4120	4334	3977	4358	5125

Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

% of staff selecting 'Agree' / 'Strongly Agree' out of those who answered the question

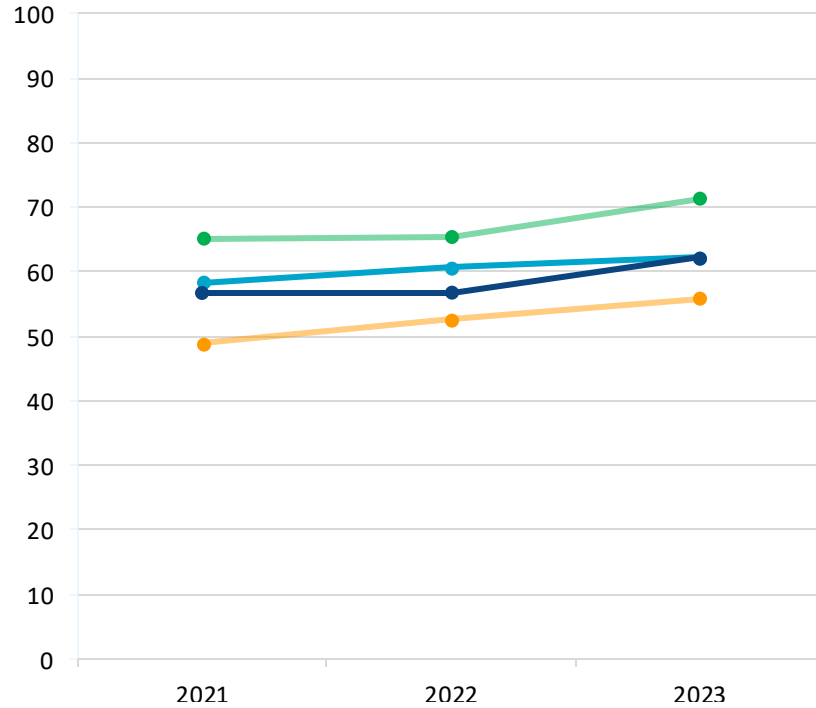


	2021	2022	2023
<b>Your org</b>	62.17%	63.86%	67.37%
<b>Best result</b>	65.13%	70.05%	68.96%
<b>Average result</b>	59.39%	62.53%	62.83%
<b>Worst result</b>	46.00%	49.57%	56.74%
Responses	3989	4375	5181



Q7h I feel valued by my team.

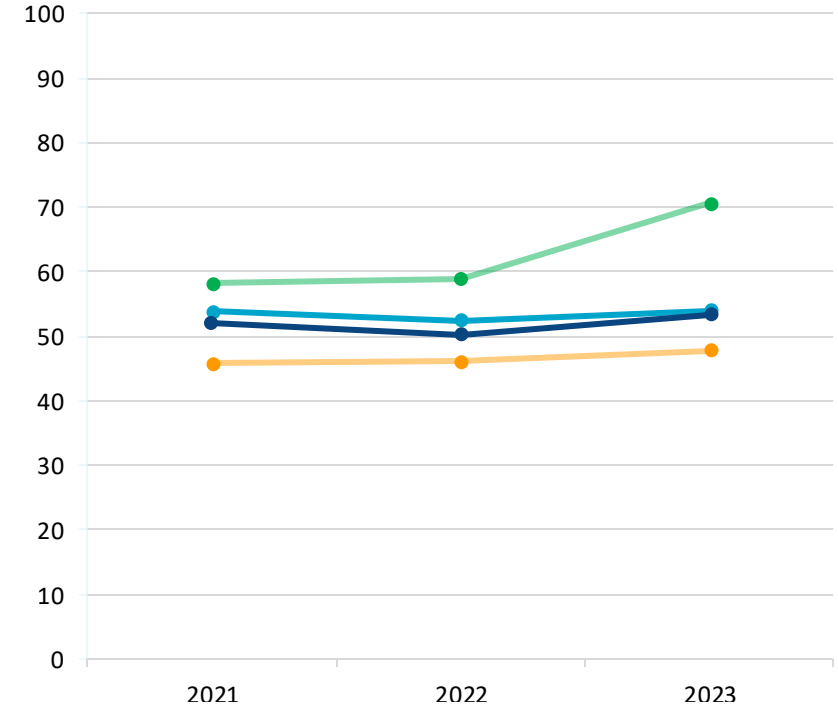
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023
Your org	56.62%	56.84%	62.21%
Best result	65.18%	65.45%	71.34%
Average result	58.36%	60.68%	62.21%
Worst result	48.88%	52.55%	55.95%
Responses	4030	4386	5169

Q7i I feel a strong personal attachment to my team.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

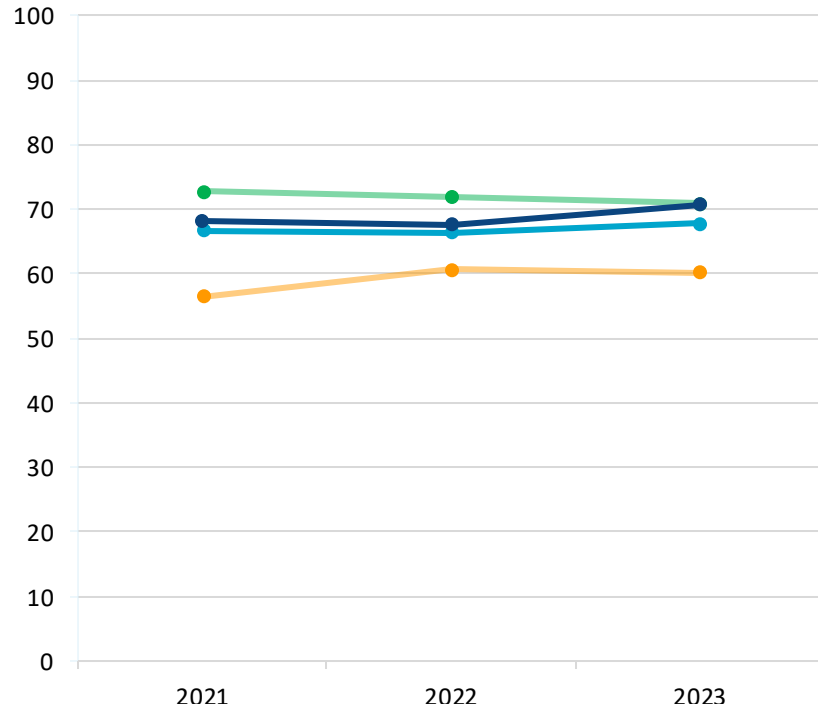


	2021	2022	2023
Your org	51.98%	50.19%	53.30%
Best result	58.12%	58.92%	70.50%
Average result	53.80%	52.48%	53.92%
Worst result	45.75%	46.12%	47.82%
Responses	4028	4384	5170



Q8b The people I work with are understanding and kind to one another.

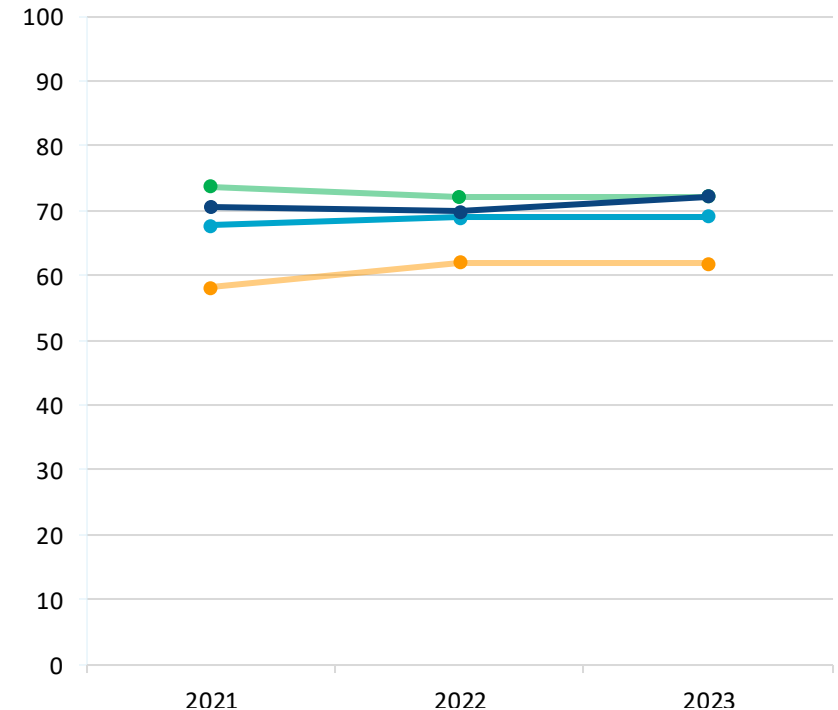
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023
Your org	68.23%	67.61%	70.67%
Best result	72.76%	71.98%	70.81%
Average result	66.73%	66.29%	67.71%
Worst result	56.50%	60.60%	60.18%
Responses	4016	4384	5173

Q8c The people I work with are polite and treat each other with respect.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023
Your org	70.55%	69.82%	72.15%
Best result	73.74%	72.26%	72.15%
Average result	67.69%	68.95%	69.11%
Worst result	58.11%	62.00%	61.90%
Responses	4015	4382	5173

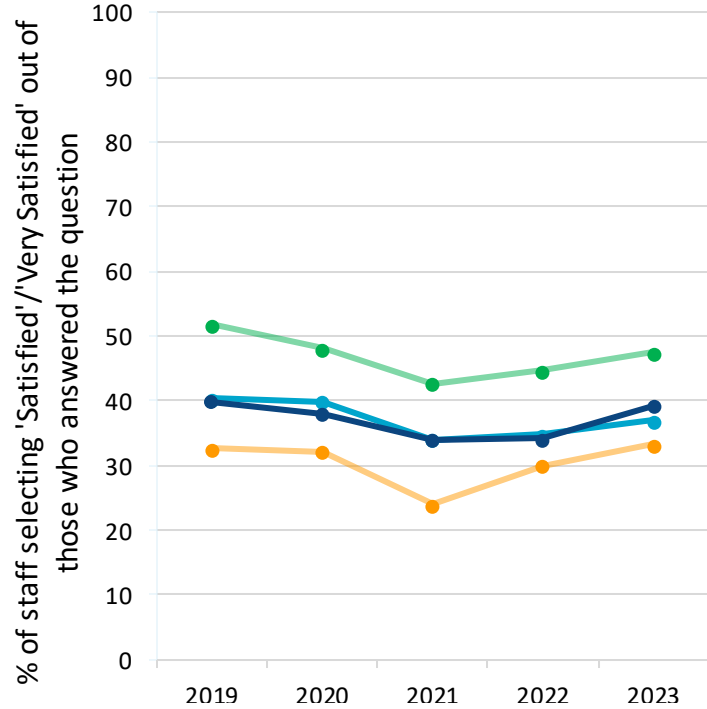
## People Promise element – We are recognised and rewarded



Questions included:  
Q4a, Q4b, Q4c, Q8d, Q9e

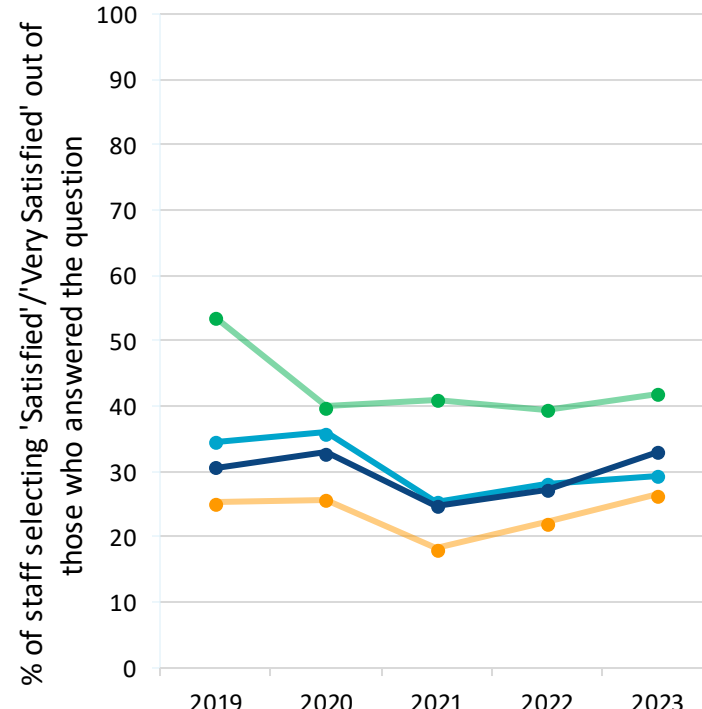


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



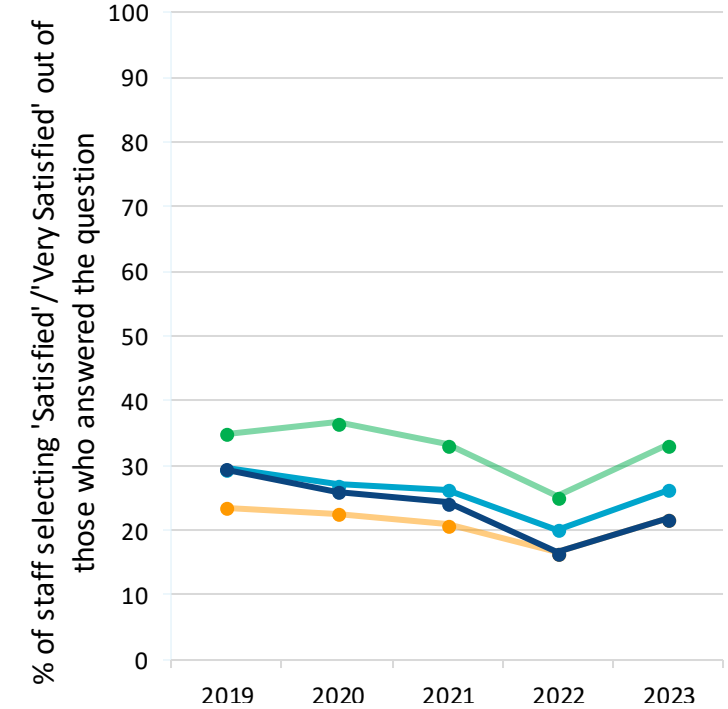
	2019	2020	2021	2022	2023
<b>Your org</b>	39.72%	38.07%	34.02%	34.08%	39.24%
<b>Best result</b>	51.85%	48.11%	42.60%	44.62%	47.51%
<b>Average result</b>	40.29%	39.86%	34.02%	34.77%	36.97%
<b>Worst result</b>	32.57%	32.13%	23.98%	29.93%	33.24%
Responses	4191	4378	4050	4383	5165

Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.



	2019	2020	2021	2022	2023
<b>Your org</b>	30.40%	32.90%	24.74%	27.20%	32.94%
<b>Best result</b>	53.55%	39.94%	40.93%	39.51%	41.90%
<b>Average result</b>	34.49%	35.95%	25.36%	28.07%	29.32%
<b>Worst result</b>	25.24%	25.69%	18.11%	22.06%	26.45%
Responses	4183	4373	4053	4381	5157

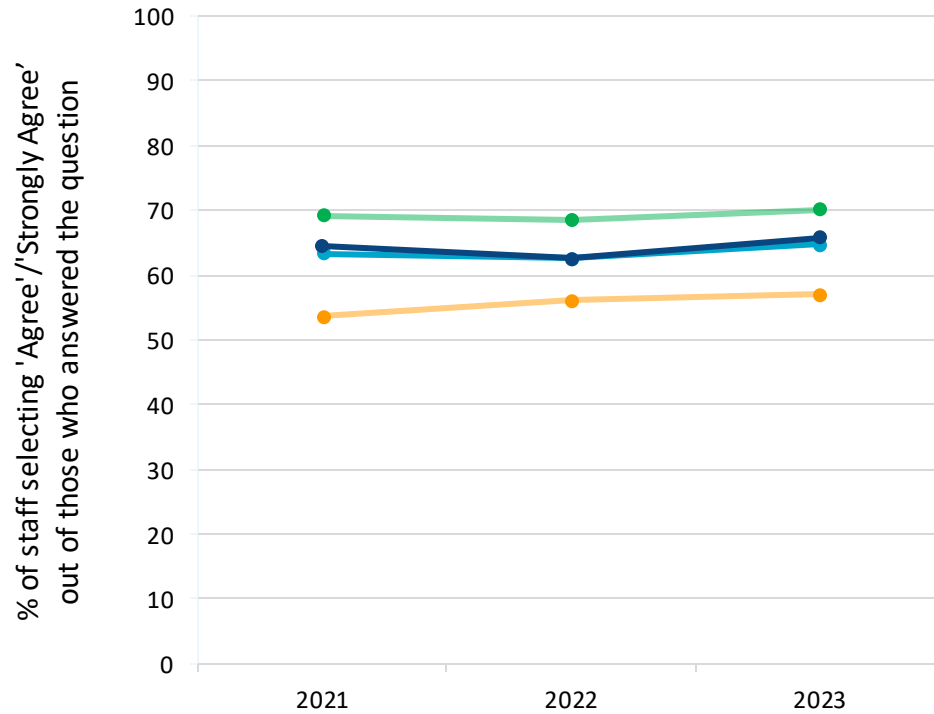
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2019	2020	2021	2022	2023
<b>Your org</b>	29.24%	25.99%	24.32%	16.46%	21.79%
<b>Best result</b>	34.95%	36.64%	33.30%	25.15%	33.22%
<b>Average result</b>	29.52%	27.00%	26.27%	20.06%	26.22%
<b>Worst result</b>	23.55%	22.50%	20.88%	16.46%	21.79%
Responses	4190	4374	4051	4386	5170

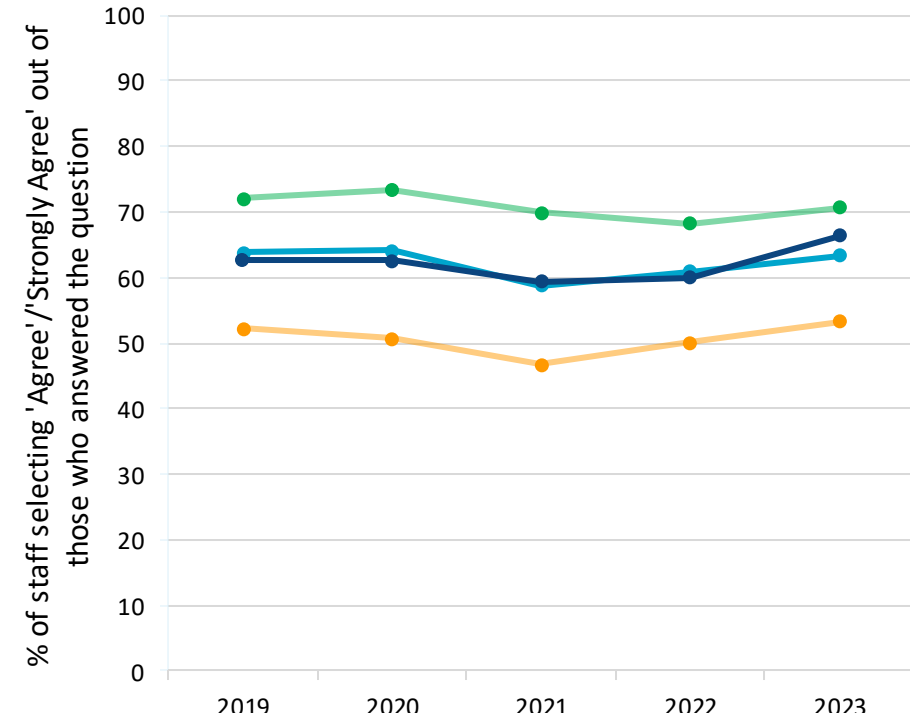


Q8d The people I work with show appreciation to one another.



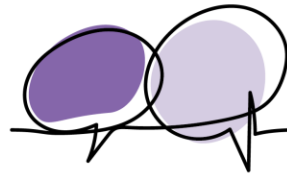
	2021	2022	2023
Your org	64.56%	62.58%	65.77%
Best result	69.20%	68.51%	70.18%
Average result	63.32%	62.58%	64.76%
Worst result	53.62%	56.02%	57.01%
Responses	4012	4382	5168

Q9e My immediate manager values my work.



	2019	2020	2021	2022	2023
Your org	62.64%	62.57%	59.45%	60.07%	66.44%
Best result	71.98%	73.32%	69.84%	68.24%	70.63%
Average result	63.78%	64.05%	58.73%	60.98%	63.29%
Worst result	52.16%	50.69%	46.80%	50.16%	53.25%
Responses	4166	4358	4008	4375	5169

## People Promise element – We each have a voice that counts



### Questions included:

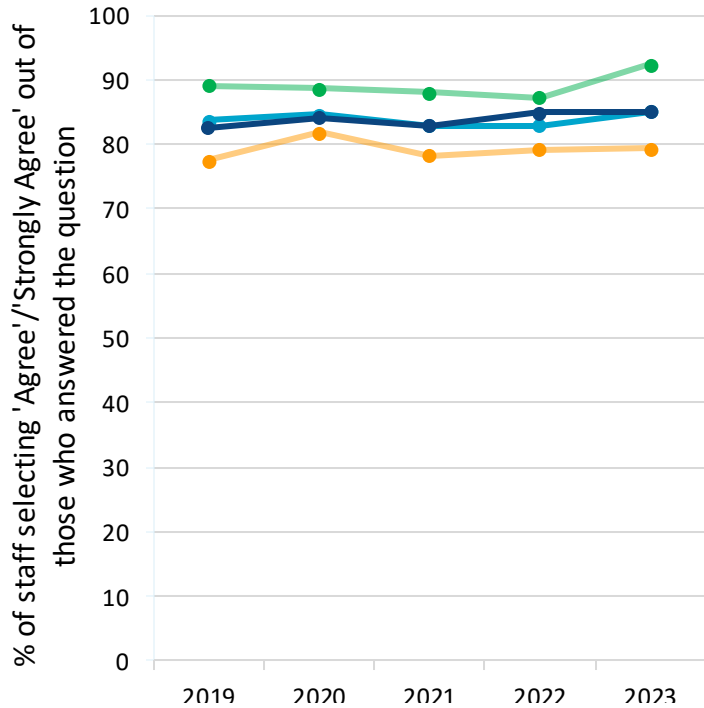
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f





Q3a I always know what my work responsibilities are.

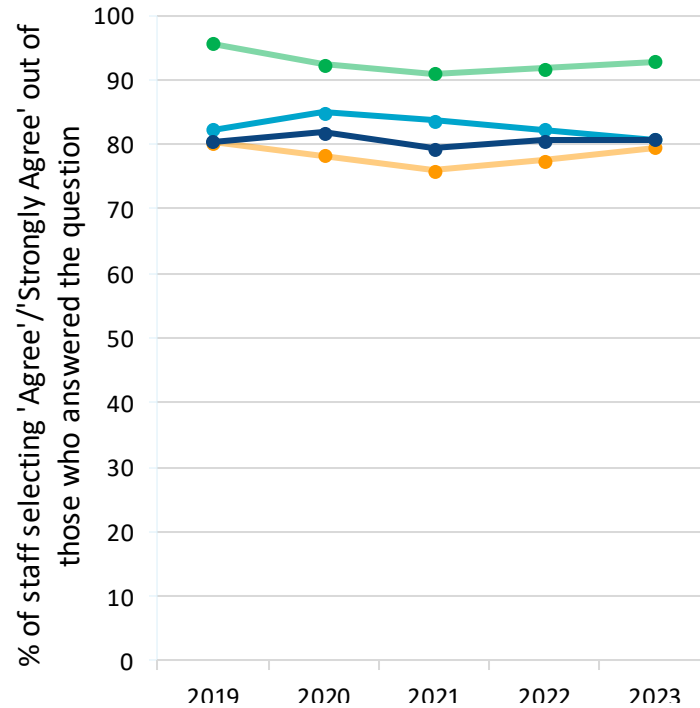


2019 2020 2021 2022 2023

Your org	82.59%	84.15%	82.92%	84.92%	85.14%
Best result	89.17%	88.67%	88.08%	87.19%	92.38%
Average result	83.64%	84.70%	82.92%	82.94%	85.06%
Worst result	77.46%	81.79%	78.35%	79.28%	79.34%

Responses 4207 4401 4049 4373 5183

Q3b I am trusted to do my job.

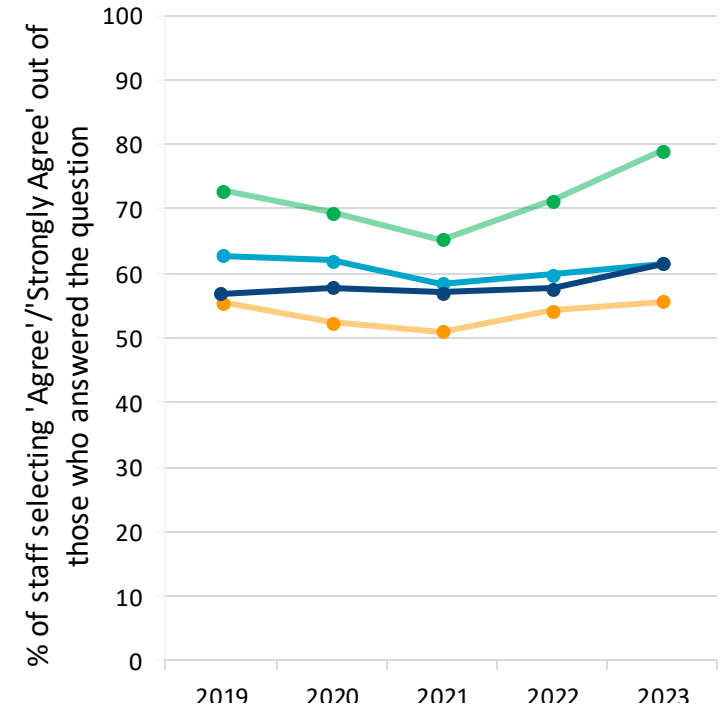


2019 2020 2021 2022 2023

Your org	80.32%	81.92%	79.40%	80.55%	80.75%
Best result	95.65%	92.33%	91.04%	91.71%	92.78%
Average result	82.26%	84.95%	83.77%	82.24%	80.75%
Worst result	80.32%	78.25%	75.96%	77.49%	79.46%

Responses 4204 4402 4054 4384 5174

Q3c There are frequent opportunities for me to show initiative in my role.



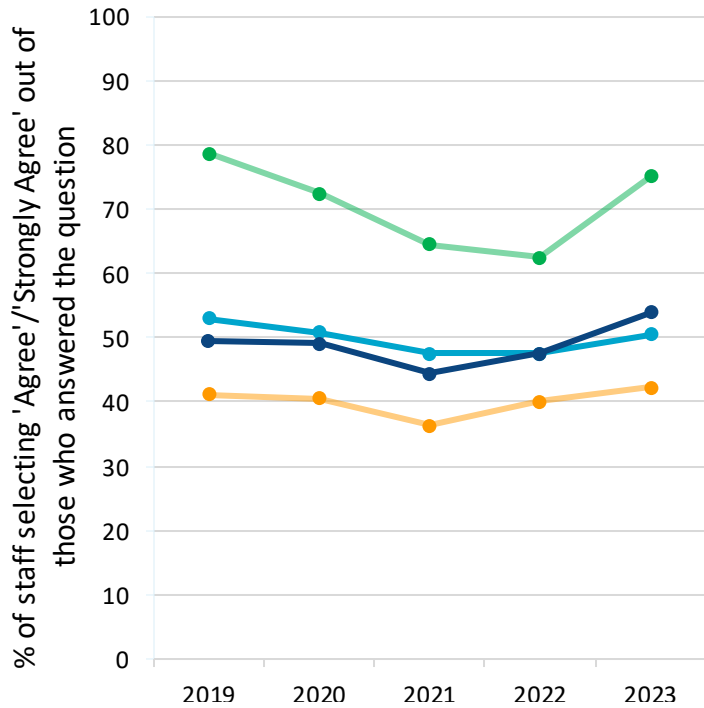
2019 2020 2021 2022 2023

Your org	56.85%	57.88%	57.11%	57.60%	61.48%
Best result	72.93%	69.50%	65.33%	71.27%	79.10%
Average result	62.76%	62.06%	58.44%	59.87%	61.48%
Worst result	55.47%	52.45%	51.01%	54.21%	55.58%

Responses 4206 4385 4059 4380 5164

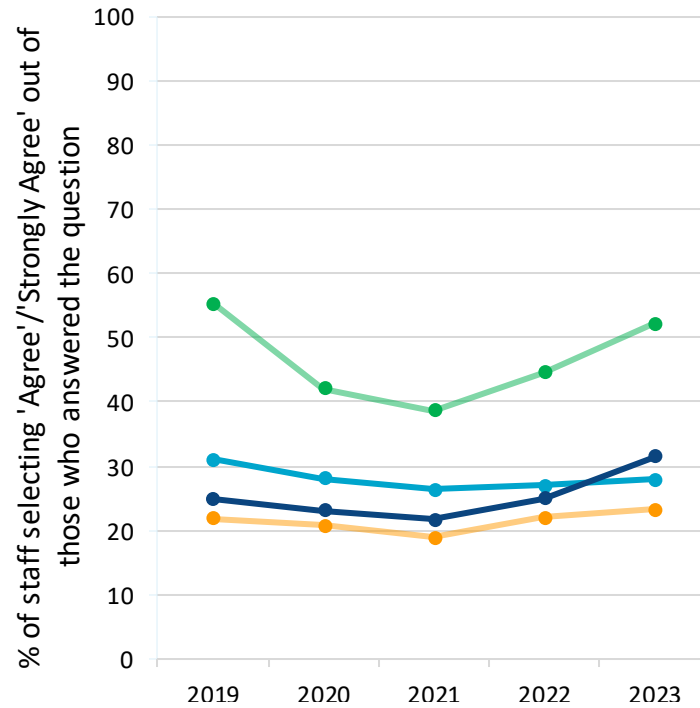


Q3d I am able to make suggestions to improve the work of my team / department.



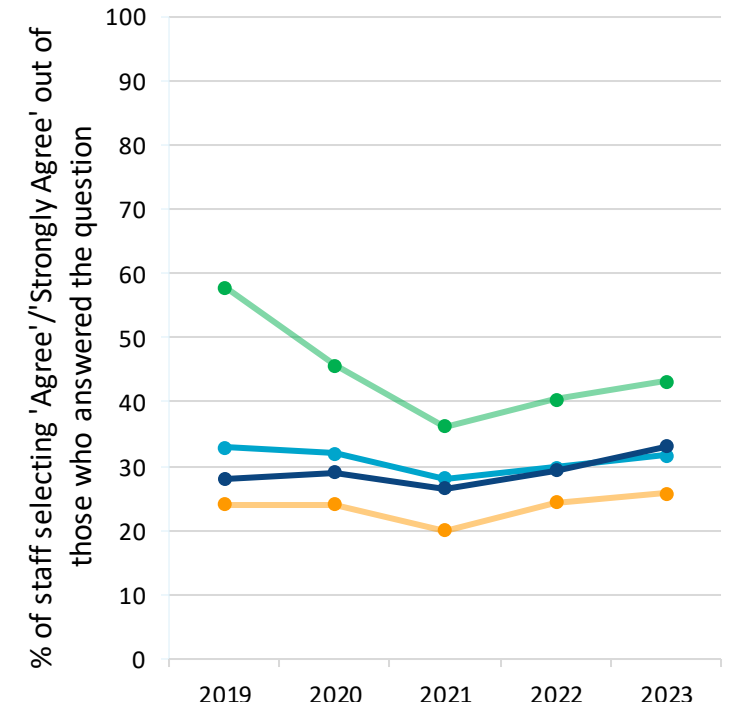
	2019	2020	2021	2022	2023
<b>Your org</b>	49.43%	49.10%	44.47%	47.54%	53.90%
<b>Best result</b>	78.69%	72.45%	64.45%	62.45%	75.11%
<b>Average result</b>	53.01%	50.86%	47.47%	47.54%	50.50%
<b>Worst result</b>	41.15%	40.47%	36.30%	40.07%	42.28%
Responses	4207	4386	4059	4389	5178

Q3e I am involved in deciding on changes introduced that affect my work area / team / department.



	2019	2020	2021	2022	2023
<b>Your org</b>	24.76%	23.04%	21.64%	25.02%	31.53%
<b>Best result</b>	55.39%	42.13%	38.69%	44.53%	52.15%
<b>Average result</b>	31.00%	28.02%	26.35%	27.00%	27.90%
<b>Worst result</b>	21.87%	20.80%	18.82%	22.04%	23.30%
Responses	4206	4387	4061	4387	5175

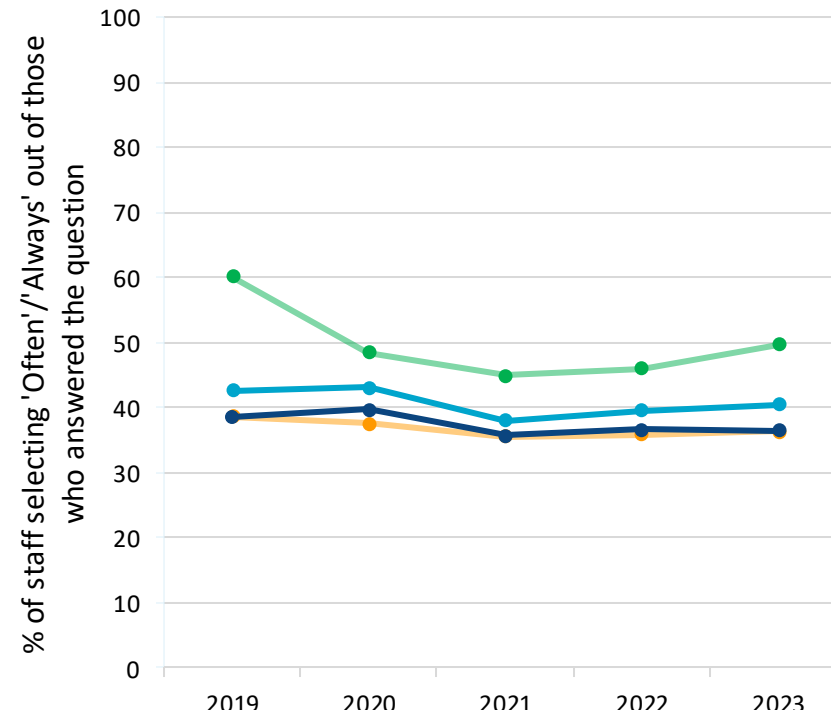
Q3f I am able to make improvements happen in my area of work.



	2019	2020	2021	2022	2023
<b>Your org</b>	28.12%	29.01%	26.44%	29.28%	33.03%
<b>Best result</b>	57.89%	45.69%	36.23%	40.37%	43.12%
<b>Average result</b>	32.94%	32.03%	28.12%	29.84%	31.61%
<b>Worst result</b>	24.02%	23.96%	19.94%	24.39%	25.72%
Responses	4203	4385	4057	4380	5182



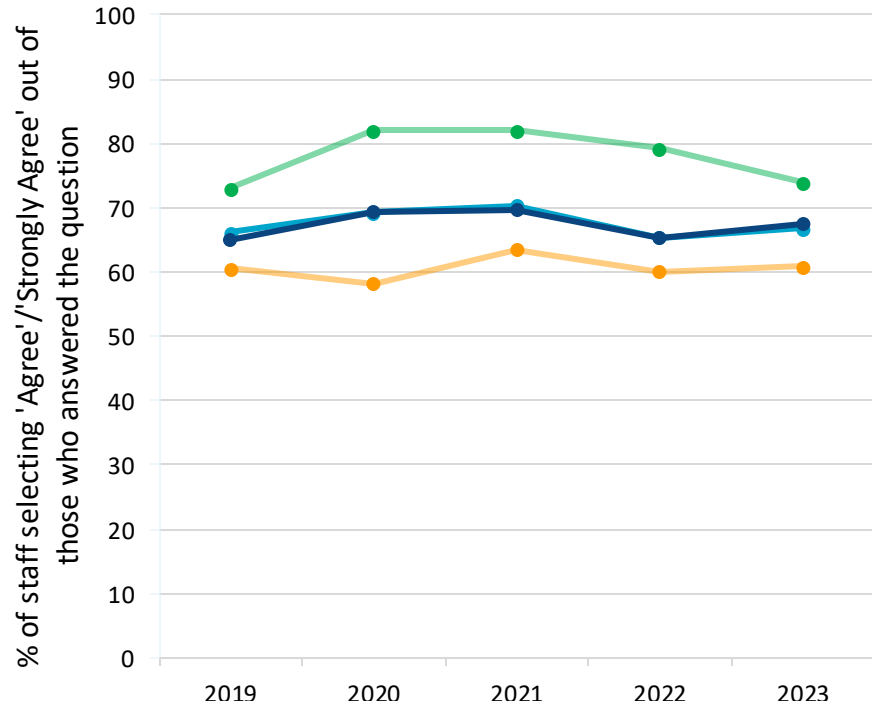
Q5b I have a choice in deciding how to do my work.



	2019	2020	2021	2022	2023
<b>Your org</b>	38.69%	39.69%	35.69%	36.68%	36.47%
<b>Best result</b>	60.07%	48.43%	44.99%	45.99%	49.65%
<b>Average result</b>	42.56%	43.12%	38.01%	39.59%	40.53%
<b>Worst result</b>	38.69%	37.60%	35.58%	35.87%	36.30%
Responses	4173	4374	4044	4378	5174

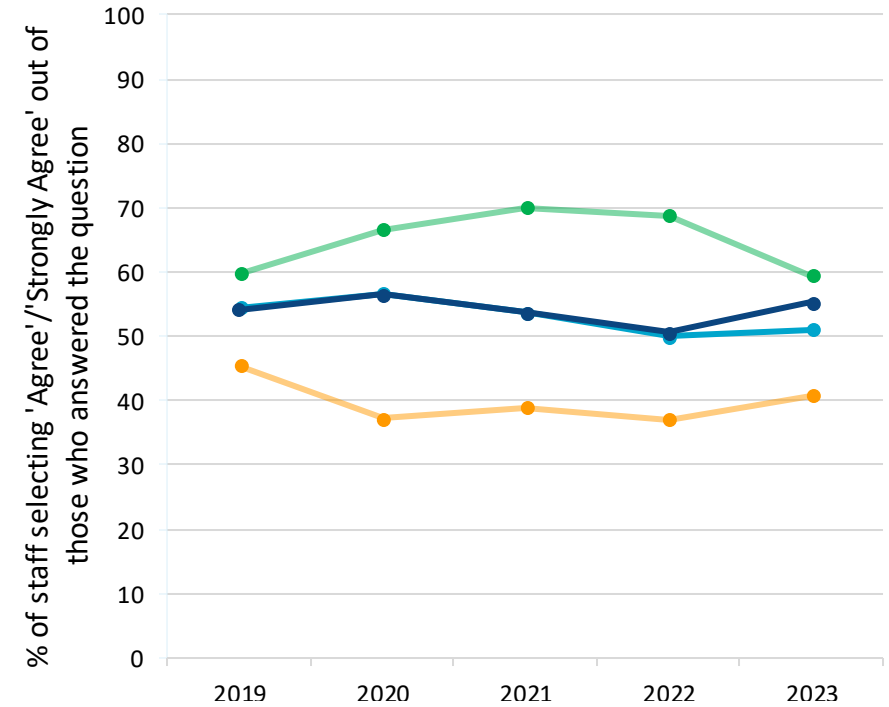


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2019	2020	2021	2022	2023
<b>Your org</b>	64.86%	69.40%	69.71%	65.40%	67.57%
<b>Best result</b>	73.03%	81.94%	82.07%	79.19%	73.91%
<b>Average result</b>	66.10%	69.31%	70.26%	65.40%	66.80%
<b>Worst result</b>	60.53%	58.15%	63.48%	60.03%	60.78%
Responses	4147	4331	3980	4378	5159

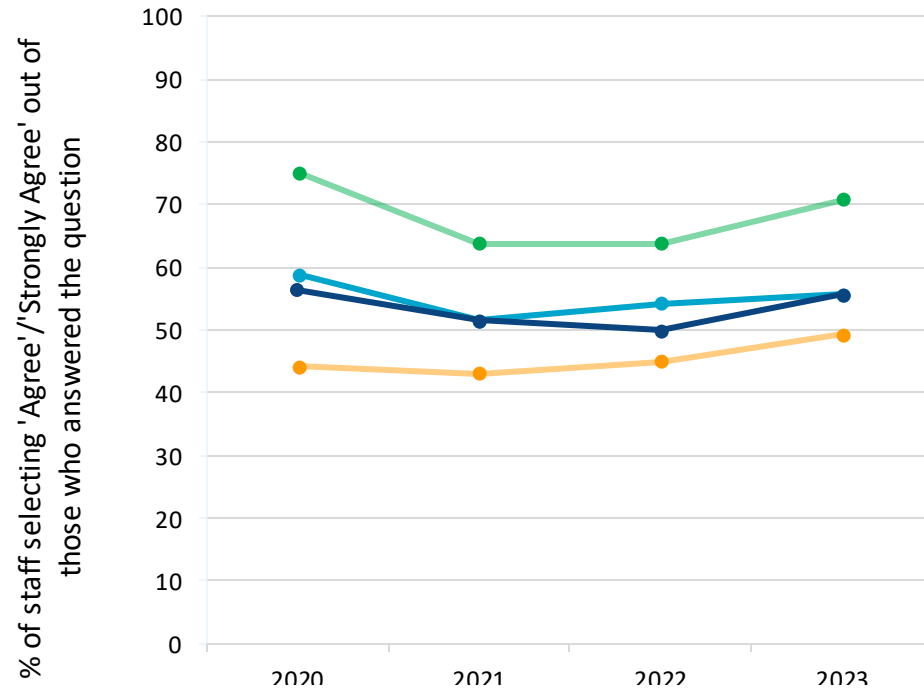
Q20b I am confident that my organisation would address my concern.



	2019	2020	2021	2022	2023
<b>Your org</b>	54.12%	56.42%	53.76%	50.54%	55.21%
<b>Best result</b>	59.73%	66.63%	70.10%	68.73%	59.40%
<b>Average result</b>	54.41%	56.64%	53.71%	49.94%	51.09%
<b>Worst result</b>	45.45%	37.27%	38.97%	37.10%	40.75%
Responses	4146	4331	3981	4375	5155

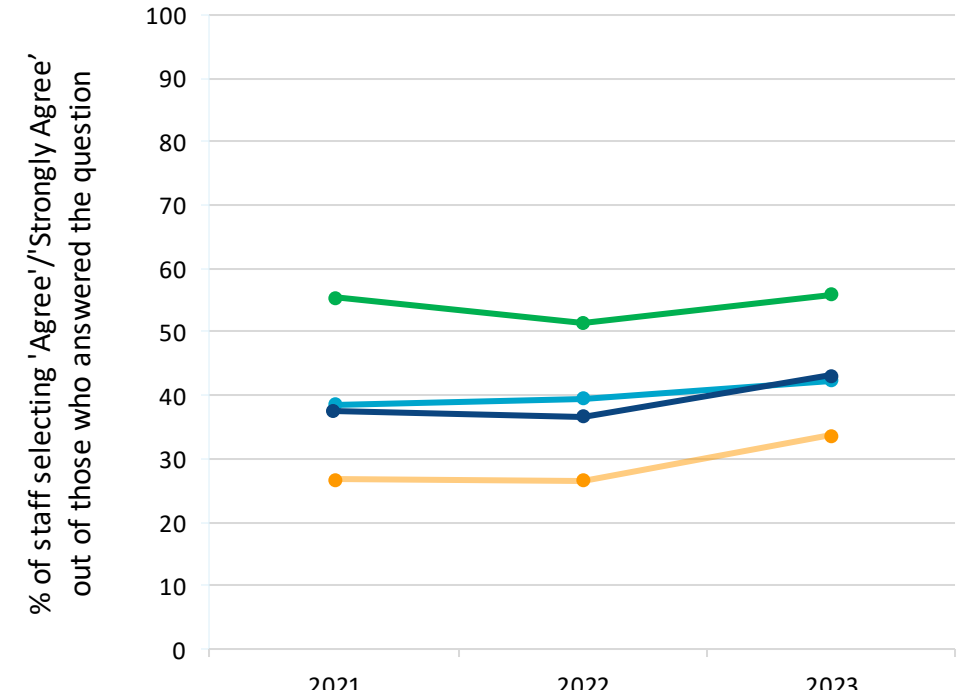


Q25e I feel safe to speak up about anything that concerns me in this organisation.



	2020	2021	2022	2023
<b>Your org</b>	56.35%	51.51%	49.86%	55.59%
<b>Best result</b>	75.17%	63.76%	63.75%	70.79%
<b>Average result</b>	58.83%	51.51%	54.17%	55.59%
<b>Worst result</b>	44.22%	43.10%	44.90%	49.25%
Responses	4326	3972	4379	5171

Q25f If I spoke up about something that concerned me I am confident my organisation would address my concern.



	2021	2022	2023
<b>Your org</b>	37.48%	36.63%	43.07%
<b>Best result</b>	55.52%	51.30%	55.95%
<b>Average result</b>	38.64%	39.59%	42.34%
<b>Worst result</b>	26.79%	26.67%	33.71%
Responses	3968	4380	5167

## People Promise element – We are safe and healthy



### Questions included:

Health and safety climate: Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

Burnout: Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g

Negative experiences: Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

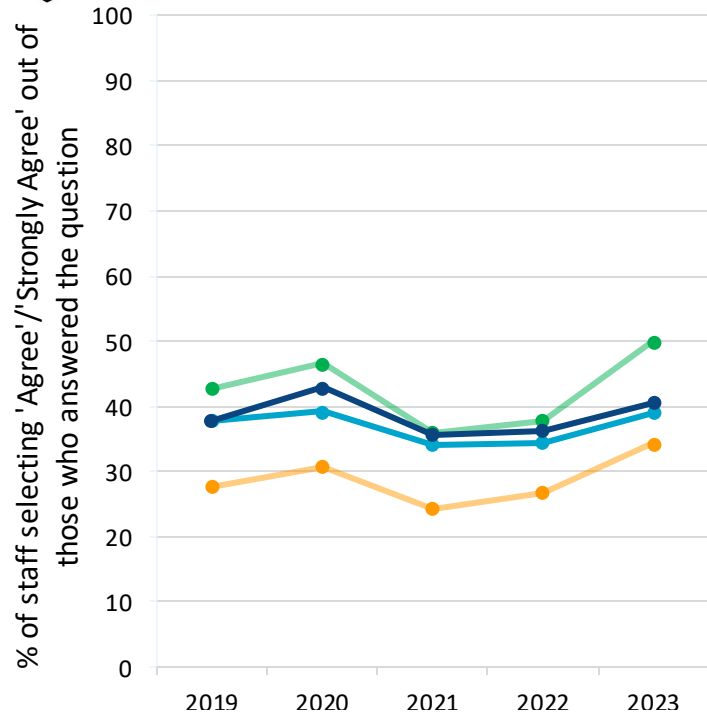
Other questions:\* Q17a, Q17b, Q22

\*Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

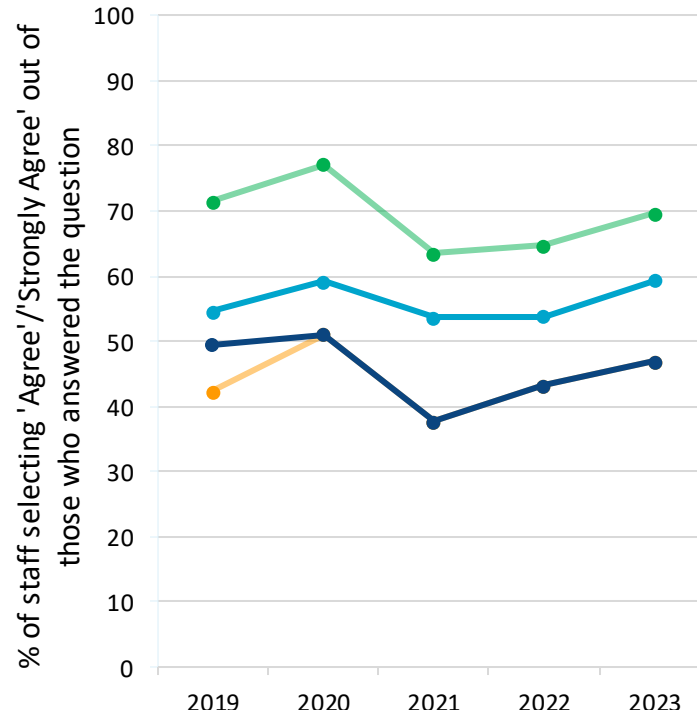


Q3g I am able to meet all the conflicting demands on my time at work.



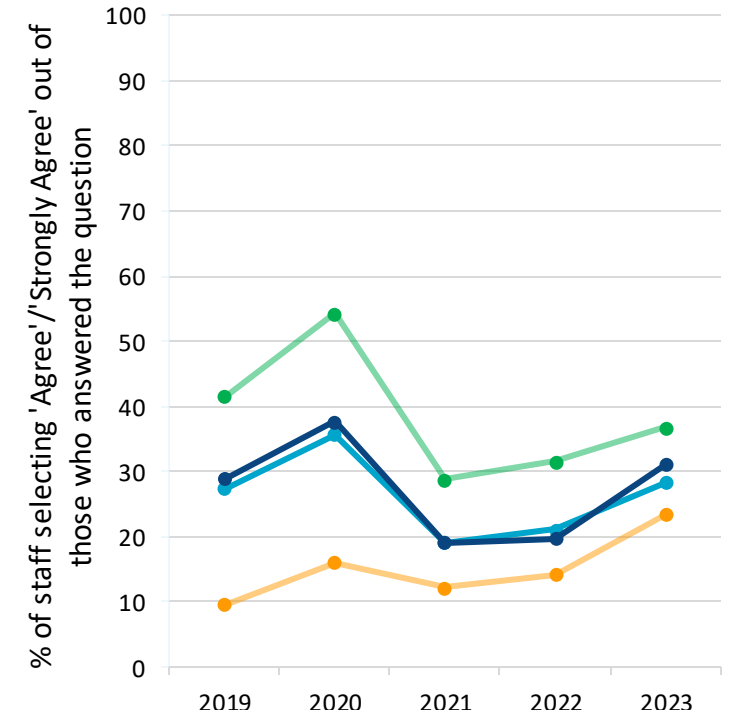
	2019	2020	2021	2022	2023
<b>Your org</b>	37.85%	42.91%	35.72%	36.34%	40.60%
<b>Best result</b>	42.78%	46.60%	35.98%	37.91%	50.04%
<b>Average result</b>	37.85%	39.23%	34.23%	34.54%	39.08%
<b>Worst result</b>	27.66%	30.84%	24.39%	26.77%	34.34%
Responses	4190	4379	4055	4378	5172

Q3h I have adequate materials, supplies and equipment to do my work.



	2019	2020	2021	2022	2023
<b>Your org</b>	49.41%	51.07%	37.76%	43.27%	46.91%
<b>Best result</b>	71.47%	77.20%	63.48%	64.69%	69.66%
<b>Average result</b>	54.63%	59.20%	53.69%	53.87%	59.30%
<b>Worst result</b>	42.26%	51.07%	37.76%	43.27%	46.91%
Responses	4202	4385	4059	4383	5176

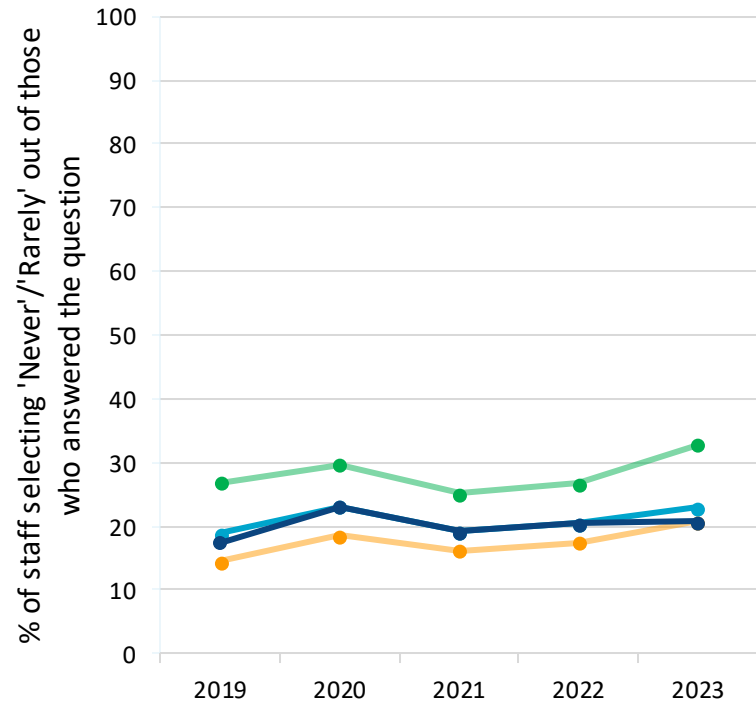
Q3i There are enough staff at this organisation for me to do my job properly.



	2019	2020	2021	2022	2023
<b>Your org</b>	28.81%	37.68%	19.15%	19.80%	31.14%
<b>Best result</b>	41.56%	54.35%	28.87%	31.62%	36.73%
<b>Average result</b>	27.38%	35.73%	19.15%	21.05%	28.32%
<b>Worst result</b>	9.56%	15.98%	12.14%	14.15%	23.44%
Responses	4202	4383	4055	4385	5179

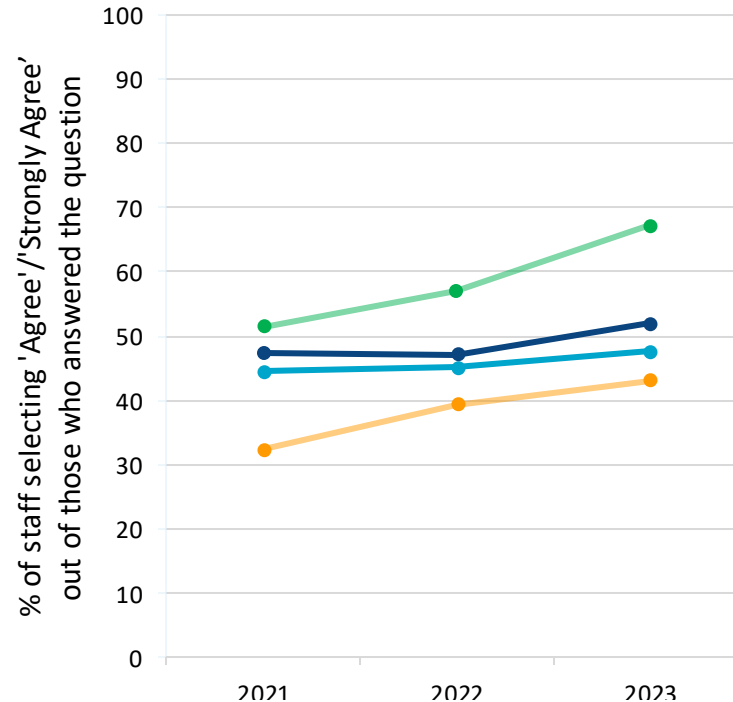


Q5a I have unrealistic time pressures.



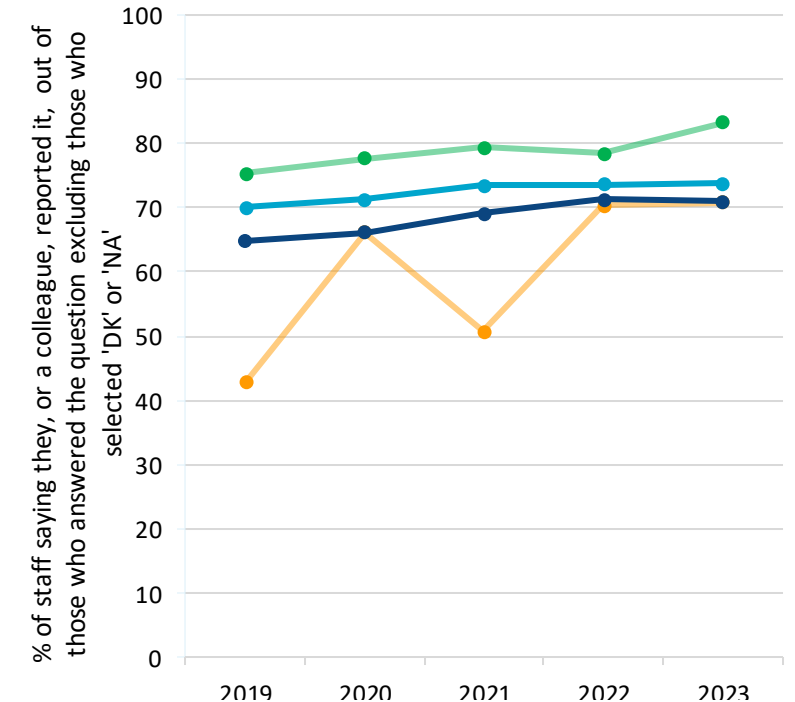
	2019	2020	2021	2022	2023
<b>Your org</b>	17.46%	23.10%	19.09%	20.42%	20.80%
<b>Best result</b>	26.77%	29.66%	25.13%	26.69%	32.83%
<b>Average result</b>	18.79%	23.10%	19.09%	20.42%	22.98%
<b>Worst result</b>	14.52%	18.55%	16.20%	17.37%	20.80%
Responses	4179	4371	4042	4375	5166

Q11a My organisation takes positive action on health and well-being.



	2021	2022	2023
<b>Your org</b>	47.48%	47.20%	52.02%
<b>Best result</b>	51.53%	56.96%	67.18%
<b>Average result</b>	44.50%	45.19%	47.56%
<b>Worst result</b>	32.30%	39.32%	43.03%
Responses	3906	4272	5185

Q13d The last time you experienced physical violence at work, did you or a colleague report it?



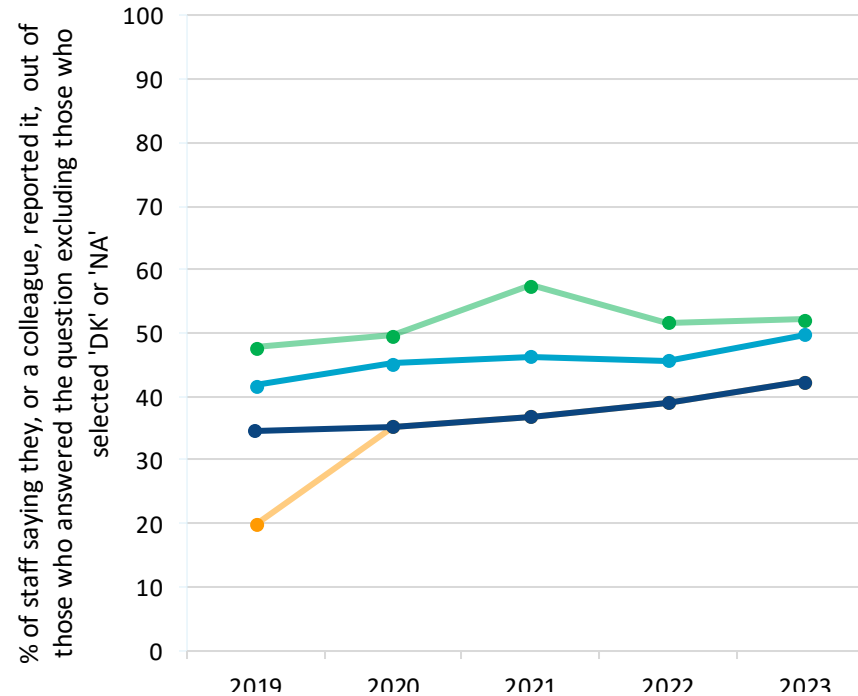
	2019	2020	2021	2022	2023
<b>Your org</b>	64.73%	66.18%	69.12%	71.30%	70.97%
<b>Best result</b>	75.39%	77.60%	79.30%	78.36%	83.33%
<b>Average result</b>	70.02%	71.22%	73.46%	73.55%	73.83%
<b>Worst result</b>	42.81%	66.18%	50.78%	70.38%	70.88%
Responses	1519	1669	1265	1330	1191

Note: 2023 results for Q13d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.





Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

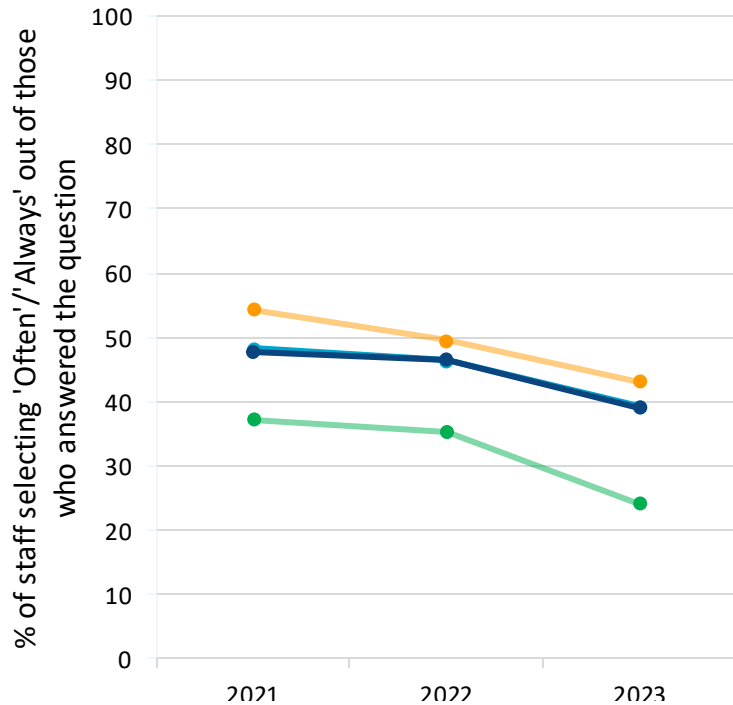


	2019	2020	2021	2022	2023
<b>Your org</b>	34.68%	35.28%	36.77%	39.07%	42.37%
<b>Best result</b>	47.79%	49.65%	57.42%	51.63%	52.09%
<b>Average result</b>	41.77%	45.13%	46.35%	45.60%	49.79%
<b>Worst result</b>	19.80%	35.28%	36.77%	39.07%	42.37%
Responses	2365	2448	2126	2285	2172

Note: 2023 results for Q14d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

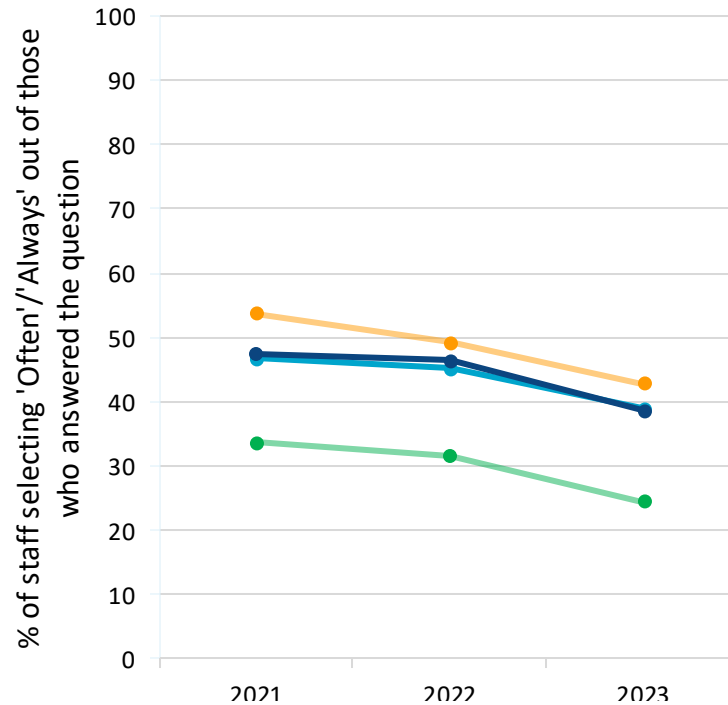


Q12a How often, if at all, do you find your work emotionally exhausting?



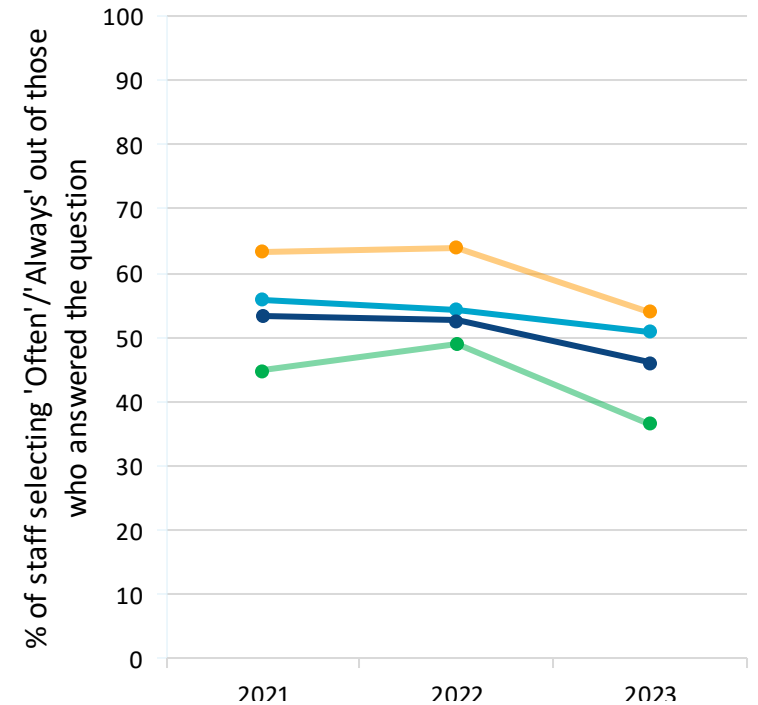
	2021	2022	2023
<b>Your org</b>	47.81%	46.59%	39.13%
<b>Best result</b>	37.30%	35.38%	24.16%
<b>Average result</b>	48.20%	46.35%	39.28%
<b>Worst result</b>	54.28%	49.55%	43.14%
Responses	3998	4383	5183

Q12b How often, if at all, do you feel burnt out because of your work?



	2021	2022	2023
<b>Your org</b>	47.36%	46.40%	38.66%
<b>Best result</b>	33.68%	31.64%	24.51%
<b>Average result</b>	46.65%	45.12%	38.95%
<b>Worst result</b>	53.69%	49.19%	42.79%
Responses	4000	4379	5180

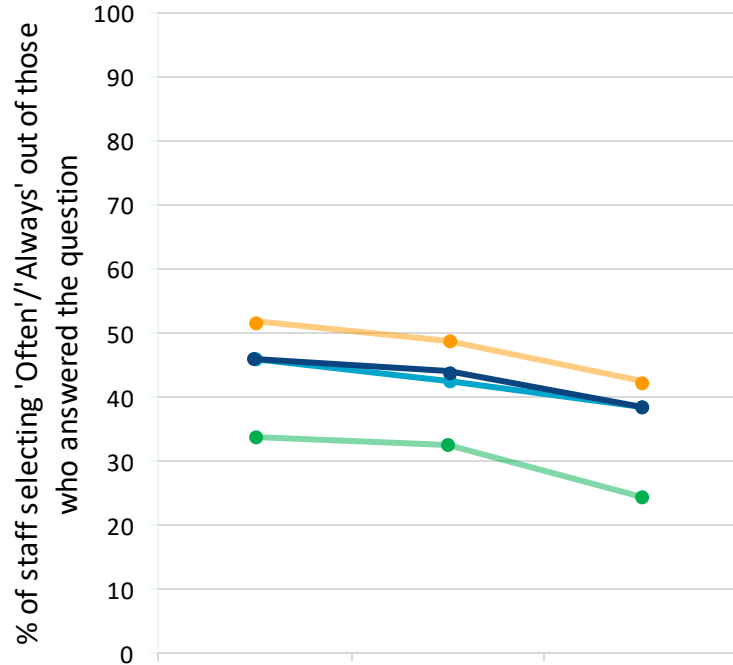
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023
<b>Your org</b>	53.31%	52.65%	46.08%
<b>Best result</b>	44.87%	48.84%	36.59%
<b>Average result</b>	55.87%	54.33%	50.89%
<b>Worst result</b>	63.35%	64.02%	54.00%
Responses	3997	4383	5184

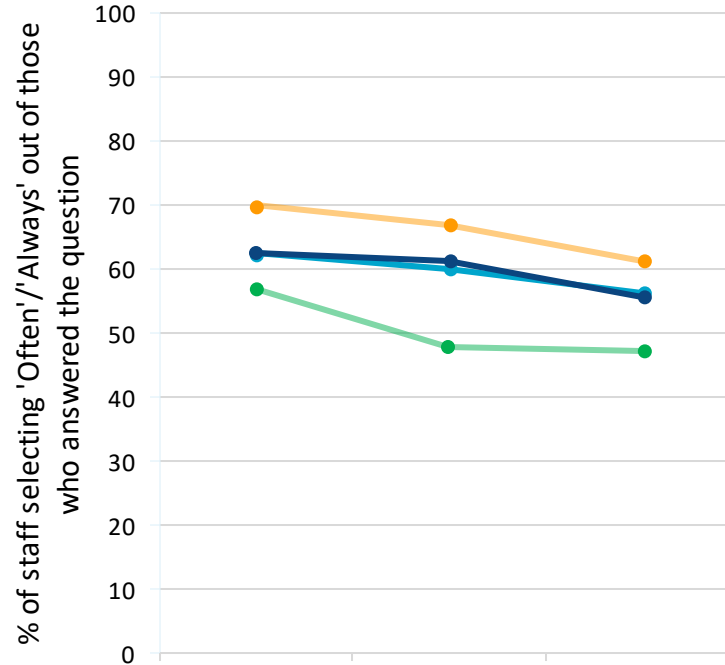


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



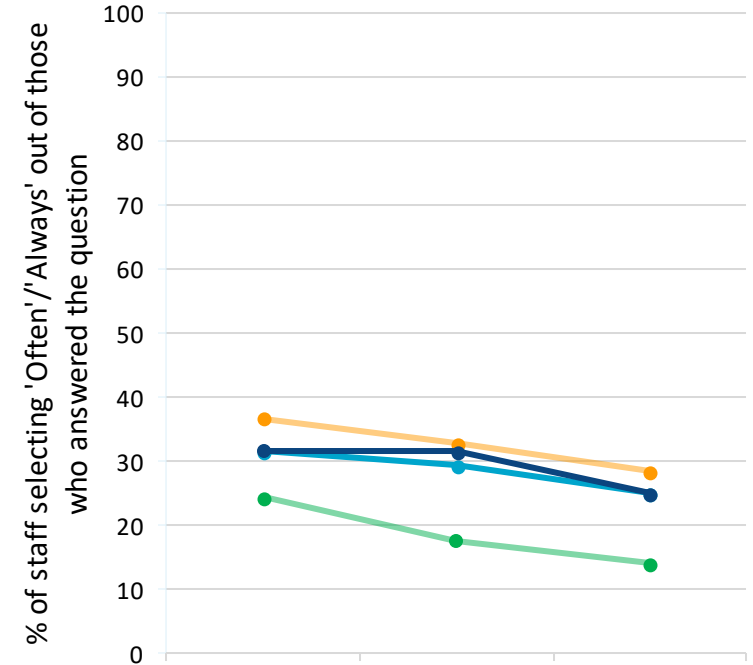
	2021	2022	2023
<b>Your org</b>	46.08%	44.06%	38.52%
<b>Best result</b>	33.89%	32.44%	24.52%
<b>Average result</b>	46.06%	42.69%	38.51%
<b>Worst result</b>	51.90%	48.89%	42.46%
Responses	3998	4383	5178

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?



	2021	2022	2023
<b>Your org</b>	62.40%	61.34%	55.73%
<b>Best result</b>	56.94%	48.00%	47.37%
<b>Average result</b>	62.40%	60.13%	56.44%
<b>Worst result</b>	70.02%	67.06%	61.31%
Responses	3999	4384	5175

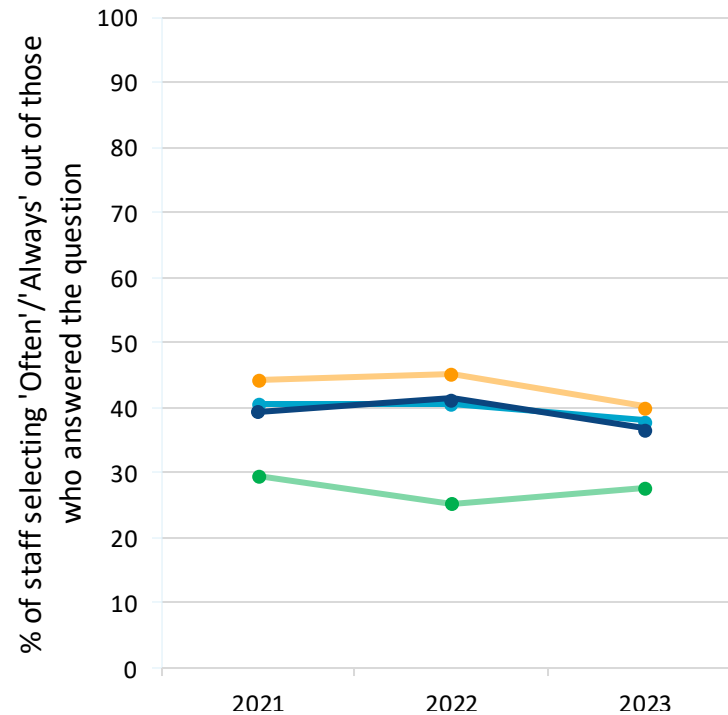
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023
<b>Your org</b>	31.52%	31.49%	24.94%
<b>Best result</b>	24.40%	17.43%	13.95%
<b>Average result</b>	31.52%	29.35%	24.94%
<b>Worst result</b>	36.71%	32.70%	28.34%
Responses	3997	4381	5174



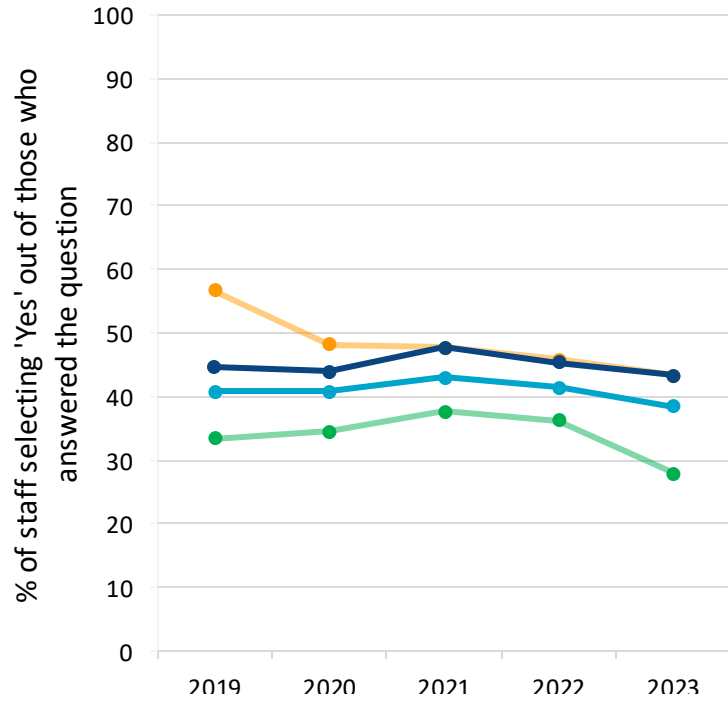
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023
<b>Your org</b>	39.50%	41.46%	36.78%
<b>Best result</b>	29.62%	25.06%	27.75%
<b>Average result</b>	40.60%	40.68%	38.06%
<b>Worst result</b>	44.27%	45.28%	40.24%
<b>Responses</b>	4002	4384	5186

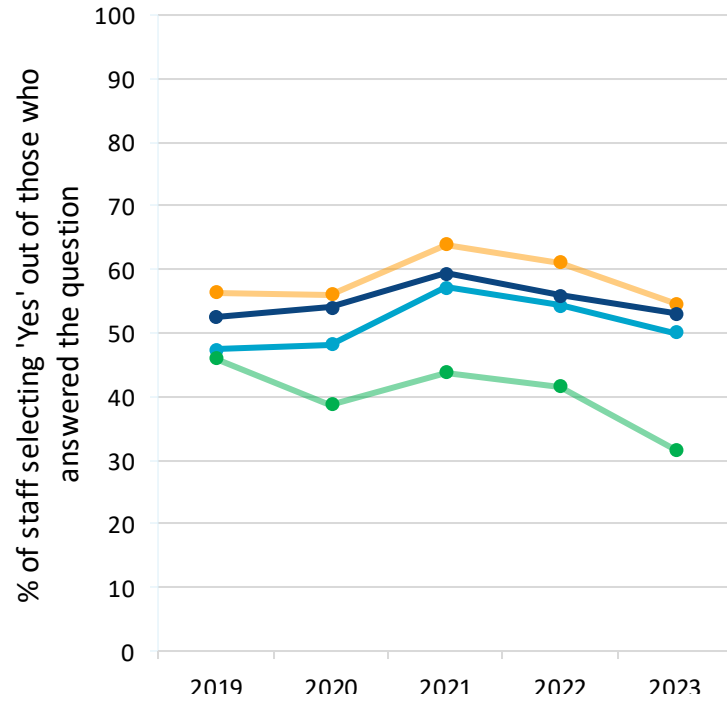


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



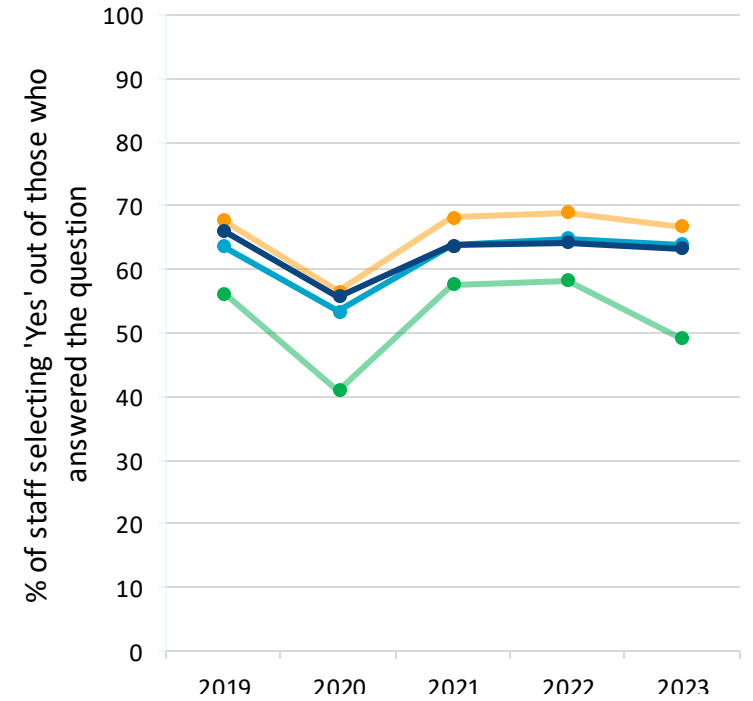
	2019	2020	2021	2022	2023
<b>Your org</b>	44.68%	43.98%	47.75%	45.46%	43.30%
<b>Best result</b>	33.46%	34.60%	37.63%	36.27%	28.01%
<b>Average result</b>	40.88%	40.83%	43.03%	41.44%	38.47%
<b>Worst result</b>	56.70%	48.26%	47.75%	45.90%	43.30%
Responses	4174	4353	4012	4381	5177

Q11c During the last 12 months have you felt unwell as a result of work related stress?



	2019	2020	2021	2022	2023
<b>Your org</b>	52.41%	54.08%	59.36%	55.91%	53.07%
<b>Best result</b>	46.04%	38.83%	43.83%	41.63%	31.70%
<b>Average result</b>	47.42%	48.20%	57.16%	54.37%	50.06%
<b>Worst result</b>	56.38%	56.06%	63.96%	61.13%	54.65%
Responses	4175	4352	4013	4385	5181

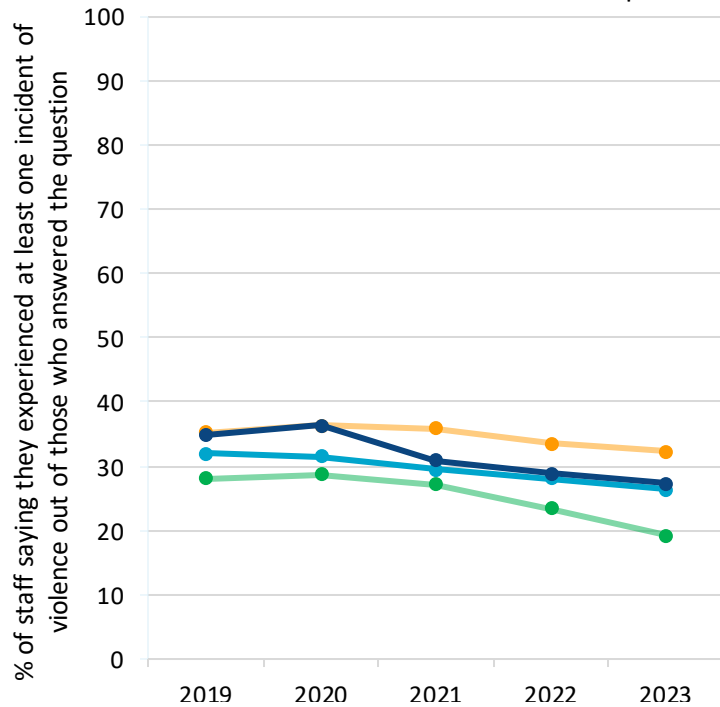
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2019	2020	2021	2022	2023
<b>Your org</b>	66.18%	55.71%	63.78%	64.28%	63.27%
<b>Best result</b>	56.29%	41.05%	57.60%	58.22%	49.10%
<b>Average result</b>	63.57%	53.45%	63.81%	64.85%	63.88%
<b>Worst result</b>	67.72%	56.58%	68.11%	68.90%	66.71%
Responses	4178	4352	4013	4390	5184

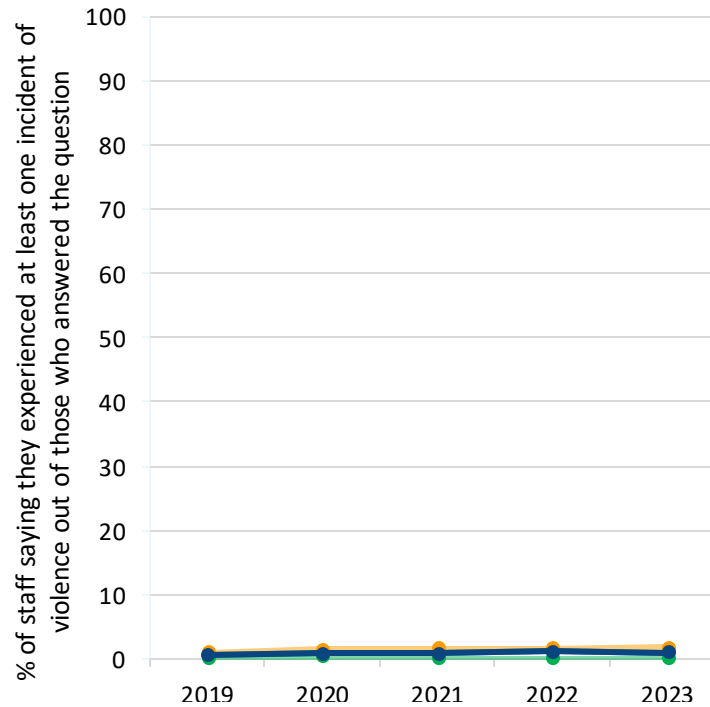


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



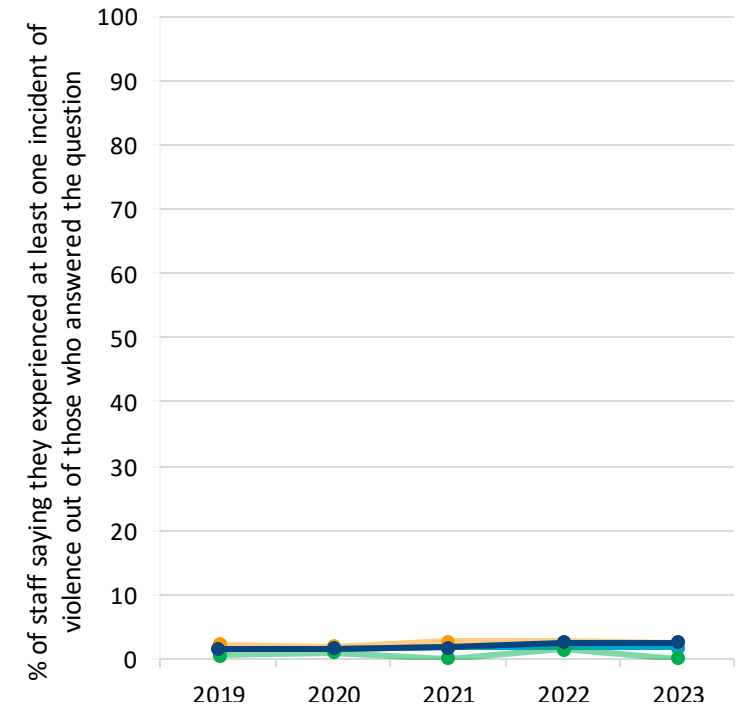
	2019	2020	2021	2022	2023
<b>Your org</b>	34.93%	36.27%	30.91%	28.78%	27.36%
<b>Best result</b>	28.08%	28.63%	27.21%	23.32%	19.16%
<b>Average result</b>	32.04%	31.52%	29.42%	28.10%	26.43%
<b>Worst result</b>	35.29%	36.27%	35.81%	33.60%	32.28%
Responses	4165	4342	3998	4380	4449

Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



	2019	2020	2021	2022	2023
<b>Your org</b>	0.62%	0.88%	0.77%	1.20%	0.91%
<b>Best result</b>	0.00%	0.33%	0.00%	0.00%	0.00%
<b>Average result</b>	0.62%	0.76%	0.81%	1.06%	0.91%
<b>Worst result</b>	0.91%	1.47%	1.62%	1.62%	1.71%
Responses	4123	4336	3960	4336	4385

Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

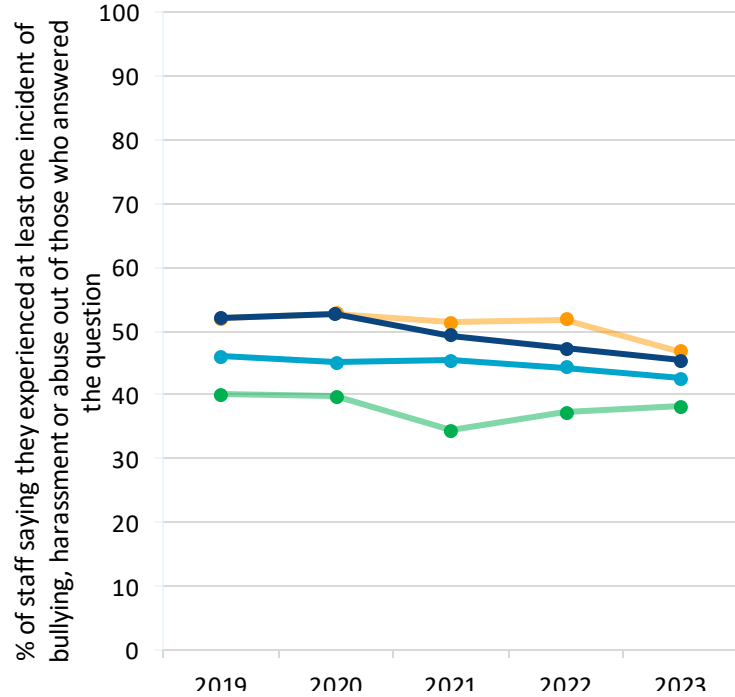


	2019	2020	2021	2022	2023
<b>Your org</b>	1.37%	1.64%	1.76%	2.48%	2.48%
<b>Best result</b>	0.52%	1.05%	0.00%	1.41%	0.00%
<b>Average result</b>	1.43%	1.64%	1.76%	1.91%	1.79%
<b>Worst result</b>	2.26%	1.98%	2.72%	2.66%	2.48%
Responses	4120	4336	3941	4291	4322

Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

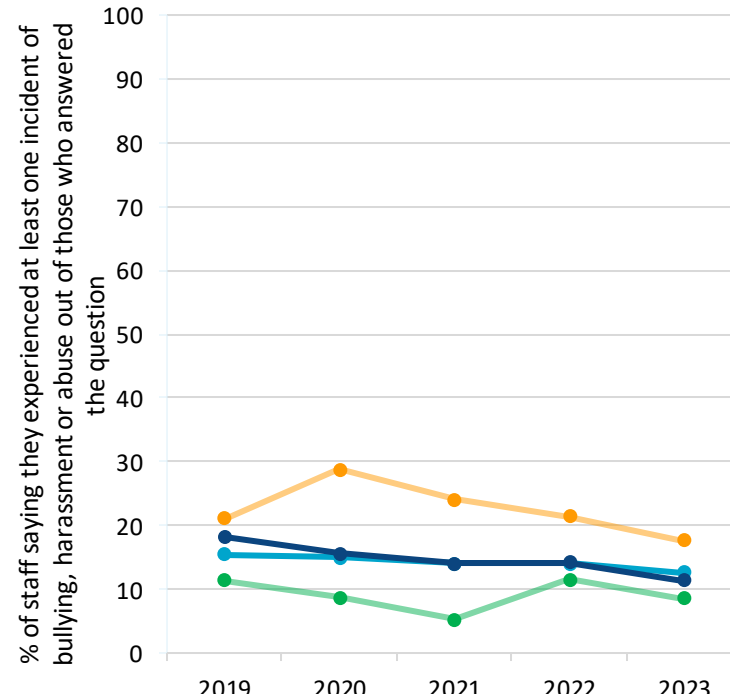


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



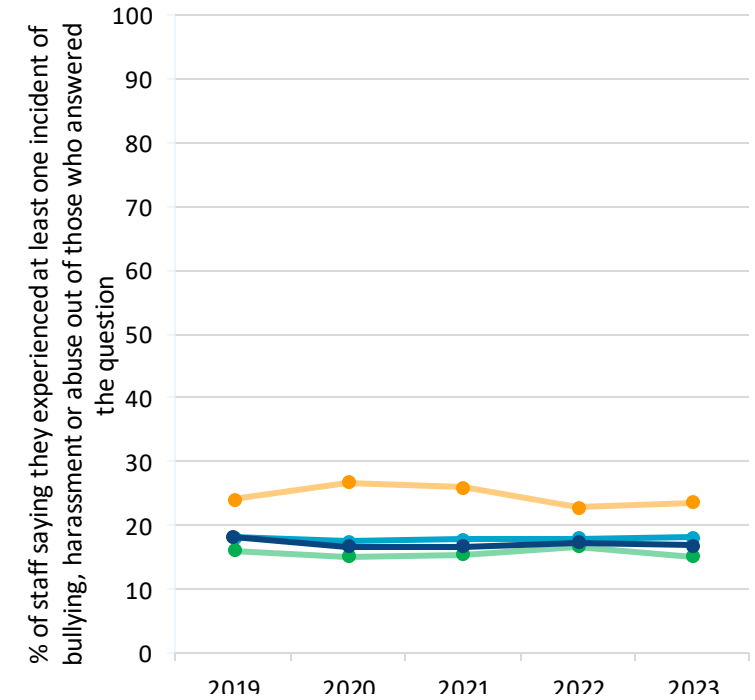
	2019	2020	2021	2022	2023
<b>Your org</b>	51.98%	52.77%	49.32%	47.32%	45.31%
<b>Best result</b>	39.98%	39.78%	34.43%	37.27%	38.11%
<b>Average result</b>	46.03%	45.09%	45.33%	44.26%	42.60%
<b>Worst result</b>	51.98%	52.77%	51.42%	51.76%	46.77%
Responses	4150	4276	3937	4372	4460

Q14b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.



	2019	2020	2021	2022	2023
<b>Your org</b>	18.08%	15.62%	13.94%	14.18%	11.39%
<b>Best result</b>	11.31%	8.60%	5.26%	11.51%	8.49%
<b>Average result</b>	15.36%	14.95%	13.93%	13.92%	12.55%
<b>Worst result</b>	21.01%	28.74%	24.05%	21.42%	17.55%
Responses	4133	4268	3911	4329	4410

Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.

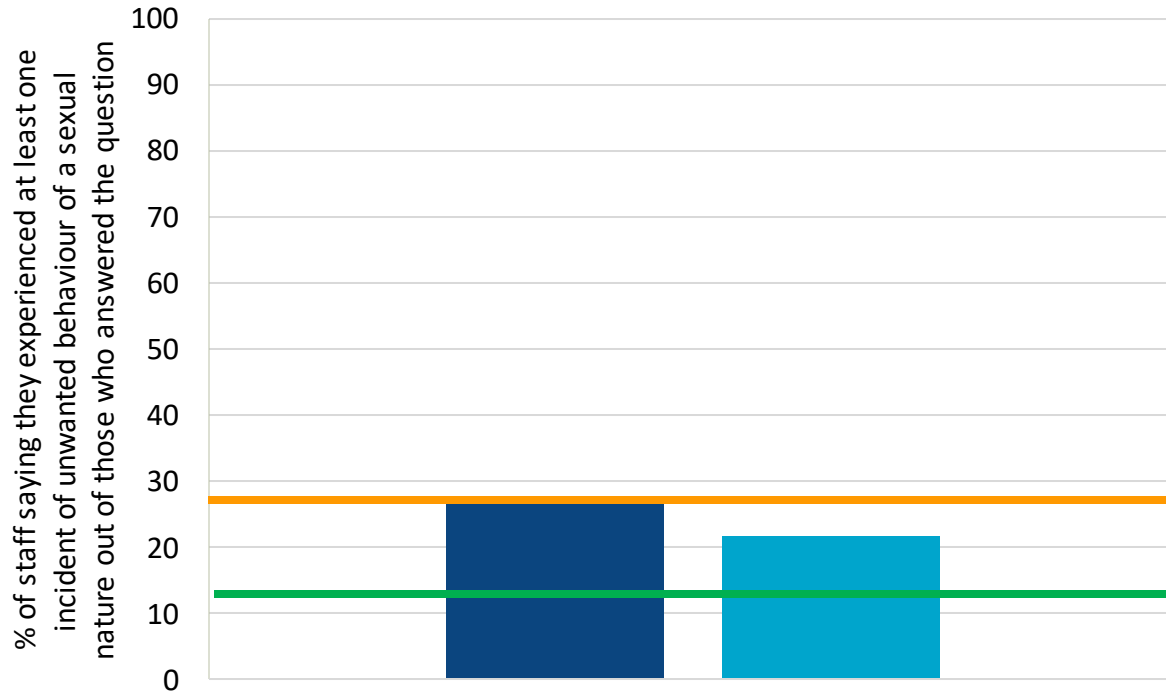


	2019	2020	2021	2022	2023
<b>Your org</b>	18.11%	16.66%	16.65%	17.35%	16.76%
<b>Best result</b>	16.10%	15.12%	15.36%	16.67%	15.16%
<b>Average result</b>	18.07%	17.41%	17.73%	17.93%	18.09%
<b>Worst result</b>	24.09%	26.78%	25.94%	22.76%	23.50%
Responses	4130	4267	3873	4300	4382

Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



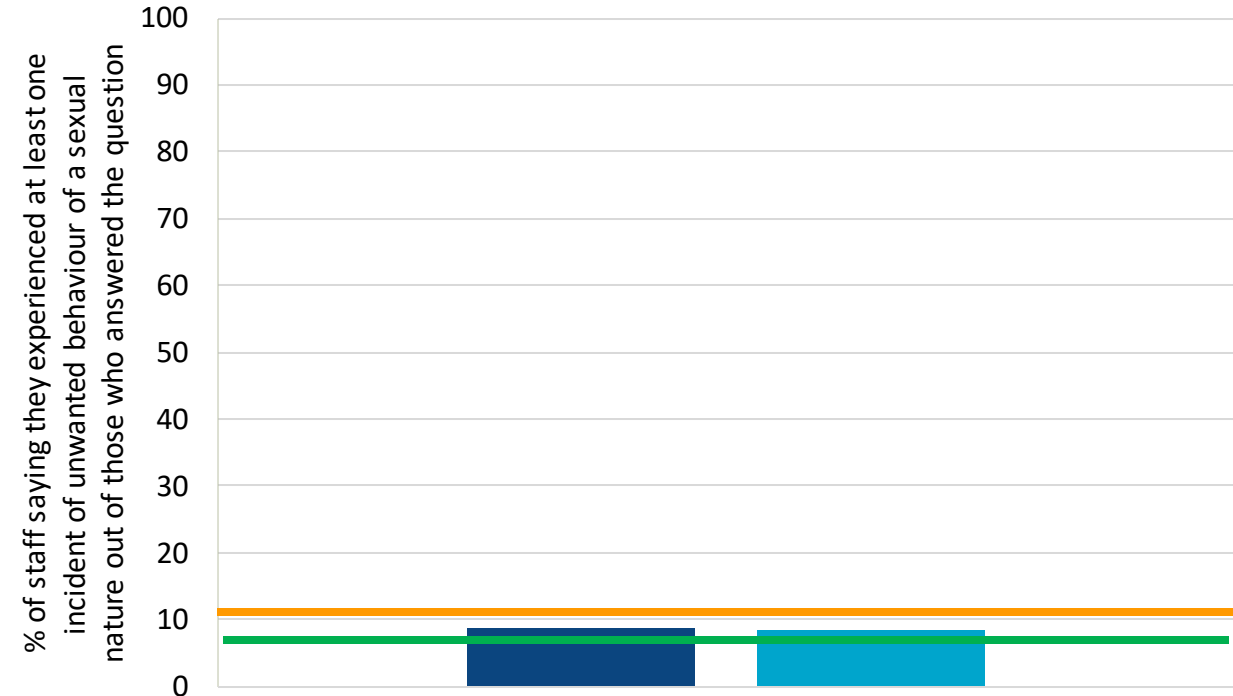
Q17a In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From patients / service users, their relatives or other members of the public



2023	2023
Your org	27.19%
Best result	13.06%
Average result	21.80%
Worst result	27.19%

Responses 5168

Q17b In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From staff / colleagues

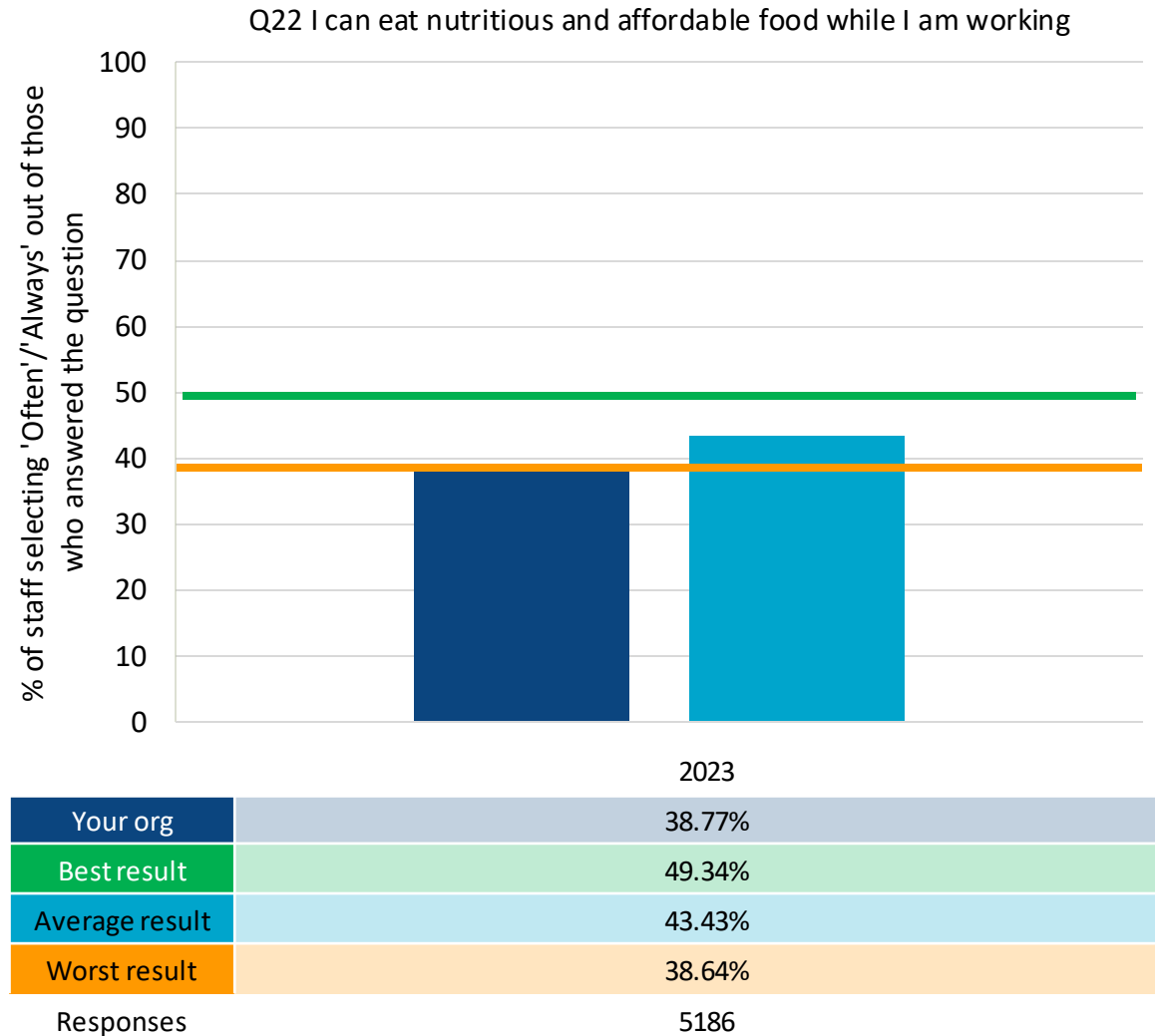


2023	2023
Your org	8.83%
Best result	6.89%
Average result	8.51%
Worst result	11.03%

Responses 5148

\*These questions do not contribute towards any People Promise element score, theme score or sub-score





\*These questions do not contribute towards any People Promise element score, theme score or sub-score

## People Promise element – We are always learning



### Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

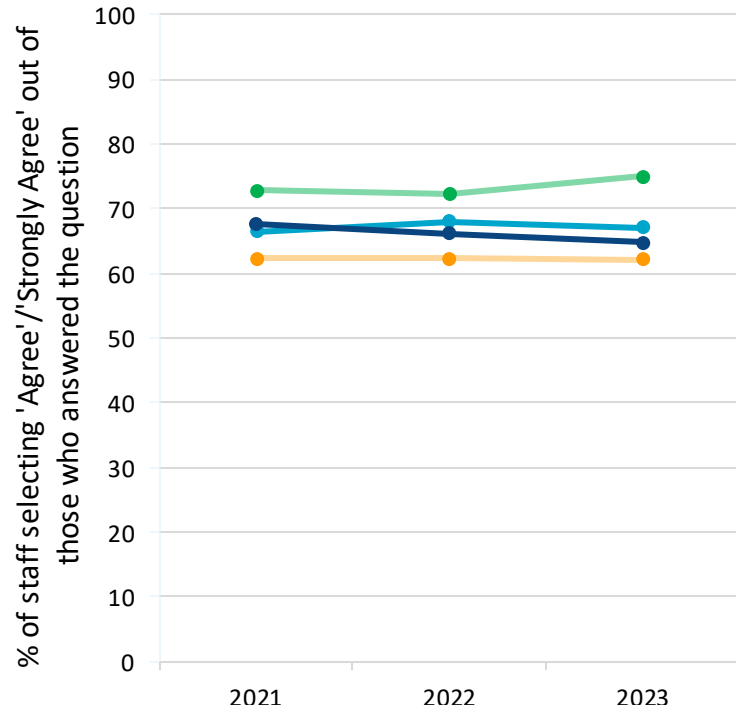
Appraisals – Q23a\*, Q23b, Q23c, Q23d

\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

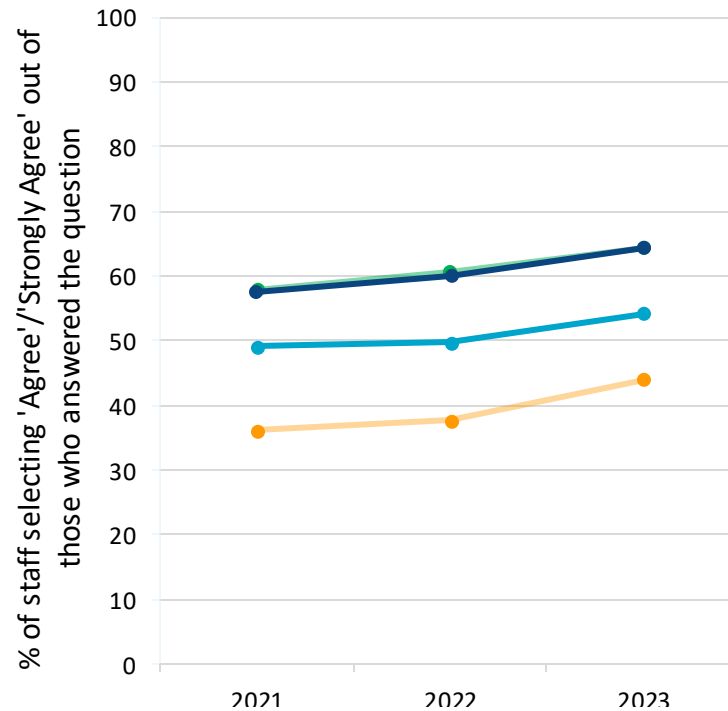


Q24a This organisation offers me challenging work.



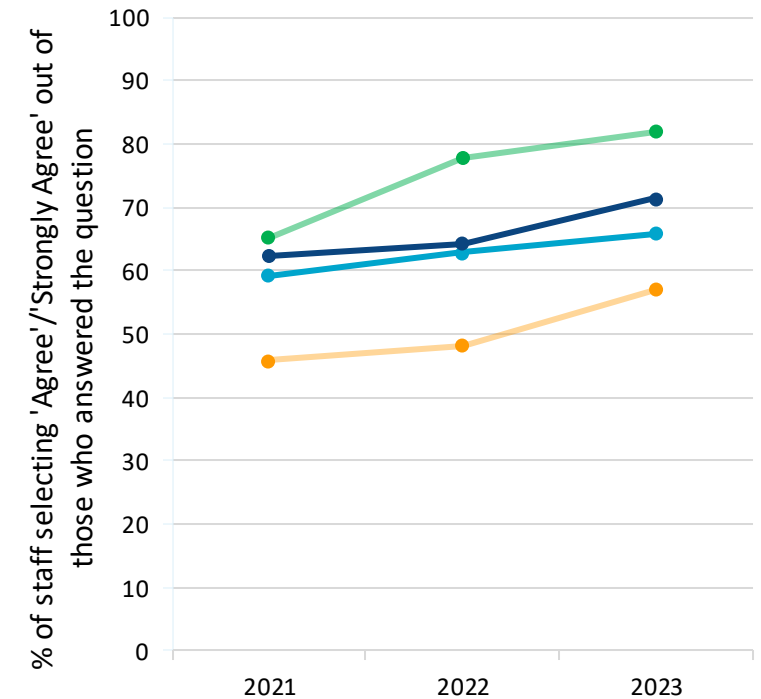
	2021	2022	2023
<b>Your org</b>	67.54%	66.22%	64.81%
<b>Best result</b>	72.89%	72.15%	74.97%
<b>Average result</b>	66.54%	68.06%	67.07%
<b>Worst result</b>	62.36%	62.34%	62.31%
Responses	3983	4380	5166

Q24b There are opportunities for me to develop my career in this organisation.



	2021	2022	2023
<b>Your org</b>	57.40%	60.08%	64.38%
<b>Best result</b>	57.94%	60.64%	64.38%
<b>Average result</b>	49.19%	49.67%	54.20%
<b>Worst result</b>	36.13%	37.62%	44.09%
Responses	3980	4386	5171

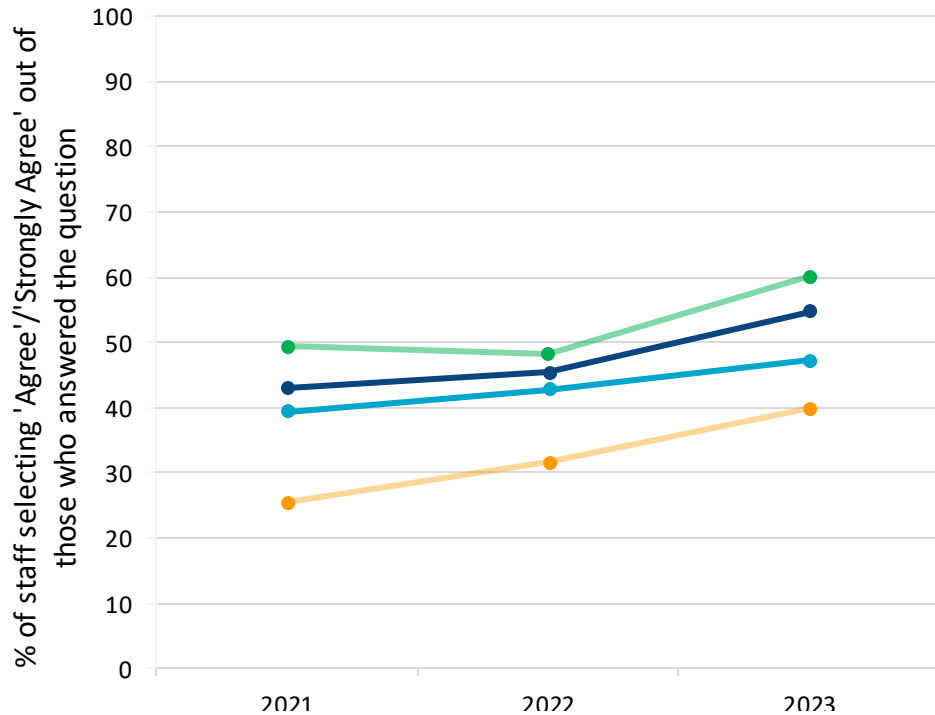
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023
<b>Your org</b>	62.40%	64.30%	71.32%
<b>Best result</b>	65.18%	77.74%	81.98%
<b>Average result</b>	59.18%	62.90%	65.92%
<b>Worst result</b>	45.79%	48.17%	56.94%
Responses	3978	4385	5162

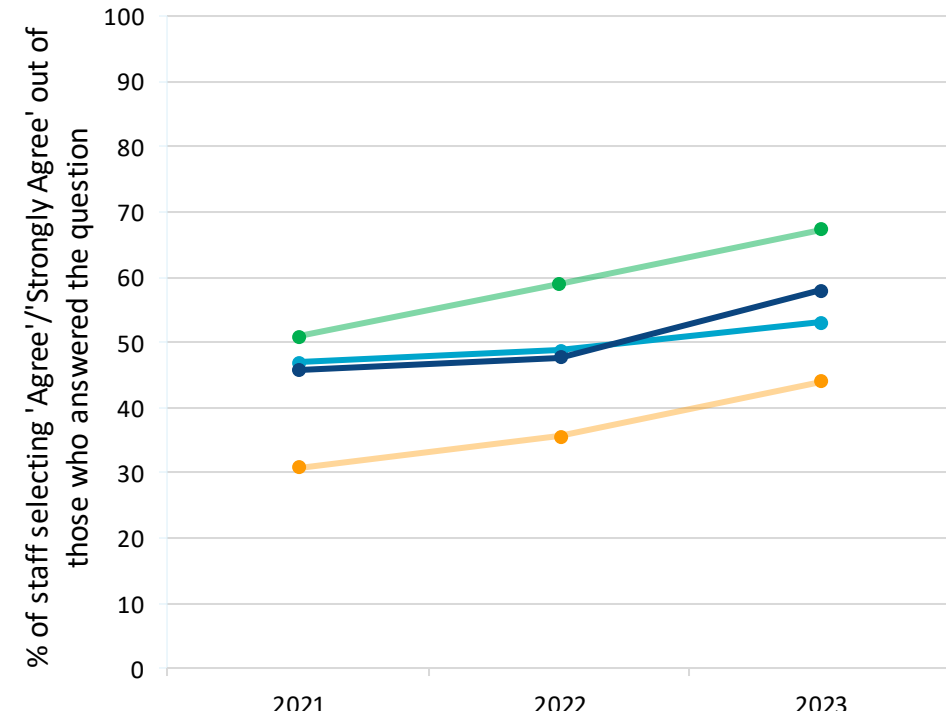


Q24d I feel supported to develop my potential.



	2021	2022	2023
Your org	43.02%	45.38%	54.79%
Best result	49.41%	48.09%	60.13%
Average result	39.39%	42.70%	47.16%
Worst result	25.36%	31.54%	39.87%
Responses	3979	4387	5164

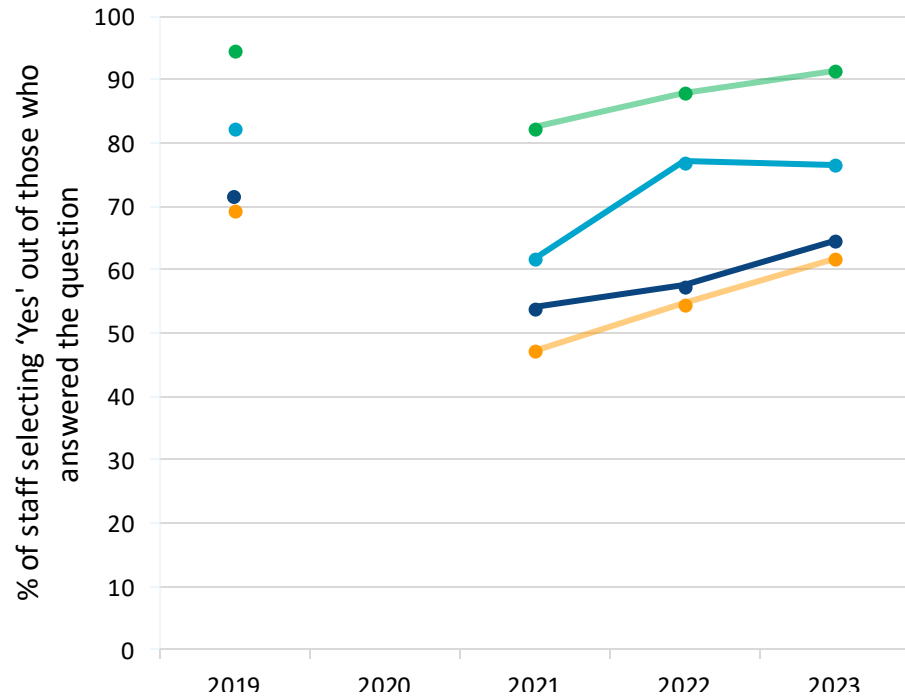
Q24e I am able to access the right learning and development opportunities when I need to.



	2021	2022	2023
Your org	45.61%	47.67%	57.99%
Best result	50.84%	58.97%	67.34%
Average result	46.86%	48.70%	52.96%
Worst result	30.86%	35.51%	43.91%
Responses	3979	4378	5164

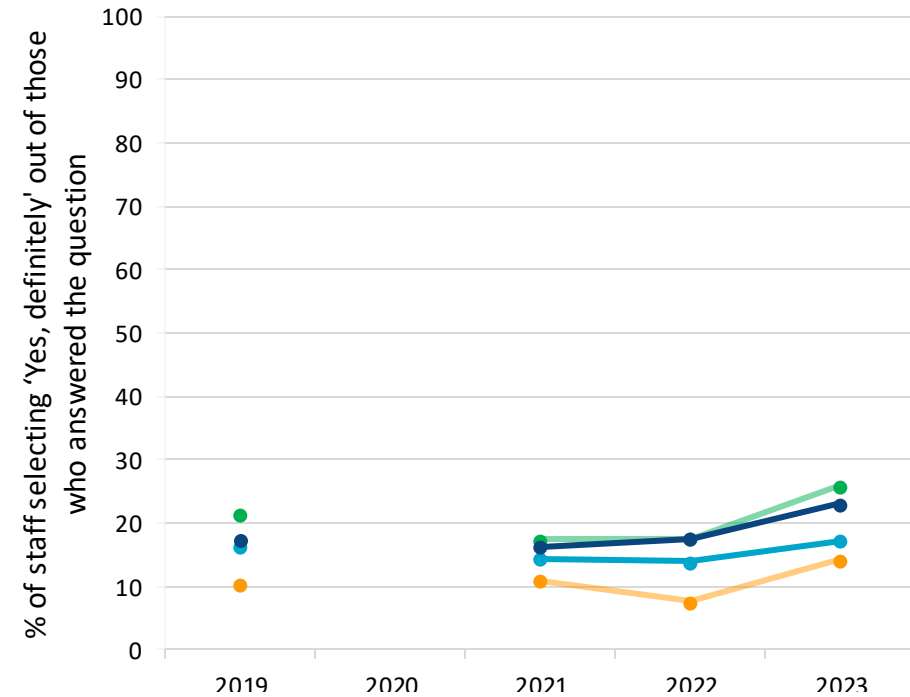


Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2019	2020	2021	2022	2023
<b>Your org</b>	71.54%	-	53.98%	57.51%	64.62%
<b>Best result</b>	94.68%	-	82.46%	87.95%	91.45%
<b>Average result</b>	82.24%	-	61.67%	77.04%	76.57%
<b>Worst result</b>	69.30%	-	47.27%	54.55%	61.78%
Responses	4132	-	3991	4375	5041

Q23b It helped me to improve how I do my job.



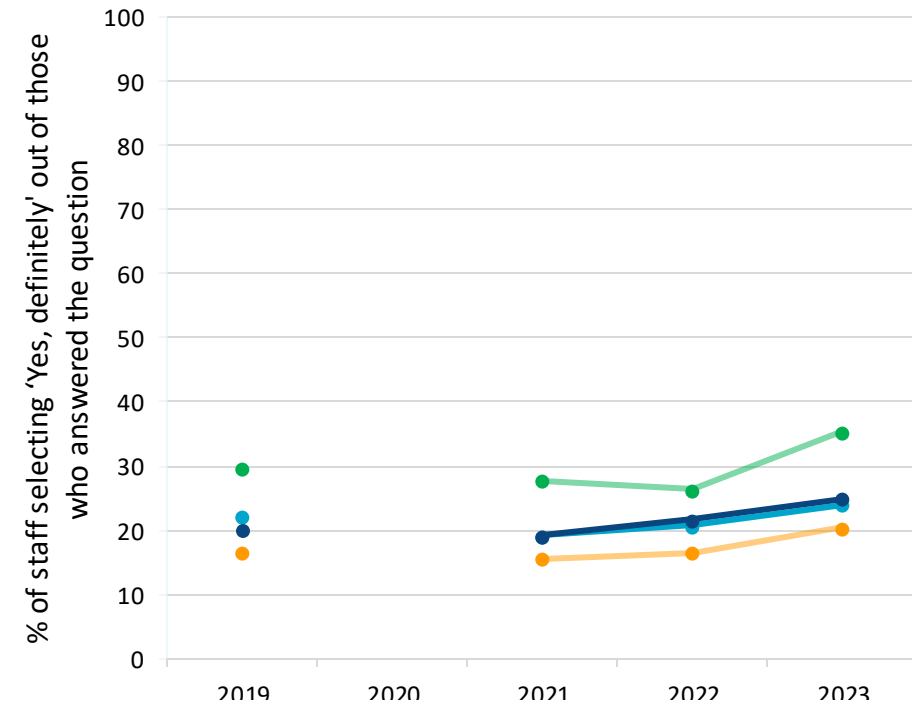
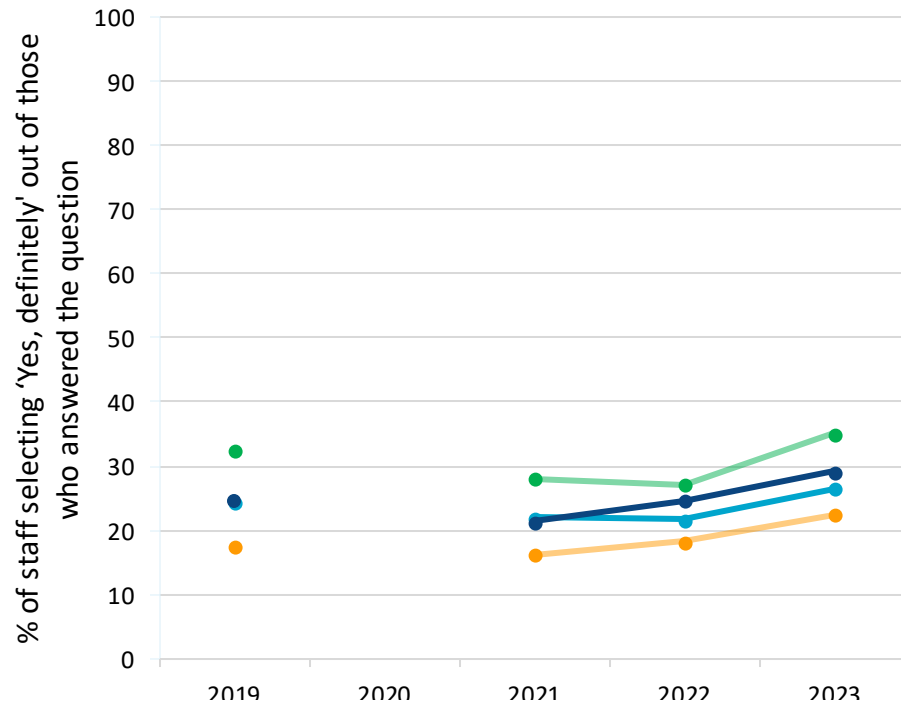
	2019	2020	2021	2022	2023
<b>Your org</b>	17.16%	-	16.31%	17.48%	23.00%
<b>Best result</b>	21.45%	-	17.44%	17.48%	25.88%
<b>Average result</b>	16.30%	-	14.45%	13.98%	17.15%
<b>Worst result</b>	10.51%	-	10.84%	7.52%	14.15%
Responses	3039	-	2182	2582	3320

\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.



Q23c It helped me agree clear objectives for my work.

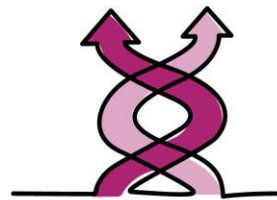
Q23d It left me feeling that my work is valued by my organisation.



	2019	2020	2021	2022	2023
<b>Your org</b>	24.53%	-	21.39%	24.65%	29.17%
<b>Best result</b>	32.63%	-	27.99%	27.05%	35.11%
<b>Average result</b>	24.53%	-	22.00%	21.70%	26.49%
<b>Worst result</b>	17.55%	-	16.21%	18.25%	22.49%
Responses	3036	-	2180	2579	3321

	2019	2020	2021	2022	2023
<b>Your org</b>	20.01%	-	19.16%	21.62%	24.92%
<b>Best result</b>	29.72%	-	27.78%	26.31%	35.38%
<b>Average result</b>	22.16%	-	19.16%	20.65%	23.96%
<b>Worst result</b>	16.47%	-	15.53%	16.55%	20.34%
Responses	3039	-	2181	2579	3316

## People Promise element – We work flexibly



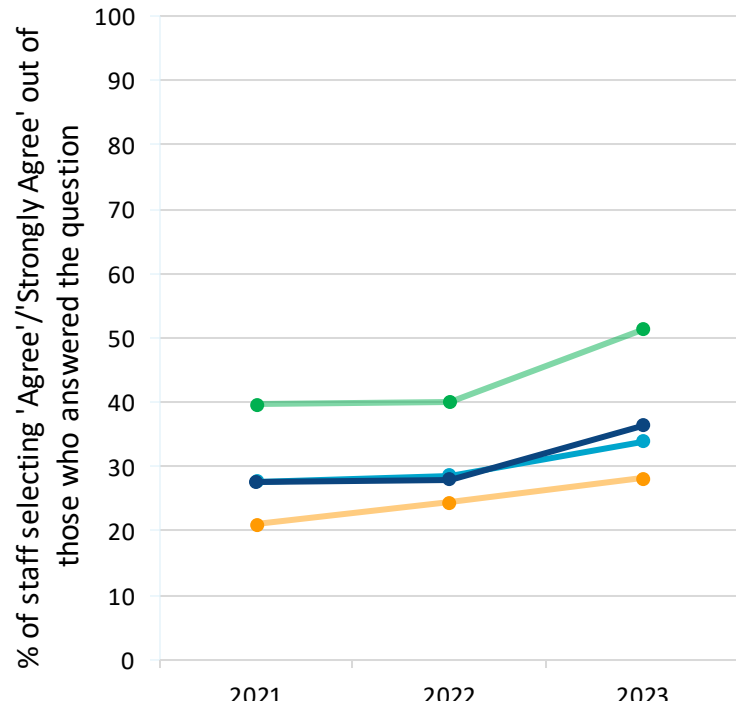
Questions included:

Support for work-life balance – Q6b, Q6c, Q6d

Flexible working – Q4d

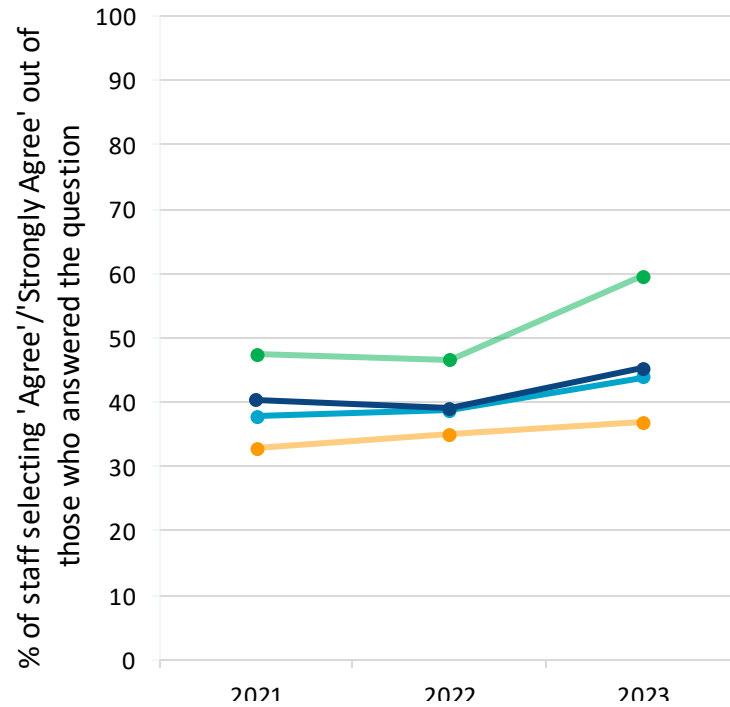


Q6b My organisation is committed to helping me balance my work and home life.



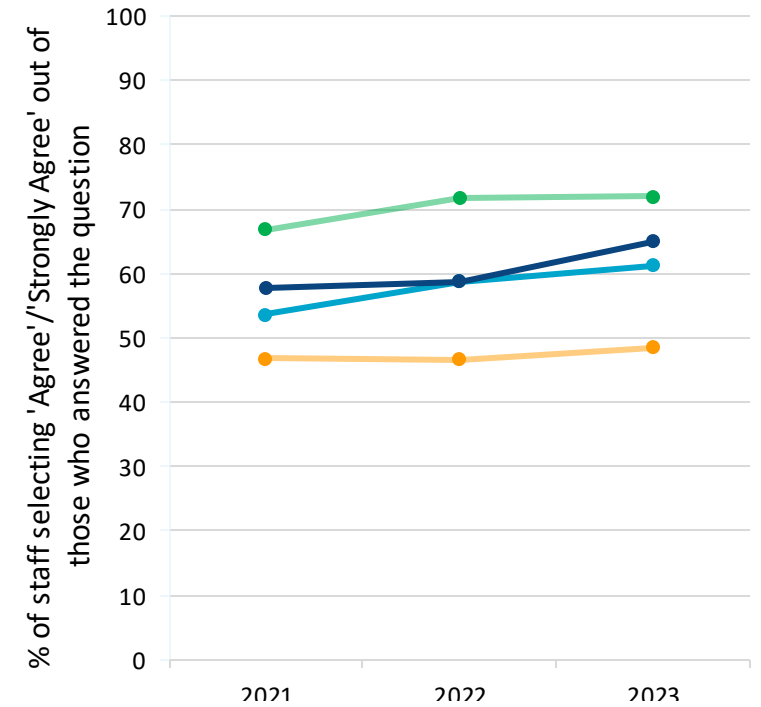
	2021	2022	2023
<b>Your org</b>	27.65%	28.01%	36.41%
<b>Best result</b>	39.66%	39.86%	51.26%
<b>Average result</b>	27.65%	28.52%	33.82%
<b>Worst result</b>	21.00%	24.38%	28.09%
Responses	4045	4384	5175

Q6c I achieve a good balance between my work life and my home life.



	2021	2022	2023
<b>Your org</b>	40.41%	39.02%	45.29%
<b>Best result</b>	47.46%	46.54%	59.52%
<b>Average result</b>	37.71%	38.62%	43.79%
<b>Worst result</b>	32.80%	34.97%	36.79%
Responses	4044	4383	5178

Q6d I can approach my immediate manager to talk openly about flexible working.

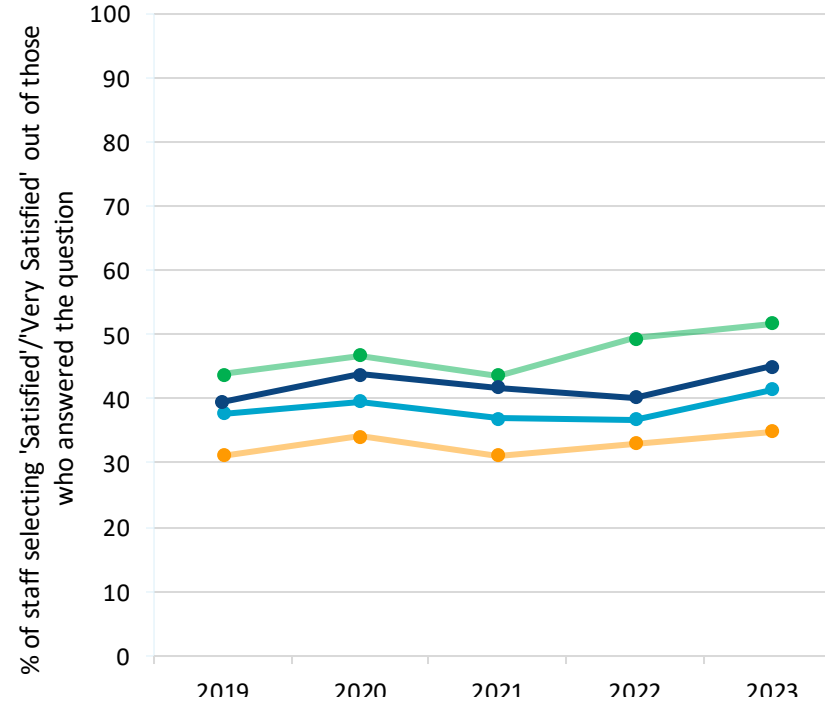


	2021	2022	2023
<b>Your org</b>	57.59%	58.71%	64.99%
<b>Best result</b>	66.78%	71.58%	71.95%
<b>Average result</b>	53.61%	58.71%	61.24%
<b>Worst result</b>	46.78%	46.69%	48.55%
Responses	4044	4384	5173



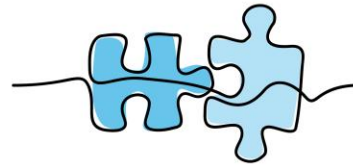


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2019	2020	2021	2022	2023
<b>Your org</b>	39.47%	43.82%	41.75%	40.22%	45.03%
<b>Best result</b>	43.75%	46.69%	43.58%	49.33%	51.66%
<b>Average result</b>	37.65%	39.50%	36.88%	36.75%	41.35%
<b>Worst result</b>	31.19%	34.11%	31.21%	33.06%	34.92%
Responses	4186	4374	4058	4385	5151

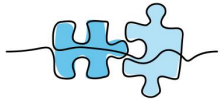
## People Promise element – We are a team



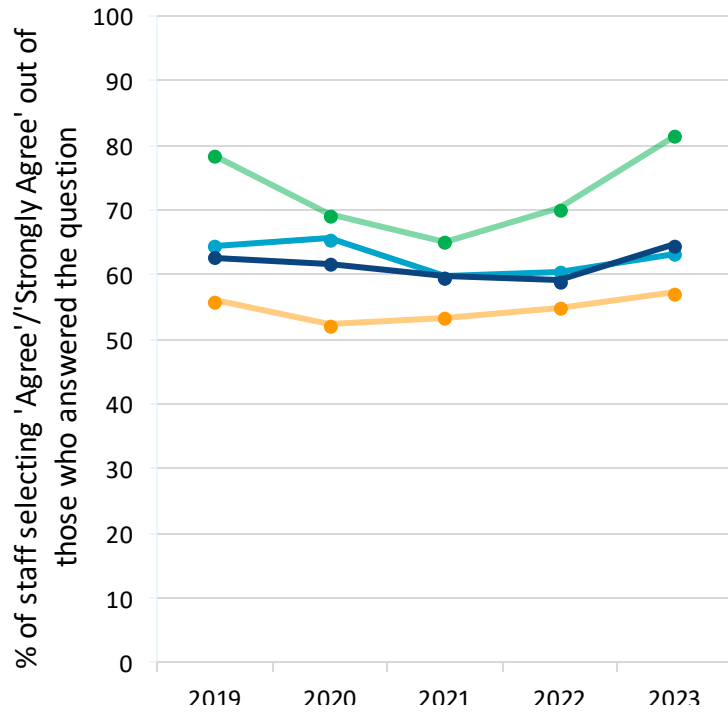
### Questions included:

Team working – Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a

Line management – Q9a, Q9b, Q9c, Q9d

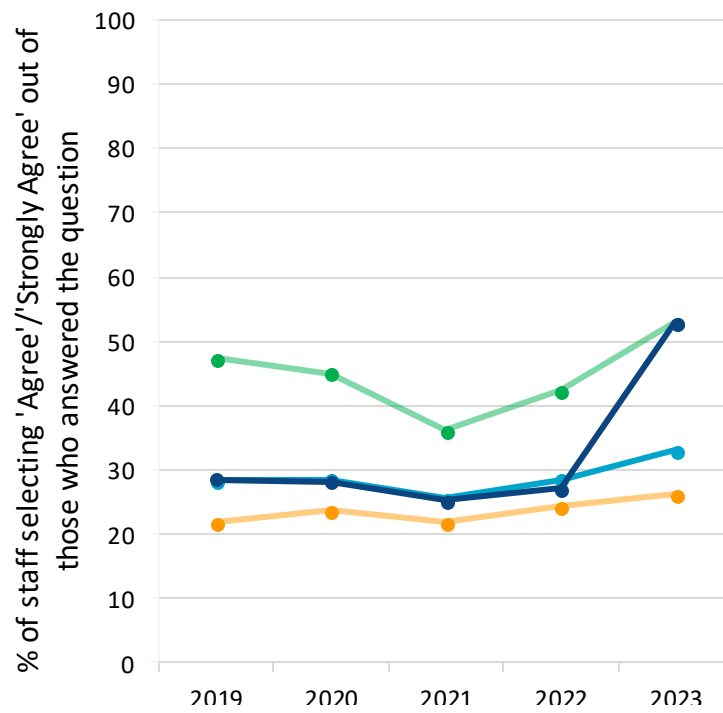


Q7a The team I work in has a set of shared objectives.



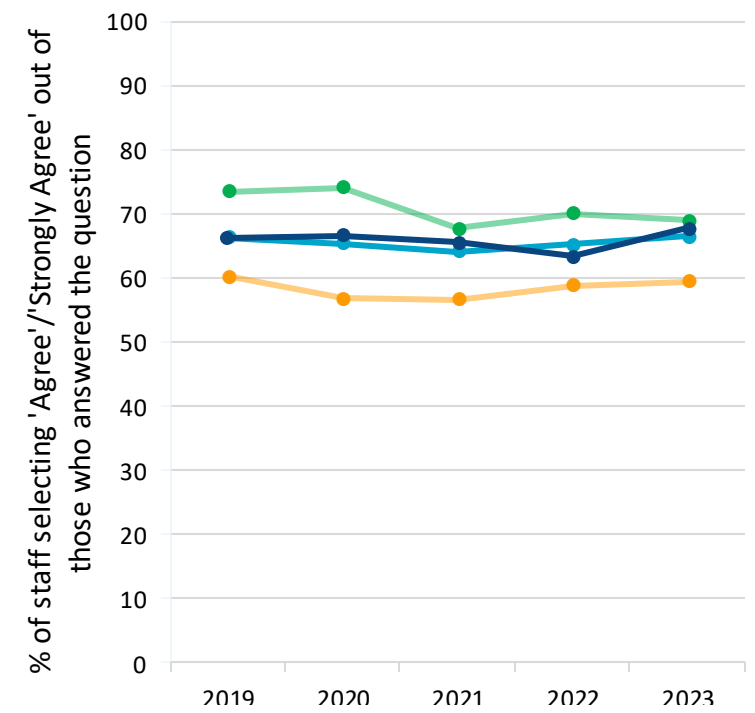
	2019	2020	2021	2022	2023
<b>Your org</b>	62.57%	61.82%	59.72%	59.15%	64.62%
<b>Best result</b>	78.46%	69.40%	65.13%	70.23%	81.61%
<b>Average result</b>	64.54%	65.62%	59.72%	60.56%	63.36%
<b>Worst result</b>	56.07%	52.29%	53.44%	54.93%	57.20%
Responses	4184	4378	4024	4380	5168

Q7b The team I work in often meets to discuss the team's effectiveness.

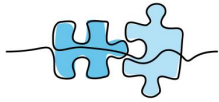


	2019	2020	2021	2022	2023
<b>Your org</b>	28.40%	28.24%	25.21%	27.14%	52.99%
<b>Best result</b>	47.36%	45.05%	36.09%	42.32%	52.99%
<b>Average result</b>	28.40%	28.55%	25.62%	28.46%	32.97%
<b>Worst result</b>	21.90%	23.71%	21.76%	24.35%	26.21%
Responses	4202	4388	4028	4380	5173

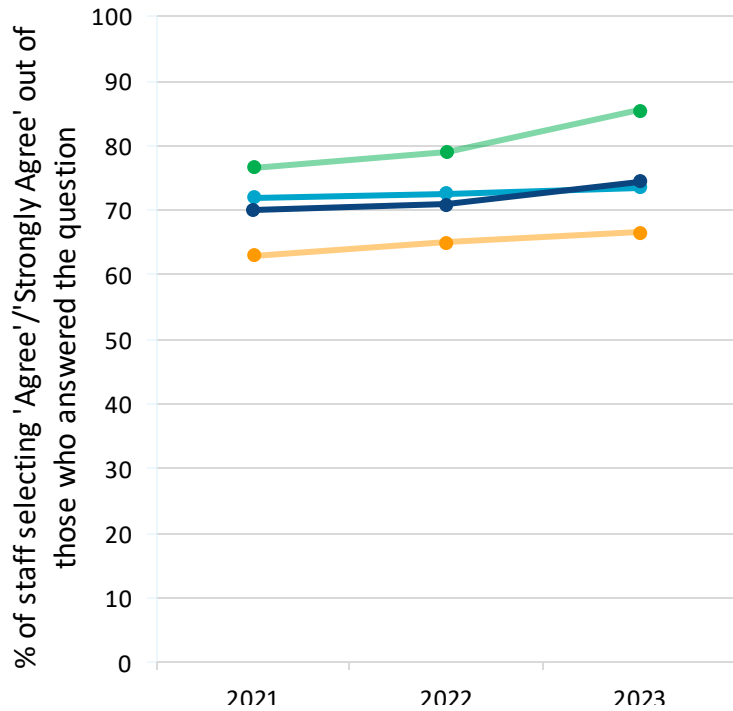
Q7c I receive the respect I deserve from my colleagues at work.



	2019	2020	2021	2022	2023
<b>Your org</b>	66.39%	66.65%	65.62%	63.41%	67.68%
<b>Best result</b>	73.49%	74.09%	67.73%	70.01%	69.01%
<b>Average result</b>	66.28%	65.32%	64.21%	65.23%	66.54%
<b>Worst result</b>	60.26%	56.76%	56.68%	58.92%	59.54%
Responses	4201	4386	4031	4386	5173

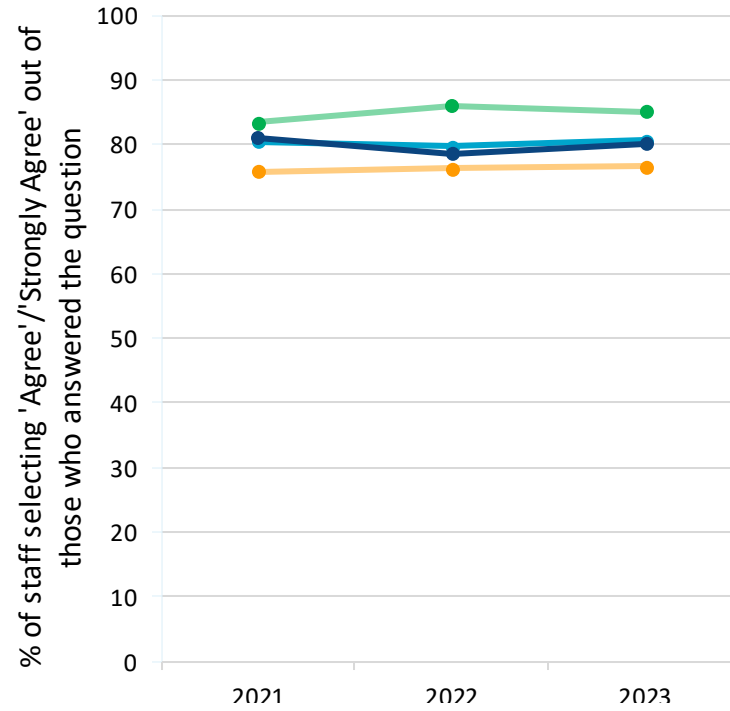


Q7d Team members understand each other's roles.



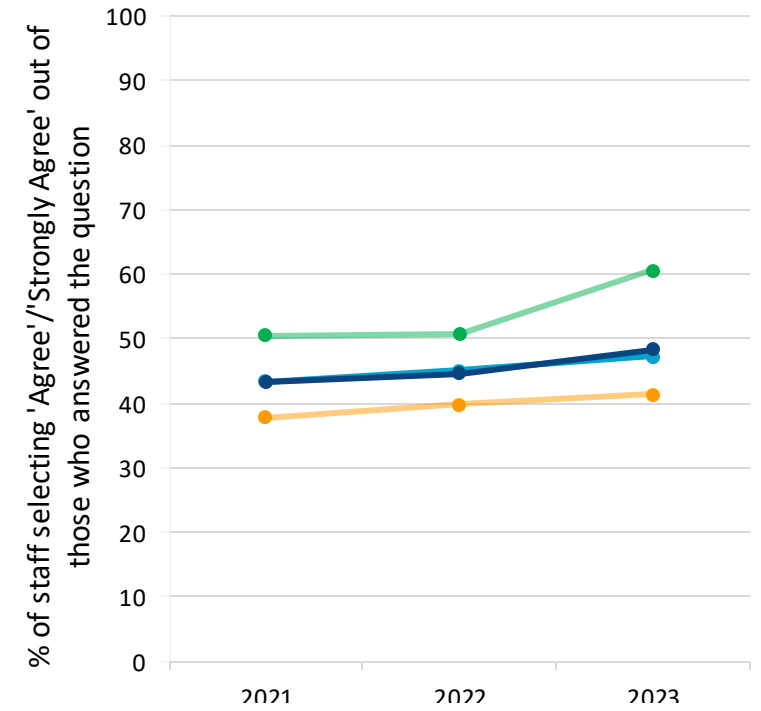
	2021	2022	2023
<b>Your org</b>	70.11%	70.94%	74.46%
<b>Best result</b>	76.70%	78.89%	85.50%
<b>Average result</b>	71.95%	72.63%	73.51%
<b>Worst result</b>	62.93%	65.04%	66.50%
Responses	4030	4387	5179

Q7e I enjoy working with the colleagues in my team.

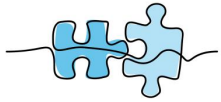


	2021	2022	2023
<b>Your org</b>	81.01%	78.58%	80.17%
<b>Best result</b>	83.41%	86.06%	85.10%
<b>Average result</b>	80.40%	79.62%	80.54%
<b>Worst result</b>	75.88%	76.27%	76.59%
Responses	4028	4385	5171

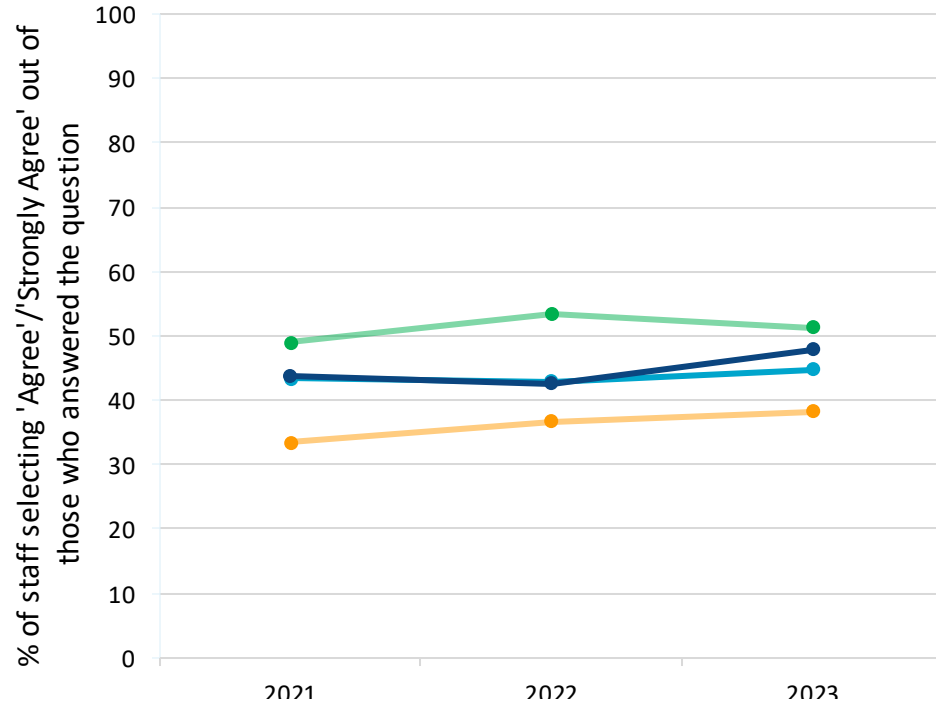
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023
<b>Your org</b>	43.36%	44.62%	48.38%
<b>Best result</b>	50.45%	50.61%	60.65%
<b>Average result</b>	43.36%	45.03%	47.32%
<b>Worst result</b>	37.78%	39.80%	41.38%
Responses	4024	4379	5176

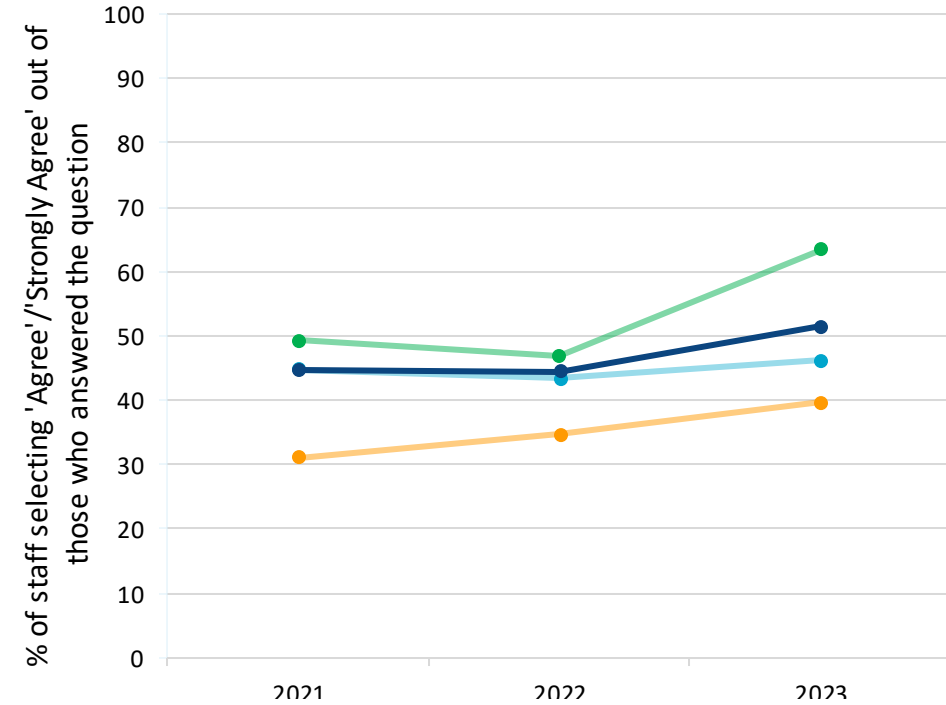


Q7g In my team disagreements are dealt with constructively.

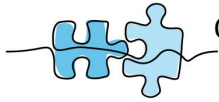


	2021	2022	2023
<b>Your org</b>	43.73%	42.56%	47.91%
<b>Best result</b>	48.88%	53.34%	51.21%
<b>Average result</b>	43.30%	42.81%	44.79%
<b>Worst result</b>	33.35%	36.73%	38.25%
Responses	4024	4382	5168

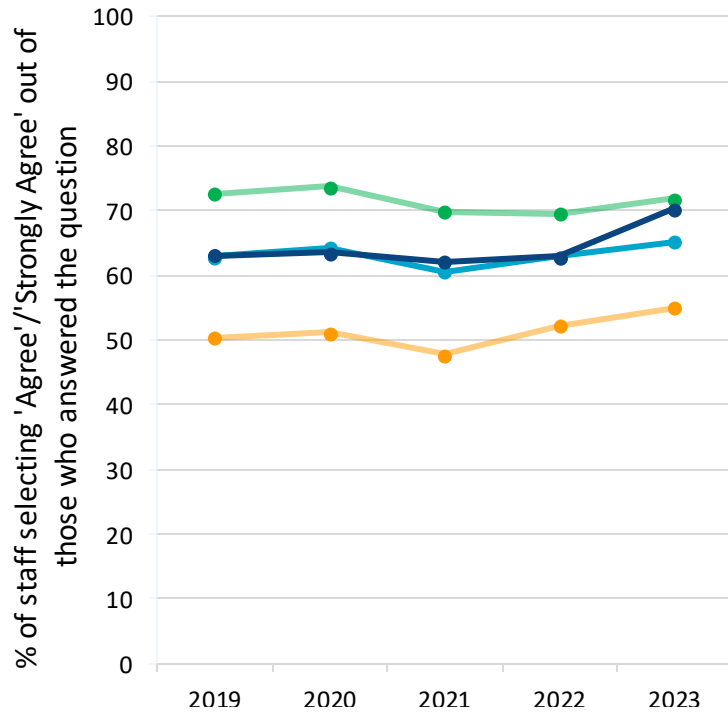
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023
<b>Your org</b>	44.68%	44.45%	51.48%
<b>Best result</b>	49.28%	46.78%	63.40%
<b>Average result</b>	44.68%	43.36%	46.20%
<b>Worst result</b>	31.03%	34.66%	39.58%
Responses	4012	4383	5174

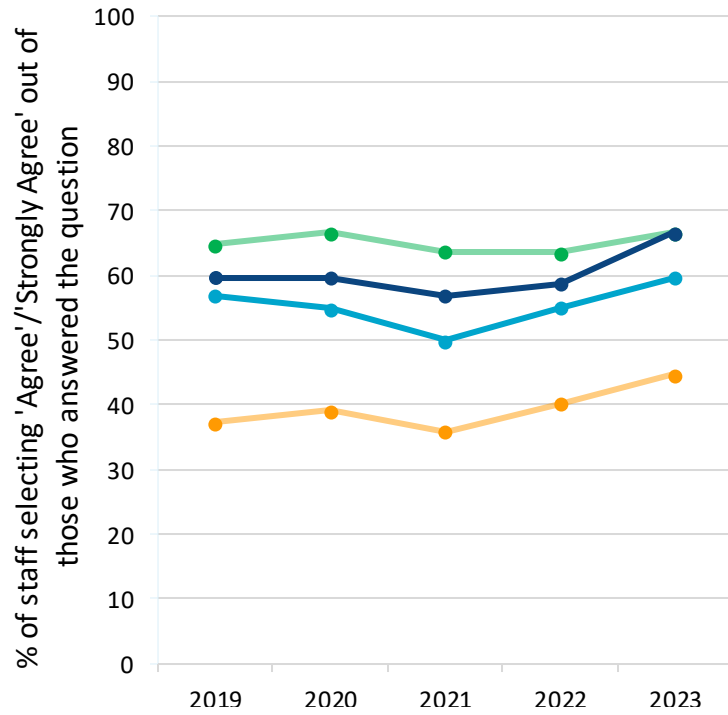


Q9a My immediate manager encourages me at work.



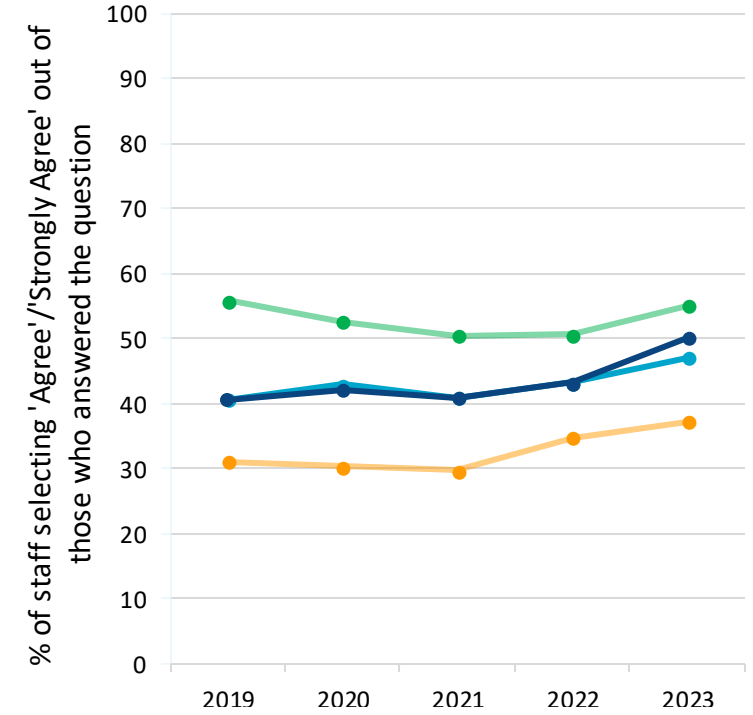
	2019	2020	2021	2022	2023
<b>Your org</b>	62.88%	63.58%	62.18%	62.85%	70.35%
<b>Best result</b>	72.59%	73.64%	69.83%	69.51%	71.84%
<b>Average result</b>	62.88%	64.25%	60.57%	62.85%	65.21%
<b>Worst result</b>	50.31%	51.08%	47.73%	52.22%	54.97%
Responses	4177	4364	4012	4381	5177

Q9b My immediate manager gives me clear feedback on my work.

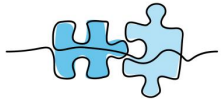


	2019	2020	2021	2022	2023
<b>Your org</b>	59.71%	59.70%	56.90%	58.71%	66.61%
<b>Best result</b>	64.82%	66.56%	63.63%	63.57%	66.61%
<b>Average result</b>	56.90%	54.84%	49.93%	55.08%	59.60%
<b>Worst result</b>	37.25%	39.12%	35.86%	40.18%	44.66%
Responses	4176	4360	4010	4382	5177

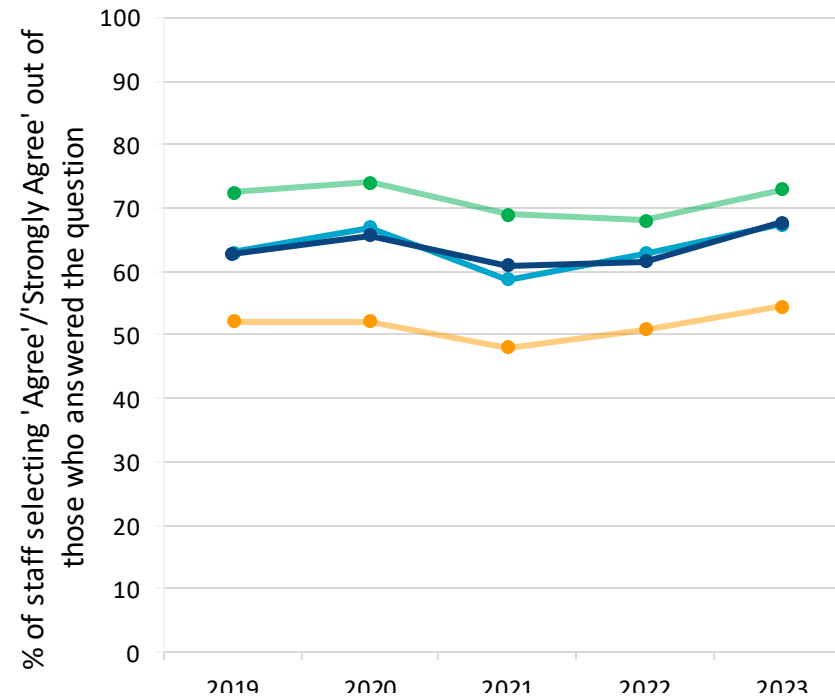
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2019	2020	2021	2022	2023
<b>Your org</b>	40.62%	42.18%	40.91%	43.23%	50.06%
<b>Best result</b>	55.82%	52.64%	50.49%	50.62%	55.07%
<b>Average result</b>	40.62%	42.92%	40.91%	43.23%	47.02%
<b>Worst result</b>	31.10%	30.29%	29.62%	34.73%	37.13%
Responses	4172	4361	4012	4382	5175



Q9d My immediate manager takes a positive interest in my health and well-being.



	2019	2020	2021	2022	2023
<b>Your org</b>	62.62%	65.74%	60.93%	61.51%	67.72%
<b>Best result</b>	72.51%	74.03%	69.02%	67.98%	72.90%
<b>Average result</b>	63.03%	66.92%	58.71%	62.81%	67.34%
<b>Worst result</b>	52.08%	52.10%	48.02%	50.85%	54.43%
Responses	4177	4360	4011	4384	5173

## Theme – Staff engagement

Questions included:

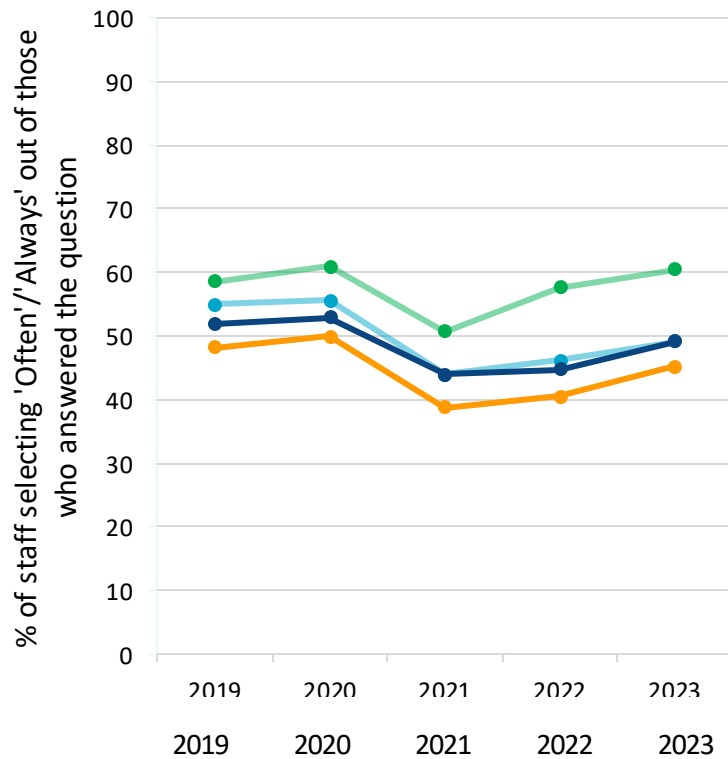
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

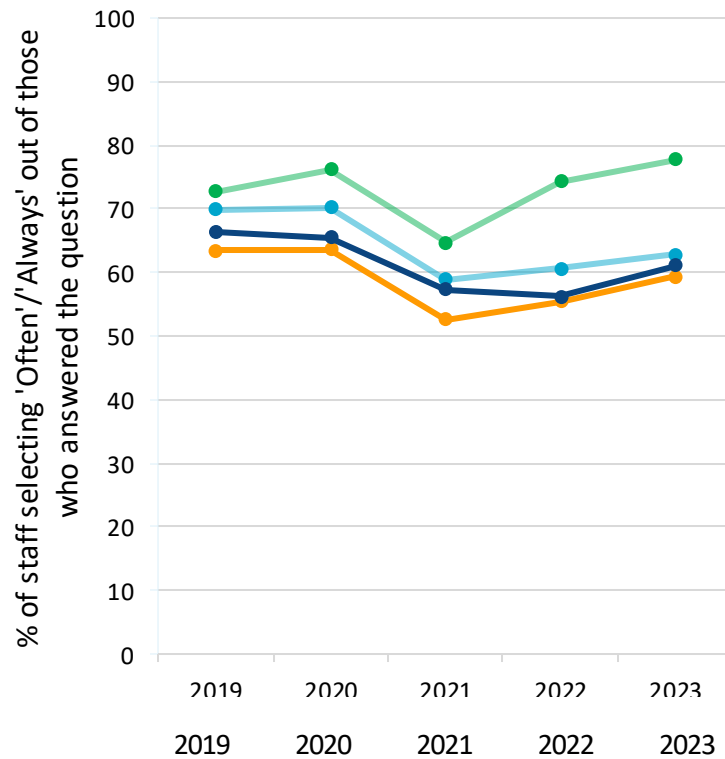
Advocacy – Q25a, Q25c, Q25d



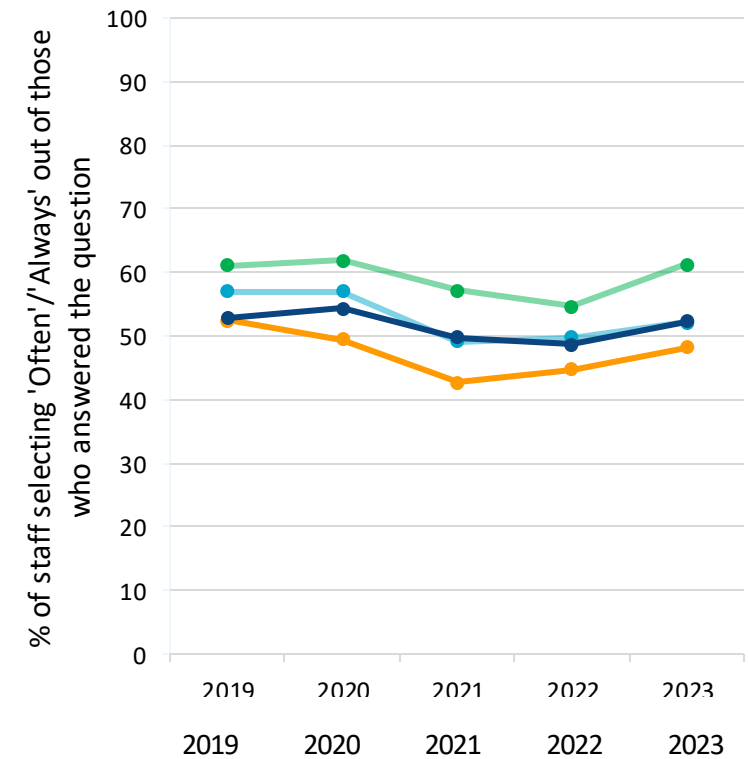
Q2a I look forward to going to work.



Q2b I am enthusiastic about my job.



Q2c Time passes quickly when I am working.

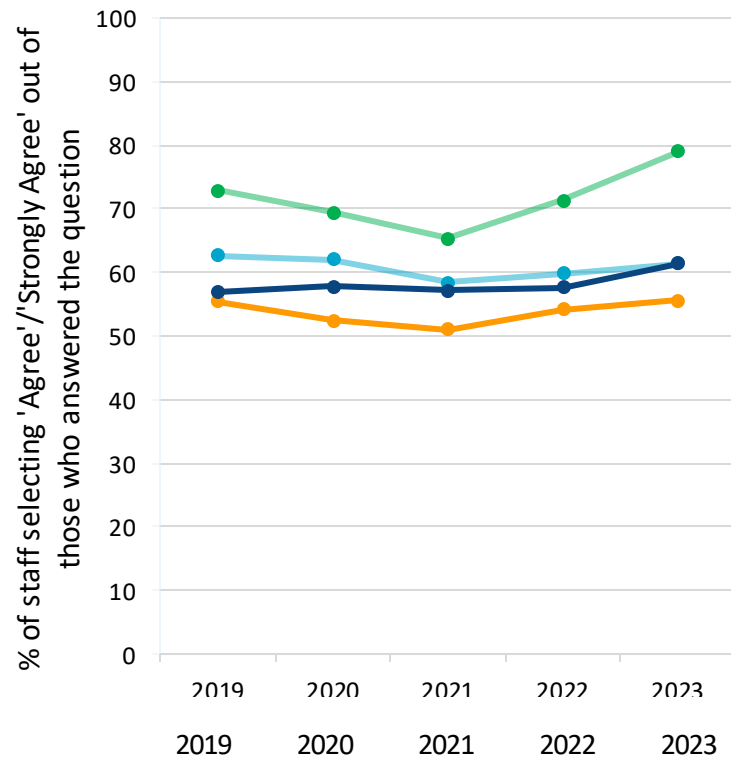


Your org	2019	2020	2021	2022	2023
Best result	58.65%	60.95%	50.78%	57.58%	60.42%
Average result	54.97%	55.64%	43.99%	46.11%	49.12%
Worst result	48.26%	49.99%	38.75%	40.48%	45.29%
Responses	4204	4419	4083	4382	5168

Your org	2019	2020	2021	2022	2023
Best result	72.68%	76.23%	64.76%	74.28%	77.83%
Average result	69.91%	70.22%	58.91%	60.61%	62.76%
Worst result	63.42%	63.57%	52.59%	55.41%	59.39%
Responses	4203	4400	4075	4369	5145

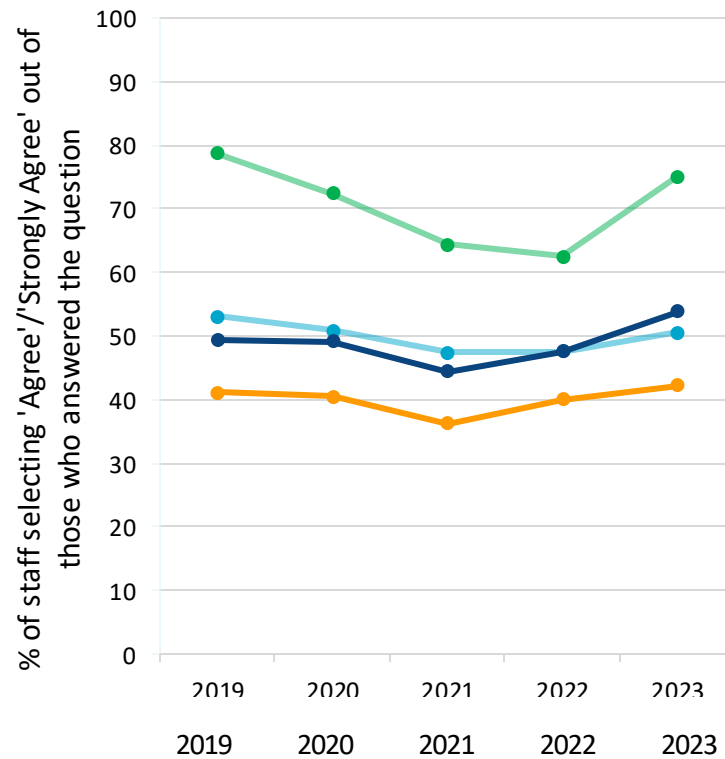
Your org	2019	2020	2021	2022	2023
Best result	61.12%	61.85%	57.25%	54.61%	61.23%
Average result	57.09%	56.96%	49.13%	49.77%	52.13%
Worst result	52.39%	49.40%	42.67%	44.70%	48.22%
Responses	4199	4405	4078	4369	5148

Q3c There are frequent opportunities for me to show initiative in my role.



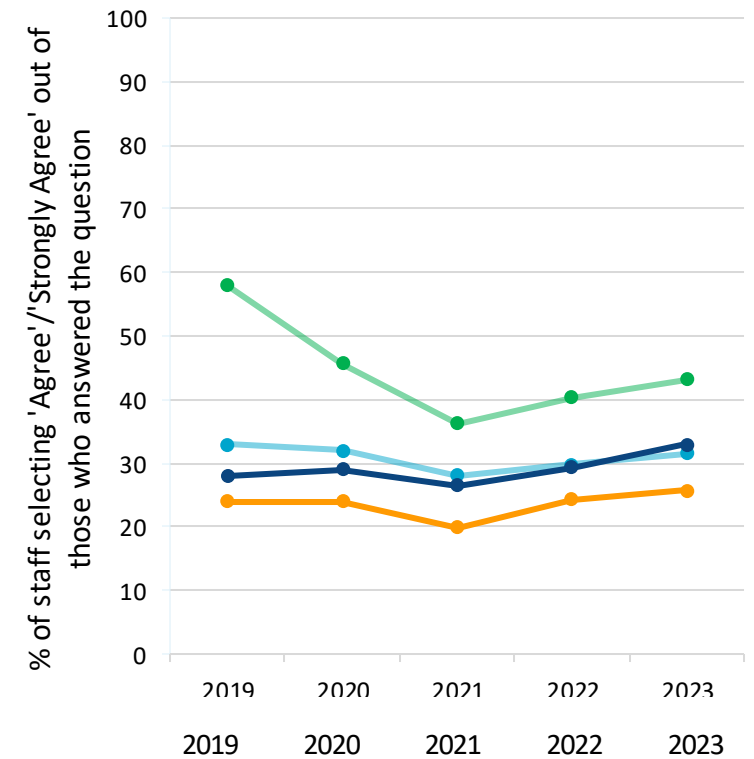
Year	2019	2020	2021	2022	2023
<b>Your org</b>	56.85%	57.88%	57.11%	57.60%	61.48%
<b>Best result</b>	72.93%	69.50%	65.33%	71.27%	79.10%
<b>Average result</b>	62.76%	62.06%	58.44%	59.87%	61.48%
<b>Worst result</b>	55.47%	52.45%	51.01%	54.21%	55.58%
Responses	4206	4385	4059	4380	5164

Q3d I am able to make suggestions to improve the work of my team / department.



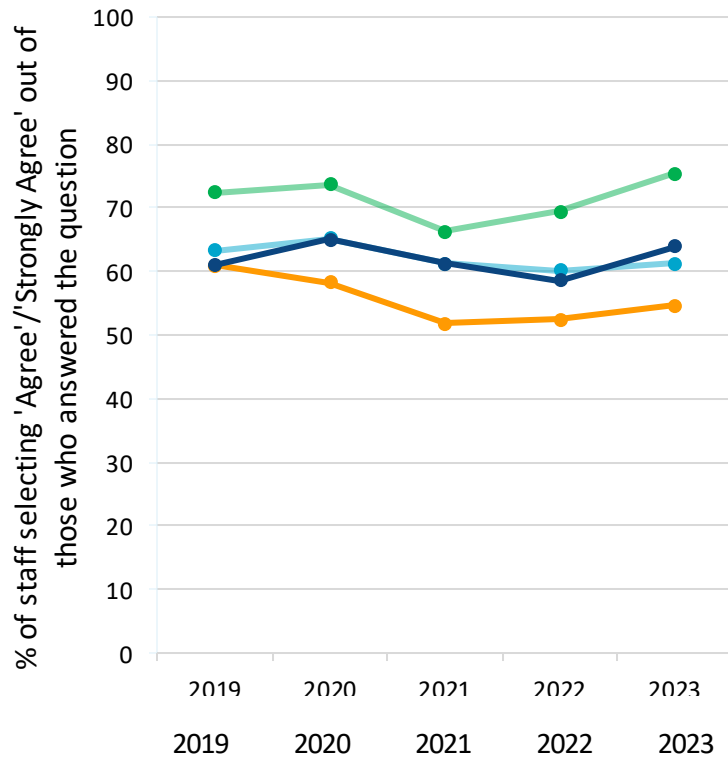
Year	2019	2020	2021	2022	2023
<b>Your org</b>	49.43%	49.10%	44.47%	47.54%	53.90%
<b>Best result</b>	78.69%	72.45%	64.45%	62.45%	75.11%
<b>Average result</b>	53.01%	50.86%	47.47%	47.54%	50.50%
<b>Worst result</b>	41.15%	40.47%	36.30%	40.07%	42.28%
Responses	4207	4386	4059	4389	5178

Q3f I am able to make improvements happen in my area of work.



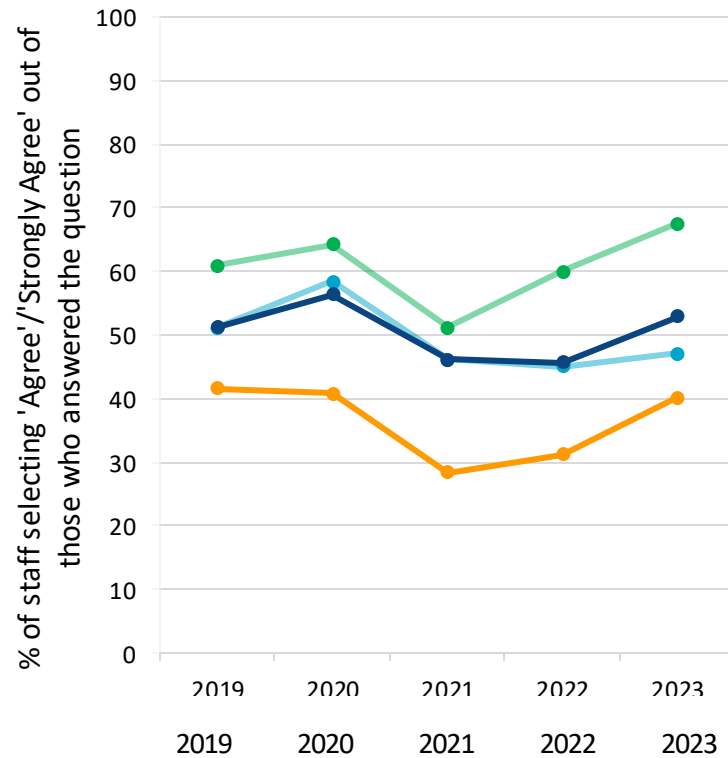
Year	2019	2020	2021	2022	2023
<b>Your org</b>	28.12%	29.01%	26.44%	29.28%	33.03%
<b>Best result</b>	57.89%	45.69%	36.23%	40.37%	43.12%
<b>Average result</b>	32.94%	32.03%	28.12%	29.84%	31.61%
<b>Worst result</b>	24.02%	23.96%	19.94%	24.39%	25.72%
Responses	4203	4385	4057	4380	5182

Q25a Care of patients / service users is my organisation's top priority.



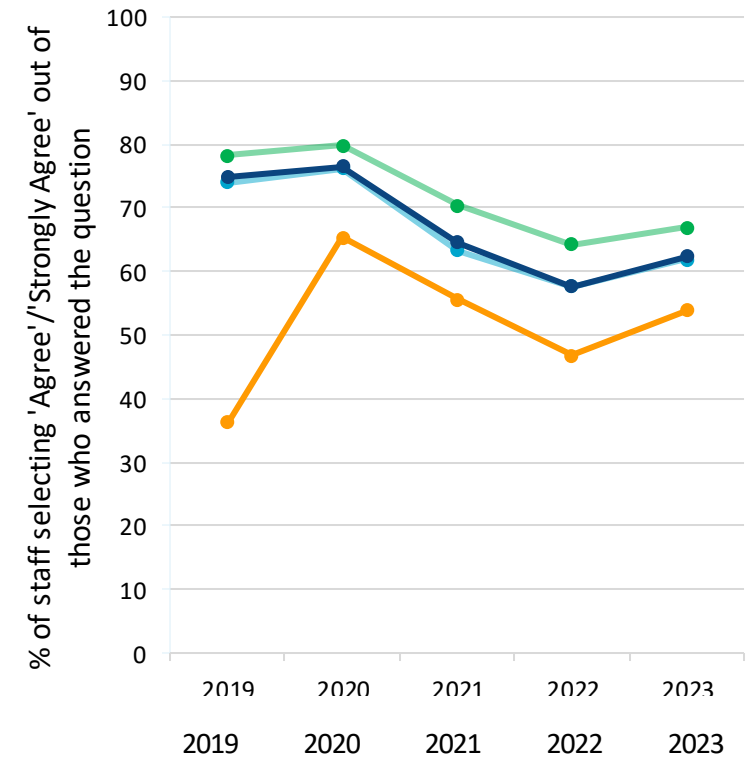
	2019	2020	2021	2022	2023
<b>Your org</b>	60.96%	65.05%	61.20%	58.64%	63.90%
<b>Best result</b>	72.41%	73.66%	66.32%	69.45%	75.45%
<b>Average result</b>	63.30%	65.25%	61.20%	60.22%	61.29%
<b>Worst result</b>	60.96%	58.29%	51.86%	52.38%	54.72%
Responses	4124	4329	3970	4382	5165

Q25c I would recommend my organisation as a place to work.



	2019	2020	2021	2022	2023
<b>Your org</b>	51.14%	56.34%	46.12%	45.69%	52.89%
<b>Best result</b>	60.92%	64.25%	51.16%	59.95%	67.50%
<b>Average result</b>	51.14%	58.43%	46.12%	45.03%	47.08%
<b>Worst result</b>	41.69%	40.84%	28.40%	31.24%	40.25%
Responses	4121	4324	3971	4380	5169

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2019	2020	2021	2022	2023
<b>Your org</b>	74.80%	76.53%	64.62%	57.66%	62.36%
<b>Best result</b>	78.32%	79.87%	70.44%	64.20%	66.94%
<b>Average result</b>	74.02%	76.23%	63.35%	57.66%	61.96%
<b>Worst result</b>	36.32%	65.30%	55.53%	46.77%	53.90%
Responses	4119	4326	3969	4381	5165

## Theme - Morale

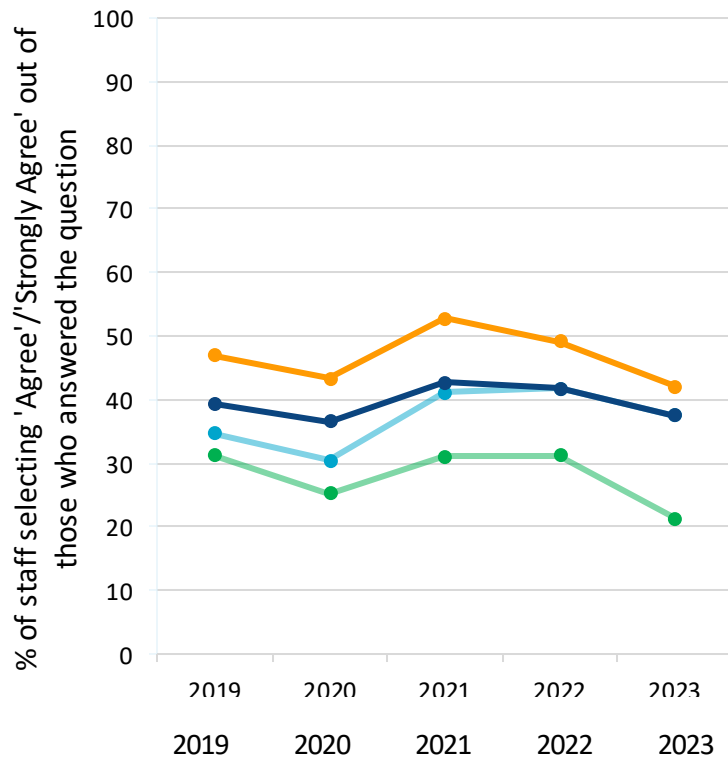
### Questions included:

Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

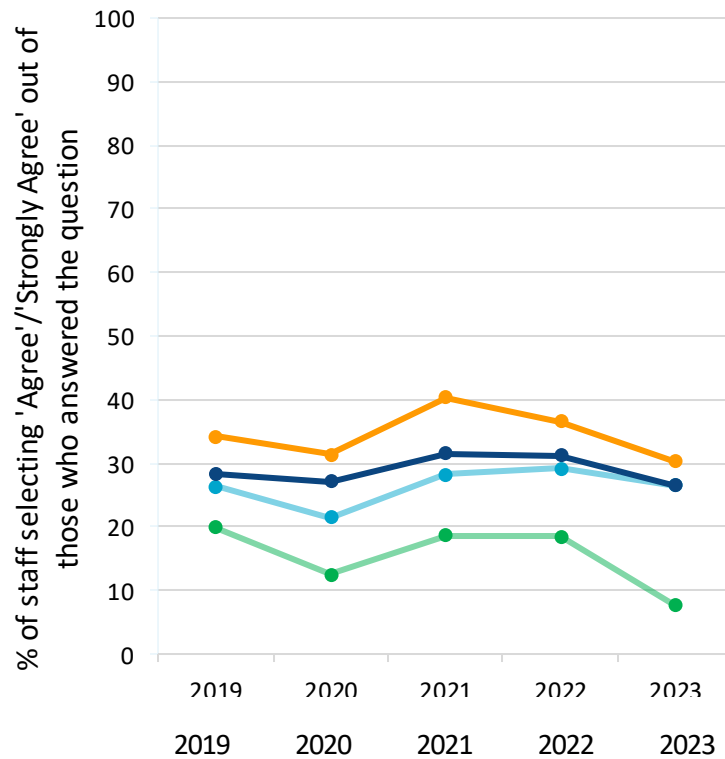
Stressors – Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Q26a I often think about leaving this organisation.



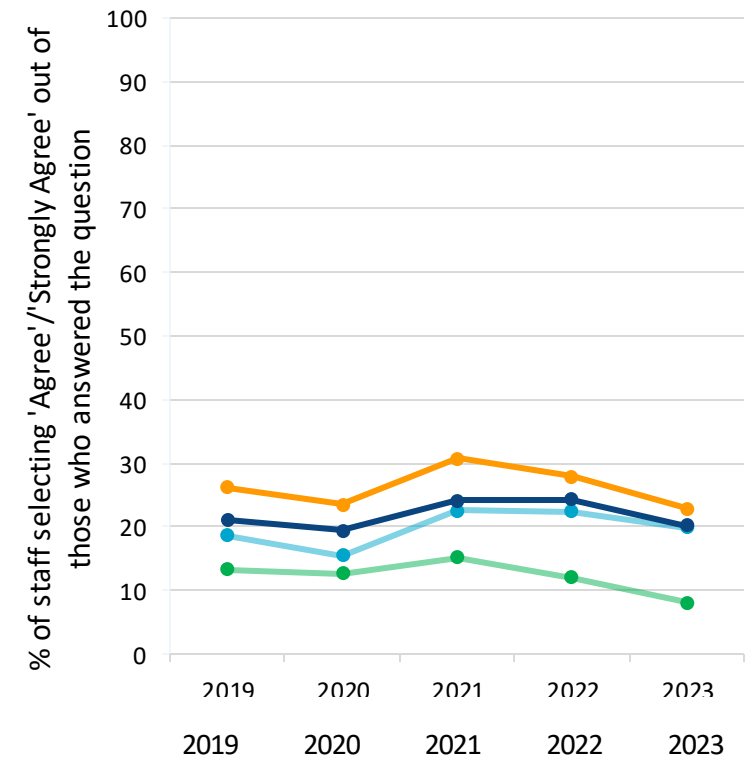
Your org	39.45%	36.58%	42.67%	41.83%	37.50%
Best result	31.22%	25.26%	31.10%	31.16%	21.27%
Average result	34.75%	30.45%	41.21%	41.83%	37.50%
Worst result	46.99%	43.27%	52.85%	49.18%	42.06%
Responses	4127	4322	3950	4370	5181

Q26b I will probably look for a job at a new organisation in the next 12 months.



Your org	28.40%	27.11%	31.55%	31.16%	26.48%
Best result	19.84%	12.48%	18.58%	18.58%	7.64%
Average result	26.37%	21.55%	28.27%	29.22%	26.48%
Worst result	34.30%	31.44%	40.39%	36.56%	30.26%
Responses	4124	4319	3951	4373	5180

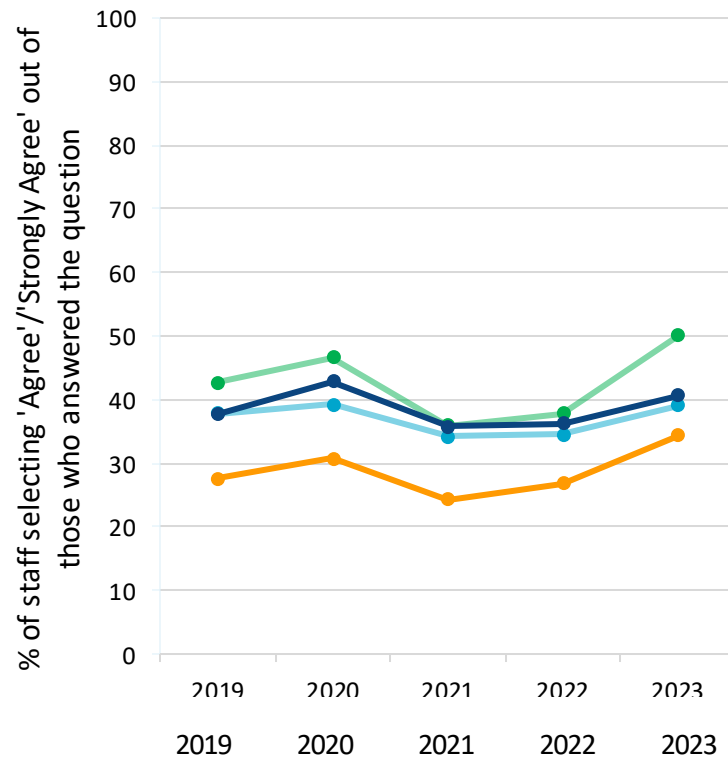
Q26c As soon as I can find another job, I will leave this organisation.



Your org	20.99%	19.51%	24.14%	24.32%	20.21%
Best result	13.37%	12.67%	15.26%	12.13%	8.18%
Average result	18.71%	15.55%	22.61%	22.38%	19.86%
Worst result	26.20%	23.48%	30.70%	27.90%	22.93%
Responses	4121	4319	3953	4372	5170

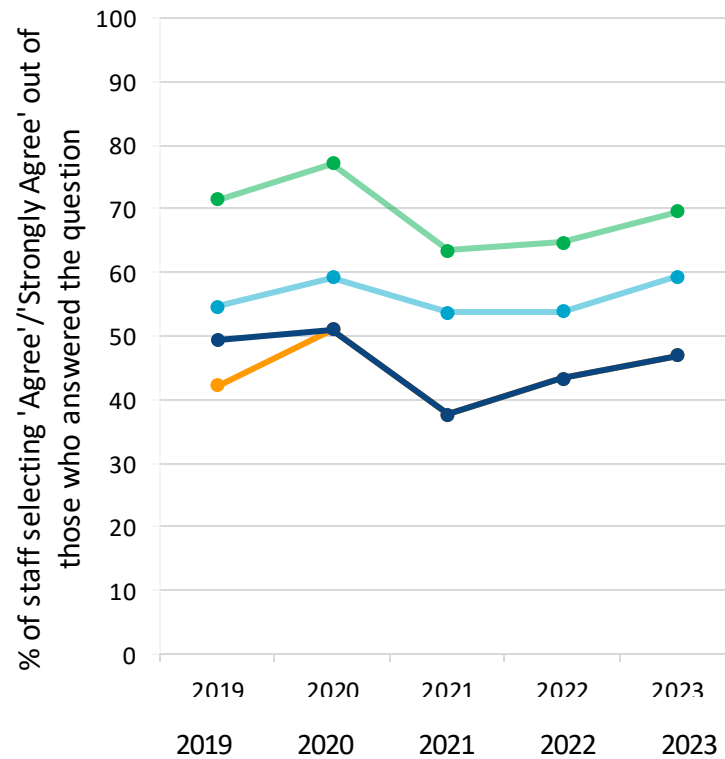


Q3g I am able to meet all the conflicting demands on my time at work.



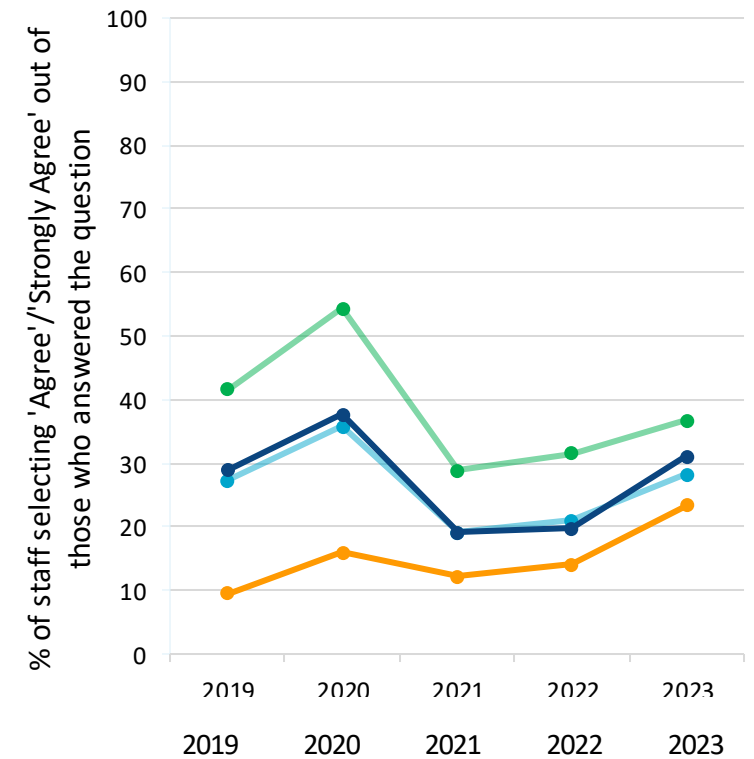
Year	2019	2020	2021	2022	2023
<b>Your org</b>	37.85%	42.91%	35.72%	36.34%	40.60%
<b>Best result</b>	42.78%	46.60%	35.98%	37.91%	50.04%
<b>Average result</b>	37.85%	39.23%	34.23%	34.54%	39.08%
<b>Worst result</b>	27.66%	30.84%	24.39%	26.77%	34.34%
Responses	4190	4379	4055	4378	5172

Q3h I have adequate materials, supplies and equipment to do my work.



Year	2019	2020	2021	2022	2023
<b>Your org</b>	49.41%	51.07%	37.76%	43.27%	46.91%
<b>Best result</b>	71.47%	77.20%	63.48%	64.69%	69.66%
<b>Average result</b>	54.63%	59.20%	53.69%	53.87%	59.30%
<b>Worst result</b>	42.26%	51.07%	37.76%	43.27%	46.91%
Responses	4202	4385	4059	4383	5176

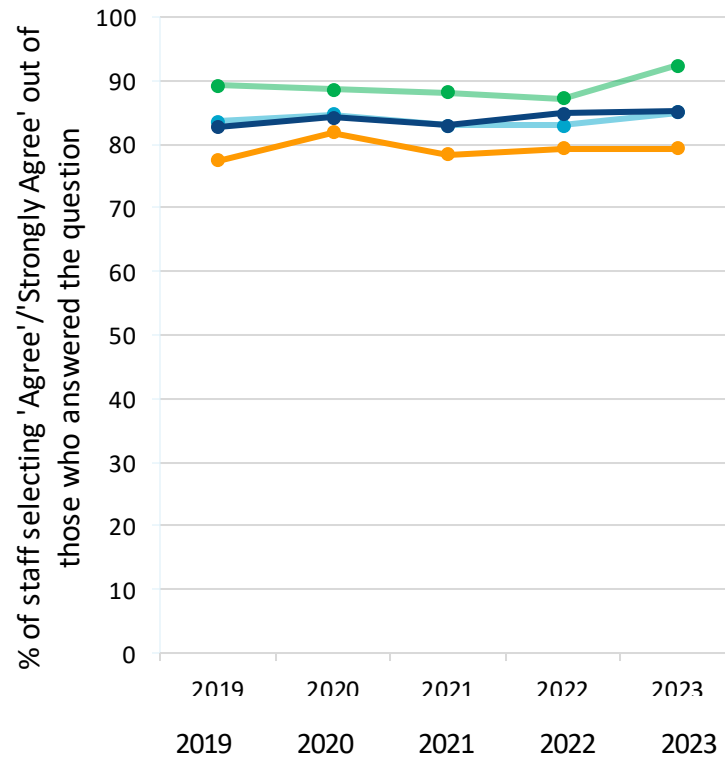
Q3i There are enough staff at this organisation for me to do my job properly.



Year	2019	2020	2021	2022	2023
<b>Your org</b>	28.81%	37.68%	19.15%	19.80%	31.14%
<b>Best result</b>	41.56%	54.35%	28.87%	31.62%	36.73%
<b>Average result</b>	27.38%	35.73%	19.15%	21.05%	28.32%
<b>Worst result</b>	9.56%	15.98%	12.14%	14.15%	23.44%
Responses	4202	4383	4055	4385	5179

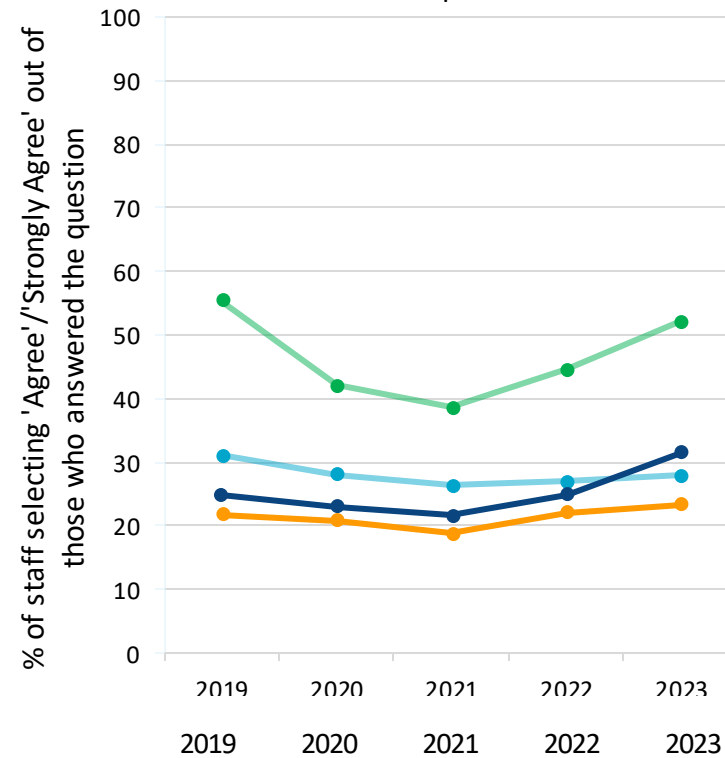


Q3a I always know what my work responsibilities are.



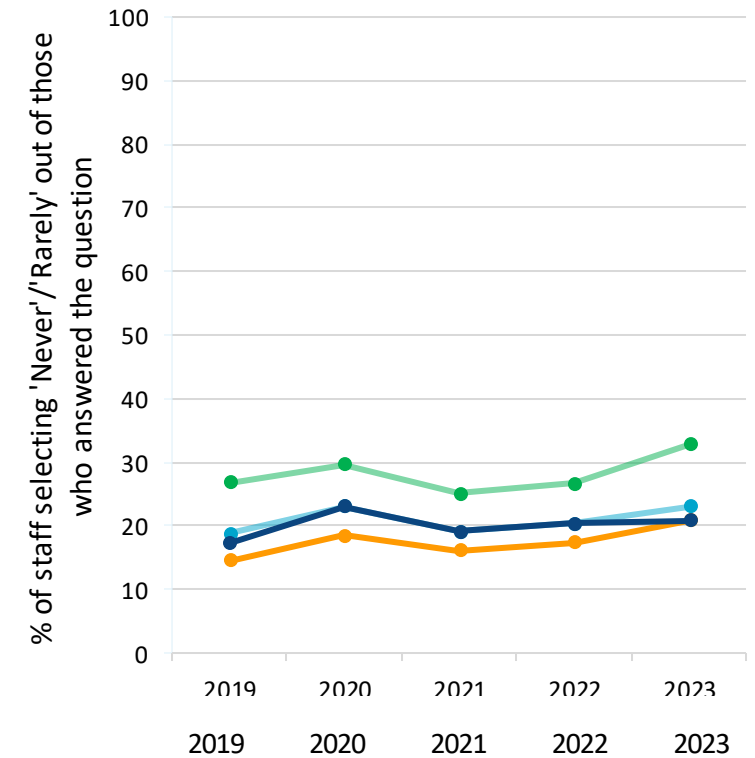
Year	2019	2020	2021	2022	2023
<b>Your org</b>	82.59%	84.15%	82.92%	84.92%	85.14%
<b>Best result</b>	89.17%	88.67%	88.08%	87.19%	92.38%
<b>Average result</b>	83.64%	84.70%	82.92%	82.94%	85.06%
<b>Worst result</b>	77.46%	81.79%	78.35%	79.28%	79.34%
Responses	4207	4401	4049	4373	5183

Q3e I am involved in deciding on changes introduced that affect my work area / team / department.



Year	2019	2020	2021	2022	2023
<b>Your org</b>	24.76%	23.04%	21.64%	25.02%	31.53%
<b>Best result</b>	55.39%	42.13%	38.69%	44.53%	52.15%
<b>Average result</b>	31.00%	28.02%	26.35%	27.00%	27.90%
<b>Worst result</b>	21.87%	20.80%	18.82%	22.04%	23.30%
Responses	4206	4387	4061	4387	5175

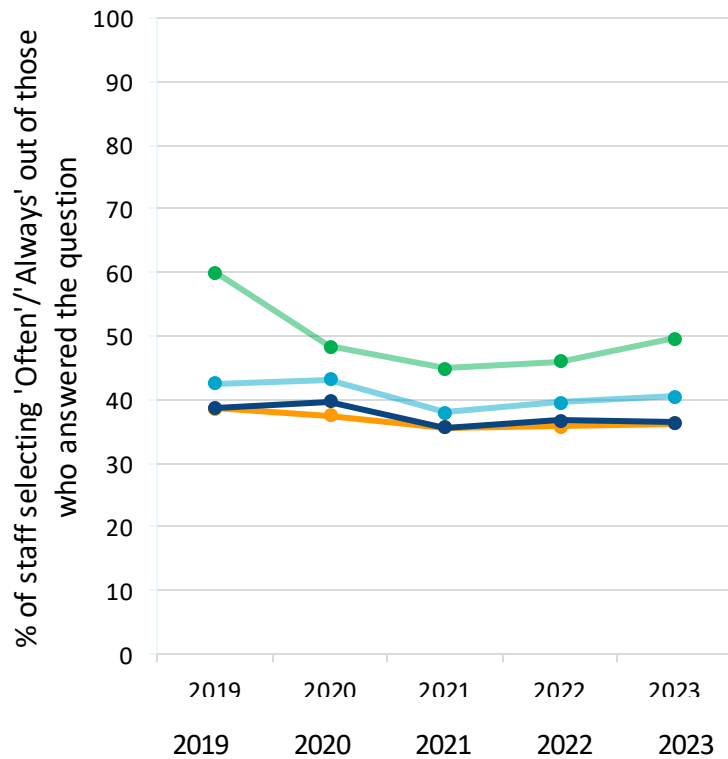
Q5a I have unrealistic time pressures.



Year	2019	2020	2021	2022	2023
<b>Your org</b>	17.46%	23.10%	19.09%	20.42%	20.80%
<b>Best result</b>	26.77%	29.66%	25.13%	26.69%	32.83%
<b>Average result</b>	18.79%	23.10%	19.09%	20.42%	22.98%
<b>Worst result</b>	14.52%	18.55%	16.20%	17.37%	20.80%
Responses	4179	4371	4042	4375	5166

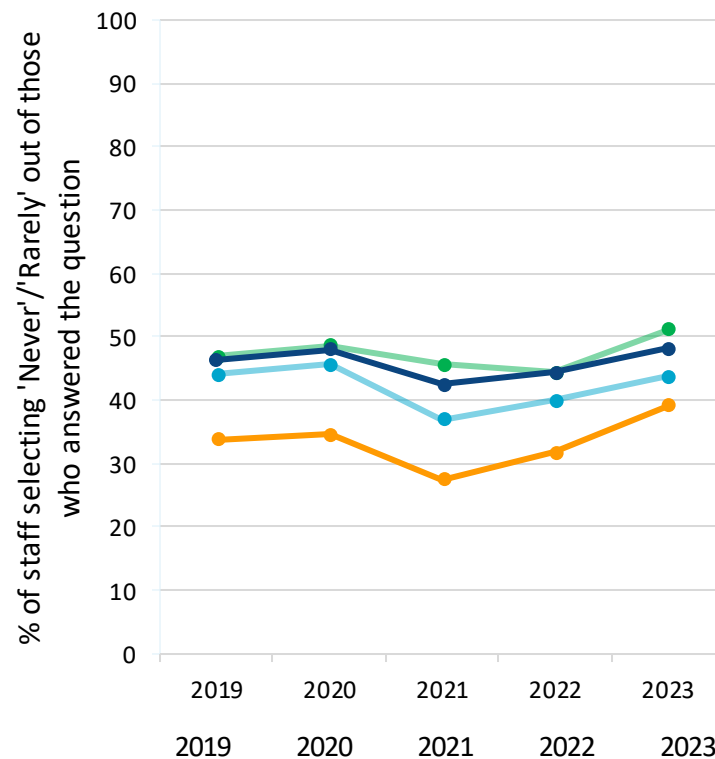


Q5b I have a choice in deciding how to do my work.



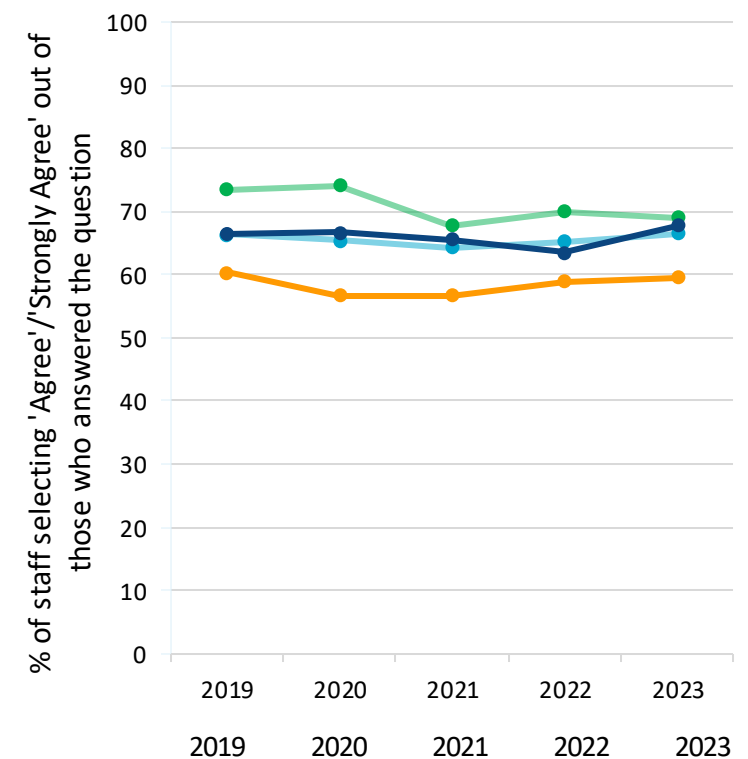
Your org	38.69%	39.69%	35.69%	36.68%	36.47%
Best result	60.07%	48.43%	44.99%	45.99%	49.65%
Average result	42.56%	43.12%	38.01%	39.59%	40.53%
Worst result	38.69%	37.60%	35.58%	35.87%	36.30%
Responses	4173	4374	4044	4378	5174

Q5c Relationships at work are strained.



Your org	46.29%	47.97%	42.43%	44.39%	48.13%
Best result	46.88%	48.65%	45.57%	44.39%	51.16%
Average result	44.06%	45.56%	36.94%	39.96%	43.68%
Worst result	33.72%	34.56%	27.52%	31.70%	39.08%
Responses	4175	4374	4046	4380	5168

Q7c I receive the respect I deserve from my colleagues at work.

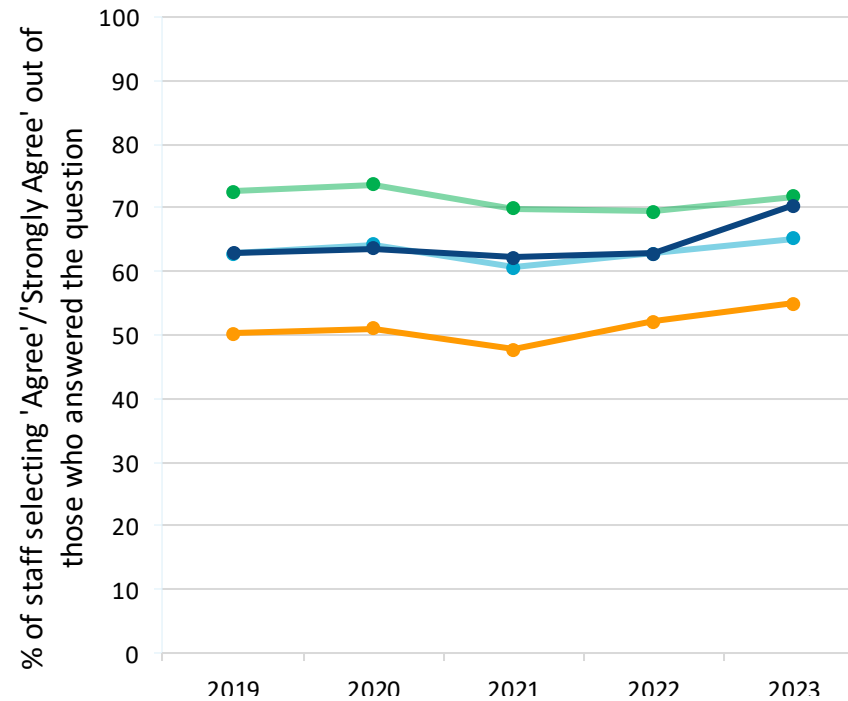


Your org	66.39%	66.65%	65.62%	63.41%	67.68%
Best result	73.49%	74.09%	67.73%	70.01%	69.01%
Average result	66.28%	65.32%	64.21%	65.23%	66.54%
Worst result	60.26%	56.76%	56.68%	58.92%	59.54%
Responses	4201	4386	4031	4386	5173





Q9a My immediate manager encourages me at work.



	2019	2020	2021	2022	2023
Your org	62.88%	63.58%	62.18%	62.85%	70.35%
Best result	72.59%	73.64%	69.83%	69.51%	71.84%
Average result	62.88%	64.25%	60.57%	62.85%	65.21%
Worst result	50.31%	51.08%	47.73%	52.22%	54.97%
Responses	4177	4364	4012	4381	5177

## Question not linked to People Promise elements or themes

Questions included:\*

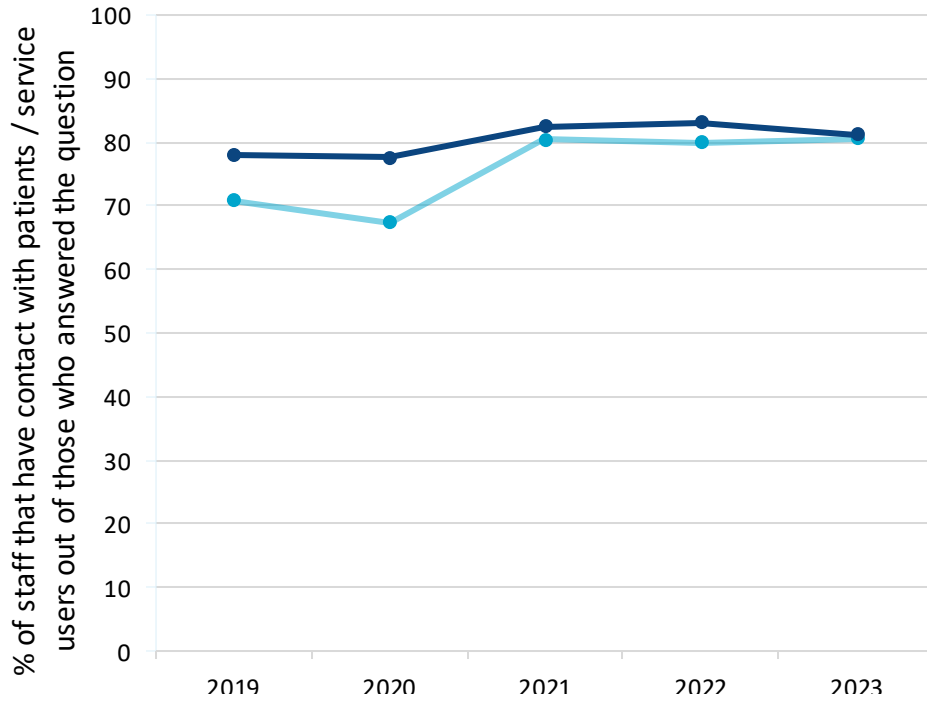
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. These questions do not contribute to any score or sub-score calculations.

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

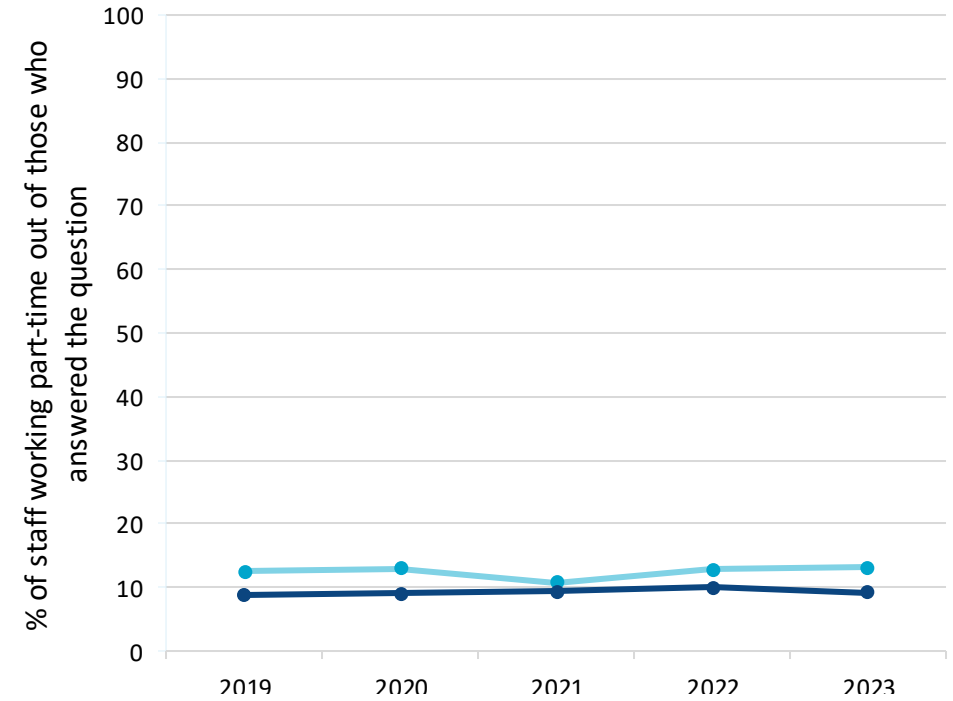


Q1 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?



	2019	2020	2021	2022	2023
<b>Your org</b>	78.01%	77.61%	82.48%	83.11%	81.22%
<b>Average</b>	70.88%	67.44%	80.39%	80.02%	80.56%
Responses	4211	4412	4082	4376	5166

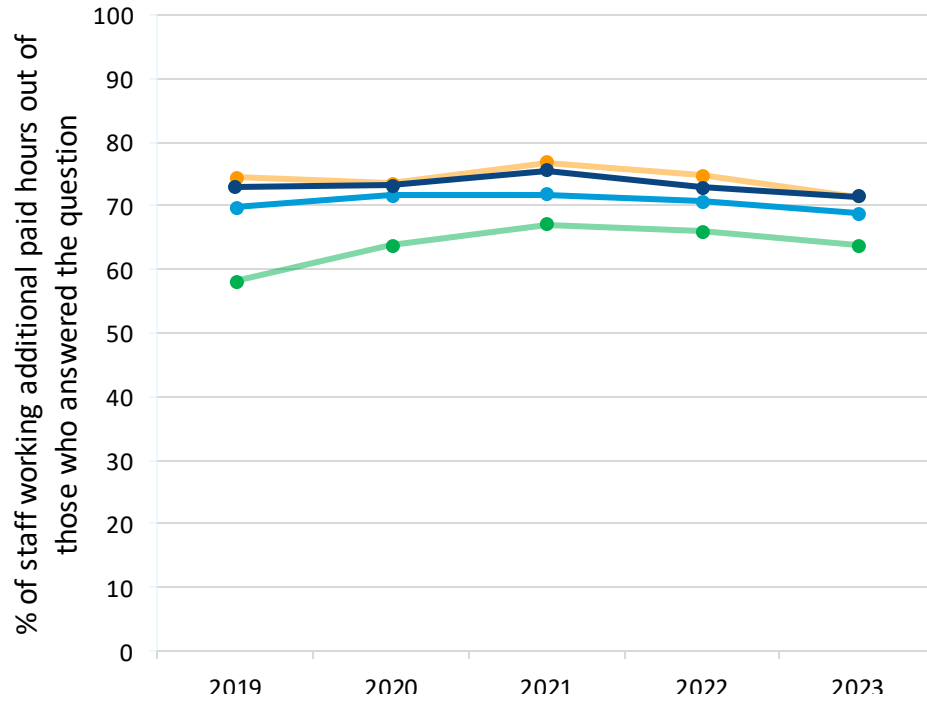
Q10a How many hours a week are you contracted to work?



	2019	2020	2021	2022	2023
<b>Your org</b>	8.80%	9.01%	9.32%	9.99%	9.23%
<b>Average</b>	12.60%	12.93%	10.86%	12.78%	13.19%
Responses	4157	4316	3971	4315	5093

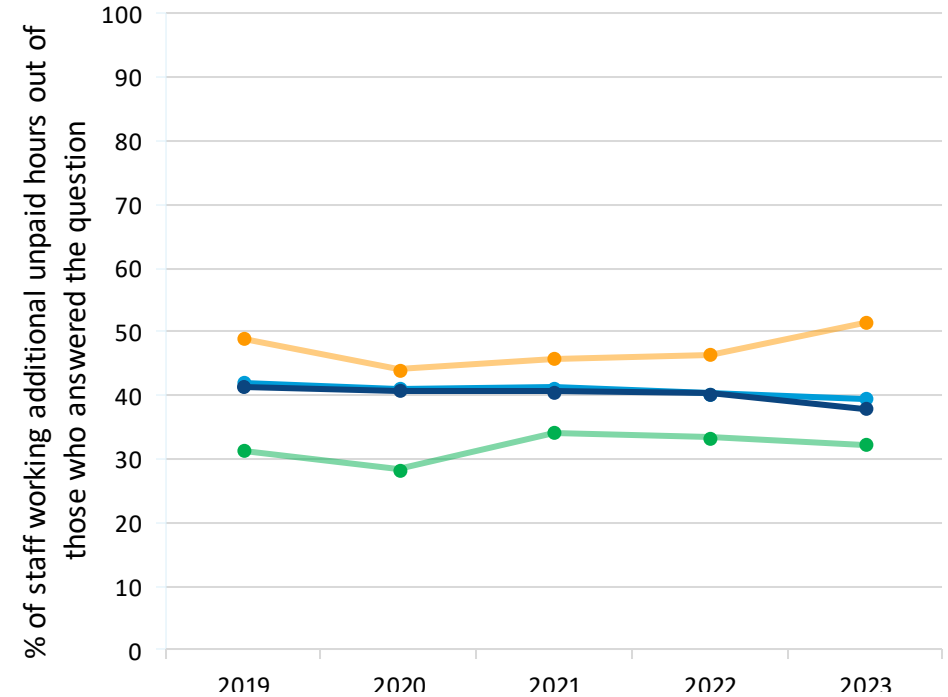


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2019	2020	2021	2022	2023
<b>Your org</b>	72.92%	73.27%	75.54%	72.95%	71.46%
<b>Lowest</b>	58.06%	63.84%	67.10%	65.90%	63.73%
<b>Average</b>	69.75%	71.71%	71.85%	70.71%	68.80%
<b>Highest</b>	74.48%	73.45%	76.84%	74.84%	71.46%
Responses	4169	4344	4012	4375	5168

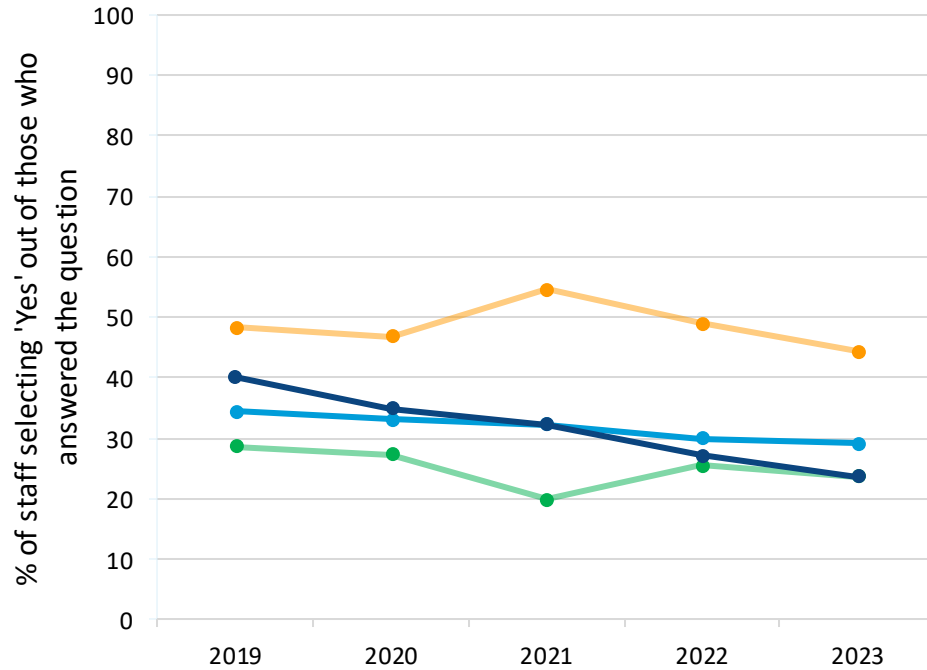
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2019	2020	2021	2022	2023
<b>Your org</b>	41.40%	40.84%	40.65%	40.25%	38.01%
<b>Lowest</b>	31.38%	28.29%	34.17%	33.41%	32.26%
<b>Average</b>	41.98%	41.16%	41.28%	40.25%	39.57%
<b>Highest</b>	48.95%	44.02%	45.75%	46.41%	51.41%
Responses	4154	4350	4004	4371	5145

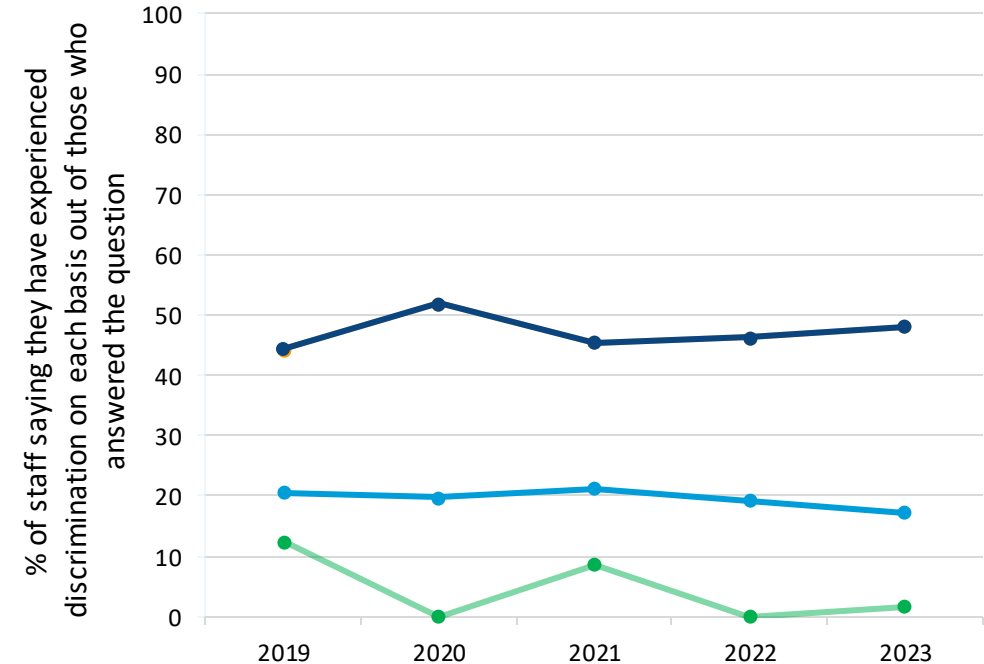


Q11e\* Have you felt pressure from your manager to come to work?



	2019	2020	2021	2022	2023
<b>Your org</b>	39.98%	34.97%	32.32%	27.20%	23.65%
<b>Best result</b>	28.70%	27.26%	19.88%	25.56%	23.65%
<b>Average result</b>	34.41%	33.15%	32.32%	29.89%	29.20%
<b>Worst result</b>	48.39%	46.75%	54.65%	48.99%	44.38%
Responses	2785	2442	2571	2862	3261

Q16c.1 On what grounds have you experienced discrimination? - Ethnic background.

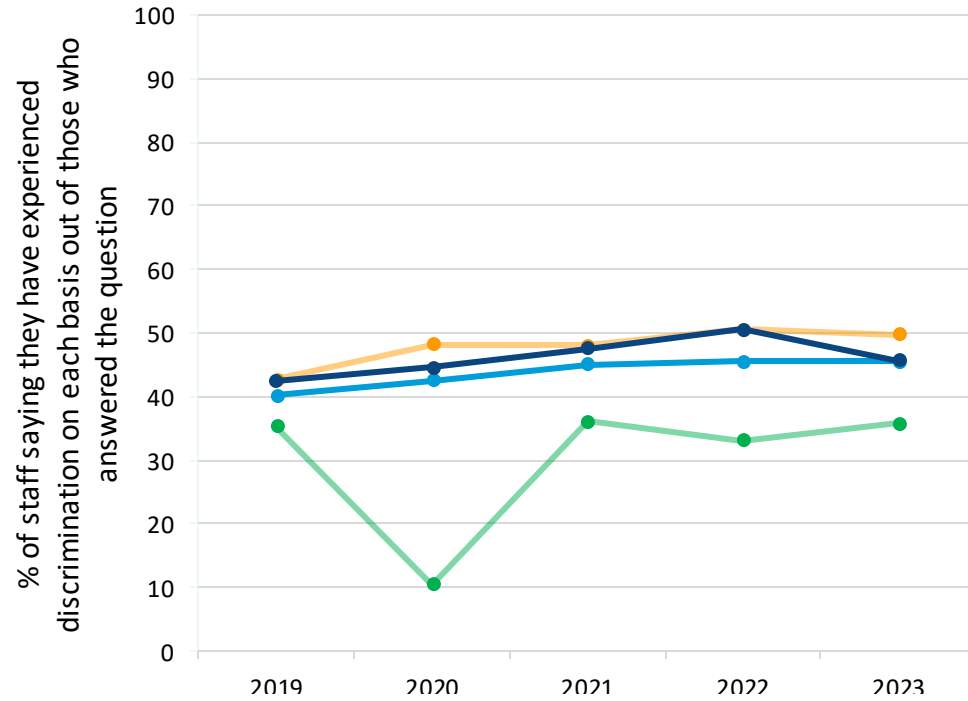


	2019	2020	2021	2022	2023
<b>Your org</b>	44.30%	52.00%	45.47%	46.30%	48.02%
<b>Best result</b>	12.40%	0.00%	8.64%	0.00%	1.65%
<b>Average result</b>	20.52%	19.69%	21.26%	19.24%	17.30%
<b>Worst result</b>	44.30%	52.00%	45.47%	46.30%	48.02%
Responses	1174	1303	1178	1345	1560

\*Q11e is only answered by staff who responded 'Yes' to Q11d.



Q16c.2 On what grounds have you experienced discrimination?  
– Gender.

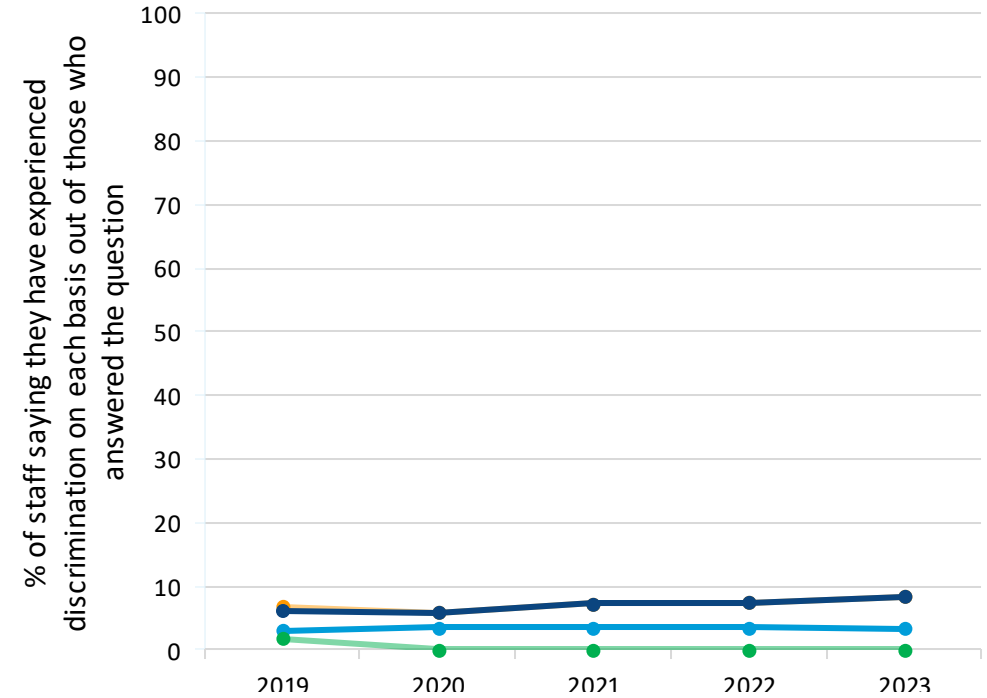


2019 2020 2021 2022 2023

	2019	2020	2021	2022	2023
Your org	42.50%	44.53%	47.61%	50.51%	45.68%
Best result	35.27%	10.46%	36.16%	33.18%	35.72%
Average result	40.24%	42.60%	45.12%	45.46%	45.50%
Worst result	42.74%	48.21%	48.05%	50.51%	49.78%

Responses 1174 1303 1178 1345 1560

Q16c.3 On what grounds have you experienced discrimination?  
– Religion.



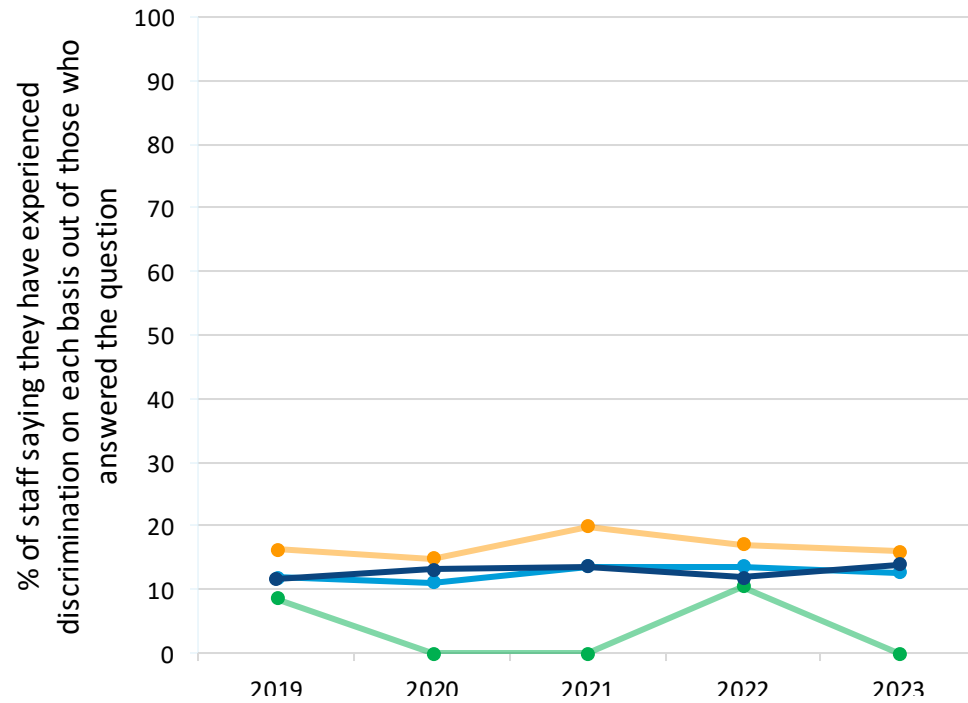
2019 2020 2021 2022 2023

	2019	2020	2021	2022	2023
Your org	6.27%	5.95%	7.28%	7.52%	8.43%
Best result	1.79%	0.00%	0.00%	0.00%	0.00%
Average result	2.98%	3.58%	3.55%	3.59%	3.31%
Worst result	6.83%	5.95%	7.28%	7.52%	8.43%

Responses 1174 1303 1178 1345 1560



Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.

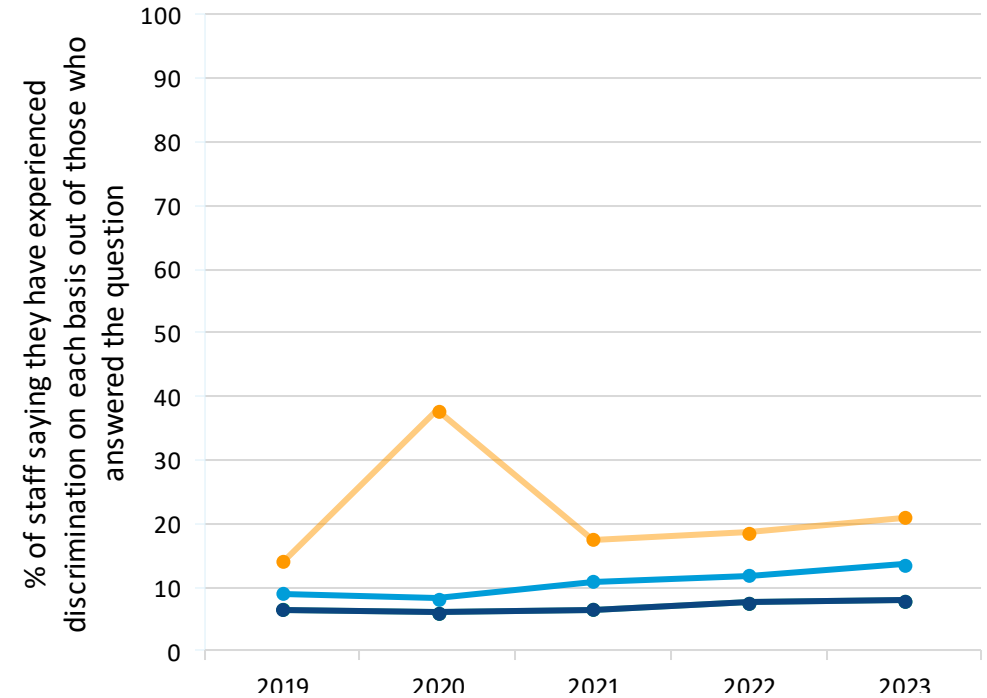


2019 2020 2021 2022 2023

Your org	11.58%	13.16%	13.64%	11.86%	13.89%
Best result	8.58%	0.00%	0.00%	10.41%	0.00%
Average result	11.86%	11.17%	13.64%	13.64%	12.70%
Worst result	16.37%	14.86%	19.94%	17.08%	15.97%

Responses 1174 1303 1178 1345 1560

Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



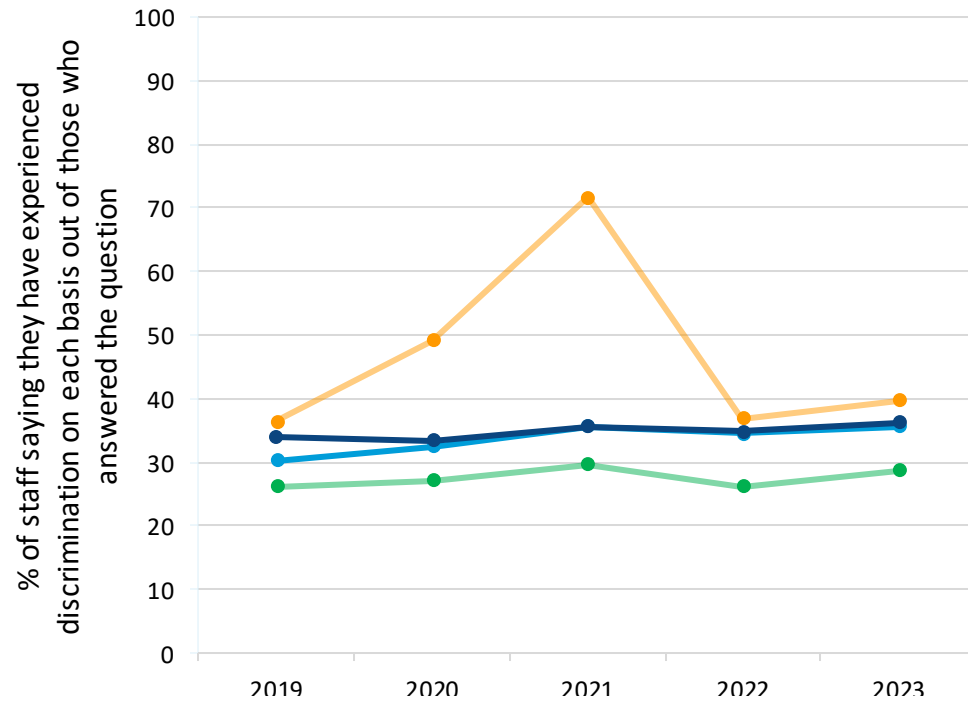
2019 2020 2021 2022 2023

Your org	6.49%	6.01%	6.54%	7.56%	7.95%
Best result	6.49%	6.01%	6.54%	7.56%	7.95%
Average result	8.95%	8.20%	10.89%	11.83%	13.66%
Worst result	14.13%	37.77%	17.48%	18.66%	20.92%

Responses 1174 1303 1178 1345 1560



Q16c.6 On what grounds have you experienced discrimination?  
– Age.

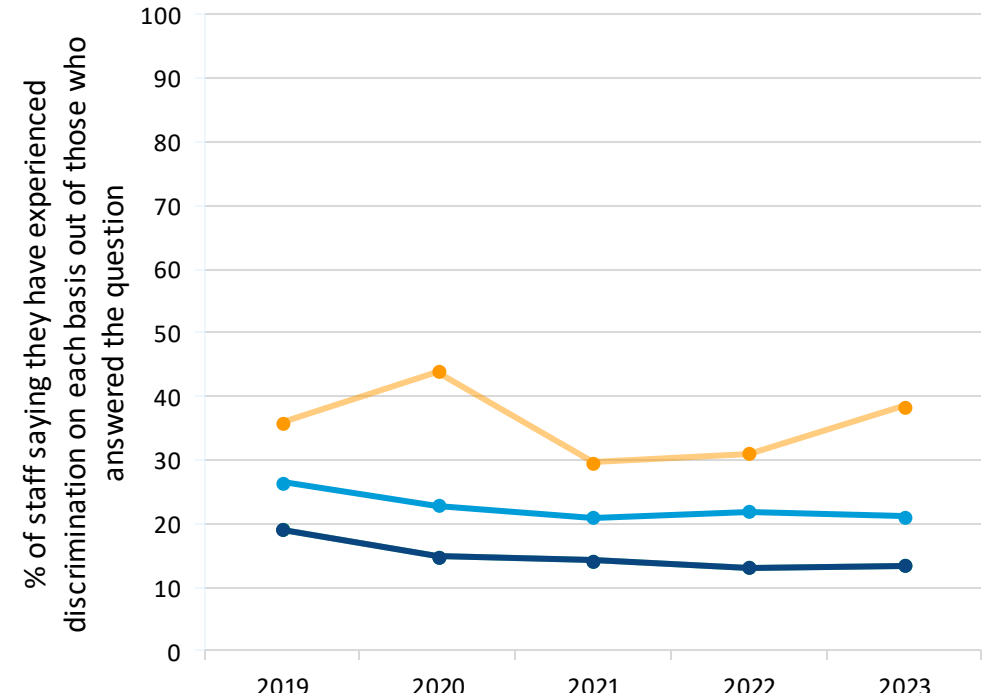


2019 2020 2021 2022 2023

	2019	2020	2021	2022	2023
Your org	34.14%	33.37%	35.63%	34.87%	36.29%
Best result	26.19%	27.09%	29.64%	26.22%	28.75%
Average result	30.34%	32.42%	35.63%	34.52%	35.56%
Worst result	36.43%	49.12%	71.58%	36.83%	39.77%

Responses 1174 1303 1178 1345 1560

Q16c.7 On what grounds have you experienced discrimination?  
– Other.



2019 2020 2021 2022 2023

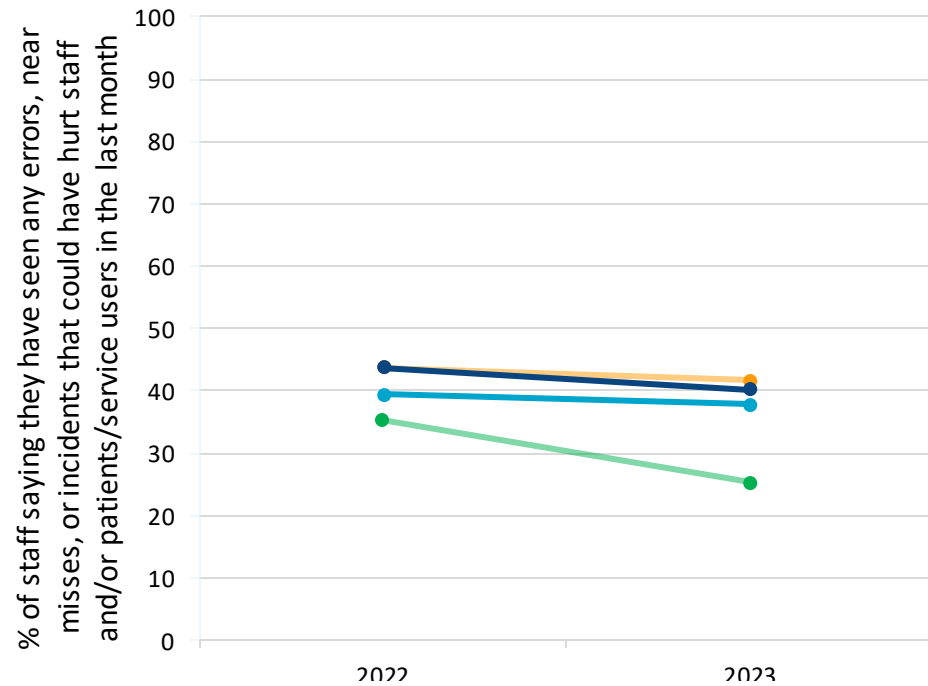
	2019	2020	2021	2022	2023
Your org	19.07%	14.82%	14.27%	13.11%	13.38%
Best result	19.07%	14.82%	14.27%	13.11%	13.38%
Average result	26.43%	22.94%	20.94%	21.90%	21.14%
Worst result	35.97%	43.89%	29.65%	31.07%	38.50%

Responses 1174 1303 1178 1345 1560



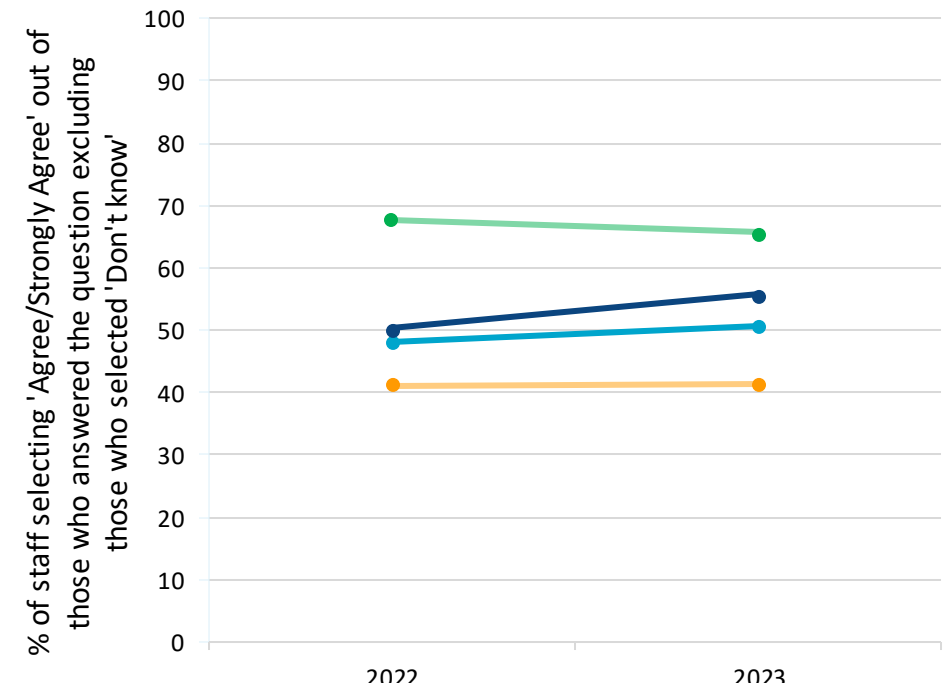


Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023
Your org	43.70%	40.22%
Best result	35.16%	25.32%
Average result	39.42%	37.75%
Worst result	43.70%	41.61%
Responses	4320	5099

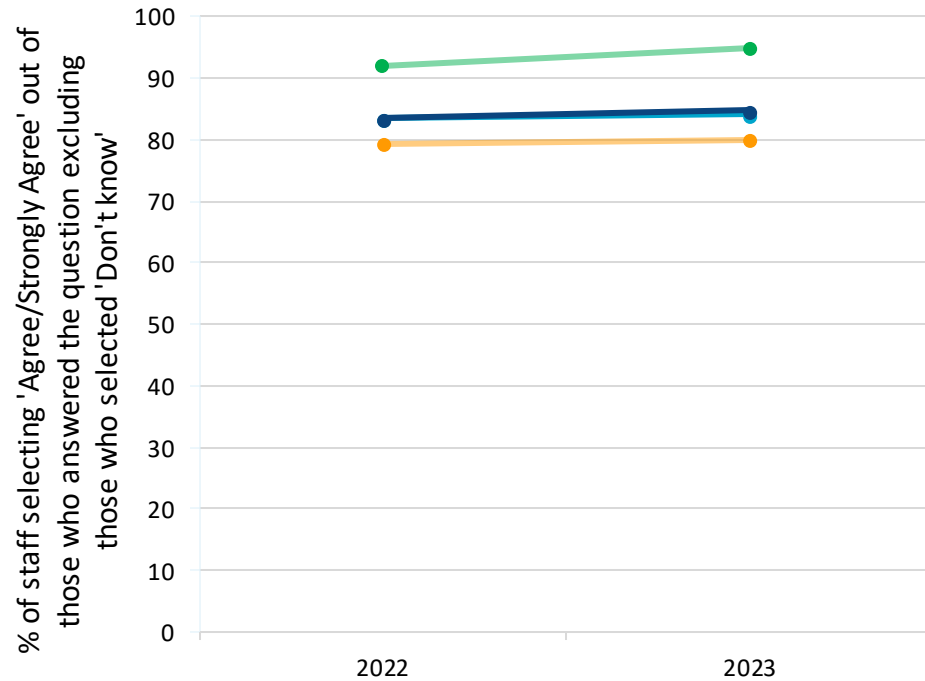
Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.



	2022	2023
Your org	50.25%	55.75%
Best result	67.62%	65.69%
Average result	48.24%	50.79%
Worst result	41.45%	41.51%
Responses	3551	4310

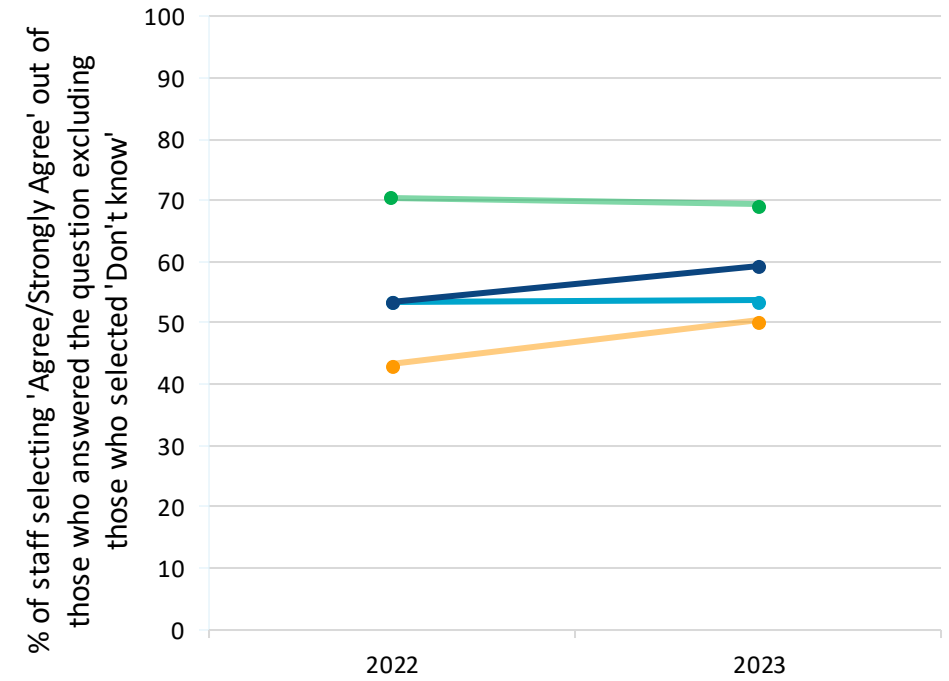


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023
Your org	83.49%	84.82%
Best result	91.93%	95.03%
Average result	83.49%	84.14%
Worst result	79.30%	80.06%
Responses	4239	5011

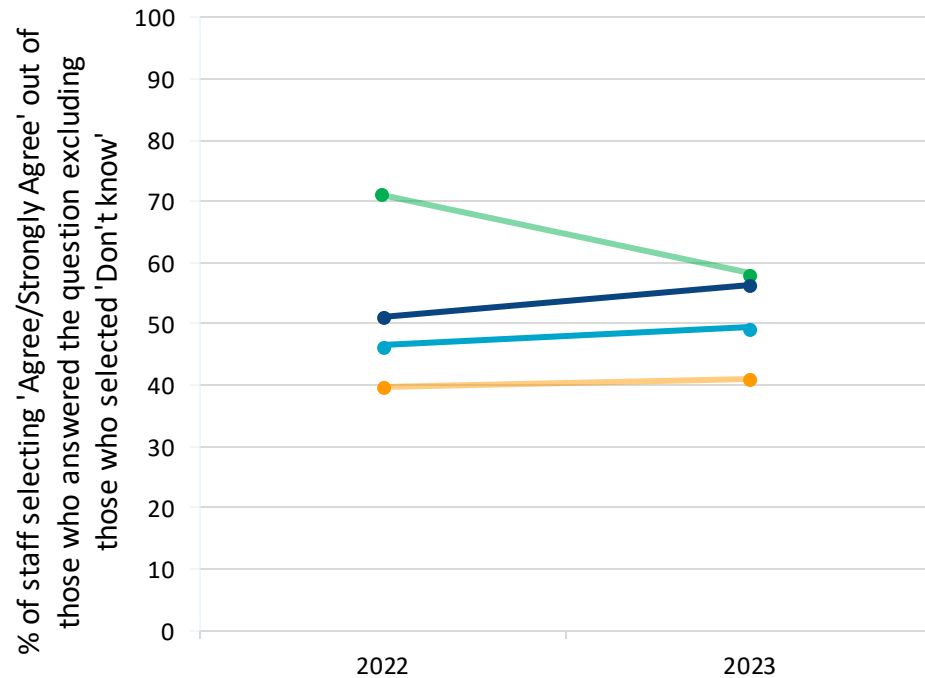
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023
Your org	53.41%	59.44%
Best result	70.36%	69.40%
Average result	53.46%	53.58%
Worst result	43.24%	50.45%
Responses	3850	4659

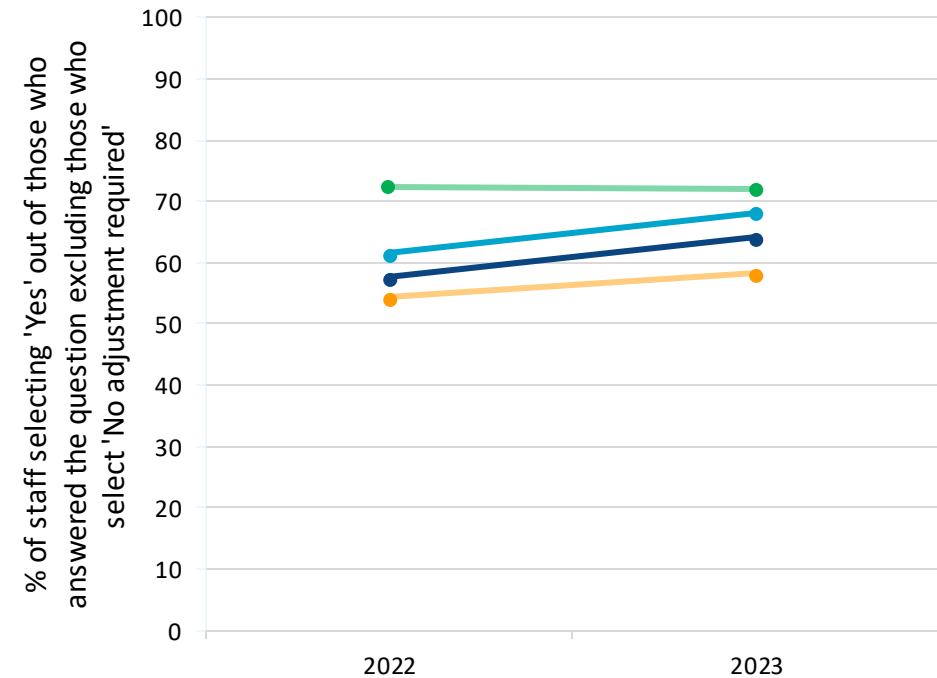


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023
Your org	51.15%	56.38%
Best result	71.03%	58.22%
Average result	46.55%	49.35%
Worst result	39.83%	41.00%
Responses	3944	4733

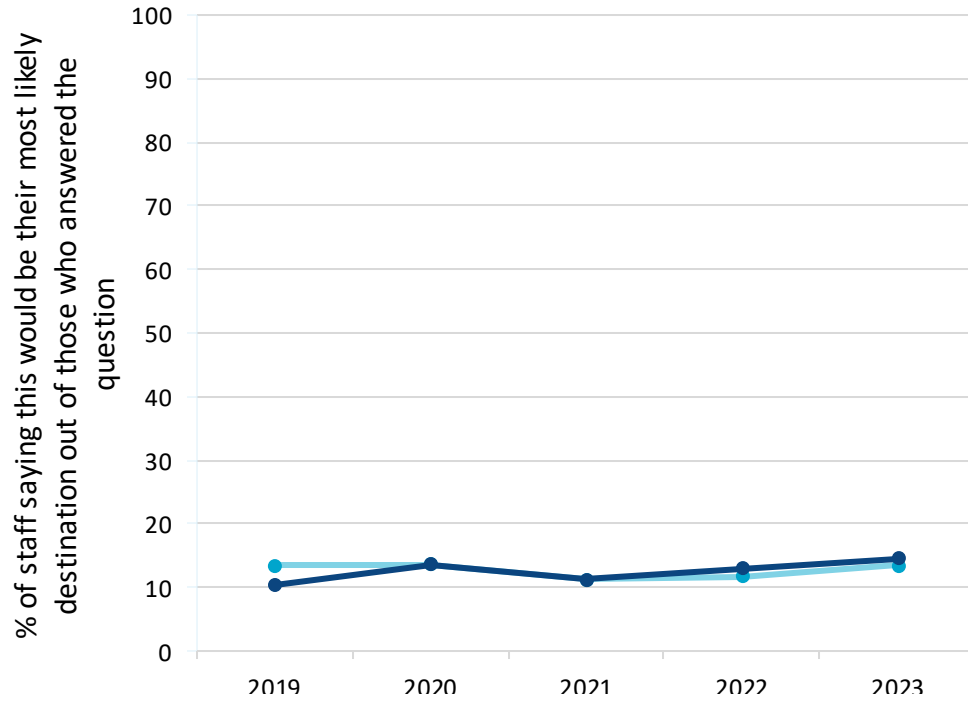
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023
Your org	57.51%	64.04%
Best result	72.50%	72.27%
Average result	61.49%	68.14%
Worst result	54.24%	58.26%
Responses	610	785



Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.

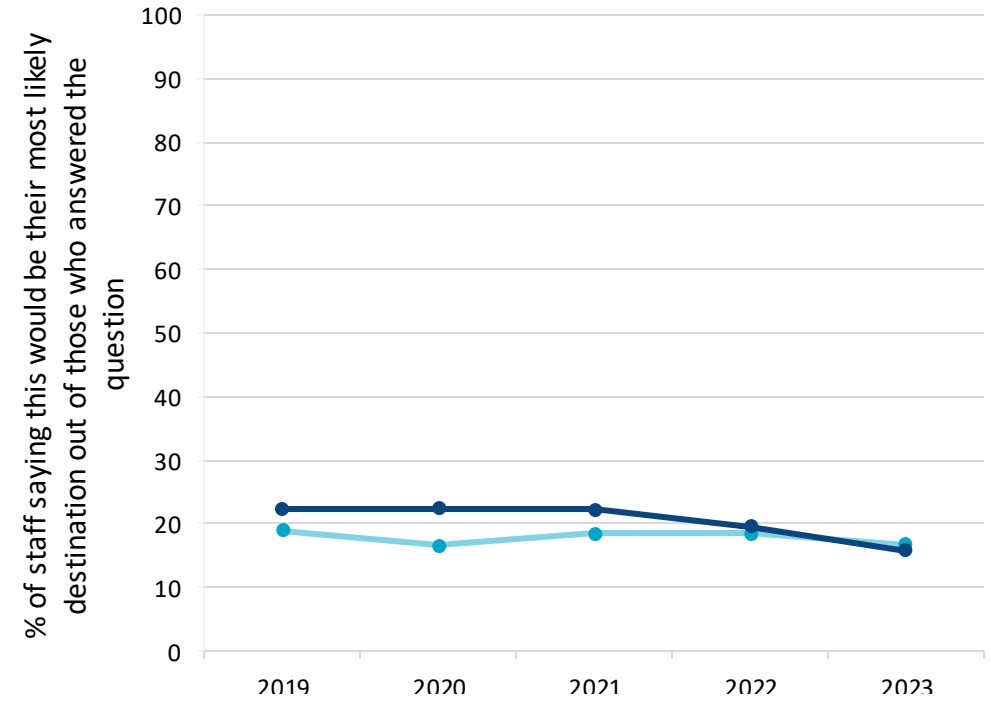


2019 2020 2021 2022 2023

	2019	2020	2021	2022	2023
<b>Your org</b>	10.55%	13.62%	11.31%	13.07%	14.58%
<b>Average</b>	13.42%	13.62%	11.31%	11.68%	13.43%

Responses 4018 4274 3845 4245 5048

Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.



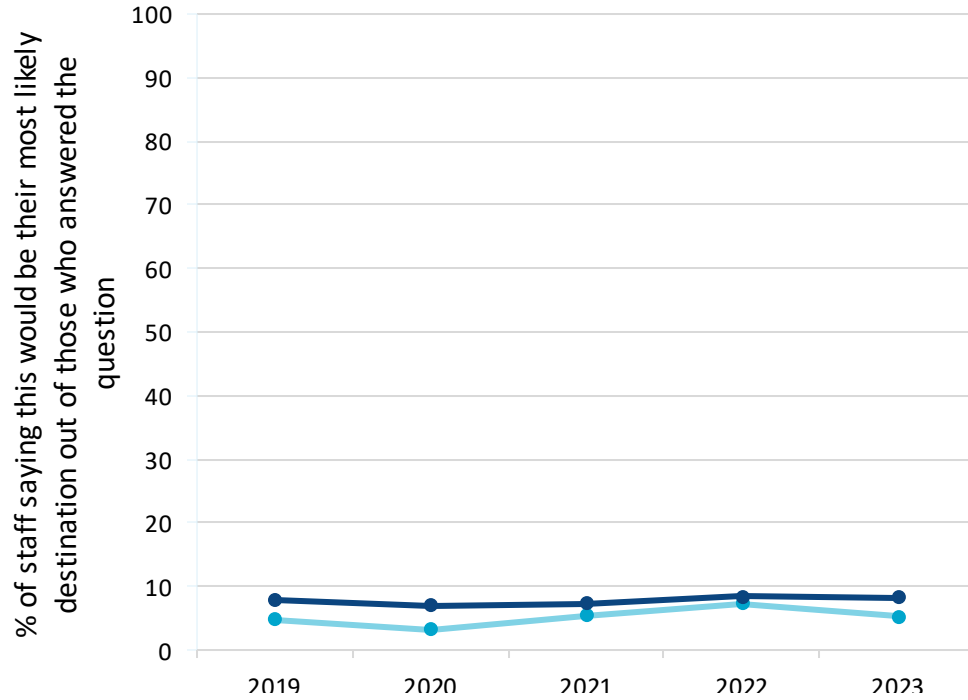
2019 2020 2021 2022 2023

	2019	2020	2021	2022	2023
<b>Your org</b>	22.42%	22.37%	22.29%	19.62%	15.89%
<b>Average</b>	18.99%	16.65%	18.53%	18.55%	16.72%

Responses 4018 4274 3845 4245 5048



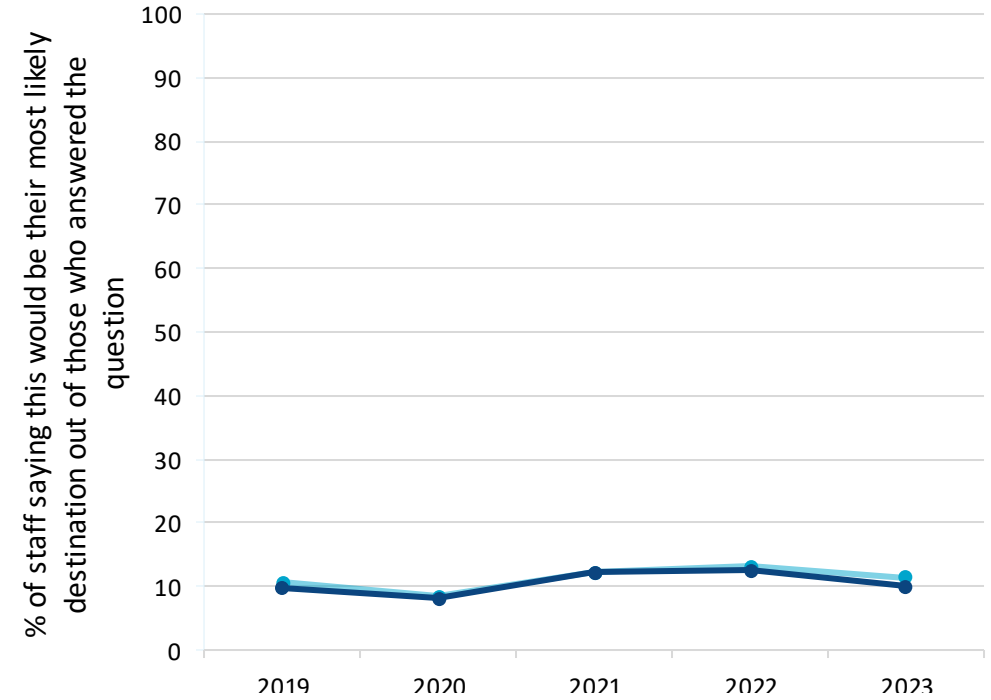
Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.



2019 2020 2021 2022 2023

Your org	7.96%	6.97%	7.41%	8.41%	8.26%
Average	4.86%	3.21%	5.37%	7.27%	5.27%
Responses	4018	4274	3845	4245	5048

Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.

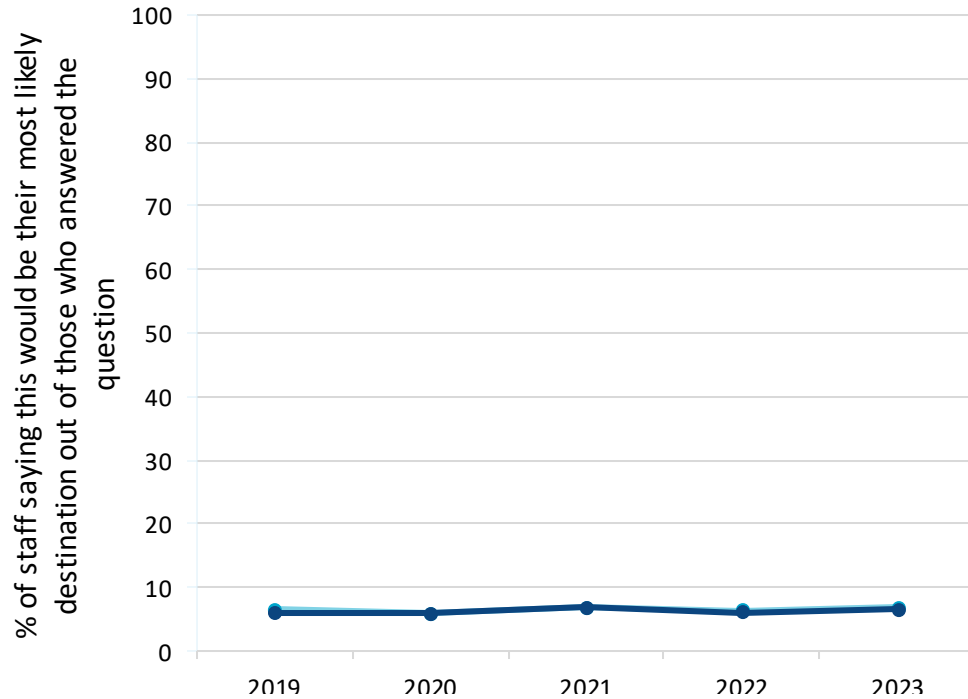


2019 2020 2021 2022 2023

Your org	9.68%	8.10%	12.28%	12.46%	10.02%
Average	10.67%	8.48%	12.28%	13.08%	11.43%
Responses	4018	4274	3845	4245	5048



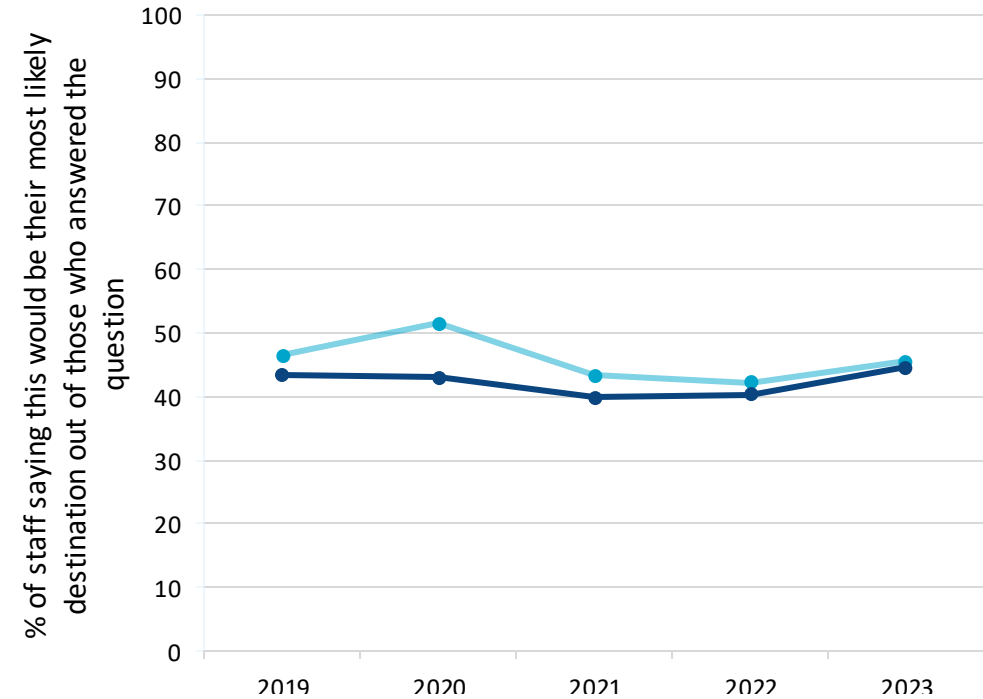
Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.



2019 2020 2021 2022 2023

<b>Your org</b>	6.02%	5.99%	6.87%	6.10%	6.60%
<b>Average</b>	6.48%	5.99%	6.87%	6.37%	6.80%
Responses	4018	4274	3845	4245	5048

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.



2019 2020 2021 2022 2023

<b>Your org</b>	43.35%	42.96%	39.84%	40.33%	44.65%
<b>Average</b>	46.49%	51.53%	43.32%	42.28%	45.51%
Responses	4018	4274	3845	4245	5048

## Workforce Equality Standards

Note where there are fewer than 10 responses for a question, results are suppressed to protect staff confidentiality and reliability of data.

## Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2019-2023 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

## Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2019-2023 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q31b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

In 2022, the text for q31b was updated and the word 'adequate' was updated to 'reasonable'.

The WDES breakdowns are based on the responses to q31a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



This section contains data required for the staff survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

## Workforce Race Equality Standards (WRES)

Indicator	Qu No	Workforce Race Equality Standard
<b>For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined</b>		
5	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
7	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

## Workforce Disability Equality Standards (WDES)

Metric	Qu No	Workforce Disability Equality Standard
<b>For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness</b>		
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work
8	Q31b	Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness

\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

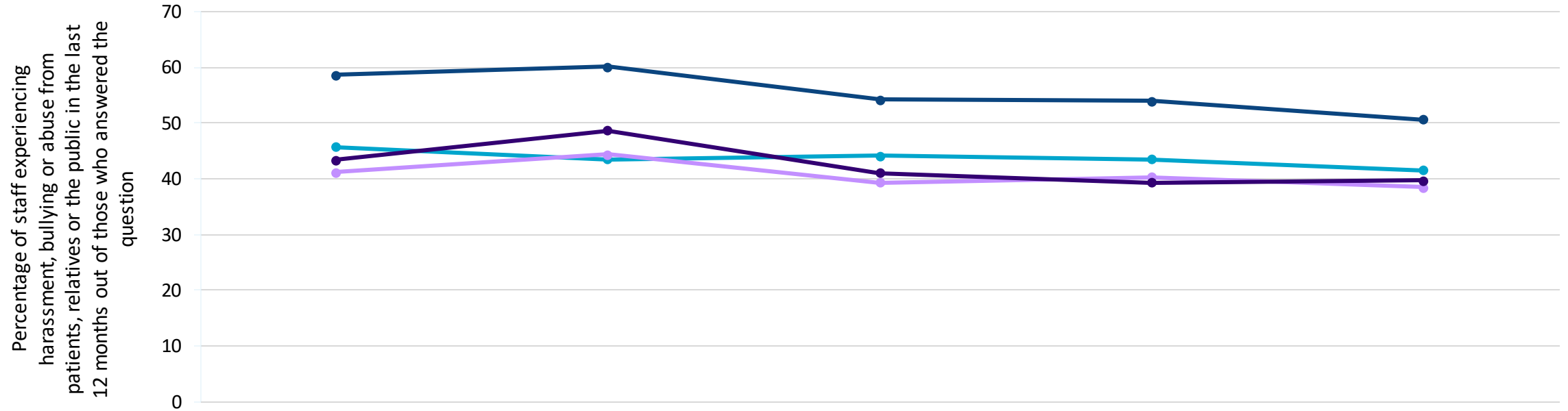
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months

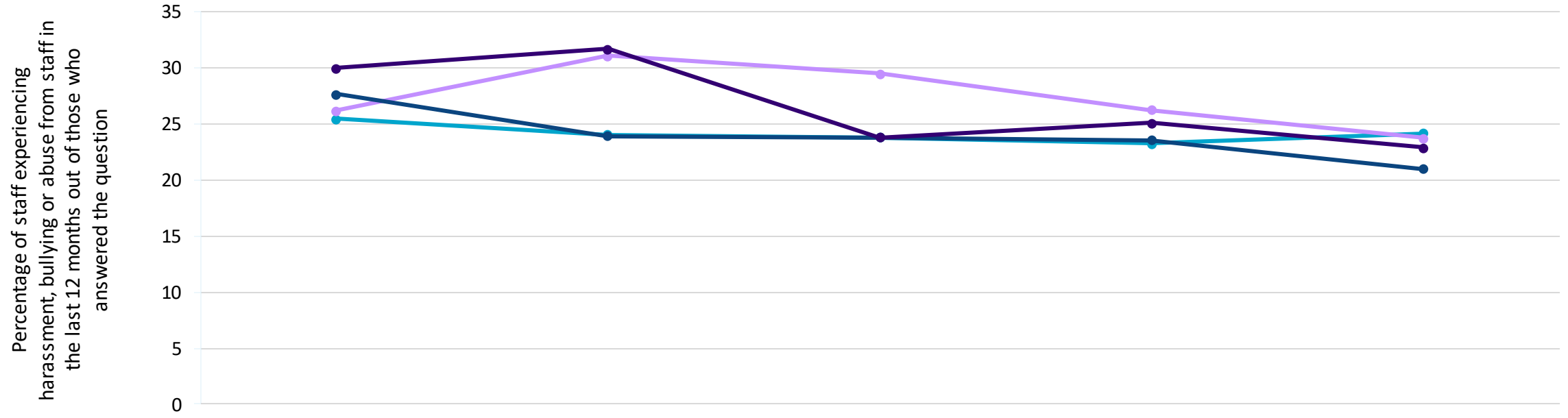


	2019	2020	2021	2022	2023
White staff: Your org	58.57%	60.09%	54.21%	53.96%	50.66%
All other ethnic groups*: Your org	43.42%	48.62%	41.10%	39.33%	39.68%
White staff: Average	45.78%	43.52%	44.11%	43.50%	41.53%
All other ethnic groups*: Average	41.22%	44.32%	39.36%	40.25%	38.45%
White staff: Responses	3423	3495	3182	3475	3350
All other ethnic groups*: Responses	562	578	635	839	1070

\*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 5 (Q14a) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months

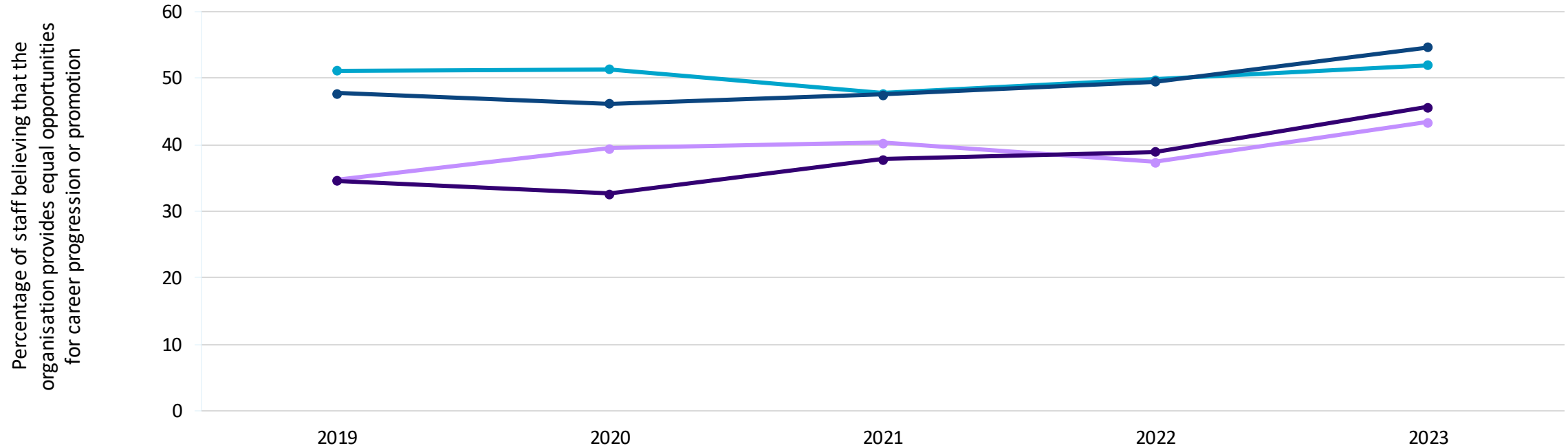


	2019	2020	2021	2022	2023
White staff: Your org	27.68%	23.96%	23.79%	23.59%	20.99%
All other ethnic groups*: Your org	30.00%	31.72%	23.82%	25.09%	22.91%
White staff: Average	25.49%	24.09%	23.79%	23.25%	24.19%
All other ethnic groups*: Average	26.20%	31.08%	29.51%	26.27%	23.76%
White staff: Responses	3414	3494	3174	3472	3337
All other ethnic groups*: Responses	560	577	634	833	1073

\*Staff from all other ethnic groups combined

Note: 2023 results for WRES indicator 6 (Q14b & Q14c) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

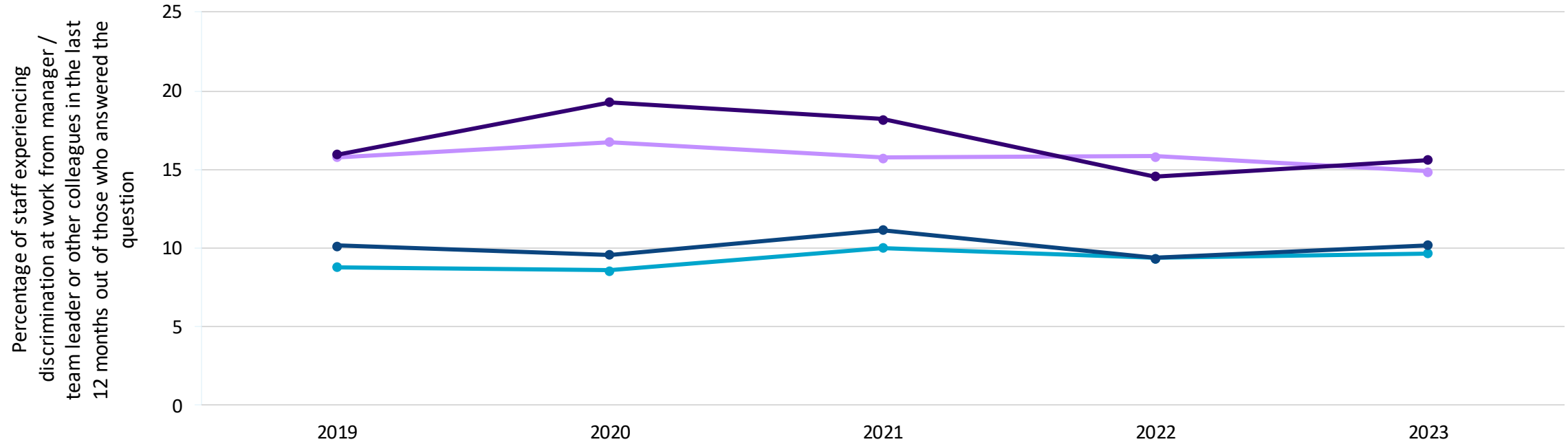
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2019	2020	2021	2022	2023
White staff: Your org	47.73%	46.13%	47.52%	49.48%	54.67%
All other ethnic groups*: Your org	34.57%	32.60%	37.79%	38.92%	45.69%
White staff: Average	51.15%	51.35%	47.70%	49.82%	51.98%
All other ethnic groups*: Average	34.64%	39.46%	40.25%	37.36%	43.39%
White staff: Responses	3415	3531	3205	3468	3889
All other ethnic groups*: Responses	564	589	643	830	1217

\*Staff from all other ethnic groups combined

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.



	2019	2020	2021	2022	2023
White staff: Your org	10.14%	9.58%	11.17%	9.36%	10.21%
All other ethnic groups*: Your org	15.98%	19.29%	18.17%	14.58%	15.59%
White staff: Average	8.81%	8.58%	10.03%	9.36%	9.69%
All other ethnic groups*: Average	15.80%	16.75%	15.75%	15.83%	14.85%
White staff: Responses	3401	3539	3213	3471	3869
All other ethnic groups*: Responses	557	591	644	830	1212

\*Staff from all other ethnic groups combined

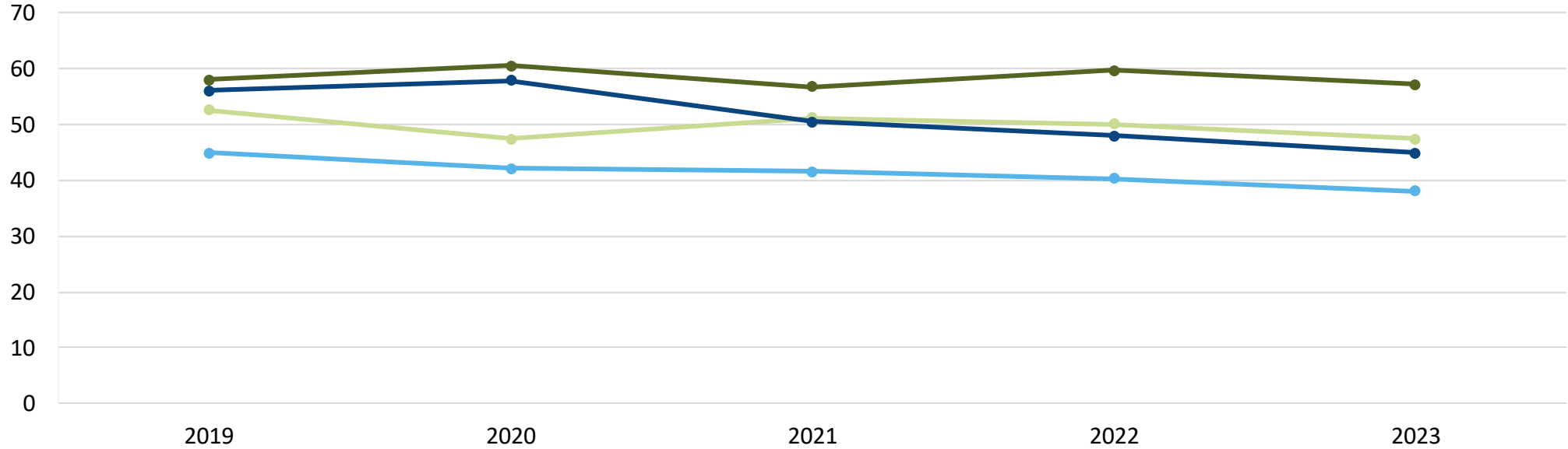
## Workforce Disability Equality Standards (WDES)

Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.  
Data shown in the WDES charts are unweighted.

Note: where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months out of those who answered the question

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.



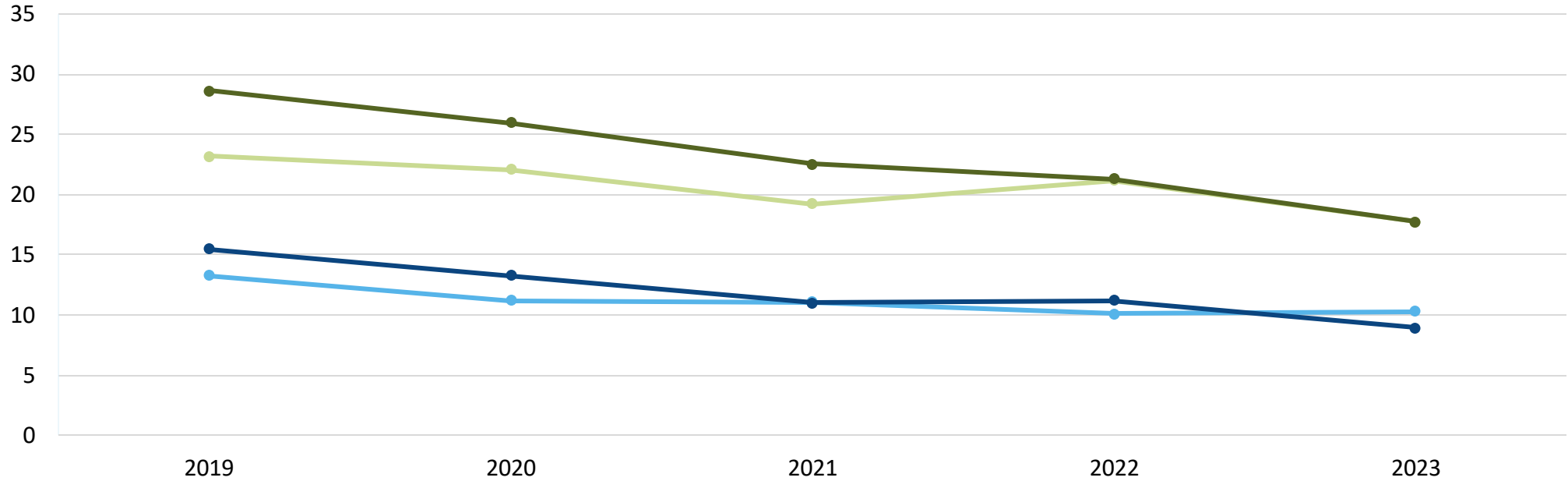
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	58.11%	60.63%	56.87%	59.78%	57.22%
Staff without a LTC or illness: Your org	56.07%	57.91%	50.56%	47.99%	44.90%
Staff with a LTC or illness: Average	52.55%	47.50%	51.25%	50.17%	47.42%
Staff without a LTC or illness: Average	44.93%	42.12%	41.58%	40.36%	38.09%
Staff with a LTC or illness: Responses	721	795	939	1074	1170
Staff without a LTC or illness: Responses	3378	3402	2955	3263	3185

Note: 2023 results for WDES metric 4a (Q14a) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months out of those who answered the question

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.

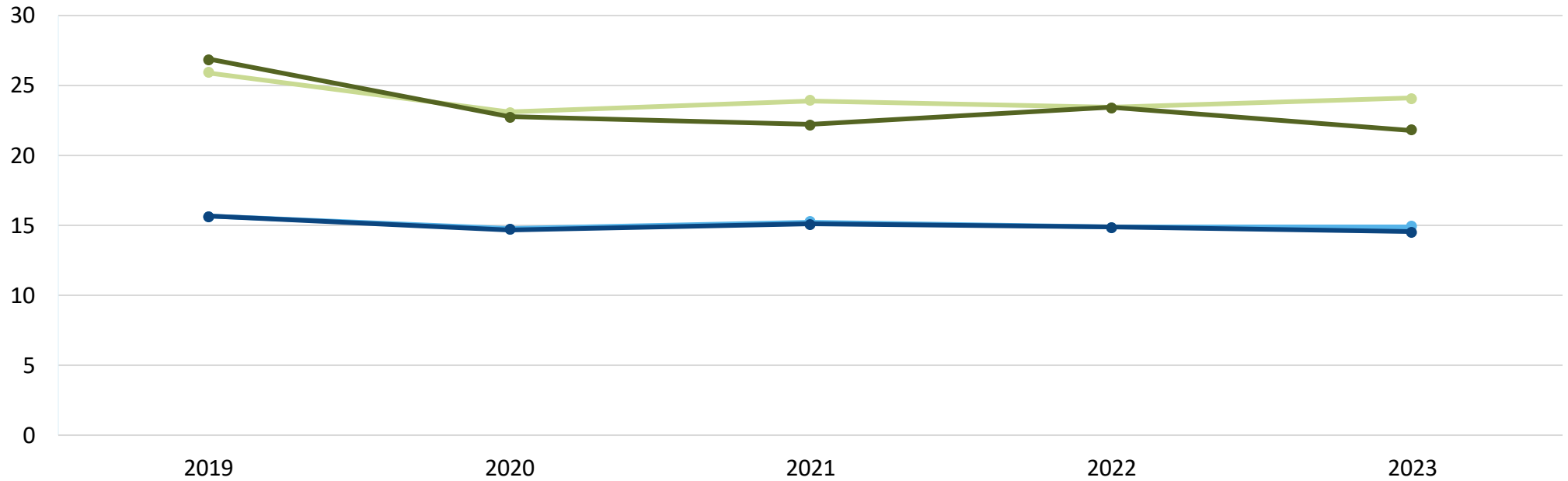


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	28.59%	25.94%	22.51%	21.27%	17.76%
Staff without a LTC or illness: Your org	15.48%	13.28%	11.00%	11.21%	8.94%
Staff with a LTC or illness: Average	23.17%	22.10%	19.20%	21.14%	17.76%
Staff without a LTC or illness: Average	13.25%	11.22%	11.06%	10.12%	10.29%
Staff with a LTC or illness: Responses	717	794	933	1067	1163
Staff without a LTC or illness: Responses	3366	3397	2937	3228	3142

Note: 2023 results for WDES metric 4b (Q14b) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months out of those who answered the question

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.

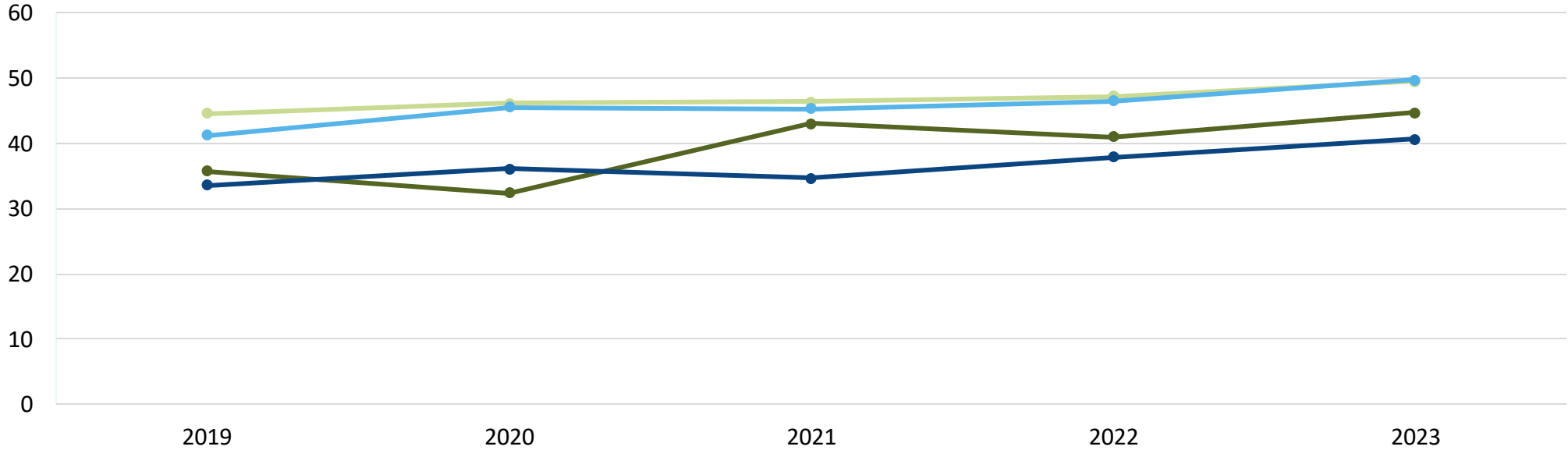


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	26.88%	22.77%	22.19%	23.40%	21.83%
Staff without a LTC or illness: Your org	15.65%	14.68%	15.10%	14.87%	14.53%
Staff with a LTC or illness: Average	25.91%	23.09%	23.90%	23.40%	24.10%
Staff without a LTC or illness: Average	15.65%	14.74%	15.25%	14.87%	14.91%
Staff with a LTC or illness: Responses	718	795	924	1064	1156
Staff without a LTC or illness: Responses	3361	3393	2908	3201	3125

Note: 2023 results for WDES metric 4c (Q14c) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it out of those who answered the question

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.

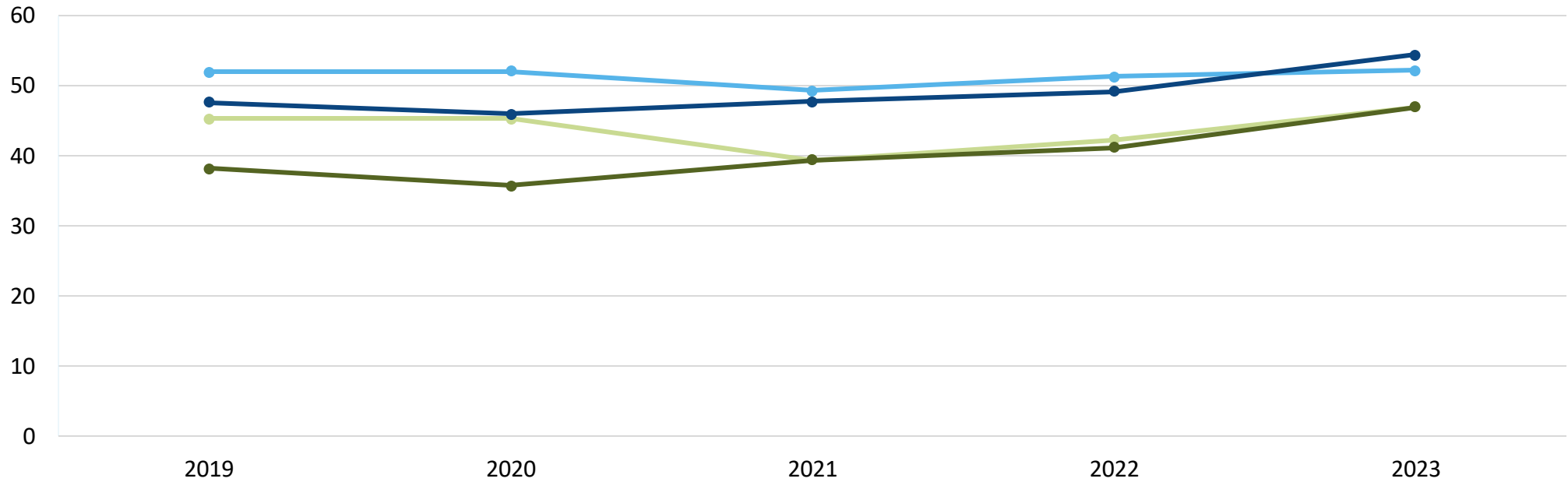


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	35.71%	32.45%	43.11%	41.03%	44.76%
Staff without a LTC or illness: Your org	33.64%	36.17%	34.71%	37.91%	40.63%
Staff with a LTC or illness: Average	44.57%	46.17%	46.43%	47.26%	49.56%
Staff without a LTC or illness: Average	41.24%	45.60%	45.34%	46.49%	49.77%
Staff with a LTC or illness: Responses	462	493	573	663	697
Staff without a LTC or illness: Responses	1876	1913	1527	1604	1432

Note: 2023 results for WDES metric 4d (Q14d) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion out of those who answered the question

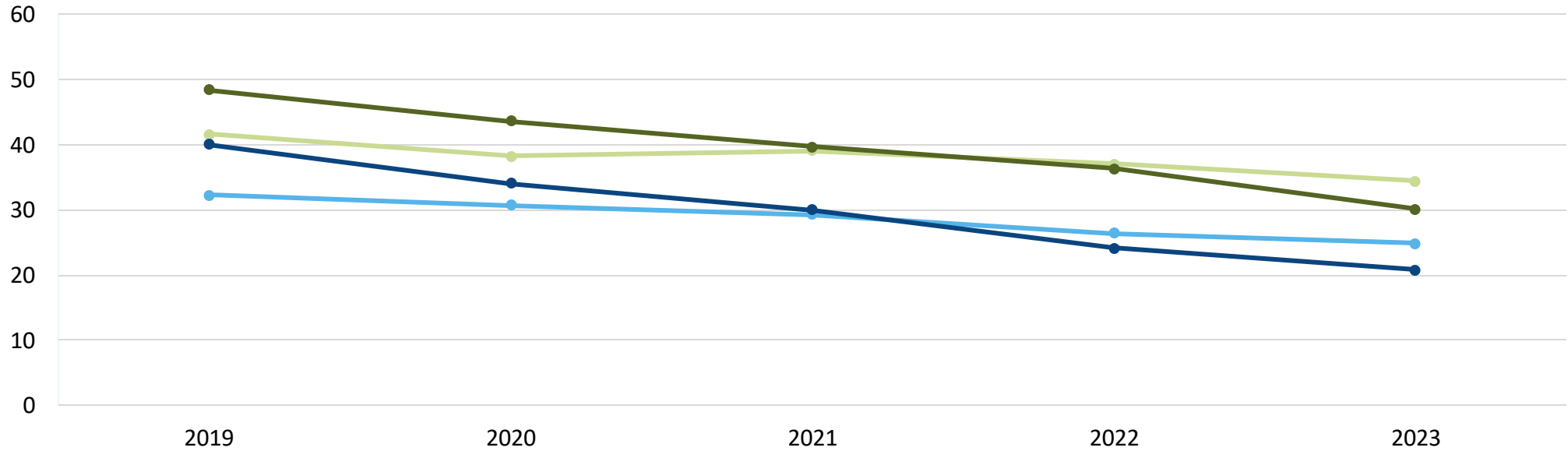
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	38.21%	35.71%	39.41%	41.14%	46.91%
Staff without a LTC or illness: Your org	47.58%	45.98%	47.77%	49.22%	54.35%
Staff with a LTC or illness: Average	45.27%	45.26%	39.42%	42.27%	46.91%
Staff without a LTC or illness: Average	51.95%	52.04%	49.30%	51.28%	52.16%
Staff with a LTC or illness: Responses	725	801	949	1072	1375
Staff without a LTC or illness: Responses	3369	3443	2977	3249	3667

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties out of those who answered the question

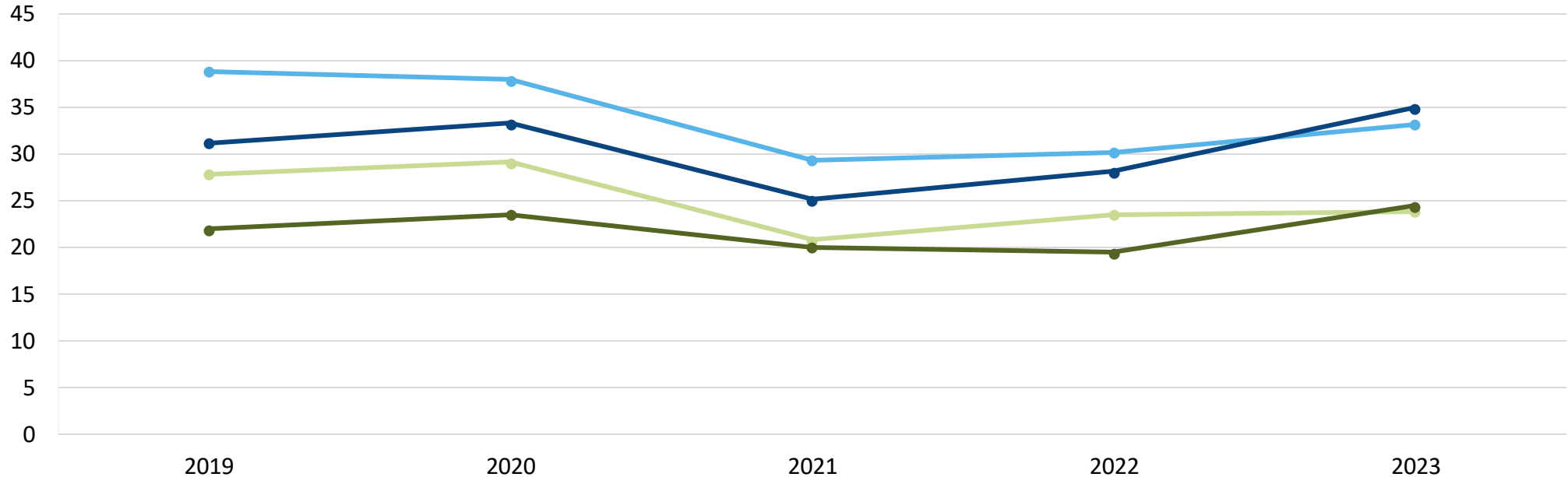
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	48.47%	43.62%	39.72%	36.32%	30.18%
Staff without a LTC or illness: Your org	40.11%	34.09%	30.05%	24.18%	20.82%
Staff with a LTC or illness: Average	41.64%	38.28%	39.17%	37.04%	34.41%
Staff without a LTC or illness: Average	32.26%	30.77%	29.30%	26.39%	24.82%
Staff with a LTC or illness: Responses	588	580	715	859	1067
Staff without a LTC or illness: Responses	2159	1813	1820	1981	2123

Percentage of staff satisfied with the extent to which their organisation values their work out of those who answered the question

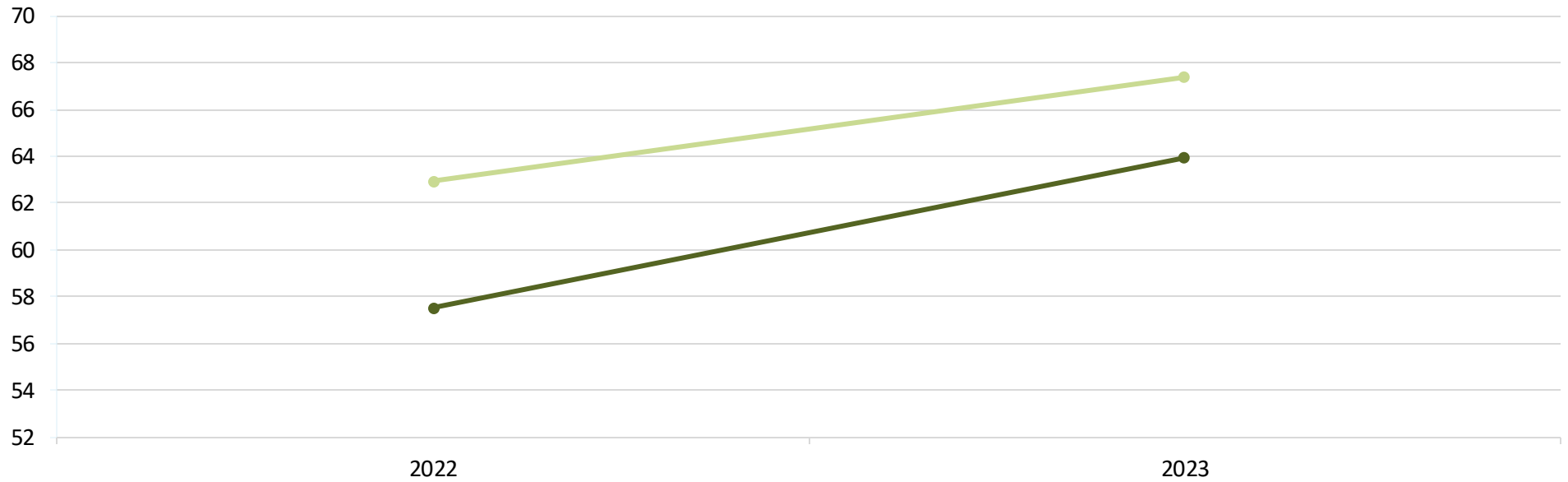
Percentage of staff satisfied with the extent to which their organisation values their work.



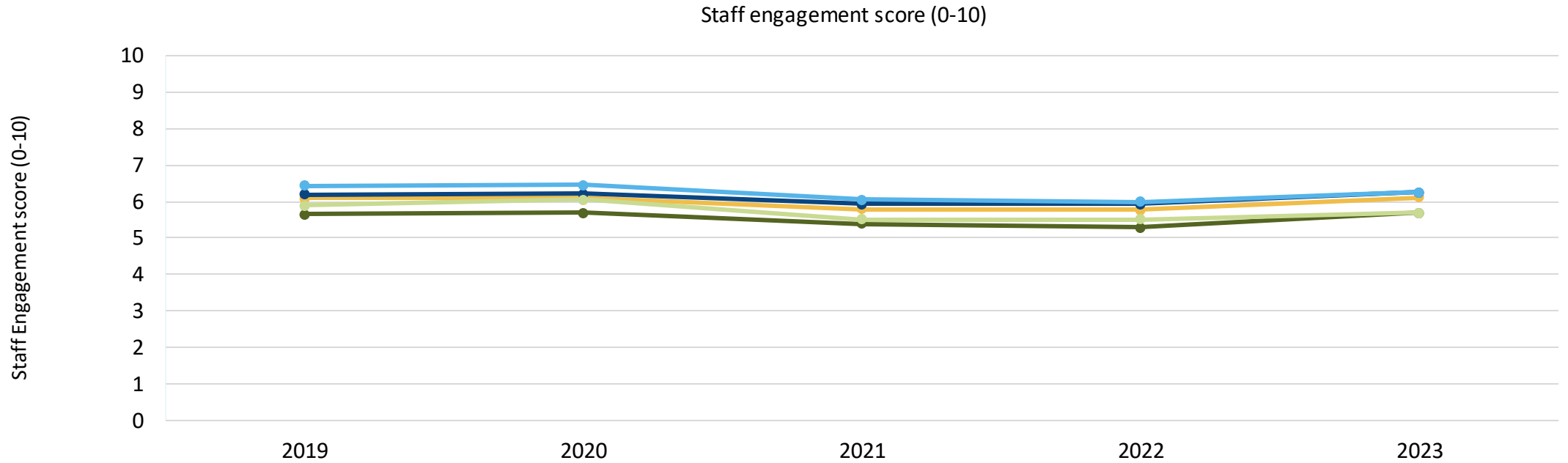
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	21.91%	23.51%	20.00%	19.48%	24.45%
Staff without a LTC or illness: Your org	31.15%	33.30%	25.12%	28.14%	34.93%
Staff with a LTC or illness: Average	27.84%	29.12%	20.78%	23.51%	23.83%
Staff without a LTC or illness: Average	38.89%	37.89%	29.35%	30.15%	33.14%
Staff with a LTC or illness: Responses	721	804	955	1078	1374
Staff without a LTC or illness: Responses	3384	3456	2994	3266	3670

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work out of those who answered the question



	2022	2023
Staff with a LTC or illness: Your org	57.54%	63.95%
Staff with a LTC or illness: Average	62.97%	67.39%
Staff with a LTC or illness: Responses	610	785



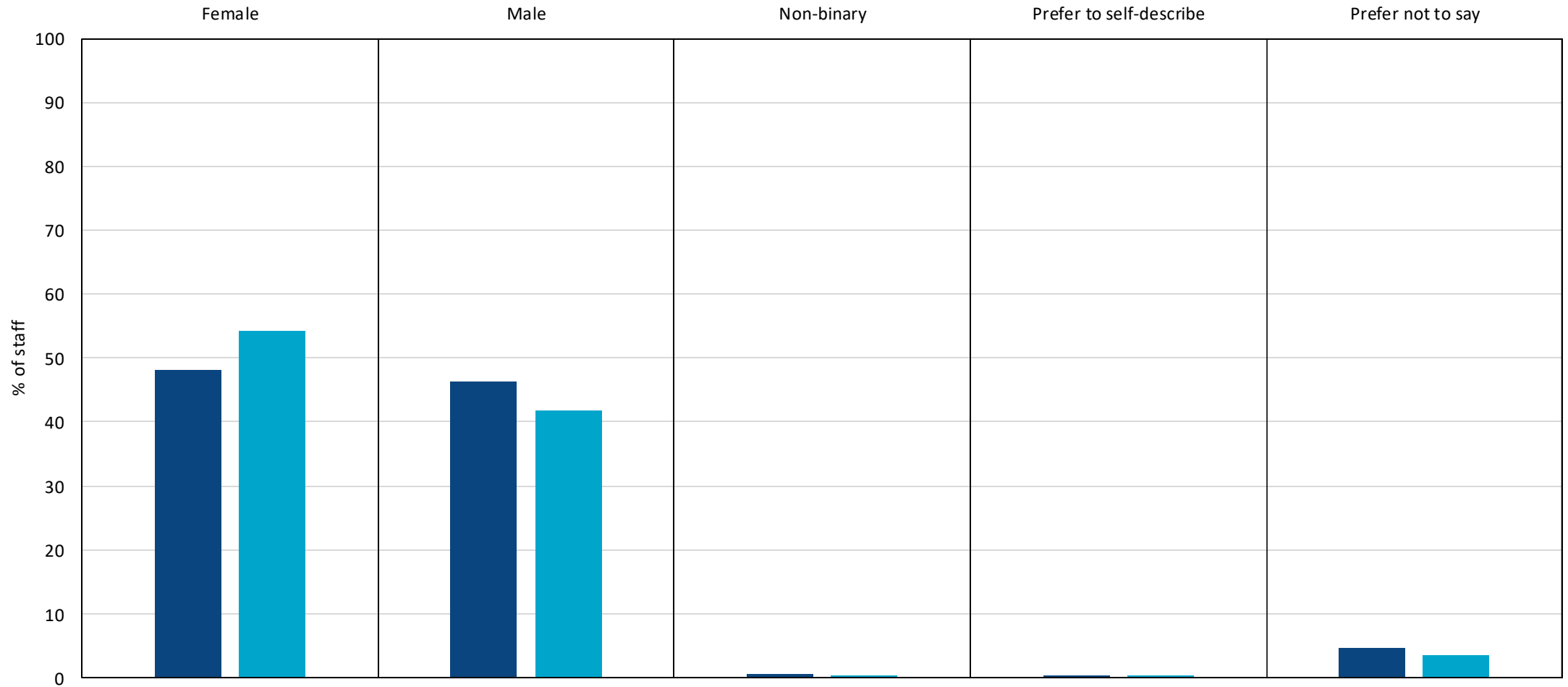
	2019	2020	2021	2022	2023
Organisation average	6.09	6.11	5.80	5.77	6.10
Staff with a LTC or illness: Your org	5.64	5.68	5.39	5.29	5.69
Staff without a LTC or illness: Your org	6.20	6.22	5.93	5.93	6.25
Staff with a LTC or illness: Average	5.89	6.06	5.51	5.52	5.69
Staff without a LTC or illness: Average	6.43	6.45	6.06	6.00	6.25
Staff with a LTC or illness: Responses	724	805	956	1079	1385
Staff without a LTC or illness: Responses	3391	3462	2998	3274	3682

Note: Data shown in this chart are unweighted therefore will not match weighted staff engagement scores in other outputs.



## About your respondents

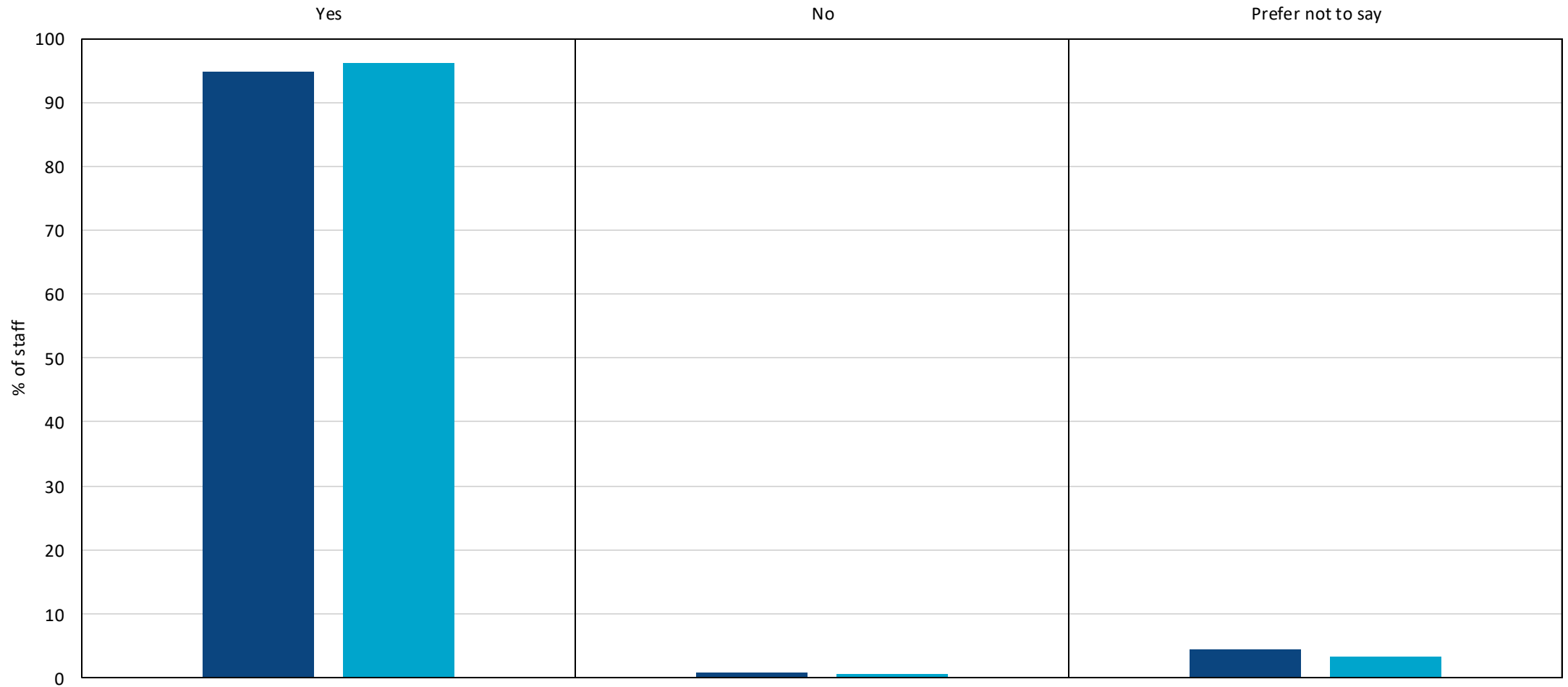
This section shows demographic and other background information for 2023.



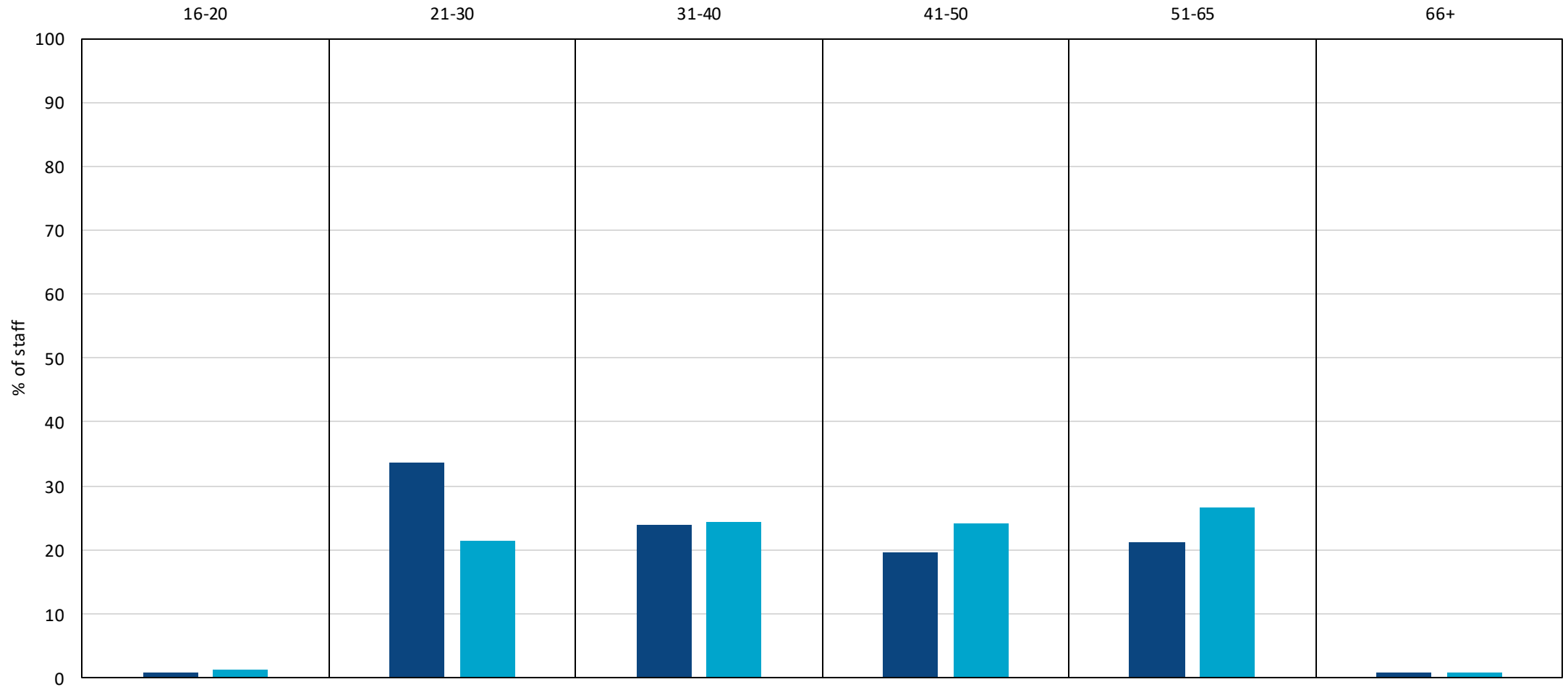
Responses	5163	5163	5163	5163	5163
<b>Your org</b>	48.25%	46.33%	0.48%	0.31%	4.63%
<b>Average</b>	54.33%	41.81%	0.30%	0.25%	3.54%



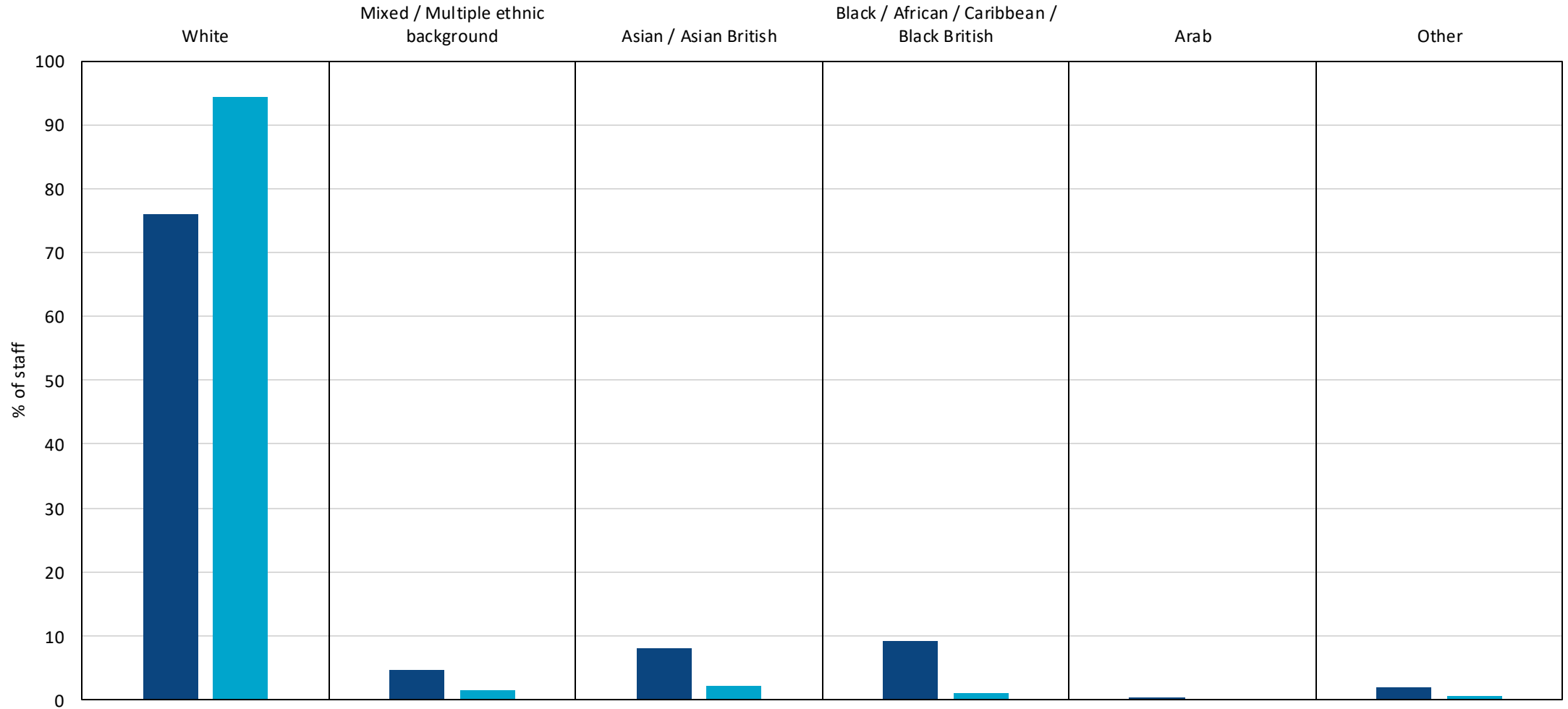
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	94.76%	0.72%	4.51%
<b>Average</b>	96.22%	0.50%	3.36%
<b>Responses</b>	5118	5118	5118

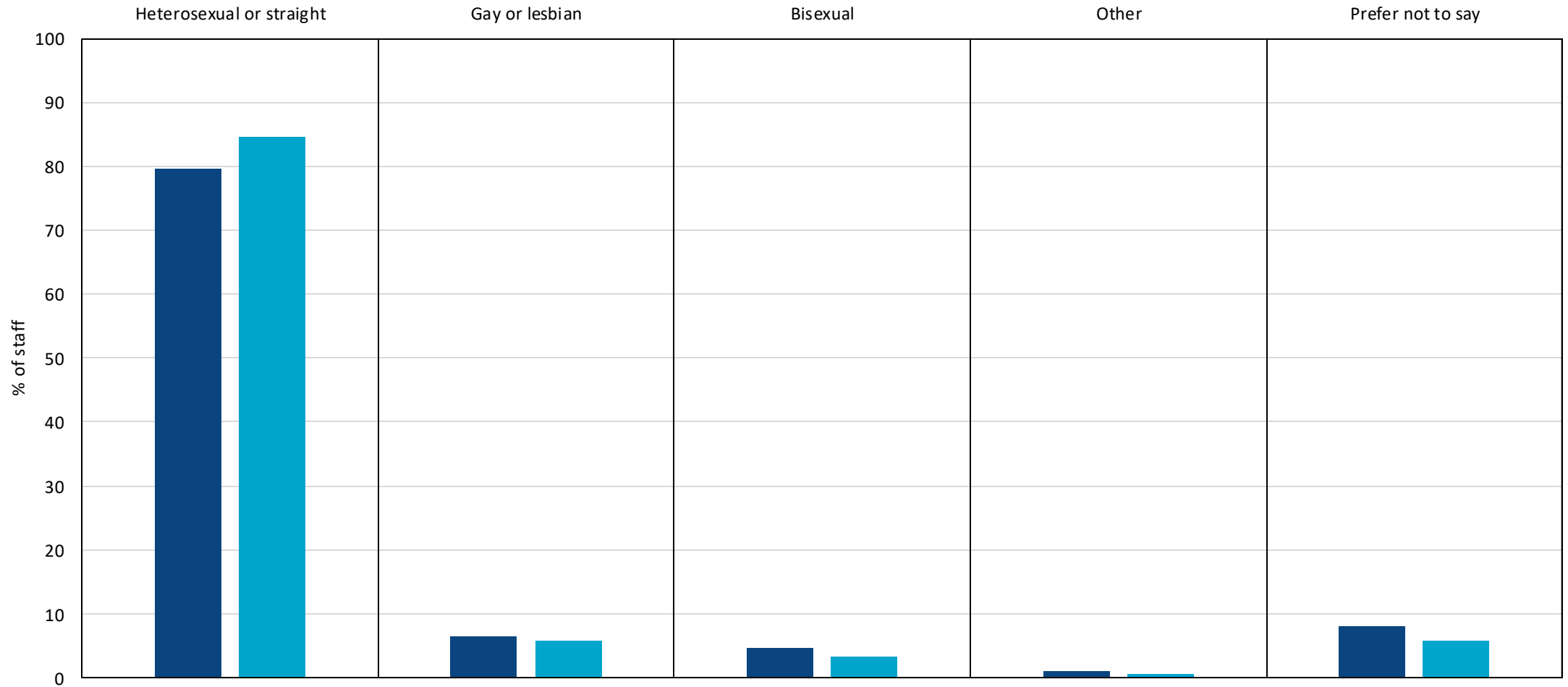


Responses	16-20	21-30	31-40	41-50	51-65	66+
<b>Your org</b>	0.81%	33.60%	23.90%	19.64%	21.17%	0.87%
<b>Average</b>	1.16%	21.34%	24.39%	24.15%	26.72%	0.87%
<b>Responses</b>	5163	5163	5163	5163	5163	5163

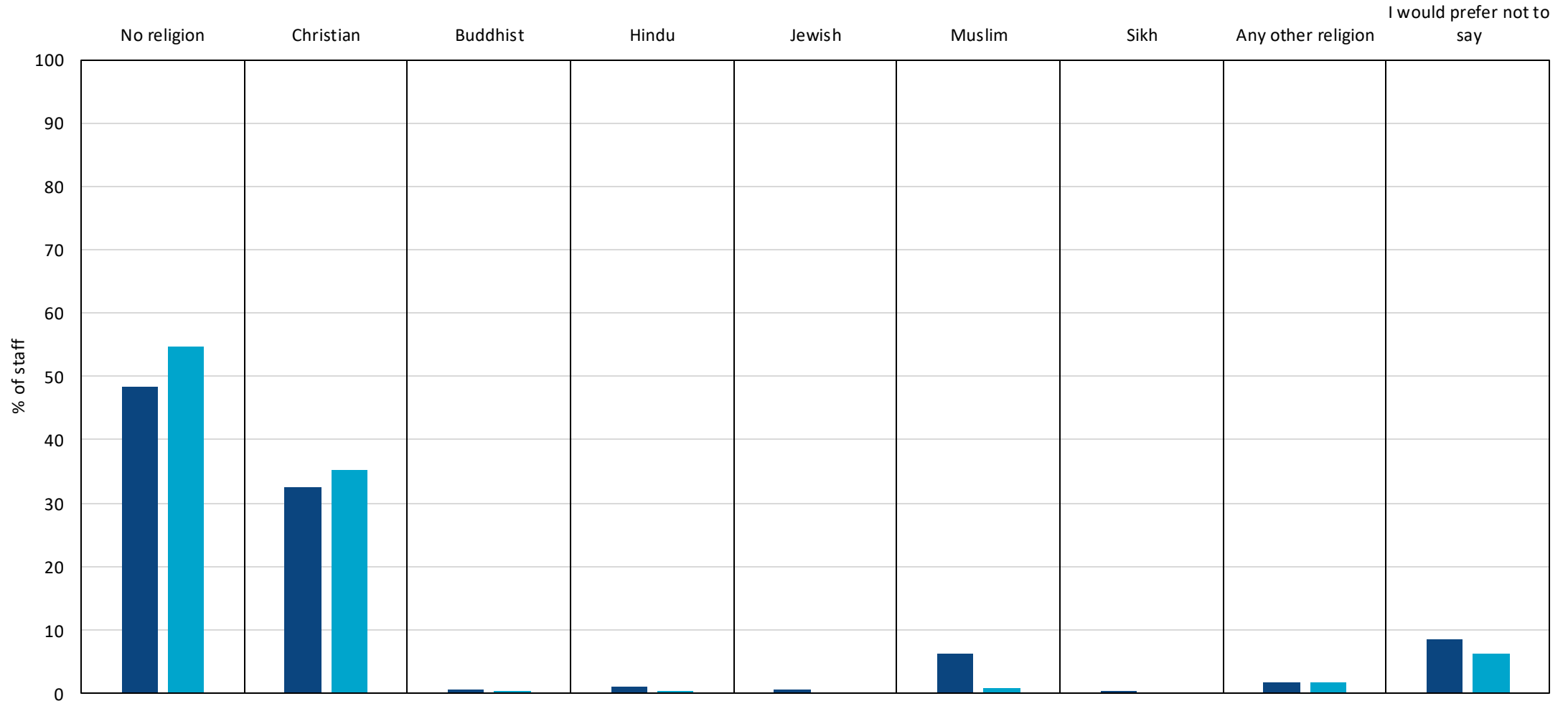


Responses	5148	5148	5148	5148	5148	5148
<b>Your org</b>	75.99%	4.68%	7.96%	9.17%	0.35%	1.85%
<b>Average</b>	94.32%	1.39%	2.13%	0.94%	0.04%	0.56%

# Background details – Sexual orientation

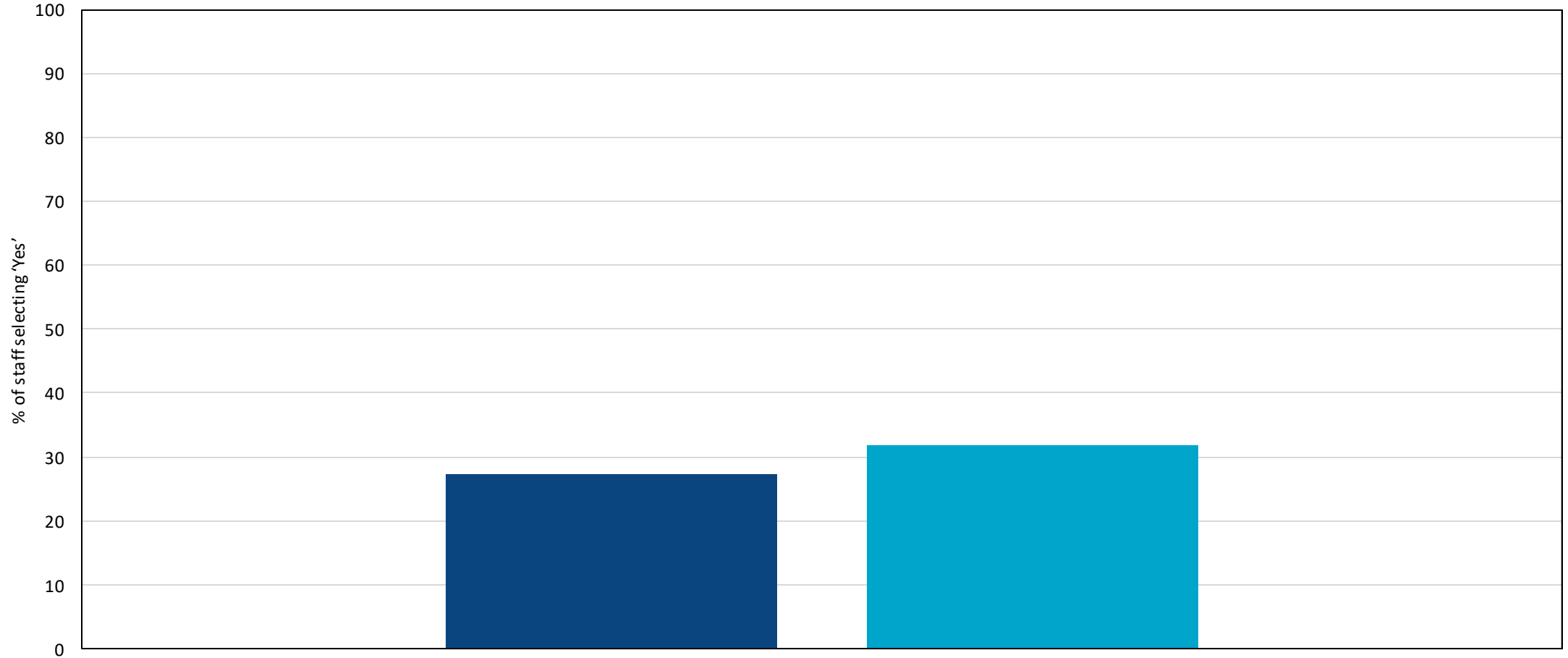


Responses	5170	5170	5170	5170	5170
<b>Your org</b>	79.71%	6.56%	4.68%	1.10%	7.95%
<b>Average</b>	84.69%	5.70%	3.30%	0.67%	5.78%



<b>Your org</b>	48.32%	32.42%	0.58%	1.01%	0.54%	6.34%	0.44%	1.76%	8.58%
<b>Average</b>	54.67%	35.24%	0.34%	0.34%	0.18%	0.79%	0.16%	1.63%	6.21%
<b>Responses</b>	5172	5172	5172	5172	5172	5172	5172	5172	5172

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

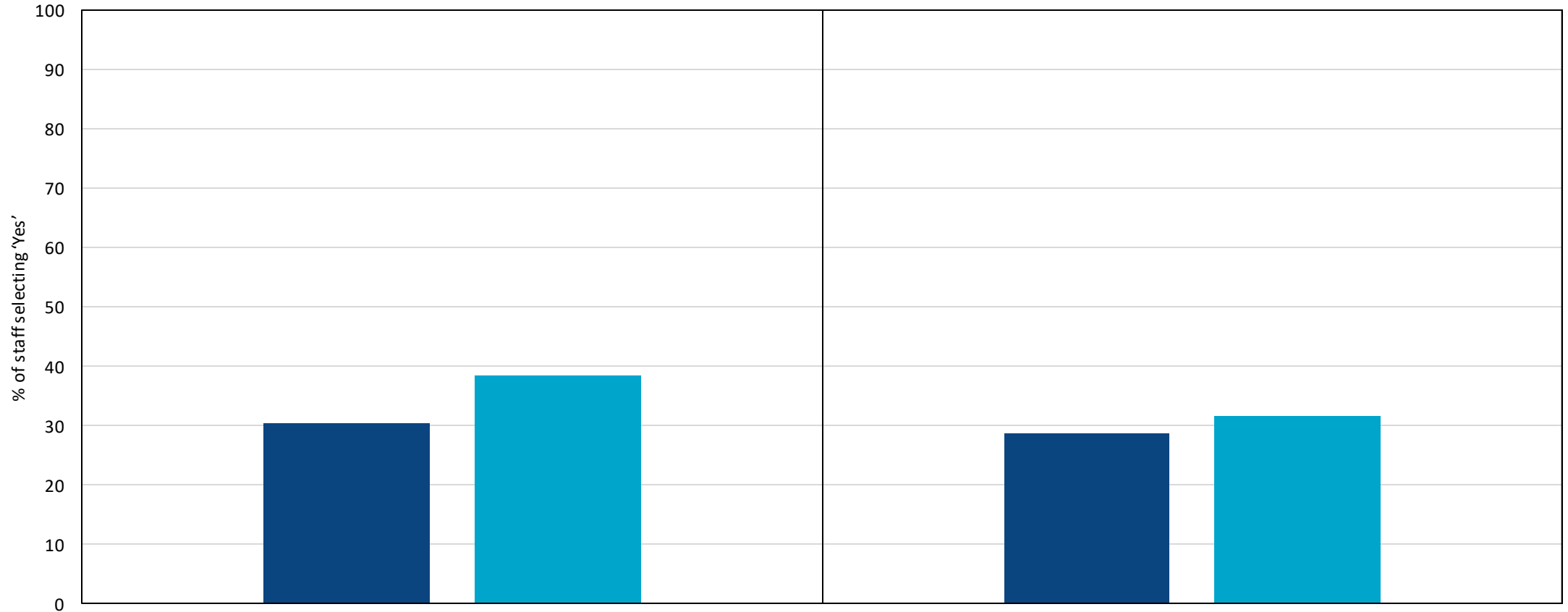


<b>Your org</b>	27.25%
<b>Average</b>	31.88%
<b>Responses</b>	5082



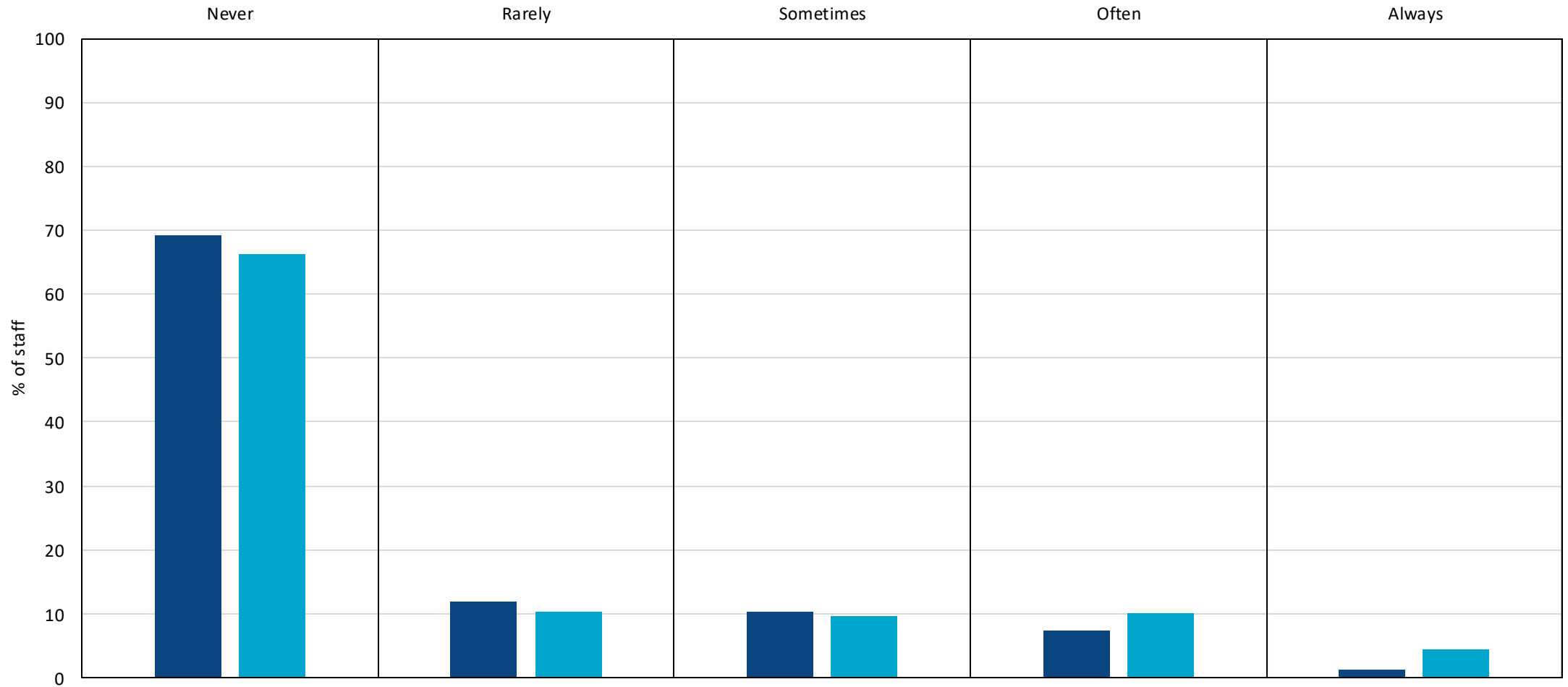
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.

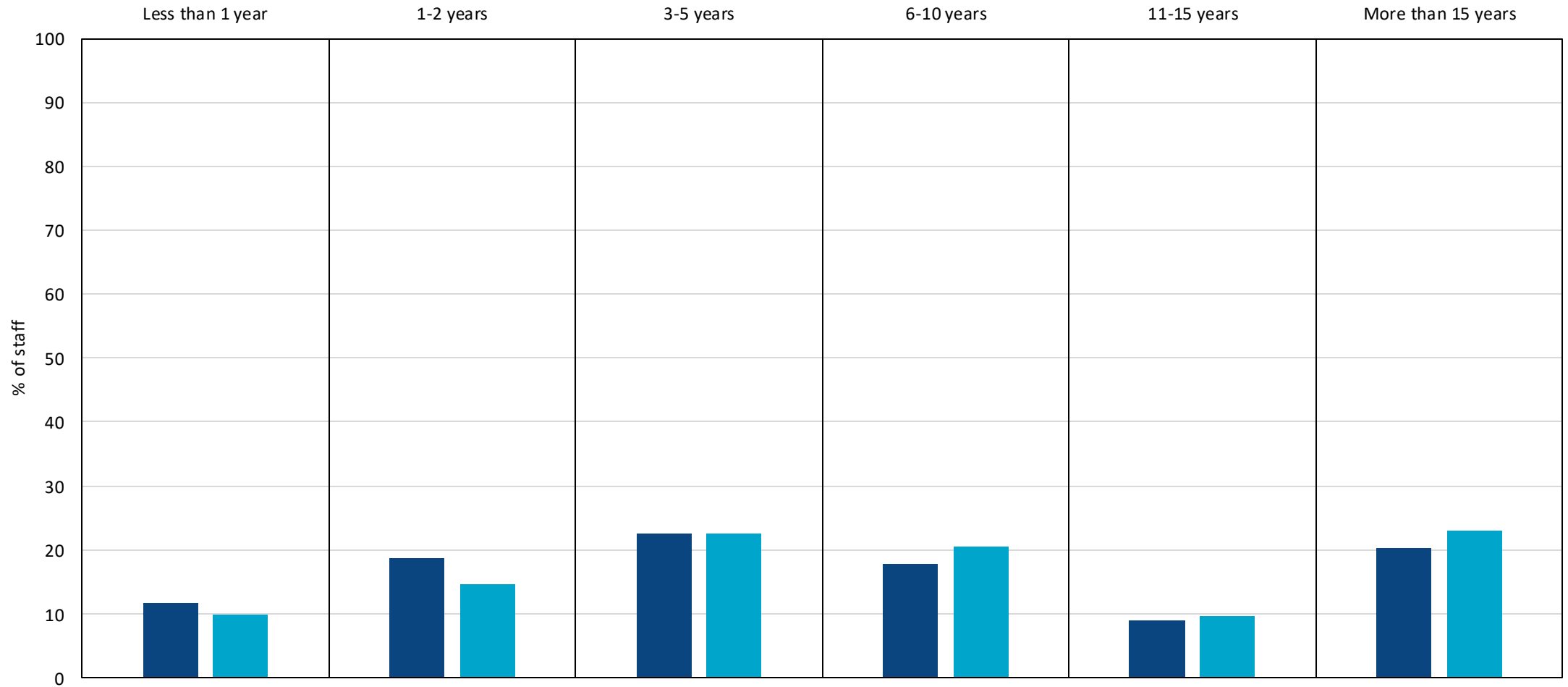


<b>Your org</b>	30.48%	28.59%
<b>Average</b>	38.48%	31.64%
<b>Responses</b>	5168	5159

# Background details – How often do you work at/from home?



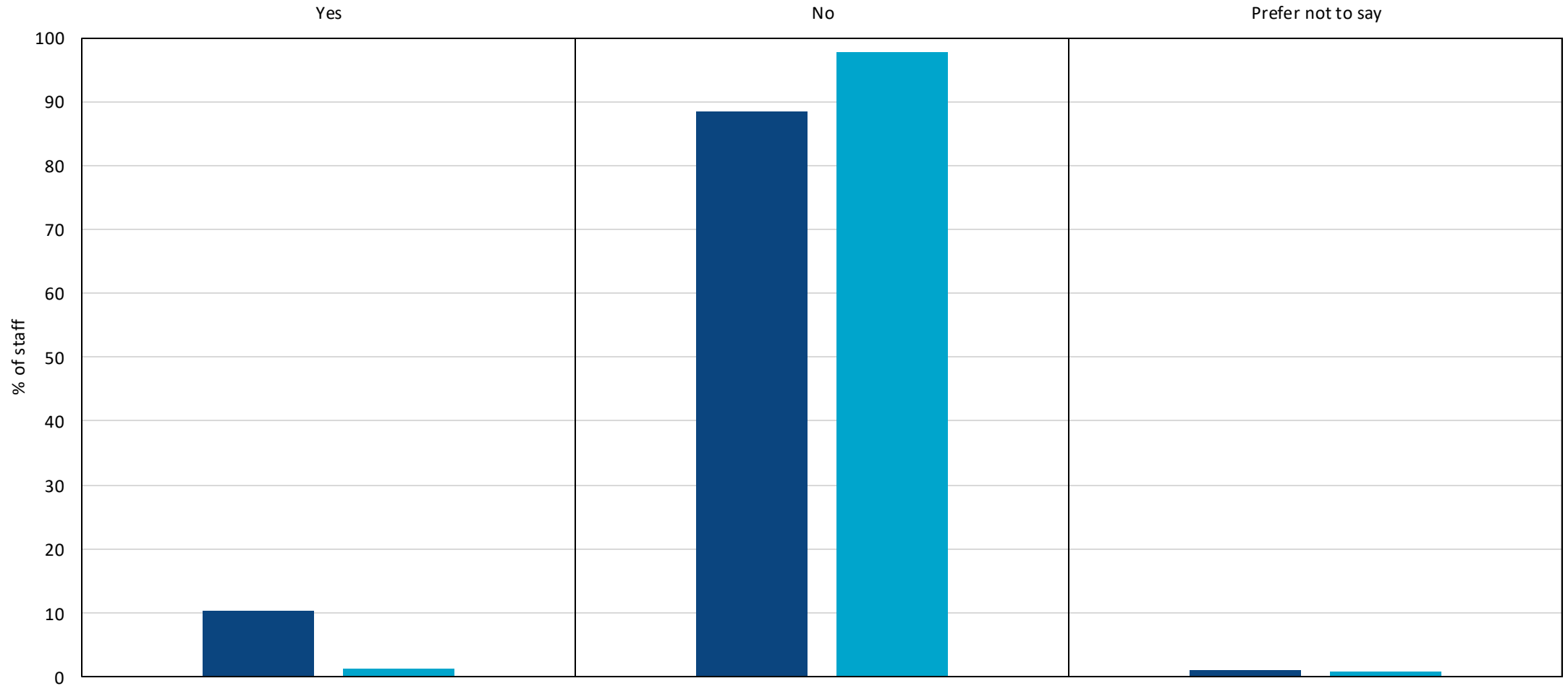
Responses	5166	5166	5166	5166	5166
<b>Your org</b>	69.13%	11.96%	10.28%	7.30%	1.34%
<b>Average</b>	66.28%	10.21%	9.72%	9.98%	4.50%



Responses	5179	5179	5179	5179	5179	5179
<b>Your org</b>	11.62%	18.71%	22.53%	17.74%	9.02%	20.37%
<b>Average</b>	9.75%	14.59%	22.55%	20.42%	9.59%	23.10%

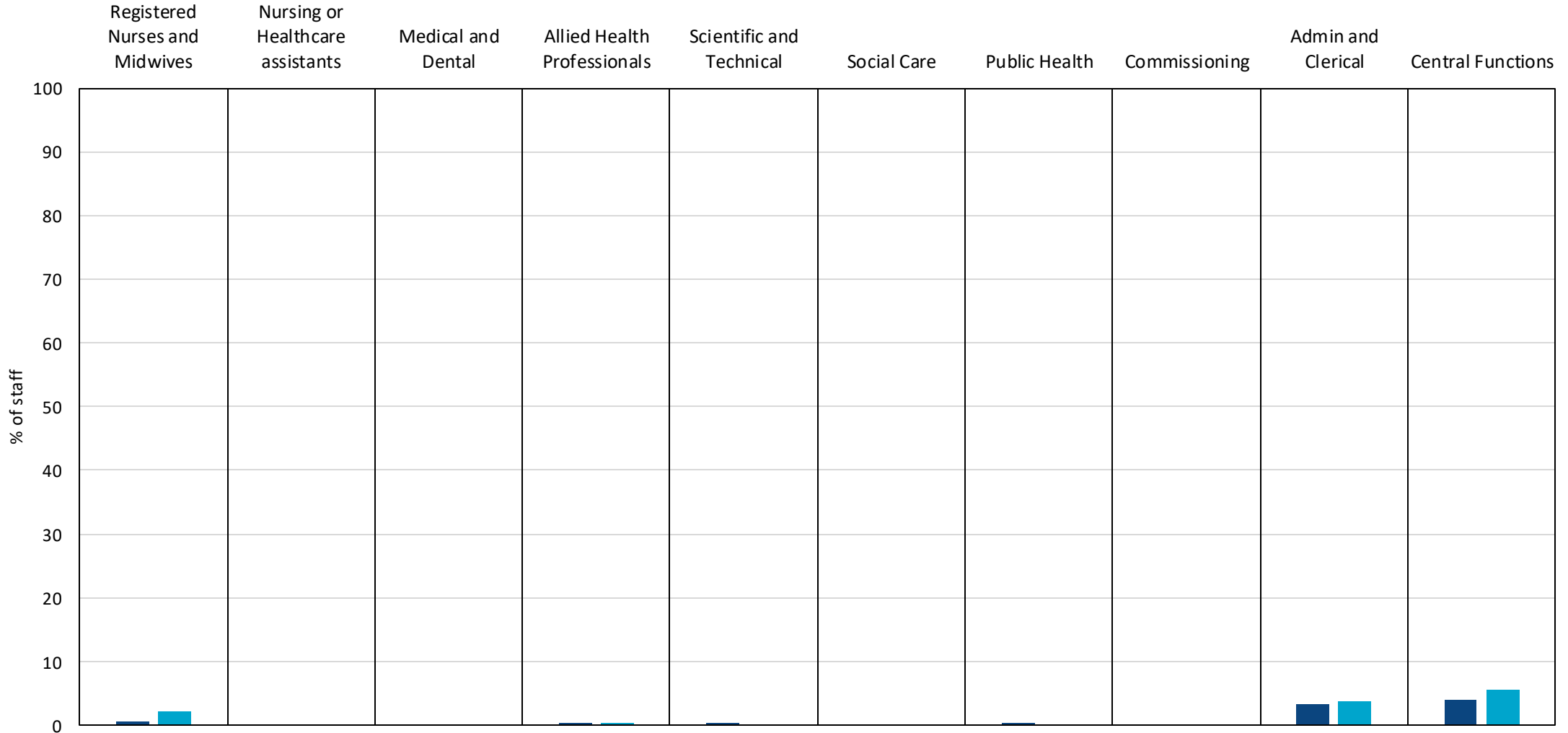


# Background details – When you joined this organisation, were you recruited from outside of the UK?



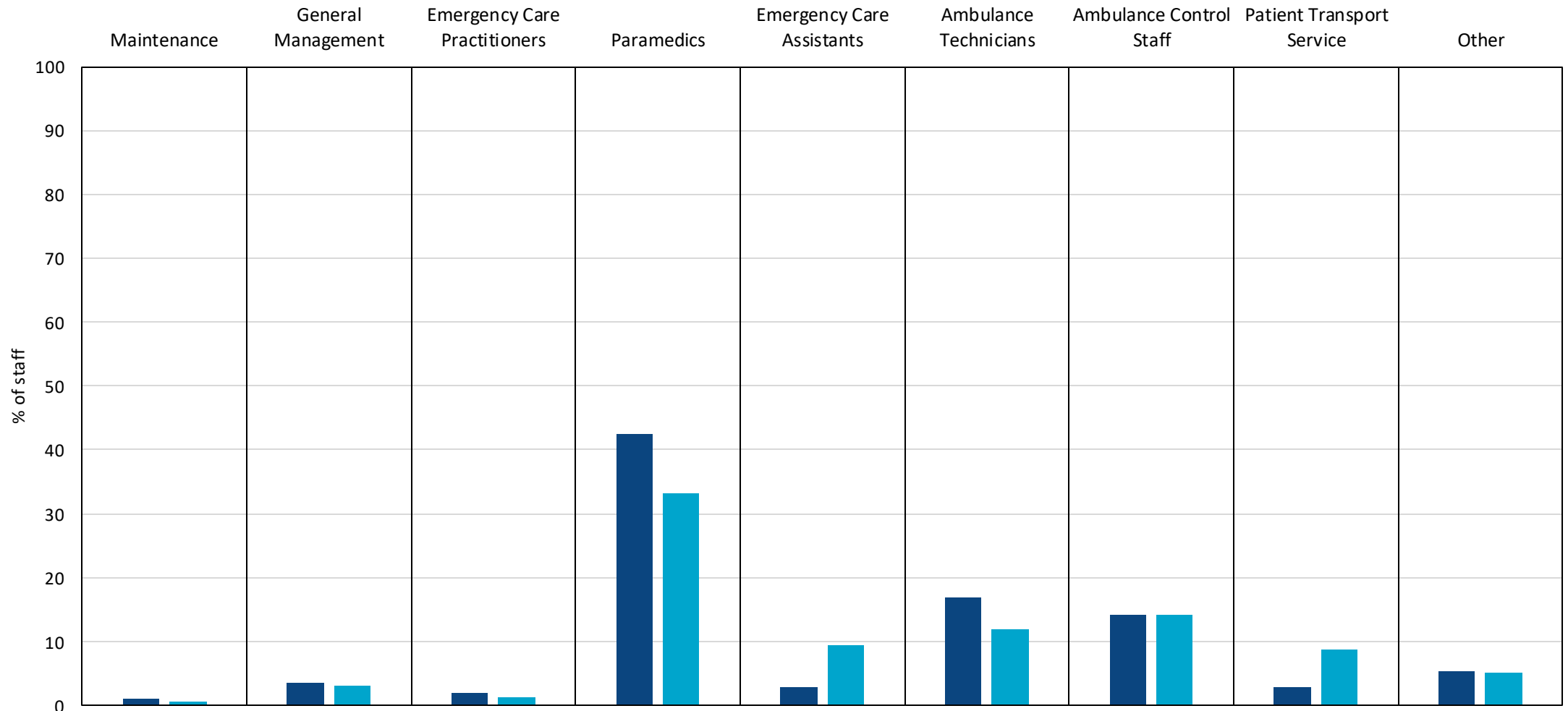
Responses	5148	5148	5148
<b>Your org</b>	10.39%	88.50%	1.11%
<b>Average</b>	1.16%	97.83%	0.78%

# Background details – Occupational group



<b>Your org</b>	0.49%	0.08%	0.08%	0.29%	0.37%	0.21%	0.39%	0.10%	3.25%	3.93%
<b>Average</b>	2.08%	0.03%	0.07%	0.29%	0.21%	0.04%	0.17%	0.10%	3.84%	5.53%
<b>Responses</b>	5138	5138	5138	5138	5138	5138	5138	5138	5138	5138

# Background details – Occupational group



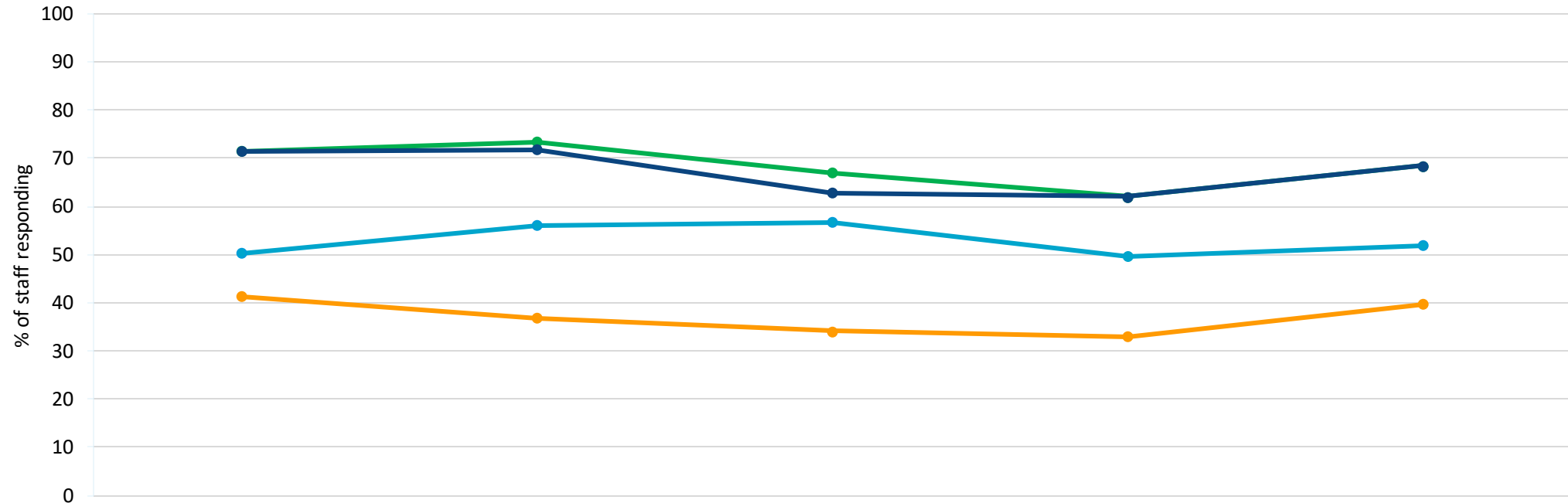
<b>Your org</b>	0.95%	3.54%	1.83%	42.47%	2.82%	16.93%	14.07%	2.78%	5.41%
<b>Average</b>	0.66%	3.15%	1.35%	33.26%	9.40%	11.80%	14.07%	8.80%	5.11%
<b>Responses</b>	5138	5138	5138	5138	5138	5138	5138	5138	5138

## Appendices

## Appendix A: Response rate



Response rate



	2019	2020	2021	2022	2023
<b>Your org</b>	71.48%	71.84%	62.88%	62.02%	68.40%
<b>Highest</b>	71.48%	73.43%	67.10%	62.02%	68.40%
<b>Average</b>	50.20%	56.13%	56.78%	49.66%	51.81%
<b>Lowest</b>	41.38%	36.89%	34.11%	33.00%	39.69%
<b>Responses</b>	4215	4427	4096	4394	5196

## Appendix B: Significance testing 2022 vs 2023

## Appendix B: Significance testing – 2022 vs 2023

Statistical significance helps quantify whether a result is likely due to chance or to some factor of interest. The table below presents the results of significance testing conducted on the theme scores calculated in both 2022 and 2023\*. For more details, please see the [technical document](#).

People Promise elements	2022 score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	6.63	4390	6.90	5184	Significantly higher
We are recognised and rewarded	4.98	4389	5.41	5172	Significantly higher
We each have a voice that counts	5.81	4375	6.07	5144	Significantly higher
We are safe and healthy	5.25	4372	5.55	4453	Significantly higher
We are always learning	4.45	4004	5.03	4517	Significantly higher
We work flexibly	5.21	4381	5.61	5142	Significantly higher
We are a team	6.05	4383	6.49	5177	Significantly higher
<b>Themes</b>					
Staff Engagement	5.80	4390	6.15	5180	Significantly higher
Morale	5.12	4390	5.48	5184	Significantly higher

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

Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

## 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.

### Key points to note



The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the technical document available on the [Staff Survey website](#).



A key feature of the reports is that they **provide organisations with up to five years of trend data**. 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 only 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 are drawn solely between the current and previous year.



People Promise elements, themes and sub-scores are 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. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

Note. Historical benchmarking data for 2019 has been revised for the Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trusts benchmarking groups. This is due to a revision in the occupation group weighting to correctly reflect historical benchmarking group changes. Historical data is reweighted each year according to the latest results and so historical figures change with each new year of data; however, it is advised to keep the above in mind when viewing historical results released in 2023.

Note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d were not reported at publication due to an issue with the data. This issue also affected q14a-d, which were reported. Corrected data for these measures are now included within this report. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

When analysing People Promise element and theme results, it is easiest to start with the **overview** page to quickly identify areas of interest which can then be compared to the best, average, and worst result in the benchmarking group.

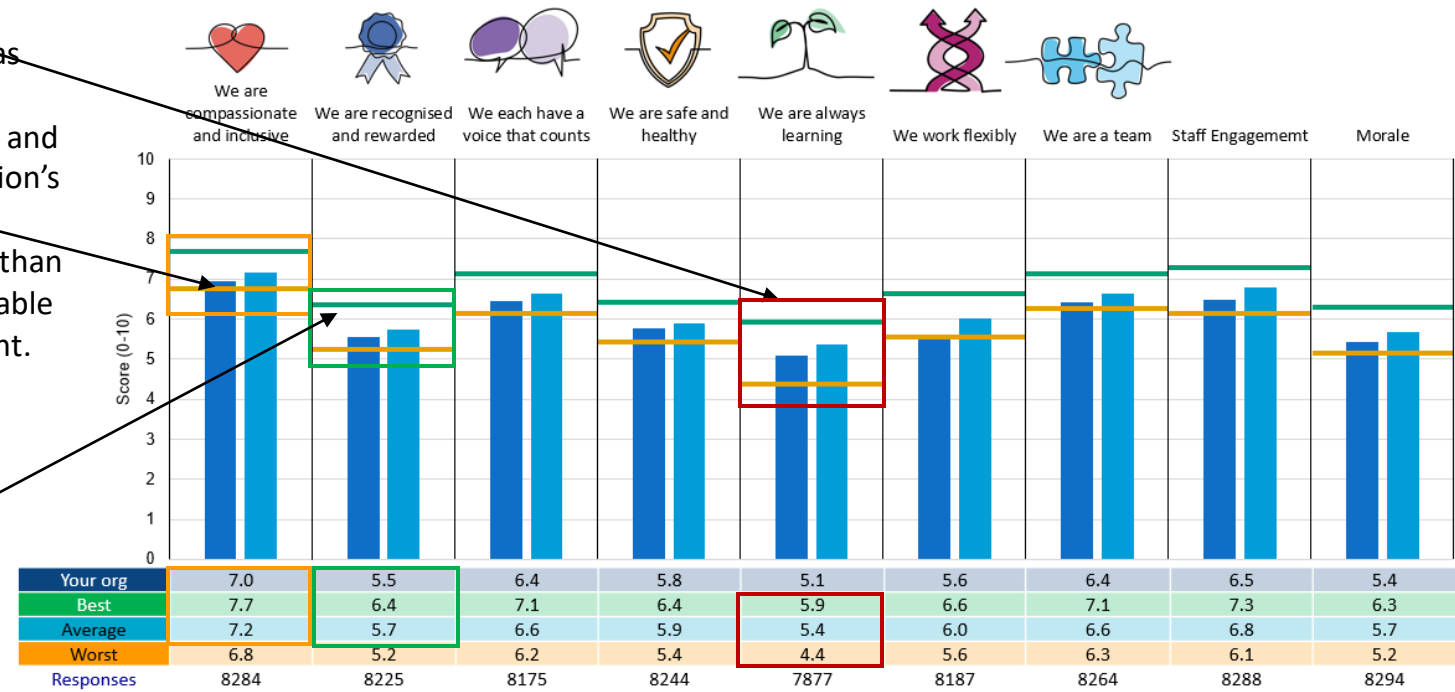
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

## Areas to improve

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

## Positive outcomes

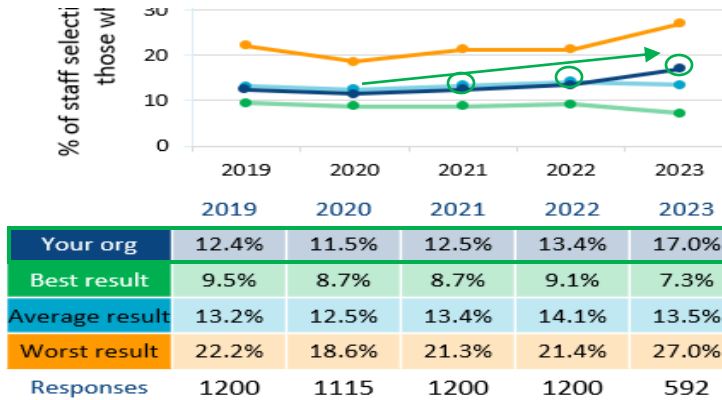
- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.
- Positive stories to report could be ones where your organisation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



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.

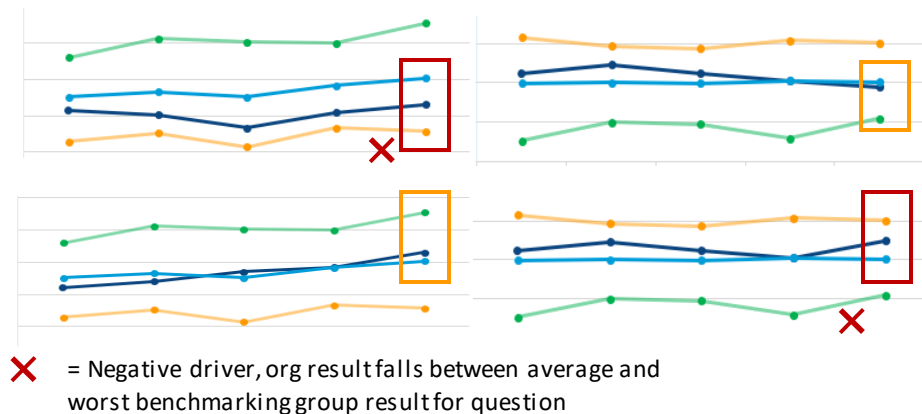


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## Review the sub-scores and questions feeding into the People Promise elements and themes

In order to understand exactly which factors are driving your organisation's People Promise element and theme results, you should review the sub-scores and questions feeding into these results. The **sub-score results** and the **'Question results'** section contain the sub-scores and questions contributing to each People Promise element and theme, grouped together. By comparing 'Your org' results to the benchmarking group 'Average', 'Best' and 'Worst' results for each question, the **questions which are driving your organisation's People Promise element and theme results can be identified**.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions 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.



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 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

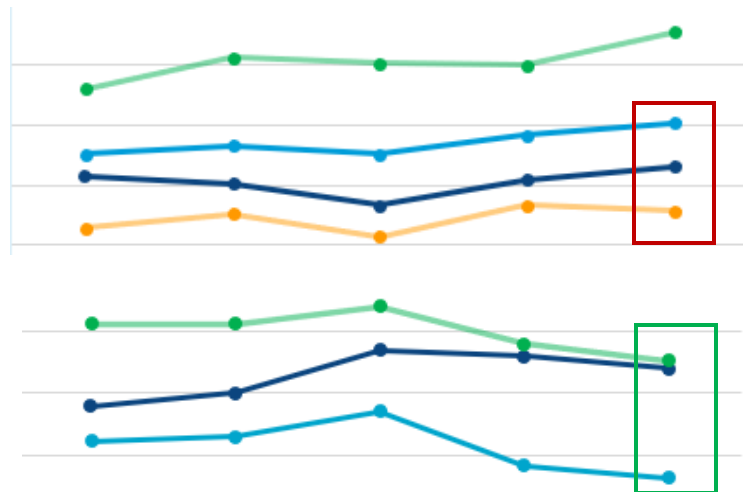
### Identifying questions of interest

#### ➤ 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 be assessed on the backdrop of benchmark and historical trend data.

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

The methods recommended to review your People Promise and theme results can also be applied to pick out question level results of interest. However, **unlike People Promise elements, themes and sub-scores where a higher result 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 result, particularly questions where your organisation result is very close to the worst result. 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 organisation 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 that 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, People Promise, historical comparability of organisations and questions in the survey.

### Other reporting outputs



**Online Dashboards:** Interactive dashboards containing results for all trusts nationally, each participating organisation (local), and for each region and ICS. Results are shown with trend data for up to five years where possible and show the full breakdown of response options for each question.



**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for London Ambulance Service NHS Trust.



**National Briefing Document:** Report containing the national results for the People Promise elements, themes and sub-scores. Results are shown with trend data for up to five years where possible.



**Detailed spreadsheets** Contain detailed weighted results for all participating organisations, all trusts nationally, and for each region and ICS.