Survey Coordination Centre

NHS

Torbay and South Devon NHS Foundation Trust

NHS Staff Survey Benchmark report 2023

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Introduction

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

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About this report

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

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

Please note: 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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

Questions not linked to the People Promise elements or themes

Q1, Q10a, Q10b, Q10c, Q11e, Q15, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q26d, Q31b

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 charts used throughout.

Organisation details

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

People Promise elements, themes and sub-scores: Overview

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

People Promise elements, themes and sub-scores: Trends

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

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

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

Note, 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements, themes and sub-scores: Questions

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

Questions not linked to People Promise

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

Workforce Equality Standards

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

About your respondents

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

Appendices

Here you will find:

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

Using the report

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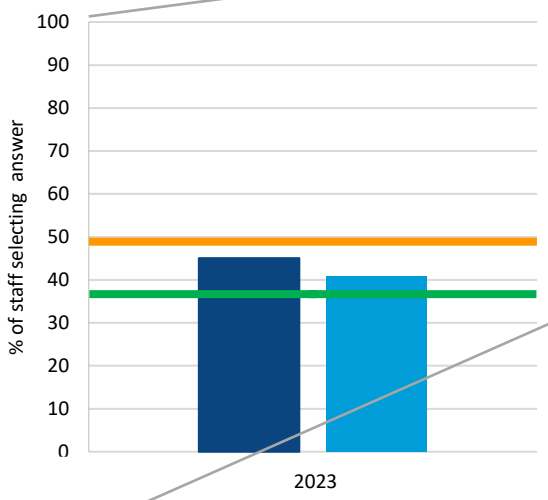
Note this is example data

Key features

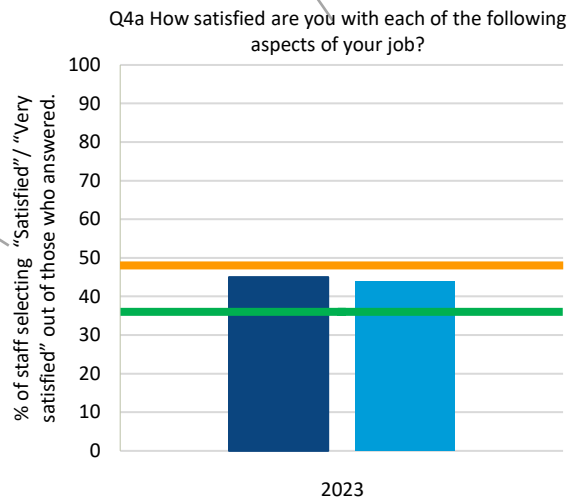
Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable.

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



Your org	45.05
Best result	36.66
Average result	40.77
Worst result	48.88
Responses	258

Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.



Your org	
Best result	
Average result	
Worst result	
Responses	258

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

Number of responses for the organisation for the given question.

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

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Organisation details

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

Organisation details

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Torbay and South Devon NHS Foundation Trust

2023 NHS Staff Survey

Organisation details

Completed questionnaires	2706
2023 response rate	38%

This organisation is benchmarked against:

Acute and Acute & Community Trusts

Survey details

Survey mode	Mixed

2023 benchmarking group details

Organisations in group: 122

Median response rate: 45%

No. of completed questionnaires: 477643

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

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People Promise elements, themes and sub-score results

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

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People Promise elements, themes and sub-scores: Overview

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

People Promise elements and themes: Overview

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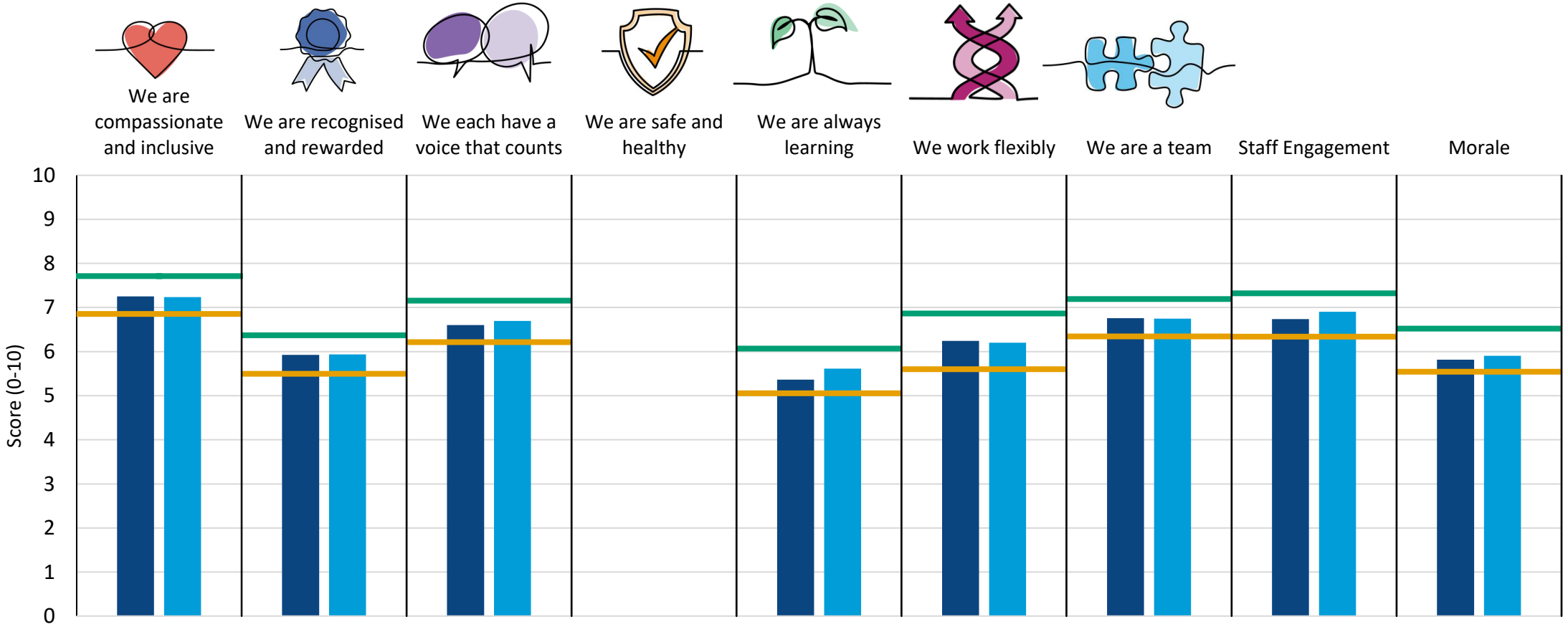
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.



	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	7.25	5.92	6.60	-	5.36	6.24	6.76	6.74	5.81
Best result	7.71	6.37	7.16	-	6.07	6.87	7.19	7.32	6.52
Average result	7.24	5.94	6.70	-	5.61	6.20	6.75	6.91	5.91
Worst result	6.85	5.50	6.21	-	5.05	5.60	6.35	6.34	5.54
Responses	2692	2696	2656	-	2583	2678	2690	2700	2701

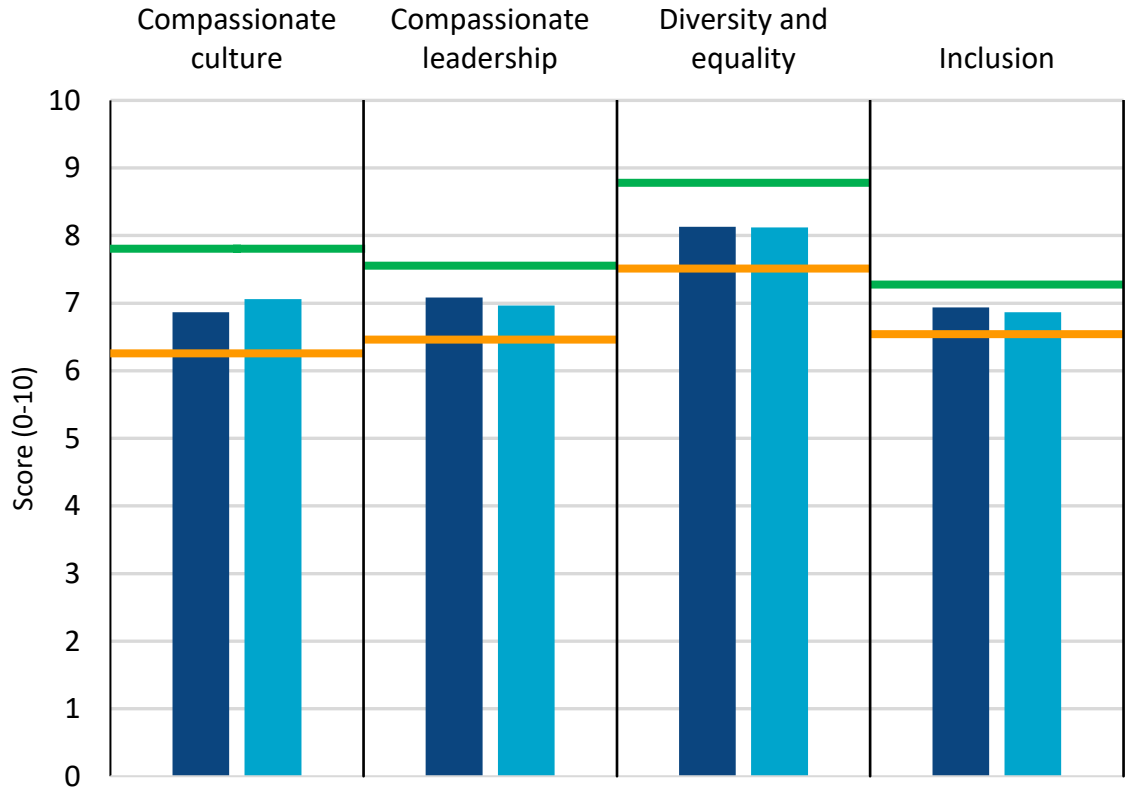
Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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

Survey Coordination Centre NHS

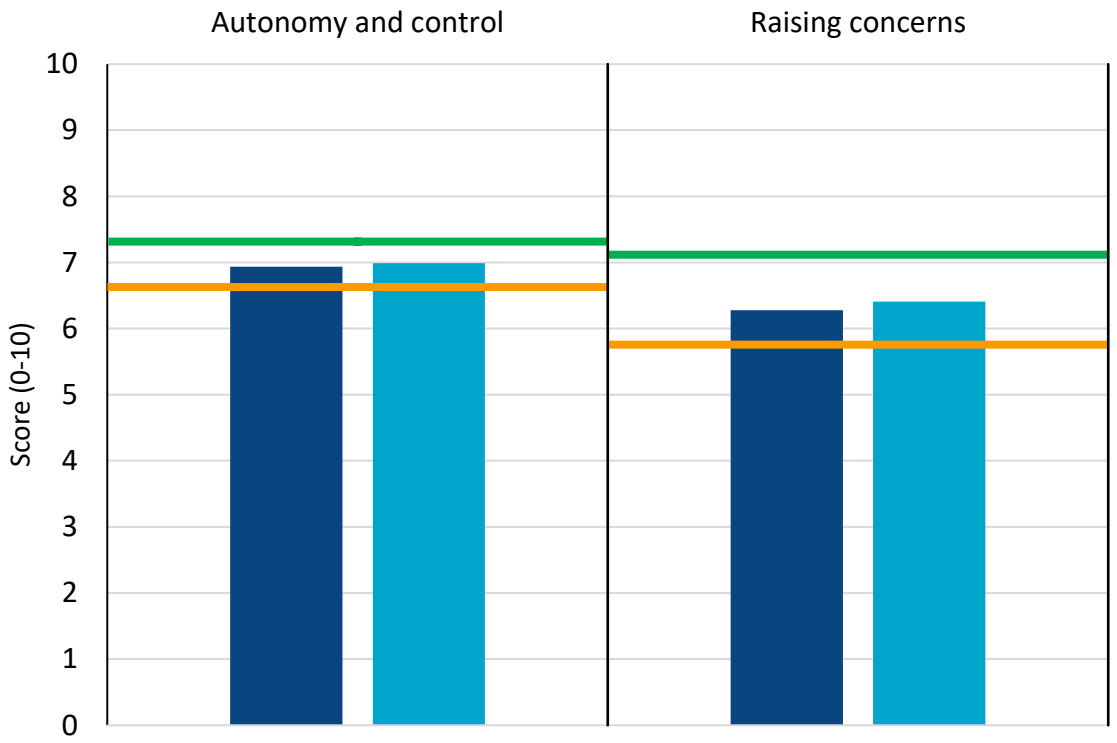
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 1: We are compassionate and inclusive



	Compassionate culture	Compassionate leadership	Diversity and equality	Inclusion
Your org	6.87	7.08	8.13	6.94
Best result	7.81	7.55	8.78	7.27
Average result	7.06	6.96	8.12	6.86
Worst result	6.26	6.46	7.51	6.54
Responses	2687	2691	2684	2686

Promise element 3: We each have a voice that counts



	Autonomy and control	Raising concerns
Your org	6.93	6.27
Best result	7.31	7.12
Average result	6.99	6.41
Worst result	6.63	5.76
Responses	2699	2661

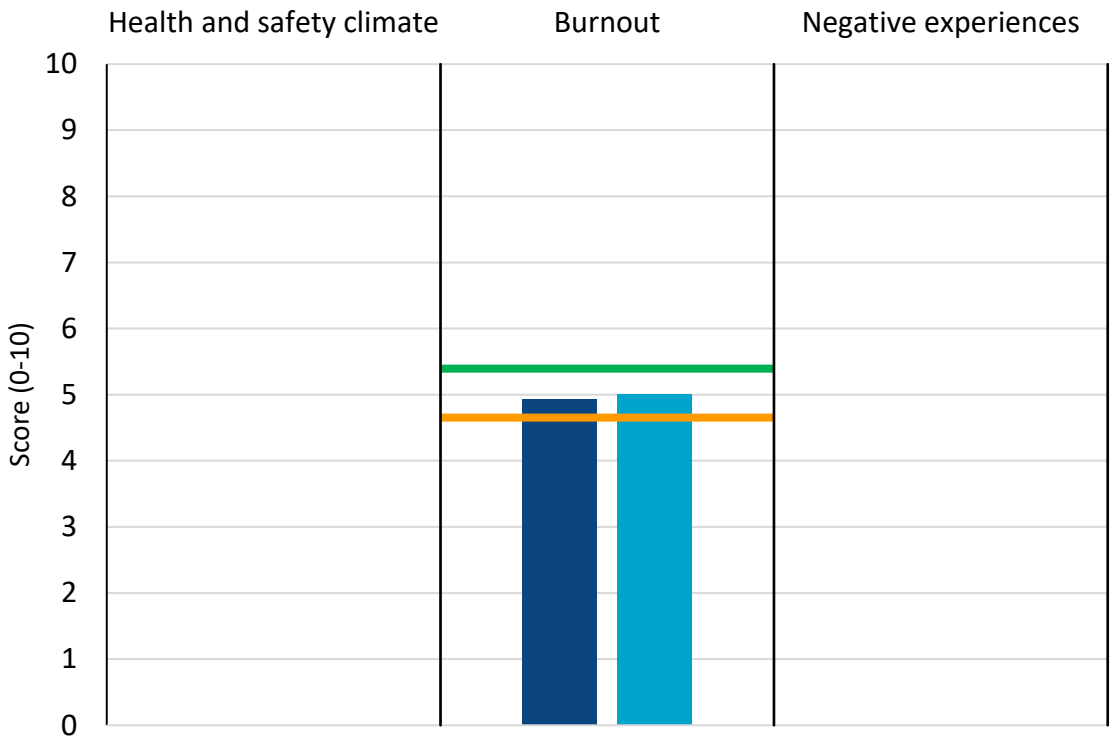
Note. People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.

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

Survey Coordination Centre NHS

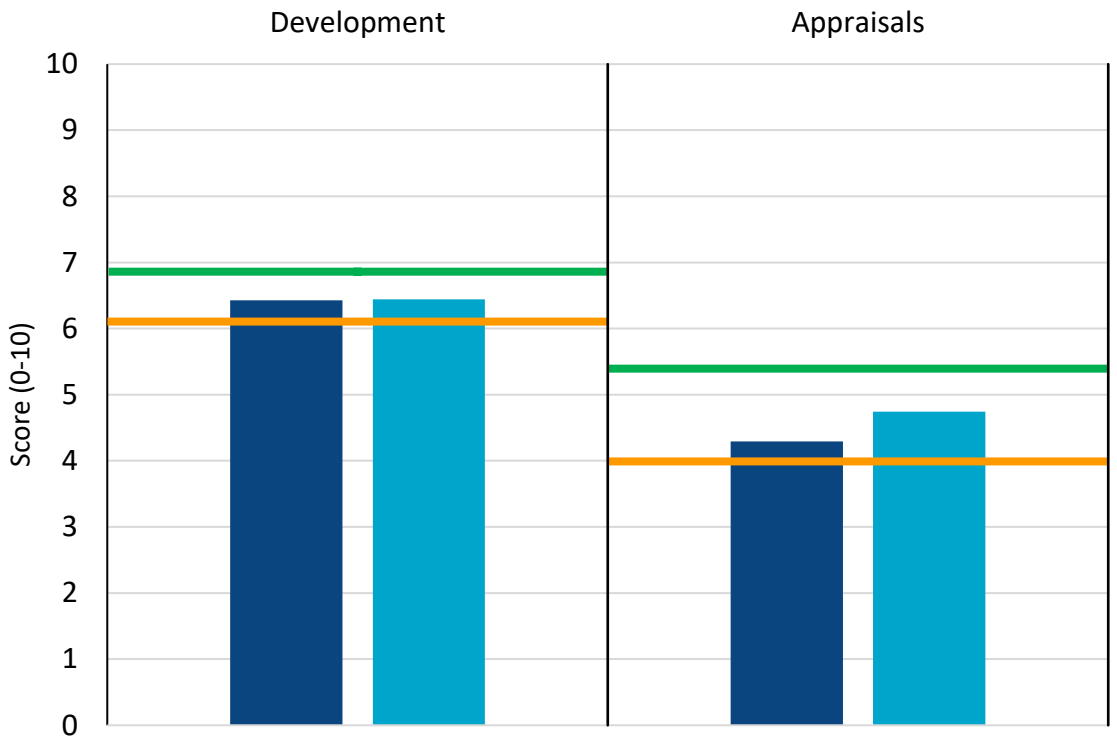
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy



	Health and safety climate	Burnout	Negative experiences
Your org	-	4.93	-
Best result	-	5.39	-
Average result	-	5.00	-
Worst result	-	4.65	-
Responses	-	2692	-

Promise element 5: We are always learning



	Development	Appraisals
Your org	6.43	4.29
Best result	6.86	5.39
Average result	6.44	4.74
Worst result	6.10	3.99
Responses	2691	2589

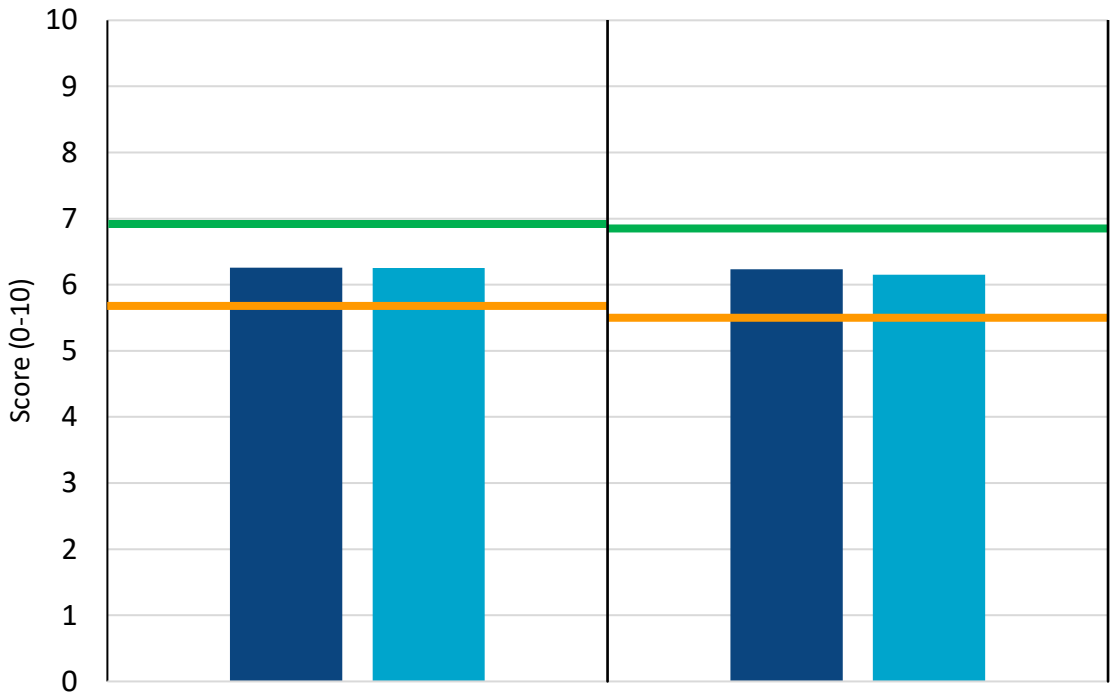
Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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

Survey Coordination Centre NHS

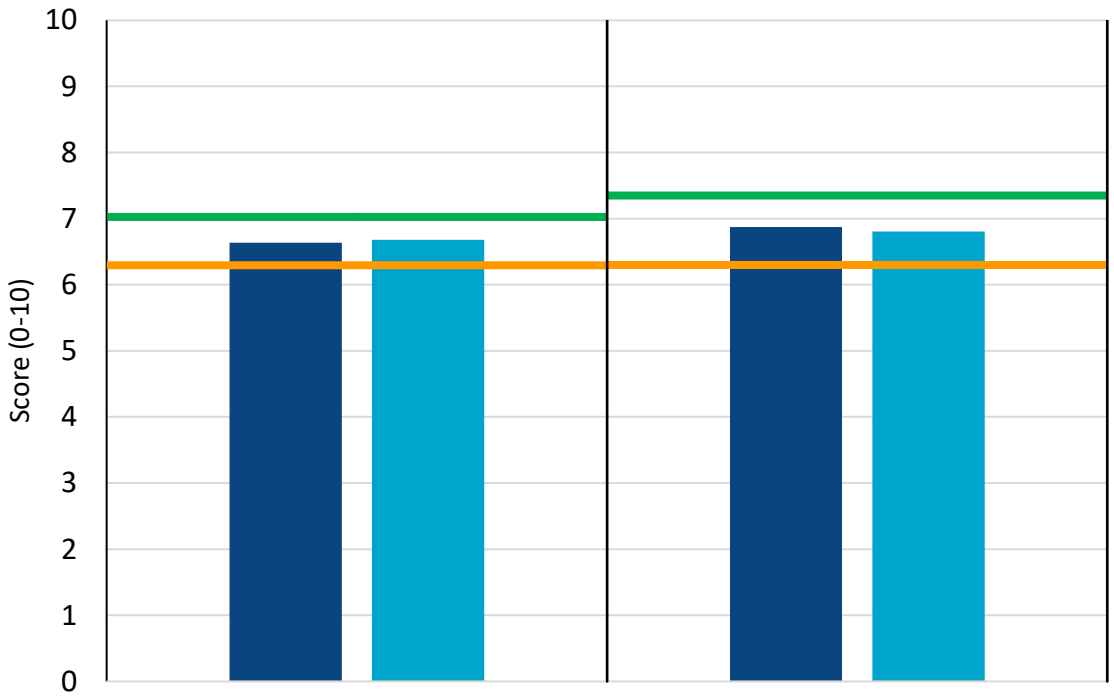
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly



	Support for work-life balance	Flexible working
Your org	6.26	6.23
Best result	6.92	6.85
Average result	6.25	6.15
Worst result	5.68	5.50
Responses	2696	2683

Promise element 7: We are a team



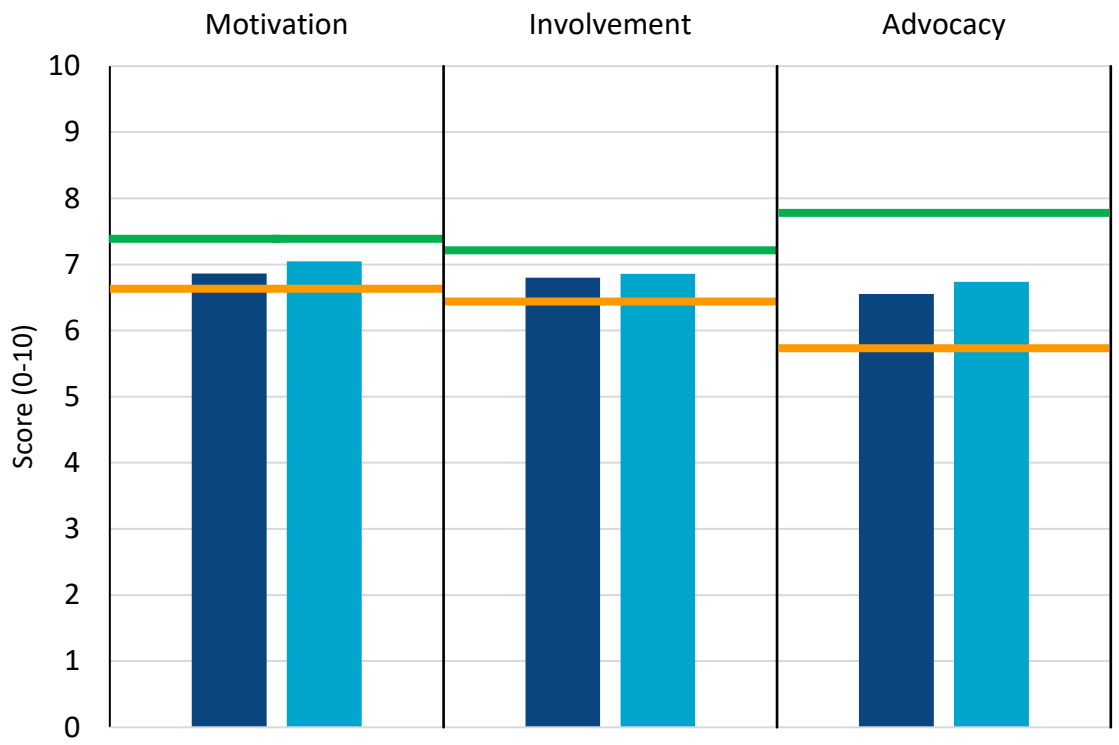
	Team working	Line management
Your org	6.64	6.87
Best result	7.03	7.35
Average result	6.68	6.80
Worst result	6.29	6.30
Responses	2693	2695

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

Survey Coordination Centre NHS

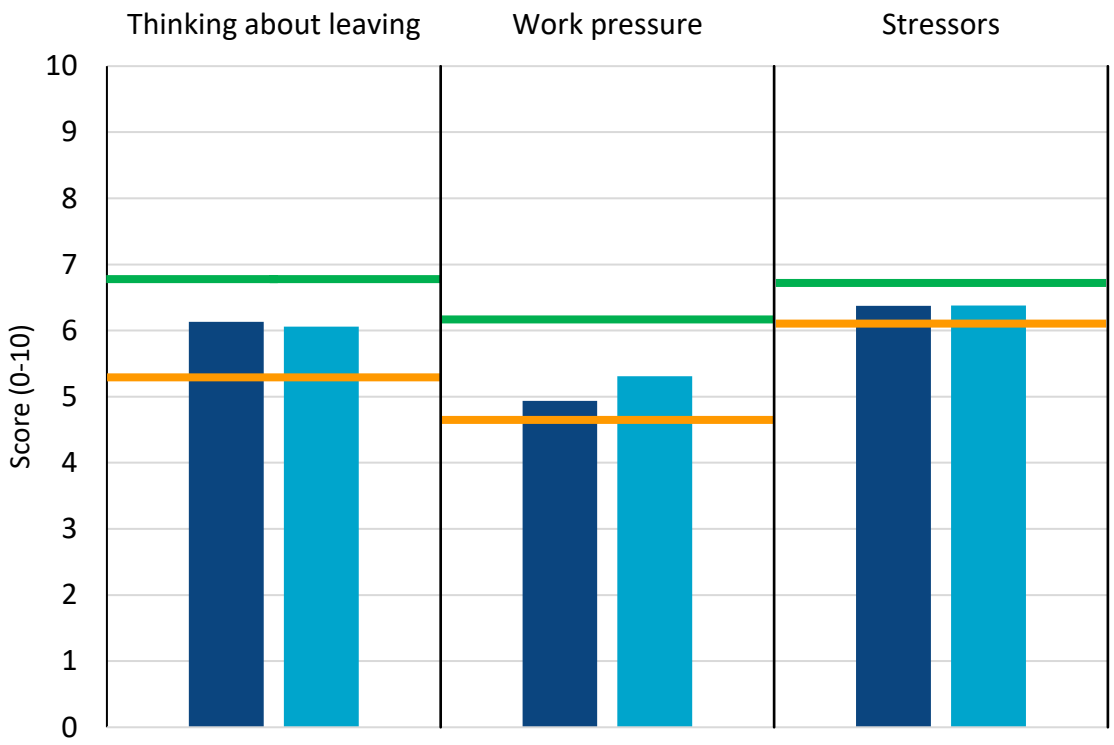
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff engagement



	Motivation	Involvement	Advocacy
Your org	6.86	6.80	6.55
Best result	7.39	7.21	7.78
Average result	7.04	6.86	6.74
Worst result	6.63	6.44	5.73
Responses	2670	2698	2687

Theme: Morale



	Thinking about leaving	Work pressure	Stressors
Your org	6.13	4.93	6.37
Best result	6.78	6.17	6.72
Average result	6.06	5.31	6.38
Worst result	5.29	4.65	6.11
Responses	2689	2698	2697

Survey Coordination Centre

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People Promise elements, themes and sub-scores: Trends

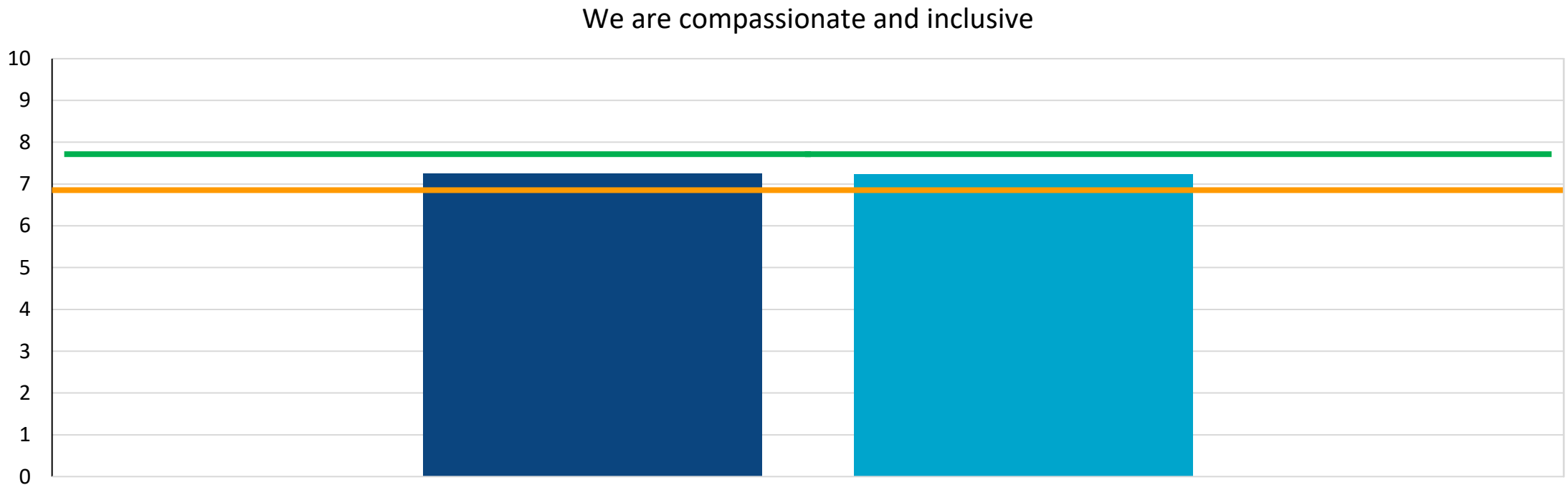
Note, where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



	2023
Your org	7.25
Best result	7.71
Average result	7.24
Worst result	6.85
Responses	2692

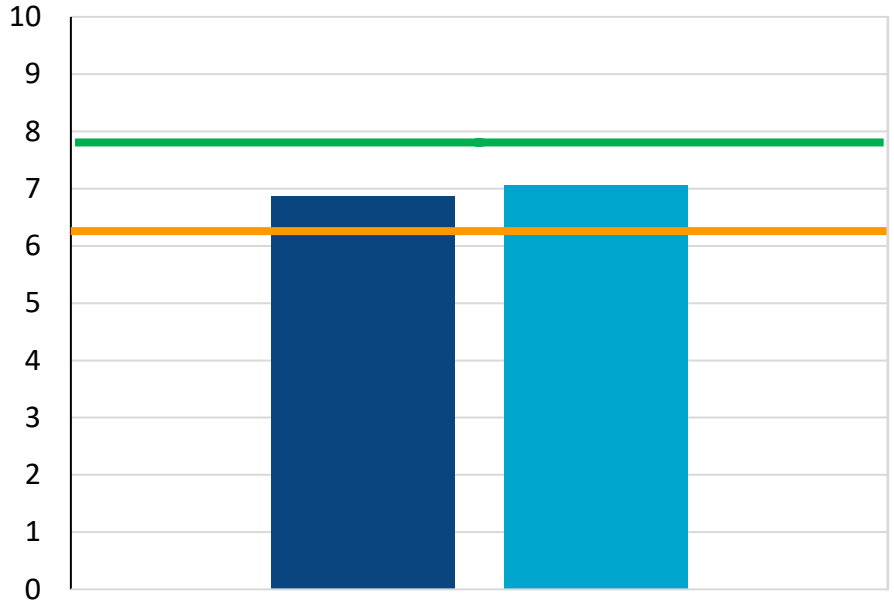
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre NHS

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

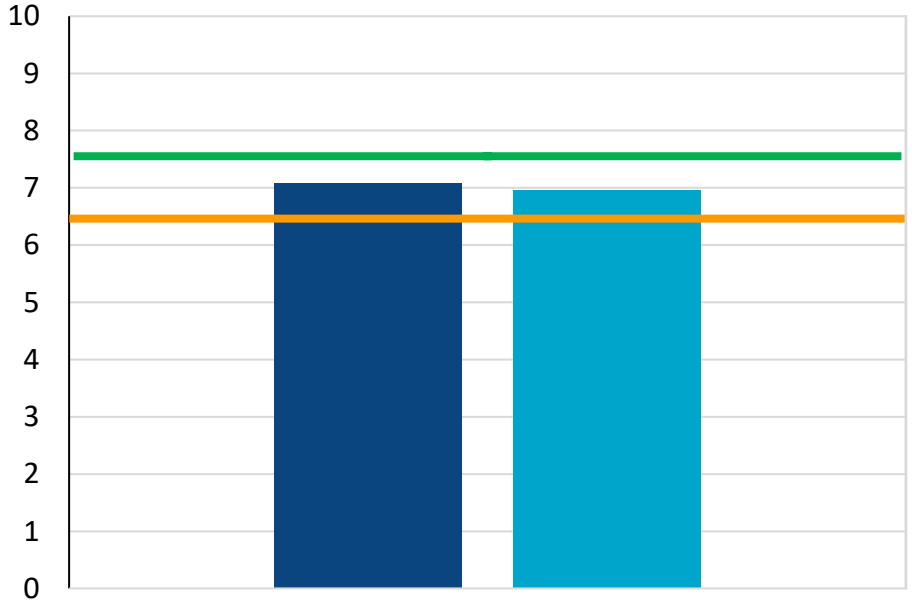
Promise element 1: We are compassionate and inclusive (1)

Compassionate culture



	2023
Your org	6.87
Best result	7.81
Average result	7.06
Worst result	6.26
Responses	2687

Compassionate leadership



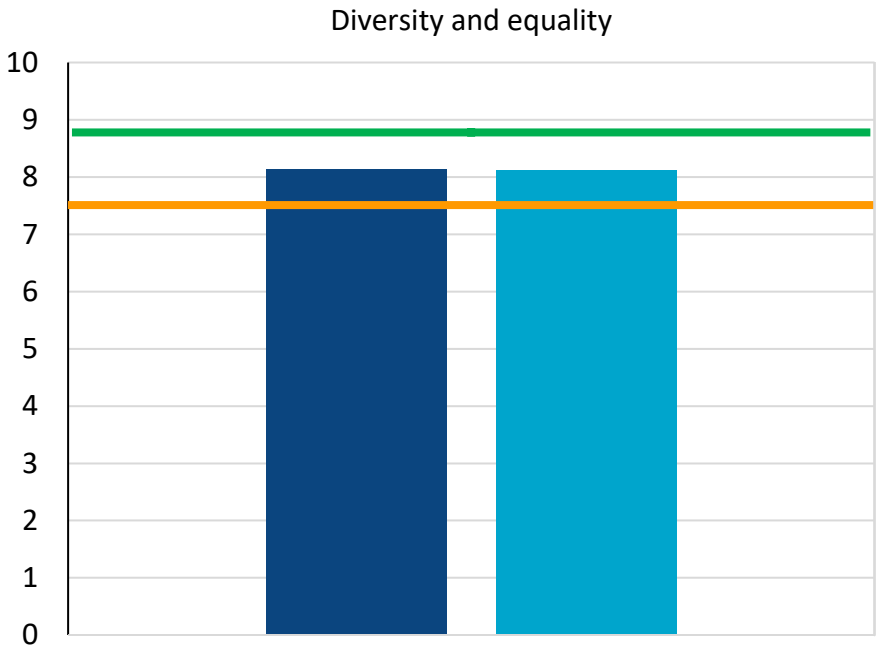
	2023
Your org	7.08
Best result	7.55
Average result	6.96
Worst result	6.46
Responses	2691

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

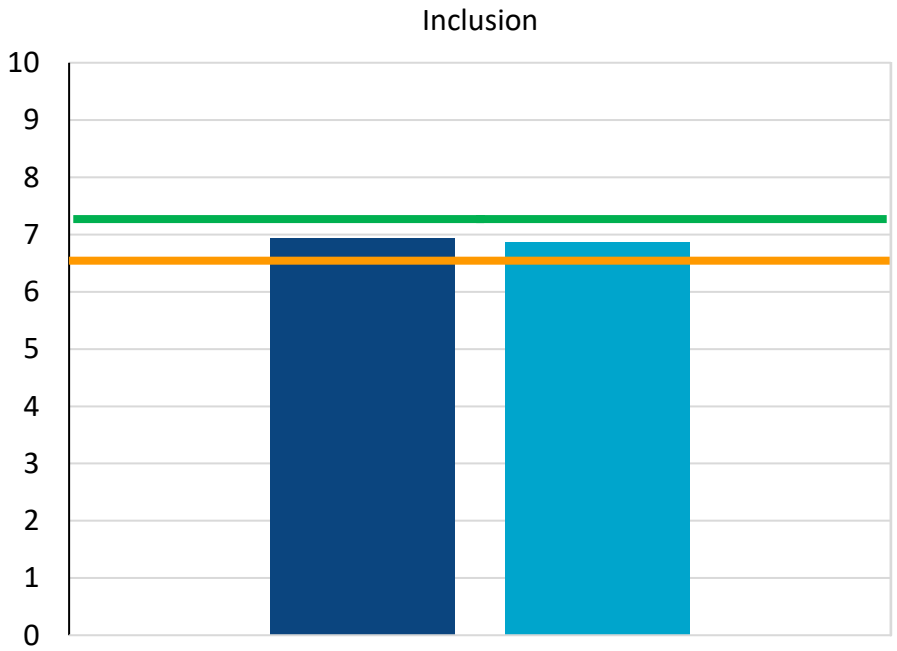
Survey Coordination Centre NHS

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

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



	2023
Your org	8.13
Best result	8.78
Average result	8.12
Worst result	7.51
Responses	2684



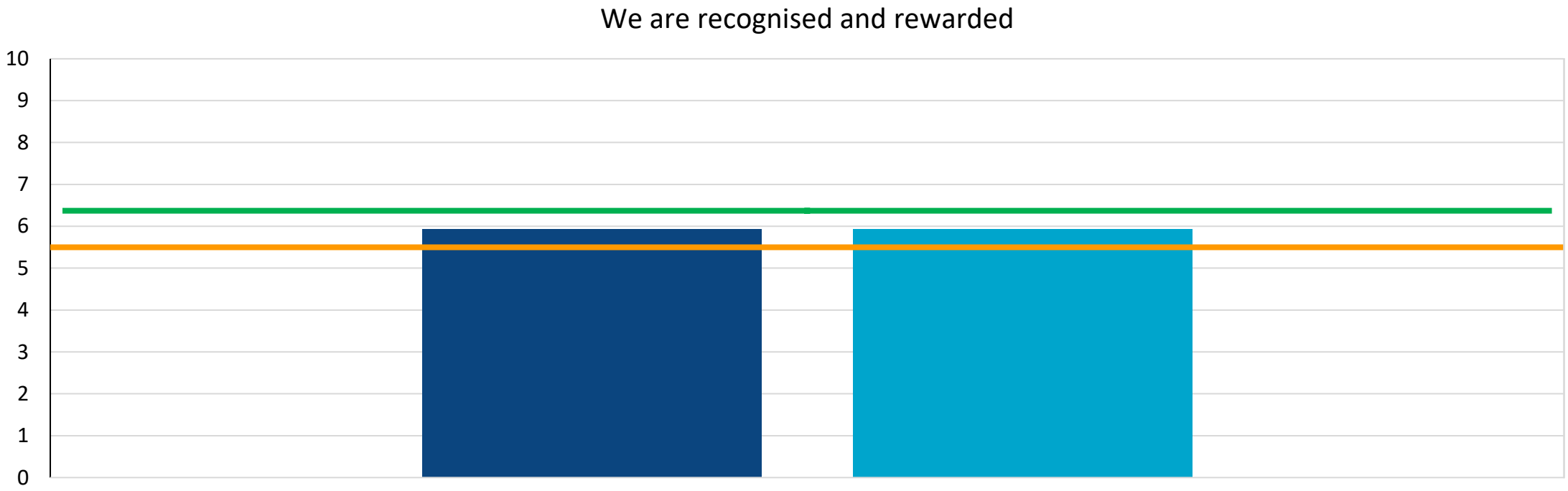
	2023
Your org	6.94
Best result	7.27
Average result	6.86
Worst result	6.54
Responses	2686

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



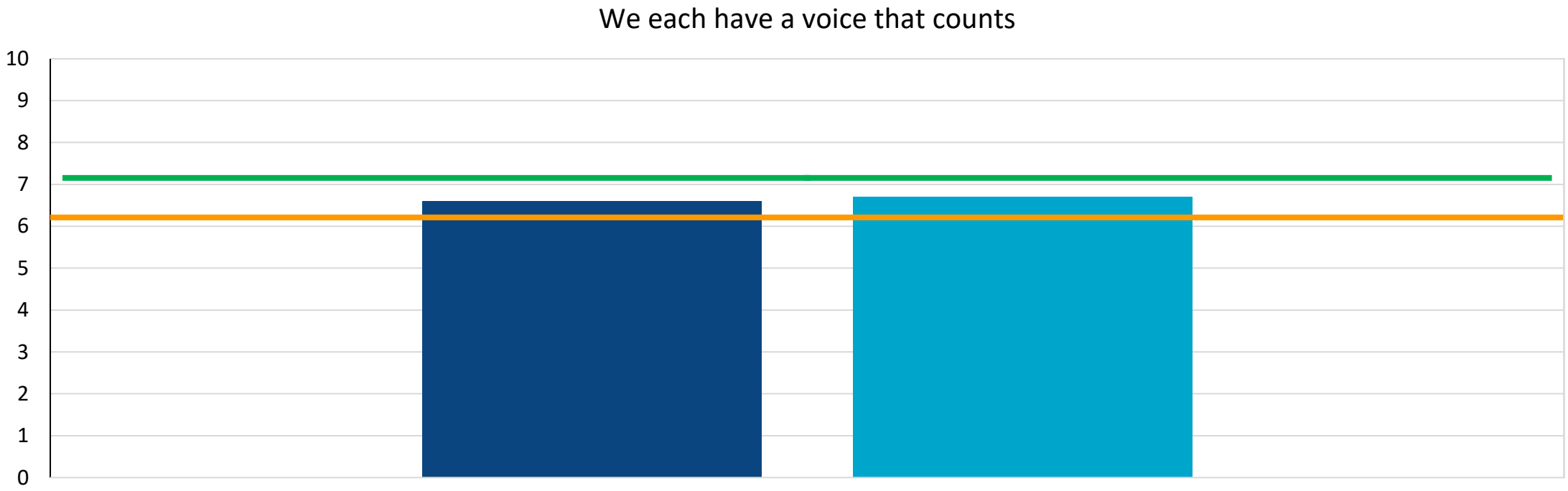
	2023
Your org	5.92
Best result	6.37
Average result	5.94
Worst result	5.50
Responses	2696

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



	2023
Your org	6.60
Best result	7.16
Average result	6.70
Worst result	6.21
Responses	2656

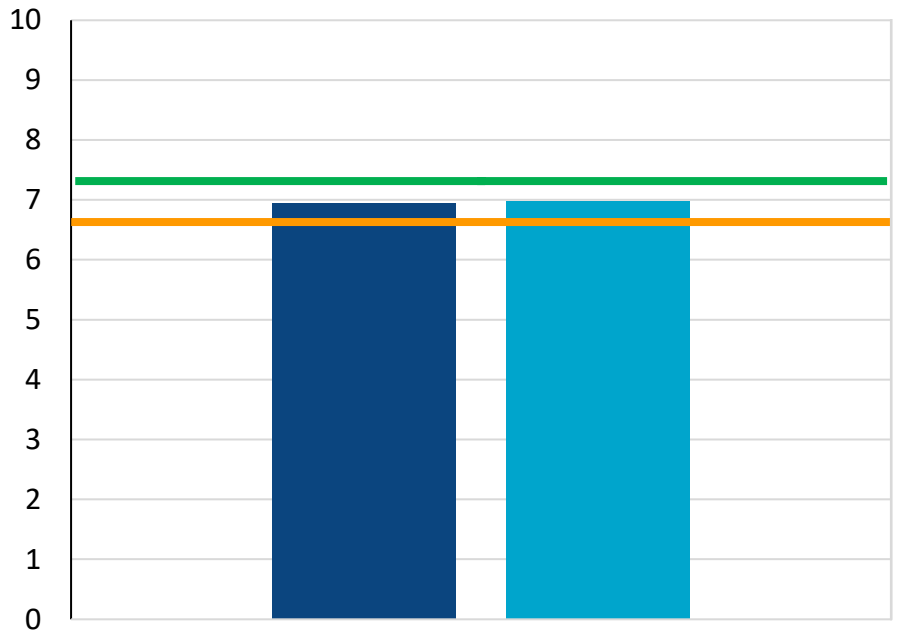
People Promise elements, themes and sub-scores: Sub-score trends

Survey Coordination Centre NHS

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**.

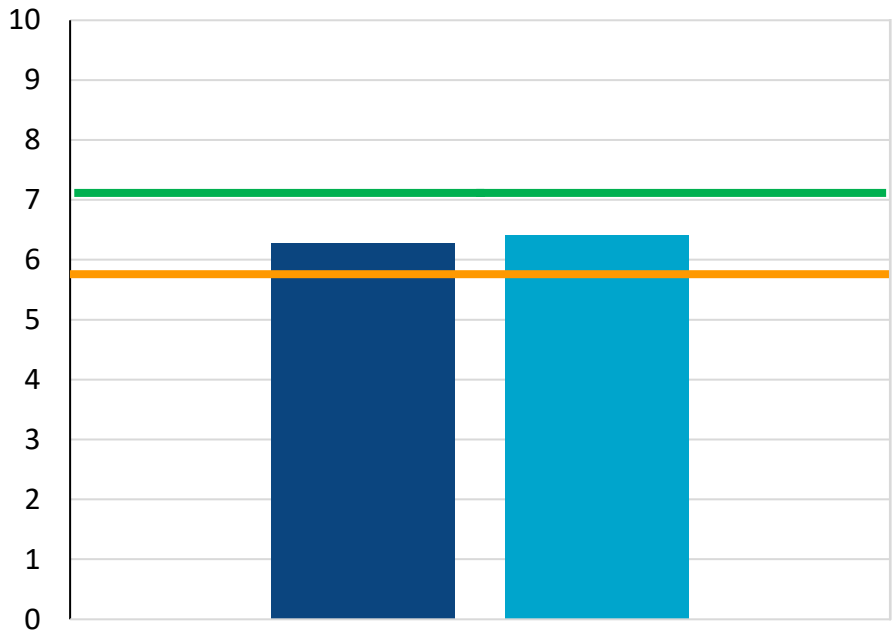
Promise element 3: We each have a voice that counts

Autonomy and control



	2023
Your org	6.93
Best result	7.31
Average result	6.99
Worst result	6.63
Responses	2699

Raising concerns



	2023
Your org	6.27
Best result	7.12
Average result	6.41
Worst result	5.76
Responses	2661

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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

	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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

Survey Coordination Centre NHS

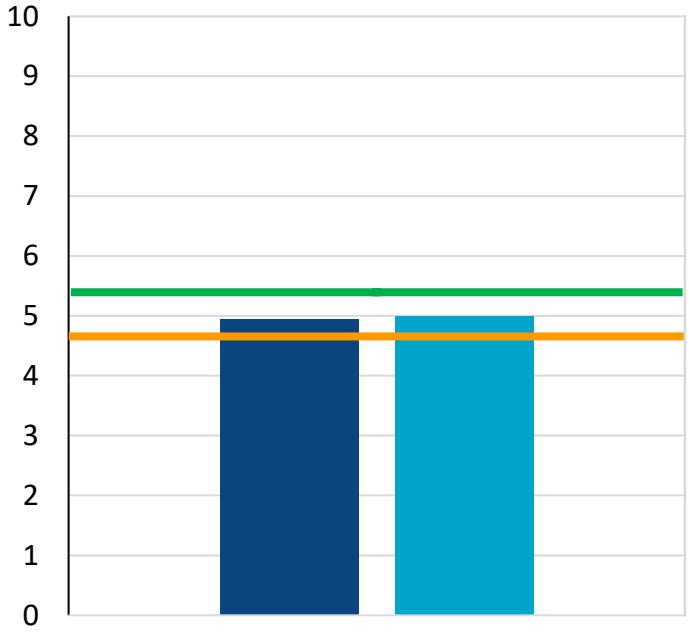
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 4: We are safe and healthy

Health and safety climate

	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

Burnout



	2023
Your org	4.93
Best result	5.39
Average result	5.00
Worst result	4.65
Responses	2692

Negative experiences

	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

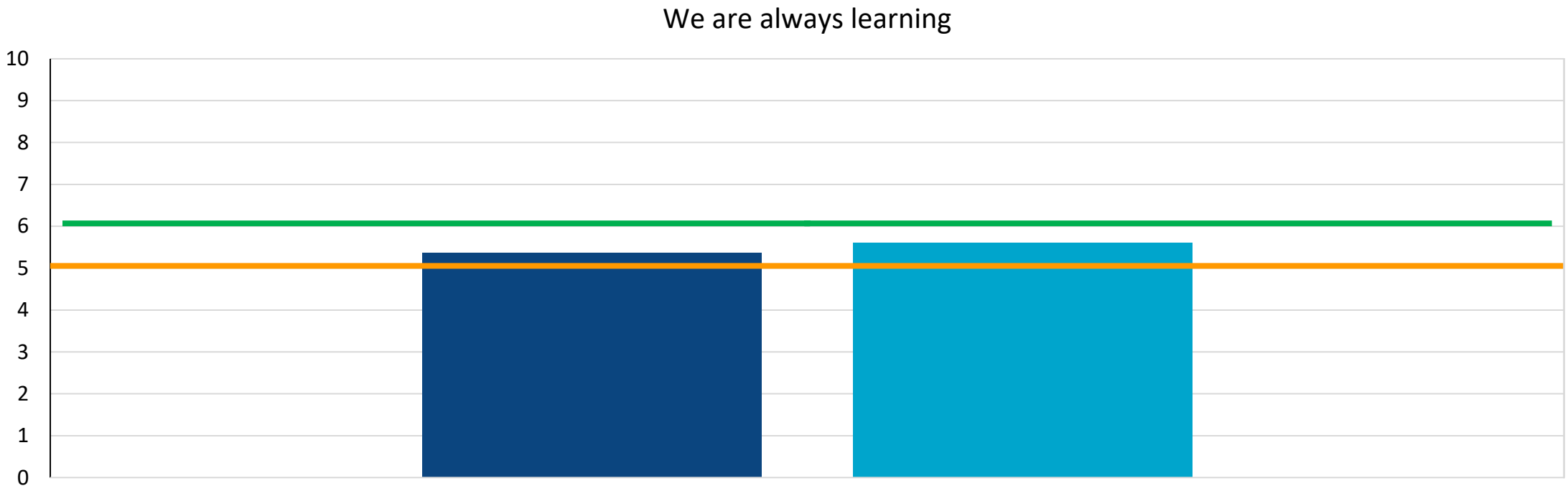
Note. 2023 results for 'Health and safety climate' and 'Negative experiences' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



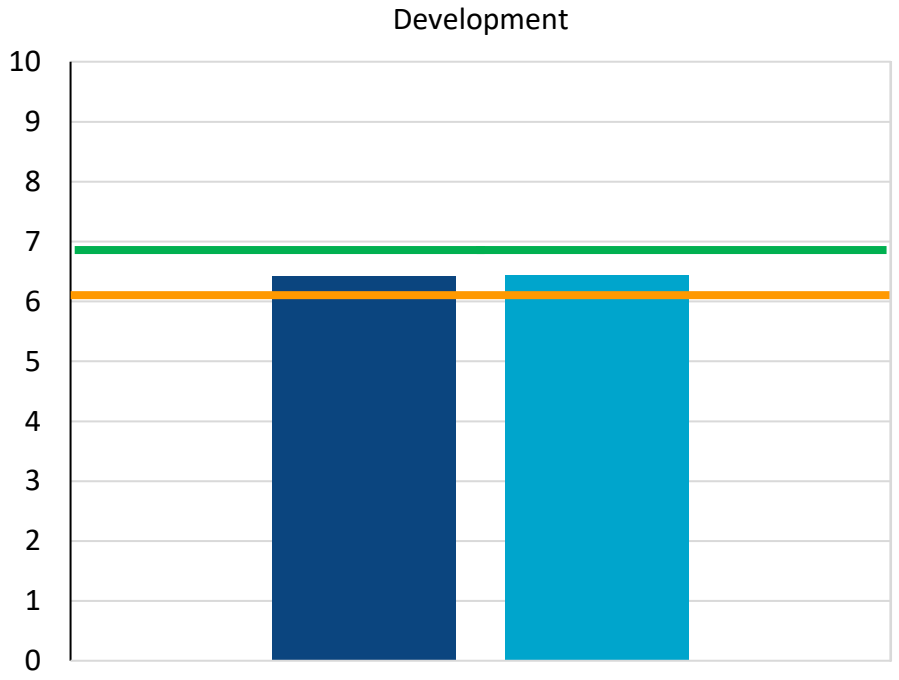
	2023
Your org	5.36
Best result	6.07
Average result	5.61
Worst result	5.05
Responses	2583

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

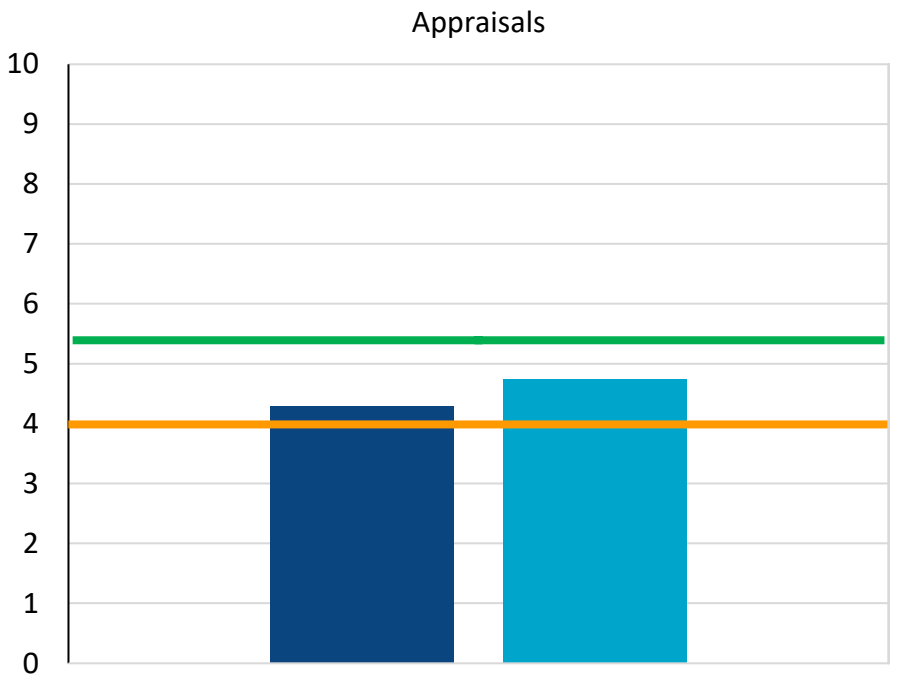
Survey Coordination Centre NHS

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



	2023
Your org	6.43
Best result	6.86
Average result	6.44
Worst result	6.10
Responses	2691



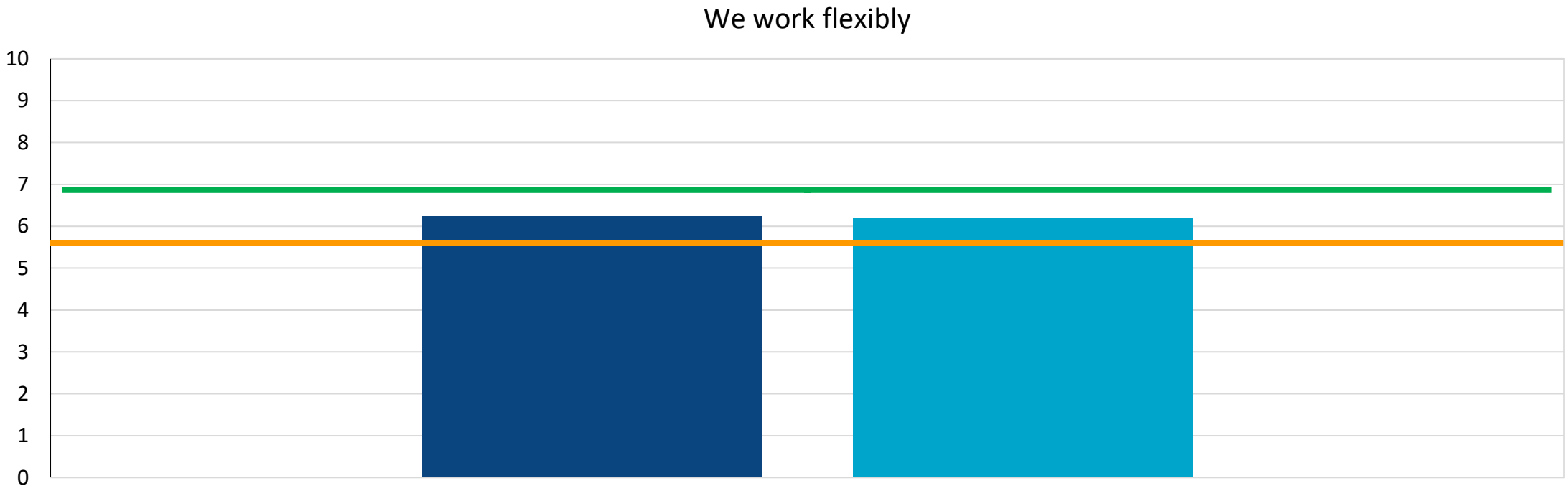
	2023
Your org	4.29
Best result	5.39
Average result	4.74
Worst result	3.99
Responses	2589

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



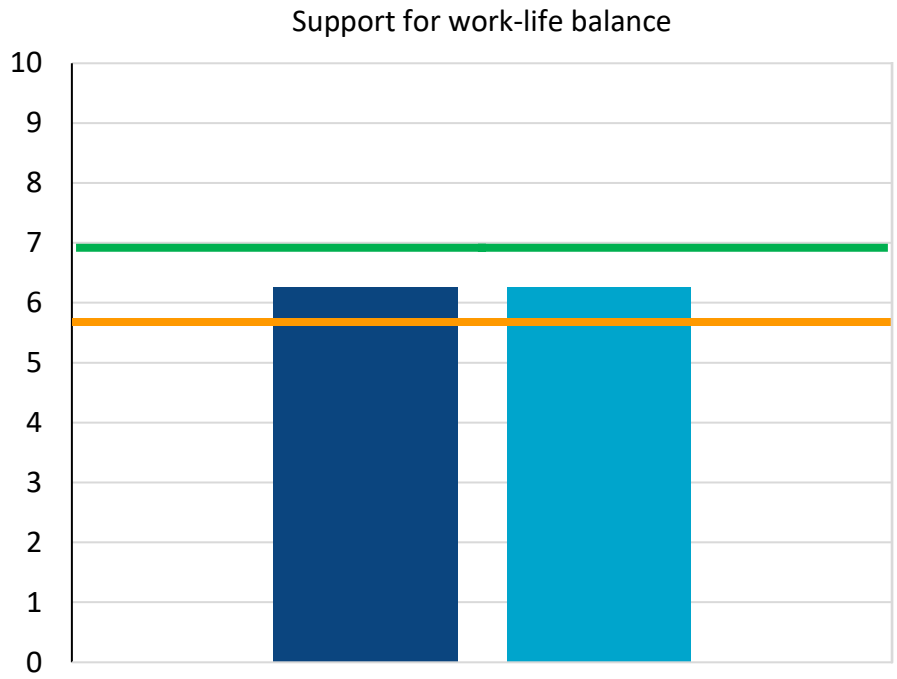
	2023
Your org	6.24
Best result	6.87
Average result	6.20
Worst result	5.60
Responses	2678

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

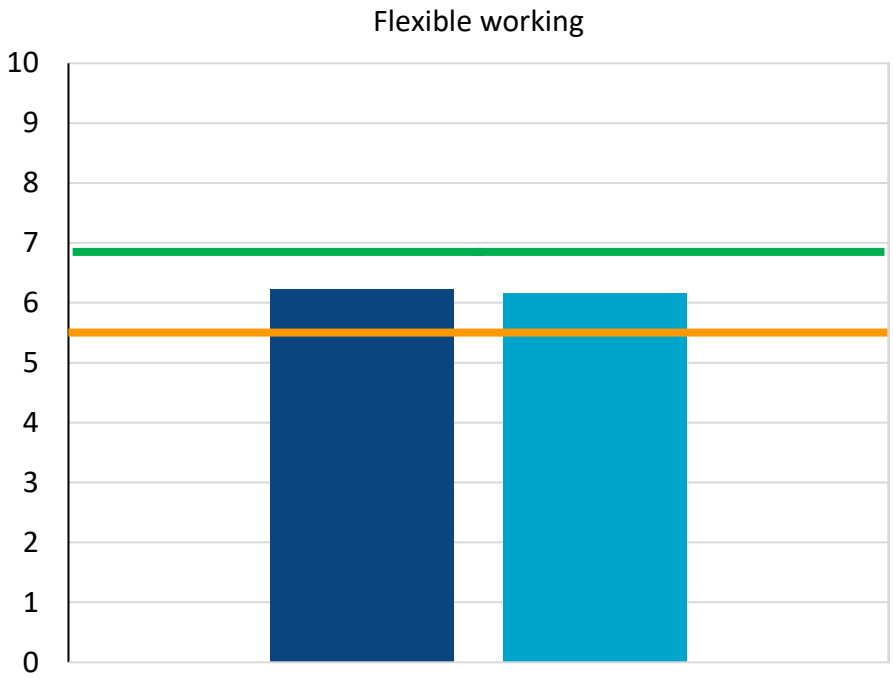
Survey Coordination Centre NHS

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



	2023
Your org	6.26
Best result	6.92
Average result	6.25
Worst result	5.68
Responses	2696



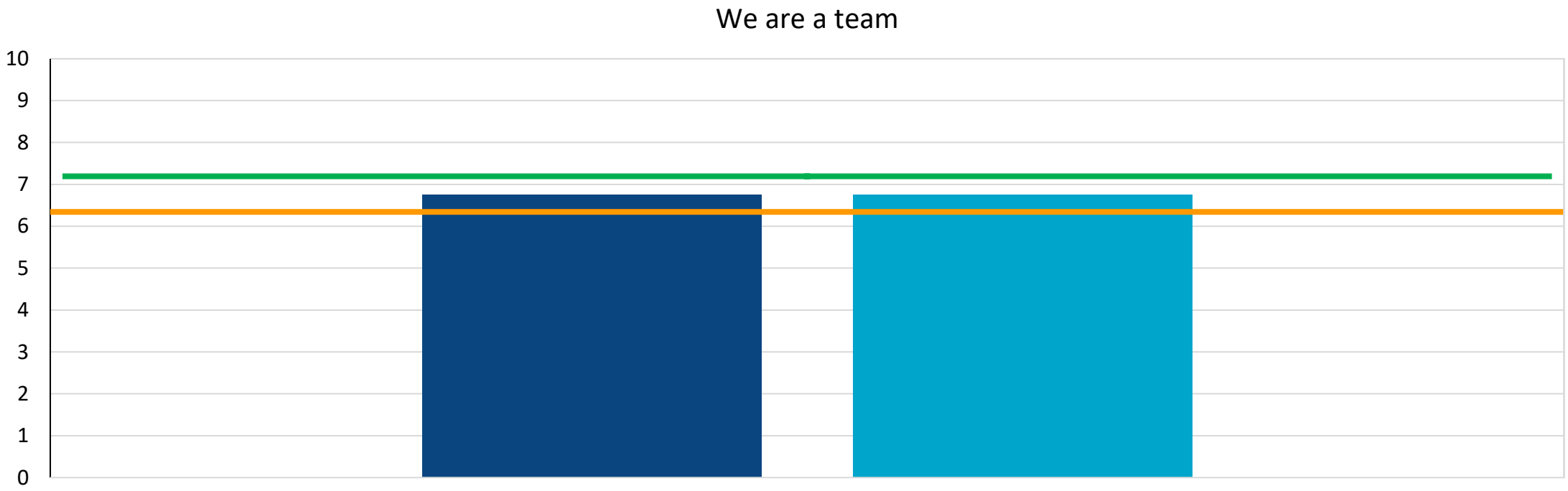
	2023
Your org	6.23
Best result	6.85
Average result	6.15
Worst result	5.50
Responses	2683

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



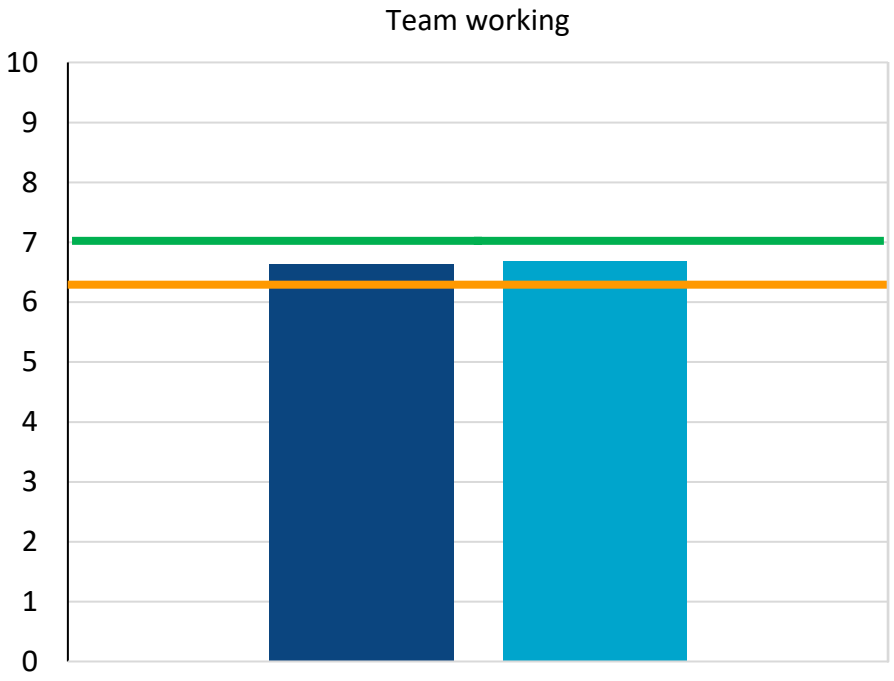
	2023
Your org	6.76
Best result	7.19
Average result	6.75
Worst result	6.35
Responses	2690

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

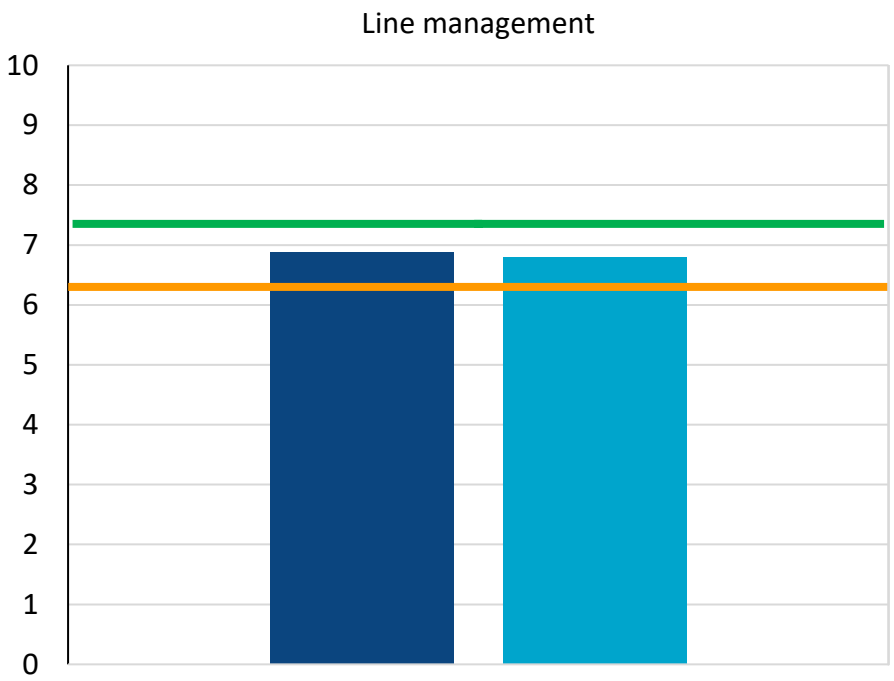
Survey Coordination Centre NHS

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



	2023
Your org	6.64
Best result	7.03
Average result	6.68
Worst result	6.29
Responses	2693



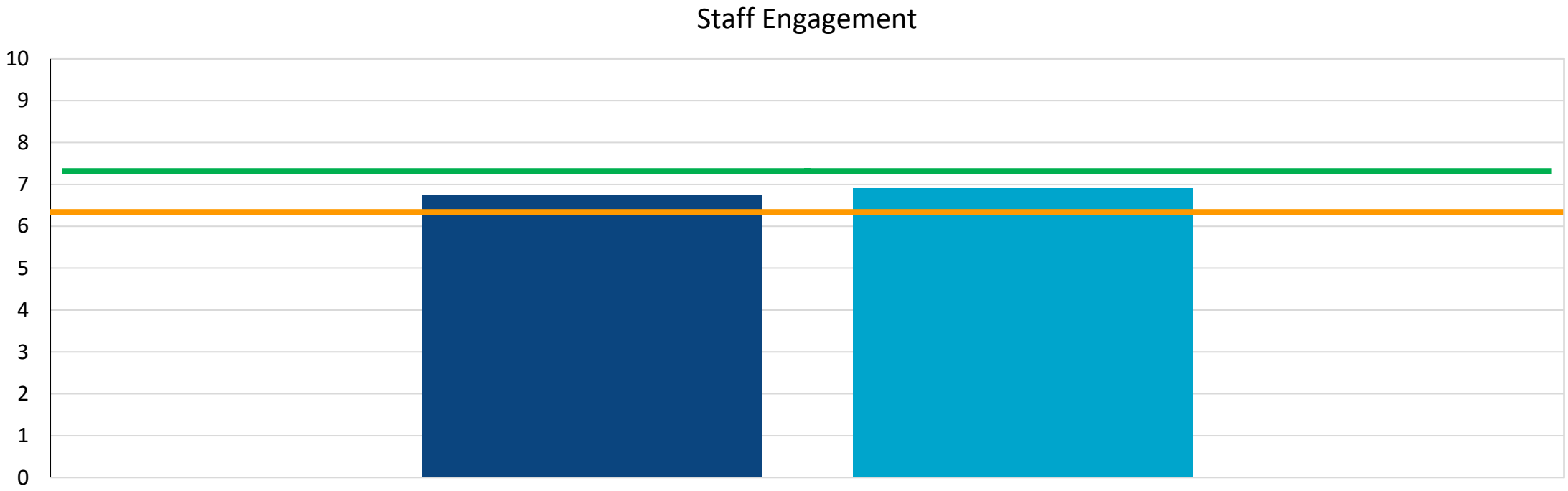
	2023
Your org	6.87
Best result	7.35
Average result	6.80
Worst result	6.30
Responses	2695

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



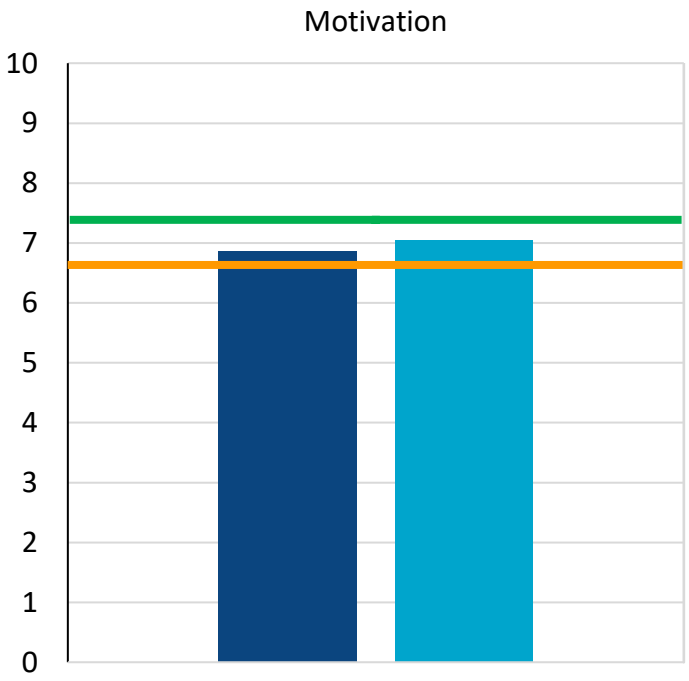
	2023
Your org	6.74
Best result	7.32
Average result	6.91
Worst result	6.34
Responses	2700

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

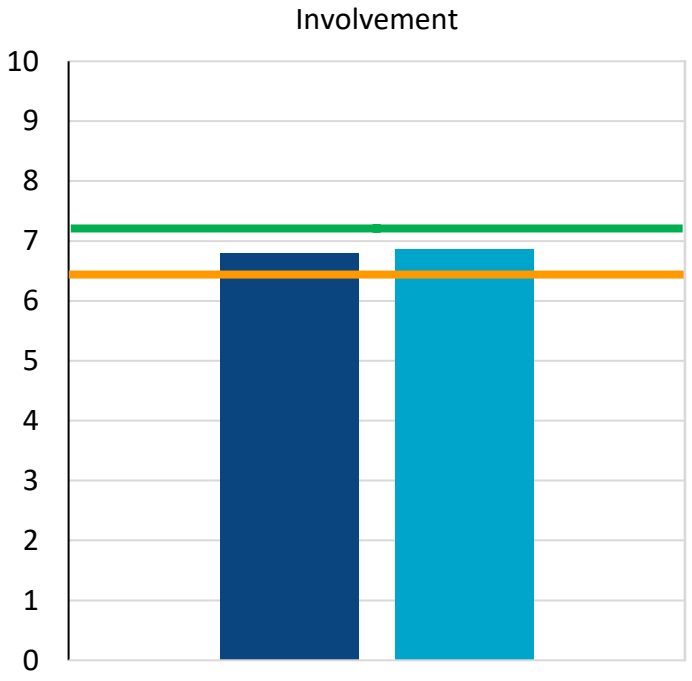
Survey Coordination Centre NHS

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**.

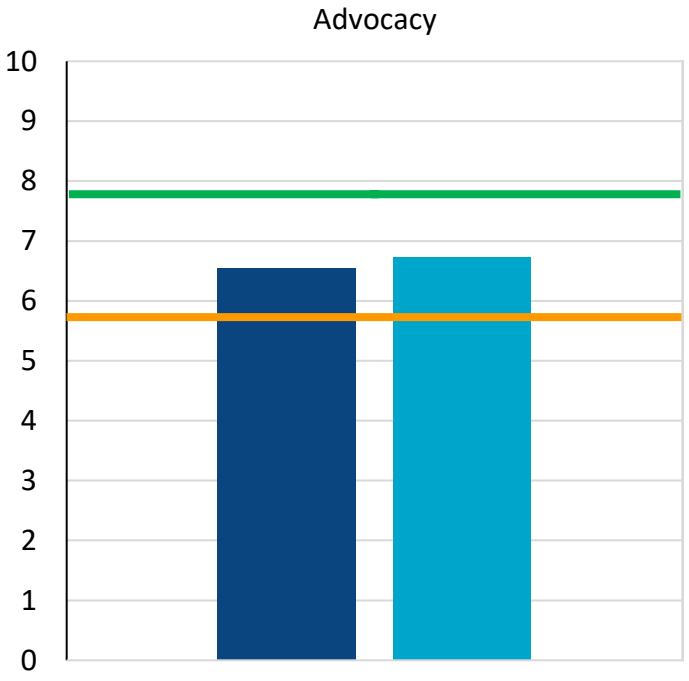
Theme: Staff Engagement



	2023
Your org	6.86
Best result	7.39
Average result	7.04
Worst result	6.63
Responses	2670



	2023
Your org	6.80
Best result	7.21
Average result	6.86
Worst result	6.44
Responses	2698



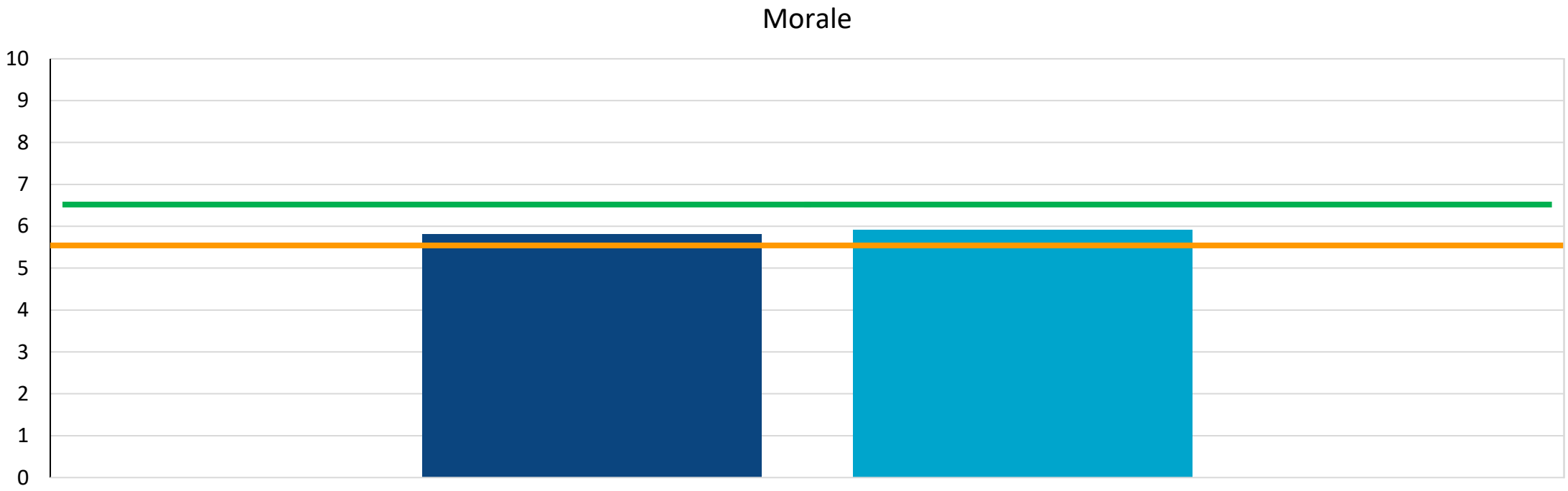
	2023
Your org	6.55
Best result	7.78
Average result	6.74
Worst result	5.73
Responses	2687

People Promise elements and themes: Trends

Survey Coordination Centre NHS

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



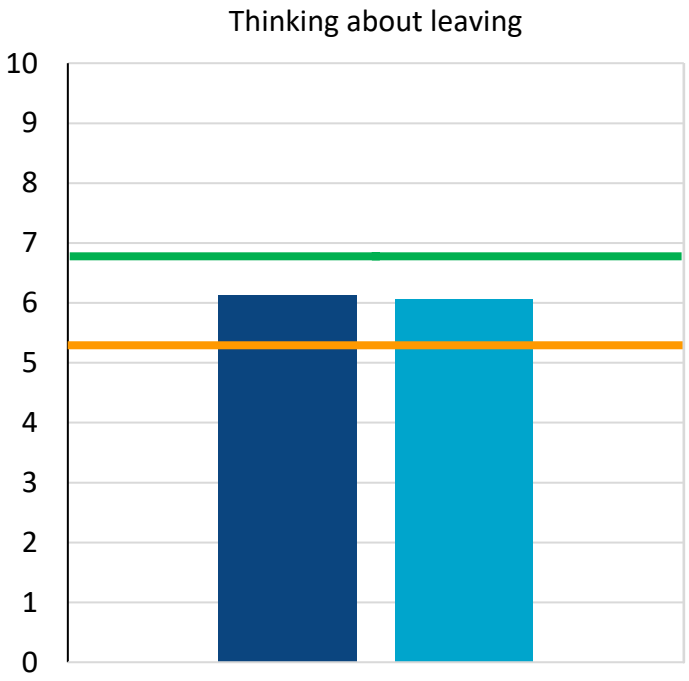
	2023
Your org	5.81
Best result	6.52
Average result	5.91
Worst result	5.54
Responses	2701

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

Survey Coordination Centre NHS

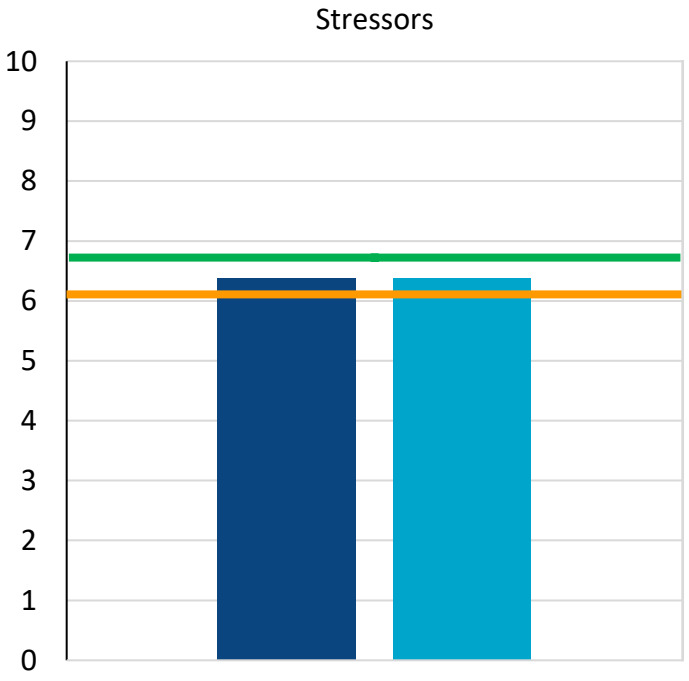
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Morale



	2023
Your org	6.13
Best result	6.78
Average result	6.06
Worst result	5.29
Responses	2689

	2023
Your org	4.93
Best result	6.17
Average result	5.31
Worst result	4.65
Responses	2698



	2023
Your org	6.37
Best result	6.72
Average result	6.38
Worst result	6.11
Responses	2697

Survey Coordination Centre

NHS

People Promise element – We are compassionate and inclusive

Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

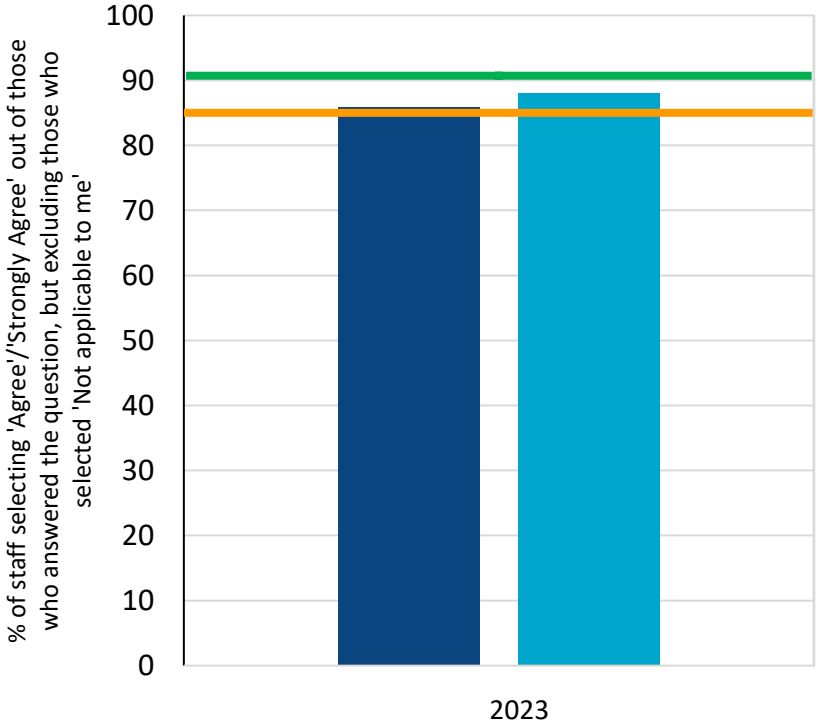
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

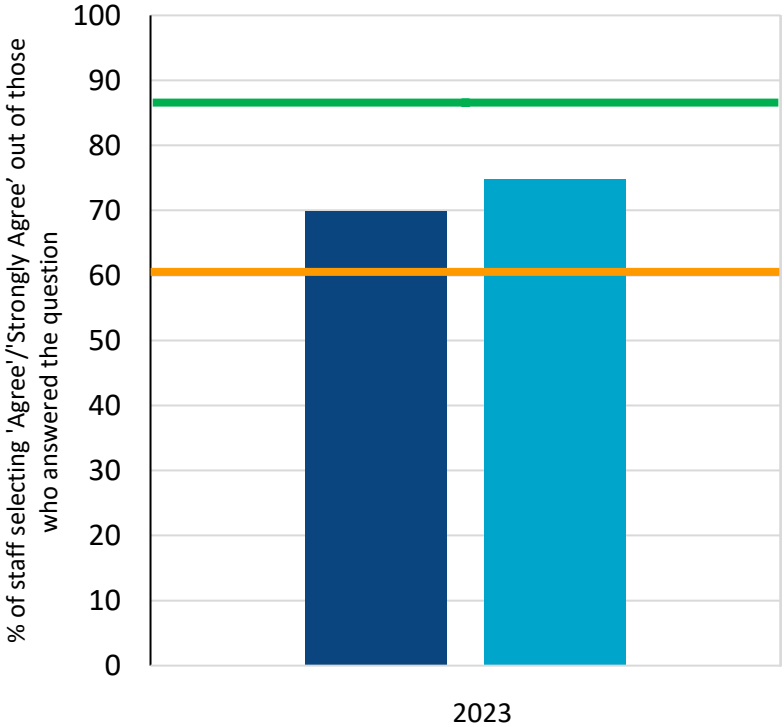
Survey Coordination Centre NHS

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



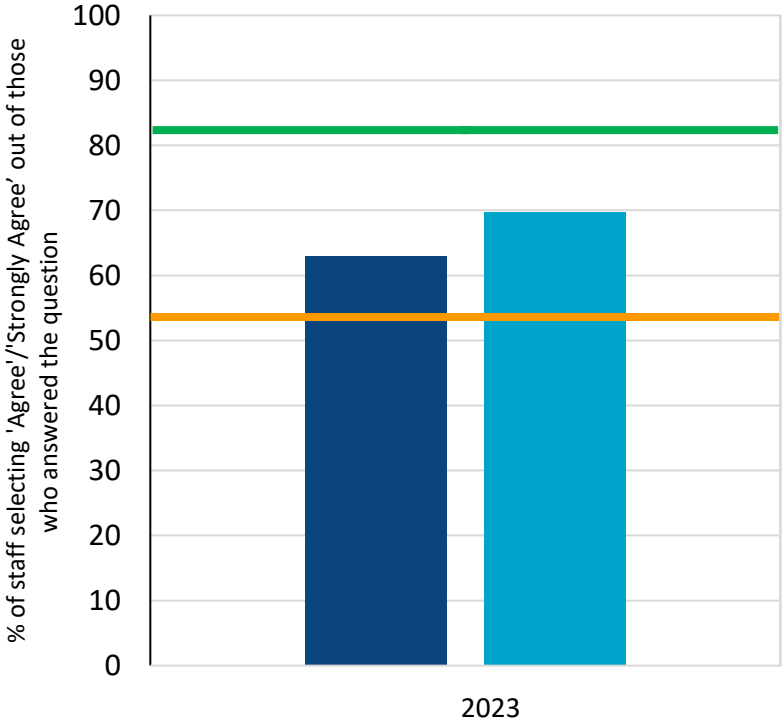
Your org	85.91%
Best result	90.71%
Average result	87.96%
Worst result	85.01%
Responses	2587

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



Your org	69.81%
Best result	86.57%
Average result	74.83%
Worst result	60.55%
Responses	2681

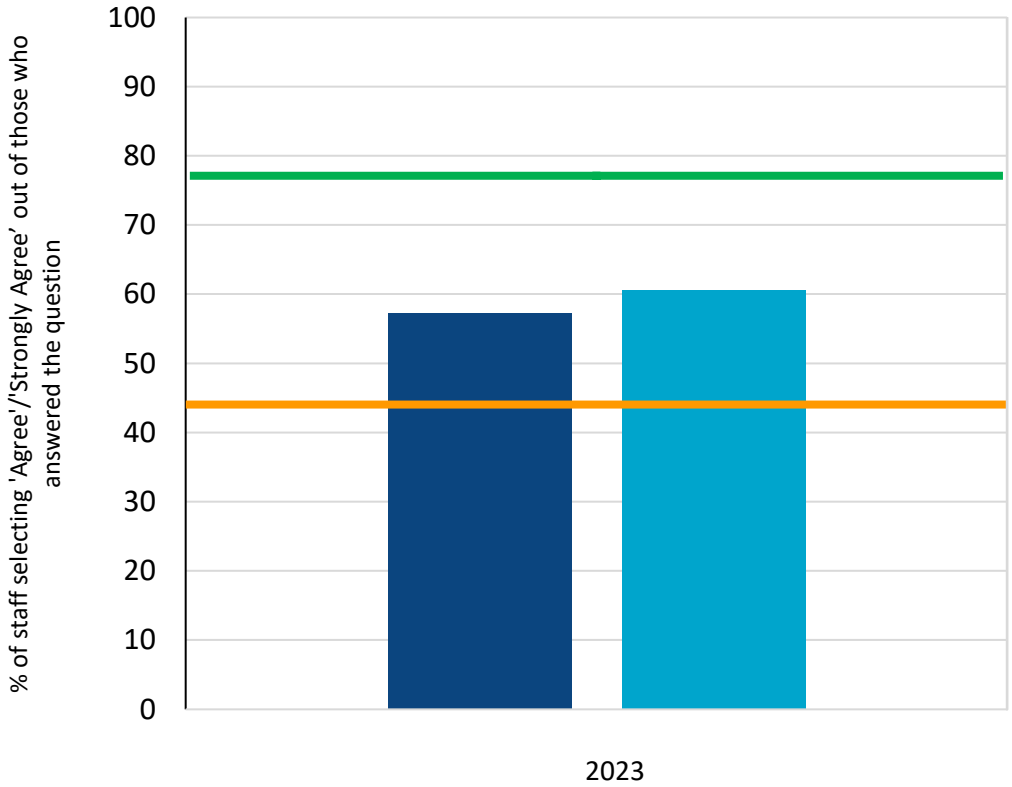
Q25b My organisation acts on concerns raised by patients / service users.



Your org	63.00%
Best result	82.34%
Average result	69.78%
Worst result	53.59%
Responses	2678

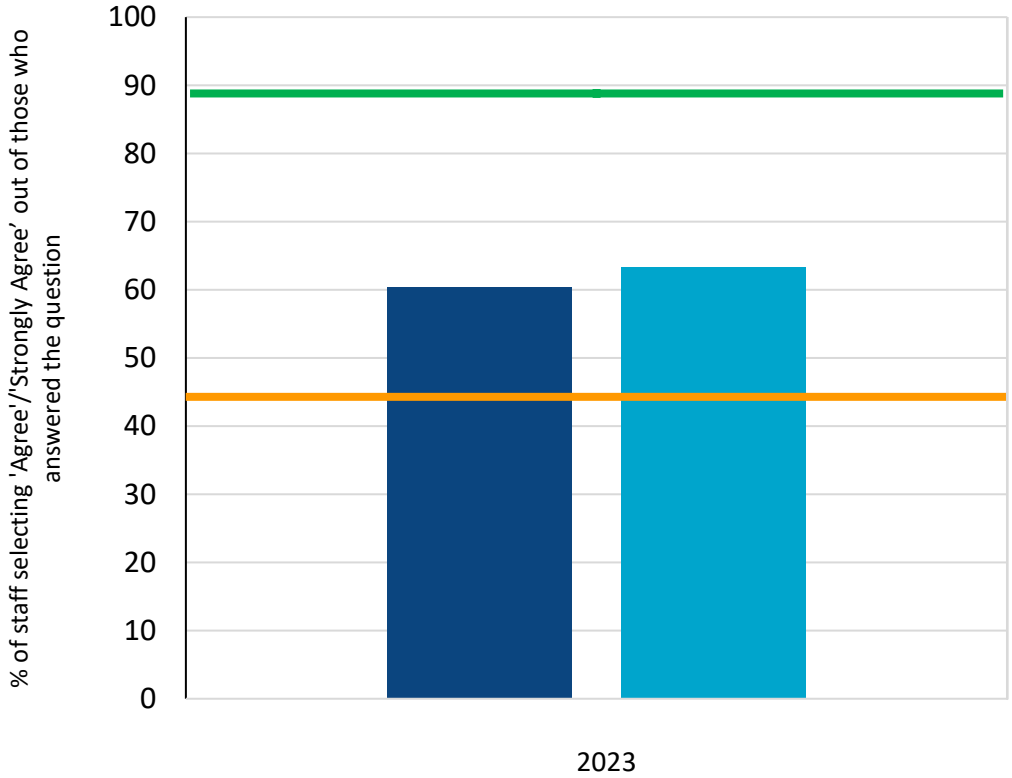
Survey Coordination Centre NHS

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



	2023
Your org	57.30%
Best result	77.09%
Average result	60.52%
Worst result	44.05%
Responses	2681

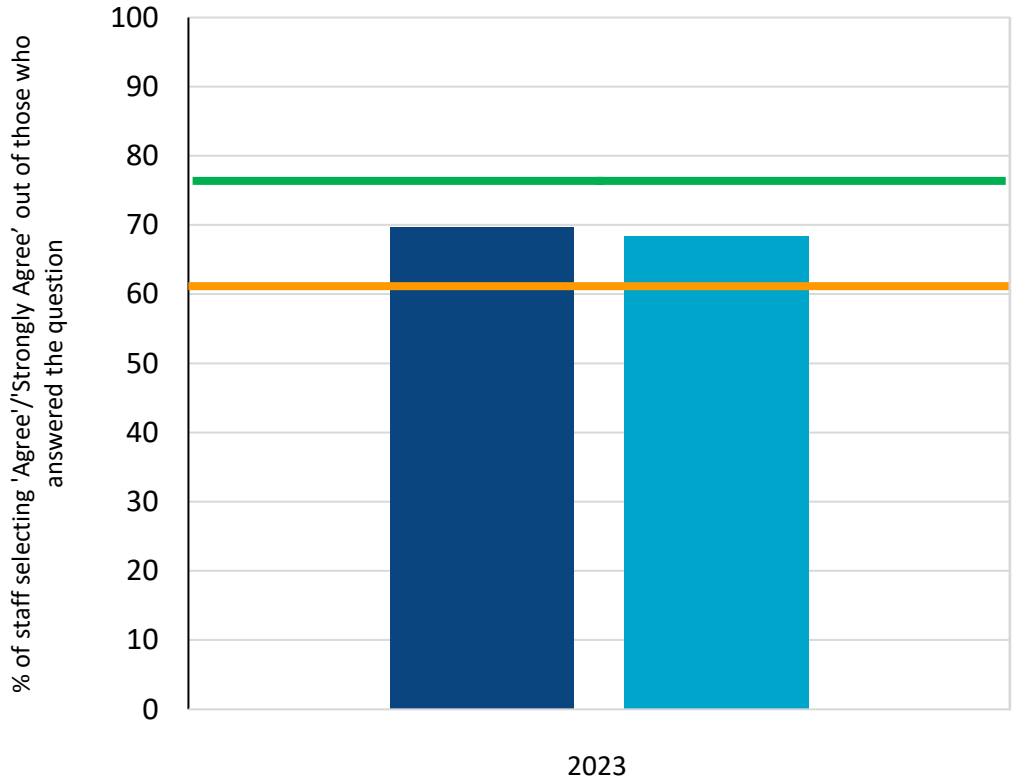
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2023
Your org	60.32%
Best result	88.82%
Average result	63.32%
Worst result	44.31%
Responses	2681

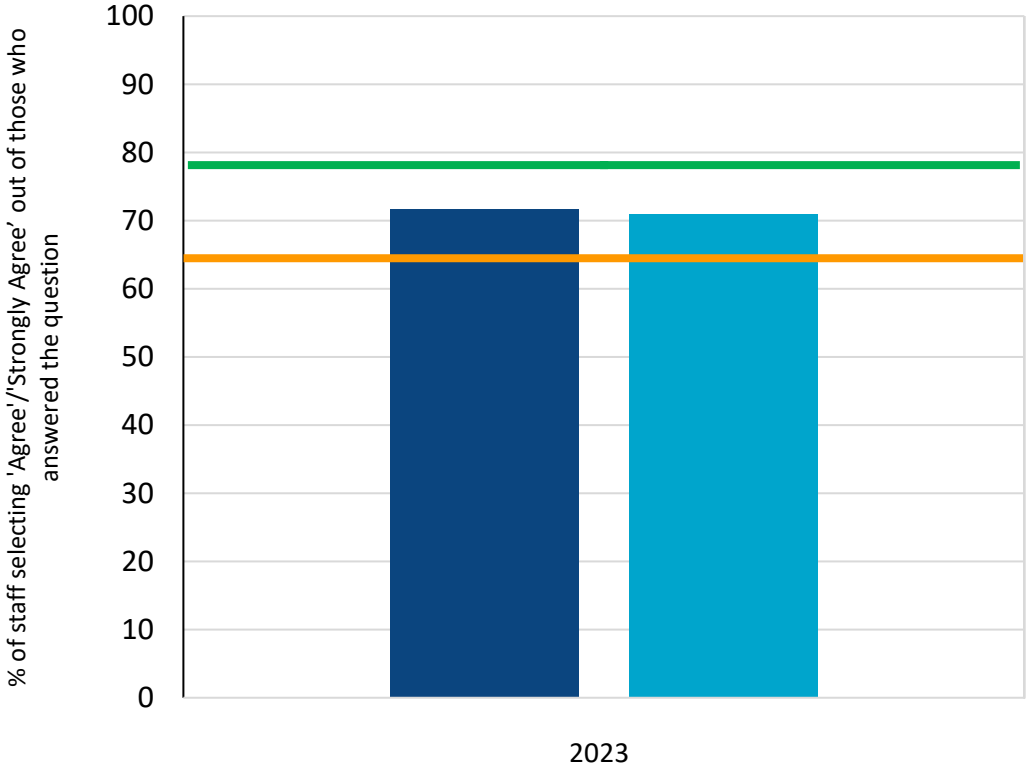
Survey Coordination Centre NHS

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



Your org	69.72%
Best result	76.38%
Average result	68.35%
Worst result	61.17%
Responses	2681

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

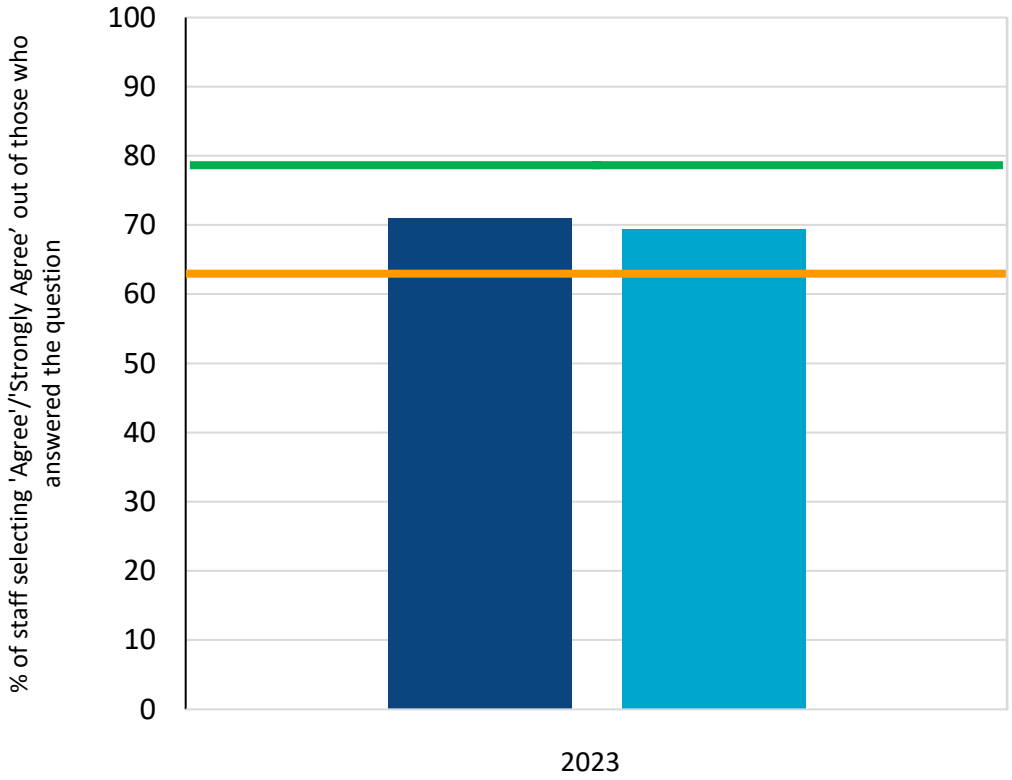


Your org	71.65%
Best result	78.17%
Average result	70.99%
Worst result	64.48%
Responses	2691

Survey Coordination Centre

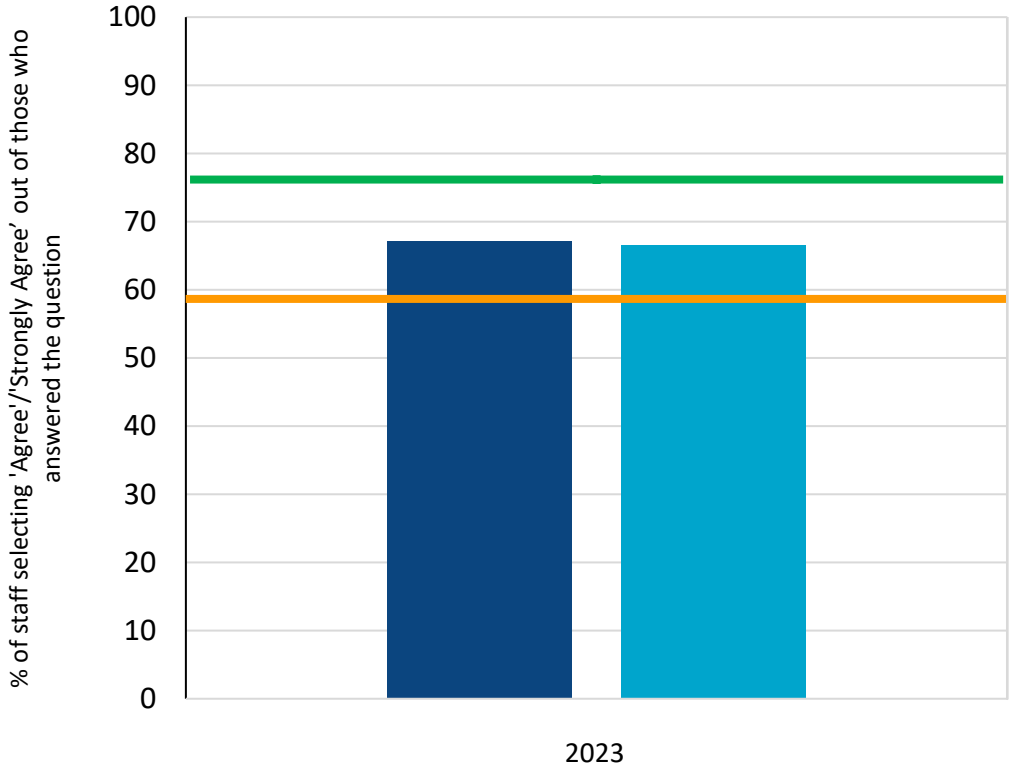
NHS

Q9h My immediate manager cares about my concerns.



Your org	71.02%
Best result	78.65%
Average result	69.37%
Worst result	62.95%
Responses	2683

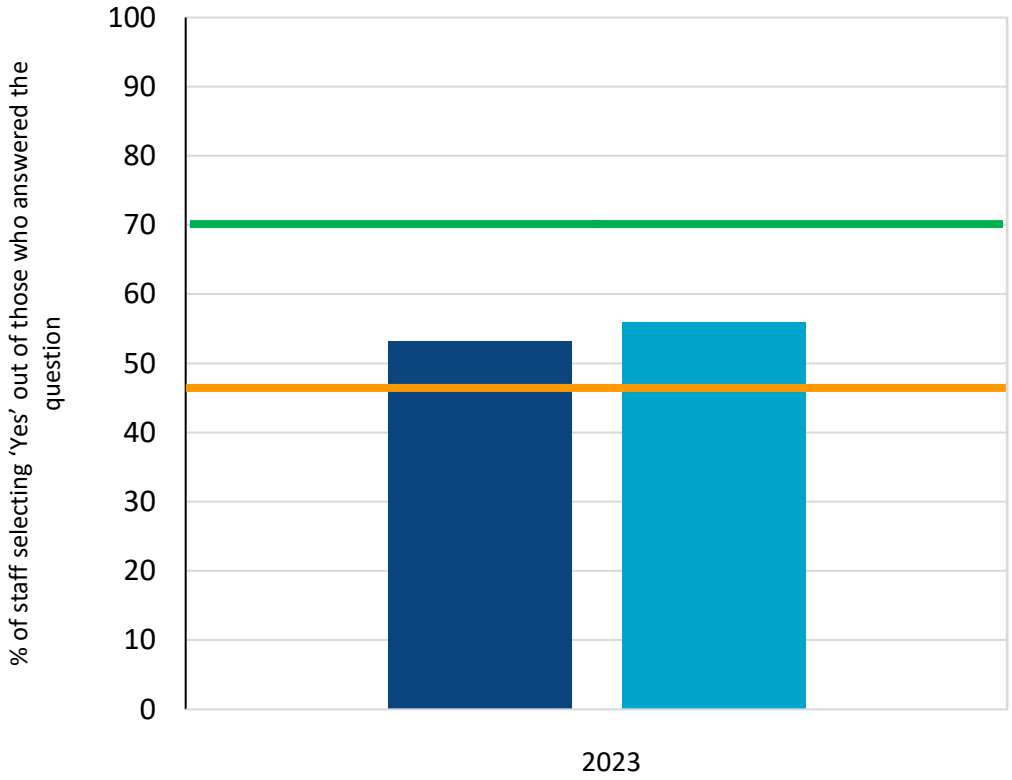
Q9i My immediate manager takes effective action to help me with any problems I face.



Your org	67.15%
Best result	76.19%
Average result	66.50%
Worst result	58.68%
Responses	2687

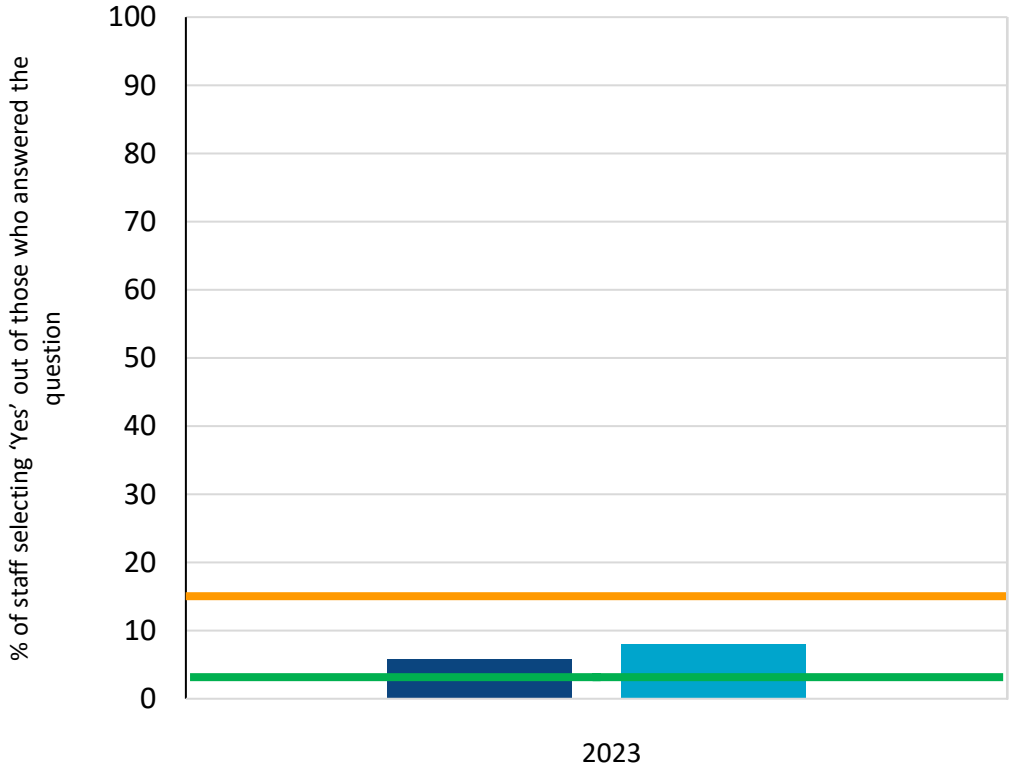
Survey Coordination Centre NHS

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



Your org	53.17%
Best result	70.11%
Average result	55.89%
Worst result	46.44%
Responses	2656

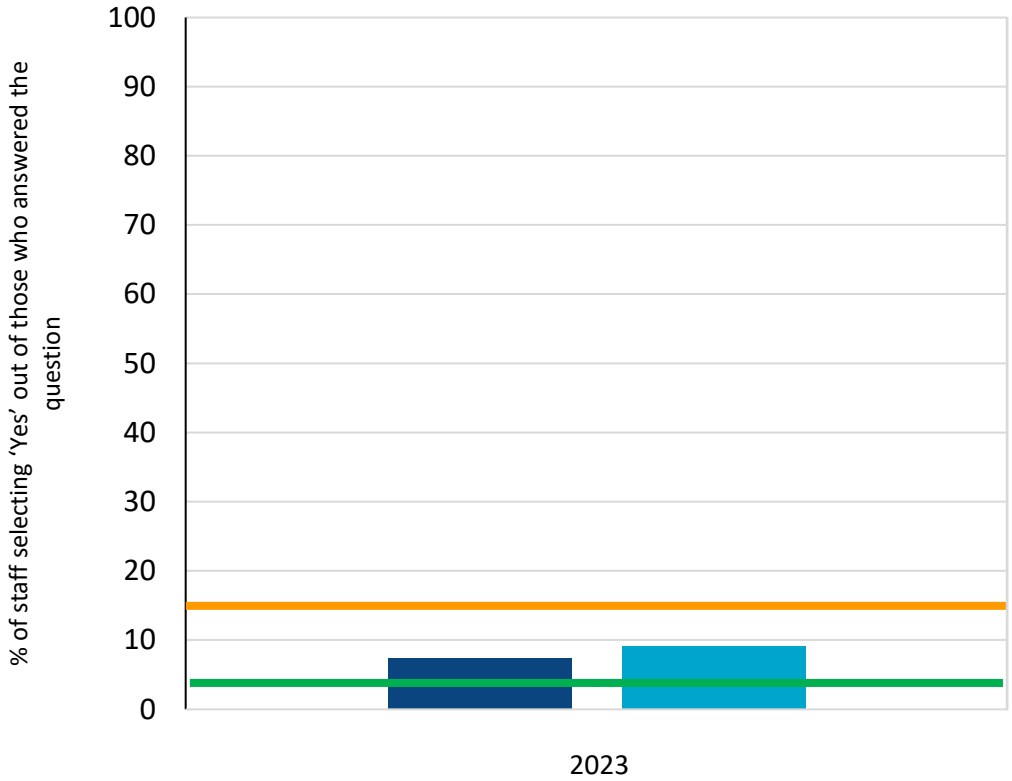
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



Your org	5.73%
Best result	3.17%
Average result	7.99%
Worst result	15.02%
Responses	2675

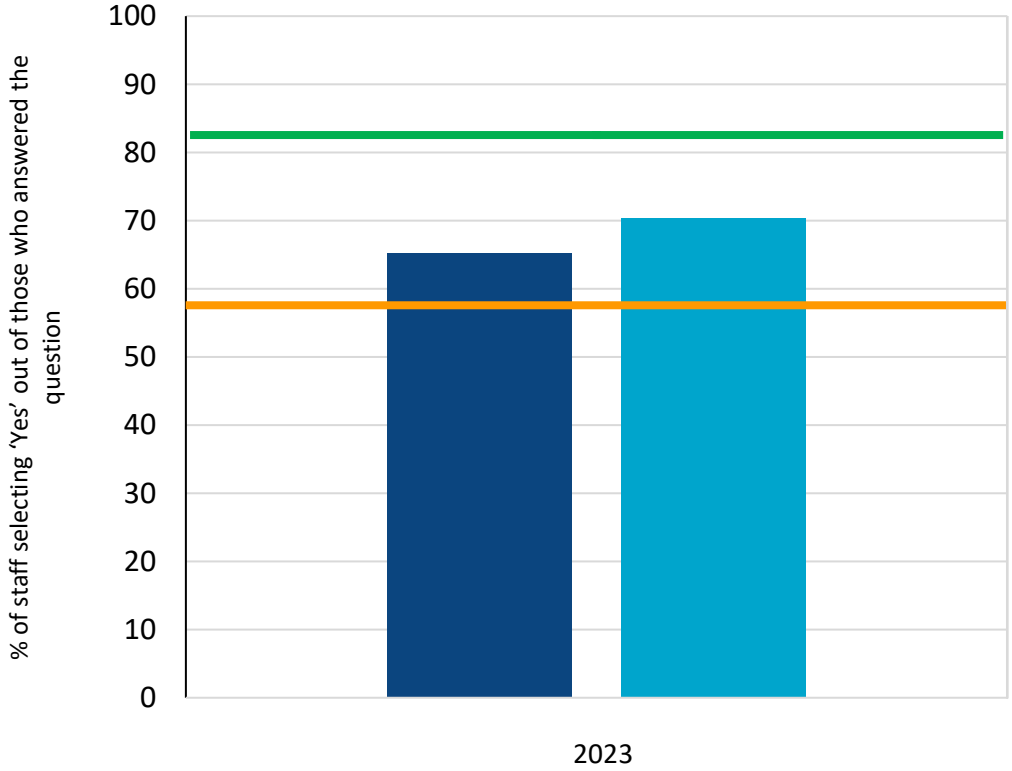
Survey Coordination Centre NHS

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



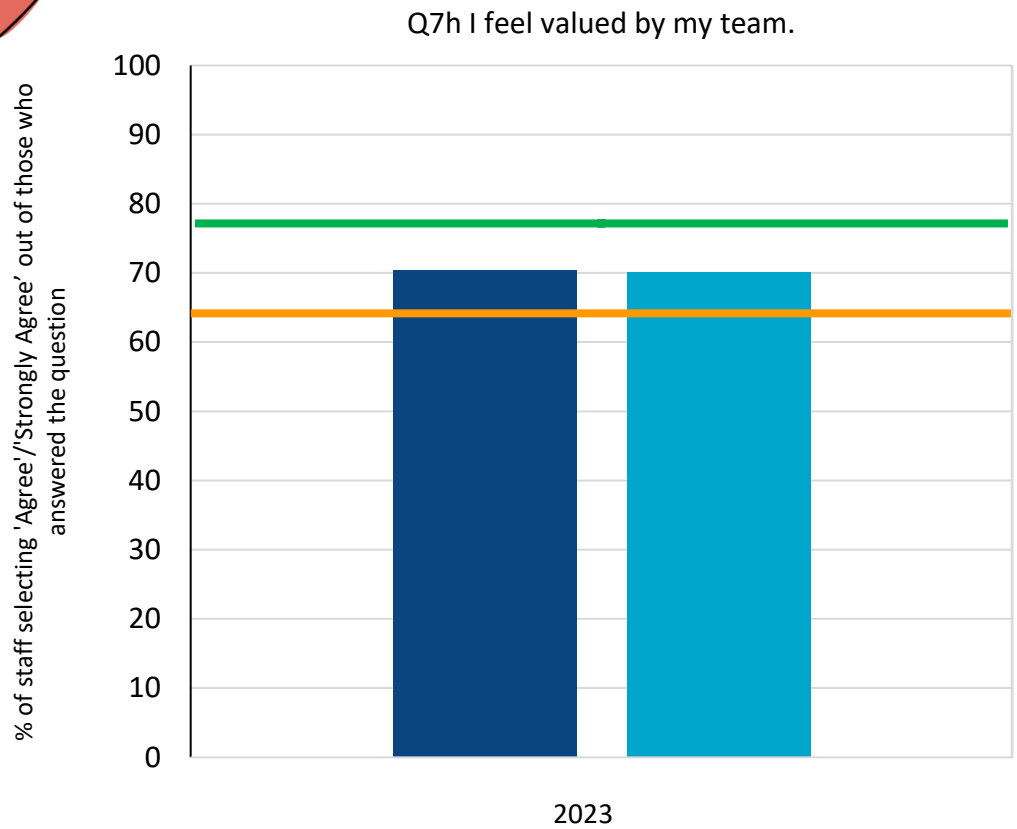
Your org	7.38%
Best result	3.79%
Average result	9.20%
Worst result	14.93%
Responses	2660

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

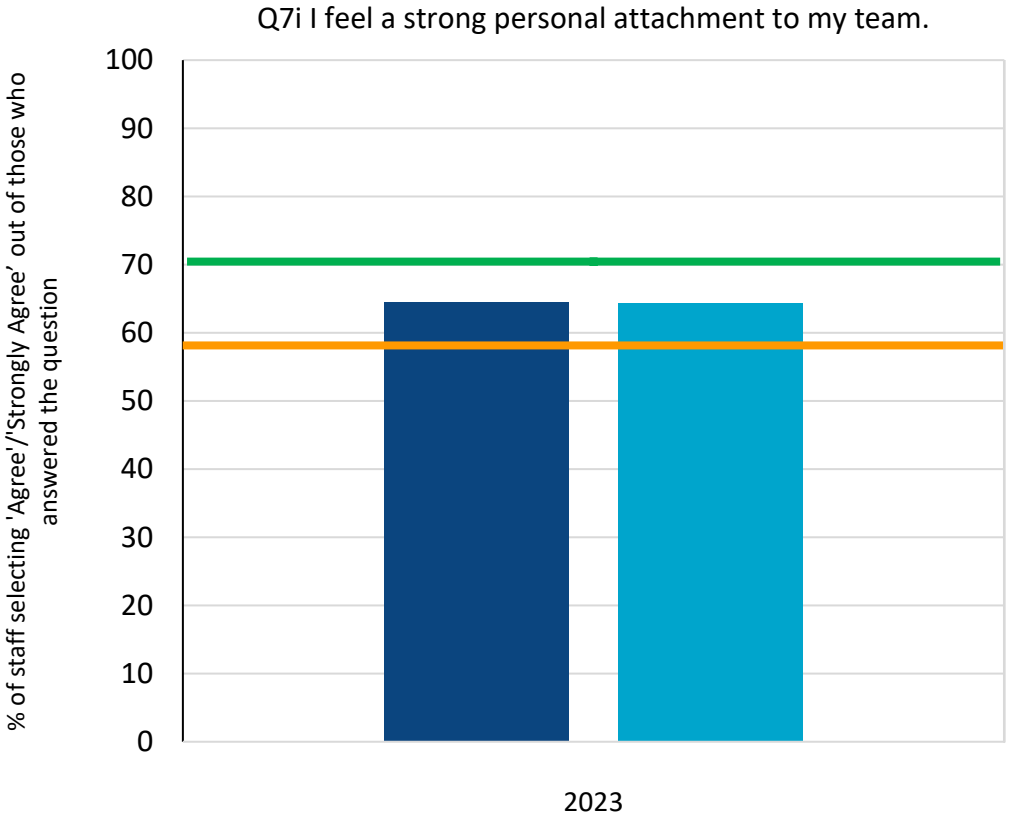


Your org	65.18%
Best result	82.55%
Average result	70.33%
Worst result	57.60%
Responses	2676

Survey Coordination Centre NHS



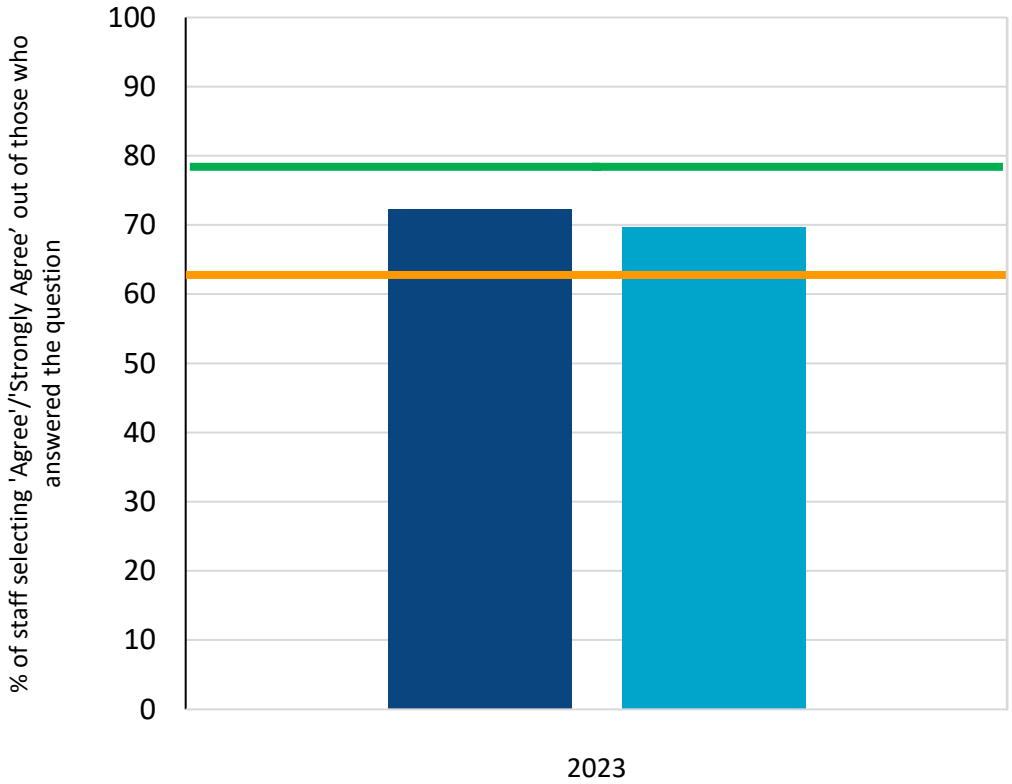
Your org	70.38%
Best result	77.16%
Average result	70.12%
Worst result	64.16%
Responses	2676



Your org	64.55%
Best result	70.48%
Average result	64.32%
Worst result	58.14%
Responses	2682

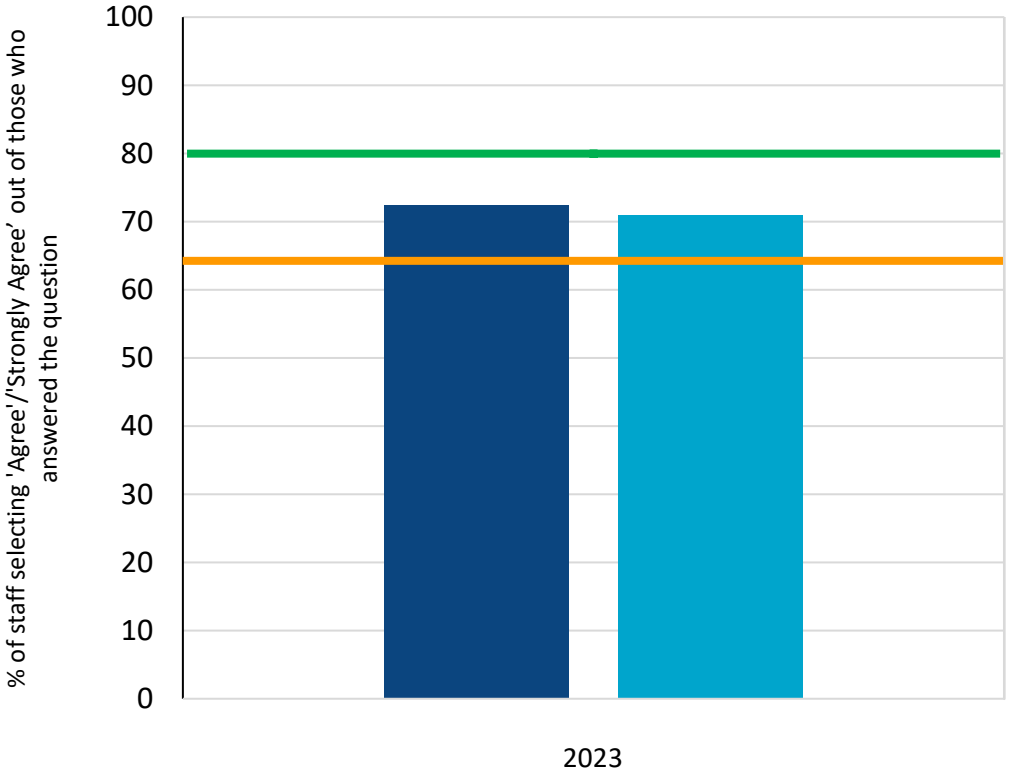
Survey Coordination Centre NHS

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



Your org	72.26%
Best result	78.42%
Average result	69.73%
Worst result	62.78%
Responses	2689

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



Your org	72.46%
Best result	79.99%
Average result	70.95%
Worst result	64.27%
Responses	2687

Survey Coordination Centre

NHS

People Promise element – We are recognised and rewarded

Questions included:

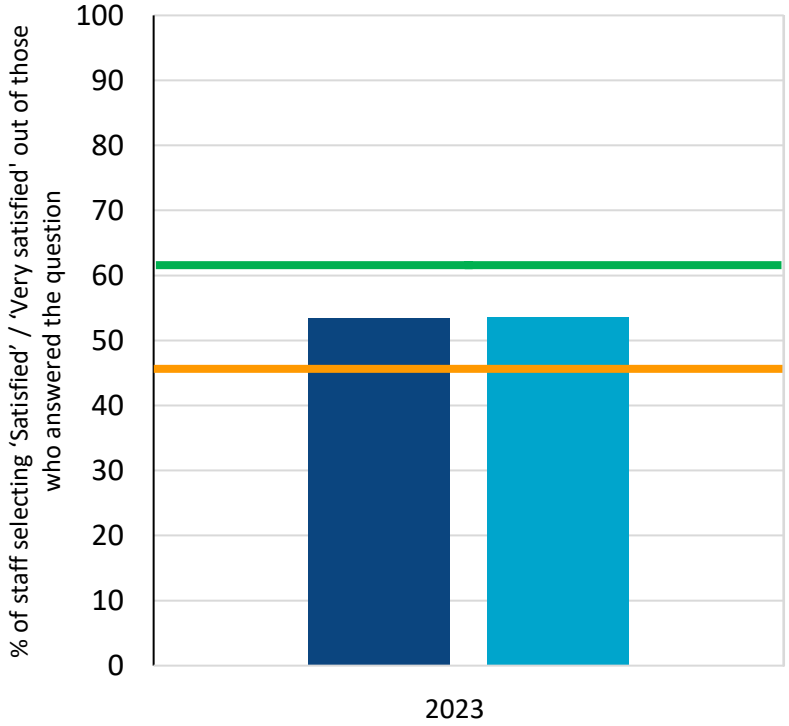
Q4a, Q4b, Q4c, Q8d, Q9e

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

People Promise elements and theme results – We are recognised and rewarded

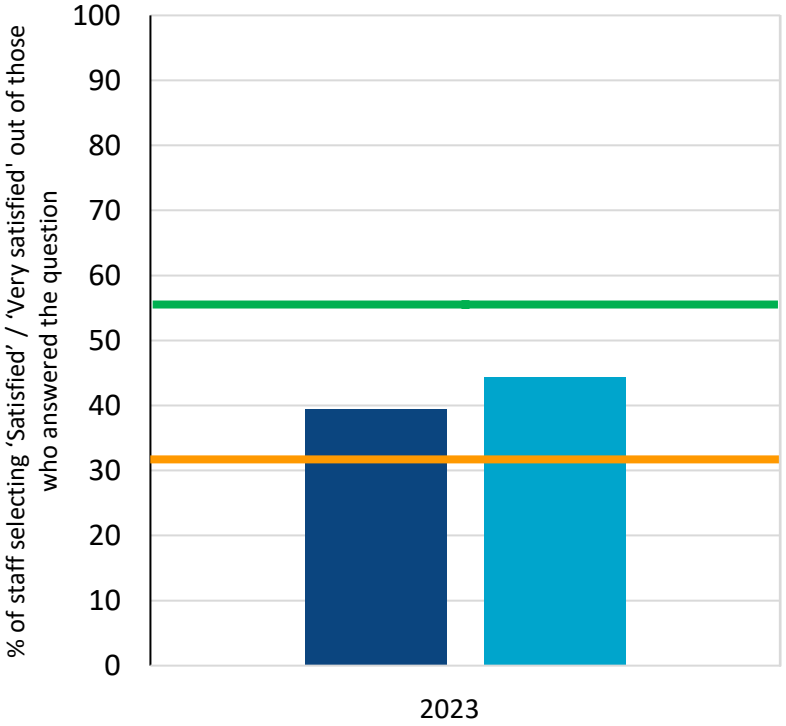
Survey Coordination Centre NHS

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



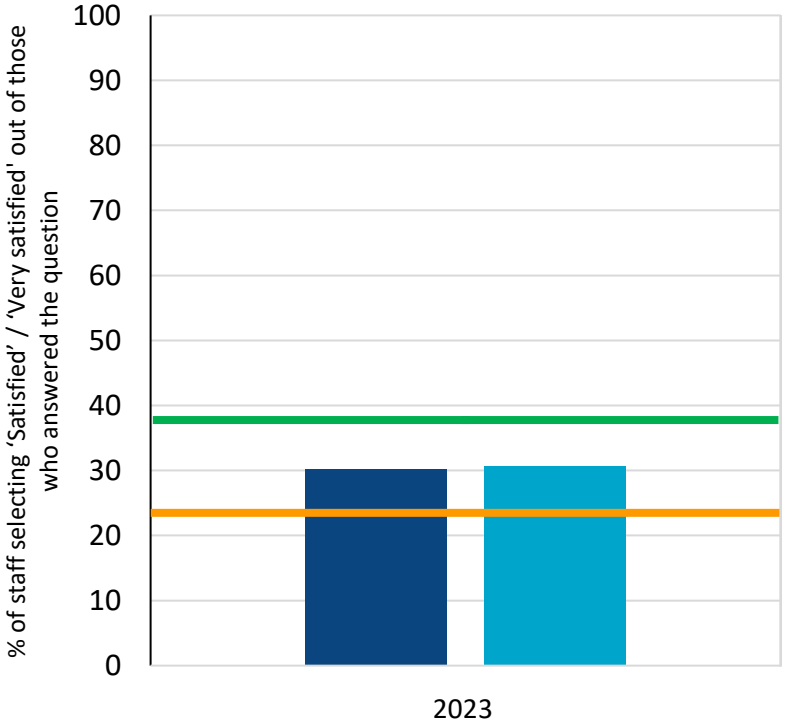
Your org	53.44%
Best result	61.58%
Average result	53.55%
Worst result	45.64%
Responses	2694

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



Your org	39.50%
Best result	55.53%
Average result	44.28%
Worst result	31.72%
Responses	2685

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

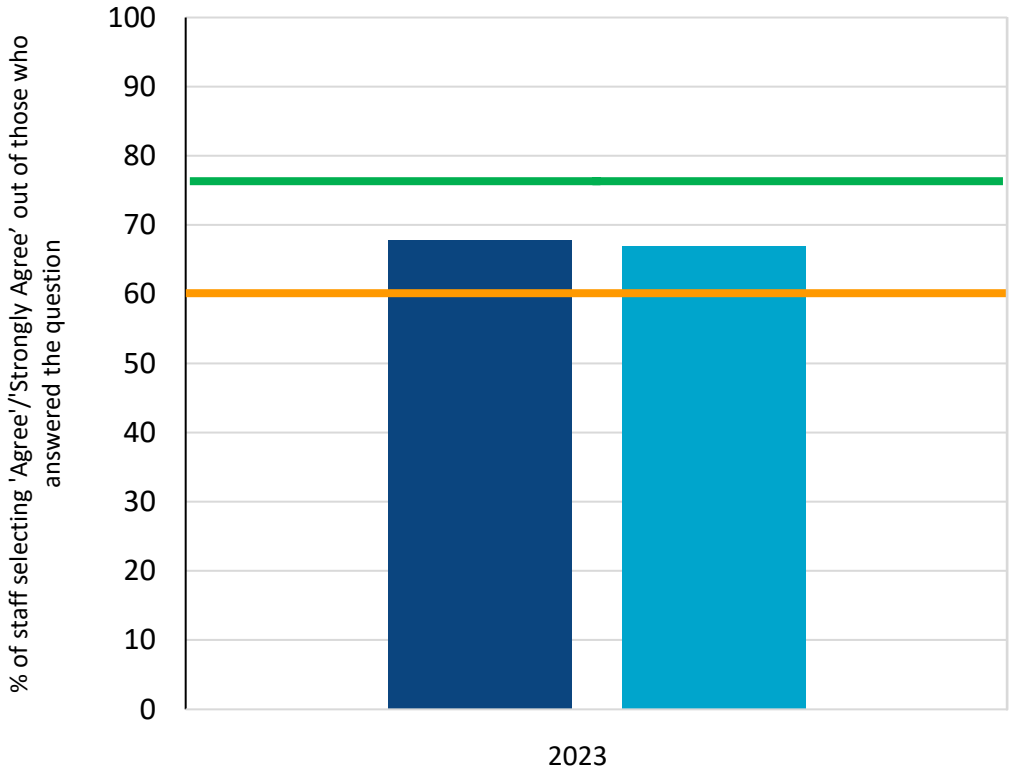


Your org	30.24%
Best result	37.78%
Average result	30.61%
Worst result	23.49%
Responses	2690

People Promise elements and theme results – We are recognised and rewarded

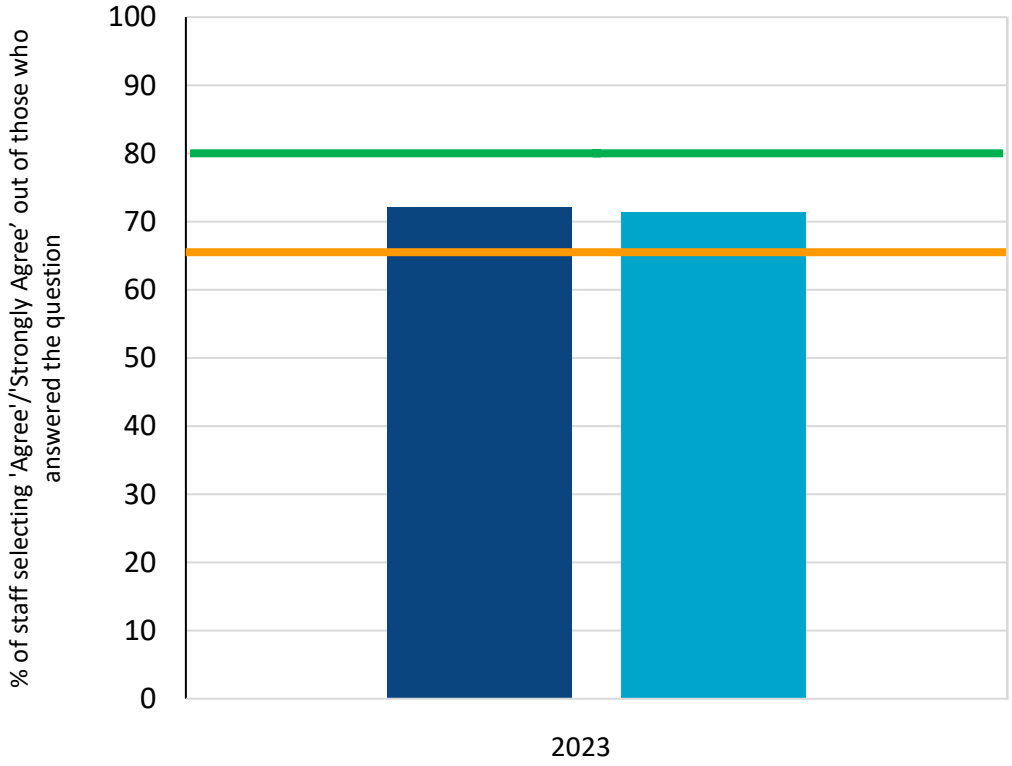
Survey Coordination Centre NHS

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



Your org	67.77%
Best result	76.31%
Average result	66.91%
Worst result	60.16%
Responses	2683

Q9e My immediate manager values my work.



Your org	72.10%
Best result	80.03%
Average result	71.39%
Worst result	65.51%
Responses	2689

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

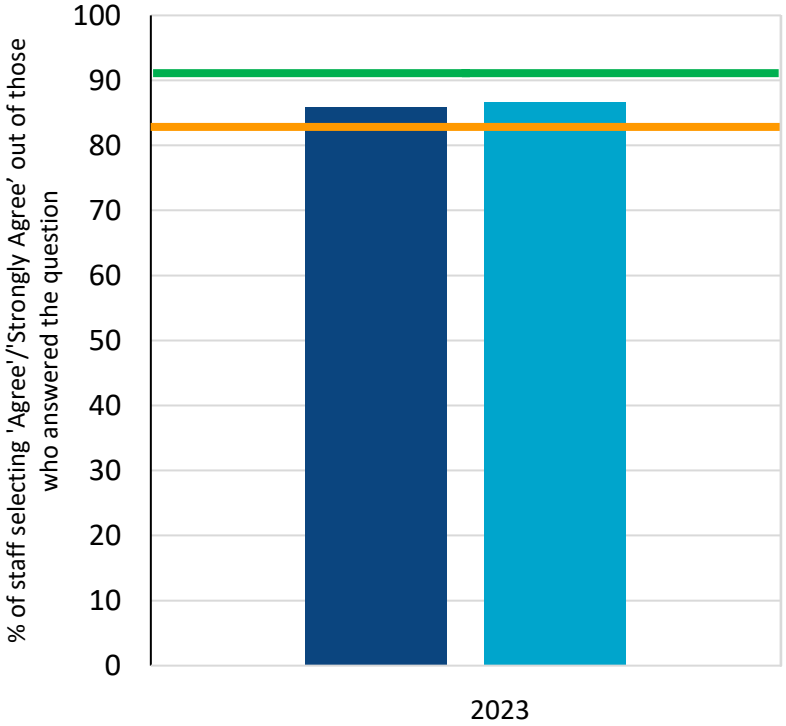
Raising concerns – Q20a, Q20b, Q25e, Q25f

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

People Promise elements and theme results – We each have a voice that counts: Autonomy and control

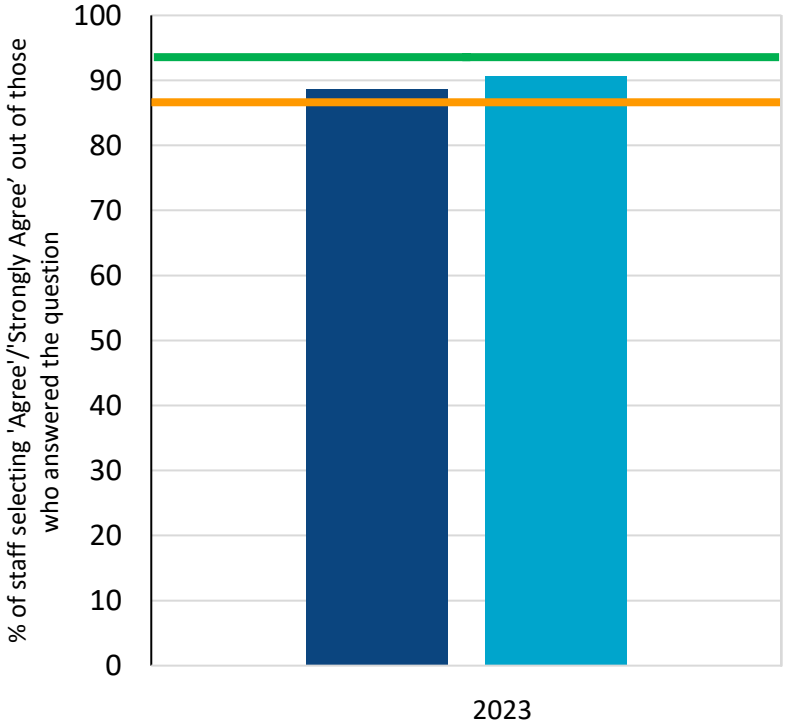
Survey Coordination Centre NHS

Q3a I always know what my work responsibilities are.



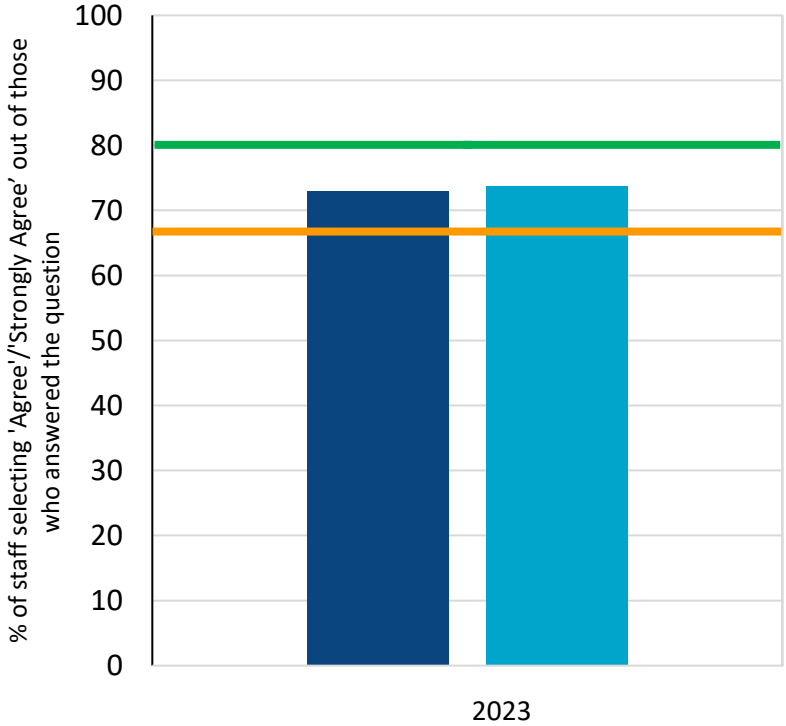
Your org	85.81%
Best result	91.10%
Average result	86.63%
Worst result	82.84%
Responses	2696

Q3b I am trusted to do my job.



Your org	88.70%
Best result	93.56%
Average result	90.58%
Worst result	86.64%
Responses	2695

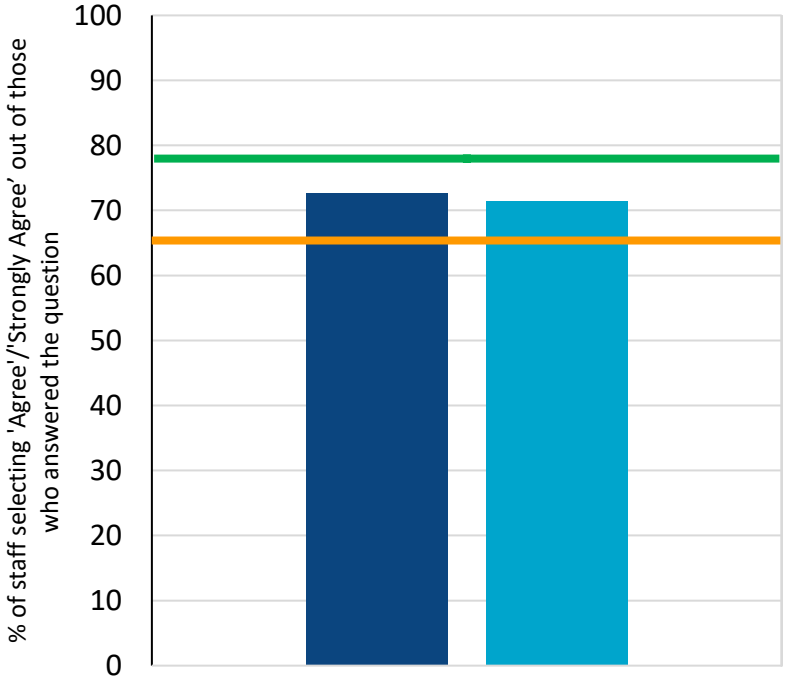
Q3c There are frequent opportunities for me to show initiative in my role.



Your org	72.98%
Best result	80.07%
Average result	73.66%
Worst result	66.74%
Responses	2690

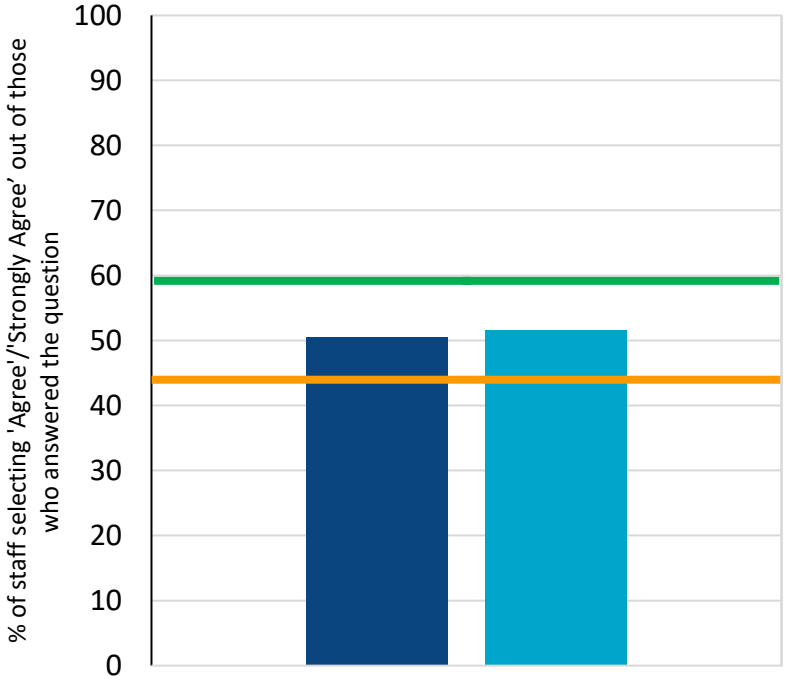
Survey Coordination Centre NHS

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



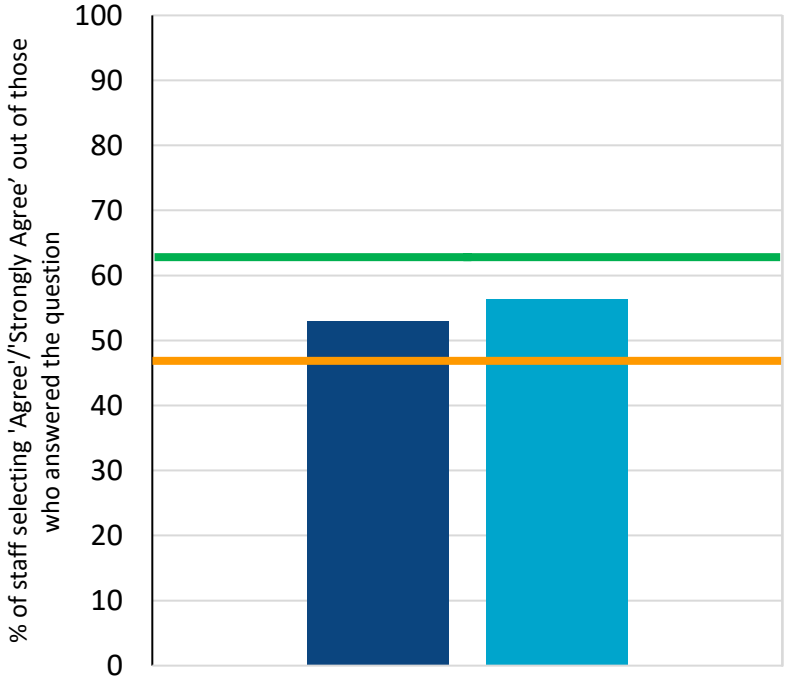
Your org	72.63%
Best result	77.96%
Average result	71.43%
Worst result	65.35%
Responses	2691

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



Your org	50.56%
Best result	59.18%
Average result	51.60%
Worst result	43.95%
Responses	2687

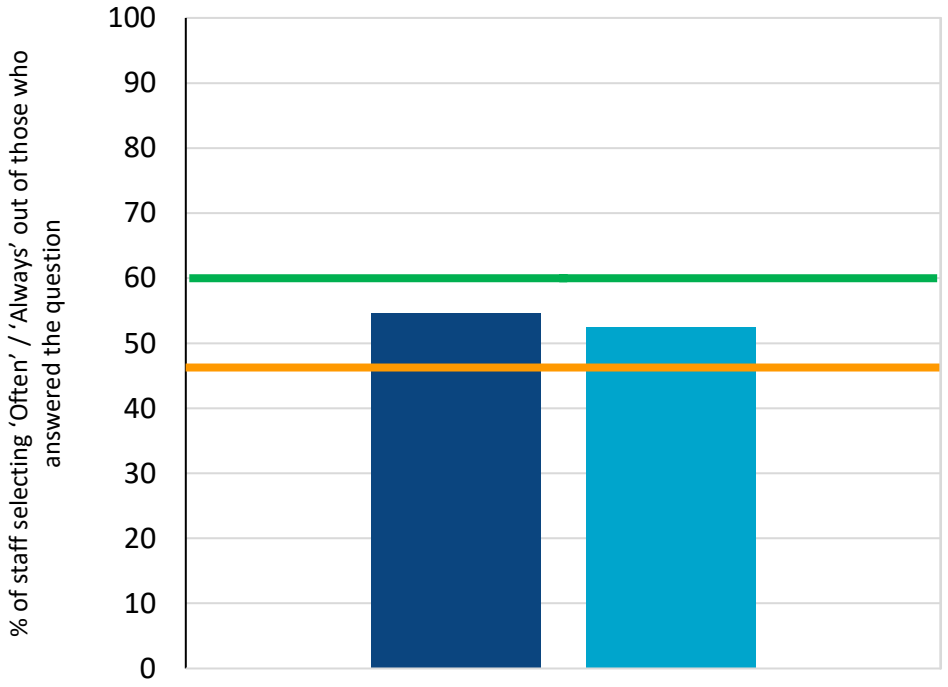
Q3f I am able to make improvements happen in my area of work.



Your org	52.87%
Best result	62.79%
Average result	56.35%
Worst result	46.89%
Responses	2679

Survey Coordination Centre NHS

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

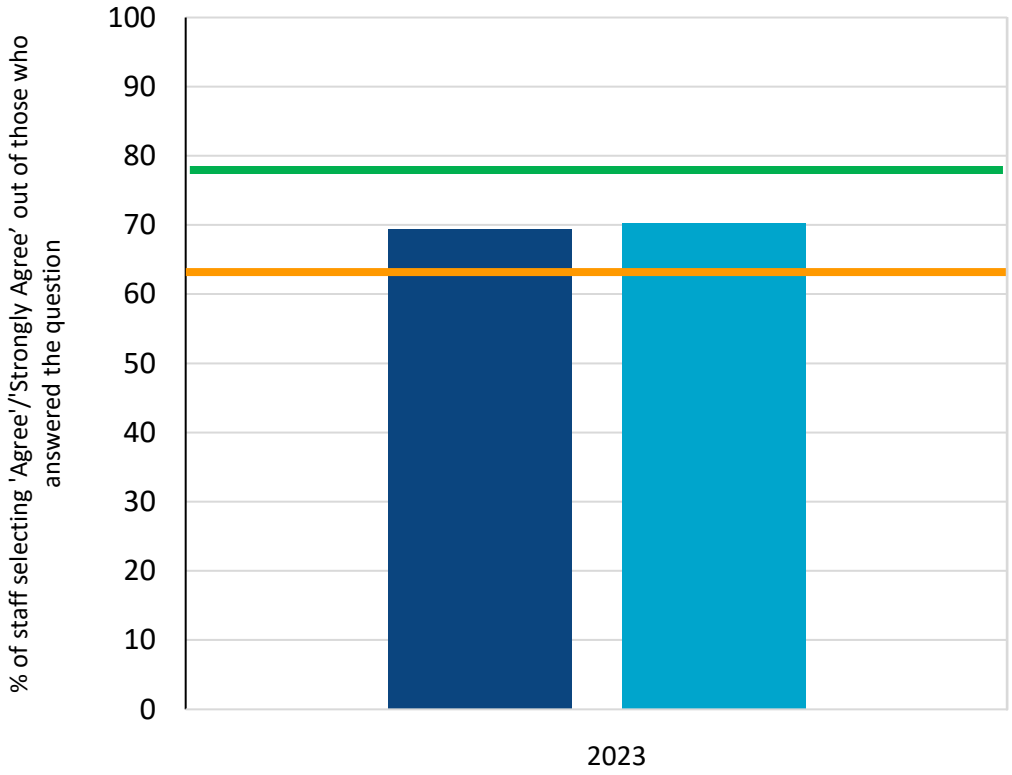


	2023
Your org	54.72%
Best result	60.00%
Average result	52.55%
Worst result	46.27%
Responses	2688

People Promise elements and theme results – We each have a voice that counts: Raising concerns

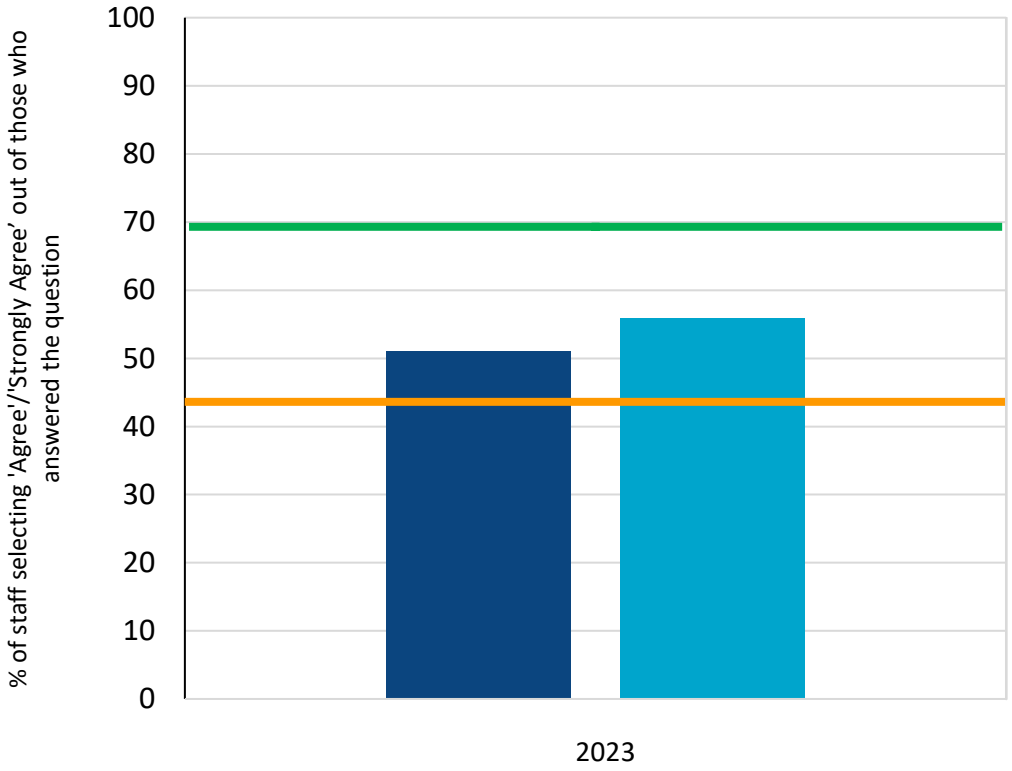
Survey Coordination Centre NHS

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



Your org	69.36%
Best result	77.96%
Average result	70.24%
Worst result	63.19%
Responses	2674

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

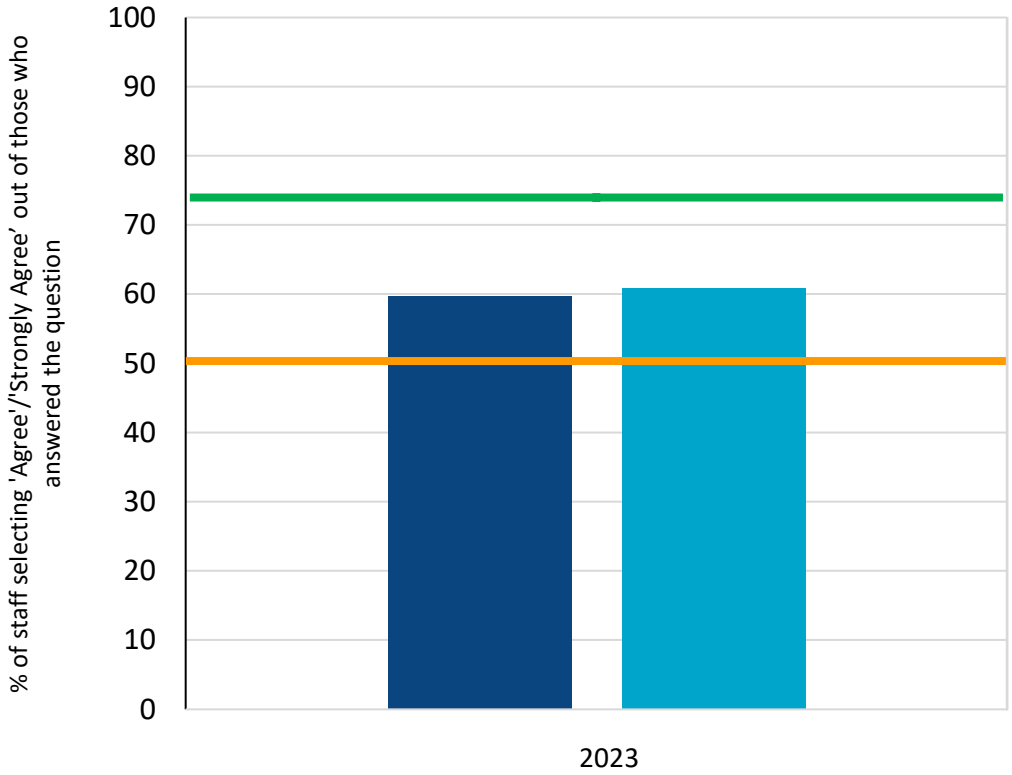


Your org	51.03%
Best result	69.29%
Average result	55.90%
Worst result	43.62%
Responses	2661

People Promise elements and theme results – We each have a voice that counts: Raising concerns

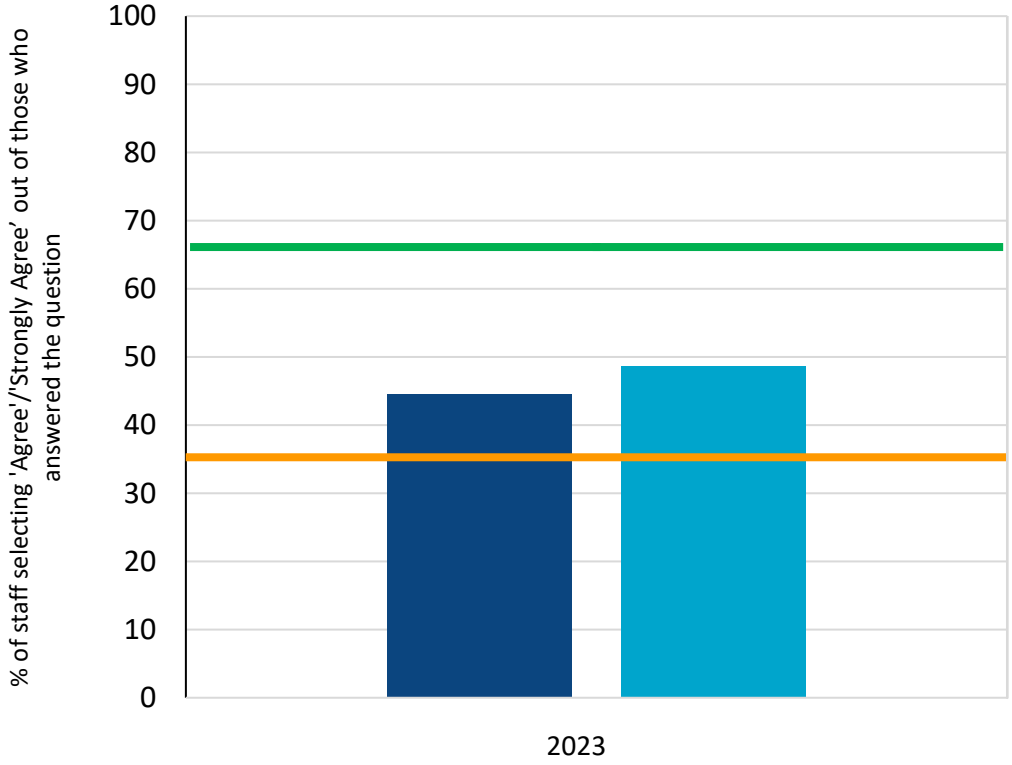
Survey Coordination Centre NHS

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



Your org	59.75%
Best result	73.98%
Average result	60.89%
Worst result	50.32%
Responses	2678

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



Your org	44.46%
Best result	66.13%
Average result	48.65%
Worst result	35.26%
Responses	2678

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

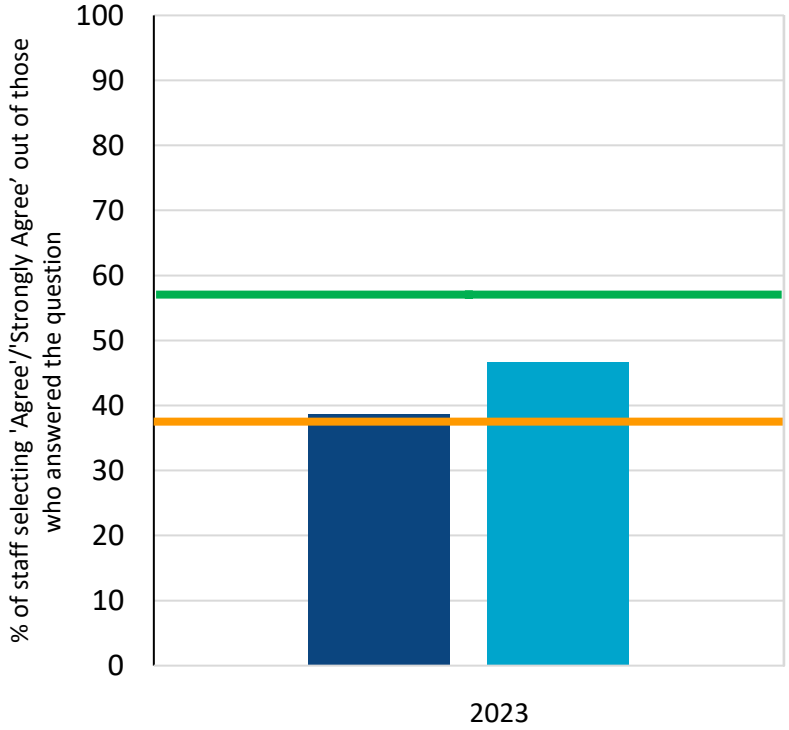
Other questions:* Q17a, Q17b, Q22

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

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

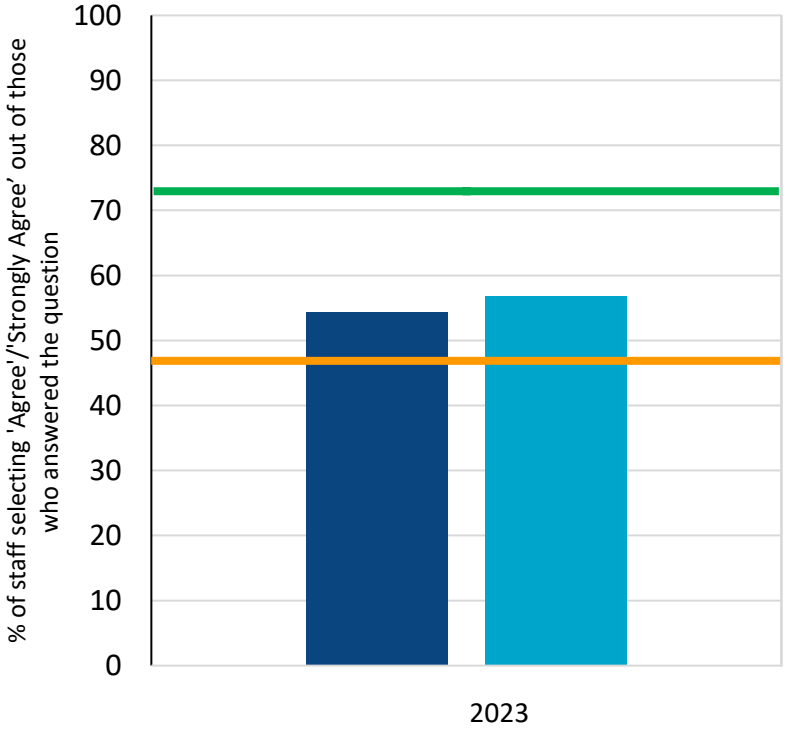
Survey Coordination Centre NHS

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



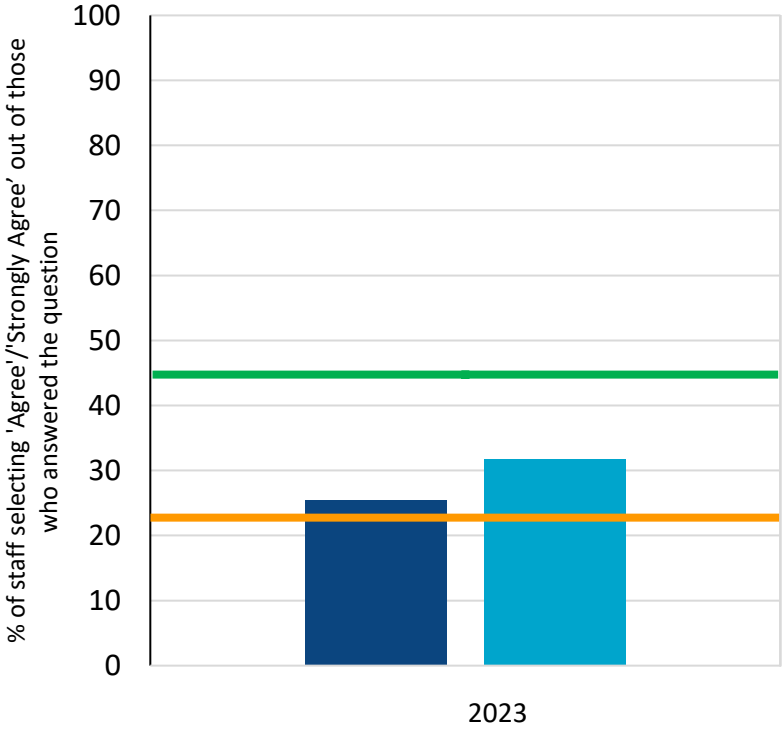
Your org	38.64%
Best result	57.08%
Average result	46.63%
Worst result	37.52%
Responses	2676

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



Your org	54.42%
Best result	72.97%
Average result	56.88%
Worst result	46.87%
Responses	2678

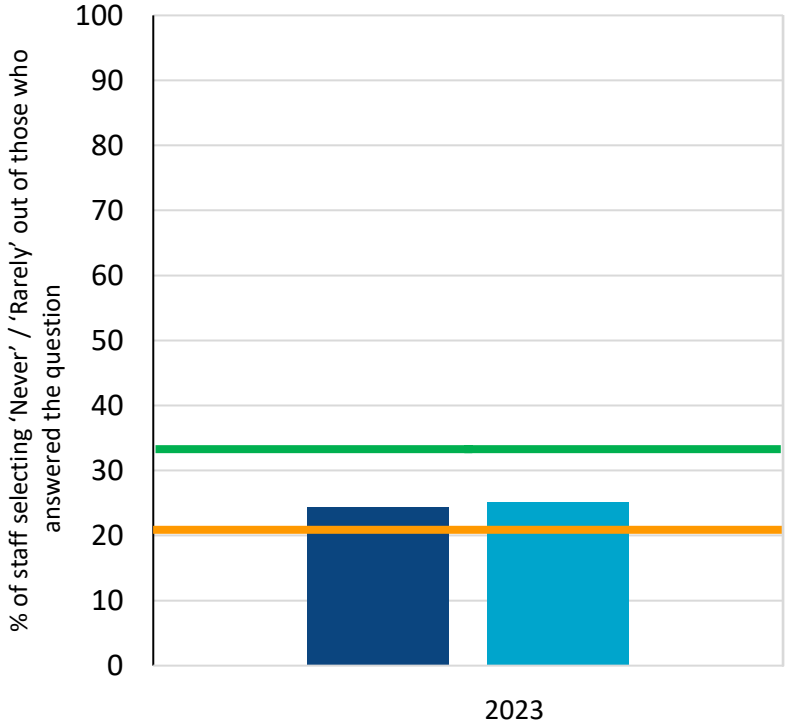
Q3i There are enough staff at this organisation for me to do my job properly.



Your org	25.46%
Best result	44.76%
Average result	31.75%
Worst result	22.75%
Responses	2692

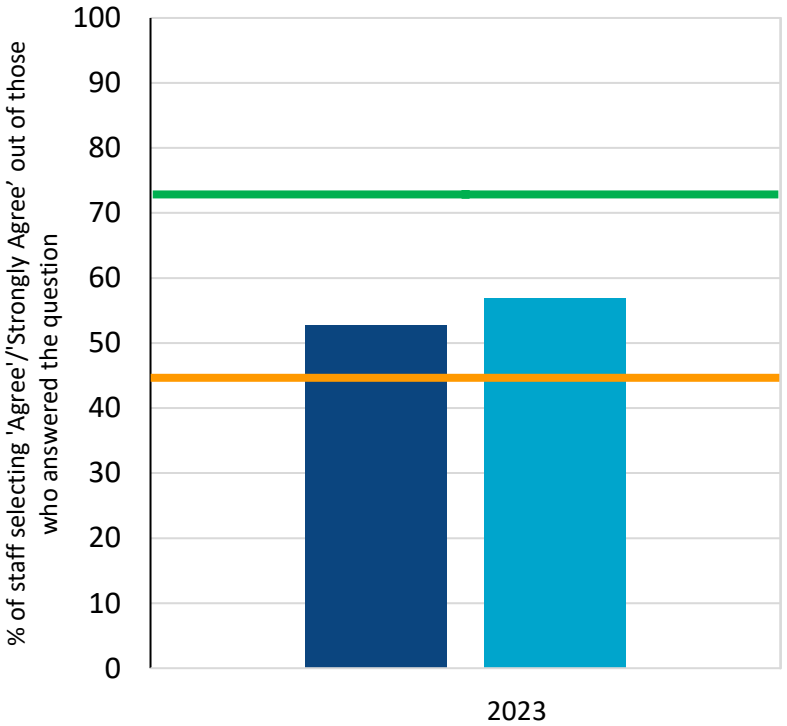
Survey Coordination Centre NHS

Q5a I have unrealistic time pressures.



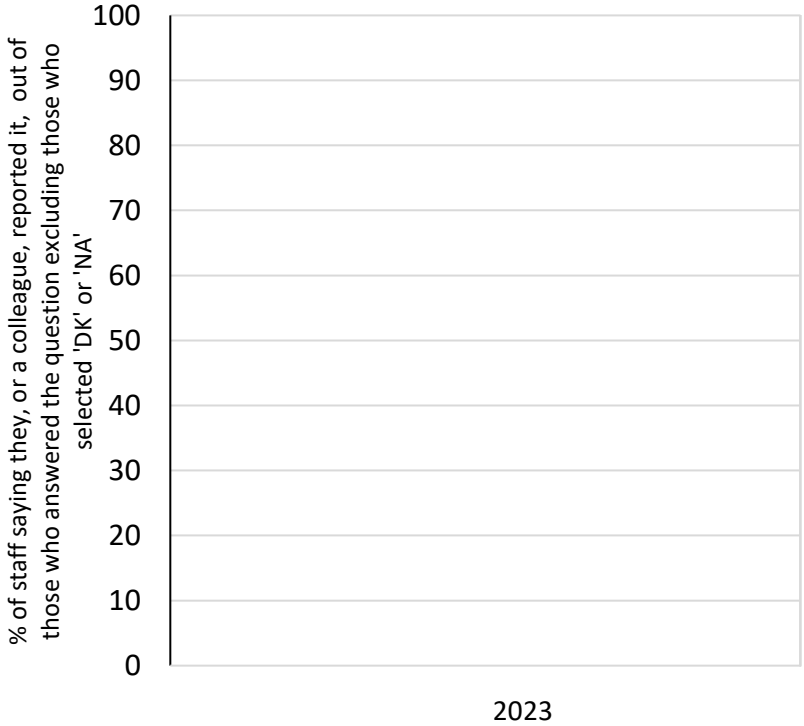
Your org	24.42%
Best result	33.29%
Average result	25.08%
Worst result	20.88%
Responses	2690

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



Your org	52.67%
Best result	72.85%
Average result	56.95%
Worst result	44.63%
Responses	2668

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

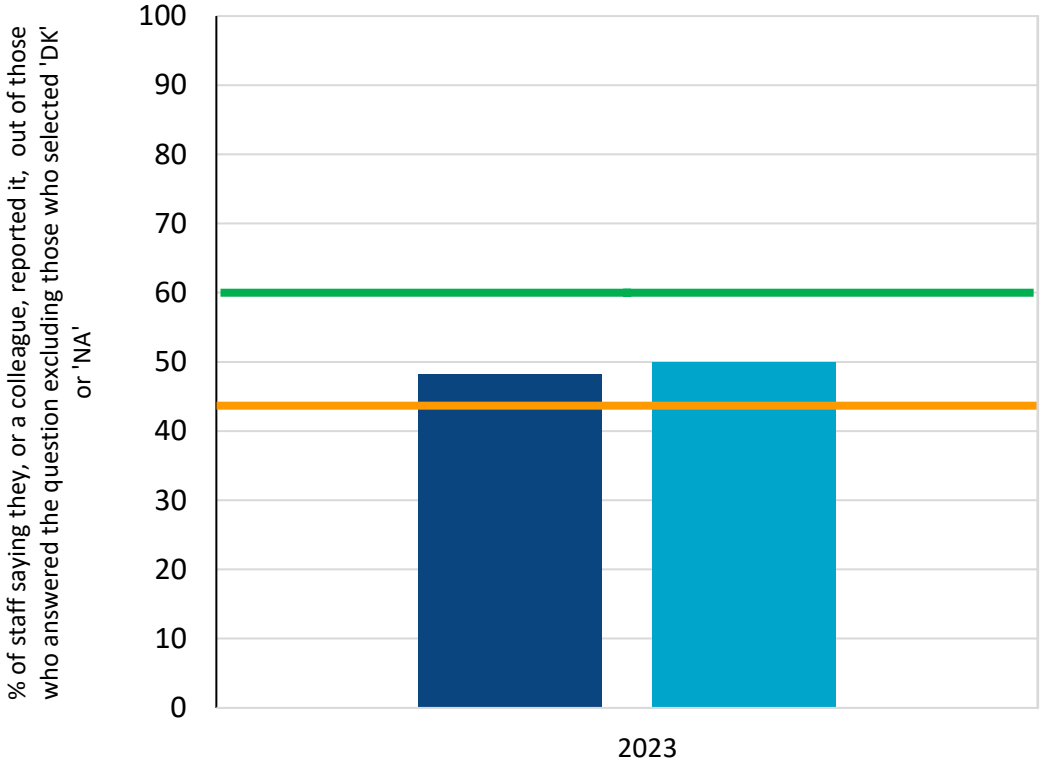


Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

Note. 2023 results for Q13d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

Survey Coordination Centre NHS

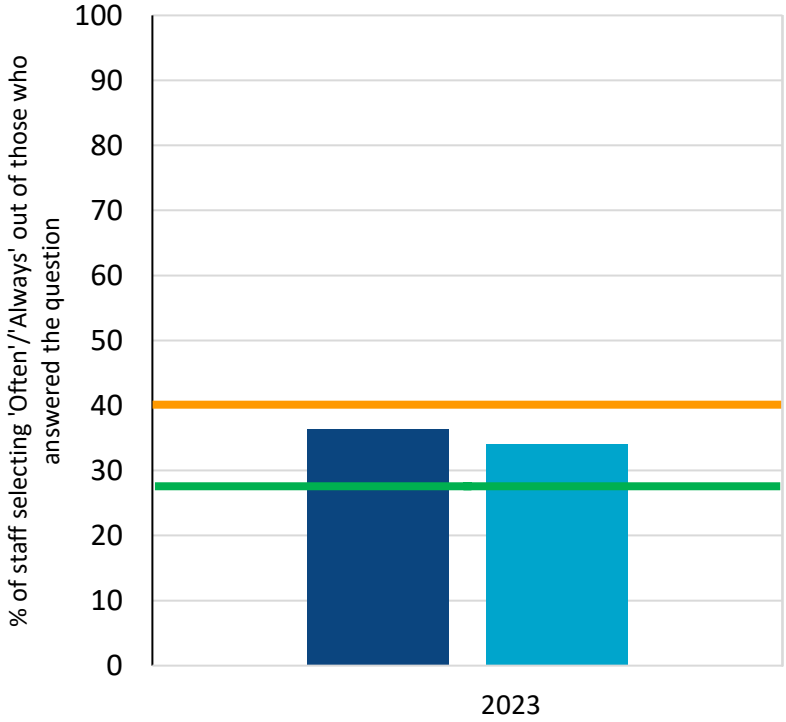
Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?



Your org	48.19%
Best result	60.00%
Average result	49.96%
Worst result	43.66%
Responses	857

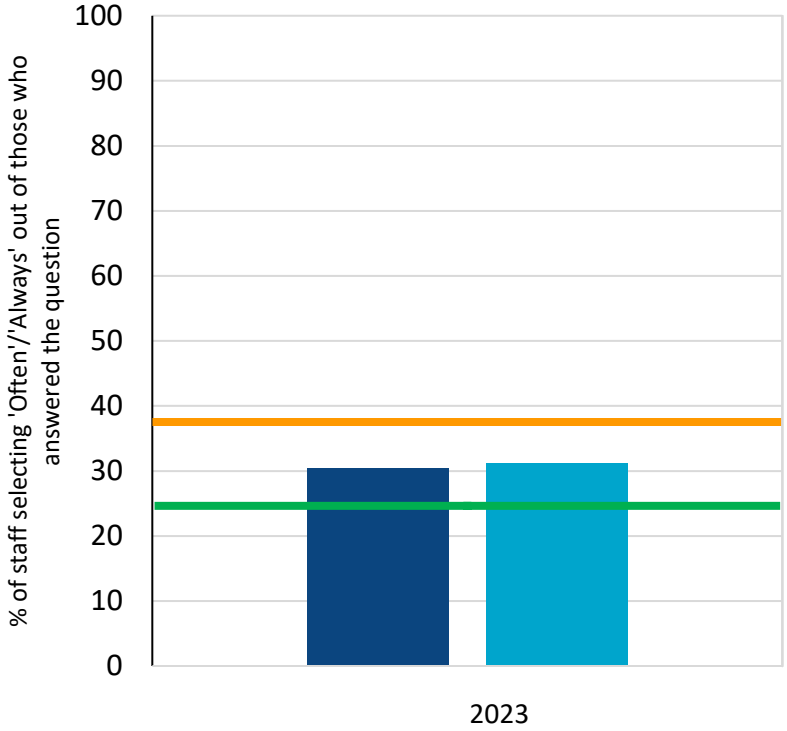
Survey Coordination Centre NHS

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



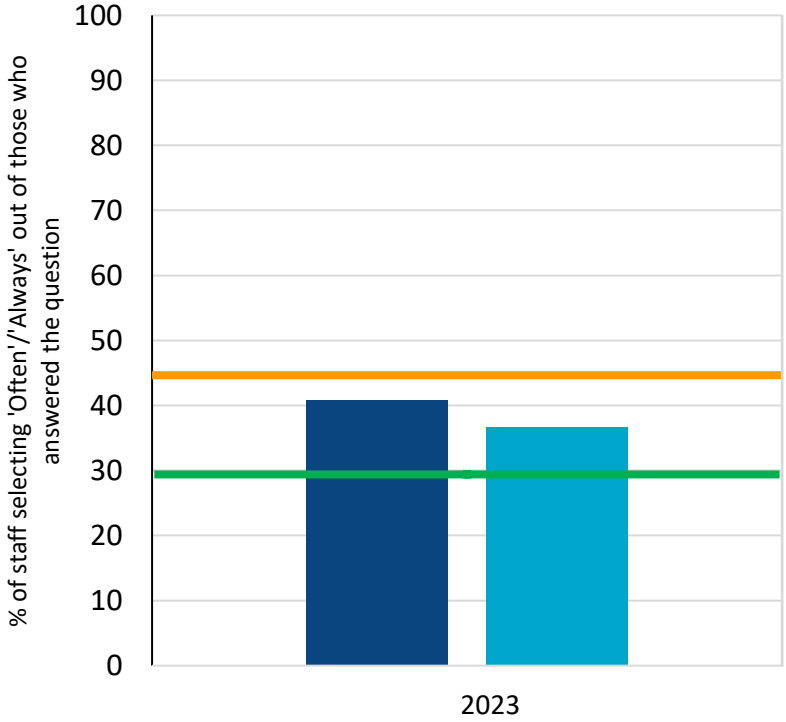
Your org	36.43%
Best result	27.56%
Average result	34.03%
Worst result	40.14%
Responses	2692

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



Your org	30.39%
Best result	24.64%
Average result	31.12%
Worst result	37.54%
Responses	2688

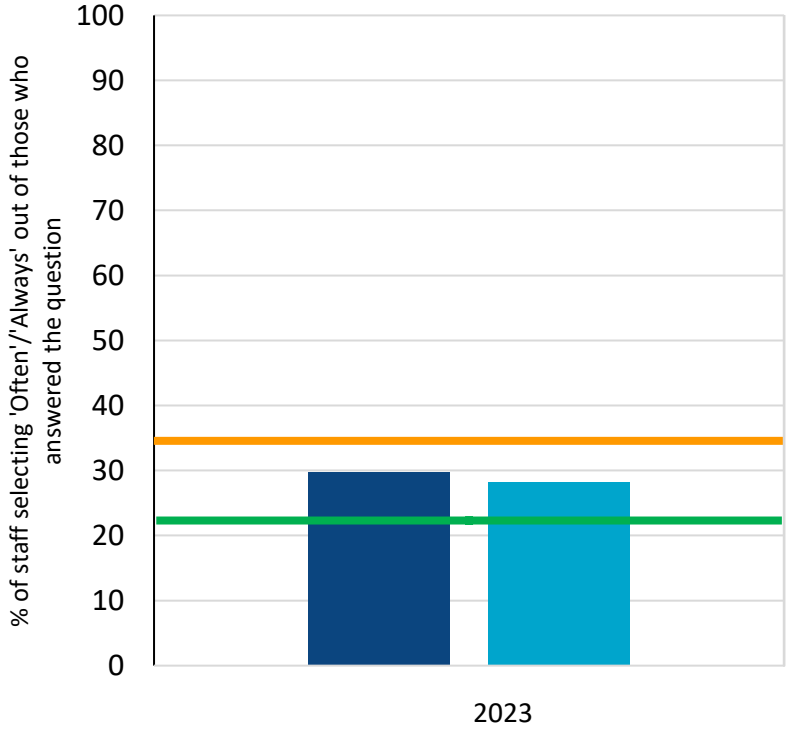
Q12c How often, if at all, does your work frustrate you?



Your org	40.91%
Best result	29.42%
Average result	36.71%
Worst result	44.65%
Responses	2688

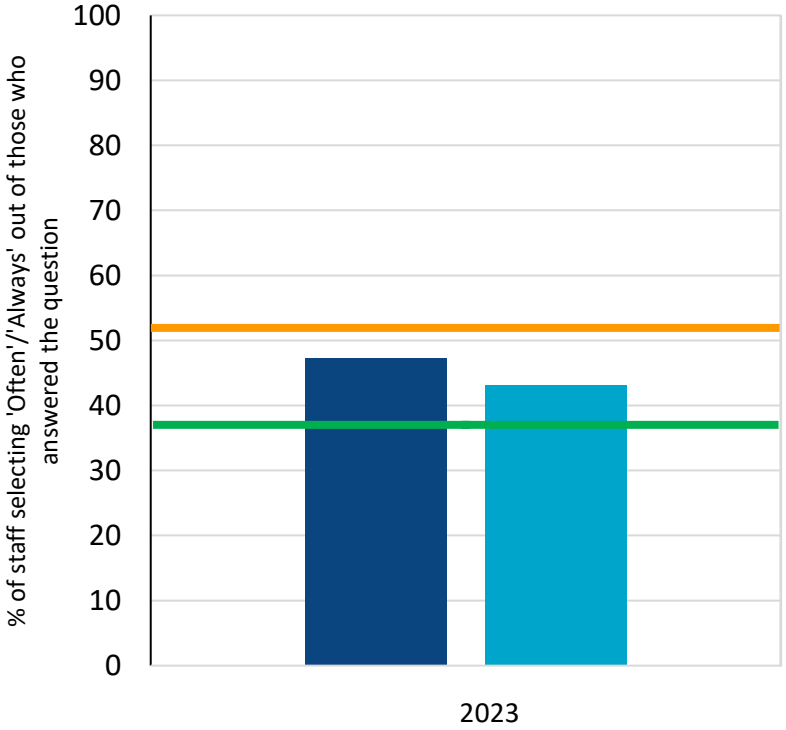
Survey Coordination Centre NHS

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



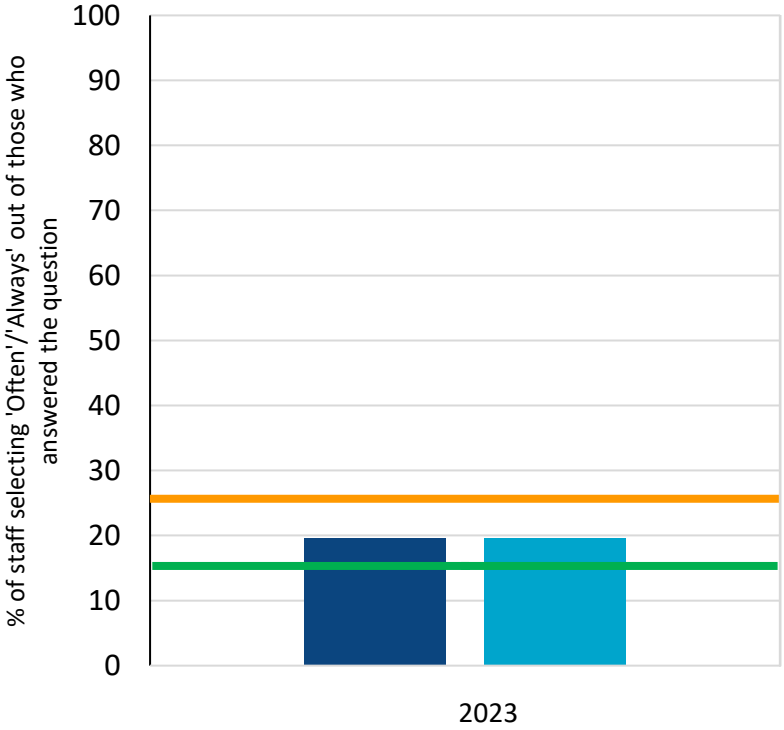
	2023
Your org	29.79%
Best result	22.32%
Average result	28.22%
Worst result	34.55%
Responses	2679

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



	2023
Your org	47.27%
Best result	37.02%
Average result	43.17%
Worst result	51.94%
Responses	2679

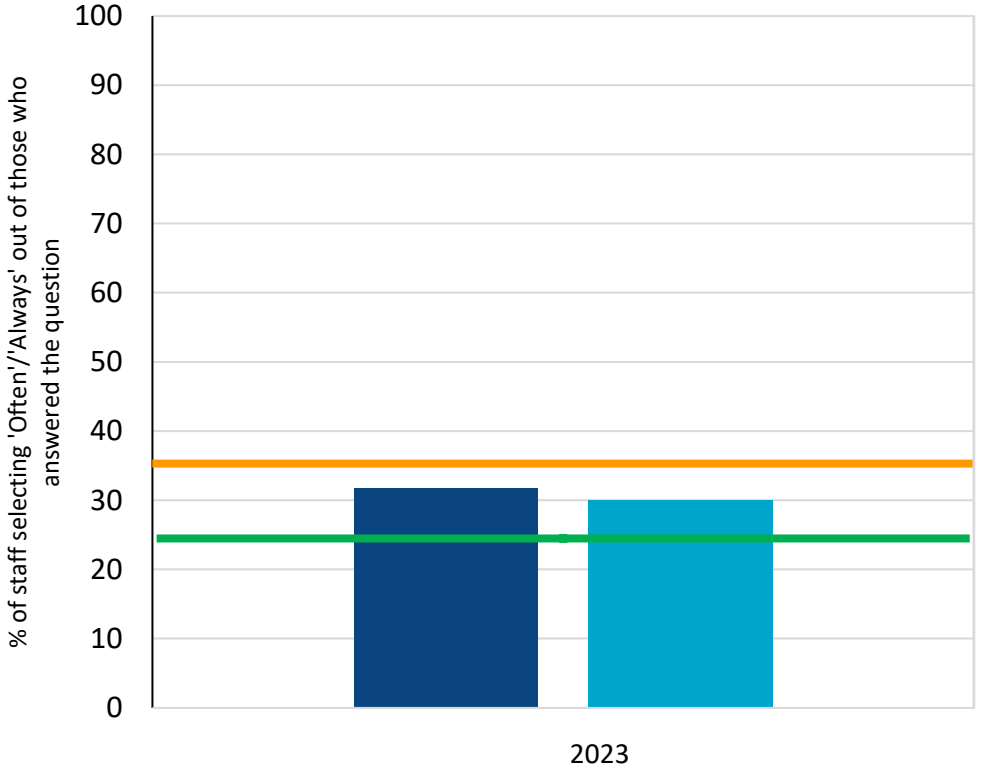
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2023
Your org	19.58%
Best result	15.32%
Average result	19.59%
Worst result	25.65%
Responses	2677

Survey Coordination Centre NHS

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

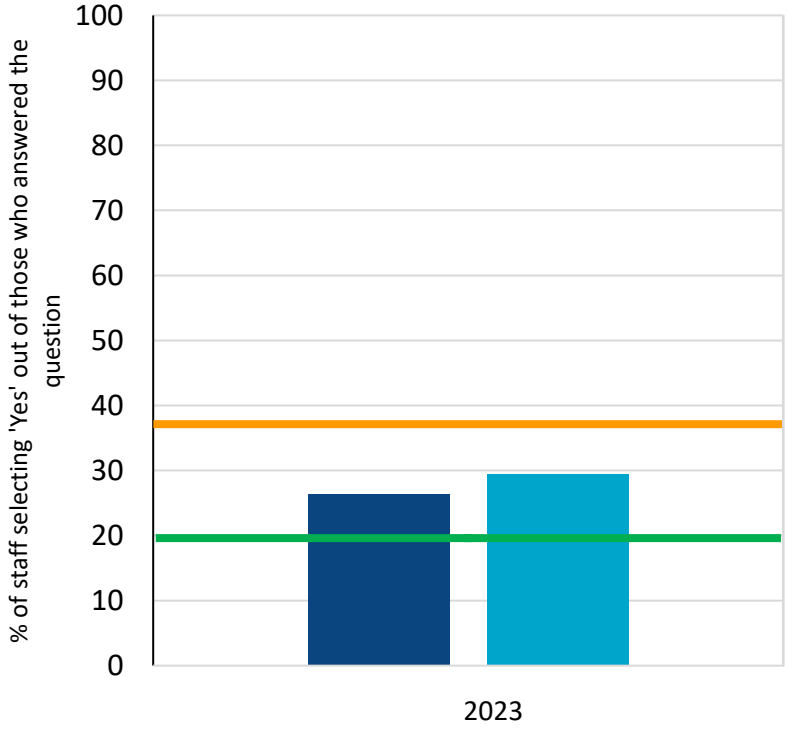


Your org	31.70%
Best result	24.45%
Average result	29.98%
Worst result	35.30%
Responses	2691

People Promise elements and theme results – We are safe and healthy: Negative experiences

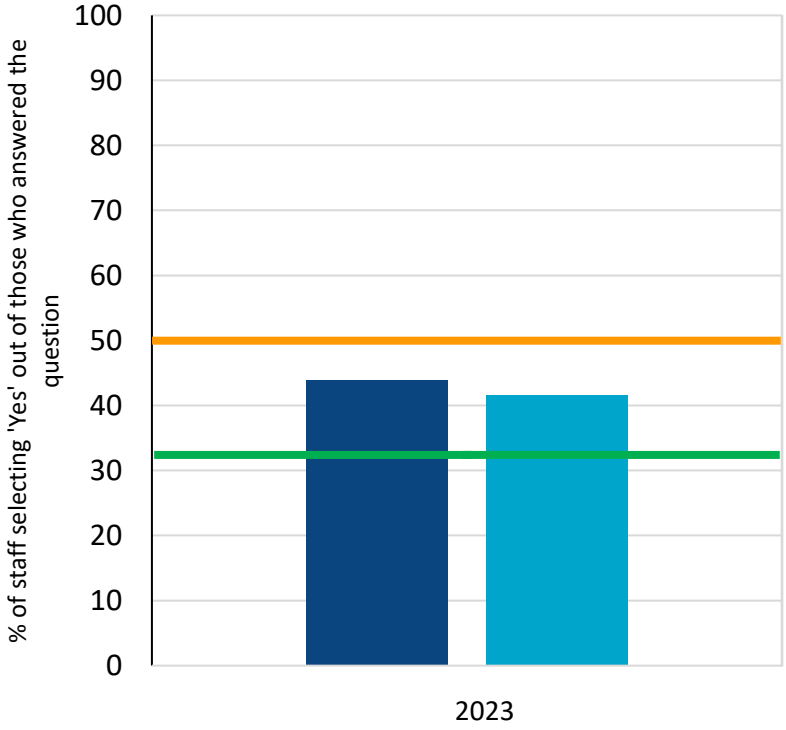
Survey Coordination Centre NHS

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



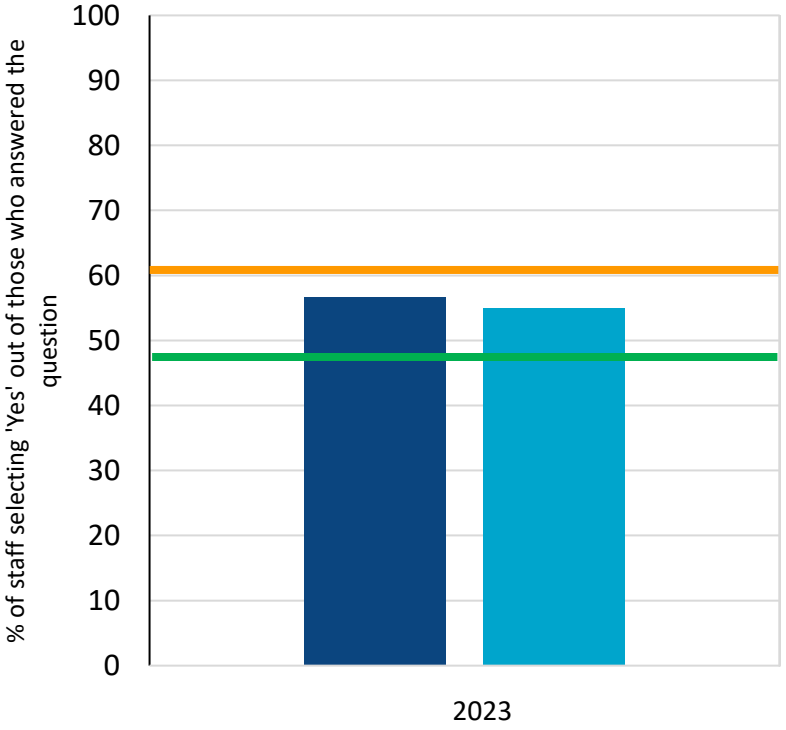
Your org	26.36%
Best result	19.59%
Average result	29.36%
Worst result	37.13%
Responses	2684

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



Your org	43.93%
Best result	32.39%
Average result	41.57%
Worst result	49.97%
Responses	2673

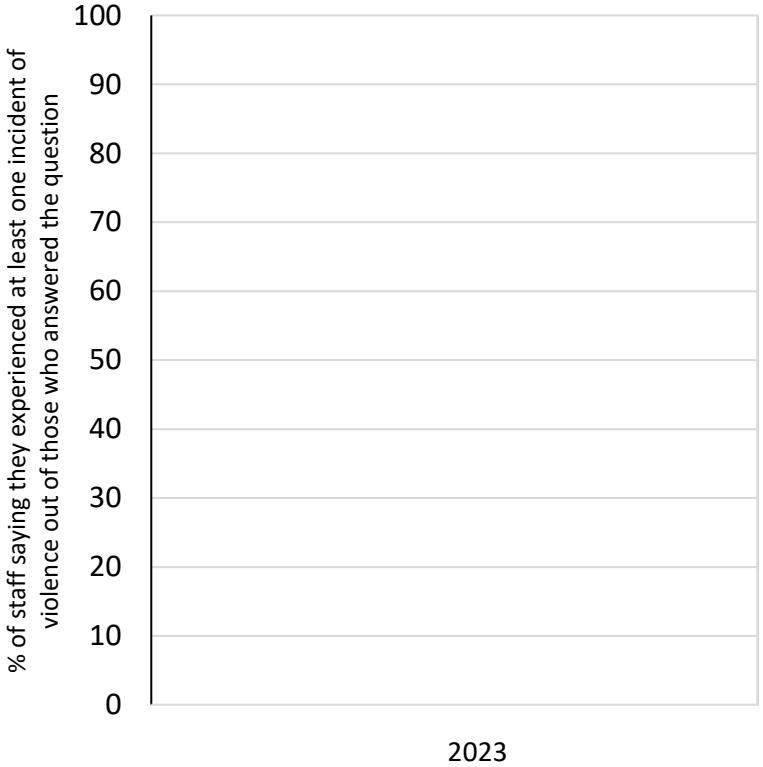
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Your org	56.63%
Best result	47.48%
Average result	54.92%
Worst result	60.87%
Responses	2677

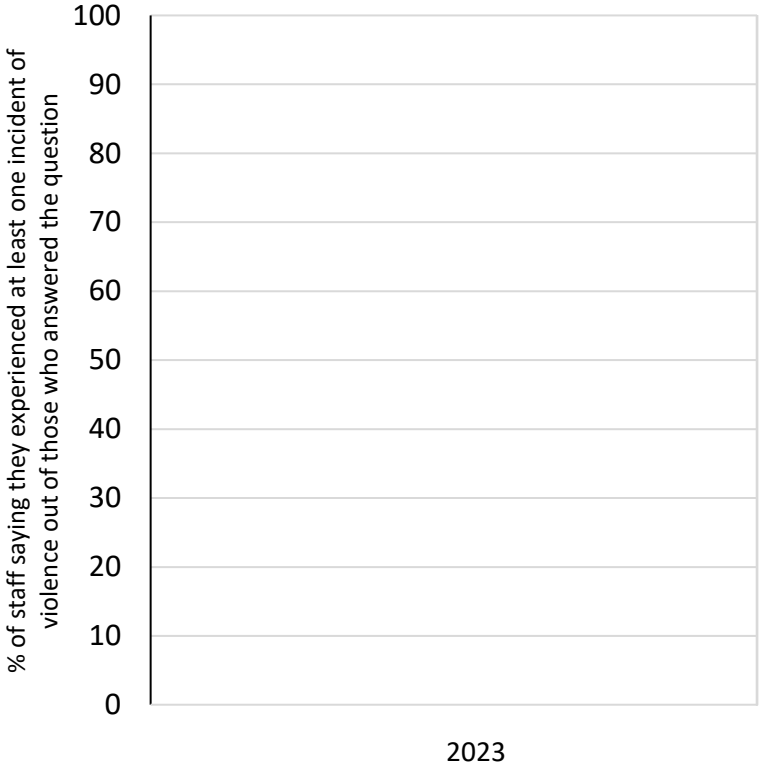
Survey Coordination Centre NHS

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



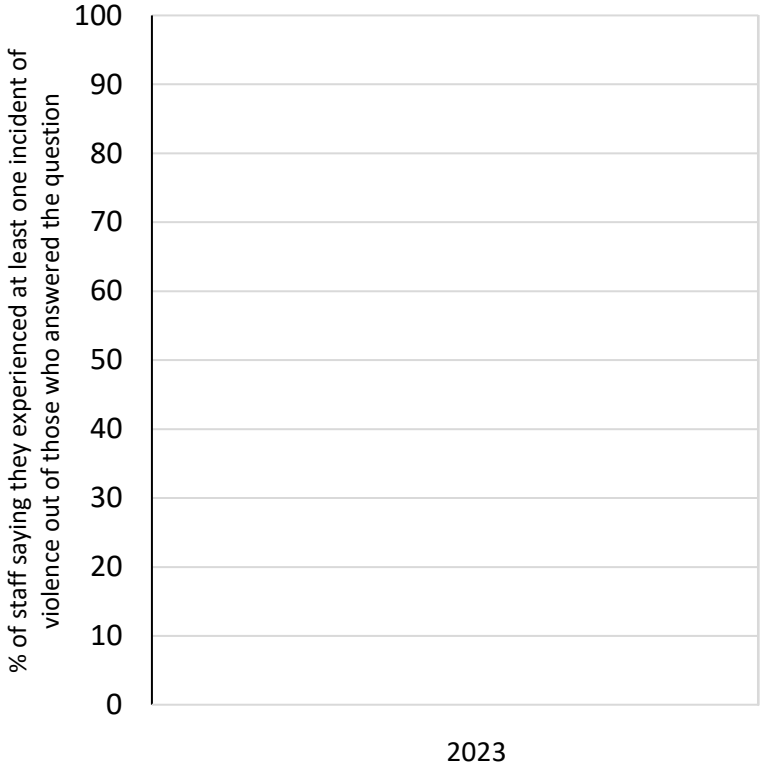
	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

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



	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

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



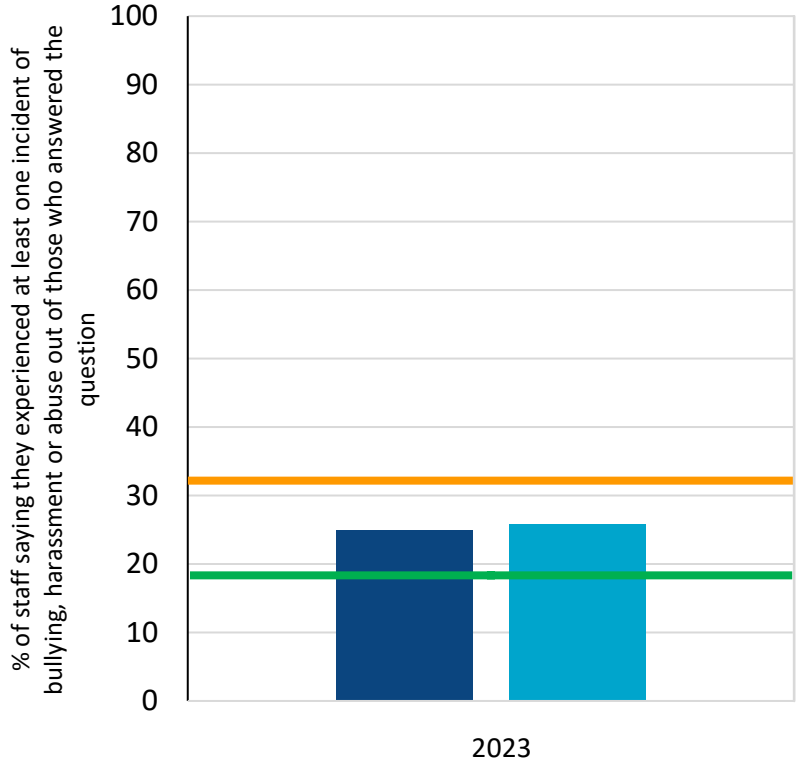
	2023
Your org	-
Best result	-
Average result	-
Worst result	-
Responses	-

Note. 2023 results for Q13a-c have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

People Promise elements and theme results – We are safe and healthy: Negative experiences

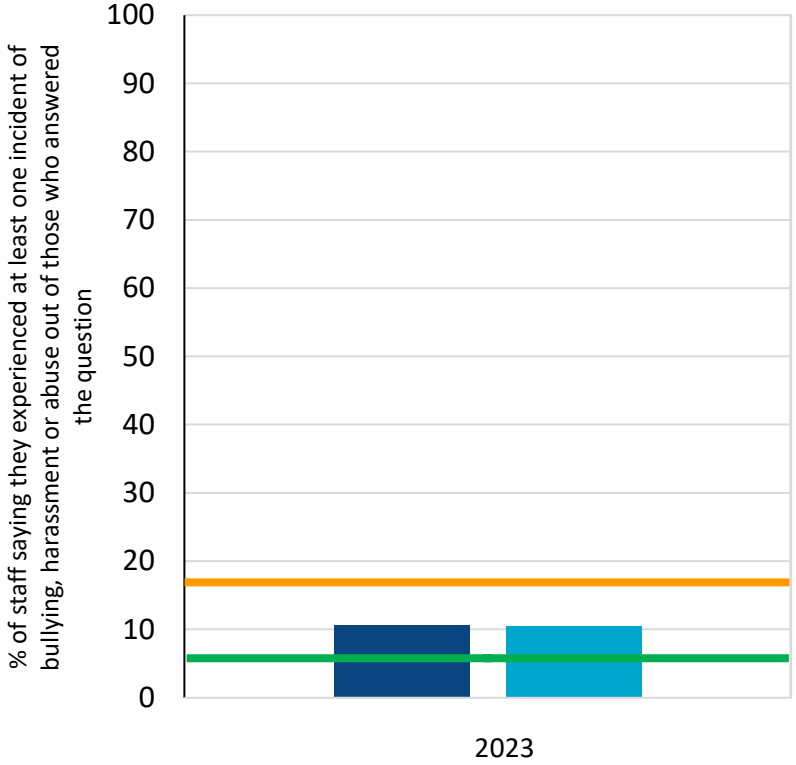
Survey Coordination Centre NHS

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



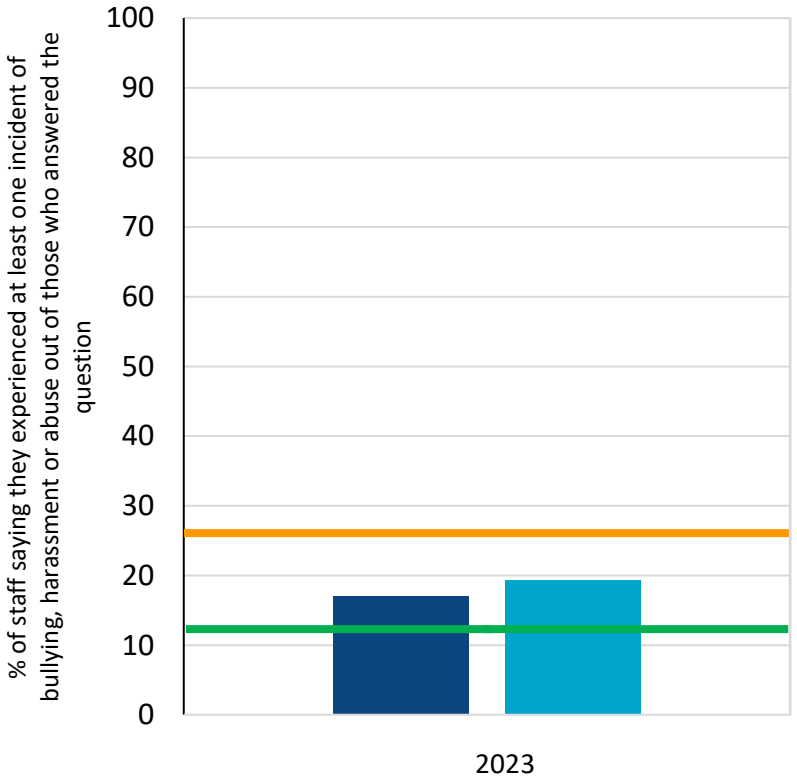
Your org	24.89%
Best result	18.33%
Average result	25.82%
Worst result	32.15%
Responses	2679

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



Your org	10.59%
Best result	5.78%
Average result	10.49%
Worst result	16.90%
Responses	2663

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

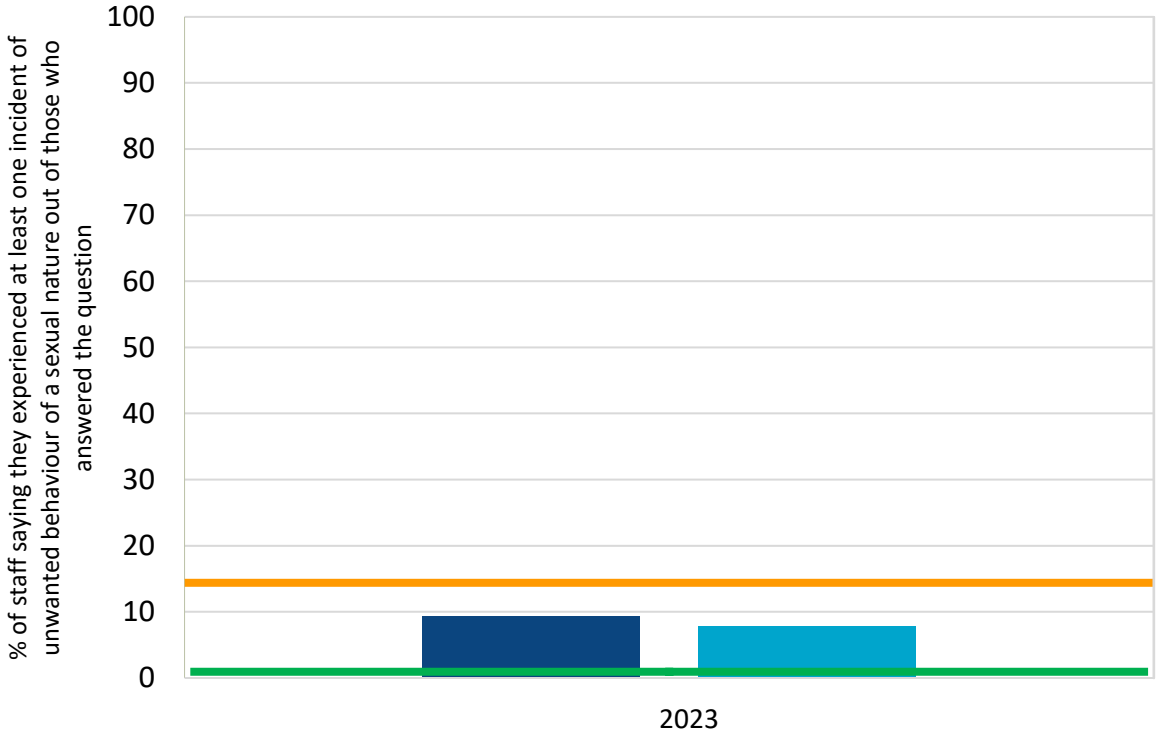


Your org	17.01%
Best result	12.30%
Average result	19.25%
Worst result	26.09%
Responses	2658

People Promise elements and theme results – We are safe and healthy: Other questions*

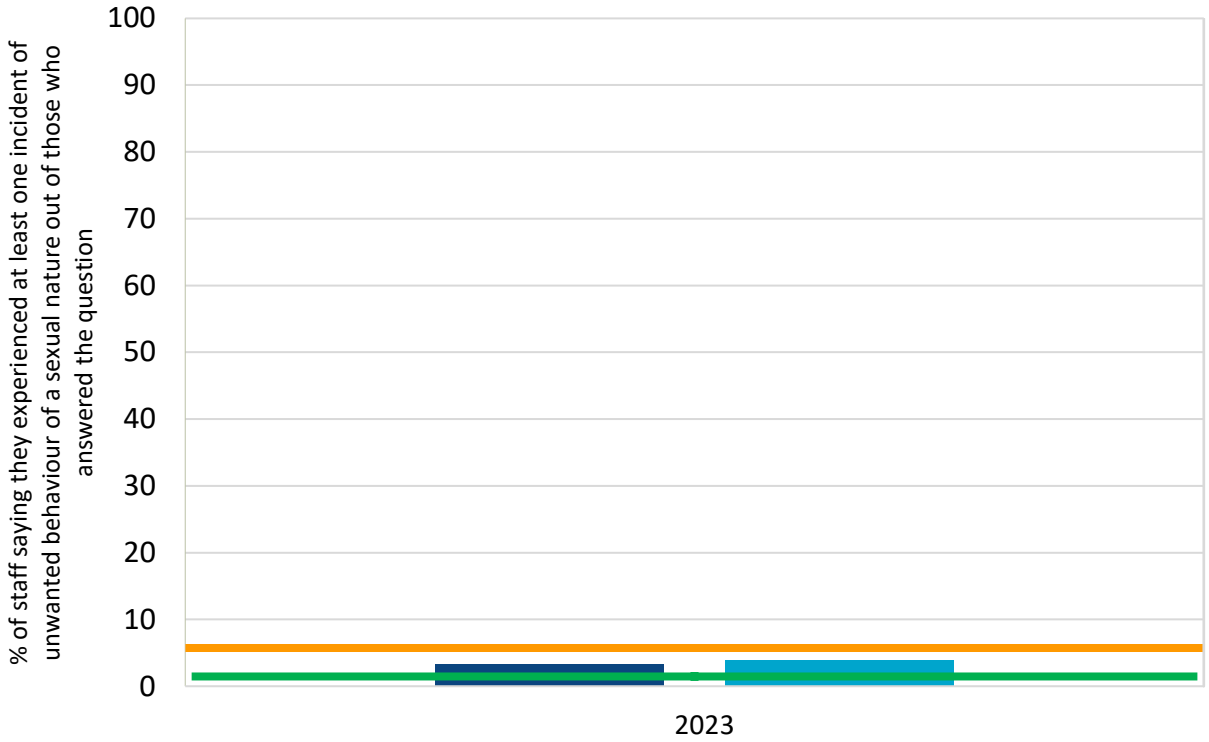
Survey Coordination Centre NHS

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



Your org	9.29%
Best result	0.93%
Average result	7.73%
Worst result	14.39%
Responses	2687

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

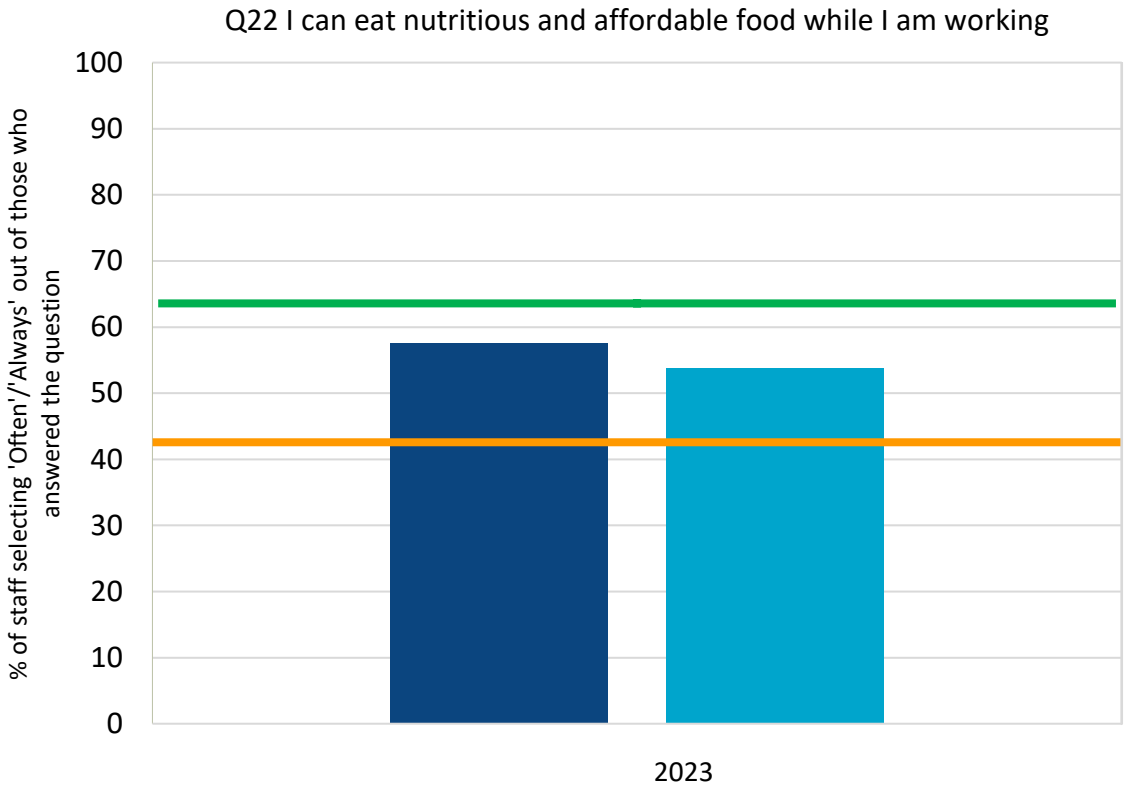


Your org	3.34%
Best result	1.44%
Average result	3.82%
Worst result	5.73%
Responses	2676

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

People Promise elements and theme results – We are safe and healthy: Other questions*

Survey Coordination Centre NHS



	2023
Your org	57.59%
Best result	63.59%
Average result	53.77%
Worst result	42.58%
Responses	2689

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

Survey Coordination Centre

NHS

People Promise element – We are always learning

Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

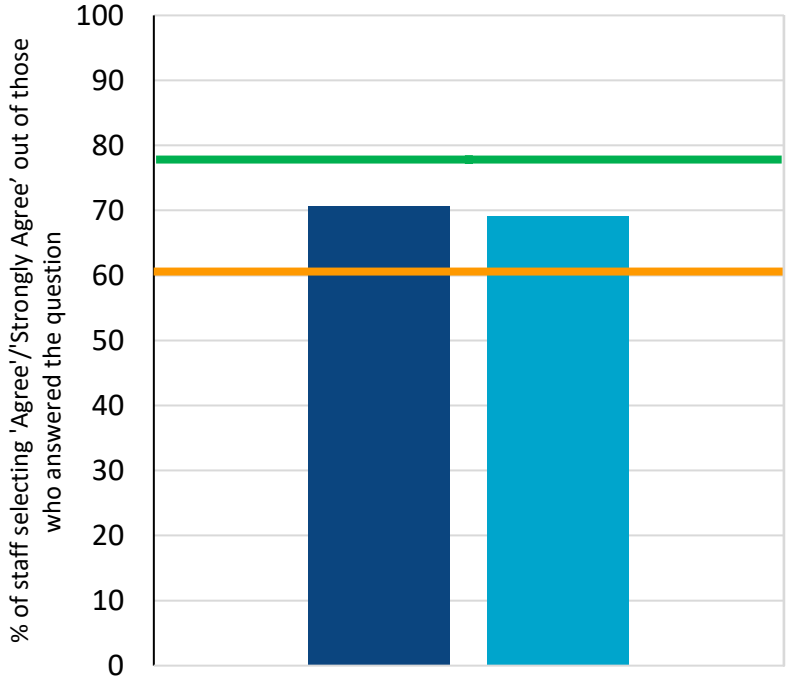
Appraisals – Q23a*, Q23b, Q23c, Q23d

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

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

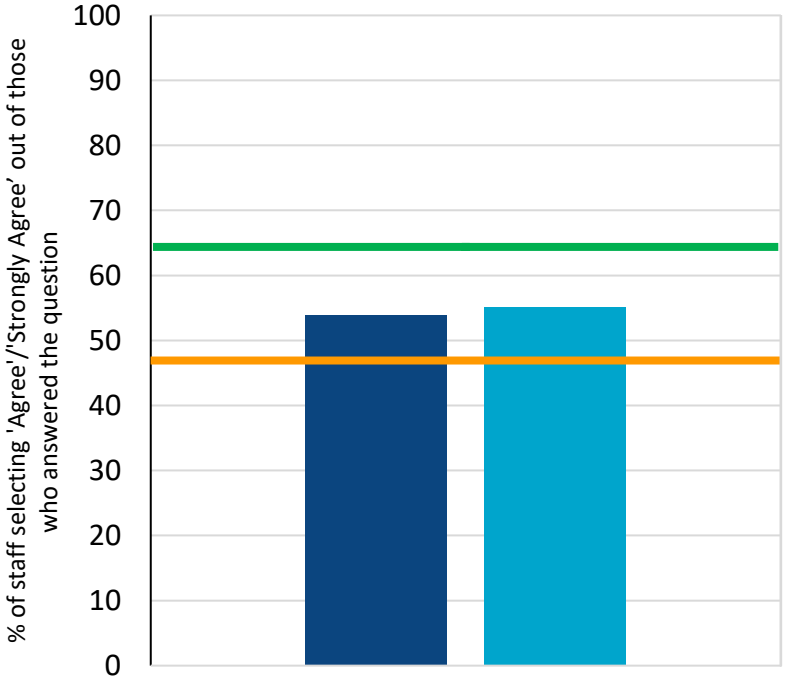
Survey Coordination Centre NHS

Q24a This organisation offers me challenging work.



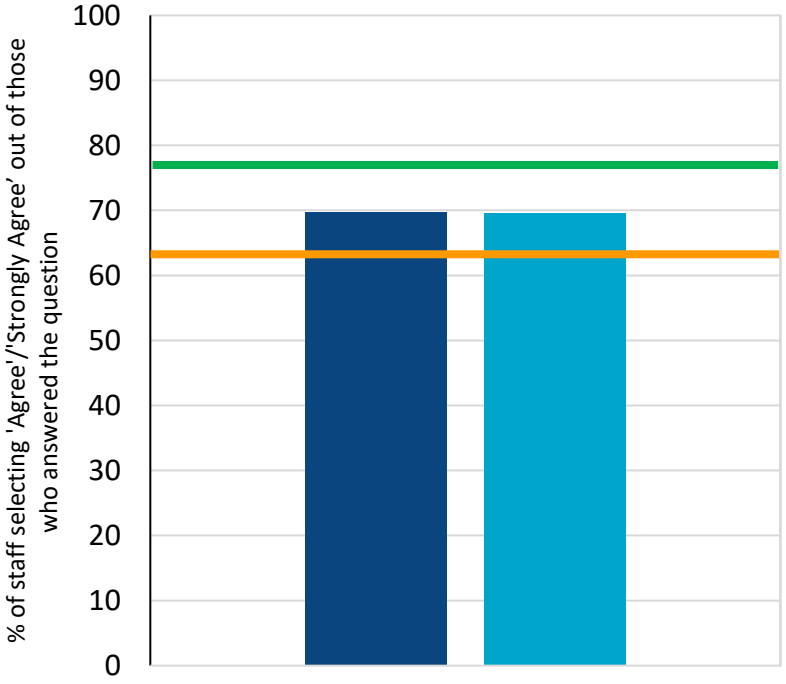
	2023
Your org	70.72%
Best result	77.83%
Average result	69.12%
Worst result	60.58%
Responses	2687

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



	2023
Your org	53.82%
Best result	64.38%
Average result	55.07%
Worst result	46.92%
Responses	2688

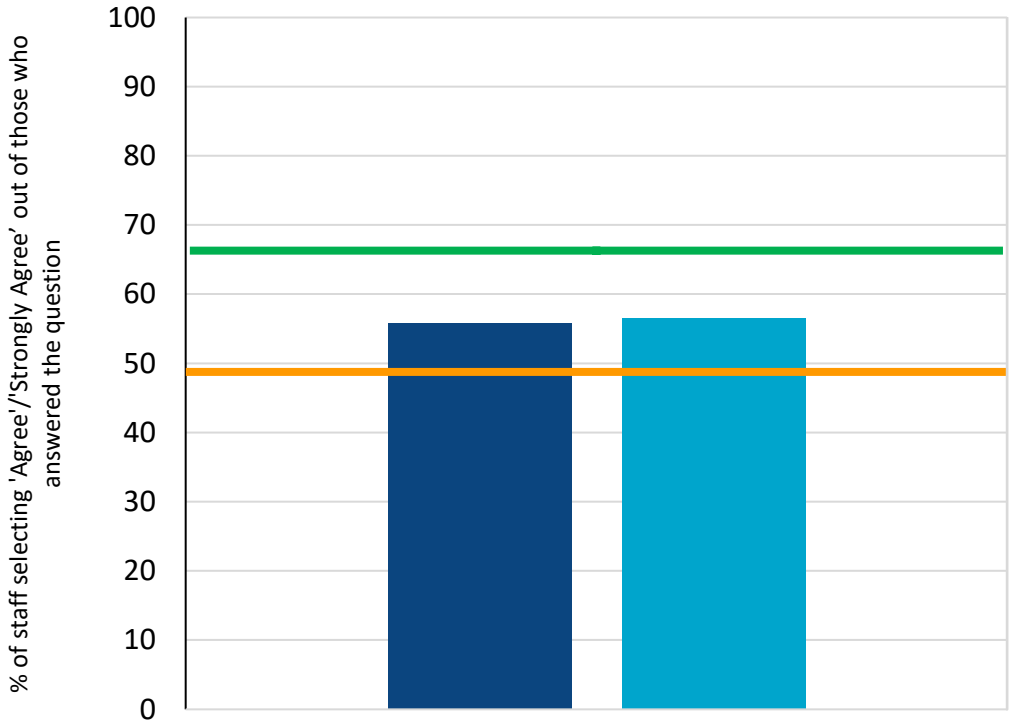
Q24c I have opportunities to improve my knowledge and skills.



	2023
Your org	69.73%
Best result	76.99%
Average result	69.61%
Worst result	63.25%
Responses	2687

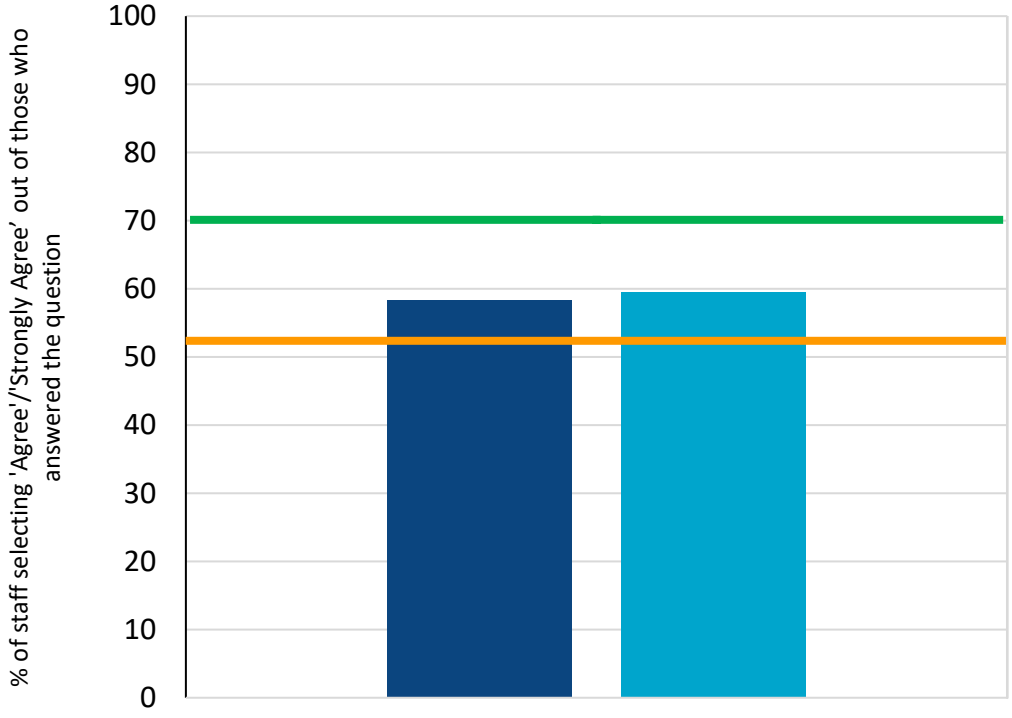
Survey Coordination Centre NHS

Q24d I feel supported to develop my potential.



	2023
Your org	55.84%
Best result	66.27%
Average result	56.56%
Worst result	48.75%
Responses	2682

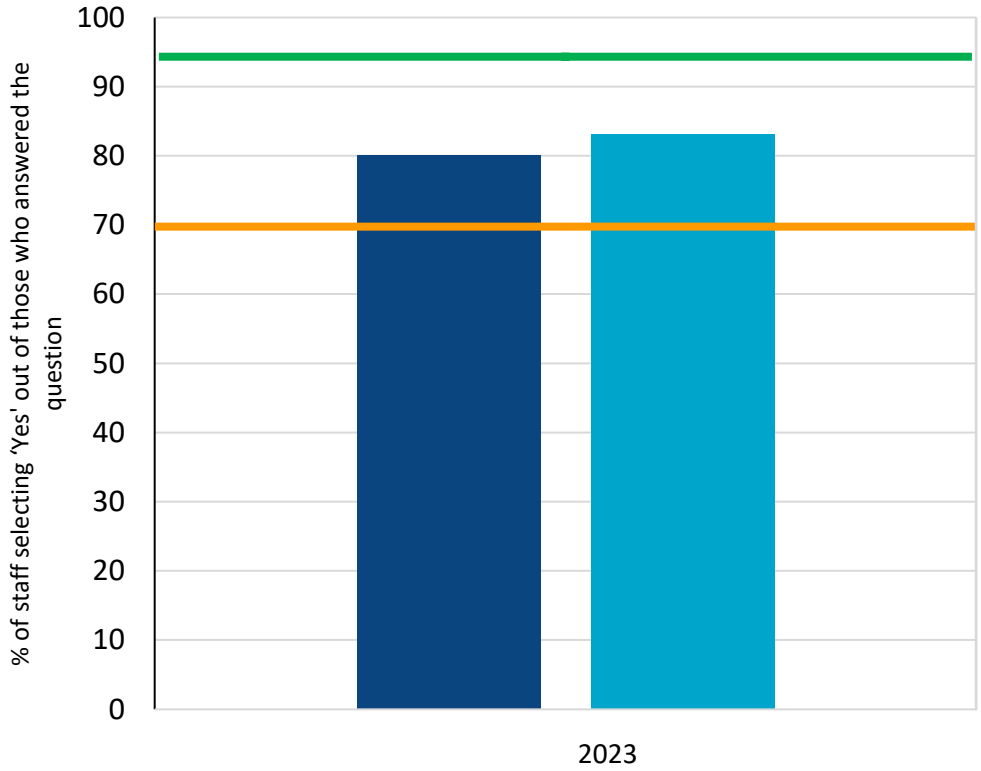
Q24e I am able to access the right learning and development opportunities when I need to.



	2023
Your org	58.35%
Best result	70.11%
Average result	59.52%
Worst result	52.38%
Responses	2686

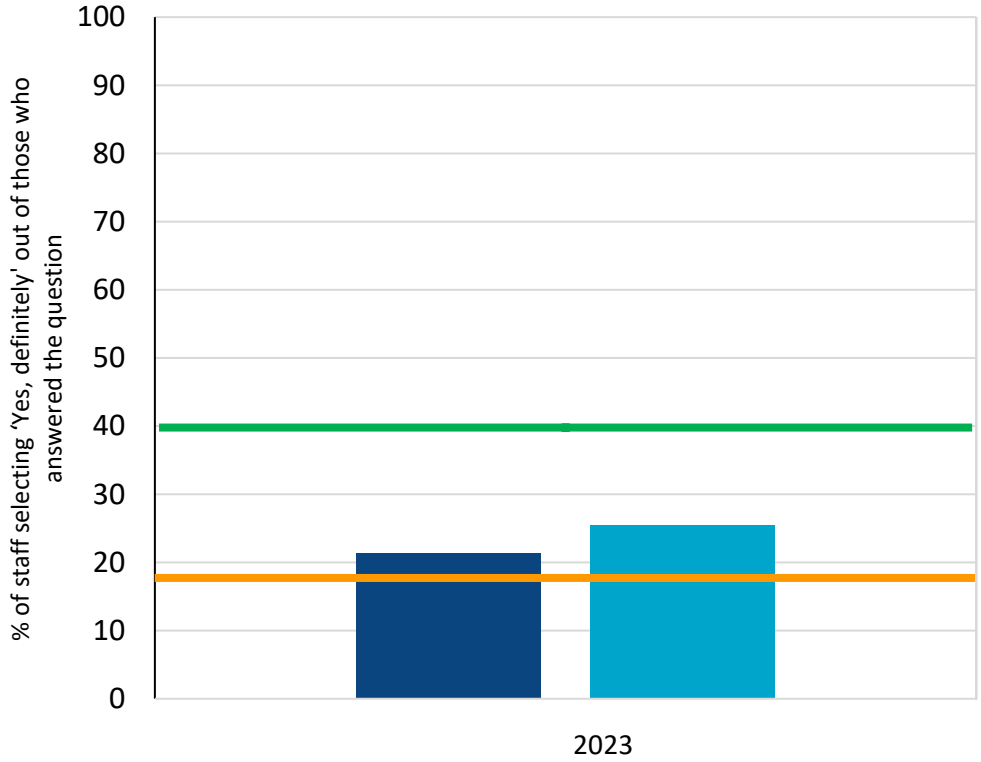
Survey Coordination Centre NHS

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



Your org	80.09%
Best result	94.32%
Average result	83.12%
Worst result	69.76%
Responses	2673

Q23b It helped me to improve how I do my job

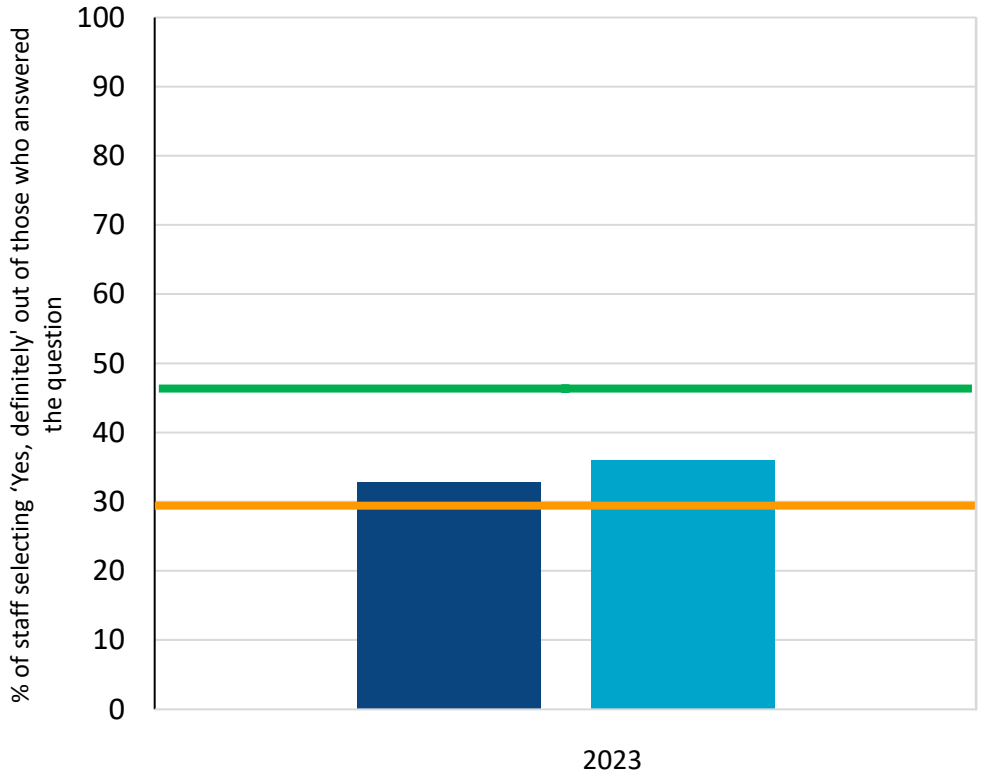


Your org	21.41%
Best result	39.78%
Average result	25.44%
Worst result	17.71%
Responses	2117

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

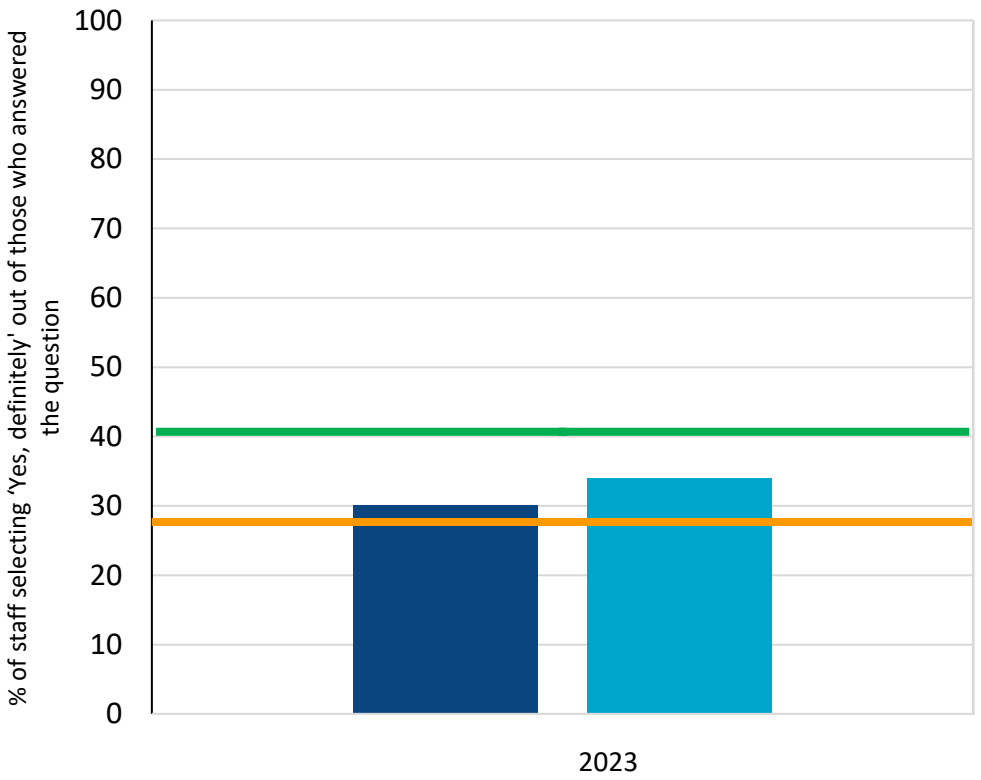
Survey Coordination Centre NHS

Q23c It helped me agree clear objectives for my work.



Your org	32.84%
Best result	46.33%
Average result	36.02%
Worst result	29.43%
Responses	2105

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



Your org	30.16%
Best result	40.68%
Average result	34.00%
Worst result	27.66%
Responses	2115

Survey Coordination Centre

NHS

People Promise element – We work flexibly

Questions included:

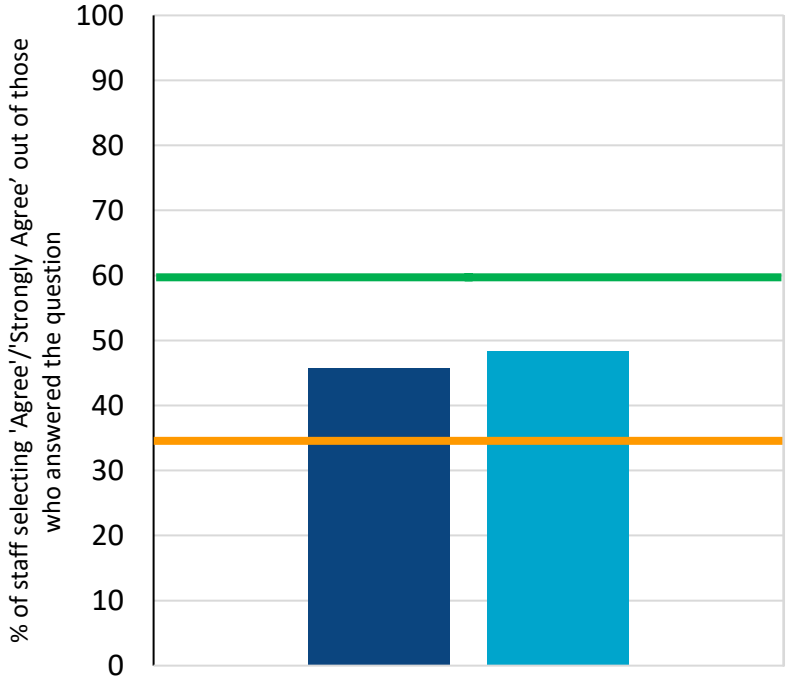
Support for work-life balance – Q6b, Q6c, Q6d

Flexible working – Q4d

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

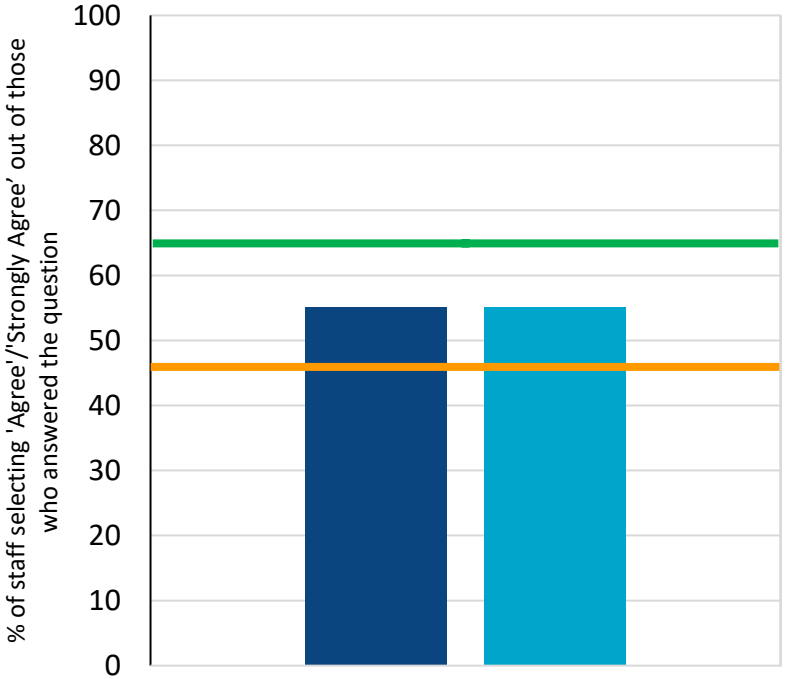
Survey Coordination Centre NHS

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



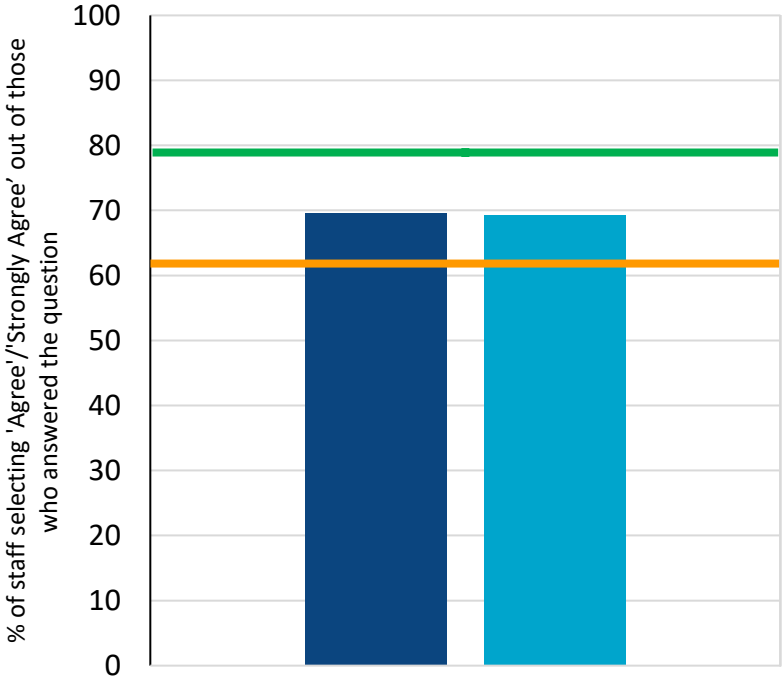
	2023
Your org	45.80%
Best result	59.70%
Average result	48.43%
Worst result	34.55%
Responses	2691

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



	2023
Your org	55.16%
Best result	64.91%
Average result	55.04%
Worst result	45.92%
Responses	2688

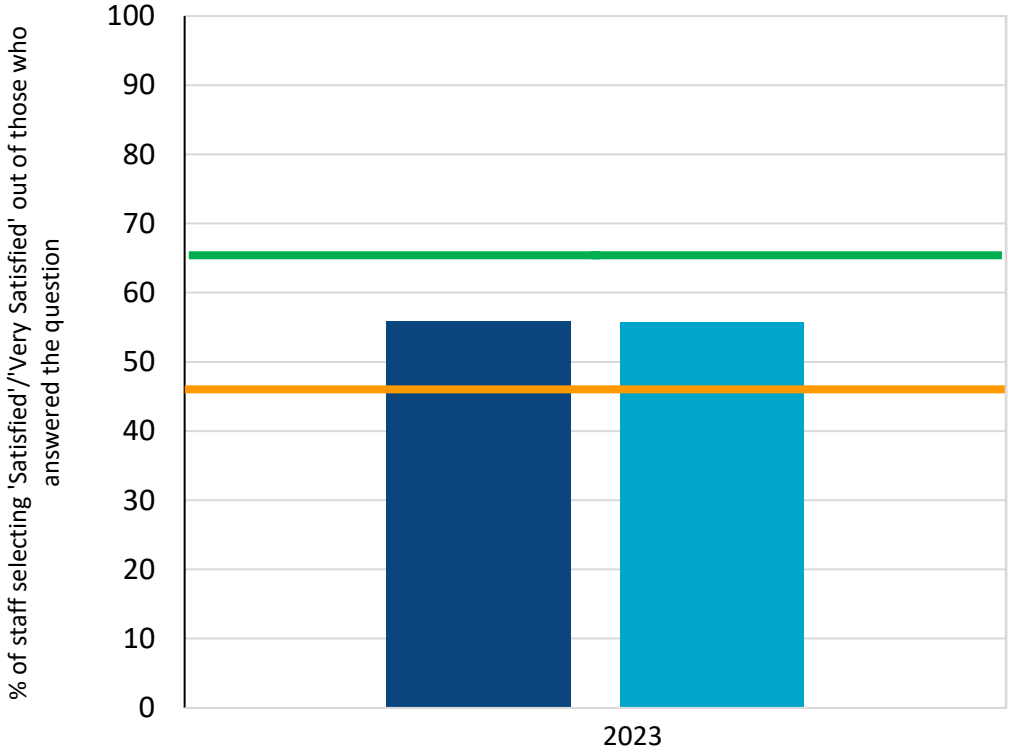
Q6d I can approach my immediate manager to talk openly about flexible working.



	2023
Your org	69.56%
Best result	78.91%
Average result	69.22%
Worst result	61.81%
Responses	2696

Survey Coordination Centre NHS

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

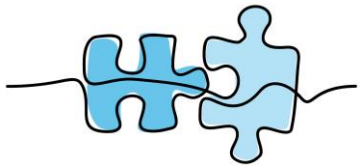


Your org	55.91%
Best result	65.39%
Average result	55.70%
Worst result	46.05%
Responses	2683

Survey Coordination Centre

NHS

People Promise element – We are a team



Questions included:

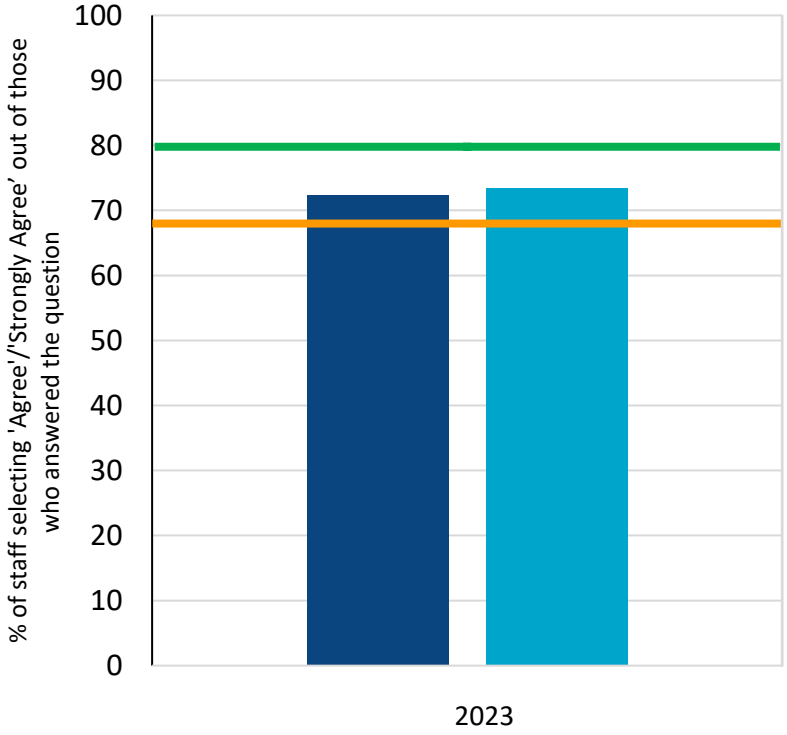
Team working – Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a

Line management – Q9a, Q9b, Q9c, Q9d

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

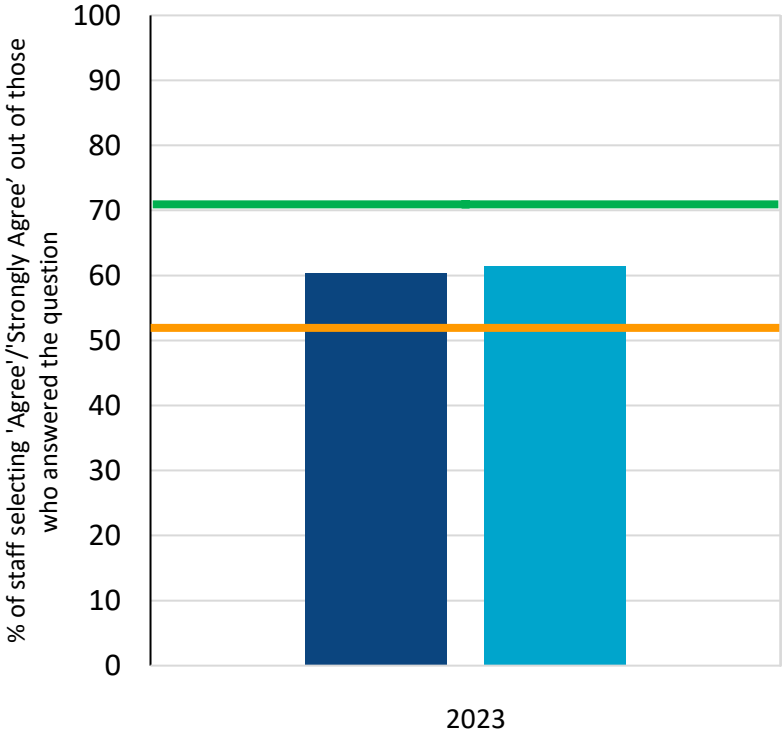
Survey Coordination Centre NHS

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



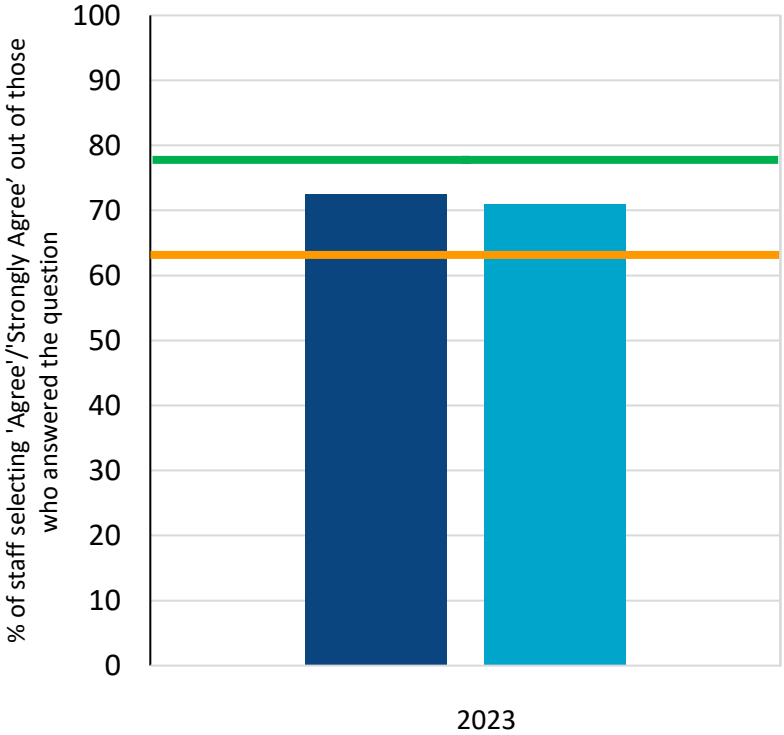
Your org	72.38%
Best result	79.81%
Average result	73.34%
Worst result	68.00%
Responses	2687

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



Your org	60.37%
Best result	70.92%
Average result	61.43%
Worst result	51.95%
Responses	2680

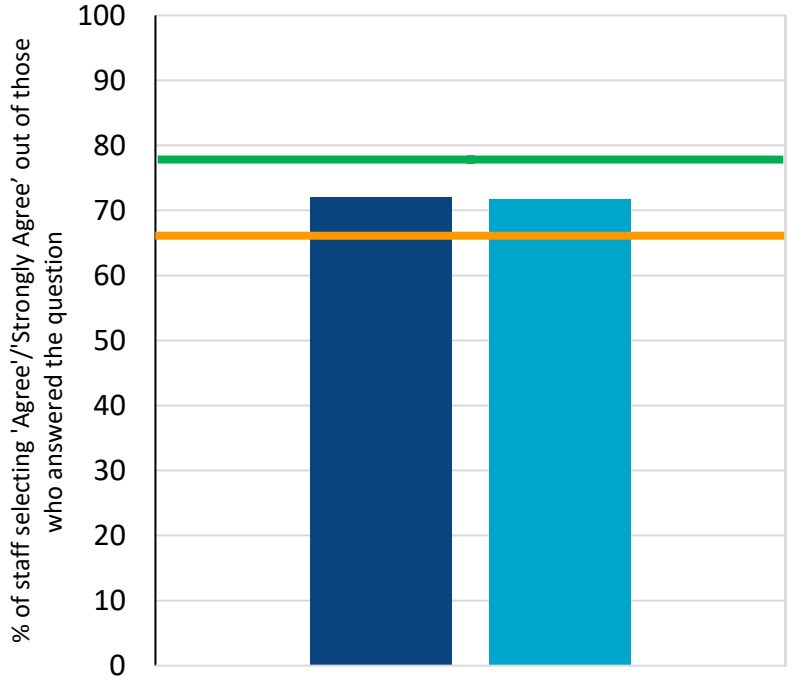
Q7c I receive the respect I deserve from my colleagues at work.



Your org	72.54%
Best result	77.78%
Average result	70.96%
Worst result	63.16%
Responses	2687

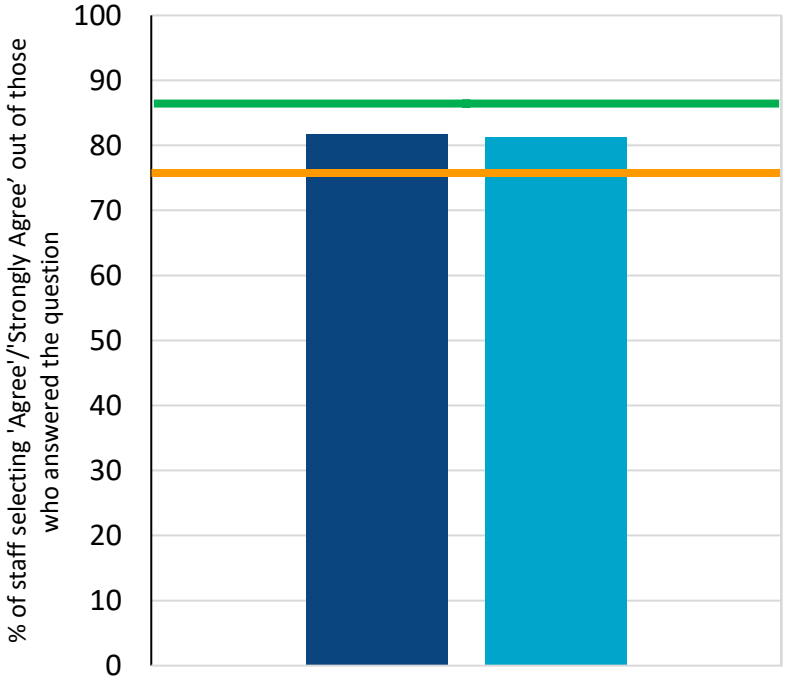
Survey Coordination Centre NHS

Q7d Team members understand each other's roles.



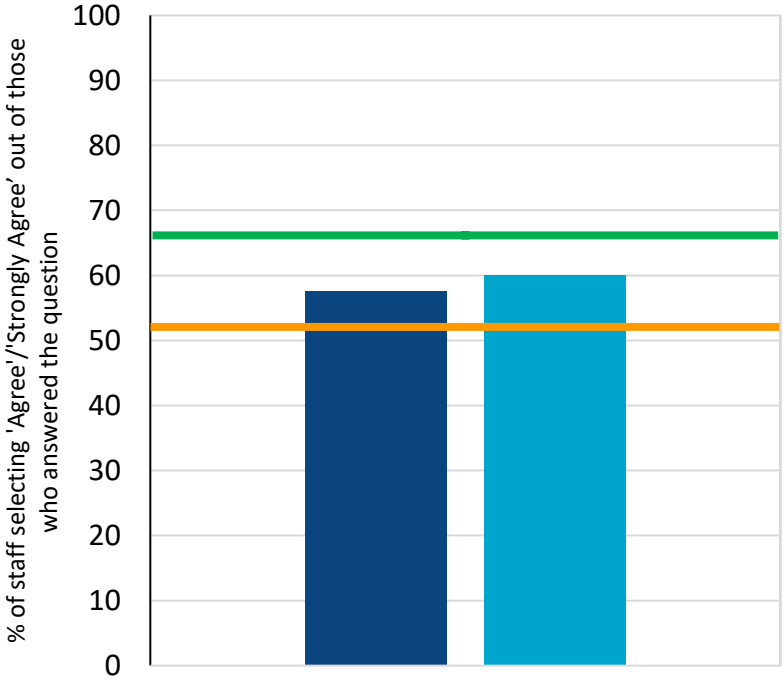
Your org	72.00%
Best result	77.83%
Average result	71.68%
Worst result	66.13%
Responses	2685

Q7e I enjoy working with the colleagues in my team.



Your org	81.78%
Best result	86.41%
Average result	81.23%
Worst result	75.77%
Responses	2690

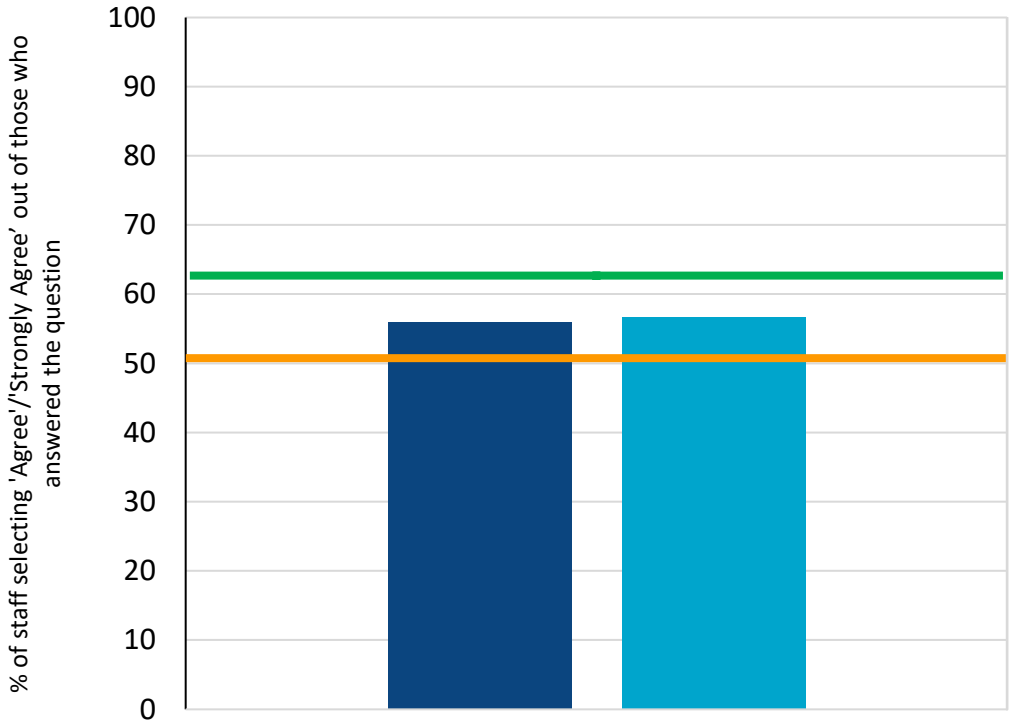
Q7f My team has enough freedom in how to do its work.



Your org	57.62%
Best result	66.18%
Average result	60.06%
Worst result	52.08%
Responses	2686

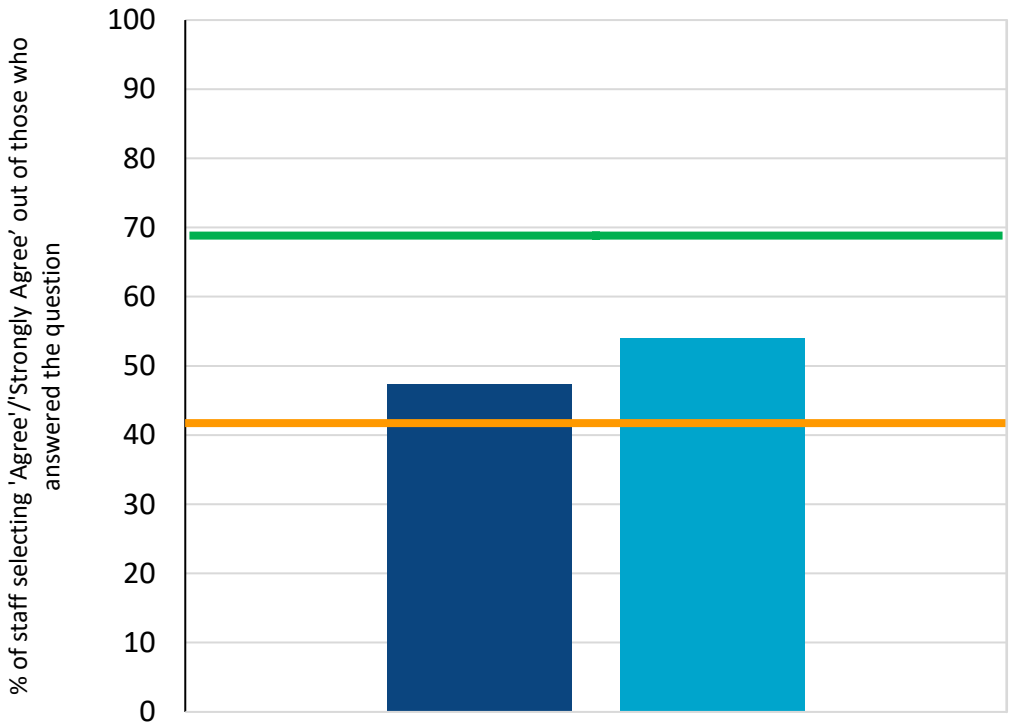
Survey Coordination Centre NHS

Q7g In my team disagreements are dealt with constructively.



	2023
Your org	55.94%
Best result	62.70%
Average result	56.71%
Worst result	50.76%
Responses	2680

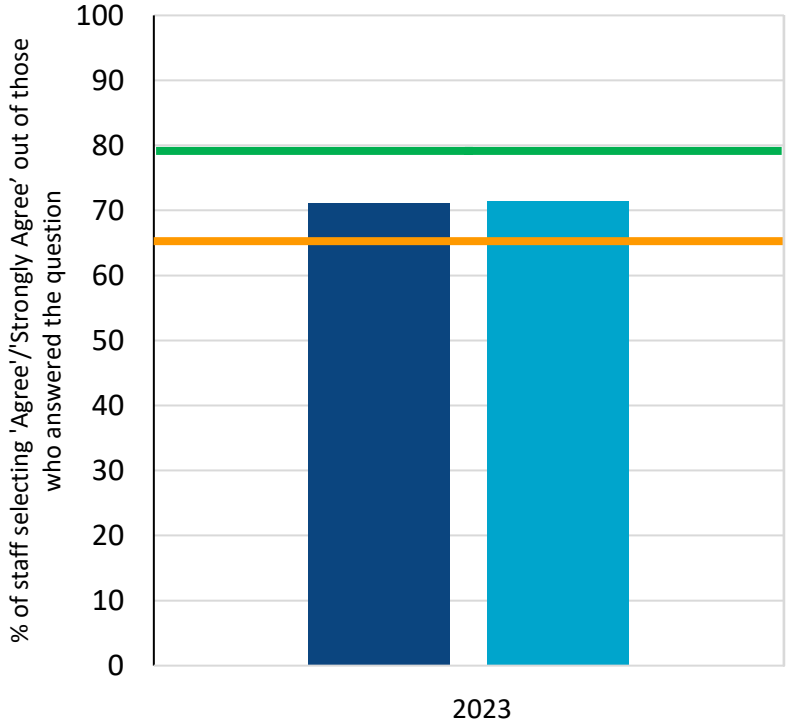
Q8a Teams within this organisation work well together to achieve their objectives.



	2023
Your org	47.39%
Best result	68.83%
Average result	54.00%
Worst result	41.71%
Responses	2689

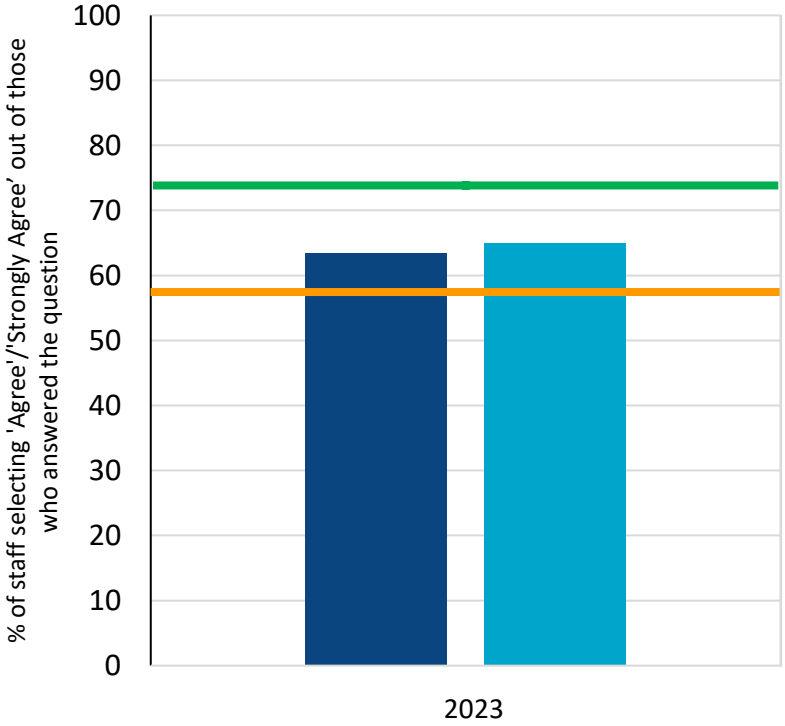
Survey Coordination Centre NHS

Q9a My immediate manager encourages me at work.



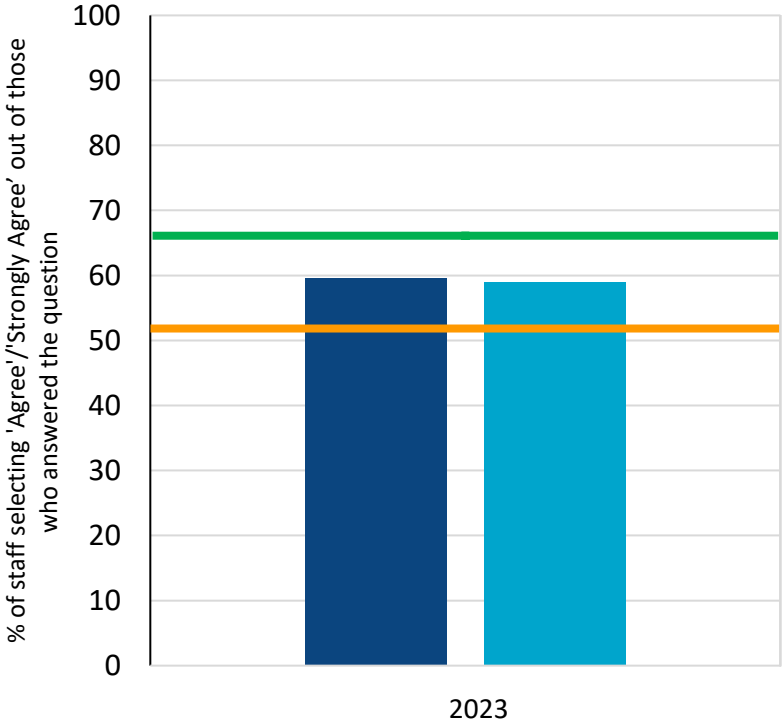
Your org	71.03%
Best result	79.13%
Average result	71.45%
Worst result	65.29%
Responses	2692

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



Your org	63.45%
Best result	73.81%
Average result	64.96%
Worst result	57.43%
Responses	2689

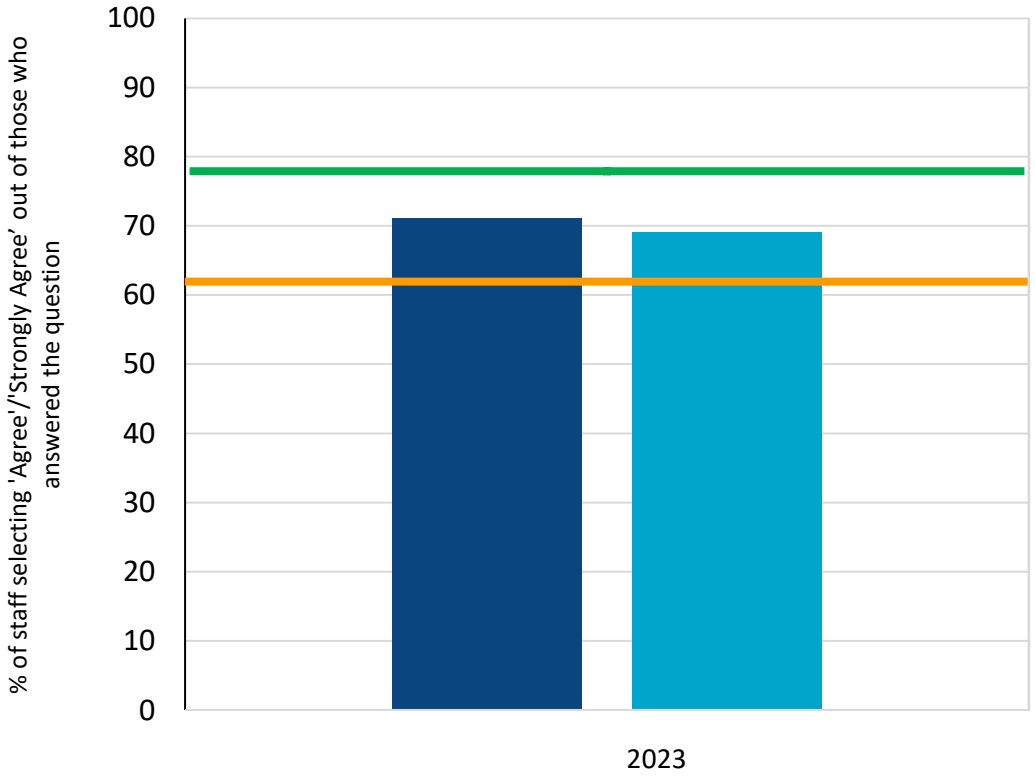
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



Your org	59.60%
Best result	66.13%
Average result	58.97%
Worst result	51.84%
Responses	2690

Survey Coordination Centre NHS

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



Your org	71.11%
Best result	77.87%
Average result	69.10%
Worst result	61.93%
Responses	2693

Survey Coordination Centre

NHS

Theme – Staff engagement

Questions included:

Motivation – Q2a, Q2b, Q2c

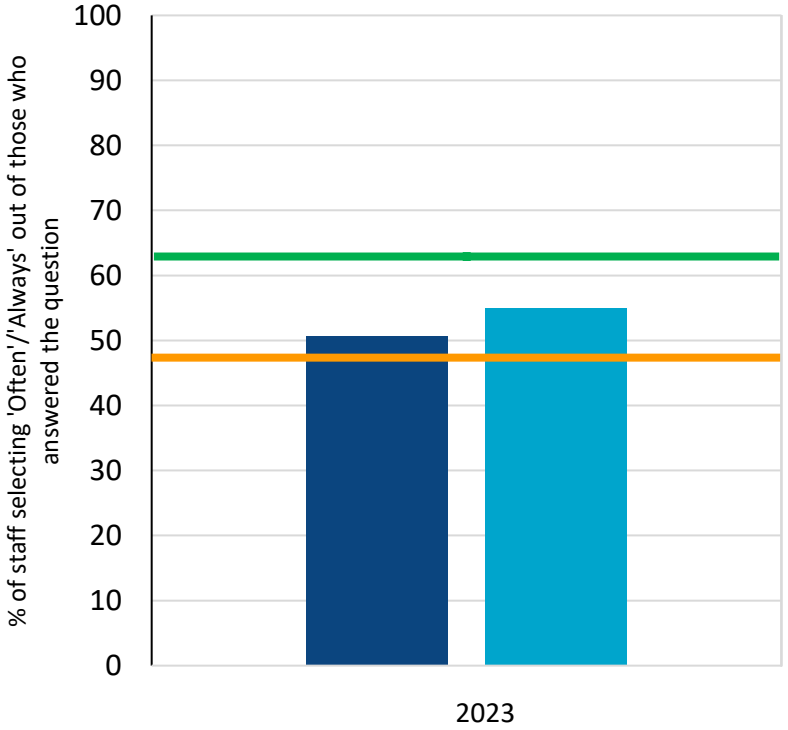
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

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

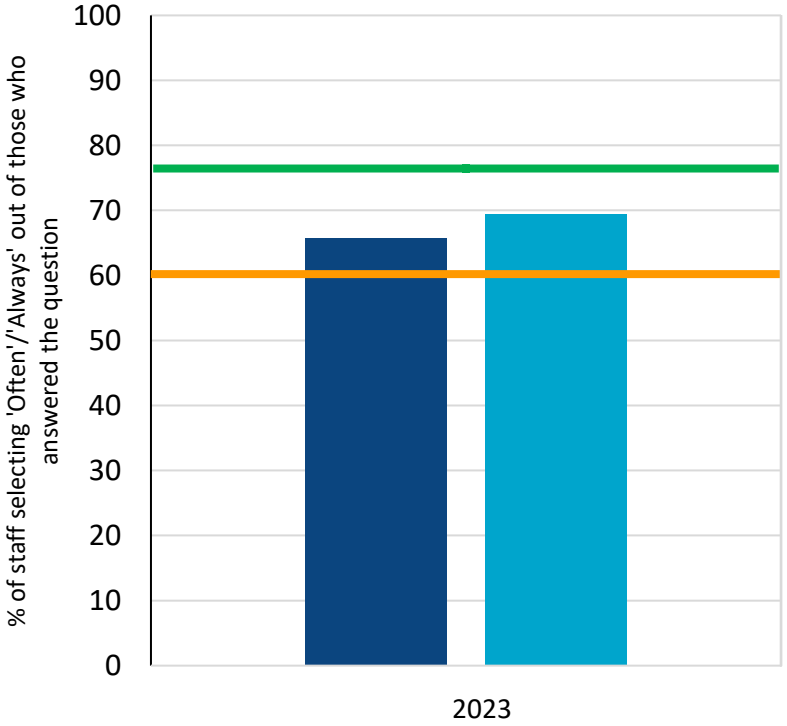
Survey Coordination Centre NHS

Q2a I look forward to going to work.



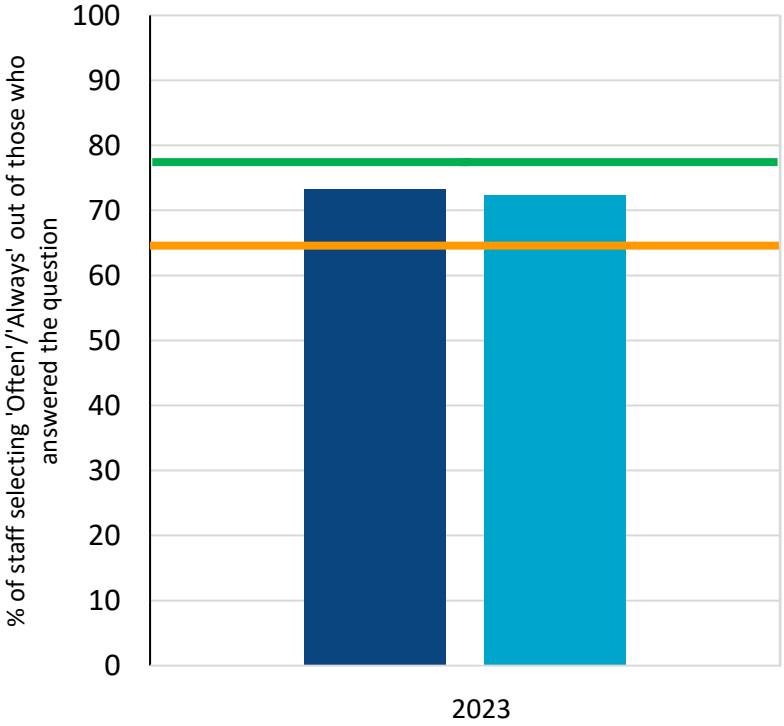
Your org	50.62%
Best result	62.92%
Average result	55.00%
Worst result	47.34%
Responses	2685

Q2b I am enthusiastic about my job.



Your org	65.76%
Best result	76.43%
Average result	69.39%
Worst result	60.20%
Responses	2672

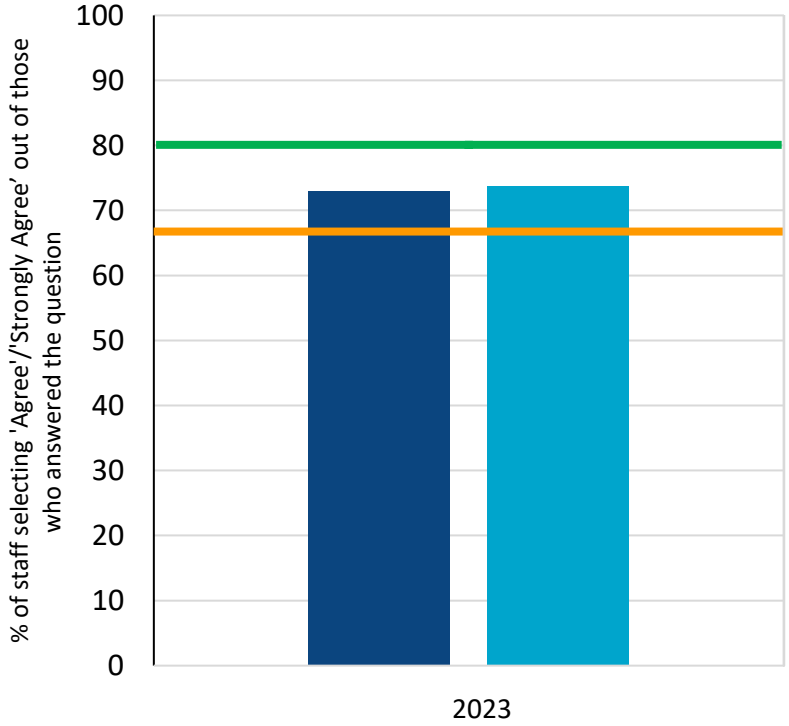
Q2c Time passes quickly when I am working.



Your org	73.25%
Best result	77.42%
Average result	72.33%
Worst result	64.58%
Responses	2668

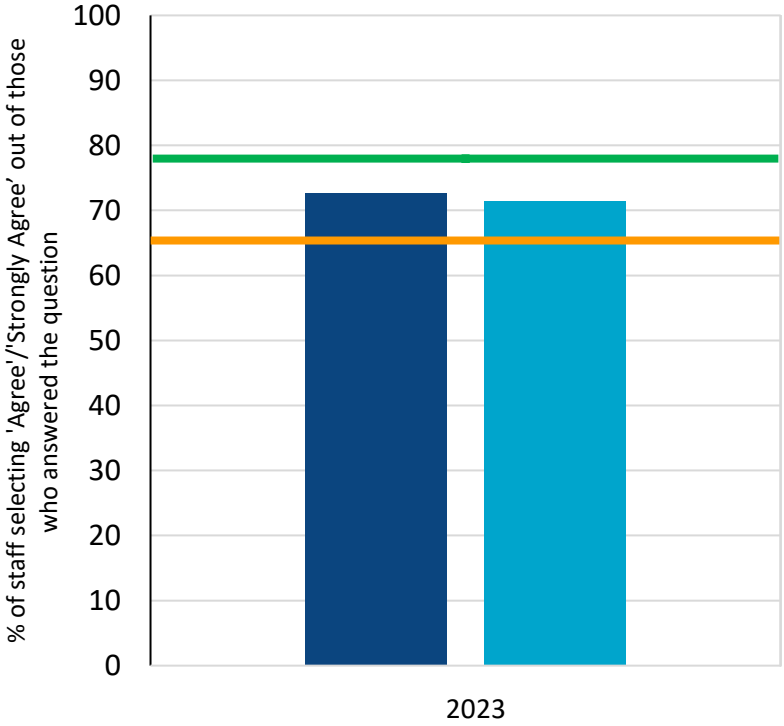
Survey Coordination Centre NHS

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



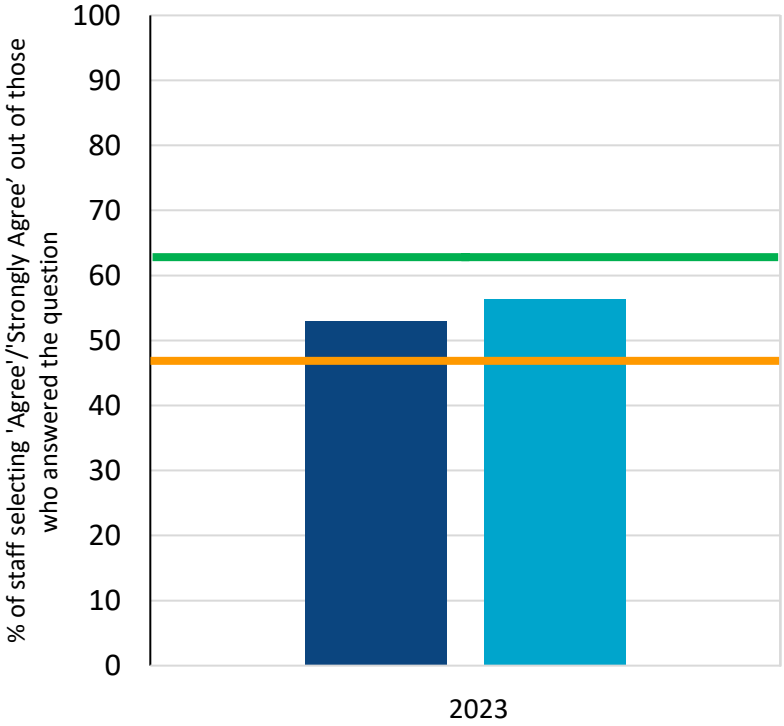
Your org	72.98%
Best result	80.07%
Average result	73.66%
Worst result	66.74%
Responses	2690

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



Your org	72.63%
Best result	77.96%
Average result	71.43%
Worst result	65.35%
Responses	2691

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

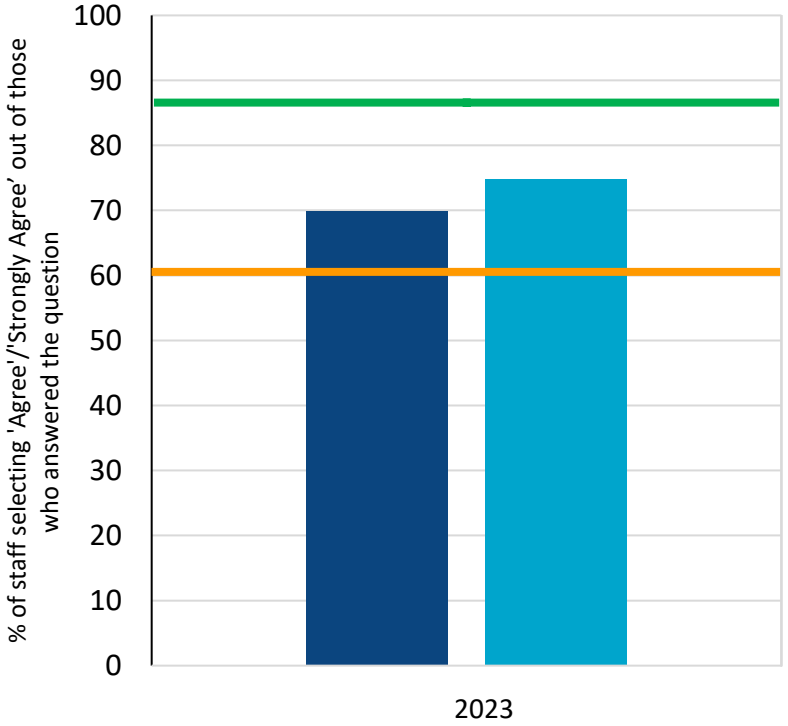


Your org	52.87%
Best result	62.79%
Average result	56.35%
Worst result	46.89%
Responses	2679

People Promise elements and theme results – Staff engagement: Advocacy

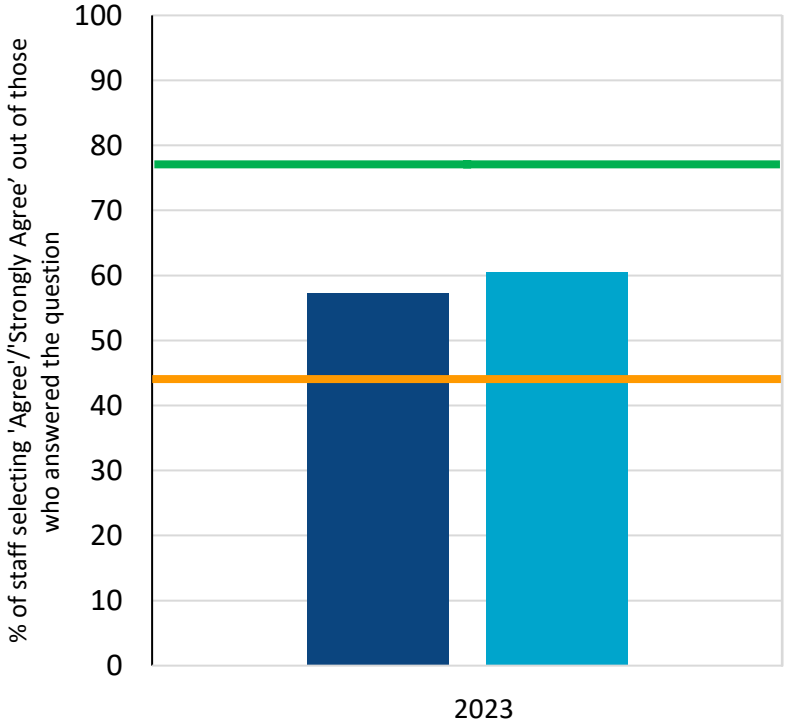
Survey Coordination Centre NHS

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



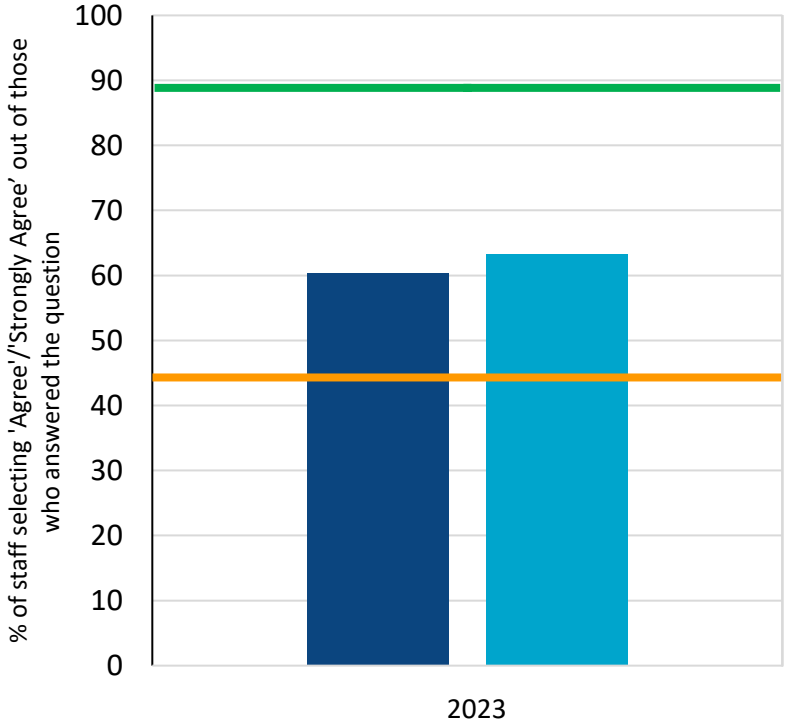
Your org	69.81%
Best result	86.57%
Average result	74.83%
Worst result	60.55%
Responses	2681

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



Your org	57.30%
Best result	77.09%
Average result	60.52%
Worst result	44.05%
Responses	2681

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



Your org	60.32%
Best result	88.82%
Average result	63.32%
Worst result	44.31%
Responses	2681

Survey Coordination Centre

NHS

Theme - Morale

Questions included:

Thinking about leaving – Q26a, Q26b, Q26c

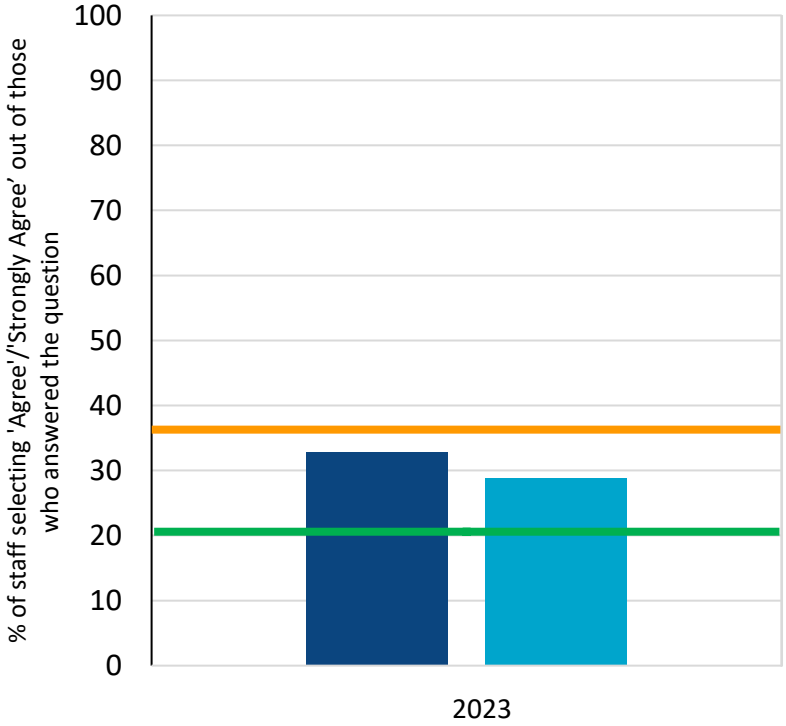
Work pressure – Q3g, Q3h, Q3i

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

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

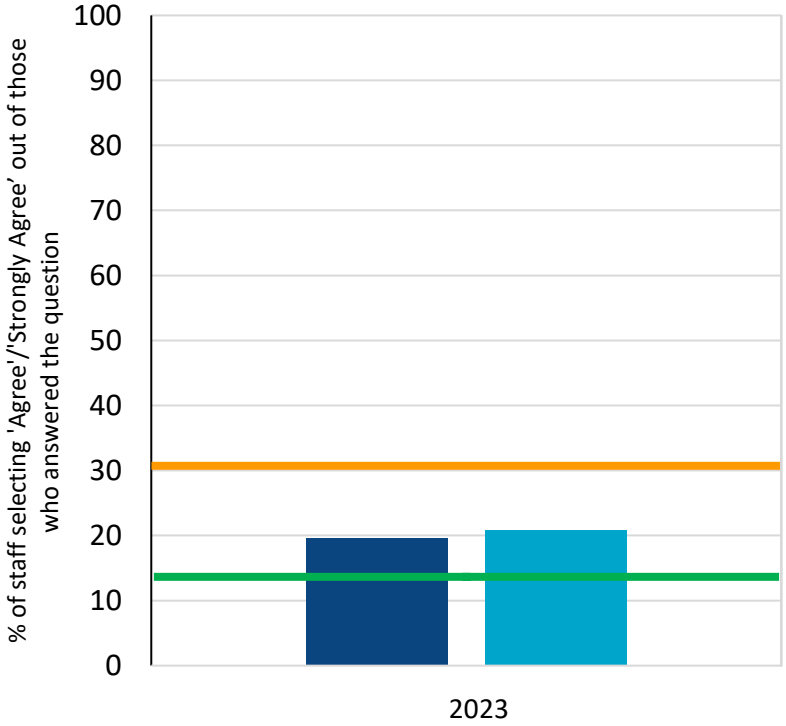
Survey Coordination Centre NHS

Q26a I often think about leaving this organisation.



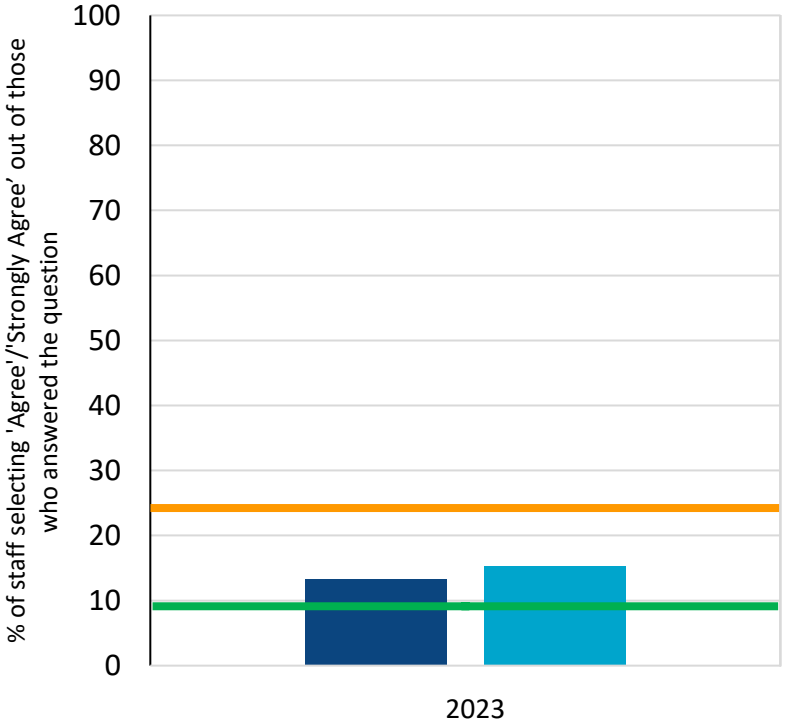
Your org	32.78%
Best result	20.57%
Average result	28.89%
Worst result	36.31%
Responses	2692

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



Your org	19.56%
Best result	13.63%
Average result	20.74%
Worst result	30.73%
Responses	2684

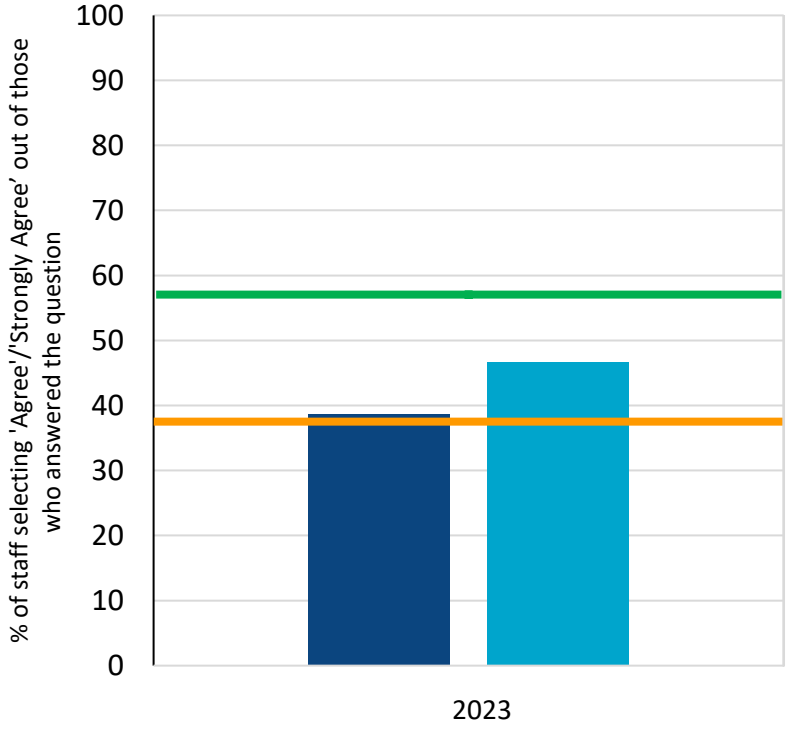
Q26c As soon as I can find another job, I will leave this organisation.



Your org	13.33%
Best result	9.13%
Average result	15.32%
Worst result	24.21%
Responses	2673

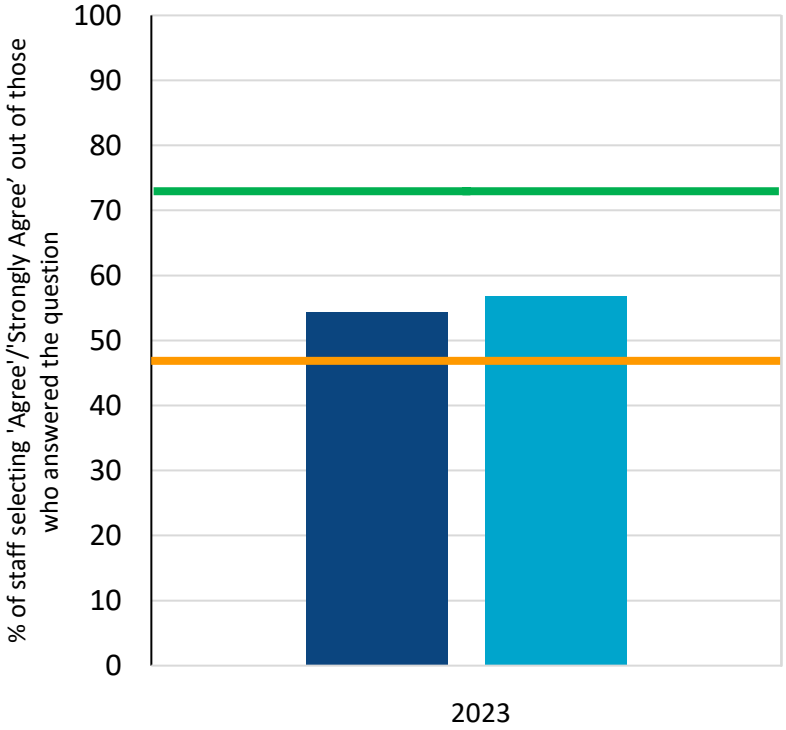
Survey Coordination Centre NHS

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



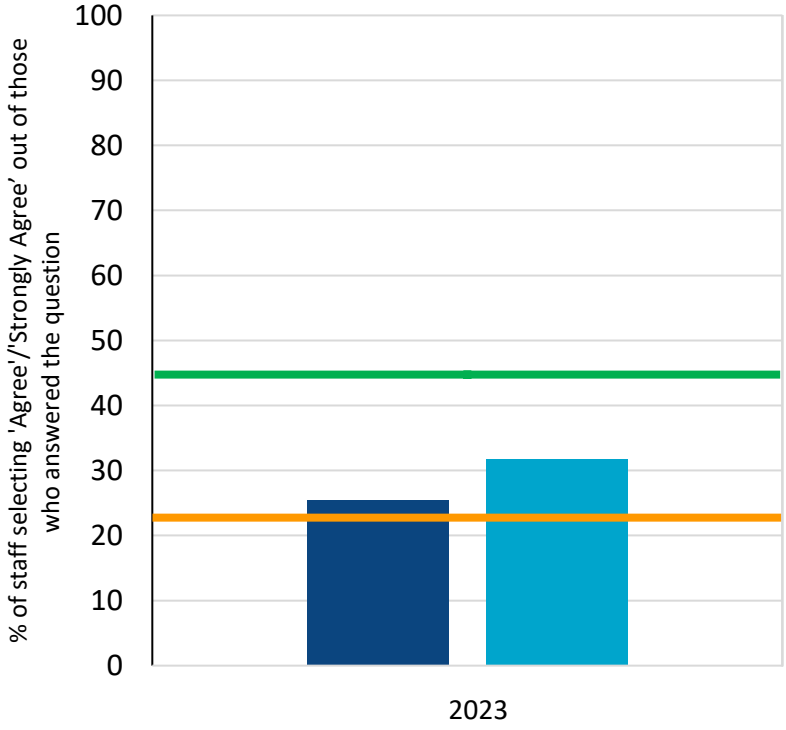
Your org	38.64%
Best result	57.08%
Average result	46.63%
Worst result	37.52%
Responses	2676

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



Your org	54.42%
Best result	72.97%
Average result	56.88%
Worst result	46.87%
Responses	2678

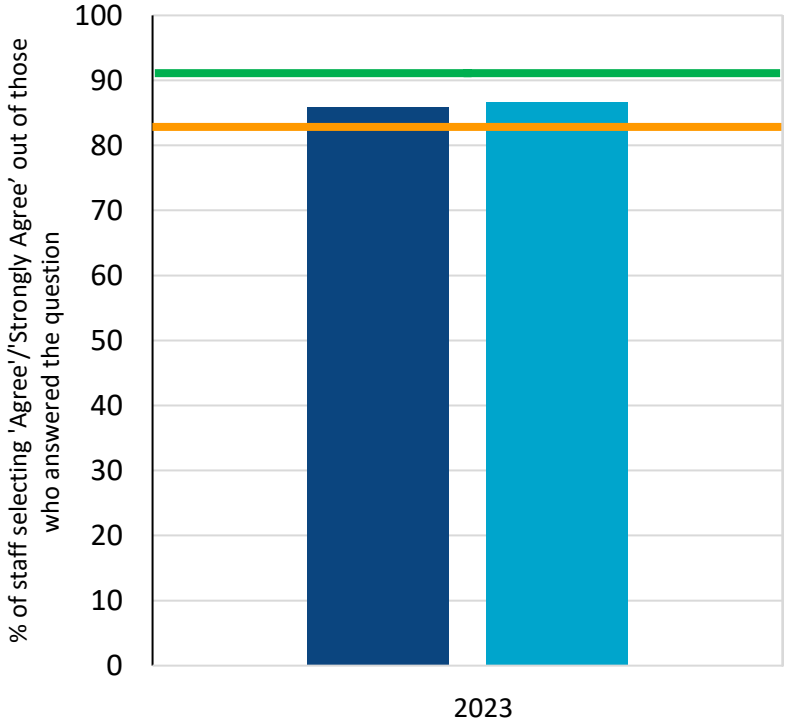
Q3i There are enough staff at this organisation for me to do my job properly.



Your org	25.46%
Best result	44.76%
Average result	31.75%
Worst result	22.75%
Responses	2692

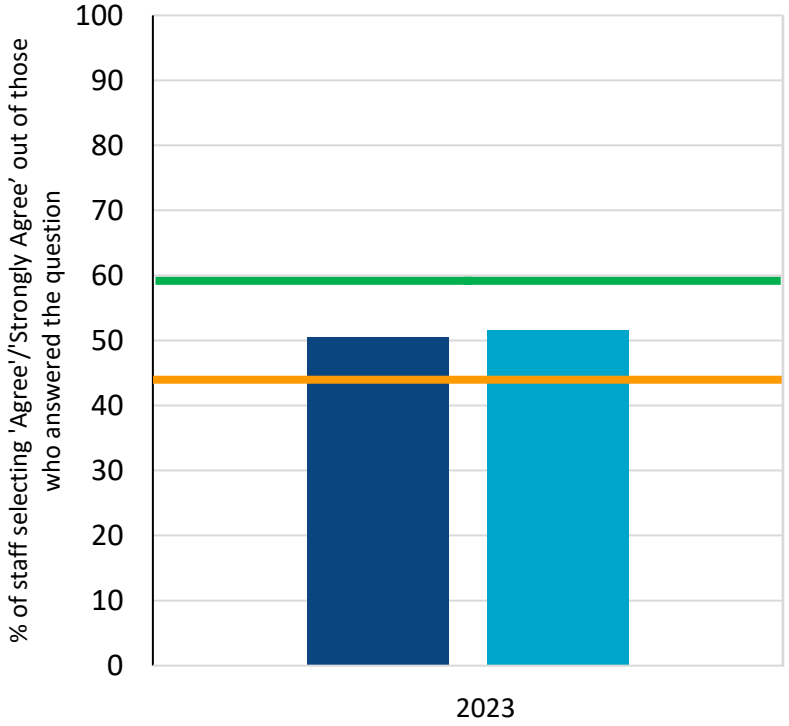
Survey Coordination Centre NHS

Q3a I always know what my work responsibilities are.



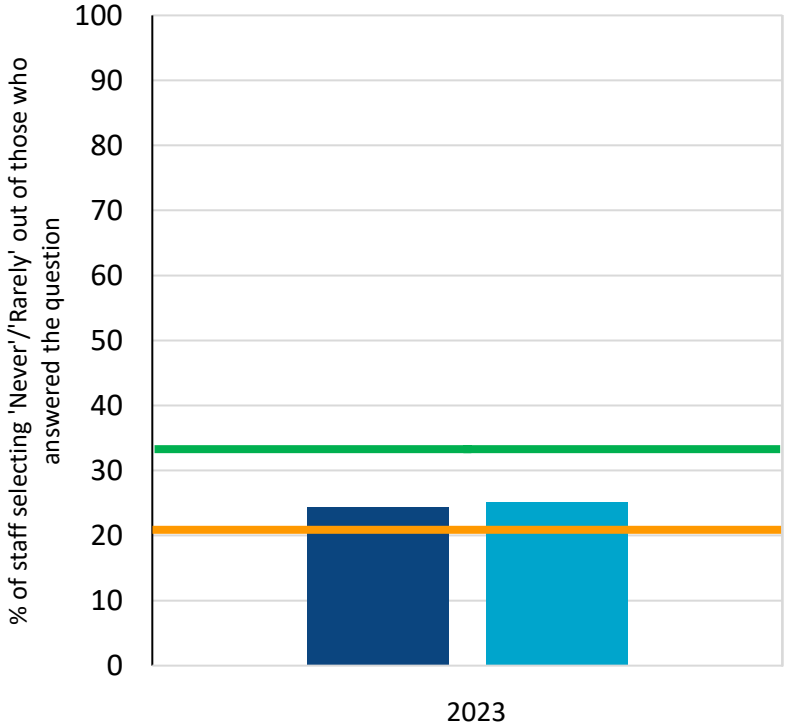
Your org	85.81%
Best result	91.10%
Average result	86.63%
Worst result	82.84%
Responses	2696

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



Your org	50.56%
Best result	59.18%
Average result	51.60%
Worst result	43.95%
Responses	2687

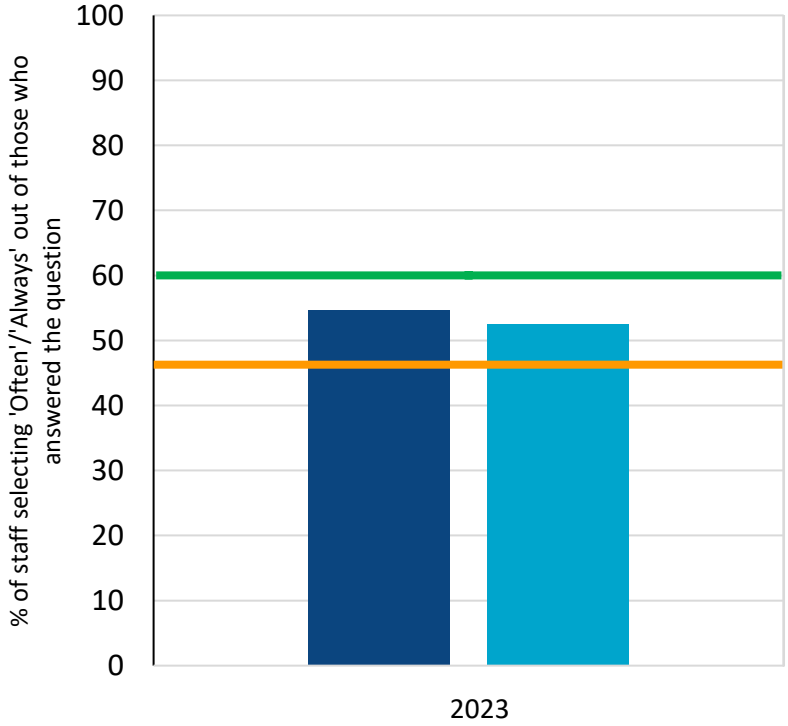
Q5a I have unrealistic time pressures.



Your org	24.42%
Best result	33.29%
Average result	25.08%
Worst result	20.88%
Responses	2690

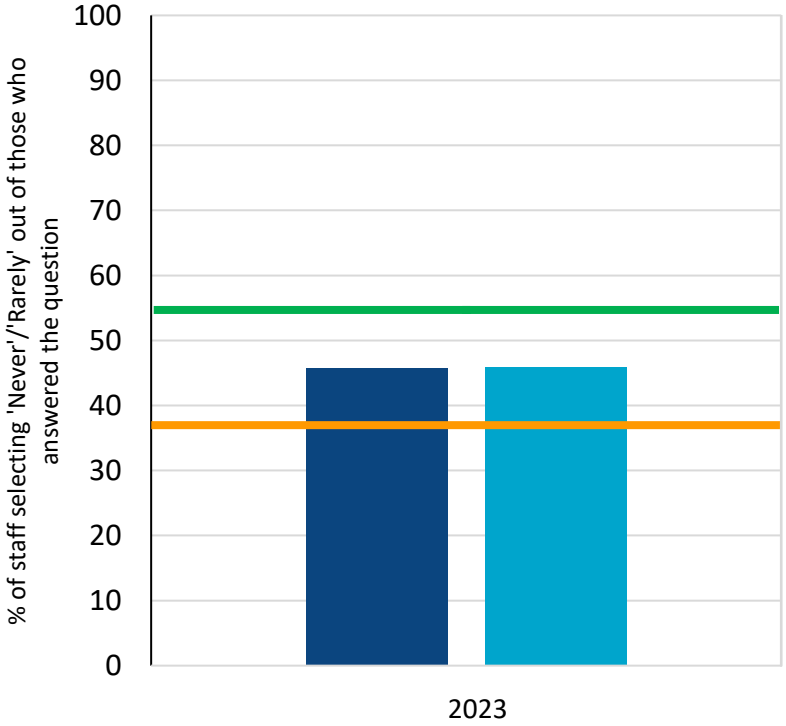
Survey Coordination Centre NHS

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



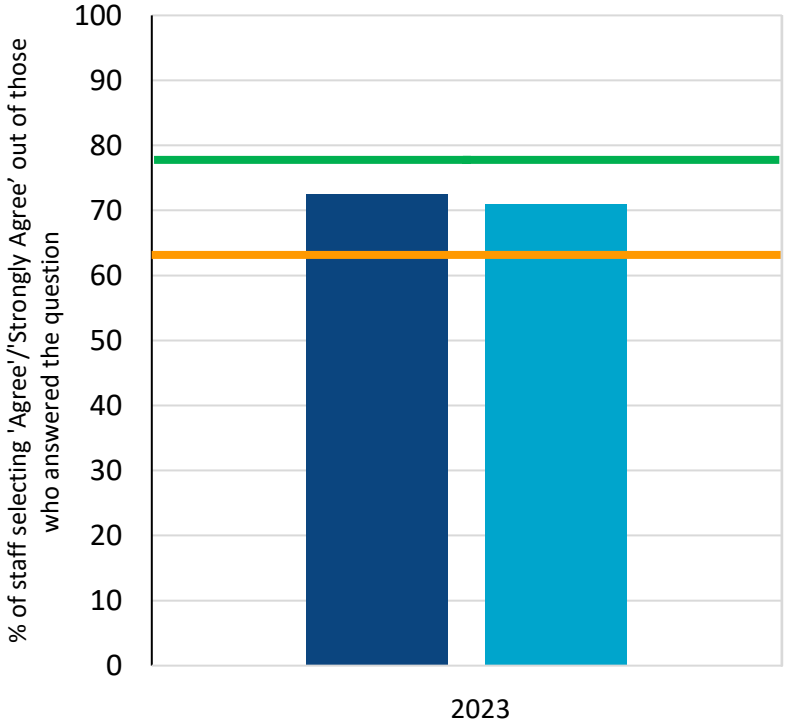
Your org	54.72%
Best result	60.00%
Average result	52.55%
Worst result	46.27%
Responses	2688

Q5c Relationships at work are strained.



Your org	45.76%
Best result	54.70%
Average result	45.96%
Worst result	36.97%
Responses	2693

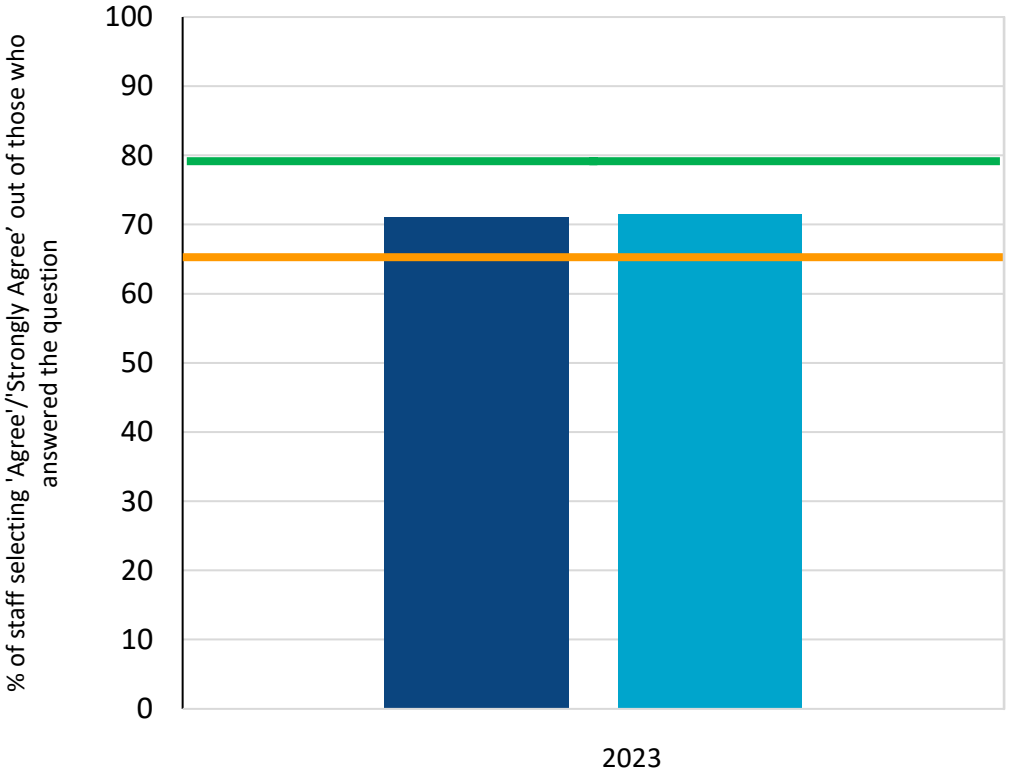
Q7c I receive the respect I deserve from my colleagues at work.



Your org	72.54%
Best result	77.78%
Average result	70.96%
Worst result	63.16%
Responses	2687

Survey Coordination Centre NHS

Q9a My immediate manager encourages me at work.



Your org	71.03%
Best result	79.13%
Average result	71.45%
Worst result	65.29%
Responses	2692

Question not linked to People Promise elements or themes

Questions included:*

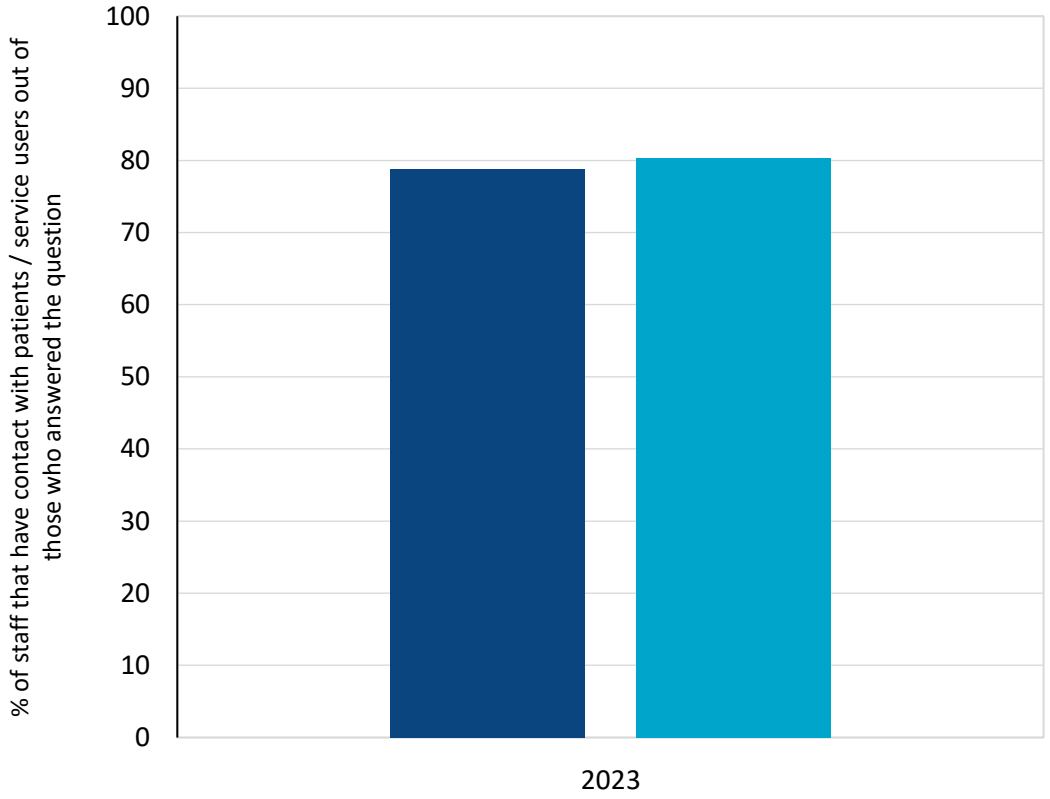
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

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

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

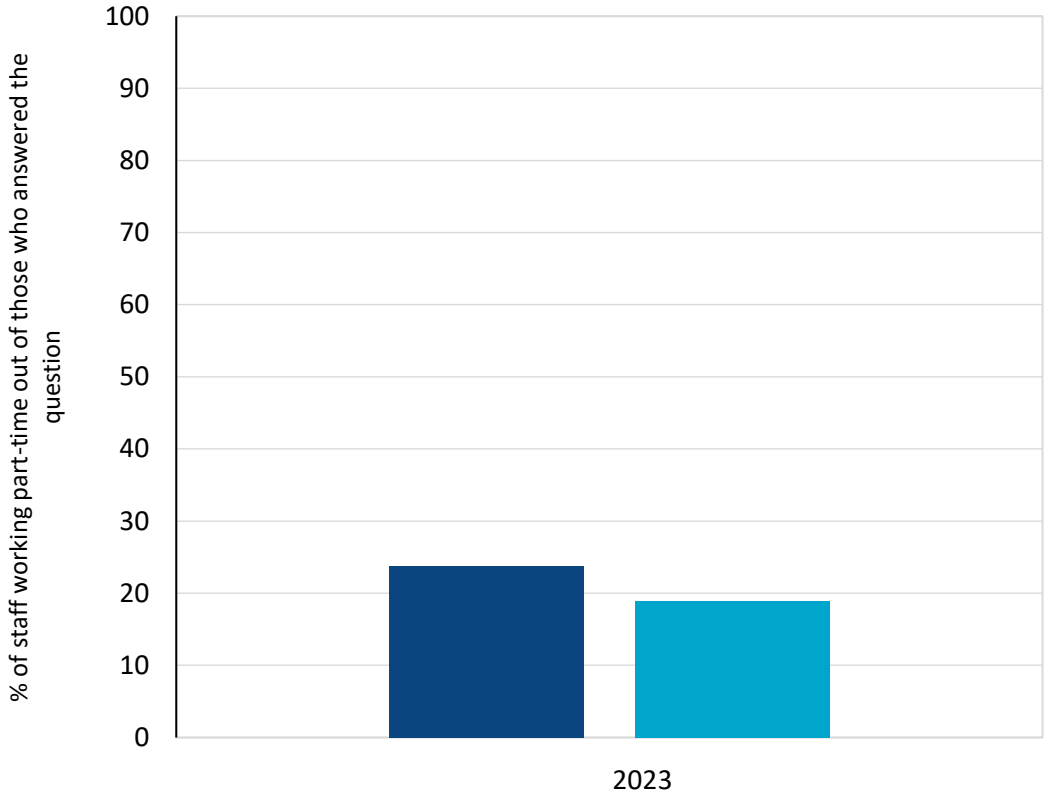
Survey Coordination Centre NHS

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



Your org	78.78%
Average	80.37%
Responses	2677

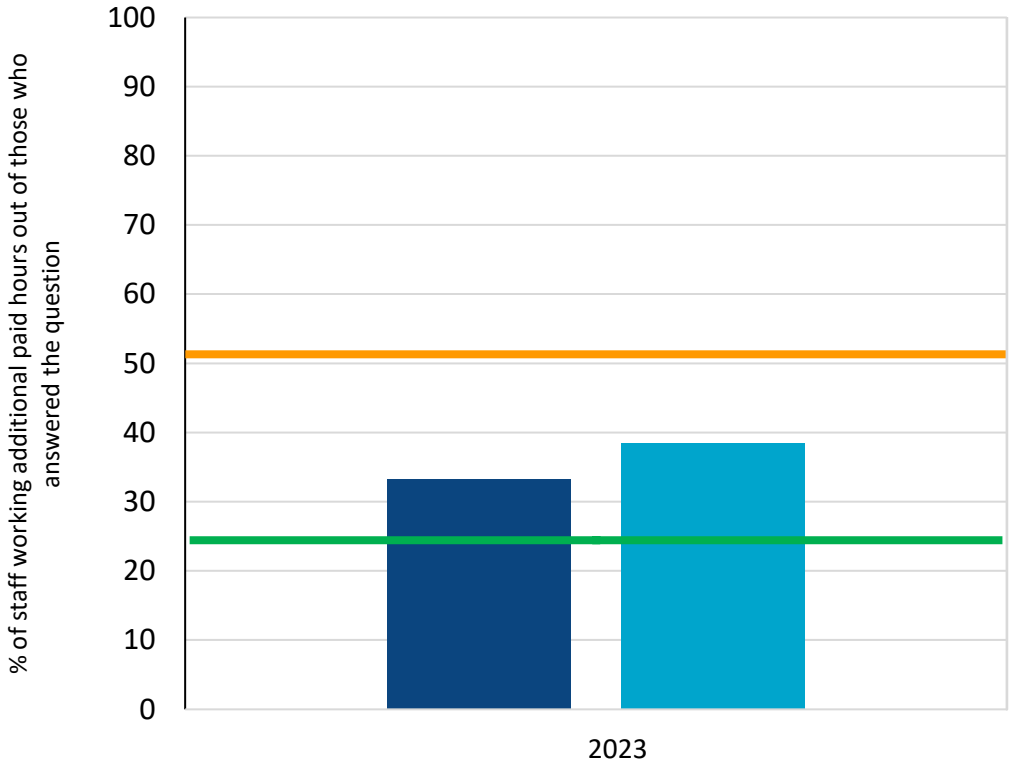
Q10a How many hours a week are you contracted to work?



Your org	23.75%
Average	18.88%
Responses	2531

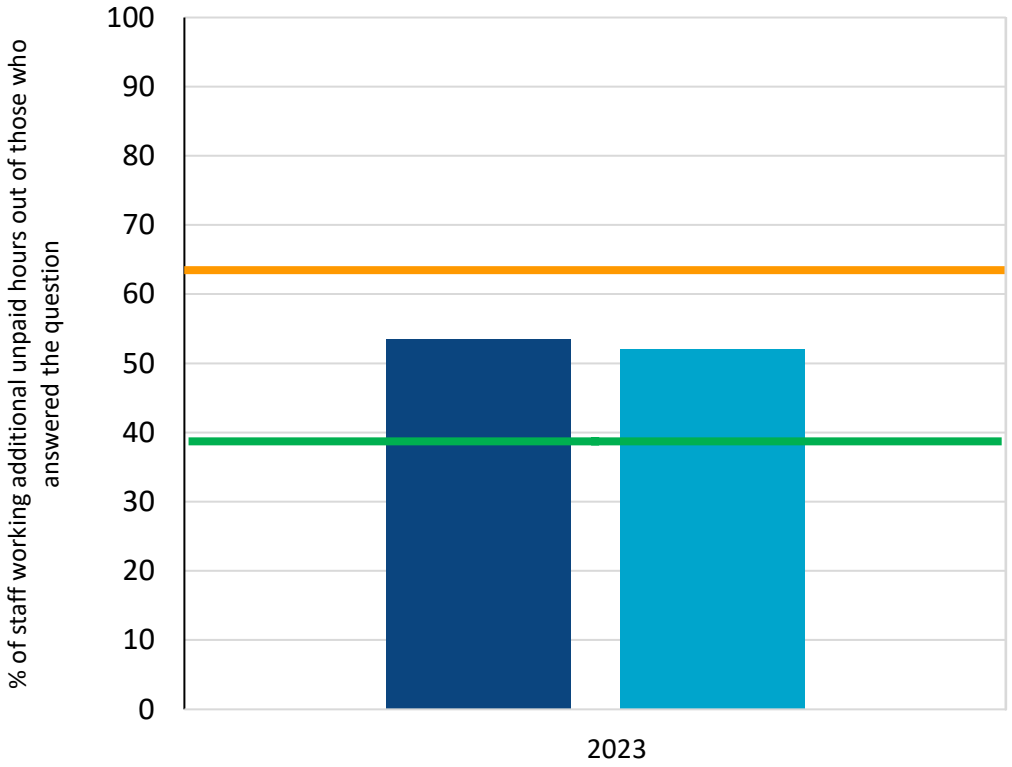
Survey Coordination Centre NHS

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



Your org	33.23%
Lowest	24.41%
Average	38.45%
Highest	51.29%
Responses	2585

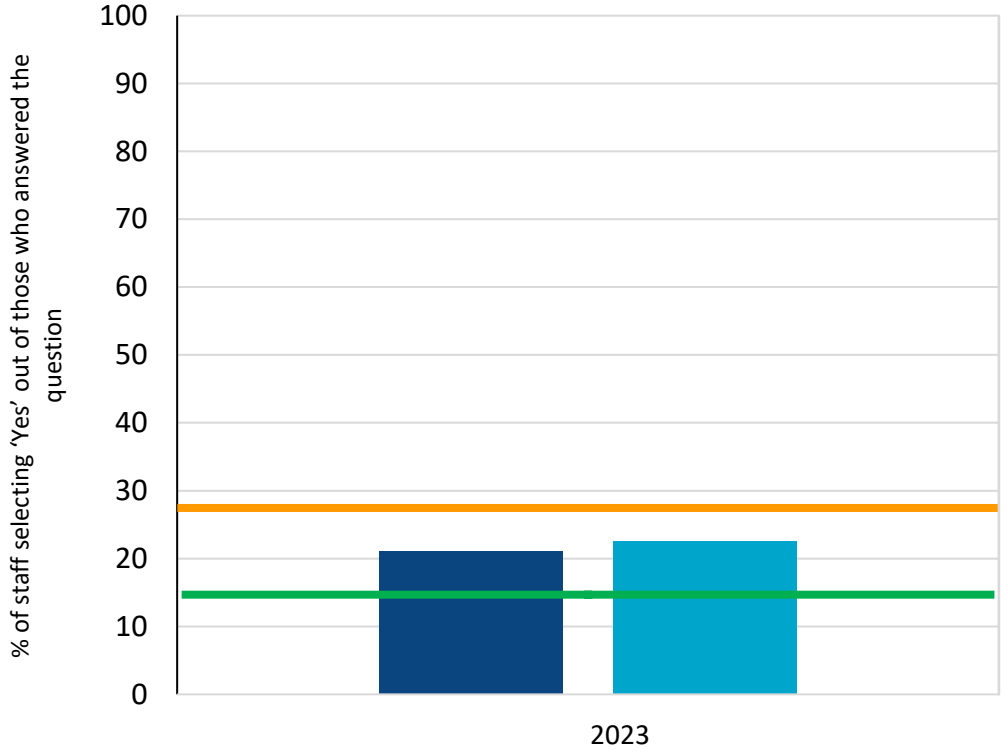
Q10c On average, how many additional UNPAID hours do you work per week for this organisations, over and above your contracted hours?



Your org	53.51%
Lowest	38.73%
Average	52.00%
Highest	63.45%
Responses	2599

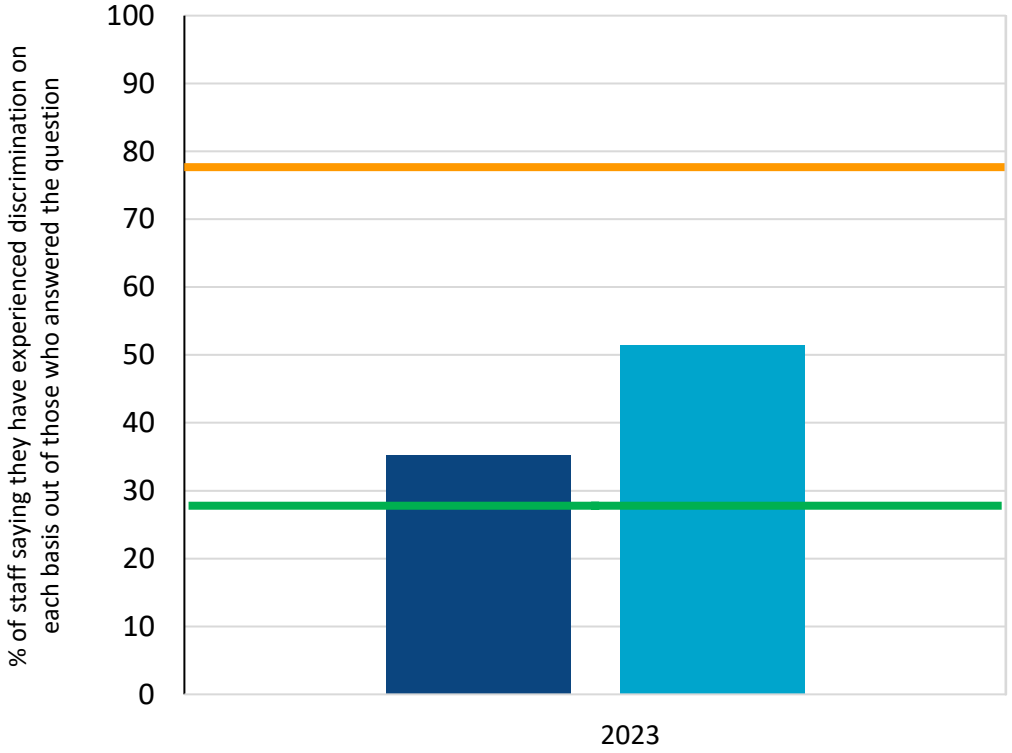
Survey Coordination Centre NHS

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



Your org	21.05%
Best result	14.70%
Average result	22.57%
Worst result	27.44%
Responses	1470

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

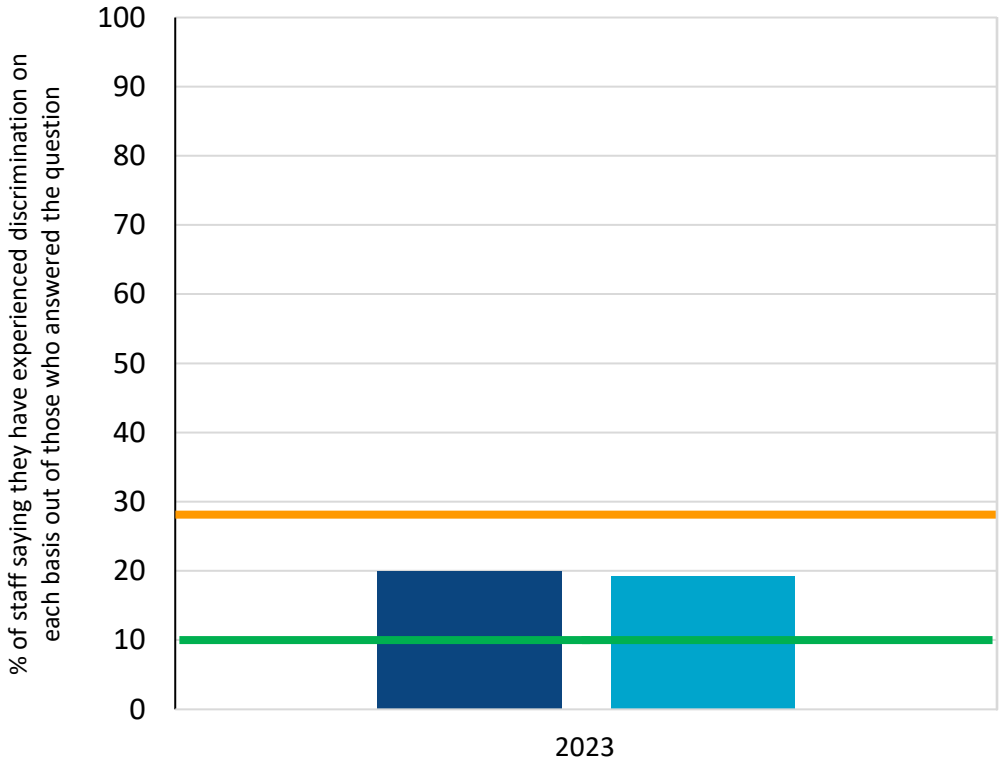


Your org	35.23%
Best result	27.81%
Average result	51.38%
Worst result	77.66%
Responses	290

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

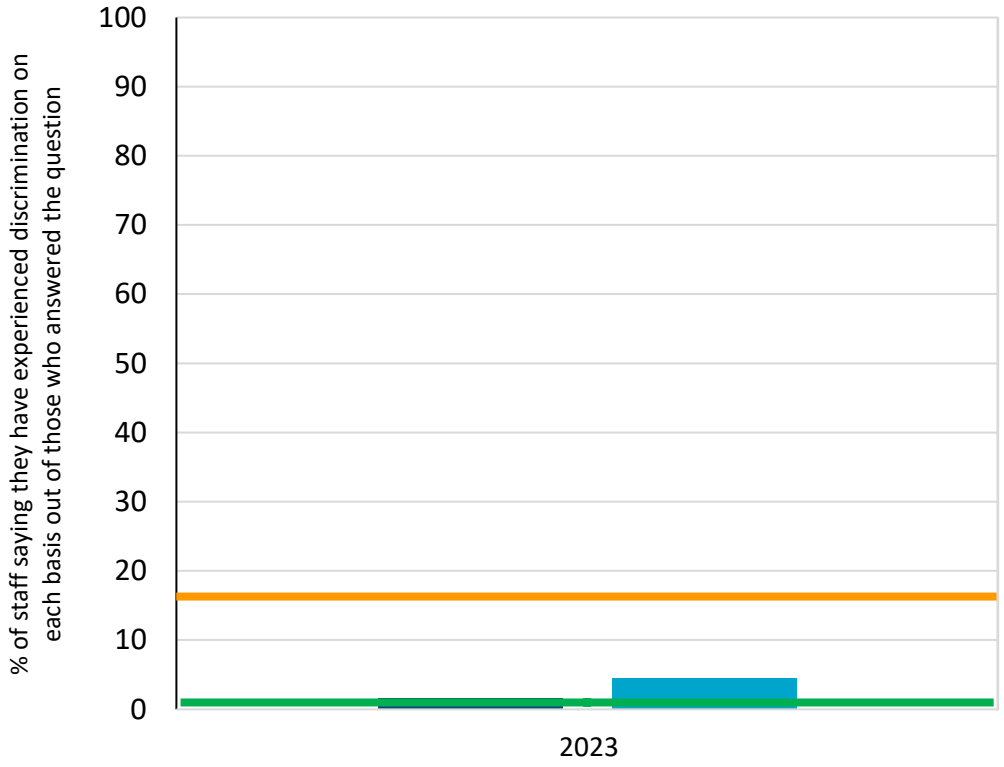
Survey Coordination Centre NHS

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



Your org	19.92%
Best result	9.99%
Average result	19.22%
Worst result	28.12%
Responses	290

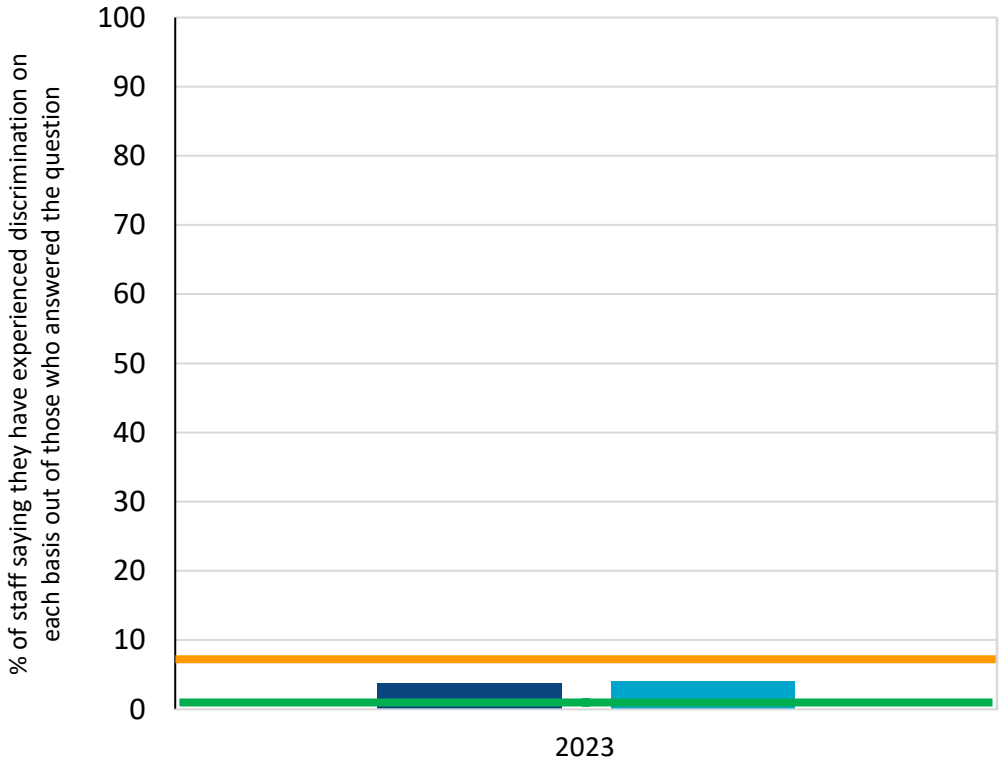
Q16c.3 On what grounds have you experienced discrimination? – Religion.



Your org	1.60%
Best result	0.98%
Average result	4.47%
Worst result	16.27%
Responses	290

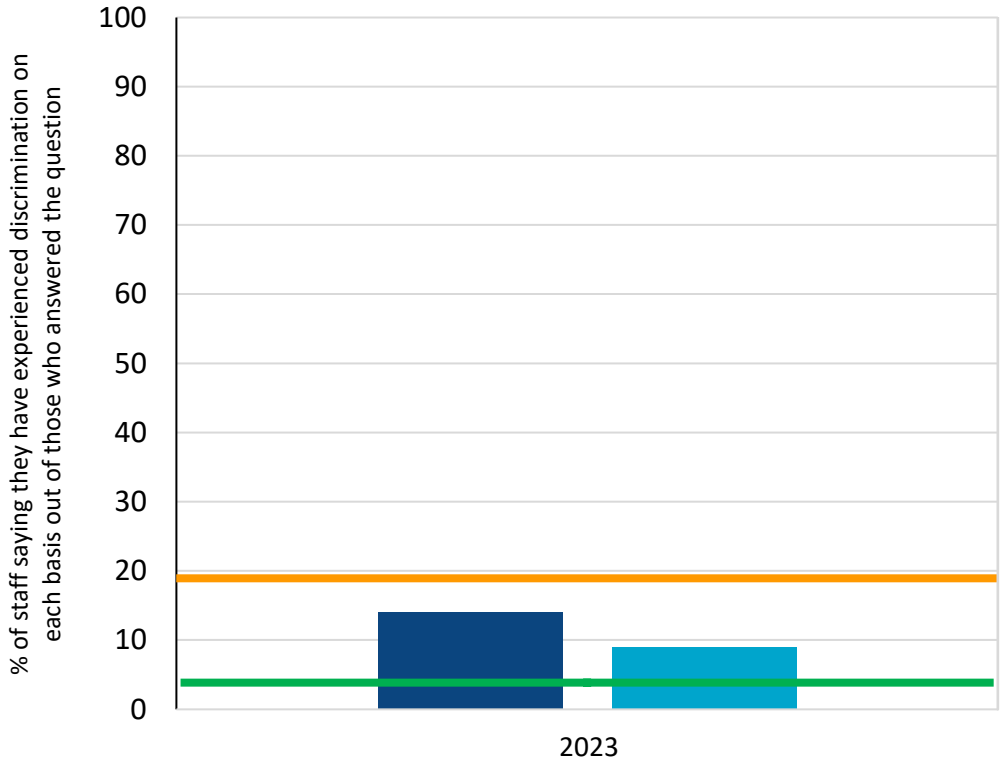
Survey Coordination Centre NHS

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



Your org	3.81%
Best result	0.97%
Average result	4.00%
Worst result	7.22%
Responses	290

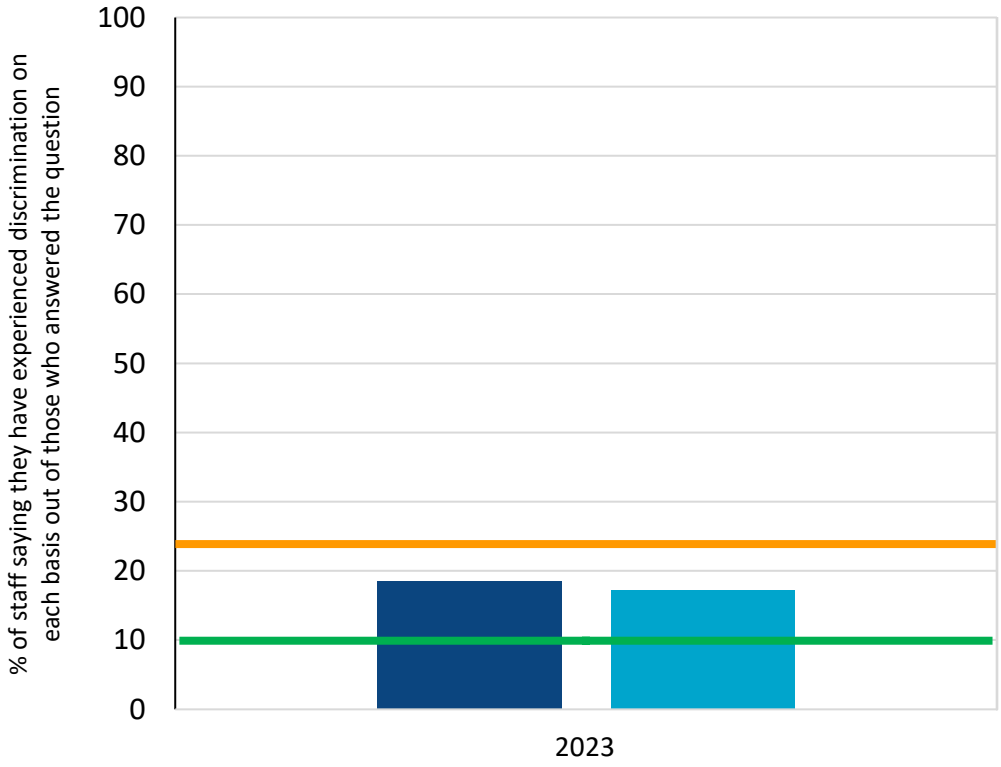
Q16c.5 On what grounds have you experienced discrimination? – Disability.



Your org	14.03%
Best result	3.86%
Average result	9.01%
Worst result	18.93%
Responses	290

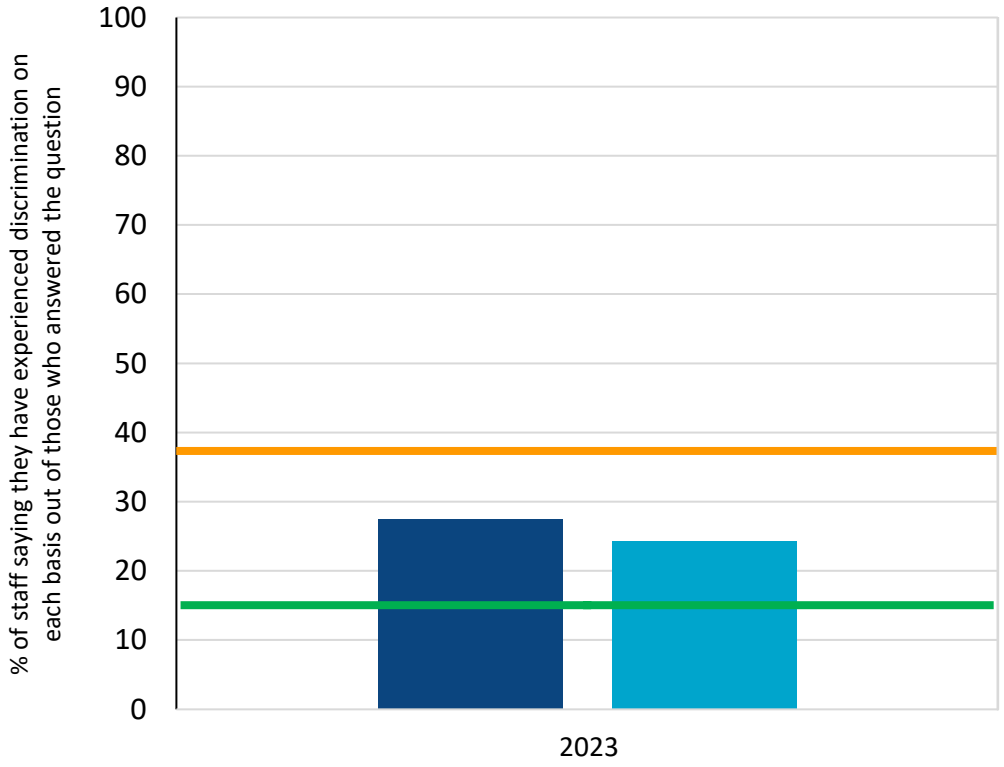
Survey Coordination Centre NHS

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



Your org	18.58%
Best result	9.92%
Average result	17.15%
Worst result	23.85%
Responses	290

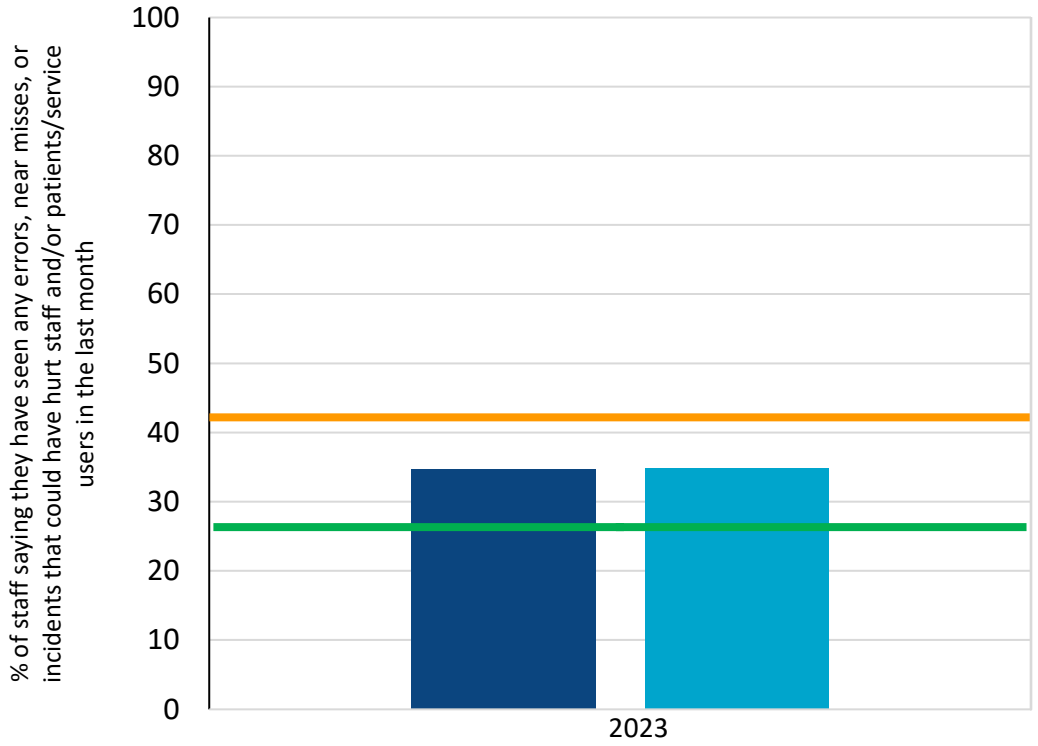
Q16c.7 On what grounds have you experienced discrimination? – Other.



Your org	27.39%
Best result	15.03%
Average result	24.27%
Worst result	37.34%
Responses	290

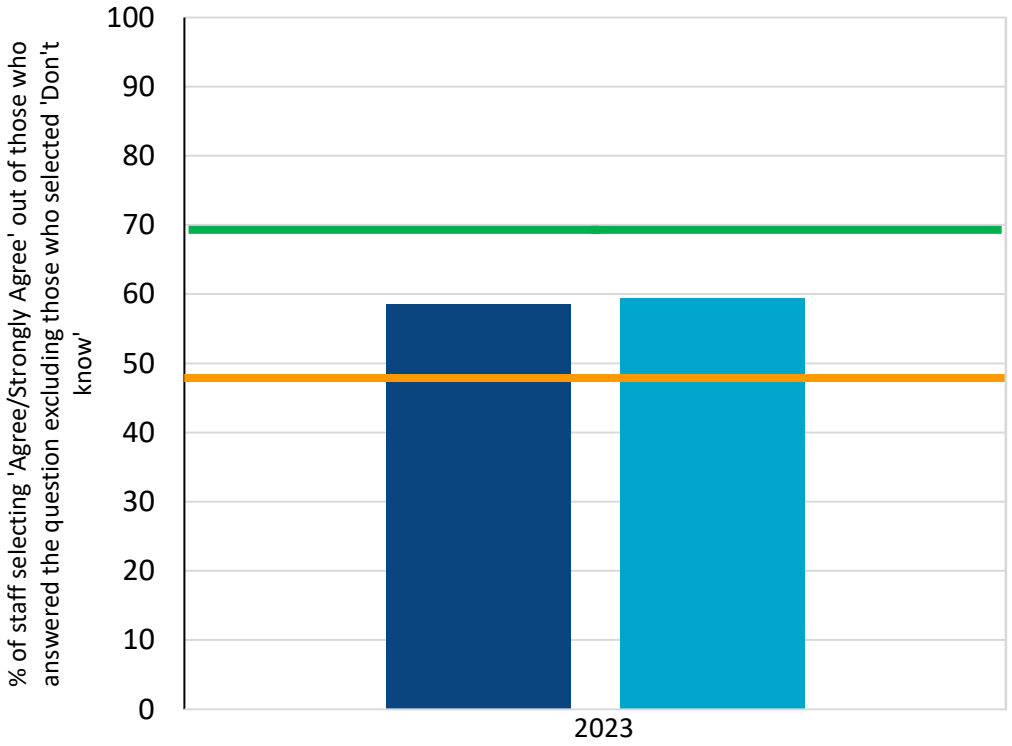
Survey Coordination Centre NHS

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



Your org	34.79%
Best result	26.31%
Average result	34.92%
Worst result	42.20%
Responses	2635

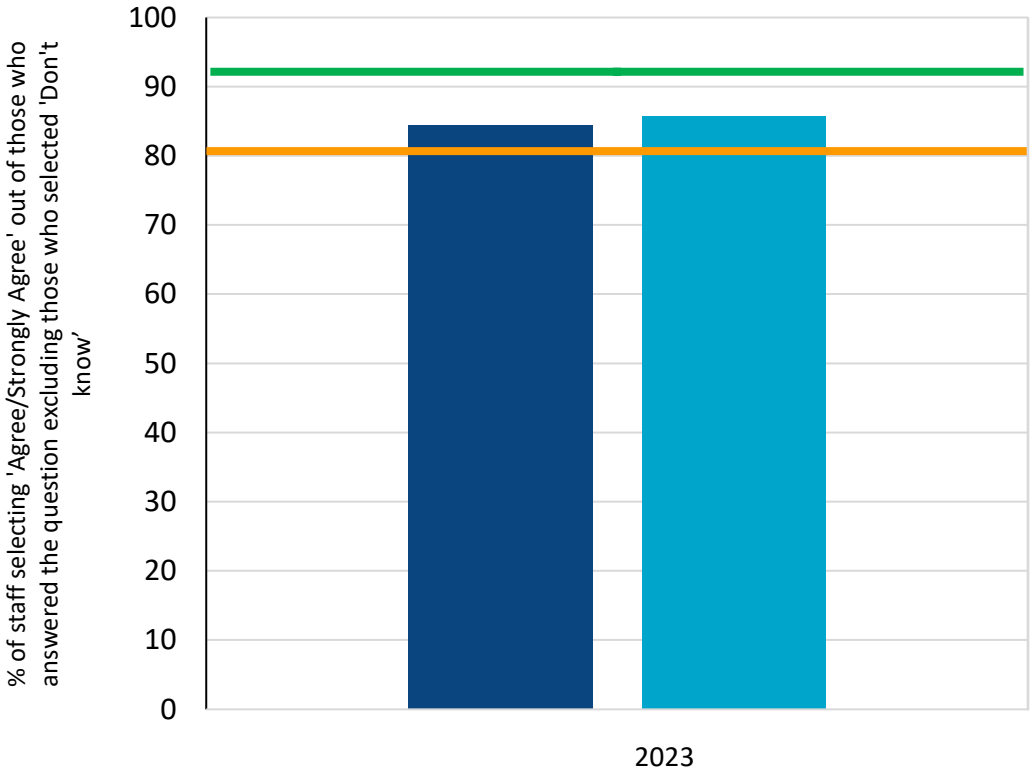
Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.



Your org	58.61%
Best result	69.31%
Average result	59.36%
Worst result	47.88%
Responses	2002

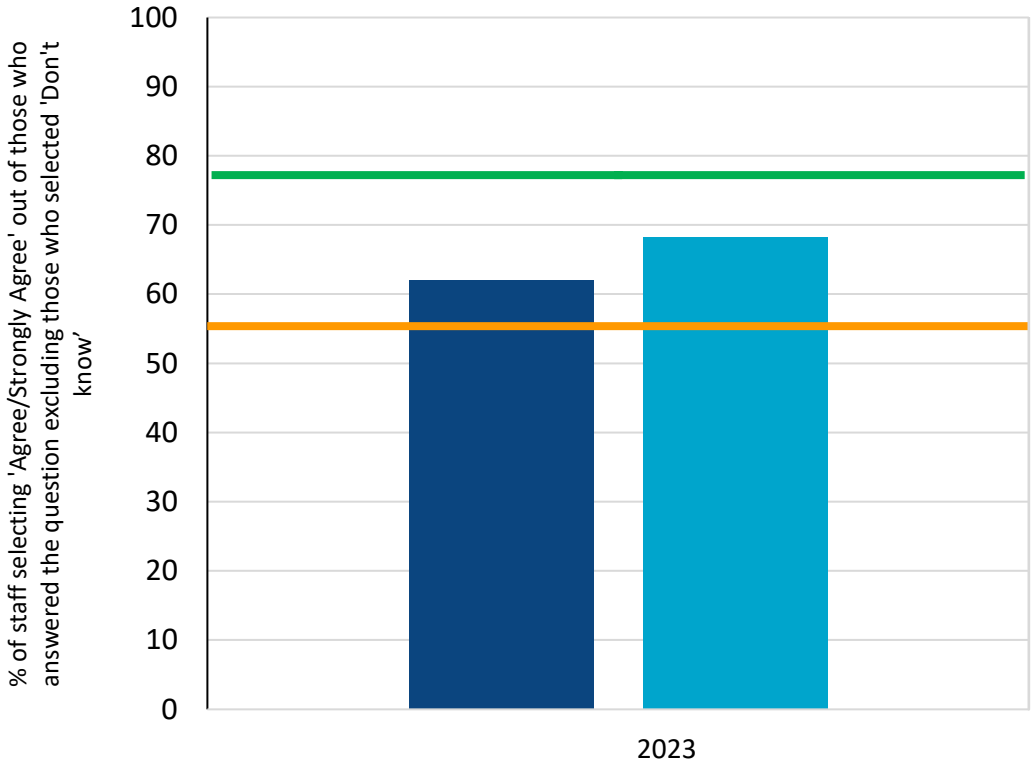
Survey Coordination Centre NHS

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



Your org	84.49%
Best result	92.17%
Average result	85.79%
Worst result	80.69%
Responses	2548

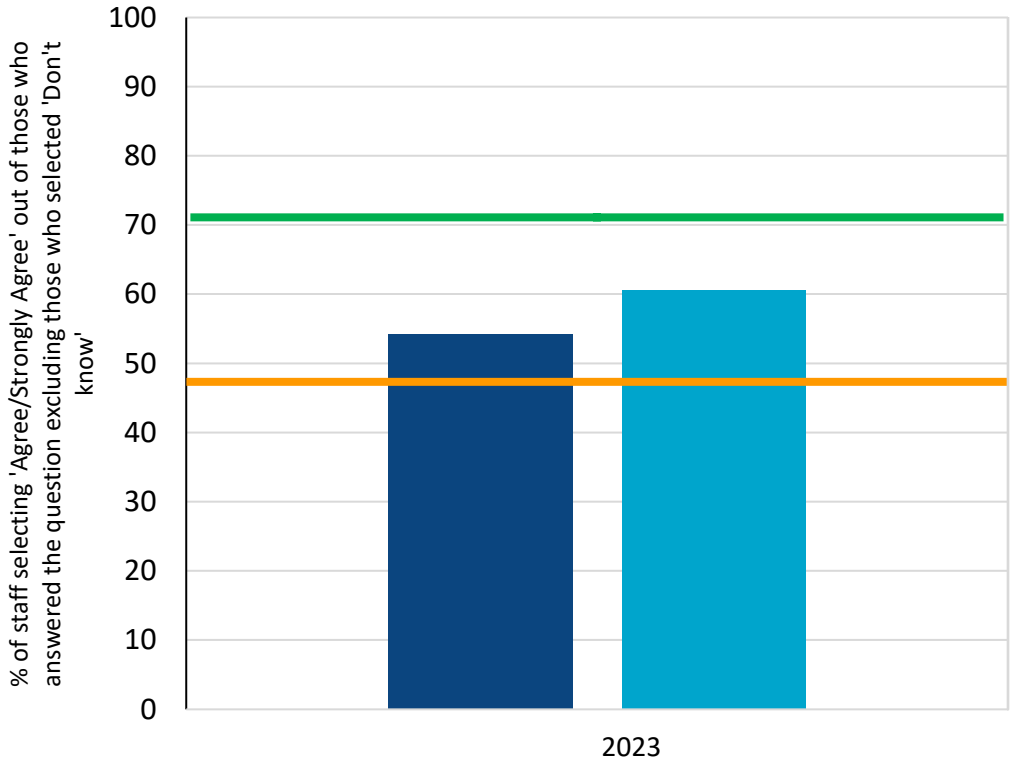
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



Your org	61.99%
Best result	77.22%
Average result	68.30%
Worst result	55.39%
Responses	2261

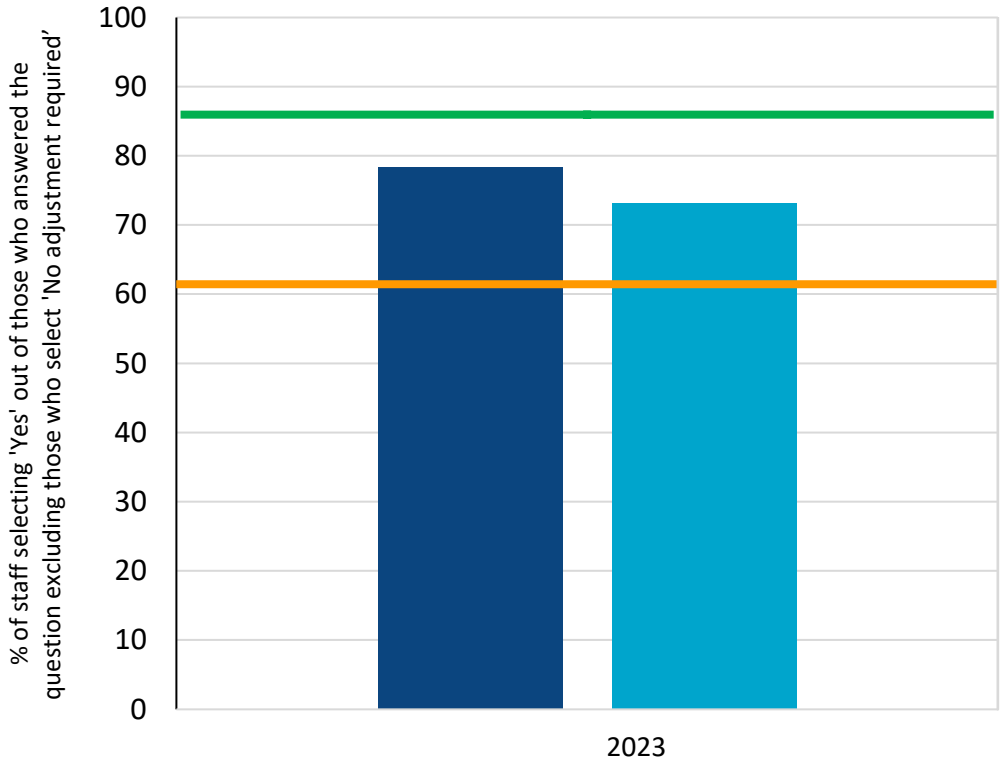
Survey Coordination Centre NHS

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



Your org	54.29%
Best result	71.09%
Average result	60.53%
Worst result	47.31%
Responses	2318

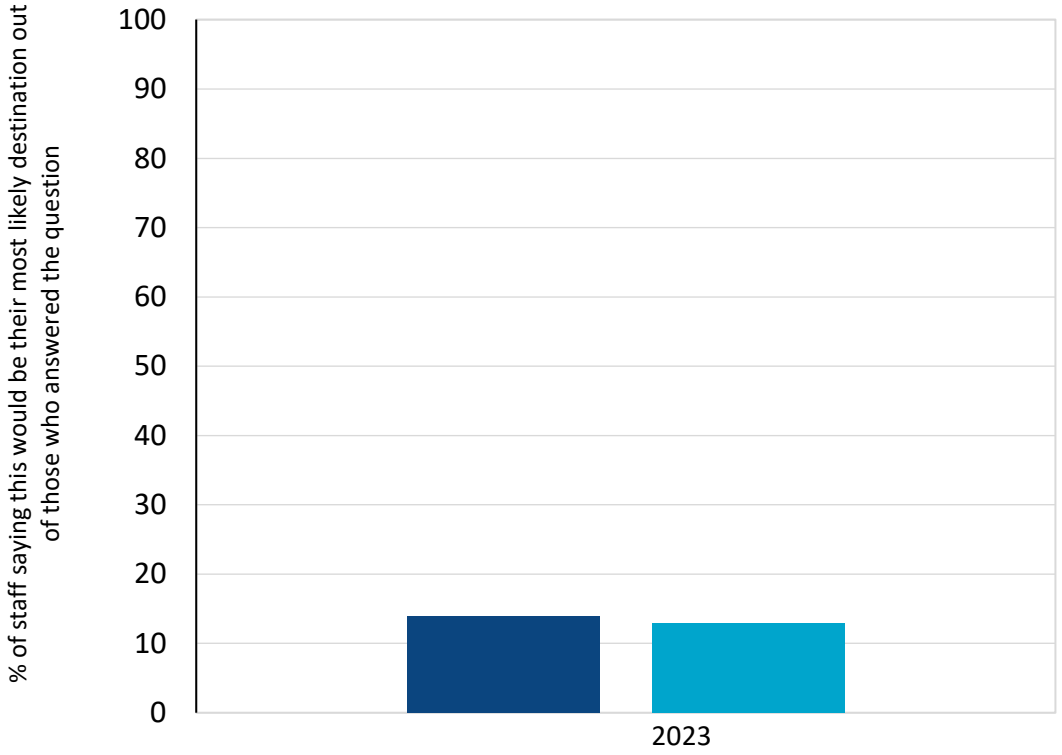
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



Your org	78.36%
Best result	85.95%
Average result	73.19%
Worst result	61.41%
Responses	440

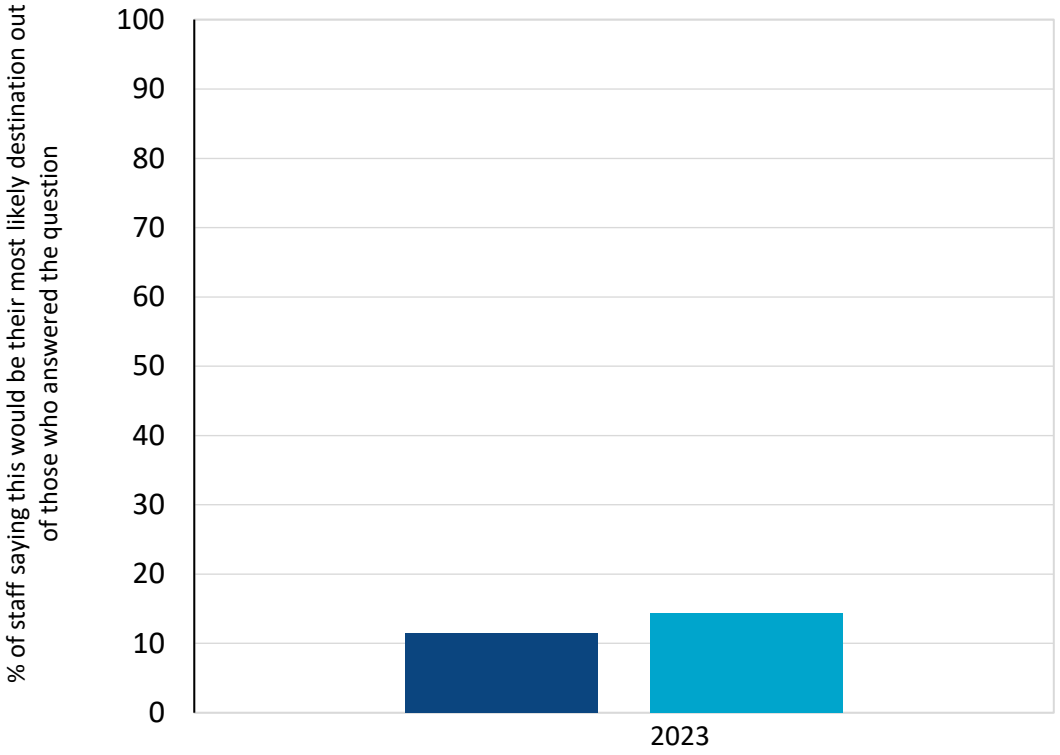
Survey Coordination Centre NHS

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



Your org	13.88%
Average	12.94%
Responses	2377

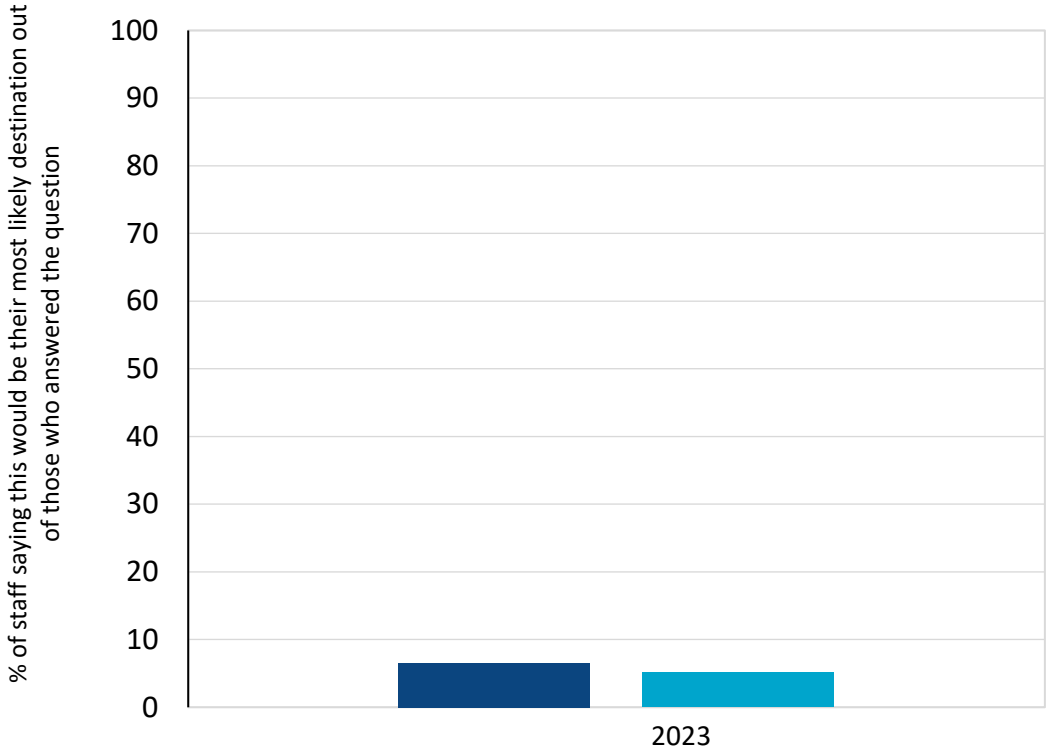
Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.



Your org	11.44%
Average	14.32%
Responses	2377

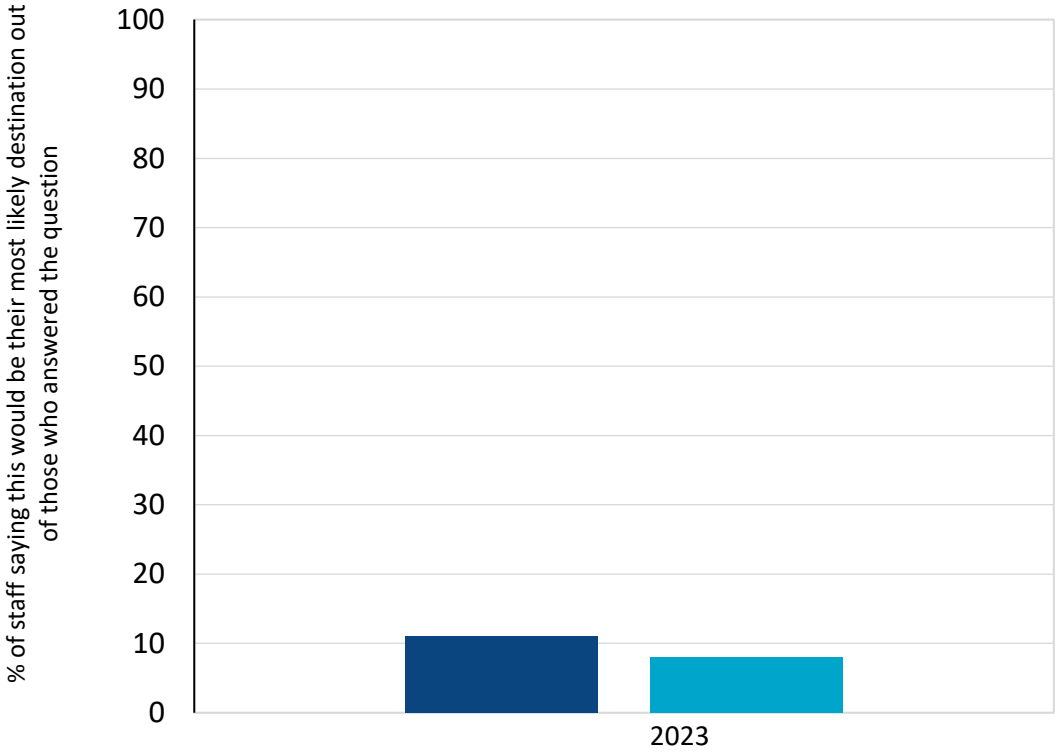
Survey Coordination Centre NHS

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



Your org	6.52%
Average	5.12%
Responses	2377

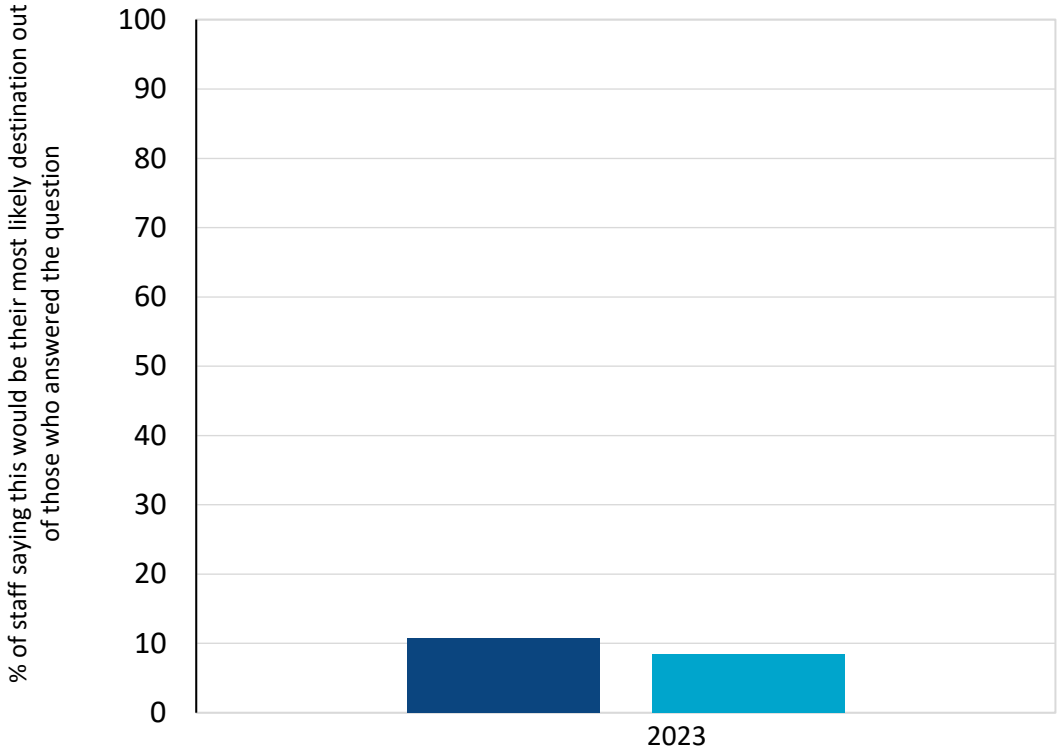
Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.



Your org	11.02%
Average	7.96%
Responses	2377

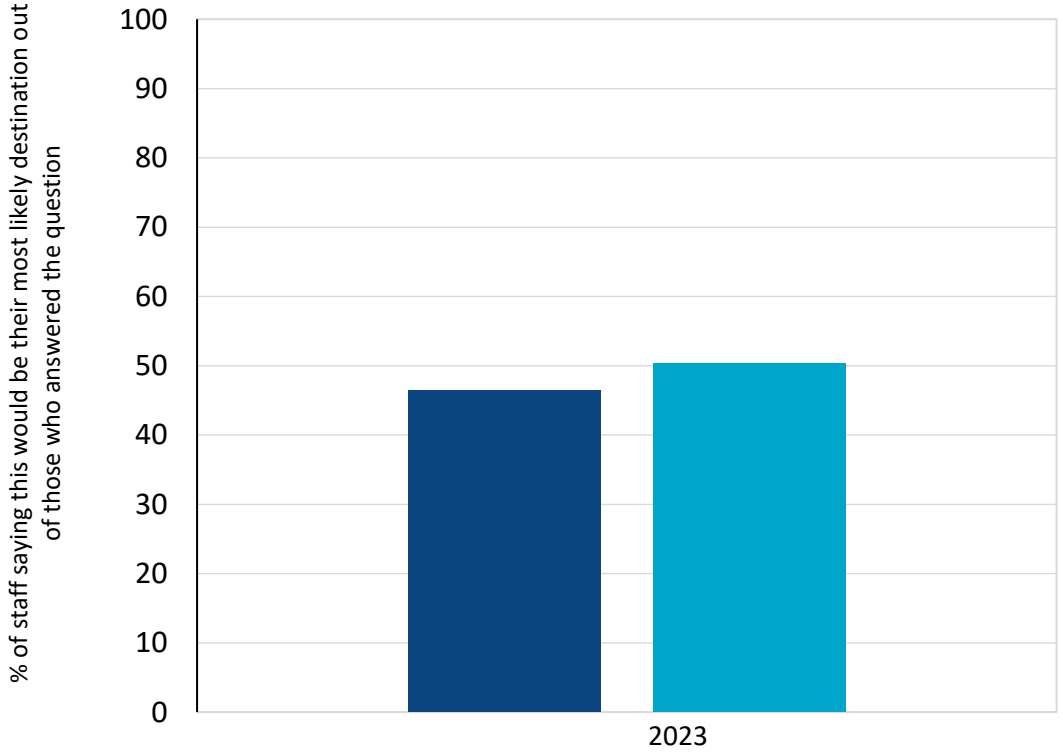
Survey Coordination Centre NHS

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



Your org	10.73%
Average	8.45%
Responses	2377

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



Your org	46.40%
Average	50.34%
Responses	2377

Survey Coordination Centre

NHS

Workforce Equality Standards

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

Workforce Equality Standards

Survey Coordination Centre NHS

Workforce Race Equality Standards (WRES)

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

Workforce Disability Equality Standards (WDES)

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

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

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

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	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months
6	Q14b & Q14c	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months
7	Q15	Percentage believing that their practice provides equal opportunities for career progression or promotion
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

Workforce Disability Equality Standards (WDES)

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
4a	Q14a	Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or other members of the public
4b	Q14b	Percentage of staff experiencing harassment, bullying or abuse from managers
4c	Q14c	Percentage of staff experiencing harassment, bullying or abuse from other colleagues
4d	Q14d	Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
5	Q15	Percentage believing that their organisation provides equal opportunities for career progression or promotion
6	Q11e	Percentage of staff saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
7	Q4b	Percentage staff saying that they are satisfied with the extent to which their organisation values their work
8	Q31b	Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work
9a	theme_engagement	The staff engagement score for staff with LTC or illness vs staff without a LTC or illness

*Staff with a long term condition

Survey Coordination Centre

NHS

Workforce Race Equality Standards (WRES)

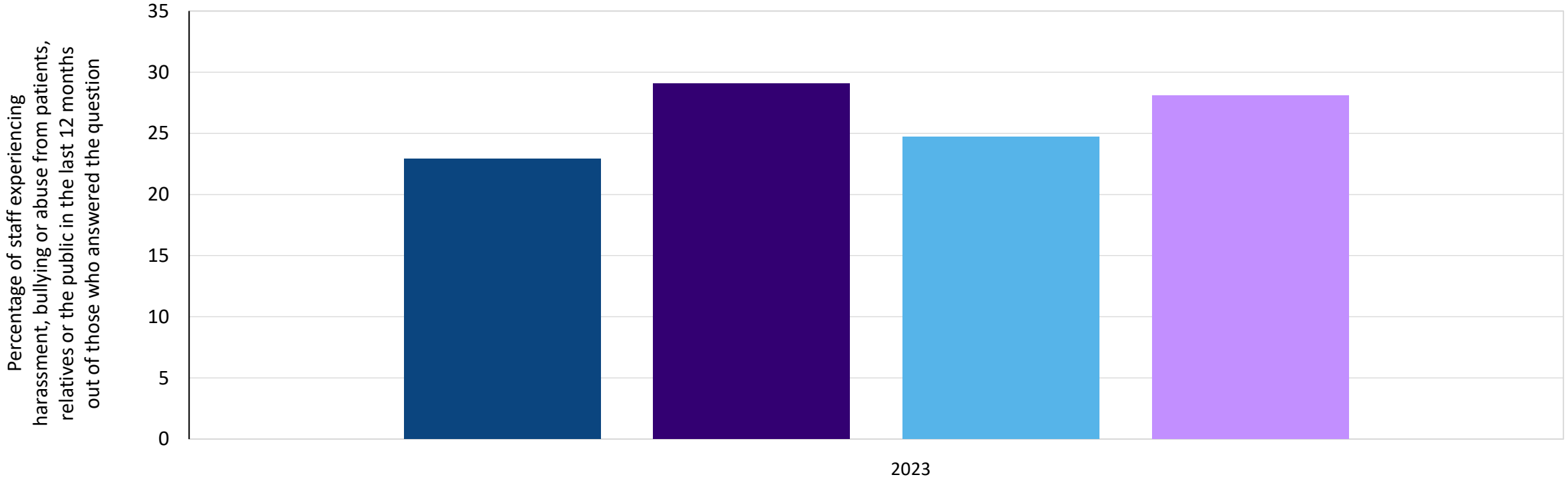
Note.
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.
Data shown in the WRES charts are unweighted.
Averages are calculated as the median for the benchmark group.

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

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



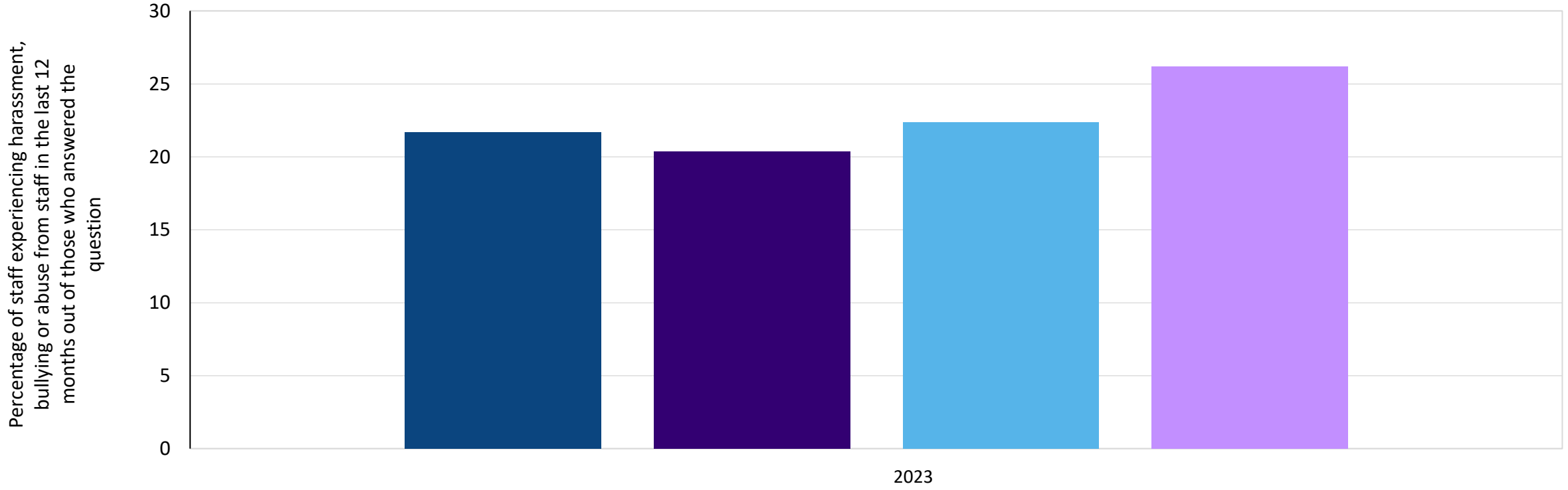
	2023
White staff: Your org	22.90%
All other ethnic groups*: Your org	29.07%
White staff: Average	24.72%
All other ethnic groups*: Average	28.11%
White staff: Responses	2424
All other ethnic groups*: Responses	227

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



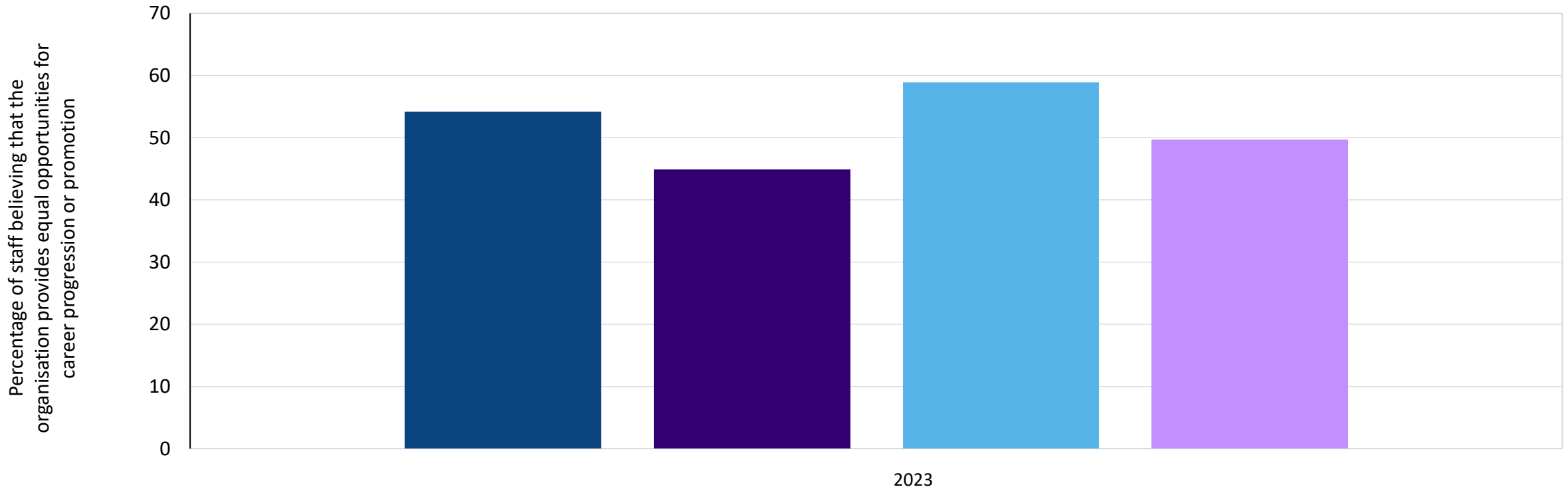
White staff: Your org	21.68%
All other ethnic groups*: Your org	20.35%
White staff: Average	22.37%
All other ethnic groups*: Average	26.20%
White staff: Responses	2417
All other ethnic groups*: Responses	226

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

Survey Coordination Centre NHS

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



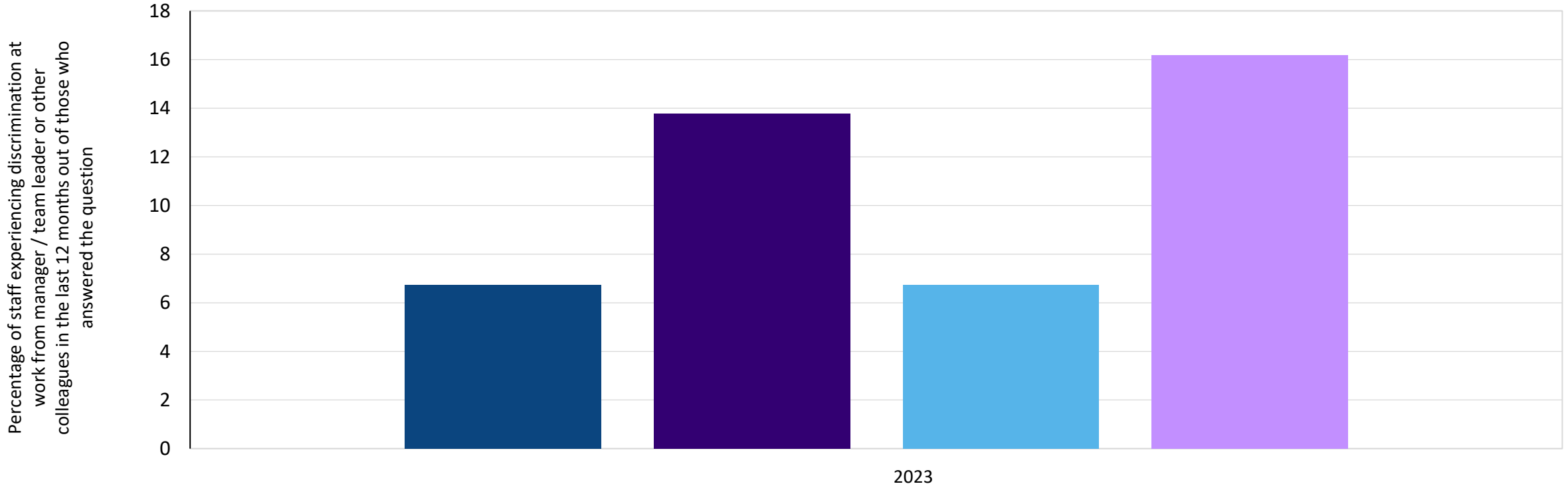
	2023
White staff: Your org	54.12%
All other ethnic groups*: Your org	44.84%
White staff: Average	58.84%
All other ethnic groups*: Average	49.64%
White staff: Responses	2404
All other ethnic groups*: Responses	223

*Staff from all other ethnic groups combined

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.



	2023
White staff: Your org	6.73%
All other ethnic groups*: Your org	13.78%
White staff: Average	6.73%
All other ethnic groups*: Average	16.17%
White staff: Responses	2407
All other ethnic groups*: Responses	225

*Staff from all other ethnic groups combined

Survey Coordination Centre

NHS

Workforce Disability Equality Standards (WDES)

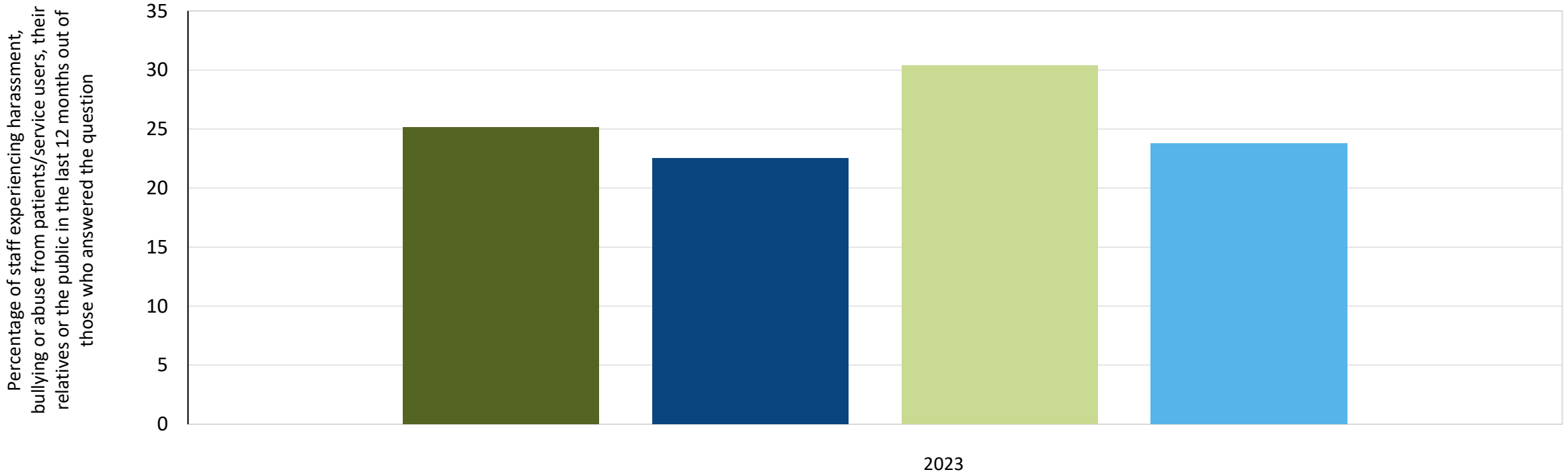
Note.
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed.
Data shown in the WDES charts are unweighted.

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

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

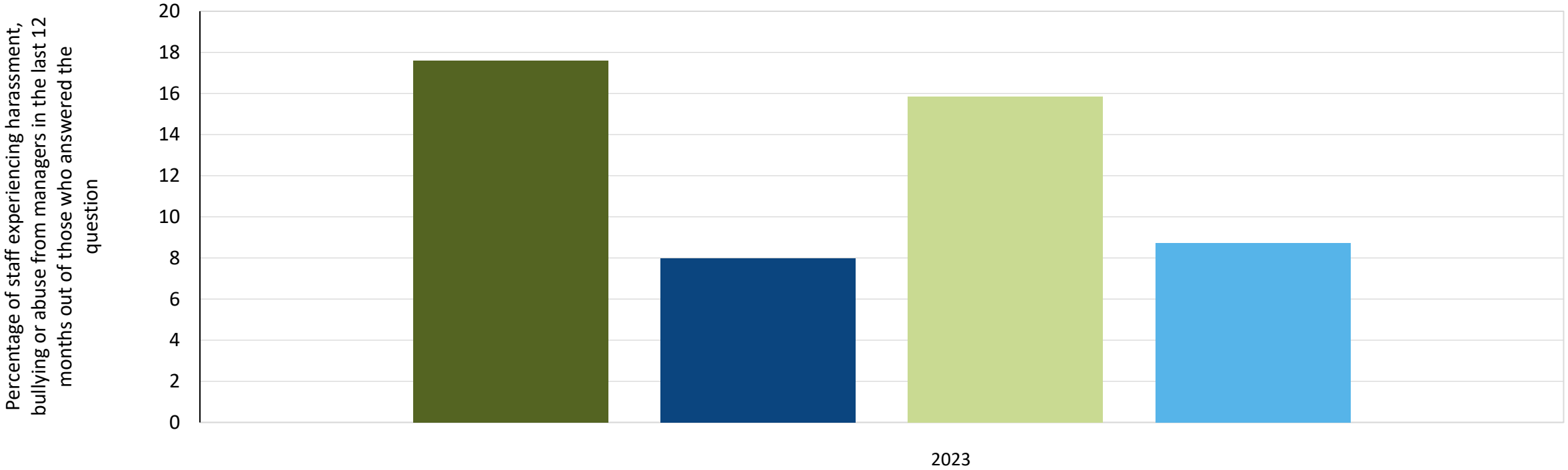


Staff with a LTC or illness: Your org	25.17%
Staff without a LTC or illness: Your org	22.53%
Staff with a LTC or illness: Average	30.35%
Staff without a LTC or illness: Average	23.76%
Staff with a LTC or illness: Responses	719
Staff without a LTC or illness: Responses	1895

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

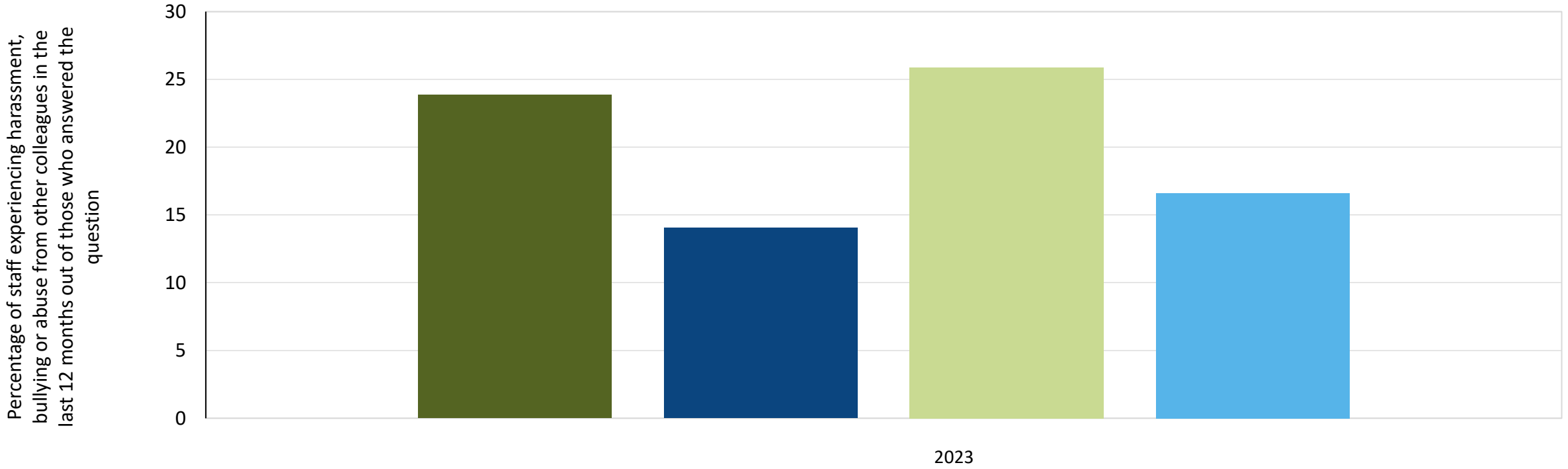


	2023
Staff with a LTC or illness: Your org	17.60%
Staff without a LTC or illness: Your org	7.97%
Staff with a LTC or illness: Average	15.87%
Staff without a LTC or illness: Average	8.74%
Staff with a LTC or illness: Responses	716
Staff without a LTC or illness: Responses	1882

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

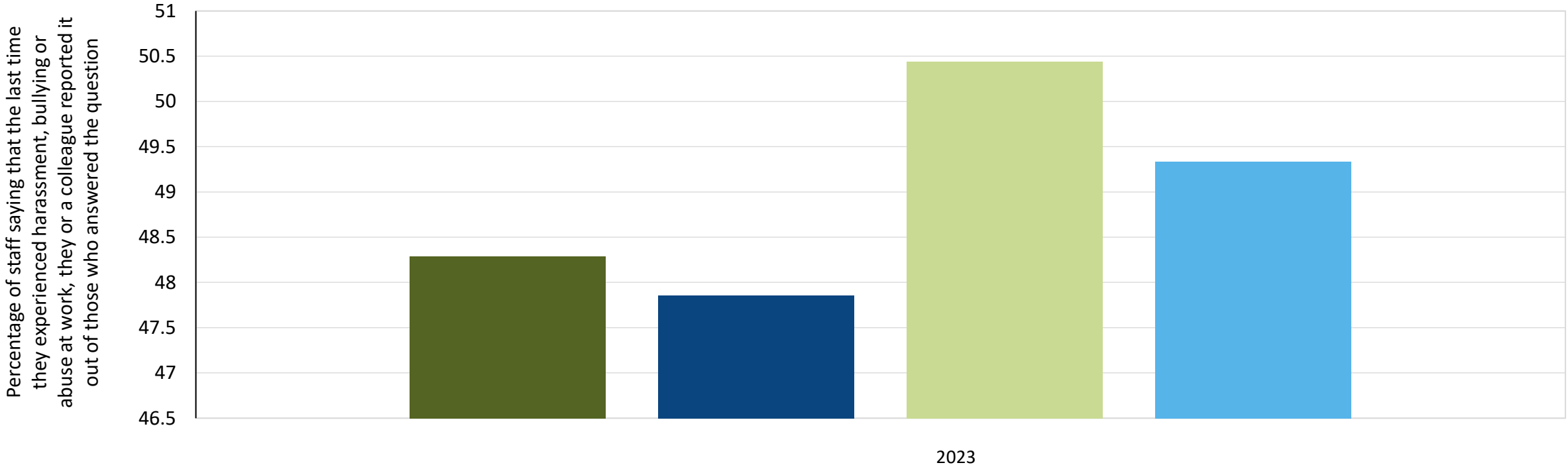


	2023
Staff with a LTC or illness: Your org	23.84%
Staff without a LTC or illness: Your org	14.04%
Staff with a LTC or illness: Average	25.86%
Staff without a LTC or illness: Average	16.60%
Staff with a LTC or illness: Responses	713
Staff without a LTC or illness: Responses	1880

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

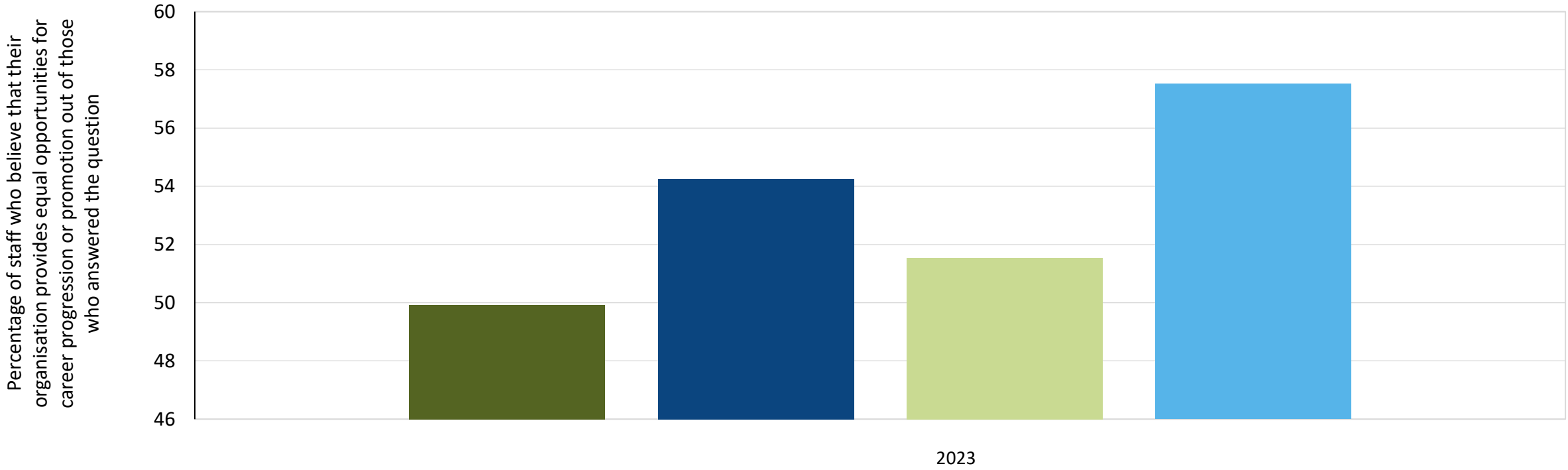


Staff with a LTC or illness: Your org	48.29%
Staff without a LTC or illness: Your org	47.86%
Staff with a LTC or illness: Average	50.44%
Staff without a LTC or illness: Average	49.33%
Staff with a LTC or illness: Responses	292
Staff without a LTC or illness: Responses	537

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

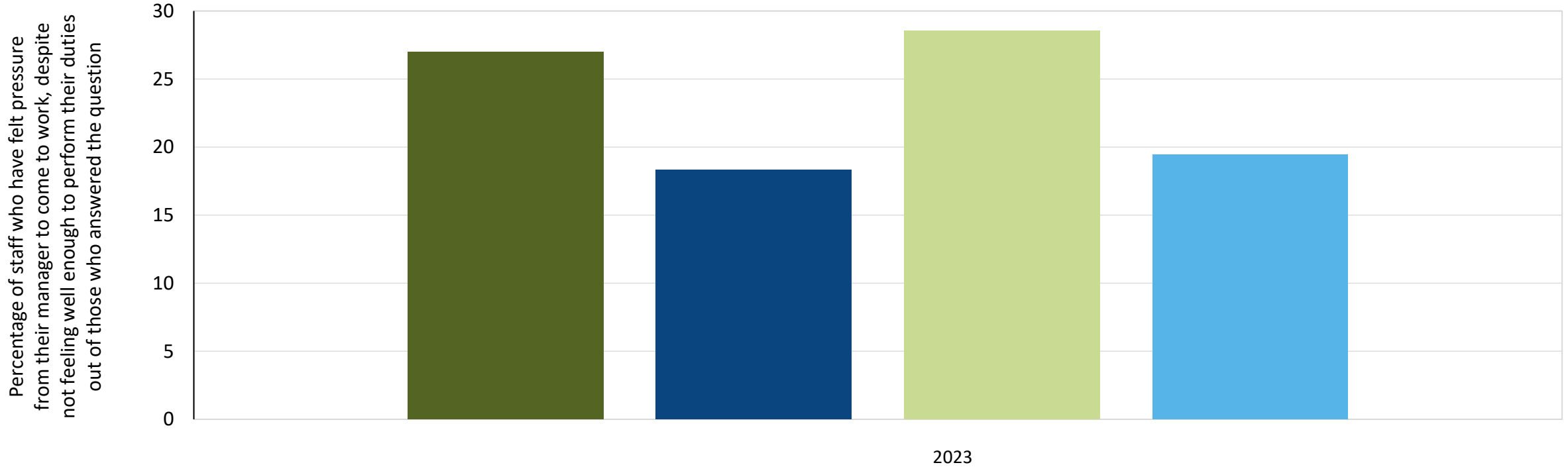


	2023
Staff with a LTC or illness: Your org	49.93%
Staff without a LTC or illness: Your org	54.25%
Staff with a LTC or illness: Average	51.54%
Staff without a LTC or illness: Average	57.52%
Staff with a LTC or illness: Responses	713
Staff without a LTC or illness: Responses	1882

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

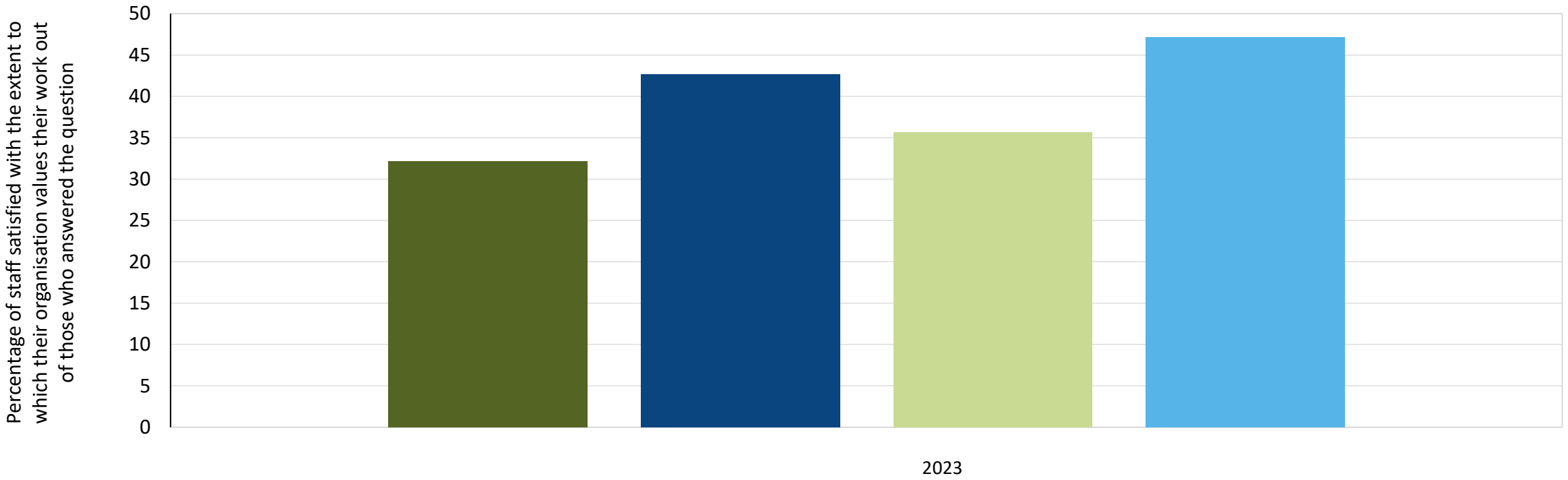


Staff with a LTC or illness: Your org	26.99%
Staff without a LTC or illness: Your org	18.35%
Staff with a LTC or illness: Average	28.55%
Staff without a LTC or illness: Average	19.46%
Staff with a LTC or illness: Responses	489
Staff without a LTC or illness: Responses	943

Workforce Disability Equality Standards

Survey Coordination Centre NHS

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

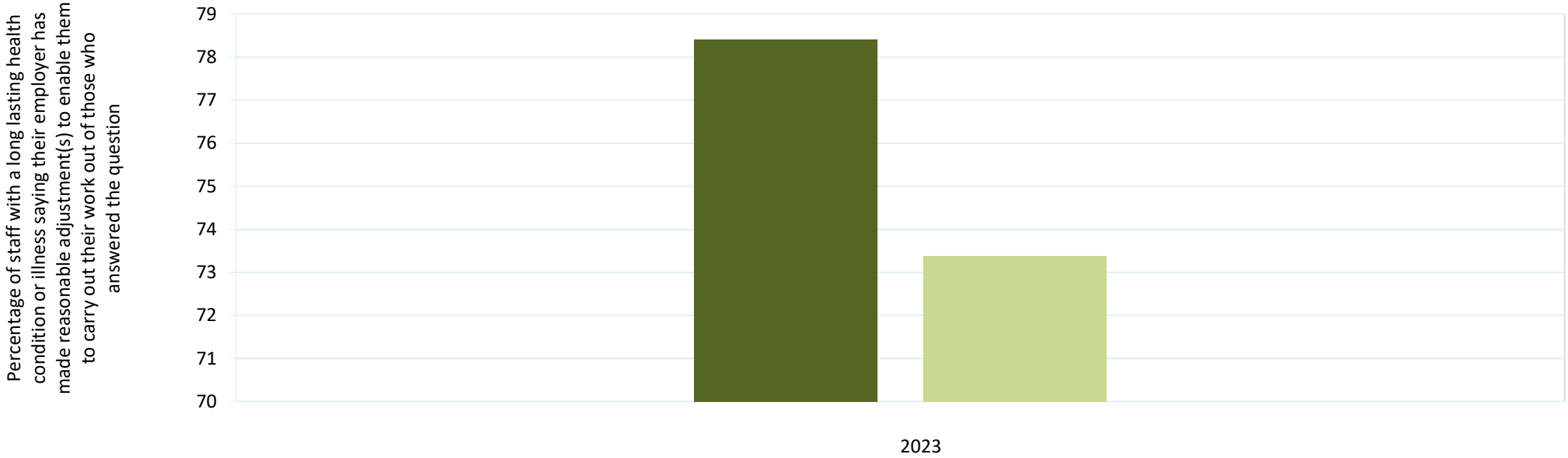


	2023
Staff with a LTC or illness: Your org	32.13%
Staff without a LTC or illness: Your org	42.71%
Staff with a LTC or illness: Average	35.66%
Staff without a LTC or illness: Average	47.19%
Staff with a LTC or illness: Responses	719
Staff without a LTC or illness: Responses	1899

Workforce Disability Equality Standards

Survey Coordination Centre NHS

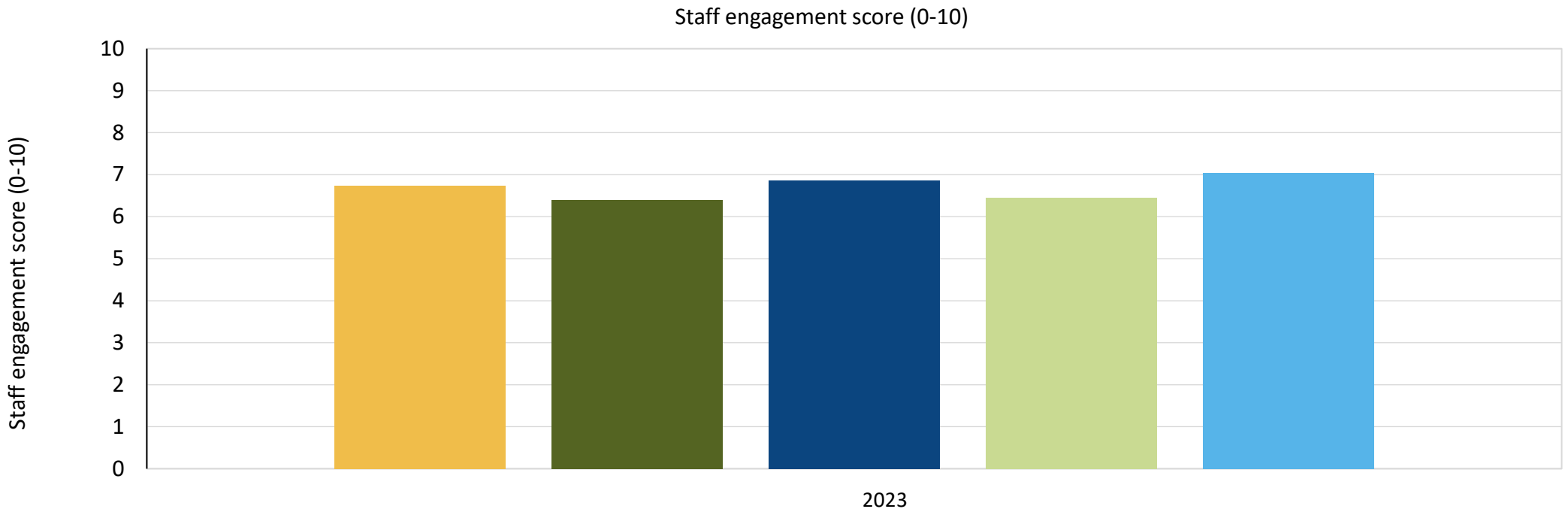
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.



	2023
Staff with a LTC or illness: Your org	78.41%
Staff with a LTC or illness: Average	73.38%
Staff with a LTC or illness: Responses	440

Workforce Disability Equality Standards

Survey Coordination Centre NHS



Organisation average	6.73
Staff with a LTC or illness: Your org	6.40
Staff without a LTC or illness: Your org	6.86
Staff with a LTC or illness: Average	6.46
Staff without a LTC or illness: Average	7.04
Staff with a LTC or illness: Responses	721
Staff without a LTC or illness: Responses	1910

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

Survey Coordination Centre

NHS

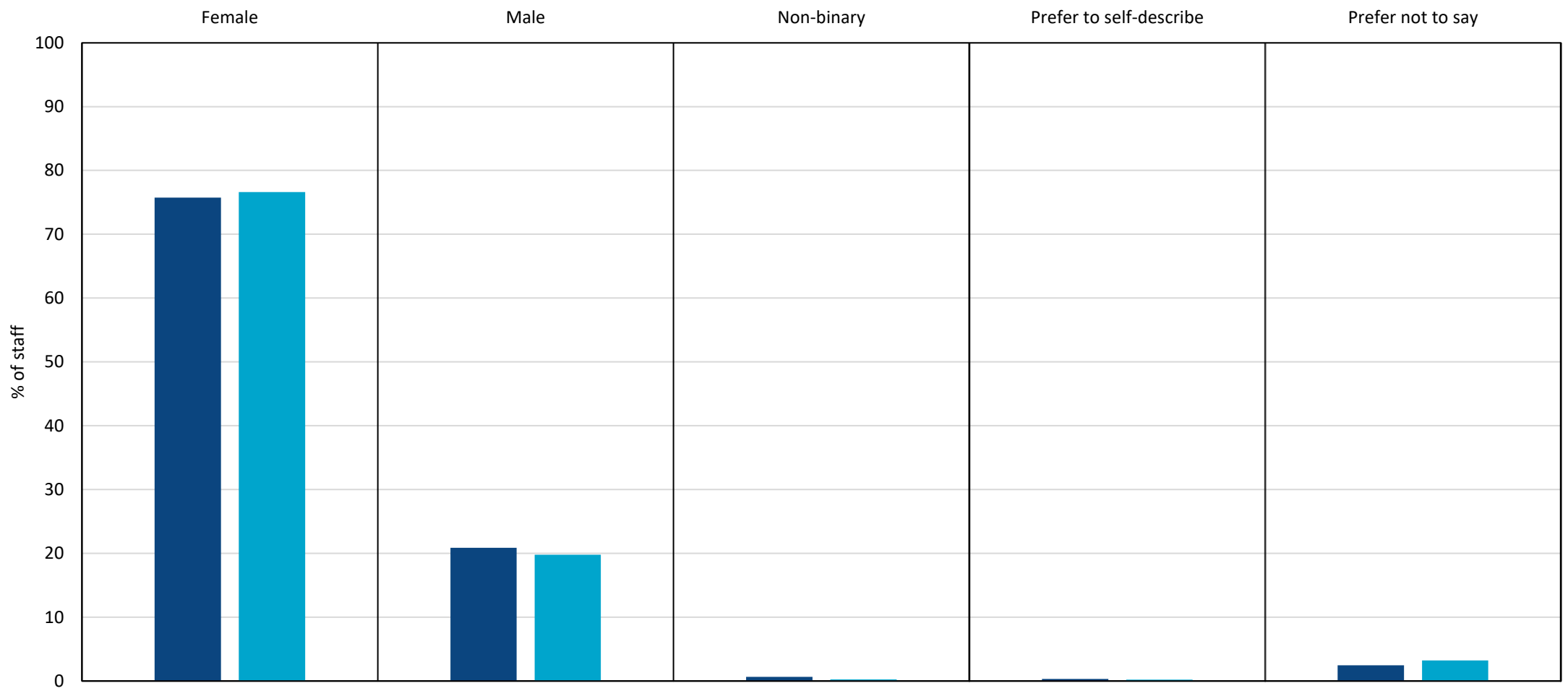
About your respondents

This section shows demographic and other background information for 2023.

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

Background details - Gender

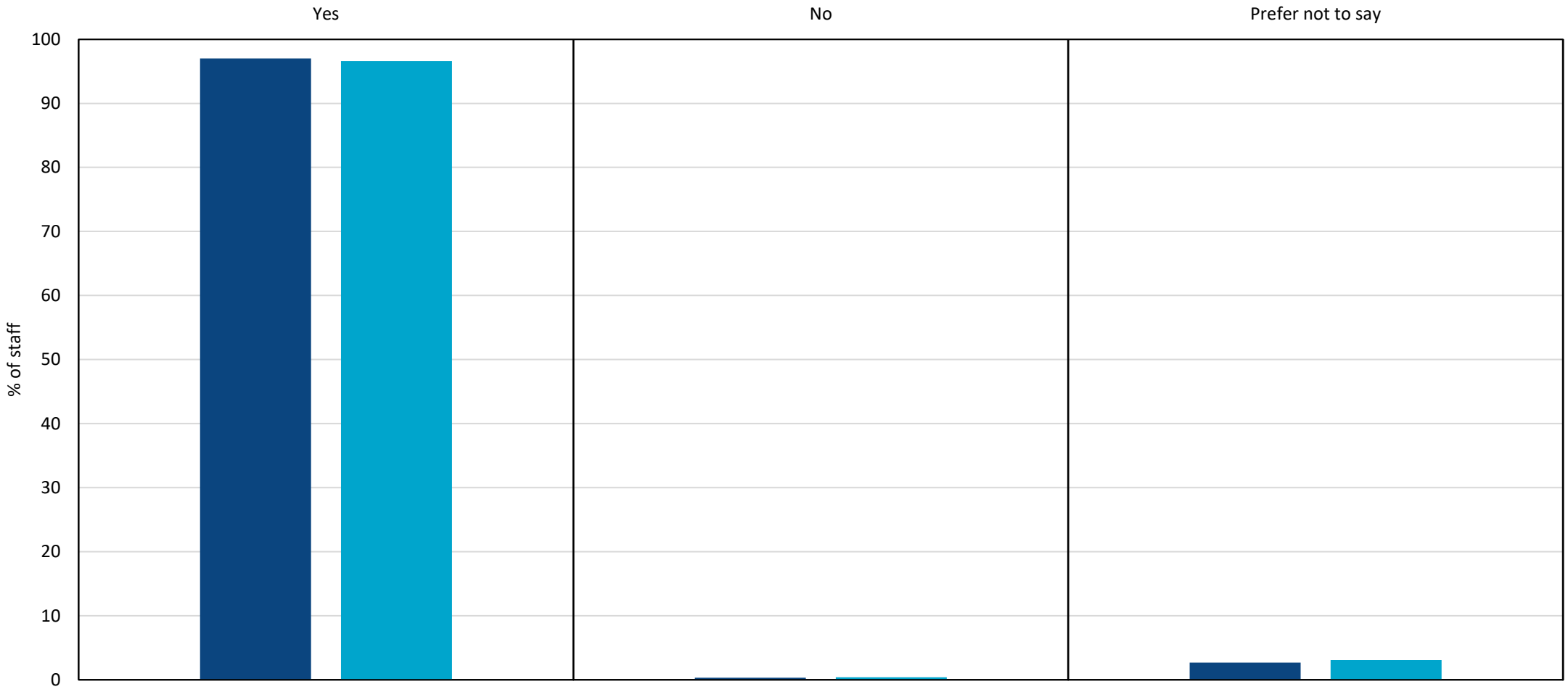
Survey Coordination Centre NHS



	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	75.75%	20.86%	0.63%	0.30%	2.46%
Average	76.60%	19.78%	0.24%	0.18%	3.22%
Responses	2685	2685	2685	2685	2685

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

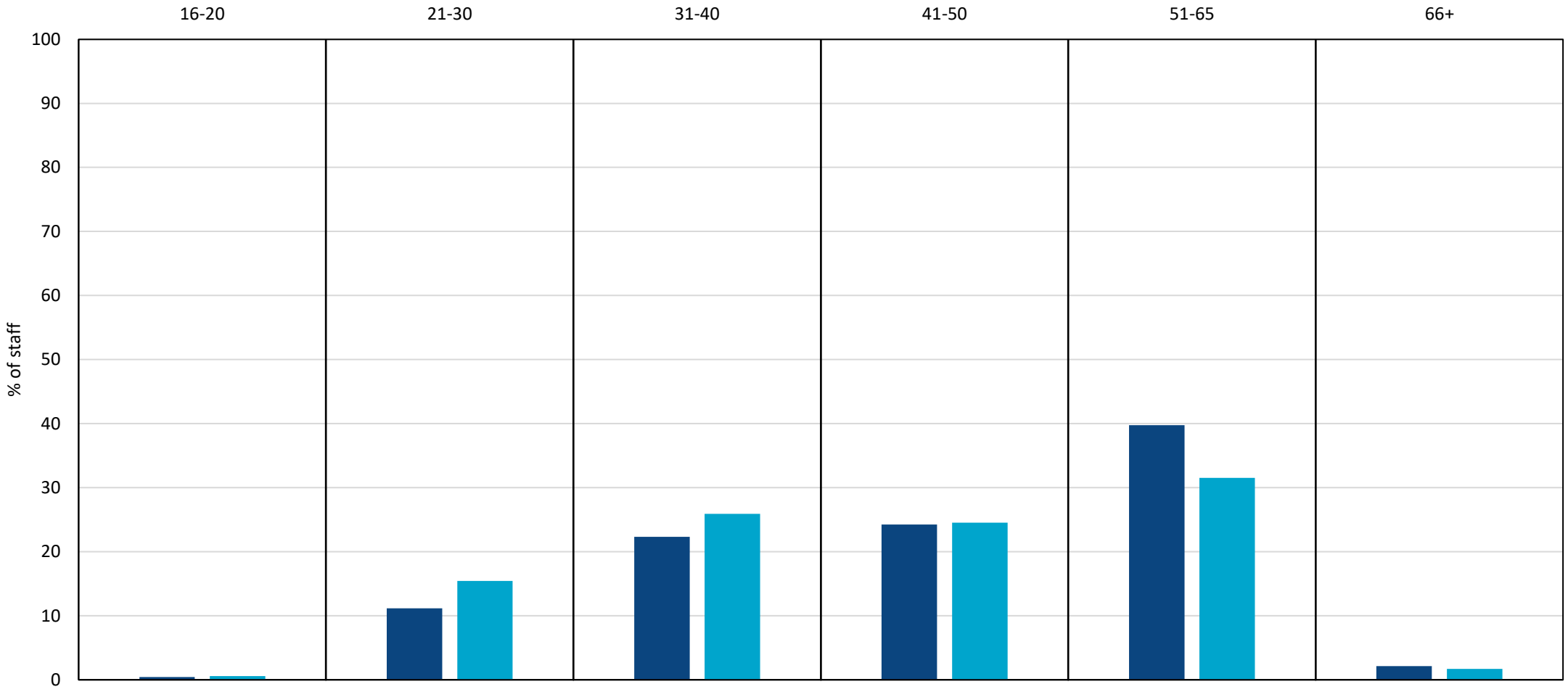
Survey Coordination Centre NHS



	Yes	No	Prefer not to say
Your org	97.03%	0.32%	2.65%
Average	96.62%	0.37%	3.08%
Responses	2526	2526	2526

Background details - Age

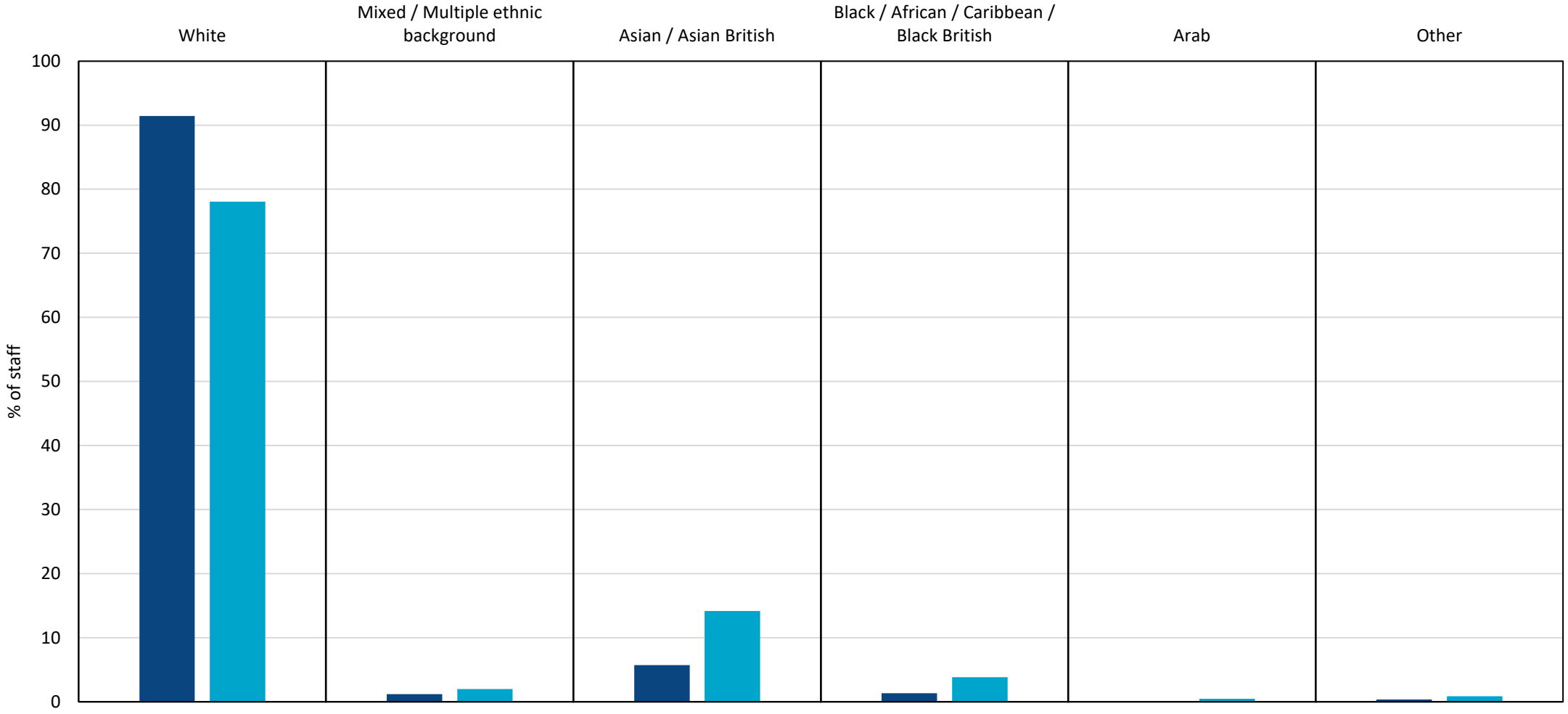
Survey Coordination Centre NHS



	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.41%	11.16%	22.32%	24.24%	39.76%	2.10%
Average	0.55%	15.42%	25.91%	24.51%	31.50%	1.70%
Responses	2661	2661	2661	2661	2661	2661

Background details - Ethnicity

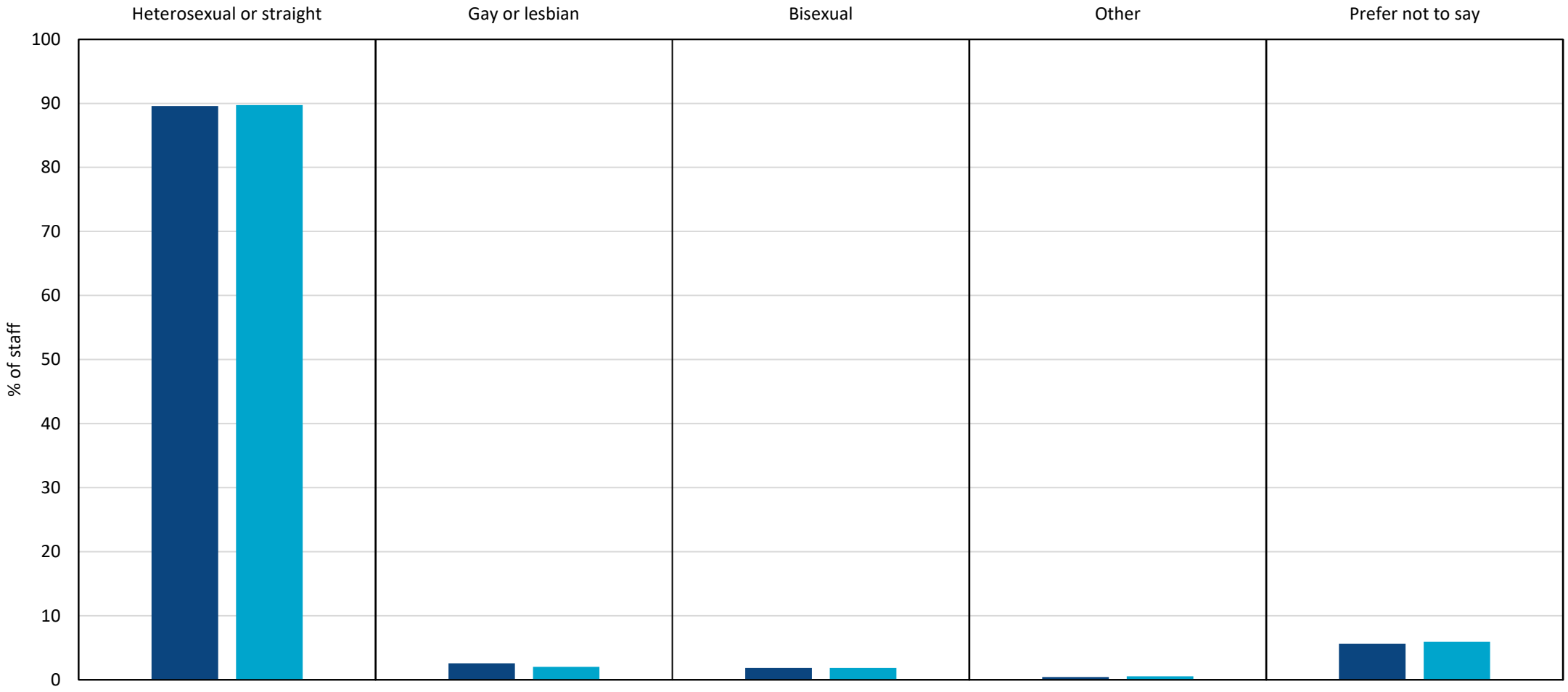
Survey Coordination Centre NHS



	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	91.44%	1.20%	5.72%	1.31%	0.00%	0.34%
Average	78.07%	1.97%	14.15%	3.83%	0.44%	0.84%
Responses	2674	2674	2674	2674	2674	2674

Background details – Sexual orientation

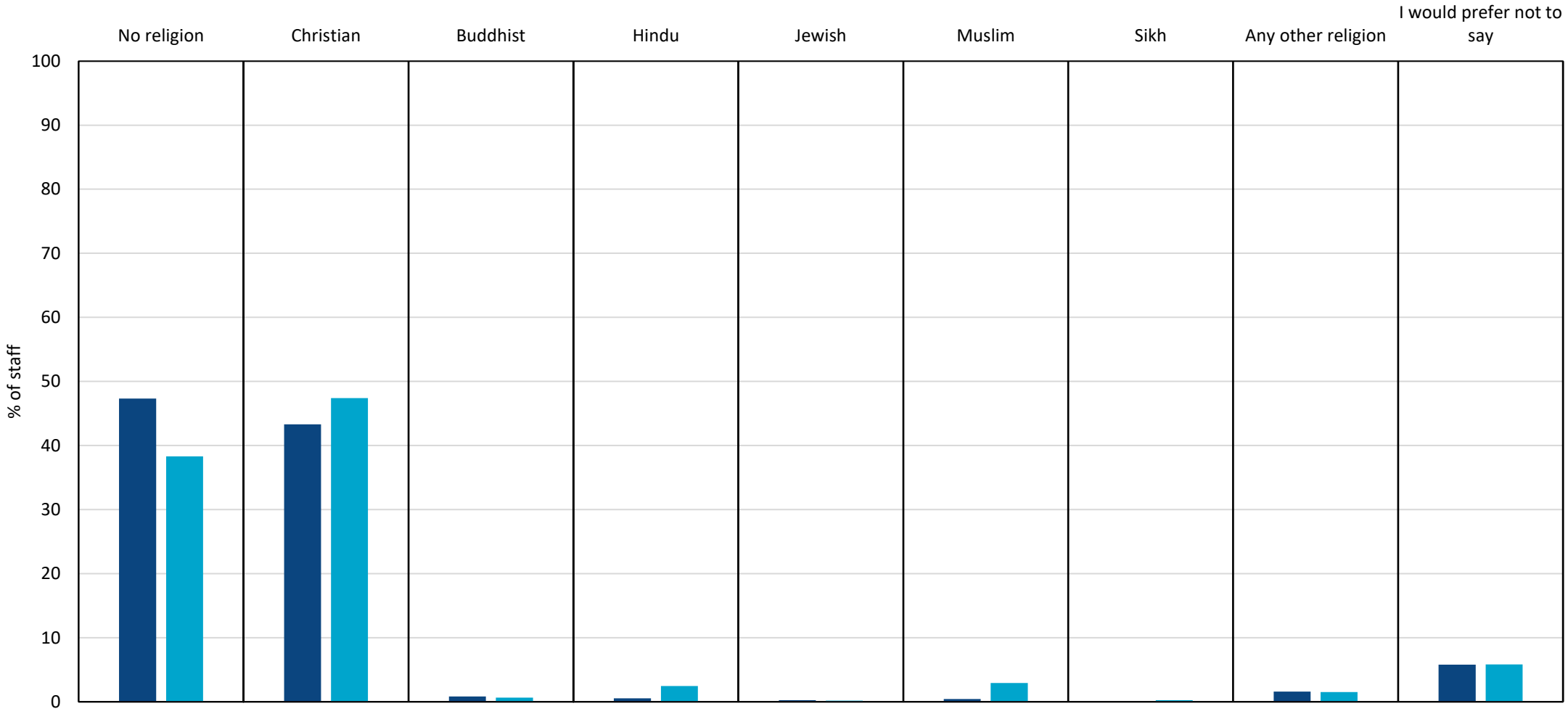
Survey Coordination Centre NHS



	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	89.60%	2.54%	1.83%	0.41%	5.61%
Average	89.71%	2.00%	1.84%	0.52%	5.94%
Responses	2674	2674	2674	2674	2674

Background details - Religion

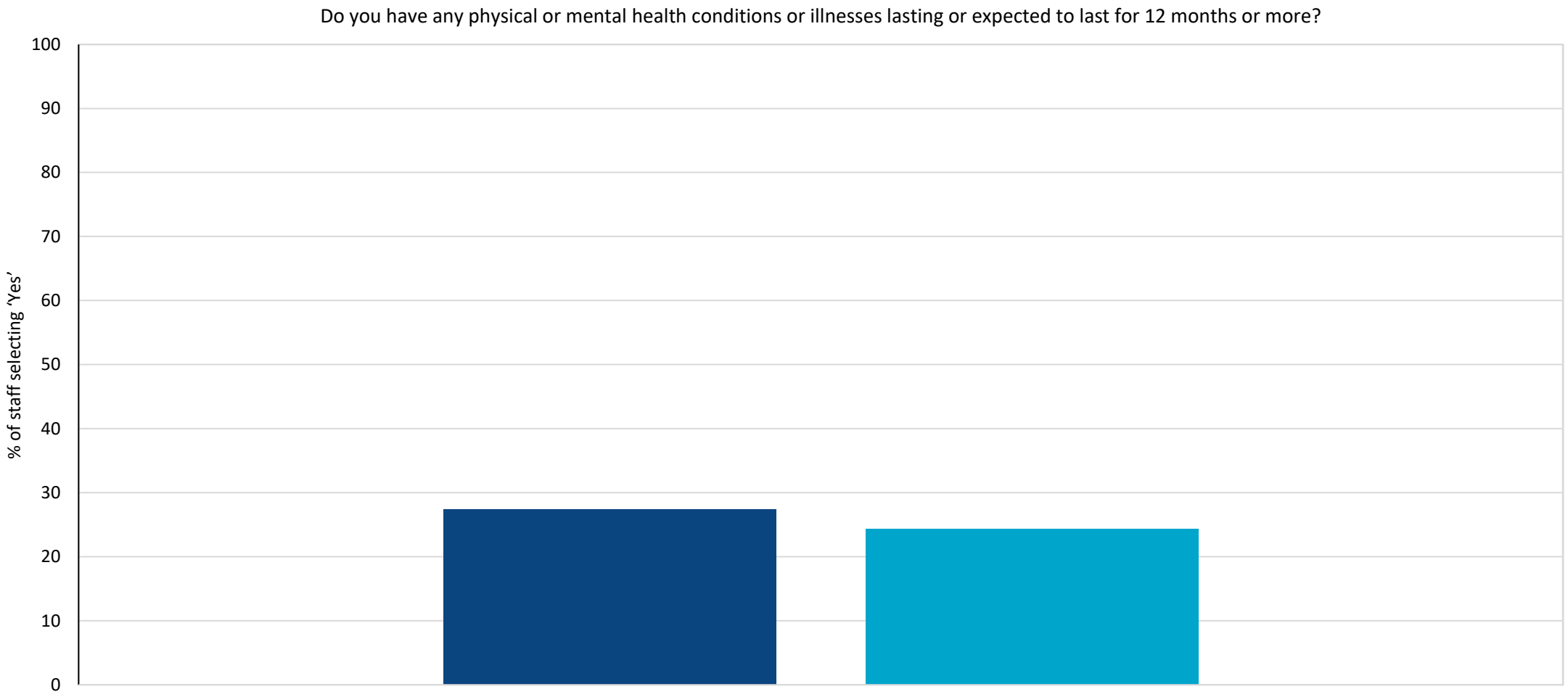
Survey Coordination Centre NHS



	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	47.34%	43.31%	0.82%	0.52%	0.22%	0.41%	0.04%	1.56%	5.77%
Average	38.30%	47.38%	0.65%	2.43%	0.15%	2.93%	0.23%	1.51%	5.80%
Responses	2685	2685	2685	2685	2685	2685	2685	2685	2685

Background details – Long lasting health condition or illness

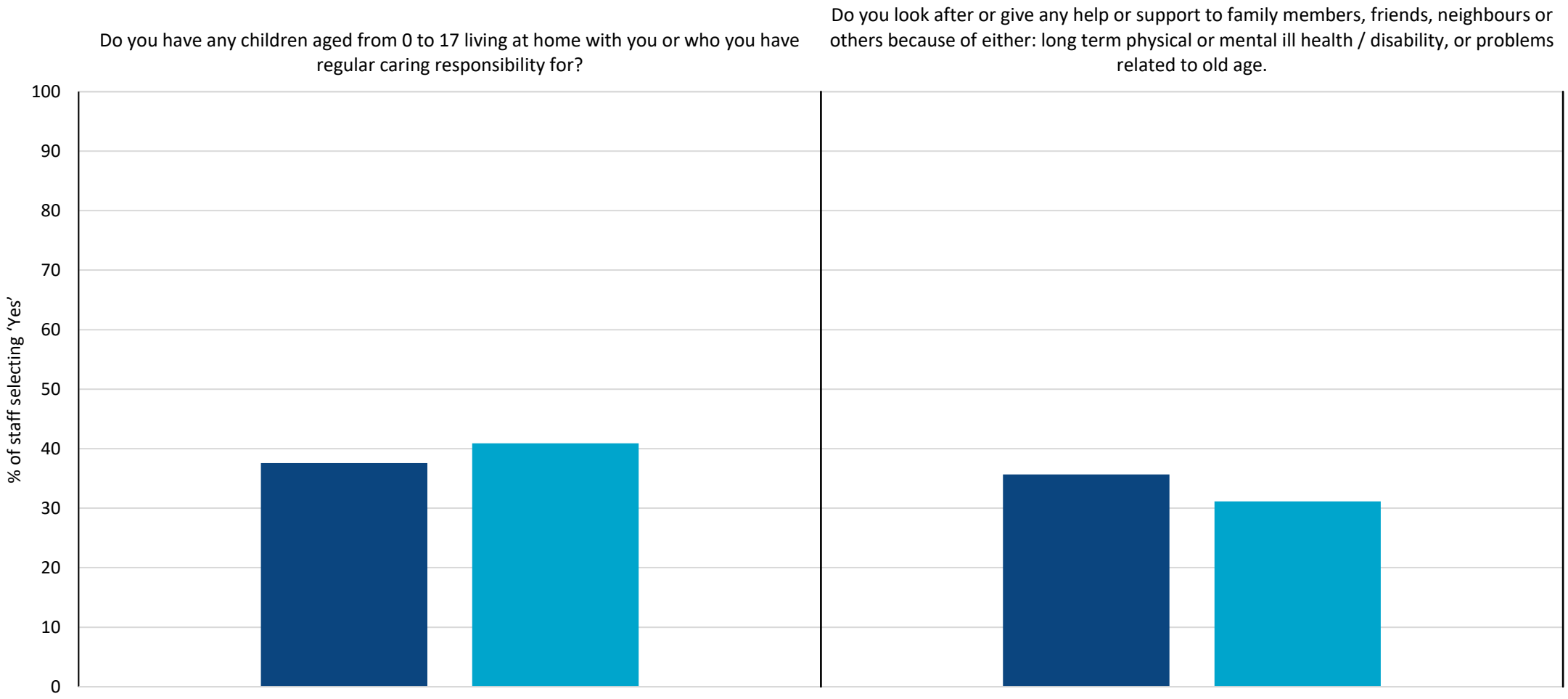
Survey Coordination Centre NHS



Your org	27.35%
Average	24.33%
Responses	2636

Background details – Parental / caring responsibilities

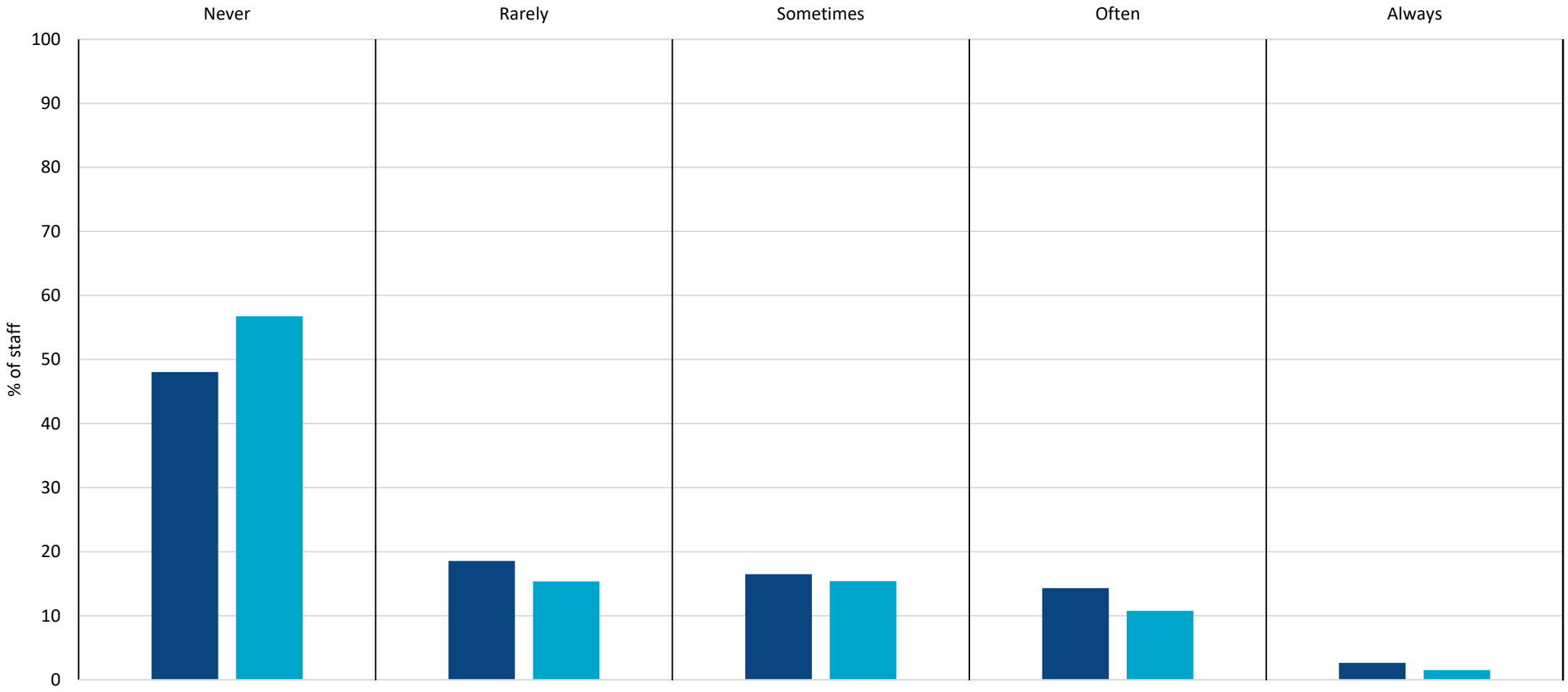
Survey Coordination Centre NHS



	Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?	Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.
Your org	37.59%	35.66%
Average	40.90%	31.16%
Responses	2660	2650

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

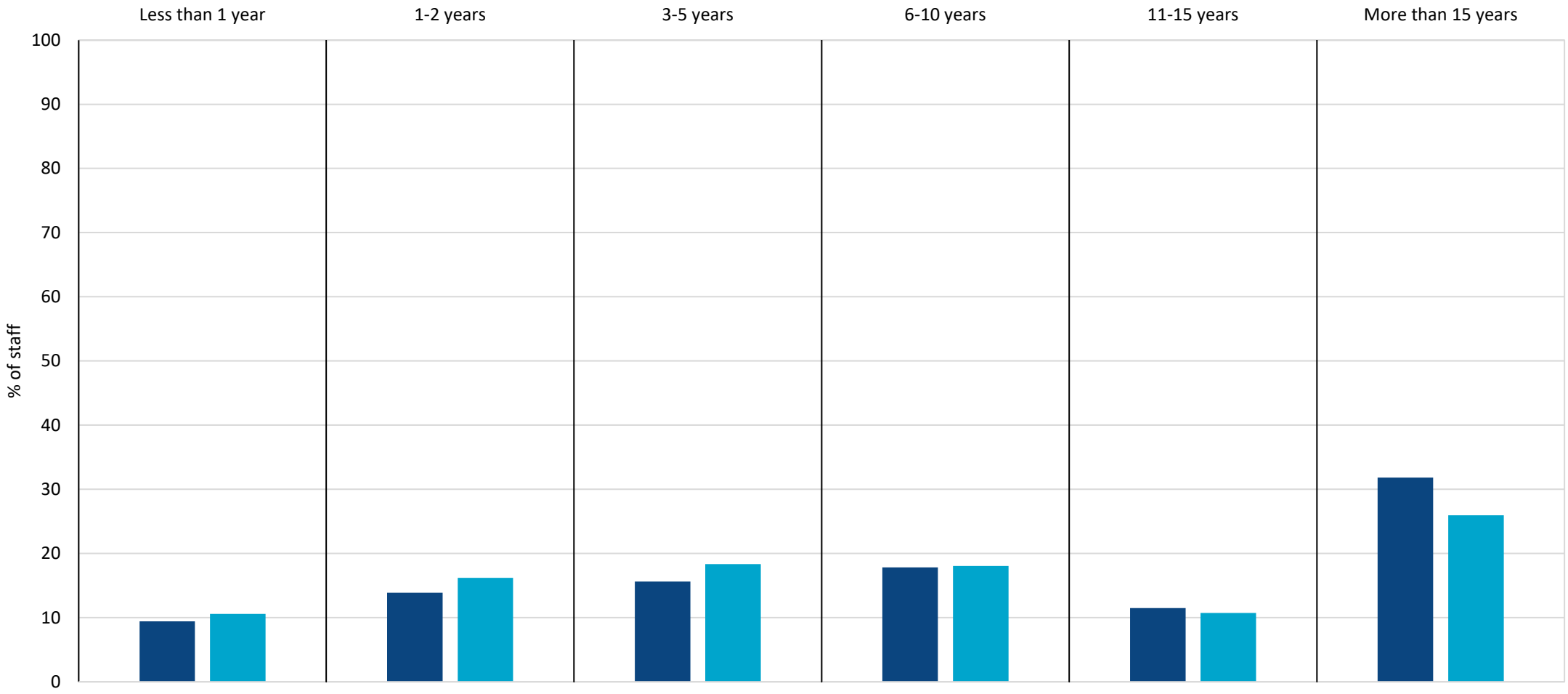
Survey Coordination Centre NHS



	Never	Rarely	Sometimes	Often	Always
Your org	48.04%	18.52%	16.47%	14.31%	2.65%
Average	56.75%	15.34%	15.41%	10.73%	1.52%
Responses	2683	2683	2683	2683	2683

Background details – Length of service

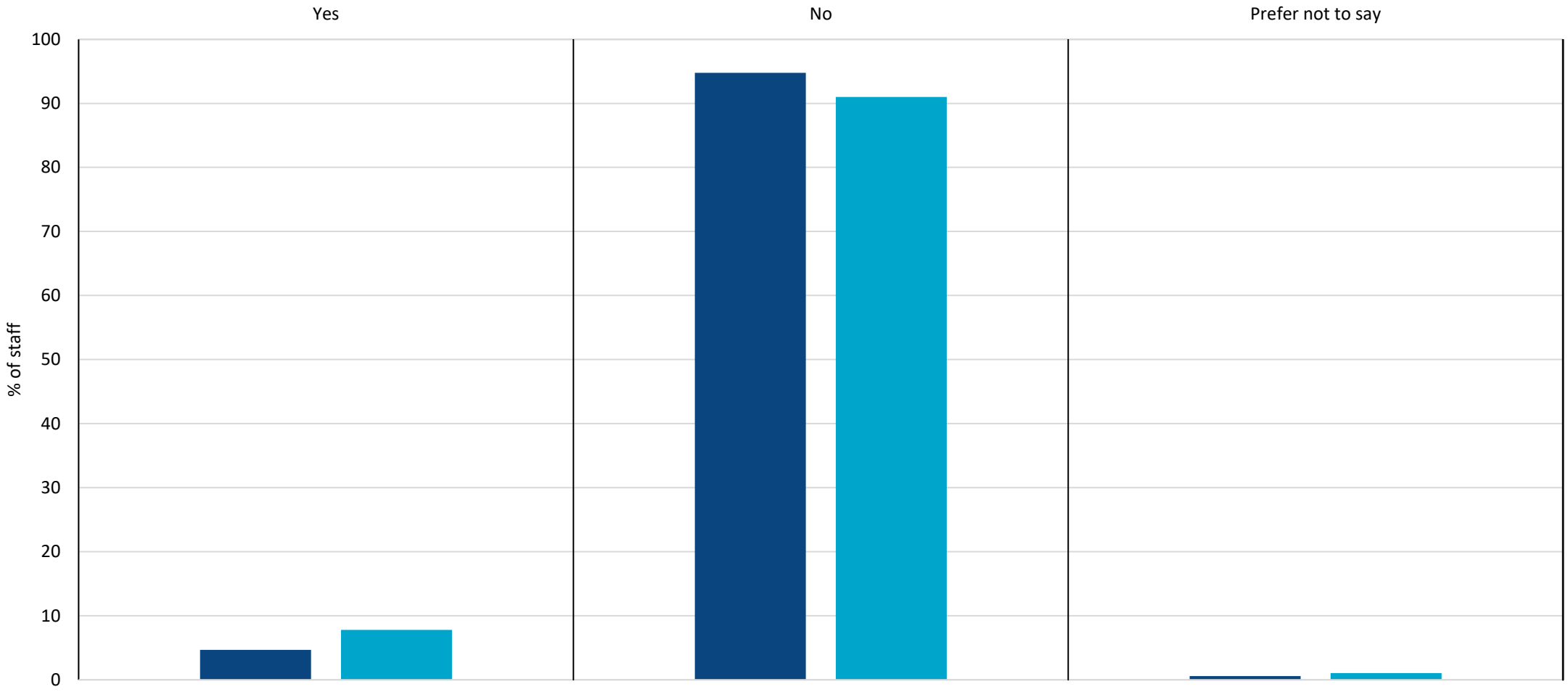
Survey Coordination Centre NHS



	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	9.41%	13.86%	15.60%	17.83%	11.49%	31.80%
Average	10.57%	16.18%	18.32%	18.03%	10.71%	25.95%
Responses	2698	2698	2698	2698	2698	2698

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

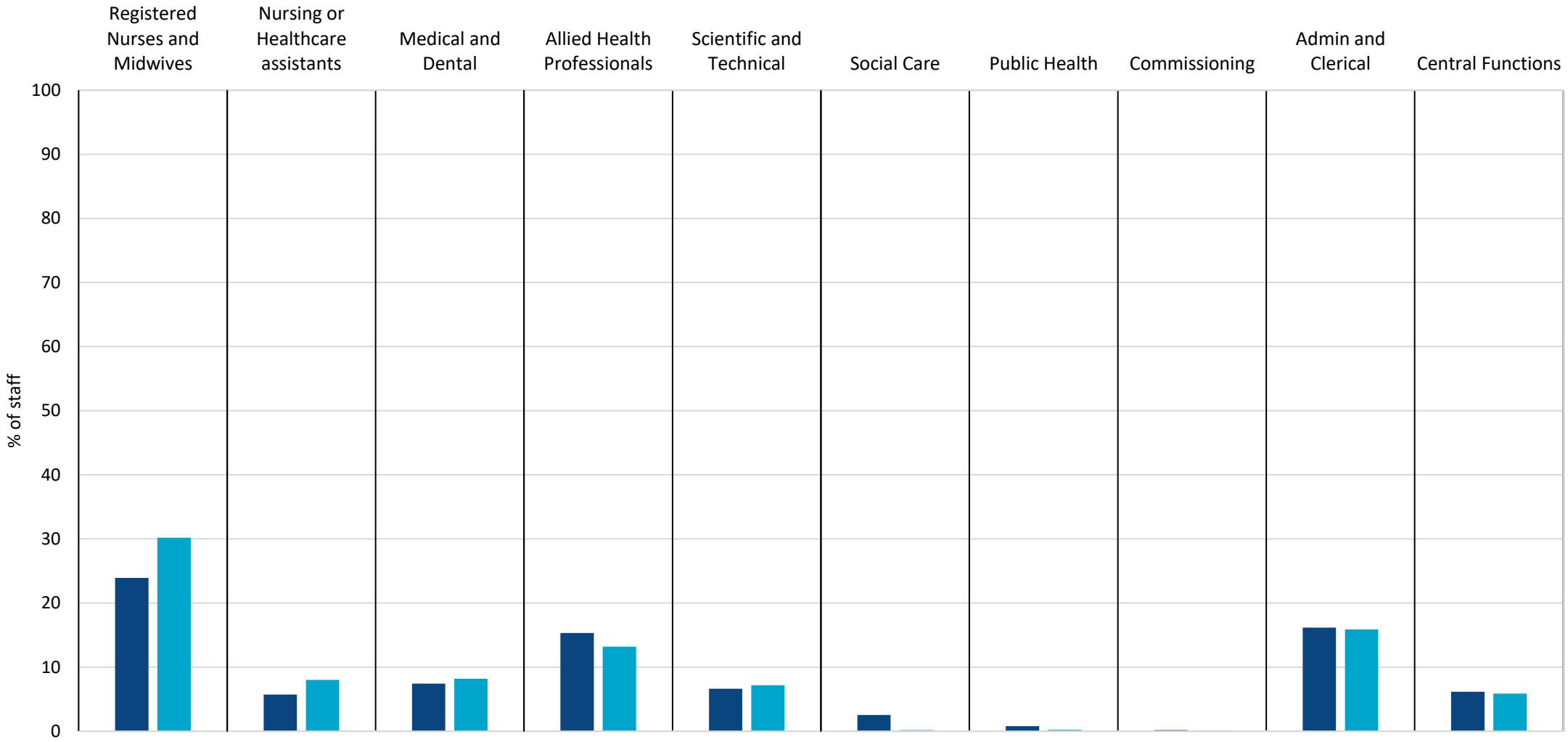
Survey Coordination Centre NHS



	Yes	No	Prefer not to say
Your org	4.65%	94.78%	0.58%
Average	7.79%	90.98%	1.04%
Responses	2604	2604	2604

Background details – Occupational group

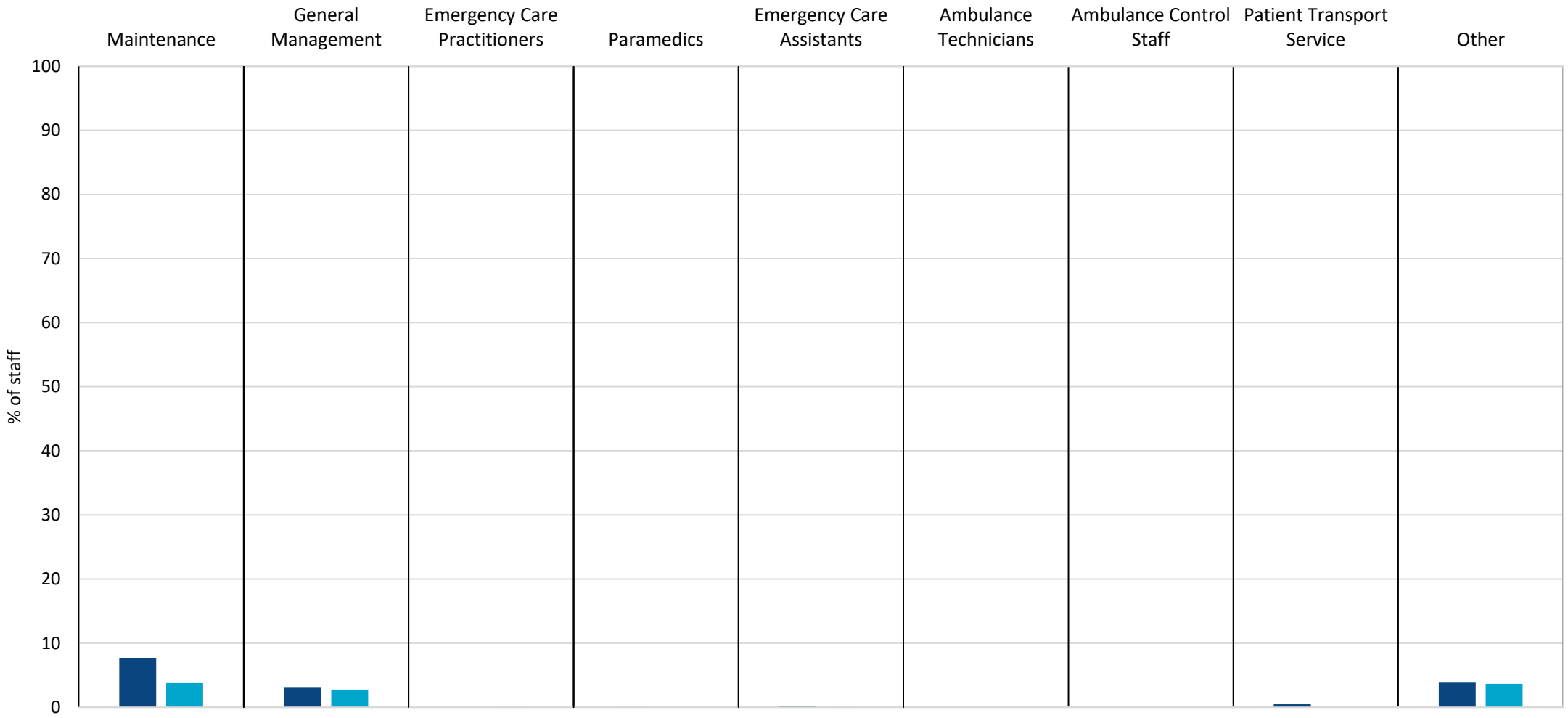
Survey Coordination Centre NHS



	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	23.91%	5.71%	7.43%	15.32%	6.61%	2.52%	0.79%	0.15%	16.14%	6.16%
Average	30.16%	8.01%	8.16%	13.19%	7.17%	0.15%	0.19%	0.07%	15.88%	5.86%
Responses	2664	2664	2664	2664	2664	2664	2664	2664	2664	2664

Background details – Occupational group

Survey Coordination Centre NHS



	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	7.66%	3.15%	0.00%	0.04%	0.15%	0.00%	0.00%	0.45%	3.83%
Average	3.76%	2.74%	0.02%	0.00%	0.03%	0.00%	0.00%	0.00%	3.63%
Responses	2664	2664	2664	2664	2664	2664	2664	2664	2664

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Appendices

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Appendix A: Response rate

Appendix A: Response rate

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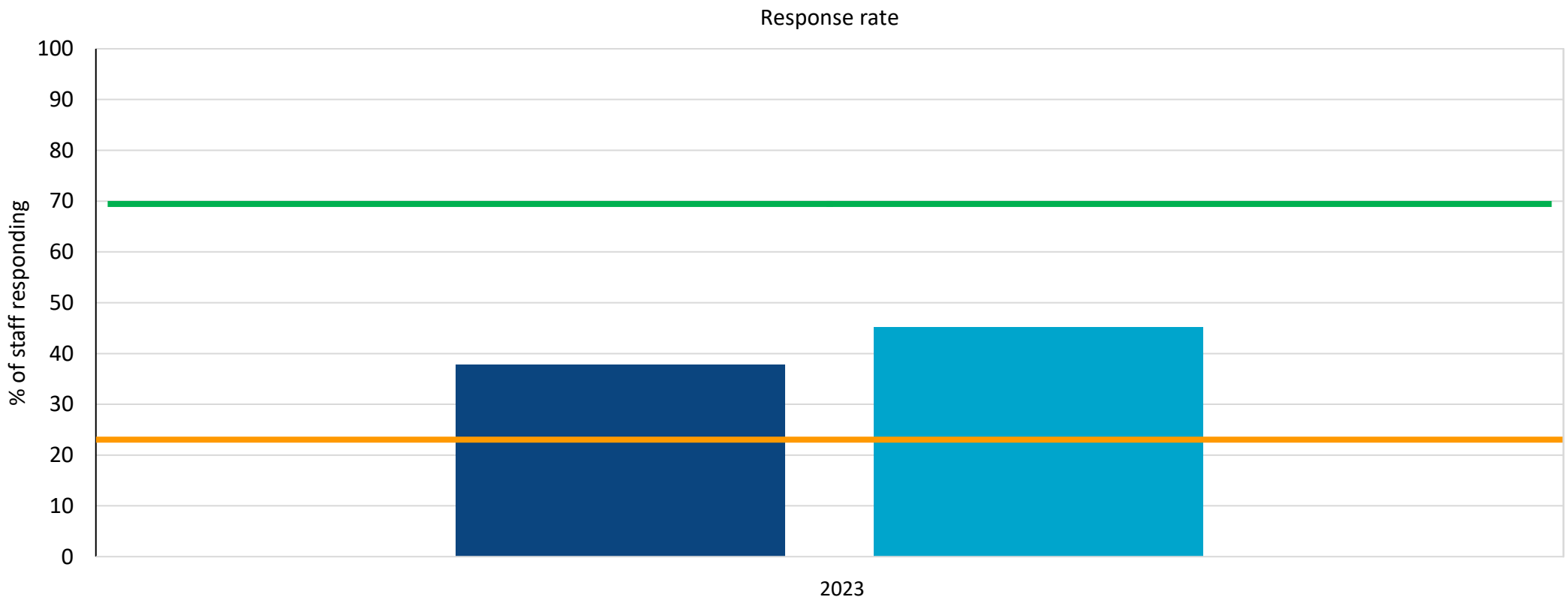

	2023
Your org	37.80%
Highest	69.45%
Average	45.23%
Lowest	23.03%
Responses	2706

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Appendix B: Significance testing 2022 vs 2023

Appendix B: Significance testing – 2022 vs 2023

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

People Promise elements	2022 score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	-	-	7.25	2692	N/A
We are recognised and rewarded	-	-	5.92	2696	N/A
We each have a voice that counts	-	-	6.60	2656	N/A
We are safe and healthy	-	-	-	-	-
We are always learning	-	-	5.36	2583	N/A
We work flexibly	-	-	6.24	2678	N/A
We are a team	-	-	6.76	2690	N/A
Themes					
Staff Engagement	-	-	6.74	2700	N/A
Morale	-	-	5.81	2701	N/A

Note. 2023 results for 'We are safe and healthy' have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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

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Appendix C: Tips on using your benchmark report

Appendix C: Data in the benchmark reports

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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 result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the technical document available on the Staff Survey website.

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

People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

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

Note. 2023 results for People Promise element 4 ('We are safe and healthy'), two of its sub-scores ('Health and safety climate' and 'Negative experiences') and Q13a-d have not been reported due to an issue with the data. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

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 of interest which can then be compared to the best, average, and worst result in the benchmarking group.

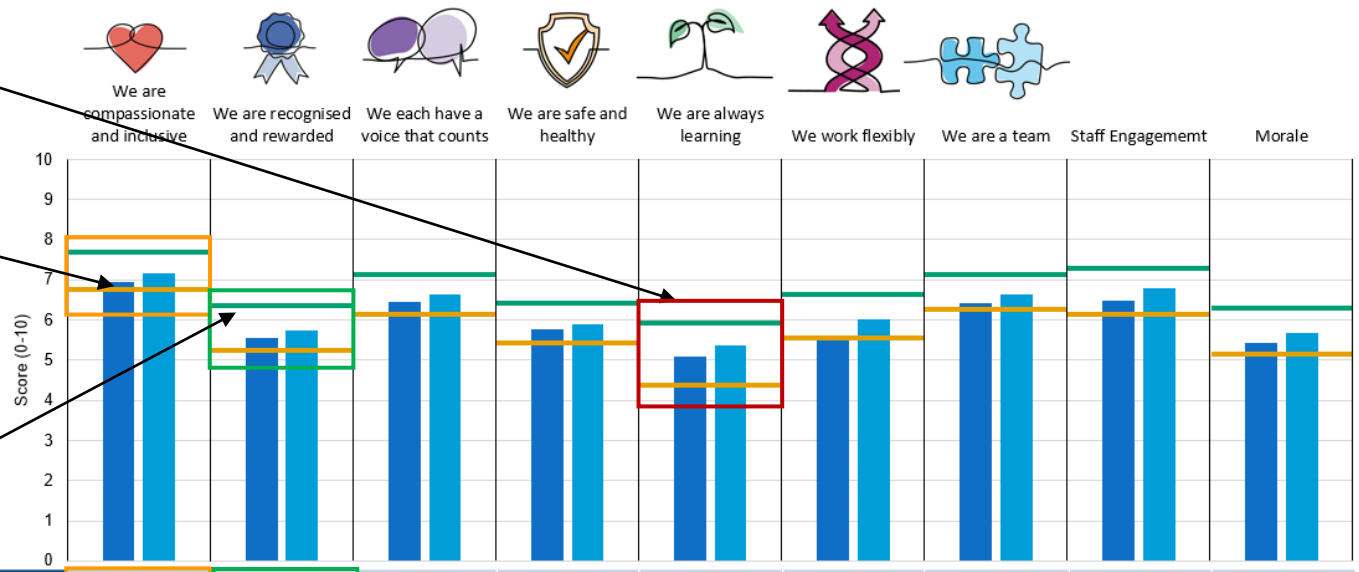
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

Areas to improve

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

Positive outcomes

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



	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

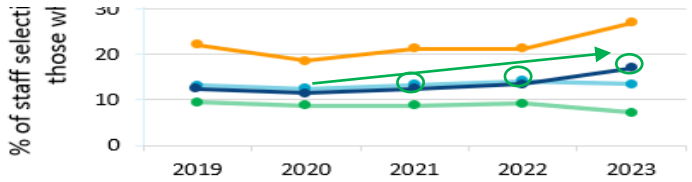
Only one example is highlighted for each point

Appendix C: 2. Reviewing results in more detail

Survey Coordination Centre NHS

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.



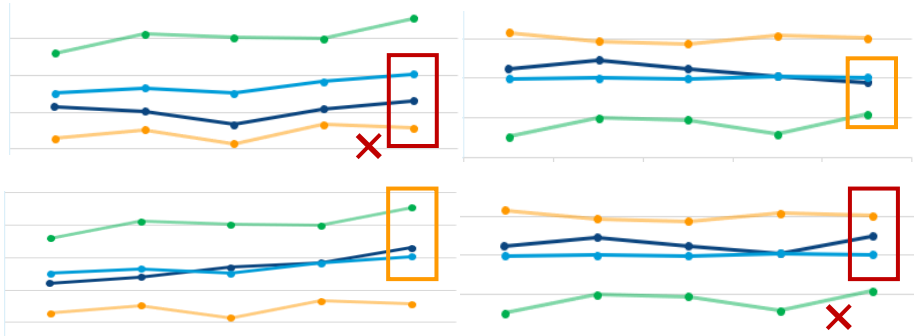
	2019	2020	2021	2022	2023
Your org	12.4%	11.5%	12.5%	13.4%	17.0%
Best result	9.5%	8.7%	8.7%	9.1%	7.3%
Average result	13.2%	12.5%	13.4%	14.1%	13.5%
Worst result	22.2%	18.6%	21.3%	21.4%	27.0%
Responses	1200	1115	1200	1200	592

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

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

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

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



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

Appendix C: 3. Reviewing question results

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This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

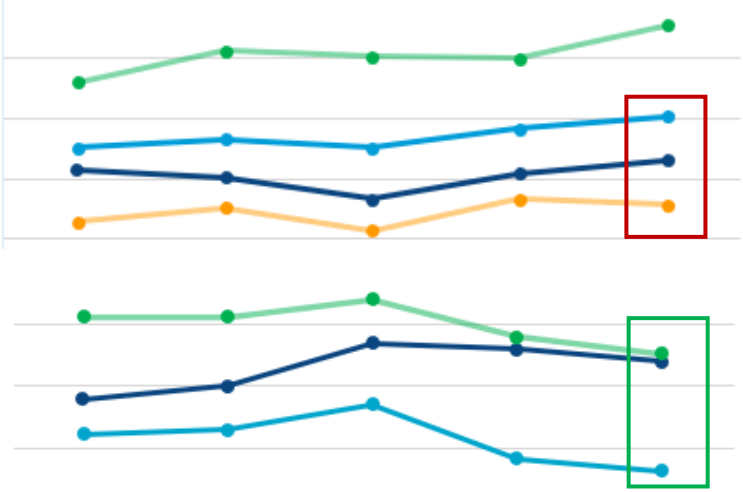
Identifying questions of interest

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

Most organisations will have questions which have traditionally been a focus for them - questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can be assessed on the backdrop of benchmark and historical trend data.

- **Identifying questions of interest based on the results in this report**

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



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

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

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Appendix D: Additional reporting outputs

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

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 reporting outputs

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

Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for Torbay and South Devon NHS Foundation Trust.

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

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