

Sirona Care & Health

## NHS Staff Survey Benchmark report 2024



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# Introduction

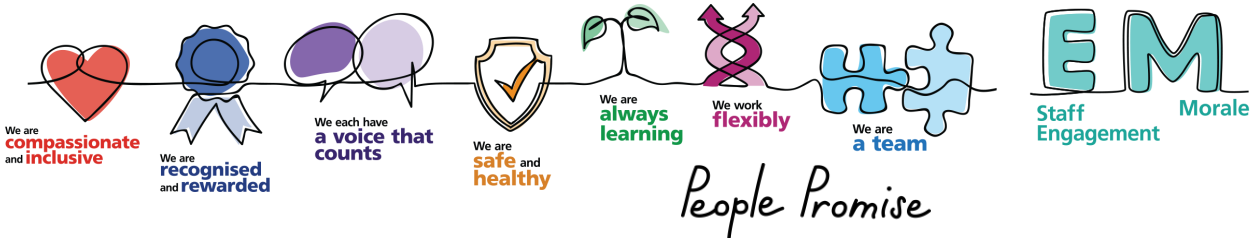
## About this report

This benchmark report for Sirona Care & Health contains results for the 2024 NHS Staff Survey, and historical results back to 2020 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

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

## 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 themes (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub scores are related and mapped to individual survey questions.

# People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

## Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, the 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 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, with 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.

## 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 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## Key features

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

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

Note this is example data

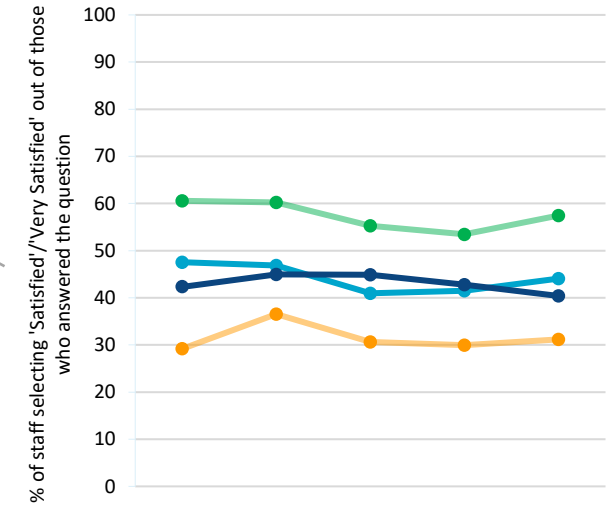


**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

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

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



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

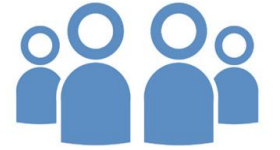
	2020	2021	2022	2023	2024
Your org	42.3%	45.0%	44.9%	42.8%	40.4%
Best result	60.6%	60.3%	55.3%	55.3%	57.4%
Average result	47.5%	46.9%	41.0%	41.5%	44.0%
Worst result	29.2%	36.5%	30.6%	29.9%	31.2%
Responses	835	1255	1491	1325	517

## Organisation details



Sirona Care & Health

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **1935**

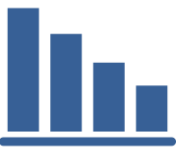
2024 response rate **57%**

### Survey details

Survey mode **Online**

◀ This organisation is benchmarked against:

Community Trusts



### 2024 benchmarking group details

Organisations in group: 14

Median response rate: 62%

No. of completed questionnaires: 28109

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

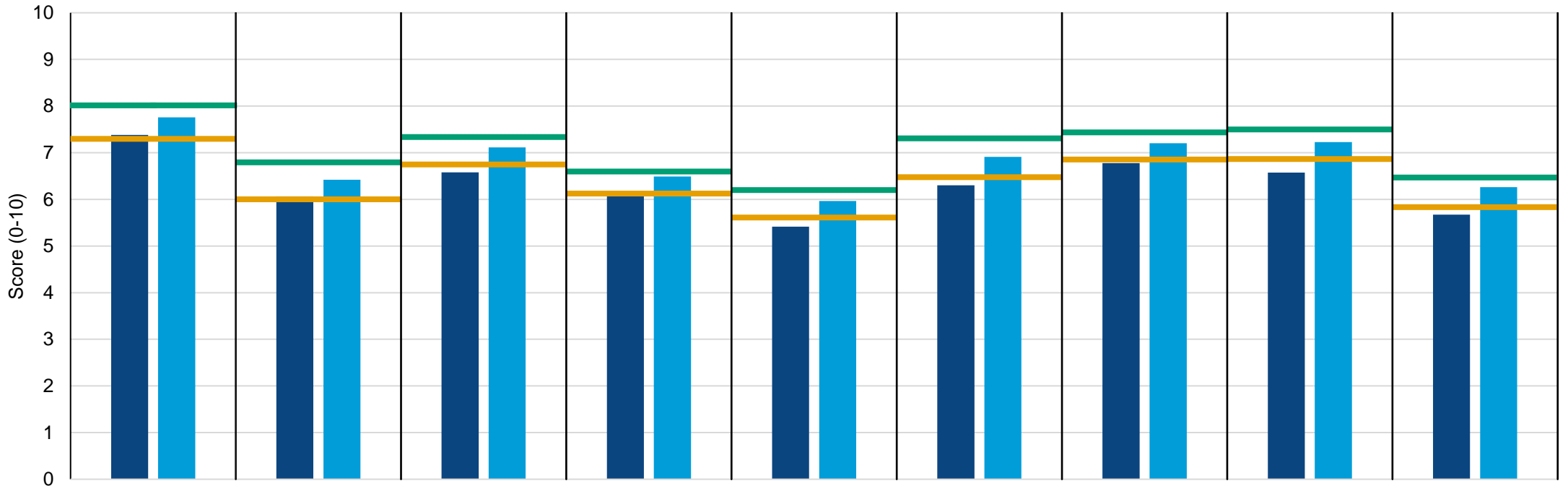


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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

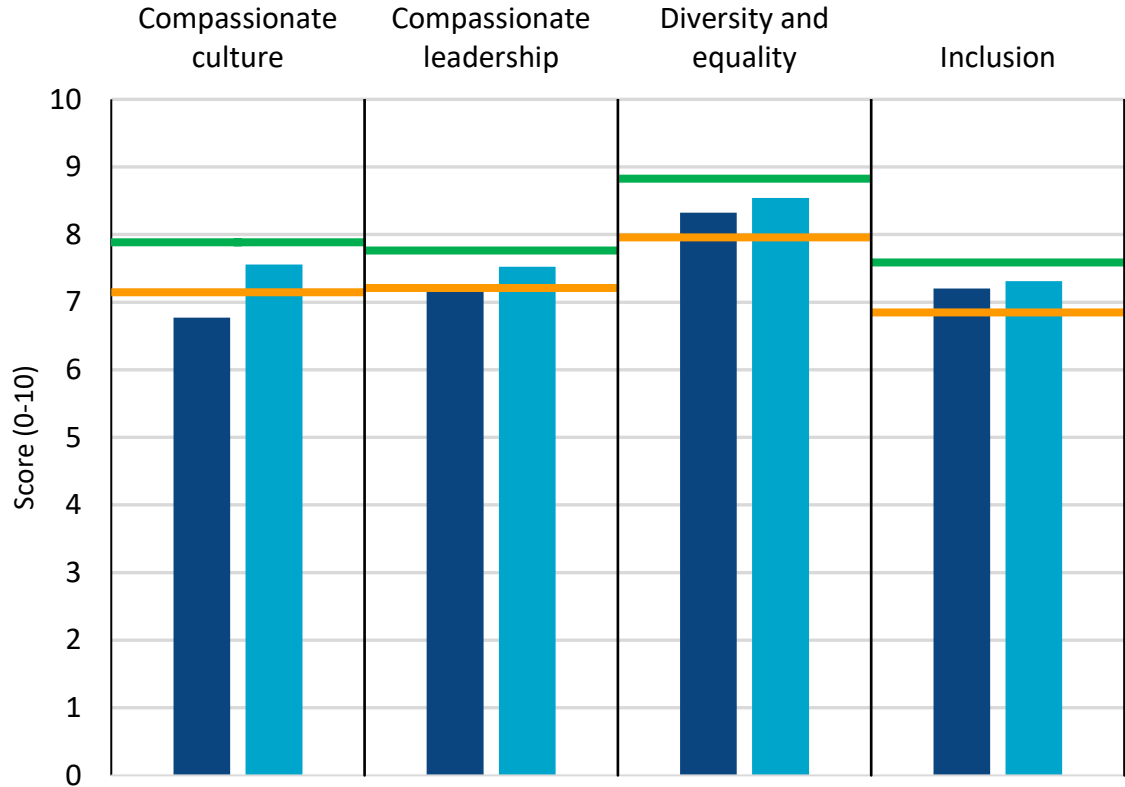


Your org	7.38	6.06	6.58	6.08	5.41	6.30	6.78	6.57	5.67
Best result	8.01	6.79	7.34	6.60	6.20	7.31	7.44	7.50	6.47
Average result	7.76	6.42	7.11	6.49	5.97	6.91	7.20	7.23	6.26
Worst result	7.30	6.00	6.75	6.12	5.61	6.48	6.85	6.87	5.83
Responses	1934	1932	1923	1929	1842	1926	1932	1933	1932

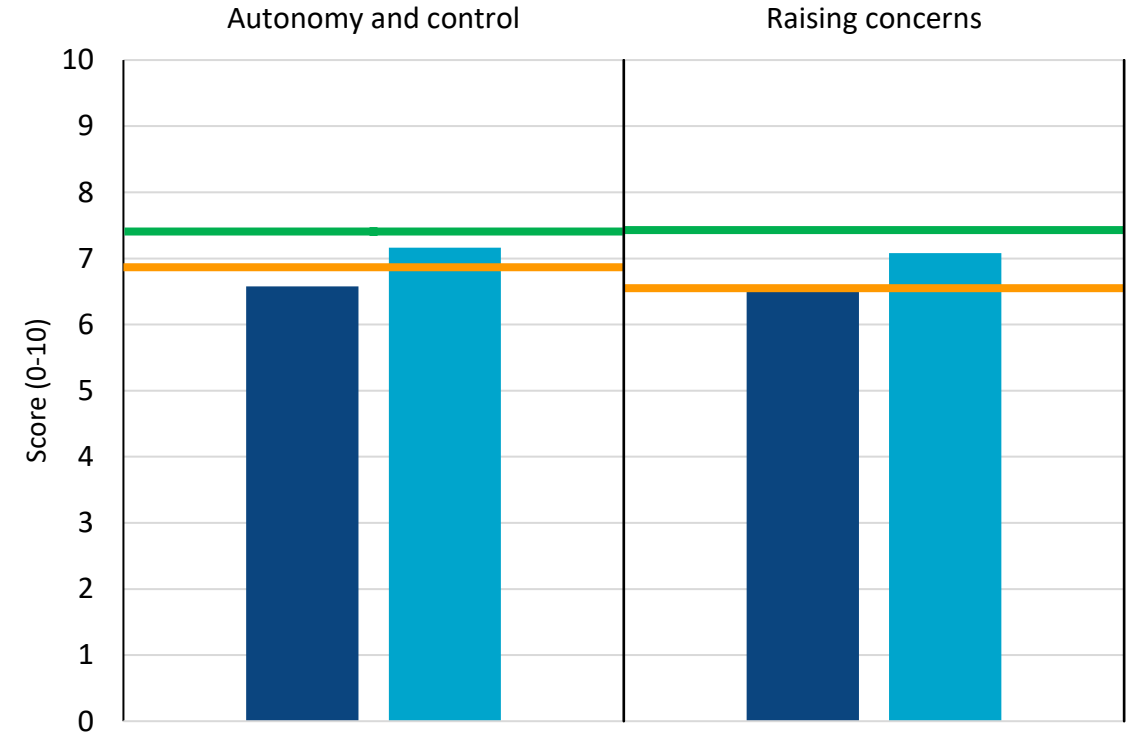
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



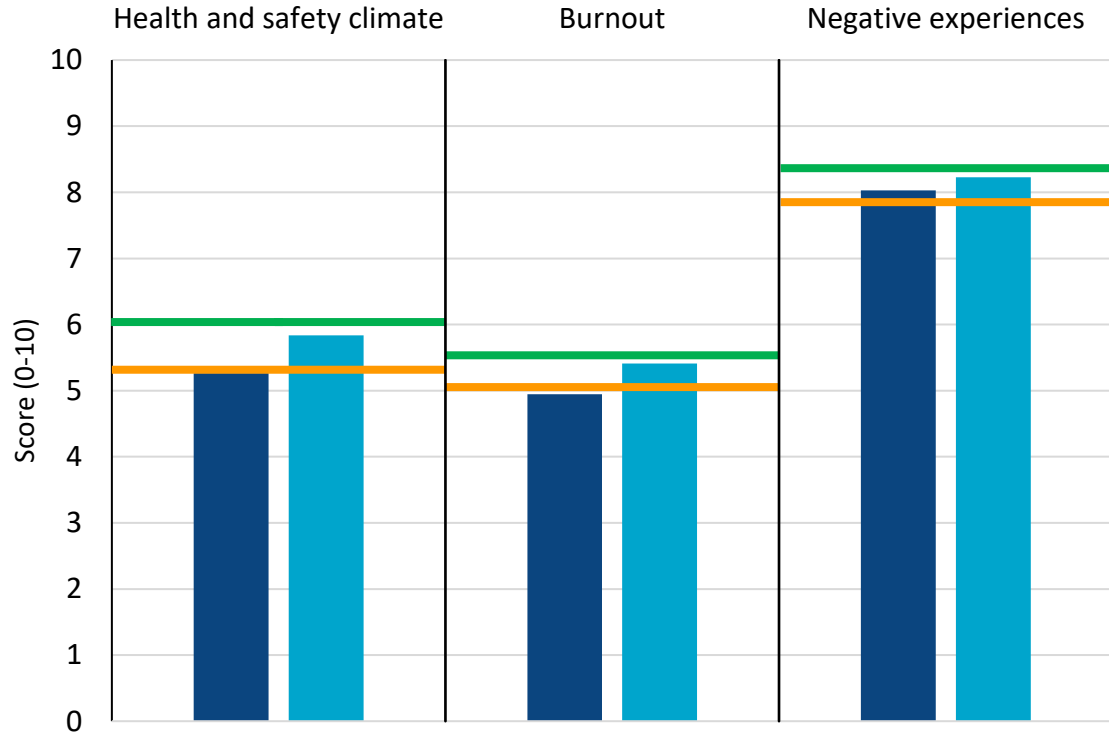
Your org	6.58	6.58
Best result	7.41	7.43
Average result	7.16	7.08
Worst result	6.87	6.55
Responses	1932	1926

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

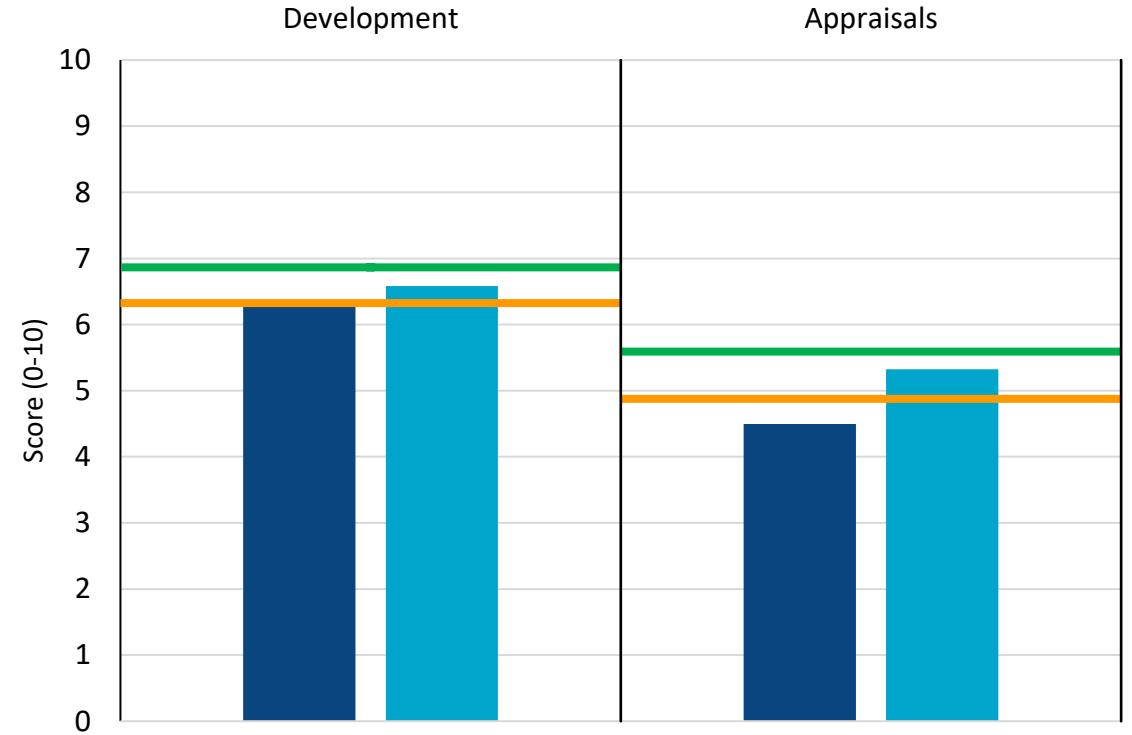
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.26	4.94	8.03
Best result	6.04	5.53	8.36
Average result	5.84	5.41	8.23
Worst result	5.32	5.05	7.85
Responses	1933	1934	1930

Your org	6.32	4.49
Best result	6.86	5.59
Average result	6.58	5.32
Worst result	6.32	4.88
Responses	1932	1844

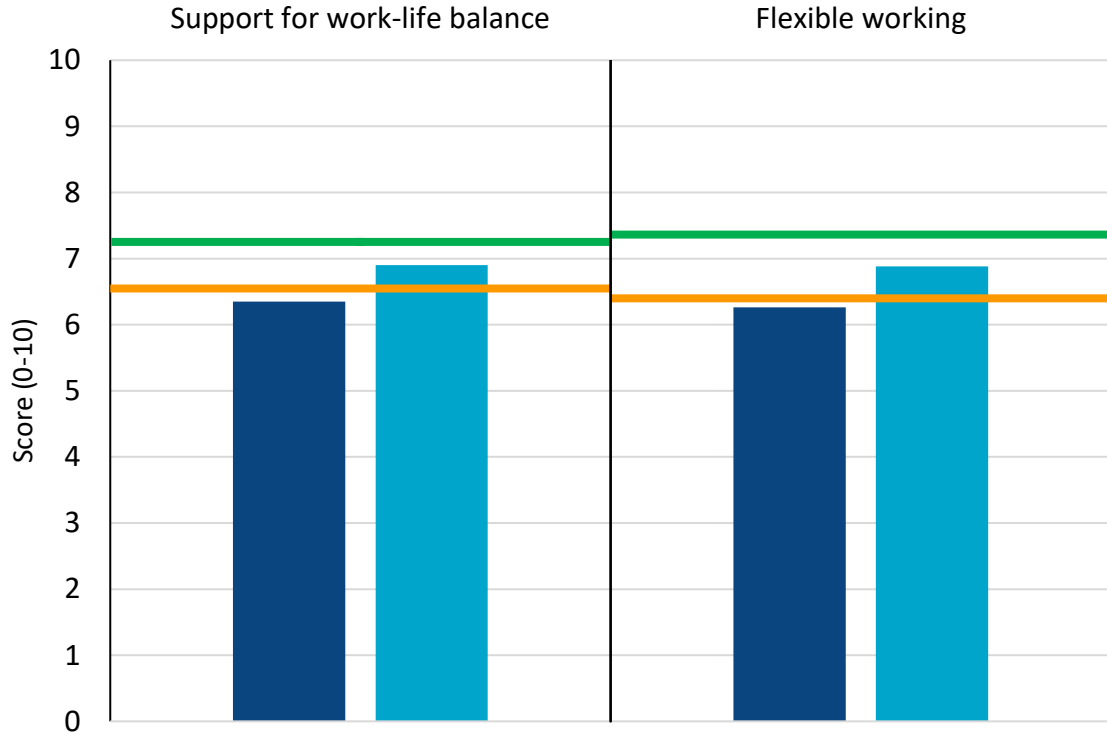
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



	Support for work-life balance	Flexible working
Your org	6.35	6.26
Best result	7.25	7.36
Average result	6.90	6.88
Worst result	6.55	6.40
Responses	1932	1927

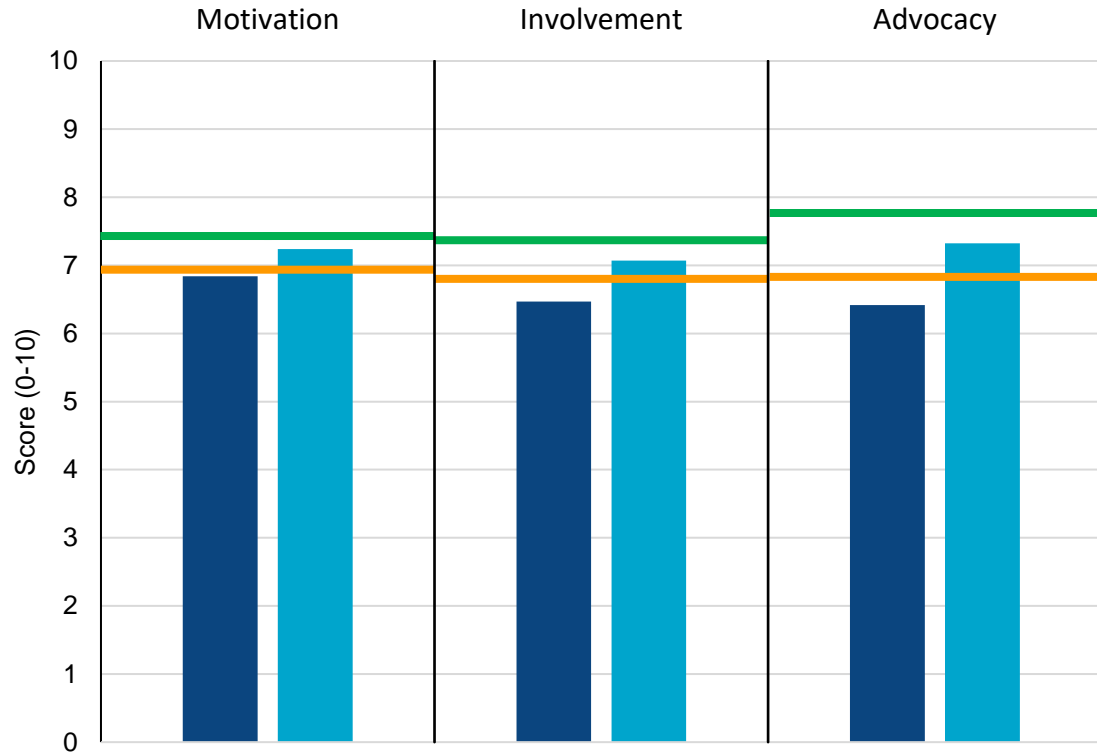


	Team working	Line management
Your org	6.58	6.97
Best result	7.30	7.57
Average result	7.06	7.34
Worst result	6.69	7.02
Responses	1934	1932

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.



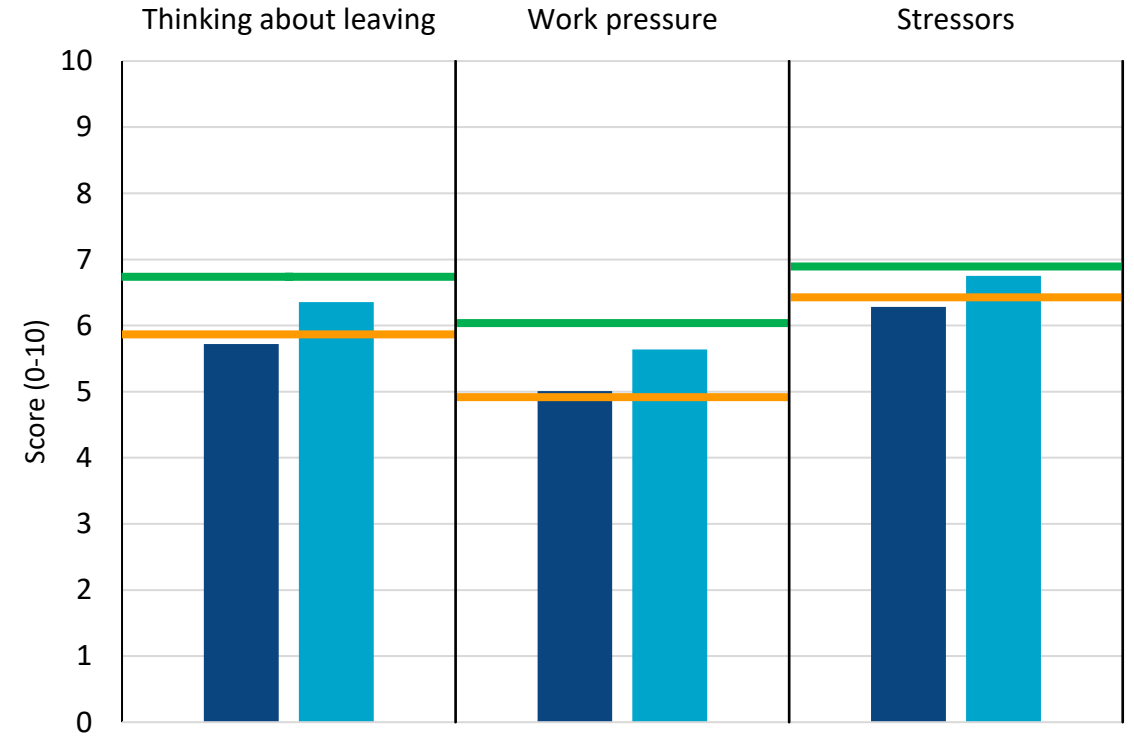
## Theme: Staff engagement



Your org	6.84	6.47	6.41
Best result	7.43	7.37	7.77
Average result	7.24	7.07	7.32
Worst result	6.94	6.80	6.83
Responses	1924	1932	1931



## Theme: Morale



Your org	5.72	5.01	6.28
Best result	6.74	6.04	6.89
Average result	6.35	5.64	6.75
Worst result	5.87	4.92	6.43
Responses	1933	1933	1931

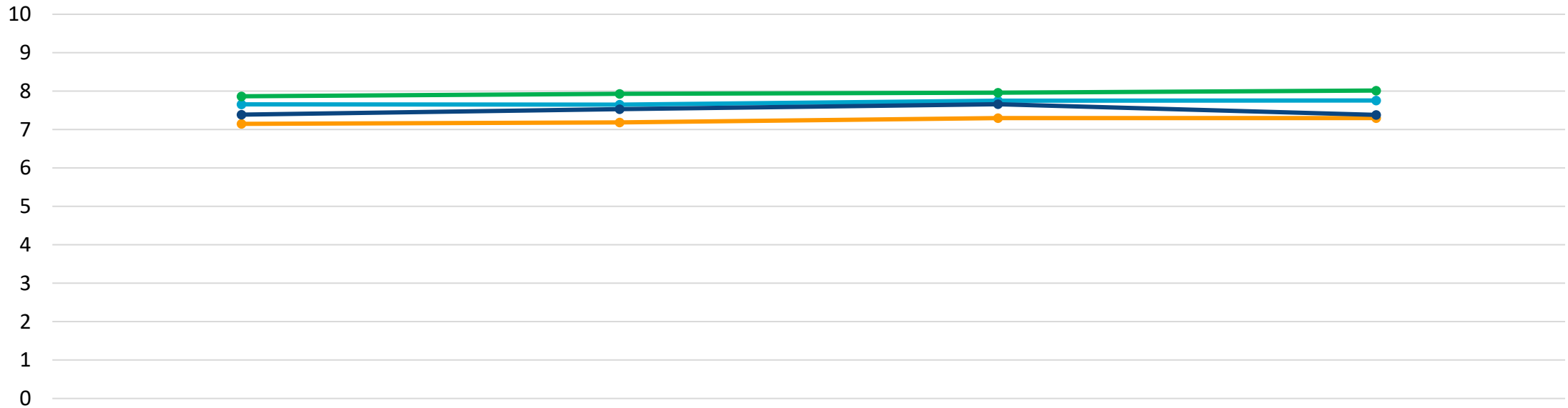


## People Promise elements, themes and sub-scores: Trends

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

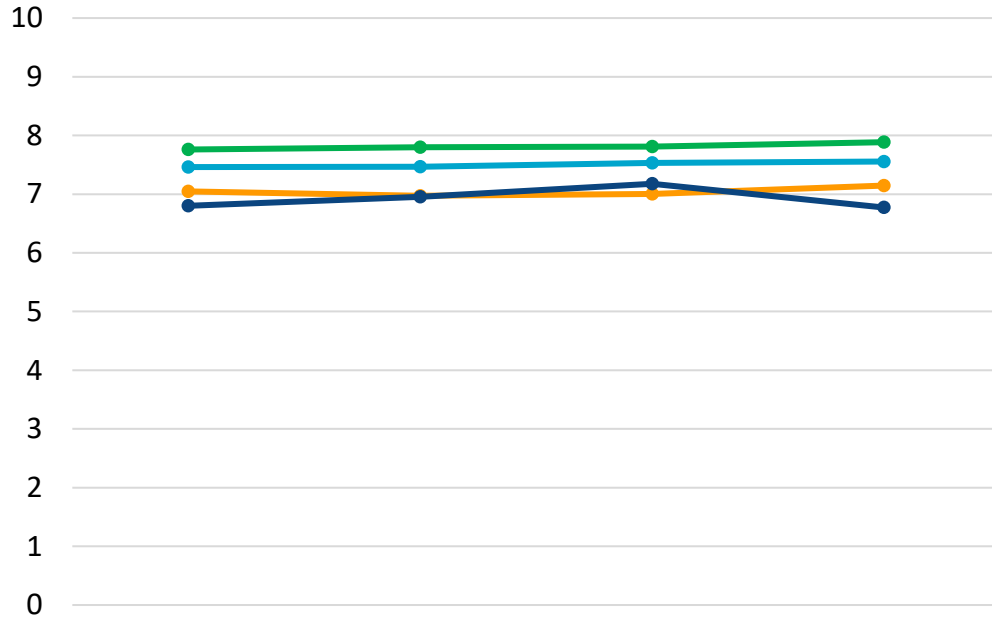


	2021	2022	2023	2024
Your org	7.39	7.53	7.66	7.38
Best result	7.87	7.93	7.96	8.01
Average result	7.65	7.65	7.75	7.76
Worst result	7.15	7.19	7.30	7.30
Responses	1409	1780	1927	1934

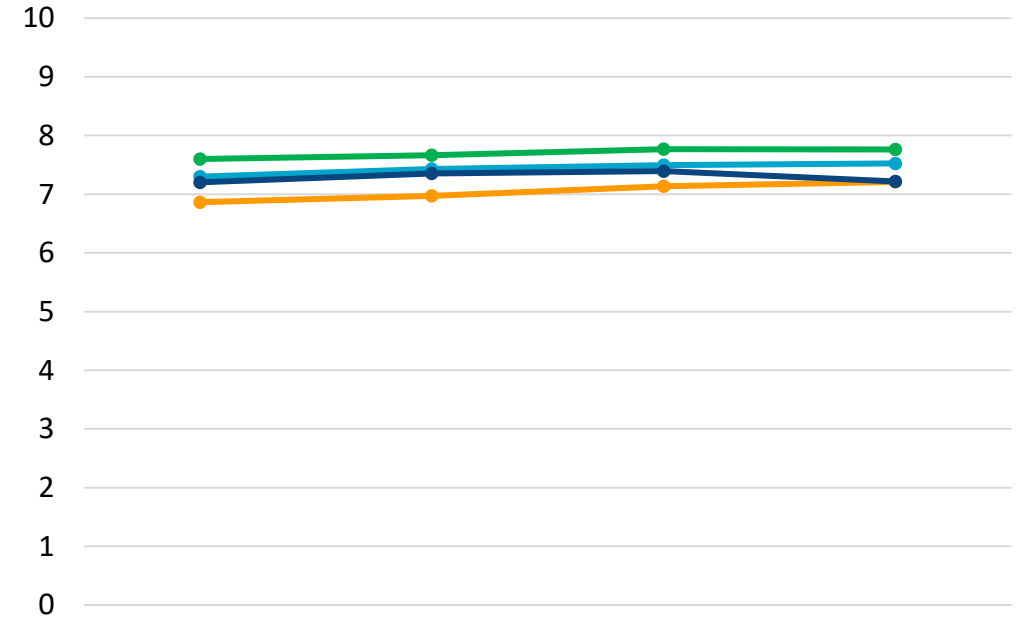
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



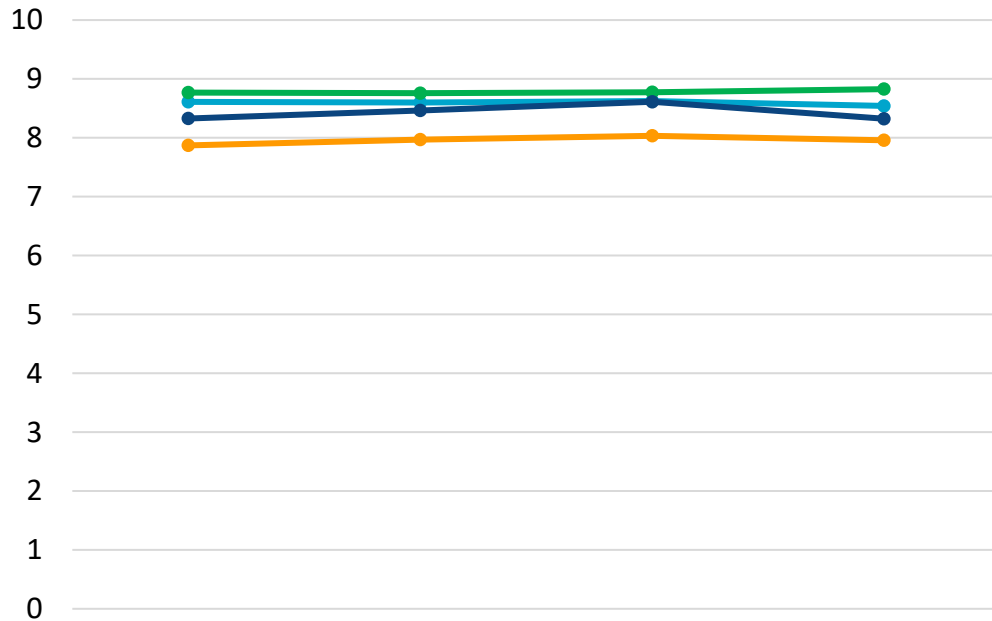
	2021	2022	2023	2024
Your org	6.80	6.95	7.18	6.77
Best result	7.76	7.80	7.81	7.89
Average result	7.46	7.46	7.53	7.56
Worst result	7.05	6.97	7.00	7.15
Responses	1405	1776	1922	1931

	2021	2022	2023	2024
Your org	7.20	7.35	7.39	7.22
Best result	7.60	7.66	7.77	7.76
Average result	7.30	7.43	7.50	7.53
Worst result	6.86	6.97	7.13	7.21
Responses	1408	1777	1927	1930

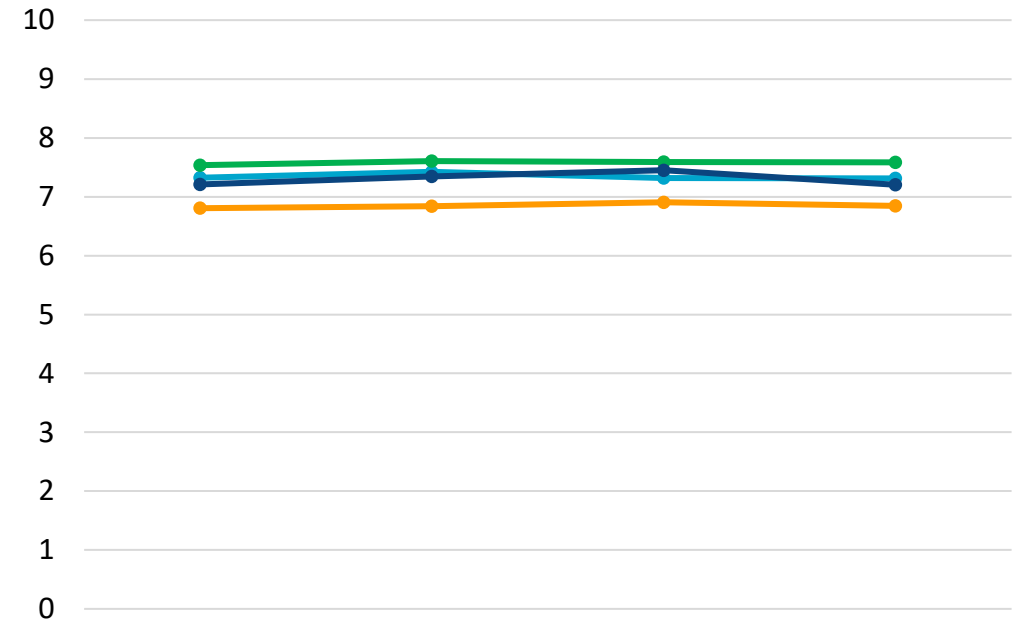
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	8.33	8.46	8.61	8.32
Best result	8.77	8.76	8.77	8.83
Average result	8.61	8.60	8.62	8.54
Worst result	7.87	7.97	8.03	7.96
Responses	1407	1778	1928	1934

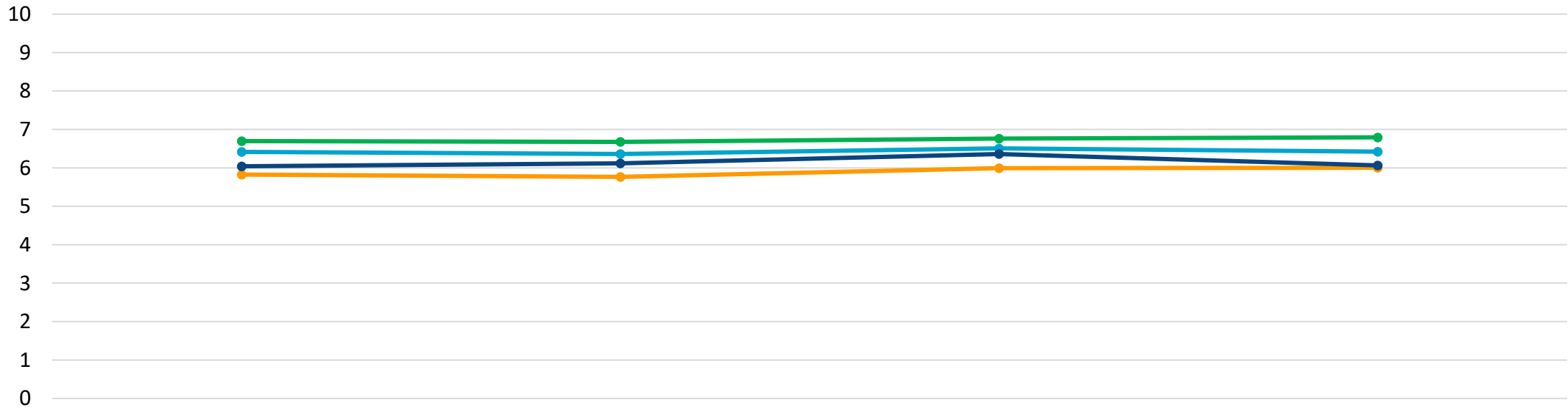
	2021	2022	2023	2024
Your org	7.21	7.35	7.45	7.20
Best result	7.54	7.61	7.59	7.59
Average result	7.32	7.42	7.32	7.31
Worst result	6.81	6.84	6.91	6.85
Responses	1393	1780	1925	1933

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



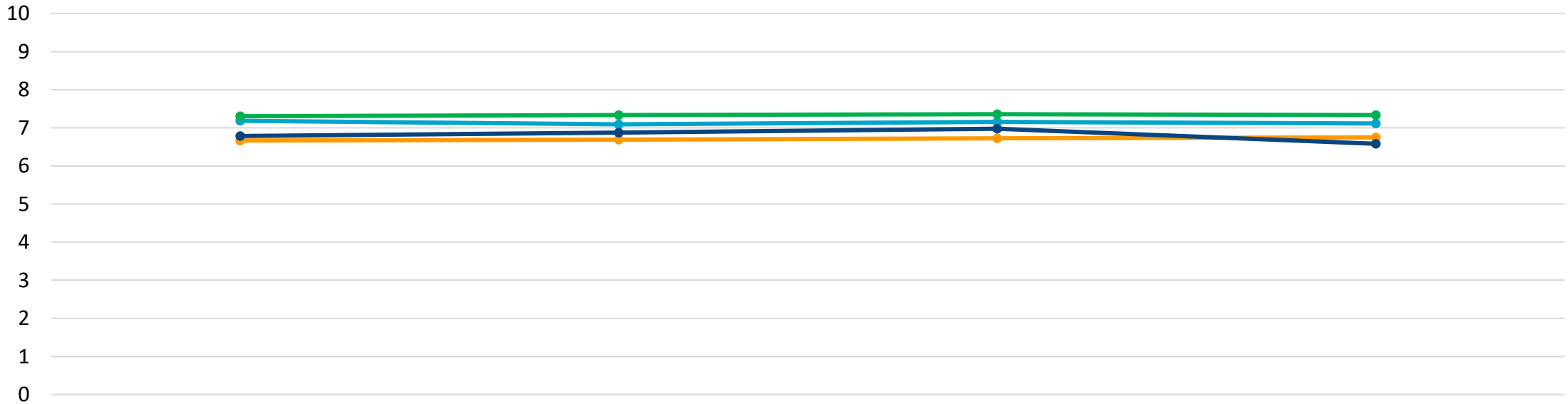
	2021	2022	2023	2024
Your org	6.04	6.12	6.36	6.06
Best result	6.70	6.68	6.76	6.79
Average result	6.42	6.36	6.51	6.42
Worst result	5.83	5.76	5.99	6.00
Responses	1403	1779	1928	1932

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



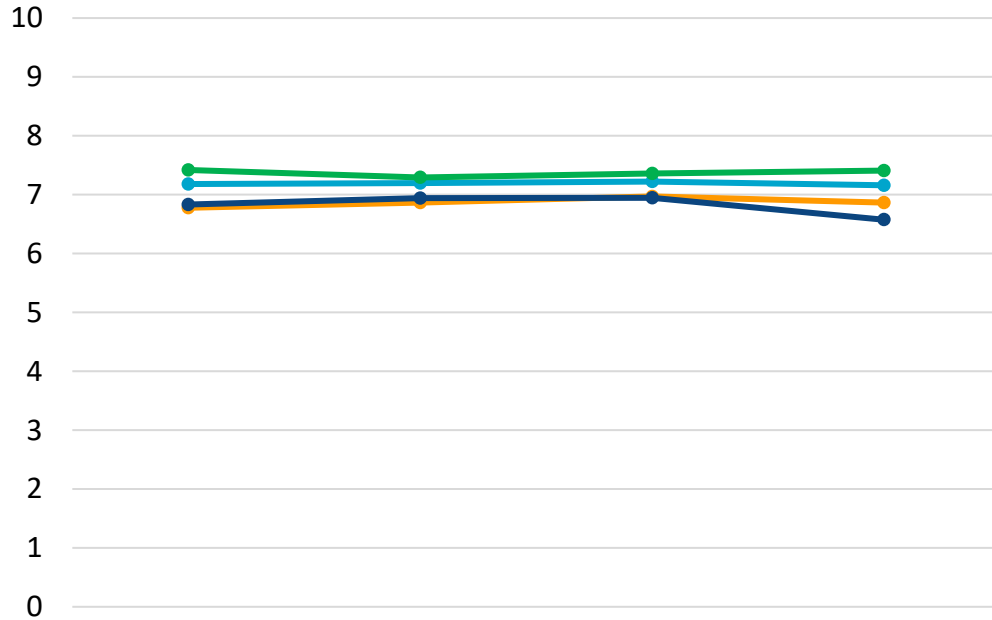
	2021	2022	2023	2024
Your org	6.78	6.87	6.98	6.58
Best result	7.30	7.33	7.36	7.34
Average result	7.18	7.09	7.16	7.11
Worst result	6.67	6.69	6.73	6.75
Responses	1398	1774	1918	1923

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.

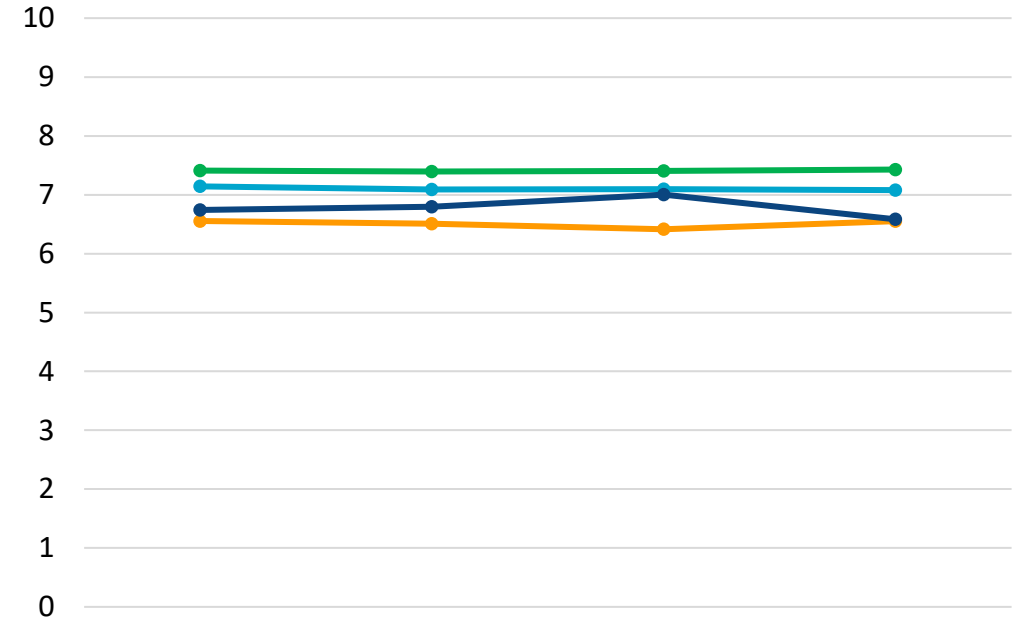


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	6.83	6.94	6.95	6.58
Best result	7.42	7.29	7.36	7.41
Average result	7.18	7.20	7.22	7.16
Worst result	6.78	6.86	6.97	6.87
Responses	1408	1780	1927	1932

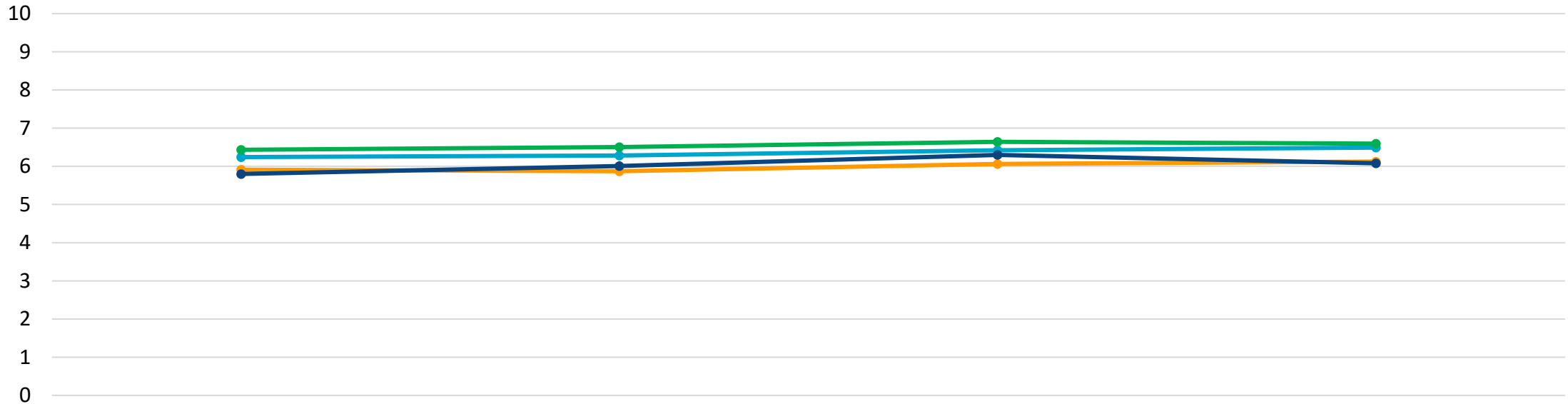
	2021	2022	2023	2024
Your org	6.74	6.80	7.00	6.58
Best result	7.41	7.40	7.41	7.43
Average result	7.14	7.09	7.10	7.08
Worst result	6.55	6.51	6.41	6.55
Responses	1398	1774	1920	1926

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



## Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	5.80	6.01	6.30	6.08
Best result	6.43	6.50	6.64	6.60
Average result	6.24	6.28	6.42	6.49
Worst result	5.91	5.87	6.06	6.12
Responses	1407	1777	1876	1929

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

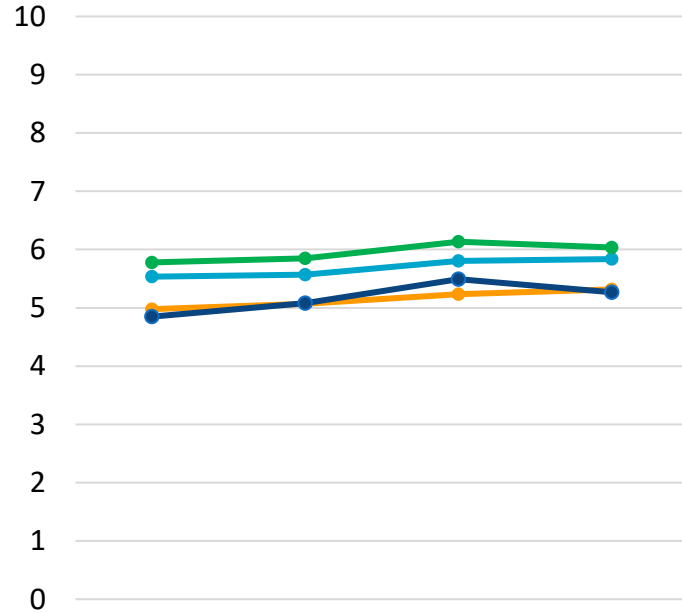


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



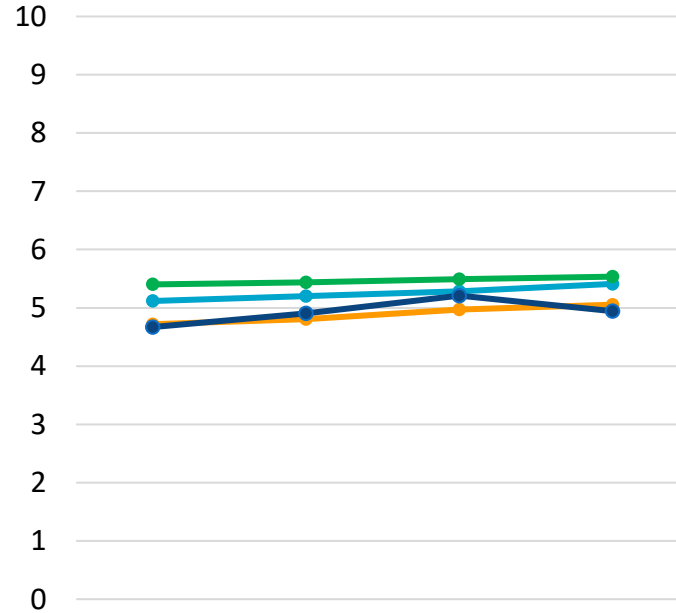
## Promise element 4: We are safe and healthy

### Health and safety climate



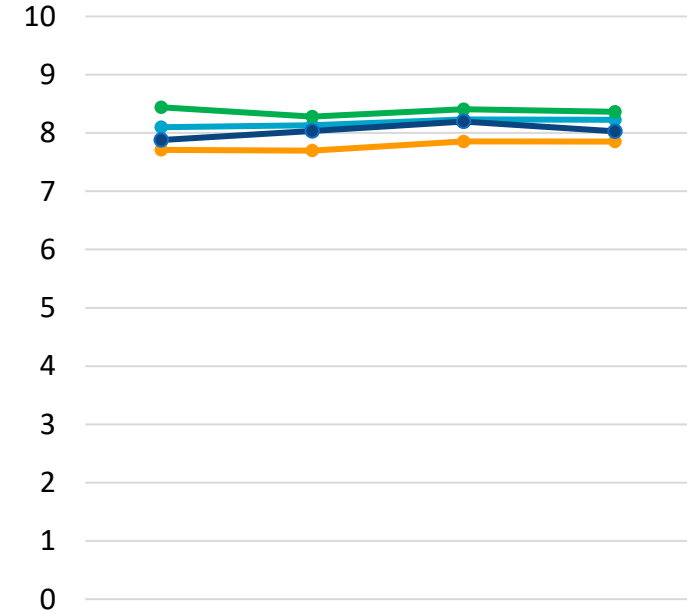
	2021	2022	2023	2024
<b>Your org</b>	4.85	5.08	5.49	5.26
<b>Best result</b>	5.78	5.85	6.13	6.04
<b>Average result</b>	5.54	5.57	5.80	5.84
<b>Worst result</b>	4.98	5.07	5.23	5.32
Responses	1408	1780	1880	1933

### Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.67	4.91	5.21	4.94
<b>Best result</b>	5.40	5.44	5.49	5.53
<b>Average result</b>	5.12	5.20	5.28	5.41
<b>Worst result</b>	4.72	4.81	4.97	5.05
Responses	1409	1780	1928	1934

### Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.88	8.03	8.20	8.03
<b>Best result</b>	8.44	8.28	8.41	8.36
<b>Average result</b>	8.10	8.13	8.23	8.23
<b>Worst result</b>	7.71	7.70	7.86	7.85
Responses	1408	1777	1878	1930

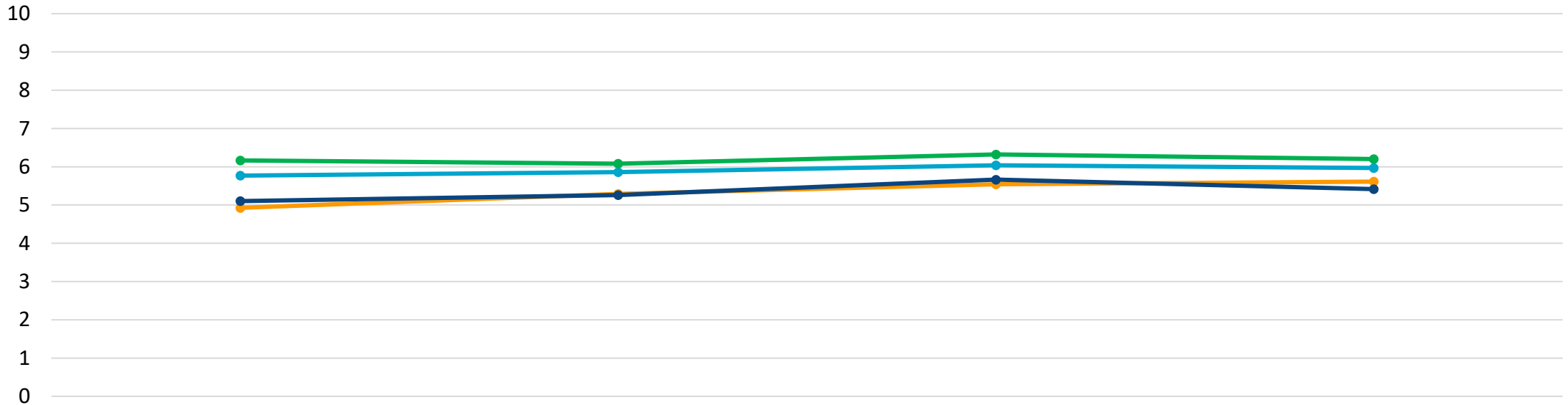
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



## Promise element 5: We are always learning

### We are always learning



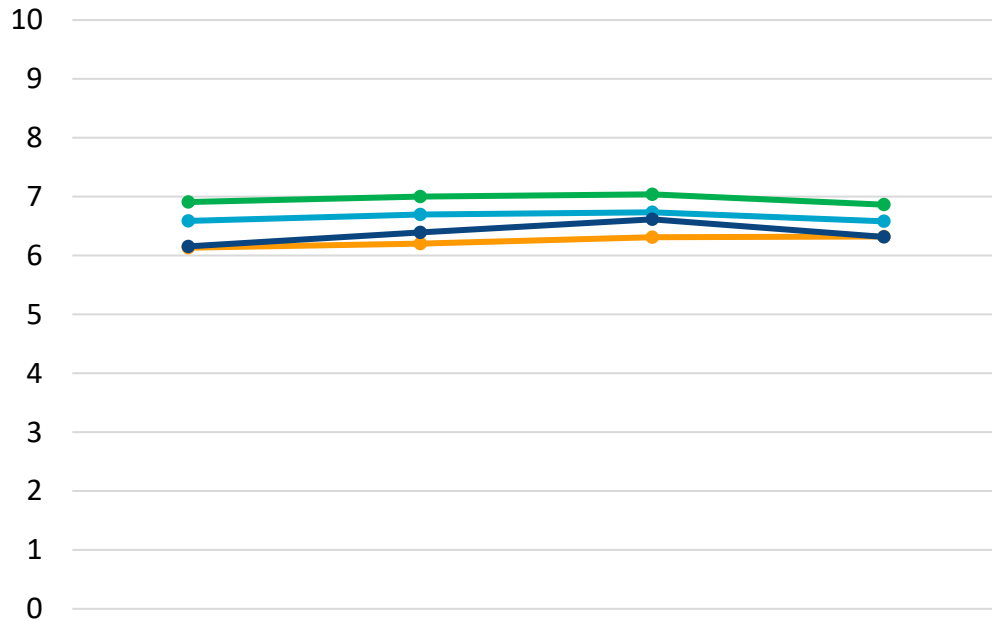
	2021	2022	2023	2024
Your org	5.10	5.26	5.66	5.41
Best result	6.17	6.08	6.32	6.20
Average result	5.77	5.86	6.04	5.97
Worst result	4.93	5.29	5.54	5.61
Responses	1367	1705	1838	1842

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.

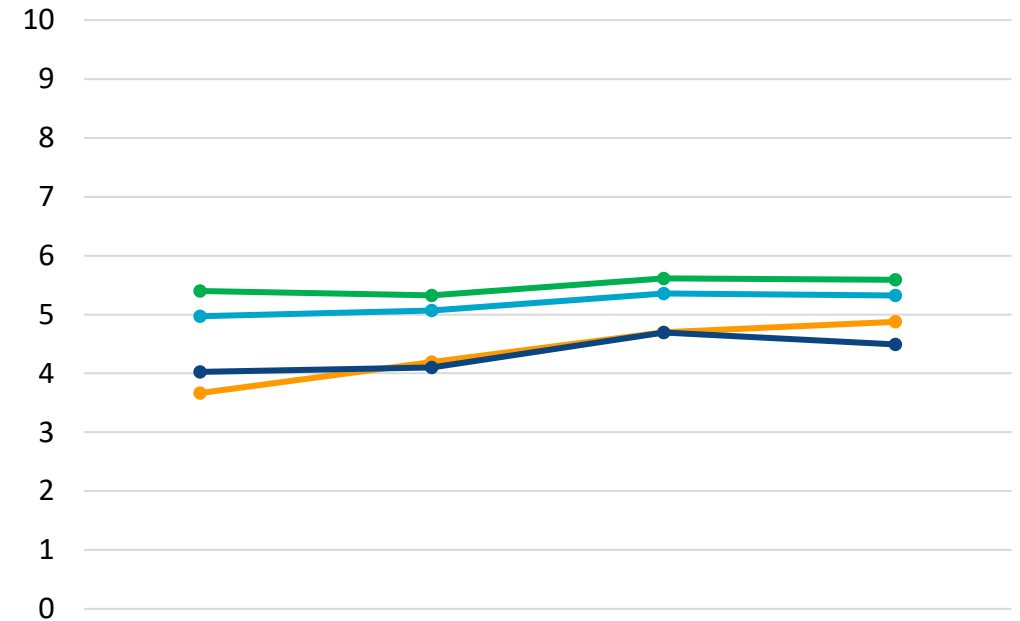


## Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

Your org	6.16	6.40	6.62	6.32
Best result	6.91	7.00	7.04	6.86
Average result	6.59	6.70	6.73	6.58
Worst result	6.13	6.20	6.31	6.32

Responses 1407 1777 1920 1932

2021 2022 2023 2024

Your org	4.03	4.10	4.69	4.49
Best result	5.40	5.33	5.61	5.59
Average result	4.97	5.07	5.36	5.32
Worst result	3.67	4.19	4.70	4.88

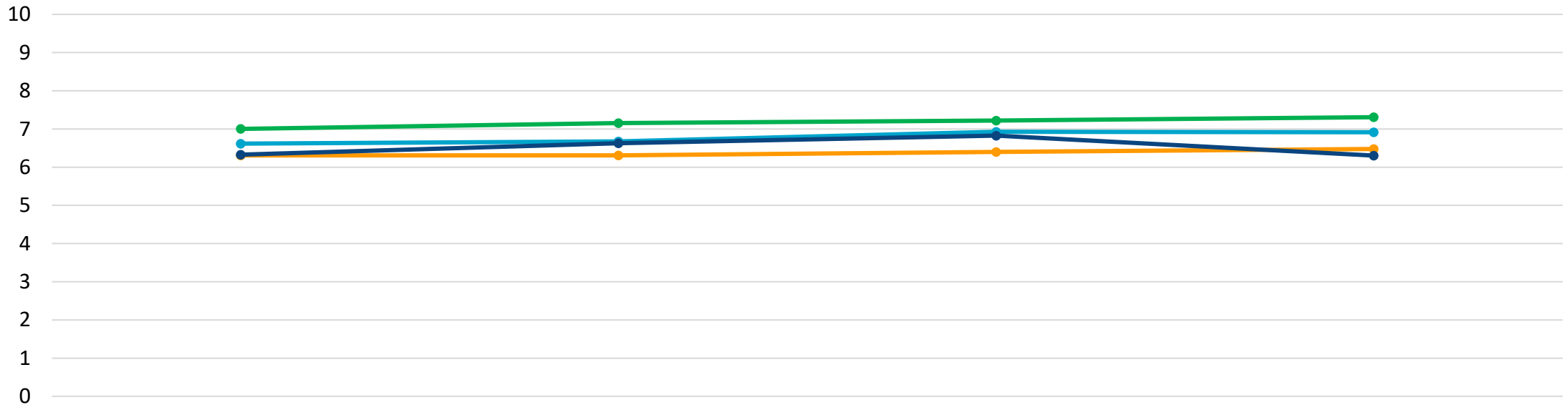
Responses 1368 1708 1844 1844

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



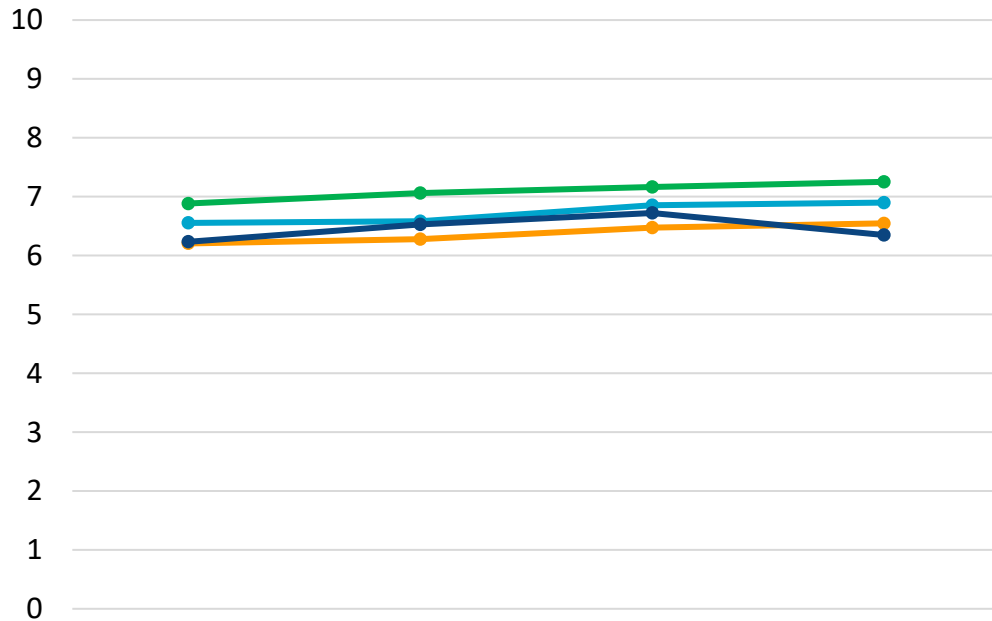
	2021	2022	2023	2024
Your org	6.32	6.63	6.83	6.30
Best result	7.00	7.16	7.22	7.31
Average result	6.62	6.68	6.93	6.91
Worst result	6.31	6.31	6.40	6.48
Responses	1400	1778	1922	1926

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

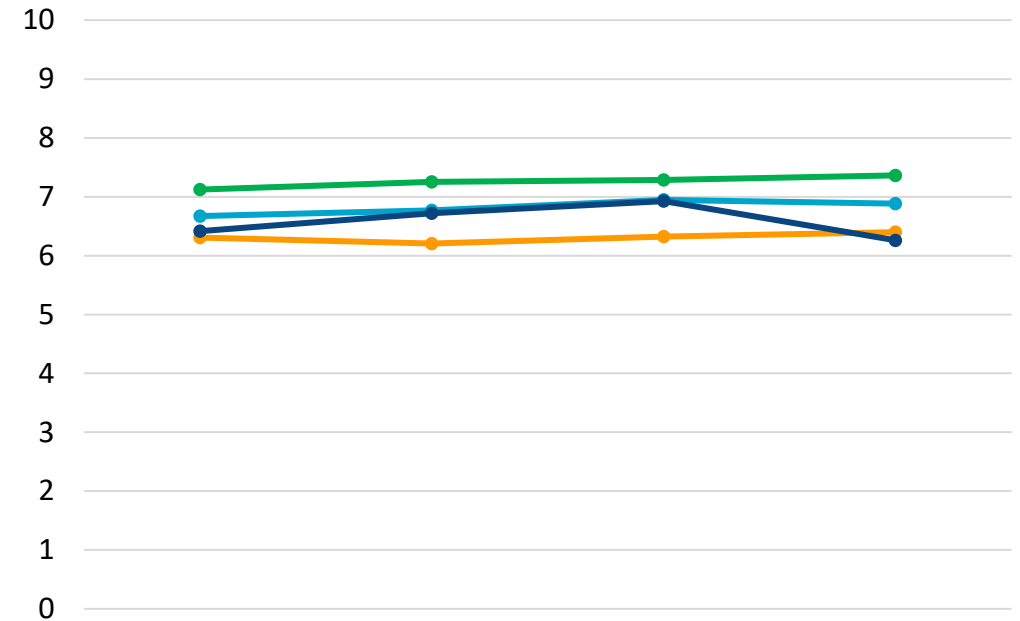


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



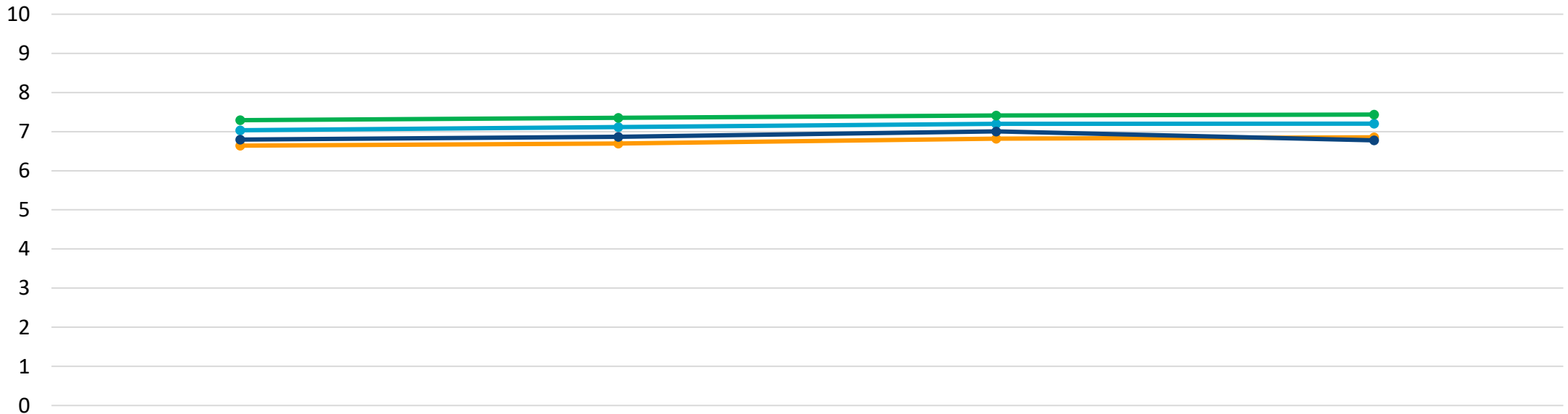
	2021	2022	2023	2024
Your org	6.23	6.53	6.72	6.35
Best result	6.88	7.06	7.16	7.25
Average result	6.55	6.58	6.85	6.90
Worst result	6.21	6.28	6.47	6.55
Responses	1408	1780	1929	1932

	2021	2022	2023	2024
Your org	6.42	6.72	6.93	6.26
Best result	7.12	7.26	7.28	7.36
Average result	6.67	6.77	6.95	6.88
Worst result	6.31	6.21	6.33	6.40
Responses	1401	1778	1922	1927

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



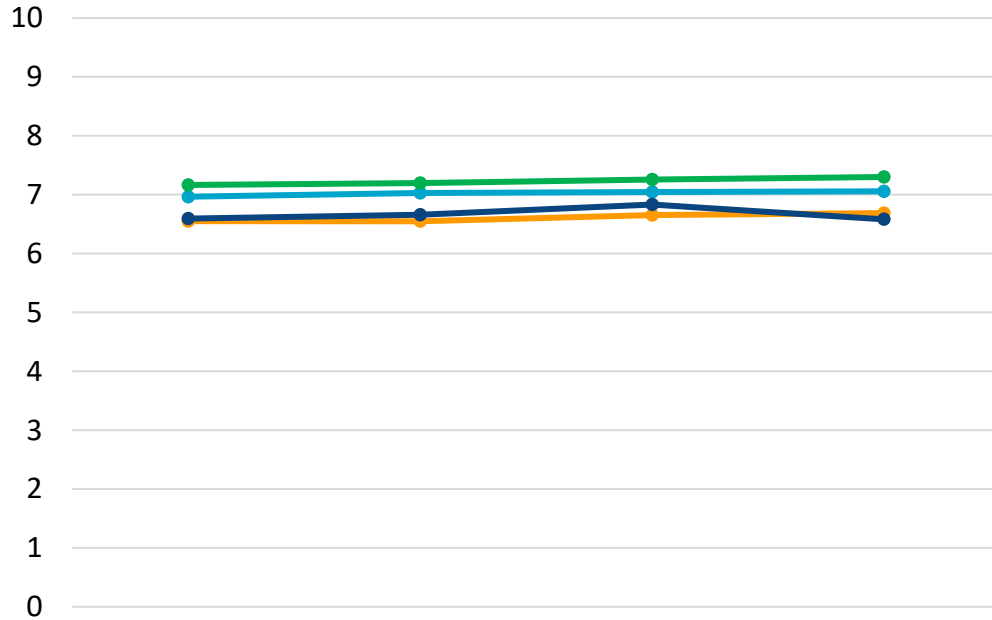
	2021	2022	2023	2024
Your org	6.80	6.87	7.01	6.78
Best result	7.29	7.35	7.41	7.44
Average result	7.03	7.12	7.20	7.20
Worst result	6.64	6.70	6.82	6.85
Responses	1397	1778	1927	1932

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.

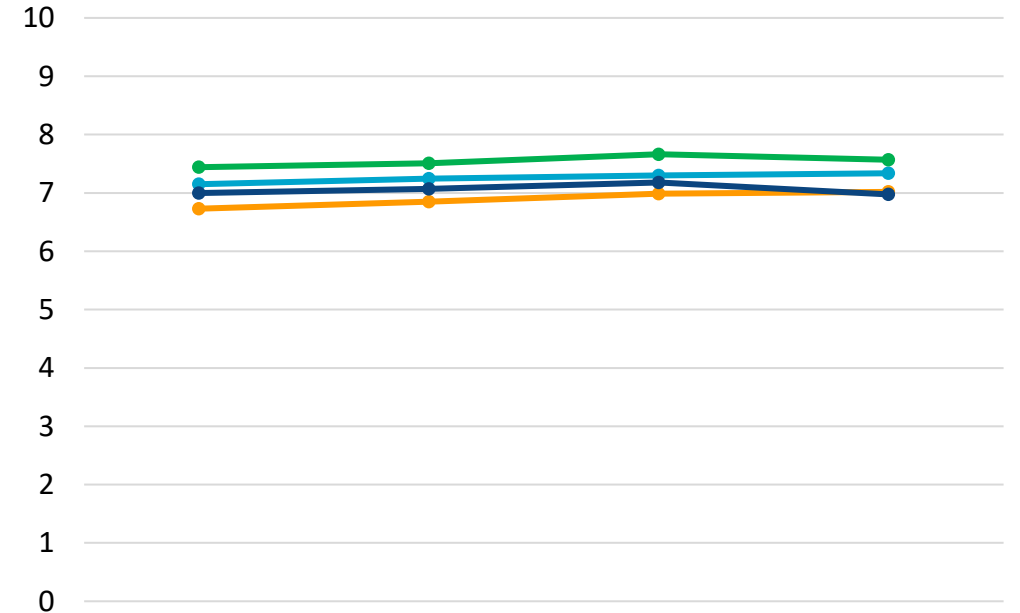


## Promise element 7: We are a team

### Team working



### Line management



	2021	2022	2023	2024
Your org	6.59	6.66	6.83	6.58
Best result	7.16	7.20	7.26	7.30
Average result	6.97	7.03	7.04	7.06
Worst result	6.55	6.55	6.65	6.69
Responses	1398	1780	1927	1934

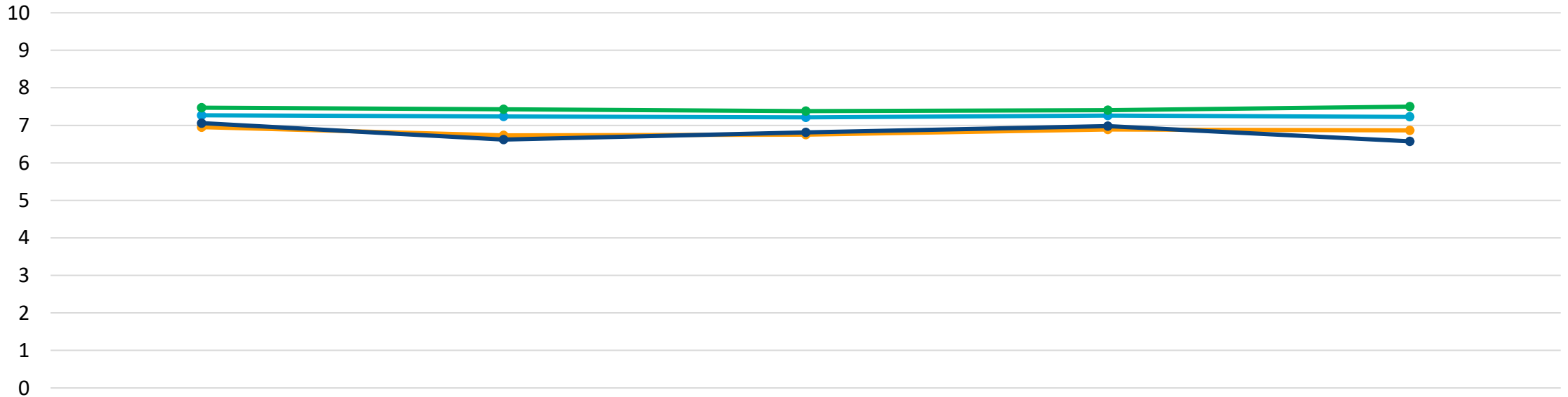
	2021	2022	2023	2024
Your org	7.00	7.07	7.18	6.97
Best result	7.44	7.51	7.66	7.57
Average result	7.15	7.24	7.30	7.34
Worst result	6.73	6.85	6.99	7.02
Responses	1408	1778	1928	1932

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	7.06	6.62	6.81	6.98	6.57
Best result	7.47	7.43	7.38	7.40	7.50
Average result	7.27	7.24	7.21	7.26	7.23
Worst result	6.95	6.73	6.75	6.89	6.87
Responses	1531	1408	1780	1928	1933





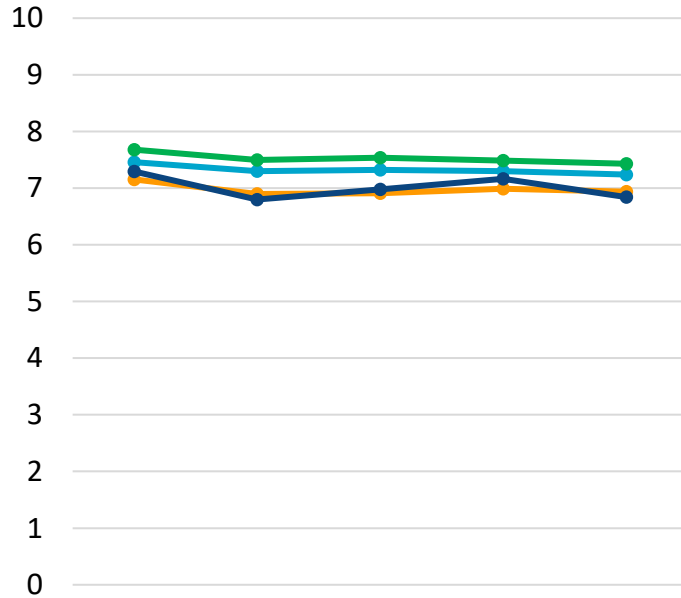
# People Promise elements, themes and sub-scores: Sub-score trends

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.



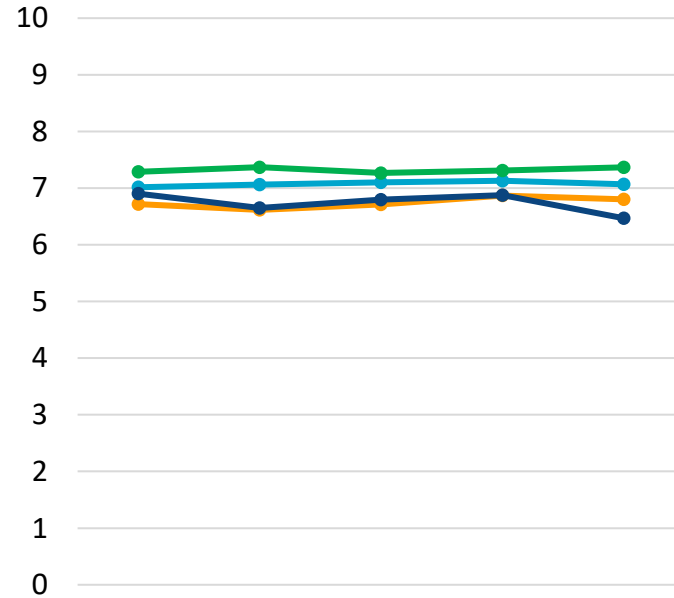
## Theme: Staff Engagement

### Motivation



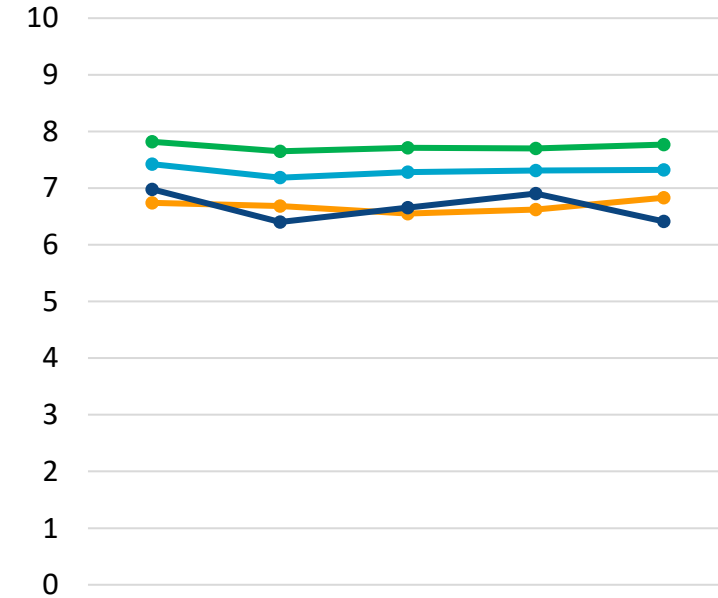
	2020	2021	2022	2023	2024
Your org	7.29	6.80	6.98	7.16	6.84
Best result	7.68	7.50	7.54	7.49	7.43
Average result	7.46	7.30	7.32	7.30	7.24
Worst result	7.15	6.90	6.91	6.99	6.94
Responses	1519	1398	1777	1925	1924

### Involvement



	2020	2021	2022	2023	2024
Your org	6.90	6.65	6.80	6.88	6.47
Best result	7.29	7.37	7.27	7.31	7.37
Average result	7.02	7.06	7.10	7.13	7.07
Worst result	6.72	6.62	6.71	6.87	6.80
Responses	1531	1408	1780	1927	1932

### Advocacy

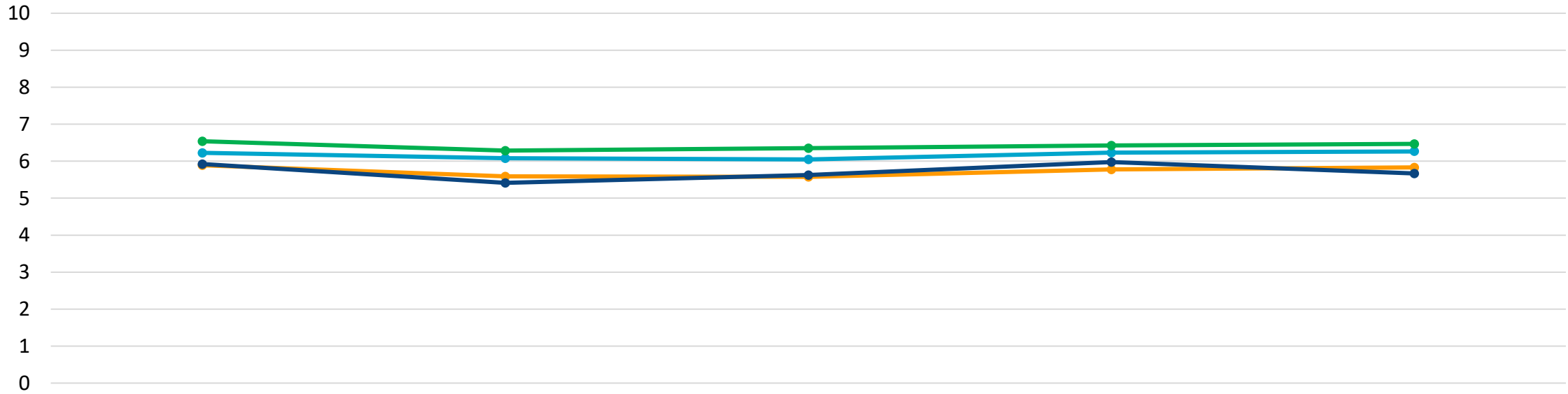


	2020	2021	2022	2023	2024
Your org	6.98	6.40	6.66	6.91	6.41
Best result	7.82	7.65	7.71	7.70	7.77
Average result	7.42	7.18	7.28	7.31	7.32
Worst result	6.74	6.68	6.55	6.62	6.83
Responses	1532	1405	1775	1922	1931

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

## Theme: Morale

Morale



	2020	2021	2022	2023	2024
Your org	5.92	5.41	5.62	5.98	5.67
Best result	6.54	6.29	6.36	6.42	6.47
Average result	6.22	6.08	6.05	6.23	6.26
Worst result	5.89	5.59	5.58	5.78	5.83
Responses	1532	1409	1780	1929	1932



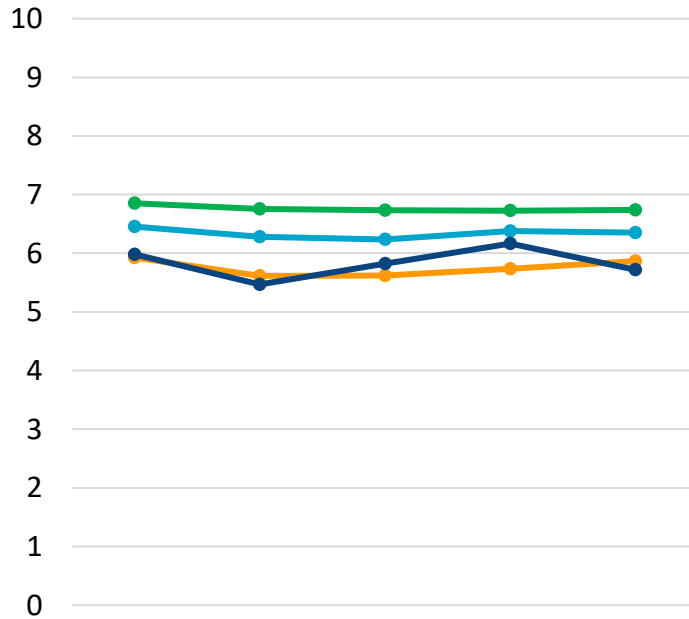
# People Promise elements, themes and sub-scores: Sub-score trends

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.



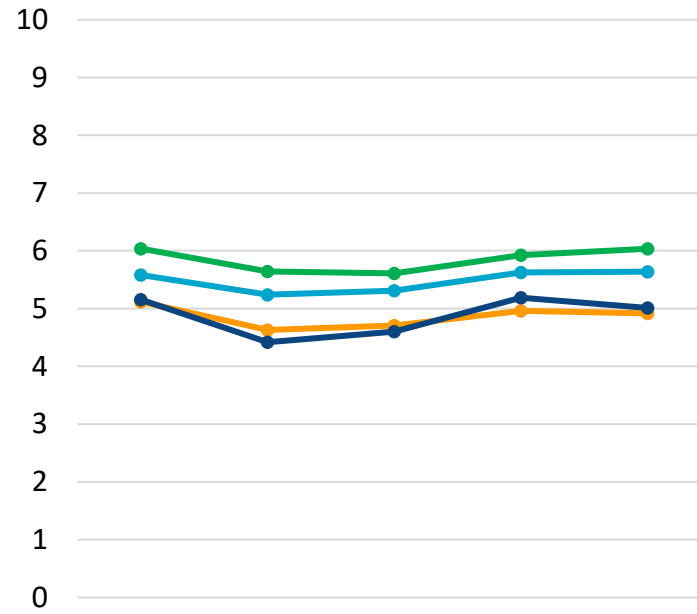
## Theme: Morale

### Thinking about leaving



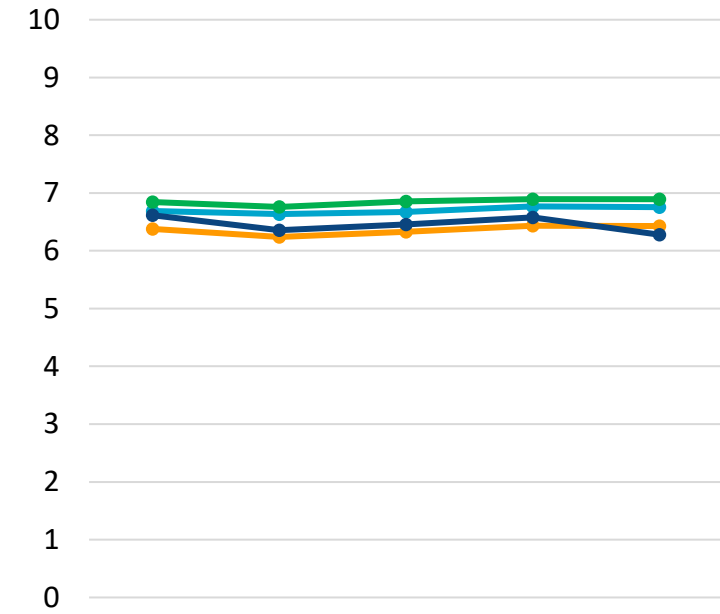
	2020	2021	2022	2023	2024
Your org	5.98	5.47	5.82	6.16	5.72
Best result	6.85	6.75	6.73	6.73	6.74
Average result	6.45	6.28	6.23	6.38	6.35
Worst result	5.93	5.61	5.62	5.74	5.87
Responses	1531	1406	1772	1919	1933

### Work pressure



	2020	2021	2022	2023	2024
Your org	5.16	4.42	4.60	5.19	5.01
Best result	6.04	5.64	5.61	5.93	6.04
Average result	5.58	5.24	5.31	5.63	5.64
Worst result	5.12	4.63	4.70	4.96	4.92
Responses	1530	1408	1780	1926	1933

### Stressors



	2020	2021	2022	2023	2024
Your org	6.62	6.36	6.46	6.58	6.28
Best result	6.85	6.76	6.85	6.89	6.89
Average result	6.69	6.64	6.67	6.77	6.75
Worst result	6.38	6.24	6.33	6.43	6.43
Responses	1527	1407	1777	1926	1931

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

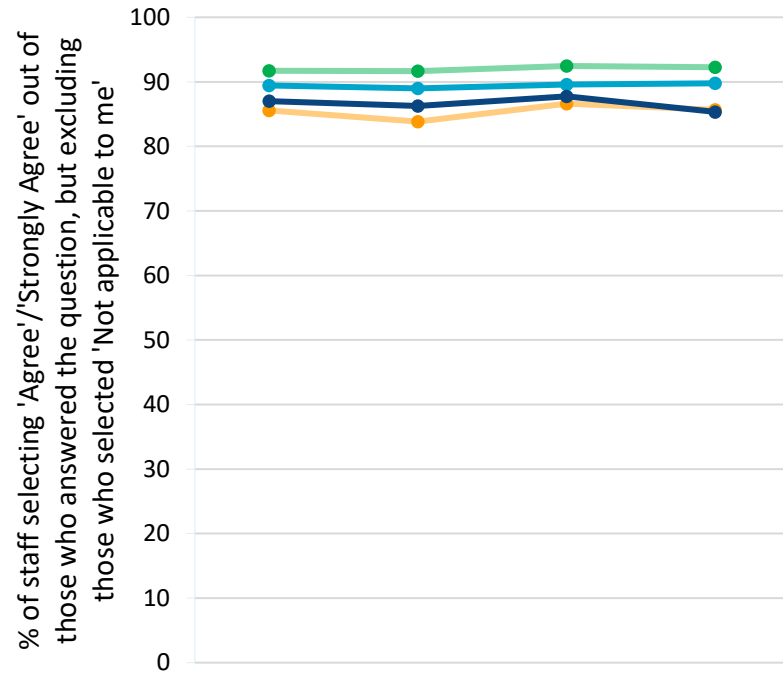
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

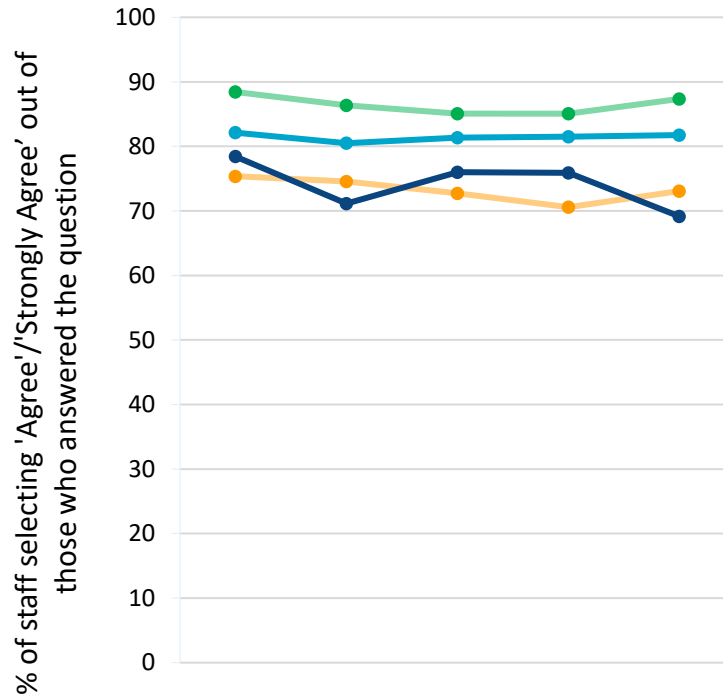


Q6a I feel that my role makes a difference to patients / service users.



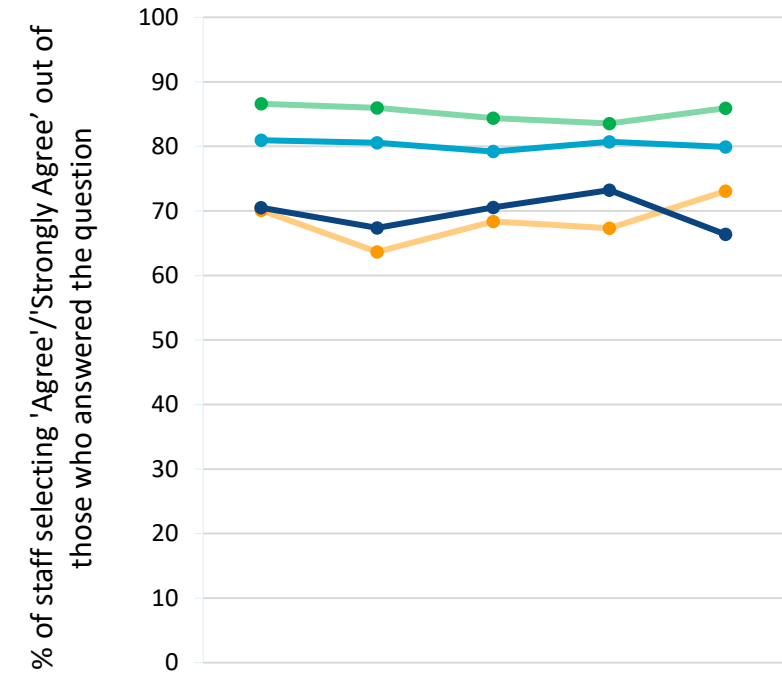
	2021	2022	2023	2024
<b>Your org</b>	86.99%	86.29%	87.75%	85.35%
<b>Best result</b>	91.71%	91.66%	92.46%	92.28%
<b>Average result</b>	89.42%	88.99%	89.58%	89.77%
<b>Worst result</b>	85.59%	83.84%	86.63%	85.65%
Responses	1352	1718	1857	1871

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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.42%	71.14%	76.03%	75.90%	69.16%
<b>Best result</b>	88.43%	86.38%	85.08%	85.07%	87.34%
<b>Average result</b>	82.13%	80.49%	81.33%	81.53%	81.76%
<b>Worst result</b>	75.38%	74.57%	72.73%	70.58%	73.09%
Responses	1530	1404	1774	1919	1928

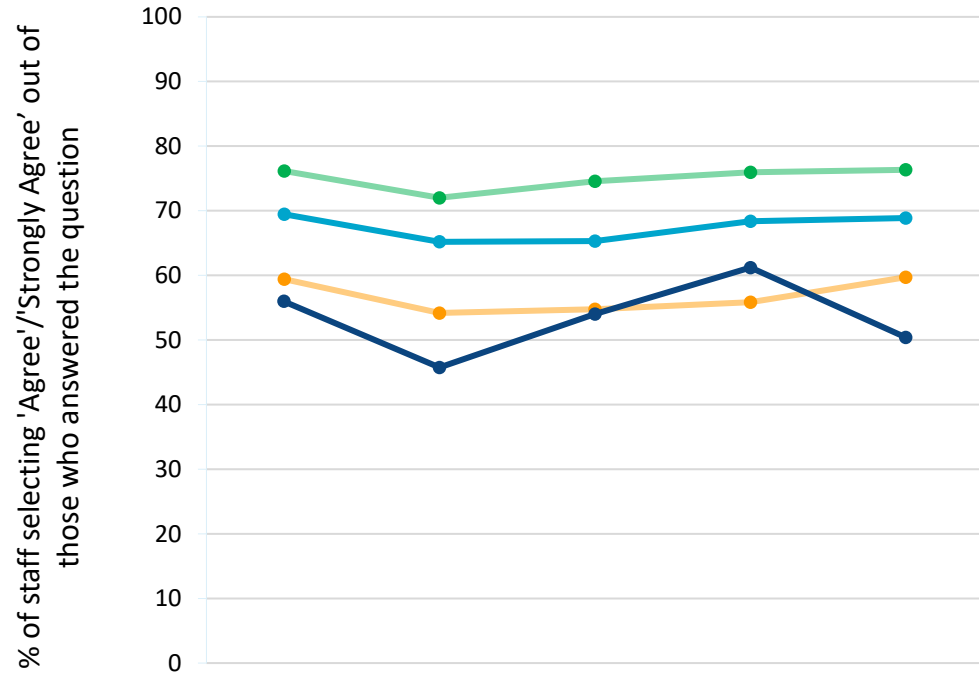
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	70.49%	67.38%	70.57%	73.22%	66.36%
<b>Best result</b>	86.60%	85.97%	84.39%	83.55%	85.94%
<b>Average result</b>	80.95%	80.55%	79.20%	80.71%	79.93%
<b>Worst result</b>	70.12%	63.66%	68.35%	67.31%	73.07%
Responses	1530	1397	1771	1921	1925

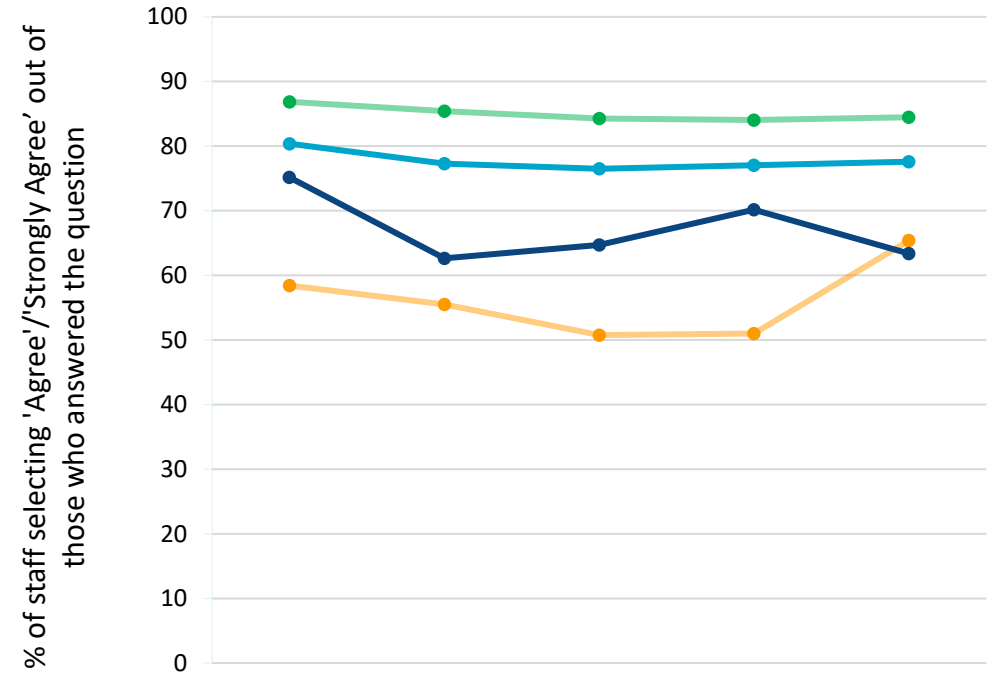


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	55.97%	45.75%	54.01%	61.21%	50.42%
Best result	76.15%	72.01%	74.57%	75.97%	76.34%
Average result	69.46%	65.19%	65.31%	68.36%	68.89%
Worst result	59.42%	54.18%	54.75%	55.86%	59.71%
Responses	1529	1405	1774	1921	1928

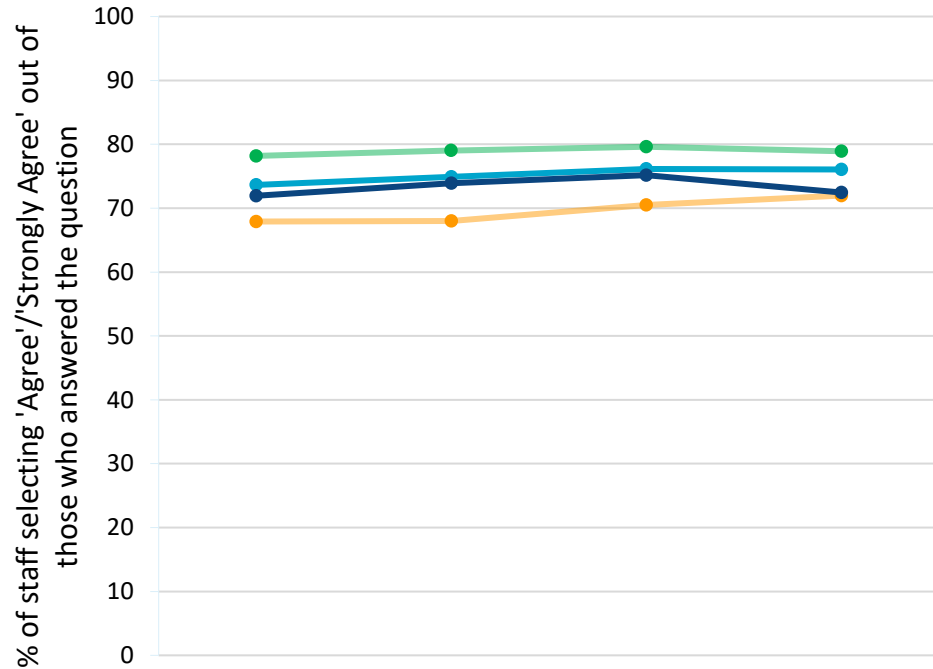
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	75.16%	62.64%	64.73%	70.14%	63.40%
Best result	86.86%	85.39%	84.27%	84.05%	84.46%
Average result	80.38%	77.29%	76.50%	77.06%	77.59%
Worst result	58.43%	55.52%	50.76%	50.99%	65.41%
Responses	1522	1400	1775	1923	1930

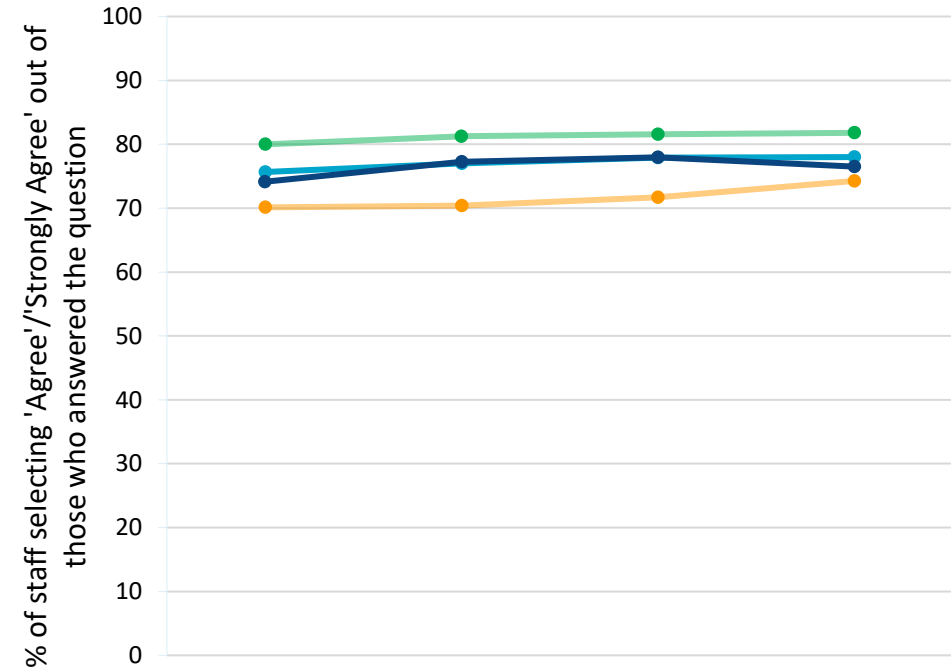


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	71.94%	73.92%	75.17%	72.43%
Best result	78.18%	79.03%	79.61%	78.91%
Average result	73.64%	74.89%	76.14%	76.05%
Worst result	67.91%	68.01%	70.47%	71.97%
Responses	1406	1775	1926	1930

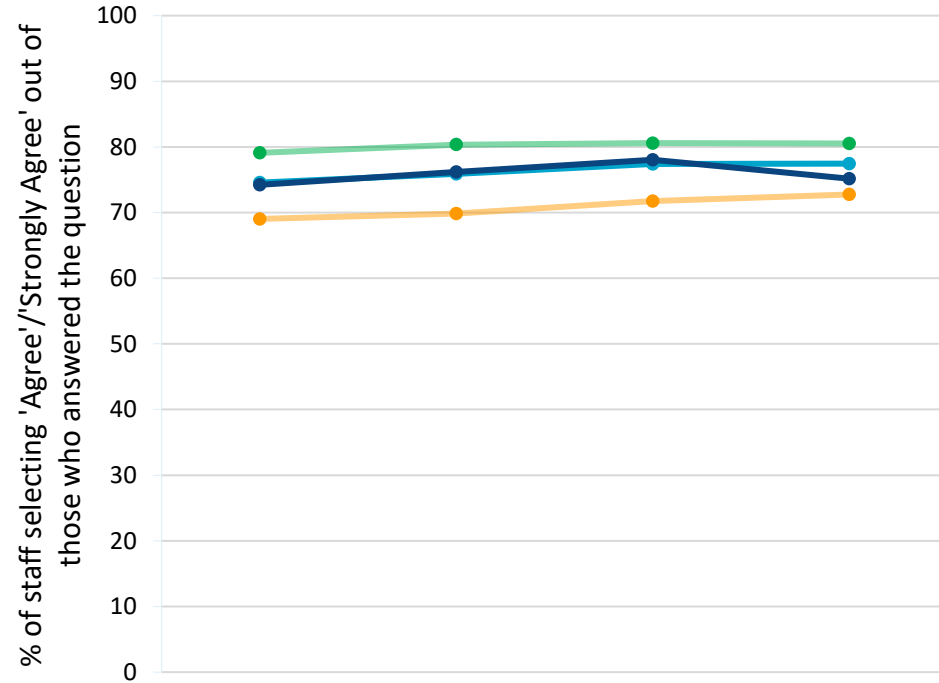
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	74.14%	77.26%	77.96%	76.53%
Best result	79.99%	81.24%	81.58%	81.79%
Average result	75.66%	77.02%	77.92%	78.00%
Worst result	70.13%	70.40%	71.70%	74.26%
Responses	1409	1776	1927	1930

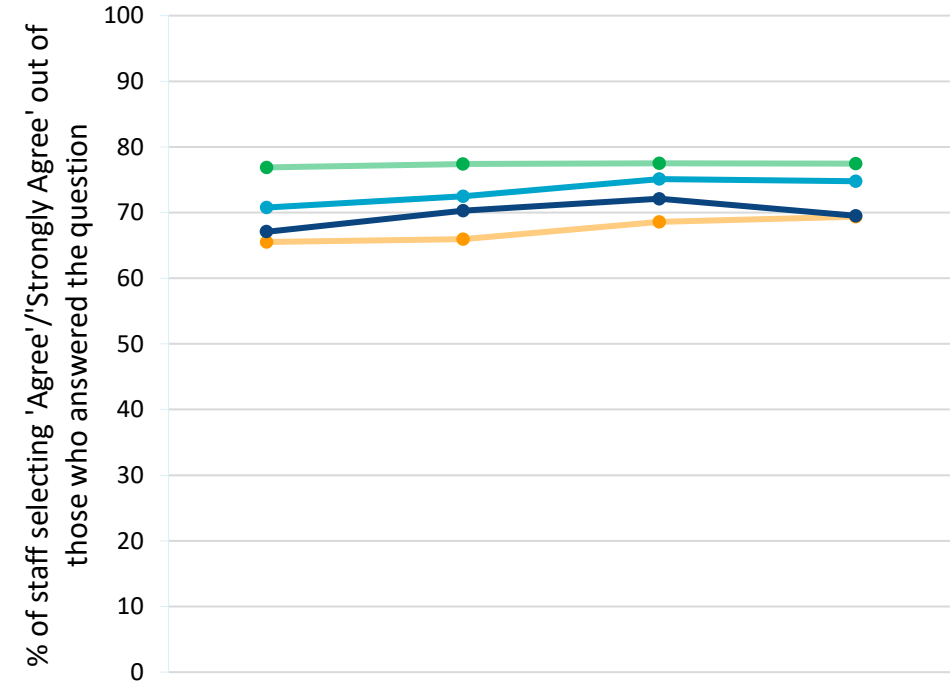


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	74.23%	76.20%	78.04%	75.18%
Best result	79.10%	80.33%	80.58%	80.53%
Average result	74.57%	75.89%	77.40%	77.45%
Worst result	69.03%	69.87%	71.77%	72.75%
Responses	1406	1772	1926	1931

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

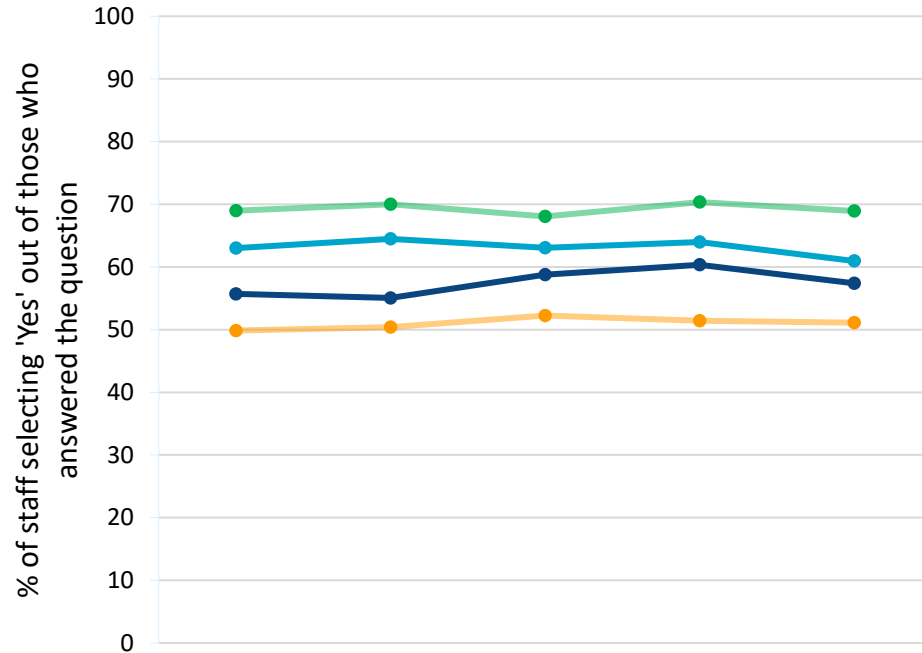


	2021	2022	2023	2024
Your org	67.07%	70.27%	72.11%	69.53%
Best result	76.88%	77.39%	77.50%	77.45%
Average result	70.77%	72.49%	75.10%	74.78%
Worst result	65.52%	65.94%	68.56%	69.37%
Responses	1404	1770	1924	1929



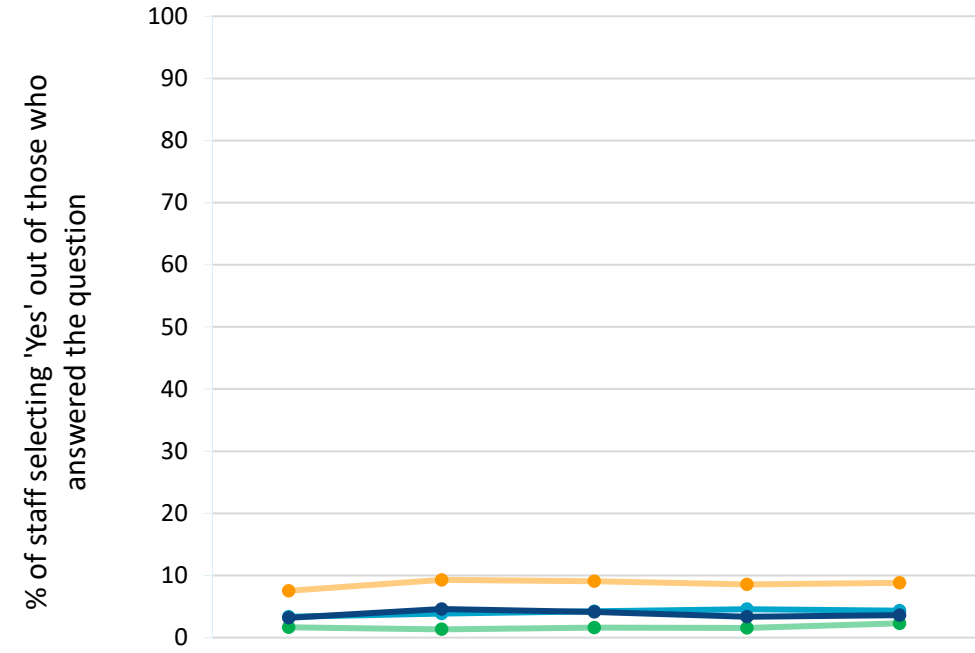


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	55.70%	55.06%	58.74%	60.34%	57.38%
<b>Best result</b>	68.96%	70.00%	68.06%	70.34%	68.92%
<b>Average result</b>	63.01%	64.48%	63.06%	63.96%	60.95%
<b>Worst result</b>	49.86%	50.40%	52.24%	51.43%	51.09%
Responses	1530	1402	1762	1916	1926

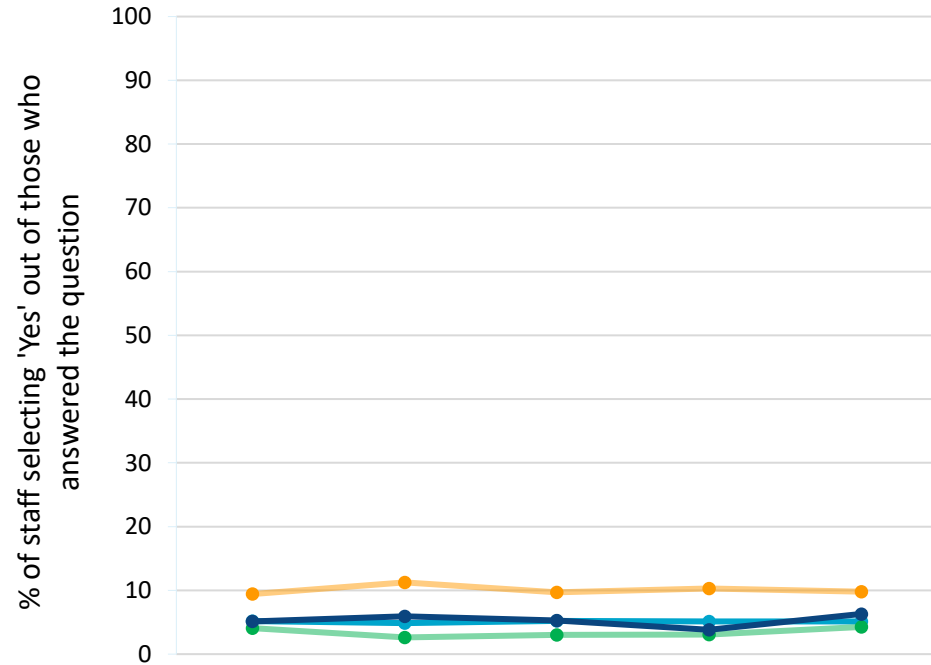
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	3.18%	4.59%	4.11%	3.37%	3.61%
<b>Best result</b>	1.67%	1.32%	1.59%	1.57%	2.29%
<b>Average result</b>	3.35%	3.87%	4.20%	4.56%	4.34%
<b>Worst result</b>	7.53%	9.29%	9.09%	8.53%	8.81%
Responses	1522	1405	1773	1927	1931

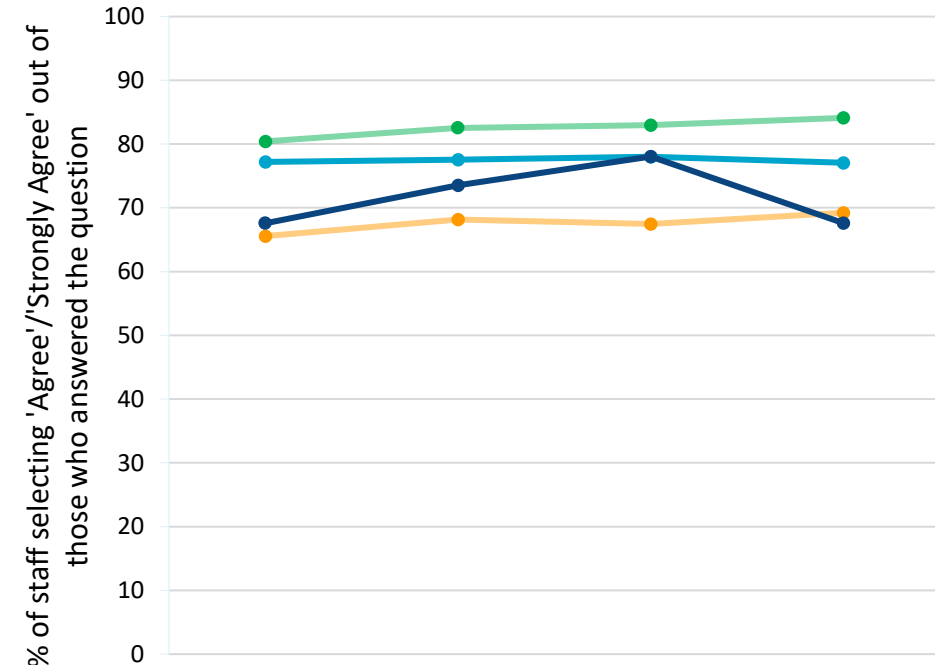


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	5.12%	5.93%	5.26%	3.82%	6.30%
Best result	4.08%	2.62%	3.03%	3.07%	4.26%
Average result	5.19%	4.86%	5.21%	5.13%	5.12%
Worst result	9.42%	11.25%	9.69%	10.28%	9.80%
Responses	1511	1399	1773	1916	1917

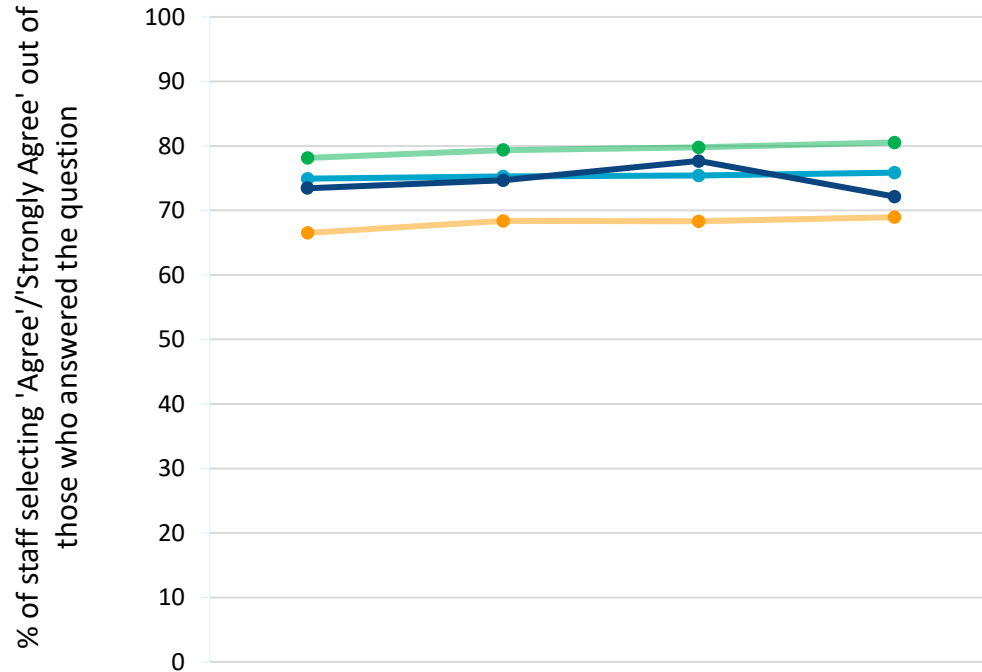
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	67.58%	73.56%	78.04%	67.63%
Best result	80.42%	82.54%	82.96%	84.11%
Average result	77.22%	77.55%	78.01%	77.07%
Worst result	65.56%	68.17%	67.45%	69.23%
Responses	1403	1772	1924	1928

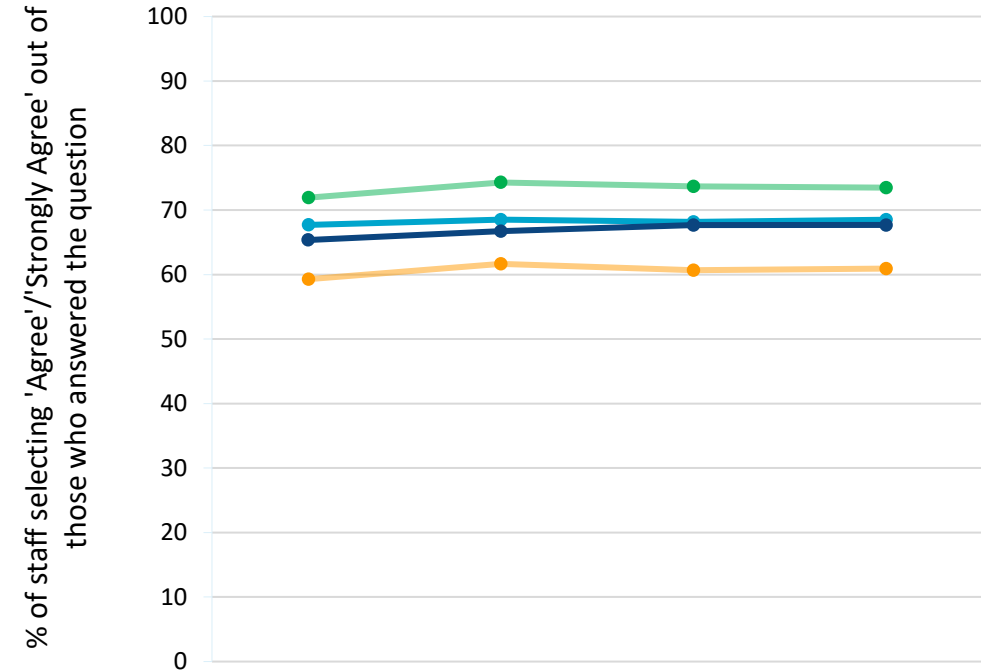


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	73.46%	74.68%	77.68%	72.16%
Best result	78.14%	79.35%	79.81%	80.55%
Average result	74.93%	75.27%	75.43%	75.86%
Worst result	66.52%	68.37%	68.31%	68.96%
Responses	1392	1778	1920	1927

Q7i I feel a strong personal attachment to my team.

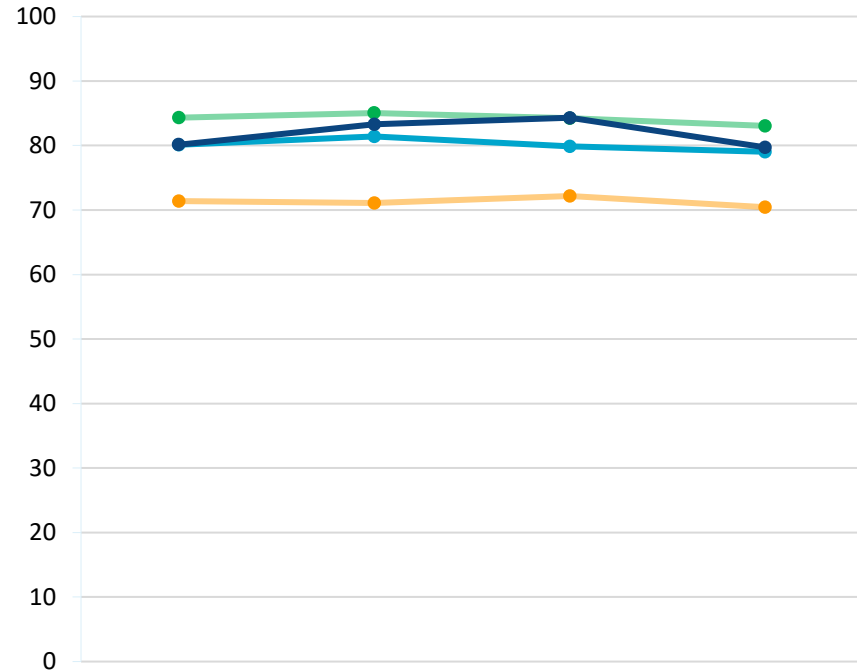


	2021	2022	2023	2024
Your org	65.36%	66.74%	67.65%	67.69%
Best result	71.92%	74.27%	73.68%	73.47%
Average result	67.70%	68.49%	68.19%	68.50%
Worst result	59.28%	61.65%	60.69%	60.90%
Responses	1393	1780	1923	1931



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

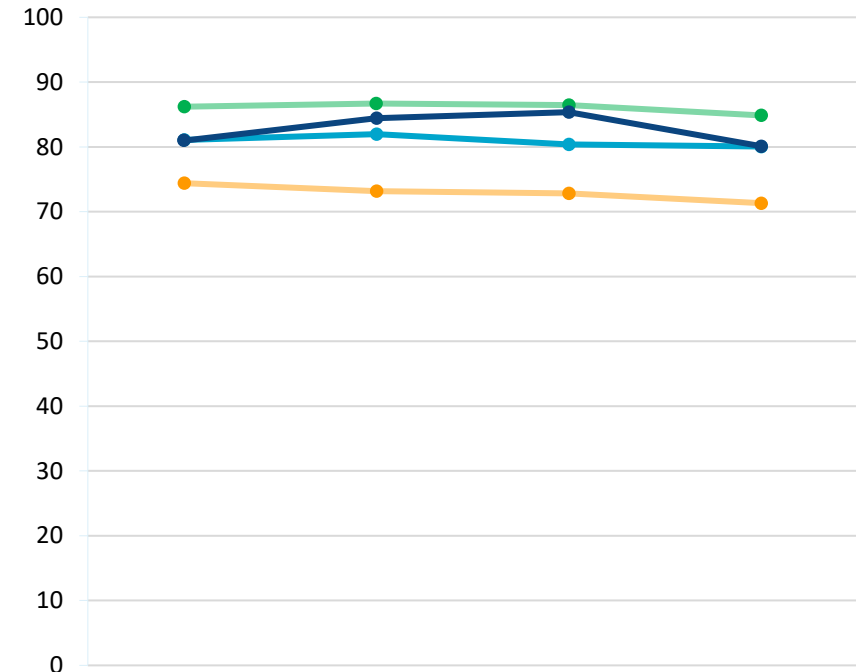
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	80.14%	83.31%	84.31%	79.72%
Best result	84.32%	85.04%	84.25%	83.05%
Average result	80.10%	81.41%	79.85%	79.04%
Worst result	71.39%	71.09%	72.18%	70.44%
Responses	1400	1778	1927	1932

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	2024
Your org	80.98%	84.44%	85.36%	80.11%
Best result	86.21%	86.70%	86.47%	84.86%
Average result	81.08%	81.97%	80.40%	80.06%
Worst result	74.41%	73.16%	72.84%	71.32%
Responses	1397	1778	1927	1932

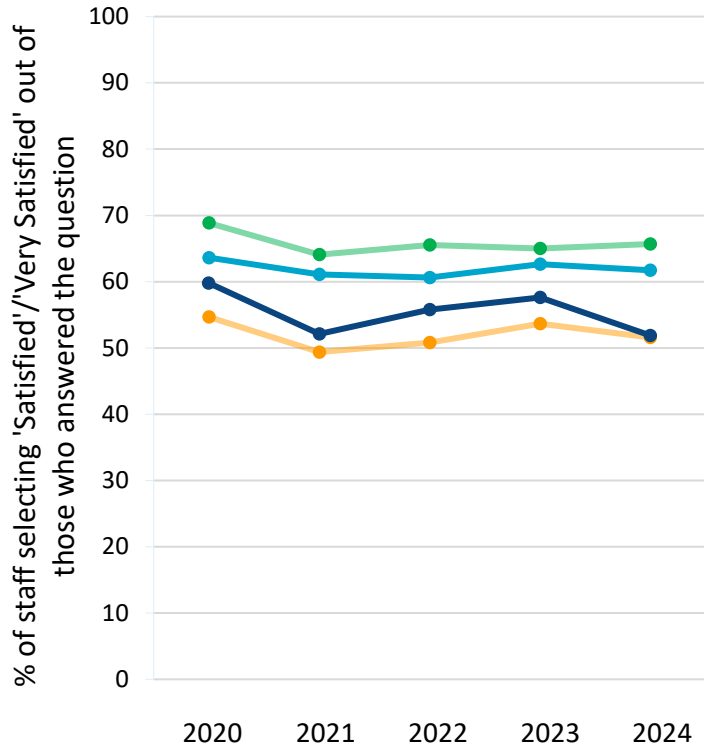
## People Promise element – We are recognised and rewarded



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

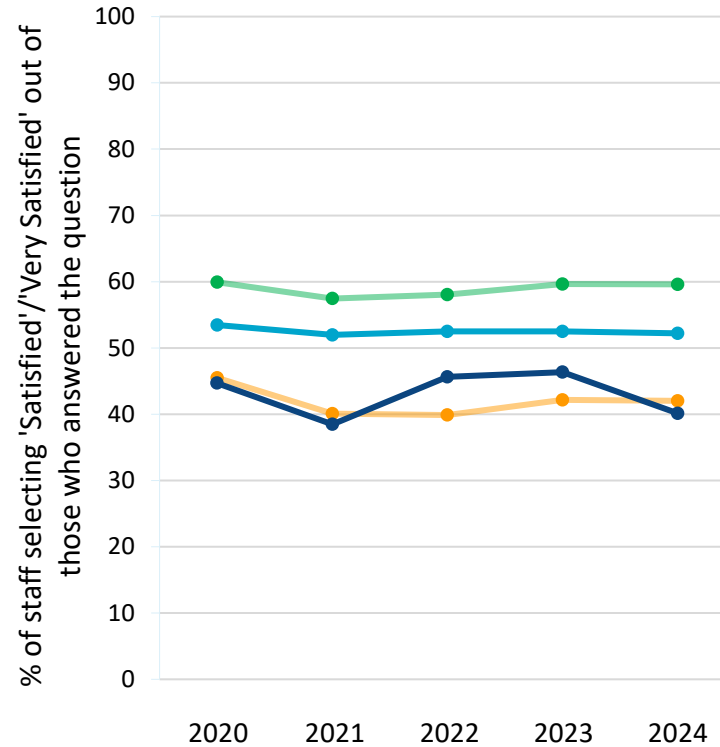


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



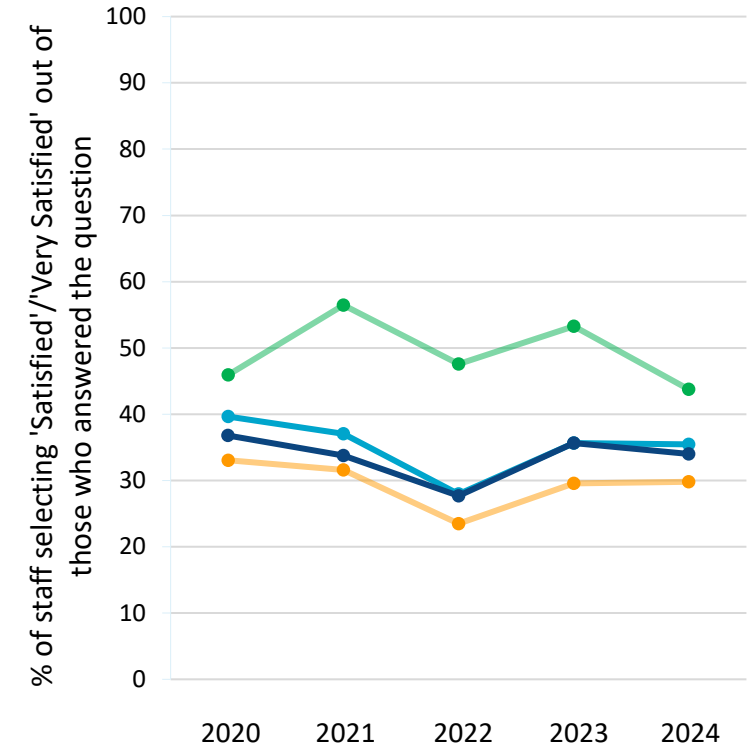
	2020	2021	2022	2023	2024
<b>Your org</b>	59.78%	52.11%	55.79%	57.61%	51.88%
<b>Best result</b>	68.85%	64.08%	65.53%	65.01%	65.67%
<b>Average result</b>	63.62%	61.11%	60.63%	62.63%	61.70%
<b>Worst result</b>	54.67%	49.38%	50.83%	53.66%	51.59%
Responses	1529	1403	1778	1927	1932

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



	2020	2021	2022	2023	2024
<b>Your org</b>	44.69%	38.47%	45.62%	46.35%	40.16%
<b>Best result</b>	59.92%	57.45%	58.04%	59.66%	59.58%
<b>Average result</b>	53.46%	51.97%	52.52%	52.50%	52.21%
<b>Worst result</b>	45.49%	40.11%	39.88%	42.14%	42.04%
Responses	1524	1398	1778	1924	1929

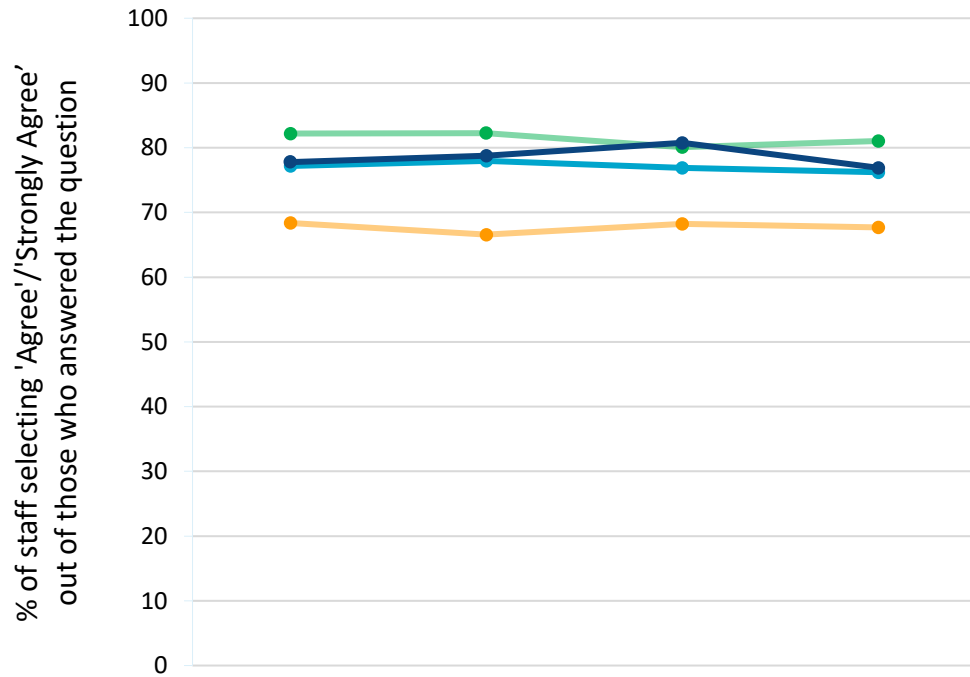
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	36.78%	33.76%	27.69%	35.63%	34.01%
<b>Best result</b>	45.94%	56.47%	47.58%	53.28%	43.74%
<b>Average result</b>	39.65%	37.07%	27.95%	35.64%	35.47%
<b>Worst result</b>	33.06%	31.60%	23.49%	29.58%	29.79%
Responses	1520	1400	1778	1926	1930

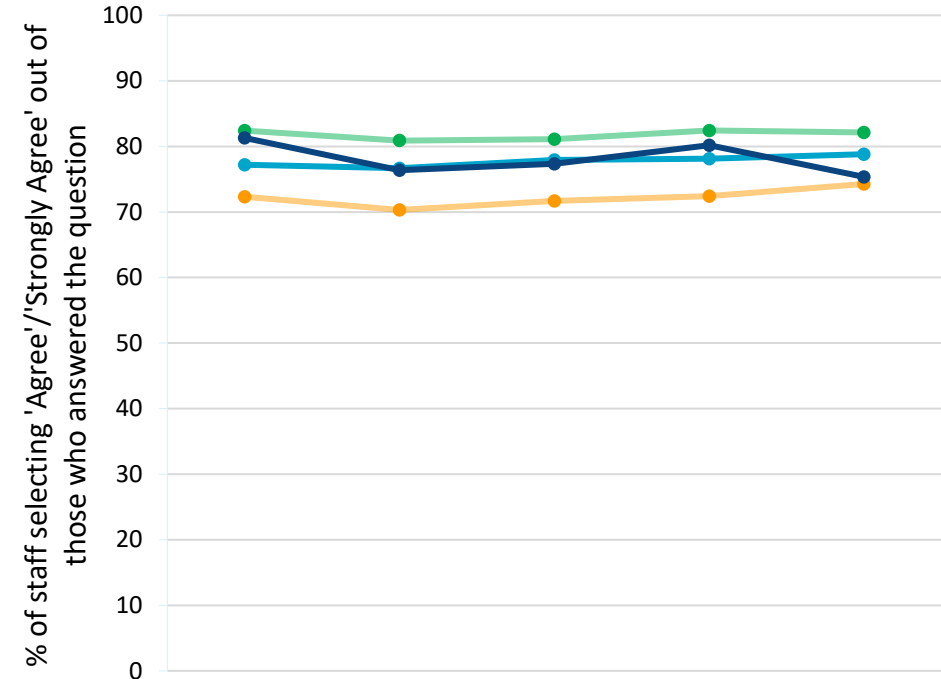


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
Your org	77.79%	78.74%	80.76%	76.90%
Best result	82.19%	82.25%	80.08%	81.02%
Average result	77.16%	77.96%	76.87%	76.21%
Worst result	68.37%	66.58%	68.25%	67.67%
Responses	1397	1779	1925	1932

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
Your org	81.29%	76.37%	77.34%	80.17%	75.36%
Best result	82.41%	80.88%	81.10%	82.43%	82.12%
Average result	77.22%	76.67%	77.93%	78.12%	78.81%
Worst result	72.32%	70.30%	71.70%	72.44%	74.27%
Responses	1525	1406	1776	1928	1928

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



### Questions included:

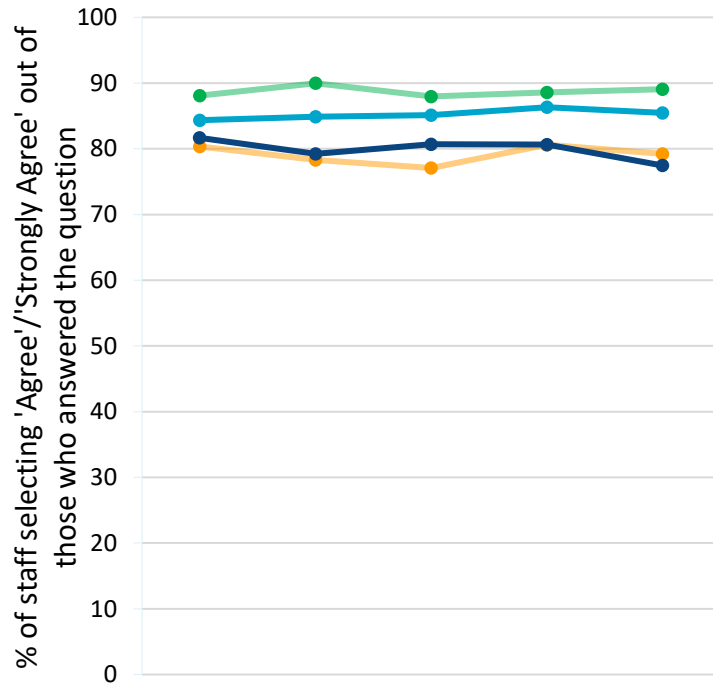
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



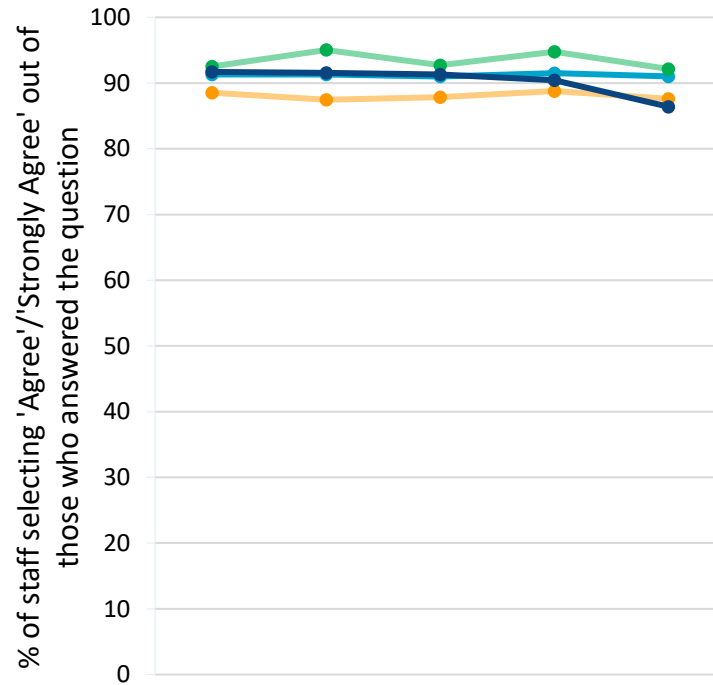


Q3a I always know what my work responsibilities are.



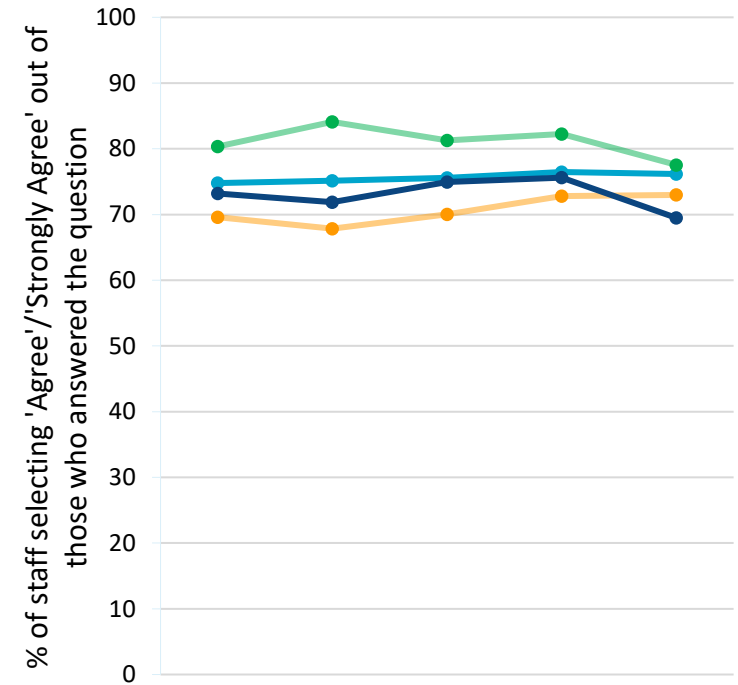
	2020	2021	2022	2023	2024
<b>Your org</b>	81.66%	79.21%	80.71%	80.65%	77.45%
<b>Best result</b>	88.11%	89.97%	87.96%	88.60%	89.08%
<b>Average result</b>	84.35%	84.86%	85.14%	86.32%	85.44%
<b>Worst result</b>	80.37%	78.30%	77.07%	80.61%	79.25%
Responses	1521	1408	1778	1925	1934

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	91.69%	91.52%	91.29%	90.41%	86.40%
<b>Best result</b>	92.53%	95.03%	92.73%	94.76%	92.15%
<b>Average result</b>	91.31%	91.32%	90.99%	91.51%	91.00%
<b>Worst result</b>	88.54%	87.46%	87.83%	88.78%	87.59%
Responses	1519	1405	1778	1923	1928

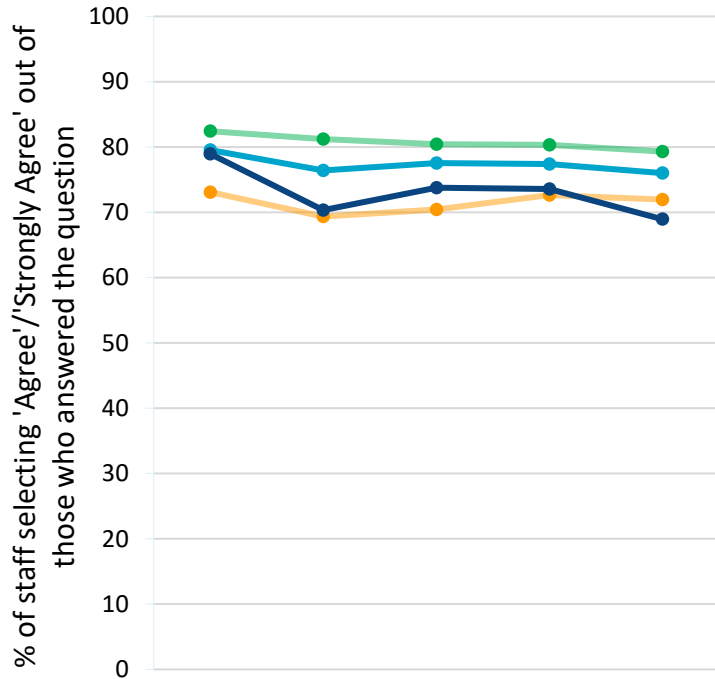
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.19%	71.85%	74.96%	75.61%	69.49%
<b>Best result</b>	80.35%	84.09%	81.27%	82.24%	77.55%
<b>Average result</b>	74.78%	75.12%	75.57%	76.46%	76.14%
<b>Worst result</b>	69.60%	67.84%	70.05%	72.78%	72.97%
Responses	1529	1404	1775	1920	1931

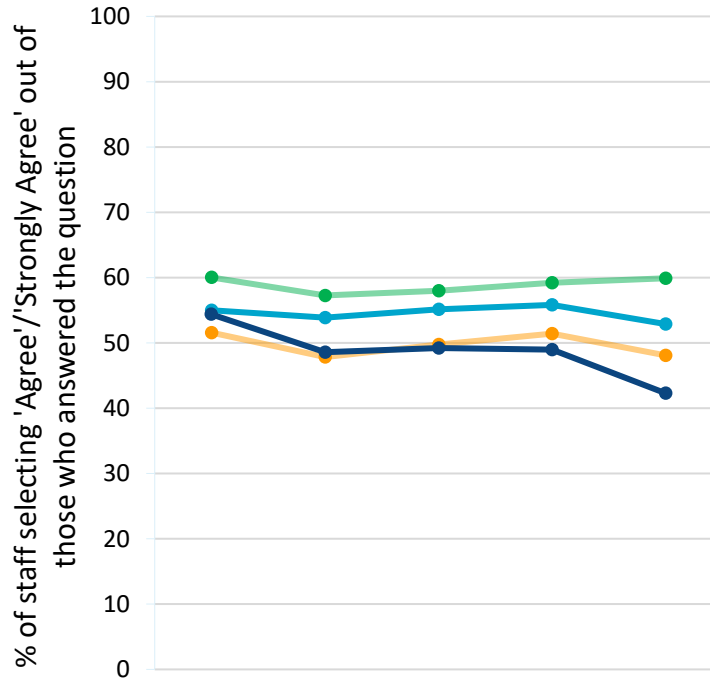


Q3d I am able to make suggestions to improve the work of my team / department.



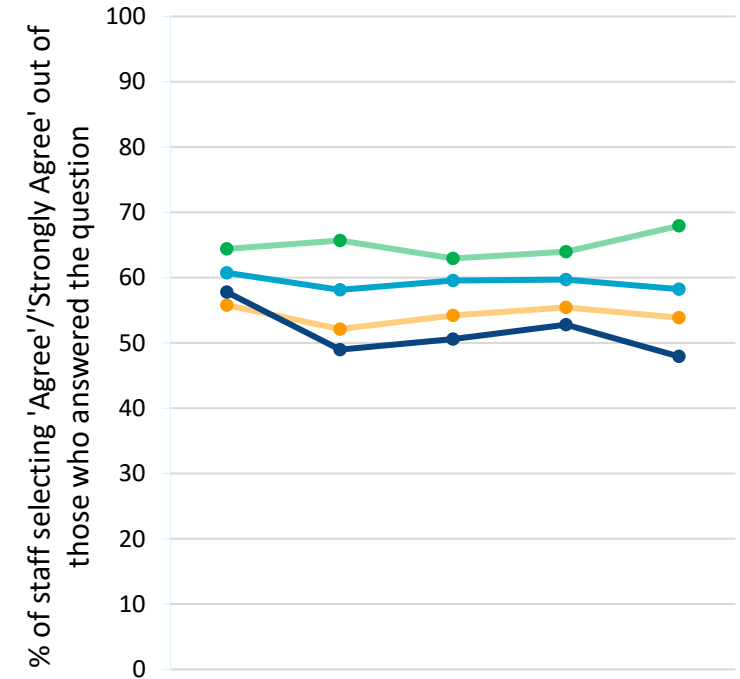
	2020	2021	2022	2023	2024
<b>Your org</b>	78.94%	70.35%	73.77%	73.56%	68.94%
<b>Best result</b>	82.42%	81.22%	80.45%	80.35%	79.30%
<b>Average result</b>	79.53%	76.40%	77.53%	77.41%	76.01%
<b>Worst result</b>	73.09%	69.34%	70.44%	72.63%	71.96%
Responses	1527	1404	1778	1927	1929

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



	2020	2021	2022	2023	2024
<b>Your org</b>	54.37%	48.58%	49.22%	48.97%	42.28%
<b>Best result</b>	60.02%	57.27%	58.00%	59.20%	59.89%
<b>Average result</b>	55.00%	53.89%	55.16%	55.82%	52.88%
<b>Worst result</b>	51.57%	47.84%	49.76%	51.41%	48.09%
Responses	1524	1405	1778	1925	1932

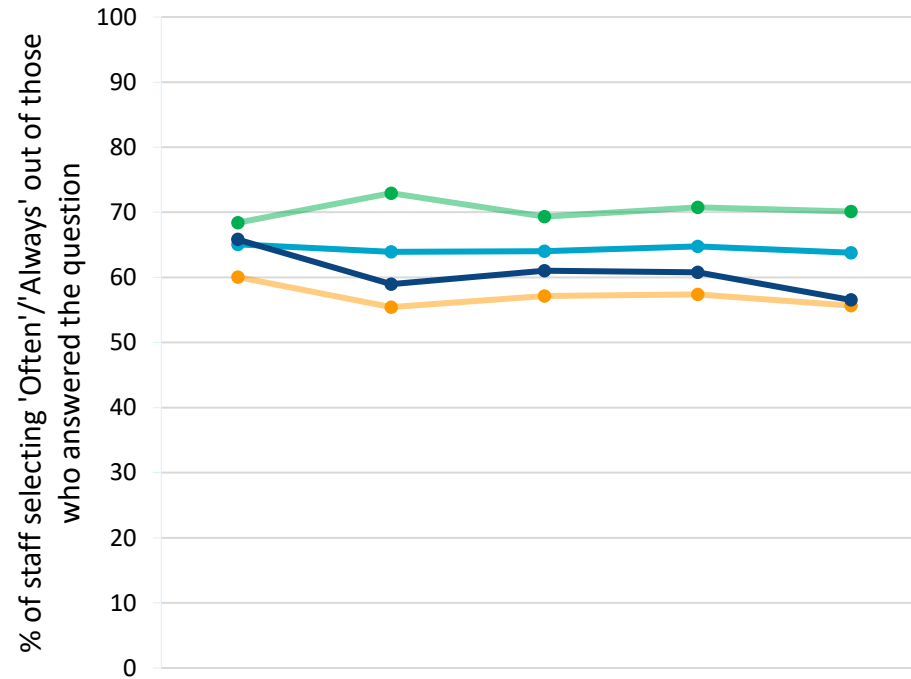
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	57.77%	48.95%	50.60%	52.80%	47.92%
<b>Best result</b>	64.38%	65.70%	62.94%	63.95%	67.92%
<b>Average result</b>	60.73%	58.12%	59.56%	59.71%	58.24%
<b>Worst result</b>	55.78%	52.12%	54.20%	55.42%	53.87%
Responses	1520	1396	1780	1927	1930



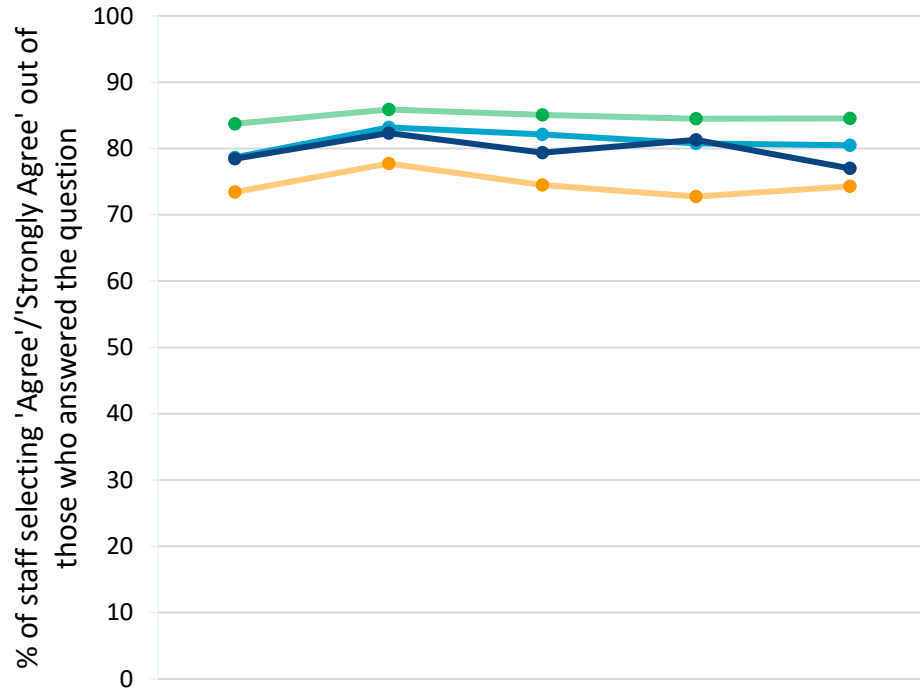
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	65.80%	58.95%	61.03%	60.78%	56.53%
<b>Best result</b>	68.41%	72.94%	69.34%	70.74%	70.12%
<b>Average result</b>	65.08%	63.95%	64.05%	64.77%	63.79%
<b>Worst result</b>	60.05%	55.44%	57.15%	57.41%	55.65%
Responses	1521	1399	1776	1925	1928

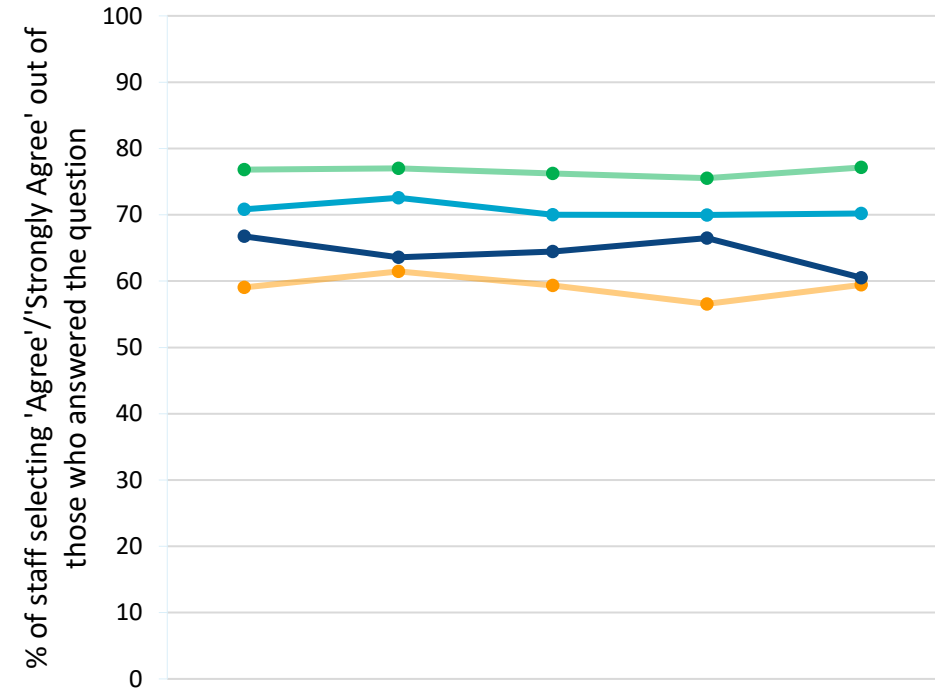


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	78.45%	82.33%	79.39%	81.30%	76.99%
<b>Best result</b>	83.73%	85.88%	85.05%	84.49%	84.55%
<b>Average result</b>	78.67%	83.18%	82.13%	80.79%	80.46%
<b>Worst result</b>	73.41%	77.73%	74.51%	72.75%	74.30%
Responses	1523	1401	1779	1923	1929

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

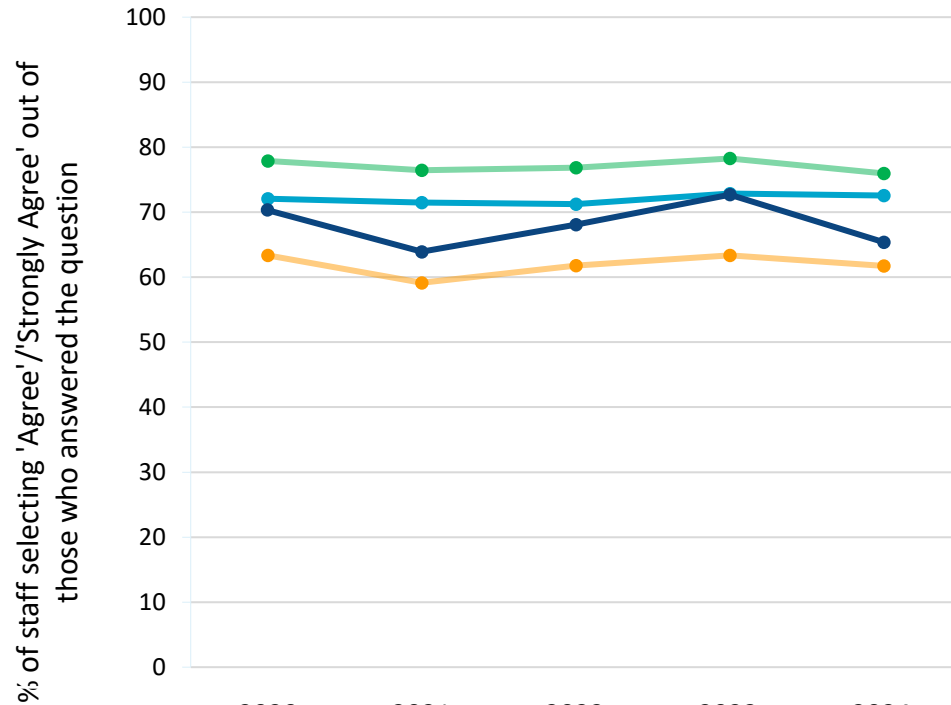


	2020	2021	2022	2023	2024
<b>Your org</b>	66.74%	63.60%	64.44%	66.49%	60.51%
<b>Best result</b>	76.80%	77.01%	76.22%	75.53%	77.14%
<b>Average result</b>	70.81%	72.56%	69.99%	69.98%	70.18%
<b>Worst result</b>	59.05%	61.46%	59.34%	56.56%	59.46%
Responses	1526	1397	1776	1921	1928

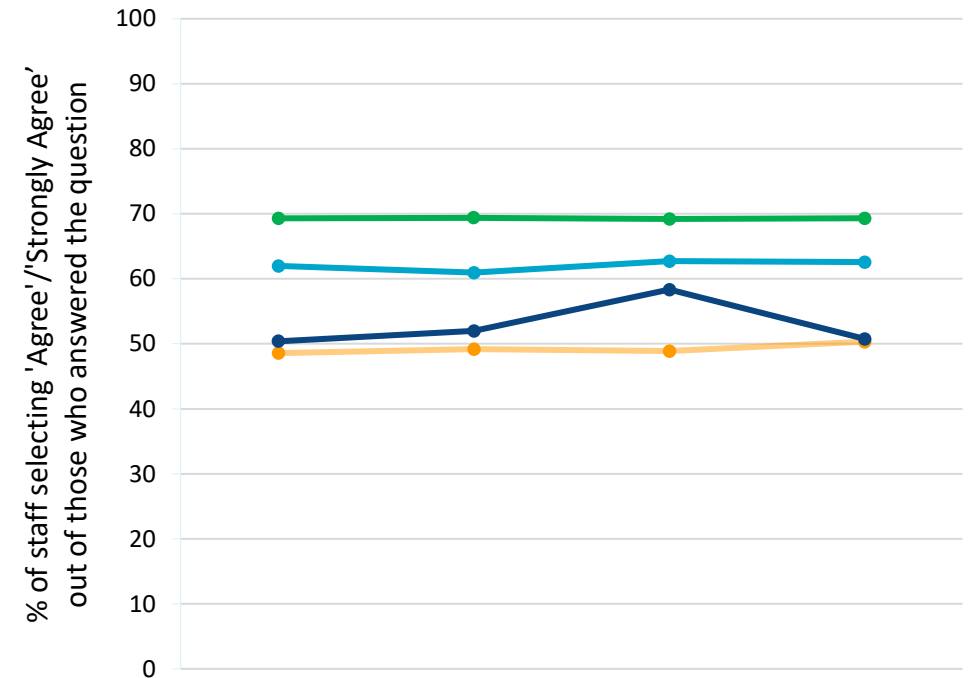


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
<b>Your org</b>	70.32%	63.92%	68.09%	72.69%	65.39%
<b>Best result</b>	77.90%	76.47%	76.85%	78.26%	75.96%
<b>Average result</b>	72.09%	71.47%	71.24%	72.87%	72.55%
<b>Worst result</b>	63.35%	59.14%	61.76%	63.35%	61.75%
Responses	1529	1396	1772	1920	1926



	2021	2022	2023	2024
<b>Your org</b>	50.38%	51.97%	58.35%	50.74%
<b>Best result</b>	69.31%	69.38%	69.21%	69.30%
<b>Average result</b>	61.97%	60.96%	62.73%	62.58%
<b>Worst result</b>	48.57%	49.18%	48.88%	50.33%
Responses	1394	1775	1920	1924

## 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

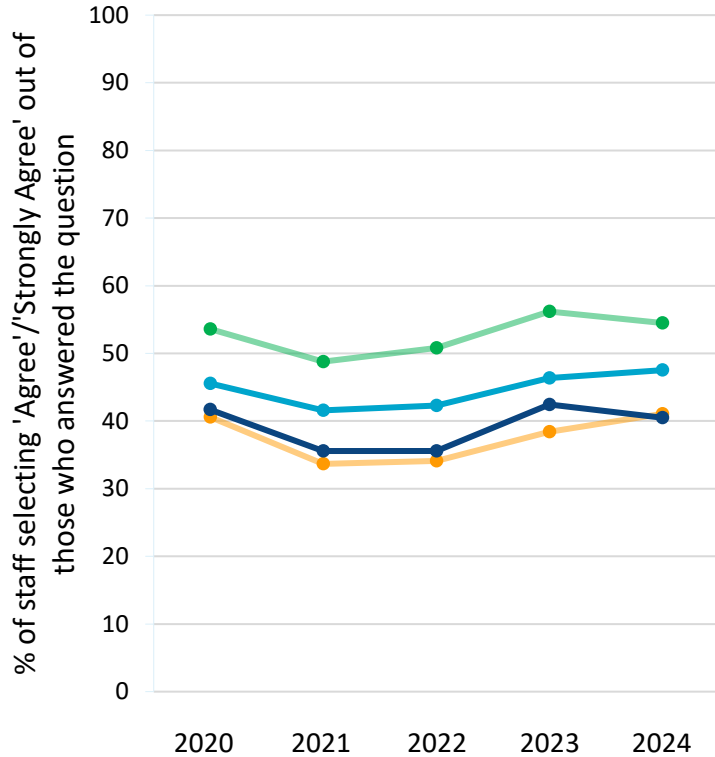
Other questions:\* Q17a, Q17b, Q22

\*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.

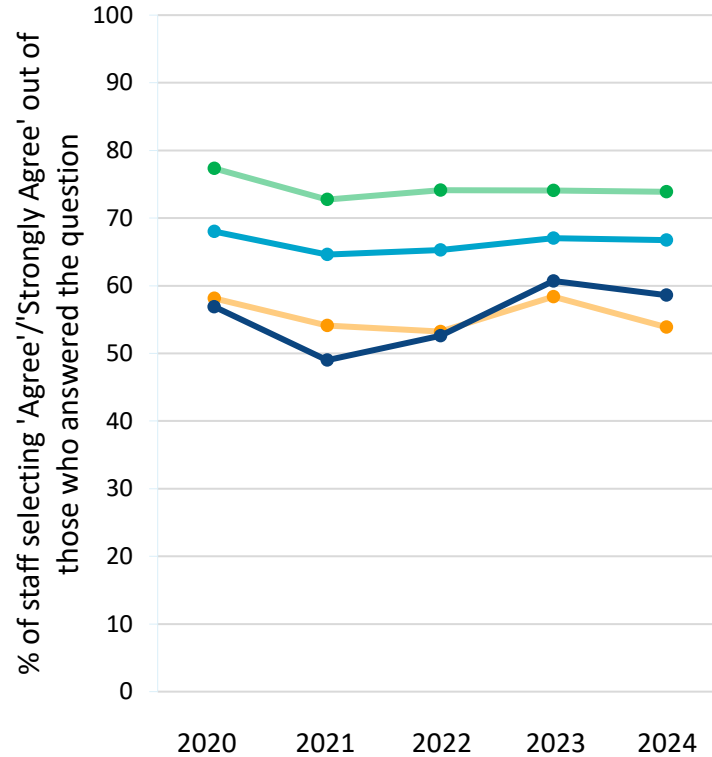


Q3g I am able to meet all the conflicting demands on my time at work.



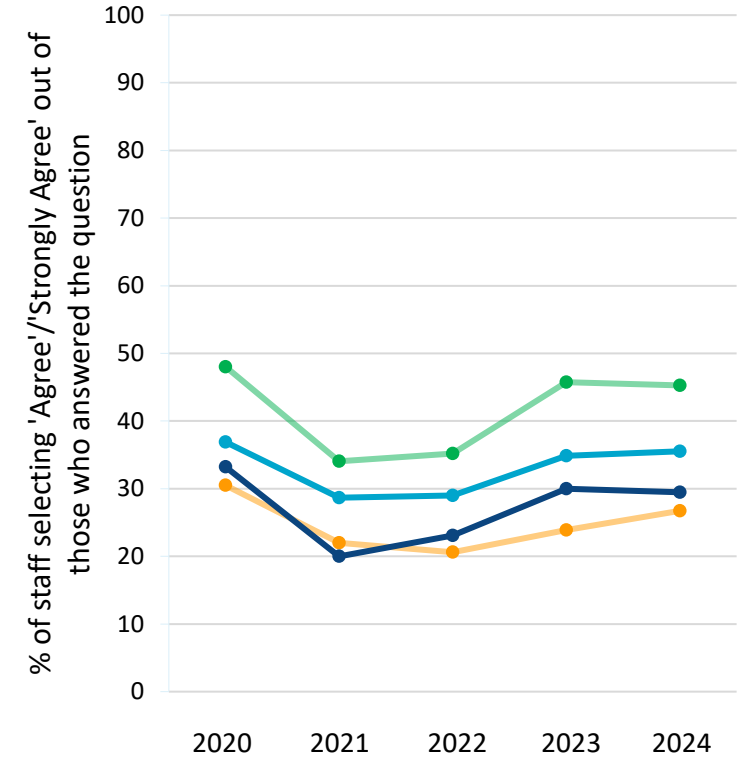
	2020	2021	2022	2023	2024
<b>Your org</b>	41.69%	35.57%	35.57%	42.45%	40.51%
<b>Best result</b>	53.58%	48.78%	50.80%	56.19%	54.51%
<b>Average result</b>	45.57%	41.58%	42.30%	46.34%	47.52%
<b>Worst result</b>	40.59%	33.67%	34.13%	38.42%	41.07%
Responses	1522	1397	1773	1923	1930

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



	2020	2021	2022	2023	2024
<b>Your org</b>	56.89%	48.99%	52.60%	60.71%	58.62%
<b>Best result</b>	77.34%	72.74%	74.14%	74.05%	73.89%
<b>Average result</b>	68.02%	64.61%	65.27%	67.04%	66.73%
<b>Worst result</b>	58.15%	54.11%	53.23%	58.38%	53.88%
Responses	1523	1393	1778	1920	1929

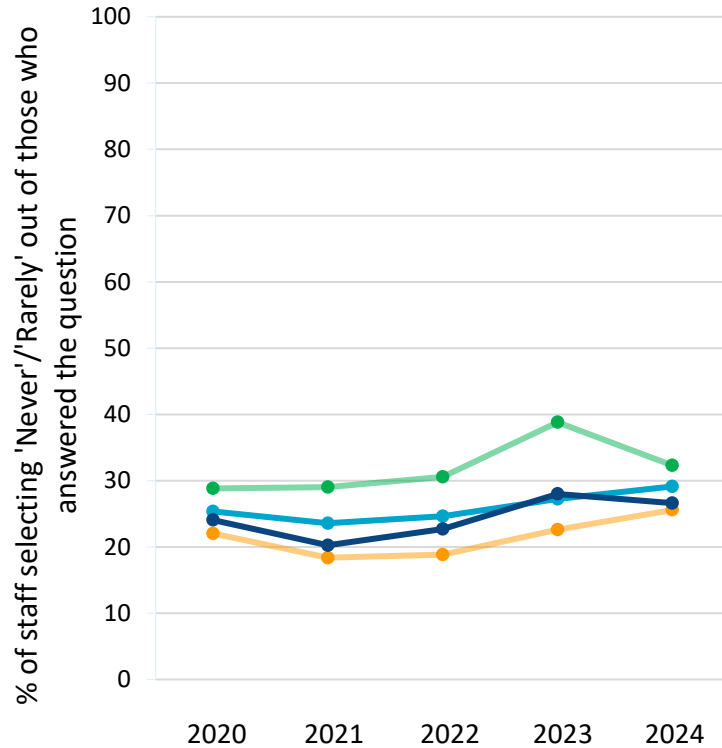
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	33.22%	19.99%	23.11%	29.99%	29.48%
<b>Best result</b>	48.02%	34.05%	35.18%	45.76%	45.26%
<b>Average result</b>	36.89%	28.67%	28.97%	34.87%	35.53%
<b>Worst result</b>	30.49%	22.00%	20.60%	23.88%	26.74%
Responses	1516	1401	1780	1926	1931

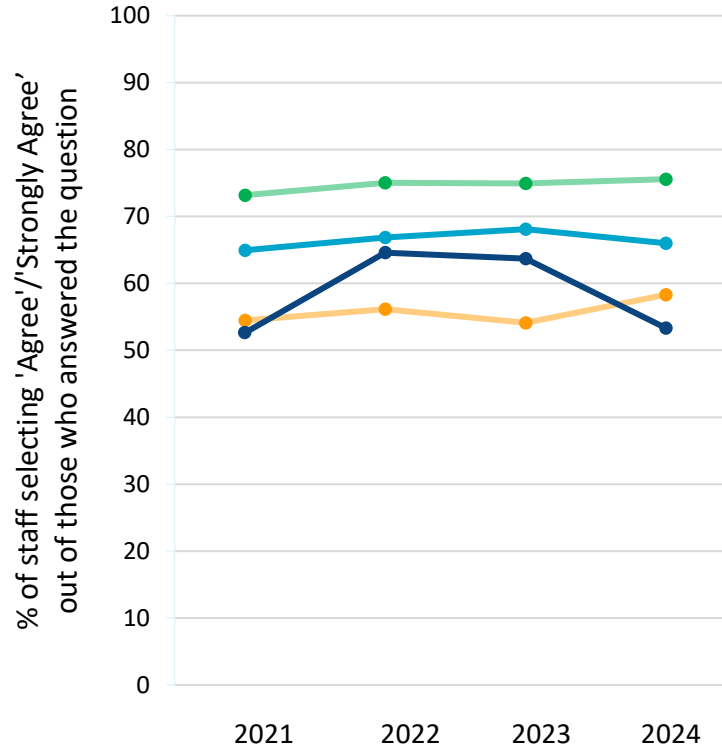


Q5a I have unrealistic time pressures.



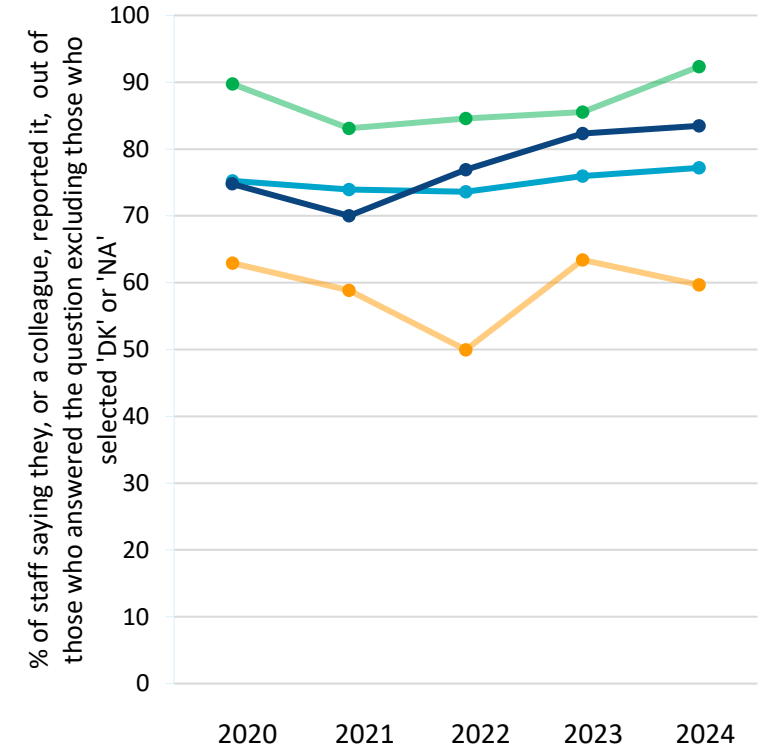
Responses	1526	1406	1777	1925	1931
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Q11a My organisation takes positive action on health and well-being.



Responses	1396	1759	1926	1930
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Q13d The last time you experienced physical violence at work, did you or a colleague report it?



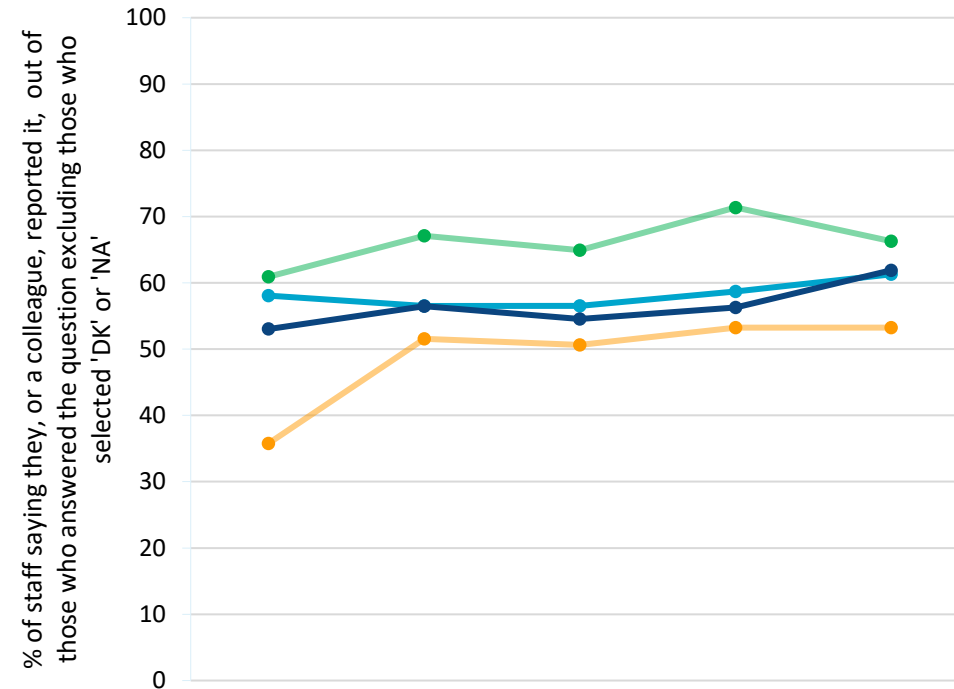
Responses	64	87	109	97	121
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Note: 2023 results for Q13d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.





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

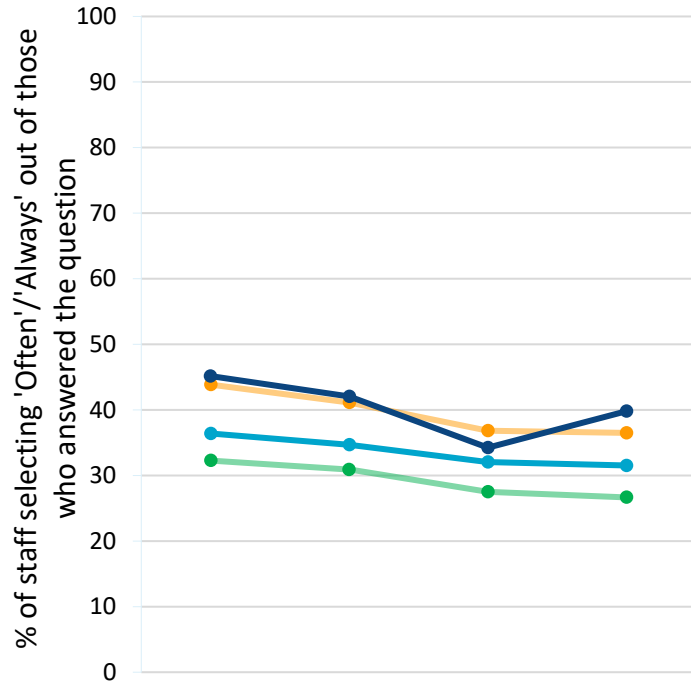


	2020	2021	2022	2023	2024
Your org	53.03%	56.47%	54.56%	56.27%	61.91%
Best result	60.92%	67.11%	64.93%	71.37%	66.27%
Average result	58.08%	56.51%	56.55%	58.71%	61.29%
Worst result	35.78%	51.55%	50.66%	53.23%	53.25%
Responses	440	419	495	486	505

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

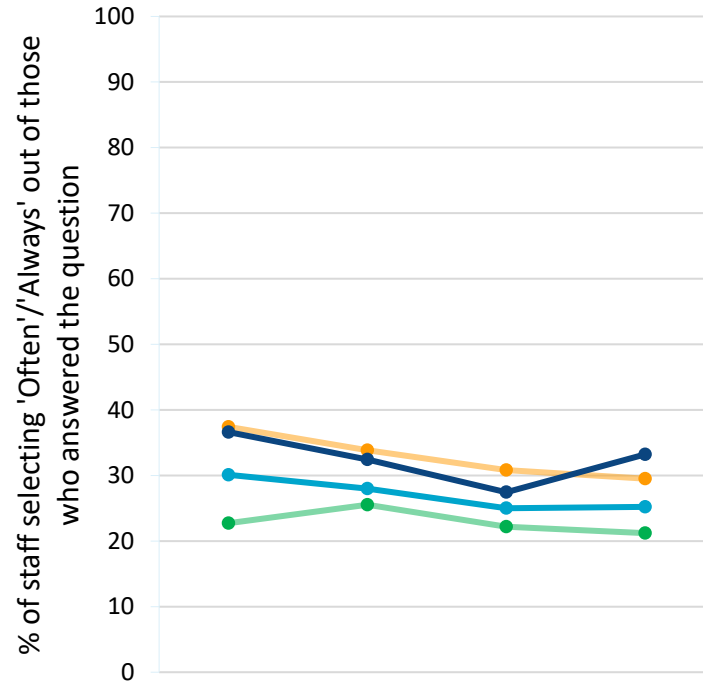


Q12a How often, if at all, do you find your work emotionally exhausting?



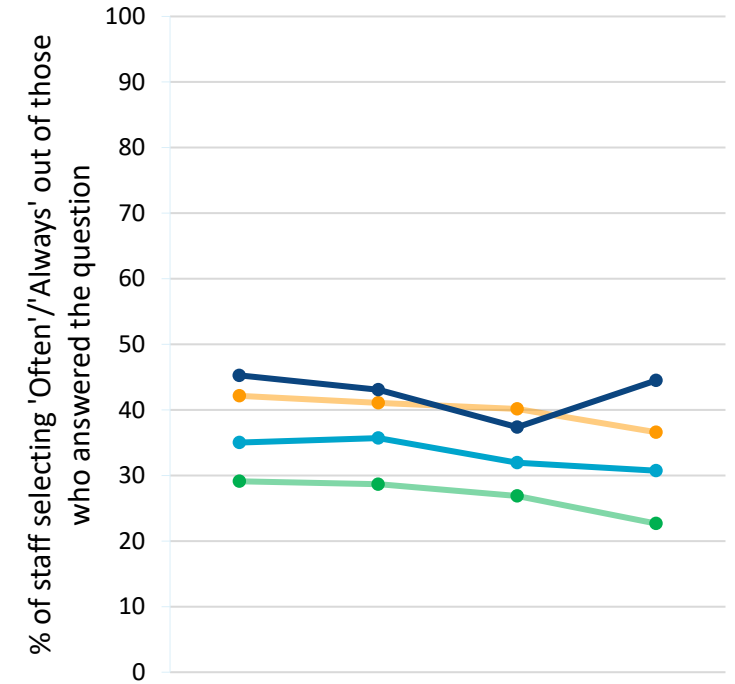
	2021	2022	2023	2024
<b>Your org</b>	45.16%	42.06%	34.24%	39.80%
<b>Best result</b>	32.27%	30.90%	27.50%	26.66%
<b>Average result</b>	36.40%	34.68%	32.07%	31.53%
<b>Worst result</b>	43.86%	41.12%	36.81%	36.50%
Responses	1409	1778	1929	1933

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



	2021	2022	2023	2024
<b>Your org</b>	36.62%	32.44%	27.44%	33.24%
<b>Best result</b>	22.72%	25.54%	22.18%	21.21%
<b>Average result</b>	30.10%	28.00%	25.00%	25.22%
<b>Worst result</b>	37.42%	33.84%	30.83%	29.52%
Responses	1407	1777	1928	1932

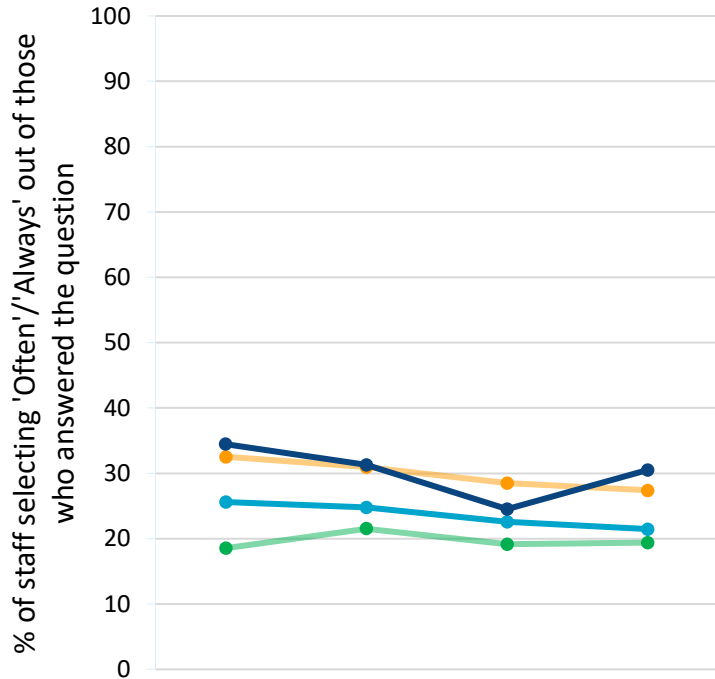
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	45.27%	43.09%	37.37%	44.49%
<b>Best result</b>	29.11%	28.67%	26.89%	22.67%
<b>Average result</b>	35.03%	35.70%	31.93%	30.73%
<b>Worst result</b>	42.15%	41.07%	40.12%	36.60%
Responses	1405	1777	1927	1927

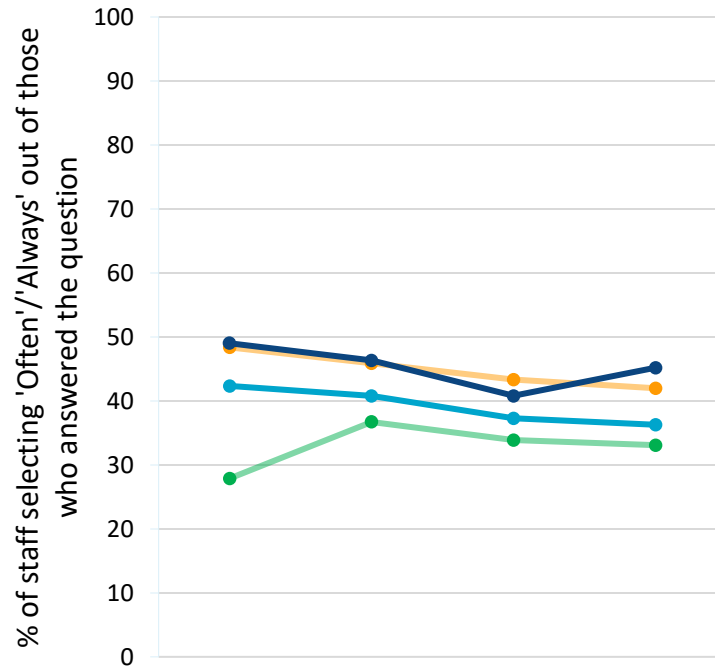


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



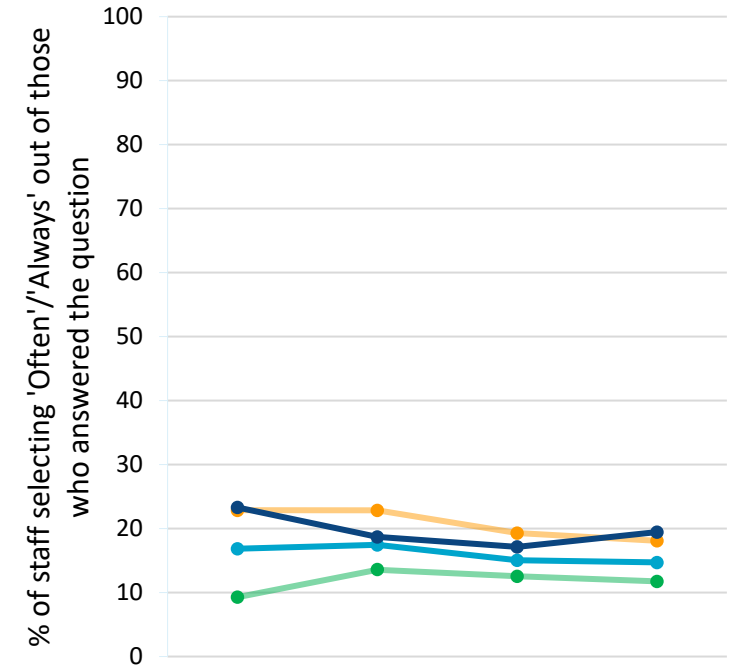
	2021	2022	2023	2024
<b>Your org</b>	34.46%	31.30%	24.52%	30.51%
<b>Best result</b>	18.54%	21.51%	19.14%	19.38%
<b>Average result</b>	25.60%	24.76%	22.60%	21.47%
<b>Worst result</b>	32.55%	30.96%	28.51%	27.40%
Responses	1407	1778	1927	1930

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



	2021	2022	2023	2024
<b>Your org</b>	49.01%	46.34%	40.81%	45.19%
<b>Best result</b>	27.88%	36.70%	33.89%	33.09%
<b>Average result</b>	42.34%	40.79%	37.27%	36.27%
<b>Worst result</b>	48.37%	45.87%	43.36%	41.98%
Responses	1404	1776	1921	1932

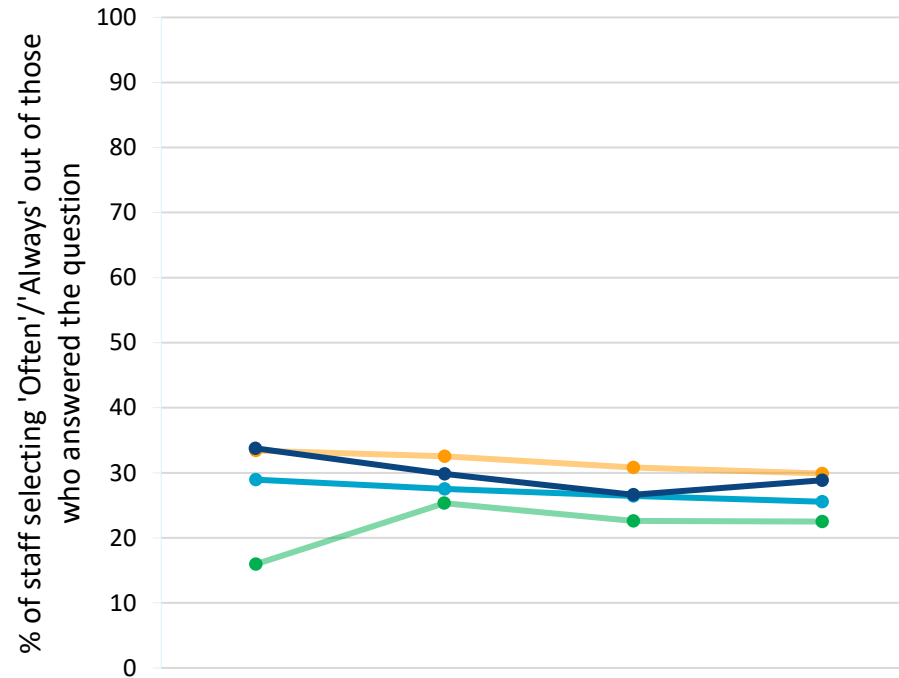
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	23.29%	18.69%	17.14%	19.44%
<b>Best result</b>	9.27%	13.56%	12.57%	11.76%
<b>Average result</b>	16.83%	17.46%	15.06%	14.72%
<b>Worst result</b>	22.87%	22.84%	19.29%	18.09%
Responses	1400	1778	1922	1931



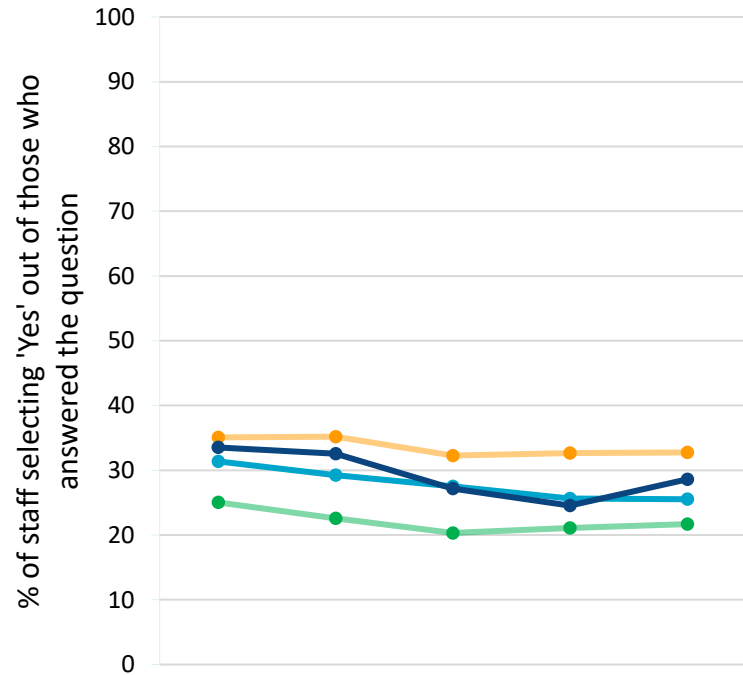
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	33.76%	29.83%	26.62%	28.86%
<b>Best result</b>	15.94%	25.32%	22.59%	22.51%
<b>Average result</b>	28.94%	27.52%	26.42%	25.55%
<b>Worst result</b>	33.41%	32.54%	30.83%	29.89%
Responses	1403	1778	1925	1933

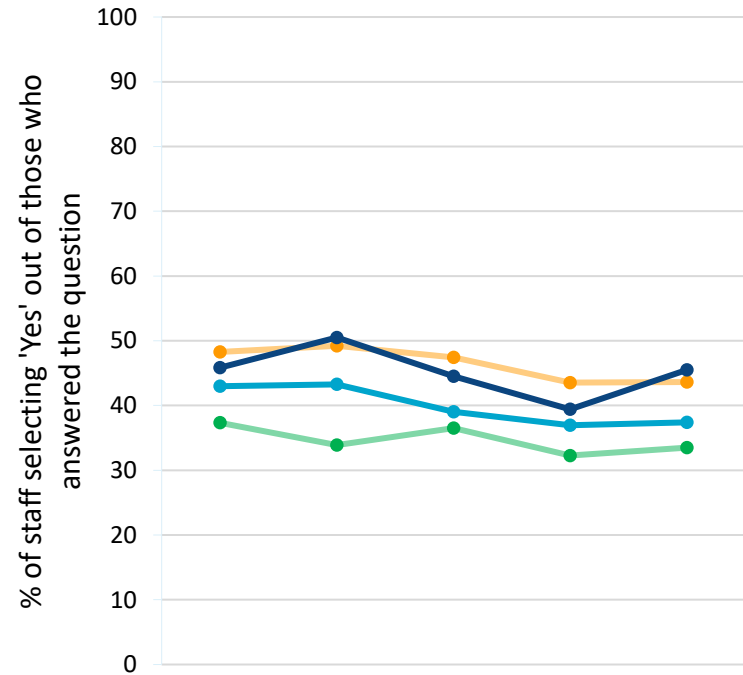


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



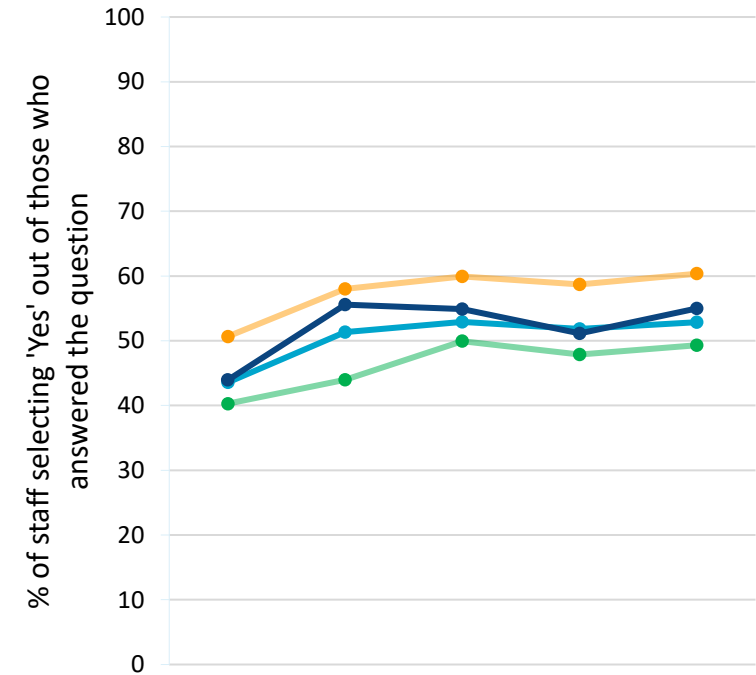
	2020	2021	2022	2023	2024
<b>Your org</b>	33.52%	32.57%	27.17%	24.55%	28.63%
<b>Best result</b>	25.03%	22.57%	20.32%	21.10%	21.68%
<b>Average result</b>	31.37%	29.23%	27.52%	25.64%	25.53%
<b>Worst result</b>	35.07%	35.19%	32.27%	32.66%	32.78%
Responses	1529	1404	1777	1924	1934

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



	2020	2021	2022	2023	2024
<b>Your org</b>	45.84%	50.50%	44.51%	39.41%	45.52%
<b>Best result</b>	37.33%	33.91%	36.49%	32.28%	33.48%
<b>Average result</b>	42.99%	43.26%	39.02%	36.95%	37.41%
<b>Worst result</b>	48.26%	49.23%	47.41%	43.54%	43.64%
Responses	1531	1405	1774	1921	1930

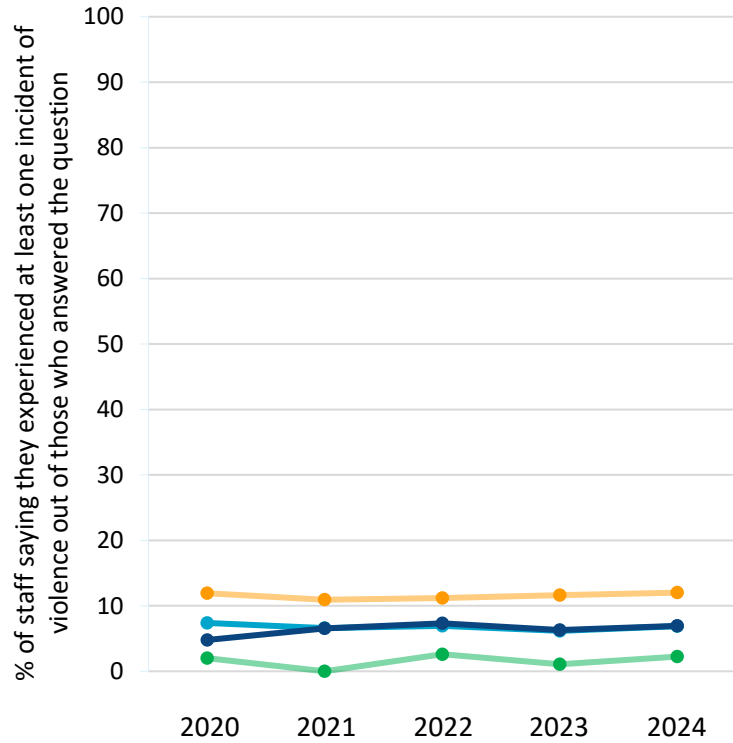
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	43.94%	55.58%	54.92%	51.14%	55.01%
<b>Best result</b>	40.29%	43.96%	49.93%	47.86%	49.29%
<b>Average result</b>	43.57%	51.32%	52.92%	51.82%	52.88%
<b>Worst result</b>	50.67%	58.03%	59.95%	58.69%	60.36%
Responses	1530	1403	1780	1924	1932

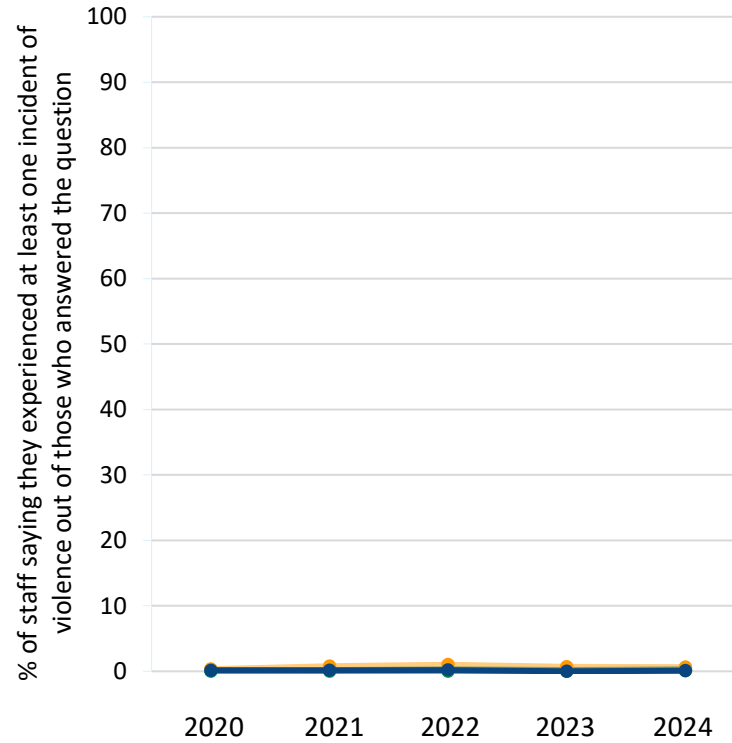


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



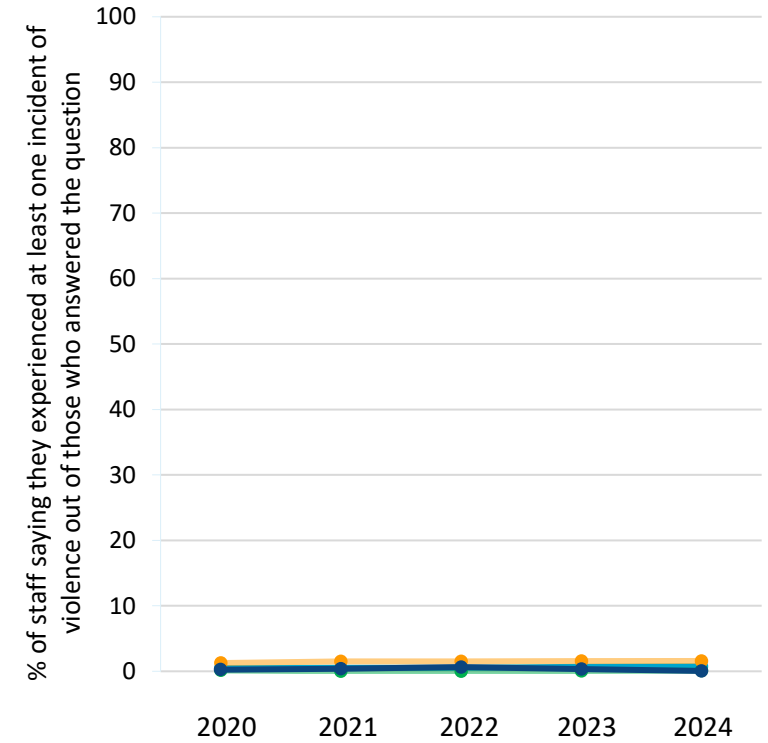
Responses	1529	1407	1779	1876	1932
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	1523	1400	1771	1858	1910
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

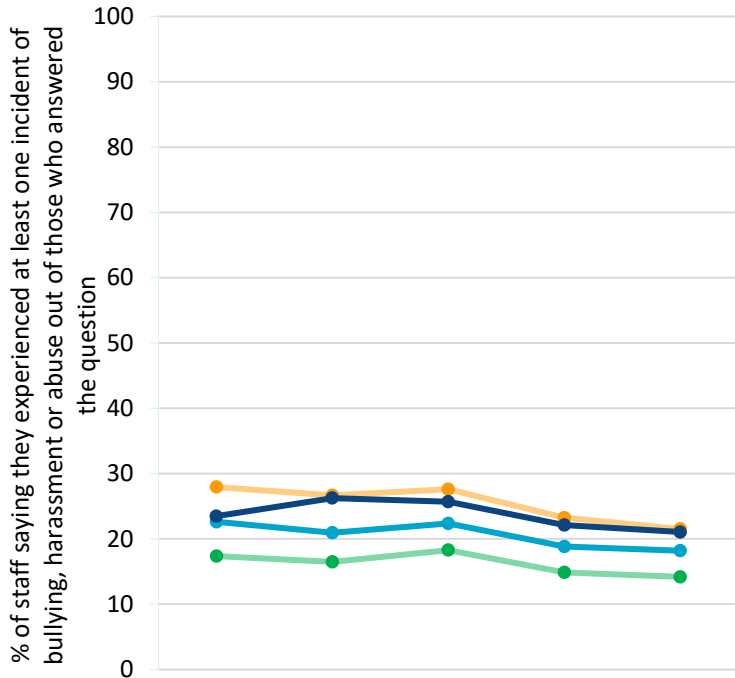


Responses	1508	1393	1759	1833	1865
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

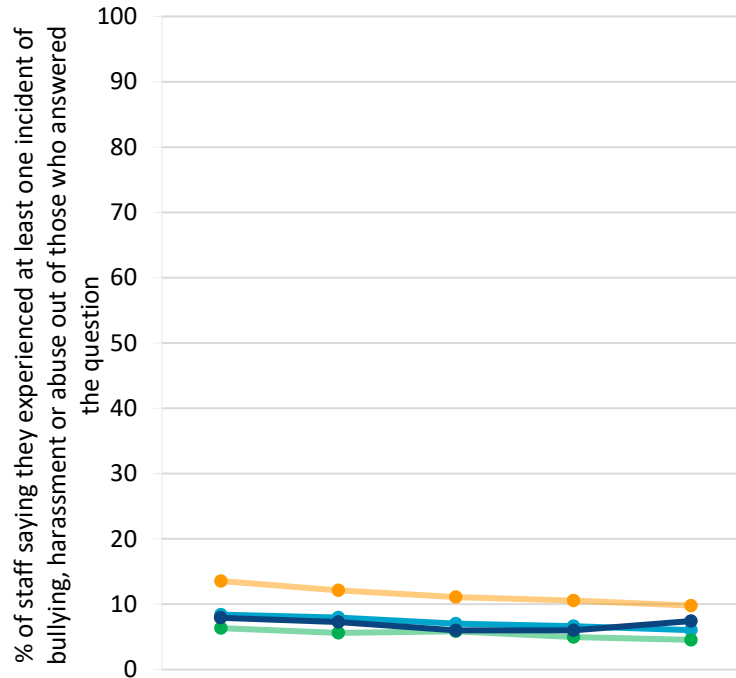


2020 2021 2022 2023 2024

<b>Your org</b>	23.48%	26.25%	25.73%	22.10%	21.07%
<b>Best result</b>	17.35%	16.47%	18.28%	14.86%	14.20%
<b>Average result</b>	22.63%	20.96%	22.36%	18.86%	18.20%
<b>Worst result</b>	27.93%	26.70%	27.60%	23.27%	21.52%

Responses 1529 1396 1776 1876 1931

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

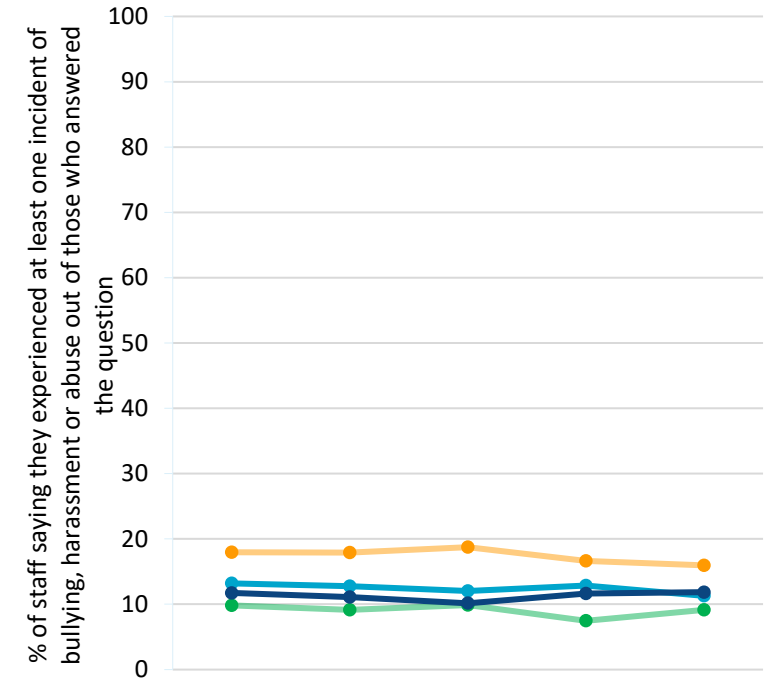


2020 2021 2022 2023 2024

<b>Your org</b>	7.93%	7.26%	6.02%	6.01%	7.40%
<b>Best result</b>	6.34%	5.62%	5.85%	5.00%	4.55%
<b>Average result</b>	8.42%	7.97%	7.01%	6.64%	6.03%
<b>Worst result</b>	13.56%	12.11%	11.10%	10.55%	9.80%

Responses 1520 1397 1762 1870 1918

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



2020 2021 2022 2023 2024

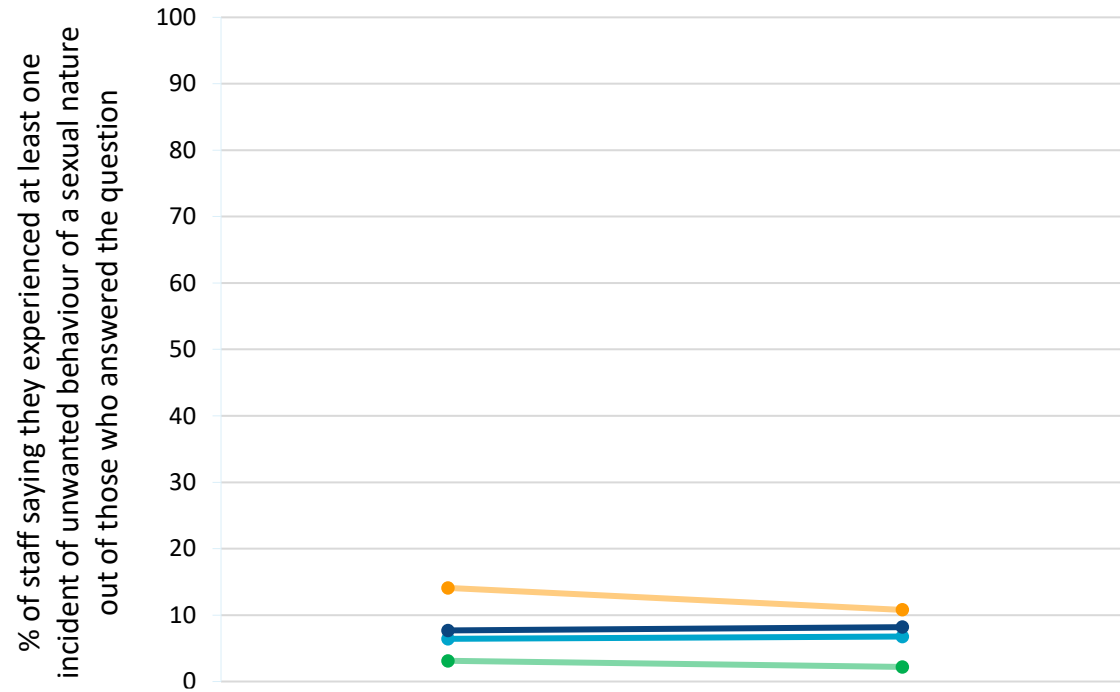
<b>Your org</b>	11.74%	11.12%	10.15%	11.63%	11.86%
<b>Best result</b>	9.84%	9.12%	9.88%	7.47%	9.15%
<b>Average result</b>	13.20%	12.77%	12.04%	12.85%	11.29%
<b>Worst result</b>	17.97%	17.93%	18.74%	16.64%	15.96%

Responses 1503 1376 1760 1853 1906

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



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



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



	2023	2024
Your org	7.69%	8.18%
Best result	3.12%	2.20%
Average result	6.43%	6.77%
Worst result	14.09%	10.78%
Responses	1925	1933

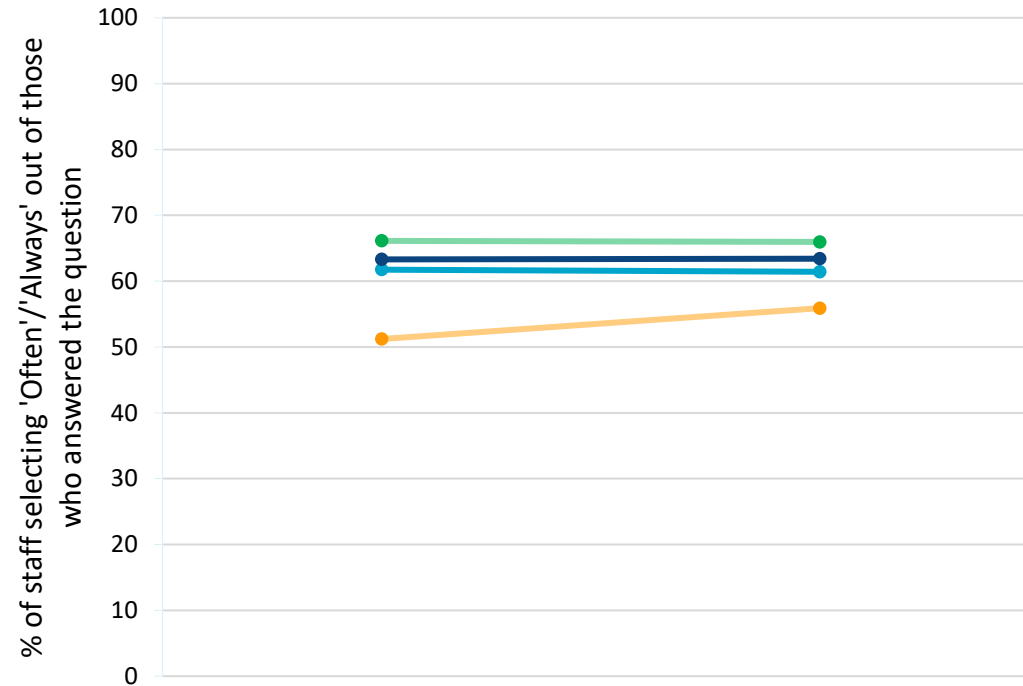
	2023	2024
Your org	1.18%	0.78%
Best result	0.50%	0.71%
Average result	1.58%	1.43%
Worst result	4.72%	2.58%
Responses	1919	1927

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





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



	2023	2024
Your org	63.30%	63.41%
Best result	66.12%	65.96%
Average result	61.74%	61.42%
Worst result	51.21%	55.90%

\*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

Other questions\*\* - Q24f

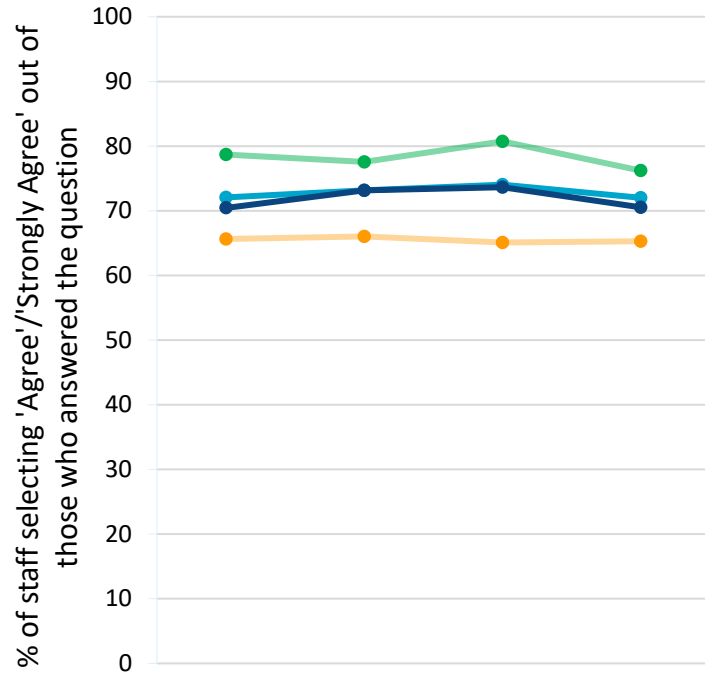
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*Q24f does 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.

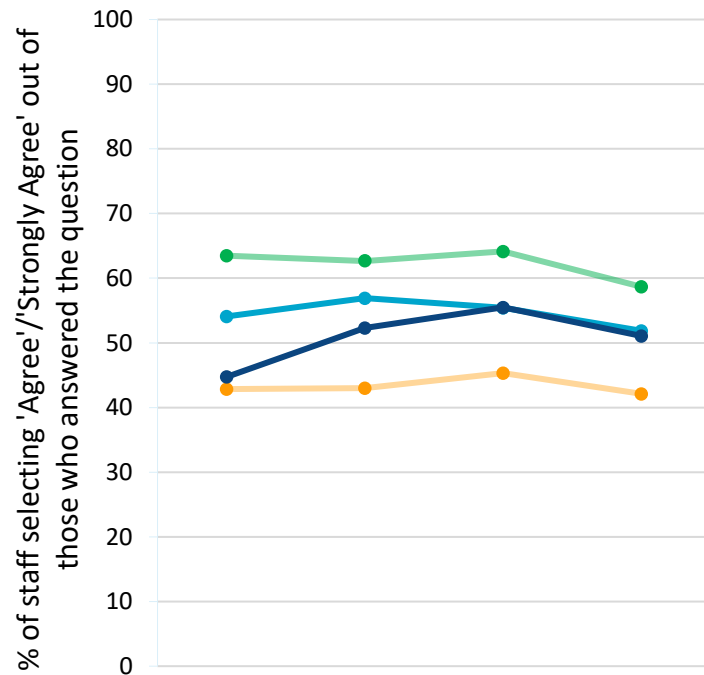


Q24a This organisation offers me challenging work.



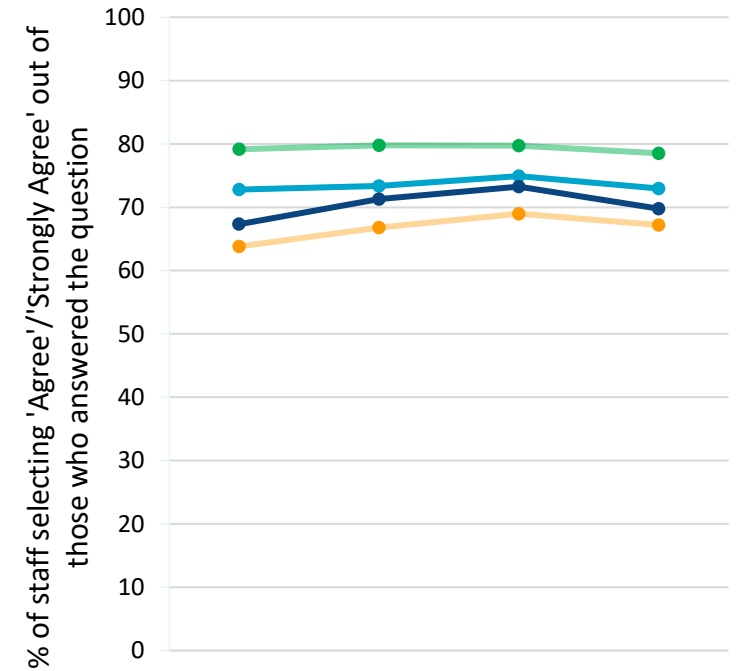
	2021	2022	2023	2024
<b>Your org</b>	70.44%	73.17%	73.64%	70.54%
<b>Best result</b>	78.69%	77.56%	80.73%	76.20%
<b>Average result</b>	72.05%	73.14%	74.03%	72.00%
<b>Worst result</b>	65.65%	66.03%	65.09%	65.30%
Responses	1407	1775	1922	1930

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



	2021	2022	2023	2024
<b>Your org</b>	44.73%	52.29%	55.49%	51.05%
<b>Best result</b>	63.48%	62.65%	64.15%	58.67%
<b>Average result</b>	54.10%	56.92%	55.42%	51.87%
<b>Worst result</b>	42.87%	43.00%	45.32%	42.12%
Responses	1406	1774	1917	1931

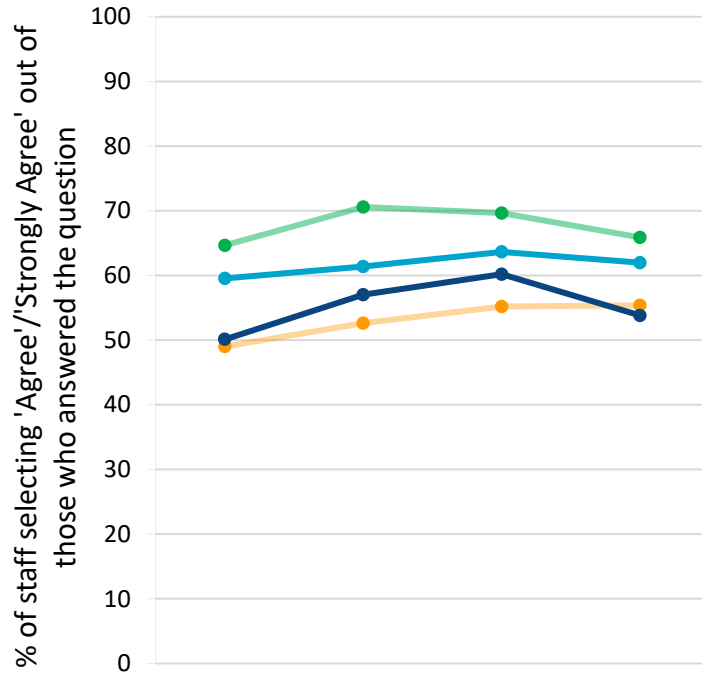
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	67.32%	71.29%	73.25%	69.75%
<b>Best result</b>	79.15%	79.78%	79.75%	78.52%
<b>Average result</b>	72.79%	73.35%	74.91%	72.96%
<b>Worst result</b>	63.81%	66.79%	68.98%	67.21%
Responses	1404	1775	1913	1928

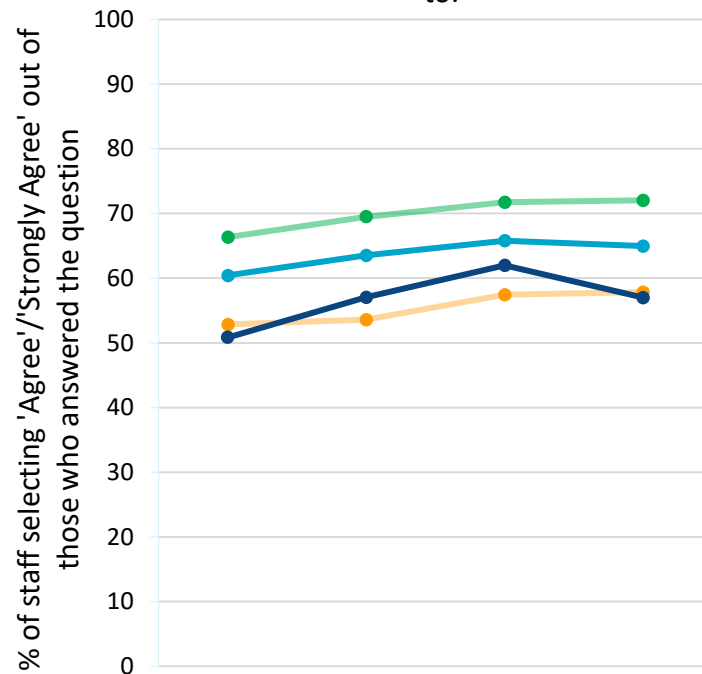


Q24d I feel supported to develop my potential.



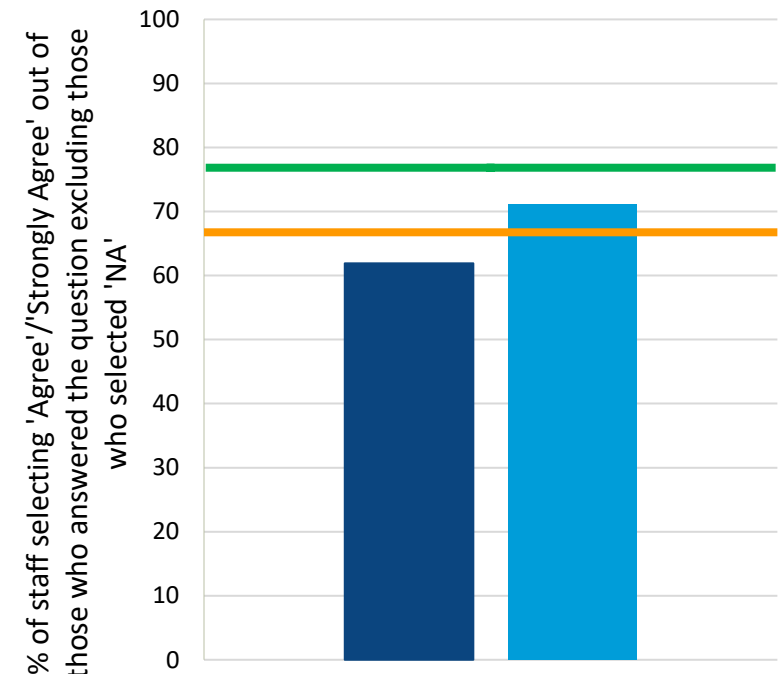
	2021	2022	2023	2024
Your org	50.11%	57.03%	60.20%	53.83%
Best result	64.67%	70.59%	69.67%	65.89%
Average result	59.54%	61.39%	63.64%	61.97%
Worst result	49.00%	52.62%	55.21%	55.39%
Responses	1402	1776	1918	1930

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



	2021	2022	2023	2024
Your org	50.82%	57.04%	61.98%	57.01%
Best result	66.34%	69.49%	71.75%	72.04%
Average result	60.44%	63.55%	65.79%	64.95%
Worst result	52.86%	53.59%	57.46%	57.84%
Responses	1401	1776	1920	1930

Q24f\* I am able to access clinical supervision opportunities when I need to.

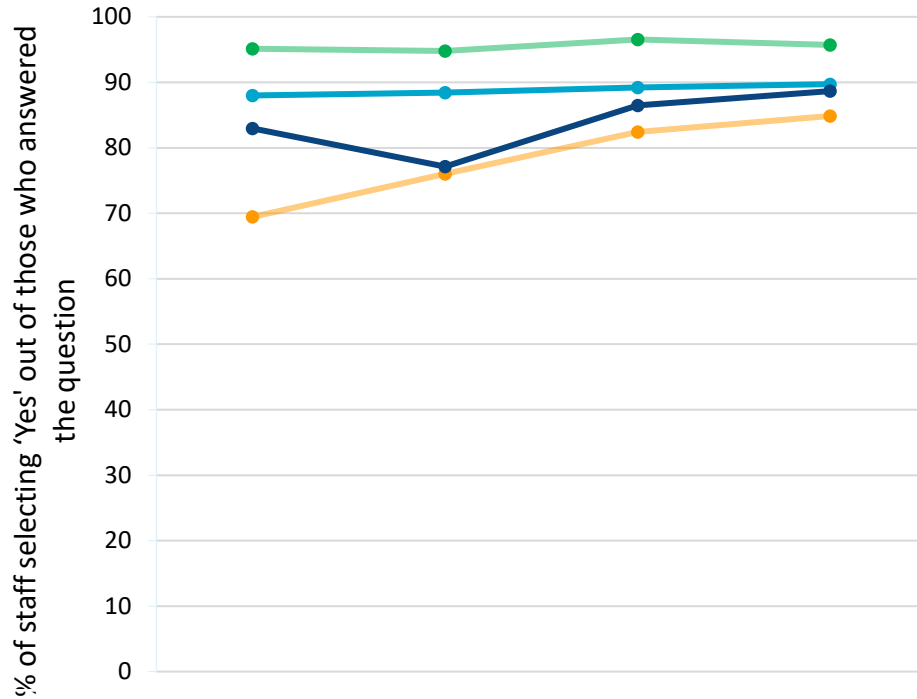


	2024
Your org	61.91%
Best result	76.84%
Average result	71.14%
Worst result	66.75%
Responses	1565

\*Q24f was introduced in 2024 and does not currently contribute towards any People Promise element score, theme score or sub-score to protect trend data over five years.



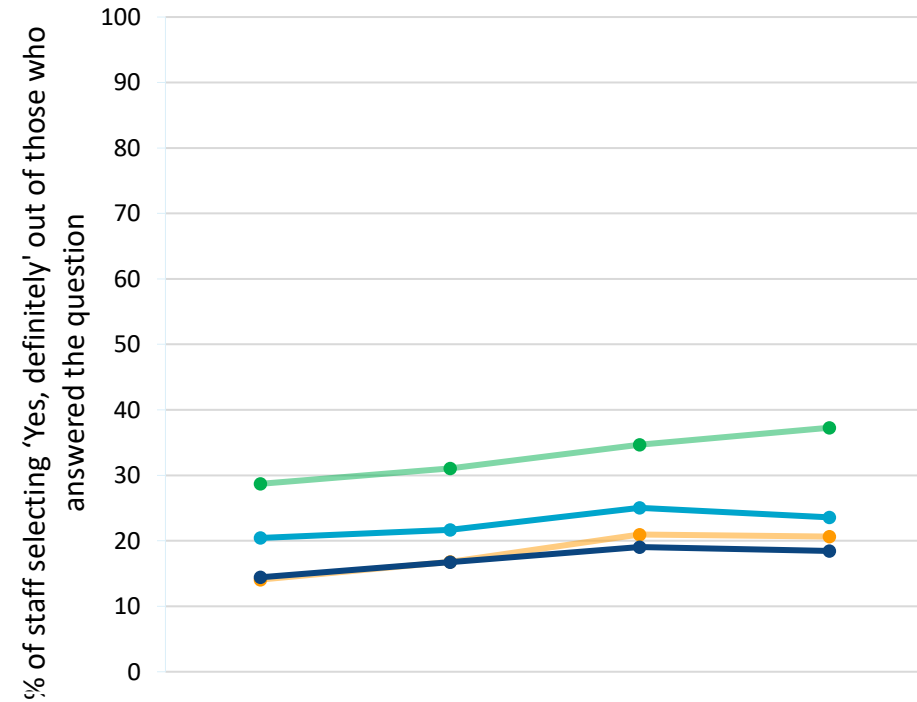
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	82.94%	77.13%	86.48%	88.66%
Best result	95.15%	94.79%	96.55%	95.73%
Average result	88.00%	88.46%	89.22%	89.72%
Worst result	69.45%	76.00%	82.42%	84.86%

Responses 1401 1772 1899 1909

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



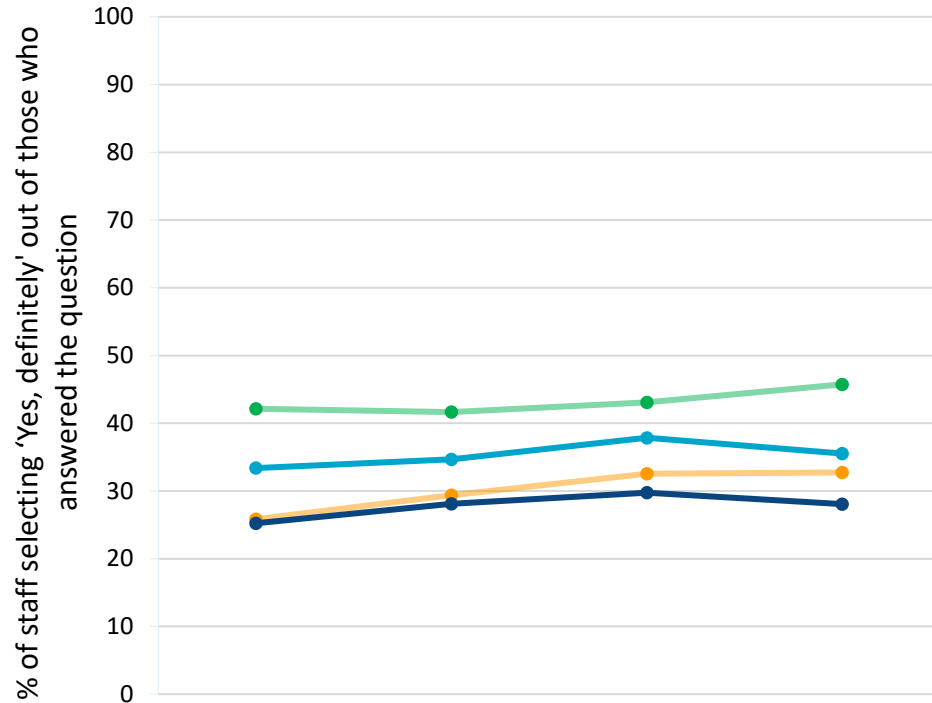
	2021	2022	2023	2024
Your org	14.43%	16.76%	19.05%	18.44%
Best result	28.70%	31.07%	34.66%	37.27%
Average result	20.43%	21.68%	25.03%	23.56%
Worst result	14.07%	16.81%	20.96%	20.65%

Responses 1167 1364 1632 1686

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

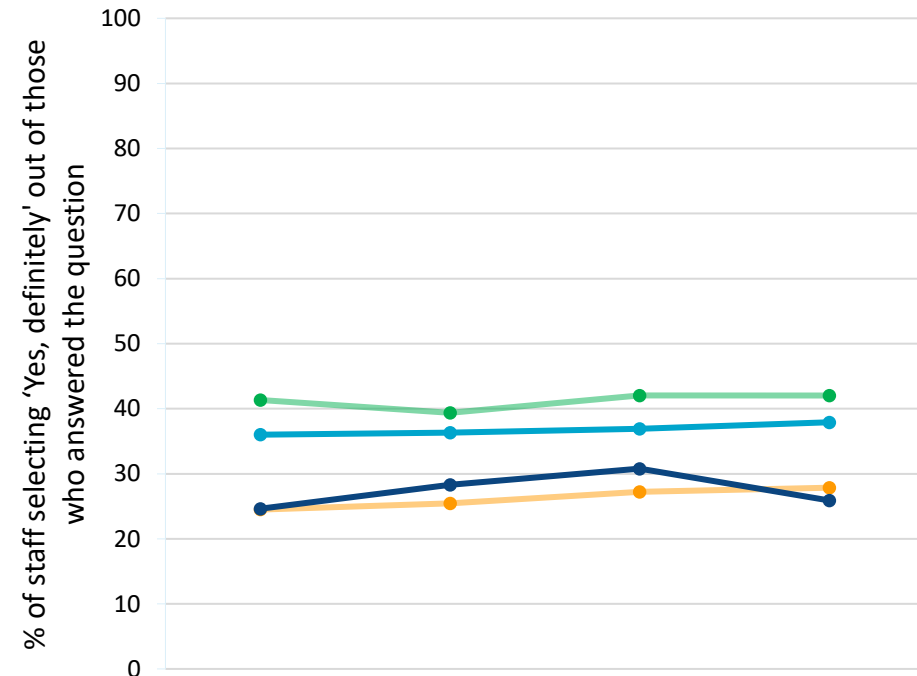


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	25.23%	28.13%	29.74%	28.04%
<b>Best result</b>	42.13%	41.64%	43.08%	45.74%
<b>Average result</b>	33.38%	34.65%	37.86%	35.53%
<b>Worst result</b>	25.84%	29.36%	32.57%	32.73%
Responses	1161	1364	1633	1684

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



	2021	2022	2023	2024
<b>Your org</b>	24.63%	28.28%	30.79%	25.91%
<b>Best result</b>	41.32%	39.37%	42.04%	42.01%
<b>Average result</b>	36.00%	36.30%	36.91%	37.92%
<b>Worst result</b>	24.49%	25.44%	27.24%	27.85%
Responses	1165	1364	1632	1683

## People Promise element – We work flexibly



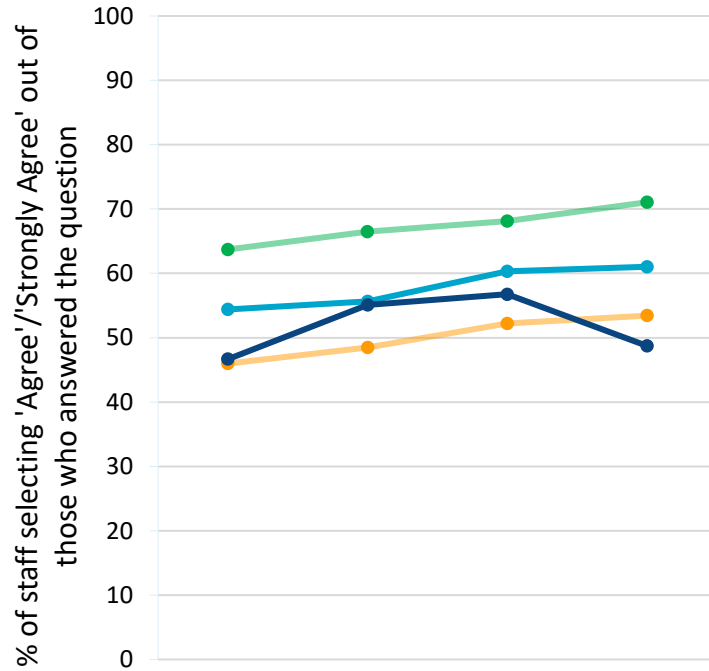
### Questions included:

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

Flexible working – Q4d

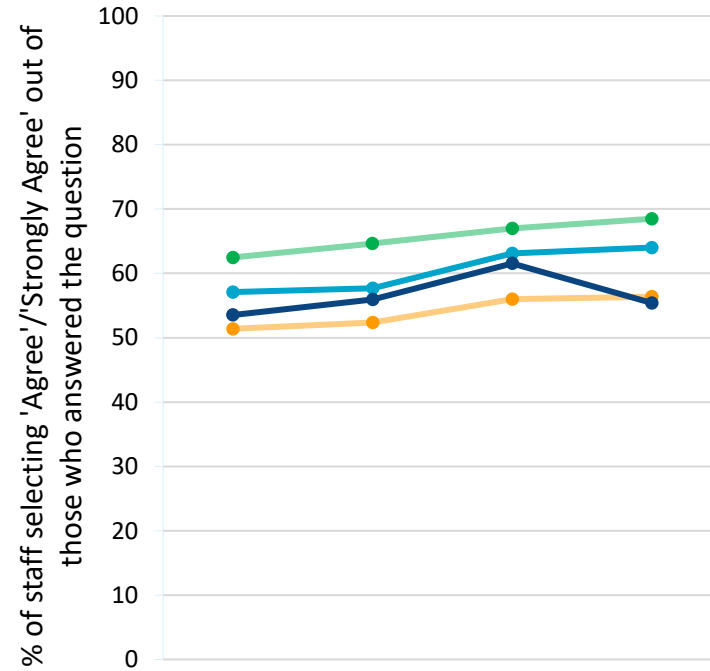


Q6b My organisation is committed to helping me balance my work and home life.



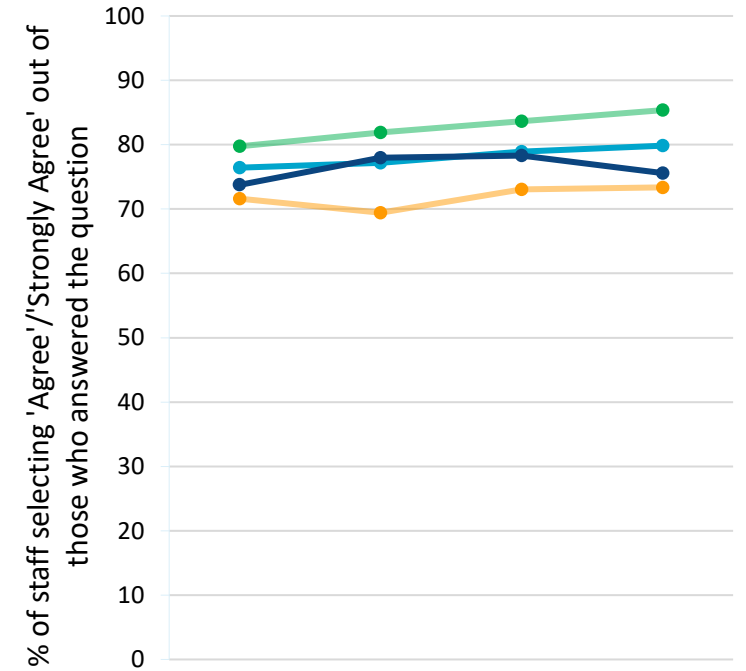
	2021	2022	2023	2024
<b>Your org</b>	46.67%	55.08%	56.76%	48.74%
<b>Best result</b>	63.71%	66.48%	68.13%	71.05%
<b>Average result</b>	54.39%	55.62%	60.32%	61.03%
<b>Worst result</b>	45.98%	48.46%	52.21%	53.43%
Responses	1406	1780	1928	1932

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



	2021	2022	2023	2024
<b>Your org</b>	53.53%	55.93%	61.54%	55.41%
<b>Best result</b>	62.48%	64.63%	66.97%	68.49%
<b>Average result</b>	57.10%	57.71%	63.11%	64.02%
<b>Worst result</b>	51.38%	52.36%	55.97%	56.37%
Responses	1404	1779	1929	1929

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

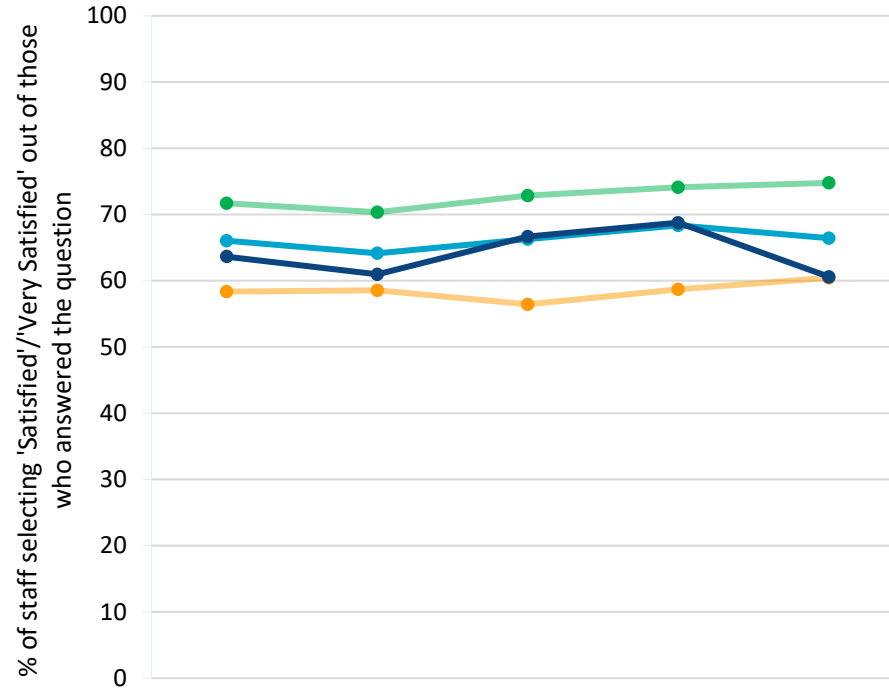


	2021	2022	2023	2024
<b>Your org</b>	73.75%	77.95%	78.31%	75.58%
<b>Best result</b>	79.75%	81.90%	83.64%	85.37%
<b>Average result</b>	76.43%	77.18%	78.90%	79.84%
<b>Worst result</b>	71.62%	69.42%	73.05%	73.37%
Responses	1405	1780	1929	1931





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



	2020	2021	2022	2023	2024
<b>Your org</b>	63.63%	60.95%	66.66%	68.77%	60.60%
<b>Best result</b>	71.69%	70.34%	72.83%	74.12%	74.78%
<b>Average result</b>	66.05%	64.14%	66.27%	68.36%	66.42%
<b>Worst result</b>	58.38%	58.56%	56.44%	58.68%	60.45%
Responses	1522	1401	1778	1922	1927

## People Promise element – We are a team



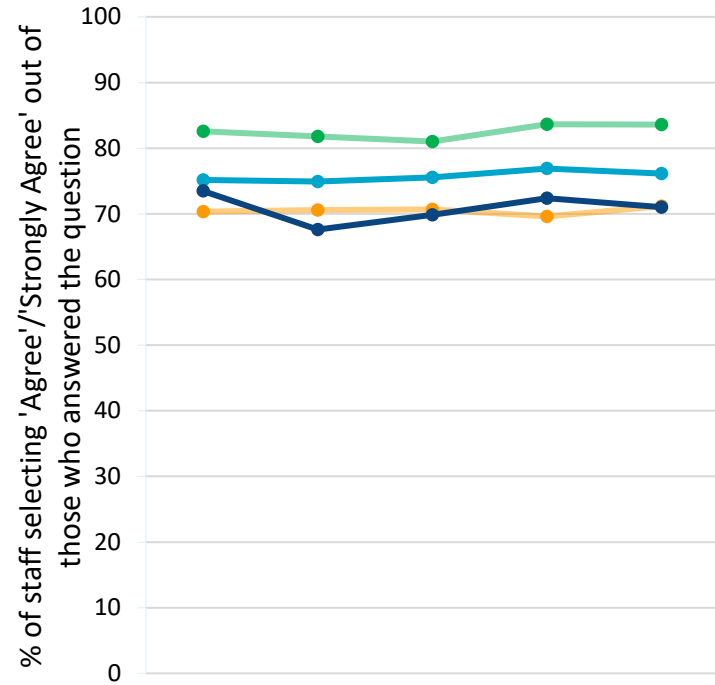
### Questions included:

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.

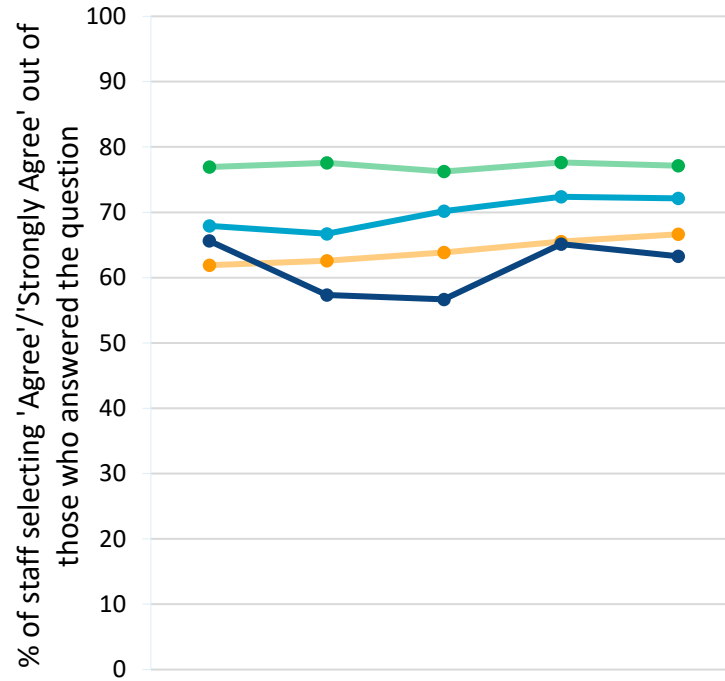


2020 2021 2022 2023 2024

Your org	73.46%	67.61%	69.87%	72.39%	71.04%
Best result	82.55%	81.80%	81.01%	83.64%	83.62%
Average result	75.15%	74.92%	75.54%	76.89%	76.11%
Worst result	70.32%	70.60%	70.69%	69.60%	71.16%

Responses 1519 1393 1778 1925 1934

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

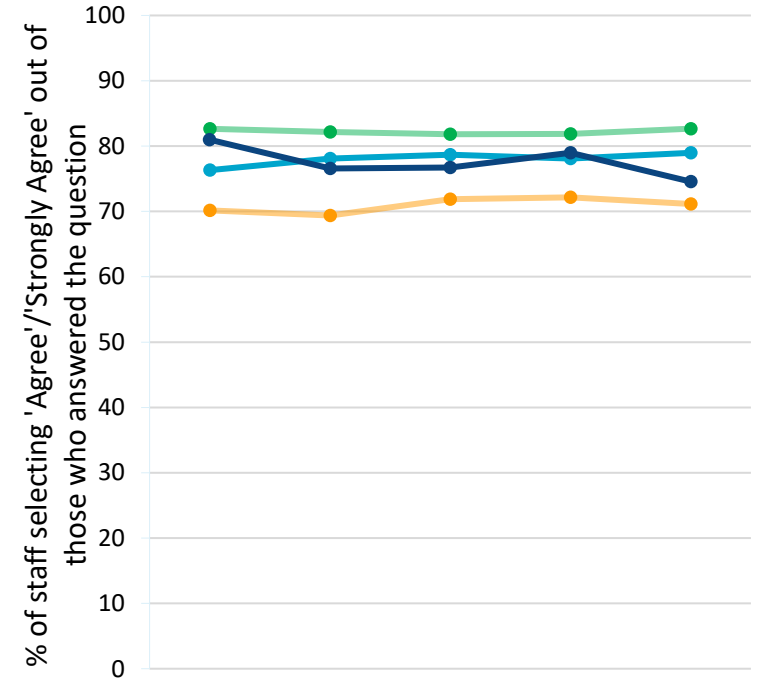


2020 2021 2022 2023 2024

Your org	65.61%	57.36%	56.68%	65.15%	63.28%
Best result	76.92%	77.59%	76.24%	77.63%	77.15%
Average result	67.92%	66.72%	70.18%	72.38%	72.12%
Worst result	61.91%	62.58%	63.86%	65.51%	66.64%

Responses 1521 1395 1779 1927 1932

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



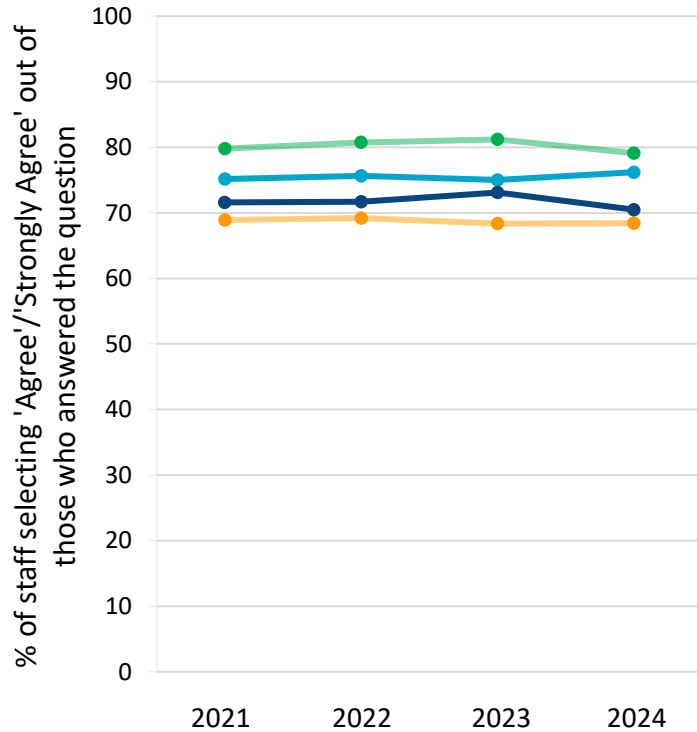
2020 2021 2022 2023 2024

Your org	80.98%	76.56%	76.72%	78.97%	74.56%
Best result	82.64%	82.15%	81.82%	81.86%	82.67%
Average result	76.32%	78.11%	78.66%	78.07%	78.97%
Worst result	70.16%	69.38%	71.87%	72.16%	71.15%

Responses 1522 1396 1779 1928 1934

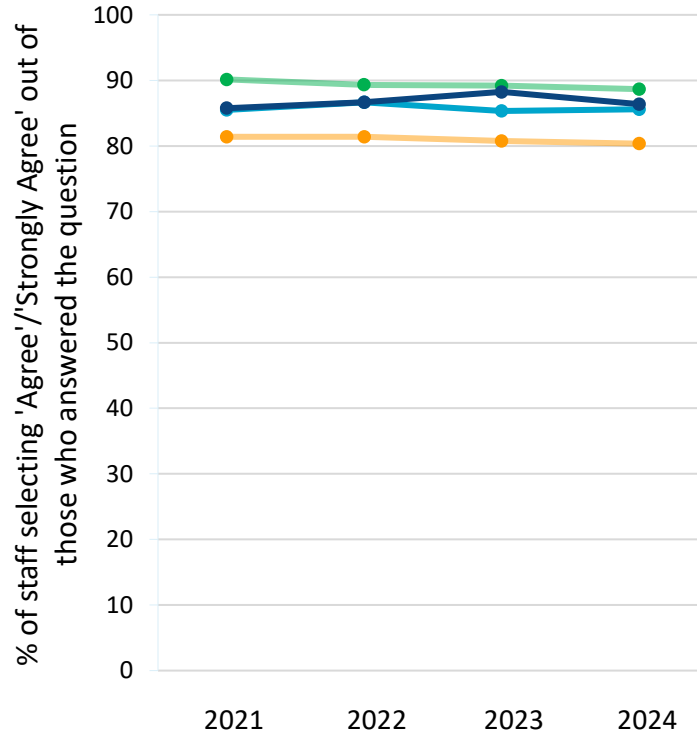


Q7d Team members understand each other's roles.



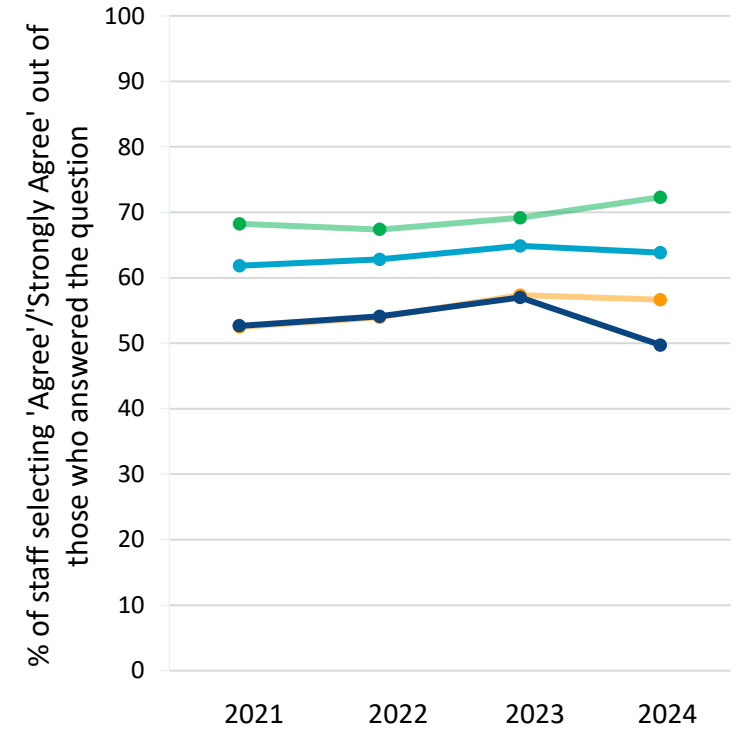
	2021	2022	2023	2024
<b>Your org</b>	71.58%	71.69%	73.10%	70.49%
<b>Best result</b>	79.79%	80.73%	81.20%	79.10%
<b>Average result</b>	75.17%	75.63%	75.01%	76.20%
<b>Worst result</b>	68.89%	69.20%	68.36%	68.41%
Responses	1394	1780	1927	1934

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	85.76%	86.68%	88.26%	86.39%
<b>Best result</b>	90.15%	89.32%	89.20%	88.67%
<b>Average result</b>	85.48%	86.66%	85.34%	85.60%
<b>Worst result</b>	81.39%	81.41%	80.78%	80.36%
Responses	1387	1779	1925	1930

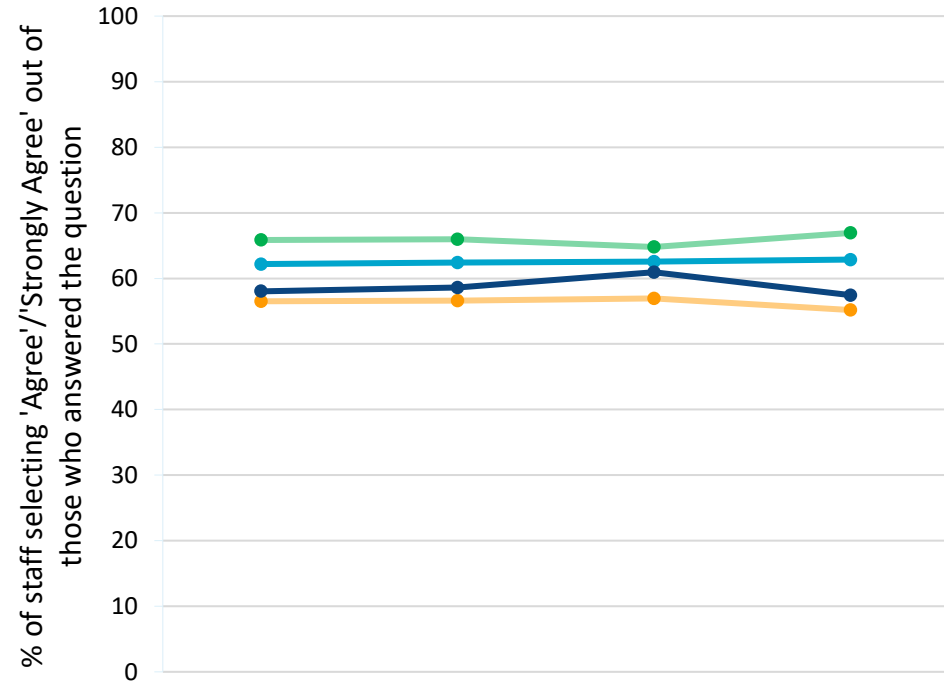
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	52.66%	54.11%	57.00%	49.74%
<b>Best result</b>	68.25%	67.36%	69.16%	72.31%
<b>Average result</b>	61.85%	62.80%	64.88%	63.84%
<b>Worst result</b>	52.49%	53.98%	57.35%	56.66%
Responses	1391	1777	1922	1934

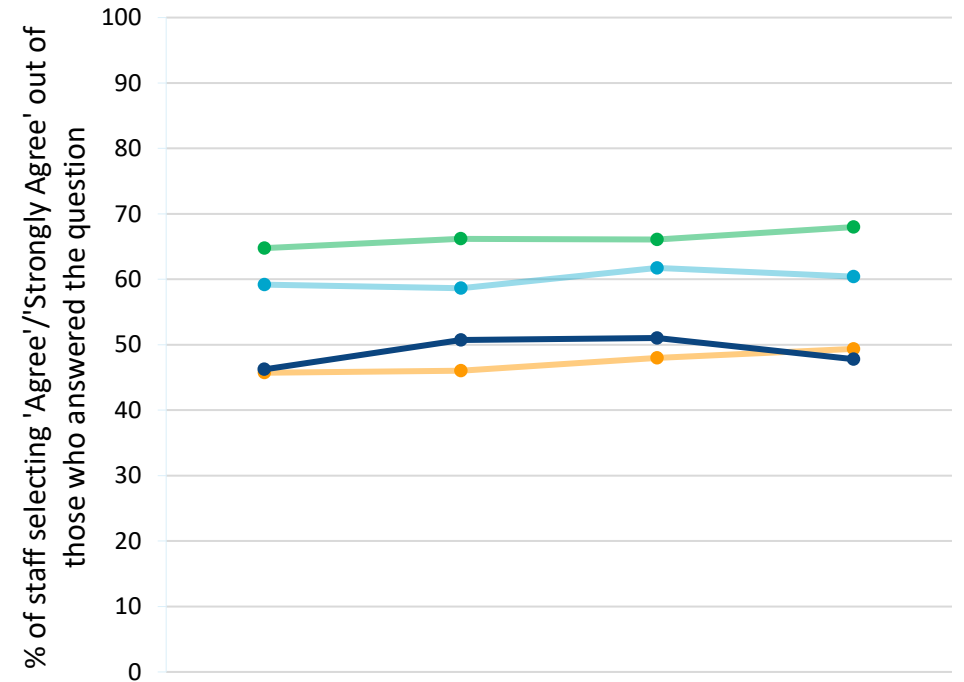


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	58.03%	58.62%	60.94%	57.45%
Best result	65.86%	65.97%	64.79%	66.93%
Average result	62.19%	62.42%	62.57%	62.87%
Worst result	56.53%	56.63%	56.95%	55.18%
Responses	1388	1775	1924	1929

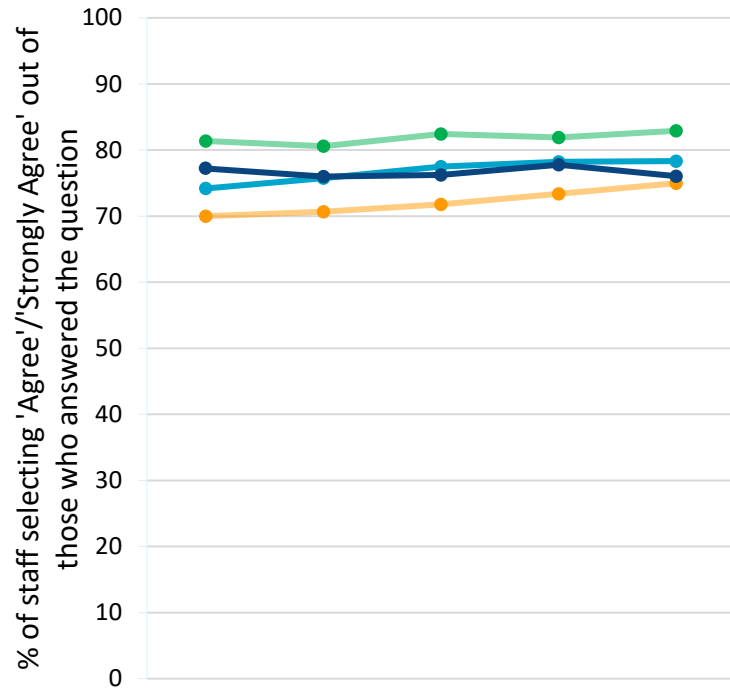
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	46.24%	50.71%	51.03%	47.81%
Best result	64.76%	66.19%	66.09%	67.98%
Average result	59.21%	58.64%	61.74%	60.43%
Worst result	45.72%	46.05%	47.98%	49.37%
Responses	1401	1780	1926	1933



Q9a My immediate manager encourages me at work.

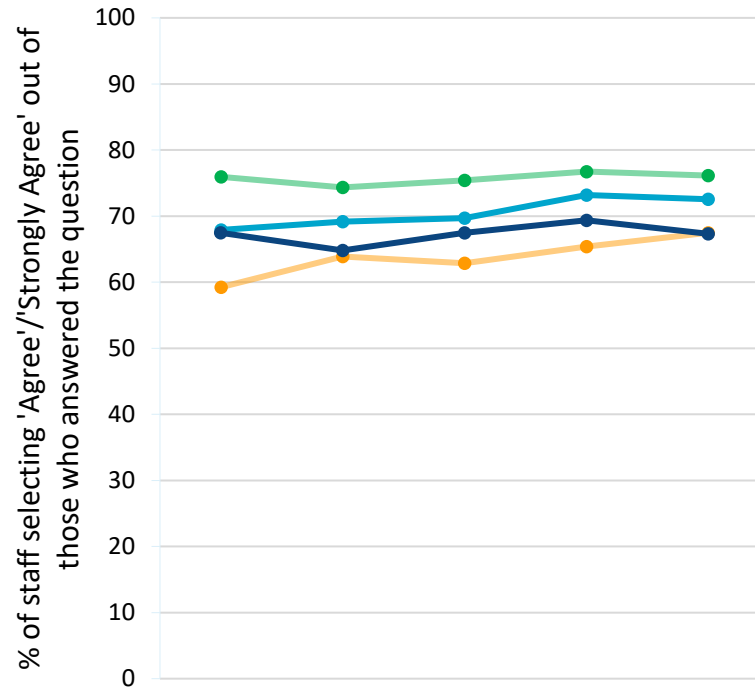


2020 2021 2022 2023 2024

<b>Your org</b>	77.21%	75.99%	76.25%	77.77%	76.06%
<b>Best result</b>	81.39%	80.58%	82.43%	81.88%	82.91%
<b>Average result</b>	74.18%	75.77%	77.50%	78.24%	78.33%
<b>Worst result</b>	69.99%	70.67%	71.78%	73.39%	74.99%

Responses 1526 1407 1776 1928 1928

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

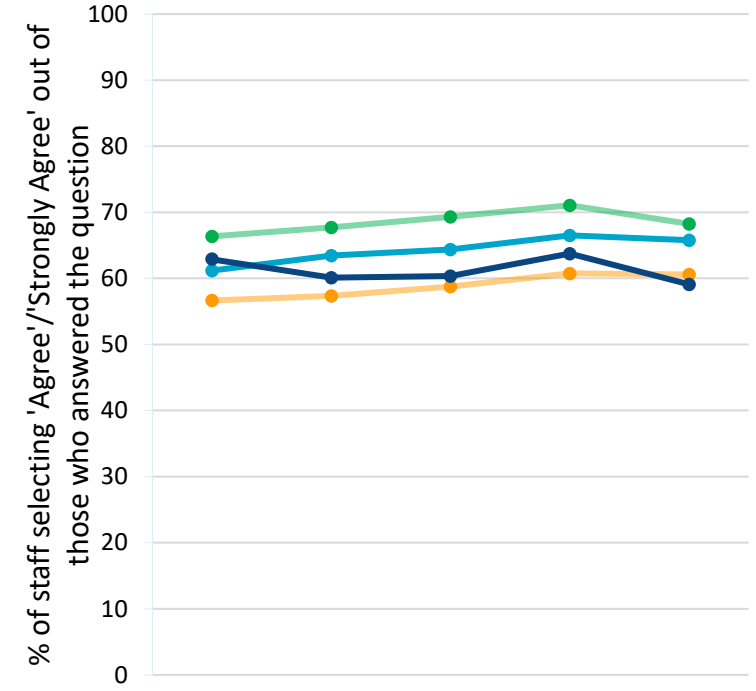


2020 2021 2022 2023 2024

<b>Your org</b>	67.46%	64.80%	67.45%	69.37%	67.32%
<b>Best result</b>	75.95%	74.34%	75.39%	76.74%	76.15%
<b>Average result</b>	67.91%	69.17%	69.71%	73.19%	72.54%
<b>Worst result</b>	59.24%	63.88%	62.85%	65.40%	67.48%

Responses 1526 1408 1775 1924 1926

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



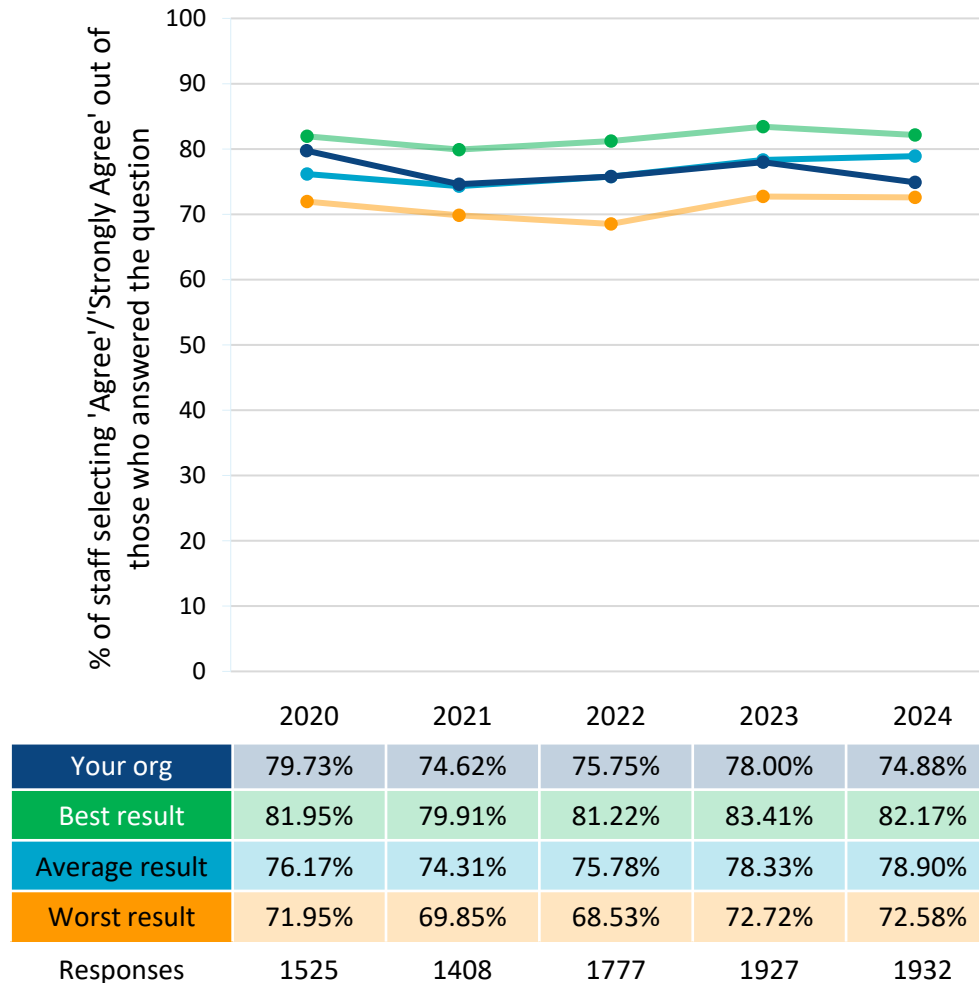
2020 2021 2022 2023 2024

<b>Your org</b>	62.88%	60.14%	60.36%	63.75%	59.10%
<b>Best result</b>	66.37%	67.72%	69.33%	71.07%	68.27%
<b>Average result</b>	61.19%	63.45%	64.37%	66.51%	65.76%
<b>Worst result</b>	56.66%	57.36%	58.76%	60.76%	60.62%

Responses 1522 1405 1777 1925 1932



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

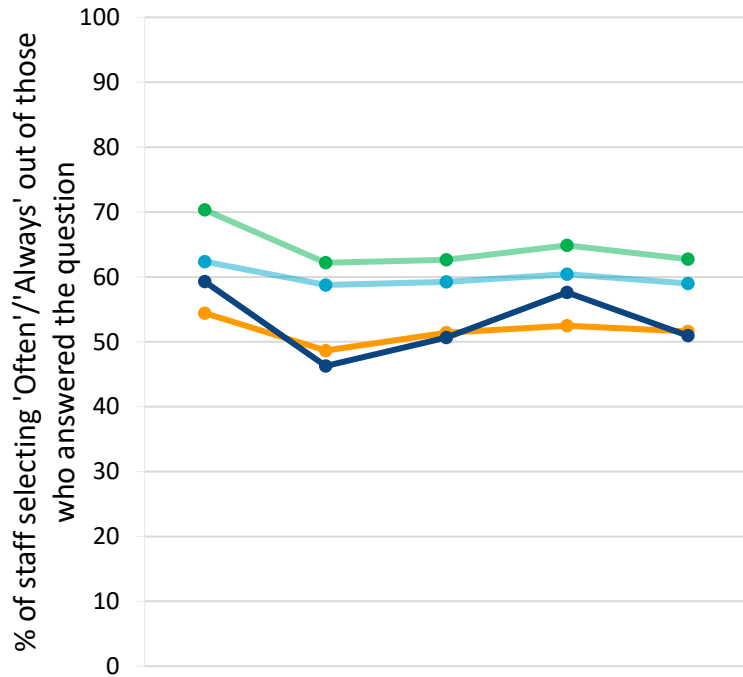
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



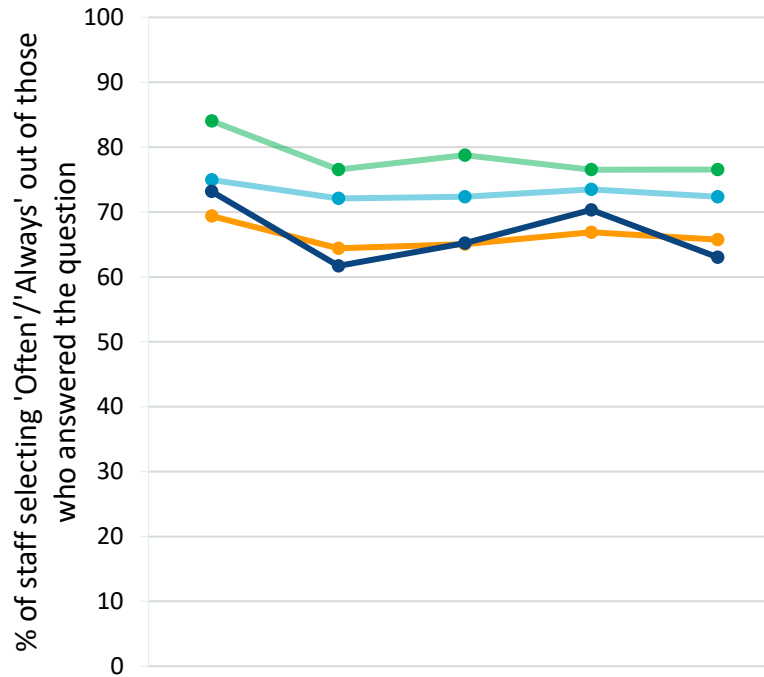


Q2a I look forward to going to work.



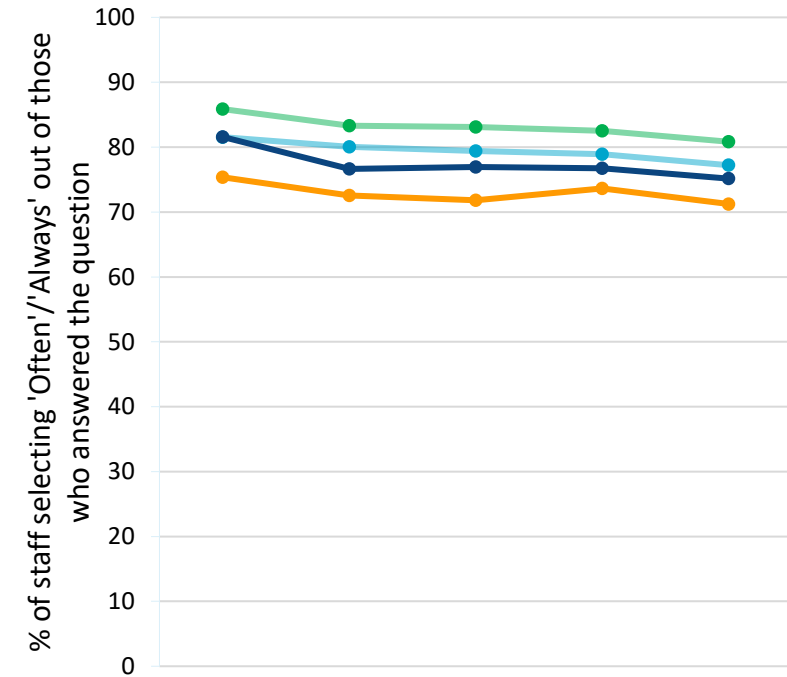
	2020	2021	2022	2023	2024
<b>Your org</b>	59.26%	46.28%	50.63%	57.59%	50.93%
<b>Best result</b>	70.32%	62.18%	62.65%	64.86%	62.75%
<b>Average result</b>	62.35%	58.76%	59.22%	60.44%	58.99%
<b>Worst result</b>	54.42%	48.66%	51.40%	52.47%	51.61%
Responses	1522	1403	1780	1924	1931

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.15%	61.70%	65.21%	70.33%	63.04%
<b>Best result</b>	84.03%	76.54%	78.78%	76.52%	76.52%
<b>Average result</b>	74.95%	72.09%	72.34%	73.47%	72.35%
<b>Worst result</b>	69.38%	64.41%	65.05%	66.90%	65.77%
Responses	1514	1398	1777	1927	1923

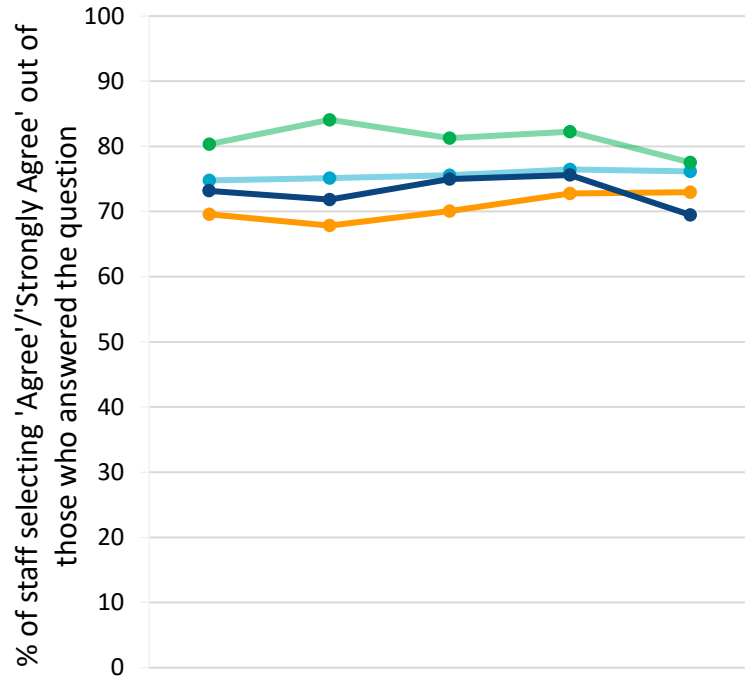
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	81.57%	76.67%	76.92%	76.76%	75.15%
<b>Best result</b>	85.86%	83.29%	83.09%	82.50%	80.84%
<b>Average result</b>	81.54%	80.06%	79.43%	78.93%	77.22%
<b>Worst result</b>	75.36%	72.55%	71.82%	73.61%	71.24%
Responses	1522	1395	1776	1922	1922

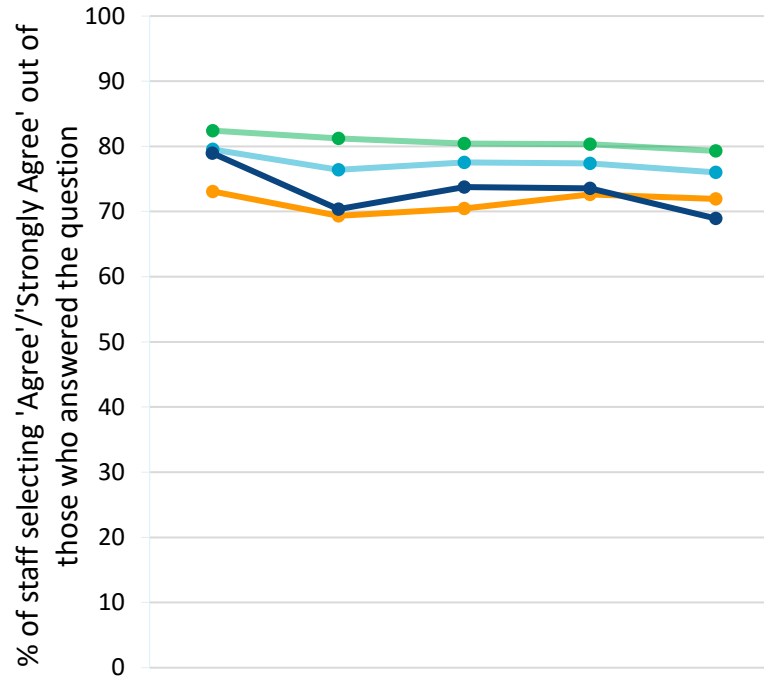


Q3c There are frequent opportunities for me to show initiative in my role.



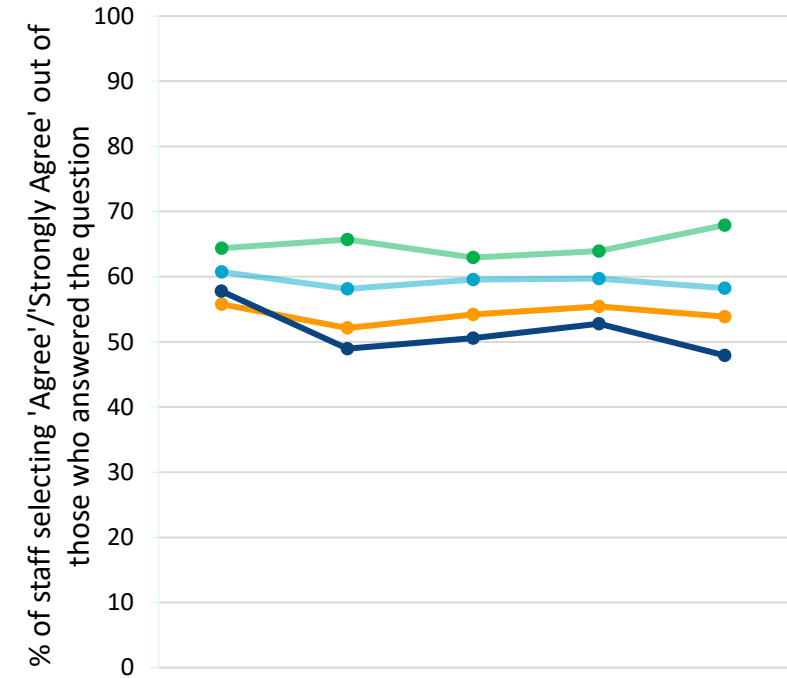
	2020	2021	2022	2023	2024
<b>Your org</b>	73.19%	71.85%	74.96%	75.61%	69.49%
<b>Best result</b>	80.35%	84.09%	81.27%	82.24%	77.55%
<b>Average result</b>	74.78%	75.12%	75.57%	76.46%	76.14%
<b>Worst result</b>	69.60%	67.84%	70.05%	72.78%	72.97%
Responses	1529	1404	1775	1920	1931

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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.94%	70.35%	73.77%	73.56%	68.94%
<b>Best result</b>	82.42%	81.22%	80.45%	80.35%	79.30%
<b>Average result</b>	79.53%	76.40%	77.53%	77.41%	76.01%
<b>Worst result</b>	73.09%	69.34%	70.44%	72.63%	71.96%
Responses	1527	1404	1778	1927	1929

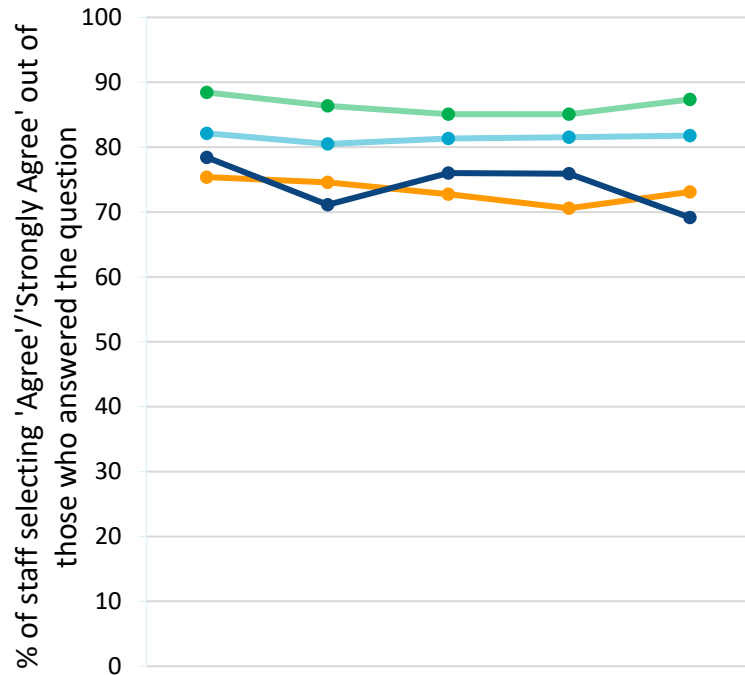
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	57.77%	48.95%	50.60%	52.80%	47.92%
<b>Best result</b>	64.38%	65.70%	62.94%	63.95%	67.92%
<b>Average result</b>	60.73%	58.12%	59.56%	59.71%	58.24%
<b>Worst result</b>	55.78%	52.12%	54.20%	55.42%	53.87%
Responses	1520	1396	1780	1927	1930

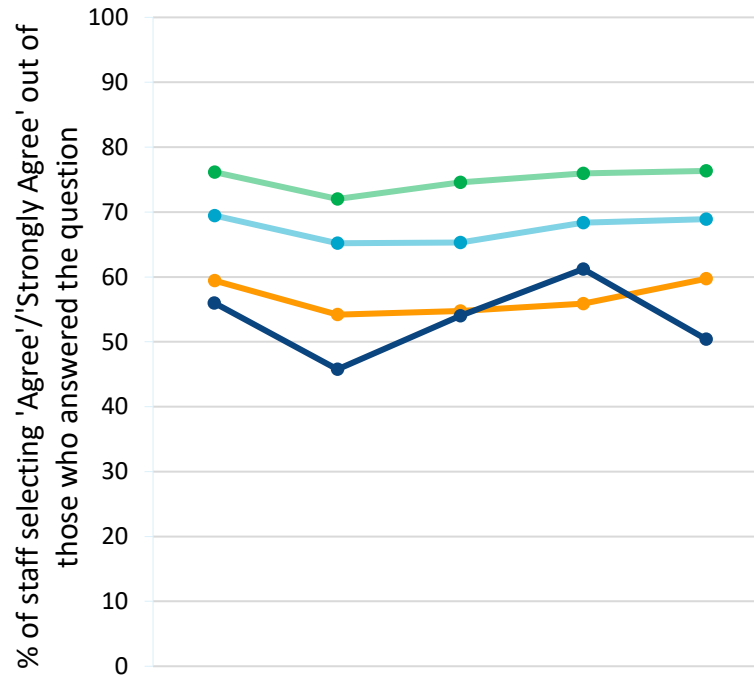


Q25a Care of patients / service users is my organisation's top priority.



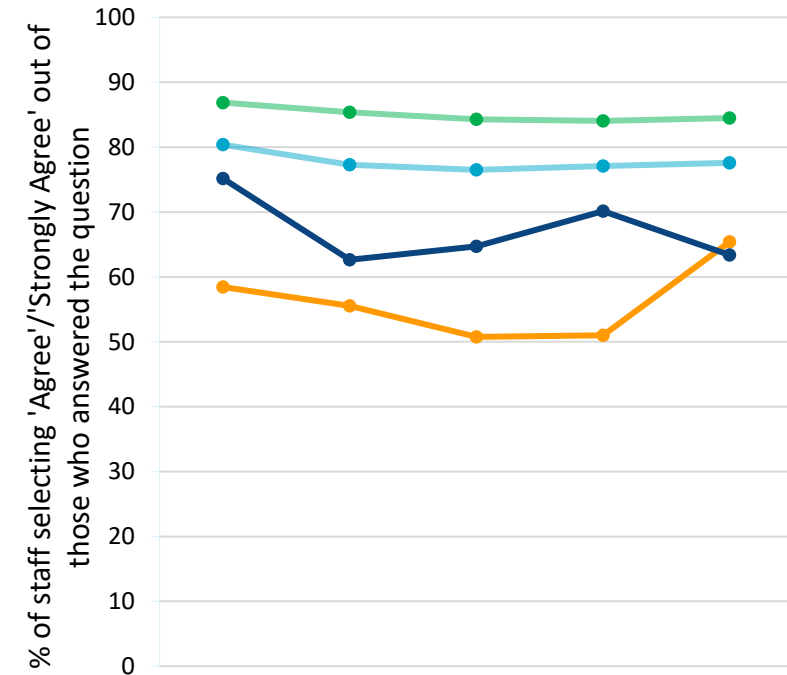
	2020	2021	2022	2023	2024
<b>Your org</b>	78.42%	71.14%	76.03%	75.90%	69.16%
<b>Best result</b>	88.43%	86.38%	85.08%	85.07%	87.34%
<b>Average result</b>	82.13%	80.49%	81.33%	81.53%	81.76%
<b>Worst result</b>	75.38%	74.57%	72.73%	70.58%	73.09%
Responses	1530	1404	1774	1919	1928

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



	2020	2021	2022	2023	2024
<b>Your org</b>	55.97%	45.75%	54.01%	61.21%	50.42%
<b>Best result</b>	76.15%	72.01%	74.57%	75.97%	76.34%
<b>Average result</b>	69.46%	65.19%	65.31%	68.36%	68.89%
<b>Worst result</b>	59.42%	54.18%	54.75%	55.86%	59.71%
Responses	1529	1405	1774	1921	1928

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



	2020	2021	2022	2023	2024
<b>Your org</b>	75.16%	62.64%	64.73%	70.14%	63.40%
<b>Best result</b>	86.86%	85.39%	84.27%	84.05%	84.46%
<b>Average result</b>	80.38%	77.29%	76.50%	77.06%	77.59%
<b>Worst result</b>	58.43%	55.52%	50.76%	50.99%	65.41%
Responses	1522	1400	1775	1923	1930

## Theme - Morale



### Questions included:

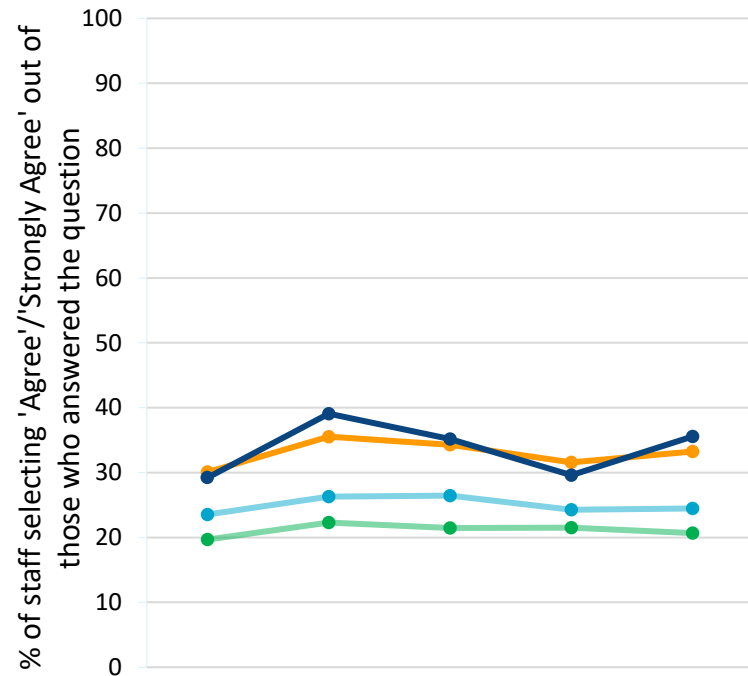
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

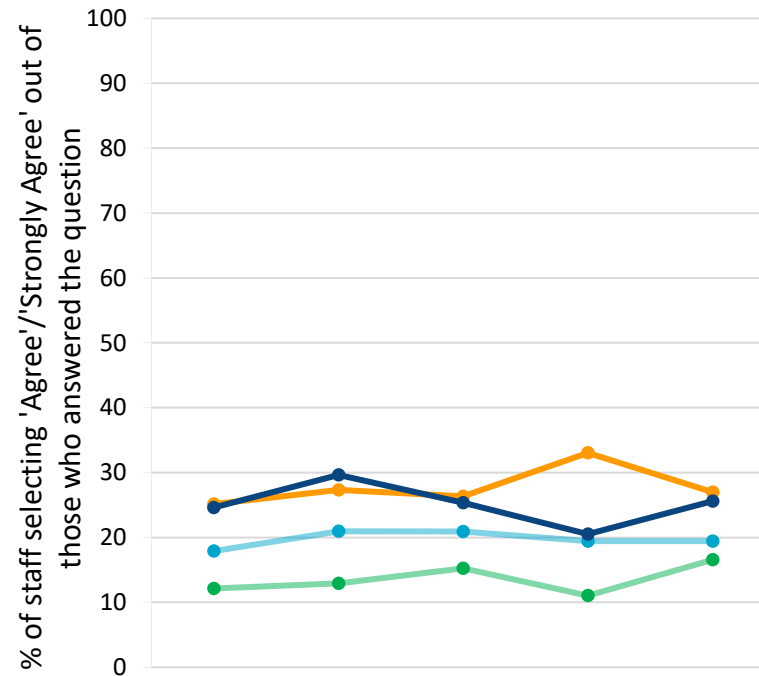


Q26a I often think about leaving this organisation.



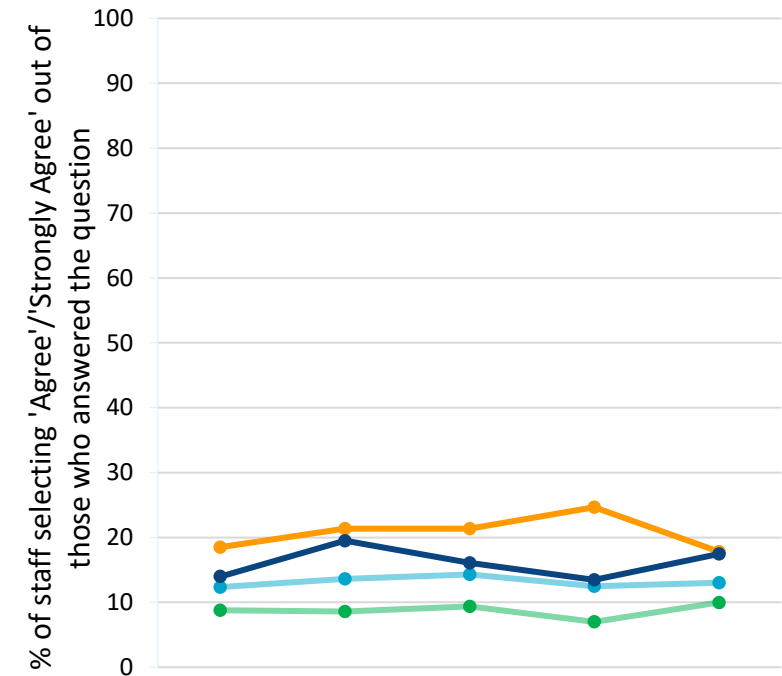
	2020	2021	2022	2023	2024
<b>Your org</b>	29.21%	39.08%	35.19%	29.60%	35.56%
<b>Best result</b>	19.68%	22.30%	21.48%	21.51%	20.68%
<b>Average result</b>	23.54%	26.30%	26.45%	24.29%	24.48%
<b>Worst result</b>	30.07%	35.53%	34.27%	31.55%	33.23%
Responses	1532	1403	1772	1919	1933

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



	2020	2021	2022	2023	2024
<b>Your org</b>	24.60%	29.63%	25.34%	20.52%	25.59%
<b>Best result</b>	12.15%	12.93%	15.22%	11.03%	16.56%
<b>Average result</b>	17.90%	20.95%	20.93%	19.42%	19.45%
<b>Worst result</b>	25.14%	27.34%	26.35%	33.03%	26.99%
Responses	1525	1402	1772	1920	1933

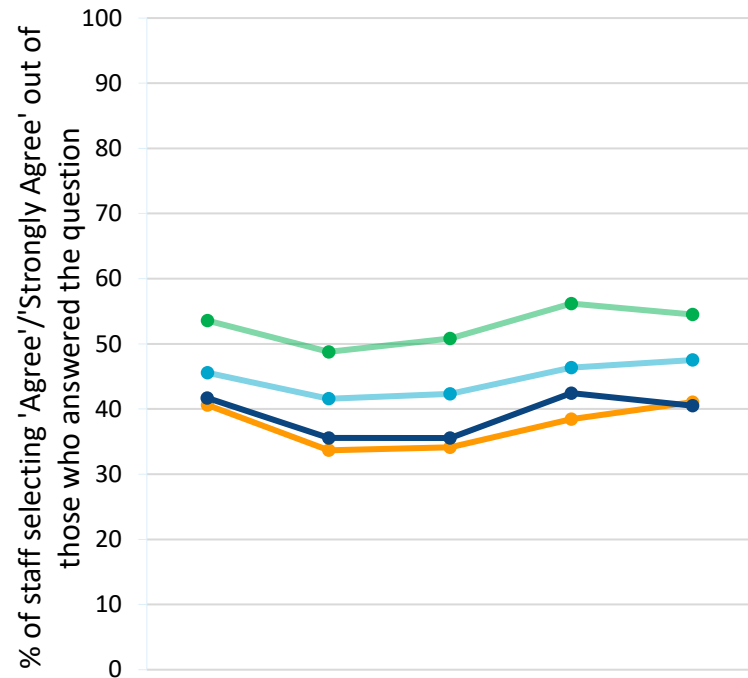
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	13.98%	19.51%	16.11%	13.47%	17.45%
<b>Best result</b>	8.81%	8.60%	9.37%	7.00%	9.99%
<b>Average result</b>	12.36%	13.60%	14.30%	12.47%	13.01%
<b>Worst result</b>	18.49%	21.36%	21.37%	24.66%	17.81%
Responses	1526	1397	1772	1919	1933

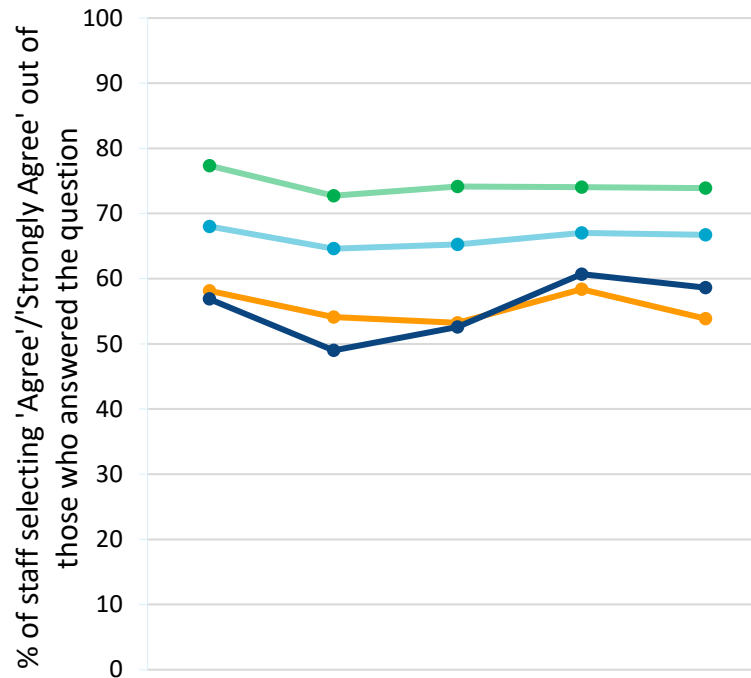


Q3g I am able to meet all the conflicting demands on my time at work.



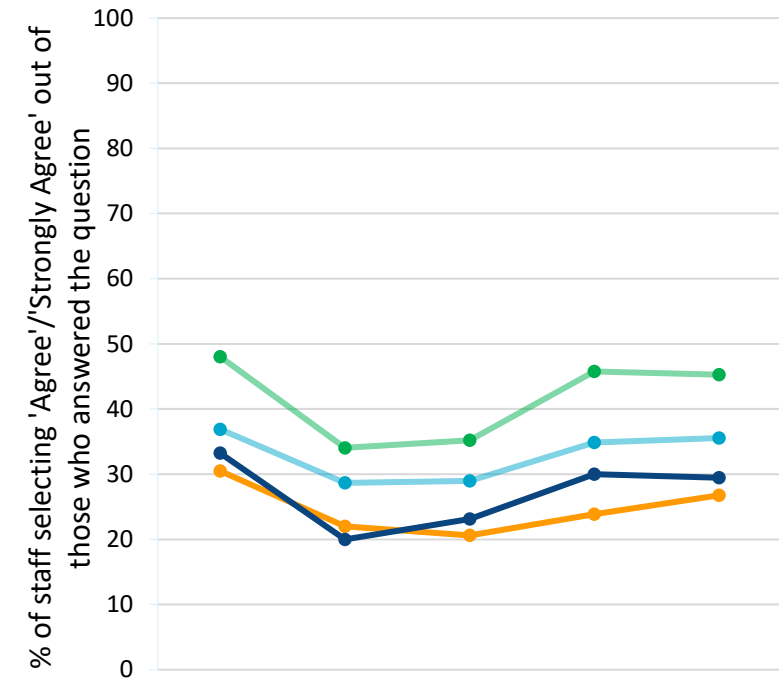
	2020	2021	2022	2023	2024
<b>Your org</b>	41.69%	35.57%	35.57%	42.45%	40.51%
<b>Best result</b>	53.58%	48.78%	50.80%	56.19%	54.51%
<b>Average result</b>	45.57%	41.58%	42.30%	46.34%	47.52%
<b>Worst result</b>	40.59%	33.67%	34.13%	38.42%	41.07%
Responses	1522	1397	1773	1923	1930

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



	2020	2021	2022	2023	2024
<b>Your org</b>	56.89%	48.99%	52.60%	60.71%	58.62%
<b>Best result</b>	77.34%	72.74%	74.14%	74.05%	73.89%
<b>Average result</b>	68.02%	64.61%	65.27%	67.04%	66.73%
<b>Worst result</b>	58.15%	54.11%	53.23%	58.38%	53.88%
Responses	1523	1393	1778	1920	1929

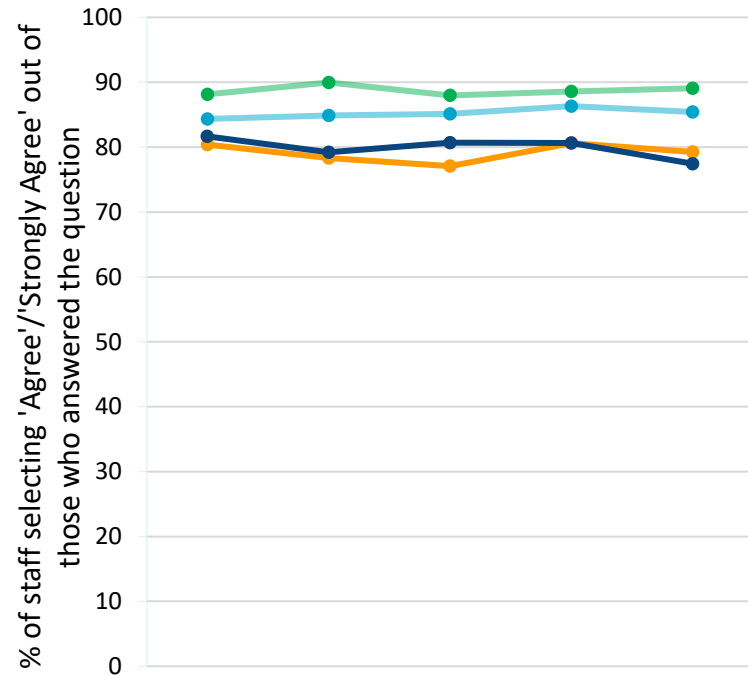
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	33.22%	19.99%	23.11%	29.99%	29.48%
<b>Best result</b>	48.02%	34.05%	35.18%	45.76%	45.26%
<b>Average result</b>	36.89%	28.67%	28.97%	34.87%	35.53%
<b>Worst result</b>	30.49%	22.00%	20.60%	23.88%	26.74%
Responses	1516	1401	1780	1926	1931

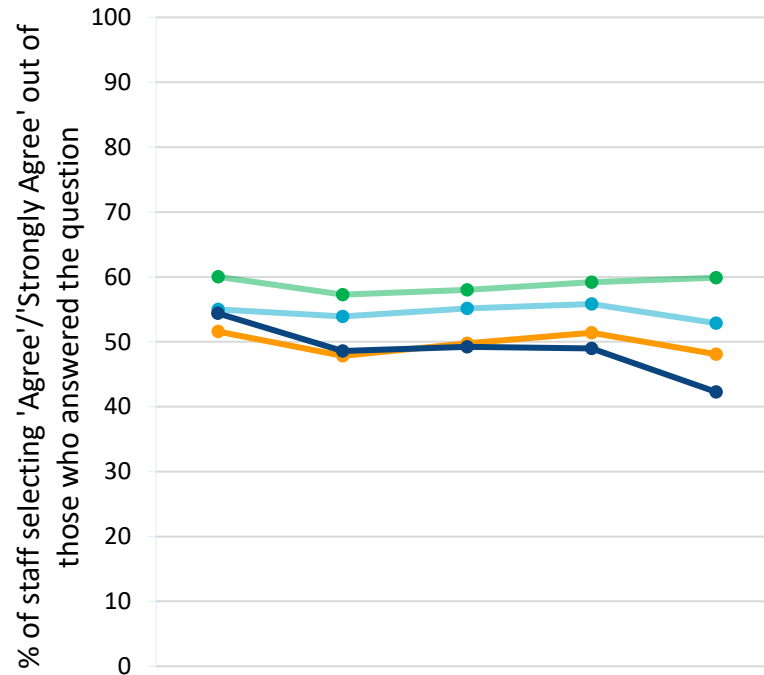


Q3a I always know what my work responsibilities are.



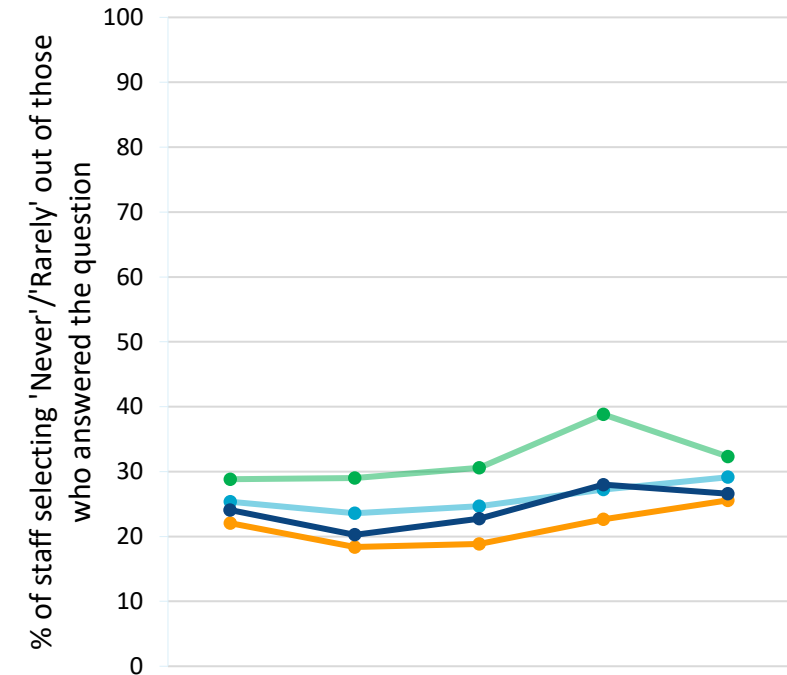
	2020	2021	2022	2023	2024
<b>Your org</b>	81.66%	79.21%	80.71%	80.65%	77.45%
<b>Best result</b>	88.11%	89.97%	87.96%	88.60%	89.08%
<b>Average result</b>	84.35%	84.86%	85.14%	86.32%	85.44%
<b>Worst result</b>	80.37%	78.30%	77.07%	80.61%	79.25%
Responses	1521	1408	1778	1925	1934

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



	2020	2021	2022	2023	2024
<b>Your org</b>	54.37%	48.58%	49.22%	48.97%	42.28%
<b>Best result</b>	60.02%	57.27%	58.00%	59.20%	59.89%
<b>Average result</b>	55.00%	53.89%	55.16%	55.82%	52.88%
<b>Worst result</b>	51.57%	47.84%	49.76%	51.41%	48.09%
Responses	1524	1405	1778	1925	1932

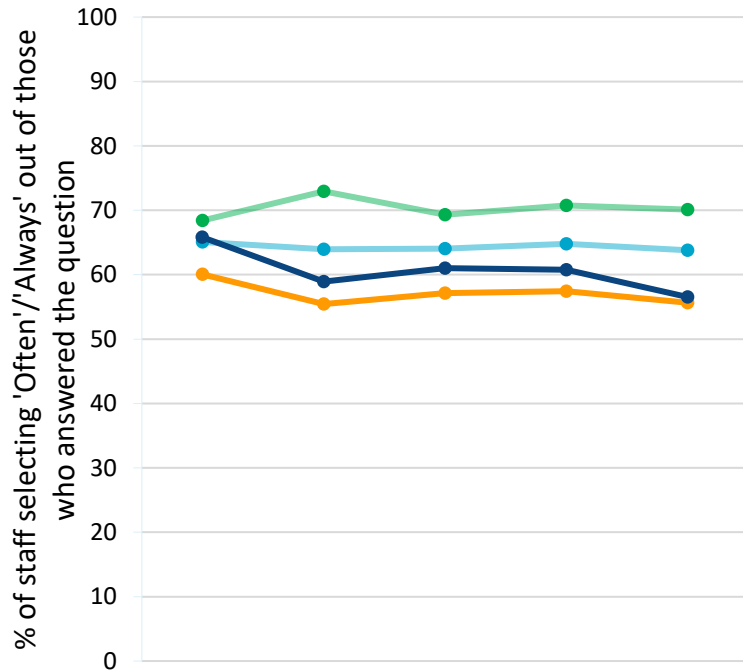
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	24.06%	20.25%	22.72%	27.99%	26.61%
<b>Best result</b>	28.82%	29.01%	30.58%	38.81%	32.30%
<b>Average result</b>	25.34%	23.58%	24.65%	27.22%	29.13%
<b>Worst result</b>	22.05%	18.38%	18.84%	22.62%	25.57%
Responses	1526	1406	1777	1925	1931

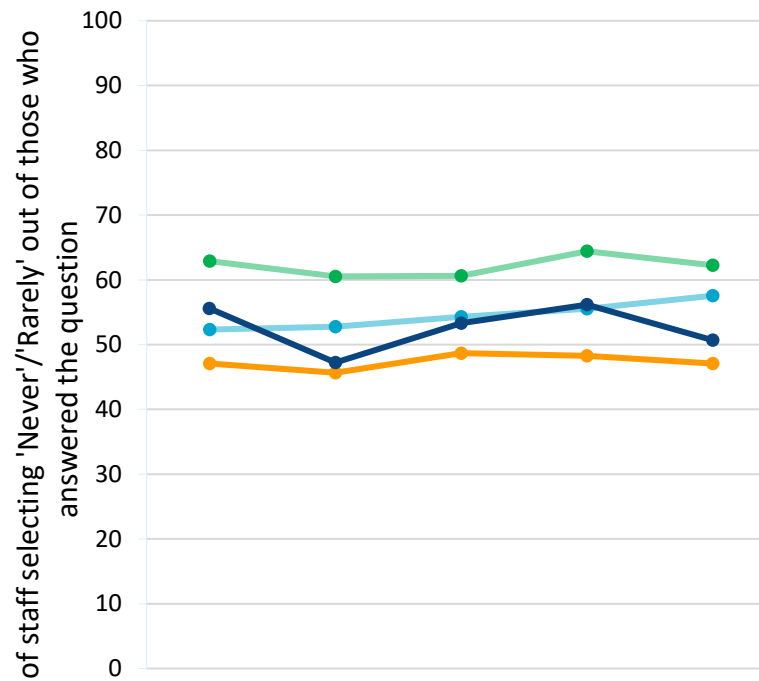


Q5b I have a choice in deciding how to do my work.



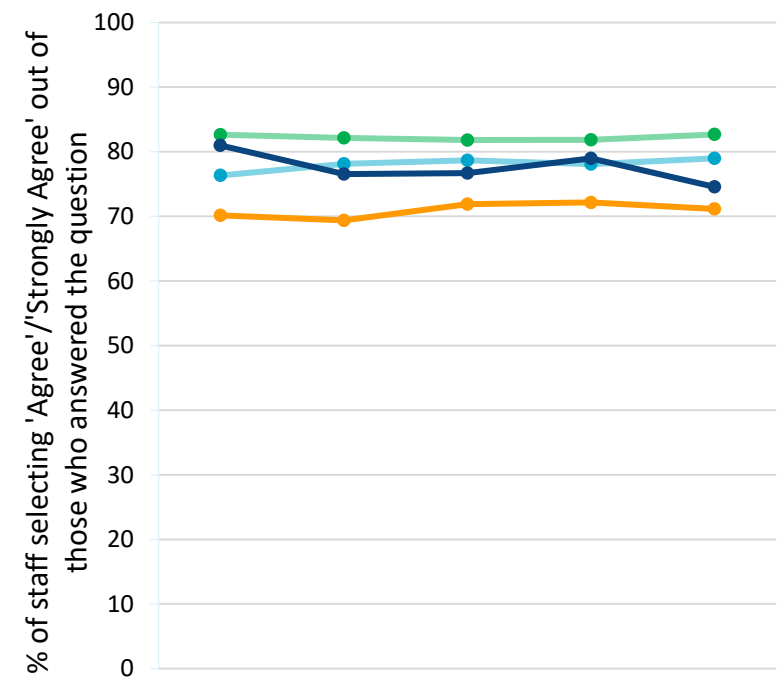
	2020	2021	2022	2023	2024
<b>Your org</b>	65.80%	58.95%	61.03%	60.78%	56.53%
<b>Best result</b>	68.41%	72.94%	69.34%	70.74%	70.12%
<b>Average result</b>	65.08%	63.95%	64.05%	64.77%	63.79%
<b>Worst result</b>	60.05%	55.44%	57.15%	57.41%	55.65%
Responses	1521	1399	1776	1925	1928

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	55.57%	47.23%	53.29%	56.17%	50.68%
<b>Best result</b>	62.92%	60.54%	60.64%	64.41%	62.24%
<b>Average result</b>	52.33%	52.78%	54.32%	55.53%	57.55%
<b>Worst result</b>	47.08%	45.66%	48.68%	48.28%	47.07%
Responses	1524	1404	1776	1921	1930

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

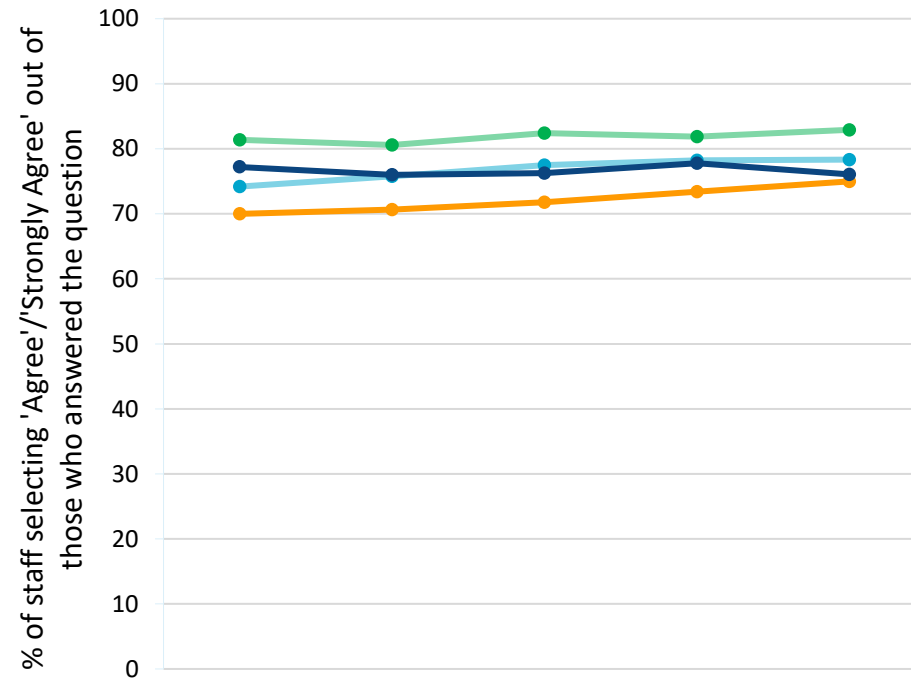


	2020	2021	2022	2023	2024
<b>Your org</b>	80.98%	76.56%	76.72%	78.97%	74.56%
<b>Best result</b>	82.64%	82.15%	81.82%	81.86%	82.67%
<b>Average result</b>	76.32%	78.11%	78.66%	78.07%	78.97%
<b>Worst result</b>	70.16%	69.38%	71.87%	72.16%	71.15%
Responses	1522	1396	1779	1928	1934





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	77.21%	75.99%	76.25%	77.77%	76.06%
Best result	81.39%	80.58%	82.43%	81.88%	82.91%
Average result	74.18%	75.77%	77.50%	78.24%	78.33%
Worst result	69.99%	70.67%	71.78%	73.39%	74.99%
Responses	1526	1407	1776	1928	1928

## Questions not linked to People Promise elements or themes

Questions included:\*

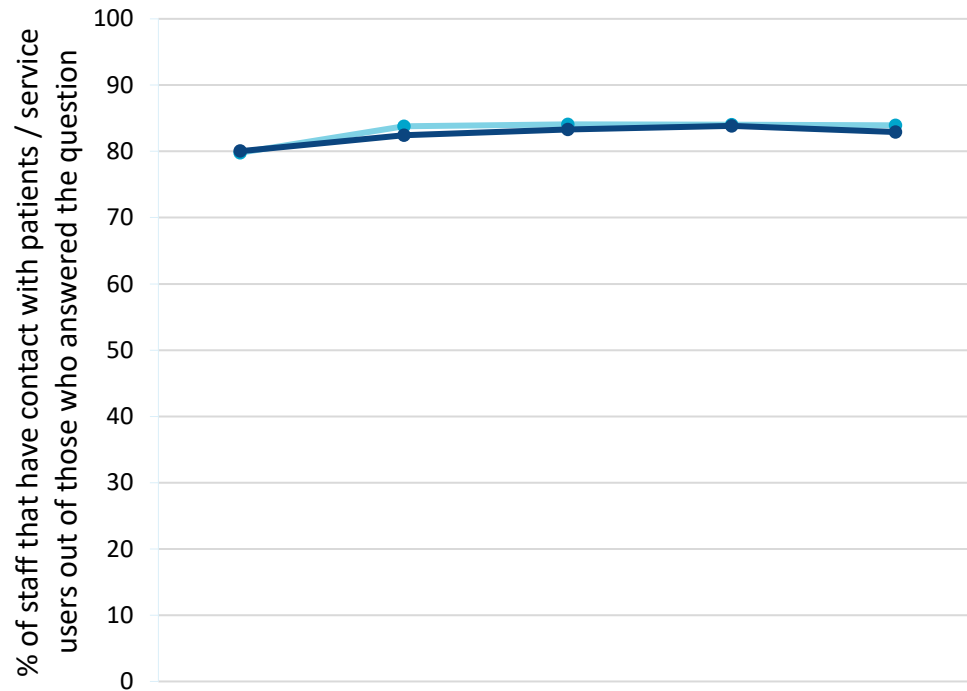
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*The results for Q17a, Q17b and Q22 are reported in the section for People Promise element 4: We are safe and healthy. The results for Q24f are reported in the section for People Promise element 5: We are always learning. 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?

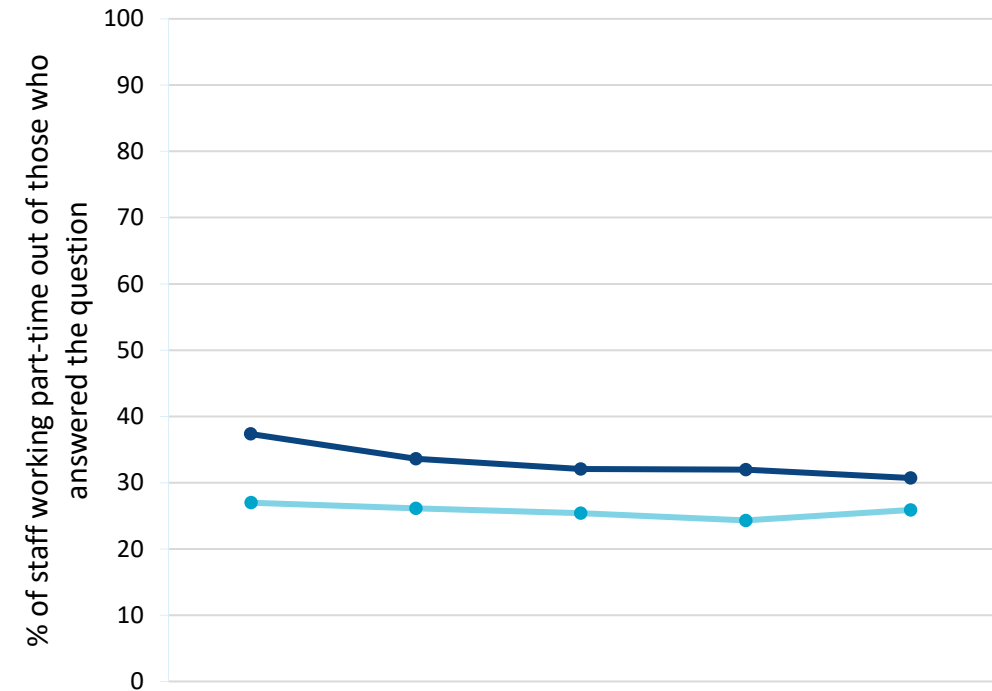


2020 2021 2022 2023 2024

Your org	80.03%	82.43%	83.30%	83.85%	82.92%
Average	79.80%	83.78%	84.08%	84.05%	83.95%

Responses 1527 1406 1766 1919 1920

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



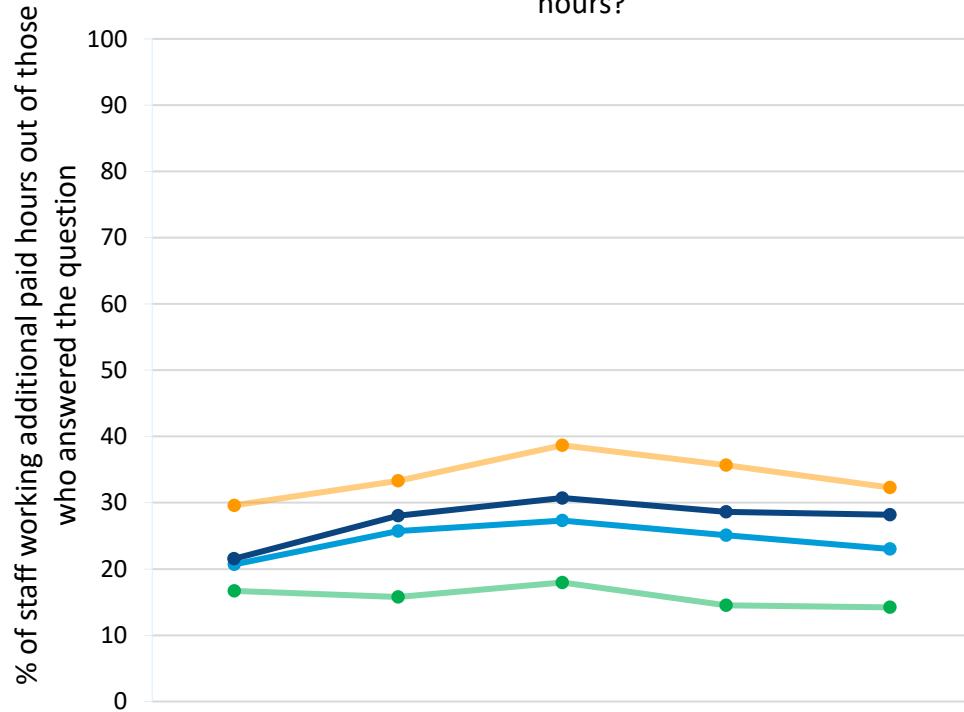
2020 2021 2022 2023 2024

Your org	37.34%	33.61%	32.05%	31.97%	30.70%
Average	26.97%	26.14%	25.40%	24.30%	25.89%

Responses 1441 1309 1735 1902 1899

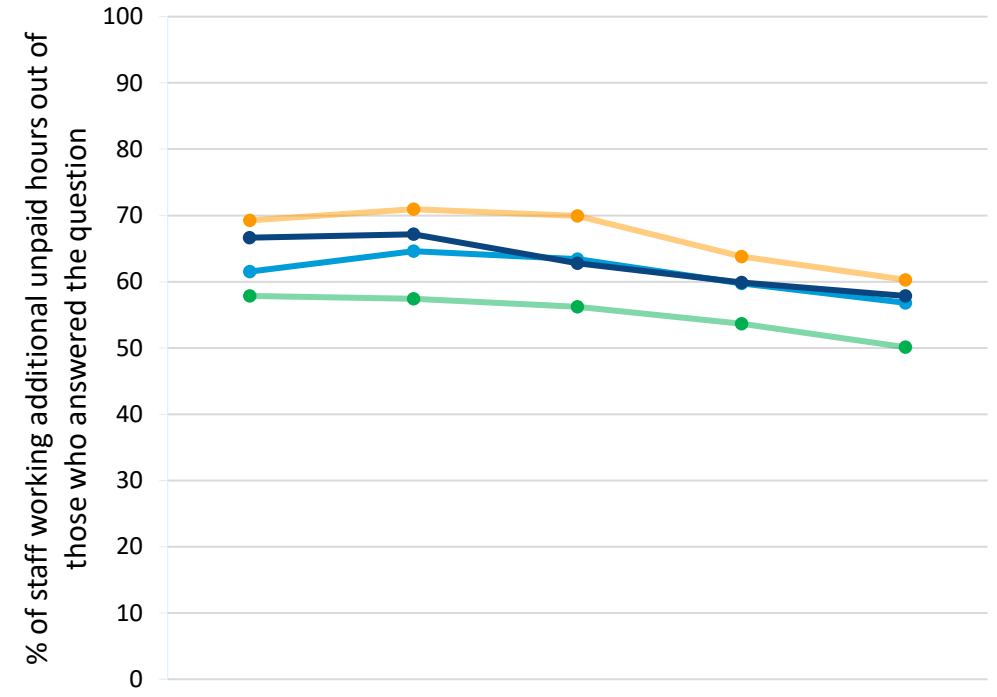


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	21.55%	28.05%	30.72%	28.61%	28.16%
Lowest	16.71%	15.76%	17.97%	14.54%	14.21%
Average	20.69%	25.72%	27.30%	25.08%	23.02%
Highest	29.60%	33.28%	38.67%	35.67%	32.28%
Responses	1496	1364	1769	1924	1929

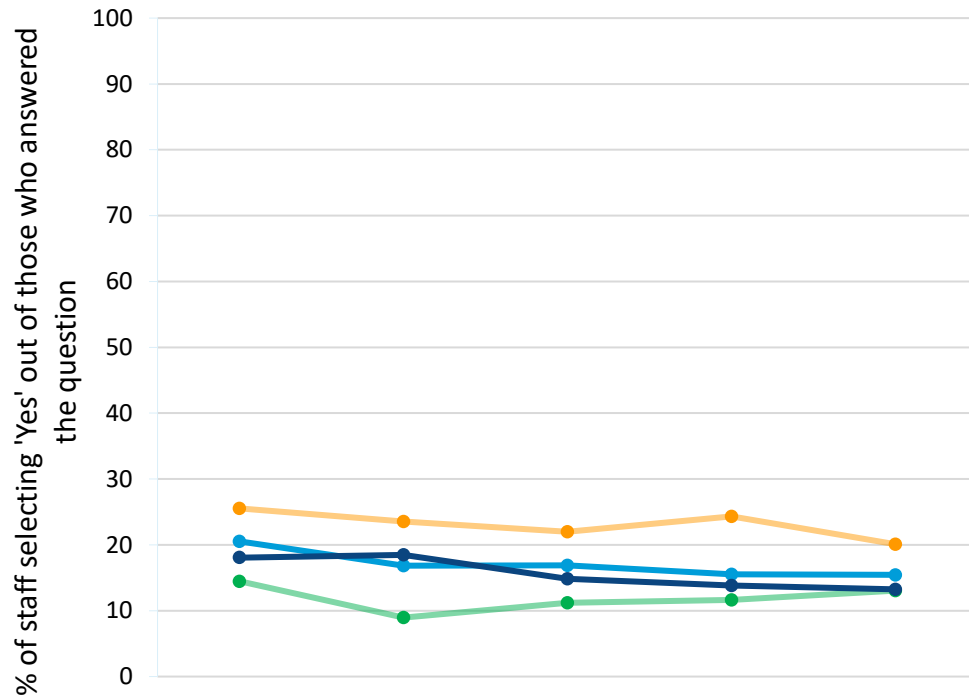
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	66.62%	67.16%	62.78%	59.86%	57.85%
Lowest	57.86%	57.44%	56.24%	53.64%	50.11%
Average	61.52%	64.61%	63.41%	59.76%	56.81%
Highest	69.26%	70.95%	69.91%	63.82%	60.29%
Responses	1516	1378	1776	1920	1927

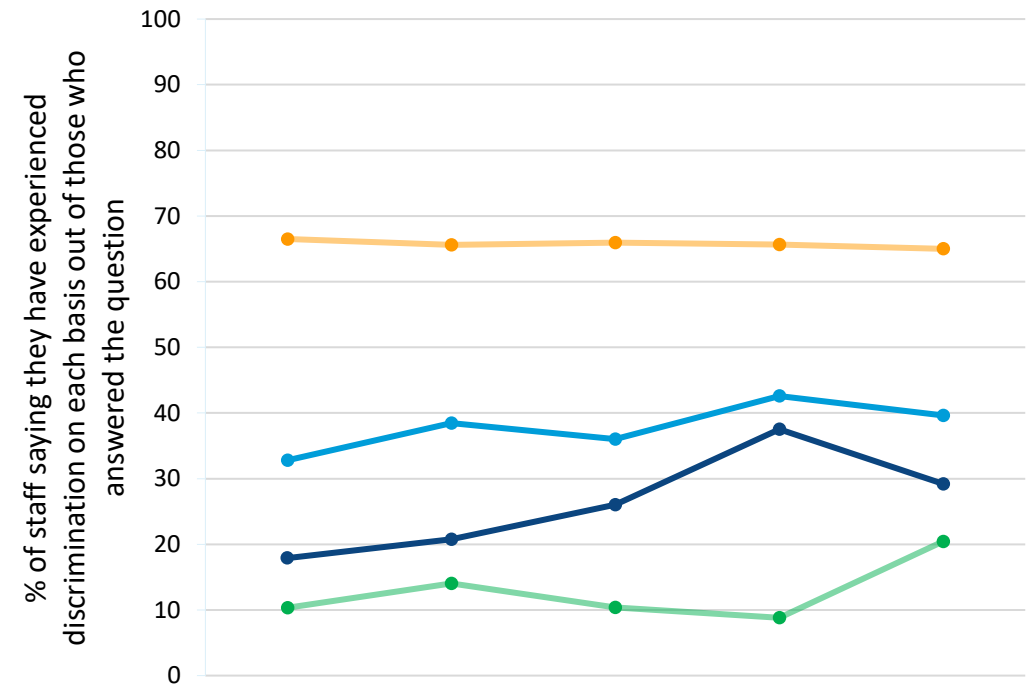


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	18.07%	18.47%	14.85%	13.85%	13.25%
<b>Best result</b>	14.48%	8.95%	11.22%	11.63%	13.05%
<b>Average result</b>	20.53%	16.84%	16.90%	15.54%	15.45%
<b>Worst result</b>	25.54%	23.53%	22.00%	24.30%	20.10%
Responses	666	772	974	958	1046

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

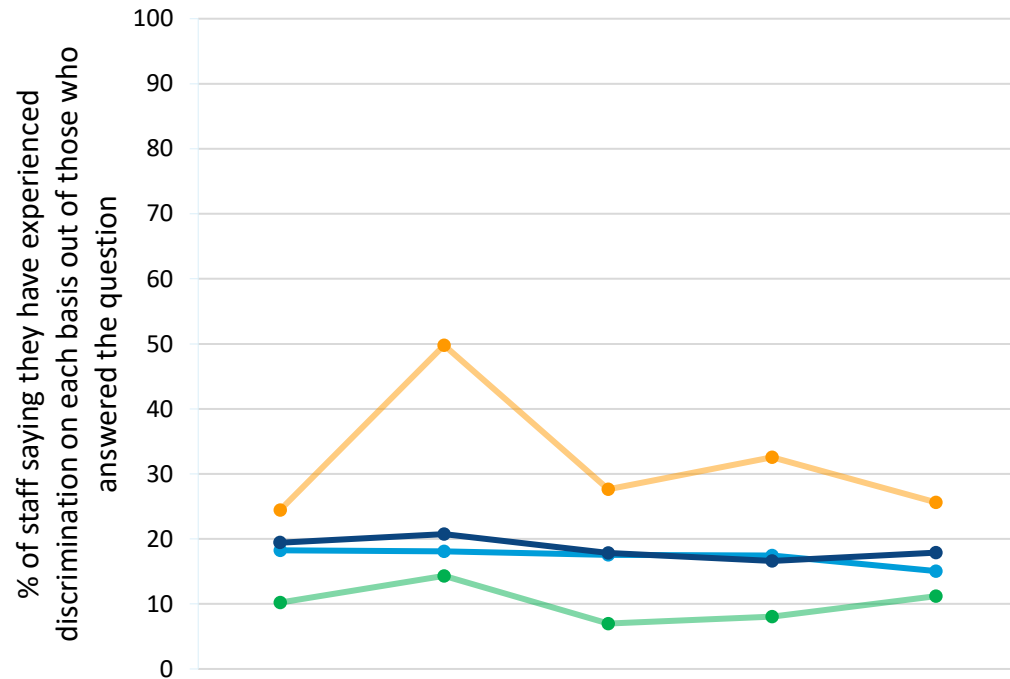


	2020	2021	2022	2023	2024
<b>Your org</b>	17.90%	20.76%	26.05%	37.52%	29.18%
<b>Best result</b>	10.34%	14.03%	10.39%	8.81%	20.45%
<b>Average result</b>	32.79%	38.47%	36.01%	42.58%	39.64%
<b>Worst result</b>	66.50%	65.62%	65.95%	65.67%	65.00%
Responses	114	129	126	120	168

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

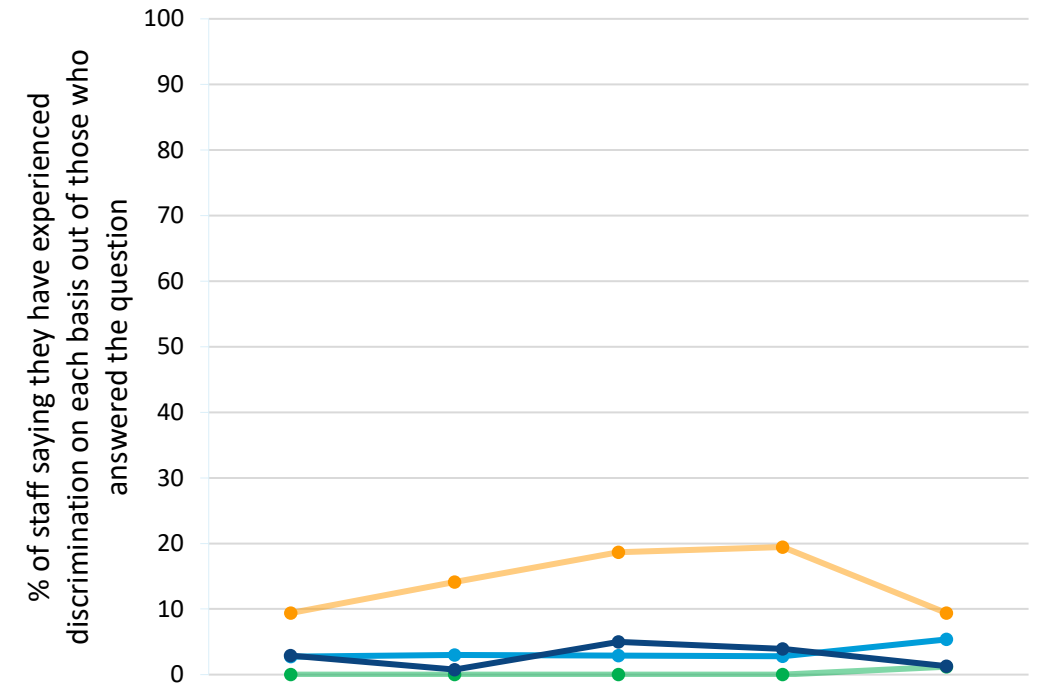


Q16c.2 On what grounds have you experienced discrimination?  
– Gender.



	2020	2021	2022	2023	2024
Your org	19.42%	20.74%	17.85%	16.61%	17.89%
Best result	10.23%	14.32%	6.98%	8.06%	11.20%
Average result	18.25%	18.08%	17.57%	17.45%	15.05%
Worst result	24.46%	49.77%	27.64%	32.54%	25.60%
Responses	114	129	126	120	168

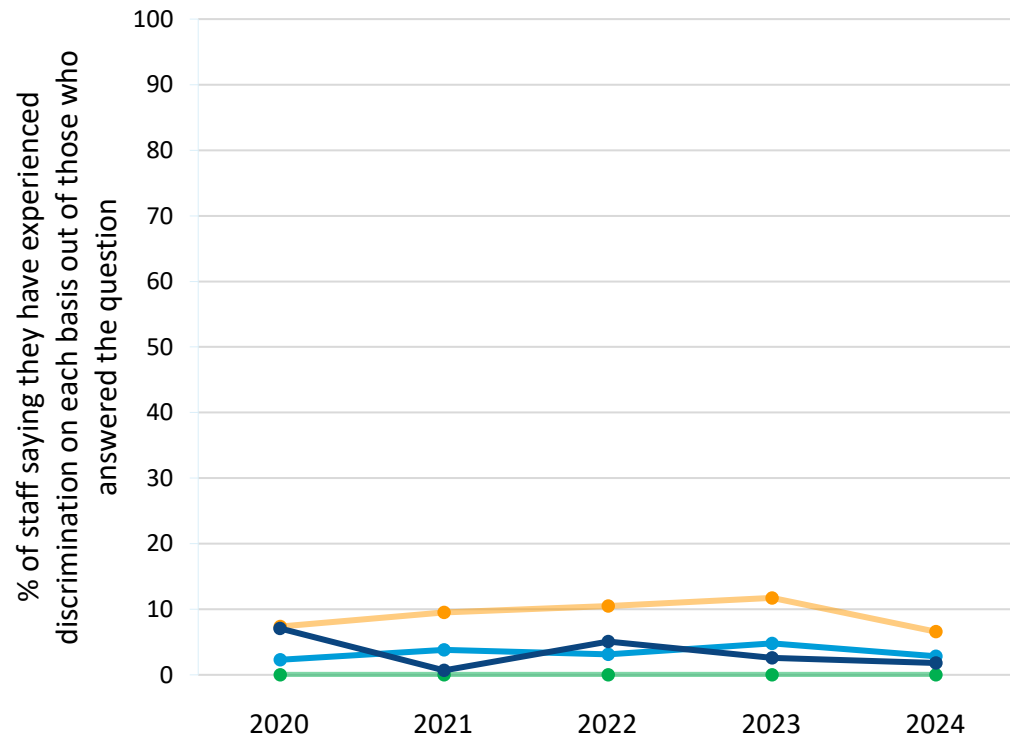
Q16c.3 On what grounds have you experienced discrimination?  
– Religion.



	2020	2021	2022	2023	2024
Your org	2.89%	0.77%	4.99%	3.92%	1.30%
Best result	0.00%	0.00%	0.00%	0.00%	1.20%
Average result	2.74%	3.01%	2.89%	2.81%	5.36%
Worst result	9.40%	14.13%	18.64%	19.45%	9.38%
Responses	114	129	126	120	168

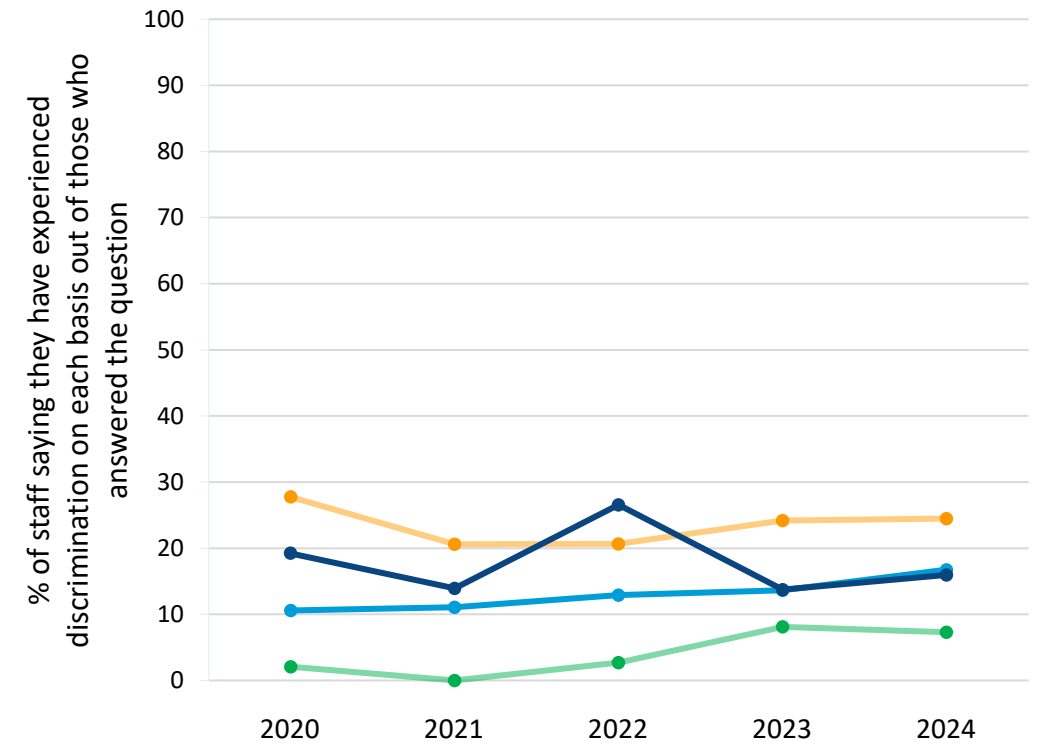


Q16c.4 On what grounds have you experienced discrimination? – Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	7.07%	0.68%	5.10%	2.61%	1.80%
<b>Best result</b>	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Average result</b>	2.30%	3.80%	3.12%	4.80%	2.85%
<b>Worst result</b>	7.39%	9.51%	10.51%	11.74%	6.58%
Responses	114	129	126	120	168

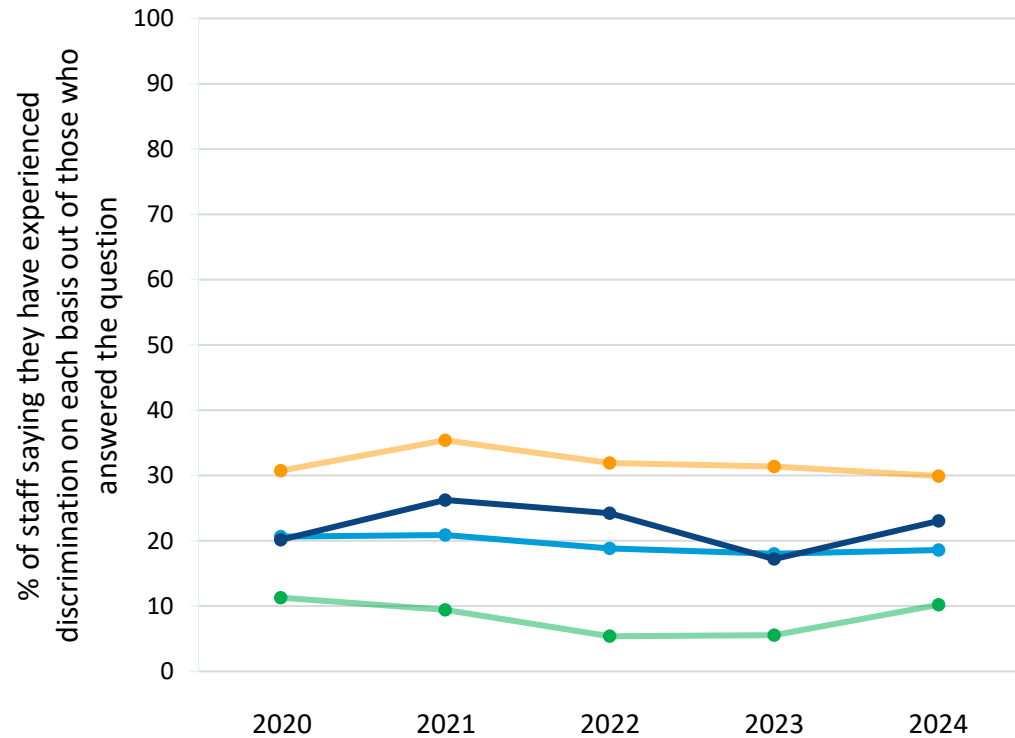
Q16c.5 On what grounds have you experienced discrimination? – Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	19.22%	13.95%	26.57%	13.75%	15.97%
<b>Best result</b>	2.07%	0.00%	2.69%	8.10%	7.28%
<b>Average result</b>	10.59%	11.10%	12.91%	13.62%	16.76%
<b>Worst result</b>	27.75%	20.60%	20.65%	24.17%	24.49%
Responses	114	129	126	120	168

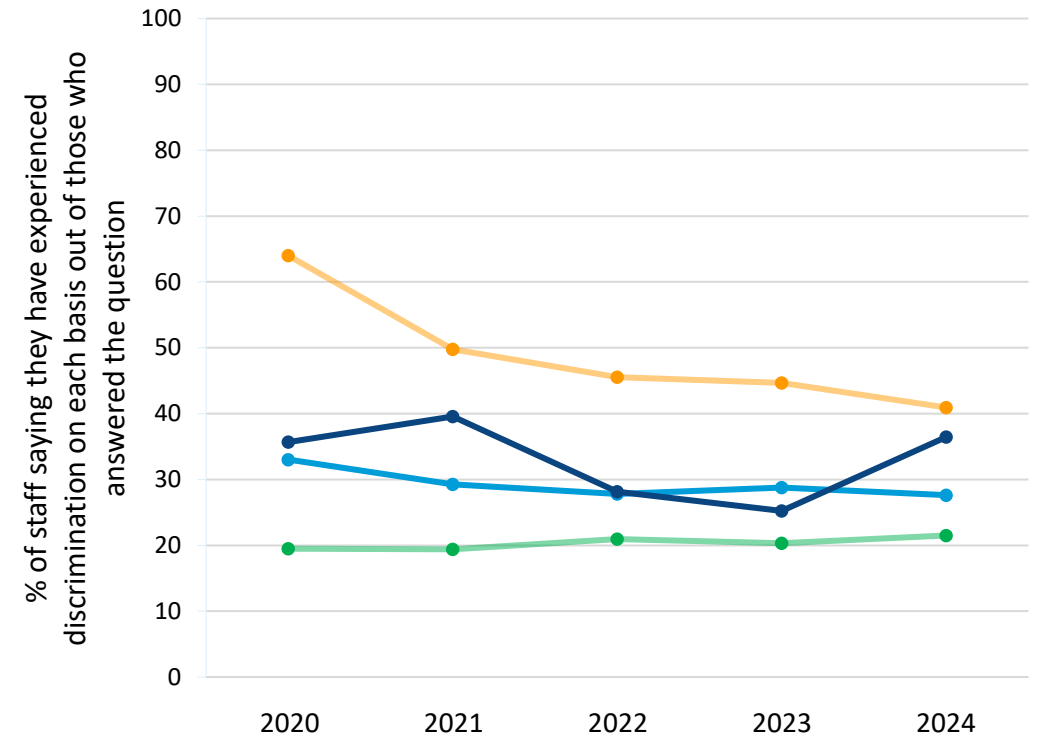


Q16c.6 On what grounds have you experienced discrimination? – Age.



	2020	2021	2022	2023	2024
<b>Your org</b>	20.14%	26.25%	24.23%	17.20%	23.03%
<b>Best result</b>	11.30%	9.42%	5.38%	5.55%	10.23%
<b>Average result</b>	20.67%	20.89%	18.83%	18.02%	18.60%
<b>Worst result</b>	30.75%	35.40%	31.90%	31.39%	29.93%
Responses	114	129	126	120	168

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

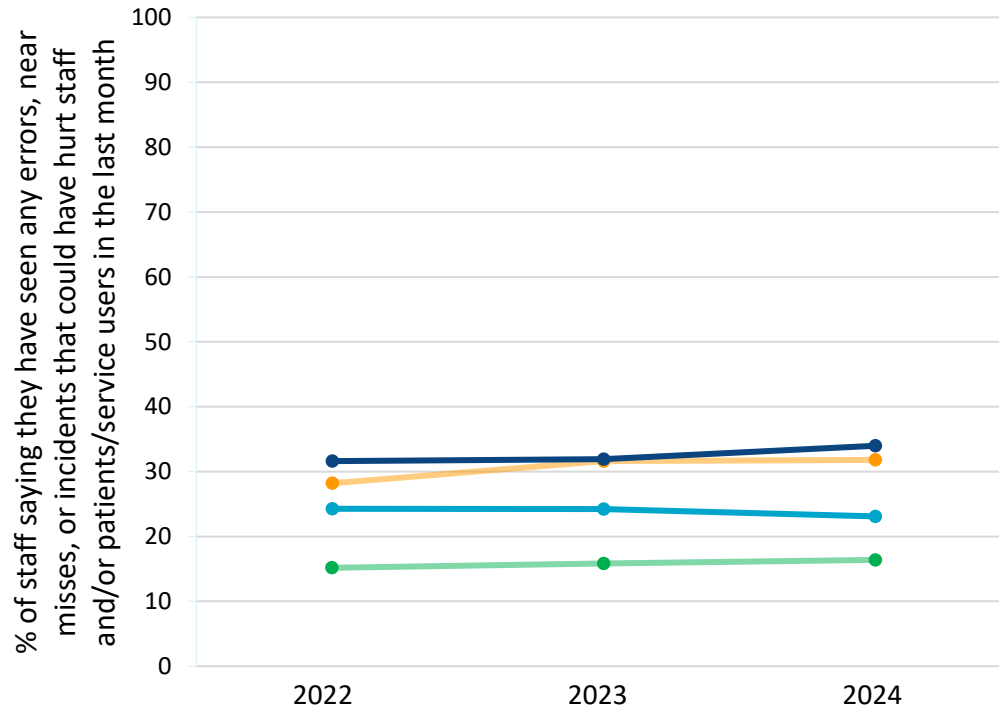


	2020	2021	2022	2023	2024
<b>Your org</b>	35.67%	39.57%	28.14%	25.23%	36.48%
<b>Best result</b>	19.51%	19.40%	20.96%	20.34%	21.50%
<b>Average result</b>	33.02%	29.24%	27.79%	28.77%	27.62%
<b>Worst result</b>	64.01%	49.75%	45.52%	44.65%	40.93%
Responses	114	129	126	120	168





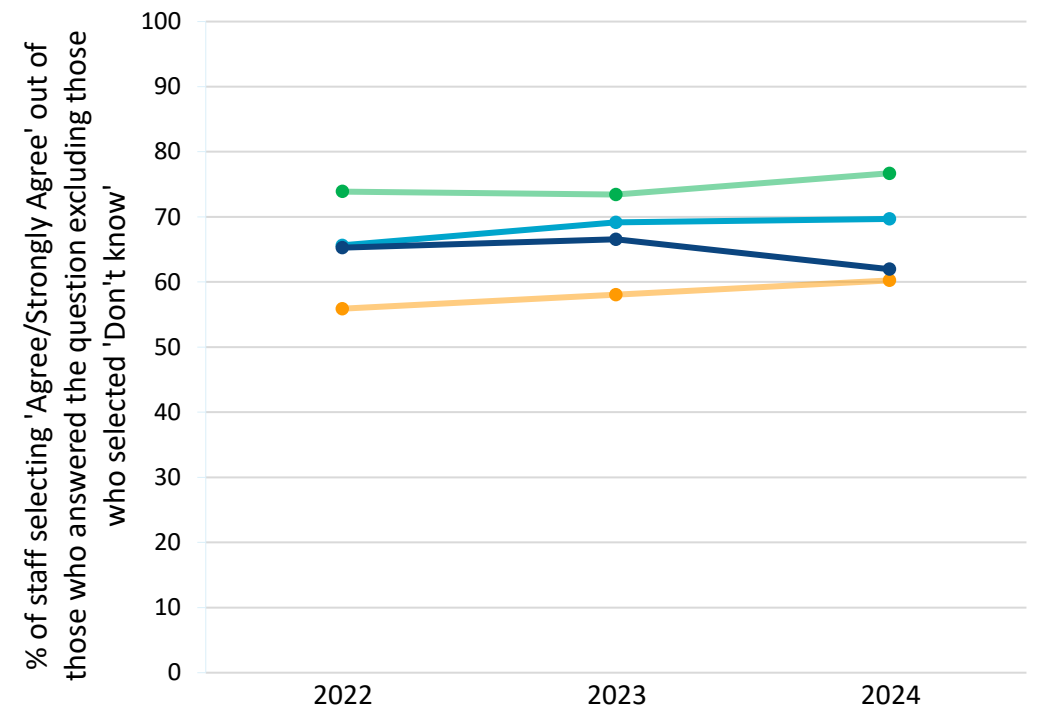
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023	2024
<b>Your org</b>	31.61%	31.89%	33.98%
<b>Best result</b>	15.17%	15.84%	16.39%
<b>Average result</b>	24.27%	24.21%	23.09%
<b>Worst result</b>	28.20%	31.62%	31.79%

Responses 1761 1898 1904

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

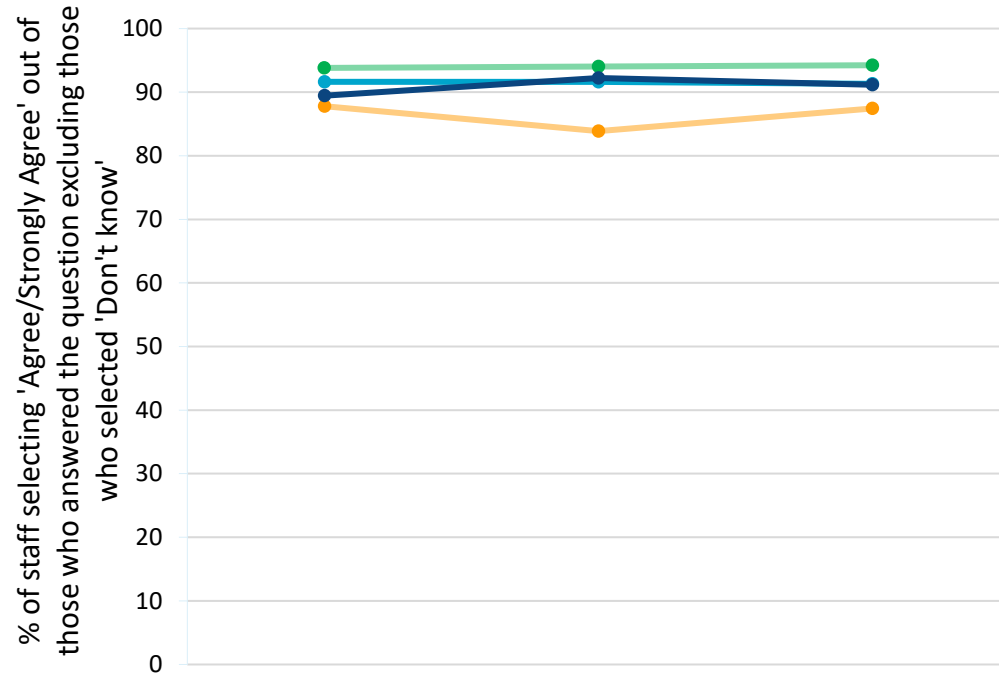


	2022	2023	2024
<b>Your org</b>	65.26%	66.56%	61.96%
<b>Best result</b>	73.90%	73.43%	76.70%
<b>Average result</b>	65.64%	69.15%	69.69%
<b>Worst result</b>	55.90%	58.06%	60.25%

Responses 1257 1394 1428

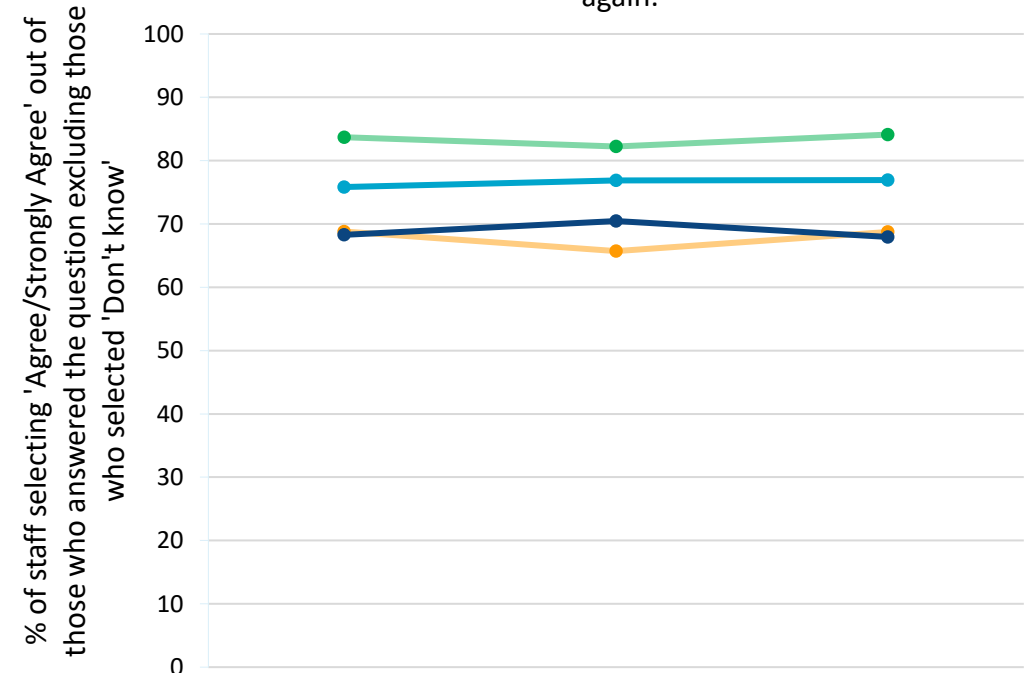


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	89.44%	92.22%	91.17%
Best result	93.81%	94.01%	94.23%
Average result	91.63%	91.61%	91.31%
Worst result	87.79%	83.87%	87.45%
Responses	1710	1859	1876

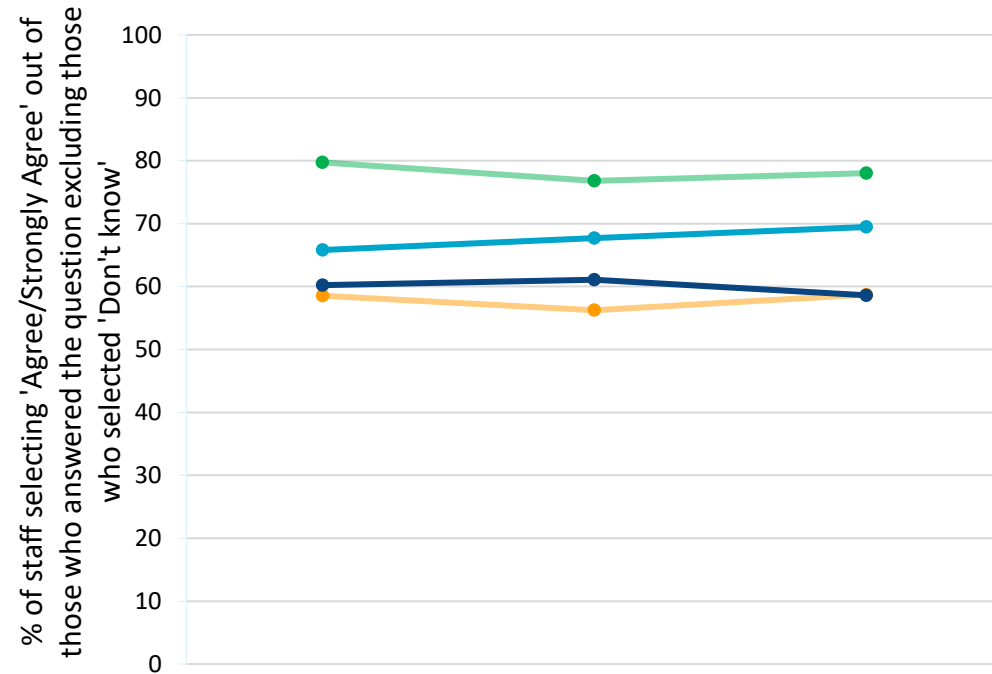
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
Your org	68.29%	70.46%	67.95%
Best result	83.67%	82.23%	84.11%
Average result	75.83%	76.87%	76.93%
Worst result	68.80%	65.71%	68.75%
Responses	1467	1630	1677



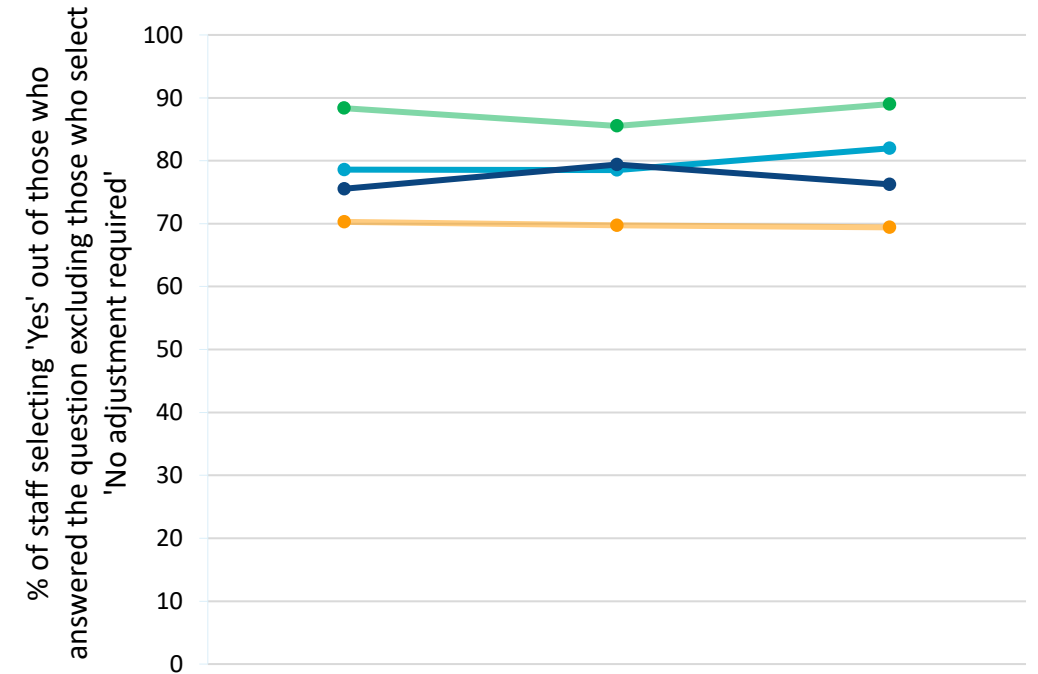
Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	60.23%	61.09%	58.62%
Best result	79.74%	76.81%	78.01%
Average result	65.82%	67.71%	69.47%
Worst result	58.57%	56.24%	58.72%

Responses 1501 1667 1728

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

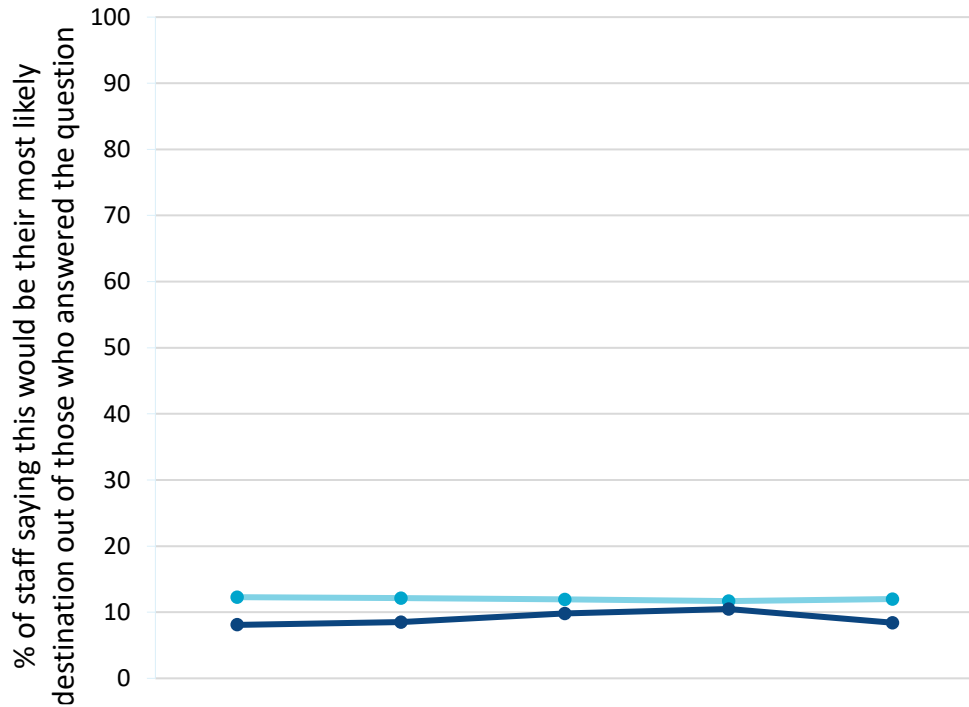


	2022	2023	2024
Your org	75.55%	79.40%	76.25%
Best result	88.38%	85.53%	89.01%
Average result	78.59%	78.52%	81.98%
Worst result	70.29%	69.73%	69.42%

Responses 262 304 363



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.

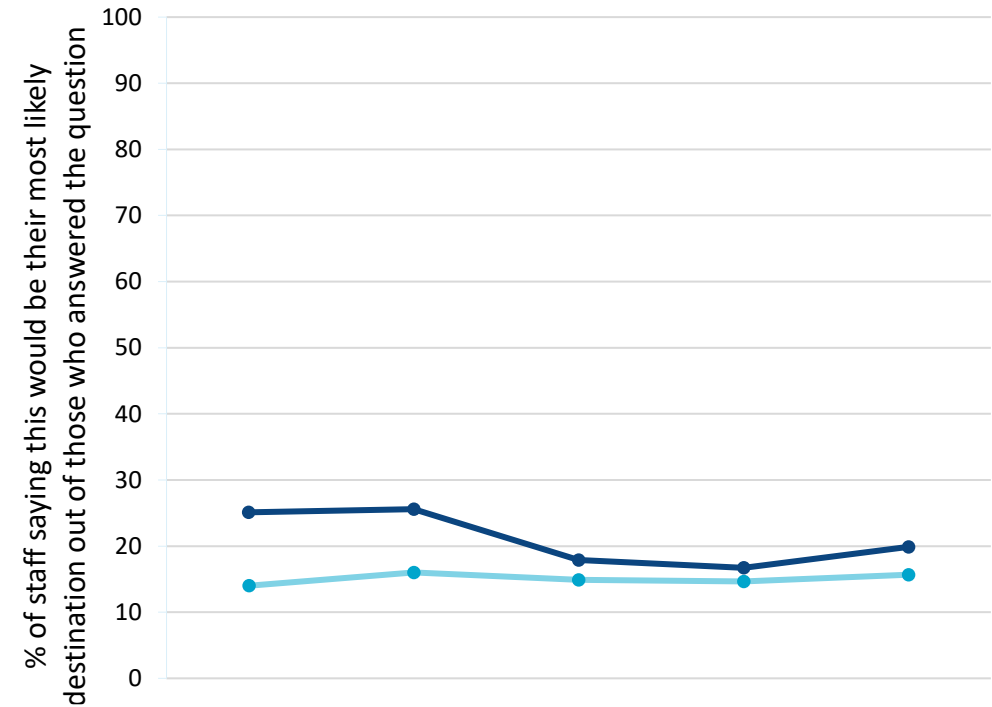


2020 2021 2022 2023 2024

Your org	8.08%	8.53%	9.82%	10.48%	8.41%
Average	12.28%	12.16%	11.94%	11.68%	12.01%

Responses 1386 1243 1660 1813 1856

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.



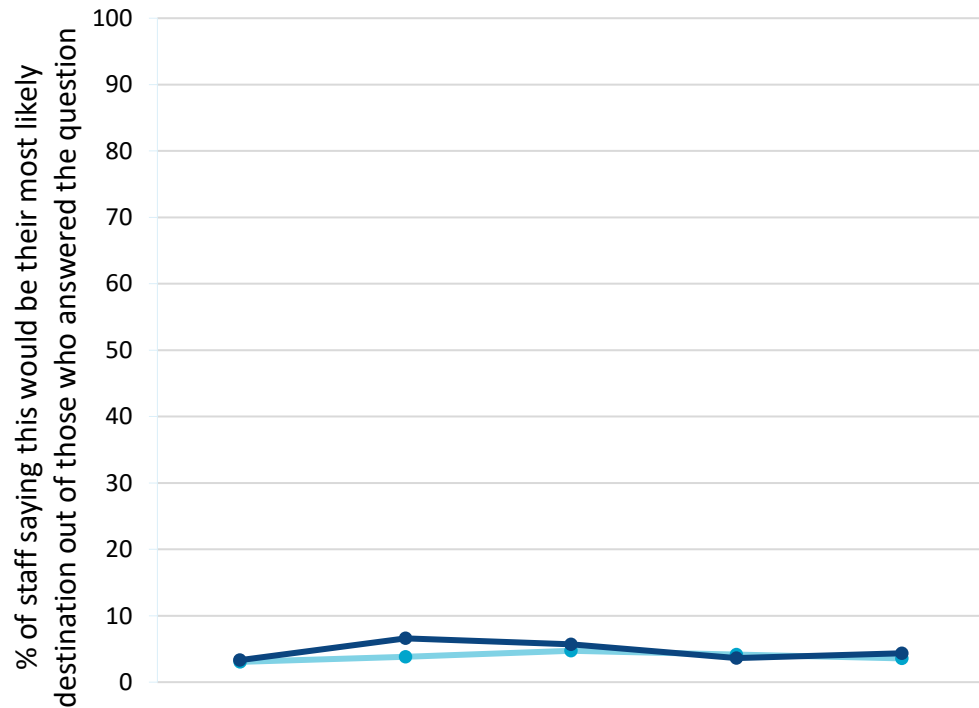
2020 2021 2022 2023 2024

Your org	25.11%	25.58%	17.89%	16.71%	19.88%
Average	14.01%	16.02%	14.89%	14.65%	15.68%

Responses 1386 1243 1660 1813 1856



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.

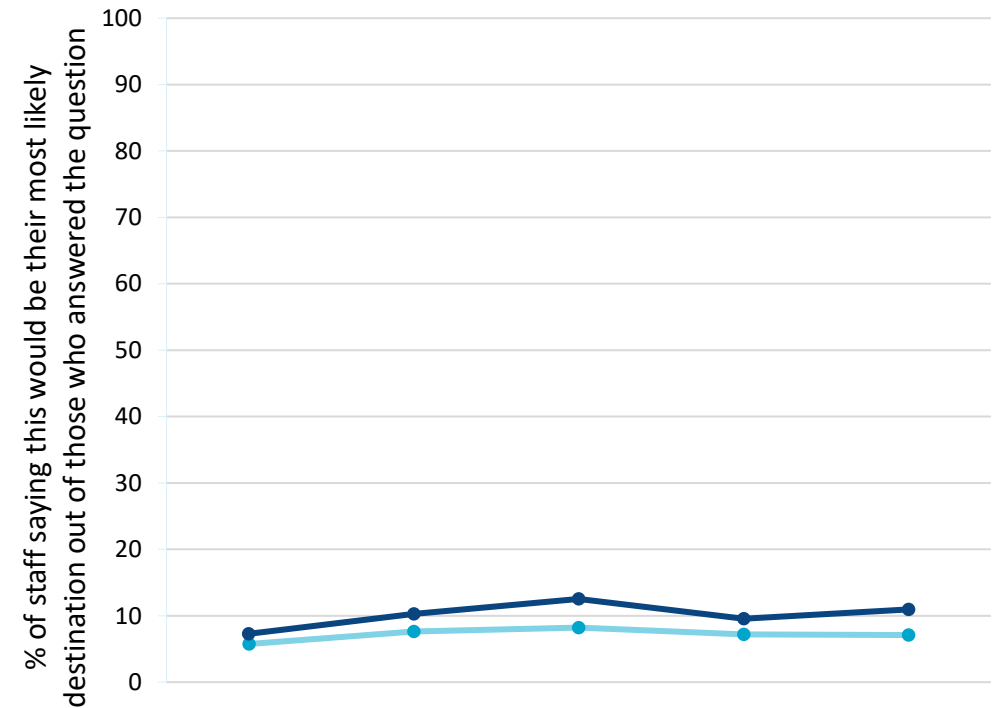


2020 2021 2022 2023 2024

Your org	3.32%	6.60%	5.72%	3.64%	4.36%
Average	3.05%	3.84%	4.72%	4.15%	3.57%

Responses 1386 1243 1660 1813 1856

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.



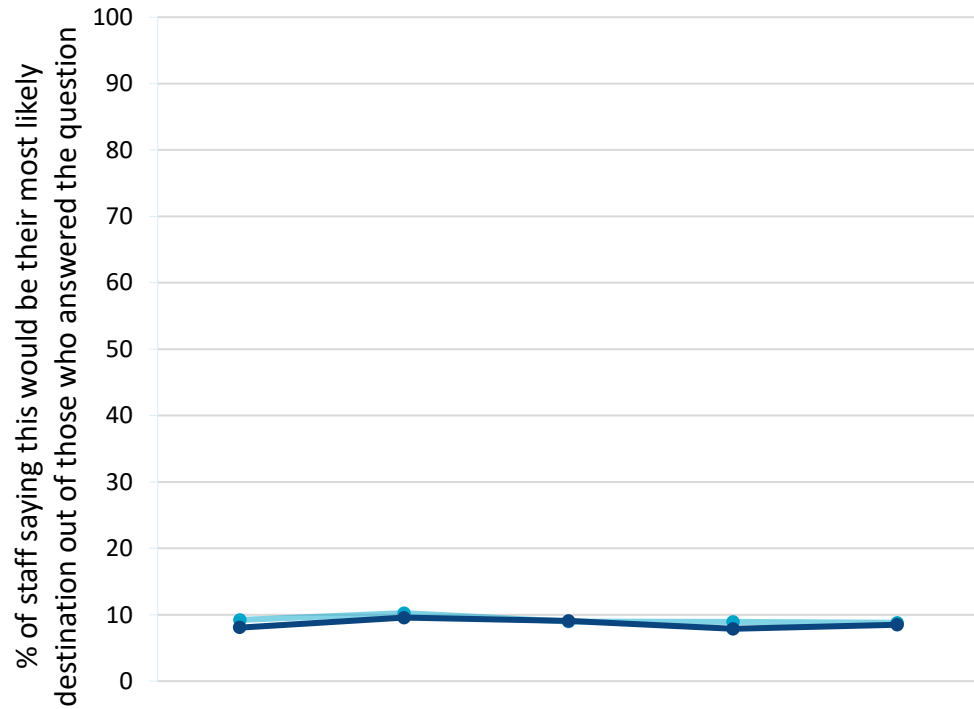
2020 2021 2022 2023 2024

Your org	7.29%	10.30%	12.53%	9.54%	10.94%
Average	5.75%	7.62%	8.22%	7.20%	7.10%

Responses 1386 1243 1660 1813 1856



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.

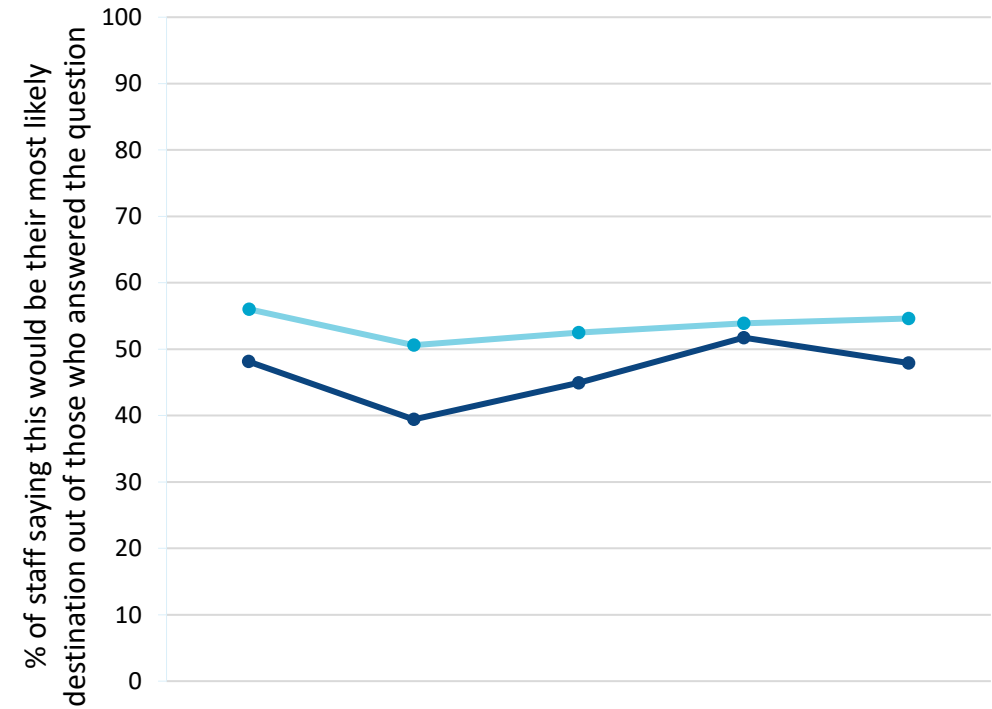


2020 2021 2022 2023 2024

Your org	8.08%	9.57%	9.10%	7.89%	8.51%
Average	9.20%	10.25%	8.99%	8.91%	8.80%

Responses 1386 1243 1660 1813 1856

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.



2020 2021 2022 2023 2024

Your org	48.12%	39.42%	44.94%	51.74%	47.90%
Average	56.01%	50.60%	52.49%	53.91%	54.60%

Responses 1386 1243 1660 1813 1856

## 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 2020-2024 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

## Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2020-2024 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 changed to 'reasonable'.

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



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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

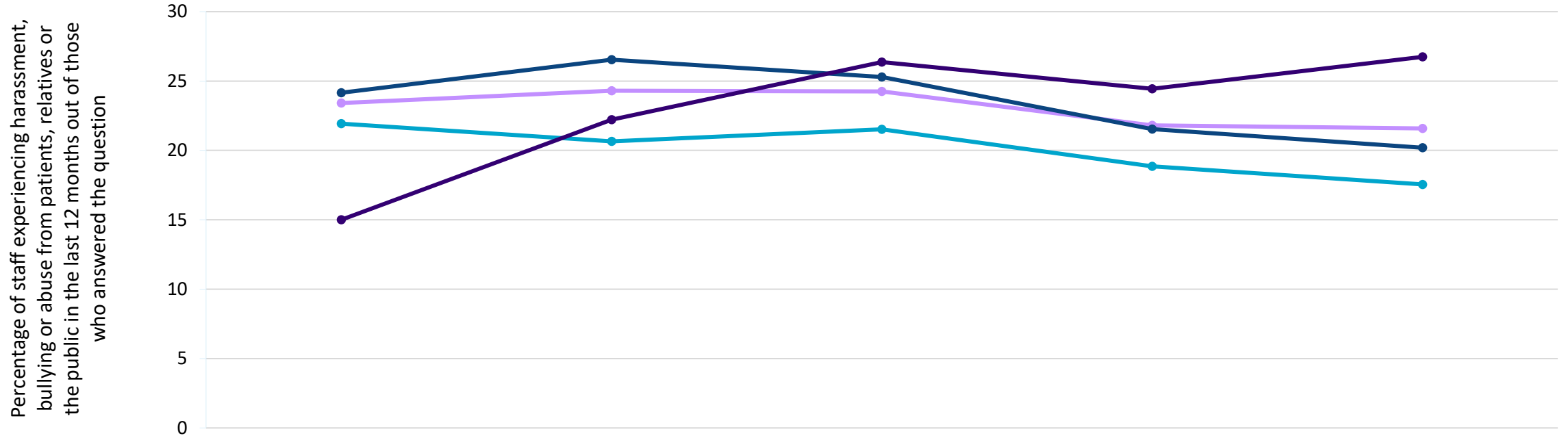
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

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

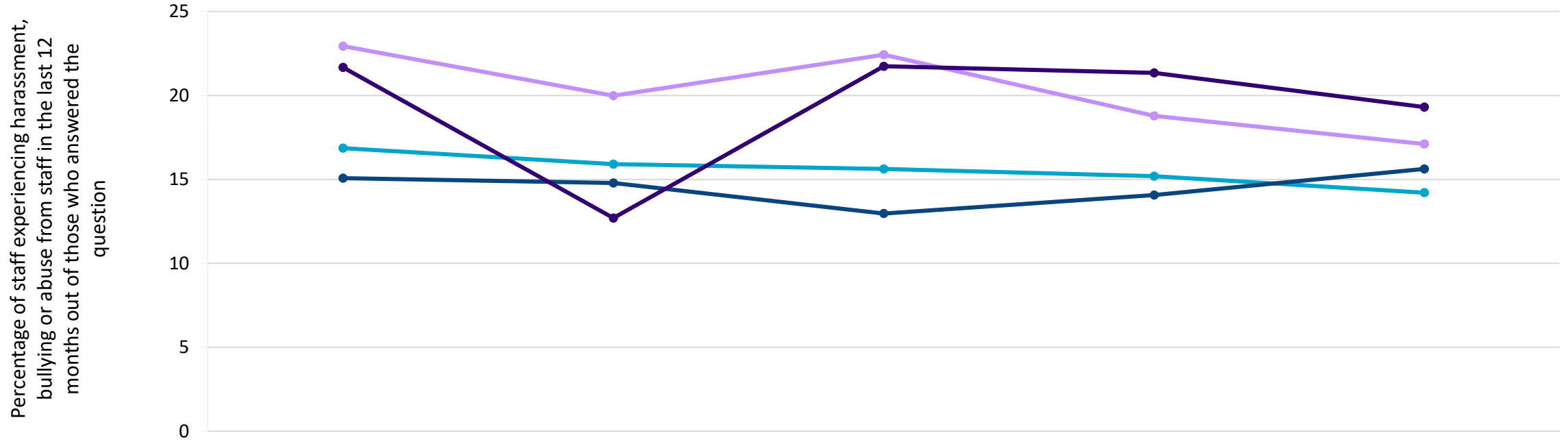


	2020	2021	2022	2023	2024
White staff: Your org	24.16%	26.54%	25.30%	21.54%	20.20%
All other ethnic groups*: Your org	15.00%	22.22%	26.37%	24.45%	26.74%
White staff: Average	21.93%	20.65%	21.52%	18.86%	17.55%
All other ethnic groups*: Average	23.41%	24.30%	24.24%	21.80%	21.59%
White staff: Responses	1453	1315	1668	1763	1743
All other ethnic groups*: Responses	60	63	91	103	172

\*Staff from all other ethnic groups combined

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

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

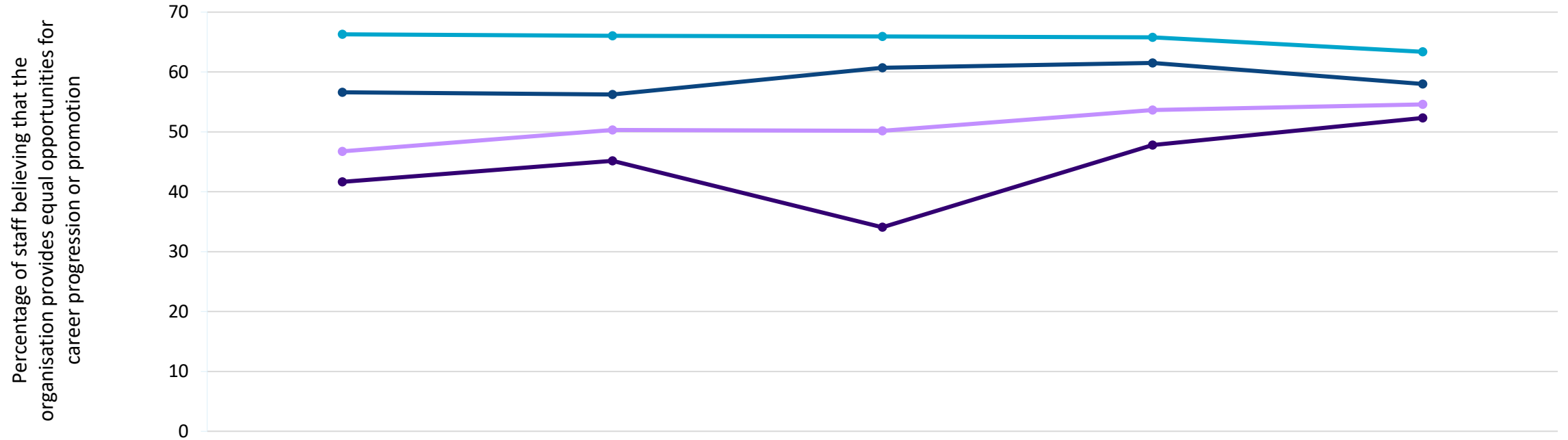


	2020	2021	2022	2023	2024
White staff: Your org	15.07%	14.78%	12.97%	14.07%	15.62%
All other ethnic groups*: Your org	21.67%	12.70%	21.74%	21.34%	19.30%
White staff: Average	16.86%	15.91%	15.62%	15.19%	14.21%
All other ethnic groups*: Average	22.94%	19.99%	22.42%	18.79%	17.10%
White staff: Responses	1453	1319	1666	1761	1741
All other ethnic groups*: Responses	60	63	92	103	171

\*Staff from all other ethnic groups combined

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

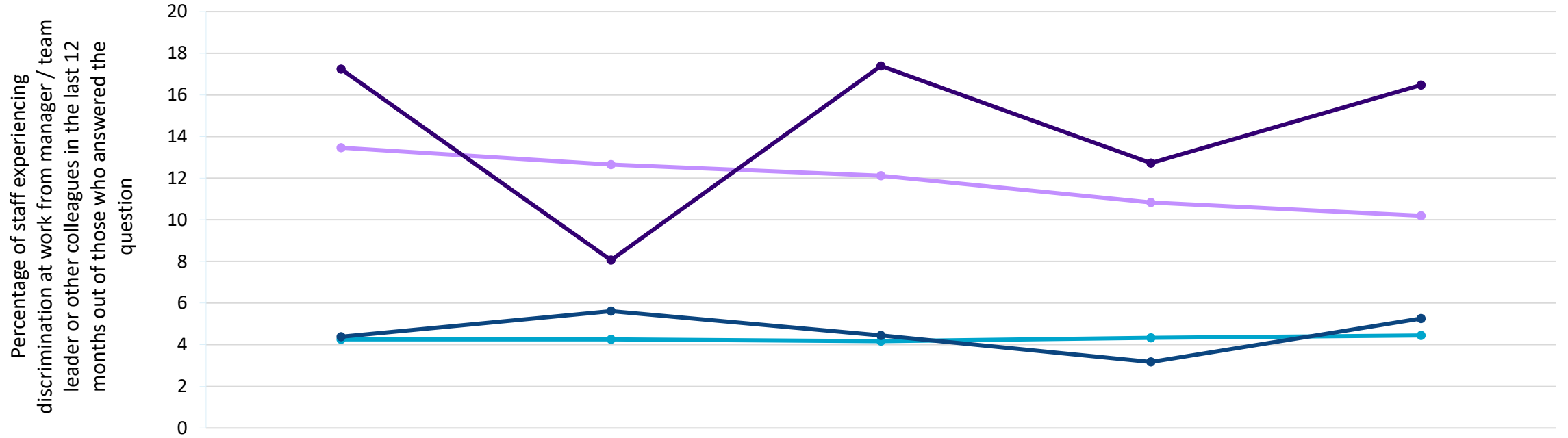
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	56.60%	56.25%	60.70%	61.52%	58.00%
All other ethnic groups*: Your org	41.67%	45.16%	34.07%	47.79%	52.33%
White staff: Average	66.30%	66.05%	65.92%	65.80%	63.37%
All other ethnic groups*: Average	46.75%	50.31%	50.18%	53.66%	54.59%
White staff: Responses	1454	1321	1654	1793	1738
All other ethnic groups*: Responses	60	62	91	113	172

\*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.



	2020	2021	2022	2023	2024
White staff: Your org	4.38%	5.61%	4.44%	3.17%	5.25%
All other ethnic groups*: Your org	17.24%	8.06%	17.39%	12.73%	16.47%
White staff: Average	4.26%	4.26%	4.17%	4.33%	4.44%
All other ethnic groups*: Average	13.46%	12.65%	12.12%	10.83%	10.19%

White staff: Responses	1438	1319	1665	1798	1732
All other ethnic groups*: Responses	58	62	92	110	170

\*Staff from all other ethnic groups combined

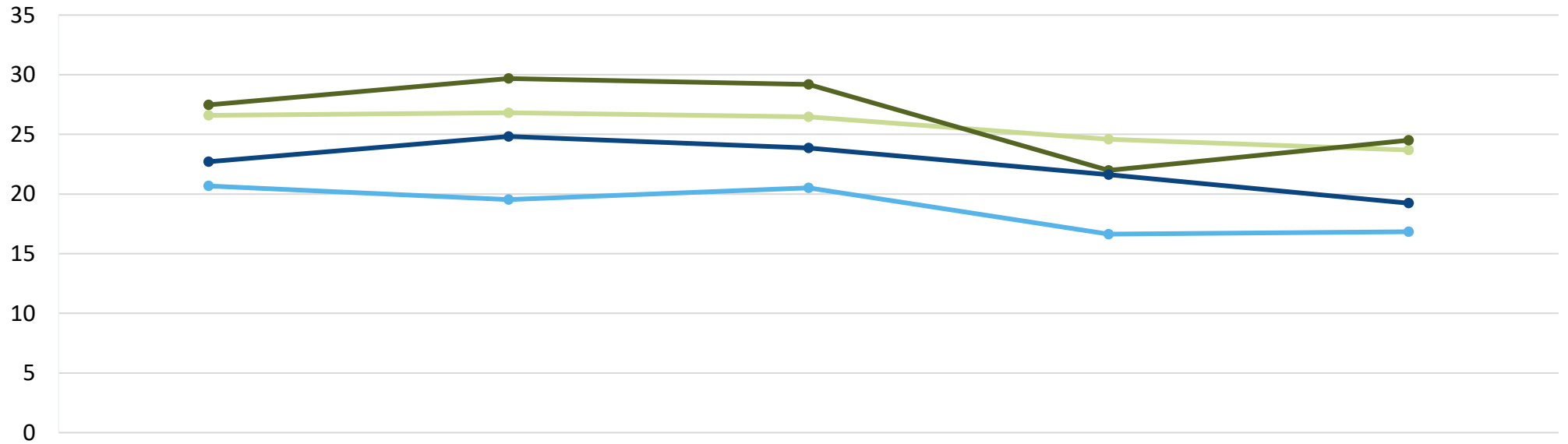
## Workforce Disability Equality Standards (WDES)

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.



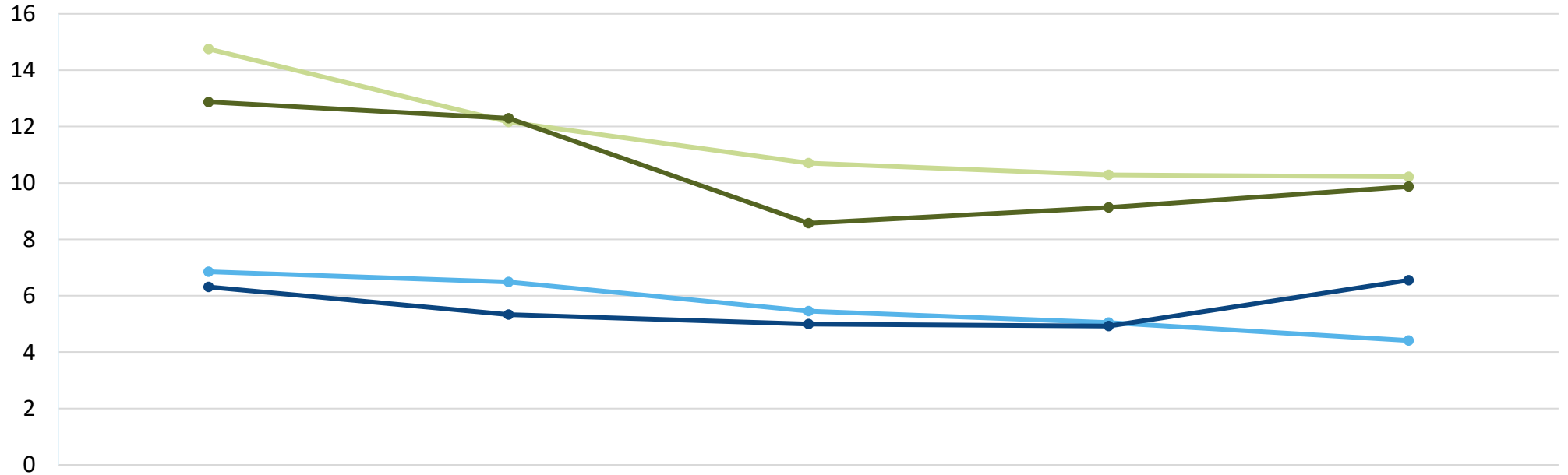
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	27.46%	29.68%	29.19%	21.98%	24.50%
Staff without a LTC or illness: Your org	22.71%	24.83%	23.86%	21.62%	19.23%
Staff with a LTC or illness: Average	26.60%	26.81%	26.46%	24.59%	23.69%
Staff without a LTC or illness: Average	20.67%	19.53%	20.51%	16.64%	16.83%
Staff with a LTC or illness: Responses	335	374	459	505	551
Staff without a LTC or illness: Responses	1180	1011	1312	1327	1352

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



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

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

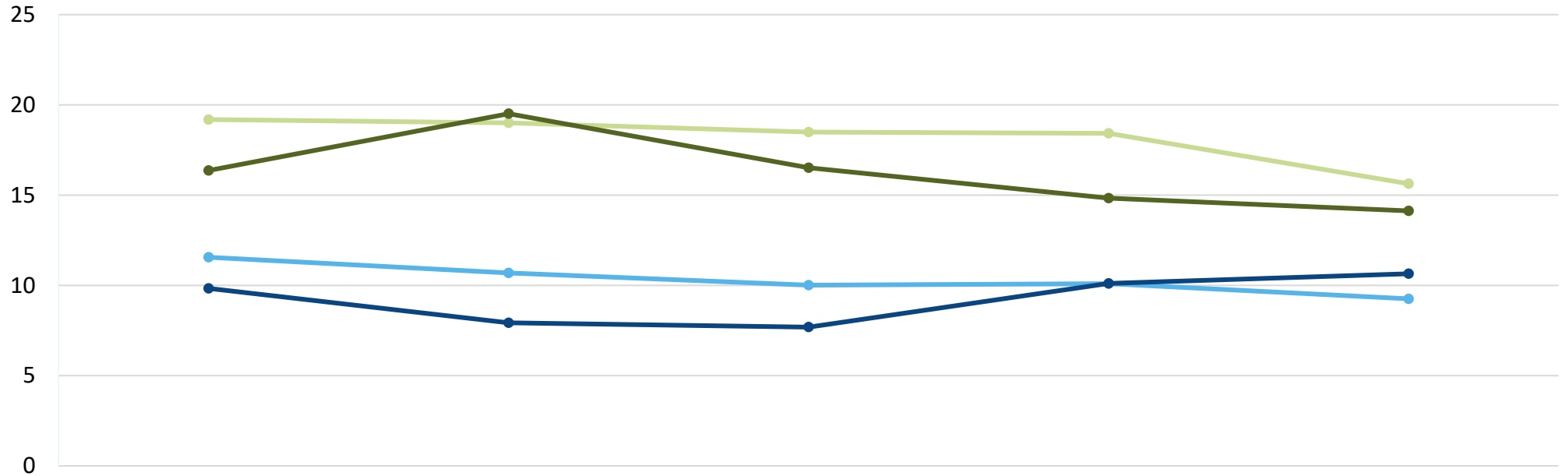


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	12.87%	12.30%	8.57%	9.13%	9.87%
Staff without a LTC or illness: Your org	6.31%	5.33%	4.99%	4.92%	6.55%
Staff with a LTC or illness: Average	14.75%	12.17%	10.71%	10.28%	10.22%
Staff without a LTC or illness: Average	6.85%	6.49%	5.45%	5.05%	4.41%
Staff with a LTC or illness: Responses	334	374	455	504	547
Staff without a LTC or illness: Responses	1172	1013	1302	1322	1343

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

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

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

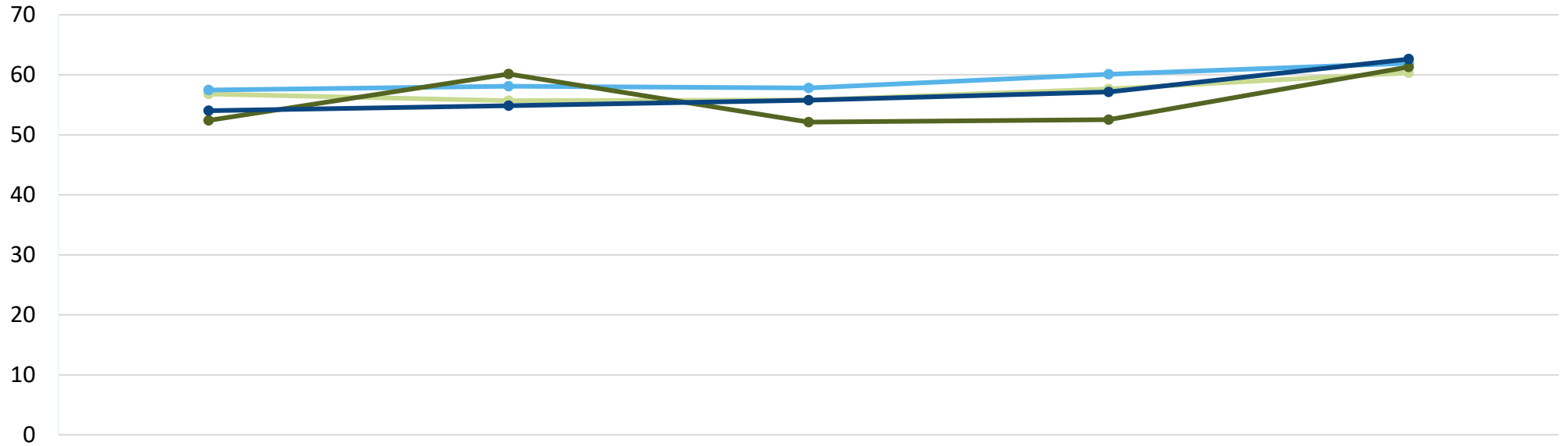


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	16.36%	19.51%	16.52%	14.83%	14.13%
Staff without a LTC or illness: Your org	9.83%	7.93%	7.69%	10.11%	10.64%
Staff with a LTC or illness: Average	19.19%	19.00%	18.49%	18.43%	15.63%
Staff without a LTC or illness: Average	11.56%	10.69%	10.01%	10.10%	9.26%
Staff with a LTC or illness: Responses	330	369	454	501	545
Staff without a LTC or illness: Responses	1160	996	1301	1309	1334

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

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

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

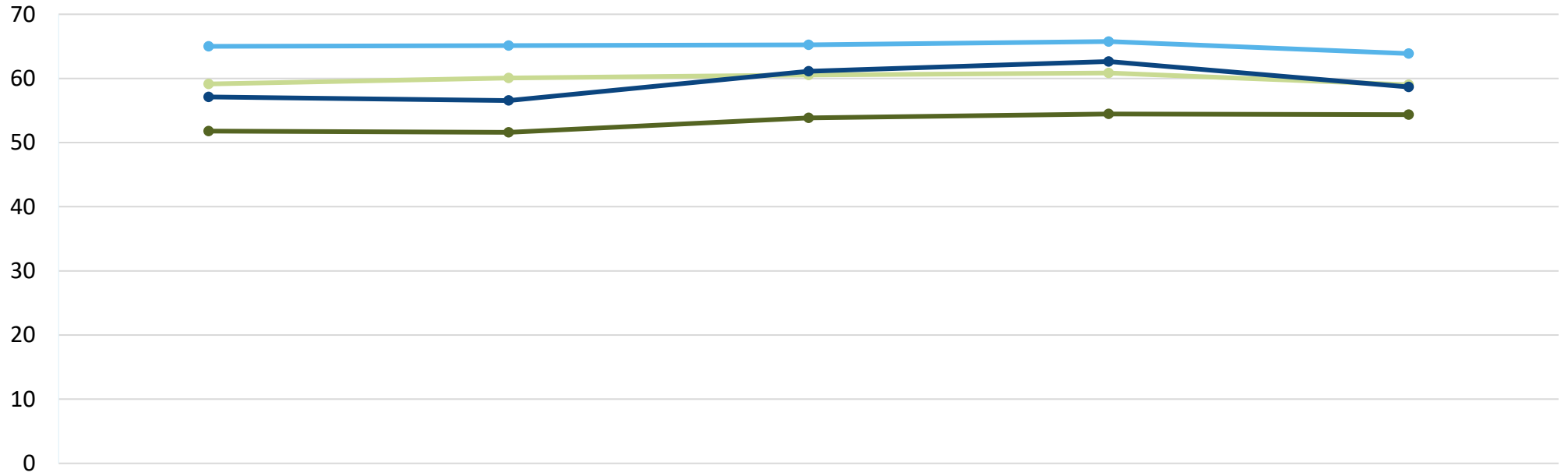


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	52.38%	60.14%	52.12%	52.52%	61.31%
Staff without a LTC or illness: Your org	54.02%	54.85%	55.76%	57.15%	62.61%
Staff with a LTC or illness: Average	56.81%	55.68%	55.80%	57.63%	60.34%
Staff without a LTC or illness: Average	57.46%	58.08%	57.82%	60.10%	61.93%
Staff with a LTC or illness: Responses	126	148	165	143	168
Staff without a LTC or illness: Responses	311	268	330	334	329

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

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

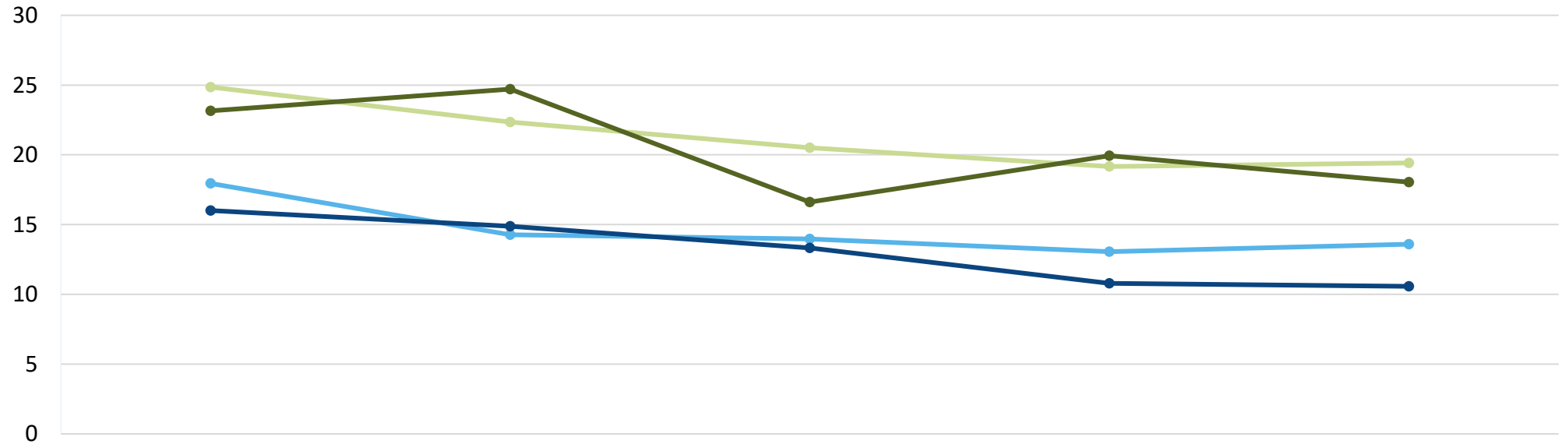
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	51.80%	51.60%	53.86%	54.46%	54.36%
Staff without a LTC or illness: Your org	57.11%	56.55%	61.12%	62.64%	58.68%
Staff with a LTC or illness: Average	59.15%	60.09%	60.54%	60.85%	59.01%
Staff without a LTC or illness: Average	65.01%	65.12%	65.22%	65.75%	63.87%
Staff with a LTC or illness: Responses	334	376	453	516	550
Staff without a LTC or illness: Responses	1182	1015	1304	1357	1348

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

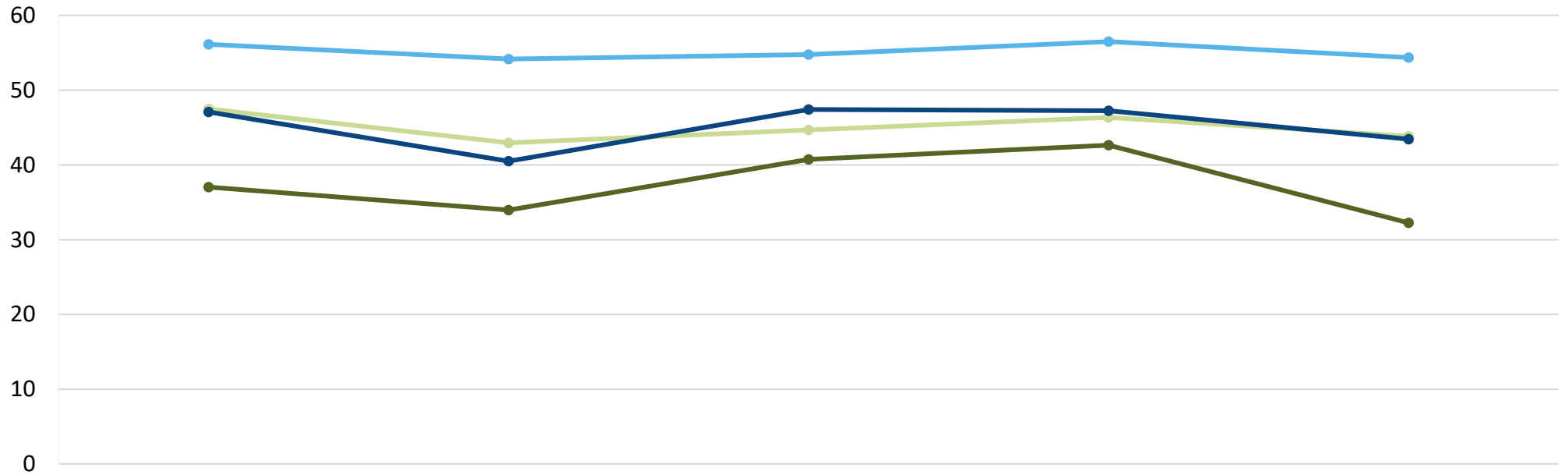
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.15%	24.71%	16.61%	19.94%	18.04%
Staff without a LTC or illness: Your org	16.01%	14.88%	13.32%	10.79%	10.58%
Staff with a LTC or illness: Average	24.86%	22.35%	20.51%	19.16%	19.41%
Staff without a LTC or illness: Average	17.95%	14.27%	13.97%	13.06%	13.60%
Staff with a LTC or illness: Responses	203	259	319	346	388
Staff without a LTC or illness: Responses	456	504	653	593	643

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

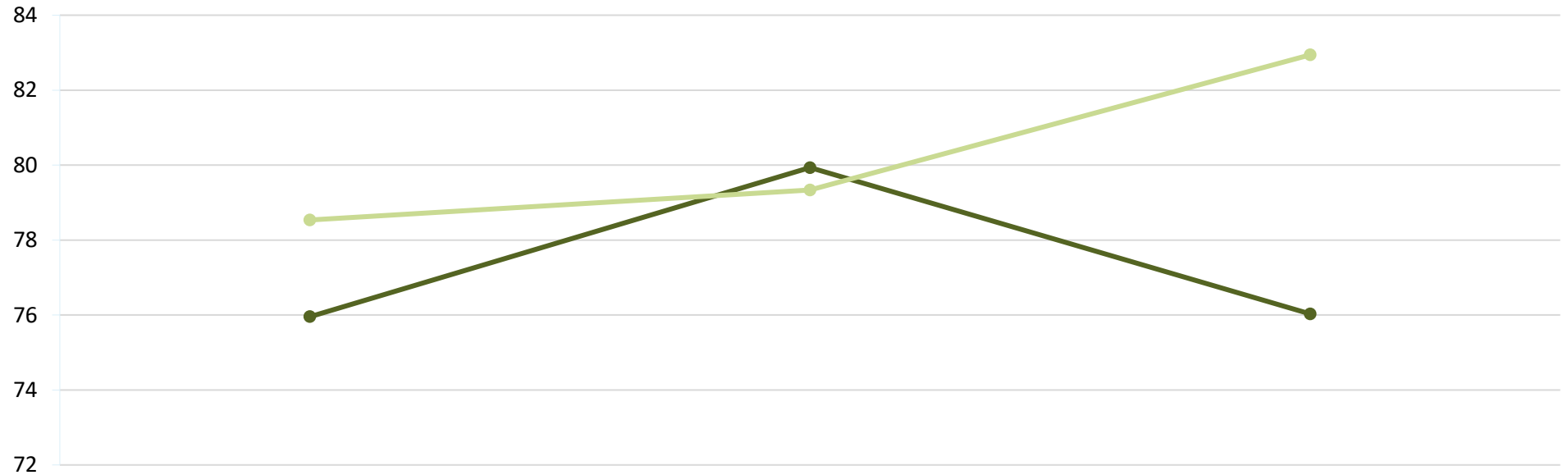
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	37.01%	33.95%	40.74%	42.64%	32.25%
Staff without a LTC or illness: Your org	47.06%	40.50%	47.41%	47.25%	43.44%
Staff with a LTC or illness: Average	47.49%	42.95%	44.69%	46.35%	43.85%
Staff without a LTC or illness: Average	56.14%	54.16%	54.77%	56.49%	54.36%
Staff with a LTC or illness: Responses	335	377	459	516	552
Staff without a LTC or illness: Responses	1175	1010	1314	1363	1349

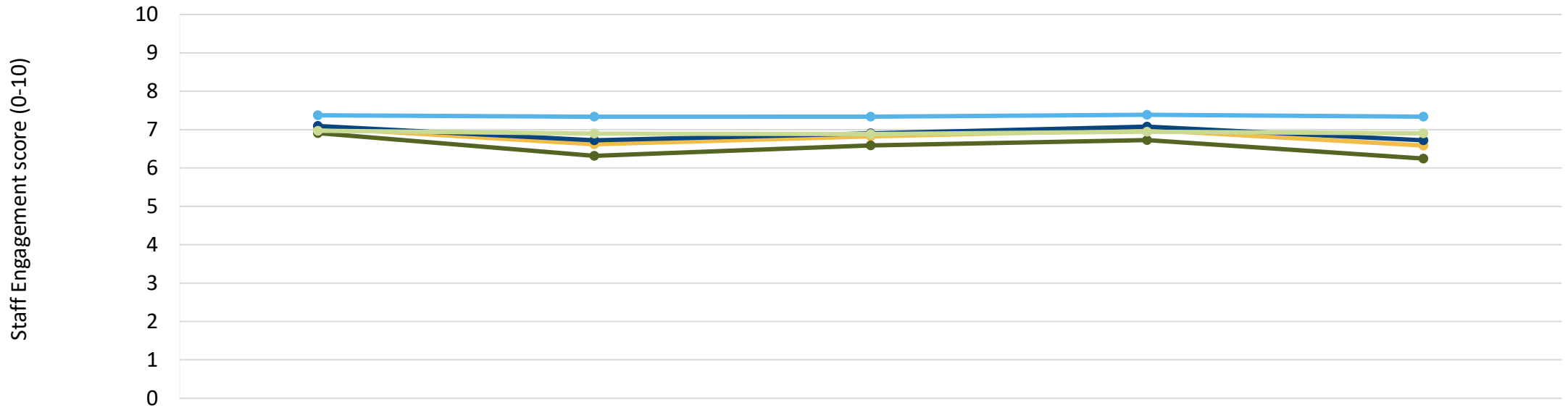
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	2024
Staff with a LTC or illness: Your org	75.95%	79.93%	76.03%
Staff with a LTC or illness: Average	78.54%	79.34%	82.94%
Staff with a LTC or illness: Responses	262	304	363

Staff engagement score (0-10)



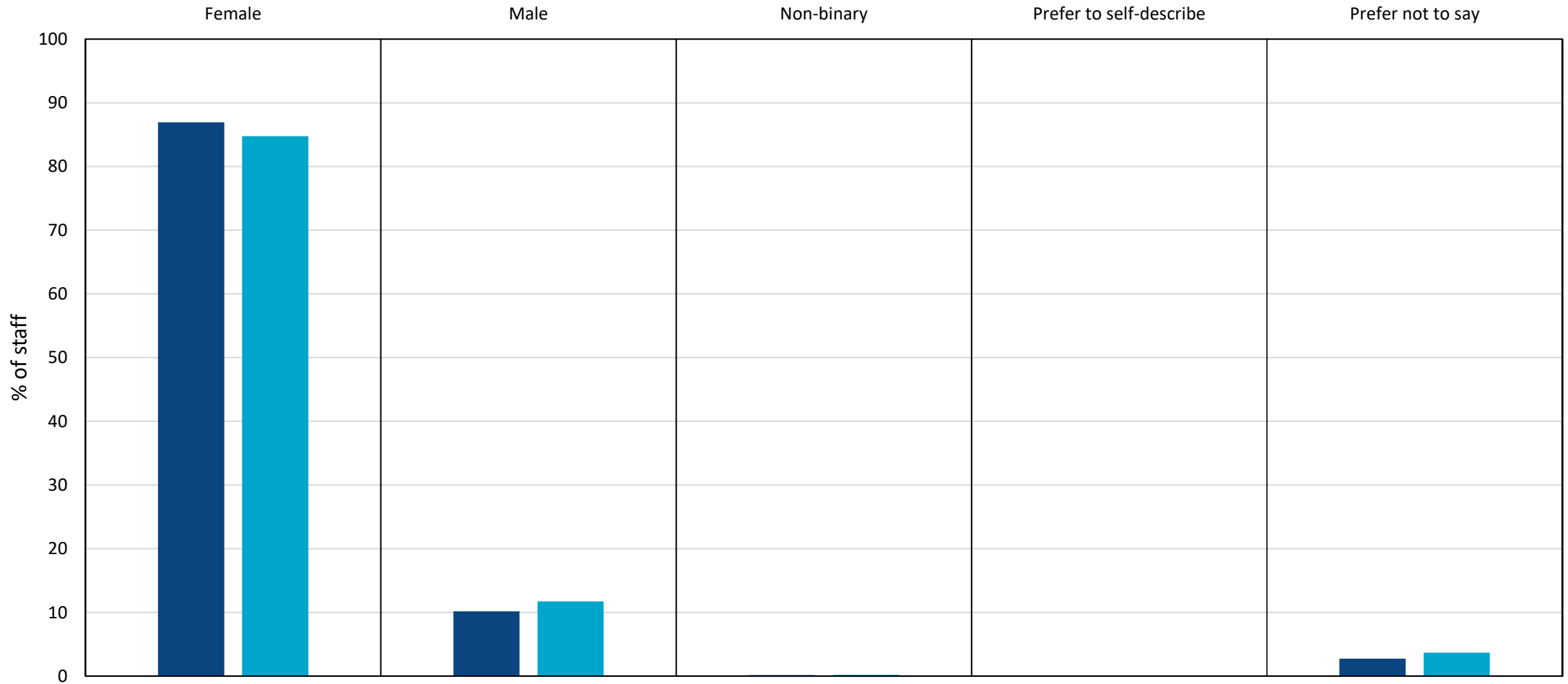
	2020	2021	2022	2023	2024
Organisation average	7.05	6.62	6.82	6.99	6.58
Staff with a LTC or illness: Your org	6.91	6.31	6.59	6.73	6.25
Staff without a LTC or illness: Your org	7.09	6.72	6.90	7.08	6.72
Staff with a LTC or illness: Average	6.97	6.89	6.88	6.95	6.90
Staff without a LTC or illness: Average	7.37	7.34	7.34	7.39	7.34
Staff with a LTC or illness: Responses	335	377	459	518	552
Staff without a LTC or illness: Responses	1182	1020	1316	1365	1353

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



## About your respondents

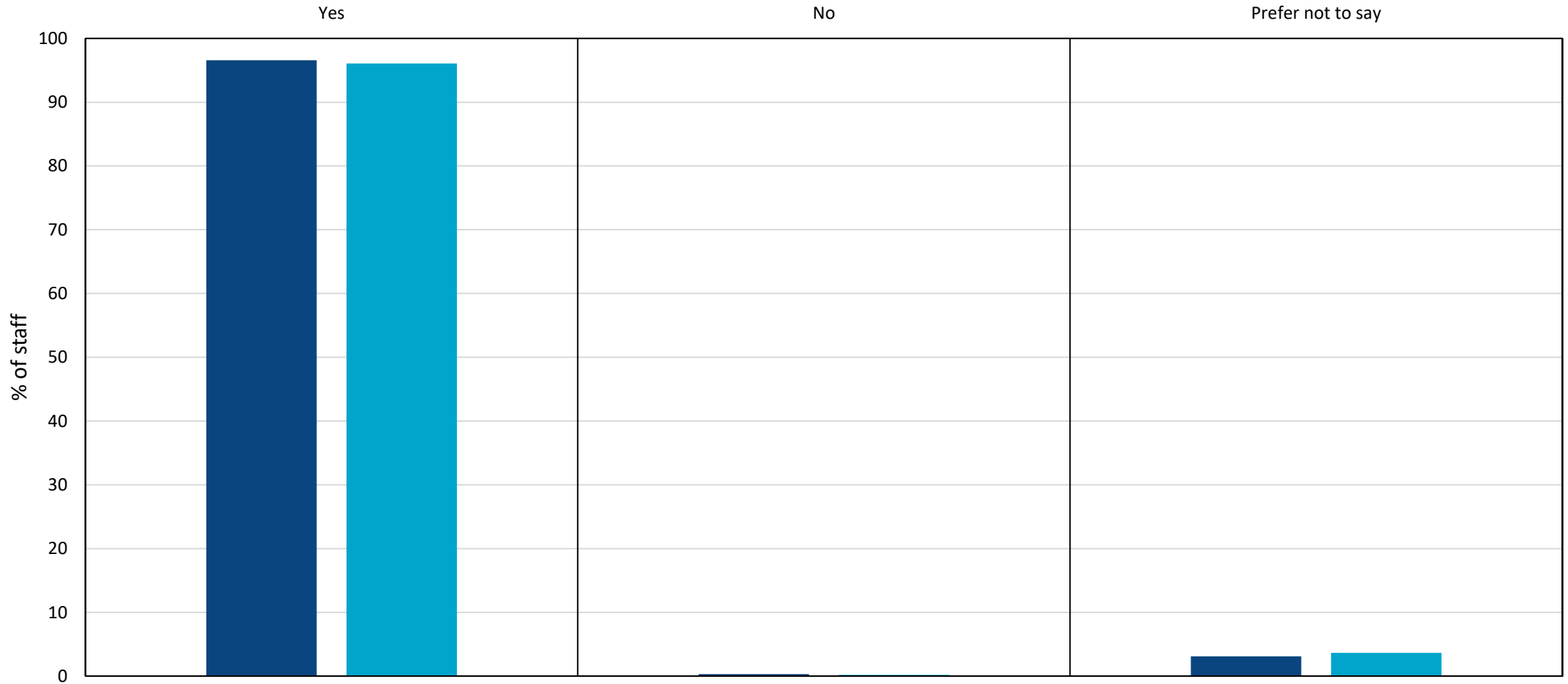
This section shows demographic and other background information for 2024.



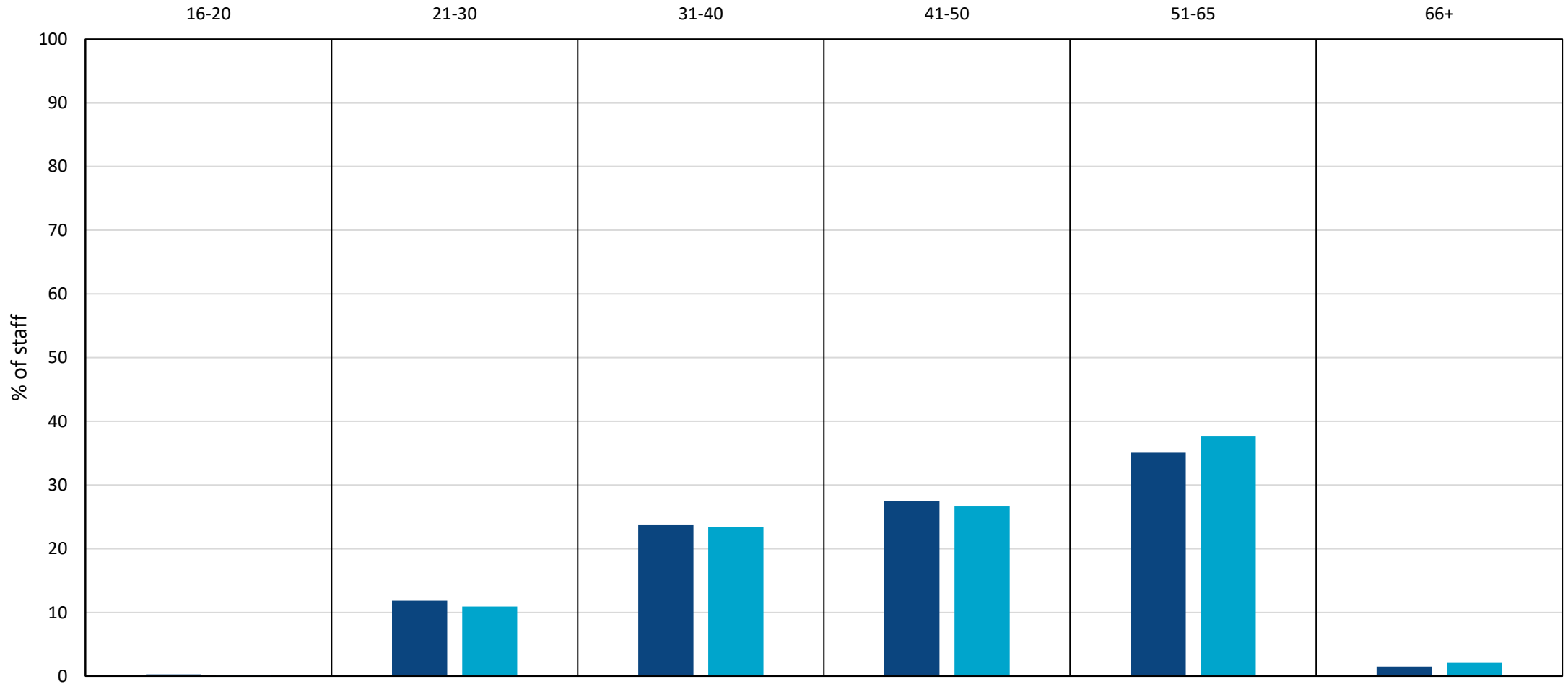
Gender	Your org (%)	Average Responses (%)
Female	86.94%	84.75%
Male	10.16%	11.72%
Non-binary	0.16%	0.21%
Prefer to self-describe	0.00%	0.08%
Prefer not to say	2.75%	3.66%



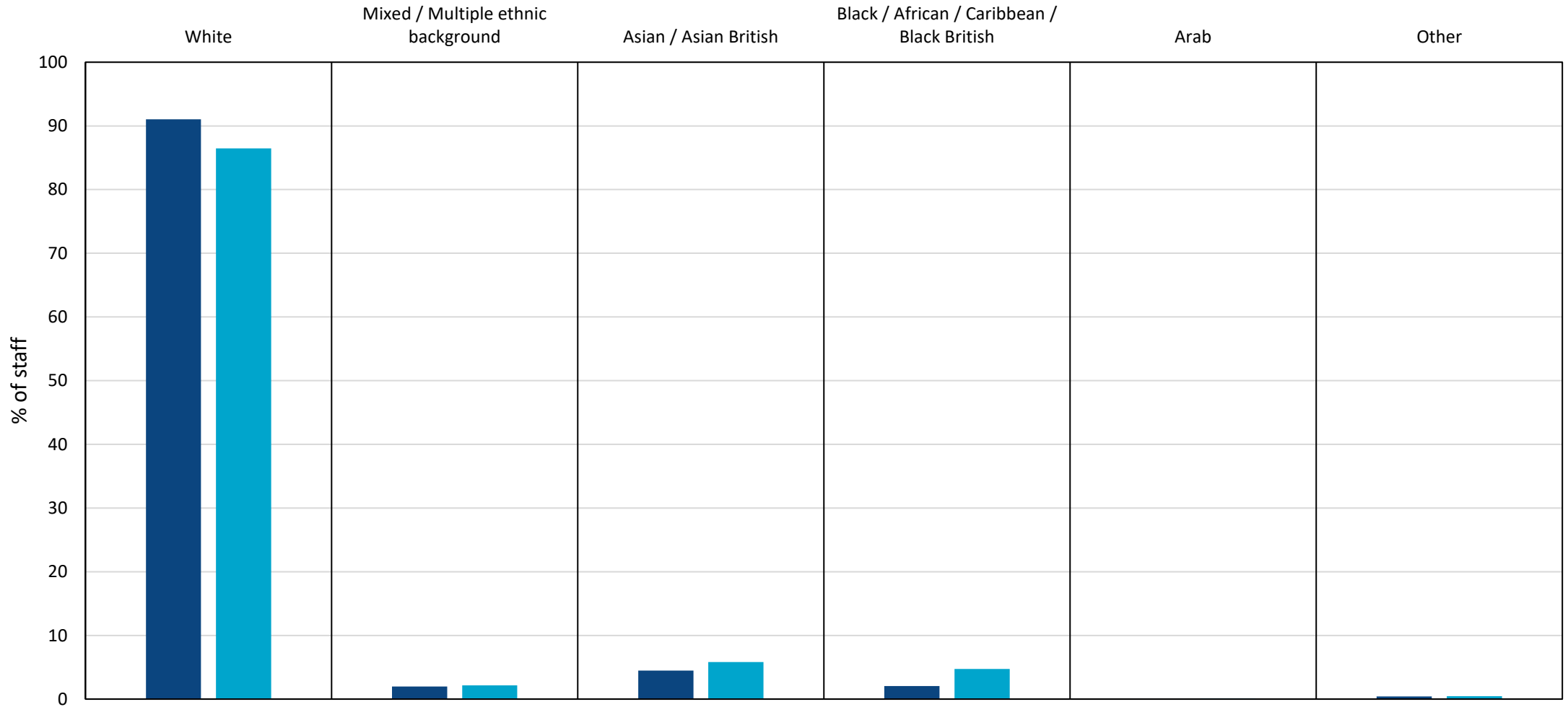
# Background details – Is your gender identity the same as the sex you were registered at birth?



Category	Percentage	Percentage	Percentage
<b>Your org</b>	96.58%	0.31%	3.11%
<b>Average</b>	96.06%	0.19%	3.65%
<b>Responses</b>	1928	1928	1928

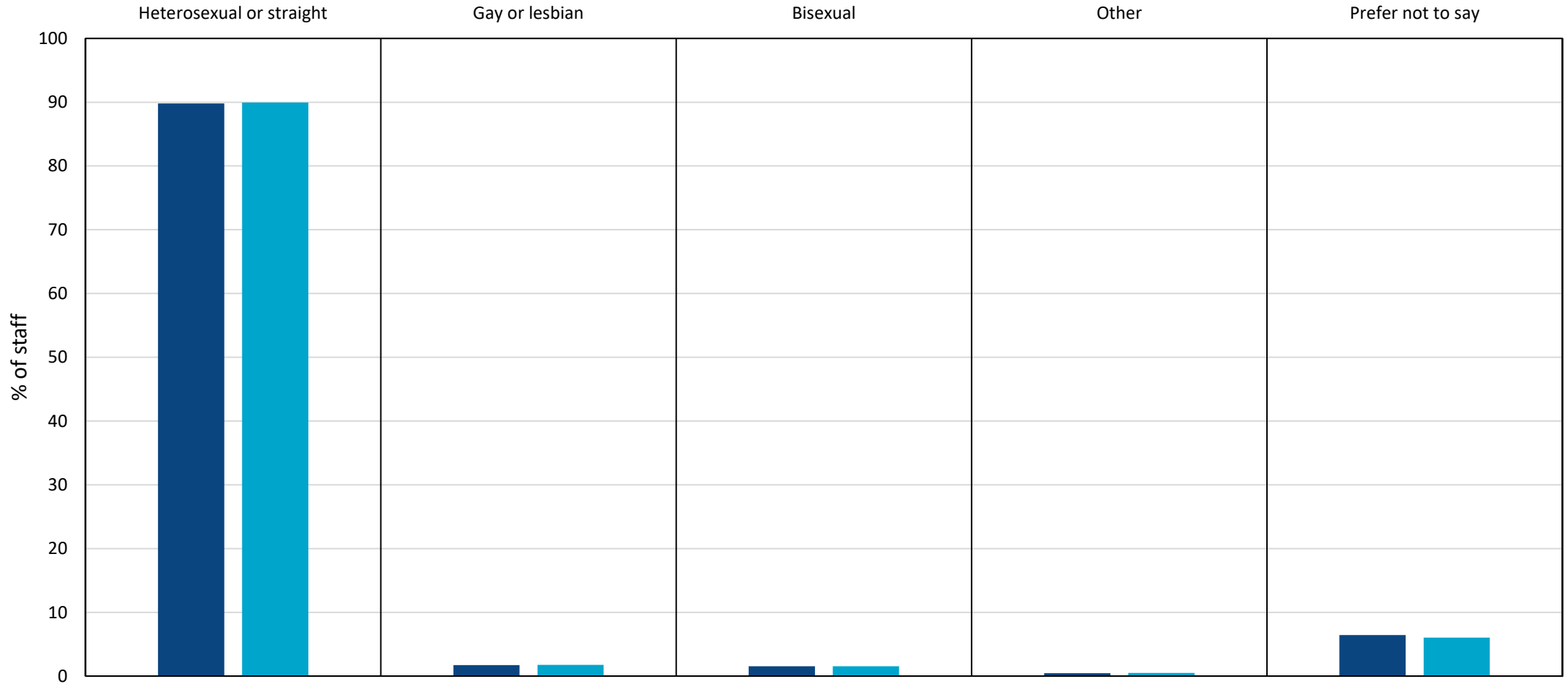


<b>Your org</b>	0.26%	11.84%	23.79%	27.53%	35.06%	1.51%
<b>Average Responses</b>	0.18%	10.94%	23.36%	26.74%	37.73%	2.09%
	1925	1925	1925	1925	1925	1925



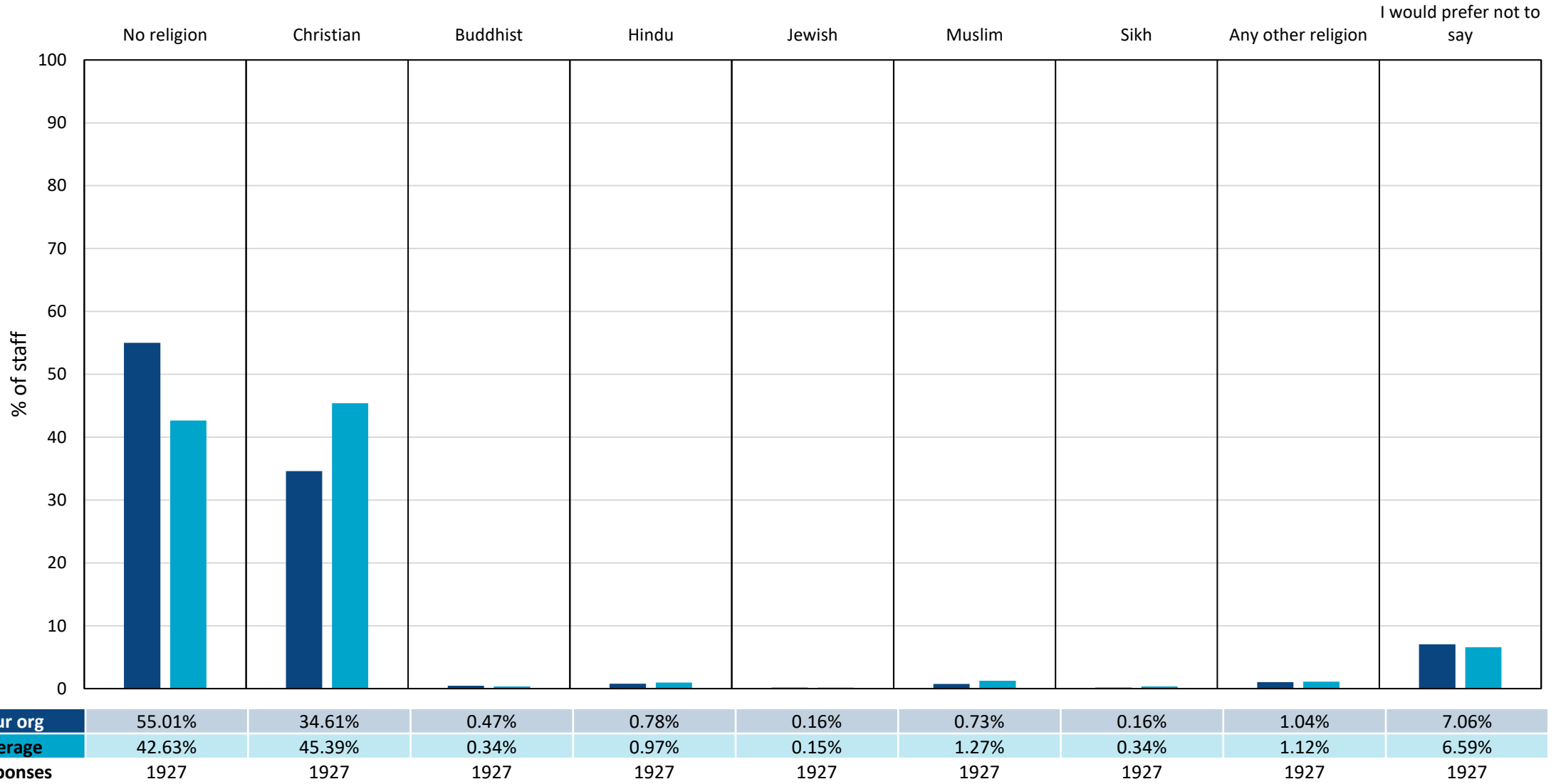
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	91.04%	1.98%	4.48%	2.03%	0.05%	0.42%
<b>Average Responses</b>	86.48%	2.14%	5.83%	4.74%	0.13%	0.46%
	1919	1919	1919	1919	1919	1919

# Background details – Sexual orientation

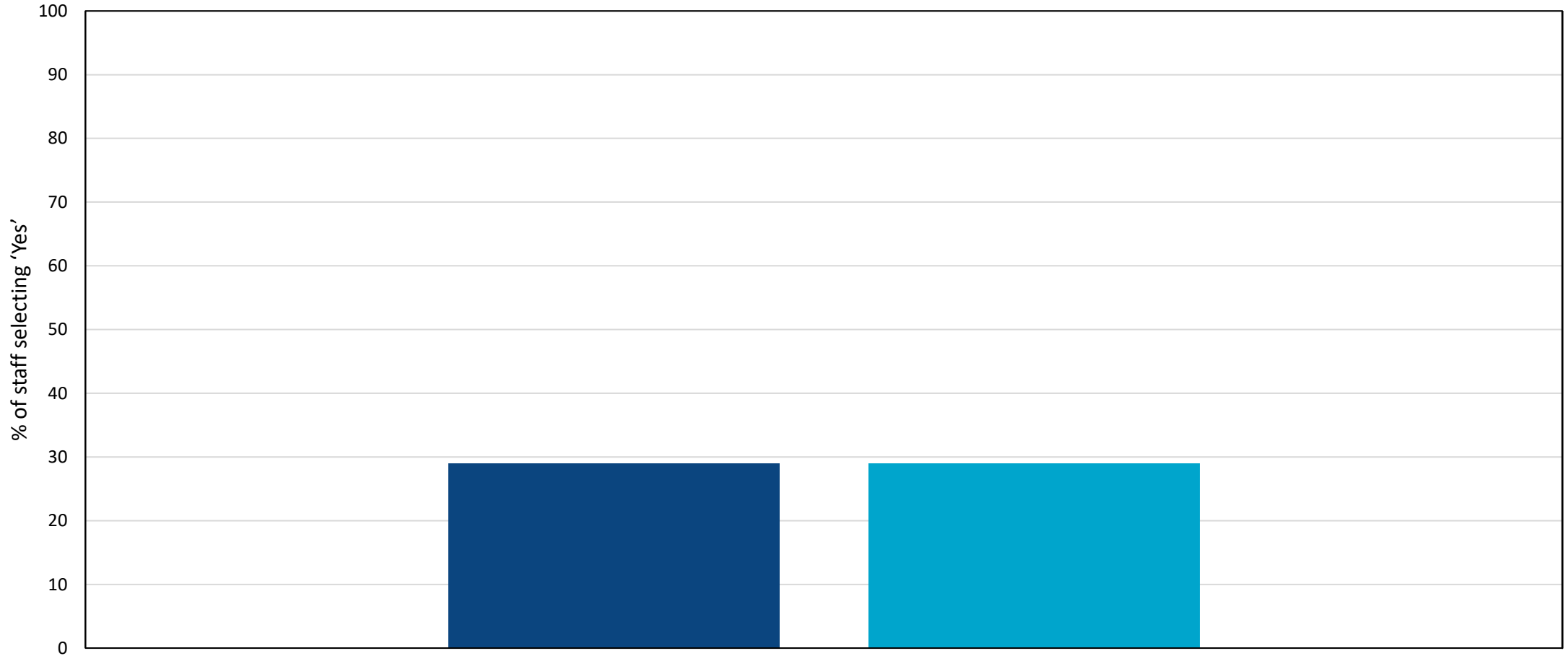


Category	Your org (%)	Average Responses (%)
Heterosexual or straight	89.82%	89.93%
Gay or lesbian	1.71%	1.76%
Bisexual	1.56%	1.56%
Other	0.47%	0.49%
Prefer not to say	6.44%	6.04%

# Background details - Religion



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

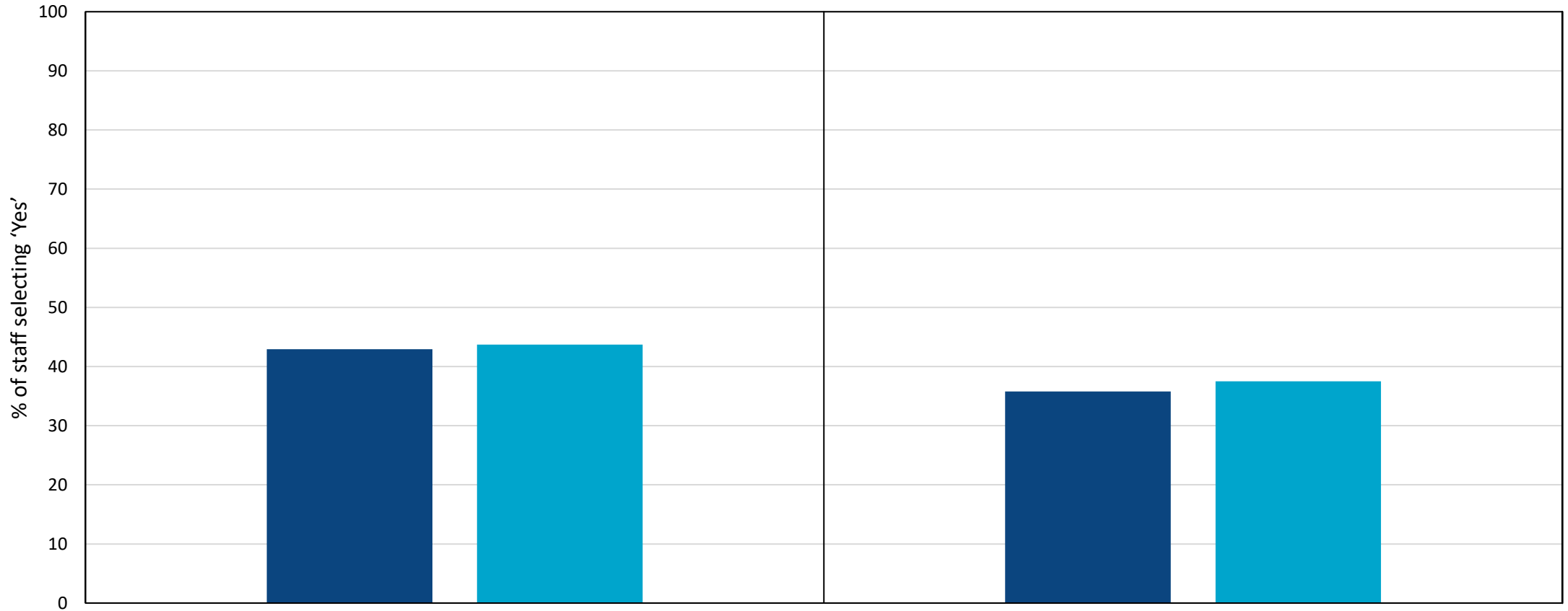


<b>Your org</b>	28.95%
<b>Average</b>	28.90%
<b>Responses</b>	1907



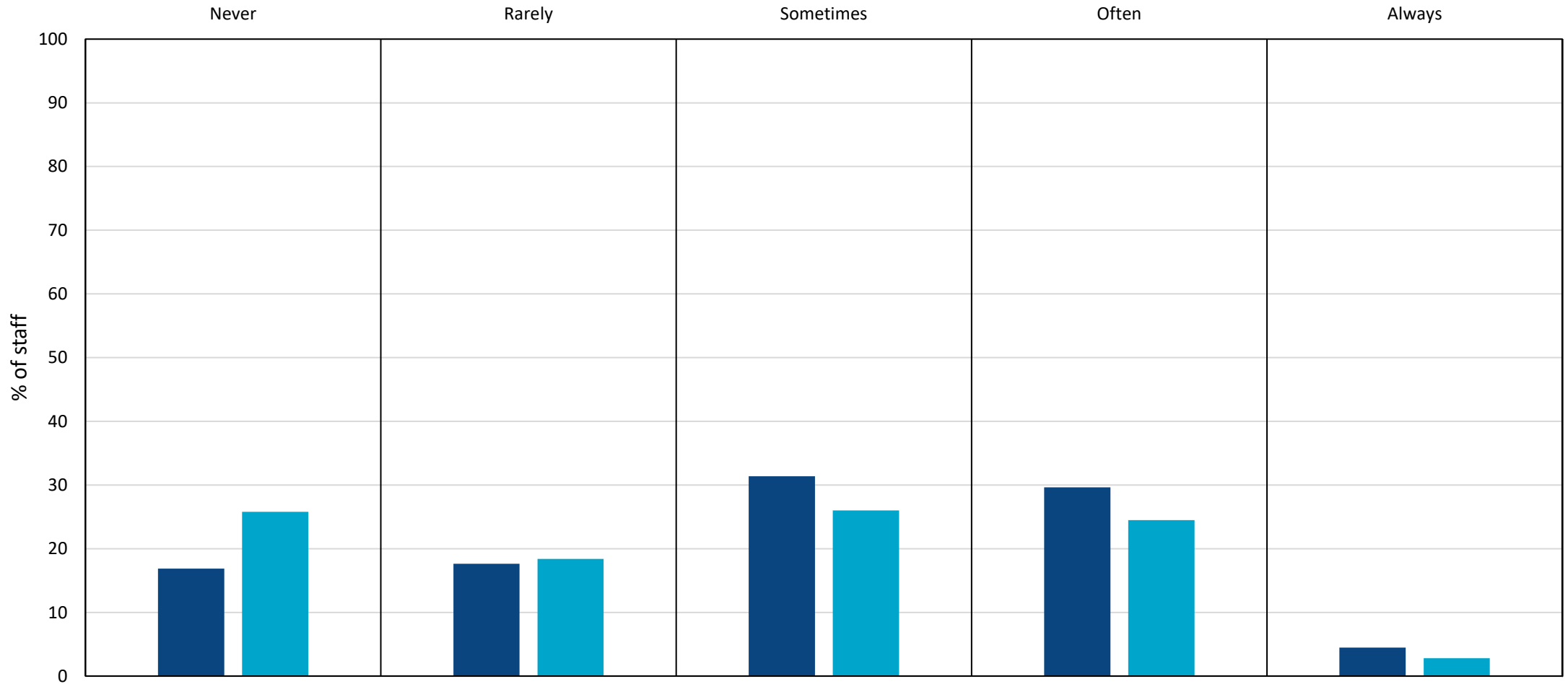
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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

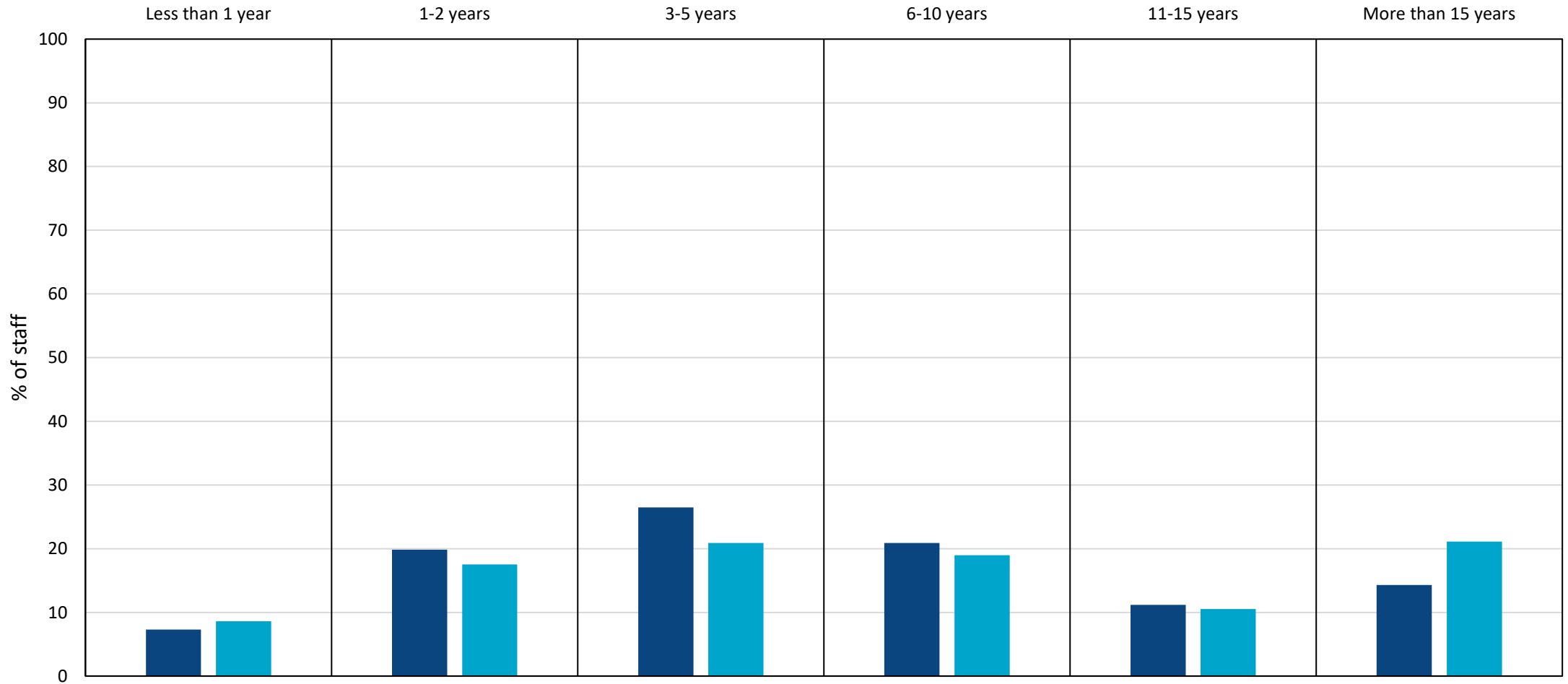


<b>Your org</b>	42.92%	35.77%
<b>Average</b>	43.72%	37.50%
<b>Responses</b>	1920	1915

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



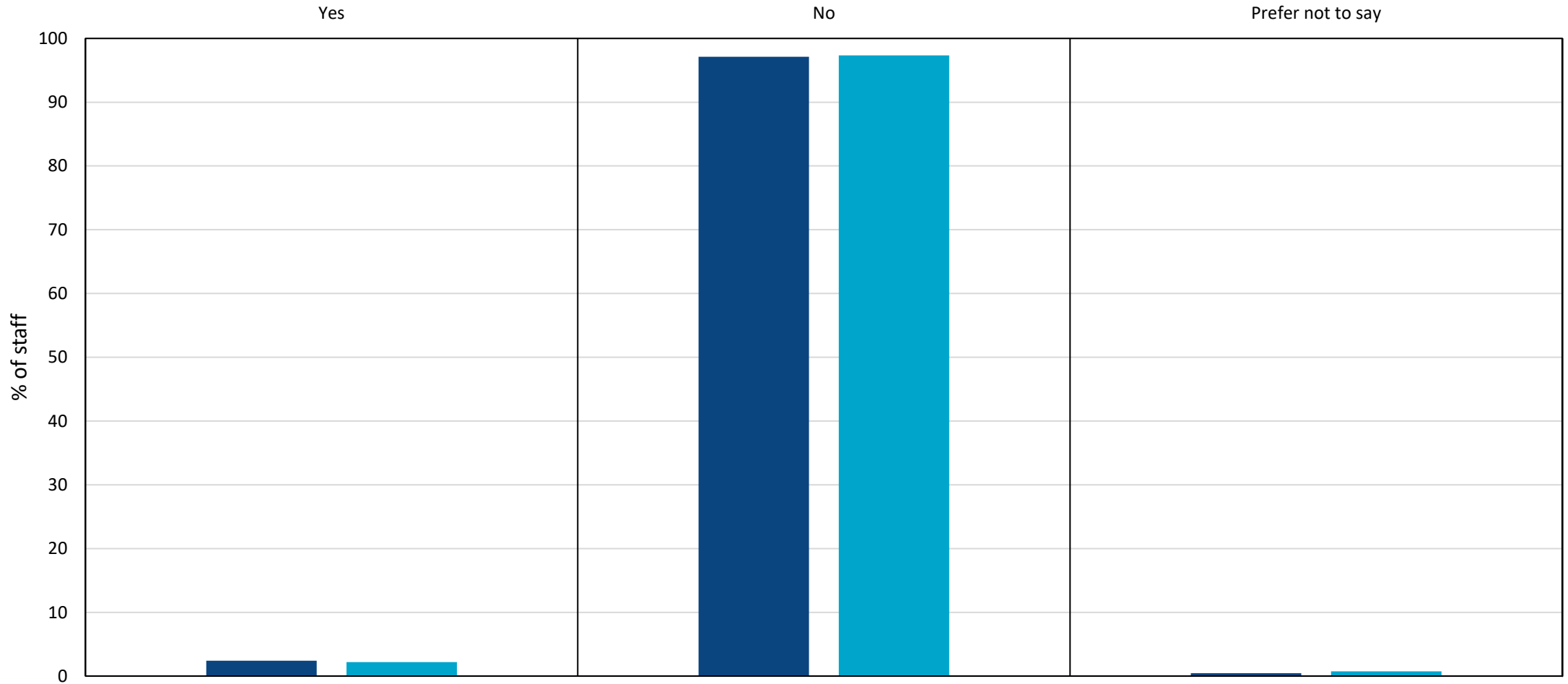
	Never	Rarely	Sometimes	Often	Always
<b>Your org</b>	16.87%	17.65%	31.36%	29.65%	4.47%
<b>Average Responses</b>	25.78%	18.41%	26.02%	24.48%	2.80%
<b>Responses</b>	1926	1926	1926	1926	1926



<b>Your org</b>	7.31%	19.84%	26.48%	20.88%	11.19%	14.30%
<b>Average</b>	8.61%	17.54%	20.91%	18.96%	10.52%	21.12%
<b>Responses</b>	1930	1930	1930	1930	1930	1930

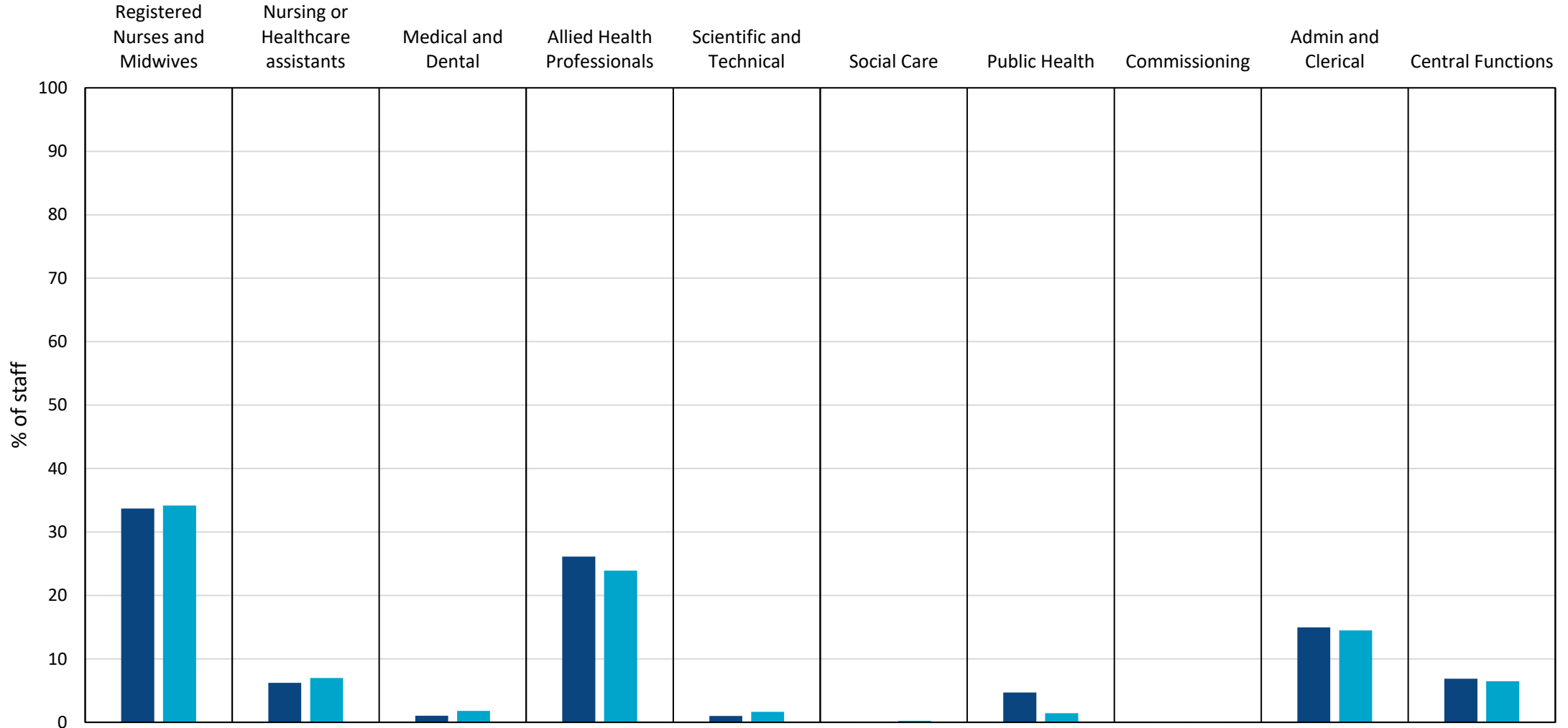


# Background details – When you joined this organisation, were you recruited from outside of the UK?



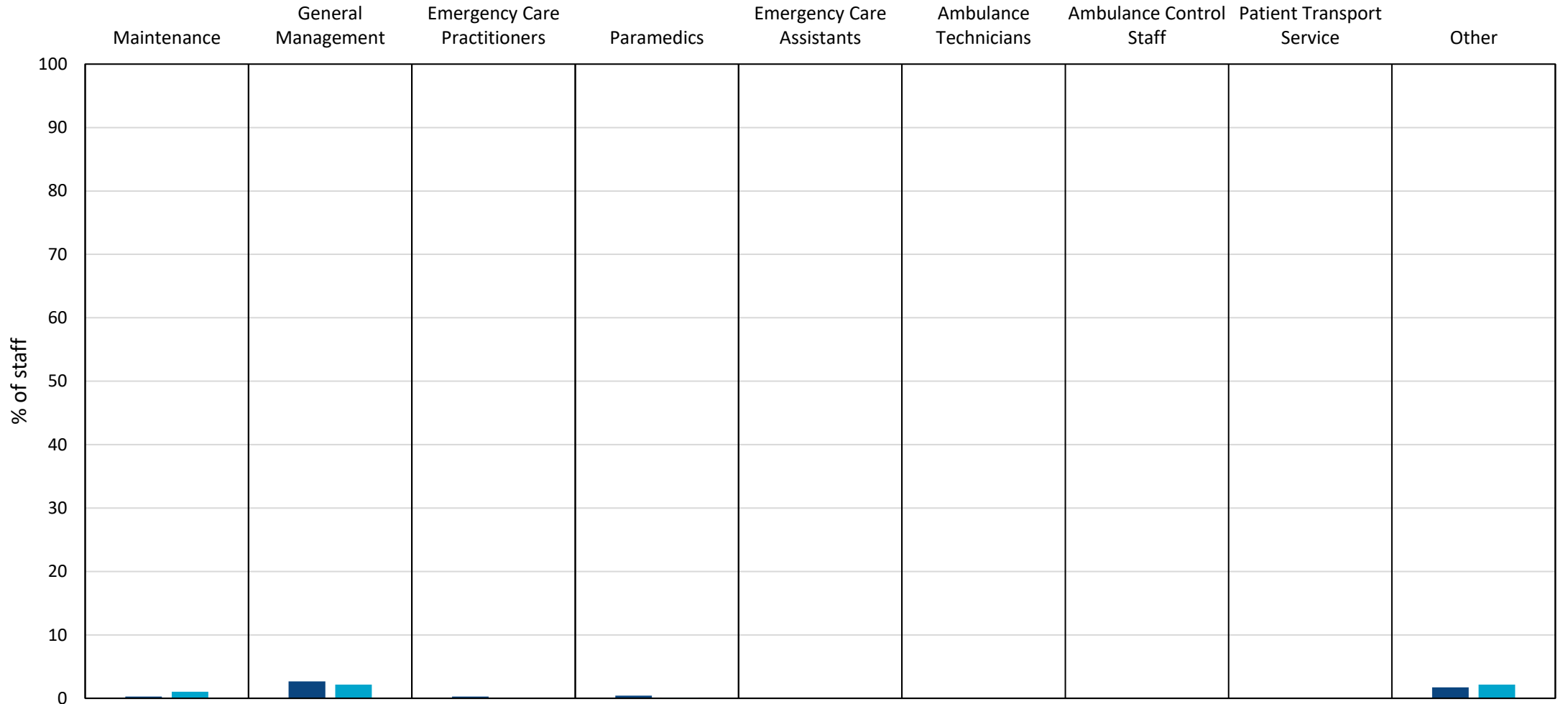
<b>Your org</b>	2.40%	97.14%	0.47%
<b>Average</b>	2.20%	97.33%	0.76%
<b>Responses</b>	1920	1920	1920

# Background details – Occupational group



Responses	1918	1918	1918	1918	1918	1918	1918	1918	1918	1918
<b>Your org</b>	33.68%	6.20%	1.04%	26.12%	0.99%	0.05%	4.69%	0.05%	14.96%	6.88%
<b>Average</b>	34.18%	6.98%	1.81%	23.91%	1.64%	0.22%	1.44%	0.09%	14.50%	6.48%

# Background details – Occupational group



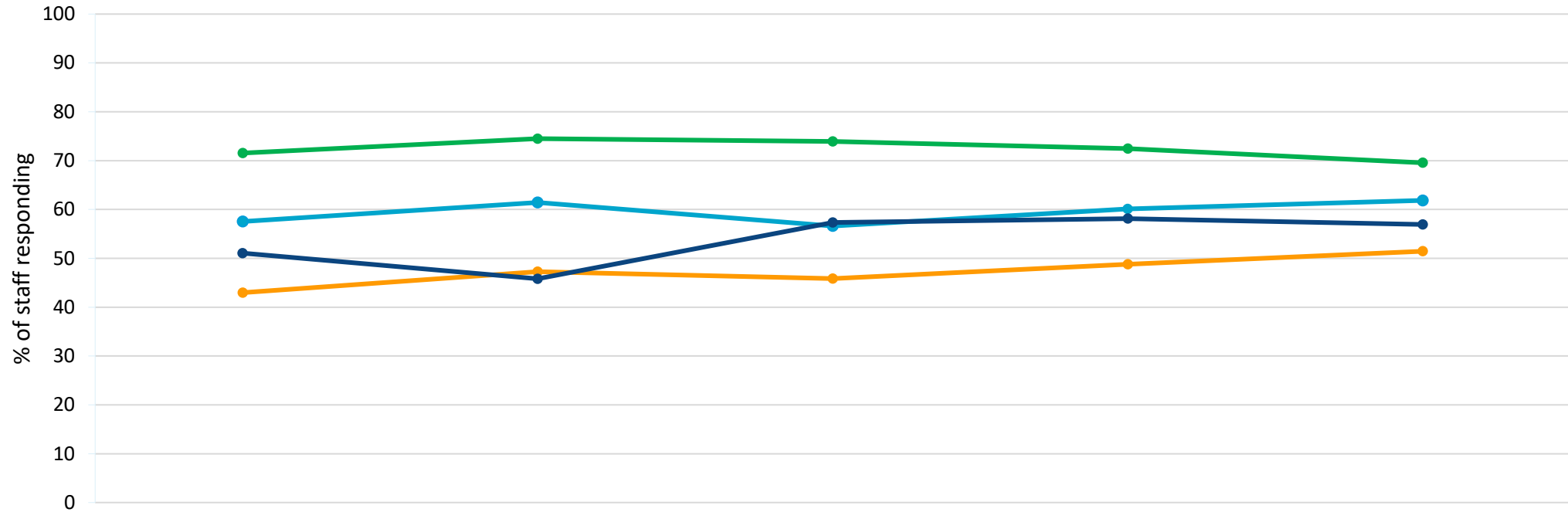
<b>Your org</b>	0.26%	2.66%	0.26%	0.42%	0.00%	0.00%	0.00%	0.00%	1.72%
<b>Average Responses</b>	1.04%	2.16%	0.03%	0.09%	0.00%	0.00%	0.00%	0.00%	2.15%
	1918	1918	1918	1918	1918	1918	1918	1918	1918

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	51.03%	45.81%	57.33%	58.12%	56.93%
Highest	71.57%	74.50%	73.93%	72.47%	69.55%
Average	57.55%	61.43%	56.61%	60.10%	61.85%
Lowest	42.97%	47.25%	45.87%	48.80%	51.44%
Responses	1533	1409	1780	1929	1935

## Appendix B: Significance testing 2023 vs 2024

## Appendix B: Significance testing – 2023 vs 2024

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 2023 and 2024\*. For more details, please see the [technical document](#).

People Promise elements	2023 score	2023 respondents	2024 score	2024 respondents	Statistically significant change?
We are compassionate and inclusive	7.66	1927	7.38	1934	Significantly lower
We are recognised and rewarded	6.36	1928	6.06	1932	Significantly lower
We each have a voice that counts	6.98	1918	6.58	1923	Significantly lower
We are safe and healthy	6.30	1876	6.08	1929	Significantly lower
We are always learning	5.66	1838	5.41	1842	Significantly lower
We work flexibly	6.83	1922	6.30	1926	Significantly lower
We are a team	7.01	1927	6.78	1932	Significantly lower
<b>Themes</b>					
Staff Engagement	6.98	1928	6.57	1933	Significantly lower
Morale	5.98	1929	5.67	1932	Significantly lower

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



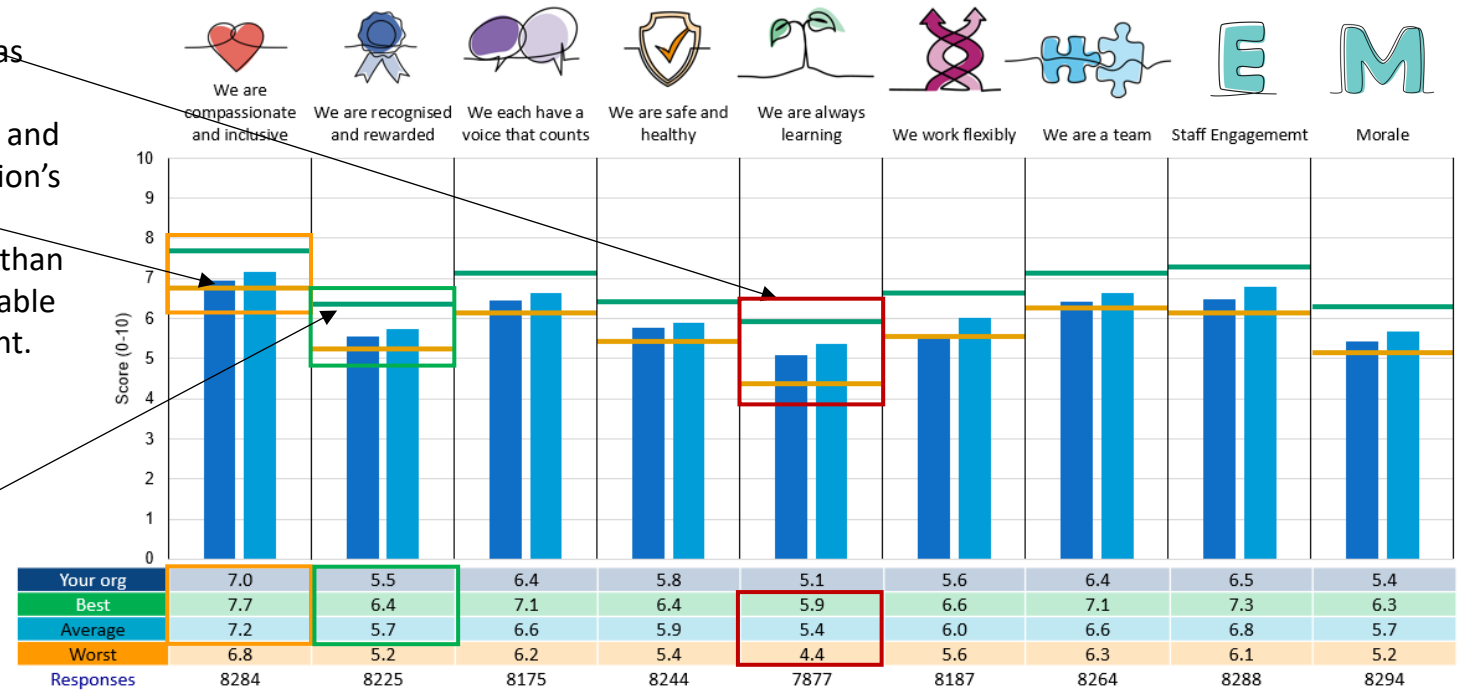
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are 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.

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 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.



Only one example is highlighted for each point

## 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'.

## 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.

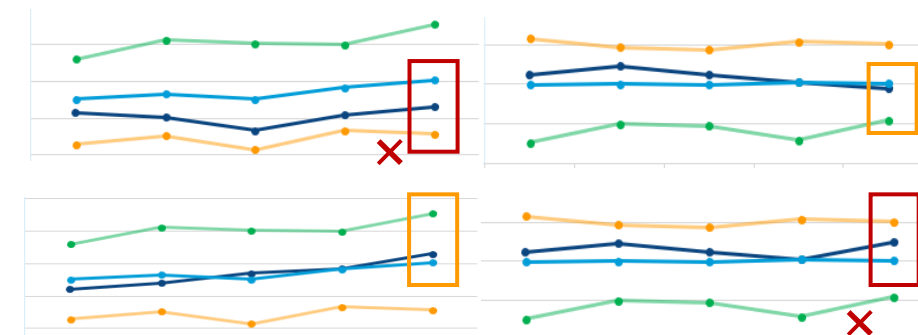


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## 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.



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

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

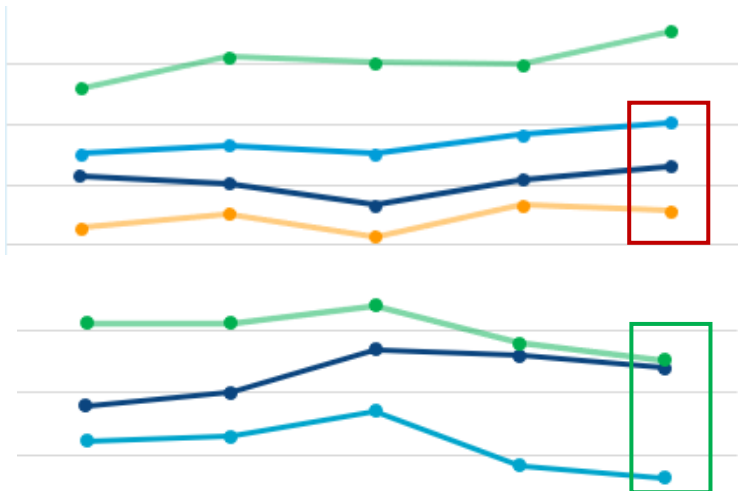
### Identifying questions of interest

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

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

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

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



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

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



## Appendix D: Additional reporting outputs

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 Guide:** 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 Sirona Care & Health.



**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.