Survey Coordination Centre

NHS

# Kent and Medway NHS and Social Care Partnership Trust

# NHS Staff Survey Benchmark report 2022

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# Introduction

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# About this Report

## About this report

This benchmark report for Kent and Medway NHS and Social Care Partnership Trust contains results for the 2022 NHS Staff Survey, and historical results back to 2018 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.

Please note: Results for Q1, Q10a, Q24d, Q25a-c, Q26a-c, Q27, Q28, Q29, Q30a, Q31a-b, Q32a-b and Q33 are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data are calculated and weighted are included in the Technical Document, available to download from our results 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 subscores 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

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| People Promise elements | Sub-scores | Questions |
|---|---|---|
| We are compassionate and inclusive | Compassionate culture | Q6a, Q23a, Q23b, Q23c, Q23d |
| | Compassionate leadership | Q9f, Q9g, Q9h, Q9i |
| | Diversity and equality | Q15, Q16a, Q16b, Q20 |
| | 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 | Q19a, Q19b, Q23e, Q23f |
| 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 |
| We are always learning | Development | Q22a, Q22b, Q22c, Q22d, Q22e |
| | Appraisals | Q21a*, Q21b, Q21c, Q21d *Q21a 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 | Q23a, Q23c, Q23d |
| Morale | Thinking about leaving | Q24a, Q24b, Q24c |
| | Work pressure | Q3g, Q3h, Q3i |
| | Stressors | Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a |

**Questions not linked to the People Promise elements or themes**

Q1, Q10a, Q10b, Q10c, Q11e, Q15, Q16c, Q17, Q18a, Q18b, Q18c, Q18d, Q24d, Q30b

# Report structure

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## 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 graphs 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 graphs 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.

## The Covid-19 pandemic

This section contains results for the People Promise elements and themes split by staff experience related to the Covid-19 pandemic.

## Questions not linked to People Promise

Results for the questions that do not contribute to the result for any People Promise element or theme 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 2021 vs 2022.
- Data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

Please note, where there are less than 11 responses for a question this data is not shown to protect the confidentiality of staff and reliability of results.

# Using the report

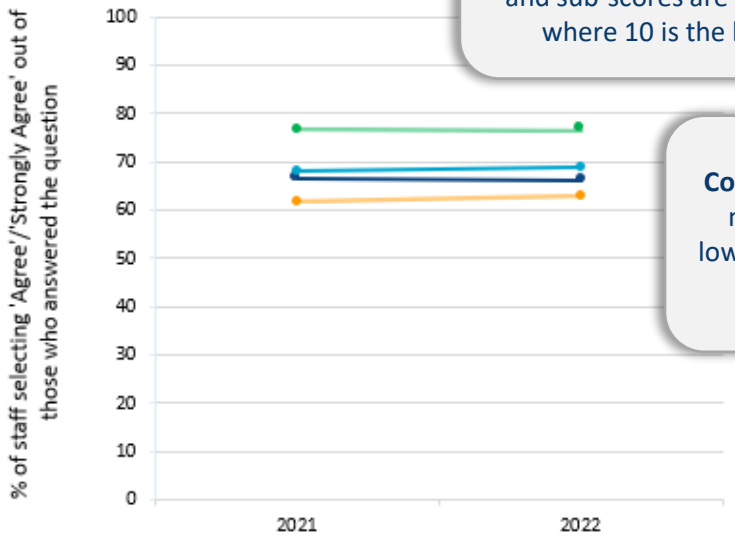
Please note this is example data

## Key features

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.

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

The home icon on each slide is **hyperlinked** and takes you back to the contents page (which is also hyperlinked to each section).

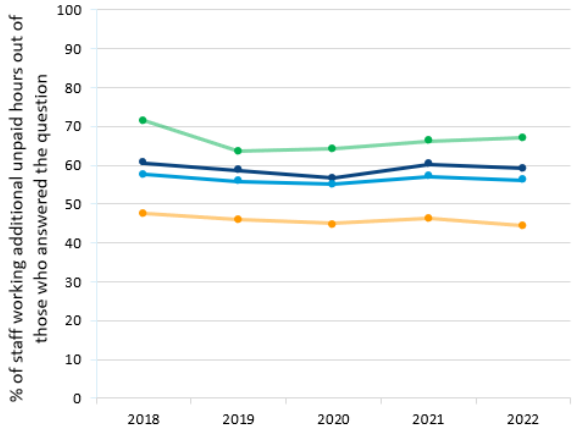



**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is better – in such instances 'Best' is the bottom line in the table.

| | 2021 | 2022 |
|---|---|---|
| Your org | 66.5% | 66.3% |
| Best | 76.8% | 76.8% |
| Average | 68.0% | 68.7% |
| Worst | 61.9% | 62.8% |

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

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 60.5% | 58.7% | 56.8% | 60.2% | 59.2% |
| Best | 71.4% | 63.6% | 64.2% | 66.1% | 67.3% |
| Average | 57.7% | 55.9% | 55.1% | 57.0% | 56.3% |
| Worst | 47.7% | 46.0% | 45.0% | 46.5% | 44.6% |

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

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

Please note: charts will only display data for the years where an organisation has data. For example, an organisation with two years of trend data will see charts such as q10c with data only in the 2021 and 2022 portions of the chart and table.

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# Organisation details

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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## Kent and Medway NHS and Social Care Partnership Trust

# 2022 NHS Staff Survey

## Organisation details

| | |
|---|---|
| Completed questionnaires | 2229 |
| 2022 response rate | 63% |

## Survey details

| | |
|---|---|
| Survey mode | Mixed |

## This organisation is benchmarked against:

**Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts**

## 2022 benchmarking group details

Organisations in group: 51

Median response rate: 50%

No. of completed questionnaires: 115361

For more information on benchmarking group definitions please see the Technical document.

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# People Promise Elements, Themes and sub-score results

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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# People Promise Elements, Themes and Sub-scores: Overview

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# People Promise Elements and Themes: Overview

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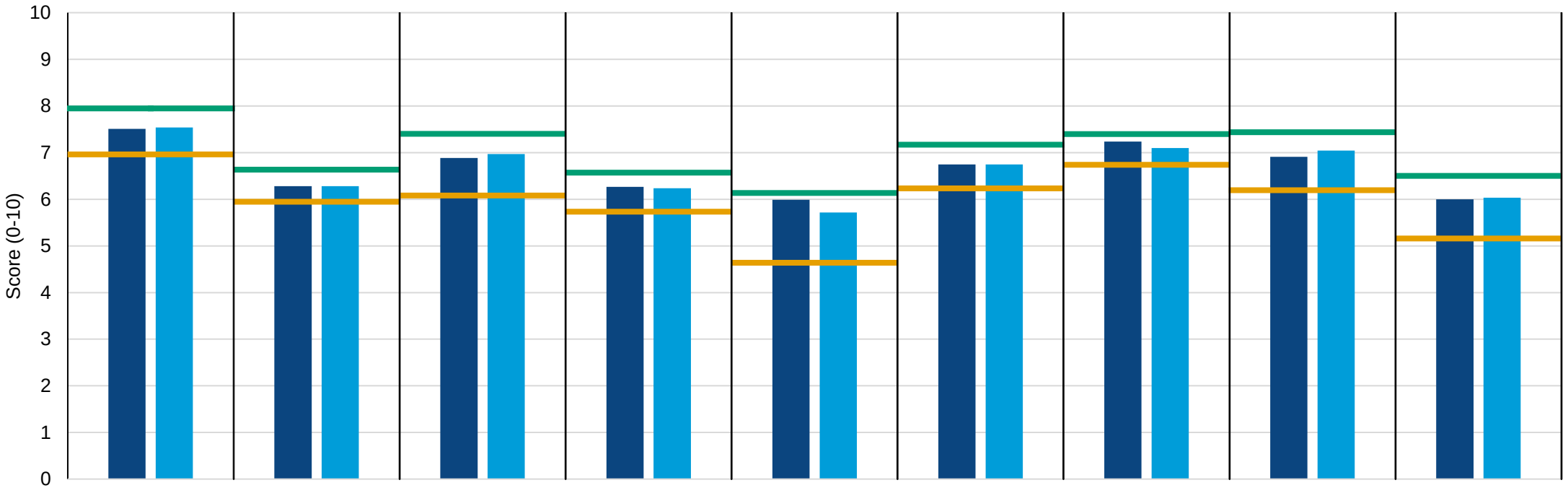
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.




| | 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 | 7.5 | 6.3 | 6.9 | 6.3 | 6.0 | 6.7 | 7.2 | 6.9 | 6.0 |
| Best | 7.9 | 6.6 | 7.4 | 6.6 | 6.1 | 7.2 | 7.4 | 7.4 | 6.5 |
| Average | 7.5 | 6.3 | 7.0 | 6.2 | 5.7 | 6.7 | 7.1 | 7.0 | 6.0 |
| Worst | 7.0 | 5.9 | 6.1 | 5.7 | 4.6 | 6.2 | 6.7 | 6.2 | 5.2 |
| Responses | 2219 | 2221 | 2209 | 2203 | 2151 | 2217 | 2214 | 2223 | 2222 |

# People Promise Elements, Themes and Sub-scores: Sub-score Overview

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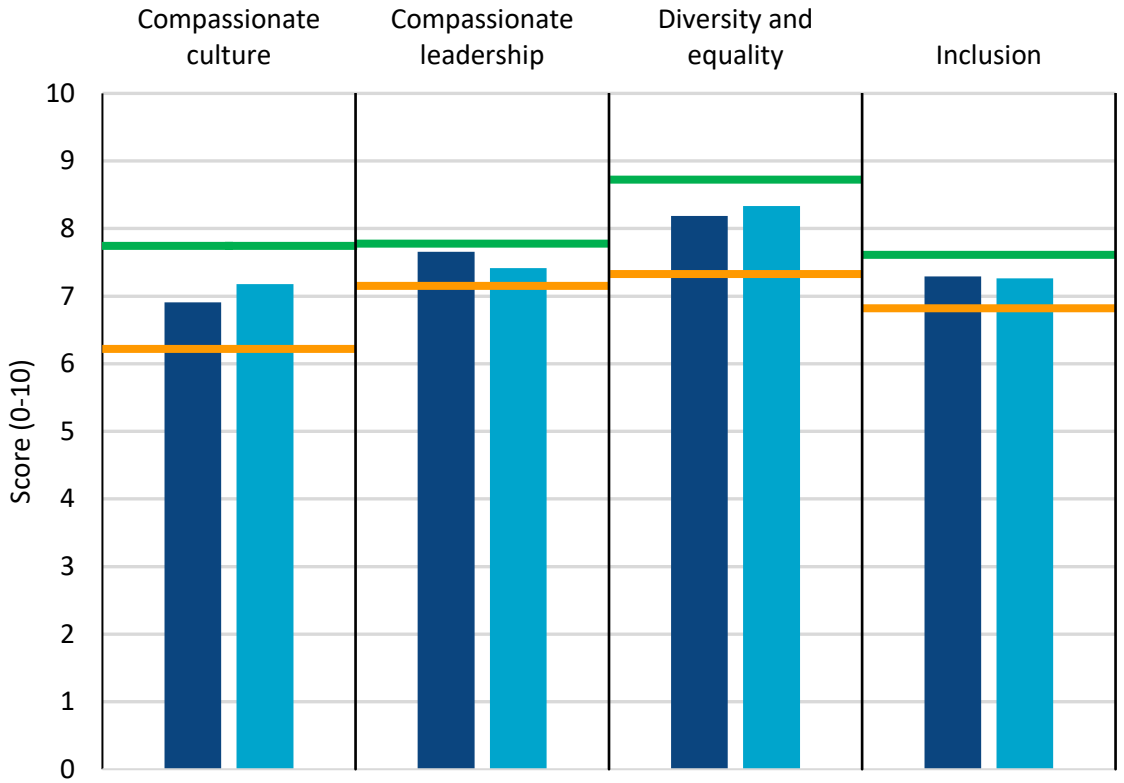
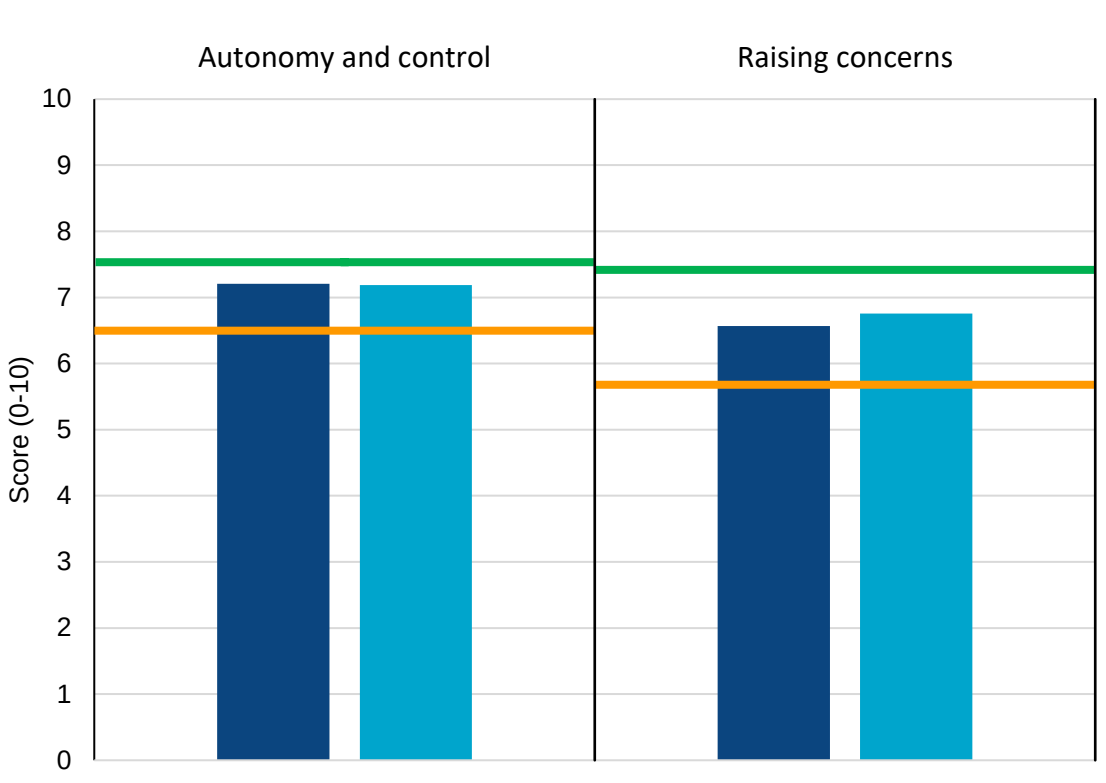
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

## Promise element 1: We are compassionate and inclusive




| | Compassionate culture | Compassionate leadership | Diversity and equality | Inclusion |
|---|---|---|---|---|
| Your org | 6.9 | 7.7 | 8.2 | 7.3 |
| Best | 7.7 | 7.8 | 8.7 | 7.6 |
| Average | 7.2 | 7.4 | 8.3 | 7.3 |
| Worst | 6.2 | 7.2 | 7.3 | 6.8 |
| Responses | 2219 | 2218 | 2219 | 2214 |

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




| | Autonomy and control | Raising concerns |
|---|---|---|
| Your org | 7.2 | 6.6 |
| Best | 7.5 | 7.4 |
| Average | 7.2 | 6.8 |
| Worst | 6.5 | 5.7 |
| Responses | 2223 | 2214 |

N.B. 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 20.

# People Promise Elements, Themes and Sub-scores: Sub-score Overview

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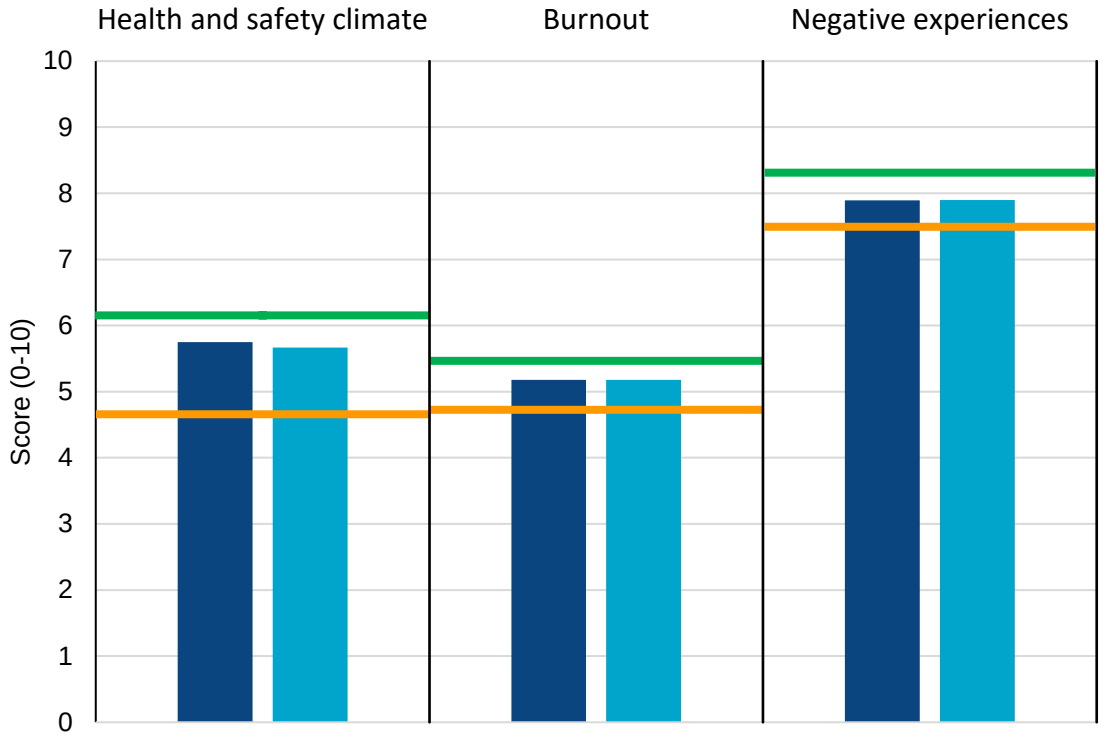
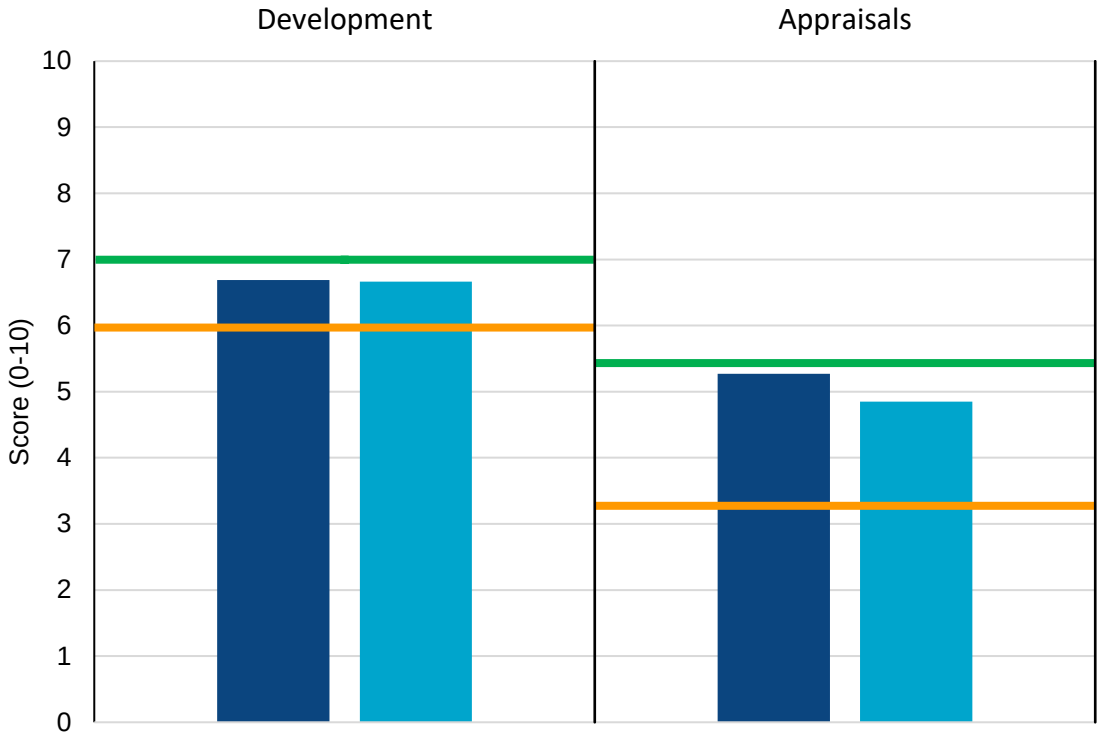
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

## Promise element 4: We are safe and healthy




| | Health and safety climate | Burnout | Negative experiences |
|---|---|---|---|
| Your org | 5.7 | 5.2 | 7.9 |
| Best | 6.2 | 5.5 | 8.3 |
| Average | 5.7 | 5.2 | 7.9 |
| Worst | 4.7 | 4.7 | 7.5 |
| Responses | 2221 | 2223 | 2209 |

## Promise element 5: We are always learning




| | Development | Appraisals |
|---|---|---|
| Your org | 6.7 | 5.3 |
| Best | 7.0 | 5.4 |
| Average | 6.7 | 4.9 |
| Worst | 6.0 | 3.3 |
| Responses | 2218 | 2158 |

# People Promise Elements, Themes and Sub-scores: Sub-score Overview

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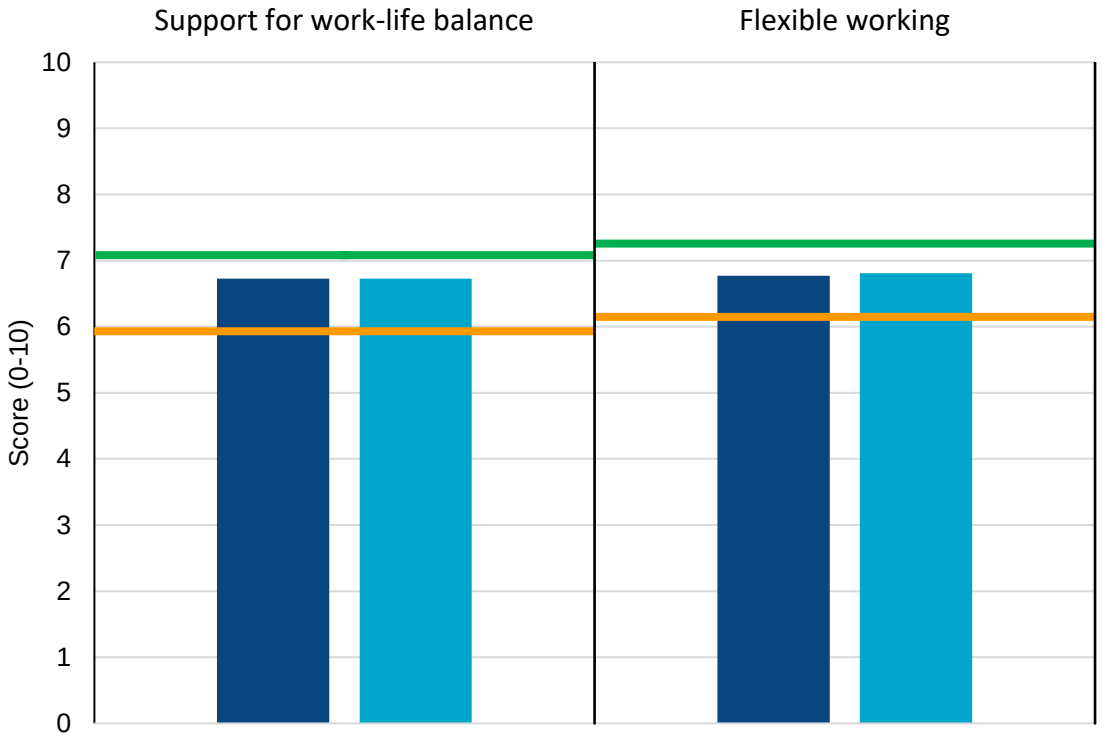
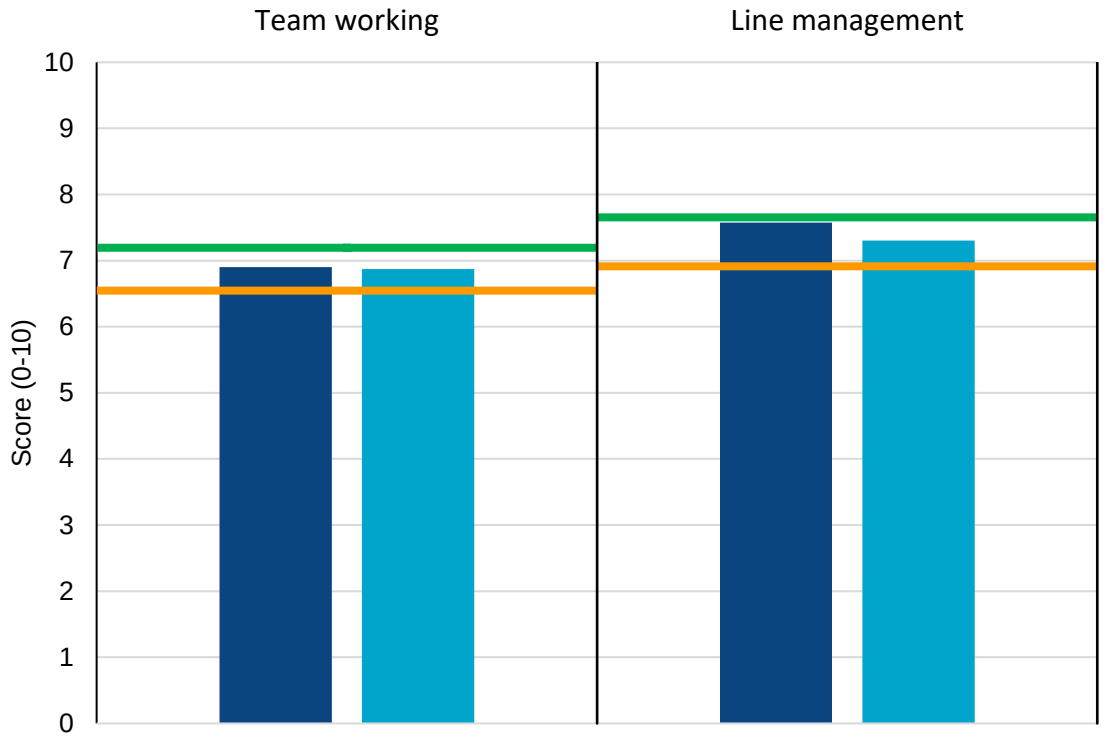
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

## Promise element 6: We work flexibly




| | Support for work-life balance | Flexible working |
|---|---|---|
| Your org | 6.7 | 6.8 |
| Best | 7.1 | 7.3 |
| Average | 6.7 | 6.8 |
| Worst | 5.9 | 6.1 |
| Responses | 2221 | 2219 |

## Promise element 7: We are a team

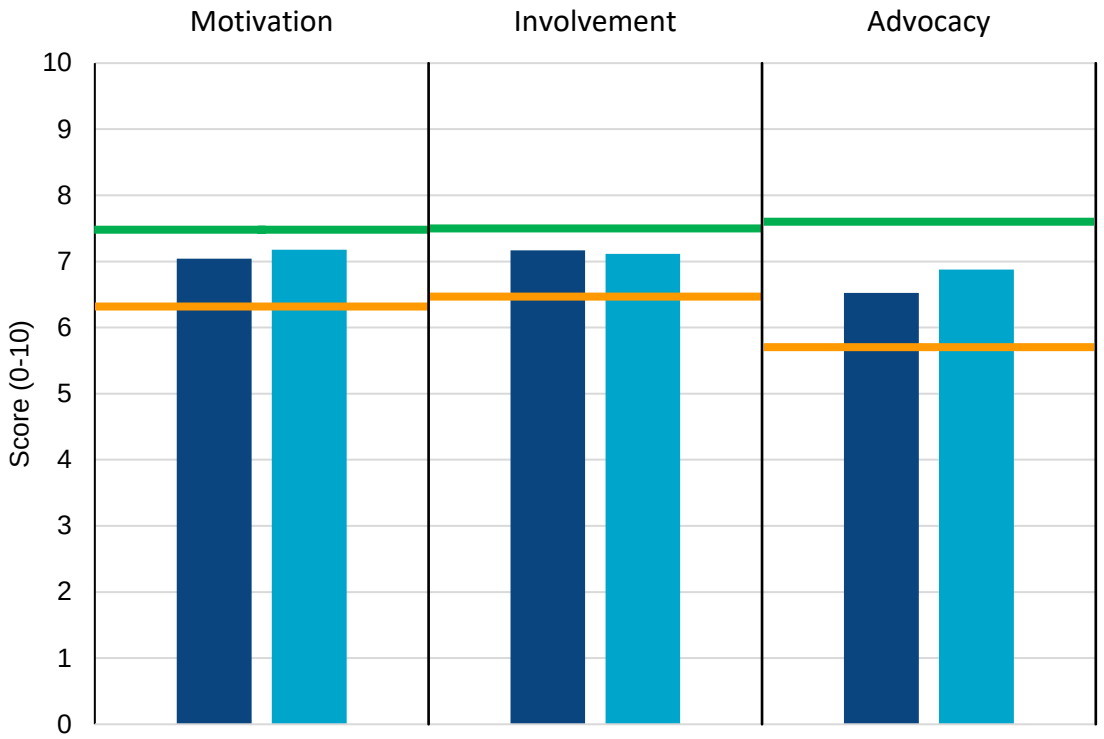



| | Team working | Line management |
|---|---|---|
| Your org | 6.9 | 7.6 |
| Best | 7.2 | 7.7 |
| Average | 6.9 | 7.3 |
| Worst | 6.5 | 6.9 |
| Responses | 2218 | 2219 |

# People Promise Elements, Themes and Sub-scores: Sub-score Overview

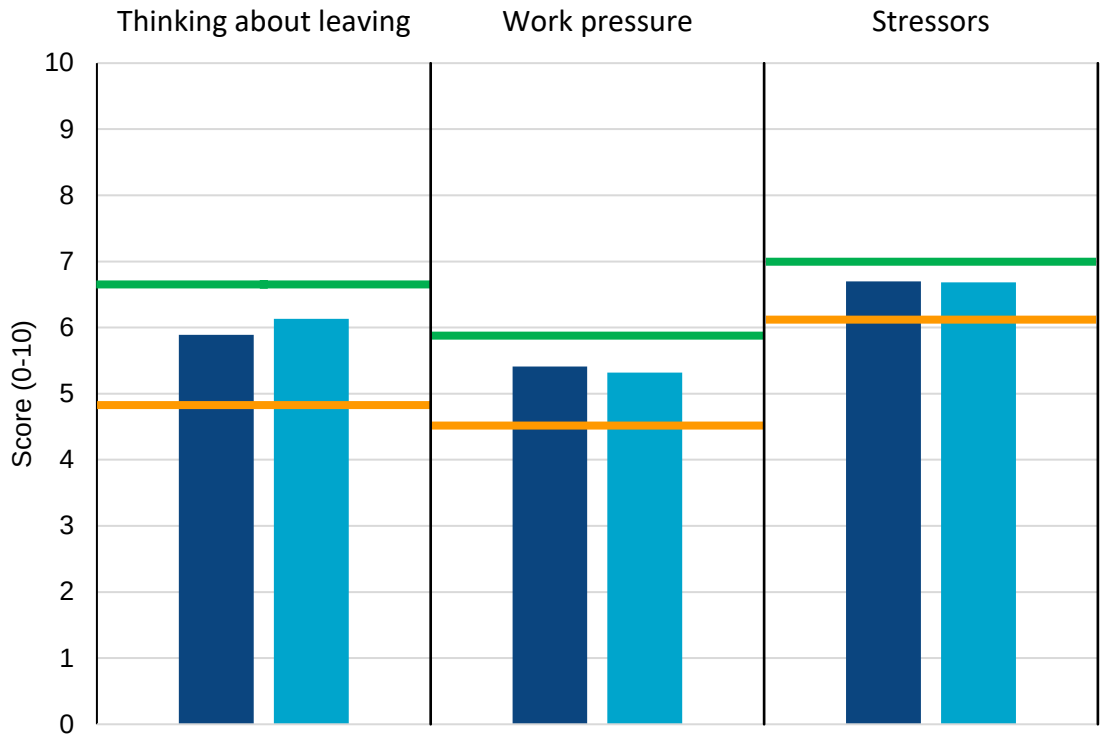
All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

## Theme: Staff engagement




| | Motivation | Involvement | Advocacy |
|---|---|---|---|
| Your org | 7.0 | 7.2 | 6.5 |
| Best | 7.5 | 7.5 | 7.6 |
| Average | 7.2 | 7.1 | 6.9 |
| Worst | 6.3 | 6.5 | 5.7 |
| Responses | 2195 | 2223 | 2219 |

## Theme: Morale




| | Thinking about leaving | Work pressure | Stressors |
|---|---|---|---|
| Your org | 5.9 | 5.4 | 6.7 |
| Best | 6.6 | 5.9 | 7.0 |
| Average | 6.1 | 5.3 | 6.7 |
| Worst | 4.8 | 4.5 | 6.1 |
| Responses | 2217 | 2219 | 2214 |

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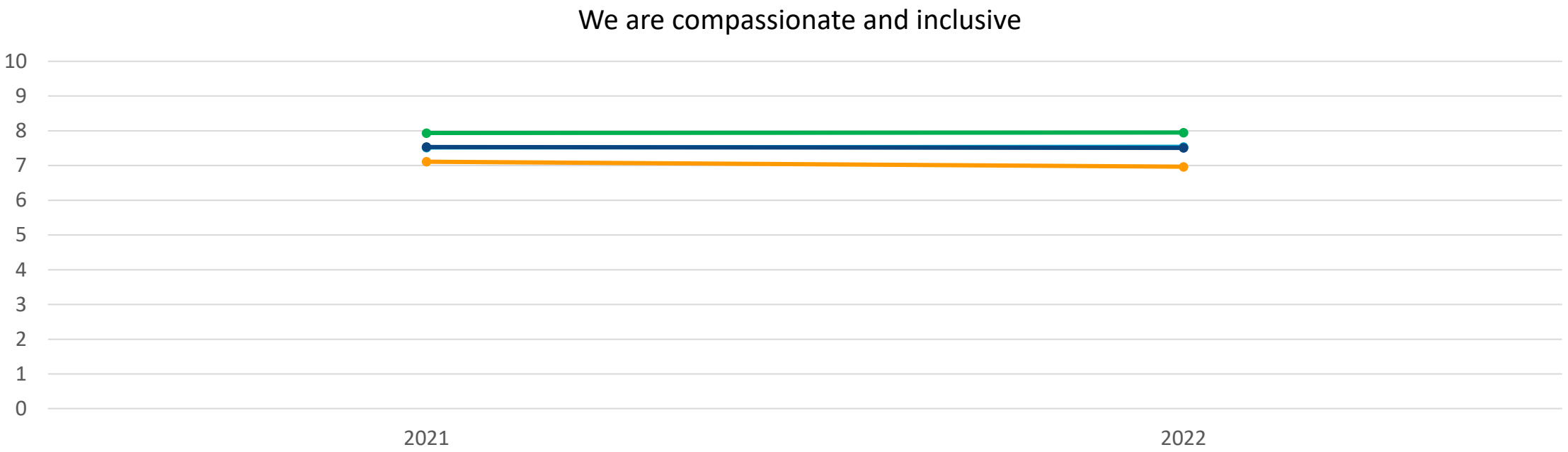
# People Promise Elements, Themes and Sub-scores: Trends

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# People Promise Elements and Themes: Trends

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**.

## Promise element 1: We are compassionate and inclusive



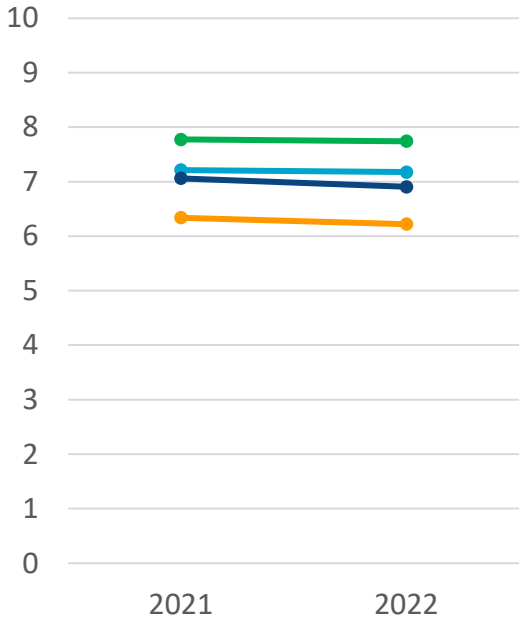

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.5 | 7.5 |
| Best | 7.9 | 7.9 |
| Average | 7.5 | 7.5 |
| Worst | 7.1 | 7.0 |
| Responses | 2253 | 2219 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

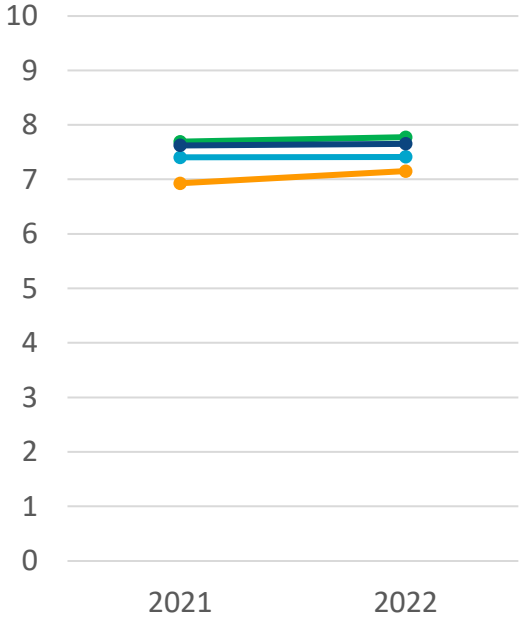
## Promise element 1: We are compassionate and inclusive

Compassionate culture



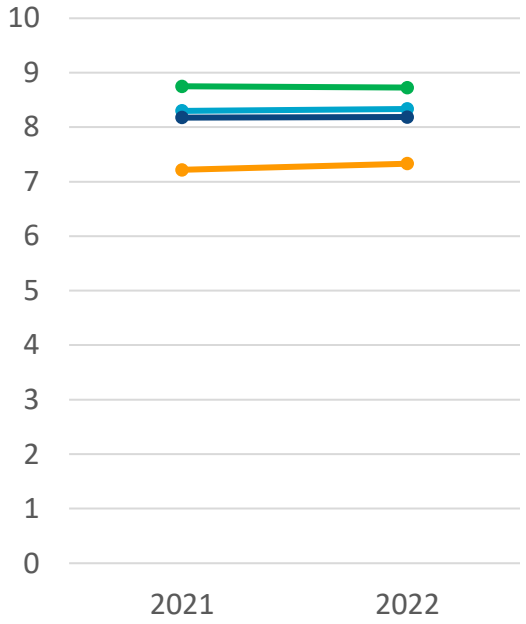

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.1 | 6.9 |
| Best | 7.8 | 7.7 |
| Average | 7.2 | 7.2 |
| Worst | 6.3 | 6.2 |
| Responses | 2234 | 2219 |

Compassionate leadership



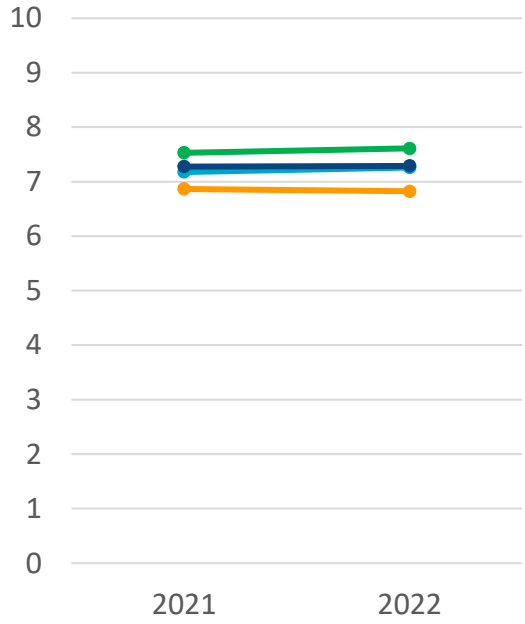

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.6 | 7.7 |
| Best | 7.7 | 7.8 |
| Average | 7.4 | 7.4 |
| Worst | 6.9 | 7.2 |
| Responses | 2256 | 2218 |

Diversity and equality




| | 2021 | 2022 |
|---|---|---|
| Your org | 8.2 | 8.2 |
| Best | 8.7 | 8.7 |
| Average | 8.3 | 8.3 |
| Worst | 7.2 | 7.3 |
| Responses | 2253 | 2219 |

Inclusion

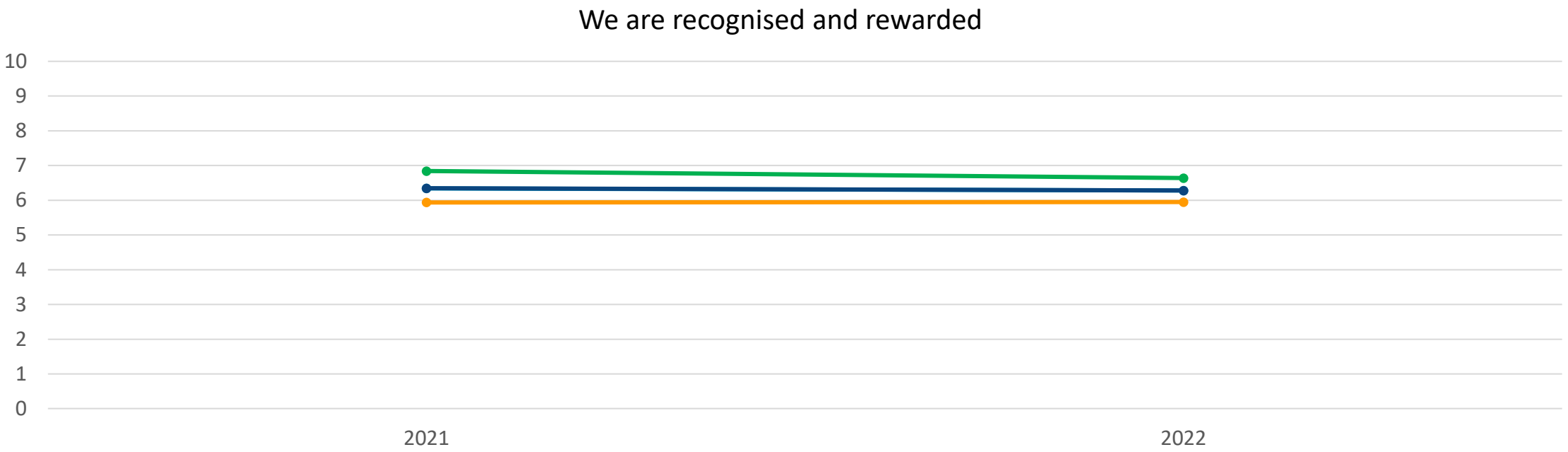



| | 2021 | 2022 |
|---|---|---|
| Your org | 7.3 | 7.3 |
| Best | 7.5 | 7.6 |
| Average | 7.2 | 7.3 |
| Worst | 6.9 | 6.8 |
| Responses | 2261 | 2214 |

# People Promise Elements and Themes: Trends

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**.

## Promise element 2: We are recognised and rewarded

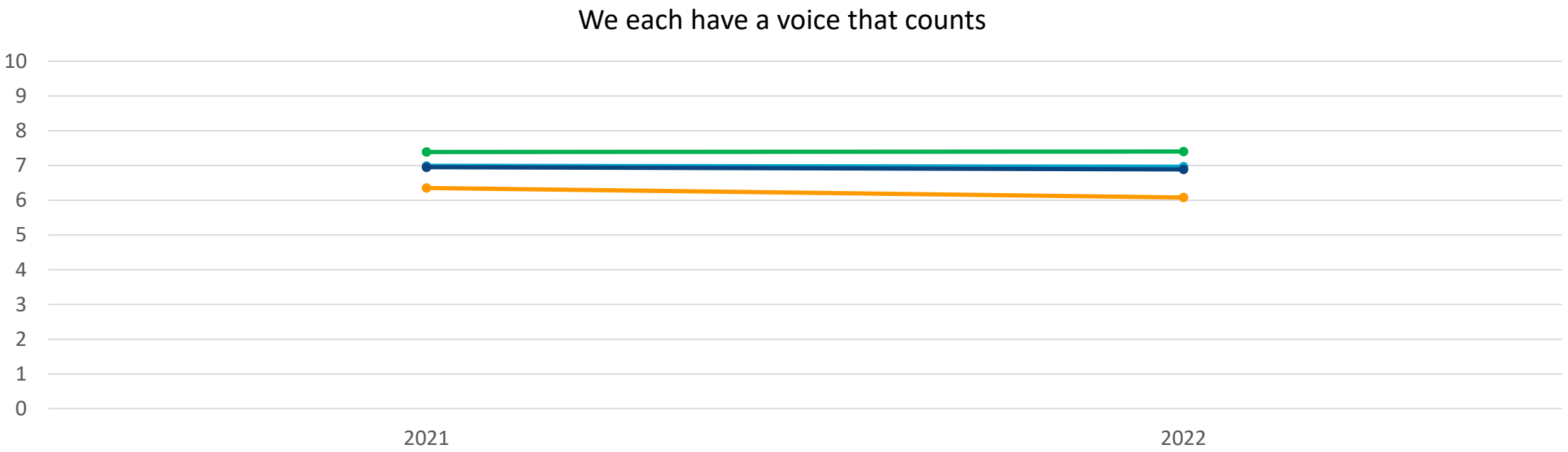



| | 2021 | 2022 |
|---|---|---|
| Your org | 6.3 | 6.3 |
| Best | 6.8 | 6.6 |
| Average | 6.3 | 6.3 |
| Worst | 5.9 | 5.9 |
| Responses | 2272 | 2221 |

# People Promise Elements and Themes: Trends

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**.

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



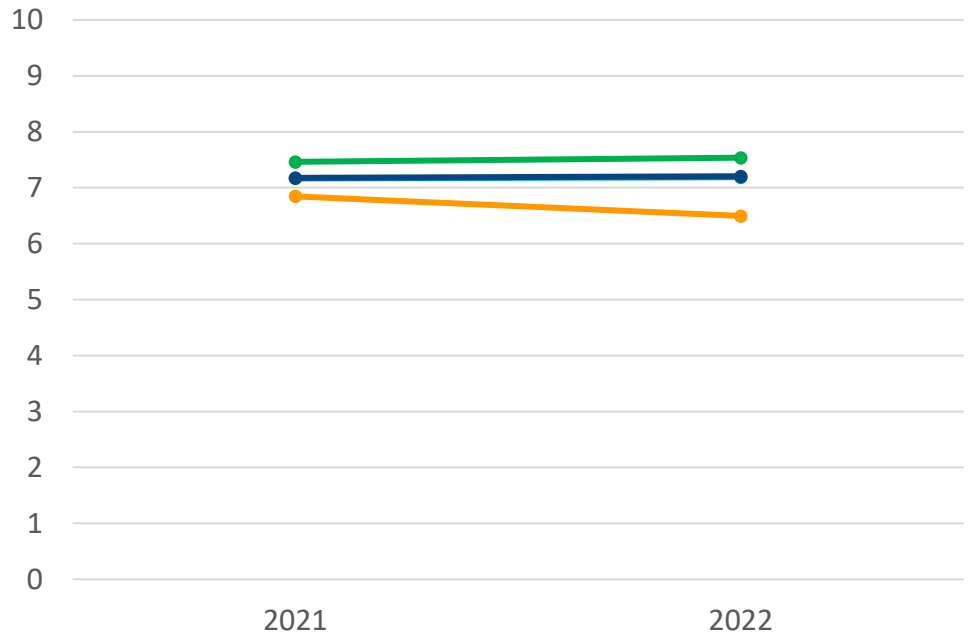

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.0 | 6.9 |
| Best | 7.4 | 7.4 |
| Average | 7.0 | 7.0 |
| Worst | 6.4 | 6.1 |
| Responses | 2224 | 2209 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

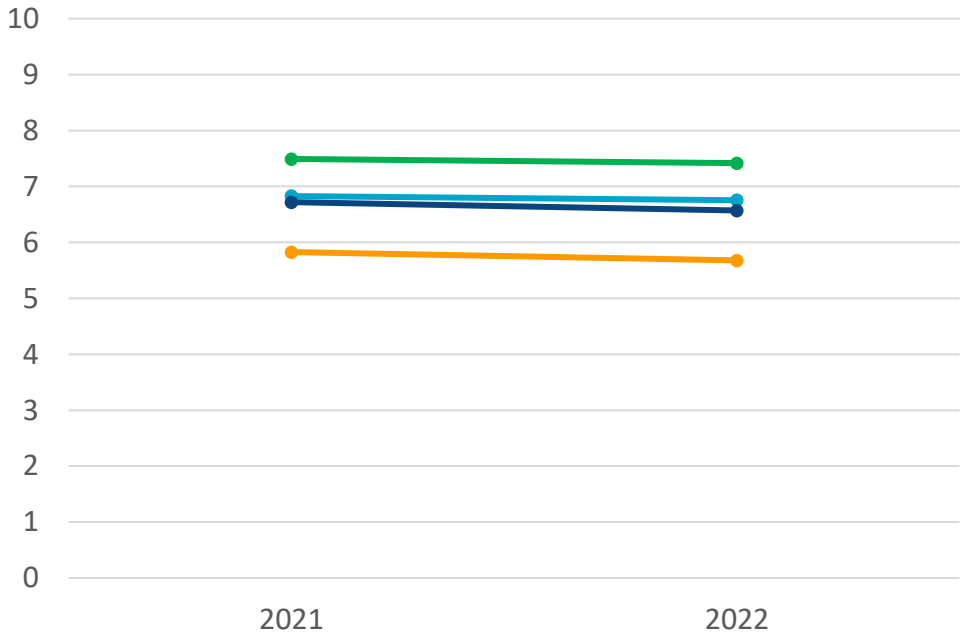
## Promise element 3: We each have a voice that counts

Autonomy and control




| | 2021 | 2022 |
|---|---|---|
| Your org | 7.2 | 7.2 |
| Best | 7.5 | 7.5 |
| Average | 7.2 | 7.2 |
| Worst | 6.8 | 6.5 |
| Responses | 2281 | 2223 |

Raising concerns

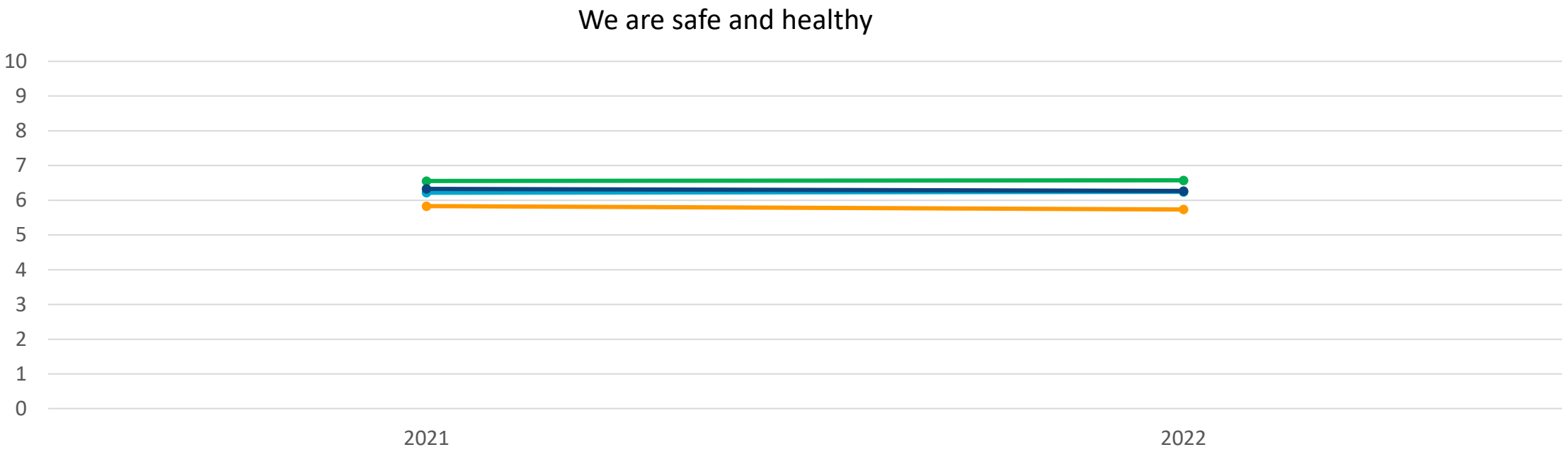



| | 2021 | 2022 |
|---|---|---|
| Your org | 6.7 | 6.6 |
| Best | 7.5 | 7.4 |
| Average | 6.8 | 6.8 |
| Worst | 5.8 | 5.7 |
| Responses | 2225 | 2214 |

# People Promise Elements and Themes: Trends

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**.

## Promise element 4: We are safe and healthy



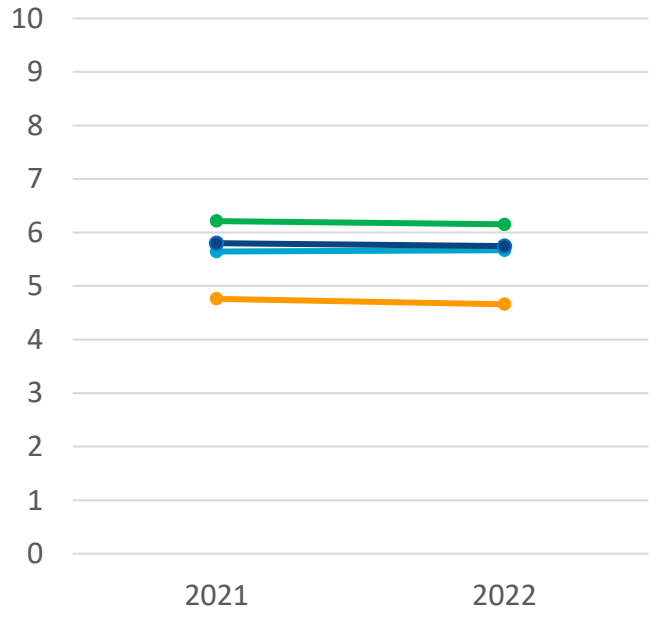

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.3 | 6.3 |
| Best | 6.6 | 6.6 |
| Average | 6.2 | 6.2 |
| Worst | 5.8 | 5.7 |
| Responses | 2236 | 2203 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

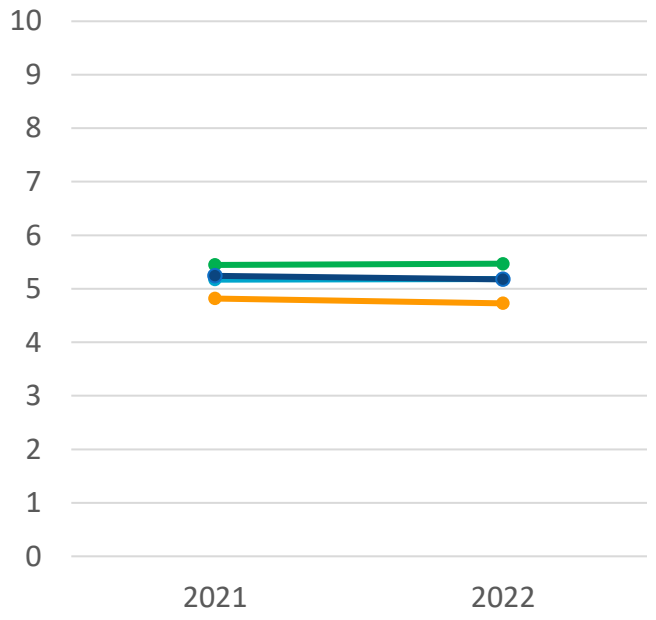
## Promise element 4: We are safe and healthy

Health and safety climate



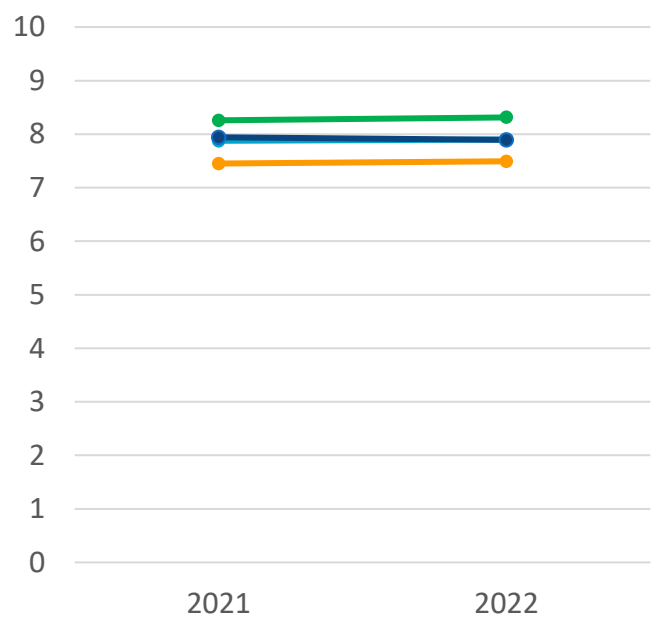

| | 2021 | 2022 |
|---|---|---|
| Your org | 5.8 | 5.7 |
| Best | 6.2 | 6.2 |
| Average | 5.6 | 5.7 |
| Worst | 4.8 | 4.7 |
| Responses | 2281 | 2221 |

Burnout




| | 2021 | 2022 |
|---|---|---|
| Your org | 5.2 | 5.2 |
| Best | 5.4 | 5.5 |
| Average | 5.2 | 5.2 |
| Worst | 4.8 | 4.7 |
| Responses | 2249 | 2223 |

Negative experiences

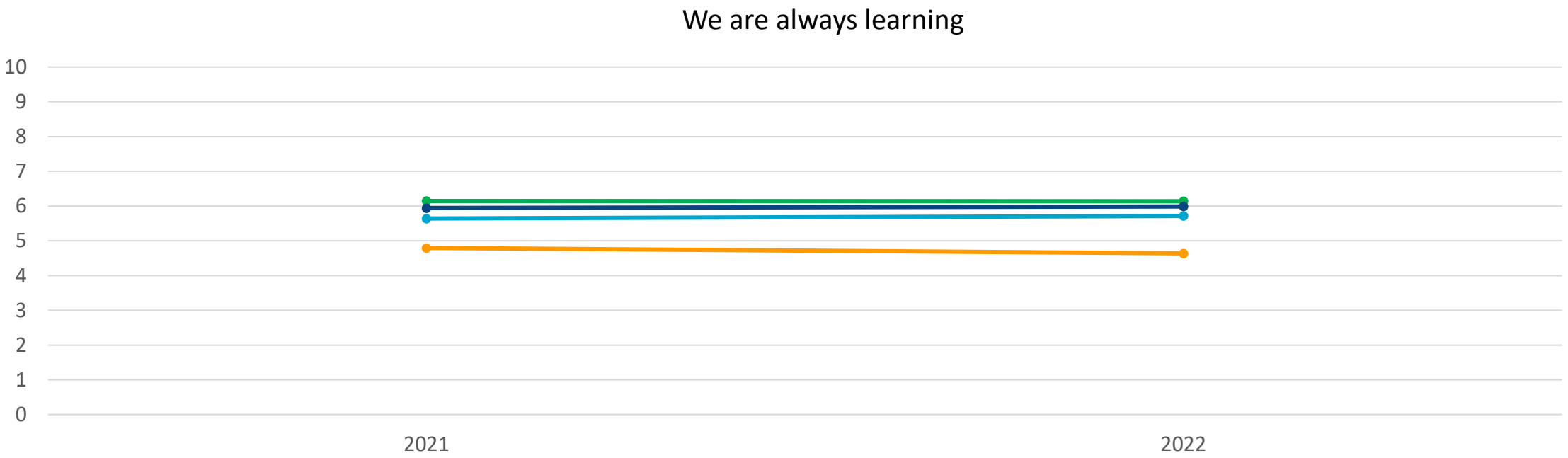



| | 2021 | 2022 |
|---|---|---|
| Your org | 7.9 | 7.9 |
| Best | 8.3 | 8.3 |
| Average | 7.9 | 7.9 |
| Worst | 7.4 | 7.5 |
| Responses | 2246 | 2209 |

# People Promise Elements and Themes: Trends

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**.

## Promise element 5: We are always learning



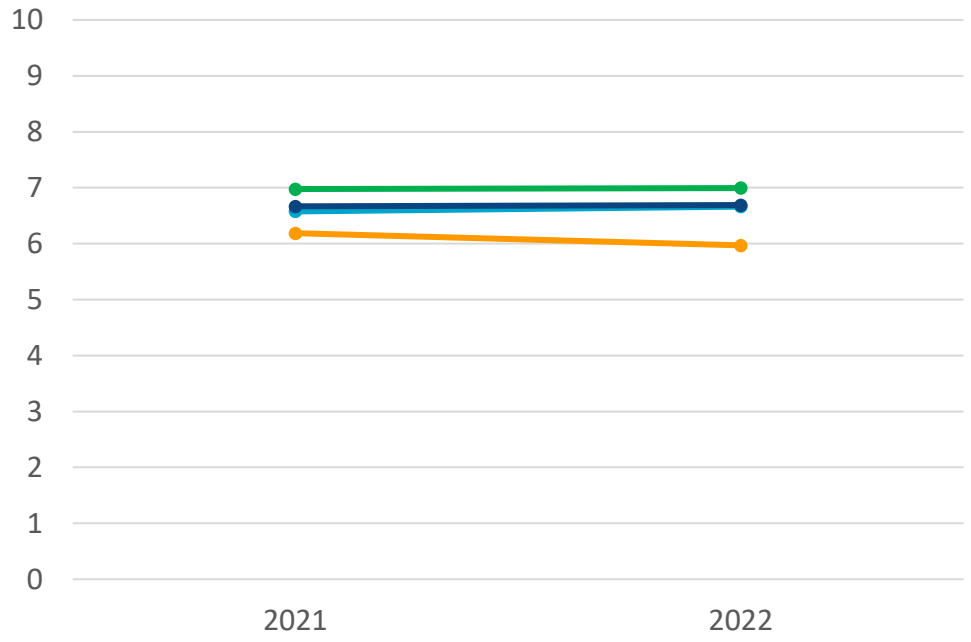

| | 2021 | 2022 |
|---|---|---|
| Your org | 5.9 | 6.0 |
| Best | 6.1 | 6.1 |
| Average | 5.6 | 5.7 |
| Worst | 4.8 | 4.6 |
| Responses | 2198 | 2151 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

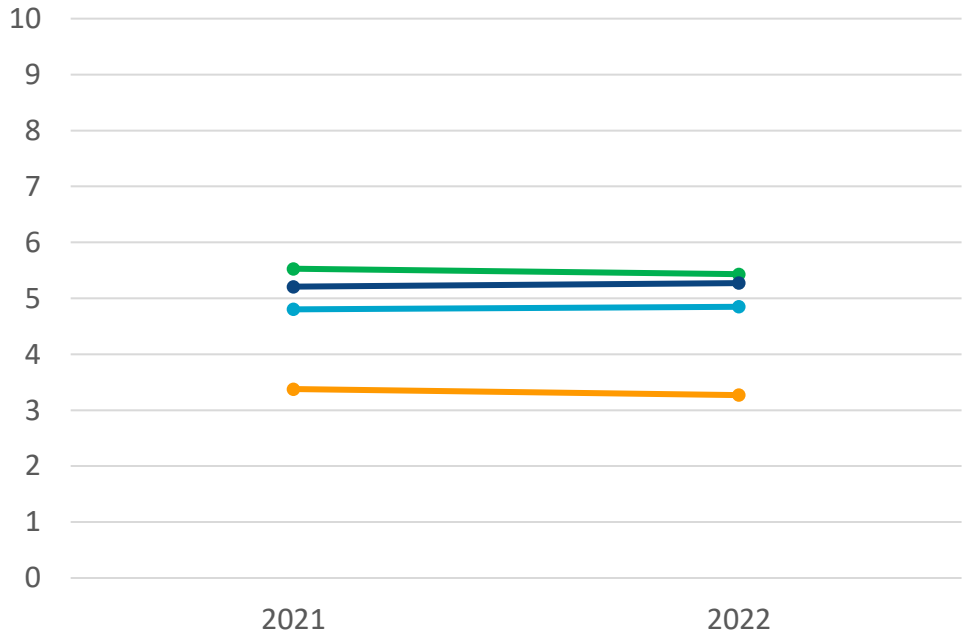
## Promise element 5: We are always learning

Development




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.7 | 6.7 |
| Best | 7.0 | 7.0 |
| Average | 6.6 | 6.7 |
| Worst | 6.2 | 6.0 |
| Responses | 2245 | 2218 |

Appraisals

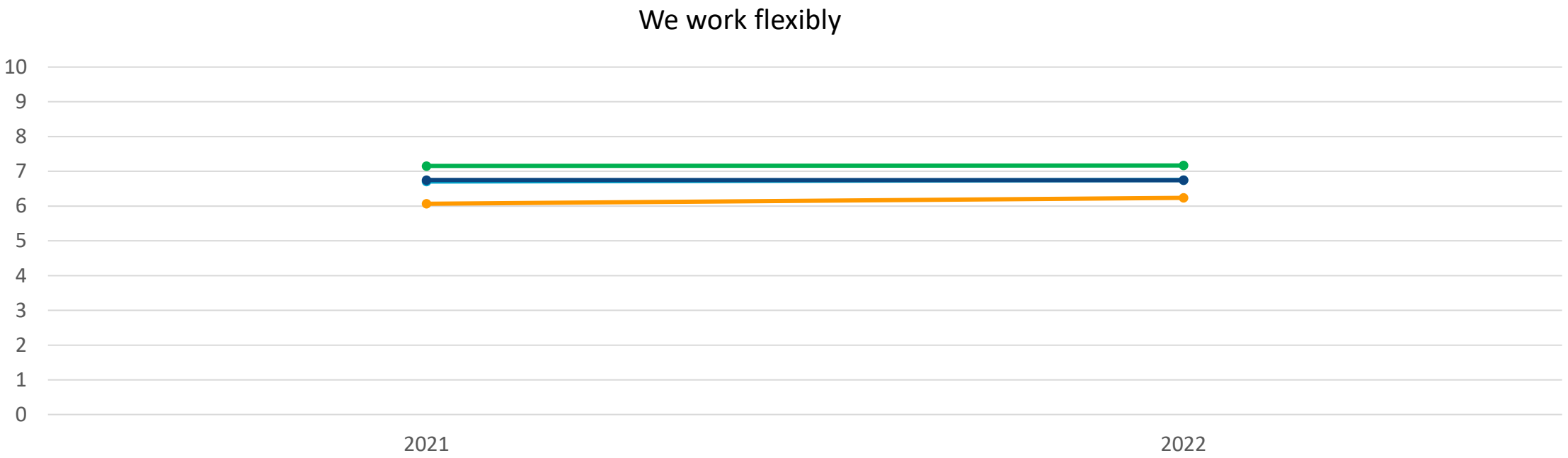



| | 2021 | 2022 |
|---|---|---|
| Your org | 5.2 | 5.3 |
| Best | 5.5 | 5.4 |
| Average | 4.8 | 4.9 |
| Worst | 3.4 | 3.3 |
| Responses | 2206 | 2158 |

# People Promise Elements and Themes: Trends

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**.

## Promise element 6: We work flexibly



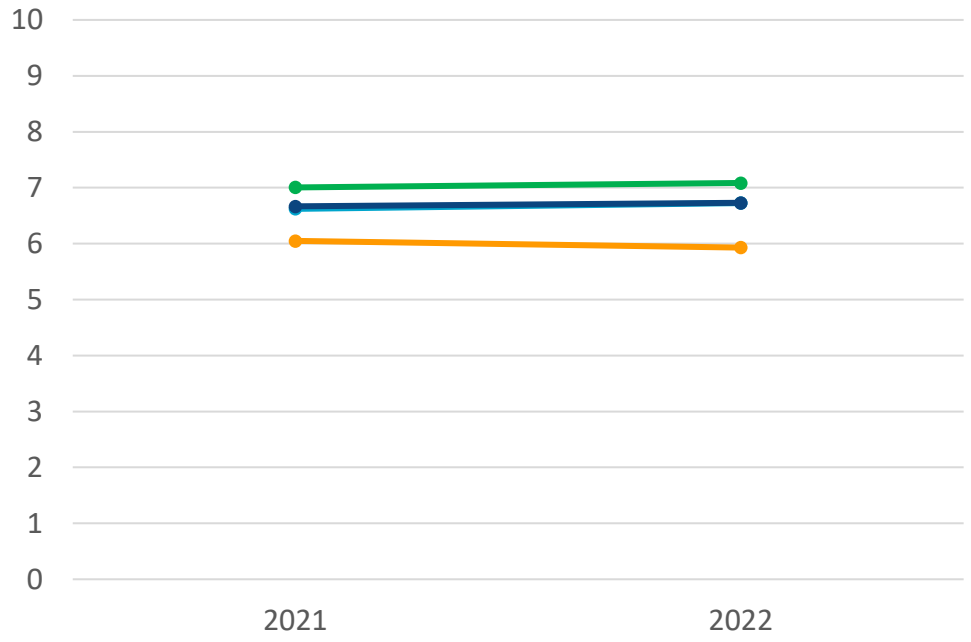

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.7 | 6.7 |
| Best | 7.2 | 7.2 |
| Average | 6.7 | 6.7 |
| Worst | 6.1 | 6.2 |
| Responses | 2259 | 2217 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

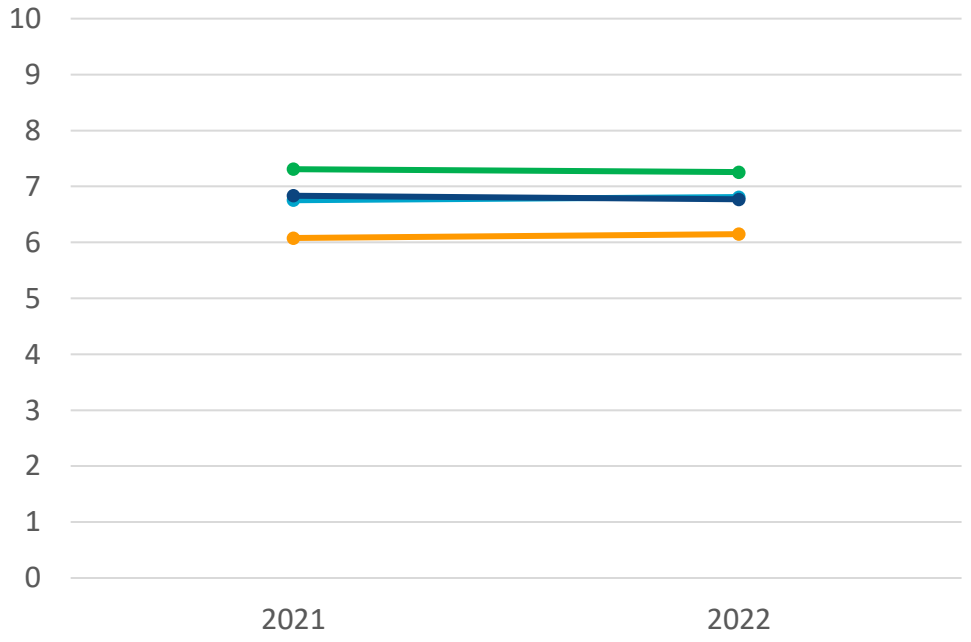
## Promise element 6: We work flexibly

Support for work-life balance




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.7 | 6.7 |
| Best | 7.0 | 7.1 |
| Average | 6.6 | 6.7 |
| Worst | 6.0 | 5.9 |
| Responses | 2268 | 2221 |

Flexible working

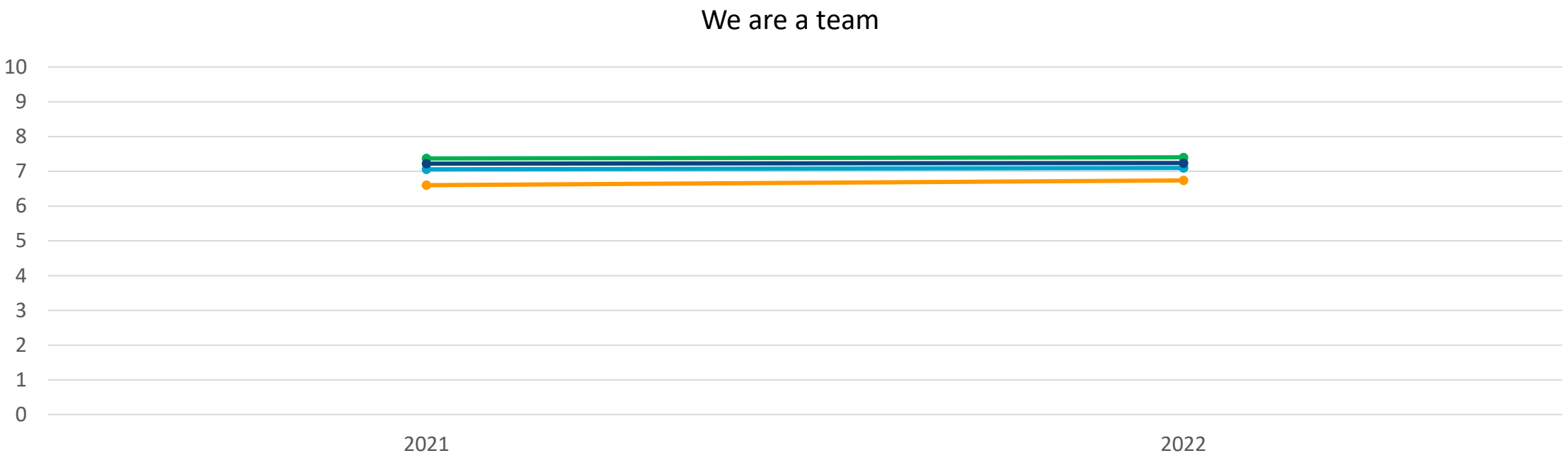



| | 2021 | 2022 |
|---|---|---|
| Your org | 6.8 | 6.8 |
| Best | 7.3 | 7.3 |
| Average | 6.8 | 6.8 |
| Worst | 6.1 | 6.1 |
| Responses | 2269 | 2219 |

# People Promise Elements and Themes: Trends

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**.

## Promise element 7: We are a team



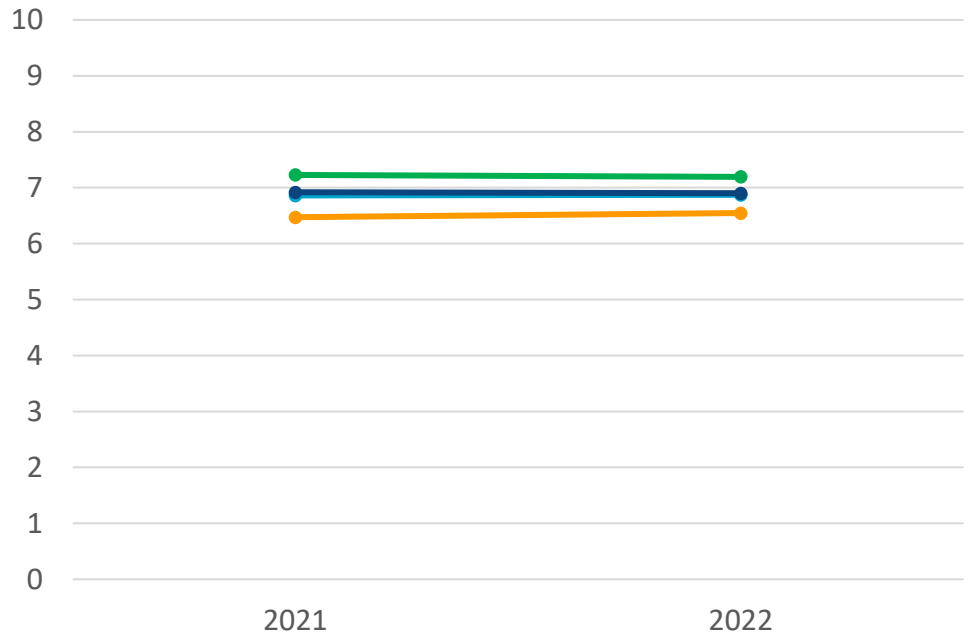

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.2 | 7.2 |
| Best | 7.4 | 7.4 |
| Average | 7.1 | 7.1 |
| Worst | 6.6 | 6.7 |
| Responses | 2255 | 2214 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

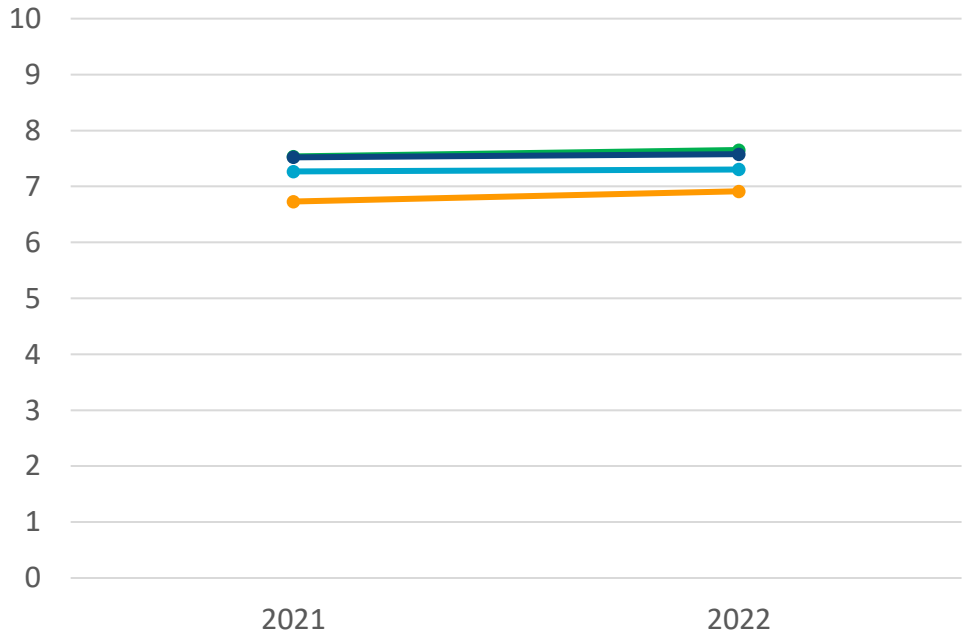
## Promise element 7: We are a team

Team working




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.9 | 6.9 |
| Best | 7.2 | 7.2 |
| Average | 6.9 | 6.9 |
| Worst | 6.5 | 6.5 |
| Responses | 2265 | 2218 |

Line management



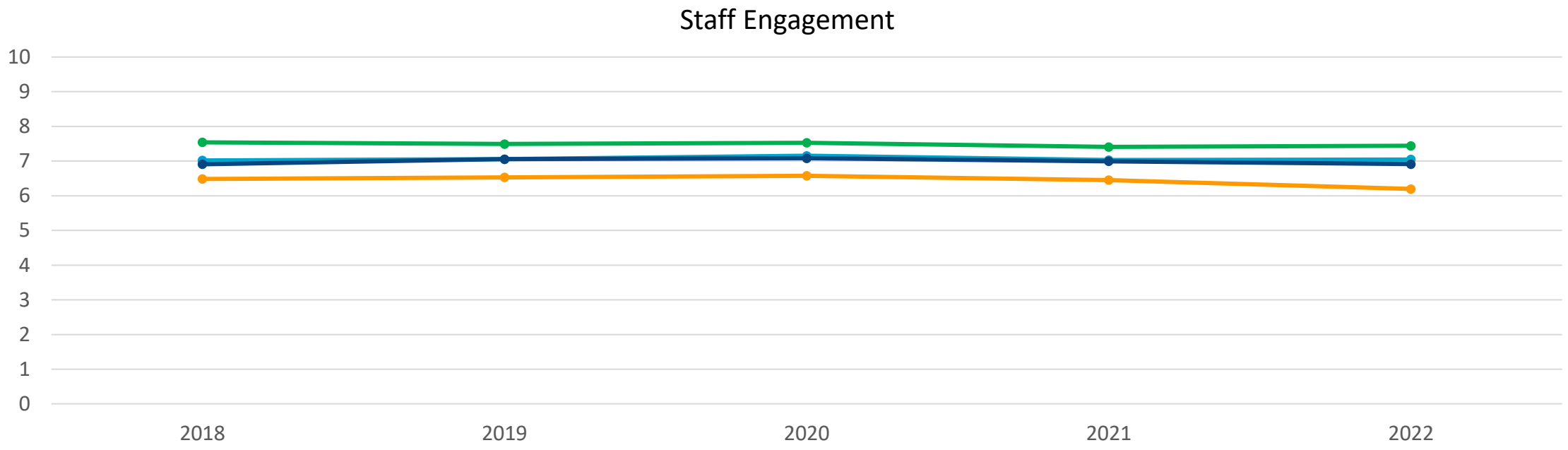

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.5 | 7.6 |
| Best | 7.5 | 7.7 |
| Average | 7.3 | 7.3 |
| Worst | 6.7 | 6.9 |
| Responses | 2257 | 2219 |

# People Promise Elements and Themes: Trends

Survey Coordination Centre NHS

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**.

## Theme: Staff Engagement

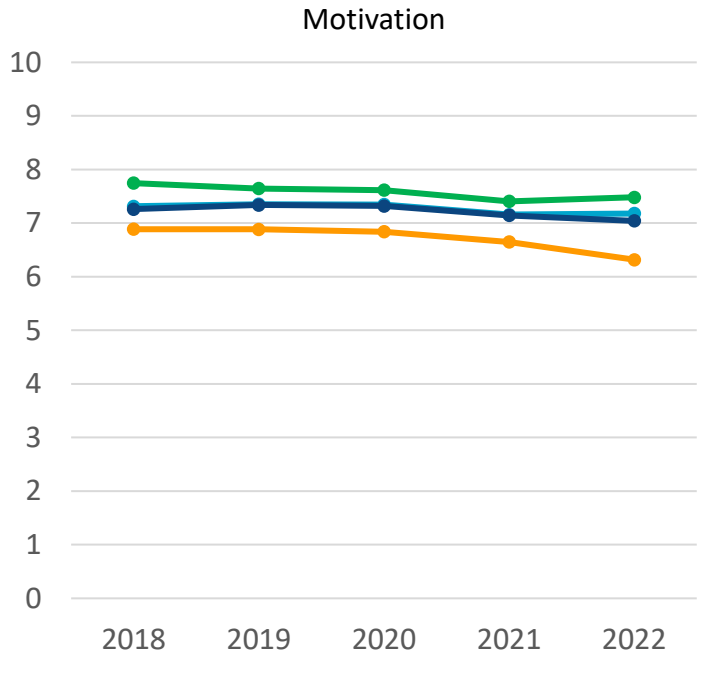



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 6.9 | 7.1 | 7.1 | 7.0 | 6.9 |
| Best | 7.5 | 7.5 | 7.5 | 7.4 | 7.4 |
| Average | 7.0 | 7.1 | 7.2 | 7.0 | 7.0 |
| Worst | 6.5 | 6.5 | 6.6 | 6.5 | 6.2 |
| Responses | 1806 | 2035 | 1999 | 2279 | 2223 |

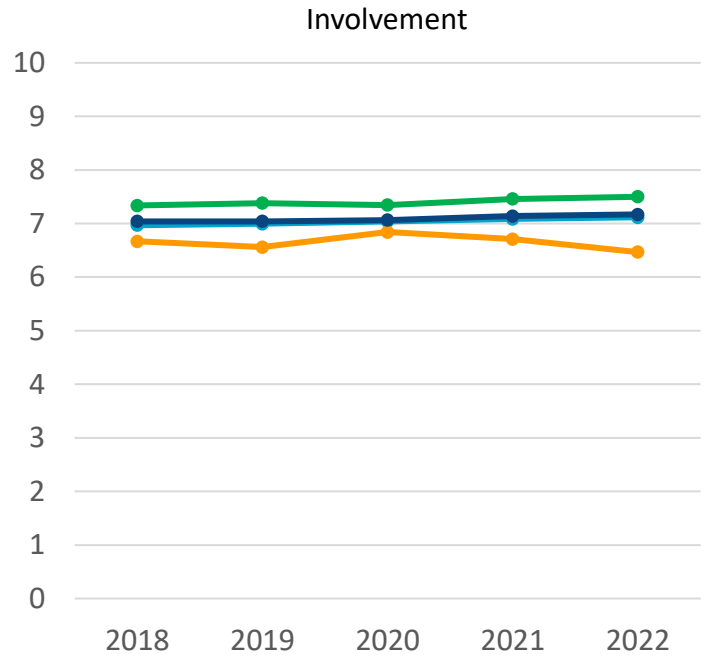
# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

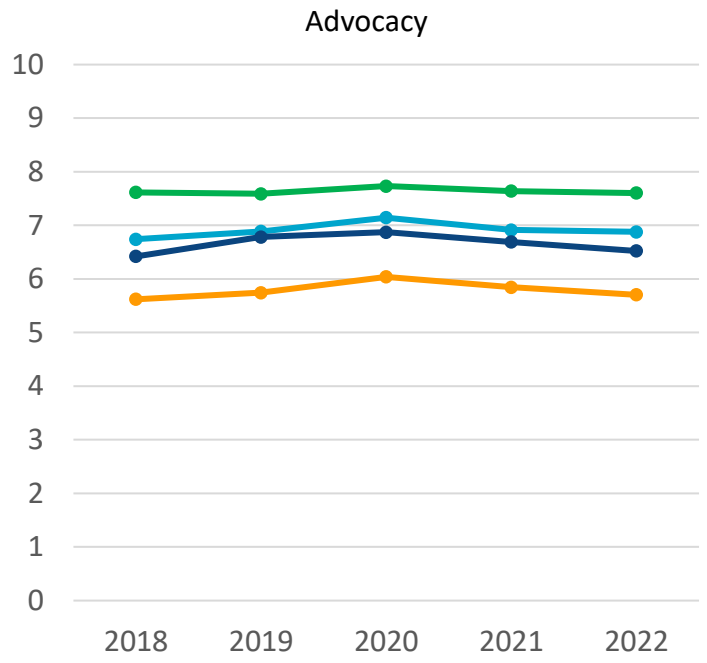
## Theme: Staff Engagement




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 7.3 | 7.3 | 7.3 | 7.1 | 7.0 |
| Best | 7.7 | 7.6 | 7.6 | 7.4 | 7.5 |
| Average | 7.3 | 7.4 | 7.3 | 7.2 | 7.2 |
| Worst | 6.9 | 6.9 | 6.8 | 6.6 | 6.3 |
| Responses | 1774 | 2008 | 1993 | 2262 | 2195 |




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 7.0 | 7.0 | 7.1 | 7.1 | 7.2 |
| Best | 7.3 | 7.4 | 7.3 | 7.5 | 7.5 |
| Average | 7.0 | 7.0 | 7.0 | 7.1 | 7.1 |
| Worst | 6.7 | 6.6 | 6.8 | 6.7 | 6.5 |
| Responses | 1808 | 2036 | 1999 | 2282 | 2223 |



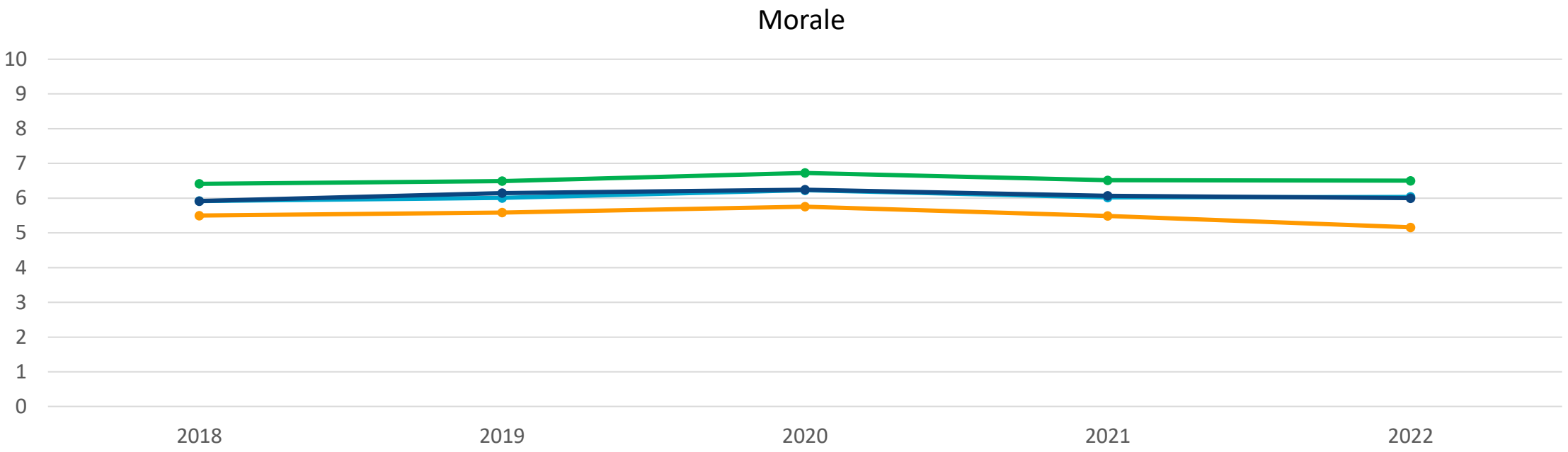

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 6.4 | 6.8 | 6.9 | 6.7 | 6.5 |
| Best | 7.6 | 7.6 | 7.7 | 7.6 | 7.6 |
| Average | 6.7 | 6.9 | 7.1 | 6.9 | 6.9 |
| Worst | 5.6 | 5.7 | 6.0 | 5.8 | 5.7 |
| Responses | 1741 | 2000 | 1978 | 2234 | 2219 |

# People Promise Elements and Themes: Trends

Survey Coordination Centre NHS

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**.

## Theme: Morale



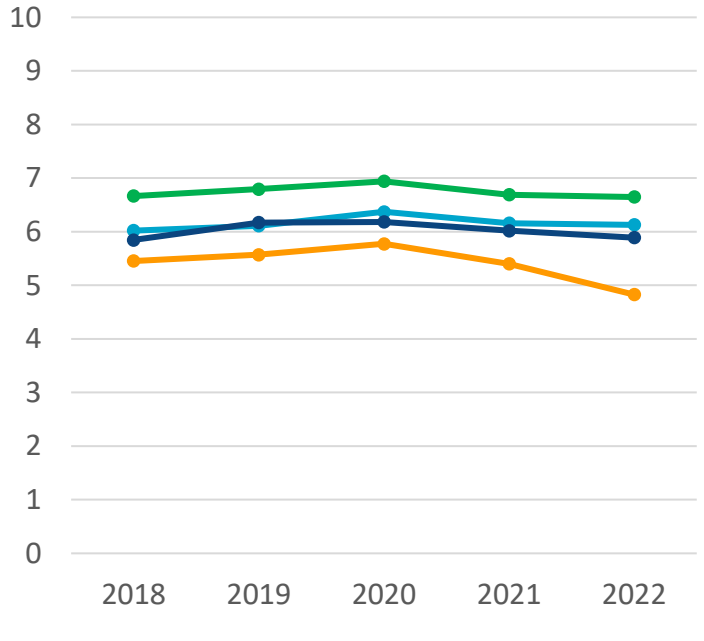

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 5.9 | 6.1 | 6.2 | 6.1 | 6.0 |
| Best | 6.4 | 6.5 | 6.7 | 6.5 | 6.5 |
| Average | 5.9 | 6.0 | 6.2 | 6.0 | 6.0 |
| Worst | 5.5 | 5.6 | 5.8 | 5.5 | 5.2 |
| Responses | 1798 | 2025 | 1994 | 2270 | 2222 |

# People Promise Elements, Themes and Sub-scores: Sub-score trends

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**.

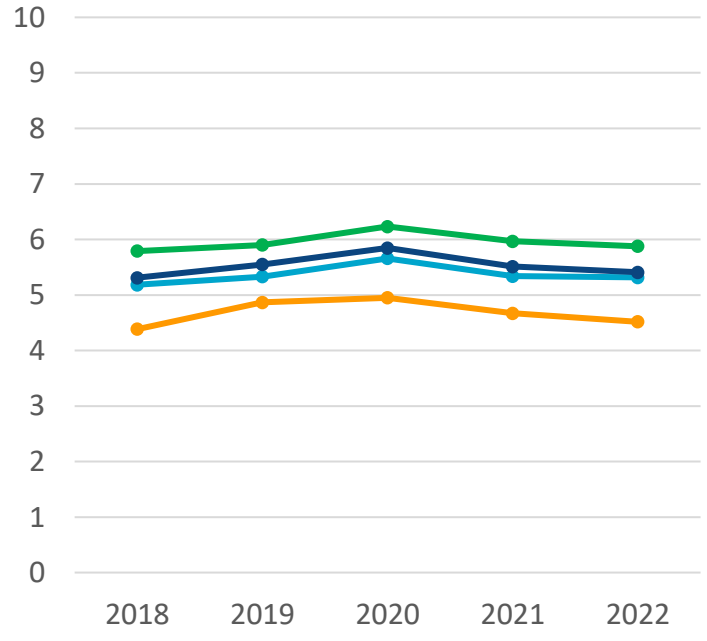
## Theme: Morale

Thinking about leaving



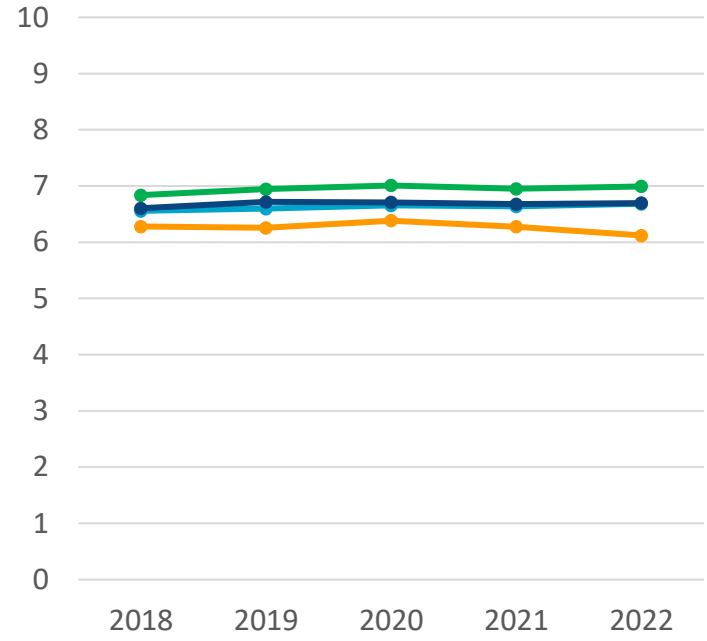

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 5.8 | 6.2 | 6.2 | 6.0 | 5.9 |
| Best | 6.7 | 6.8 | 6.9 | 6.7 | 6.6 |
| Average | 6.0 | 6.1 | 6.4 | 6.2 | 6.1 |
| Worst | 5.5 | 5.6 | 5.8 | 5.4 | 4.8 |
| Responses | 1747 | 1993 | 1979 | 2230 | 2217 |

Work pressure




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 5.3 | 5.5 | 5.8 | 5.5 | 5.4 |
| Best | 5.8 | 5.9 | 6.2 | 6.0 | 5.9 |
| Average | 5.2 | 5.3 | 5.7 | 5.3 | 5.3 |
| Worst | 4.4 | 4.9 | 5.0 | 4.7 | 4.5 |
| Responses | 1806 | 2031 | 1997 | 2281 | 2219 |

Stressors




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 6.6 | 6.7 | 6.7 | 6.7 | 6.7 |
| Best | 6.8 | 6.9 | 7.0 | 6.9 | 7.0 |
| Average | 6.6 | 6.6 | 6.7 | 6.6 | 6.7 |
| Worst | 6.3 | 6.3 | 6.4 | 6.3 | 6.1 |
| Responses | 1791 | 2015 | 1993 | 2265 | 2214 |

Survey Coordination Centre

NHS

# Covid-19 Classification breakdowns

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# Covid-19 classification breakdowns

Survey Coordination Centre NHS

## Covid-19 questions

In the 2022 survey, staff were asked three classification questions relating to their experience during the Covid-19 pandemic:

| | | |
|---|---|---|
| a. In the past 12 months, have you worked on a Covid-19 specific ward or area at any time? | 1 ☐ Yes | 2 ☐ No |
| b. In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time? | 1 ☐ Yes | 2 ☐ No |
| c. In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic? | 1 ☐ Yes | 2 ☐ No |

The charts on the following pages show the breakdown of People Promise elements scores for staff answering 'yes' to each of these questions, compared with the results for all staff at your organisation. Results are presented in the context of highest, average and lowest scores for similar organisations.

## Comparing your data

To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the benchmarking group, as in previous charts. However, there may be differences in the occupation group profiles of the individual COVID-19 subgroups. For example, the mix of occupational groups across redeployed staff at your organisation may differ from similar organisations. This difference would not be accounted for by the weighting and therefore may affect the comparability of trend results. As such, a degree of caution is advised when interpreting your results.

## Further information

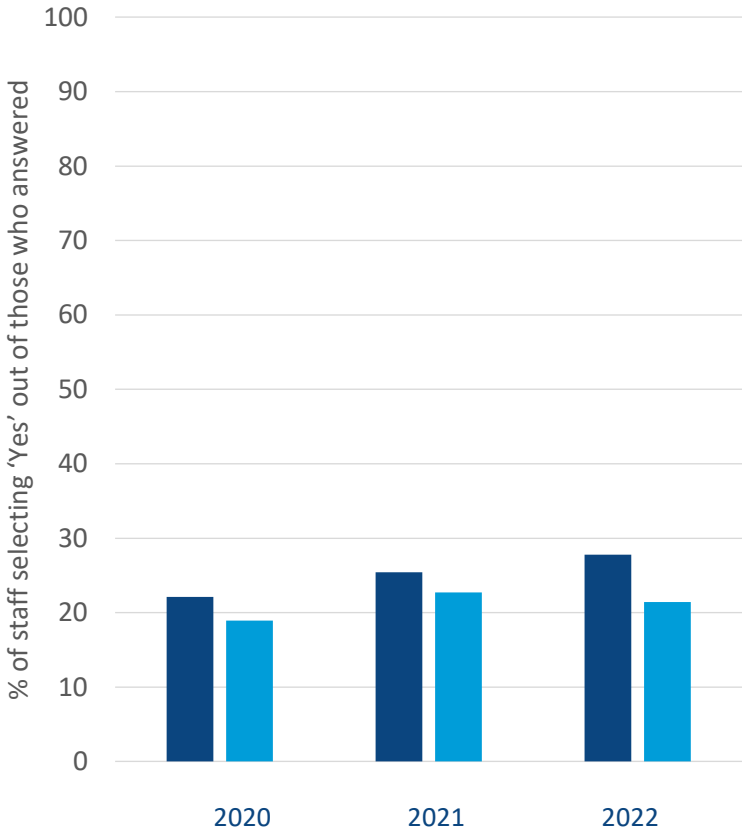
Results for these groups of staff, including data for individual questions, are also available via the online dashboards. Please note that results presented in these dashboards have not been weighted where no benchmarking takes place and so may vary slightly from those shown in this report.

# The Covid-19 pandemic – Your experience during the Covid-19 pandemic

Survey Coordination Centre

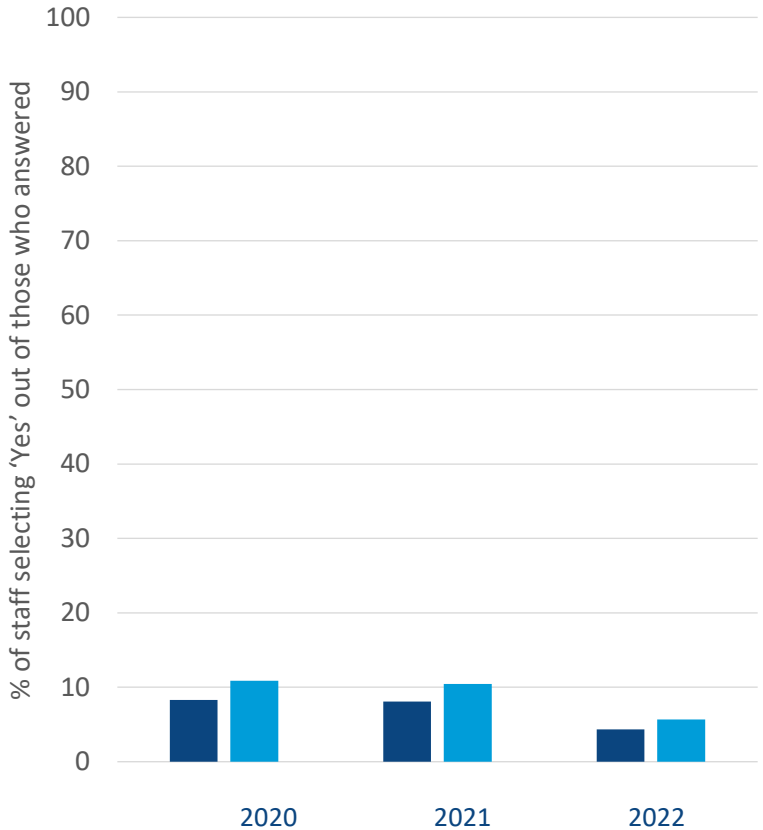
NHS

Q25a In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?



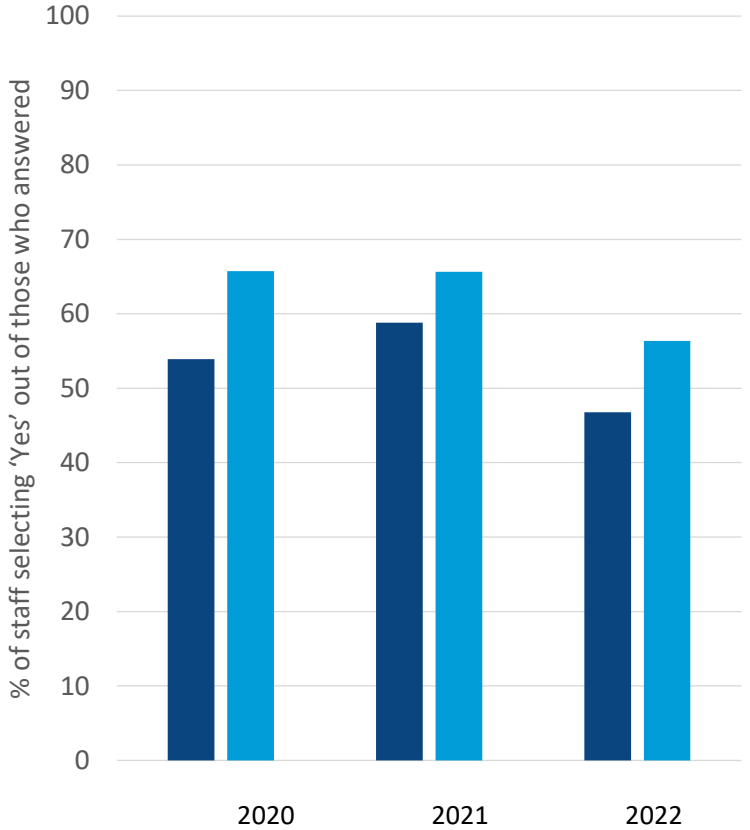

| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 22.1% | 25.4% | 27.8% |
| Average | 18.9% | 22.7% | 21.4% |
| Responses | 1982 | 2242 | 2219 |

Q25b In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time?




| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 8.3% | 8.1% | 4.3% |
| Average | 10.9% | 10.4% | 5.7% |
| Responses | 1976 | 2232 | 2211 |

Q25c In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?

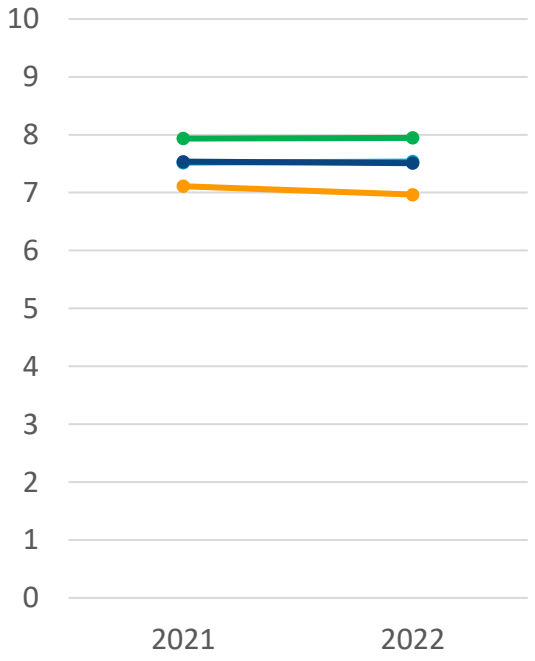



| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 53.9% | 58.8% | 46.7% |
| Average | 65.7% | 65.6% | 56.3% |
| Responses | 1976 | 2239 | 2212 |

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**.

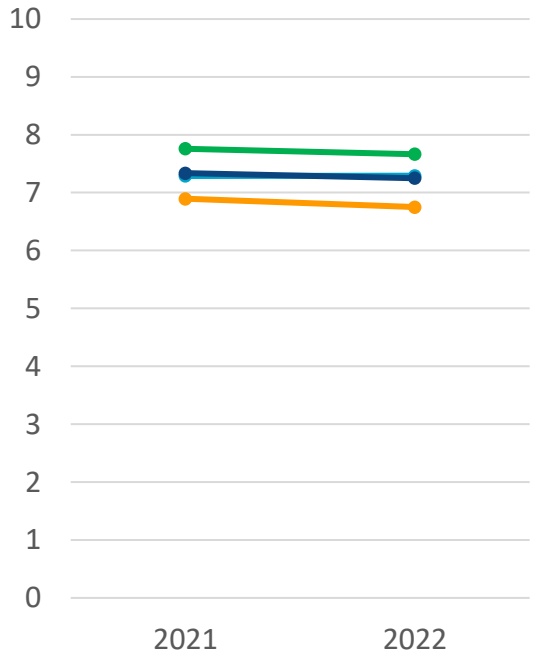
## Promise element 1: We are compassionate and inclusive

All staff



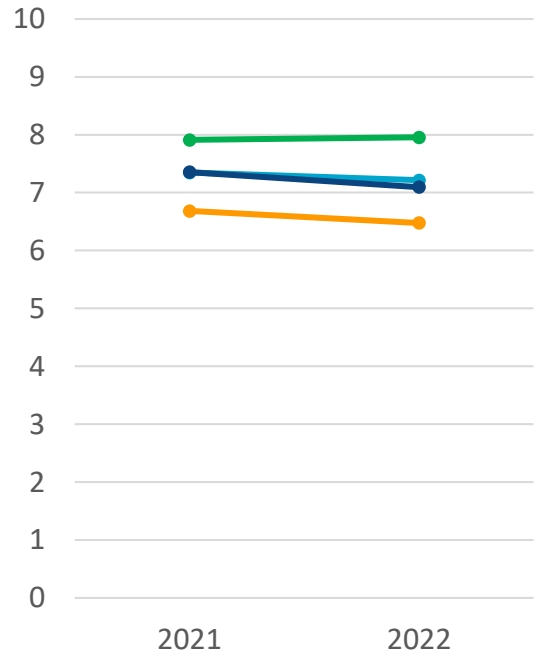

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.5 | 7.5 |
| Highest | 7.9 | 7.9 |
| Average | 7.5 | 7.5 |
| Lowest | 7.1 | 7.0 |
| Responses | 2253 | 2219 |

Worked on a Covid-19 ward or specific area



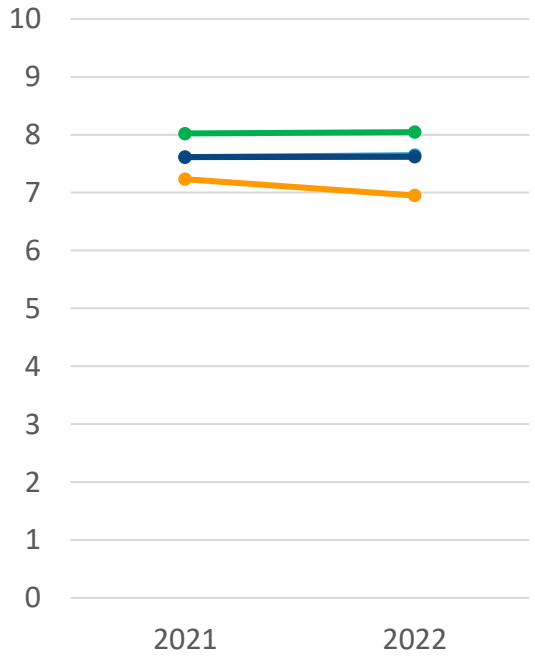

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.3 | 7.3 |
| Highest | 7.8 | 7.7 |
| Average | 7.3 | 7.3 |
| Lowest | 6.9 | 6.7 |
| Responses | 567 | 614 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 7.4 | 7.1 |
| Highest | 7.9 | 8.0 |
| Average | 7.3 | 7.2 |
| Lowest | 6.7 | 6.5 |
| Responses | 180 | 95 |

Required to work remotely / from home

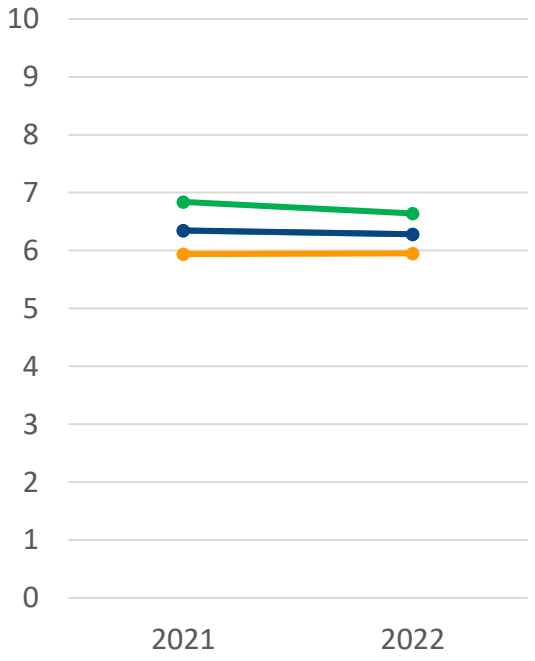



| | 2021 | 2022 |
|---|---|---|
| Your org | 7.6 | 7.6 |
| Highest | 8.0 | 8.0 |
| Average | 7.6 | 7.6 |
| Lowest | 7.2 | 7.0 |
| Responses | 1314 | 1031 |

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**.

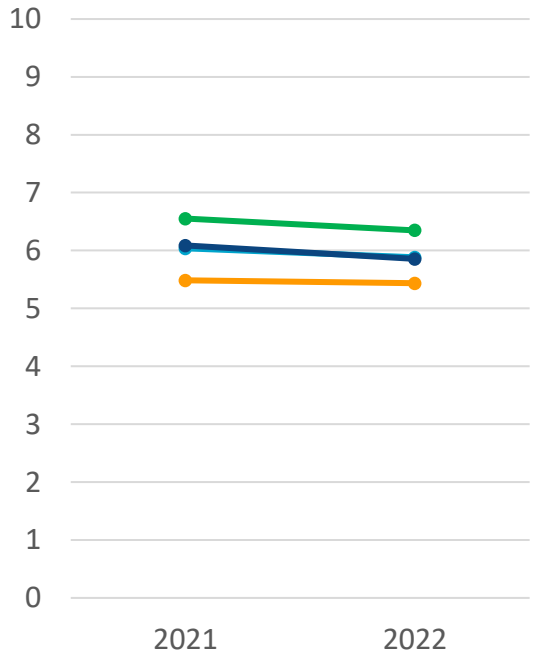
## Promise element 2: We are recognised and rewarded

All staff



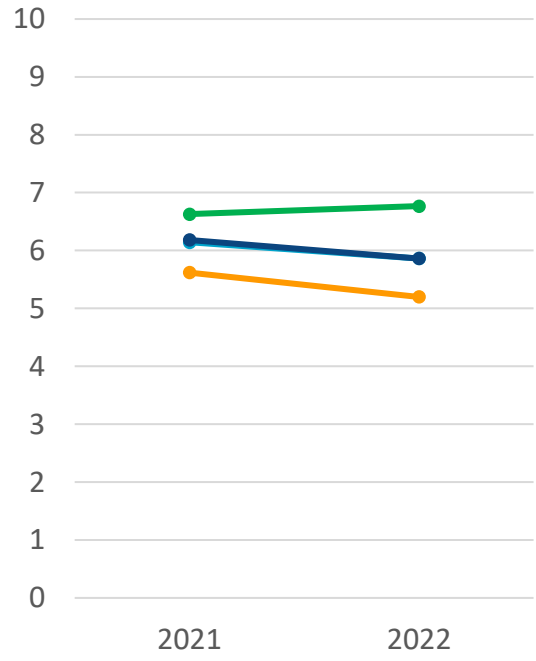

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.3 | 6.3 |
| Highest | 6.8 | 6.6 |
| Average | 6.3 | 6.3 |
| Lowest | 5.9 | 5.9 |
| Responses | 2272 | 2221 |

Worked on a Covid-19 ward or specific area



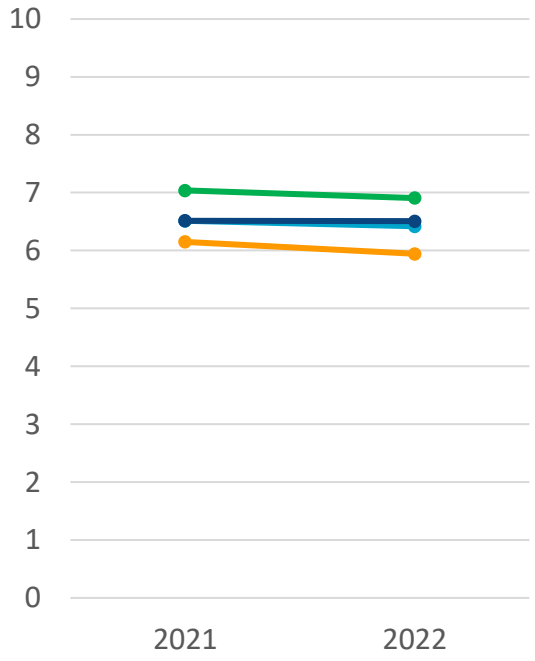

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.1 | 5.9 |
| Highest | 6.6 | 6.3 |
| Average | 6.0 | 5.9 |
| Lowest | 5.5 | 5.4 |
| Responses | 568 | 612 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.2 | 5.9 |
| Highest | 6.6 | 6.8 |
| Average | 6.1 | 5.9 |
| Lowest | 5.6 | 5.2 |
| Responses | 178 | 95 |

Required to work remotely / from home

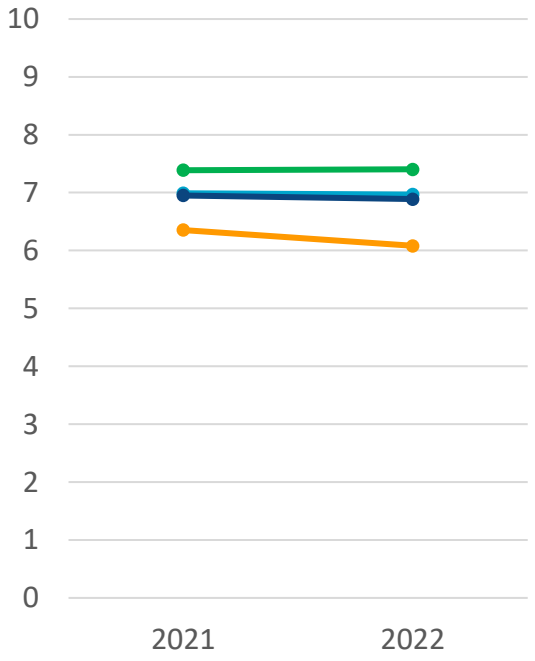



| | 2021 | 2022 |
|---|---|---|
| Your org | 6.5 | 6.5 |
| Highest | 7.0 | 6.9 |
| Average | 6.5 | 6.4 |
| Lowest | 6.1 | 5.9 |
| Responses | 1314 | 1033 |

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**.

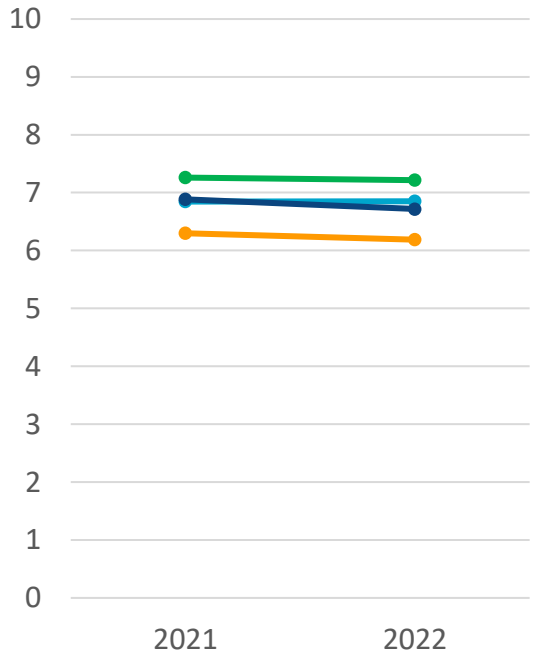
## Promise element 3: We each have a voice that counts

All staff



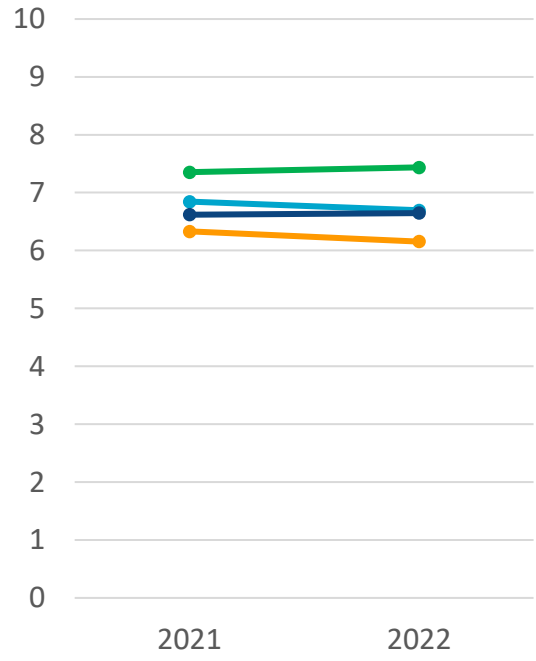

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.0 | 6.9 |
| Highest | 7.4 | 7.4 |
| Average | 7.0 | 7.0 |
| Lowest | 6.4 | 6.1 |
| Responses | 2224 | 2209 |

Worked on a Covid-19 ward or specific area



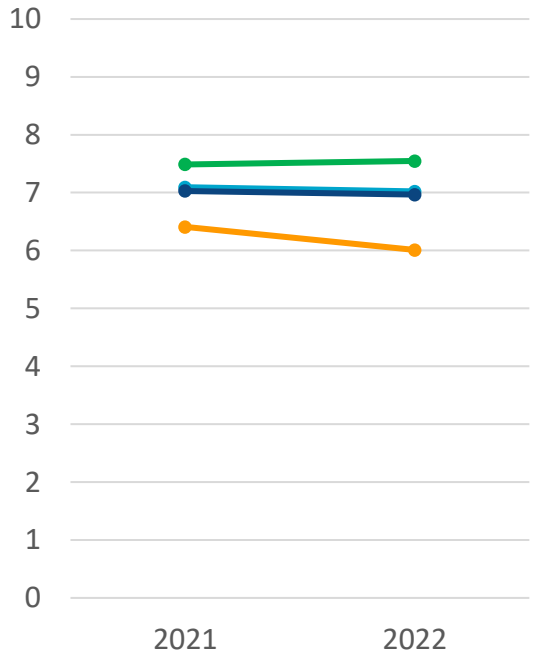

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.9 | 6.7 |
| Highest | 7.3 | 7.2 |
| Average | 6.8 | 6.9 |
| Lowest | 6.3 | 6.2 |
| Responses | 562 | 612 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.6 | 6.6 |
| Highest | 7.4 | 7.4 |
| Average | 6.8 | 6.7 |
| Lowest | 6.3 | 6.2 |
| Responses | 180 | 95 |

Required to work remotely / from home

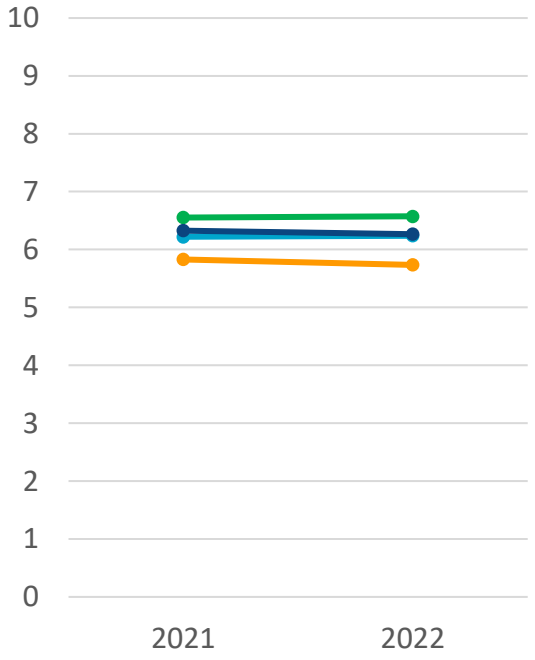



| | 2021 | 2022 |
|---|---|---|
| Your org | 7.0 | 7.0 |
| Highest | 7.5 | 7.5 |
| Average | 7.1 | 7.0 |
| Lowest | 6.4 | 6.0 |
| Responses | 1307 | 1029 |

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**.

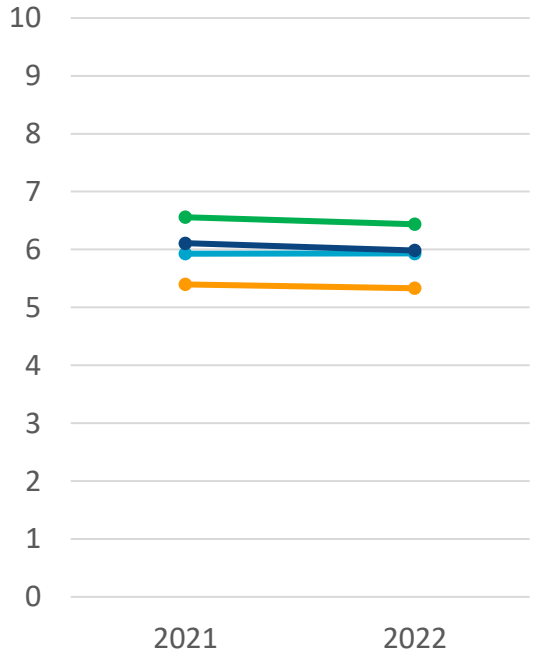
## Promise element 4: We are safe and healthy

All staff



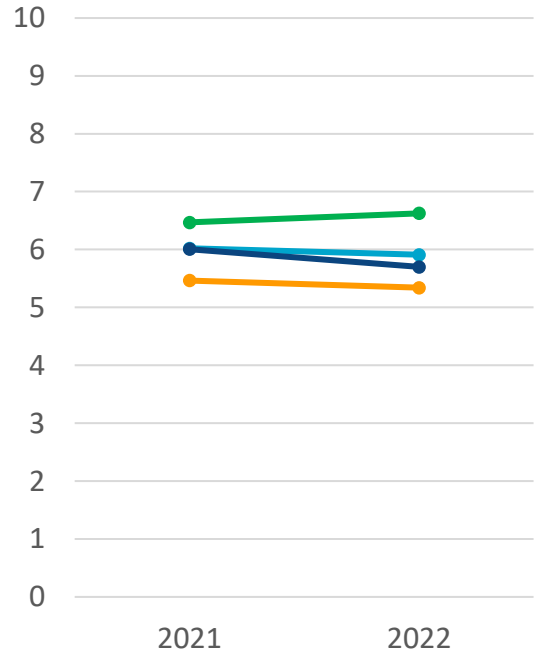

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.3 | 6.3 |
| Highest | 6.6 | 6.6 |
| Average | 6.2 | 6.2 |
| Lowest | 5.8 | 5.7 |
| Responses | 2236 | 2203 |

Worked on a Covid-19 ward or specific area



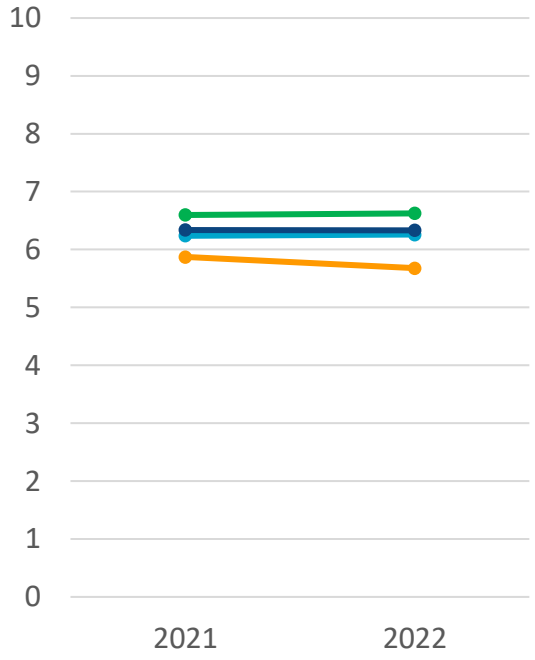

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.1 | 6.0 |
| Highest | 6.6 | 6.4 |
| Average | 5.9 | 5.9 |
| Lowest | 5.4 | 5.3 |
| Responses | 555 | 606 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.0 | 5.7 |
| Highest | 6.5 | 6.6 |
| Average | 6.0 | 5.9 |
| Lowest | 5.5 | 5.3 |
| Responses | 179 | 95 |

Required to work remotely / from home

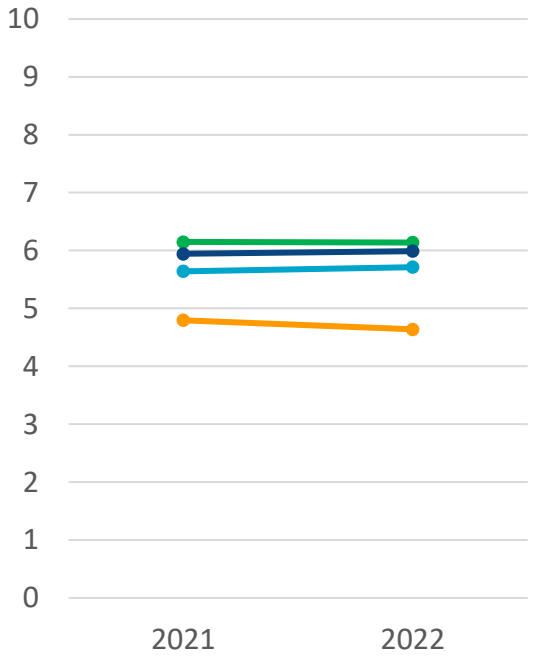



| | 2021 | 2022 |
|---|---|---|
| Your org | 6.3 | 6.3 |
| Highest | 6.6 | 6.6 |
| Average | 6.2 | 6.3 |
| Lowest | 5.9 | 5.7 |
| Responses | 1310 | 1031 |

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**.

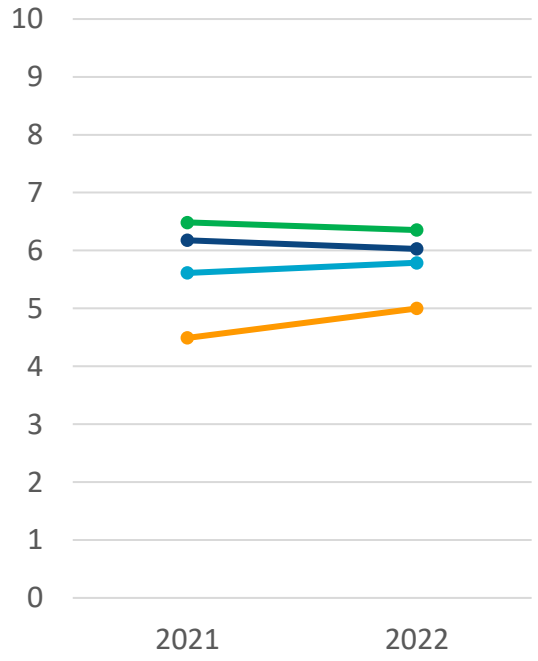
## Promise element 5: We are always learning

All staff



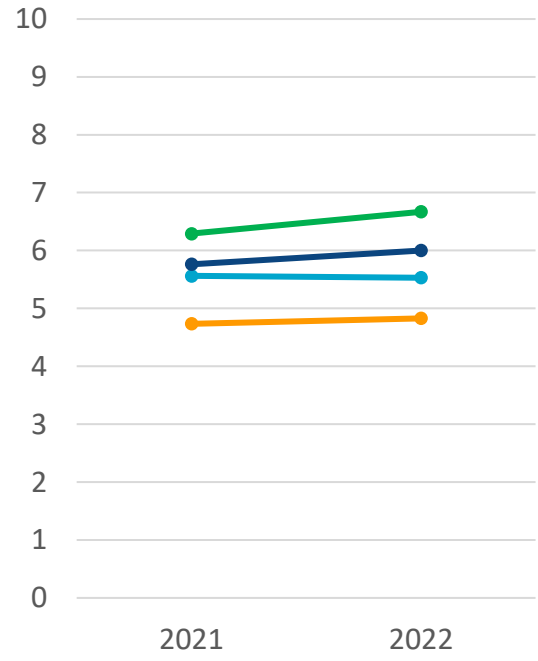

| | 2021 | 2022 |
|---|---|---|
| Your org | 5.9 | 6.0 |
| Highest | 6.1 | 6.1 |
| Average | 5.6 | 5.7 |
| Lowest | 4.8 | 4.6 |
| Responses | 2198 | 2151 |

Worked on a Covid-19 ward or specific area



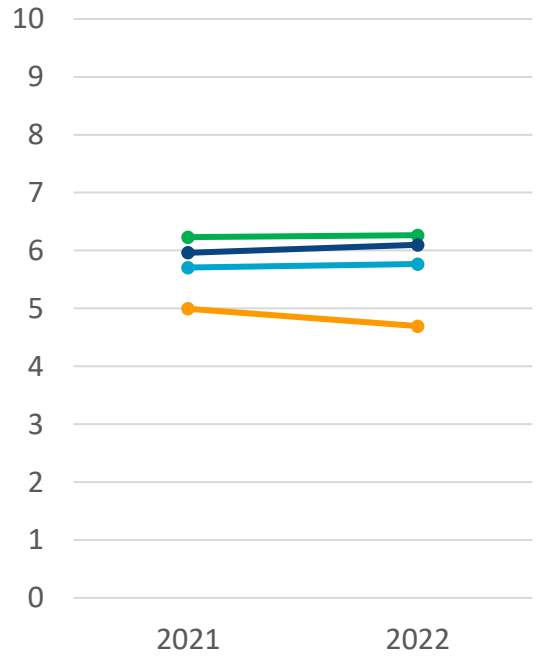

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.2 | 6.0 |
| Highest | 6.5 | 6.4 |
| Average | 5.6 | 5.8 |
| Lowest | 4.5 | 5.0 |
| Responses | 550 | 588 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 5.8 | 6.0 |
| Highest | 6.3 | 6.7 |
| Average | 5.6 | 5.5 |
| Lowest | 4.7 | 4.8 |
| Responses | 176 | 88 |

Required to work remotely / from home

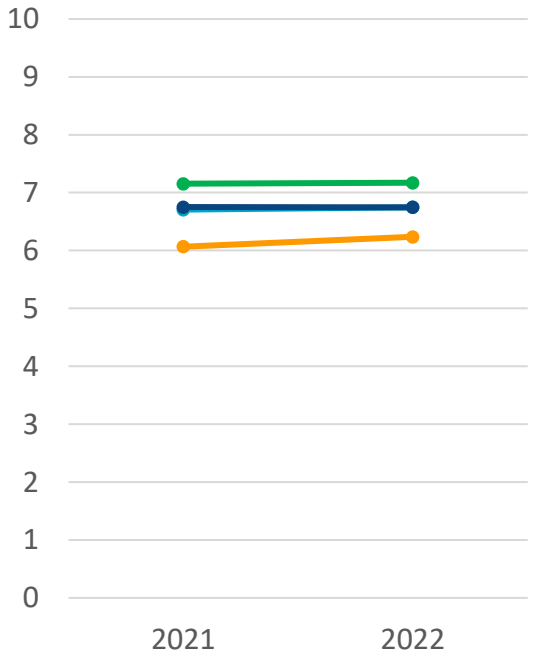



| | 2021 | 2022 |
|---|---|---|
| Your org | 6.0 | 6.1 |
| Highest | 6.2 | 6.3 |
| Average | 5.7 | 5.8 |
| Lowest | 5.0 | 4.7 |
| Responses | 1293 | 1009 |

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**.

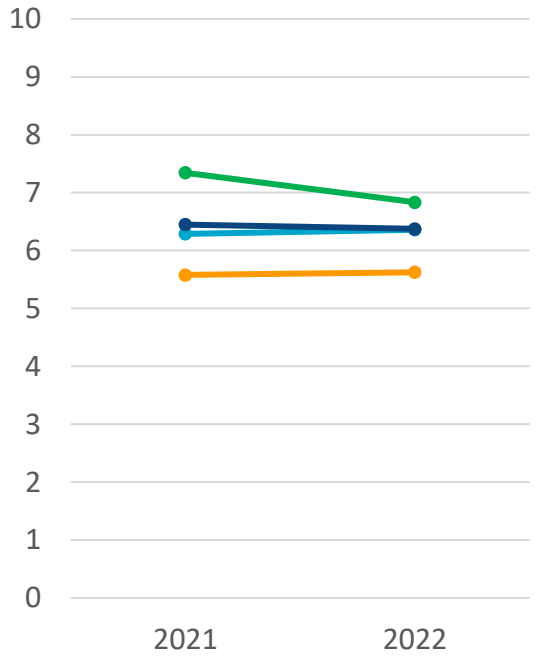
## Promise element 6: We work flexibly

All staff



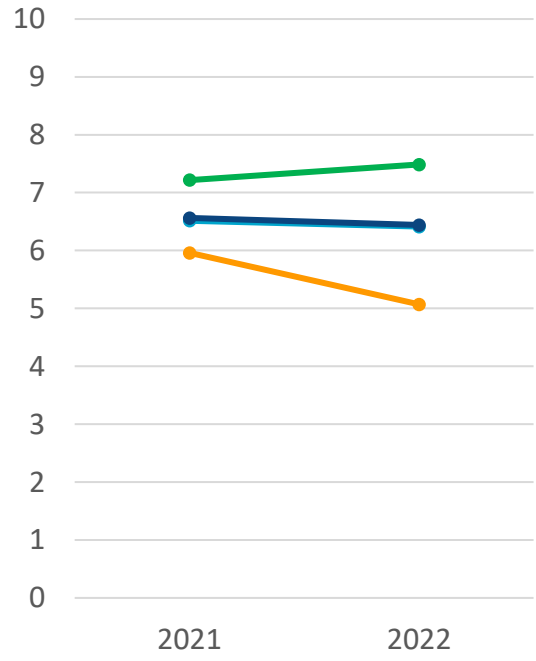

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.7 | 6.7 |
| Highest | 7.2 | 7.2 |
| Average | 6.7 | 6.7 |
| Lowest | 6.1 | 6.2 |
| Responses | 2259 | 2217 |

Worked on a Covid-19 ward or specific area



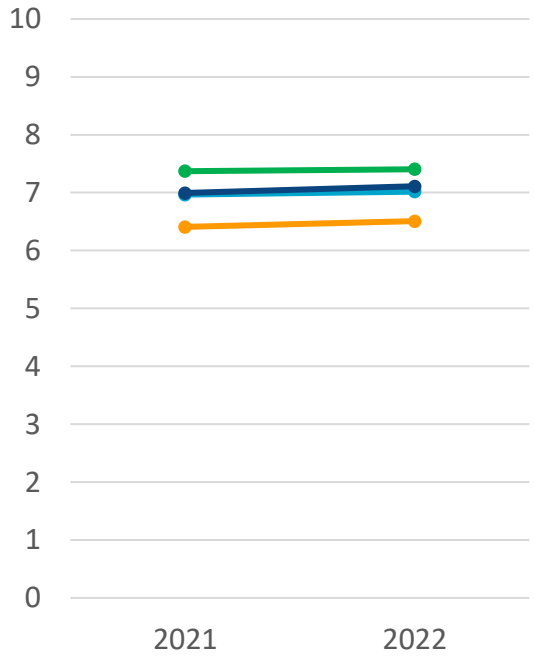

| | 2021 | 2022 |
|---|---|---|
| Your org | 6.4 | 6.4 |
| Highest | 7.3 | 6.8 |
| Average | 6.3 | 6.4 |
| Lowest | 5.6 | 5.6 |
| Responses | 563 | 609 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 6.6 | 6.4 |
| Highest | 7.2 | 7.5 |
| Average | 6.5 | 6.4 |
| Lowest | 6.0 | 5.1 |
| Responses | 178 | 94 |

Required to work remotely / from home

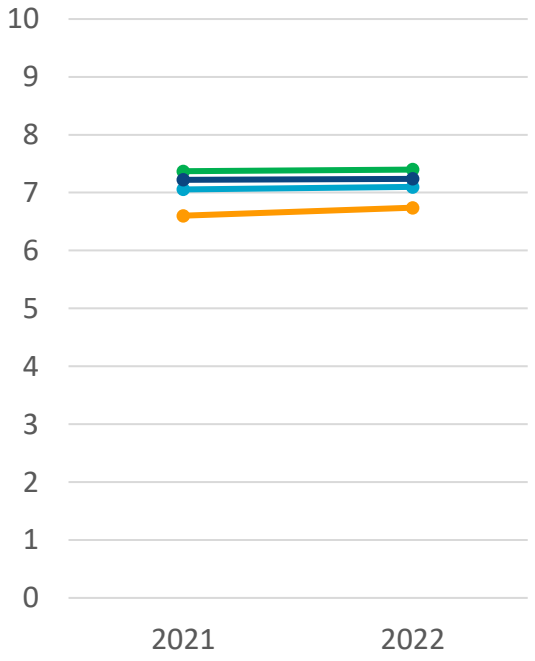



| | 2021 | 2022 |
|---|---|---|
| Your org | 7.0 | 7.1 |
| Highest | 7.4 | 7.4 |
| Average | 7.0 | 7.0 |
| Lowest | 6.4 | 6.5 |
| Responses | 1311 | 1033 |

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**.

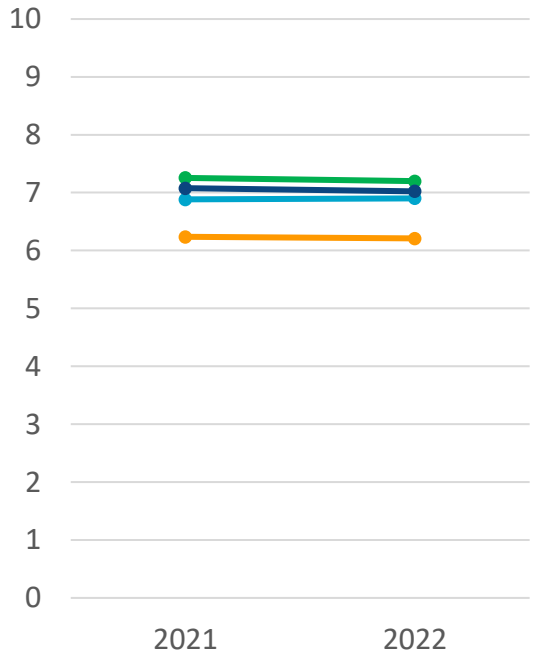
## Promise element 7: We are a team

All staff



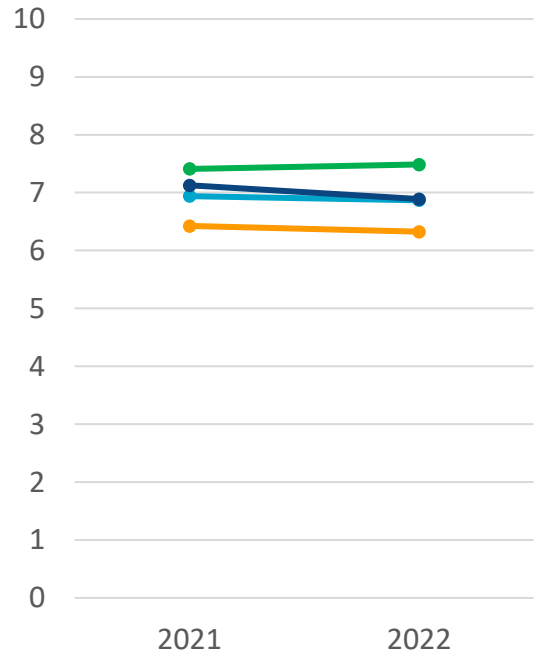

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.2 | 7.2 |
| Highest | 7.4 | 7.4 |
| Average | 7.1 | 7.1 |
| Lowest | 6.6 | 6.7 |
| Responses | 2255 | 2214 |

Worked on a Covid-19 ward or specific area



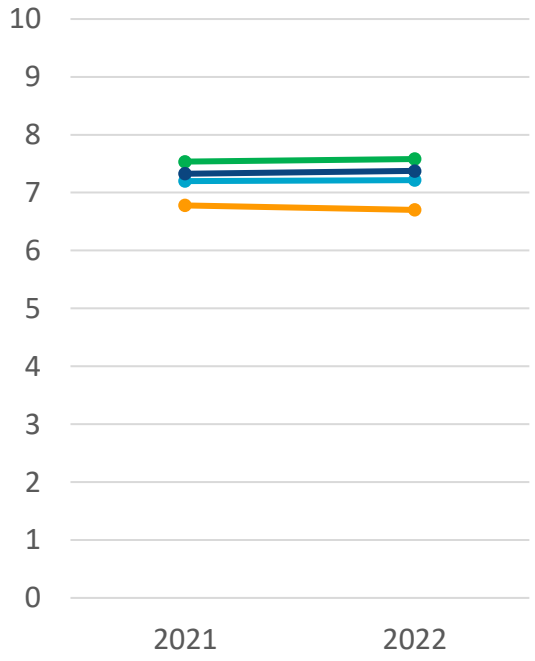

| | 2021 | 2022 |
|---|---|---|
| Your org | 7.1 | 7.0 |
| Highest | 7.3 | 7.2 |
| Average | 6.9 | 6.9 |
| Lowest | 6.2 | 6.2 |
| Responses | 566 | 611 |

Redeployed




| | 2021 | 2022 |
|---|---|---|
| Your org | 7.1 | 6.9 |
| Highest | 7.4 | 7.5 |
| Average | 6.9 | 6.9 |
| Lowest | 6.4 | 6.3 |
| Responses | 180 | 95 |

Required to work remotely / from home

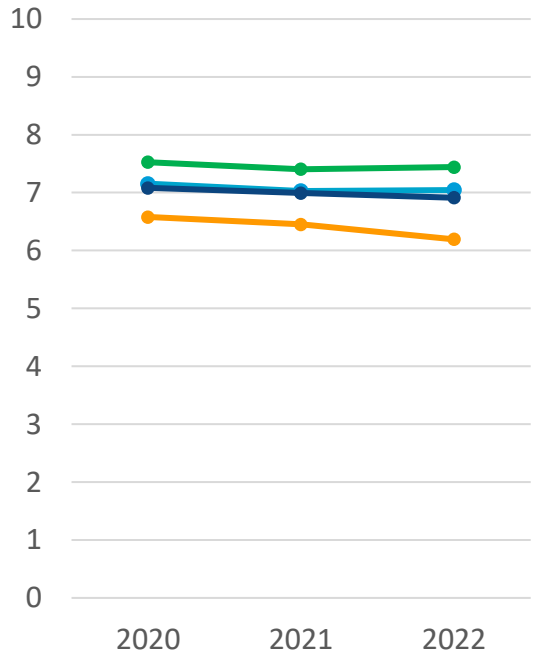



| | 2021 | 2022 |
|---|---|---|
| Your org | 7.3 | 7.4 |
| Highest | 7.5 | 7.6 |
| Average | 7.2 | 7.2 |
| Lowest | 6.8 | 6.7 |
| Responses | 1315 | 1030 |

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**.

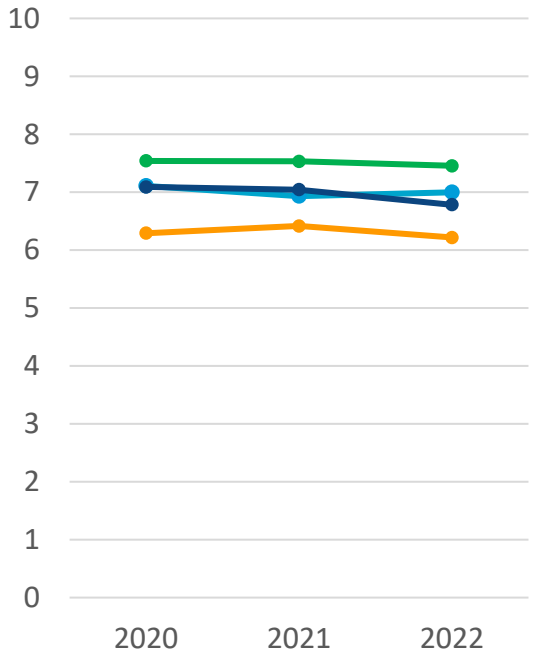
## Theme: Staff Engagement

All staff



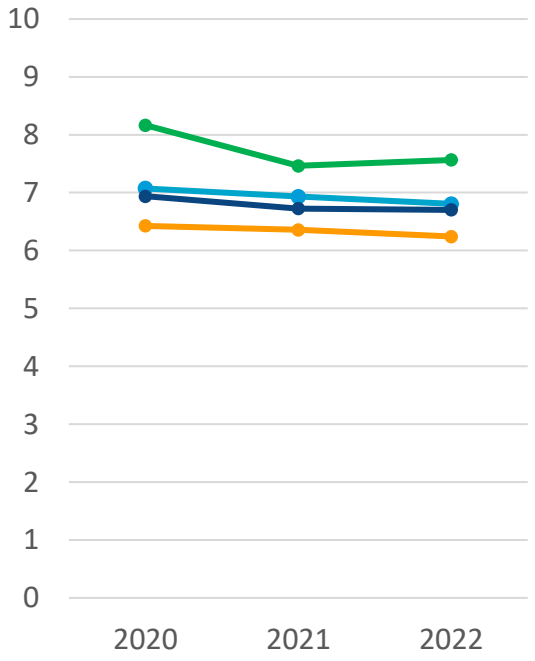

| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 7.1 | 7.0 | 6.9 |
| Highest | 7.5 | 7.4 | 7.4 |
| Average | 7.2 | 7.0 | 7.0 |
| Lowest | 6.6 | 6.5 | 6.2 |
| Responses | 1999 | 2279 | 2223 |

Worked on Covid-19 specific ward or area



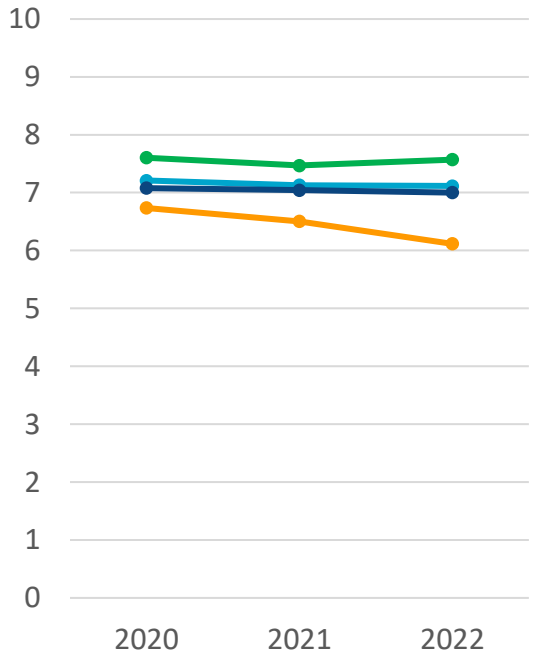

| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 7.1 | 7.0 | 6.8 |
| Highest | 7.5 | 7.5 | 7.5 |
| Average | 7.1 | 6.9 | 7.0 |
| Lowest | 6.3 | 6.4 | 6.2 |
| Responses | 438 | 567 | 613 |

Redeployed




| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 6.9 | 6.7 | 6.7 |
| Highest | 8.2 | 7.5 | 7.6 |
| Average | 7.1 | 6.9 | 6.8 |
| Lowest | 6.4 | 6.4 | 6.2 |
| Responses | 164 | 180 | 95 |

Required to work remotely / from home

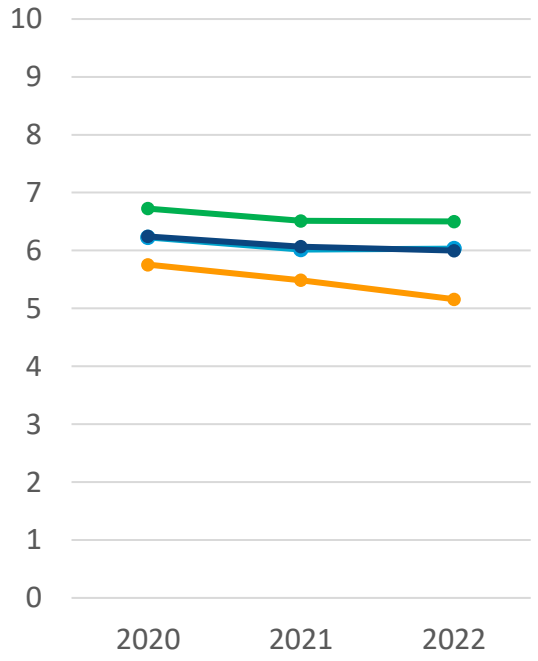



| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 7.1 | 7.0 | 7.0 |
| Highest | 7.6 | 7.5 | 7.6 |
| Average | 7.2 | 7.1 | 7.1 |
| Lowest | 6.7 | 6.5 | 6.1 |
| Responses | 1065 | 1314 | 1033 |

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**.

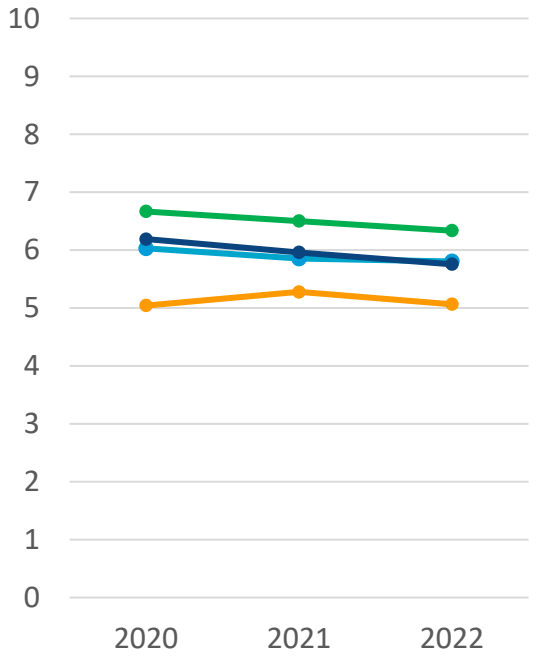
## Theme: Morale

All staff



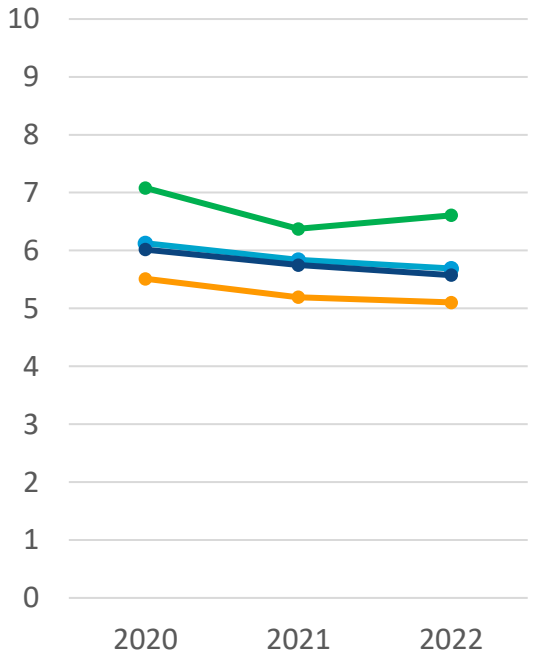

| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 6.2 | 6.1 | 6.0 |
| Highest | 6.7 | 6.5 | 6.5 |
| Average | 6.2 | 6.0 | 6.0 |
| Lowest | 5.8 | 5.5 | 5.2 |
| Responses | 1994 | 2270 | 2222 |

Worked on Covid-19 specific ward or area



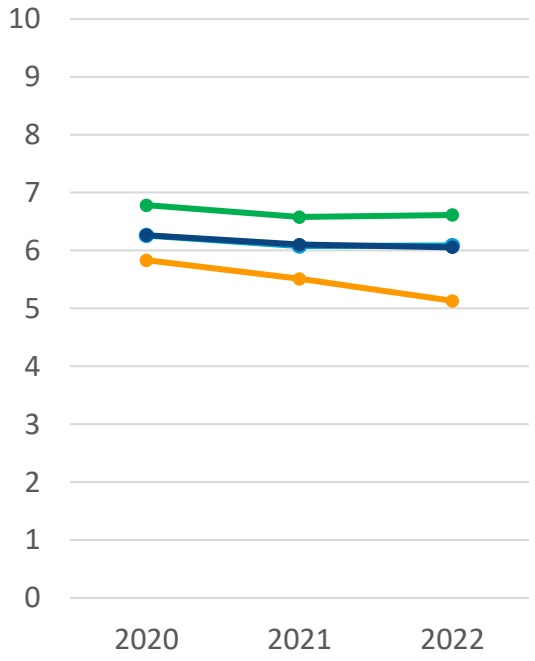

| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 6.2 | 6.0 | 5.8 |
| Highest | 6.7 | 6.5 | 6.3 |
| Average | 6.0 | 5.9 | 5.8 |
| Lowest | 5.0 | 5.3 | 5.1 |
| Responses | 438 | 568 | 613 |

Redeployed




| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 6.0 | 5.7 | 5.6 |
| Highest | 7.1 | 6.4 | 6.6 |
| Average | 6.1 | 5.8 | 5.7 |
| Lowest | 5.5 | 5.2 | 5.1 |
| Responses | 164 | 180 | 95 |

Required to work remotely / from home




| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 6.3 | 6.1 | 6.1 |
| Highest | 6.8 | 6.6 | 6.6 |
| Average | 6.3 | 6.1 | 6.1 |
| Lowest | 5.8 | 5.5 | 5.1 |
| Responses | 1065 | 1316 | 1033 |

Survey Coordination Centre

NHS

# People Promise element – We are compassionate and inclusive

Questions included:

Compassionate culture – Q6a, Q23a, Q23b, Q23c, Q23d

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

Diversity and equality – Q15, Q16a, Q16b, Q20

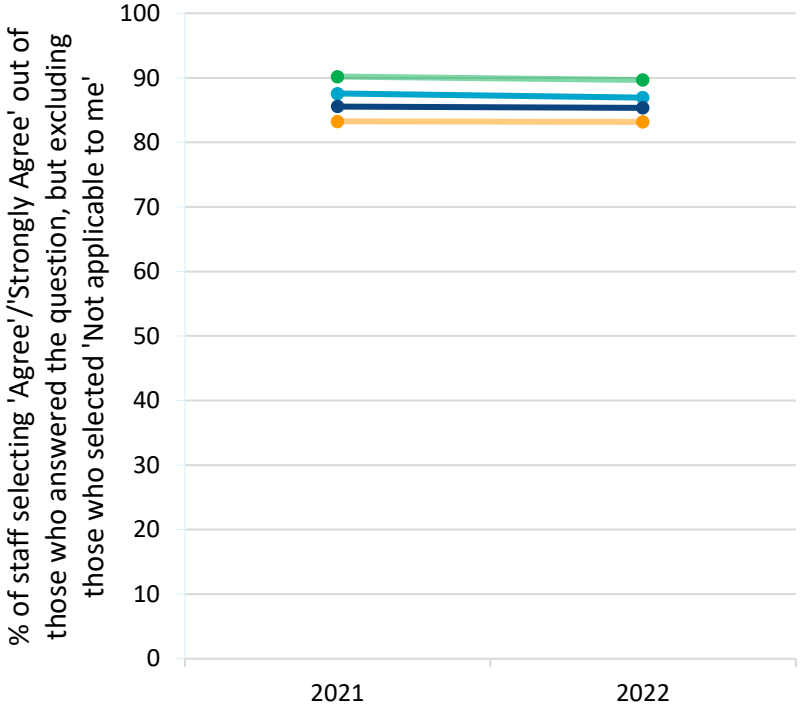
Inclusion – Q7h, Q7i, Q8b, Q8c

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Survey Coordination Centre

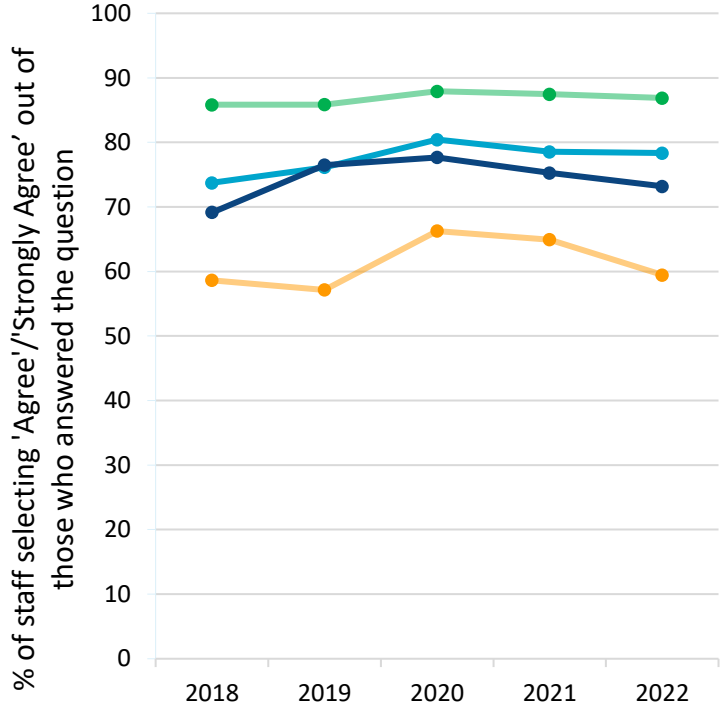
NHS

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



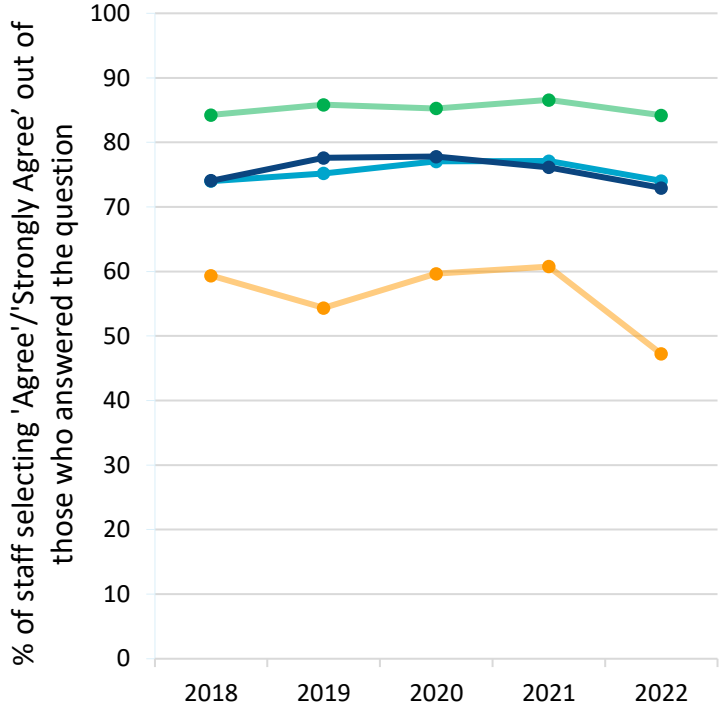

| | 2021 | 2022 |
|---|---|---|
| Your org | 85.6% | 85.4% |
| Best | 90.2% | 89.7% |
| Average | 87.6% | 87.0% |
| Worst | 83.2% | 83.2% |
| Responses | 2178 | 2119 |

Q23a Care of patients / service users is my organisation's top priority.



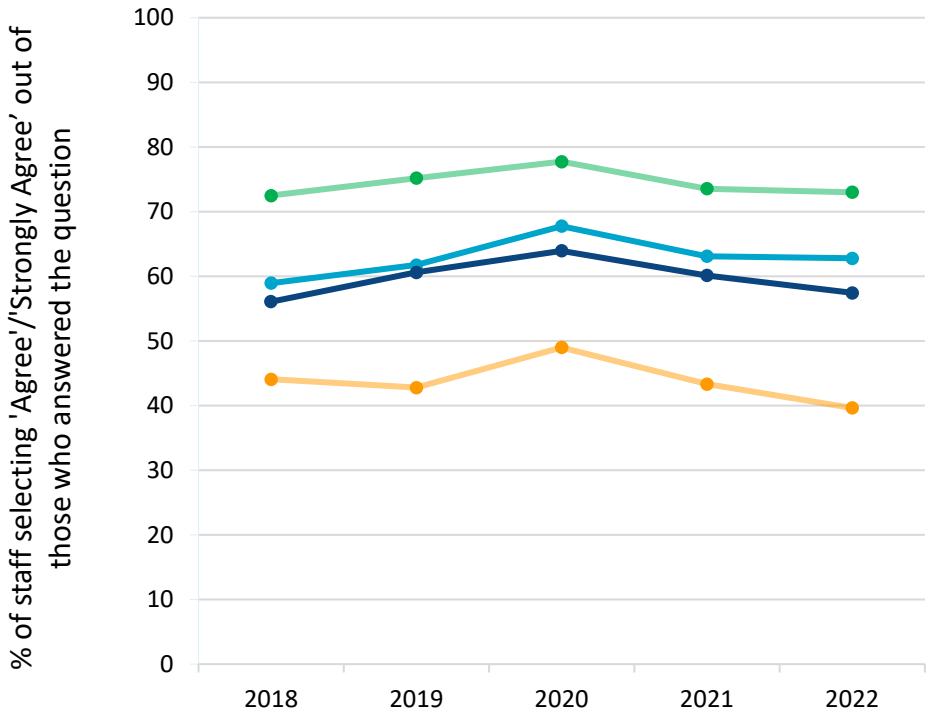

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 69.2% | 76.5% | 77.7% | 75.3% | 73.2% |
| Best | 85.8% | 85.9% | 87.9% | 87.5% | 86.9% |
| Average | 73.7% | 76.1% | 80.4% | 78.5% | 78.3% |
| Worst | 58.6% | 57.2% | 66.3% | 64.9% | 59.5% |
| Responses | 1743 | 1996 | 1978 | 2230 | 2219 |

Q23b My organisation acts on concerns raised by patients / service users.



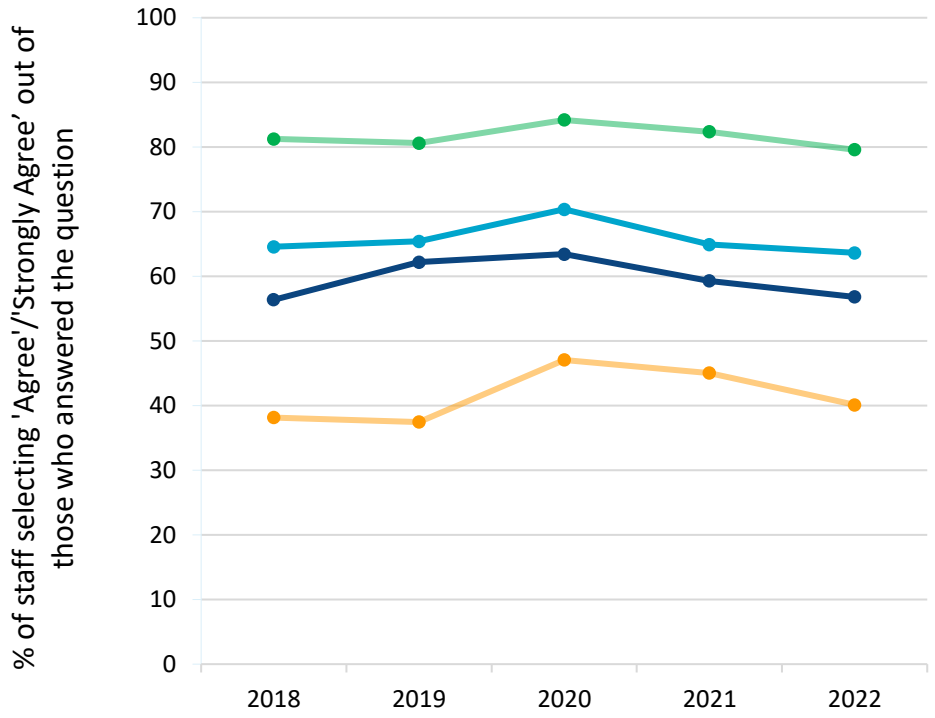

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 74.0% | 77.6% | 77.8% | 76.1% | 72.9% |
| Best | 84.2% | 85.8% | 85.3% | 86.6% | 84.2% |
| Average | 74.0% | 75.2% | 77.1% | 77.1% | 74.0% |
| Worst | 59.3% | 54.3% | 59.7% | 60.8% | 47.2% |
| Responses | 1738 | 1995 | 1979 | 2230 | 2216 |

Q23c I would recommend my organisation as a place to work.



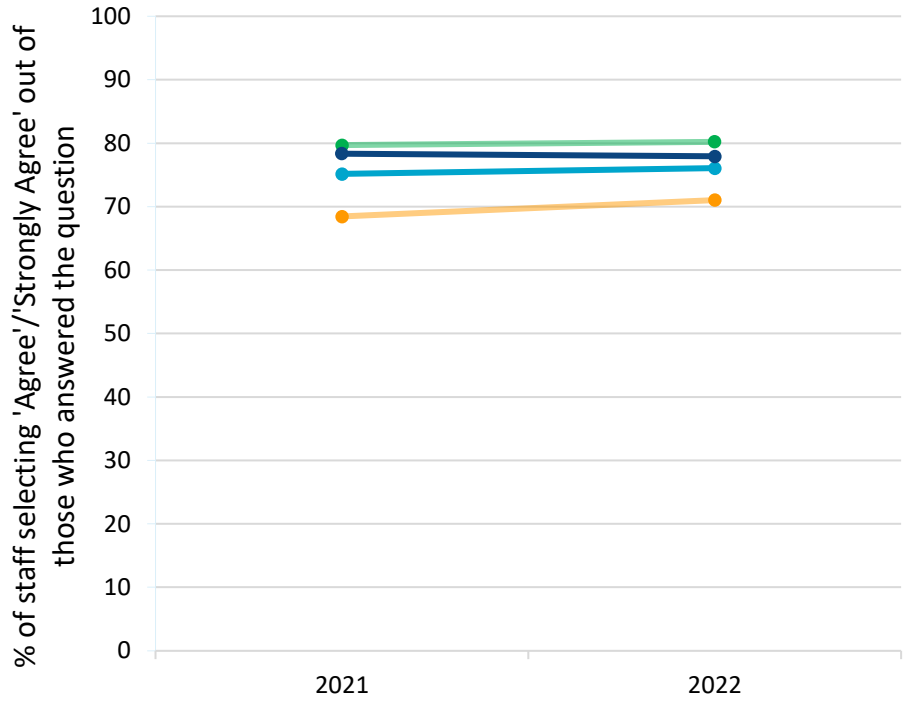

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 56.1% | 60.6% | 64.0% | 60.2% | 57.5% |
| Best | 72.5% | 75.2% | 77.8% | 73.6% | 73.0% |
| Average | 59.0% | 61.8% | 67.8% | 63.1% | 62.8% |
| Worst | 44.1% | 42.8% | 49.0% | 43.3% | 39.6% |
| Responses | 1739 | 2000 | 1976 | 2233 | 2212 |

Q23d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



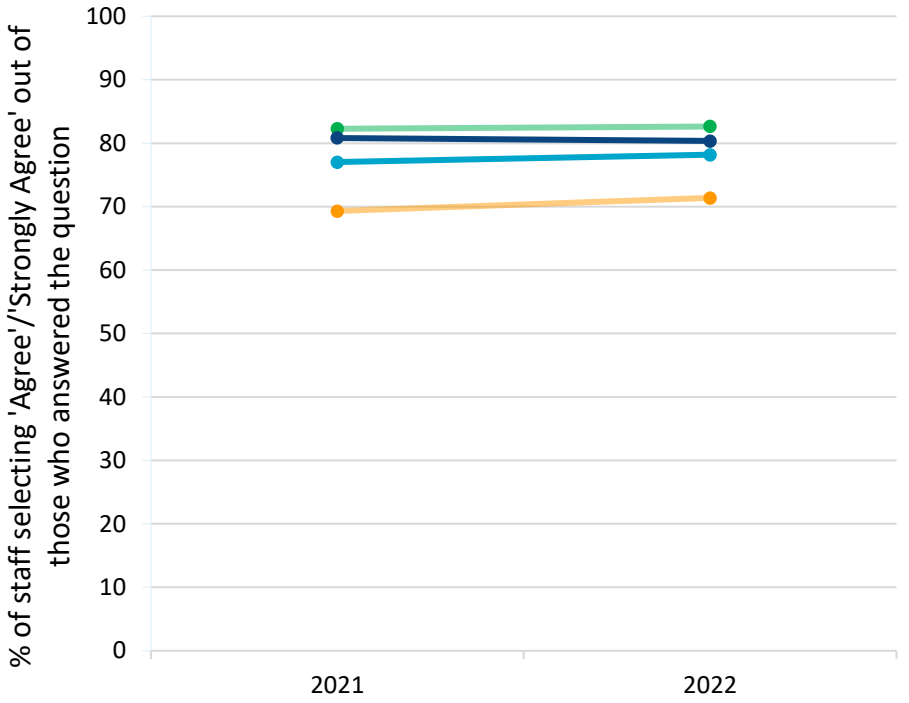

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 56.3% | 62.2% | 63.4% | 59.3% | 56.8% |
| Best | 81.3% | 80.6% | 84.2% | 82.4% | 79.6% |
| Average | 64.6% | 65.4% | 70.4% | 64.9% | 63.6% |
| Worst | 38.2% | 37.5% | 47.1% | 45.0% | 40.1% |
| Responses | 1730 | 1997 | 1973 | 2232 | 2217 |

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



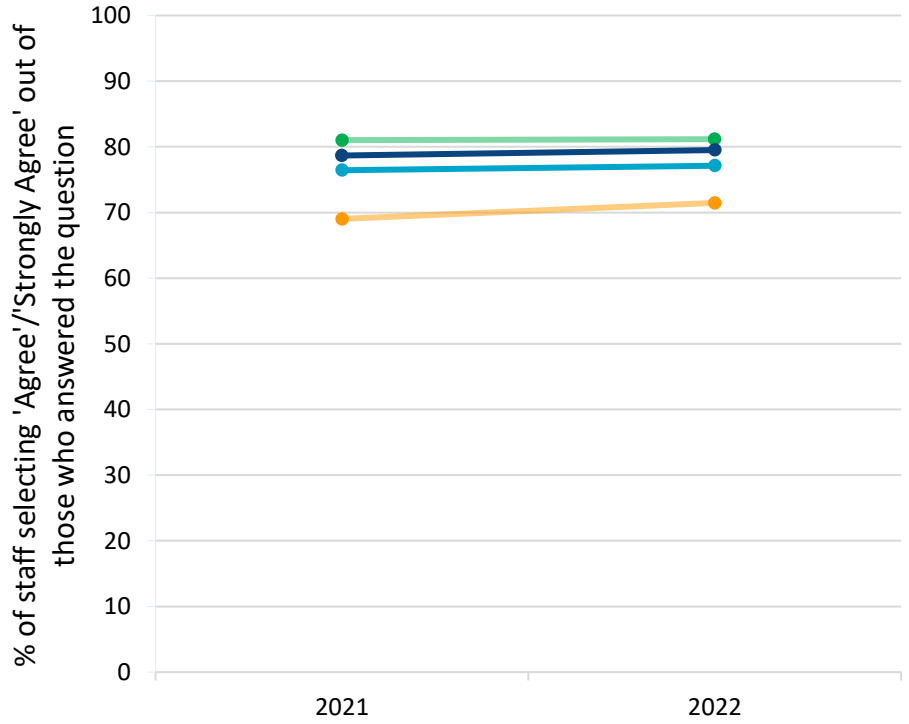

| | 2021 | 2022 |
|---|---|---|
| Your org | 78.3% | 77.9% |
| Best | 79.7% | 80.2% |
| Average | 75.2% | 76.1% |
| Worst | 68.4% | 71.0% |
| Responses | 2252 | 2217 |

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



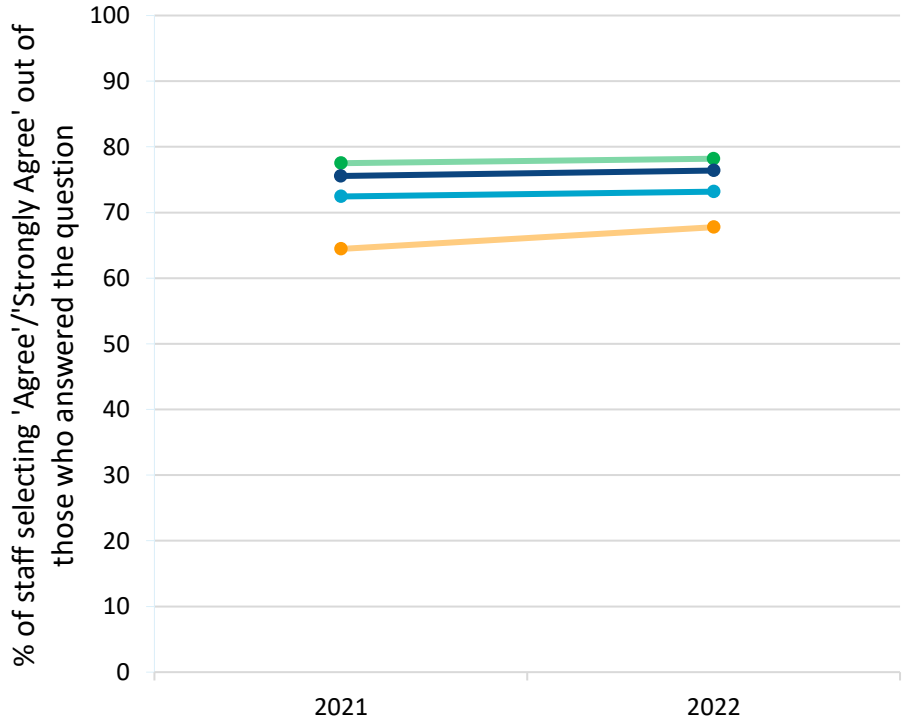

| | 2021 | 2022 |
|---|---|---|
| Your org | 80.8% | 80.3% |
| Best | 82.3% | 82.6% |
| Average | 77.0% | 78.2% |
| Worst | 69.3% | 71.4% |
| Responses | 2255 | 2219 |

Q9h My immediate manager cares about my concerns.



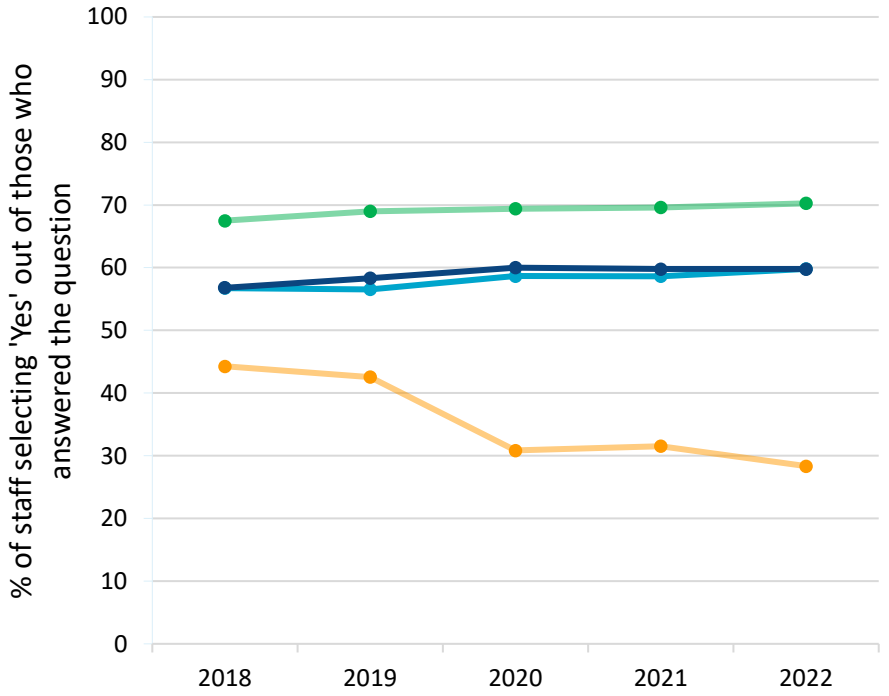

| | 2021 | 2022 |
|---|---|---|
| Your org | 78.7% | 79.5% |
| Best | 81.0% | 81.2% |
| Average | 76.5% | 77.1% |
| Worst | 69.0% | 71.4% |
| Responses | 2256 | 2218 |

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



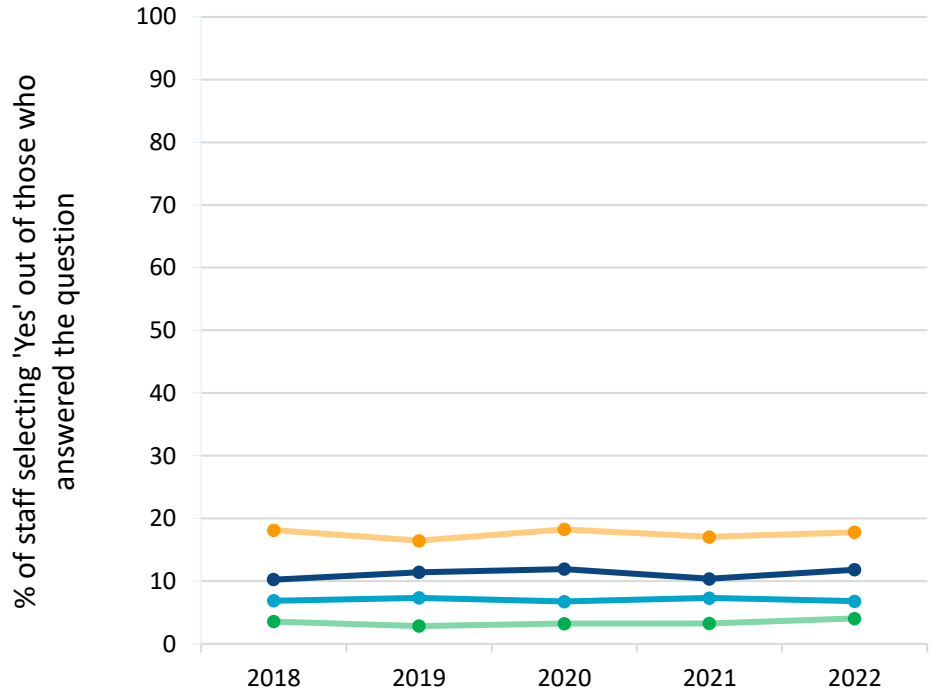

| | 2021 | 2022 |
|---|---|---|
| Your org | 75.5% | 76.4% |
| Best | 77.5% | 78.2% |
| Average | 72.4% | 73.2% |
| Worst | 64.5% | 67.8% |
| Responses | 2253 | 2219 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 56.8% | 58.3% | 60.0% | 59.8% | 59.8% |
| Best | 67.5% | 69.0% | 69.4% | 69.6% | 70.3% |
| Average | 56.8% | 56.6% | 58.7% | 58.6% | 59.8% |
| Worst | 44.3% | 42.6% | 30.9% | 31.5% | 28.3% |
| Responses | 1761 | 2005 | 1971 | 2242 | 2196 |

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?

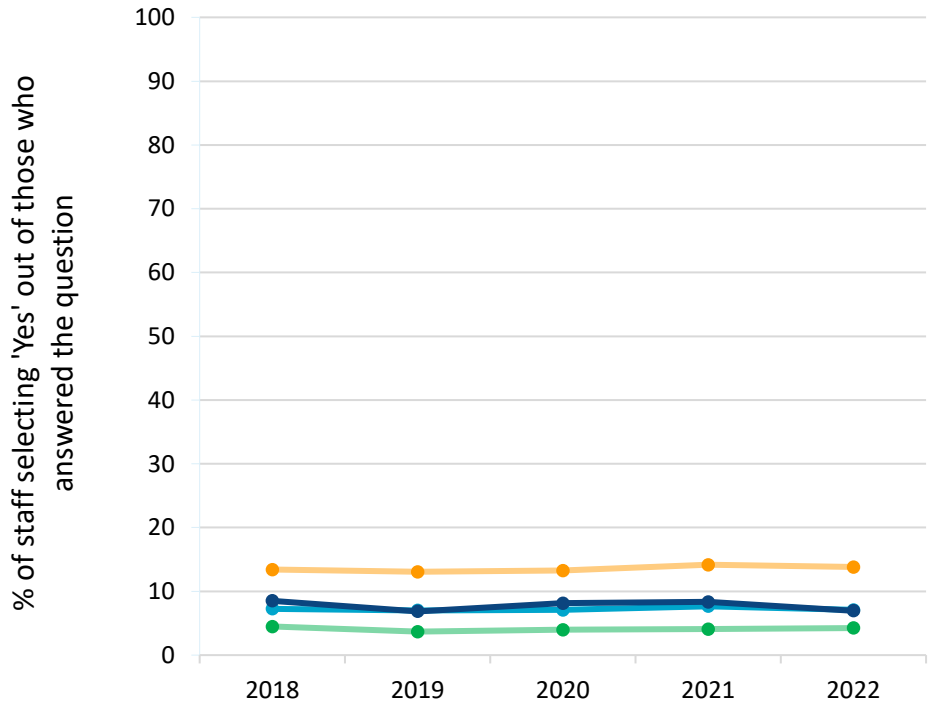



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 10.3% | 11.4% | 12.0% | 10.4% | 11.8% |
| Best | 3.6% | 2.9% | 3.2% | 3.3% | 4.1% |
| Average | 6.9% | 7.3% | 6.8% | 7.3% | 6.8% |
| Worst | 18.2% | 16.5% | 18.3% | 17.1% | 17.8% |
| Responses | 1757 | 2018 | 1982 | 2247 | 2213 |

Survey Coordination Centre

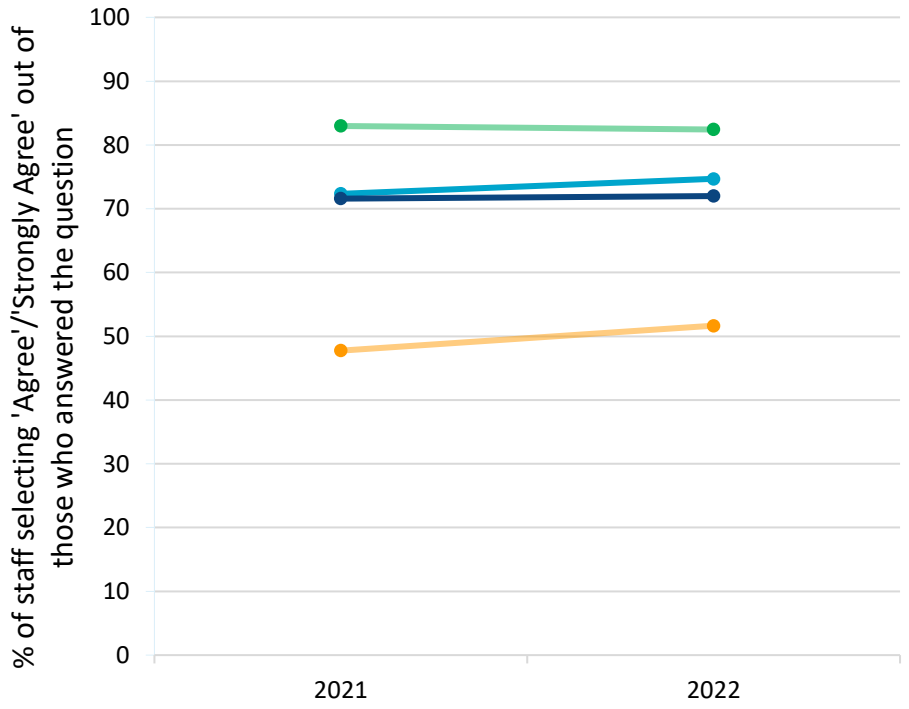
NHS

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 8.5% | 6.9% | 8.1% | 8.3% | 6.9% |
| Best | 4.5% | 3.7% | 4.0% | 4.1% | 4.3% |
| Average | 7.3% | 7.0% | 7.1% | 7.7% | 7.1% |
| Worst | 13.4% | 13.1% | 13.2% | 14.2% | 13.8% |
| Responses | 1757 | 2003 | 1973 | 2245 | 2209 |

Q20 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

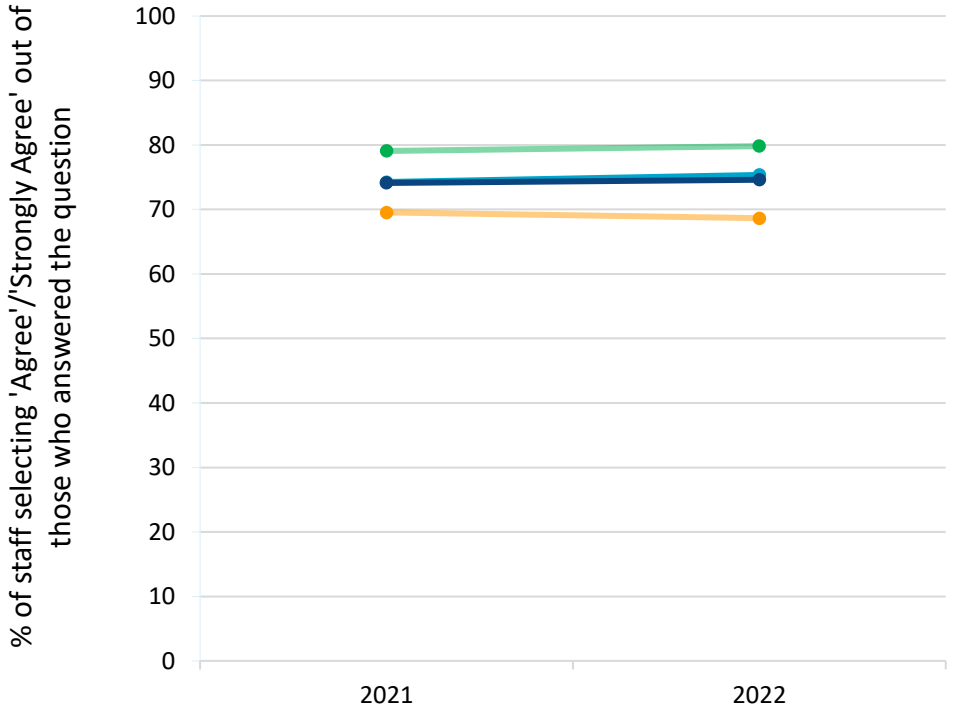



| | 2021 | 2022 |
|---|---|---|
| Your org | 71.6% | 72.0% |
| Best | 83.0% | 82.5% |
| Average | 72.4% | 74.7% |
| Worst | 47.8% | 51.7% |
| Responses | 2253 | 2222 |

Survey Coordination Centre

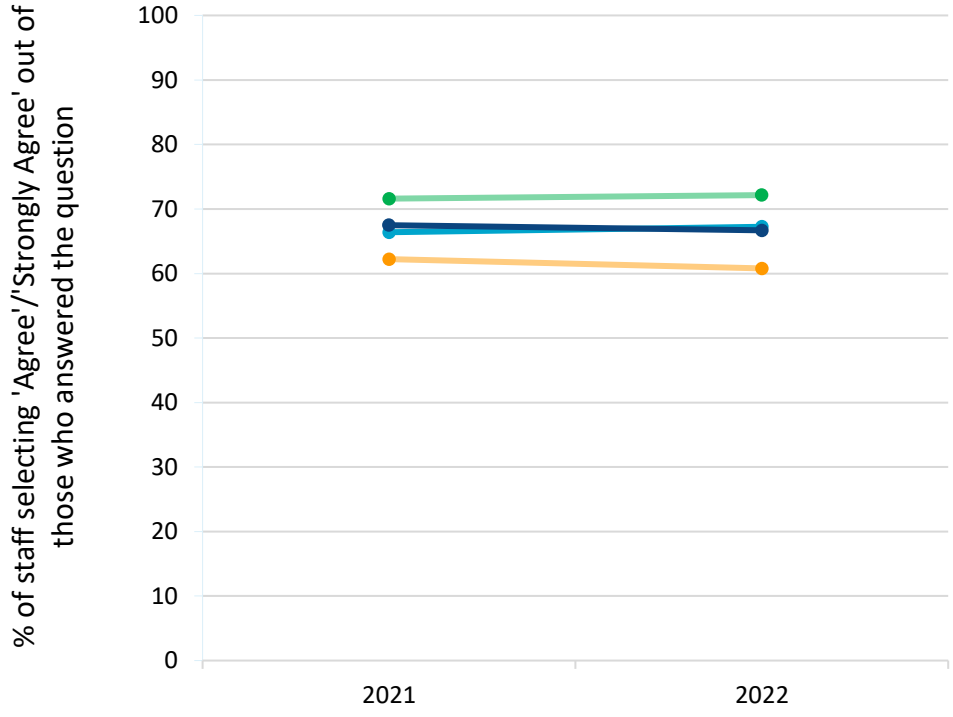
NHS

Q7h I feel valued by my team.




| | 2021 | 2022 |
|---|---|---|
| Your org | 74.1% | 74.6% |
| Best | 79.1% | 79.8% |
| Average | 74.2% | 75.4% |
| Worst | 69.5% | 68.6% |
| Responses | 2264 | 2213 |

Q7i I feel a strong personal attachment to my team.

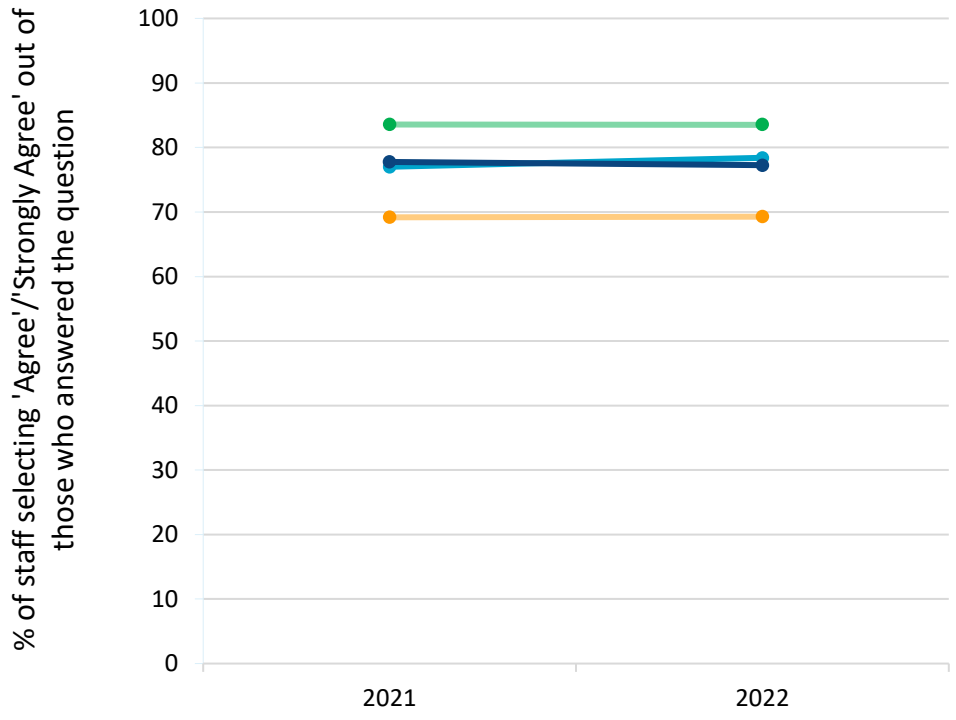



| | 2021 | 2022 |
|---|---|---|
| Your org | 67.5% | 66.7% |
| Best | 71.6% | 72.2% |
| Average | 66.4% | 67.3% |
| Worst | 62.2% | 60.8% |
| Responses | 2262 | 2214 |

Survey Coordination Centre

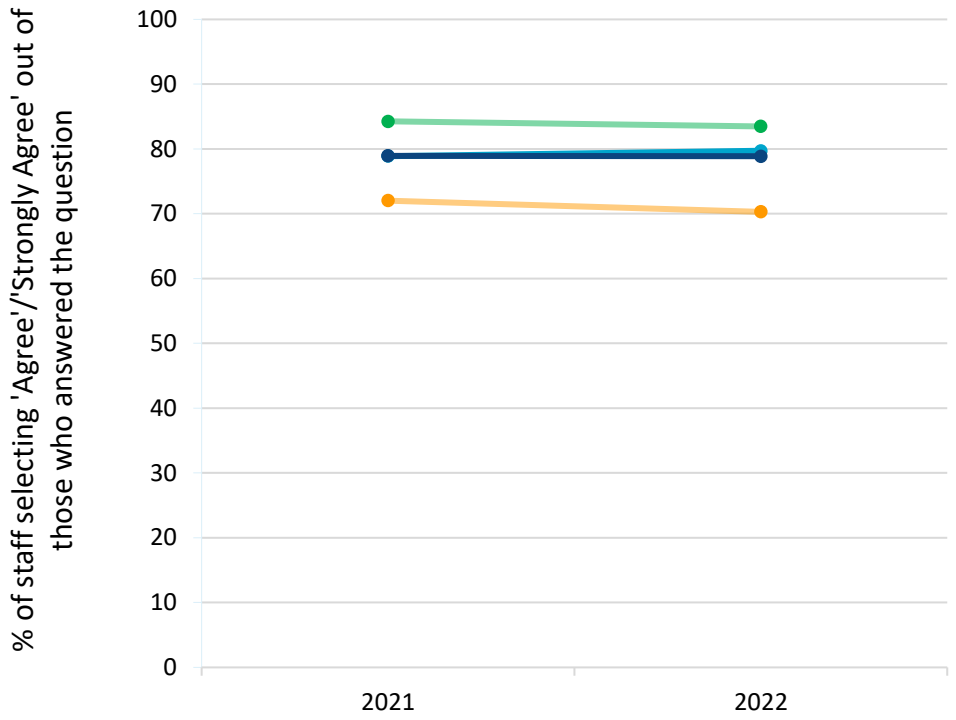
NHS

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




| | 2021 | 2022 |
|---|---|---|
| Your org | 77.8% | 77.3% |
| Best | 83.6% | 83.6% |
| Average | 77.0% | 78.4% |
| Worst | 69.2% | 69.3% |
| Responses | 2264 | 2219 |

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




| | 2021 | 2022 |
|---|---|---|
| Your org | 78.9% | 78.9% |
| Best | 84.3% | 83.4% |
| Average | 78.9% | 79.7% |
| Worst | 72.0% | 70.3% |
| Responses | 2263 | 2215 |

Survey Coordination Centre

NHS

# People Promise element – We are recognised and rewarded

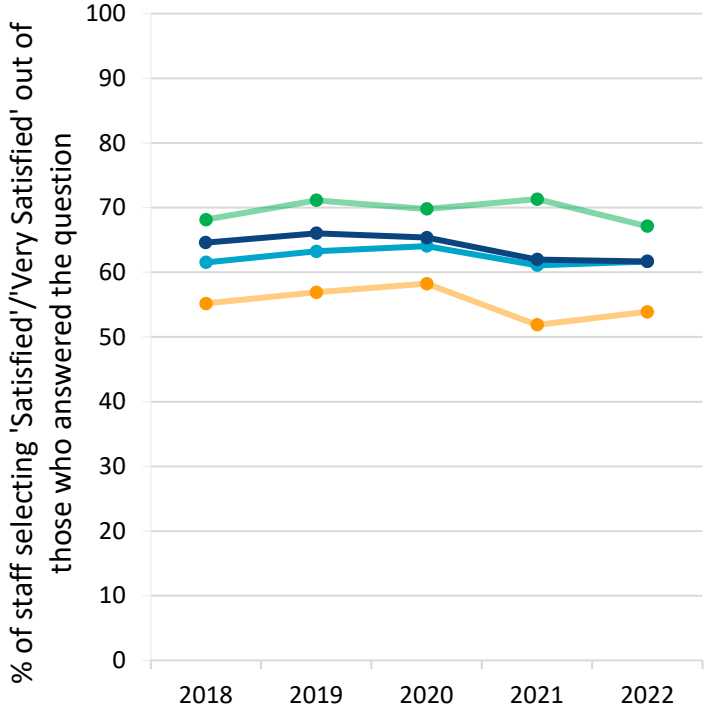
Questions included:

Q4a, Q4b, Q4c, Q8d, Q9e

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

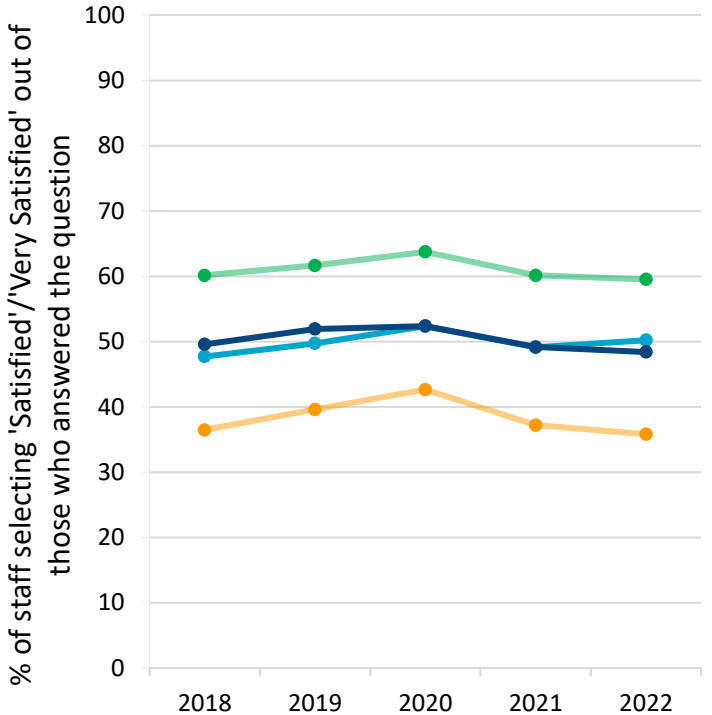
Survey Coordination Centre NHS

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



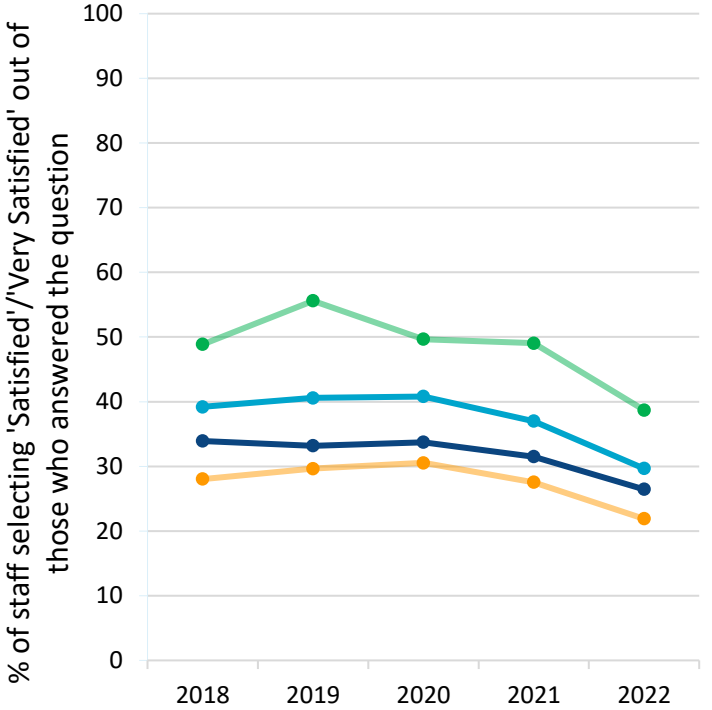

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 64.6% | 66.0% | 65.4% | 62.0% | 61.7% |
| Best | 68.1% | 71.1% | 69.8% | 71.3% | 67.1% |
| Average | 61.5% | 63.2% | 64.1% | 61.1% | 61.7% |
| Worst | 55.2% | 56.9% | 58.2% | 51.9% | 53.9% |
| Responses | 1794 | 2024 | 1993 | 2268 | 2218 |

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



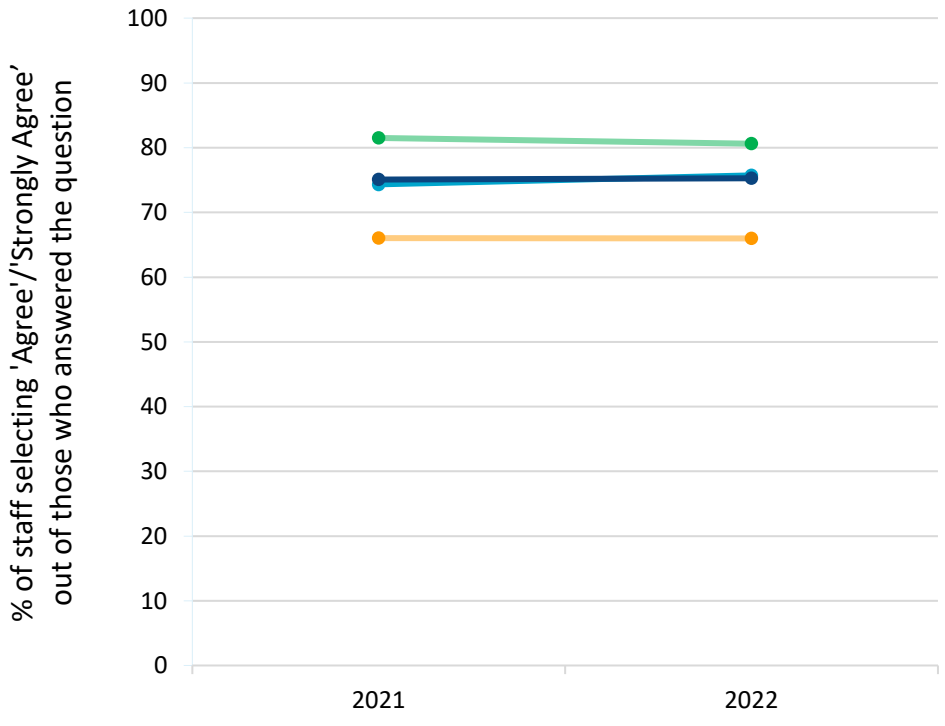

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 49.6% | 51.9% | 52.4% | 49.2% | 48.4% |
| Best | 60.1% | 61.7% | 63.7% | 60.1% | 59.5% |
| Average | 47.7% | 49.7% | 52.4% | 49.1% | 50.2% |
| Worst | 36.5% | 39.6% | 42.6% | 37.2% | 35.8% |
| Responses | 1785 | 2017 | 1991 | 2270 | 2217 |

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



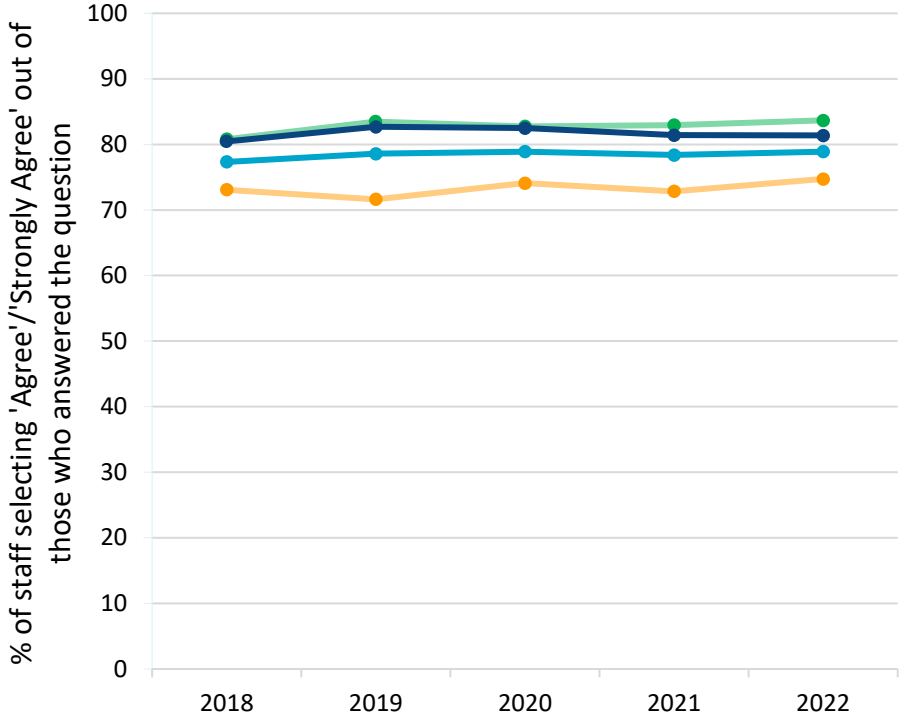

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 33.9% | 33.2% | 33.7% | 31.5% | 26.5% |
| Best | 48.9% | 55.6% | 49.7% | 49.0% | 38.7% |
| Average | 39.2% | 40.6% | 40.8% | 37.0% | 29.7% |
| Worst | 28.1% | 29.6% | 30.5% | 27.5% | 21.9% |
| Responses | 1788 | 2022 | 1990 | 2273 | 2218 |

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




| | 2021 | 2022 |
|---|---|---|
| Your org | 75.1% | 75.3% |
| Best | 81.5% | 80.6% |
| Average | 74.3% | 75.7% |
| Worst | 66.0% | 66.0% |
| Responses | 2265 | 2216 |

Q9e My immediate manager values my work.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 80.4% | 82.7% | 82.5% | 81.4% | 81.4% |
| Best | 80.8% | 83.5% | 82.7% | 82.9% | 83.7% |
| Average | 77.3% | 78.6% | 78.9% | 78.4% | 78.9% |
| Worst | 73.1% | 71.6% | 74.1% | 72.8% | 74.7% |
| Responses | 1779 | 2015 | 1987 | 2250 | 2216 |

Survey Coordination Centre

NHS

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

Questions included:

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

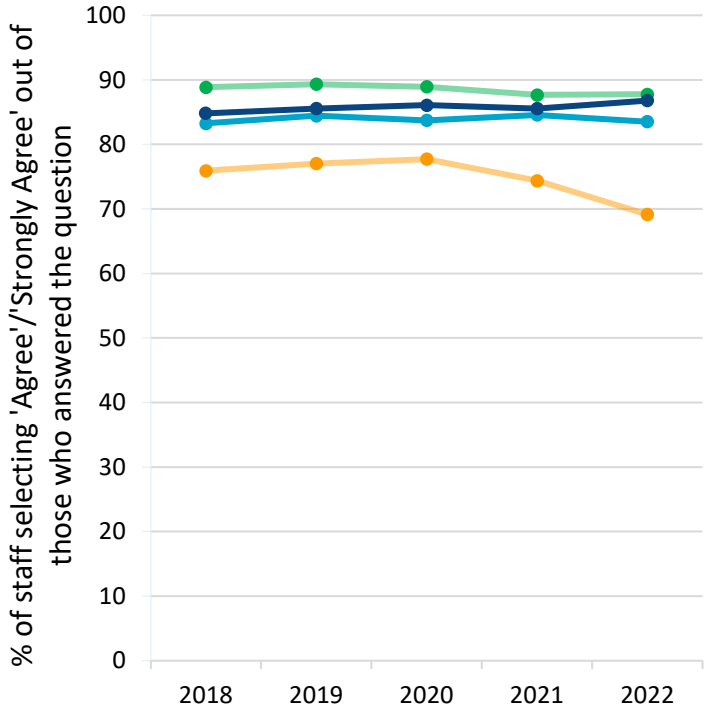
Raising concerns – Q19a, Q19b, Q23e, Q23f

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Survey Coordination Centre

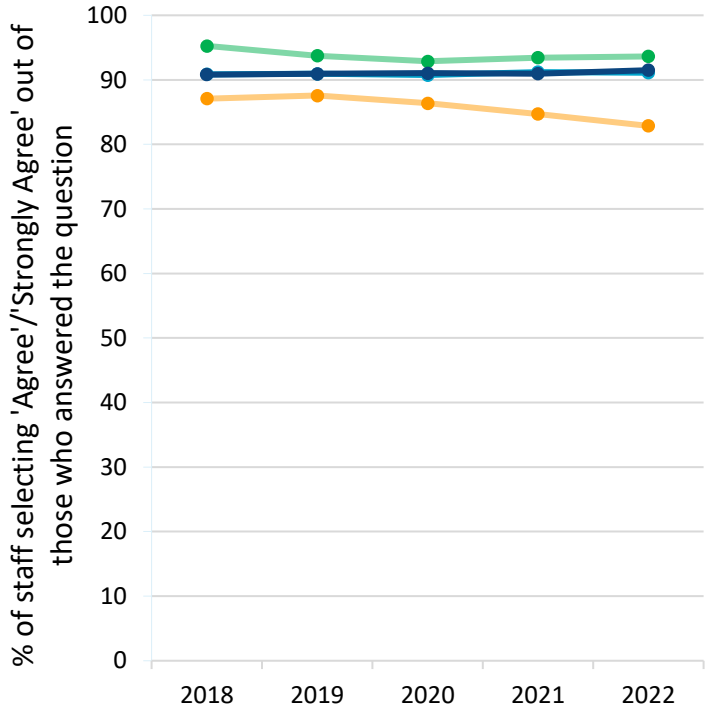
NHS

Q3a I always know what my work responsibilities are.



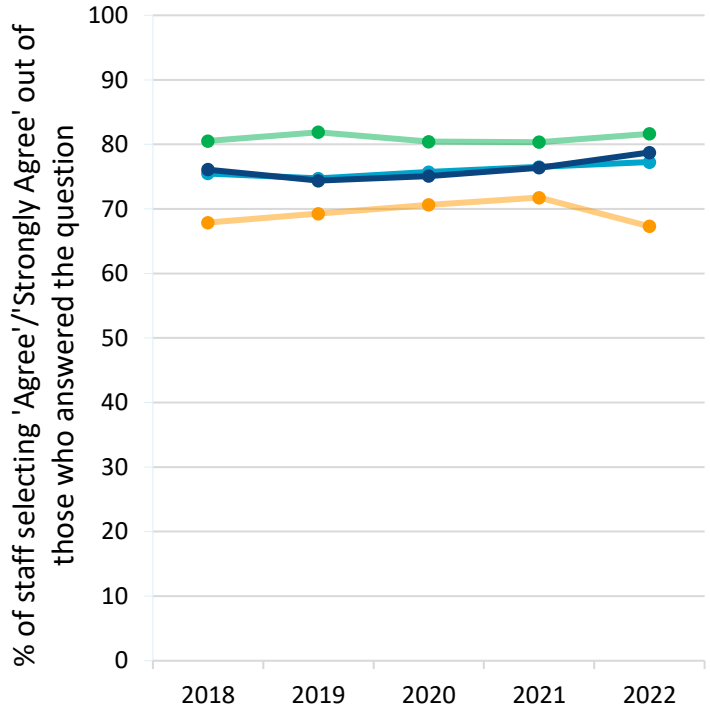

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 84.8% | 85.6% | 86.1% | 85.6% | 86.8% |
| Best | 88.8% | 89.3% | 88.9% | 87.7% | 87.8% |
| Average | 83.3% | 84.4% | 83.7% | 84.6% | 83.5% |
| Worst | 75.9% | 77.0% | 77.7% | 74.4% | 69.2% |
| Responses | 1811 | 2030 | 2010 | 2278 | 2222 |

Q3b I am trusted to do my job.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 90.8% | 90.9% | 91.0% | 91.0% | 91.5% |
| Best | 95.3% | 93.7% | 92.9% | 93.4% | 93.6% |
| Average | 90.9% | 90.9% | 90.7% | 91.2% | 91.1% |
| Worst | 87.1% | 87.6% | 86.4% | 84.7% | 82.9% |
| Responses | 1796 | 2027 | 2008 | 2276 | 2220 |

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

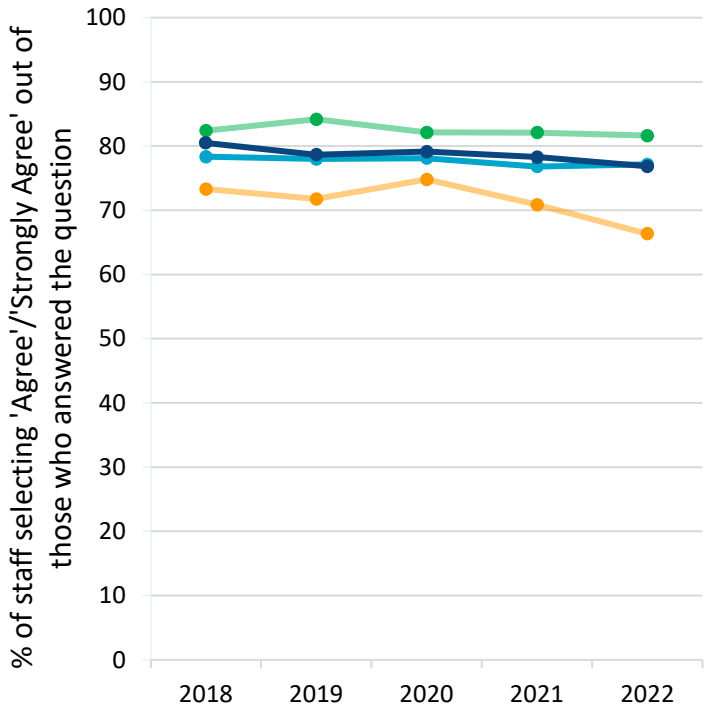



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 76.1% | 74.4% | 75.1% | 76.4% | 78.8% |
| Best | 80.5% | 81.9% | 80.4% | 80.4% | 81.6% |
| Average | 75.5% | 74.7% | 75.7% | 76.5% | 77.3% |
| Worst | 67.9% | 69.3% | 70.6% | 71.7% | 67.3% |
| Responses | 1812 | 2033 | 1998 | 2277 | 2219 |

Survey Coordination Centre

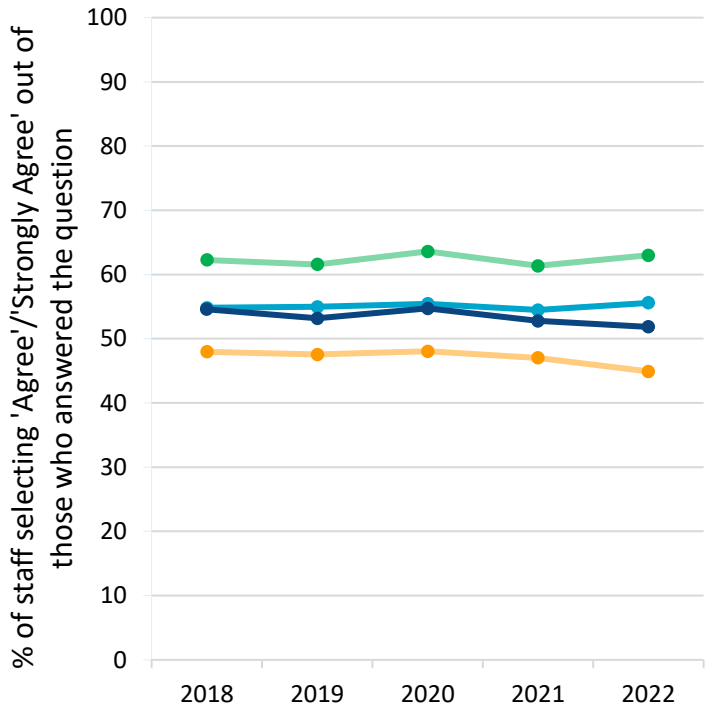
NHS

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



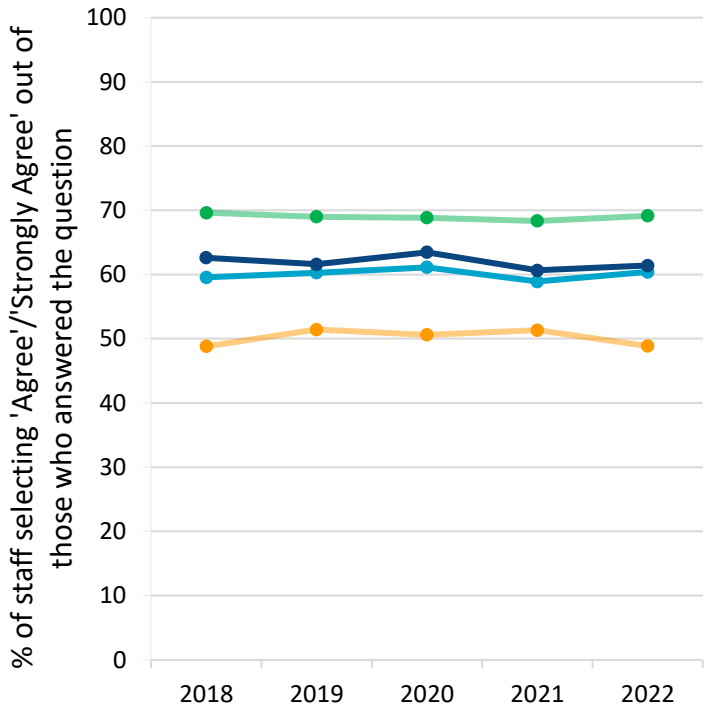

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 80.5% | 78.7% | 79.1% | 78.3% | 76.8% |
| Best | 82.4% | 84.2% | 82.1% | 82.1% | 81.6% |
| Average | 78.3% | 78.0% | 78.1% | 76.8% | 77.1% |
| Worst | 73.3% | 71.7% | 74.8% | 70.9% | 66.3% |
| Responses | 1808 | 2033 | 1994 | 2282 | 2219 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 54.6% | 53.2% | 54.7% | 52.8% | 51.9% |
| Best | 62.3% | 61.6% | 63.6% | 61.3% | 63.0% |
| Average | 54.8% | 55.0% | 55.4% | 54.5% | 55.6% |
| Worst | 48.0% | 47.5% | 48.0% | 47.0% | 44.9% |
| Responses | 1800 | 2029 | 1998 | 2277 | 2219 |

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

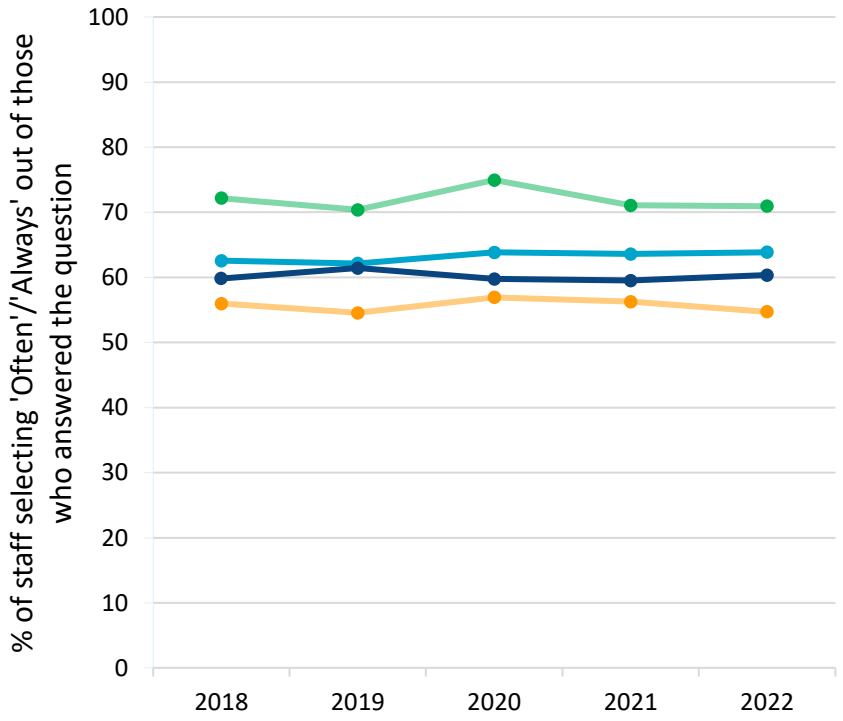



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 62.6% | 61.6% | 63.5% | 60.7% | 61.4% |
| Best | 69.6% | 69.0% | 68.8% | 68.4% | 69.1% |
| Average | 59.5% | 60.3% | 61.1% | 58.9% | 60.4% |
| Worst | 48.8% | 51.4% | 50.6% | 51.3% | 48.9% |
| Responses | 1799 | 2031 | 1998 | 2276 | 2216 |

Survey Coordination Centre

NHS

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

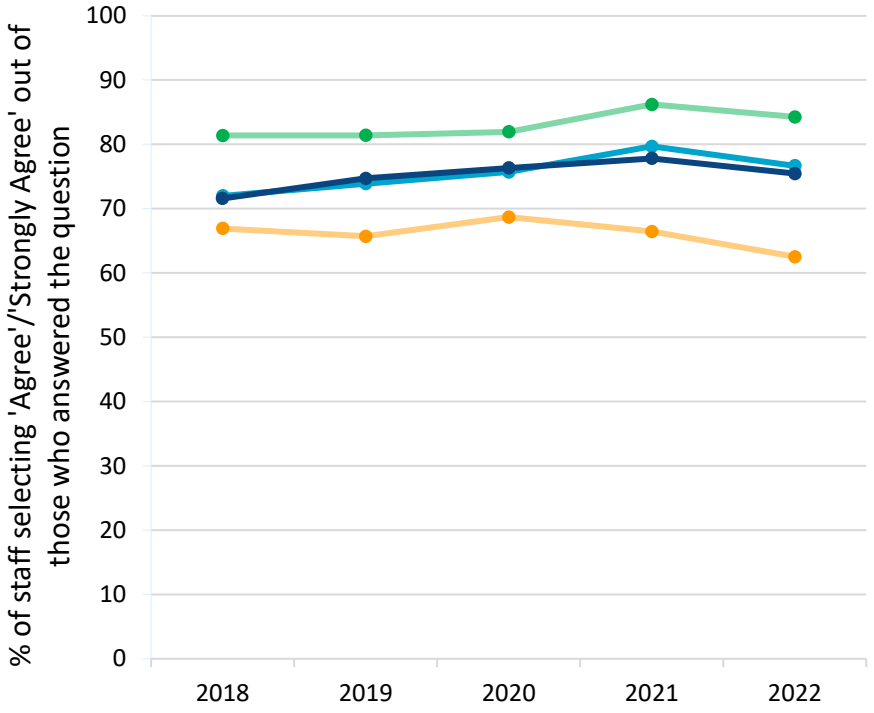



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 59.8% | 61.4% | 59.8% | 59.5% | 60.3% |
| Best | 72.2% | 70.4% | 75.0% | 71.1% | 70.9% |
| Average | 62.6% | 62.1% | 63.8% | 63.6% | 63.9% |
| Worst | 56.0% | 54.6% | 56.9% | 56.3% | 54.7% |
| Responses | 1788 | 2010 | 1990 | 2267 | 2211 |

Survey Coordination Centre

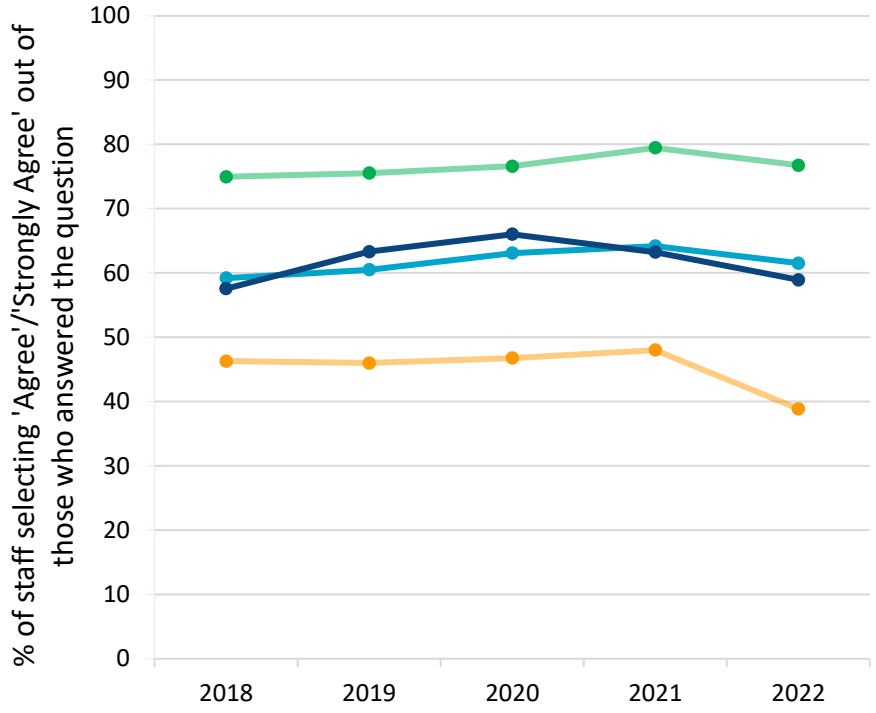
NHS

Q19a I would feel secure raising concerns about unsafe clinical practice.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 71.6% | 74.7% | 76.3% | 77.8% | 75.5% |
| Best | 81.4% | 81.4% | 82.0% | 86.2% | 84.3% |
| Average | 72.0% | 73.9% | 75.7% | 79.7% | 76.7% |
| Worst | 66.9% | 65.7% | 68.7% | 66.4% | 62.5% |
| Responses | 1767 | 2008 | 1979 | 2245 | 2219 |

Q19b I am confident that my organisation would address my concern.

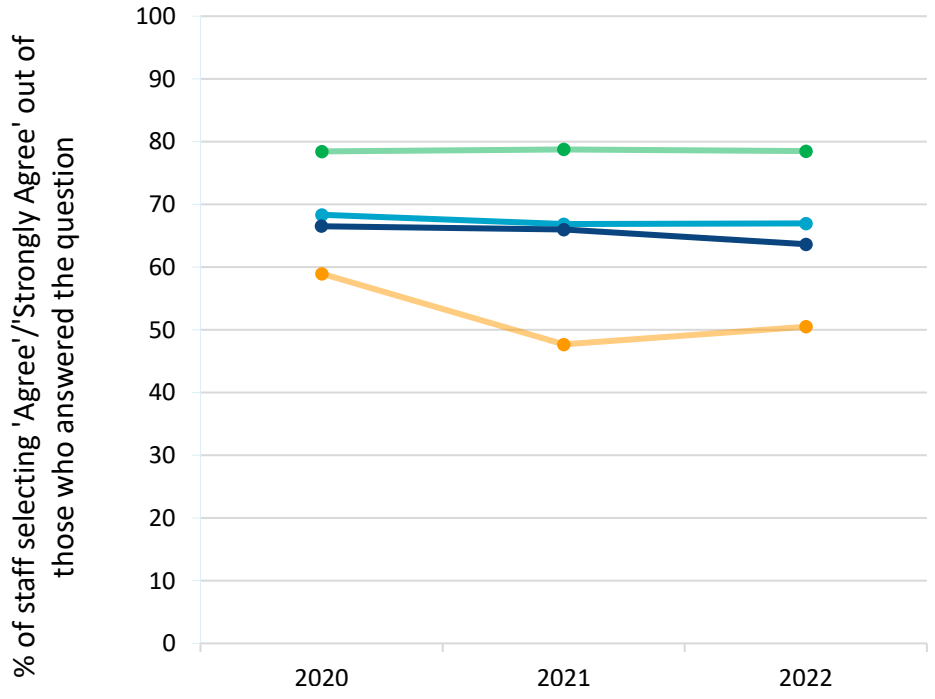



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 57.6% | 63.3% | 66.0% | 63.2% | 58.9% |
| Best | 75.0% | 75.5% | 76.6% | 79.5% | 76.7% |
| Average | 59.2% | 60.5% | 63.1% | 64.2% | 61.5% |
| Worst | 46.3% | 46.0% | 46.8% | 48.0% | 38.9% |
| Responses | 1764 | 2007 | 1978 | 2244 | 2219 |

Survey Coordination Centre

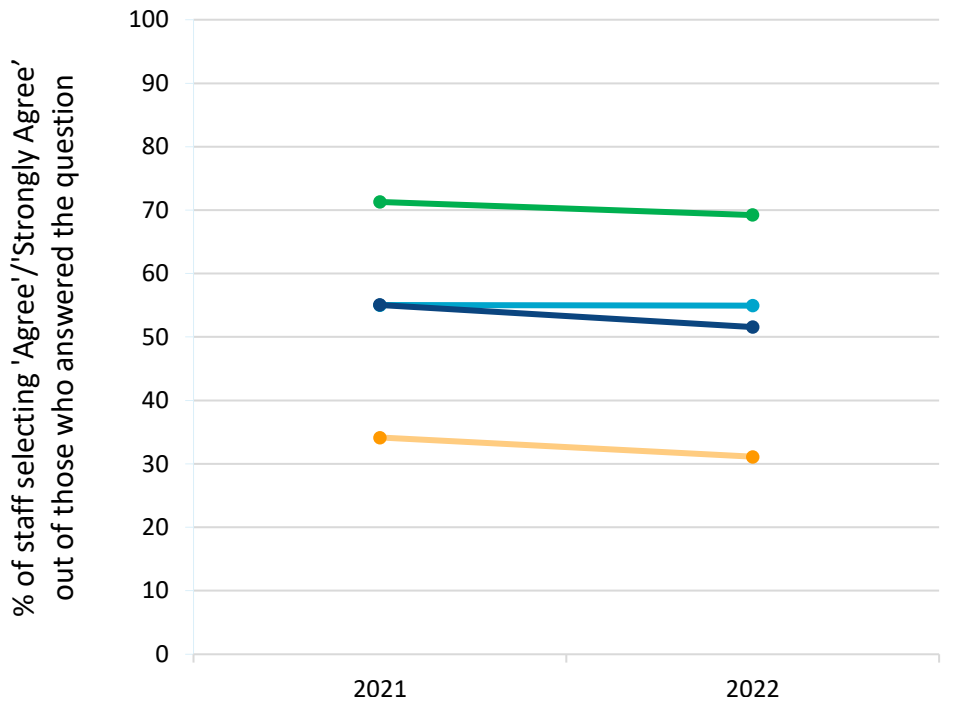
NHS

Q23e I feel safe to speak up about anything that concerns me in this organisation.




| | 2020 | 2021 | 2022 |
|---|---|---|---|
| Your org | 66.5% | 66.0% | 63.6% |
| Best | 78.5% | 78.8% | 78.5% |
| Average | 68.3% | 66.9% | 67.0% |
| Worst | 59.0% | 47.7% | 50.5% |
| Responses | 1977 | 2235 | 2218 |

Q23f If I spoke up about something that concerned me I am confident my organisation would address my concern.




| | 2021 | 2022 |
|---|---|---|
| Your org | 55.0% | 51.6% |
| Best | 71.3% | 69.2% |
| Average | 55.0% | 55.0% |
| Worst | 34.2% | 31.1% |
| Responses | 2235 | 2218 |

Survey Coordination Centre

NHS

# People Promise element – We are safe and healthy

Questions included:

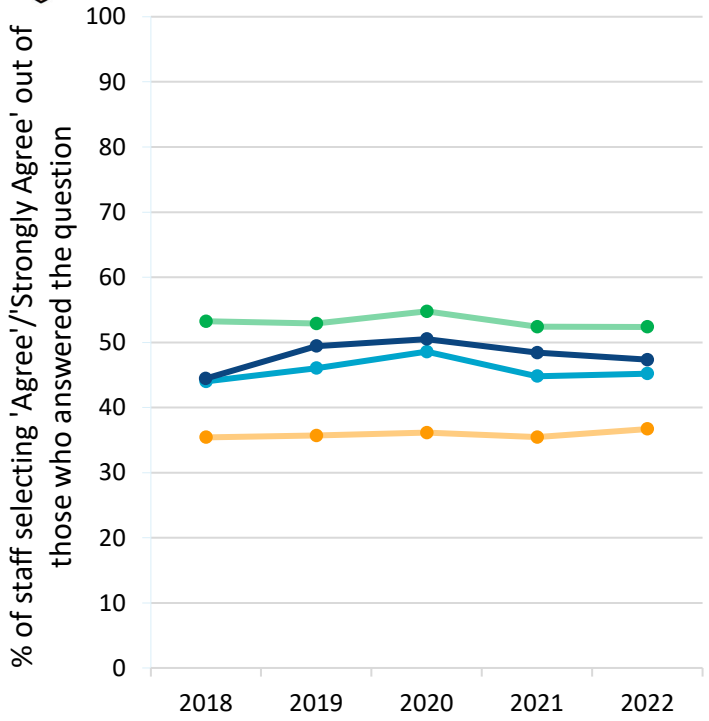
Health and safety climate: Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

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

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

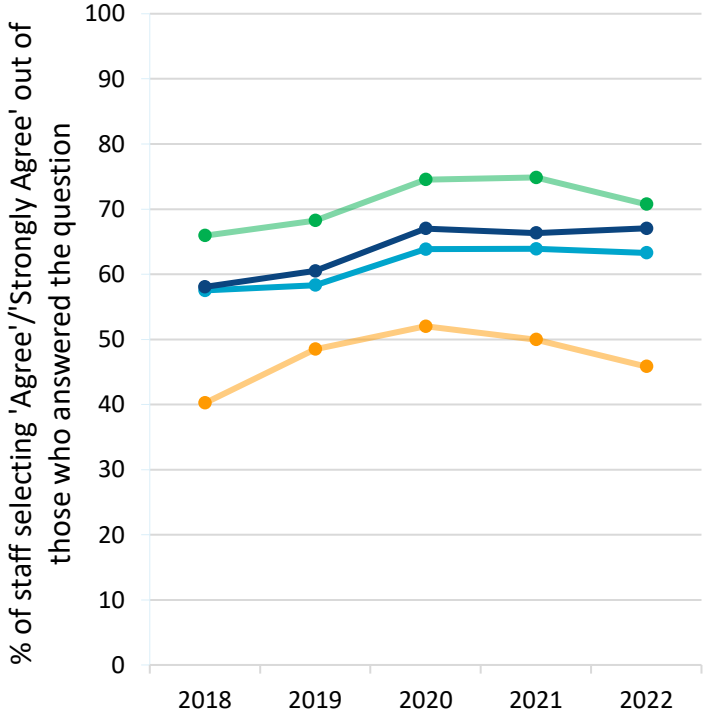
Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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



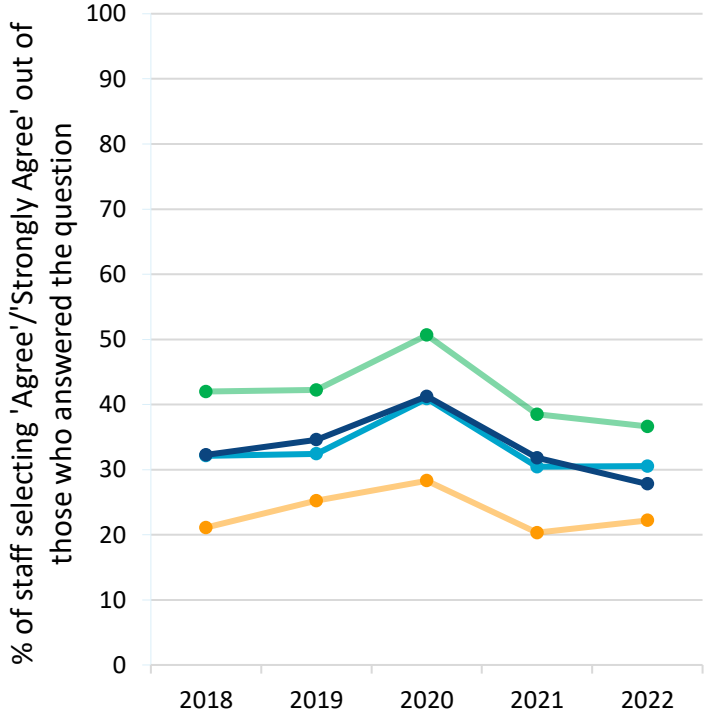

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 44.4% | 49.4% | 50.5% | 48.4% | 47.3% |
| Best | 53.2% | 52.9% | 54.8% | 52.4% | 52.4% |
| Average | 44.0% | 46.0% | 48.6% | 44.8% | 45.2% |
| Worst | 35.4% | 35.7% | 36.1% | 35.4% | 36.7% |
| Responses | 1797 | 2021 | 1989 | 2275 | 2212 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 58.0% | 60.5% | 67.0% | 66.3% | 67.0% |
| Best | 65.9% | 68.3% | 74.5% | 74.8% | 70.8% |
| Average | 57.5% | 58.3% | 63.8% | 63.9% | 63.3% |
| Worst | 40.2% | 48.5% | 52.0% | 50.0% | 45.8% |
| Responses | 1802 | 2025 | 1995 | 2280 | 2215 |

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

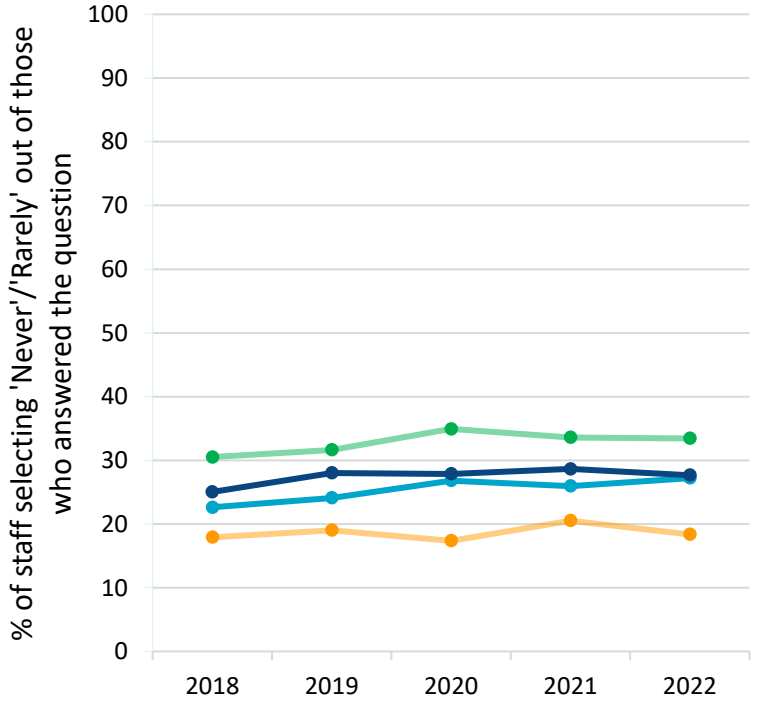



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 32.3% | 34.6% | 41.3% | 31.8% | 27.8% |
| Best | 42.0% | 42.2% | 50.7% | 38.5% | 36.6% |
| Average | 32.1% | 32.4% | 40.9% | 30.4% | 30.5% |
| Worst | 21.1% | 25.2% | 28.3% | 20.3% | 22.2% |
| Responses | 1802 | 2029 | 1993 | 2277 | 2216 |

Survey Coordination Centre

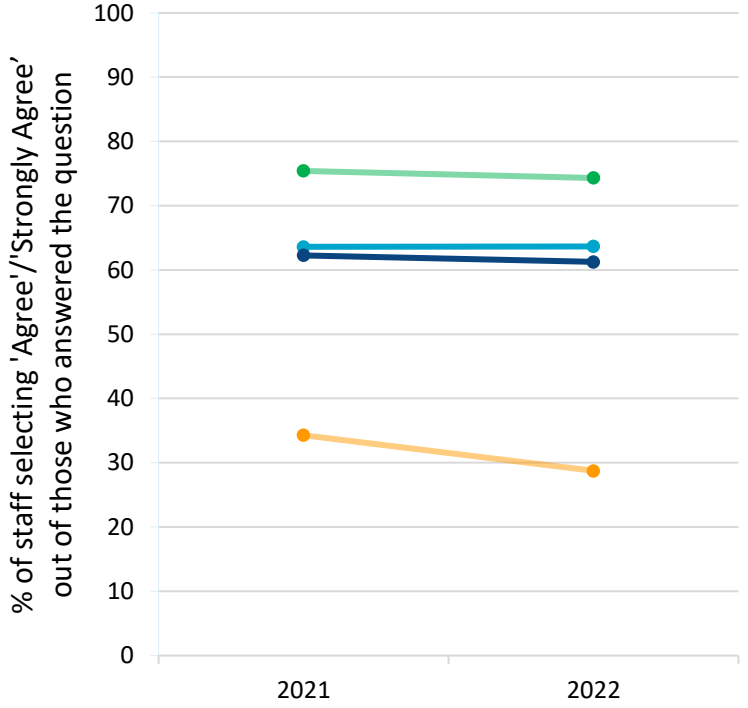
NHS

Q5a I have unrealistic time pressures.



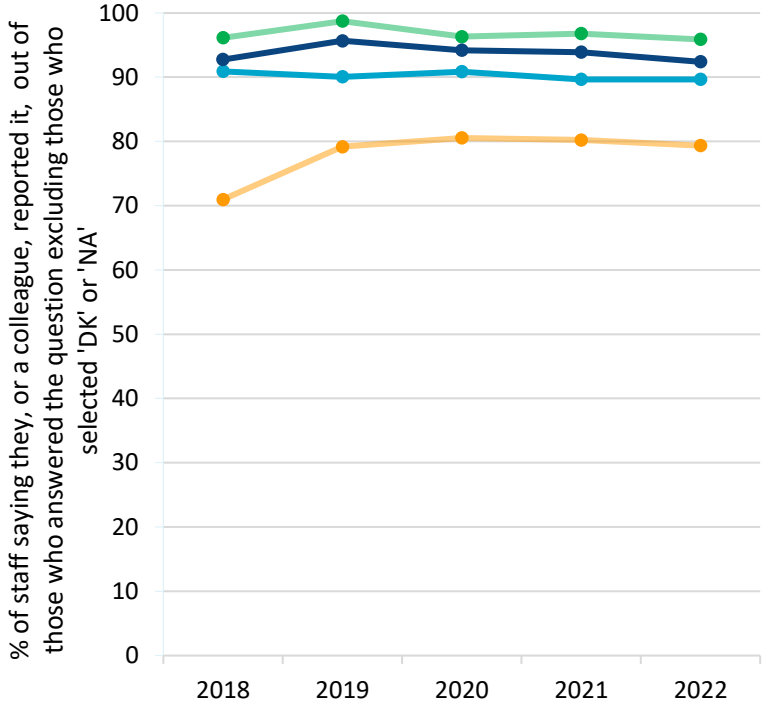

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 25.1% | 28.0% | 27.9% | 28.7% | 27.7% |
| Best | 30.5% | 31.6% | 34.9% | 33.6% | 33.4% |
| Average | 22.6% | 24.1% | 26.8% | 26.0% | 27.2% |
| Worst | 17.9% | 19.0% | 17.4% | 20.6% | 18.4% |
| Responses | 1788 | 2014 | 1987 | 2264 | 2207 |

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



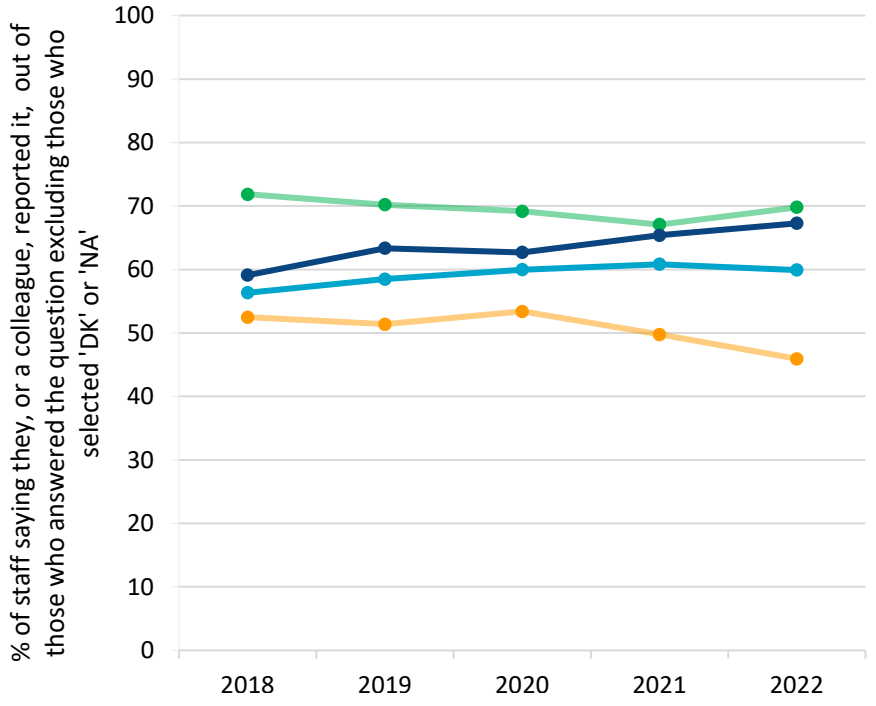

| | 2021 | 2022 |
|---|---|---|
| Your org | 62.3% | 61.3% |
| Best | 75.4% | 74.3% |
| Average | 63.6% | 63.7% |
| Worst | 34.3% | 28.7% |
| Responses | 2225 | 2196 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 92.7% | 95.7% | 94.2% | 93.9% | 92.4% |
| Best | 96.1% | 98.7% | 96.3% | 96.8% | 95.9% |
| Average | 90.9% | 90.0% | 90.9% | 89.7% | 89.6% |
| Worst | 71.0% | 79.2% | 80.5% | 80.2% | 79.4% |
| Responses | 353 | 403 | 373 | 382 | 363 |

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

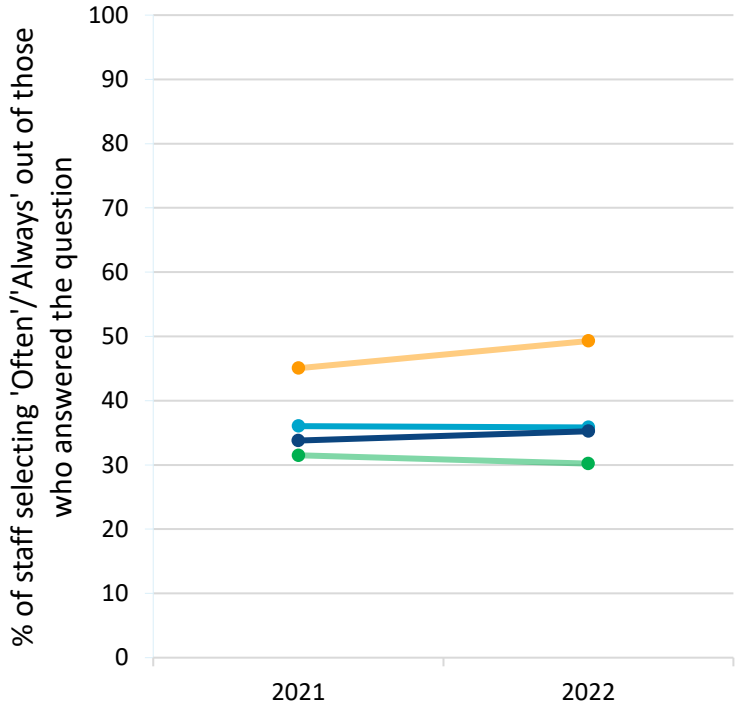



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 59.1% | 63.3% | 62.7% | 65.4% | 67.3% |
| Best | 71.9% | 70.2% | 69.2% | 67.1% | 69.8% |
| Average | 56.3% | 58.5% | 60.0% | 60.8% | 59.9% |
| Worst | 52.5% | 51.4% | 53.4% | 49.7% | 45.9% |
| Responses | 658 | 792 | 736 | 763 | 736 |

Survey Coordination Centre

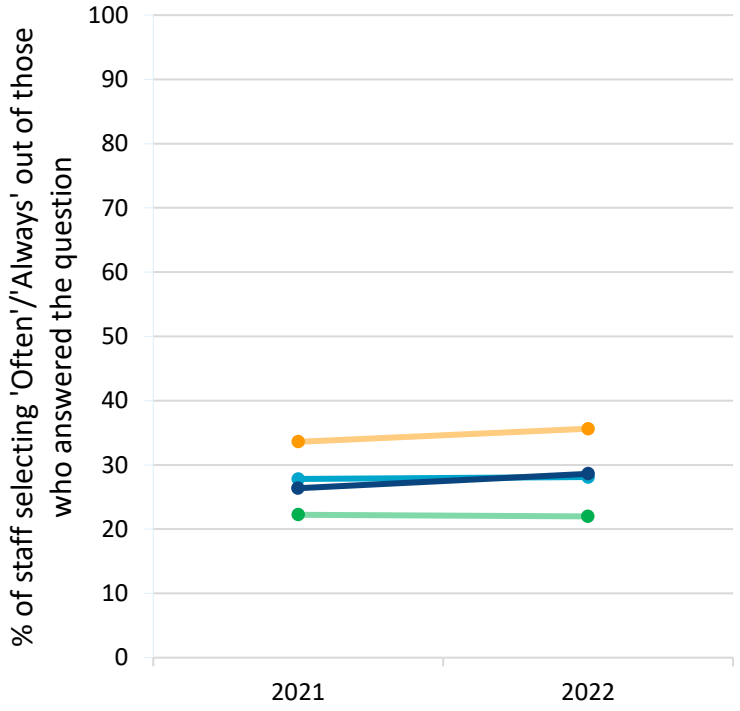
NHS

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



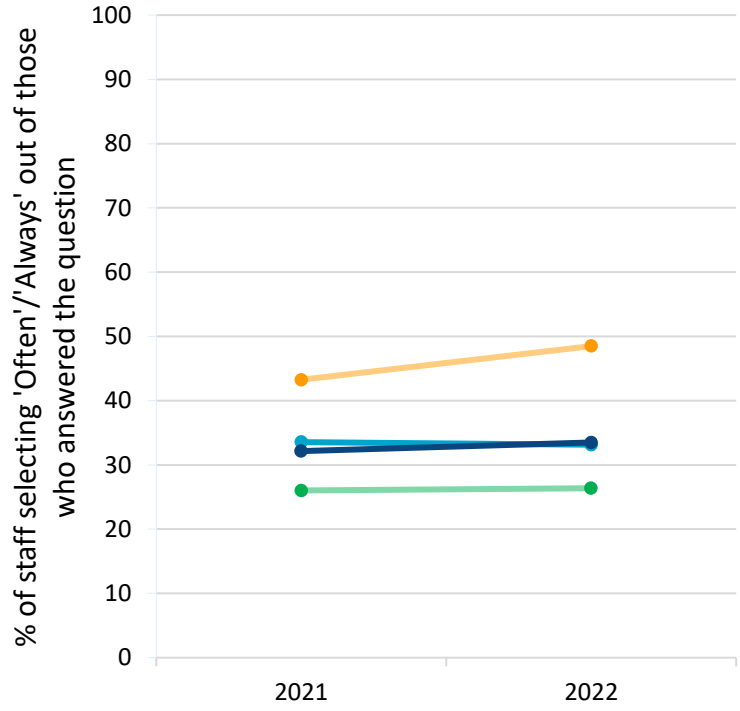

| | 2021 | 2022 |
|---|---|---|
| Your org | 33.8% | 35.3% |
| Best | 31.5% | 30.2% |
| Average | 36.1% | 35.8% |
| Worst | 45.1% | 49.3% |
| Responses | 2248 | 2224 |

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




| | 2021 | 2022 |
|---|---|---|
| Your org | 26.4% | 28.6% |
| Best | 22.3% | 22.0% |
| Average | 27.8% | 28.1% |
| Worst | 33.6% | 35.6% |
| Responses | 2246 | 2222 |

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

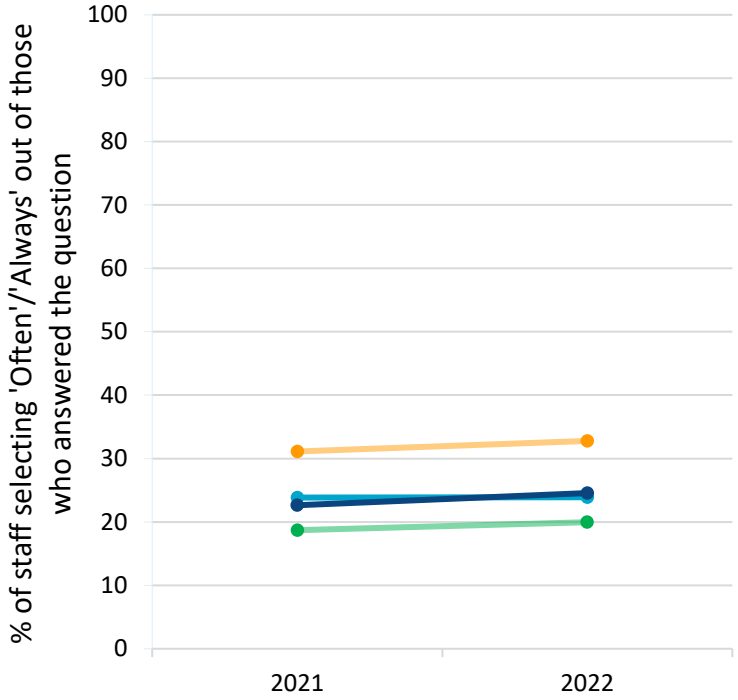



| | 2021 | 2022 |
|---|---|---|
| Your org | 32.1% | 33.5% |
| Best | 26.0% | 26.4% |
| Average | 33.6% | 33.1% |
| Worst | 43.2% | 48.5% |
| Responses | 2249 | 2220 |

Survey Coordination Centre

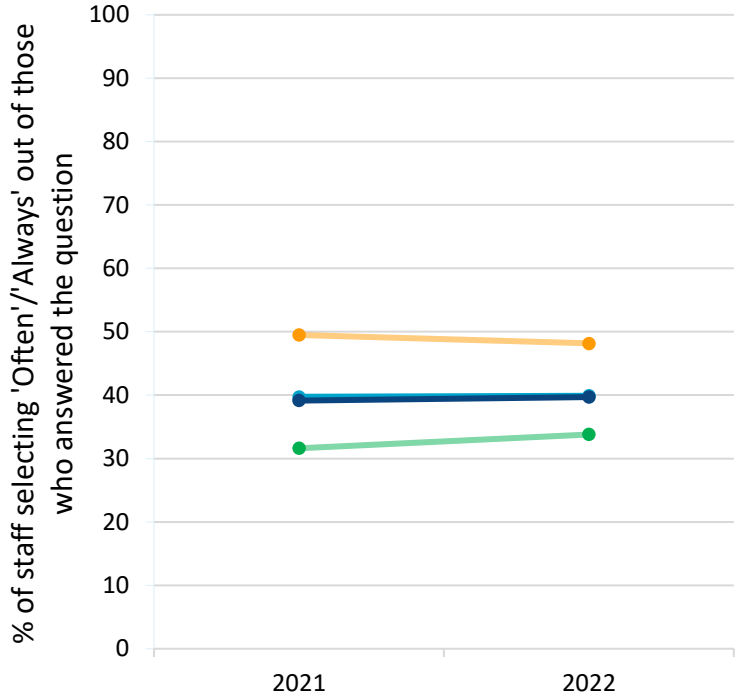
NHS

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



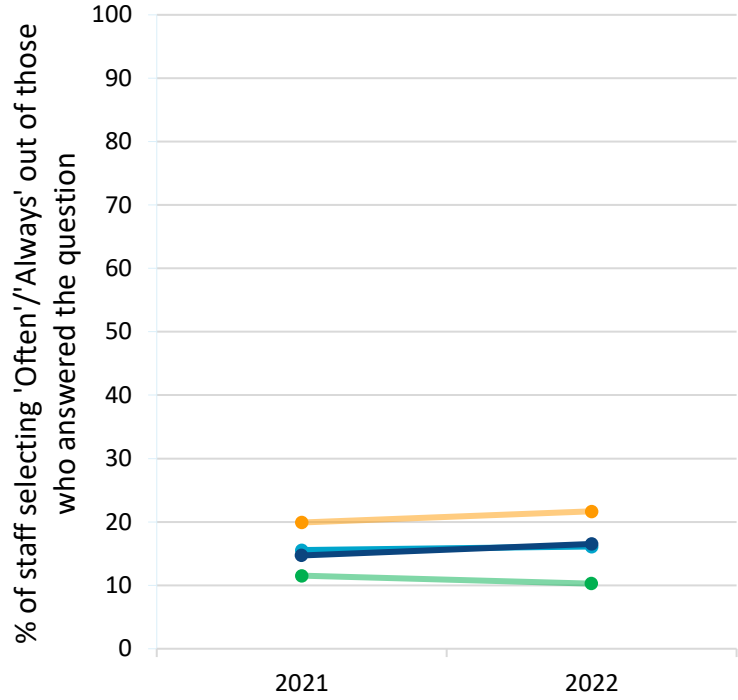

| | 2021 | 2022 |
|---|---|---|
| Your org | 22.6% | 24.6% |
| Best | 18.7% | 20.0% |
| Average | 23.9% | 23.9% |
| Worst | 31.1% | 32.8% |
| Responses | 2248 | 2221 |

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




| | 2021 | 2022 |
|---|---|---|
| Your org | 39.1% | 39.7% |
| Best | 31.6% | 33.8% |
| Average | 39.7% | 39.9% |
| Worst | 49.5% | 48.2% |
| Responses | 2245 | 2216 |

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

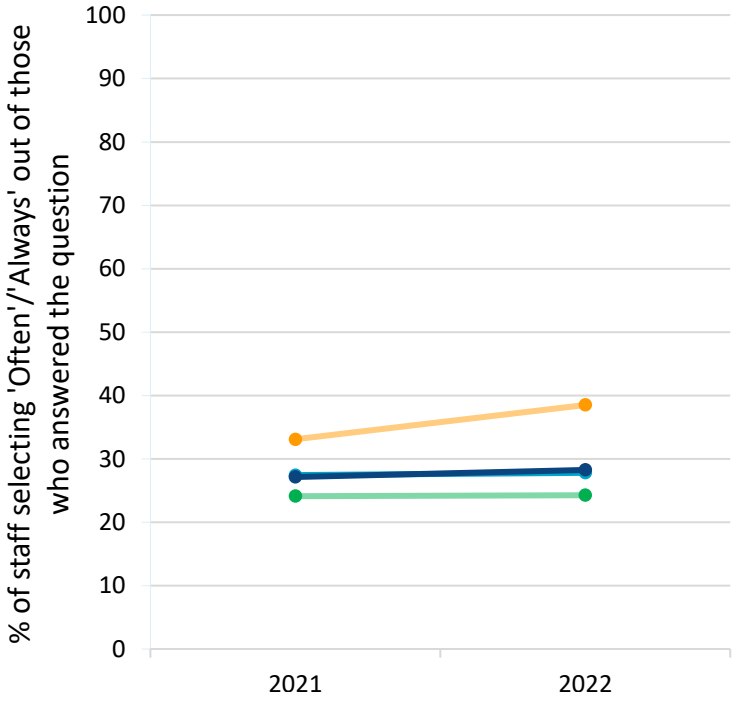



| | 2021 | 2022 |
|---|---|---|
| Your org | 14.7% | 16.5% |
| Best | 11.5% | 10.3% |
| Average | 15.5% | 16.1% |
| Worst | 19.9% | 21.7% |
| Responses | 2241 | 2219 |

Survey Coordination Centre

NHS

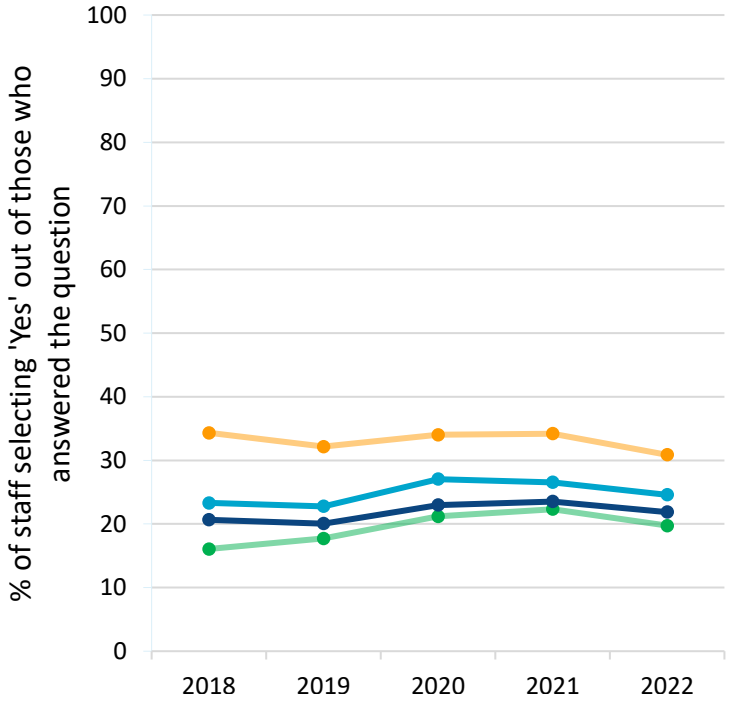
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?




| | 2021 | 2022 |
|---|---|---|
| Your org | 27.2% | 28.3% |
| Best | 24.1% | 24.3% |
| Average | 27.4% | 27.8% |
| Worst | 33.1% | 38.5% |
| Responses | 2247 | 2221 |

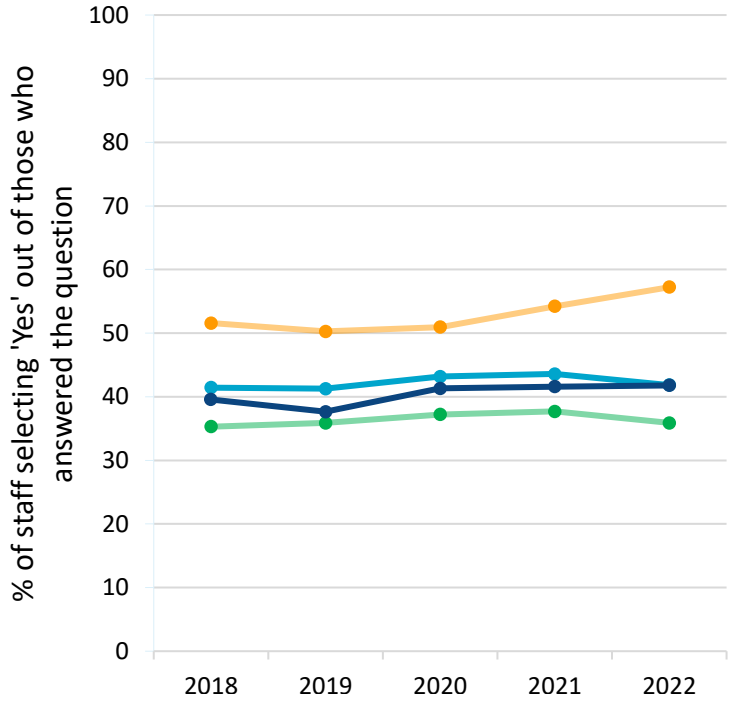
Survey Coordination Centre NHS

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



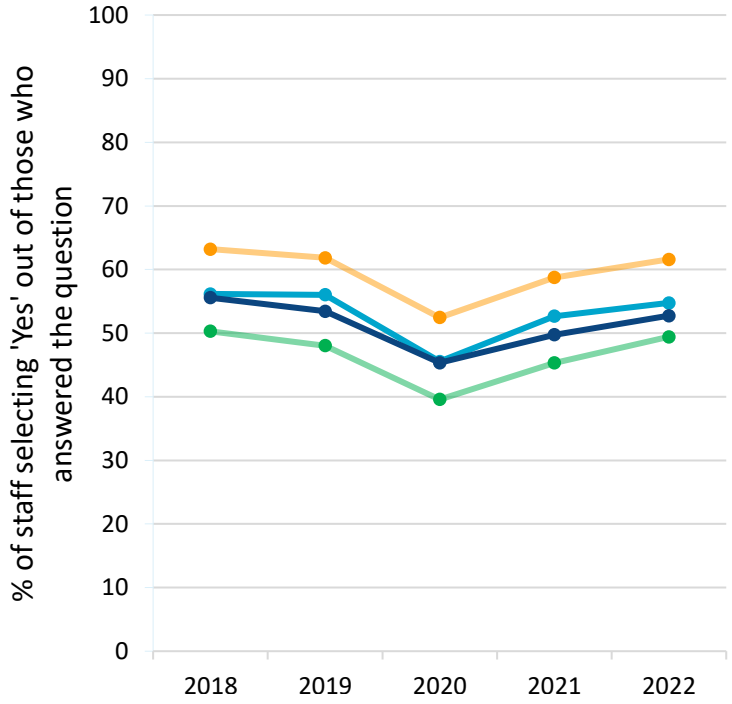

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 20.6% | 20.0% | 23.0% | 23.5% | 21.9% |
| Best | 16.0% | 17.7% | 21.2% | 22.3% | 19.7% |
| Average | 23.3% | 22.8% | 27.0% | 26.5% | 24.6% |
| Worst | 34.3% | 32.2% | 34.0% | 34.2% | 30.9% |
| Responses | 1777 | 2019 | 1982 | 2243 | 2217 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 39.5% | 37.6% | 41.3% | 41.6% | 41.8% |
| Best | 35.3% | 35.9% | 37.2% | 37.7% | 35.9% |
| Average | 41.4% | 41.3% | 43.2% | 43.6% | 41.8% |
| Worst | 51.6% | 50.3% | 50.9% | 54.2% | 57.2% |
| Responses | 1778 | 2019 | 1984 | 2247 | 2217 |

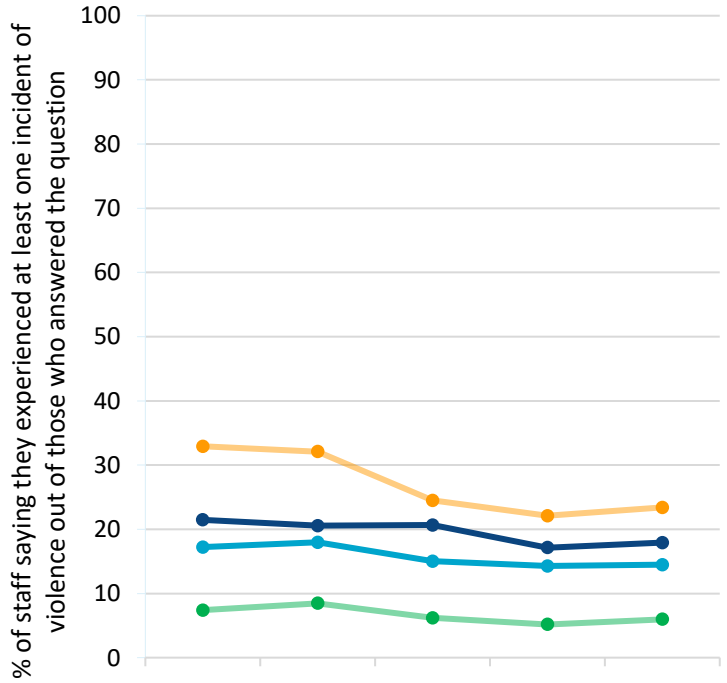
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 55.5% | 53.4% | 45.3% | 49.7% | 52.7% |
| Best | 50.3% | 48.0% | 39.6% | 45.3% | 49.4% |
| Average | 56.2% | 56.0% | 45.5% | 52.7% | 54.7% |
| Worst | 63.2% | 61.8% | 52.4% | 58.7% | 61.6% |
| Responses | 1781 | 2023 | 1985 | 2251 | 2220 |

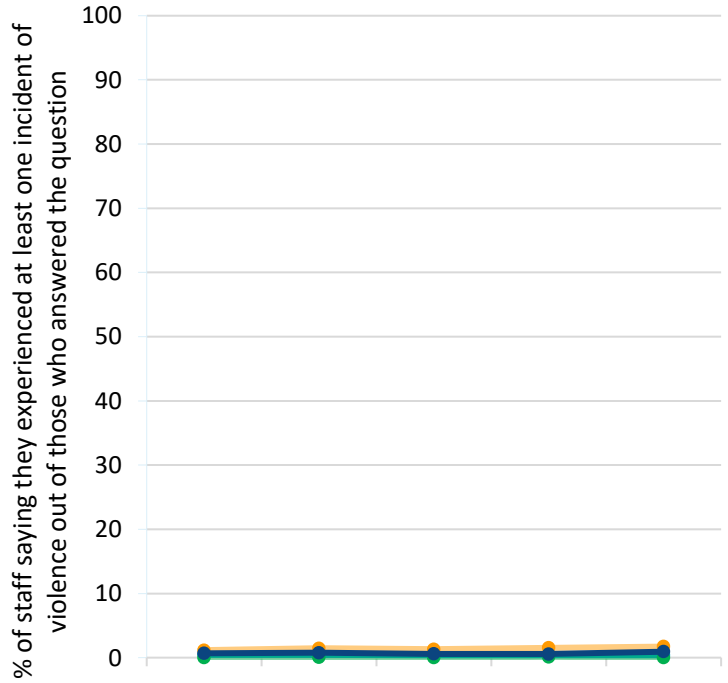
Survey Coordination Centre NHS

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.



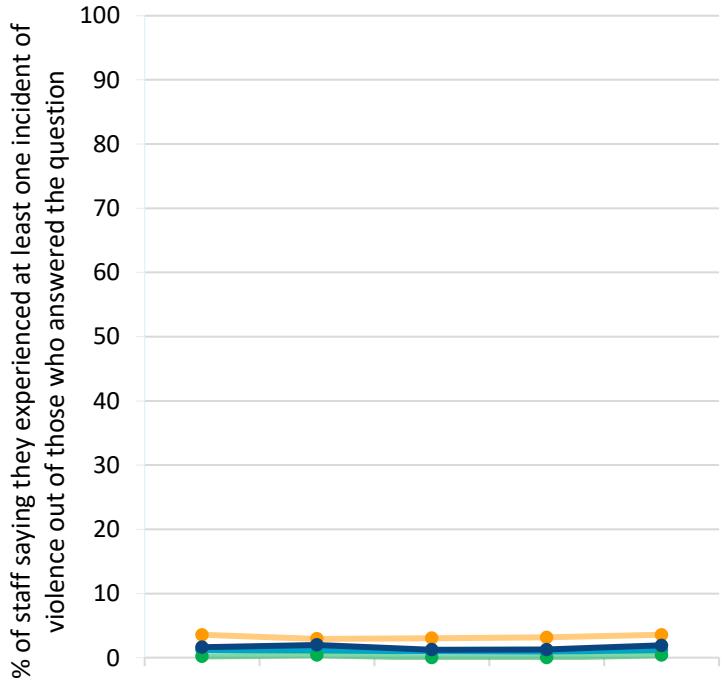

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 21.5% | 20.6% | 20.7% | 17.1% | 17.9% |
| Best | 7.4% | 8.5% | 6.2% | 5.2% | 6.0% |
| Average | 17.2% | 18.0% | 15.0% | 14.3% | 14.5% |
| Worst | 32.9% | 32.1% | 24.5% | 22.1% | 23.4% |
| Responses | 1778 | 2018 | 1984 | 2254 | 2213 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 0.7% | 0.8% | 0.6% | 0.6% | 0.9% |
| Best | 0.0% | 0.1% | 0.0% | 0.1% | 0.0% |
| Average | 0.5% | 0.4% | 0.4% | 0.4% | 0.4% |
| Worst | 1.2% | 1.5% | 1.3% | 1.6% | 1.8% |
| Responses | 1738 | 1996 | 1969 | 2227 | 2175 |

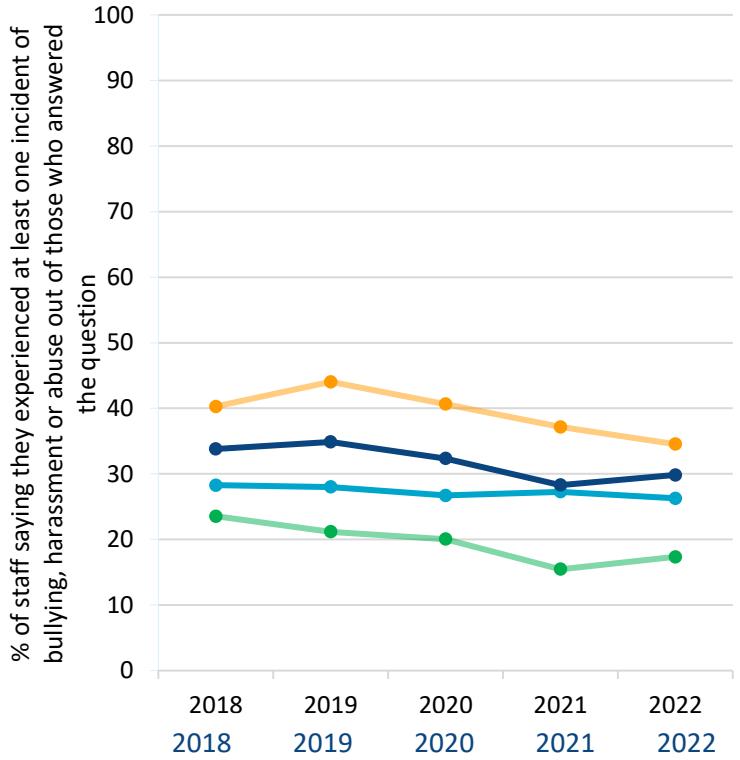
Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 1.6% | 2.0% | 1.2% | 1.3% | 1.9% |
| Best | 0.2% | 0.4% | 0.0% | 0.0% | 0.4% |
| Average | 1.2% | 1.1% | 1.0% | 1.0% | 1.2% |
| Worst | 3.6% | 2.9% | 3.0% | 3.2% | 3.6% |
| Responses | 1744 | 1997 | 1967 | 2204 | 2163 |

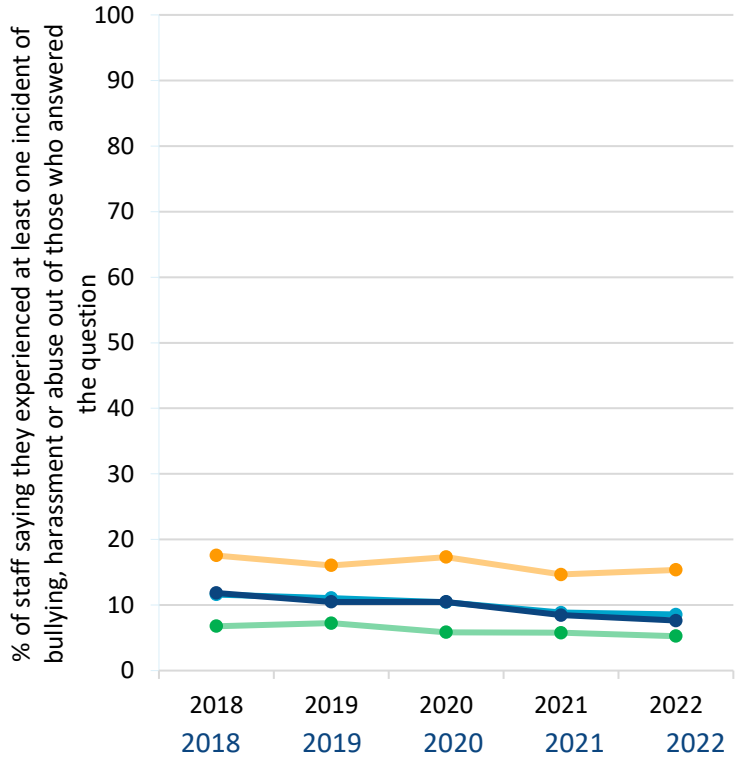
Survey Coordination Centre NHS

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.



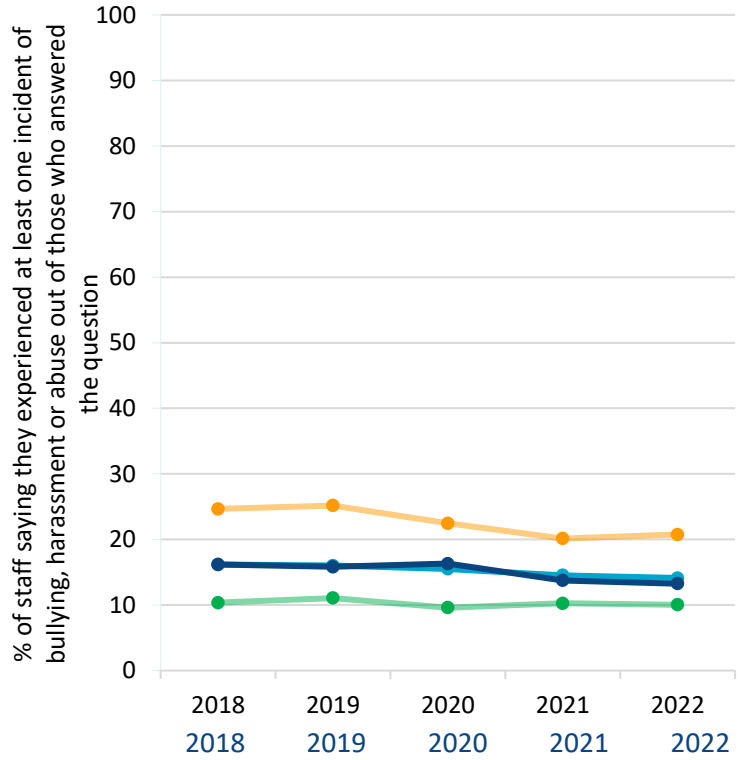

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 33.8% | 34.9% | 32.3% | 28.3% | 29.8% |
| Best | 23.5% | 21.2% | 20.0% | 15.5% | 17.3% |
| Average | 28.3% | 28.0% | 26.7% | 27.3% | 26.3% |
| Worst | 40.3% | 44.0% | 40.6% | 37.2% | 34.5% |
| Responses | 1772 | 2009 | 1939 | 2190 | 2210 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 11.8% | 10.5% | 10.5% | 8.4% | 7.6% |
| Best | 6.8% | 7.2% | 5.8% | 5.8% | 5.2% |
| Average | 11.6% | 11.1% | 10.4% | 8.8% | 8.5% |
| Worst | 17.6% | 16.0% | 17.3% | 14.7% | 15.3% |
| Responses | 1746 | 1988 | 1928 | 2175 | 2188 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 16.2% | 15.8% | 16.3% | 13.7% | 13.2% |
| Best | 10.4% | 11.1% | 9.6% | 10.2% | 10.0% |
| Average | 16.2% | 16.0% | 15.5% | 14.5% | 14.1% |
| Worst | 24.6% | 25.2% | 22.5% | 20.1% | 20.7% |
| Responses | 1742 | 1995 | 1926 | 2165 | 2184 |

Survey Coordination Centre

NHS

# People Promise element – We are always learning

Questions included:

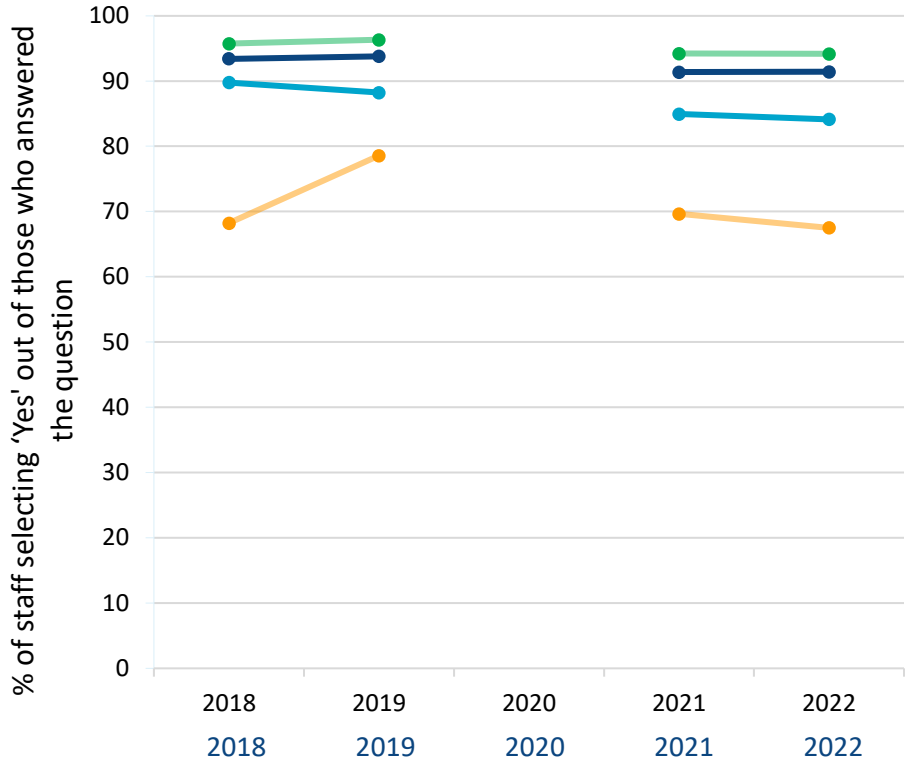
Development – Q22a, Q22b, Q22c, Q22d, Q22e

Appraisals – Q21b, Q21c, Q21d

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

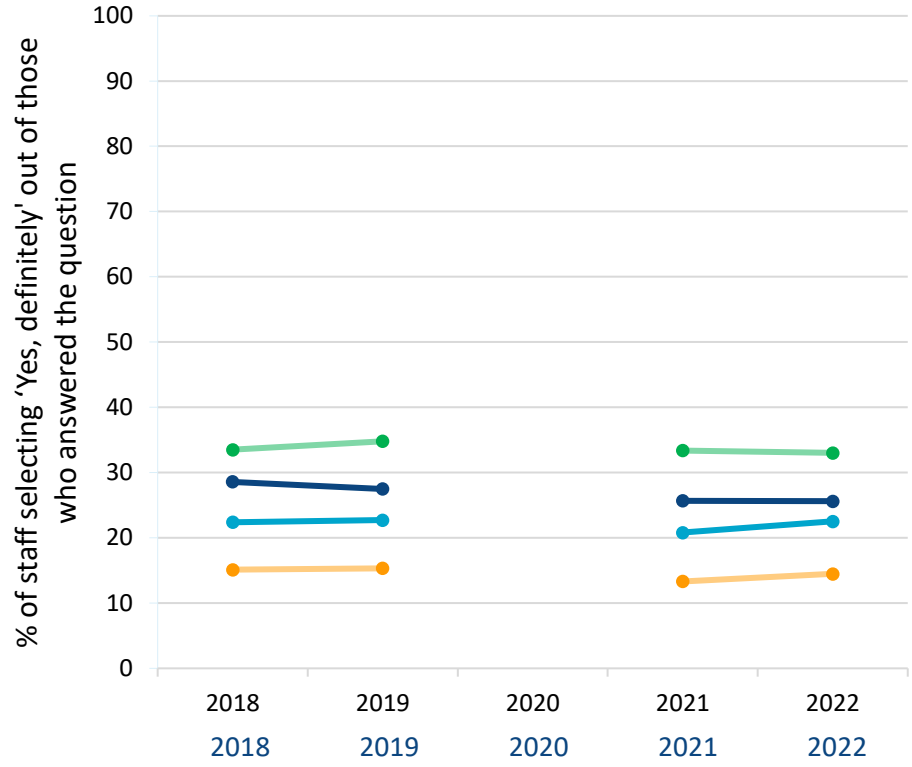
*Q21a is a filter question and therefore influences the sub-score without being a directly scored question.

Q21a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 93.4% | 93.8% | - | 91.4% | 91.4% |
| Best | 95.7% | 96.3% | - | 94.2% | 94.2% |
| Average | 89.8% | 88.2% | - | 84.9% | 84.1% |
| Worst | 68.2% | 78.6% | - | 69.6% | 67.5% |
| Responses | 1763 | 1995 | - | 2250 | 2208 |

Q21b It helped me to improve how I do my job.

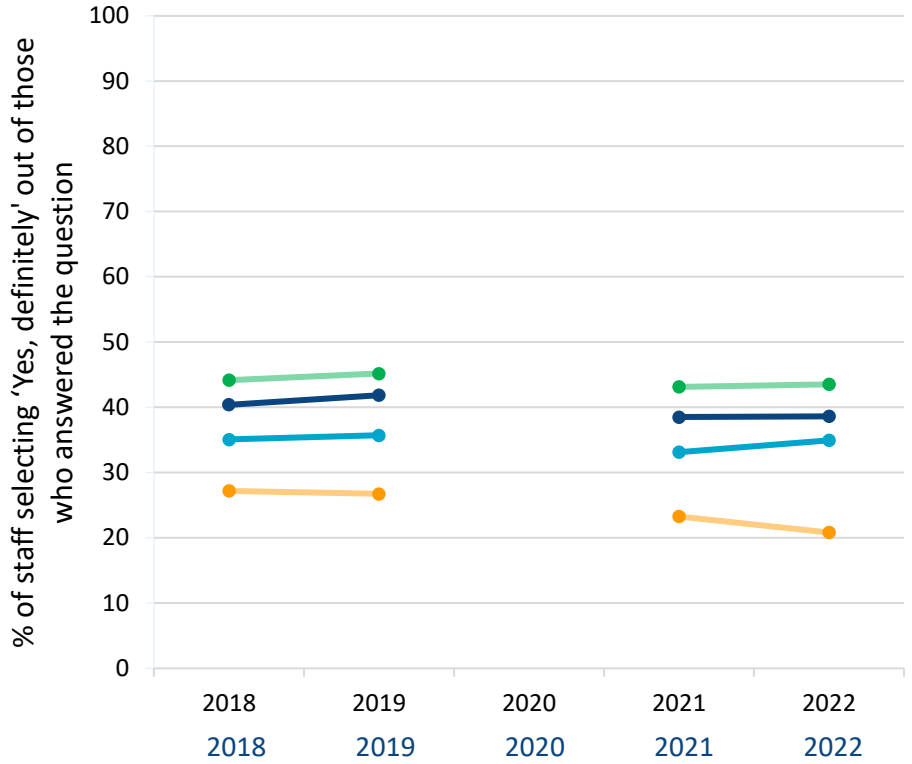



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 28.6% | 27.5% | - | 25.7% | 25.6% |
| Best | 33.5% | 34.8% | - | 33.4% | 33.0% |
| Average | 22.4% | 22.7% | - | 20.8% | 22.5% |
| Worst | 15.1% | 15.3% | - | 13.3% | 14.5% |
| Responses | 1626 | 1869 | - | 2048 | 2010 |

Survey Coordination Centre

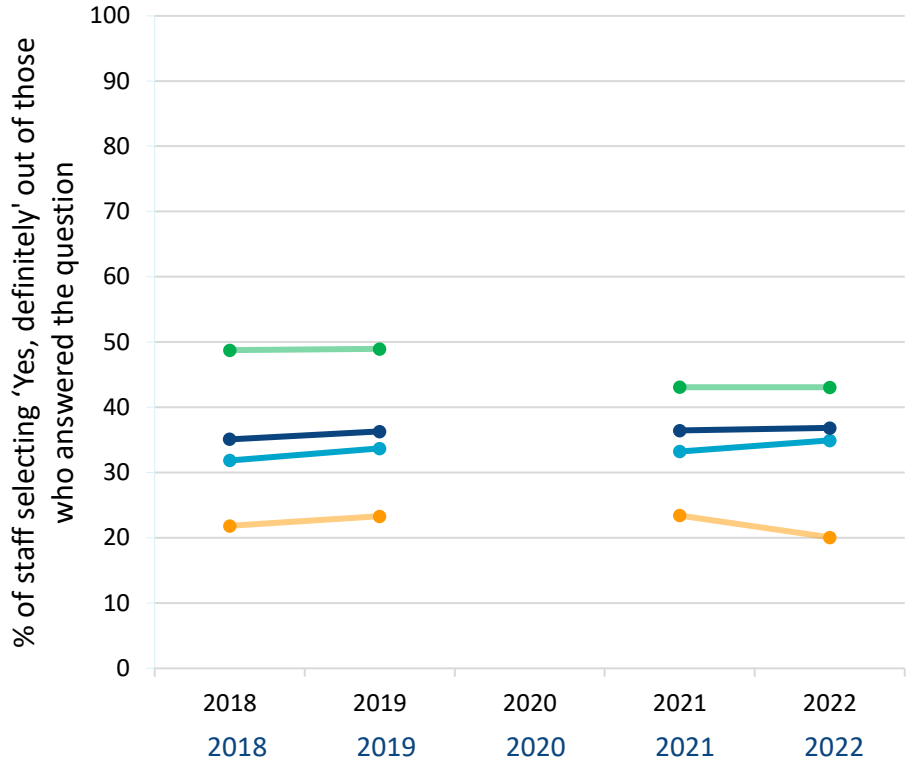
NHS

Q21c It helped me agree clear objectives for my work.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 40.4% | 41.8% | - | 38.5% | 38.6% |
| Best | 44.2% | 45.2% | - | 43.1% | 43.5% |
| Average | 35.1% | 35.7% | - | 33.1% | 34.9% |
| Worst | 27.2% | 26.7% | - | 23.3% | 20.8% |
| Responses | 1621 | 1871 | - | 2048 | 2005 |

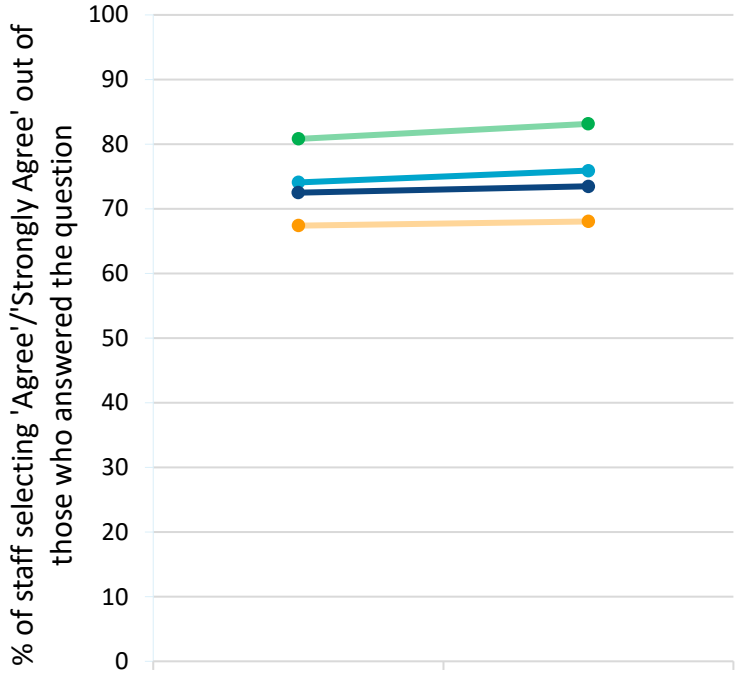
Q21d It left me feeling that my work is valued by my organisation.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 35.1% | 36.3% | - | 36.4% | 36.8% |
| Best | 48.7% | 48.9% | - | 43.1% | 43.1% |
| Average | 31.9% | 33.7% | - | 33.2% | 34.9% |
| Worst | 21.8% | 23.3% | - | 23.4% | 20.1% |
| Responses | 1620 | 1868 | - | 2049 | 2005 |

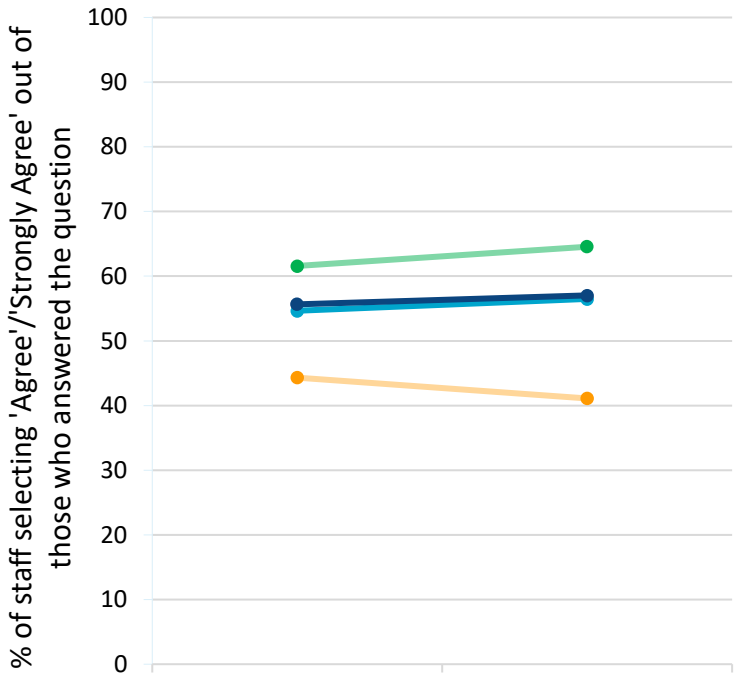
Survey Coordination Centre NHS

Q22a This organisation offers me challenging work.



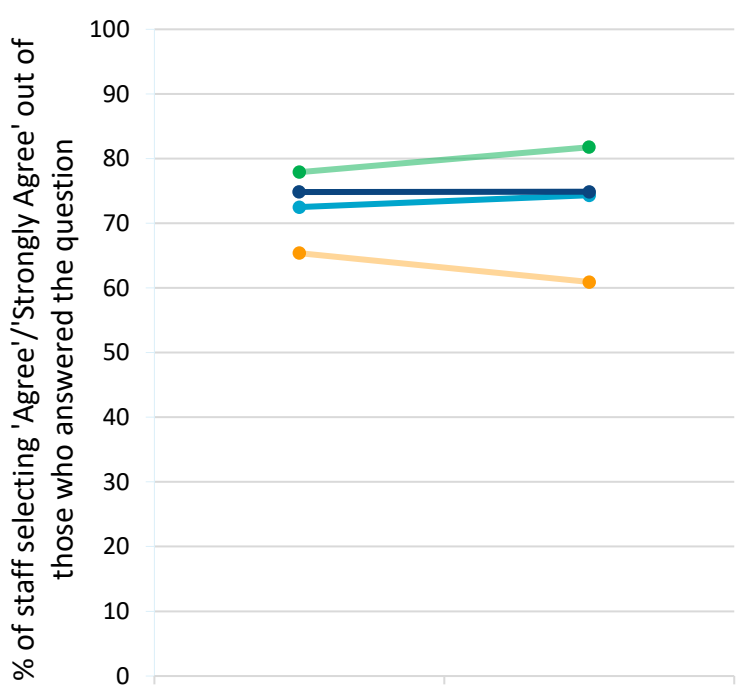

| | 2021 | 2022 |
|---|---|---|
| Your org | 72.5% | 73.5% |
| Best | 80.8% | 83.1% |
| Average | 74.1% | 75.9% |
| Worst | 67.4% | 68.1% |
| Responses | 2243 | 2217 |

Q22b There are opportunities for me to develop my career in this organisation.




| | 2021 | 2022 |
|---|---|---|
| Your org | 55.7% | 57.0% |
| Best | 61.6% | 64.5% |
| Average | 54.6% | 56.5% |
| Worst | 44.3% | 41.1% |
| Responses | 2246 | 2218 |

Q22c I have opportunities to improve my knowledge and skills.

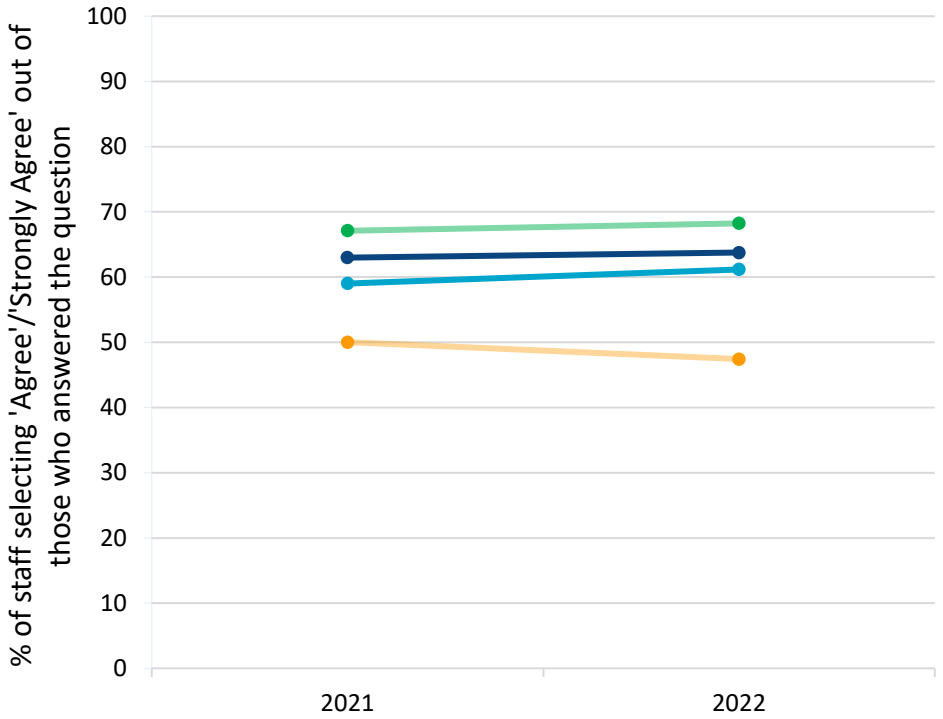



| | 2021 | 2022 |
|---|---|---|
| Your org | 74.8% | 74.9% |
| Best | 77.9% | 81.8% |
| Average | 72.5% | 74.3% |
| Worst | 65.4% | 60.9% |
| Responses | 2247 | 2215 |

Survey Coordination Centre

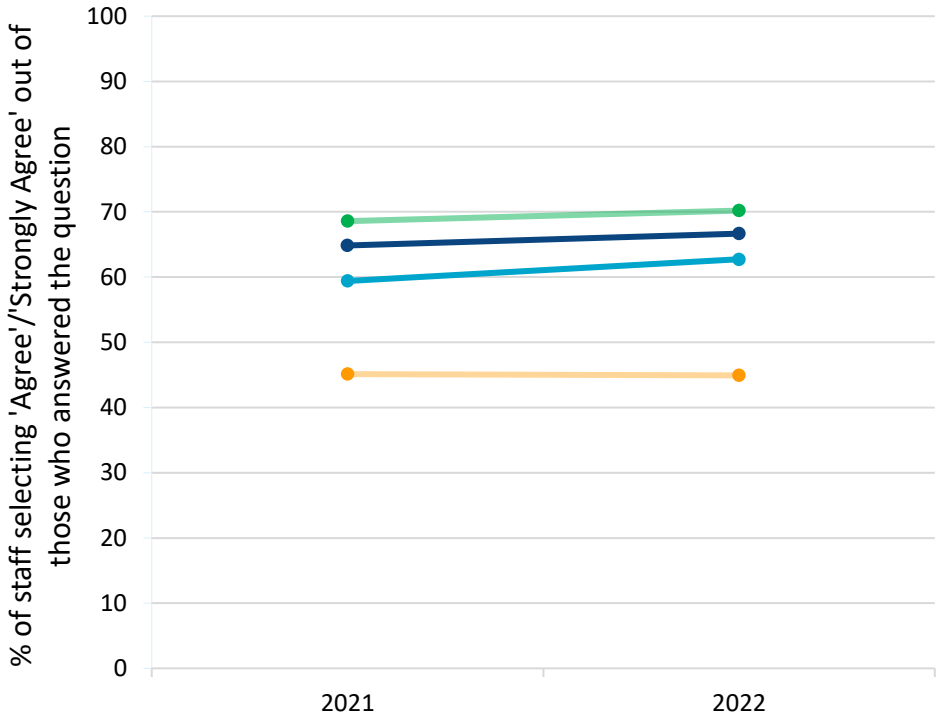
NHS

Q22d I feel supported to develop my potential.




| | 2021 | 2022 |
|---|---|---|
| Your org | 63.0% | 63.8% |
| Best | 67.1% | 68.2% |
| Average | 59.0% | 61.2% |
| Worst | 50.0% | 47.4% |
| Responses | 2243 | 2215 |

Q22e I am able to access the right learning and development opportunities when I need to.




| | 2021 | 2022 |
|---|---|---|
| Your org | 64.8% | 66.7% |
| Best | 68.6% | 70.2% |
| Average | 59.4% | 62.7% |
| Worst | 45.1% | 44.9% |
| Responses | 2242 | 2214 |

Survey Coordination Centre

NHS

# People Promise element – We work flexibly

Questions included:

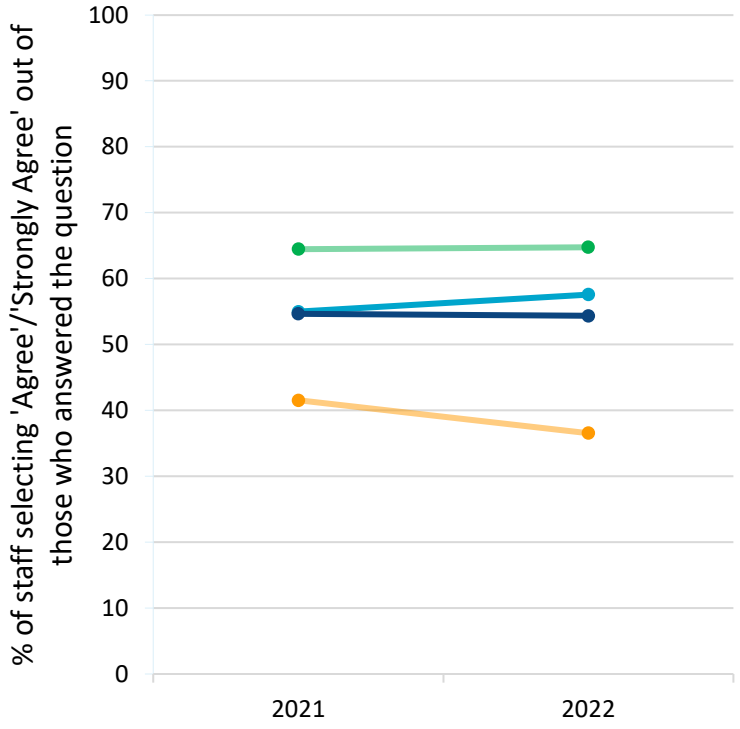
Support for work-life balance – Q6b, Q6c, Q6d

Flexible working – Q4d

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

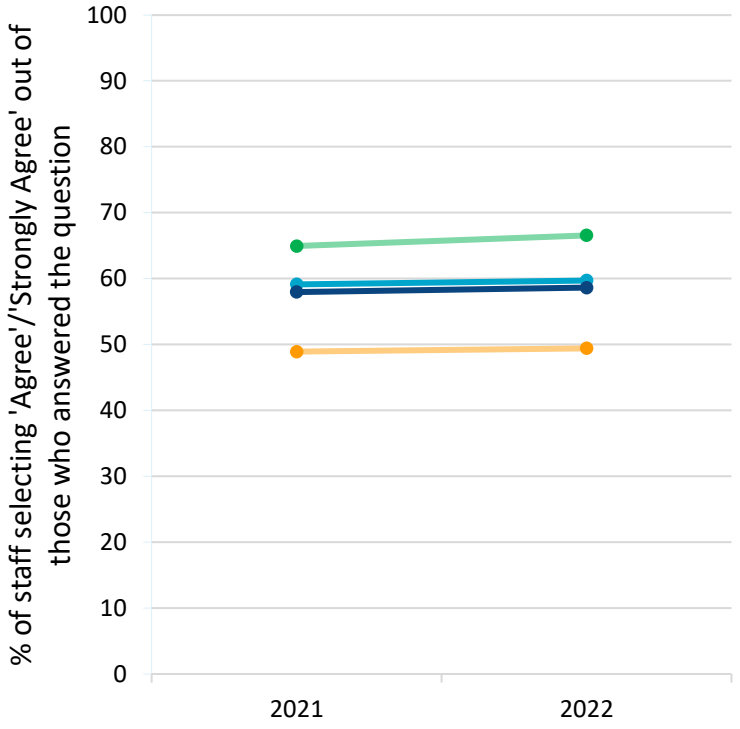
Survey Coordination Centre NHS

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



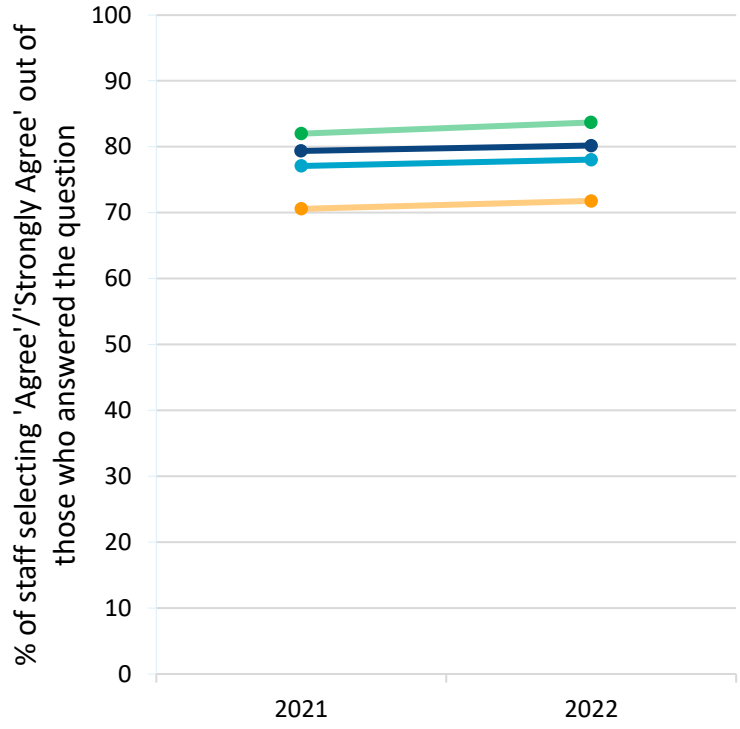

| | 2021 | 2022 |
|---|---|---|
| Your org | 54.7% | 54.3% |
| Best | 64.5% | 64.7% |
| Average | 55.0% | 57.6% |
| Worst | 41.5% | 36.6% |
| Responses | 2265 | 2219 |

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




| | 2021 | 2022 |
|---|---|---|
| Your org | 58.0% | 58.6% |
| Best | 64.9% | 66.5% |
| Average | 59.1% | 59.7% |
| Worst | 48.9% | 49.4% |
| Responses | 2267 | 2221 |

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

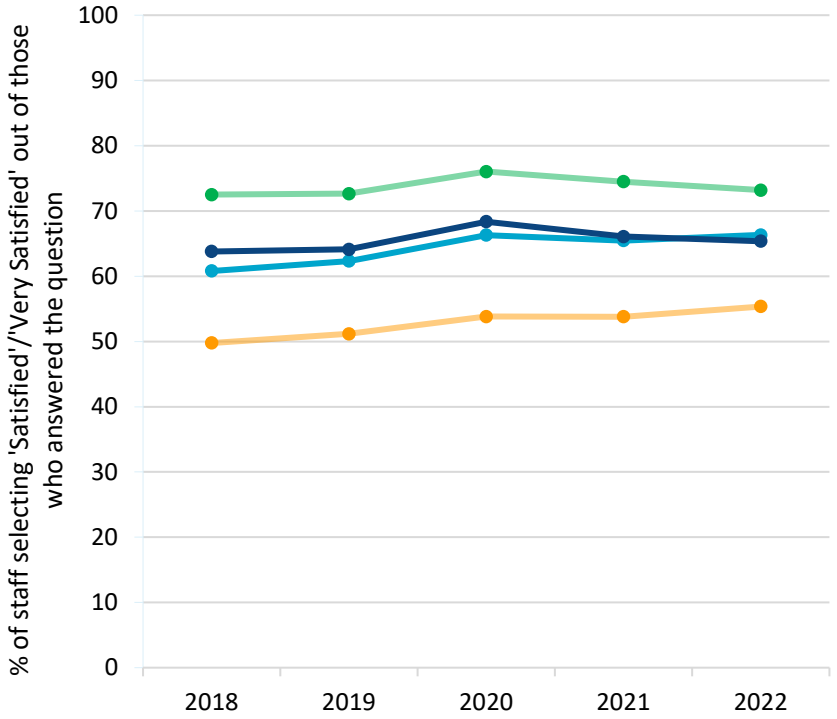



| | 2021 | 2022 |
|---|---|---|
| Your org | 79.4% | 80.2% |
| Best | 82.0% | 83.7% |
| Average | 77.1% | 78.0% |
| Worst | 70.6% | 71.8% |
| Responses | 2267 | 2219 |

Survey Coordination Centre

NHS

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

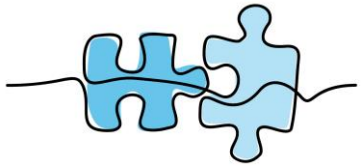



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 63.8% | 64.1% | 68.4% | 66.1% | 65.4% |
| Best | 72.5% | 72.7% | 76.1% | 74.5% | 73.2% |
| Average | 60.8% | 62.3% | 66.3% | 65.5% | 66.3% |
| Worst | 49.8% | 51.2% | 53.8% | 53.8% | 55.4% |
| Responses | 1789 | 2020 | 1991 | 2269 | 2219 |

Survey Coordination Centre

NHS

# People Promise element – We are a team



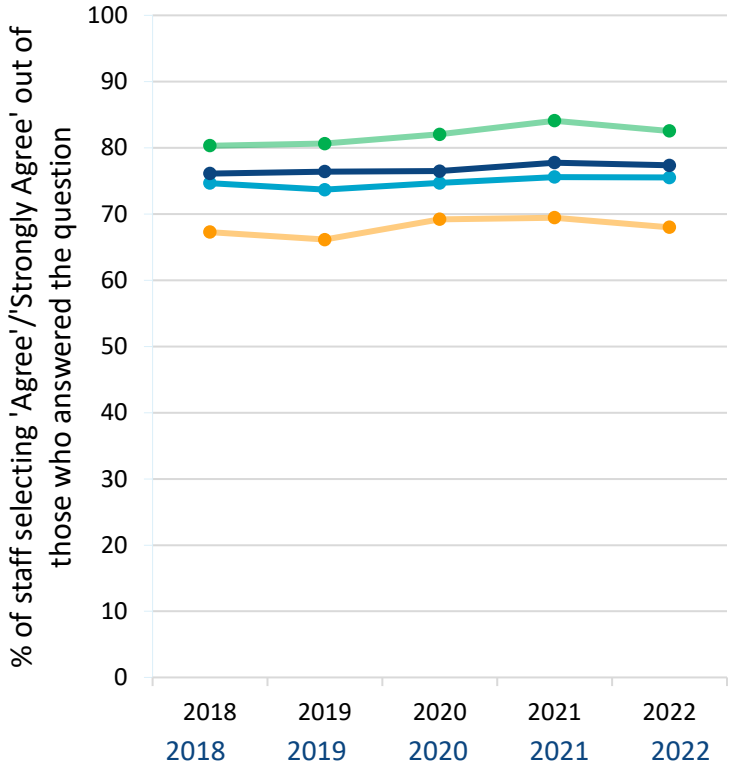
Questions included:

Teamworking – Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a

Line management – Q9a, Q9b, Q9c, Q9d

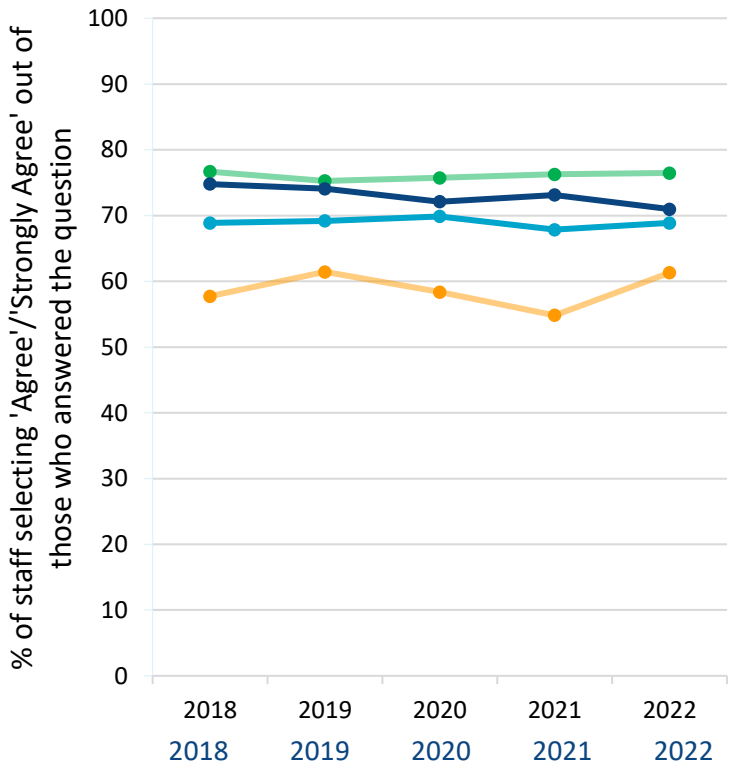
Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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



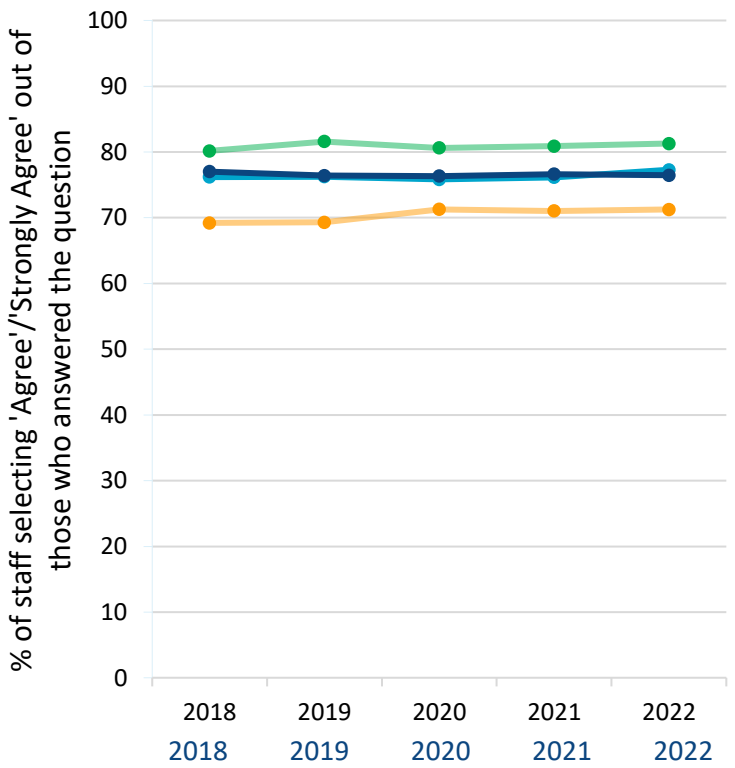

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 76.1% | 76.4% | 76.5% | 77.8% | 77.3% |
| Best | 80.3% | 80.6% | 82.0% | 84.1% | 82.6% |
| Average | 74.7% | 73.7% | 74.7% | 75.6% | 75.5% |
| Worst | 67.3% | 66.1% | 69.2% | 69.4% | 68.0% |
| Responses | 1798 | 2020 | 1982 | 2265 | 2216 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 74.8% | 74.1% | 72.1% | 73.1% | 71.0% |
| Best | 76.7% | 75.3% | 75.8% | 76.3% | 76.5% |
| Average | 68.9% | 69.2% | 69.9% | 67.9% | 68.9% |
| Worst | 57.7% | 61.4% | 58.4% | 54.9% | 61.3% |
| Responses | 1800 | 2024 | 1993 | 2263 | 2216 |

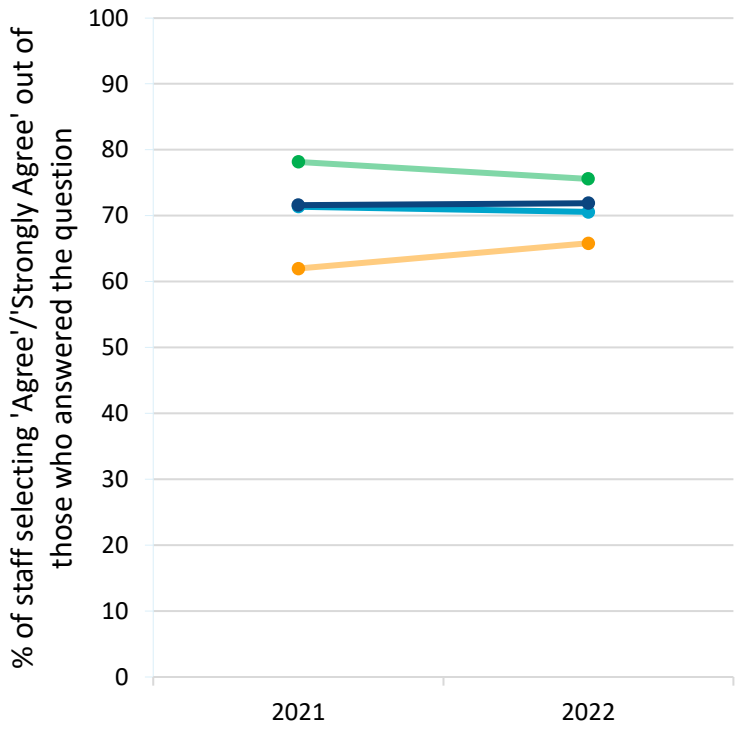
Q7c I receive the respect I deserve from my colleagues at work.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 77.0% | 76.4% | 76.3% | 76.6% | 76.5% |
| Best | 80.2% | 81.6% | 80.6% | 80.9% | 81.3% |
| Average | 76.2% | 76.2% | 75.8% | 76.1% | 77.3% |
| Worst | 69.2% | 69.3% | 71.3% | 71.0% | 71.2% |
| Responses | 1801 | 2030 | 1993 | 2262 | 2217 |

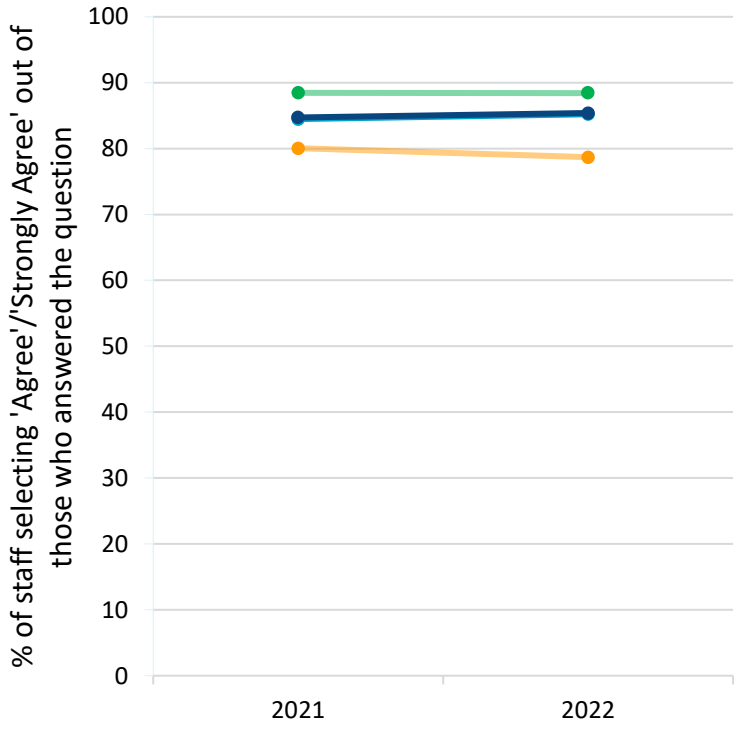
Survey Coordination Centre NHS

Q7d Team members understand each other's roles.



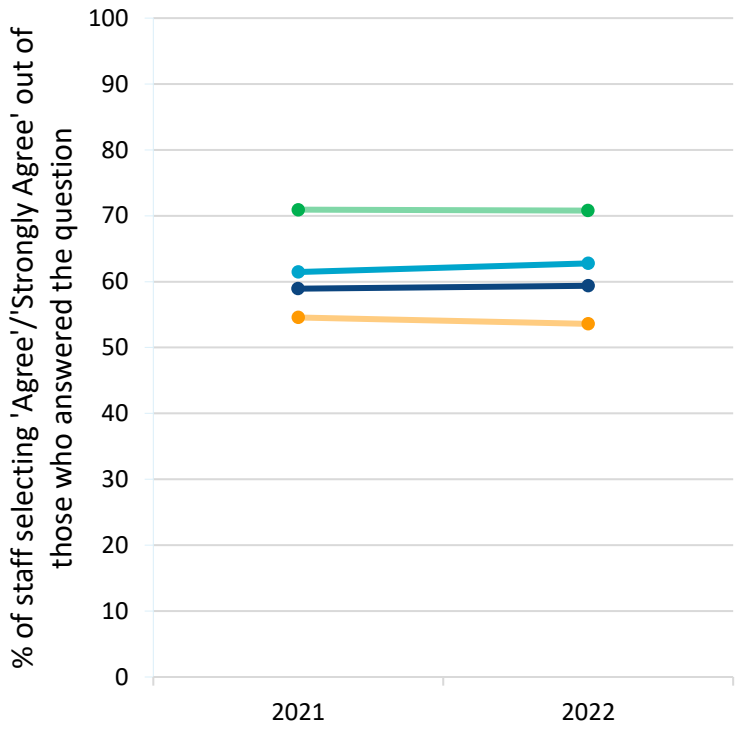

| | 2021 | 2022 |
|---|---|---|
| Your org | 71.6% | 71.9% |
| Best | 78.2% | 75.6% |
| Average | 71.4% | 70.6% |
| Worst | 62.0% | 65.8% |
| Responses | 2262 | 2218 |

Q7e I enjoy working with the colleagues in my team.




| | 2021 | 2022 |
|---|---|---|
| Your org | 84.7% | 85.4% |
| Best | 88.5% | 88.5% |
| Average | 84.4% | 85.2% |
| Worst | 80.0% | 78.7% |
| Responses | 2265 | 2216 |

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

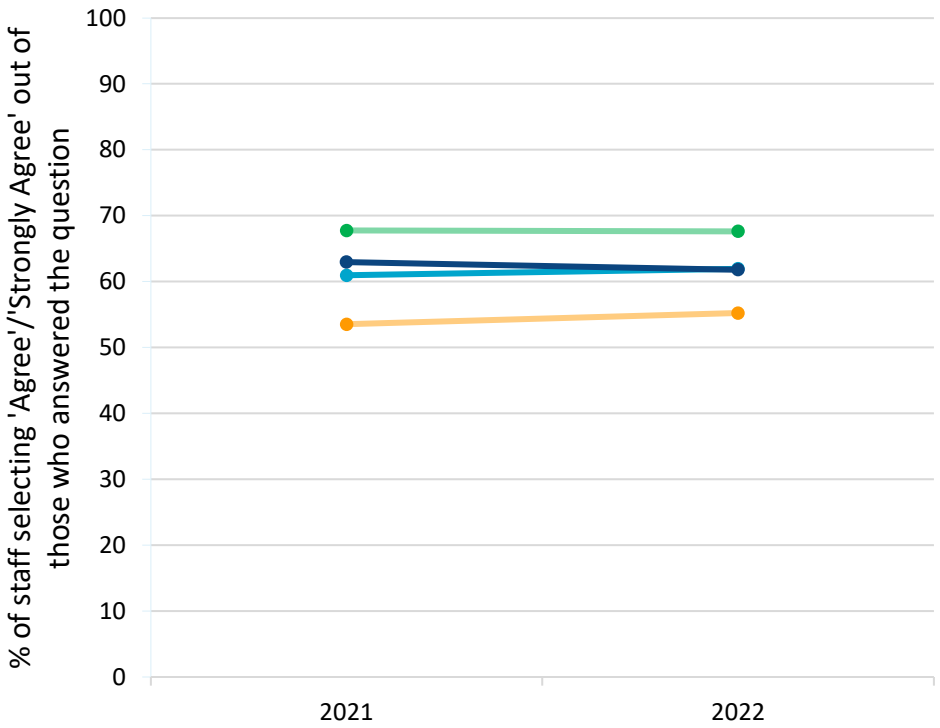



| | 2021 | 2022 |
|---|---|---|
| Your org | 58.9% | 59.4% |
| Best | 70.9% | 70.8% |
| Average | 61.5% | 62.8% |
| Worst | 54.6% | 53.6% |
| Responses | 2264 | 2216 |

Survey Coordination Centre

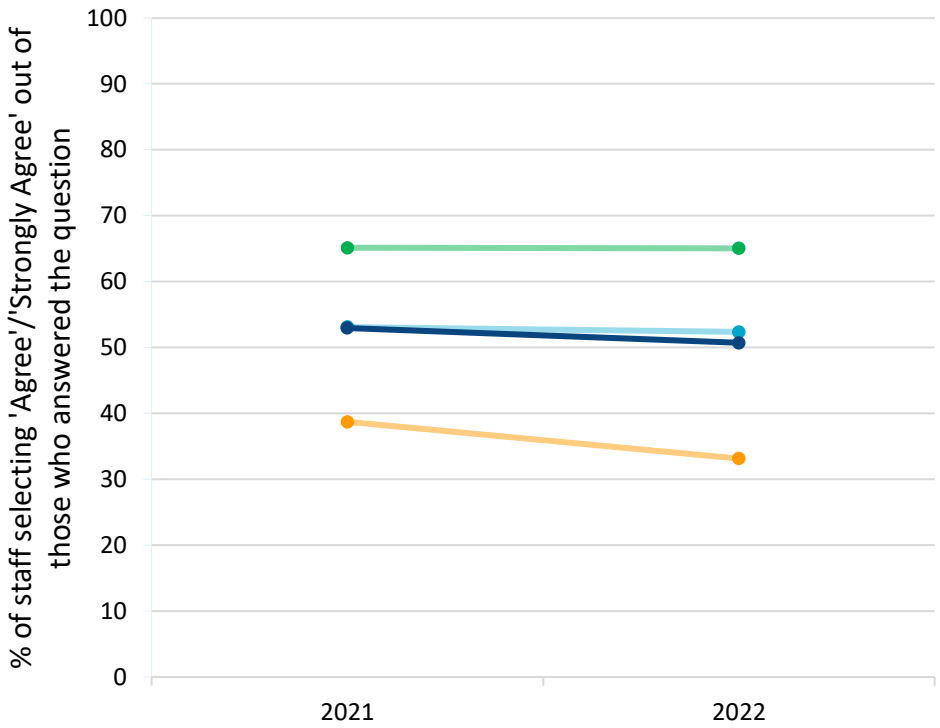
NHS

Q7g In my team disagreements are dealt with constructively.




| | 2021 | 2022 |
|---|---|---|
| Your org | 62.9% | 61.8% |
| Best | 67.8% | 67.6% |
| Average | 61.0% | 62.0% |
| Worst | 53.5% | 55.2% |
| Responses | 2264 | 2212 |

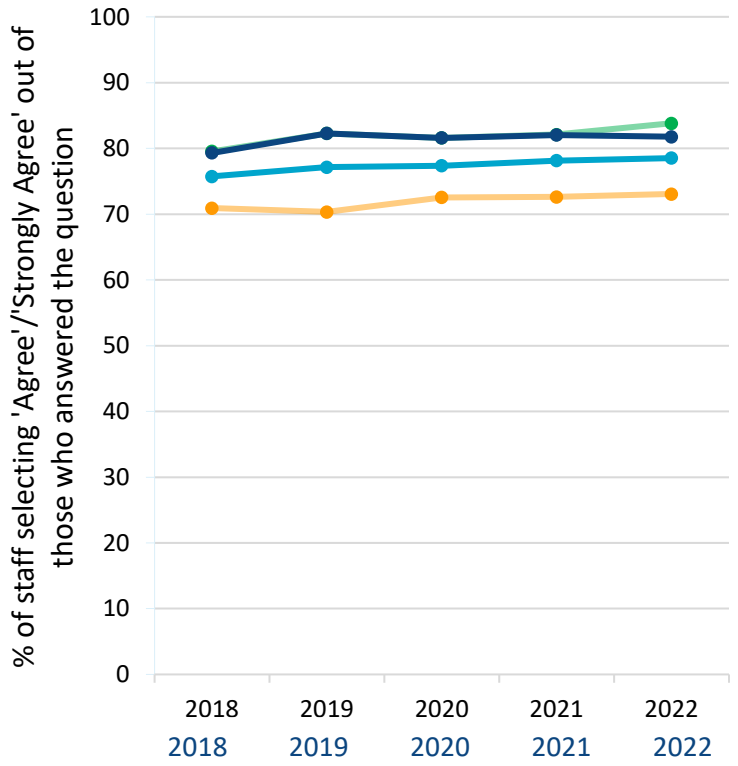
Q8a Teams within this organisation work well together to achieve their objectives.




| | 2021 | 2022 |
|---|---|---|
| Your org | 53.0% | 50.7% |
| Best | 65.1% | 65.0% |
| Average | 53.1% | 52.4% |
| Worst | 38.7% | 33.2% |
| Responses | 2261 | 2216 |

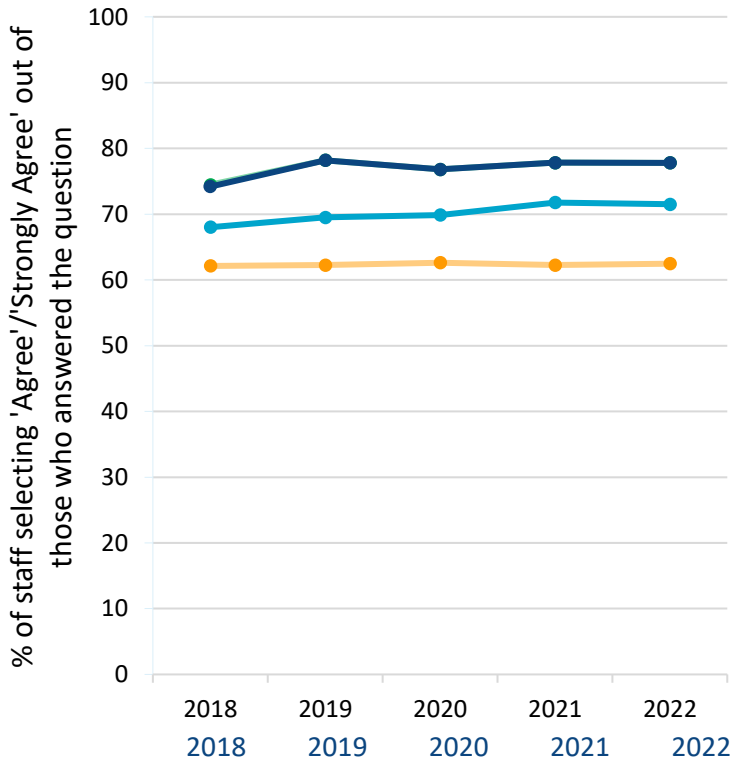
Survey Coordination Centre NHS

Q9a My immediate manager encourages me at work.



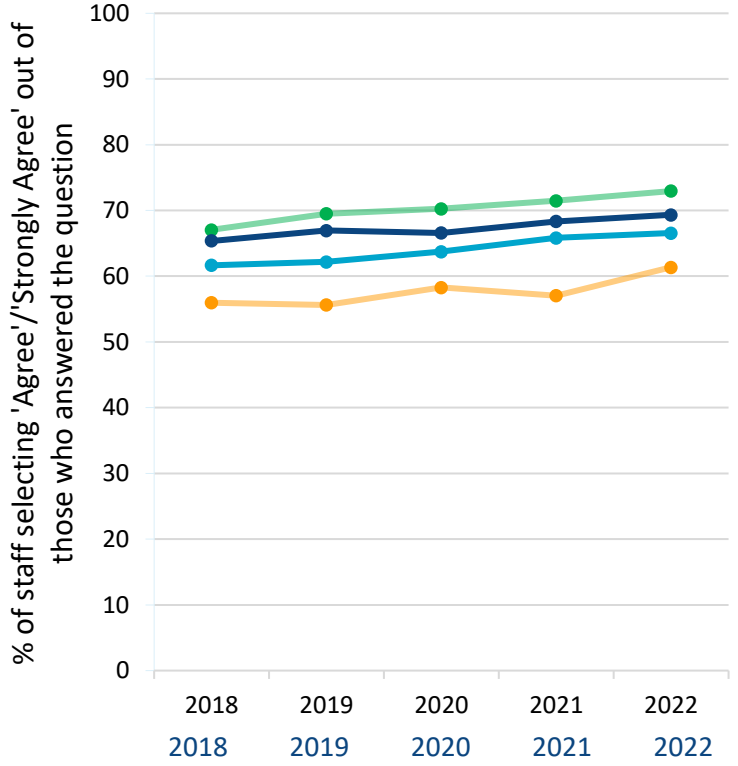

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 79.3% | 82.3% | 81.6% | 82.0% | 81.8% |
| Best | 79.6% | 82.3% | 81.6% | 82.1% | 83.8% |
| Average | 75.7% | 77.1% | 77.4% | 78.1% | 78.5% |
| Worst | 70.9% | 70.3% | 72.5% | 72.6% | 73.1% |
| Responses | 1780 | 2022 | 1990 | 2257 | 2219 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 74.2% | 78.2% | 76.8% | 77.8% | 77.8% |
| Best | 74.5% | 78.2% | 76.8% | 77.8% | 77.8% |
| Average | 68.0% | 69.5% | 69.9% | 71.8% | 71.5% |
| Worst | 62.1% | 62.3% | 62.6% | 62.3% | 62.5% |
| Responses | 1776 | 2021 | 1985 | 2256 | 2217 |

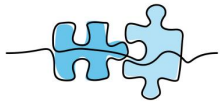
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



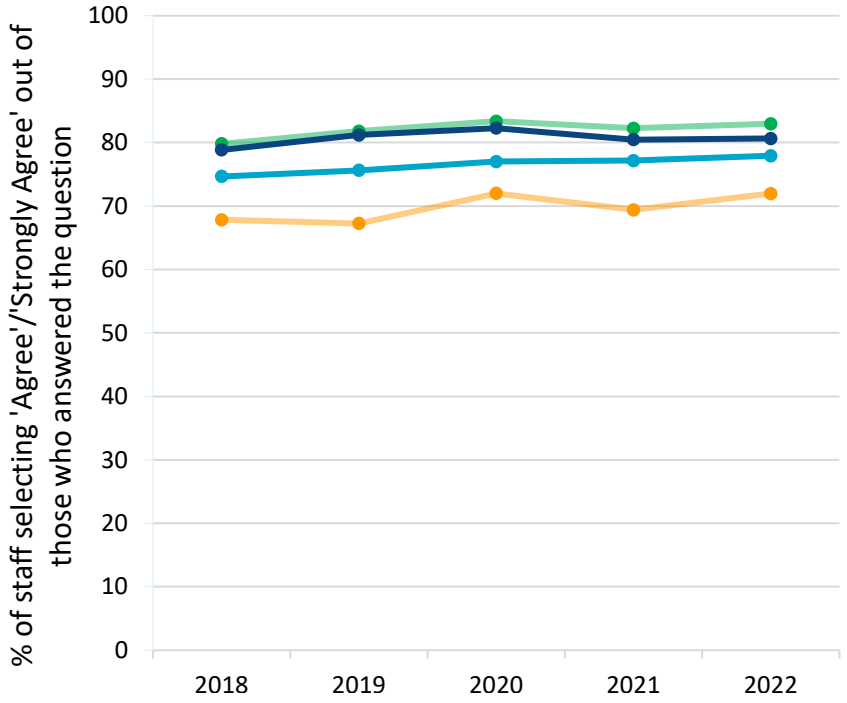

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 65.3% | 66.9% | 66.6% | 68.3% | 69.3% |
| Best | 67.0% | 69.5% | 70.3% | 71.5% | 72.9% |
| Average | 61.7% | 62.2% | 63.7% | 65.8% | 66.6% |
| Worst | 56.0% | 55.6% | 58.3% | 57.0% | 61.3% |
| Responses | 1775 | 2020 | 1986 | 2257 | 2215 |

Survey Coordination Centre

NHS



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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 78.8% | 81.2% | 82.3% | 80.5% | 80.6% |
| Best | 79.8% | 81.8% | 83.4% | 82.3% | 83.0% |
| Average | 74.7% | 75.6% | 77.0% | 77.2% | 77.9% |
| Worst | 67.8% | 67.2% | 72.0% | 69.4% | 72.0% |
| Responses | 1778 | 2019 | 1987 | 2257 | 2220 |

Survey Coordination Centre

NHS

# Theme – Staff engagement

Questions included:

Motivation – Q2a, Q2b, Q2c

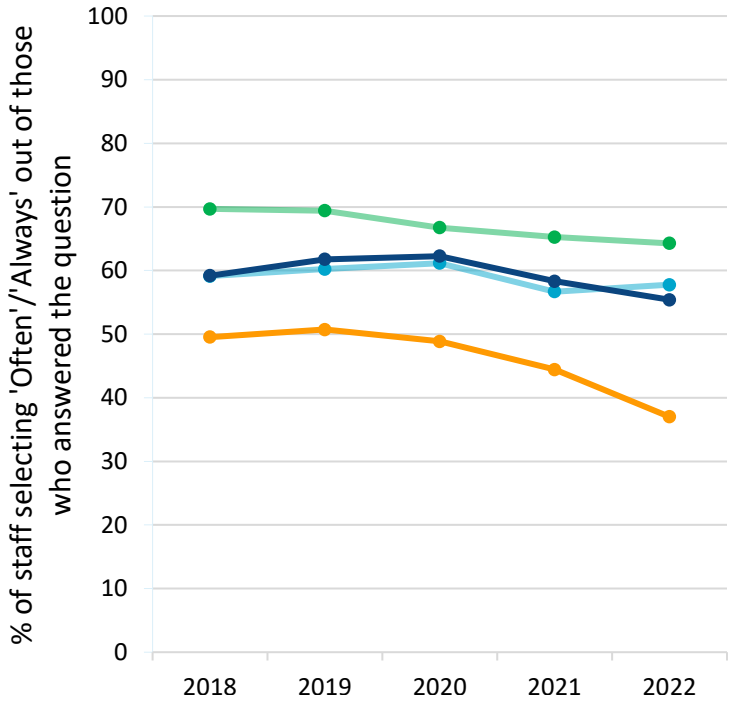
Involvement – Q3c, Q3d, Q3f

Advocacy – Q23a, Q23c, Q23d

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

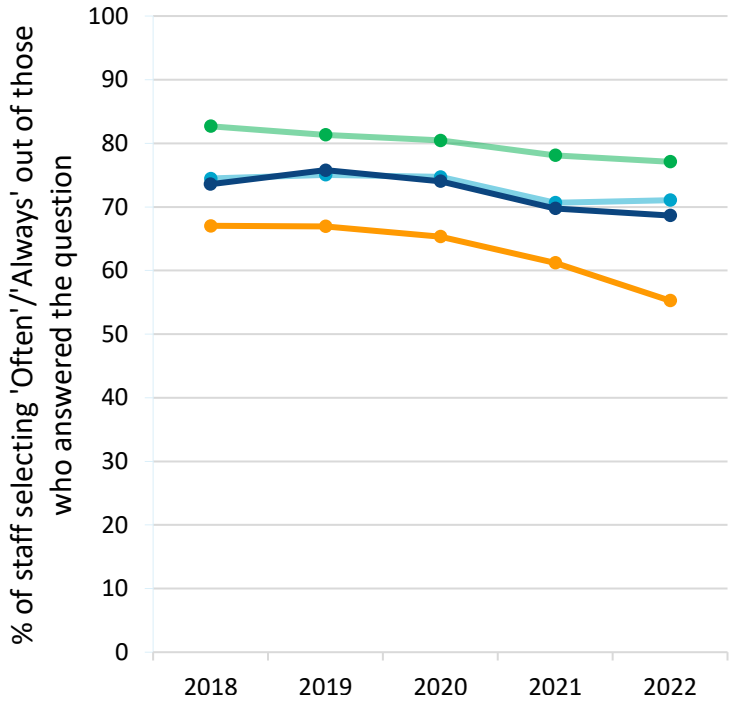
Survey Coordination Centre NHS

Q2a I look forward to going to work.



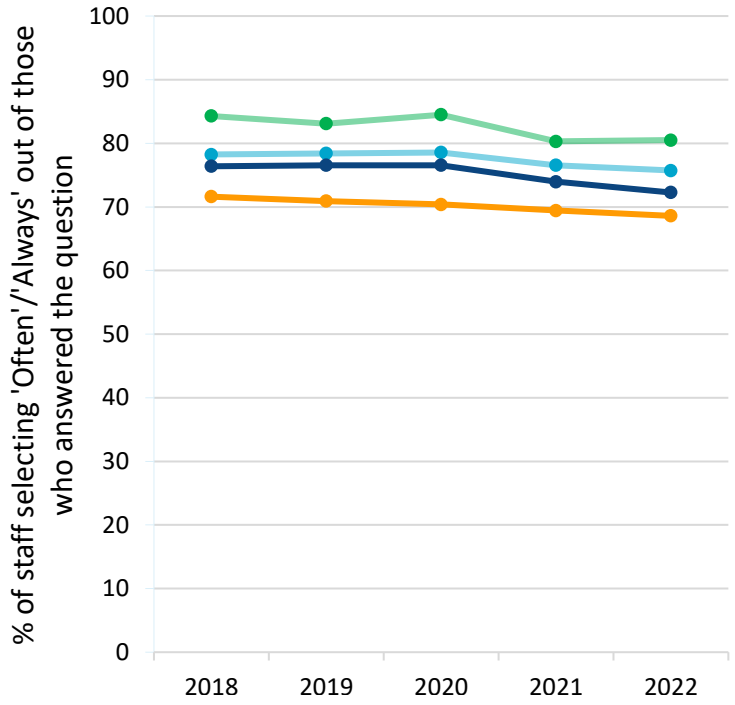

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 59.2% | 61.8% | 62.3% | 58.3% | 55.4% |
| Best | 69.7% | 69.4% | 66.7% | 65.3% | 64.3% |
| Average | 59.1% | 60.2% | 61.1% | 56.7% | 57.8% |
| Worst | 49.5% | 50.7% | 48.9% | 44.4% | 37.0% |
| Responses | 1803 | 2024 | 2007 | 2275 | 2212 |

Q2b I am enthusiastic about my job.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 73.6% | 75.8% | 74.0% | 69.8% | 68.7% |
| Best | 82.7% | 81.3% | 80.5% | 78.1% | 77.1% |
| Average | 74.5% | 75.0% | 74.7% | 70.7% | 71.1% |
| Worst | 67.0% | 66.9% | 65.3% | 61.2% | 55.3% |
| Responses | 1778 | 2016 | 1996 | 2273 | 2204 |

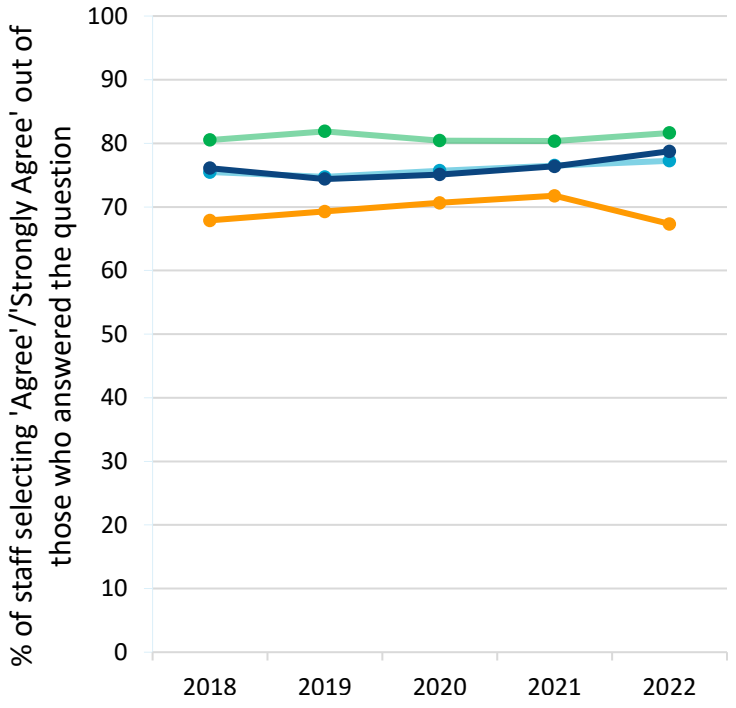
Q2c Time passes quickly when I am working.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 76.4% | 76.6% | 76.6% | 74.0% | 72.3% |
| Best | 84.3% | 83.1% | 84.5% | 80.3% | 80.5% |
| Average | 78.2% | 78.4% | 78.6% | 76.6% | 75.7% |
| Worst | 71.6% | 70.9% | 70.4% | 69.4% | 68.6% |
| Responses | 1777 | 2005 | 1992 | 2264 | 2200 |

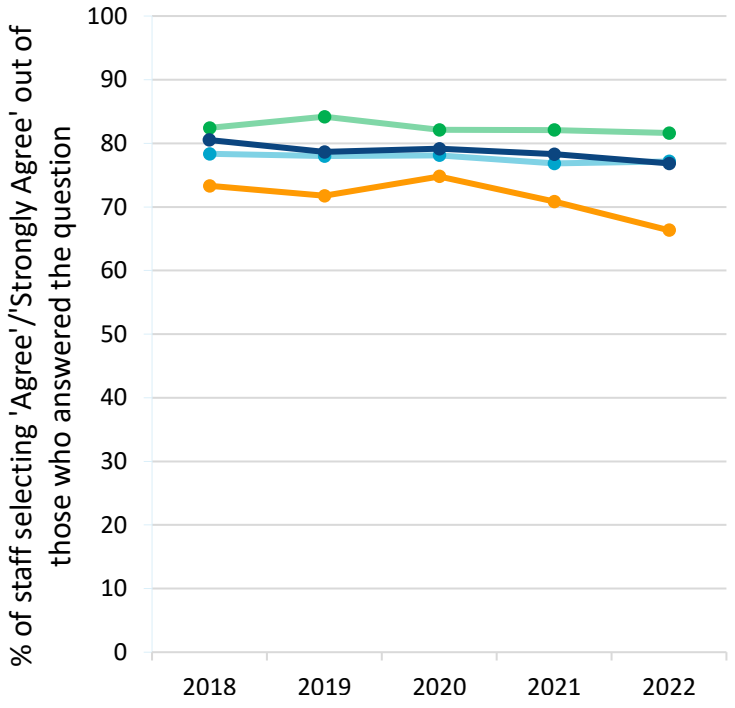
Survey Coordination Centre NHS

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



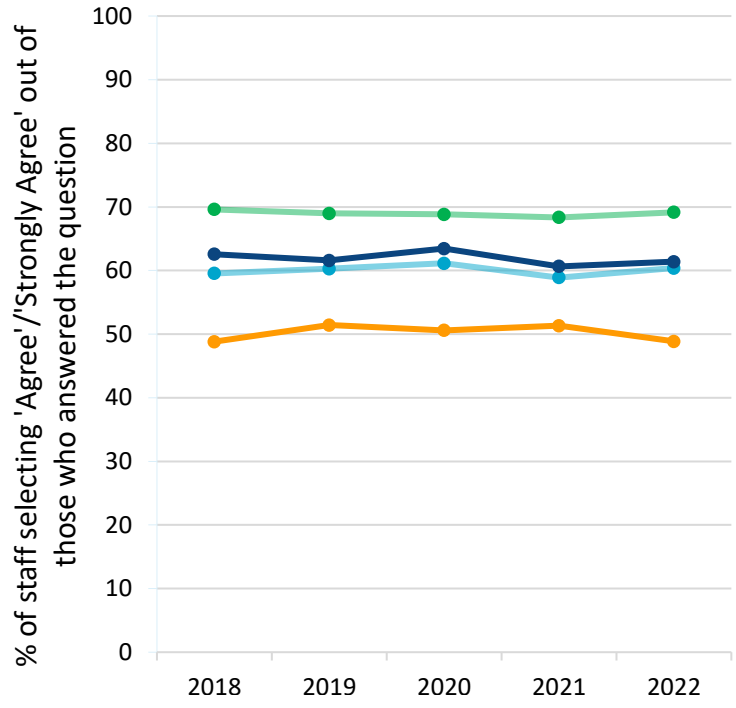

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 76.1% | 74.4% | 75.1% | 76.4% | 78.8% |
| Best | 80.5% | 81.9% | 80.4% | 80.4% | 81.6% |
| Average | 75.5% | 74.7% | 75.7% | 76.5% | 77.3% |
| Worst | 67.9% | 69.3% | 70.6% | 71.7% | 67.3% |
| Responses | 1812 | 2033 | 1998 | 2277 | 2219 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 80.5% | 78.7% | 79.1% | 78.3% | 76.8% |
| Best | 82.4% | 84.2% | 82.1% | 82.1% | 81.6% |
| Average | 78.3% | 78.0% | 78.1% | 76.8% | 77.1% |
| Worst | 73.3% | 71.7% | 74.8% | 70.9% | 66.3% |
| Responses | 1808 | 2033 | 1994 | 2282 | 2219 |

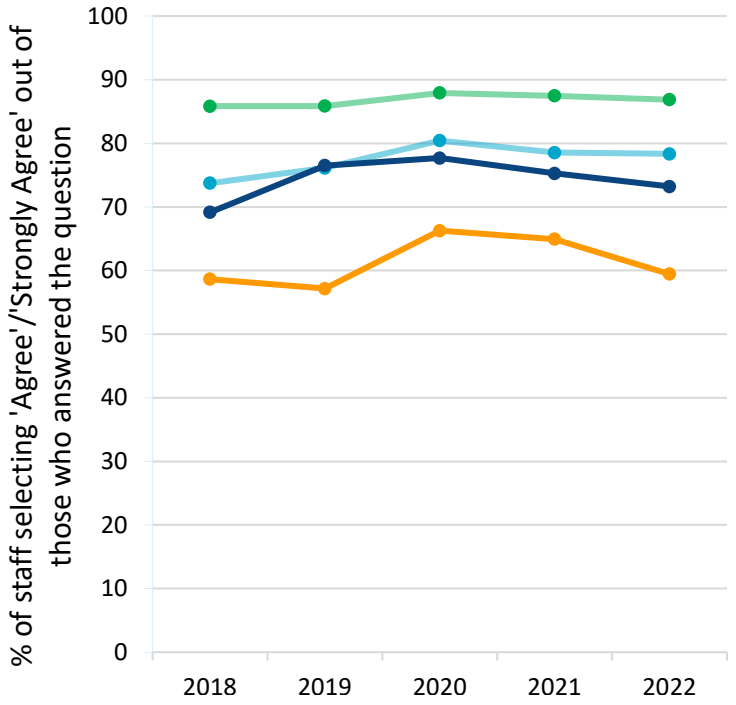
Q3f I am able to make improvements happen in my area of work.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 62.6% | 61.6% | 63.5% | 60.7% | 61.4% |
| Best | 69.6% | 69.0% | 68.8% | 68.4% | 69.1% |
| Average | 59.5% | 60.3% | 61.1% | 58.9% | 60.4% |
| Worst | 48.8% | 51.4% | 50.6% | 51.3% | 48.9% |
| Responses | 1799 | 2031 | 1998 | 2276 | 2216 |

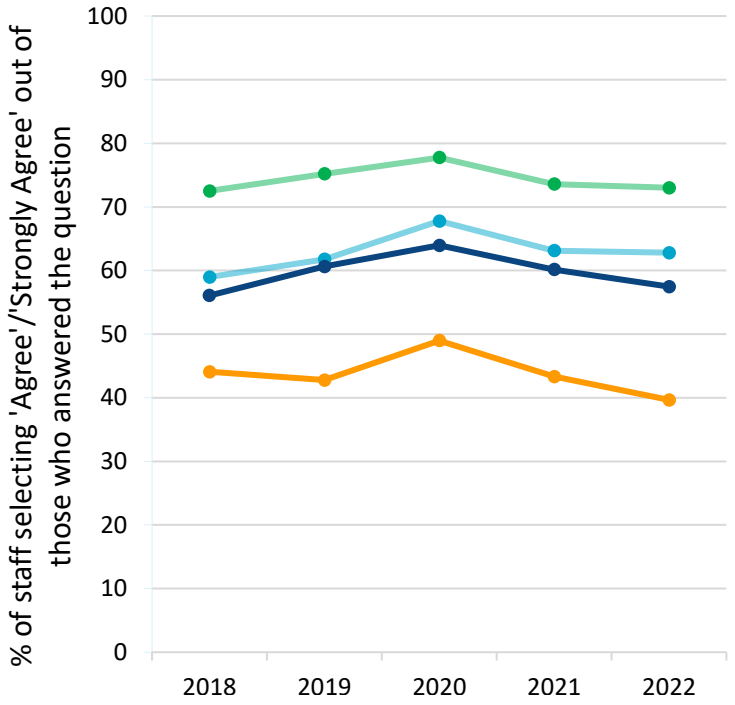
Survey Coordination Centre NHS

Q23a Care of patients / service users is my organisation's top priority.



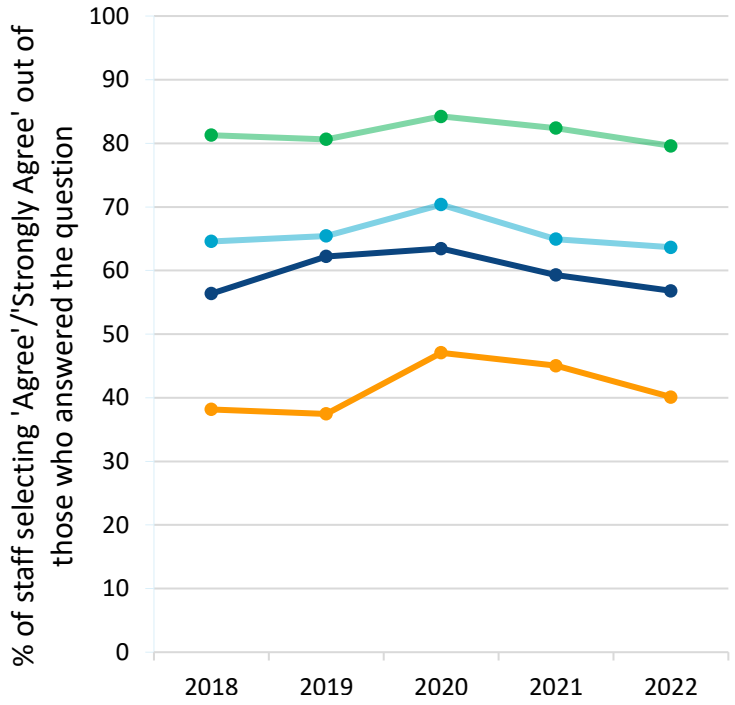

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 69.2% | 76.5% | 77.7% | 75.3% | 73.2% |
| Best | 85.8% | 85.9% | 87.9% | 87.5% | 86.9% |
| Average | 73.7% | 76.1% | 80.4% | 78.5% | 78.3% |
| Worst | 58.6% | 57.2% | 66.3% | 64.9% | 59.5% |
| Responses | 1743 | 1996 | 1978 | 2230 | 2219 |

Q23c I would recommend my organisation as a place to work.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 56.1% | 60.6% | 64.0% | 60.2% | 57.5% |
| Best | 72.5% | 75.2% | 77.8% | 73.6% | 73.0% |
| Average | 59.0% | 61.8% | 67.8% | 63.1% | 62.8% |
| Worst | 44.1% | 42.8% | 49.0% | 43.3% | 39.6% |
| Responses | 1739 | 2000 | 1976 | 2233 | 2212 |

Q23d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 56.3% | 62.2% | 63.4% | 59.3% | 56.8% |
| Best | 81.3% | 80.6% | 84.2% | 82.4% | 79.6% |
| Average | 64.6% | 65.4% | 70.4% | 64.9% | 63.6% |
| Worst | 38.2% | 37.5% | 47.1% | 45.0% | 40.1% |
| Responses | 1730 | 1997 | 1973 | 2232 | 2217 |

Survey Coordination Centre

NHS

# Theme - Morale

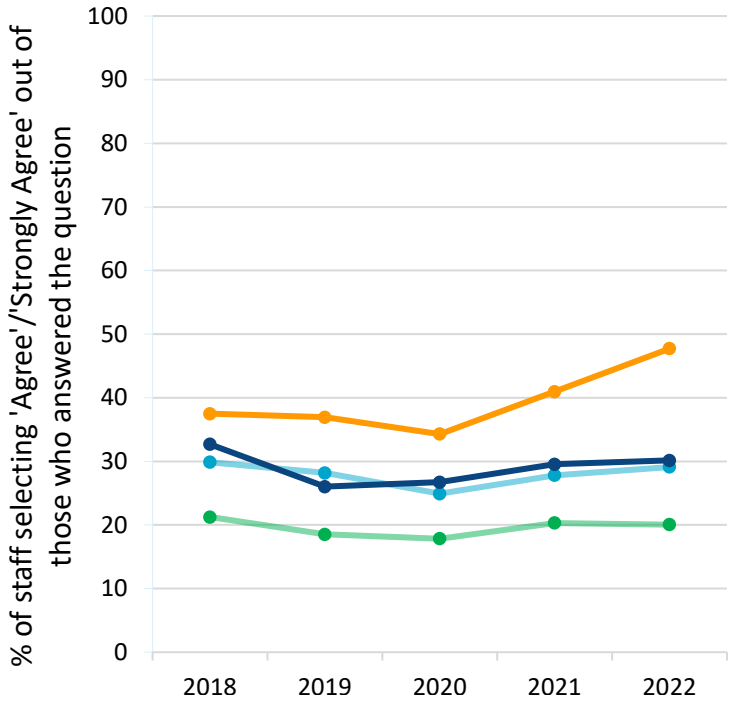
Questions included:

Thinking about leaving – Q24a, Q24b, Q24c
Work pressure – Q3g, Q3h, Q3i
Stressors – Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

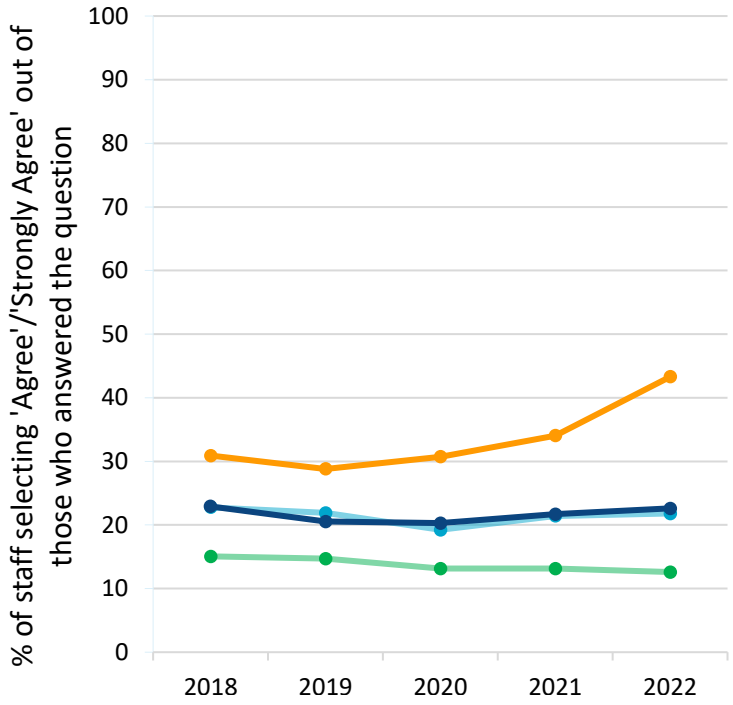
Survey Coordination Centre NHS

Q24a I often think about leaving this organisation.



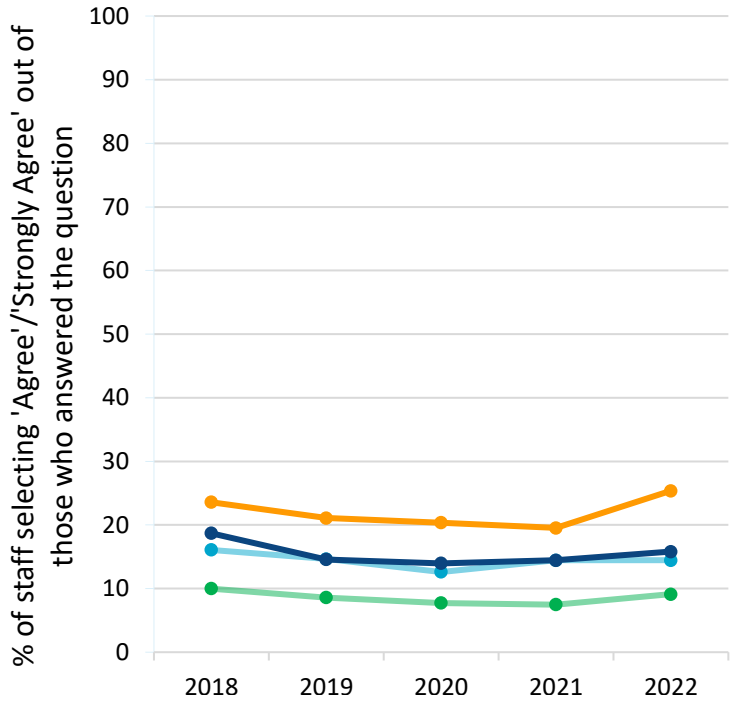

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 32.7% | 26.0% | 26.7% | 29.5% | 30.2% |
| Best | 21.2% | 18.5% | 17.9% | 20.3% | 20.1% |
| Average | 29.9% | 28.2% | 24.9% | 27.8% | 29.1% |
| Worst | 37.5% | 36.9% | 34.3% | 41.0% | 47.7% |
| Responses | 1750 | 1997 | 1980 | 2230 | 2216 |

Q24b I will probably look for a job at a new organisation in the next 12 months.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 22.9% | 20.5% | 20.3% | 21.7% | 22.6% |
| Best | 15.0% | 14.7% | 13.1% | 13.1% | 12.6% |
| Average | 22.8% | 21.9% | 19.2% | 21.4% | 21.8% |
| Worst | 30.9% | 28.8% | 30.7% | 34.0% | 43.3% |
| Responses | 1743 | 1992 | 1979 | 2229 | 2217 |

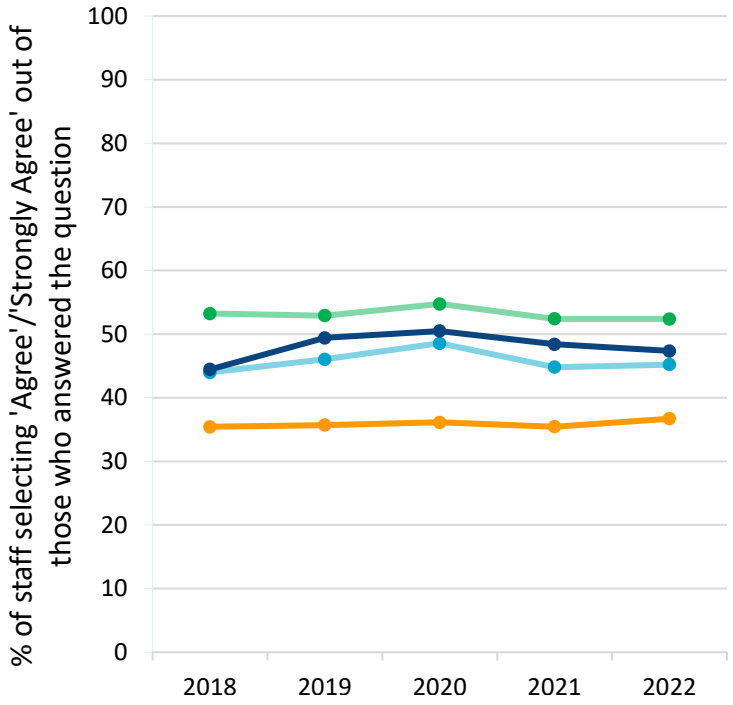
Q24c As soon as I can find another job, I will leave this organisation.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 18.7% | 14.6% | 14.0% | 14.5% | 15.8% |
| Best | 10.0% | 8.6% | 7.7% | 7.5% | 9.1% |
| Average | 16.1% | 14.7% | 12.6% | 14.5% | 14.4% |
| Worst | 23.6% | 21.1% | 20.4% | 19.5% | 25.4% |
| Responses | 1696 | 1990 | 1975 | 2229 | 2211 |

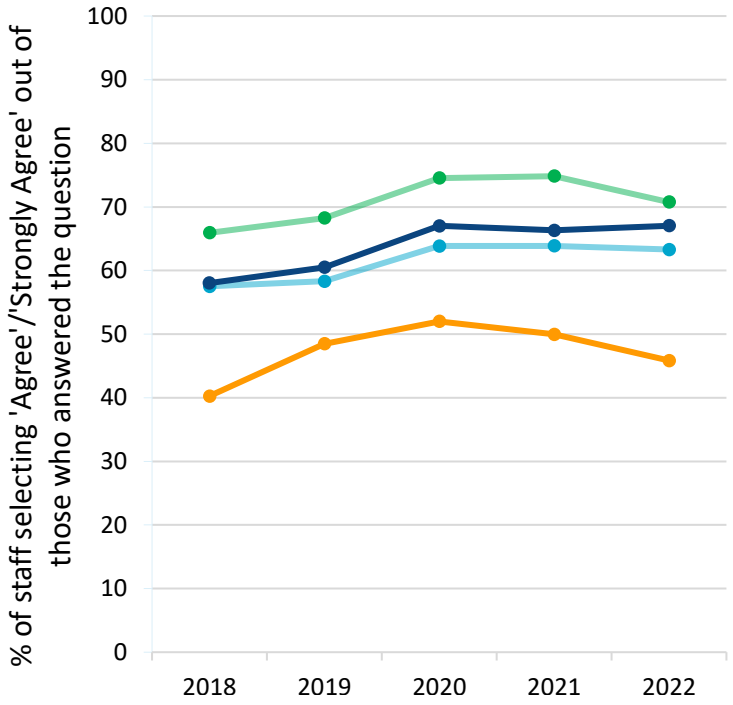
Survey Coordination Centre NHS

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



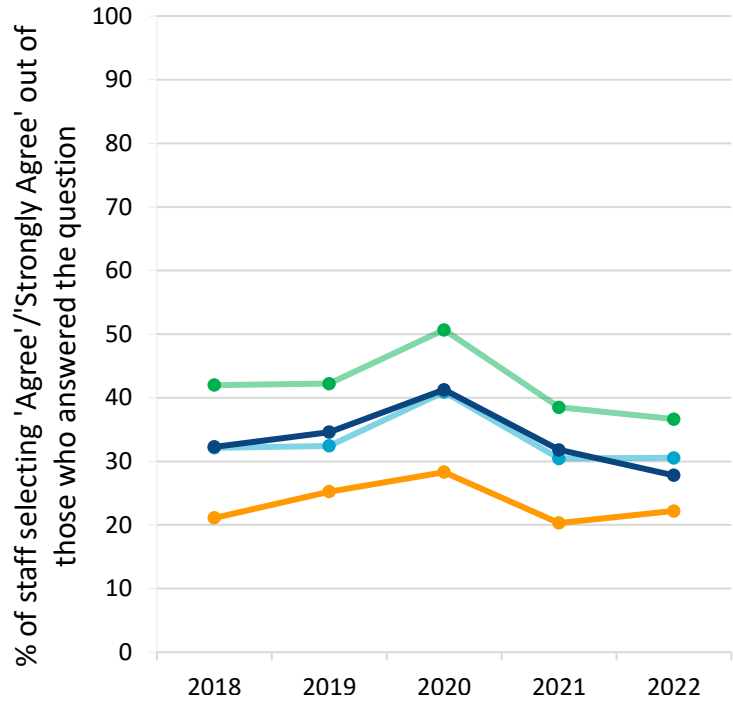

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 44.4% | 49.4% | 50.5% | 48.4% | 47.3% |
| Best | 53.2% | 52.9% | 54.8% | 52.4% | 52.4% |
| Average | 44.0% | 46.0% | 48.6% | 44.8% | 45.2% |
| Worst | 35.4% | 35.7% | 36.1% | 35.4% | 36.7% |
| Responses | 1797 | 2021 | 1989 | 2275 | 2212 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 58.0% | 60.5% | 67.0% | 66.3% | 67.0% |
| Best | 65.9% | 68.3% | 74.5% | 74.8% | 70.8% |
| Average | 57.5% | 58.3% | 63.8% | 63.9% | 63.3% |
| Worst | 40.2% | 48.5% | 52.0% | 50.0% | 45.8% |
| Responses | 1802 | 2025 | 1995 | 2280 | 2215 |

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

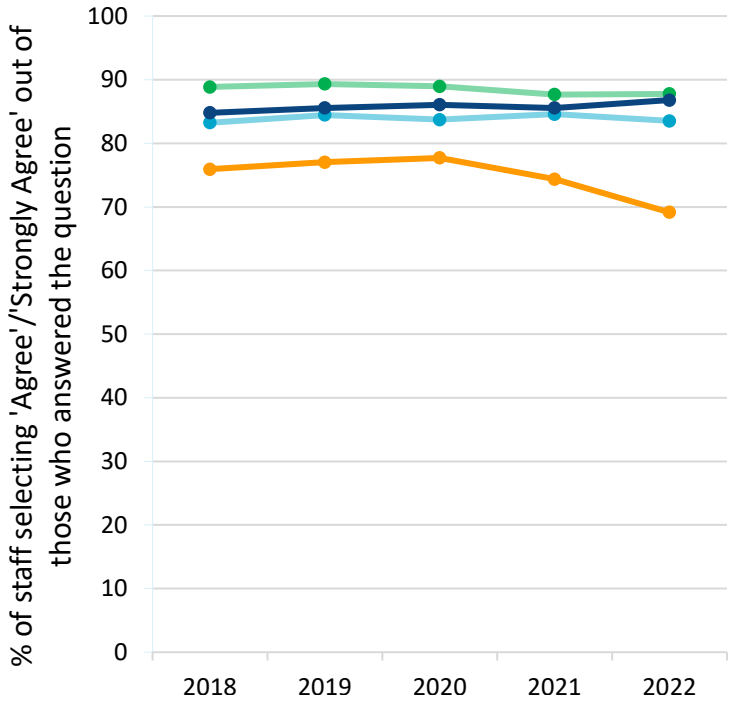



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 32.3% | 34.6% | 41.3% | 31.8% | 27.8% |
| Best | 42.0% | 42.2% | 50.7% | 38.5% | 36.6% |
| Average | 32.1% | 32.4% | 40.9% | 30.4% | 30.5% |
| Worst | 21.1% | 25.2% | 28.3% | 20.3% | 22.2% |
| Responses | 1802 | 2029 | 1993 | 2277 | 2216 |

Survey Coordination Centre

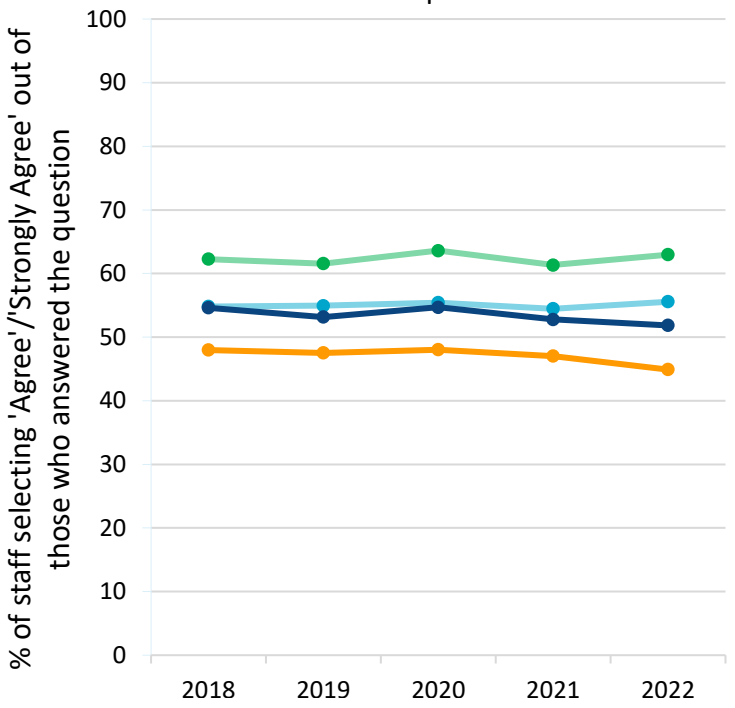
NHS

Q3a I always know what my work responsibilities are.



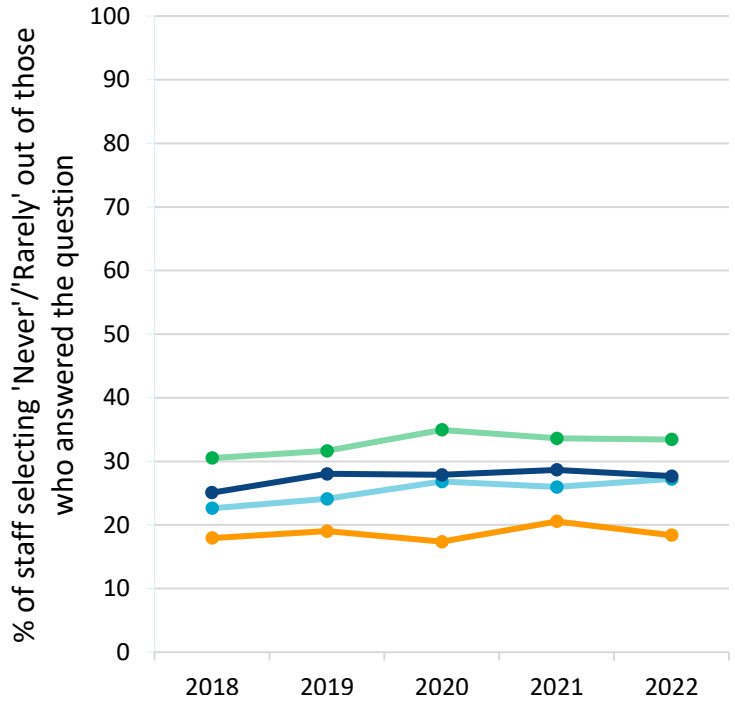

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 84.8% | 85.6% | 86.1% | 85.6% | 86.8% |
| Best | 88.8% | 89.3% | 88.9% | 87.7% | 87.8% |
| Average | 83.3% | 84.4% | 83.7% | 84.6% | 83.5% |
| Worst | 75.9% | 77.0% | 77.7% | 74.4% | 69.2% |
| Responses | 1811 | 2030 | 2010 | 2278 | 2222 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 54.6% | 53.2% | 54.7% | 52.8% | 51.9% |
| Best | 62.3% | 61.6% | 63.6% | 61.3% | 63.0% |
| Average | 54.8% | 55.0% | 55.4% | 54.5% | 55.6% |
| Worst | 48.0% | 47.5% | 48.0% | 47.0% | 44.9% |
| Responses | 1800 | 2029 | 1998 | 2277 | 2219 |

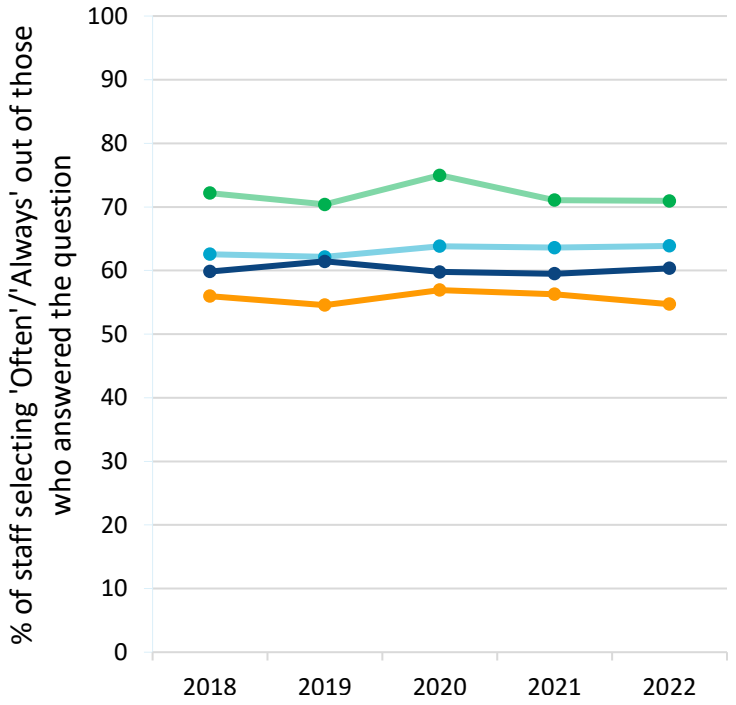
Q5a I have unrealistic time pressures.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 25.1% | 28.0% | 27.9% | 28.7% | 27.7% |
| Best | 30.5% | 31.6% | 34.9% | 33.6% | 33.4% |
| Average | 22.6% | 24.1% | 26.8% | 26.0% | 27.2% |
| Worst | 17.9% | 19.0% | 17.4% | 20.6% | 18.4% |
| Responses | 1788 | 2014 | 1987 | 2264 | 2207 |

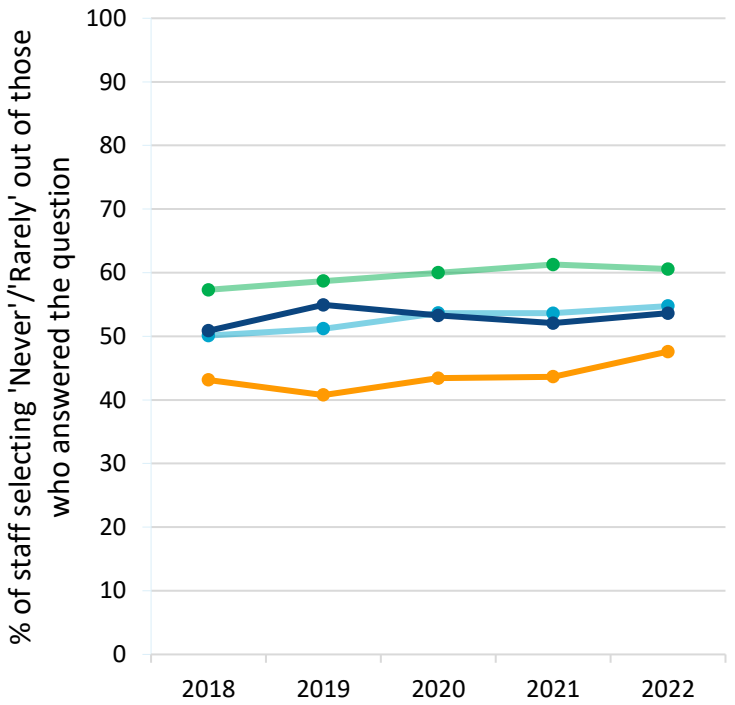
Survey Coordination Centre NHS

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



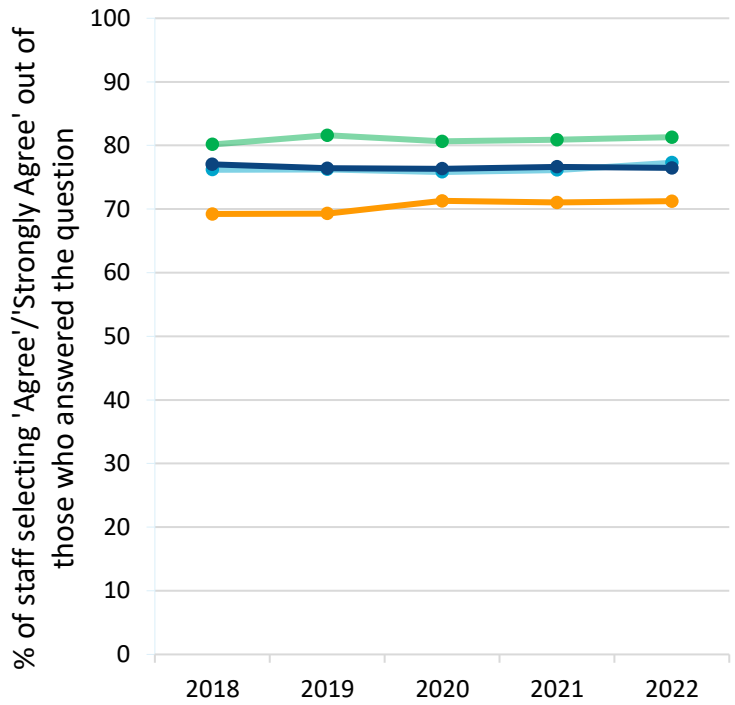

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 59.8% | 61.4% | 59.8% | 59.5% | 60.3% |
| Best | 72.2% | 70.4% | 75.0% | 71.1% | 70.9% |
| Average | 62.6% | 62.1% | 63.8% | 63.6% | 63.9% |
| Worst | 56.0% | 54.6% | 56.9% | 56.3% | 54.7% |
| Responses | 1788 | 2010 | 1990 | 2267 | 2211 |

Q5c Relationships at work are strained.



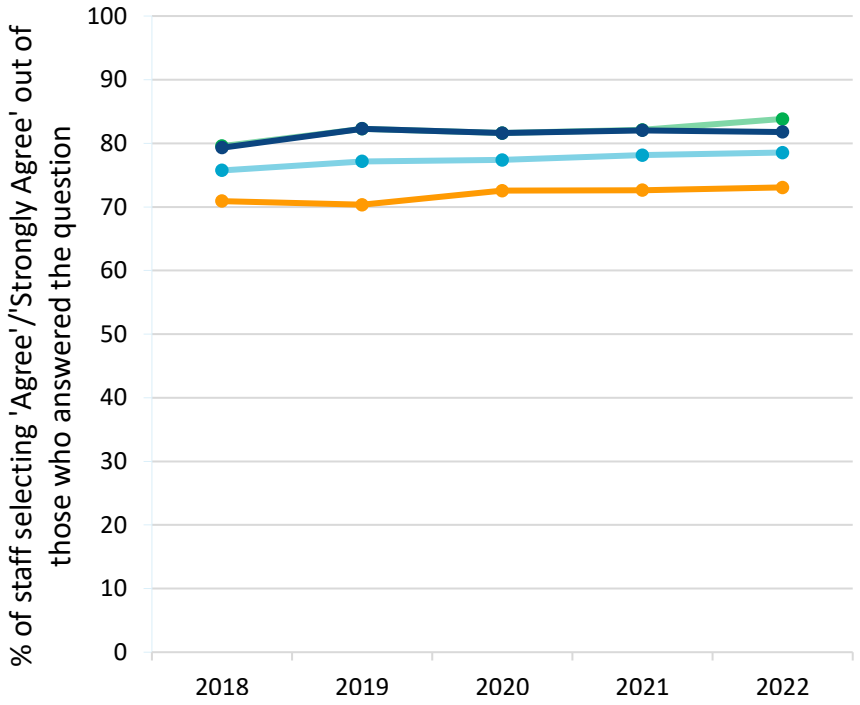

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 50.8% | 54.9% | 53.3% | 52.1% | 53.6% |
| Best | 57.3% | 58.7% | 60.0% | 61.3% | 60.6% |
| Average | 50.1% | 51.2% | 53.6% | 53.6% | 54.8% |
| Worst | 43.1% | 40.8% | 43.4% | 43.6% | 47.6% |
| Responses | 1785 | 2013 | 1988 | 2263 | 2211 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 77.0% | 76.4% | 76.3% | 76.6% | 76.5% |
| Best | 80.2% | 81.6% | 80.6% | 80.9% | 81.3% |
| Average | 76.2% | 76.2% | 75.8% | 76.1% | 77.3% |
| Worst | 69.2% | 69.3% | 71.3% | 71.0% | 71.2% |
| Responses | 1801 | 2030 | 1993 | 2262 | 2217 |

Q9a My immediate manager encourages me at work.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 79.3% | 82.3% | 81.6% | 82.0% | 81.8% |
| Best | 79.6% | 82.3% | 81.6% | 82.1% | 83.8% |
| Average | 75.7% | 77.1% | 77.4% | 78.1% | 78.5% |
| Worst | 70.9% | 70.3% | 72.5% | 72.6% | 73.1% |
| Responses | 1780 | 2022 | 1990 | 2257 | 2219 |

# Question not linked to People Promise elements or themes

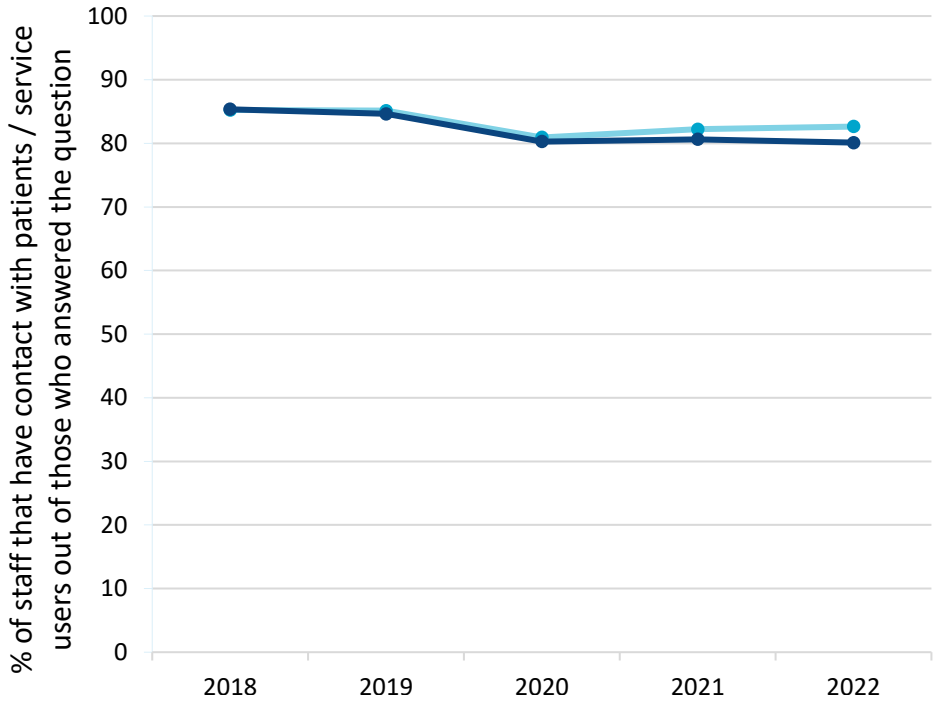
Questions included:
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q17, Q18a, Q18b, Q18c, Q18d, Q24d, Q30b

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

Survey Coordination Centre

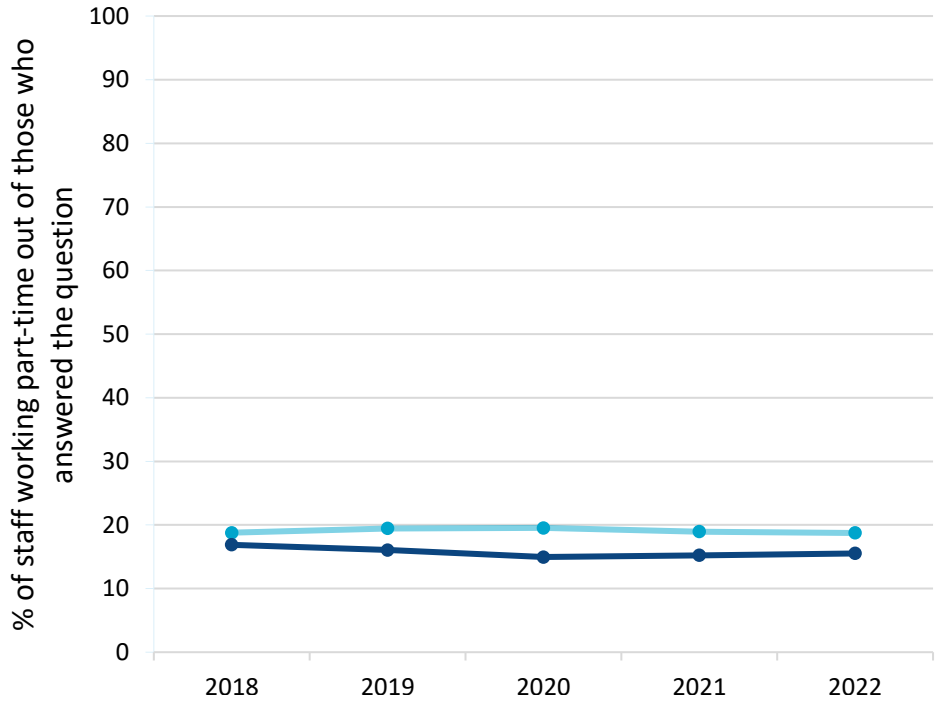
NHS

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



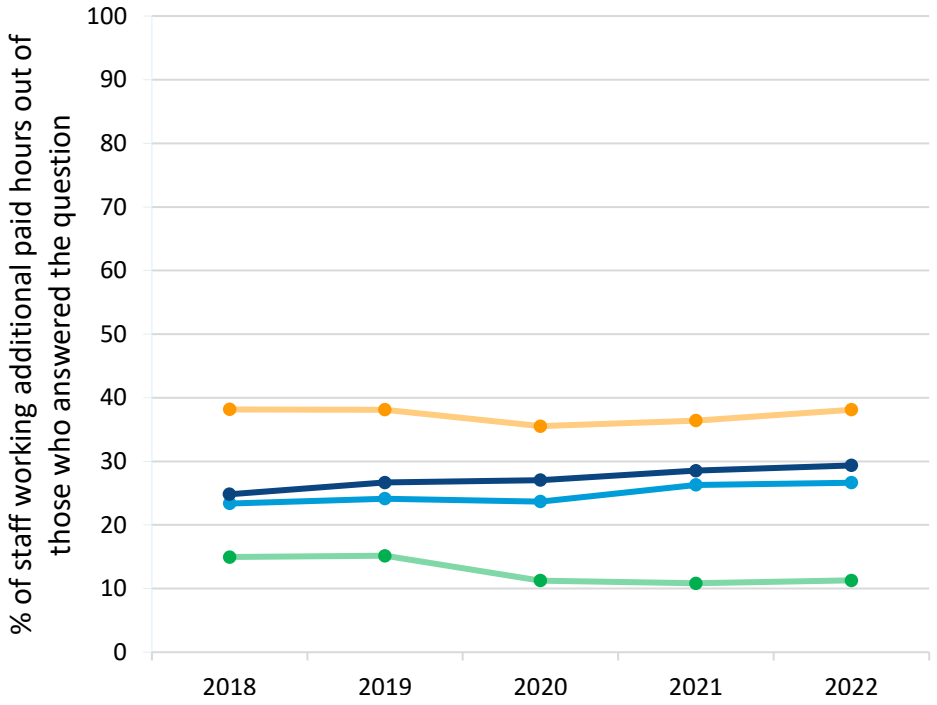

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 85.4% | 84.6% | 80.3% | 80.6% | 80.1% |
| Average | 85.2% | 85.1% | 80.9% | 82.2% | 82.6% |
| Responses | 1769 | 2037 | 2007 | 2287 | 2207 |

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



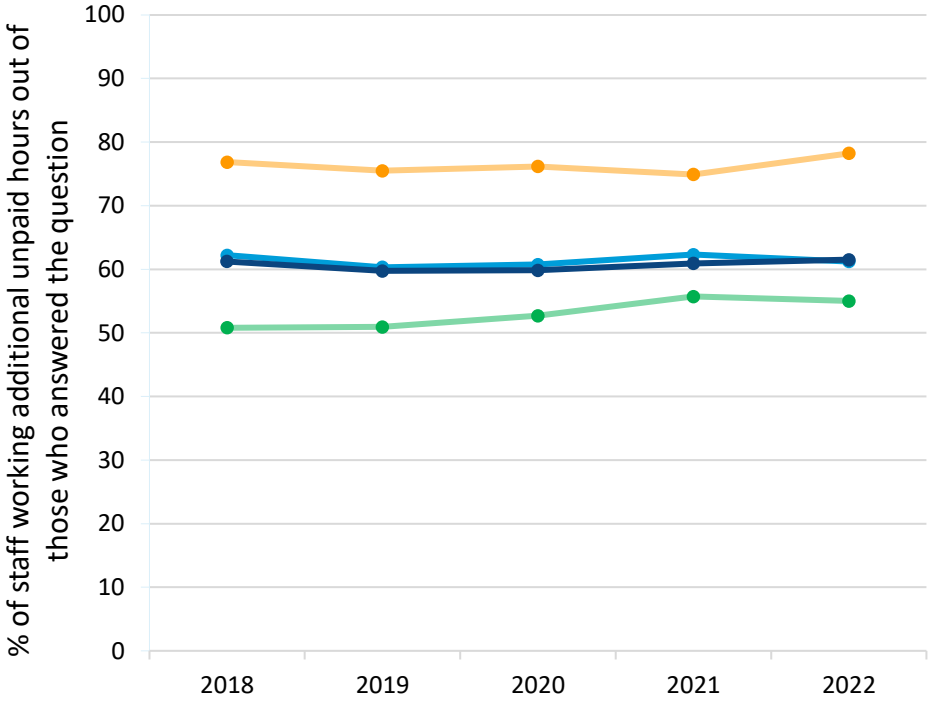

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 16.9% | 16.1% | 15.0% | 15.2% | 15.5% |
| Average | 18.8% | 19.5% | 19.5% | 19.0% | 18.7% |
| Responses | 1764 | 2005 | 1959 | 2218 | 2170 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 24.8% | 26.7% | 27.0% | 28.5% | 29.4% |
| Lowest | 15.0% | 15.2% | 11.2% | 10.8% | 11.3% |
| Average | 23.4% | 24.1% | 23.7% | 26.3% | 26.7% |
| Highest | 38.2% | 38.1% | 35.5% | 36.4% | 38.1% |
| Responses | 1696 | 1996 | 1962 | 2233 | 2183 |

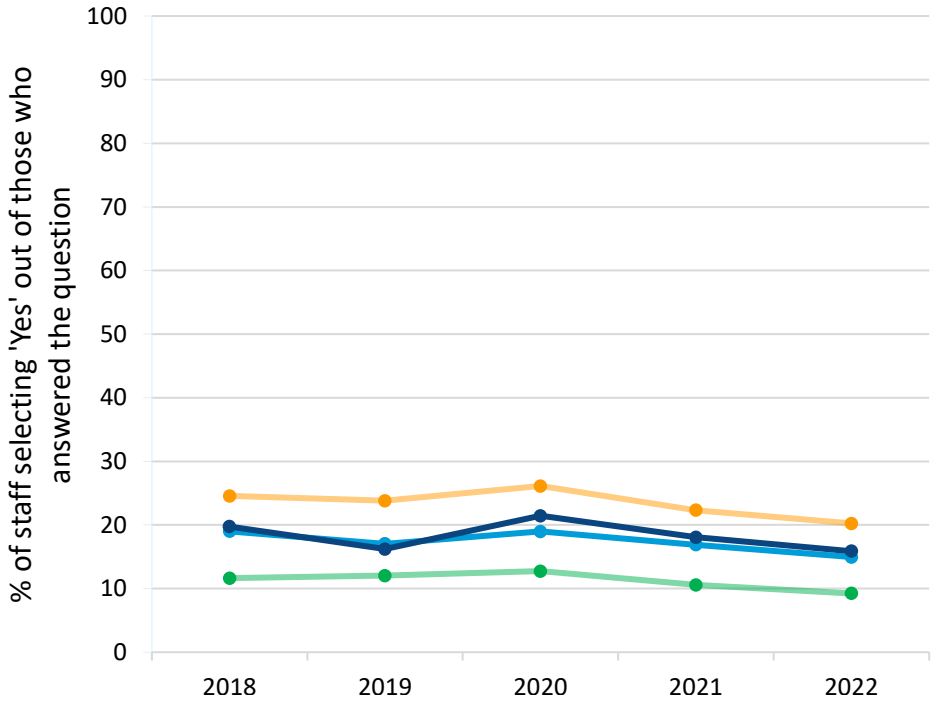
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 61.2% | 59.8% | 59.8% | 60.9% | 61.5% |
| Lowest | 50.8% | 50.9% | 52.7% | 55.7% | 55.0% |
| Average | 62.2% | 60.3% | 60.8% | 62.3% | 61.2% |
| Highest | 76.8% | 75.5% | 76.2% | 74.9% | 78.2% |
| Responses | 1706 | 1993 | 1968 | 2232 | 2170 |

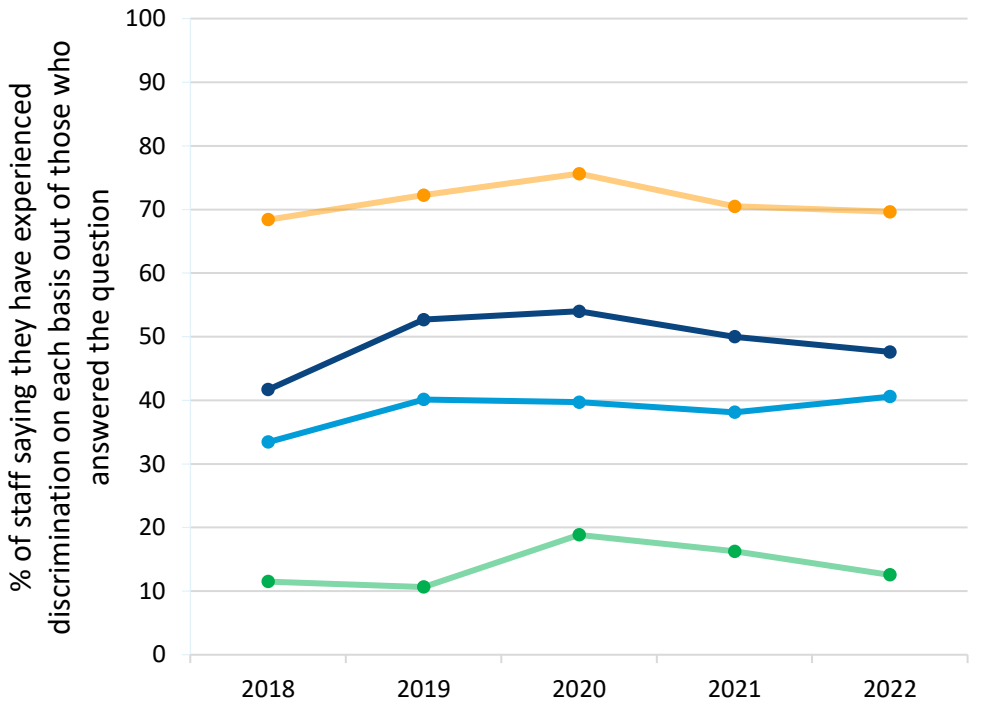
*Q11e is only answered by staff who responded 'Yes' to Q11d.

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



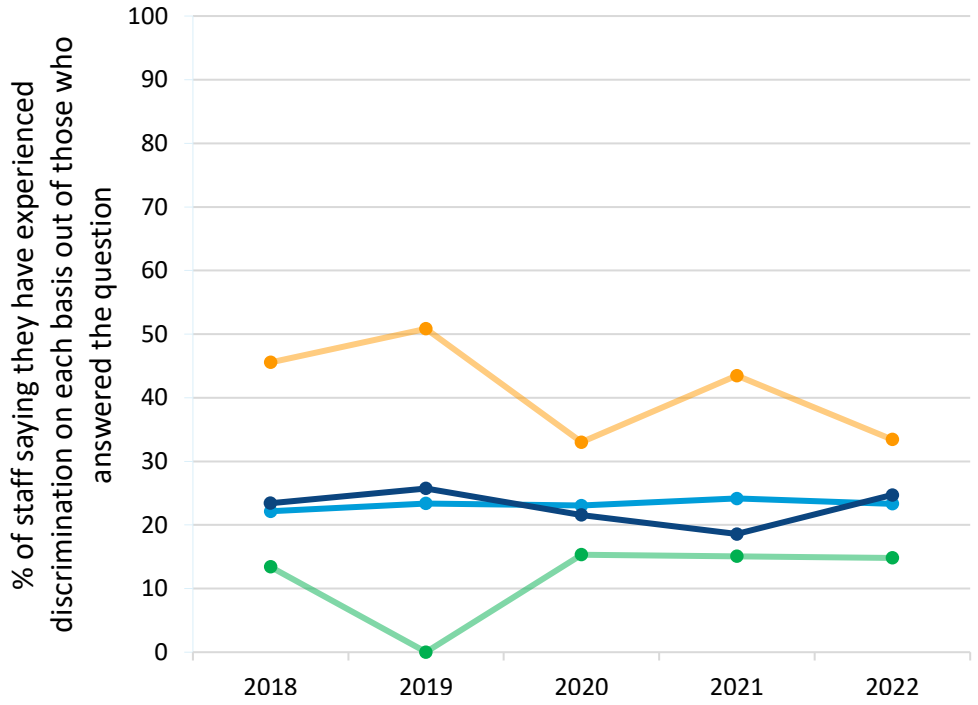

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 19.7% | 16.2% | 21.4% | 18.1% | 15.9% |
| Best | 11.6% | 12.0% | 12.7% | 10.6% | 9.2% |
| Average | 19.0% | 17.0% | 19.0% | 16.9% | 14.9% |
| Worst | 24.6% | 23.8% | 26.1% | 22.3% | 20.2% |
| Responses | 964 | 1071 | 893 | 1112 | 1142 |

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



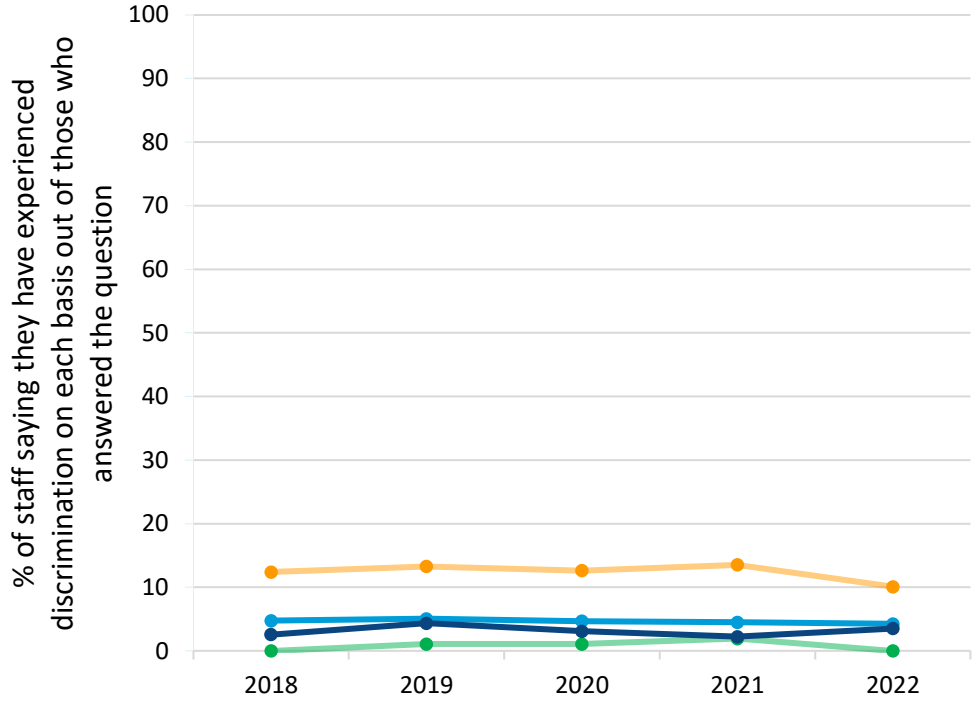

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 41.7% | 52.7% | 54.0% | 50.0% | 47.6% |
| Best | 11.5% | 10.6% | 18.8% | 16.3% | 12.6% |
| Average | 33.4% | 40.1% | 39.7% | 38.1% | 40.6% |
| Worst | 68.4% | 72.2% | 75.6% | 70.5% | 69.6% |
| Responses | 273 | 323 | 328 | 362 | 346 |

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 23.4% | 25.8% | 21.6% | 18.6% | 24.7% |
| Best | 13.4% | 0.0% | 15.3% | 15.1% | 14.8% |
| Average | 22.1% | 23.4% | 23.1% | 24.2% | 23.3% |
| Worst | 45.6% | 50.8% | 33.0% | 43.5% | 33.4% |
| Responses | 273 | 323 | 328 | 362 | 346 |

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

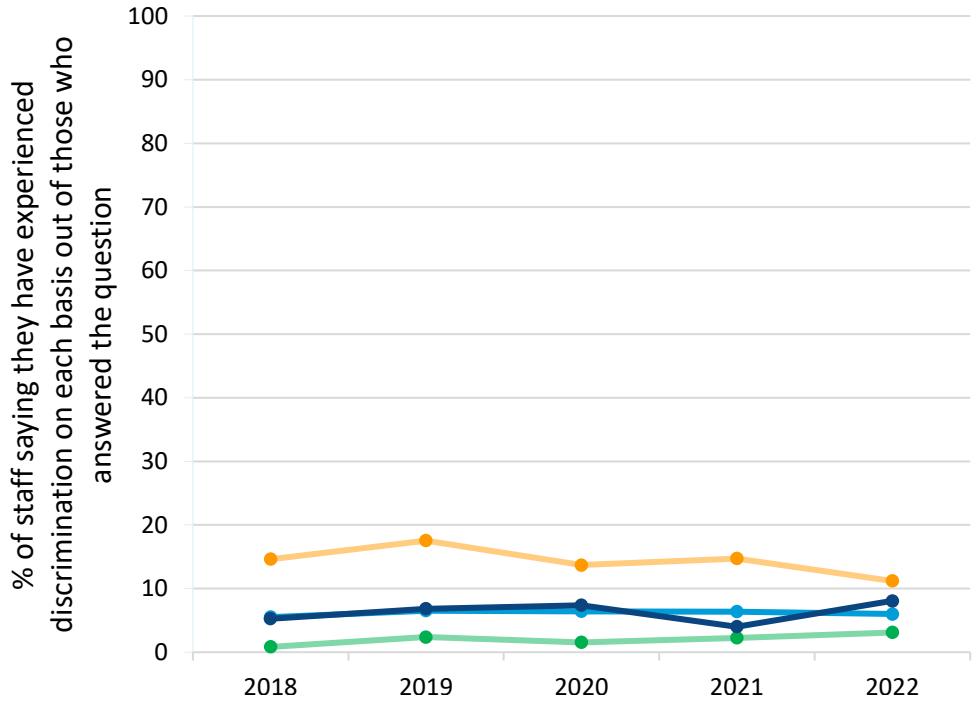



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 2.6% | 4.4% | 3.1% | 2.2% | 3.5% |
| Best | 0.0% | 1.1% | 1.1% | 1.9% | 0.0% |
| Average | 4.7% | 5.1% | 4.7% | 4.5% | 4.2% |
| Worst | 12.4% | 13.3% | 12.6% | 13.5% | 10.1% |
| Responses | 273 | 323 | 328 | 362 | 346 |

Survey Coordination Centre

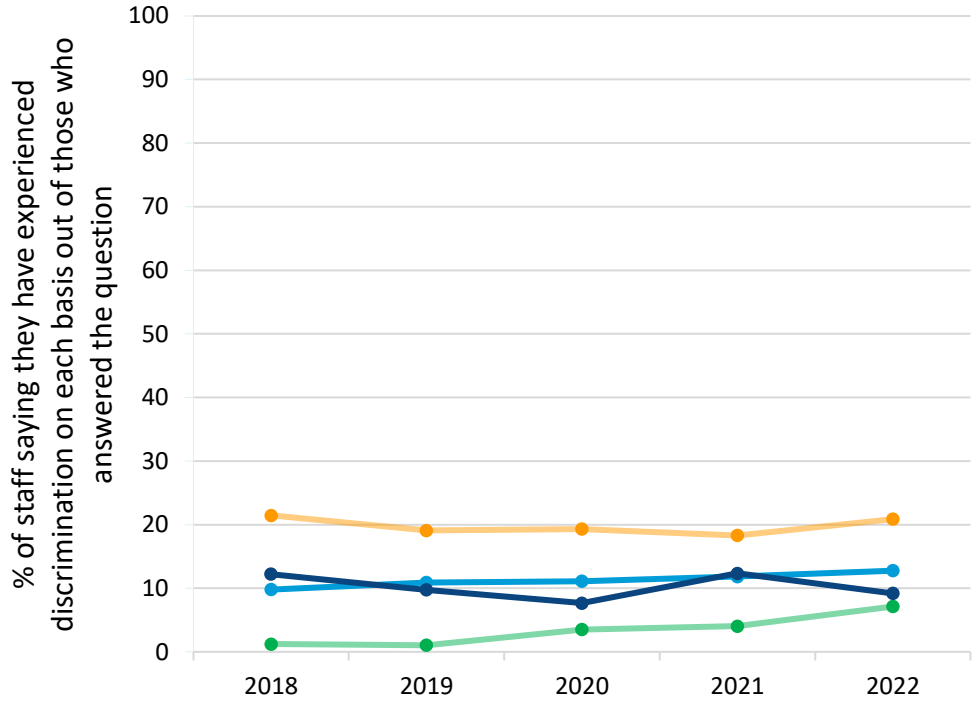
NHS

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 5.2% | 6.8% | 7.4% | 4.0% | 8.0% |
| Best | 0.8% | 2.4% | 1.5% | 2.2% | 3.1% |
| Average | 5.5% | 6.5% | 6.4% | 6.4% | 6.0% |
| Worst | 14.6% | 17.5% | 13.7% | 14.7% | 11.2% |
| Responses | 273 | 323 | 328 | 362 | 346 |

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

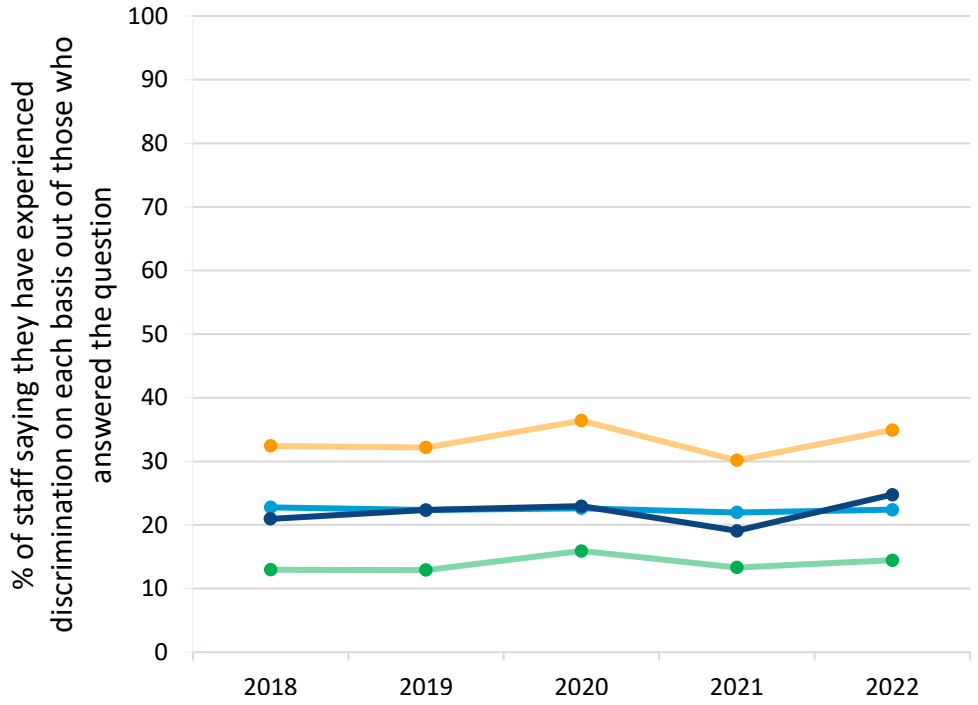



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 12.2% | 9.8% | 7.7% | 12.4% | 9.2% |
| Best | 1.2% | 1.1% | 3.5% | 4.1% | 7.2% |
| Average | 9.8% | 10.9% | 11.1% | 11.8% | 12.8% |
| Worst | 21.5% | 19.1% | 19.3% | 18.3% | 20.9% |
| Responses | 273 | 323 | 328 | 362 | 346 |

Survey Coordination Centre

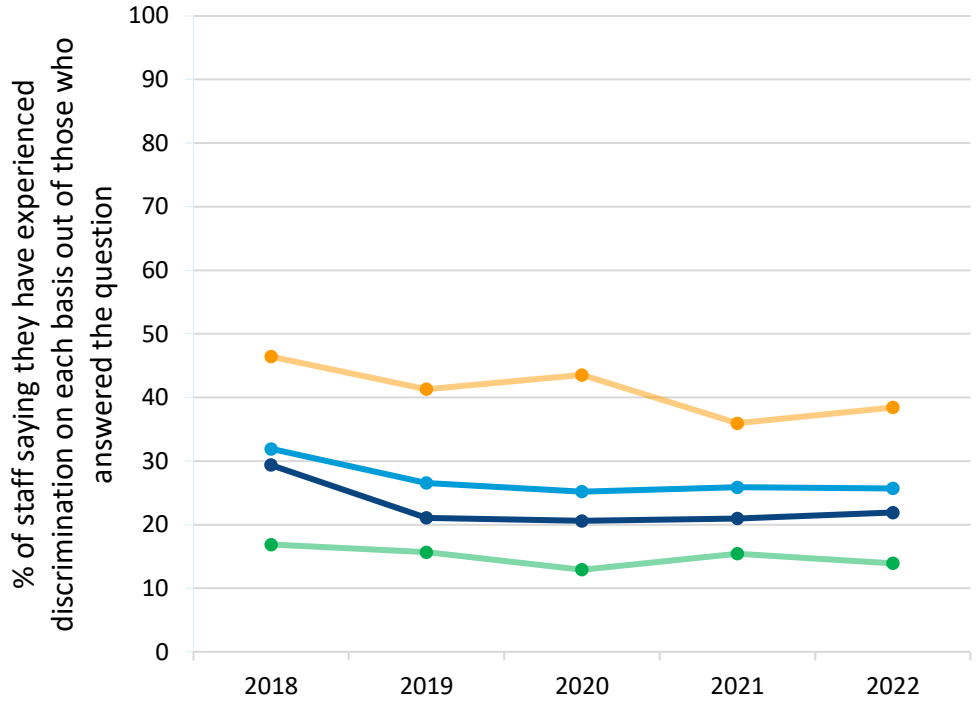
NHS

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 21.0% | 22.4% | 22.9% | 19.1% | 24.8% |
| Best | 13.0% | 12.9% | 15.9% | 13.3% | 14.4% |
| Average | 22.8% | 22.4% | 22.6% | 22.0% | 22.4% |
| Worst | 32.4% | 32.2% | 36.4% | 30.2% | 34.9% |
| Responses | 273 | 323 | 328 | 362 | 346 |

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

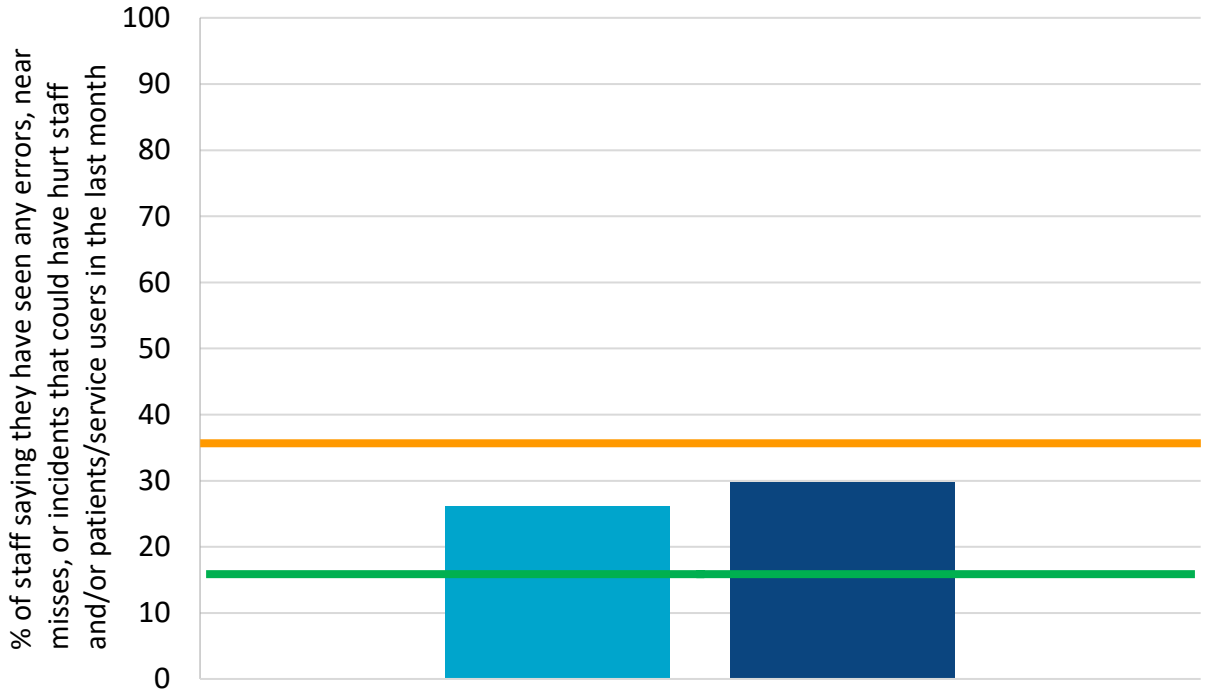



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 29.4% | 21.1% | 20.6% | 21.0% | 21.9% |
| Best | 16.9% | 15.7% | 12.9% | 15.4% | 13.9% |
| Average | 31.9% | 26.6% | 25.2% | 25.9% | 25.7% |
| Worst | 46.4% | 41.3% | 43.5% | 36.0% | 38.4% |
| Responses | 273 | 323 | 328 | 362 | 346 |

Survey Coordination Centre

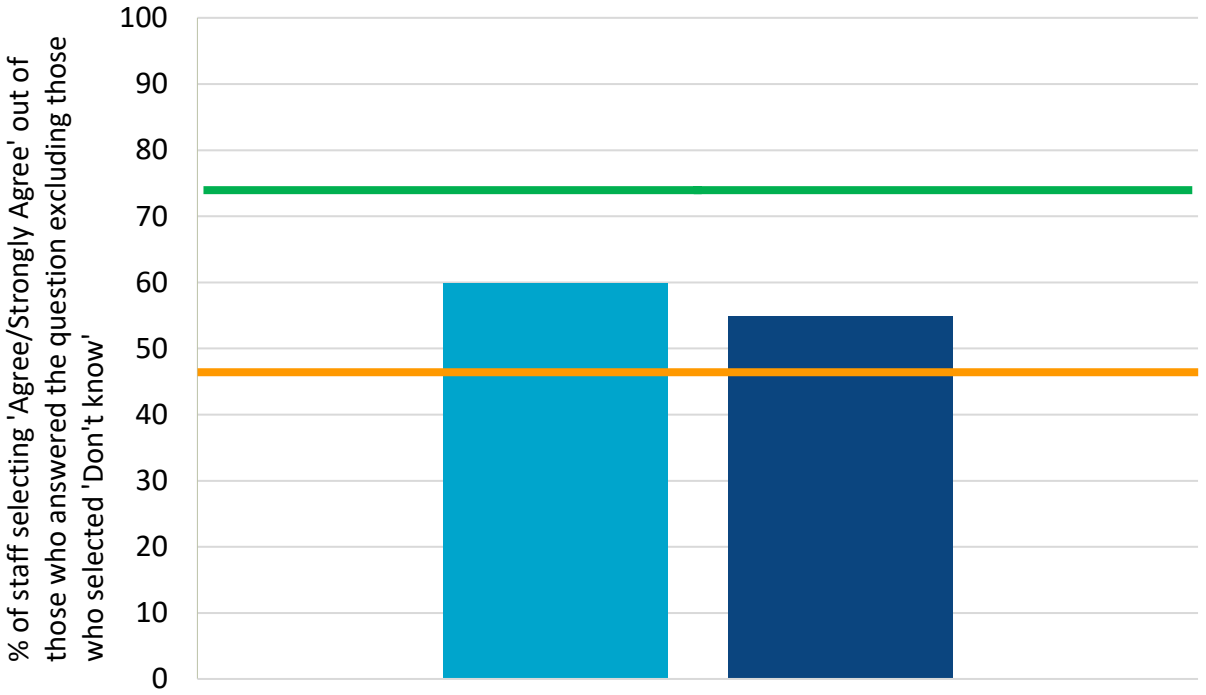
NHS

Q17 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?




| | 2022 |
|---|---|
| Your org | 29.8% |
| Best | 15.9% |
| Average | 26.0% |
| Worst | 35.7% |
| Responses | 2194 |

Q18a My organisation treats staff who are involved in an error, near miss or incident fairly.

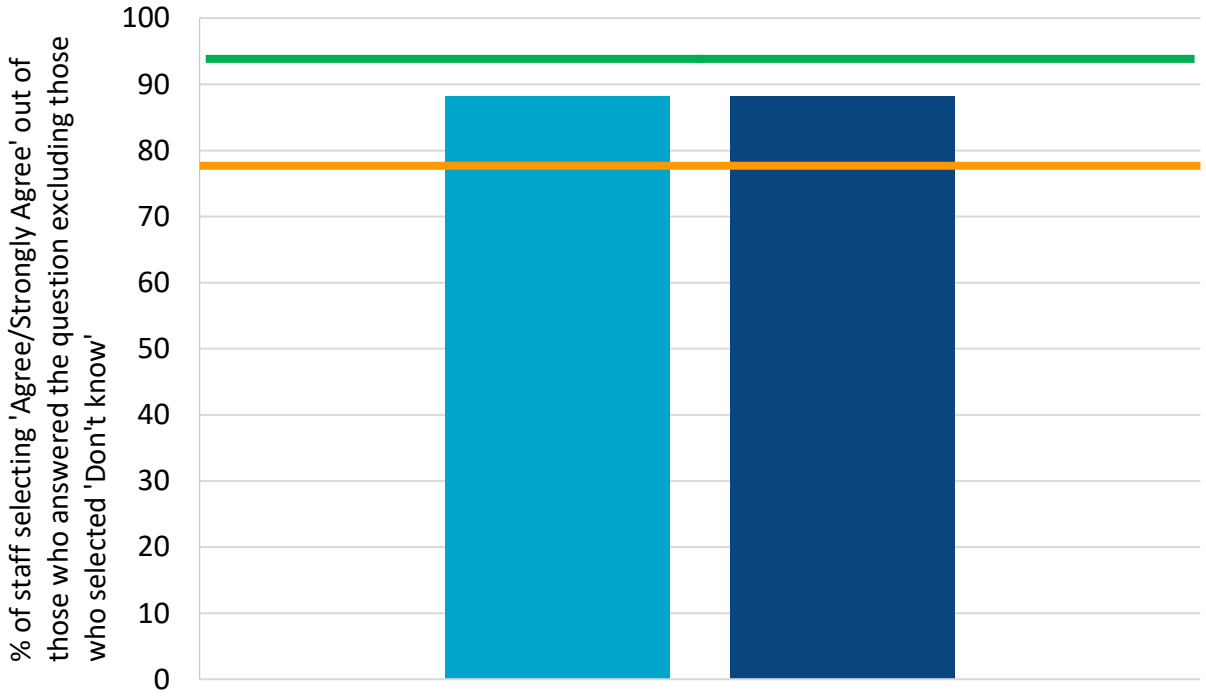



| | 2022 |
|---|---|
| Your org | 54.8% |
| Best | 74.0% |
| Average | 59.9% |
| Worst | 46.4% |
| Responses | 1735 |

Survey Coordination Centre

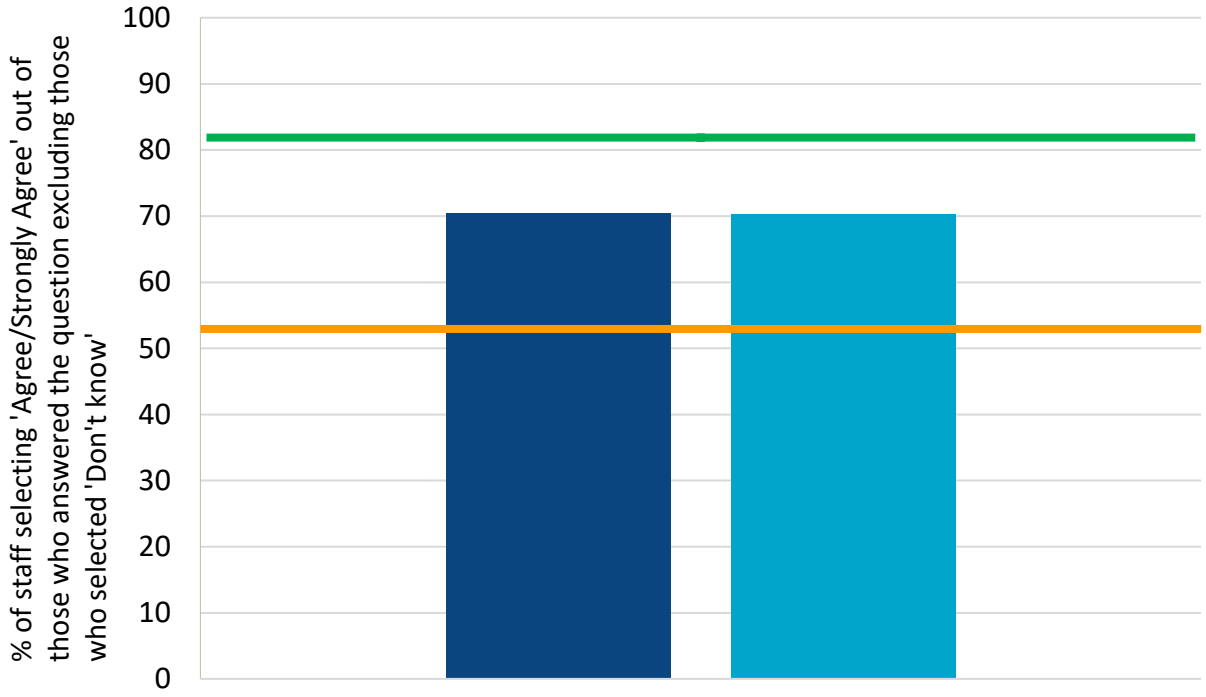
NHS

Q18b My organisation encourages us to report errors, near misses or incidents.




| | 2022 |
|---|---|
| Your org | 88.3% |
| Best | 93.8% |
| Average | 88.3% |
| Worst | 77.7% |
| Responses | 2139 |

Q18c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.

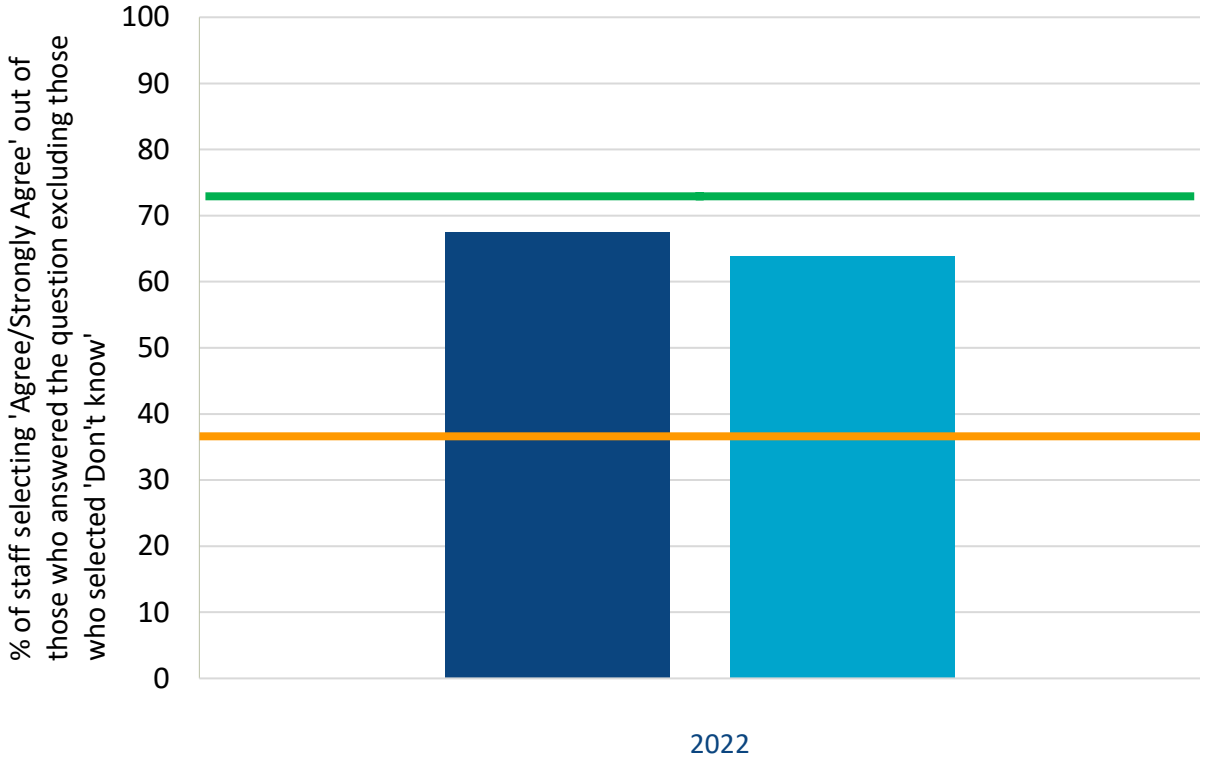



| | 2022 |
|---|---|
| Your org | 70.4% |
| Best | 81.9% |
| Average | 70.3% |
| Worst | 52.9% |
| Responses | 1977 |

Survey Coordination Centre

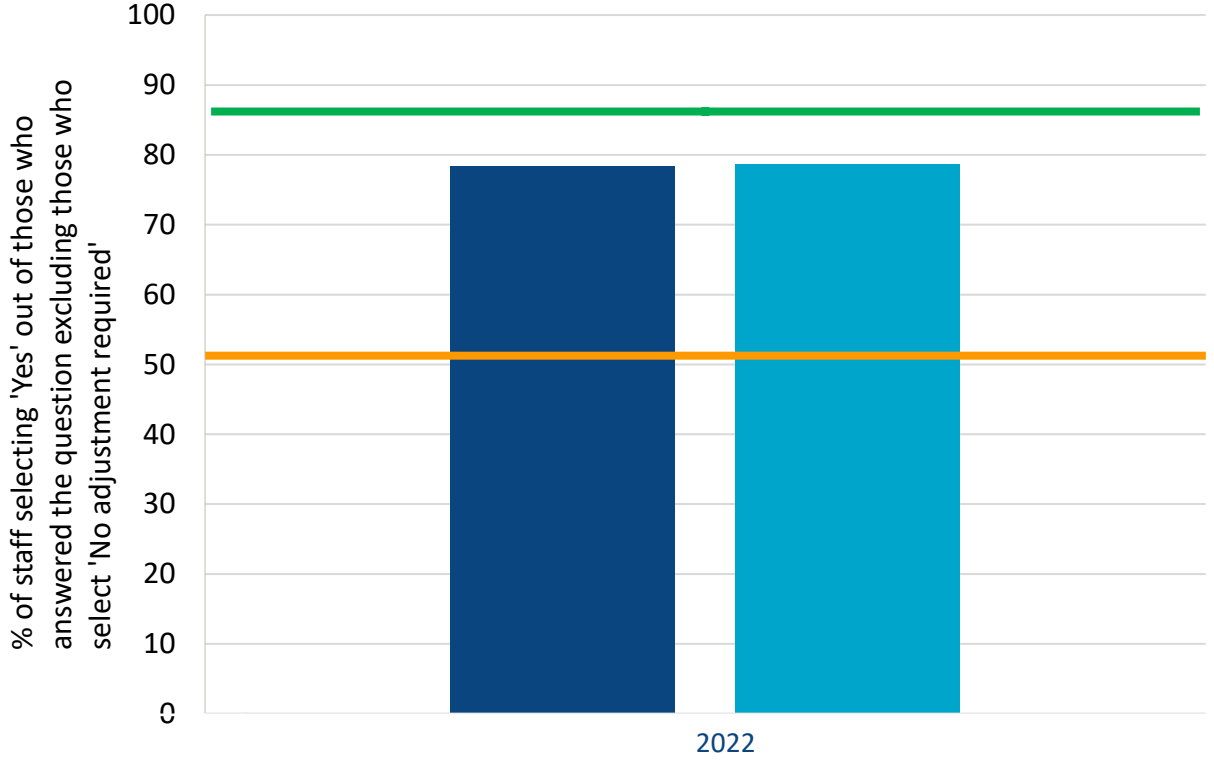
NHS

Q18d We are given feedback about changes made in response to reported errors, near misses and incidents.



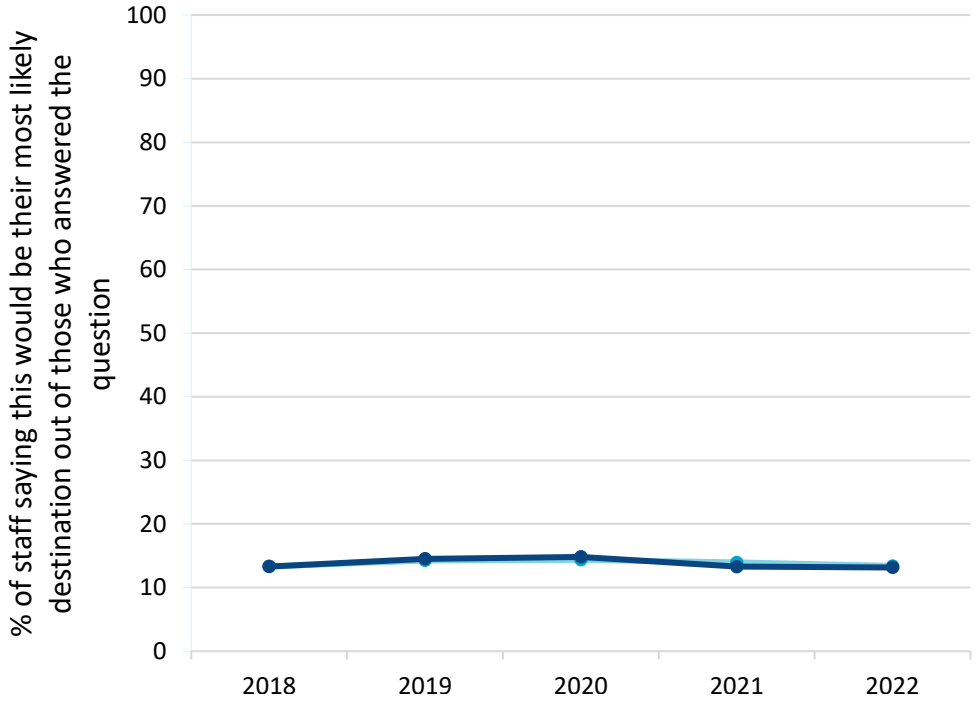

| | |
|---|---|
| Your org | 67.6% |
| Best | 72.9% |
| Average | 63.9% |
| Worst | 36.6% |
| Responses | 1988 |

Q30b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



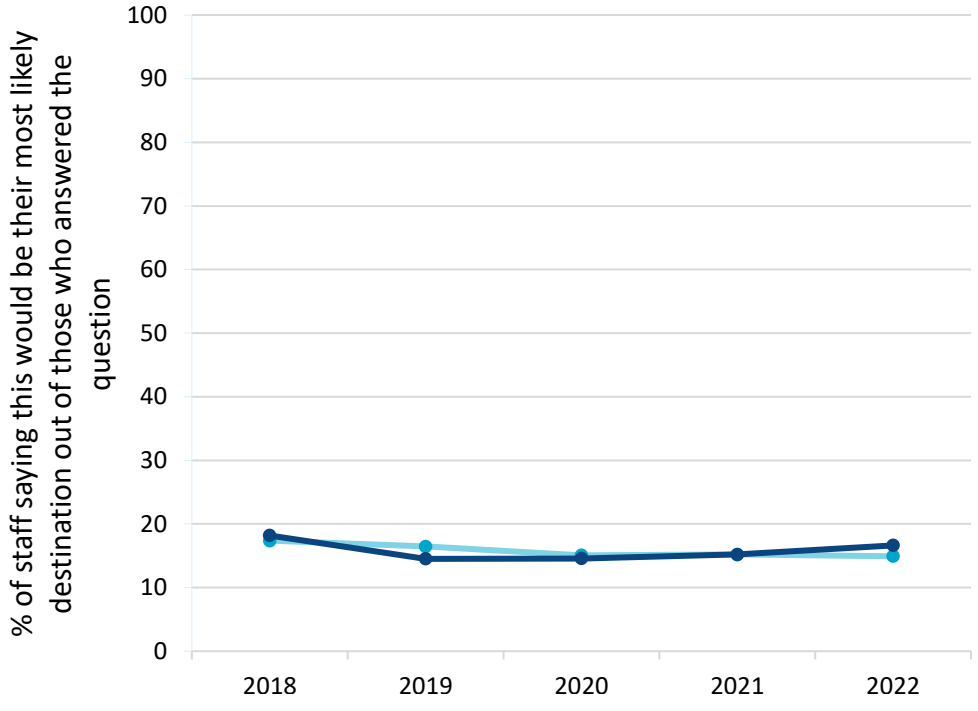

| | |
|---|---|
| Your org | 78.4% |
| Best | 86.2% |
| Average | 78.7% |
| Worst | 51.3% |
| Responses | 376 |

Q24d.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.



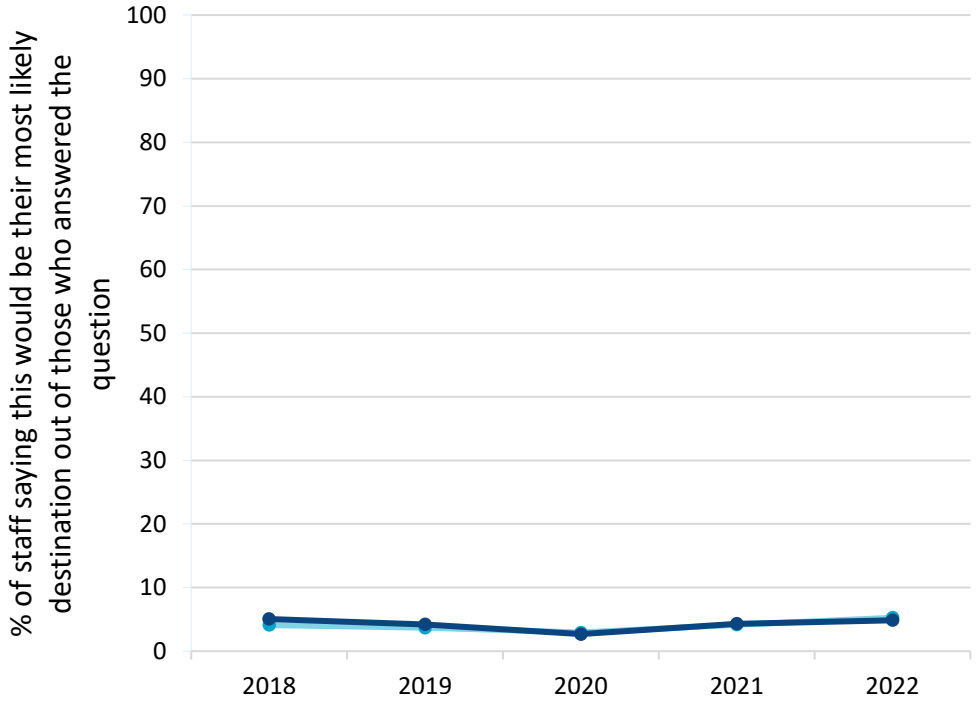

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 13.3% | 14.5% | 14.8% | 13.3% | 13.2% |
| Average | 13.3% | 14.3% | 14.4% | 14.0% | 13.4% |
| Responses | 1606 | 1928 | 1943 | 2138 | 2074 |

Q24d.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.



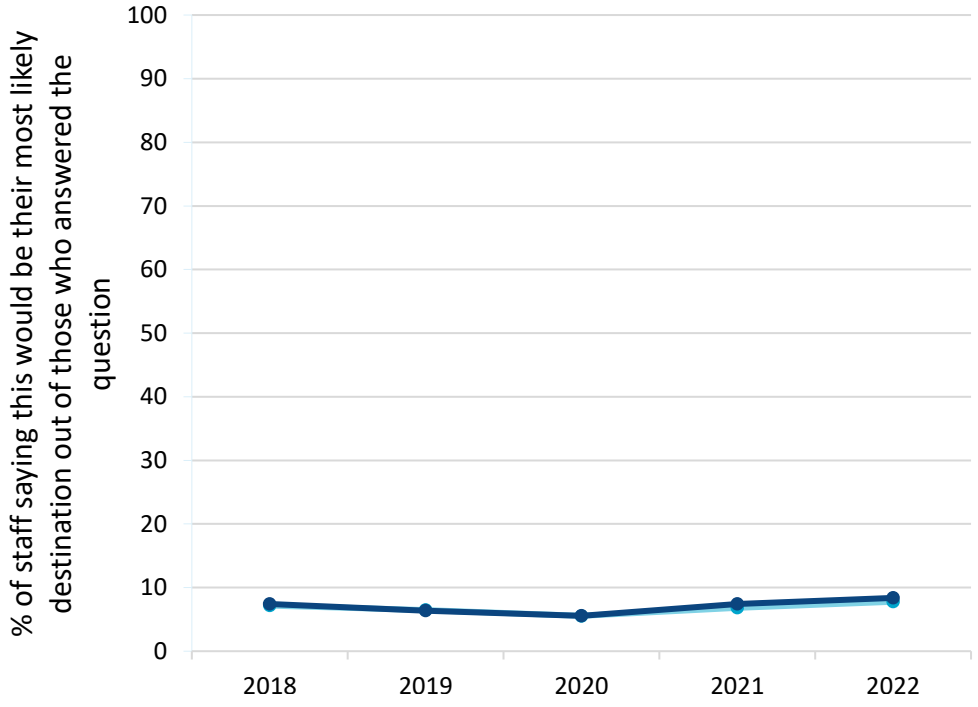

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 18.2% | 14.5% | 14.6% | 15.2% | 16.6% |
| Average | 17.4% | 16.5% | 15.1% | 15.2% | 14.9% |
| Responses | 1606 | 1928 | 1943 | 2138 | 2074 |

Q24d.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.



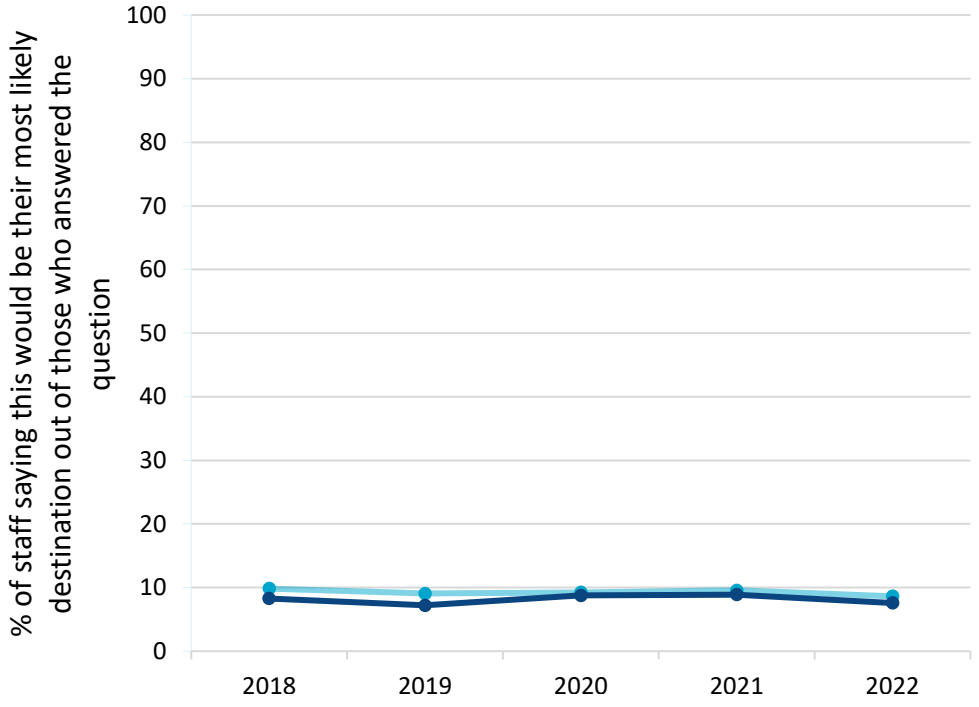

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 5.0% | 4.2% | 2.7% | 4.3% | 4.9% |
| Average | 4.1% | 3.7% | 2.9% | 4.2% | 5.3% |
| Responses | 1606 | 1928 | 1943 | 2138 | 2074 |

Q24d.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.



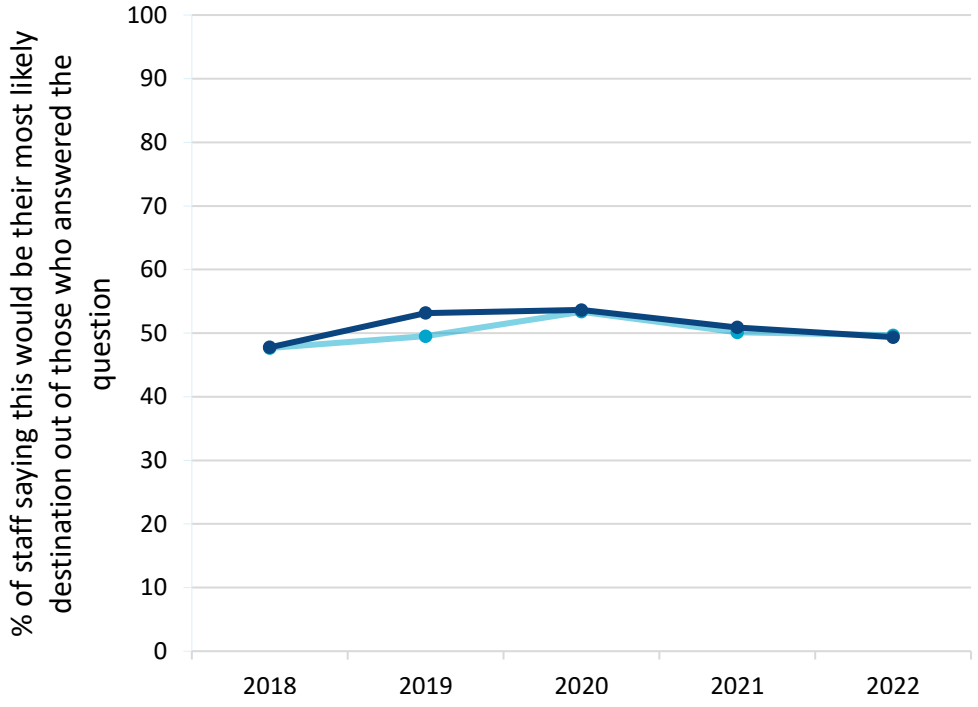

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 7.4% | 6.4% | 5.6% | 7.4% | 8.4% |
| Average | 7.2% | 6.5% | 5.5% | 6.8% | 7.8% |
| Responses | 1606 | 1928 | 1943 | 2138 | 2074 |

Q24d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 8.3% | 7.2% | 8.7% | 8.9% | 7.6% |
| Average | 9.8% | 9.1% | 9.2% | 9.6% | 8.6% |
| Responses | 1606 | 1928 | 1943 | 2138 | 2074 |

Q24d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 47.8% | 53.2% | 53.6% | 50.9% | 49.4% |
| Average | 47.7% | 49.5% | 53.4% | 50.1% | 49.7% |
| Responses | 1606 | 1928 | 1943 | 2138 | 2074 |

Survey Coordination Centre

NHS

# Workforce Equality Standards

Please note, when there are less than 11 responses for a question, results are suppressed to protect staff confidentiality and reliability of data.

# Workforce Equality Standards

## 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 2018-2022 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 indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018-2022 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 q30b (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.

This year, the text for q30b was updated and the word ‘adequate’ was updated to ‘reasonable’.

The WDES breakdowns are based on the responses to q30a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

# Workforce Equality Standards

Survey Coordination Centre NHS

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 |
|---|---|---|
| | | **For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined** |
| 5 | 14a | Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months |
| 6 | 14b & 14c | Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months |
| 7 | 15 | Percentage believing that their practice provides equal opportunities for career progression or promotion |
| 8 | 16b | 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)

| Indicator | Qu No | Workforce Disability Equality Standard |
|---|---|---|
| | | **For each of the following indicators, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness** |
| 4ai | 14a | Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public |
| 4aii | 14b | Percentage of staff experiencing harassment, bullying or abuse from managers |
| 4aiii | 14c | Percentage of staff experiencing harassment, bullying or abuse from other colleagues |
| 4b | 14d | Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it |
| 5 | 15 | Percentage believing that their practice provides equal opportunities for career progression or promotion |
| 6 | 9e | 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 | 4b | Percentage staff saying that they are satisfied with the extent to which their organisation values their work |
| 8 | 30b | 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

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NHS

# Workforce Race Equality Standards (WRES)

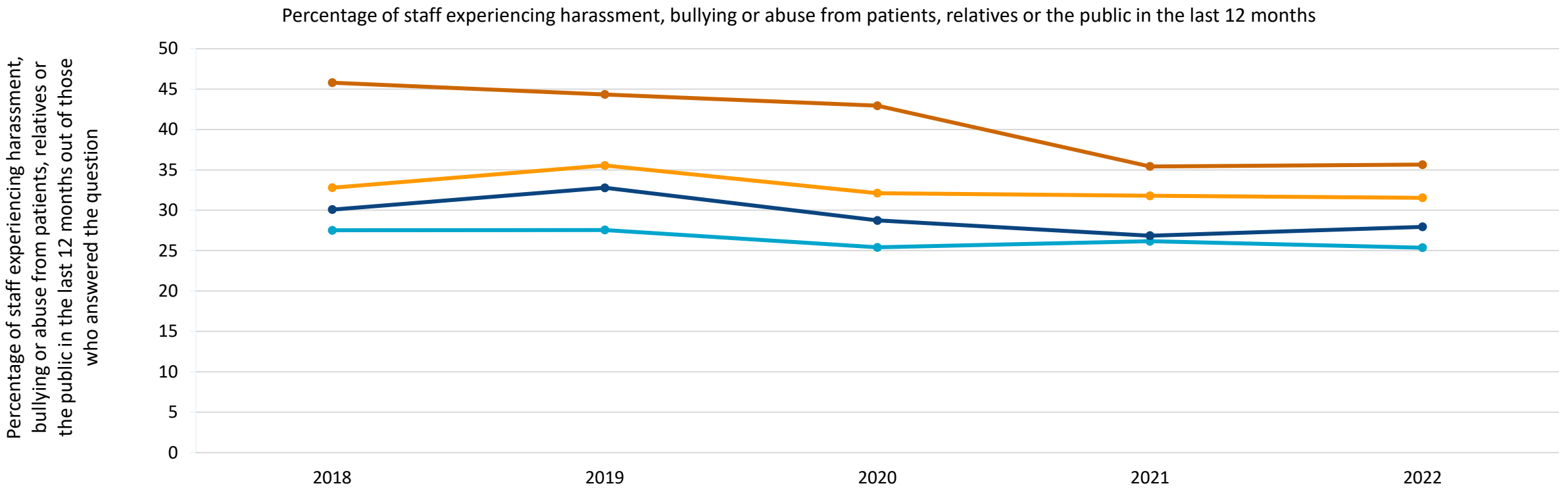
N.B.
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.
Data shown in the WRES charts are unweighted.

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# Workforce Race Equality Standard (WRES)

Survey Coordination Centre

NHS



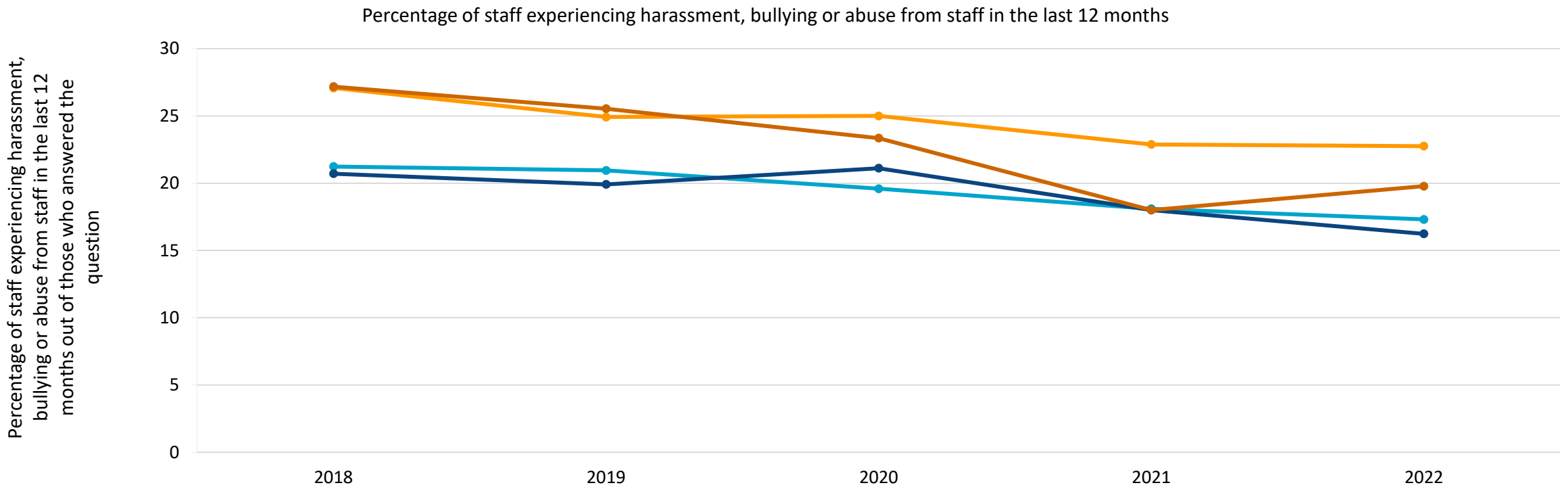

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| White staff: Your org | 30.1% | 32.8% | 28.7% | 26.8% | 28.0% |
| All other ethnic groups*: Your org | 45.8% | 44.3% | 42.9% | 35.4% | 35.7% |
| White staff: Average | 27.5% | 27.6% | 25.4% | 26.2% | 25.4% |
| All other ethnic groups*: Average | 32.8% | 35.5% | 32.1% | 31.8% | 31.5% |
| White staff: Responses | 1423 | 1550 | 1510 | 1650 | 1735 |
| All other ethnic groups*: Responses | 297 | 379 | 368 | 463 | 446 |

*Staff from all other ethnic groups combined

Average calculated as the median for the benchmark group

# Workforce Race Equality Standard (WRES)

Survey Coordination Centre




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| White staff: Your org | 20.7% | 19.9% | 21.1% | 18.0% | 16.2% |
| All other ethnic groups*: Your org | 27.2% | 25.5% | 23.4% | 18.0% | 19.8% |
| White staff: Average | 21.2% | 21.0% | 19.6% | 18.1% | 17.3% |
| All other ethnic groups*: Average | 27.1% | 24.9% | 25.0% | 22.9% | 22.8% |
| White staff: Responses | 1415 | 1547 | 1511 | 1655 | 1731 |
| All other ethnic groups*: Responses | 287 | 372 | 364 | 461 | 445 |

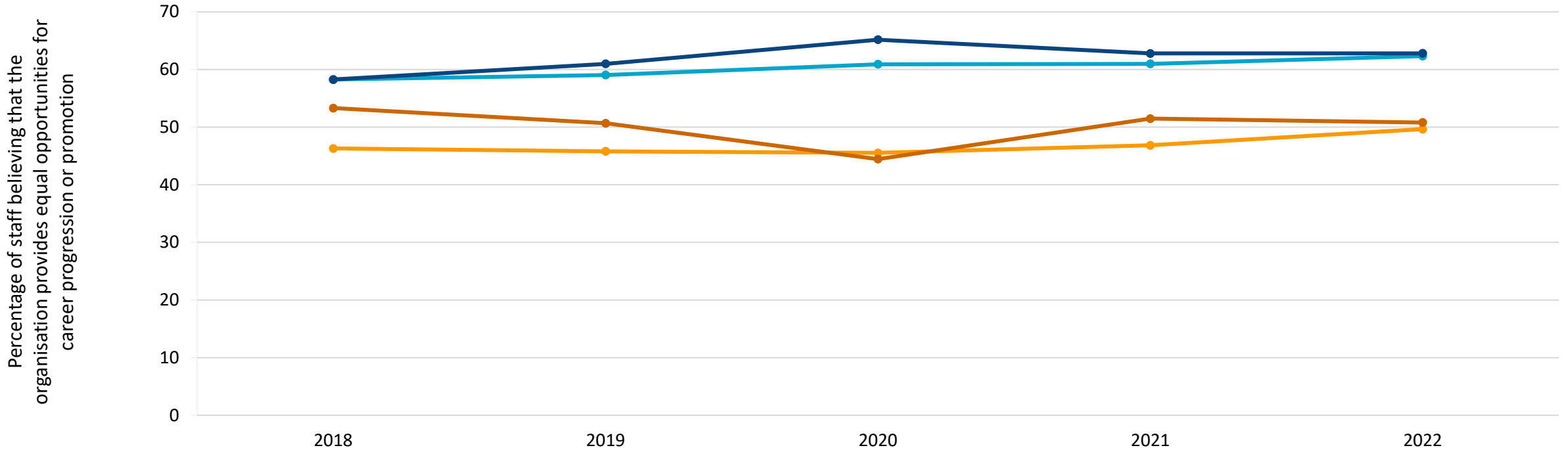
*Staff from all other ethnic groups combined

Average calculated as the median for the benchmark group

# Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| White staff: Your org | 58.3% | 61.0% | 65.2% | 62.8% | 62.8% |
| All other ethnic groups*: Your org | 53.3% | 50.7% | 44.4% | 51.5% | 50.8% |
| White staff: Average | 58.3% | 59.0% | 60.9% | 61.0% | 62.3% |
| All other ethnic groups*: Average | 46.3% | 45.8% | 45.5% | 46.8% | 49.6% |
| White staff: Responses | 1418 | 1550 | 1533 | 1690 | 1723 |
| All other ethnic groups*: Responses | 289 | 375 | 378 | 474 | 443 |

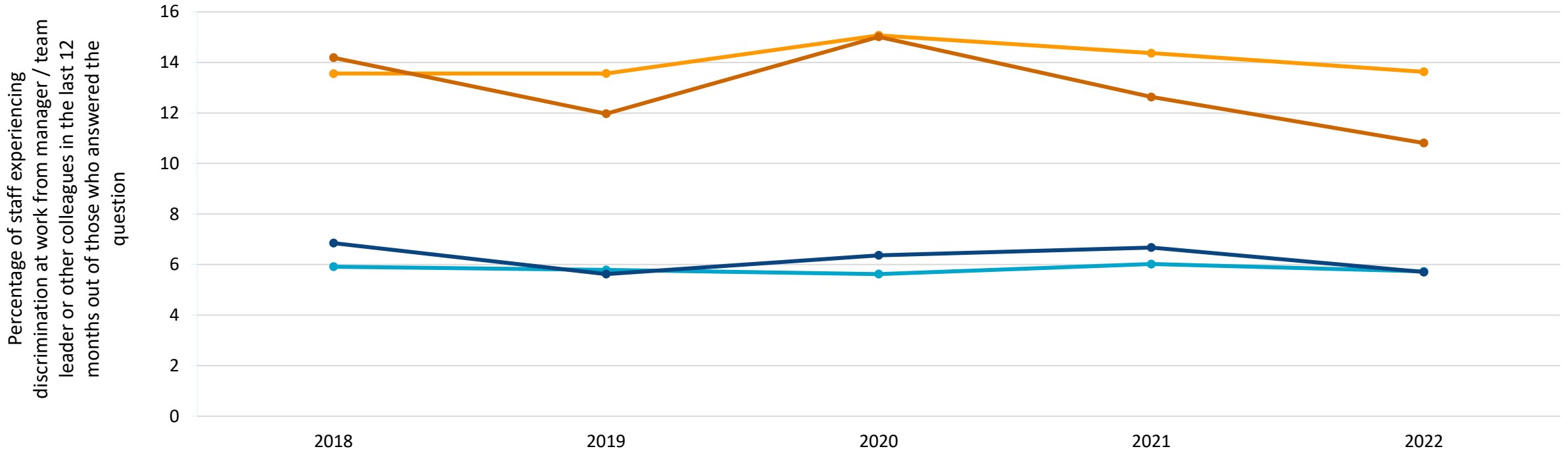
*Staff from all other ethnic groups combined

Average calculated as the median for the benchmark group

# Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| White staff: Your org | 6.9% | 5.6% | 6.4% | 6.7% | 5.7% |
| All other ethnic groups*: Your org | 14.2% | 12.0% | 15.0% | 12.6% | 10.8% |
| White staff: Average | 5.9% | 5.8% | 5.6% | 6.0% | 5.7% |
| All other ethnic groups*: Average | 13.6% | 13.6% | 15.1% | 14.4% | 13.6% |
| White staff: Responses | 1416 | 1547 | 1539 | 1693 | 1736 |
| All other ethnic groups*: Responses | 289 | 376 | 373 | 475 | 444 |

*Staff from all other ethnic groups combined

Average calculated as the median for the benchmark group

Survey Coordination Centre

NHS

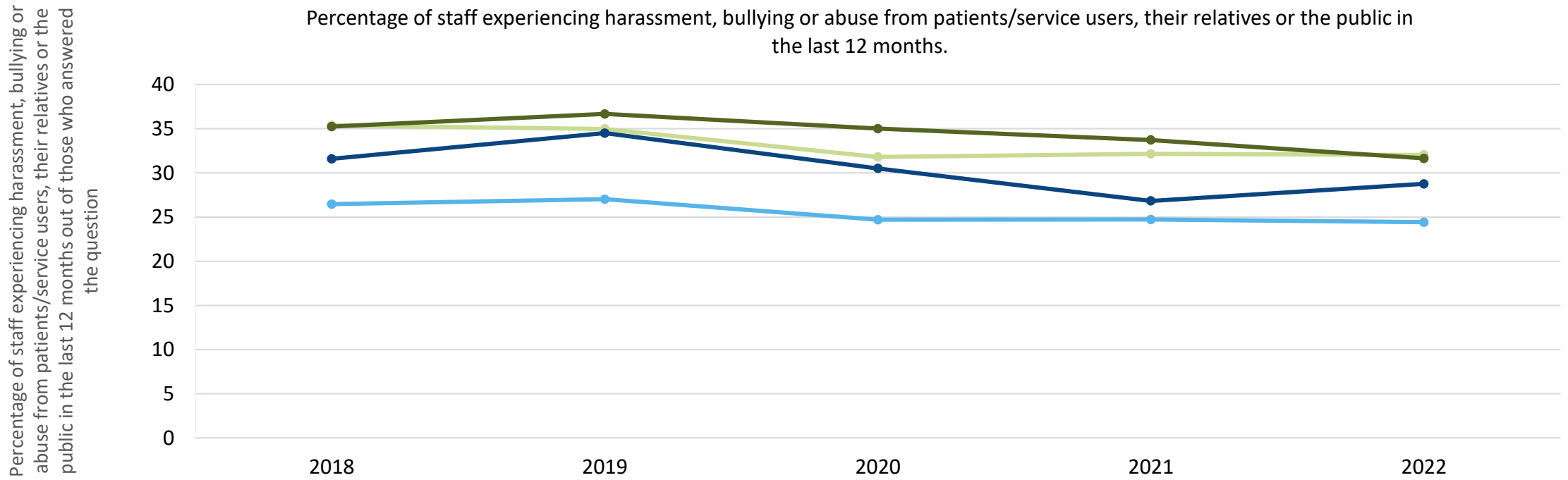
# Workforce Disability Equality Standards (WDES)

N.B.
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.
Data shown in the WDES charts are unweighted.

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# Workforce Disability Equality Standards

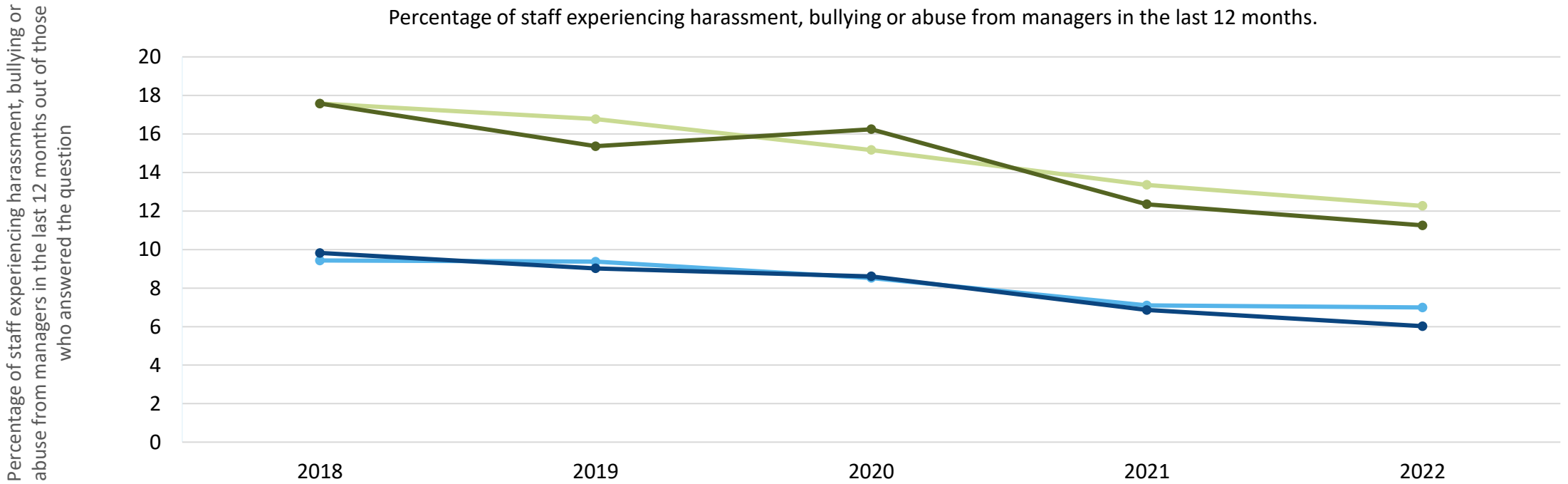
Survey Coordination Centre NHS




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 35.2% | 36.7% | 35.0% | 33.7% | 31.6% |
| Staff without a LTC or illness: Your org | 31.6% | 34.5% | 30.5% | 26.8% | 28.8% |
| Staff with a LTC or illness: Average | 35.4% | 35.0% | 31.8% | 32.2% | 32.0% |
| Staff without a LTC or illness: Average | 26.5% | 27.0% | 24.7% | 24.7% | 24.4% |
| Staff with a LTC or illness: Responses | 366 | 469 | 437 | 593 | 613 |
| Staff without a LTC or illness: Responses | 1336 | 1510 | 1475 | 1558 | 1582 |

# Workforce Disability Equality Standards

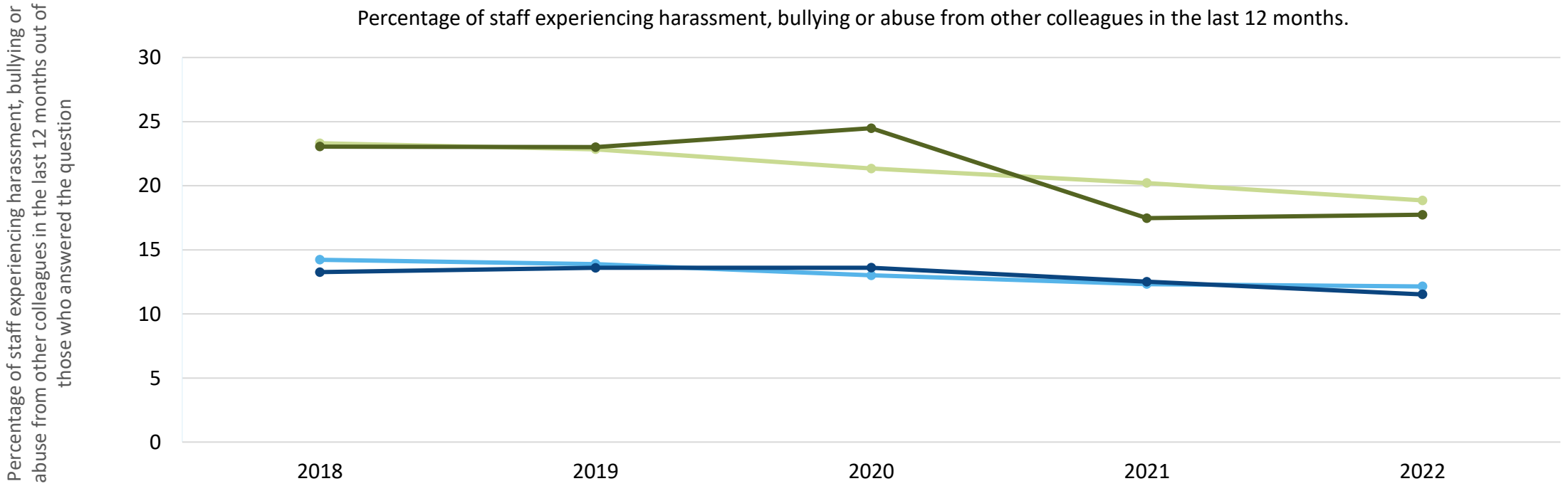
Survey Coordination Centre NHS



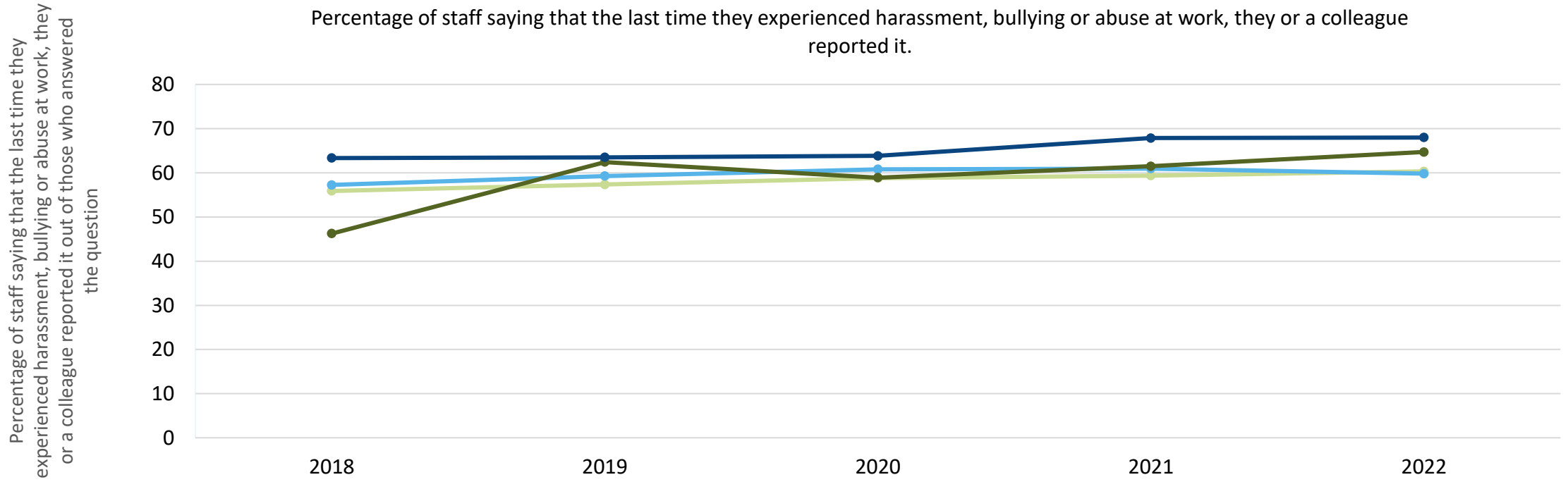

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 17.6% | 15.4% | 16.2% | 12.4% | 11.3% |
| Staff without a LTC or illness: Your org | 9.8% | 9.0% | 8.6% | 6.9% | 6.0% |
| Staff with a LTC or illness: Average | 17.6% | 16.8% | 15.2% | 13.4% | 12.3% |
| Staff without a LTC or illness: Average | 9.4% | 9.4% | 8.5% | 7.1% | 7.0% |
| Staff with a LTC or illness: Responses | 364 | 462 | 437 | 591 | 613 |
| Staff without a LTC or illness: Responses | 1313 | 1496 | 1464 | 1545 | 1561 |

# Workforce Disability Equality Standards

Survey Coordination Centre NHS



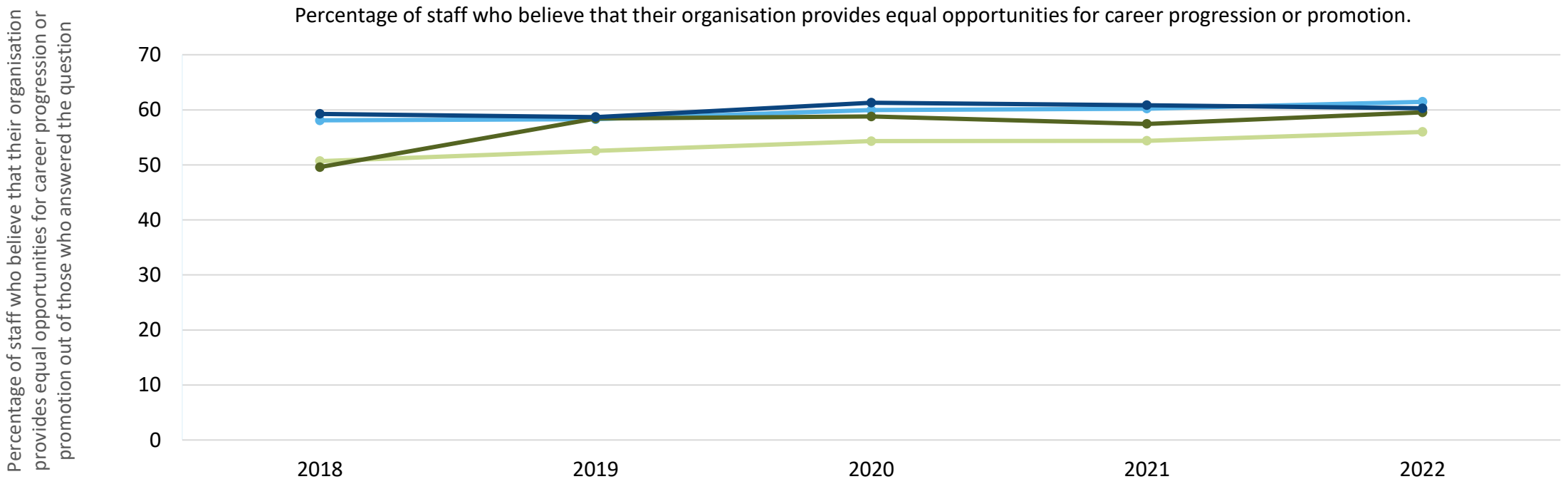

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 23.1% | 23.0% | 24.5% | 17.5% | 17.7% |
| Staff without a LTC or illness: Your org | 13.3% | 13.6% | 13.6% | 12.5% | 11.5% |
| Staff with a LTC or illness: Average | 23.3% | 22.8% | 21.3% | 20.2% | 18.9% |
| Staff without a LTC or illness: Average | 14.2% | 13.9% | 13.0% | 12.3% | 12.1% |
| Staff with a LTC or illness: Responses | 360 | 465 | 437 | 584 | 609 |
| Staff without a LTC or illness: Responses | 1312 | 1500 | 1463 | 1542 | 1561 |




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 46.3% | 62.4% | 58.9% | 61.5% | 64.7% |
| Staff without a LTC or illness: Your org | 63.4% | 63.5% | 63.9% | 67.9% | 68.0% |
| Staff with a LTC or illness: Average | 55.9% | 57.4% | 58.8% | 59.4% | 60.3% |
| Staff without a LTC or illness: Average | 57.3% | 59.3% | 60.8% | 61.0% | 59.8% |
| Staff with a LTC or illness: Responses | 160 | 221 | 202 | 252 | 238 |
| Staff without a LTC or illness: Responses | 464 | 559 | 523 | 498 | 491 |

# Workforce Disability Equality Standards

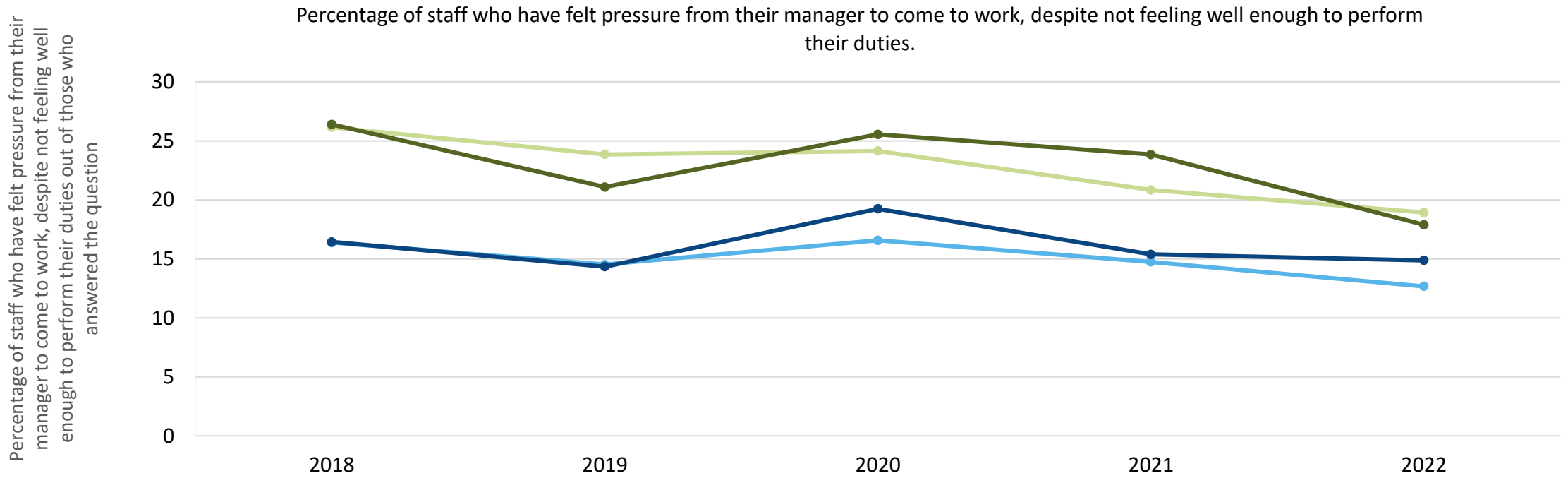
Survey Coordination Centre NHS




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 49.6% | 58.4% | 58.8% | 57.5% | 59.5% |
| Staff without a LTC or illness: Your org | 59.3% | 58.7% | 61.3% | 60.9% | 60.3% |
| Staff with a LTC or illness: Average | 50.7% | 52.5% | 54.3% | 54.4% | 56.0% |
| Staff without a LTC or illness: Average | 58.1% | 58.3% | 60.0% | 60.2% | 61.5% |
| Staff with a LTC or illness: Responses | 365 | 469 | 444 | 604 | 608 |
| Staff without a LTC or illness: Responses | 1326 | 1506 | 1501 | 1599 | 1571 |

# Workforce Disability Equality Standards

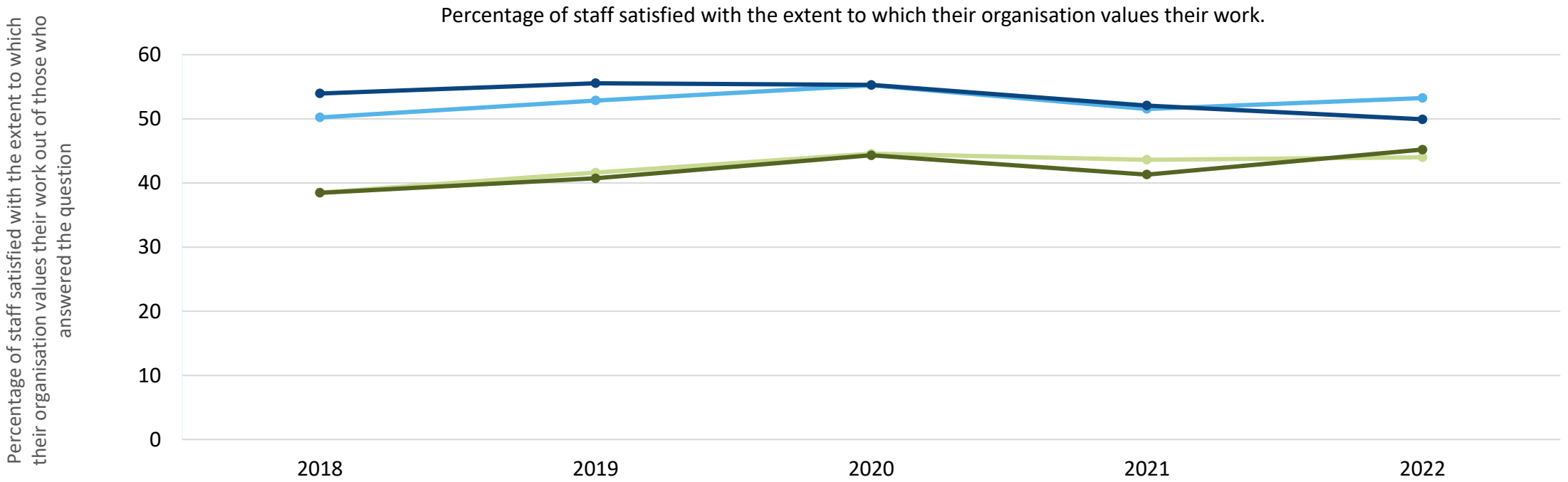
Survey Coordination Centre NHS




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 26.4% | 21.1% | 25.6% | 23.8% | 17.9% |
| Staff without a LTC or illness: Your org | 16.4% | 14.3% | 19.2% | 15.4% | 14.9% |
| Staff with a LTC or illness: Average | 26.2% | 23.9% | 24.1% | 20.8% | 18.9% |
| Staff without a LTC or illness: Average | 16.4% | 14.5% | 16.6% | 14.7% | 12.7% |
| Staff with a LTC or illness: Responses | 269 | 313 | 270 | 390 | 408 |
| Staff without a LTC or illness: Responses | 645 | 739 | 608 | 702 | 726 |

# Workforce Disability Equality Standards

Survey Coordination Centre NHS

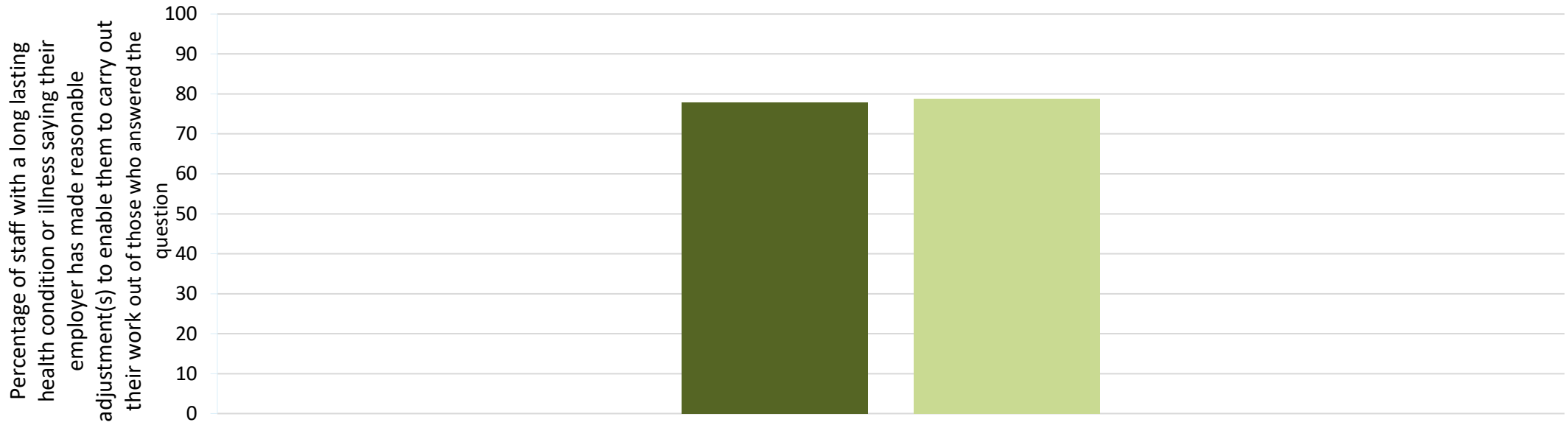



| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Staff with a LTC or illness: Your org | 38.5% | 40.7% | 44.3% | 41.3% | 45.2% |
| Staff without a LTC or illness: Your org | 54.0% | 55.6% | 55.3% | 52.1% | 49.9% |
| Staff with a LTC or illness: Average | 38.5% | 41.6% | 44.6% | 43.6% | 44.0% |
| Staff without a LTC or illness: Average | 50.2% | 52.9% | 55.2% | 51.5% | 53.2% |
| Staff with a LTC or illness: Responses | 369 | 469 | 449 | 605 | 615 |
| Staff without a LTC or illness: Responses | 1325 | 1510 | 1508 | 1605 | 1584 |

# Workforce Disability Equality Standards

Survey Coordination Centre NHS

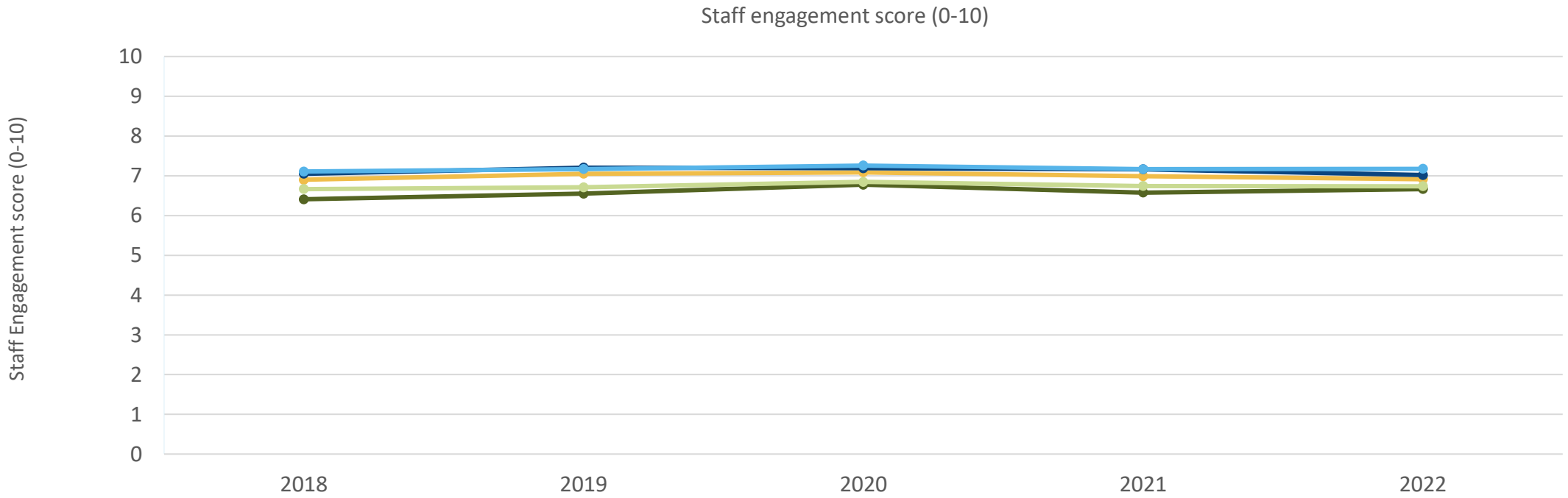
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.




| | 2022 |
|---|---|
| Staff with a LTC or illness: Your org | 77.9% |
| Staff with a LTC or illness: Average | 78.8% |
| Staff with a LTC or illness: Responses | 376 |

# Workforce Disability Equality Standards

Survey Coordination Centre NHS




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Organisation average | 6.9 | 7.1 | 7.1 | 7.0 | 6.9 |
| Staff with a LTC or illness: Your org | 6.4 | 6.6 | 6.8 | 6.6 | 6.7 |
| Staff without a LTC or illness: Your org | 7.1 | 7.2 | 7.2 | 7.2 | 7.0 |
| Staff with a LTC or illness: Average | 6.7 | 6.7 | 6.8 | 6.7 | 6.7 |
| Staff without a LTC or illness: Average | 7.1 | 7.2 | 7.3 | 7.2 | 7.2 |
| Staff with a LTC or illness: Responses | 370 | 469 | 450 | 607 | 616 |
| Staff without a LTC or illness: Responses | 1333 | 1519 | 1510 | 1607 | 1589 |

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

Survey Coordination Centre

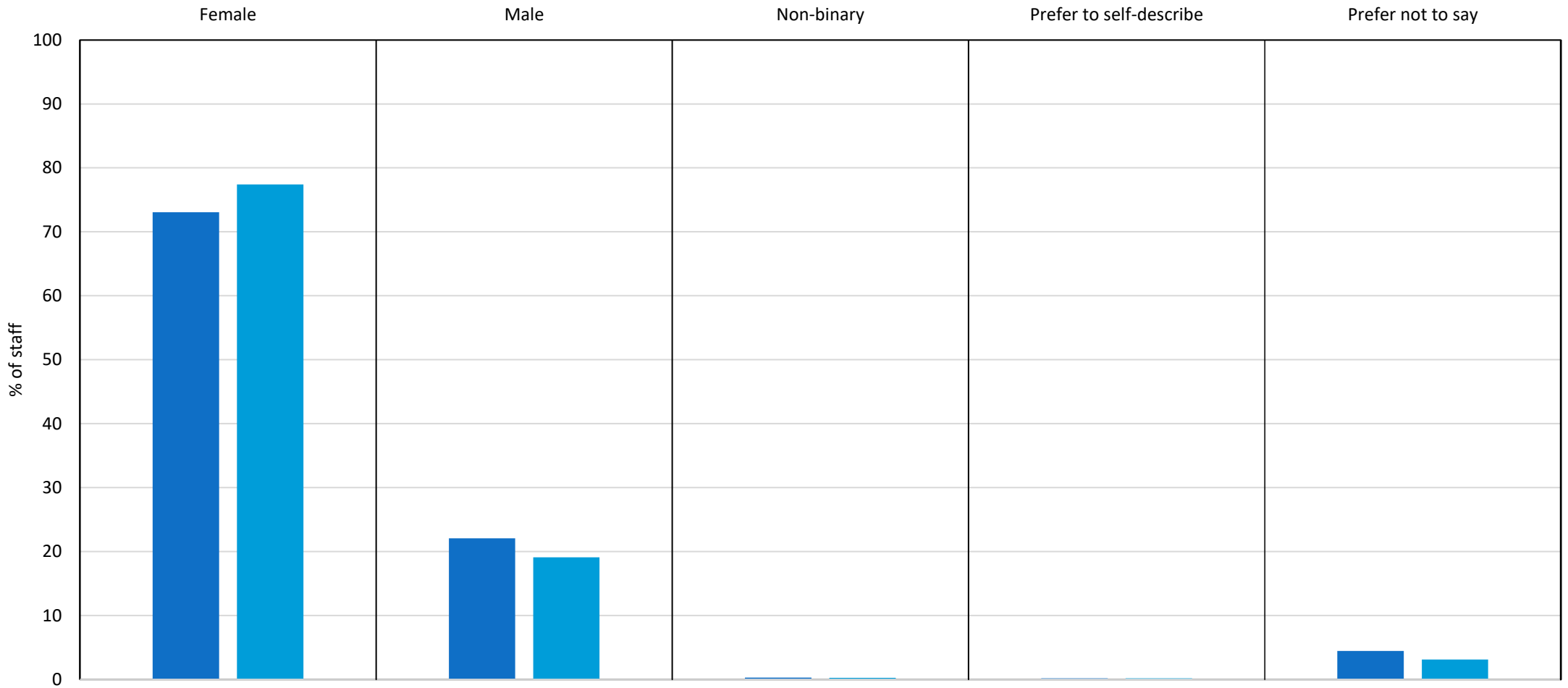
NHS

# About your respondents

This section will show demographic information for 2022.

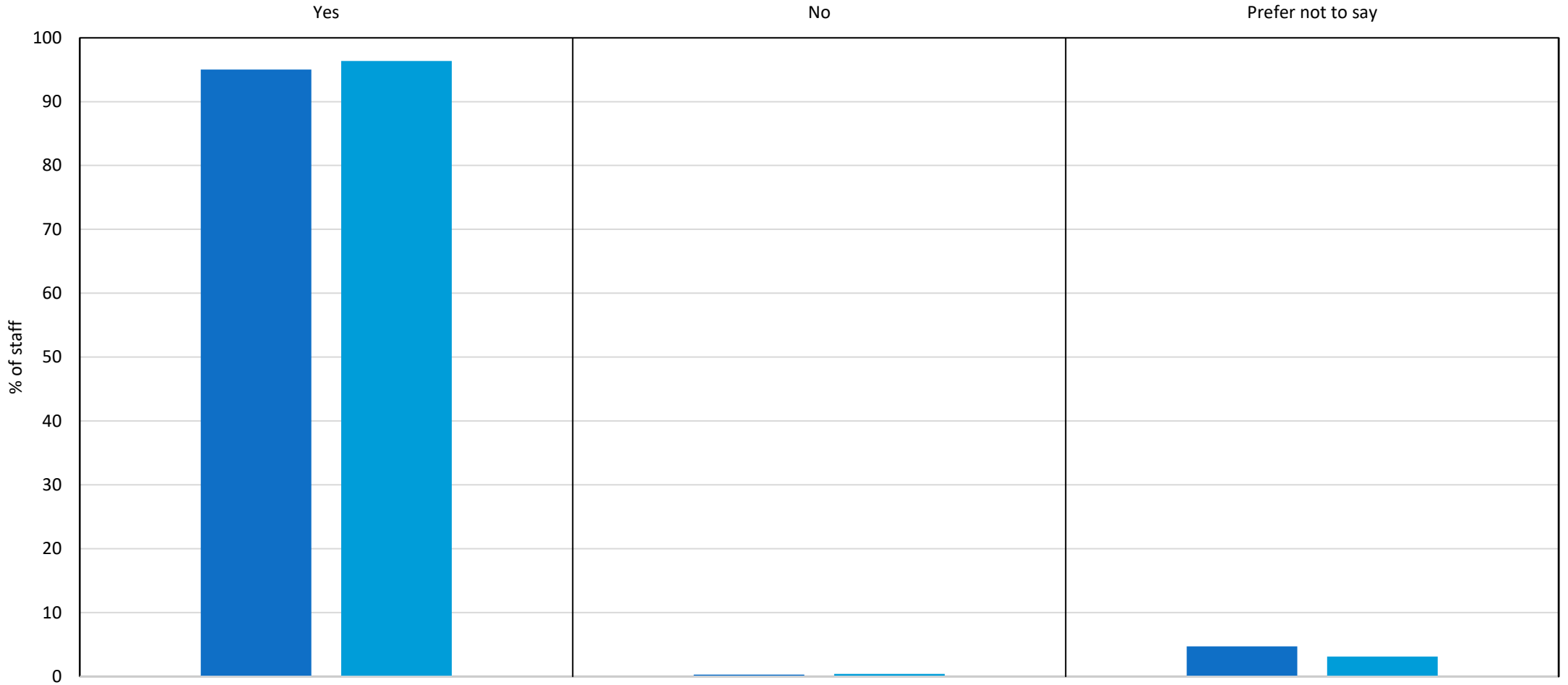
Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# Background details - Gender



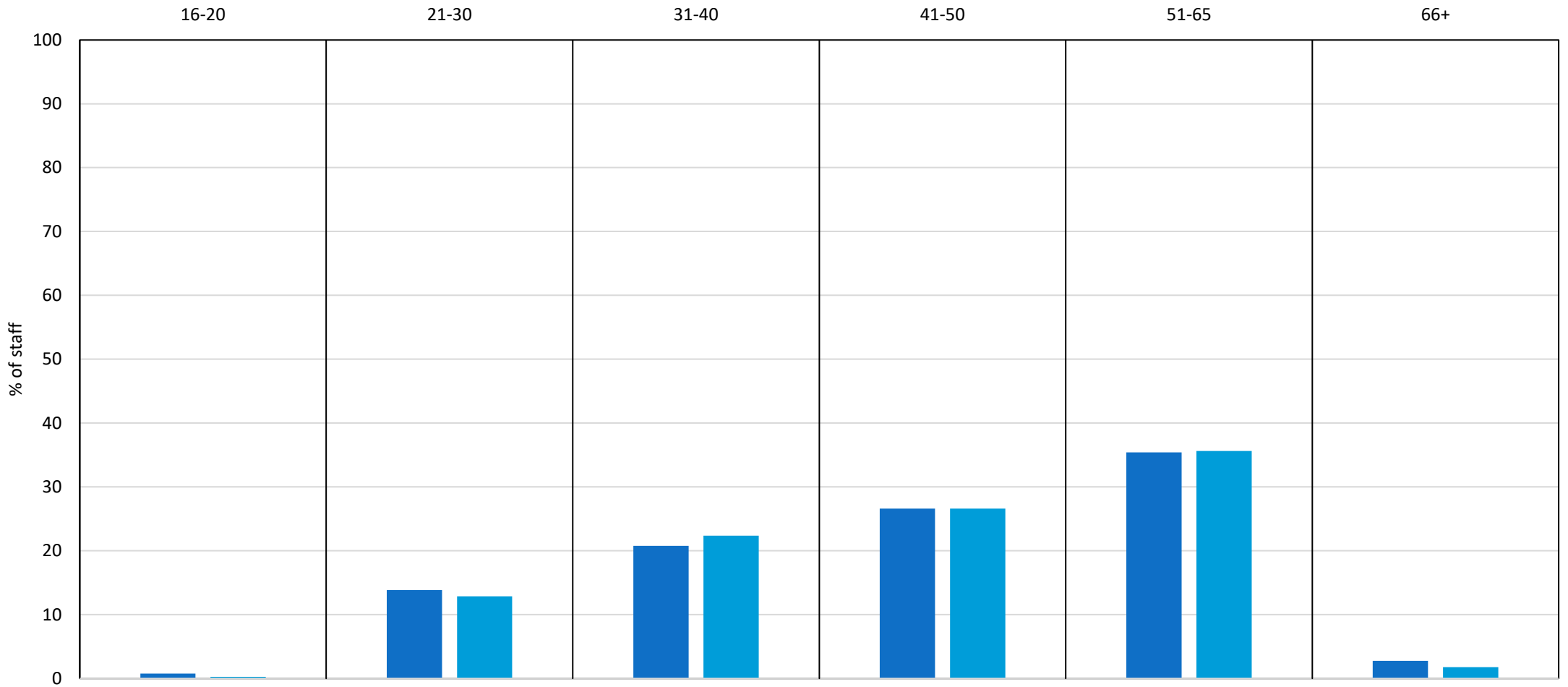

| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say |
|---|---|---|---|---|---|
| Your org | 73.1% | 22.0% | 0.3% | 0.2% | 4.4% |
| Average | 77.4% | 19.1% | 0.3% | 0.2% | 3.1% |
| Responses | 2209 | 2209 | 2209 | 2209 | 2209 |

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



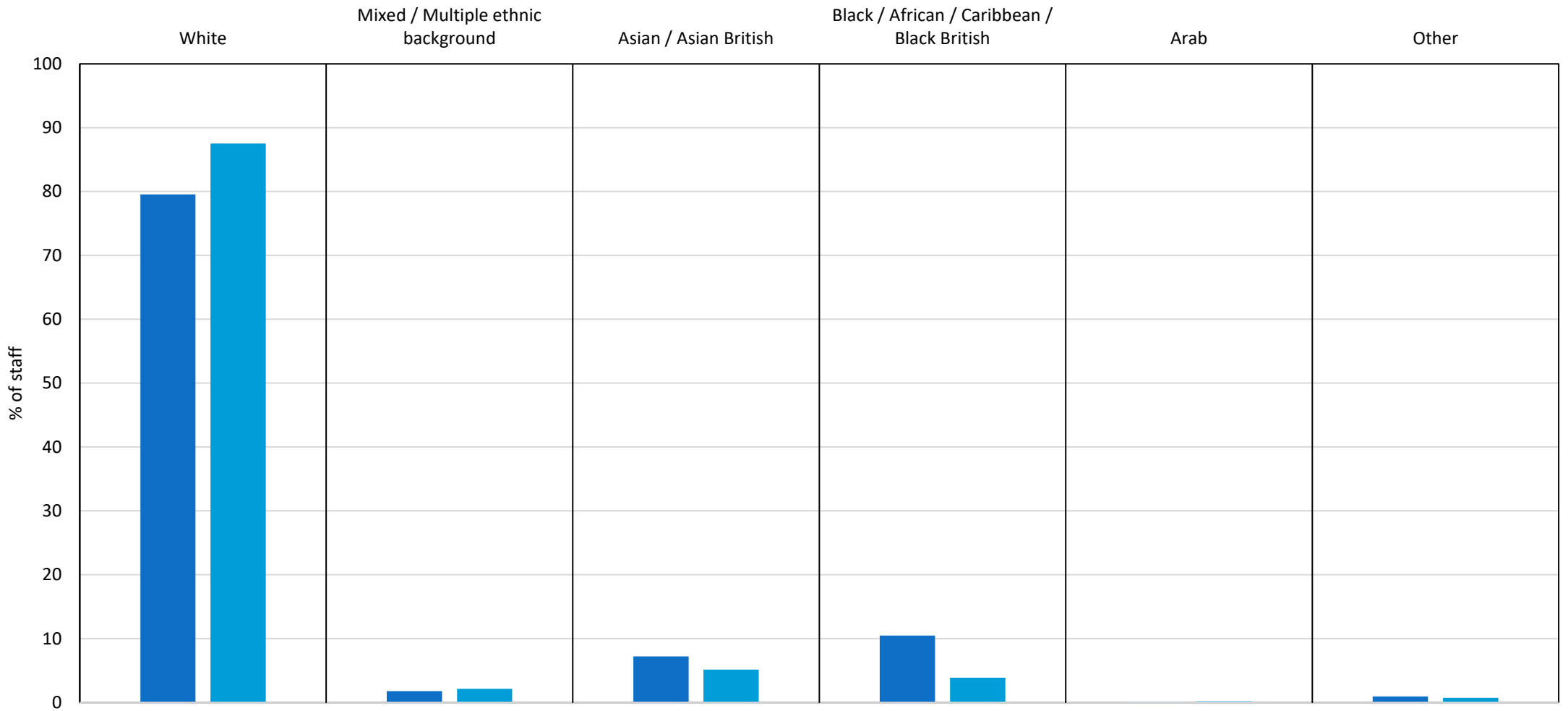

| | Yes | No | Prefer not to say |
|---|---|---|---|
| Your org | 95.0% | 0.3% | 4.7% |
| Average | 96.4% | 0.4% | 3.1% |
| Responses | 2132 | 2132 | 2132 |

# Background details - Age



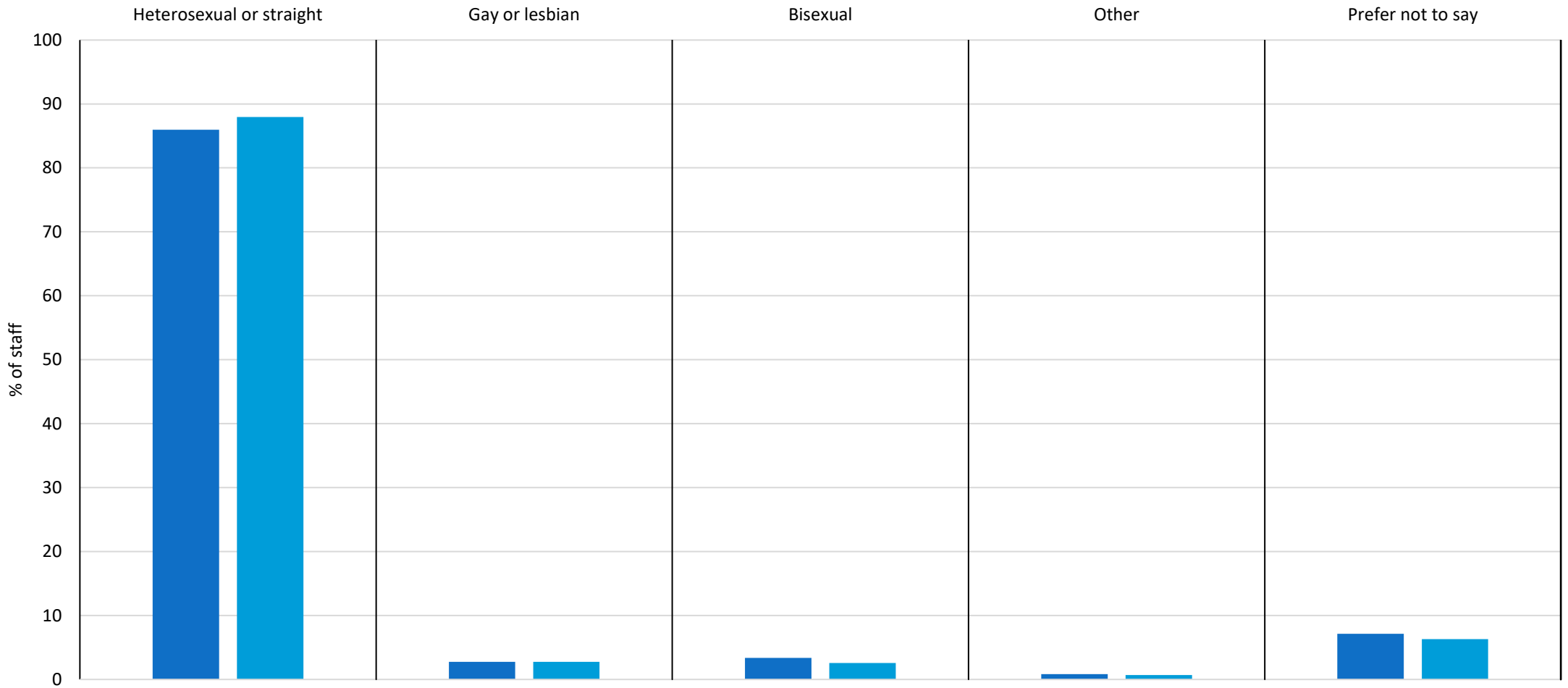

| | 16-20 | 21-30 | 31-40 | 41-50 | 51-65 | 66+ |
|---|---|---|---|---|---|---|
| Your org | 0.7% | 13.8% | 20.7% | 26.6% | 35.4% | 2.7% |
| Average | 0.2% | 12.9% | 22.3% | 26.6% | 35.6% | 1.8% |
| Responses | 2193 | 2193 | 2193 | 2193 | 2193 | 2193 |

# Background details - Ethnicity



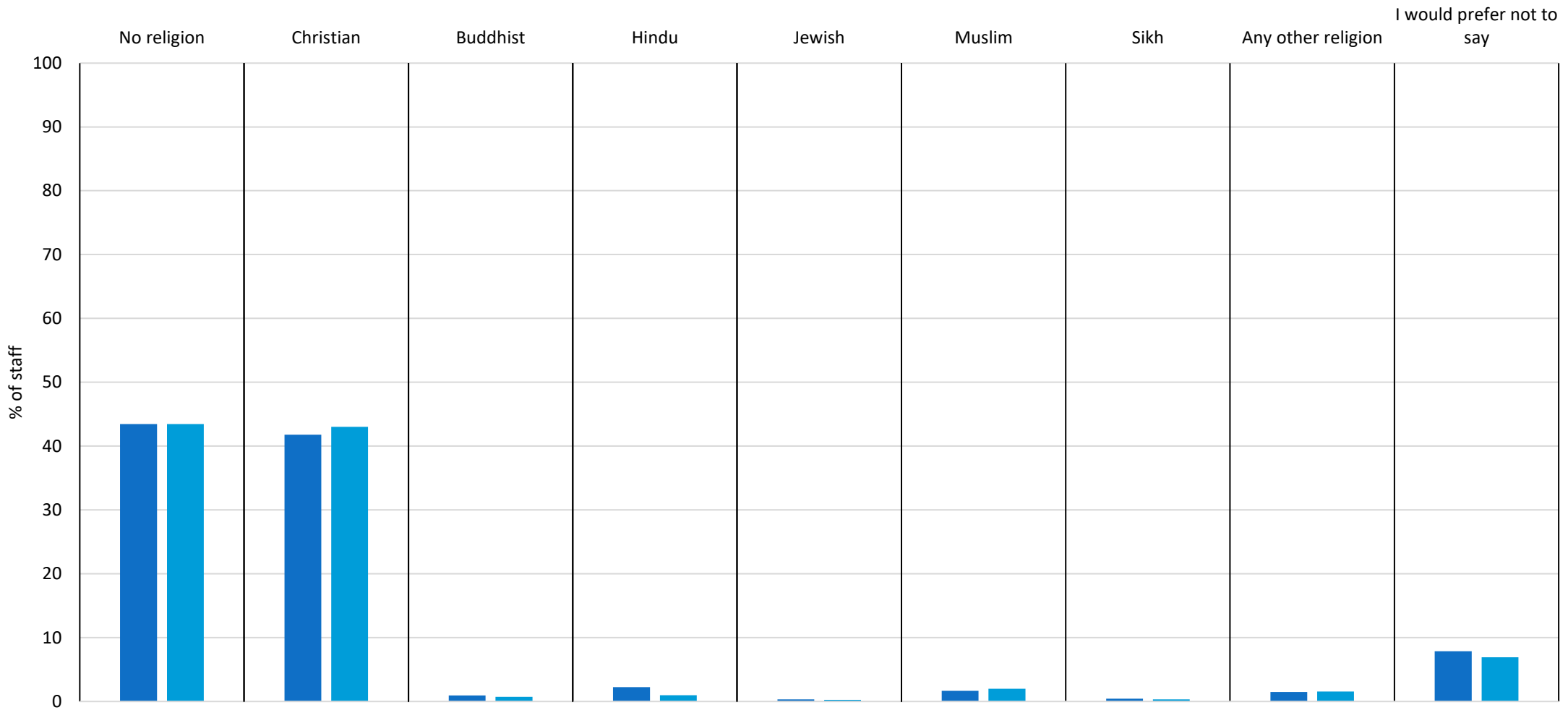

| | White | Mixed / Multiple ethnic background | Asian / Asian British | Black / African / Caribbean / Black British | Arab | Other |
|---|---|---|---|---|---|---|
| Your org | 79.6% | 1.8% | 7.2% | 10.5% | 0.1% | 0.9% |
| Average | 87.5% | 2.1% | 5.1% | 3.8% | 0.2% | 0.7% |
| Responses | 2197 | 2197 | 2197 | 2197 | 2197 | 2197 |

# Background details – Sexual orientation




| | Heterosexual or straight | Gay or lesbian | Bisexual | Other | Prefer not to say |
|---|---|---|---|---|---|
| Your org | 86.0% | 2.7% | 3.4% | 0.8% | 7.1% |
| Average | 87.9% | 2.7% | 2.5% | 0.7% | 6.3% |
| Responses | 2201 | 2201 | 2201 | 2201 | 2201 |

# Background details - Religion



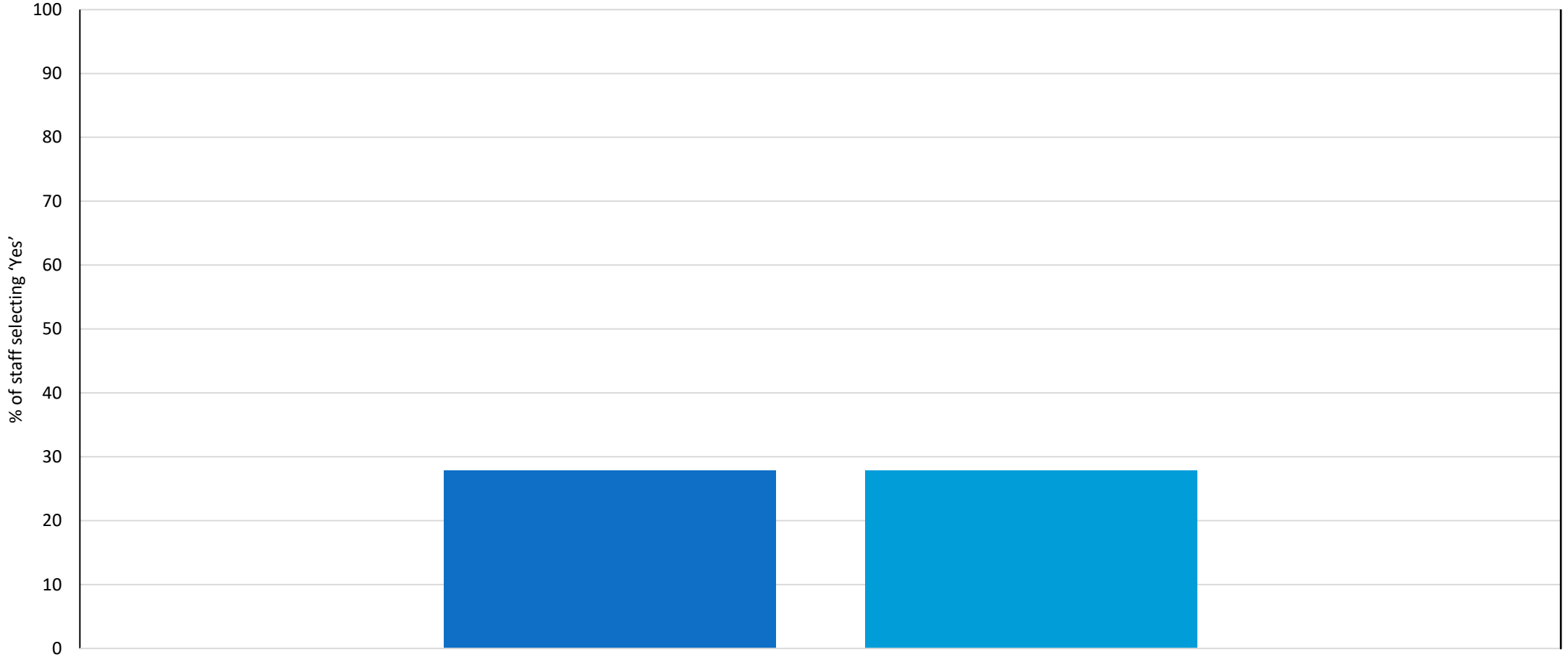

| | No religion | Christian | Buddhist | Hindu | Jewish | Muslim | Sikh | Any other religion | I would prefer not to say |
|---|---|---|---|---|---|---|---|---|---|
| Your org | 43.4% | 41.8% | 0.9% | 2.2% | 0.3% | 1.6% | 0.4% | 1.5% | 7.9% |
| Average | 43.4% | 43.0% | 0.7% | 1.0% | 0.2% | 2.0% | 0.3% | 1.5% | 6.9% |
| Responses | 2203 | 2203 | 2203 | 2203 | 2203 | 2203 | 2203 | 2203 | 2203 |

# Background details – Long lasting health condition or illness

Survey Coordination Centre

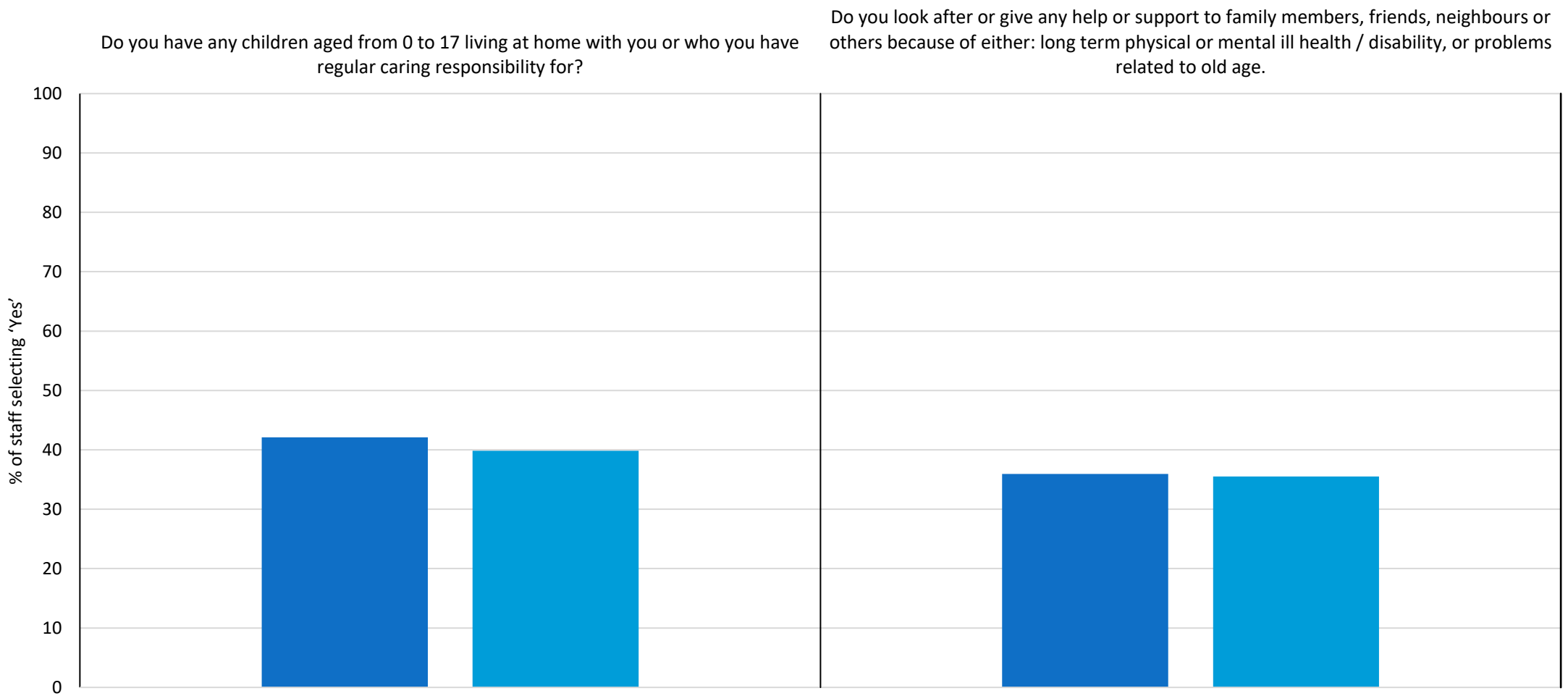
NHS

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



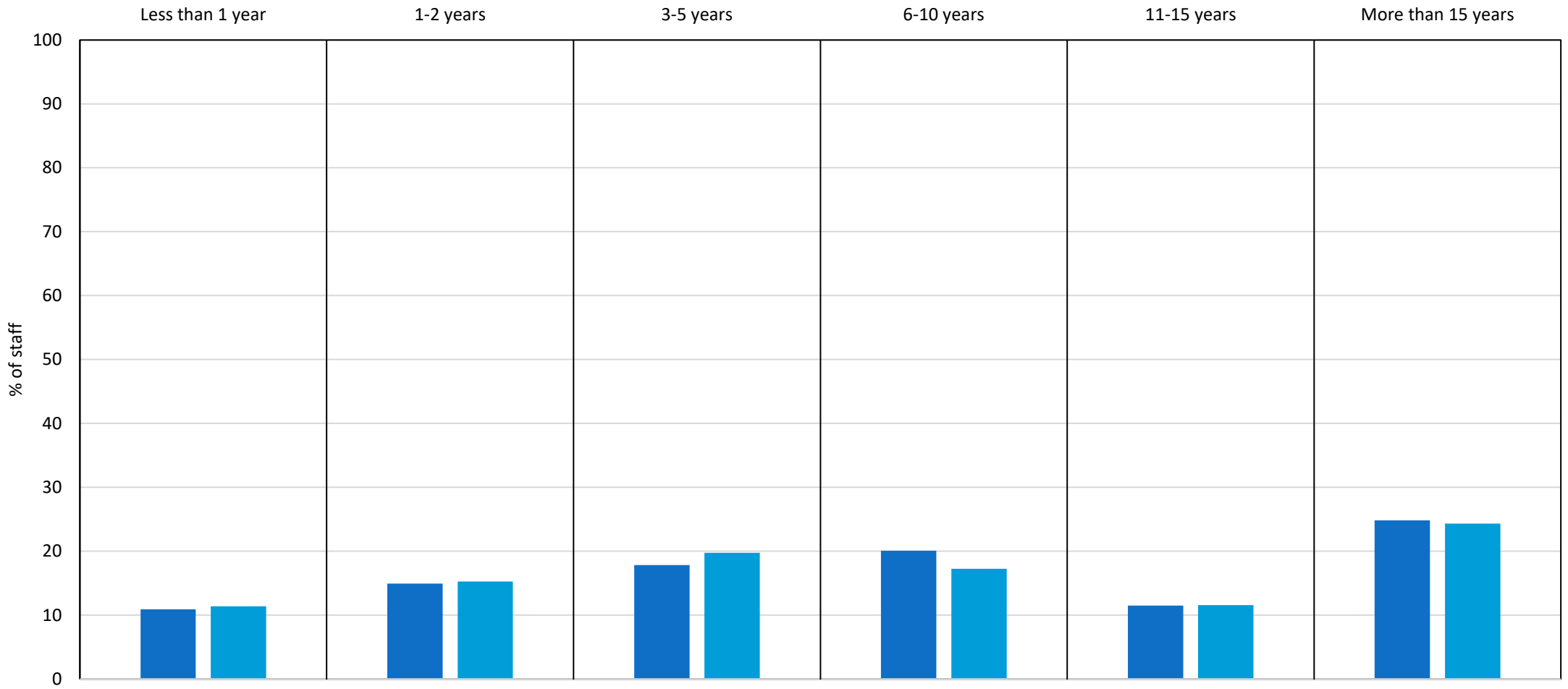

| | |
|---|---|
| Your org | 27.9% |
| Average | 27.9% |
| Responses | 2210 |

# Background details – Parental / caring responsibilities



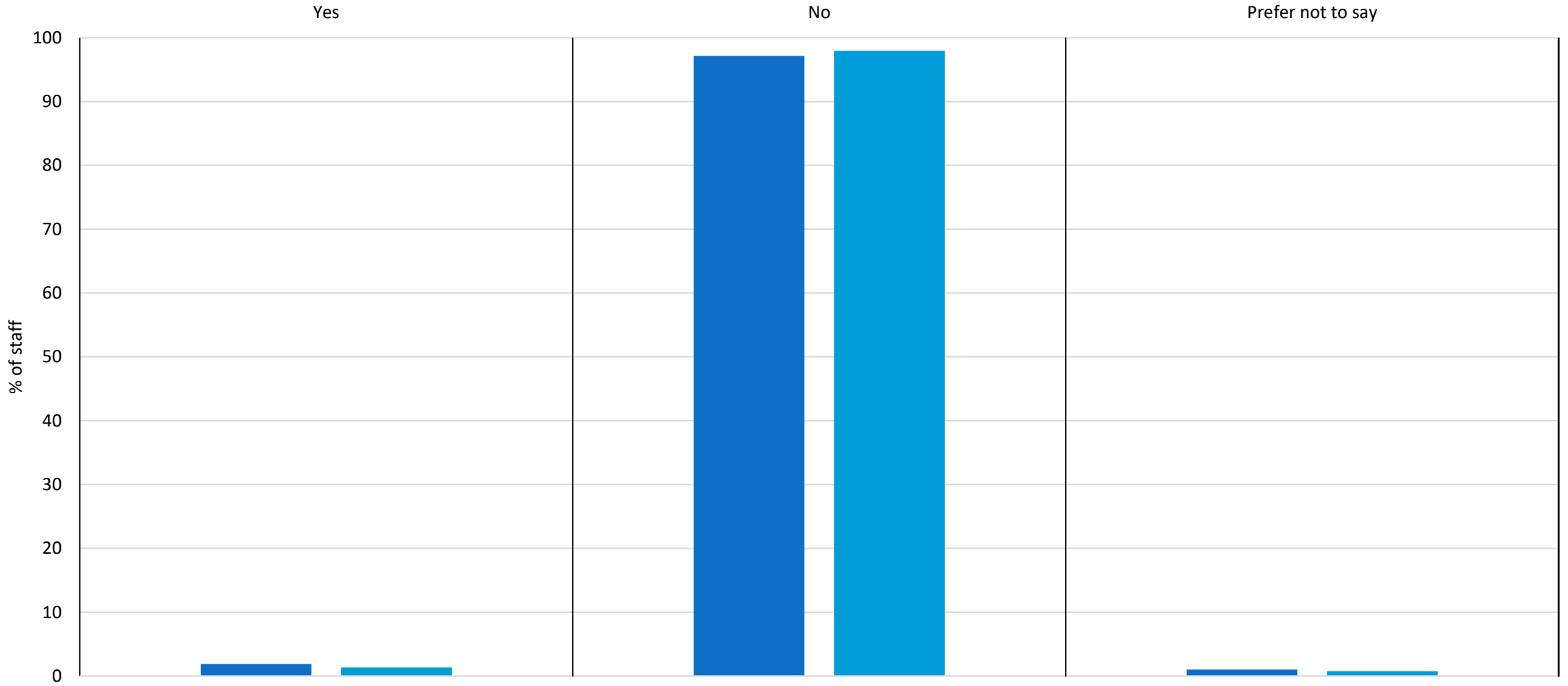

| | | |
|---|---|---|
| Your org | 42.1% | 35.9% |
| Average | 39.8% | 35.5% |
| Responses | 2200 | 2199 |

# Background details – Length of service



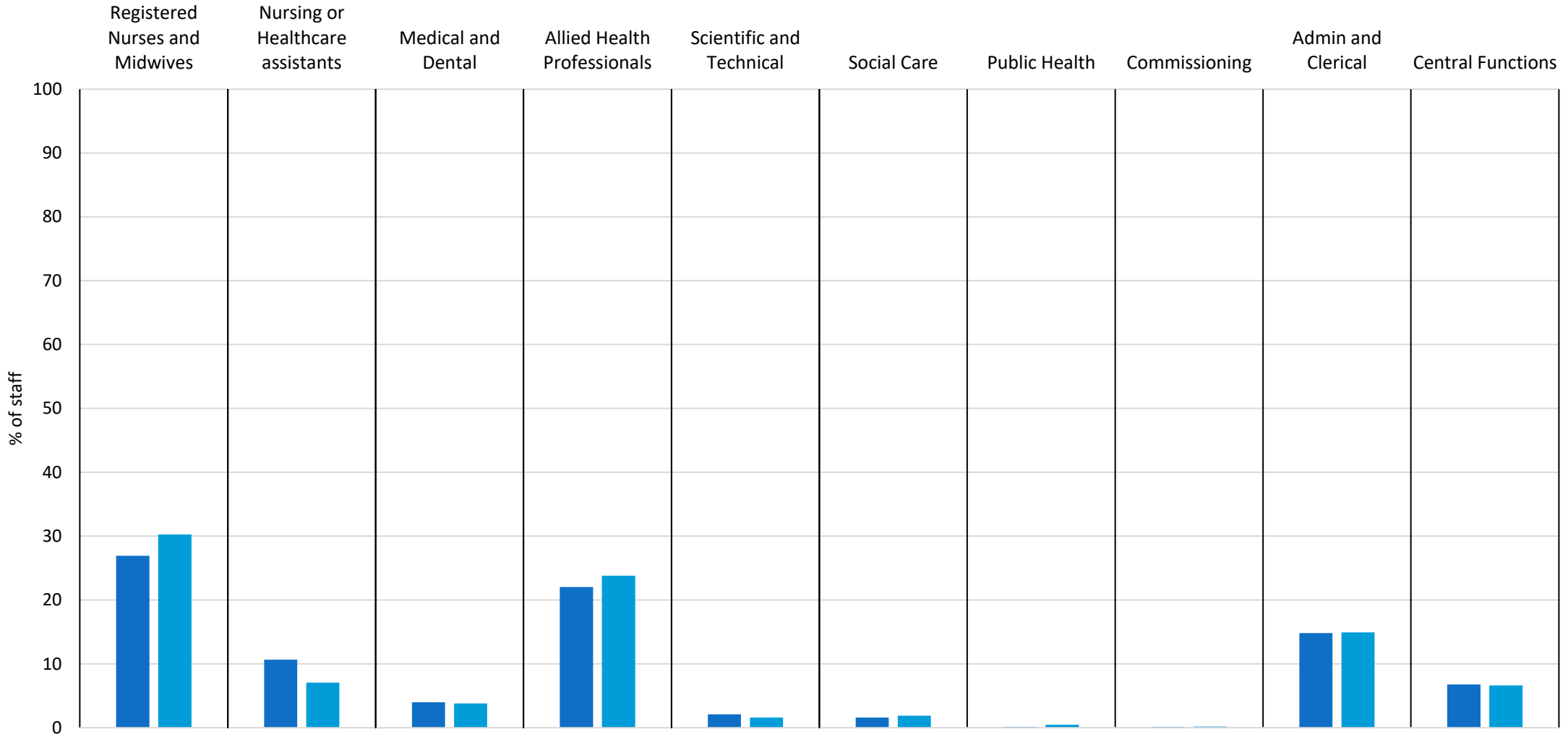

| | Less than 1 year | 1-2 years | 3-5 years | 6-10 years | 11-15 years | More than 15 years |
|---|---|---|---|---|---|---|
| Your org | 10.9% | 14.9% | 17.8% | 20.1% | 11.5% | 24.8% |
| Average | 11.4% | 15.2% | 19.8% | 17.2% | 11.6% | 24.3% |
| Responses | 2204 | 2204 | 2204 | 2204 | 2204 | 2204 |

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



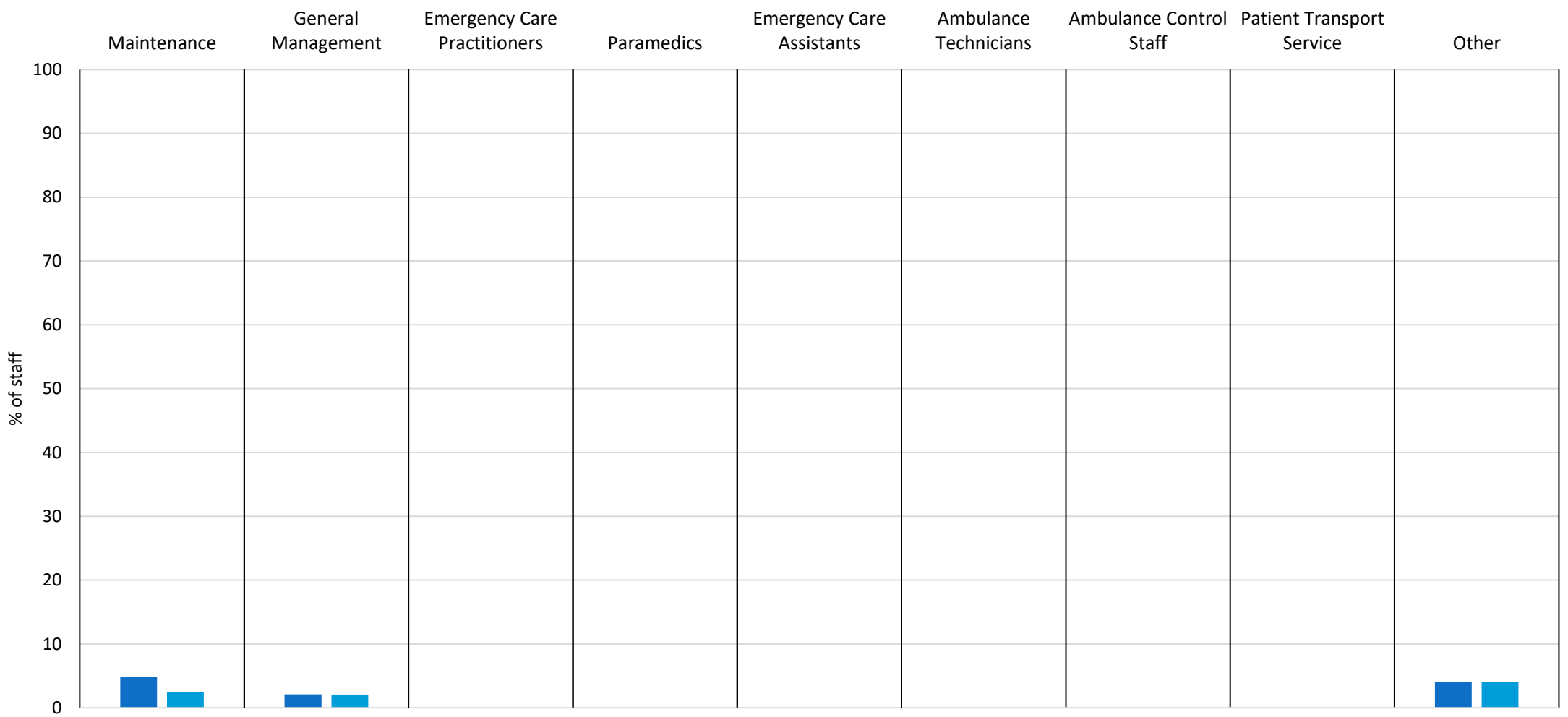

| | Yes | No | Prefer not to say |
|---|---|---|---|
| Your org | 1.9% | 97.1% | 1.0% |
| Average | 1.3% | 98.0% | 0.8% |
| Responses | 2138 | 2138 | 2138 |

# Background details – Occupational group




| | Registered Nurses and Midwives | Nursing or Healthcare assistants | Medical and Dental | Allied Health Professionals | Scientific and Technical | Social Care | Public Health | Commissioning | Admin and Clerical | Central Functions |
|---|---|---|---|---|---|---|---|---|---|---|
| Your org | 26.9% | 10.6% | 4.0% | 22.0% | 2.1% | 1.6% | 0.1% | 0.1% | 14.8% | 6.7% |
| Average | 30.2% | 7.0% | 3.8% | 23.8% | 1.6% | 1.9% | 0.4% | 0.2% | 14.9% | 6.6% |
| Responses | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 |

# Background details – Occupational group




| | Maintenance | General Management | Emergency Care Practitioners | Paramedics | Emergency Care Assistants | Ambulance Technicians | Ambulance Control Staff | Patient Transport Service | Other |
|---|---|---|---|---|---|---|---|---|---|
| Your org | 4.9% | 2.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.1% |
| Average | 2.4% | 2.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.0% |
| Responses | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 | 2163 |

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# Appendices

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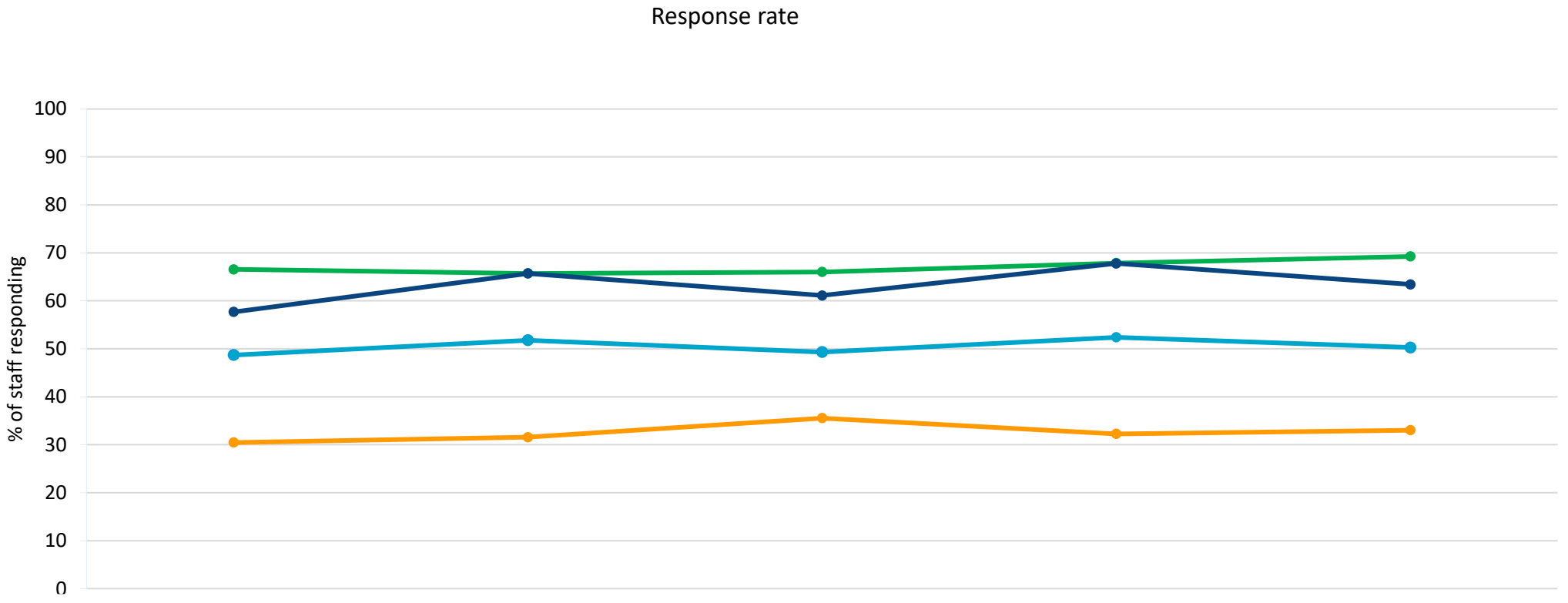
# Appendix A: Response rate

# Appendix A: Response rate




| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 57.7% | 65.7% | 61.1% | 67.8% | 63.4% |
| Highest | 66.5% | 65.7% | 66.0% | 67.9% | 69.2% |
| Average | 48.7% | 51.8% | 49.3% | 52.4% | 50.3% |
| Lowest | 30.5% | 31.6% | 35.6% | 32.3% | 33.0% |
| Responses | 1822 | 2043 | 2015 | 2309 | 2229 |

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# Appendix B: Significance testing 2021 vs 2022

# Appendix B: Significance testing – 2021 vs 2022

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The table below presents the results of significance testing conducted on the theme scores calculated in both 2021 and 2022*.

| People Promise elements | 2021 score | 2021 respondents | 2022 score | 2022 respondents | Statistically significant change? |
|---|---|---|---|---|---|
| We are compassionate and inclusive | 7.5 | 2253 | 7.5 | 2219 | Not significant |
| We are recognised and rewarded | 6.3 | 2272 | 6.3 | 2221 | Not significant |
| We each have a voice that counts | 7.0 | 2224 | 6.9 | 2209 | Not significant |
| We are safe and healthy | 6.3 | 2236 | 6.3 | 2203 | Not significant |
| We are always learning | 5.9 | 2198 | 6.0 | 2151 | Not significant |
| We work flexibly | 6.7 | 2259 | 6.7 | 2217 | Not significant |
| We are a team | 7.2 | 2255 | 7.2 | 2214 | Not significant |
| **Themes** | | | | | |
| Staff Engagement | 7.0 | 2279 | 6.9 | 2223 | Not significant |
| Morale | 6.1 | 2270 | 6.0 | 2222 | Not significant |

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence. For more details please see the technical document.

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# Appendix C: Tips on using your benchmark report

# Appendix C: Data in the benchmark reports

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 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. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the scores 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 graph.

N.B. 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 2022.

# Appendix C: 1. Reviewing People Promise and theme results

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

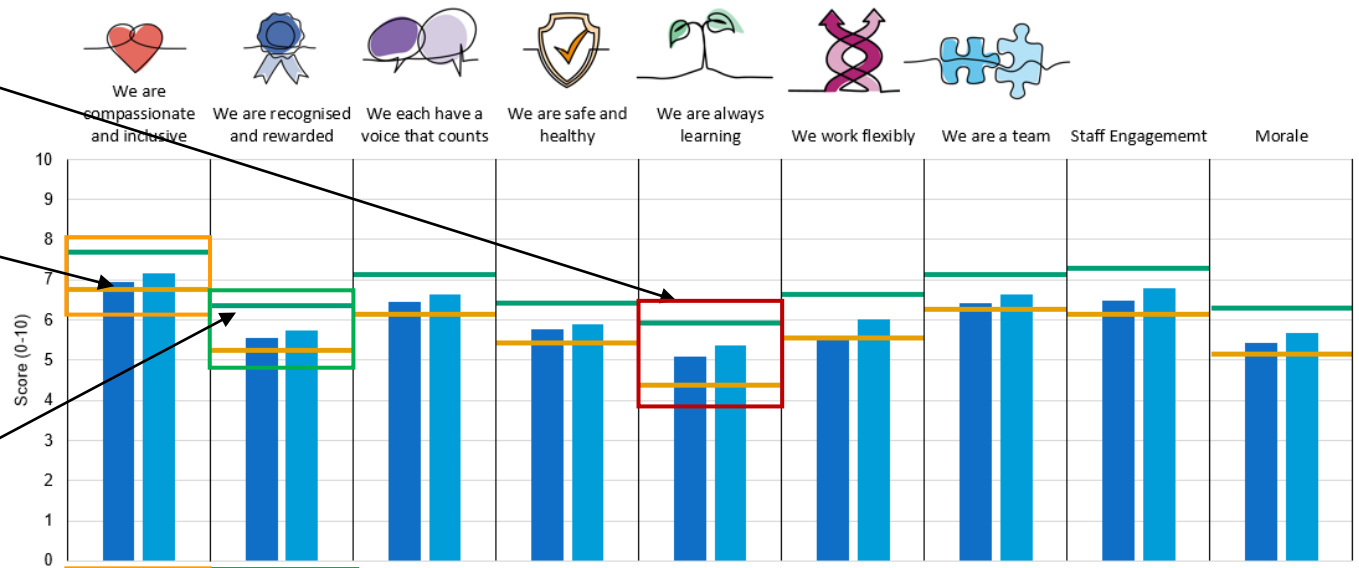
It is important to **consider each result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing People Promise element and theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

## Areas to improve

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

## Positive outcomes

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




| | 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 Engagememt | Morale |
|---|---|---|---|---|---|---|---|---|---|
| Your org | 7.0 | 5.5 | 6.4 | 5.8 | 5.1 | 5.6 | 6.4 | 6.5 | 5.4 |
| Best | 7.7 | 6.4 | 7.1 | 6.4 | 5.9 | 6.6 | 7.1 | 7.3 | 6.3 |
| Average | 7.2 | 5.7 | 6.6 | 5.9 | 5.4 | 6.0 | 6.6 | 6.8 | 5.7 |
| Worst | 6.8 | 5.2 | 6.2 | 5.4 | 4.4 | 5.6 | 6.3 | 6.1 | 5.2 |
| Responses | 8284 | 8225 | 8175 | 8244 | 7877 | 8187 | 8264 | 8288 | 8294 |

***Only one example is highlighted for each point***

# Appendix C: 2. Reviewing results in more detail

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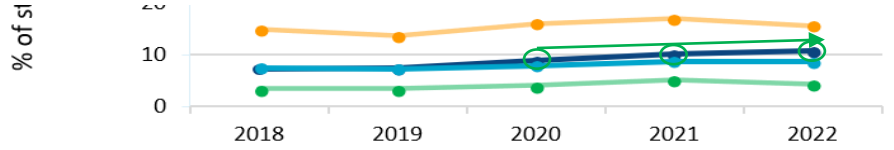
## Review trend data

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.



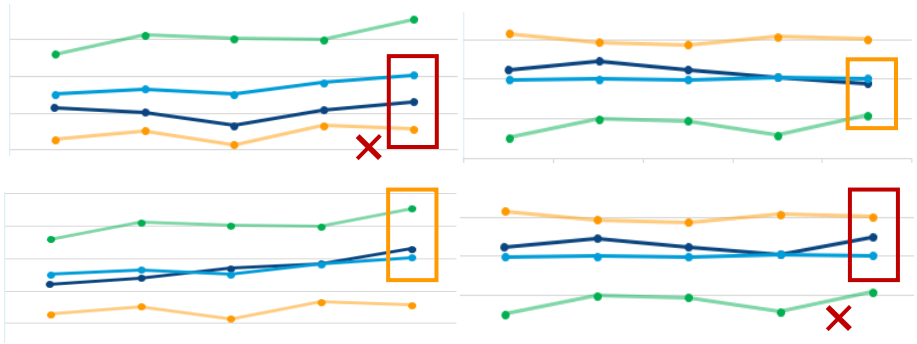

| | 2018 | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Your org | 7.3% | 7.4% | 8.9% | 10.2% | 10.8% |
| Best | 3.4% | 3.4% | 4.0% | 5.1% | 4.2% |
| Average | 7.5% | 7.3% | 7.9% | 8.8% | 8.7% |
| Worst | 14.9% | 13.8% | 16.1% | 17.2% | 15.7% |

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 scores, you should review the sub-scores and questions feeding into these scores. 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' scores to the benchmarking group 'Average', 'Best' and 'Worst' scores 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.



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

# Appendix C: 3. Reviewing question results

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.

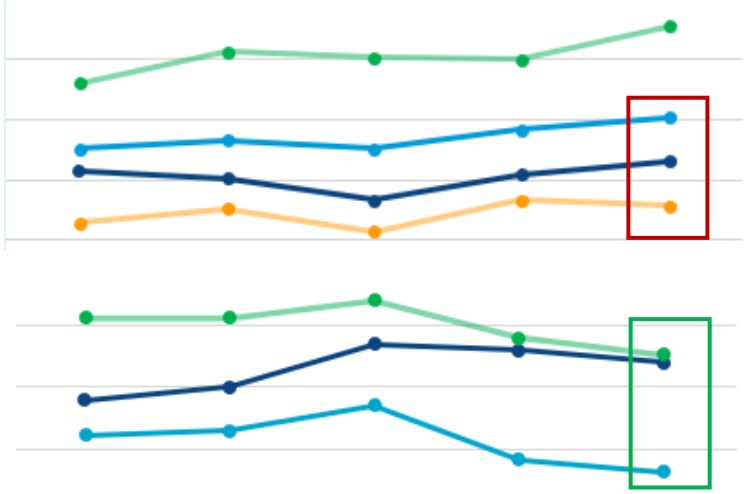
## Identifying questions of interest

- **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 score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).



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

- **When looking for positive outcomes:** search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

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# Appendix D: Additional reporting outputs

Please note, where there are less than 11 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

# Appendix D: Additional reporting outputs

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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 local results

**Local Dashboards:** Online dashboards containing results for each participating organisation, similar those provided in this report, with trend data and benchmark results for up to five years where possible. These dashboards additionally show the full breakdown of response options for each question.

**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for Kent and Medway NHS and Social Care Partnership Trust.

## National results

**National Dashboards:** Online dashboards containing national results for NHS trusts with trend data for up to five years where possible. These dashboards show the results for different trust types and include the full breakdown or response options for each question.

**Regional / System overview** and **Regional / System breakdown** Dashboards containing results for each region and each ICS.

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