

East Midlands Ambulance Service NHS Trust

NHS Staff Survey Benchmark report 2023



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Introduction

About this report

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

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



Report structure

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.

Key features

Note this is example data

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

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

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

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

Number of responses for the organisation for the given question.



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



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

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

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

Organisation details

East Midlands Ambulance Service NHS Trust

2023 NHS Staff Survey



Organisation details

Completed questionnaires **1783**

2023 response rate **43%**

Survey details

Survey mode **Online**

This organisation is benchmarked against:

Ambulance Trusts



2023 benchmarking group details

Organisations in group: 11

Median response rate: 52%

No. of completed questionnaires: 29119



People Promise elements, themes and sub-score results

People Promise elements, themes and sub-scores: Overview

People Promise elements and themes: Overview

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



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

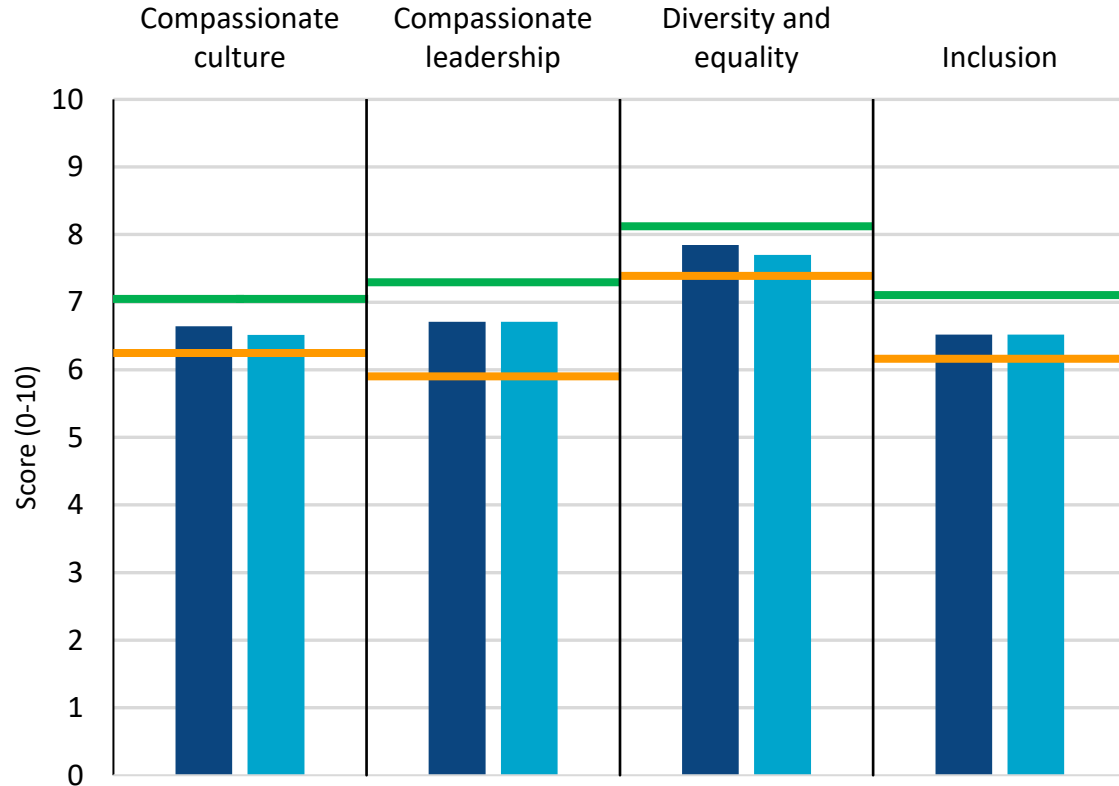


People Promise elements, themes and sub-scores: Sub-score overview

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.



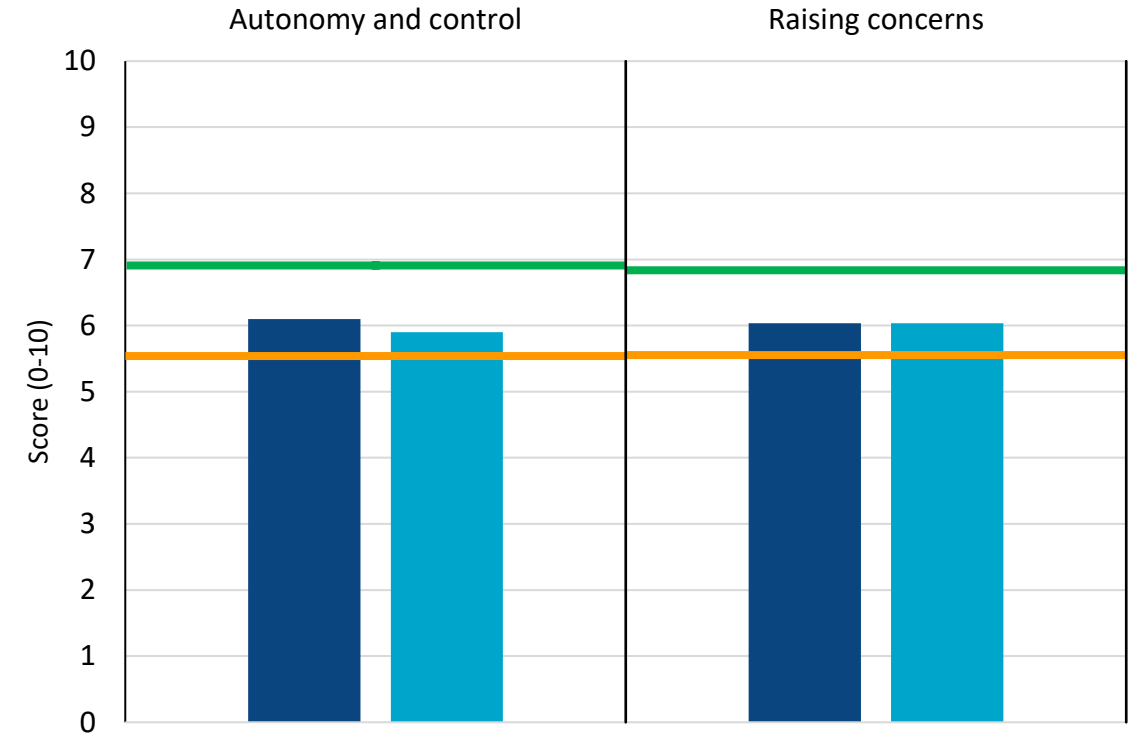
Promise element 1: We are compassionate and inclusive



Your org	6.64	6.71	7.85	6.52
Best result	7.05	7.29	8.12	7.10
Average result	6.51	6.71	7.70	6.52
Worst result	6.25	5.90	7.39	6.16
Responses	1780	1783	1782	1781



Promise element 3: We each have a voice that counts



Your org	6.10	6.03
Best result	6.91	6.84
Average result	5.90	6.03
Worst result	5.54	5.55
Responses	1783	1777

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

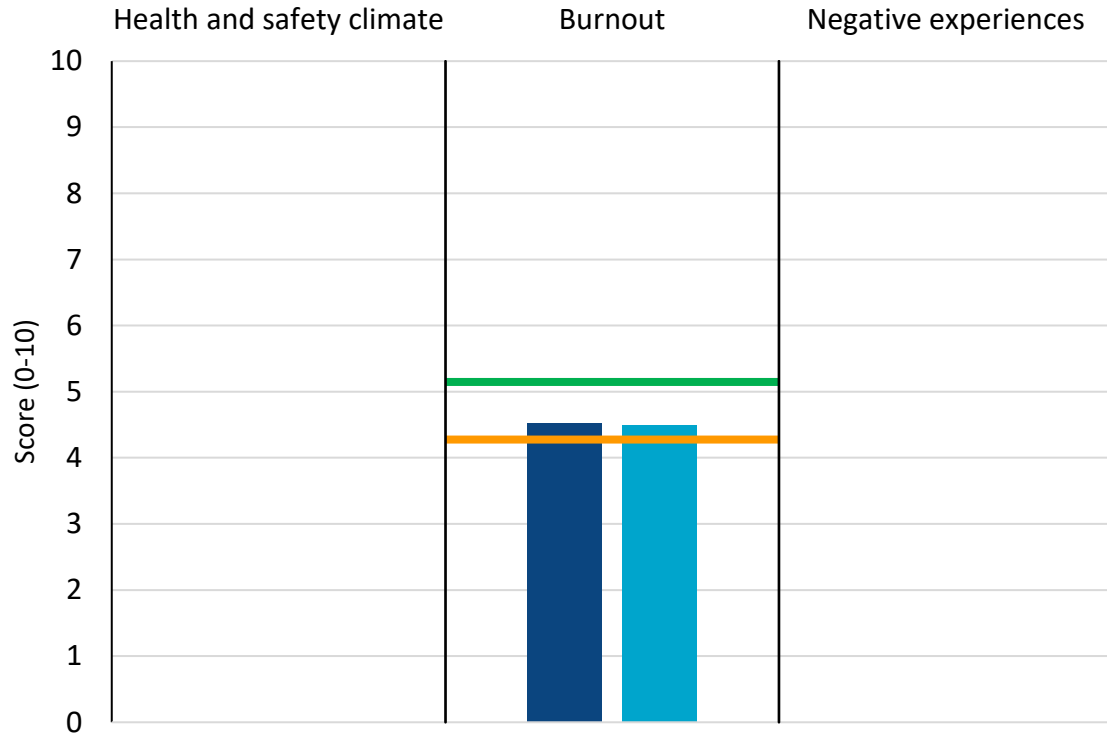


People Promise elements, themes and sub-scores: Sub-score overview

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.



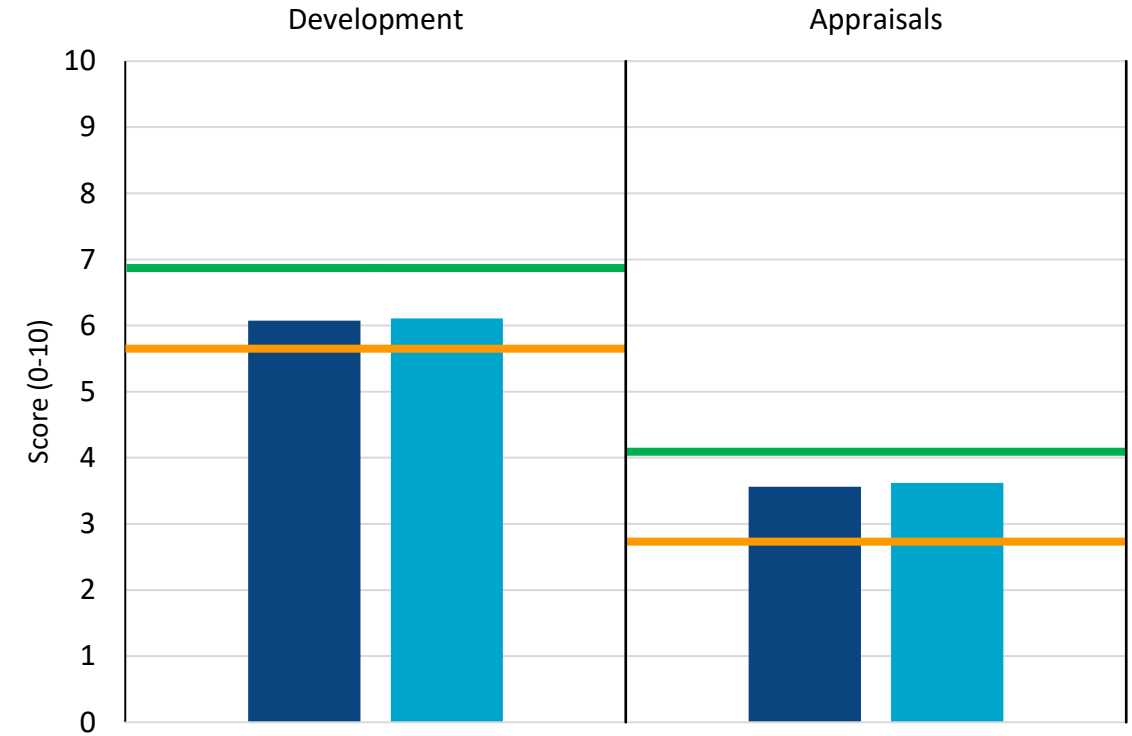
Promise element 4: We are safe and healthy



Your org	-	4.53	-
Best result	-	5.15	-
Average result	-	4.49	-
Worst result	-	4.28	-
Responses	-	1783	-



Promise element 5: We are always learning



Your org	6.07	3.56
Best result	6.87	4.09
Average result	6.11	3.62
Worst result	5.65	2.73
Responses	1779	1652

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

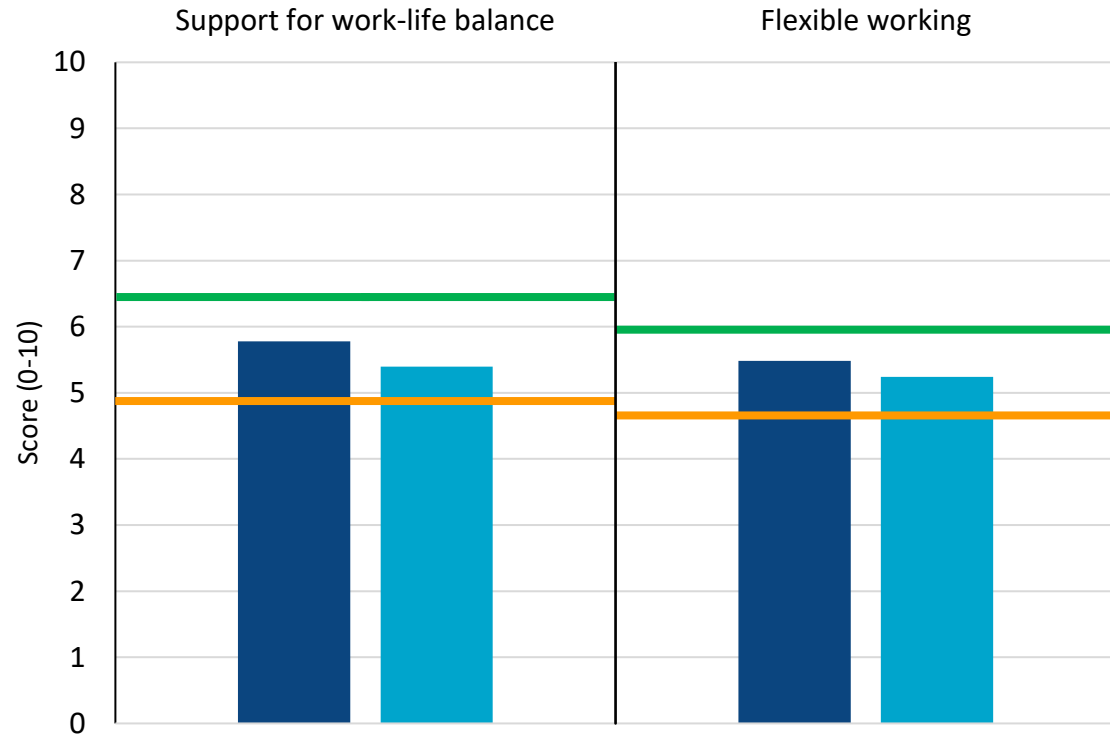


People Promise elements, themes and sub-scores: Sub-score overview

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



Your org	5.78	5.48
Best result	6.45	5.95
Average result	5.40	5.24
Worst result	4.88	4.66
Responses	1777	1780



Promise element 7: We are a team



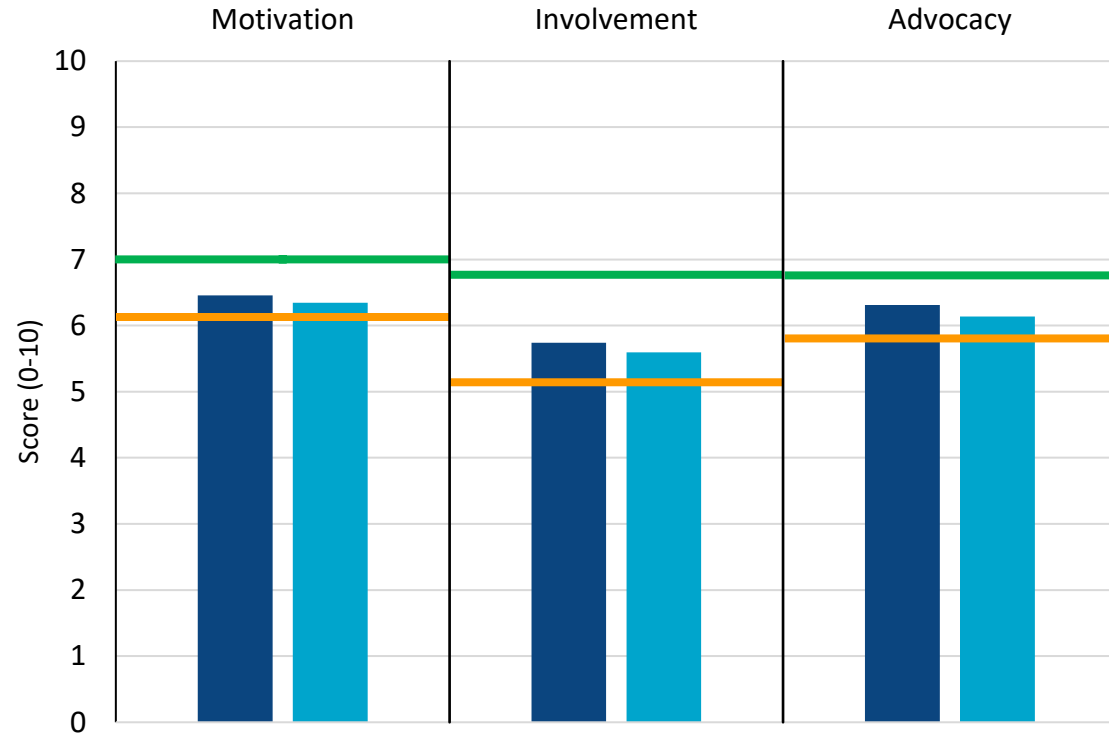
Your org	6.03	6.28
Best result	6.79	6.92
Average result	6.06	6.30
Worst result	5.76	5.62
Responses	1780	1783



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

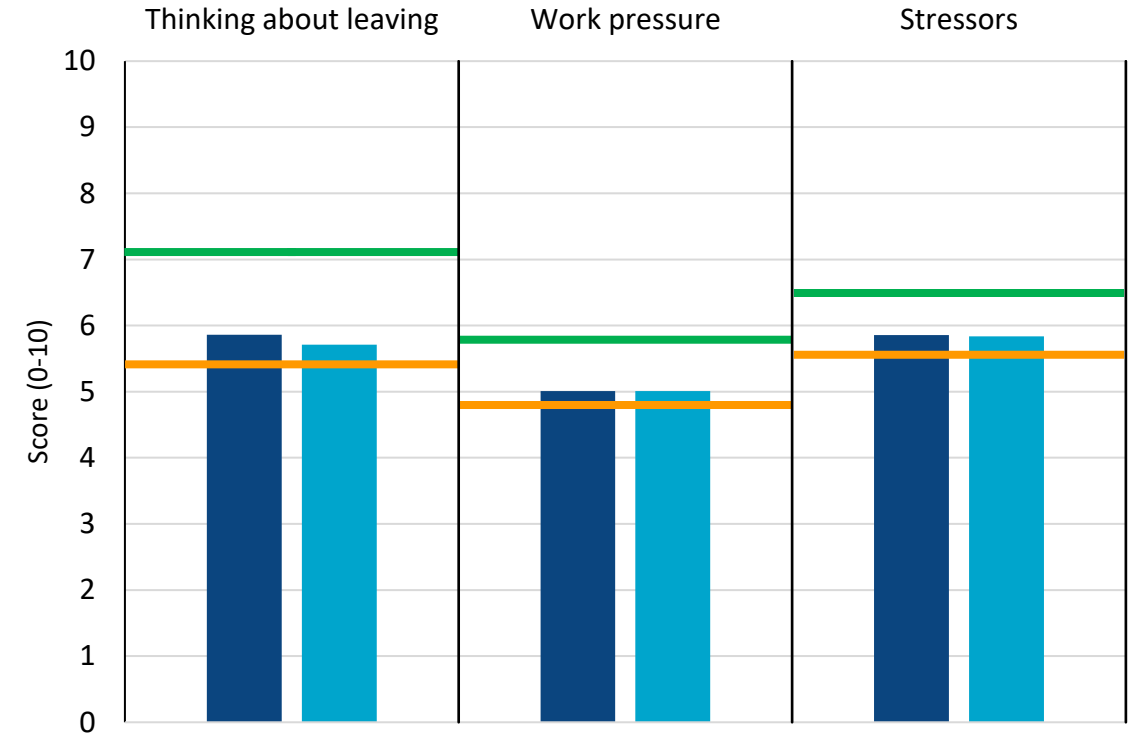
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

Theme: Staff engagement



Your org	6.46	5.74	6.31
Best result	7.00	6.77	6.76
Average result	6.34	5.59	6.13
Worst result	6.13	5.14	5.80
Responses	1780	1783	1780

Theme: Morale



Your org	5.86	5.01	5.85
Best result	7.11	5.78	6.49
Average result	5.71	5.01	5.84
Worst result	5.41	4.80	5.56
Responses	1779	1782	1782

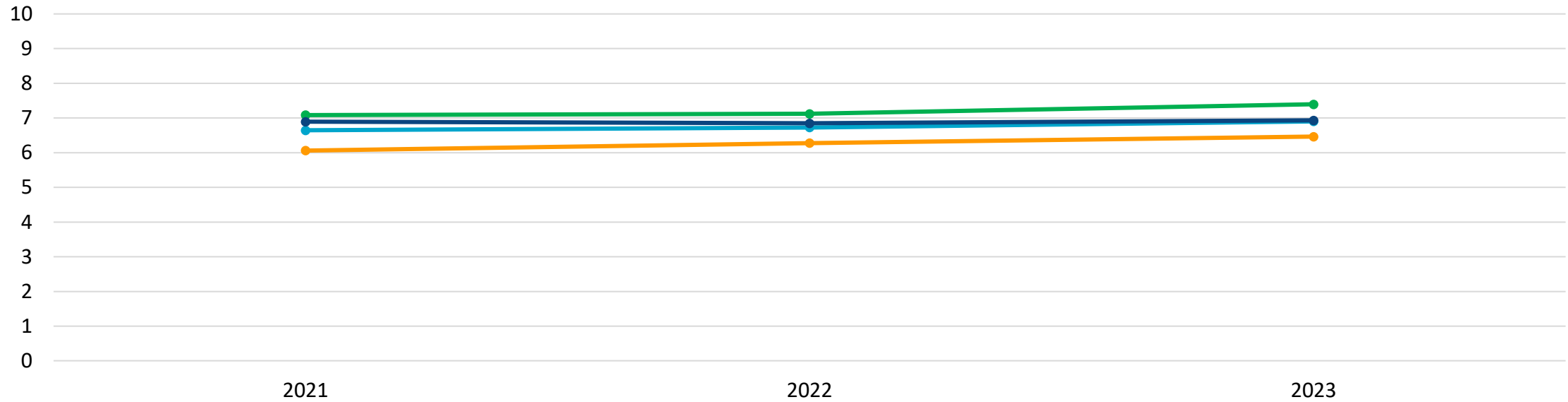
People Promise elements, themes and sub-scores: Trends

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	6.89	6.85	6.93
Best result	7.09	7.12	7.39
Average result	6.64	6.73	6.90
Worst result	6.06	6.28	6.46
Responses	2184	1890	1783



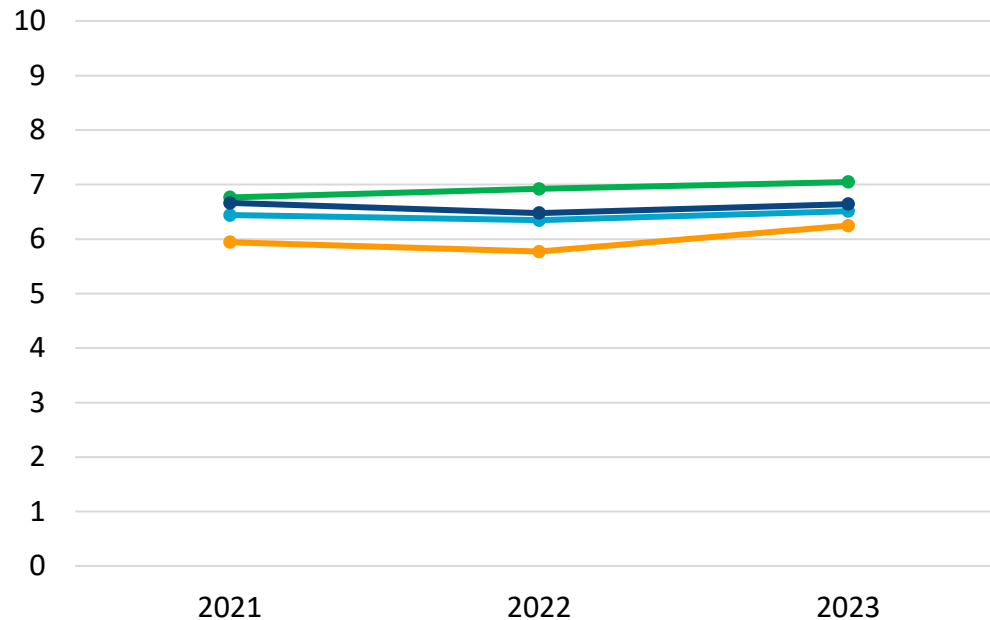
People Promise elements, themes and sub-scores: Sub-score trends

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



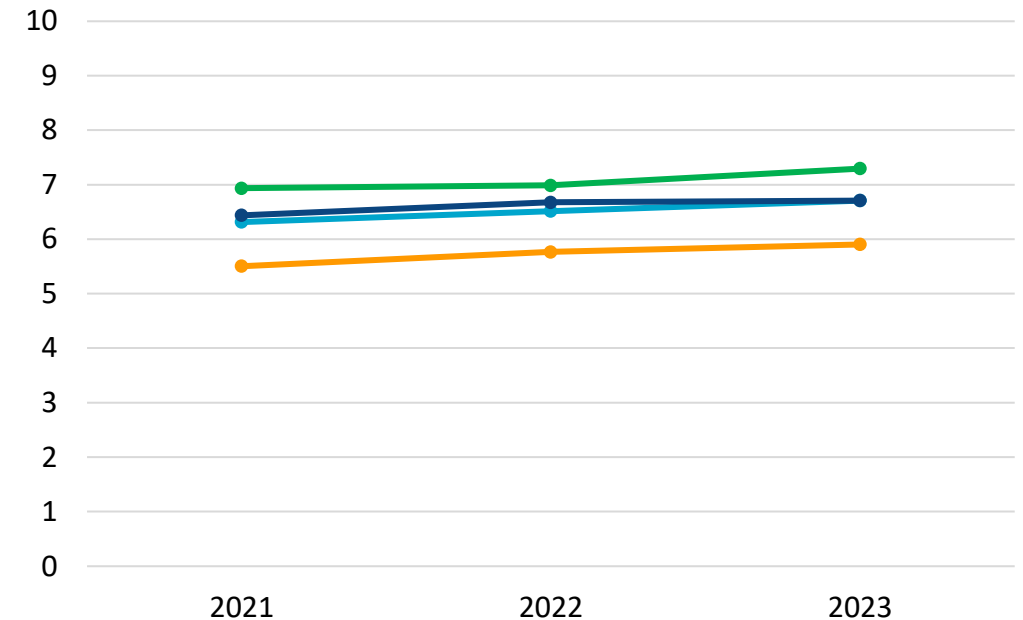
Promise element 1: We are compassionate and inclusive (1)

Compassionate culture



	2021	2022	2023
Your org	6.66	6.48	6.64
Best result	6.77	6.92	7.05
Average result	6.44	6.35	6.51
Worst result	5.94	5.77	6.25
Responses	2172	1888	1780

Compassionate leadership



	2021	2022	2023
Your org	6.44	6.68	6.71
Best result	6.93	6.99	7.29
Average result	6.32	6.52	6.71
Worst result	5.50	5.77	5.90
Responses	2190	1891	1783



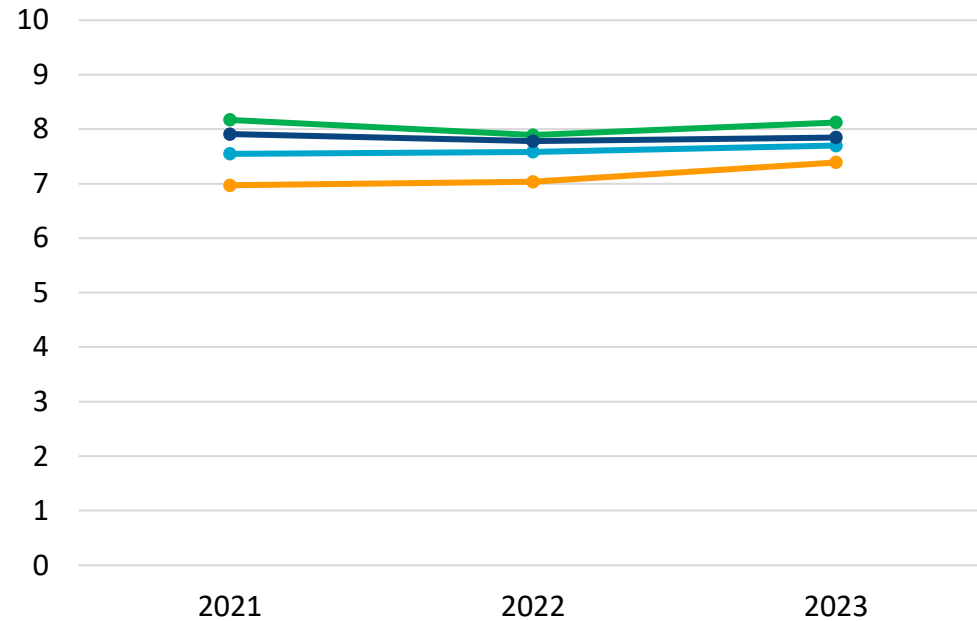
People Promise elements, themes and sub-scores: Sub-score trends

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



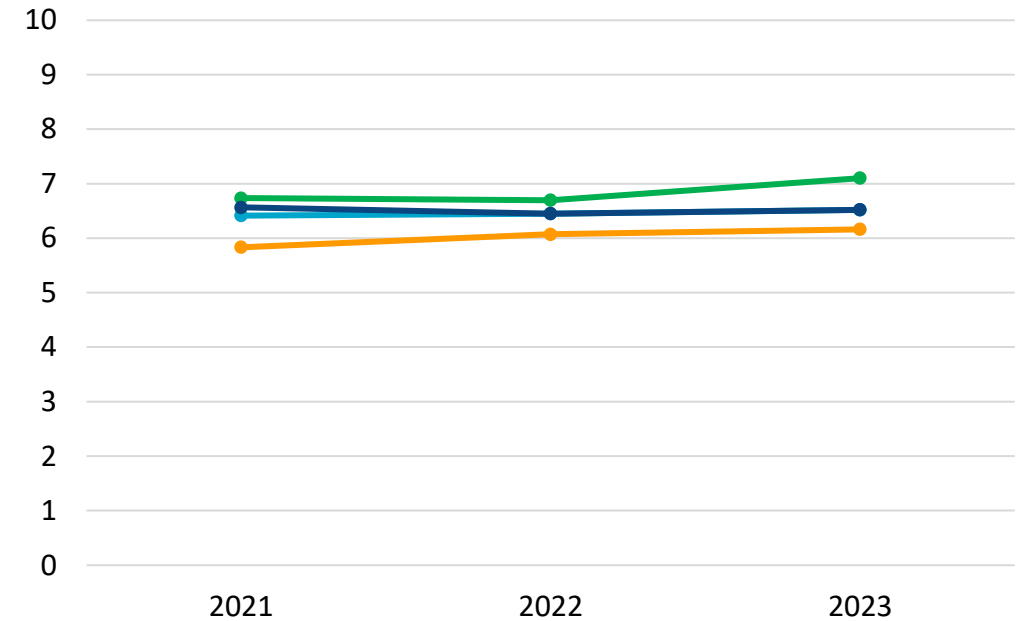
Promise element 1: We are compassionate and inclusive (2)

Diversity and equality



	2021	2022	2023
Your org	7.91	7.78	7.85
Best result	8.17	7.89	8.12
Average result	7.55	7.58	7.70
Worst result	6.97	7.03	7.39
Responses	2187	1888	1782

Inclusion



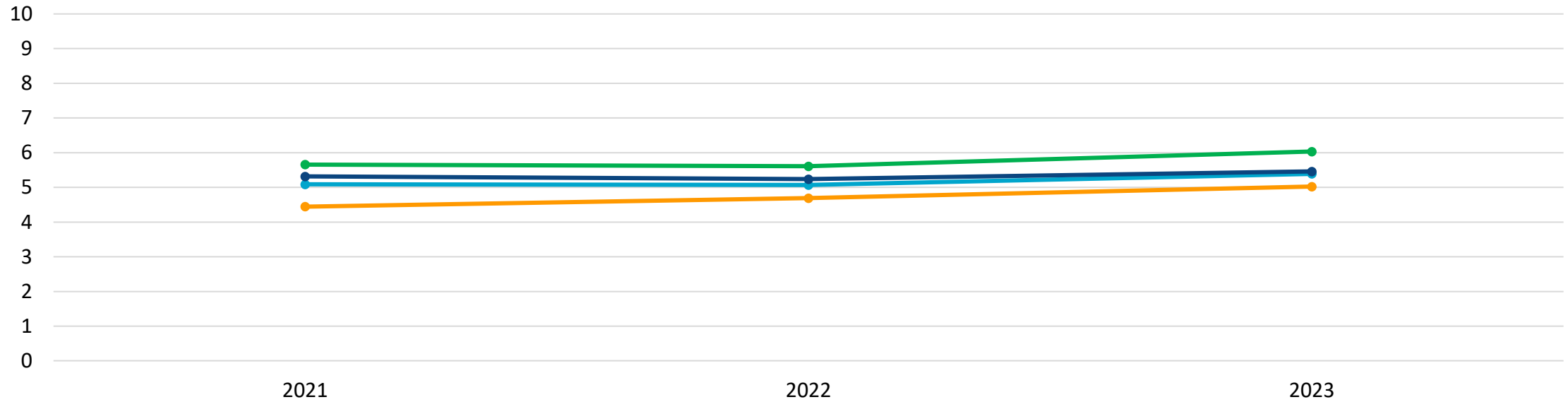
	2021	2022	2023
Your org	6.56	6.45	6.52
Best result	6.74	6.69	7.10
Average result	6.42	6.45	6.52
Worst result	5.83	6.07	6.16
Responses	2188	1888	1781

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



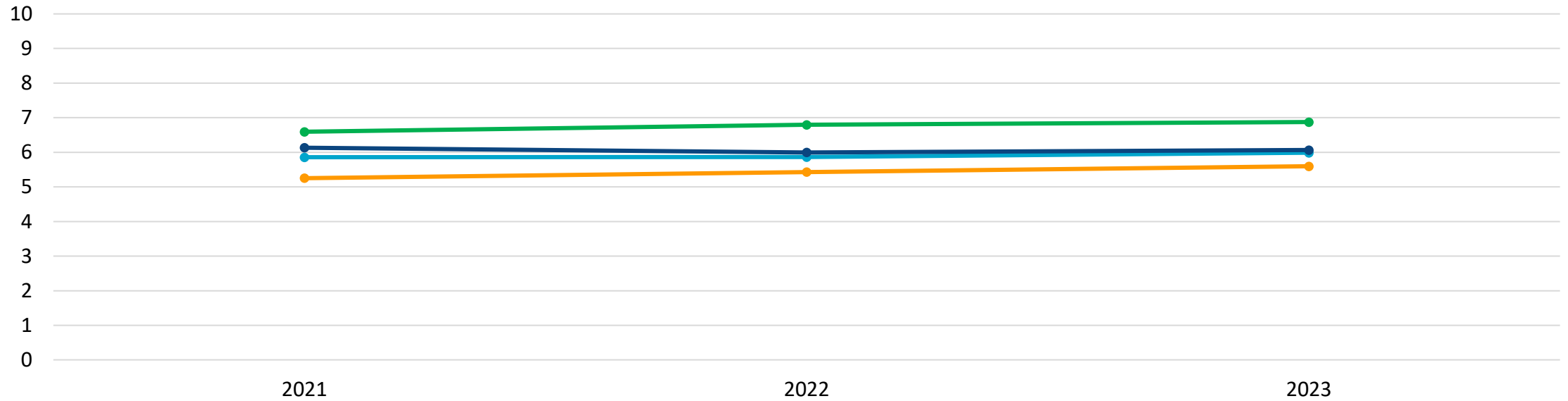
	2021	2022	2023
Your org	5.31	5.24	5.46
Best result	5.66	5.61	6.03
Average result	5.09	5.07	5.39
Worst result	4.45	4.69	5.02
Responses	2210	1894	1782

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	6.13	6.00	6.06
Best result	6.59	6.79	6.87
Average result	5.86	5.86	5.99
Worst result	5.25	5.43	5.60
Responses	2159	1889	1777

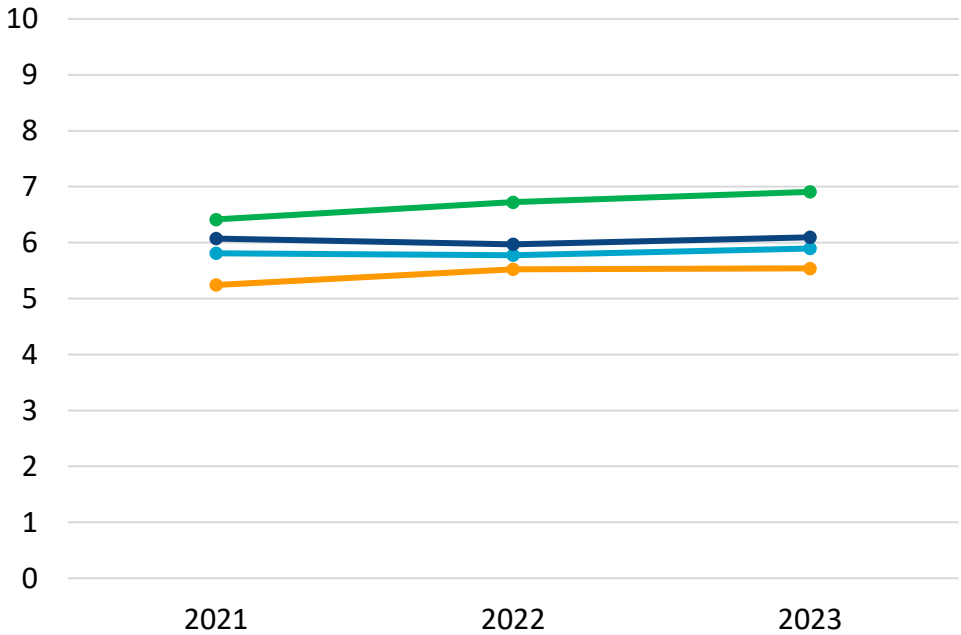


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

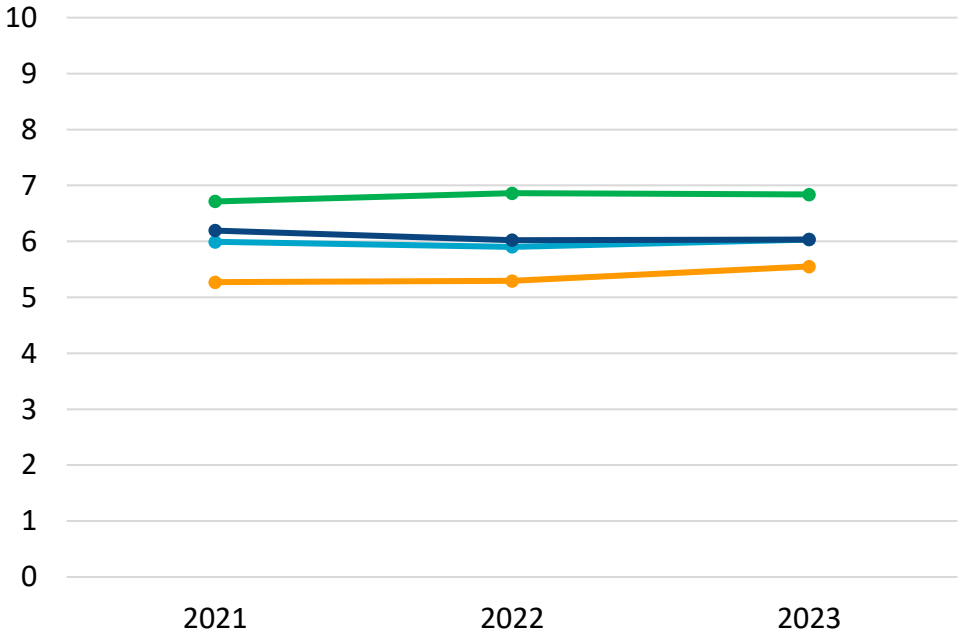


Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



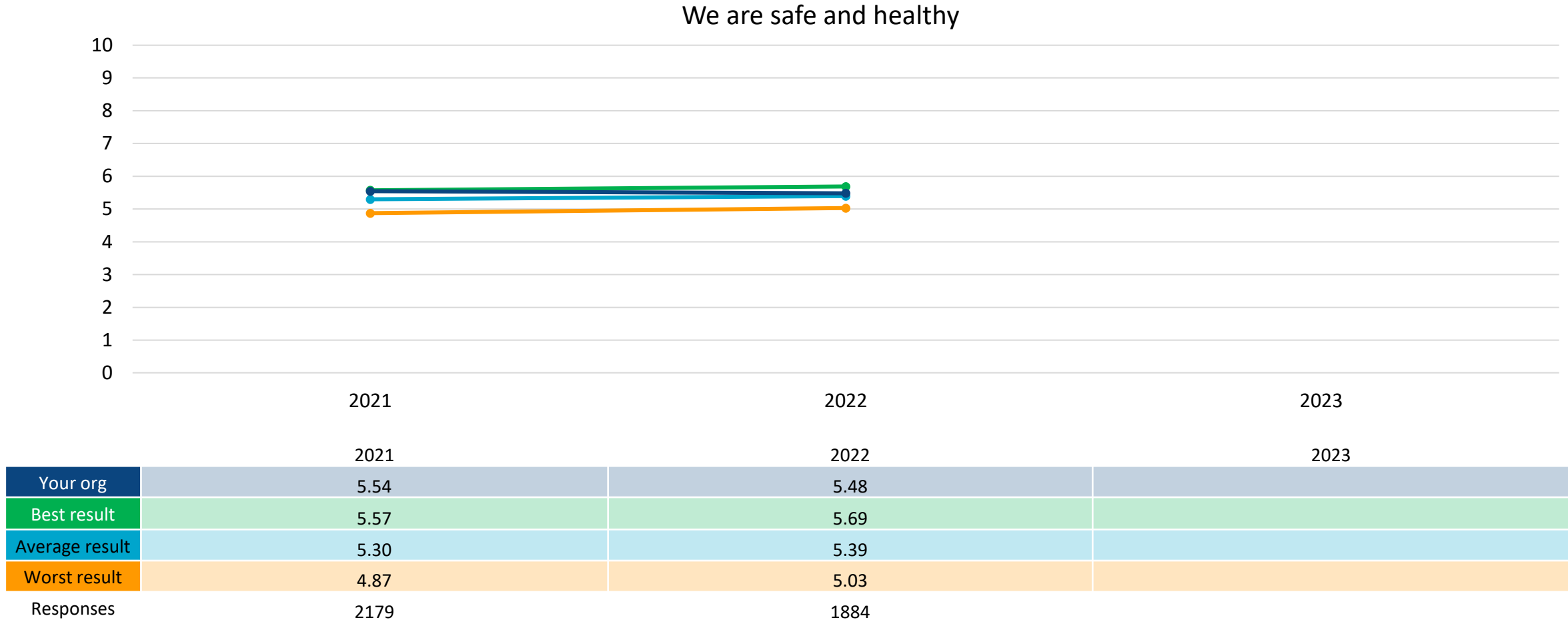
	2021	2022	2023
Your org	6.07	5.97	6.10
Best result	6.41	6.72	6.91
Average result	5.81	5.78	5.90
Worst result	5.25	5.52	5.54
Responses	2215	1894	1783

	2021	2022	2023
Your org	6.20	6.02	6.03
Best result	6.72	6.86	6.84
Average result	5.99	5.90	6.03
Worst result	5.27	5.29	5.55
Responses	2162	1889	1777

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



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



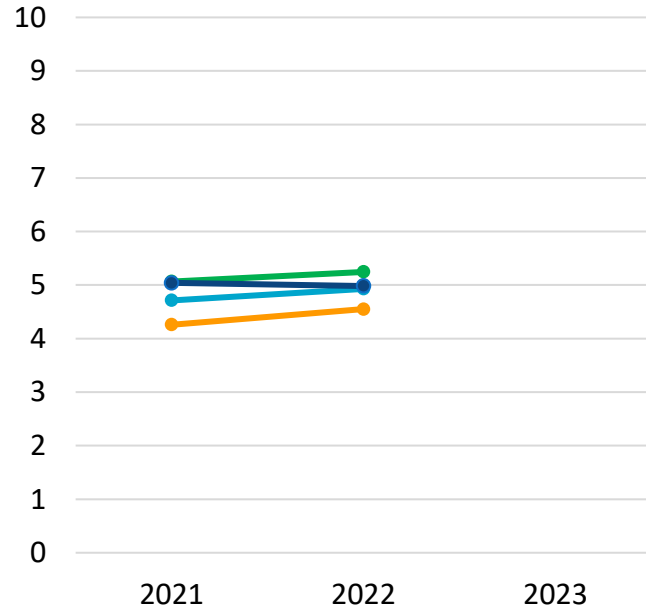
People Promise elements, themes and sub-scores: Sub-score trends

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



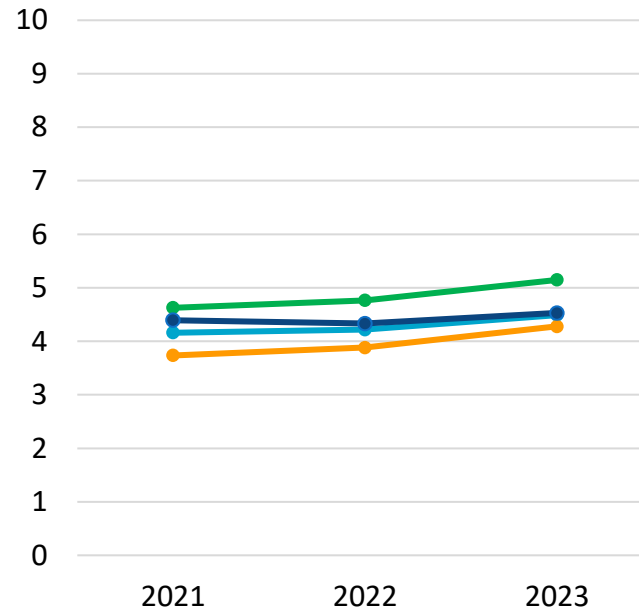
Promise element 4: We are safe and healthy

Health and safety climate



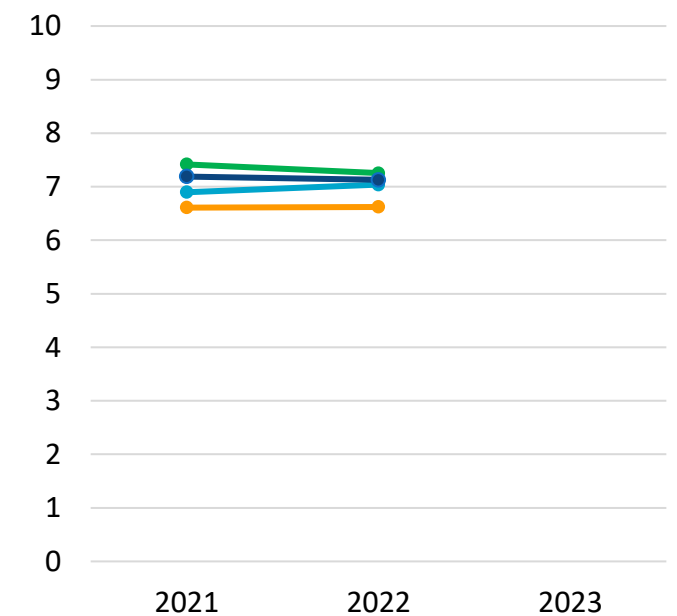
	2021	2022	2023
Your org	5.04	4.98	
Best result	5.07	5.25	
Average result	4.71	4.93	
Worst result	4.26	4.55	
Responses	2216	1894	

Burnout



	2021	2022	2023
Your org	4.39	4.33	4.53
Best result	4.63	4.77	5.15
Average result	4.16	4.22	4.49
Worst result	3.73	3.88	4.28
Responses	2191	1890	1783

Negative experiences



	2021	2022	2023
Your org	7.19	7.13	
Best result	7.42	7.25	
Average result	6.90	7.04	
Worst result	6.61	6.62	
Responses	2183	1886	

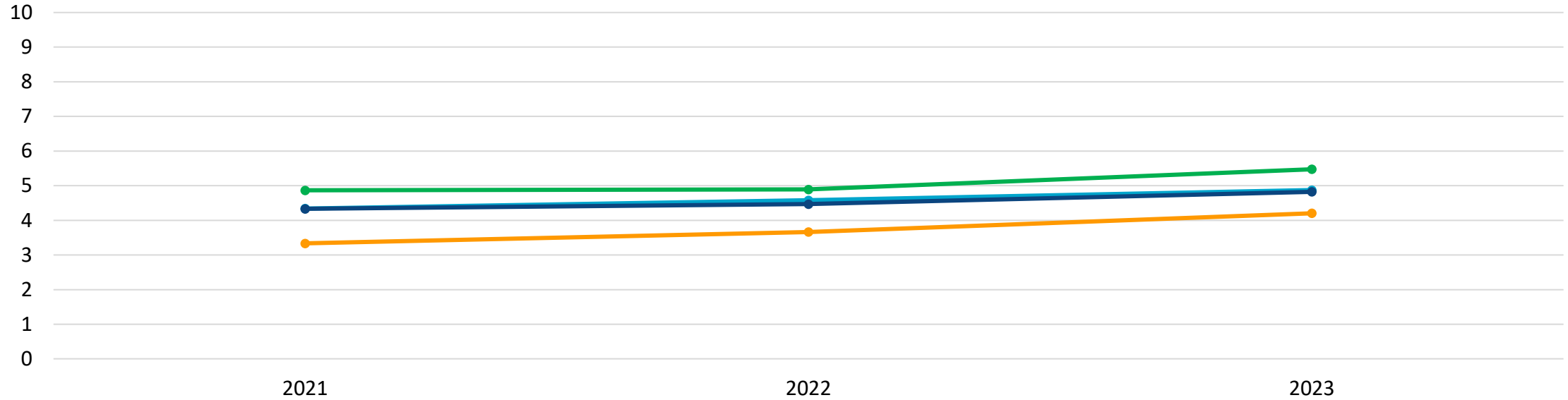
Note. 2023 results for 'Health and safety climate' and 'Negative experiences' have not been reported due to an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

People Promise elements, 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	4.33	4.47	4.82
Best result	4.87	4.89	5.47
Average result	4.34	4.58	4.87
Worst result	3.33	3.66	4.20
Responses	2011	1820	1652



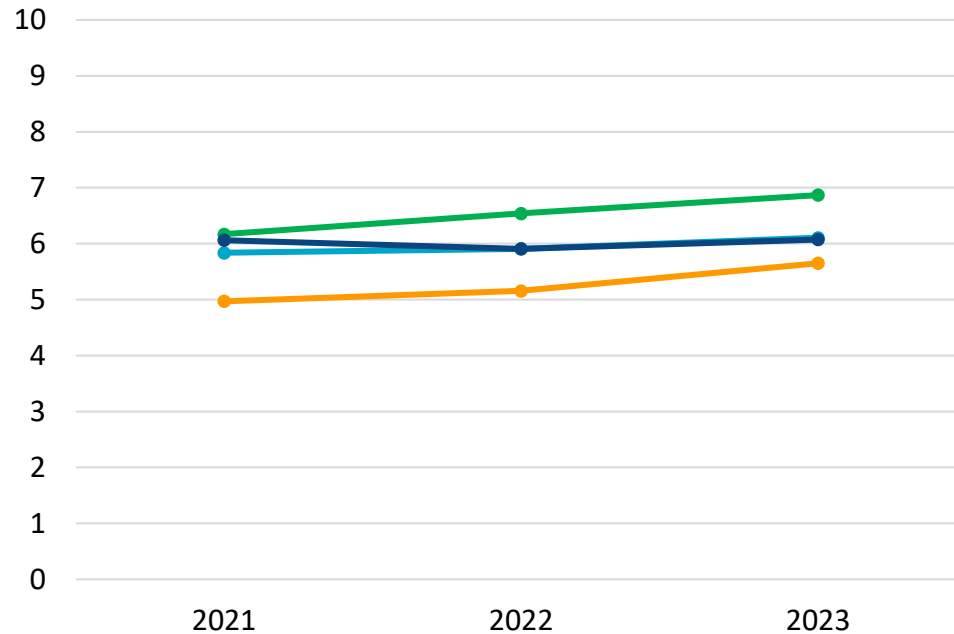
People Promise elements, themes and sub-scores: Sub-score trends

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



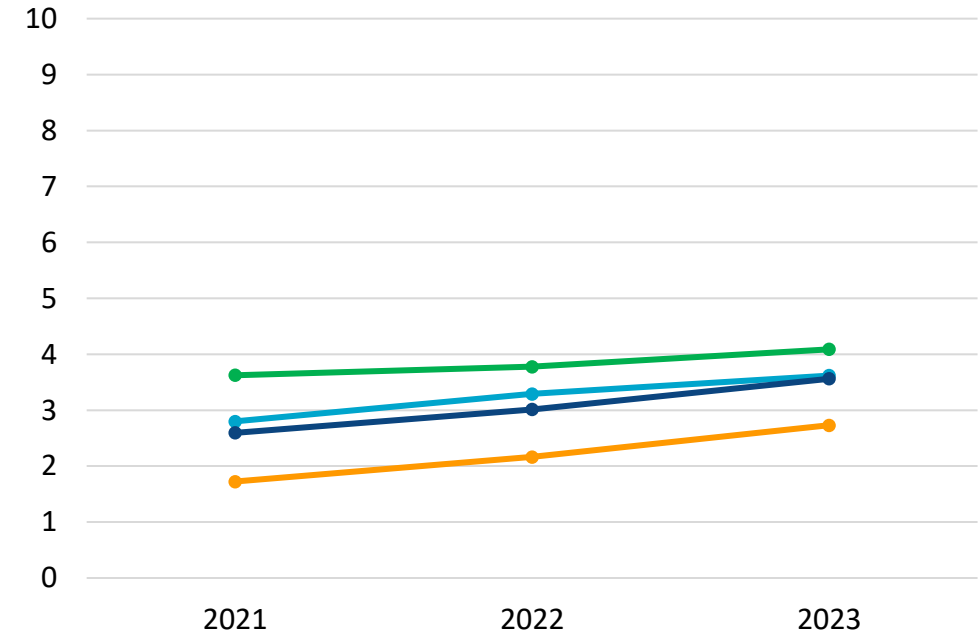
Promise element 5: We are always learning

Development



	2021	2022	2023
Your org	6.06	5.91	6.07
Best result	6.17	6.54	6.87
Average result	5.84	5.91	6.11
Worst result	4.97	5.16	5.65
Responses	2181	1892	1779

Appraisals



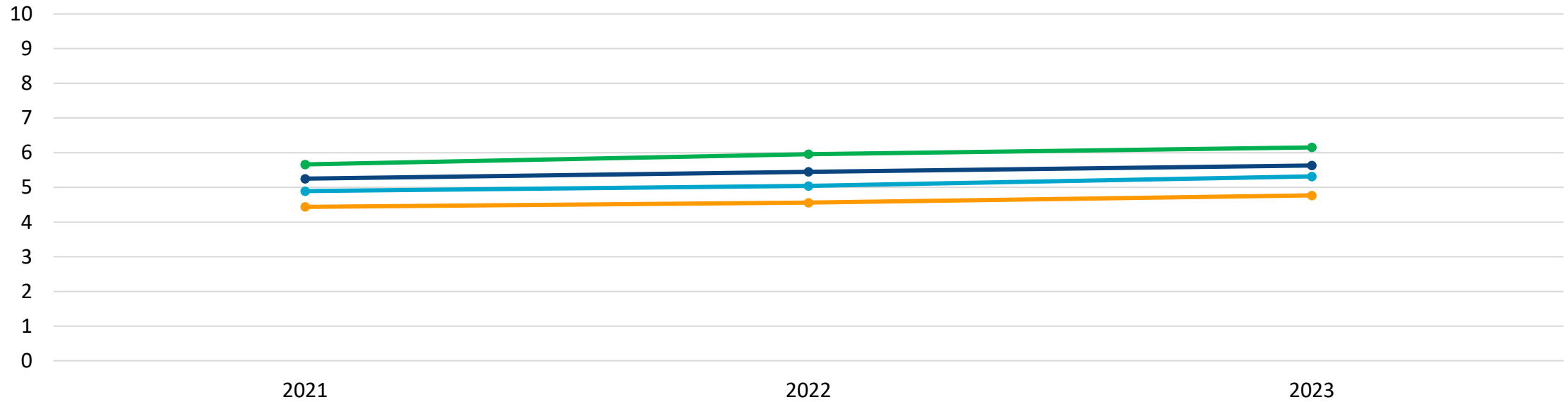
	2021	2022	2023
Your org	2.60	3.01	3.56
Best result	3.62	3.78	4.09
Average result	2.80	3.29	3.62
Worst result	1.72	2.16	2.73
Responses	2015	1820	1652

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



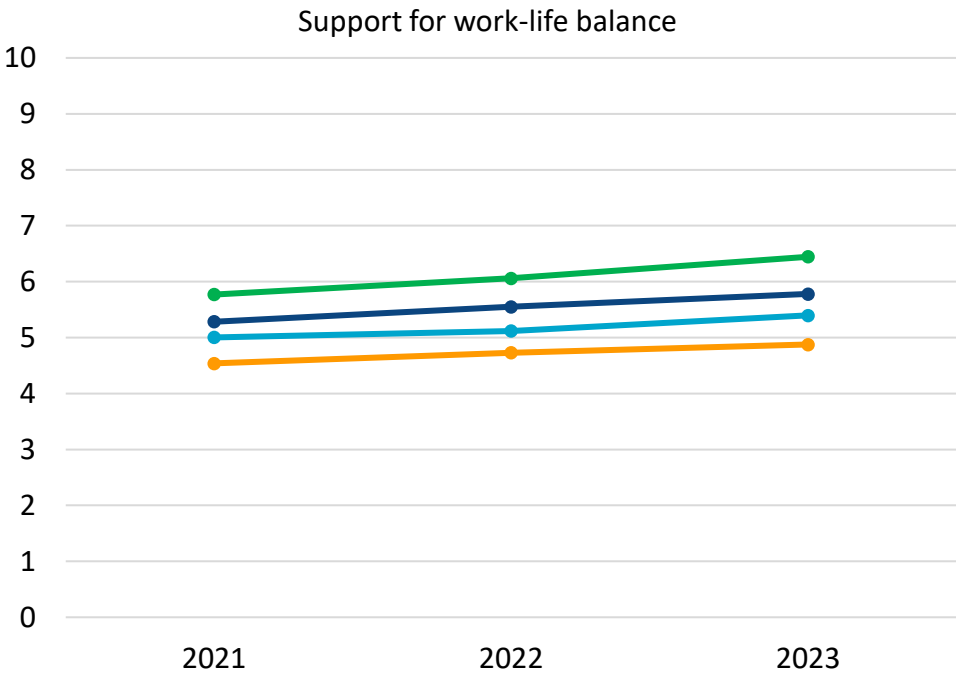
	2021	2022	2023
Your org	5.25	5.45	5.63
Best result	5.66	5.96	6.15
Average result	4.89	5.04	5.32
Worst result	4.44	4.56	4.77
Responses	2200	1889	1774



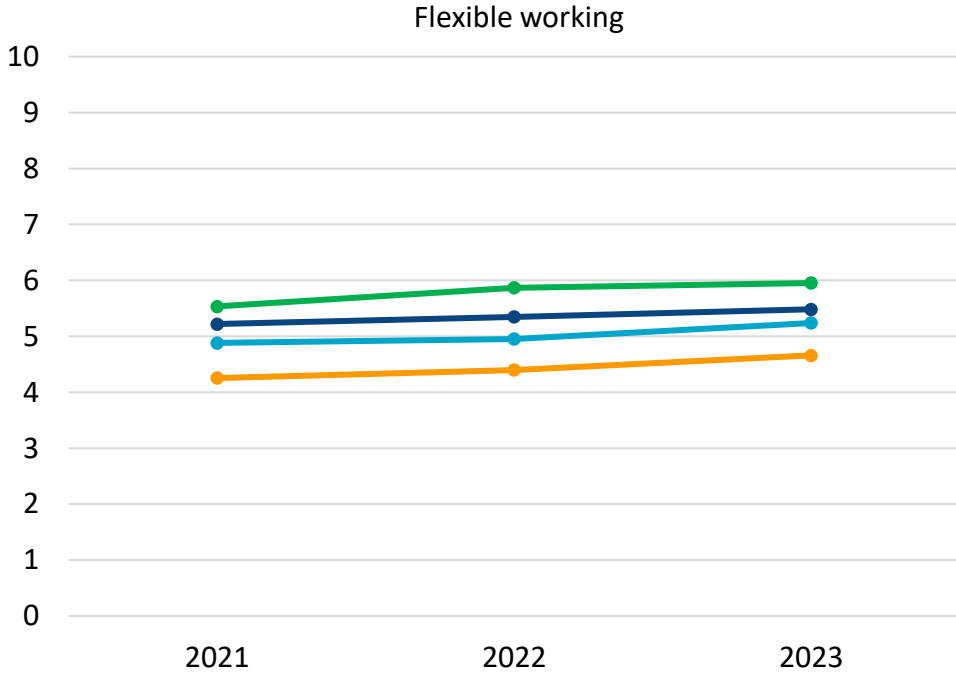
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 6: We work flexibly

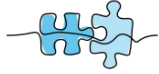


	2021	2022	2023
Your org	5.28	5.55	5.78
Best result	5.77	6.06	6.45
Average result	5.01	5.12	5.40
Worst result	4.54	4.73	4.88
Responses	2206	1889	1777



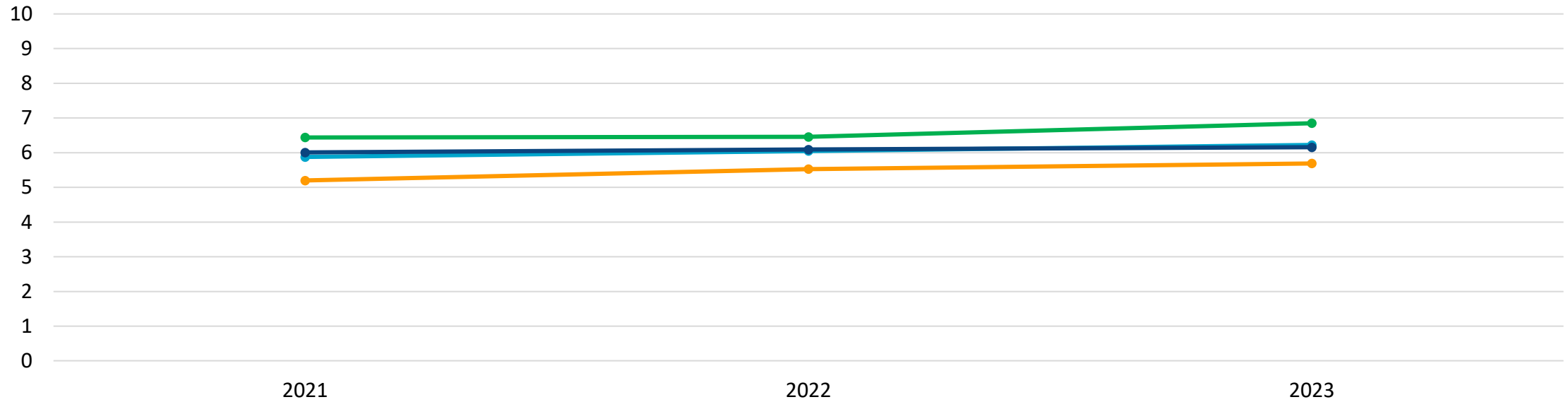
	2021	2022	2023
Your org	5.22	5.35	5.48
Best result	5.53	5.87	5.95
Average result	4.88	4.95	5.24
Worst result	4.25	4.40	4.66
Responses	2207	1894	1780

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	6.01	6.09	6.15
Best result	6.44	6.45	6.85
Average result	5.88	6.05	6.22
Worst result	5.20	5.53	5.69
Responses	2188	1886	1780



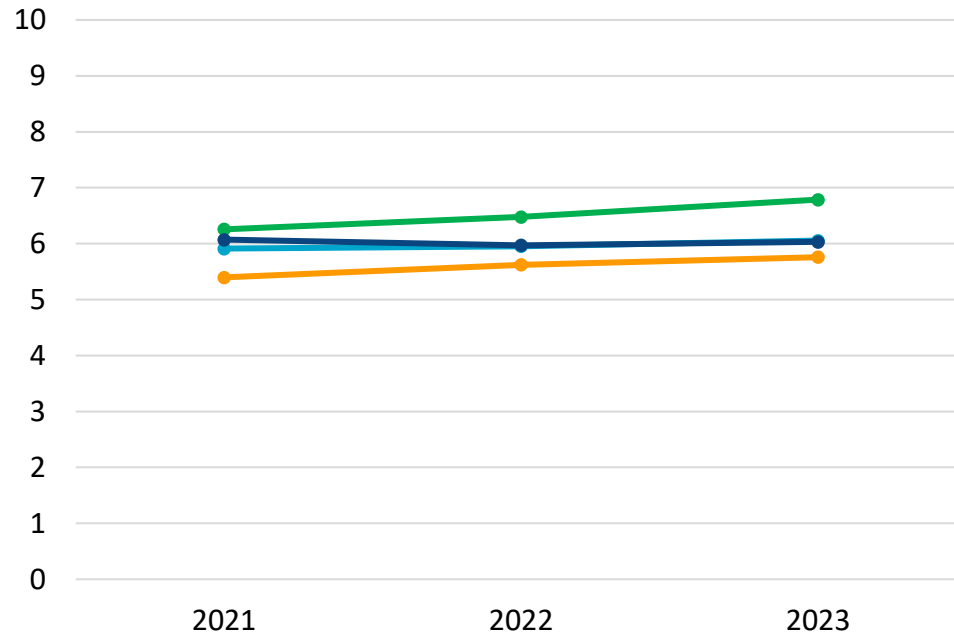
People Promise elements, themes and sub-scores: Sub-score trends

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



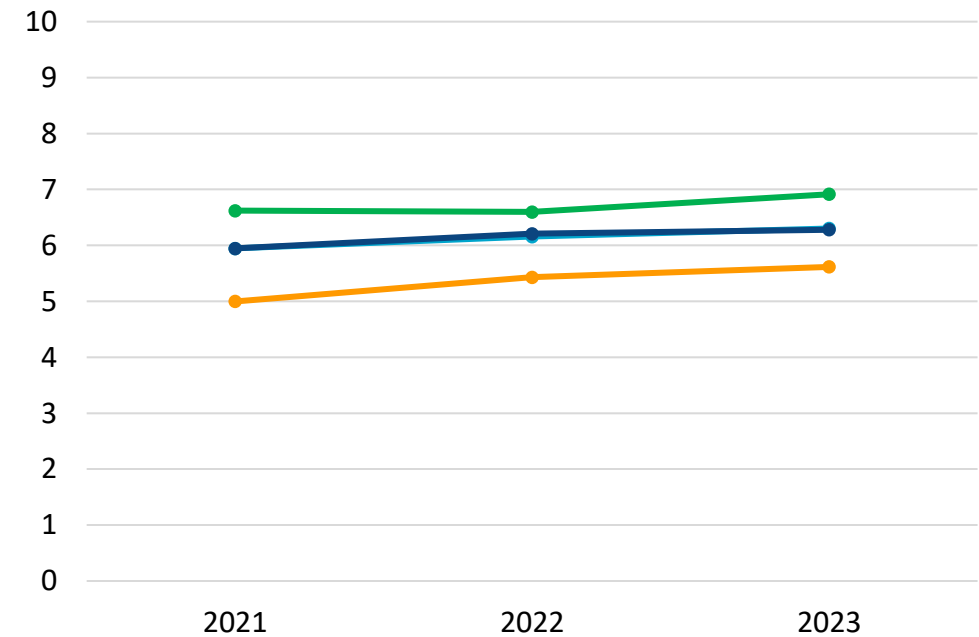
Promise element 7: We are a team

Team working



	2021	2022	2023
Your org	6.07	5.97	6.03
Best result	6.26	6.48	6.79
Average result	5.91	5.95	6.06
Worst result	5.40	5.62	5.76
Responses	2197	1886	1780

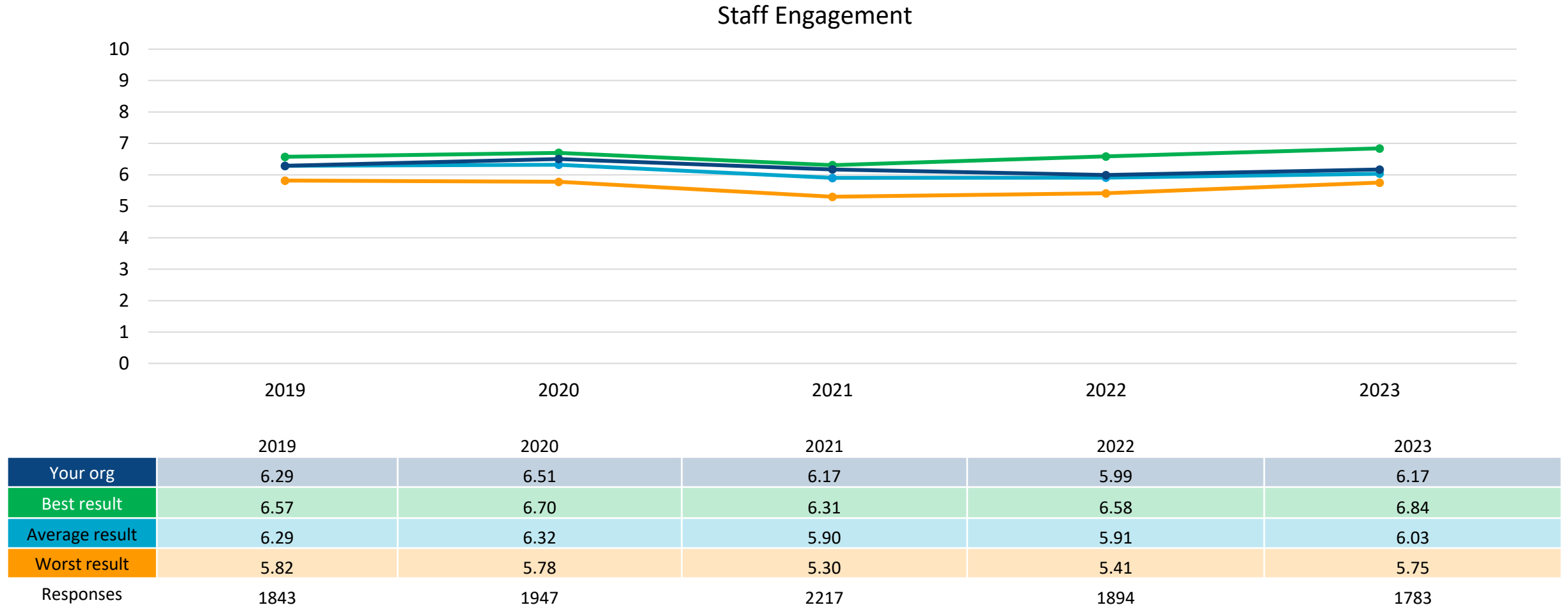
Line management



	2021	2022	2023
Your org	5.95	6.21	6.28
Best result	6.62	6.60	6.92
Average result	5.95	6.16	6.30
Worst result	5.00	5.43	5.62
Responses	2193	1891	1783

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



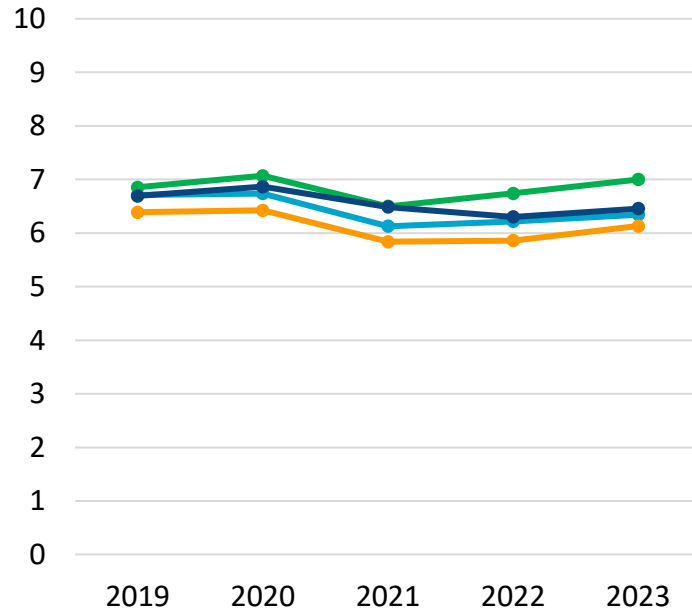


People Promise elements, themes and sub-scores: Sub-score trends

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

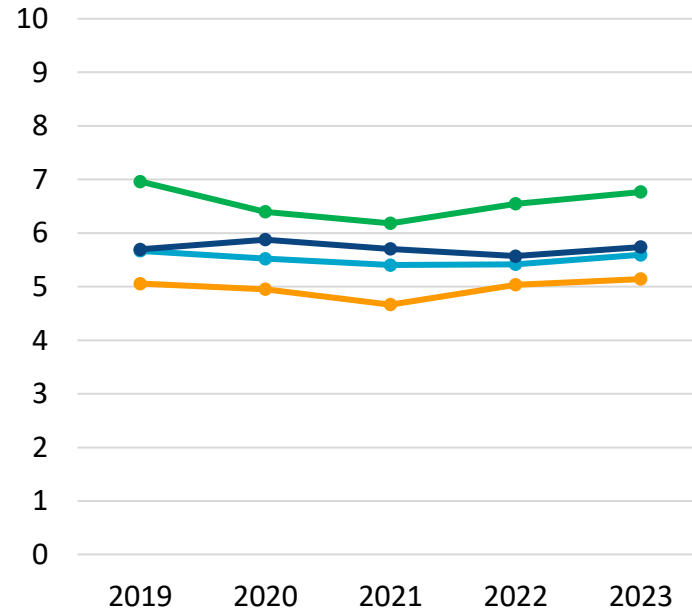
Theme: Staff Engagement

Motivation



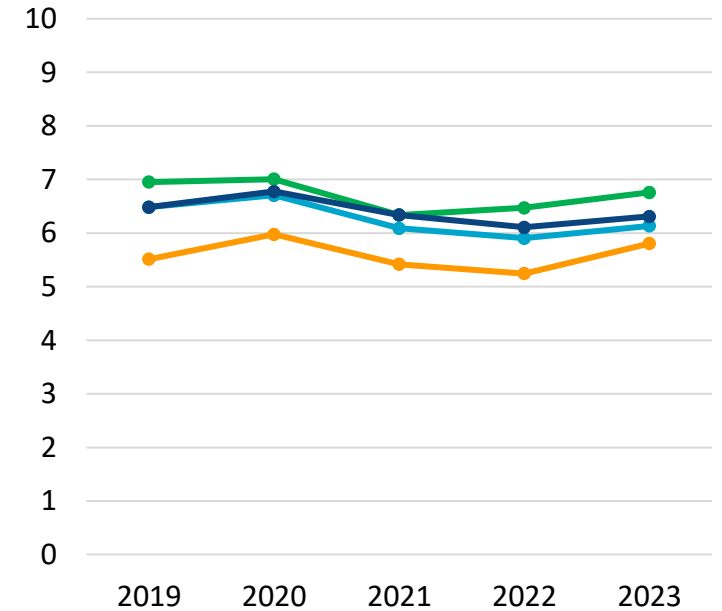
	2019	2020	2021	2022	2023
Your org	6.69	6.87	6.49	6.30	6.46
Best result	6.85	7.07	6.50	6.74	7.00
Average result	6.71	6.74	6.13	6.22	6.34
Worst result	6.39	6.42	5.84	5.86	6.13
Responses	1836	1946	2223	1891	1780

Involvement



	2019	2020	2021	2022	2023
Your org	5.69	5.88	5.70	5.57	5.74
Best result	6.96	6.40	6.18	6.54	6.77
Average result	5.67	5.52	5.40	5.42	5.59
Worst result	5.06	4.95	4.66	5.03	5.14
Responses	1842	1946	2215	1894	1783

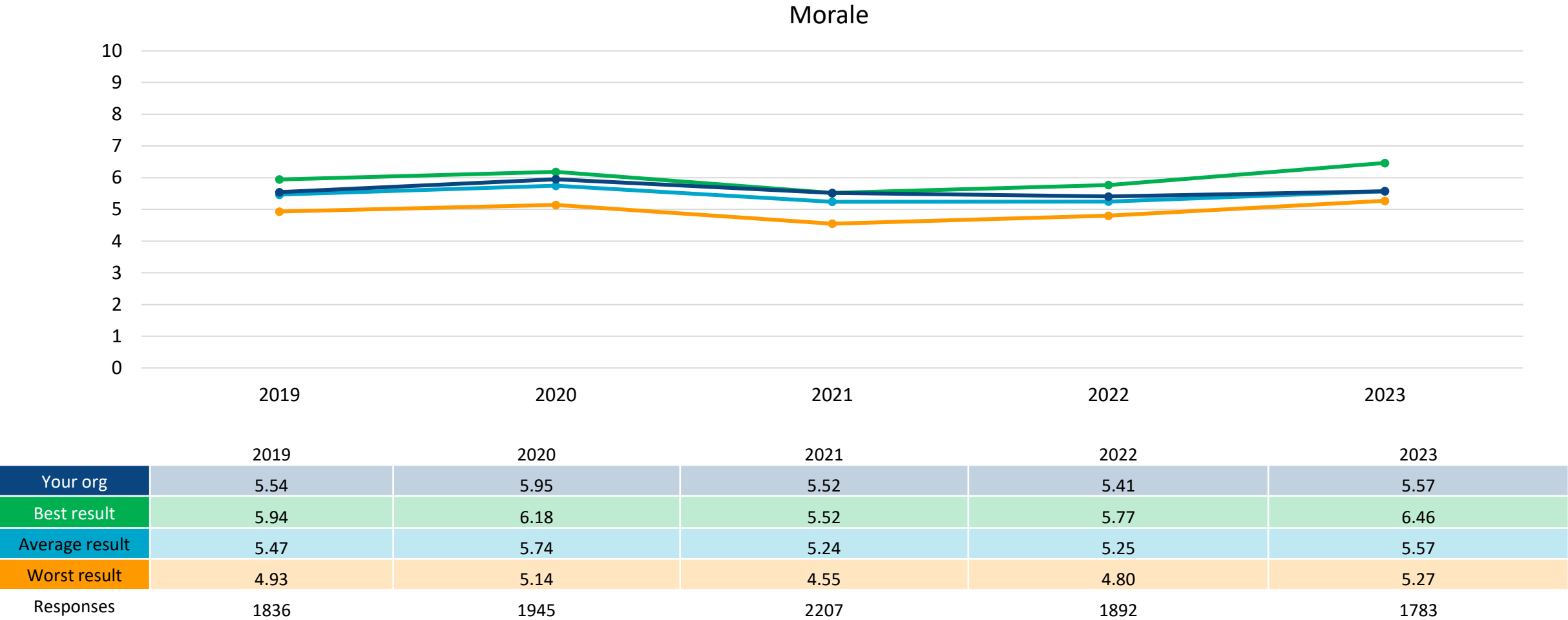
Advocacy



	2019	2020	2021	2022	2023
Your org	6.48	6.77	6.34	6.11	6.31
Best result	6.95	7.01	6.34	6.47	6.76
Average result	6.48	6.70	6.09	5.90	6.13
Worst result	5.51	5.97	5.42	5.24	5.80
Responses	1825	1932	2175	1890	1780

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



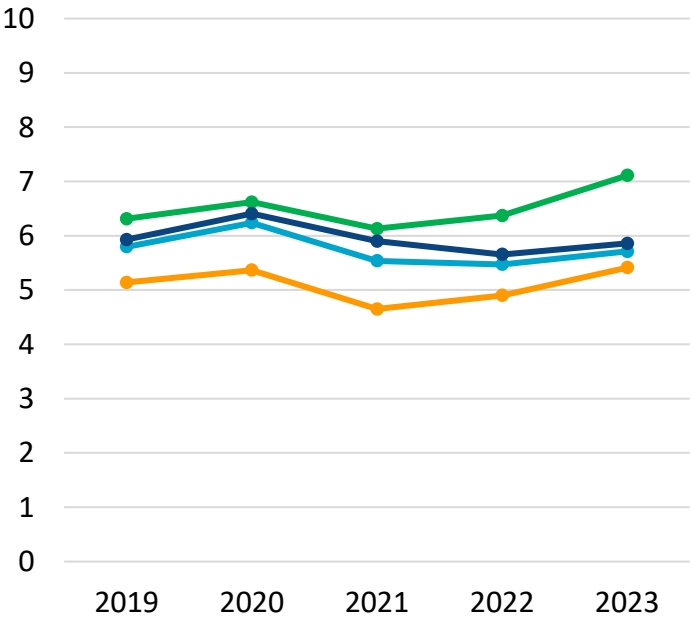


People Promise elements, themes and sub-scores: Sub-score trends

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

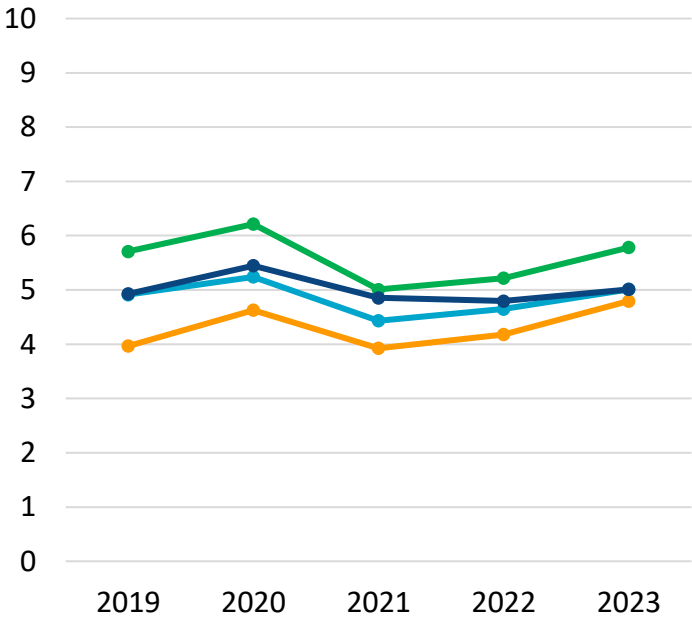
Theme: Morale

Thinking about leaving



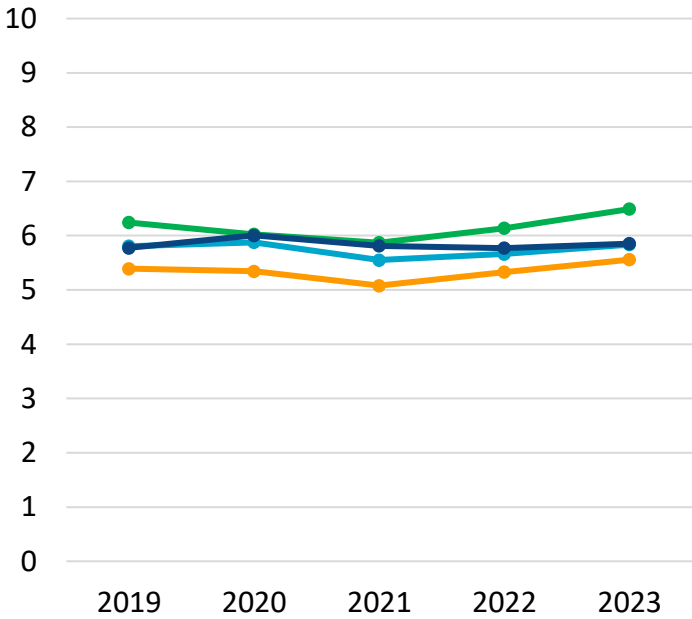
	2019	2020	2021	2022	2023
Your org	5.93	6.41	5.90	5.65	5.86
Best result	6.31	6.62	6.13	6.37	7.11
Average result	5.80	6.24	5.54	5.47	5.71
Worst result	5.14	5.36	4.65	4.90	5.41
Responses	1832	1933	2168	1884	1779

Work pressure



	2019	2020	2021	2022	2023
Your org	4.93	5.45	4.85	4.80	5.01
Best result	5.71	6.21	5.01	5.22	5.78
Average result	4.91	5.24	4.43	4.65	5.01
Worst result	3.97	4.63	3.93	4.18	4.80
Responses	1841	1946	2214	1894	1782

Stressors



	2019	2020	2021	2022	2023
Your org	5.78	6.00	5.81	5.77	5.85
Best result	6.24	6.03	5.87	6.14	6.49
Average result	5.81	5.88	5.55	5.66	5.84
Worst result	5.39	5.34	5.08	5.33	5.56
Responses	1835	1946	2205	1891	1782

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

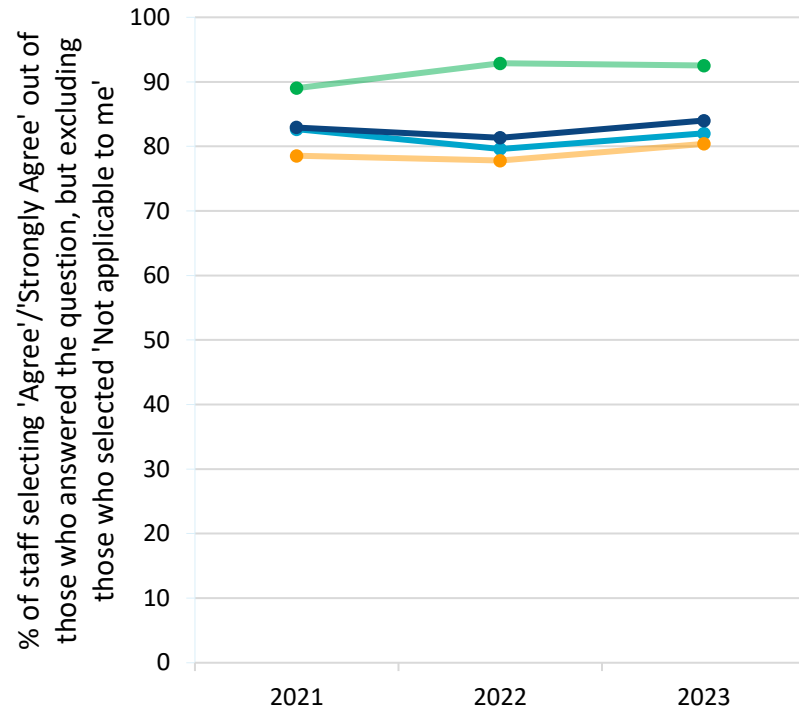
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

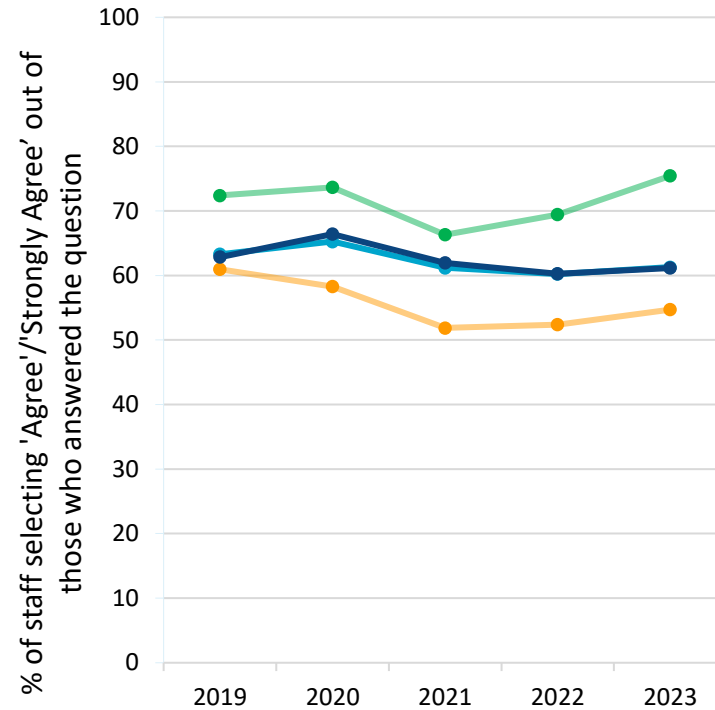


Q6a I feel that my role makes a difference to patients / service users.



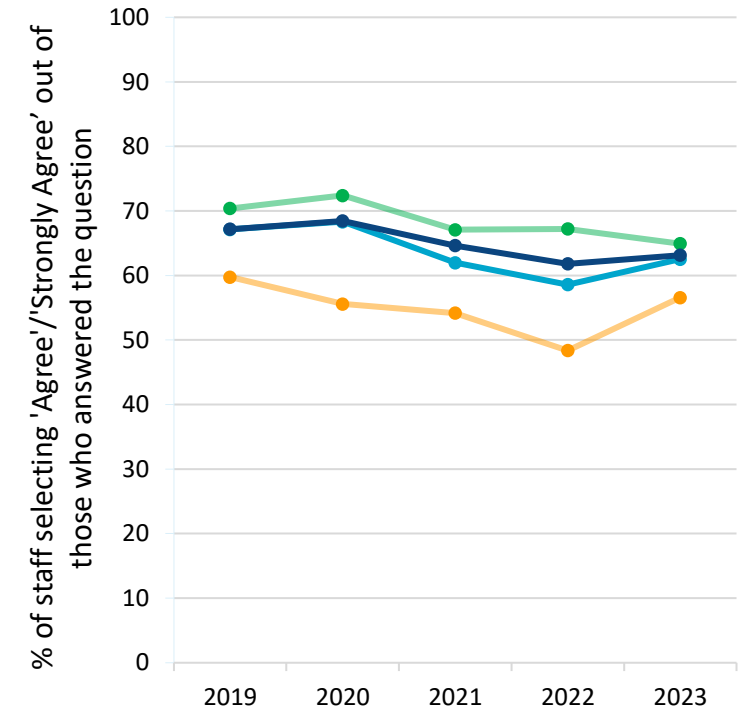
	2021	2022	2023
Best result	89.04%	92.88%	92.53%
Your org	82.93%	81.35%	83.99%
Average result	82.66%	79.60%	82.01%
Worst result	78.53%	77.79%	80.41%
Responses	2132	1824	1713

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



	2019	2020	2021	2022	2023
Best result	72.41%	73.66%	66.32%	69.45%	75.45%
Your org	62.85%	66.41%	61.95%	60.27%	61.17%
Average result	63.30%	65.25%	61.20%	60.22%	61.29%
Worst result	60.96%	58.29%	51.86%	52.38%	54.72%
Responses	1823	1925	2173	1885	1777

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

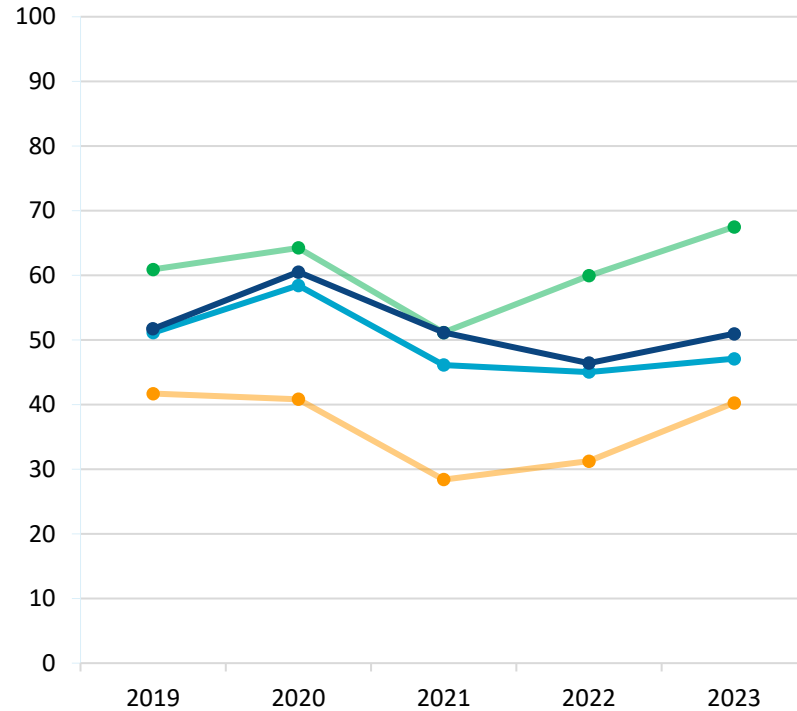


	2019	2020	2021	2022	2023
Best result	70.39%	72.40%	67.08%	67.21%	64.93%
Your org	67.14%	68.32%	61.98%	58.59%	62.53%
Average result	67.14%	68.32%	61.98%	58.59%	62.53%
Worst result	59.75%	55.58%	54.17%	48.37%	56.58%
Responses	1818	1927	2170	1887	1776



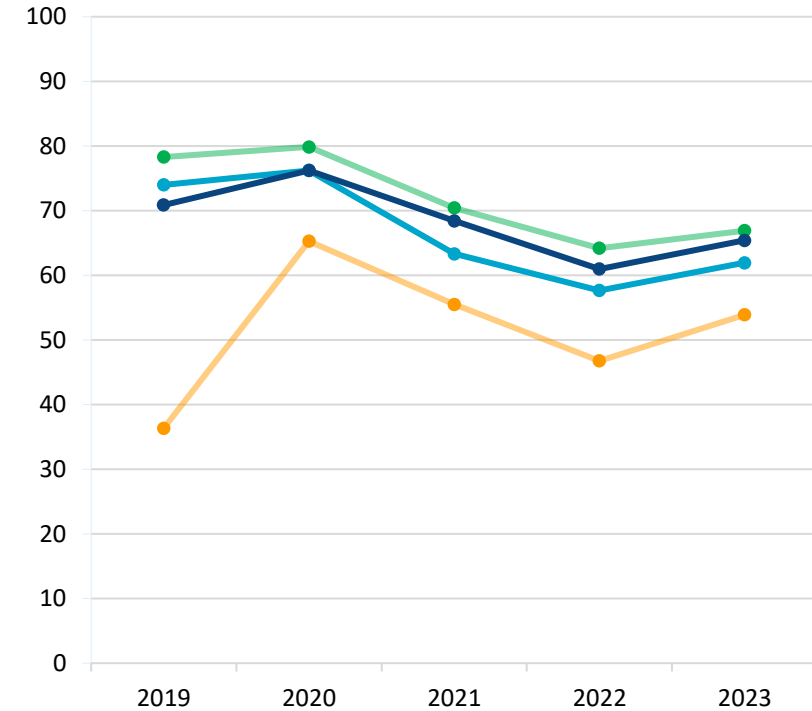
Q25c I would recommend my organisation as a place to work.

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



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

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

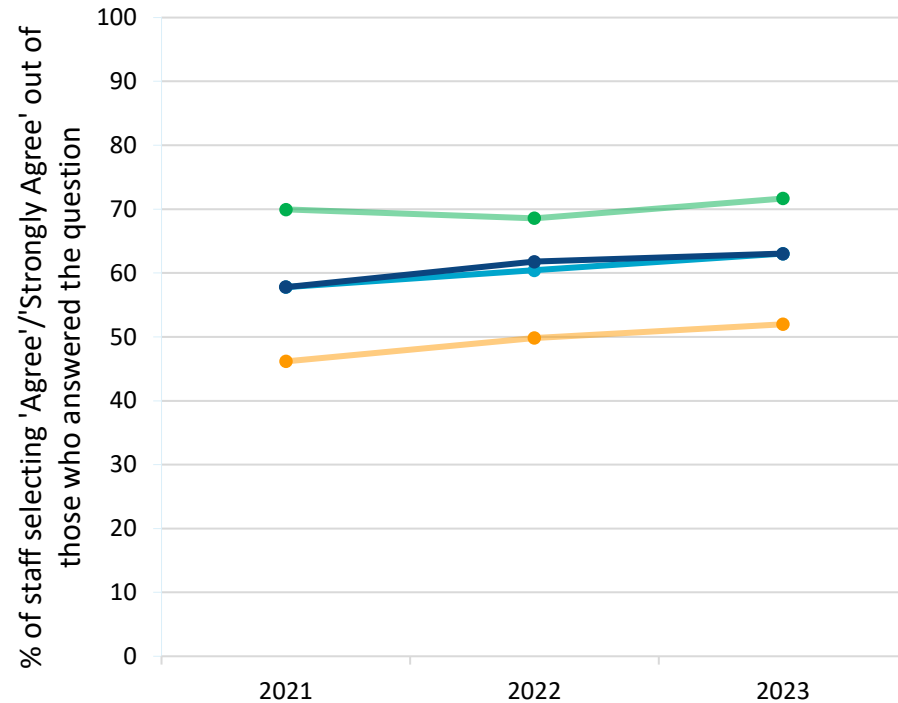


	2019	2020	2021	2022	2023
Your org	51.70%	60.52%	51.16%	46.43%	50.96%
Best result	60.92%	64.25%	51.16%	59.95%	67.50%
Average result	51.14%	58.43%	46.12%	45.03%	47.08%
Worst result	41.69%	40.84%	28.40%	31.24%	40.25%
Responses	1807	1930	2175	1891	1778

	2019	2020	2021	2022	2023
Your org	70.89%	76.23%	68.43%	61.00%	65.41%
Best result	78.32%	79.87%	70.44%	64.20%	66.94%
Average result	74.02%	76.23%	63.35%	57.66%	61.96%
Worst result	36.32%	65.30%	55.53%	46.77%	53.90%
Responses	1818	1930	2172	1887	1778

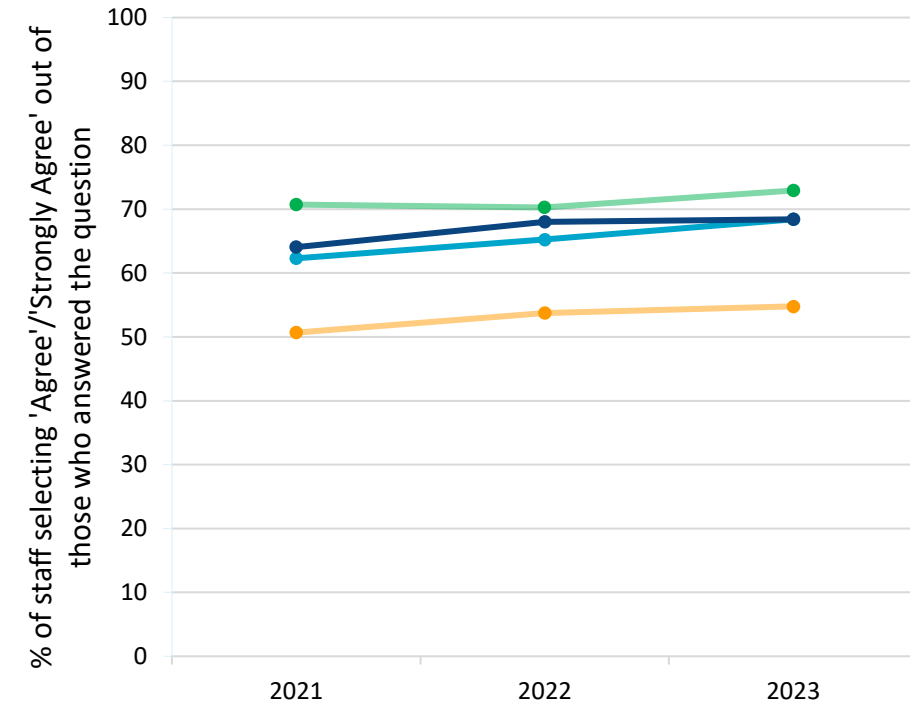


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023
Your org	57.79%	61.77%	63.03%
Best result	69.95%	68.57%	71.68%
Average result	57.79%	60.44%	63.03%
Worst result	46.17%	49.82%	51.98%
Responses	2189	1887	1781

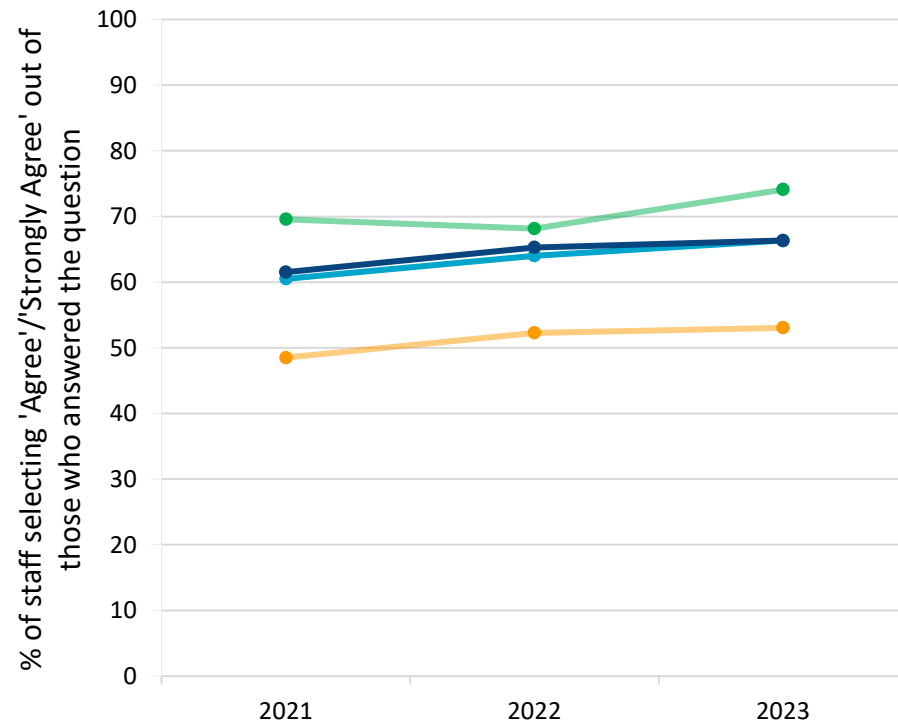
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023
Your org	64.04%	68.00%	68.41%
Best result	70.72%	70.23%	72.92%
Average result	62.30%	65.23%	68.41%
Worst result	50.68%	53.75%	54.77%
Responses	2188	1889	1781

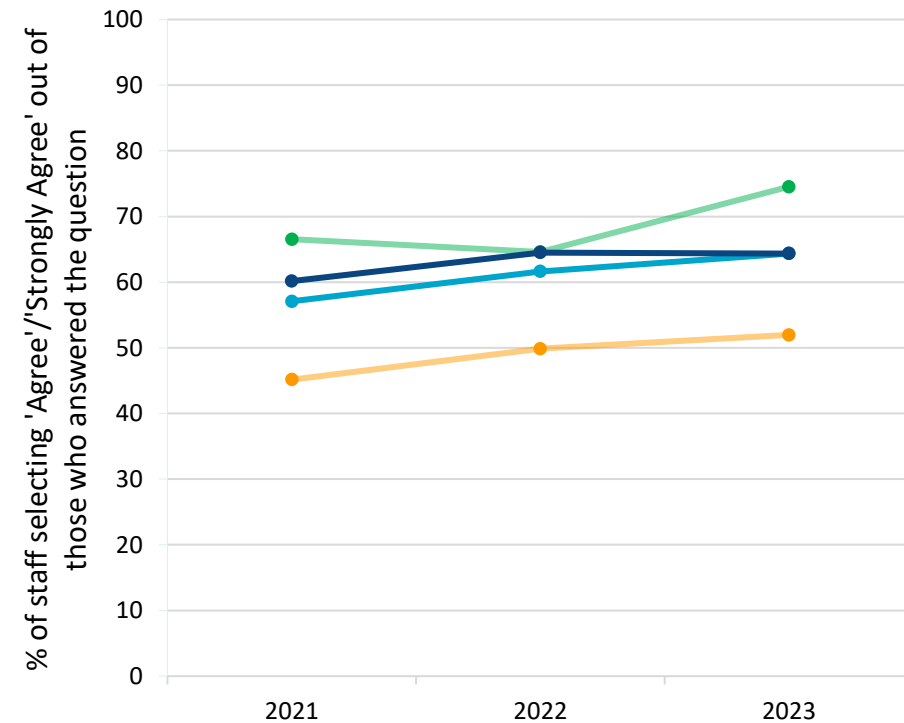


Q9h My immediate manager cares about my concerns.



	2021	2022	2023
Your org	61.53%	65.30%	66.34%
Best result	69.58%	68.14%	74.10%
Average result	60.52%	64.03%	66.34%
Worst result	48.51%	52.28%	53.06%
Responses	2189	1885	1782

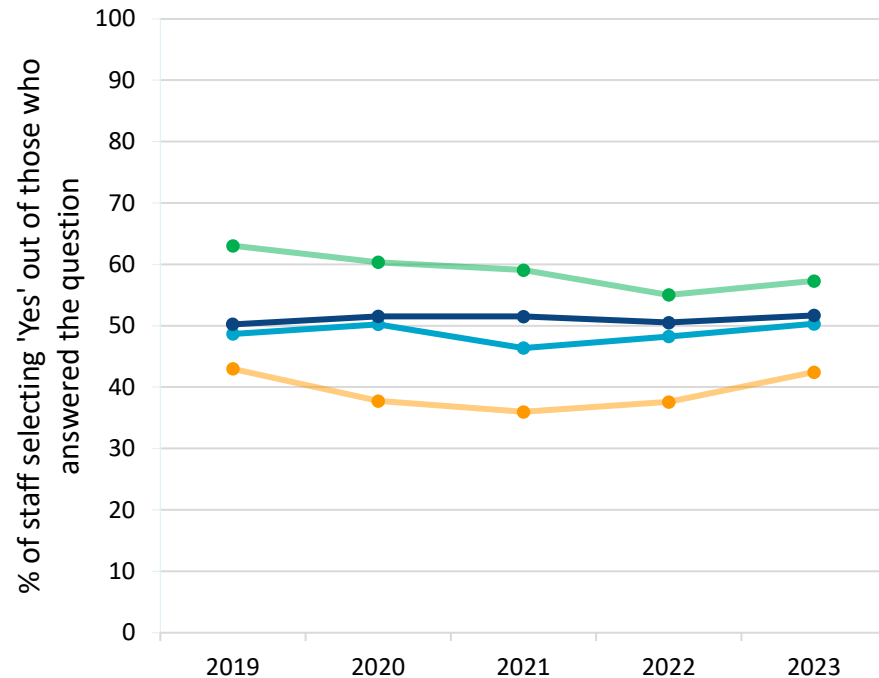
Q9i My immediate manager takes effective action to help me with any problems I face.



	2021	2022	2023
Your org	60.17%	64.52%	64.36%
Best result	66.54%	64.62%	74.52%
Average result	57.08%	61.65%	64.36%
Worst result	45.17%	49.88%	51.95%
Responses	2186	1886	1780

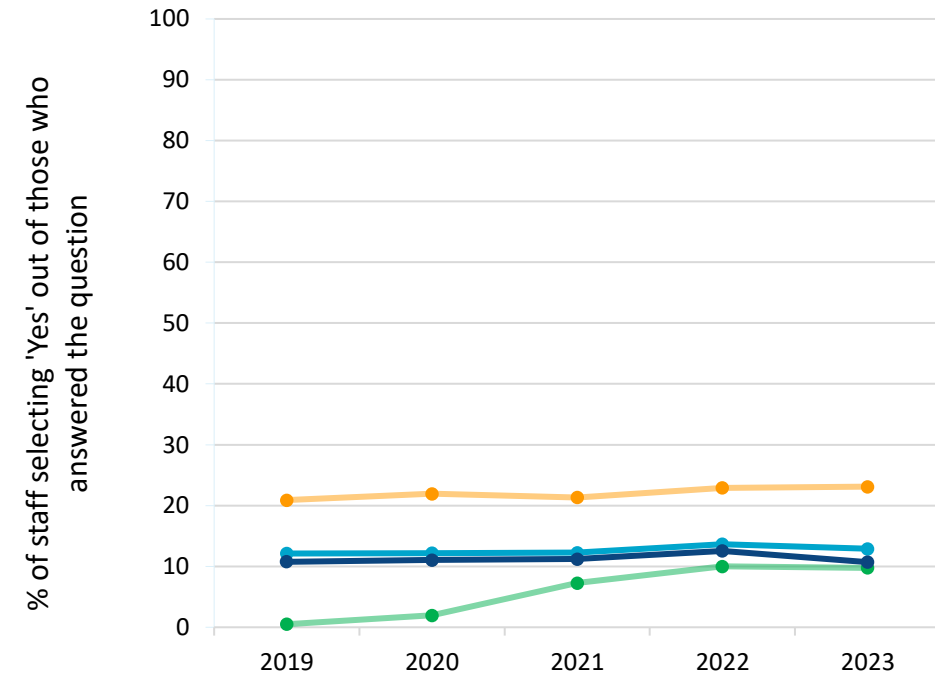


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2019	2020	2021	2022	2023
Your org	50.21%	51.52%	51.51%	50.52%	51.69%
Best result	63.02%	60.33%	59.06%	55.04%	57.28%
Average result	48.66%	50.23%	46.38%	48.24%	50.30%
Worst result	42.99%	37.74%	35.97%	37.60%	42.44%
Responses	1834	1931	2171	1879	1774

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?

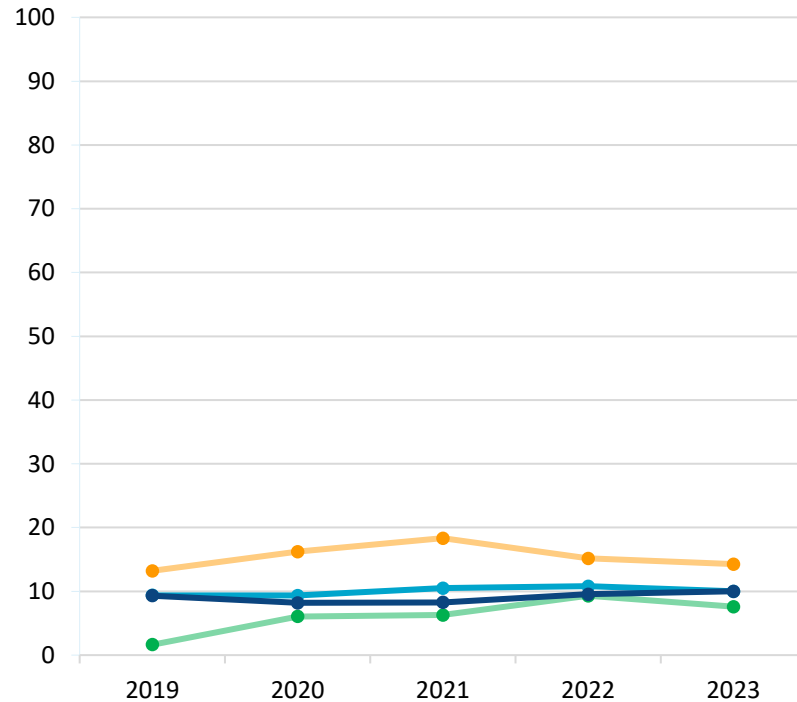


	2019	2020	2021	2022	2023
Your org	10.74%	11.05%	11.21%	12.56%	10.73%
Best result	0.51%	1.97%	7.27%	10.01%	9.76%
Average result	12.13%	12.20%	12.28%	13.66%	12.90%
Worst result	20.88%	21.95%	21.33%	22.93%	23.10%
Responses	1824	1925	2185	1882	1780



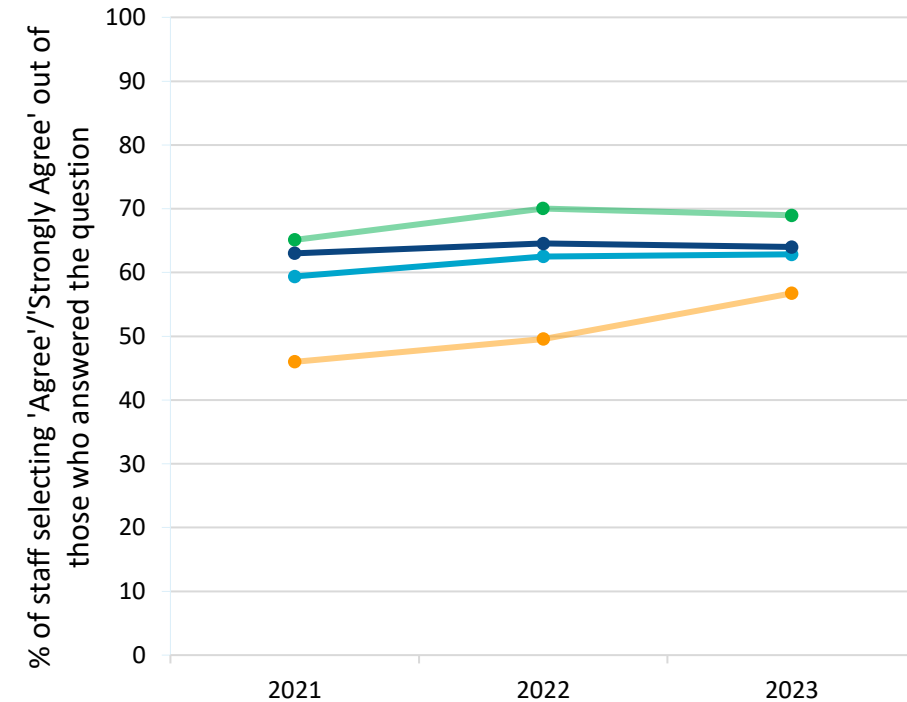
Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?

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



	2019	2020	2021	2022	2023
Your org	9.31%	8.19%	8.27%	9.54%	9.98%
Best result	1.64%	6.06%	6.28%	9.30%	7.57%
Average result	9.36%	9.34%	10.49%	10.80%	9.98%
Worst result	13.20%	16.21%	18.31%	15.17%	14.25%
Responses	1828	1923	2179	1880	1769

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



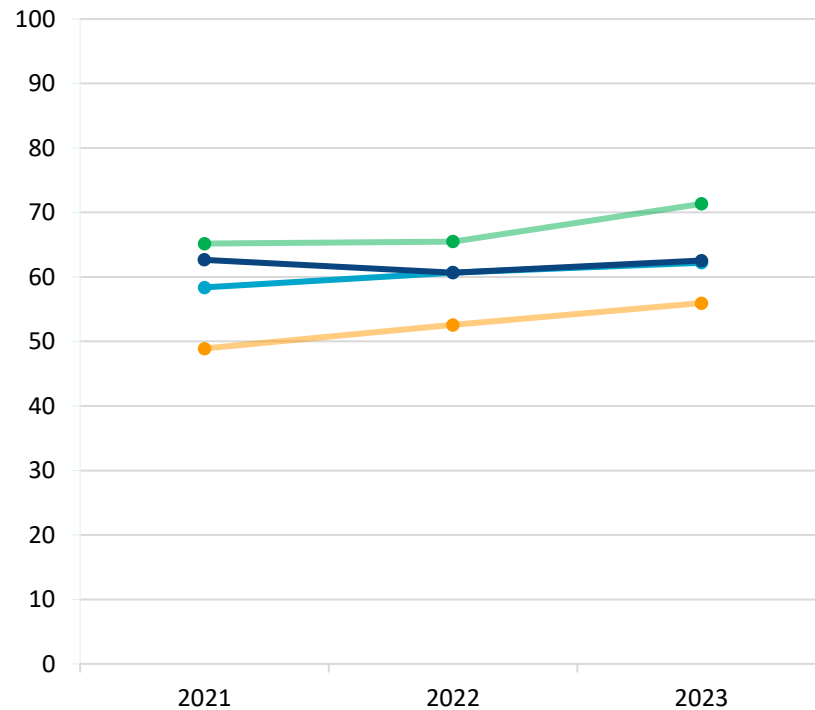
	2021	2022	2023
Your org	63.01%	64.54%	63.99%
Best result	65.13%	70.05%	68.96%
Average result	59.39%	62.53%	62.83%
Worst result	46.00%	49.57%	56.74%
Responses	2179	1886	1781



Q7h I feel valued by my team.

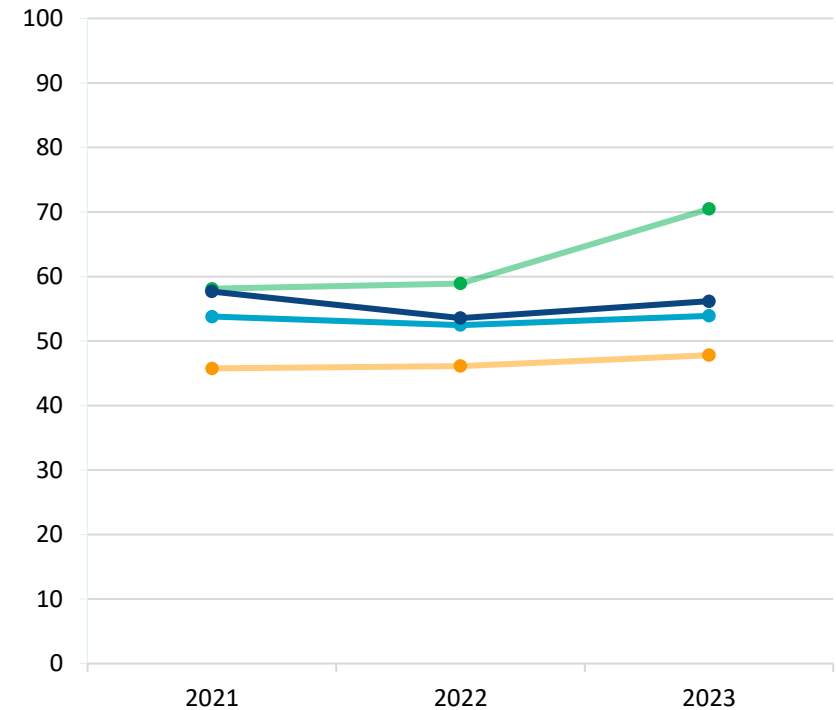
Q7i I feel a strong personal attachment to my team.

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



	2021	2022	2023
Your org	62.63%	60.68%	62.54%
Best result	65.18%	65.45%	71.34%
Average result	58.36%	60.68%	62.21%
Worst result	48.88%	52.55%	55.95%
Responses	2194	1887	1781

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

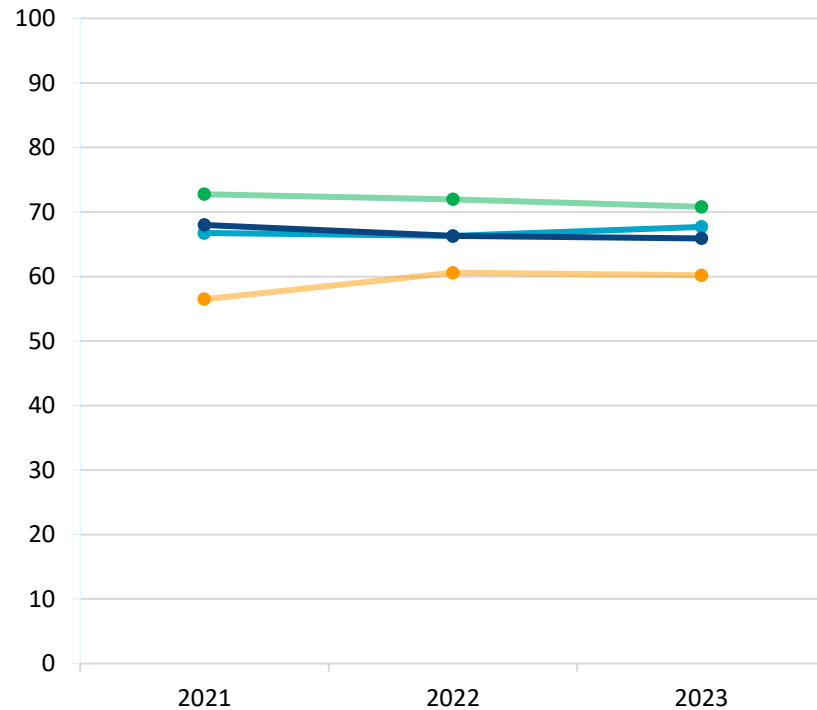


	2021	2022	2023
Your org	57.69%	53.56%	56.18%
Best result	58.12%	58.92%	70.50%
Average result	53.80%	52.48%	53.92%
Worst result	45.75%	46.12%	47.82%
Responses	2193	1886	1780



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

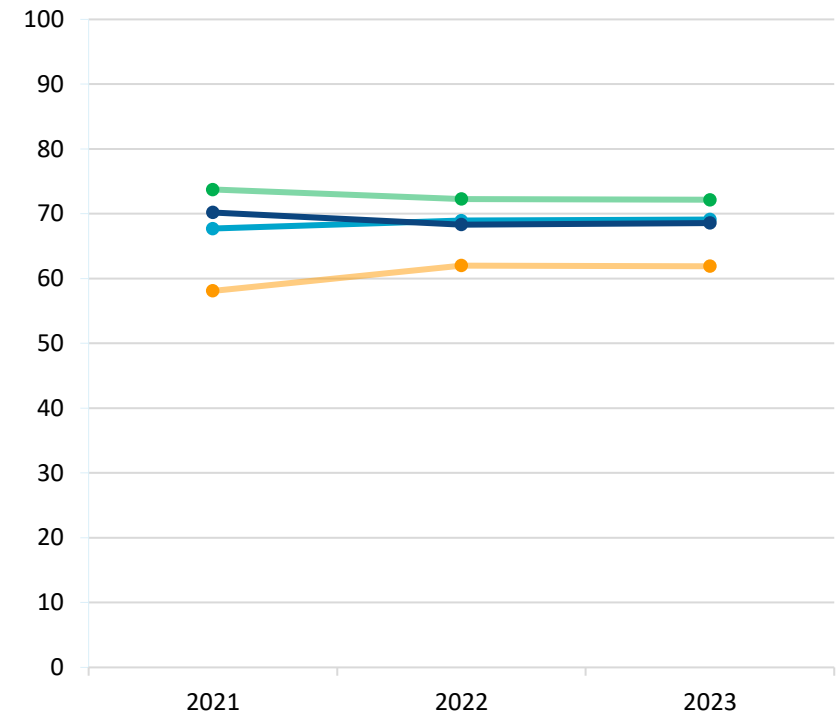
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023
Your org	68.00%	66.29%	65.92%
Best result	72.76%	71.98%	70.81%
Average result	66.73%	66.29%	67.71%
Worst result	56.50%	60.60%	60.18%
Responses	2190	1890	1783

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	70.21%	68.33%	68.57%
Best result	73.74%	72.26%	72.15%
Average result	67.69%	68.95%	69.11%
Worst result	58.11%	62.00%	61.90%
Responses	2193	1891	1781

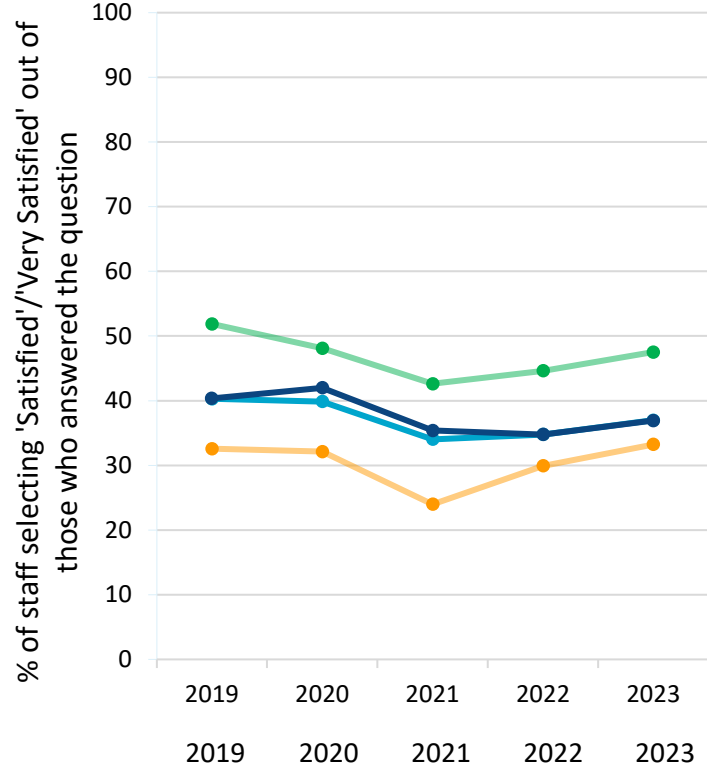
People Promise element – We are recognised and rewarded



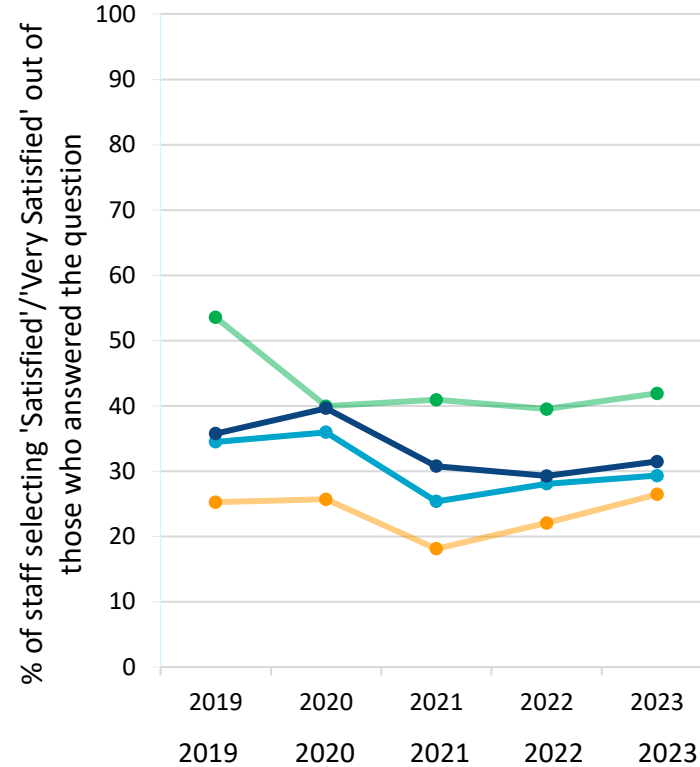
Questions included:
Q4a, Q4b, Q4c, Q8d, Q9e



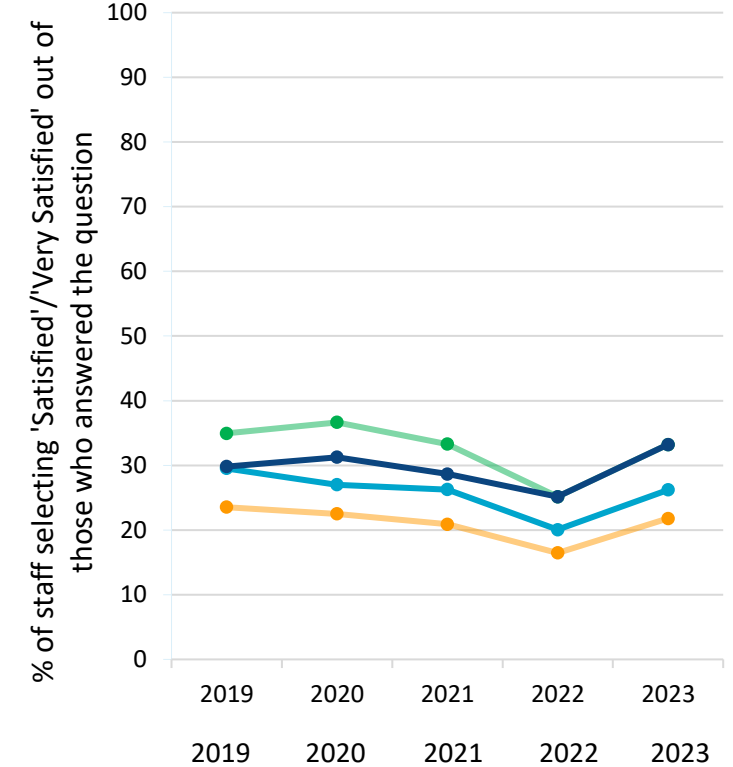
Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



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

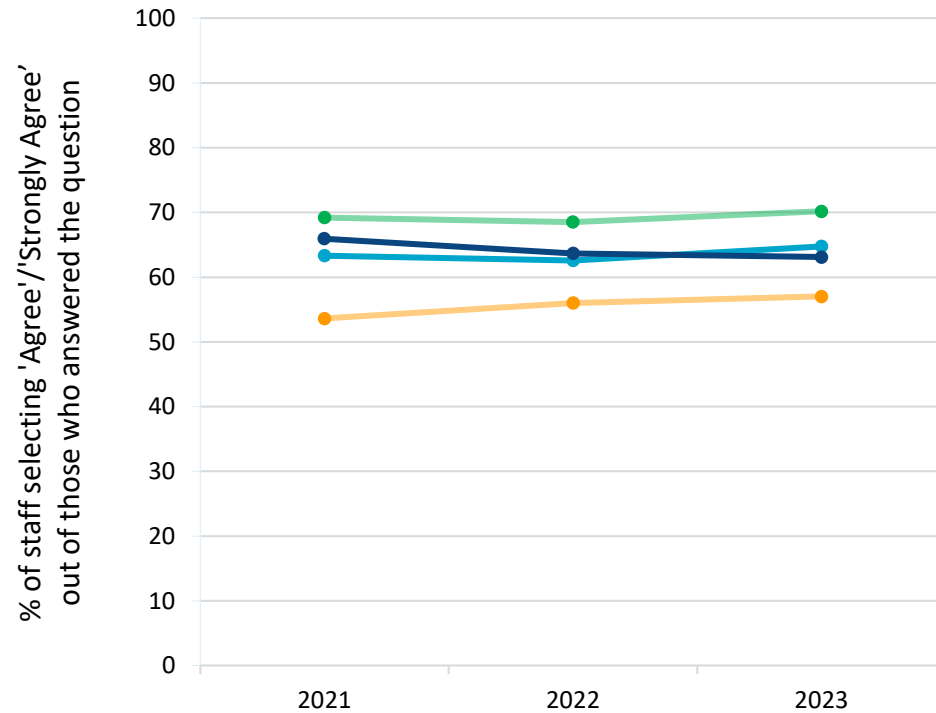


Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



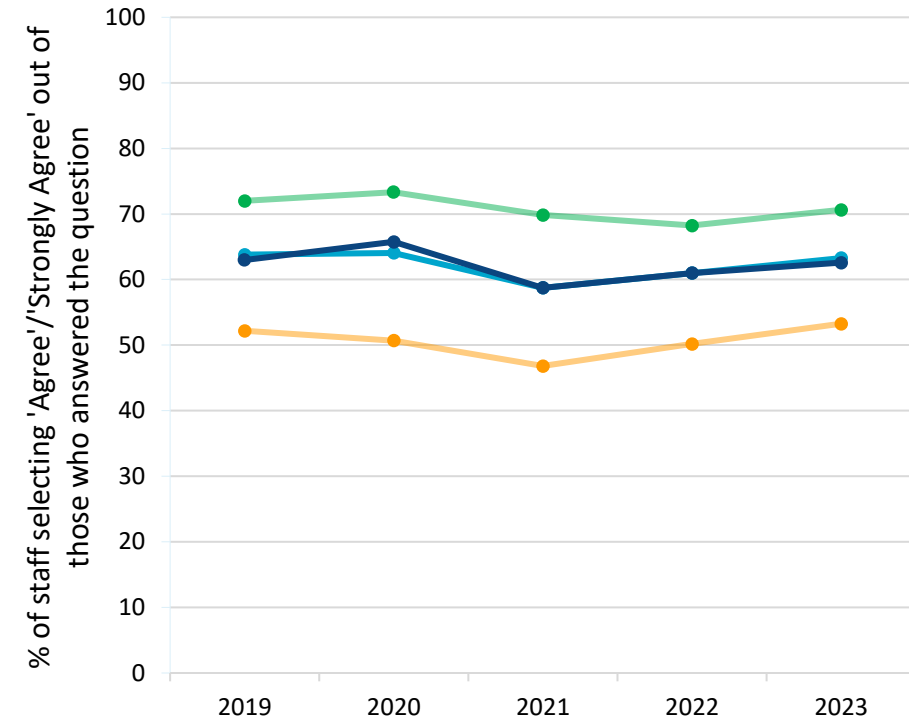


Q8d The people I work with show appreciation to one another.



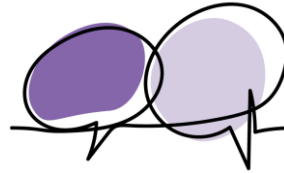
	2021	2022	2023
Your org	65.92%	63.68%	63.11%
Best result	69.20%	68.51%	70.18%
Average result	63.32%	62.58%	64.76%
Worst result	53.62%	56.02%	57.01%
Responses	2192	1890	1779

Q9e My immediate manager values my work.



	2019	2020	2021	2022	2023
Your org	62.98%	65.73%	58.73%	60.98%	62.56%
Best result	71.98%	73.32%	69.84%	68.24%	70.63%
Average result	63.78%	64.05%	58.73%	60.98%	63.29%
Worst result	52.16%	50.69%	46.80%	50.16%	53.25%
Responses	1832	1944	2189	1886	1781

People Promise element – We each have a voice that counts



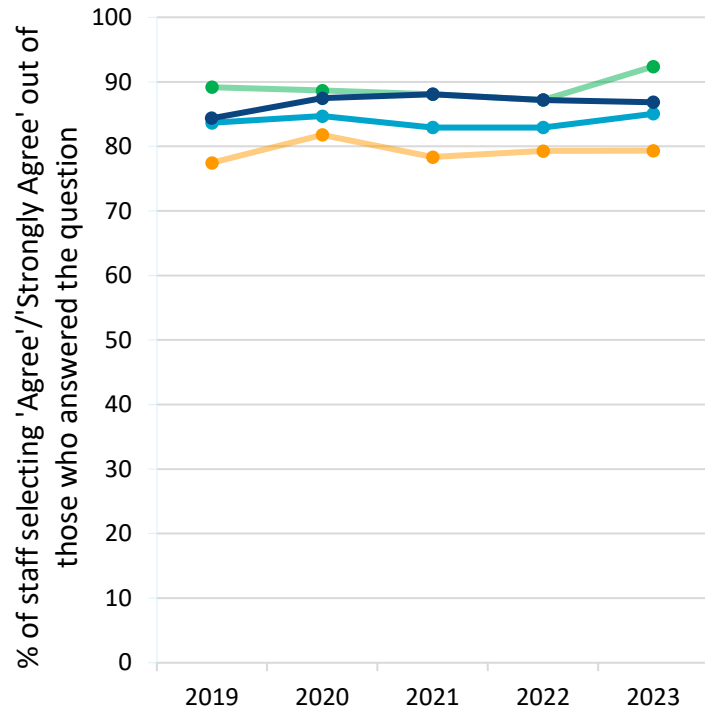
Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f



Q3a I always know what my work responsibilities are.

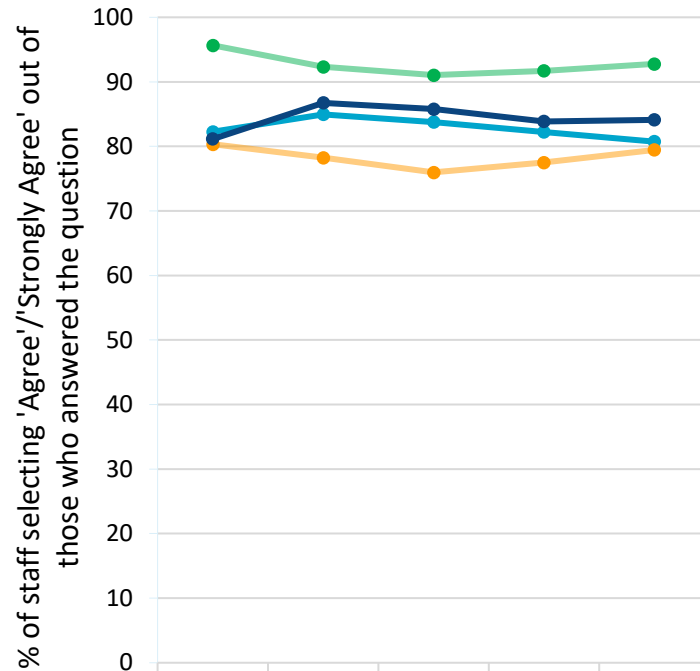


2019 2020 2021 2022 2023

Your org	84.33%	87.47%	88.08%	87.19%	86.84%
Best result	89.17%	88.67%	88.08%	87.19%	92.38%
Average result	83.64%	84.70%	82.92%	82.94%	85.06%
Worst result	77.46%	81.79%	78.35%	79.28%	79.34%

Responses 1842 1949 2206 1890 1782

Q3b I am trusted to do my job.

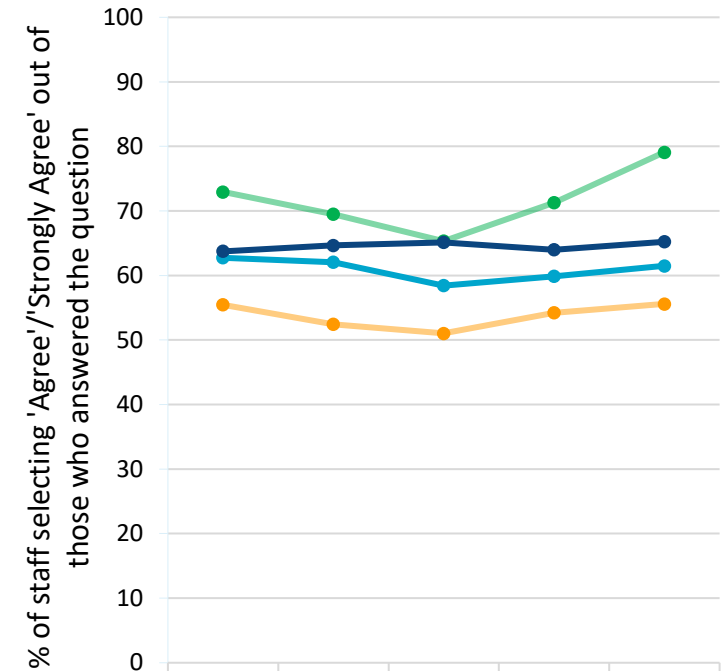


2019 2020 2021 2022 2023

Your org	81.15%	86.74%	85.79%	83.87%	84.12%
Best result	95.65%	92.33%	91.04%	91.71%	92.78%
Average result	82.26%	84.95%	83.77%	82.24%	80.75%
Worst result	80.32%	78.25%	75.96%	77.49%	79.46%

Responses 1838 1948 2216 1891 1781

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



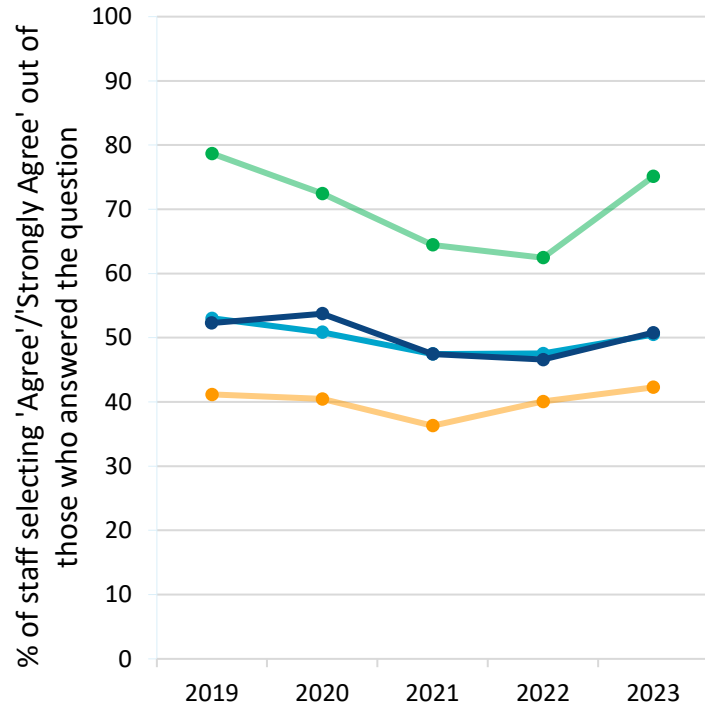
2019 2020 2021 2022 2023

Your org	63.71%	64.66%	65.13%	63.99%	65.22%
Best result	72.93%	69.50%	65.33%	71.27%	79.10%
Average result	62.76%	62.06%	58.44%	59.87%	61.48%
Worst result	55.47%	52.45%	51.01%	54.21%	55.58%

Responses 1838 1942 2214 1892 1782



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

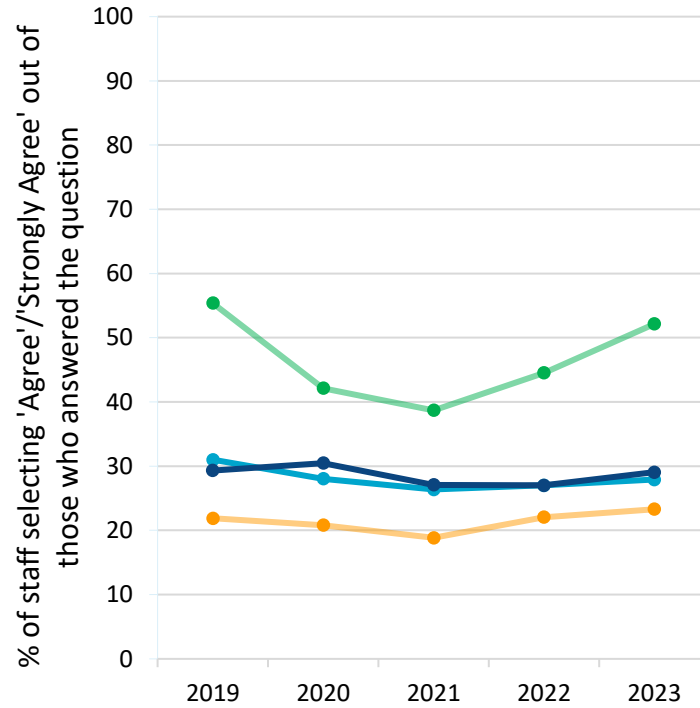


2019 2020 2021 2022 2023

Your org	52.29%	53.74%	47.47%	46.60%	50.77%
Best result	78.69%	72.45%	64.45%	62.45%	75.11%
Average result	53.01%	50.86%	47.47%	47.54%	50.50%
Worst result	41.15%	40.47%	36.30%	40.07%	42.28%

Responses 1837 1942 2215 1893 1781

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

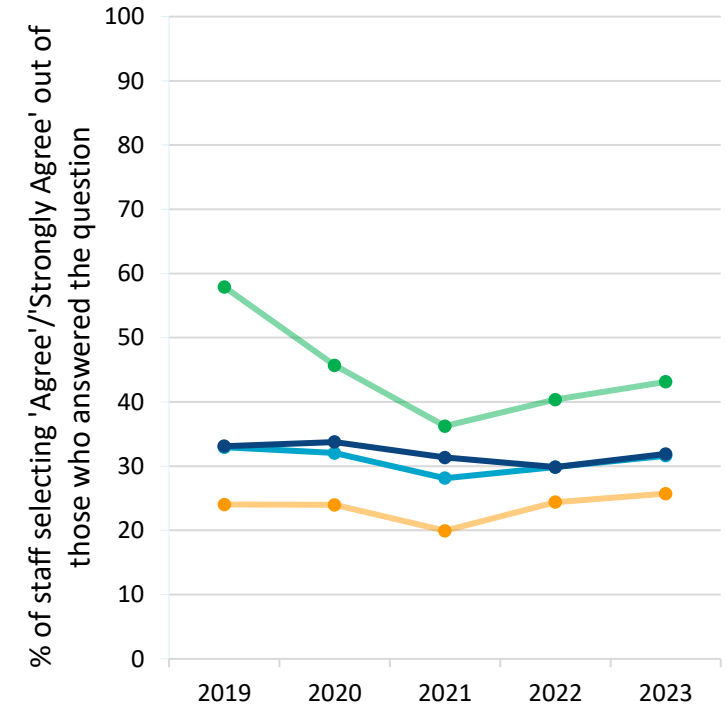


2019 2020 2021 2022 2023

Your org	29.31%	30.48%	27.08%	27.00%	29.05%
Best result	55.39%	42.13%	38.69%	44.53%	52.15%
Average result	31.00%	28.02%	26.35%	27.00%	27.90%
Worst result	21.87%	20.80%	18.82%	22.04%	23.30%

Responses 1839 1943 2210 1891 1781

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



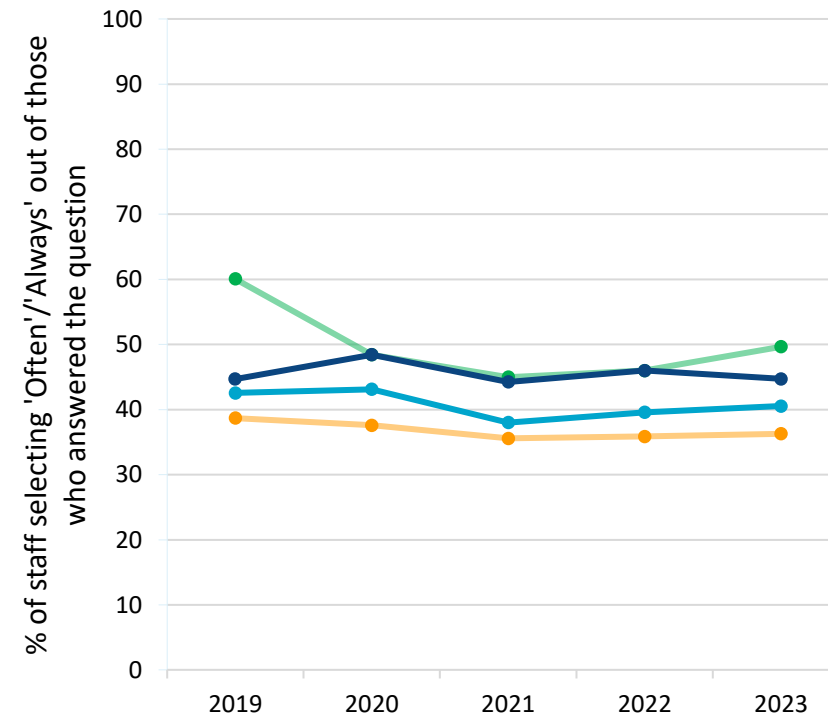
2019 2020 2021 2022 2023

Your org	33.11%	33.75%	31.33%	29.84%	31.90%
Best result	57.89%	45.69%	36.23%	40.37%	43.12%
Average result	32.94%	32.03%	28.12%	29.84%	31.61%
Worst result	24.02%	23.96%	19.94%	24.39%	25.72%

Responses 1830 1943 2211 1887 1782



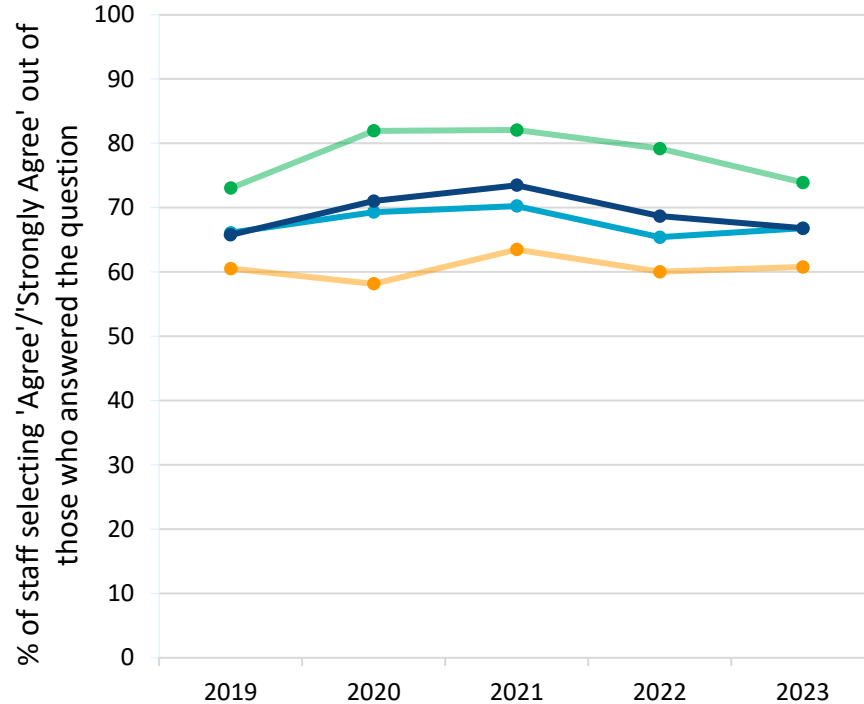
Q5b I have a choice in deciding how to do my work.



	2019	2020	2021	2022	2023
Your org	44.68%	48.43%	44.25%	45.99%	44.72%
Best result	60.07%	48.43%	44.99%	45.99%	49.65%
Average result	42.56%	43.12%	38.01%	39.59%	40.53%
Worst result	38.69%	37.60%	35.58%	35.87%	36.30%
Responses	1826	1943	2206	1889	1779



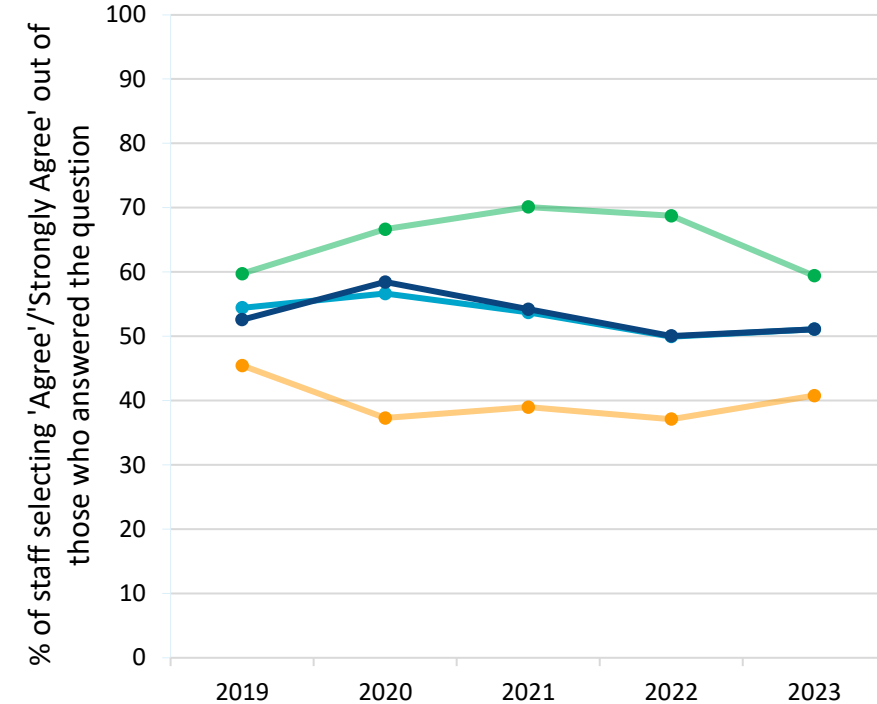
Q20a I would feel secure raising concerns about unsafe clinical practice.



	2019	2020	2021	2022	2023
Your org	65.76%	71.03%	73.49%	68.69%	66.80%
Best result	73.03%	81.94%	82.07%	79.19%	73.91%
Average result	66.10%	69.31%	70.26%	65.40%	66.80%
Worst result	60.53%	58.15%	63.48%	60.03%	60.78%

Responses 1816 1920 2174 1889 1779

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

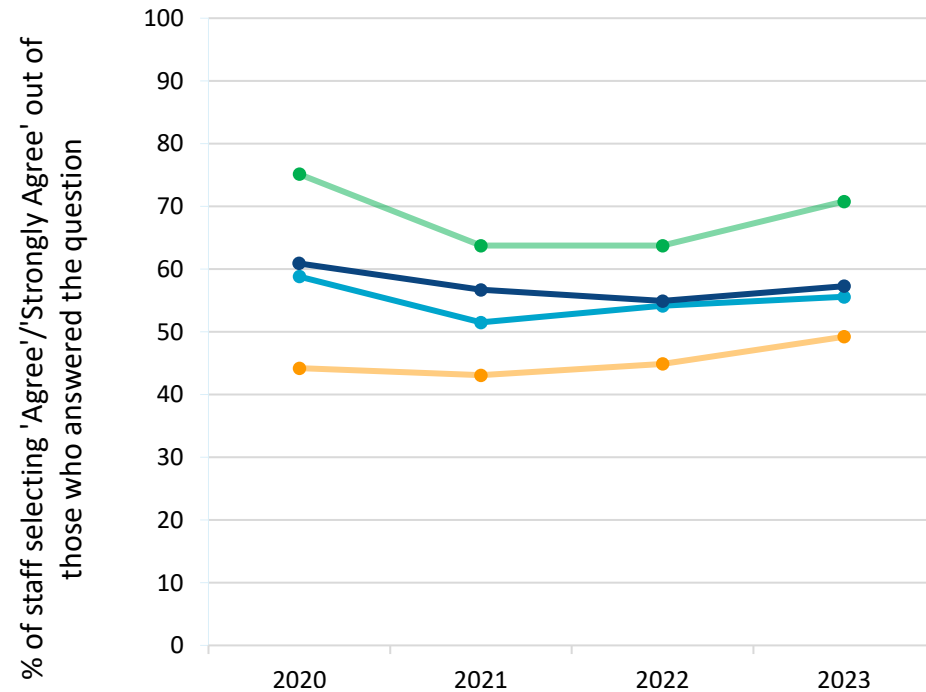


	2019	2020	2021	2022	2023
Your org	52.59%	58.42%	54.19%	50.04%	51.09%
Best result	59.73%	66.63%	70.10%	68.73%	59.40%
Average result	54.41%	56.64%	53.71%	49.94%	51.09%
Worst result	45.45%	37.27%	38.97%	37.10%	40.75%

Responses 1816 1921 2171 1889 1777

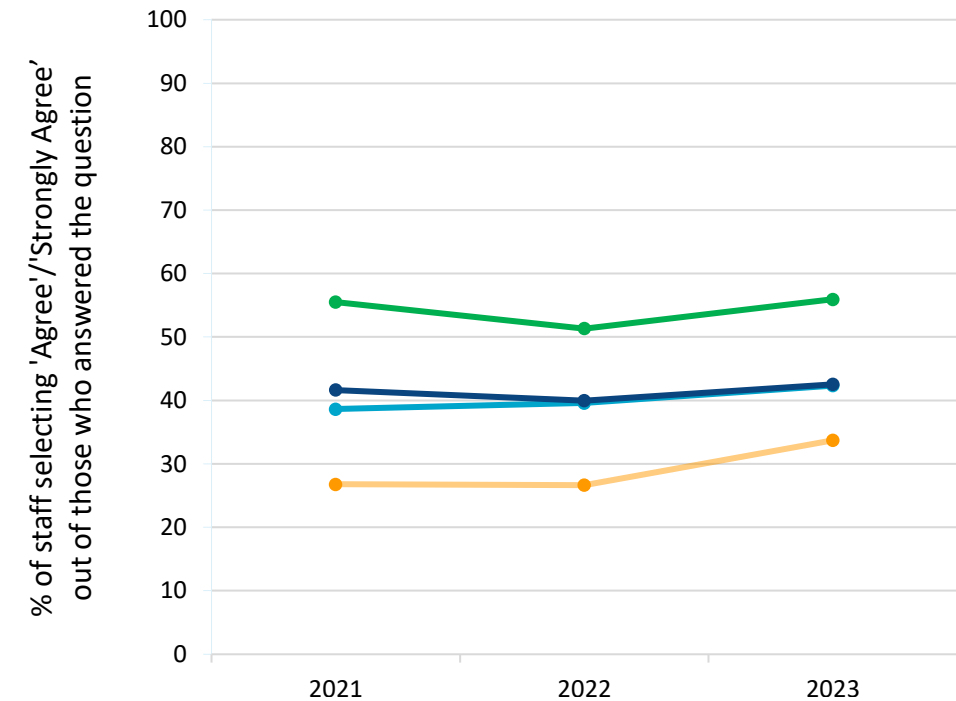


Q25e I feel safe to speak up about anything that concerns me in this organisation.



	2020	2021	2022	2023
Your org	60.92%	56.72%	54.94%	57.31%
Best result	75.17%	63.76%	63.75%	70.79%
Average result	58.83%	51.51%	54.17%	55.59%
Worst result	44.22%	43.10%	44.90%	49.25%
Responses	1932	2172	1887	1781

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



	2021	2022	2023
Your org	41.64%	39.96%	42.54%
Best result	55.52%	51.30%	55.95%
Average result	38.64%	39.59%	42.34%
Worst result	26.79%	26.67%	33.71%
Responses	2172	1888	1779

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

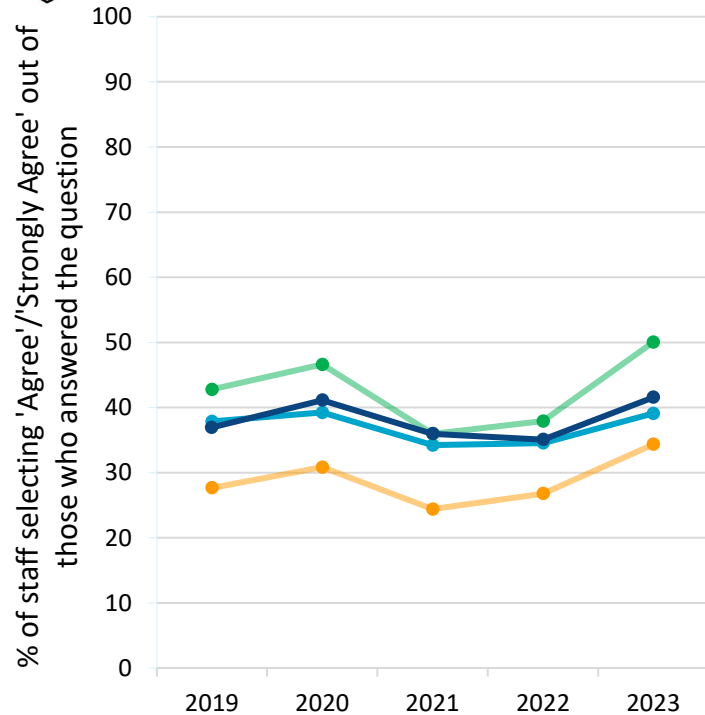
Other questions:* Q17a, Q17b, Q22

*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.

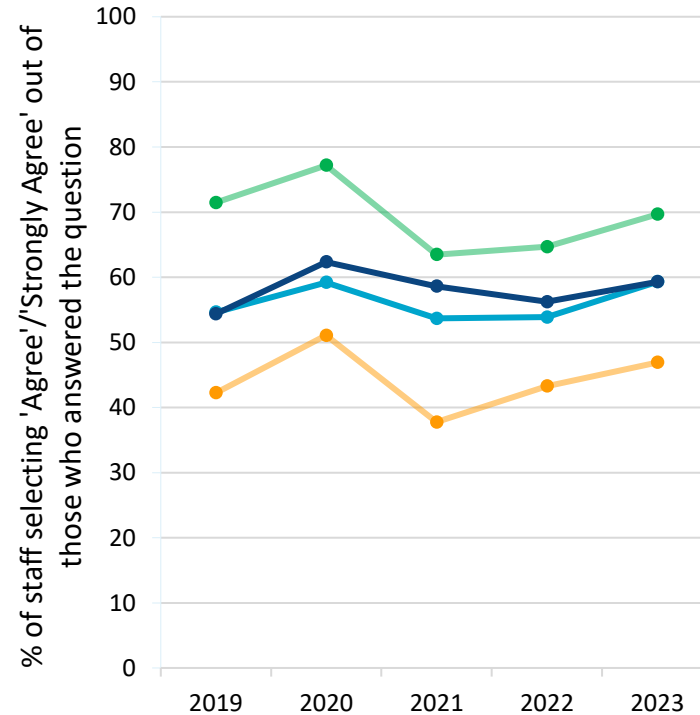


Q3g I am able to meet all the conflicting demands on my time at work.



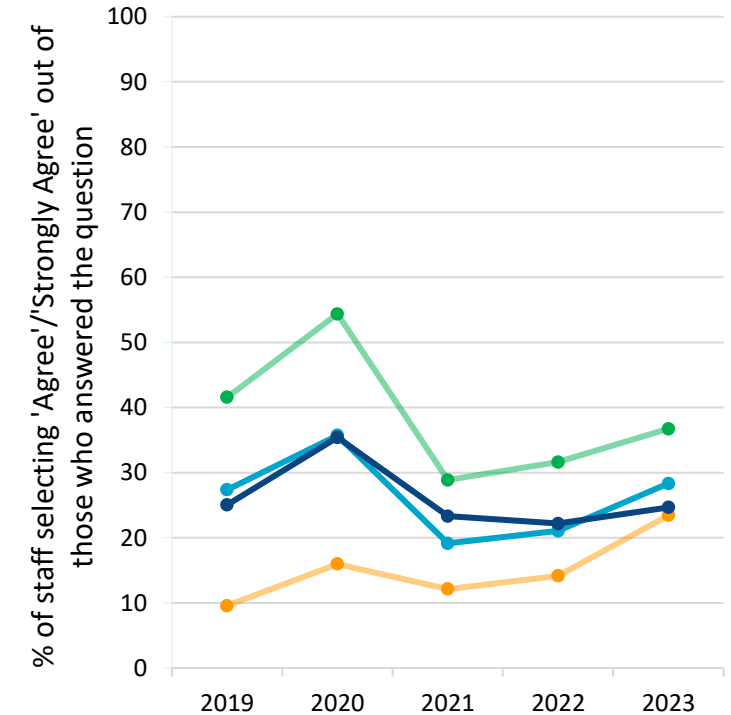
	2019	2020	2021	2022	2023
Your org	36.91%	41.13%	35.98%	35.09%	41.56%
Best result	42.78%	46.60%	35.98%	37.91%	50.04%
Average result	37.85%	39.23%	34.23%	34.54%	39.08%
Worst result	27.66%	30.84%	24.39%	26.77%	34.34%
Responses	1834	1943	2213	1891	1778

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



	2019	2020	2021	2022	2023
Your org	54.38%	62.35%	58.63%	56.22%	59.30%
Best result	71.47%	77.20%	63.48%	64.69%	69.66%
Average result	54.63%	59.20%	53.69%	53.87%	59.30%
Worst result	42.26%	51.07%	37.76%	43.27%	46.91%
Responses	1839	1941	2214	1893	1778

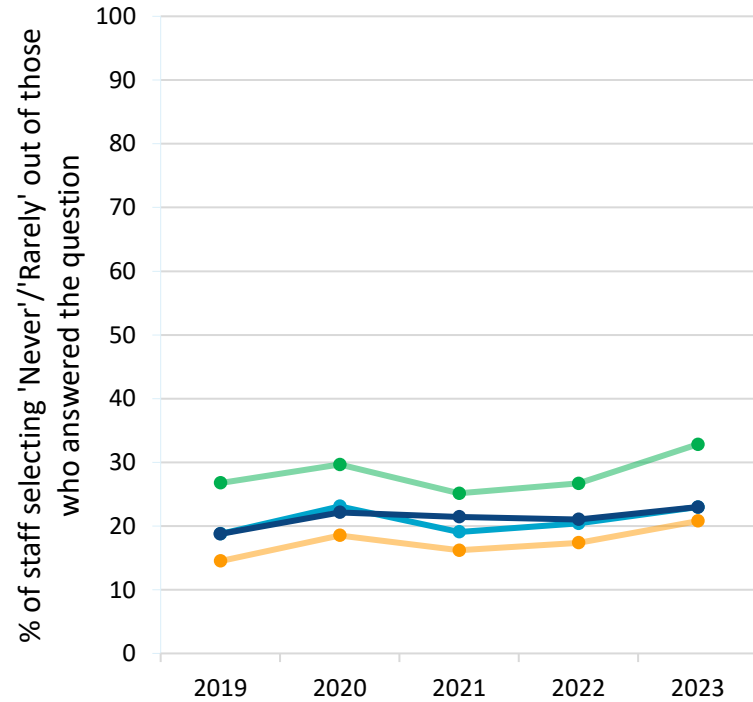
Q3i There are enough staff at this organisation for me to do my job properly.



	2019	2020	2021	2022	2023
Your org	25.04%	35.39%	23.31%	22.20%	24.67%
Best result	41.56%	54.35%	28.87%	31.62%	36.73%
Average result	27.38%	35.73%	19.15%	21.05%	28.32%
Worst result	9.56%	15.98%	12.14%	14.15%	23.44%
Responses	1837	1943	2211	1894	1779

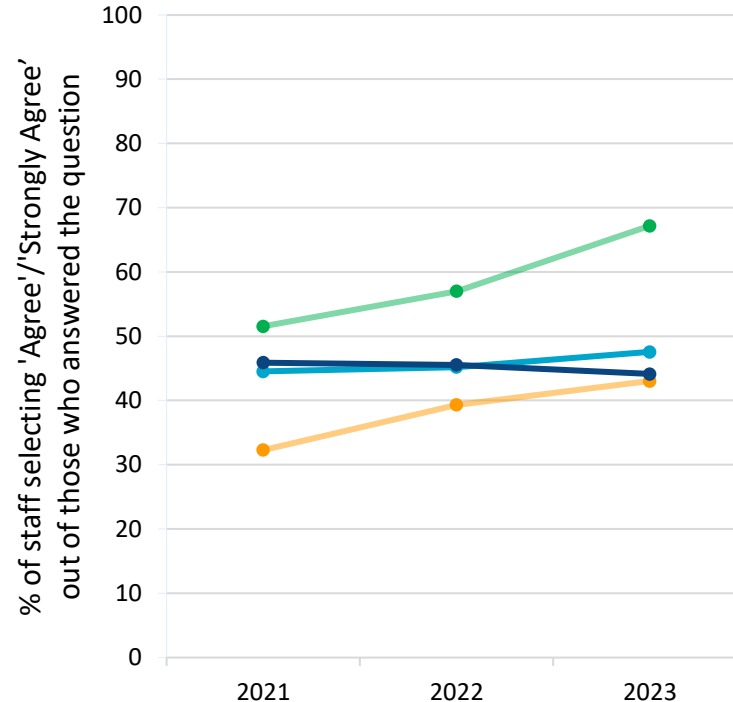


Q5a I have unrealistic time pressures.



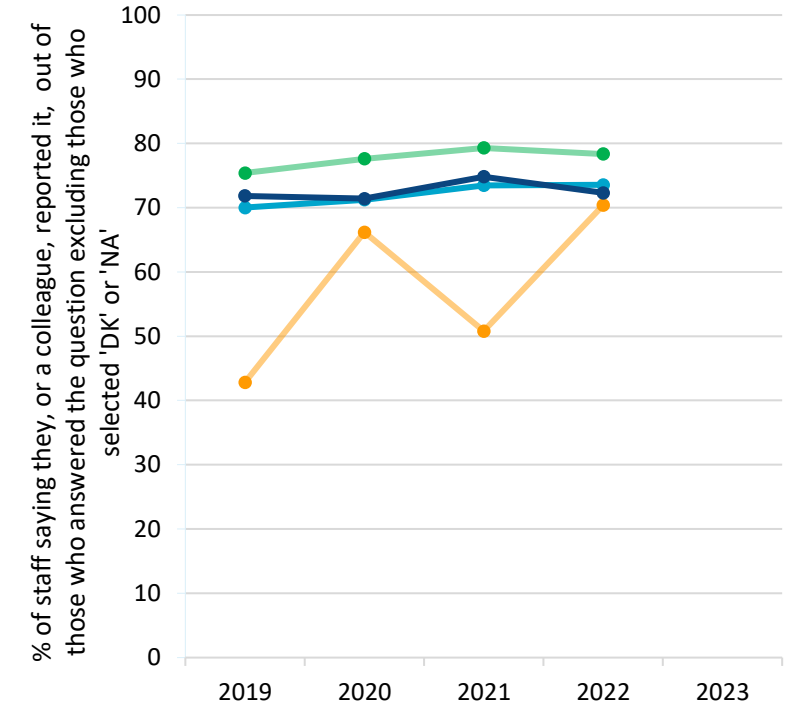
	2019	2020	2021	2022	2023
Your org	18.79%	22.16%	21.46%	21.05%	22.98%
Best result	26.77%	29.66%	25.13%	26.69%	32.83%
Average result	18.79%	23.10%	19.09%	20.42%	22.98%
Worst result	14.52%	18.55%	16.20%	17.37%	20.80%
Responses	1832	1945	2204	1886	1781

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



	2021	2022	2023
Your org	45.86%	45.53%	44.11%
Best result	51.53%	56.96%	67.18%
Average result	44.50%	45.19%	47.56%
Worst result	32.30%	39.32%	43.03%
Responses	2130	1835	1781

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

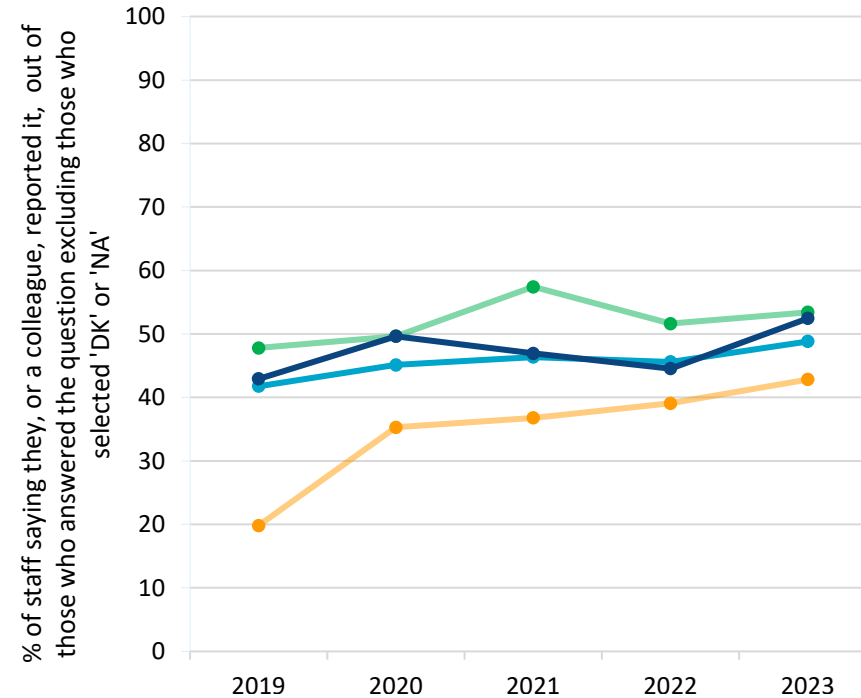


	2019	2020	2021	2022	2023
Your org	71.84%	71.41%	74.82%	72.30%	
Best result	75.39%	77.60%	79.30%	78.36%	
Average result	70.02%	71.22%	73.46%	73.55%	
Worst result	42.81%	66.18%	50.78%	70.38%	
Responses	514	555	623	557	

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.



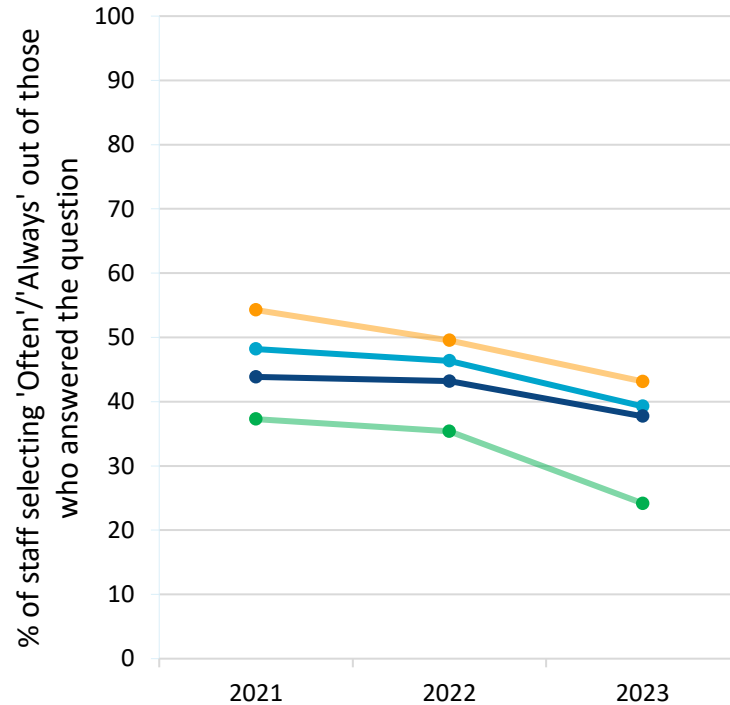
Q14d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?



	2019	2020	2021	2022	2023
Your org	42.94%	49.65%	46.95%	44.54%	52.47%
Best result	47.79%	49.65%	57.42%	51.63%	53.40%
Average result	41.77%	45.13%	46.35%	45.60%	48.83%
Worst result	19.80%	35.28%	36.77%	39.07%	42.83%
Responses	860	874	968	821	788

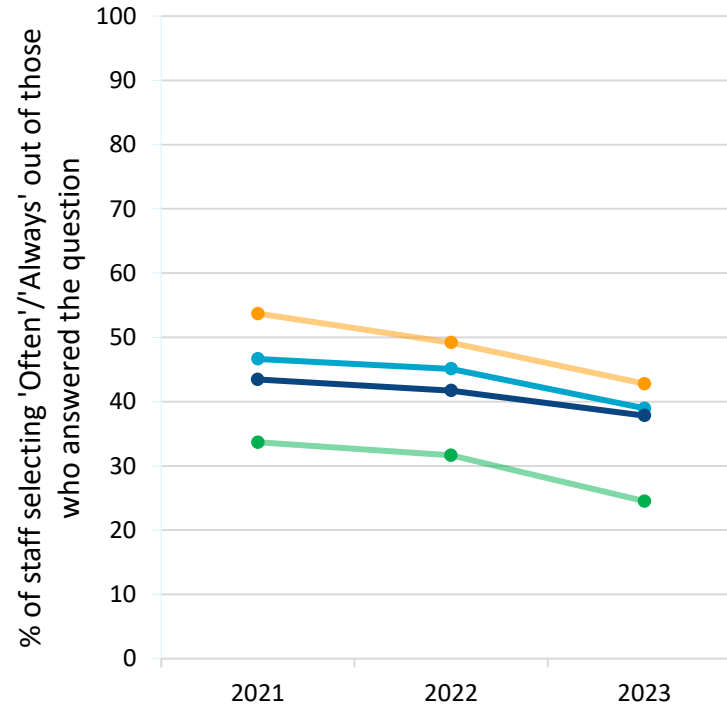


Q12a How often, if at all, do you find your work emotionally exhausting?



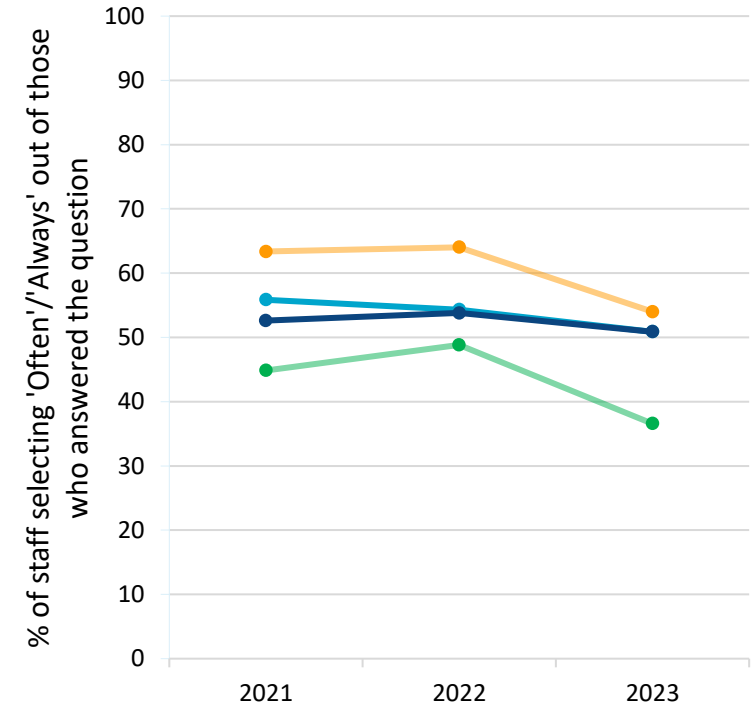
	2021	2022	2023
Your org	43.87%	43.20%	37.74%
Best result	37.30%	35.38%	24.16%
Average result	48.20%	46.35%	39.28%
Worst result	54.28%	49.55%	43.14%
Responses	2187	1890	1782

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



	2021	2022	2023
Your org	43.46%	41.72%	37.84%
Best result	33.68%	31.64%	24.51%
Average result	46.65%	45.12%	38.95%
Worst result	53.69%	49.19%	42.79%
Responses	2190	1891	1783

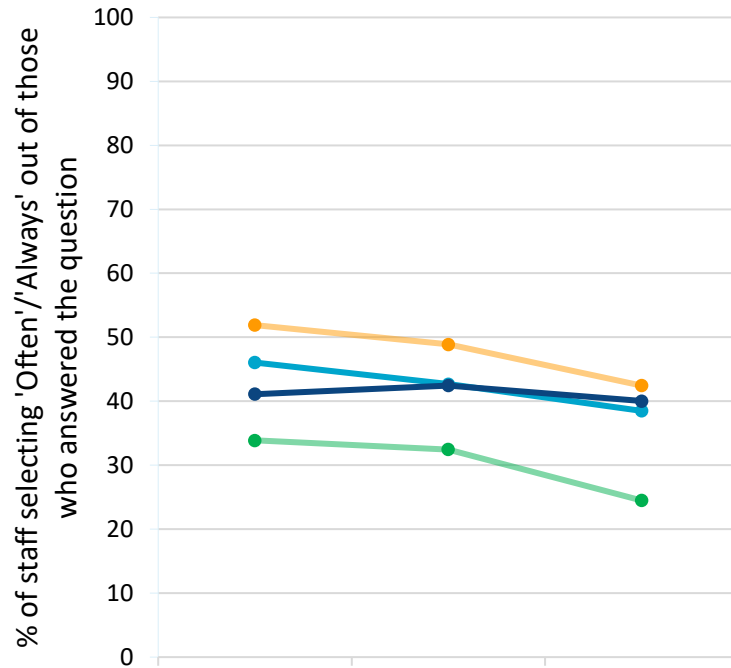
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023
Your org	52.63%	53.81%	50.89%
Best result	44.87%	48.84%	36.59%
Average result	55.87%	54.33%	50.89%
Worst result	63.35%	64.02%	54.00%
Responses	2188	1889	1779

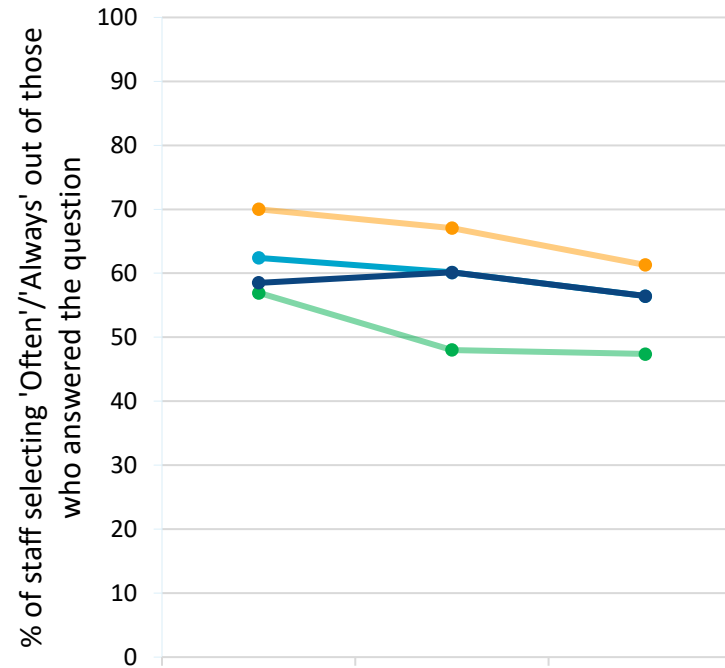


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



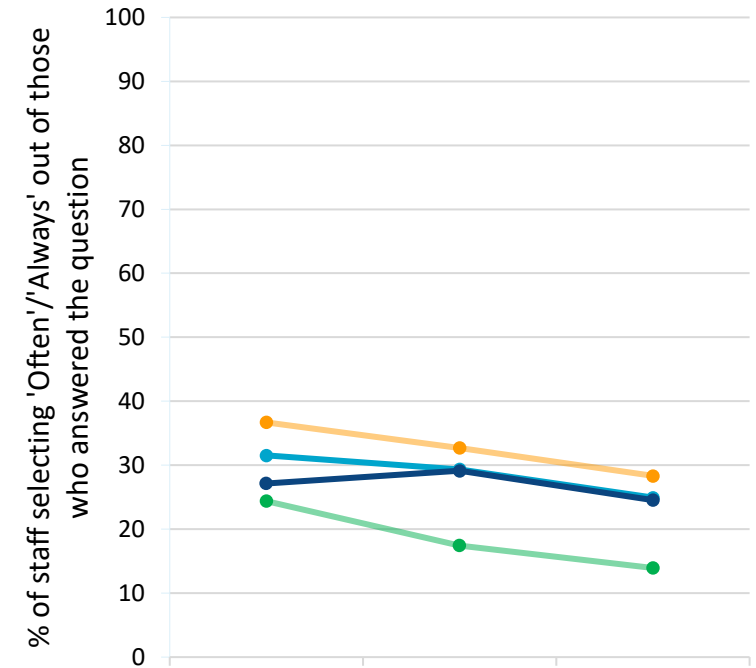
	2021	2022	2023
2021			
2022			
2023			
Your org	41.08%	42.47%	40.04%
Best result	33.89%	32.44%	24.52%
Average result	46.06%	42.69%	38.51%
Worst result	51.90%	48.89%	42.46%
Responses	2189	1891	1781

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



	2021	2022	2023
2021			
2022			
2023			
Your org	58.52%	60.13%	56.44%
Best result	56.94%	48.00%	47.37%
Average result	62.40%	60.13%	56.44%
Worst result	70.02%	67.06%	61.31%
Responses	2189	1887	1779

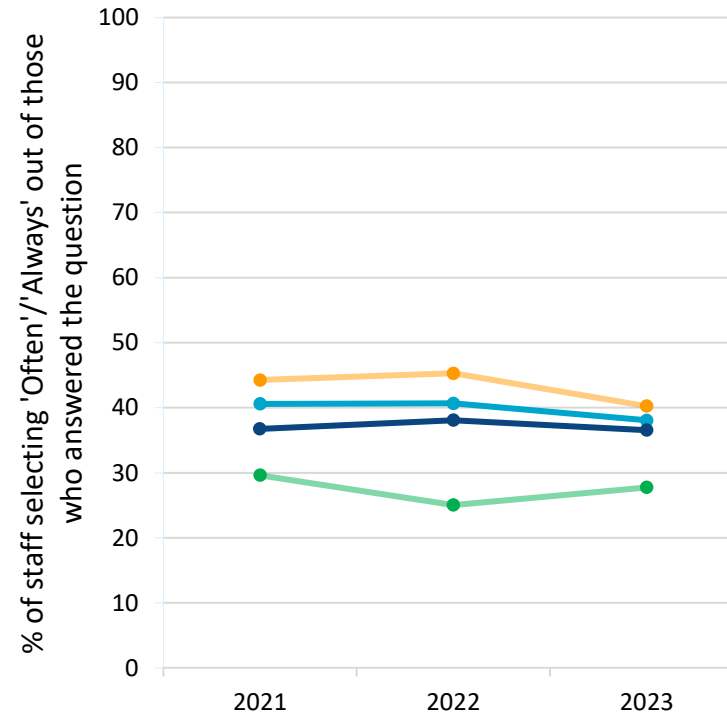
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023
2021			
2022			
2023			
Your org	27.14%	29.12%	24.56%
Best result	24.40%	17.43%	13.95%
Average result	31.52%	29.35%	24.94%
Worst result	36.71%	32.70%	28.34%
Responses	2190	1889	1781



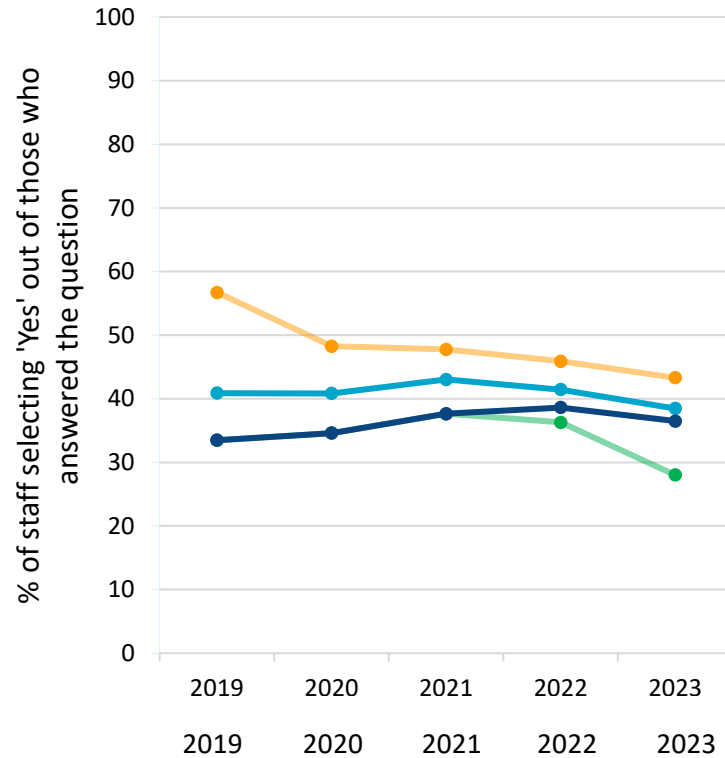
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023
Your org	36.72%	38.08%	36.56%
Best result	29.62%	25.06%	27.75%
Average result	40.60%	40.68%	38.06%
Worst result	44.27%	45.28%	40.24%
Responses	2190	1889	1781

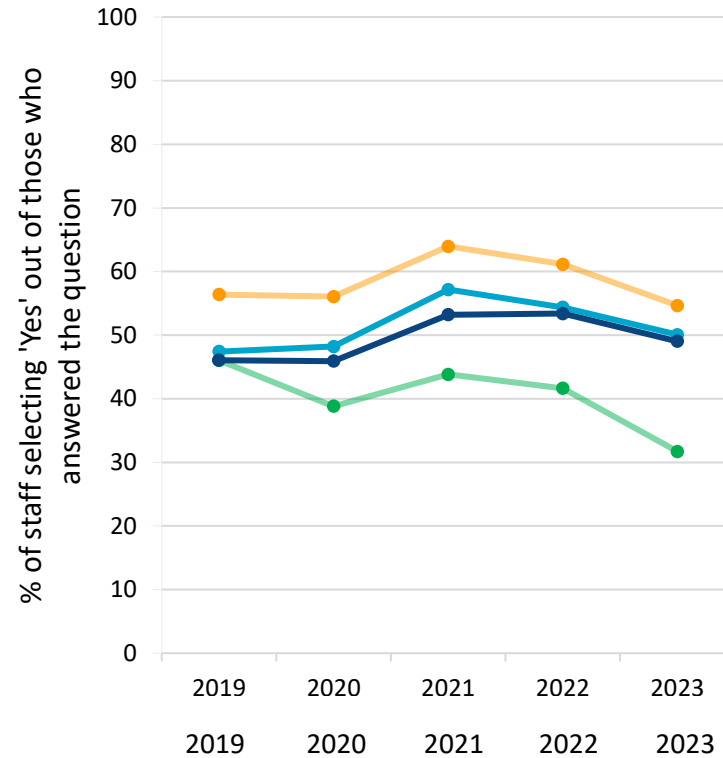


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



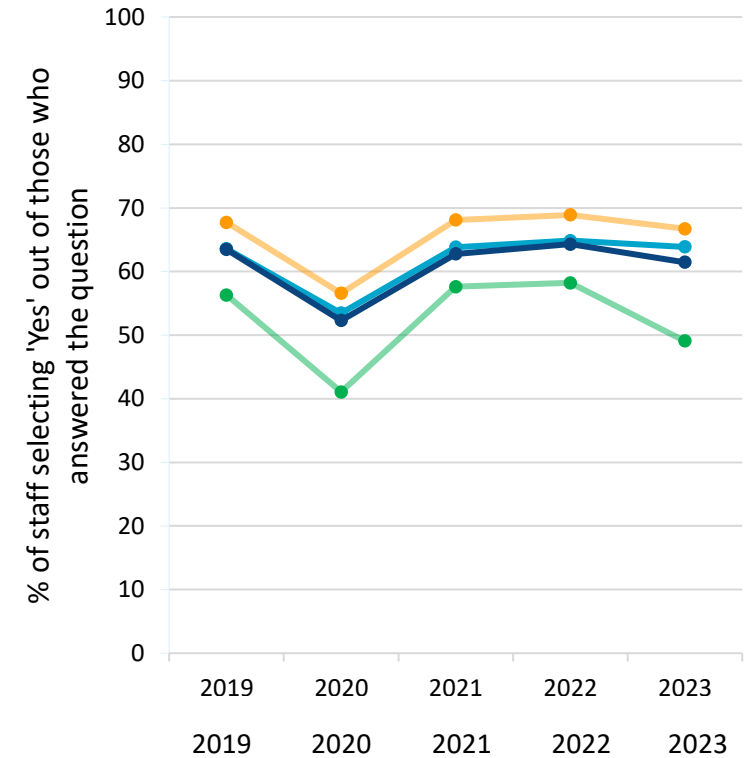
Your org	33.46%	34.60%	37.63%	38.62%	36.49%
Best result	33.46%	34.60%	37.63%	36.27%	28.01%
Average result	40.88%	40.83%	43.03%	41.44%	38.47%
Worst result	56.70%	48.26%	47.75%	45.90%	43.30%
Responses	1826	1936	2189	1891	1782

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



Your org	46.04%	45.91%	53.21%	53.39%	49.03%
Best result	46.04%	38.83%	43.83%	41.63%	31.70%
Average result	47.42%	48.20%	57.16%	54.37%	50.06%
Worst result	56.38%	56.06%	63.96%	61.13%	54.65%
Responses	1827	1937	2190	1892	1781

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



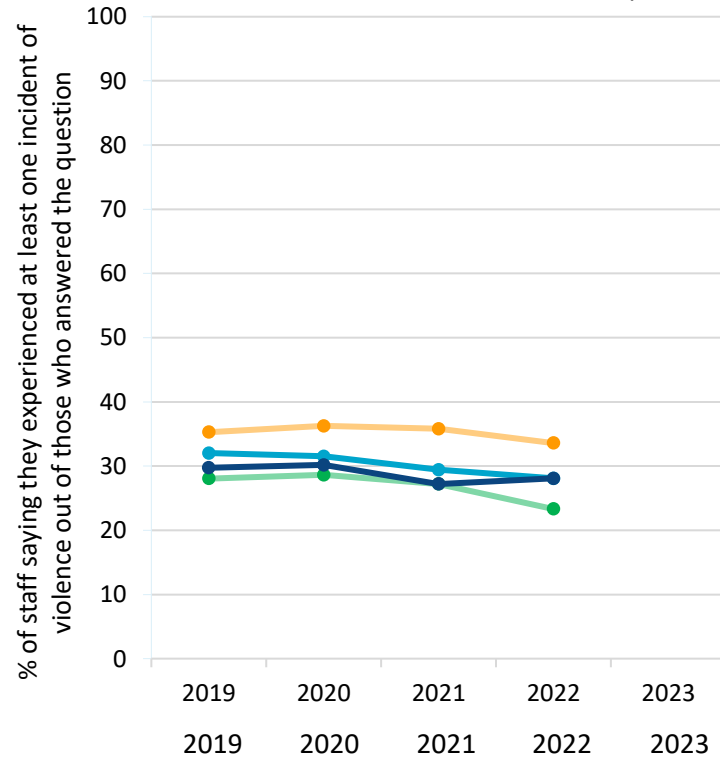
Your org	63.47%	52.30%	62.76%	64.30%	61.46%
Best result	56.29%	41.05%	57.60%	58.22%	49.10%
Average result	63.57%	53.45%	63.81%	64.85%	63.88%
Worst result	67.72%	56.58%	68.11%	68.90%	66.71%
Responses	1826	1936	2185	1891	1782



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

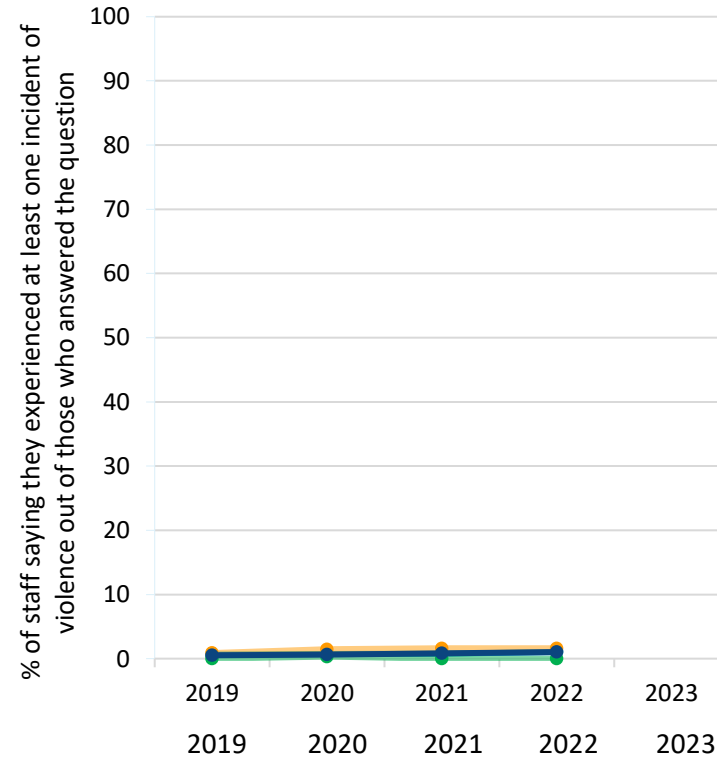


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



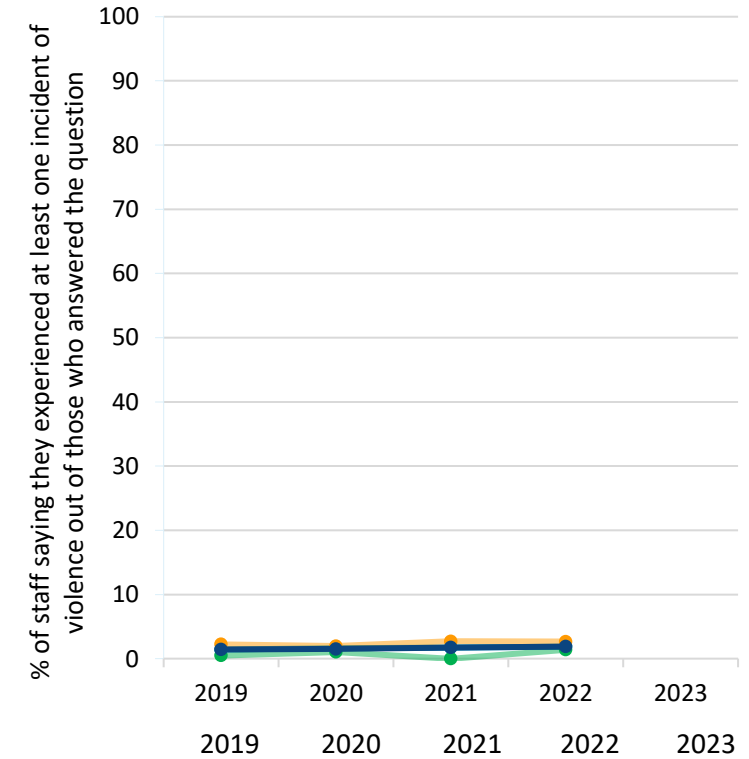
Your org	2019	2020	2021	2022	2023
Best result	28.08%	28.63%	27.21%	23.32%	
Average result	32.04%	31.52%	29.42%	28.10%	
Worst result	35.29%	36.27%	35.81%	33.60%	
Responses	1828	1933	2191	1879	

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



Your org	2019	2020	2021	2022	2023
Best result	0.00%	0.33%	0.00%	0.00%	
Average result	0.62%	0.76%	0.81%	1.06%	
Worst result	0.91%	1.47%	1.62%	1.62%	
Responses	1819	1924	2169	1863	

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



Your org	2019	2020	2021	2022	2023
Best result	0.52%	1.05%	0.00%	1.41%	
Average result	1.43%	1.64%	1.76%	1.91%	
Worst result	2.26%	1.98%	2.72%	2.66%	
Responses	1815	1929	2173	1852	

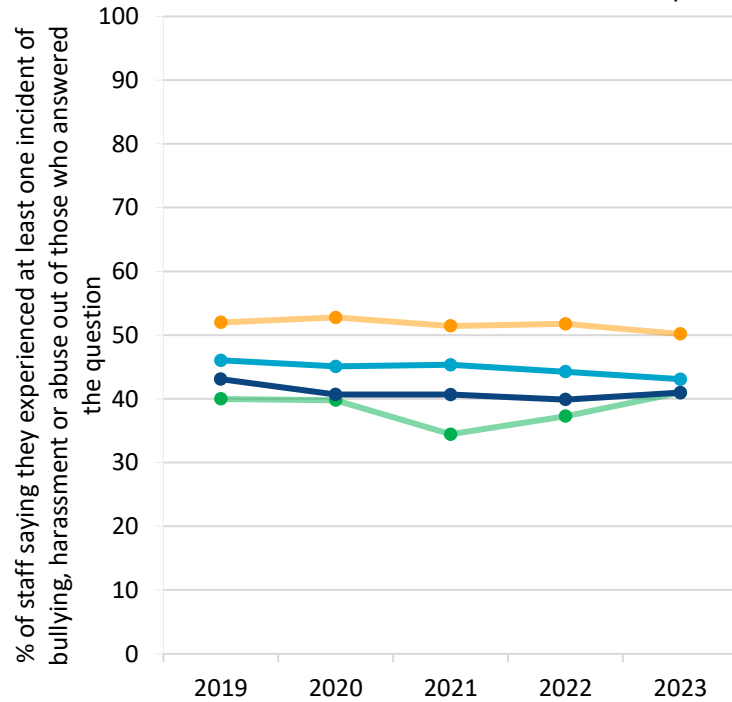
Note. 2023 results for Q13a-c have not been reported due to an issue with the data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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



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.

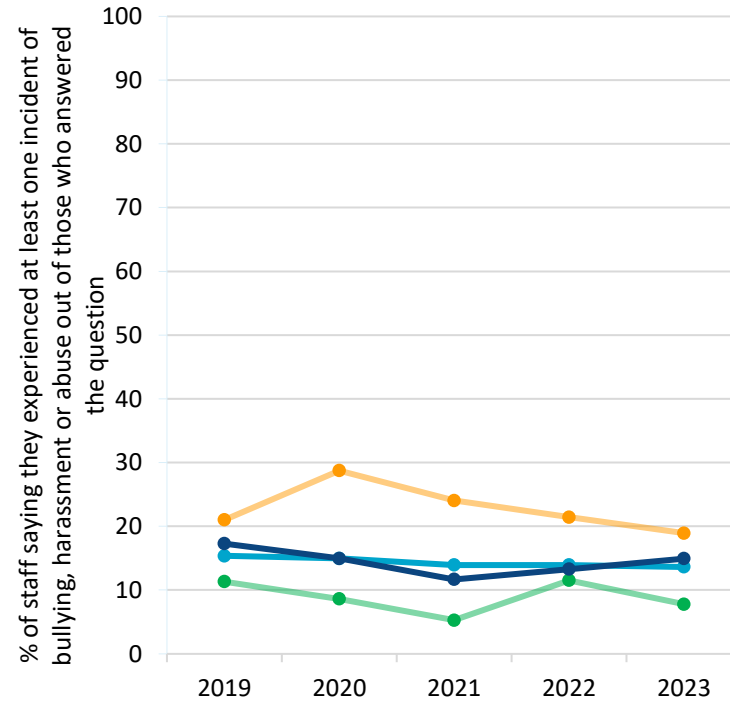


2019 2020 2021 2022 2023

Your org	43.11%	40.66%	40.65%	39.87%	40.97%
Best result	39.98%	39.78%	34.43%	37.27%	40.97%
Average result	46.03%	45.09%	45.33%	44.26%	43.08%
Worst result	51.98%	52.77%	51.42%	51.76%	50.17%

Responses 1826 1896 2156 1888 1773

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

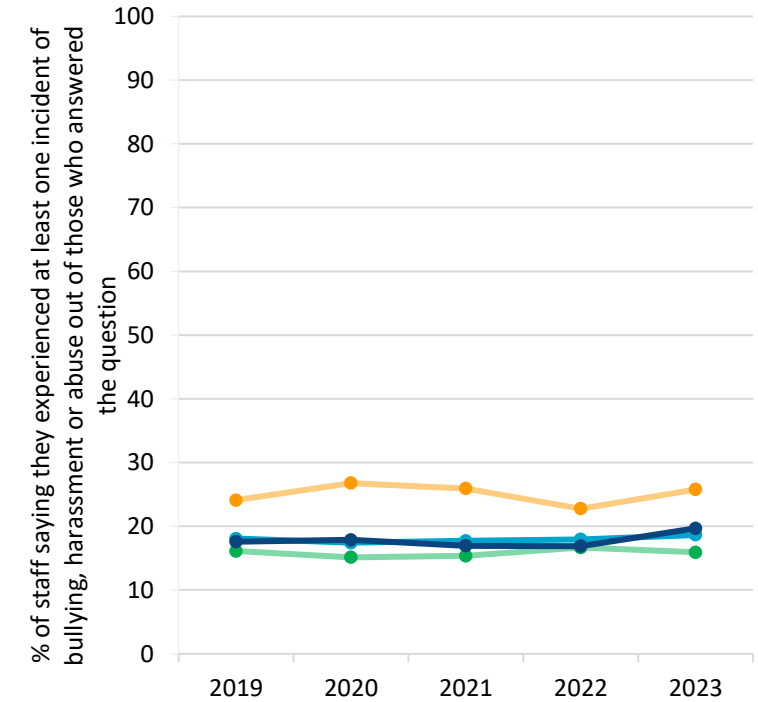


2019 2020 2021 2022 2023

Your org	17.26%	14.95%	11.67%	13.28%	14.92%
Best result	11.31%	8.60%	5.26%	11.51%	7.77%
Average result	15.36%	14.95%	13.93%	13.92%	13.63%
Worst result	21.01%	28.74%	24.05%	21.42%	18.92%

Responses 1823 1896 2142 1873 1755

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



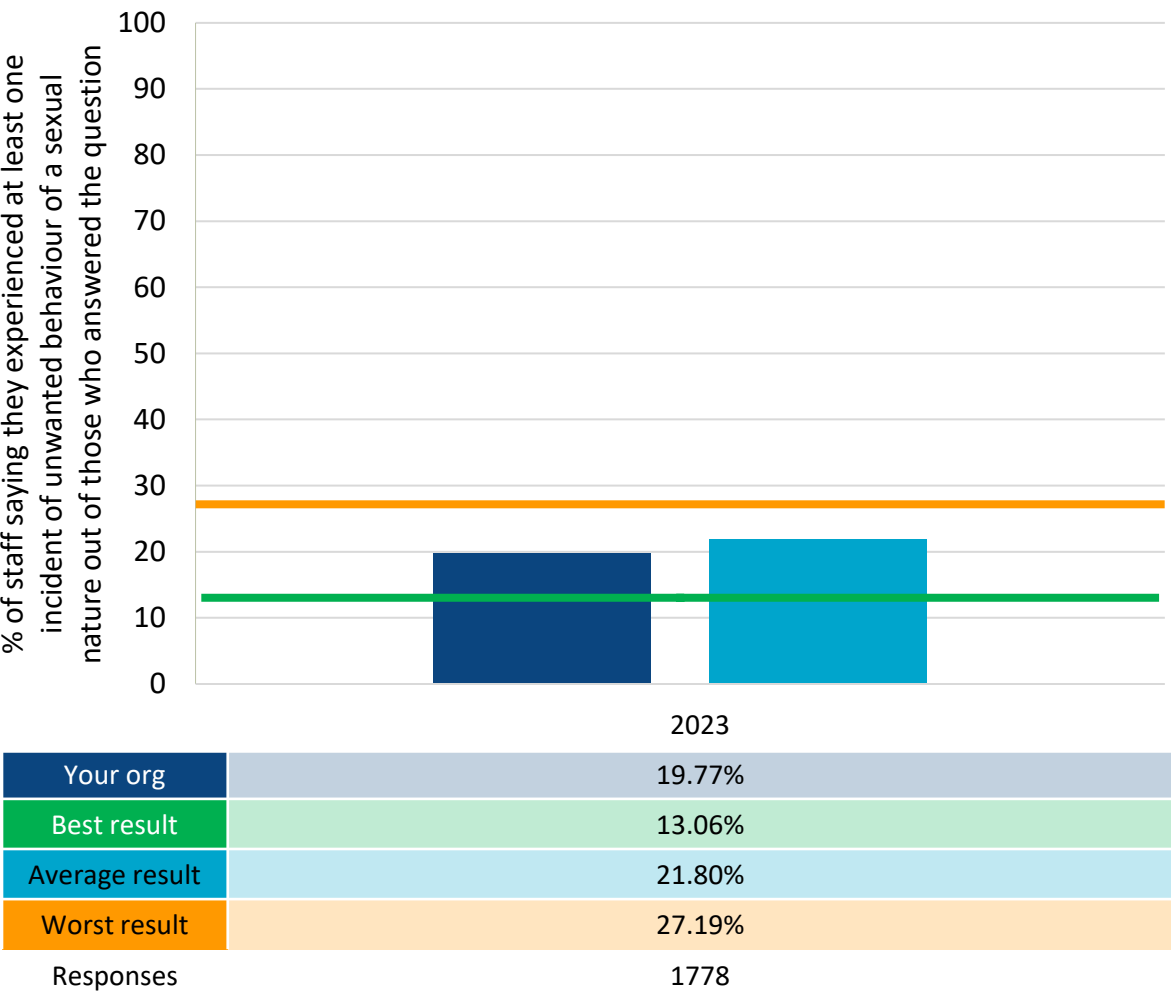
2019 2020 2021 2022 2023

Your org	17.55%	17.88%	16.94%	16.88%	19.67%
Best result	16.10%	15.12%	15.36%	16.67%	15.90%
Average result	18.07%	17.41%	17.73%	17.93%	18.65%
Worst result	24.09%	26.78%	25.94%	22.76%	25.78%

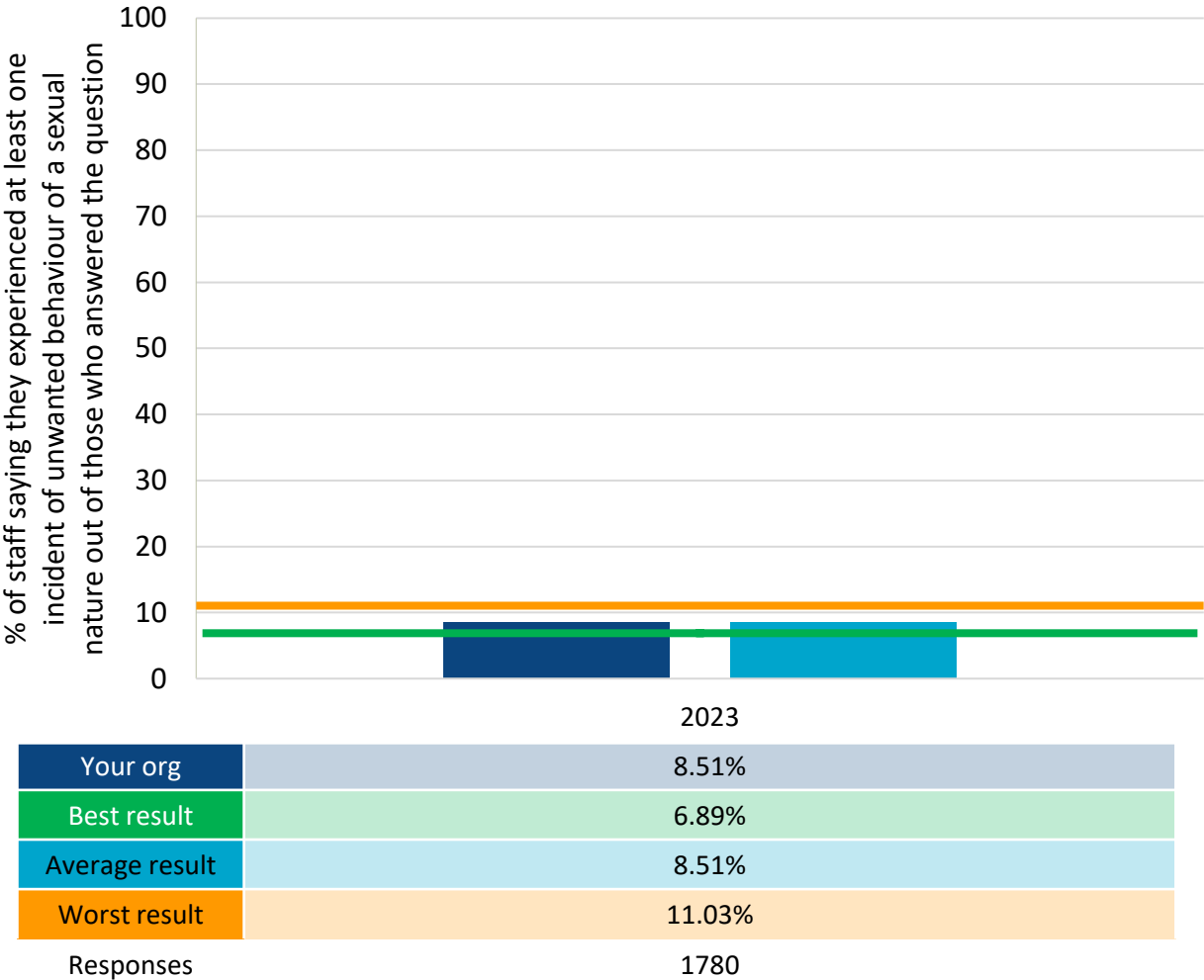
Responses 1824 1899 2143 1864 1752



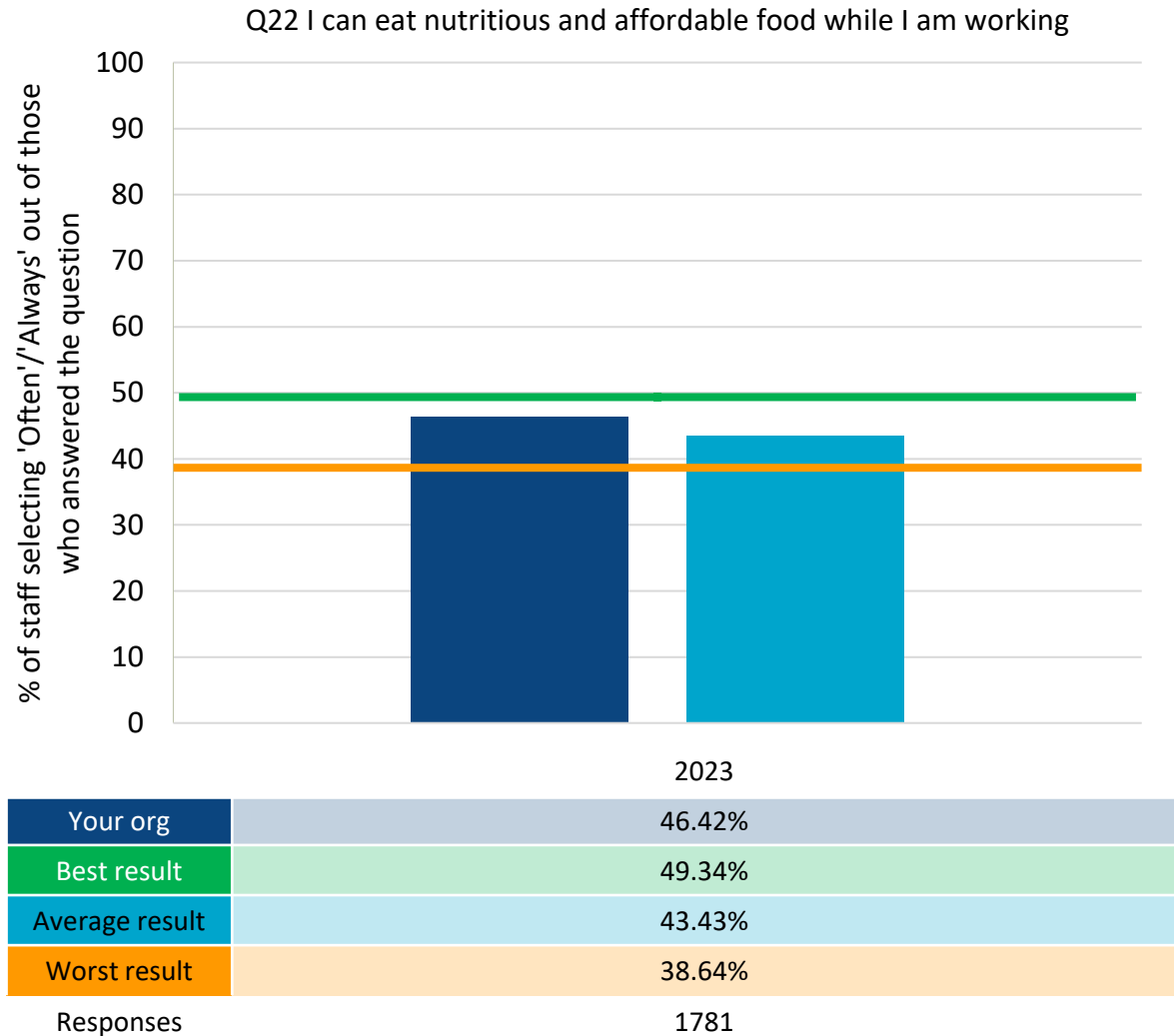
Q17a In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? From patients / service users, their relatives or other members of the public



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



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



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

People Promise element – We are always learning



Questions included:

Development – Q24a, Q24b, Q24c, Q24d, Q24e

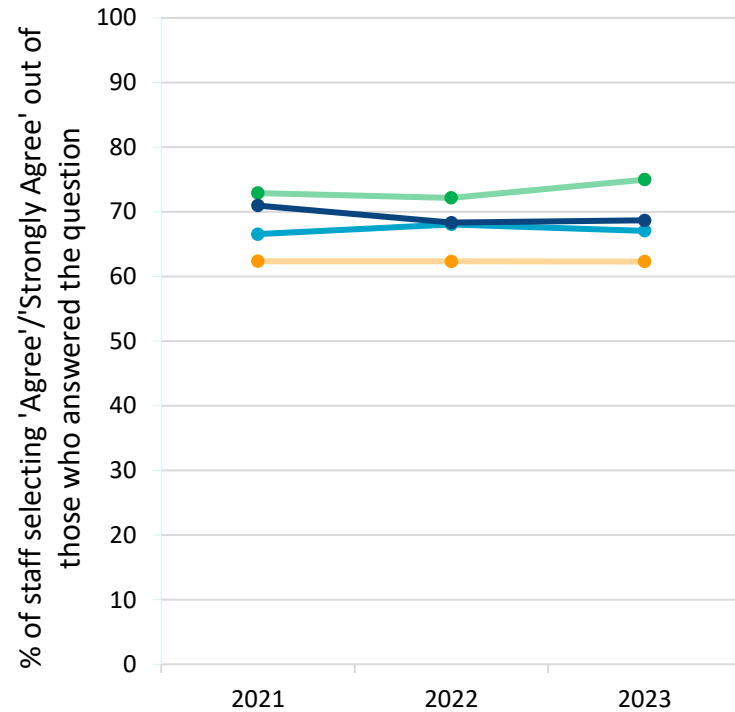
Appraisals – Q23a*, Q23b, Q23c, Q23d

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

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

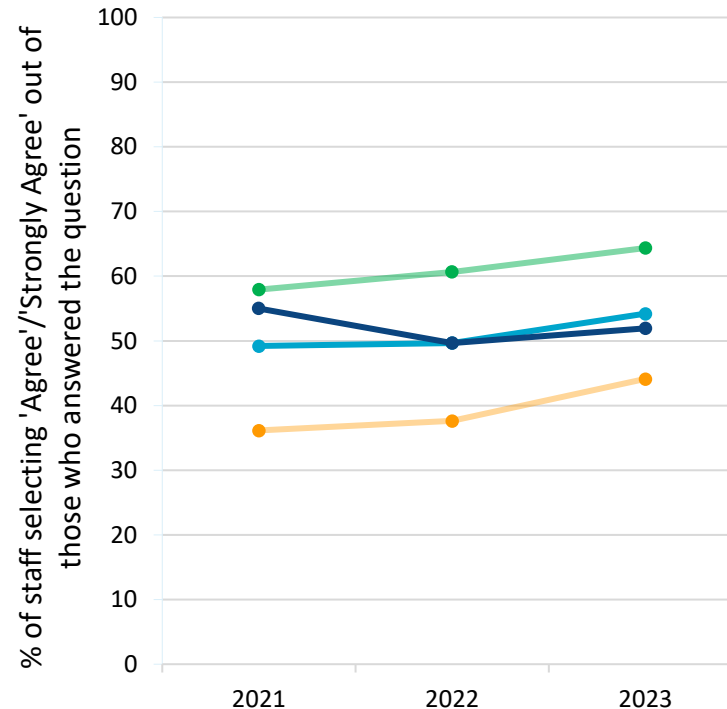


Q24a This organisation offers me challenging work.



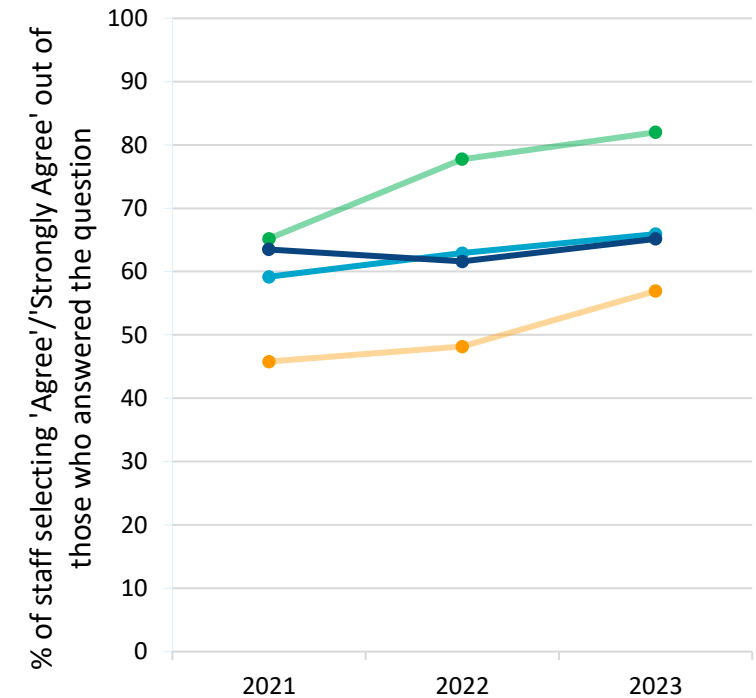
	2021	2022	2023
Your org	70.95%	68.31%	68.66%
Best result	72.89%	72.15%	74.97%
Average result	66.54%	68.06%	67.07%
Worst result	62.36%	62.34%	62.31%
Responses	2176	1890	1775

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



	2021	2022	2023
Your org	55.01%	49.67%	51.94%
Best result	57.94%	60.64%	64.38%
Average result	49.19%	49.67%	54.20%
Worst result	36.13%	37.62%	44.09%
Responses	2180	1891	1779

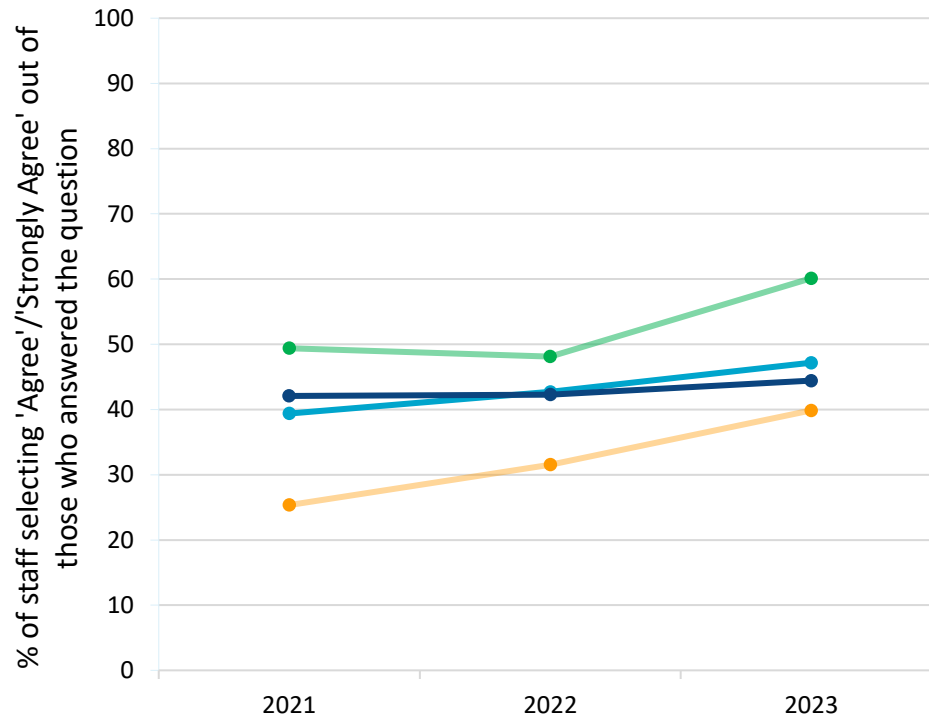
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023
Your org	63.49%	61.61%	65.17%
Best result	65.18%	77.74%	81.98%
Average result	59.18%	62.90%	65.92%
Worst result	45.79%	48.17%	56.94%
Responses	2180	1891	1776

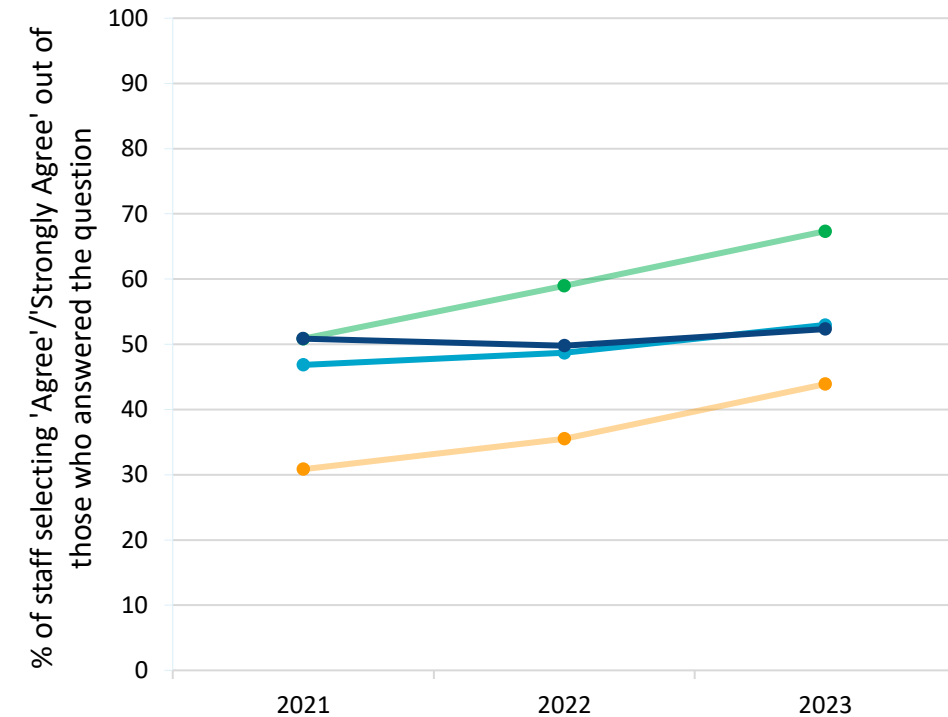


Q24d I feel supported to develop my potential.



	2021	2022	2023
Your org	42.07%	42.29%	44.42%
Best result	49.41%	48.09%	60.13%
Average result	39.39%	42.70%	47.16%
Worst result	25.36%	31.54%	39.87%
Responses	2179	1891	1778

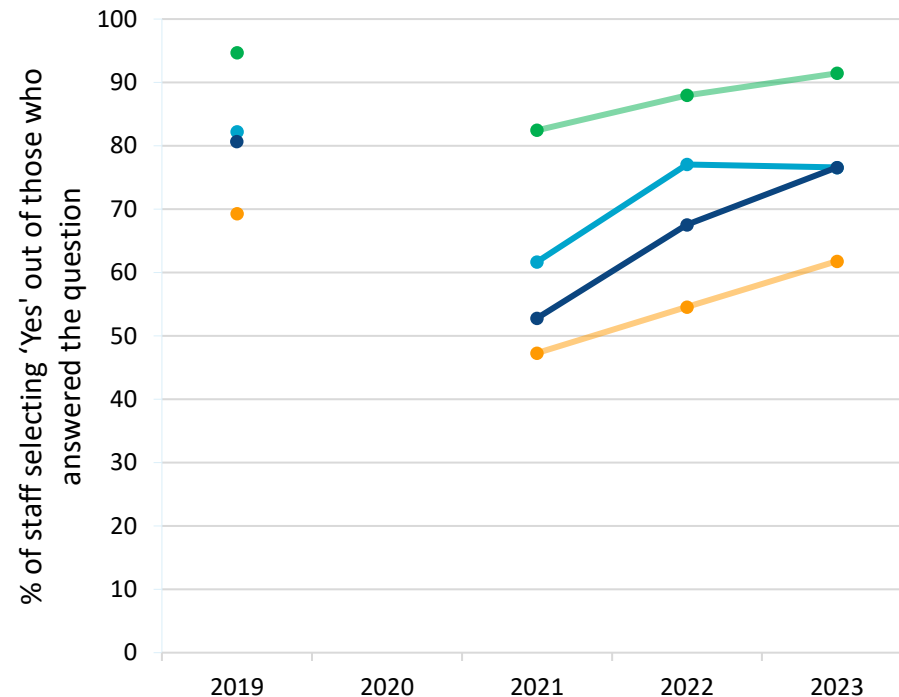
Q24e I am able to access the right learning and development opportunities when I need to.



	2021	2022	2023
Your org	50.84%	49.81%	52.35%
Best result	50.84%	58.97%	67.34%
Average result	46.86%	48.70%	52.96%
Worst result	30.86%	35.51%	43.91%
Responses	2178	1890	1776

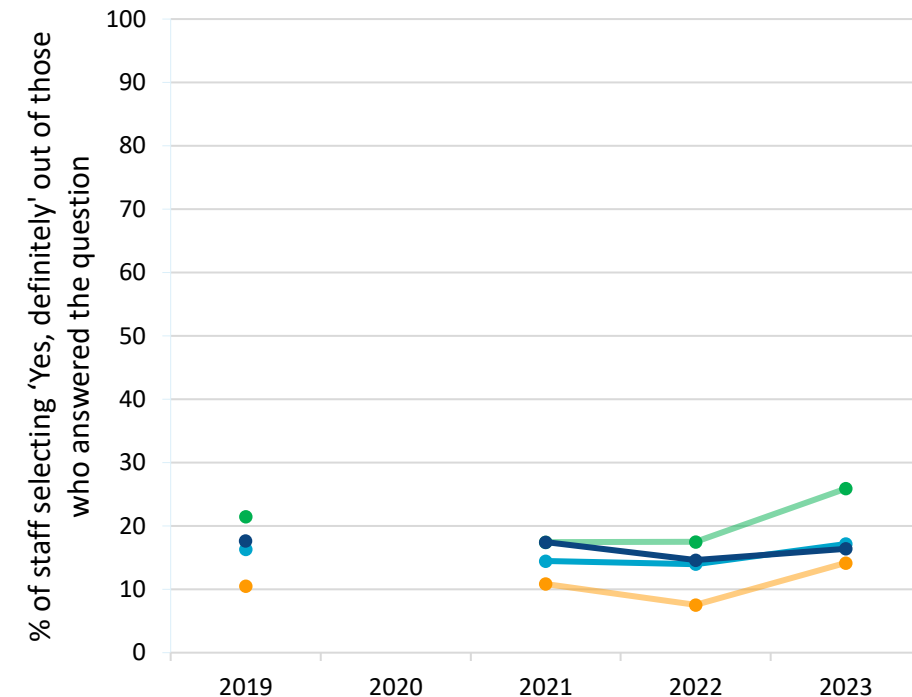


Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2019	2020	2021	2022	2023
Your org	80.61%	-	52.79%	67.52%	76.57%
Best result	94.68%	-	82.46%	87.95%	91.45%
Average result	82.24%	-	61.67%	77.04%	76.57%
Worst result	69.30%	-	47.27%	54.55%	61.78%
Responses	1819	-	2177	1886	1744

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

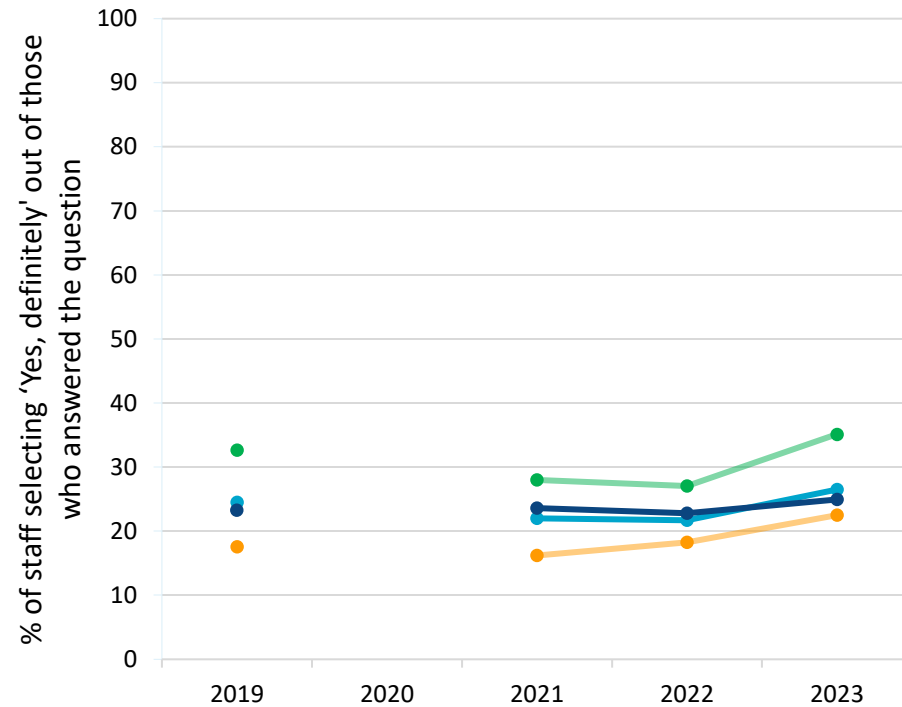


	2019	2020	2021	2022	2023
Your org	17.59%	-	17.44%	14.60%	16.39%
Best result	21.45%	-	17.44%	17.48%	25.88%
Average result	16.30%	-	14.45%	13.98%	17.15%
Worst result	10.51%	-	10.84%	7.52%	14.15%
Responses	1469	-	1117	1274	1323

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

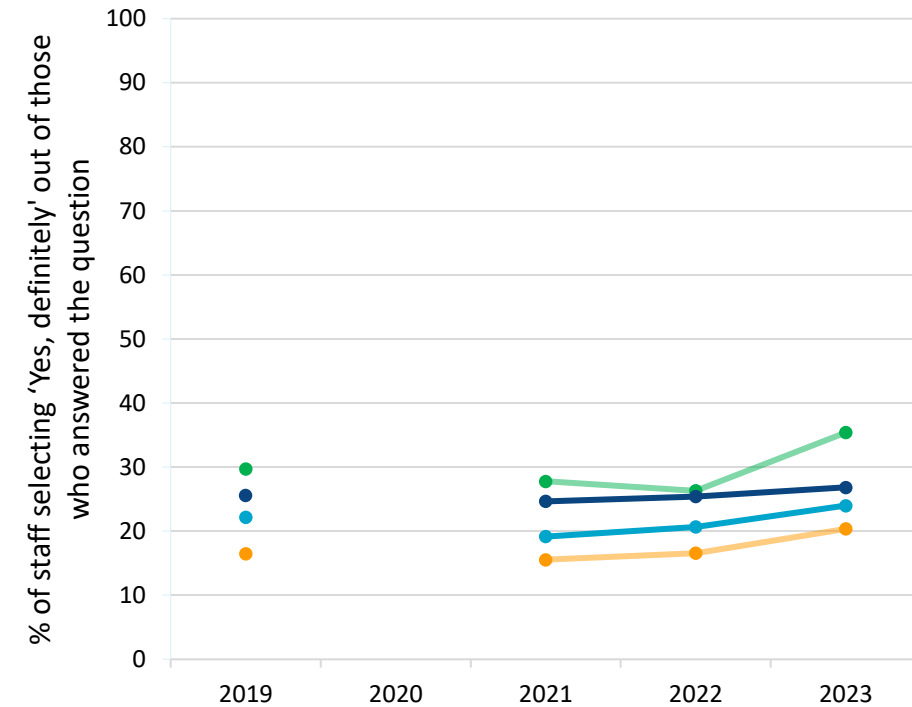


Q23c It helped me agree clear objectives for my work.



	2019	2020	2021	2022	2023
Your org	23.26%	-	23.59%	22.79%	24.96%
Best result	32.63%	-	27.99%	27.05%	35.11%
Average result	24.53%	-	22.00%	21.70%	26.49%
Worst result	17.55%	-	16.21%	18.25%	22.49%
Responses	1471	-	1116	1273	1321

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



	2019	2020	2021	2022	2023
Your org	25.54%	-	24.65%	25.39%	26.81%
Best result	29.72%	-	27.78%	26.31%	35.38%
Average result	22.16%	-	19.16%	20.65%	23.96%
Worst result	16.47%	-	15.53%	16.55%	20.34%
Responses	1464	-	1118	1275	1320

People Promise element – We work flexibly



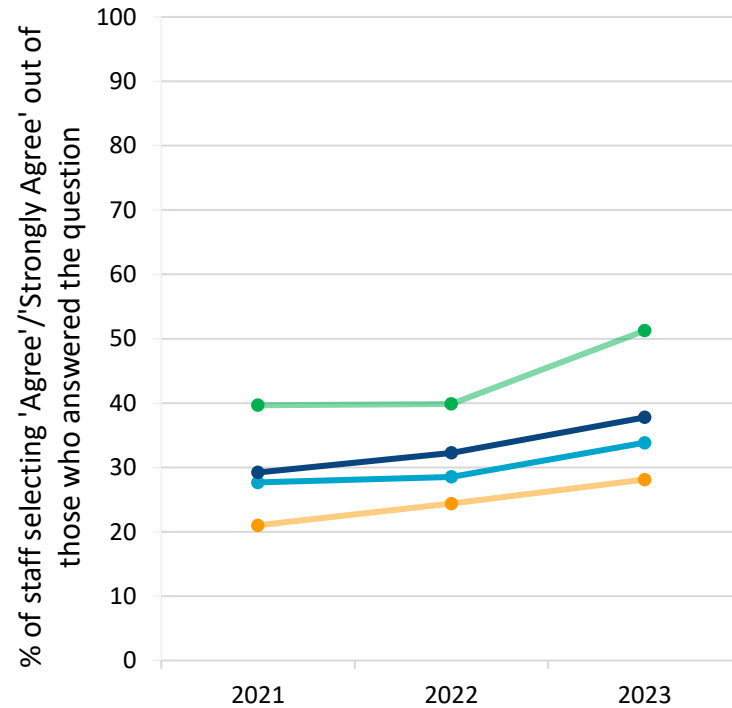
Questions included:

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

Flexible working – Q4d

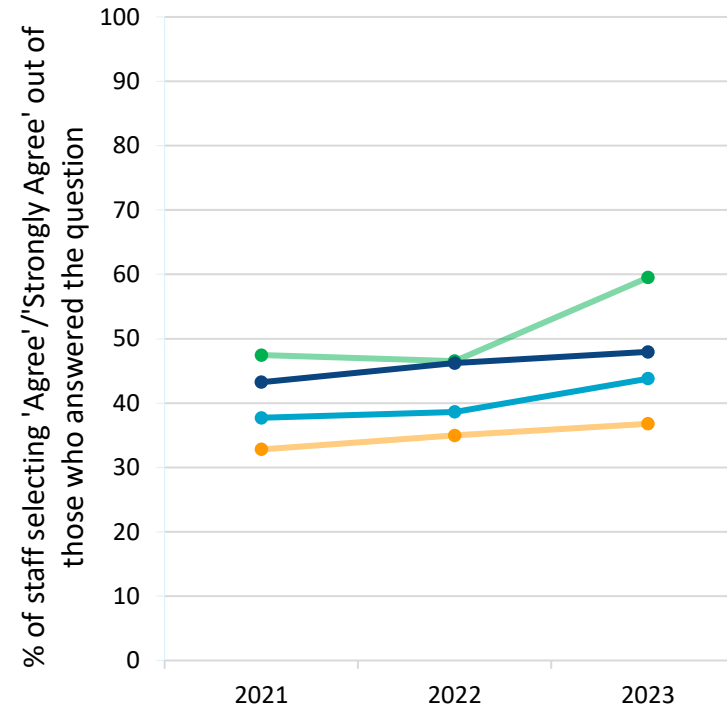


Q6b My organisation is committed to helping me balance my work and home life.



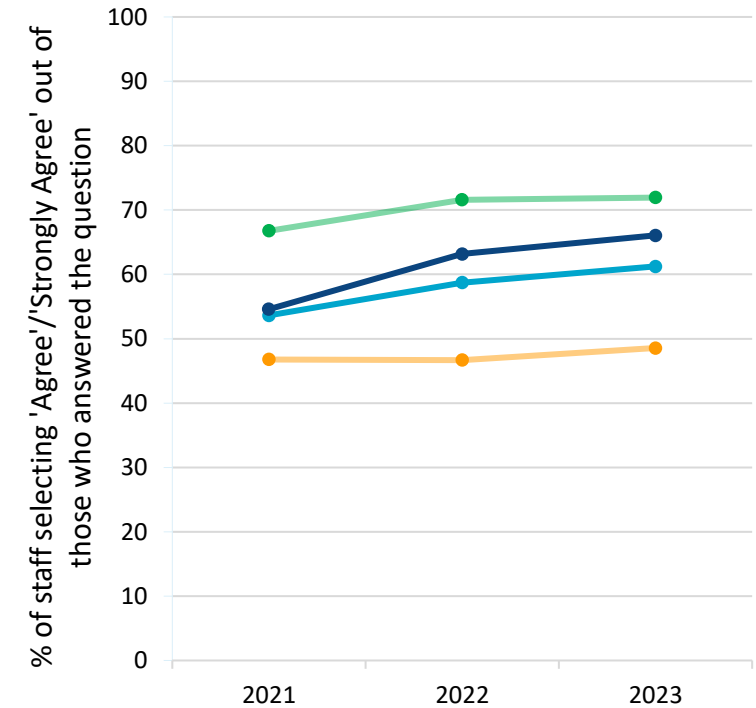
	2021	2022	2023
Your org	29.23%	32.25%	37.79%
Best result	39.66%	39.86%	51.26%
Average result	27.65%	28.52%	33.82%
Worst result	21.00%	24.38%	28.09%
Responses	2204	1889	1777

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



	2021	2022	2023
Your org	43.23%	46.20%	47.94%
Best result	47.46%	46.54%	59.52%
Average result	37.71%	38.62%	43.79%
Worst result	32.80%	34.97%	36.79%
Responses	2206	1888	1776

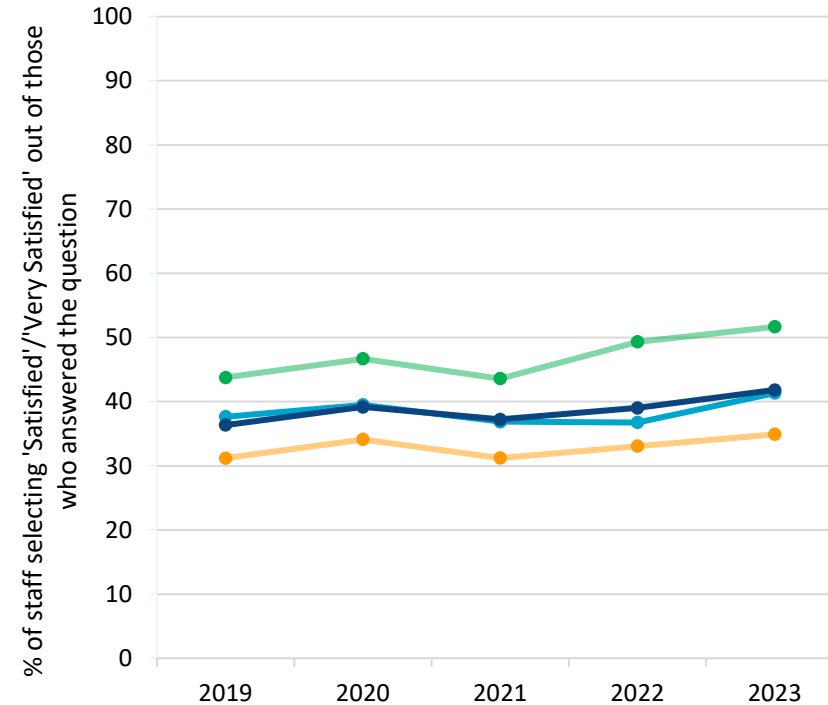
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023
Your org	54.56%	63.16%	66.05%
Best result	66.78%	71.58%	71.95%
Average result	53.61%	58.71%	61.24%
Worst result	46.78%	46.69%	48.55%
Responses	2204	1887	1775



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	36.34%	39.17%	37.24%	39.03%	41.81%
Best result	43.75%	46.69%	43.58%	49.33%	51.66%
Average result	37.65%	39.50%	36.88%	36.75%	41.35%
Worst result	31.19%	34.11%	31.21%	33.06%	34.92%
Responses	1832	1943	2207	1894	1780

People Promise element – We are a team



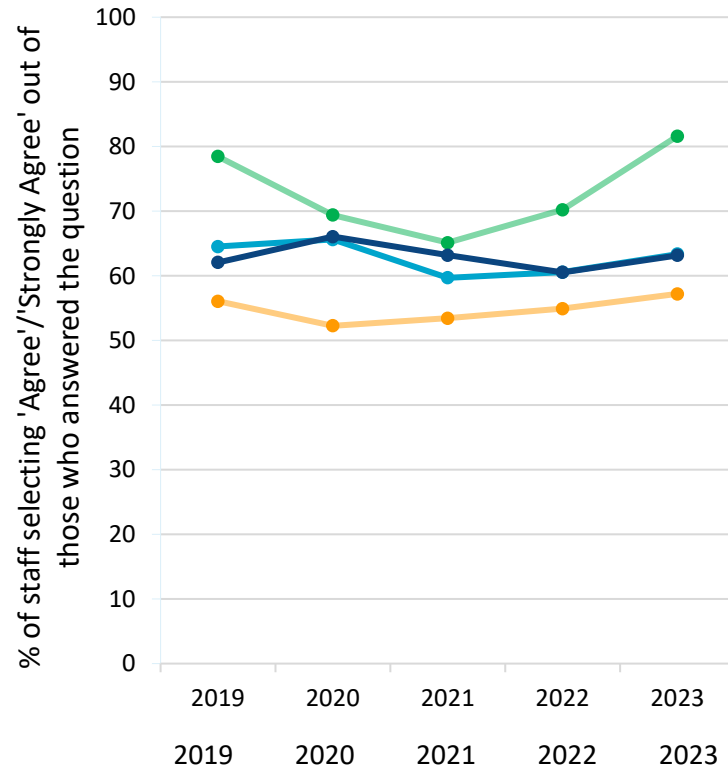
Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

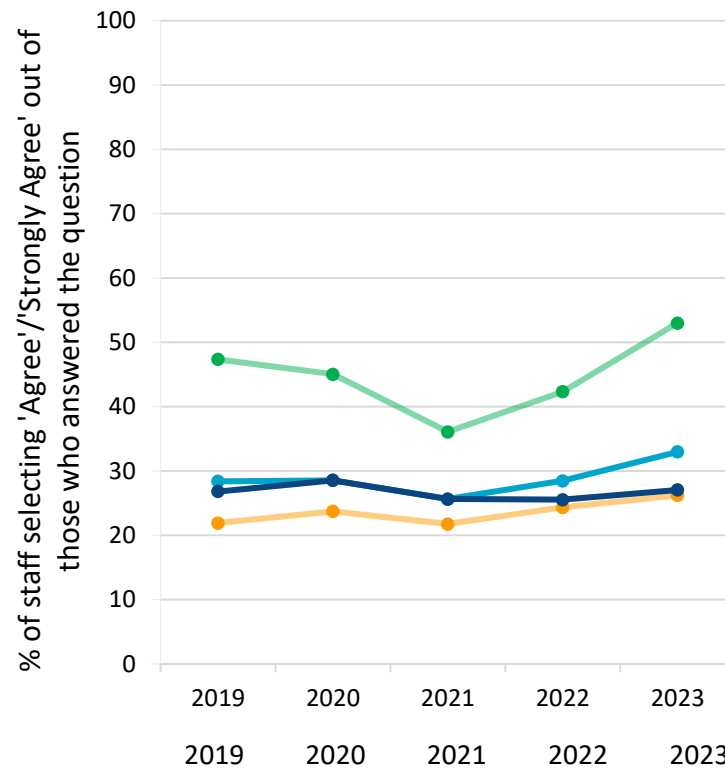


Q7a The team I work in has a set of shared objectives.



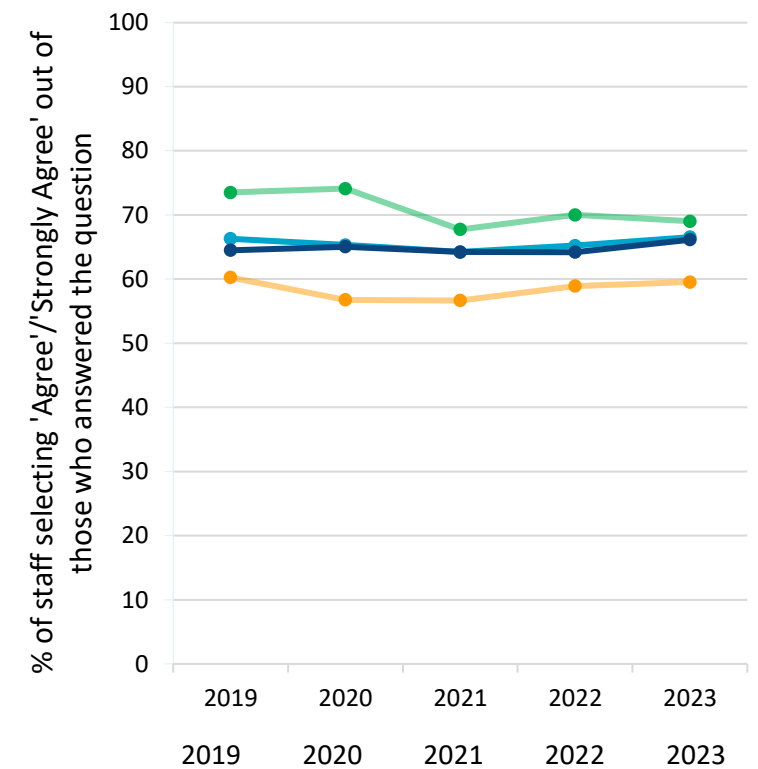
Your org	62.09%	66.06%	63.20%	60.54%	63.16%
Best result	78.46%	69.40%	65.13%	70.23%	81.61%
Average result	64.54%	65.62%	59.72%	60.56%	63.36%
Worst result	56.07%	52.29%	53.44%	54.93%	57.20%
Responses	1837	1939	2194	1885	1776

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

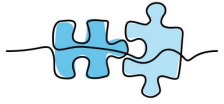


Your org	26.76%	28.55%	25.62%	25.53%	27.05%
Best result	47.36%	45.05%	36.09%	42.32%	52.99%
Average result	28.40%	28.55%	25.62%	28.46%	32.97%
Worst result	21.90%	23.71%	21.76%	24.35%	26.21%
Responses	1832	1943	2195	1887	1779

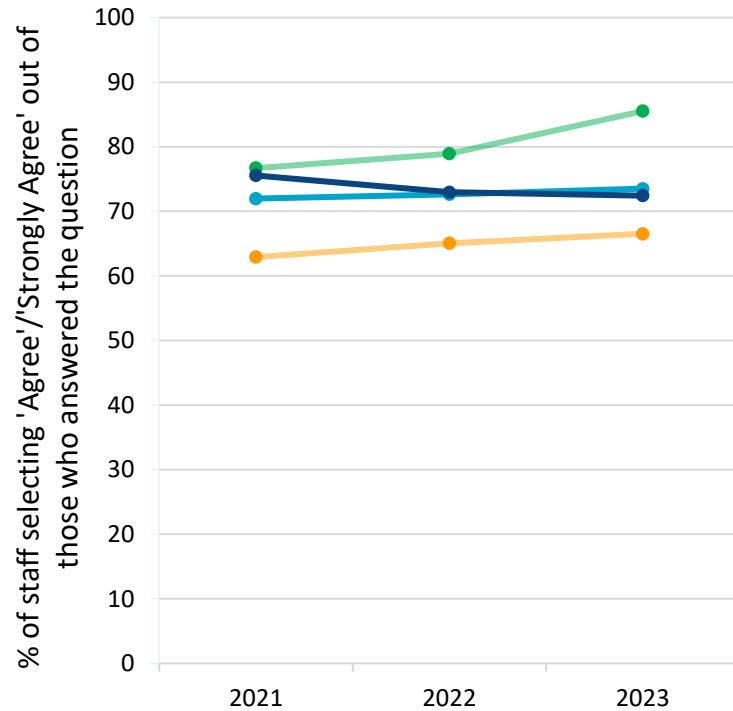
Q7c I receive the respect I deserve from my colleagues at work.



Your org	64.51%	65.03%	64.21%	64.21%	66.13%
Best result	73.49%	74.09%	67.73%	70.01%	69.01%
Average result	66.28%	65.32%	64.21%	65.23%	66.54%
Worst result	60.26%	56.76%	56.68%	58.92%	59.54%
Responses	1839	1943	2198	1889	1779

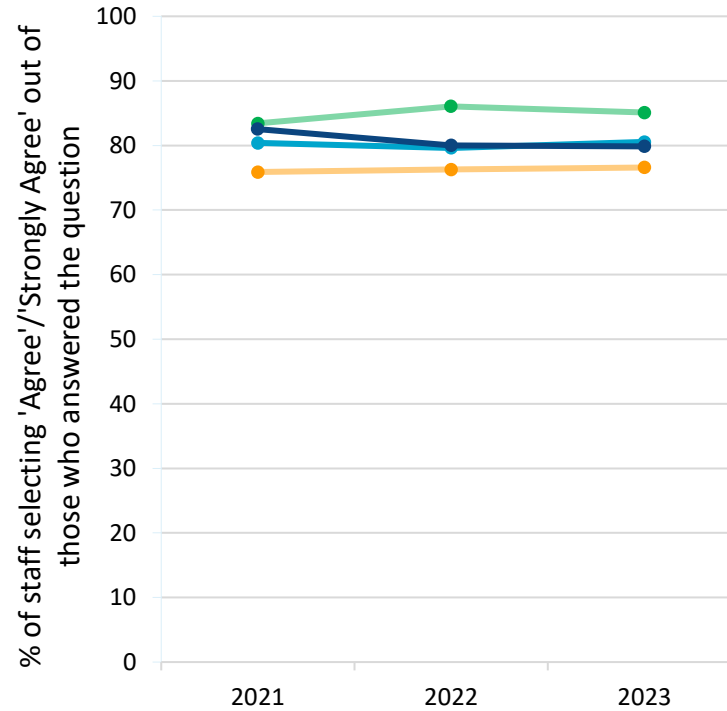


Q7d Team members understand each other's roles.



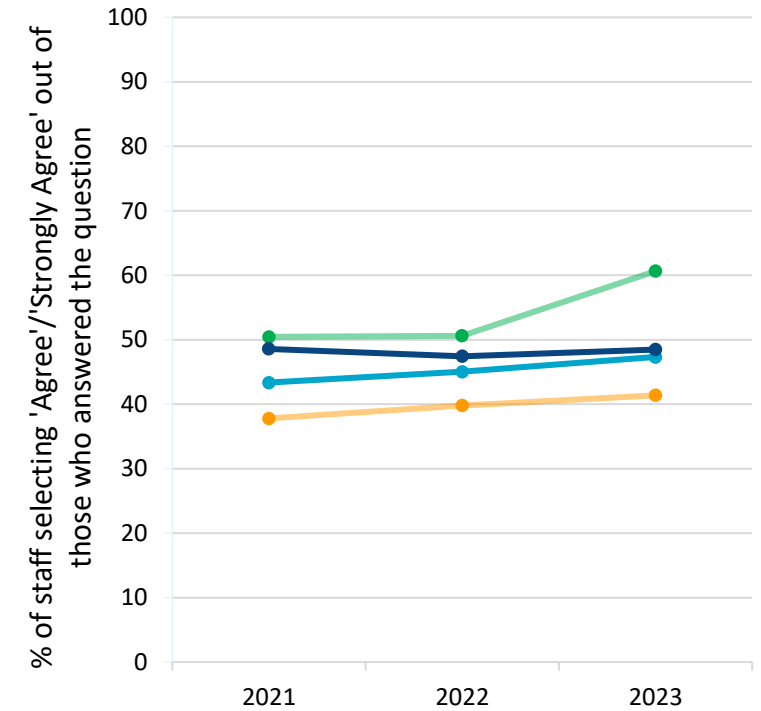
	2021	2022	2023
Your org	75.56%	72.96%	72.42%
Best result	76.70%	78.89%	85.50%
Average result	71.95%	72.63%	73.51%
Worst result	62.93%	65.04%	66.50%
Responses	2198	1888	1781

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023
Your org	82.51%	80.02%	79.87%
Best result	83.41%	86.06%	85.10%
Average result	80.40%	79.62%	80.54%
Worst result	75.88%	76.27%	76.59%
Responses	2193	1886	1779

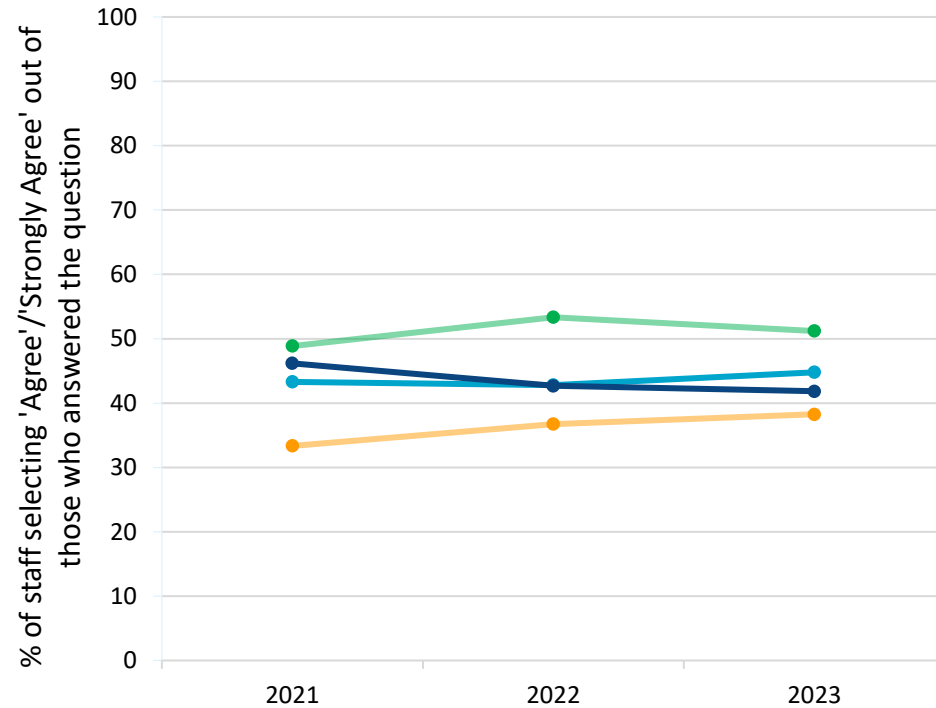
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023
Your org	48.58%	47.44%	48.48%
Best result	50.45%	50.61%	60.65%
Average result	43.36%	45.03%	47.32%
Worst result	37.78%	39.80%	41.38%
Responses	2192	1883	1779

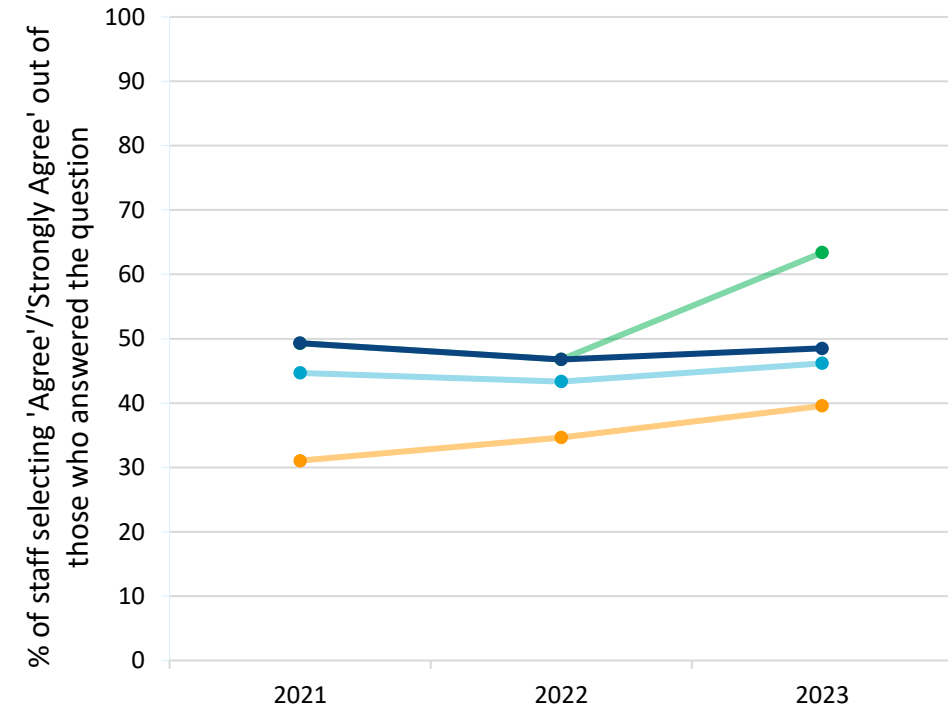


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023
Your org	46.17%	42.67%	41.83%
Best result	48.88%	53.34%	51.21%
Average result	43.30%	42.81%	44.79%
Worst result	33.35%	36.73%	38.25%
Responses	2195	1883	1776

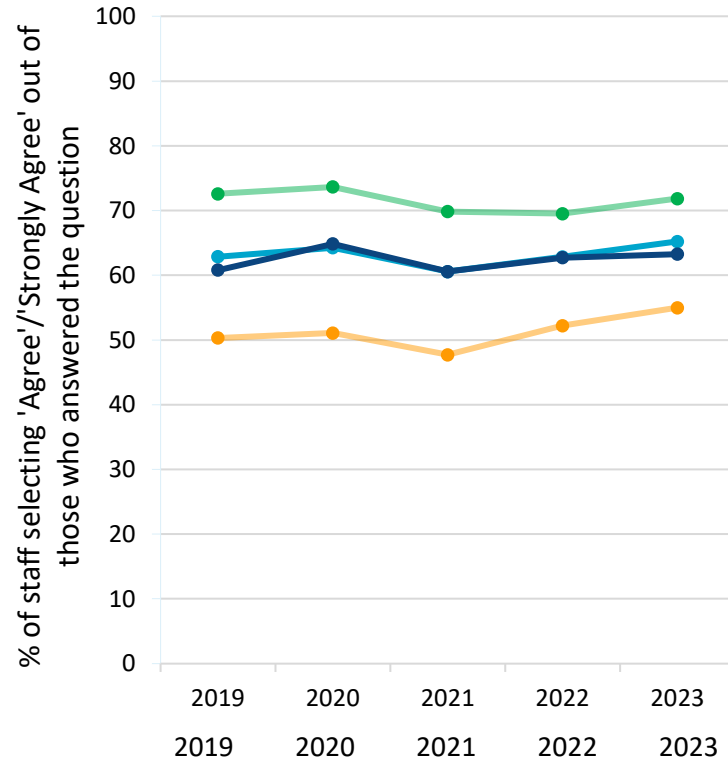
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023
Your org	49.28%	46.78%	48.50%
Best result	49.28%	46.78%	63.40%
Average result	44.68%	43.36%	46.20%
Worst result	31.03%	34.66%	39.58%
Responses	2191	1887	1782

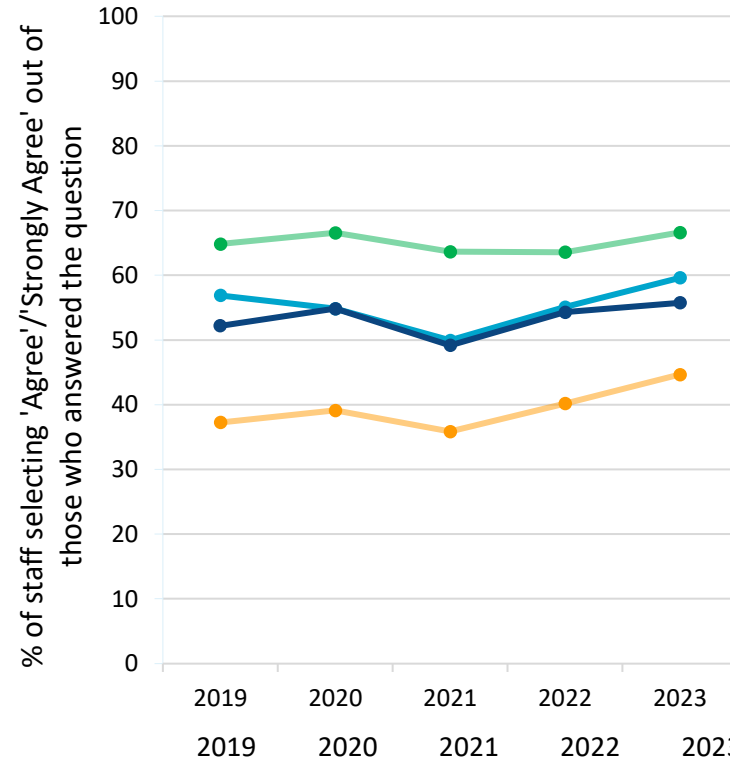


Q9a My immediate manager encourages me at work.



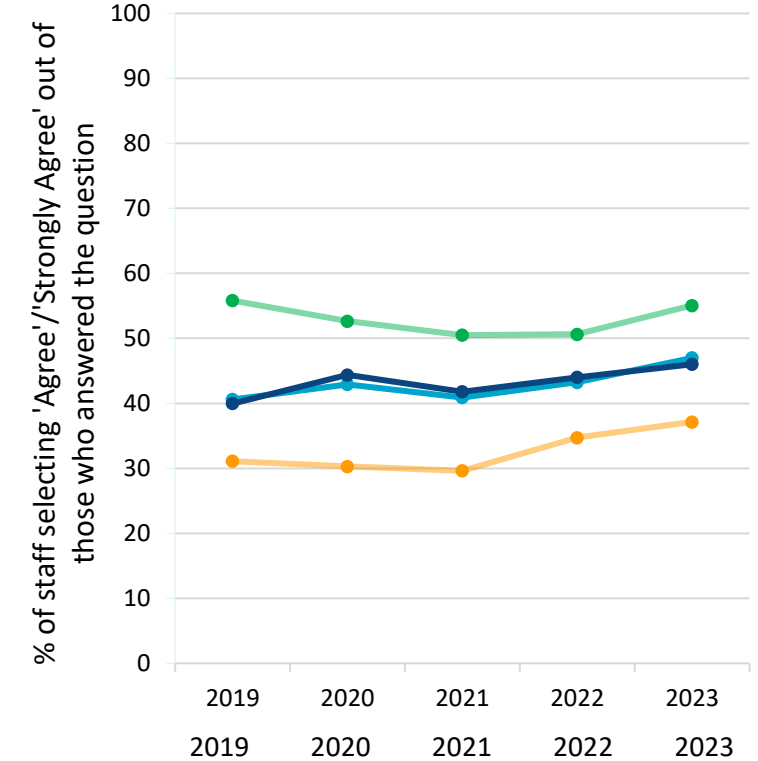
Your org	60.78%	64.84%	60.57%	62.72%	63.26%
Best result	72.59%	73.64%	69.83%	69.51%	71.84%
Average result	62.88%	64.25%	60.57%	62.85%	65.21%
Worst result	50.31%	51.08%	47.73%	52.22%	54.97%
Responses	1834	1944	2192	1890	1780

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



Your org	52.19%	54.84%	49.17%	54.29%	55.74%
Best result	64.82%	66.56%	63.63%	63.57%	66.61%
Average result	56.90%	54.84%	49.93%	55.08%	59.60%
Worst result	37.25%	39.12%	35.86%	40.18%	44.66%
Responses	1835	1941	2191	1888	1781

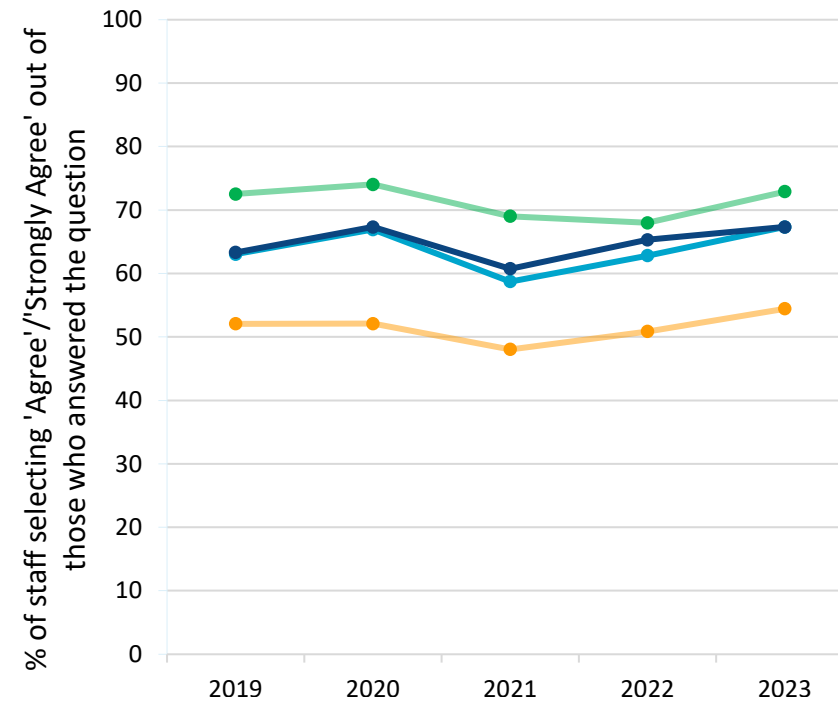
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



Your org	39.98%	44.36%	41.79%	44.00%	46.02%
Best result	55.82%	52.64%	50.49%	50.62%	55.07%
Average result	40.62%	42.92%	40.91%	43.23%	47.02%
Worst result	31.10%	30.29%	29.62%	34.73%	37.13%
Responses	1830	1936	2189	1890	1782



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



	2019	2020	2021	2022	2023
Your org	63.28%	67.33%	60.74%	65.31%	67.34%
Best result	72.51%	74.03%	69.02%	67.98%	72.90%
Average result	63.03%	66.92%	58.71%	62.81%	67.34%
Worst result	52.08%	52.10%	48.02%	50.85%	54.43%
Responses	1833	1938	2193	1888	1778

Theme – Staff engagement

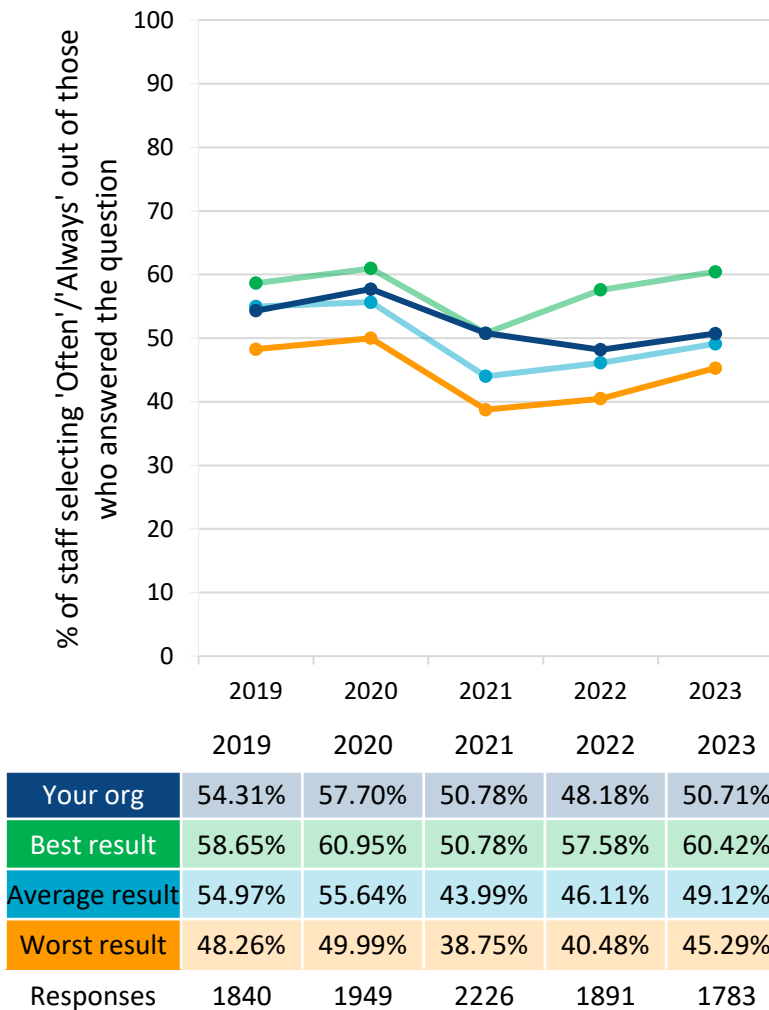
Questions included:

Motivation – Q2a, Q2b, Q2c

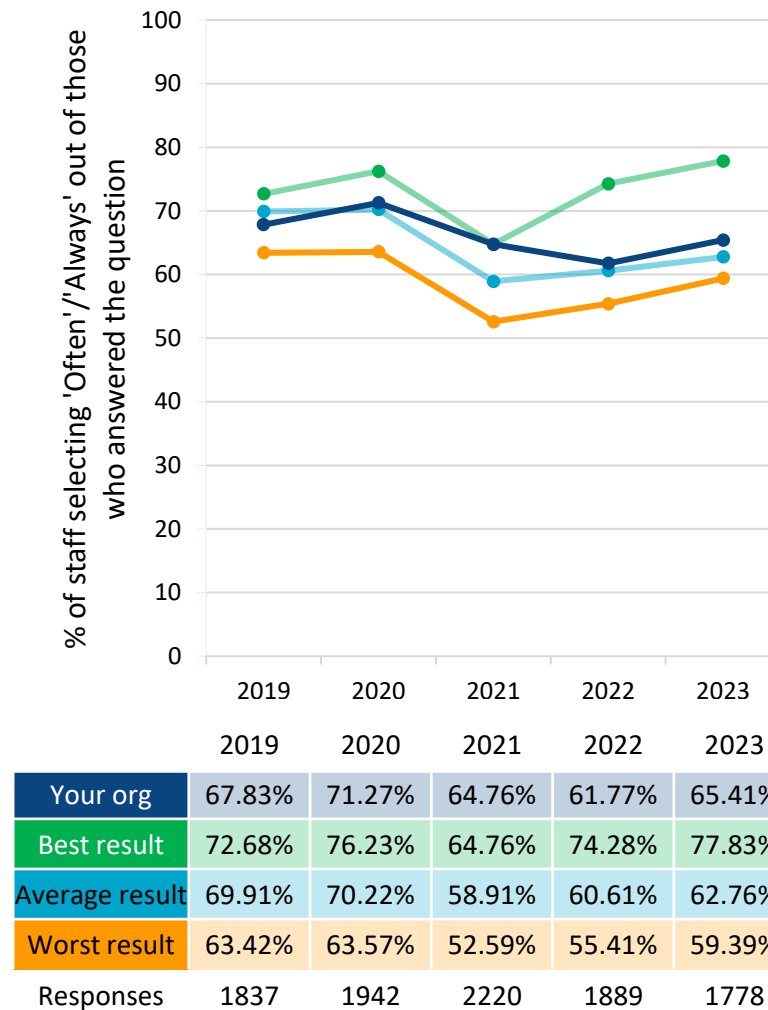
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

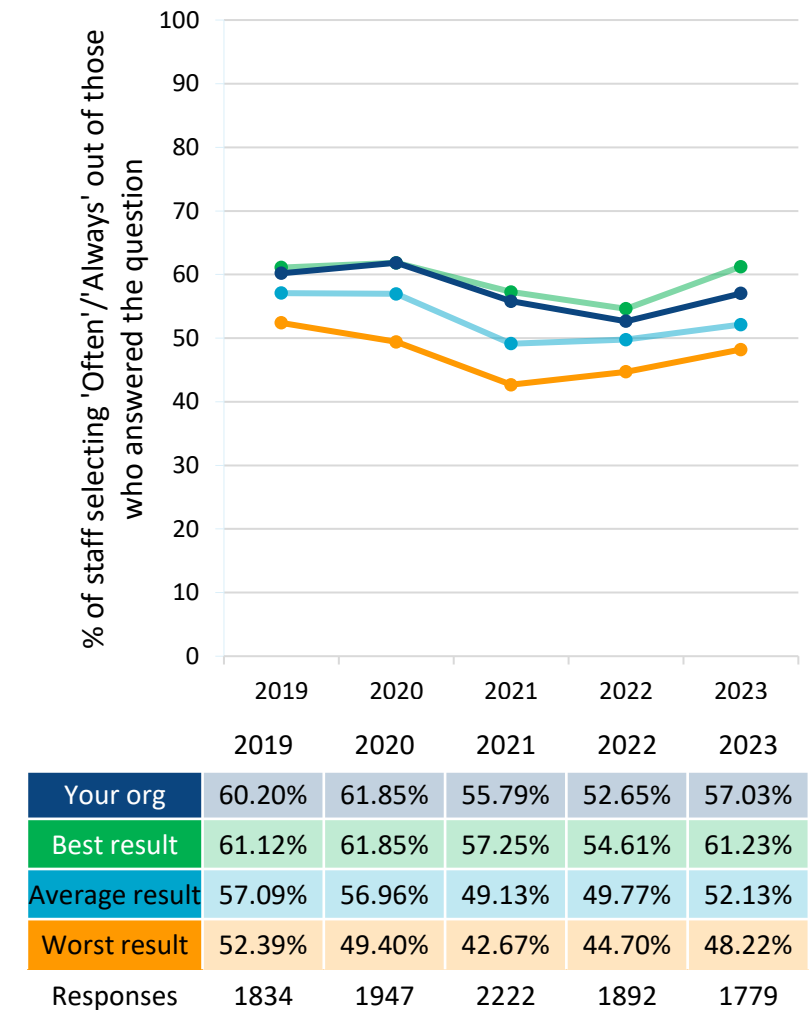
Q2a I look forward to going to work.



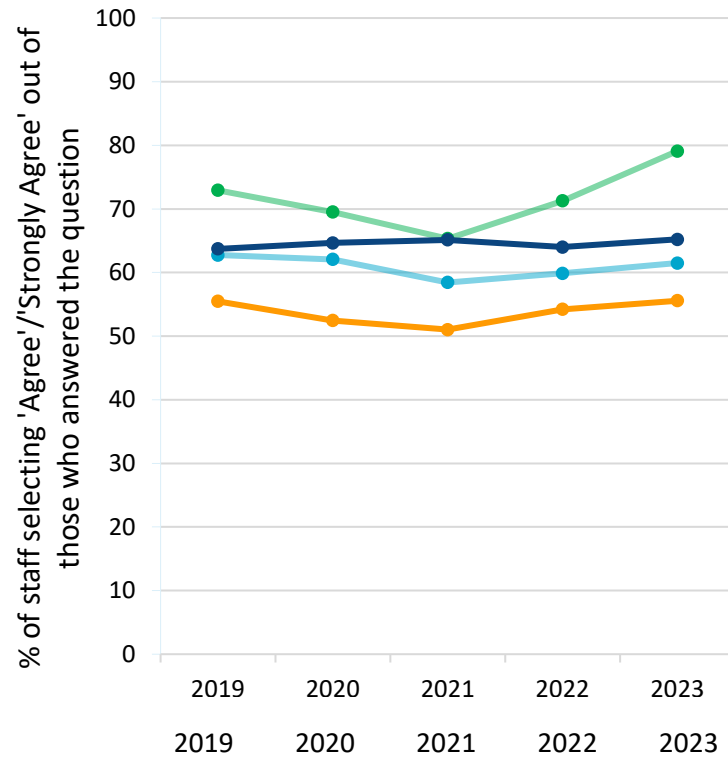
Q2b I am enthusiastic about my job.



Q2c Time passes quickly when I am working.

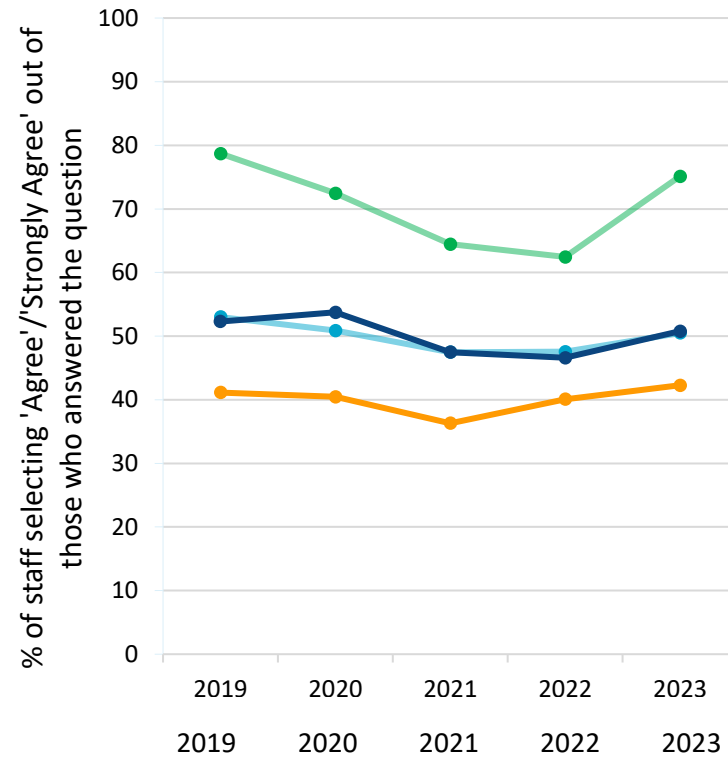


Q3c There are frequent opportunities for me to show initiative in my role.



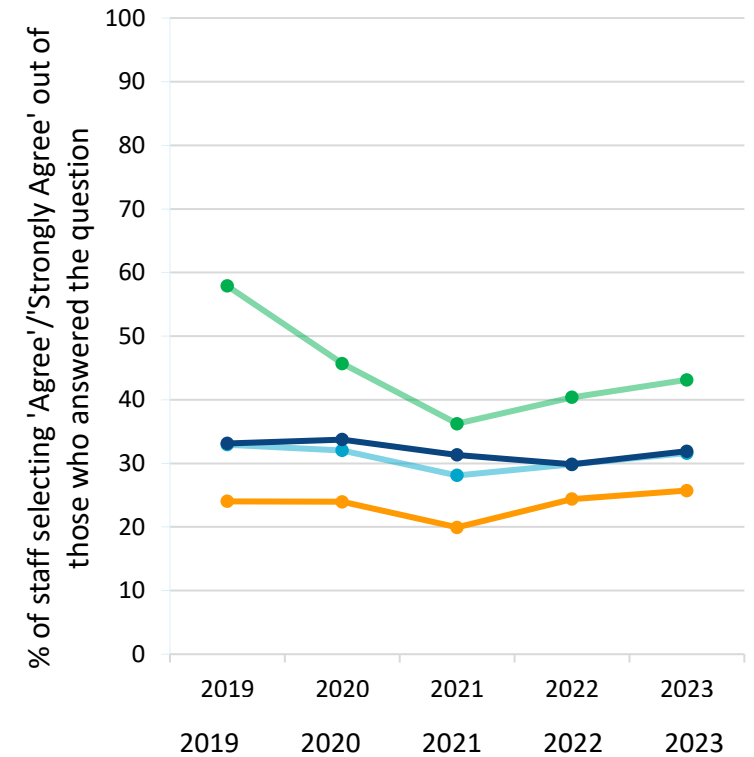
Your org	63.71%	64.66%	65.13%	63.99%	65.22%
Best result	72.93%	69.50%	65.33%	71.27%	79.10%
Average result	62.76%	62.06%	58.44%	59.87%	61.48%
Worst result	55.47%	52.45%	51.01%	54.21%	55.58%
Responses	1838	1942	2214	1892	1782

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



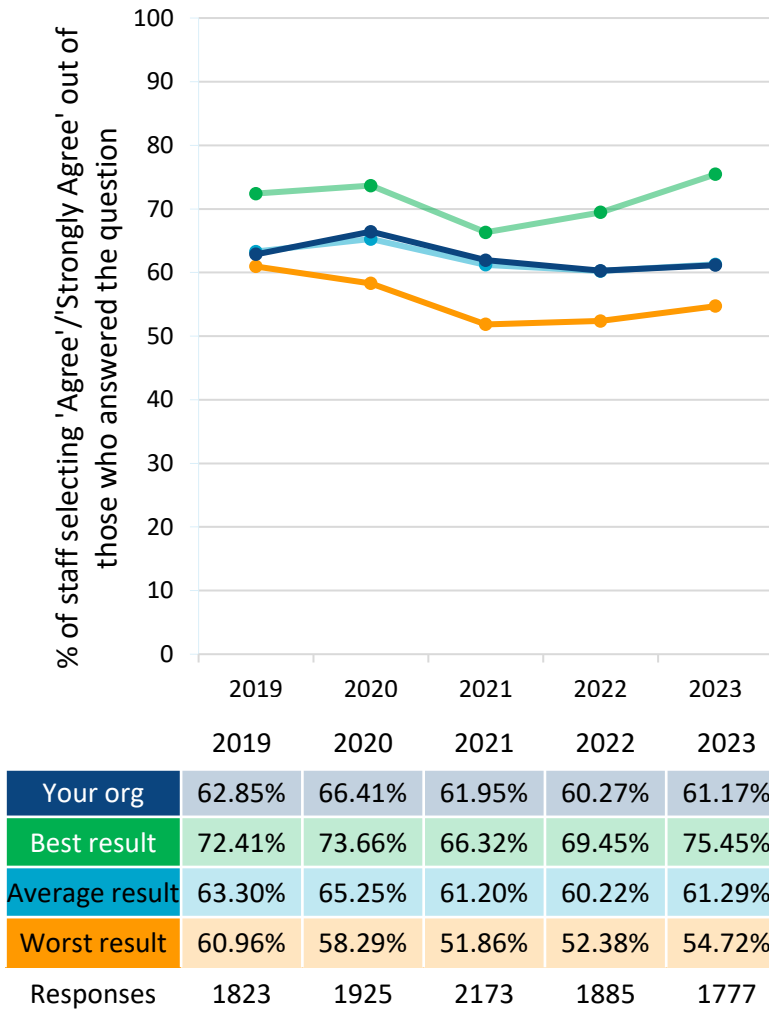
Your org	52.29%	53.74%	47.47%	46.60%	50.77%
Best result	78.69%	72.45%	64.45%	62.45%	75.11%
Average result	53.01%	50.86%	47.47%	47.54%	50.50%
Worst result	41.15%	40.47%	36.30%	40.07%	42.28%
Responses	1837	1942	2215	1893	1781

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

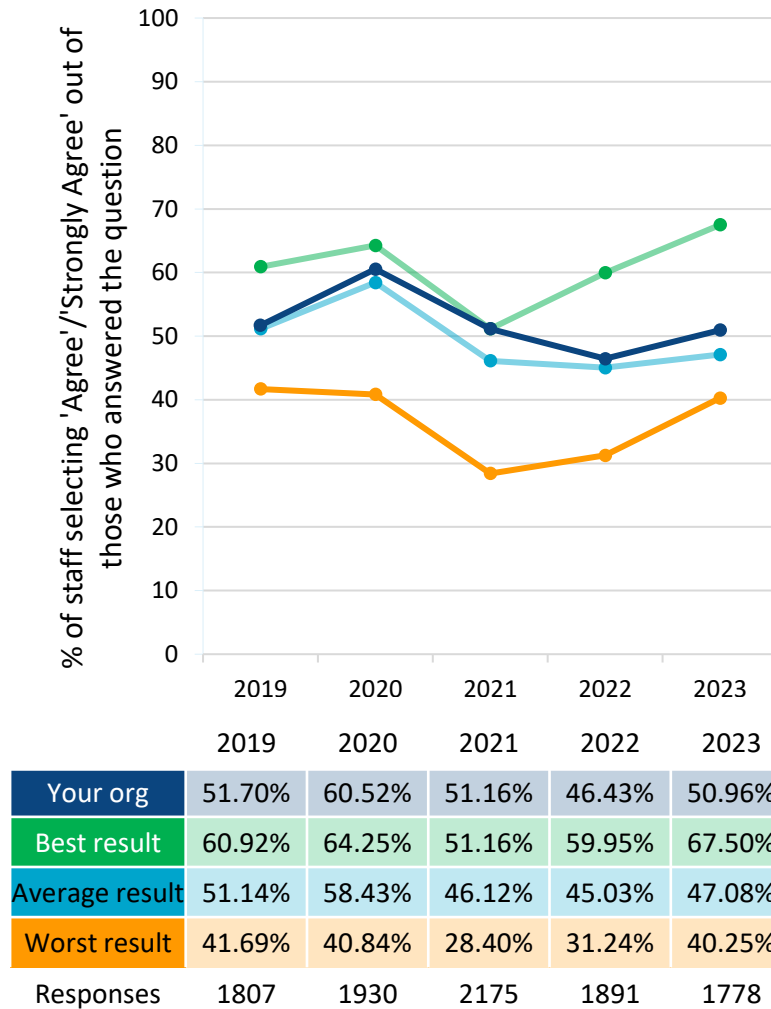


Your org	33.11%	33.75%	31.33%	29.84%	31.90%
Best result	57.89%	45.69%	36.23%	40.37%	43.12%
Average result	32.94%	32.03%	28.12%	29.84%	31.61%
Worst result	24.02%	23.96%	19.94%	24.39%	25.72%
Responses	1830	1943	2211	1887	1782

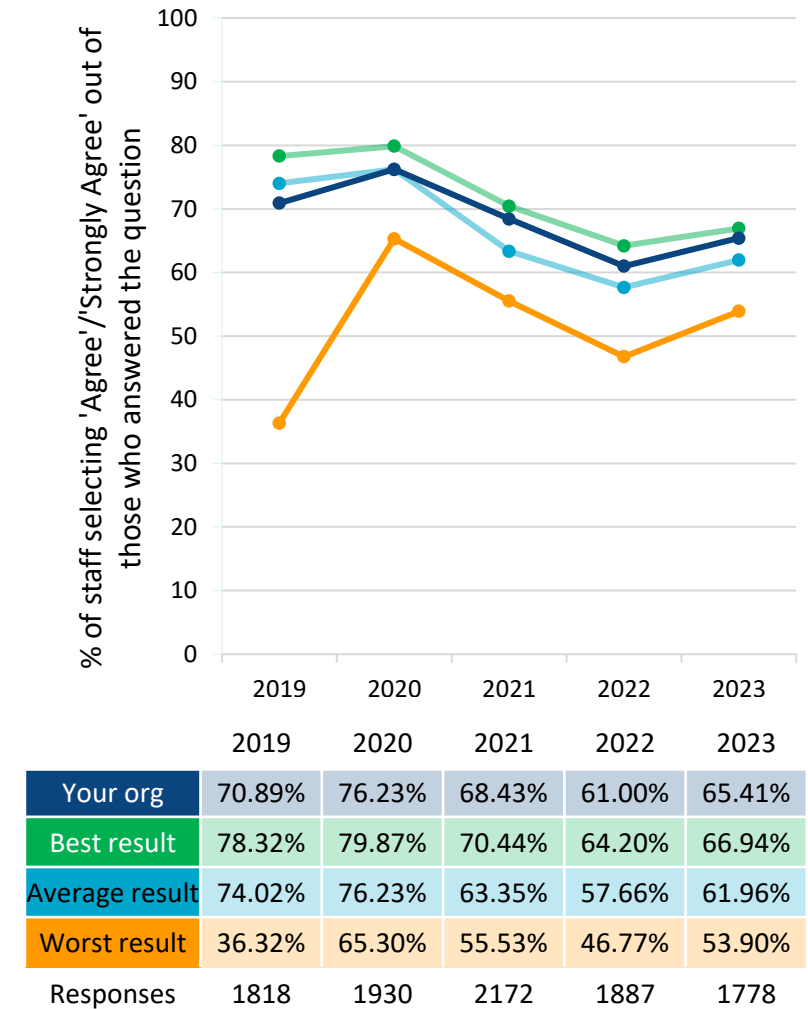
Q25a Care of patients / service users is my organisation's top priority.



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



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



Theme - Morale

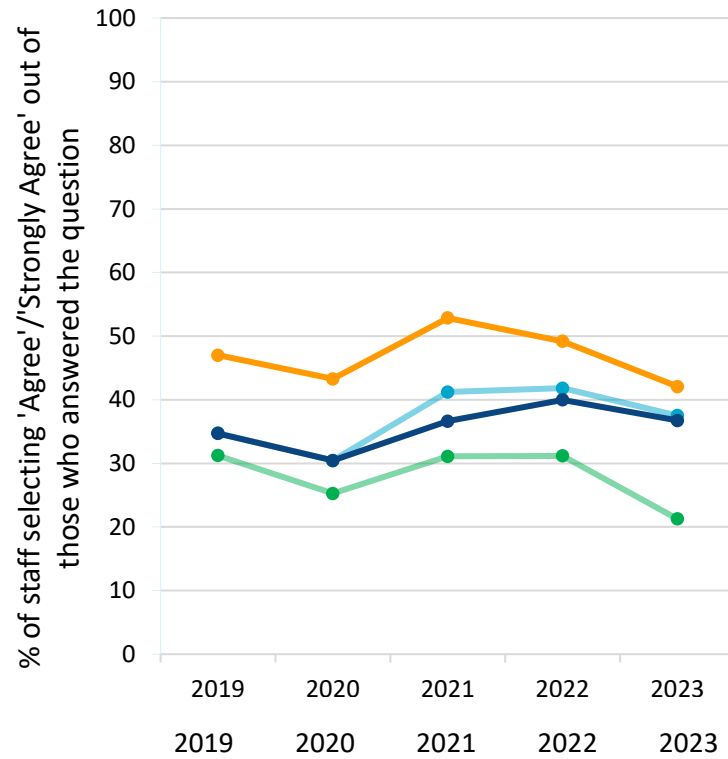
Questions included:

Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

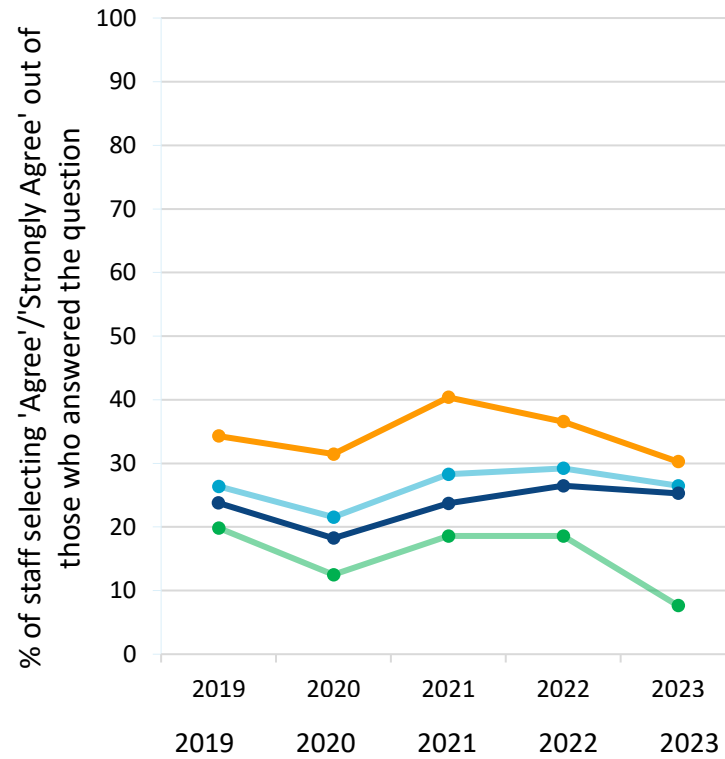
Stressors – Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Q26a I often think about leaving this organisation.



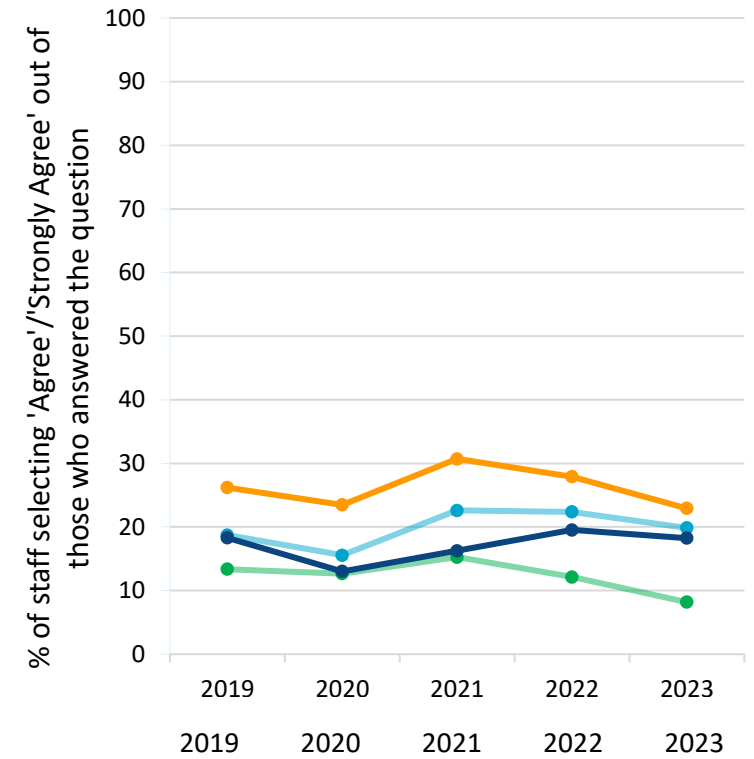
Your org	2019	2020	2021	2022	2023
Best result	31.22%	25.26%	31.10%	31.16%	21.27%
Average result	34.75%	30.45%	41.21%	41.83%	37.50%
Worst result	46.99%	43.27%	52.85%	49.18%	42.06%
Responses	1832	1934	2165	1881	1781

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



Your org	2019	2020	2021	2022	2023
Best result	19.84%	12.48%	18.58%	18.58%	7.64%
Average result	26.37%	21.55%	28.27%	29.22%	26.48%
Worst result	34.30%	31.44%	40.39%	36.56%	30.26%
Responses	1827	1932	2165	1883	1780

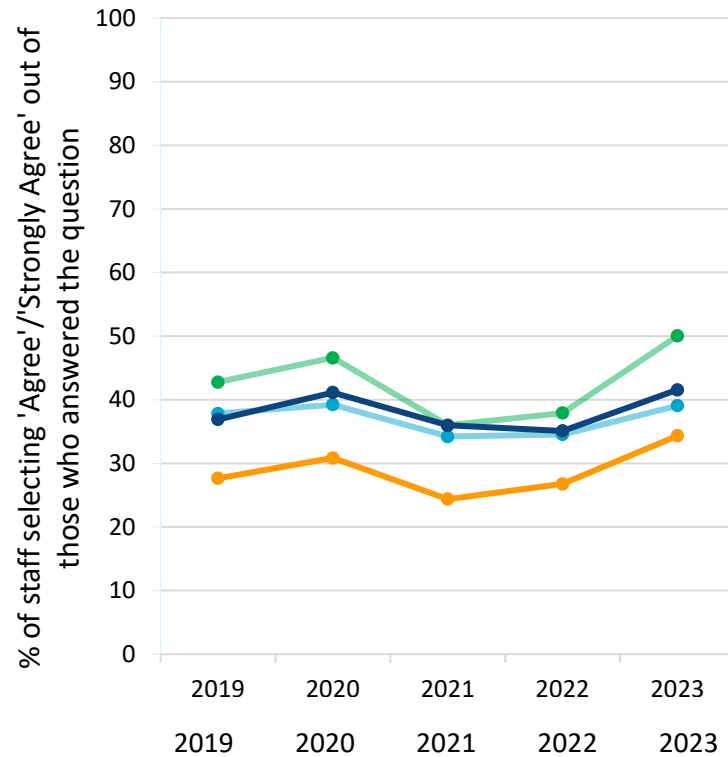
Q26c As soon as I can find another job, I will leave this organisation.



Your org	2019	2020	2021	2022	2023
Best result	13.37%	12.67%	15.26%	12.13%	8.18%
Average result	18.71%	15.55%	22.61%	22.38%	19.86%
Worst result	26.20%	23.48%	30.70%	27.90%	22.93%
Responses	1827	1929	2163	1881	1774

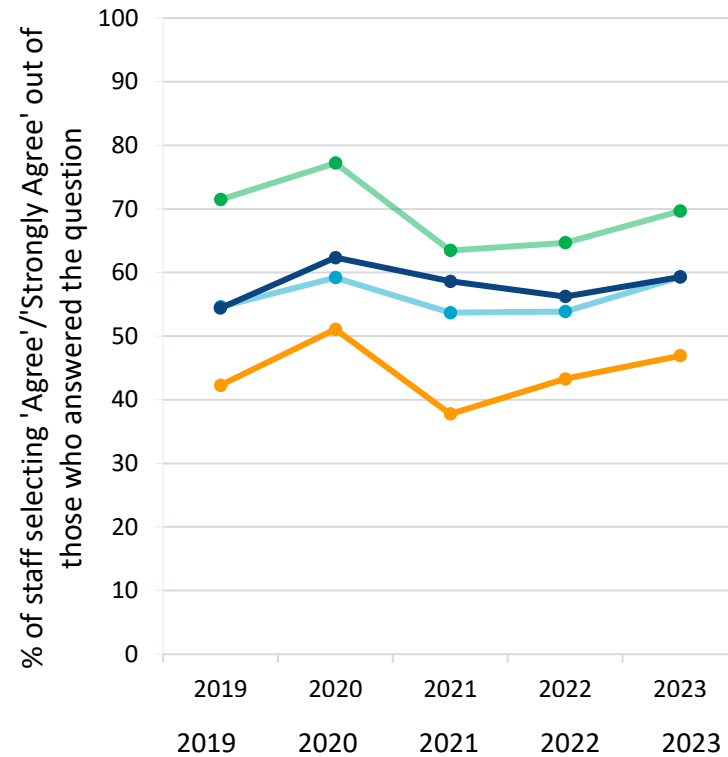


Q3g I am able to meet all the conflicting demands on my time at work.



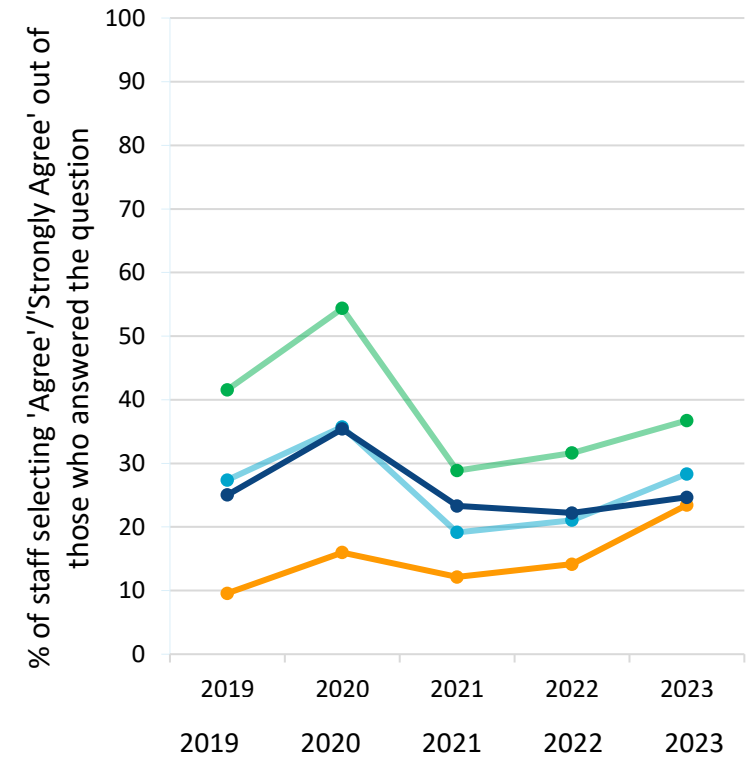
Your org	36.91%	41.13%	35.98%	35.09%	41.56%
Best result	42.78%	46.60%	35.98%	37.91%	50.04%
Average result	37.85%	39.23%	34.23%	34.54%	39.08%
Worst result	27.66%	30.84%	24.39%	26.77%	34.34%
Responses	1834	1943	2213	1891	1778

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



Your org	54.38%	62.35%	58.63%	56.22%	59.30%
Best result	71.47%	77.20%	63.48%	64.69%	69.66%
Average result	54.63%	59.20%	53.69%	53.87%	59.30%
Worst result	42.26%	51.07%	37.76%	43.27%	46.91%
Responses	1839	1941	2214	1893	1778

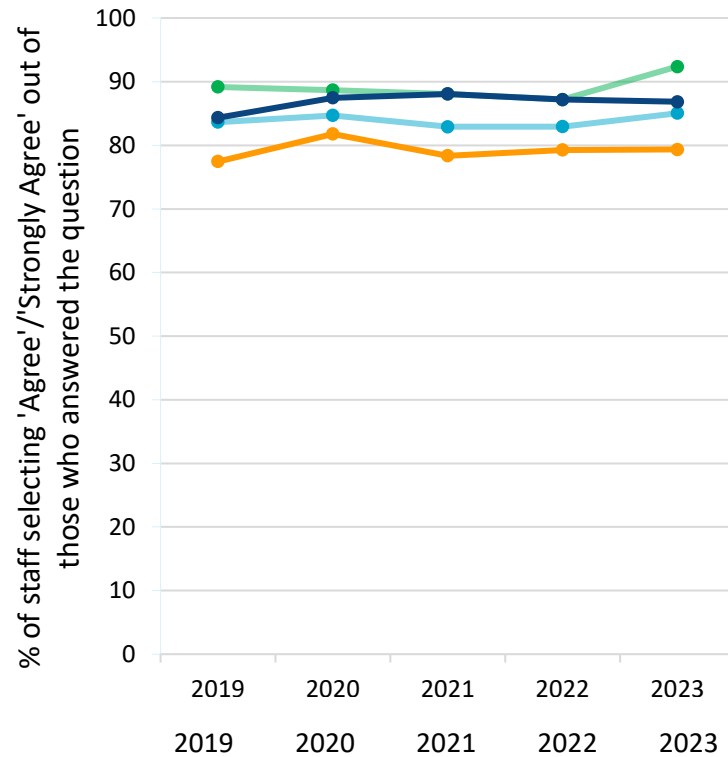
Q3i There are enough staff at this organisation for me to do my job properly.



Your org	25.04%	35.39%	23.31%	22.20%	24.67%
Best result	41.56%	54.35%	28.87%	31.62%	36.73%
Average result	27.38%	35.73%	19.15%	21.05%	28.32%
Worst result	9.56%	15.98%	12.14%	14.15%	23.44%
Responses	1837	1943	2211	1894	1779

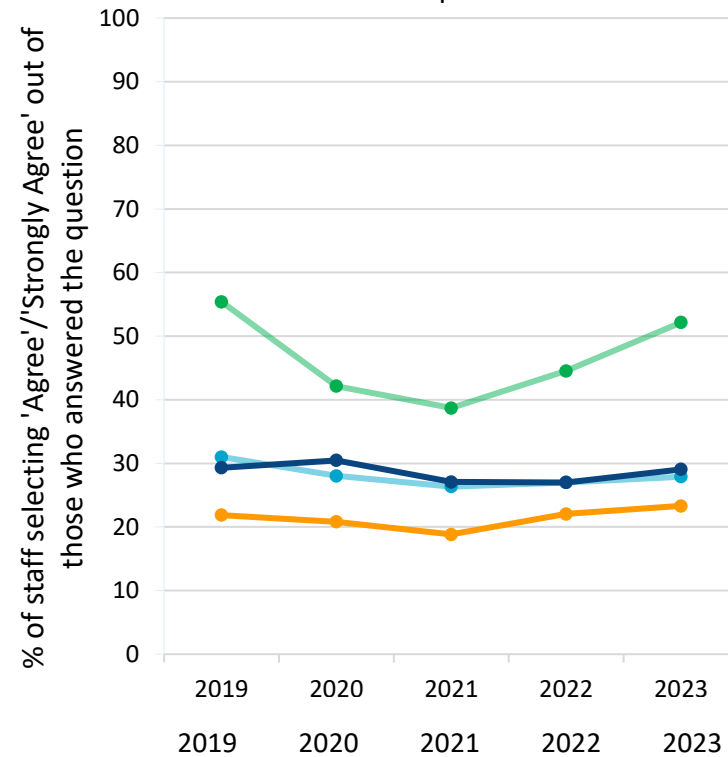


Q3a I always know what my work responsibilities are.



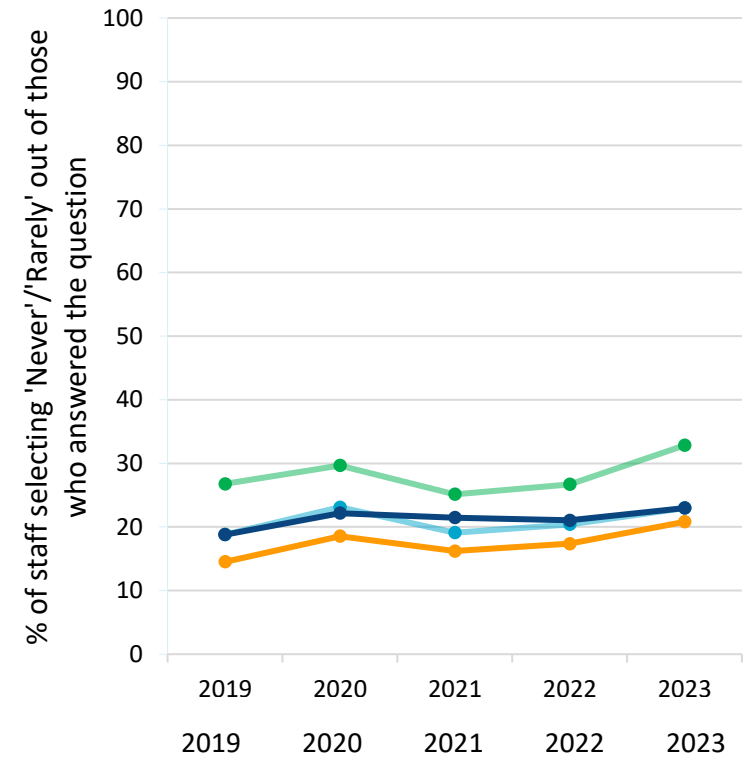
Your org	84.33%	87.47%	88.08%	87.19%	86.84%
Best result	89.17%	88.67%	88.08%	87.19%	92.38%
Average result	83.64%	84.70%	82.92%	82.94%	85.06%
Worst result	77.46%	81.79%	78.35%	79.28%	79.34%
Responses	1842	1949	2206	1890	1782

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



Your org	29.31%	30.48%	27.08%	27.00%	29.05%
Best result	55.39%	42.13%	38.69%	44.53%	52.15%
Average result	31.00%	28.02%	26.35%	27.00%	27.90%
Worst result	21.87%	20.80%	18.82%	22.04%	23.30%
Responses	1839	1943	2210	1891	1781

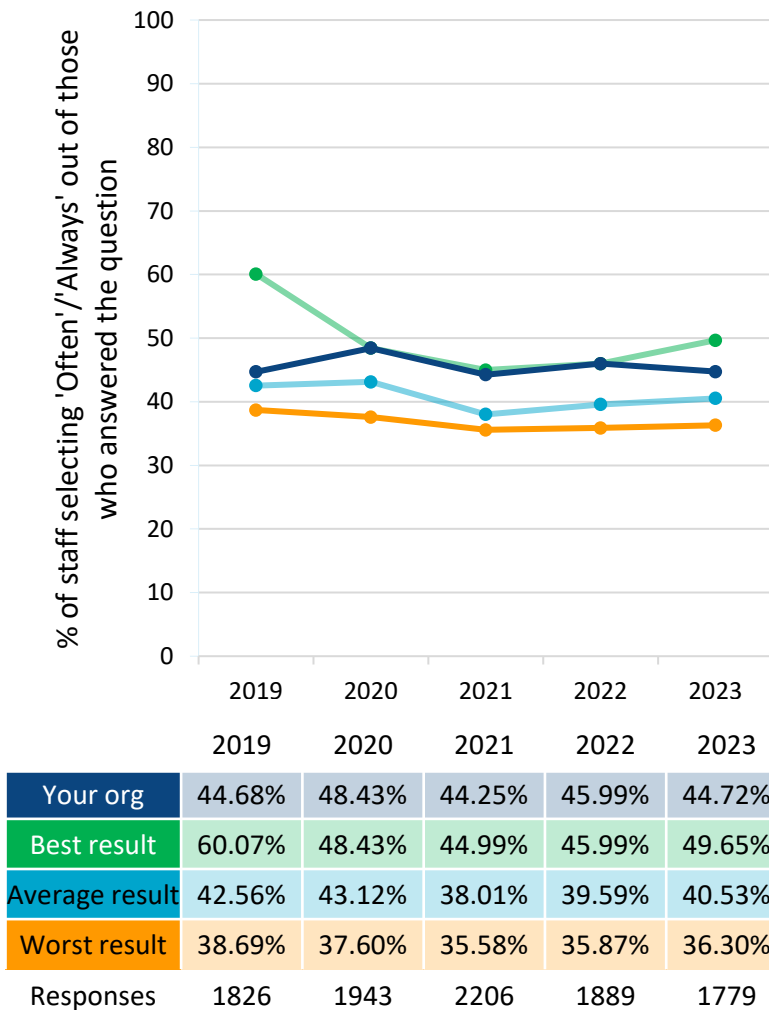
Q5a I have unrealistic time pressures.



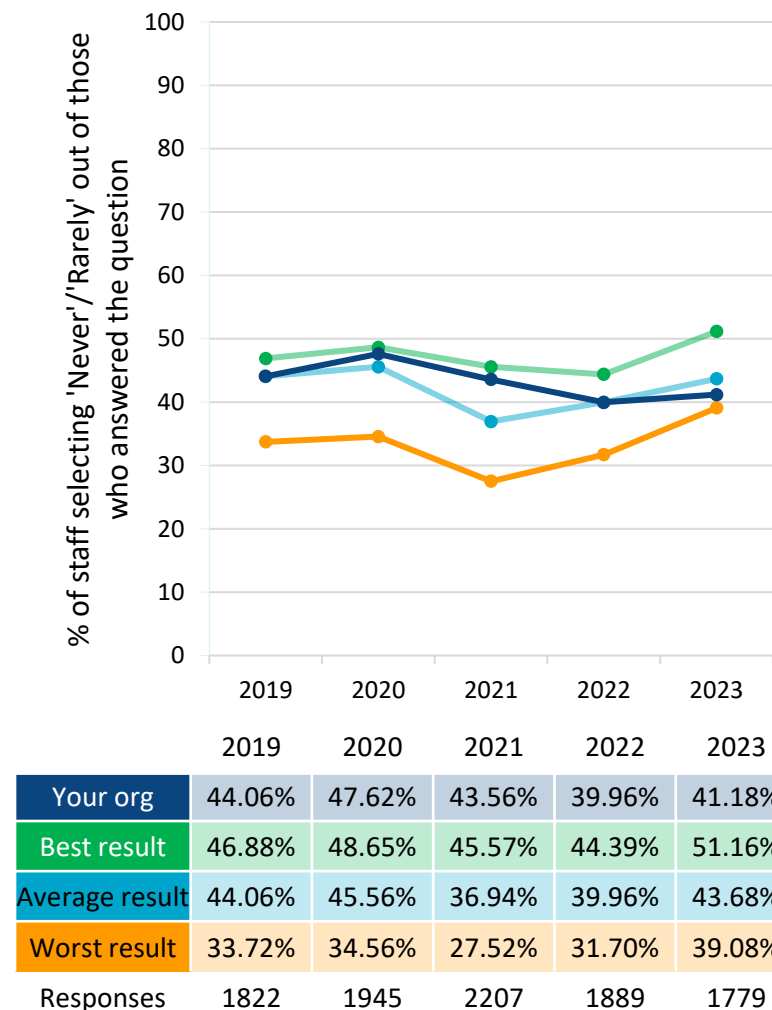
Your org	18.79%	22.16%	21.46%	21.05%	22.98%
Best result	26.77%	29.66%	25.13%	26.69%	32.83%
Average result	18.79%	23.10%	19.09%	20.42%	22.98%
Worst result	14.52%	18.55%	16.20%	17.37%	20.80%
Responses	1832	1945	2204	1886	1781



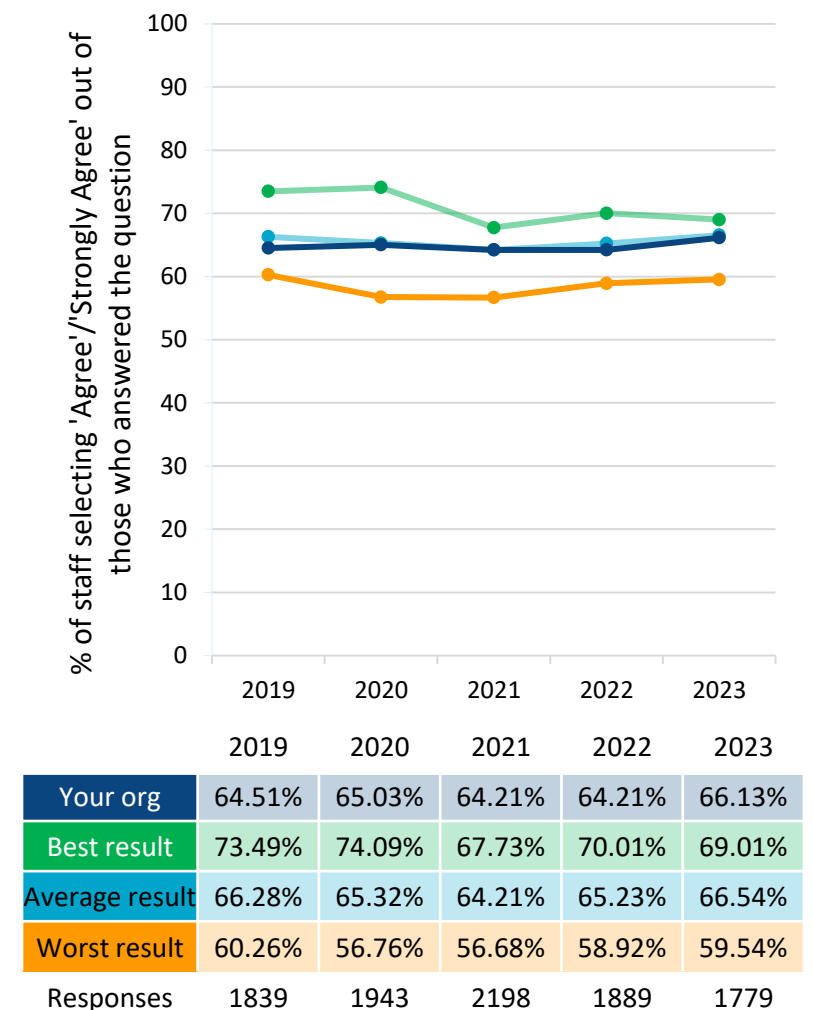
Q5b I have a choice in deciding how to do my work.



Q5c Relationships at work are strained.

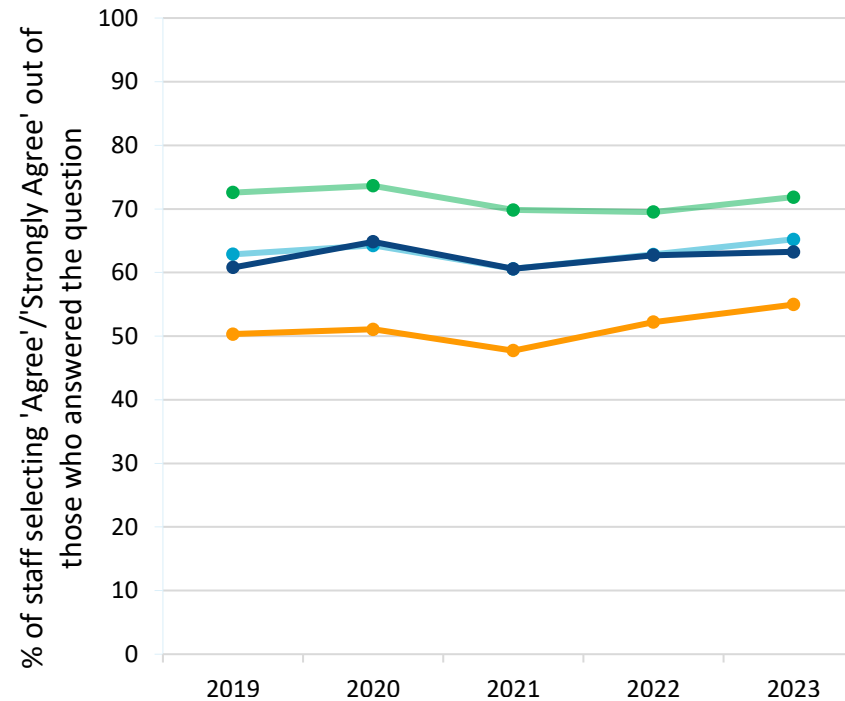


Q7c I receive the respect I deserve from my colleagues at work.





Q9a My immediate manager encourages me at work.



	2019	2020	2021	2022	2023
Your org	60.78%	64.84%	60.57%	62.72%	63.26%
Best result	72.59%	73.64%	69.83%	69.51%	71.84%
Average result	62.88%	64.25%	60.57%	62.85%	65.21%
Worst result	50.31%	51.08%	47.73%	52.22%	54.97%
Responses	1834	1944	2192	1890	1780

Question not linked to People Promise elements or themes

Questions included:*

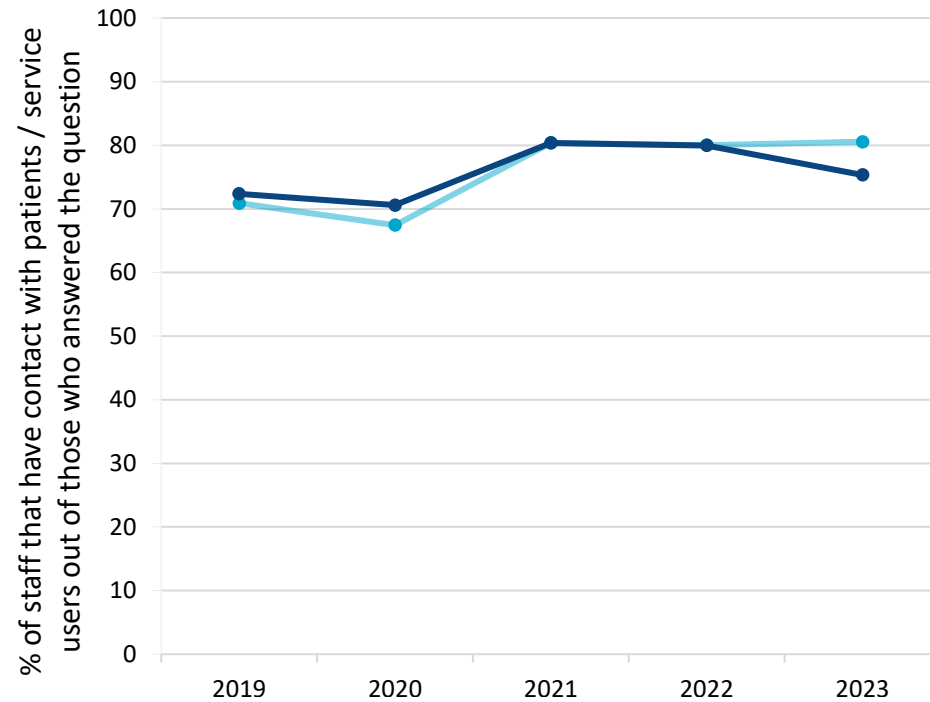
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

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

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



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

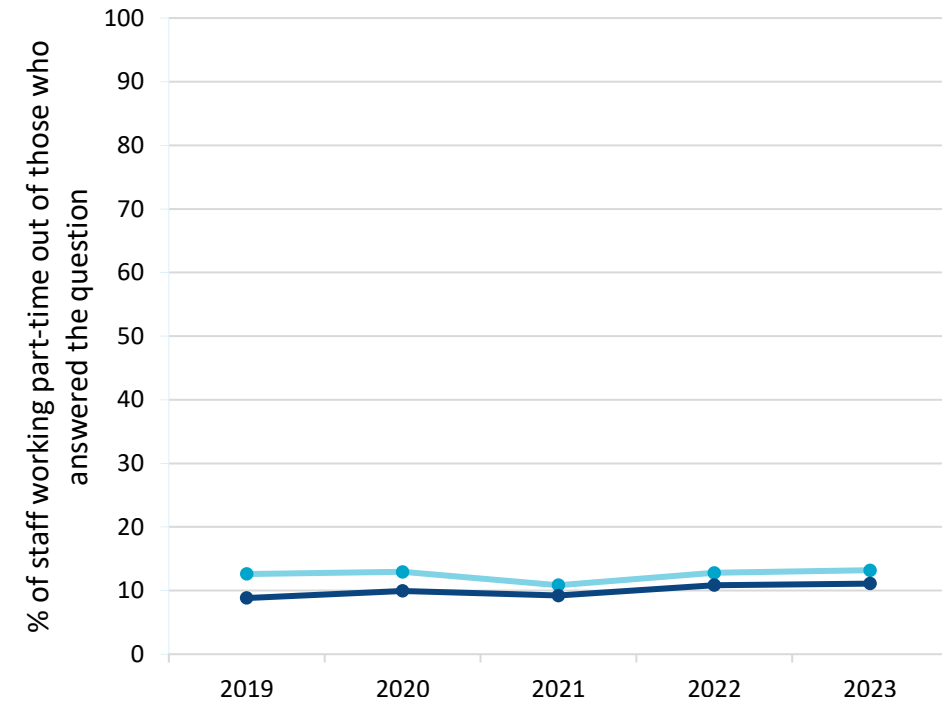


2019 2020 2021 2022 2023

Your org	72.37%	70.60%	80.39%	79.97%	75.35%
Average	70.88%	67.44%	80.39%	80.02%	80.56%

Responses 1842 1949 2218 1892 1777

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



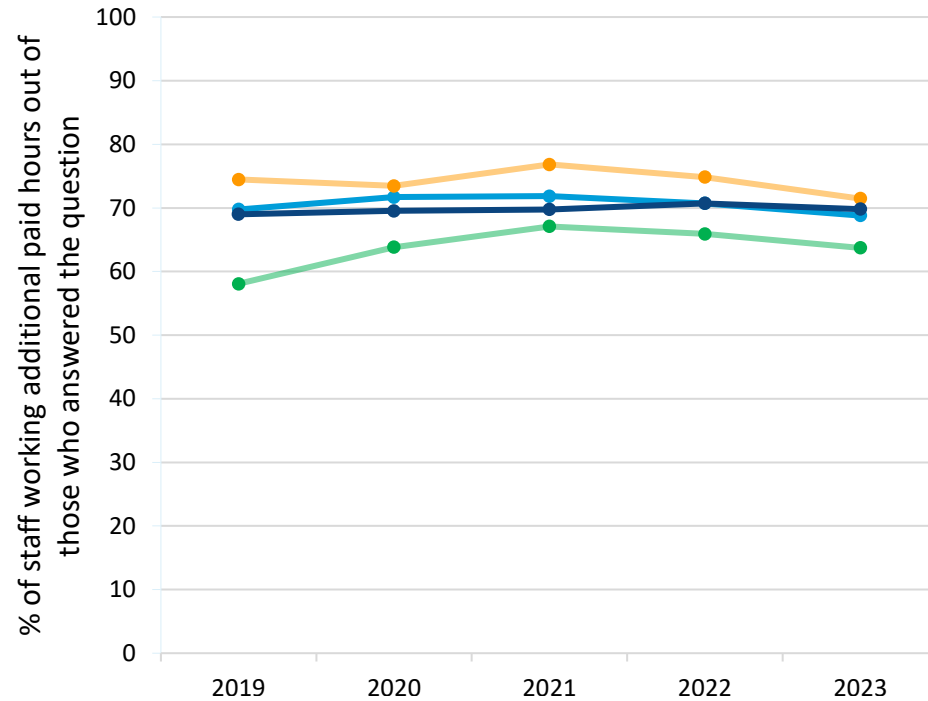
2019 2020 2021 2022 2023

Your org	8.81%	9.94%	9.21%	10.86%	11.10%
Average	12.60%	12.93%	10.86%	12.78%	13.19%

Responses 1828 1931 2160 1870 1765



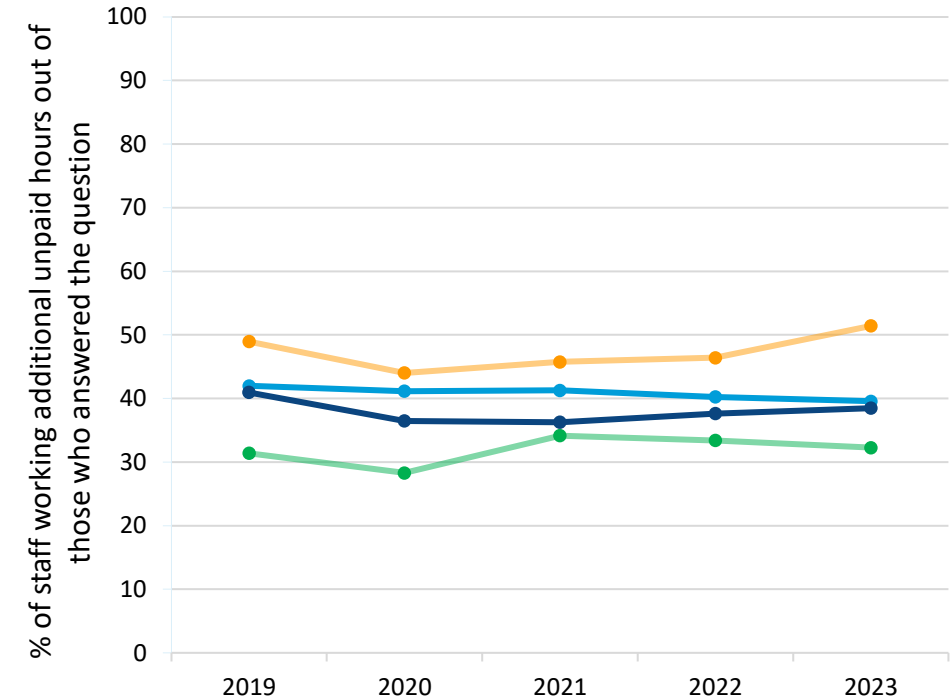
Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2019	2020	2021	2022	2023
Your org	68.98%	69.54%	69.76%	70.71%	69.80%
Lowest	58.06%	63.84%	67.10%	65.90%	63.73%
Average	69.75%	71.71%	71.85%	70.71%	68.80%
Highest	74.48%	73.45%	76.84%	74.84%	71.46%

Responses 1812 1918 2181 1889 1777

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

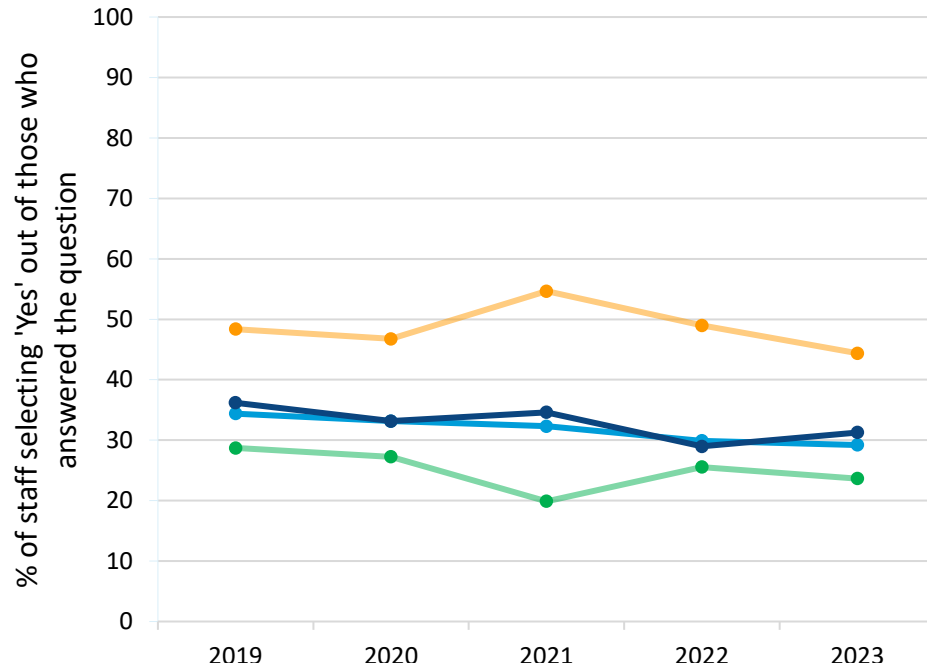


	2019	2020	2021	2022	2023
Your org	40.92%	36.48%	36.28%	37.63%	38.47%
Lowest	31.38%	28.29%	34.17%	33.41%	32.26%
Average	41.98%	41.16%	41.28%	40.25%	39.57%
Highest	48.95%	44.02%	45.75%	46.41%	51.41%

Responses 1810 1914 2177 1889 1773

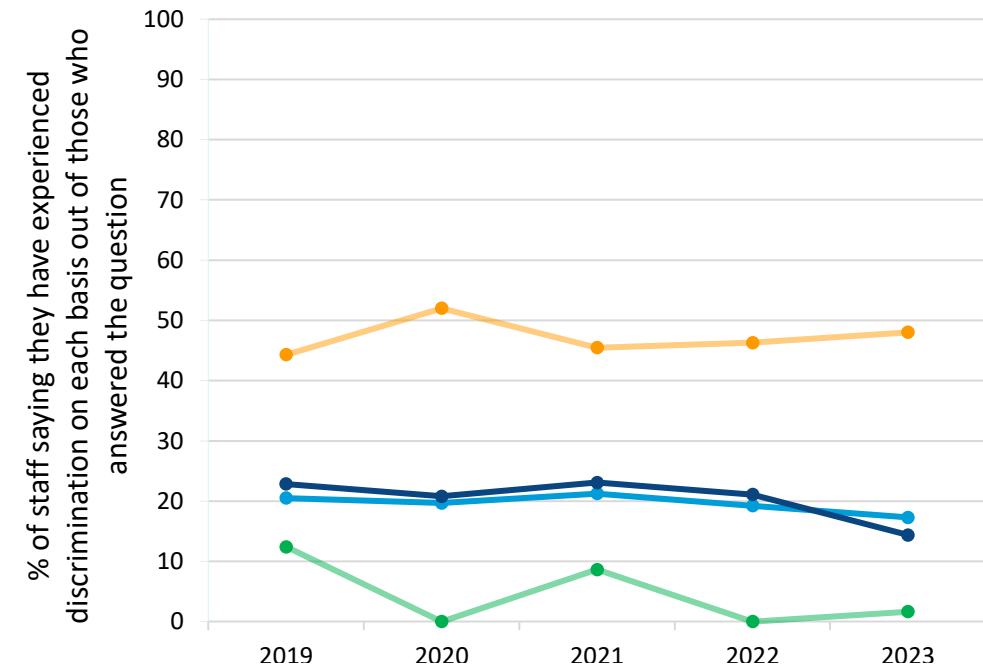


Q11e* Have you felt pressure from your manager to come to work?



	2019	2020	2021	2022	2023
Your org	36.18%	33.15%	34.61%	28.98%	31.27%
Best result	28.70%	27.26%	19.88%	25.56%	23.65%
Average result	34.41%	33.15%	32.32%	29.89%	29.20%
Worst result	48.39%	46.75%	54.65%	48.99%	44.38%
Responses	1140	990	1336	1217	1080

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

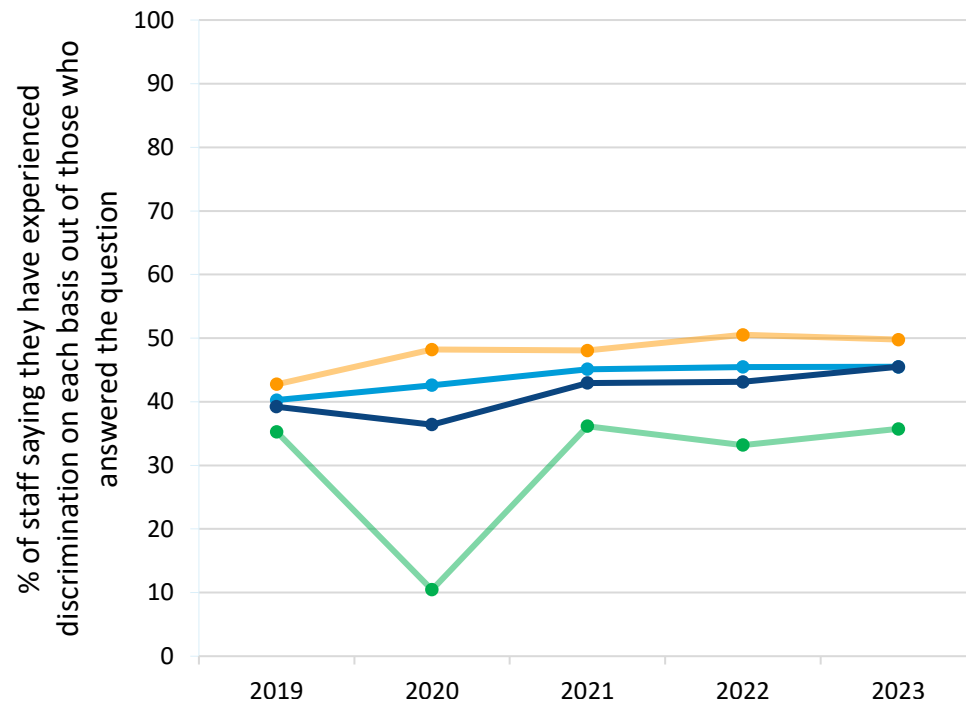


	2019	2020	2021	2022	2023
Your org	22.83%	20.81%	23.09%	21.10%	14.38%
Best result	12.40%	0.00%	8.64%	0.00%	1.65%
Average result	20.52%	19.69%	21.26%	19.24%	17.30%
Worst result	44.30%	52.00%	45.47%	46.30%	48.02%
Responses	309	311	358	362	309

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



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

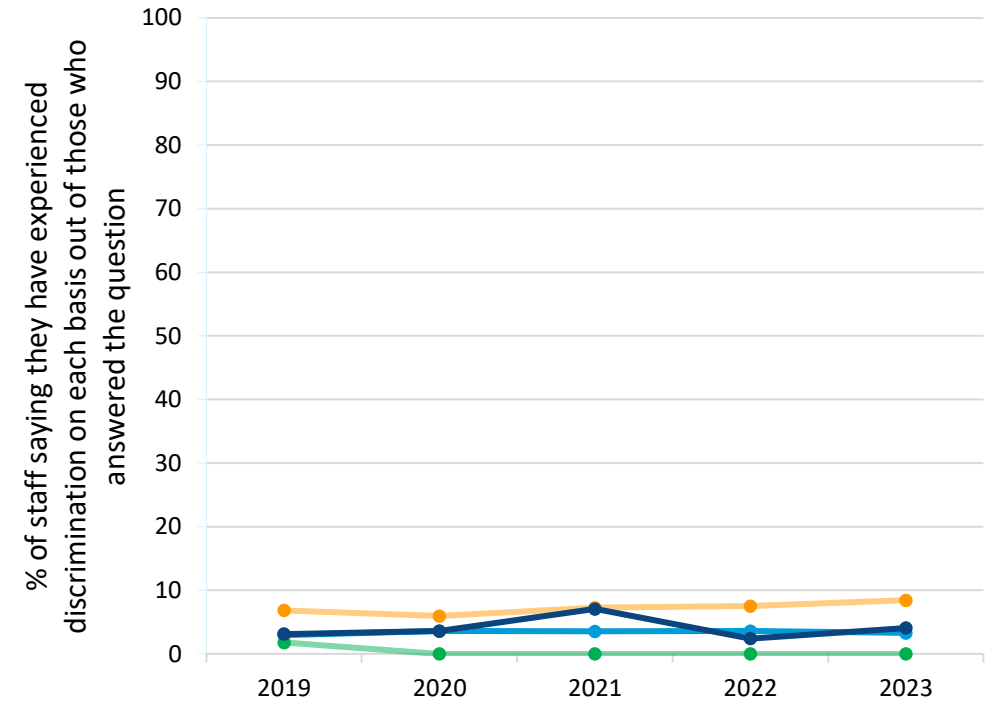


2019 2020 2021 2022 2023

Your org	39.19%	36.41%	42.96%	43.13%	45.50%
Best result	35.27%	10.46%	36.16%	33.18%	35.72%
Average result	40.24%	42.60%	45.12%	45.46%	45.50%
Worst result	42.74%	48.21%	48.05%	50.51%	49.78%

Responses 309 311 358 362 309

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



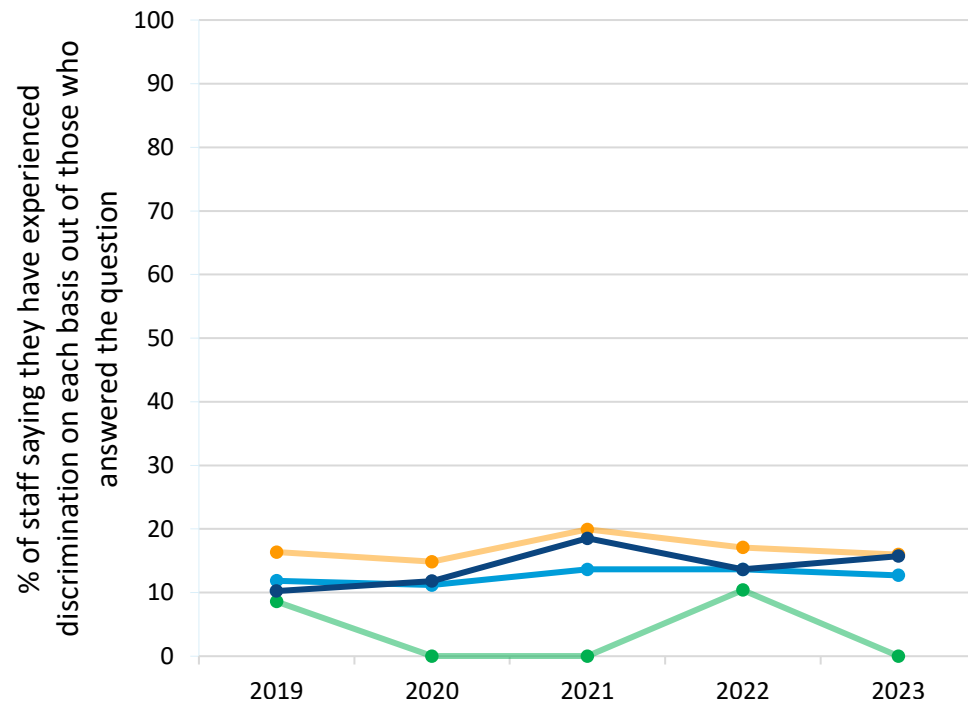
2019 2020 2021 2022 2023

Your org	3.12%	3.58%	7.07%	2.41%	4.08%
Best result	1.79%	0.00%	0.00%	0.00%	0.00%
Average result	2.98%	3.58%	3.55%	3.59%	3.31%
Worst result	6.83%	5.95%	7.28%	7.52%	8.43%

Responses 309 311 358 362 309



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

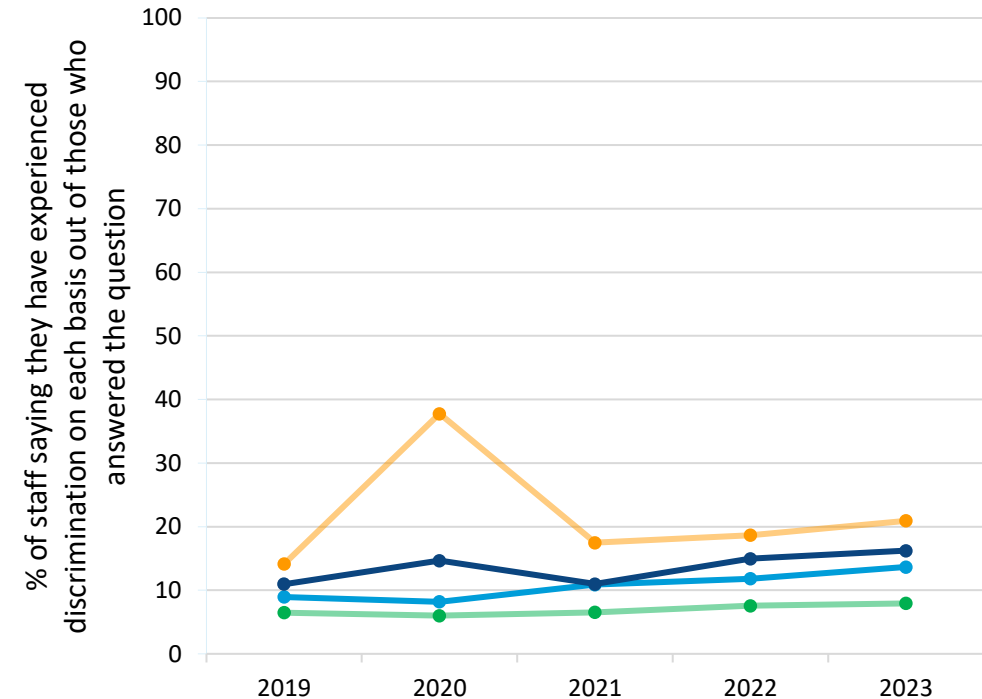


2019 2020 2021 2022 2023

Your org	10.25%	11.81%	18.52%	13.64%	15.72%
Best result	8.58%	0.00%	0.00%	10.41%	0.00%
Average result	11.86%	11.17%	13.64%	13.64%	12.70%
Worst result	16.37%	14.86%	19.94%	17.08%	15.97%

Responses 309 311 358 362 309

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



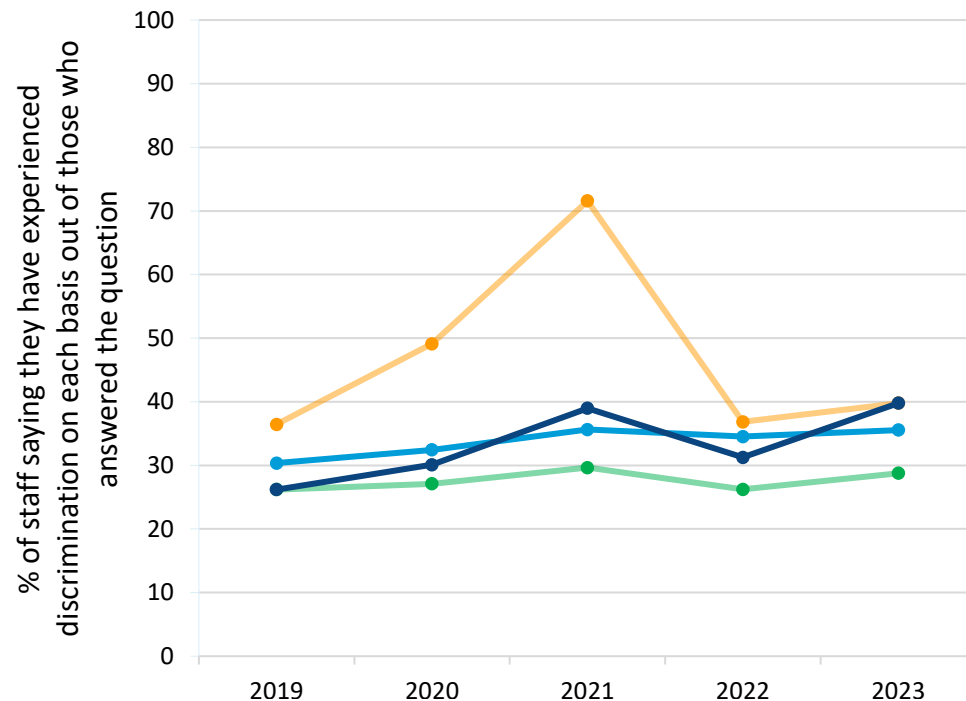
2019 2020 2021 2022 2023

Your org	10.95%	14.68%	10.99%	14.97%	16.22%
Best result	6.49%	6.01%	6.54%	7.56%	7.95%
Average result	8.95%	8.20%	10.89%	11.83%	13.66%
Worst result	14.13%	37.77%	17.48%	18.66%	20.92%

Responses 309 311 358 362 309



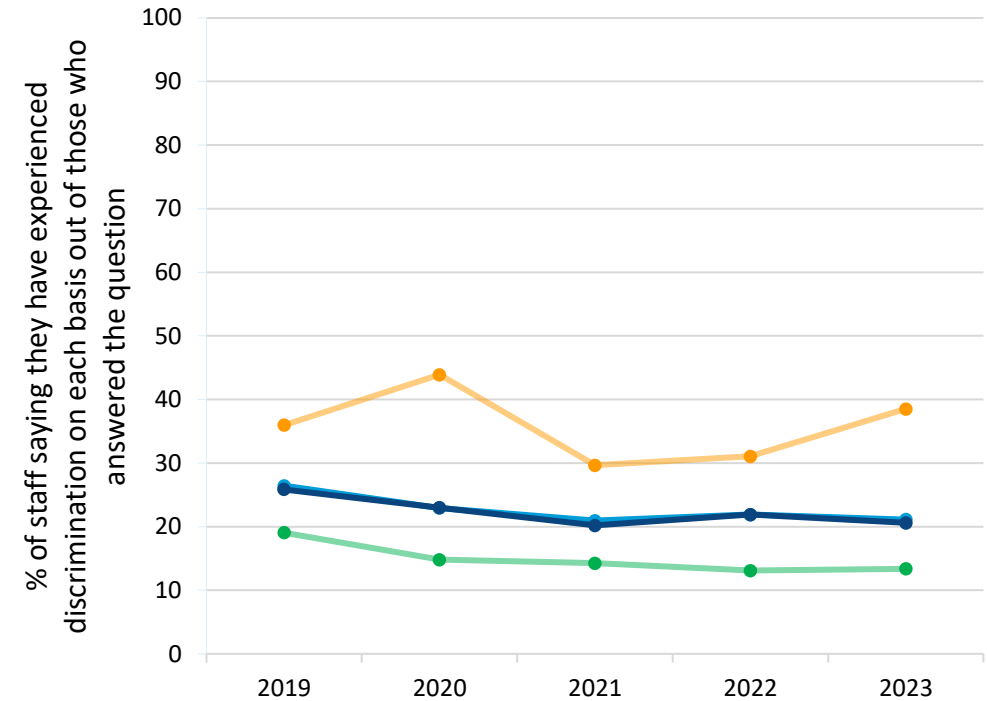
Q16c.6 On what grounds have you experienced discrimination?
– Age.



2019 2020 2021 2022 2023

Your org	26.19%	30.09%	38.98%	31.25%	39.77%
Best result	26.19%	27.09%	29.64%	26.22%	28.75%
Average result	30.34%	32.42%	35.63%	34.52%	35.56%
Worst result	36.43%	49.12%	71.58%	36.83%	39.77%
Responses	309	311	358	362	309

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

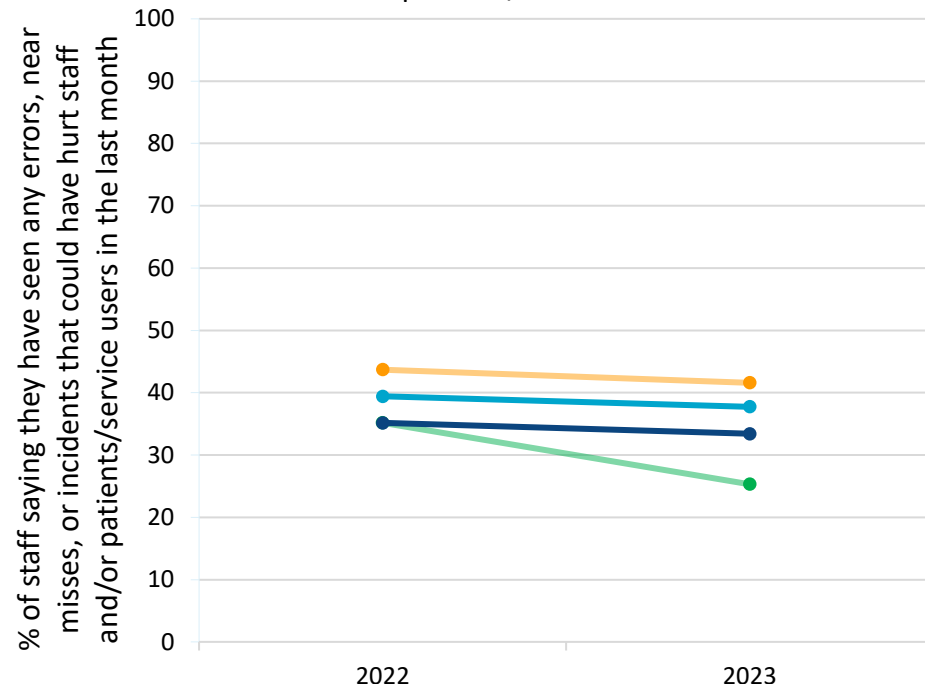


2019 2020 2021 2022 2023

Your org	25.83%	22.99%	20.20%	21.90%	20.60%
Best result	19.07%	14.82%	14.27%	13.11%	13.38%
Average result	26.43%	22.94%	20.94%	21.90%	21.14%
Worst result	35.97%	43.89%	29.65%	31.07%	38.50%
Responses	309	311	358	362	309

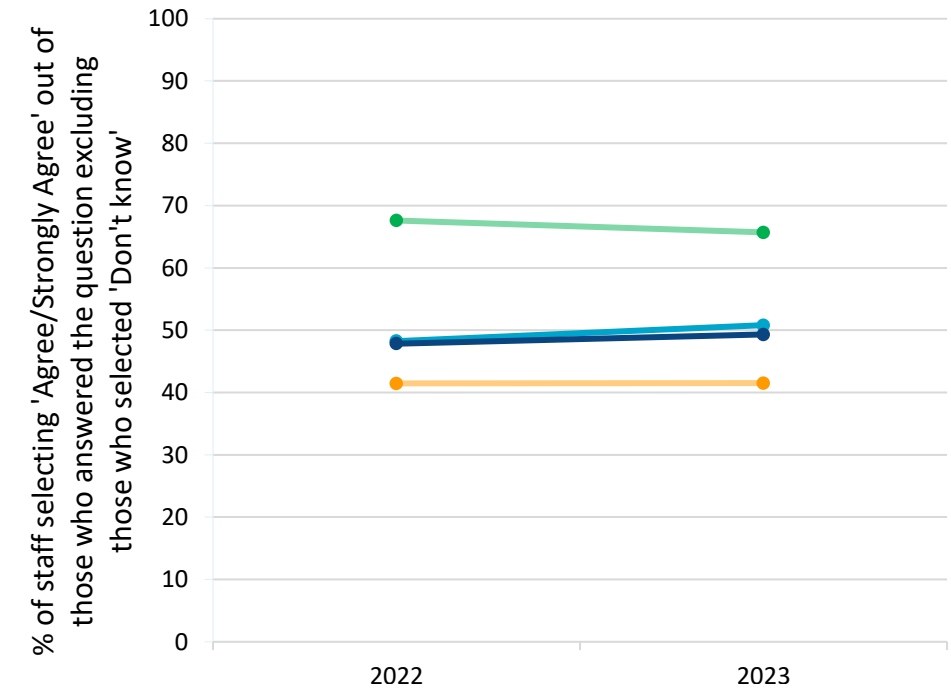


Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023
Your org	35.16%	33.41%
Best result	35.16%	25.32%
Average result	39.42%	37.75%
Worst result	43.70%	41.61%
Responses	1870	1762

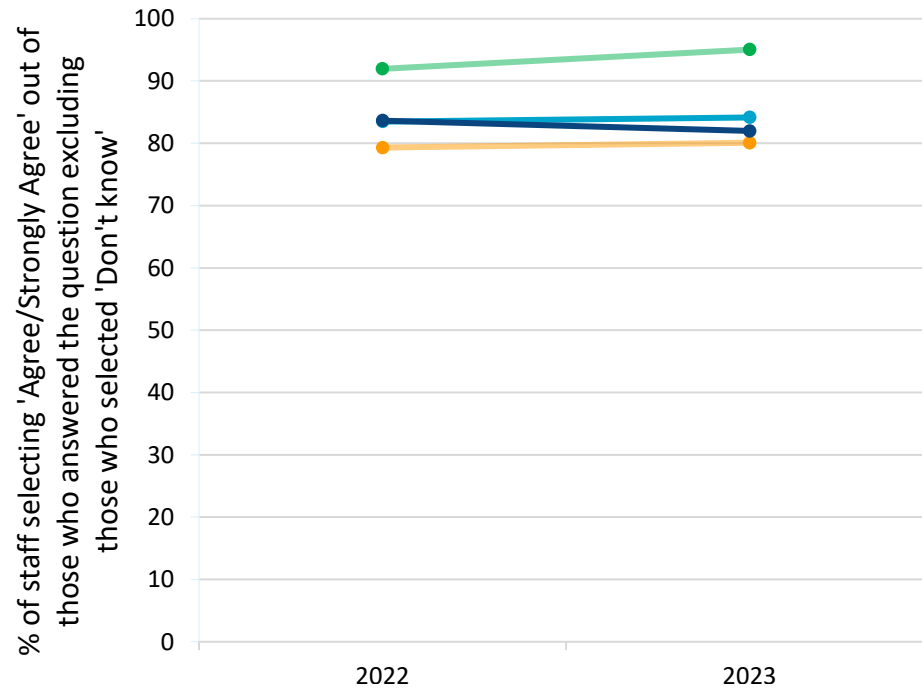
Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.



	2022	2023
Your org	47.83%	49.31%
Best result	67.62%	65.69%
Average result	48.24%	50.79%
Worst result	41.45%	41.51%
Responses	1484	1441

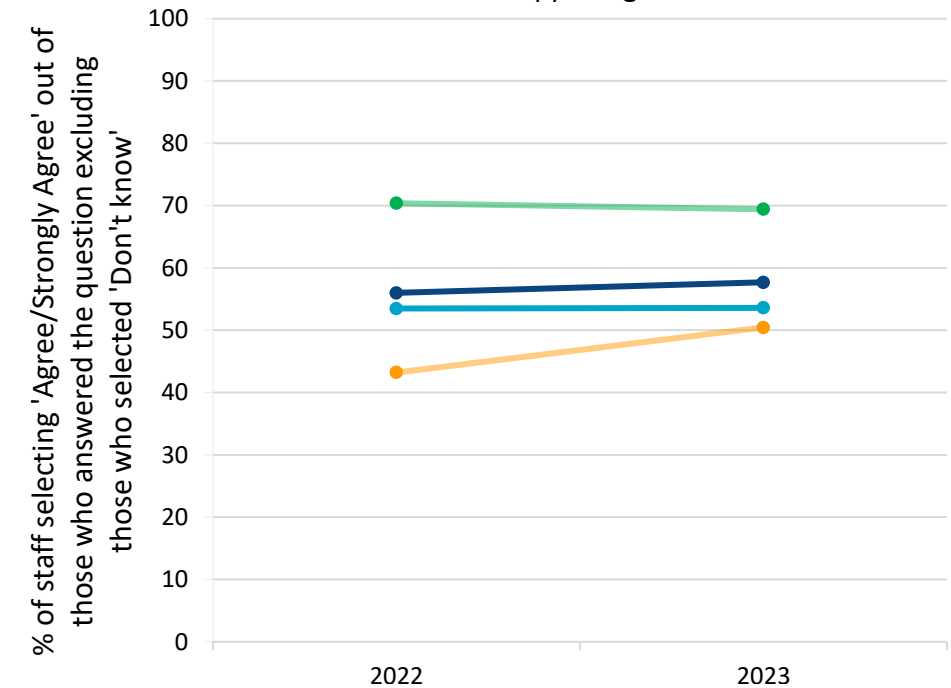


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023
Your org	83.64%	81.97%
Best result	91.93%	95.03%
Average result	83.49%	84.14%
Worst result	79.30%	80.06%
Responses	1848	1738

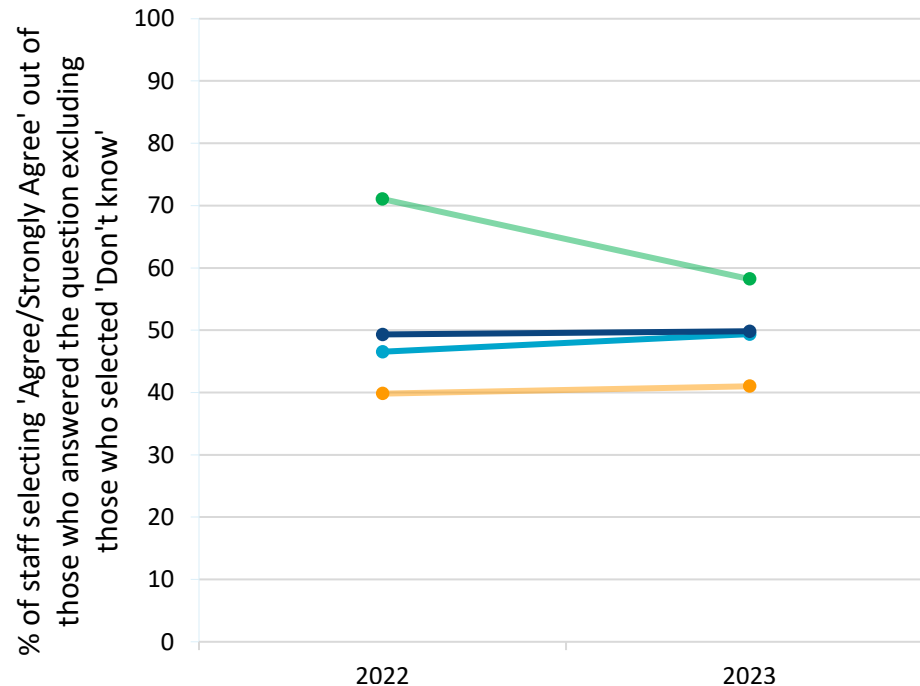
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023
Your org	55.98%	57.68%
Best result	70.36%	69.40%
Average result	53.46%	53.58%
Worst result	43.24%	50.45%
Responses	1641	1593

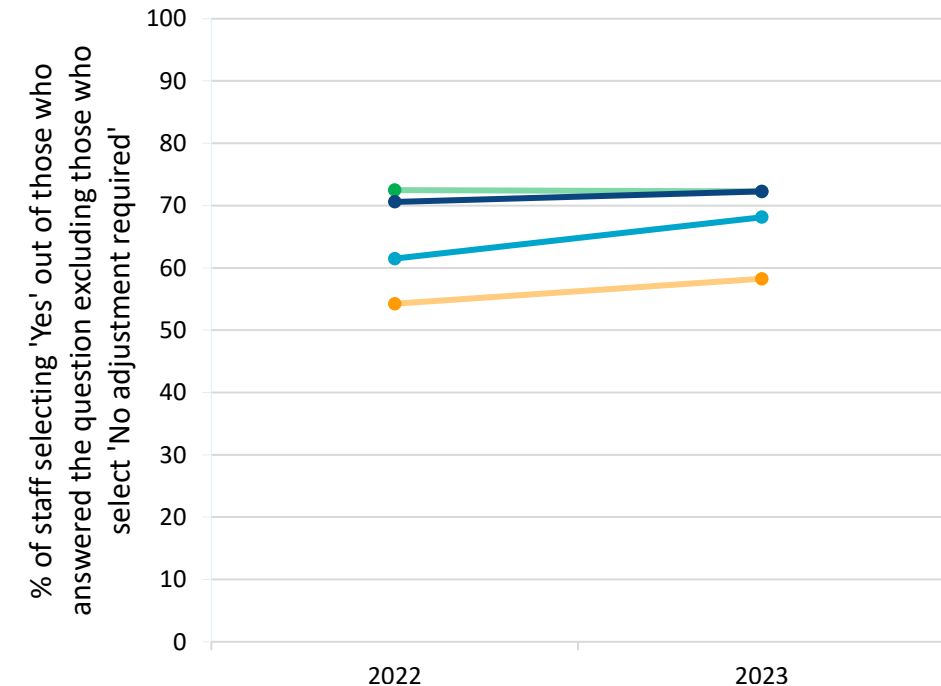


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023
Your org	49.30%	49.83%
Best result	71.03%	58.22%
Average result	46.55%	49.35%
Worst result	39.83%	41.00%
Responses	1688	1608

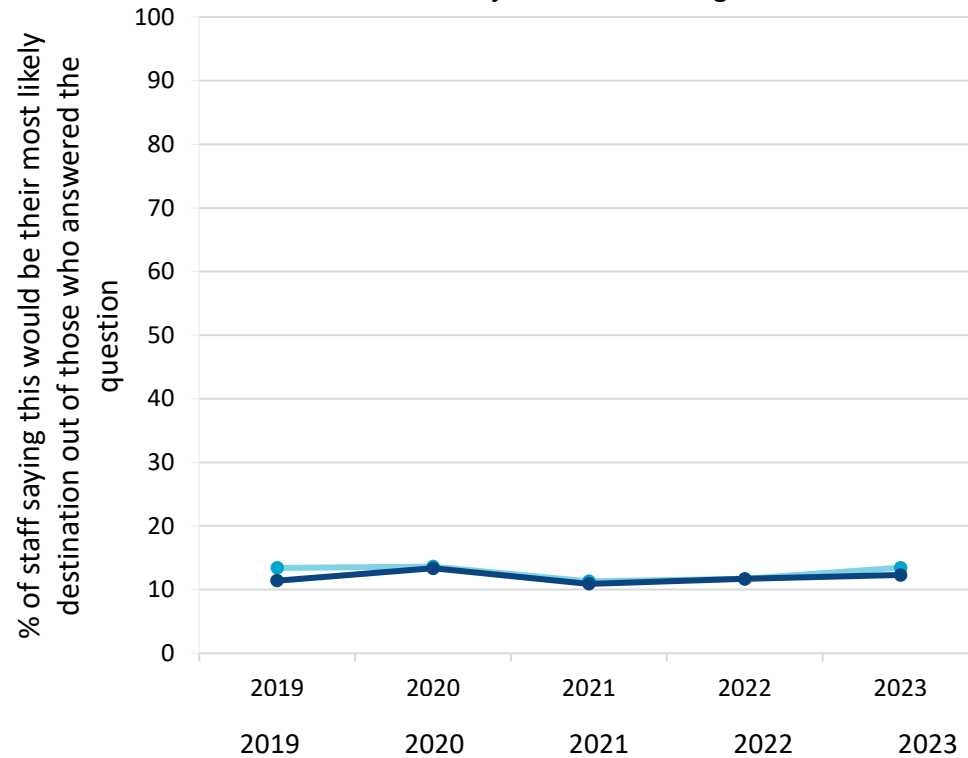
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023
Your org	70.60%	72.27%
Best result	72.50%	72.27%
Average result	61.49%	68.14%
Worst result	54.24%	58.26%
Responses	375	398

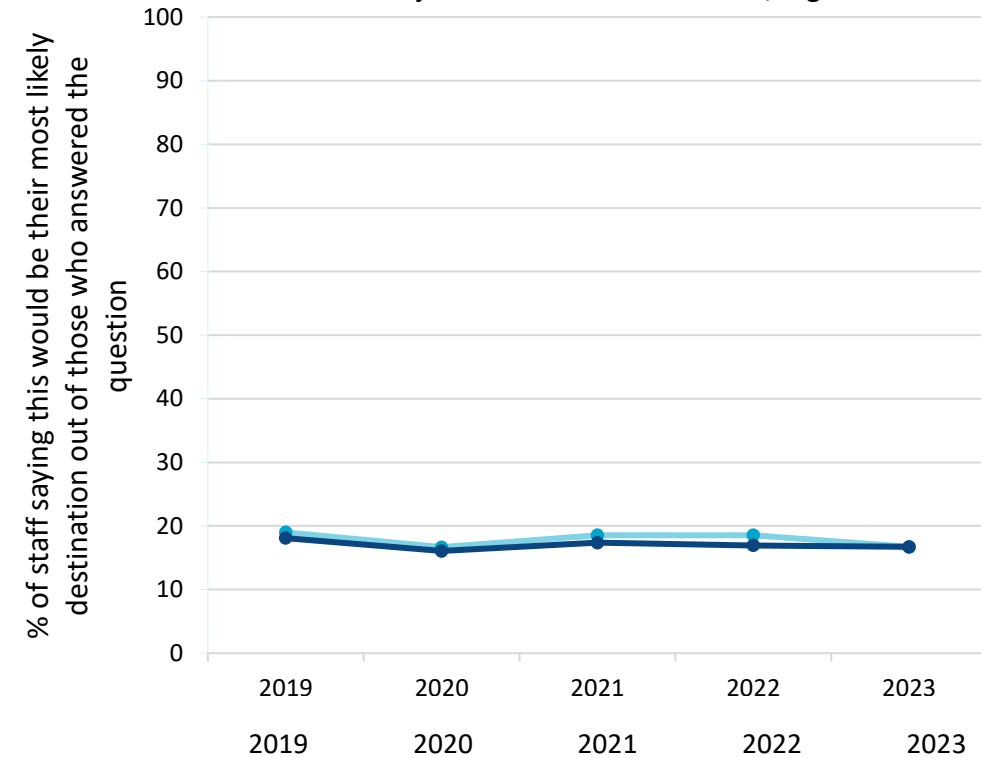


Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.



Your org	11.40%	13.35%	10.90%	11.68%	12.29%
Average	13.42%	13.62%	11.31%	11.68%	13.43%
Responses	1632	1768	2028	1806	1717

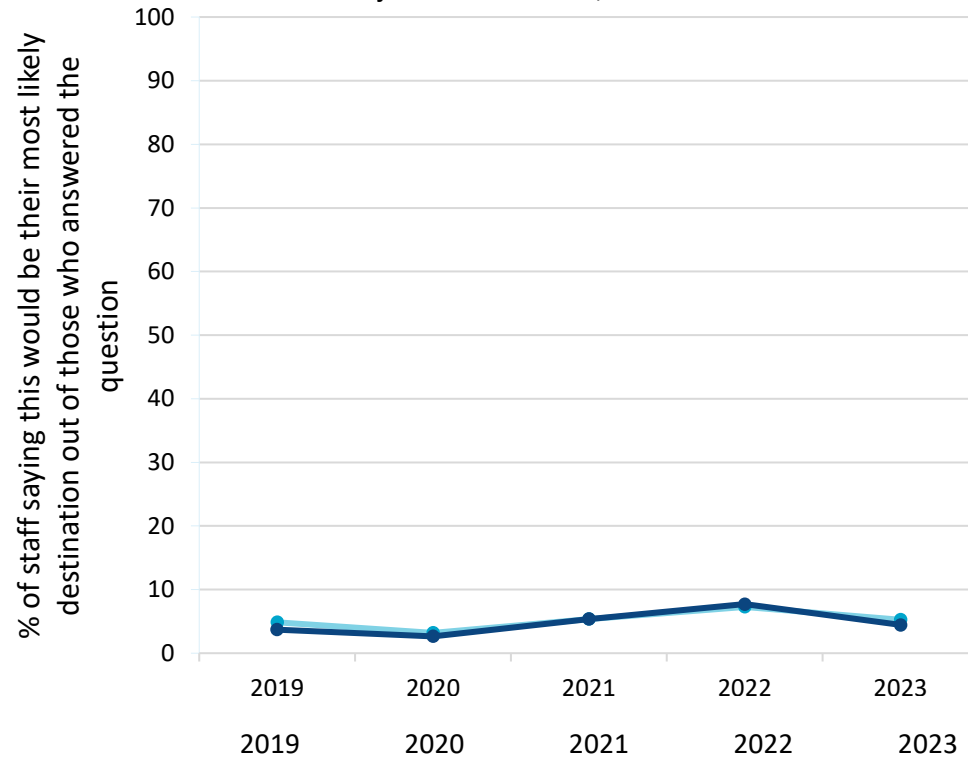
Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.



Your org	18.08%	16.06%	17.36%	16.94%	16.72%
Average	18.99%	16.65%	18.53%	18.55%	16.72%
Responses	1632	1768	2028	1806	1717

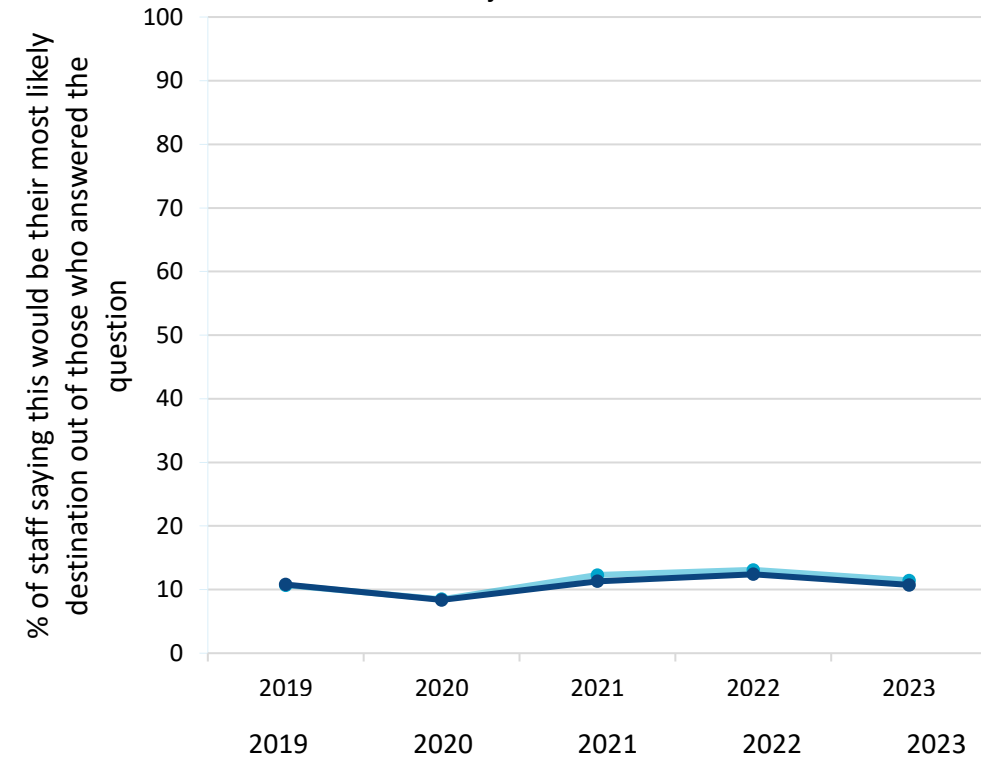


Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.



Your org	3.68%	2.66%	5.37%	7.70%	4.43%
Average	4.86%	3.21%	5.37%	7.27%	5.27%
Responses	1632	1768	2028	1806	1717

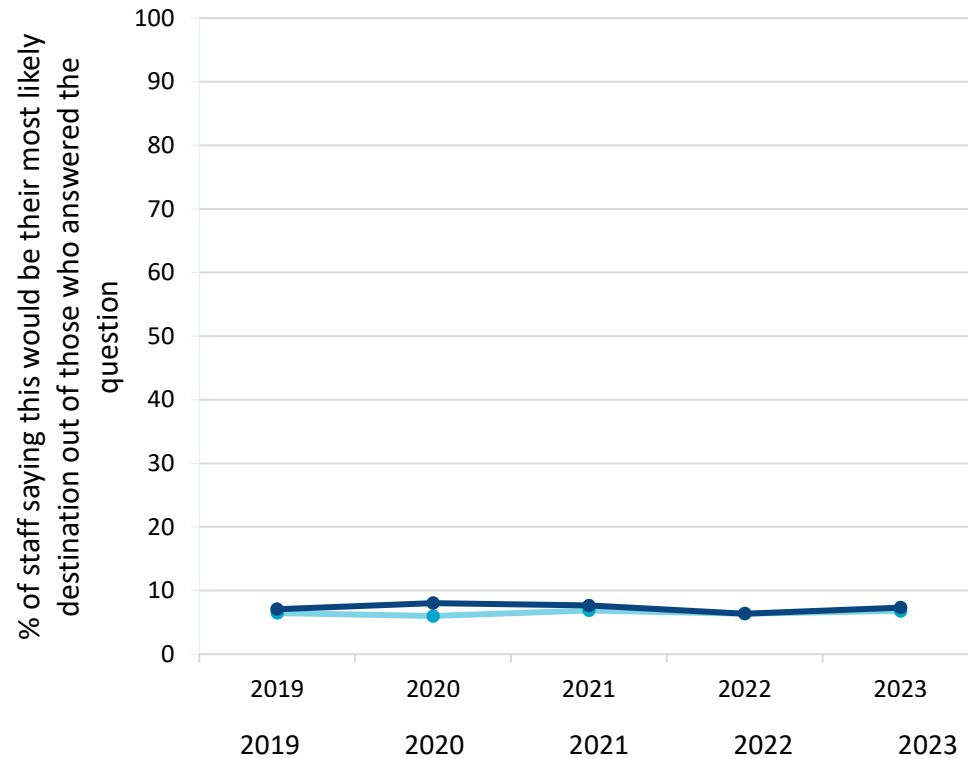
Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.



Your org	10.78%	8.37%	11.29%	12.40%	10.72%
Average	10.67%	8.48%	12.28%	13.08%	11.43%
Responses	1632	1768	2028	1806	1717

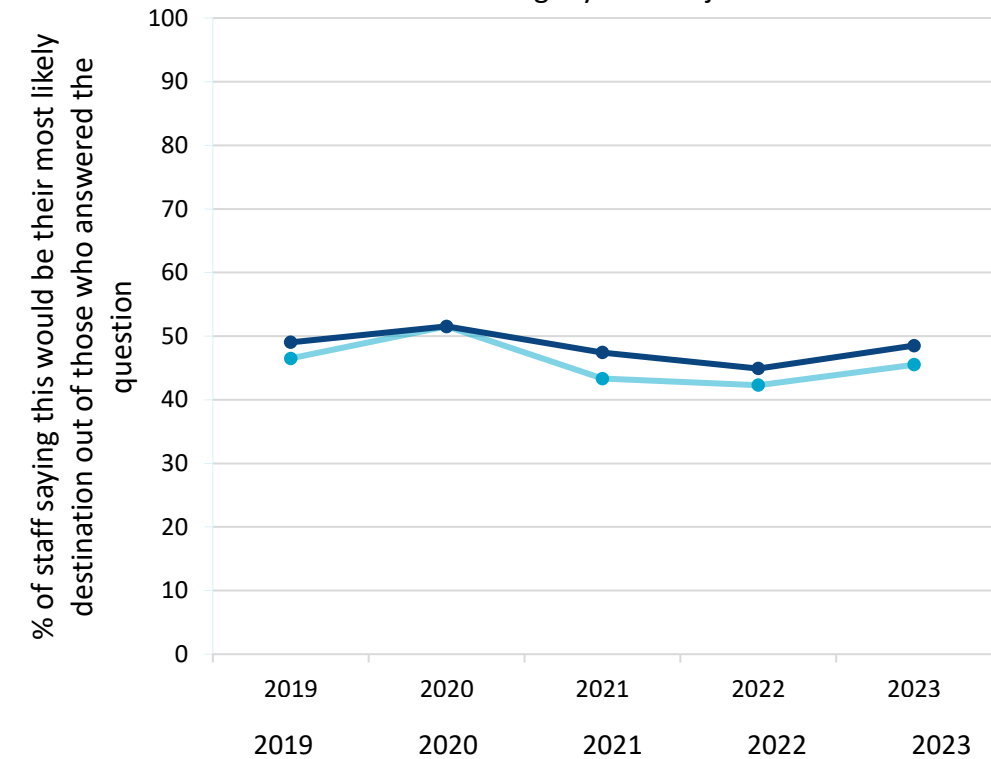


Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.



	2019	2020	2021	2022	2023
Your org	7.05%	8.03%	7.64%	6.37%	7.34%
Average	6.48%	5.99%	6.87%	6.37%	6.80%
Responses	1632	1768	2028	1806	1717

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	49.02%	51.53%	47.44%	44.91%	48.51%
Average	46.49%	51.53%	43.32%	42.28%	45.51%
Responses	1632	1768	2028	1806	1717

Workforce Equality Standards

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

Workforce Race Equality Standards (WRES)

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

Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey 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?

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.

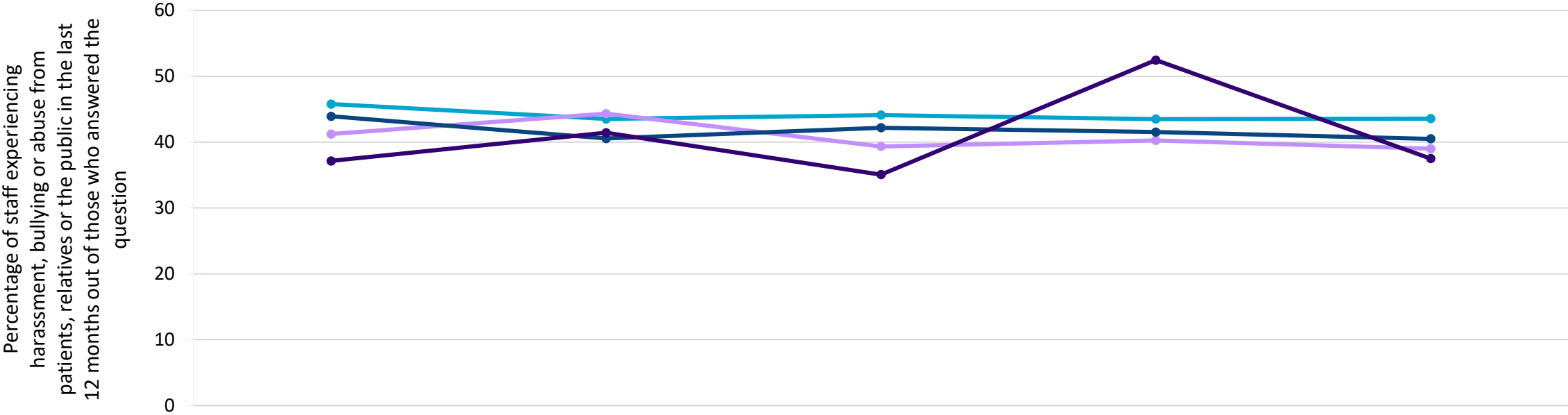
Averages are calculated as the median for the benchmark group.

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.



Workforce Race Equality Standard (WRES)

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



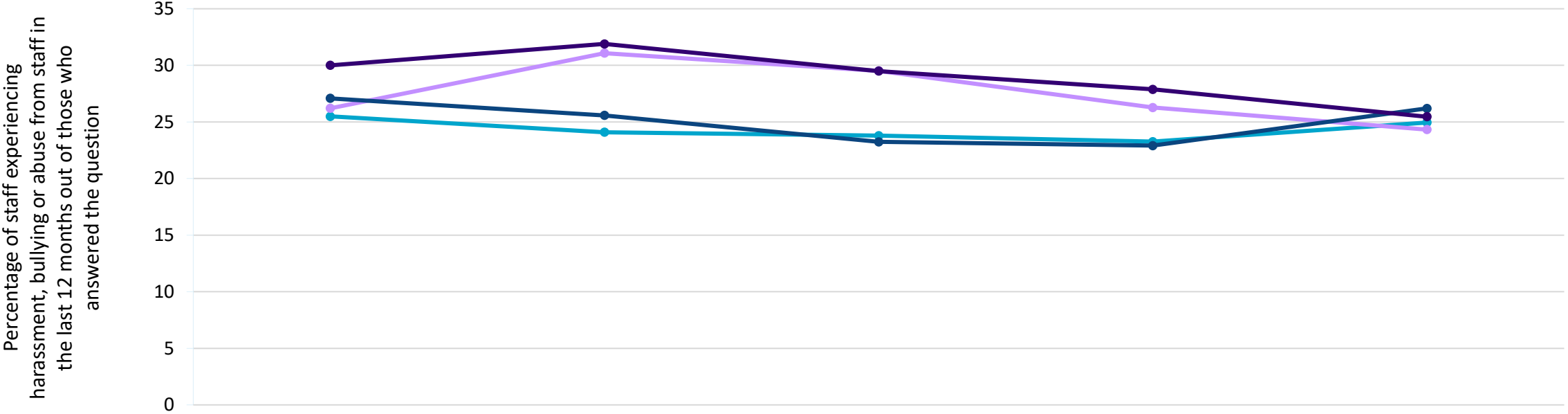
	2019	2020	2021	2022	2023
White staff: Your org	43.92%	40.54%	42.19%	41.52%	40.50%
All other ethnic groups*: Your org	37.14%	41.43%	35.06%	52.46%	37.50%
White staff: Average	45.78%	43.52%	44.11%	43.50%	43.57%
All other ethnic groups*: Average	41.22%	44.32%	39.36%	40.25%	38.99%
White staff: Responses	1726	1771	2041	1816	1706
All other ethnic groups*: Responses	70	70	77	61	56

*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



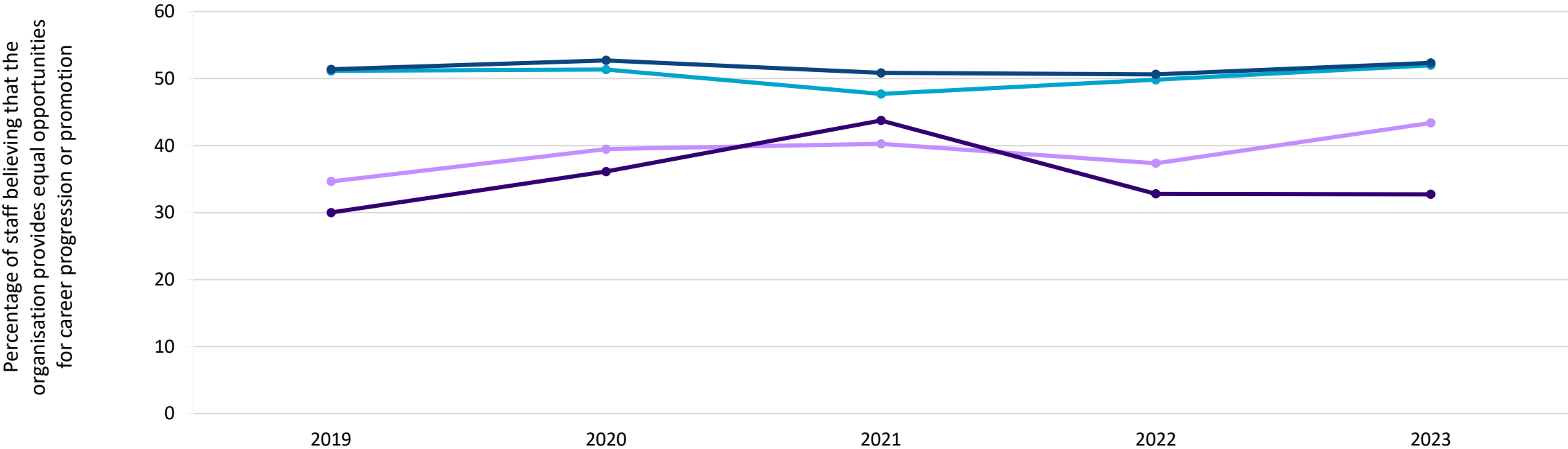
	2019	2020	2021	2022	2023
White staff: Your org	27.08%	25.58%	23.24%	22.90%	26.19%
All other ethnic groups*: Your org	30.00%	31.88%	29.49%	27.87%	25.45%
White staff: Average	25.49%	24.09%	23.79%	23.25%	24.95%
All other ethnic groups*: Average	26.20%	31.08%	29.51%	26.27%	24.32%
White staff: Responses	1728	1775	2040	1812	1707
All other ethnic groups*: Responses	70	69	78	61	55

*Staff from all other ethnic groups combined



Workforce Race Equality Standard (WRES)

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

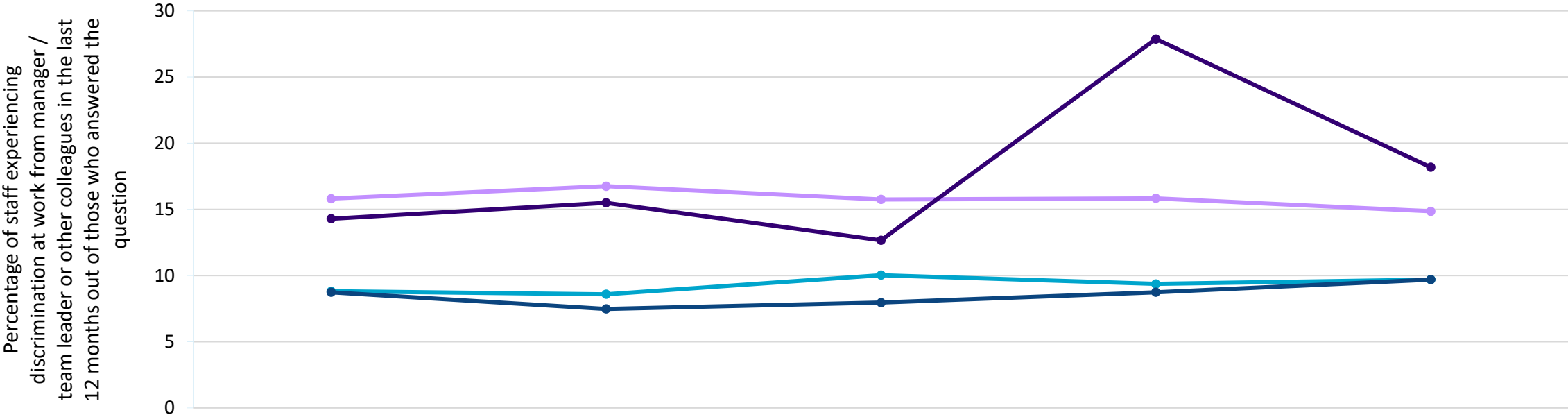


White staff: Your org	2019	2020	2021	2022	2023
All other ethnic groups*: Your org	2019	2020	2021	2022	2023
White staff: Average	2019	2020	2021	2022	2023
All other ethnic groups*: Average	2019	2020	2021	2022	2023
White staff: Responses	2019	2020	2021	2022	2023
All other ethnic groups*: Responses	2019	2020	2021	2022	2023

*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	8.73%	7.47%	7.95%	8.74%	9.69%
All other ethnic groups*: Your org	14.29%	15.49%	12.66%	27.87%	18.18%
White staff: Average	8.81%	8.58%	10.03%	9.36%	9.69%
All other ethnic groups*: Average	15.80%	16.75%	15.75%	15.83%	14.85%
White staff: Responses	1729	1793	2062	1808	1703
All other ethnic groups*: Responses	70	71	79	61	55

*Staff from all other ethnic groups combined

Workforce Disability Equality Standards (WDES)

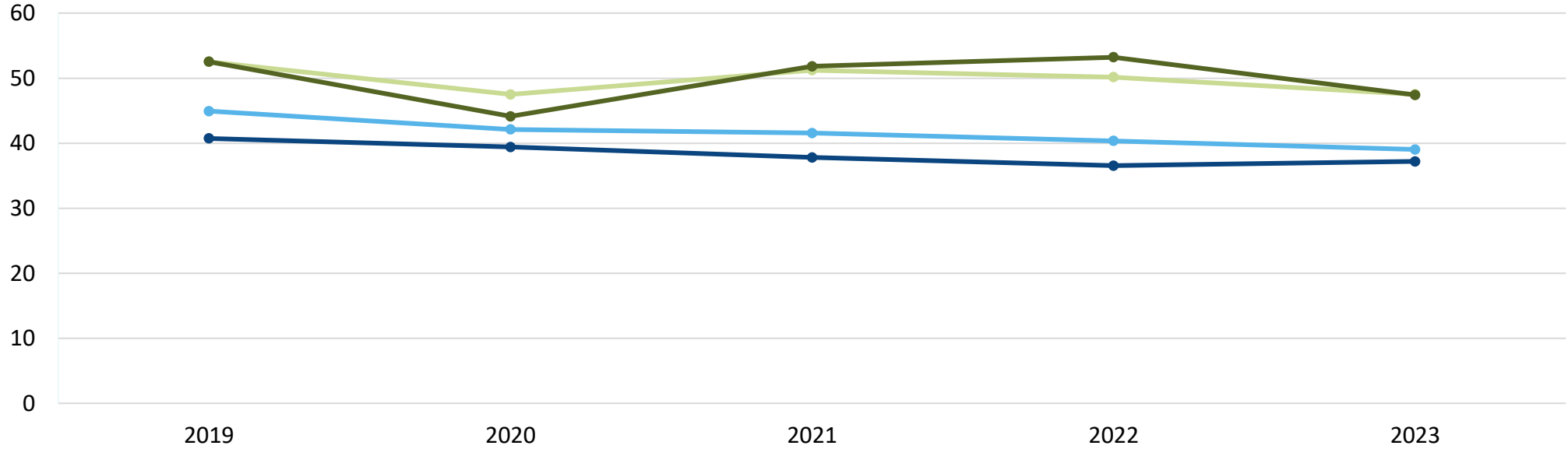
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
Data shown in the WDES charts are unweighted.

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



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

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

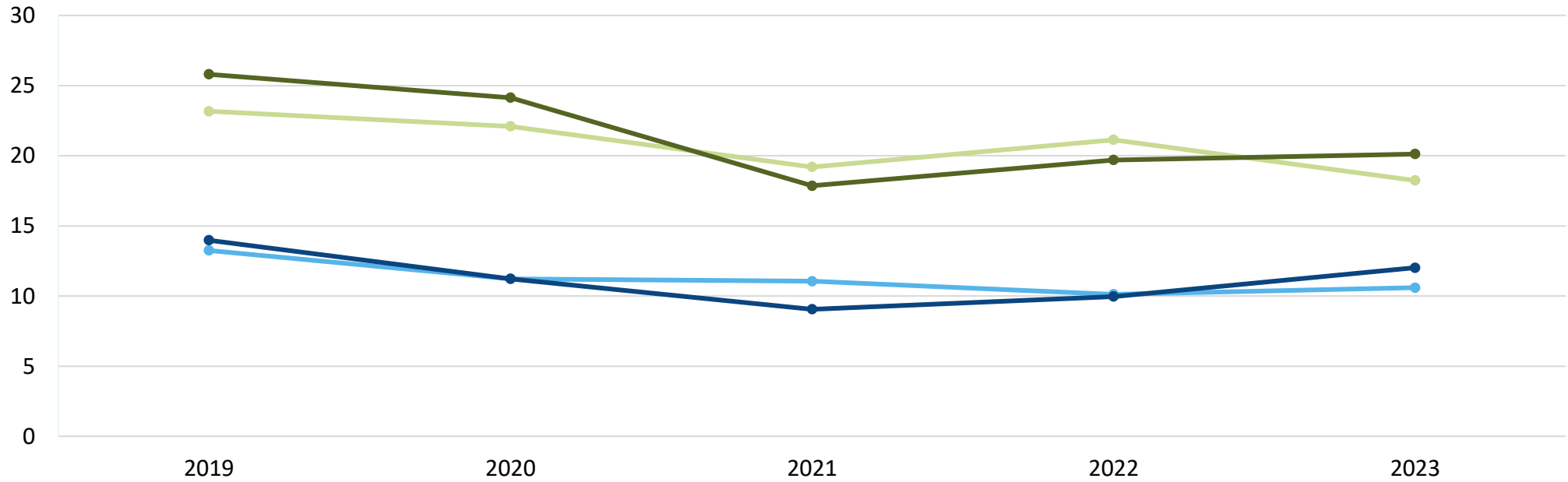


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	52.55%	44.13%	51.83%	53.23%	47.42%
Staff without a LTC or illness: Your org	40.75%	39.42%	37.82%	36.55%	37.20%
Staff with a LTC or illness: Average	52.55%	47.50%	51.25%	50.17%	47.52%
Staff without a LTC or illness: Average	44.93%	42.12%	41.58%	40.36%	39.03%
Staff with a LTC or illness: Responses	432	460	629	603	620
Staff without a LTC or illness: Responses	1367	1403	1502	1275	1121



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

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

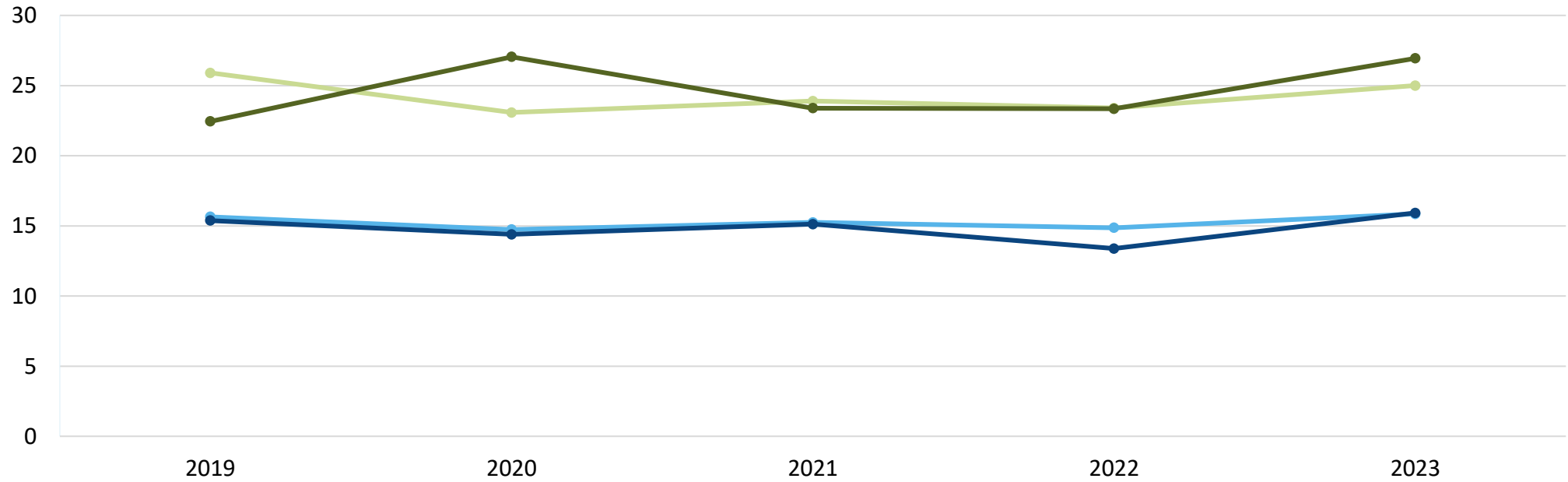


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	25.81%	24.14%	17.86%	19.70%	20.13%
Staff without a LTC or illness: Your org	13.98%	11.22%	9.06%	9.97%	12.01%
Staff with a LTC or illness: Average	23.17%	22.10%	19.20%	21.14%	18.24%
Staff without a LTC or illness: Average	13.25%	11.22%	11.06%	10.12%	10.59%
Staff with a LTC or illness: Responses	430	464	627	599	616
Staff without a LTC or illness: Responses	1366	1399	1490	1264	1107



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

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

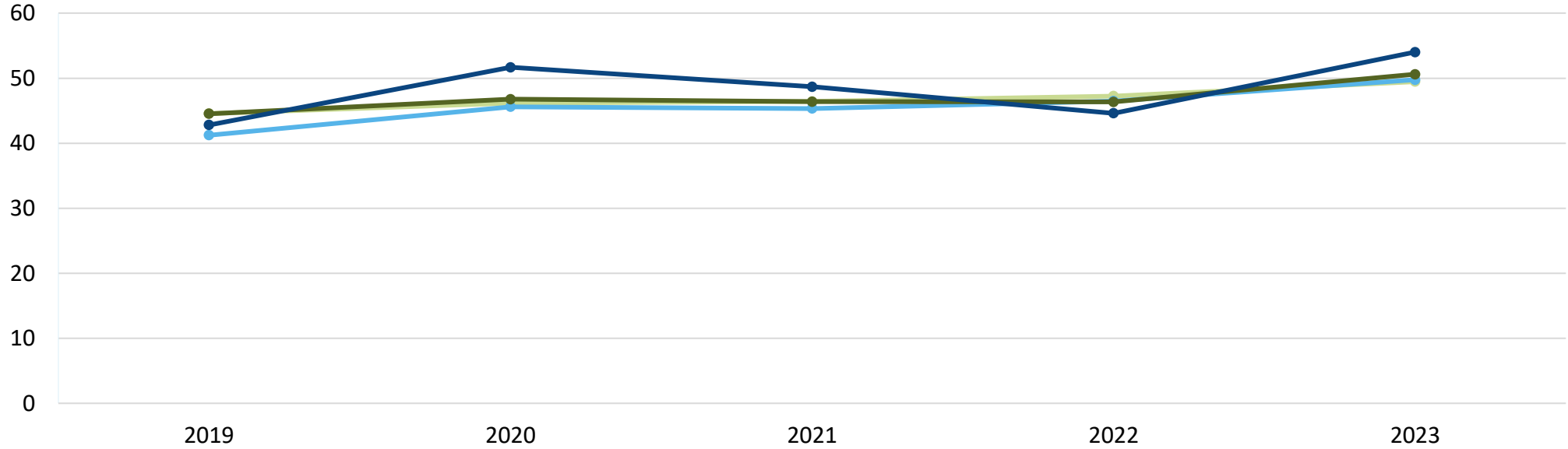


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	22.45%	27.06%	23.40%	23.35%	26.95%
Staff without a LTC or illness: Your org	15.38%	14.40%	15.13%	13.38%	15.93%
Staff with a LTC or illness: Average	25.91%	23.09%	23.90%	23.40%	25.00%
Staff without a LTC or illness: Average	15.65%	14.74%	15.25%	14.87%	15.85%
Staff with a LTC or illness: Responses	432	462	624	591	616
Staff without a LTC or illness: Responses	1365	1403	1494	1263	1105



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

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

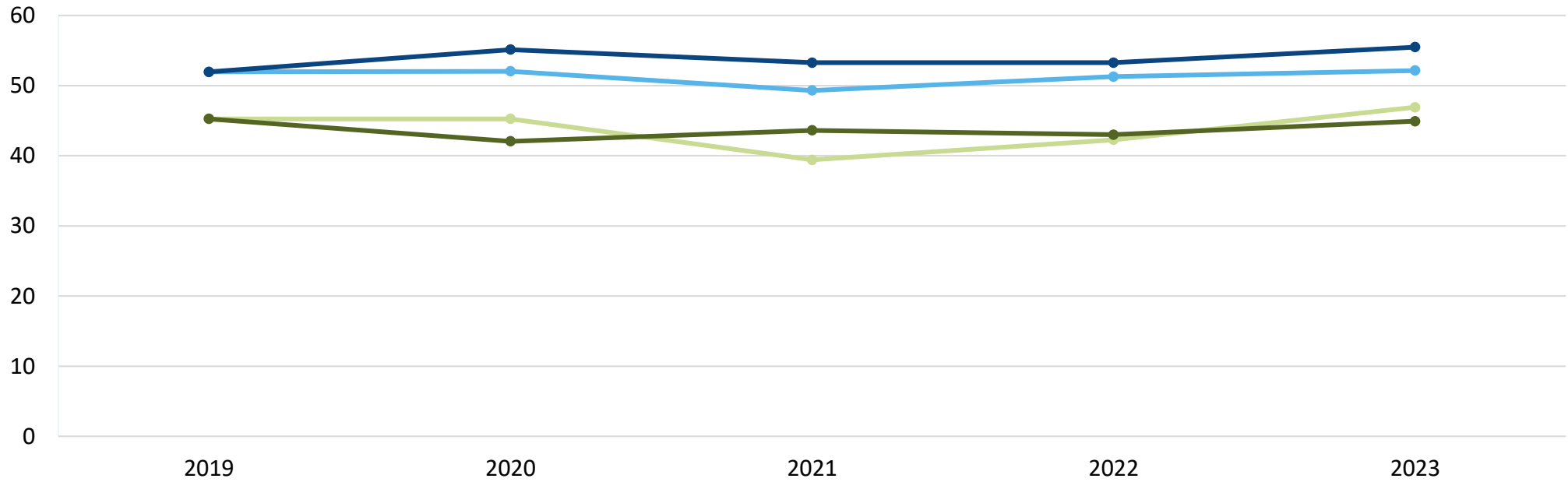


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	44.53%	46.77%	46.40%	46.36%	50.60%
Staff without a LTC or illness: Your org	42.81%	51.67%	48.69%	44.61%	54.02%
Staff with a LTC or illness: Average	44.57%	46.17%	46.43%	47.26%	49.48%
Staff without a LTC or illness: Average	41.24%	45.60%	45.34%	46.49%	49.77%
Staff with a LTC or illness: Responses	256	263	347	343	334
Staff without a LTC or illness: Responses	591	598	612	473	448



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

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

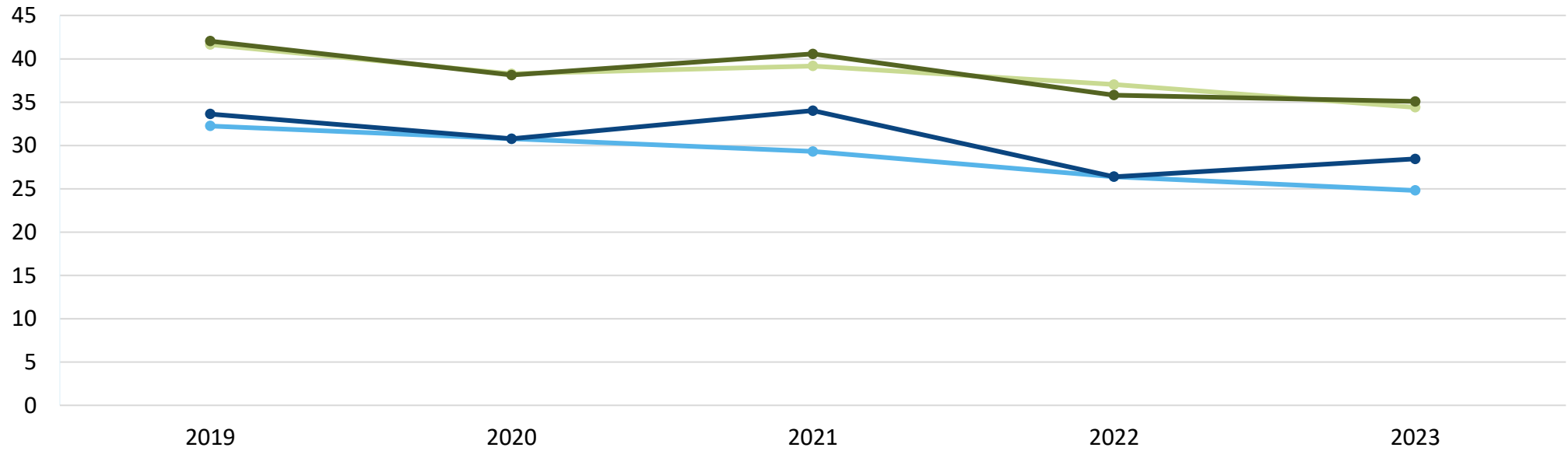


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	45.27%	42.07%	43.62%	43.00%	44.93%
Staff without a LTC or illness: Your org	51.97%	55.13%	53.28%	53.27%	55.49%
Staff with a LTC or illness: Average	45.27%	45.26%	39.42%	42.27%	46.91%
Staff without a LTC or illness: Average	51.95%	52.04%	49.30%	51.28%	52.16%
Staff with a LTC or illness: Responses	433	473	635	600	621
Staff without a LTC or illness: Responses	1374	1422	1511	1269	1121



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

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

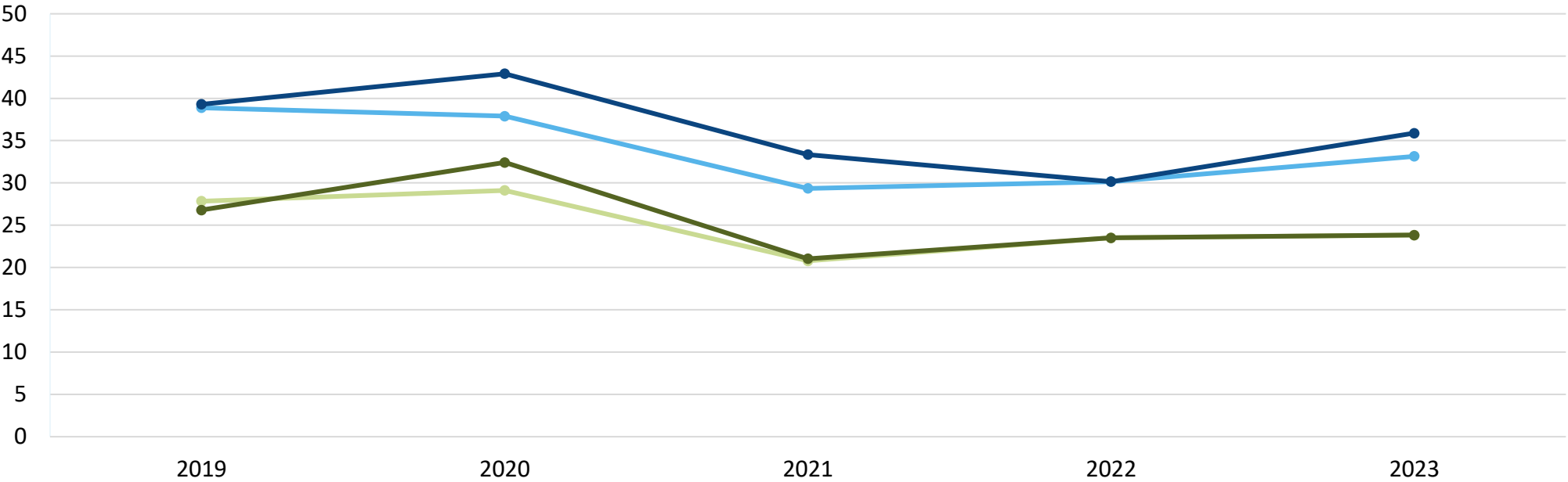


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	42.04%	38.12%	40.56%	35.82%	35.08%
Staff without a LTC or illness: Your org	33.63%	30.77%	34.02%	26.39%	28.45%
Staff with a LTC or illness: Average	41.64%	38.28%	39.17%	37.04%	34.41%
Staff without a LTC or illness: Average	32.26%	30.77%	29.30%	26.39%	24.82%
Staff with a LTC or illness: Responses	333	341	498	469	459
Staff without a LTC or illness: Responses	791	637	820	739	601



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

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

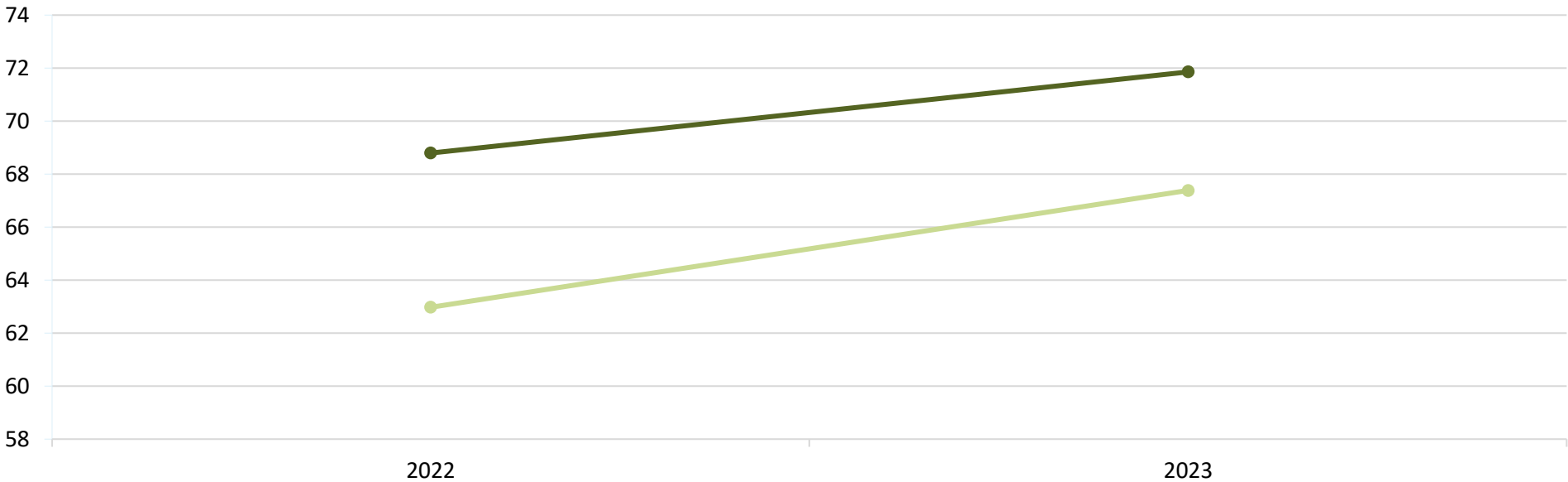


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	26.79%	32.42%	21.04%	23.51%	23.83%
Staff without a LTC or illness: Your org	39.30%	42.92%	33.36%	30.15%	35.89%
Staff with a LTC or illness: Average	27.84%	29.12%	20.78%	23.51%	23.83%
Staff without a LTC or illness: Average	38.89%	37.89%	29.35%	30.15%	33.14%
Staff with a LTC or illness: Responses	433	472	637	604	621
Staff without a LTC or illness: Responses	1369	1426	1523	1277	1123

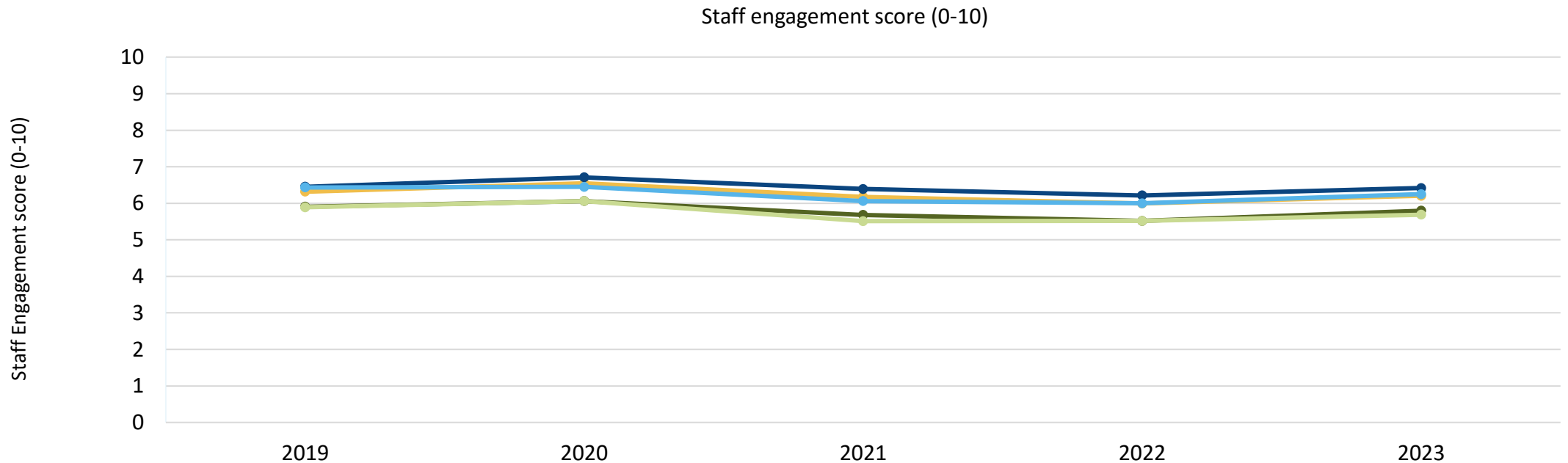


Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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



	2022	2023
Staff with a LTC or illness: Your org	68.80%	71.86%
Staff with a LTC or illness: Average	62.97%	67.39%
Staff with a LTC or illness: Responses	375	398



	2019	2020	2021	2022	2023
Organisation average	6.32	6.55	6.18	5.99	6.20
Staff with a LTC or illness: Your org	5.91	6.06	5.68	5.52	5.80
Staff without a LTC or illness: Your org	6.45	6.71	6.39	6.22	6.42
Staff with a LTC or illness: Average	5.89	6.06	5.51	5.52	5.69
Staff without a LTC or illness: Average	6.43	6.45	6.06	6.00	6.25
Staff with a LTC or illness: Responses	434	472	640	604	623
Staff without a LTC or illness: Responses	1374	1433	1527	1278	1128

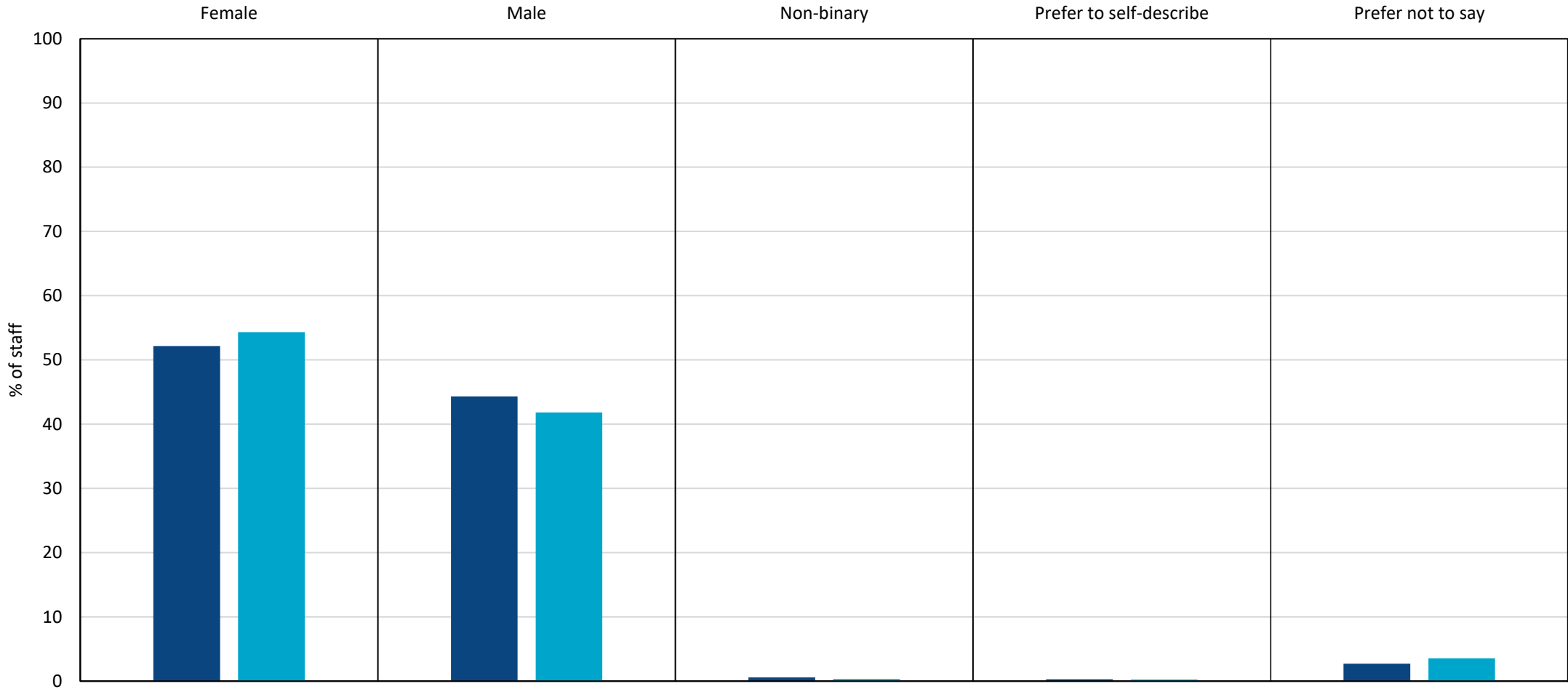
Note. Data shown in this chart are unweighted therefore will not match weighted staff engagement scores in other outputs.

About your respondents

This section shows demographic and other background information for 2023.



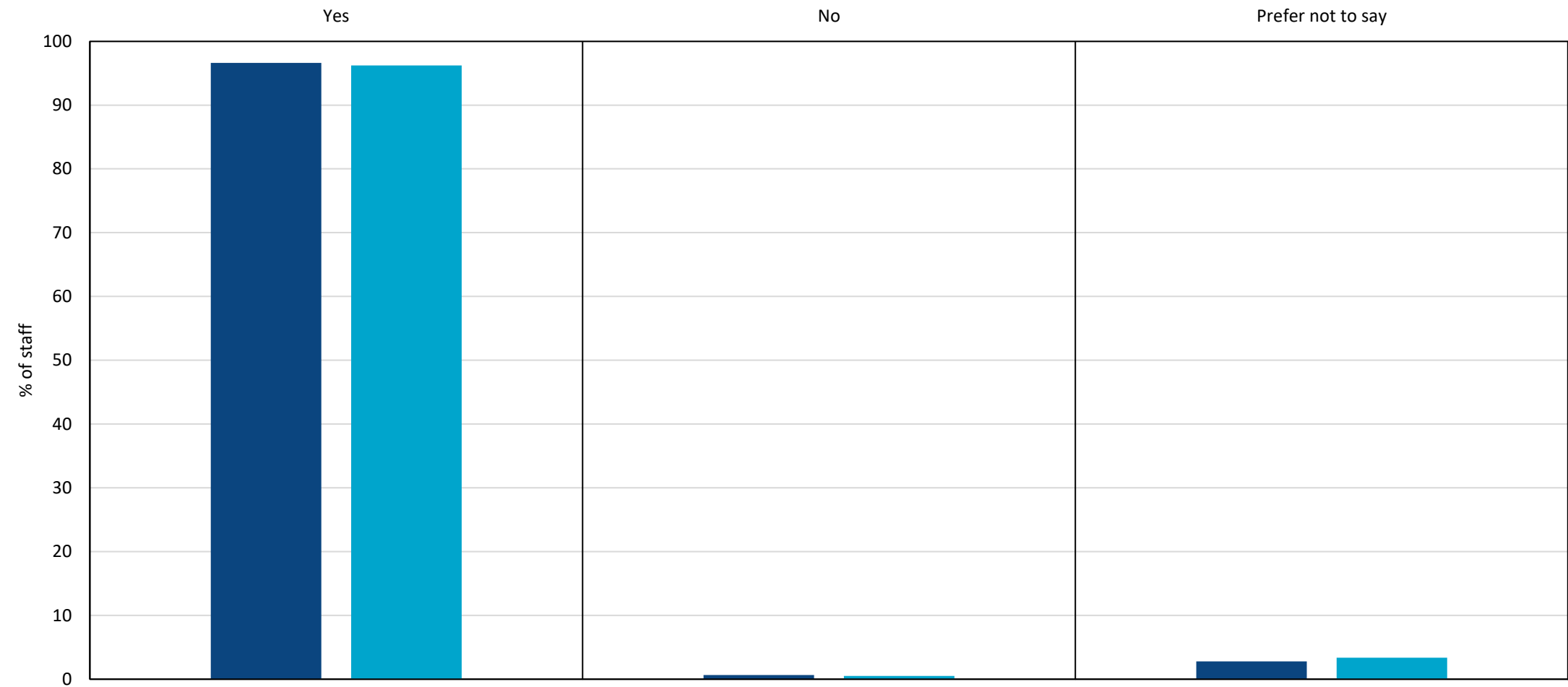
Background details - Gender



Your org	52.14%	44.31%	0.56%	0.28%	2.70%
Average	54.33%	41.81%	0.30%	0.25%	3.54%
Responses	1776	1776	1776	1776	1776



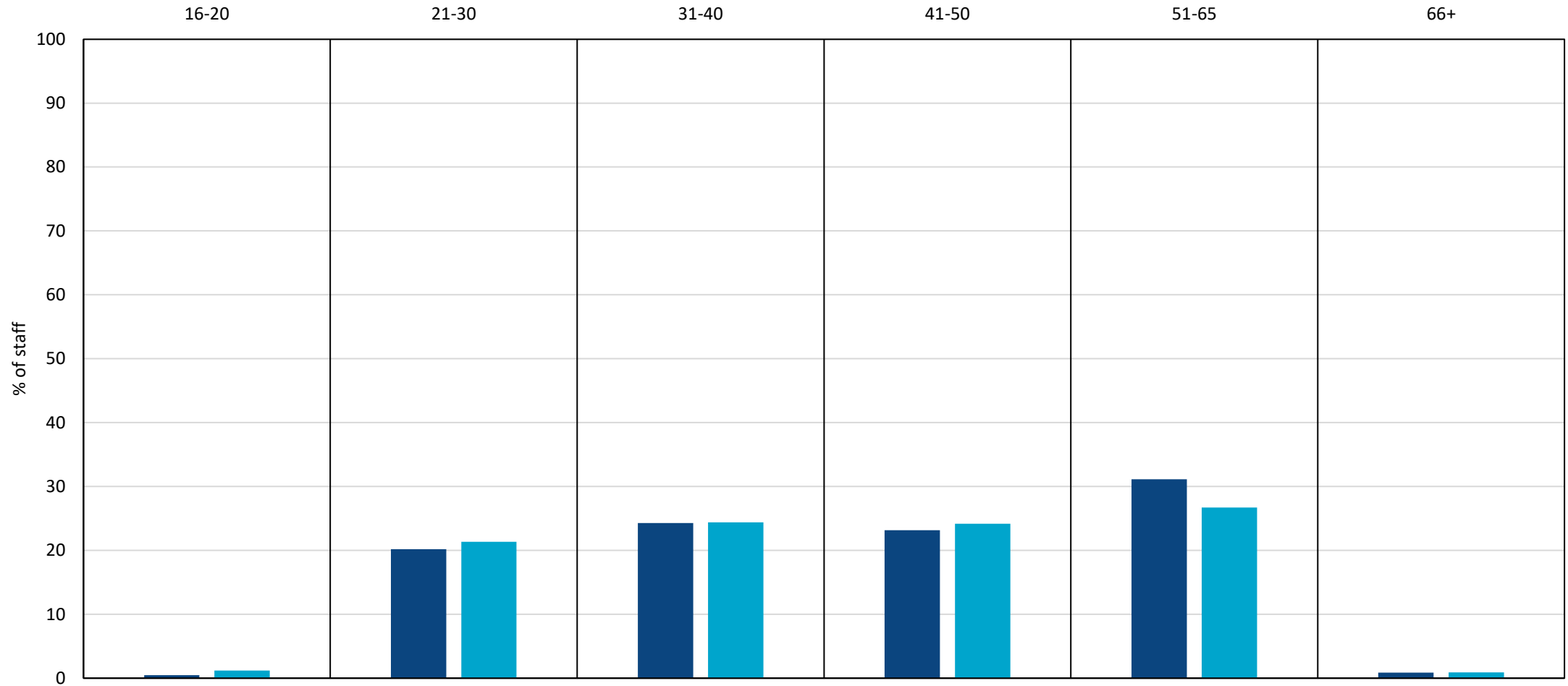
Background details – Is your gender identity the same as the sex you were registered at birth?



Your org	96.61%	0.62%	2.77%
Average	96.22%	0.50%	3.36%
Responses	1770	1770	1770



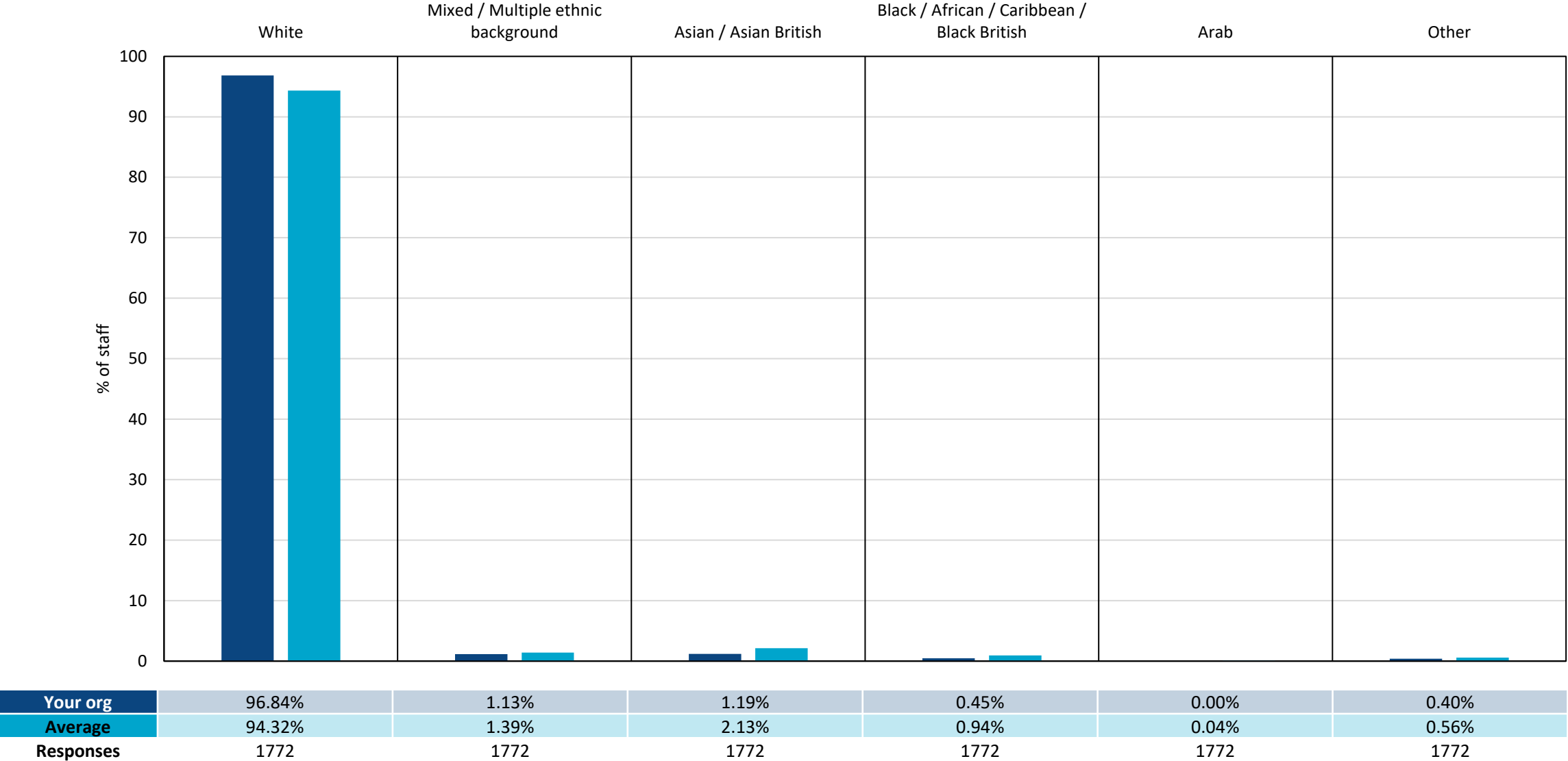
Background details - Age



Your org	0.45%	20.16%	24.27%	23.14%	31.14%	0.84%
Average	1.16%	21.34%	24.39%	24.15%	26.72%	0.87%
Responses	1776	1776	1776	1776	1776	1776

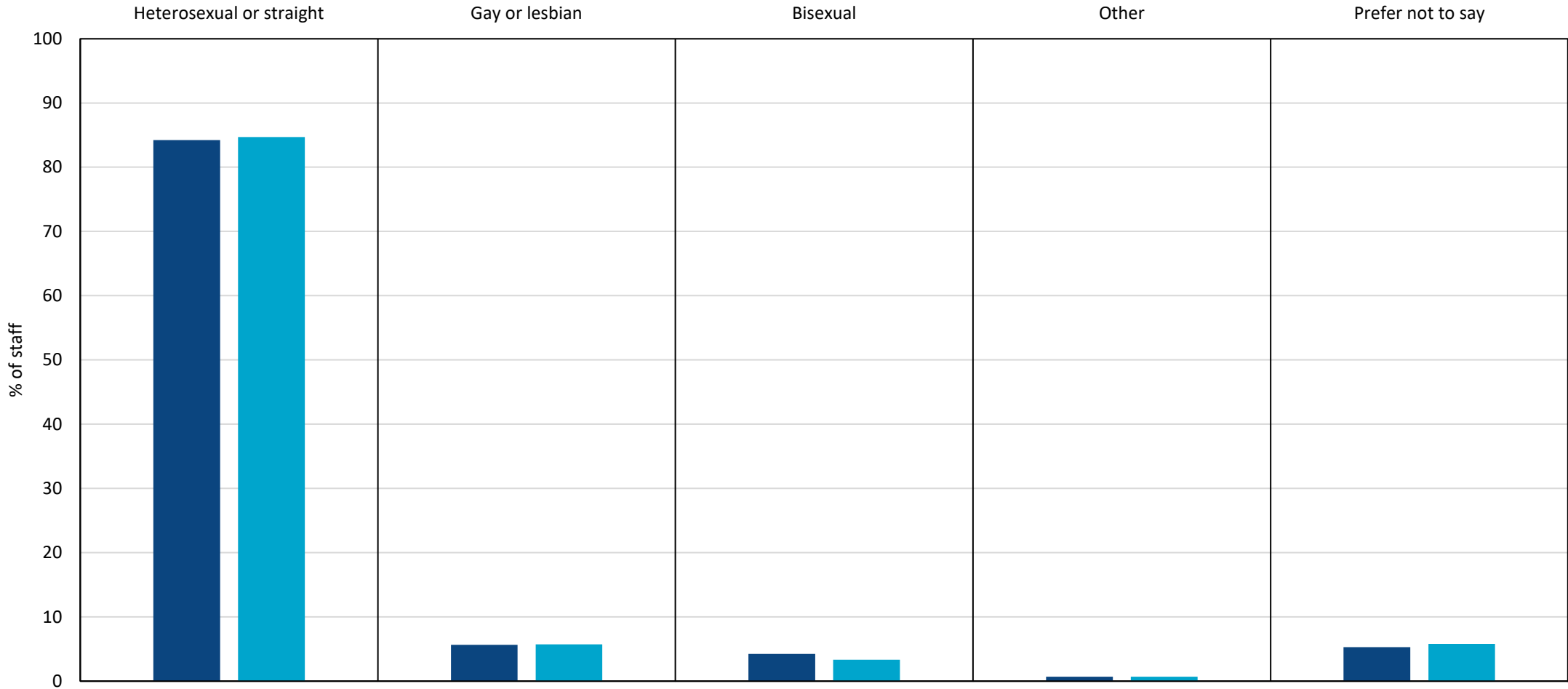


Background details - Ethnicity





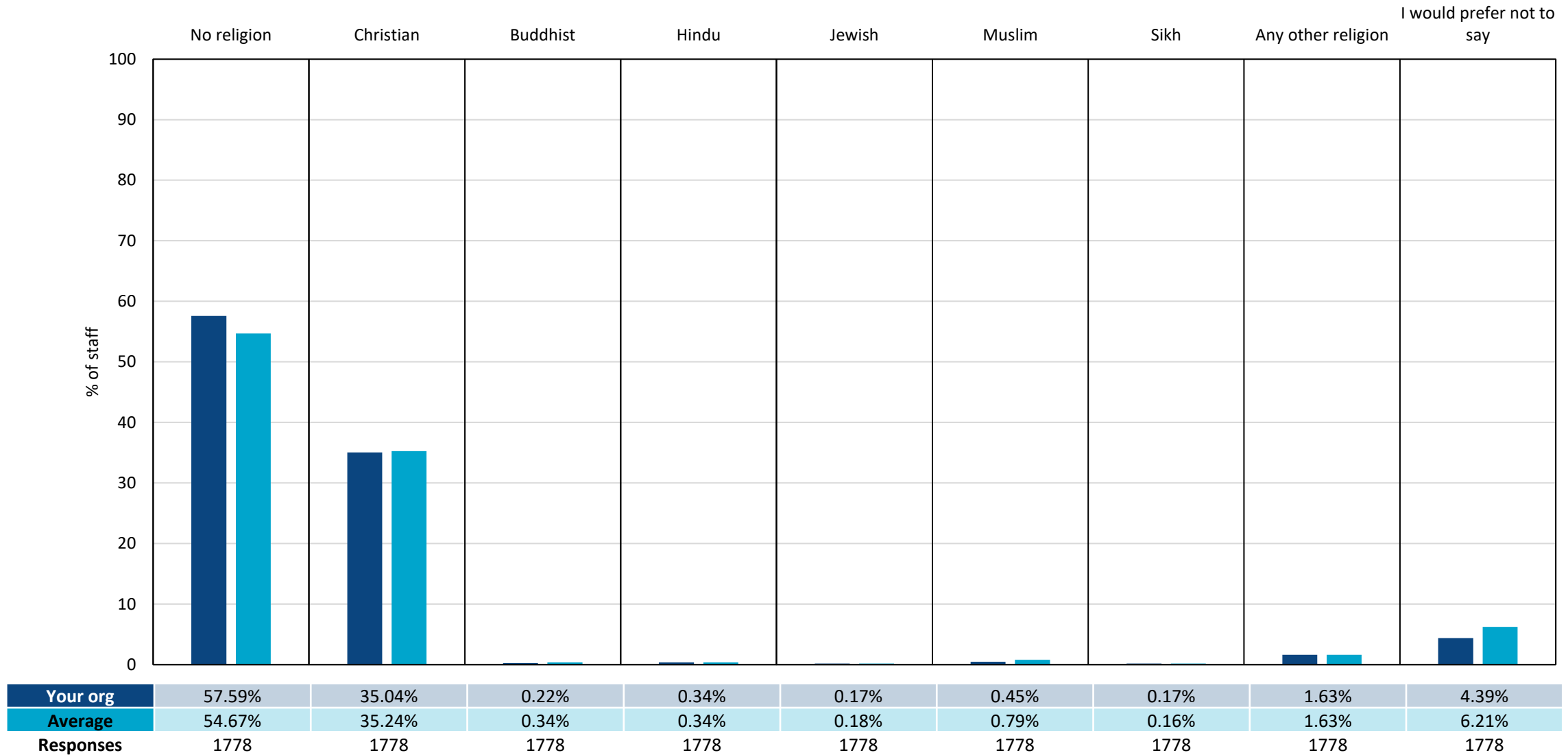
Background details – Sexual orientation



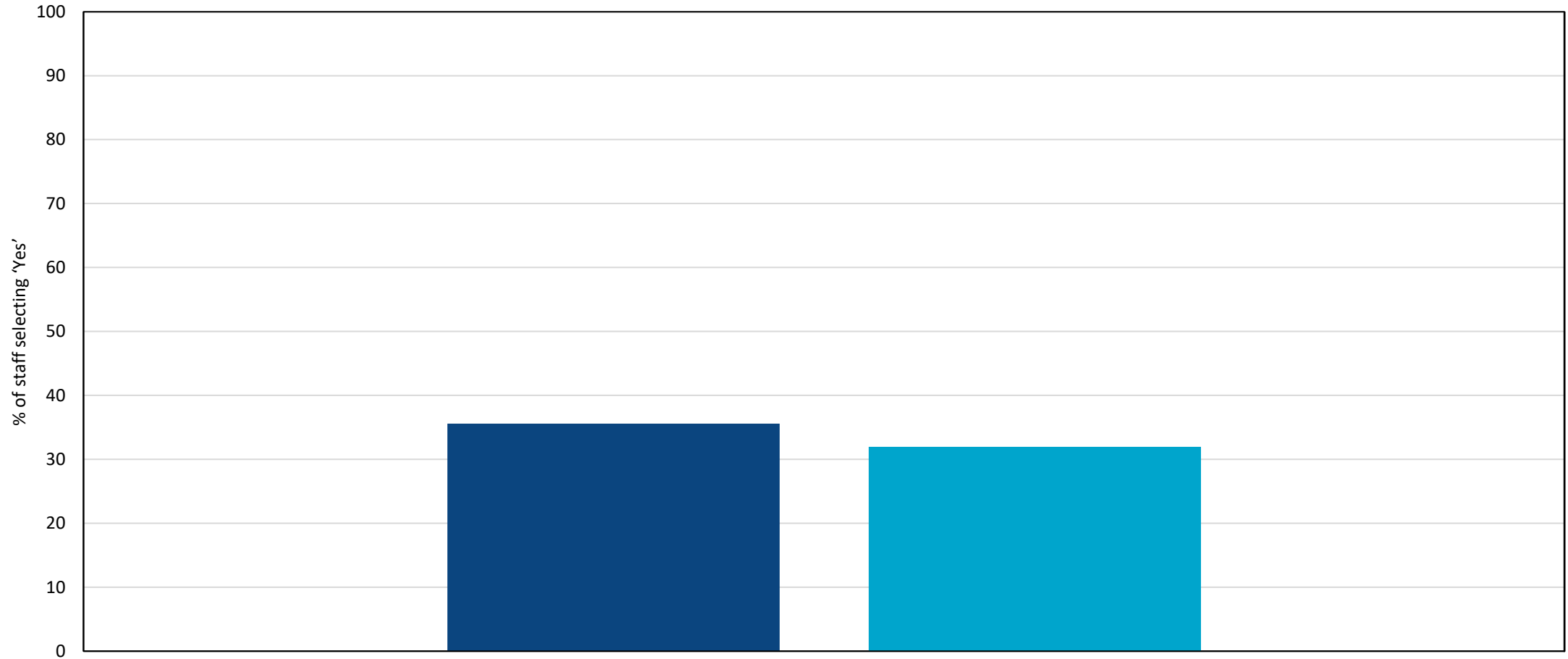
Your org	84.20%	5.62%	4.22%	0.67%	5.28%
Average	84.69%	5.70%	3.30%	0.67%	5.78%
Responses	1779	1779	1779	1779	1779



Background details - Religion



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



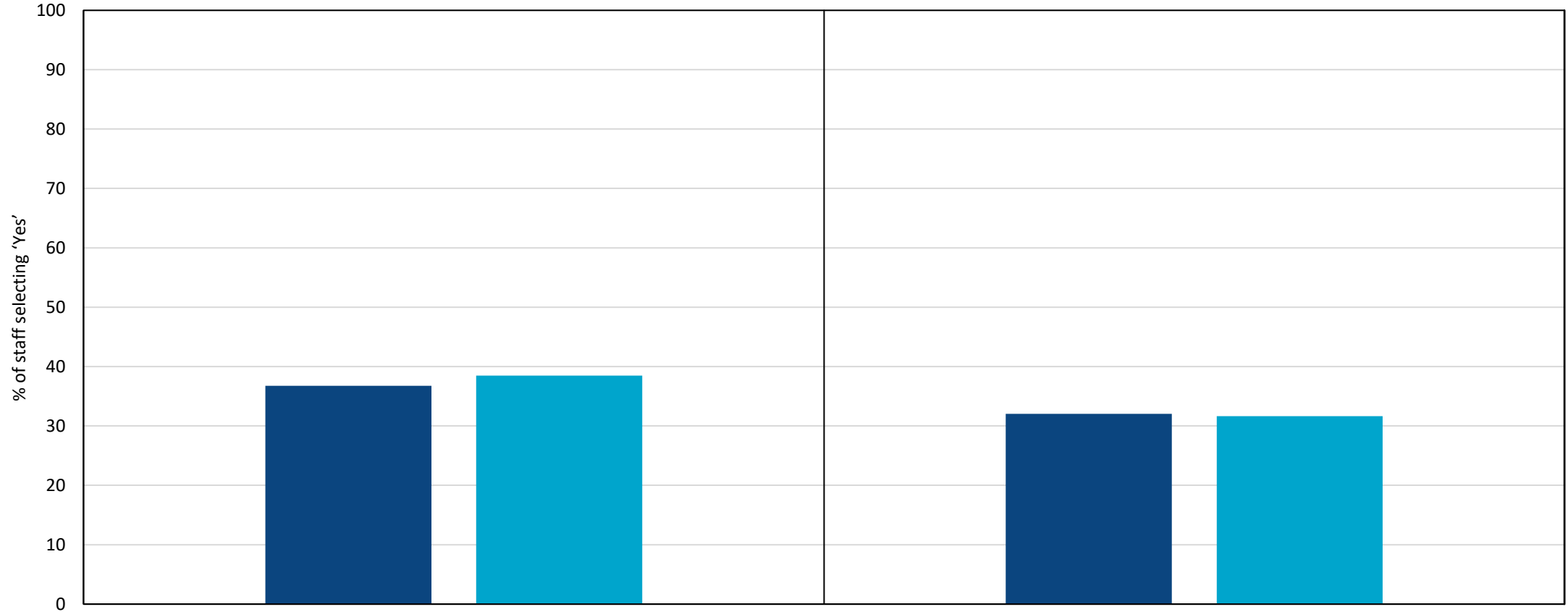
Your org	35.58%
Average	31.88%
Responses	1751



Background details – Parental / caring responsibilities

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

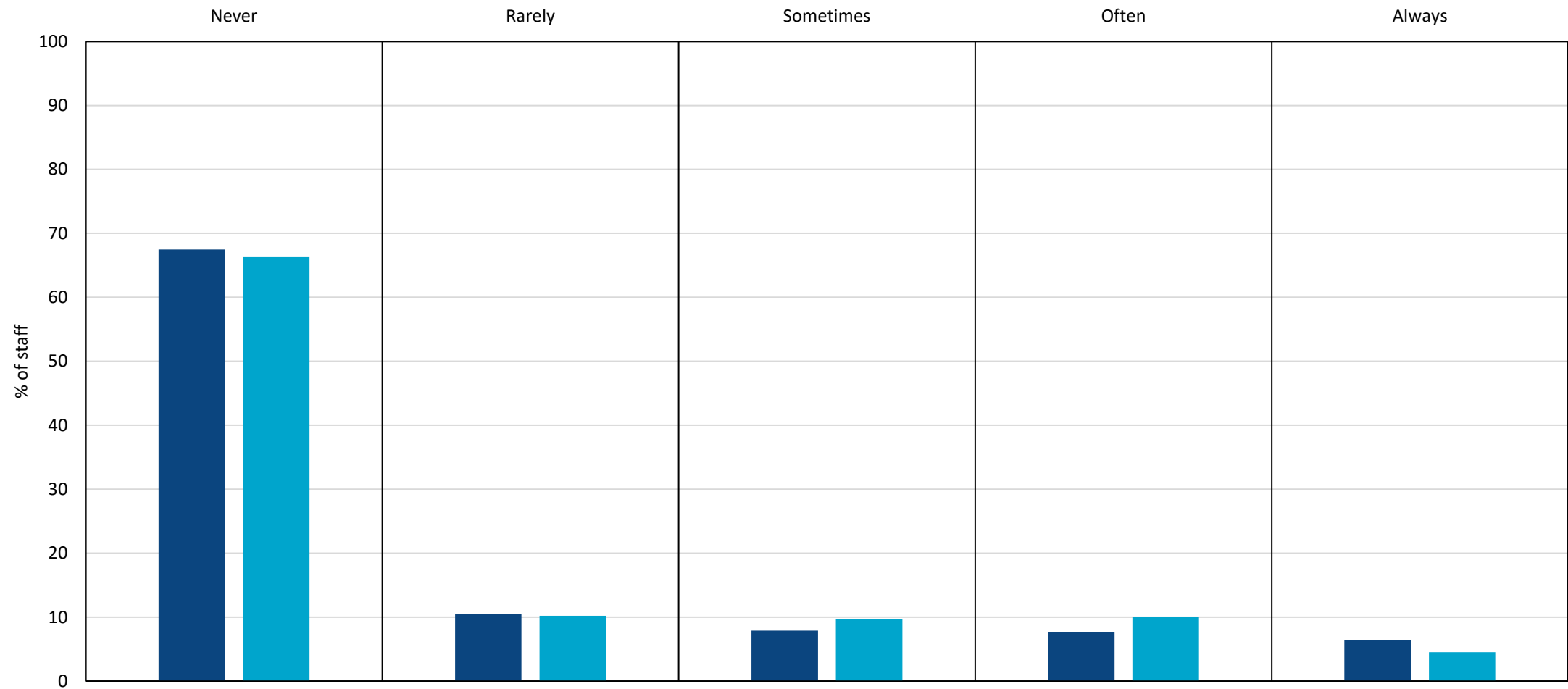
Do you look after or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age.



Your org	36.76%	32.02%
Average	38.48%	31.64%
Responses	1779	1777



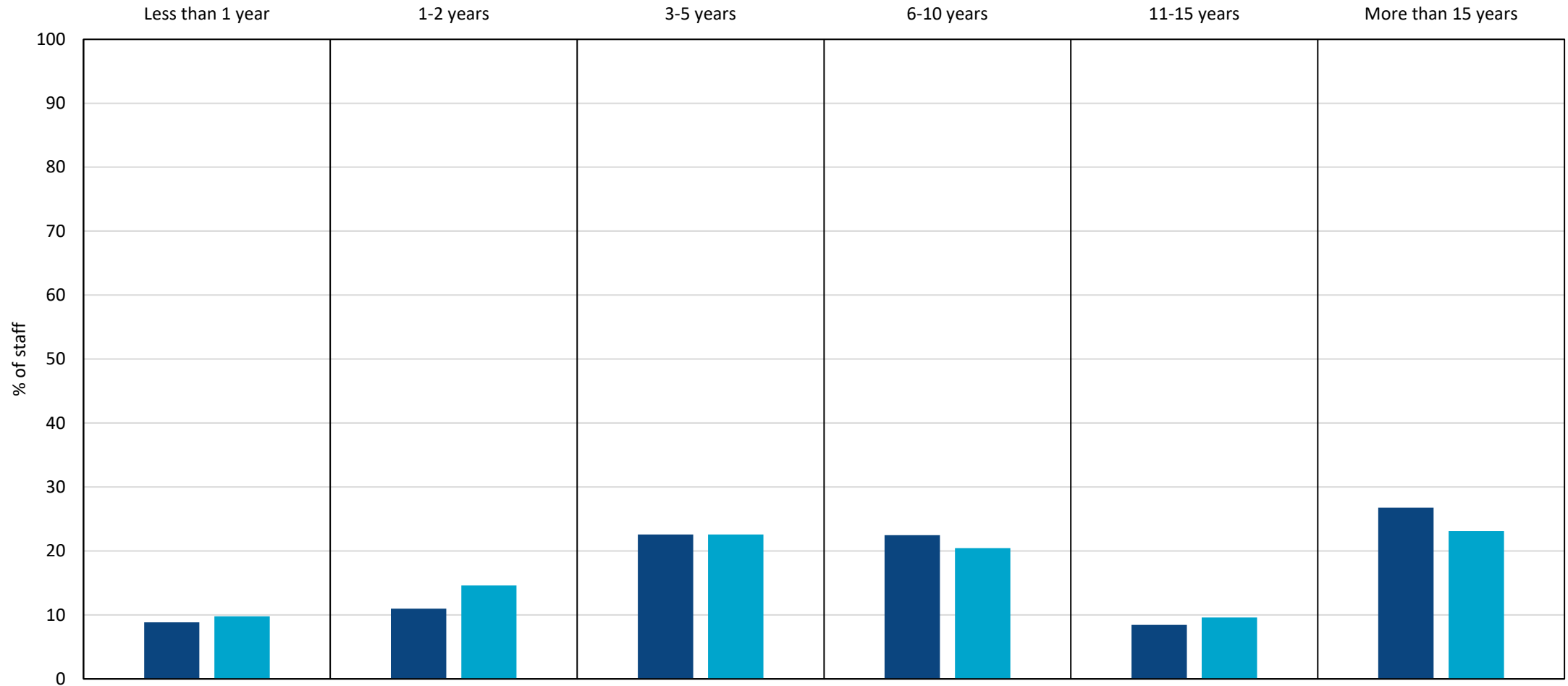
Background details – How often do you work at/from home?



Your org	67.47%	10.52%	7.88%	7.71%	6.42%
Average	66.28%	10.21%	9.72%	9.98%	4.50%
Responses	1777	1777	1777	1777	1777



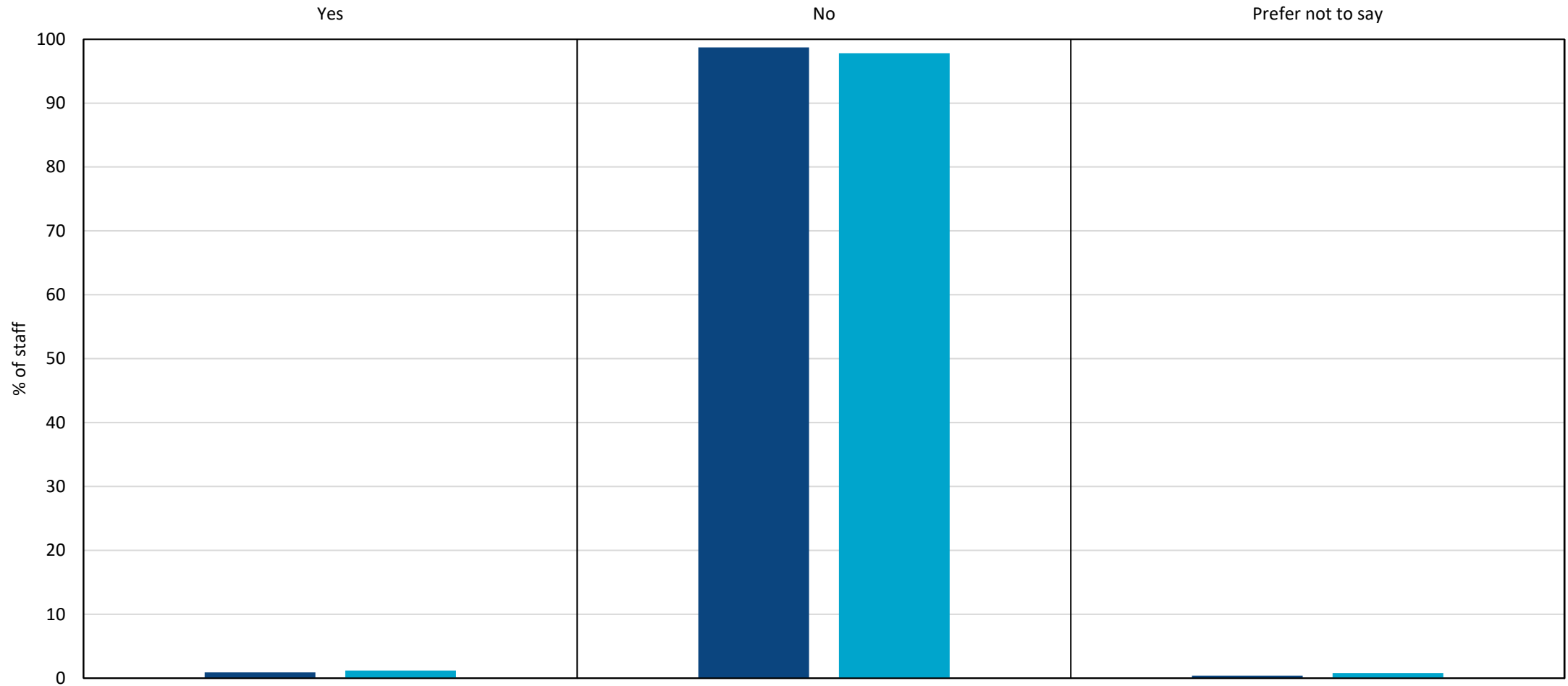
Background details – Length of service



Your org	8.83%	10.97%	22.55%	22.44%	8.44%	26.77%
Average	9.75%	14.59%	22.55%	20.42%	9.59%	23.10%
Responses	1778	1778	1778	1778	1778	1778



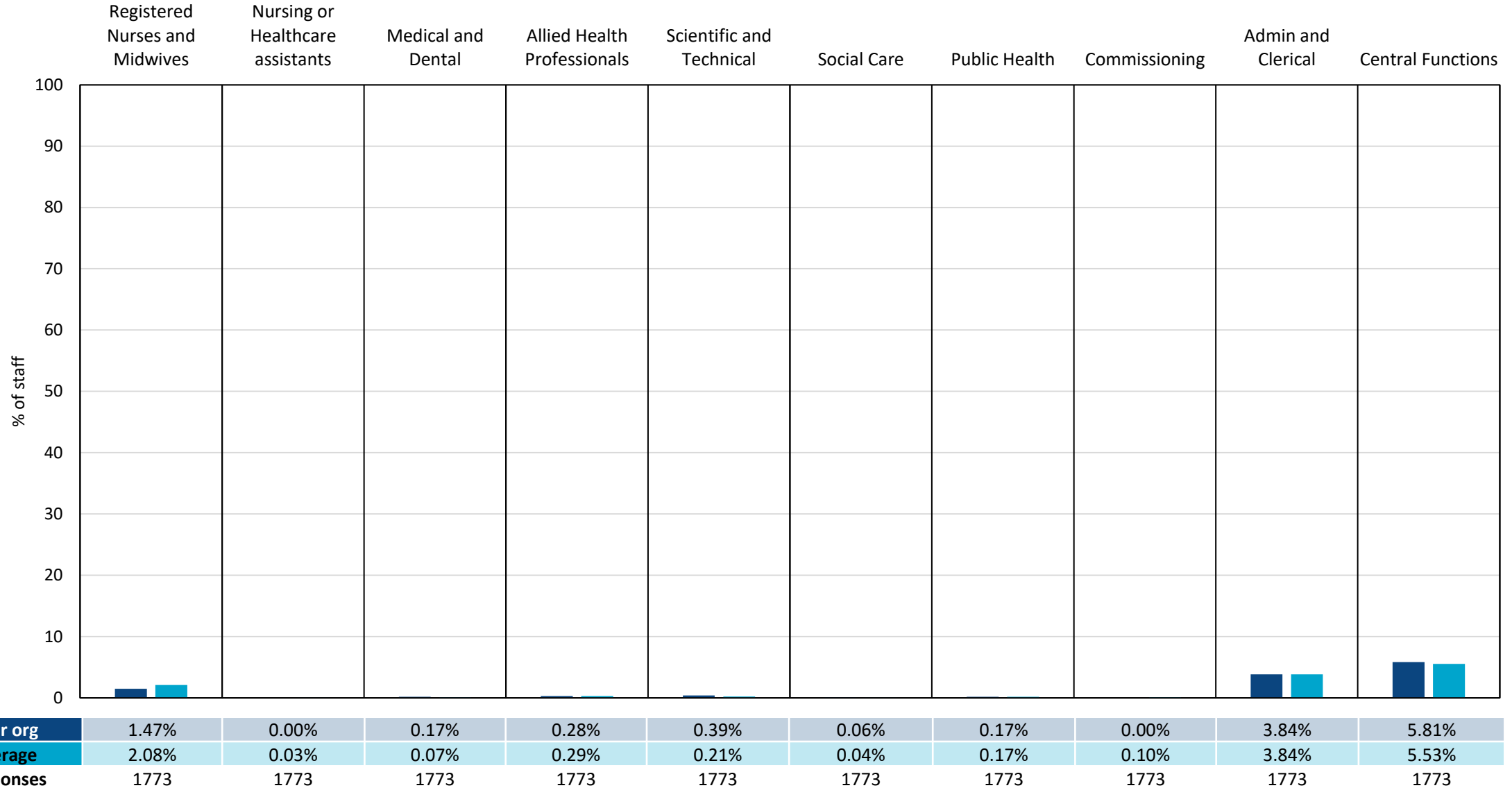
Background details — When you joined this organisation were you recruited from outside of the UK?



Your org	0.90%	98.70%	0.40%
Average	1.16%	97.83%	0.78%
Responses	1772	1772	1772

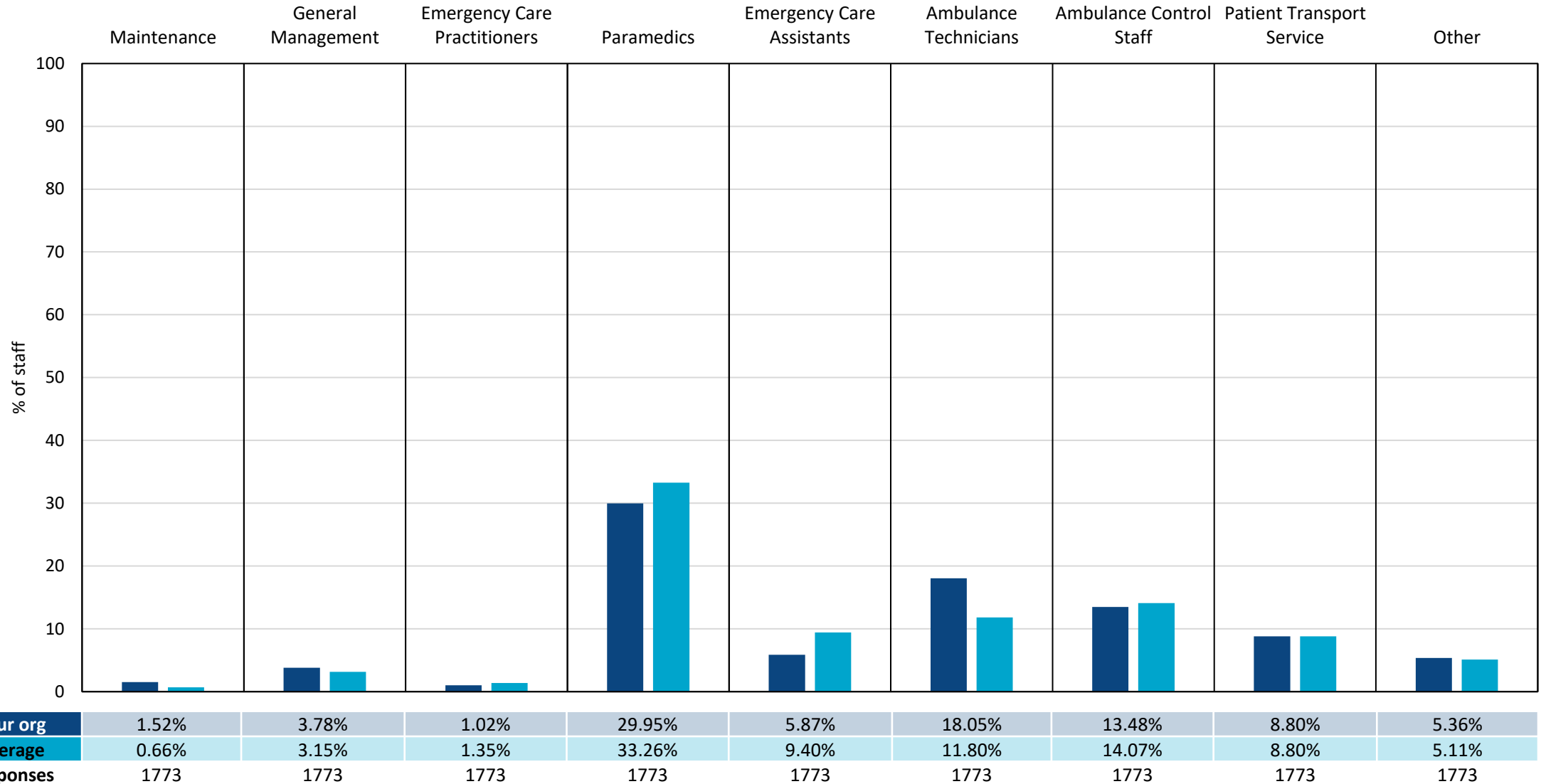


Background details – Occupational group





Background details – Occupational group

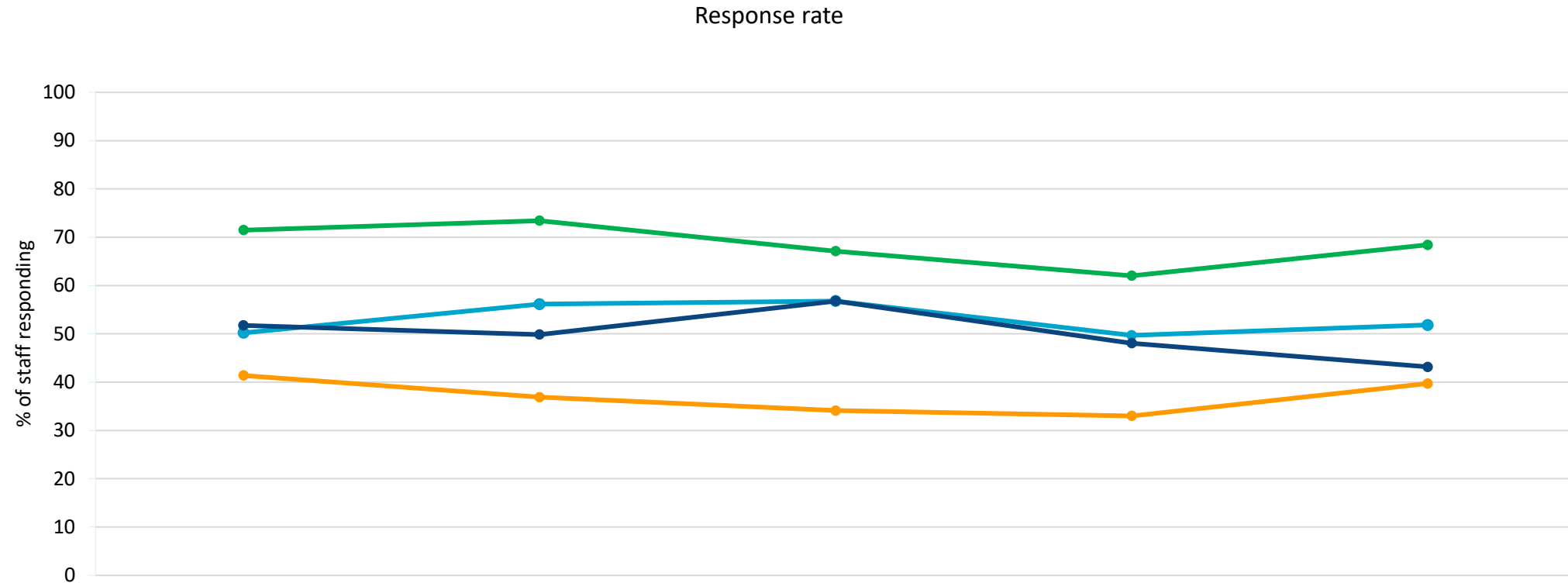


Appendices

Appendix A: Response rate



Appendix A: Response rate



	2019	2020	2021	2022	2023
Your org	51.74%	49.85%	56.78%	48.04%	43.13%
Highest	71.48%	73.43%	67.10%	62.02%	68.40%
Average	50.20%	56.13%	56.78%	49.66%	51.81%
Lowest	41.38%	36.89%	34.11%	33.00%	39.69%
Responses	1872	1957	2236	1895	1783

Appendix B: Significance testing 2022 vs 2023

➤ Appendix B: Significance testing – 2022 vs 2023

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

People Promise elements	2022 score	2022 respondents	2023 score	2023 respondents	Statistically significant change?
We are compassionate and inclusive	6.85	1890	6.93	1783	Not significant
We are recognised and rewarded	5.24	1894	5.46	1782	Significantly higher
We each have a voice that counts	6.00	1889	6.06	1777	Not significant
We are safe and healthy	5.48	1884	-	-	-
We are always learning	4.47	1820	4.82	1652	Significantly higher
We work flexibly	5.45	1889	5.63	1774	Significantly higher
We are a team	6.09	1886	6.15	1780	Not significant
Themes					
Staff Engagement	5.99	1894	6.17	1783	Significantly higher
Morale	5.41	1892	5.57	1783	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.

Appendix C: 1. Reviewing People Promise and theme results

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

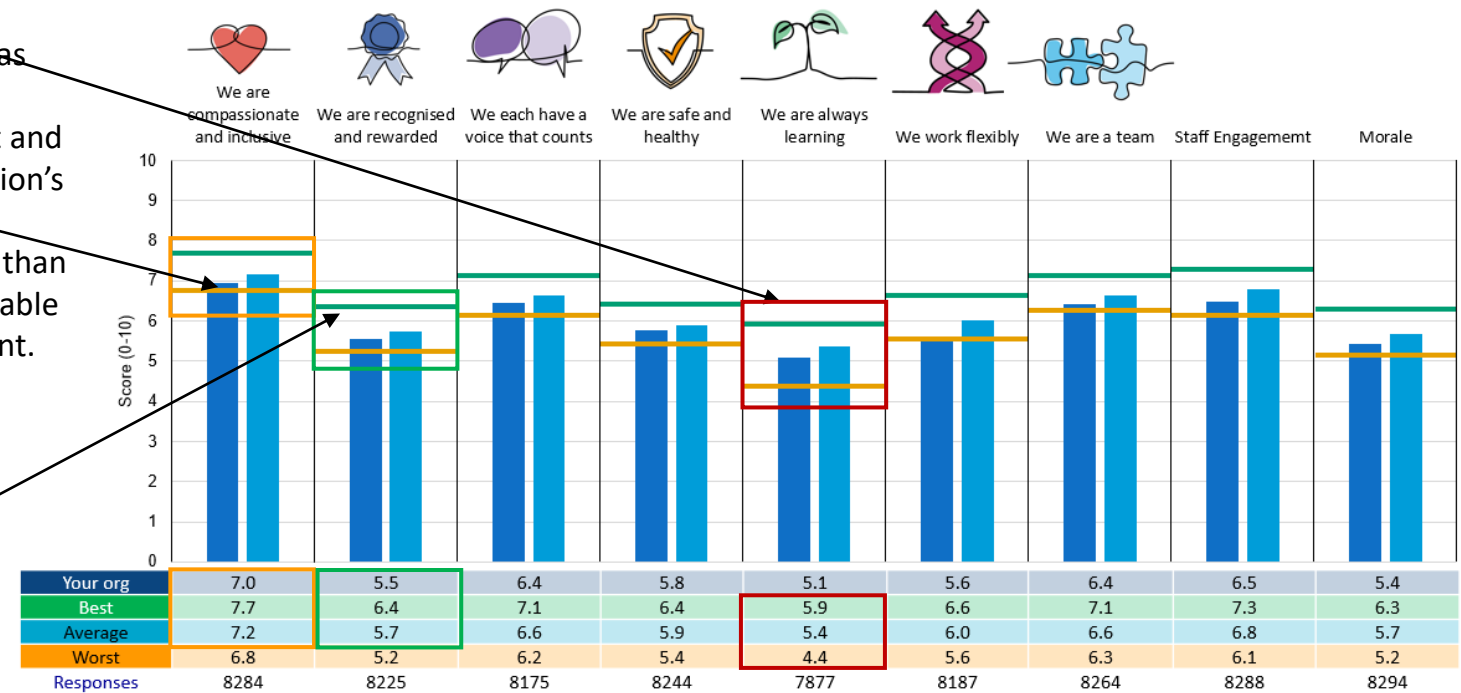
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another important point of reference.

Areas to improve

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

Positive outcomes

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



Only one example is highlighted for each point

Appendix C: 2. Reviewing results in more detail

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.



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

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

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

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



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

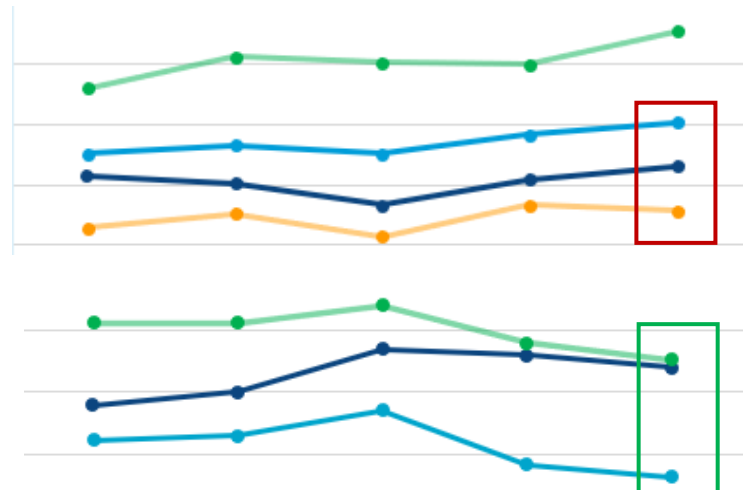
Identifying questions of interest

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

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

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

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



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

Appendix D: Additional reporting outputs

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

Supporting documents



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



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

Other reporting outputs



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



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



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



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