Survey
Coordination
Centre

NHS

Epsom and St Helier University Hospitals NHS Trust

NHS Staff Survey Benchmark report 2023

Contents

Introduction

About this report

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

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 the Staff Survey website.

How results are reported

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

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

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

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.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

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Note this is example data

Key features

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

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

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

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

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

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

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

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

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

Organisation details

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Epsom and St Helier University Hospitals NHS Trust

2023 NHS Staff Survey

Organisation details

Completed questionnaires	**3551**
2023 response rate	**50%**

This organisation is benchmarked against:

Acute and Acute & Community Trusts

2023 benchmarking group details

Organisations in group: 122

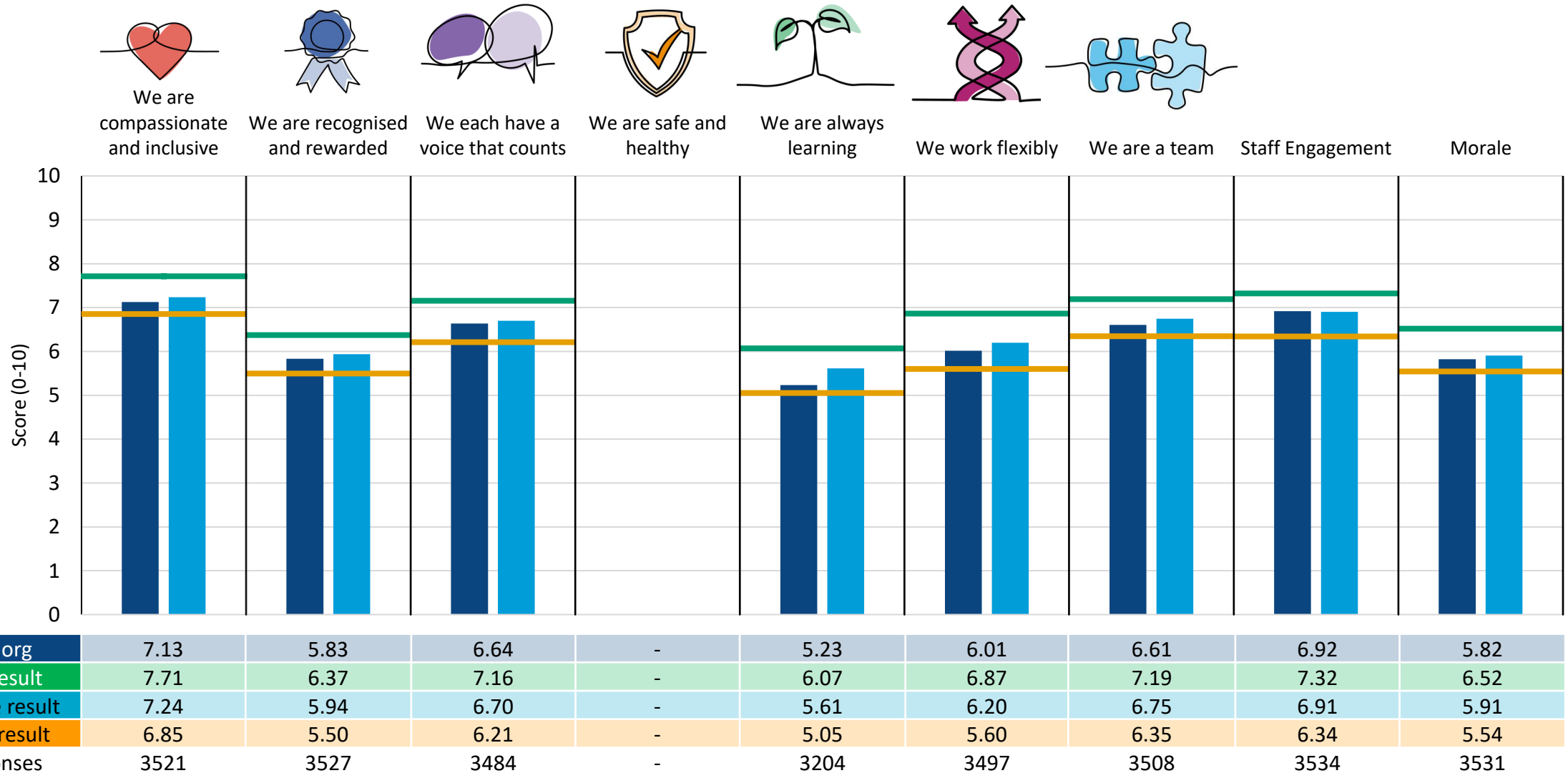Median response rate: 45%

No. of completed questionnaires: 477643

Survey details

Survey mode	**Mixed**

For more information on benchmarking group definitions please see the Technical document.
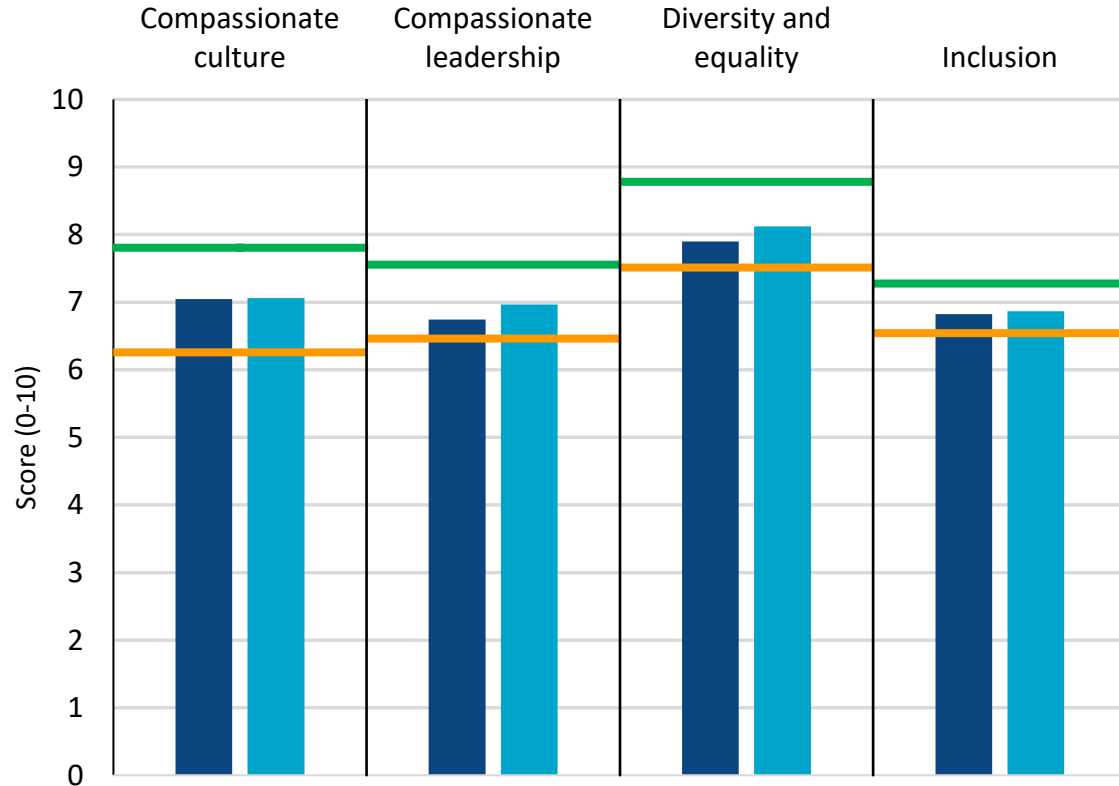
People Promise elements, themes and sub-score results

People Promise elements, themes and sub-scores: Overview

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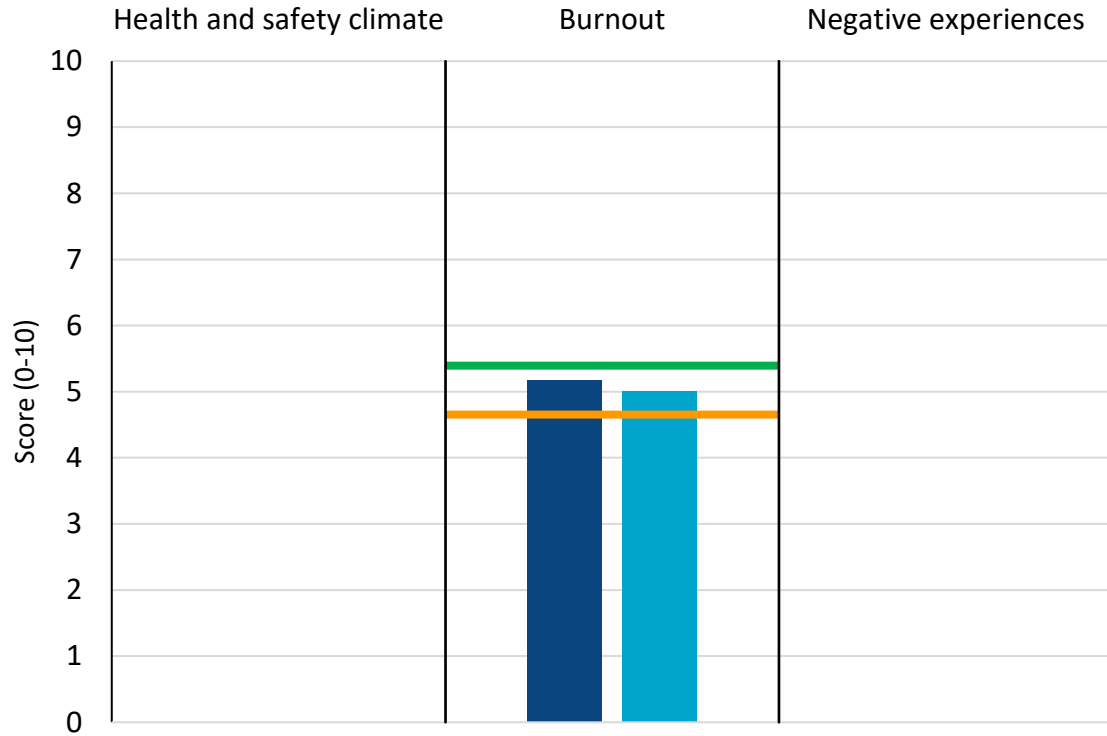

	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Your org	7.13	5.83	6.64	-	5.23	6.01	6.61	6.92	5.82
Best result	7.71	6.37	7.16	-	6.07	6.87	7.19	7.32	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	3521	3527	3484	-	3204	3497	3508	3534	3531

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 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	7.05	6.74	7.90	6.82
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	3508	3521	3525	3516

Promise element 3: We each have a voice that counts
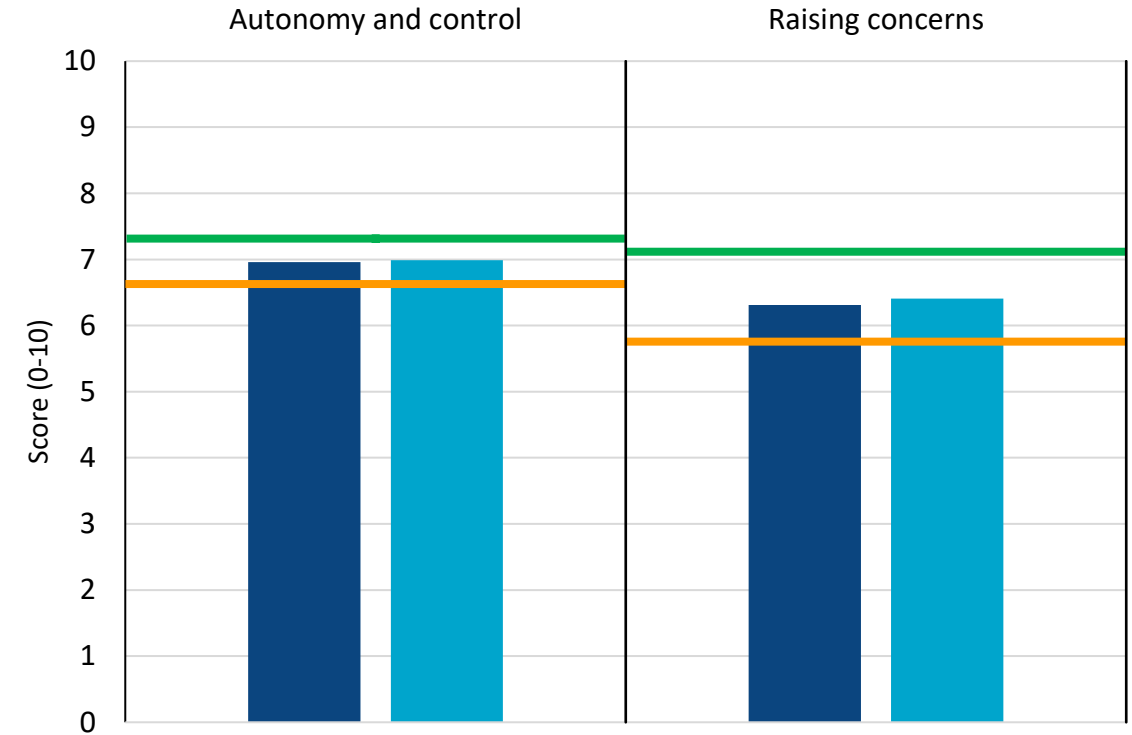
	Autonomy and control	Raising concerns
Your org	6.96	6.31
Best result	7.31	7.12
Average result	6.99	6.41
Worst result	6.63	5.76
Responses	3536	3488

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

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

Promise element 4: We are safe and healthy

	Health and safety climate	Burnout	Negative experiences
Your org	-	5.17	-
Best result	-	5.39	-
Average result	-	5.00	-
Worst result	-	4.65	-
Responses	-	3526	-

Promise element 5: We are always learning
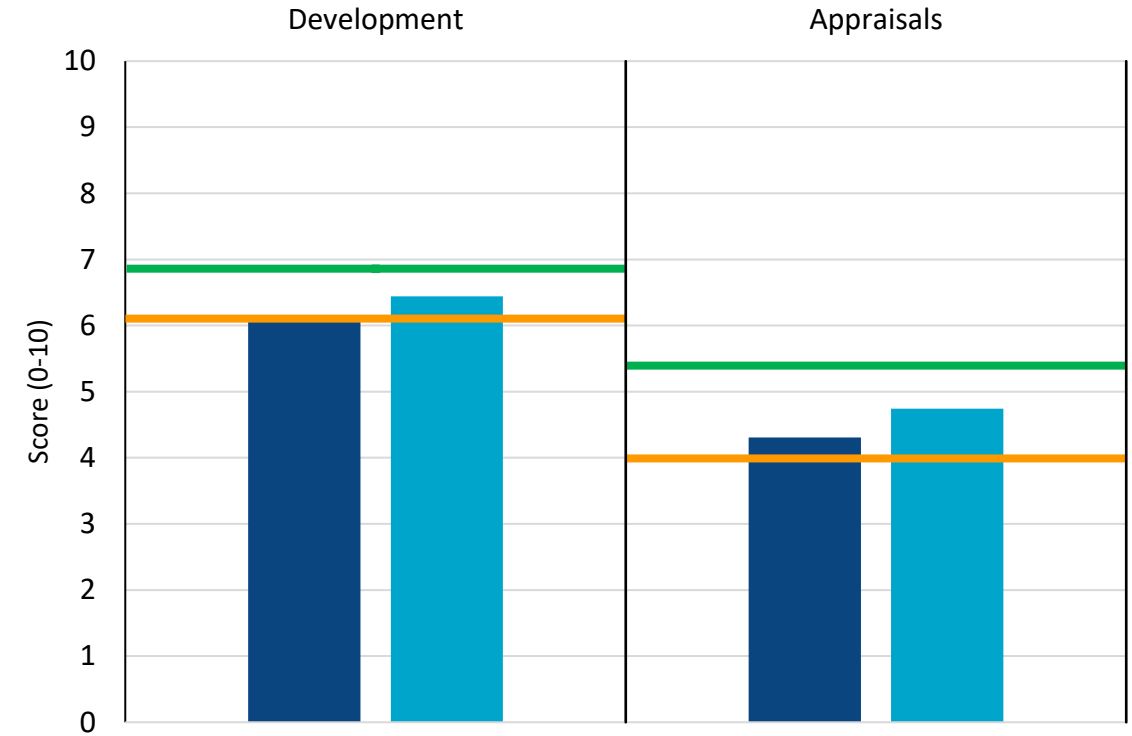
	Development	Appraisals
Your org	6.15	4.31
Best result	6.86	5.39
Average result	6.44	4.74
Worst result	6.10	3.99
Responses	3507	3213

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 are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Promise element 6: We work flexibly

Promise element 7: We are a team

Promise element 6: We work flexibly
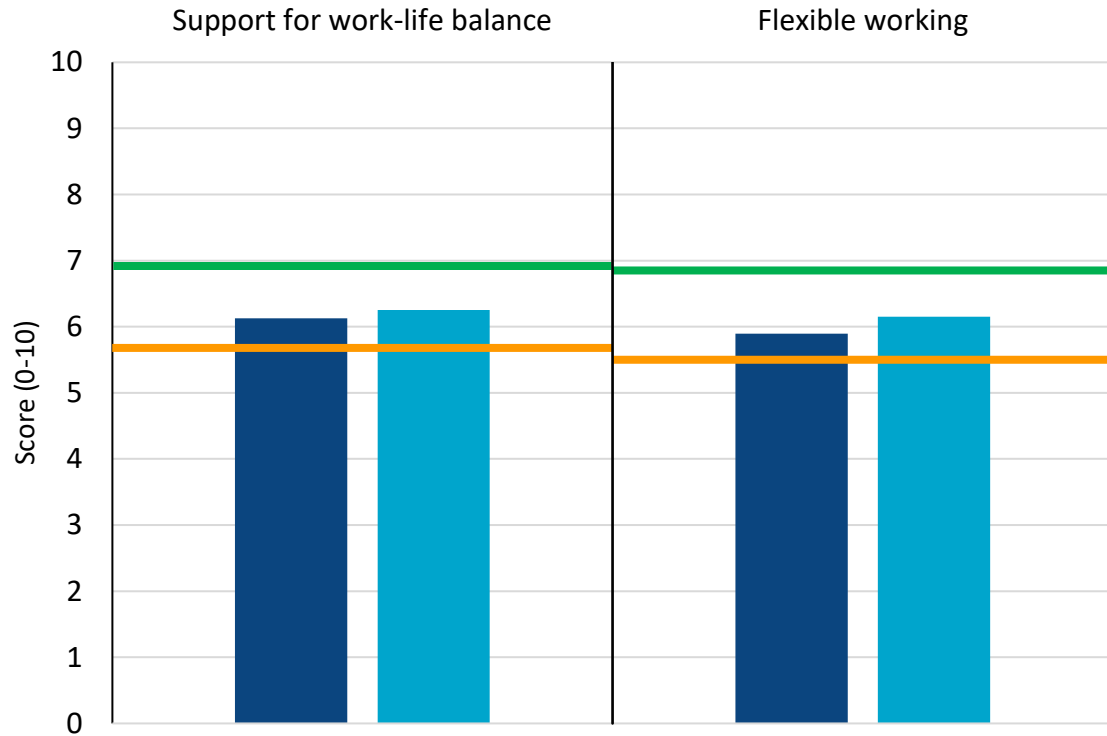
|	Support for work-life balance	Flexible working
Your org	6.13	5.90
Best result	6.92	6.85
Average result	6.25	6.15
Worst result	5.68	5.50
Responses	3523	3508

Promise element 7: We are a team

	Team working	Line management
Your org	6.63	6.58
Best result	7.03	7.35
Average result	6.68	6.80
Worst result	6.29	6.30
Responses	3521	3517

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

Theme: Staff engagement
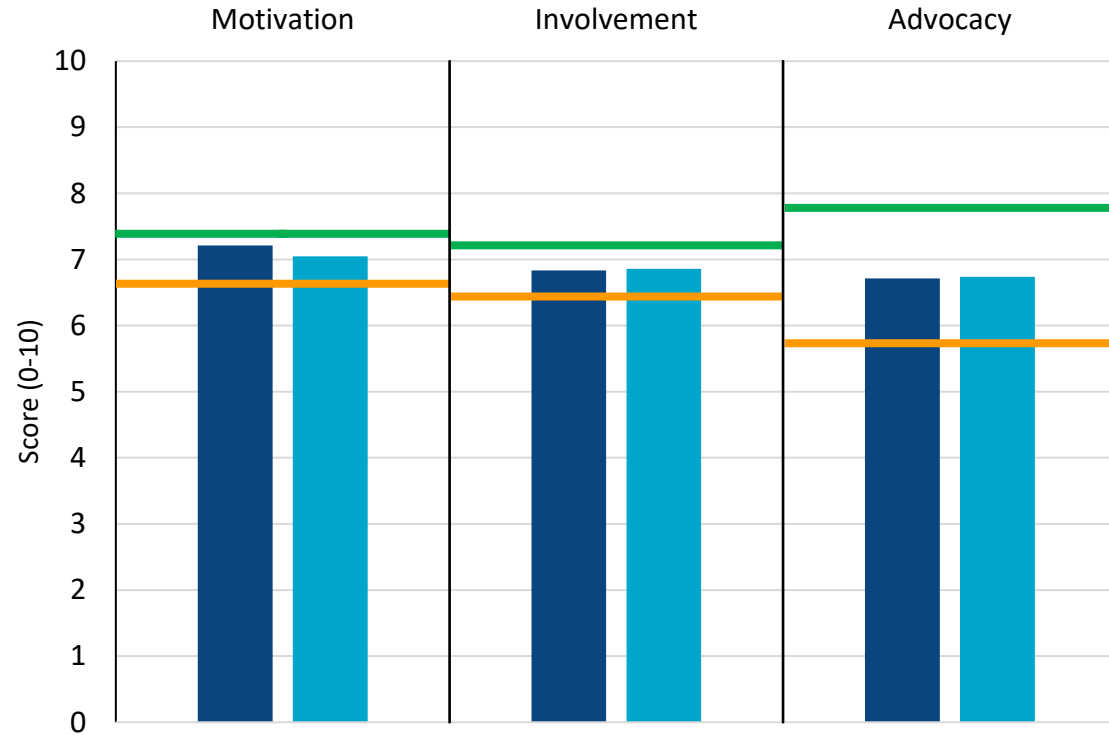
	Motivation	Involvement	Advocacy
Your org	7.21	6.83	6.71
Best result	7.39	7.21	7.78
Average result	7.04	6.86	6.74
Worst result	6.63	6.44	5.73
Responses	3464	3535	3507

Theme: Morale
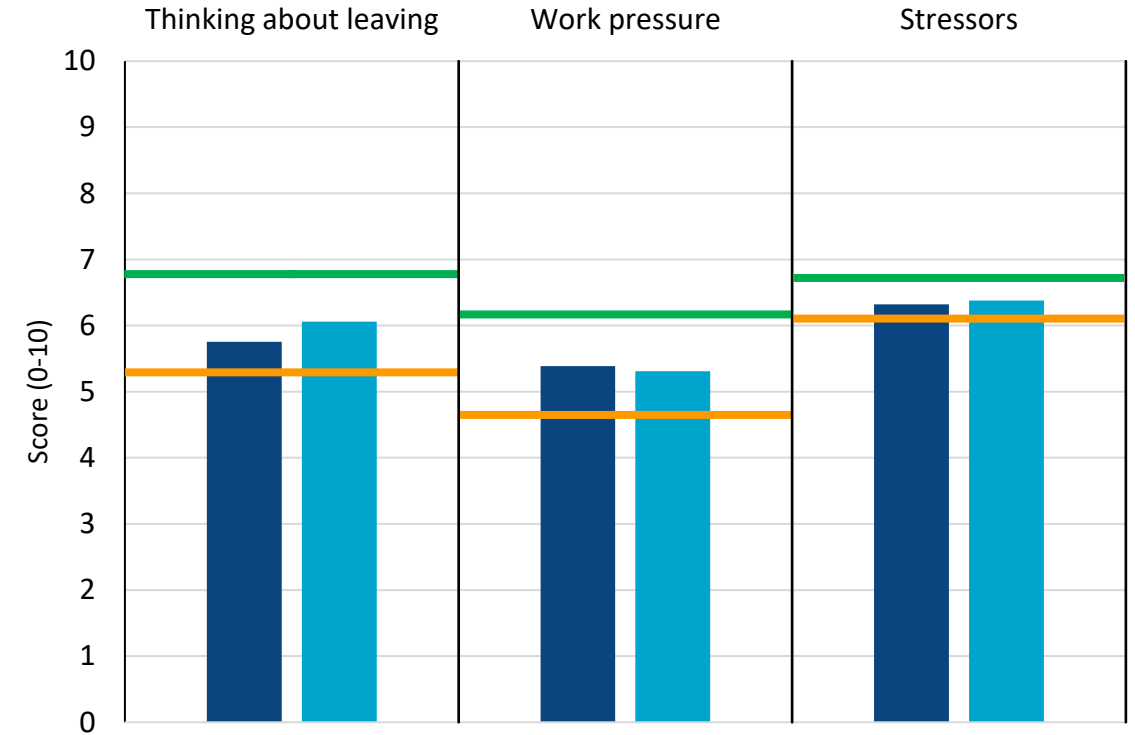
|	Thinking about leaving	Work pressure	Stressors
Your org	5.76	5.38	6.32
Best result	6.78	6.17	6.72
Average result	6.06	5.31	6.38
Worst result	5.29	4.65	6.11
Responses	3504	3528	3524

People Promise elements, themes and sub-scores: Trends

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
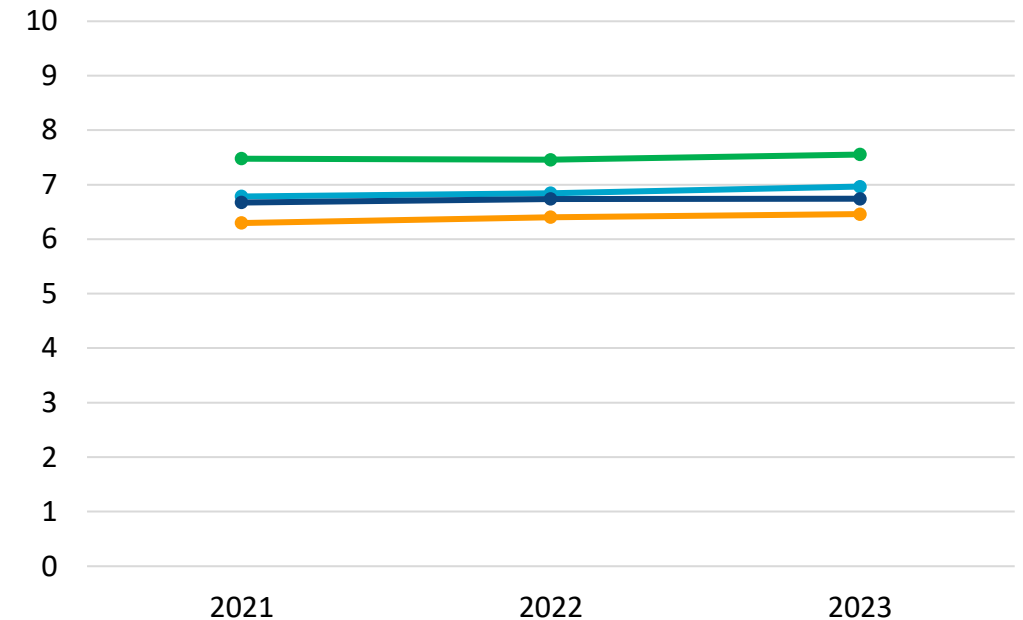
Promise element 1: We are compassionate and inclusive

We are compassionate and inclusive
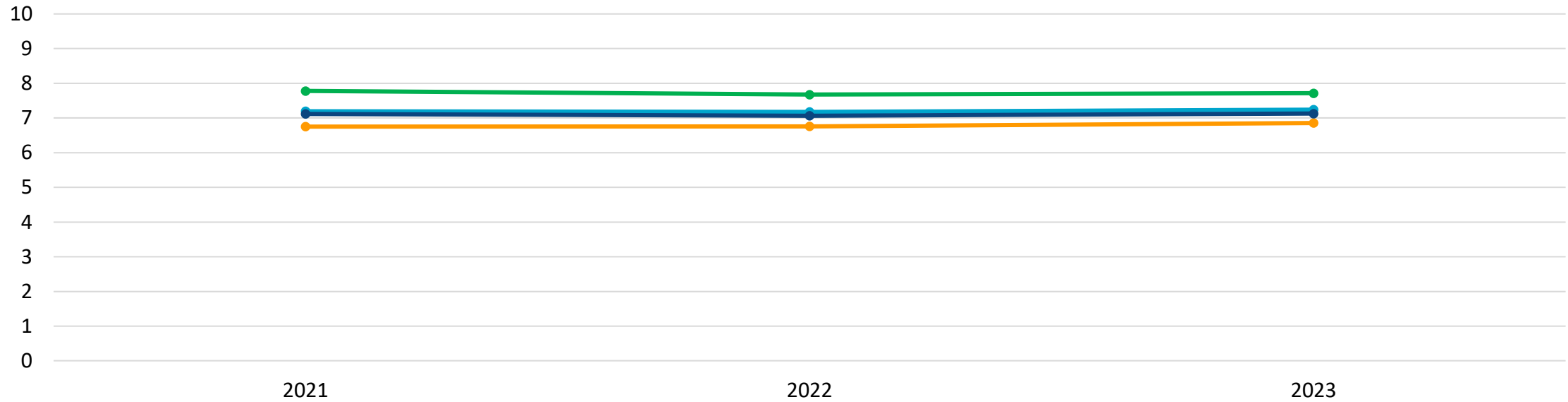
	2021	2022	2023
Your org	7.12	7.07	7.13
Best result	7.78	7.67	7.71
Average result	7.20	7.18	7.24
Worst result	6.75	6.76	6.85
Responses	3878	3442	3521

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

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

Compassionate culture
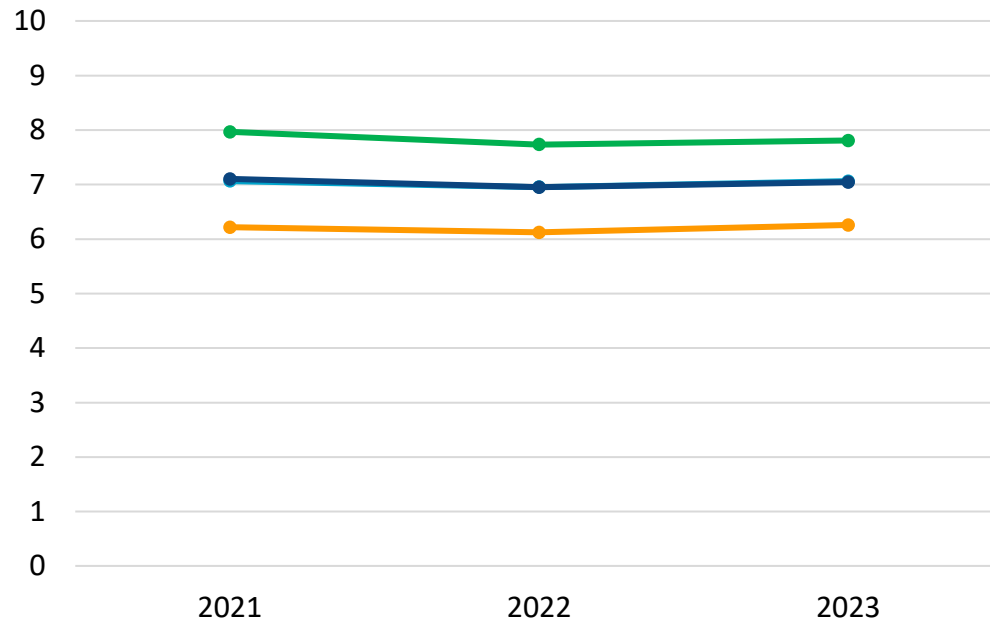
	2021	2022	2023
Your org	7.10	6.95	7.05
Best result	7.97	7.74	7.81
Average result	7.06	6.95	7.06
Worst result	6.22	6.12	6.26
Responses	3851	3427	3508

Compassionate leadership

	2021	2022	2023
Your org	6.67	6.74	6.74
Best result	7.48	7.46	7.55
Average result	6.78	6.84	6.96
Worst result	6.30	6.40	6.46
Responses	3909	3447	3521

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**.

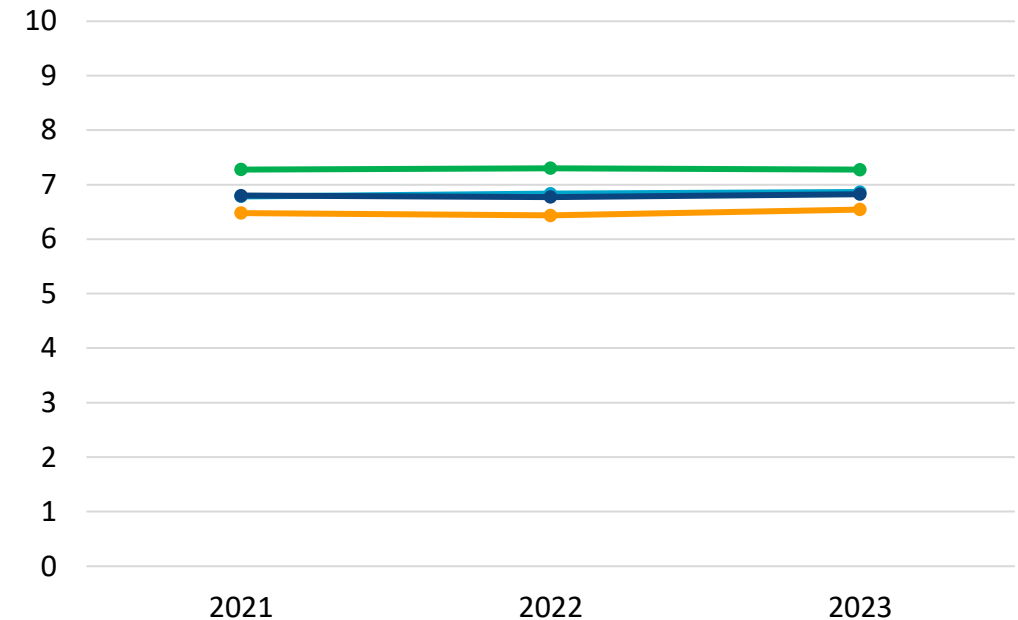### Promise element 1: We are compassionate and inclusive (2)

Diversity and equality
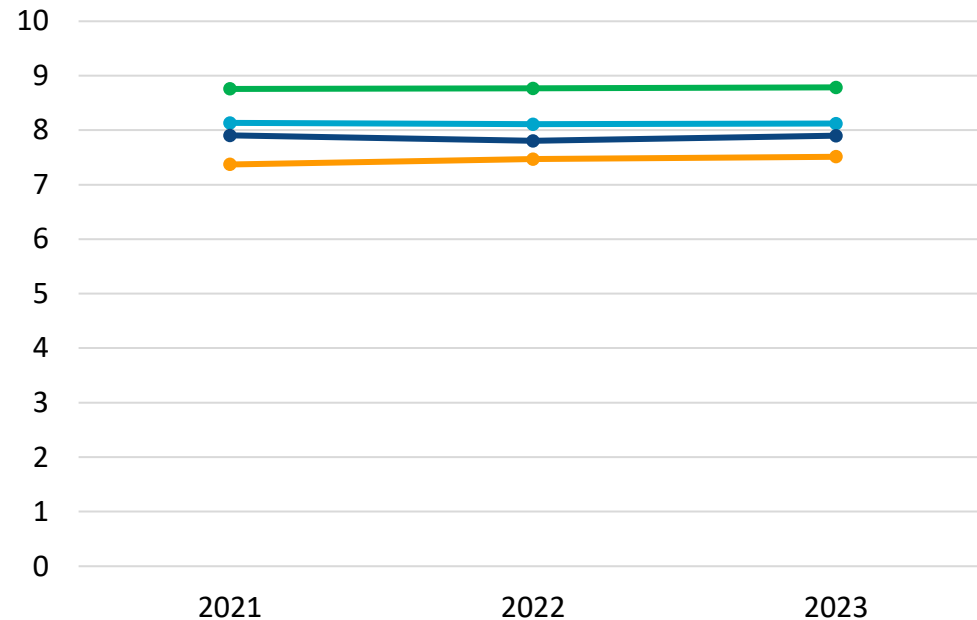
	2021	2022	2023
Your org	7.90	7.80	7.90
Best result	8.76	8.77	8.78
Average result	8.13	8.11	8.12
Worst result	7.37	7.47	7.51
Responses	3879	3431	3525

Inclusion

	2021	2022	2023
Your org	6.80	6.77	6.82
Best result	7.28	7.30	7.27
Average result	6.78	6.83	6.86
Worst result	6.48	6.44	6.54
Responses	3913	3443	3516

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

Promise element 2: We are recognised and rewarded

We are recognised and rewarded
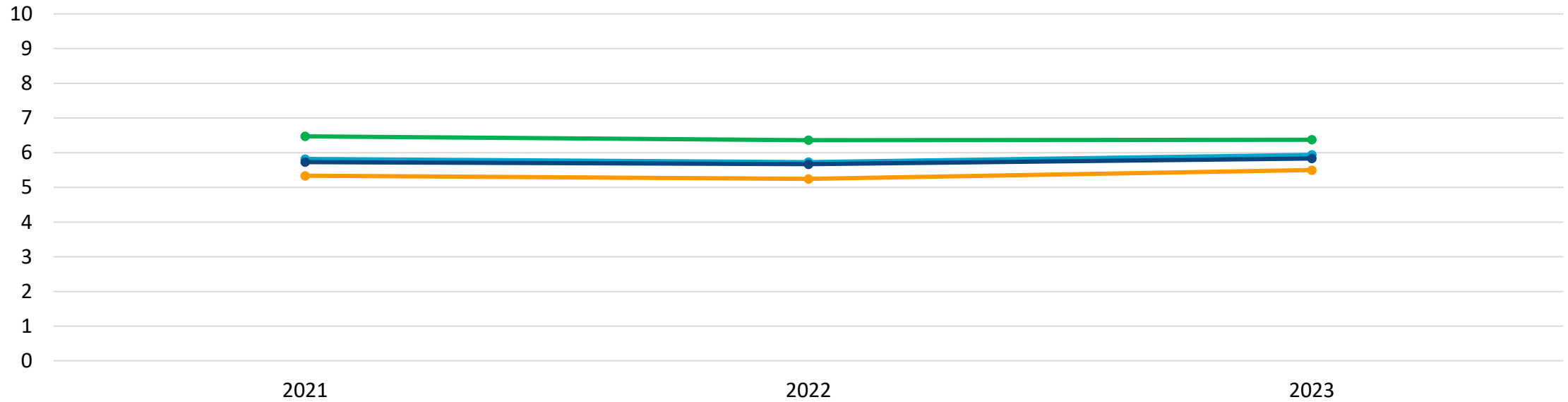
	2021	2022	2023
Your org	5.73	5.67	5.83
Best result	6.47	6.36	6.37
Average result	5.82	5.73	5.94
Worst result	5.34	5.24	5.50
Responses	3967	3455	3527

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

Promise element 3: We each have a voice that counts

We each have a voice that counts
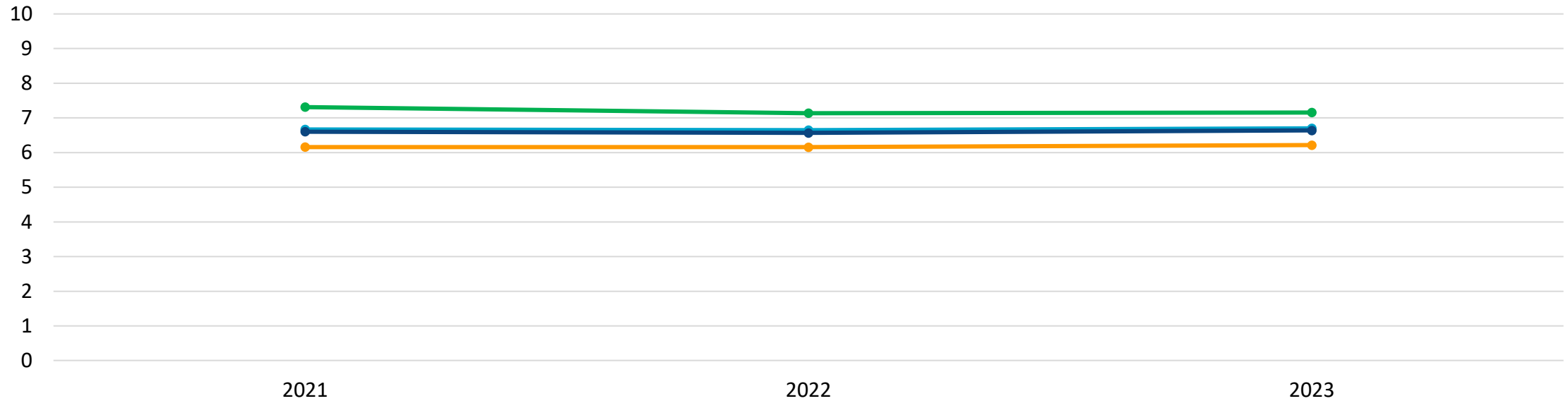
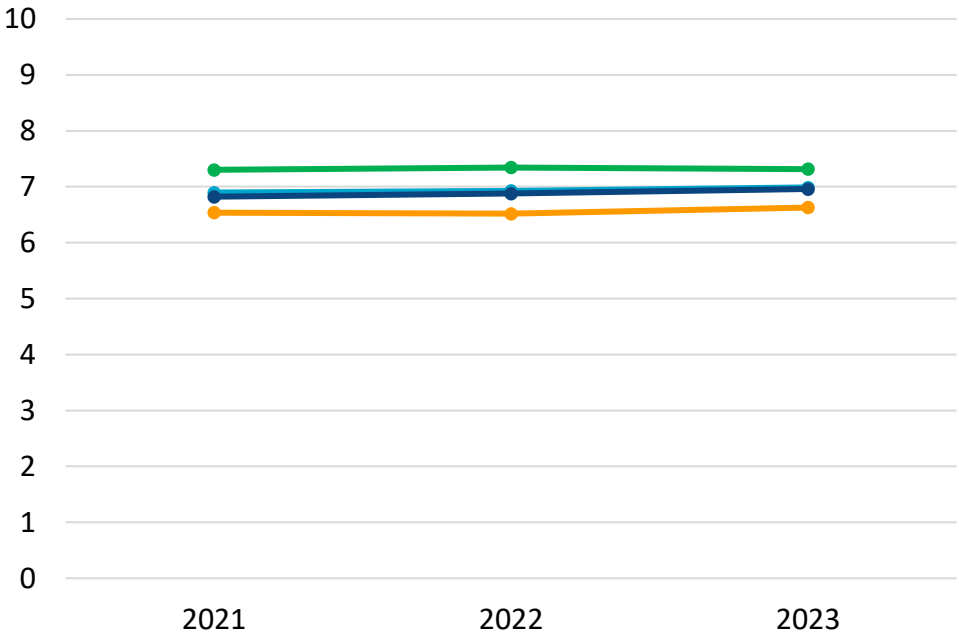|	2021	2022	2023
Your org	6.60	6.57	6.64
Best result	7.31	7.14	7.16
Average result	6.67	6.65	6.70
Worst result	6.16	6.16	6.21
Responses	3814	3404	3484

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
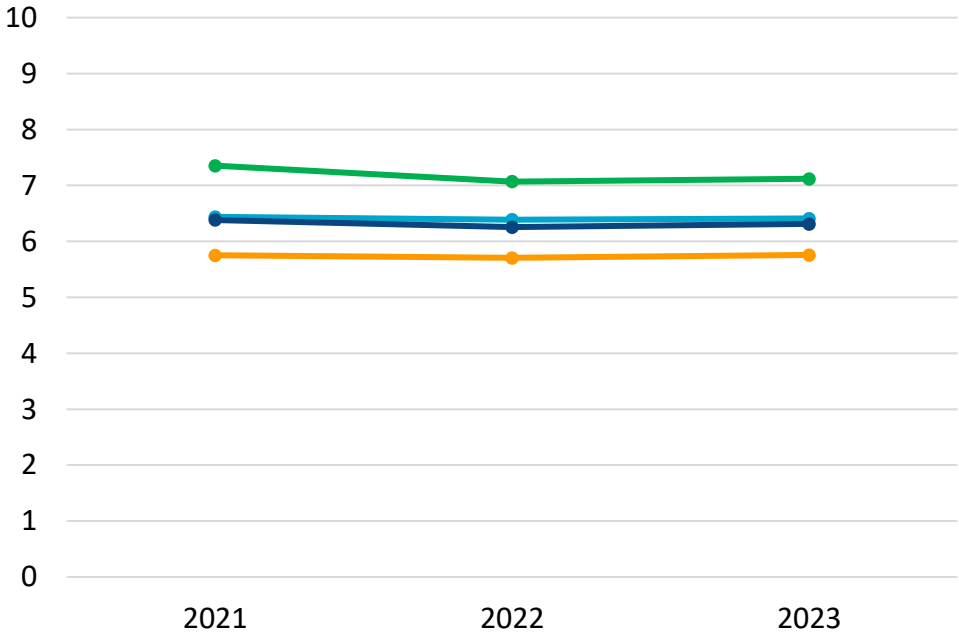
Promise element 3: We each have a voice that counts

Autonomy and control

	2021	2022	2023
Your org	6.82	6.88	6.96
Best result	7.30	7.35	7.31
Average result	6.90	6.93	6.99
Worst result	6.54	6.52	6.63
Responses	3978	3450	3536

Raising concerns

	2021	2022	2023
Your org	6.38	6.25	6.31
Best result	7.35	7.07	7.12
Average result	6.44	6.39	6.41
Worst result	5.75	5.71	5.76
Responses	3822	3410	3488

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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**.

Promise element 4: We are safe and healthy

We are safe and healthy

	2021	2022	2023
Your org	5.90	5.94	
Best result	6.47	6.41	
Average result	5.90	5.89	
Worst result	5.50	5.42	
Responses	3845	3413	

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.
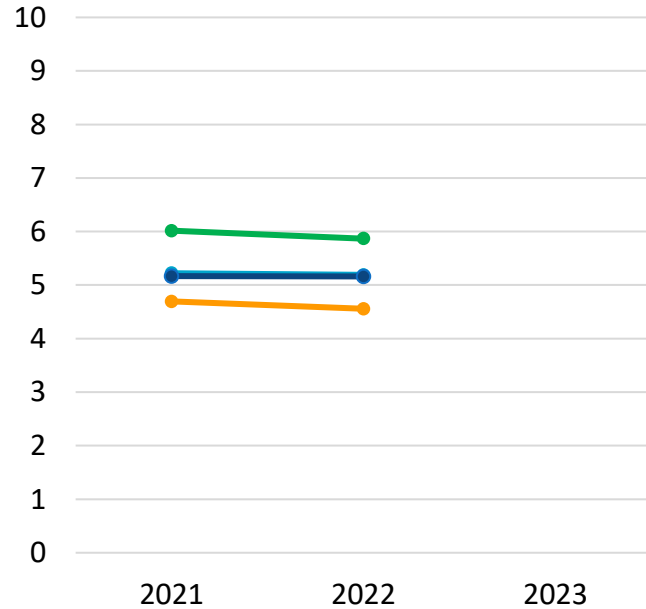
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People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
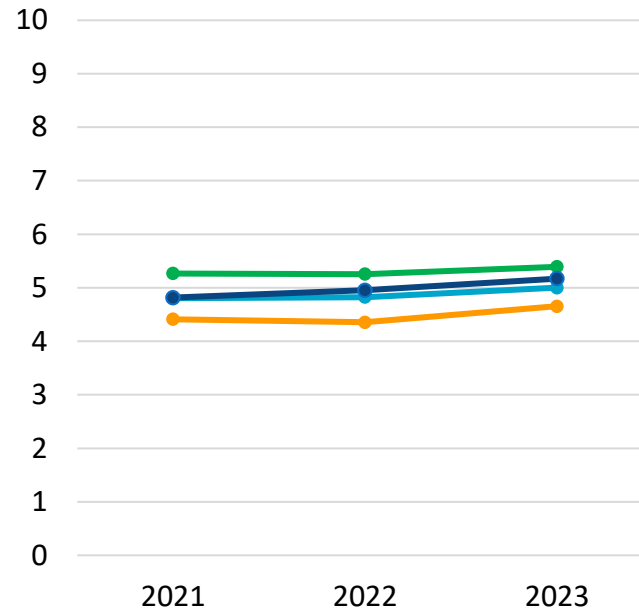
Promise element 4: We are safe and healthy
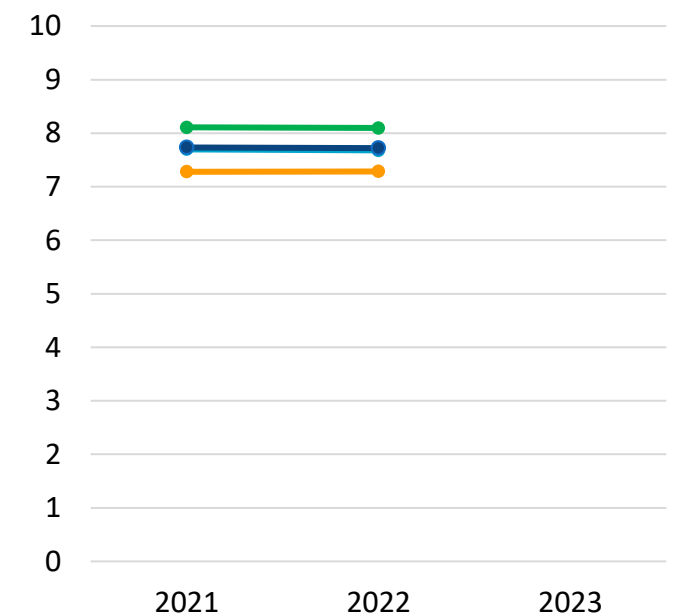
Health and safety climate

Burnout

Negative experiences

Health and safety climate	2021	2022	2023
Your org	5.17	5.16	
Best result	6.01	5.87	
Average result	5.22	5.19	
Worst result	4.69	4.56	
Responses	3974	3448	

Burnout	2021	2022	2023
Your org	4.82	4.95	5.17
Best result	5.27	5.25	5.39
Average result	4.80	4.82	5.00
Worst result	4.41	4.35	4.65
Responses	3897	3441	3526

| Negative experiences	2021	2022	2023
Your org	7.73	7.72	
Best result	8.11	8.10	
Average result	7.70	7.68	
Worst result	7.28	7.29	
Responses	3866	3432	

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.

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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**.

Promise element 5: We are always learning

We are always learning
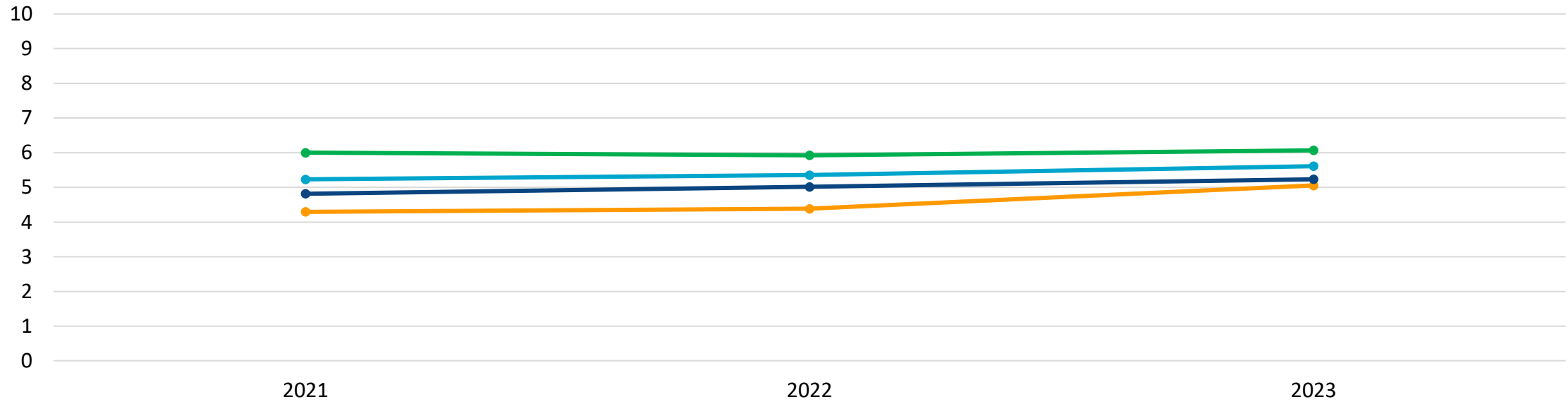
	2021	2022	2023
Your org	4.82	5.02	5.23
Best result	6.00	5.92	6.07
Average result	5.23	5.35	5.61
Worst result	4.30	4.38	5.05
Responses	3583	3227	3204

People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.
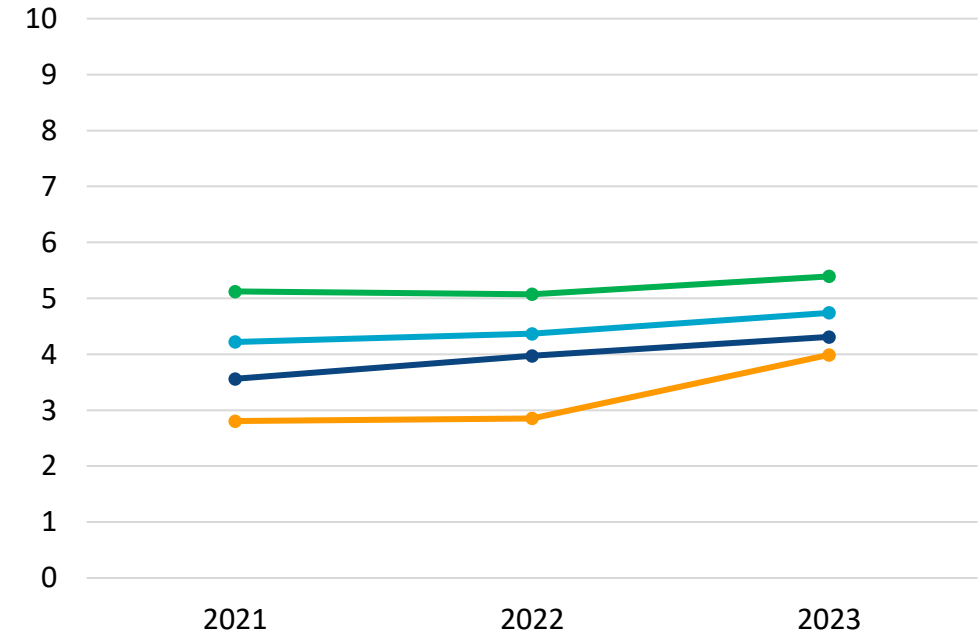
Promise element 5: We are always learning

Development
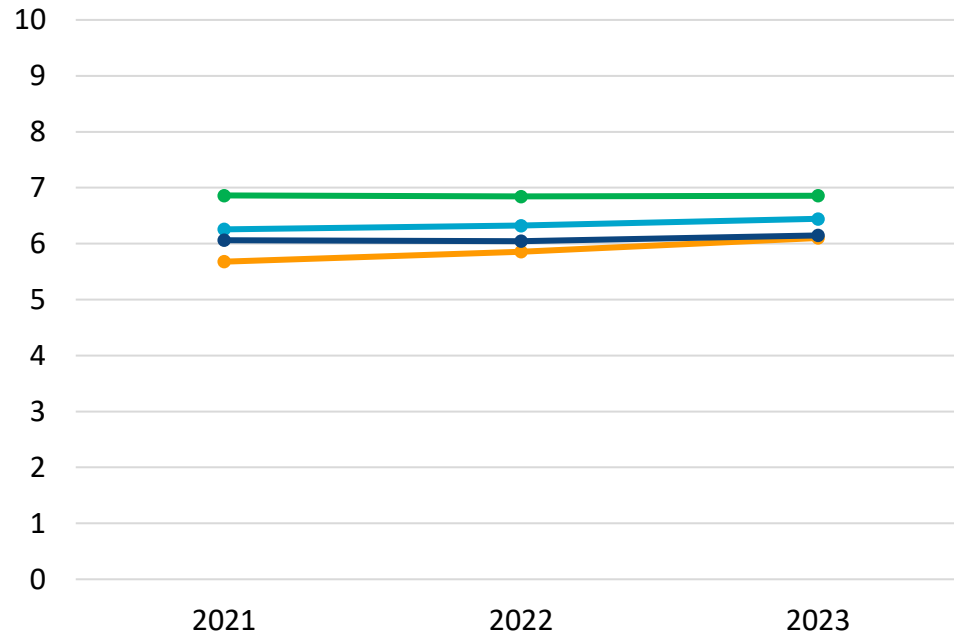
	2021	2022	2023
Your org	6.06	6.05	6.15
Best result	6.86	6.84	6.86
Average result	6.26	6.32	6.44
Worst result	5.68	5.86	6.10
Responses	3859	3434	3507

Appraisals

	2021	2022	2023
Your org	3.56	3.97	4.31
Best result	5.12	5.07	5.39
Average result	4.22	4.37	4.74
Worst result	2.81	2.85	3.99
Responses	3604	3243	3213

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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**.

Promise element 6: We work flexibly

We work flexibly
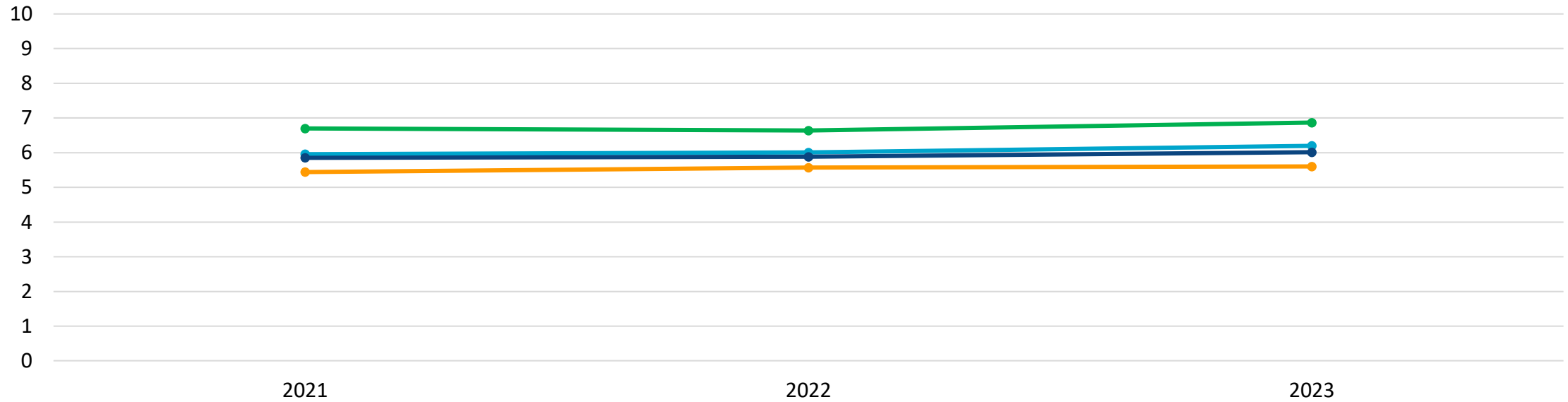
	2021	2022	2023
Your org	5.85	5.88	6.01
Best result	6.70	6.64	6.87
Average result	5.96	6.01	6.20
Worst result	5.44	5.57	5.60
Responses	3943	3424	3497

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

Promise element 6: We work flexibly

Support for work-life balance
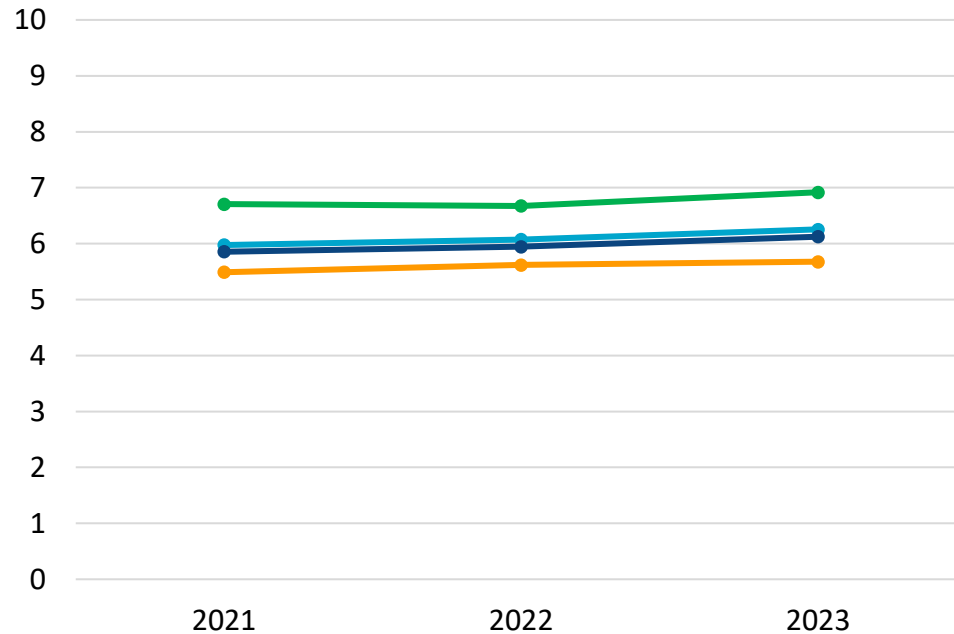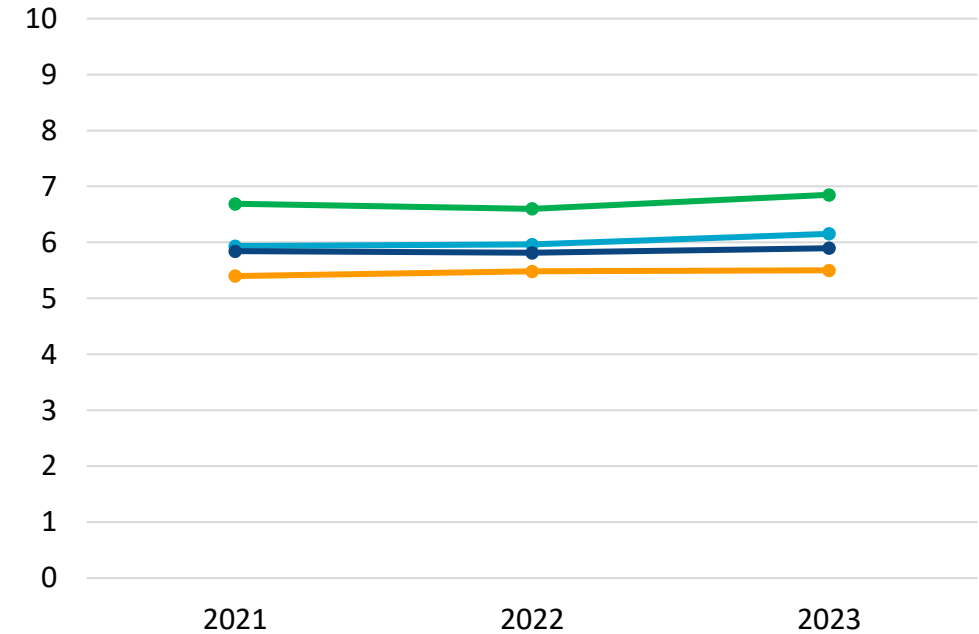
	2021	2022	2023
Your org	5.86	5.95	6.13
Best result	6.71	6.68	6.92
Average result	5.98	6.08	6.25
Worst result	5.49	5.62	5.68
Responses	3962	3435	3523

Flexible working

	2021	2022	2023
Your org	5.84	5.81	5.90
Best result	6.69	6.60	6.85
Average result	5.93	5.96	6.15
Worst result	5.40	5.48	5.50
Responses	3955	3444	3508

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

We are a team

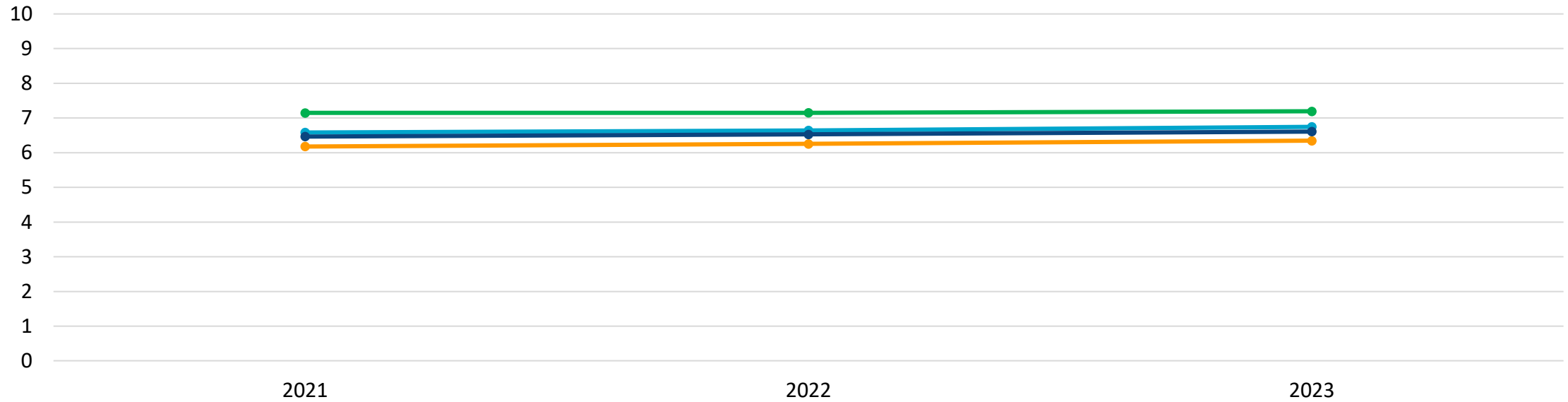|	2021	2022	2023
Your org	6.47	6.53	6.61
Best result	7.15	7.15	7.19
Average result	6.58	6.64	6.75
Worst result	6.18	6.25	6.35
Responses	3913	3442	3508

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

Promise element 7: We are a team

Team working
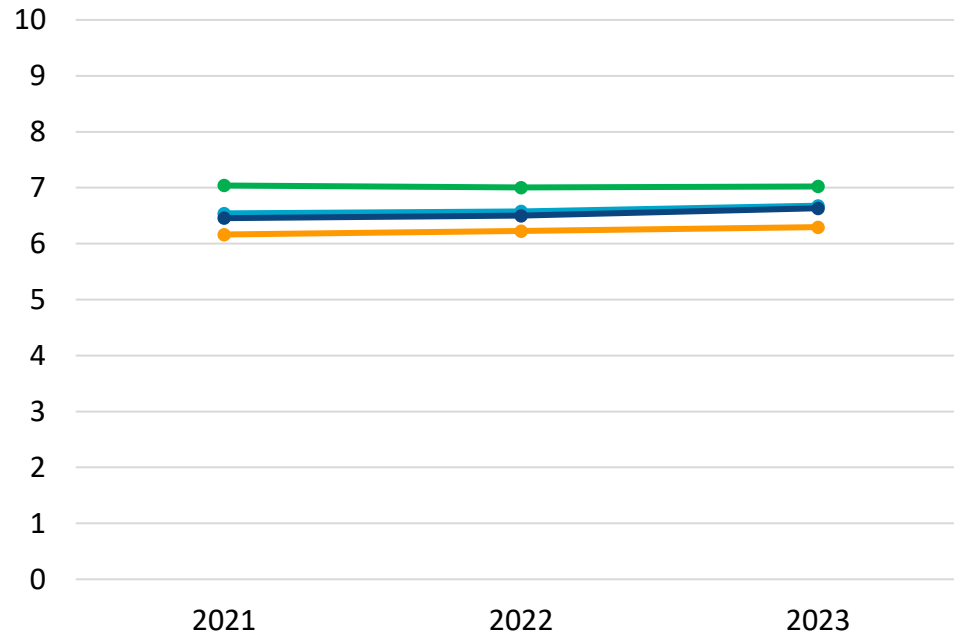
	2021	2022	2023
Your org	6.46	6.50	6.63
Best result	7.04	7.00	7.03
Average result	6.54	6.58	6.68
Worst result	6.16	6.23	6.29
Responses	3942	3451	3521

Line management

	2021	2022	2023
Your org	6.47	6.55	6.58
Best result	7.25	7.30	7.35
Average result	6.61	6.68	6.80
Worst result	6.19	6.21	6.30
Responses	3915	3447	3517

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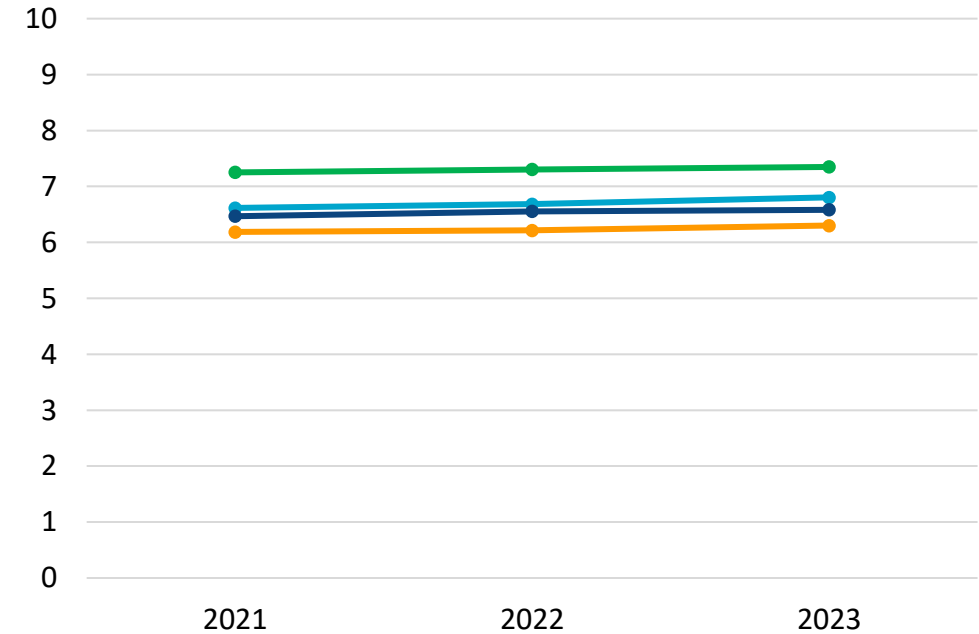
Theme: Staff Engagement

Staff Engagement

	2019	2020	2021	2022	2023
Your org	7.03	7.01	6.84	6.80	6.92
Best result	7.58	7.59	7.44	7.28	7.32
Average result	7.04	7.03	6.84	6.80	6.91
Worst result	6.10	6.45	6.30	6.13	6.34
Responses	3087	3287	3981	3448	3534

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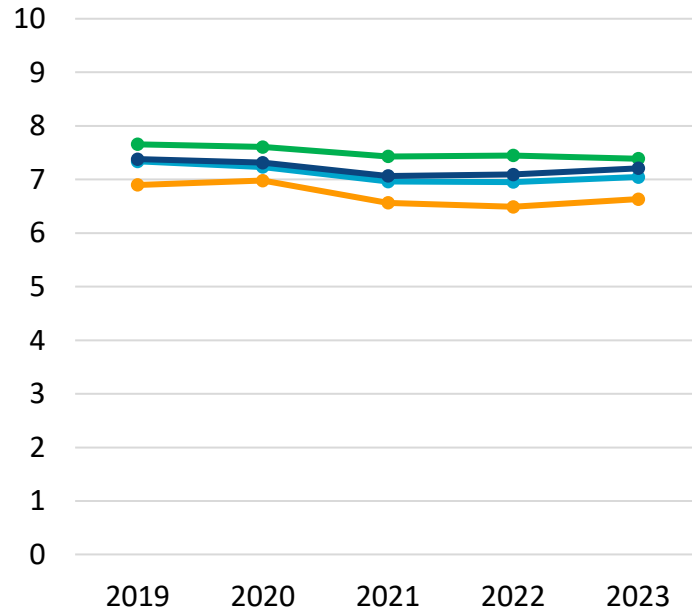
Theme: Staff Engagement

Motivation

	2019	2020	2021	2022	2023
Your org	7.38	7.31	7.07	7.09	7.21
Best result	7.66	7.61	7.43	7.45	7.39
Average result	7.34	7.23	6.96	6.95	7.04
Worst result	6.90	6.98	6.56	6.49	6.63
Responses	3040	3275	3953	3388	3464

Involvement

	2019	2020	2021	2022	2023
Your org	6.75	6.65	6.67	6.73	6.83
Best result	7.32	7.13	7.22	7.29	7.21
Average result	6.83	6.76	6.75	6.79	6.86
Worst result	6.15	6.28	6.32	6.29	6.44
Responses	3083	3283	3981	3451	3535
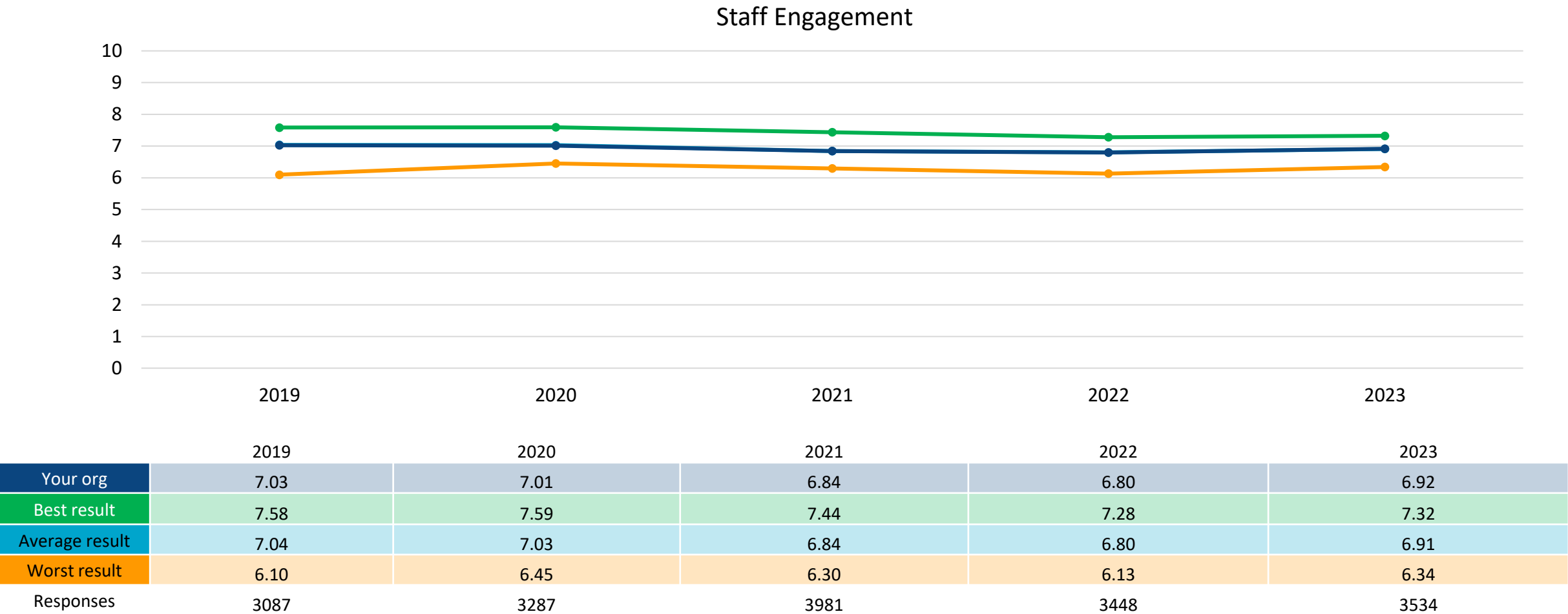
Advocacy

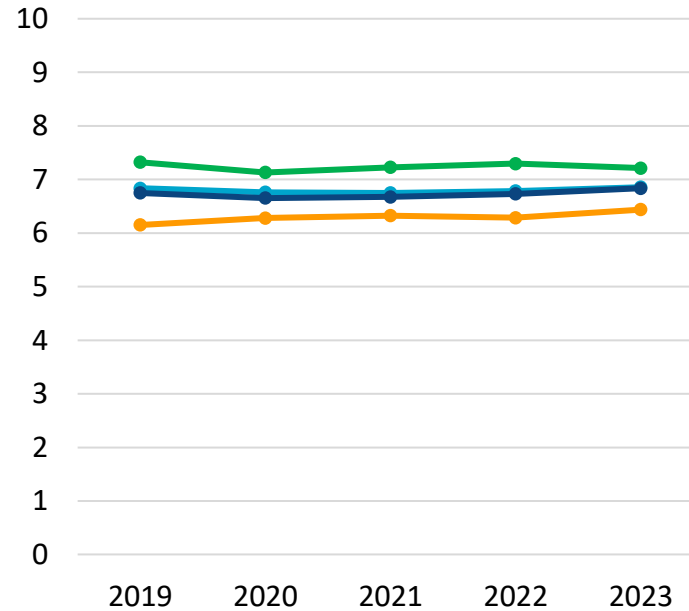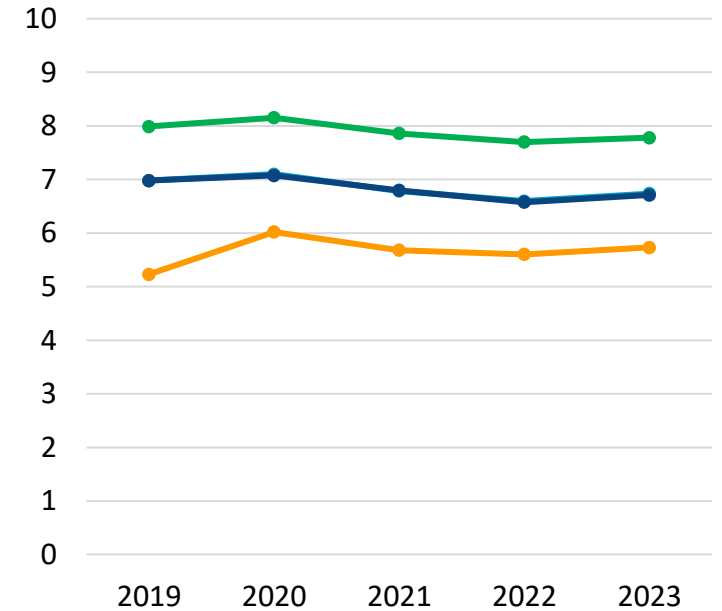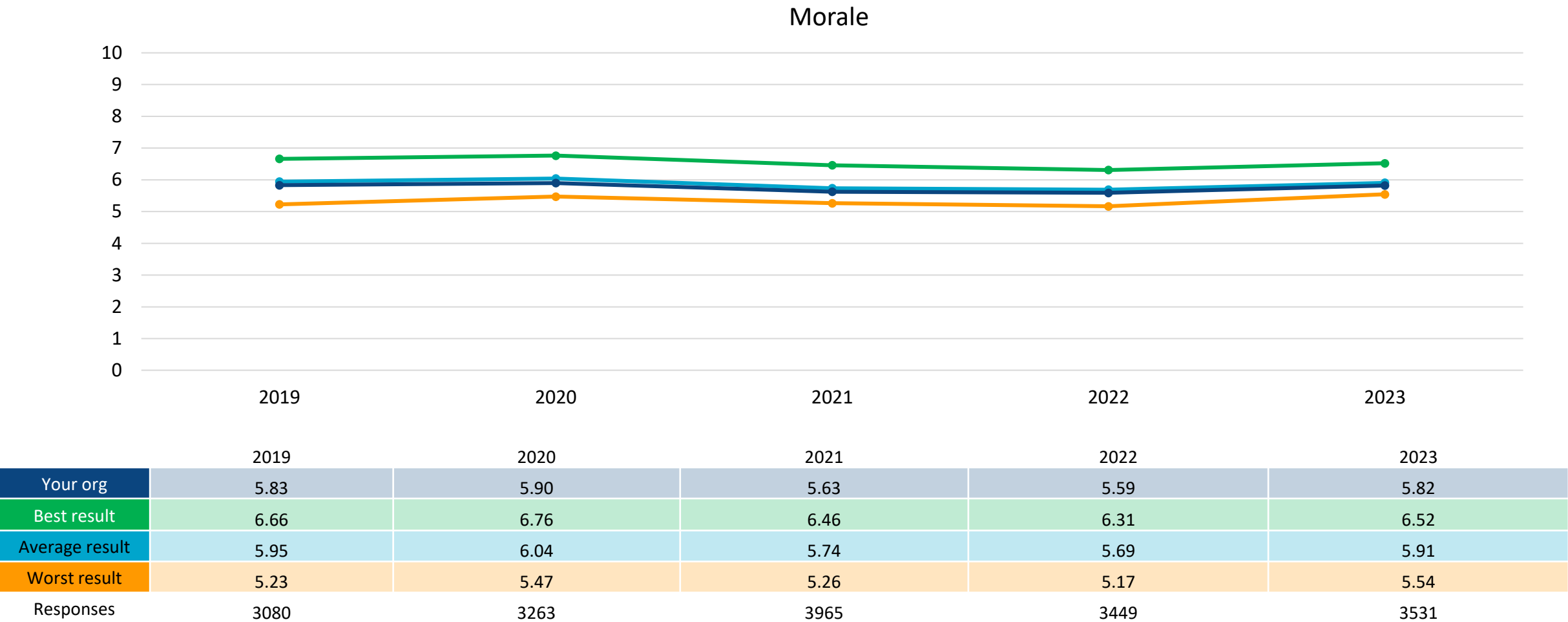|	2019	2020	2021	2022	2023
Your org	6.98	7.07	6.80	6.58	6.71
Best result	7.99	8.15	7.86	7.70	7.78
Average result	6.98	7.10	6.78	6.60	6.74
Worst result	5.23	6.02	5.68	5.60	5.73
Responses	3035	3215	3851	3427	3507

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

Theme: Morale

Morale

	2019	2020	2021	2022	2023
Your org	5.83	5.90	5.63	5.59	5.82
Best result	6.66	6.76	6.46	6.31	6.52
Average result	5.95	6.04	5.74	5.69	5.91
Worst result	5.23	5.47	5.26	5.17	5.54
Responses	3080	3263	3965	3449	3531

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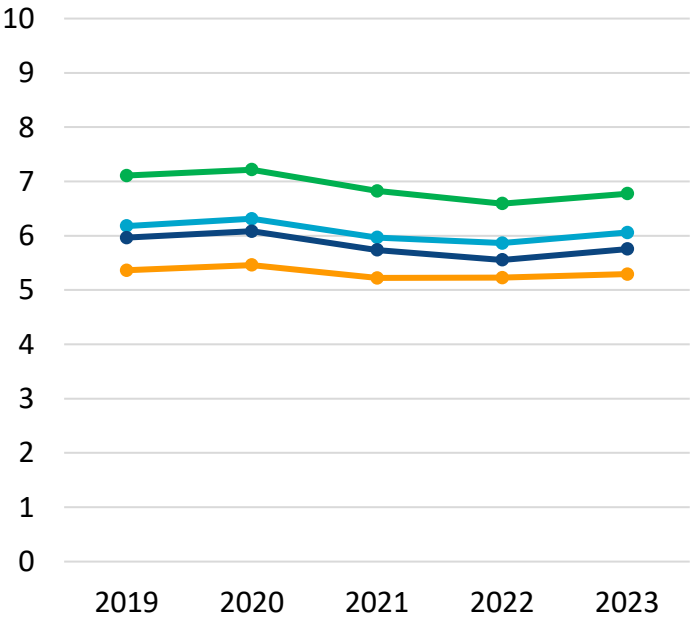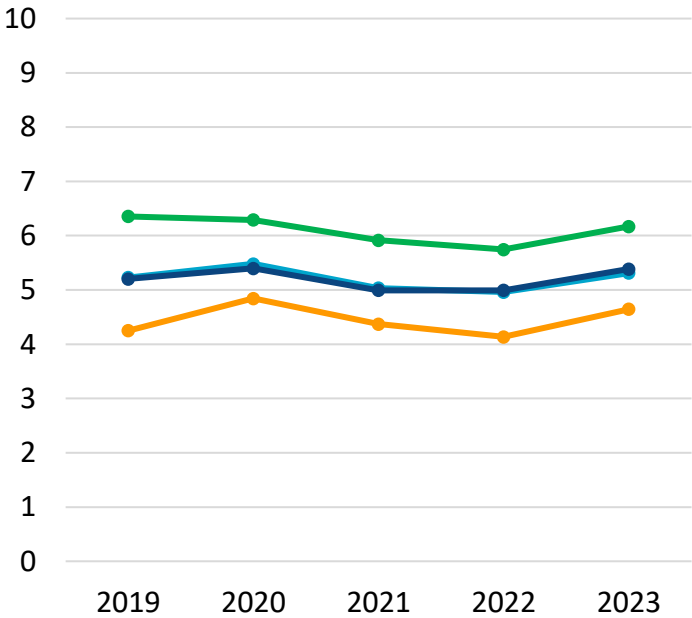
## Theme: Morale

Thinking about leaving

	2019	2020	2021	2022	2023
Your org	5.96	6.08	5.74	5.55	5.76
Best result	7.11	7.22	6.83	6.59	6.78
Average result	6.18	6.31	5.97	5.86	6.06
Worst result	5.36	5.46	5.22	5.23	5.29
Responses	3033	3210	3831	3418	3504

Work pressure

	2019	2020	2021	2022	2023
Your org	5.20	5.40	4.99	4.99	5.38
Best result	6.35	6.29	5.91	5.75	6.17
Average result	5.23	5.48	5.03	4.96	5.31
Worst result	4.25	4.84	4.37	4.14	4.65
Responses	3080	3283	3973	3446	3528

Stressors
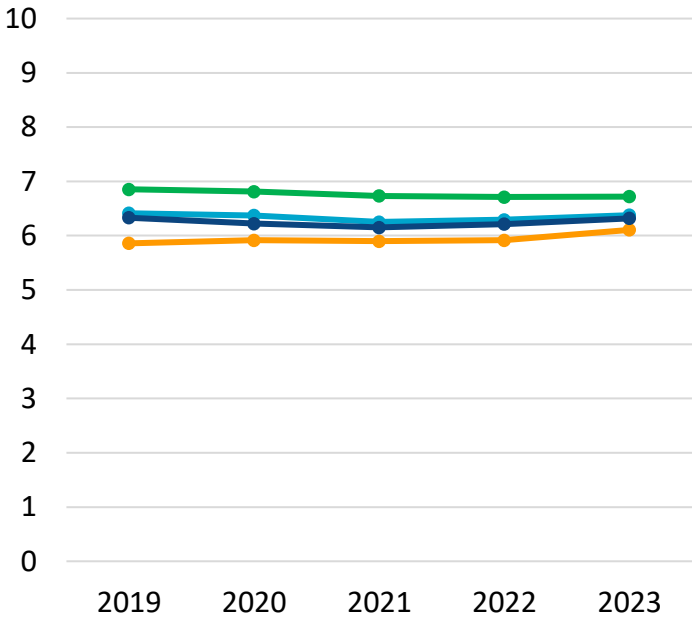
	2019	2020	2021	2022	2023
Your org	6.33	6.22	6.15	6.21	6.32
Best result	6.85	6.81	6.73	6.71	6.72
Average result	6.41	6.37	6.25	6.29	6.38
Worst result	5.86	5.91	5.90	5.92	6.11
Responses	3065	3255	3948	3435	3524

People Promise element – We are compassionate and inclusive

Questions included:

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

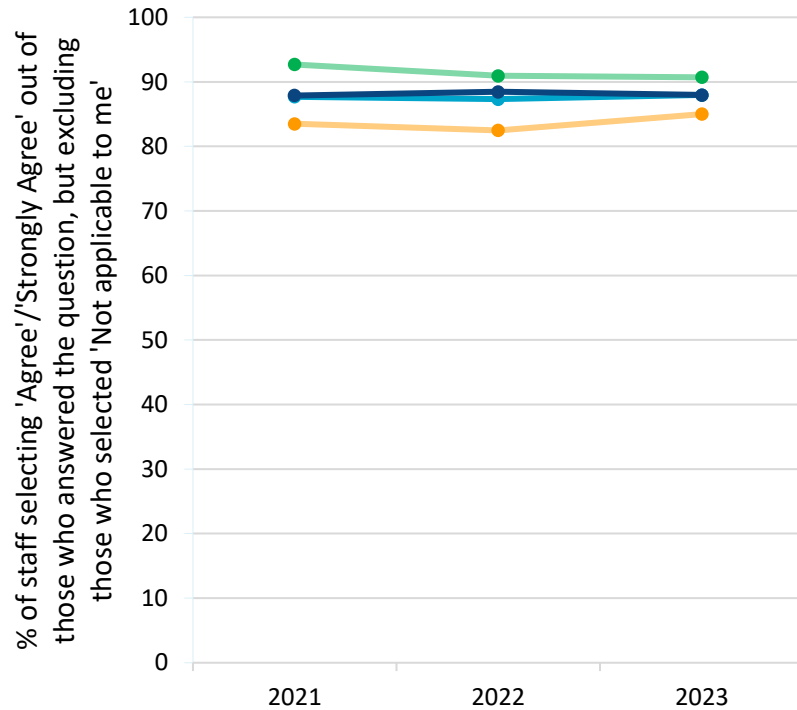Compassionate leadership – Q9f, Q9g, Q9h, Q9i

Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

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

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question, but excluding those who selected 'Not applicable to me'

	2021	2022	2023
Your org	87.90%	88.47%	87.97%
Best result	92.70%	90.93%	90.71%
Average result	87.70%	87.31%	87.96%
Worst result	83.51%	82.48%	85.01%
Responses	3877	3344	3434

Q25a Care of patients / service users is my organisation's top priority.
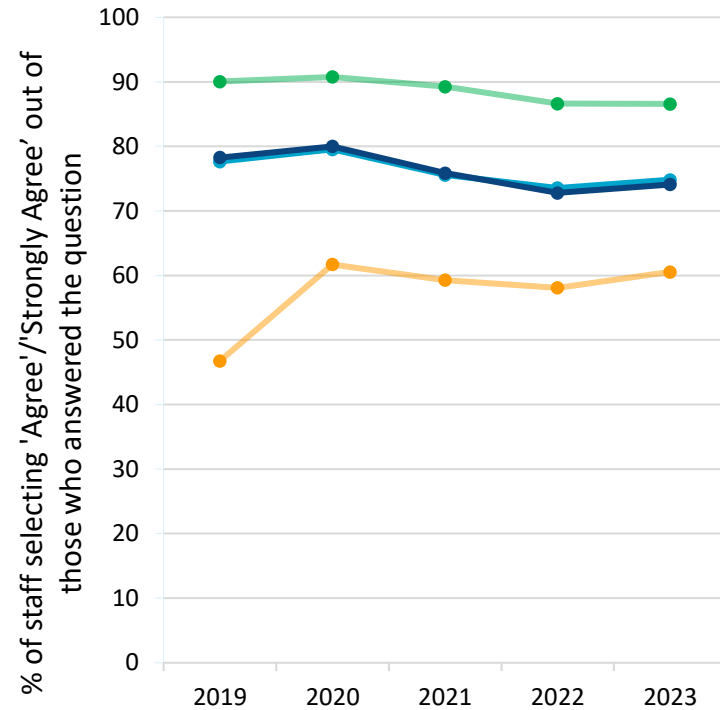
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	78.24%	80.00%	75.88%	72.79%	74.10%
Best result	90.05%	90.77%	89.25%	86.61%	86.57%
Average result	77.64%	79.53%	75.57%	73.56%	74.83%
Worst result	46.76%	61.70%	59.27%	58.09%	60.55%
Responses	3037	3211	3849	3425	3500

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

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
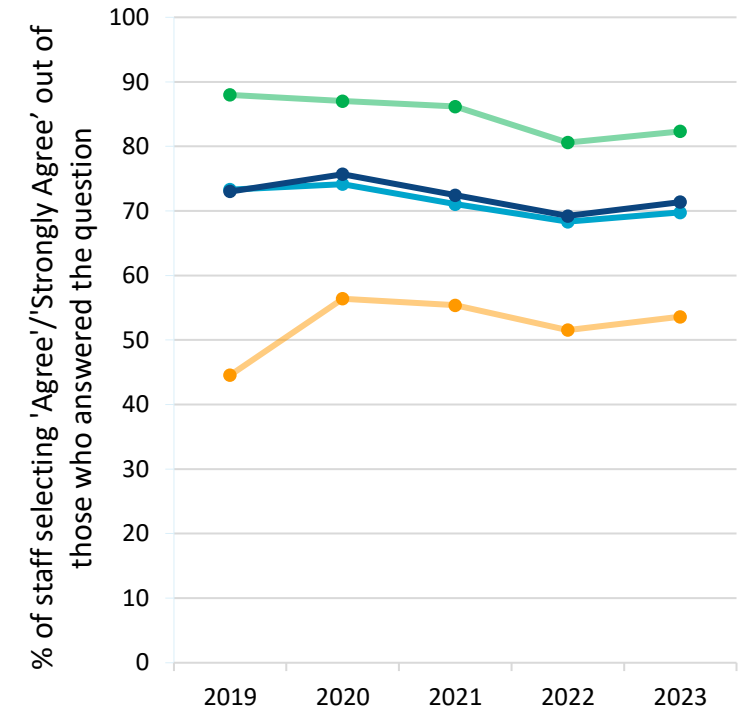
	2019	2020	2021	2022	2023
Your org	73.00%	75.70%	72.43%	69.21%	71.38%
Best result	87.98%	87.02%	86.18%	80.61%	82.34%
Average result	73.32%	74.14%	71.07%	68.32%	69.78%
Worst result	44.56%	56.41%	55.39%	51.54%	53.59%
Responses	3029	3208	3841	3416	3497

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

	2019	2020	2021	2022	2023
Your org	61.91%	64.31%	58.64%	55.37%	59.25%
Best result	81.18%	83.99%	77.82%	75.24%	77.09%
Average result	62.94%	67.00%	58.40%	56.48%	60.52%
Worst result	35.64%	46.44%	38.47%	41.03%	44.05%
Responses	3026	3211	3848	3423	3501

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

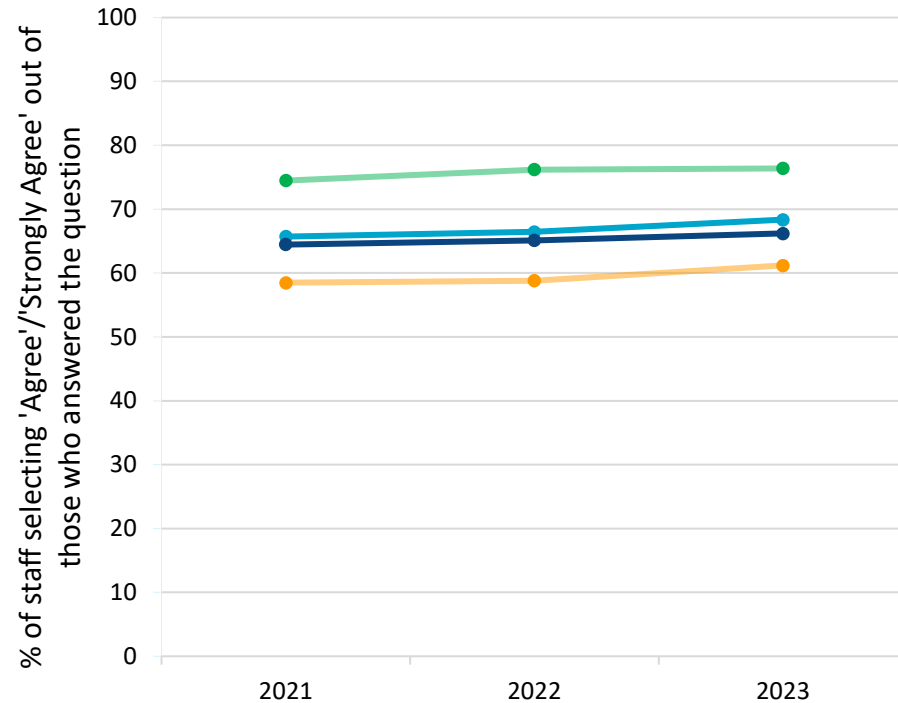|	2019	2020	2021	2022	2023
Your org	69.94%	71.52%	67.12%	62.02%	63.77%
Best result	90.62%	91.76%	89.51%	86.38%	88.82%
Average result	70.57%	74.32%	66.99%	61.82%	63.32%
Worst result	39.54%	49.58%	43.54%	39.27%	44.31%
Responses	3021	3213	3844	3427	3499

Survey Coordination Centre

NHS

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

	2021	2022	2023
Your org	64.43%	65.11%	66.20%
Best result	74.49%	76.16%	76.38%
Average result	65.70%	66.44%	68.35%
Worst result	58.47%	58.79%	61.17%
Responses	3907	3442	3515

Q9g My immediate manager is interested in listening to me when I describe challenges I face.
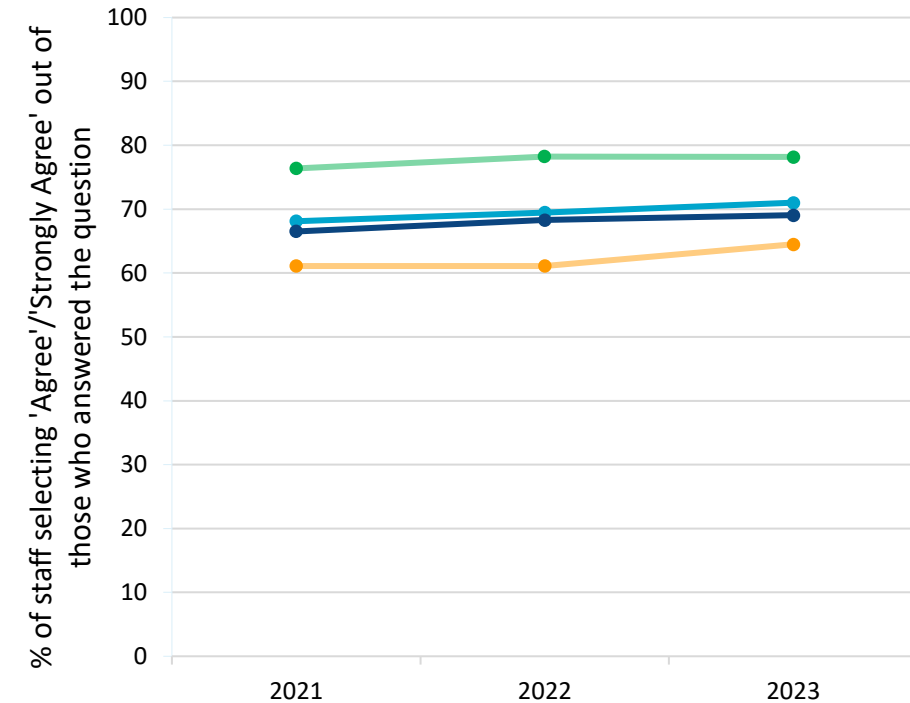
	2021	2022	2023
Your org	66.50%	68.29%	69.04%
Best result	76.39%	78.22%	78.17%
Average result	68.12%	69.47%	70.99%
Worst result	61.09%	61.11%	64.48%
Responses	3910	3445	3514

Q9h My immediate manager cares about my concerns.
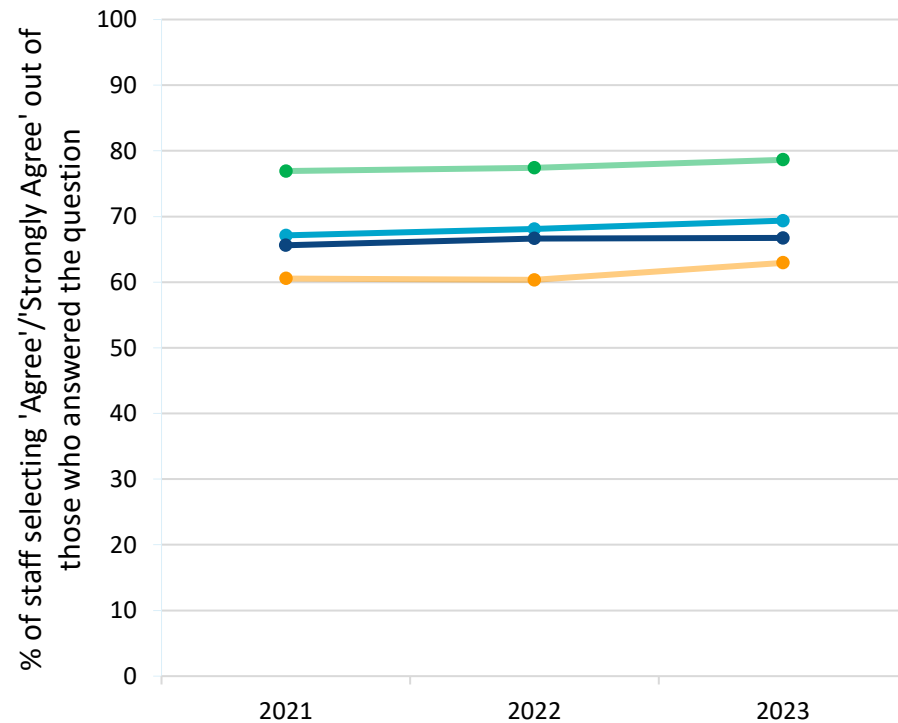
	2021	2022	2023
Your org	65.64%	66.66%	66.73%
Best result	76.92%	77.43%	78.65%
Average result	67.12%	68.10%	69.37%
Worst result	60.55%	60.34%	62.95%
Responses	3901	3448	3517

Q9i My immediate manager takes effective action to help me with any problems I face.
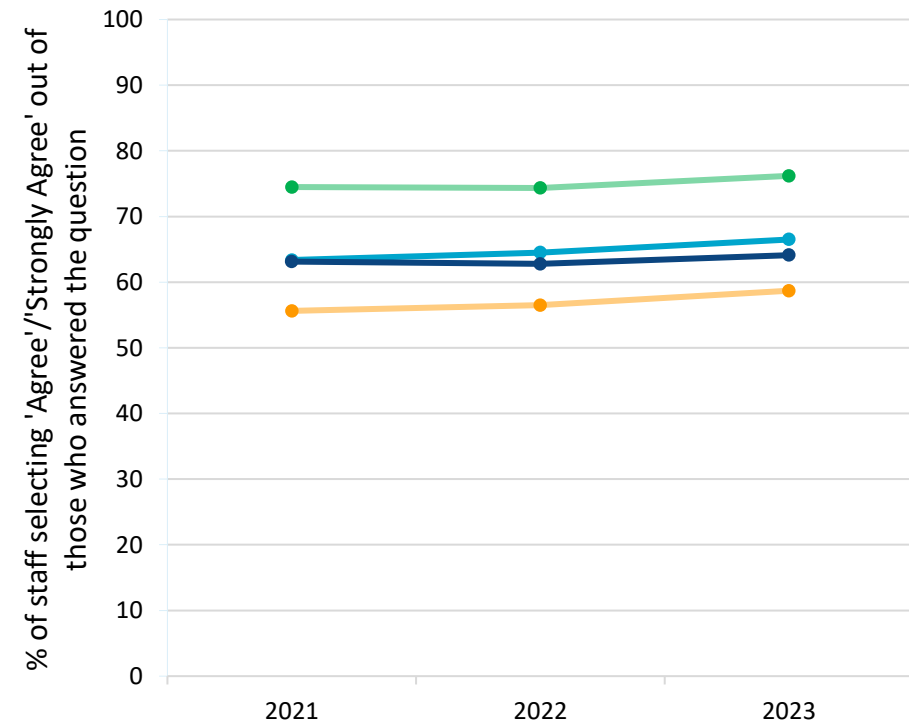
	2021	2022	2023
Your org	63.12%	62.78%	64.13%
Best result	74.49%	74.35%	76.19%
Average result	63.37%	64.50%	66.50%
Worst result	55.62%	56.50%	58.68%
Responses	3909	3441	3511

## Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?
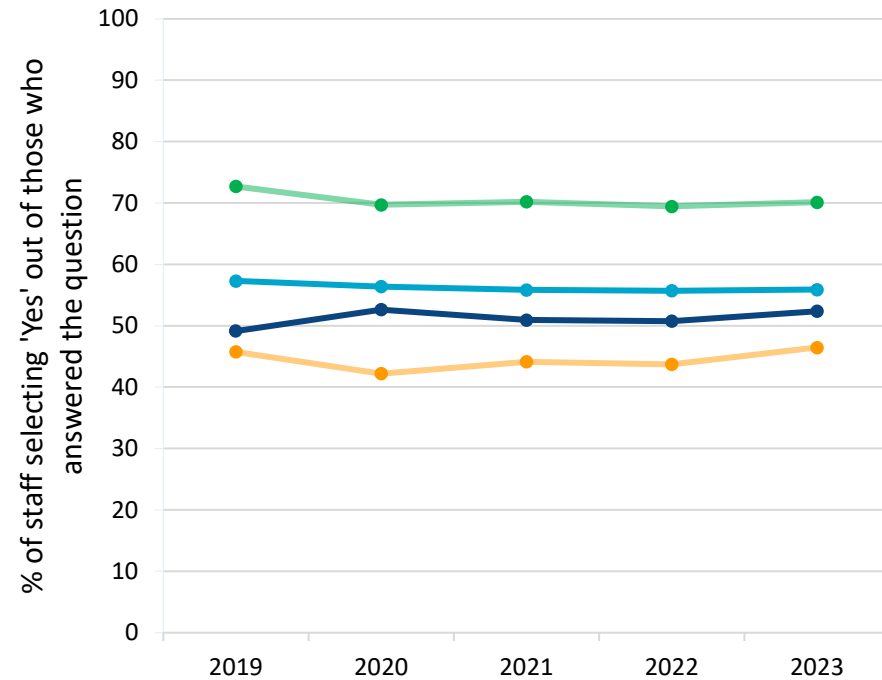
	2019	2020	2021	2022	2023
Your org	49.14%	52.63%	50.93%	50.76%	52.38%
Best result	72.70%	69.70%	70.19%	69.43%	70.11%
Average result	57.31%	56.38%	55.83%	55.69%	55.89%
Worst result	45.74%	42.19%	44.12%	43.72%	46.44%
Responses	3043	3226	3850	3392	3493

Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?
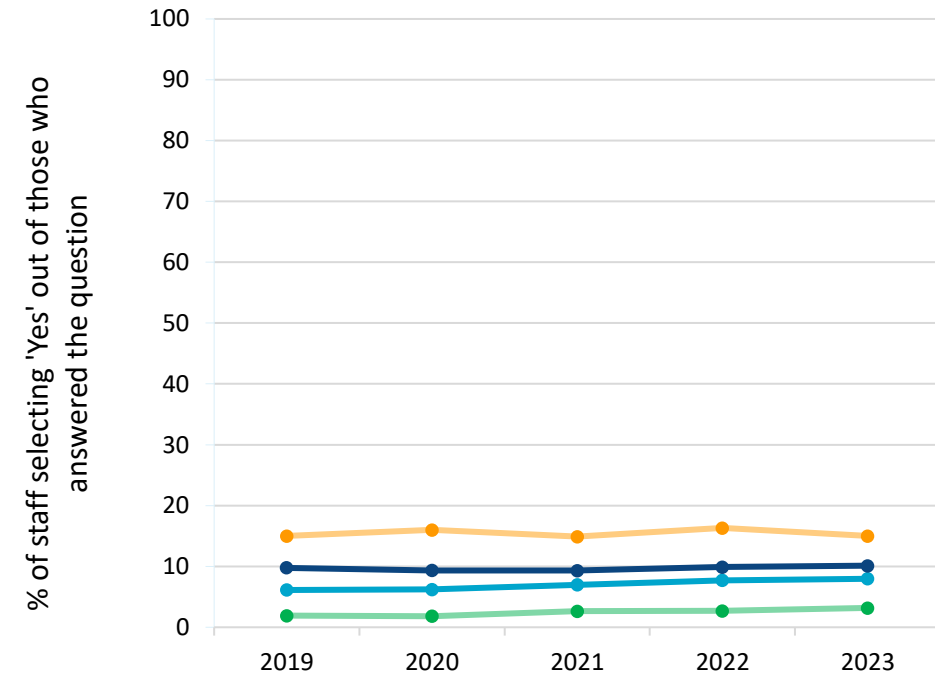
	2019	2020	2021	2022	2023
Your org	9.78%	9.35%	9.31%	9.91%	10.10%
Best result	1.91%	1.83%	2.64%	2.69%	3.17%
Average result	6.15%	6.21%	6.98%	7.71%	7.99%
Worst result	14.99%	15.99%	14.91%	16.33%	15.02%
Responses	3024	3226	3870	3418	3514

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

% of staff selecting 'Yes' out of those who answered the question
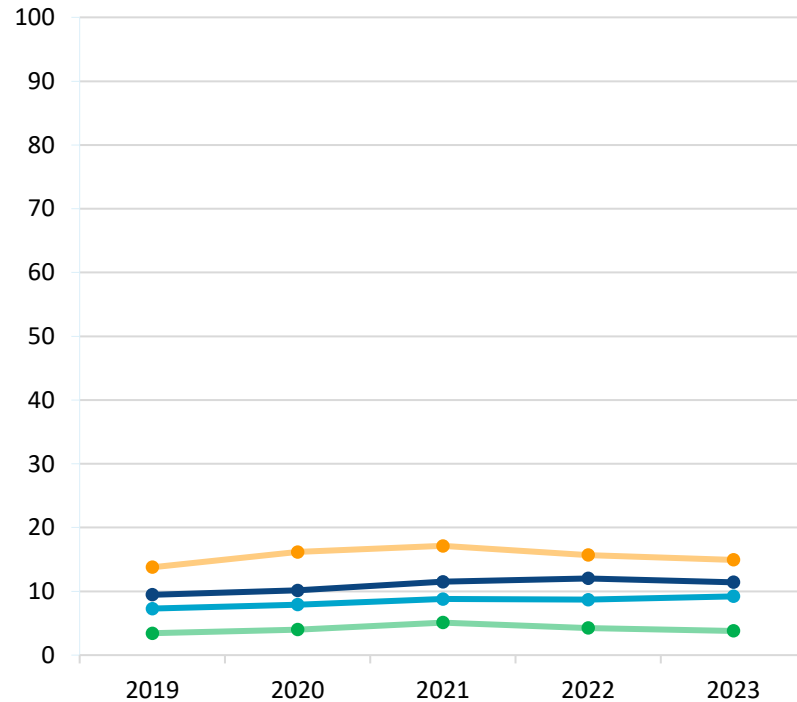
	2019	2020	2021	2022	2023
Your org	9.45%	10.15%	11.51%	12.03%	11.43%
Best result	3.41%	3.99%	5.09%	4.24%	3.79%
Average result	7.29%	7.90%	8.78%	8.69%	9.20%
Worst result	13.78%	16.17%	17.12%	15.70%	14.93%
Responses	2993	3231	3862	3412	3484

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

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
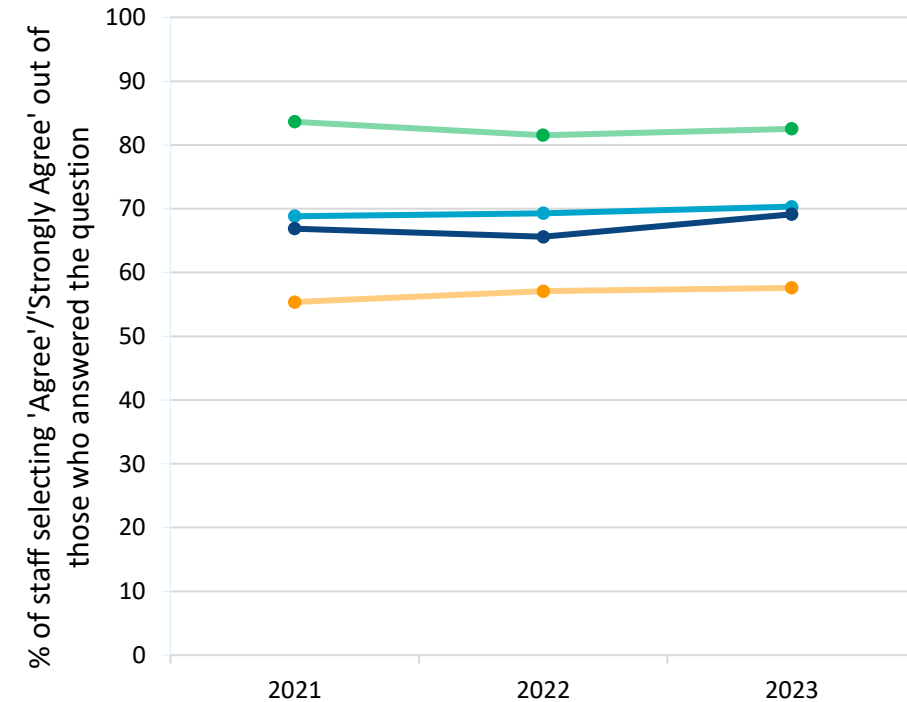
	2021	2022	2023
Your org	66.87%	65.61%	69.13%
Best result	83.66%	81.52%	82.55%
Average result	68.83%	69.29%	70.33%
Worst result	55.37%	57.06%	57.60%
Responses	3864	3435	3516

Q7h I feel valued by my team.
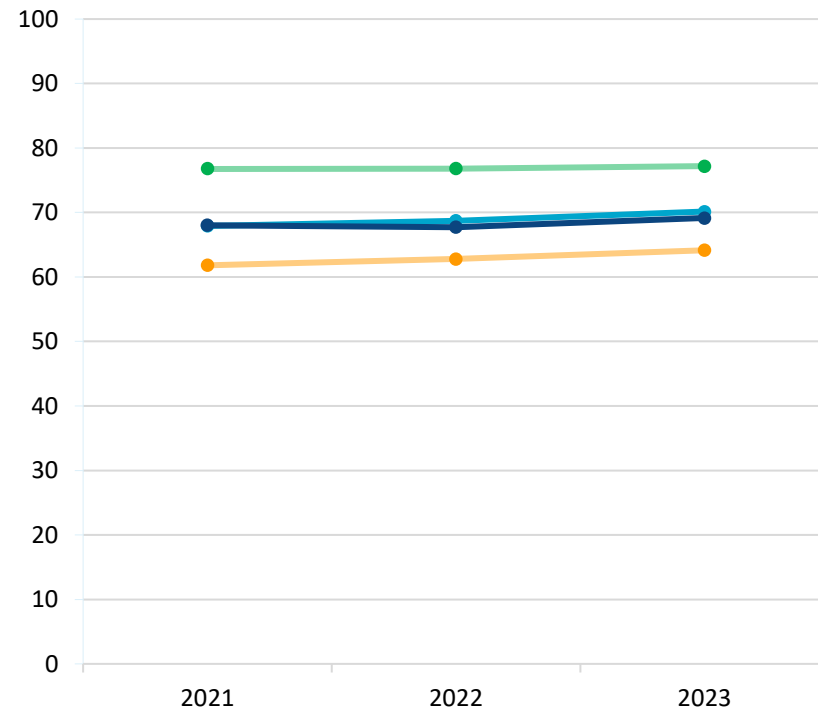
	2021	2022	2023
Your org	68.03%	67.72%	69.13%
Best result	76.79%	76.81%	77.16%
Average result	67.92%	68.70%	70.12%
Worst result	61.81%	62.78%	64.16%
Responses	3926	3444	3514

Q7i I feel a strong personal attachment to my team.
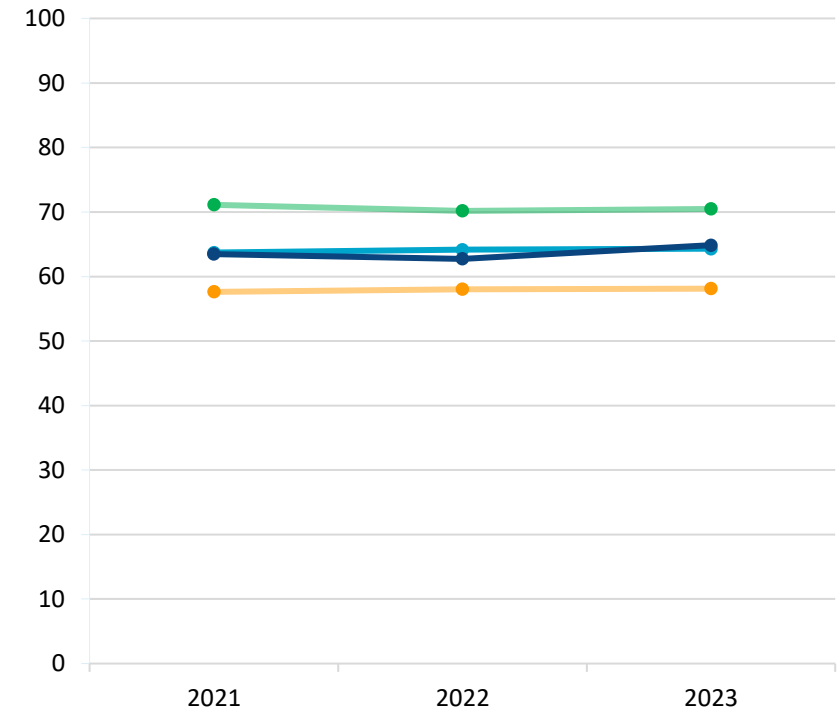
	2021	2022	2023
Your org	63.50%	62.74%	64.85%
Best result	71.13%	70.17%	70.48%
Average result	63.71%	64.17%	64.32%
Worst result	57.63%	58.03%	58.14%
Responses	3931	3446	3513

Epsom and St Helier University Hospitals NHS Trust Benchmark report

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

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
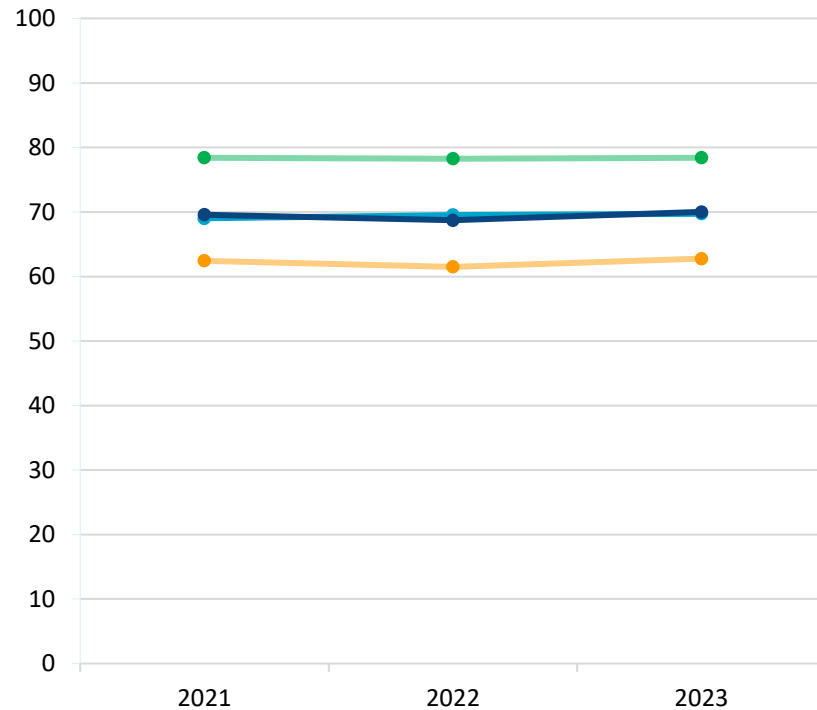
	2021	2022	2023
Your org	69.56%	68.73%	70.03%
Best result	78.43%	78.25%	78.42%
Average result	69.01%	69.54%	69.73%
Worst result	62.44%	61.50%	62.78%
Responses	3922	3447	3523

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

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
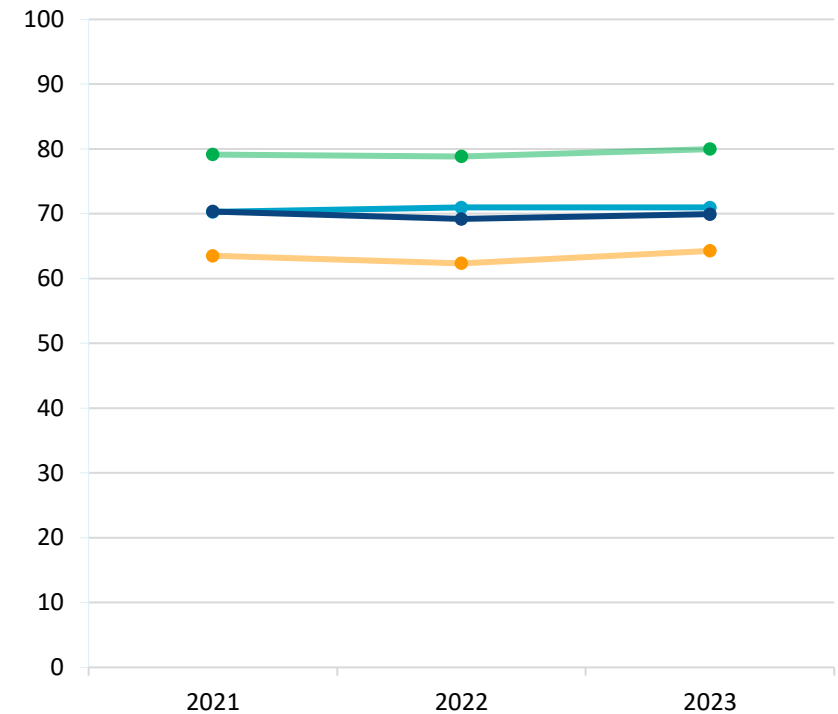
	2021	2022	2023
Your org	70.32%	69.18%	69.93%
Best result	79.13%	78.83%	79.99%
Average result	70.27%	70.96%	70.95%
Worst result	63.50%	62.35%	64.27%
Responses	3925	3451	3520

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.

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

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question
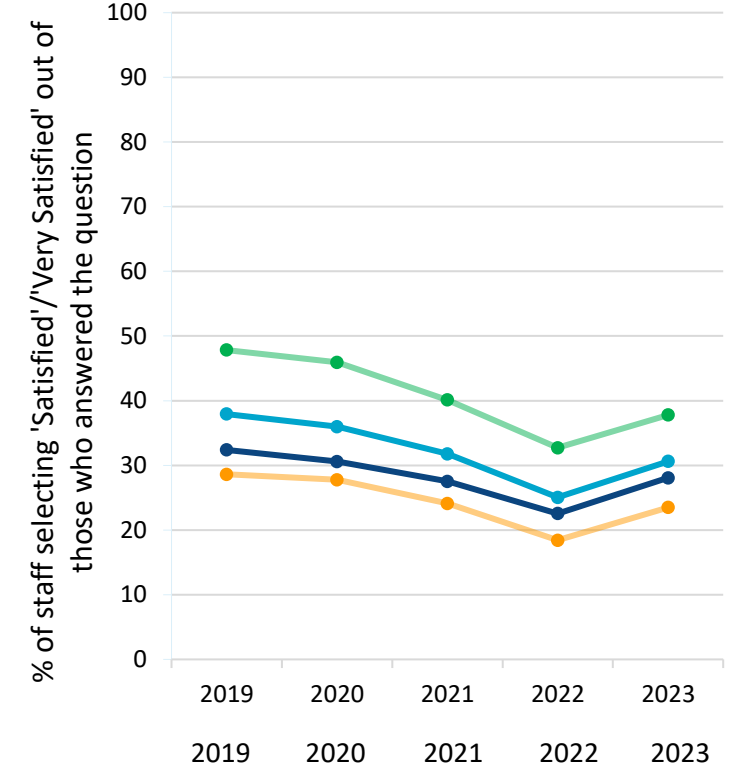

	2019	2020	2021	2022	2023
Your org	54.87%	52.13%	48.79%	51.23%	53.45%
Best result	68.34%	65.04%	61.75%	61.35%	61.58%
Average result	57.46%	56.42%	50.55%	51.18%	53.55%
Worst result	45.63%	48.18%	41.36%	43.25%	45.64%
Responses	3069	3258	3964	3442	3523
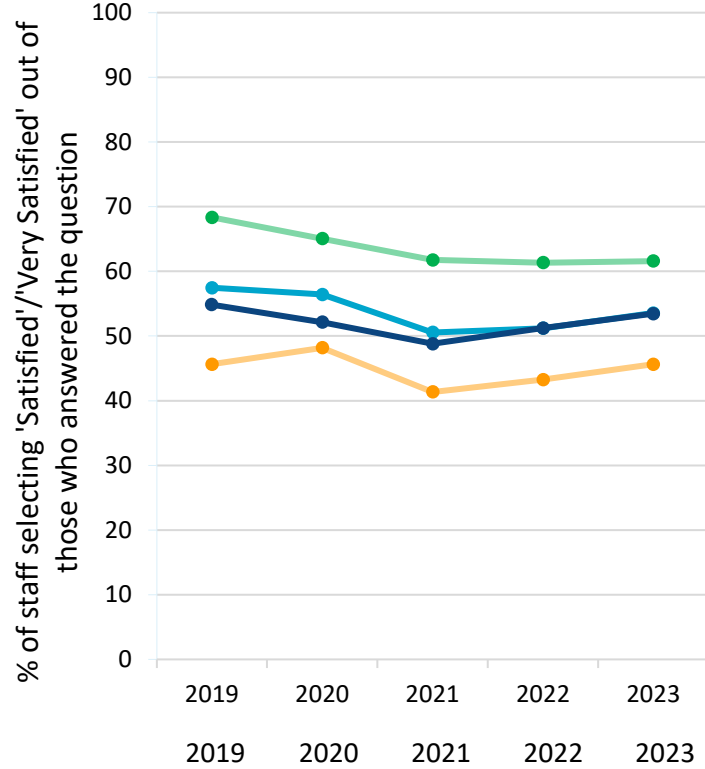
Q4b How satisfied are you with each of the following aspects of your job? The extent to which my organisation values my work.

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	46.33%	45.44%	39.42%	41.14%	43.87%
Best result	60.68%	60.41%	55.10%	53.47%	55.53%
Average result	47.48%	47.00%	40.68%	41.11%	44.28%
Worst result	28.63%	36.32%	30.11%	29.53%	31.72%
Responses	3063	3256	3957	3441	3510
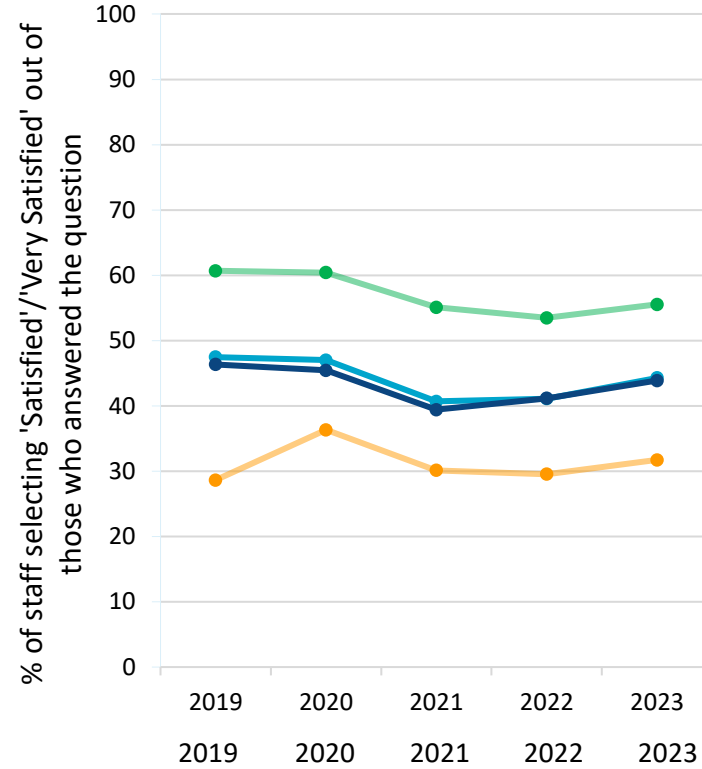
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.

% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	32.38%	30.60%	27.52%	22.56%	28.08%
Best result	47.83%	45.94%	40.11%	32.72%	37.78%
Average result	37.95%	35.97%	31.78%	25.05%	30.61%
Worst result	28.62%	27.76%	24.12%	18.41%	23.49%
Responses	3066	3257	3956	3445	3518

Q8d The people I work with show appreciation to one another.
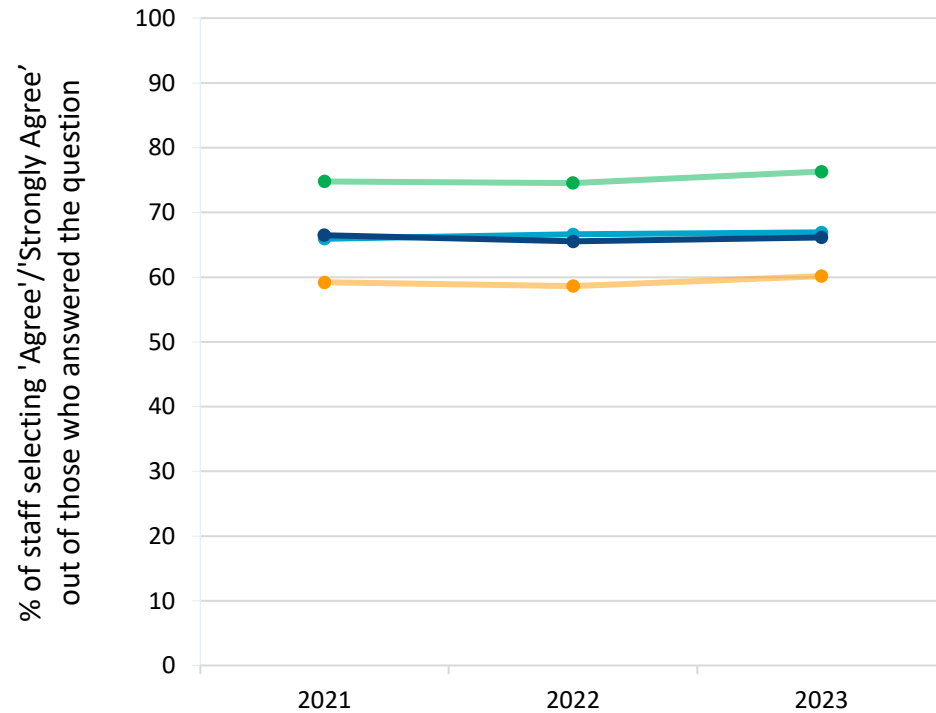
	2021	2022	2023
Your org	66.46%	65.52%	66.14%
Best result	74.80%	74.54%	76.31%
Average result	65.94%	66.61%	66.91%
Worst result	59.19%	58.63%	60.16%
Responses	3921	3448	3519

Q9e My immediate manager values my work.
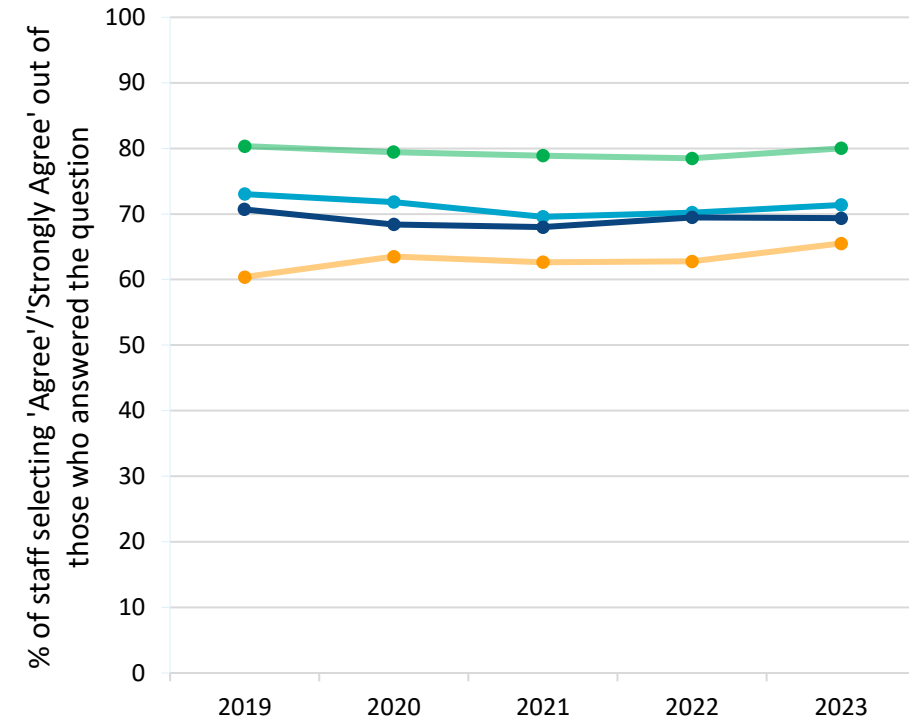
	2019	2020	2021	2022	2023
Your org	70.67%	68.40%	67.98%	69.48%	69.34%
Best result	80.34%	79.41%	78.91%	78.48%	80.03%
Average result	73.03%	71.81%	69.57%	70.22%	71.39%
Worst result	60.37%	63.50%	62.64%	62.77%	65.51%
Responses	3059	3244	3903	3449	3520

People Promise element – We each have a voice that counts

Questions included:

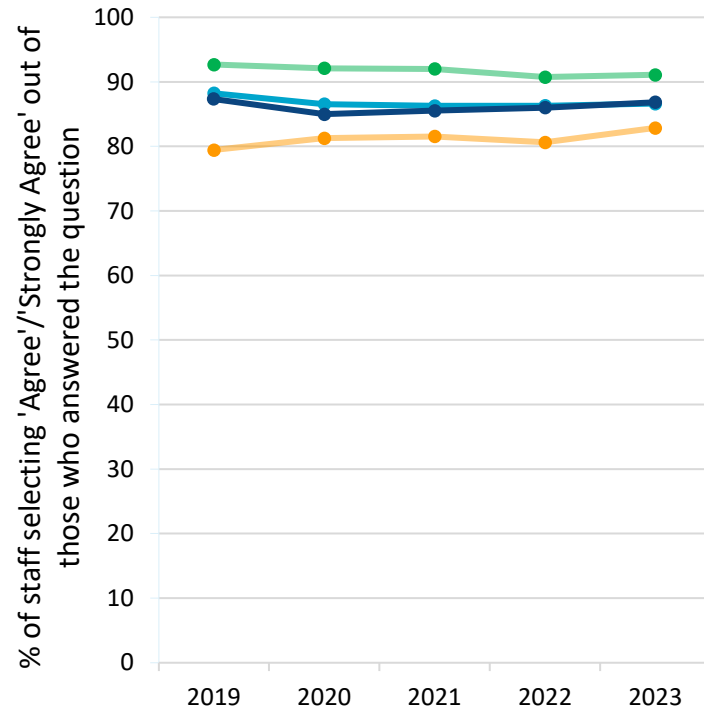Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f

Q3a I always know what my work responsibilities are.

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

	2019	2020	2021	2022	2023
Your org	87.31%	85.00%	85.54%	86.01%	86.85%
Best result	92.66%	92.10%	92.01%	90.74%	91.10%
Average result	88.24%	86.55%	86.28%	86.30%	86.63%
Worst result	79.44%	81.28%	81.54%	80.62%	82.84%
Responses	3072	3295	3971	3441	3540

Q3b I am trusted to do my job.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
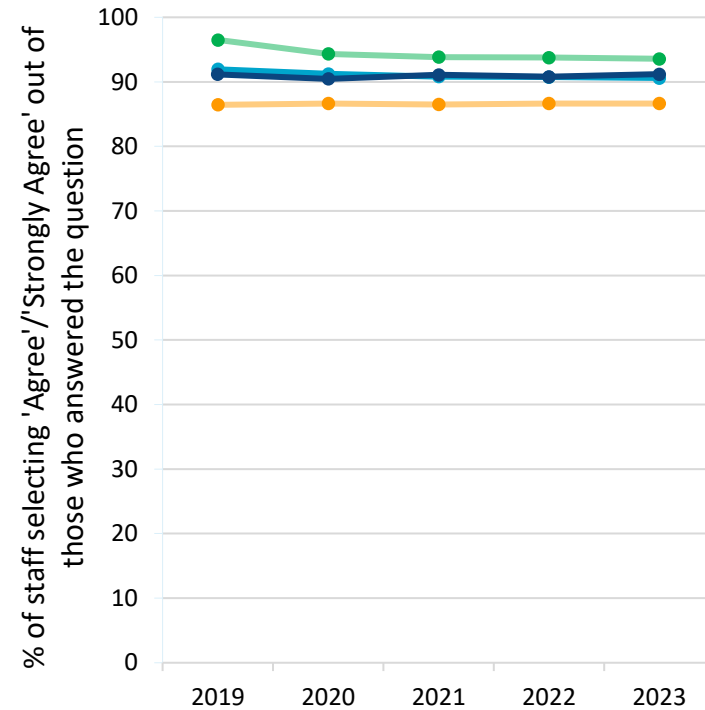
	2019	2020	2021	2022	2023
Your org	91.15%	90.46%	91.09%	90.79%	91.18%
Best result	96.50%	94.35%	93.84%	93.78%	93.56%
Average result	91.97%	91.23%	90.82%	90.74%	90.58%
Worst result	86.45%	86.64%	86.51%	86.64%	86.64%
Responses	3059	3290	3976	3443	3528

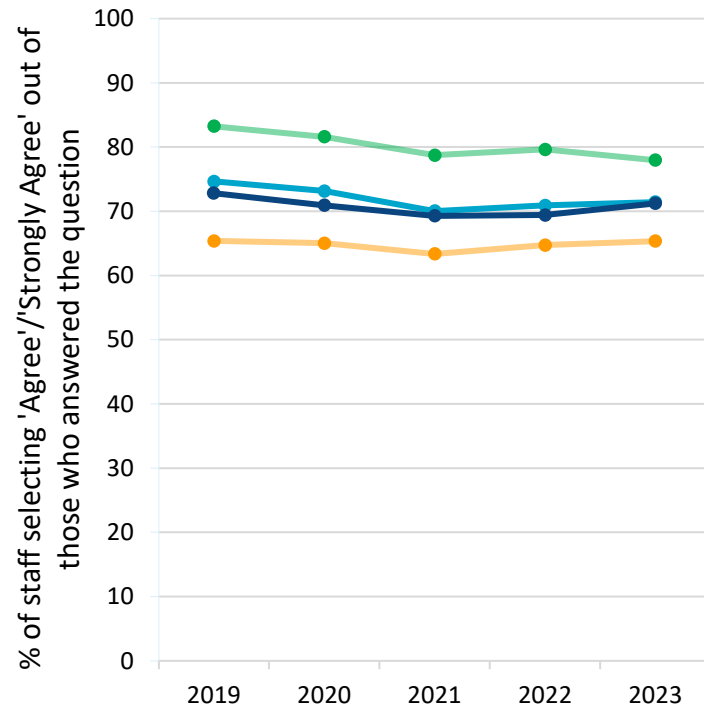## Q3c There are frequent opportunities for me to show initiative in my role.

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

	2019	2020	2021	2022	2023
Your org	71.10%	70.26%	72.51%	71.91%	73.55%
Best result	79.93%	78.22%	79.35%	79.92%	80.07%
Average result	73.35%	72.23%	72.68%	72.83%	73.66%
Worst result	60.61%	64.80%	65.90%	64.90%	66.74%
Responses	3079	3277	3969	3441	3515

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

	2019	2020	2021	2022	2023
Your org	72.84%	70.94%	69.30%	69.41%	71.22%
Best result	83.24%	81.60%	78.73%	79.63%	77.96%
Average result	74.65%	73.16%	70.05%	70.92%	71.43%
Worst result	65.38%	65.04%	63.37%	64.73%	65.35%
Responses	3077	3276	3975	3447	3528

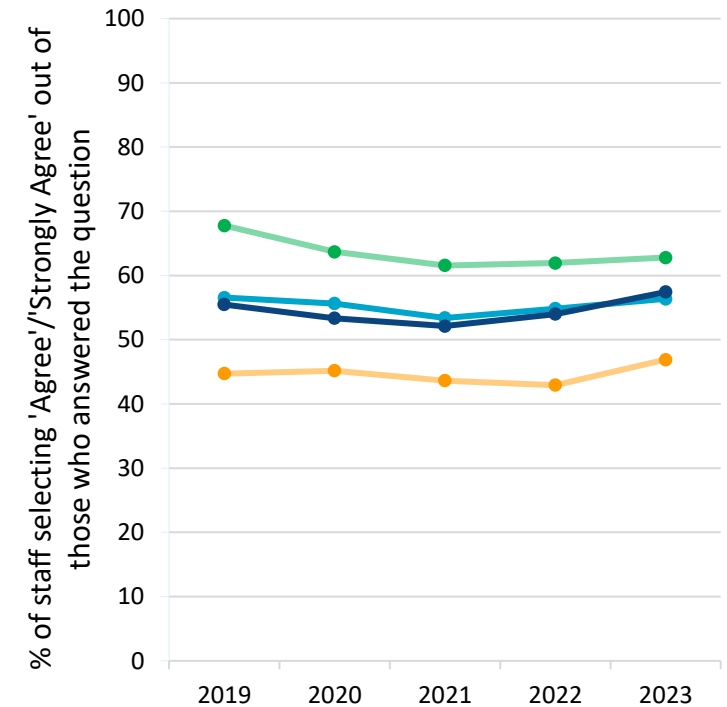**Q3e I am involved in deciding on changes introduced that affect my work area / team / department.**
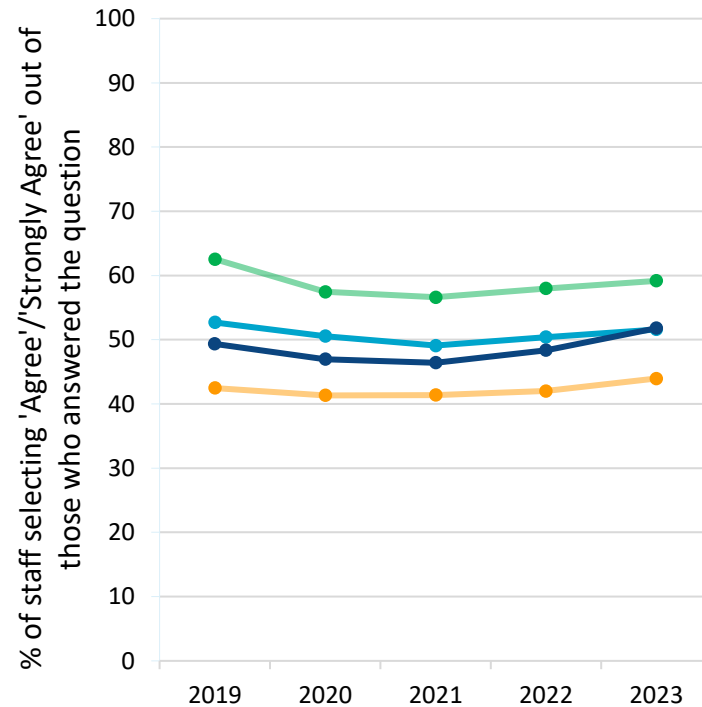
	2019	2020	2021	2022	2023
Your org	49.35%	46.97%	46.41%	48.35%	51.79%
Best result	62.53%	57.46%	56.61%	57.98%	59.18%
Average result	52.69%	50.55%	49.07%	50.41%	51.60%
Worst result	42.49%	41.33%	41.38%	41.99%	43.95%
Responses	3071	3279	3955	3442	3529

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

	2019	2020	2021	2022	2023
Your org	55.45%	53.33%	52.13%	53.99%	57.43%
Best result	67.76%	63.68%	61.57%	61.93%	62.79%
Average result	56.56%	55.62%	53.39%	54.84%	56.35%
Worst result	44.73%	45.18%	43.63%	42.93%	46.89%
Responses	3073	3277	3966	3439	3523

Q5b I have a choice in deciding how to do my work.
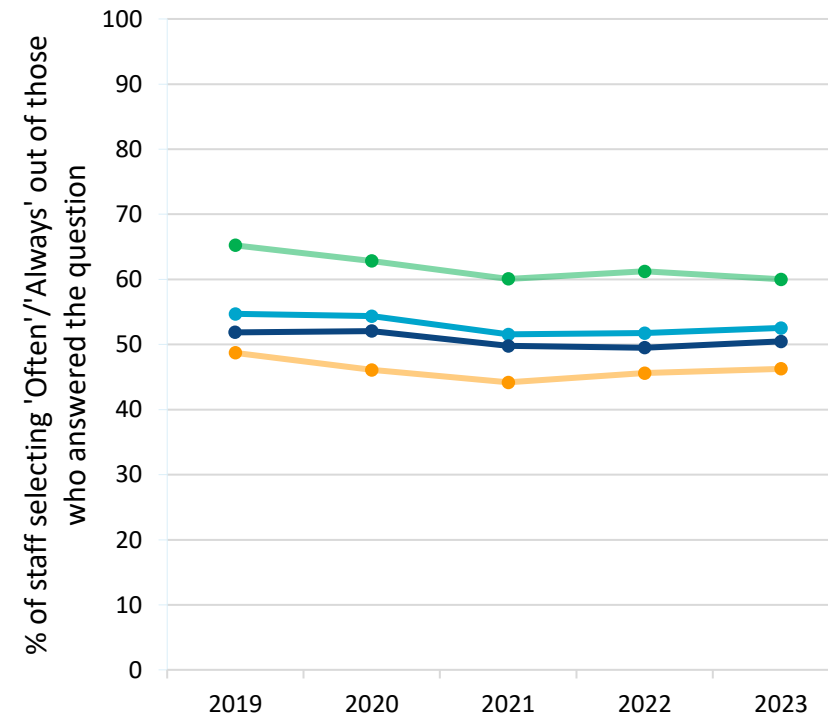
	2019	2020	2021	2022	2023
Your org	51.86%	52.06%	49.77%	49.51%	50.47%
Best result	65.25%	62.83%	60.08%	61.24%	60.00%
Average result	54.70%	54.35%	51.55%	51.76%	52.55%
Worst result	48.73%	46.10%	44.18%	45.59%	46.27%
Responses	3050	3250	3938	3430	3519

Survey Coordination Centre

NHS

Q20a I would feel secure raising concerns about unsafe clinical practice.
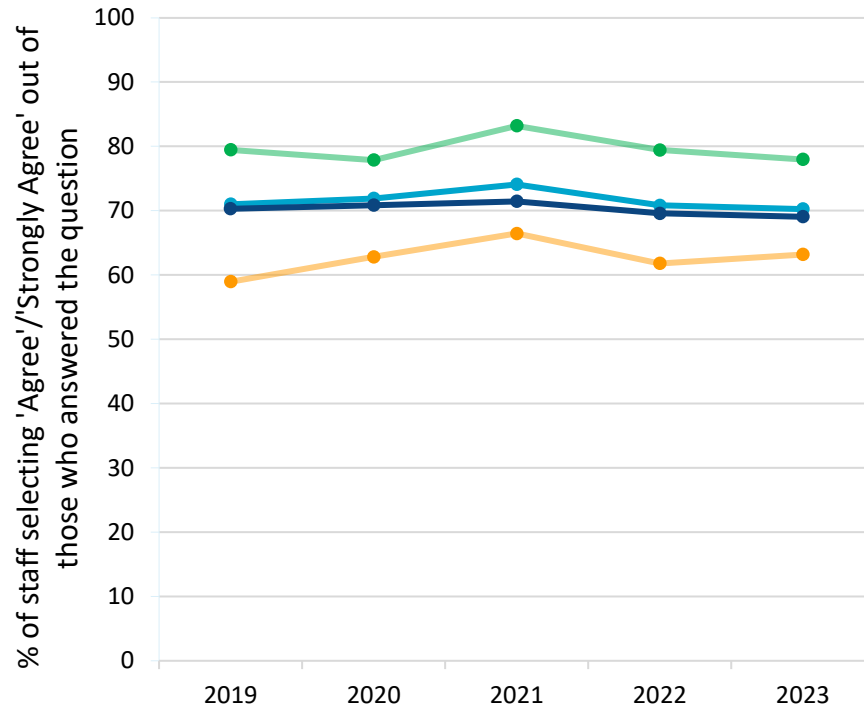
	2019	2020	2021	2022	2023
Your org	70.31%	70.85%	71.46%	69.58%	69.07%
Best result	79.47%	77.87%	83.19%	79.44%	77.96%
Average result	71.00%	71.89%	74.07%	70.82%	70.24%
Worst result	58.96%	62.81%	66.44%	61.78%	63.19%
Responses	3035	3222	3851	3429	3505

Q20b I am confident that my organisation would address my concern.
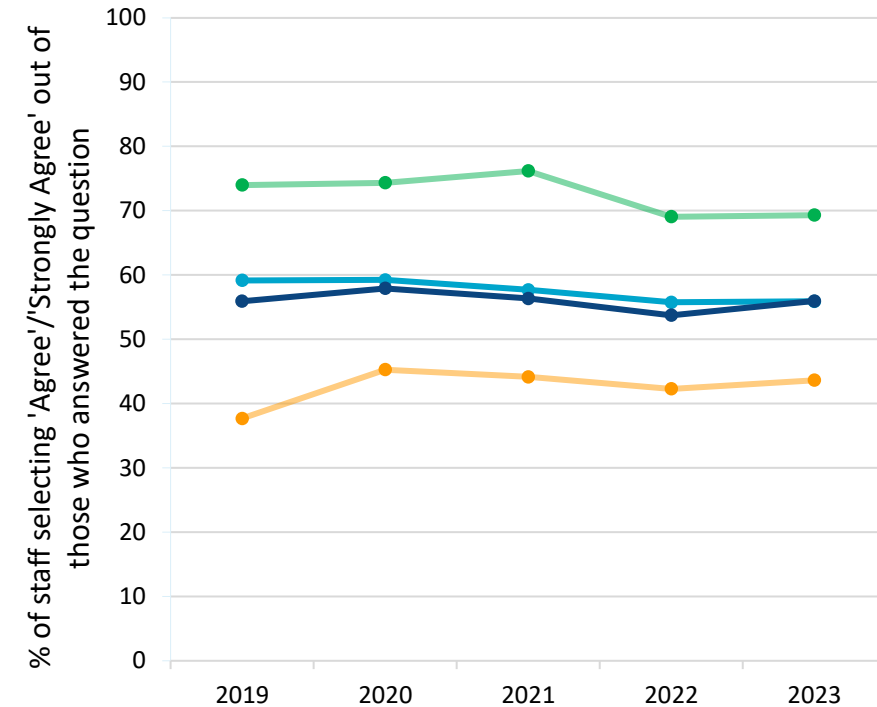
	2019	2020	2021	2022	2023
Your org	55.88%	57.91%	56.34%	53.73%	55.95%
Best result	73.99%	74.33%	76.17%	69.05%	69.29%
Average result	59.15%	59.22%	57.69%	55.75%	55.90%
Worst result	37.69%	45.27%	44.13%	42.27%	43.62%
Responses	3020	3222	3844	3430	3499

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

Q25f If I spoke up about something that concerned me I am confident my organisation would address my concern.
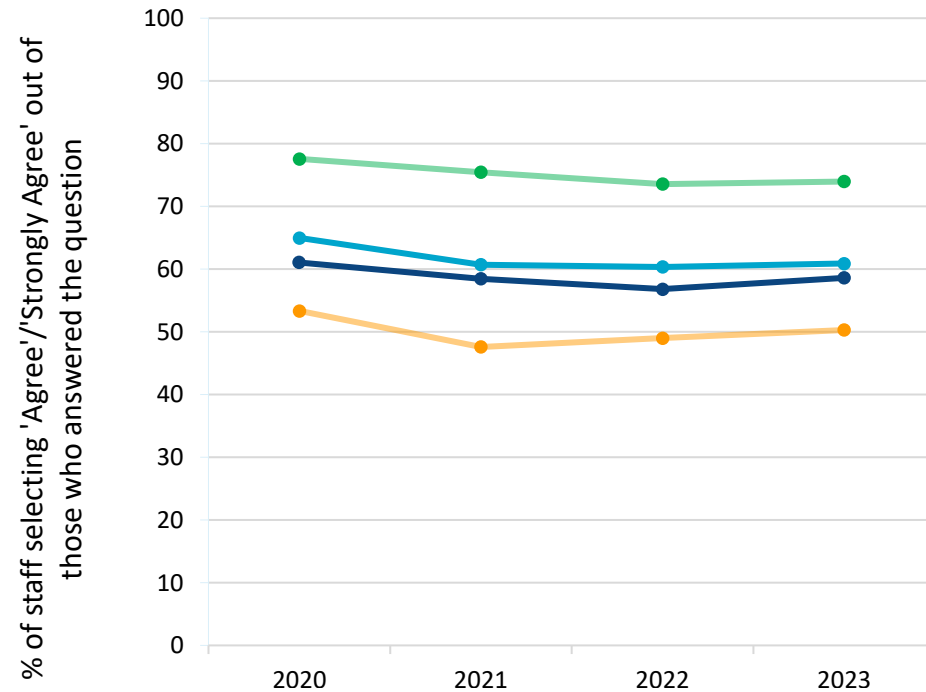
	2020	2021	2022	2023
Your org	61.07%	58.47%	56.82%	58.63%
Best result	77.58%	75.47%	73.58%	73.98%
Average result	64.99%	60.71%	60.36%	60.89%
Worst result	53.35%	47.60%	49.01%	50.32%
Responses	3208	3850	3420	3506
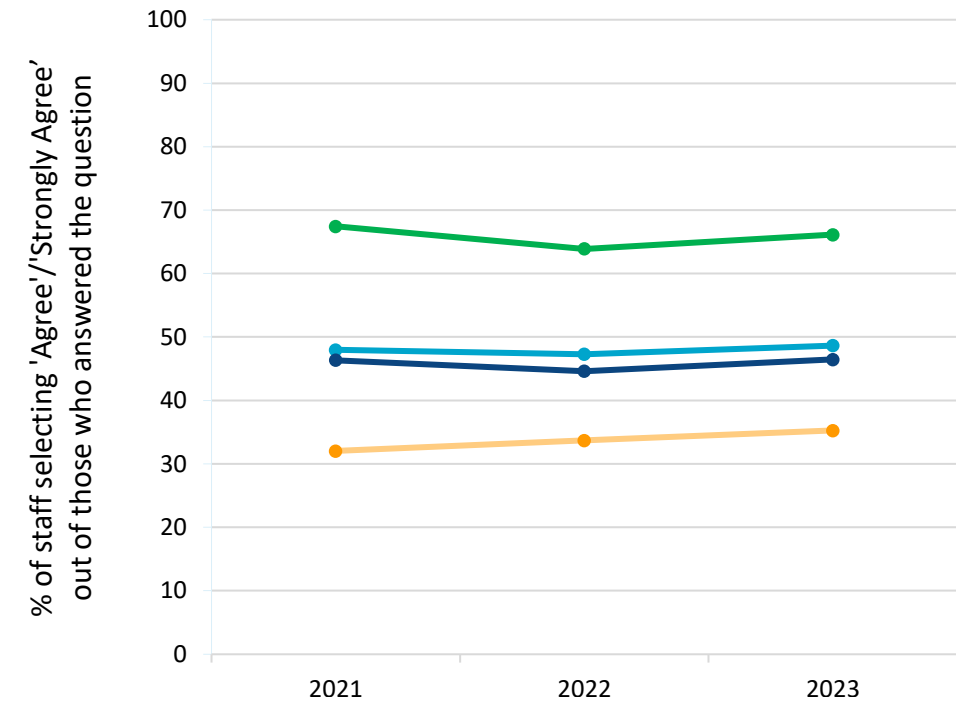
	2021	2022	2023
Your org	46.30%	44.62%	46.45%
Best result	67.43%	63.87%	66.13%
Average result	47.97%	47.28%	48.65%
Worst result	32.02%	33.68%	35.26%
Responses	3844	3416	3502

People Promise element – We are safe and healthy

Questions included:

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

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

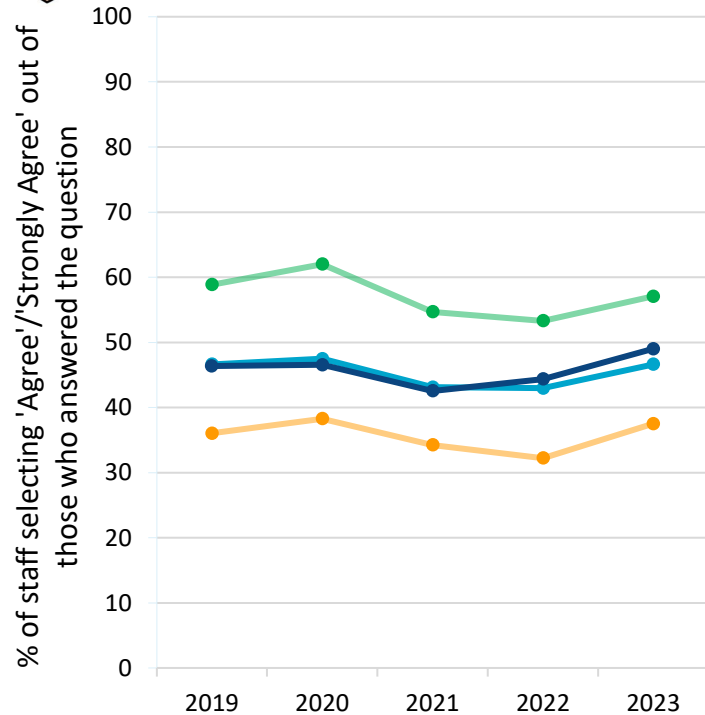Negative experiences: Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

Other questions:* Q17a, Q17b, Q22

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

Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.
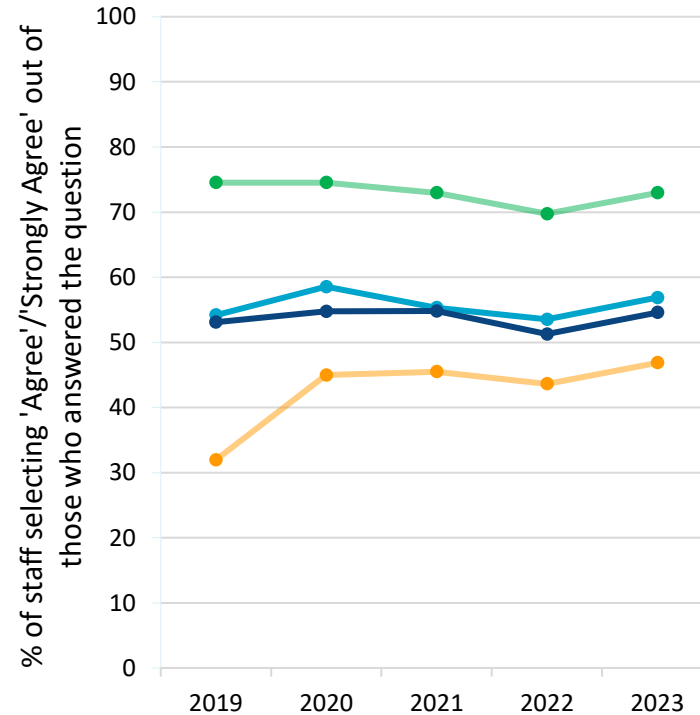
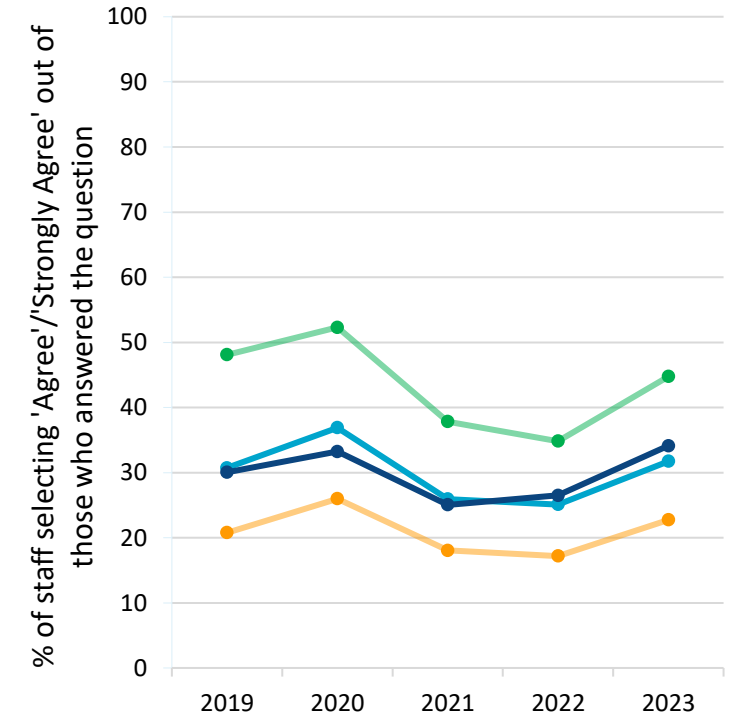**Q3g I am able to meet all the conflicting demands on my time at work.**

	2019	2020	2021	2022	2023
Your org	46.39%	46.56%	42.55%	44.36%	49.02%
Best result	58.86%	61.99%	54.69%	53.31%	57.08%
Average result	46.63%	47.50%	43.12%	42.96%	46.63%
Worst result	36.05%	38.27%	34.26%	32.24%	37.52%
Responses	3062	3268	3957	3425	3513

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

	2019	2020	2021	2022	2023
Your org	53.09%	54.76%	54.80%	51.26%	54.58%
Best result	74.53%	74.54%	72.96%	69.73%	72.97%
Average result	54.19%	58.54%	55.33%	53.52%	56.88%
Worst result	31.96%	44.99%	45.51%	43.63%	46.87%
Responses	3065	3277	3968	3434	3519

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

	2019	2020	2021	2022	2023
Your org	30.06%	33.23%	25.07%	26.51%	34.11%
Best result	48.09%	52.30%	37.83%	34.84%	44.76%
Average result	30.74%	36.89%	25.94%	25.11%	31.75%
Worst result	20.78%	25.99%	18.06%	17.19%	22.75%
Responses	3066	3272	3968	3447	3519

Q5a I have unrealistic time pressures.
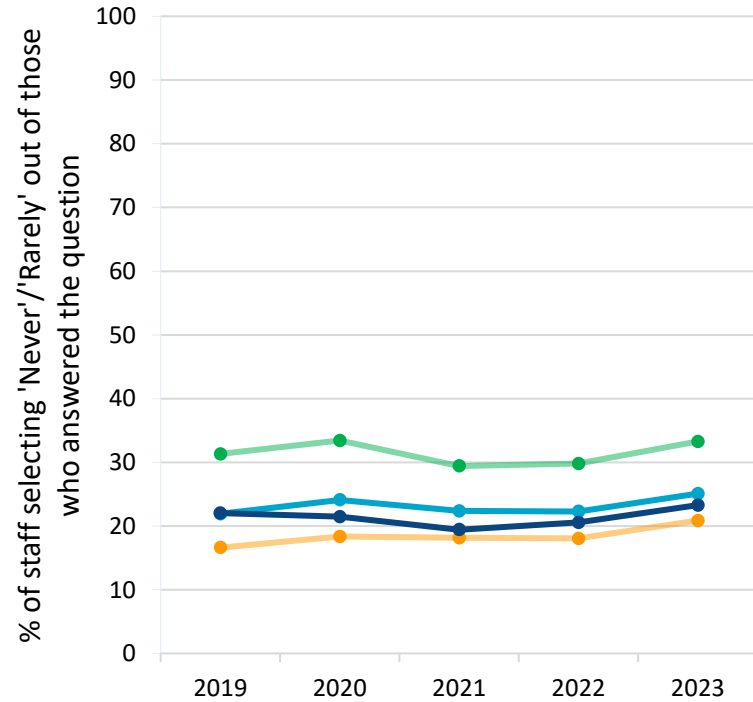
	2019	2020	2021	2022	2023
Your org	22.02%	21.47%	19.44%	20.57%	23.28%
Best result	31.33%	33.42%	29.43%	29.80%	33.29%
Average result	21.94%	24.12%	22.39%	22.31%	25.08%
Worst result	16.62%	18.37%	18.16%	18.05%	20.88%
Responses	3057	3254	3943	3424	3523

Q11a My organisation takes positive action on health and well-being.
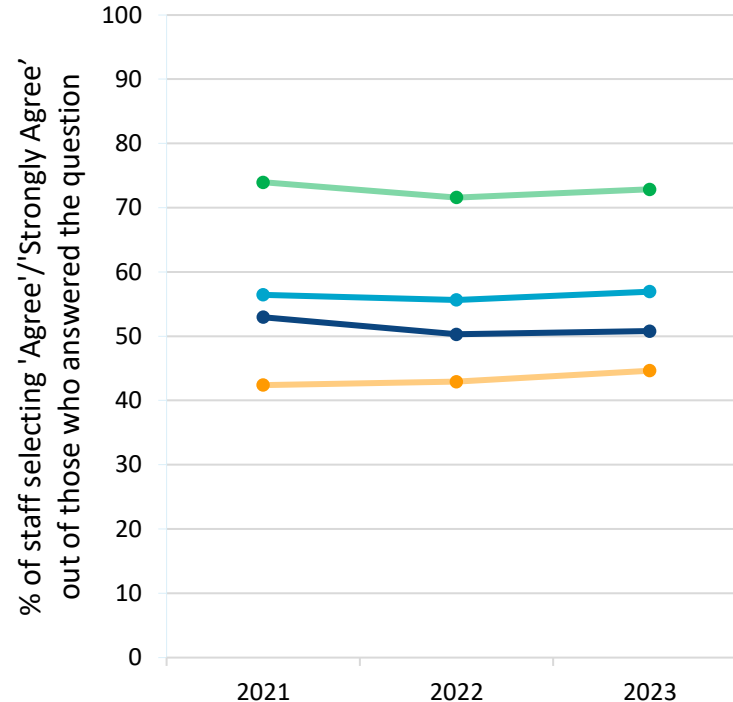
	2021	2022	2023
Your org	52.93%	50.28%	50.79%
Best result	73.93%	71.57%	72.85%
Average result	56.44%	55.65%	56.95%
Worst result	42.41%	42.92%	44.63%
Responses	3821	3381	3520

Q13d The last time you experienced physical violence at work, did you or a colleague report it?
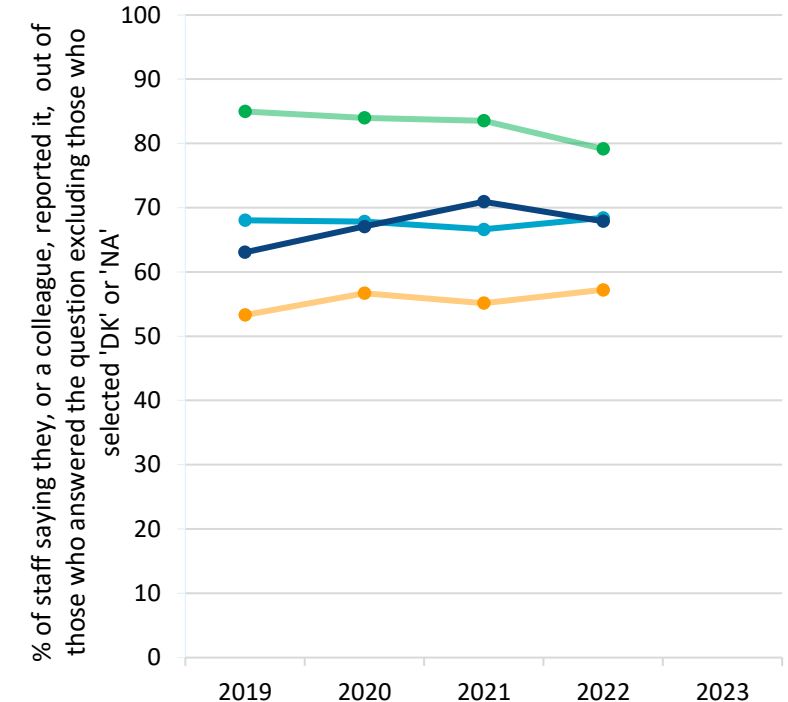
	2019	2020	2021	2022	2023
Your org	63.04%	67.08%	70.94%	67.89%	
Best result	84.97%	83.98%	83.53%	79.14%	
Average result	68.03%	67.86%	66.62%	68.43%	
Worst result	53.29%	56.69%	55.14%	57.21%	
Responses	339	347	426	358	

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.

Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?
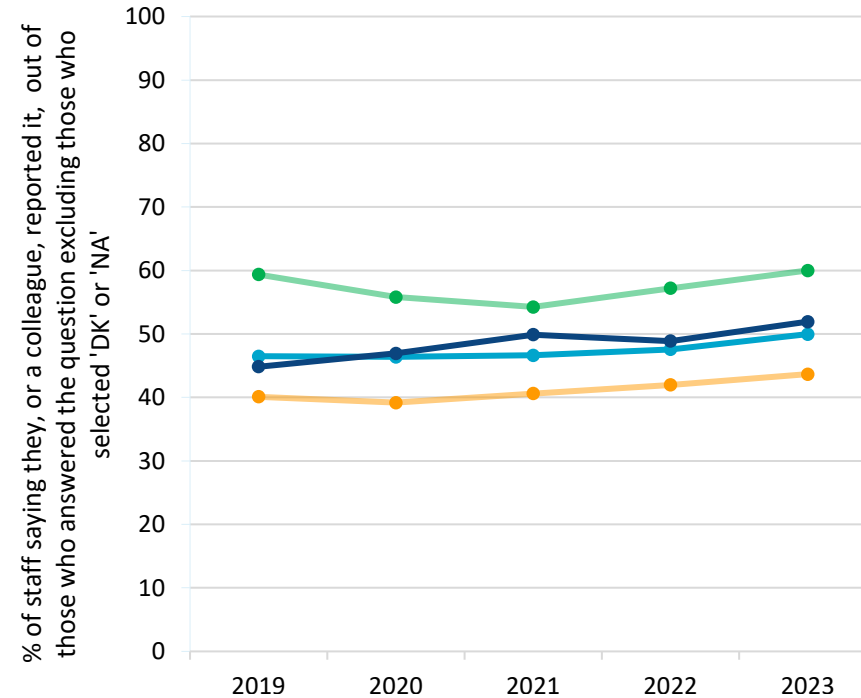
	2019	2020	2021	2022	2023
Your org	44.84%	46.93%	49.89%	48.87%	51.93%
Best result	59.36%	55.82%	54.24%	57.20%	60.00%
Average result	46.49%	46.39%	46.64%	47.58%	49.96%
Worst result	40.11%	39.16%	40.62%	41.97%	43.66%
Responses	1138	1201	1317	1211	1210

Survey Coordination Centre

NHS

Q12a How often, if at all, do you find your work emotionally exhausting?
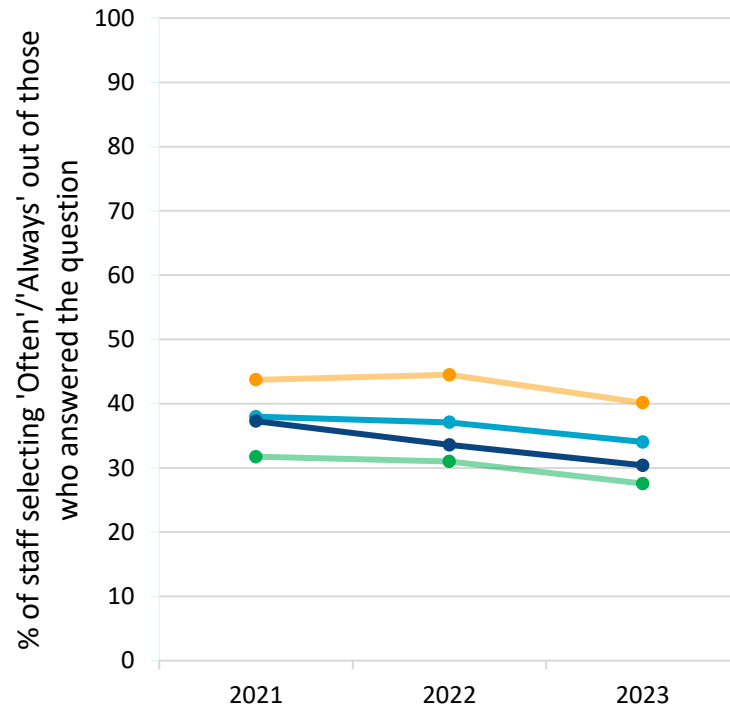
	2021	2022	2023
Your org	37.26%	33.57%	30.40%
Best result	31.73%	30.99%	27.56%
Average result	37.97%	37.10%	34.03%
Worst result	43.72%	44.49%	40.14%
Responses	3894	3441	3527

Q12b How often, if at all, do you feel burnt out because of your work?
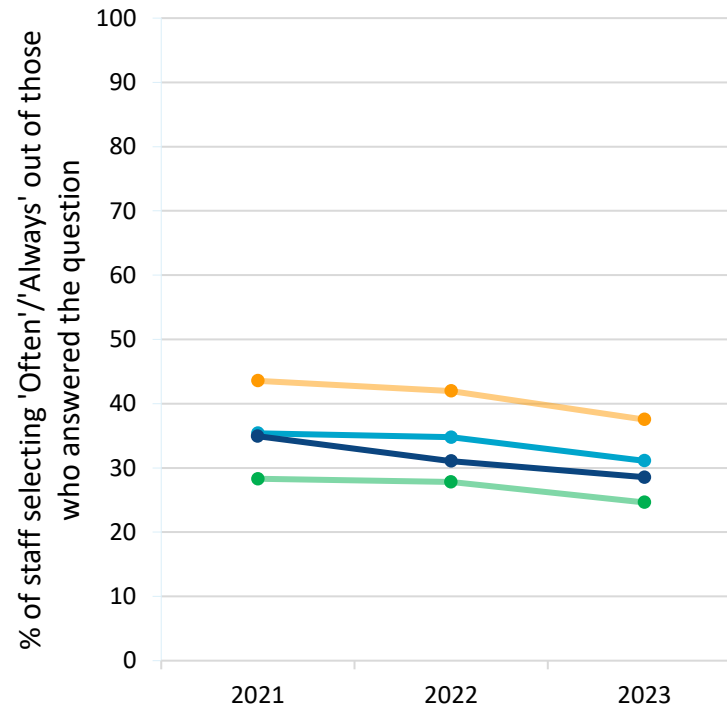
	2021	2022	2023
Your org	34.94%	31.06%	28.54%
Best result	28.30%	27.84%	24.64%
Average result	35.39%	34.77%	31.12%
Worst result	43.56%	41.98%	37.54%
Responses	3896	3431	3525

Q12c How often, if at all, does your work frustrate you?
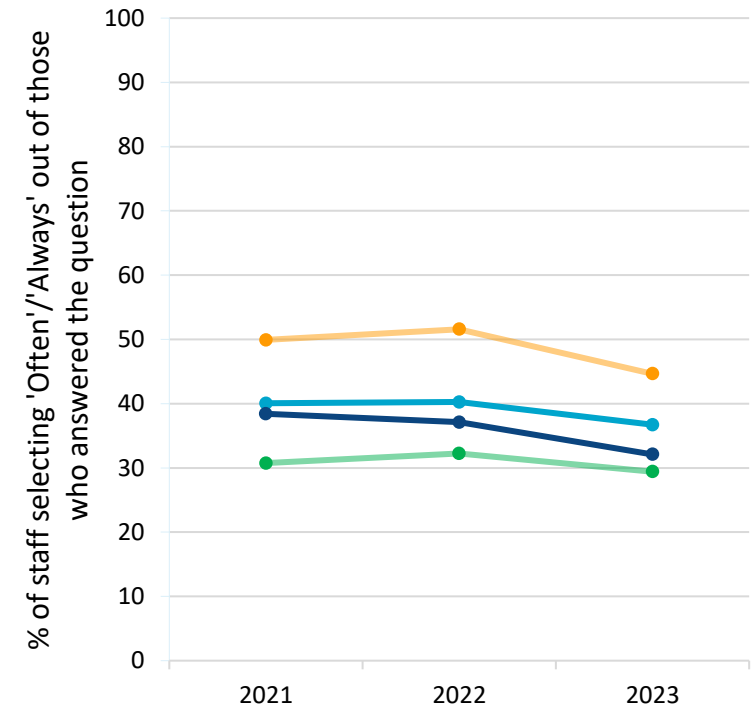
	2021	2022	2023
Your org	38.42%	37.11%	32.11%
Best result	30.75%	32.24%	29.42%
Average result	40.06%	40.25%	36.71%
Worst result	49.91%	51.58%	44.65%
Responses	3895	3440	3516

Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?
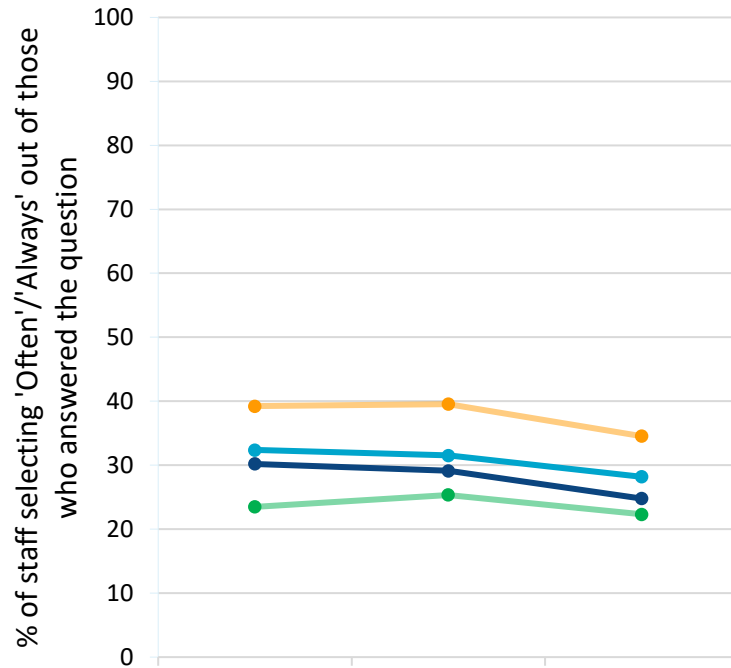
	2021	2022	2023
Your org	30.17%	29.14%	24.81%
Best result	23.50%	25.32%	22.32%
Average result	32.39%	31.53%	28.22%
Worst result	39.23%	39.56%	34.55%
Responses	3892	3438	3515

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?
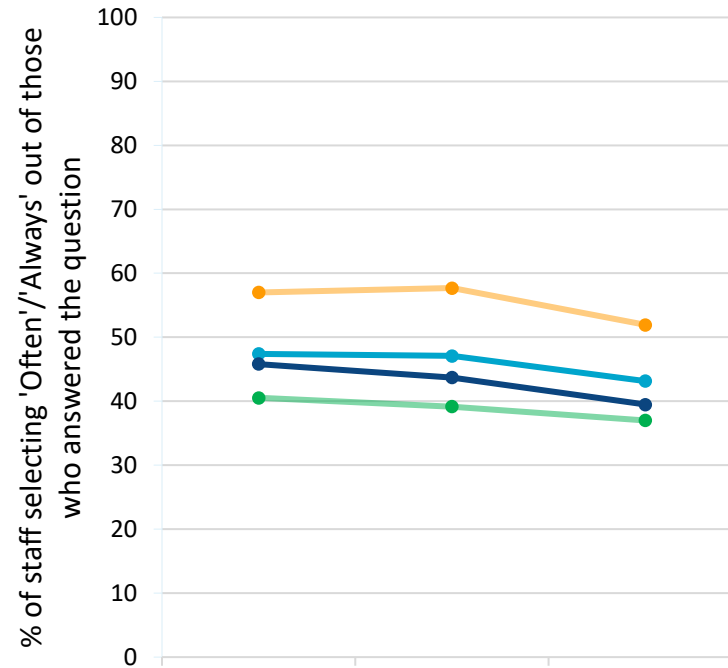
	2021	2022	2023
Your org	45.79%	43.71%	39.49%
Best result	40.53%	39.15%	37.02%
Average result	47.40%	47.08%	43.17%
Worst result	57.02%	57.69%	51.94%
Responses	3893	3432	3519

Q12f How often, if at all, do you feel that every working hour is tiring for you?
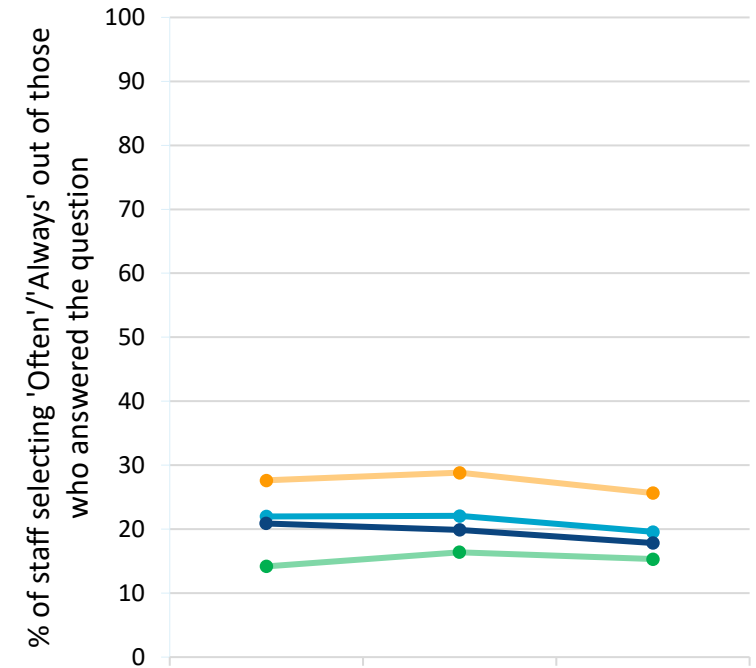
	2021	2022	2023
Your org	20.87%	19.90%	17.86%
Best result	14.19%	16.40%	15.32%
Average result	21.99%	22.07%	19.59%
Worst result	27.62%	28.83%	25.65%
Responses	3891	3430	3517

Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?
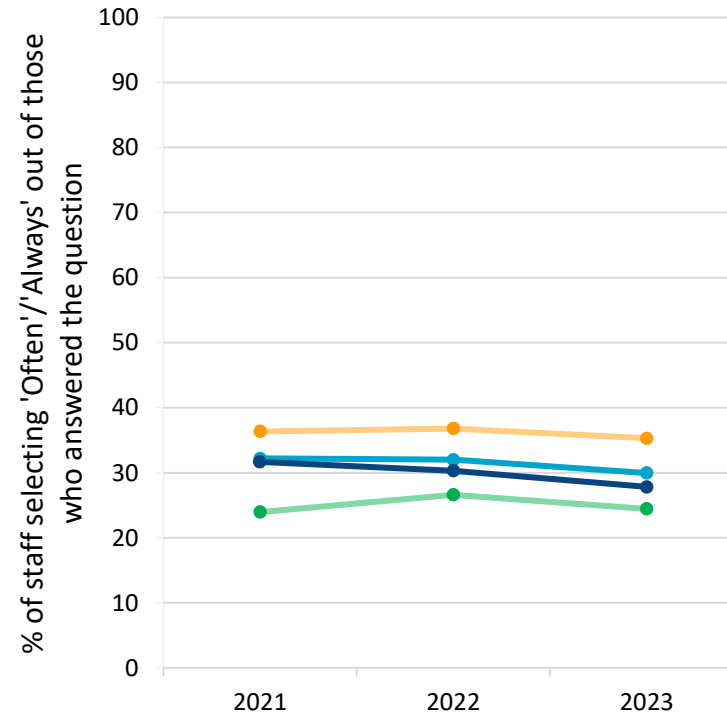
	2021	2022	2023
Your org	31.70%	30.32%	27.83%
Best result	23.96%	26.60%	24.45%
Average result	32.21%	32.01%	29.98%
Worst result	36.37%	36.81%	35.30%
Responses	3891	3428	3520

Survey Coordination Centre

NHS

Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?
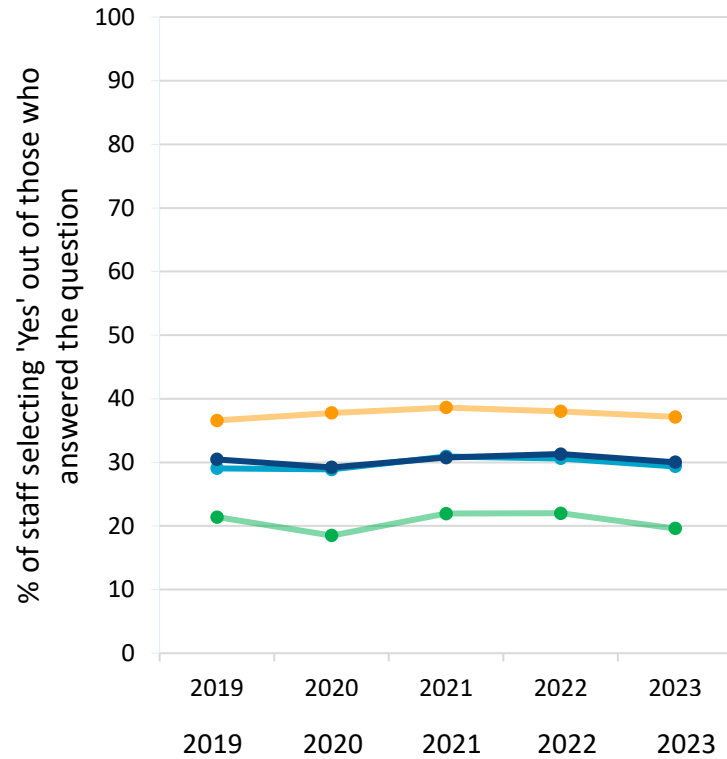
	2019	2020	2021	2022	2023
Your org	30.44%	29.21%	30.74%	31.29%	30.01%
Best result	21.38%	18.49%	21.95%	22.00%	19.59%
Average result	29.05%	28.90%	30.92%	30.62%	29.36%
Worst result	36.57%	37.76%	38.62%	38.01%	37.13%
Responses	3037	3240	3908	3443	3515

Q11c During the last 12 months have you felt unwell as a result of work related stress?
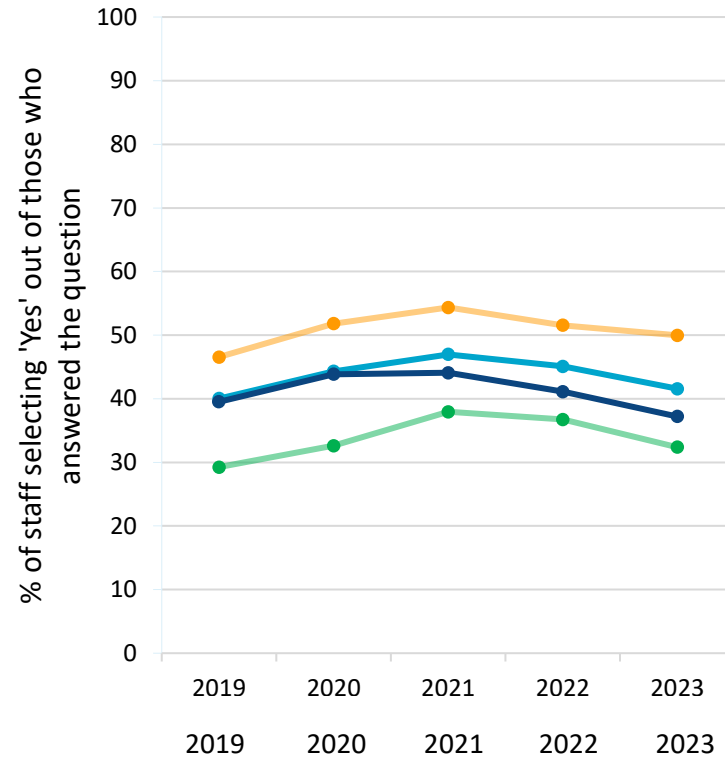
	2019	2020	2021	2022	2023
Your org	39.51%	43.85%	44.08%	41.11%	37.20%
Best result	29.25%	32.61%	37.94%	36.73%	32.39%
Average result	40.03%	44.31%	46.97%	45.09%	41.57%
Worst result	46.55%	51.81%	54.35%	51.55%	49.97%
Responses	3041	3243	3909	3445	3509

Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?
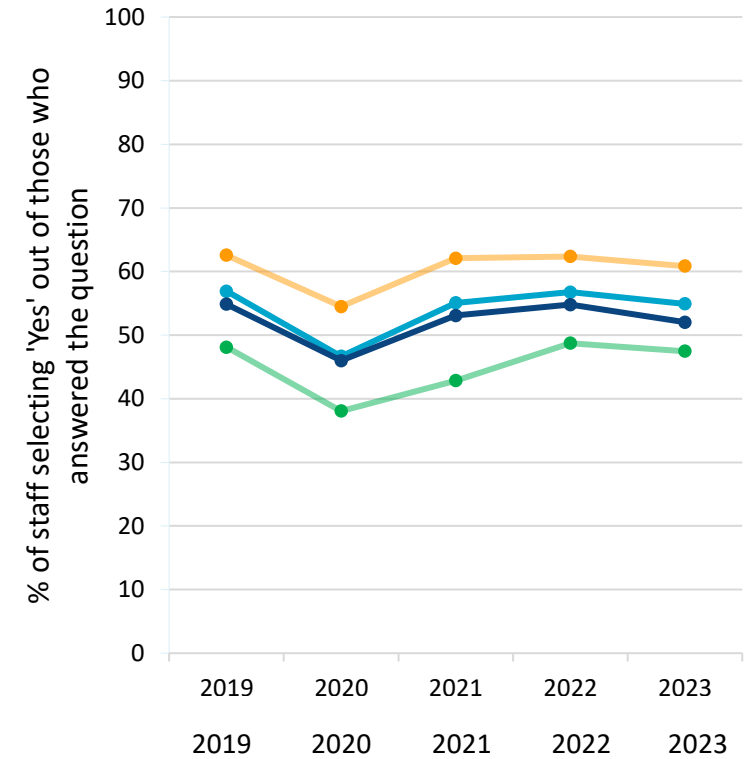
	2019	2020	2021	2022	2023
Your org	54.84%	46.00%	53.08%	54.80%	52.02%
Best result	48.09%	38.07%	42.84%	48.74%	47.48%
Average result	56.90%	46.68%	55.07%	56.76%	54.92%
Worst result	62.56%	54.49%	62.09%	62.37%	60.87%
Responses	3033	3236	3910	3437	3503

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.

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

Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.
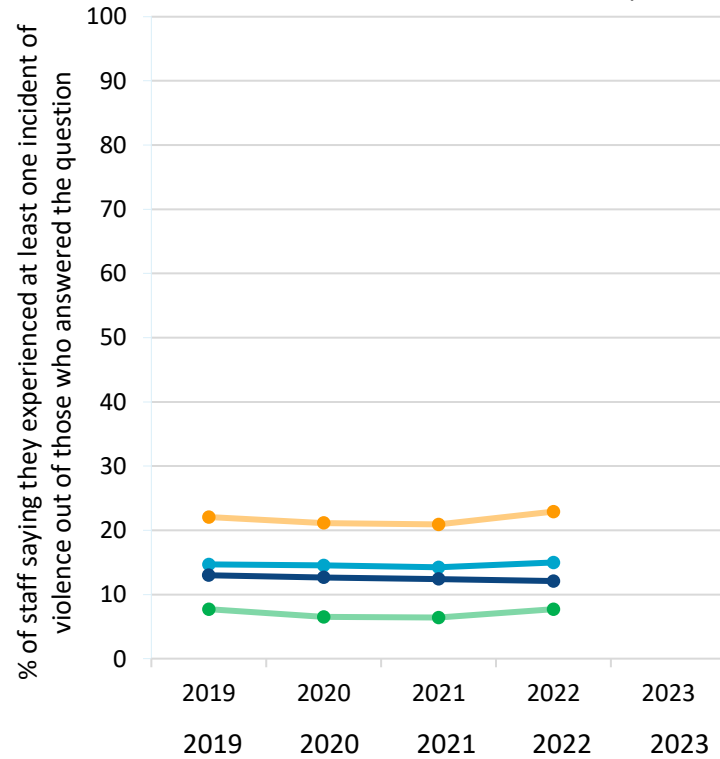
	2019	2020	2021	2022	2023
Your org	12.98%	12.66%	12.41%	12.10%	
Best result	7.71%	6.51%	6.42%	7.71%	
Average result	14.67%	14.54%	14.22%	14.98%	
Worst result	22.06%	21.14%	20.92%	22.90%	
Responses	3045	3244	3899	3434	
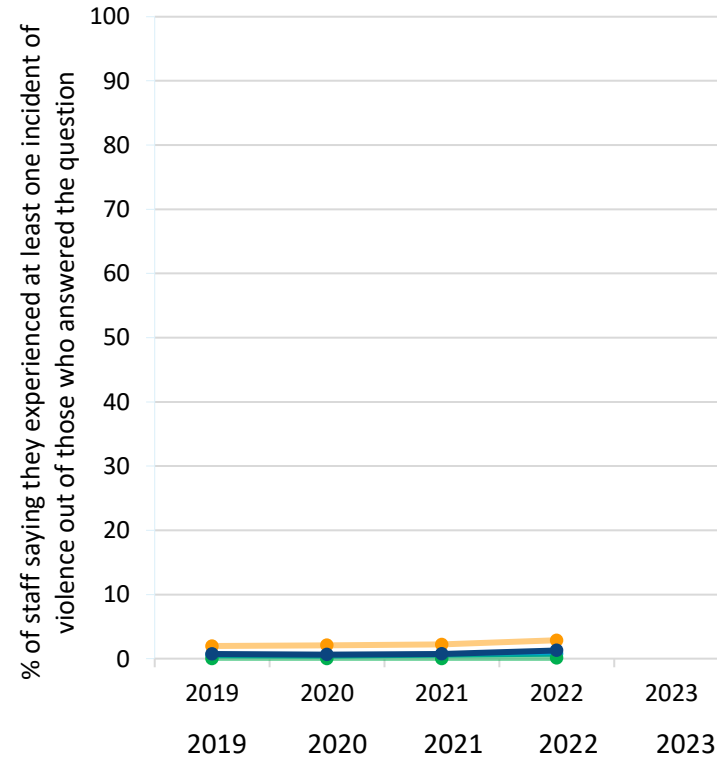
	2019	2020	2021	2022	2023
Your org	0.73%	0.67%	0.75%	1.30%	
Best result	0.00%	0.00%	0.00%	0.11%	
Average result	0.54%	0.51%	0.63%	0.79%	
Worst result	1.98%	2.11%	2.23%	2.87%	
Responses	3033	3234	3840	3392	
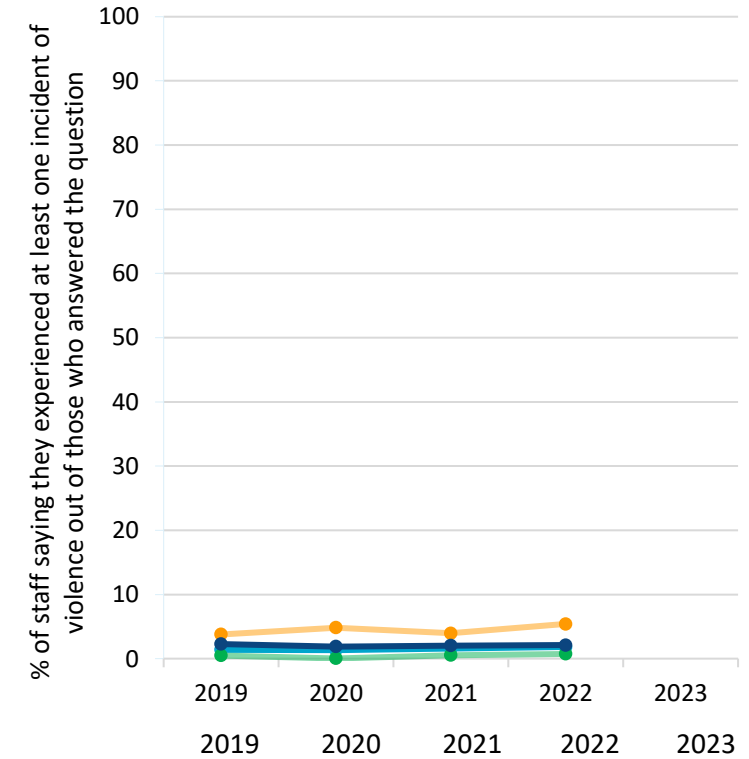
	2019	2020	2021	2022	2023
Your org	2.26%	1.90%	2.05%	2.14%	
Best result	0.52%	0.06%	0.56%	0.76%	
Average result	1.41%	1.36%	1.58%	1.82%	
Worst result	3.79%	4.85%	3.97%	5.40%	
Responses	2898	3231	3829	3379	

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.

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.
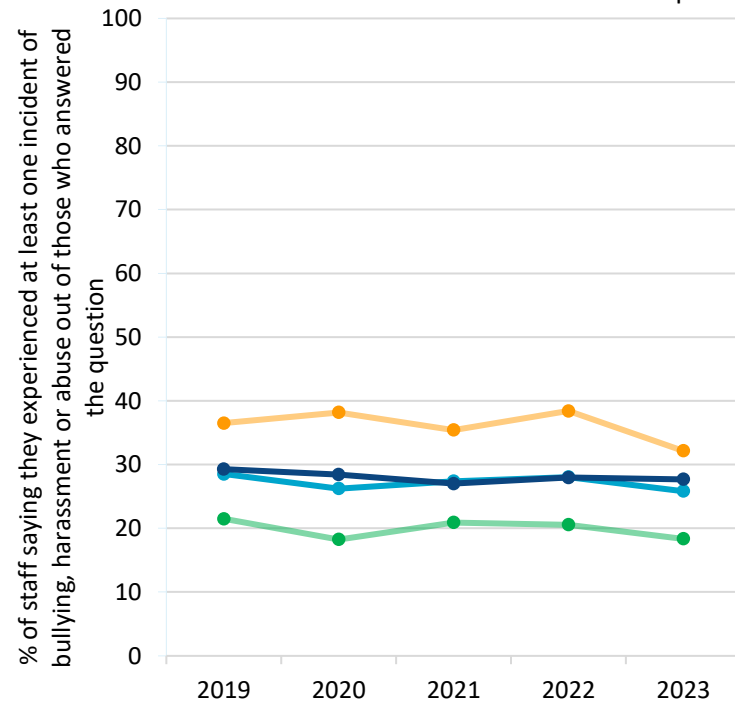
	2019	2020	2021	2022	2023
Your org	29.28%	28.41%	27.01%	27.97%	27.67%
Best result	21.48%	18.24%	20.91%	20.55%	18.33%
Average result	28.51%	26.23%	27.39%	28.03%	25.82%
Worst result	36.49%	38.19%	35.40%	38.39%	32.15%
Responses	3050	3164	3746	3435	3497

Q14b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.
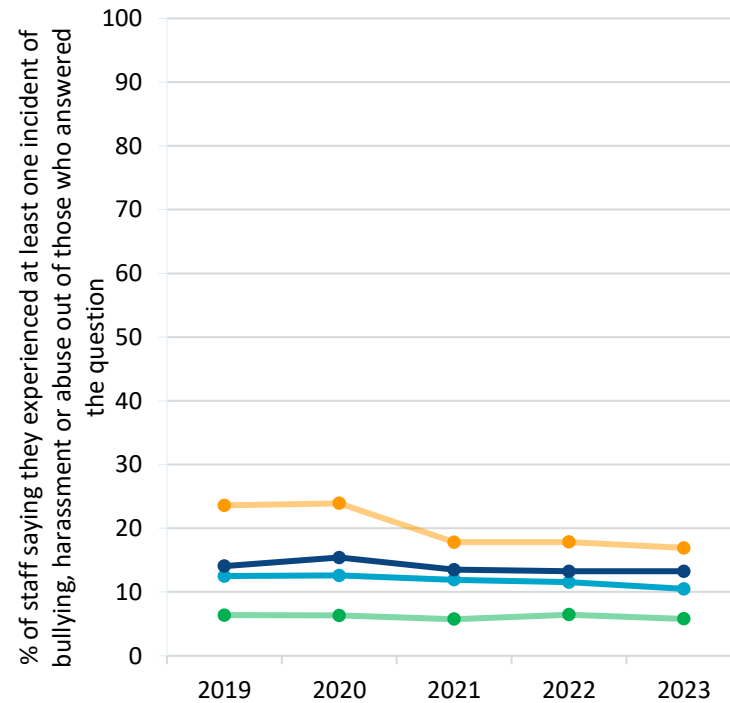
	2019	2020	2021	2022	2023
Your org	14.04%	15.40%	13.51%	13.25%	13.25%
Best result	6.37%	6.31%	5.73%	6.45%	5.78%
Average result	12.48%	12.60%	11.91%	11.55%	10.49%
Worst result	23.60%	23.90%	17.82%	17.85%	16.90%
Responses	3028	3145	3695	3400	3459

Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.
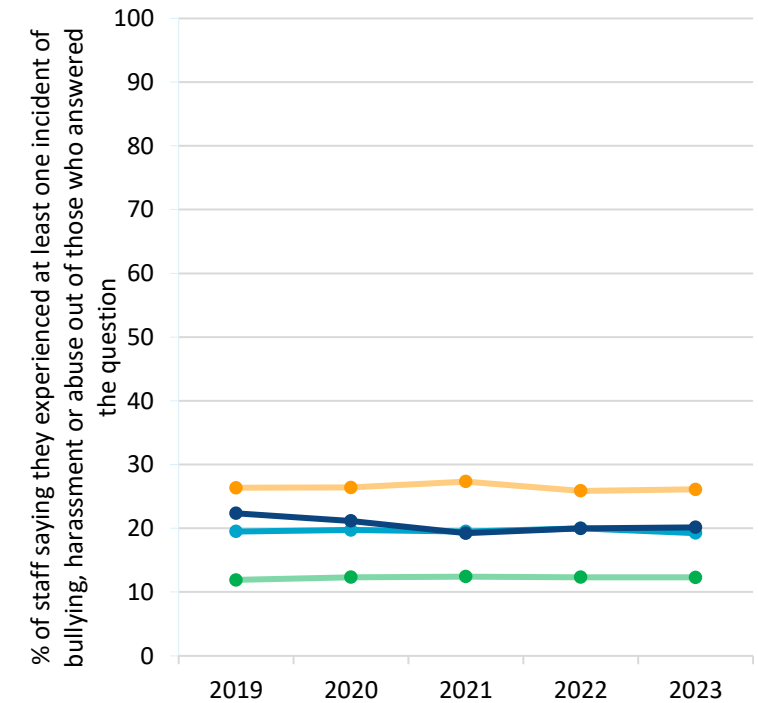
	2019	2020	2021	2022	2023
Your org	22.34%	21.16%	19.21%	19.98%	20.16%
Best result	11.88%	12.31%	12.42%	12.32%	12.30%
Average result	19.50%	19.73%	19.50%	19.99%	19.25%
Worst result	26.36%	26.39%	27.32%	25.87%	26.09%
Responses	2934	3153	3702	3387	3449

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

% of staff saying they experienced at least one incident of unwanted behaviour of a sexual nature out of those who answered the question

2023
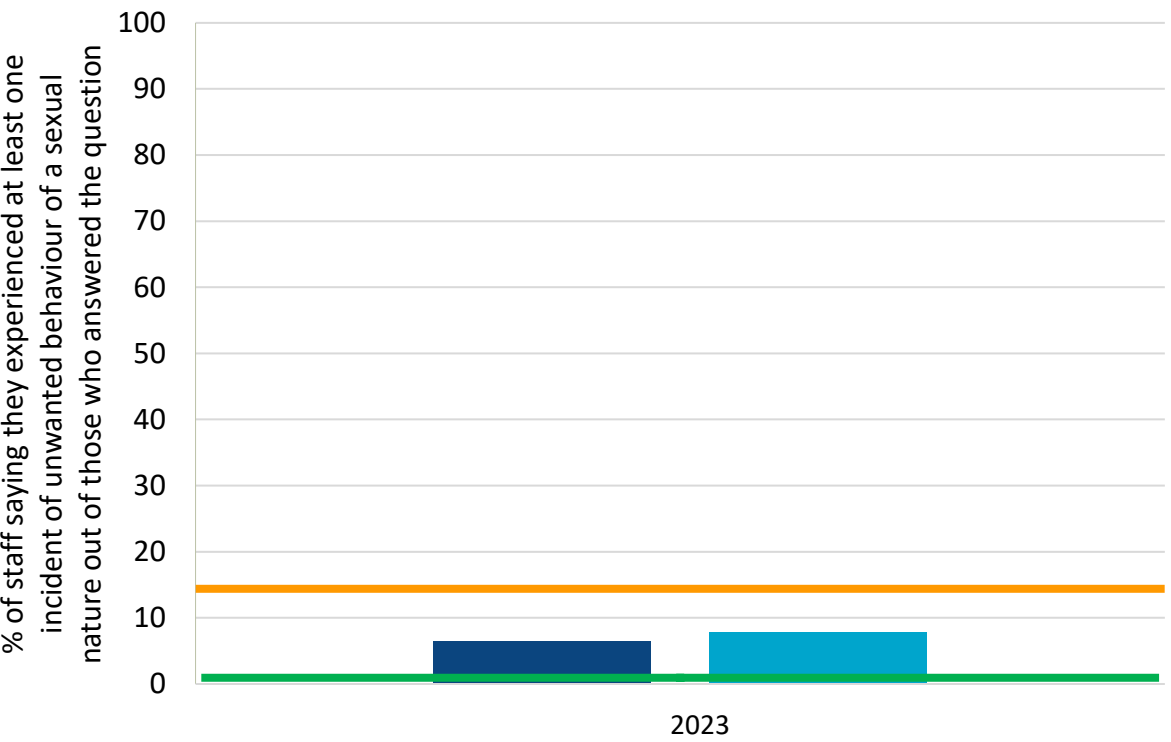
Your org	6.48%
Best result	0.93%
Average result	7.73%
Worst result	14.39%
Responses	3525

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

% of staff saying they experienced at least one incident of unwanted behaviour of a sexual nature out of those who answered the question

2023
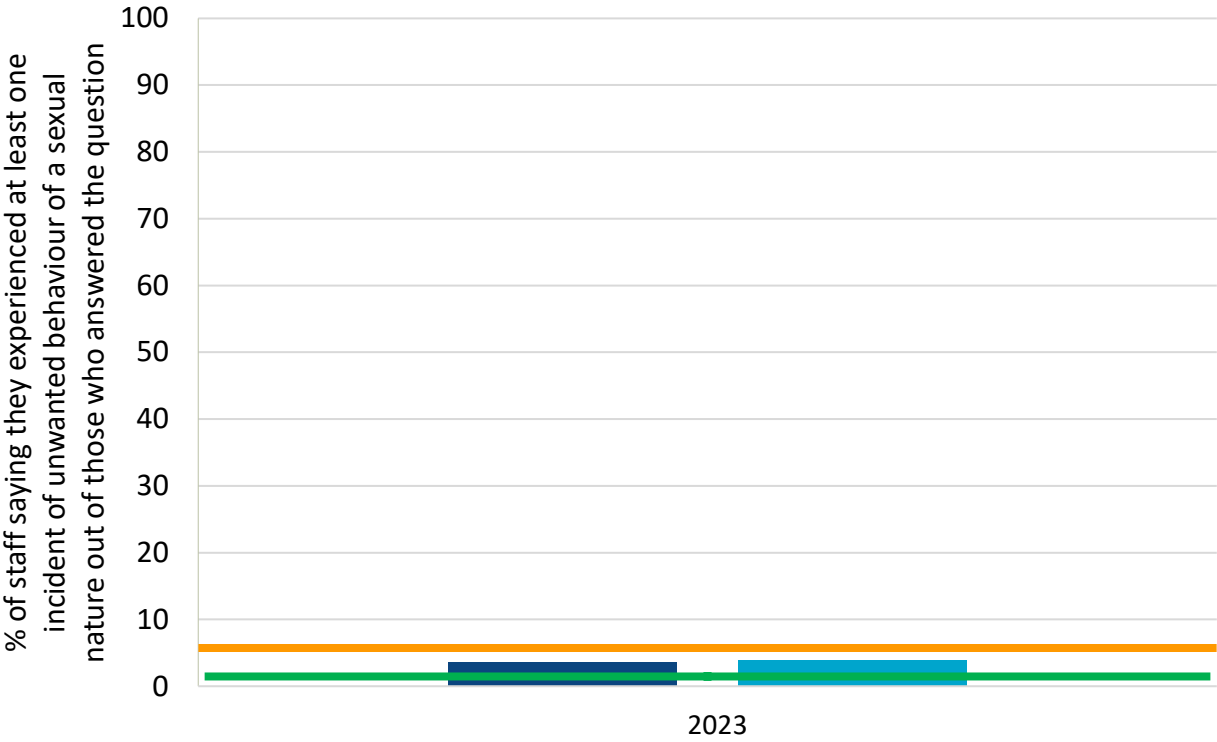
Your org	3.65%
Best result	1.44%
Average result	3.82%
Worst result	5.73%
Responses	3482

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

Q22 I can eat nutritious and affordable food while I am working

% of staff selecting 'Often'/'Always' out of those who answered the question

2023

Your org	53.77%
Best result	63.59%
Average result	53.77%
Worst result	42.58%
Responses	3520
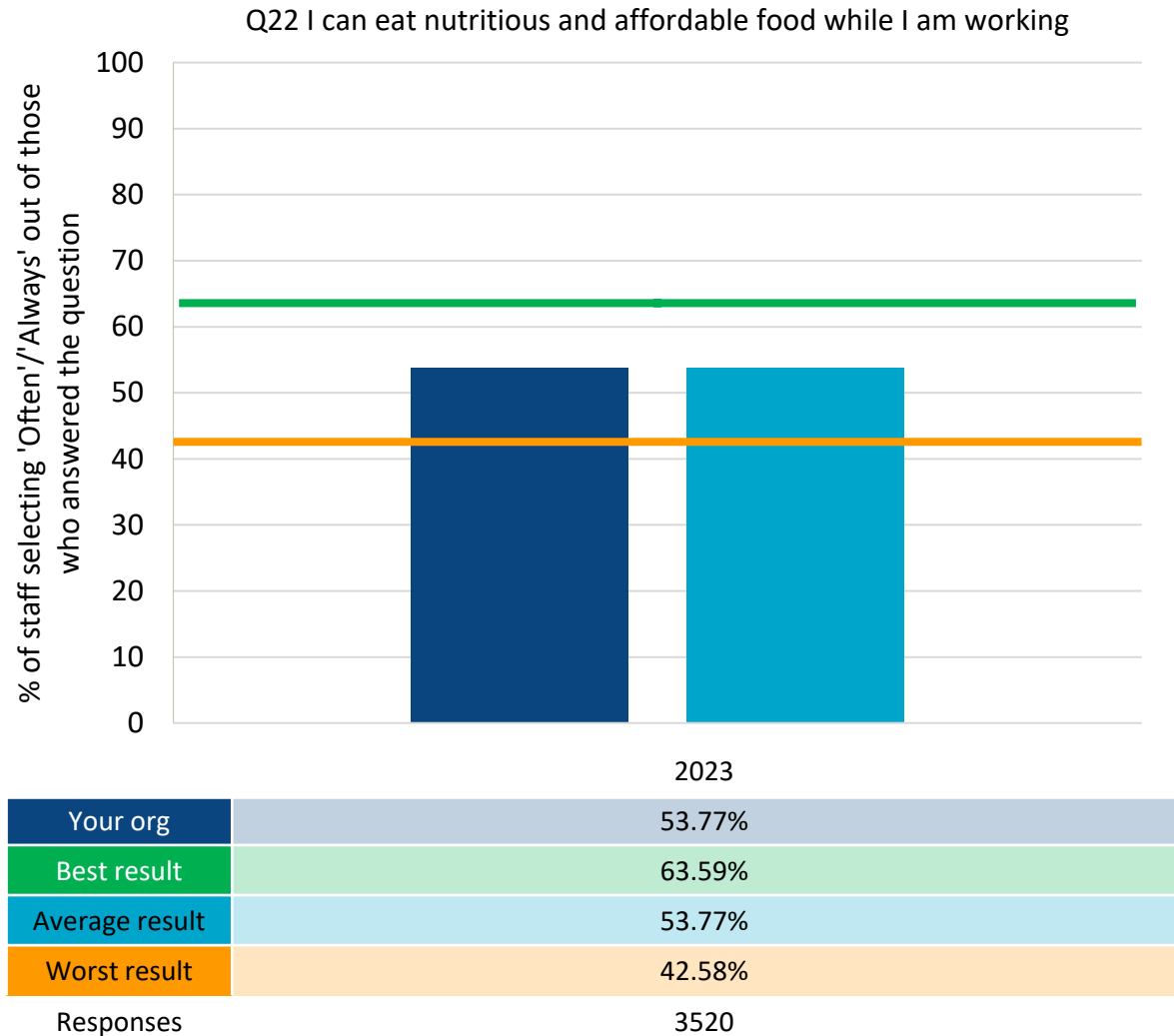
*These questions do not contribute towards any People Promise element score, theme score or sub-score

People Promise element – We are always learning

Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

Appraisals – Q23a*, Q23b, Q23c, Q23d

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

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

Q24a This organisation offers me challenging work.
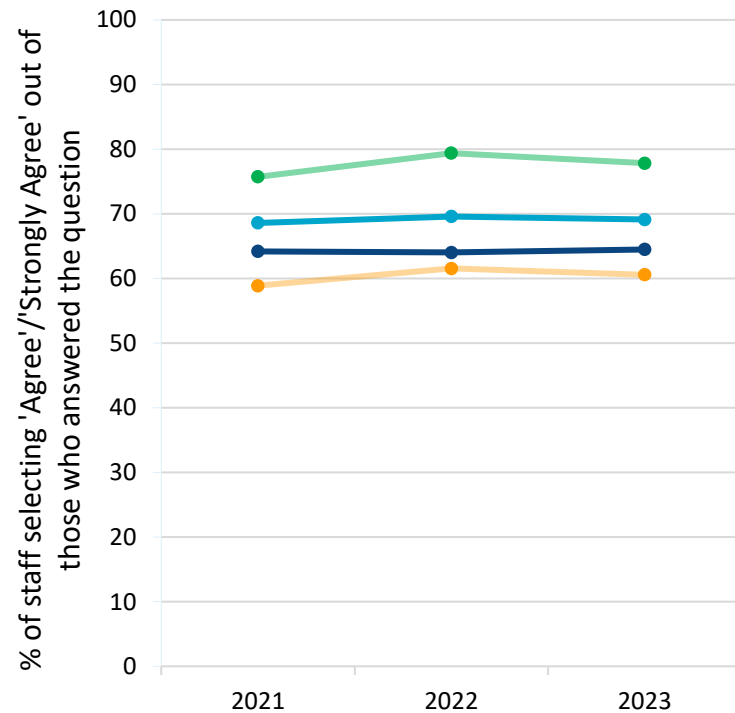
	2021	2022	2023
Your org	64.19%	64.02%	64.50%
Best result	75.71%	79.35%	77.83%
Average result	68.60%	69.57%	69.12%
Worst result	58.88%	61.55%	60.58%
Responses	3846	3424	3505

Q24b There are opportunities for me to develop my career in this organisation.
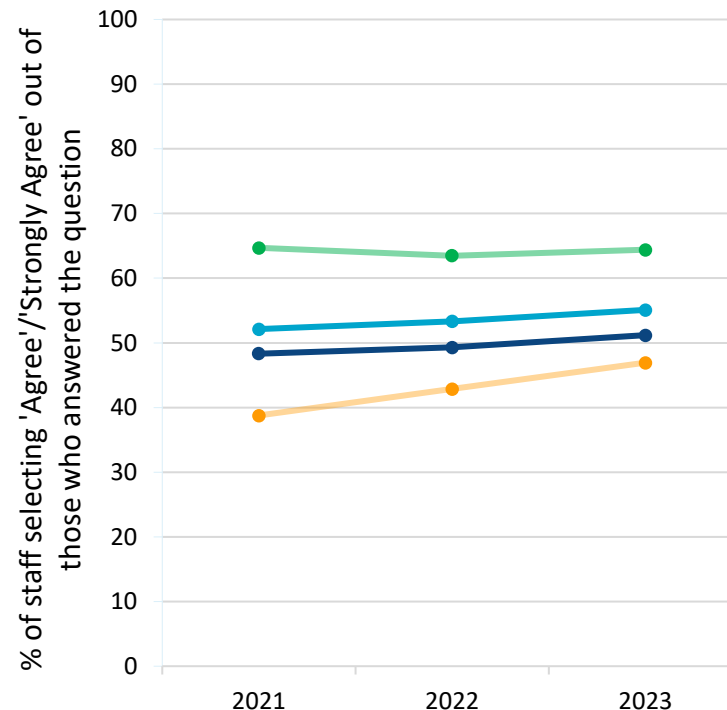
	2021	2022	2023
Your org	48.32%	49.29%	51.18%
Best result	64.69%	63.48%	64.38%
Average result	52.12%	53.34%	55.07%
Worst result	38.74%	42.85%	46.92%
Responses	3860	3425	3500

Q24c I have opportunities to improve my knowledge and skills.
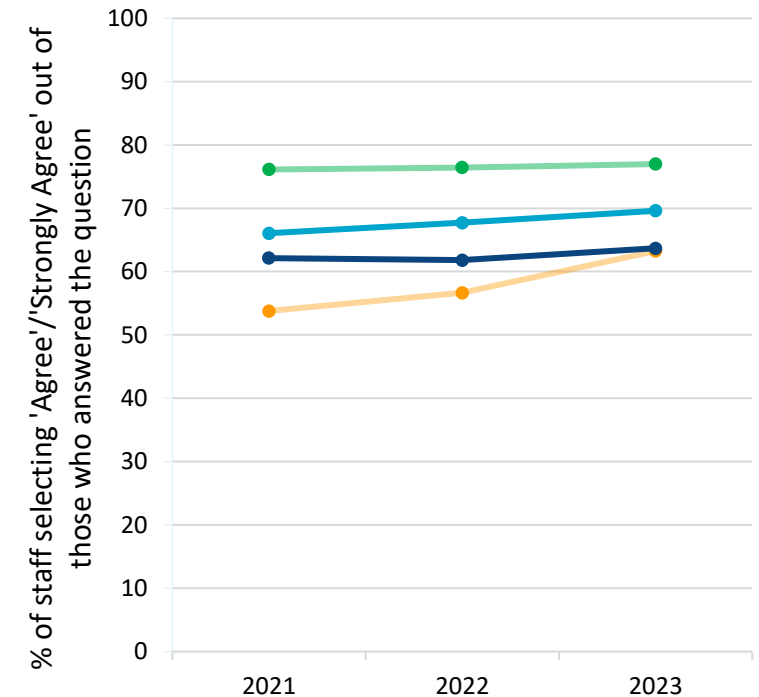
	2021	2022	2023
Your org	62.11%	61.81%	63.68%
Best result	76.13%	76.43%	76.99%
Average result	66.04%	67.72%	69.61%
Worst result	53.76%	56.66%	63.25%
Responses	3859	3433	3504

Q24d I feel supported to develop my potential.

Q24e I am able to access the right learning and development opportunities when I need to.
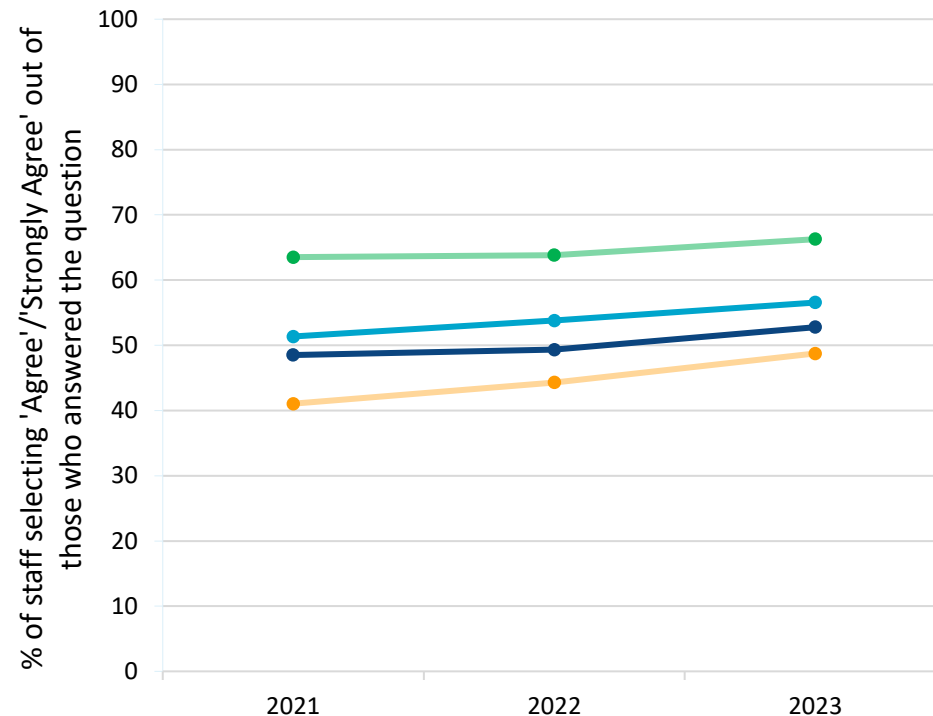
	2021	2022	2023
Your org	48.50%	49.33%	52.78%
Best result	63.51%	63.83%	66.27%
Average result	51.34%	53.79%	56.56%
Worst result	41.04%	44.30%	48.75%
Responses	3855	3431	3497
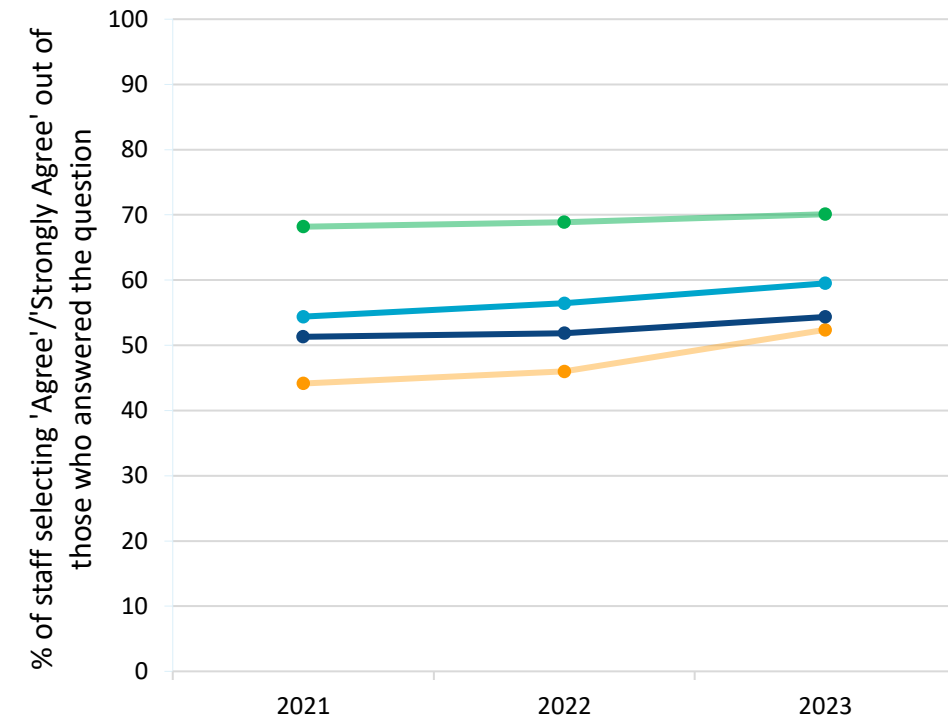
	2021	2022	2023
Your org	51.31%	51.86%	54.36%
Best result	68.20%	68.89%	70.11%
Average result	54.38%	56.44%	59.52%
Worst result	44.16%	45.98%	52.38%
Responses	3856	3426	3497

Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?
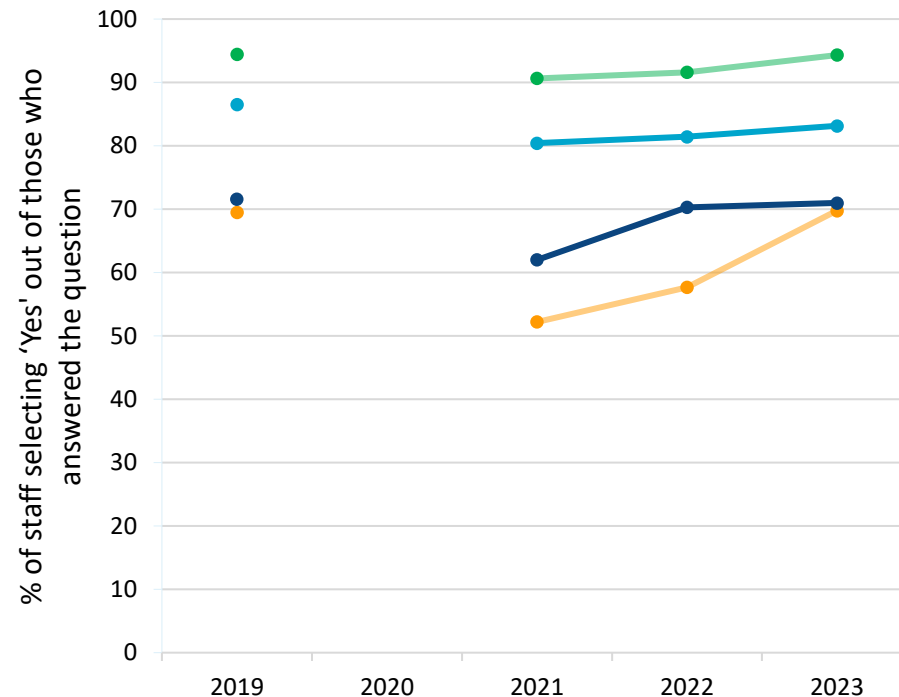
	2019	2020	2021	2022	2023
Your org	71.51%	-	62.01%	70.28%	70.96%
Best result	94.45%	-	90.63%	91.59%	94.32%
Average result	86.53%	-	80.40%	81.41%	83.12%
Worst result	69.48%	-	52.20%	57.65%	69.76%
Responses	3018	-	3865	3422	3425

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

Q23b It helped me to improve how I do my job.
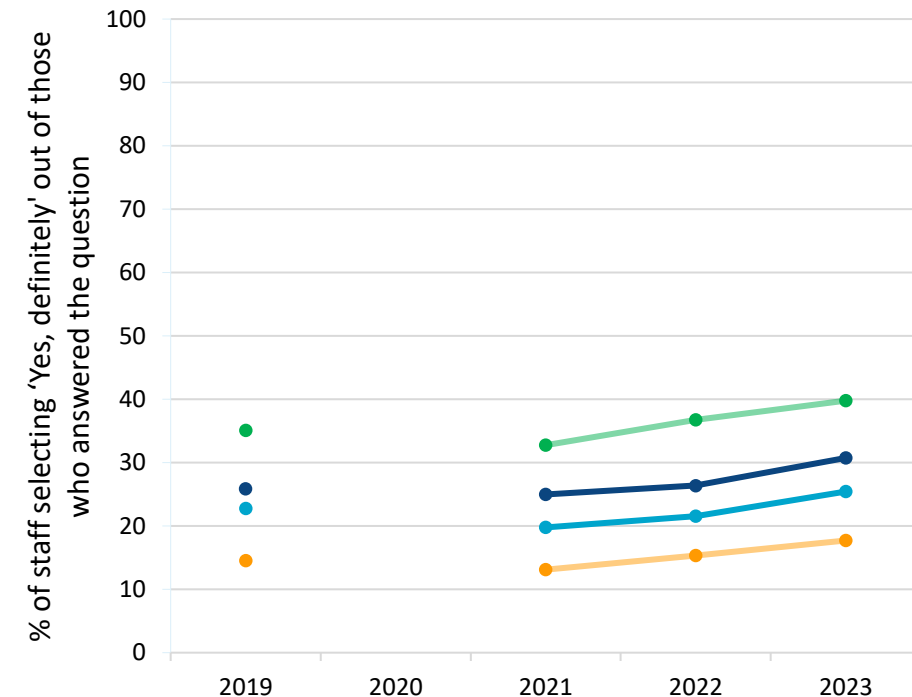
	2019	2020	2021	2022	2023
Your org	25.83%	-	24.98%	26.38%	30.75%
Best result	35.12%	-	32.75%	36.74%	39.78%
Average result	22.76%	-	19.79%	21.56%	25.44%
Worst result	14.56%	-	13.13%	15.33%	17.71%
Responses	2153	-	2346	2391	2405

Q23c It helped me agree clear objectives for my work.
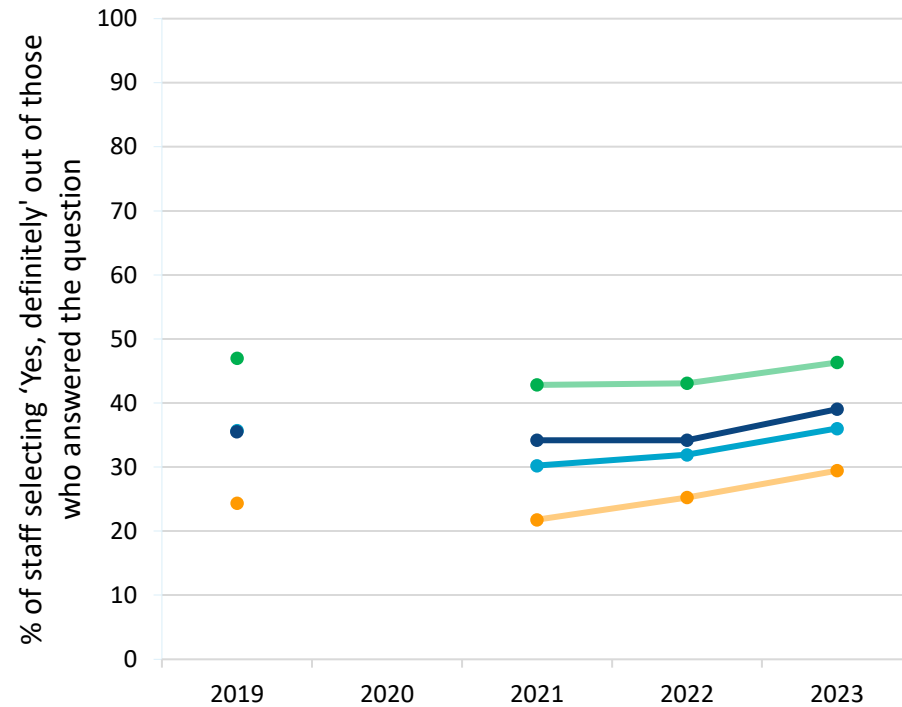
	2019	2020	2021	2022	2023
Your org	35.45%	-	34.18%	34.20%	39.05%
Best result	47.00%	-	42.85%	43.07%	46.33%
Average result	35.71%	-	30.21%	31.92%	36.02%
Worst result	24.35%	-	21.78%	25.24%	29.43%
Responses	2147	-	2346	2388	2393

Q23d It left me feeling that my work is valued by my organisation.
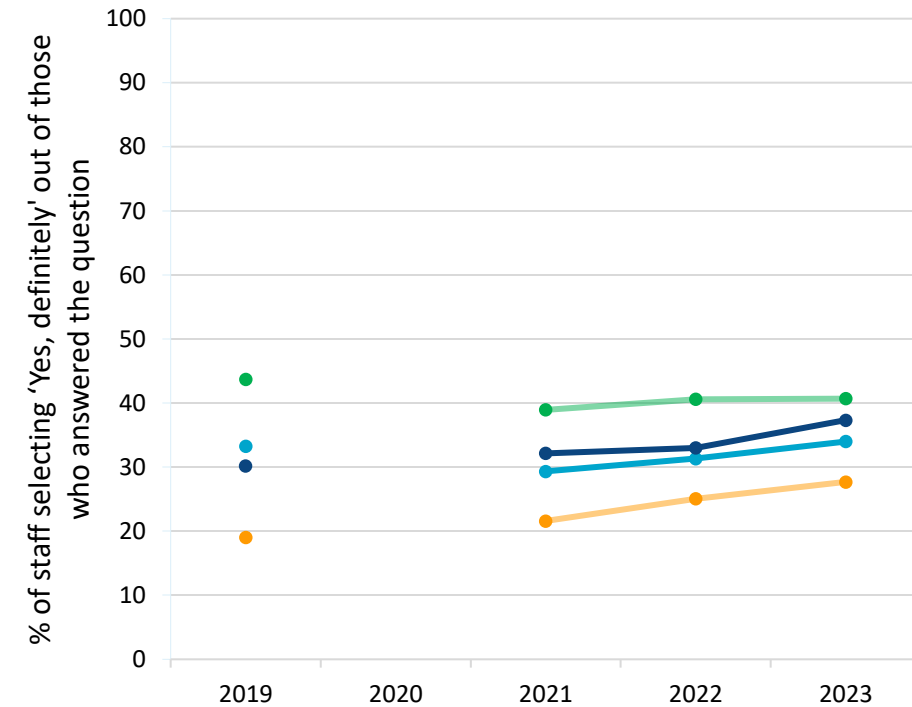
	2019	2020	2021	2022	2023
Your org	30.12%	-	32.14%	33.00%	37.33%
Best result	43.71%	-	38.94%	40.60%	40.68%
Average result	33.25%	-	29.33%	31.33%	34.00%
Worst result	18.99%	-	21.57%	25.05%	27.66%
Responses	2145	-	2346	2391	2393

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.

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Q6b My organisation is committed to helping me balance my work and home life.
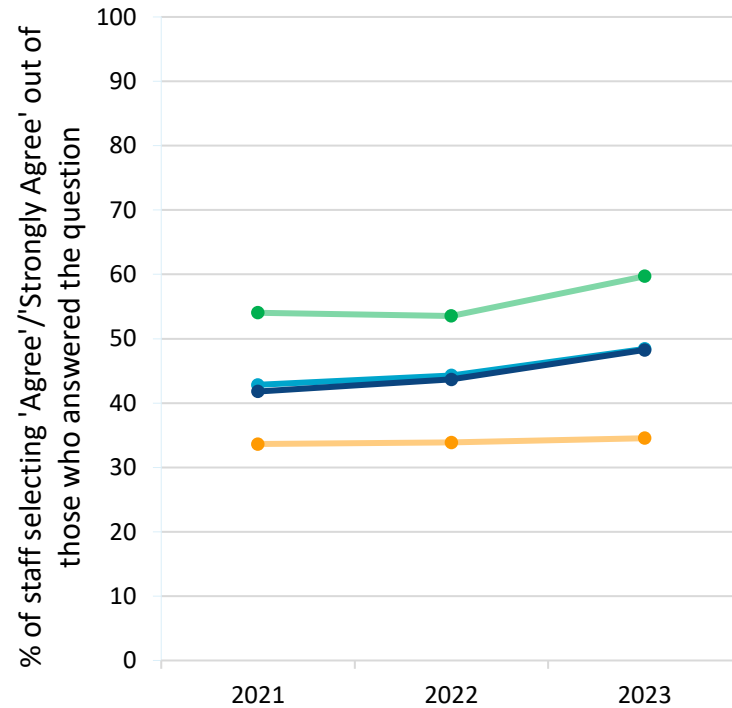
	2021	2022	2023
Your org	41.82%	43.68%	48.25%
Best result	54.04%	53.54%	59.70%
Average result	42.83%	44.29%	48.43%
Worst result	33.62%	33.88%	34.55%
Responses	3958	3427	3521

Q6c I achieve a good balance between my work life and my home life.
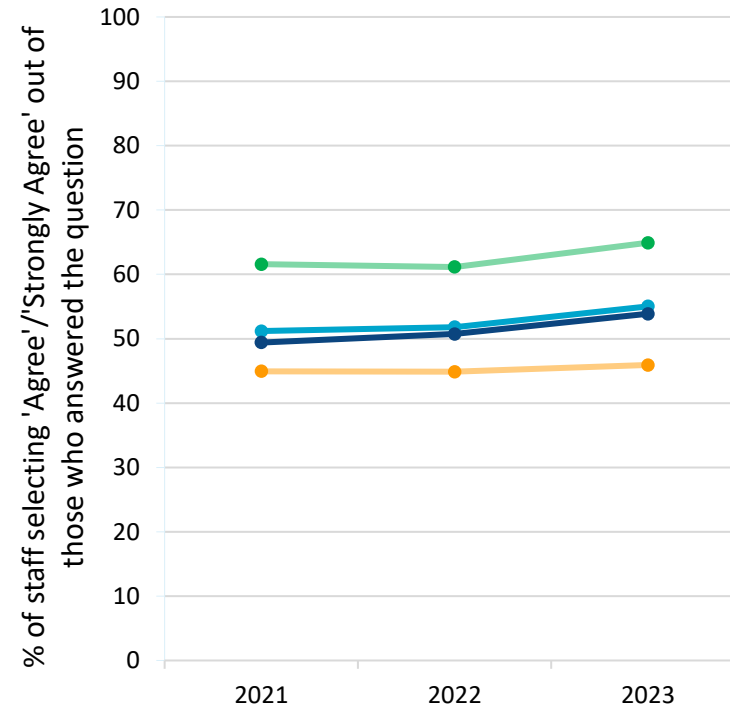
	2021	2022	2023
Your org	49.42%	50.72%	53.86%
Best result	61.58%	61.15%	64.91%
Average result	51.19%	51.81%	55.04%
Worst result	44.93%	44.86%	45.92%
Responses	3958	3432	3525

Q6d I can approach my immediate manager to talk openly about flexible working.
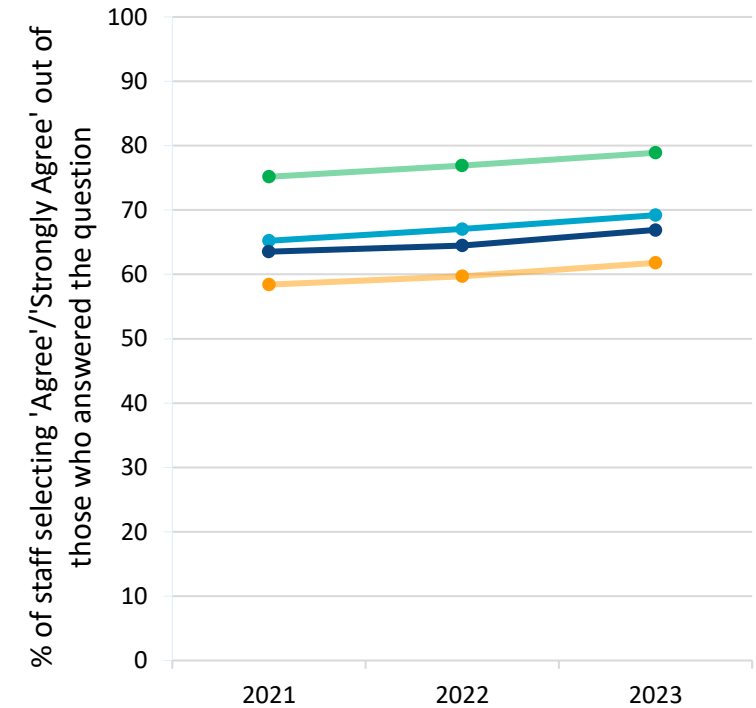
	2021	2022	2023
Your org	63.54%	64.49%	66.88%
Best result	75.18%	76.88%	78.91%
Average result	65.22%	67.05%	69.22%
Worst result	58.41%	59.70%	61.81%
Responses	3955	3437	3521

Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.
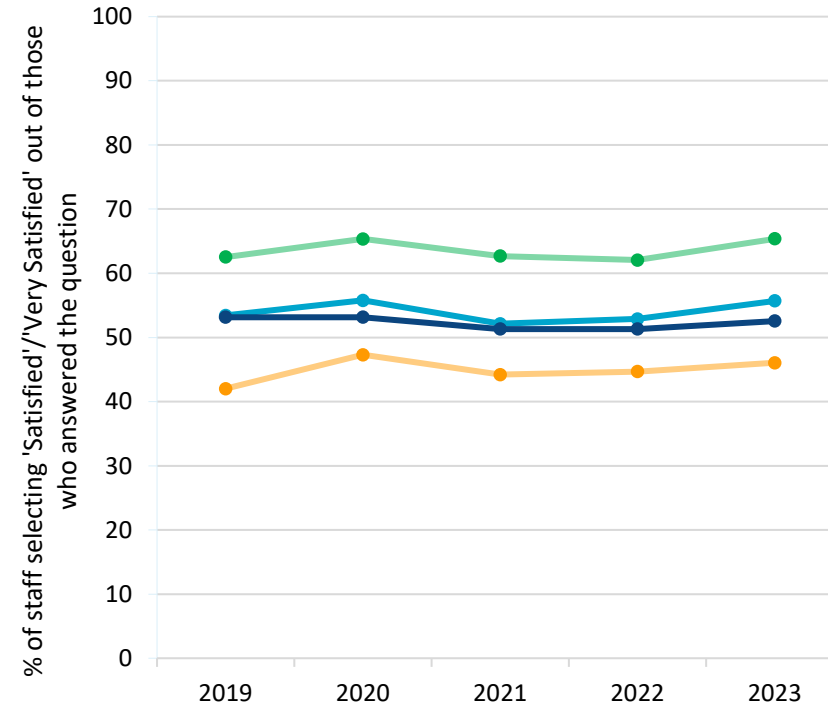
	2019	2020	2021	2022	2023
Your org	53.14%	53.16%	51.30%	51.31%	52.55%
Best result	62.54%	65.35%	62.69%	62.05%	65.39%
Average result	53.43%	55.77%	52.13%	52.89%	55.70%
Worst result	42.02%	47.31%	44.22%	44.69%	46.05%
Responses	3064	3256	3955	3444	3508

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.

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

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

Q7c I receive the respect I deserve from my colleagues at work.
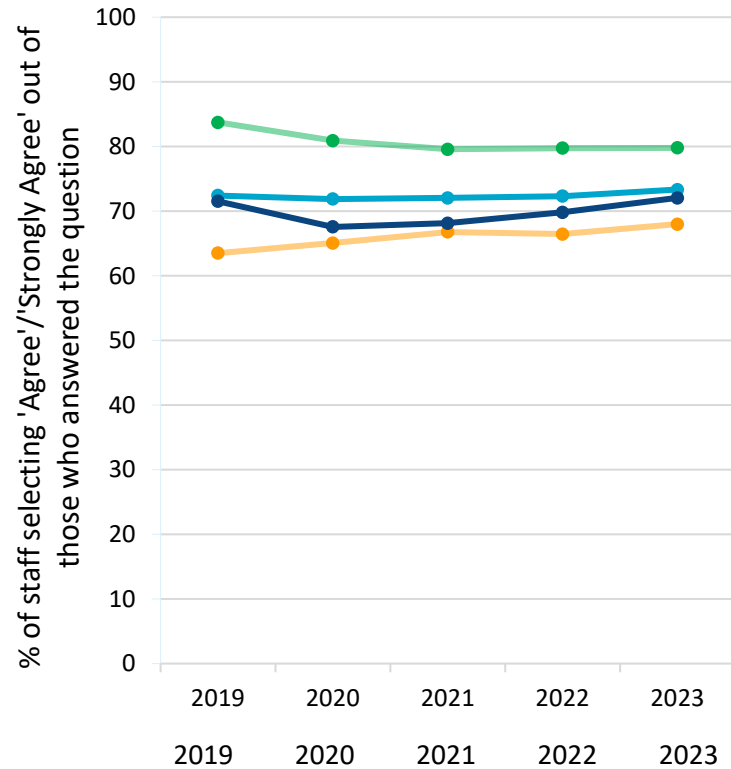
	2019	2020	2021	2022	2023
Your org	71.52%	67.58%	68.14%	69.83%	72.07%
Best result	83.74%	80.91%	79.58%	79.76%	79.81%
Average result	72.42%	71.88%	72.05%	72.32%	73.34%
Worst result	63.51%	65.07%	66.78%	66.46%	68.00%
Responses	3064	3260	3937	3437	3513
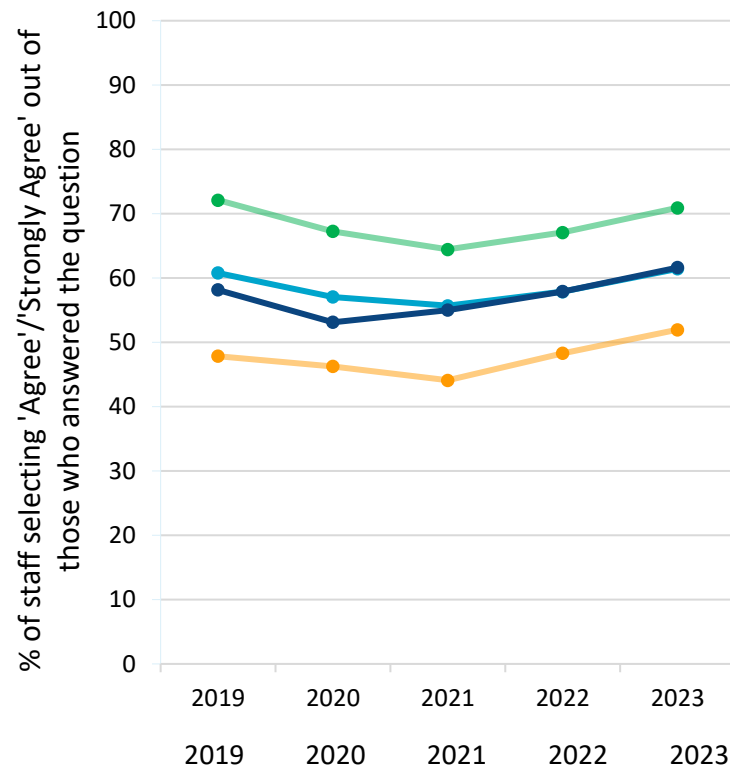
	2019	2020	2021	2022	2023
Your org	58.15%	53.13%	55.02%	57.89%	61.62%
Best result	72.10%	67.26%	64.44%	67.09%	70.92%
Average result	60.78%	57.06%	55.69%	57.87%	61.43%
Worst result	47.86%	46.25%	44.09%	48.30%	51.95%
Responses	3057	3270	3932	3434	3509
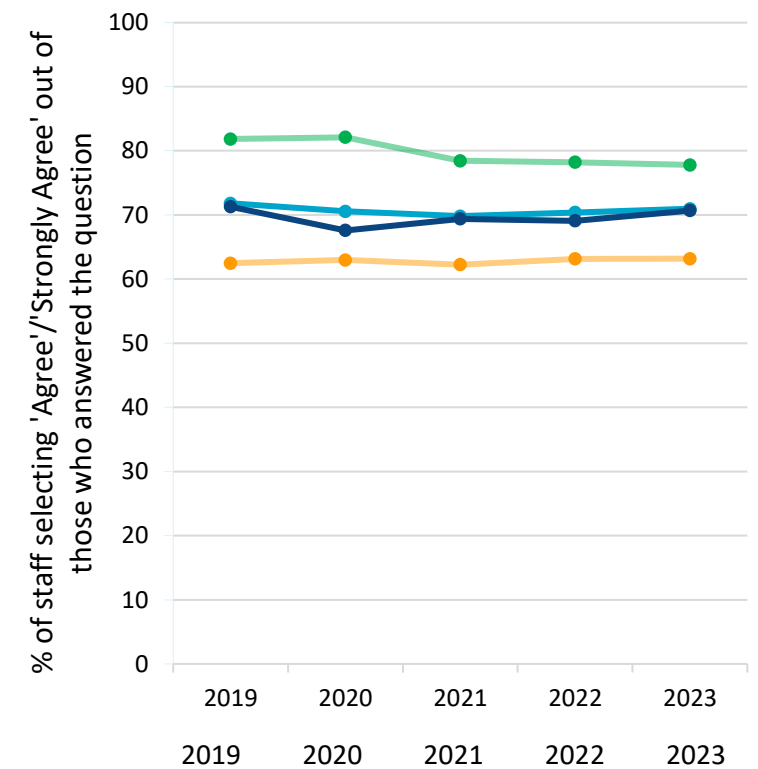
	2019	2020	2021	2022	2023
Your org	71.26%	67.59%	69.40%	69.09%	70.69%
Best result	81.82%	82.10%	78.44%	78.22%	77.78%
Average result	71.82%	70.56%	69.80%	70.37%	70.96%
Worst result	62.48%	62.97%	62.26%	63.16%	63.16%
Responses	3068	3274	3938	3447	3519
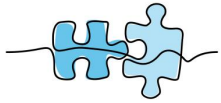
Q7d Team members understand each other's roles.
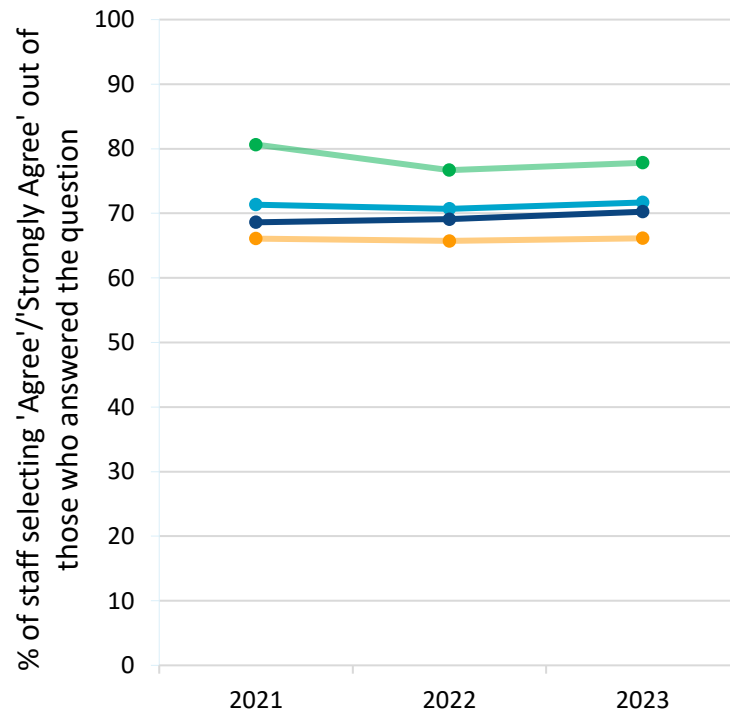
	2021	2022	2023
Your org	68.61%	69.09%	70.25%
Best result	80.62%	76.69%	77.83%
Average result	71.35%	70.69%	71.68%
Worst result	66.09%	65.73%	66.13%
Responses	3939	3448	3517

Q7e I enjoy working with the colleagues in my team.
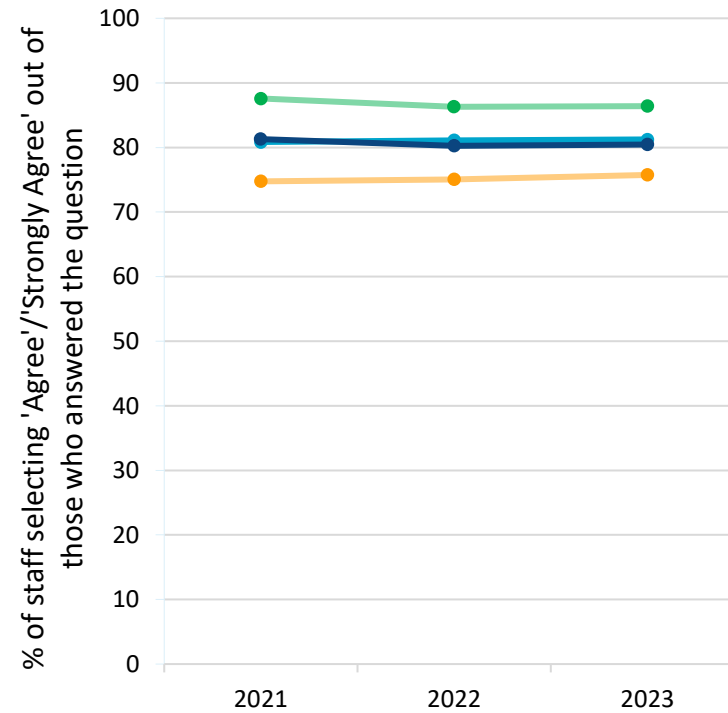
	2021	2022	2023
Your org	81.30%	80.27%	80.46%
Best result	87.58%	86.31%	86.41%
Average result	80.85%	81.10%	81.23%
Worst result	74.77%	75.07%	75.77%
Responses	3937	3450	3513

Q7f My team has enough freedom in how to do its work.
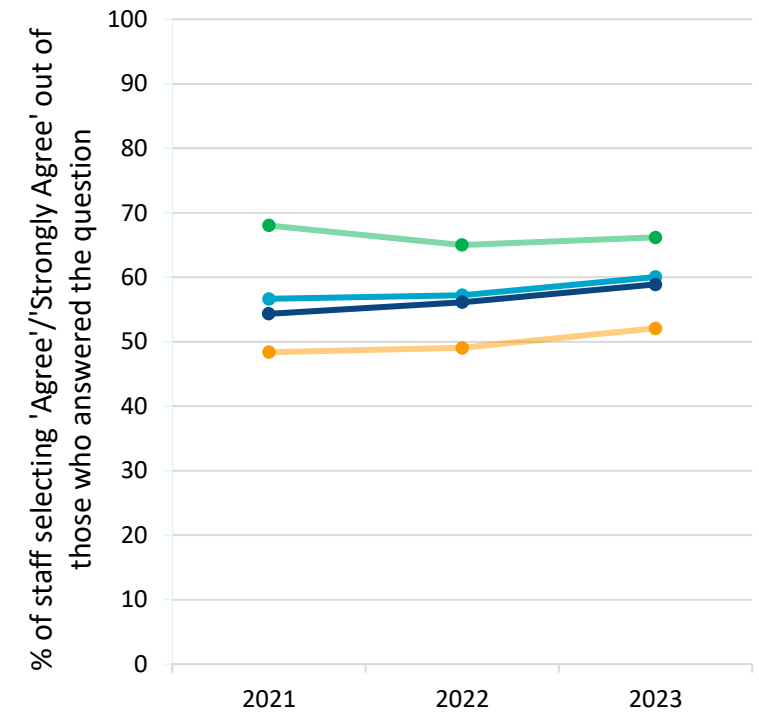
	2021	2022	2023
Your org	54.34%	56.13%	58.90%
Best result	68.05%	64.98%	66.18%
Average result	56.64%	57.22%	60.06%
Worst result	48.40%	49.06%	52.08%
Responses	3935	3440	3515

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Q7g In my team disagreements are dealt with constructively.
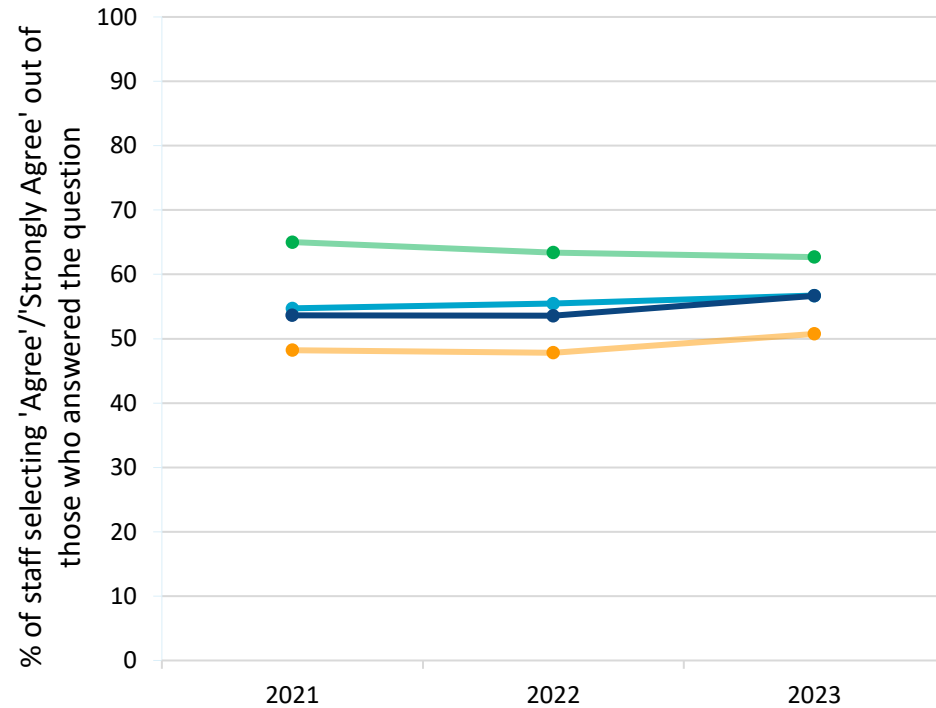
	2021	2022	2023
Your org	53.63%	53.57%	56.69%
Best result	65.00%	63.36%	62.70%
Average result	54.72%	55.46%	56.71%
Worst result	48.24%	47.83%	50.76%
Responses	3922	3435	3502

Q8a Teams within this organisation work well together to achieve their objectives.
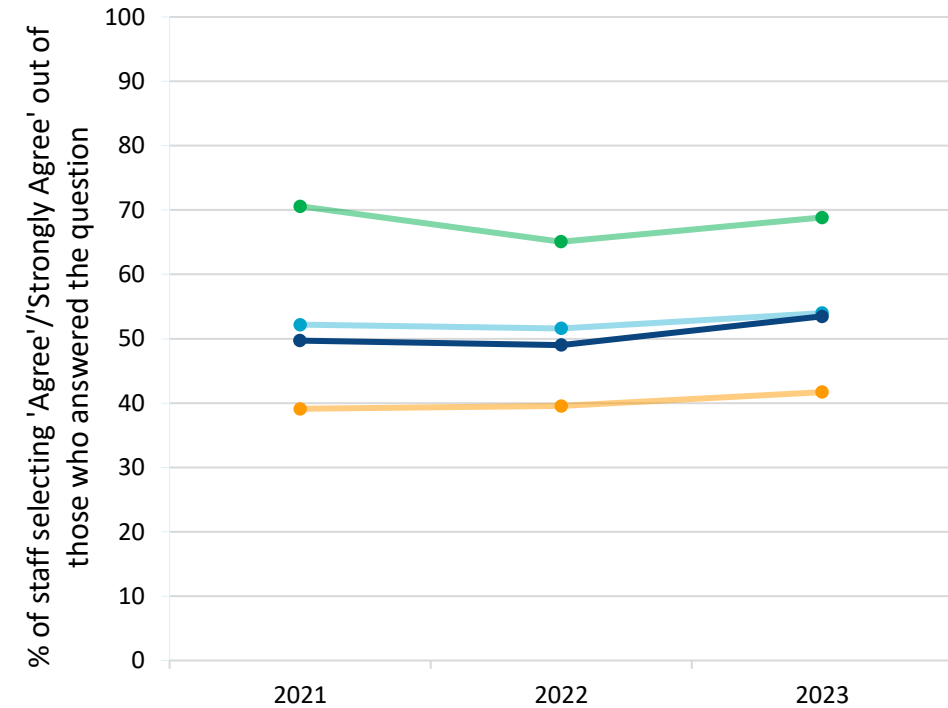
	2021	2022	2023
Your org	49.72%	49.02%	53.47%
Best result	70.58%	65.06%	68.83%
Average result	52.17%	51.61%	54.00%
Worst result	39.09%	39.54%	41.71%
Responses	3922	3444	3527
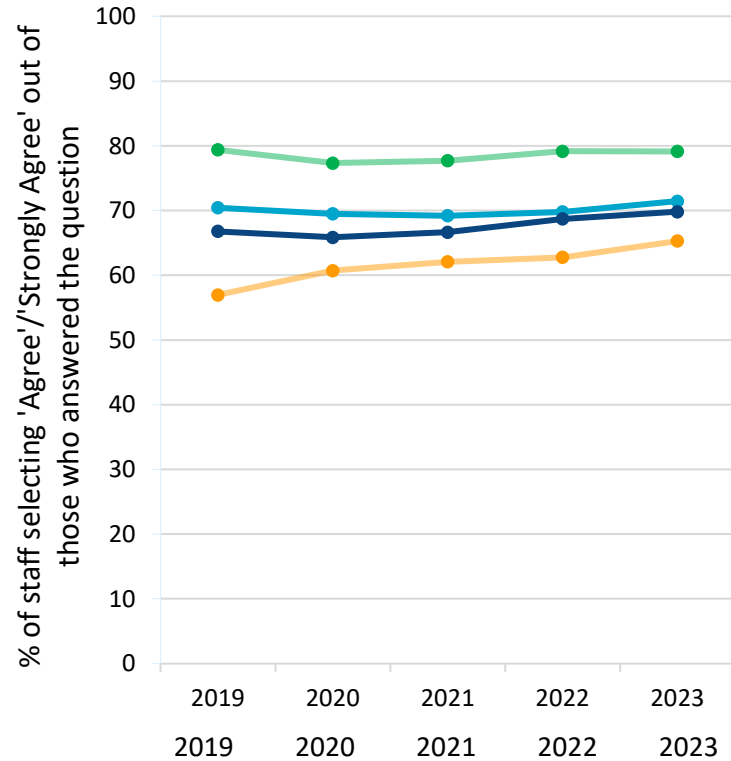
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Q9a My immediate manager encourages me at work.

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

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

	2019	2020	2021	2022	2023
Your org	66.78%	65.87%	66.65%	68.71%	69.82%
Best result	79.38%	77.33%	77.69%	79.17%	79.13%
Average result	70.43%	69.49%	69.21%	69.78%	71.45%
Worst result	56.97%	60.71%	62.07%	62.76%	65.29%
Responses	3059	3256	3922	3445	3522
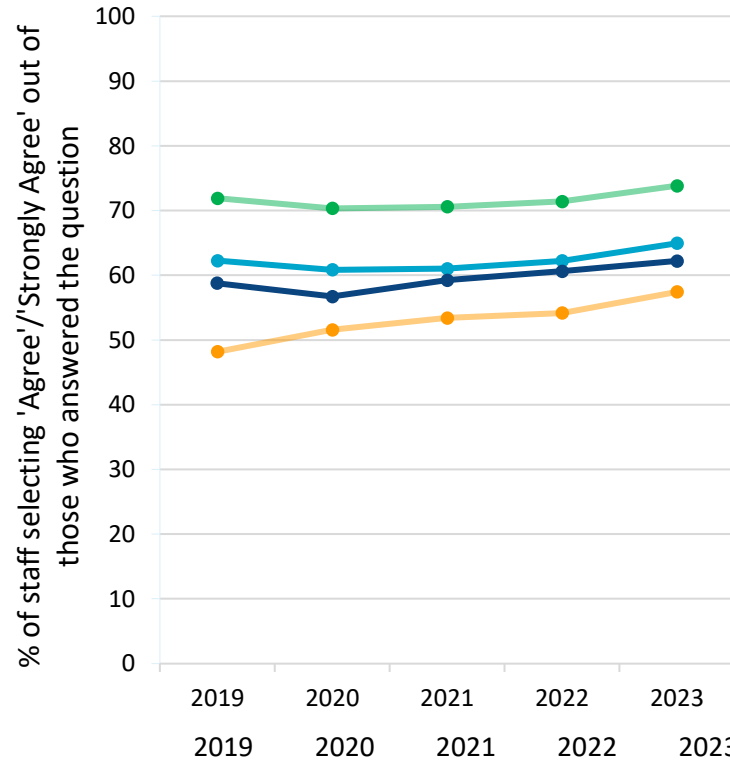
	2019	2020	2021	2022	2023
Your org	58.75%	56.72%	59.23%	60.61%	62.20%
Best result	71.89%	70.33%	70.57%	71.39%	73.81%
Average result	62.26%	60.85%	61.01%	62.21%	64.96%
Worst result	48.18%	51.57%	53.40%	54.16%	57.43%
Responses	3058	3248	3911	3441	3517

	2019	2020	2021	2022	2023
Your org	52.71%	51.24%	54.75%	56.34%	57.28%
Best result	65.77%	63.52%	65.12%	65.27%	66.13%
Average result	56.07%	54.71%	55.78%	56.95%	58.97%
Worst result	44.34%	44.91%	48.51%	48.70%	51.84%
Responses	3058	3251	3912	3446	3517

Q9d My immediate manager takes a positive interest in my health and well-being.
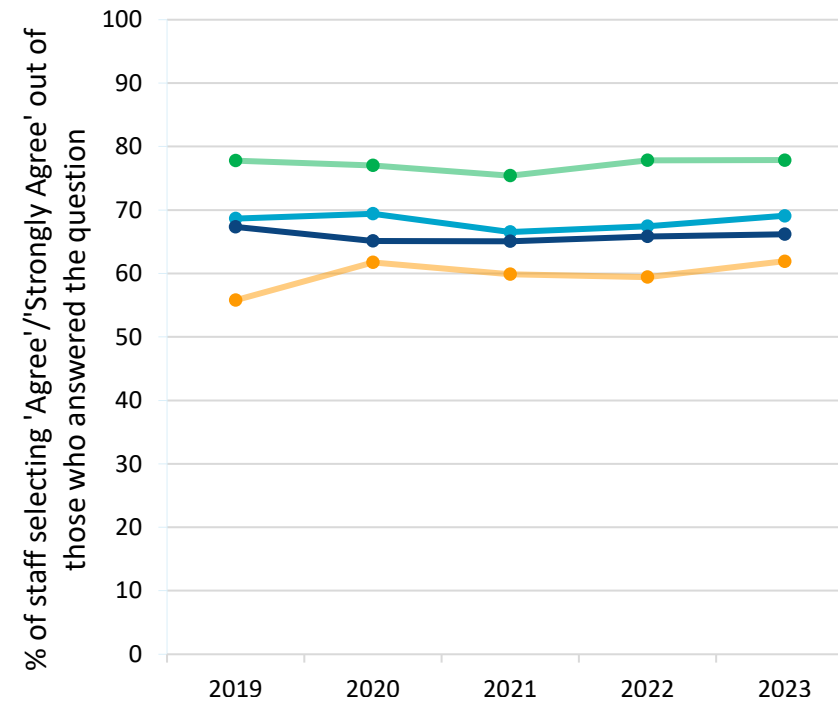
	2019	2020	2021	2022	2023
Your org	67.34%	65.14%	65.08%	65.84%	66.19%
Best result	77.80%	77.02%	75.43%	77.84%	77.87%
Average result	68.65%	69.43%	66.55%	67.45%	69.10%
Worst result	55.79%	61.76%	59.90%	59.42%	61.93%
Responses	3056	3252	3911	3453	3515

Epsom and St Helier University Hospitals NHS Trust Benchmark report

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.

Q2a I look forward to going to work.

	2019	2020	2021	2022	2023
Your org	60.27%	59.12%	53.65%	55.32%	58.65%
Best result	68.55%	67.55%	60.68%	62.60%	62.92%
Average result	59.47%	58.55%	52.01%	52.49%	55.00%
Worst result	47.07%	51.81%	42.48%	42.39%	47.34%
Responses	3064	3293	3995	3425	3506
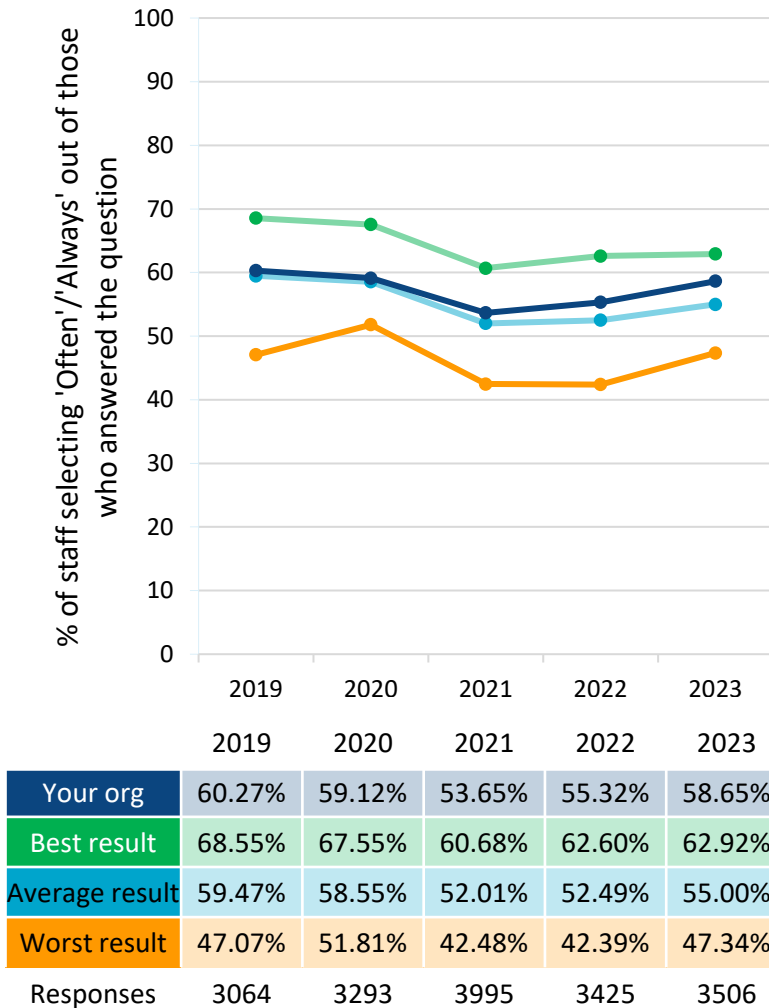
Q2b I am enthusiastic about my job.

	2019	2020	2021	2022	2023
Your org	73.82%	73.45%	67.69%	68.05%	69.34%
Best result	81.75%	79.97%	76.25%	75.09%	76.43%
Average result	75.37%	73.16%	67.57%	66.74%	69.39%
Worst result	67.68%	67.81%	59.95%	58.50%	60.20%
Responses	3046	3285	3955	3392	3480
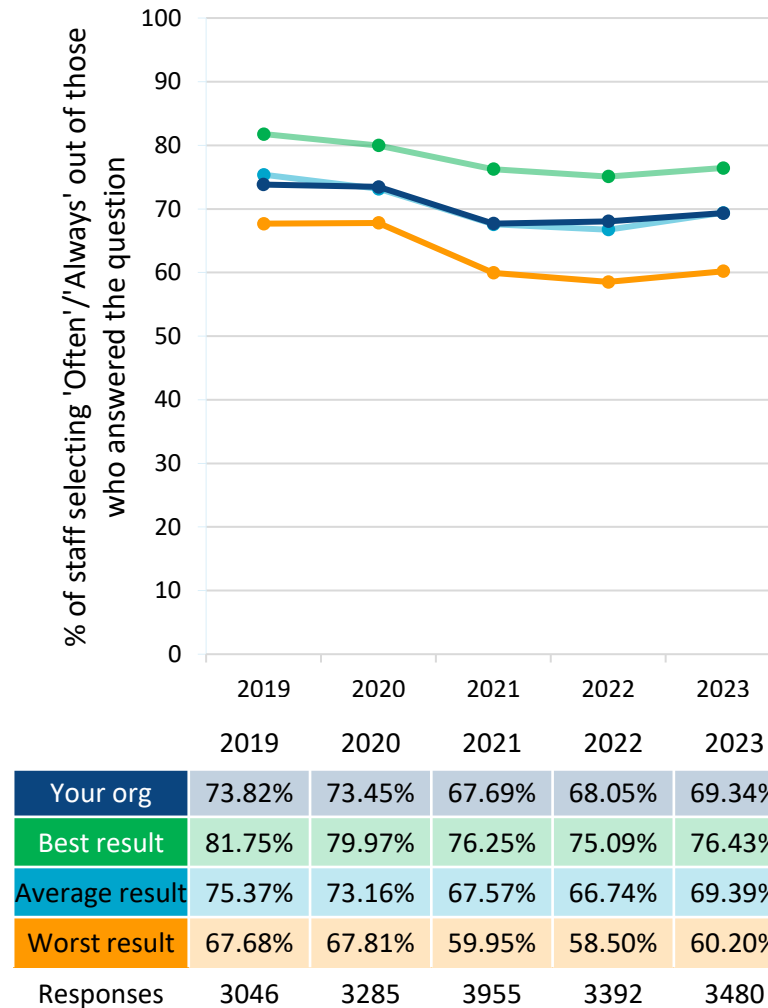
Q2c Time passes quickly when I am working.

	2019	2020	2021	2022	2023
Your org	77.90%	77.43%	74.21%	74.30%	74.46%
Best result	83.13%	81.17%	79.41%	79.01%	77.42%
Average result	77.41%	76.10%	73.00%	72.50%	72.33%
Worst result	71.54%	71.21%	68.52%	67.44%	64.58%
Responses	3038	3277	3958	3394	3468

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

	2019	2020	2021	2022	2023
Your org	71.10%	70.26%	72.51%	71.91%	73.55%
Best result	79.93%	78.22%	79.35%	79.92%	80.07%
Average result	73.35%	72.23%	72.68%	72.83%	73.66%
Worst result	60.61%	64.80%	65.90%	64.90%	66.74%
Responses	3079	3277	3969	3441	3515

Q3d I am able to make suggestions to improve the work of my team / department.
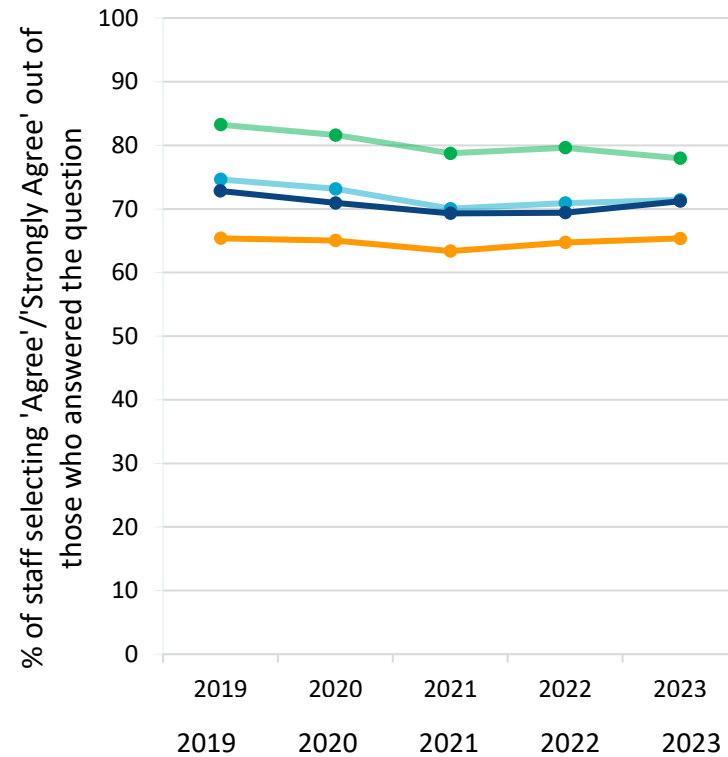
	2019	2020	2021	2022	2023
Your org	72.84%	70.94%	69.30%	69.41%	71.22%
Best result	83.24%	81.60%	78.73%	79.63%	77.96%
Average result	74.65%	73.16%	70.05%	70.92%	71.43%
Worst result	65.38%	65.04%	63.37%	64.73%	65.35%
Responses	3077	3276	3975	3447	3528

Q3f I am able to make improvements happen in my area of work.
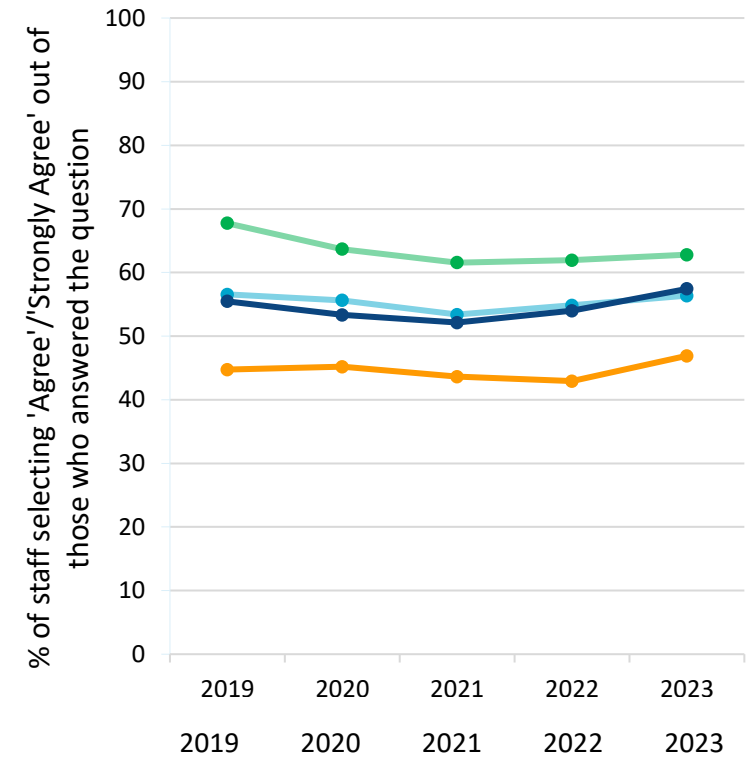
	2019	2020	2021	2022	2023
Your org	55.45%	53.33%	52.13%	53.99%	57.43%
Best result	67.76%	63.68%	61.57%	61.93%	62.79%
Average result	56.56%	55.62%	53.39%	54.84%	56.35%
Worst result	44.73%	45.18%	43.63%	42.93%	46.89%
Responses	3073	3277	3966	3439	3523

Q25a Care of patients / service users is my organisation's top priority.
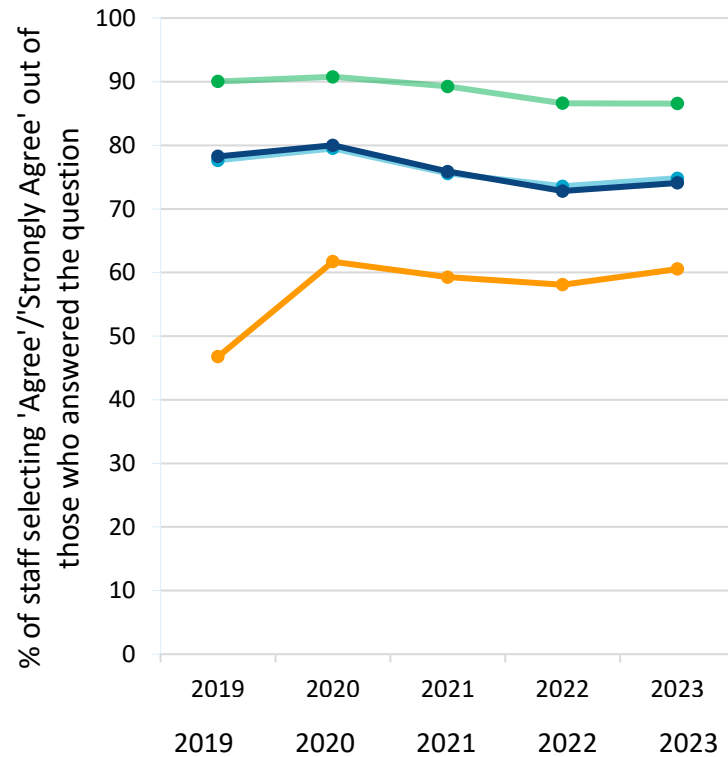
	2019	2020	2021	2022	2023
Your org	78.24%	80.00%	75.88%	72.79%	74.10%
Best result	90.05%	90.77%	89.25%	86.61%	86.57%
Average result	77.64%	79.53%	75.57%	73.56%	74.83%
Worst result	46.76%	61.70%	59.27%	58.09%	60.55%
Responses	3037	3211	3849	3425	3500

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

	2019	2020	2021	2022	2023
Your org	61.91%	64.31%	58.64%	55.37%	59.25%
Best result	81.18%	83.99%	77.82%	75.24%	77.09%
Average result	62.94%	67.00%	58.40%	56.48%	60.52%
Worst result	35.64%	46.44%	38.47%	41.03%	44.05%
Responses	3026	3211	3848	3423	3501

Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.
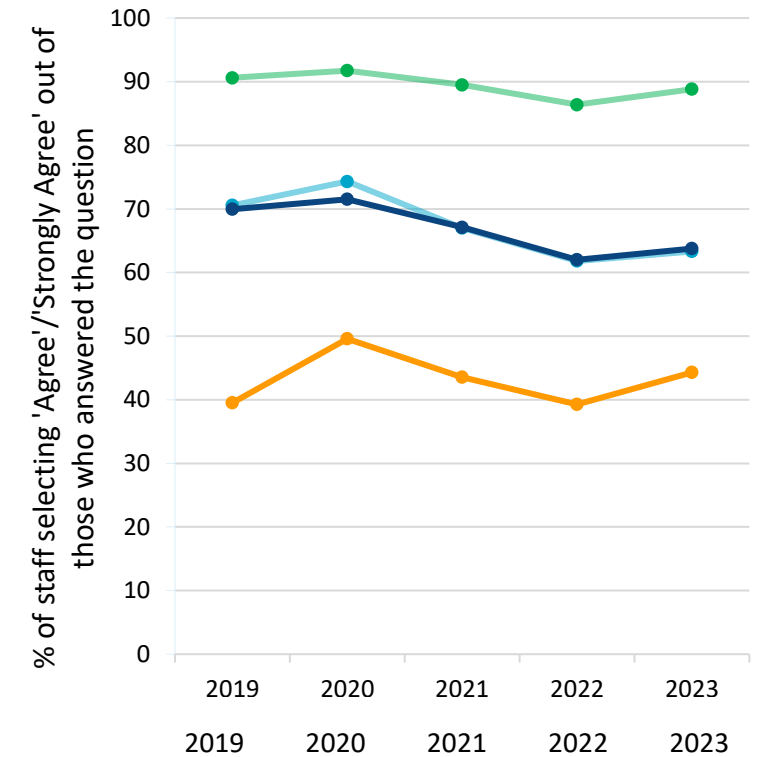
	2019	2020	2021	2022	2023
Your org	69.94%	71.52%	67.12%	62.02%	63.77%
Best result	90.62%	91.76%	89.51%	86.38%	88.82%
Average result	70.57%	74.32%	66.99%	61.82%	63.32%
Worst result	39.54%	49.58%	43.54%	39.27%	44.31%
Responses	3021	3213	3844	3427	3499

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.

Q26a I often think about leaving this organisation.

	2019	2020	2021	2022	2023
Your org	28.46%	25.89%	31.15%	32.64%	30.24%
Best result	18.85%	16.90%	21.67%	23.25%	20.57%
Average result	28.22%	26.78%	31.40%	31.98%	28.89%
Worst result	42.13%	36.96%	41.75%	41.80%	36.31%
Responses	3041	3214	3829	3415	3509
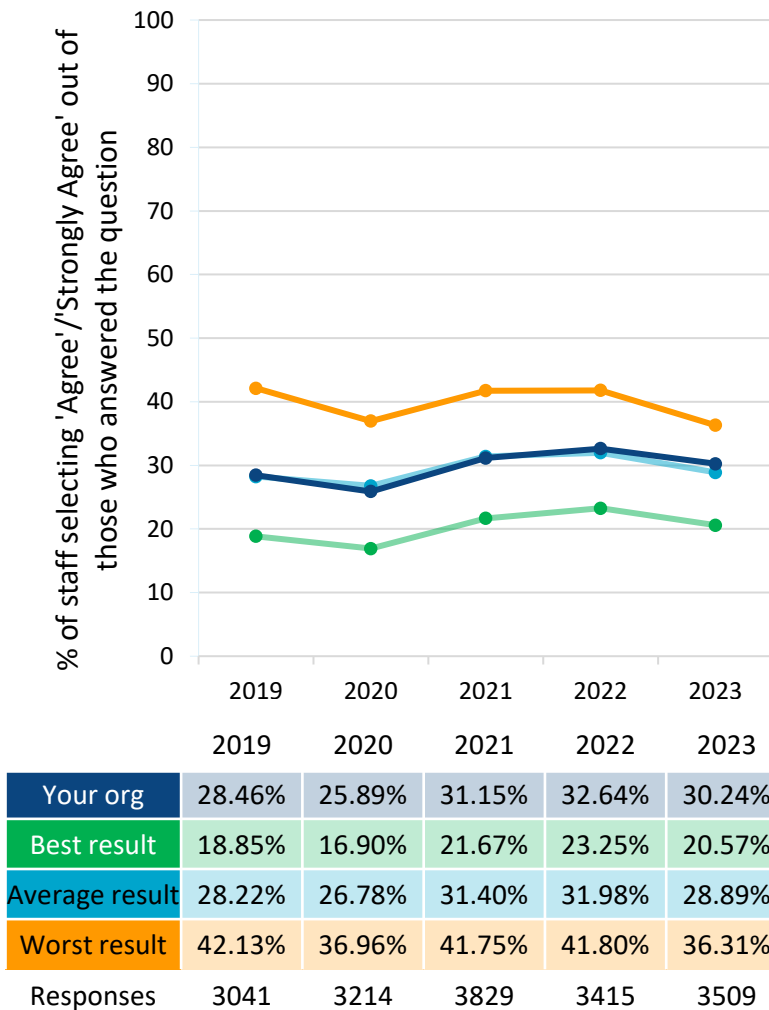
Q26b I will probably look for a job at a new organisation in the next 12 months.

	2019	2020	2021	2022	2023
Your org	23.11%	21.66%	24.48%	26.89%	24.17%
Best result	12.98%	11.12%	14.66%	16.34%	13.63%
Average result	19.95%	18.76%	22.23%	23.05%	20.74%
Worst result	30.46%	29.66%	31.44%	31.68%	30.73%
Responses	3023	3210	3829	3416	3499
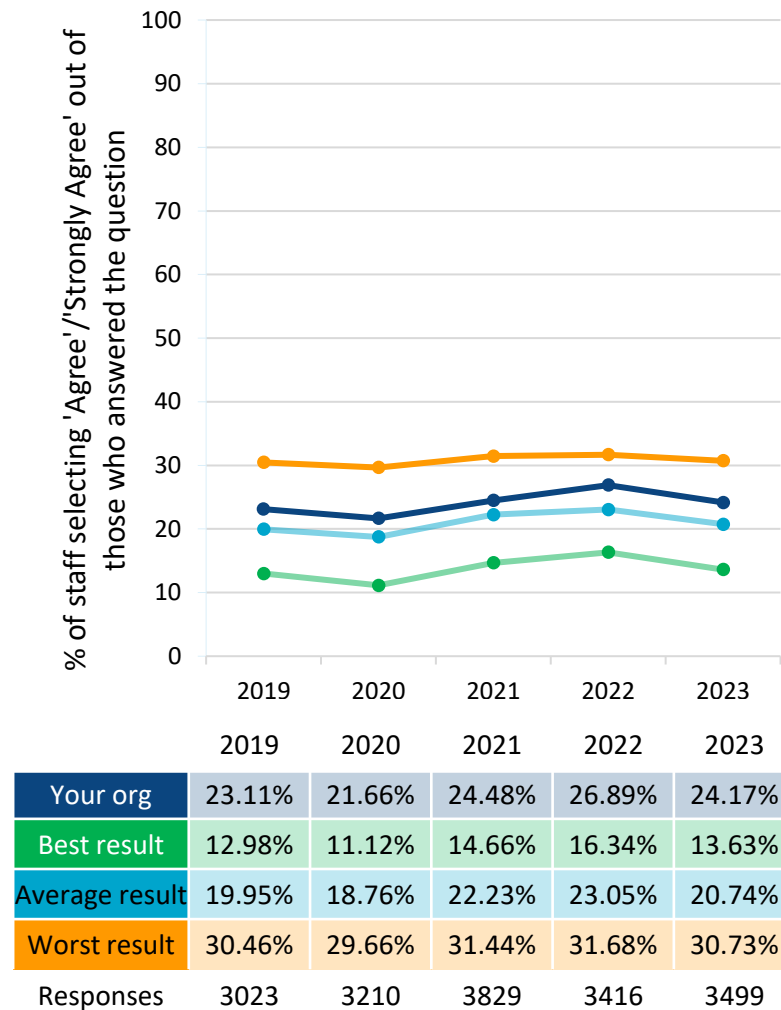
Q26c As soon as I can find another job, I will leave this organisation.

	2019	2020	2021	2022	2023
Your org	16.73%	16.34%	18.70%	21.31%	19.68%
Best result	7.58%	7.52%	9.98%	10.19%	9.13%
Average result	14.18%	13.25%	16.14%	16.82%	15.32%
Worst result	23.67%	23.82%	26.10%	26.61%	24.21%
Responses	2944	3207	3822	3415	3494

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

	2019	2020	2021	2022	2023
Your org	46.39%	46.56%	42.55%	44.36%	49.02%
Best result	58.86%	61.99%	54.69%	53.31%	57.08%
Average result	46.63%	47.50%	43.12%	42.96%	46.63%
Worst result	36.05%	38.27%	34.26%	32.24%	37.52%
Responses	3062	3268	3957	3425	3513

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

	2019	2020	2021	2022	2023
Your org	53.09%	54.76%	54.80%	51.26%	54.58%
Best result	74.53%	74.54%	72.96%	69.73%	72.97%
Average result	54.19%	58.54%	55.33%	53.52%	56.88%
Worst result	31.96%	44.99%	45.51%	43.63%	46.87%
Responses	3065	3277	3968	3434	3519

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

	2019	2020	2021	2022	2023
Your org	30.06%	33.23%	25.07%	26.51%	34.11%
Best result	48.09%	52.30%	37.83%	34.84%	44.76%
Average result	30.74%	36.89%	25.94%	25.11%	31.75%
Worst result	20.78%	25.99%	18.06%	17.19%	22.75%
Responses	3066	3272	3968	3447	3519

Q3a I always know what my work responsibilities are.
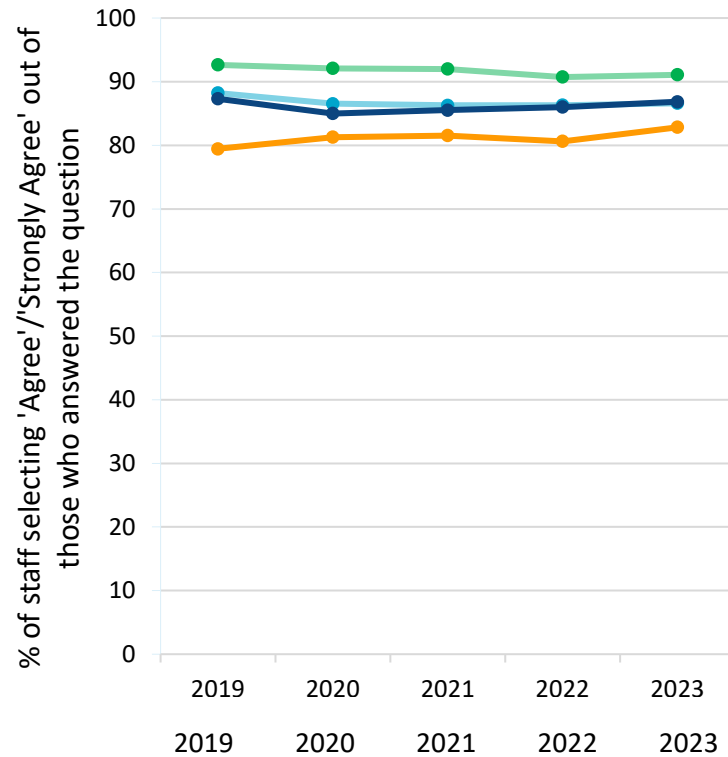
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	87.31%	85.00%	85.54%	86.01%	86.85%
Best result	92.66%	92.10%	92.01%	90.74%	91.10%
Average result	88.24%	86.55%	86.28%	86.30%	86.63%
Worst result	79.44%	81.28%	81.54%	80.62%	82.84%
Responses	3072	3295	3971	3441	3540

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

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question
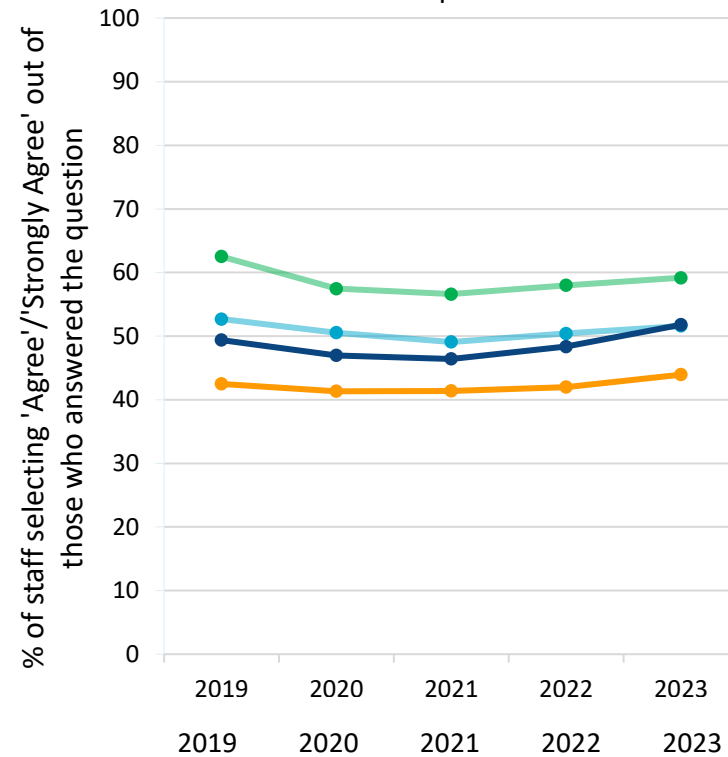
	2019	2020	2021	2022	2023
Your org	49.35%	46.97%	46.41%	48.35%	51.79%
Best result	62.53%	57.46%	56.61%	57.98%	59.18%
Average result	52.69%	50.55%	49.07%	50.41%	51.60%
Worst result	42.49%	41.33%	41.38%	41.99%	43.95%
Responses	3071	3279	3955	3442	3529

Q5a I have unrealistic time pressures.
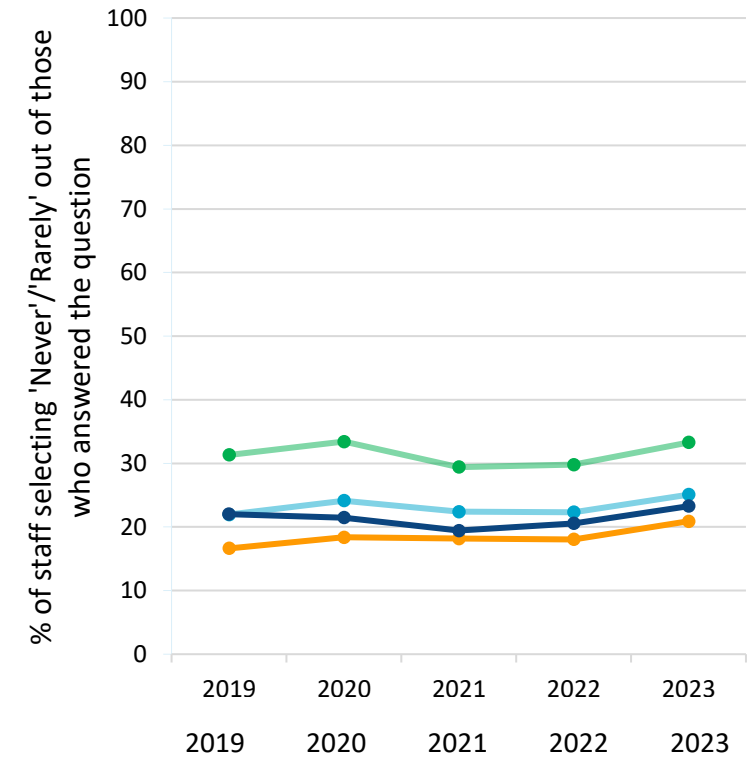
% of staff selecting 'Never'/'Rarely' out of those who answered the question

	2019	2020	2021	2022	2023
Your org	22.02%	21.47%	19.44%	20.57%	23.28%
Best result	31.33%	33.42%	29.43%	29.80%	33.29%
Average result	21.94%	24.12%	22.39%	22.31%	25.08%
Worst result	16.62%	18.37%	18.16%	18.05%	20.88%
Responses	3057	3254	3943	3424	3523

Q5b I have a choice in deciding how to do my work.
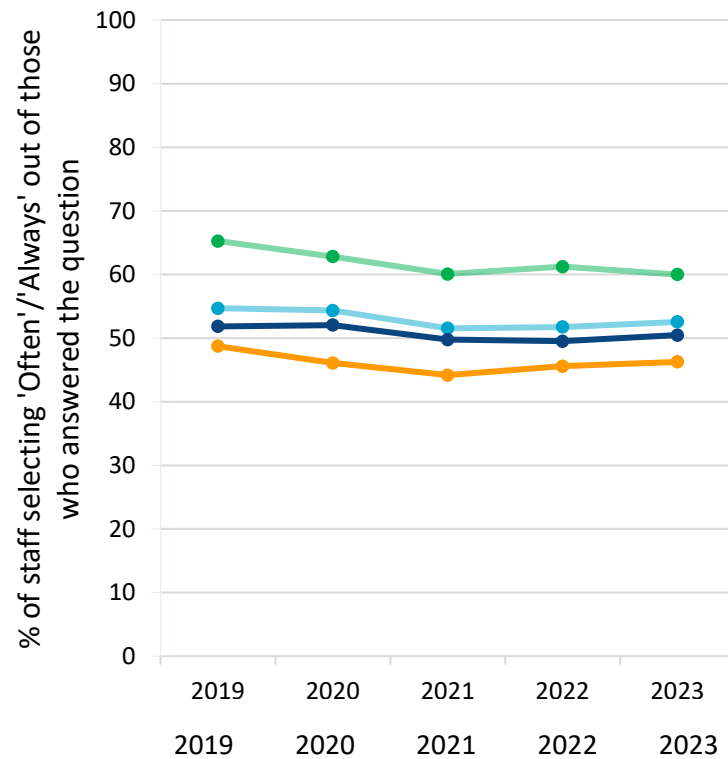
	2019	2020	2021	2022	2023
Your org	51.86%	52.06%	49.77%	49.51%	50.47%
Best result	65.25%	62.83%	60.08%	61.24%	60.00%
Average result	54.70%	54.35%	51.55%	51.76%	52.55%
Worst result	48.73%	46.10%	44.18%	45.59%	46.27%
Responses	3050	3250	3938	3430	3519

Q5c Relationships at work are strained.
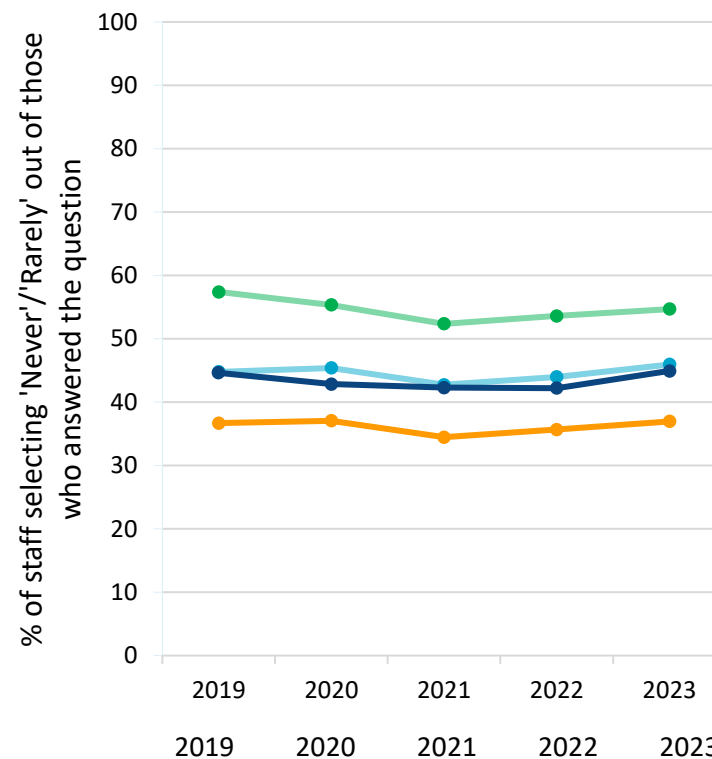
	2019	2020	2021	2022	2023
Your org	44.61%	42.85%	42.29%	42.22%	44.92%
Best result	57.40%	55.35%	52.37%	53.60%	54.70%
Average result	44.78%	45.38%	42.74%	43.99%	45.96%
Worst result	36.68%	37.06%	34.45%	35.67%	36.97%
Responses	3049	3252	3938	3428	3509

Q7c I receive the respect I deserve from my colleagues at work.
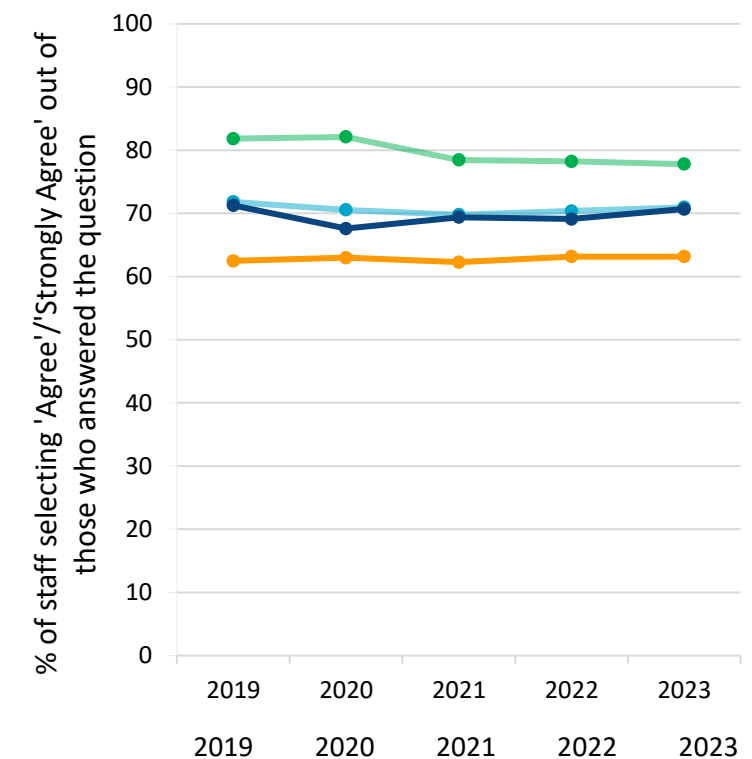
	2019	2020	2021	2022	2023
Your org	71.26%	67.59%	69.40%	69.09%	70.69%
Best result	81.82%	82.10%	78.44%	78.22%	77.78%
Average result	71.82%	70.56%	69.80%	70.37%	70.96%
Worst result	62.48%	62.97%	62.26%	63.16%	63.16%
Responses	3068	3274	3938	3447	3519

Q9a My immediate manager encourages me at work.
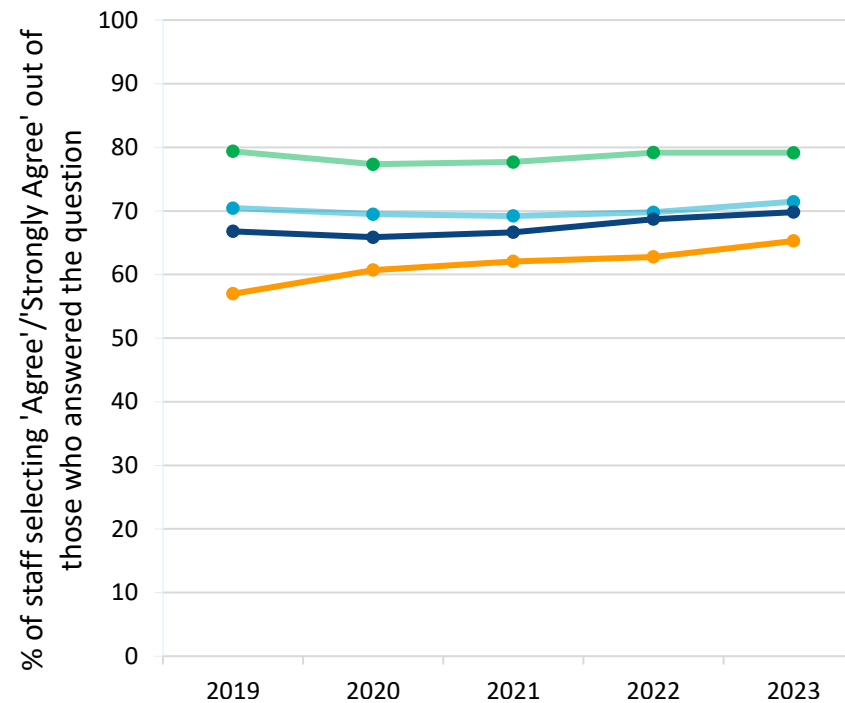
	2019	2020	2021	2022	2023
Your org	66.78%	65.87%	66.65%	68.71%	69.82%
Best result	79.38%	77.33%	77.69%	79.17%	79.13%
Average result	70.43%	69.49%	69.21%	69.78%	71.45%
Worst result	56.97%	60.71%	62.07%	62.76%	65.29%
Responses	3059	3256	3922	3445	3522

Question not linked to People Promise elements or themes

Questions included:*
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. These questions do not contribute to any score or sub-score calculations.
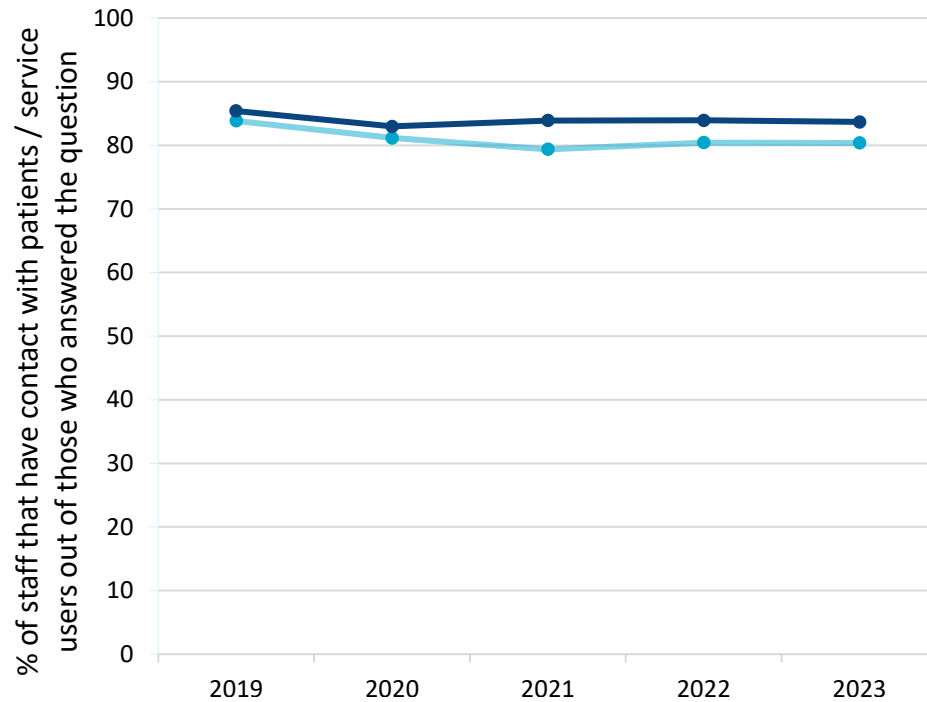
Note where there are fewer than 10 responses for a question this data is not shown in the chart to protect the confidentiality of staff and reliability of results.

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

% of staff that have contact with patients / service users out of those who answered the question

	2019	2020	2021	2022	2023
Your org	85.42%	82.96%	83.89%	83.91%	83.67%
Average	83.86%	81.16%	79.36%	80.42%	80.37%
Responses	3059	3310	3985	3425	3521

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

% of staff working part-time out of those who answered the question
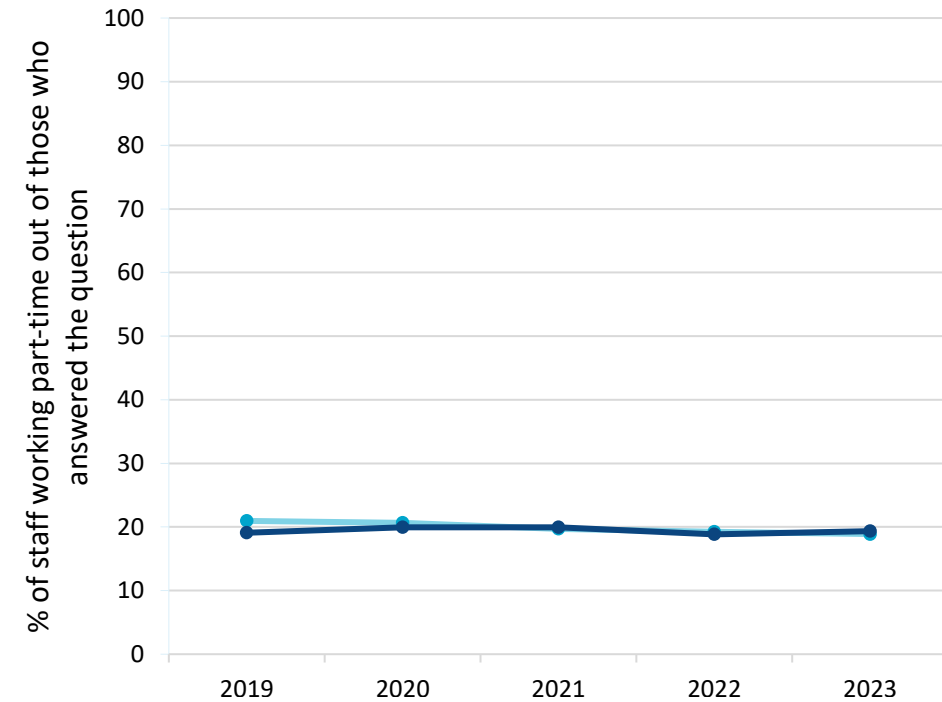
	2019	2020	2021	2022	2023
Your org	19.11%	19.94%	19.96%	18.86%	19.35%
Average	20.97%	20.66%	19.69%	19.24%	18.88%
Responses	2685	3219	3837	3351	3441

Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?
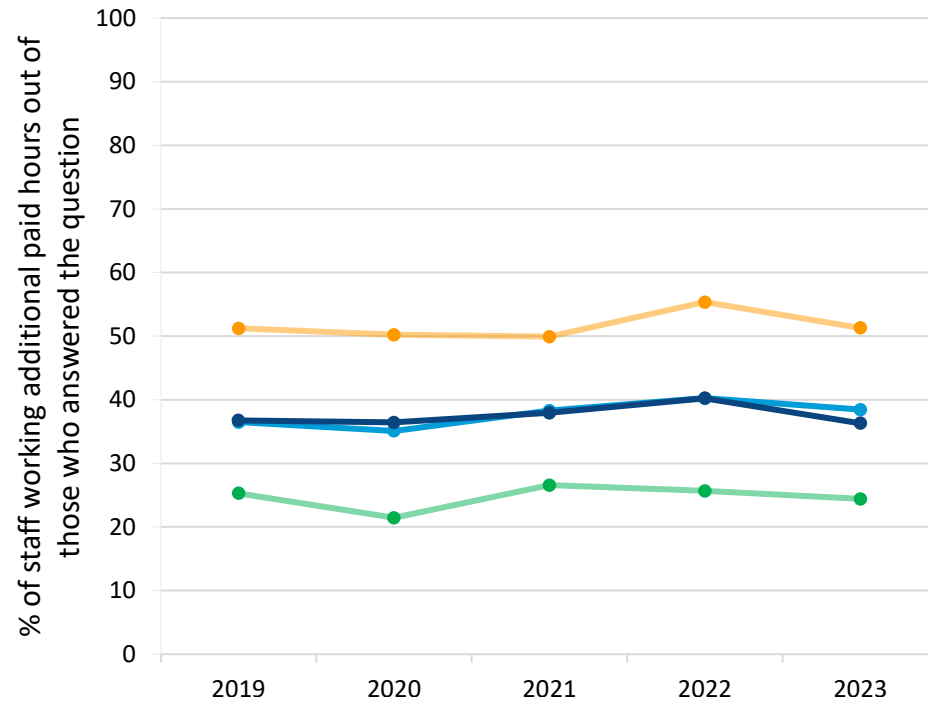
	2019	2020	2021	2022	2023
Your org	36.77%	36.44%	37.94%	40.24%	36.31%
Lowest	25.29%	21.45%	26.56%	25.66%	24.41%
Average	36.47%	35.09%	38.29%	40.25%	38.45%
Highest	51.23%	50.22%	49.92%	55.35%	51.29%
Responses	2885	3218	3873	3404	3457

Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?
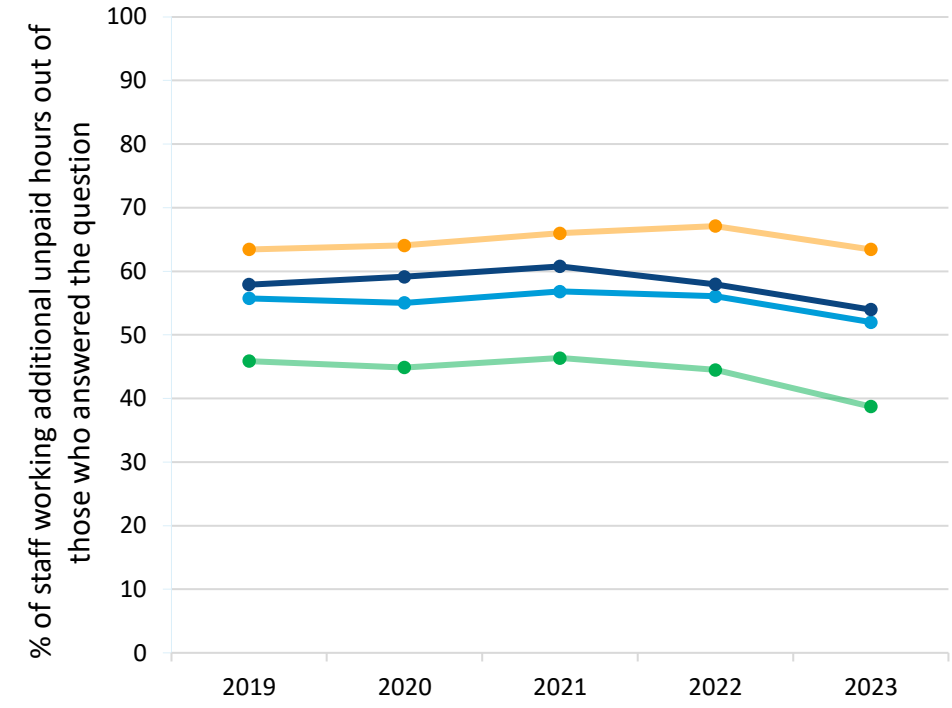
	2019	2020	2021	2022	2023
Your org	57.91%	59.15%	60.77%	57.94%	53.99%
Lowest	45.87%	44.88%	46.37%	44.50%	38.73%
Average	55.74%	55.02%	56.83%	56.06%	52.00%
Highest	63.43%	64.06%	65.99%	67.12%	63.45%
Responses	2907	3217	3868	3399	3453

Q11e* Have you felt pressure from your manager to come to work?
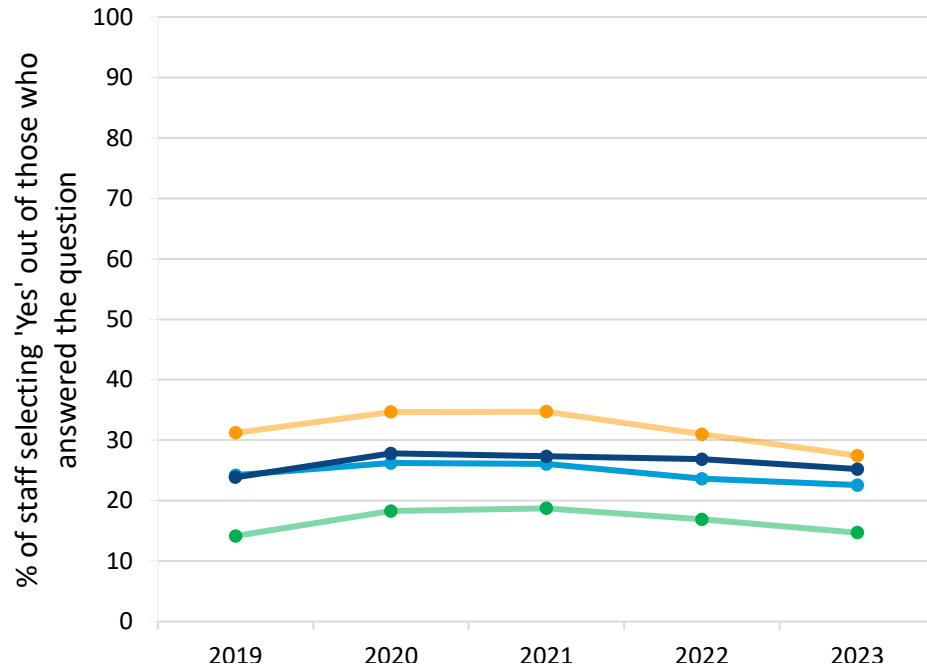
	2019	2020	2021	2022	2023
Your org	23.83%	27.80%	27.32%	26.84%	25.21%
Best result	14.16%	18.27%	18.73%	16.91%	14.70%
Average result	24.21%	26.23%	26.05%	23.64%	22.57%
Worst result	31.23%	34.66%	34.72%	30.98%	27.44%
Responses	1641	1457	2036	1831	1741

Q16c.1 On what grounds have you experienced discrimination? - Ethnic background.
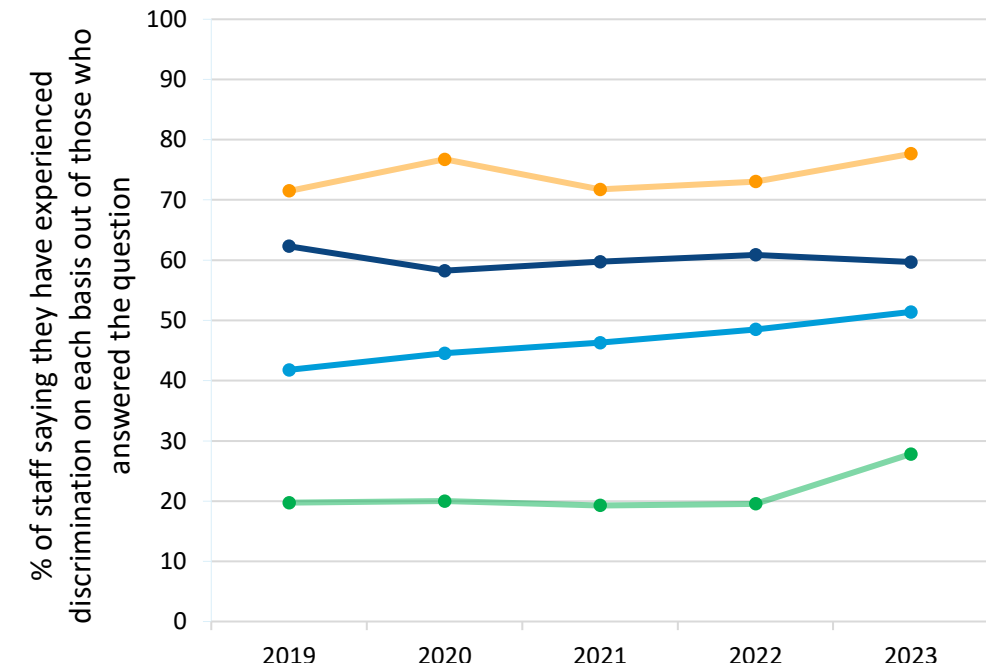
	2019	2020	2021	2022	2023
Your org	62.29%	58.26%	59.73%	60.87%	59.69%
Best result	19.75%	20.01%	19.29%	19.55%	27.81%
Average result	41.77%	44.53%	46.29%	48.50%	51.38%
Worst result	71.50%	76.72%	71.74%	73.03%	77.66%
Responses	455	515	629	606	604

*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.

% of staff saying they have experienced discrimination on each basis out of those who answered the question
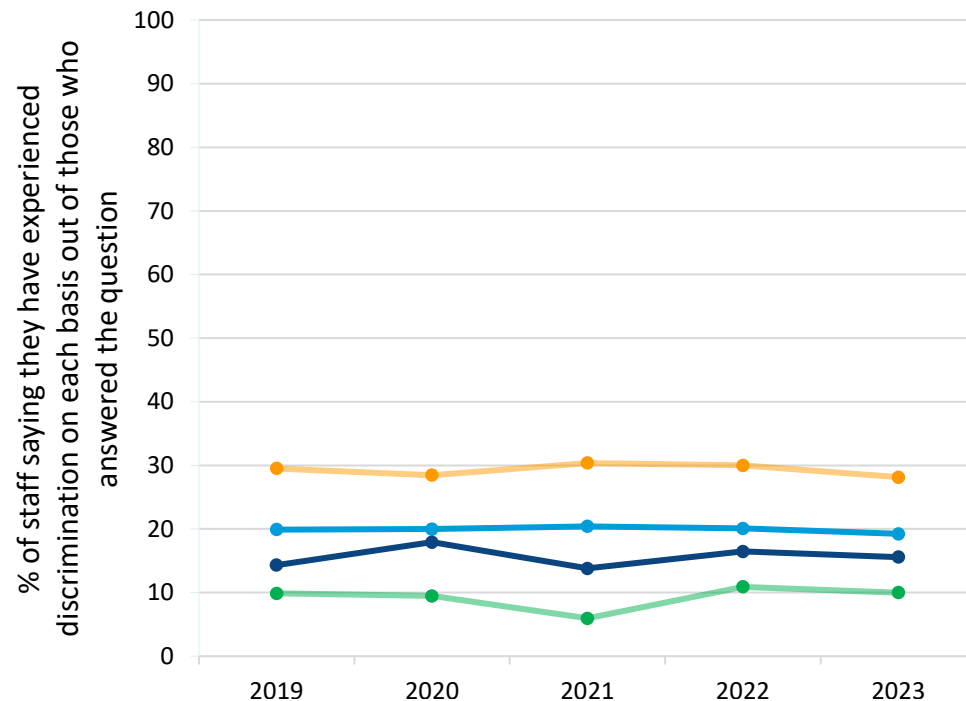
	2019	2020	2021	2022	2023
Your org	14.29%	17.91%	13.80%	16.46%	15.59%
Best result	9.88%	9.46%	5.94%	10.90%	9.99%
Average result	19.91%	19.98%	20.41%	20.09%	19.22%
Worst result	29.51%	28.46%	30.36%	29.99%	28.12%
Responses	455	515	629	606	604

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

% of staff saying they have experienced discrimination on each basis out of those who answered the question
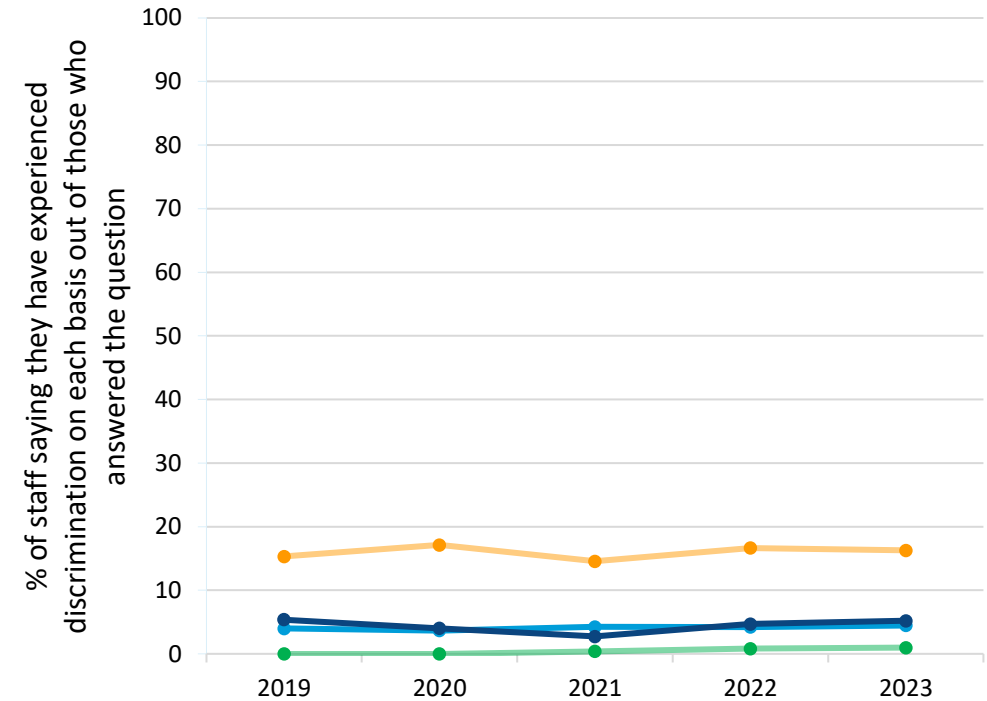
	2019	2020	2021	2022	2023
Your org	5.38%	4.02%	2.75%	4.71%	5.21%
Best result	0.00%	0.00%	0.41%	0.83%	0.98%
Average result	4.01%	3.68%	4.25%	4.23%	4.47%
Worst result	15.33%	17.13%	14.56%	16.66%	16.27%
Responses	455	515	629	606	604

Q16c.4 On what grounds have you experienced discrimination? – Sexual orientation.
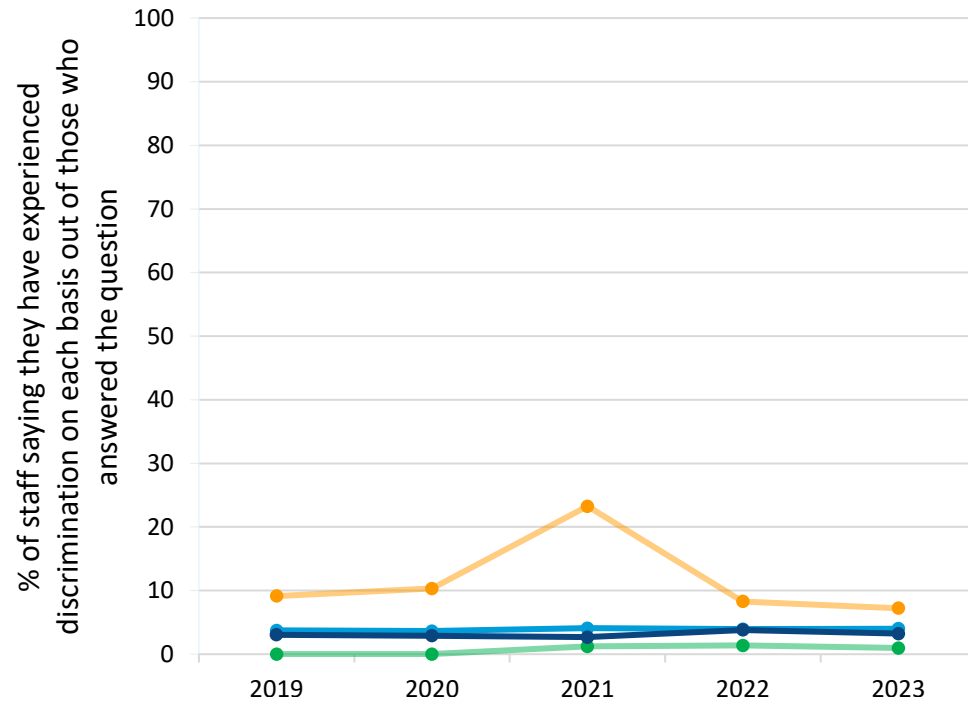
	2019	2020	2021	2022	2023
Your org	3.03%	2.89%	2.68%	3.80%	3.24%
Best result	0.00%	0.00%	1.21%	1.38%	0.97%
Average result	3.74%	3.63%	4.09%	3.93%	4.00%
Worst result	9.14%	10.33%	23.26%	8.28%	7.22%
Responses	455	515	629	606	604

Q16c.5 On what grounds have you experienced discrimination? – Disability.
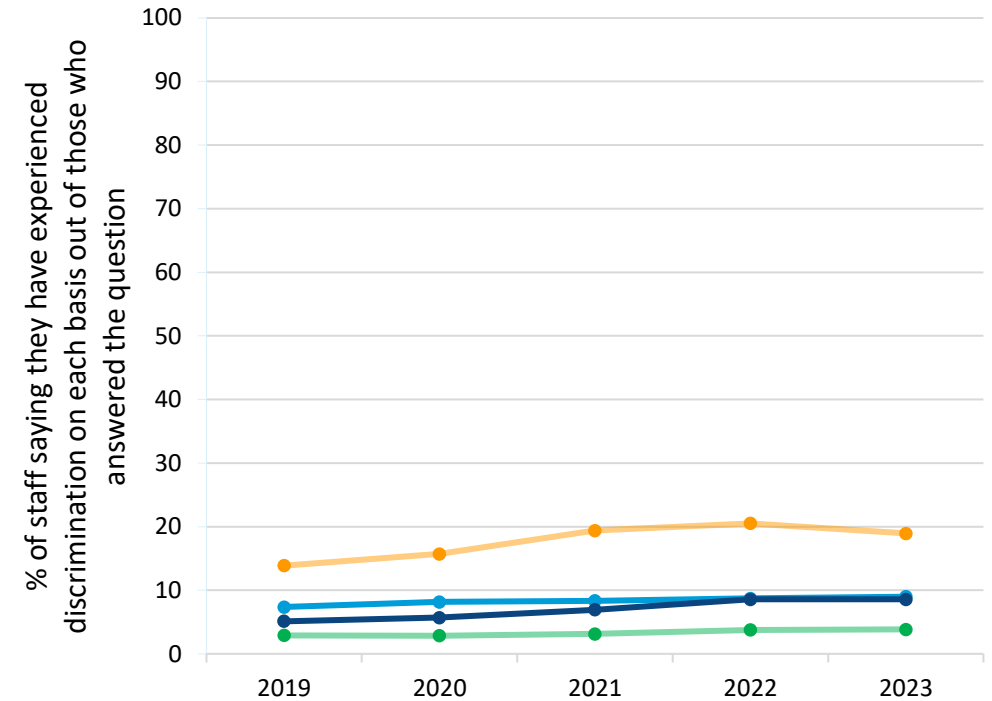
	2019	2020	2021	2022	2023
Your org	5.11%	5.72%	6.94%	8.58%	8.58%
Best result	2.91%	2.86%	3.14%	3.77%	3.86%
Average result	7.37%	8.17%	8.36%	8.74%	9.01%
Worst result	13.87%	15.73%	19.39%	20.53%	18.93%
Responses	455	515	629	606	604

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

% of staff saying they have experienced discrimination on each basis out of those who answered the question
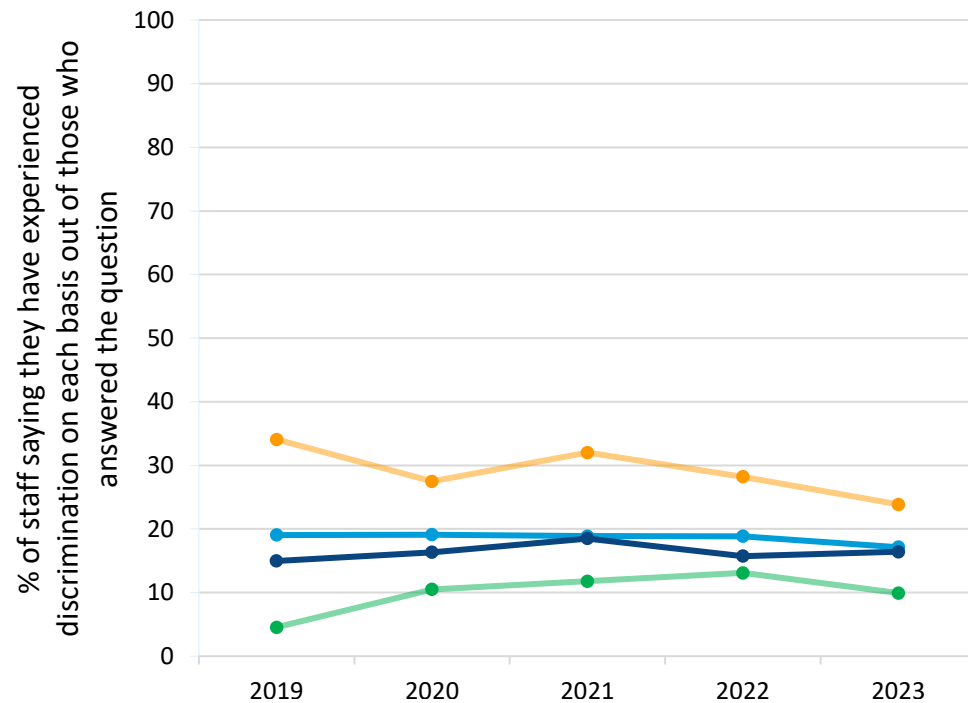
	2019	2020	2021	2022	2023
Your org	14.97%	16.34%	18.49%	15.73%	16.41%
Best result	4.55%	10.50%	11.78%	13.08%	9.92%
Average result	19.05%	19.09%	18.89%	18.84%	17.15%
Worst result	34.06%	27.49%	32.01%	28.20%	23.85%
Responses	455	515	629	606	604

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

% of staff saying they have experienced discrimination on each basis out of those who answered the question
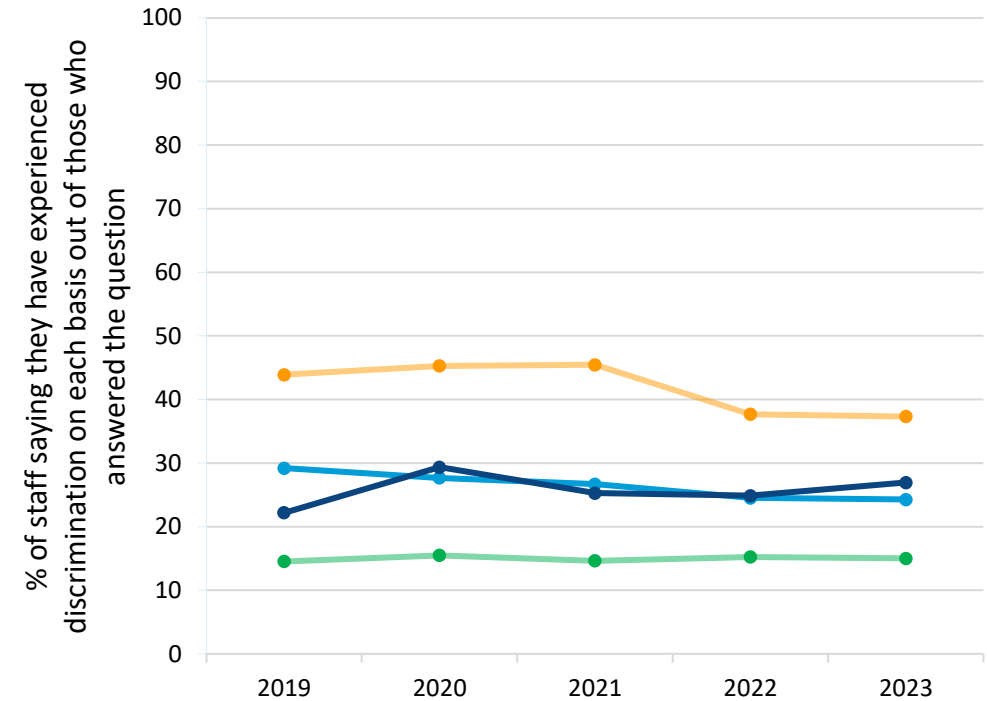
	2019	2020	2021	2022	2023
Your org	22.17%	29.36%	25.29%	24.88%	26.94%
Best result	14.53%	15.51%	14.64%	15.24%	15.03%
Average result	29.20%	27.66%	26.69%	24.52%	24.27%
Worst result	43.90%	45.27%	45.46%	37.68%	37.34%
Responses	455	515	629	606	604

Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?
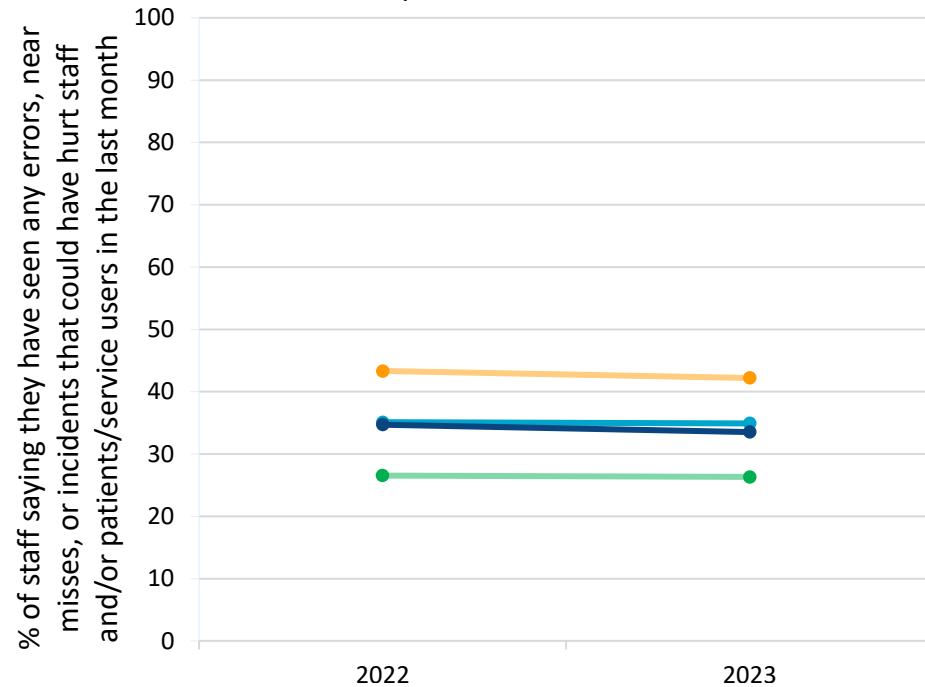
	2022	2023
Your org	34.72%	33.54%
Best result	26.54%	26.31%
Average result	35.09%	34.92%
Worst result	43.33%	42.20%
Responses	3401	3451

Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.
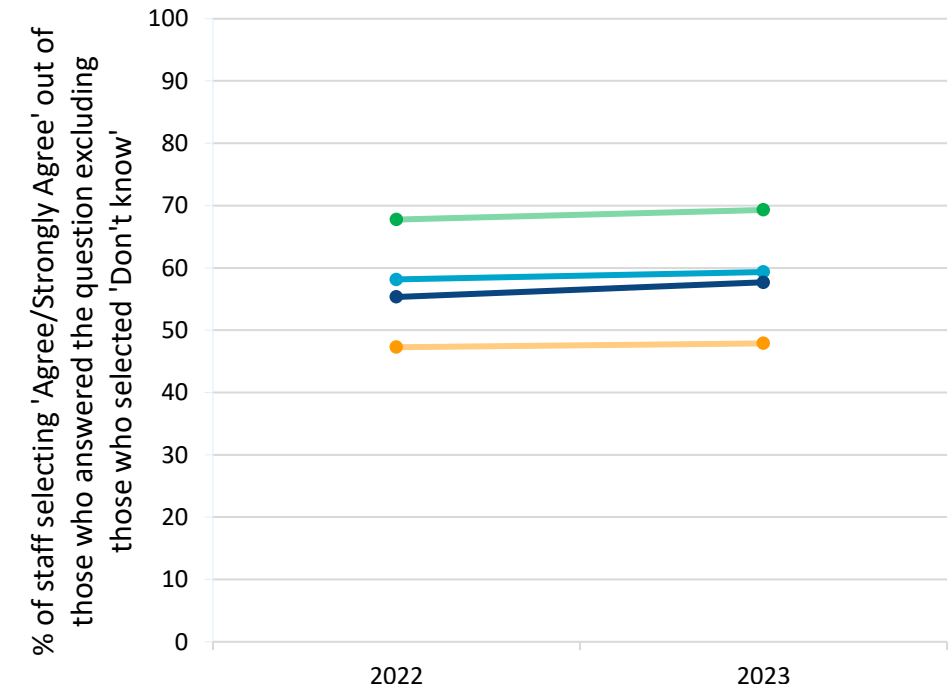
	2022	2023
Your org	55.34%	57.67%
Best result	67.74%	69.31%
Average result	58.15%	59.36%
Worst result	47.28%	47.88%
Responses	2665	2695

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

Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.
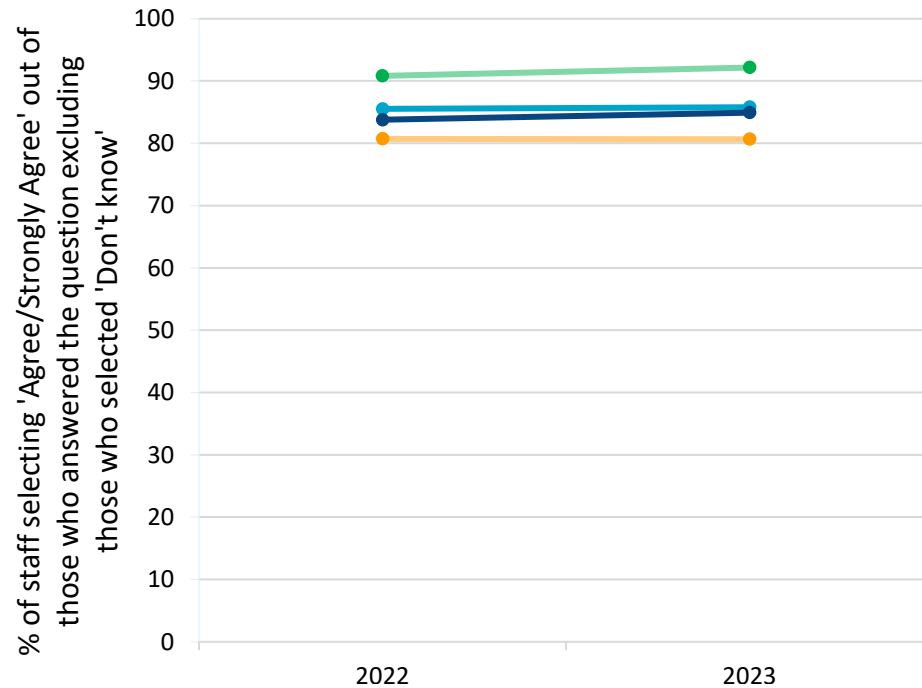
	2022	2023
Your org	83.77%	84.92%
Best result	90.82%	92.17%
Average result	85.51%	85.79%
Worst result	80.70%	80.69%
Responses	3314	3380
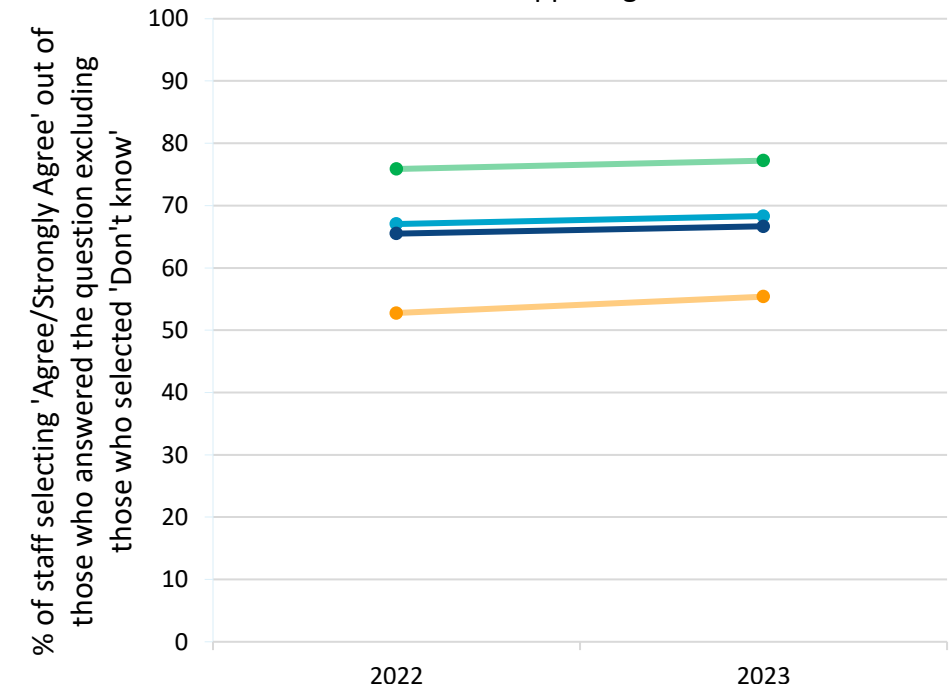
	2022	2023
Your org	65.50%	66.67%
Best result	75.89%	77.22%
Average result	67.04%	68.30%
Worst result	52.76%	55.39%
Responses	3091	3134

Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.
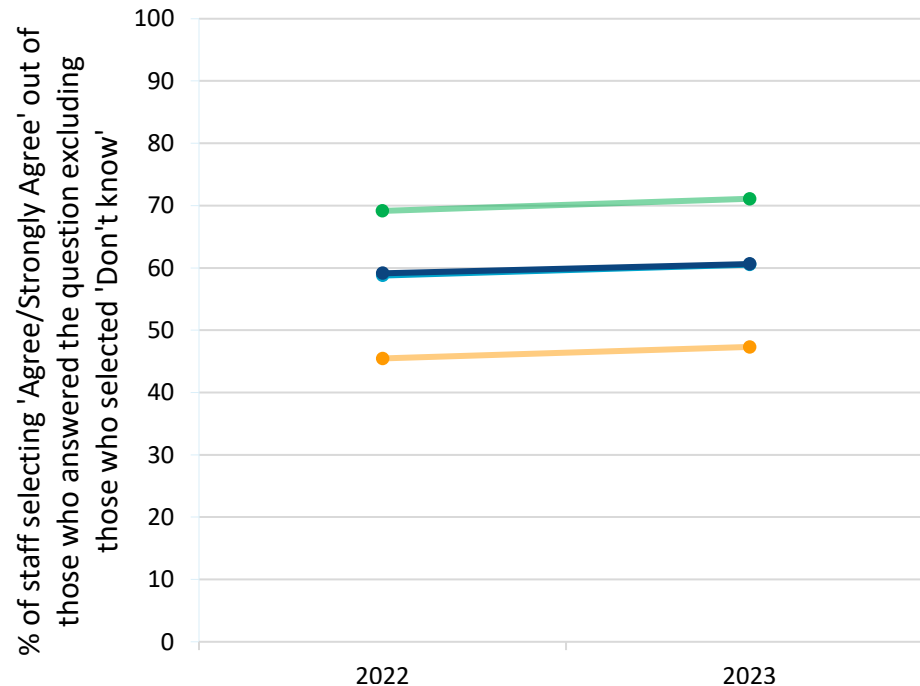
	2022	2023
Your org	59.15%	60.64%
Best result	69.13%	71.09%
Average result	58.78%	60.53%
Worst result	45.47%	47.31%
Responses	3110	3170

Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?
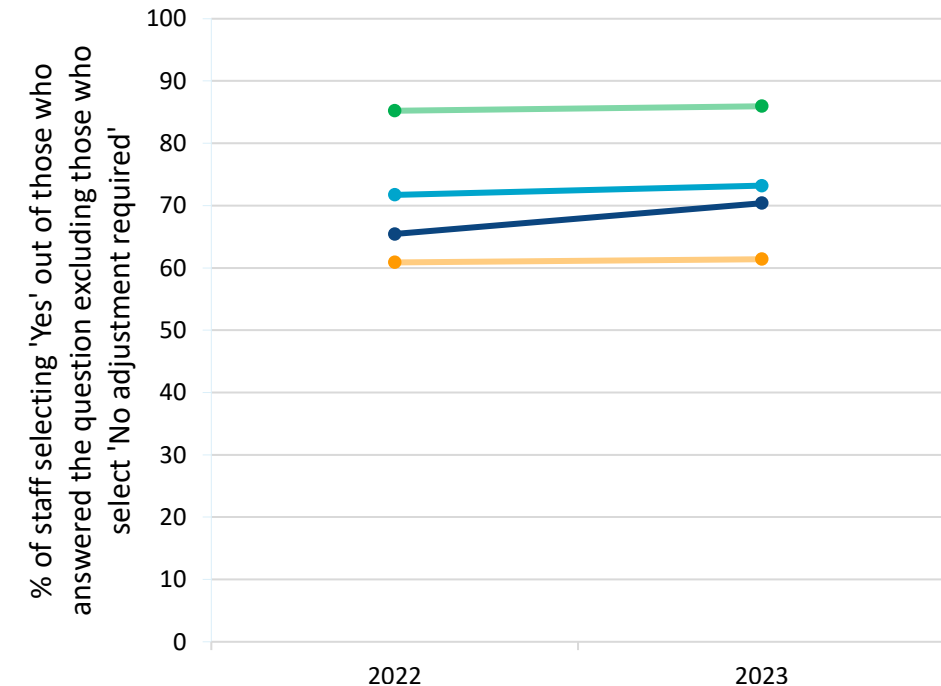
	2022	2023
Your org	65.44%	70.39%
Best result	85.20%	85.95%
Average result	71.72%	73.19%
Worst result	60.88%	61.41%
Responses	379	388

Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.
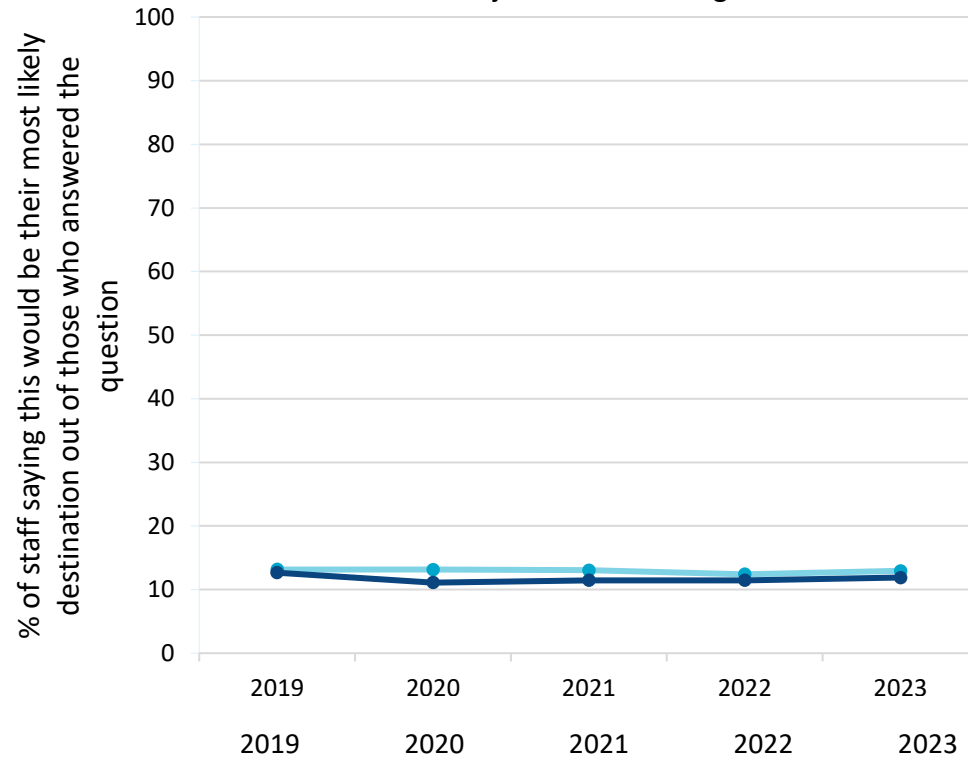
	2019	2020	2021	2022	2023
Your org	12.65%	11.09%	11.46%	11.46%	11.89%
Average	13.18%	13.13%	13.04%	12.40%	12.94%
Responses	2712	3110	3638	3245	3338

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

	2019	2020	2021	2022	2023
Your org	21.05%	20.00%	20.48%	19.54%	18.21%
Average	15.12%	14.76%	15.78%	15.37%	14.32%
Responses	2712	3110	3638	3245	3338

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

	2019	2020	2021	2022	2023
Your org	3.65%	2.86%	5.14%	5.64%	4.37%
Average	3.76%	3.12%	4.47%	5.95%	5.12%
Responses	2712	3110	3638	3245	3338

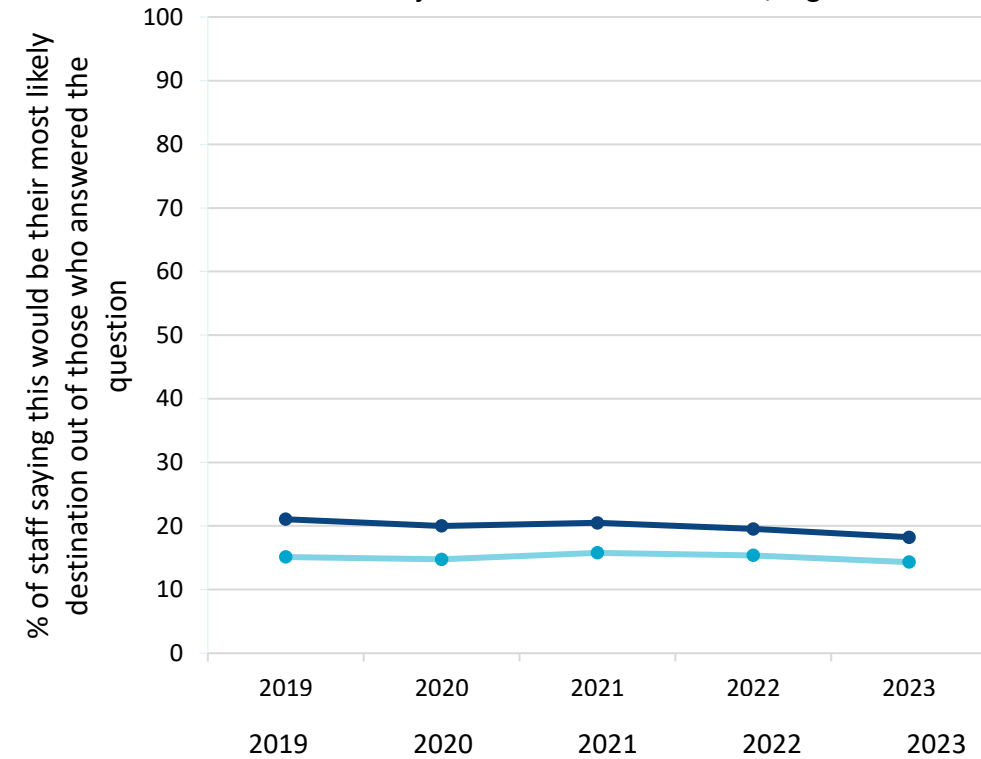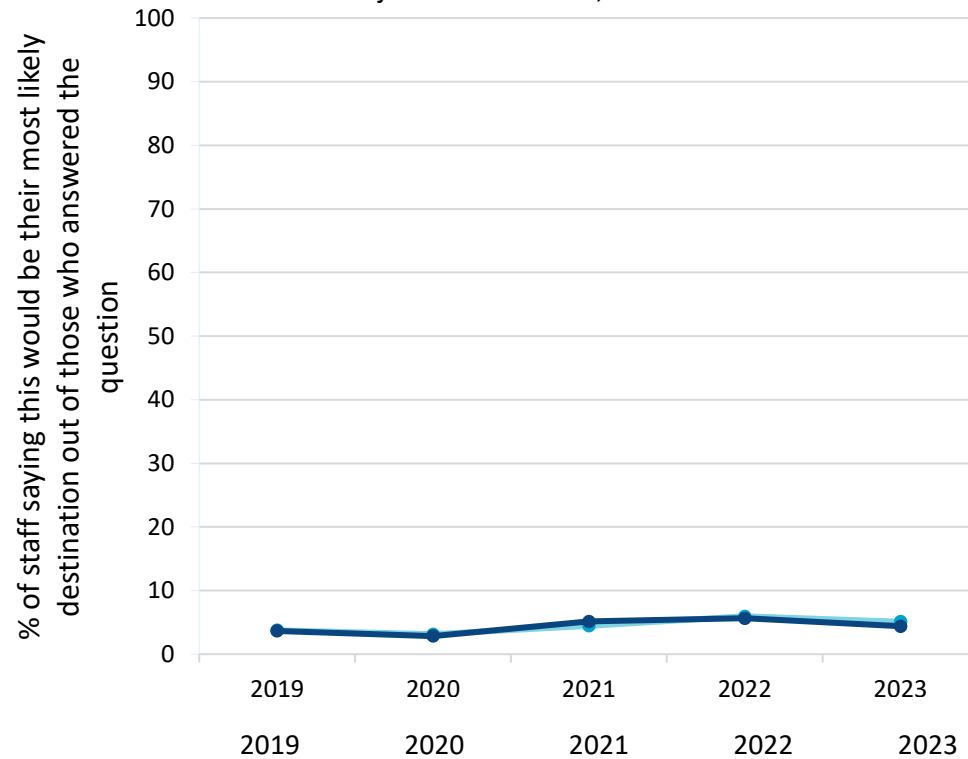Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.
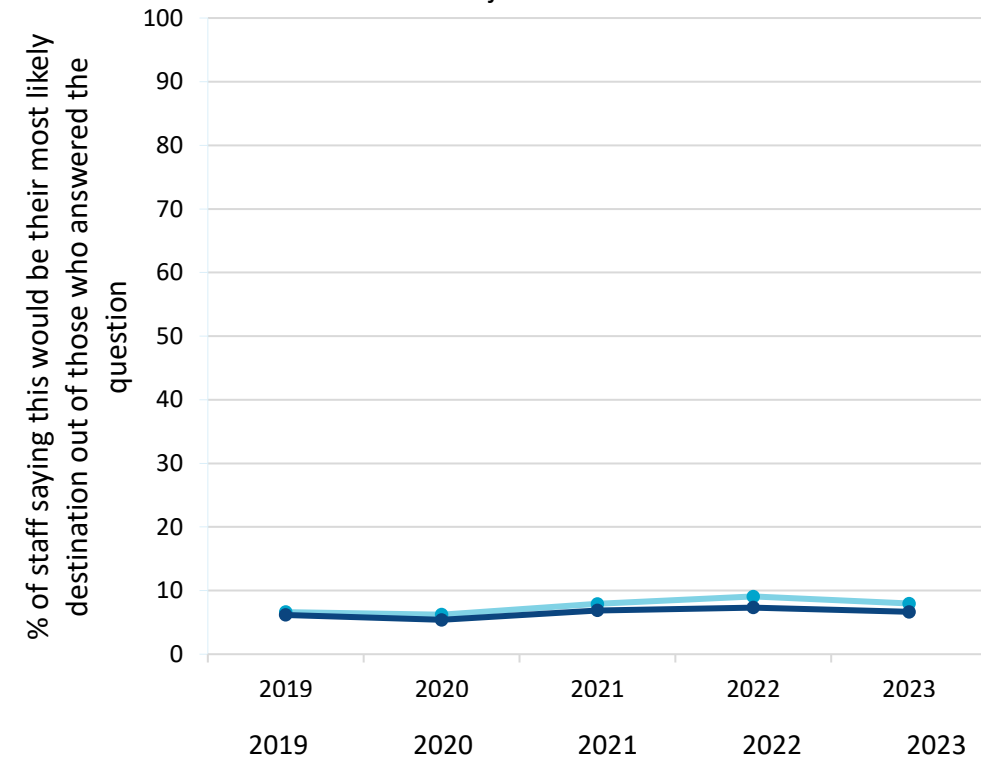
	2019	2020	2021	2022	2023
Your org	6.16%	5.40%	6.87%	7.33%	6.65%
Average	6.63%	6.23%	7.91%	9.06%	7.96%
Responses	2712	3110	3638	3245	3338

Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.
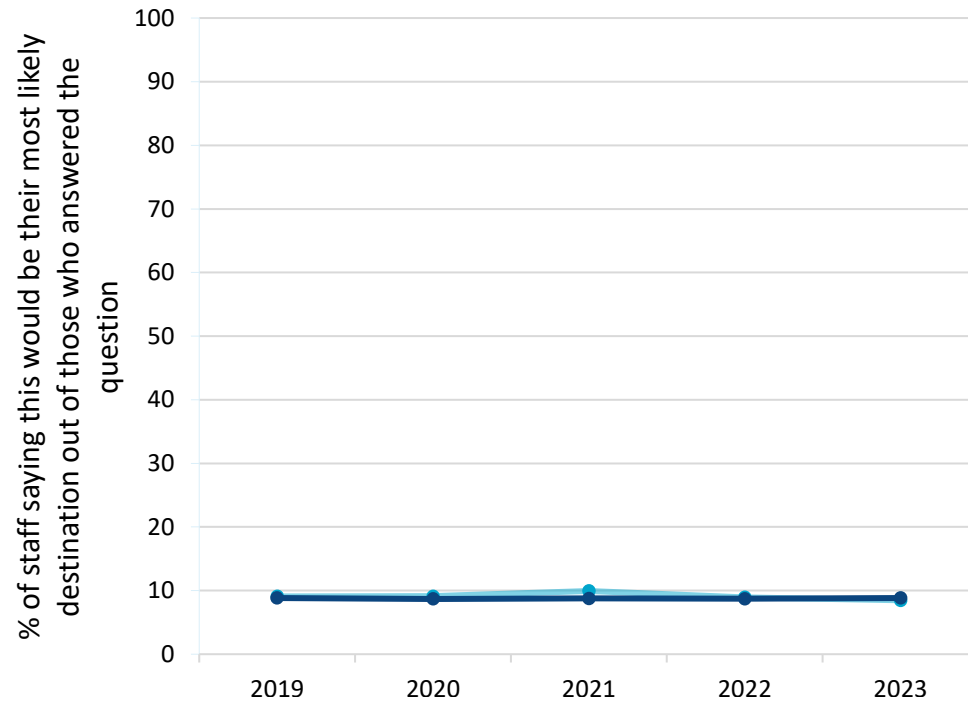
	2019	2020	2021	2022	2023
Your org	8.81%	8.68%	8.77%	8.72%	8.84%
Average	9.09%	9.13%	9.95%	8.94%	8.45%
Responses	2712	3110	3638	3245	3338

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.
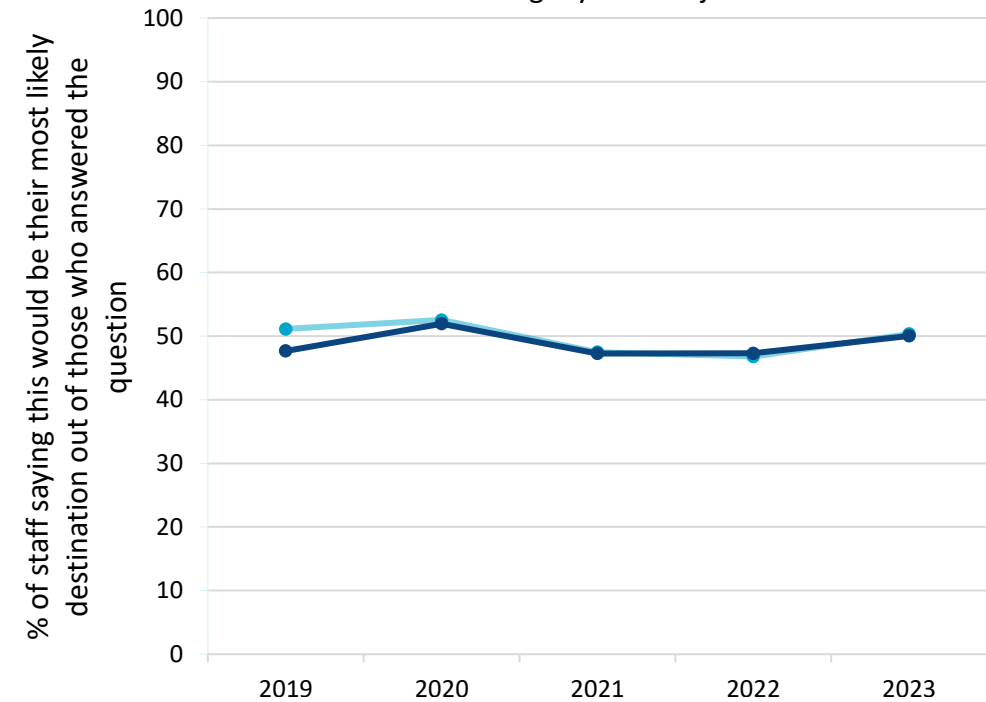
	2019	2020	2021	2022	2023
Your org	47.68%	51.96%	47.28%	47.30%	50.03%
Average	51.12%	52.53%	47.46%	46.79%	50.34%
Responses	2712	3110	3638	3245	3338

Workforce Equality Standards

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

Workforce Equality Standards

Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 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

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 organisation provides equal opportunities for career progression or promotion
8	Q16b	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues

Workforce Disability Equality Standards (WDES)

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

Workforce Race Equality Standards (WRES)

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

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

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months
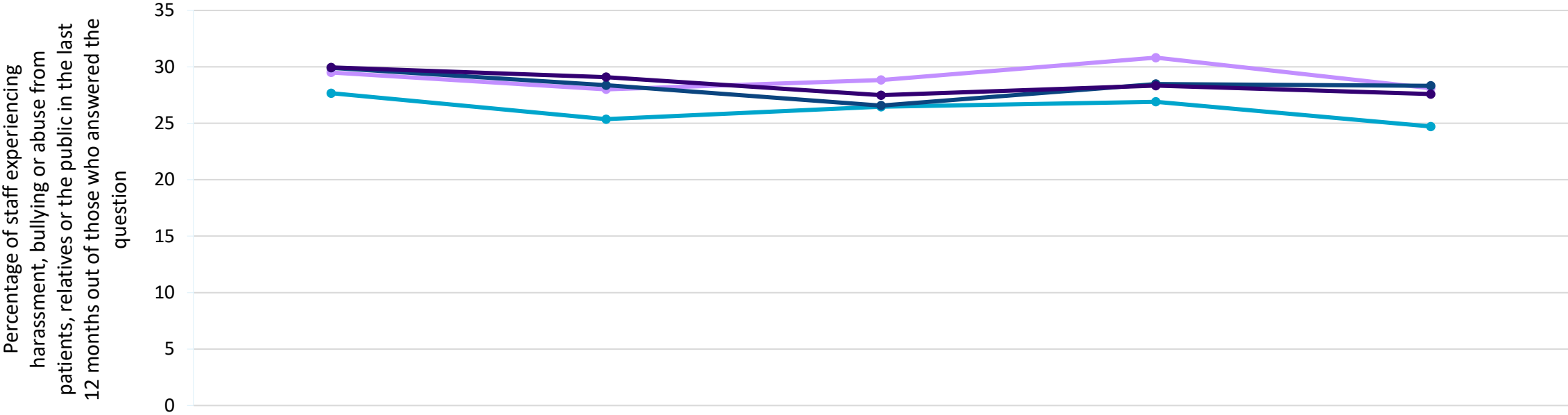
	2019	2020	2021	2022	2023
White staff: Your org	29.92%	28.37%	26.57%	28.48%	28.32%
All other ethnic groups*: Your org	29.95%	29.09%	27.49%	28.33%	27.59%
White staff: Average	27.67%	25.36%	26.47%	26.91%	24.72%
All other ethnic groups*: Average	29.51%	28.01%	28.84%	30.82%	28.11%
White staff: Responses	1975	1995	2401	2117	2069
All other ethnic groups*: Responses	975	959	1197	1253	1352

*Staff from all other ethnic groups combined

Workforce Race Equality Standard (WRES)

Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months
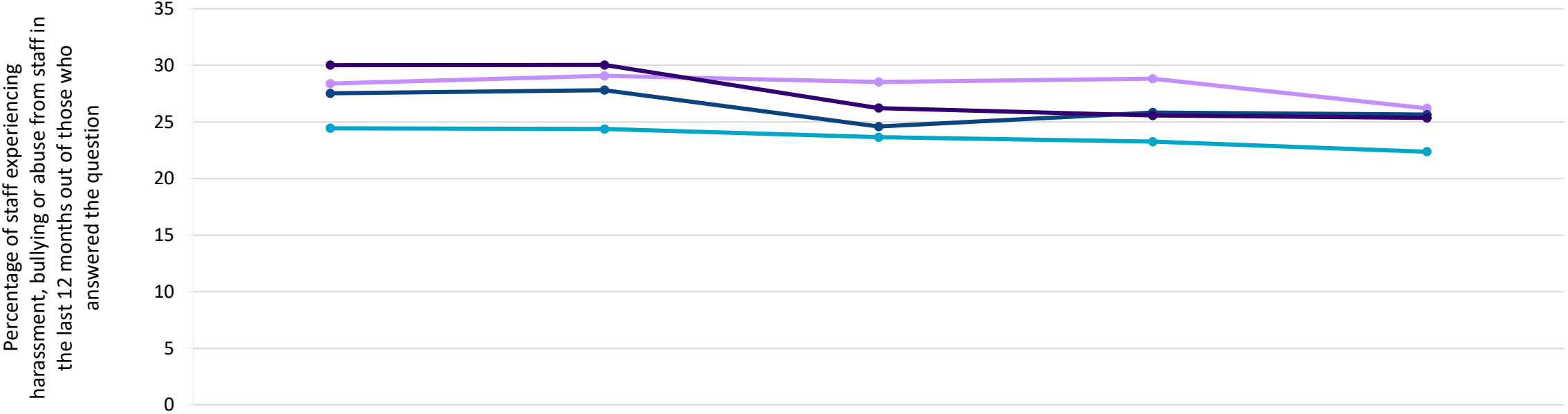
	2019	2020	2021	2022	2023
White staff: Your org	27.52%	27.81%	24.58%	25.83%	25.64%
All other ethnic groups*: Your org	30.02%	30.03%	26.22%	25.56%	25.35%
White staff: Average	24.44%	24.37%	23.65%	23.25%	22.37%
All other ethnic groups*: Average	28.39%	29.07%	28.53%	28.81%	26.20%
White staff: Responses	1973	1996	2396	2110	2067
All other ethnic groups*: Responses	976	959	1186	1244	1349

*Staff from all other ethnic groups combined

Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.
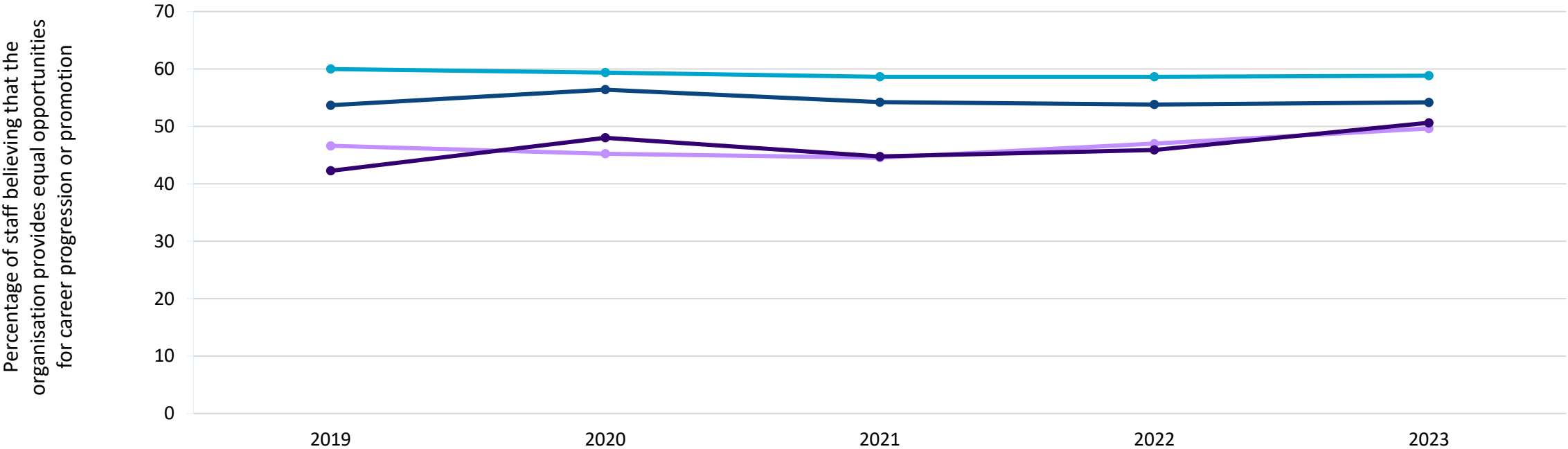
	2019	2020	2021	2022	2023
White staff: Your org	53.68%	56.40%	54.22%	53.82%	54.19%
All other ethnic groups*: Your org	42.27%	48.02%	44.76%	45.90%	50.63%
White staff: Average	60.00%	59.39%	58.64%	58.65%	58.84%
All other ethnic groups*: Average	46.62%	45.24%	44.56%	47.00%	49.64%
White staff: Responses	1971	2030	2466	2096	2063
All other ethnic groups*: Responses	970	985	1231	1233	1351

*Staff from all other ethnic groups combined

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.
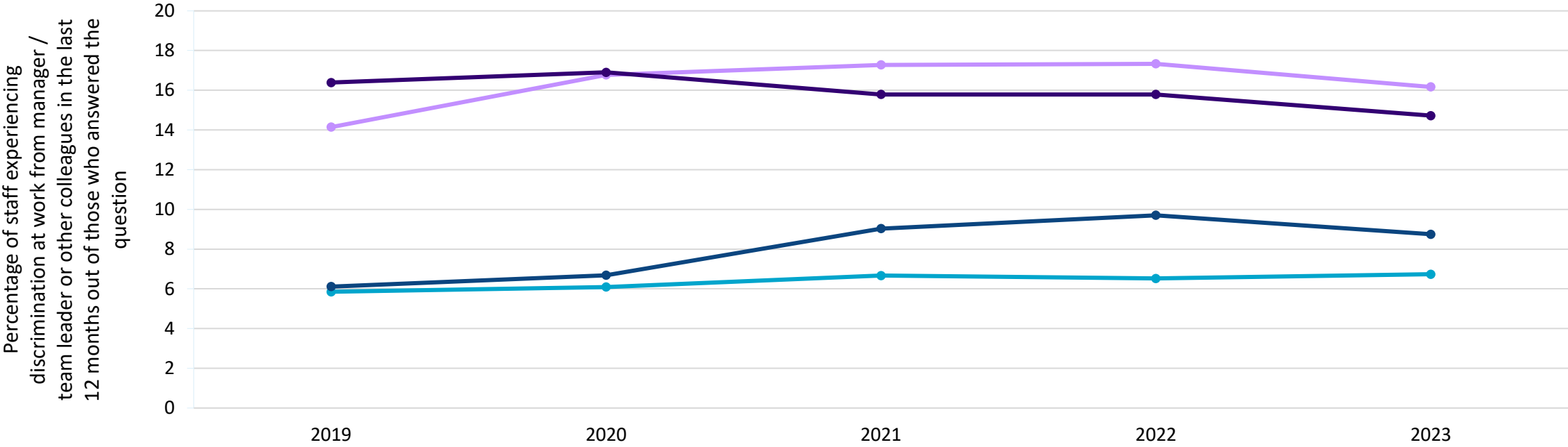
	2019	2020	2021	2022	2023
White staff: Your org	6.12%	6.68%	9.04%	9.71%	8.75%
All other ethnic groups*: Your org	16.39%	16.90%	15.79%	15.79%	14.72%
White staff: Average	5.85%	6.09%	6.67%	6.52%	6.73%
All other ethnic groups*: Average	14.14%	16.77%	17.28%	17.33%	16.17%
White staff: Responses	1946	2035	2479	2112	2057
All other ethnic groups*: Responses	952	988	1235	1235	1352

*Staff from all other ethnic groups combined

Workforce Disability Equality Standards (WDES)

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

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

Workforce Disability Equality Standards

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.
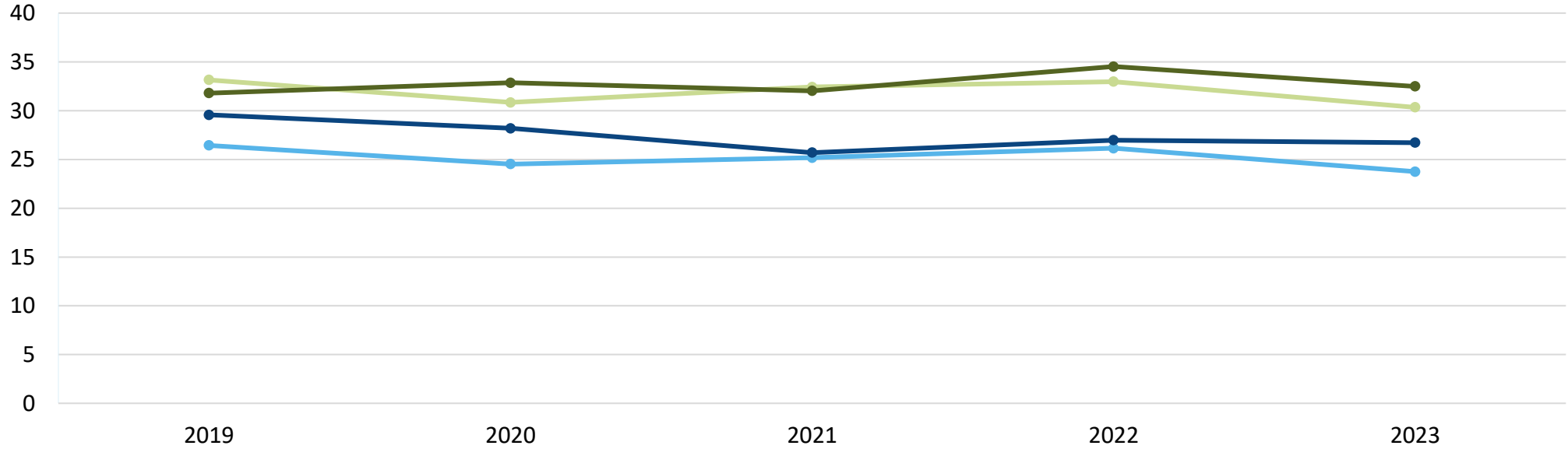
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	31.81%	32.87%	32.04%	34.53%	32.50%
Staff without a LTC or illness: Your org	29.57%	28.20%	25.71%	26.99%	26.73%
Staff with a LTC or illness: Average	33.17%	30.86%	32.43%	32.98%	30.35%
Staff without a LTC or illness: Average	26.45%	24.53%	25.19%	26.16%	23.76%
Staff with a LTC or illness: Responses	415	508	646	614	637
Staff without a LTC or illness: Responses	2597	2560	3030	2779	2753

Workforce Disability Equality Standards

Percentage of staff experiencing harassment, bullying or abuse from managers in the last 12 months.
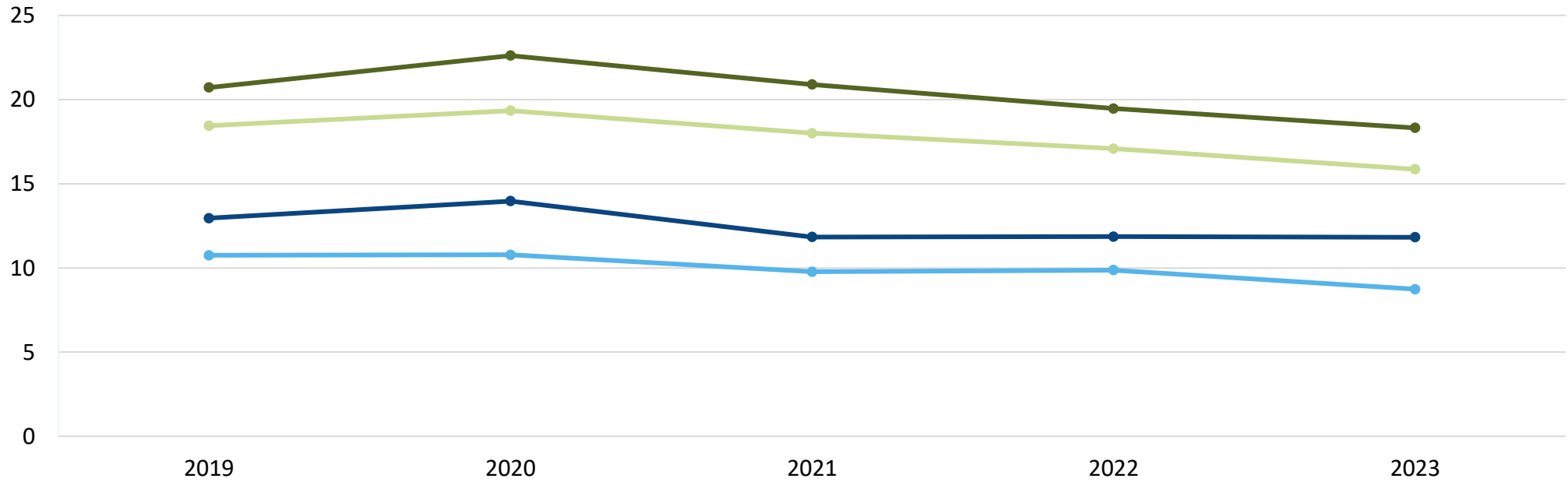
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	20.72%	22.62%	20.90%	19.48%	18.33%
Staff without a LTC or illness: Your org	12.96%	13.97%	11.84%	11.86%	11.83%
Staff with a LTC or illness: Average	18.45%	19.35%	18.00%	17.09%	15.87%
Staff without a LTC or illness: Average	10.76%	10.78%	9.77%	9.88%	8.74%
Staff with a LTC or illness: Responses	415	504	646	611	633
Staff without a LTC or illness: Responses	2577	2548	2981	2748	2722

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months.
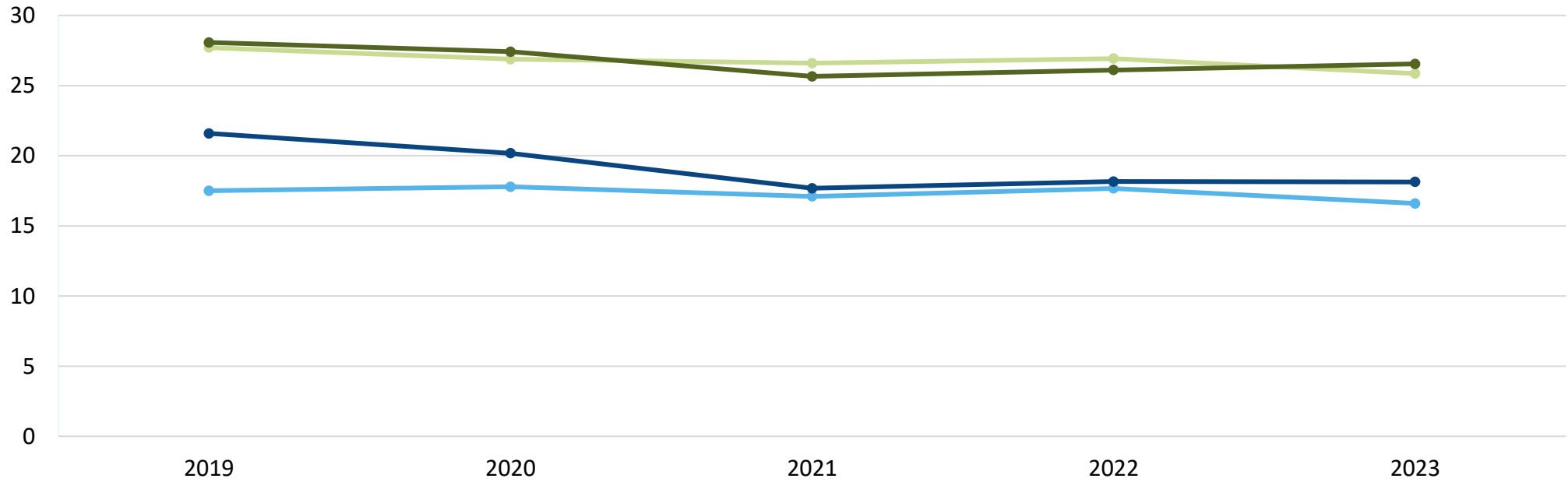
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	28.08%	27.42%	25.66%	26.11%	26.55%
Staff without a LTC or illness: Your org	21.59%	20.18%	17.68%	18.17%	18.14%
Staff with a LTC or illness: Average	27.71%	26.89%	26.60%	26.93%	25.86%
Staff without a LTC or illness: Average	17.51%	17.79%	17.11%	17.67%	16.60%
Staff with a LTC or illness: Responses	406	507	647	609	629
Staff without a LTC or illness: Responses	2492	2552	2986	2736	2718

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.
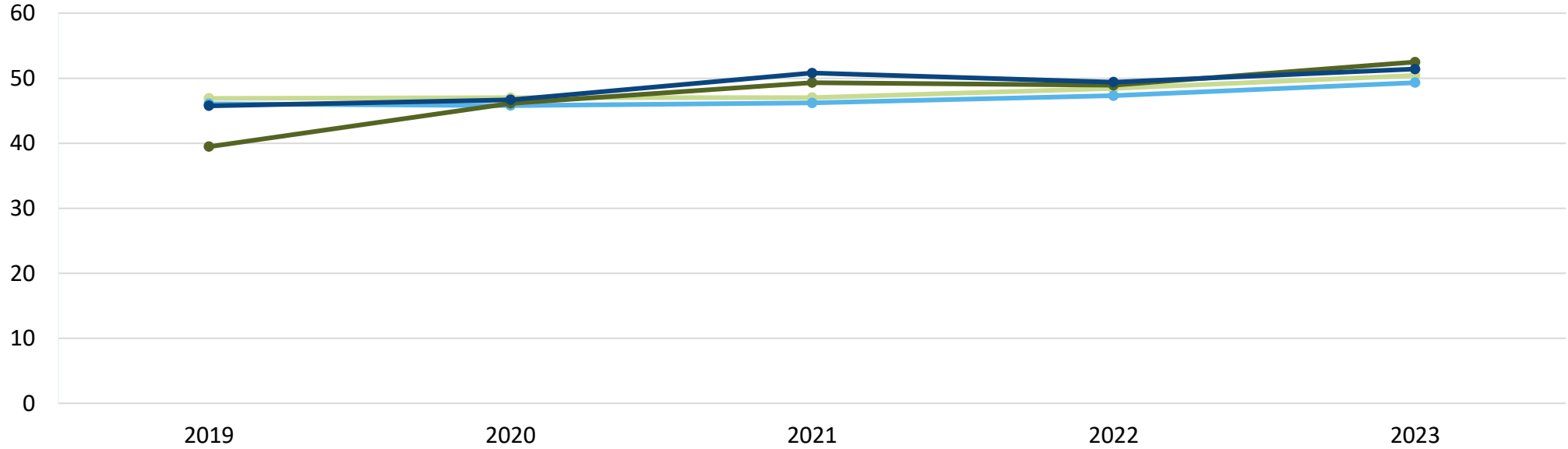
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	39.47%	46.15%	49.32%	48.93%	52.48%
Staff without a LTC or illness: Your org	45.77%	46.68%	50.80%	49.40%	51.40%
Staff with a LTC or illness: Average	46.92%	47.01%	47.03%	48.43%	50.44%
Staff without a LTC or illness: Average	46.07%	45.80%	46.20%	47.30%	49.33%
Staff with a LTC or illness: Responses	190	234	294	280	282
Staff without a LTC or illness: Responses	933	934	996	915	891

Workforce Disability Equality Standards

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.
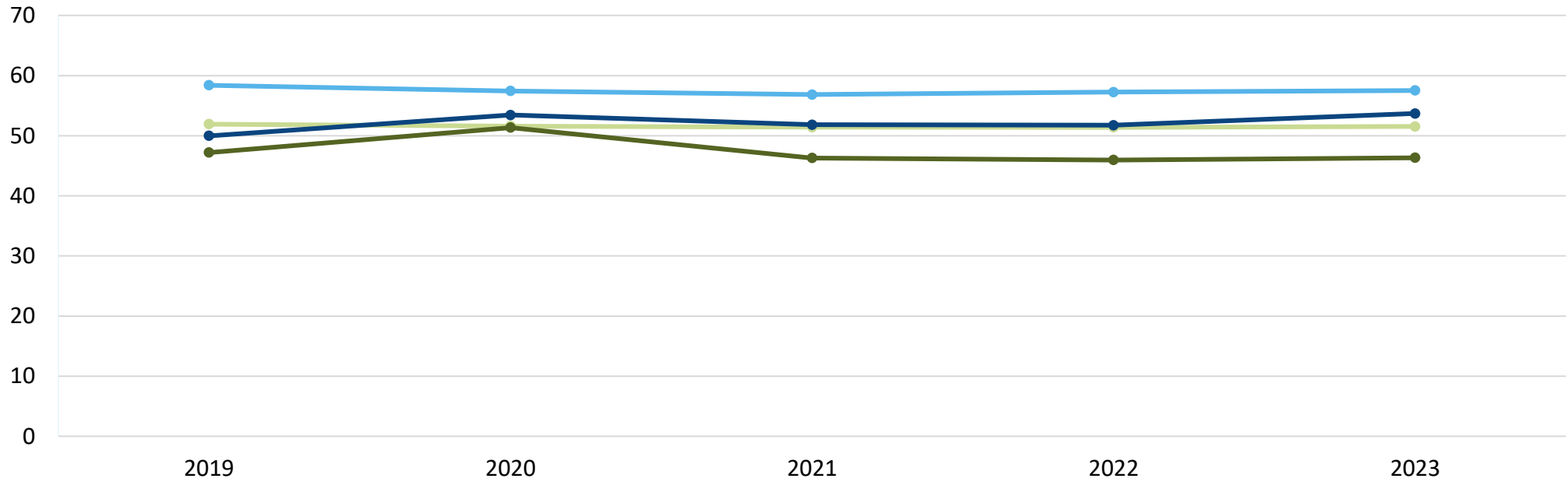
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	47.22%	51.36%	46.29%	45.96%	46.35%
Staff without a LTC or illness: Your org	49.98%	53.44%	51.83%	51.75%	53.70%
Staff with a LTC or illness: Average	51.93%	51.61%	51.41%	51.39%	51.54%
Staff without a LTC or illness: Average	58.39%	57.45%	56.84%	57.25%	57.52%
Staff with a LTC or illness: Responses	413	514	661	607	643
Staff without a LTC or illness: Responses	2593	2616	3120	2742	2741

Workforce Disability Equality Standards

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.
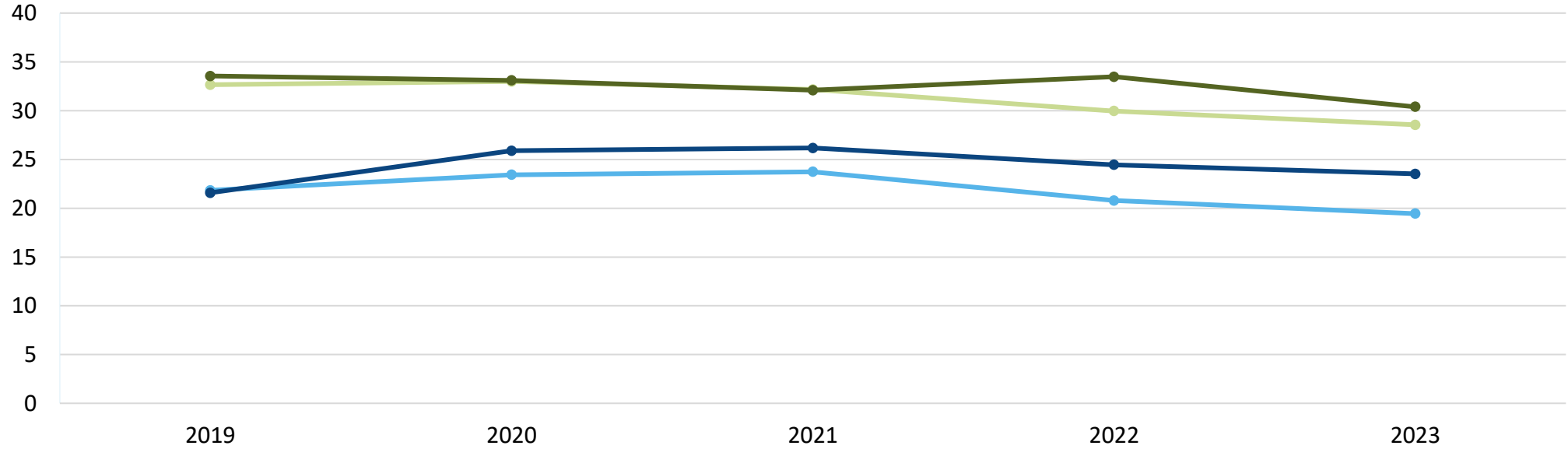
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	33.56%	33.11%	32.10%	33.49%	30.40%
Staff without a LTC or illness: Your org	21.59%	25.91%	26.18%	24.46%	23.52%
Staff with a LTC or illness: Average	32.66%	33.00%	32.18%	29.97%	28.55%
Staff without a LTC or illness: Average	21.84%	23.44%	23.74%	20.80%	19.46%
Staff with a LTC or illness: Responses	298	305	461	433	421
Staff without a LTC or illness: Responses	1320	1104	1524	1378	1271

Percentage of staff satisfied with the extent to which their organisation values their work.
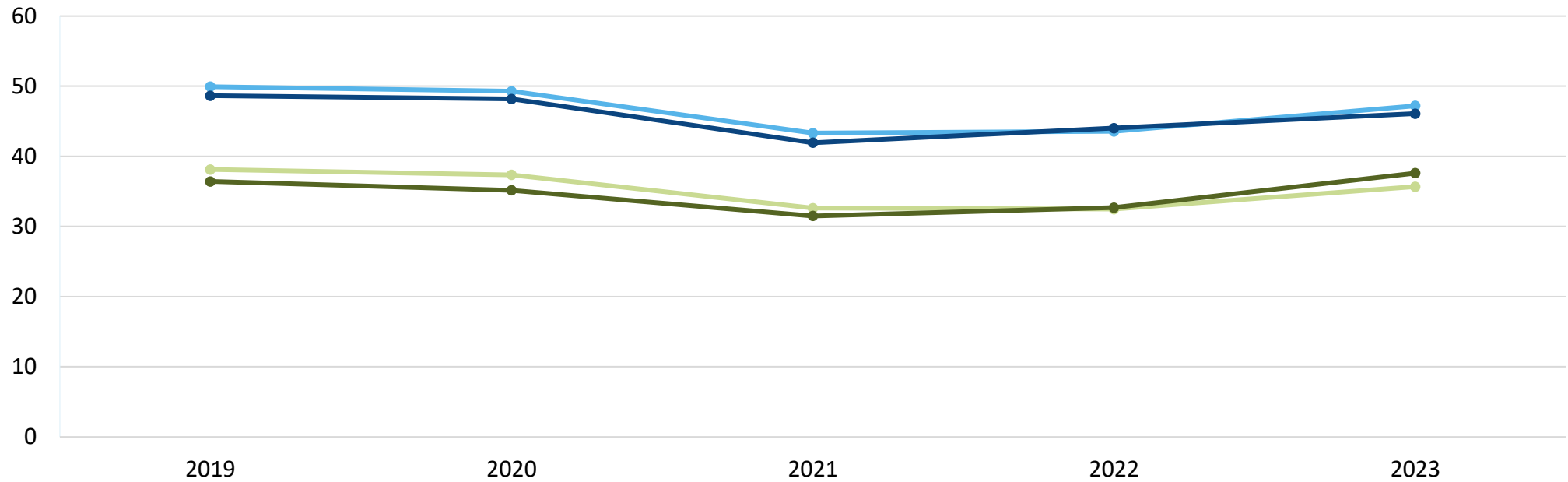
	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	36.41%	35.15%	31.48%	32.68%	37.60%
Staff without a LTC or illness: Your org	48.63%	48.17%	41.94%	44.02%	46.08%
Staff with a LTC or illness: Average	38.11%	37.36%	32.62%	32.46%	35.66%
Staff without a LTC or illness: Average	49.92%	49.27%	43.30%	43.56%	47.19%
Staff with a LTC or illness: Responses	412	515	667	612	641
Staff without a LTC or illness: Responses	2591	2620	3138	2783	2754

Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.
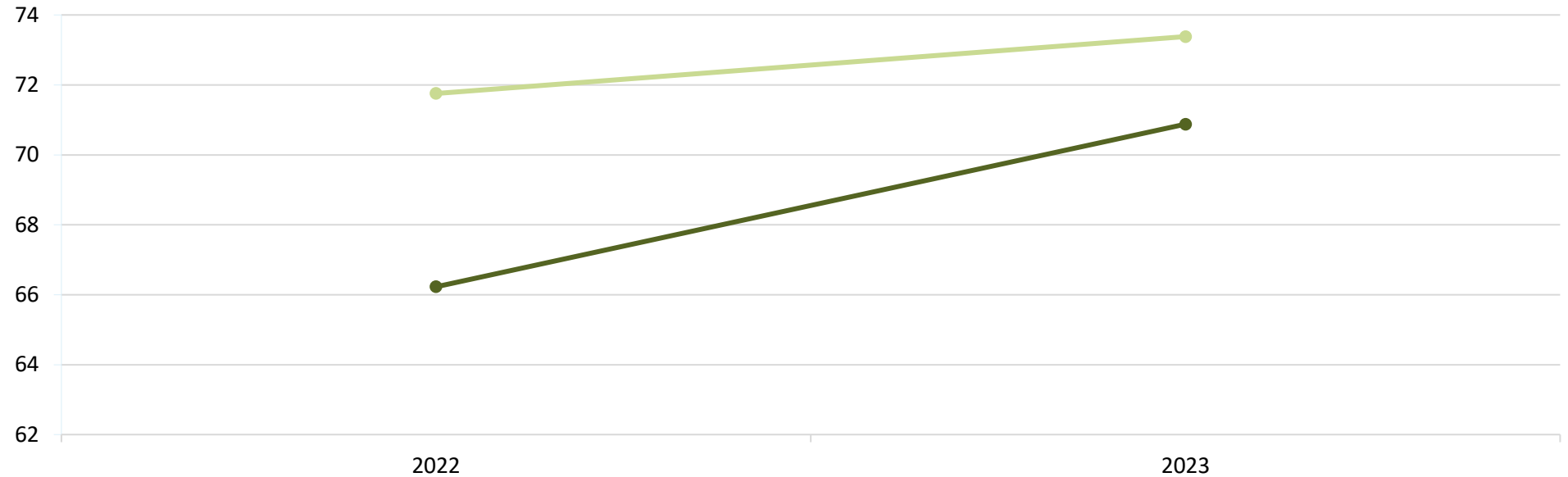
	2022	2023
Staff with a LTC or illness: Your org	66.23%	70.88%
Staff with a LTC or illness: Average	71.76%	73.38%
Staff with a LTC or illness: Responses	379	388

Workforce Disability Equality Standards

Staff engagement score (0-10)
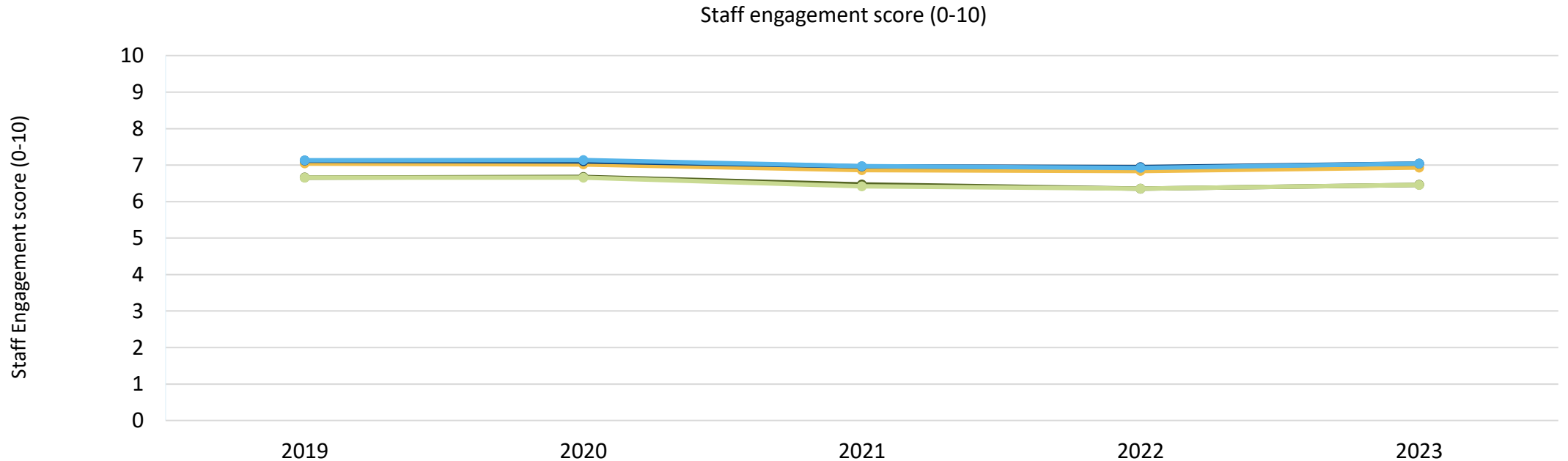
	2019	2020	2021	2022	2023
Organisation average	7.04	7.02	6.86	6.84	6.93
Staff with a LTC or illness: Your org	6.66	6.68	6.47	6.35	6.46
Staff without a LTC or illness: Your org	7.12	7.10	6.96	6.95	7.04
Staff with a LTC or illness: Average	6.65	6.65	6.42	6.35	6.46
Staff without a LTC or illness: Average	7.13	7.14	6.97	6.92	7.04
Staff with a LTC or illness: Responses	415	514	668	614	645
Staff without a LTC or illness: Responses	2609	2633	3153	2788	2773

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

About your respondents

This section shows demographic and other background information for 2023.

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.
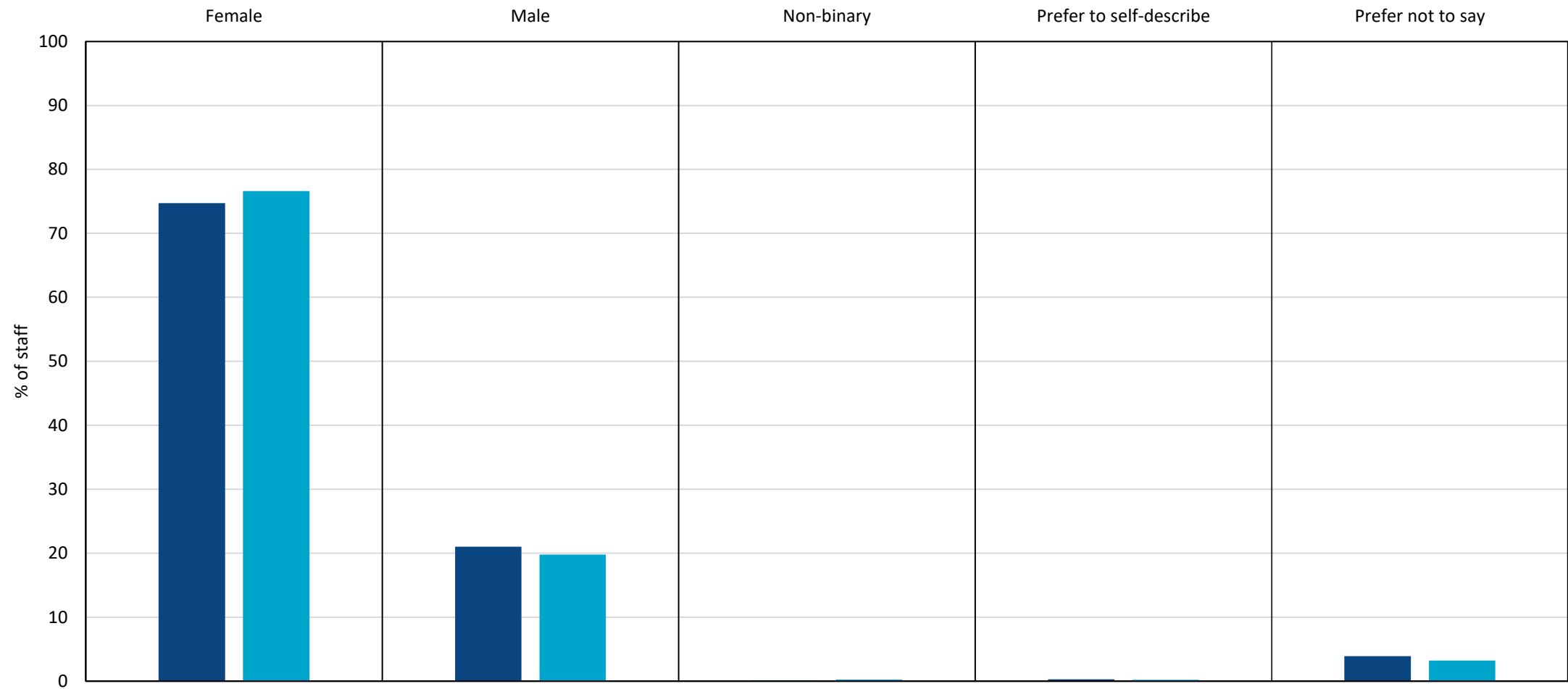
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	74.71%	21.02%	0.11%	0.26%	3.91%
Average	76.60%	19.78%	0.24%	0.18%	3.22%
Responses	3507	3507	3507	3507	3507

Epsom and St Helier University Hospitals NHS Trust Benchmark report

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

Survey Coordination Centre

NHS
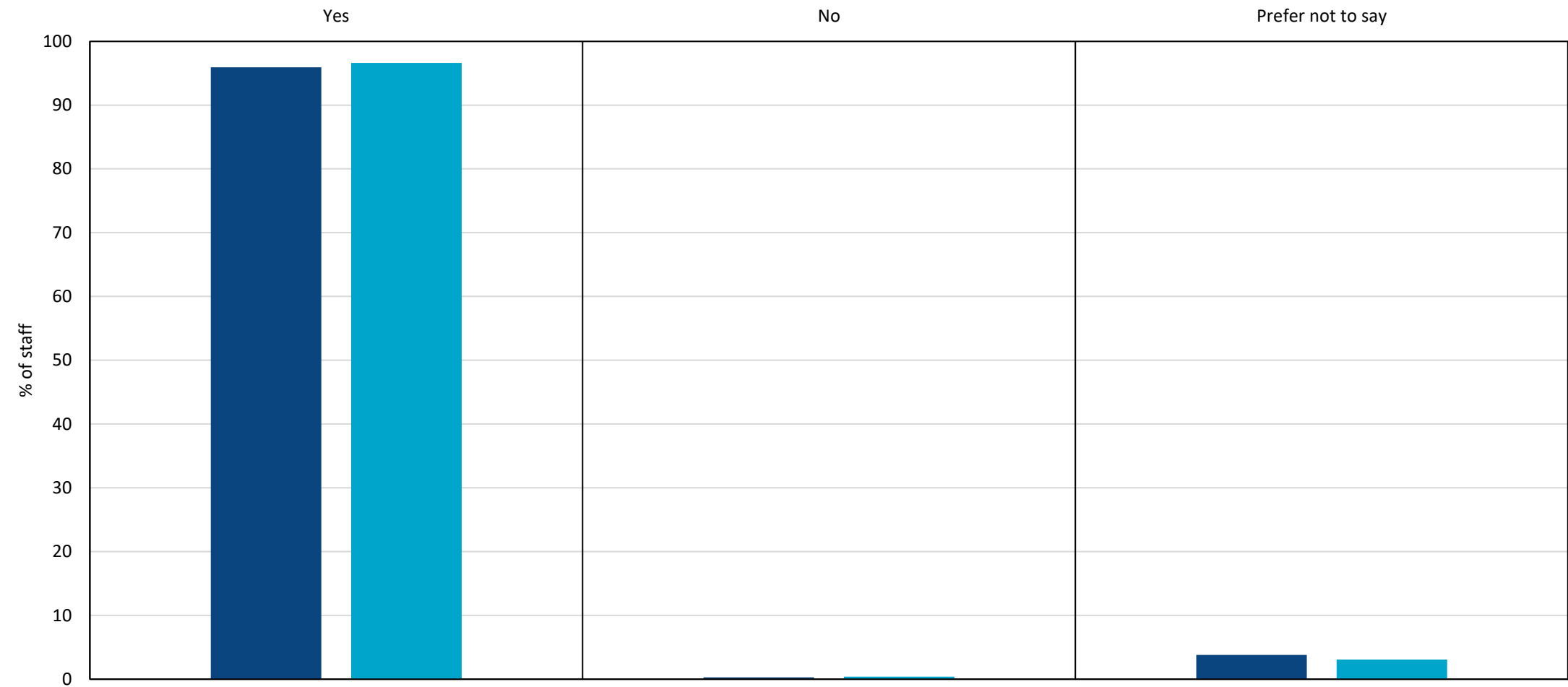
	Yes	No	Prefer not to say
Your org	95.94%	0.27%	3.79%
Average	96.62%	0.37%	3.08%
Responses	3347	3347	3347

	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.29%	11.35%	22.64%	26.39%	36.16%	3.17%
Average	0.55%	15.42%	25.91%	24.51%	31.50%	1.70%
Responses	3471	3471	3471	3471	3471	3471

	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	60.15%	3.26%	23.10%	10.97%	0.46%	2.05%
Average	78.07%	1.97%	14.15%	3.83%	0.44%	0.84%
Responses	3463	3463	3463	3463	3463	3463
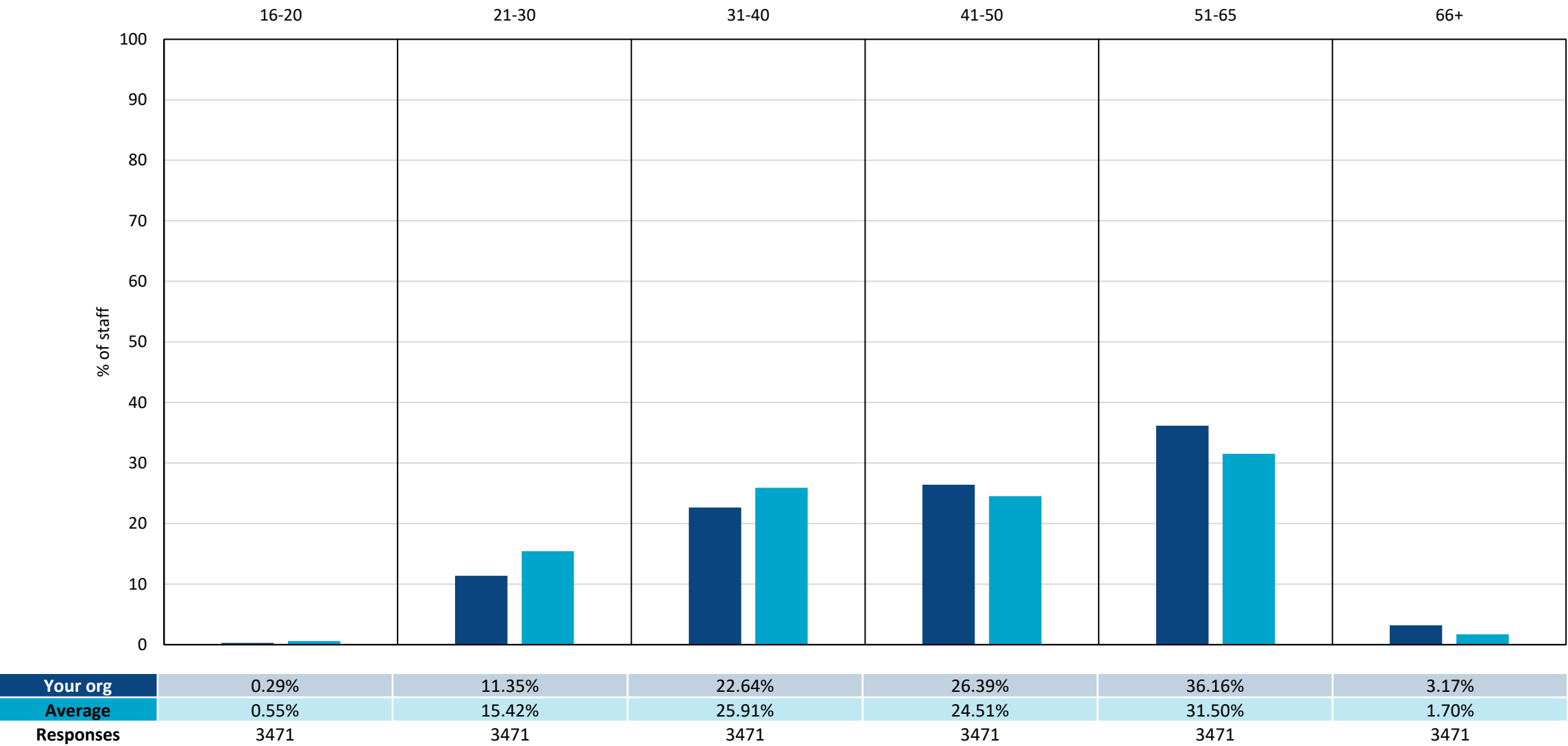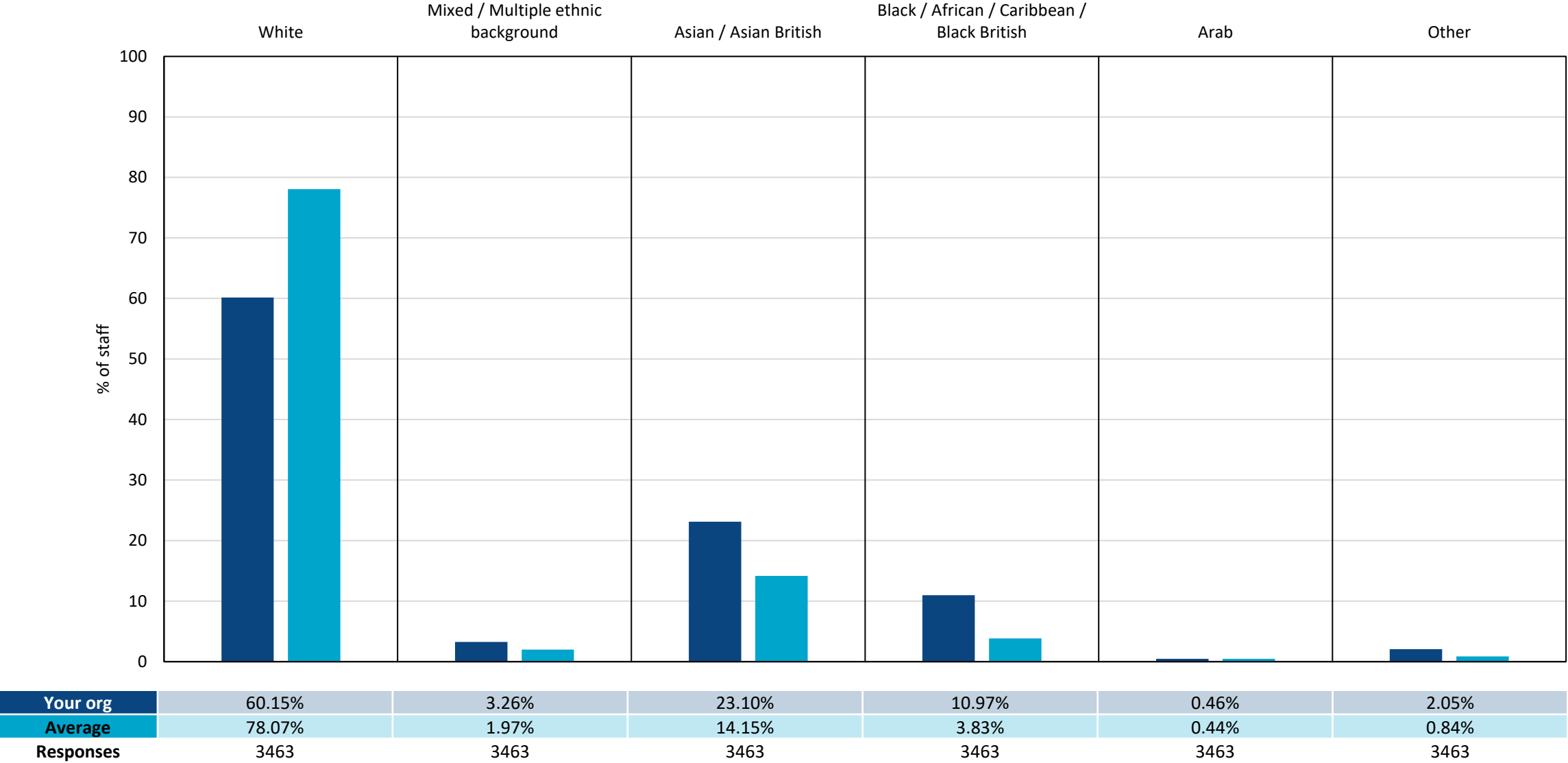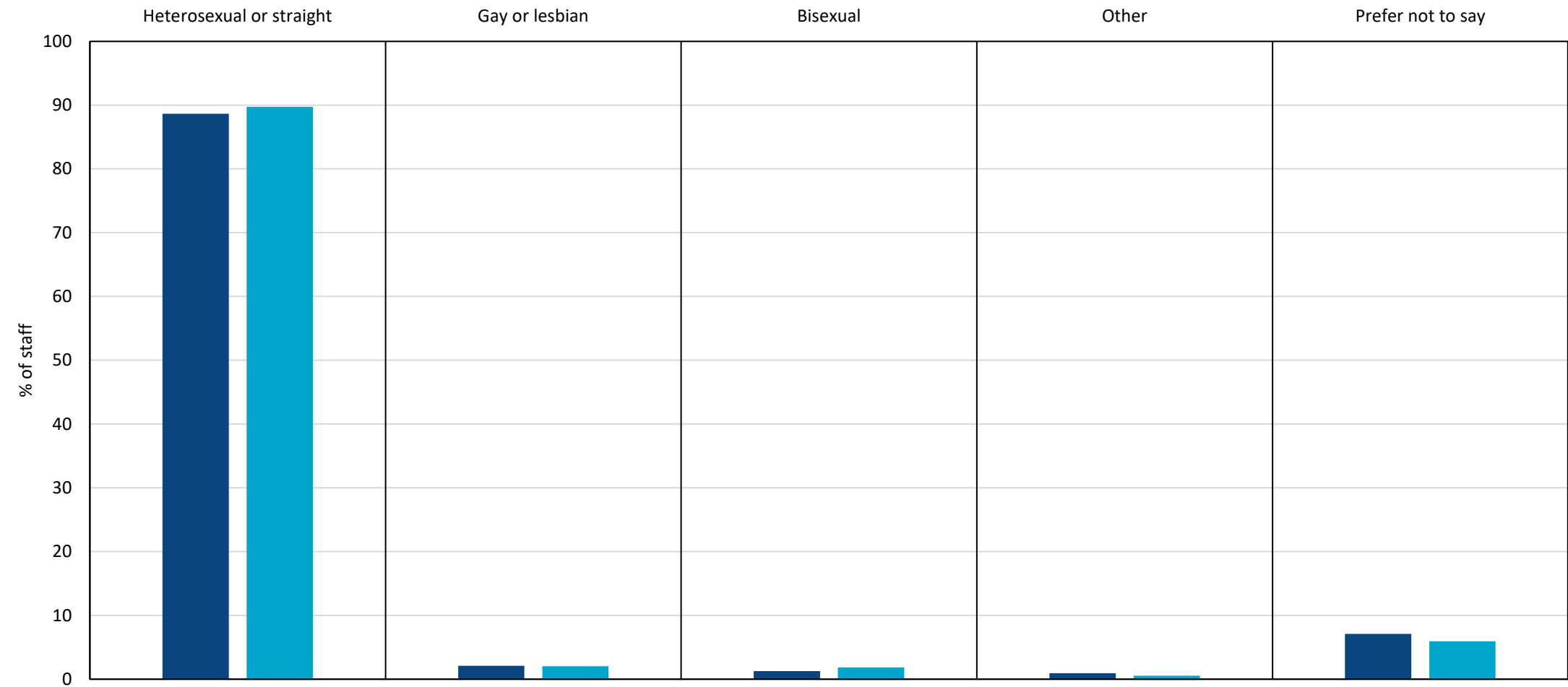
	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
Your org	88.65%	2.07%	1.26%	0.92%	7.10%
Average	89.71%	2.00%	1.84%	0.52%	5.94%
Responses	3479	3479	3479	3479	3479
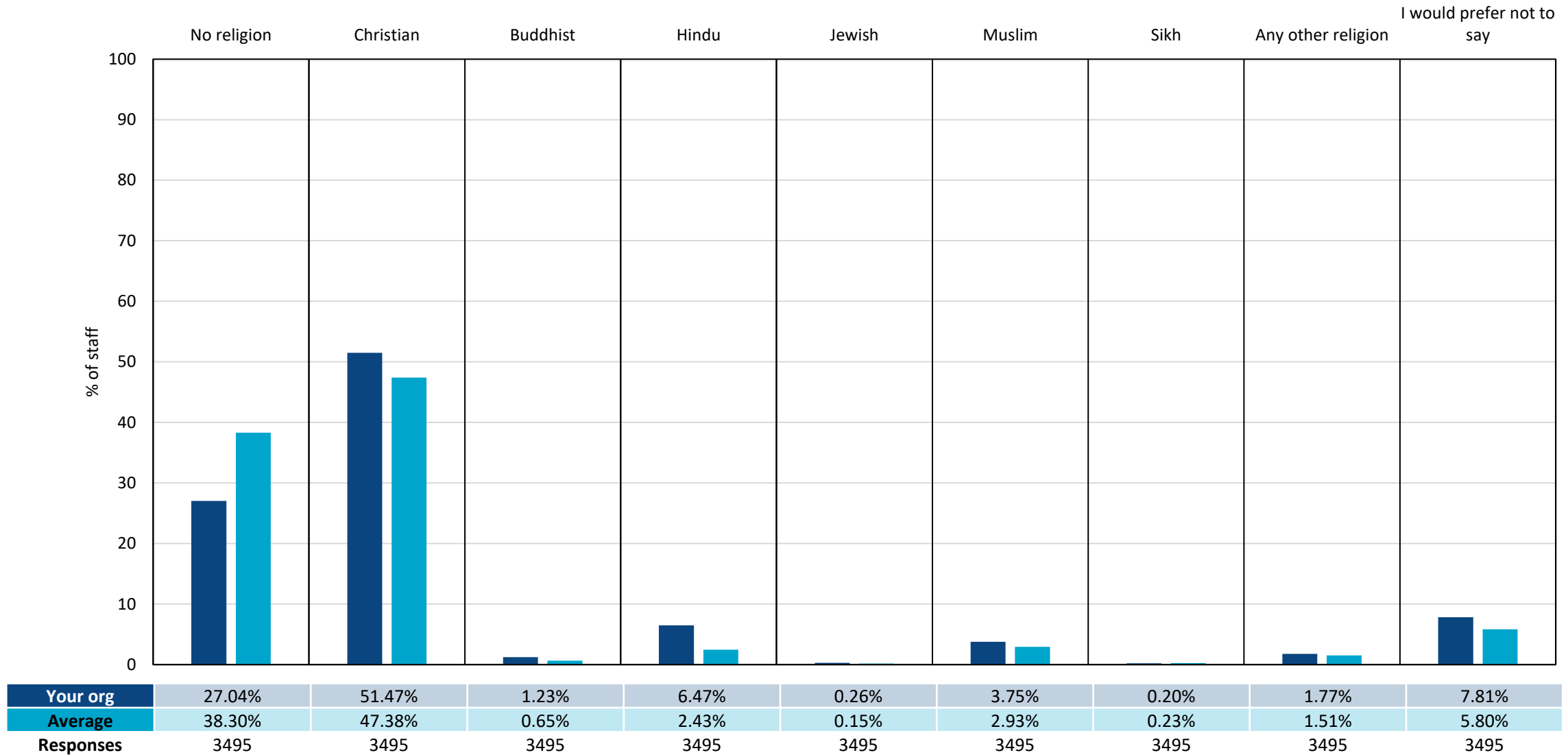
Epsom and St Helier University Hospitals NHS Trust Benchmark report

	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
Your org	27.04%	51.47%	1.23%	6.47%	0.26%	3.75%	0.20%	1.77%	7.81%
Average	38.30%	47.38%	0.65%	2.43%	0.15%	2.93%	0.23%	1.51%	5.80%
Responses	3495	3495	3495	3495	3495	3495	3495	3495	3495

Epsom and St Helier University Hospitals NHS Trust Benchmark report

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?
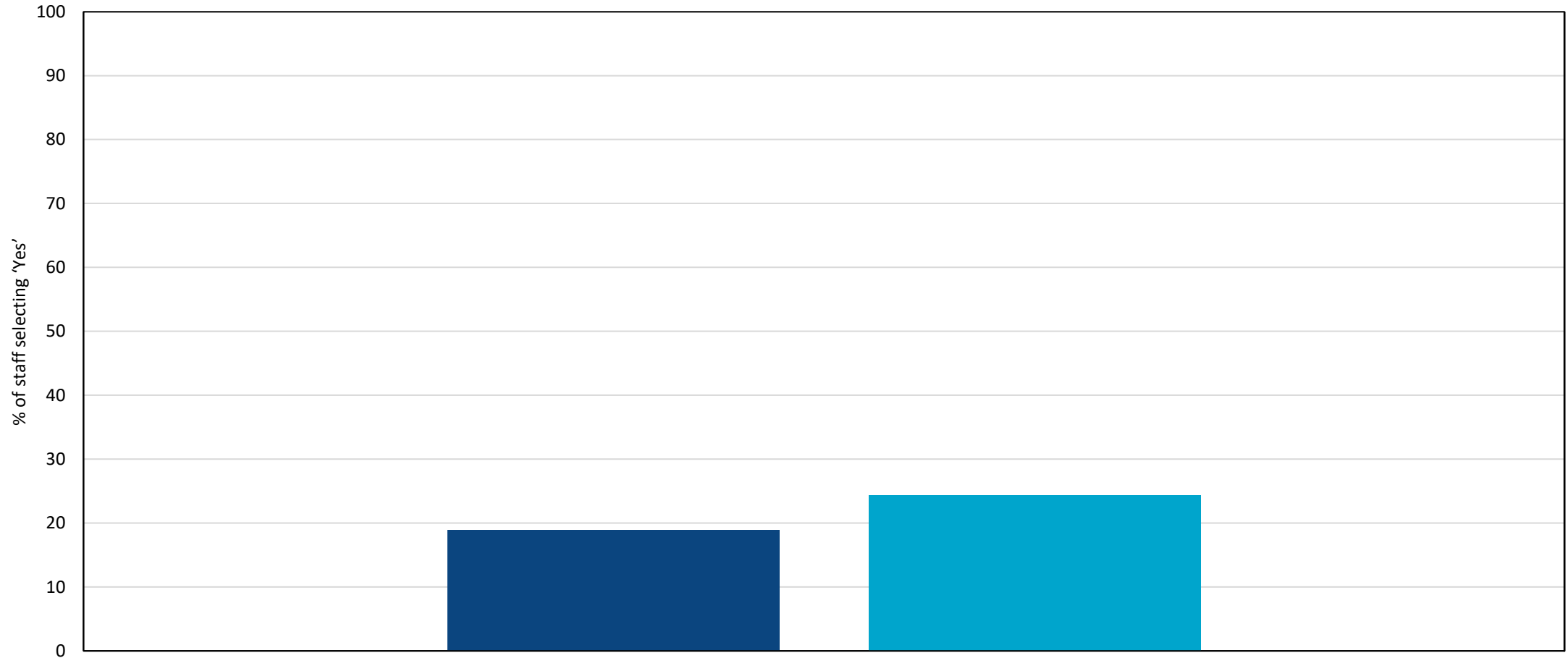
Your org	18.83%
Average	24.33%
Responses	3430

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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.
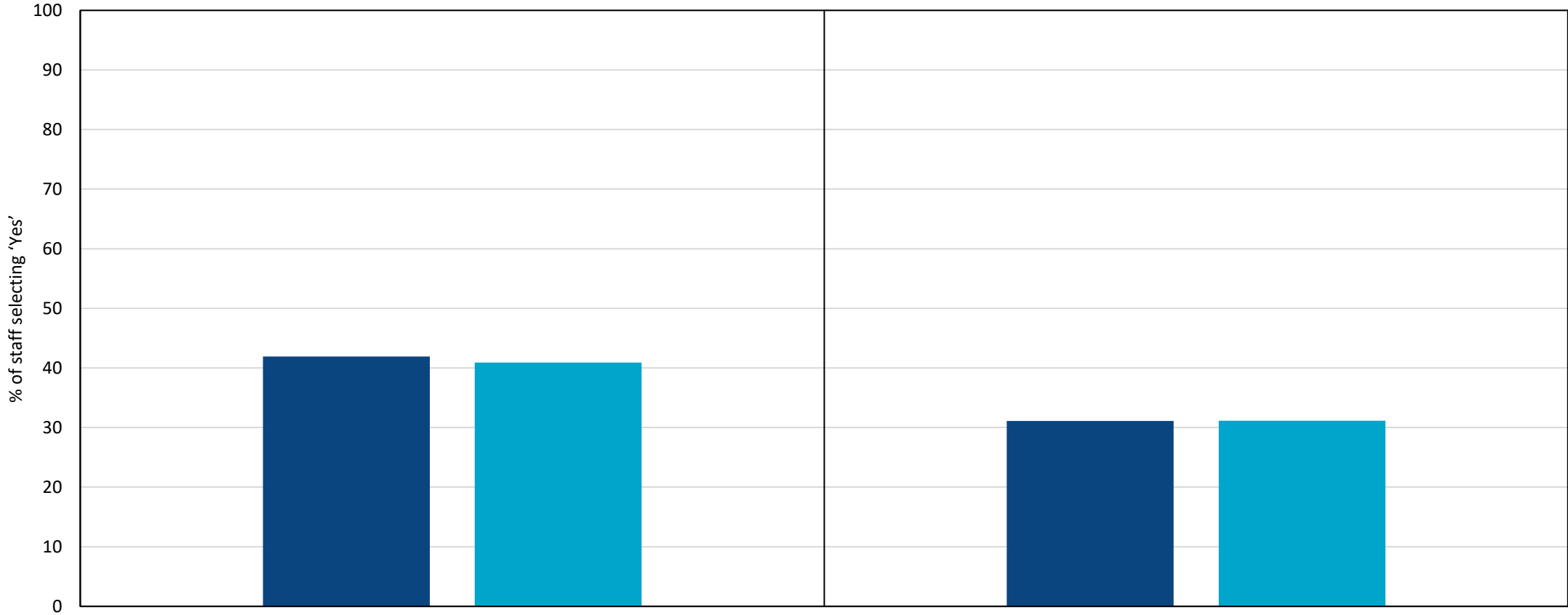
	Do you have any children aged from 0 to 17...	Do you look after or give any help or support...
Your org	41.90%	31.09%
Average	40.90%	31.16%
Responses	3494	3477

	Never	Rarely	Sometimes	Often	Always
Your org	61.37%	16.34%	14.60%	6.89%	0.80%
Average	56.75%	15.34%	15.41%	10.73%	1.52%
Responses	3500	3500	3500	3500	3500

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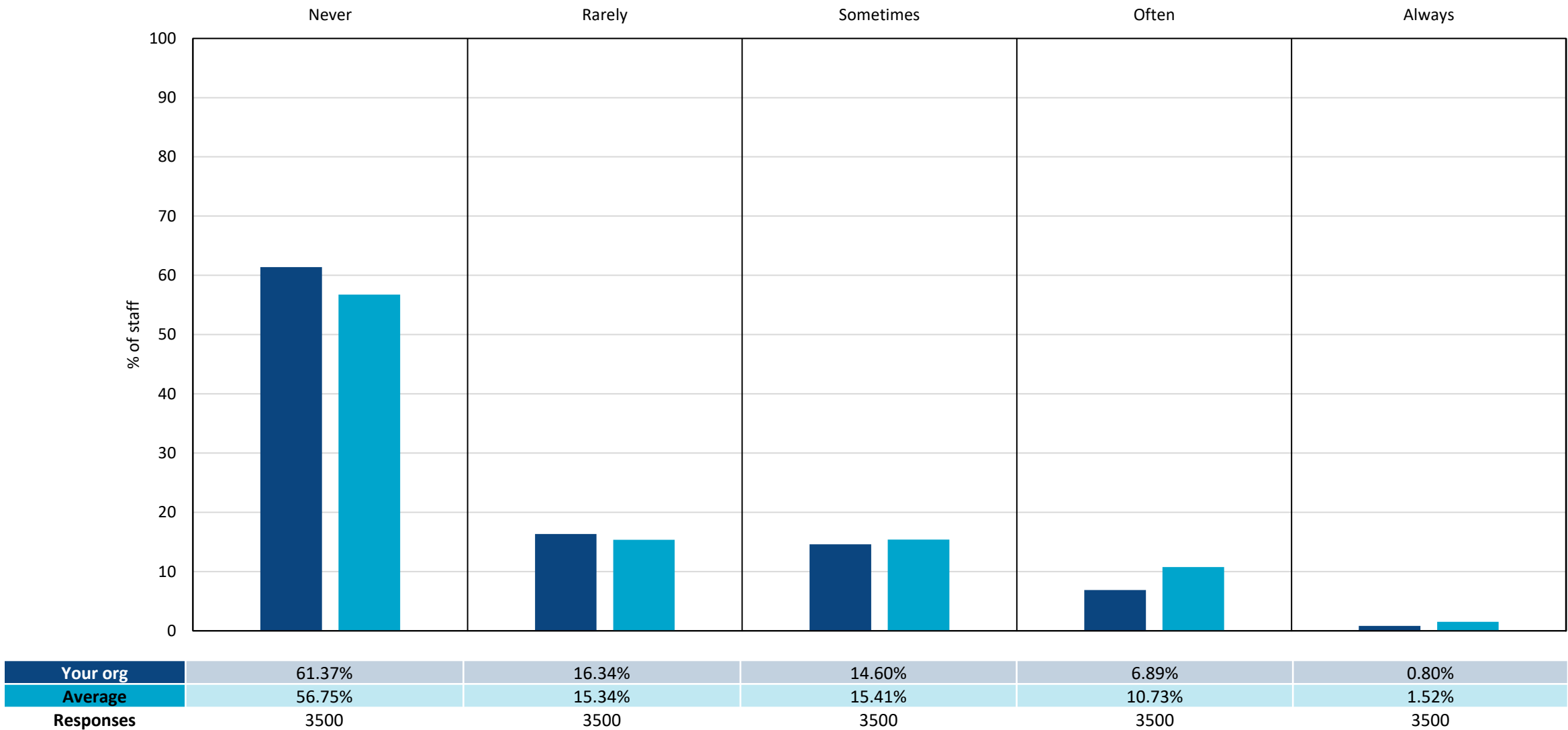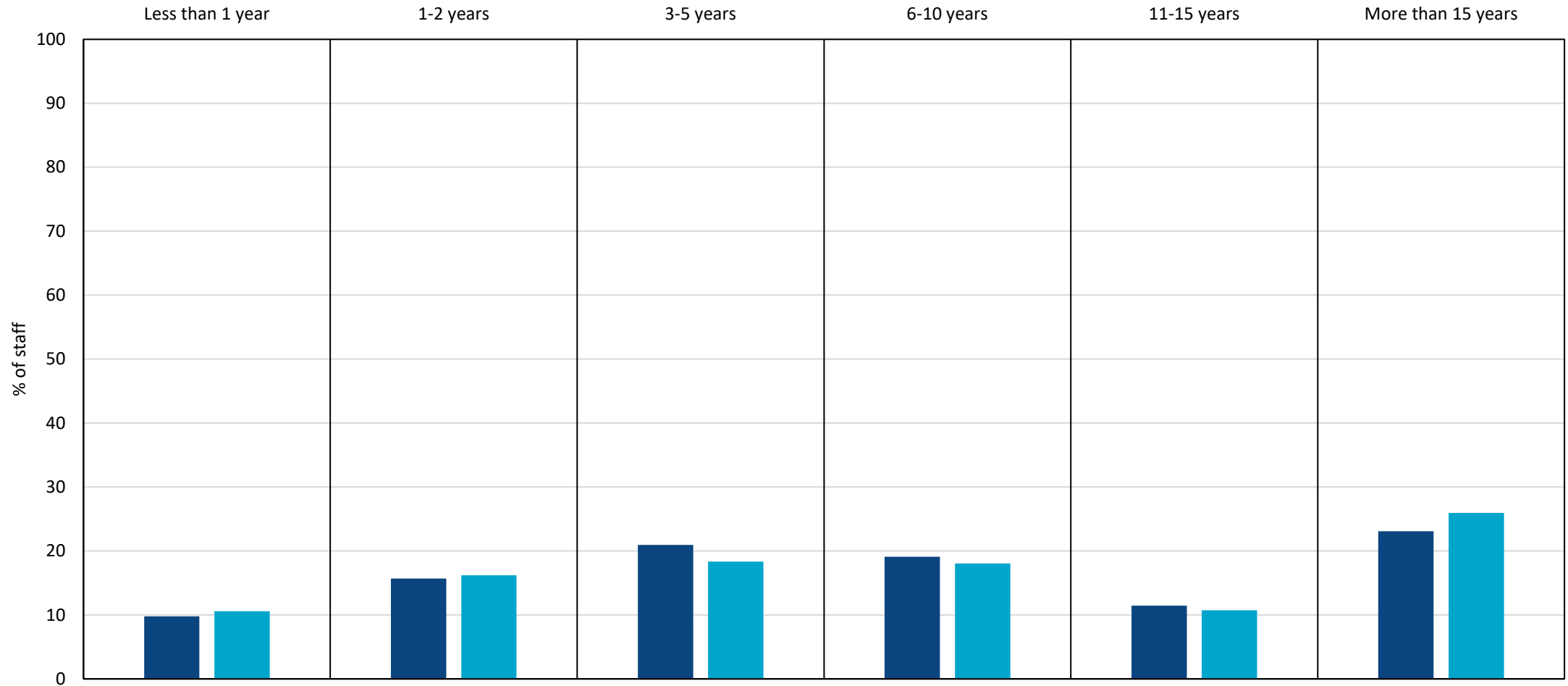
	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
Your org	9.78%	15.70%	20.93%	19.08%	11.43%	23.09%
Average	10.57%	16.18%	18.32%	18.03%	10.71%	25.95%
Responses	3517	3517	3517	3517	3517	3517

Epsom and St Helier University Hospitals NHS Trust Benchmark report
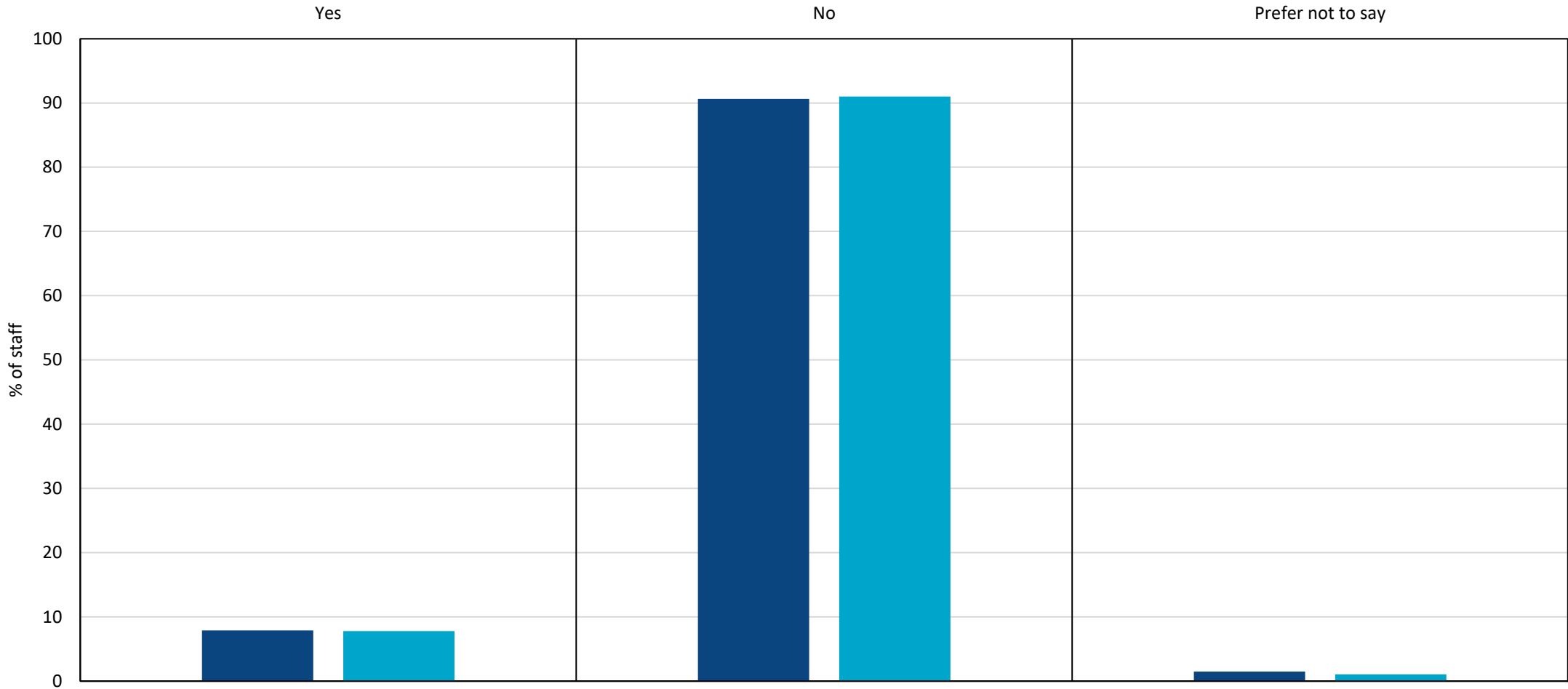
	Yes	No	Prefer not to say
Your org	7.89%	90.63%	1.48%
Average	7.79%	90.98%	1.04%
Responses	3384	3384	3384

	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	29.99%	8.06%	8.71%	14.79%	2.92%	0.32%	0.24%	0.12%	17.06%	3.63%
Average	30.16%	8.01%	8.16%	13.19%	7.17%	0.15%	0.19%	0.07%	15.88%	5.86%
Responses	3388	3388	3388	3388	3388	3388	3388	3388	3388	3388

	Maintenance	General Management	Emergency Care Practitioners	Paramedics	Emergency Care Assistants	Ambulance Technicians	Ambulance Control Staff	Patient Transport Service	Other
Your org	4.52%	2.86%	0.03%	0.03%	0.00%	0.00%	0.18%	1.15%	5.40%
Average	3.76%	2.74%	0.02%	0.00%	0.03%	0.00%	0.00%	0.00%	3.63%
Responses	3388	3388	3388	3388	3388	3388	3388	3388	3388

Appendices

Appendix A: Response rate

Response rate
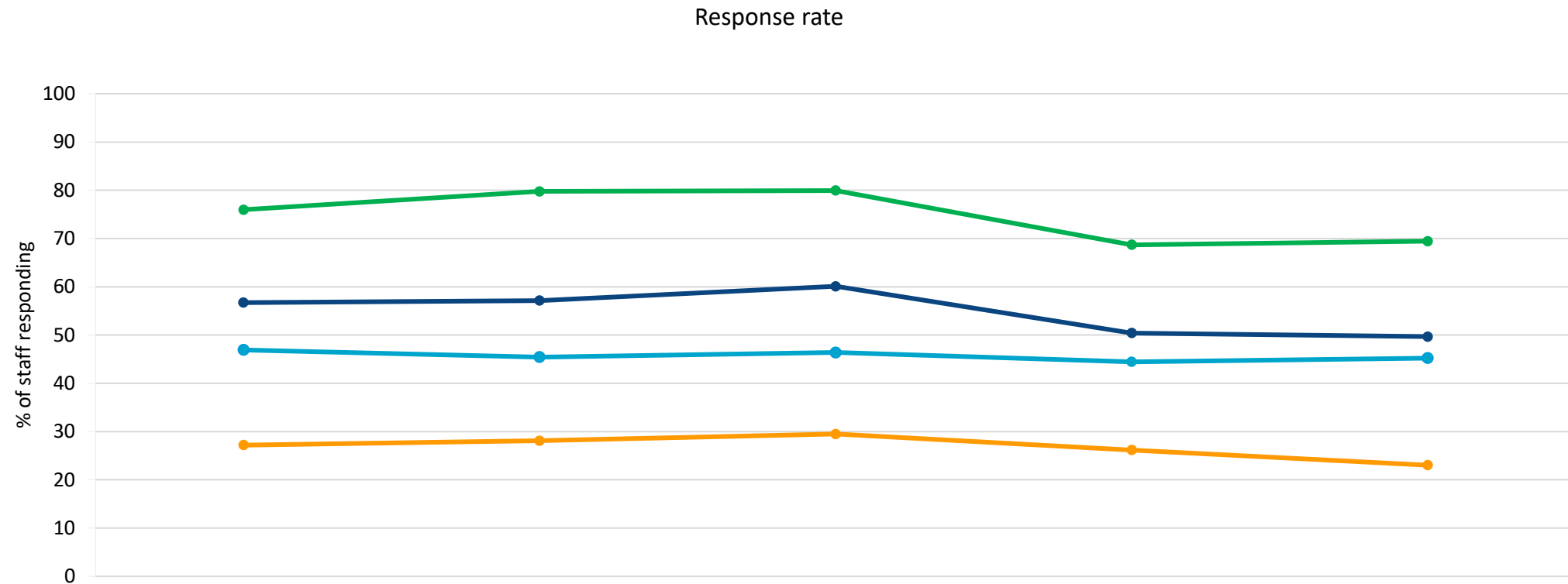
	2019	2020	2021	2022	2023
Your org	56.69%	57.14%	60.10%	50.40%	49.66%
Highest	75.96%	79.77%	79.95%	68.69%	69.45%
Average	46.93%	45.43%	46.38%	44.46%	45.23%
Lowest	27.20%	28.09%	29.47%	26.17%	23.03%
Responses	3096	3321	4045	3464	3551

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Appendix B: Significance testing
2022 vs 2023

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

People Promise elements	2022 score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	7.07	3442	7.13	3521	Not significant
We are recognised and rewarded	5.67	3455	5.83	3527	Significantly higher
We each have a voice that counts	6.57	3404	6.64	3484	Not significant
We are safe and healthy	5.94	3413	-	-	-
We are always learning	5.02	3227	5.23	3204	Significantly higher
We work flexibly	5.88	3424	6.01	3497	Significantly higher
We are a team	6.53	3442	6.61	3508	Not significant
Themes					
Staff Engagement	6.80	3448	6.92	3534	Significantly higher
Morale	5.59	3449	5.82	3531	Significantly higher

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.

Appendix C: Tips on using your benchmark report

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

Key points to note

The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All 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.

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

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

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

Identifying questions of interest

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

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

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

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

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

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

Appendix D: Additional reporting outputs

Appendix D: Additional reporting outputs

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

Supporting documents

Basic Guide: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.

Technical Document: Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, People Promise, historical comparability of organisations and questions in the survey.

Other reporting outputs

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

Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for Epsom and St Helier University Hospitals NHS Trust.

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

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