

Barts Health NHS Trust

# NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for Barts Health NHS Trust 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:

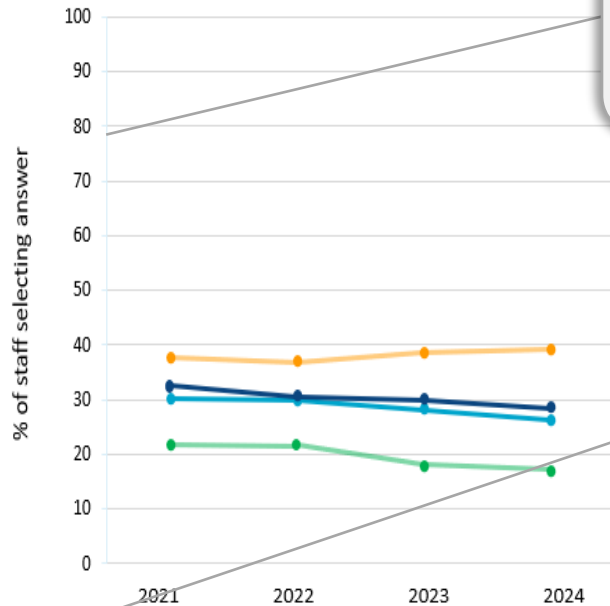
- Response rate.
- Significance testing of the People Promise element and theme results for 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## 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

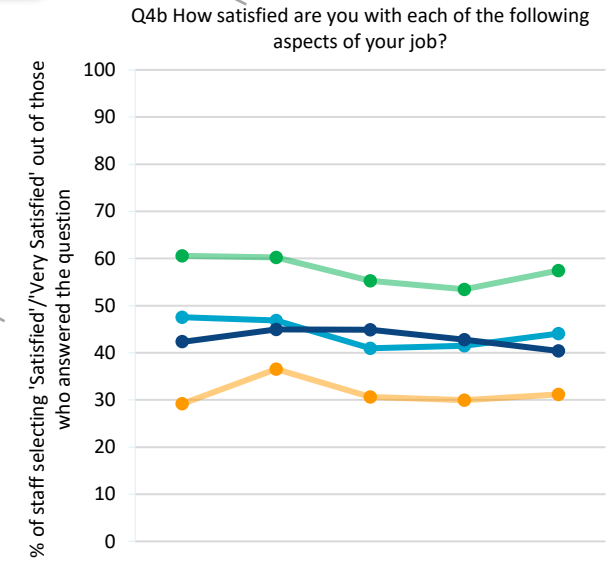


**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

	2021	2022	2023	2024
Your org	32.6%	30.6%	30.0%	28.5%
Best result	21.8%	21.7%	18.0%	17.1%
Average result	30.2%	29.8%	28.1%	26.4%
Worst result	37.6%	36.9%	38.5%	39.2%
Responses	480	500	515	520

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



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

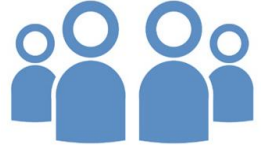
	2020	2021	2022	2023	2024
Your org	42.3%	45.0%	44.9%	42.8%	40.4%
Best result	60.6%	60.3%	55.3%	55.3%	57.4%
Average result	47.5%	46.9%	41.0%	41.5%	44.0%
Worst result	29.2%	36.5%	30.6%	29.9%	31.2%
Responses	835	1255	1491	1325	517

## Organisation details



Barts Health NHS Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **10152**

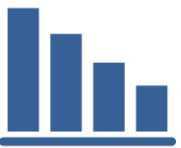
2024 response rate **49%**

### Survey details

Survey mode **Online**

◀ This organisation is benchmarked against:

Acute and Acute & Community Trusts



### 2024 benchmarking group details

Organisations in group: 122

Median response rate: 49%

No. of completed questionnaires: 532587

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

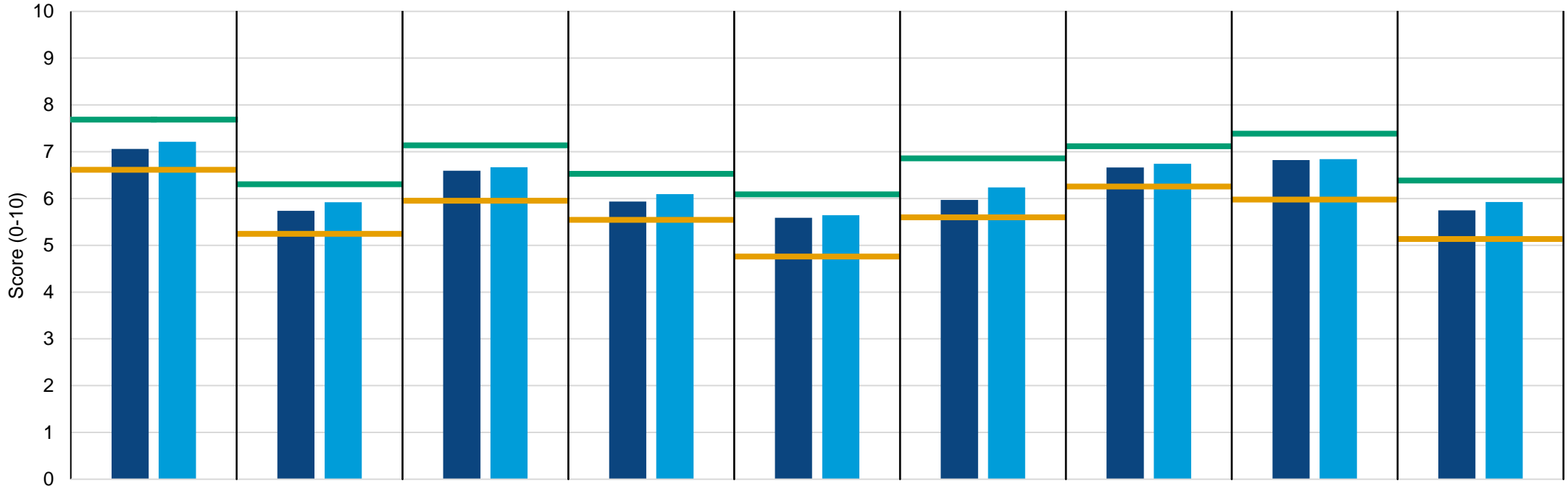


## People Promise elements, themes and sub-score results

## 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	7.06	5.74	6.59	5.94	5.59	5.97	6.67	6.82	5.75
Best result	7.69	6.30	7.14	6.53	6.09	6.86	7.12	7.39	6.38
Average result	7.21	5.92	6.67	6.09	5.64	6.24	6.74	6.84	5.93
Worst result	6.61	5.24	5.95	5.54	4.76	5.60	6.26	5.98	5.13
Responses	10067	10059	9755	9922	9361	9954	10042	10055	10074

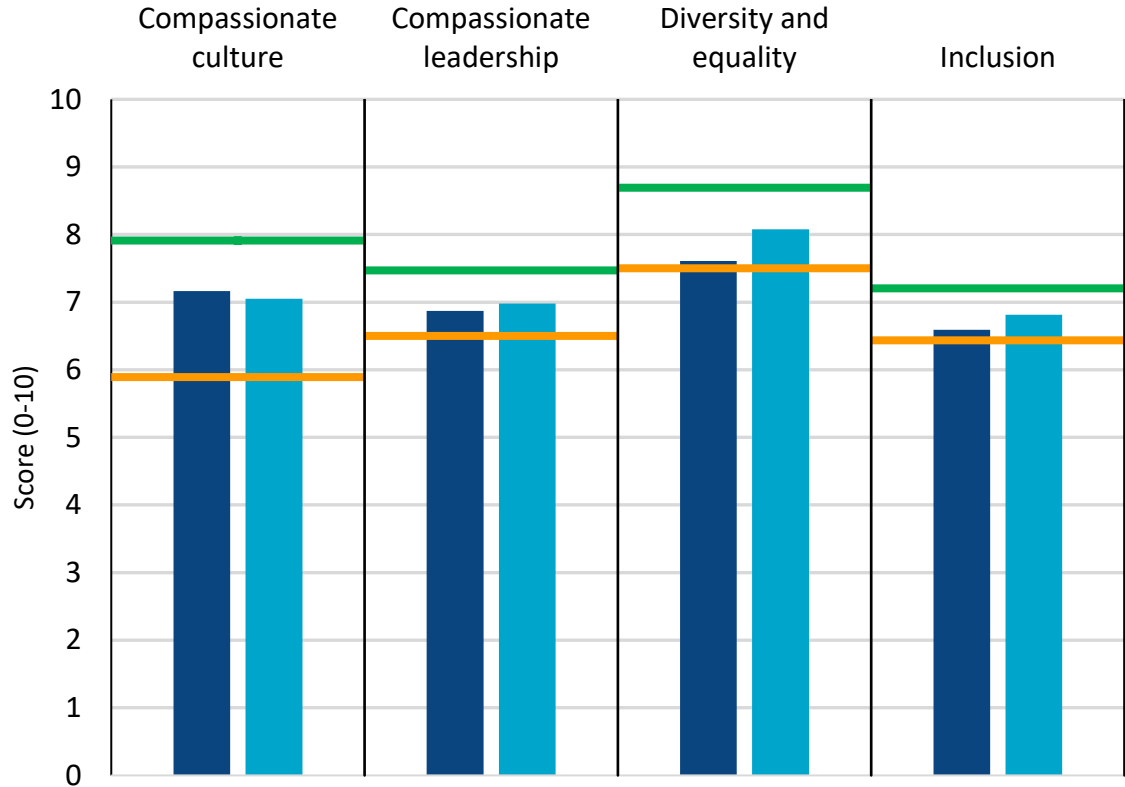


# People Promise elements, themes and sub-scores: Sub-score overview

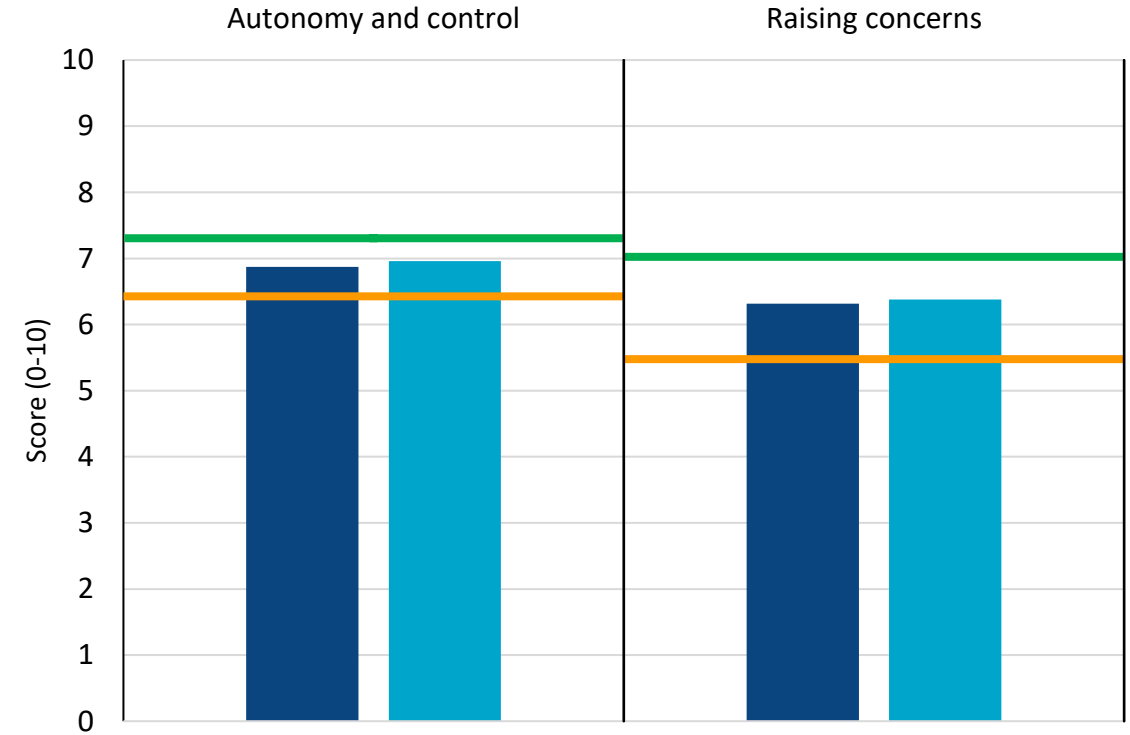
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.16	6.87	7.61	6.59
Best result	7.91	7.47	8.69	7.20
Average result	7.05	6.98	8.08	6.81
Worst result	5.89	6.50	7.50	6.44
Responses	10003	10064	10042	9933

Your org	6.87	6.31
Best result	7.31	7.02
Average result	6.96	6.38
Worst result	6.43	5.48
Responses	10041	9833

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.

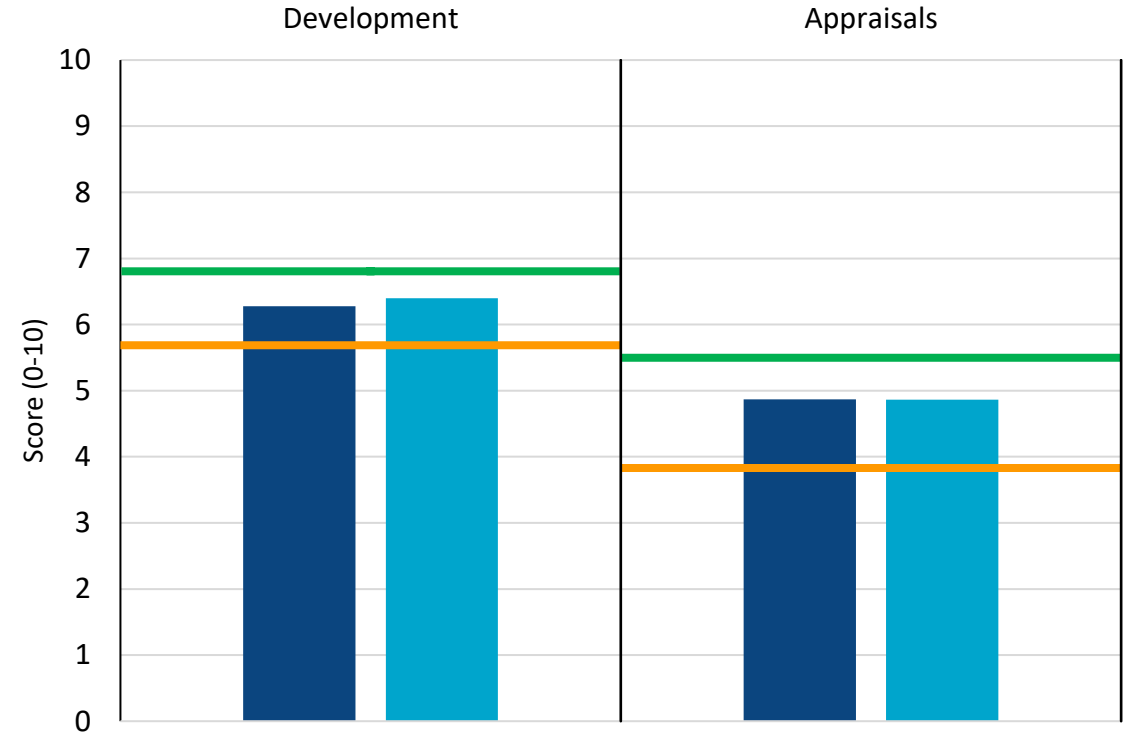
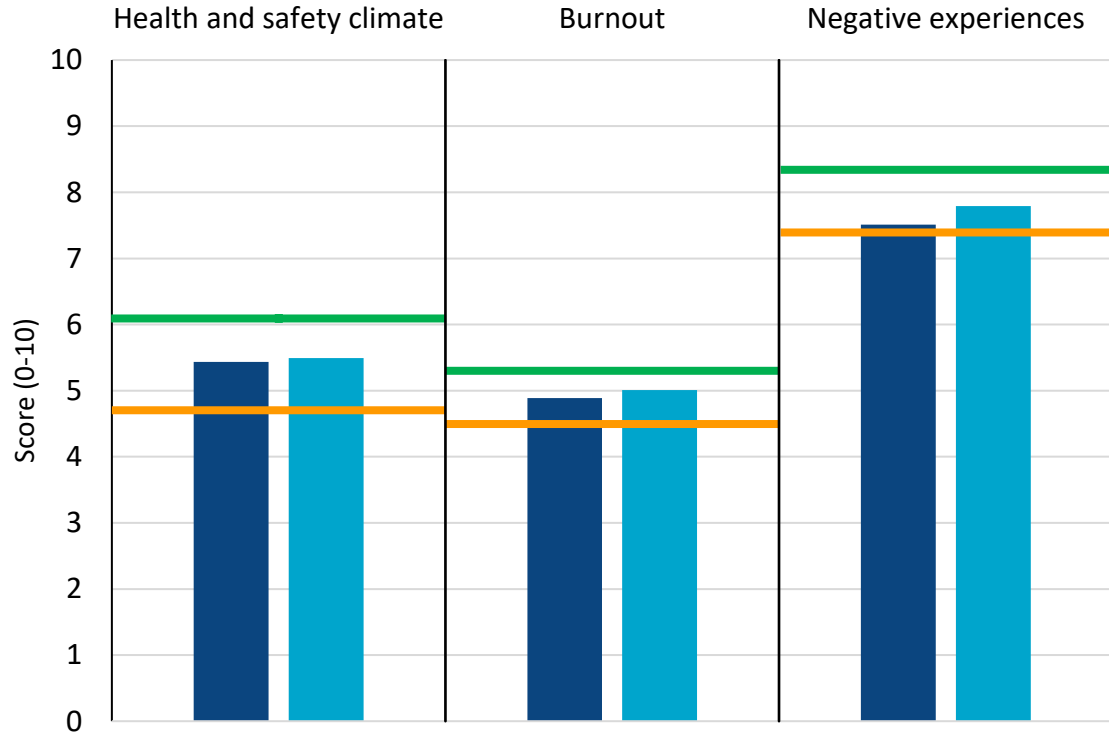
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.43	4.89	7.51
Best result	6.09	5.30	8.34
Average result	5.49	5.01	7.79
Worst result	4.70	4.50	7.39
Responses	10040	10074	10021

Your org	6.28	4.87
Best result	6.80	5.50
Average result	6.40	4.86
Worst result	5.69	3.83
Responses	10045	9403

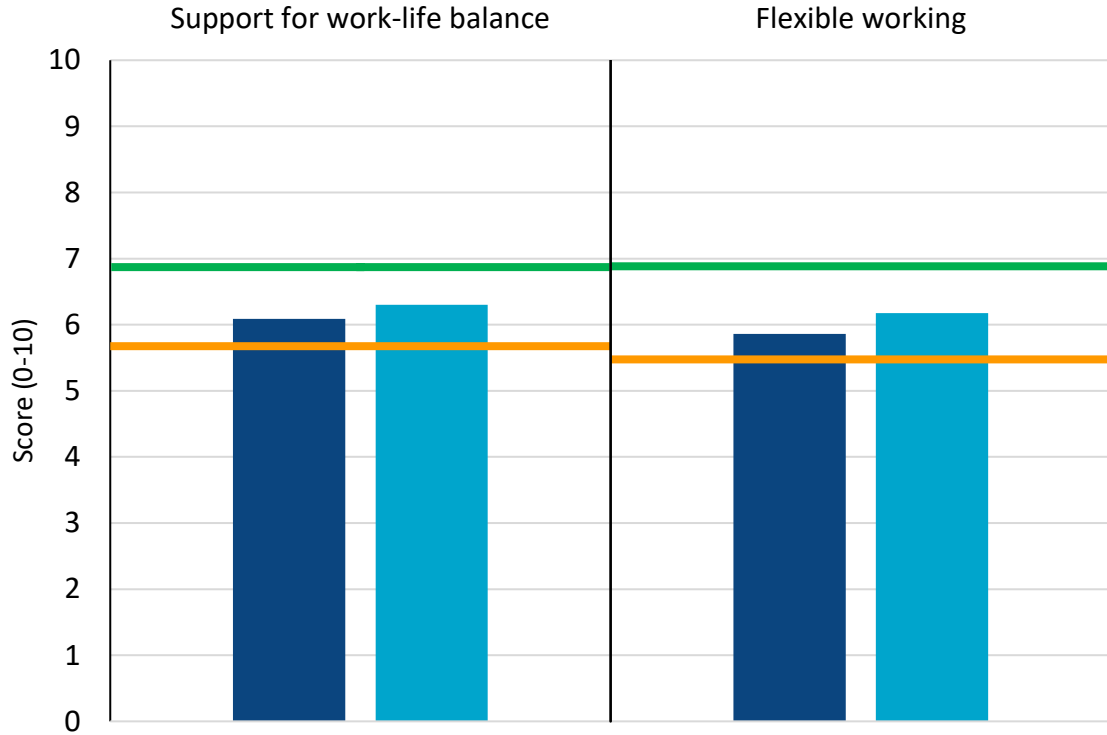
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Category	Score	Responses
Your org	6.09	10047
Best result	6.87	
Average result	6.30	
Worst result	5.67	
<b>Support for work-life balance</b>	<b>6.09</b>	<b>10047</b>
Your org	5.86	9996
Best result	6.88	
Average result	6.17	
Worst result	5.47	
<b>Flexible working</b>	<b>5.86</b>	<b>9996</b>

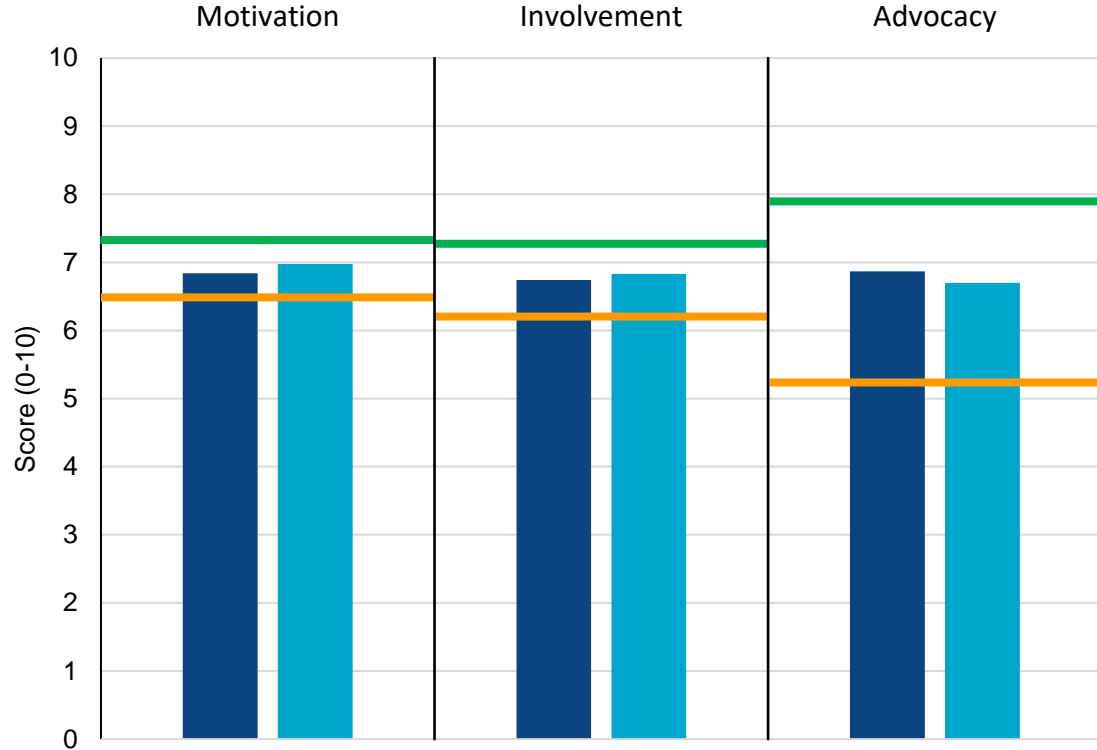


Category	Score	Responses
Your org	6.58	10064
Best result	7.06	
Average result	6.67	
Worst result	6.18	
<b>Team working</b>	<b>6.58</b>	<b>10064</b>
Your org	6.75	10066
Best result	7.31	
Average result	6.82	
Worst result	6.33	
<b>Line management</b>	<b>6.75</b>	<b>10066</b>

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.



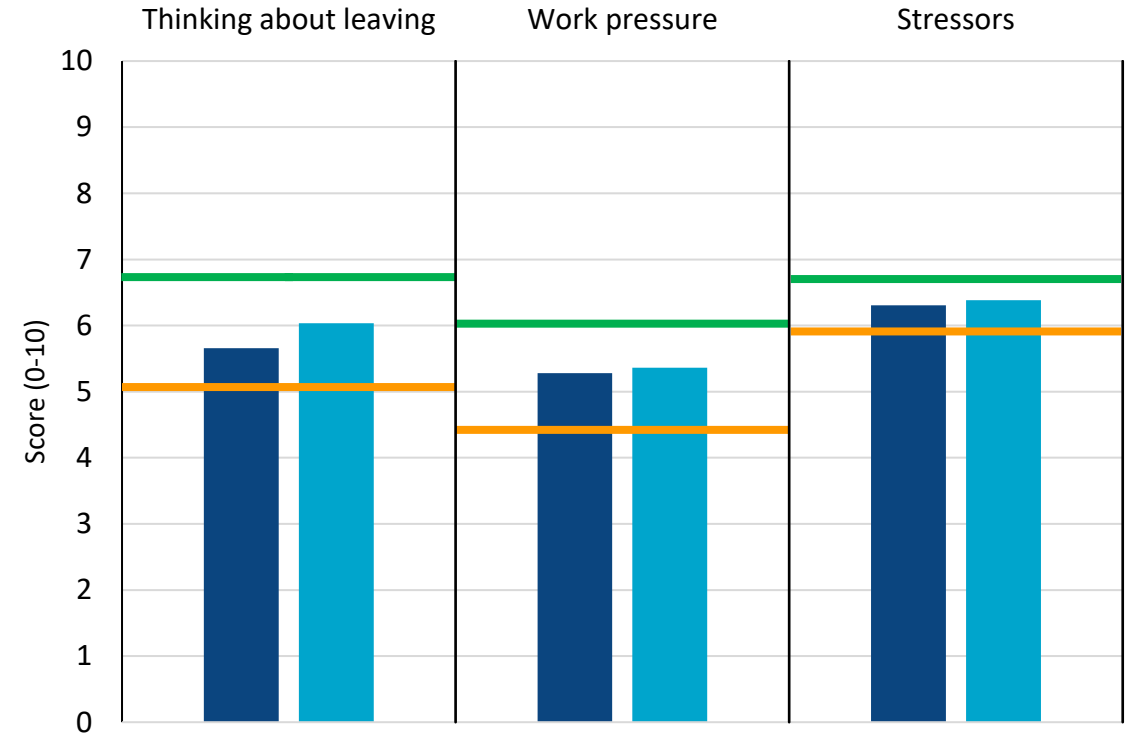
## Theme: Staff engagement



Your org	6.84	6.74	6.87
Best result	7.33	7.27	7.90
Average result	6.98	6.83	6.70
Worst result	6.49	6.20	5.24
Responses	9729	10049	10004



## Theme: Morale




Your org	5.66	5.28	6.31
Best result	6.73	6.03	6.70
Average result	6.04	5.36	6.38
Worst result	5.07	4.42	5.91
Responses	10037	10031	10038

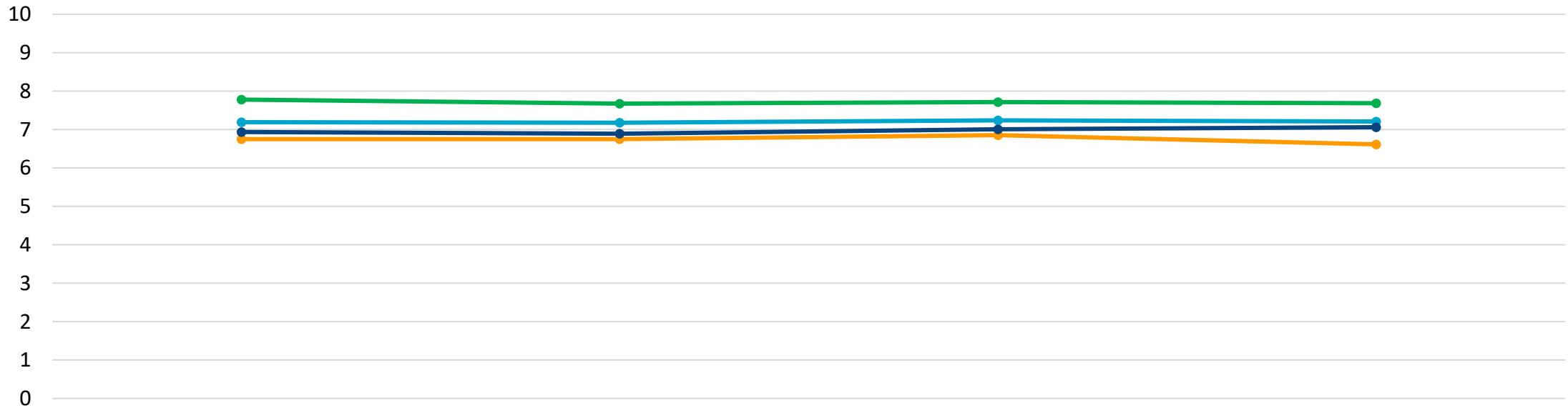


## People Promise elements, themes and sub-scores: Trends

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

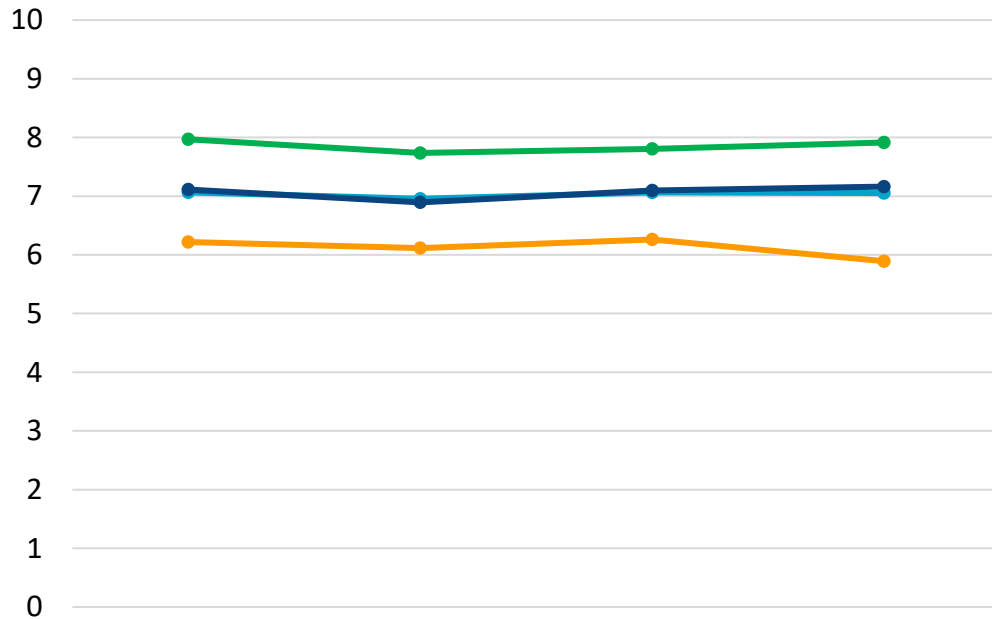


	2021	2022	2023	2024
Your org	6.93	6.89	7.01	7.06
Best result	7.78	7.67	7.72	7.69
Average result	7.19	7.18	7.24	7.21
Worst result	6.75	6.75	6.85	6.61
Responses	7747	6478	8572	10067

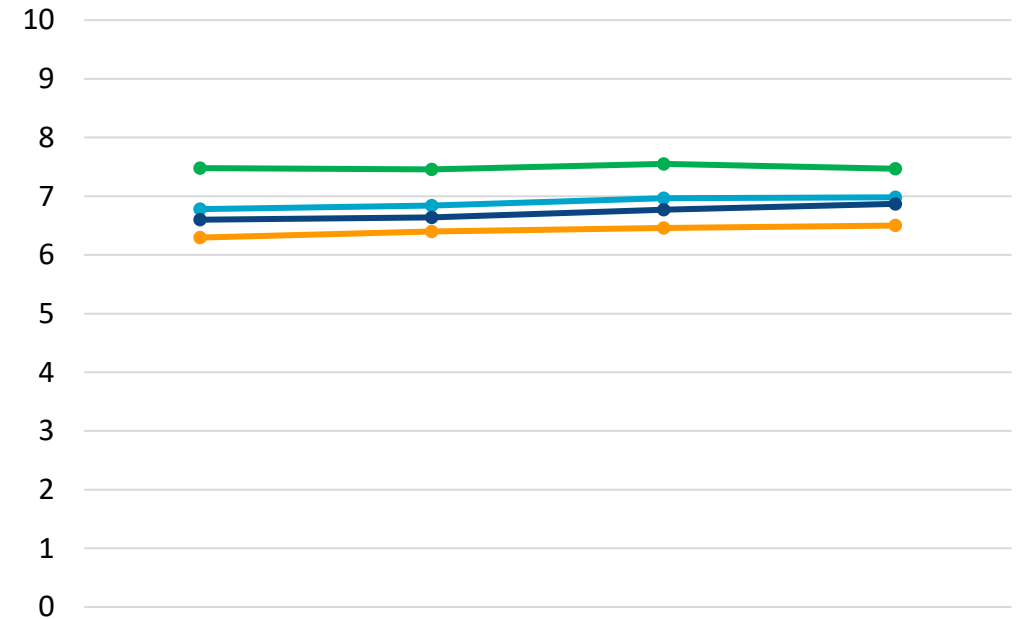
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



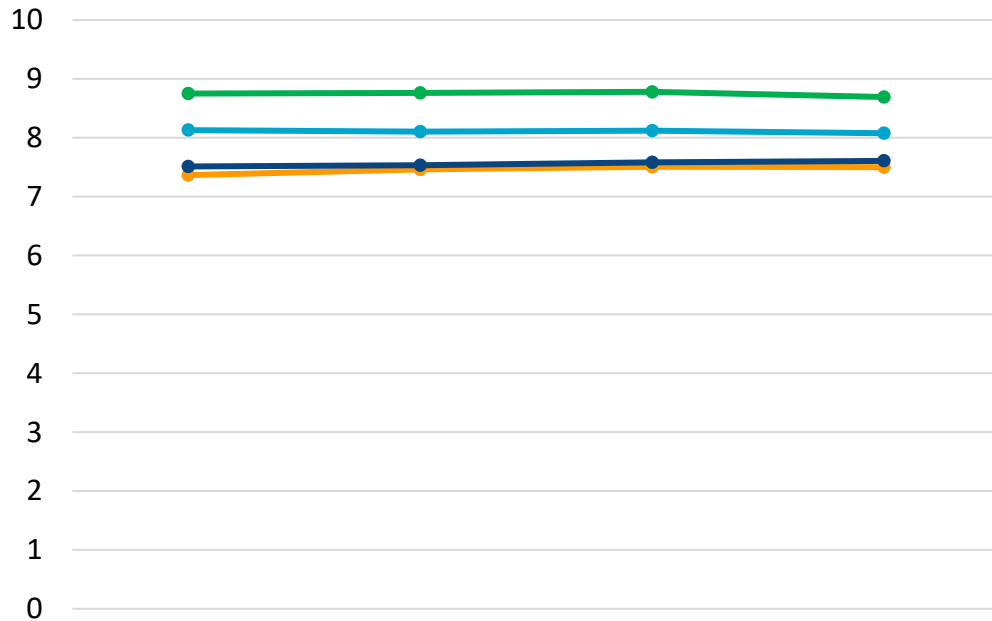
	2021	2022	2023	2024
<b>Your org</b>	7.11	6.89	7.09	7.16
<b>Best result</b>	7.97	7.74	7.81	7.91
<b>Average result</b>	7.07	6.96	7.06	7.05
<b>Worst result</b>	6.22	6.12	6.26	5.89
Responses	7661	6463	8526	10003

	2021	2022	2023	2024
<b>Your org</b>	6.60	6.64	6.77	6.87
<b>Best result</b>	7.48	7.46	7.55	7.47
<b>Average result</b>	6.78	6.84	6.96	6.98
<b>Worst result</b>	6.30	6.40	6.46	6.50
Responses	7800	6468	8568	10064

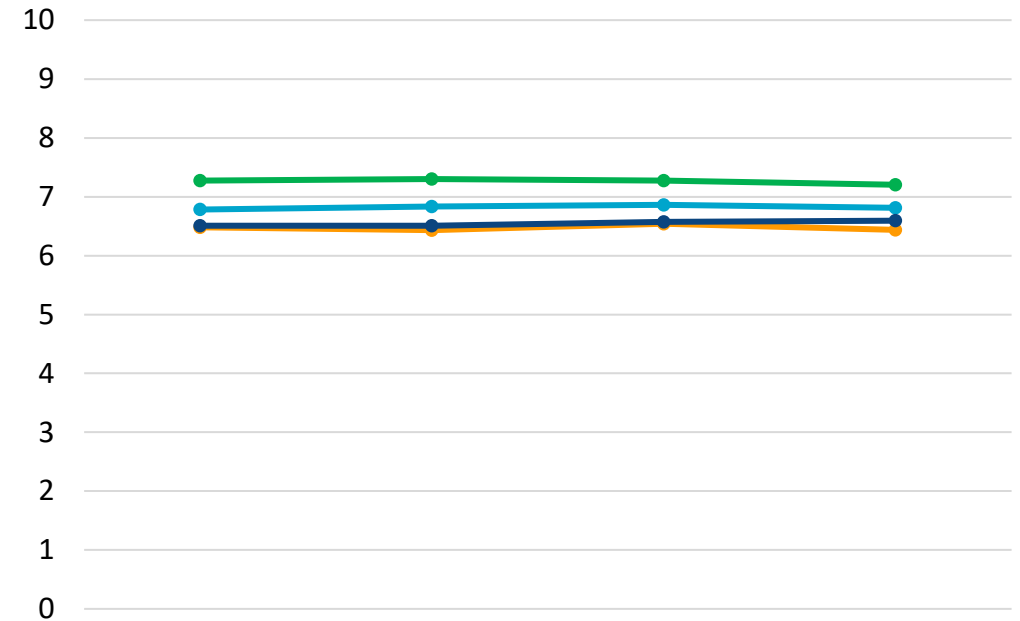
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

### Diversity and equality



### Inclusion



	2021	2022	2023	2024
Your org	7.51	7.53	7.58	7.61
Best result	8.75	8.76	8.78	8.69
Average result	8.13	8.10	8.12	8.08
Worst result	7.37	7.46	7.51	7.50
Responses	7746	6476	8549	10042

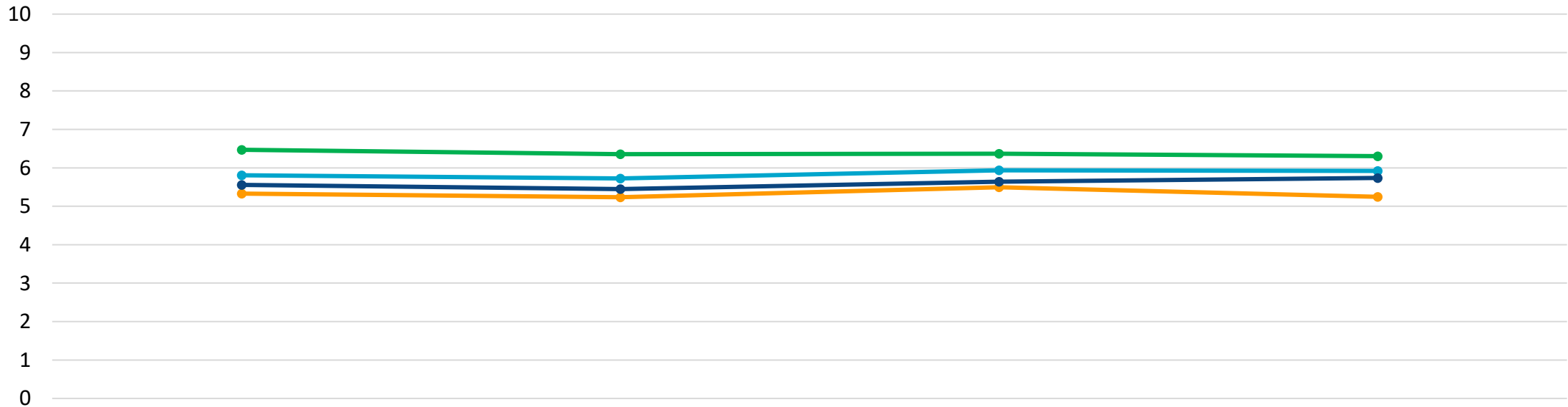
	2021	2022	2023	2024
Your org	6.51	6.51	6.58	6.59
Best result	7.28	7.30	7.27	7.20
Average result	6.78	6.84	6.86	6.81
Worst result	6.48	6.43	6.54	6.44
Responses	7822	6479	8431	9933

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	5.56	5.45	5.64	5.74
Best result	6.47	6.36	6.37	6.30
Average result	5.81	5.72	5.94	5.92
Worst result	5.33	5.24	5.49	5.24
Responses	7958	6480	8568	10059

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



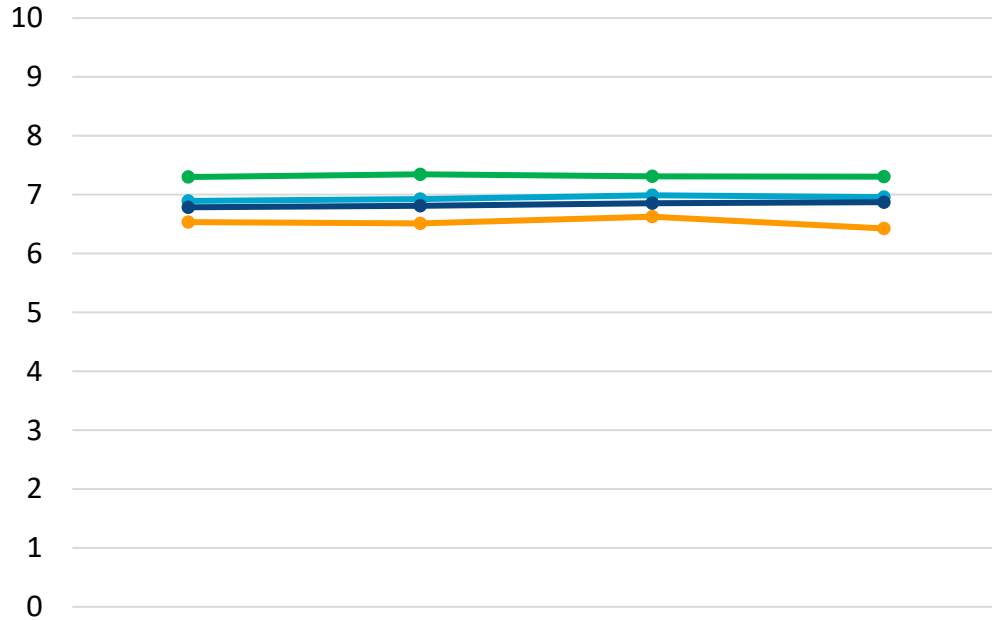
	2021	2022	2023	2024
Your org	6.54	6.48	6.55	6.59
Best result	7.31	7.14	7.16	7.14
Average result	6.67	6.65	6.70	6.67
Worst result	6.16	6.15	6.21	5.95
Responses	7612	6443	8369	9755

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.

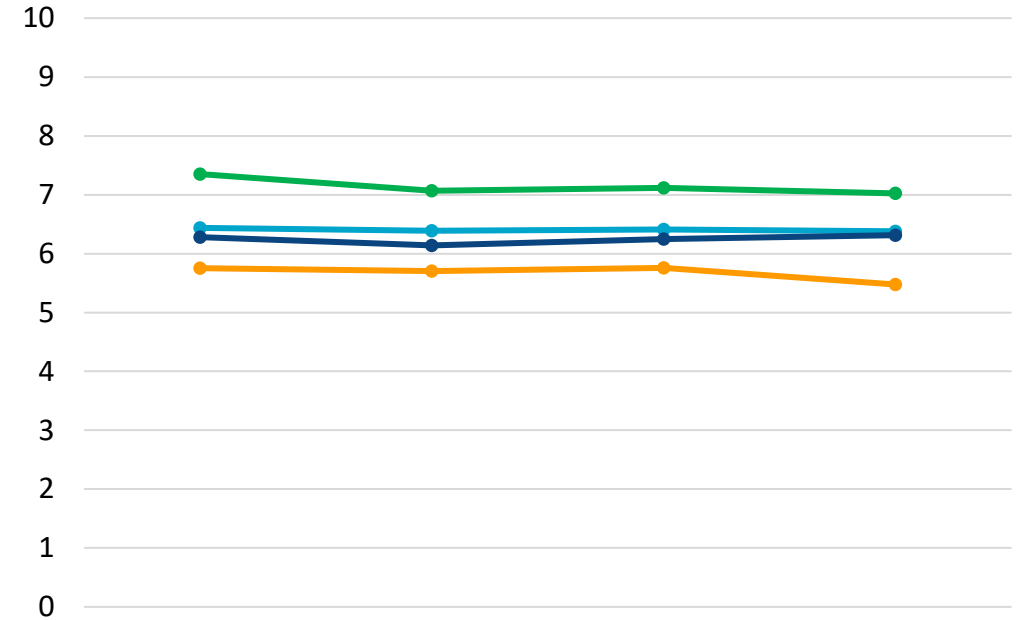


## Promise element 3: We each have a voice that counts

### Autonomy and control



### Raising concerns



	2021	2022	2023	2024
Your org	6.79	6.81	6.85	6.87
Best result	7.30	7.35	7.31	7.31
Average result	6.89	6.93	6.99	6.96
Worst result	6.53	6.51	6.63	6.43
Responses	7980	6486	8569	10041

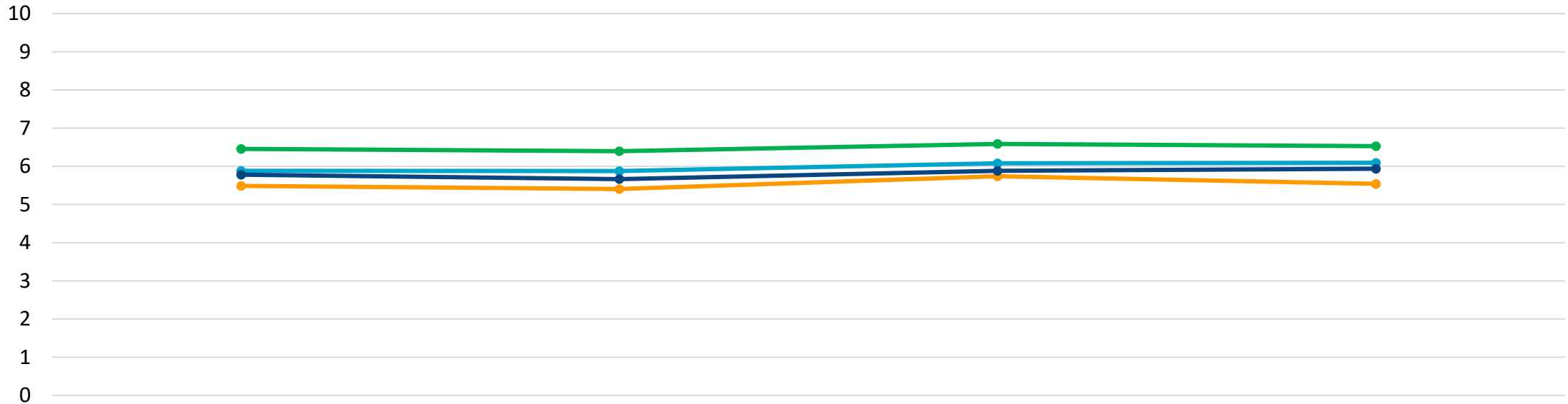
	2021	2022	2023	2024
Your org	6.28	6.14	6.25	6.31
Best result	7.35	7.07	7.12	7.02
Average result	6.44	6.39	6.41	6.38
Worst result	5.75	5.70	5.76	5.48
Responses	7626	6449	8399	9833

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	5.78	5.66	5.88	5.94
Best result	6.46	6.40	6.59	6.53
Average result	5.88	5.88	6.08	6.09
Worst result	5.49	5.41	5.74	5.54
Responses	7705	6457	8484	9922

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.

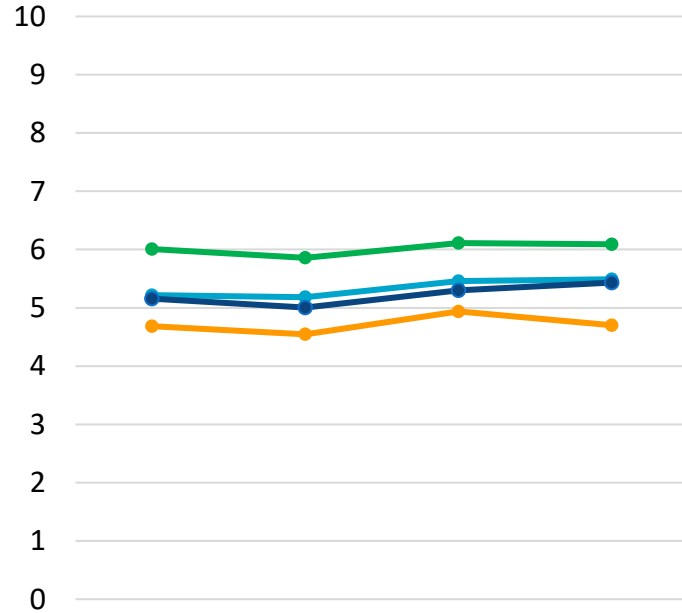


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



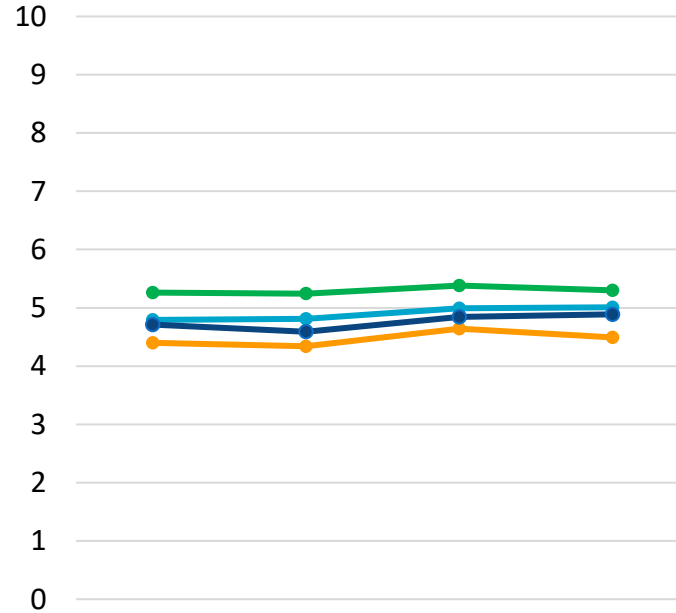
## Promise element 4: We are safe and healthy

### Health and safety climate



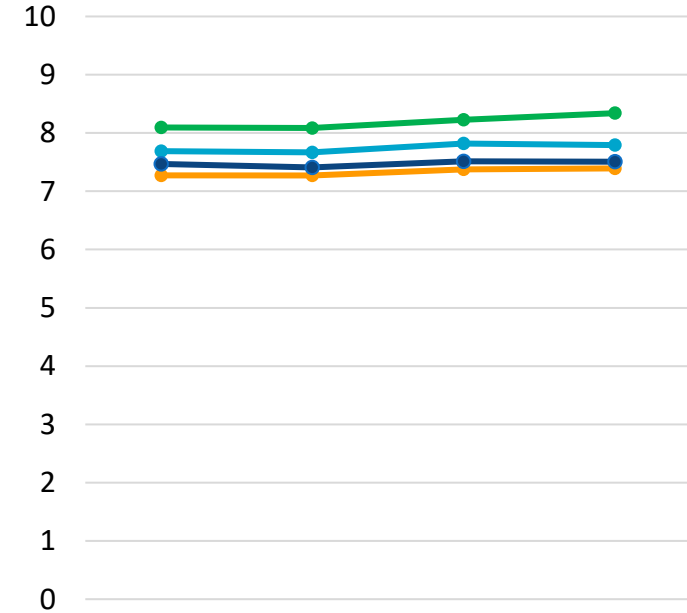
	2021	2022	2023	2024
<b>Your org</b>	5.16	5.00	5.30	5.43
<b>Best result</b>	6.01	5.86	6.11	6.09
<b>Average result</b>	5.21	5.18	5.46	5.49
<b>Worst result</b>	4.68	4.55	4.94	4.70
Responses	7976	6483	8569	10040

### Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.71	4.59	4.85	4.89
<b>Best result</b>	5.26	5.24	5.38	5.30
<b>Average result</b>	4.79	4.81	4.99	5.01
<b>Worst result</b>	4.40	4.34	4.64	4.50
Responses	7766	6477	8577	10074

### Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.47	7.41	7.51	7.51
<b>Best result</b>	8.10	8.09	8.23	8.34
<b>Average result</b>	7.69	7.67	7.82	7.79
<b>Worst result</b>	7.27	7.27	7.38	7.39
Responses	7737	6474	8529	10021

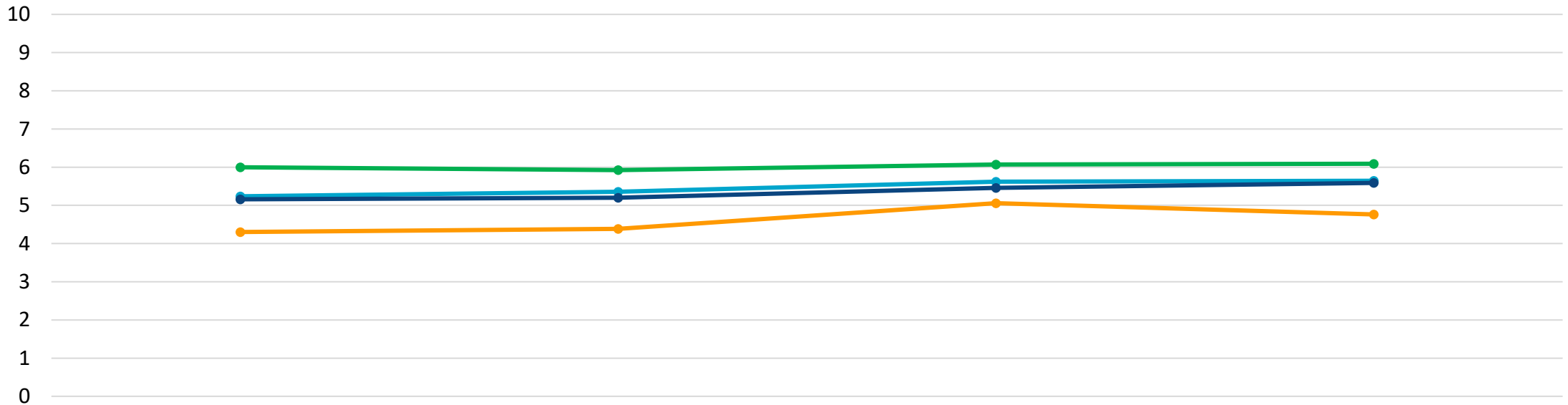
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



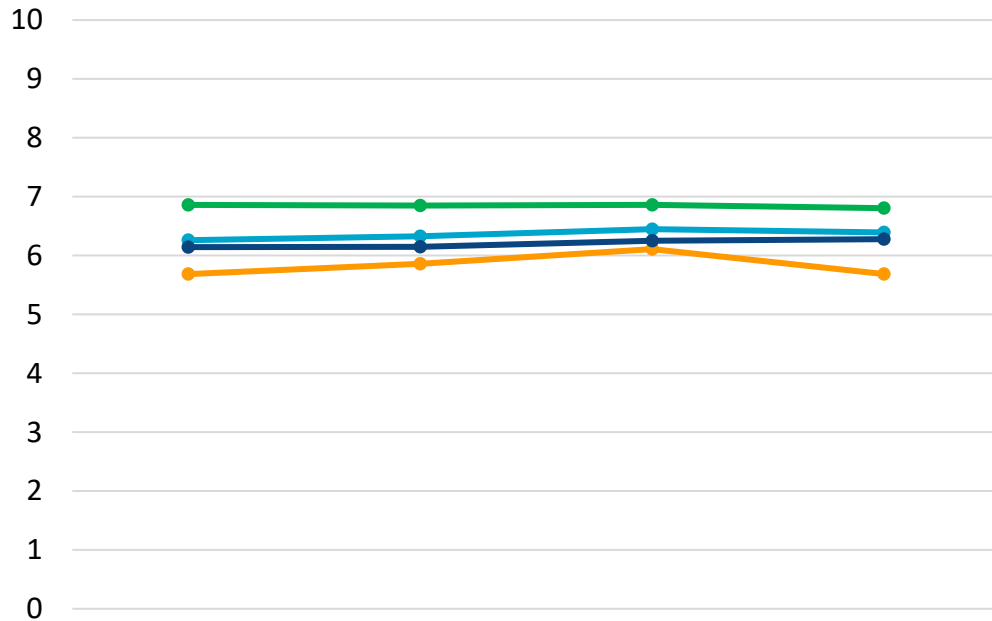
	2021	2022	2023	2024
Your org	5.16	5.20	5.46	5.59
Best result	6.00	5.92	6.07	6.09
Average result	5.24	5.35	5.62	5.64
Worst result	4.30	4.39	5.06	4.76
Responses	7321	6183	7985	9361

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.

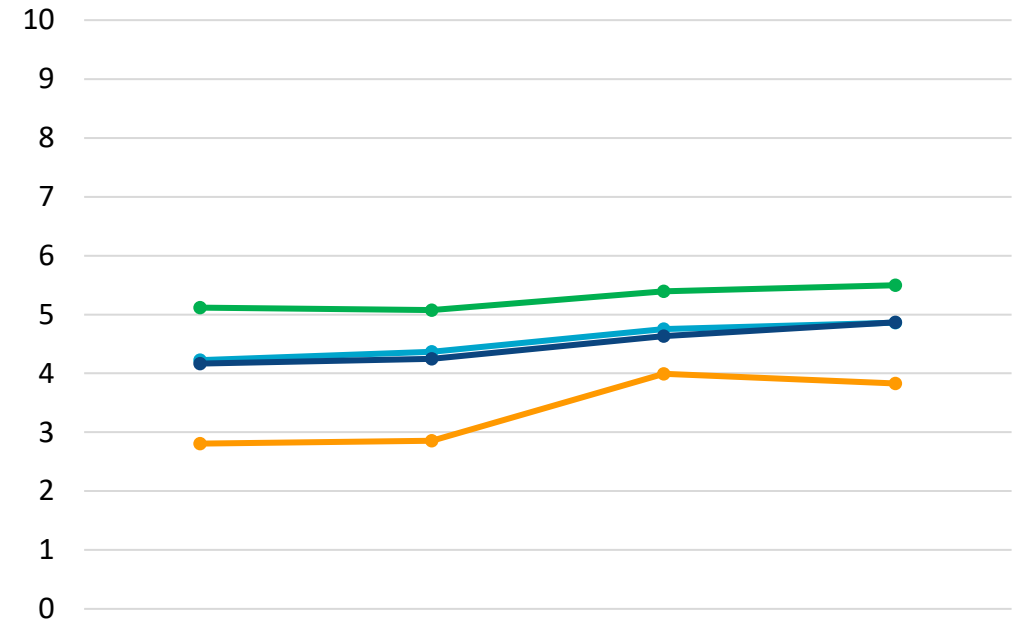


## Promise element 5: We are always learning

Development



Appraisals



2021      2022      2023      2024

Your org	6.14	6.15	6.25	6.28
Best result	6.86	6.85	6.86	6.80
Average result	6.26	6.33	6.45	6.40
Worst result	5.68	5.86	6.11	5.69

Responses      7707      6474      8563      10045

2021      2022      2023      2024

Your org	4.17	4.25	4.63	4.87
Best result	5.12	5.08	5.40	5.50
Average result	4.23	4.37	4.75	4.86
Worst result	2.81	2.85	3.99	3.83

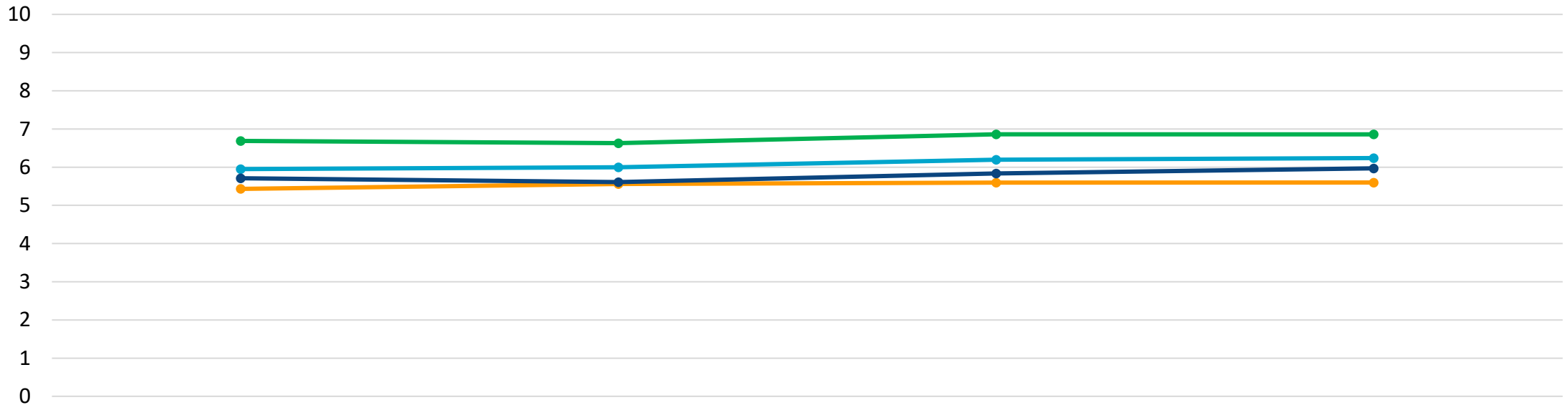
Responses      7366      6195      7998      9403

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



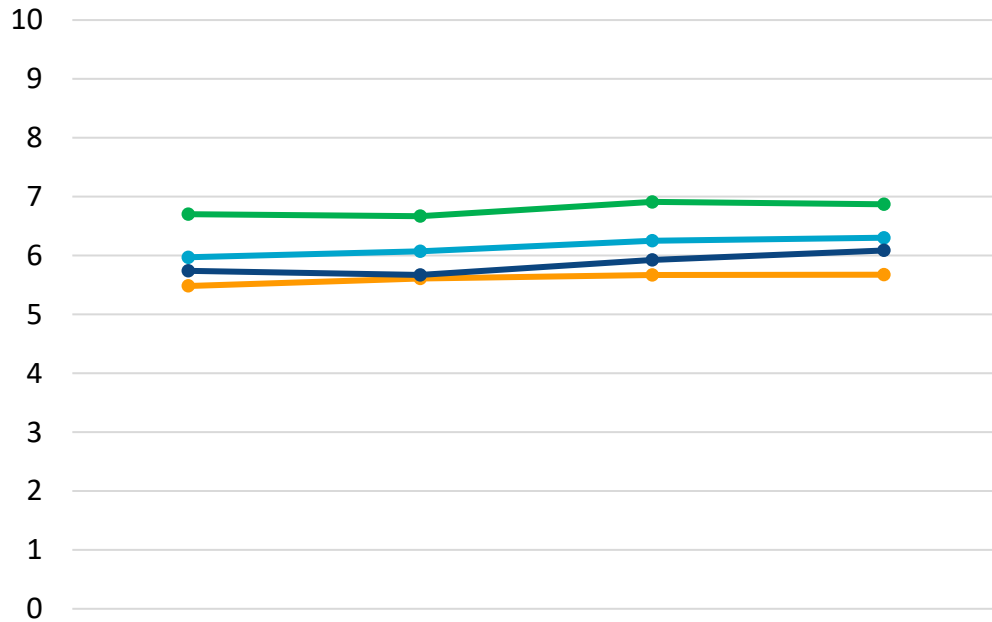
	2021	2022	2023	2024
Your org	5.71	5.61	5.84	5.97
Best result	6.69	6.63	6.86	6.86
Average result	5.95	6.00	6.20	6.24
Worst result	5.43	5.56	5.60	5.60
Responses	7893	6461	8489	9954

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.

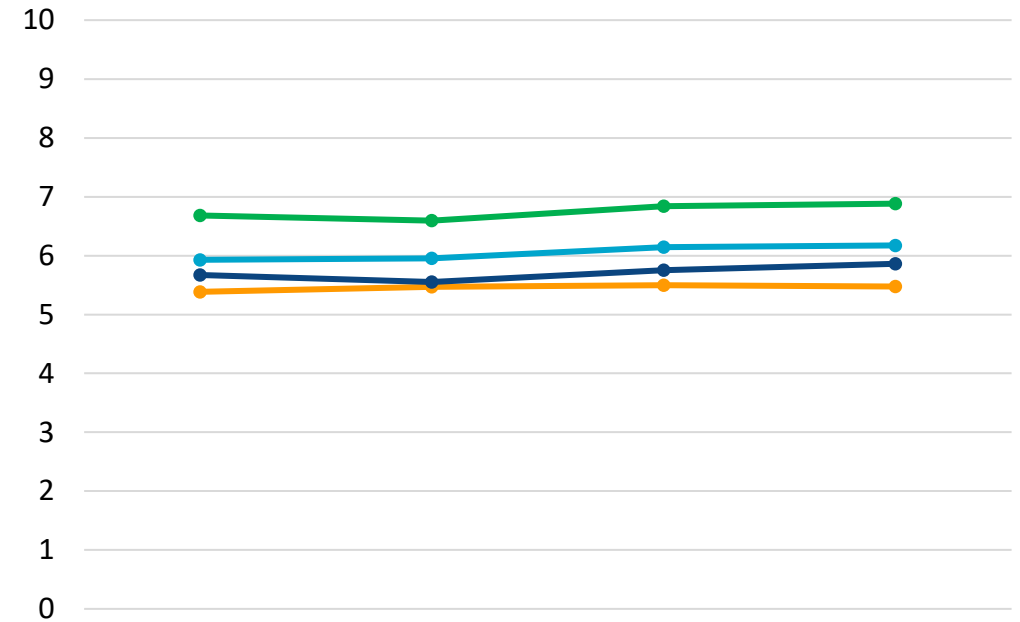


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

Your org	5.74	5.67	5.93	6.09
Best result	6.70	6.67	6.91	6.87
Average result	5.97	6.07	6.25	6.30
Worst result	5.48	5.61	5.67	5.67

Responses 7918 6477 8560 10047

2021 2022 2023 2024

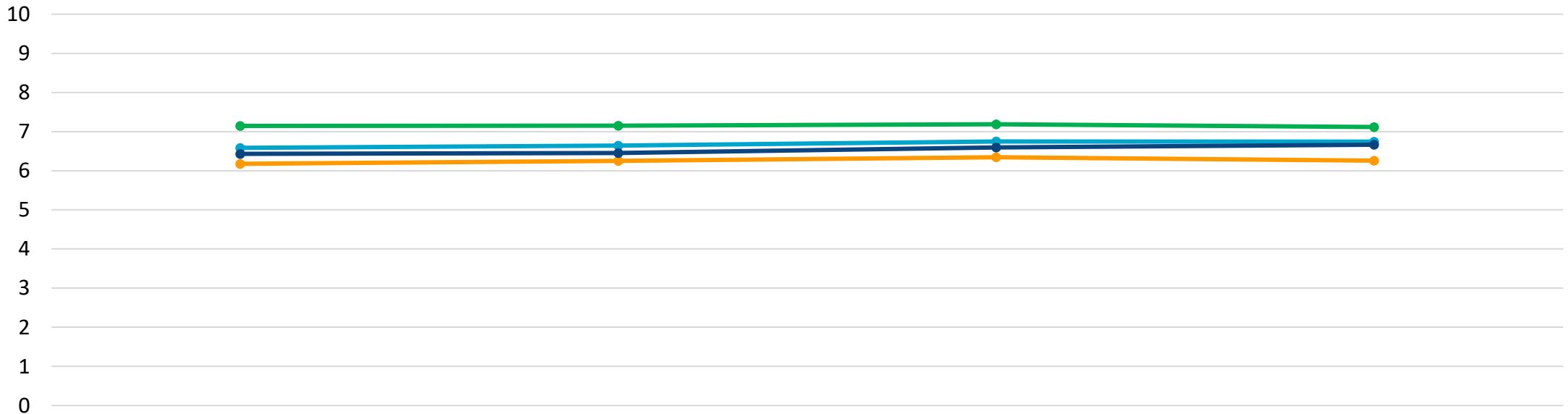
Your org	5.67	5.55	5.75	5.86
Best result	6.68	6.59	6.84	6.88
Average result	5.93	5.95	6.15	6.17
Worst result	5.39	5.47	5.50	5.47

Responses 7945 6470 8509 9996

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.

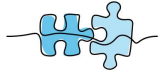
 **Promise element 7: We are a team**

## We are a team



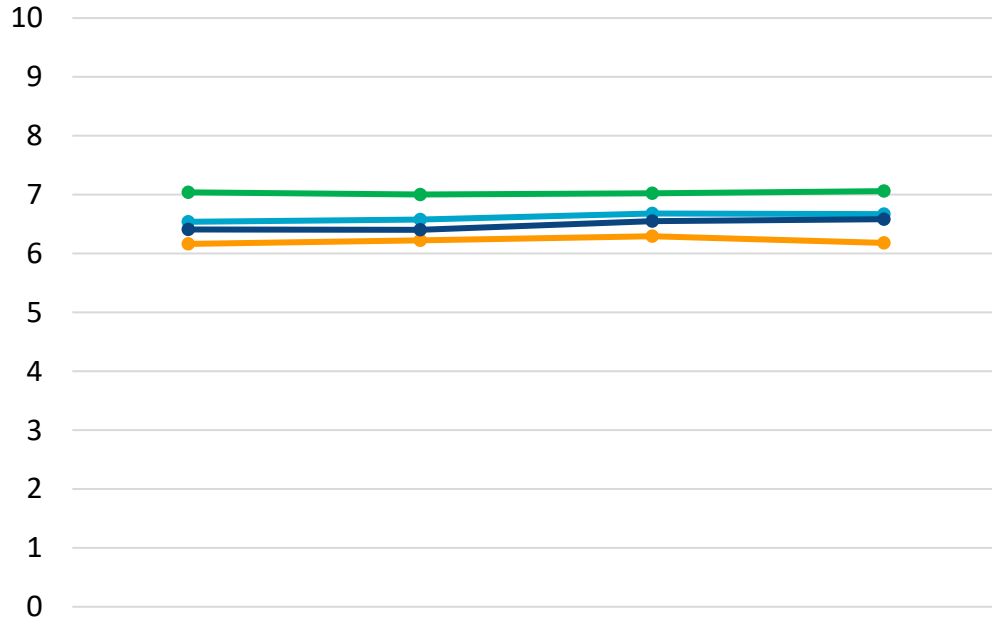
	2021	2022	2023	2024
Your org	6.43	6.45	6.60	6.67
Best result	7.15	7.15	7.19	7.12
Average result	6.58	6.64	6.75	6.74
Worst result	6.18	6.25	6.34	6.26
Responses	7793	6476	8540	10042

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.

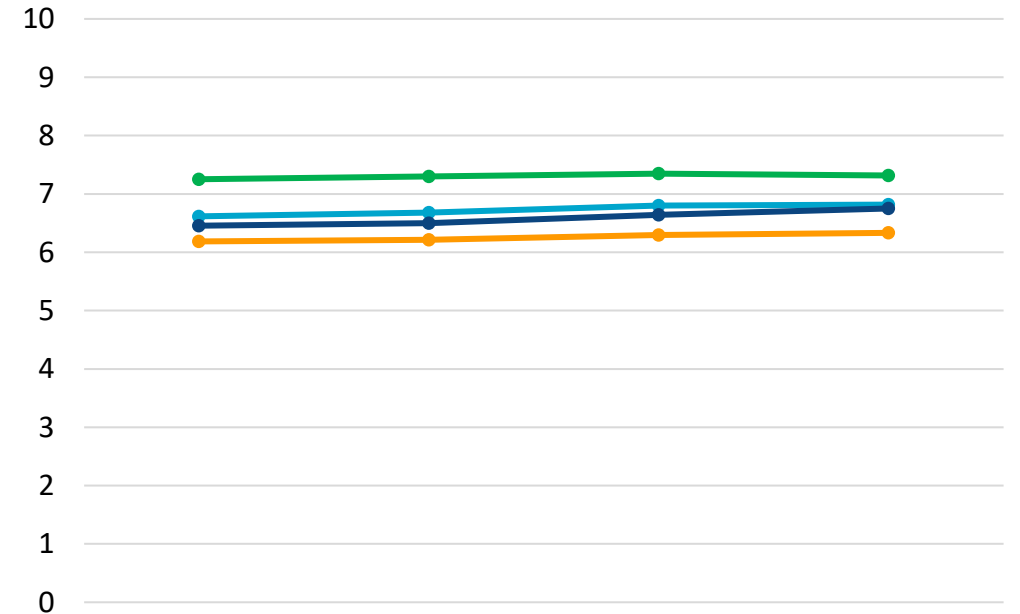


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.41	6.40	6.55	6.58
Best result	7.04	7.00	7.02	7.06
Average result	6.54	6.58	6.68	6.67
Worst result	6.16	6.22	6.29	6.18
Responses	7872	6486	8561	10064

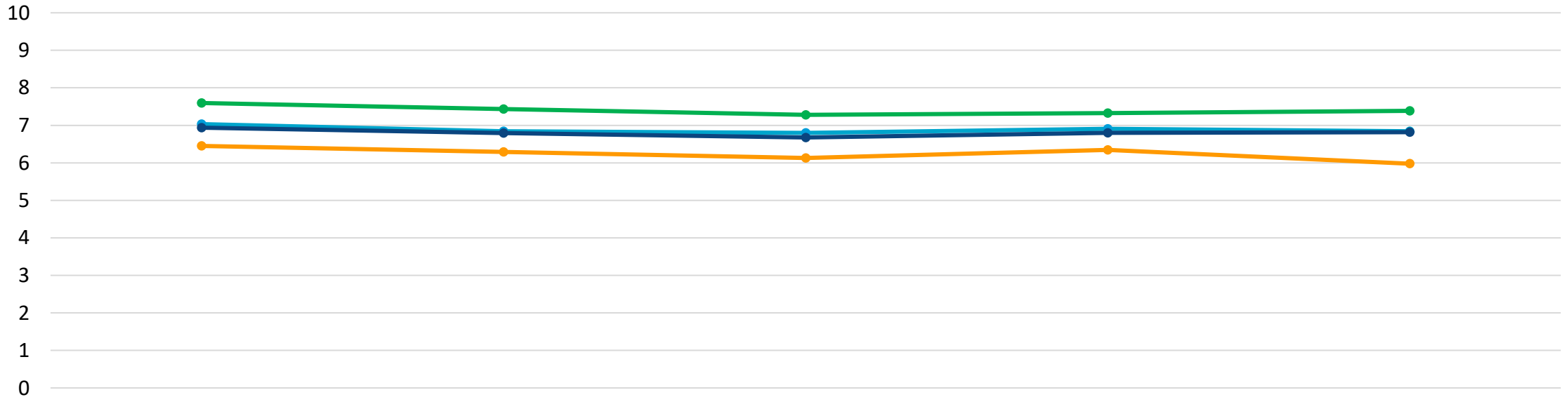
	2021	2022	2023	2024
Your org	6.46	6.50	6.64	6.75
Best result	7.25	7.30	7.35	7.31
Average result	6.62	6.68	6.80	6.82
Worst result	6.19	6.21	6.30	6.33
Responses	7802	6477	8567	10066

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	6.94	6.80	6.68	6.80	6.82
Best result	7.60	7.44	7.28	7.32	7.39
Average result	7.03	6.84	6.80	6.91	6.84
Worst result	6.45	6.29	6.13	6.34	5.98
Responses	7995	7986	6490	8566	10055





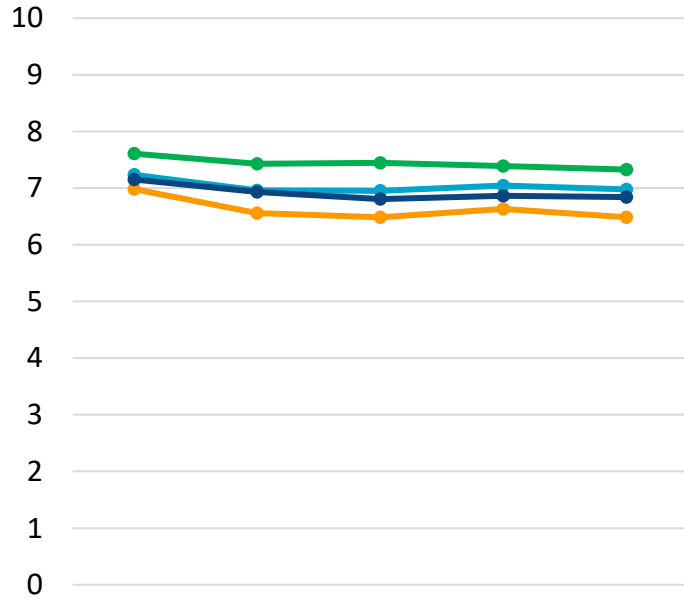
# People Promise elements, themes and sub-scores: Sub-score trends

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.



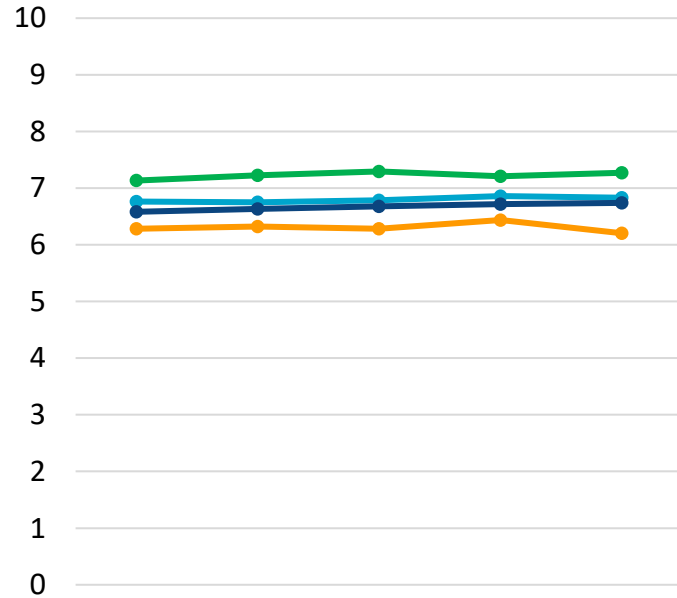
## Theme: Staff Engagement

### Motivation



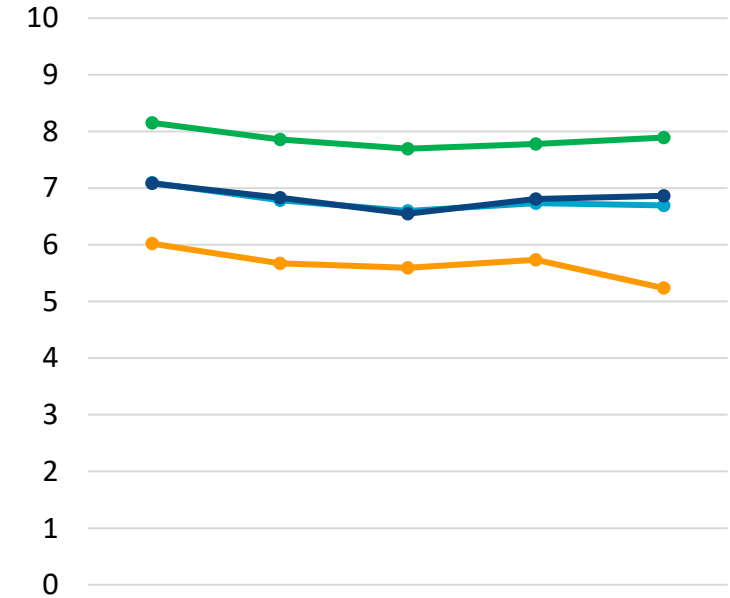
	2020	2021	2022	2023	2024
Your org	7.15	6.93	6.81	6.86	6.84
Best result	7.61	7.43	7.45	7.39	7.33
Average result	7.24	6.96	6.95	7.05	6.98
Worst result	6.98	6.56	6.49	6.63	6.49
Responses	7978	7942	6395	8360	9729

### Involvement



	2020	2021	2022	2023	2024
Your org	6.58	6.63	6.68	6.72	6.74
Best result	7.13	7.23	7.29	7.21	7.27
Average result	6.76	6.75	6.78	6.86	6.83
Worst result	6.28	6.32	6.28	6.44	6.20
Responses	7991	7985	6487	8565	10049

### Advocacy



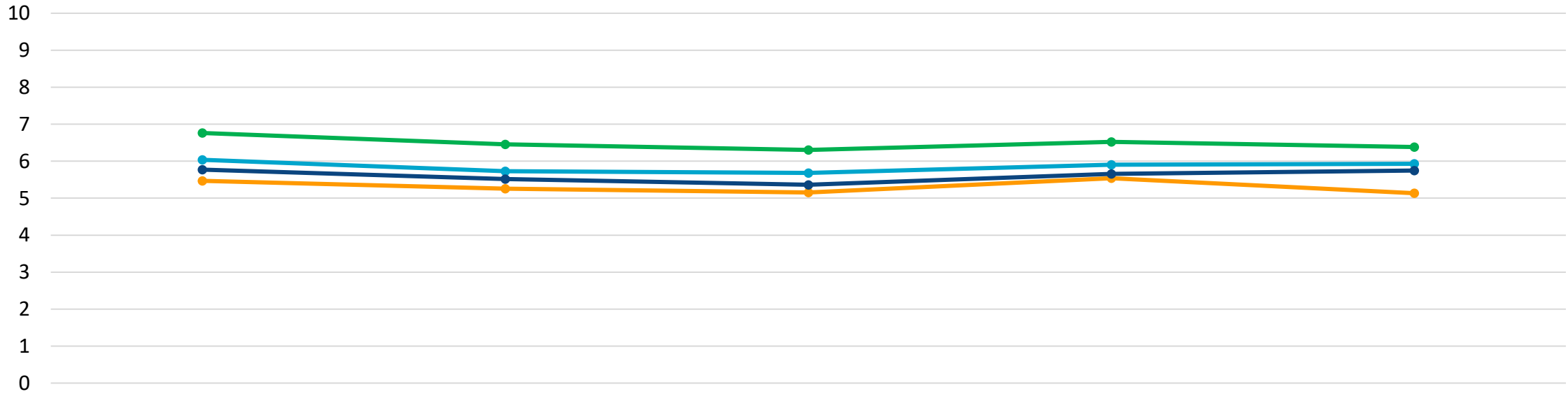
	2020	2021	2022	2023	2024
Your org	7.08	6.83	6.55	6.81	6.87
Best result	8.15	7.86	7.70	7.78	7.90
Average result	7.09	6.78	6.60	6.74	6.70
Worst result	6.02	5.68	5.60	5.73	5.24
Responses	7804	7659	6462	8524	10004

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



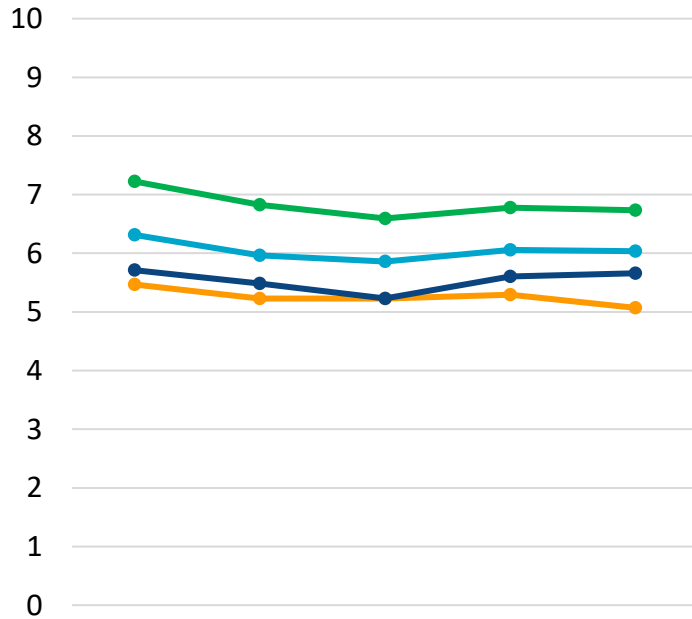
	2020	2021	2022	2023	2024
Your org	5.77	5.52	5.36	5.66	5.75
Best result	6.76	6.45	6.30	6.52	6.38
Average result	6.04	5.73	5.68	5.90	5.93
Worst result	5.47	5.26	5.16	5.54	5.13
Responses	7946	7947	6488	8579	10074

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.



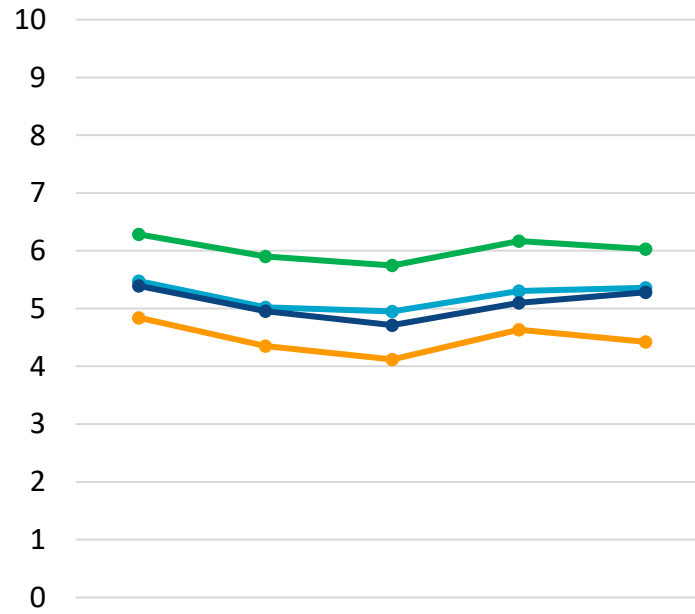
## Theme: Morale

Thinking about leaving



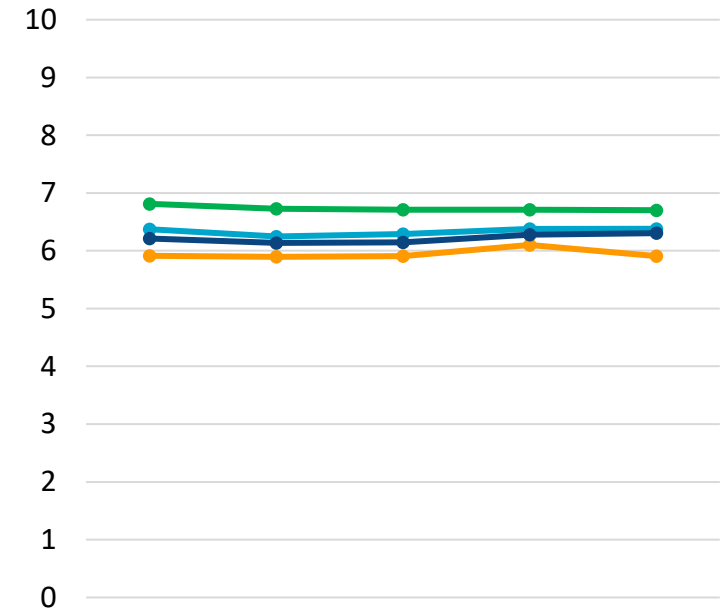
	2020	2021	2022	2023	2024
Your org	5.71	5.48	5.23	5.60	5.66
Best result	7.22	6.83	6.59	6.78	6.73
Average result	6.31	5.97	5.86	6.06	6.04
Worst result	5.47	5.23	5.23	5.29	5.07
Responses	7797	7604	6438	8558	10037

Work pressure



	2020	2021	2022	2023	2024
Your org	5.39	4.96	4.71	5.10	5.28
Best result	6.28	5.90	5.75	6.17	6.03
Average result	5.48	5.02	4.95	5.30	5.36
Worst result	4.84	4.35	4.12	4.63	4.42
Responses	7986	7975	6483	8568	10031

Stressors



	2020	2021	2022	2023	2024
Your org	6.21	6.14	6.14	6.28	6.31
Best result	6.81	6.73	6.71	6.71	6.70
Average result	6.37	6.25	6.29	6.38	6.38
Worst result	5.91	5.90	5.91	6.10	5.91
Responses	7946	7922	6475	8538	10038

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

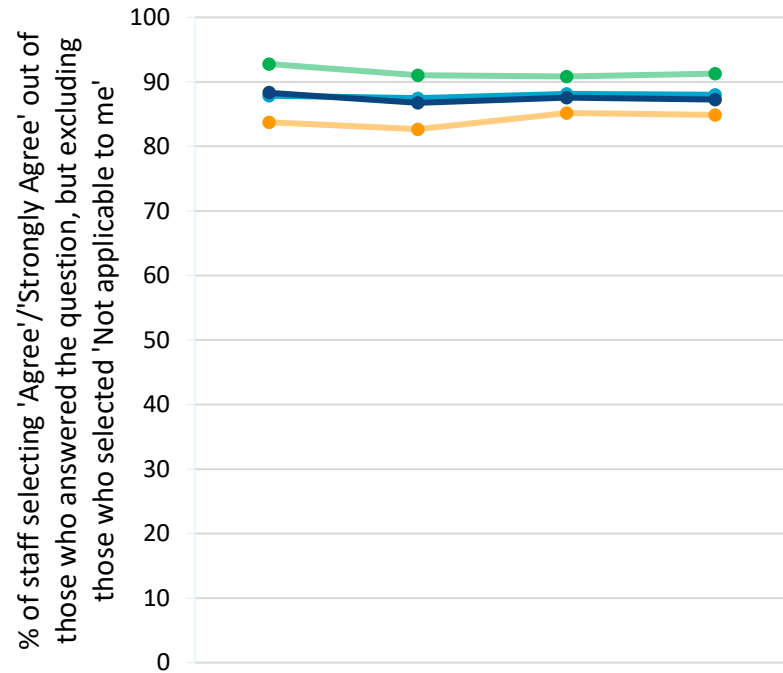
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

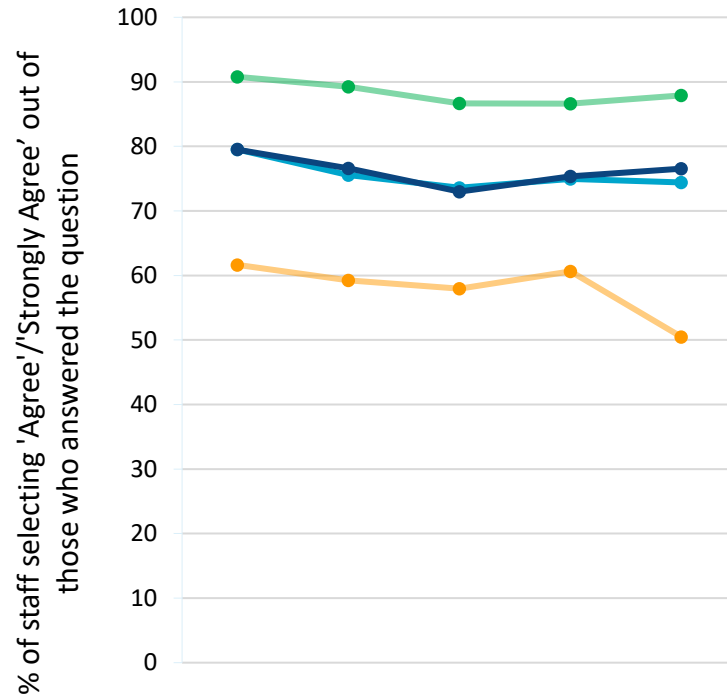


Q6a I feel that my role makes a difference to patients / service users.



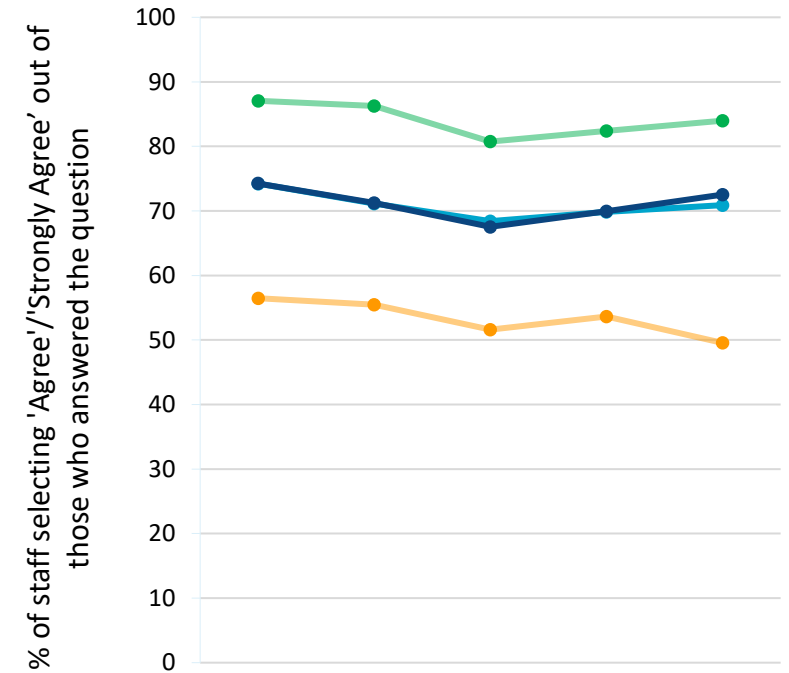
	2021	2022	2023	2024
<b>Your org</b>	88.30%	86.75%	87.54%	87.27%
<b>Best result</b>	92.76%	91.05%	90.84%	91.30%
<b>Average result</b>	87.85%	87.48%	88.13%	88.00%
<b>Worst result</b>	83.73%	82.67%	85.17%	84.88%
Responses	7694	6311	8310	9785

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



	2020	2021	2022	2023	2024
<b>Your org</b>	79.49%	76.61%	72.99%	75.35%	76.54%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	7799	7657	6449	8518	10016

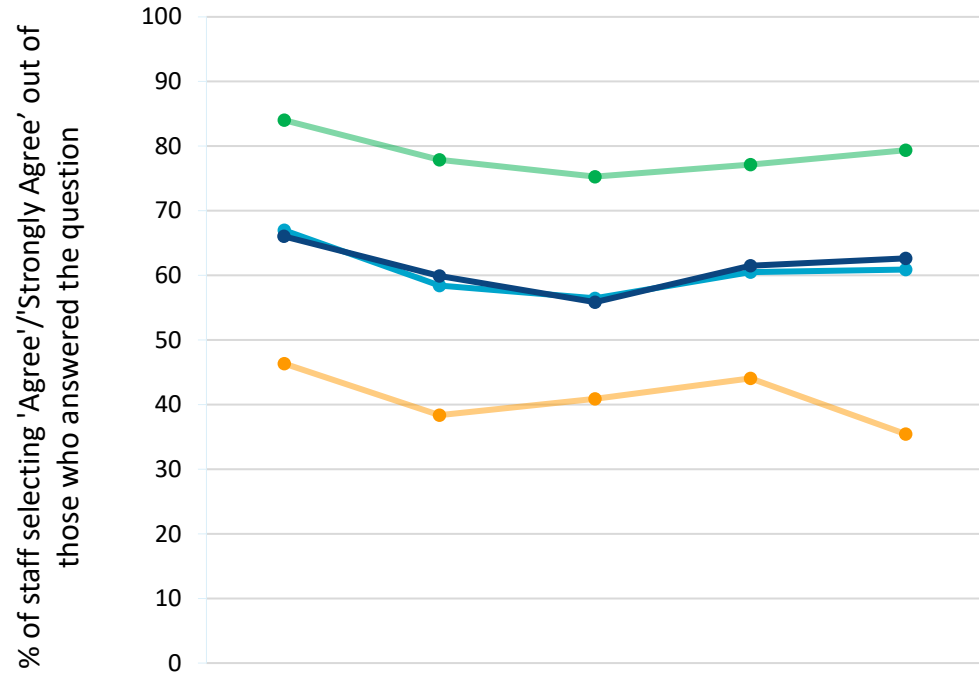
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.24%	71.23%	67.54%	69.93%	72.55%
<b>Best result</b>	87.06%	86.29%	80.75%	82.38%	84.00%
<b>Average result</b>	74.23%	71.15%	68.42%	69.86%	70.89%
<b>Worst result</b>	56.47%	55.47%	51.58%	53.65%	49.55%
Responses	7783	7640	6450	8500	9963

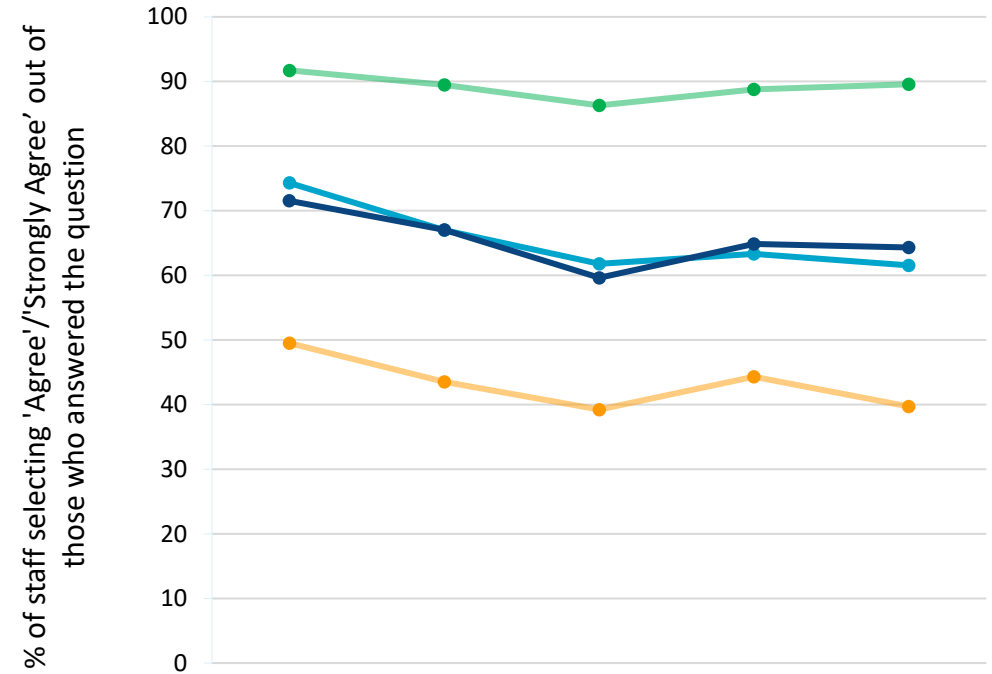


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
<b>Your org</b>	66.03%	59.90%	55.86%	61.51%	62.62%
<b>Best result</b>	84.01%	77.87%	75.29%	77.14%	79.38%
<b>Average result</b>	66.98%	58.40%	56.46%	60.53%	60.90%
<b>Worst result</b>	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	7793	7644	6457	8515	9993

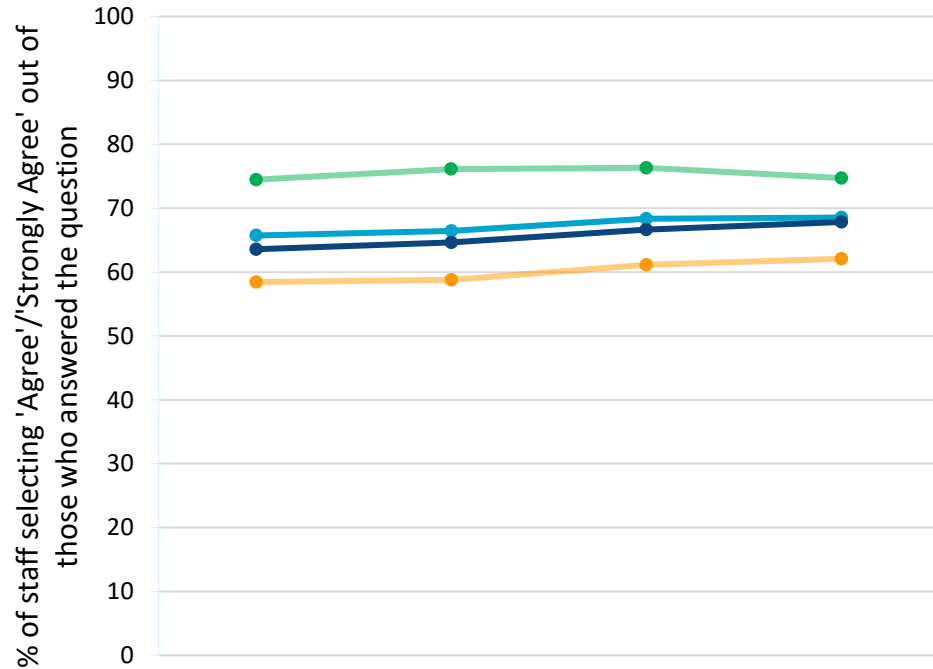
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.53%	67.04%	59.63%	64.85%	64.32%
<b>Best result</b>	91.73%	89.48%	86.30%	88.79%	89.59%
<b>Average result</b>	74.30%	67.01%	61.79%	63.34%	61.54%
<b>Worst result</b>	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	7795	7651	6457	8498	9969

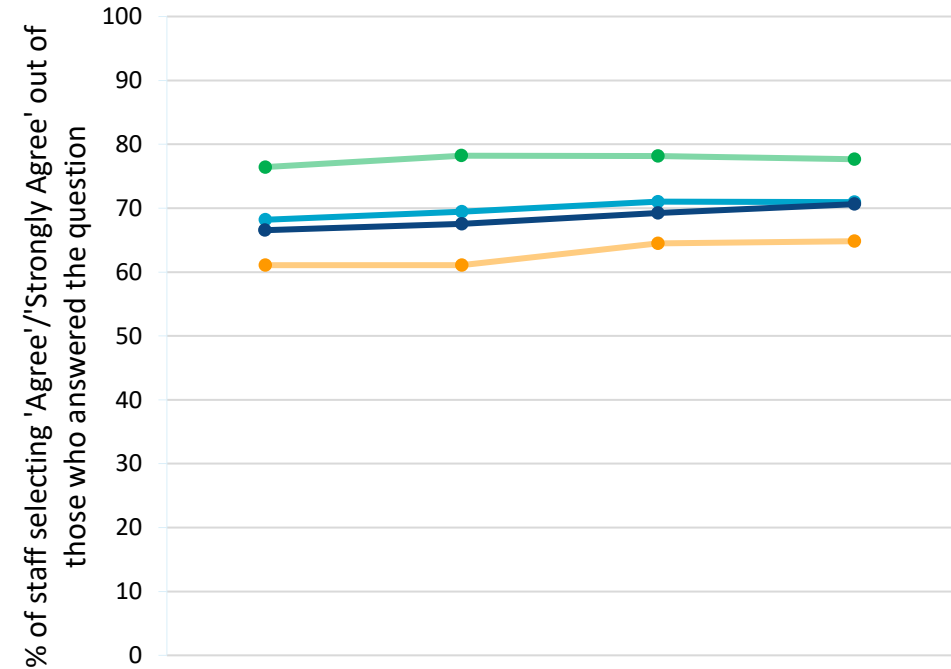


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	63.57%	64.65%	66.65%	67.83%
Best result	74.46%	76.11%	76.33%	74.72%
Average result	65.72%	66.44%	68.34%	68.53%
Worst result	58.44%	58.76%	61.14%	62.08%
Responses	7796	6463	8550	10053

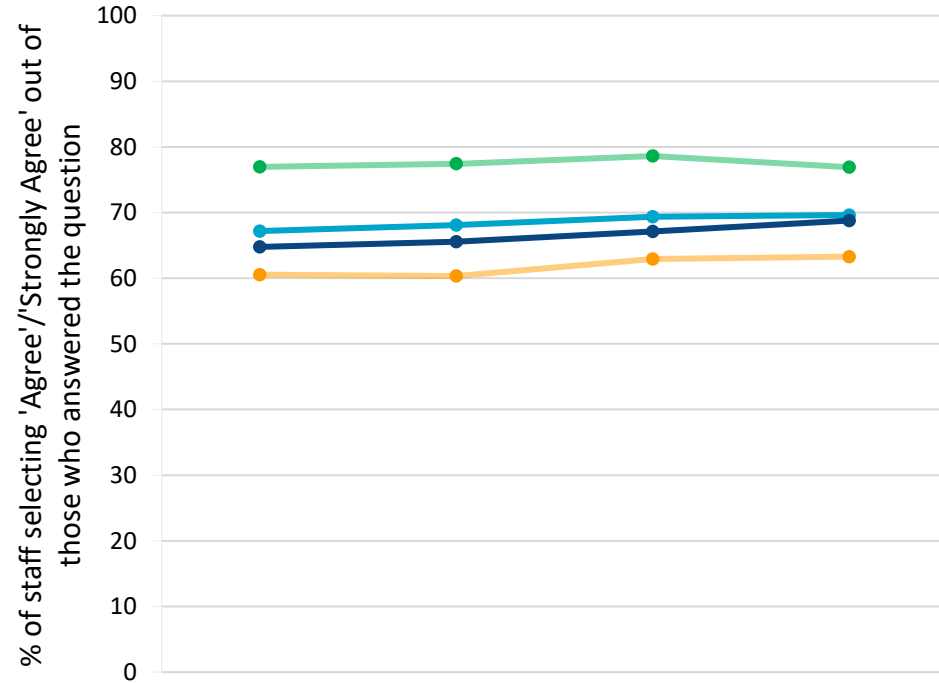
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	66.55%	67.53%	69.24%	70.62%
Best result	76.43%	78.21%	78.15%	77.66%
Average result	68.18%	69.46%	71.02%	70.95%
Worst result	61.07%	61.09%	64.47%	64.83%
Responses	7795	6468	8549	10044

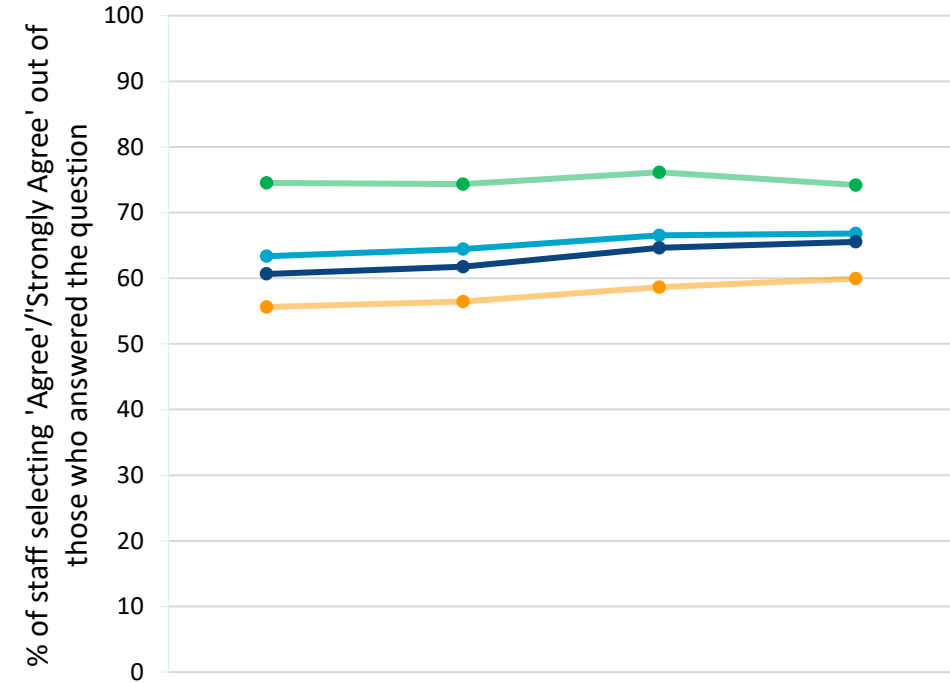


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	64.77%	65.57%	67.11%	68.78%
Best result	76.96%	77.43%	78.61%	76.91%
Average result	67.18%	68.07%	69.37%	69.63%
Worst result	60.55%	60.33%	62.93%	63.29%
Responses	7787	6463	8537	10022

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

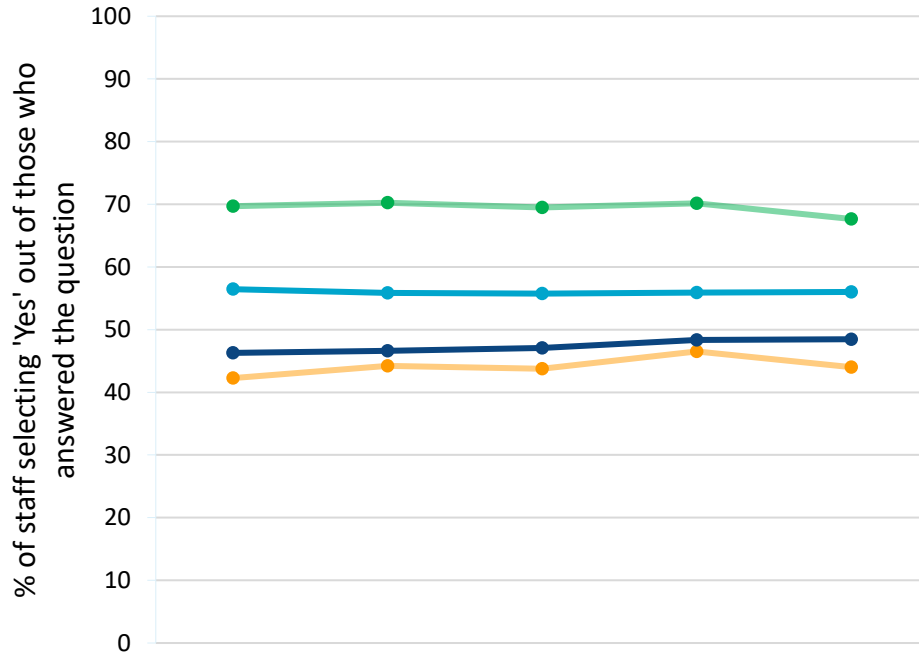


	2021	2022	2023	2024
Your org	60.64%	61.75%	64.61%	65.54%
Best result	74.52%	74.33%	76.14%	74.21%
Average result	63.36%	64.45%	66.52%	66.81%
Worst result	55.61%	56.43%	58.64%	59.94%
Responses	7776	6466	8548	10039



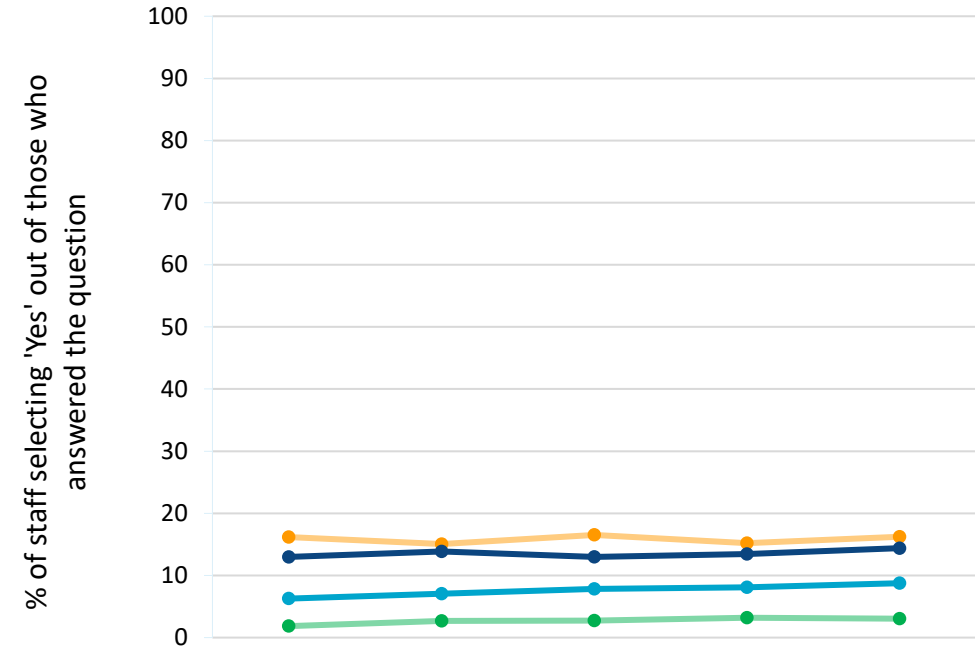


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	46.29%	46.64%	47.07%	48.36%	48.47%
<b>Best result</b>	69.72%	70.24%	69.47%	70.15%	67.66%
<b>Average result</b>	56.45%	55.88%	55.75%	55.91%	56.02%
<b>Worst result</b>	42.27%	44.21%	43.77%	46.52%	43.99%
Responses	7807	7673	6412	8485	9992

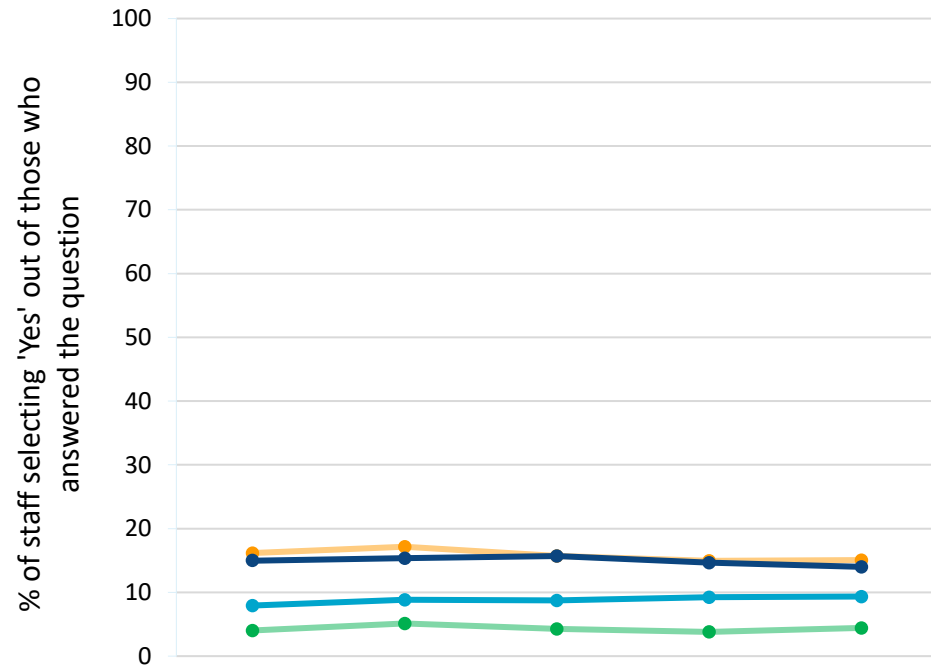
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	12.98%	13.85%	13.01%	13.43%	14.39%
<b>Best result</b>	1.84%	2.66%	2.71%	3.19%	3.03%
<b>Average result</b>	6.27%	7.07%	7.81%	8.09%	8.75%
<b>Worst result</b>	16.18%	15.05%	16.52%	15.20%	16.23%
Responses	7834	7709	6441	8512	9990

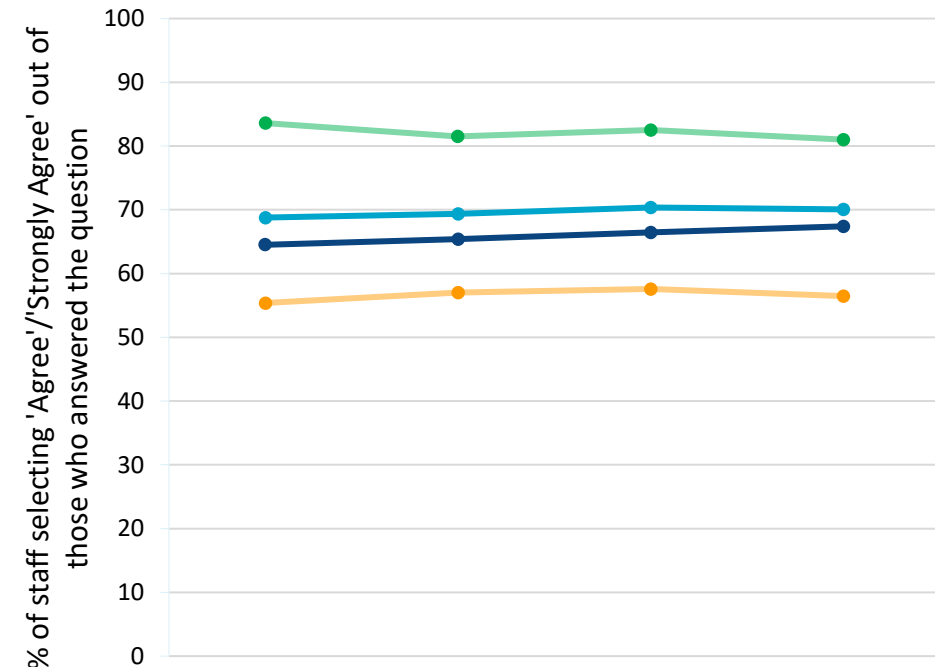


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	14.98%	15.36%	15.69%	14.68%	14.00%
Best result	4.04%	5.12%	4.25%	3.80%	4.44%
Average result	7.93%	8.82%	8.73%	9.24%	9.35%
Worst result	16.19%	17.16%	15.69%	14.95%	15.08%
Responses	7854	7709	6444	8441	9856

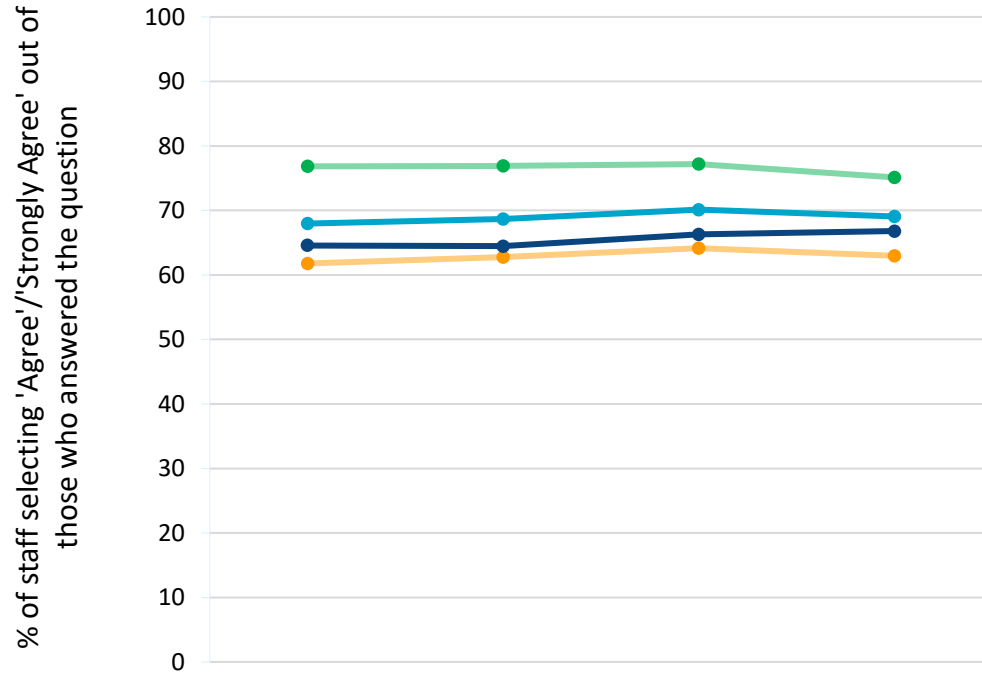
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	64.52%	65.39%	66.45%	67.41%
Best result	83.61%	81.51%	82.55%	81.02%
Average result	68.79%	69.37%	70.37%	70.07%
Worst result	55.39%	57.03%	57.59%	56.47%
Responses	7724	6461	8485	9994

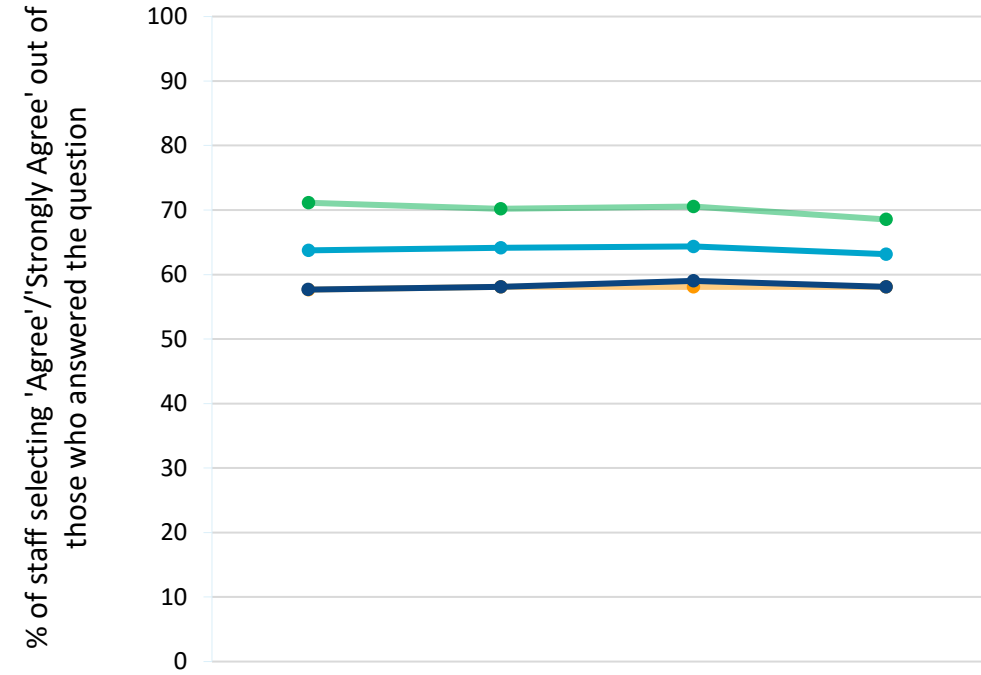


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	64.56%	64.47%	66.28%	66.80%
Best result	76.84%	76.89%	77.18%	75.12%
Average result	67.97%	68.69%	70.13%	69.09%
Worst result	61.78%	62.75%	64.15%	62.98%
Responses	7852	6477	8505	10014

Q7i I feel a strong personal attachment to my team.

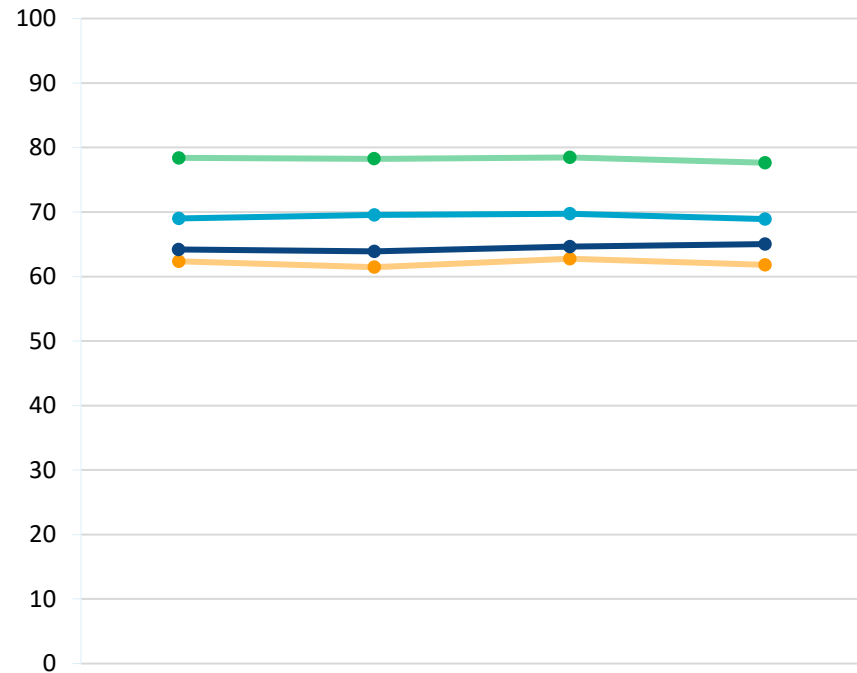


	2021	2022	2023	2024
Your org	57.66%	58.07%	59.02%	58.08%
Best result	71.13%	70.18%	70.53%	68.54%
Average result	63.74%	64.17%	64.36%	63.16%
Worst result	57.66%	58.07%	58.09%	58.08%
Responses	7850	6474	8523	10005



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

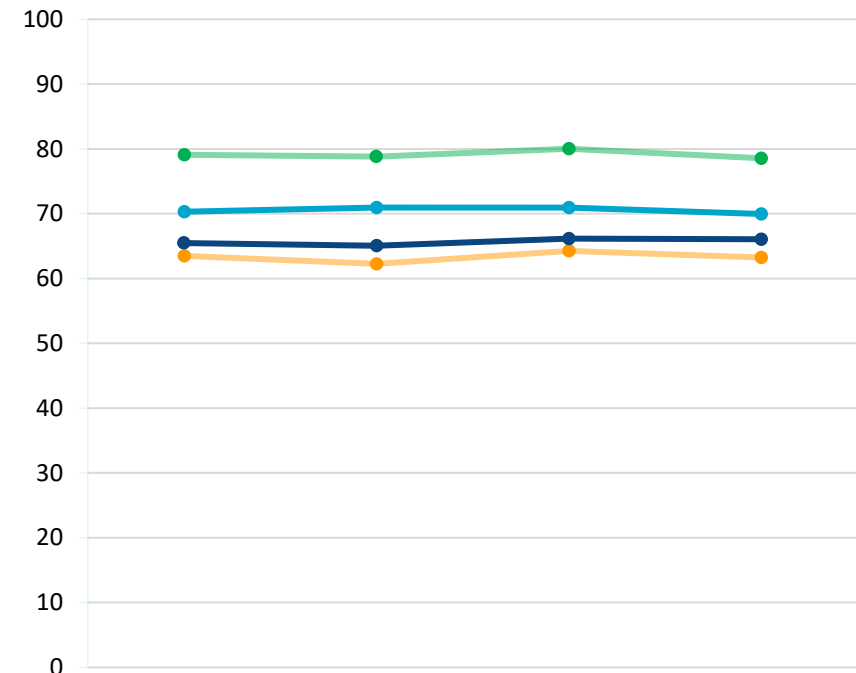
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	64.19%	63.91%	64.66%	65.03%
Best result	78.40%	78.25%	78.46%	77.64%
Average result	69.03%	69.56%	69.73%	68.91%
Worst result	62.36%	61.45%	62.76%	61.80%
Responses	7829	6475	8448	9953

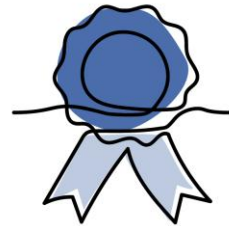
Q8c The people I work with are polite and treat each other with respect.

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



	2021	2022	2023	2024
Your org	65.48%	65.06%	66.16%	66.05%
Best result	79.10%	78.82%	80.03%	78.56%
Average result	70.29%	70.94%	70.94%	69.96%
Worst result	63.49%	62.26%	64.26%	63.26%
Responses	7829	6477	8436	9936

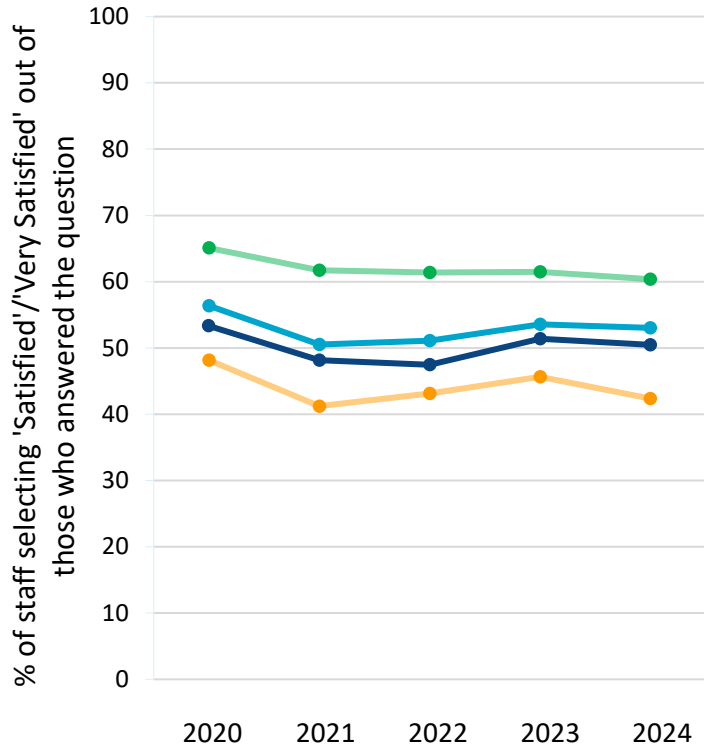
## People Promise element – We are recognised and rewarded



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

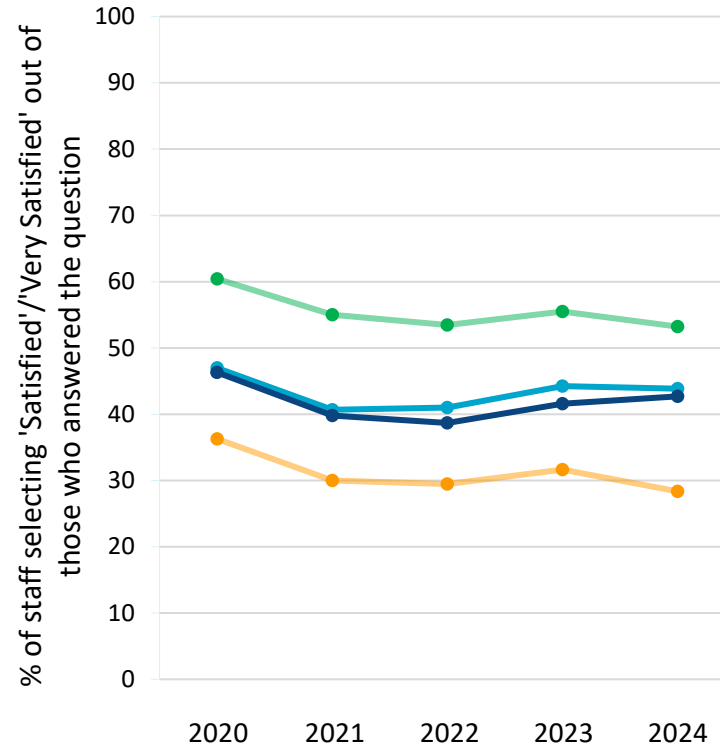


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



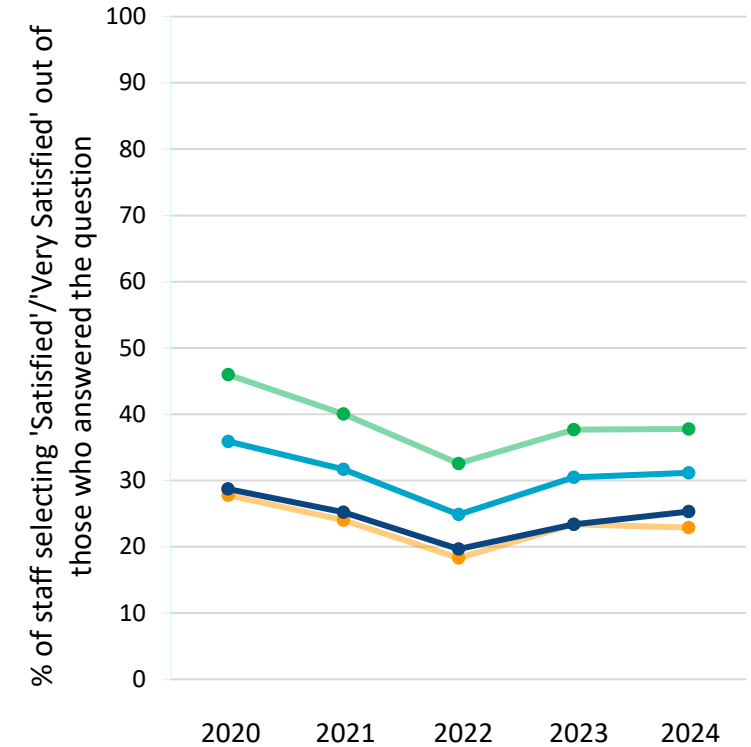
	2020	2021	2022	2023	2024
<b>Your org</b>	53.32%	48.14%	47.46%	51.38%	50.46%
<b>Best result</b>	65.08%	61.71%	61.38%	61.48%	60.37%
<b>Average result</b>	56.37%	50.52%	51.09%	53.56%	53.02%
<b>Worst result</b>	48.16%	41.22%	43.12%	45.65%	42.37%
Responses	7947	7942	6460	8567	10071

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>	46.31%	39.79%	38.68%	41.58%	42.68%
<b>Best result</b>	60.42%	55.03%	53.46%	55.50%	53.22%
<b>Average result</b>	46.97%	40.67%	41.03%	44.23%	43.88%
<b>Worst result</b>	36.28%	29.99%	29.44%	31.65%	28.35%
Responses	7936	7939	6469	8504	9997

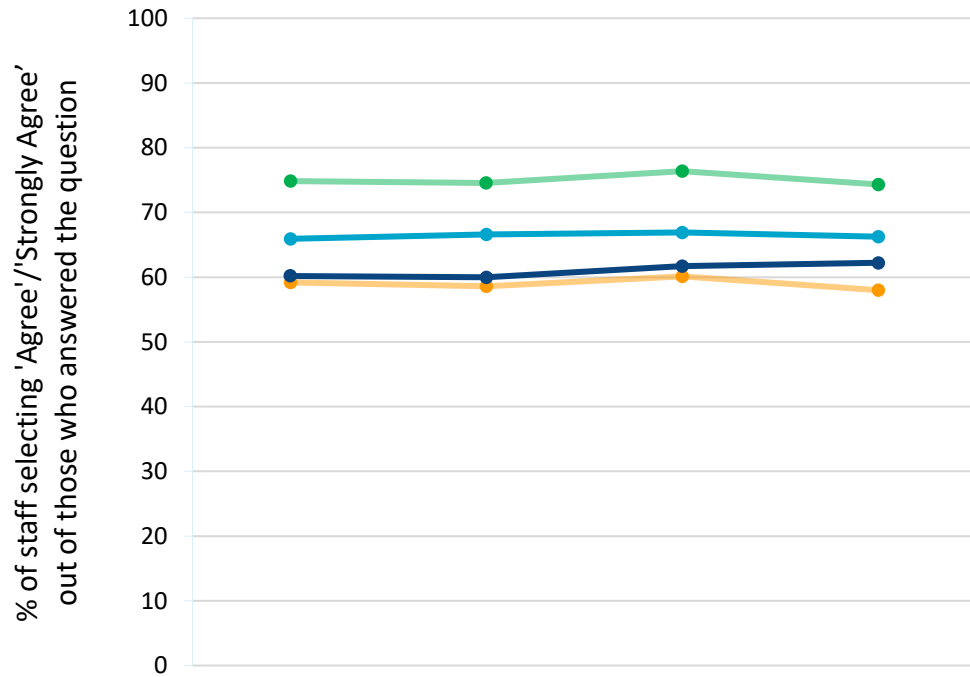
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	28.70%	25.22%	19.66%	23.36%	25.34%
<b>Best result</b>	45.96%	40.04%	32.58%	37.69%	37.76%
<b>Average result</b>	35.89%	31.69%	24.87%	30.49%	31.14%
<b>Worst result</b>	27.76%	23.99%	18.31%	23.36%	22.92%
Responses	7935	7941	6467	8525	10004

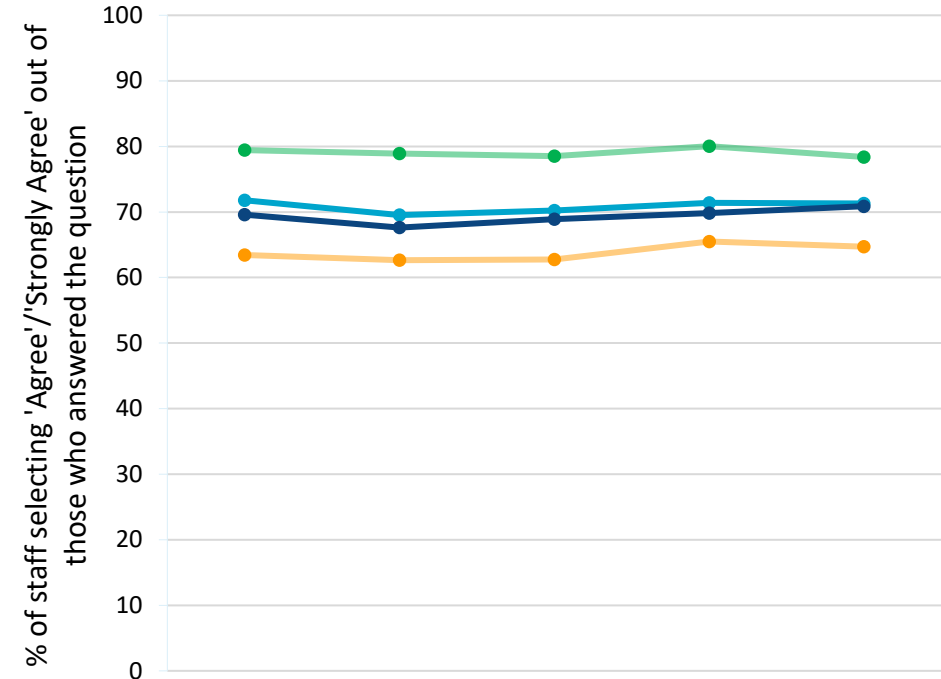


Q8d The people I work with show appreciation to one another.



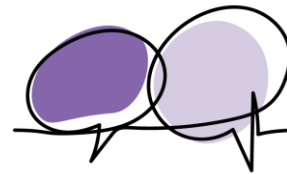
	2021	2022	2023	2024
<b>Your org</b>	60.19%	59.98%	61.73%	62.22%
<b>Best result</b>	74.84%	74.55%	76.37%	74.33%
<b>Average result</b>	65.92%	66.61%	66.91%	66.25%
<b>Worst result</b>	59.18%	58.59%	60.13%	57.98%
Responses	7823	6469	8424	9919

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.57%	67.62%	68.89%	69.85%	70.88%
<b>Best result</b>	79.43%	78.89%	78.50%	80.03%	78.38%
<b>Average result</b>	71.78%	69.52%	70.22%	71.39%	71.30%
<b>Worst result</b>	63.46%	62.64%	62.76%	65.49%	64.68%
Responses	7895	7794	6462	8540	10049

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



### Questions included:

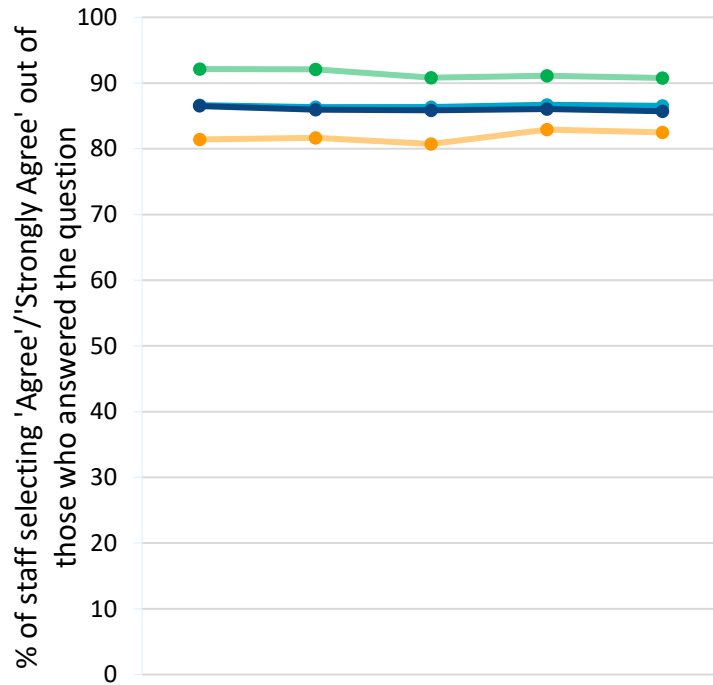
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



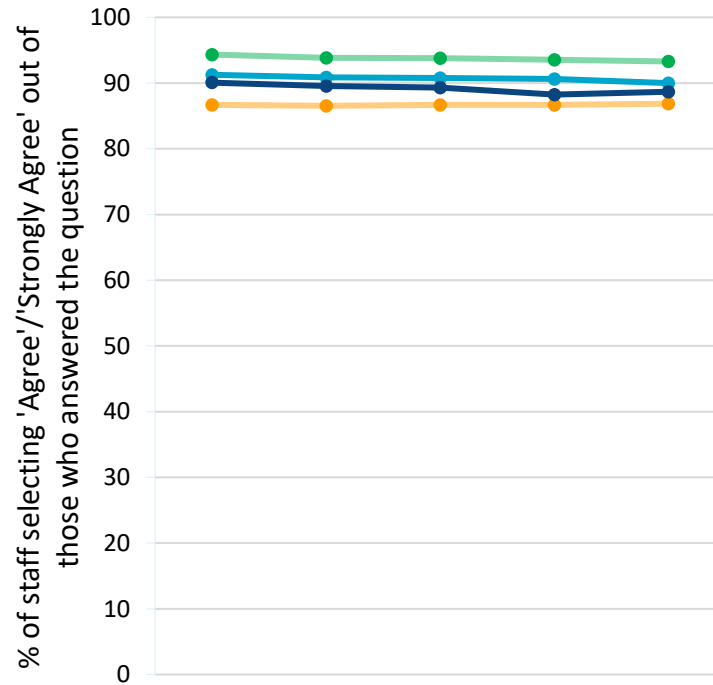


Q3a I always know what my work responsibilities are.



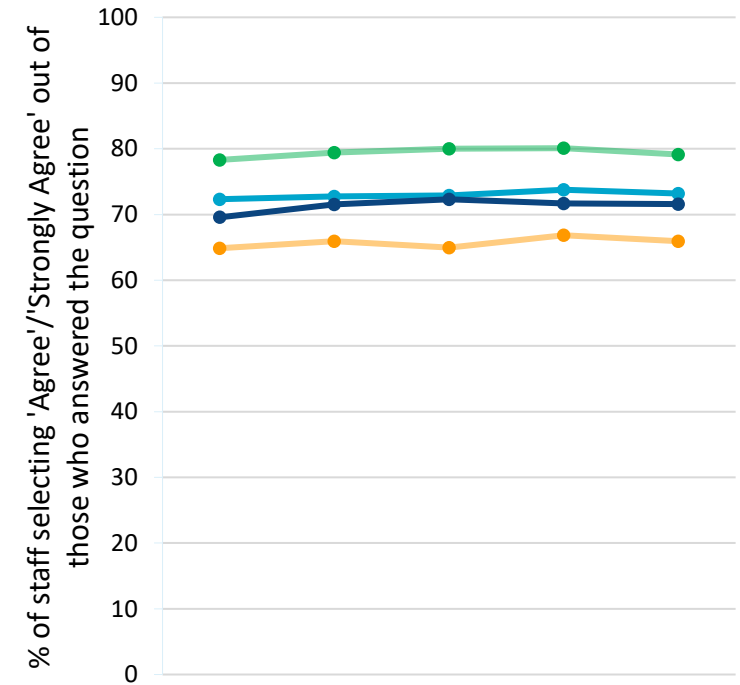
	2020	2021	2022	2023	2024
Your org	86.49%	85.96%	85.87%	86.06%	85.71%
Best result	92.13%	92.08%	90.80%	91.12%	90.77%
Average result	86.62%	86.35%	86.35%	86.70%	86.55%
Worst result	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	8059	7962	6464	8580	10091

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
Your org	90.06%	89.53%	89.32%	88.24%	88.66%
Best result	94.34%	93.85%	93.81%	93.56%	93.28%
Average result	91.25%	90.85%	90.76%	90.62%	89.99%
Worst result	86.67%	86.54%	86.66%	86.67%	86.86%
Responses	8022	7969	6477	8539	10028

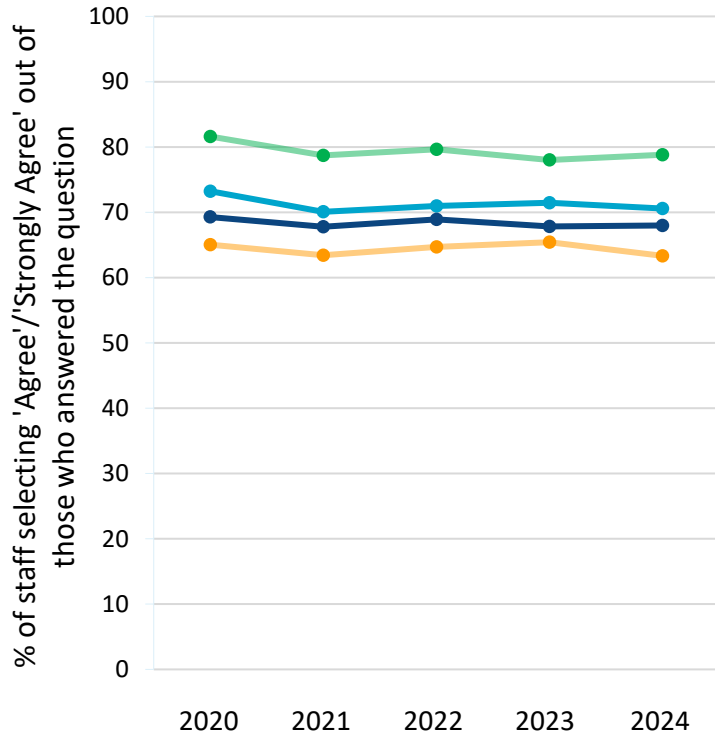
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
Your org	69.57%	71.52%	72.31%	71.68%	71.60%
Best result	78.30%	79.42%	80.00%	80.09%	79.13%
Average result	72.32%	72.74%	72.89%	73.76%	73.20%
Worst result	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	7987	7976	6481	8536	10014

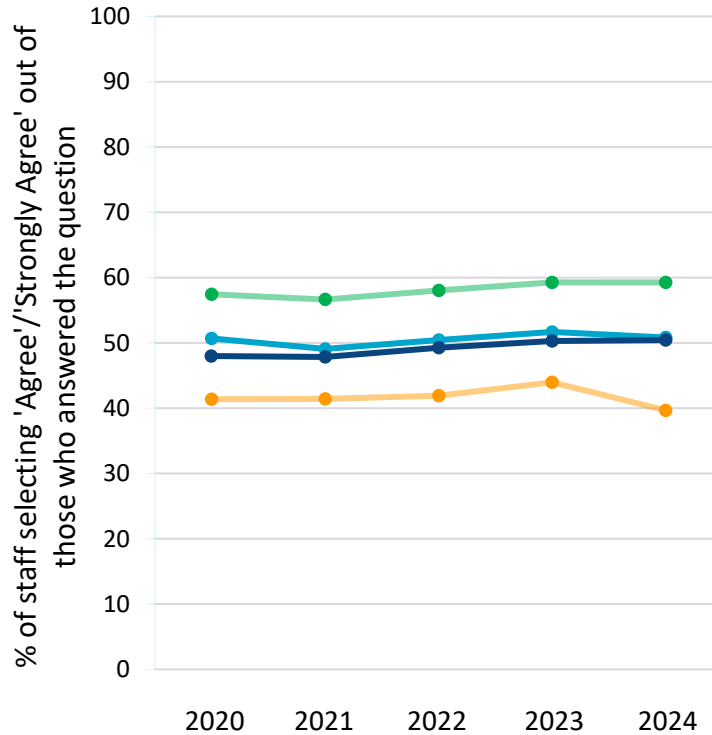


Q3d I am able to make suggestions to improve the work of my team / department.



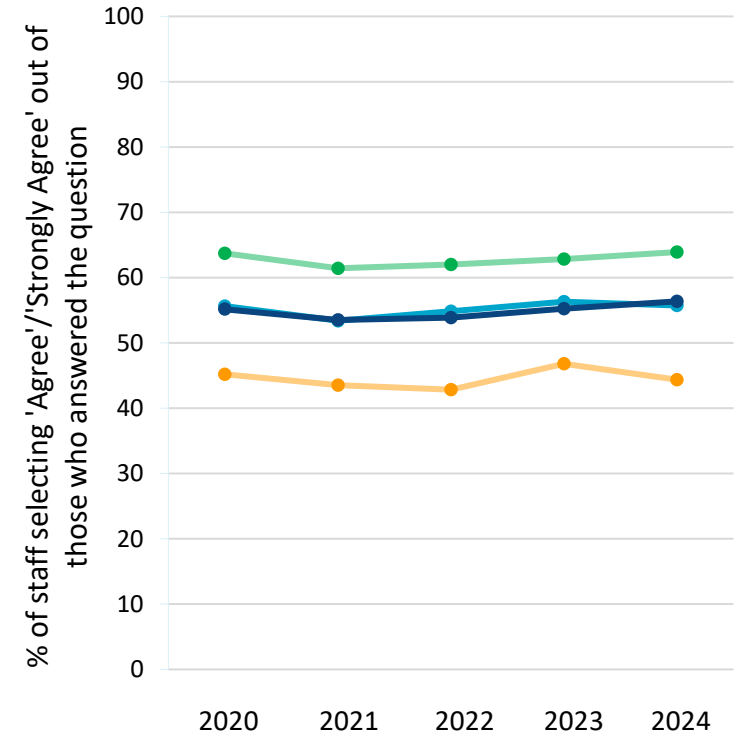
	2020	2021	2022	2023	2024
<b>Your org</b>	69.27%	67.79%	68.89%	67.85%	68.00%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	7989	7973	6481	8522	10014

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>	47.98%	47.84%	49.29%	50.31%	50.43%
<b>Best result</b>	57.43%	56.64%	58.05%	59.27%	59.25%
<b>Average result</b>	50.68%	49.08%	50.44%	51.68%	50.81%
<b>Worst result</b>	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	7984	7971	6479	8539	9997

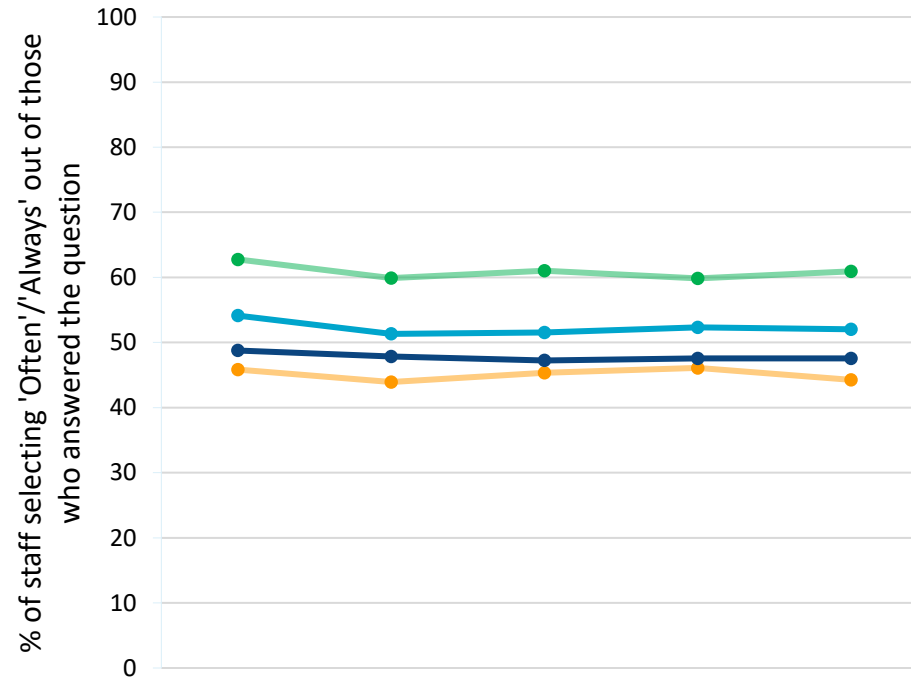
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	55.16%	53.51%	53.89%	55.26%	56.36%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	7963	7952	6470	8511	9990



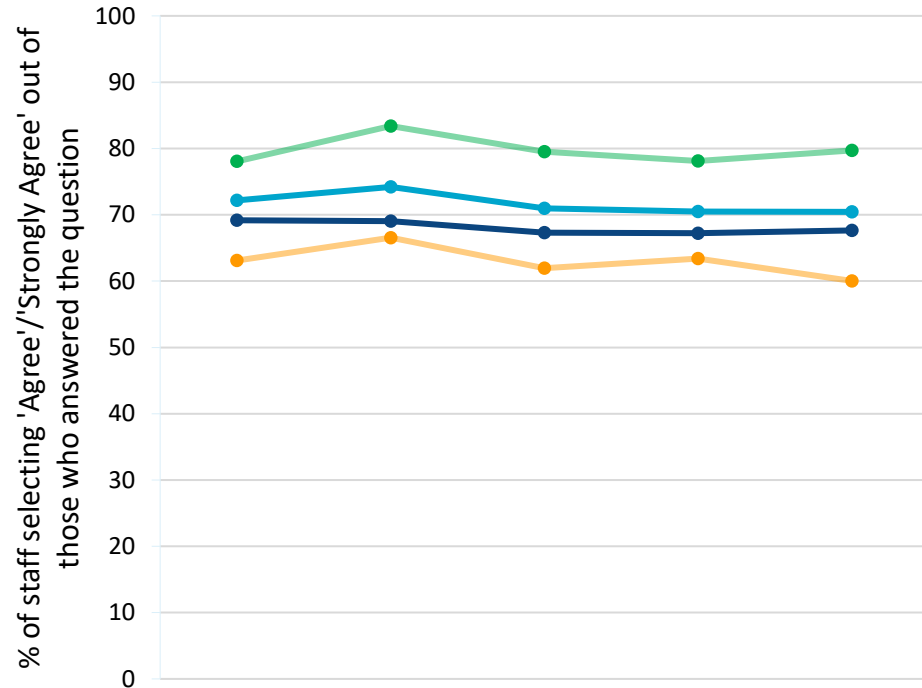
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	48.77%	47.87%	47.24%	47.54%	47.57%
Best result	62.76%	59.87%	61.04%	59.85%	60.94%
Average result	54.13%	51.32%	51.55%	52.31%	52.02%
Worst result	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	7945	7915	6462	8507	10001

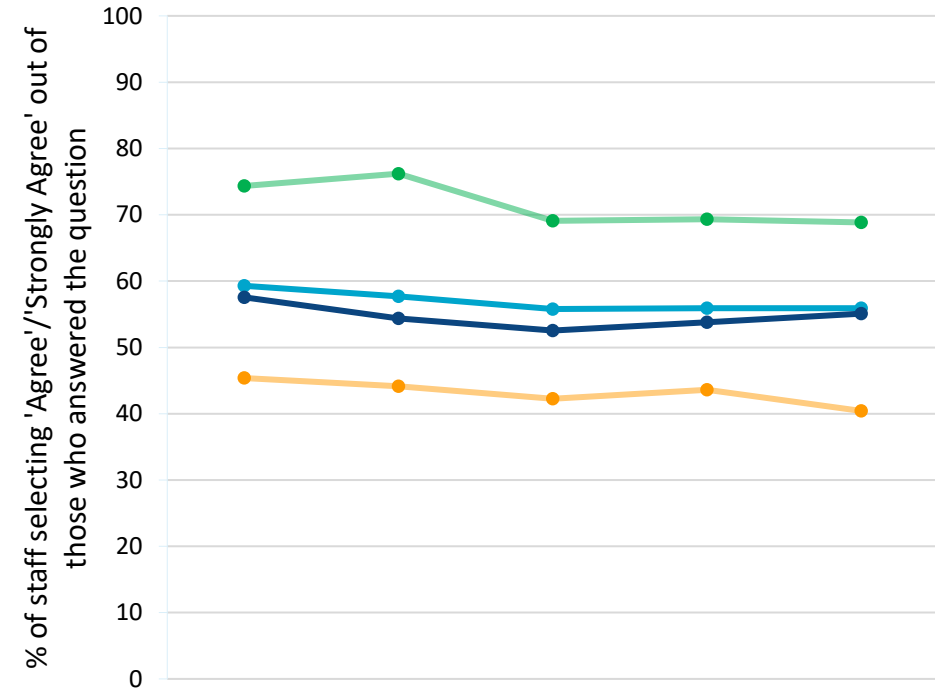


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.17%	69.03%	67.29%	67.23%	67.66%
<b>Best result</b>	78.06%	83.39%	79.51%	78.11%	79.71%
<b>Average result</b>	72.16%	74.20%	70.96%	70.47%	70.44%
<b>Worst result</b>	63.08%	66.55%	61.96%	63.38%	60.03%
Responses	7824	7723	6459	8450	9945

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

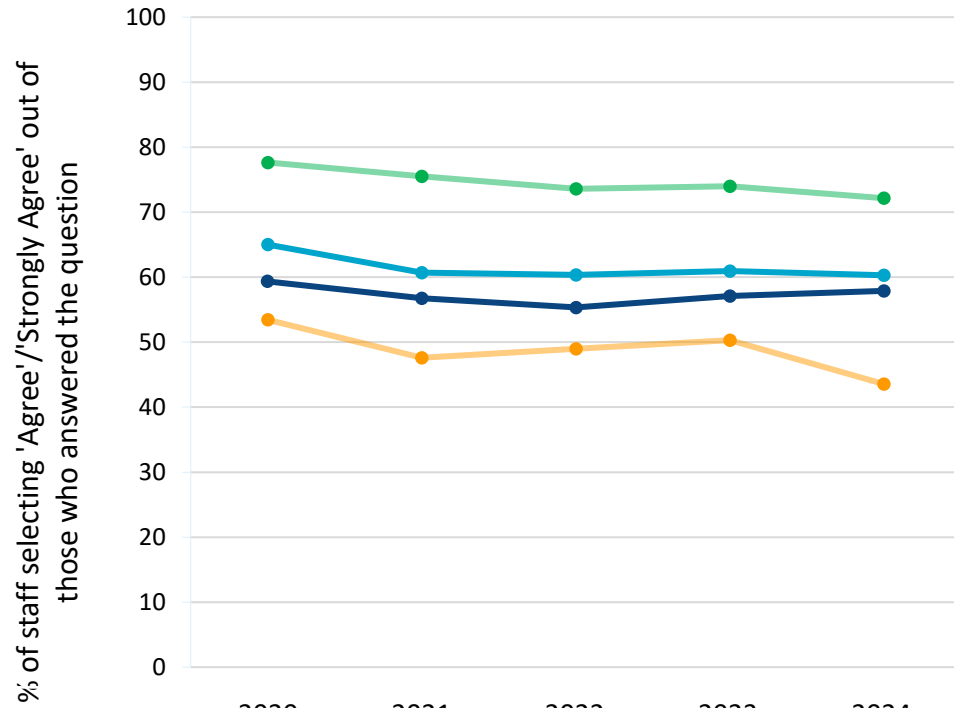


	2020	2021	2022	2023	2024
<b>Your org</b>	57.55%	54.36%	52.54%	53.80%	55.10%
<b>Best result</b>	74.37%	76.20%	69.10%	69.35%	68.85%
<b>Average result</b>	59.29%	57.68%	55.79%	55.93%	55.91%
<b>Worst result</b>	45.38%	44.13%	42.28%	43.61%	40.42%
Responses	7818	7715	6456	8429	9874

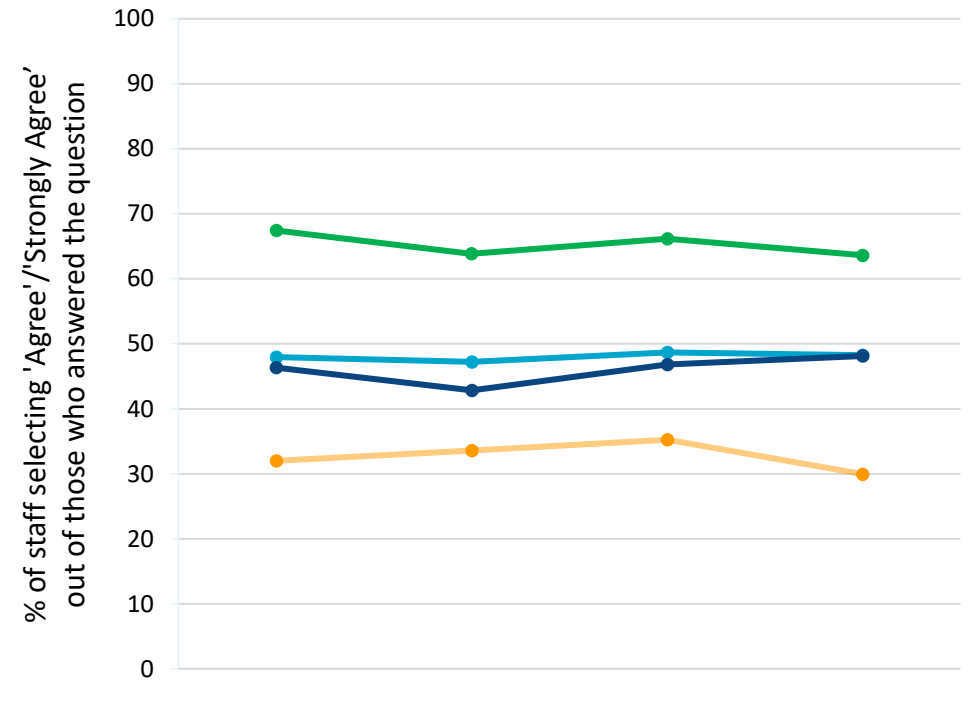


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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>	59.34%	56.77%	55.35%	57.09%	57.87%
<b>Best result</b>	77.65%	75.50%	73.58%	74.00%	72.15%
<b>Average result</b>	65.01%	60.68%	60.37%	60.93%	60.29%
<b>Worst result</b>	53.44%	47.61%	48.97%	50.33%	43.56%
Responses	7798	7642	6455	8482	9957



	2021	2022	2023	2024
<b>Your org</b>	46.32%	42.84%	46.84%	48.13%
<b>Best result</b>	67.43%	63.83%	66.16%	63.63%
<b>Average result</b>	47.94%	47.23%	48.67%	48.23%
<b>Worst result</b>	32.01%	33.59%	35.24%	29.95%
Responses	7642	6452	8464	9925

## 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

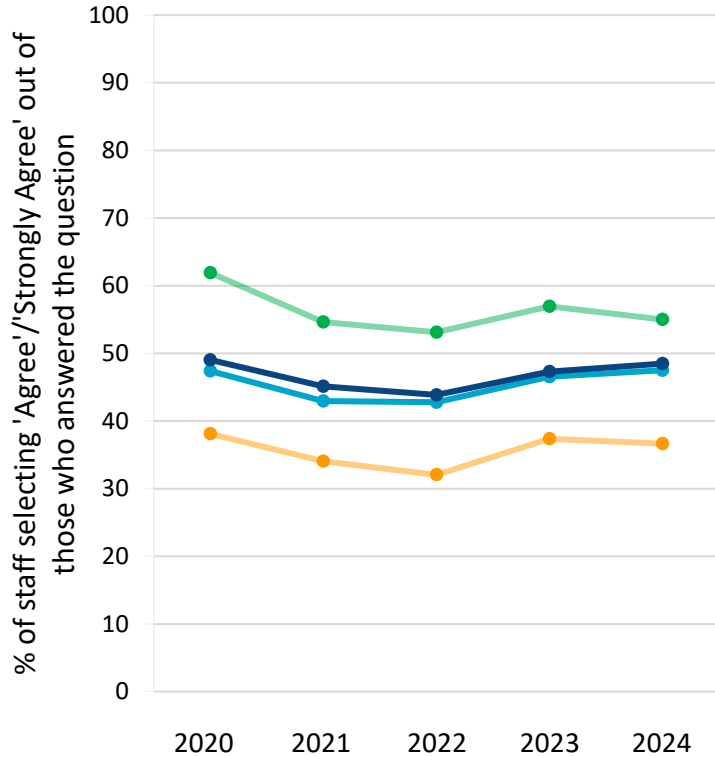
Other questions:\* Q17a, Q17b, Q22

\*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.

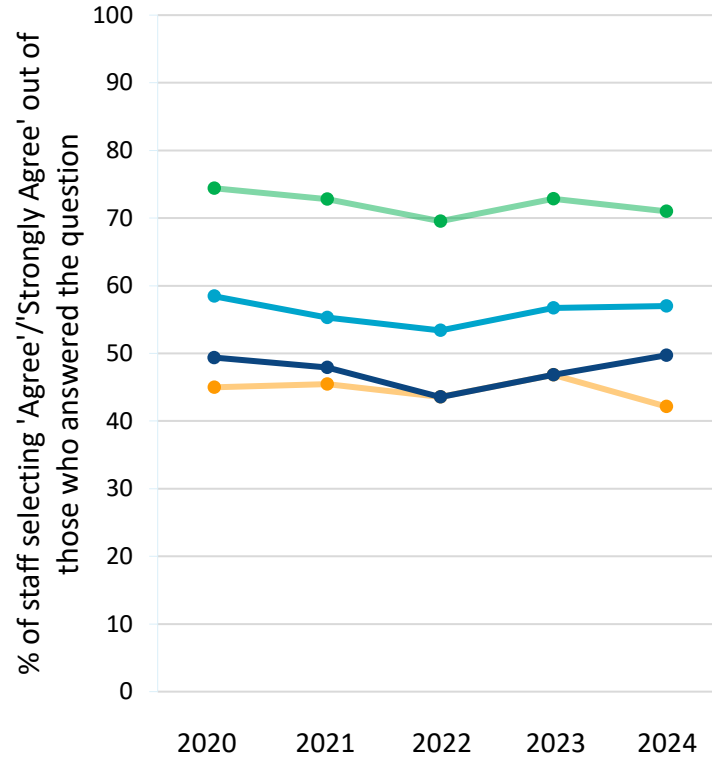


Q3g I am able to meet all the conflicting demands on my time at work.



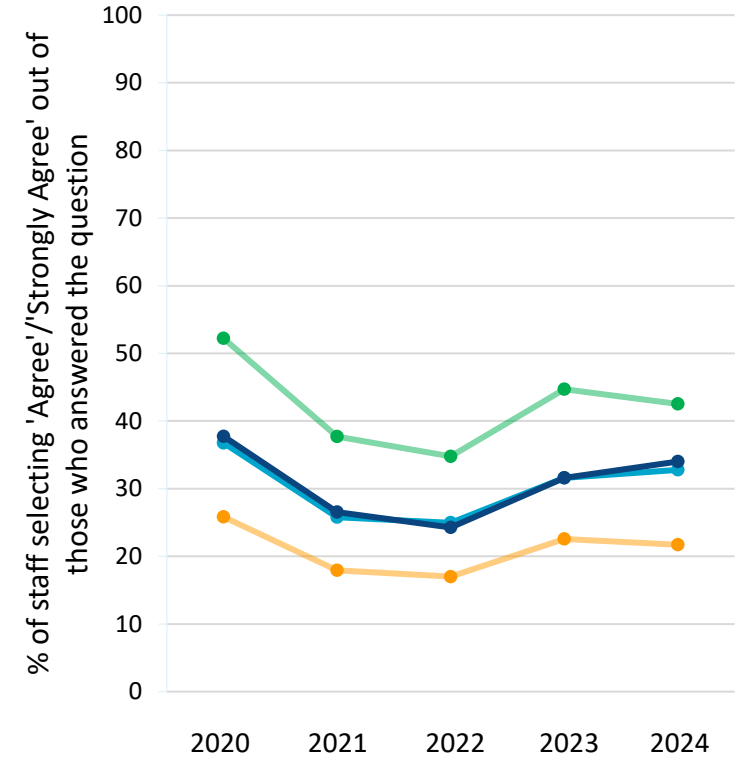
	2020	2021	2022	2023	2024
<b>Your org</b>	49.04%	45.10%	43.86%	47.29%	48.49%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	7950	7956	6468	8501	9961

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



	2020	2021	2022	2023	2024
<b>Your org</b>	49.37%	47.90%	43.54%	46.82%	49.72%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	7955	7965	6473	8504	9959

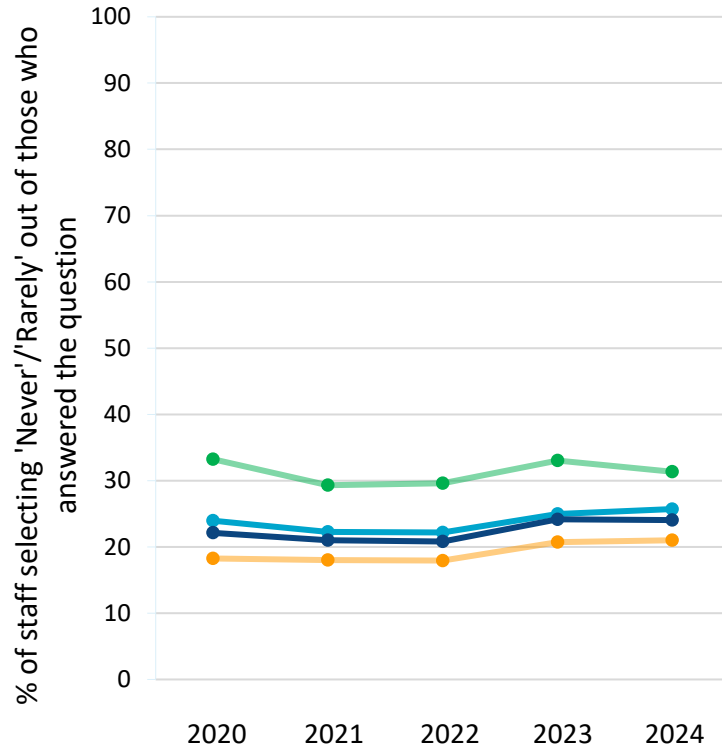
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	37.73%	26.53%	24.26%	31.59%	34.01%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	7959	7963	6478	8548	10015



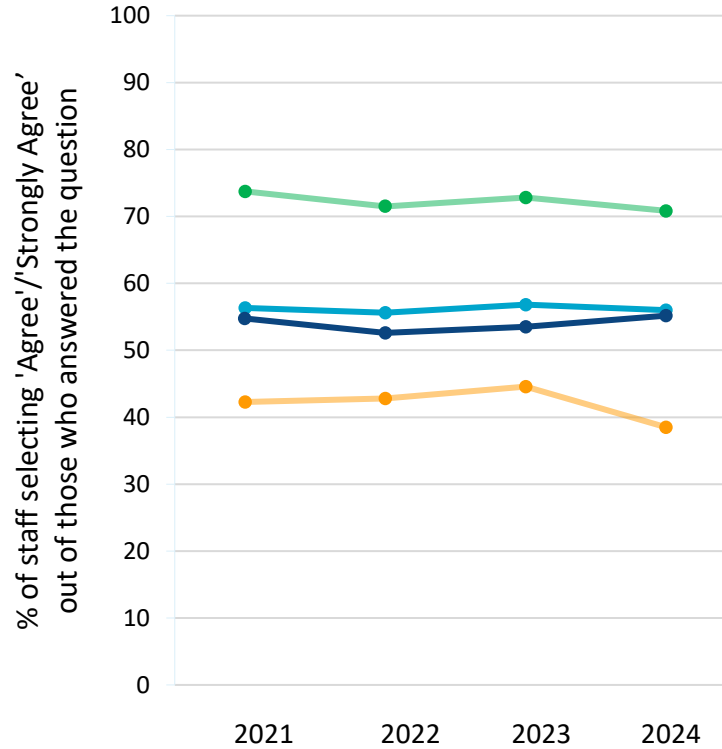
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	22.13%	21.03%	20.82%	24.17%	24.05%
<b>Best result</b>	33.24%	29.31%	29.61%	33.04%	31.37%
<b>Average result</b>	23.97%	22.27%	22.18%	24.95%	25.71%
<b>Worst result</b>	18.24%	18.00%	17.94%	20.72%	21.01%

Responses 7936 7898 6449 8520 10027

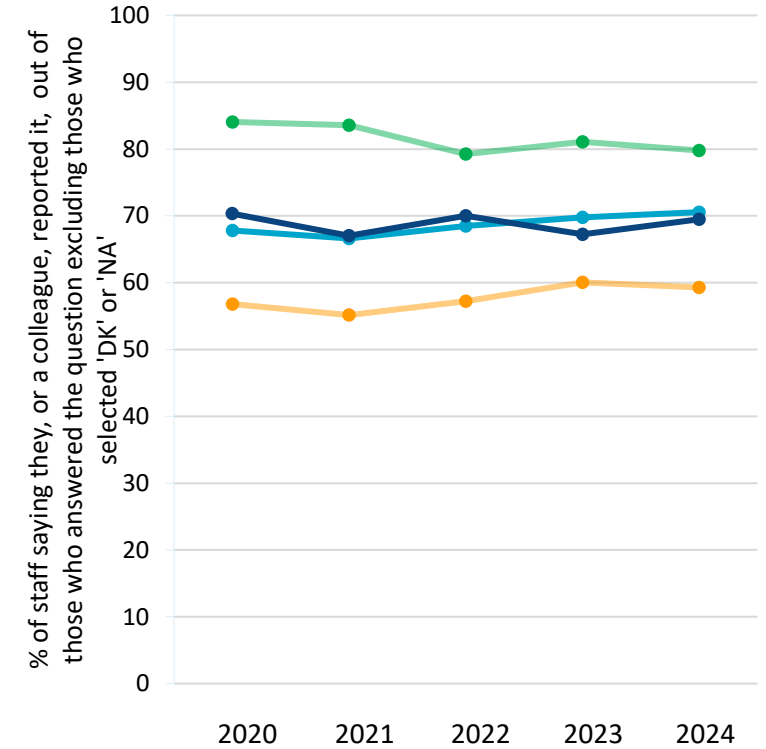
Q11a My organisation takes positive action on health and well-being.



	2021	2022	2023	2024
<b>Your org</b>	54.74%	52.60%	53.51%	55.17%
<b>Best result</b>	73.75%	71.50%	72.81%	70.84%
<b>Average result</b>	56.34%	55.62%	56.82%	55.99%
<b>Worst result</b>	42.28%	42.82%	44.58%	38.51%

Responses 7619 6332 8434 9938

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



	2020	2021	2022	2023	2024
<b>Your org</b>	70.32%	67.03%	70.00%	67.21%	69.48%
<b>Best result</b>	84.05%	83.58%	79.24%	81.08%	79.79%
<b>Average result</b>	67.83%	66.62%	68.47%	69.78%	70.55%
<b>Worst result</b>	56.80%	55.15%	57.22%	60.04%	59.28%

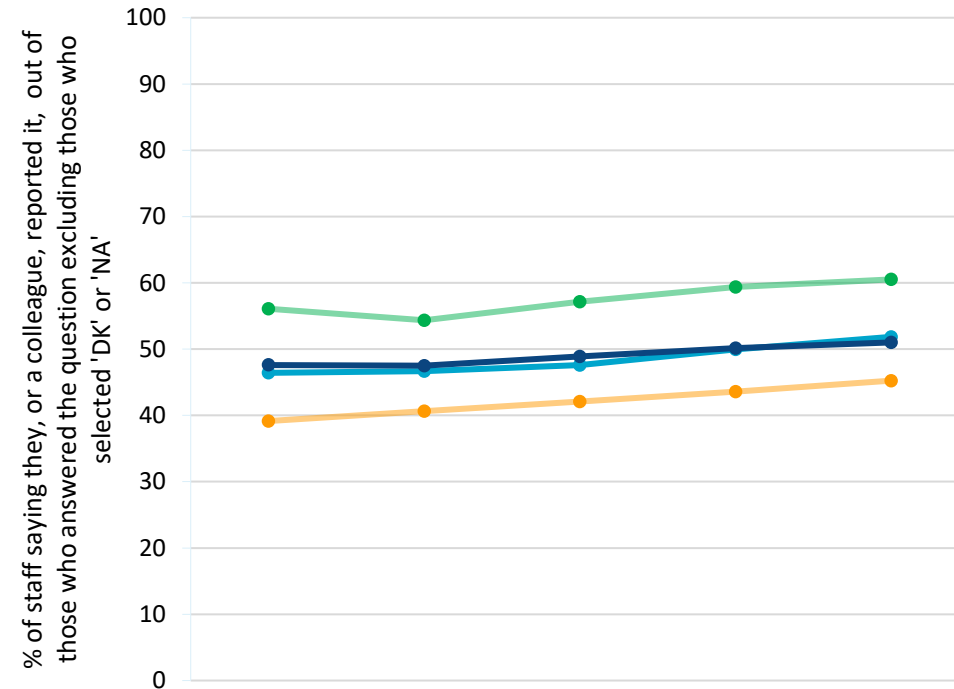
Responses 1057 955 731 1111 1415

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?

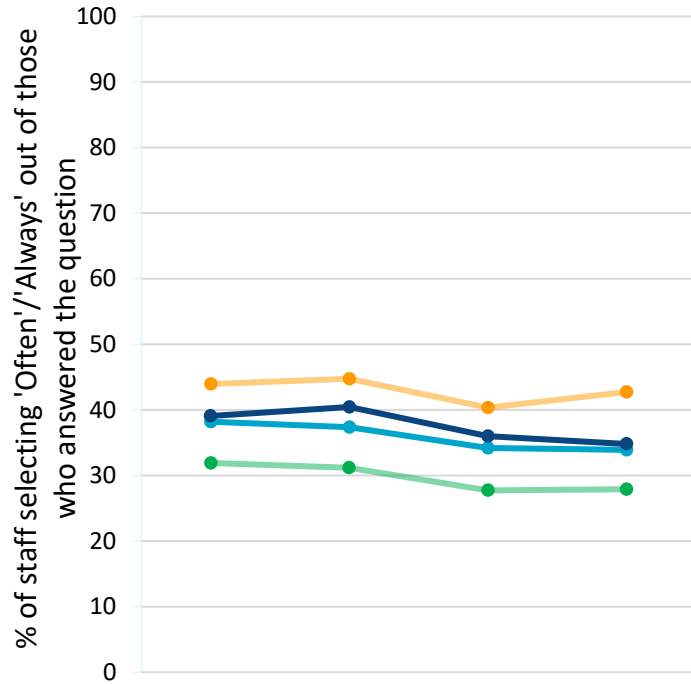


	2020	2021	2022	2023	2024
<b>Your org</b>	47.61%	47.51%	48.89%	50.15%	51.01%
<b>Best result</b>	56.07%	54.35%	57.16%	59.40%	60.52%
<b>Average result</b>	46.43%	46.67%	47.59%	49.96%	51.86%
<b>Worst result</b>	39.15%	40.63%	42.10%	43.57%	45.25%
<b>Responses</b>	3151	3008	2571	3332	3855

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

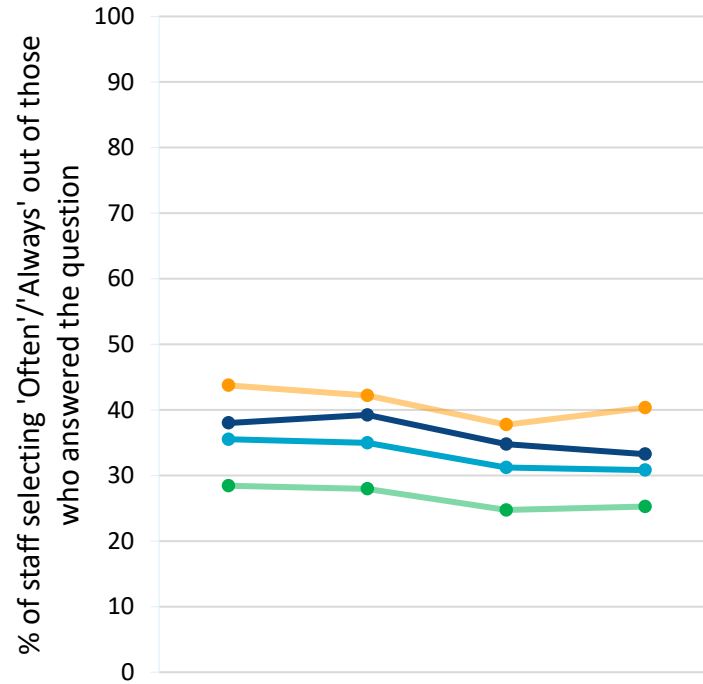


Q12a How often, if at all, do you find your work emotionally exhausting?



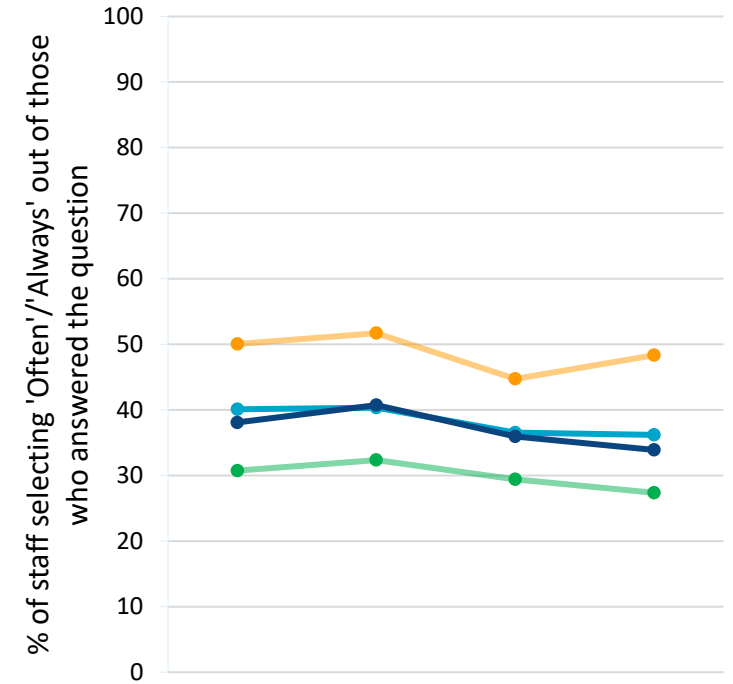
	2021	2022	2023	2024
<b>Your org</b>	39.09%	40.45%	36.00%	34.80%
<b>Best result</b>	31.92%	31.18%	27.73%	27.88%
<b>Average result</b>	38.20%	37.36%	34.20%	33.91%
<b>Worst result</b>	43.97%	44.75%	40.35%	42.73%
Responses	7763	6474	8582	10092

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



	2021	2022	2023	2024
<b>Your org</b>	38.01%	39.24%	34.77%	33.25%
<b>Best result</b>	28.44%	27.95%	24.74%	25.24%
<b>Average result</b>	35.52%	34.98%	31.20%	30.82%
<b>Worst result</b>	43.74%	42.19%	37.74%	40.36%
Responses	7755	6472	8568	10067

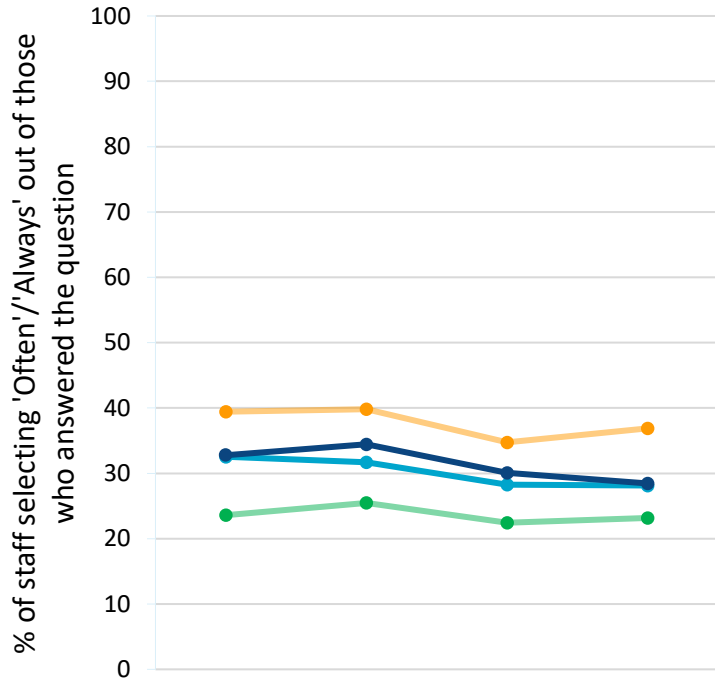
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	38.08%	40.73%	35.94%	33.90%
<b>Best result</b>	30.74%	32.35%	29.40%	27.37%
<b>Average result</b>	40.11%	40.35%	36.52%	36.19%
<b>Worst result</b>	50.04%	51.70%	44.72%	48.33%
Responses	7758	6465	8560	10054

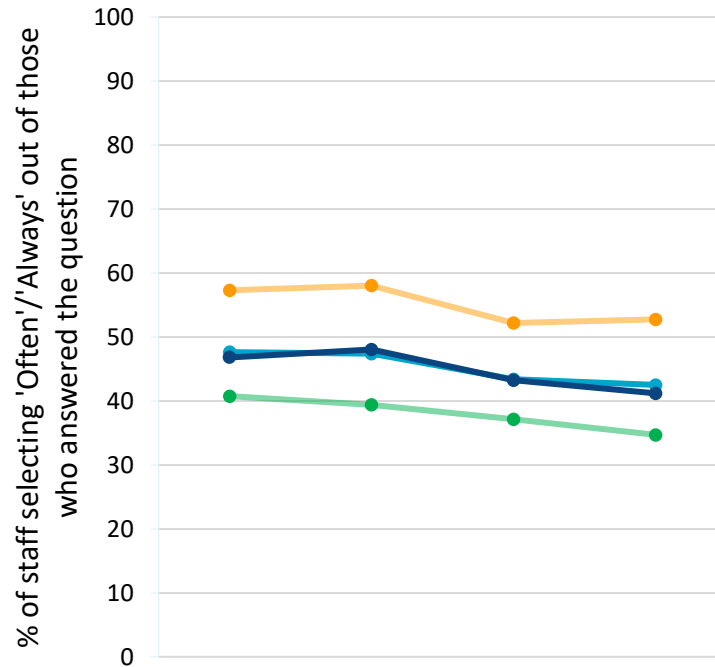


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



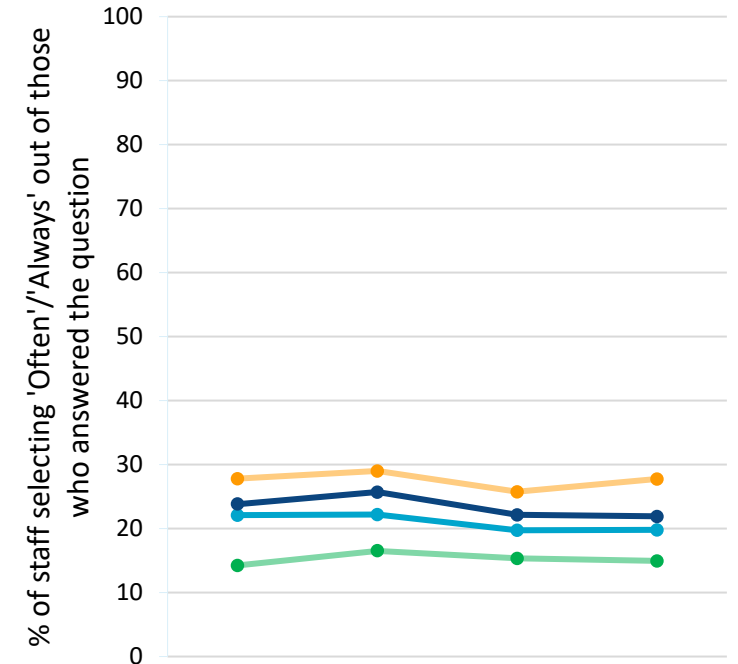
	2021	2022	2023	2024
<b>Your org</b>	32.79%	34.45%	30.10%	28.45%
<b>Best result</b>	23.59%	25.47%	22.44%	23.17%
<b>Average result</b>	32.54%	31.71%	28.26%	28.13%
<b>Worst result</b>	39.44%	39.81%	34.74%	36.90%
Responses	7755	6465	8544	10051

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>	46.81%	48.04%	43.23%	41.19%
<b>Best result</b>	40.75%	39.38%	37.14%	34.71%
<b>Average result</b>	47.62%	47.37%	43.37%	42.50%
<b>Worst result</b>	57.28%	58.02%	52.18%	52.73%
Responses	7756	6459	8535	10027

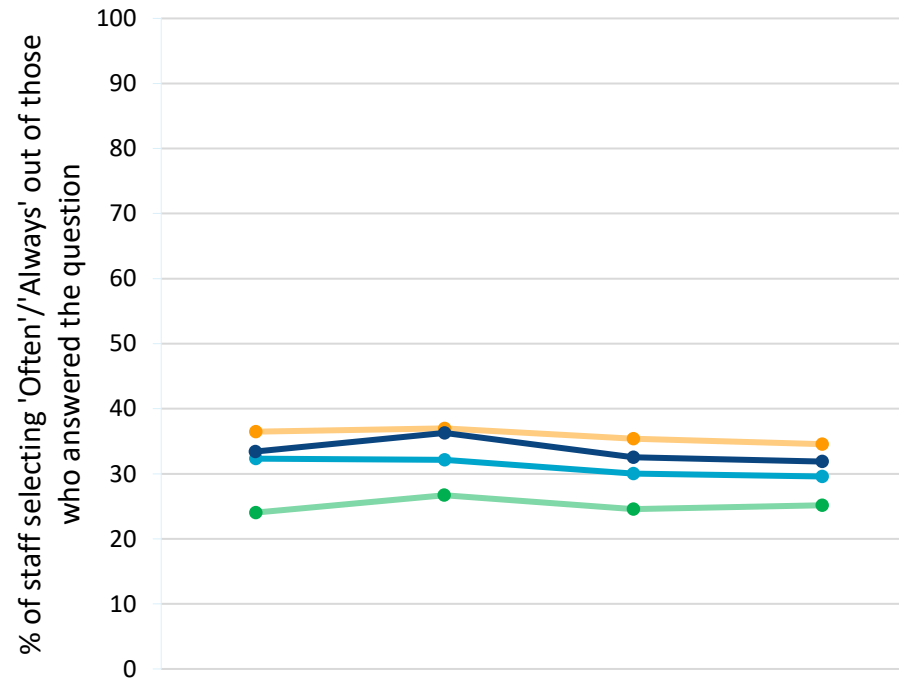
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	23.81%	25.71%	22.17%	21.92%
<b>Best result</b>	14.24%	16.50%	15.36%	14.94%
<b>Average result</b>	22.12%	22.19%	19.73%	19.80%
<b>Worst result</b>	27.81%	29.01%	25.76%	27.74%
Responses	7747	6464	8529	10018



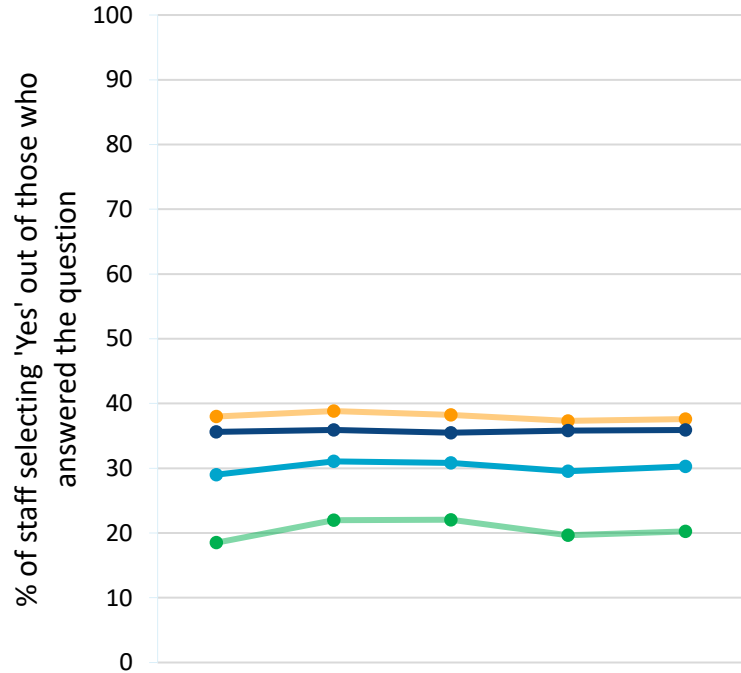
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
Your org	33.41%	36.28%	32.53%	31.88%
Best result	24.04%	26.70%	24.55%	25.16%
Average result	32.33%	32.13%	30.02%	29.59%
Worst result	36.47%	36.98%	35.41%	34.56%
Responses	7759	6460	8560	10052

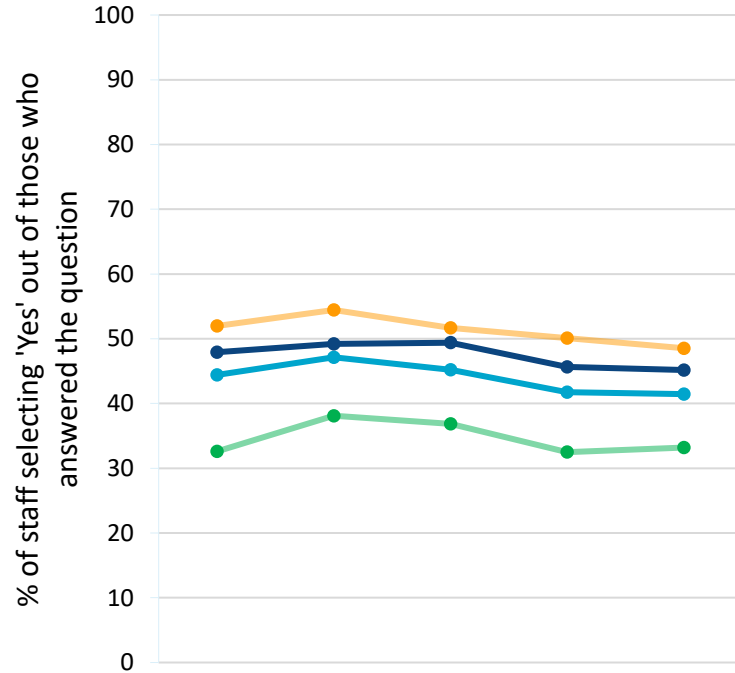


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



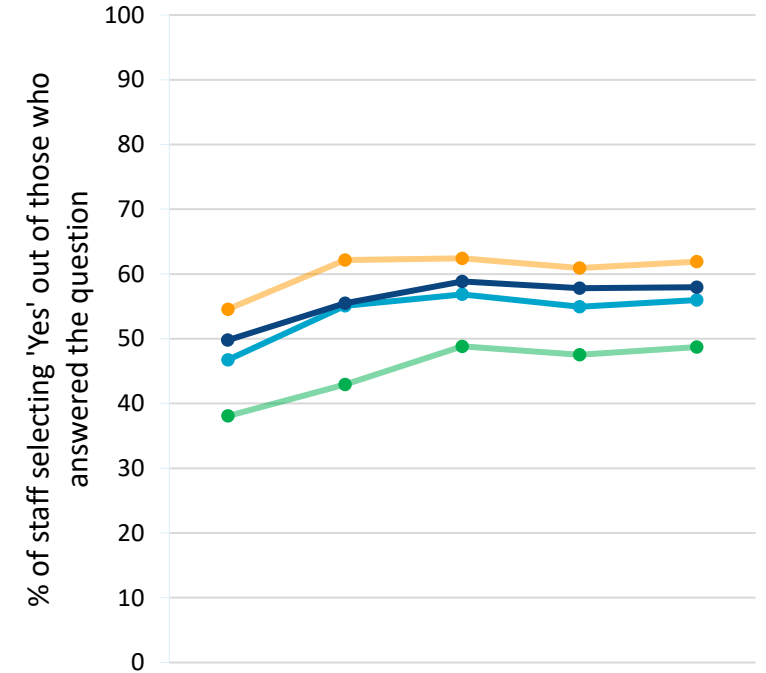
	2020	2021	2022	2023	2024
<b>Your org</b>	35.61%	35.90%	35.49%	35.83%	35.91%
<b>Best result</b>	18.50%	21.97%	22.05%	19.64%	20.23%
<b>Average result</b>	29.01%	31.06%	30.82%	29.54%	30.28%
<b>Worst result</b>	38.02%	38.84%	38.24%	37.32%	37.62%
Responses	7881	7784	6465	8498	9992

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>	47.92%	49.20%	49.39%	45.67%	45.17%
<b>Best result</b>	32.61%	38.12%	36.86%	32.49%	33.18%
<b>Average result</b>	44.41%	47.14%	45.21%	41.73%	41.45%
<b>Worst result</b>	51.96%	54.45%	51.71%	50.11%	48.54%
Responses	7886	7788	6470	8499	9995

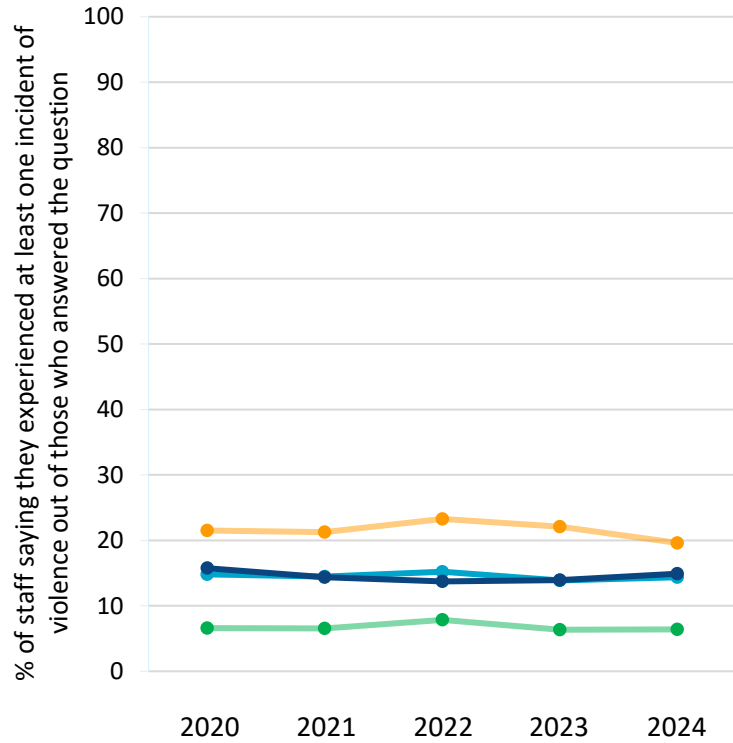
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	49.79%	55.47%	58.85%	57.79%	57.97%
<b>Best result</b>	38.07%	42.94%	48.83%	47.53%	48.72%
<b>Average result</b>	46.74%	55.10%	56.85%	54.96%	55.96%
<b>Worst result</b>	54.57%	62.18%	62.42%	60.91%	61.92%
Responses	7886	7799	6472	8492	9992

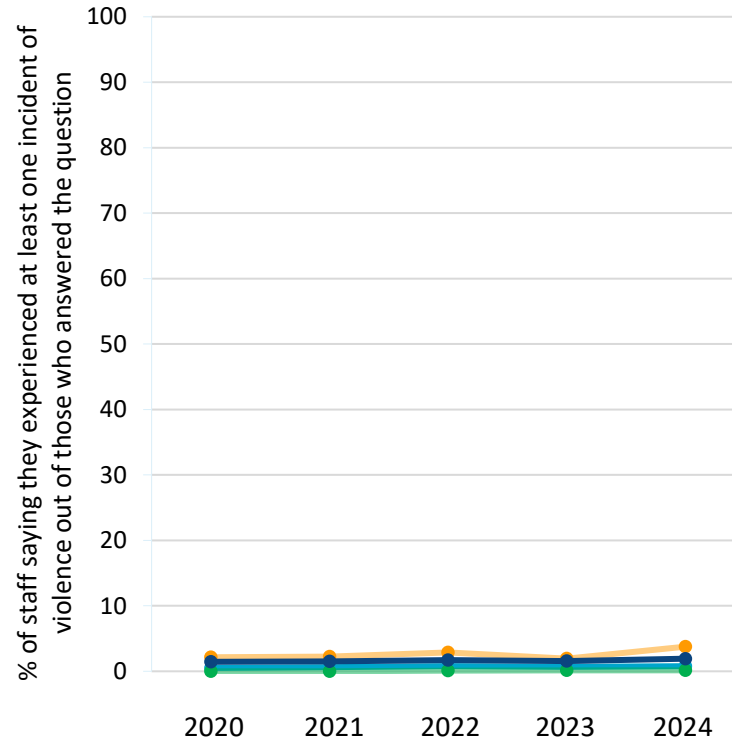


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



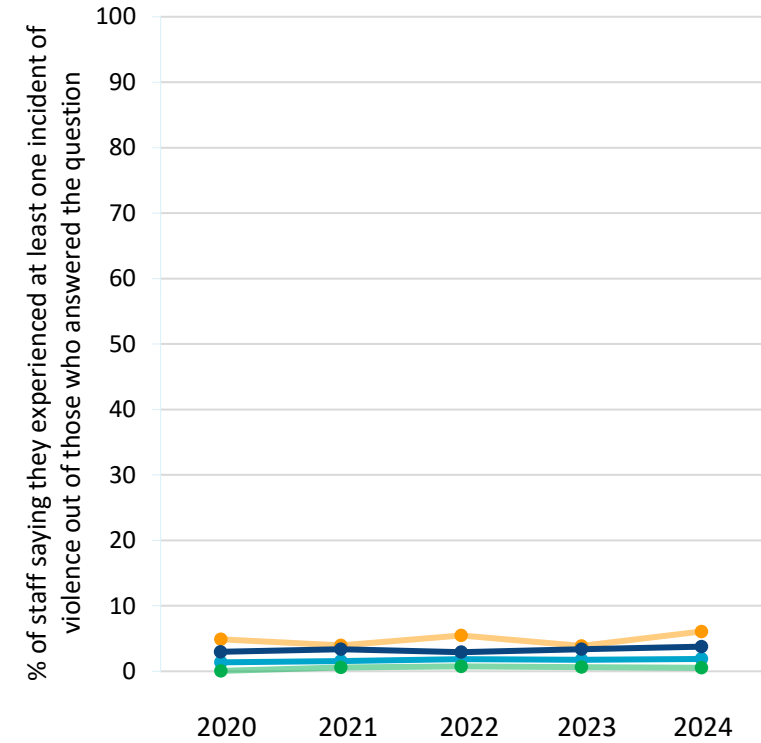
	2020	2021	2022	2023	2024
<b>Your org</b>	15.75%	14.36%	13.73%	13.96%	14.92%
<b>Best result</b>	6.62%	6.53%	7.85%	6.35%	6.38%
<b>Average result</b>	14.79%	14.47%	15.22%	13.88%	14.37%
<b>Worst result</b>	21.49%	21.27%	23.28%	22.09%	19.61%
Responses	7889	7758	6435	8518	10016

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



	2020	2021	2022	2023	2024
<b>Your org</b>	1.45%	1.53%	1.70%	1.57%	1.92%
<b>Best result</b>	0.00%	0.00%	0.10%	0.14%	0.14%
<b>Average result</b>	0.51%	0.63%	0.79%	0.68%	0.76%
<b>Worst result</b>	2.13%	2.23%	2.90%	1.94%	3.76%
Responses	7858	7697	6395	8479	9938

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

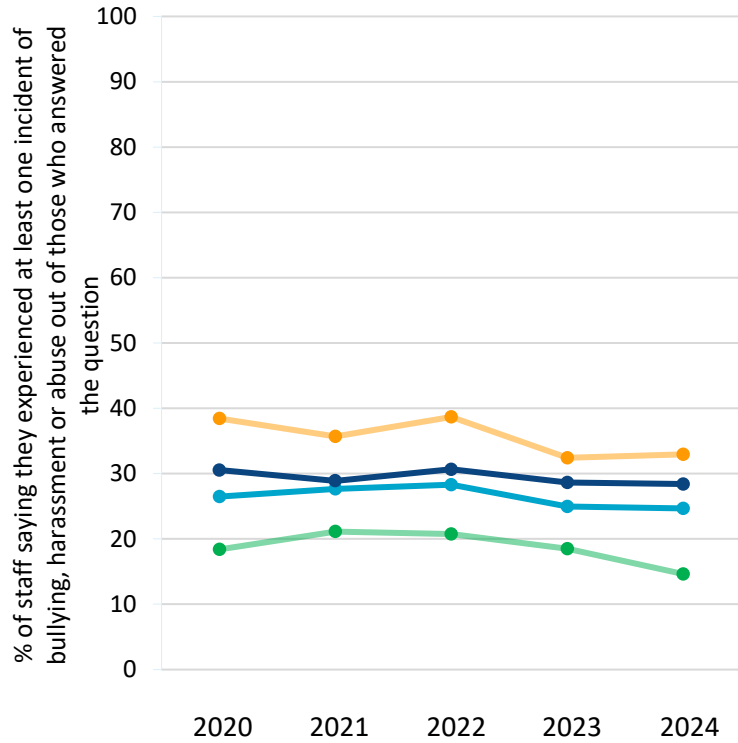


	2020	2021	2022	2023	2024
<b>Your org</b>	2.97%	3.37%	2.92%	3.39%	3.76%
<b>Best result</b>	0.06%	0.57%	0.75%	0.65%	0.53%
<b>Average result</b>	1.37%	1.59%	1.84%	1.78%	1.88%
<b>Worst result</b>	4.88%	3.98%	5.45%	3.88%	6.08%
Responses	7851	7660	6363	8432	9866

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

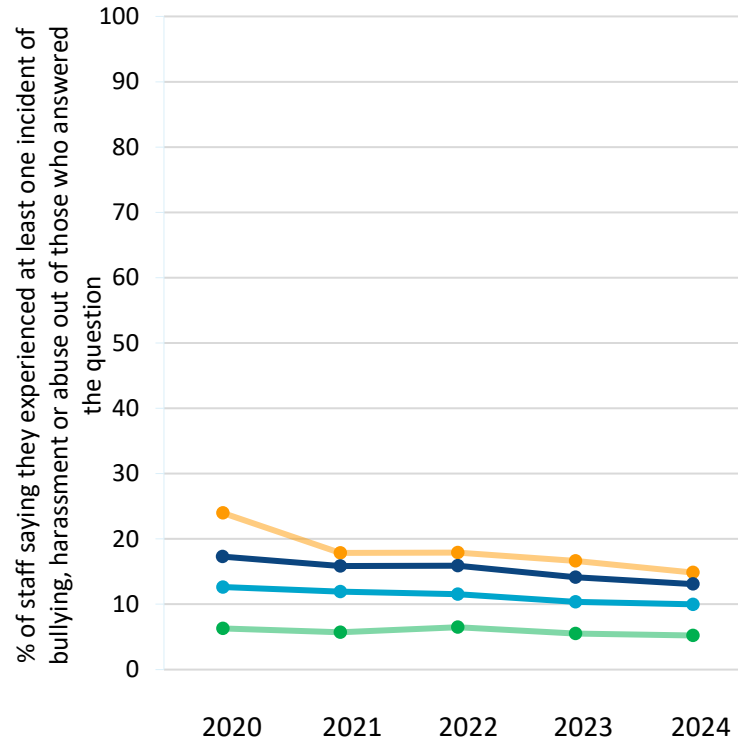


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



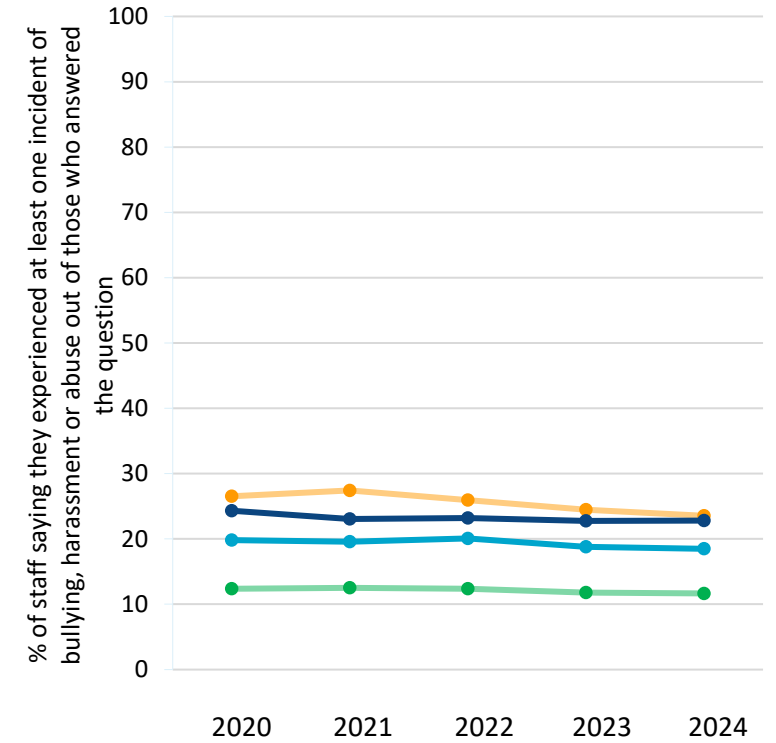
<b>Your org</b>	30.55%	28.90%	30.67%	28.63%	28.41%
<b>Best result</b>	18.42%	21.13%	20.77%	18.48%	14.63%
<b>Average result</b>	26.49%	27.65%	28.31%	24.99%	24.68%
<b>Worst result</b>	38.45%	35.69%	38.68%	32.43%	32.94%
Responses	7650	7508	6464	8496	10029

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



<b>Your org</b>	17.29%	15.87%	15.90%	14.14%	13.09%
<b>Best result</b>	6.32%	5.72%	6.48%	5.52%	5.22%
<b>Average result</b>	12.64%	11.95%	11.55%	10.35%	10.00%
<b>Worst result</b>	23.98%	17.86%	17.89%	16.64%	14.86%
Responses	7623	7464	6430	8470	9939

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

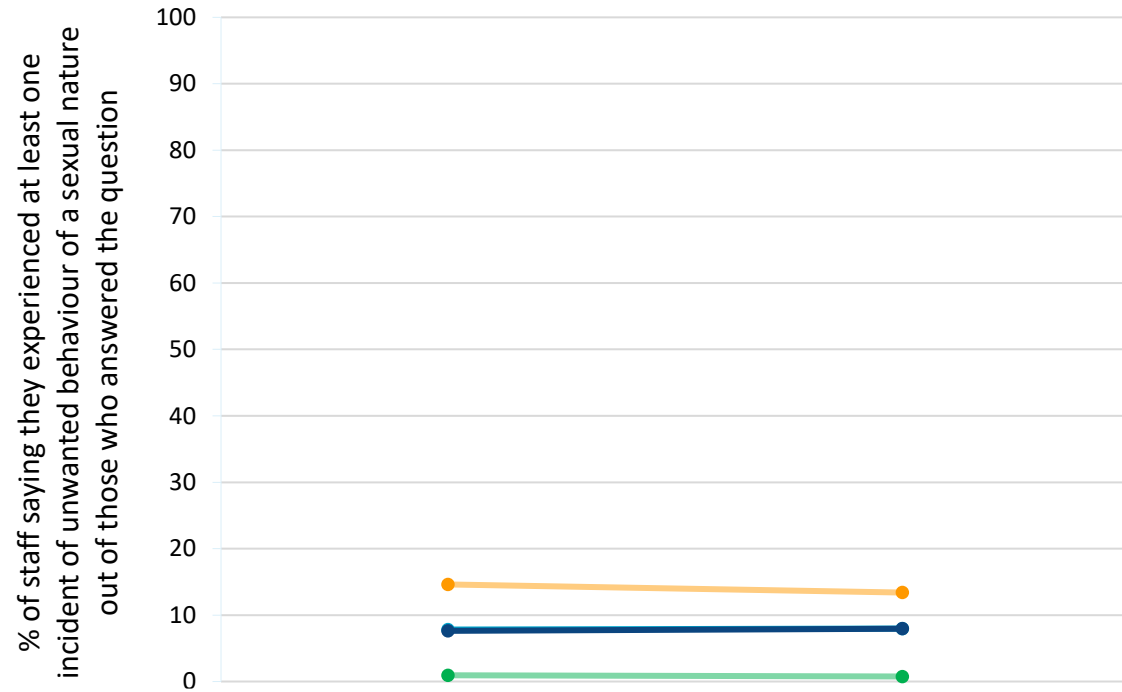


<b>Your org</b>	24.32%	23.03%	23.22%	22.76%	22.80%
<b>Best result</b>	12.40%	12.51%	12.37%	11.80%	11.66%
<b>Average result</b>	19.80%	19.56%	20.08%	18.78%	18.49%
<b>Worst result</b>	26.52%	27.43%	25.97%	24.45%	23.55%
Responses	7611	7434	6403	8475	9938

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

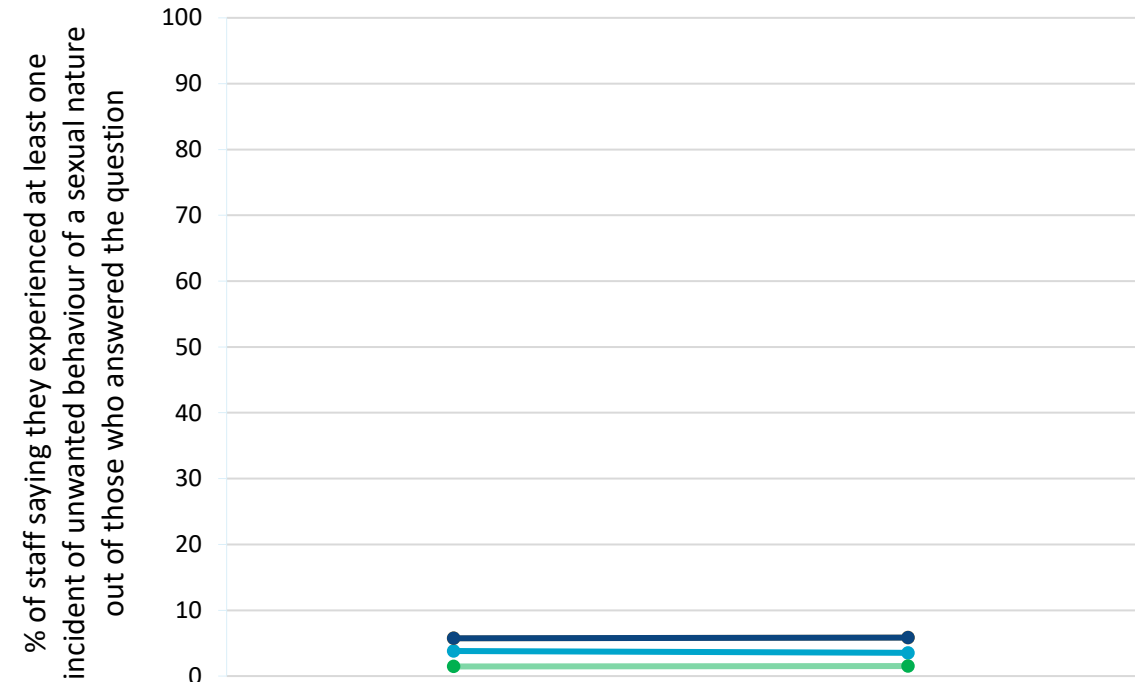


2023 2024

Your org	7.63%	7.95%
Best result	0.94%	0.76%
Average result	7.82%	7.98%
Worst result	14.61%	13.39%

Responses 8540 10064

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	5.74%	5.85%
Best result	1.46%	1.52%
Average result	3.81%	3.53%
Worst result	5.74%	5.85%

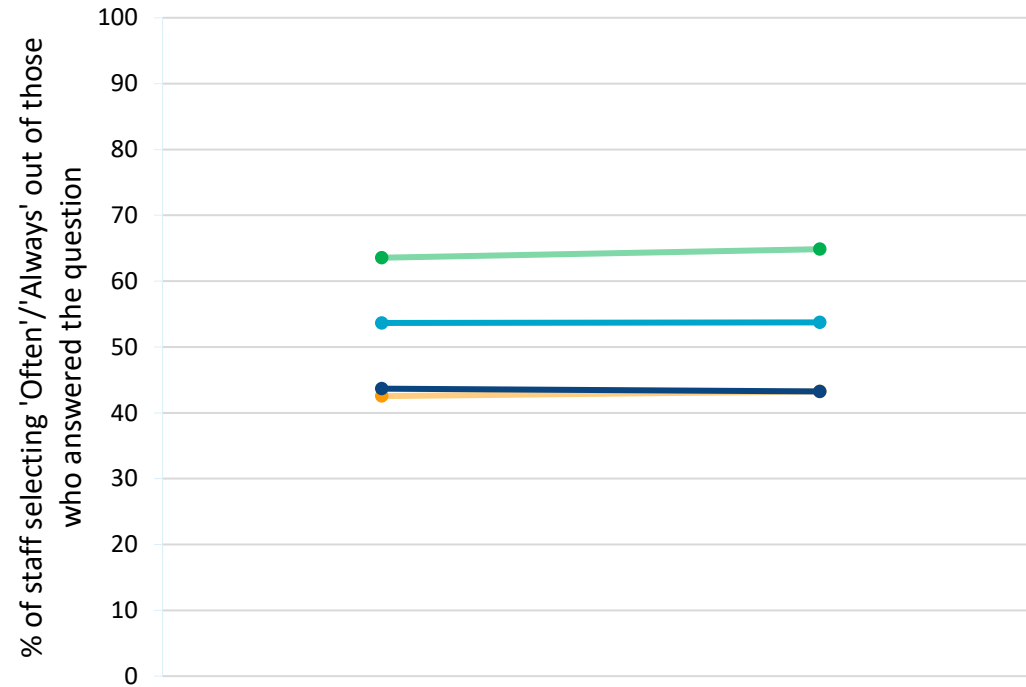
Responses 8525 10011

\*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	43.67%	43.25%
Best result	63.56%	64.85%
Average result	53.65%	53.73%
Worst result	42.53%	43.25%
Responses	8571	10081

\*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

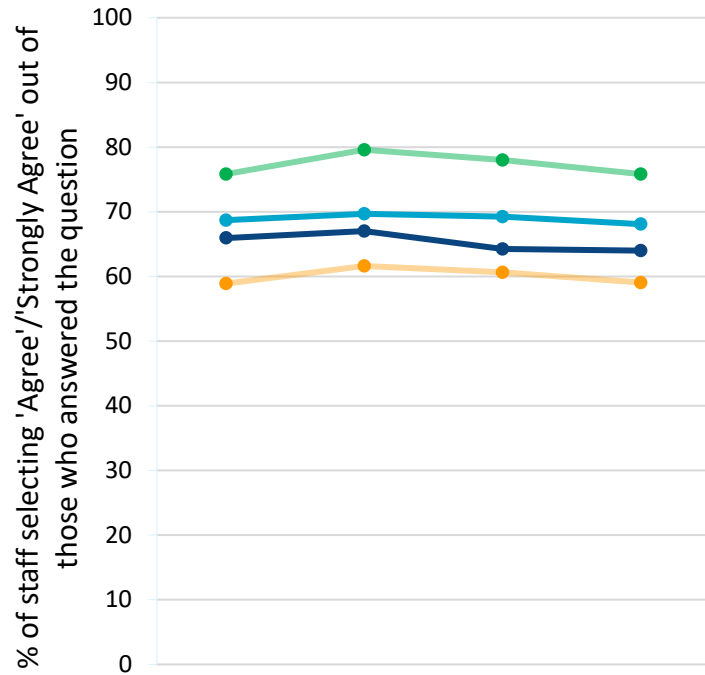
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

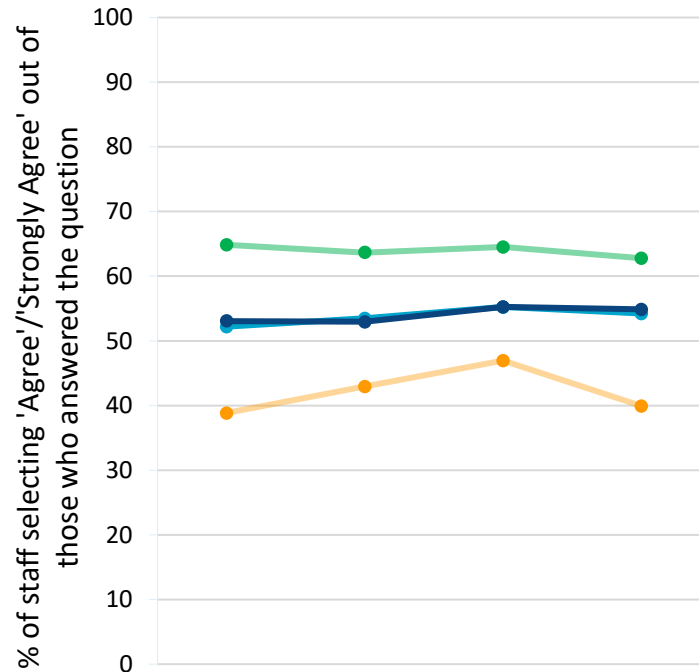


Q24a This organisation offers me challenging work.



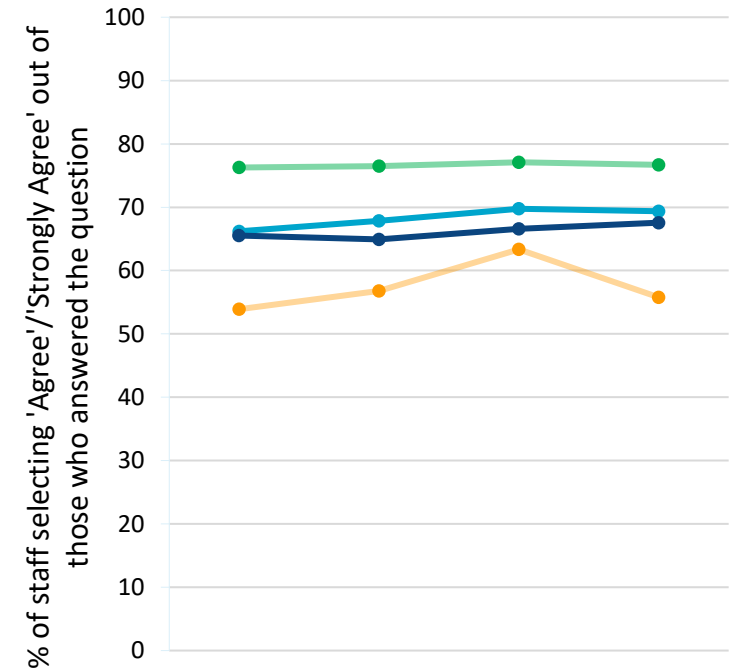
	2021	2022	2023	2024
<b>Your org</b>	65.93%	67.01%	64.24%	63.99%
<b>Best result</b>	75.83%	79.59%	78.00%	75.84%
<b>Average result</b>	68.68%	69.68%	69.23%	68.08%
<b>Worst result</b>	58.89%	61.62%	60.63%	59.05%
Responses	7694	6454	8536	10030

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



	2021	2022	2023	2024
<b>Your org</b>	53.06%	52.96%	55.25%	54.87%
<b>Best result</b>	64.85%	63.63%	64.50%	62.77%
<b>Average result</b>	52.19%	53.47%	55.24%	54.25%
<b>Worst result</b>	38.85%	42.97%	46.95%	39.91%
Responses	7699	6470	8554	10036

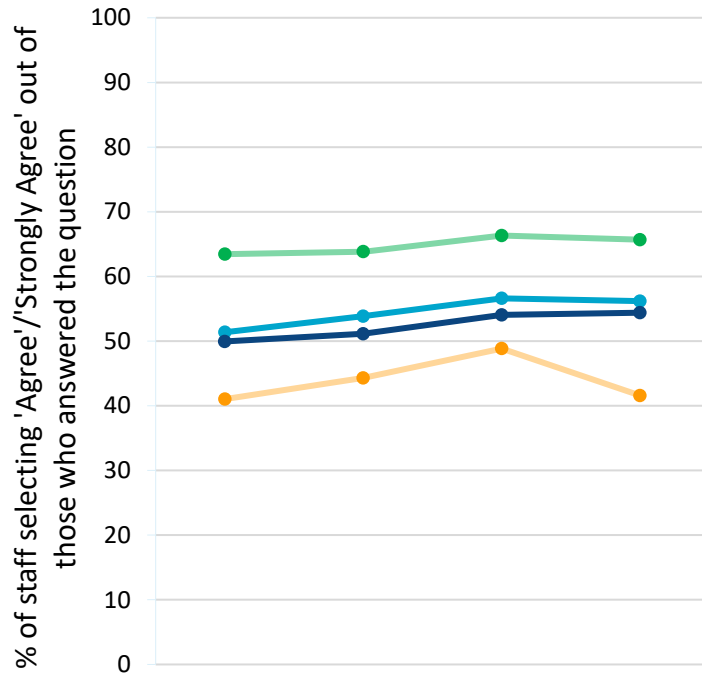
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	65.51%	64.92%	66.58%	67.56%
<b>Best result</b>	76.28%	76.49%	77.10%	76.67%
<b>Average result</b>	66.20%	67.87%	69.76%	69.39%
<b>Worst result</b>	53.90%	56.77%	63.34%	55.79%
Responses	7699	6457	8538	10013

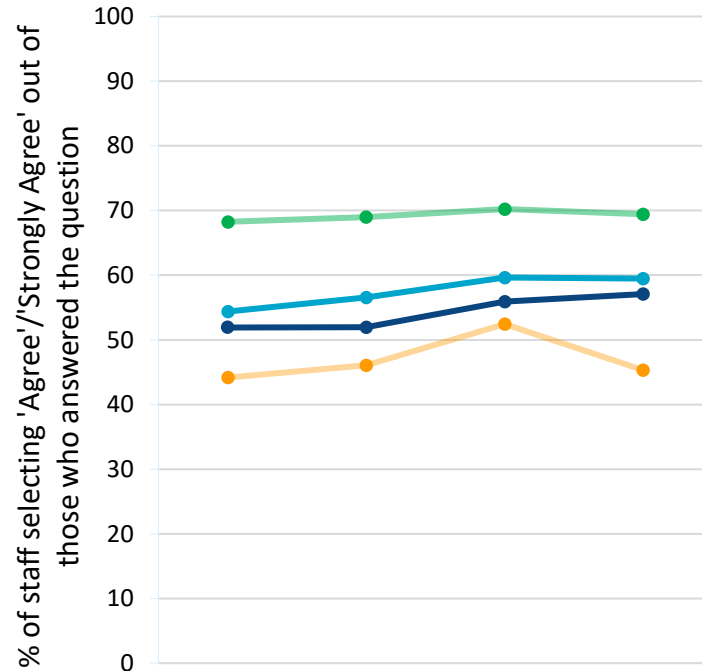


Q24d I feel supported to develop my potential.



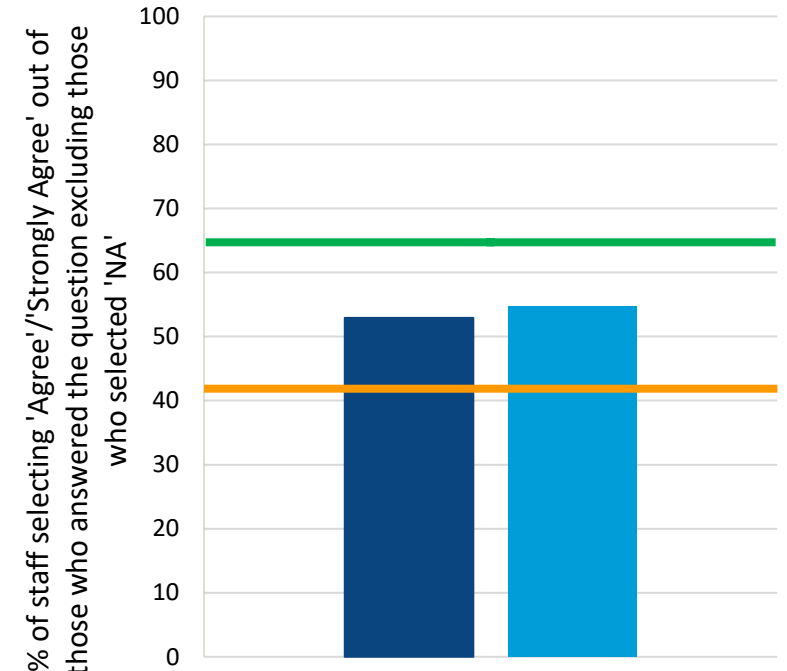
	2021	2022	2023	2024
Your org	49.95%	51.16%	54.04%	54.39%
Best result	63.45%	63.83%	66.33%	65.69%
Average result	51.37%	53.85%	56.61%	56.17%
Worst result	41.03%	44.31%	48.84%	41.60%
Responses	7694	6463	8533	9985

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



	2021	2022	2023	2024
Your org	51.91%	51.98%	55.90%	57.08%
Best result	68.26%	68.98%	70.23%	69.44%
Average result	54.38%	56.55%	59.64%	59.45%
Worst result	44.17%	46.06%	52.43%	45.31%
Responses	7692	6459	8534	9877

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

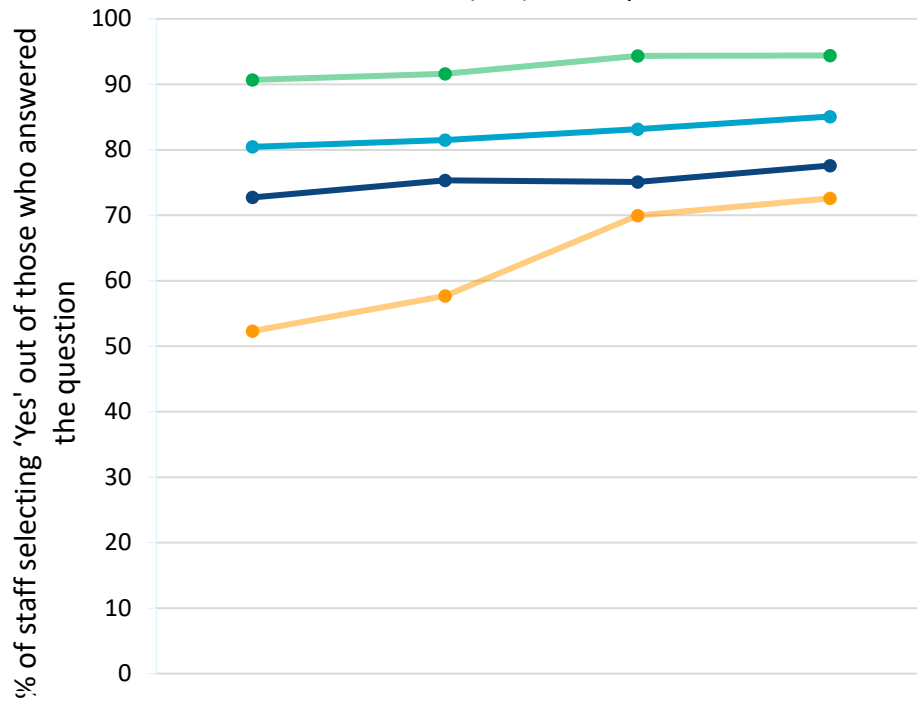


	2024
Your org	52.92%
Best result	64.73%
Average result	54.75%
Worst result	41.87%
Responses	7979

\*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.



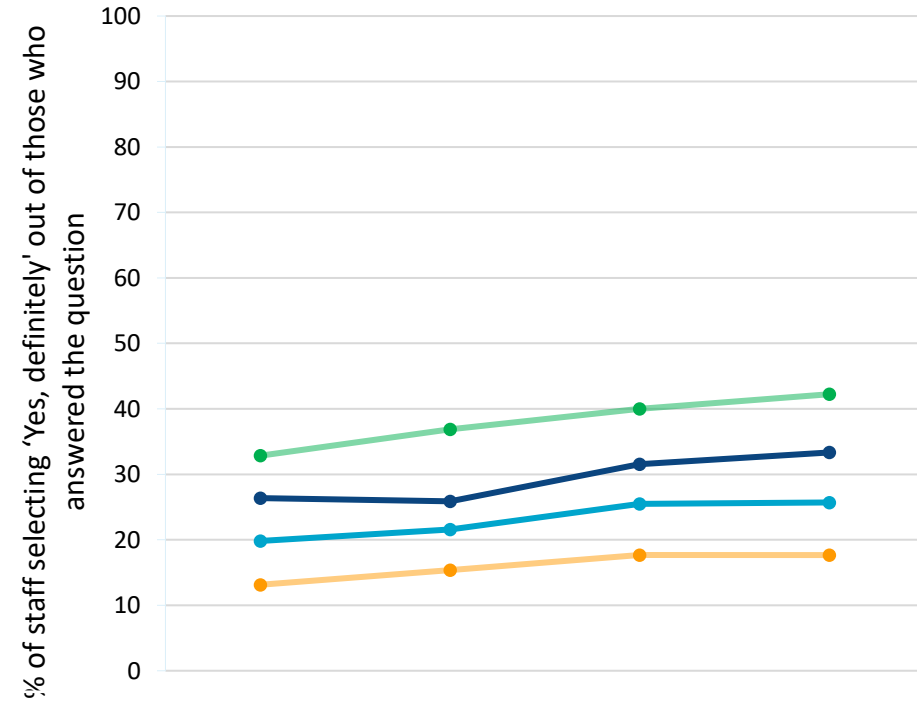
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	72.73%	75.35%	75.10%	77.60%
<b>Best result</b>	90.68%	91.61%	94.36%	94.41%
<b>Average result</b>	80.45%	81.50%	83.17%	85.08%
<b>Worst result</b>	52.32%	57.70%	69.95%	72.58%

Responses 7733 6452 8483 10008

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



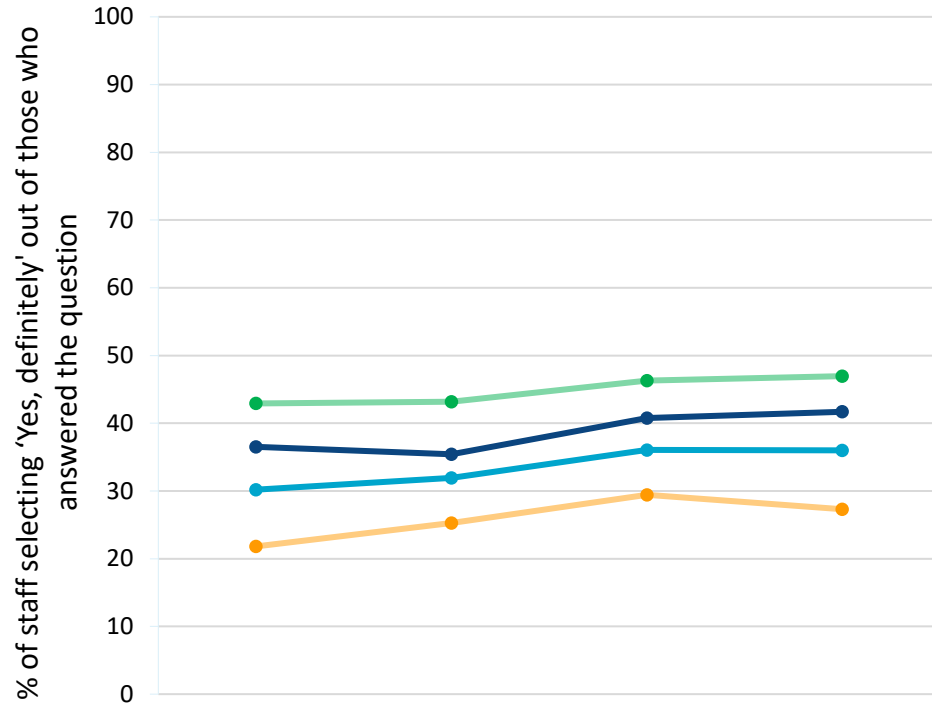
	2021	2022	2023	2024
<b>Your org</b>	26.36%	25.88%	31.56%	33.34%
<b>Best result</b>	32.85%	36.88%	39.99%	42.23%
<b>Average result</b>	19.82%	21.59%	25.50%	25.70%
<b>Worst result</b>	13.13%	15.35%	17.68%	17.65%

Responses 5625 4861 6349 7696

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

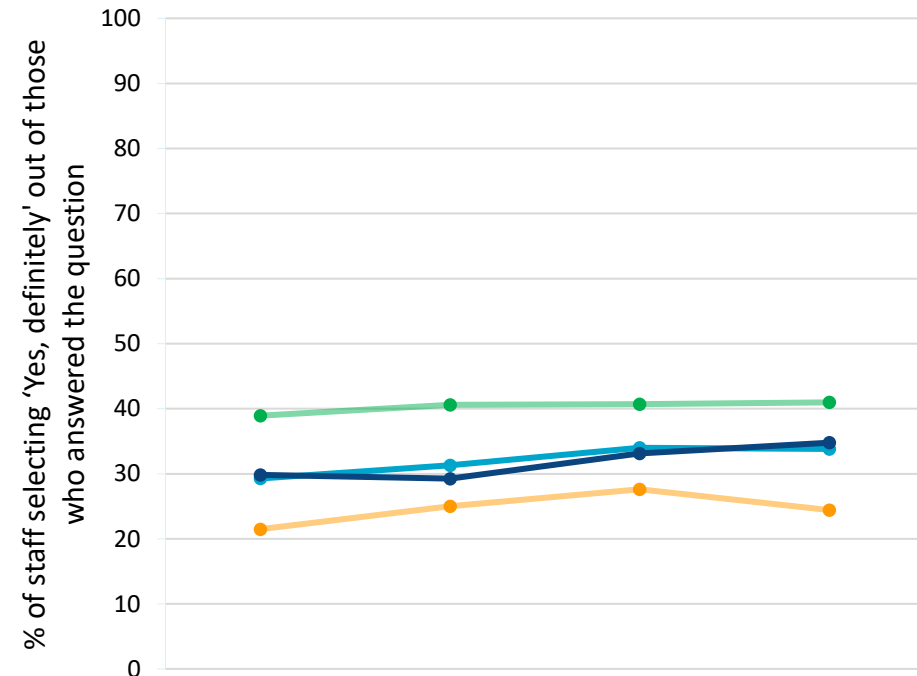


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	36.52%	35.41%	40.78%	41.69%
<b>Best result</b>	42.92%	43.18%	46.31%	46.95%
<b>Average result</b>	30.19%	31.93%	36.06%	36.01%
<b>Worst result</b>	21.81%	25.28%	29.43%	27.28%
Responses	5624	4860	6330	7655

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



	2021	2022	2023	2024
<b>Your org</b>	29.84%	29.26%	33.10%	34.77%
<b>Best result</b>	38.93%	40.59%	40.69%	40.97%
<b>Average result</b>	29.27%	31.30%	33.99%	33.79%
<b>Worst result</b>	21.48%	25.03%	27.61%	24.42%
Responses	5623	4860	6323	7656

## People Promise element – We work flexibly



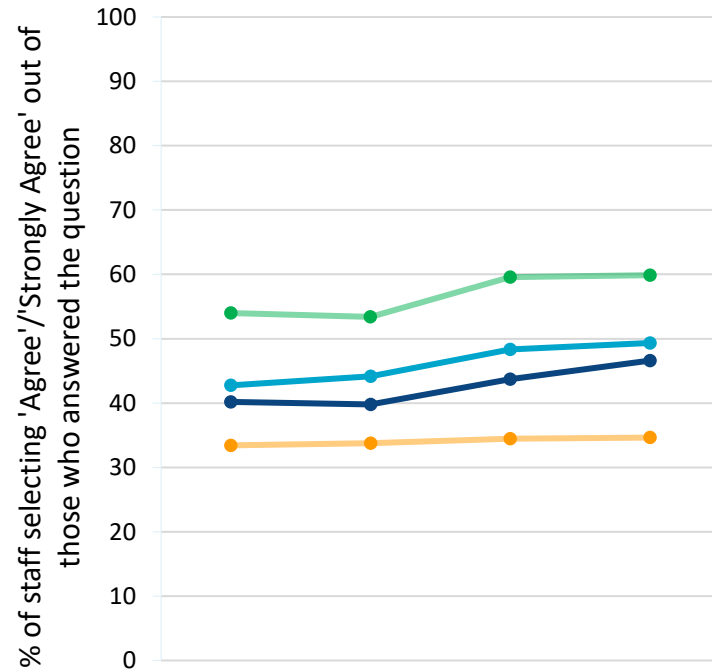
### Questions included:

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

Flexible working – Q4d

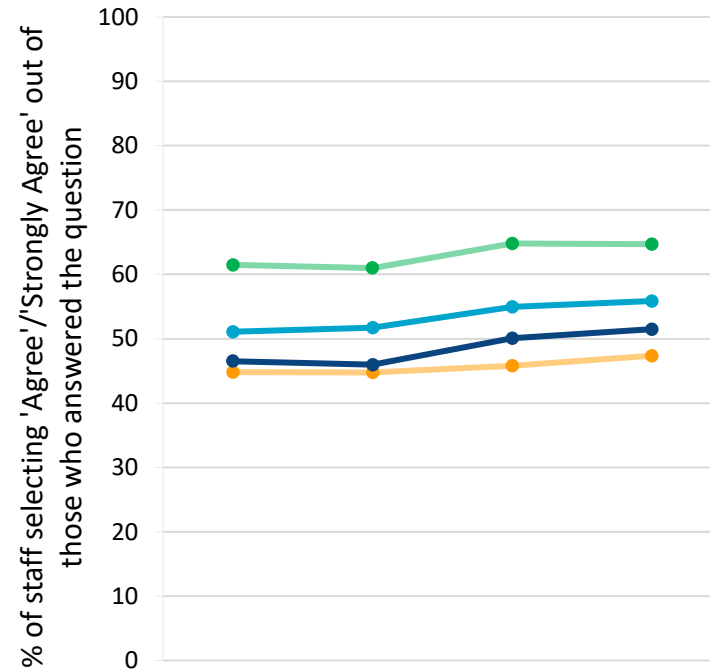


Q6b My organisation is committed to helping me balance my work and home life.



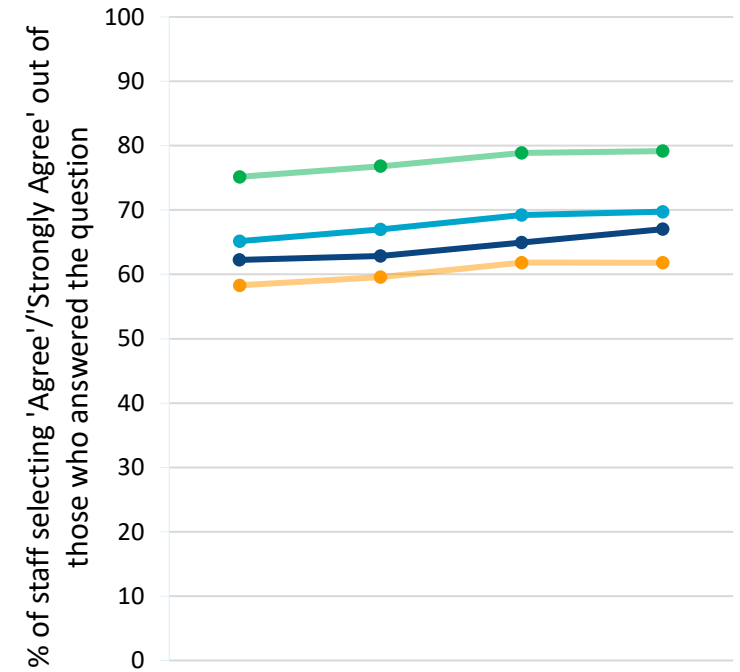
	2021	2022	2023	2024
<b>Your org</b>	40.16%	39.79%	43.72%	46.60%
<b>Best result</b>	53.99%	53.39%	59.57%	59.88%
<b>Average result</b>	42.75%	44.14%	48.33%	49.34%
<b>Worst result</b>	33.43%	33.74%	34.44%	34.64%
Responses	7914	6476	8552	10042

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



	2021	2022	2023	2024
<b>Your org</b>	46.50%	45.97%	50.07%	51.48%
<b>Best result</b>	61.48%	60.97%	64.79%	64.71%
<b>Average result</b>	51.09%	51.73%	54.93%	55.86%
<b>Worst result</b>	44.80%	44.75%	45.81%	47.36%
Responses	7910	6475	8528	10022

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

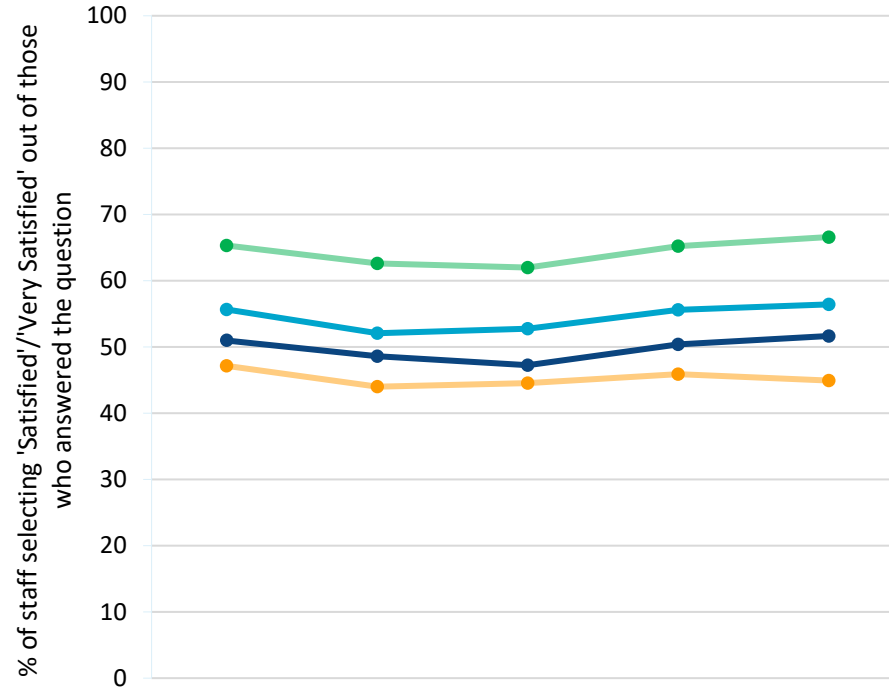


	2021	2022	2023	2024
<b>Your org</b>	62.25%	62.84%	64.93%	67.02%
<b>Best result</b>	75.16%	76.80%	78.85%	79.16%
<b>Average result</b>	65.17%	66.99%	69.24%	69.74%
<b>Worst result</b>	58.30%	59.57%	61.83%	61.80%
Responses	7911	6471	8552	10038





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>	50.98%	48.58%	47.25%	50.39%	51.66%
<b>Best result</b>	65.32%	62.59%	61.99%	65.24%	66.60%
<b>Average result</b>	55.64%	52.08%	52.73%	55.59%	56.43%
<b>Worst result</b>	47.14%	44.00%	44.56%	45.90%	44.91%
Responses	7940	7945	6470	8509	9996

## People Promise element – We are a team



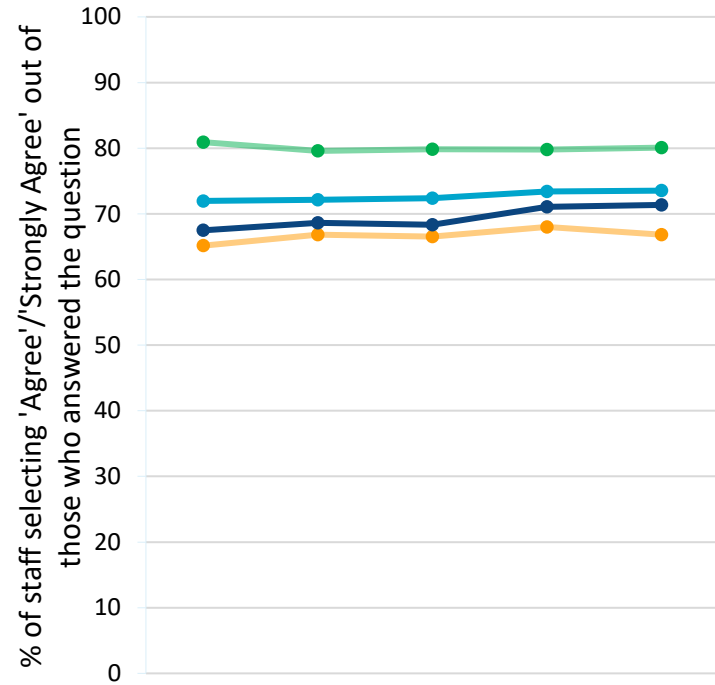
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

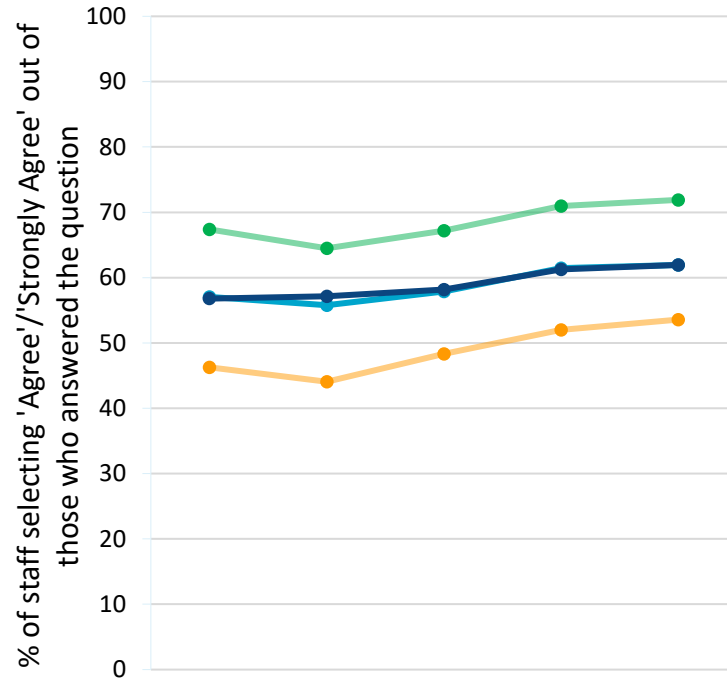


Q7a The team I work in has a set of shared objectives.



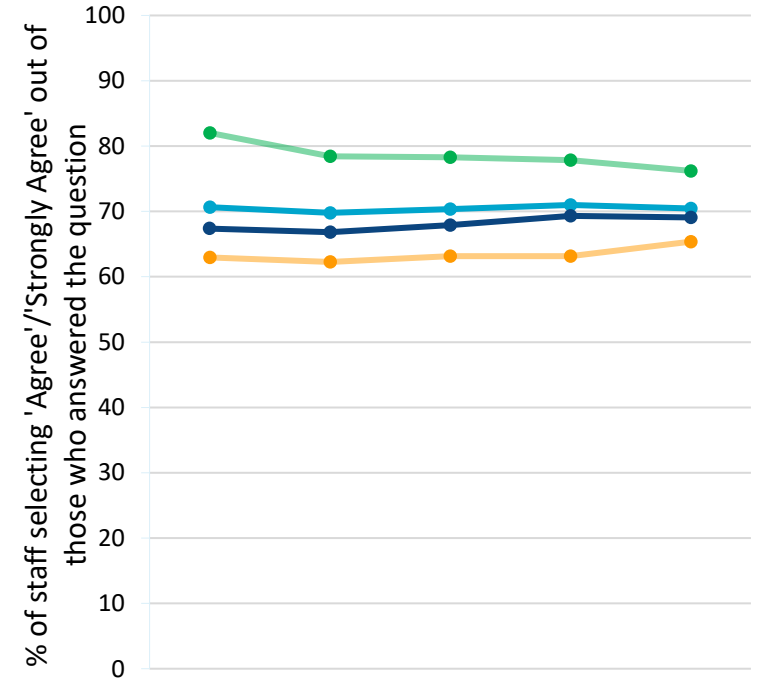
	2020	2021	2022	2023	2024
<b>Your org</b>	67.49%	68.64%	68.34%	71.05%	71.36%
<b>Best result</b>	80.92%	79.58%	79.84%	79.80%	80.07%
<b>Average result</b>	71.97%	72.15%	72.38%	73.42%	73.53%
<b>Worst result</b>	65.15%	66.83%	66.52%	68.00%	66.82%
Responses	7910	7857	6471	8539	10037

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



	2020	2021	2022	2023	2024
<b>Your org</b>	56.78%	57.17%	58.15%	61.26%	61.94%
<b>Best result</b>	67.38%	64.49%	67.16%	70.97%	71.90%
<b>Average result</b>	57.06%	55.78%	57.87%	61.46%	61.94%
<b>Worst result</b>	46.26%	44.06%	48.33%	52.00%	53.58%
Responses	7963	7864	6470	8528	10019

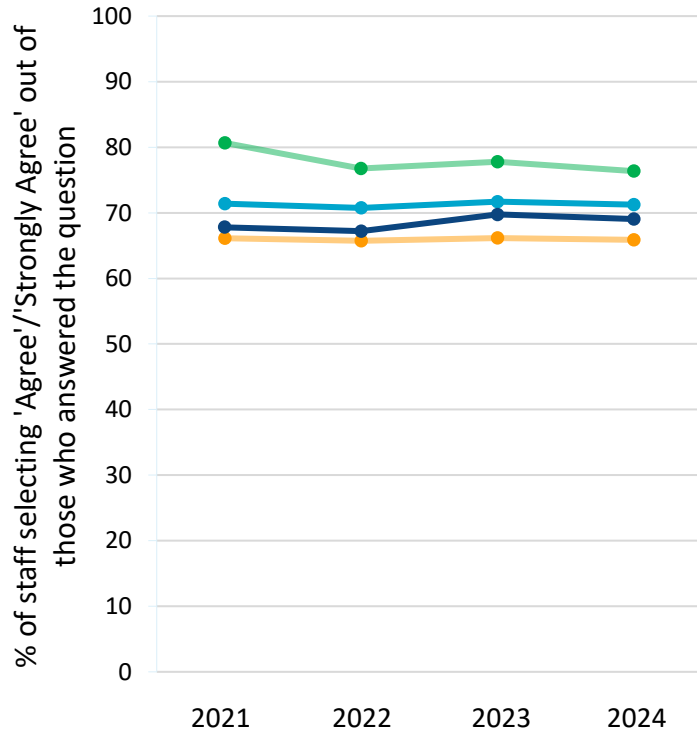
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	67.38%	66.83%	67.89%	69.32%	69.09%
<b>Best result</b>	82.02%	78.45%	78.29%	77.84%	76.21%
<b>Average result</b>	70.63%	69.79%	70.36%	70.99%	70.44%
<b>Worst result</b>	62.98%	62.27%	63.14%	63.16%	65.37%
Responses	7983	7859	6478	8539	10054

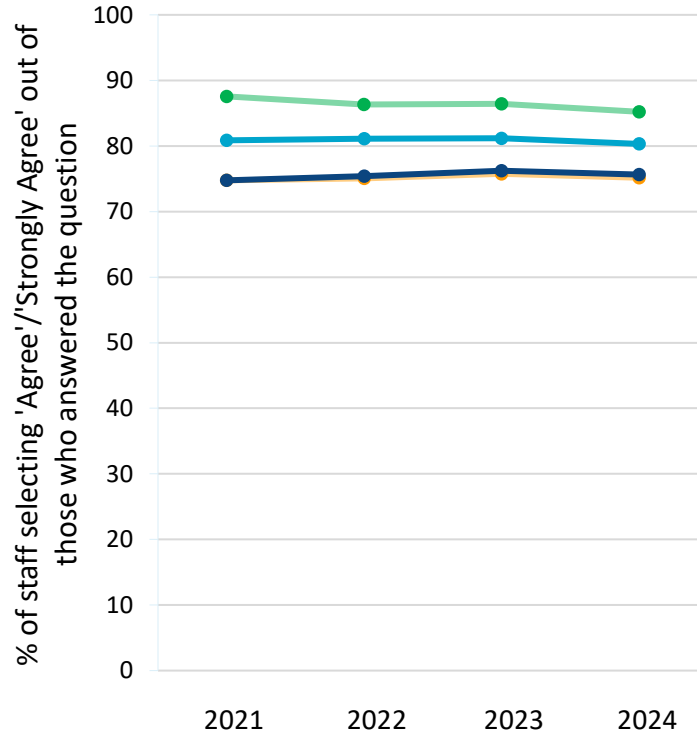


Q7d Team members understand each other's roles.



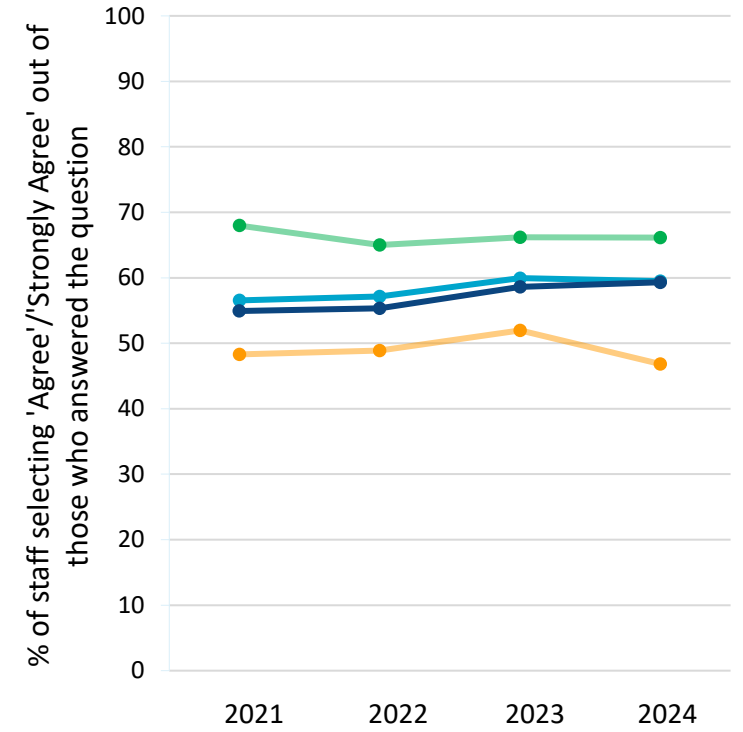
	2021	2022	2023	2024
<b>Your org</b>	67.81%	67.21%	69.76%	69.04%
<b>Best result</b>	80.65%	76.75%	77.80%	76.36%
<b>Average result</b>	71.41%	70.75%	71.71%	71.27%
<b>Worst result</b>	66.14%	65.74%	66.15%	65.89%
Responses	7866	6481	8546	10039

Q7e I enjoy working with the colleagues in my team.

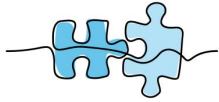


	2021	2022	2023	2024
<b>Your org</b>	74.76%	75.41%	76.23%	75.63%
<b>Best result</b>	87.56%	86.32%	86.45%	85.22%
<b>Average result</b>	80.88%	81.11%	81.18%	80.32%
<b>Worst result</b>	74.76%	75.06%	75.76%	75.15%
Responses	7859	6479	8536	10042

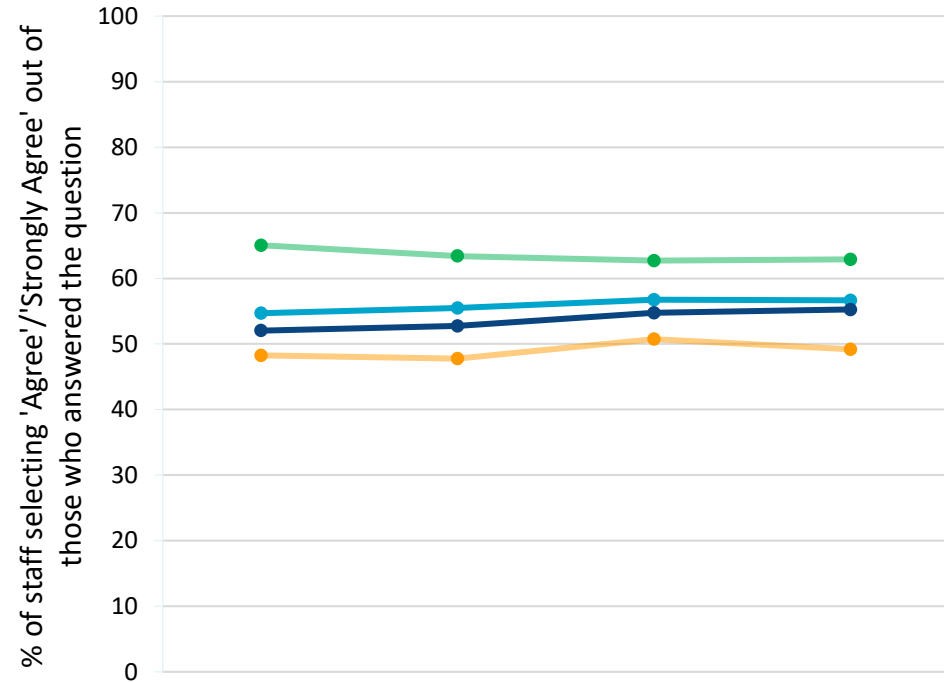
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	54.93%	55.33%	58.60%	59.32%
<b>Best result</b>	67.97%	65.01%	66.20%	66.16%
<b>Average result</b>	56.55%	57.13%	59.95%	59.47%
<b>Worst result</b>	48.31%	48.90%	51.97%	46.83%
Responses	7848	6470	8516	10021

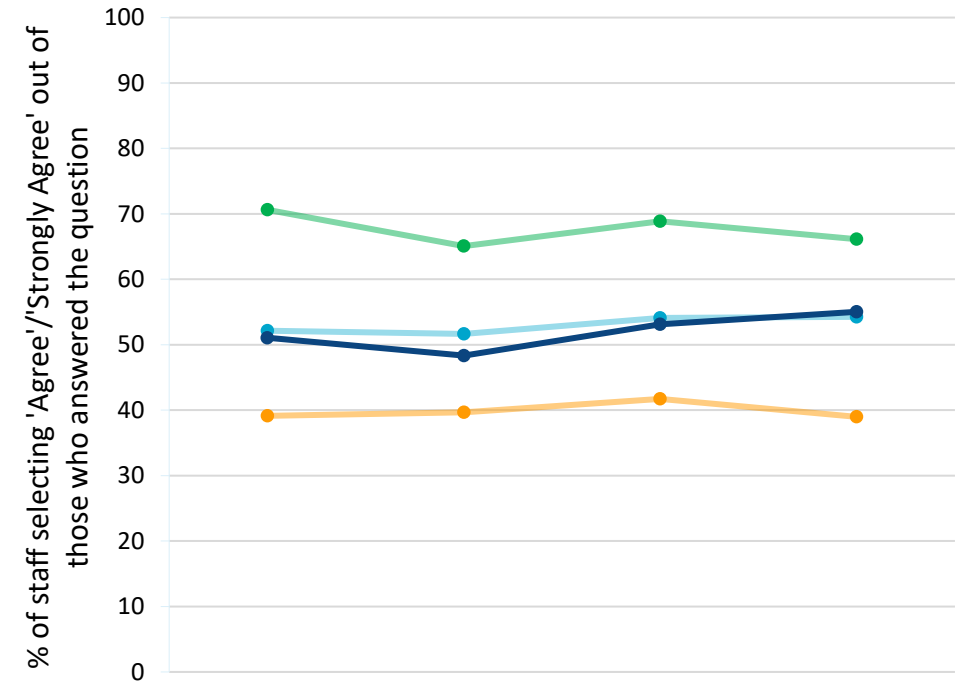


Q7g In my team disagreements are dealt with constructively.

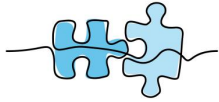


	2021	2022	2023	2024
Your org	52.03%	52.77%	54.76%	55.27%
Best result	65.06%	63.41%	62.71%	62.90%
Average result	54.69%	55.50%	56.75%	56.65%
Worst result	48.27%	47.77%	50.73%	49.19%
Responses	7858	6479	8508	10012

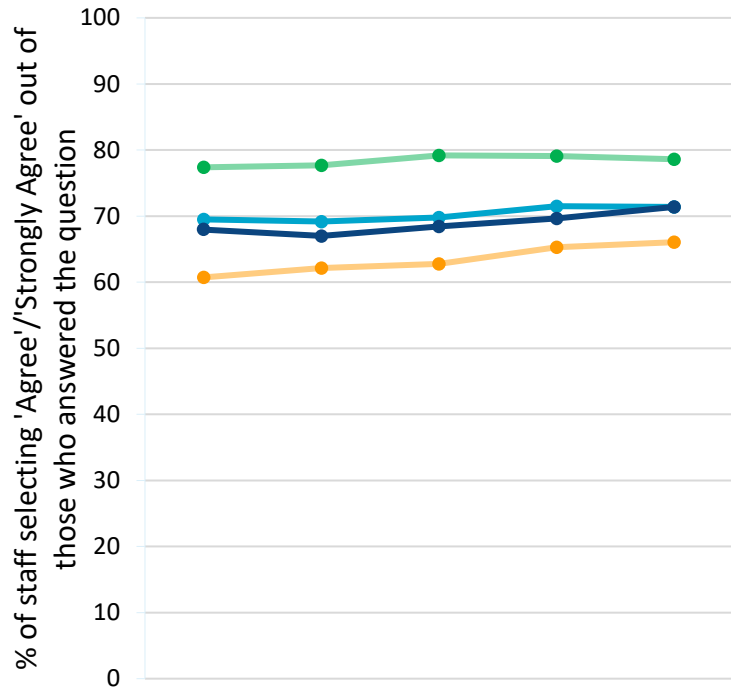
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	51.06%	48.34%	53.10%	55.04%
Best result	70.62%	65.08%	68.88%	66.13%
Average result	52.14%	51.65%	54.11%	54.27%
Worst result	39.14%	39.66%	41.73%	38.98%
Responses	7833	6473	8449	9960

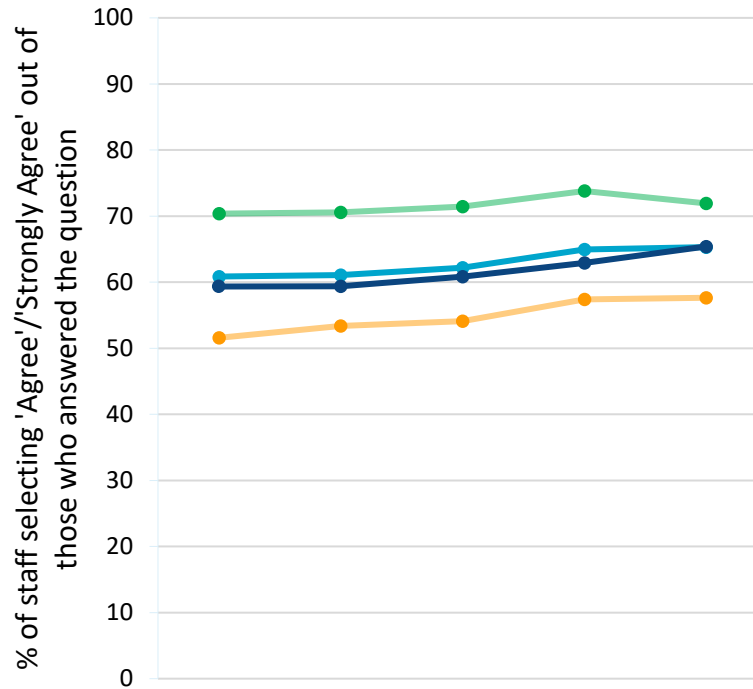


Q9a My immediate manager encourages me at work.



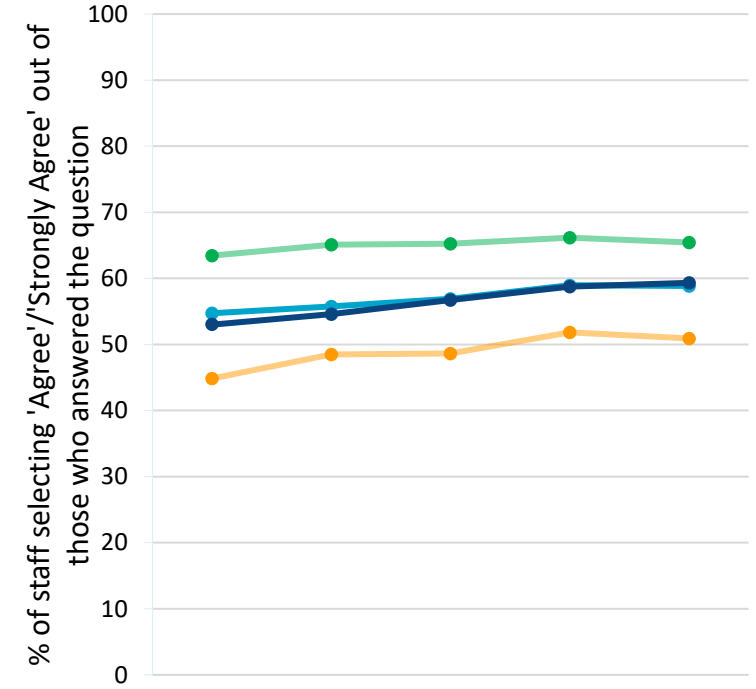
	2020	2021	2022	2023	2024
<b>Your org</b>	67.98%	67.01%	68.41%	69.64%	71.40%
<b>Best result</b>	77.39%	77.71%	79.19%	79.11%	78.63%
<b>Average result</b>	69.49%	69.19%	69.81%	71.50%	71.38%
<b>Worst result</b>	60.73%	62.13%	62.79%	65.30%	66.06%
Responses	7905	7802	6477	8558	10070

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

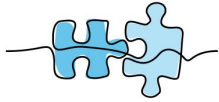


	2020	2021	2022	2023	2024
<b>Your org</b>	59.35%	59.36%	60.83%	62.90%	65.40%
<b>Best result</b>	70.38%	70.55%	71.44%	73.80%	71.93%
<b>Average result</b>	60.86%	61.06%	62.20%	64.95%	65.31%
<b>Worst result</b>	51.58%	53.40%	54.10%	57.39%	57.64%
Responses	7901	7792	6456	8542	10049

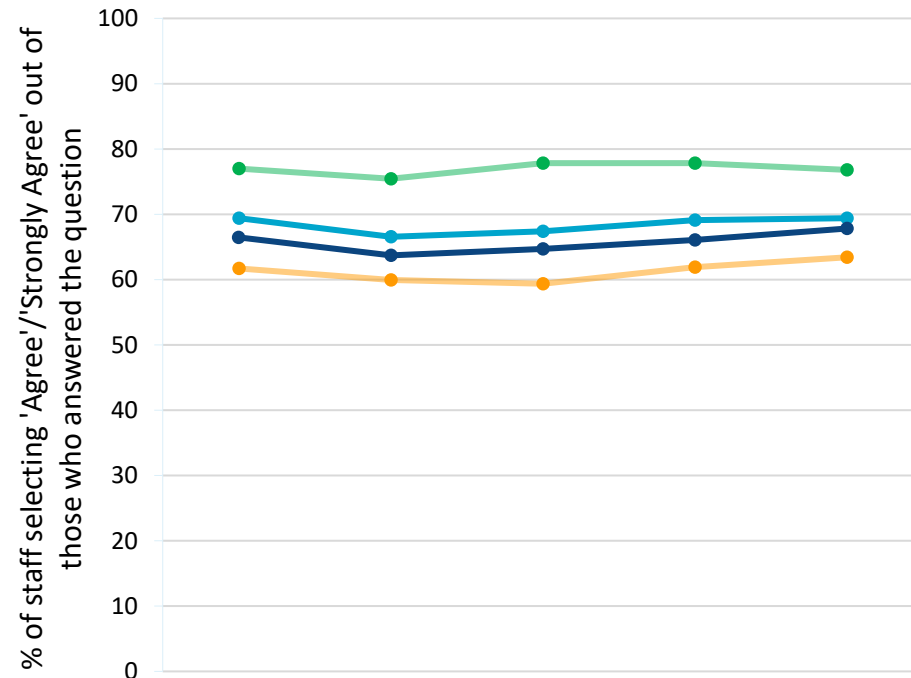
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	53.00%	54.59%	56.75%	58.77%	59.33%
<b>Best result</b>	63.45%	65.11%	65.23%	66.16%	65.47%
<b>Average result</b>	54.73%	55.75%	56.93%	58.97%	58.84%
<b>Worst result</b>	44.85%	48.47%	48.62%	51.84%	50.94%
Responses	7904	7792	6473	8549	10049



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



	2020	2021	2022	2023	2024
<b>Your org</b>	66.46%	63.71%	64.71%	66.09%	67.83%
<b>Best result</b>	76.99%	75.45%	77.82%	77.84%	76.82%
<b>Average result</b>	69.41%	66.56%	67.41%	69.10%	69.39%
<b>Worst result</b>	61.71%	59.97%	59.36%	61.90%	63.42%
Responses	7898	7794	6473	8559	10071

## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

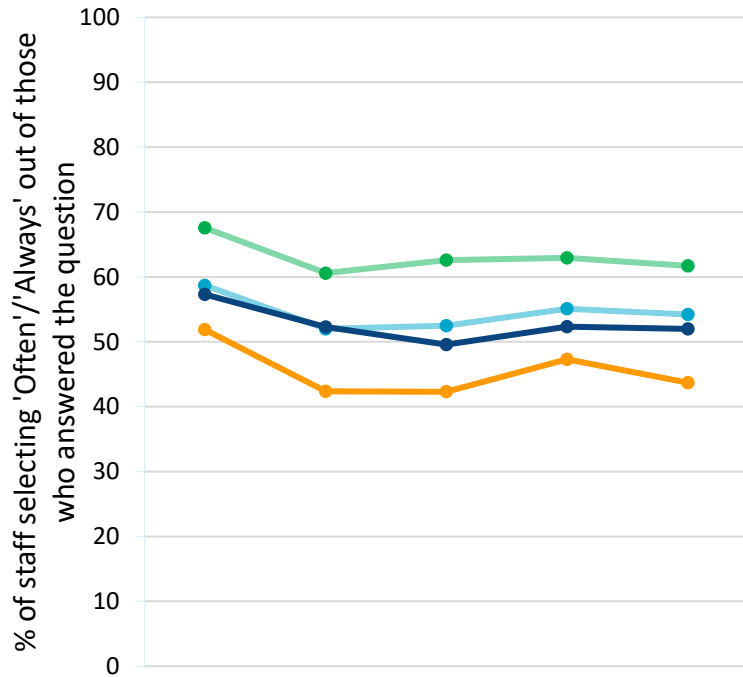
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



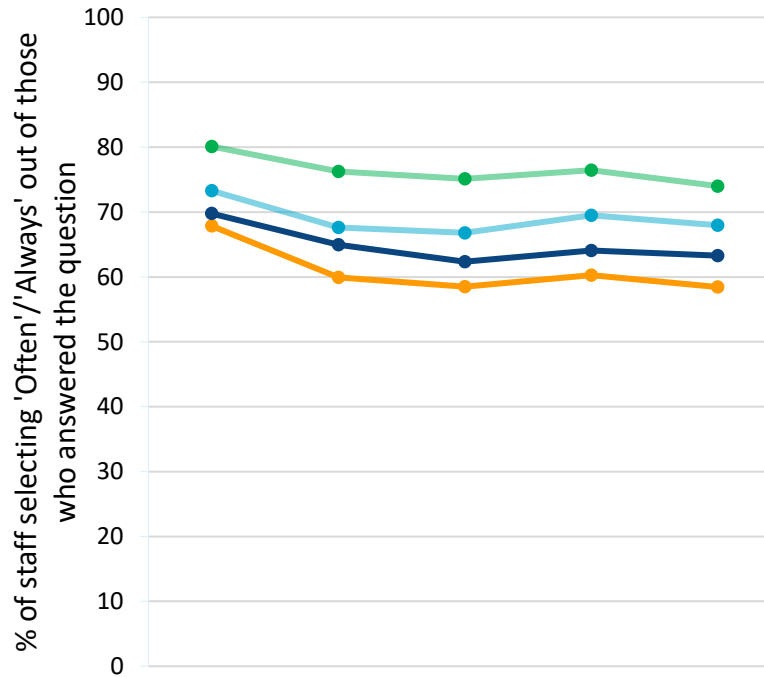


Q2a I look forward to going to work.



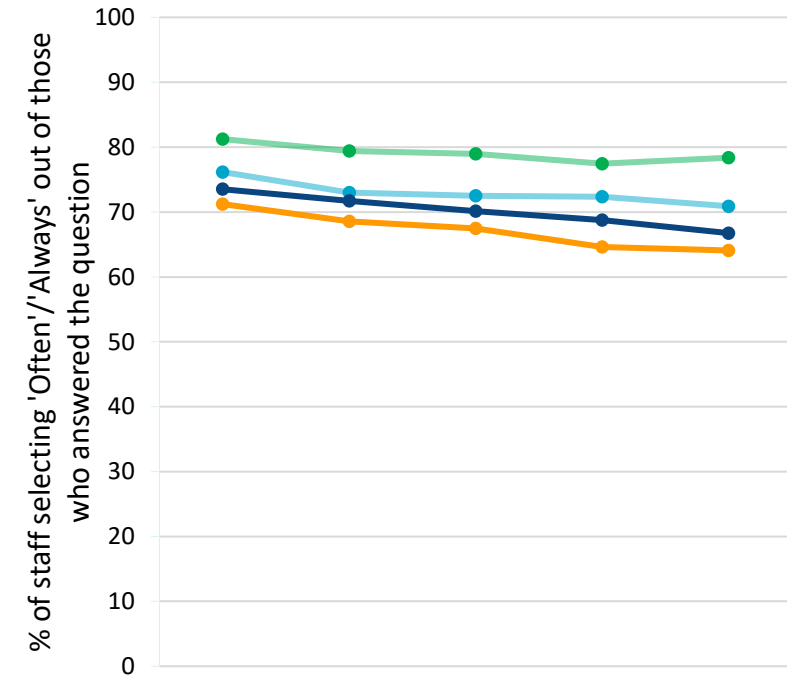
	2020	2021	2022	2023	2024
<b>Your org</b>	57.30%	52.27%	49.57%	52.34%	52.00%
<b>Best result</b>	67.56%	60.59%	62.57%	62.91%	61.70%
<b>Average result</b>	58.70%	52.01%	52.47%	55.07%	54.19%
<b>Worst result</b>	51.87%	42.39%	42.30%	47.30%	43.71%
Responses	8058	8022	6448	8470	9921

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.76%	64.95%	62.35%	64.06%	63.30%
<b>Best result</b>	80.10%	76.24%	75.13%	76.42%	74.01%
<b>Average result</b>	73.28%	67.60%	66.80%	69.49%	67.95%
<b>Worst result</b>	67.85%	59.92%	58.48%	60.25%	58.44%
Responses	8004	7962	6410	8382	9778

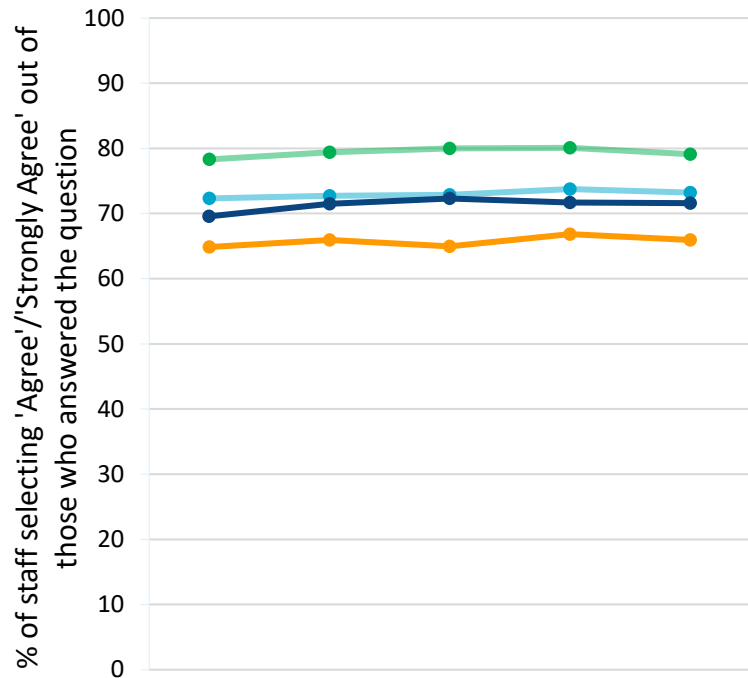
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.51%	71.72%	70.14%	68.75%	66.75%
<b>Best result</b>	81.23%	79.39%	78.98%	77.45%	78.37%
<b>Average result</b>	76.16%	72.99%	72.52%	72.36%	70.90%
<b>Worst result</b>	71.22%	68.54%	67.46%	64.61%	64.08%
Responses	8004	7959	6397	8380	9772

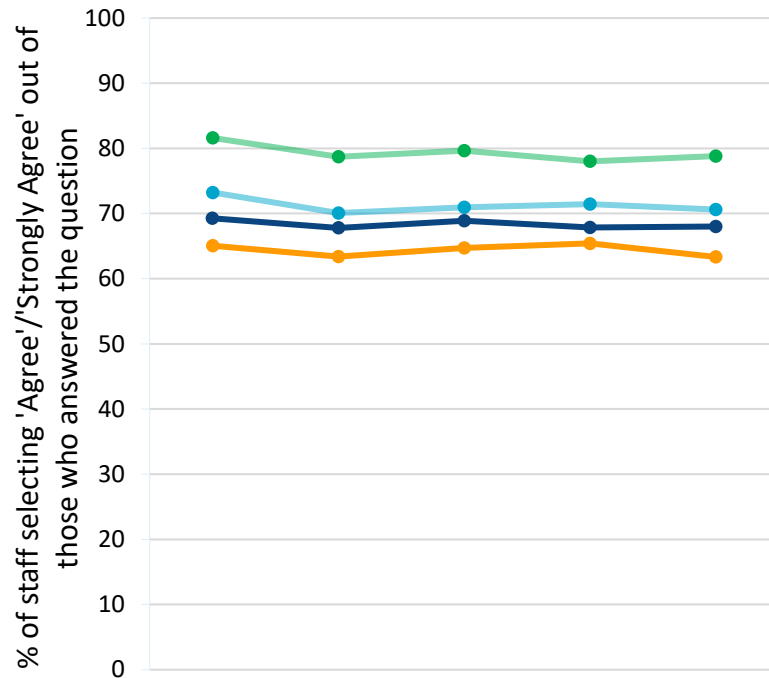


Q3c There are frequent opportunities for me to show initiative in my role.



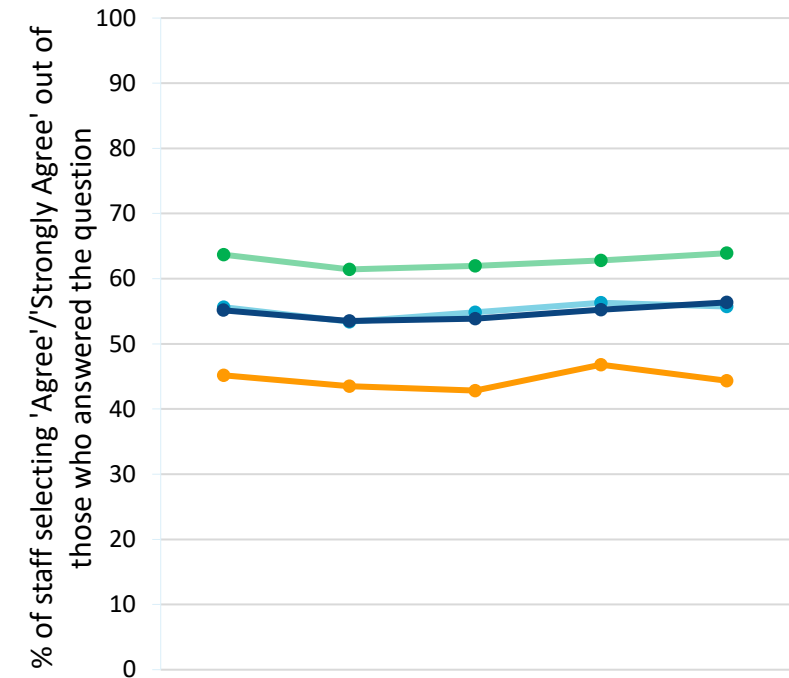
	2020	2021	2022	2023	2024
<b>Your org</b>	69.57%	71.52%	72.31%	71.68%	71.60%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	7987	7976	6481	8536	10014

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



	2020	2021	2022	2023	2024
<b>Your org</b>	69.27%	67.79%	68.89%	67.85%	68.00%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	7989	7973	6481	8522	10014

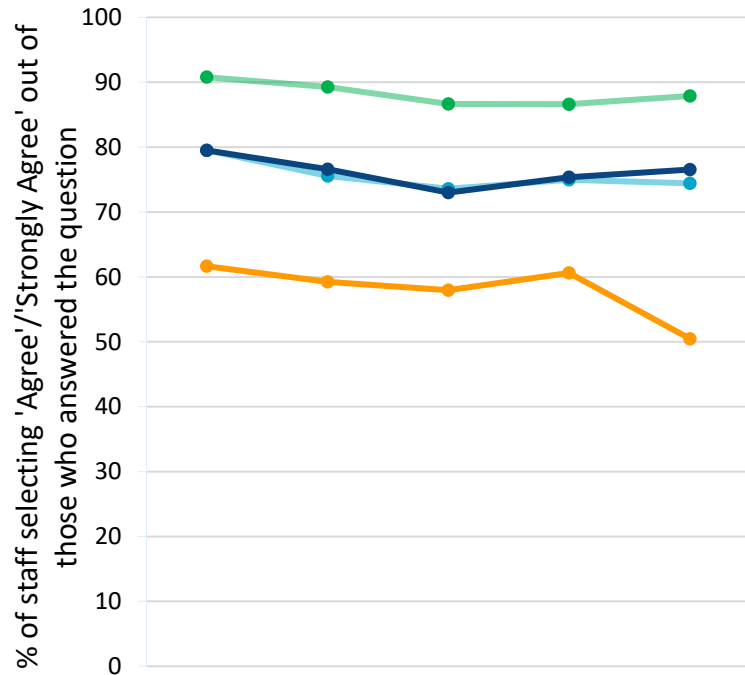
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	55.16%	53.51%	53.89%	55.26%	56.36%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	7963	7952	6470	8511	9990

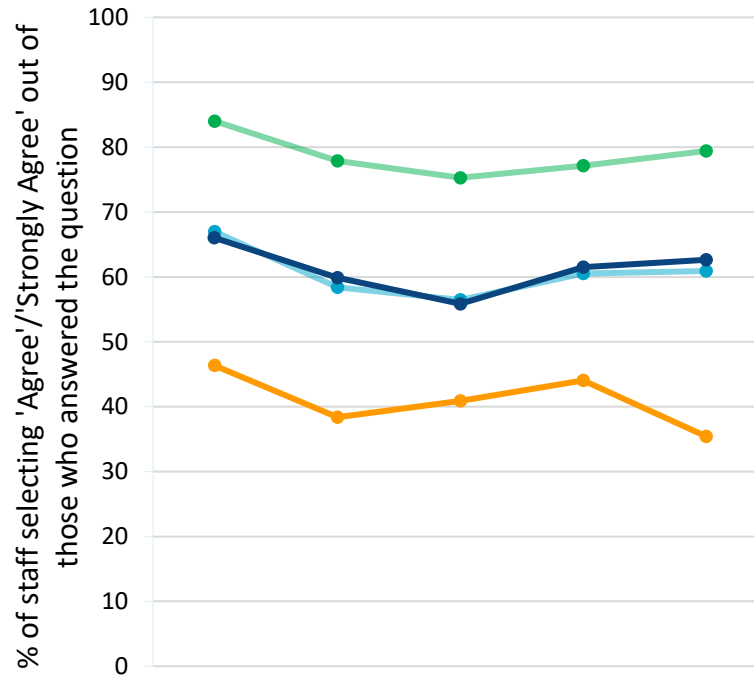


Q25a Care of patients / service users is my organisation's top priority.



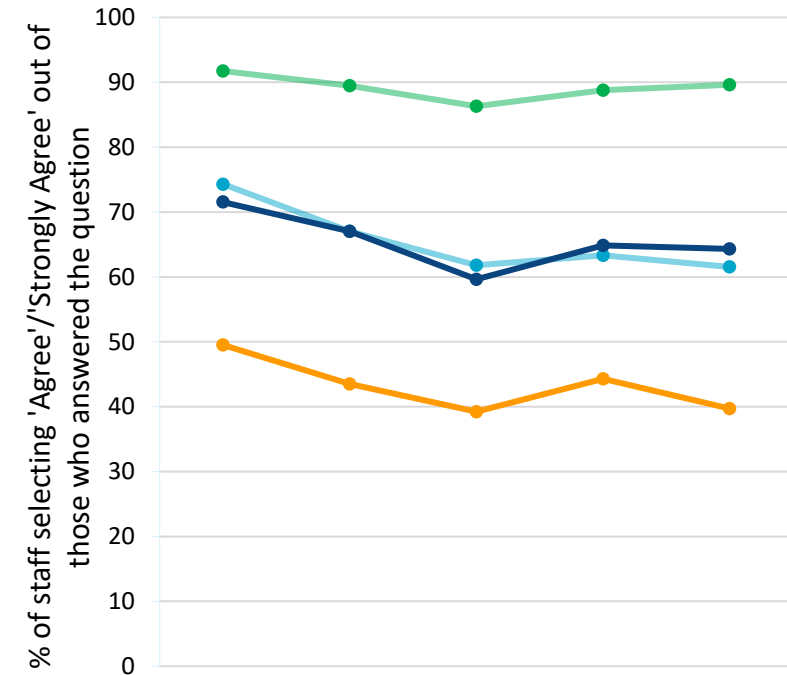
	2020	2021	2022	2023	2024
<b>Your org</b>	79.49%	76.61%	72.99%	75.35%	76.54%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	7799	7657	6449	8518	10016

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



	2020	2021	2022	2023	2024
<b>Your org</b>	66.03%	59.90%	55.86%	61.51%	62.62%
<b>Best result</b>	84.01%	77.87%	75.29%	77.14%	79.38%
<b>Average result</b>	66.98%	58.40%	56.46%	60.53%	60.90%
<b>Worst result</b>	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	7793	7644	6457	8515	9993

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>	71.53%	67.04%	59.63%	64.85%	64.32%
<b>Best result</b>	91.73%	89.48%	86.30%	88.79%	89.59%
<b>Average result</b>	74.30%	67.01%	61.79%	63.34%	61.54%
<b>Worst result</b>	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	7795	7651	6457	8498	9969

## Theme - Morale



### Questions included:

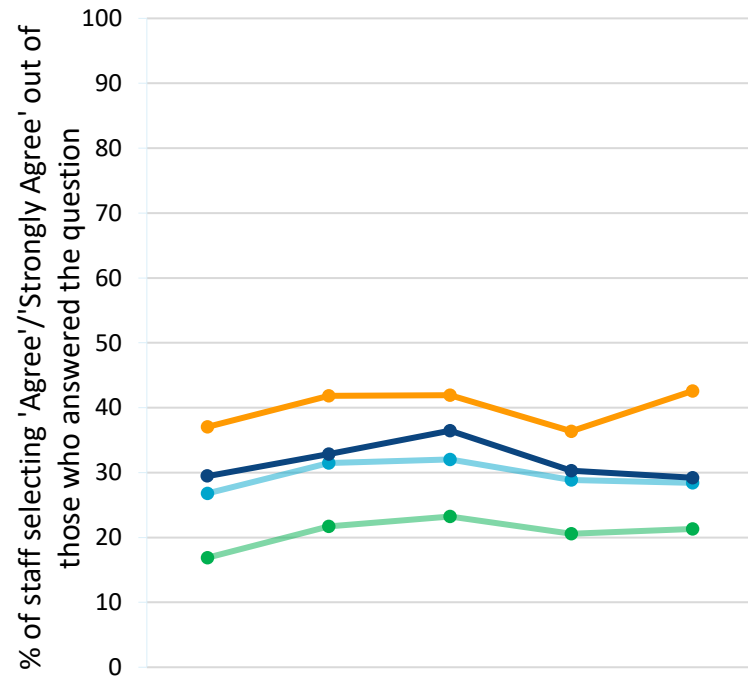
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

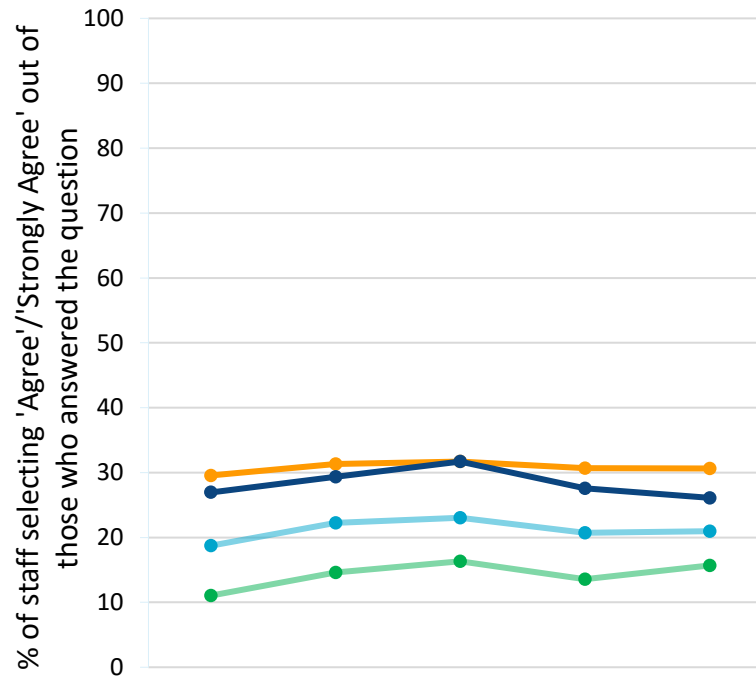


Q26a I often think about leaving this organisation.



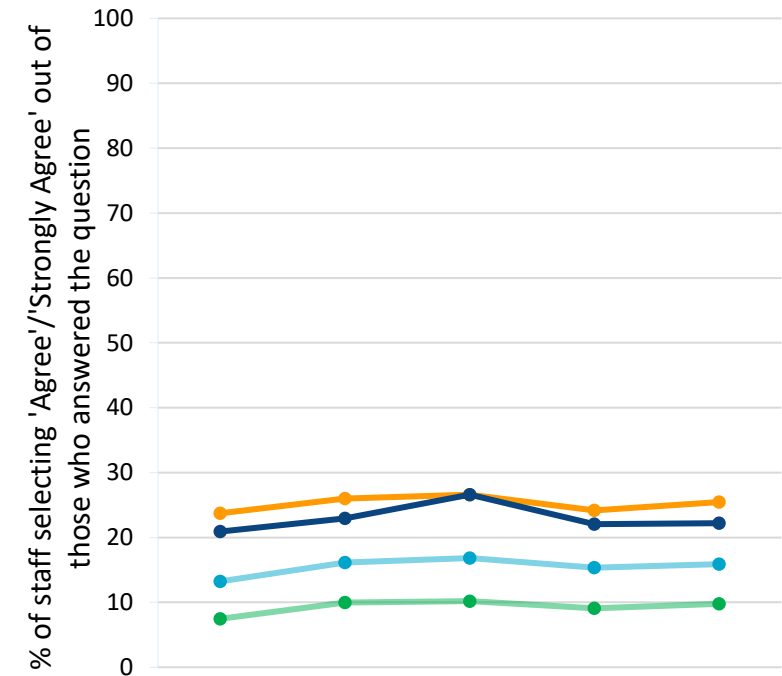
	2020	2021	2022	2023	2024
<b>Your org</b>	29.46%	32.86%	36.46%	30.27%	29.21%
<b>Best result</b>	16.88%	21.69%	23.23%	20.56%	21.30%
<b>Average result</b>	26.80%	31.47%	32.02%	28.87%	28.43%
<b>Worst result</b>	37.07%	41.84%	41.90%	36.37%	42.58%
Responses	7797	7598	6435	8558	10048

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>	26.95%	29.37%	31.70%	27.59%	26.11%
<b>Best result</b>	11.04%	14.62%	16.33%	13.58%	15.68%
<b>Average result</b>	18.73%	22.25%	23.04%	20.73%	20.98%
<b>Worst result</b>	29.56%	31.32%	31.70%	30.70%	30.62%
Responses	7791	7599	6430	8530	10014

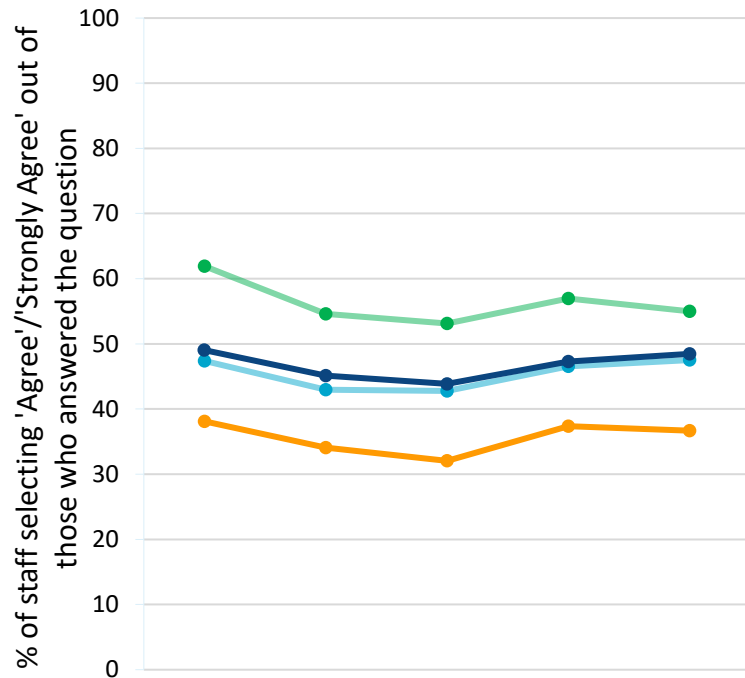
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	20.91%	22.93%	26.60%	22.04%	22.22%
<b>Best result</b>	7.47%	9.95%	10.19%	9.10%	9.76%
<b>Average result</b>	13.23%	16.15%	16.83%	15.32%	15.87%
<b>Worst result</b>	23.73%	25.99%	26.60%	24.17%	25.47%
Responses	7792	7590	6430	8509	9969

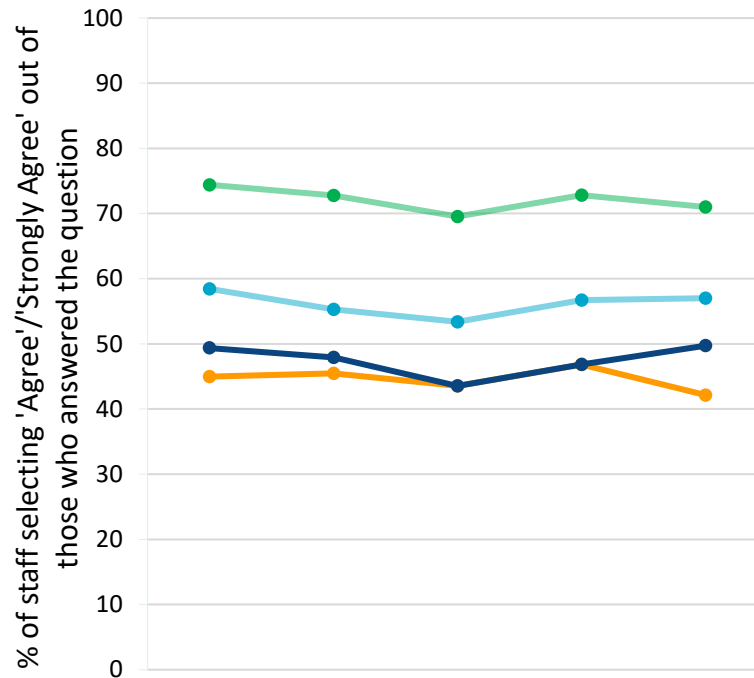


Q3g I am able to meet all the conflicting demands on my time at work.



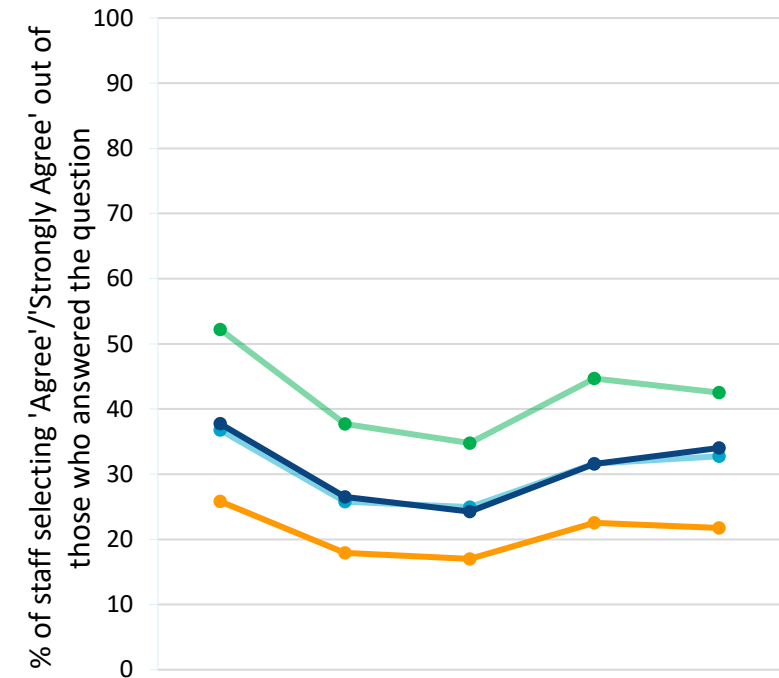
	2020	2021	2022	2023	2024
<b>Your org</b>	49.04%	45.10%	43.86%	47.29%	48.49%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	7950	7956	6468	8501	9961

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



	2020	2021	2022	2023	2024
<b>Your org</b>	49.37%	47.90%	43.54%	46.82%	49.72%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	7955	7965	6473	8504	9959

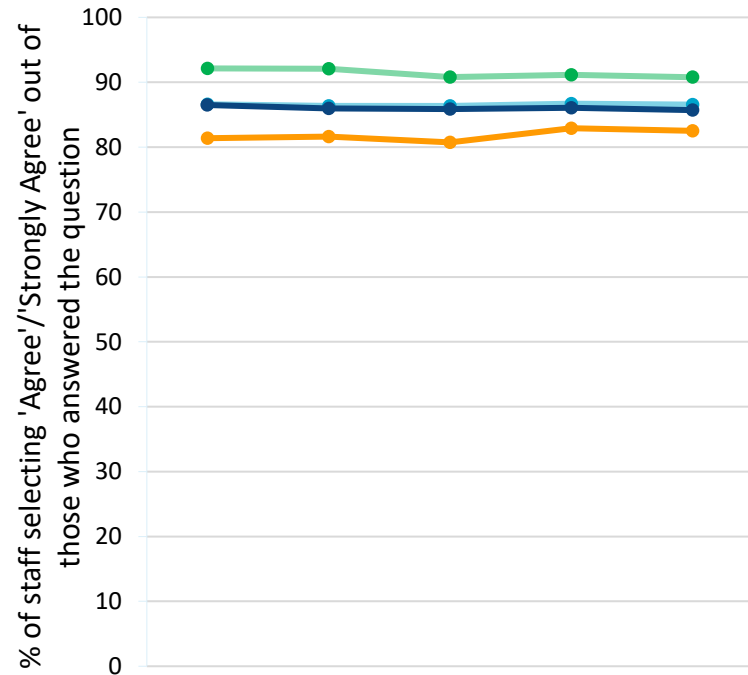
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	37.73%	26.53%	24.26%	31.59%	34.01%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	7959	7963	6478	8548	10015

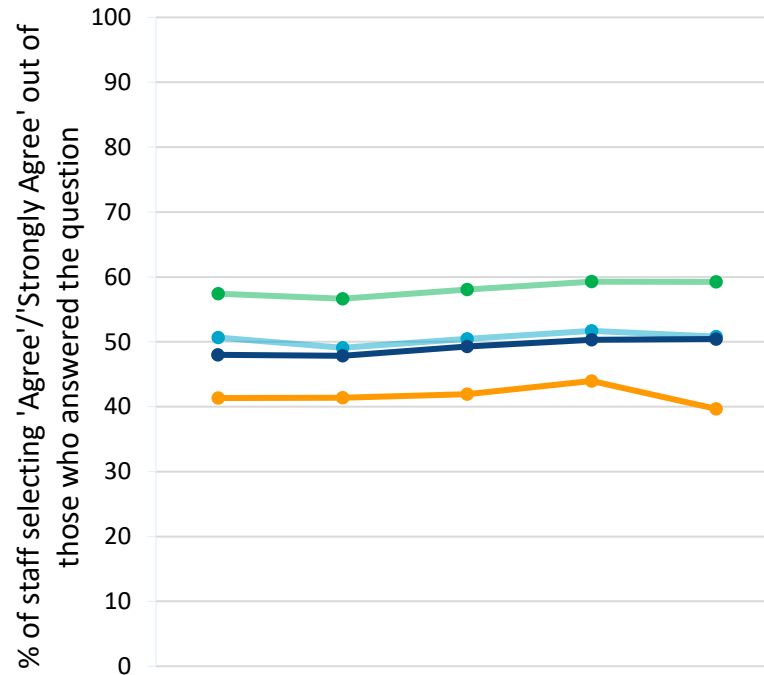


Q3a I always know what my work responsibilities are.



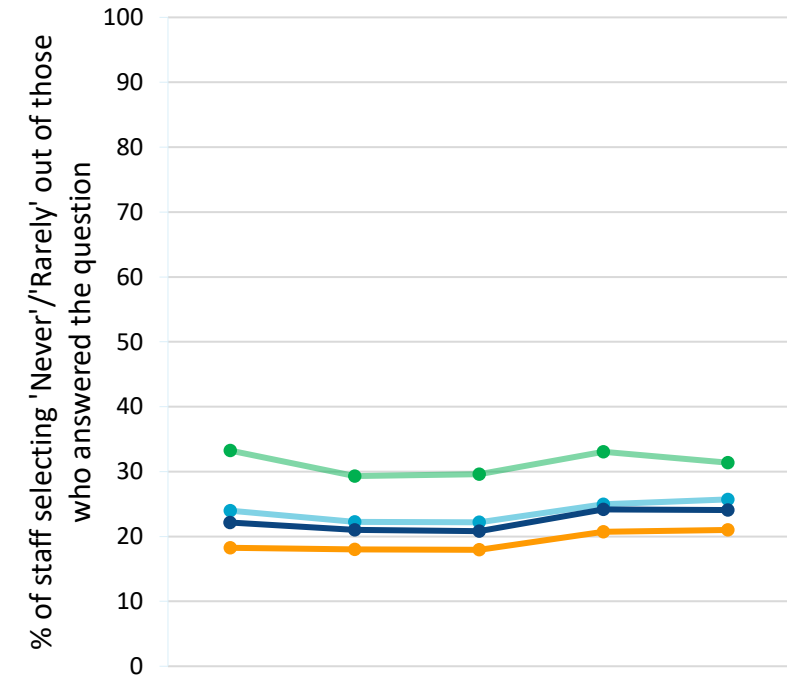
	2020	2021	2022	2023	2024
<b>Your org</b>	86.49%	85.96%	85.87%	86.06%	85.71%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	8059	7962	6464	8580	10091

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>	47.98%	47.84%	49.29%	50.31%	50.43%
<b>Best result</b>	57.43%	56.64%	58.05%	59.27%	59.25%
<b>Average result</b>	50.68%	49.08%	50.44%	51.68%	50.81%
<b>Worst result</b>	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	7984	7971	6479	8539	9997

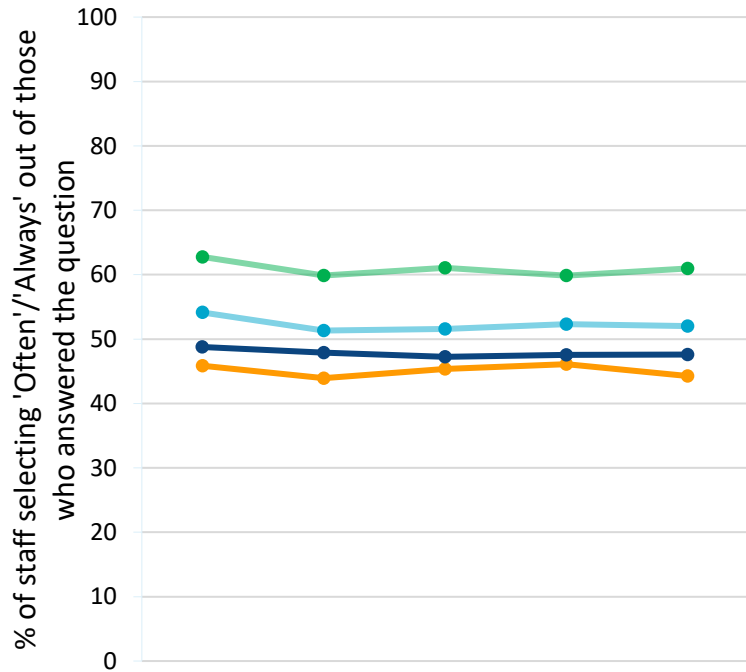
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	22.13%	21.03%	20.82%	24.17%	24.05%
<b>Best result</b>	33.24%	29.31%	29.61%	33.04%	31.37%
<b>Average result</b>	23.97%	22.27%	22.18%	24.95%	25.71%
<b>Worst result</b>	18.24%	18.00%	17.94%	20.72%	21.01%
Responses	7936	7898	6449	8520	10027

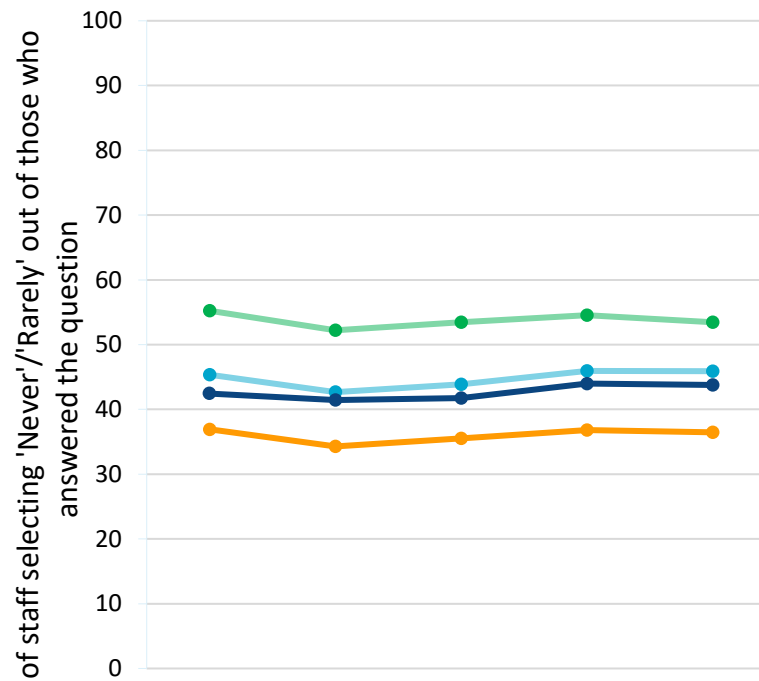


Q5b I have a choice in deciding how to do my work.



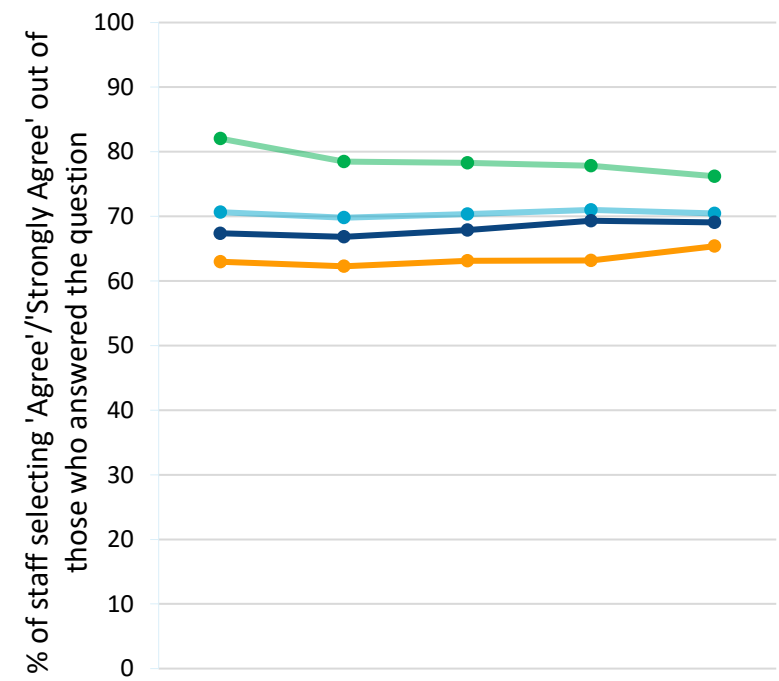
	2020	2021	2022	2023	2024
<b>Your org</b>	48.77%	47.87%	47.24%	47.54%	47.57%
<b>Best result</b>	62.76%	59.87%	61.04%	59.85%	60.94%
<b>Average result</b>	54.13%	51.32%	51.55%	52.31%	52.02%
<b>Worst result</b>	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	7945	7915	6462	8507	10001

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	42.46%	41.44%	41.76%	43.99%	43.79%
<b>Best result</b>	55.23%	52.22%	53.46%	54.56%	53.48%
<b>Average result</b>	45.35%	42.67%	43.89%	45.94%	45.91%
<b>Worst result</b>	36.93%	34.28%	35.52%	36.80%	36.48%
Responses	7939	7916	6463	8511	9996

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

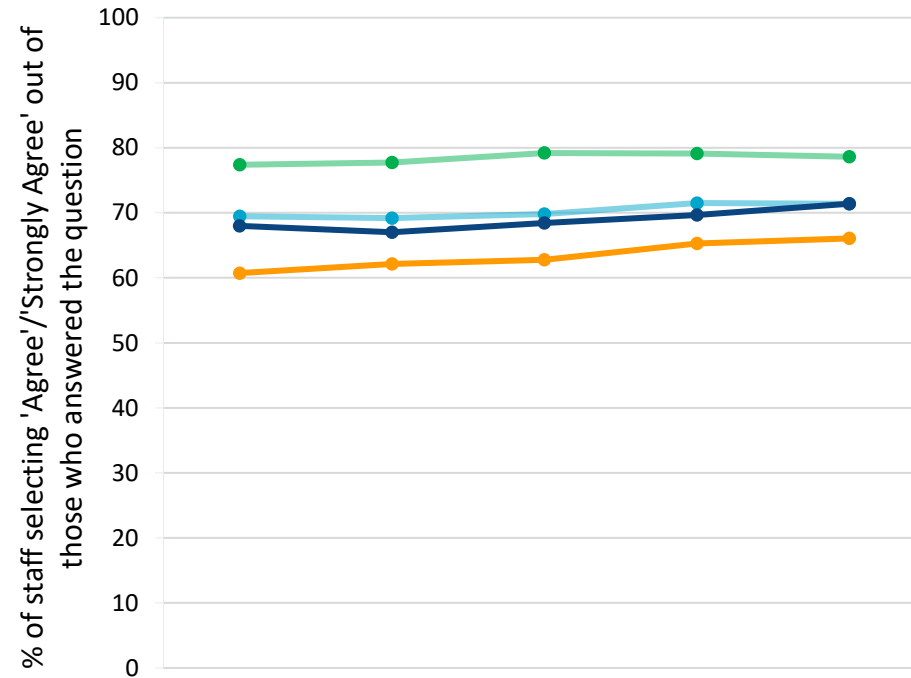


	2020	2021	2022	2023	2024
<b>Your org</b>	67.38%	66.83%	67.89%	69.32%	69.09%
<b>Best result</b>	82.02%	78.45%	78.29%	77.84%	76.21%
<b>Average result</b>	70.63%	69.79%	70.36%	70.99%	70.44%
<b>Worst result</b>	62.98%	62.27%	63.14%	63.16%	65.37%
Responses	7983	7859	6478	8539	10054





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	67.98%	67.01%	68.41%	69.64%	71.40%
Best result	77.39%	77.71%	79.19%	79.11%	78.63%
Average result	69.49%	69.19%	69.81%	71.50%	71.38%
Worst result	60.73%	62.13%	62.79%	65.30%	66.06%
Responses	7905	7802	6477	8558	10070

## Questions not linked to People Promise elements or themes

Questions included:\*

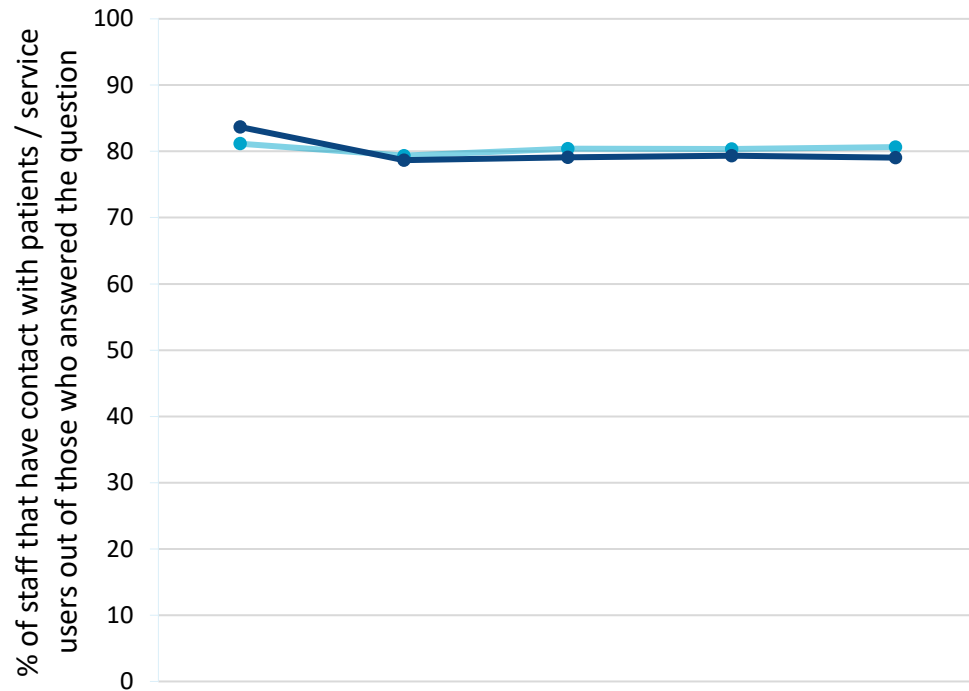
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

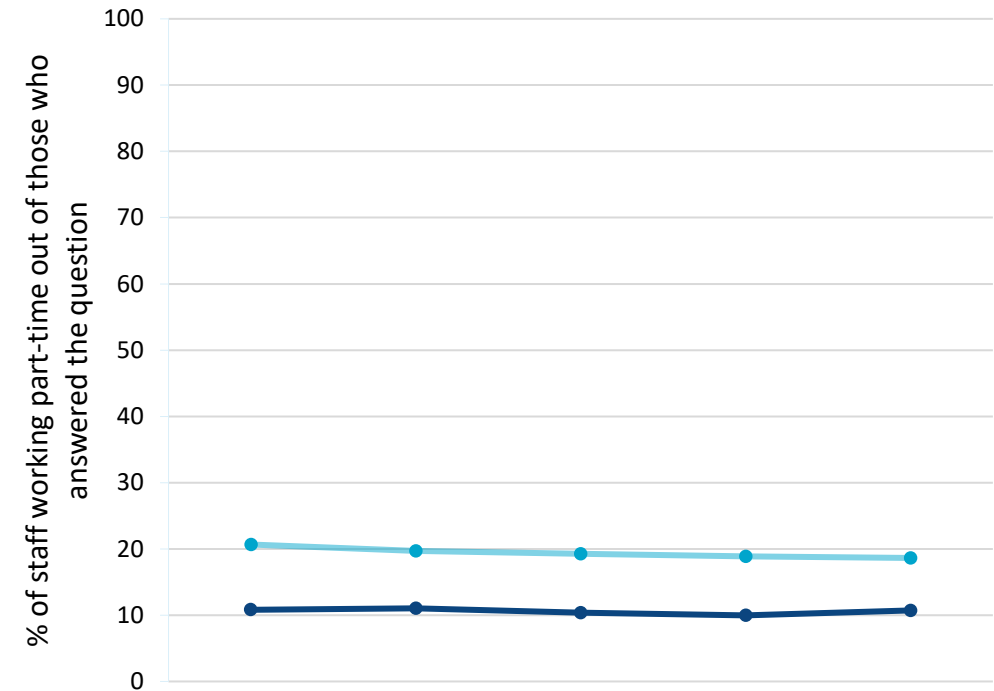


2020 2021 2022 2023 2024

Your org	83.67%	78.68%	79.09%	79.37%	79.07%
Average	81.16%	79.36%	80.42%	80.37%	80.65%

Responses 8112 8080 6451 8540 10067

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



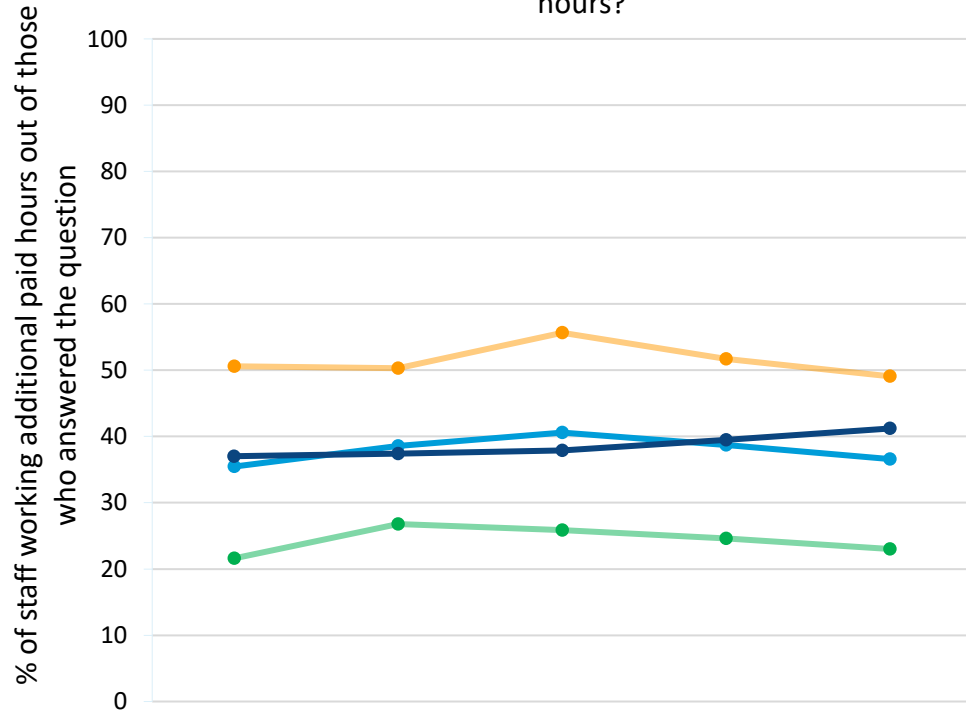
2020 2021 2022 2023 2024

Your org	10.82%	11.04%	10.36%	9.97%	10.71%
Average	20.66%	19.69%	19.24%	18.88%	18.64%

Responses 7808 7657 6315 7573 8954



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

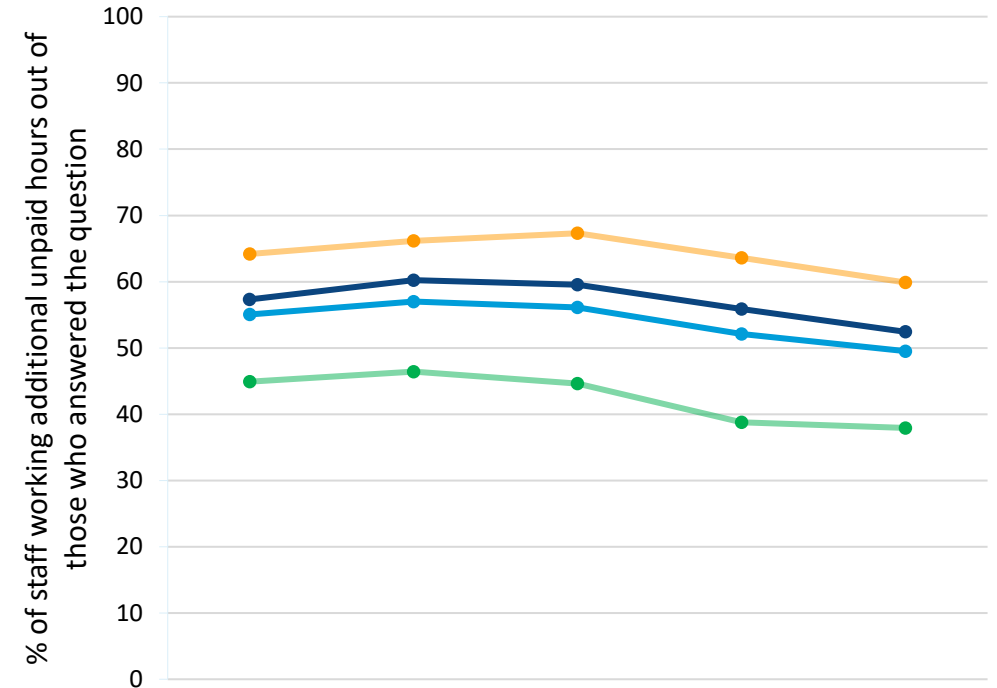


2020 2021 2022 2023 2024

Your org	37.02%	37.41%	37.89%	39.47%	41.21%
Lowest	21.60%	26.78%	25.87%	24.60%	23.01%
Average	35.46%	38.56%	40.59%	38.71%	36.58%
Highest	50.60%	50.31%	55.65%	51.72%	49.08%

Responses 7855 7764 6440 8280 9762

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



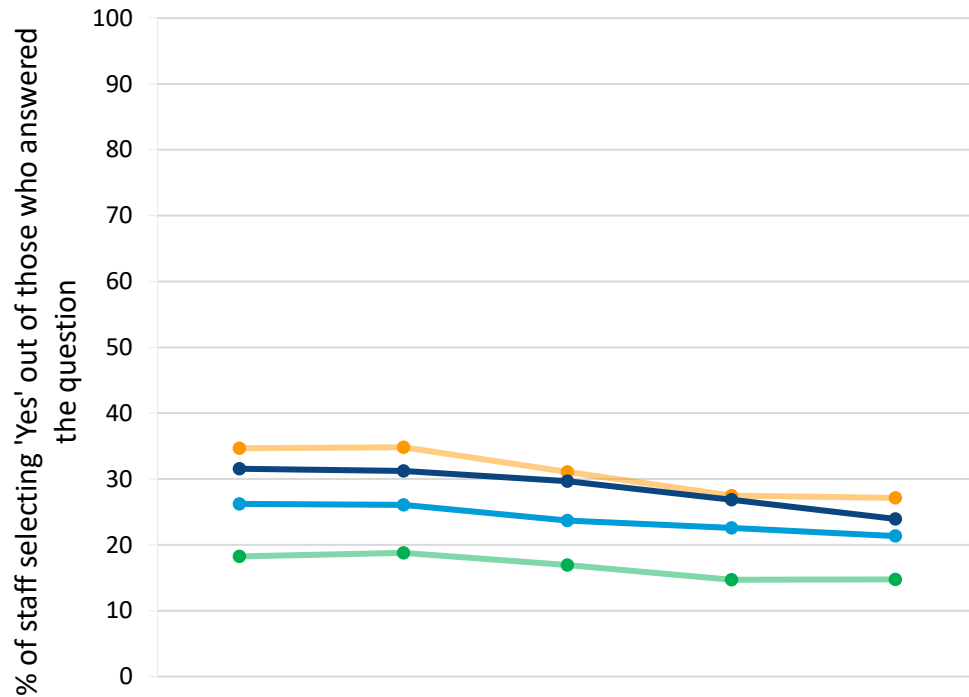
2020 2021 2022 2023 2024

Your org	57.32%	60.23%	59.56%	55.89%	52.43%
Lowest	44.93%	46.43%	44.60%	38.79%	37.93%
Average	55.06%	57.00%	56.10%	52.10%	49.52%
Highest	64.17%	66.15%	67.31%	63.60%	59.88%

Responses 7863 7783 6443 8300 9711



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

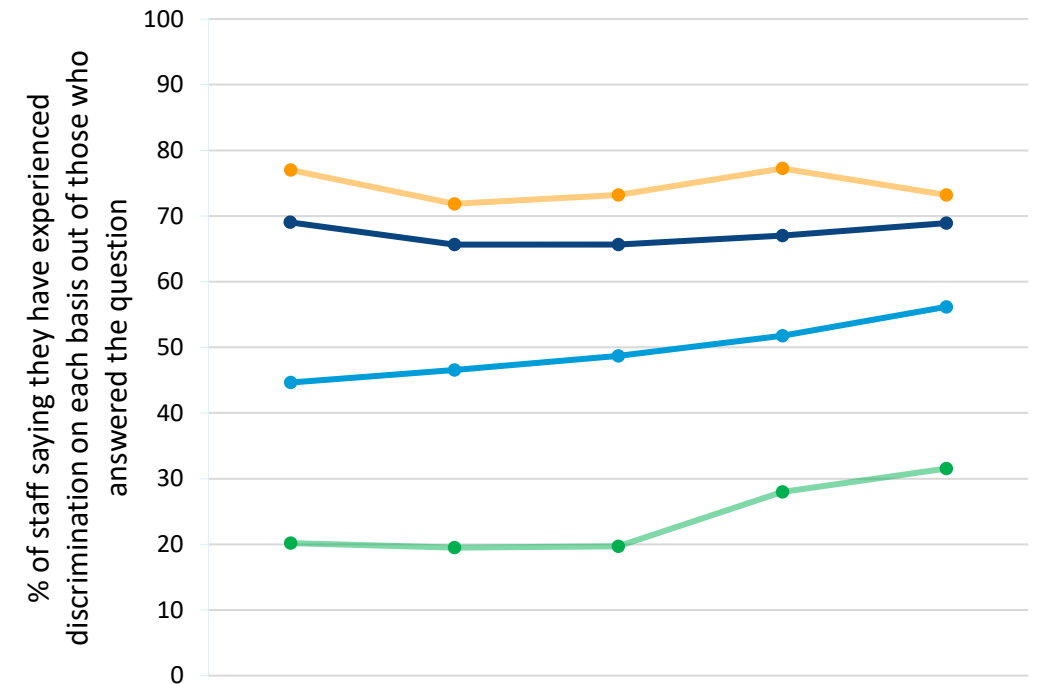


	2020	2021	2022	2023	2024
<b>Your org</b>	31.56%	31.24%	29.68%	26.85%	23.94%
<b>Best result</b>	18.25%	18.78%	16.95%	14.70%	14.77%
<b>Average result</b>	26.22%	26.06%	23.71%	22.59%	21.34%
<b>Worst result</b>	34.69%	34.82%	31.07%	27.49%	27.13%

Responses 3827 4244 3755 4739 5642

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

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

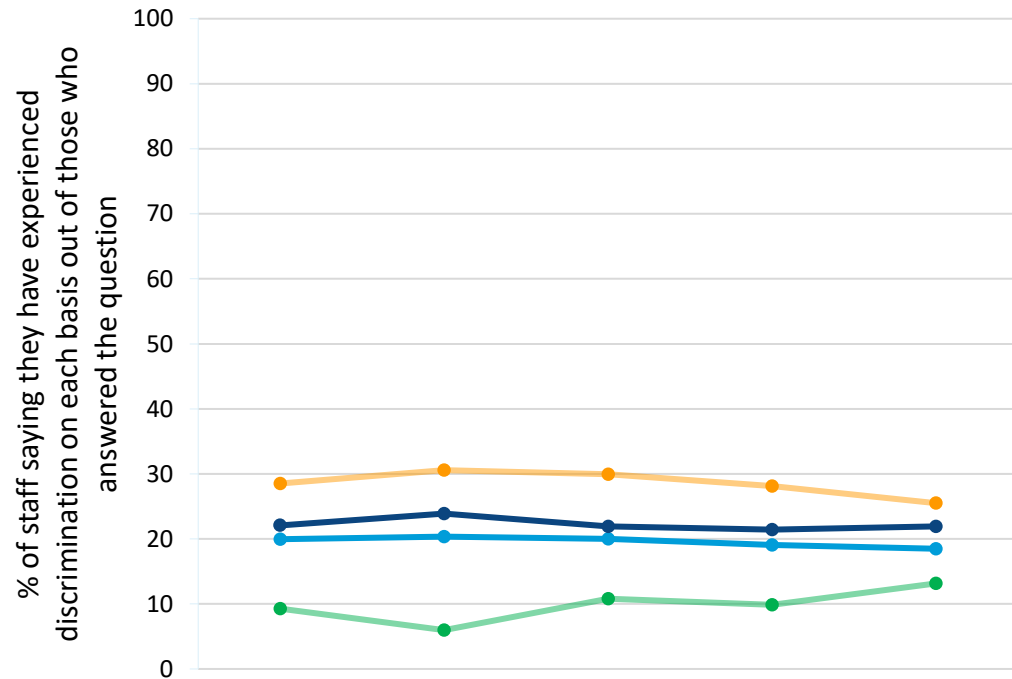


	2020	2021	2022	2023	2024
<b>Your org</b>	69.03%	65.64%	65.66%	67.03%	68.94%
<b>Best result</b>	20.18%	19.49%	19.69%	28.00%	31.53%
<b>Average result</b>	44.63%	46.54%	48.69%	51.77%	56.16%
<b>Worst result</b>	76.99%	71.86%	73.19%	77.24%	73.22%

Responses 1710 1748 1475 1883 2236



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

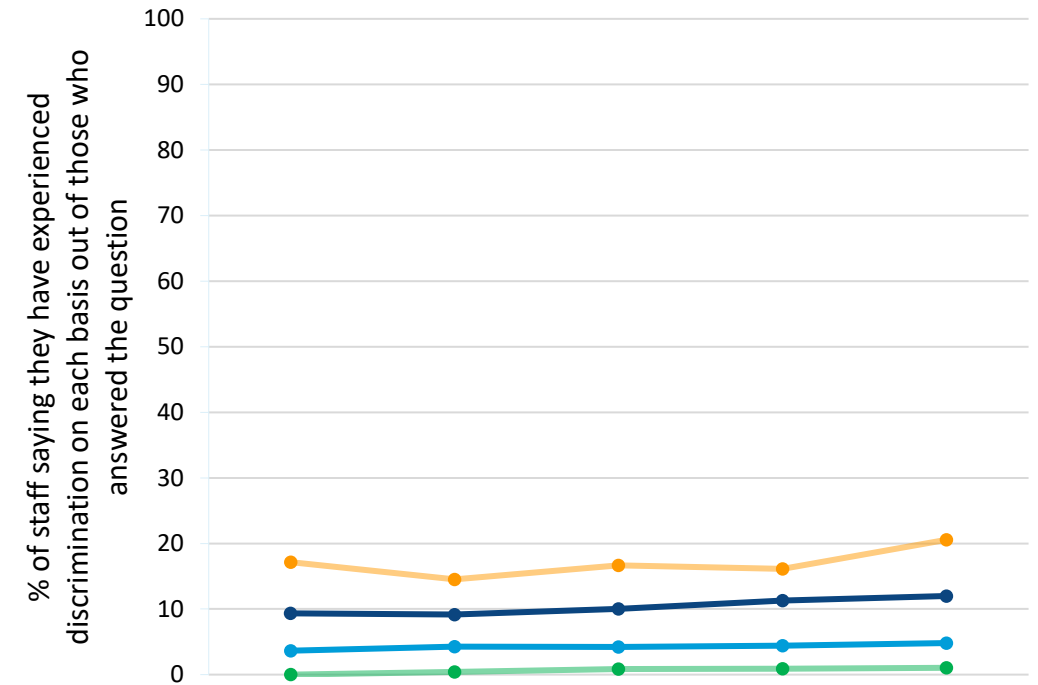


2020 2021 2022 2023 2024

Your org	22.09%	23.89%	21.91%	21.43%	21.90%
Best result	9.30%	5.97%	10.82%	9.86%	13.16%
Average result	19.96%	20.35%	20.00%	19.07%	18.49%
Worst result	28.50%	30.58%	29.96%	28.11%	25.50%

Responses 1710 1748 1475 1883 2236

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



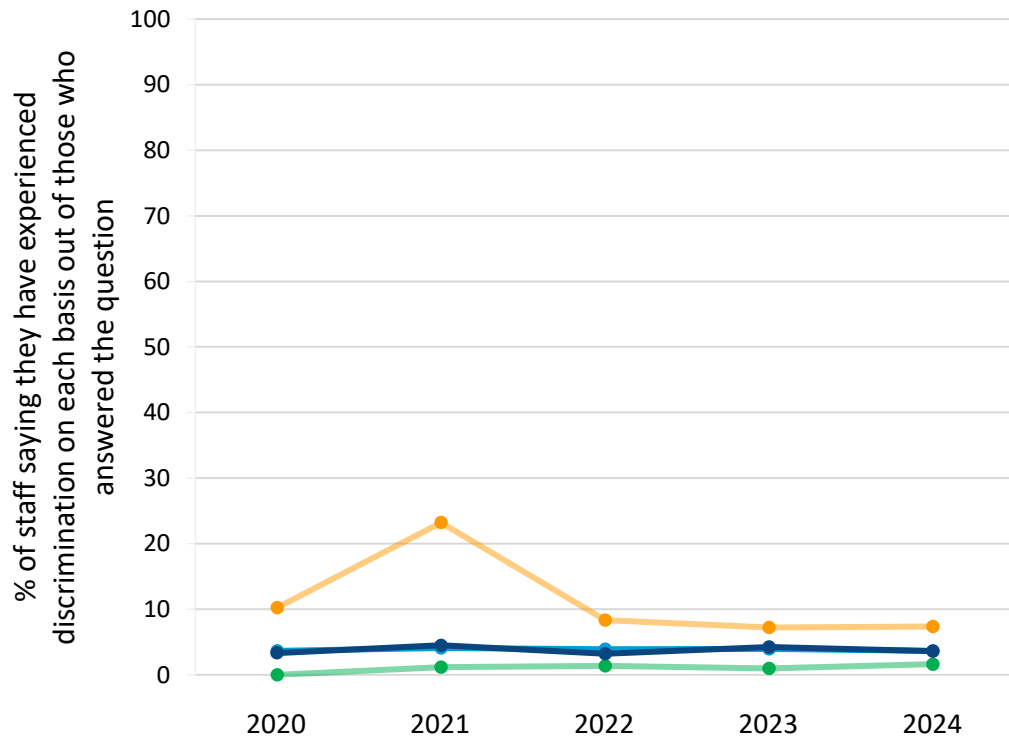
2020 2021 2022 2023 2024

Your org	9.32%	9.16%	10.00%	11.31%	11.99%
Best result	0.00%	0.42%	0.84%	0.92%	1.04%
Average result	3.64%	4.24%	4.21%	4.43%	4.81%
Worst result	17.17%	14.52%	16.64%	16.12%	20.56%

Responses 1710 1748 1475 1883 2236

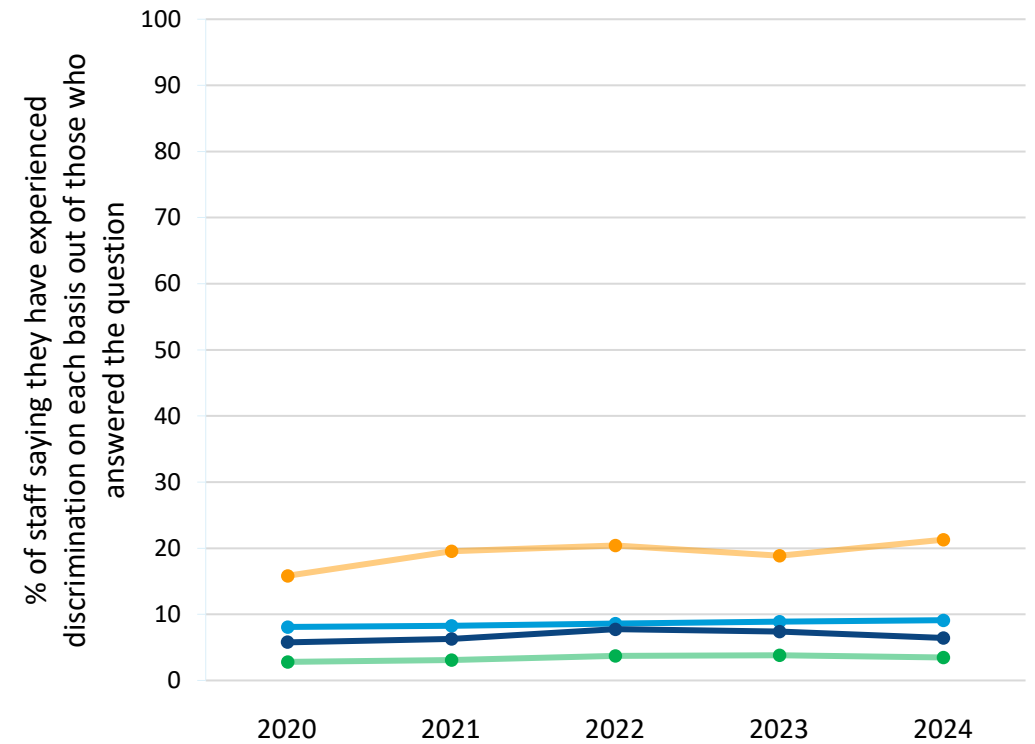


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	3.33%	4.51%	3.22%	4.27%	3.60%
<b>Best result</b>	0.00%	1.16%	1.36%	0.96%	1.63%
<b>Average result</b>	3.65%	4.09%	3.89%	3.96%	3.67%
<b>Worst result</b>	10.25%	23.21%	8.35%	7.22%	7.36%
Responses	1710	1748	1475	1883	2236

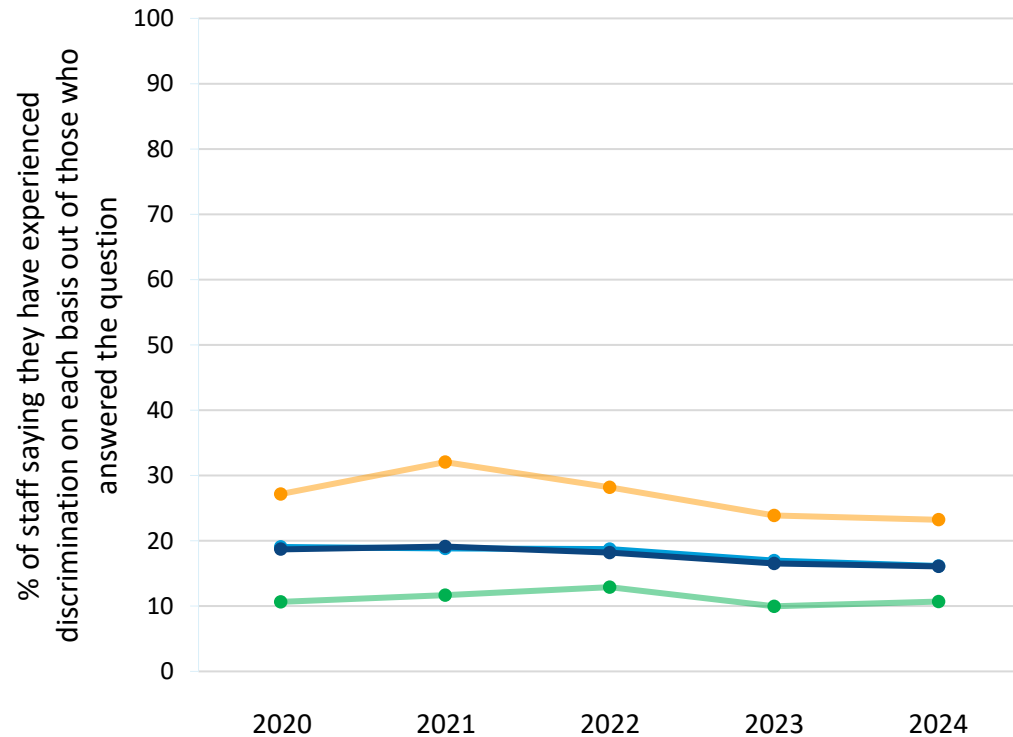
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.76%	6.30%	7.76%	7.41%	6.41%
<b>Best result</b>	2.81%	3.10%	3.74%	3.81%	3.48%
<b>Average result</b>	8.10%	8.28%	8.59%	8.91%	9.12%
<b>Worst result</b>	15.84%	19.54%	20.43%	18.85%	21.30%
Responses	1710	1748	1475	1883	2236

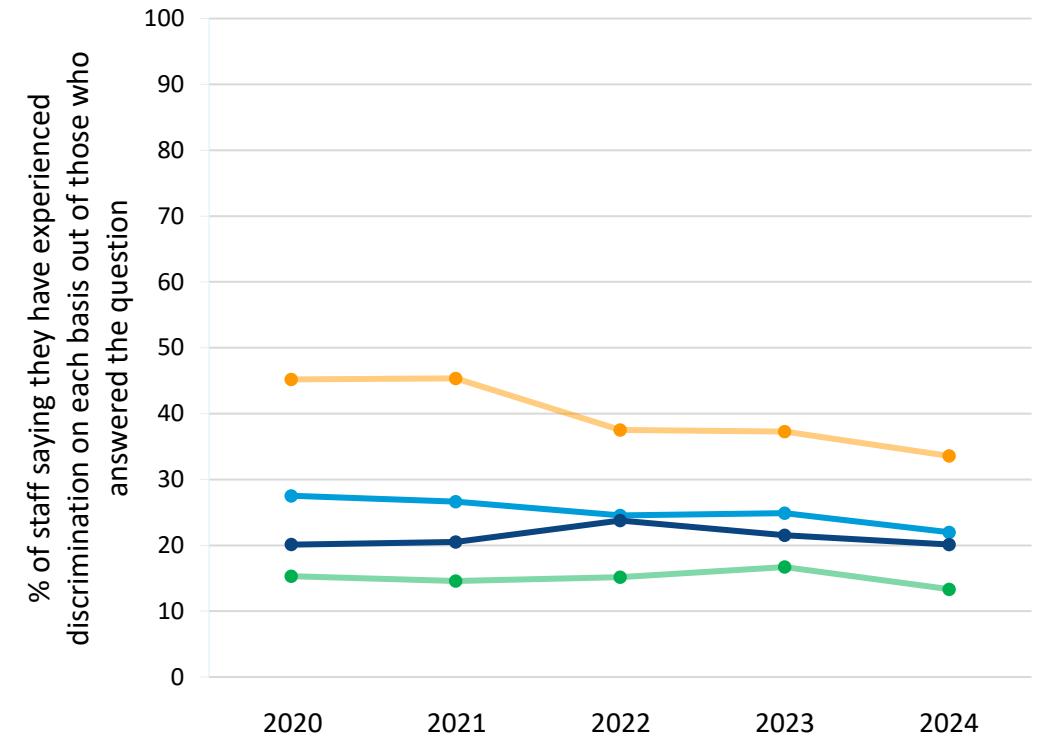


Q16c.6 On what grounds have you experienced discrimination? – Age.



	2020	2021	2022	2023	2024
<b>Your org</b>	18.69%	19.12%	18.20%	16.54%	16.08%
<b>Best result</b>	10.65%	11.70%	12.90%	9.97%	10.71%
<b>Average result</b>	19.06%	18.83%	18.73%	16.99%	16.15%
<b>Worst result</b>	27.17%	32.05%	28.20%	23.87%	23.22%
Responses	1710	1748	1475	1883	2236

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

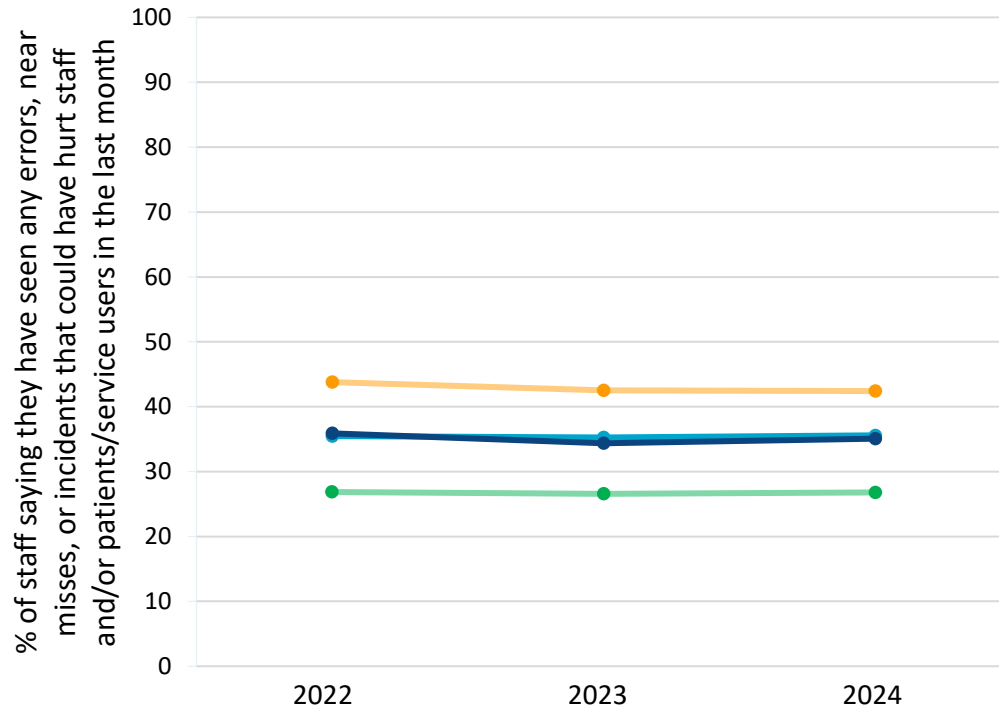


	2020	2021	2022	2023	2024
<b>Your org</b>	20.11%	20.54%	23.77%	21.52%	20.11%
<b>Best result</b>	15.33%	14.60%	15.16%	16.70%	13.34%
<b>Average result</b>	27.53%	26.62%	24.54%	24.88%	21.99%
<b>Worst result</b>	45.22%	45.35%	37.52%	37.27%	33.58%
Responses	1710	1748	1475	1883	2236





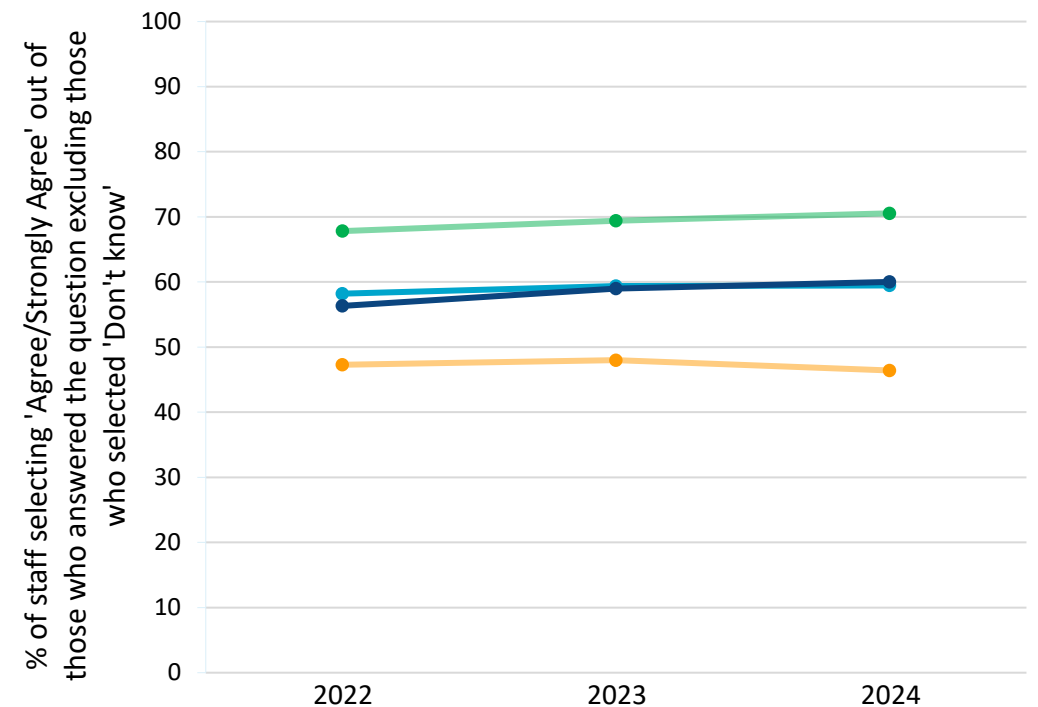
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	35.89%	34.36%	35.09%
Best result	26.85%	26.57%	26.76%
Average result	35.44%	35.26%	35.58%
Worst result	43.78%	42.54%	42.41%

Responses 6349 8311 9818

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

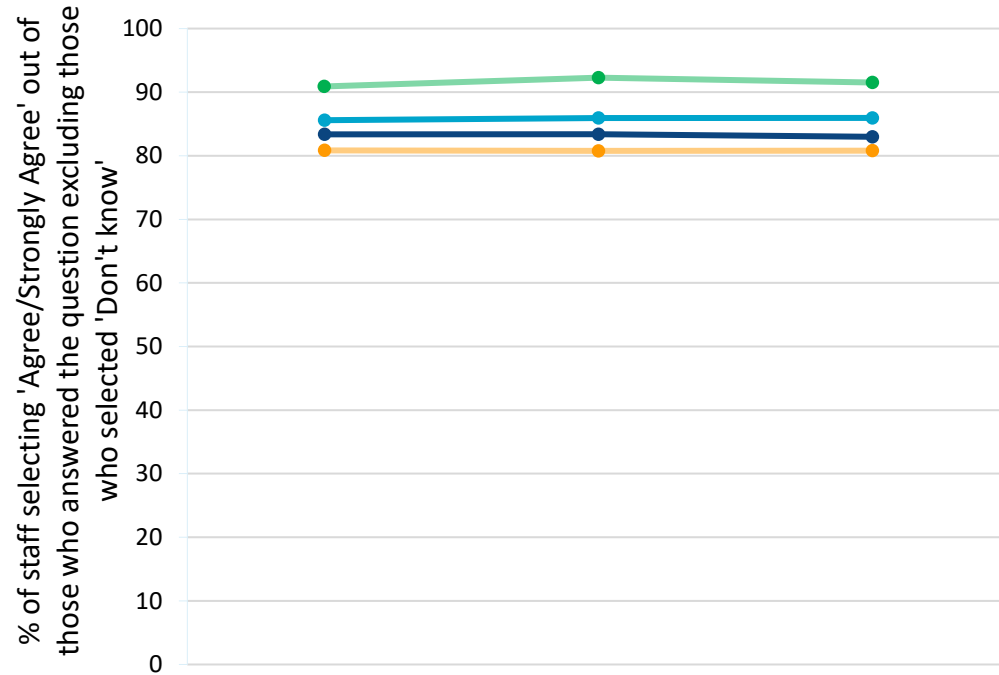


Your org	56.33%	58.99%	60.01%
Best result	67.82%	69.42%	70.55%
Average result	58.21%	59.40%	59.47%
Worst result	47.27%	48.00%	46.41%

Responses 4991 6776 7978

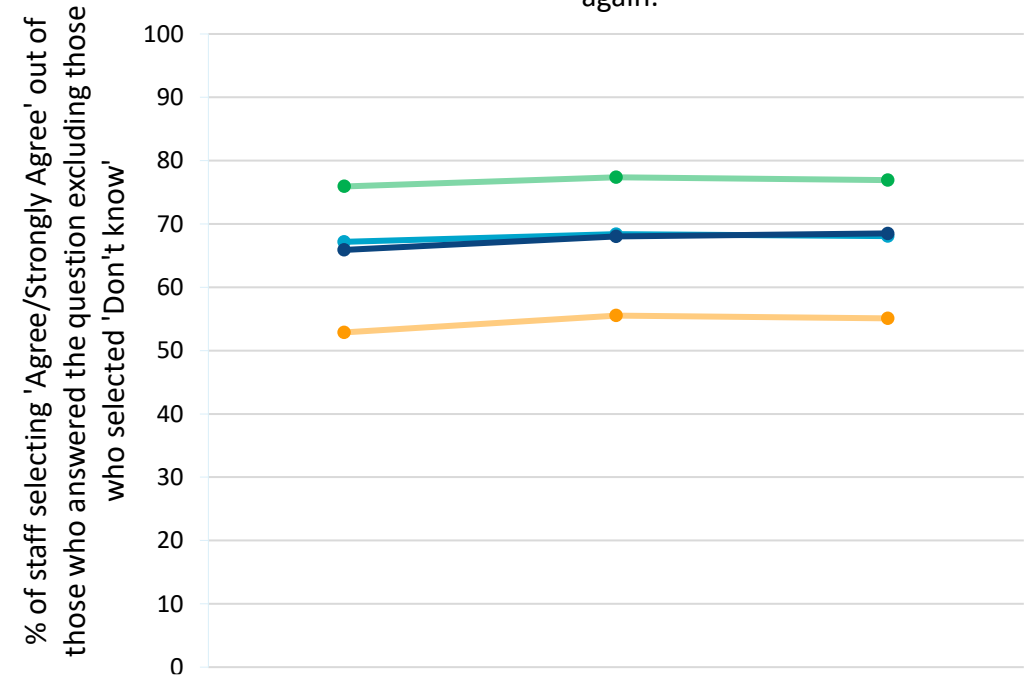


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	83.37%	83.38%	82.98%
Best result	90.90%	92.28%	91.52%
Average result	85.59%	85.95%	85.95%
Worst result	80.84%	80.77%	80.79%
Responses	6181	8132	9558

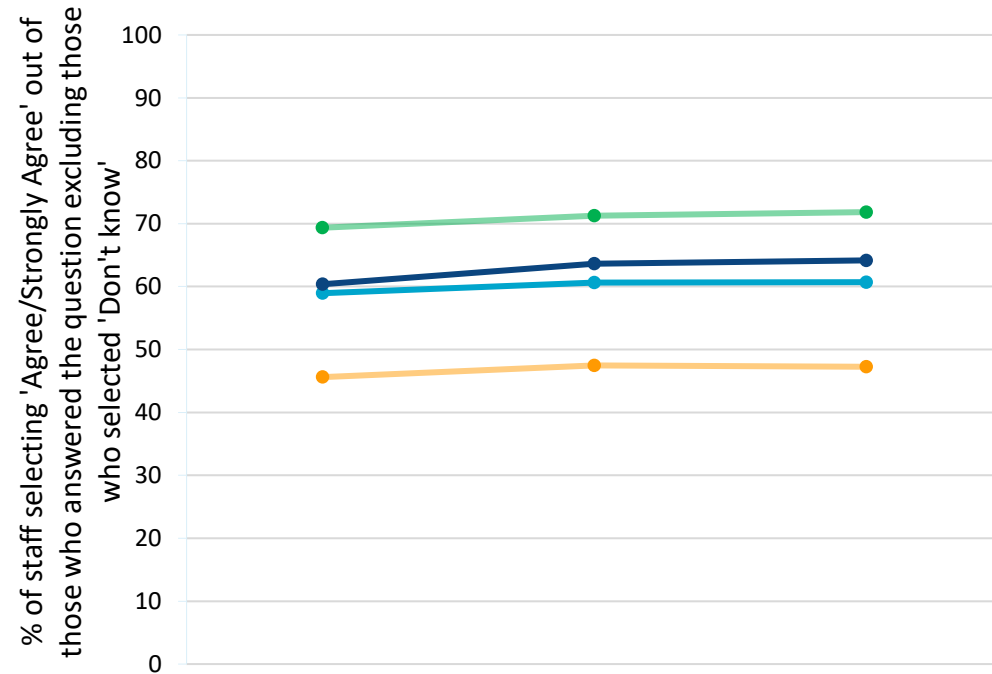
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



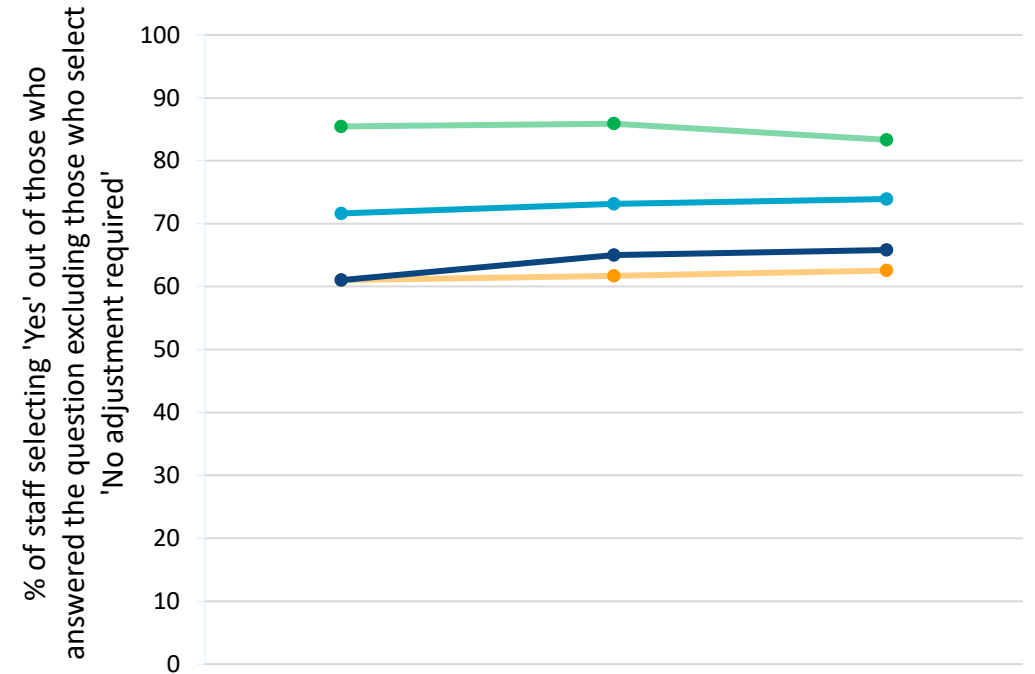
	2022	2023	2024
Your org	65.90%	68.01%	68.51%
Best result	75.92%	77.37%	76.90%
Average result	67.18%	68.39%	68.08%
Worst result	52.87%	55.52%	55.11%
Responses	5752	7683	9060



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



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

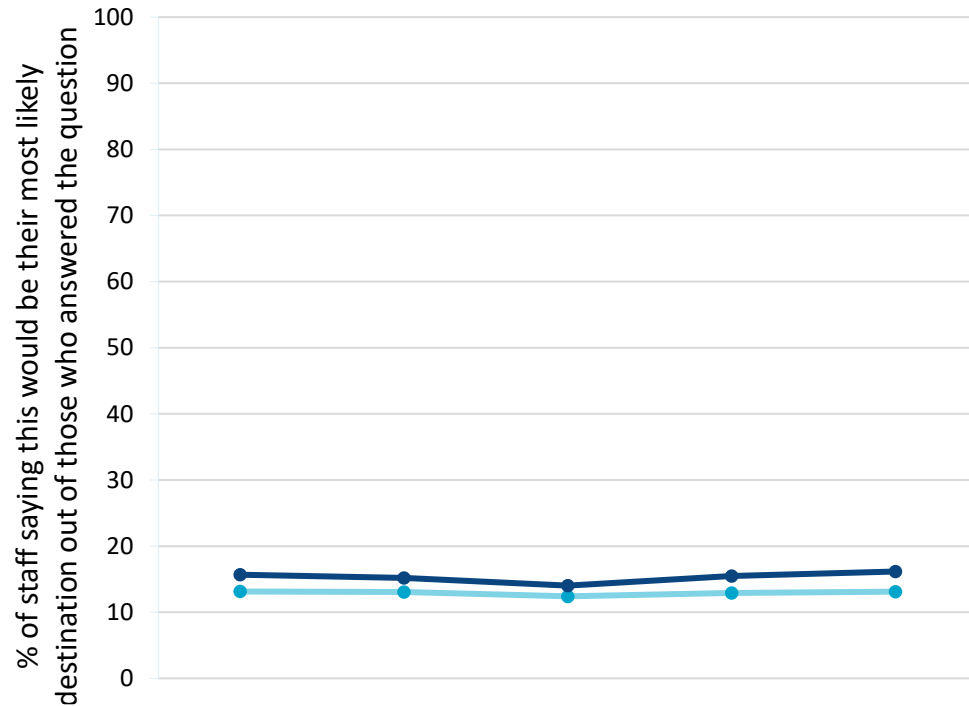


	2022	2023	2024
Your org	60.37%	63.63%	64.16%
Best result	69.36%	71.25%	71.84%
Average result	58.95%	60.66%	60.70%
Worst result	45.61%	47.47%	47.26%
Responses	5777	7744	9111

	2022	2023	2024
Your org	61.02%	65.02%	65.82%
Best result	85.45%	85.89%	83.33%
Average result	71.63%	73.13%	73.92%
Worst result	61.02%	61.72%	62.55%
Responses	694	978	1189



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.

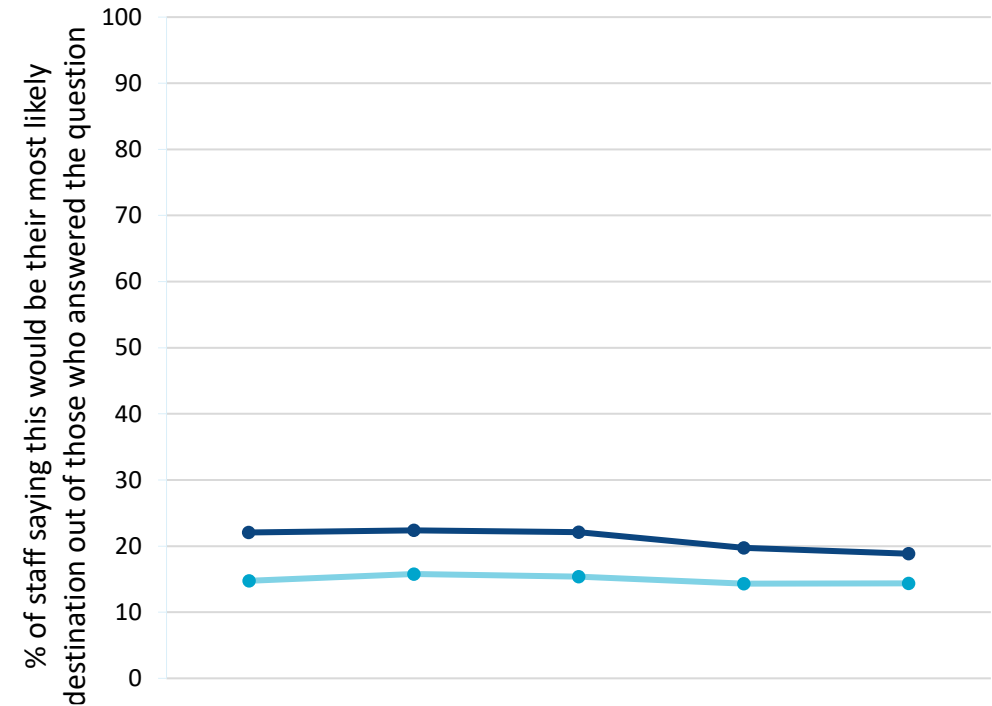


2020 2021 2022 2023 2024

Your org	15.66%	15.17%	14.02%	15.48%	16.16%
Average	13.13%	13.04%	12.40%	12.94%	13.10%

Responses 7728 7382 6255 7906 9321

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.



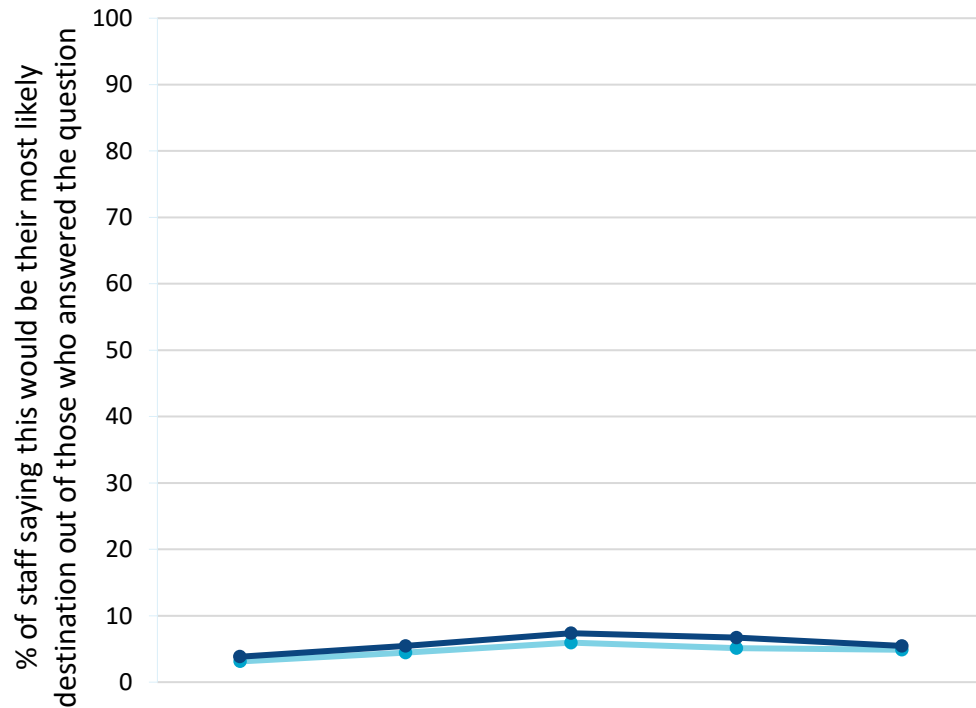
2020 2021 2022 2023 2024

Your org	22.04%	22.38%	22.13%	19.76%	18.85%
Average	14.76%	15.78%	15.37%	14.32%	14.36%

Responses 7728 7382 6255 7906 9321



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.

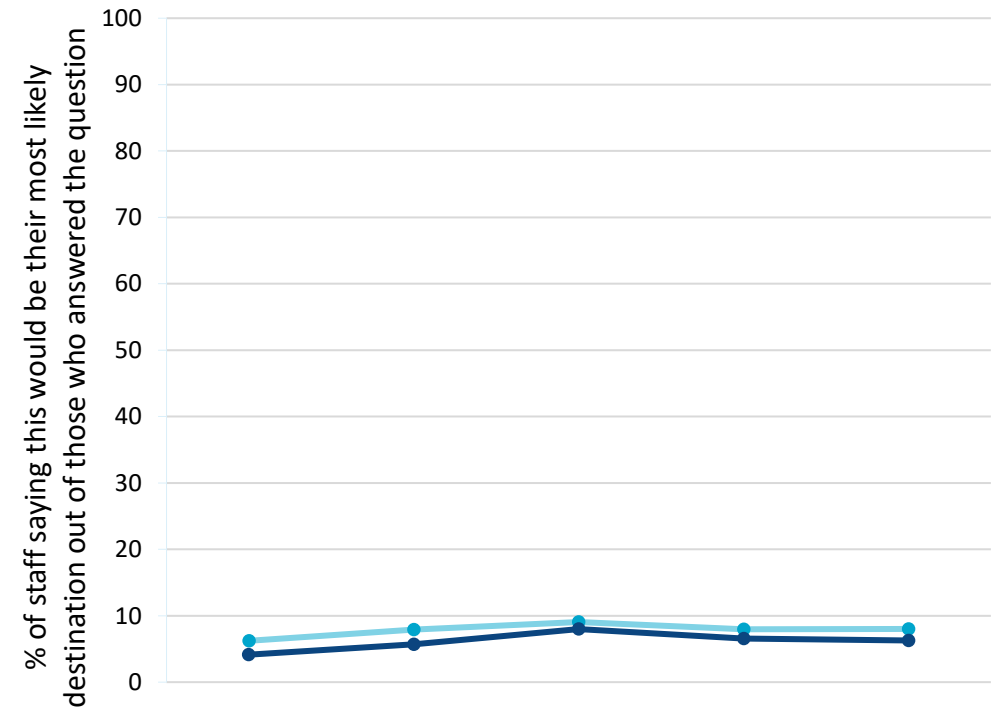


2020 2021 2022 2023 2024

Your org	3.83%	5.45%	7.37%	6.73%	5.48%
Average	3.12%	4.47%	5.95%	5.12%	4.90%

Responses 7728 7382 6255 7906 9321

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.



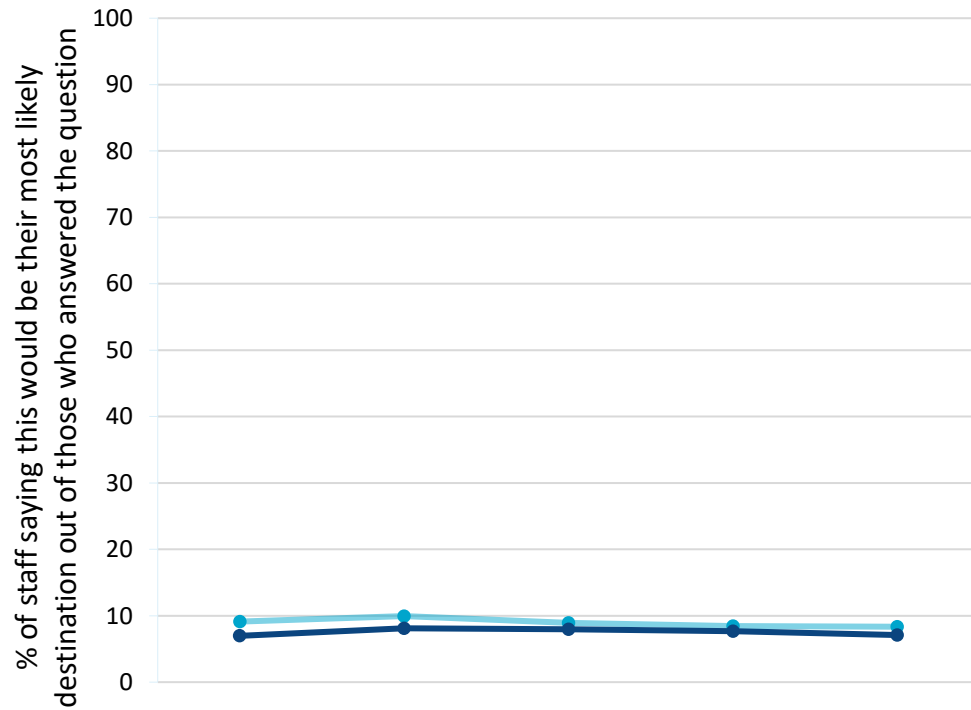
2020 2021 2022 2023 2024

Your org	4.14%	5.69%	7.99%	6.55%	6.30%
Average	6.23%	7.91%	9.06%	7.96%	8.00%

Responses 7728 7382 6255 7906 9321



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.

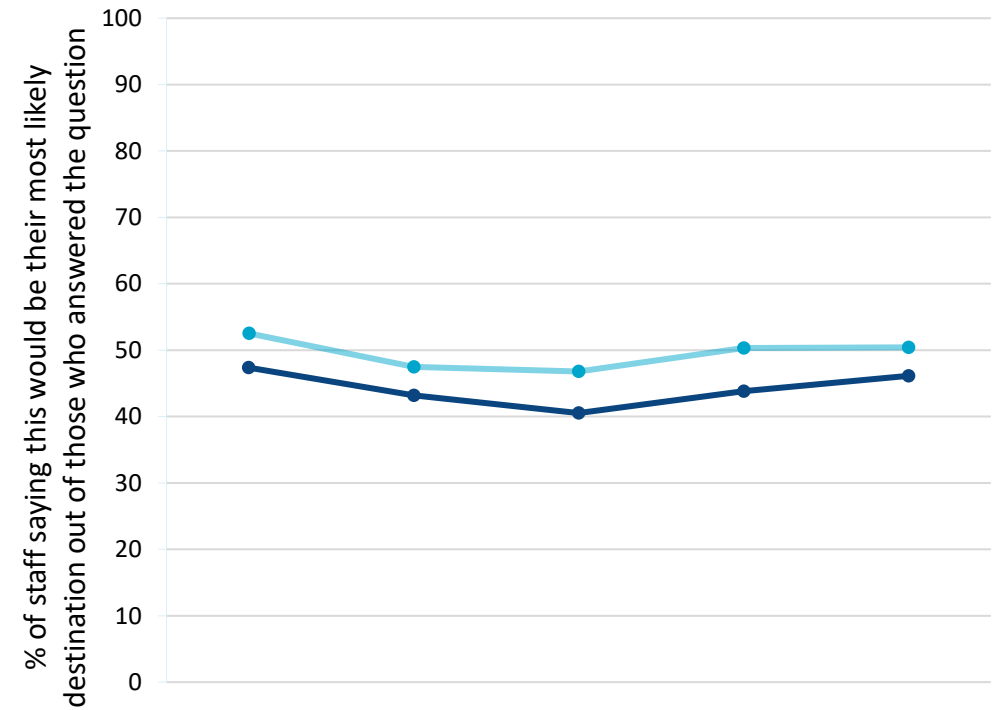


2020 2021 2022 2023 2024

Your org	6.97%	8.11%	7.96%	7.68%	7.08%
Average	9.13%	9.95%	8.94%	8.46%	8.35%

Responses 7728 7382 6255 7906 9321

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	47.36%	43.20%	40.53%	43.80%	46.13%
Average	52.53%	47.46%	46.79%	50.34%	50.41%

Responses 7728 7382 6255 7906 9321

## 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)

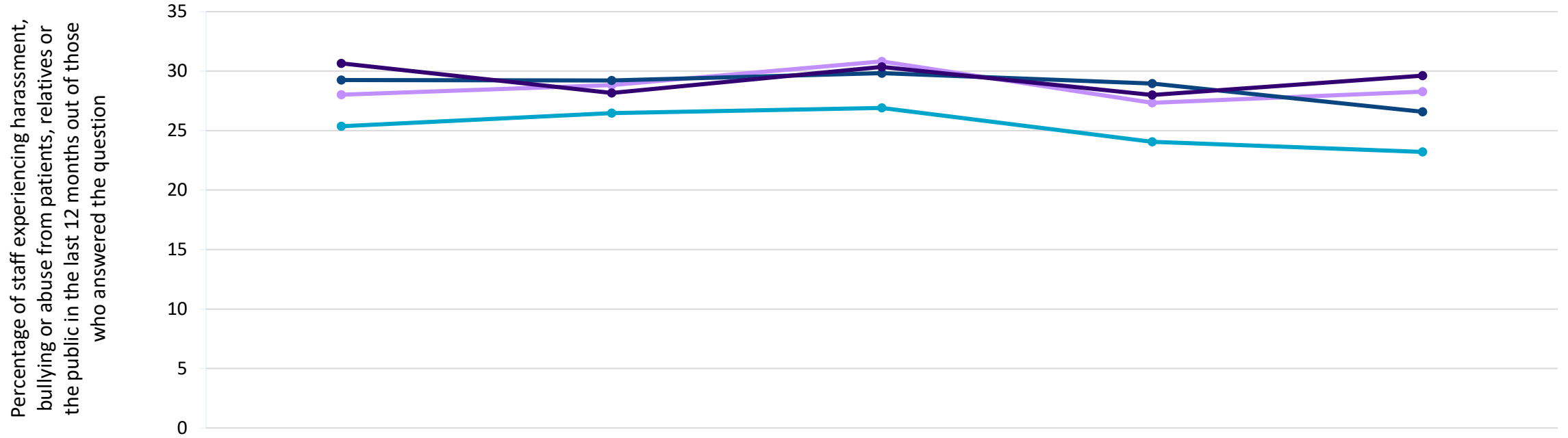
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

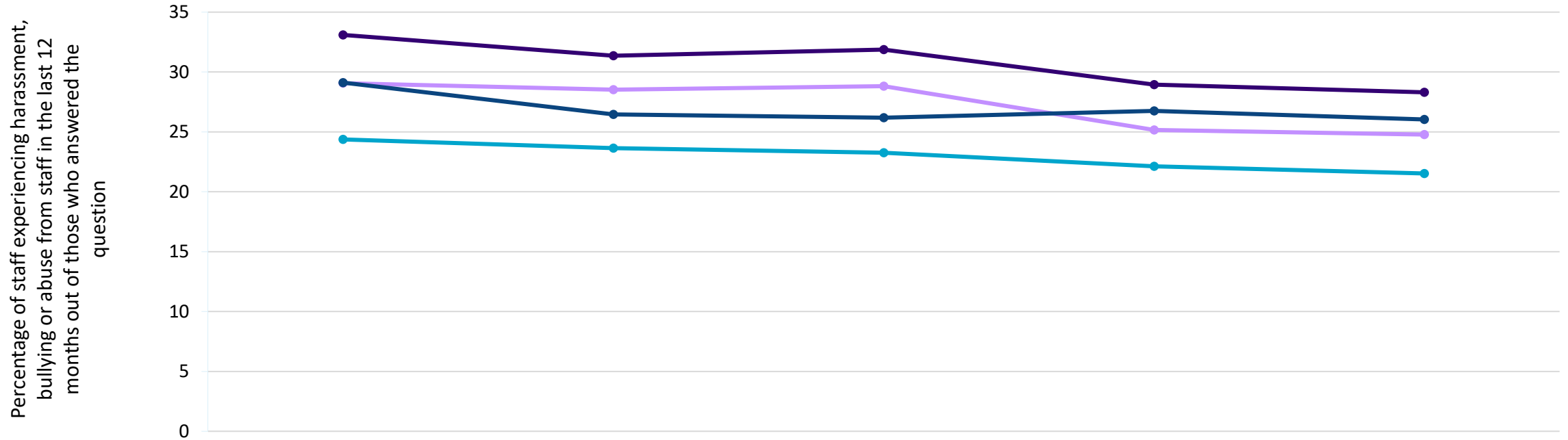


	2020	2021	2022	2023	2024
White staff: Your org	29.26%	29.22%	29.83%	28.96%	26.58%
All other ethnic groups*: Your org	30.66%	28.17%	30.37%	28.00%	29.63%
White staff: Average	25.36%	26.47%	26.91%	24.05%	23.21%
All other ethnic groups*: Average	28.01%	28.84%	30.82%	27.34%	28.27%
White staff: Responses	3288	3275	2856	3380	3660
All other ethnic groups*: Responses	3813	3869	3471	4890	6123

\*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

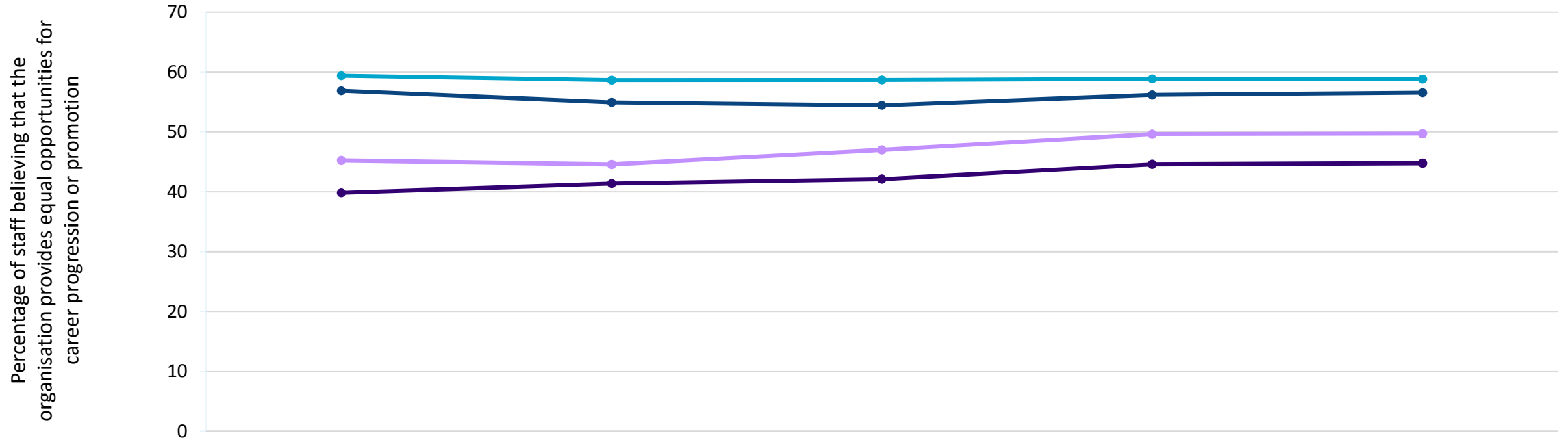


	2020	2021	2022	2023	2024
White staff: Your org	29.11%	26.46%	26.19%	26.75%	26.04%
All other ethnic groups*: Your org	33.10%	31.36%	31.87%	28.94%	28.30%
White staff: Average	24.37%	23.65%	23.25%	22.12%	21.53%
All other ethnic groups*: Average	29.07%	28.53%	28.81%	25.16%	24.78%
White staff: Responses	3287	3284	2852	3391	3660
All other ethnic groups*: Responses	3813	3858	3470	4903	6105

\*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.

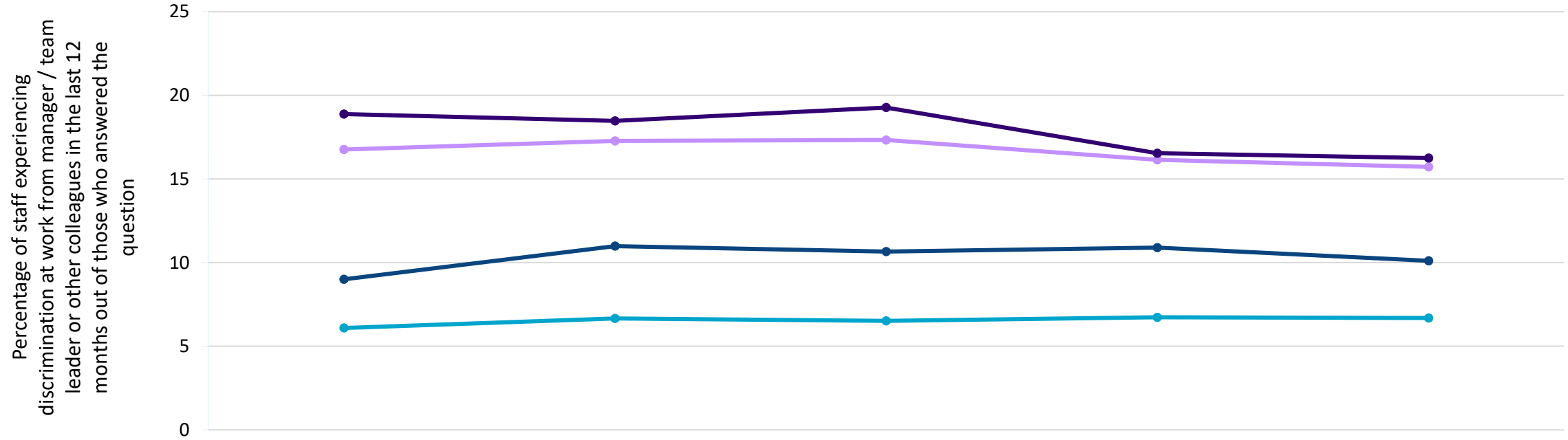
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	56.87%	54.92%	54.42%	56.18%	56.54%
All other ethnic groups*: Your org	39.83%	41.36%	42.10%	44.58%	44.77%
White staff: Average	59.39%	58.64%	58.65%	58.84%	58.82%
All other ethnic groups*: Average	45.24%	44.56%	47.00%	49.64%	49.70%
White staff: Responses	3346	3341	2830	3380	3652
All other ethnic groups*: Responses	3907	3963	3444	4881	6094

\*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	9.00%	10.99%	10.66%	10.89%	10.11%
All other ethnic groups*: Your org	18.88%	18.47%	19.27%	16.54%	16.25%
White staff: Average	6.09%	6.67%	6.52%	6.73%	6.69%
All other ethnic groups*: Average	16.77%	17.28%	17.33%	16.14%	15.72%

White staff: Responses	3355	3359	2851	3369	3630
All other ethnic groups*: Responses	3941	3985	3456	4849	5987

\*Staff from all other ethnic groups combined

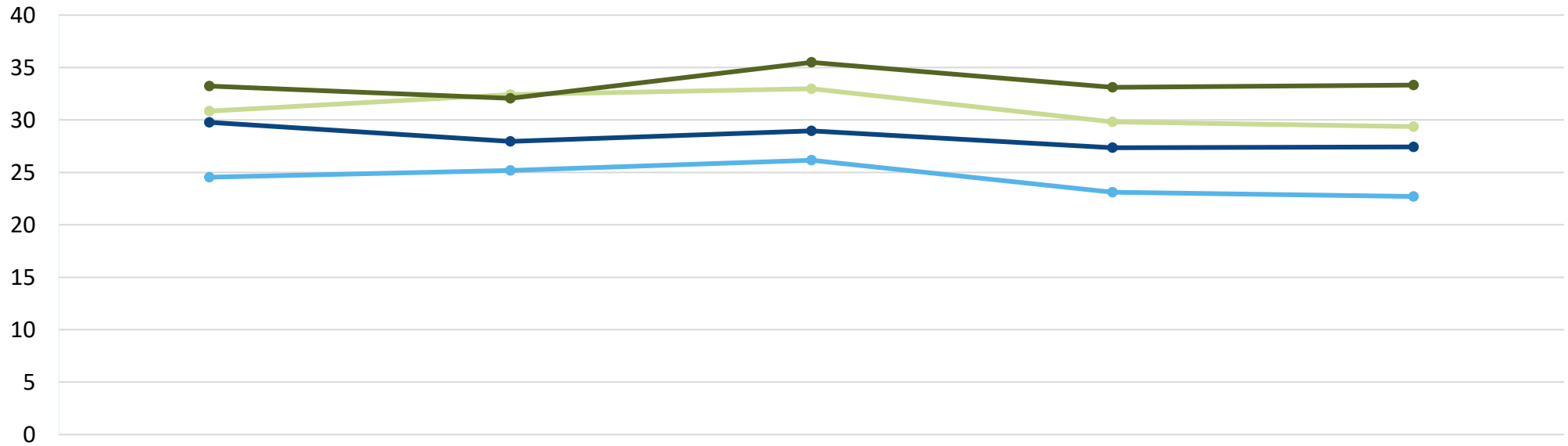
## Workforce Disability Equality Standards (WDES)

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.



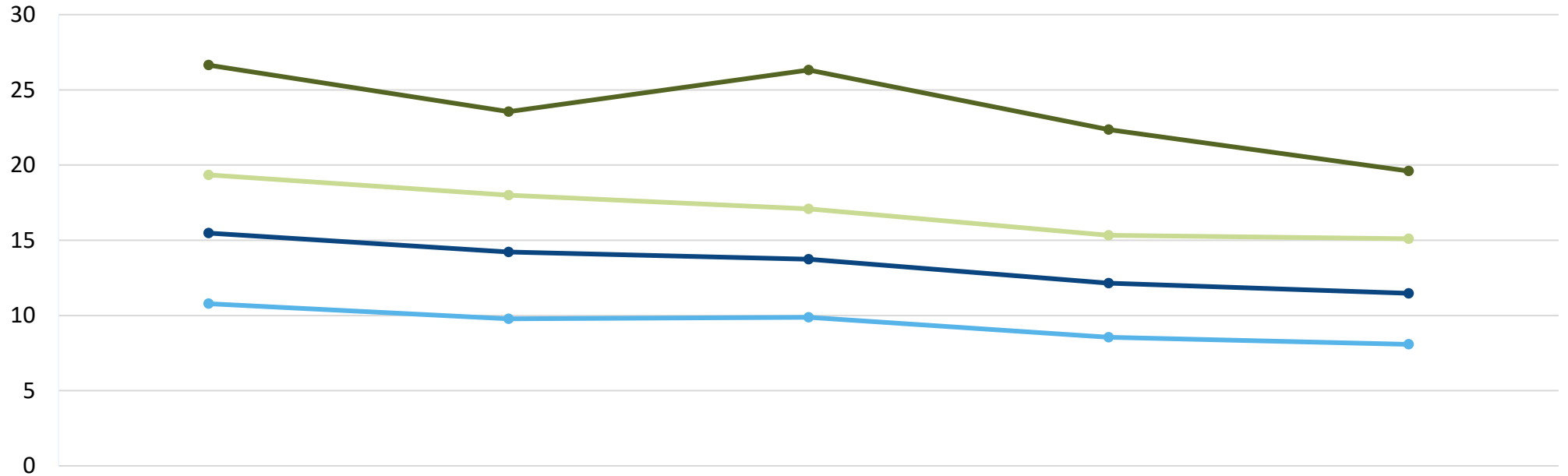
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	33.24%	32.06%	35.49%	33.12%	33.33%
Staff without a LTC or illness: Your org	29.78%	27.95%	28.95%	27.35%	27.43%
Staff with a LTC or illness: Average	30.86%	32.43%	32.98%	29.83%	29.37%
Staff without a LTC or illness: Average	24.53%	25.19%	26.16%	23.11%	22.71%
Staff with a LTC or illness: Responses	1098	1235	1127	1564	1827
Staff without a LTC or illness: Responses	6337	6111	5281	6738	7928

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.

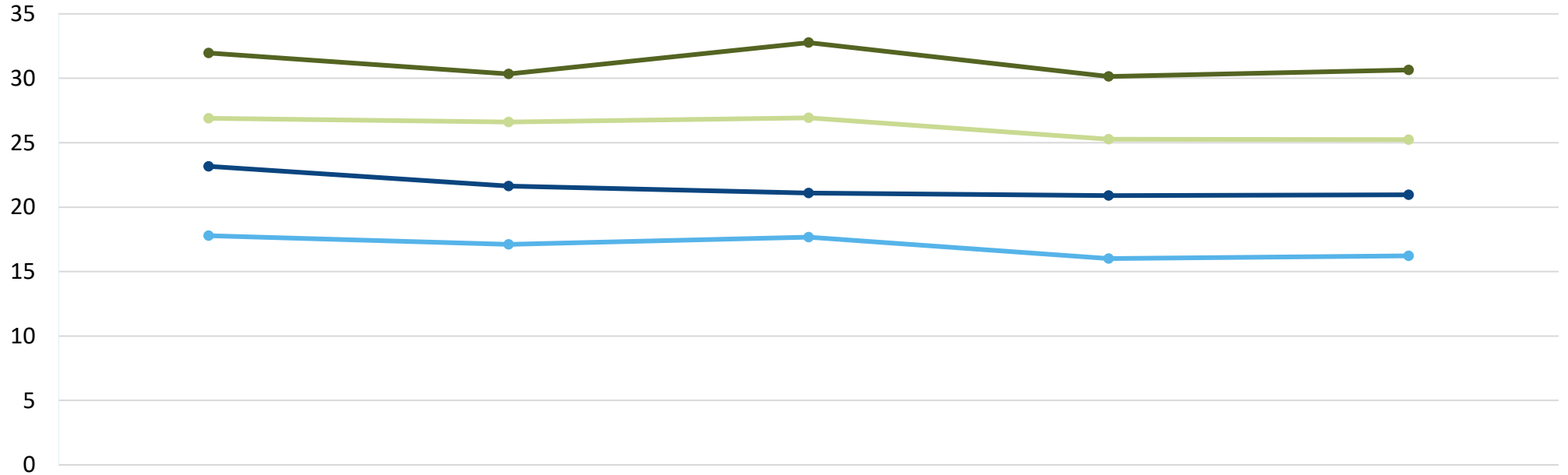


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	26.64%	23.55%	26.32%	22.36%	19.60%
Staff without a LTC or illness: Your org	15.48%	14.22%	13.74%	12.15%	11.47%
Staff with a LTC or illness: Average	19.35%	18.00%	17.09%	15.33%	15.10%
Staff without a LTC or illness: Average	10.78%	9.77%	9.88%	8.56%	8.08%
Staff with a LTC or illness: Responses	1096	1227	1121	1565	1811
Staff without a LTC or illness: Responses	6313	6077	5254	6709	7870

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.

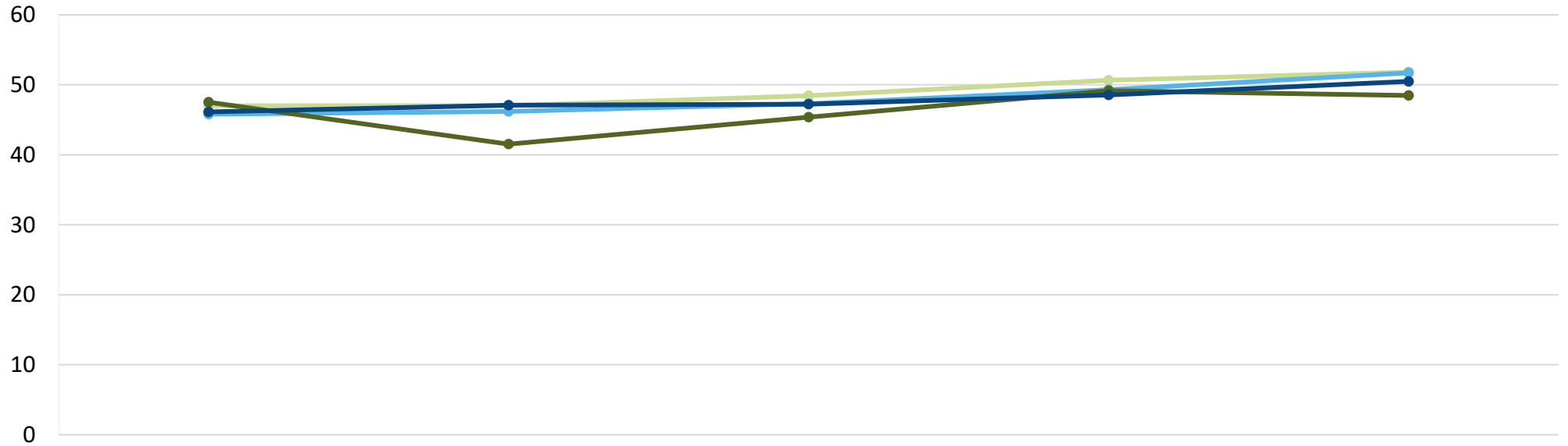


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	31.96%	30.34%	32.77%	30.14%	30.64%
Staff without a LTC or illness: Your org	23.17%	21.63%	21.09%	20.90%	20.96%
Staff with a LTC or illness: Average	26.89%	26.60%	26.93%	25.26%	25.24%
Staff without a LTC or illness: Average	17.79%	17.11%	17.67%	16.01%	16.22%
Staff with a LTC or illness: Responses	1095	1223	1117	1566	1818
Staff without a LTC or illness: Responses	6306	6051	5231	6714	7861

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.

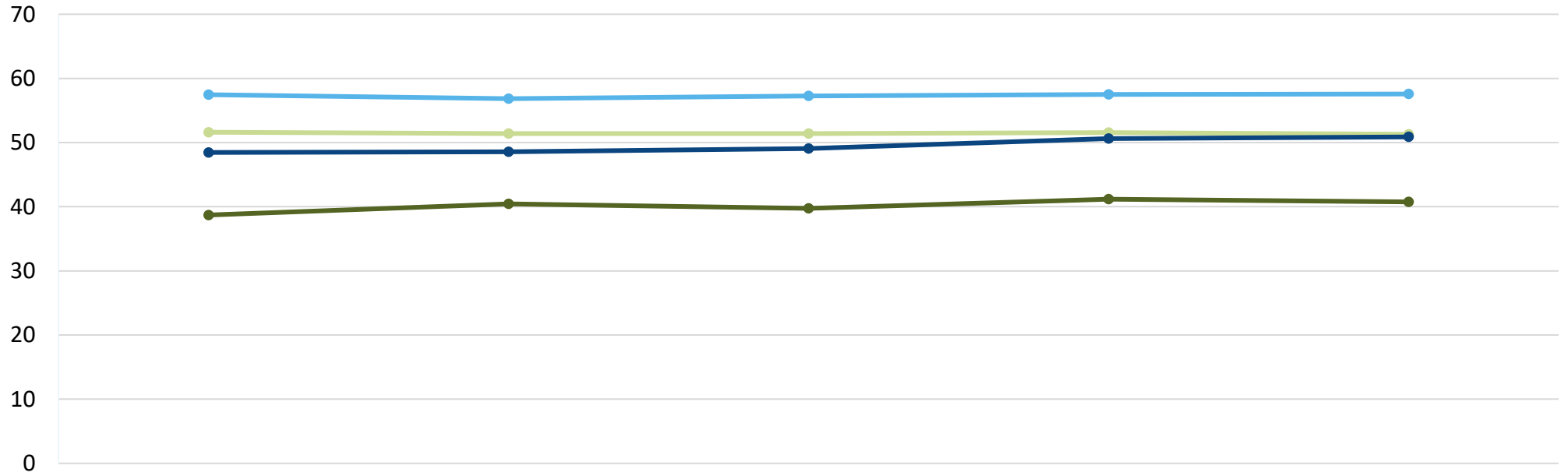


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	47.51%	41.52%	45.38%	49.16%	48.49%
Staff without a LTC or illness: Your org	46.13%	47.09%	47.22%	48.57%	50.49%
Staff with a LTC or illness: Average	47.01%	47.03%	48.43%	50.64%	51.82%
Staff without a LTC or illness: Average	45.80%	46.20%	47.30%	49.31%	51.71%
Staff with a LTC or illness: Responses	562	631	595	775	893
Staff without a LTC or illness: Responses	2506	2306	1957	2477	2852

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

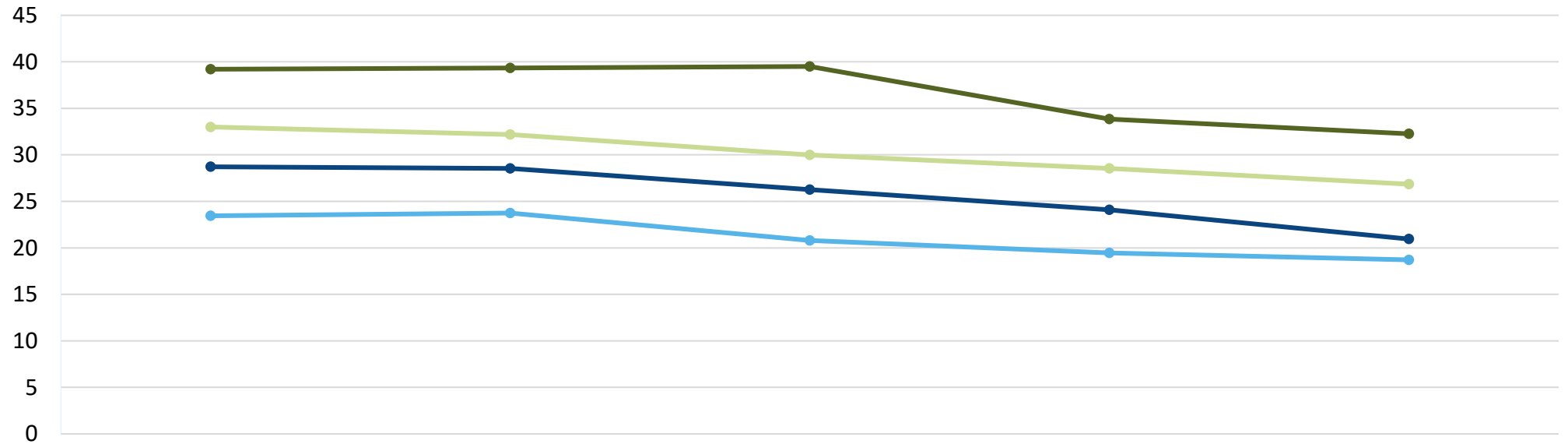
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	38.71%	40.43%	39.73%	41.18%	40.74%
Staff without a LTC or illness: Your org	48.46%	48.57%	49.08%	50.63%	50.88%
Staff with a LTC or illness: Average	51.61%	51.41%	51.39%	51.54%	51.30%
Staff without a LTC or illness: Average	57.45%	56.84%	57.25%	57.52%	57.57%
Staff with a LTC or illness: Responses	1129	1264	1115	1564	1831
Staff without a LTC or illness: Responses	6463	6249	5240	6731	7901

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

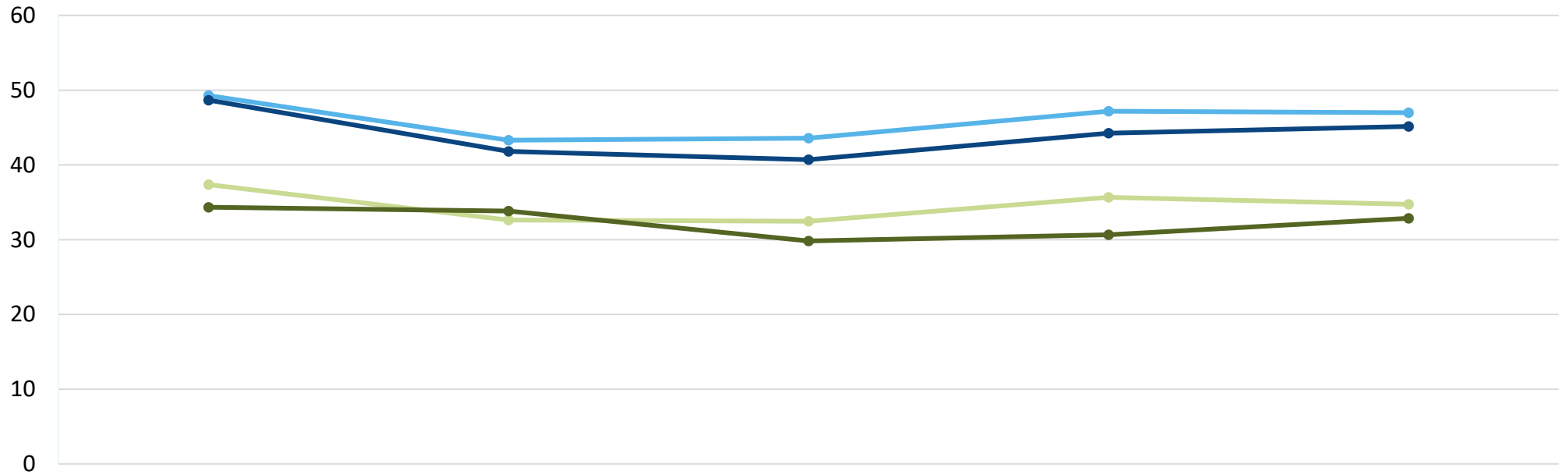
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	39.21%	39.33%	39.50%	33.84%	32.26%
Staff without a LTC or illness: Your org	28.72%	28.54%	26.26%	24.10%	20.95%
Staff with a LTC or illness: Average	33.00%	32.18%	29.97%	28.55%	26.85%
Staff without a LTC or illness: Average	23.44%	23.74%	20.80%	19.46%	18.71%
Staff with a LTC or illness: Responses	737	895	843	1129	1336
Staff without a LTC or illness: Responses	2974	3231	2879	3506	4153

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

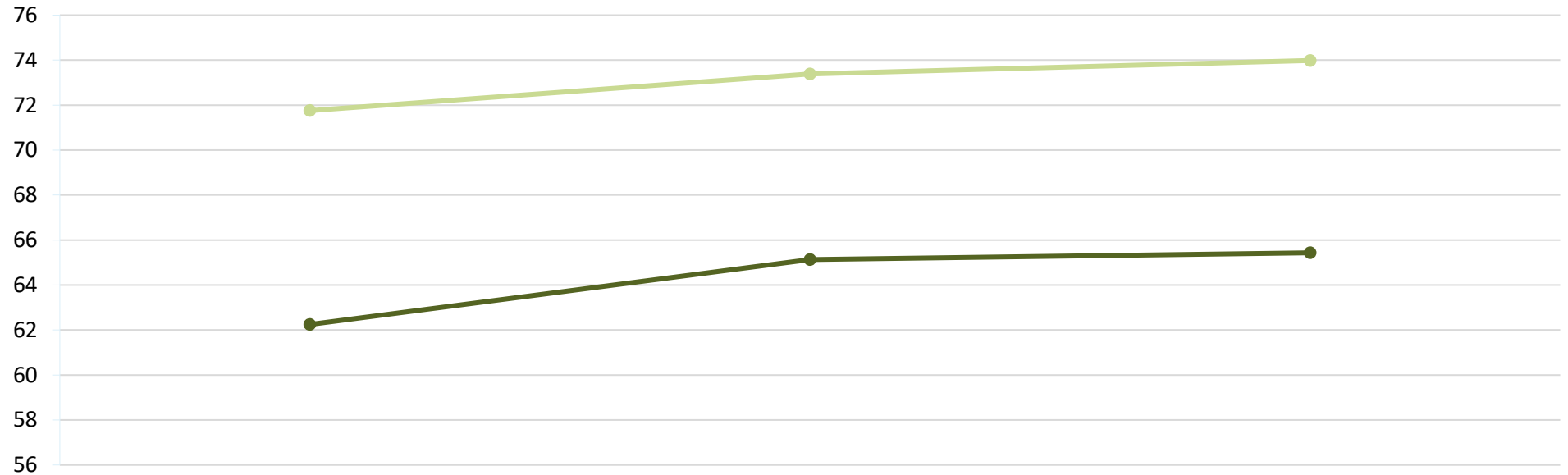
Percentage of staff satisfied with the extent to which their organisation values their work.



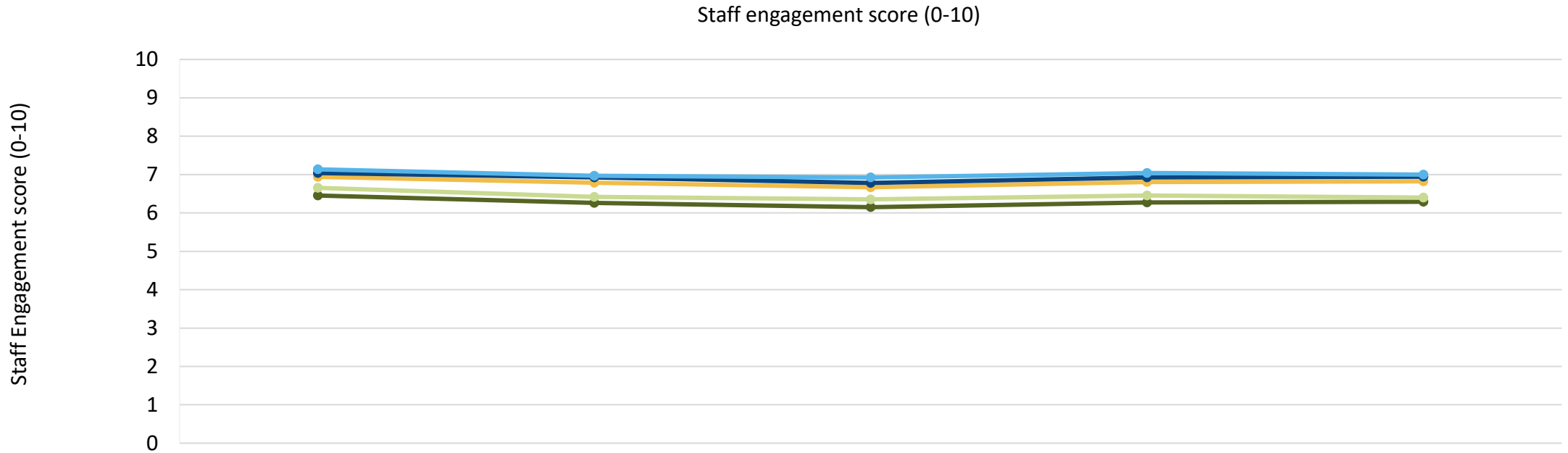
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	34.34%	33.83%	29.82%	30.66%	32.84%
Staff without a LTC or illness: Your org	48.66%	41.79%	40.70%	44.25%	45.16%
Staff with a LTC or illness: Average	37.36%	32.62%	32.46%	35.66%	34.73%
Staff without a LTC or illness: Average	49.27%	43.30%	43.56%	47.19%	46.98%
Staff with a LTC or illness: Responses	1130	1277	1130	1569	1836
Staff without a LTC or illness: Responses	6502	6286	5278	6732	7888

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	62.25%	65.13%	65.43%
Staff with a LTC or illness: Average	71.76%	73.38%	73.98%
Staff with a LTC or illness: Responses	694	978	1189



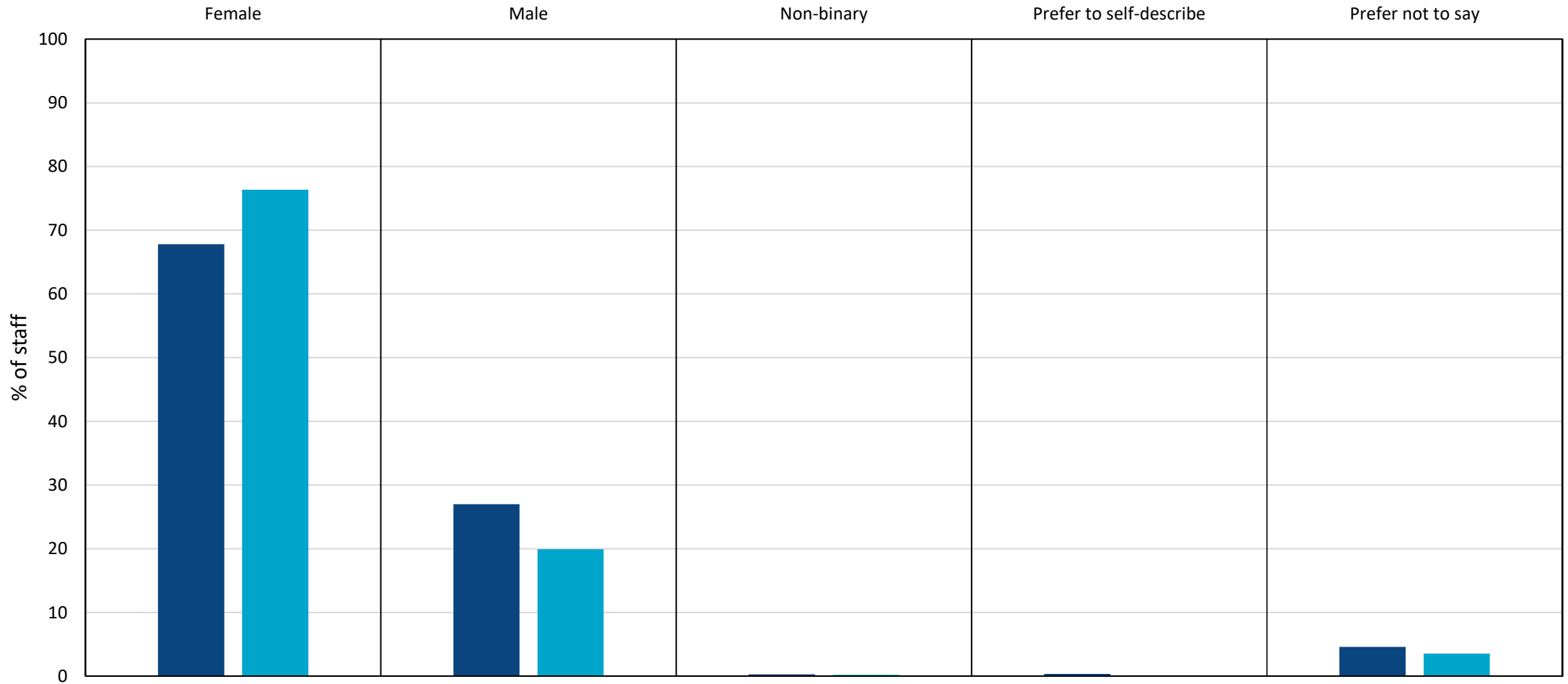
	2020	2021	2022	2023	2024
Organisation average	6.94	6.79	6.67	6.80	6.82
Staff with a LTC or illness: Your org	6.45	6.26	6.15	6.27	6.29
Staff without a LTC or illness: Your org	7.04	6.93	6.78	6.93	6.95
Staff with a LTC or illness: Average	6.65	6.42	6.35	6.46	6.40
Staff without a LTC or illness: Average	7.14	6.97	6.92	7.04	7.00
Staff with a LTC or illness: Responses	1130	1281	1132	1582	1843
Staff without a LTC or illness: Responses	6524	6312	5296	6780	7929

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



## About your respondents

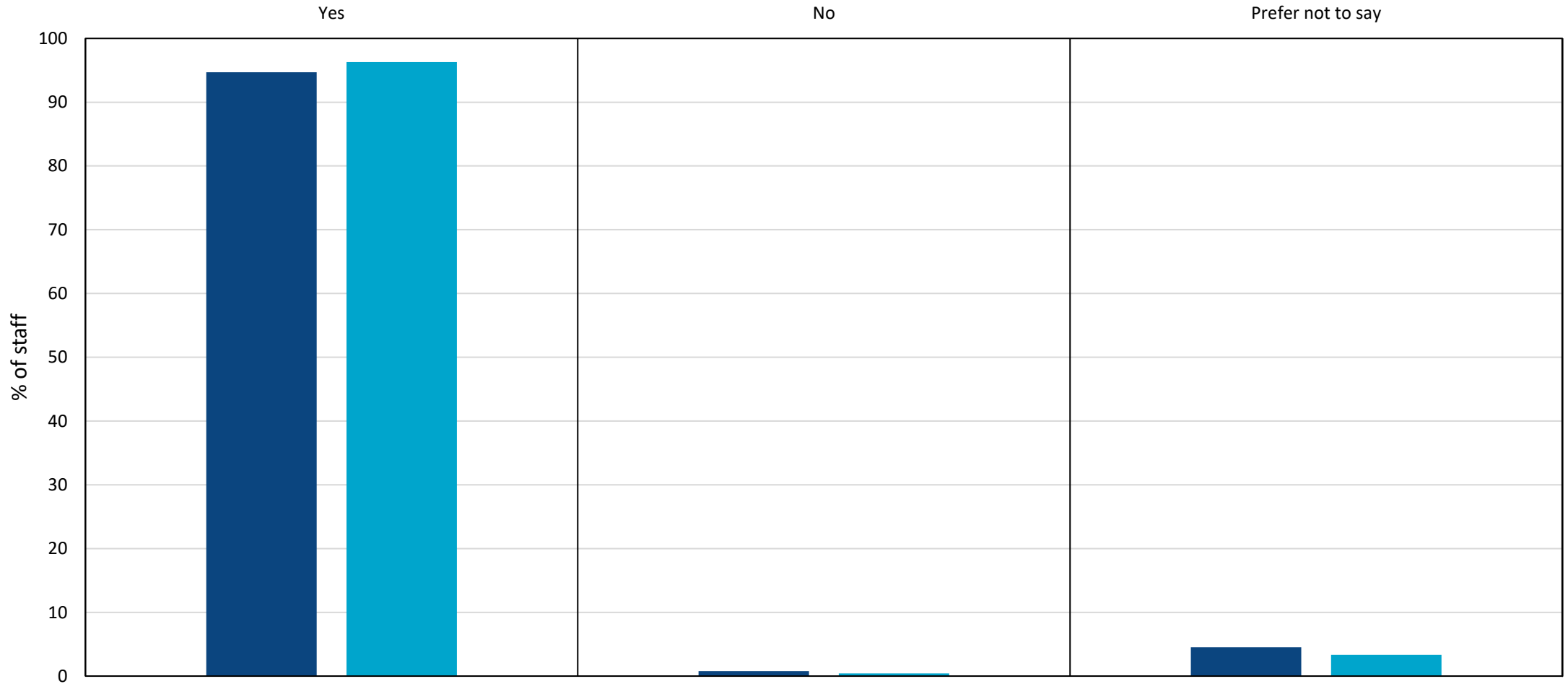
This section shows demographic and other background information for 2024.



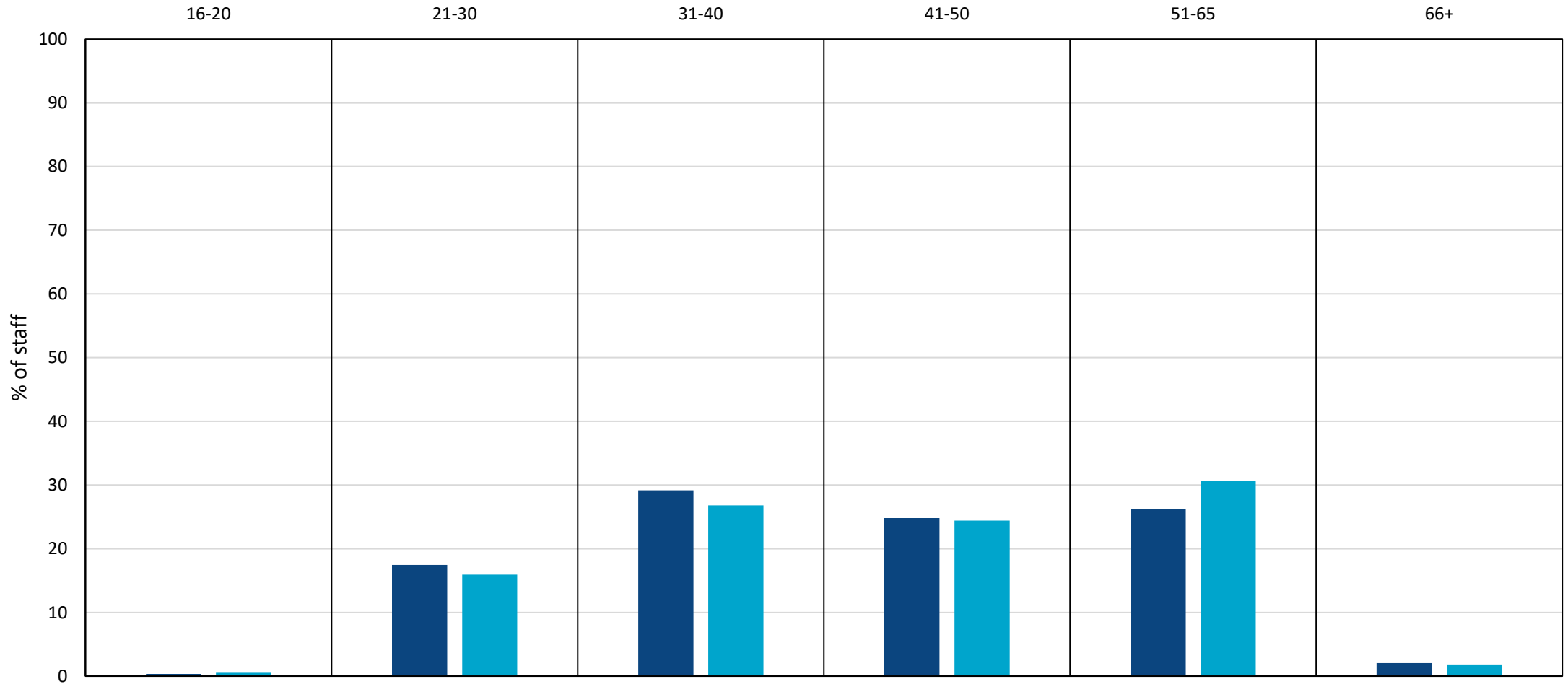
Responses	10013	10013	10013	10013	10013
<b>Your org</b>	67.80%	27.00%	0.26%	0.36%	4.57%
<b>Average</b>	76.34%	19.91%	0.21%	0.13%	3.54%



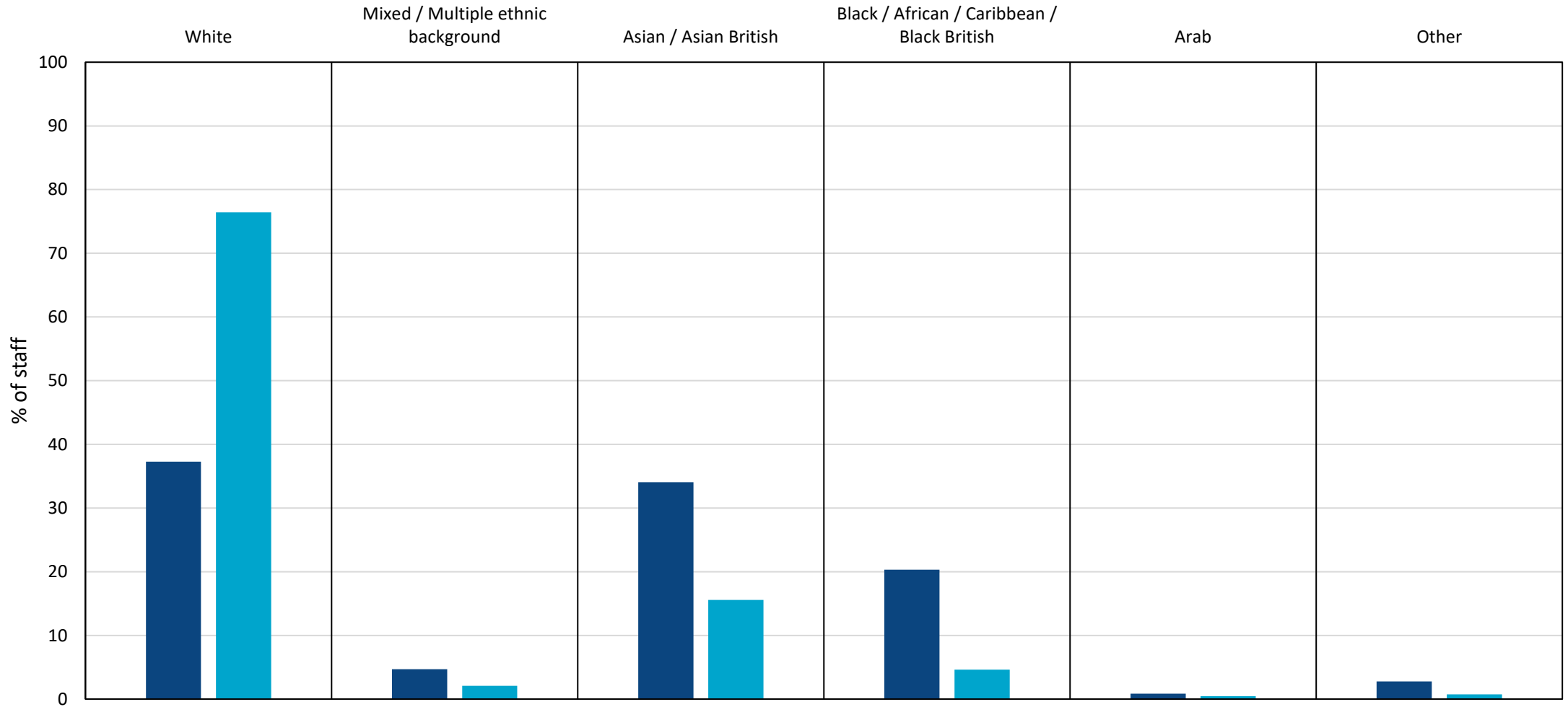
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	94.70%	0.79%	4.51%
<b>Average</b>	96.28%	0.41%	3.34%
<b>Responses</b>	9470	9470	9470

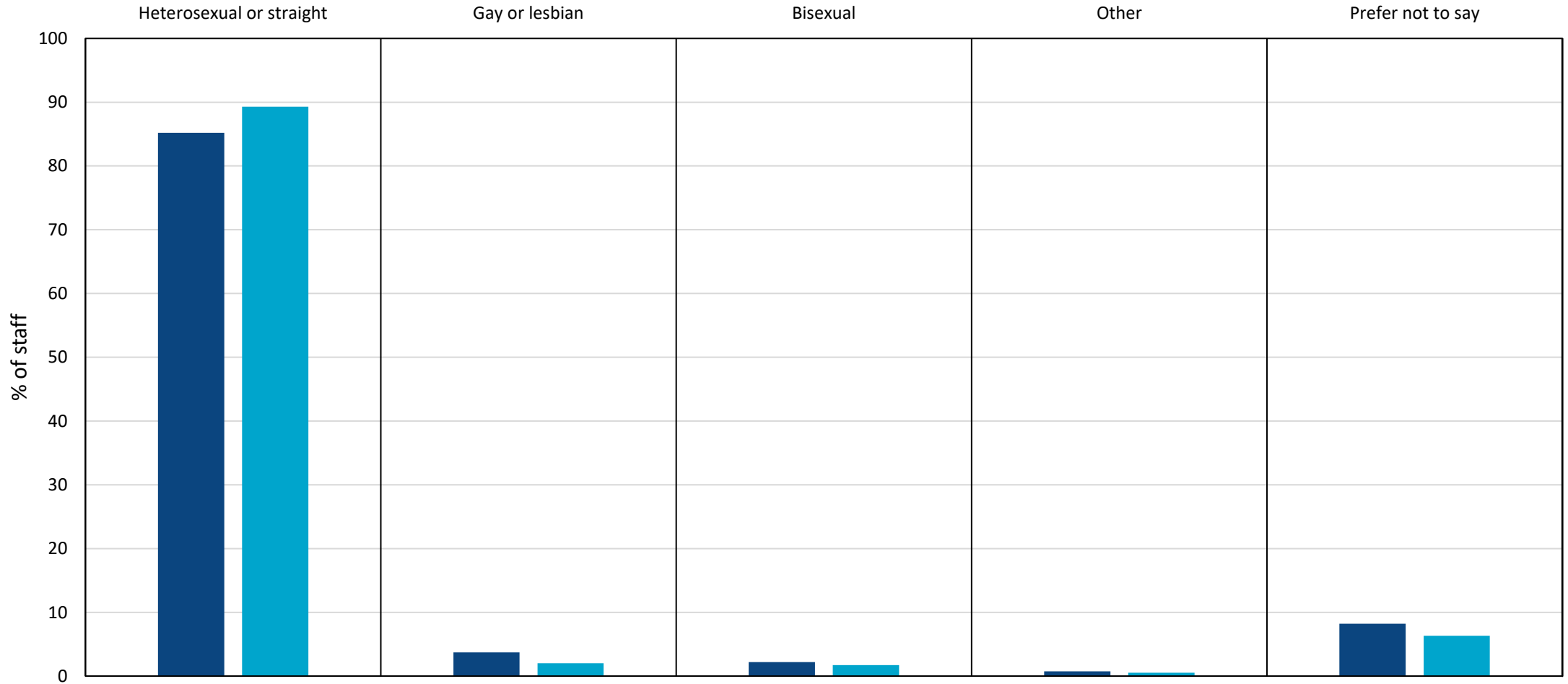


<b>Your org</b>	0.33%	17.44%	29.16%	24.82%	26.19%	2.05%
<b>Average</b>	0.52%	15.92%	26.82%	24.42%	30.69%	1.83%
<b>Responses</b>	9918	9918	9918	9918	9918	9918



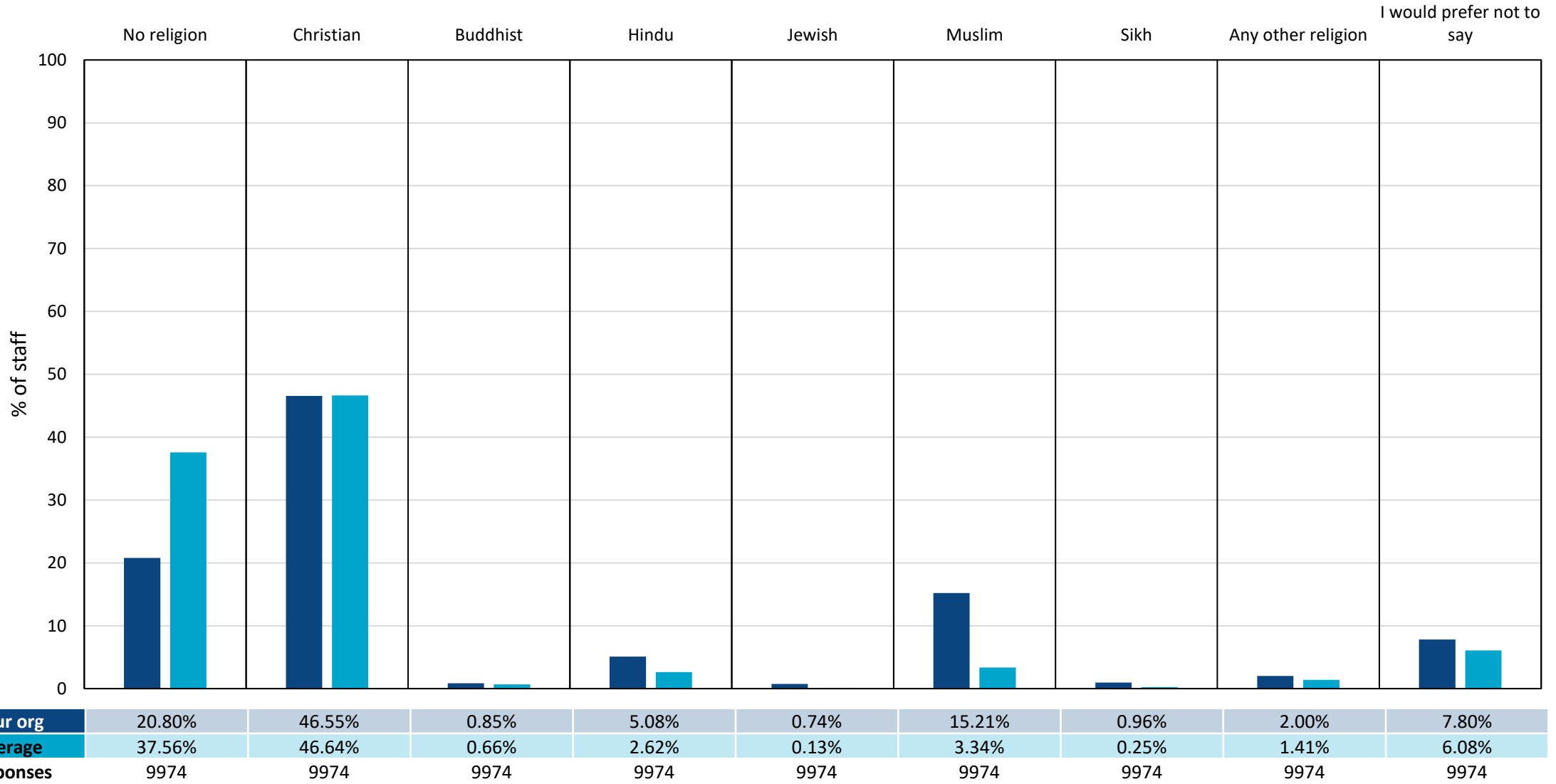
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	37.29%	4.70%	34.05%	20.33%	0.86%	2.77%
<b>Average</b>	76.43%	2.08%	15.55%	4.62%	0.46%	0.73%
<b>Responses</b>	9886	9886	9886	9886	9886	9886

# Background details – Sexual orientation

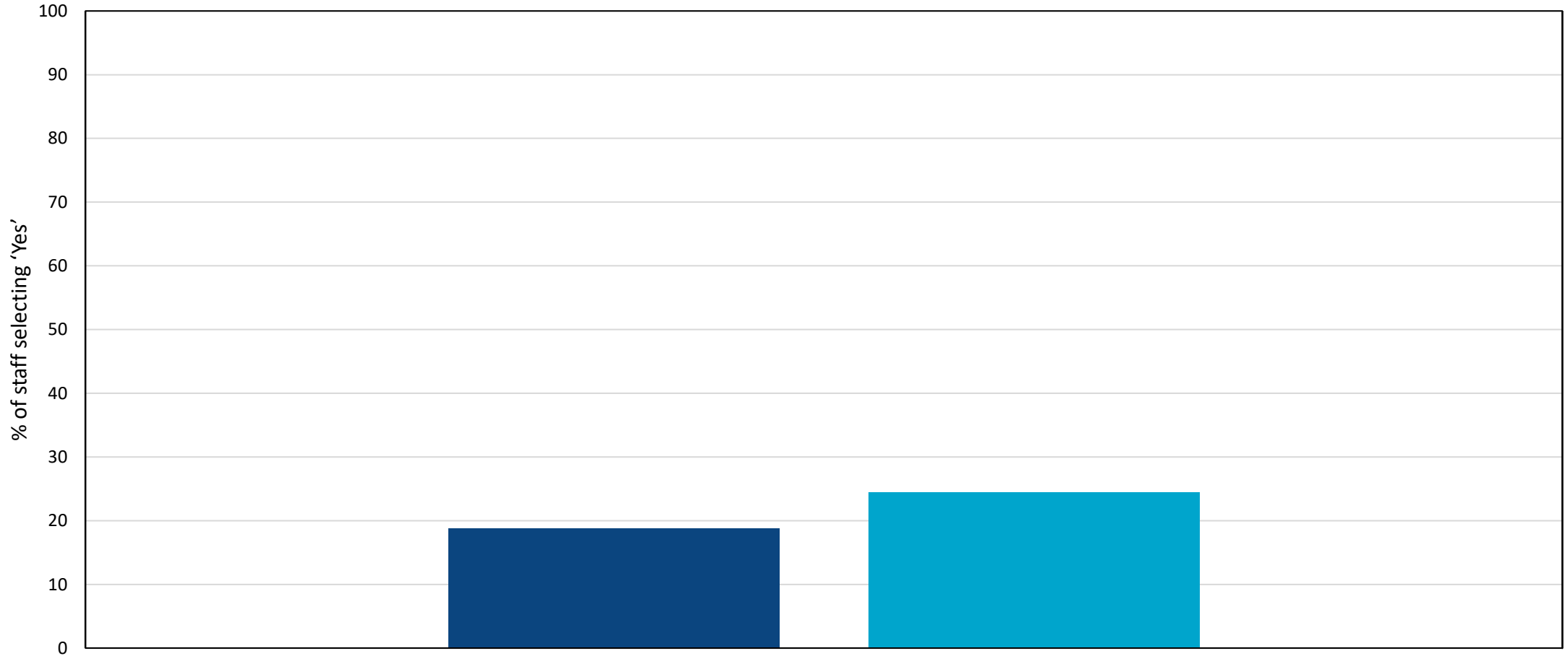


Responses	9996	9996	9996	9996	9996
<b>Your org</b>	85.18%	3.70%	2.19%	0.73%	8.19%
<b>Average</b>	89.28%	2.03%	1.74%	0.53%	6.32%

# 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>	18.73%
<b>Average</b>	24.45%
<b>Responses</b>	9855

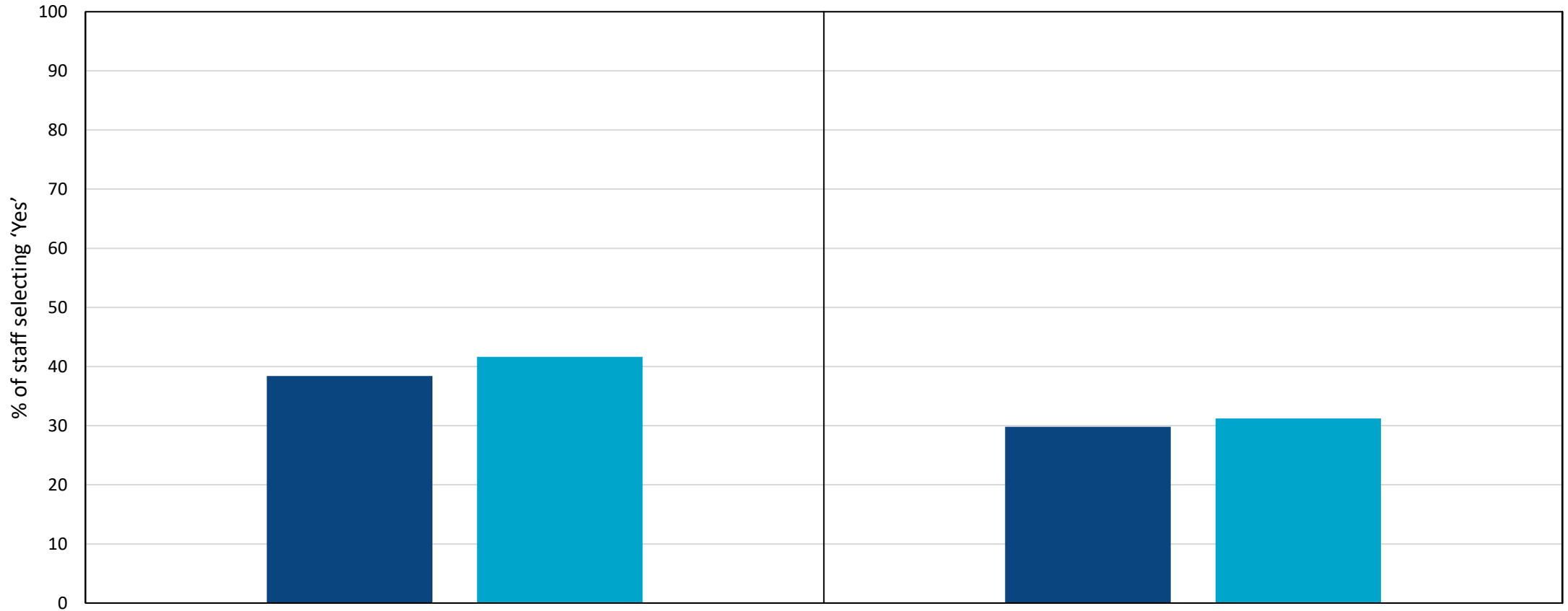




# Background details – Parental / caring responsibilities

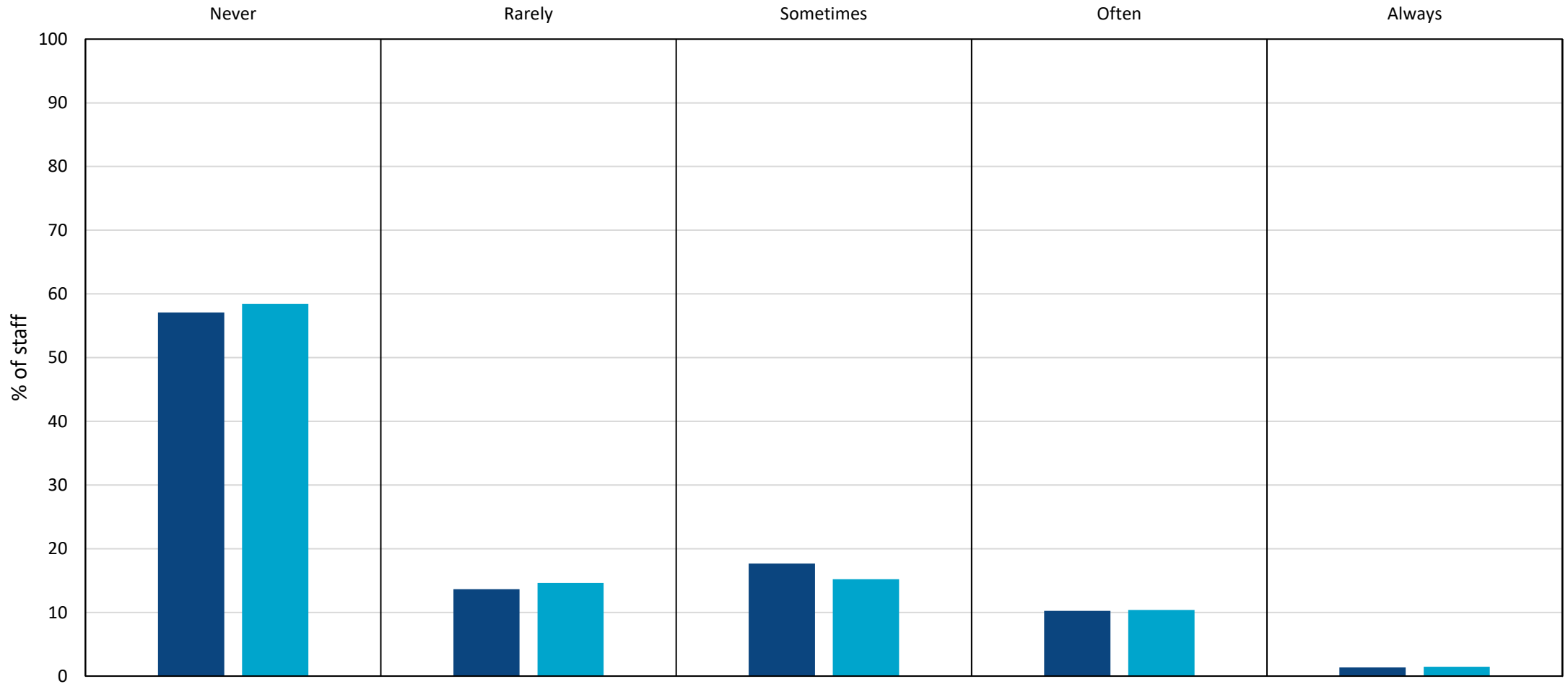
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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

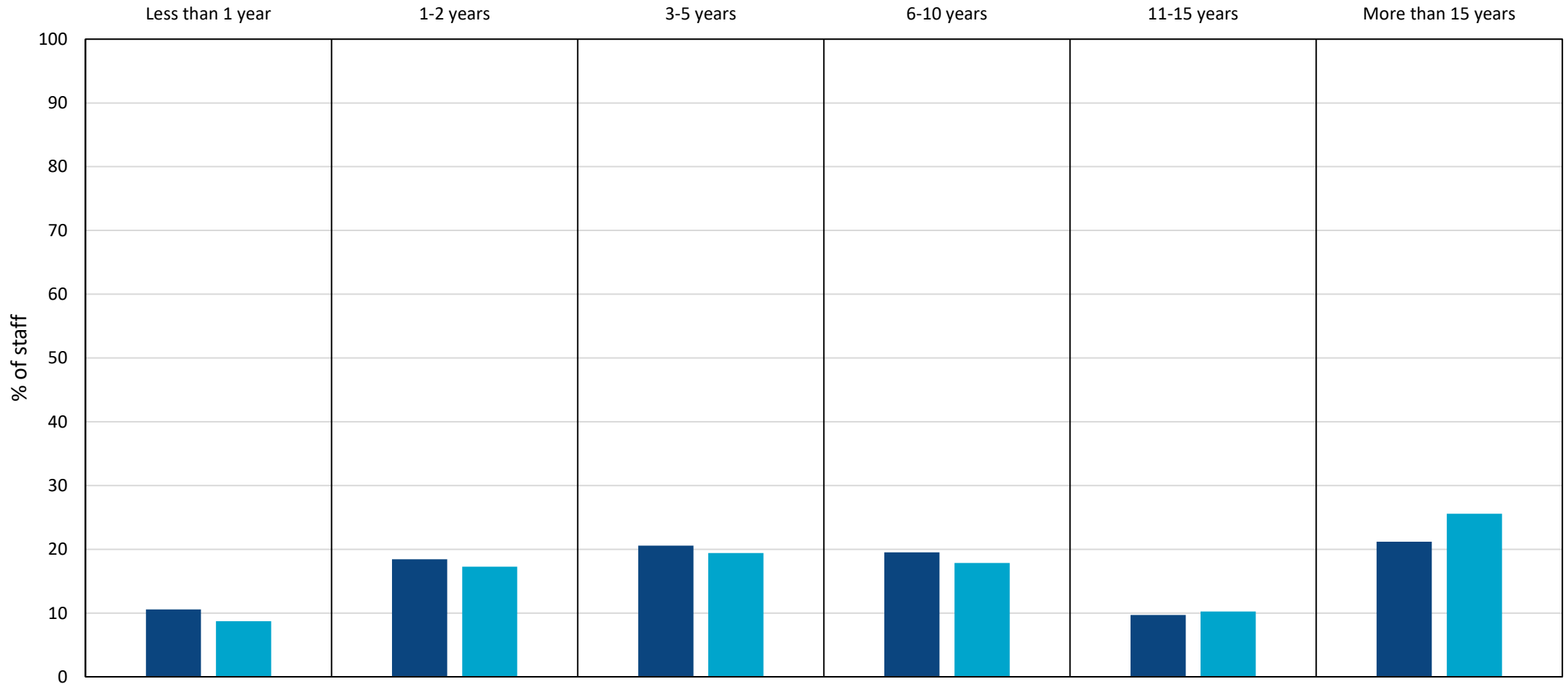


<b>Your org</b>	38.38%	29.83%
<b>Average</b>	41.64%	31.24%
<b>Responses</b>	9992	9843

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



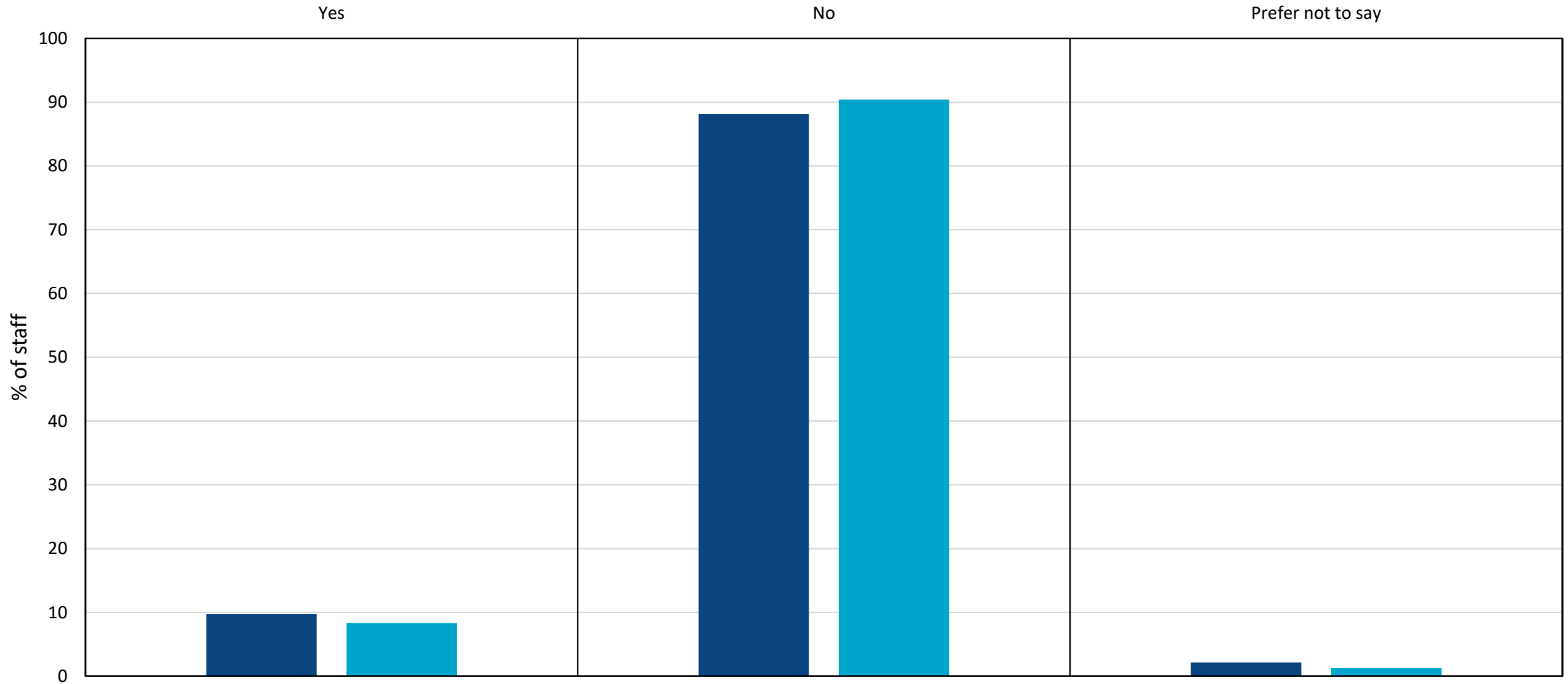
Responses	10050	10050	10050	10050	10050
<b>Your org</b>	57.08%	13.66%	17.66%	10.23%	1.36%
<b>Average</b>	58.46%	14.62%	15.19%	10.39%	1.47%



<b>Your org</b>	10.57%	18.42%	20.58%	19.54%	9.71%	21.17%
<b>Average</b>	8.72%	17.29%	19.43%	17.86%	10.24%	25.58%
<b>Responses</b>	10027	10027	10027	10027	10027	10027

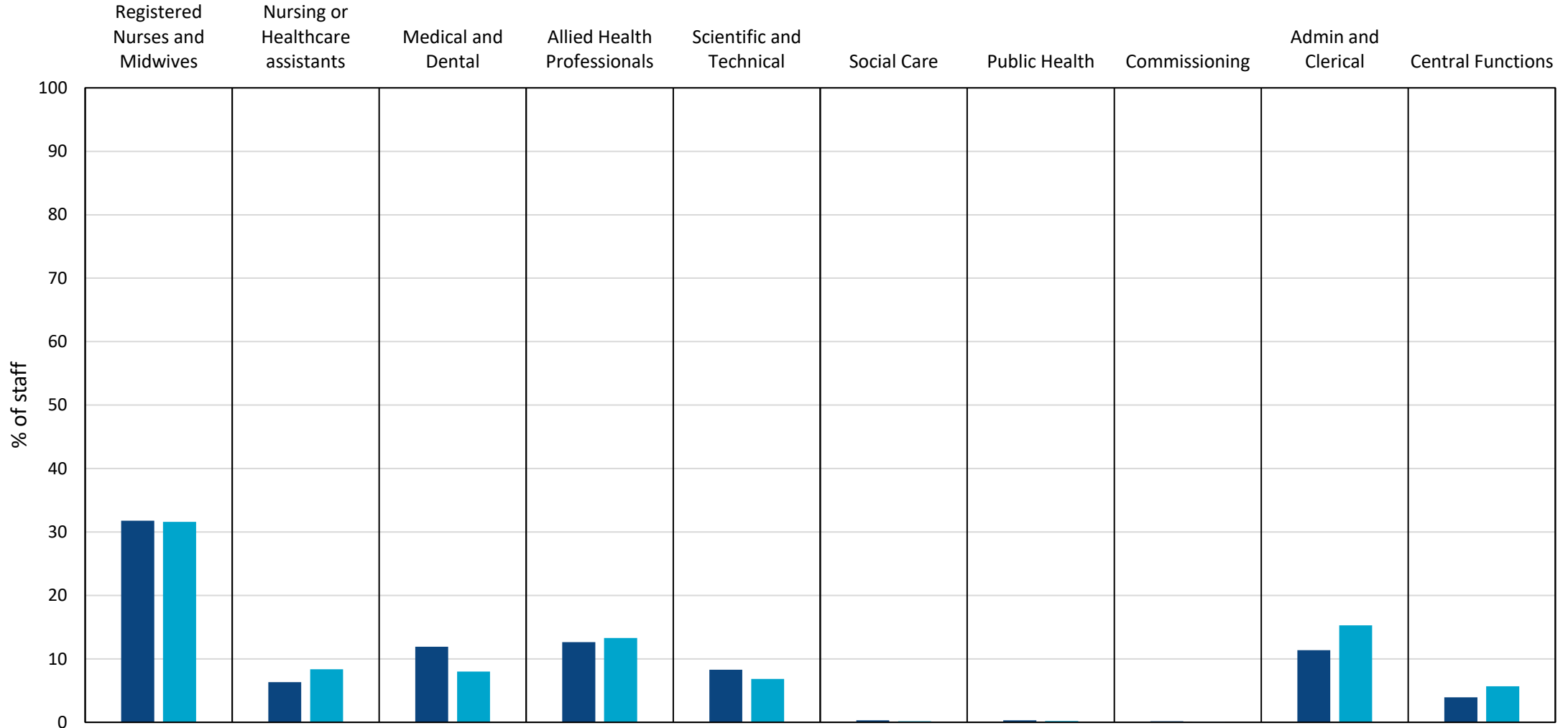


# Background details – When you joined this organisation, were you recruited from outside of the UK?



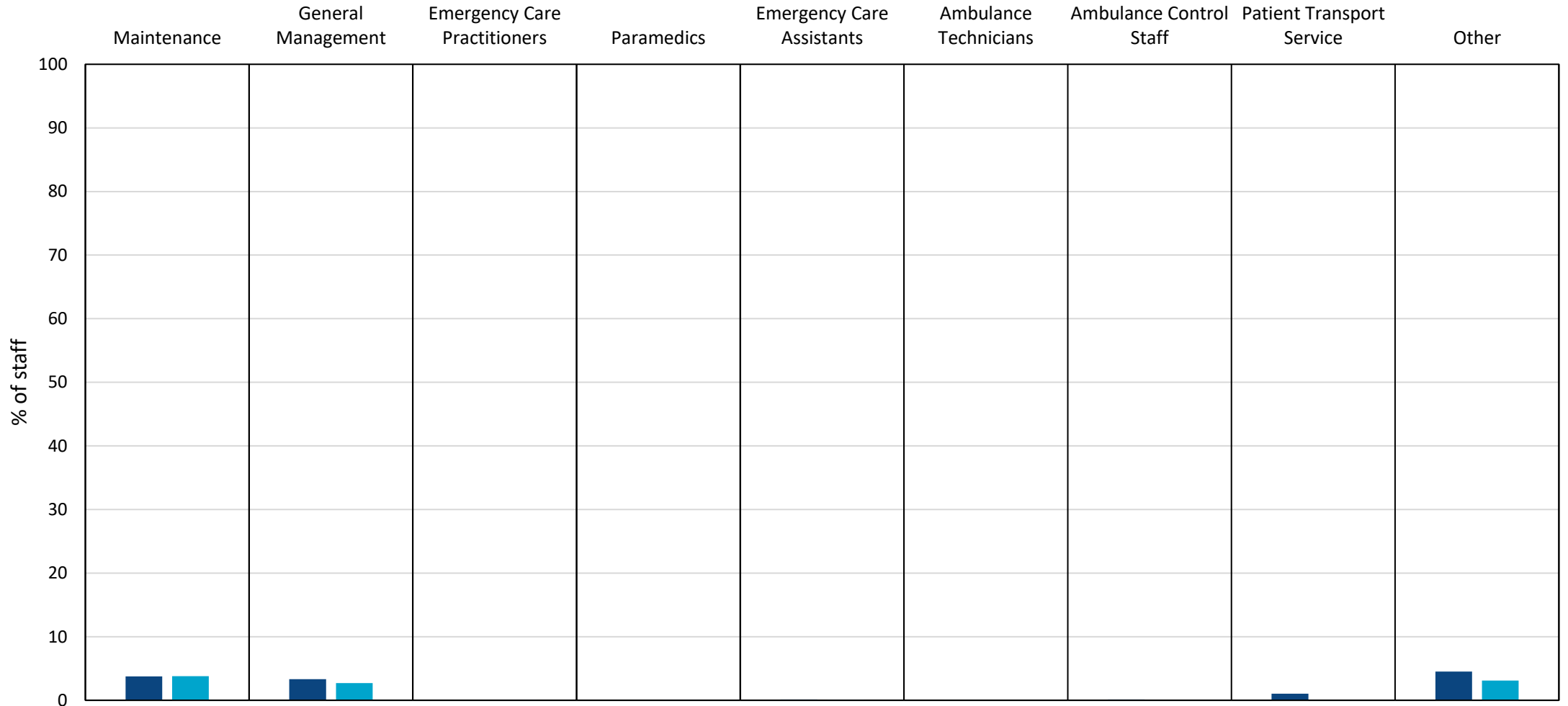
	Yes	No	Prefer not to say
<b>Your org</b>	9.73%	88.14%	2.13%
<b>Average</b>	8.30%	90.40%	1.24%
<b>Responses</b>	9975	9975	9975

# Background details – Occupational group



Responses	9788	9788	9788	9788	9788	9788	9788	9788	9788	9788
<b>Your org</b>	31.77%	6.31%	11.91%	12.63%	8.30%	0.31%	0.32%	0.15%	11.37%	3.94%
<b>Average</b>	31.58%	8.38%	7.99%	13.29%	6.85%	0.17%	0.21%	0.07%	15.29%	5.69%

# Background details – Occupational group



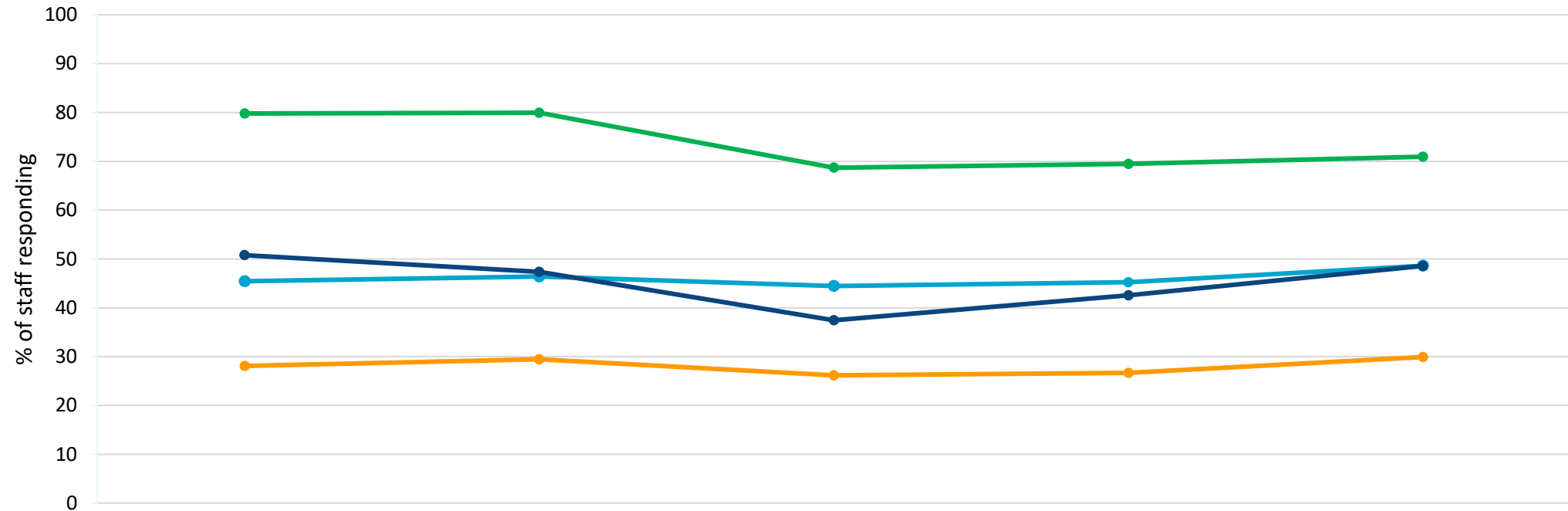
<b>Your org</b>	3.77%	3.33%	0.03%	0.01%	0.12%	0.02%	0.12%	1.05%	4.53%
<b>Average</b>	3.80%	2.70%	0.02%	0.02%	0.04%	0.00%	0.00%	0.00%	3.09%
<b>Responses</b>	9788	9788	9788	9788	9788	9788	9788	9788	9788

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	50.77%	47.36%	37.44%	42.54%	48.57%
<b>Highest</b>	79.77%	79.95%	68.69%	69.45%	70.92%
<b>Average</b>	45.43%	46.38%	44.46%	45.23%	48.61%
<b>Lowest</b>	28.09%	29.47%	26.17%	26.65%	29.91%
<b>Responses</b>	8141	8116	6495	8616	10152

## 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	7.01	8572	7.06	10067	Significantly higher
We are recognised and rewarded	5.64	8568	5.74	10059	Significantly higher
We each have a voice that counts	6.55	8369	6.59	9755	Not significant
We are safe and healthy	5.88	8484	5.94	9922	Significantly higher
We are always learning	5.46	7985	5.59	9361	Significantly higher
We work flexibly	5.84	8489	5.97	9954	Significantly higher
We are a team	6.60	8540	6.67	10042	Significantly higher
<b>Themes</b>					
Staff Engagement	6.80	8566	6.82	10055	Not significant
Morale	5.66	8579	5.75	10074	Significantly higher

\* 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.



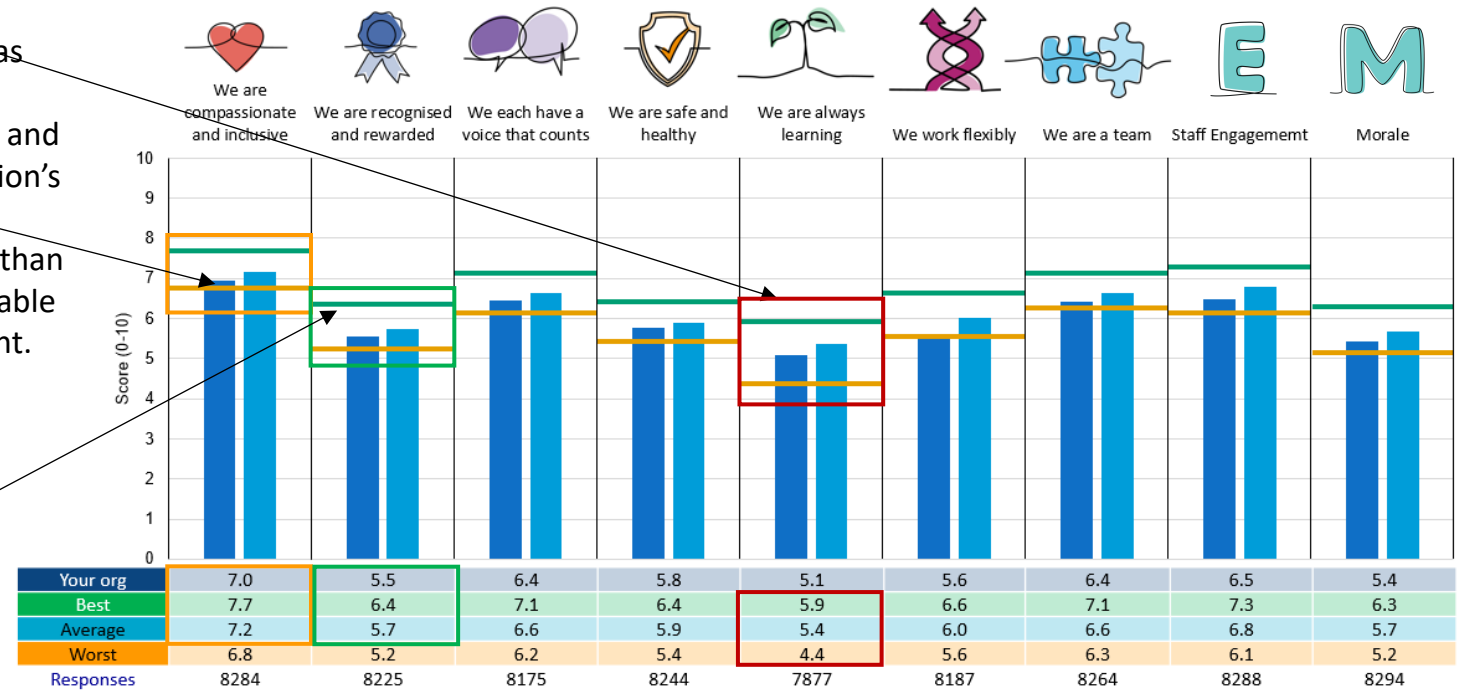
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are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



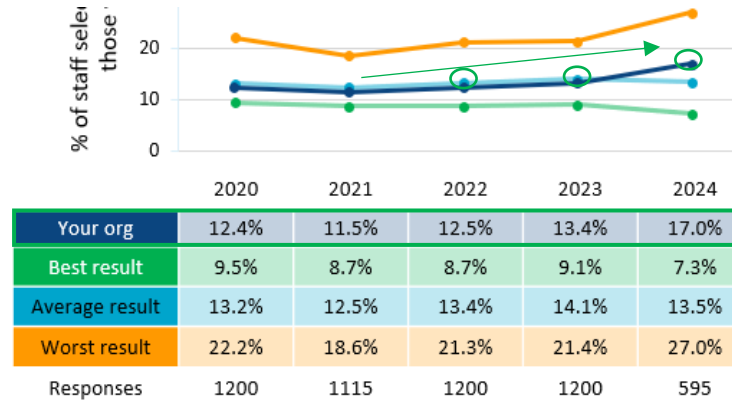
Only one example is highlighted for each point

## 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.

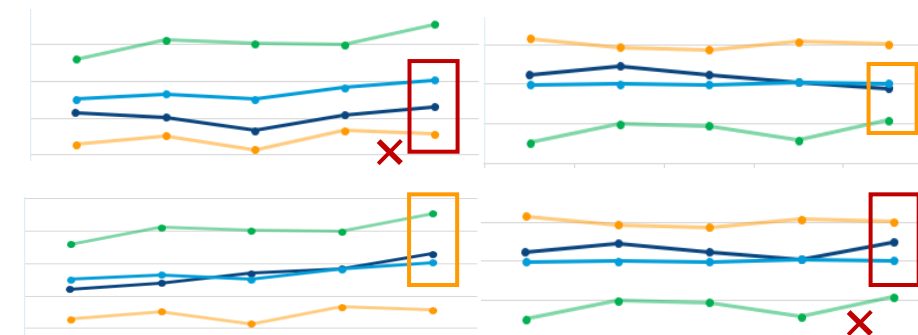


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

## 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.

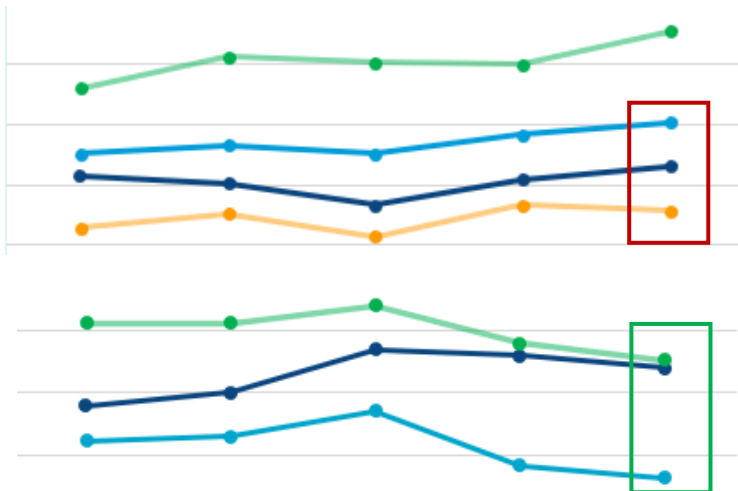
### Identifying questions of interest

#### ➤ 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 Barts Health NHS Trust.



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



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