

# Liverpool University Hospitals NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for Liverpool University Hospitals NHS Foundation 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:

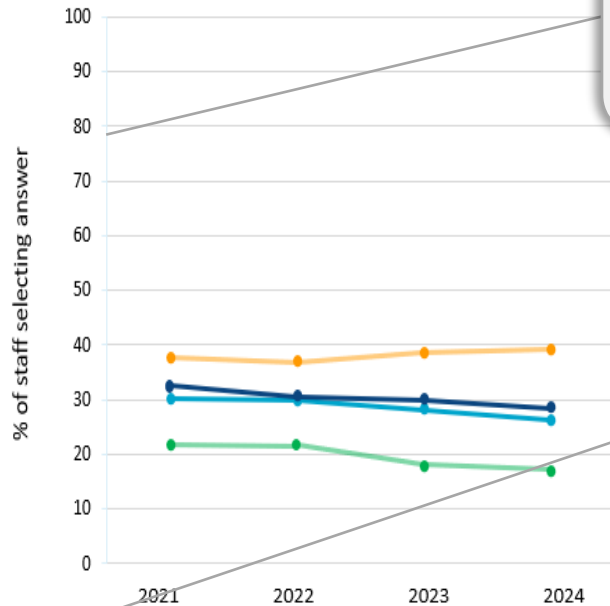
- Response rate.
- Significance testing of the People Promise element and theme results for 2023 vs 2024.
- Guidance on data in the benchmark reports.
- Additional reporting outputs.
- Tips on action planning and interpreting the results.
- Contact information.

## 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

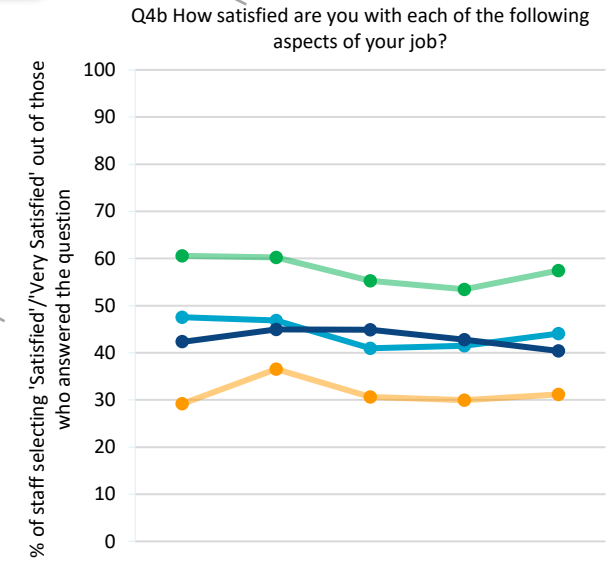


**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

'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.

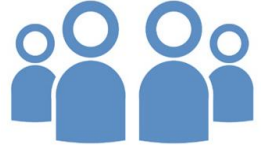
	2020	2021	2022	2023	2024
Your org	42.3%	45.0%	44.9%	42.8%	40.4%
Best result	60.6%	60.3%	55.3%	55.3%	57.4%
Average result	47.5%	46.9%	41.0%	41.5%	44.0%
Worst result	29.2%	36.5%	30.6%	29.9%	31.2%
Responses	835	1255	1491	1325	517

## Organisation details



Liverpool University Hospitals NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **5100**

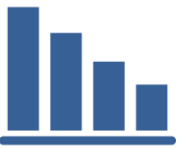
2024 response rate **33%**

### Survey details

Survey mode **Mixed**

◀ 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](#).

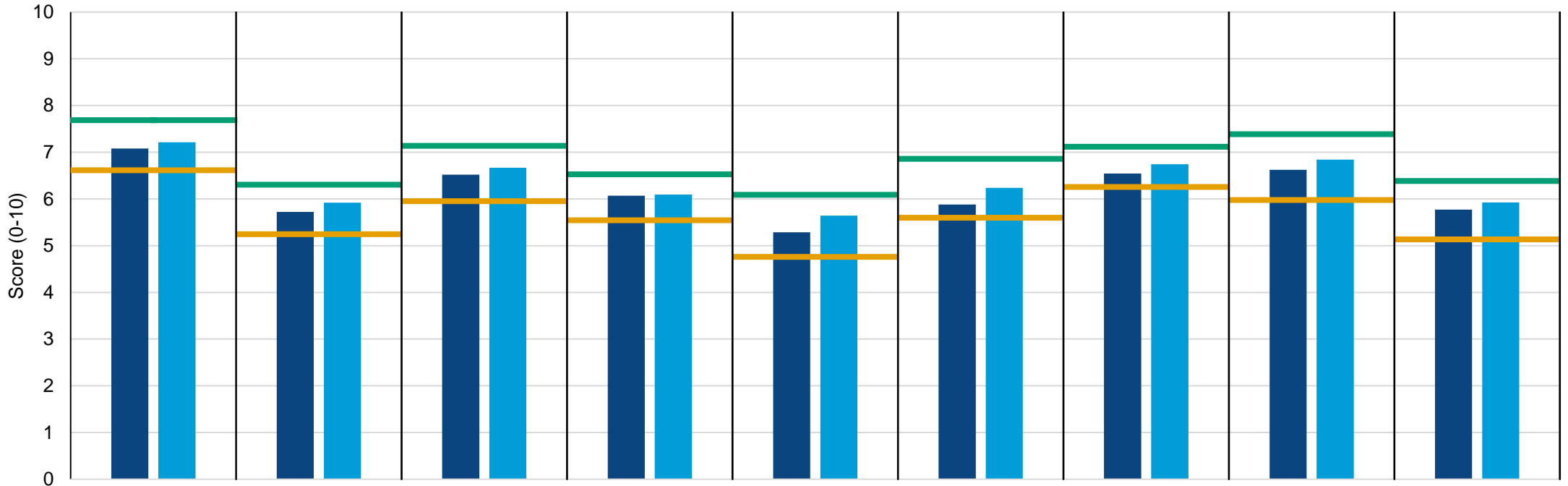


## People Promise elements, themes and sub-score results

## 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.

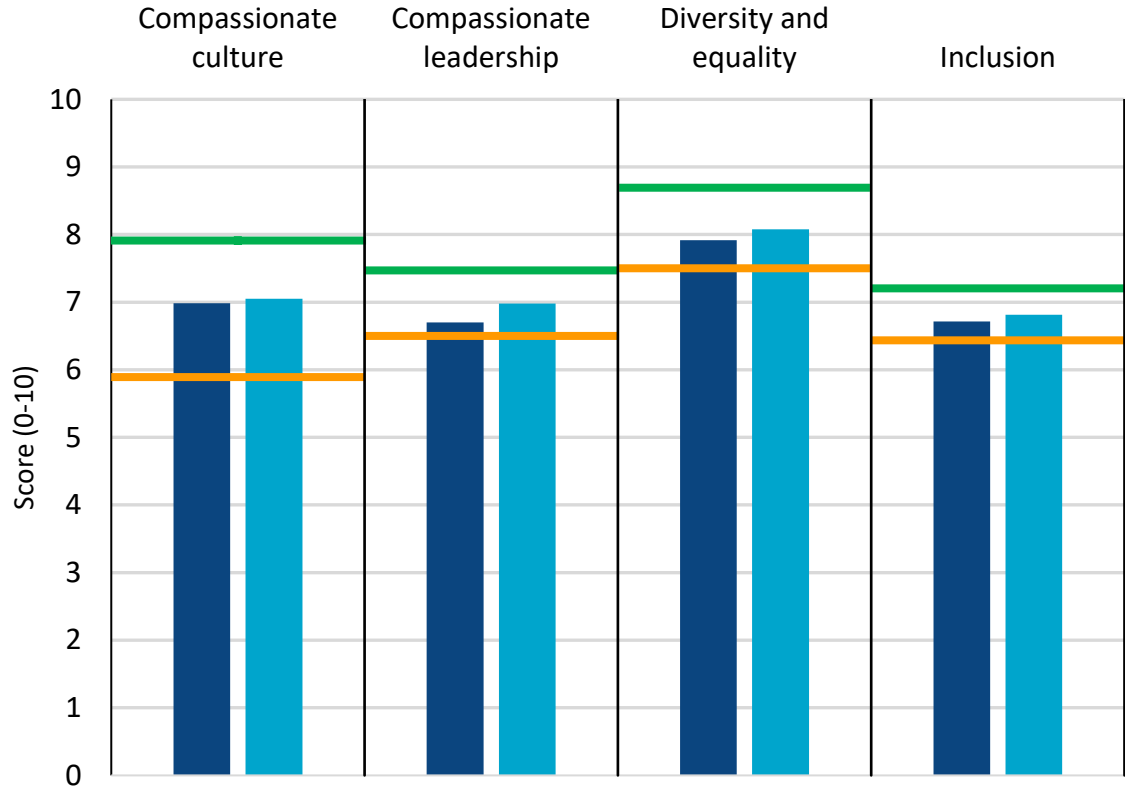


Your org	7.08	5.72	6.52	6.07	5.28	5.88	6.54	6.62	5.77
Best result	7.69	6.30	7.14	6.53	6.09	6.86	7.12	7.39	6.38
Average result	7.21	5.92	6.67	6.09	5.64	6.24	6.74	6.84	5.93
Worst result	6.61	5.24	5.95	5.54	4.76	5.60	6.26	5.98	5.13
Responses	5079	5076	5014	5036	4842	5029	5059	5071	5086

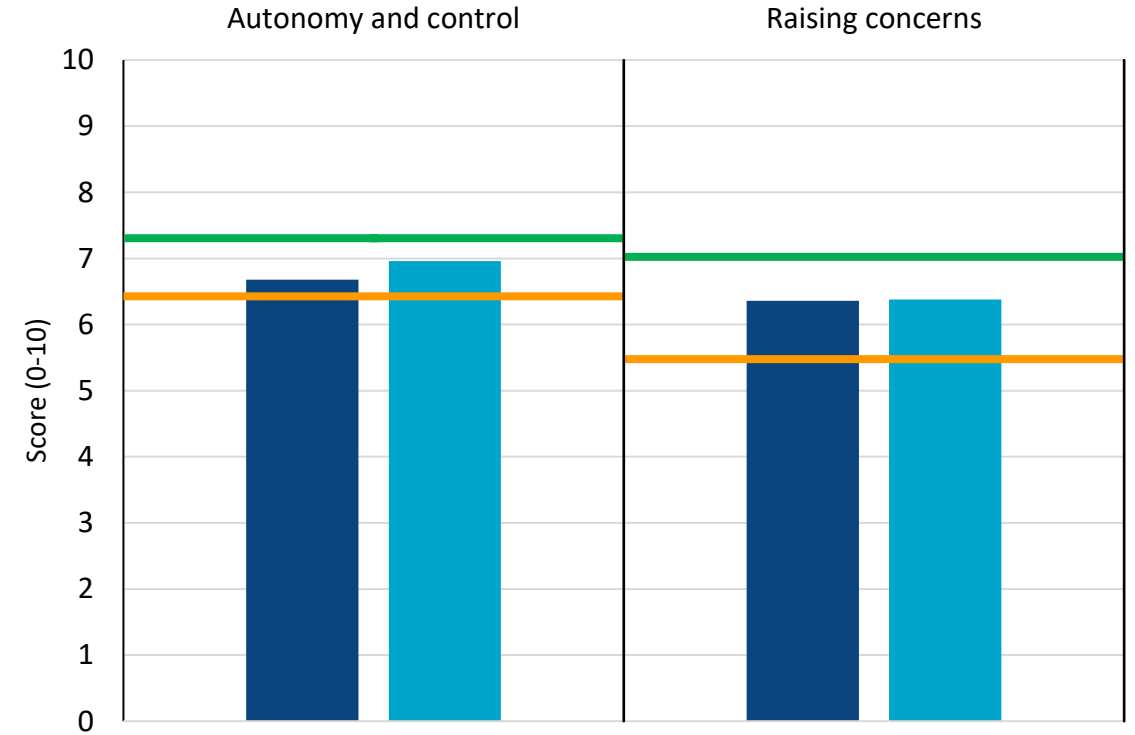
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



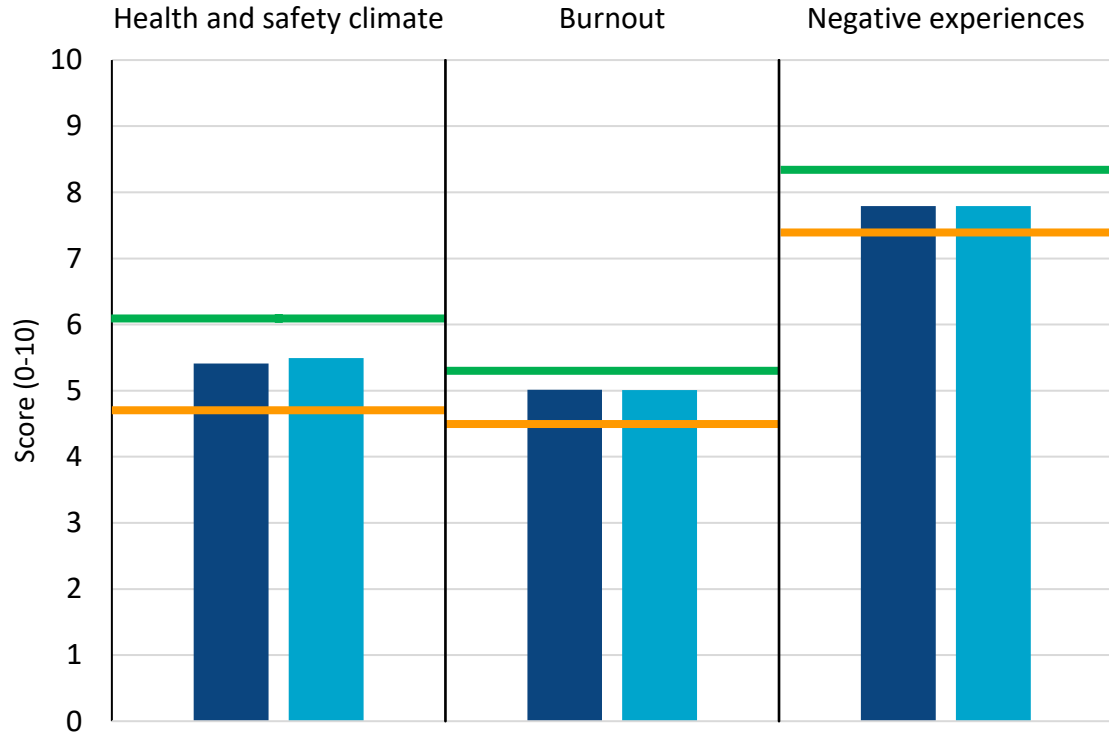
Your org	6.68	6.36
Best result	7.31	7.02
Average result	6.96	6.38
Worst result	6.43	5.48
Responses	5066	5041

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.

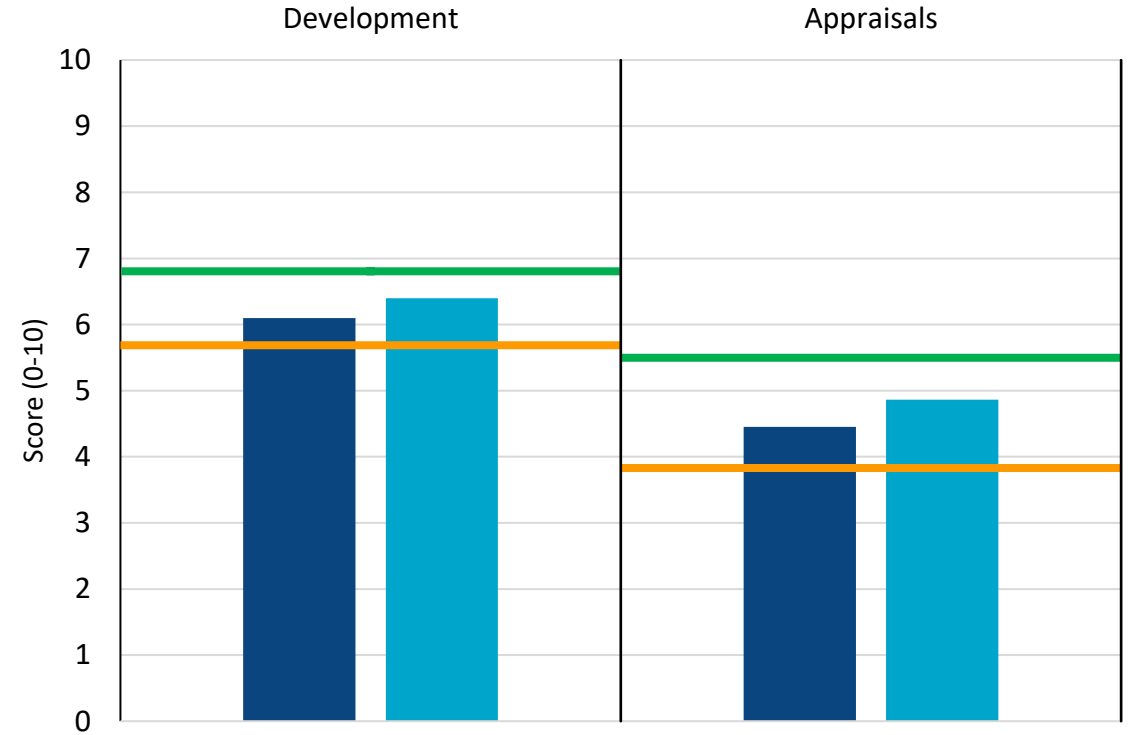
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.41	5.01	7.79
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	5063	5082	5068

Your org	6.10	4.45
Best result	6.80	5.50
Average result	6.40	4.86
Worst result	5.69	3.83
Responses	5074	4849

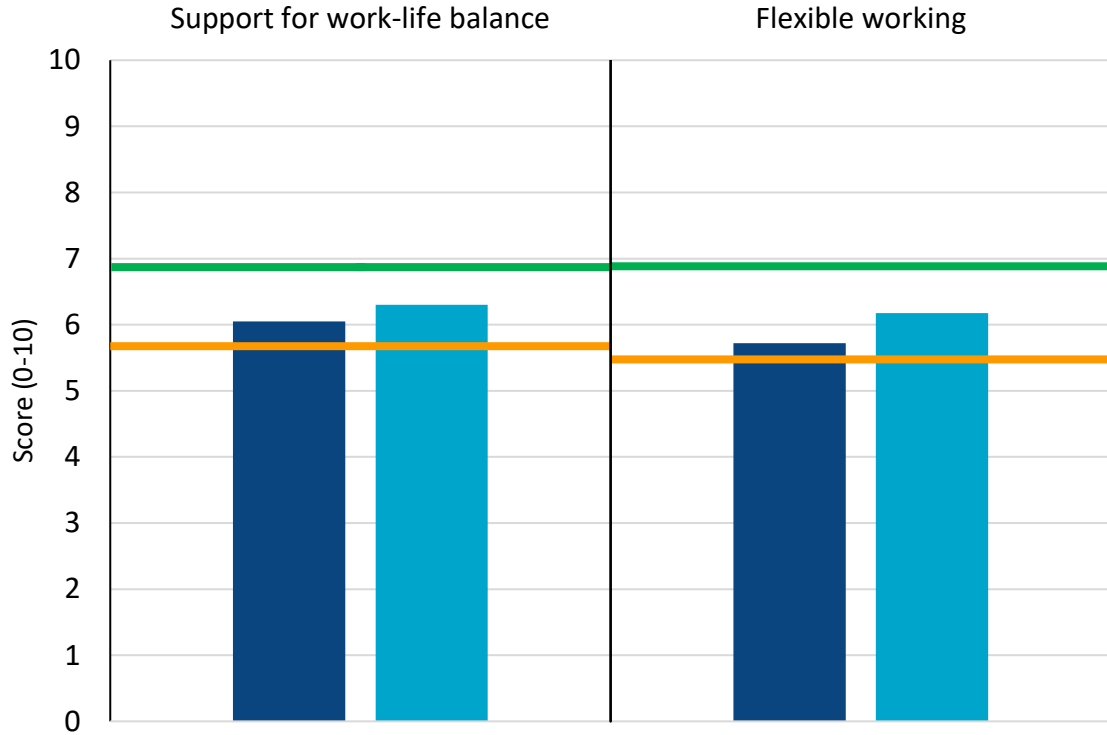
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Your org	6.05	5.72
Best result	6.87	6.88
Average result	6.30	6.17
Worst result	5.67	5.47
Responses	5073	5043

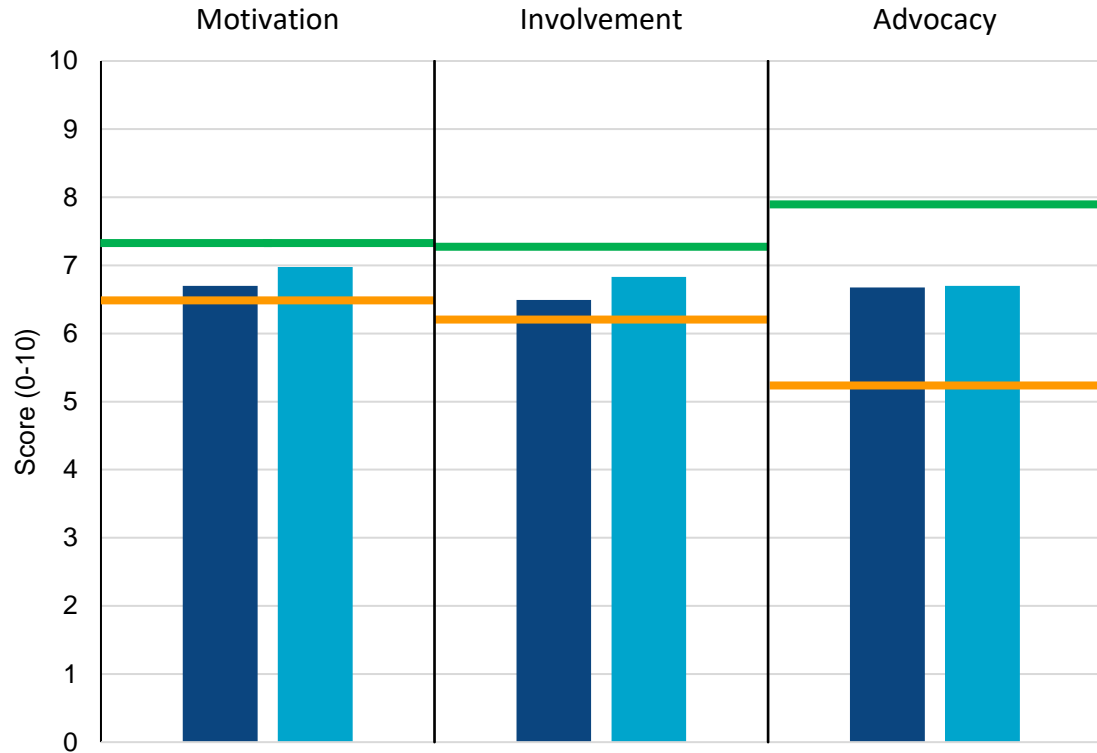


Your org	6.53	6.56
Best result	7.06	7.31
Average result	6.67	6.82
Worst result	6.18	6.33
Responses	5066	5074

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.



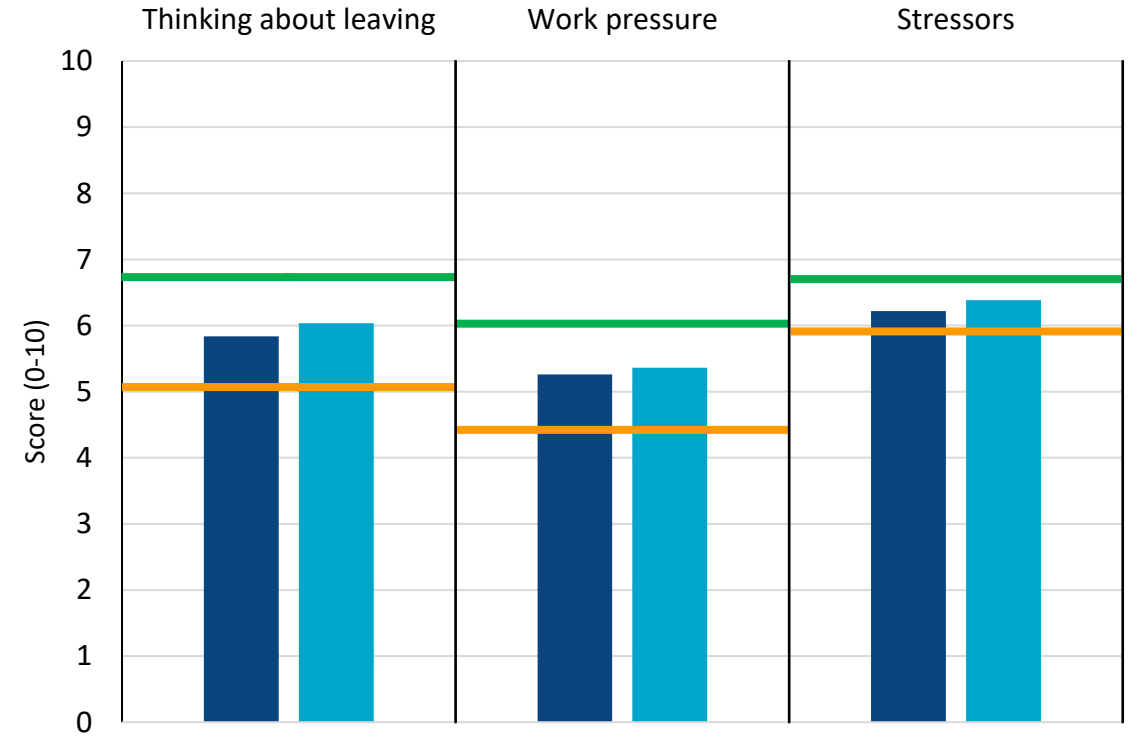
## Theme: Staff engagement



Element	Score (0-10)	Responses
Your org	6.70	4988
Best result	7.33	
Average result	6.98	
Worst result	6.49	
Responses		4988



## Theme: Morale



Element	Score (0-10)	Responses
Your org	5.84	5077
Best result	6.73	
Average result	6.04	
Worst result	5.07	
Responses		5077

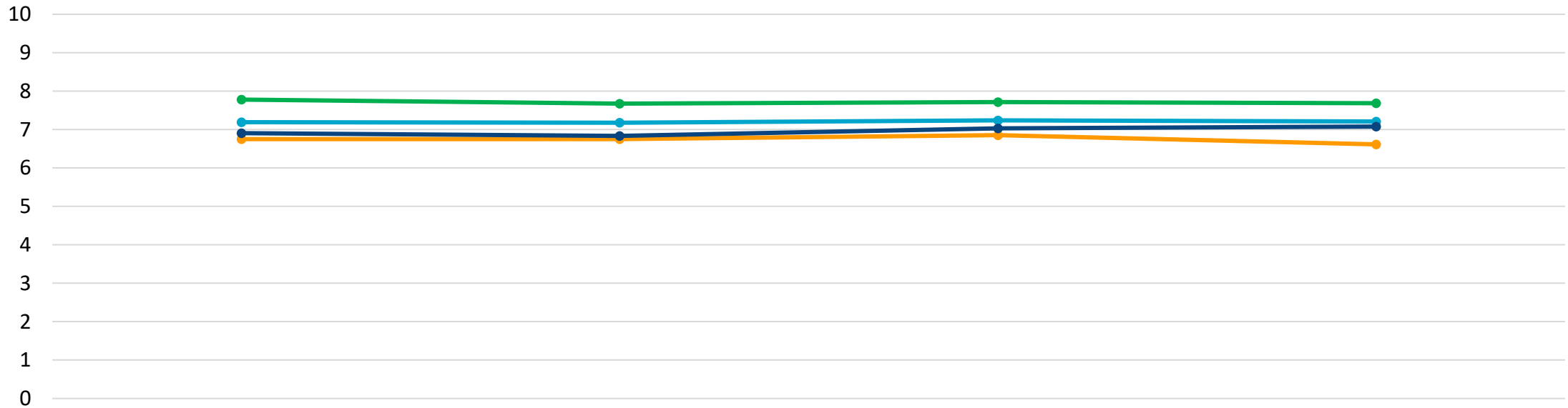


## People Promise elements, themes and sub-scores: Trends

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

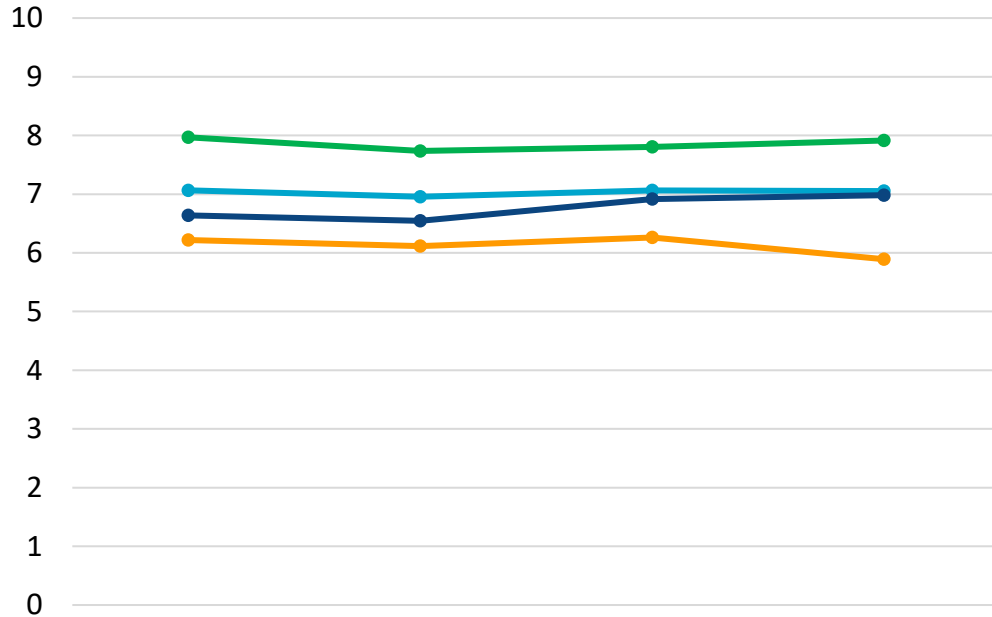


	2021	2022	2023	2024
Your org	6.91	6.83	7.03	7.08
Best result	7.78	7.67	7.72	7.69
Average result	7.19	7.18	7.24	7.21
Worst result	6.75	6.75	6.85	6.61
Responses	4078	4216	4754	5079

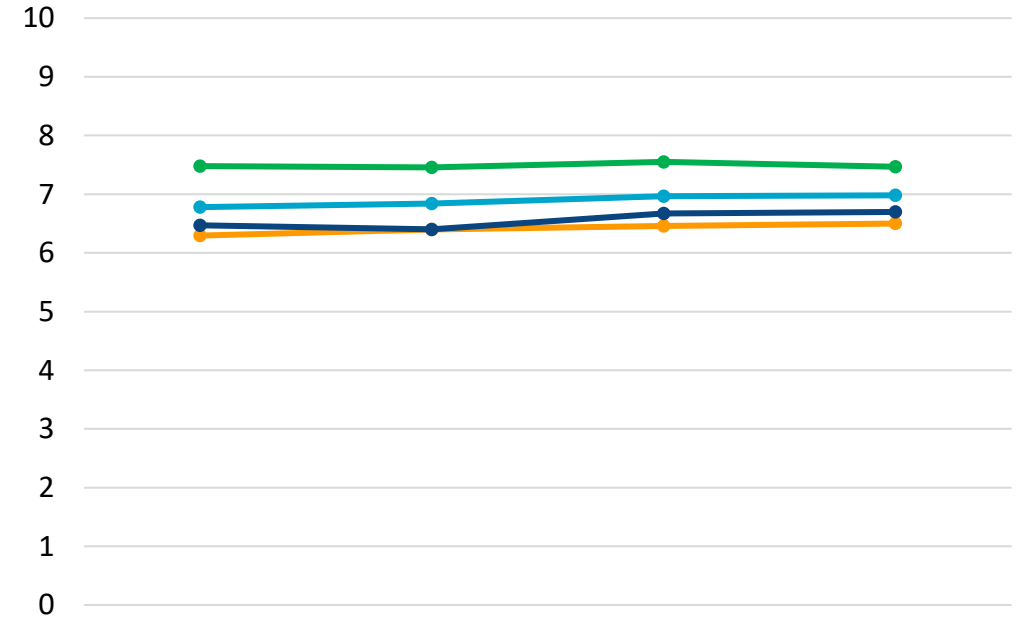
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



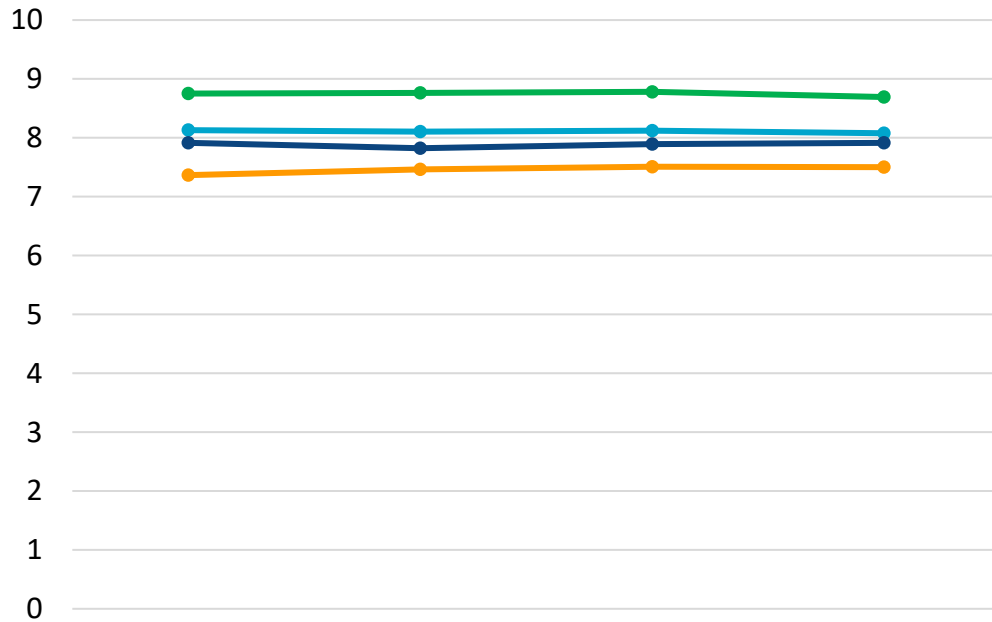
	2021	2022	2023	2024
Your org	6.64	6.55	6.92	6.98
Best result	7.97	7.74	7.81	7.91
Average result	7.07	6.96	7.06	7.05
Worst result	6.22	6.12	6.26	5.89
Responses	4071	4201	4747	5065

	2021	2022	2023	2024
Your org	6.47	6.40	6.67	6.70
Best result	7.48	7.46	7.55	7.47
Average result	6.78	6.84	6.96	6.98
Worst result	6.30	6.40	6.46	6.50
Responses	4075	4211	4752	5074

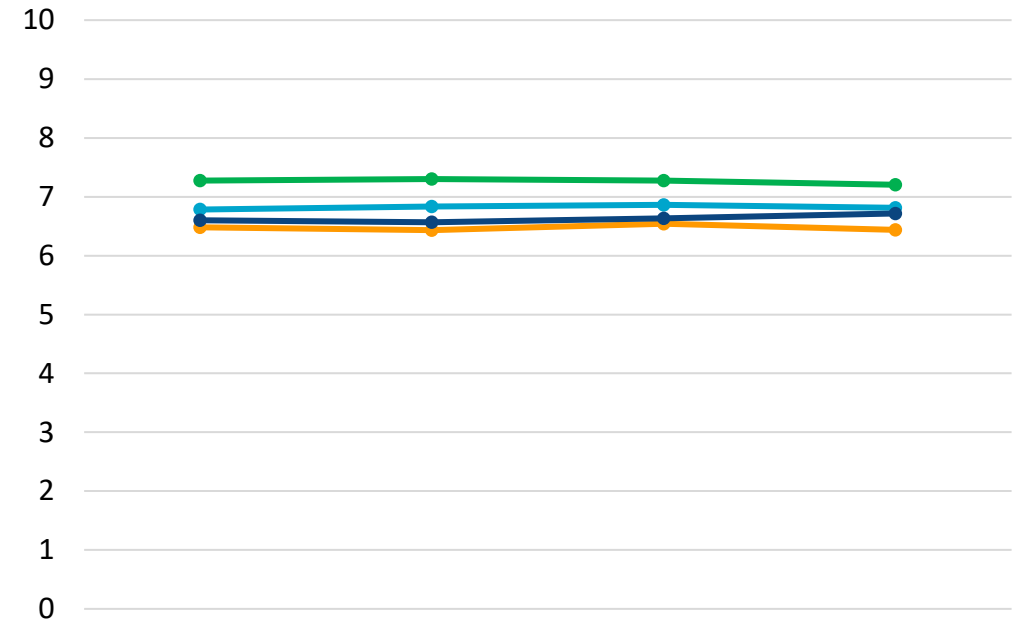
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	7.91	7.82	7.89	7.91
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	4072	4216	4740	5062

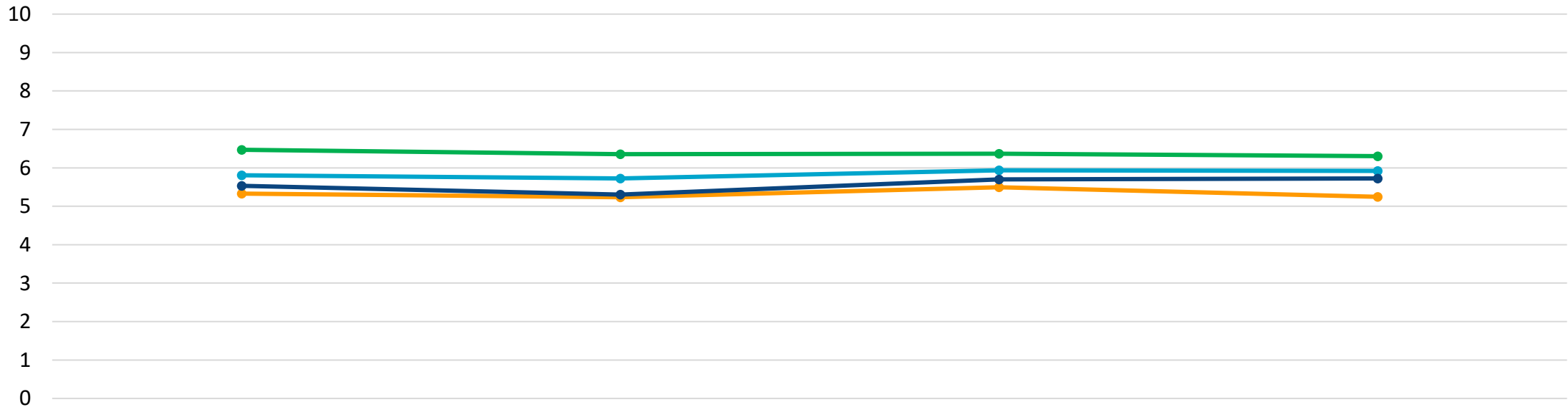
	2021	2022	2023	2024
Your org	6.60	6.57	6.63	6.72
Best result	7.28	7.30	7.27	7.20
Average result	6.78	6.84	6.86	6.81
Worst result	6.48	6.43	6.54	6.44
Responses	4039	4197	4730	5048

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



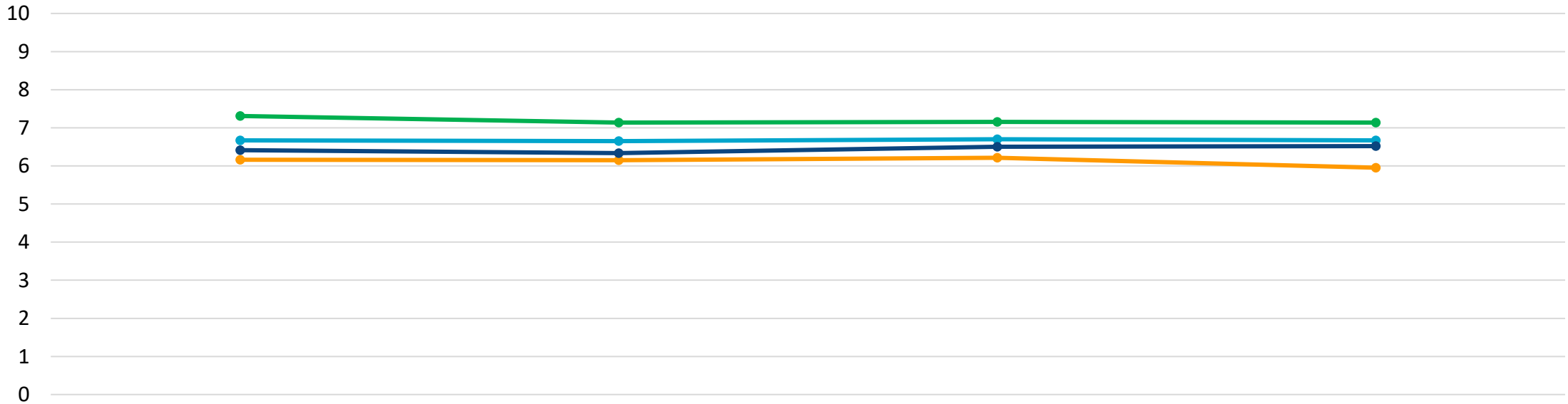
	2021	2022	2023	2024
Your org	5.53	5.30	5.70	5.72
Best result	6.47	6.36	6.37	6.30
Average result	5.81	5.72	5.94	5.92
Worst result	5.33	5.24	5.49	5.24
Responses	4064	4199	4754	5076

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



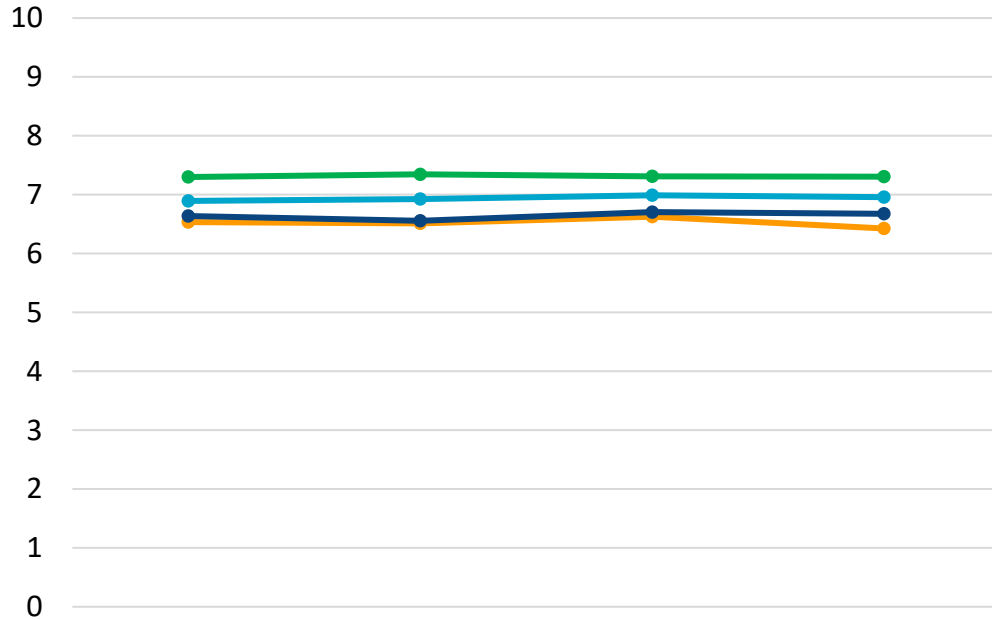
	2021	2022	2023	2024
Your org	6.41	6.34	6.50	6.52
Best result	7.31	7.14	7.16	7.14
Average result	6.67	6.65	6.70	6.67
Worst result	6.16	6.15	6.21	5.95
Responses	4053	4174	4693	5014

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.

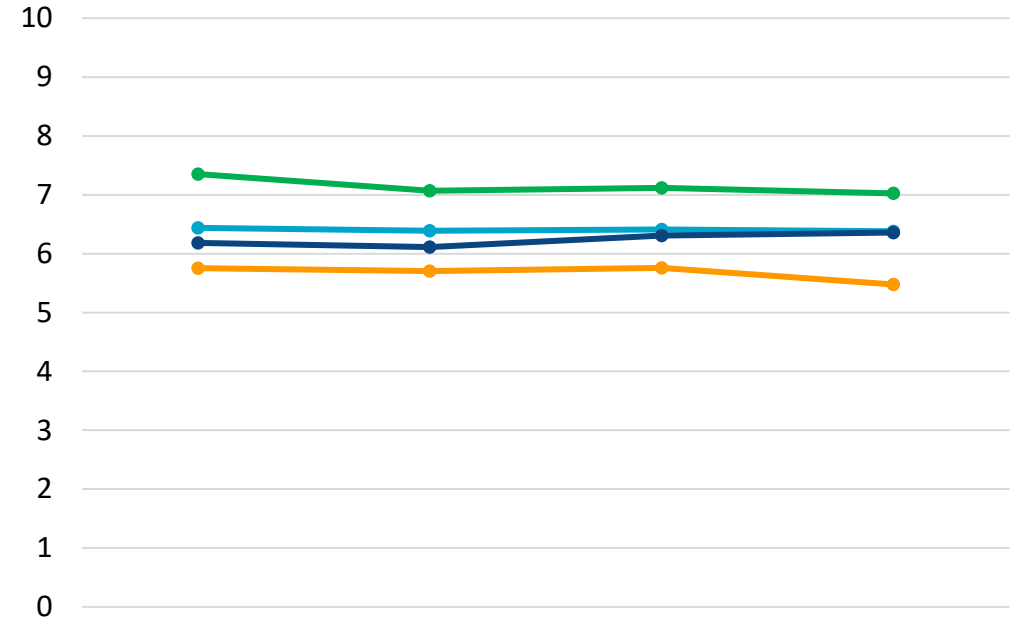


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	6.64	6.56	6.70	6.68
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	4083	4212	4747	5066

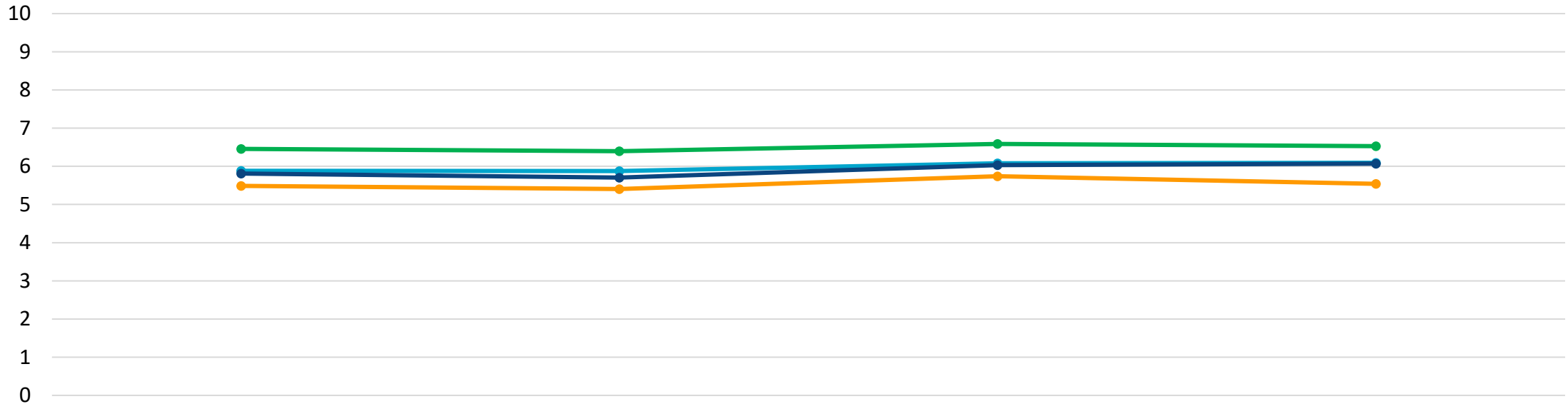
	2021	2022	2023	2024
Your org	6.18	6.11	6.31	6.36
Best result	7.35	7.07	7.12	7.02
Average result	6.44	6.39	6.41	6.38
Worst result	5.75	5.70	5.76	5.48
Responses	4057	4184	4710	5041

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	5.81	5.71	6.03	6.07
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	4068	4187	4711	5036

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.

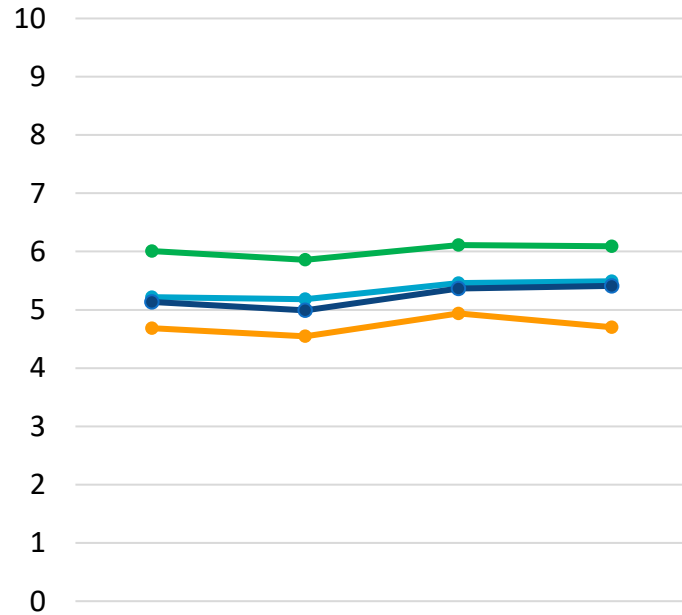


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



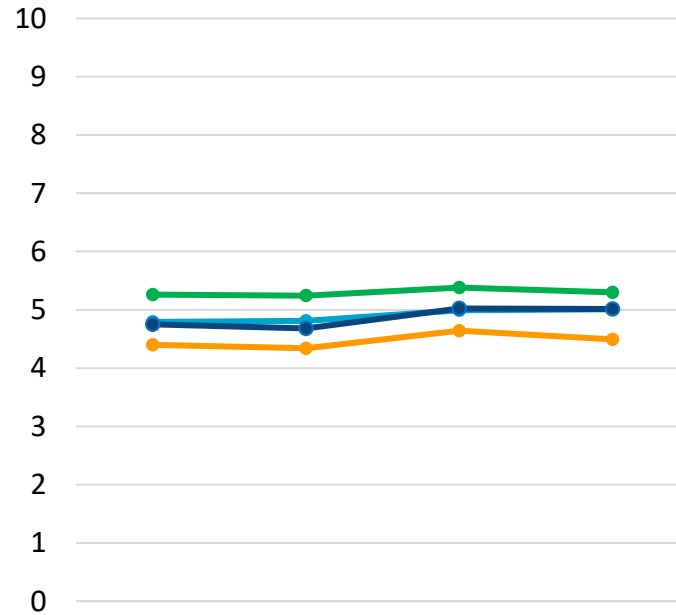
## Promise element 4: We are safe and healthy

Health and safety climate



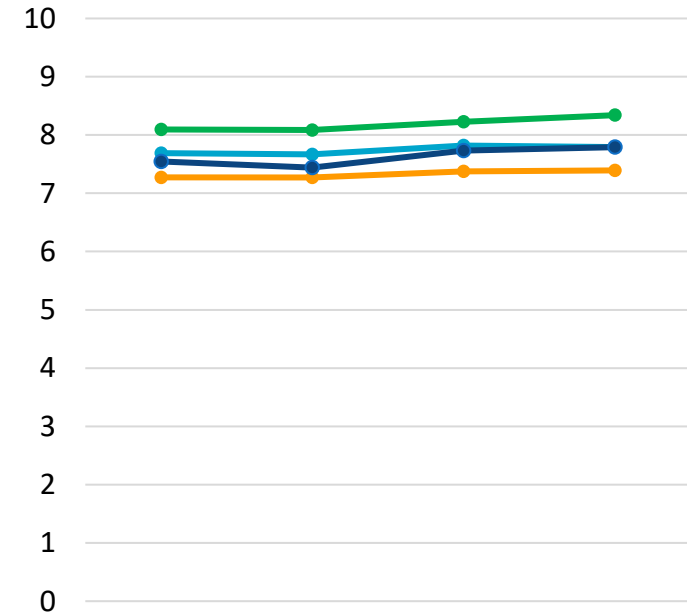
	2021	2022	2023	2024
<b>Your org</b>	5.14	4.99	5.36	5.41
<b>Best result</b>	6.01	5.86	6.11	6.09
<b>Average result</b>	5.21	5.18	5.46	5.49
<b>Worst result</b>	4.68	4.55	4.94	4.70
Responses	4084	4211	4750	5063

Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.75	4.68	5.02	5.01
<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	4079	4215	4755	5082

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.54	7.44	7.73	7.79
<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	4075	4206	4726	5068

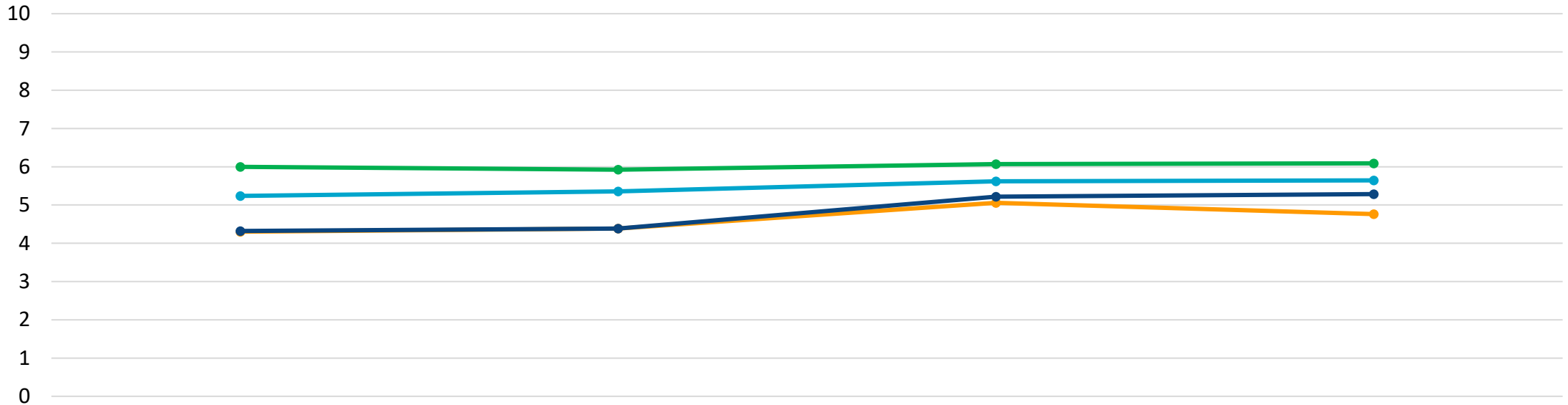
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



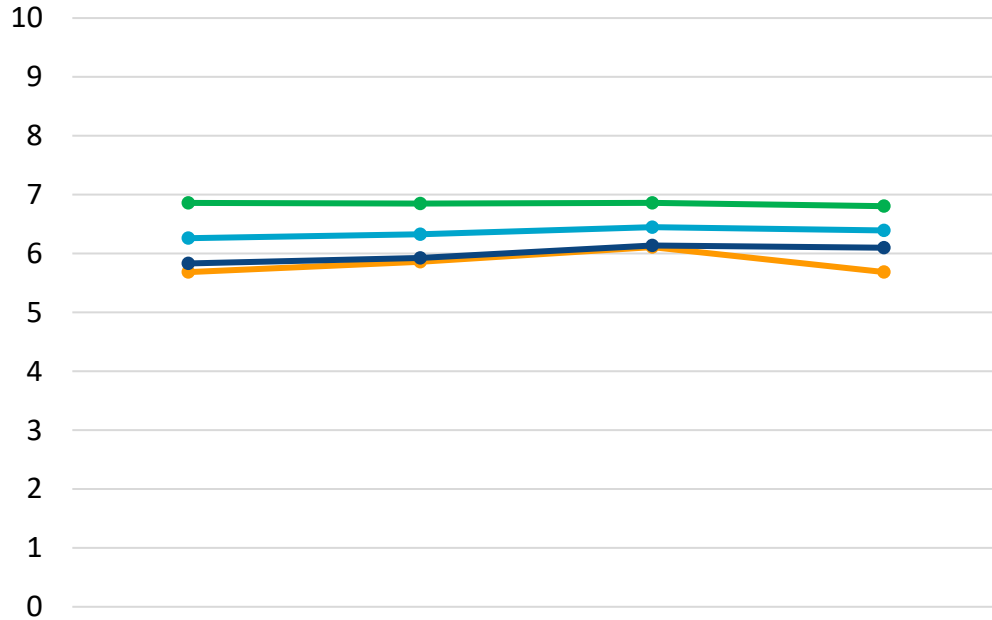
	2021	2022	2023	2024
Your org	4.32	4.39	5.22	5.28
Best result	6.00	5.92	6.07	6.09
Average result	5.24	5.35	5.62	5.64
Worst result	4.30	4.39	5.06	4.76
Responses	3775	3941	4486	4842

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.

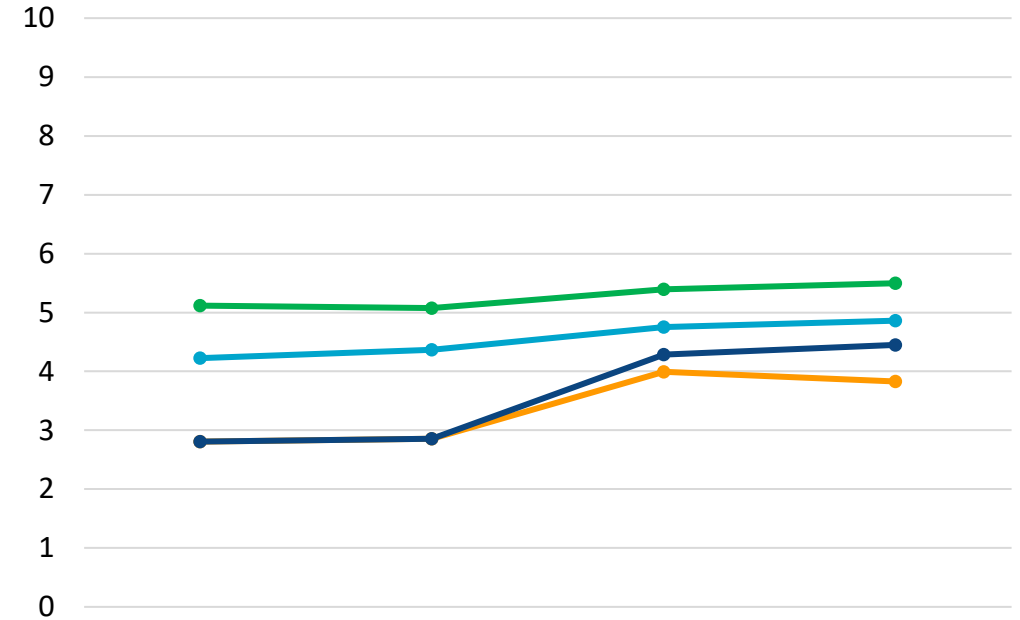


## Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	5.83	5.92	6.14	6.10
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	4062	4204	4746	5074

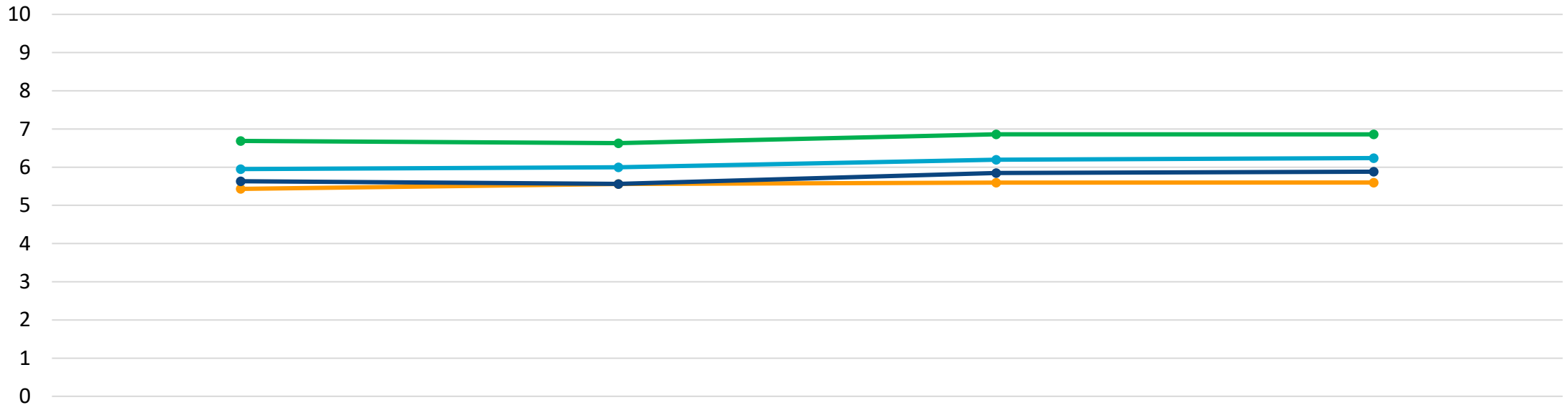
	2021	2022	2023	2024
Your org	2.81	2.85	4.29	4.45
Best result	5.12	5.08	5.40	5.50
Average result	4.23	4.37	4.75	4.86
Worst result	2.81	2.85	3.99	3.83
Responses	3787	3958	4491	4849

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



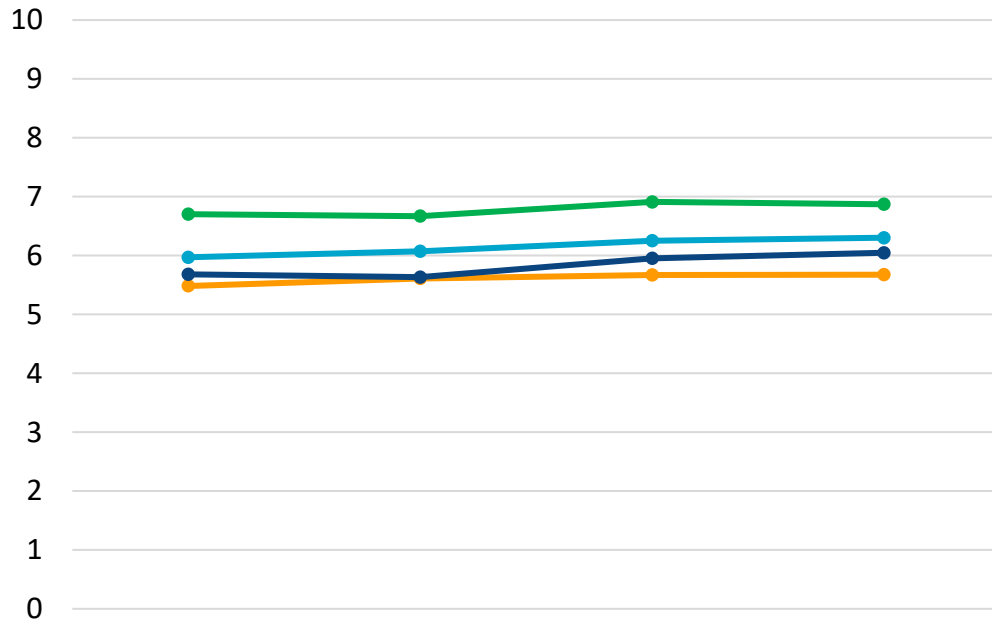
	2021	2022	2023	2024
Your org	5.63	5.56	5.85	5.88
Best result	6.69	6.63	6.86	6.86
Average result	5.95	6.00	6.20	6.24
Worst result	5.43	5.56	5.60	5.60
Responses	4045	4175	4720	5029

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.

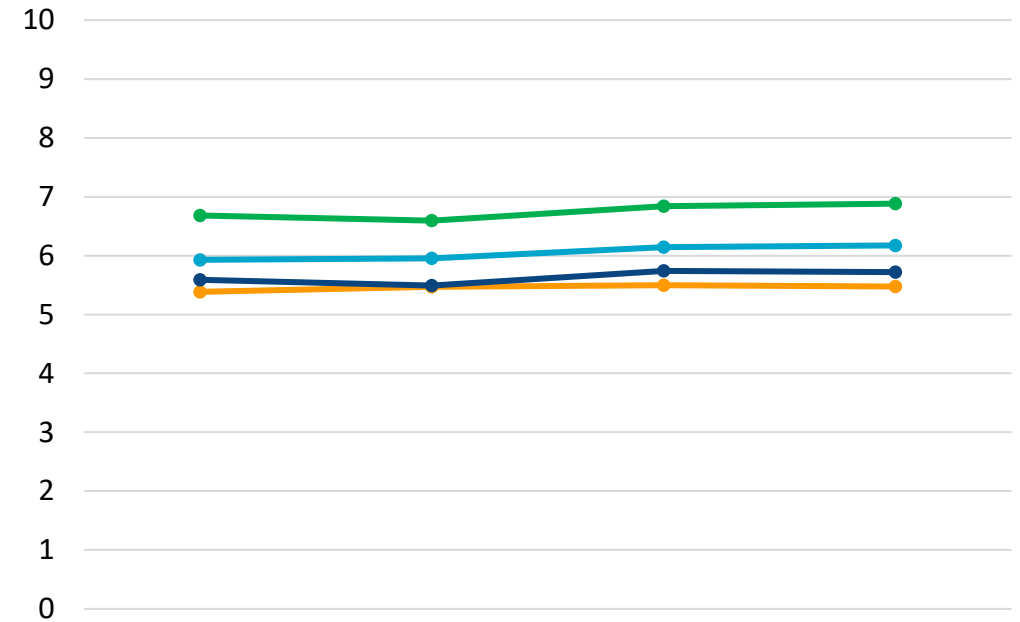


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	5.68	5.63	5.95	6.05
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 4082 4215 4747 5073

2021 2022 2023 2024

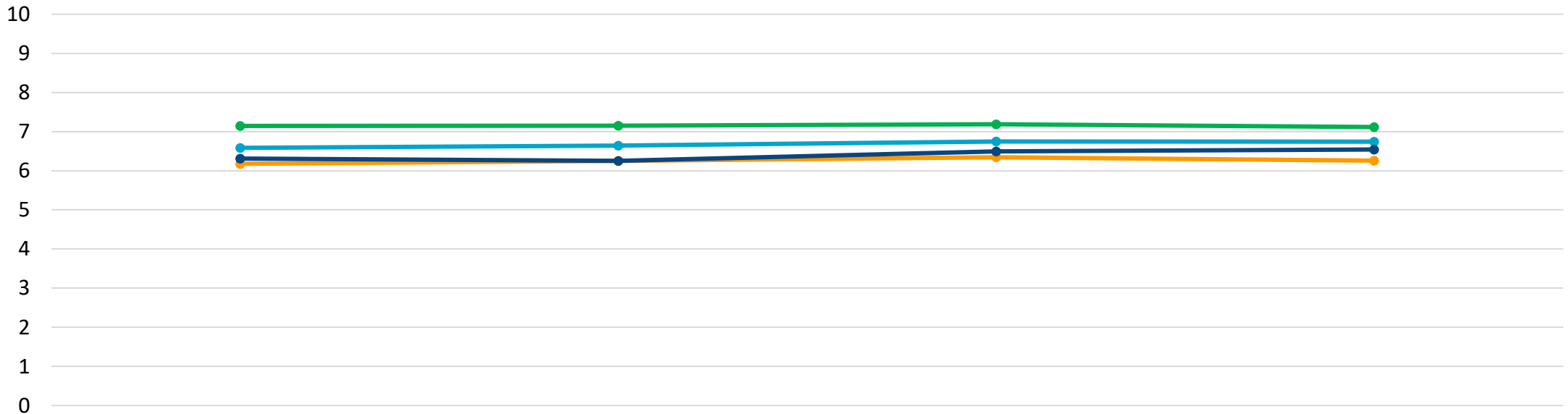
	2021	2022	2023	2024
Your org	5.59	5.49	5.74	5.72
Best result	6.68	6.59	6.84	6.88
Average result	5.93	5.95	6.15	6.17
Worst result	5.39	5.47	5.50	5.47

Responses 4049 4182 4732 5043

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	6.31	6.25	6.49	6.54
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	4070	4207	4743	5059

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.

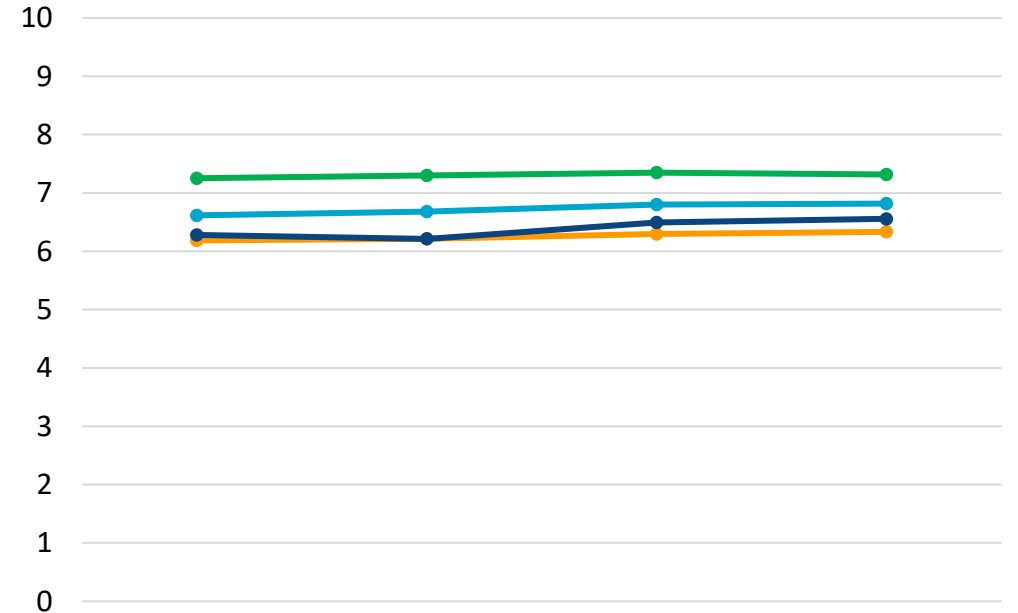


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.34	6.29	6.50	6.53
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	4075	4214	4748	5066

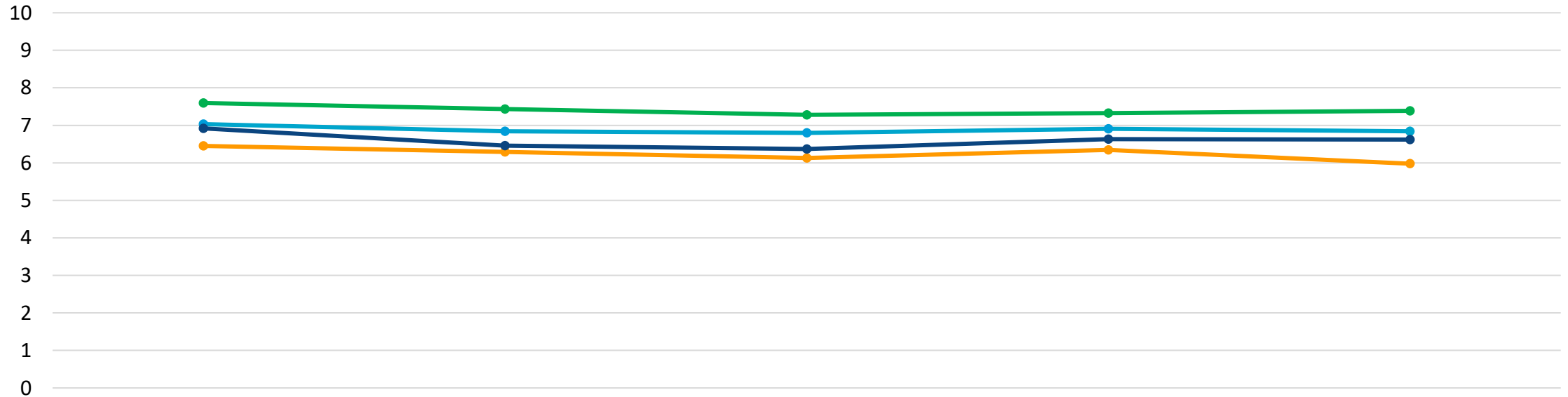
	2021	2022	2023	2024
Your org	6.28	6.21	6.49	6.56
Best result	7.25	7.30	7.35	7.31
Average result	6.62	6.68	6.80	6.82
Worst result	6.19	6.21	6.30	6.33
Responses	4079	4215	4751	5074

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	6.92	6.46	6.37	6.63	6.62
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	5179	4086	4212	4753	5071





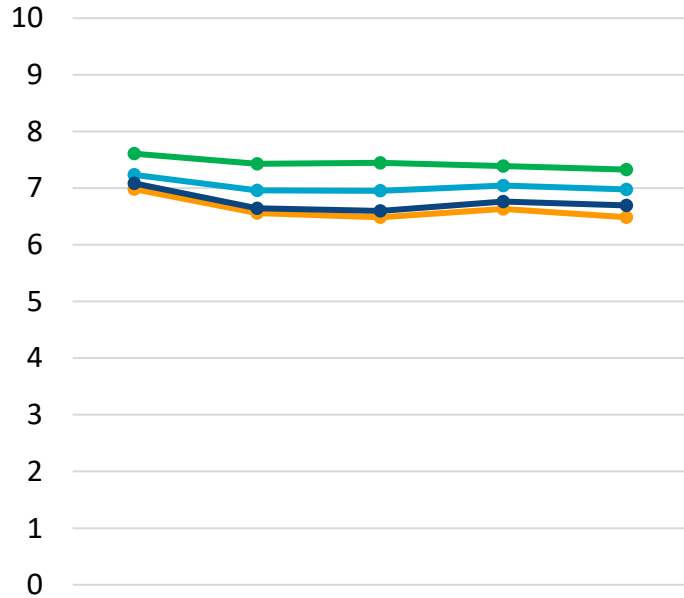
# People Promise elements, themes and sub-scores: Sub-score trends

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.



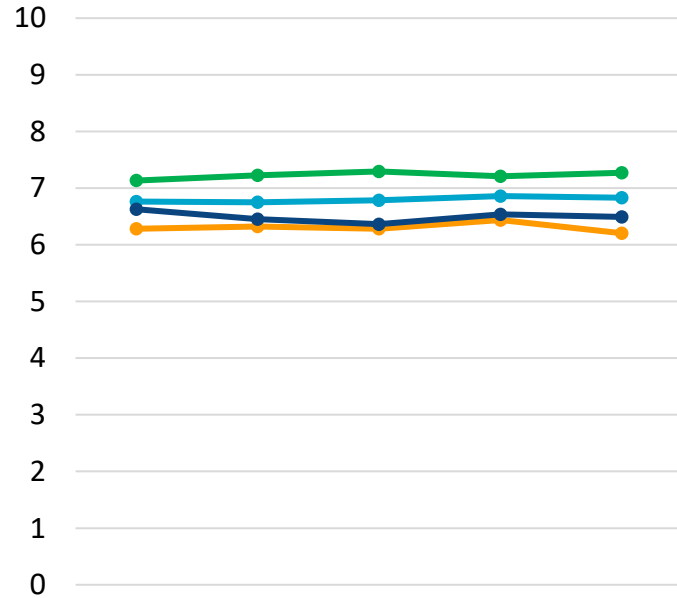
## Theme: Staff Engagement

### Motivation



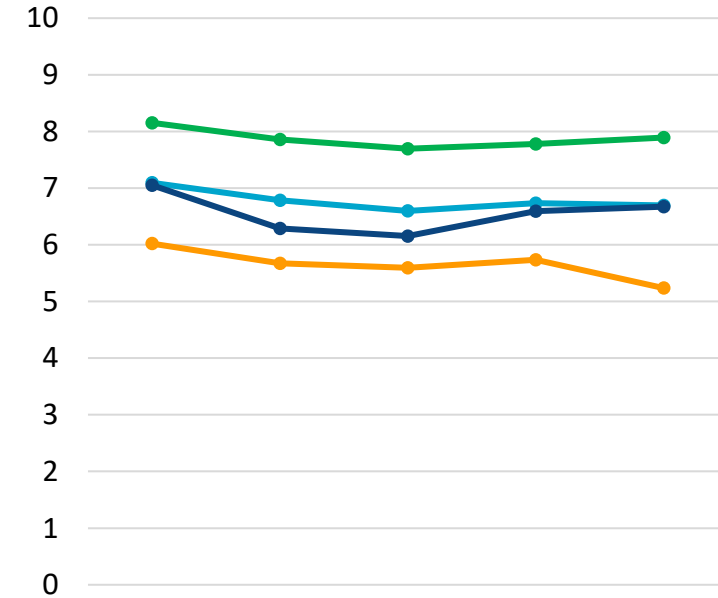
	2020	2021	2022	2023	2024
Your org	7.08	6.64	6.60	6.77	6.70
Best result	7.61	7.43	7.45	7.39	7.33
Average result	7.24	6.96	6.95	7.05	6.98
Worst result	6.98	6.56	6.49	6.63	6.49
Responses	5148	4034	4135	4661	4988

### Involvement



	2020	2021	2022	2023	2024
Your org	6.63	6.45	6.36	6.54	6.49
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	5180	4082	4211	4746	5066

### Advocacy



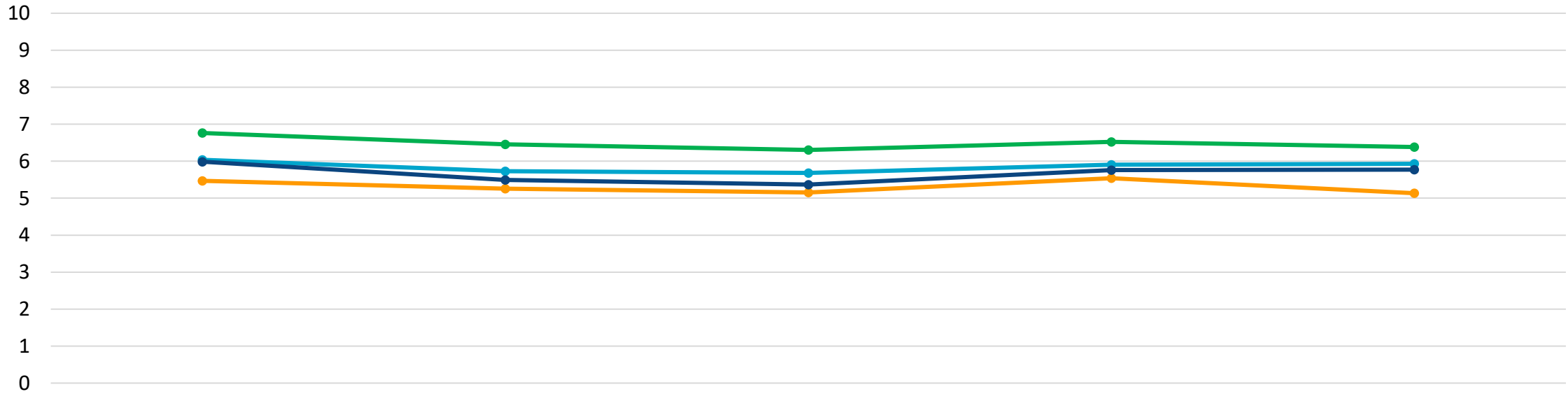
	2020	2021	2022	2023	2024
Your org	7.05	6.29	6.15	6.60	6.68
Best result	8.15	7.86	7.70	7.78	7.90
Average result	7.09	6.78	6.60	6.74	6.70
Worst result	6.02	5.68	5.60	5.73	5.24
Responses	5069	4071	4202	4747	5065

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



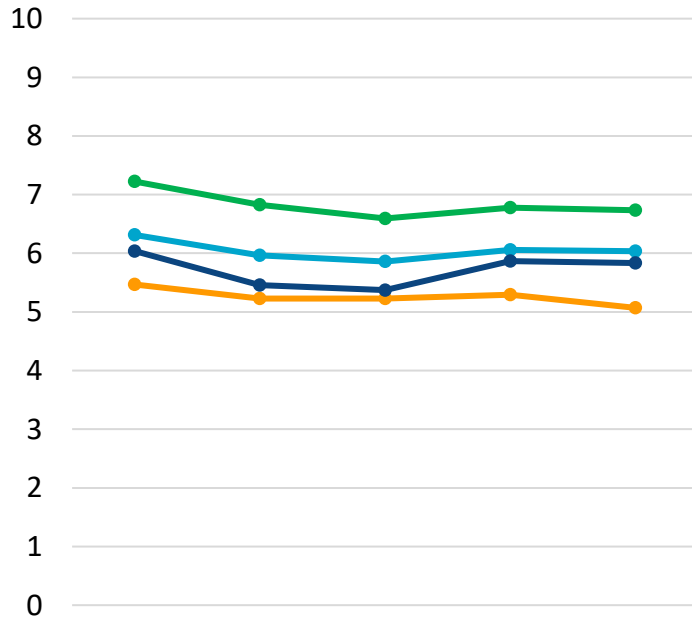
	2020	2021	2022	2023	2024
Your org	5.99	5.49	5.37	5.76	5.77
Best result	6.76	6.45	6.30	6.52	6.38
Average result	6.04	5.73	5.68	5.90	5.93
Worst result	5.47	5.26	5.16	5.54	5.13
Responses	5164	4085	4221	4758	5086

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.



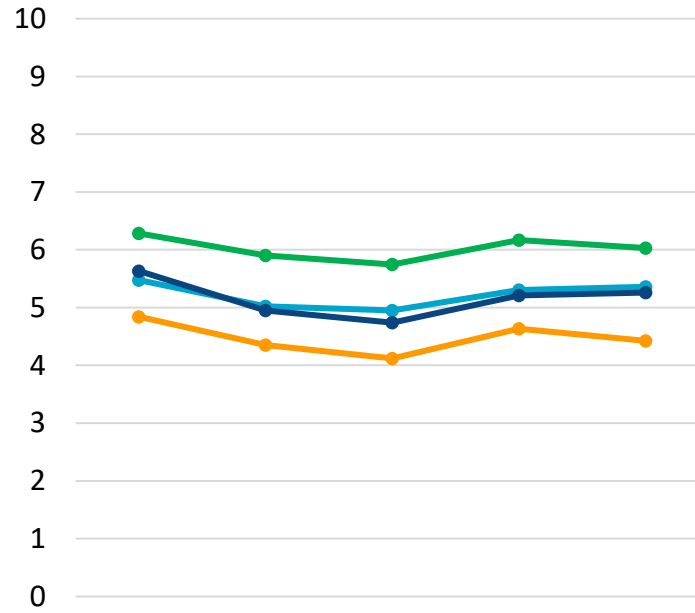
## Theme: Morale

Thinking about leaving



	2020	2021	2022	2023	2024
Your org	6.04	5.46	5.37	5.86	5.84
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	5066	4076	4213	4747	5077

Work pressure



	2020	2021	2022	2023	2024
Your org	5.63	4.95	4.74	5.21	5.26
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	5178	4080	4208	4747	5062

Stressors



	2020	2021	2022	2023	2024
Your org	6.30	6.07	5.99	6.20	6.22
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	5159	4068	4205	4750	5078

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

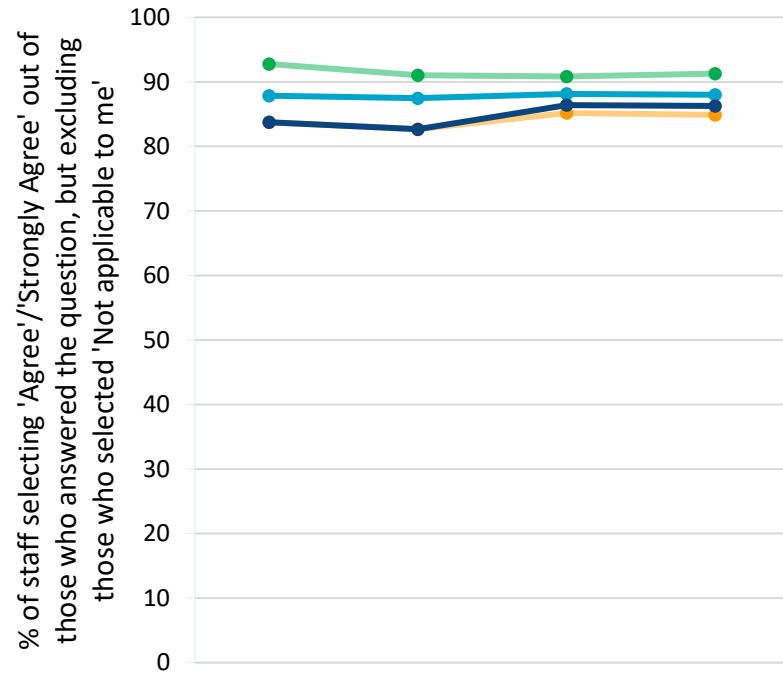
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

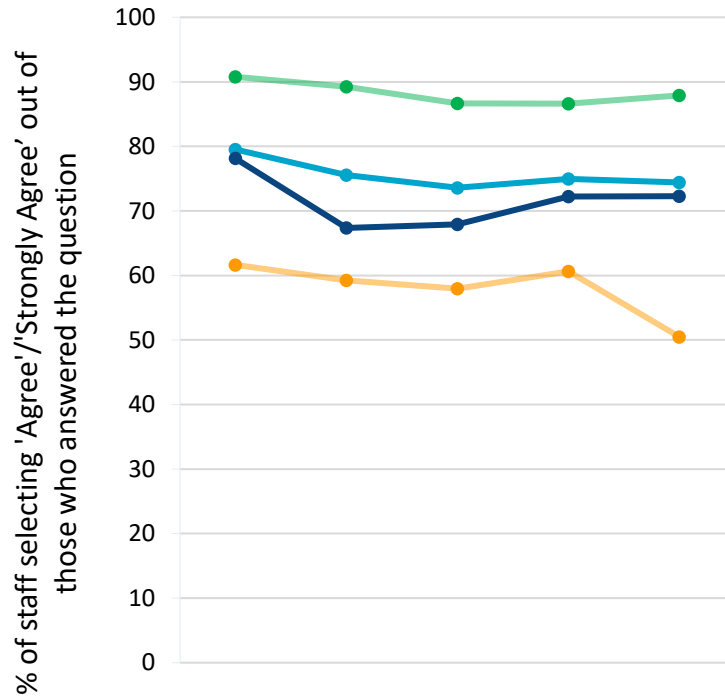


Q6a I feel that my role makes a difference to patients / service users.



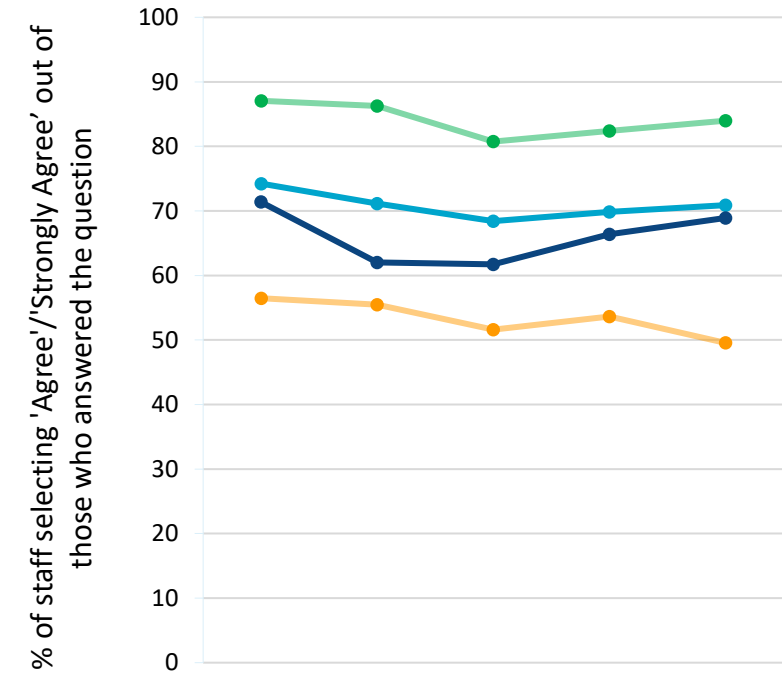
	2021	2022	2023	2024
<b>Your org</b>	83.73%	82.67%	86.39%	86.26%
<b>Best result</b>	92.76%	91.05%	90.84%	91.30%
<b>Average result</b>	87.85%	87.48%	88.13%	88.00%
<b>Worst result</b>	83.73%	82.67%	85.17%	84.88%
Responses	3894	4068	4539	4848

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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.11%	67.36%	67.92%	72.23%	72.29%
<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	5063	4072	4200	4746	5058

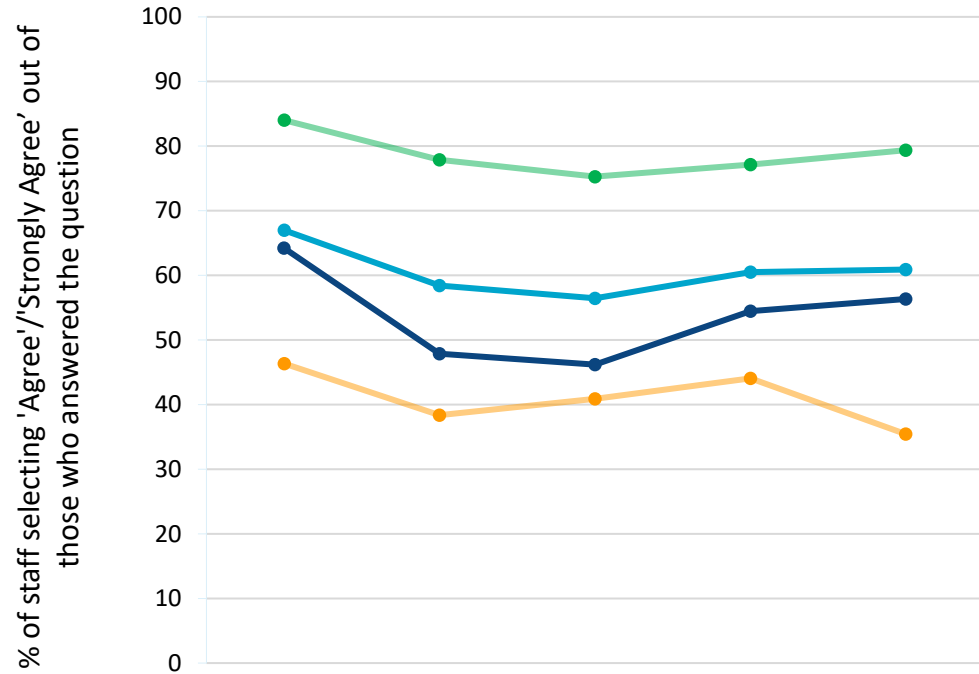
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.36%	62.04%	61.73%	66.38%	68.90%
<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	5065	4056	4187	4741	5051

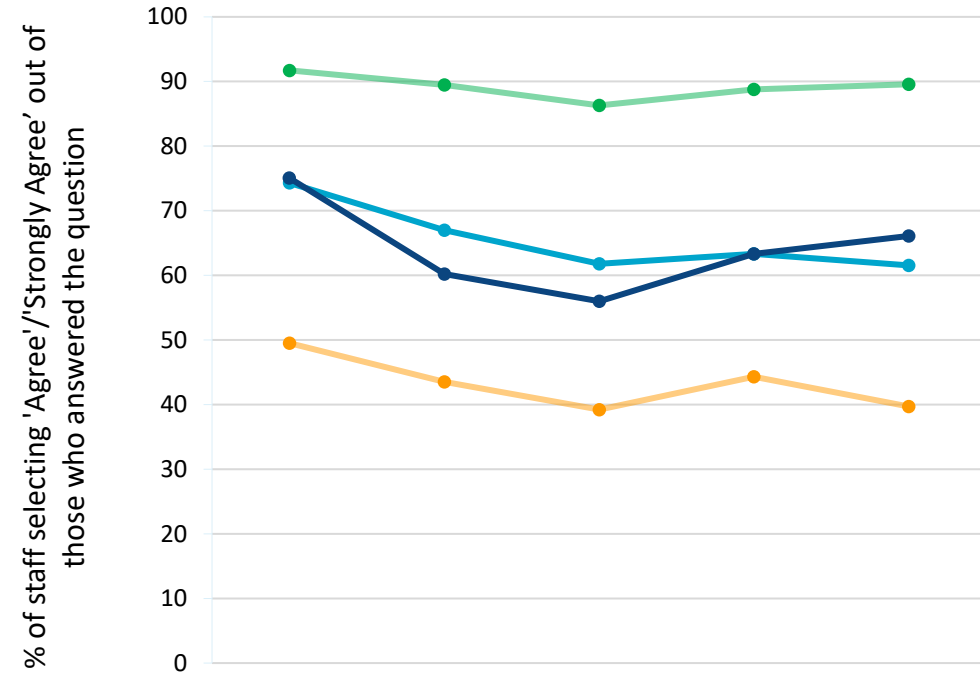


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	64.21%	47.90%	46.19%	54.49%	56.34%
Best result	84.01%	77.87%	75.29%	77.14%	79.38%
Average result	66.98%	58.40%	56.46%	60.53%	60.90%
Worst result	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	5063	4063	4194	4737	5064

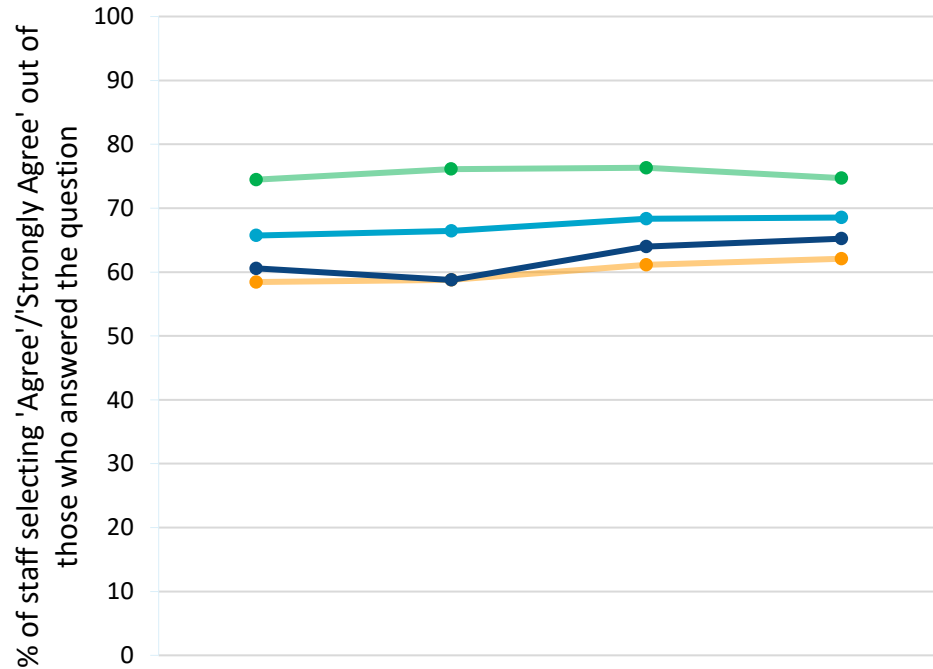
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	75.06%	60.23%	55.99%	63.35%	66.12%
Best result	91.73%	89.48%	86.30%	88.79%	89.59%
Average result	74.30%	67.01%	61.79%	63.34%	61.54%
Worst result	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	5065	4055	4191	4732	5050

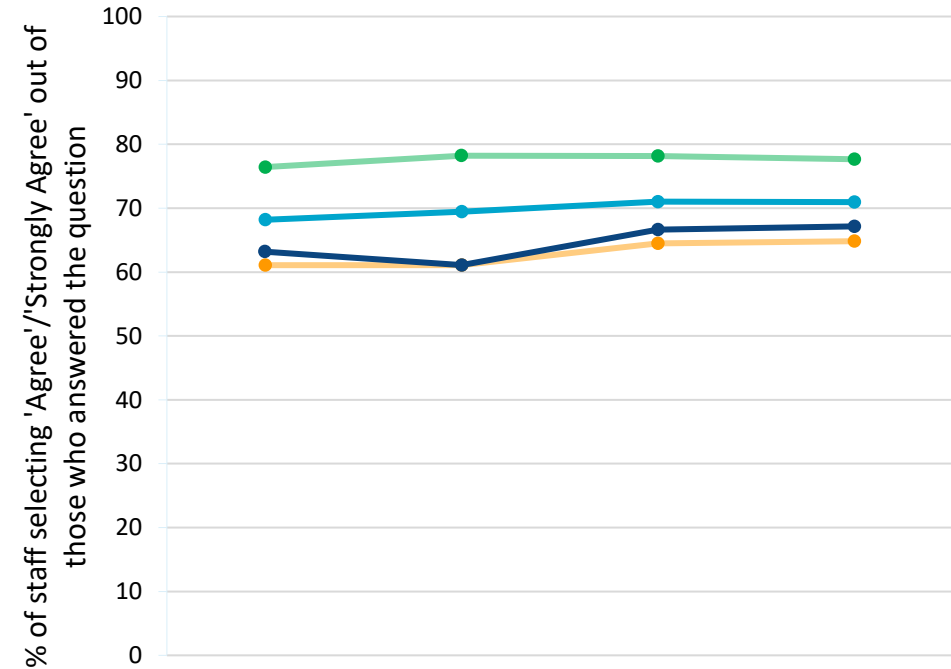


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	60.56%	58.76%	64.00%	65.22%
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	4067	4209	4741	5070

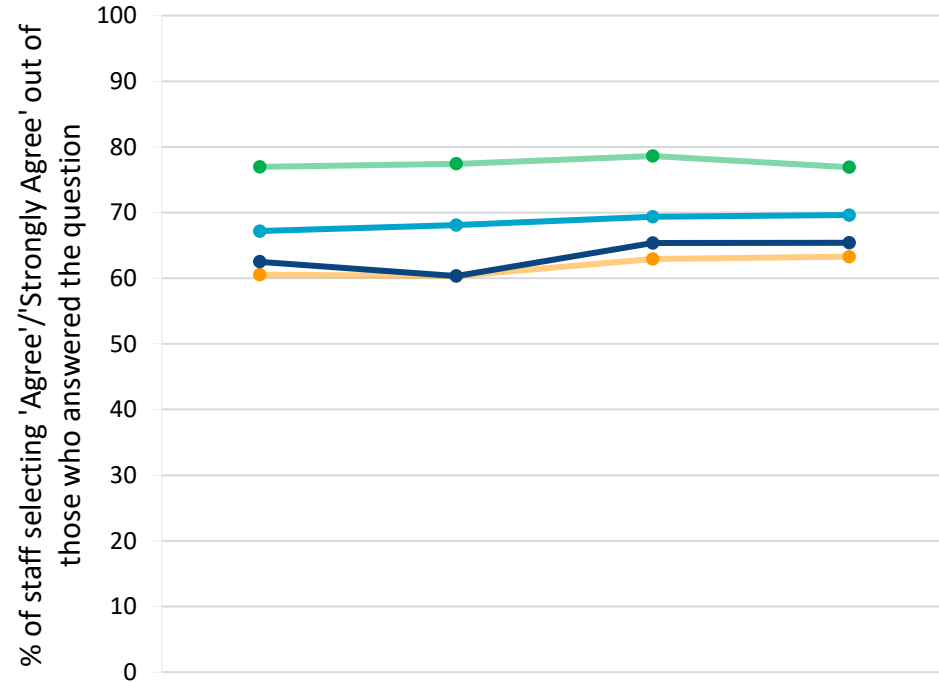
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	63.19%	61.09%	66.65%	67.15%
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	4064	4205	4745	5063

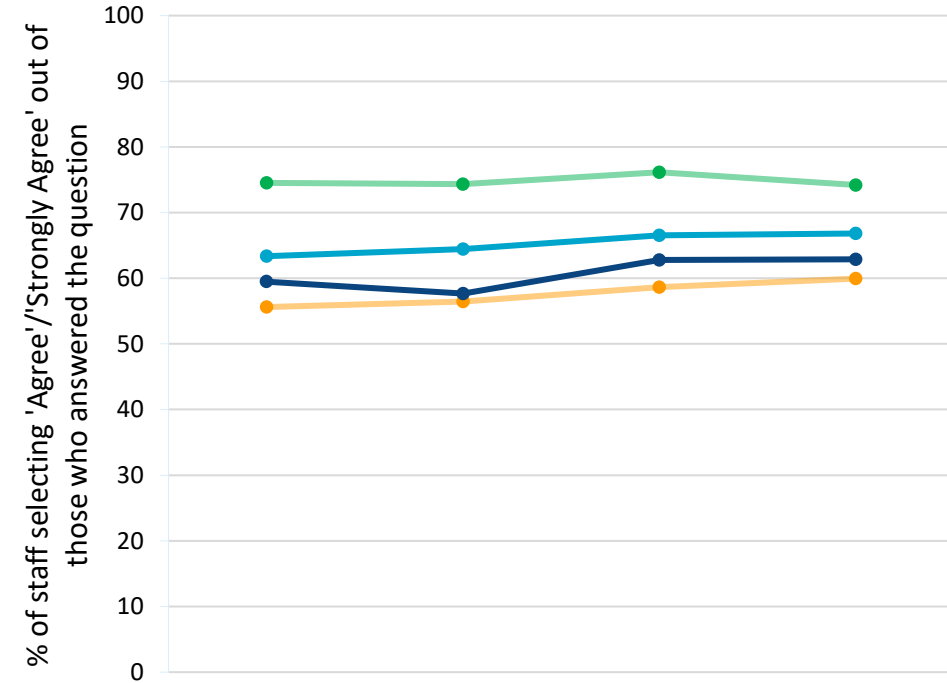


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	62.51%	60.33%	65.39%	65.40%
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	4056	4197	4743	5051

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

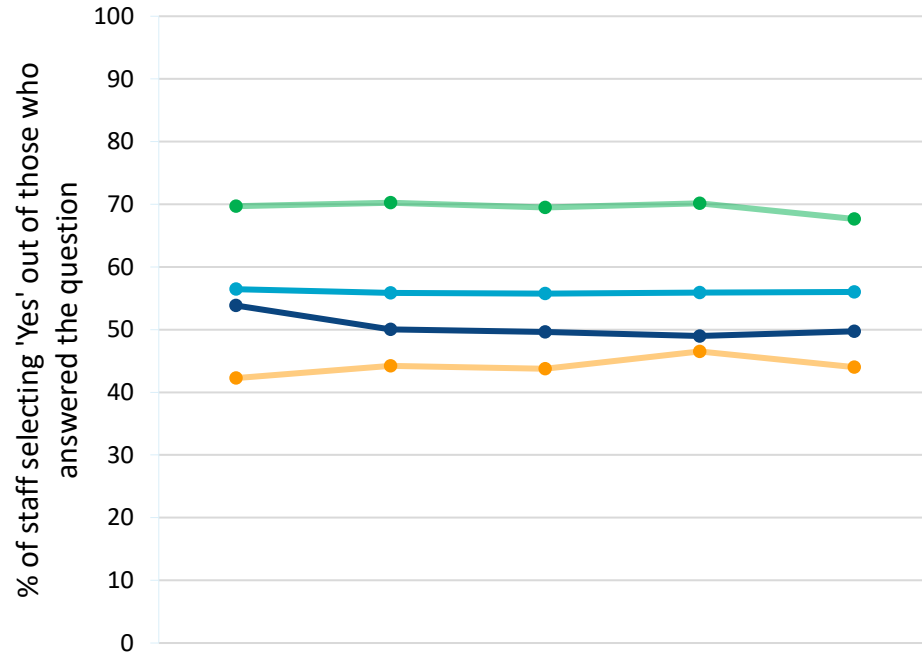


	2021	2022	2023	2024
Your org	59.48%	57.67%	62.78%	62.88%
Best result	74.52%	74.33%	76.14%	74.21%
Average result	63.36%	64.45%	66.52%	66.81%
Worst result	55.61%	56.43%	58.64%	59.94%
Responses	4053	4200	4742	5063



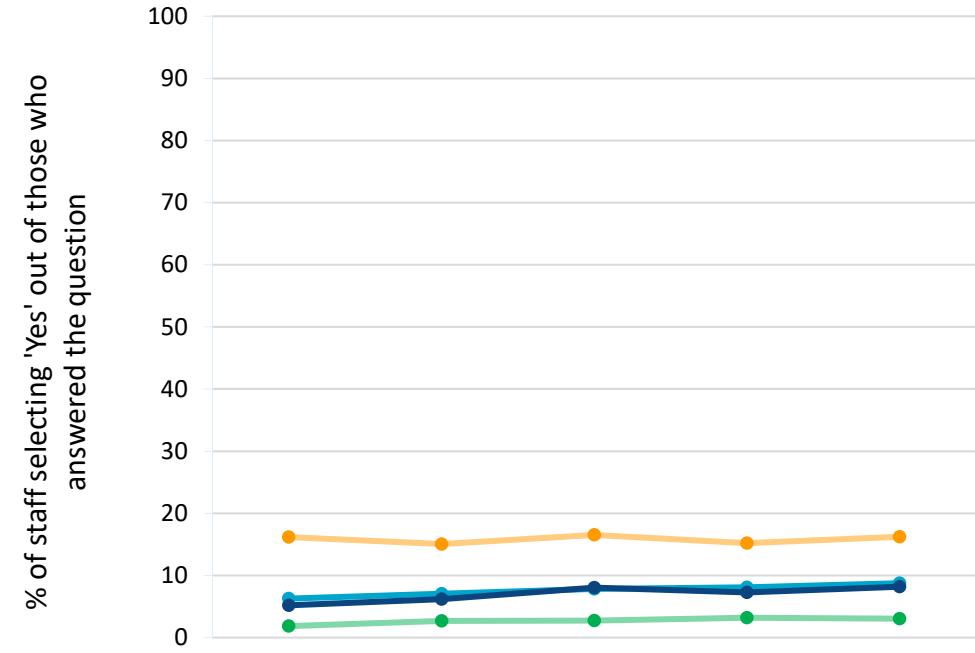


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	53.85%	50.06%	49.65%	48.99%	49.73%
<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	5072	4057	4211	4702	5022

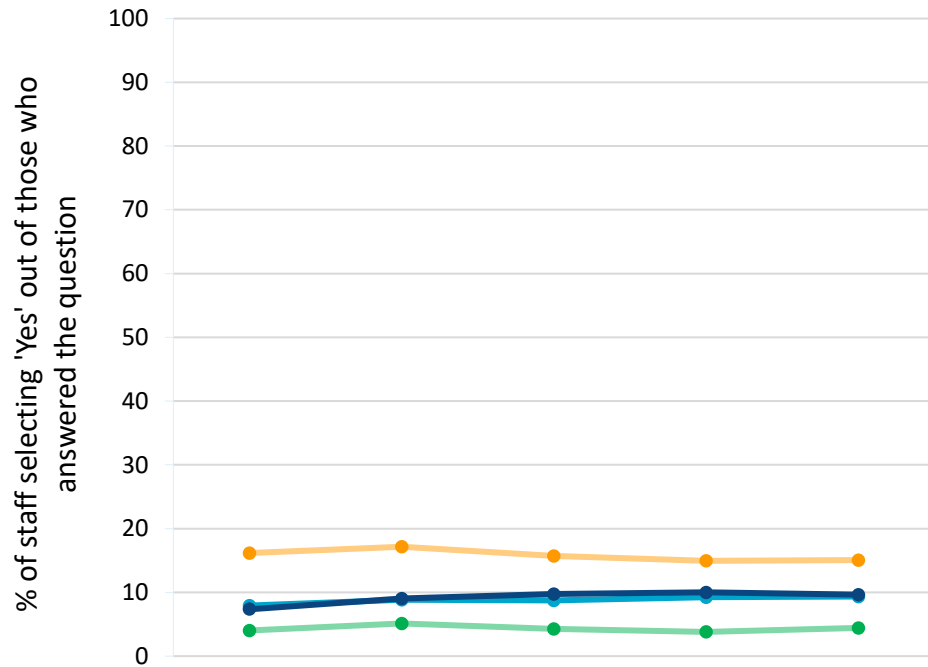
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	5.19%	6.20%	8.02%	7.27%	8.18%
<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	5100	4054	4192	4725	5042

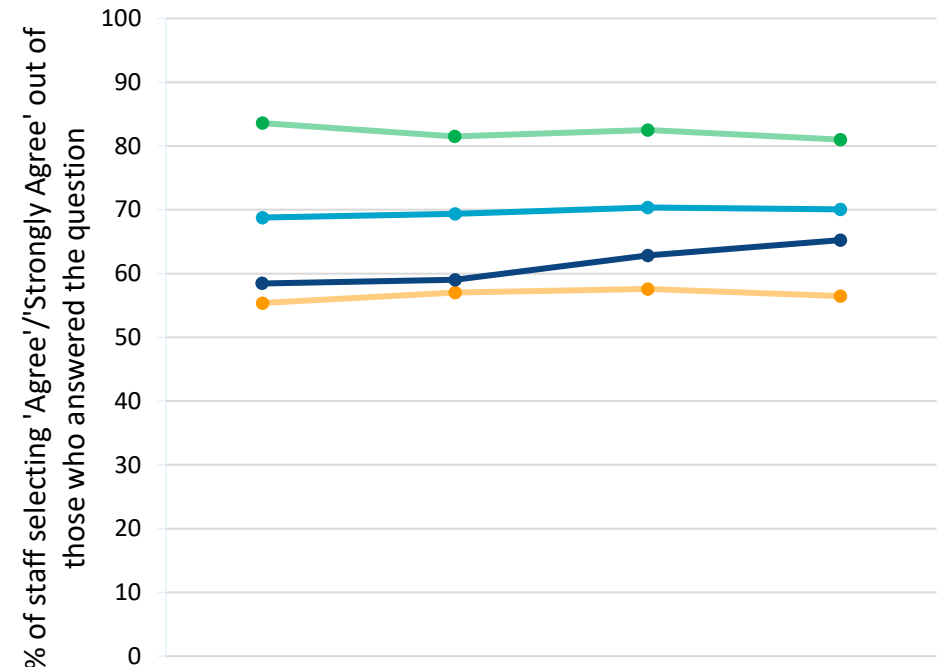


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	7.35%	9.03%	9.74%	10.01%	9.64%
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	5073	4036	4172	4688	5005

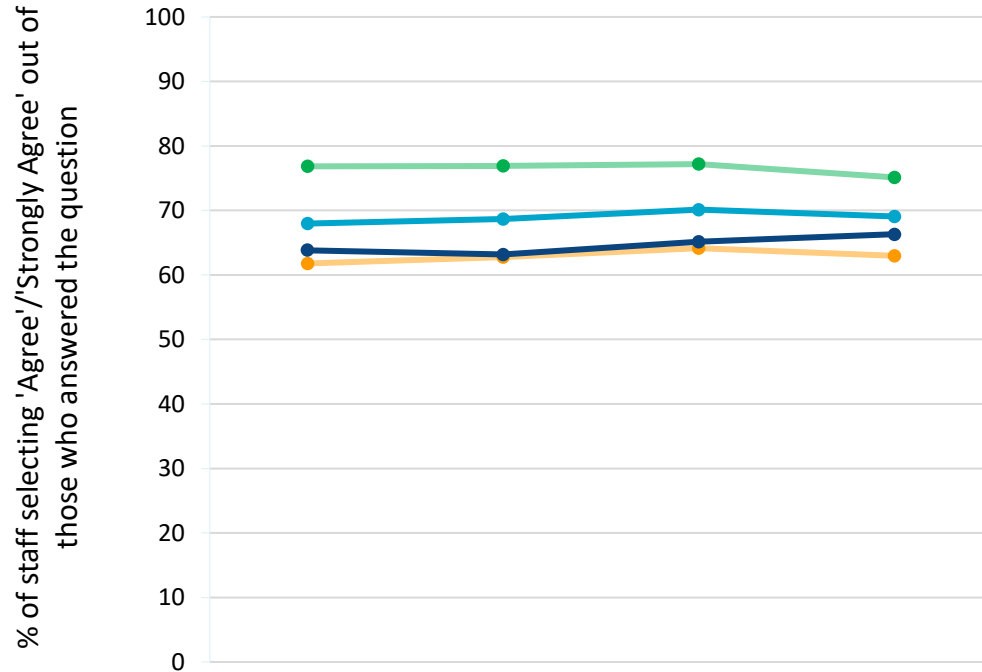
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	58.45%	59.03%	62.86%	65.25%
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	4070	4216	4725	5055

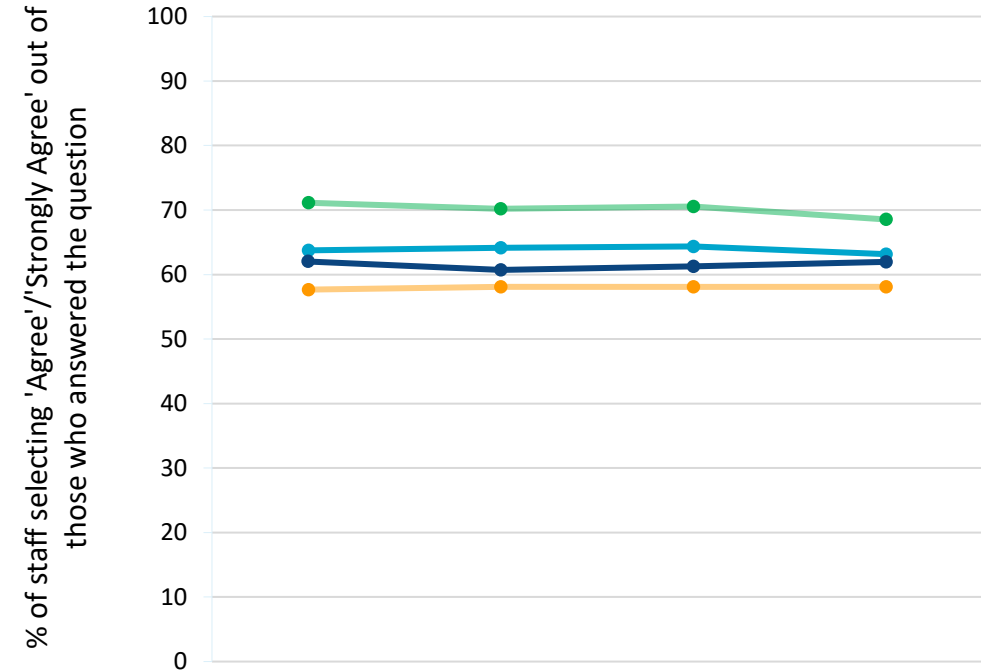


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	63.84%	63.18%	65.17%	66.32%
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	4039	4198	4728	5040

Q7i I feel a strong personal attachment to my team.

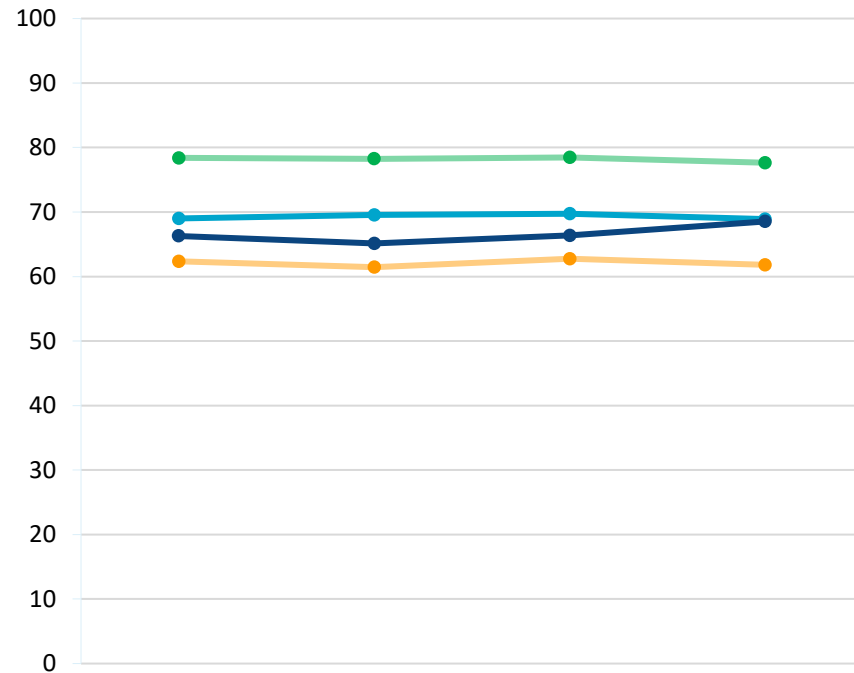


	2021	2022	2023	2024
Your org	62.02%	60.72%	61.26%	61.96%
Best result	71.13%	70.18%	70.53%	68.54%
Average result	63.74%	64.17%	64.36%	63.16%
Worst result	57.66%	58.07%	58.09%	58.08%
Responses	4057	4202	4729	5046



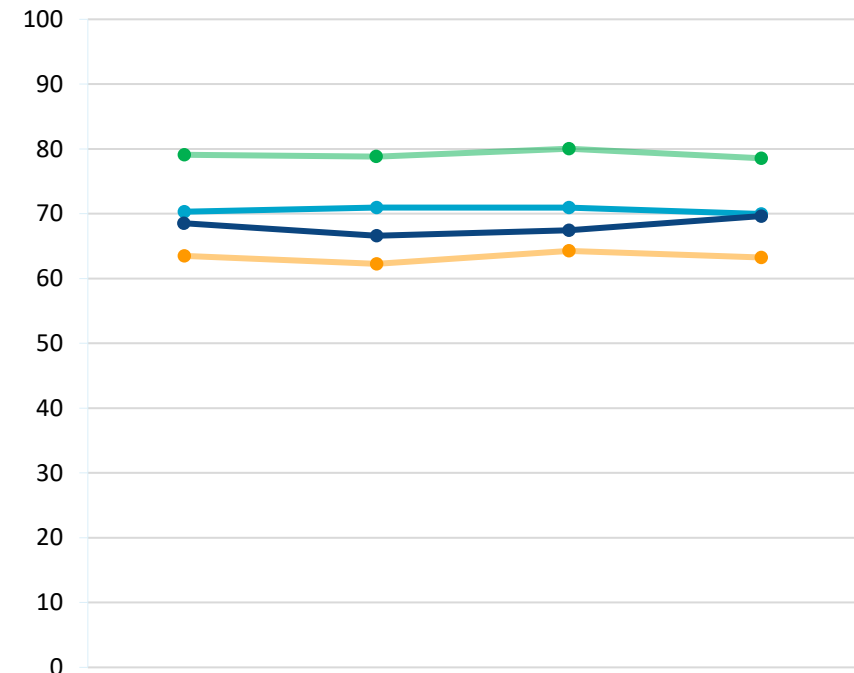
Q8b The people I work with are understanding and kind to one another.

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



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

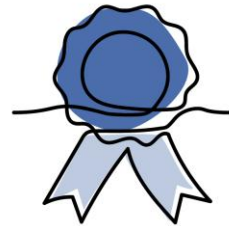
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	66.31%	65.14%	66.36%	68.54%
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	4039	4201	4731	5050

	2021	2022	2023	2024
Your org	68.53%	66.60%	67.44%	69.64%
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	4034	4192	4728	5046

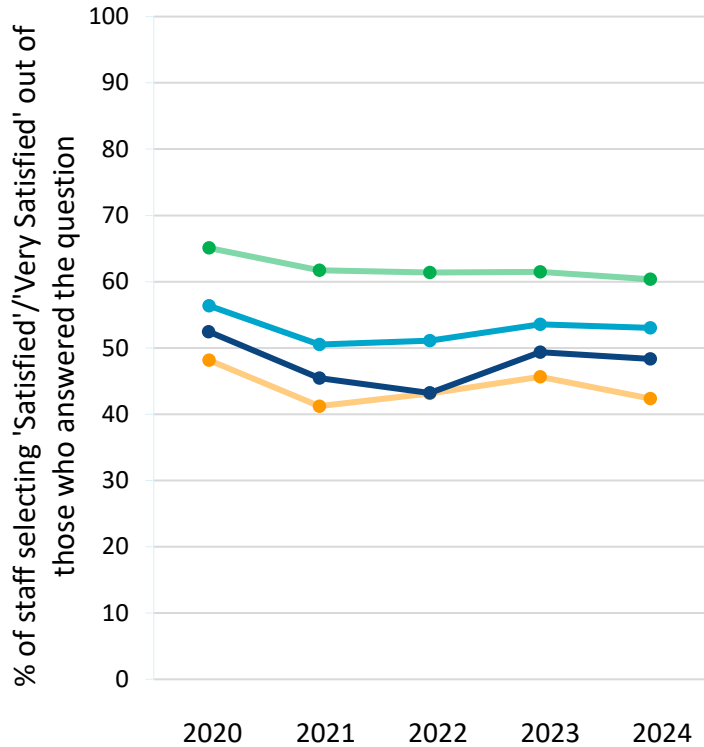
## People Promise element – We are recognised and rewarded



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

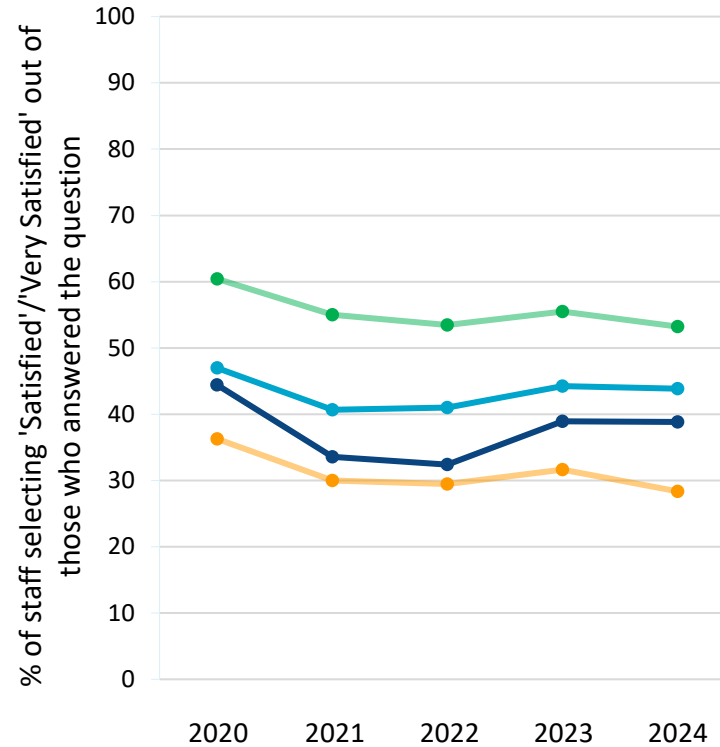


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



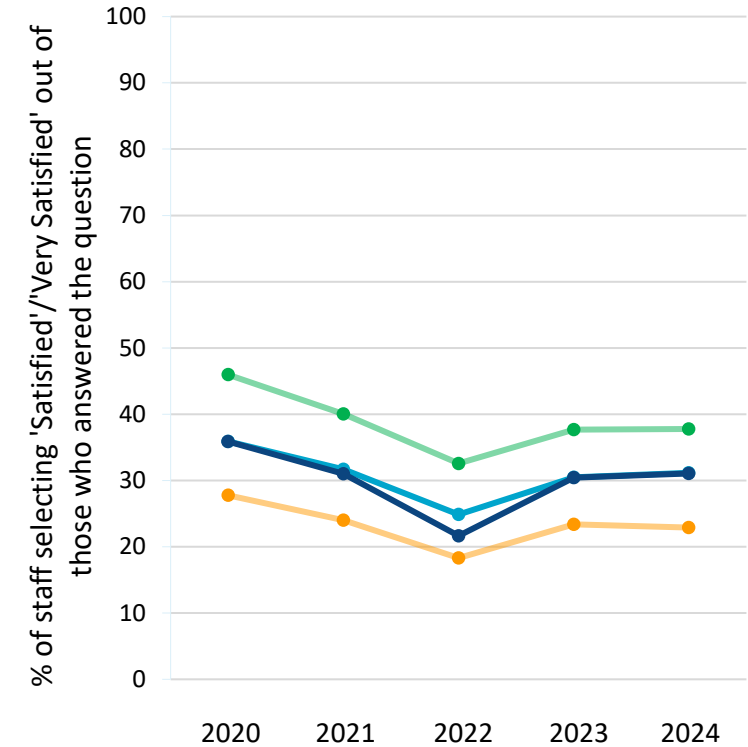
	2020	2021	2022	2023	2024
<b>Your org</b>	52.45%	45.44%	43.20%	49.34%	48.35%
<b>Best result</b>	65.08%	61.71%	61.38%	61.48%	60.37%
<b>Average result</b>	56.37%	50.52%	51.09%	53.56%	53.02%
<b>Worst result</b>	48.16%	41.22%	43.12%	45.65%	42.37%
Responses	5155	4062	4200	4753	5076

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



	2020	2021	2022	2023	2024
<b>Your org</b>	44.42%	33.58%	32.40%	38.91%	38.85%
<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	5153	4046	4177	4736	5043

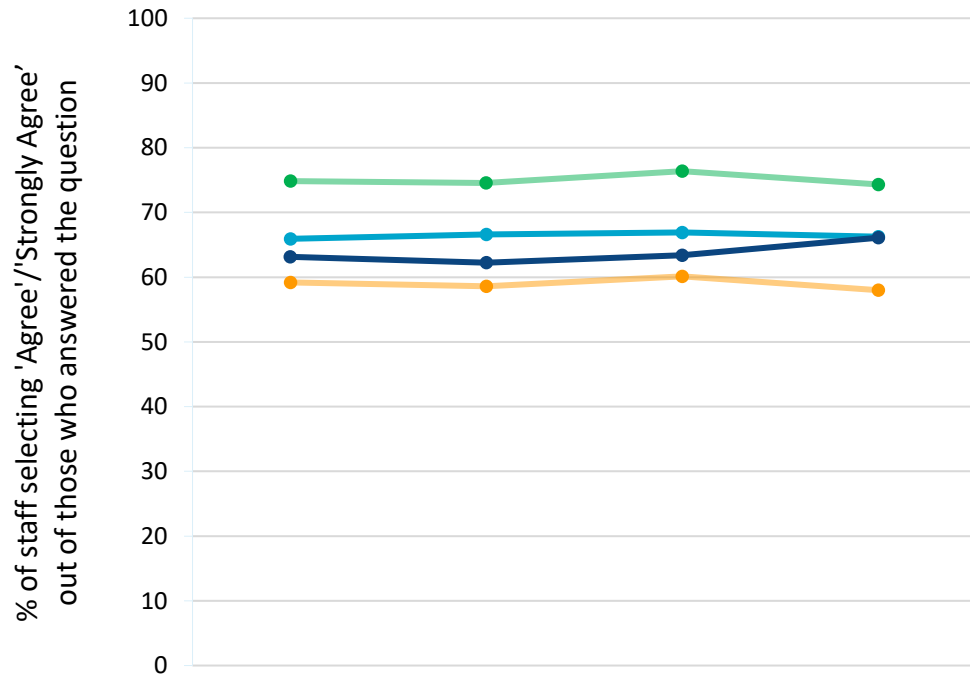
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	35.87%	31.03%	21.65%	30.42%	31.05%
<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	5155	4051	4190	4732	5052

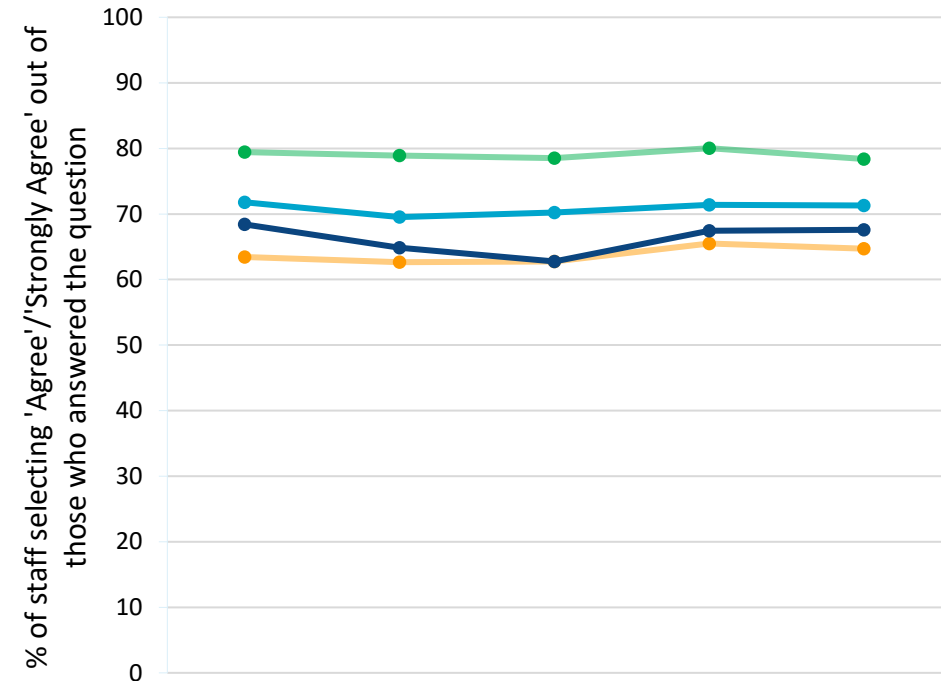


Q8d The people I work with show appreciation to one another.



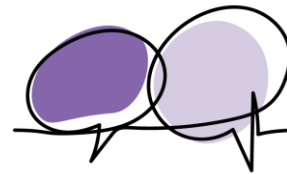
	2021	2022	2023	2024
Your org	63.14%	62.23%	63.37%	66.10%
Best result	74.84%	74.55%	76.37%	74.33%
Average result	65.92%	66.61%	66.91%	66.25%
Worst result	59.18%	58.59%	60.13%	57.98%
Responses	4021	4188	4719	5045

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
Your org	68.41%	64.86%	62.76%	67.42%	67.56%
Best result	79.43%	78.89%	78.50%	80.03%	78.38%
Average result	71.78%	69.52%	70.22%	71.39%	71.30%
Worst result	63.46%	62.64%	62.76%	65.49%	64.68%
Responses	5123	4070	4206	4737	5059

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



### Questions included:

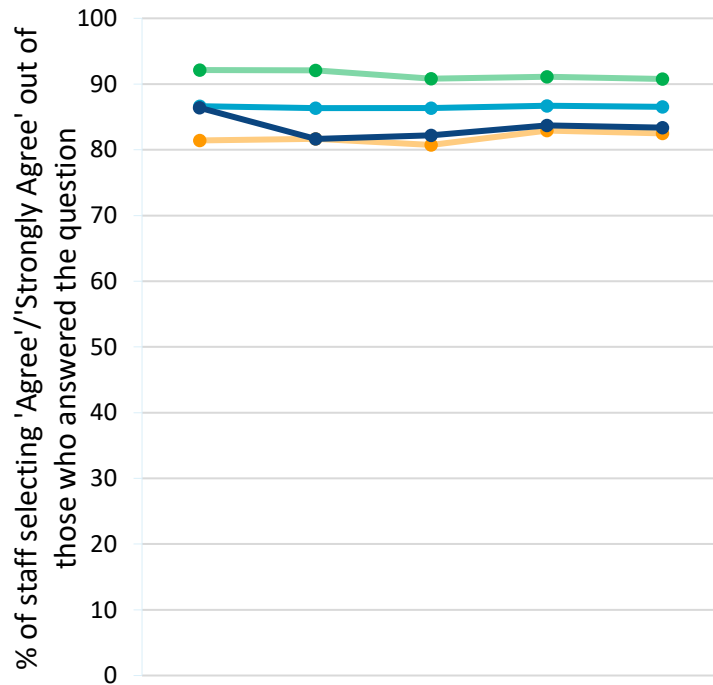
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



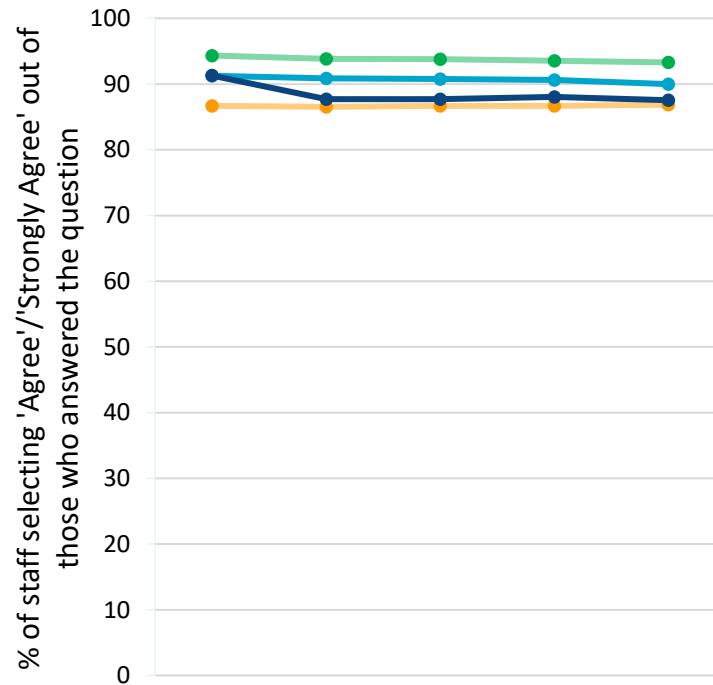


Q3a I always know what my work responsibilities are.



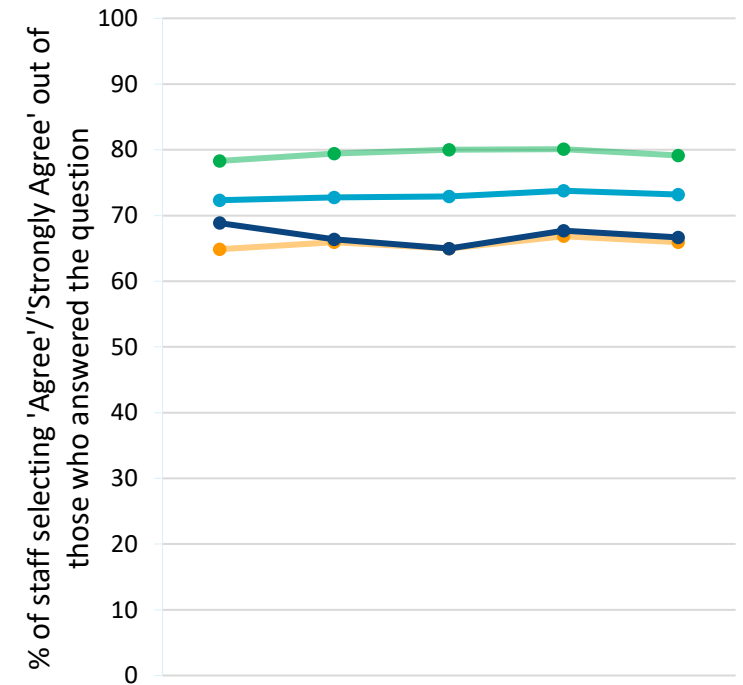
	2020	2021	2022	2023	2024
<b>Your org</b>	86.37%	81.65%	82.18%	83.71%	83.35%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	5206	4081	4214	4756	5083

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	91.29%	87.72%	87.71%	88.03%	87.54%
<b>Best result</b>	94.34%	93.85%	93.81%	93.56%	93.28%
<b>Average result</b>	91.25%	90.85%	90.76%	90.62%	89.99%
<b>Worst result</b>	86.67%	86.54%	86.66%	86.67%	86.86%
Responses	5193	4074	4209	4742	5060

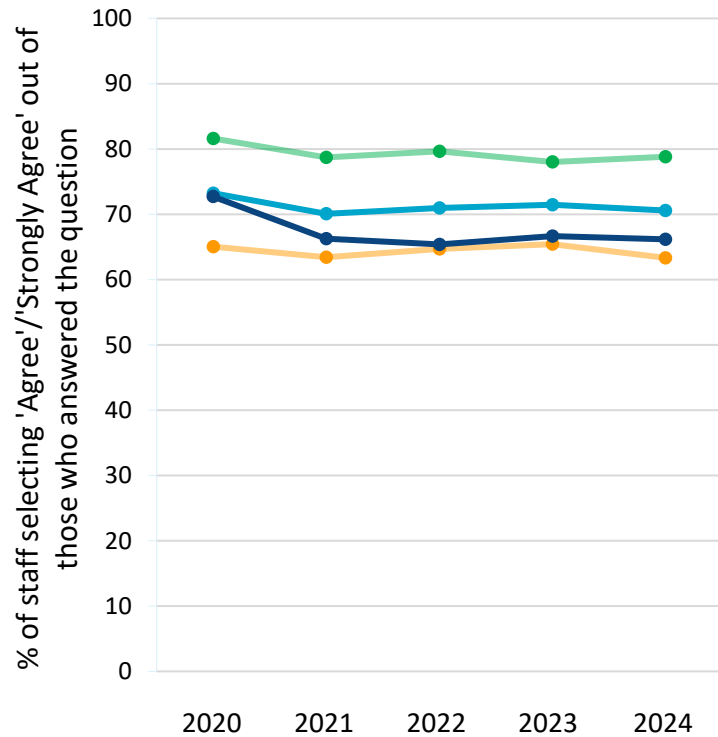
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	68.84%	66.38%	64.98%	67.69%	66.68%
<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	5178	4059	4197	4734	5051

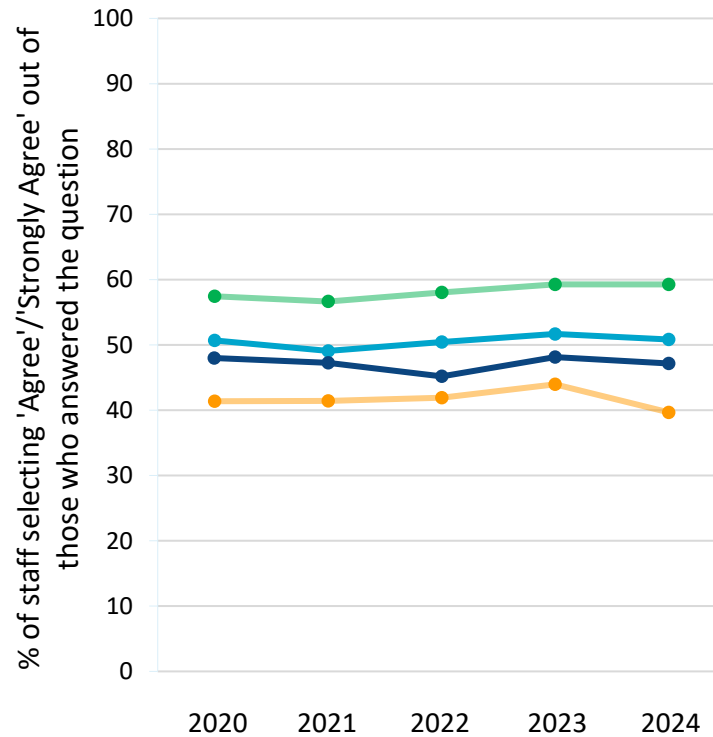


Q3d I am able to make suggestions to improve the work of my team / department.



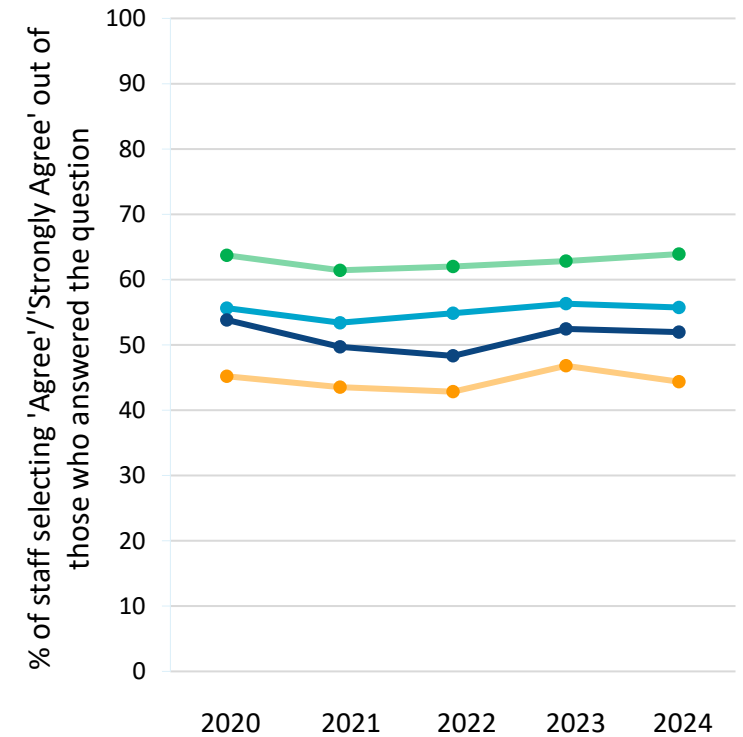
	2020	2021	2022	2023	2024
<b>Your org</b>	72.70%	66.28%	65.39%	66.65%	66.19%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	5176	4058	4196	4730	5044

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>	47.97%	47.24%	45.18%	48.13%	47.16%
<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	5169	4065	4200	4725	5046

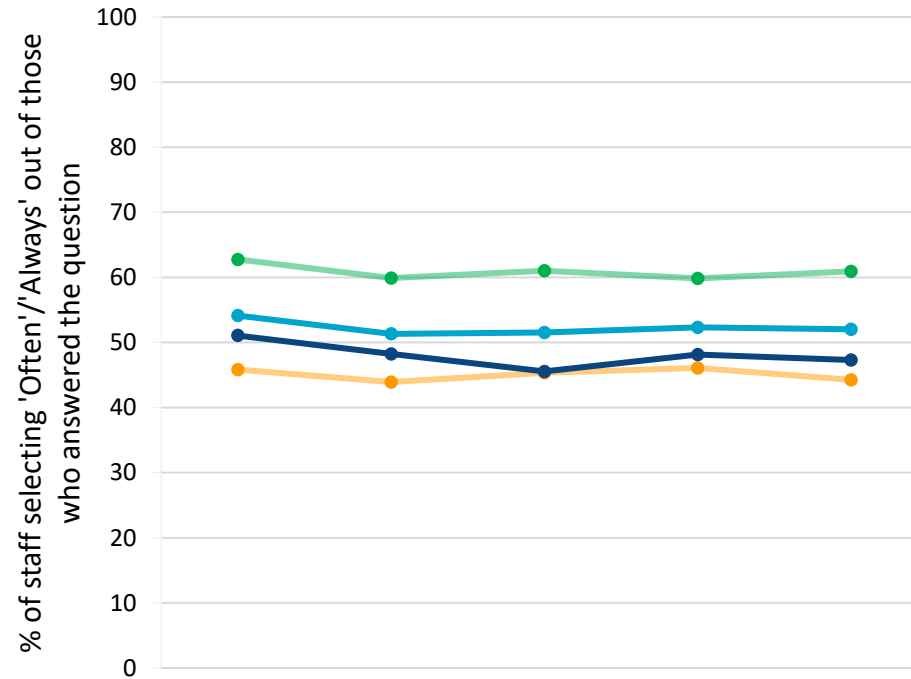
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	53.82%	49.70%	48.32%	52.45%	51.96%
<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	5165	4060	4191	4728	5028



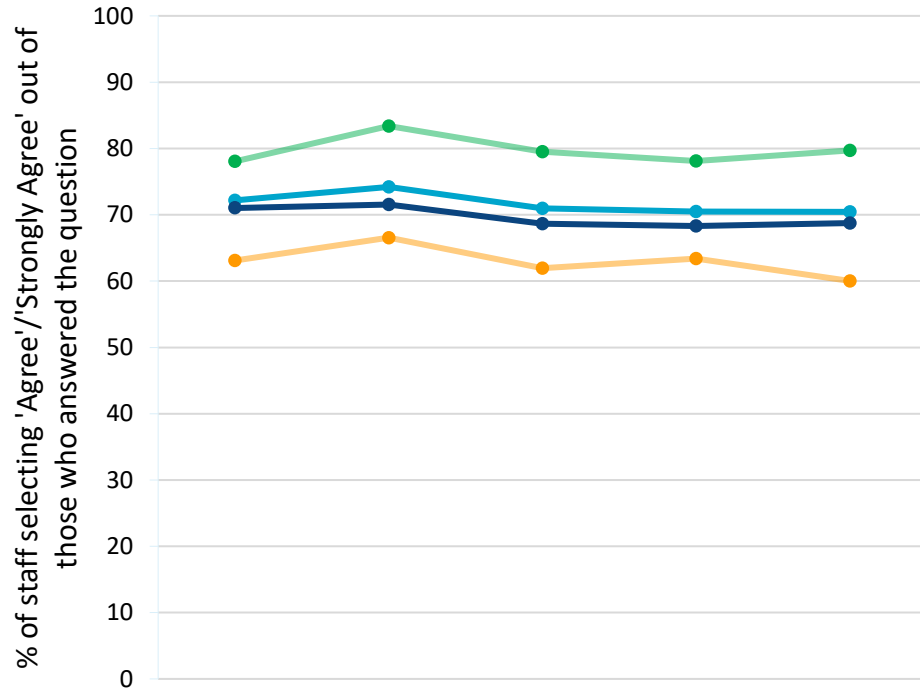
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	51.06%	48.23%	45.56%	48.14%	47.31%
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	5153	4047	4193	4739	5053

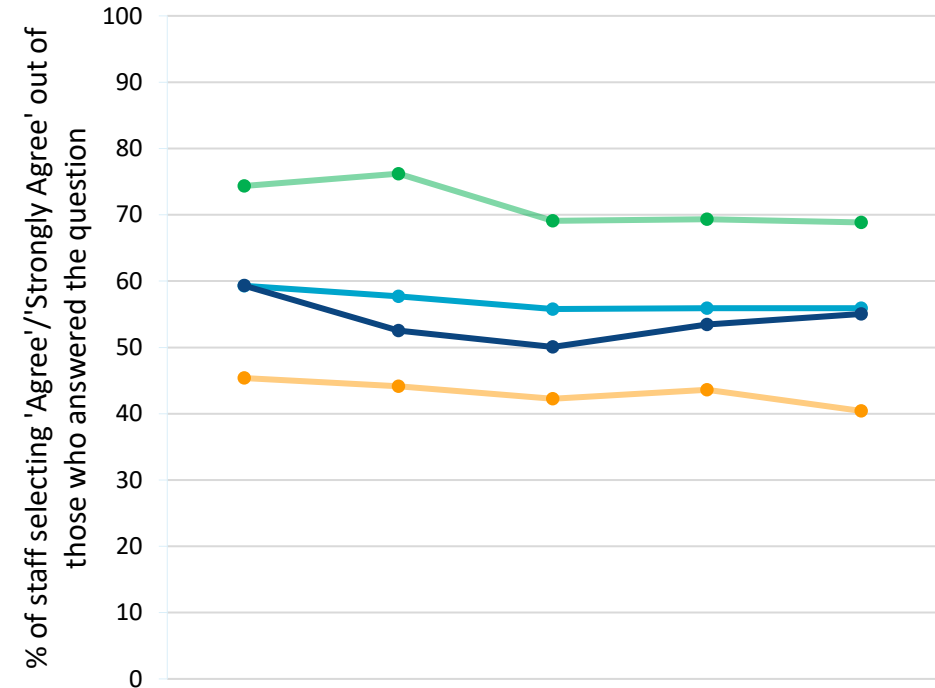


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.02%	71.55%	68.66%	68.31%	68.74%
<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	5082	4064	4202	4729	5065

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

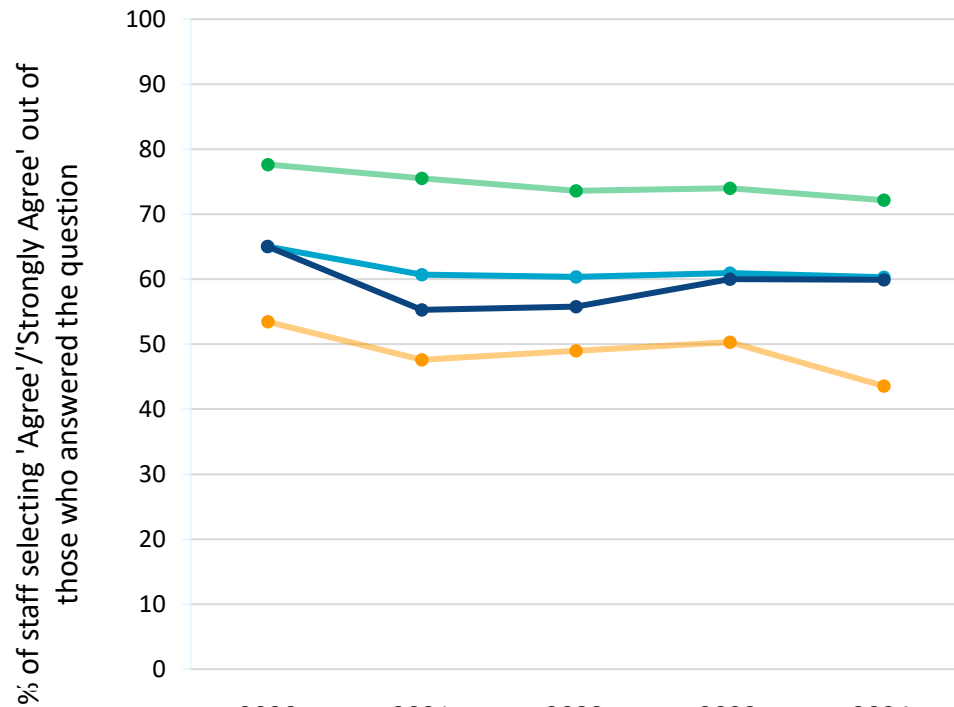


	2020	2021	2022	2023	2024
<b>Your org</b>	59.31%	52.53%	50.07%	53.45%	55.02%
<b>Best result</b>	74.37%	76.20%	69.10%	69.35%	68.85%
<b>Average result</b>	59.29%	57.68%	55.79%	55.93%	55.91%
<b>Worst result</b>	45.38%	44.13%	42.28%	43.61%	40.42%
Responses	5071	4051	4182	4704	5044

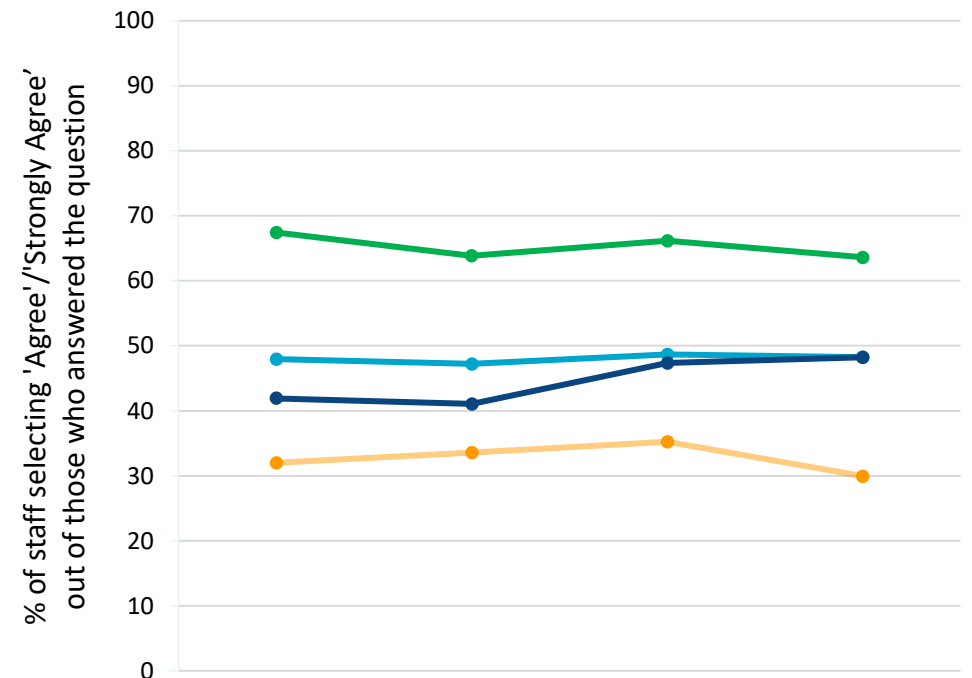


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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>	65.01%	55.28%	55.76%	60.03%	59.93%
<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	5066	4050	4195	4720	5044



	2021	2022	2023	2024
<b>Your org</b>	41.92%	41.06%	47.36%	48.23%
<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	4046	4185	4718	5036

## 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

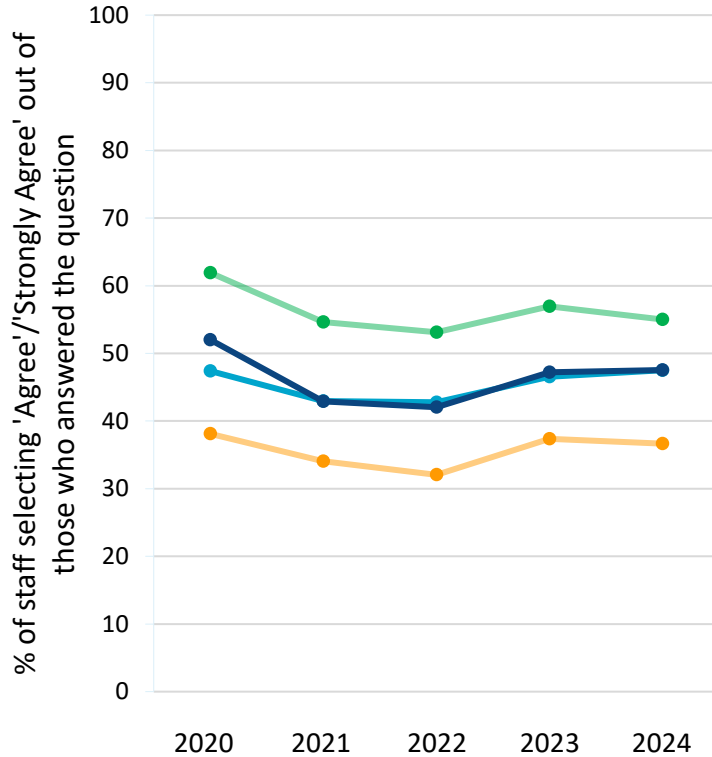
Other questions:\* Q17a, Q17b, Q22

\*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.

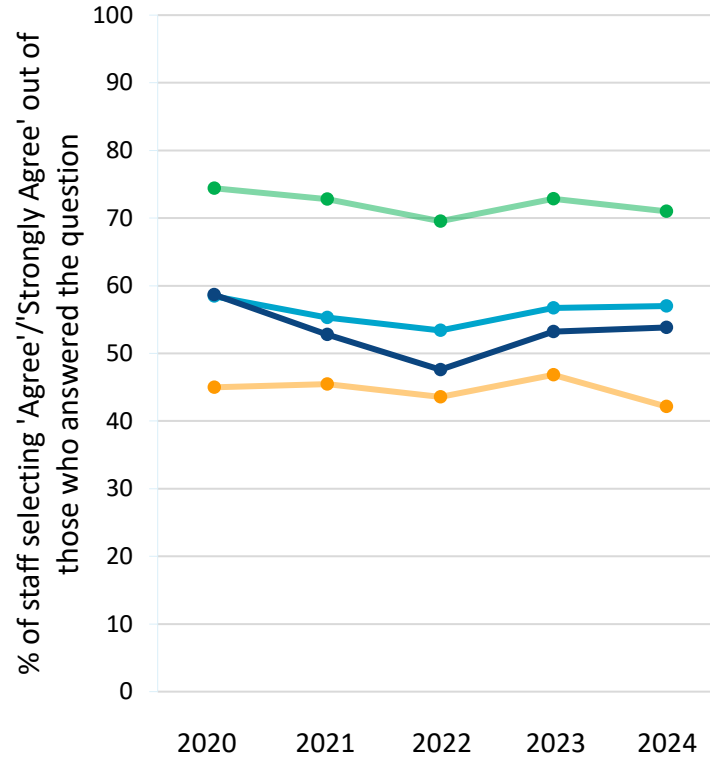


Q3g I am able to meet all the conflicting demands on my time at work.



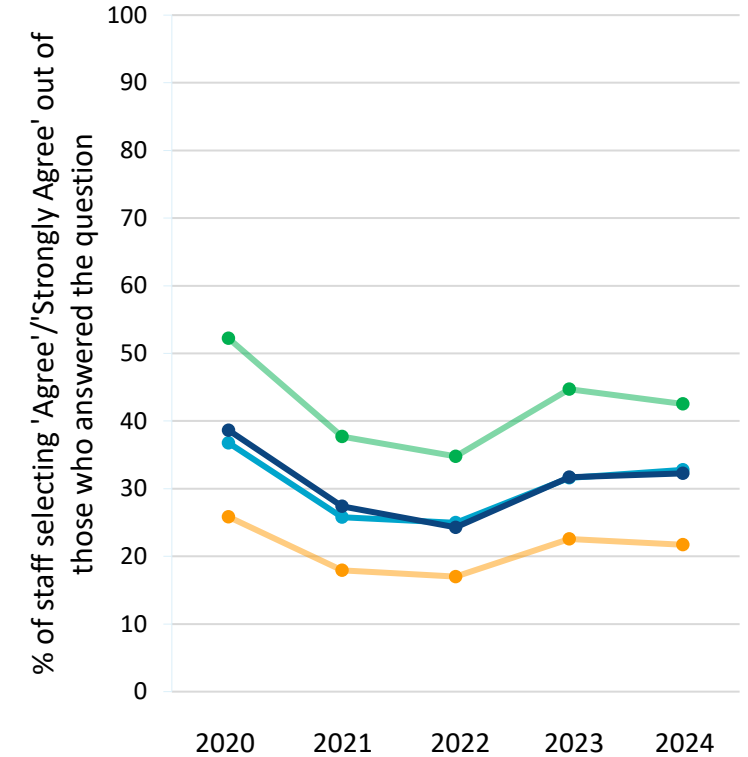
	2020	2021	2022	2023	2024
<b>Your org</b>	52.02%	42.89%	42.04%	47.22%	47.52%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	5154	4055	4184	4722	5016

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



	2020	2021	2022	2023	2024
<b>Your org</b>	58.68%	52.80%	47.59%	53.19%	53.84%
<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	5164	4048	4191	4709	5035

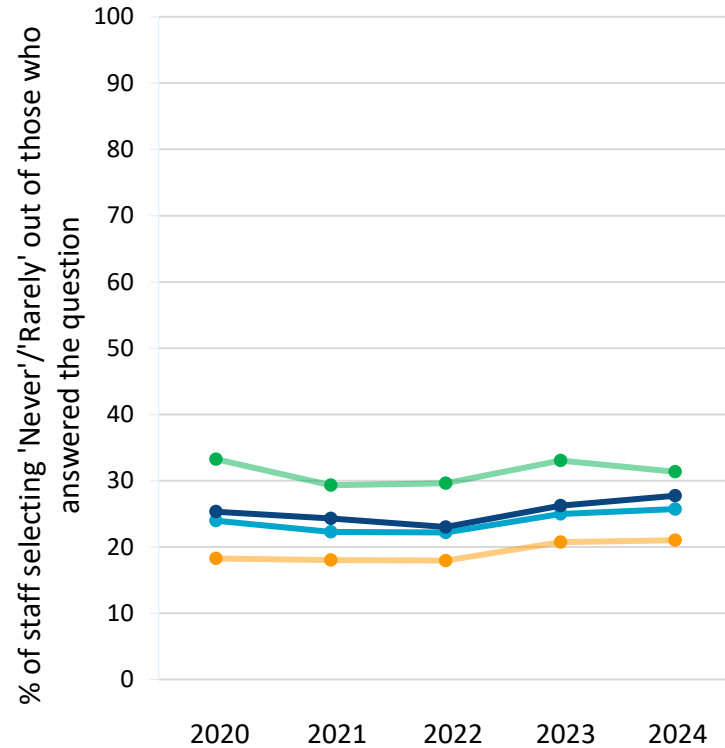
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	38.64%	27.37%	24.29%	31.71%	32.26%
<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	5163	4069	4196	4743	5051



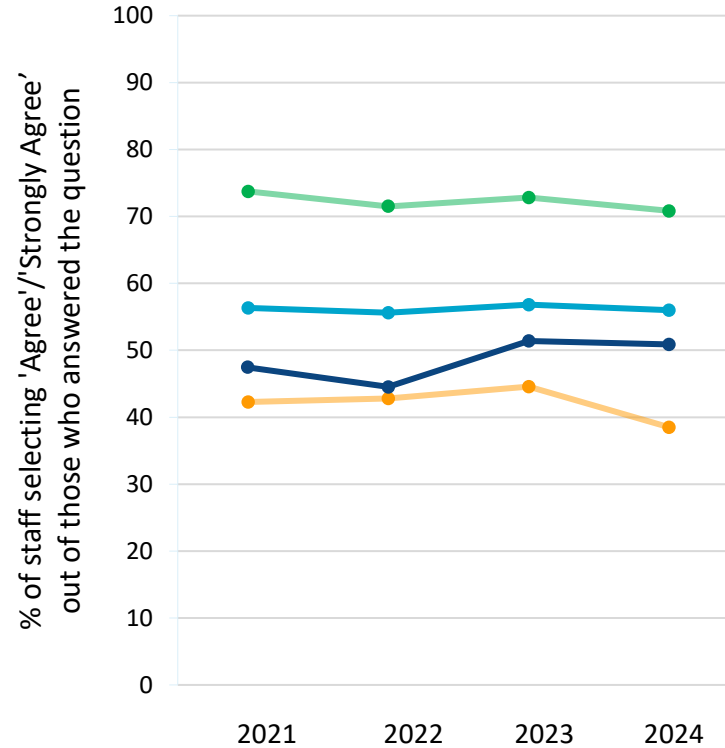
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	25.32%	24.32%	23.01%	26.21%	27.73%
<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 5151 4061 4197 4742 5070

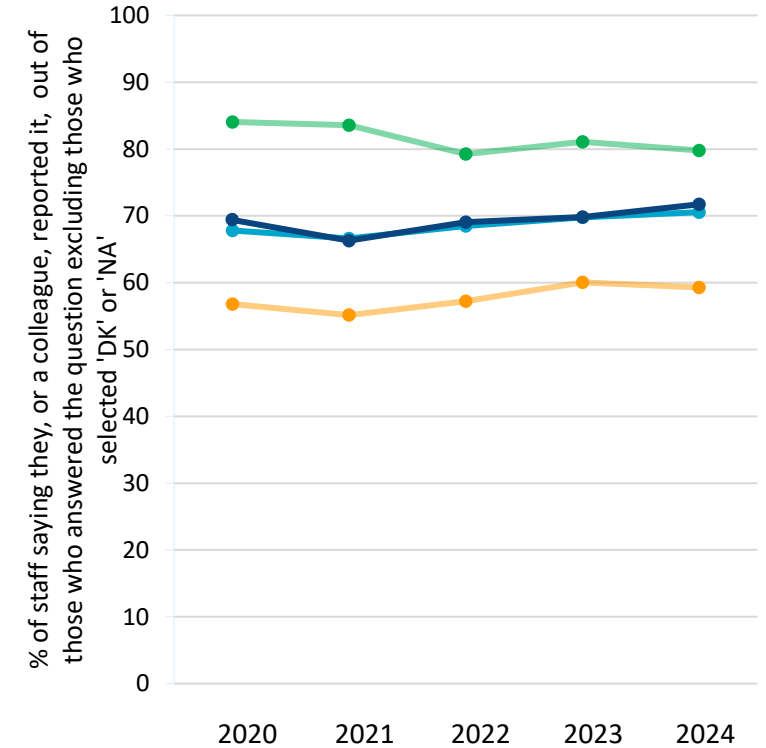
Q11a My organisation takes positive action on health and well-being.



	2021	2022	2023	2024
<b>Your org</b>	47.46%	44.54%	51.39%	50.88%
<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 4014 4194 4700 5008

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>	69.42%	66.29%	69.07%	69.80%	71.73%
<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%

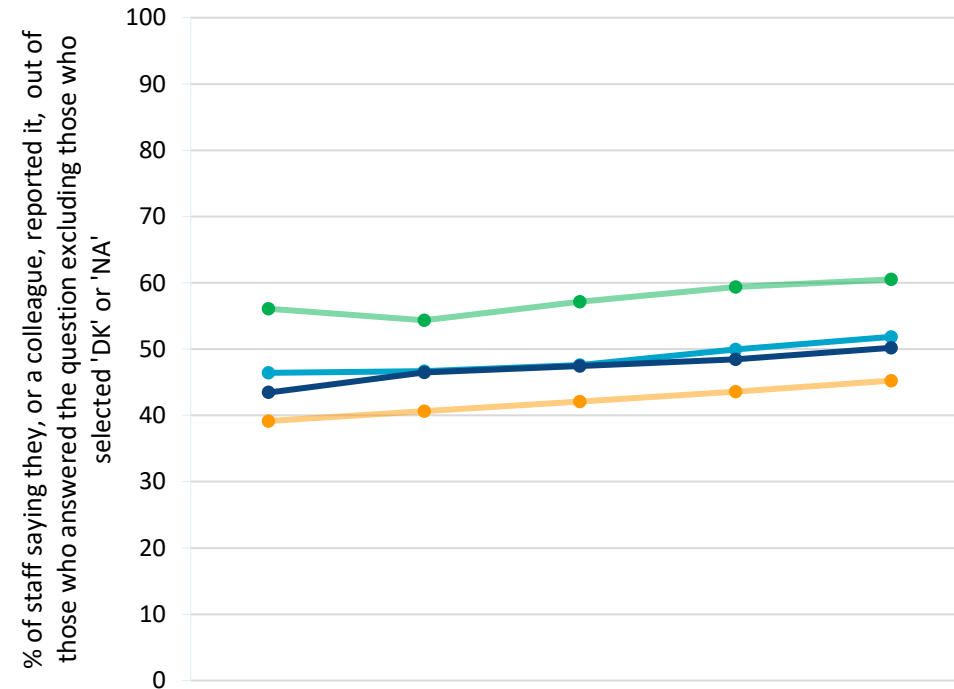
Responses 635 485 594 631 619

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





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

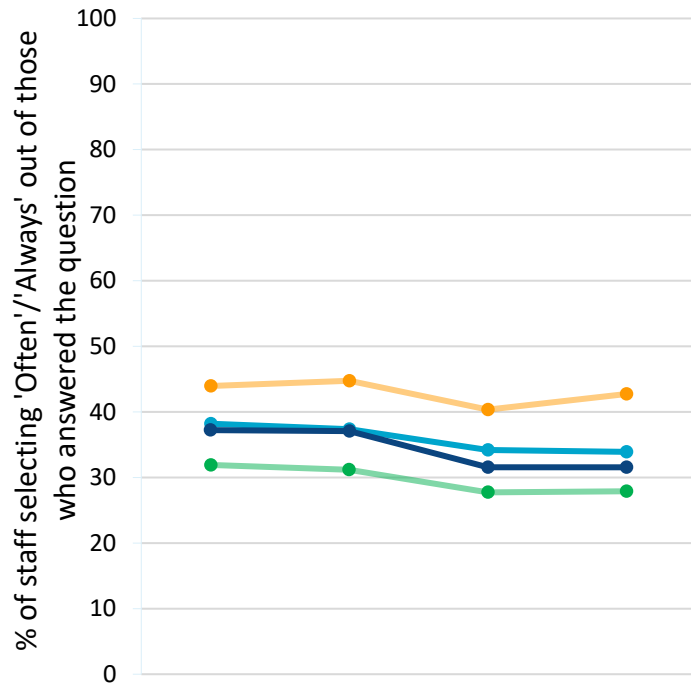


	2020	2021	2022	2023	2024
Your org	43.45%	46.50%	47.47%	48.45%	50.20%
Best result	56.07%	54.35%	57.16%	59.40%	60.52%
Average result	46.43%	46.67%	47.59%	49.96%	51.86%
Worst result	39.15%	40.63%	42.10%	43.57%	45.25%
Responses	1544	1392	1540	1556	1600

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

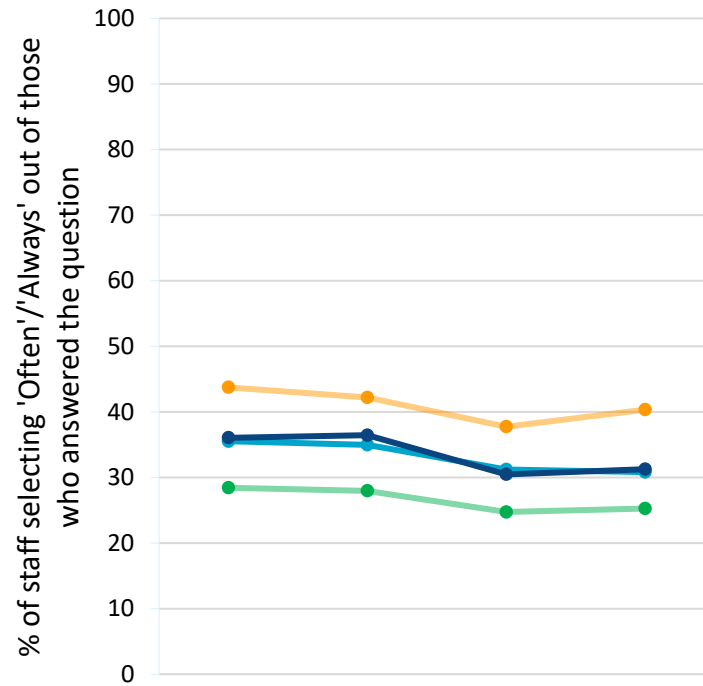


Q12a How often, if at all, do you find your work emotionally exhausting?



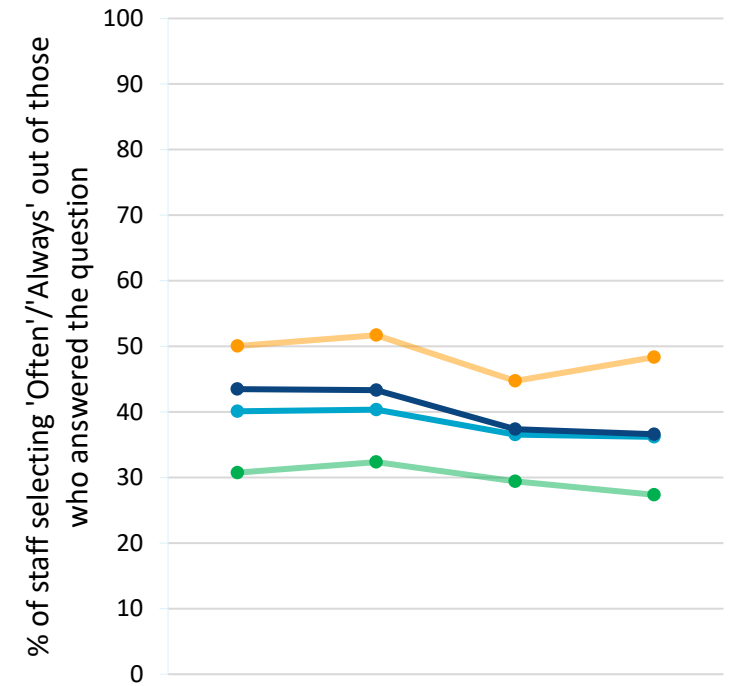
	2021	2022	2023	2024
<b>Your org</b>	37.22%	37.06%	31.57%	31.56%
<b>Best result</b>	31.92%	31.18%	27.73%	27.88%
<b>Average result</b>	38.20%	37.36%	34.20%	33.91%
<b>Worst result</b>	43.97%	44.75%	40.35%	42.73%
Responses	4080	4217	4755	5078

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



	2021	2022	2023	2024
<b>Your org</b>	36.07%	36.46%	30.47%	31.27%
<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	4072	4216	4748	5076

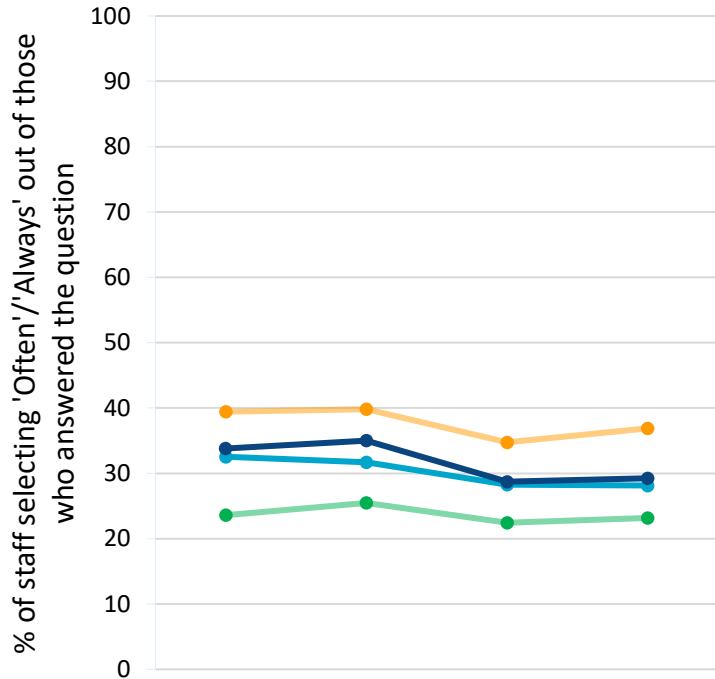
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	43.47%	43.33%	37.34%	36.60%
<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	4068	4210	4743	5067

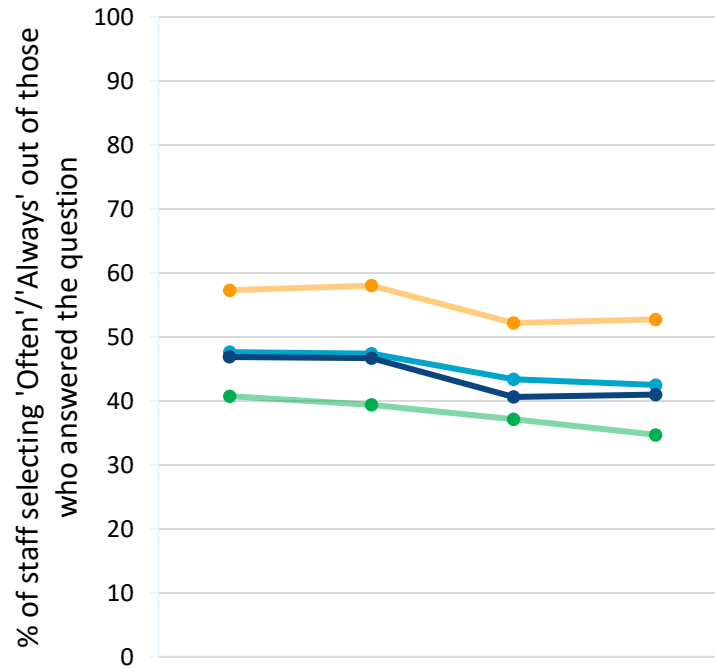


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



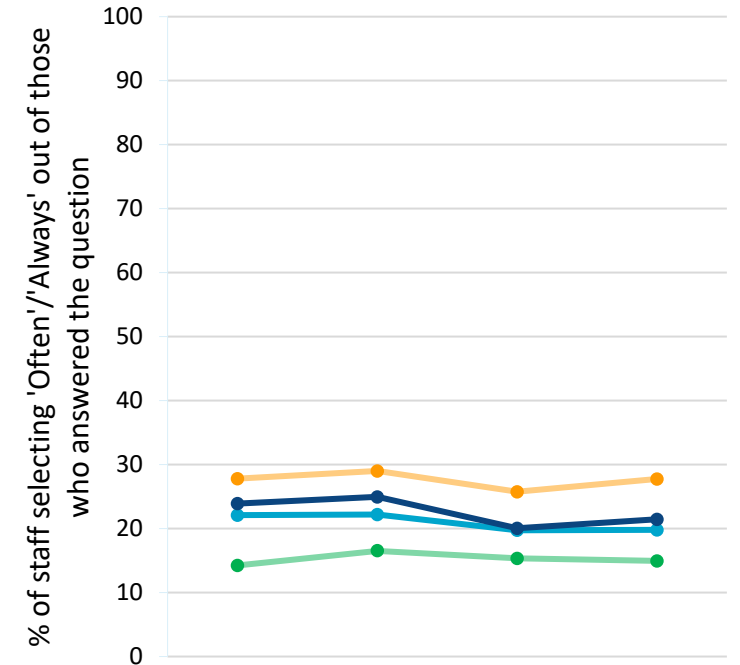
	2021	2022	2023	2024
<b>Your org</b>	33.78%	35.00%	28.72%	29.23%
<b>Best result</b>	23.59%	25.47%	22.44%	23.17%
<b>Average result</b>	32.54%	31.71%	28.26%	28.13%
<b>Worst result</b>	39.44%	39.81%	34.74%	36.90%
Responses	4061	4199	4739	5067

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>	46.86%	46.71%	40.61%	40.96%
<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	4064	4206	4728	5056

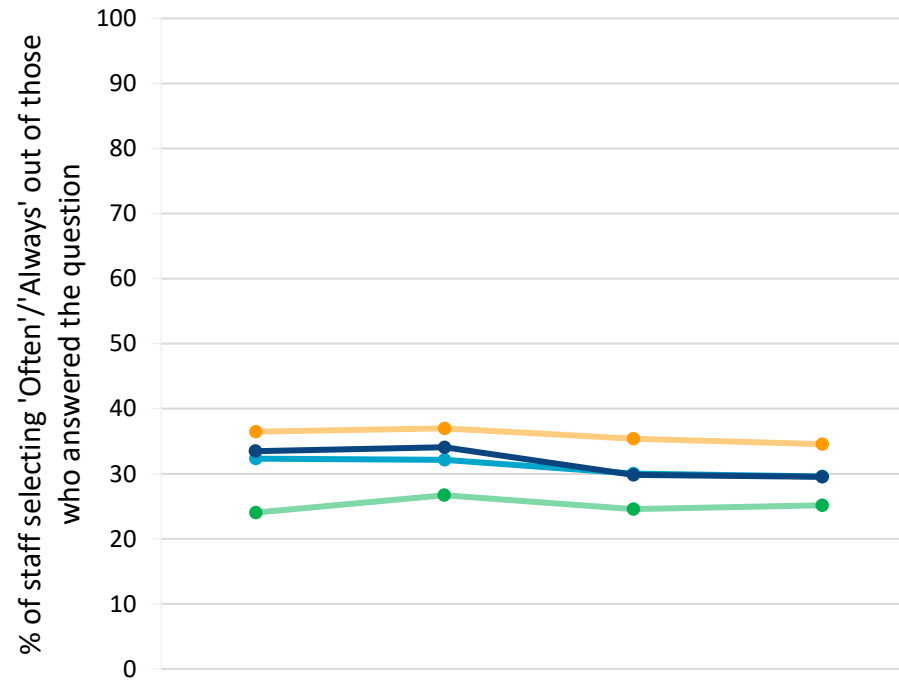
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	23.88%	24.96%	20.05%	21.43%
<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	4049	4193	4727	5050



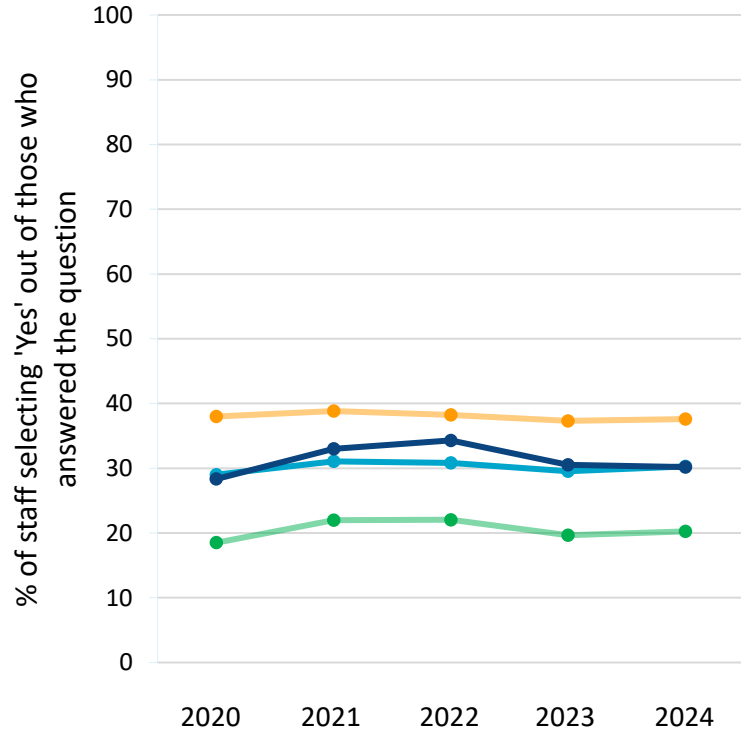
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	33.49%	34.08%	29.81%	29.53%
<b>Best result</b>	24.04%	26.70%	24.55%	25.16%
<b>Average result</b>	32.33%	32.13%	30.02%	29.59%
<b>Worst result</b>	36.47%	36.98%	35.41%	34.56%
Responses	4074	4209	4741	5076

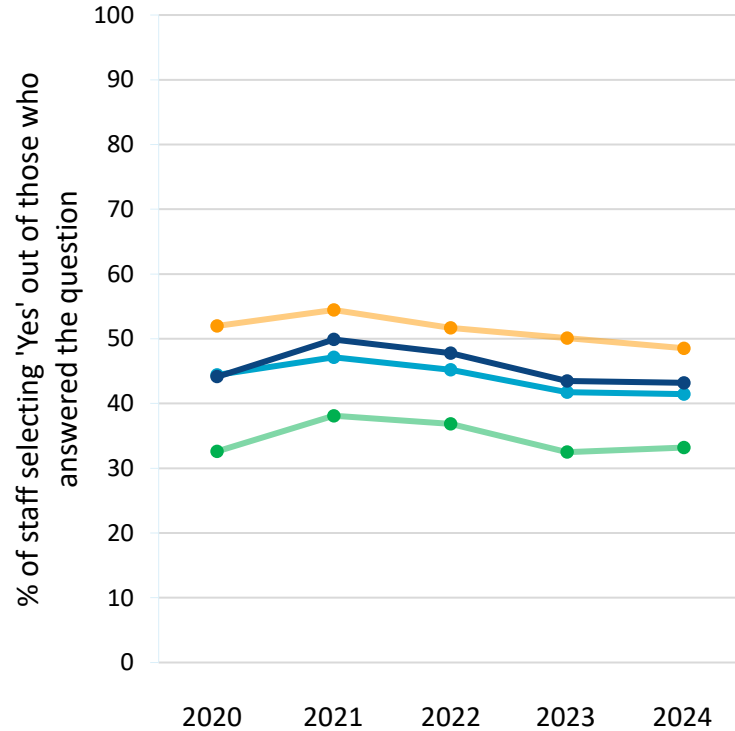


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



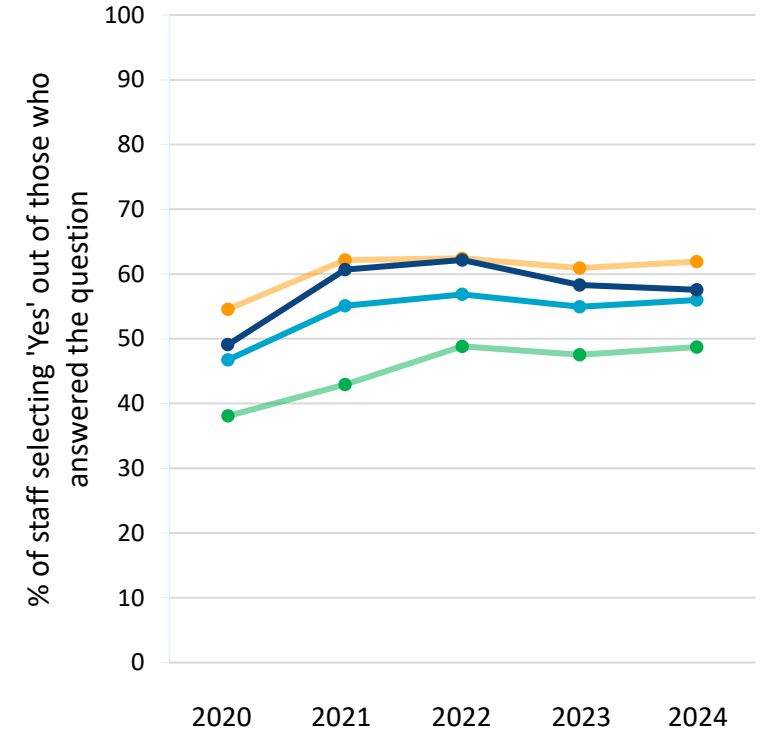
Your org	2020	2021	2022	2023	2024
Your org	28.34%	32.99%	34.30%	30.55%	30.17%
Best result	18.50%	21.97%	22.05%	19.64%	20.23%
Average result	29.01%	31.06%	30.82%	29.54%	30.28%
Worst result	38.02%	38.84%	38.24%	37.32%	37.62%
Responses	5116	4046	4202	4727	5058

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



Your org	2020	2021	2022	2023	2024
Your org	44.13%	49.88%	47.79%	43.46%	43.20%
Best result	32.61%	38.12%	36.86%	32.49%	33.18%
Average result	44.41%	47.14%	45.21%	41.73%	41.45%
Worst result	51.96%	54.45%	51.71%	50.11%	48.54%
Responses	5117	4042	4196	4728	5049

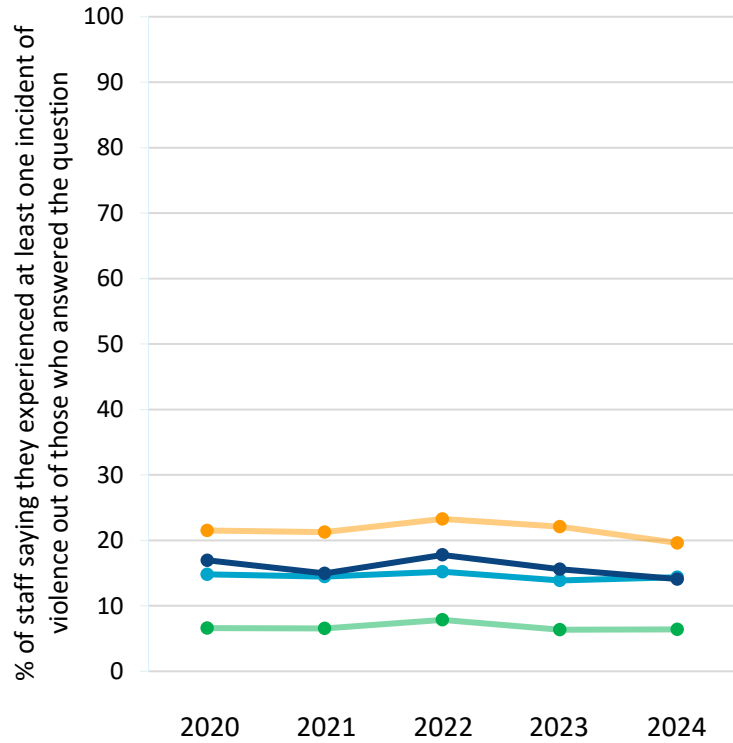
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



Your org	2020	2021	2022	2023	2024
Your org	49.07%	60.65%	62.17%	58.31%	57.59%
Best result	38.07%	42.94%	48.83%	47.53%	48.72%
Average result	46.74%	55.10%	56.85%	54.96%	55.96%
Worst result	54.57%	62.18%	62.42%	60.91%	61.92%
Responses	5116	4044	4193	4724	5053

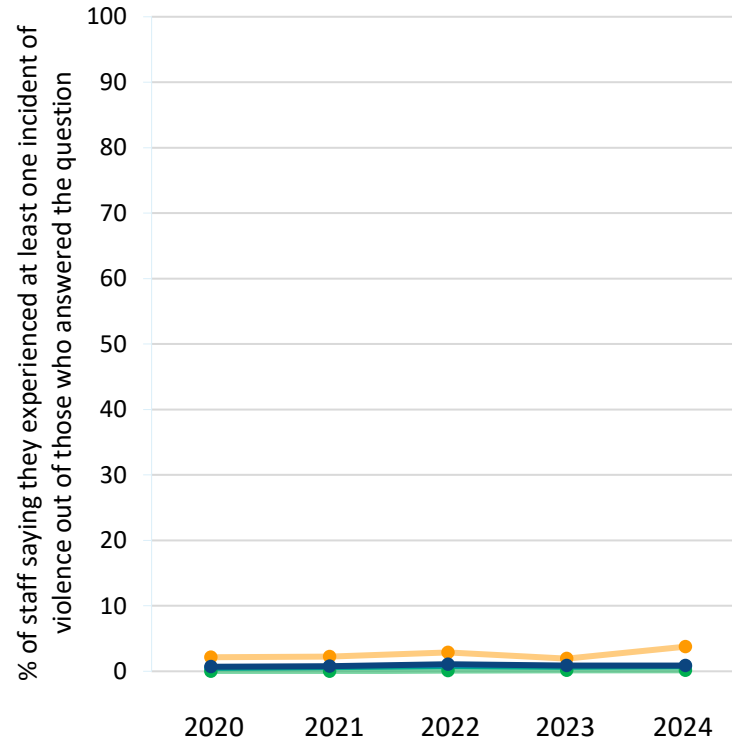


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



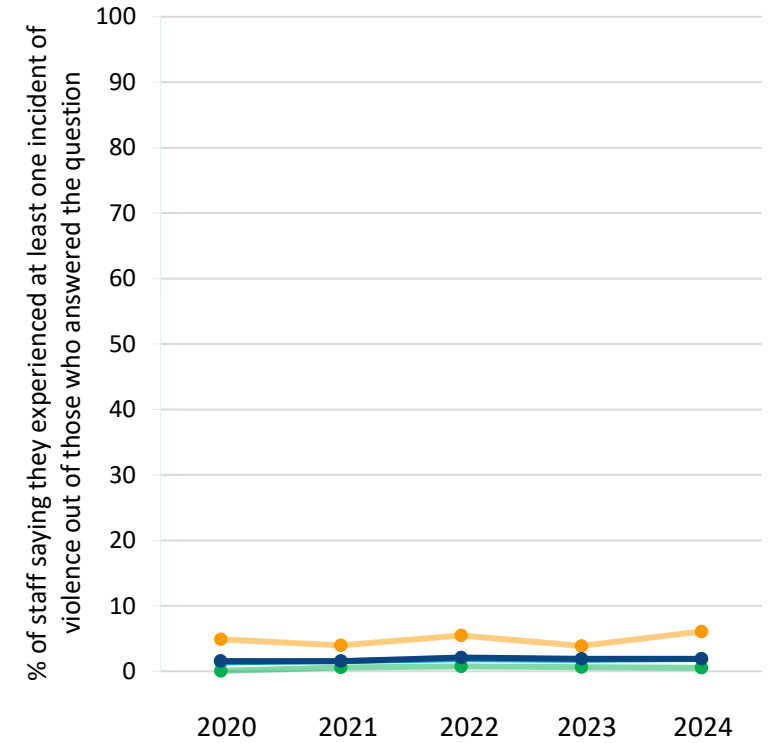
Responses	5120	4067	4217	4727	5060
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	5095	4048	4187	4702	5035
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

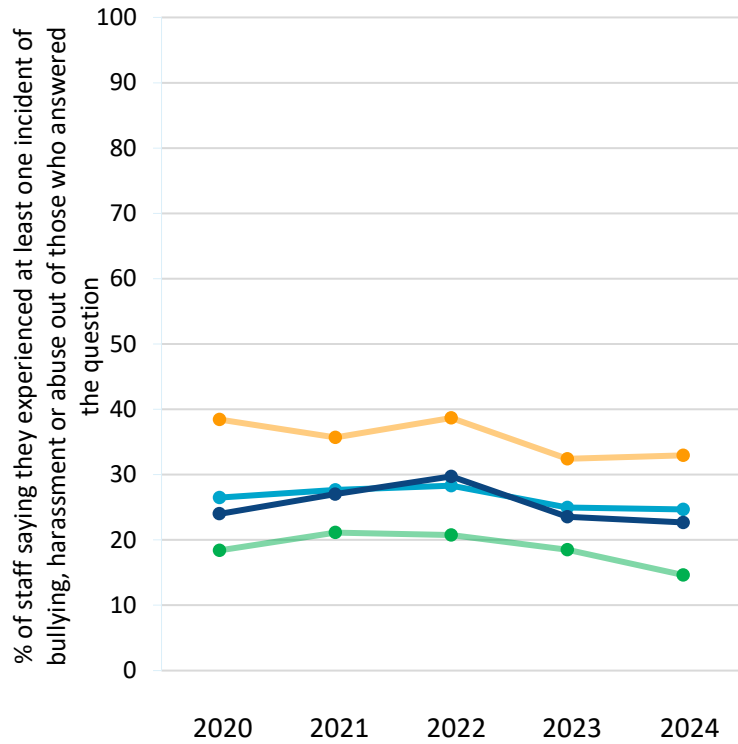


Responses	5096	4001	4151	4669	4998
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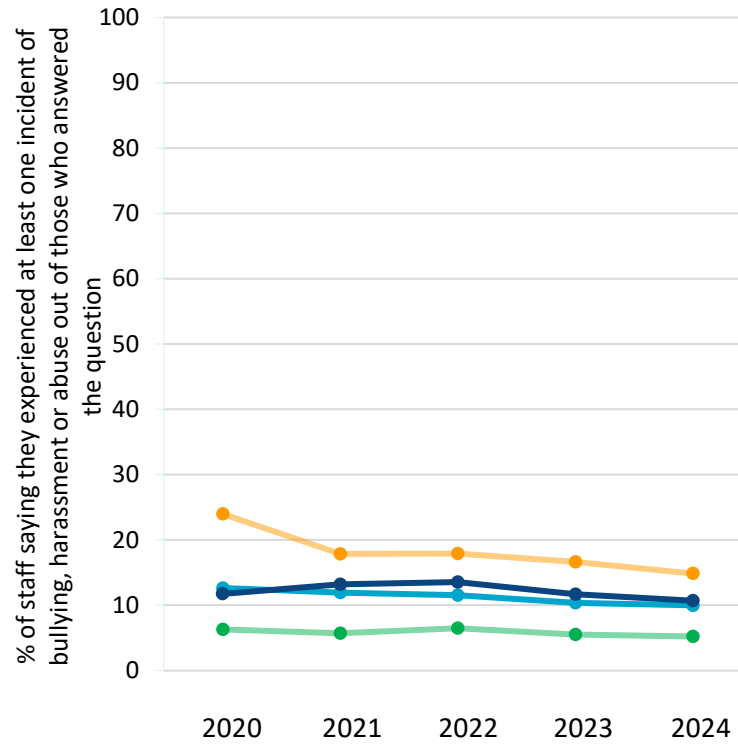
Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



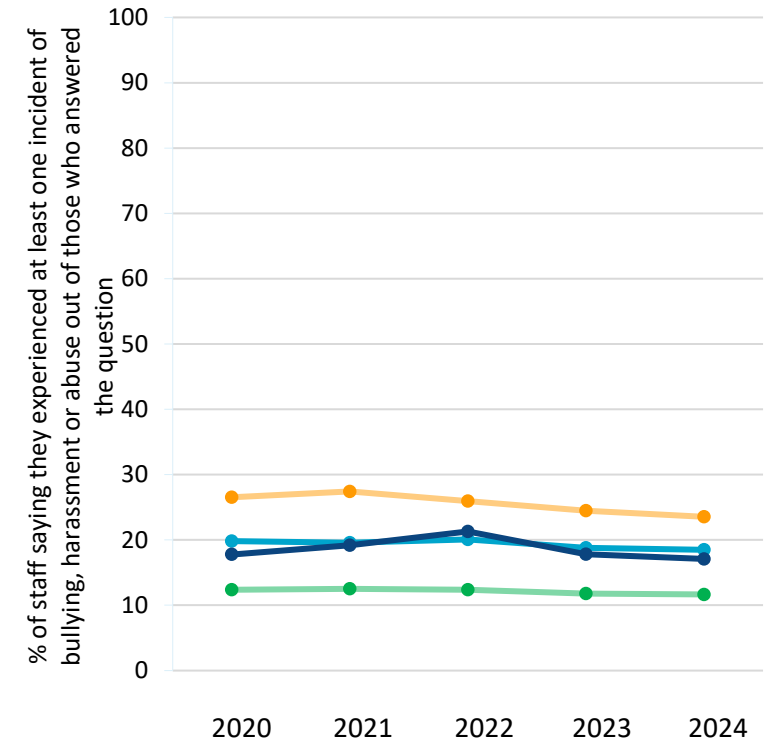
Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



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



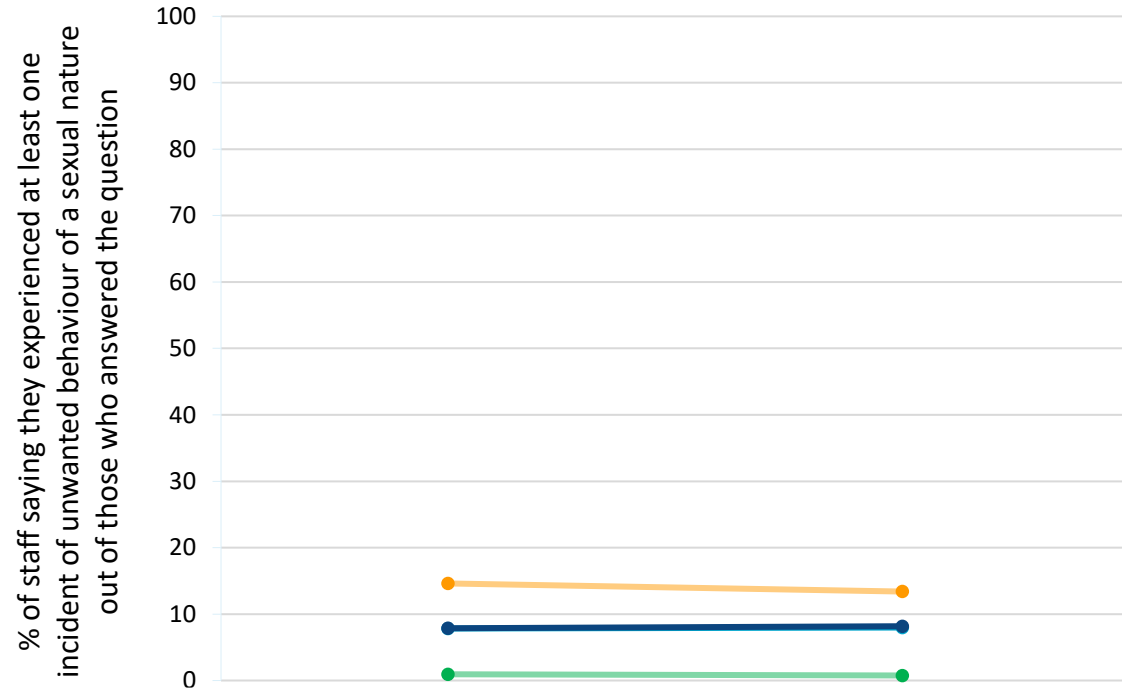
Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.



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

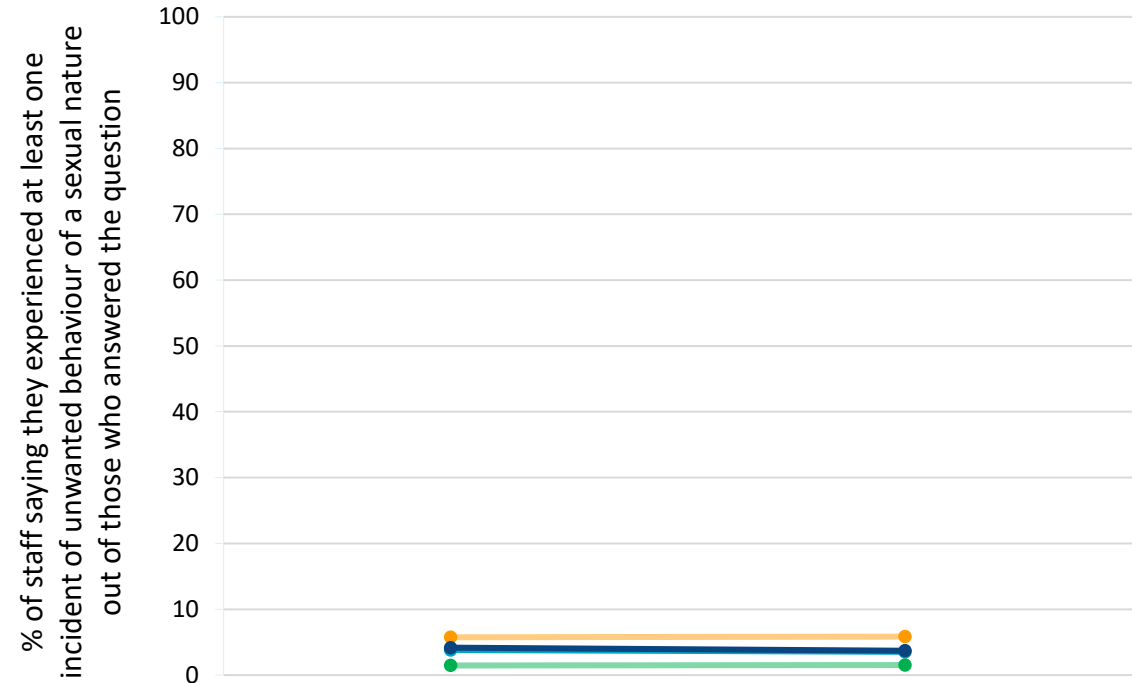


2023 2024

Your org	7.87%	8.17%
Best result	0.94%	0.76%
Average result	7.82%	7.98%
Worst result	14.61%	13.39%

Responses 4742 5066

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	4.17%	3.70%
Best result	1.46%	1.52%
Average result	3.81%	3.53%
Worst result	5.74%	5.85%

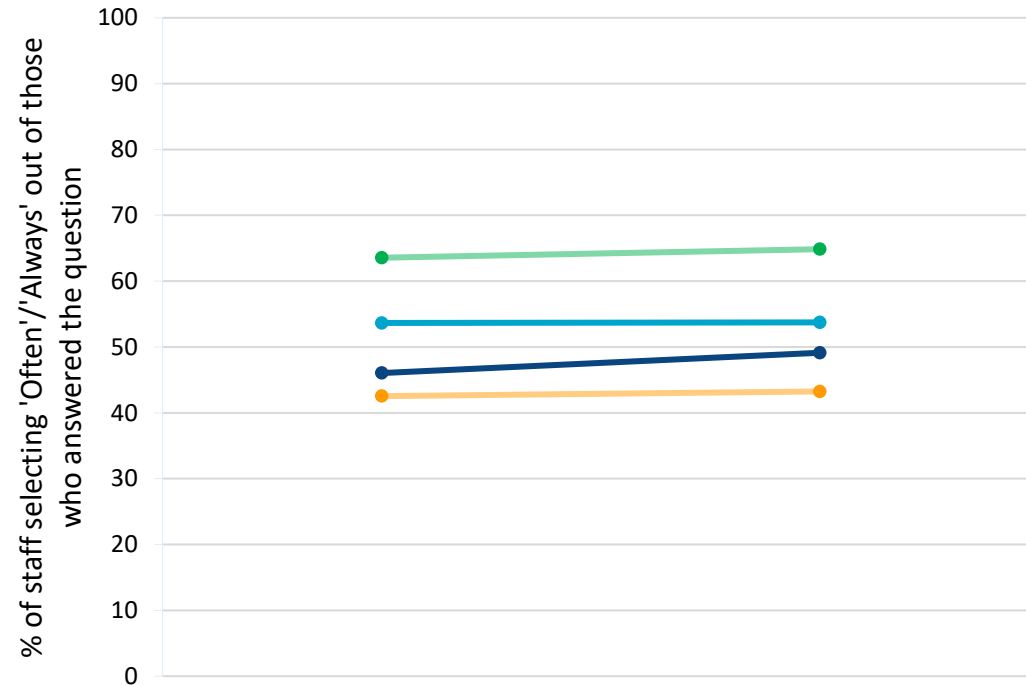
Responses 4724 5061

\*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	46.04%	49.12%
Best result	63.56%	64.85%
Average result	53.65%	53.73%
Worst result	42.53%	43.25%
Responses	4751	5071

\*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

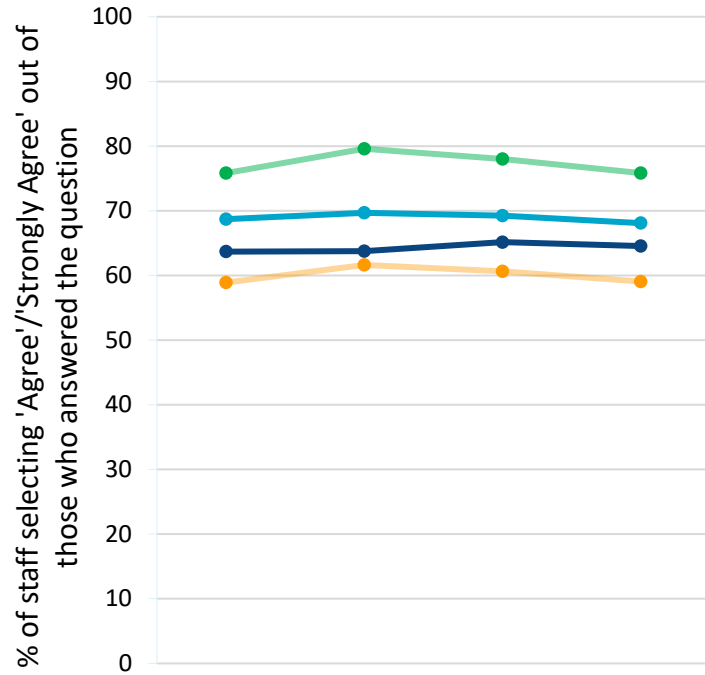
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

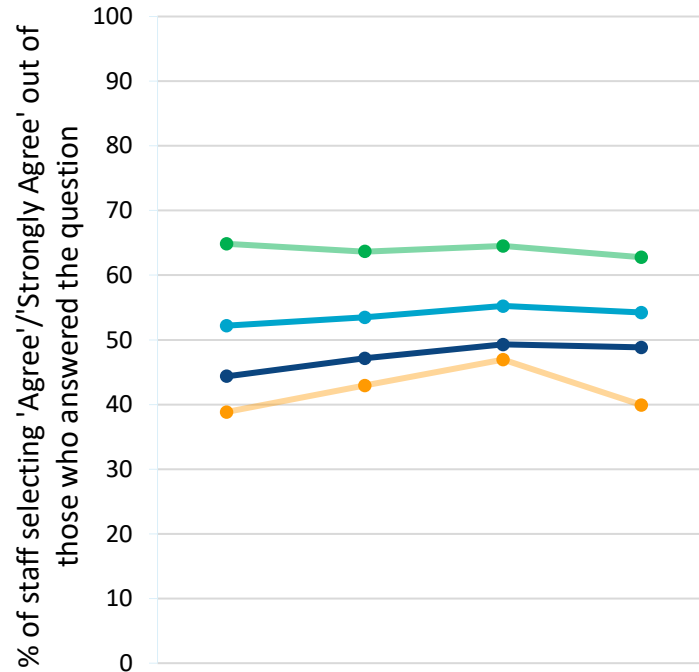


Q24a This organisation offers me challenging work.



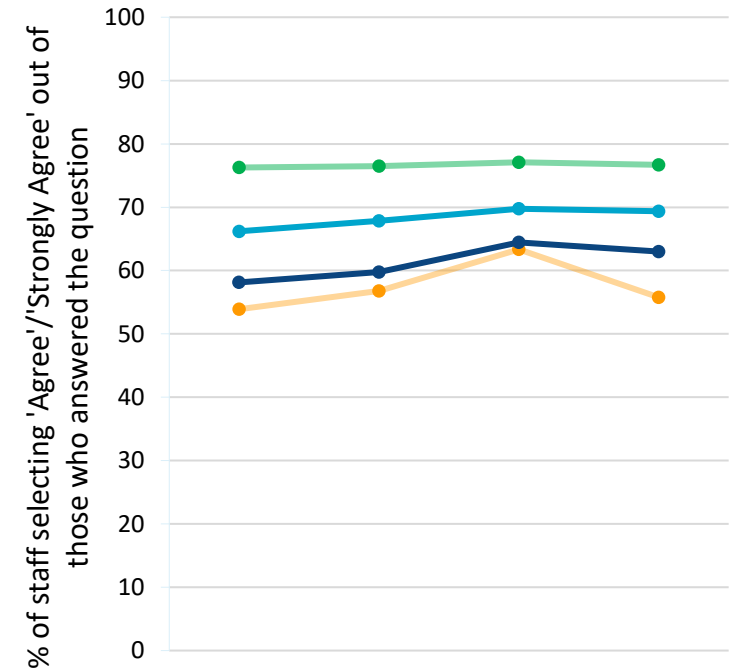
	2021	2022	2023	2024
<b>Your org</b>	63.68%	63.73%	65.15%	64.52%
<b>Best result</b>	75.83%	79.59%	78.00%	75.84%
<b>Average result</b>	68.68%	69.68%	69.23%	68.08%
<b>Worst result</b>	58.89%	61.62%	60.63%	59.05%
Responses	4054	4199	4738	5063

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



	2021	2022	2023	2024
<b>Your org</b>	44.35%	47.13%	49.30%	48.84%
<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	4062	4198	4745	5070

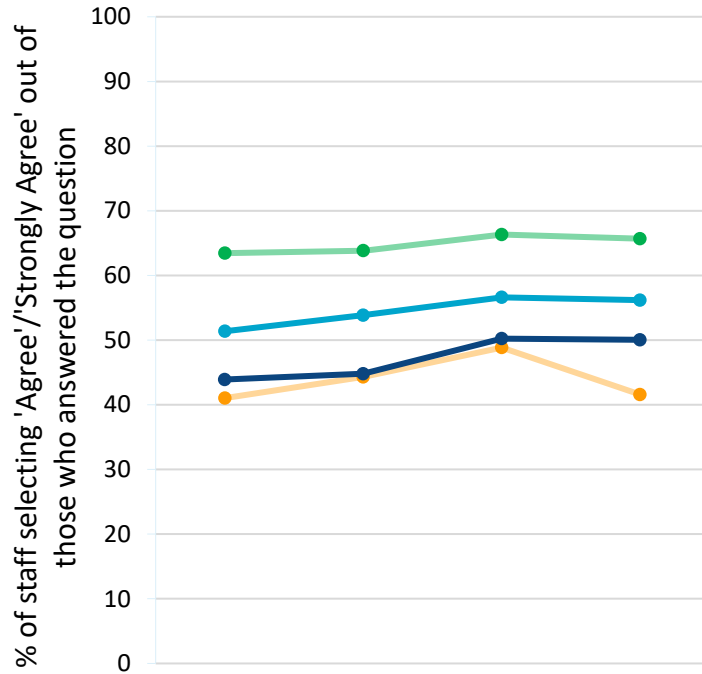
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	58.13%	59.76%	64.45%	63.01%
<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	4048	4196	4732	5051

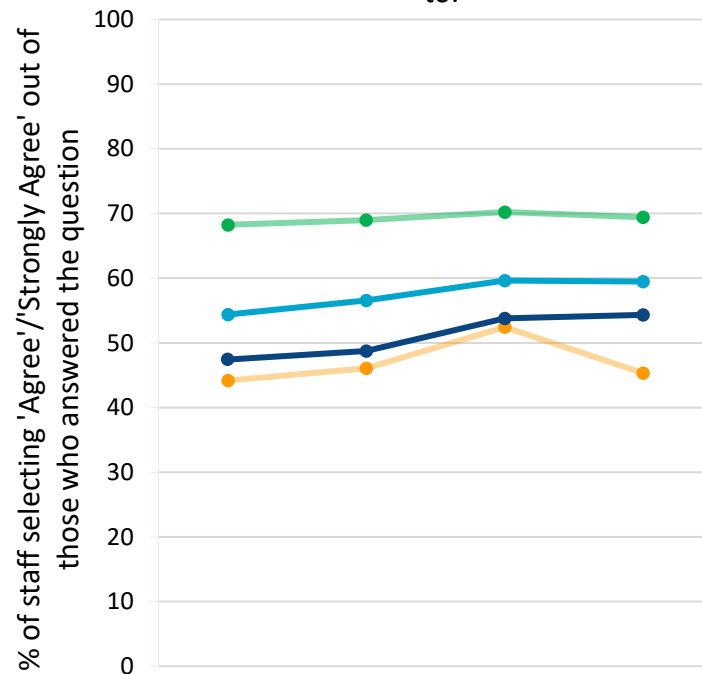


Q24d I feel supported to develop my potential.



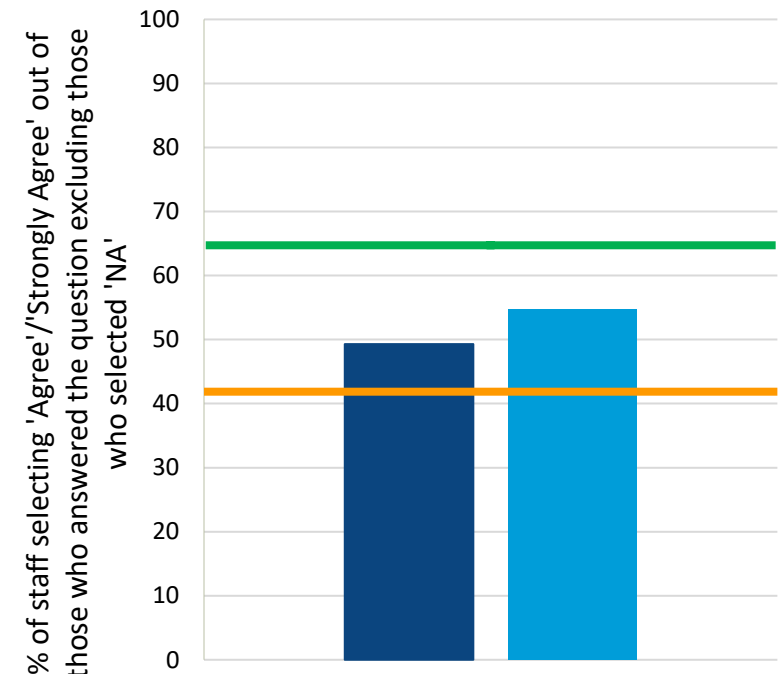
	2021	2022	2023	2024
Your org	43.91%	44.82%	50.23%	50.05%
Best result	63.45%	63.83%	66.33%	65.69%
Average result	51.37%	53.85%	56.61%	56.17%
Worst result	41.03%	44.31%	48.84%	41.60%
Responses	4046	4192	4726	5044

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



	2021	2022	2023	2024
Your org	47.41%	48.75%	53.81%	54.33%
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	4047	4197	4729	4979

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

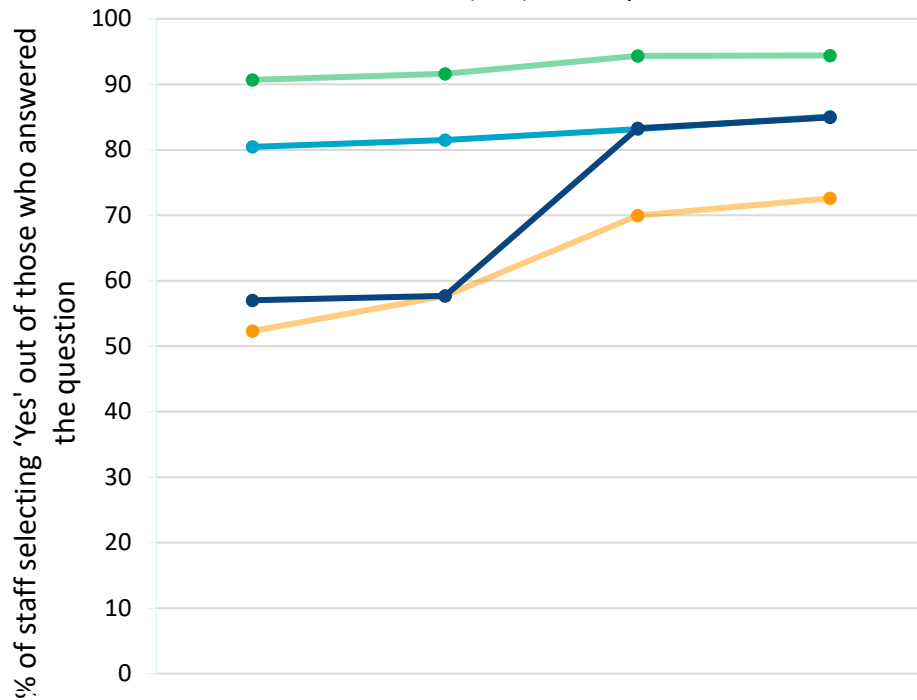


	2024
Your org	49.29%
Best result	64.73%
Average result	54.75%
Worst result	41.87%
Responses	3672

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

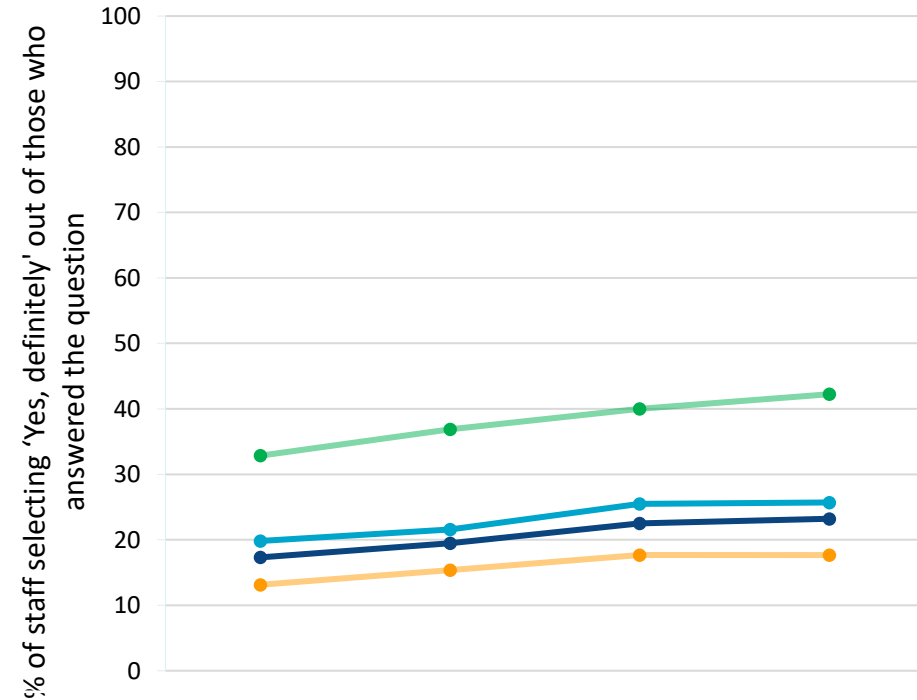


Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	57.02%	57.70%	83.32%	84.94%
Best result	90.68%	91.61%	94.36%	94.41%
Average result	80.45%	81.50%	83.17%	85.08%
Worst result	52.32%	57.70%	69.95%	72.58%
Responses	4041	4209	4717	5049

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

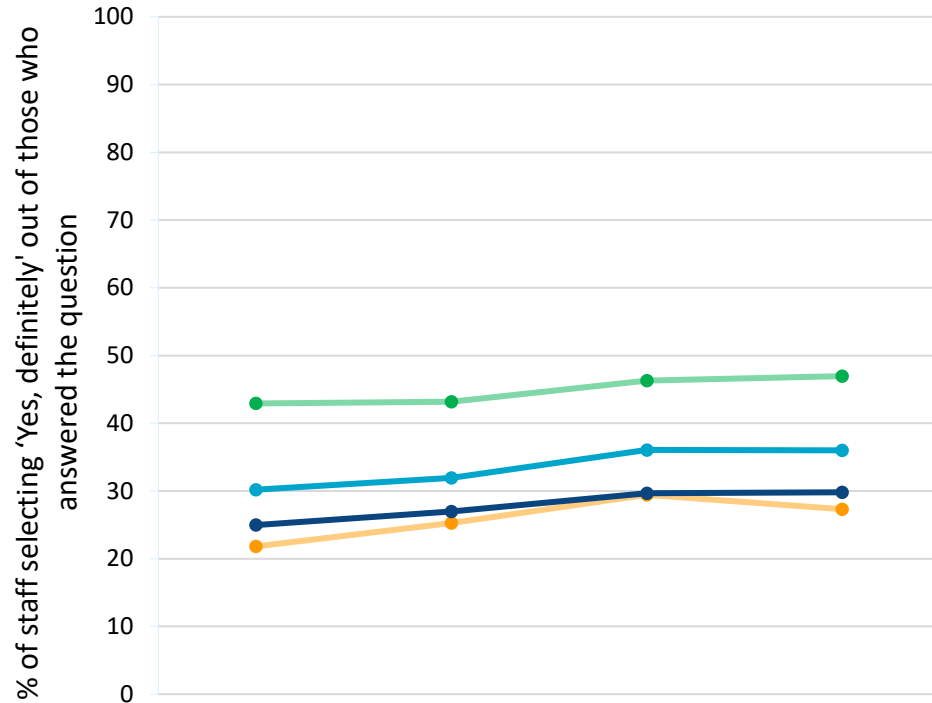


	2021	2022	2023	2024
Your org	17.31%	19.47%	22.51%	23.21%
Best result	32.85%	36.88%	39.99%	42.23%
Average result	19.82%	21.59%	25.50%	25.70%
Worst result	13.13%	15.35%	17.68%	17.65%
Responses	2324	2423	3904	4247

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

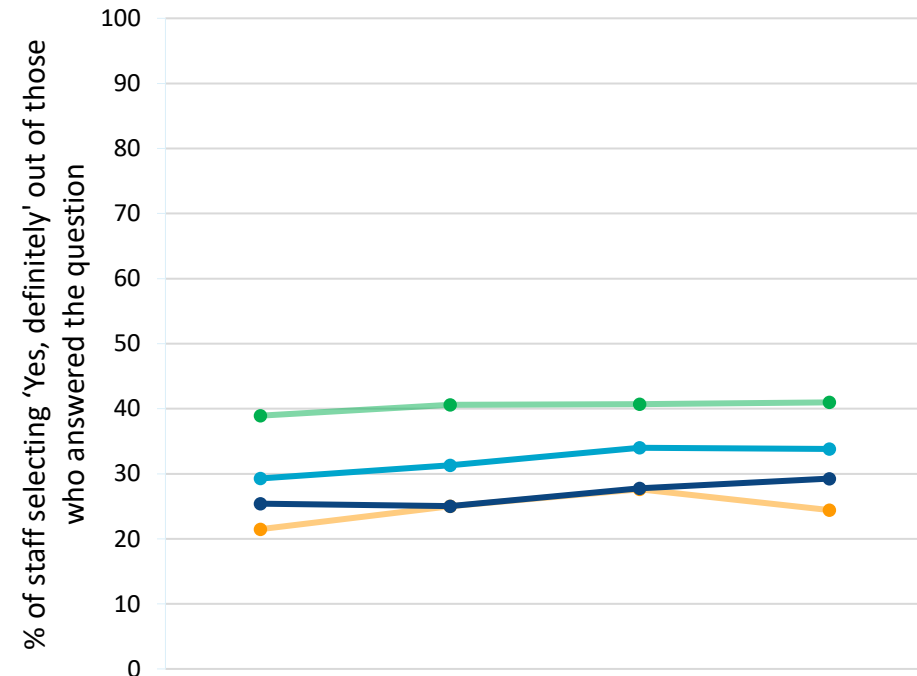


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	24.96%	26.98%	29.66%	29.81%
<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	2314	2414	3885	4227

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



	2021	2022	2023	2024
<b>Your org</b>	25.38%	25.03%	27.75%	29.26%
<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	2323	2417	3886	4243

## People Promise element – We work flexibly



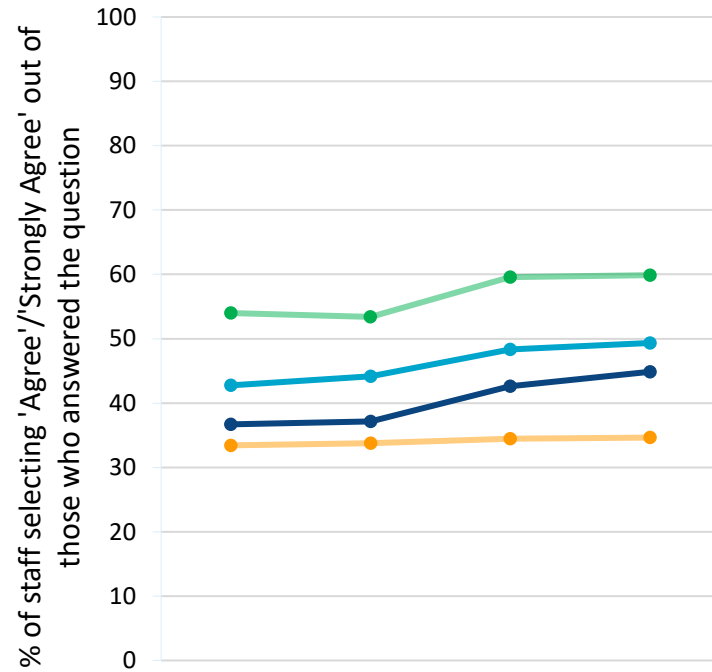
### Questions included:

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

Flexible working – Q4d

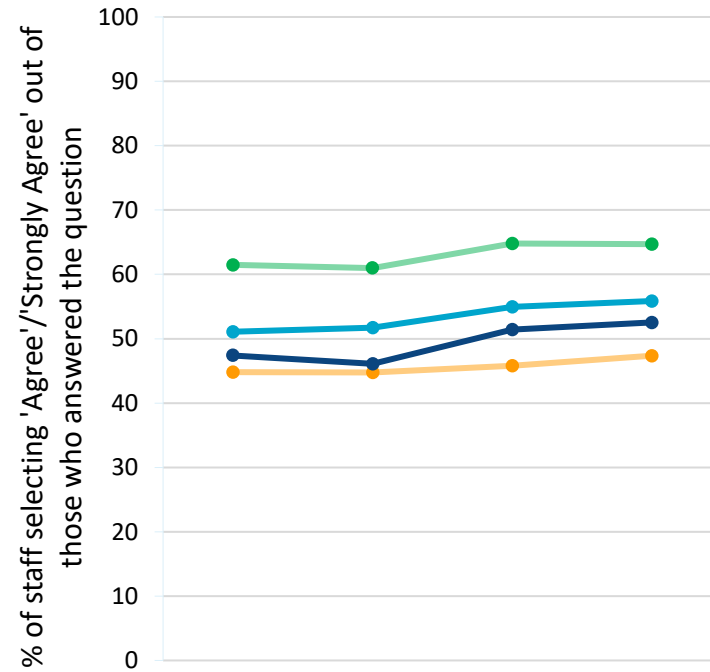


Q6b My organisation is committed to helping me balance my work and home life.



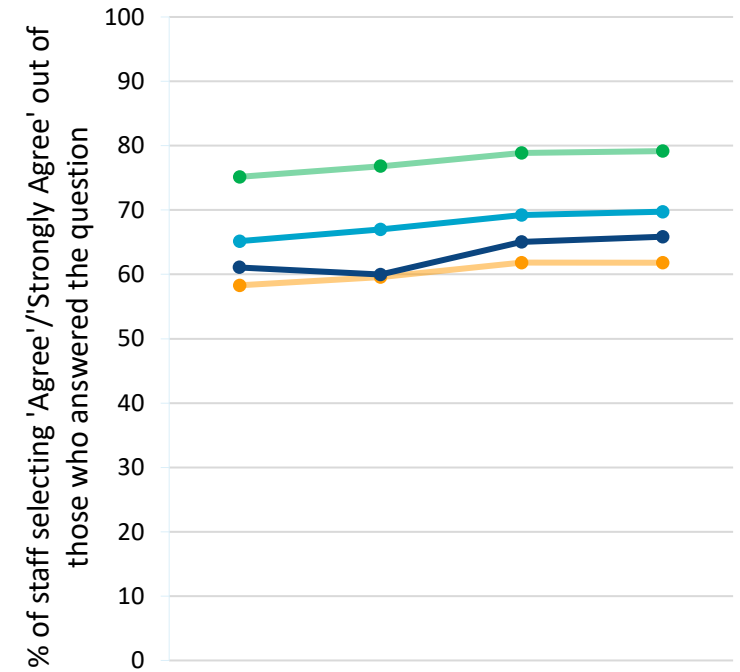
	2021	2022	2023	2024
<b>Your org</b>	36.69%	37.13%	42.61%	44.86%
<b>Best result</b>	53.99%	53.39%	59.57%	59.88%
<b>Average result</b>	42.75%	44.14%	48.33%	49.34%
<b>Worst result</b>	33.43%	33.74%	34.44%	34.64%
Responses	4079	4206	4742	5064

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



	2021	2022	2023	2024
<b>Your org</b>	47.41%	46.10%	51.41%	52.53%
<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	4058	4202	4732	5059

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

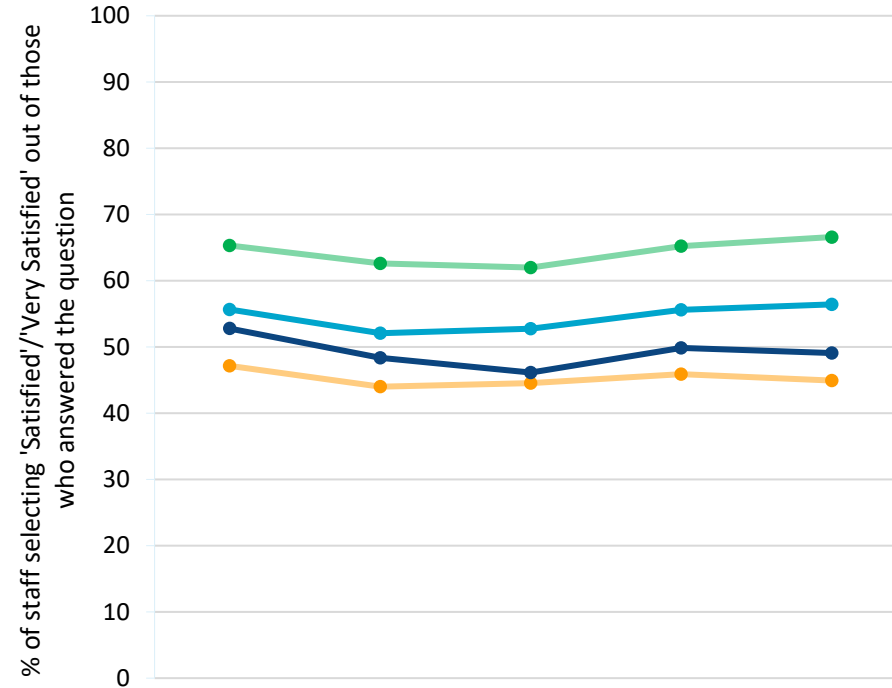


	2021	2022	2023	2024
<b>Your org</b>	61.07%	59.98%	65.03%	65.85%
<b>Best result</b>	75.16%	76.80%	78.85%	79.16%
<b>Average result</b>	65.17%	66.99%	69.24%	69.74%
<b>Worst result</b>	58.30%	59.57%	61.83%	61.80%
Responses	4071	4212	4742	5066





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>	52.78%	48.35%	46.14%	49.88%	49.11%
<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	5157	4049	4182	4732	5043

## People Promise element – We are a team



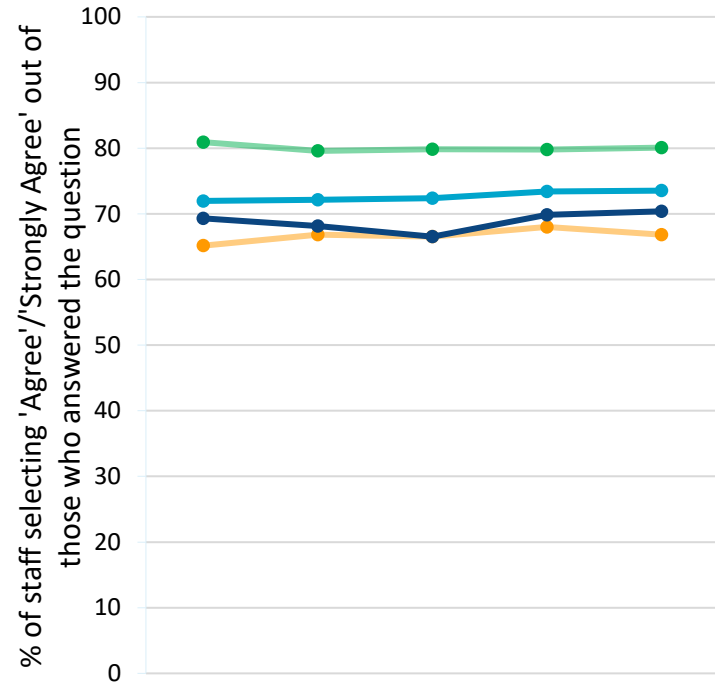
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d

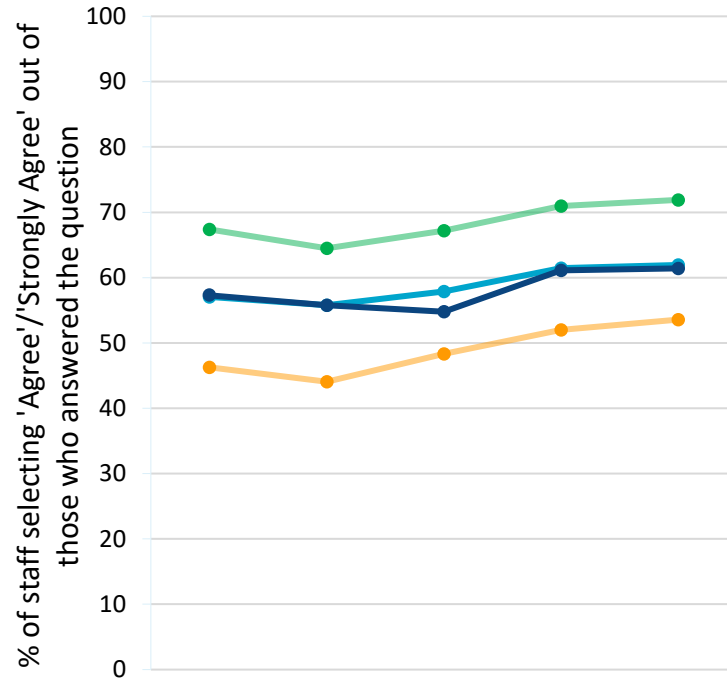


Q7a The team I work in has a set of shared objectives.



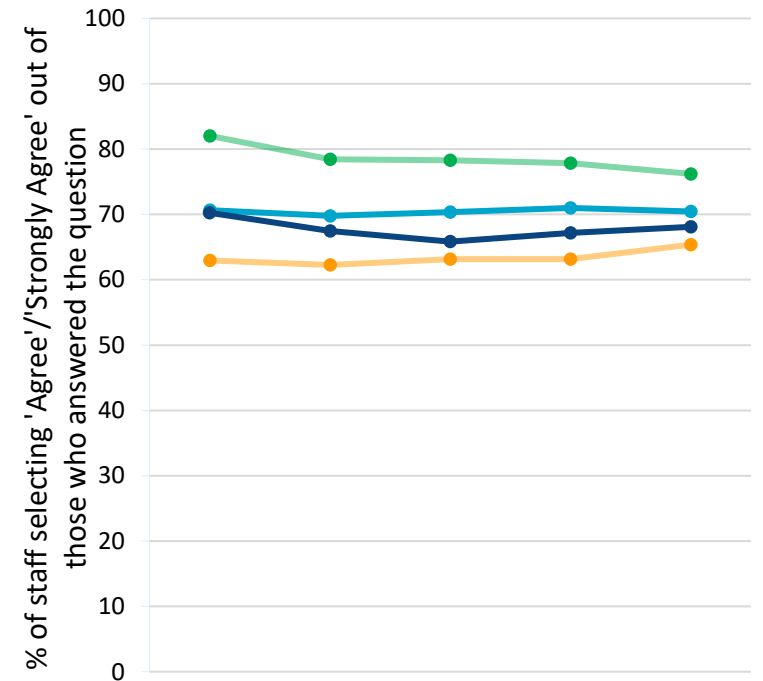
	2020	2021	2022	2023	2024
<b>Your org</b>	69.30%	68.12%	66.52%	69.86%	70.38%
<b>Best result</b>	80.92%	79.58%	79.84%	79.80%	80.07%
<b>Average result</b>	71.97%	72.15%	72.38%	73.42%	73.53%
<b>Worst result</b>	65.15%	66.83%	66.52%	68.00%	66.82%
Responses	5134	4060	4203	4732	5062

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



	2020	2021	2022	2023	2024
<b>Your org</b>	57.30%	55.77%	54.78%	61.12%	61.42%
<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	5153	4064	4202	4737	5059

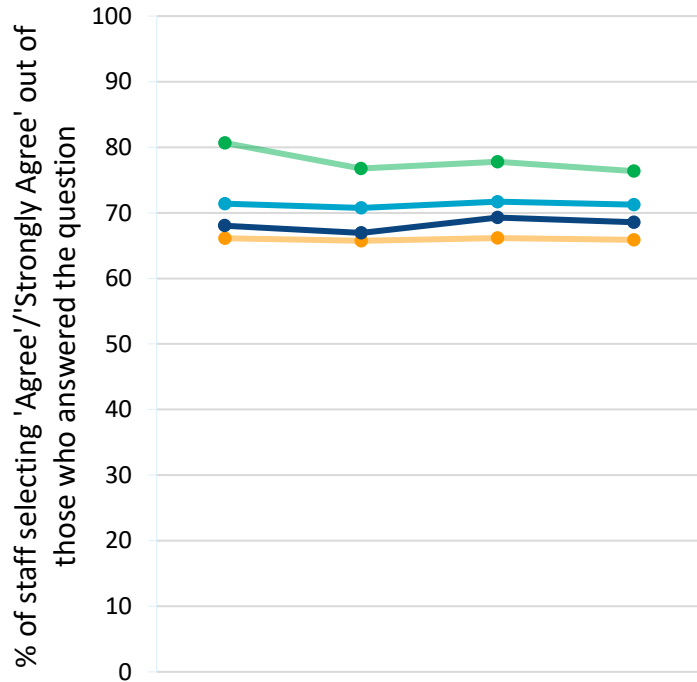
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	70.25%	67.49%	65.84%	67.15%	68.12%
<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	5175	4066	4212	4741	5055

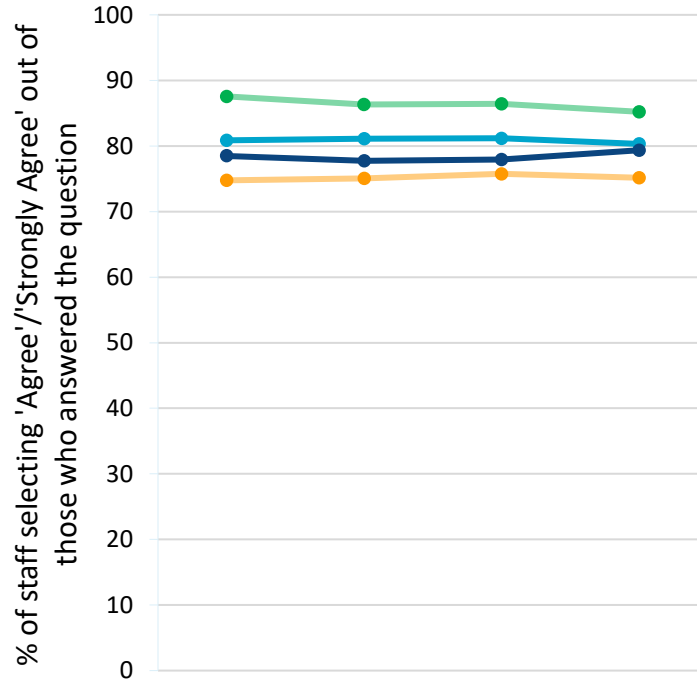


Q7d Team members understand each other's roles.



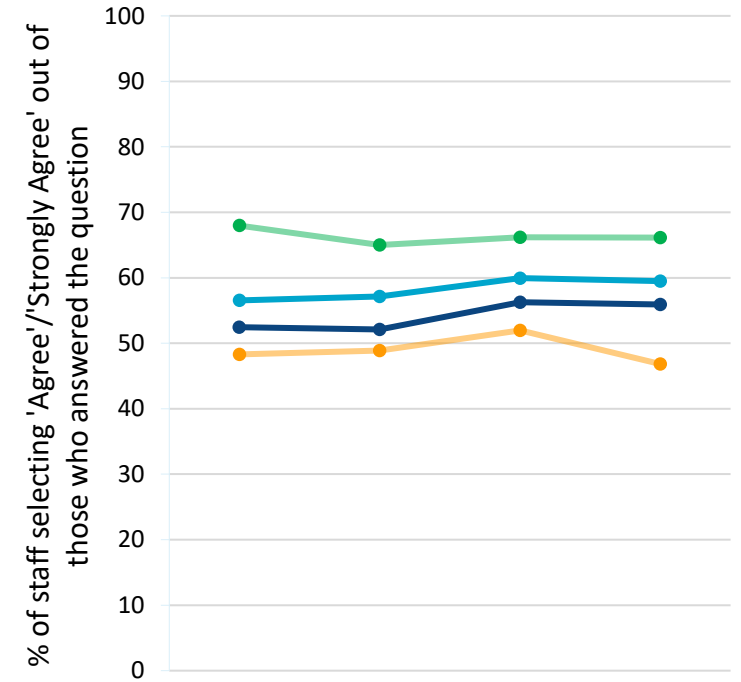
	2021	2022	2023	2024
<b>Your org</b>	68.03%	66.93%	69.28%	68.55%
<b>Best result</b>	80.65%	76.75%	77.80%	76.36%
<b>Average result</b>	71.41%	70.75%	71.71%	71.27%
<b>Worst result</b>	66.14%	65.74%	66.15%	65.89%
Responses	4055	4206	4746	5053

Q7e I enjoy working with the colleagues in my team.

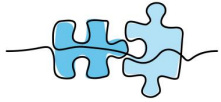


	2021	2022	2023	2024
<b>Your org</b>	78.50%	77.74%	77.94%	79.36%
<b>Best result</b>	87.56%	86.32%	86.45%	85.22%
<b>Average result</b>	80.88%	81.11%	81.18%	80.32%
<b>Worst result</b>	74.76%	75.06%	75.76%	75.15%
Responses	4054	4207	4735	5054

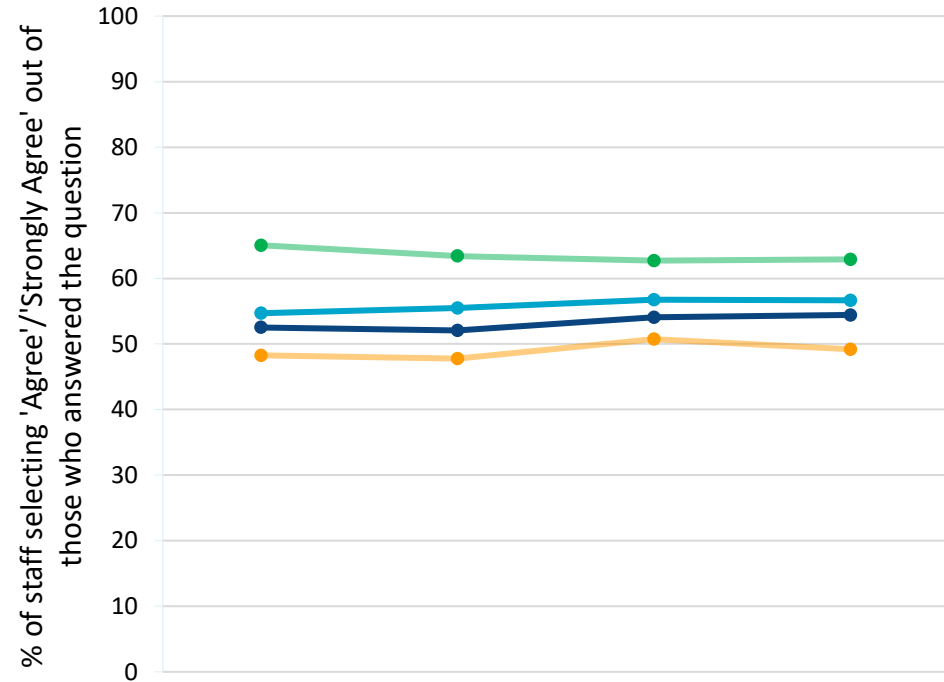
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	52.44%	52.11%	56.27%	55.92%
<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	4050	4201	4727	5038

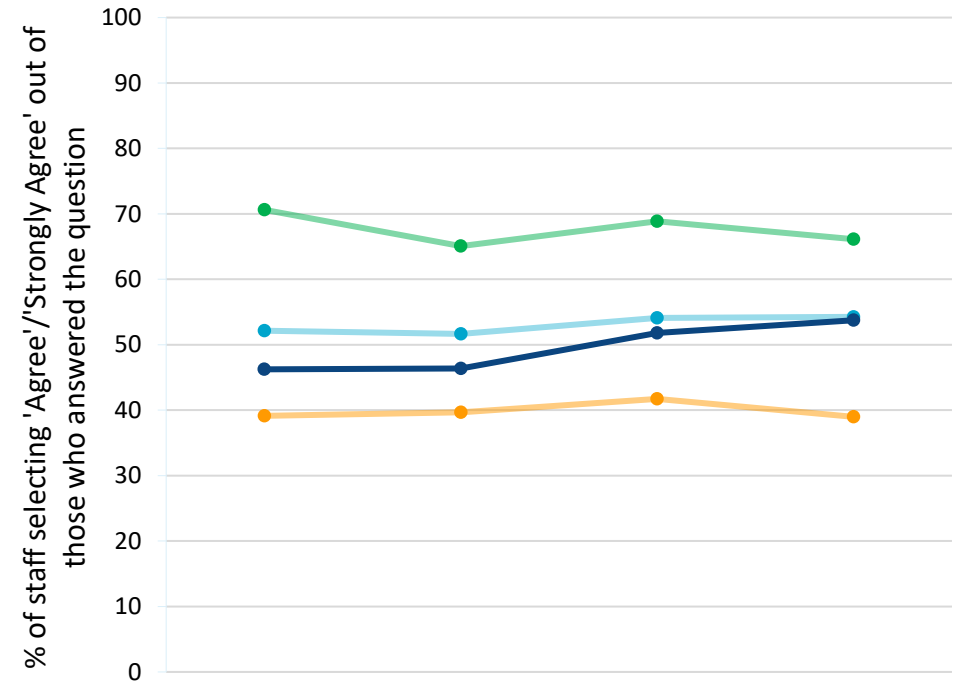


Q7g In my team disagreements are dealt with constructively.

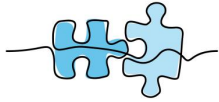


	2021	2022	2023	2024
<b>Your org</b>	52.51%	52.06%	54.10%	54.43%
<b>Best result</b>	65.06%	63.41%	62.71%	62.90%
<b>Average result</b>	54.69%	55.50%	56.75%	56.65%
<b>Worst result</b>	48.27%	47.77%	50.73%	49.19%
Responses	4056	4198	4727	5040

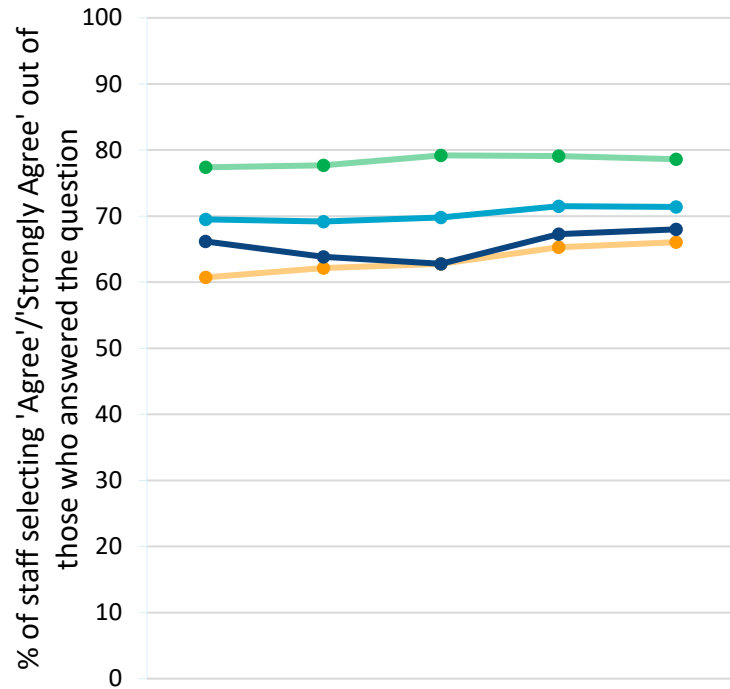
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
<b>Your org</b>	46.24%	46.35%	51.83%	53.74%
<b>Best result</b>	70.62%	65.08%	68.88%	66.13%
<b>Average result</b>	52.14%	51.65%	54.11%	54.27%
<b>Worst result</b>	39.14%	39.66%	41.73%	38.98%
Responses	4040	4203	4733	5061



Q9a My immediate manager encourages me at work.

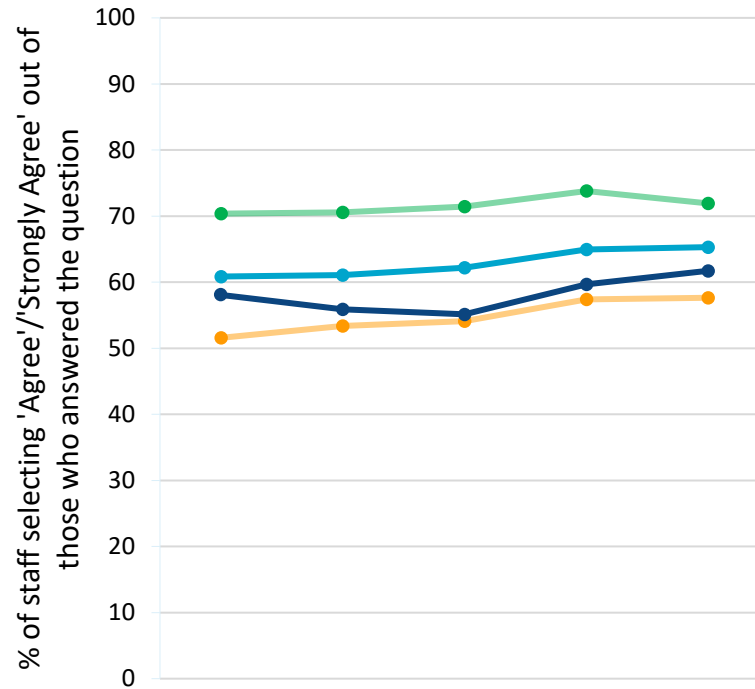


2020 2021 2022 2023 2024

Your org	66.15%	63.82%	62.79%	67.29%	68.00%
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 5131 4079 4212 4749 5072

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

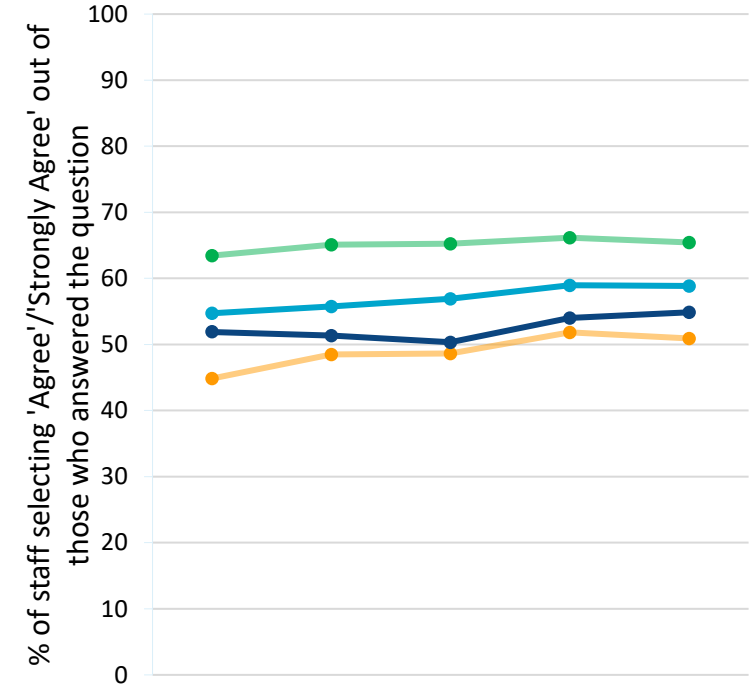


2020 2021 2022 2023 2024

Your org	58.08%	55.89%	55.14%	59.69%	61.73%
Best result	70.38%	70.55%	71.44%	73.80%	71.93%
Average result	60.86%	61.06%	62.20%	64.95%	65.31%
Worst result	51.58%	53.40%	54.10%	57.39%	57.64%

Responses 5127 4071 4211 4740 5061

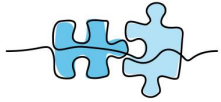
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



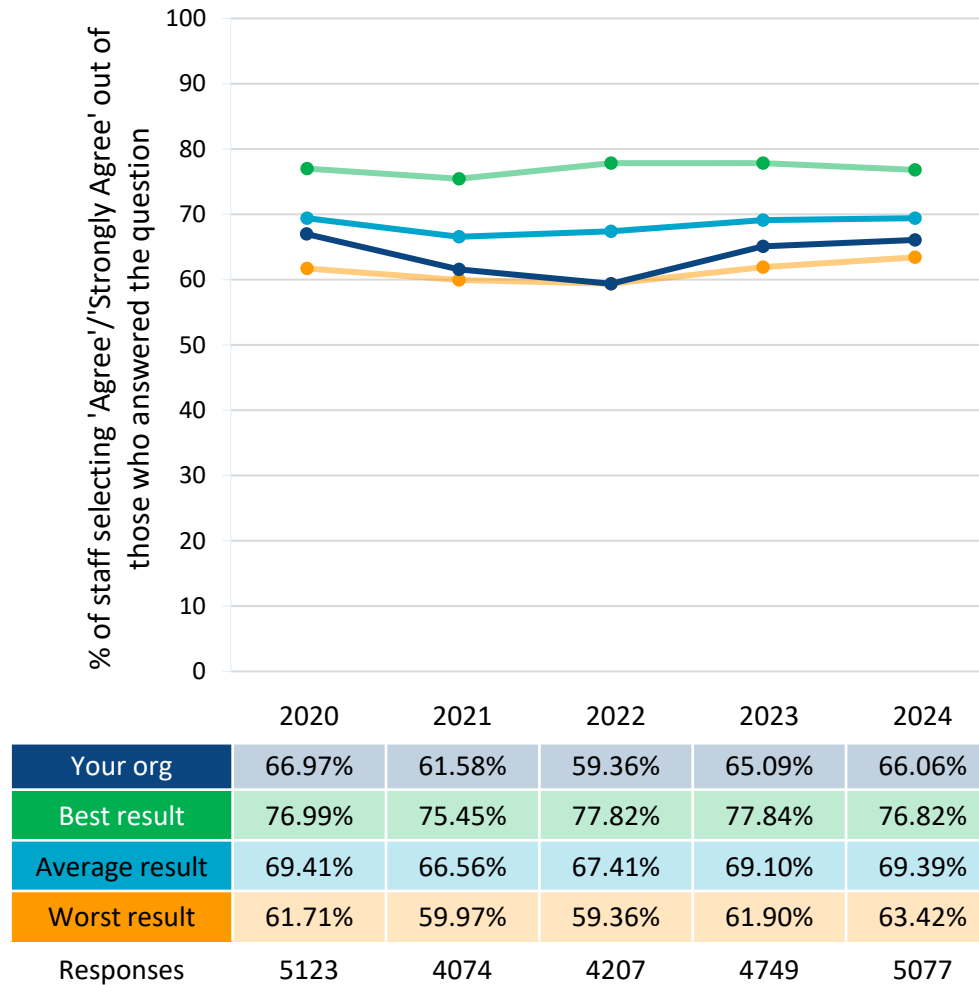
2020 2021 2022 2023 2024

Your org	51.90%	51.35%	50.34%	54.00%	54.87%
Best result	63.45%	65.11%	65.23%	66.16%	65.47%
Average result	54.73%	55.75%	56.93%	58.97%	58.84%
Worst result	44.85%	48.47%	48.62%	51.84%	50.94%

Responses 5127 4068 4208 4743 5066



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

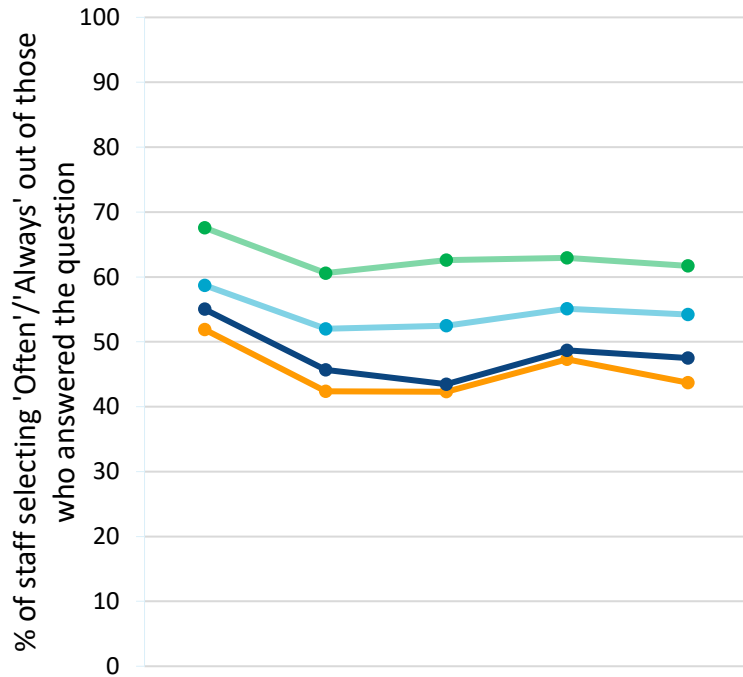
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



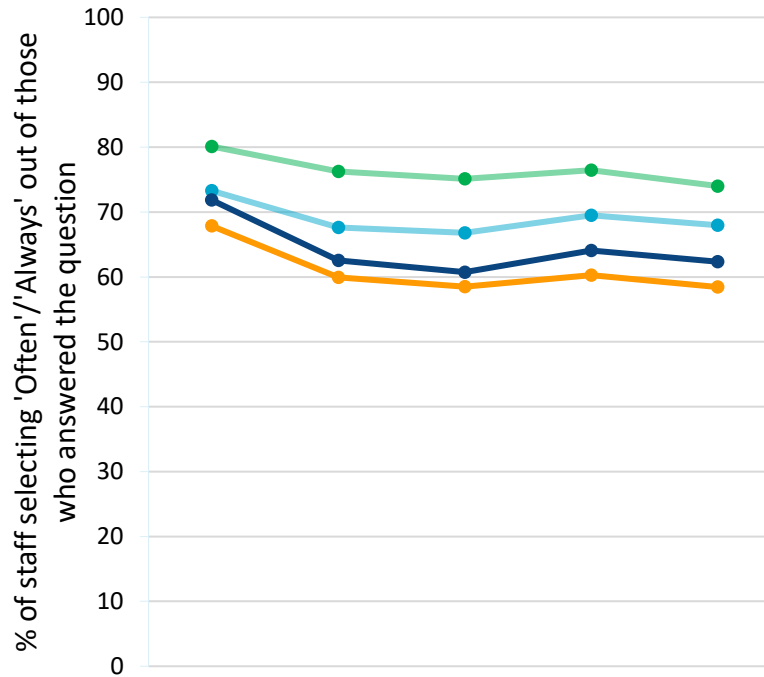


Q2a I look forward to going to work.



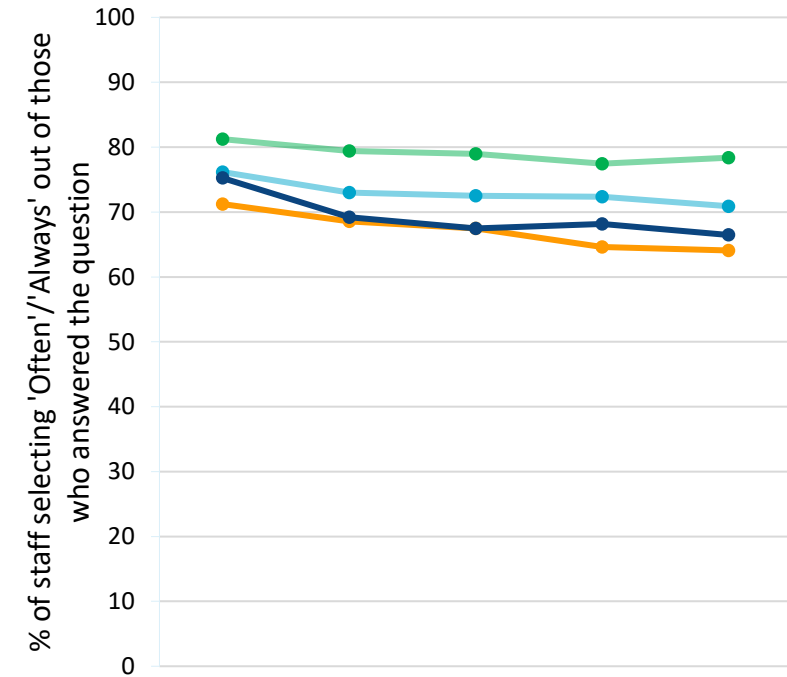
	2020	2021	2022	2023	2024
<b>Your org</b>	55.00%	45.68%	43.47%	48.66%	47.50%
<b>Best result</b>	67.56%	60.59%	62.57%	62.91%	61.70%
<b>Average result</b>	58.70%	52.01%	52.47%	55.07%	54.19%
<b>Worst result</b>	51.87%	42.39%	42.30%	47.30%	43.71%
Responses	5194	4051	4173	4710	5037

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.83%	62.52%	60.74%	64.05%	62.33%
<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	5164	4027	4143	4672	4982

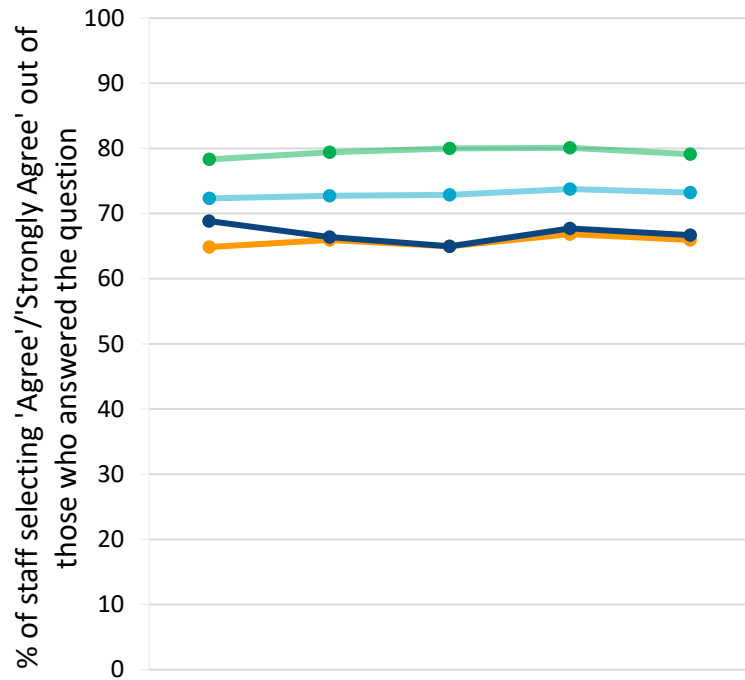
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	75.23%	69.21%	67.46%	68.16%	66.46%
<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	5164	4037	4153	4671	4994

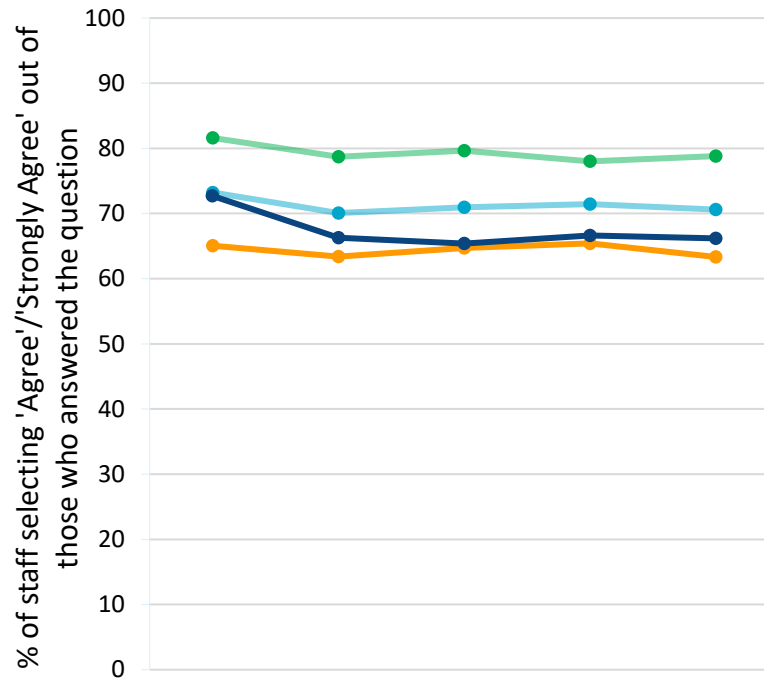


Q3c There are frequent opportunities for me to show initiative in my role.



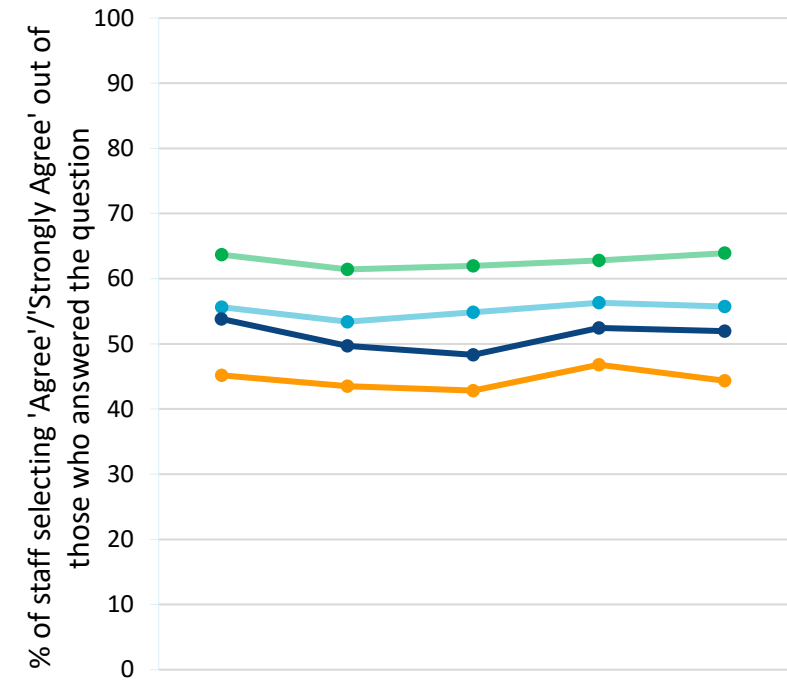
	2020	2021	2022	2023	2024
<b>Your org</b>	68.84%	66.38%	64.98%	67.69%	66.68%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	5178	4059	4197	4734	5051

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



	2020	2021	2022	2023	2024
<b>Your org</b>	72.70%	66.28%	65.39%	66.65%	66.19%
<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	5176	4058	4196	4730	5044

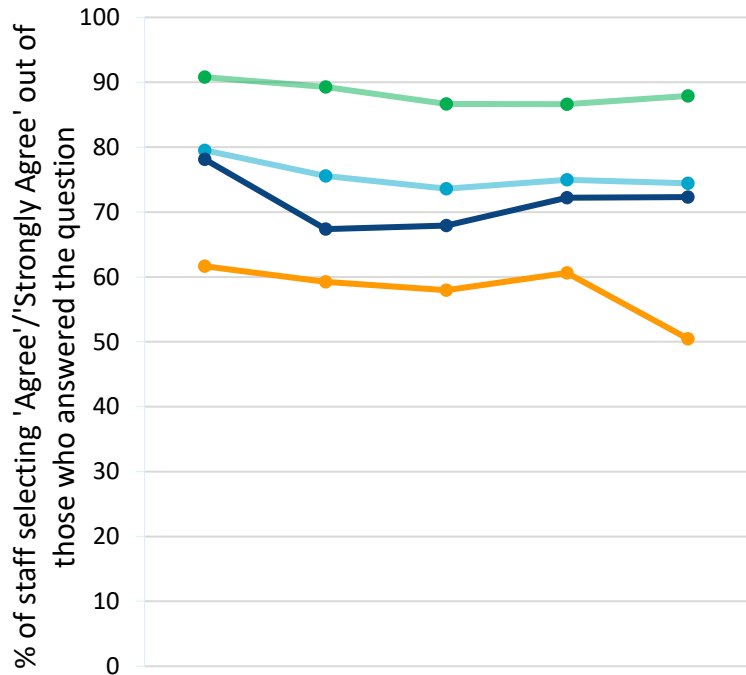
Q3f I am able to make improvements happen in my area of work.



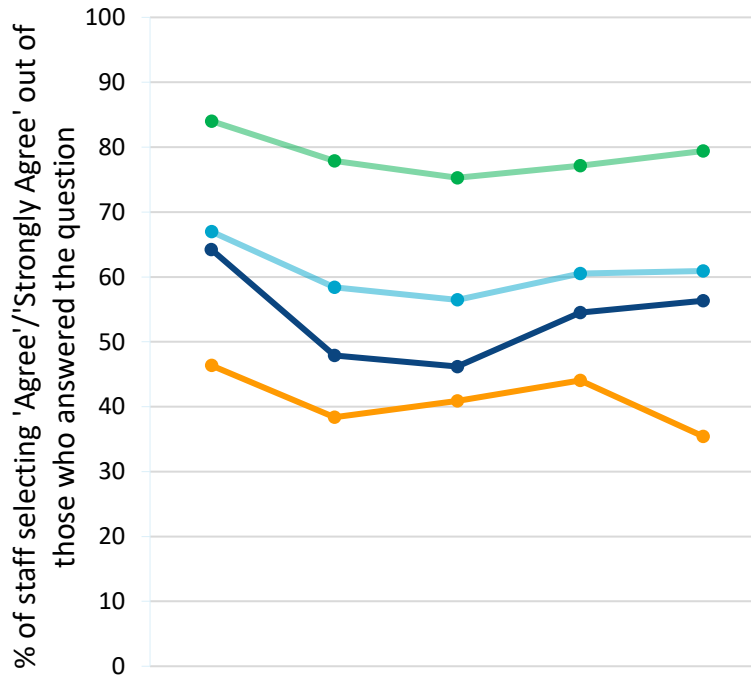
	2020	2021	2022	2023	2024
<b>Your org</b>	53.82%	49.70%	48.32%	52.45%	51.96%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	5165	4060	4191	4728	5028



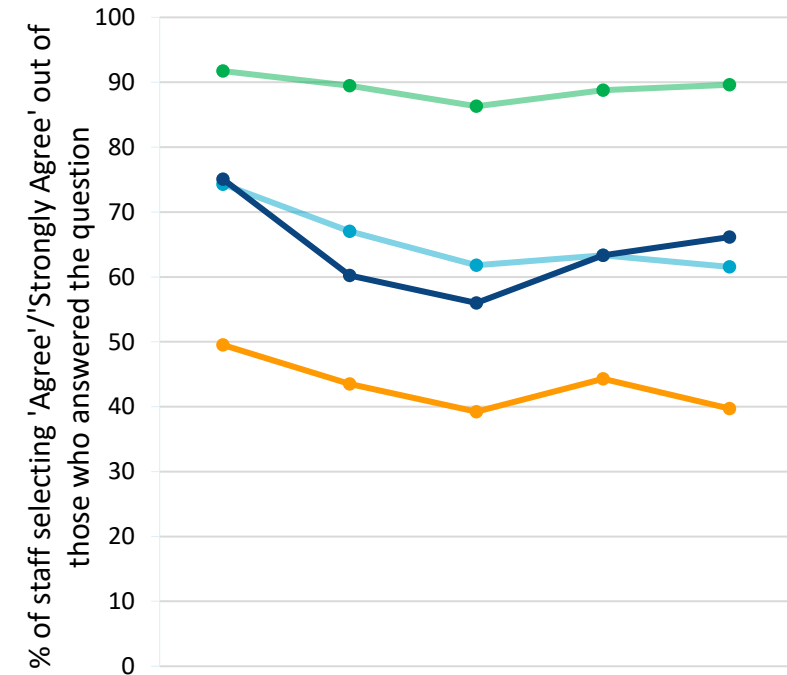
Q25a Care of patients / service users is my organisation's top priority.



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



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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.11%	67.36%	67.92%	72.23%	72.29%
<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	5063	4072	4200	4746	5058

	2020	2021	2022	2023	2024
<b>Your org</b>	64.21%	47.90%	46.19%	54.49%	56.34%
<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	5063	4063	4194	4737	5064

	2020	2021	2022	2023	2024
<b>Your org</b>	75.06%	60.23%	55.99%	63.35%	66.12%
<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	5065	4055	4191	4732	5050

## Theme - Morale



### Questions included:

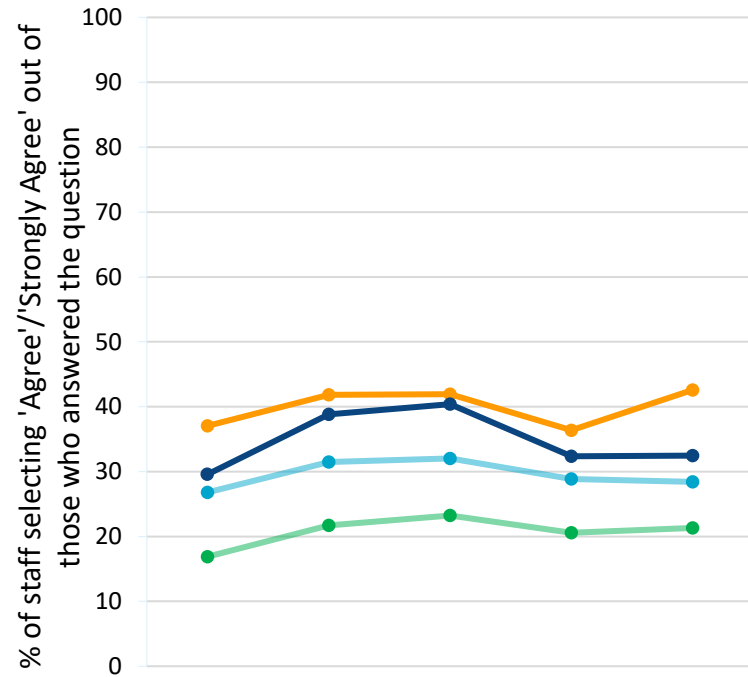
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

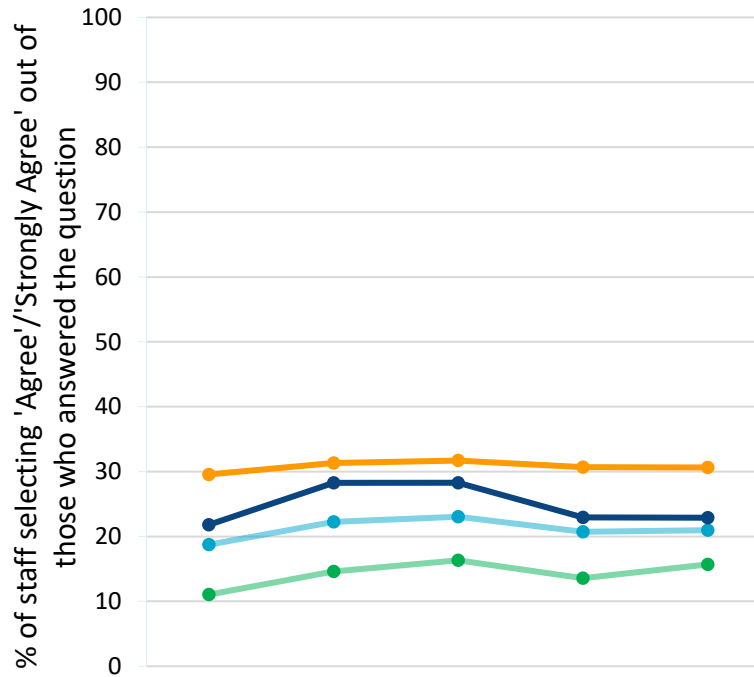


Q26a I often think about leaving this organisation.



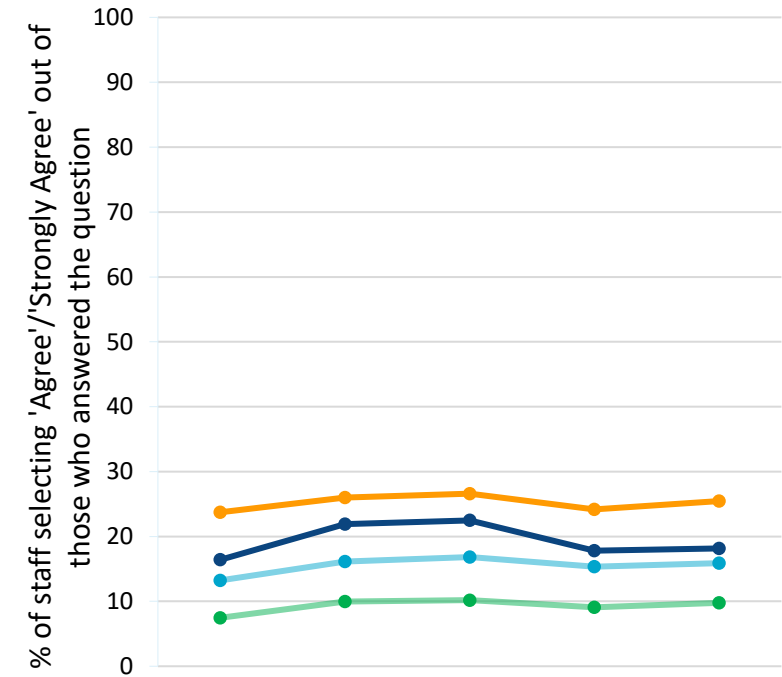
	2020	2021	2022	2023	2024
<b>Your org</b>	29.57%	38.81%	40.39%	32.37%	32.44%
<b>Best result</b>	16.88%	21.69%	23.23%	20.56%	21.30%
<b>Average result</b>	26.80%	31.47%	32.02%	28.87%	28.43%
<b>Worst result</b>	37.07%	41.84%	41.90%	36.37%	42.58%
Responses	5064	4076	4216	4749	5075

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>	21.80%	28.28%	28.28%	22.95%	22.89%
<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	5067	4053	4207	4732	5066

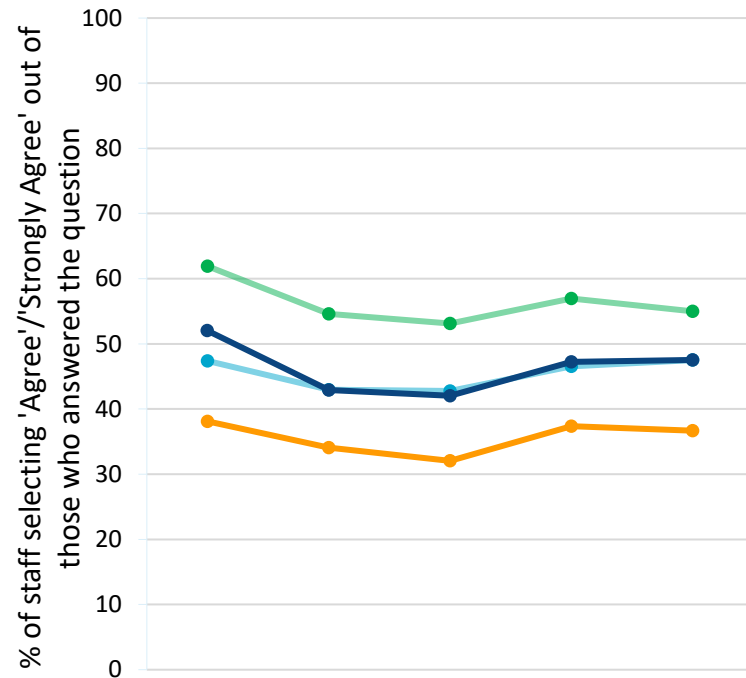
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	16.40%	21.91%	22.47%	17.82%	18.18%
<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	5060	4037	4195	4720	5041

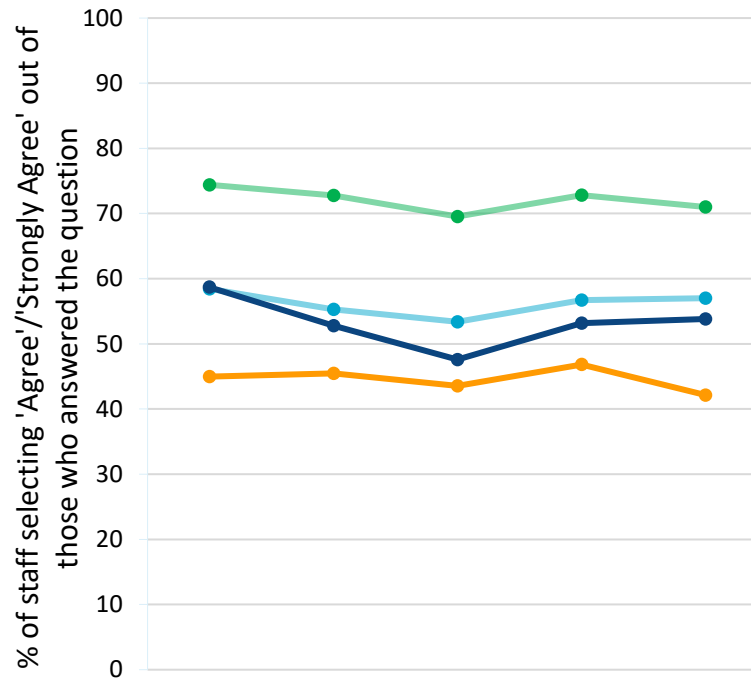


Q3g I am able to meet all the conflicting demands on my time at work.



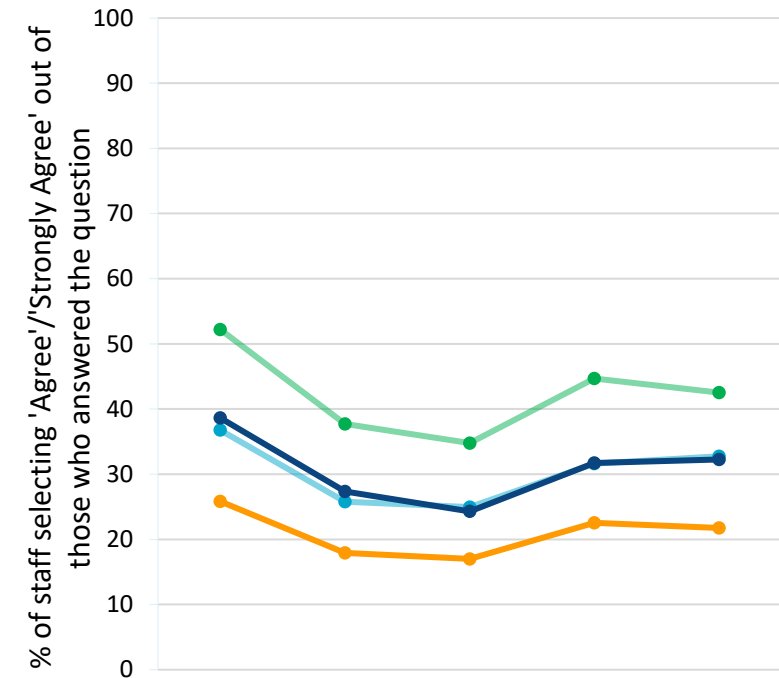
	2020	2021	2022	2023	2024
<b>Your org</b>	52.02%	42.89%	42.04%	47.22%	47.52%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	5154	4055	4184	4722	5016

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



	2020	2021	2022	2023	2024
<b>Your org</b>	58.68%	52.80%	47.59%	53.19%	53.84%
<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	5164	4048	4191	4709	5035

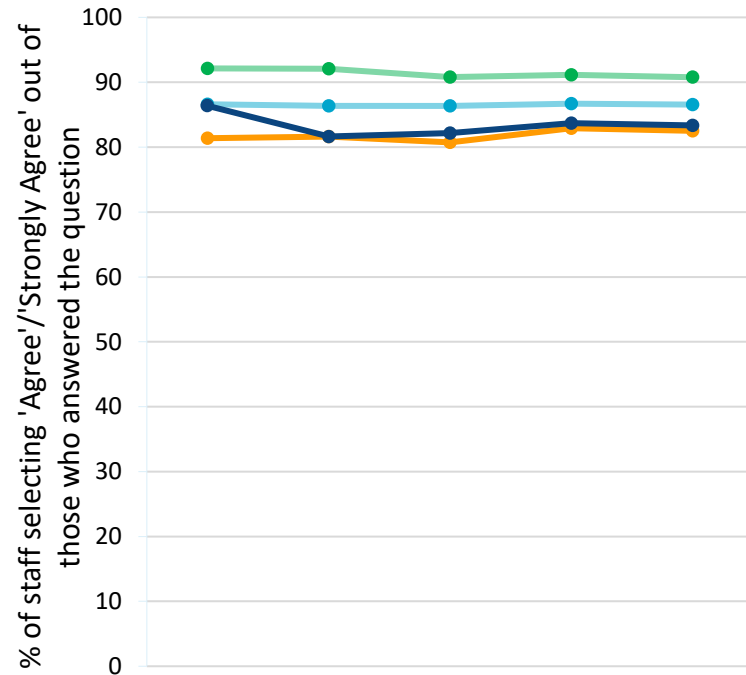
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	38.64%	27.37%	24.29%	31.71%	32.26%
<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	5163	4069	4196	4743	5051

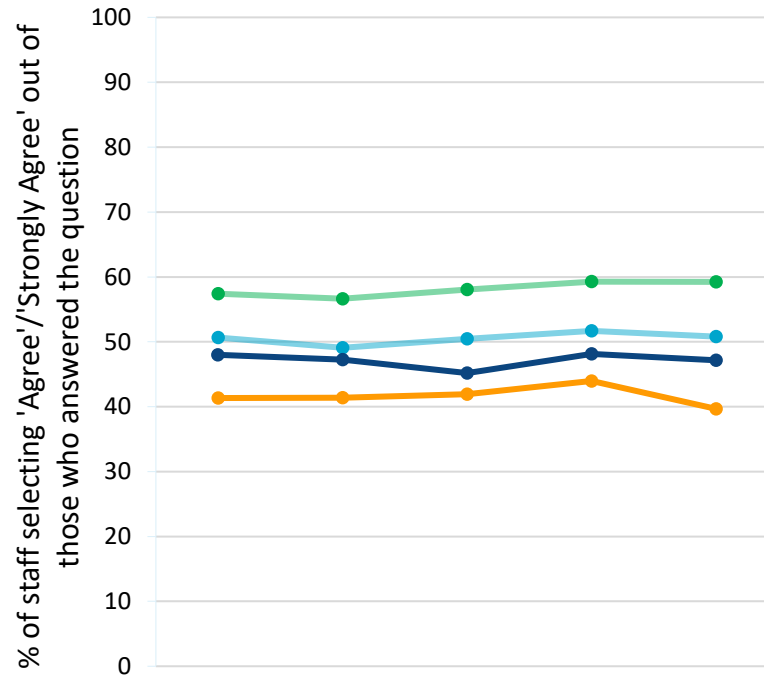


Q3a I always know what my work responsibilities are.



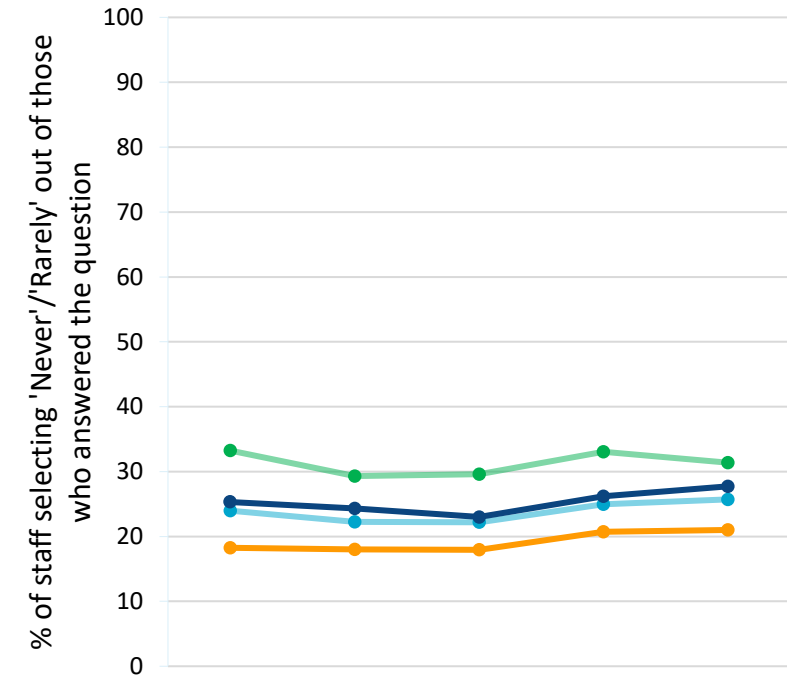
	2020	2021	2022	2023	2024
<b>Your org</b>	86.37%	81.65%	82.18%	83.71%	83.35%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	5206	4081	4214	4756	5083

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>	47.97%	47.24%	45.18%	48.13%	47.16%
<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	5169	4065	4200	4725	5046

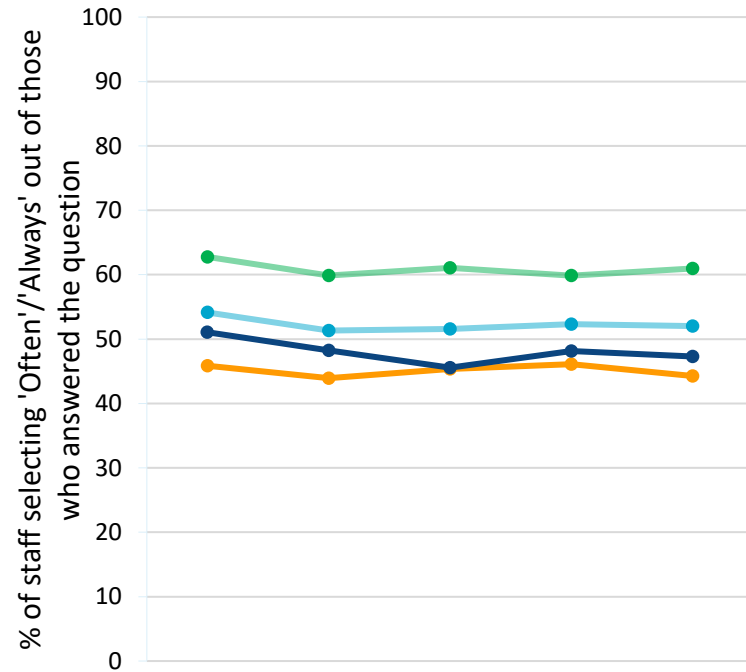
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	25.32%	24.32%	23.01%	26.21%	27.73%
<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	5151	4061	4197	4742	5070

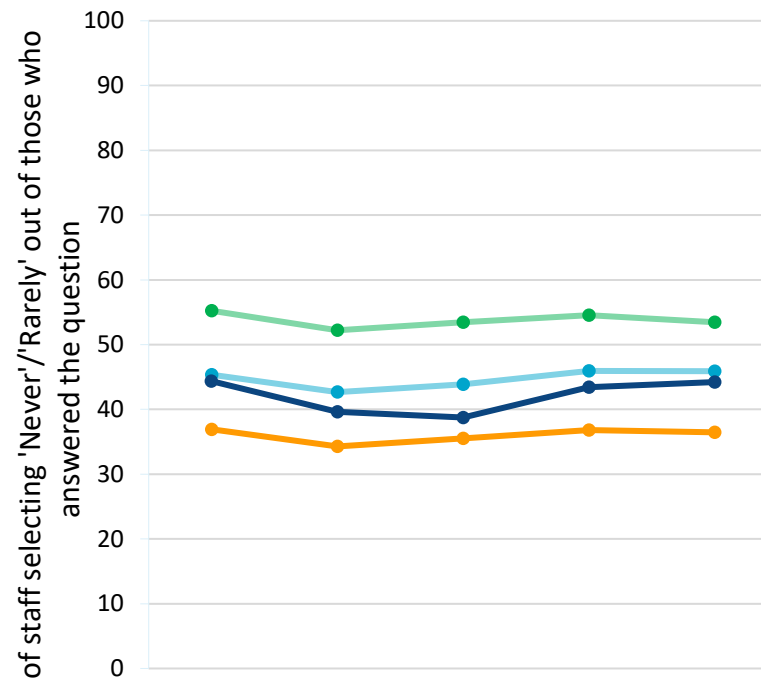


Q5b I have a choice in deciding how to do my work.



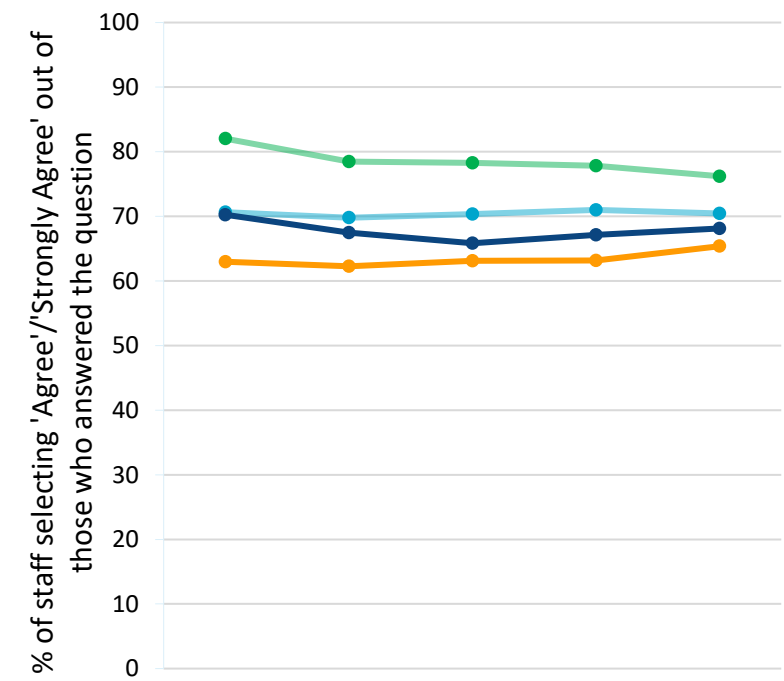
	2020	2021	2022	2023	2024
<b>Your org</b>	51.06%	48.23%	45.56%	48.14%	47.31%
<b>Best result</b>	62.76%	59.87%	61.04%	59.85%	60.94%
<b>Average result</b>	54.13%	51.32%	51.55%	52.31%	52.02%
<b>Worst result</b>	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	5153	4047	4193	4739	5053

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	44.36%	39.63%	38.75%	43.42%	44.23%
<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	5150	4052	4195	4733	5055

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

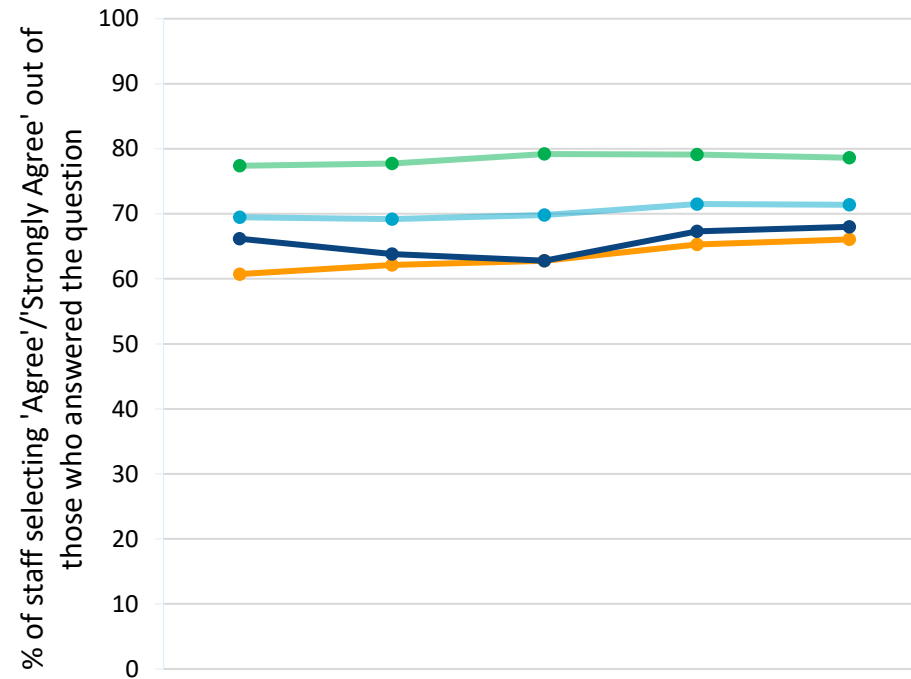


	2020	2021	2022	2023	2024
<b>Your org</b>	70.25%	67.49%	65.84%	67.15%	68.12%
<b>Best result</b>	82.02%	78.45%	78.29%	77.84%	76.21%
<b>Average result</b>	70.63%	69.79%	70.36%	70.99%	70.44%
<b>Worst result</b>	62.98%	62.27%	63.14%	63.16%	65.37%
Responses	5175	4066	4212	4741	5055





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
<b>Your org</b>	66.15%	63.82%	62.79%	67.29%	68.00%
<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	5131	4079	4212	4749	5072

## Questions not linked to People Promise elements or themes

Questions included:\*

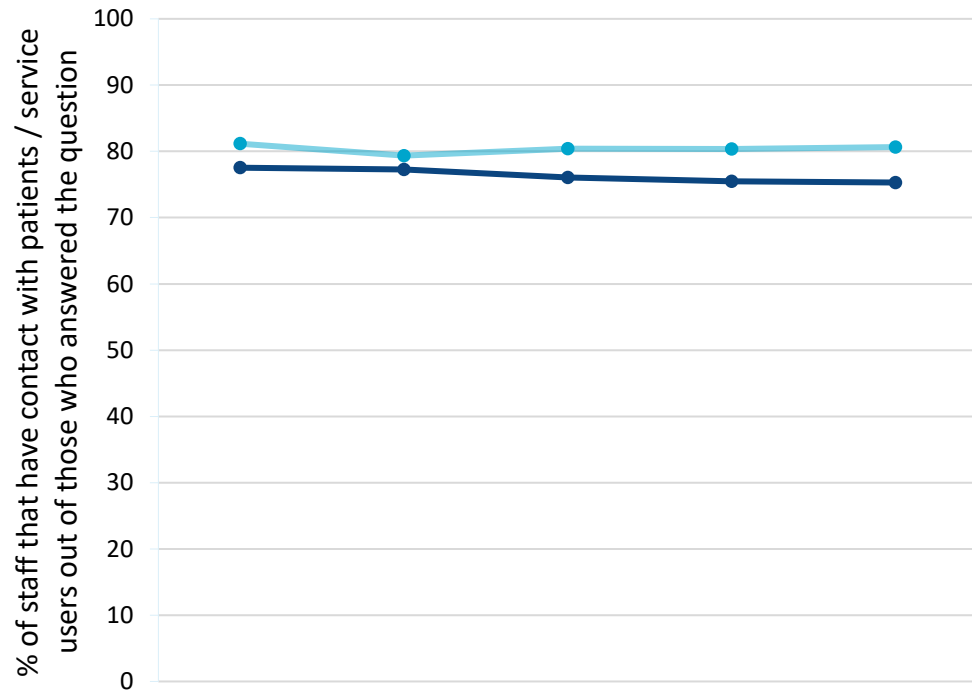
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

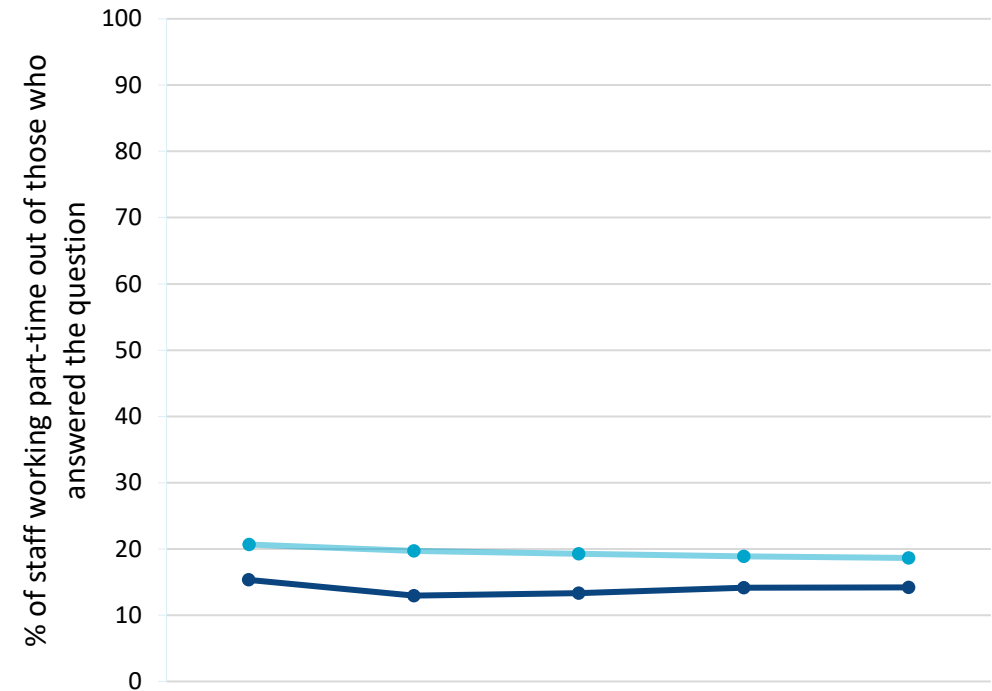


2020 2021 2022 2023 2024

Your org	77.53%	77.26%	76.08%	75.48%	75.30%
Average	81.16%	79.36%	80.42%	80.37%	80.65%

Responses 5225 4054 4176 4735 5069

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



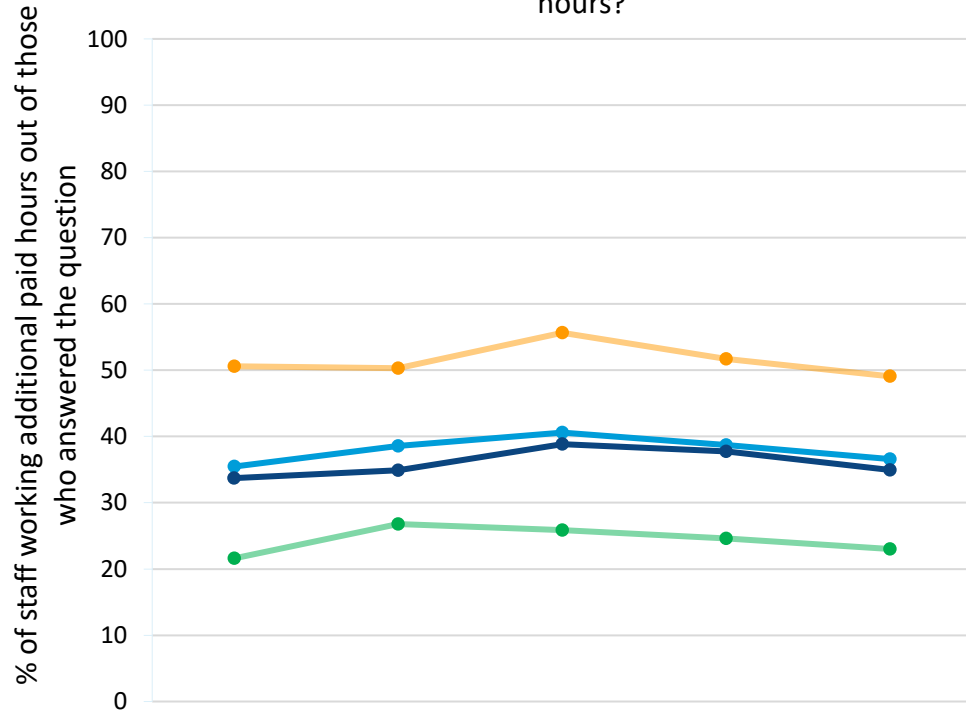
2020 2021 2022 2023 2024

Your org	15.32%	12.95%	13.34%	14.12%	14.20%
Average	20.66%	19.69%	19.24%	18.88%	18.64%

Responses 5059 3721 3838 4263 4642



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

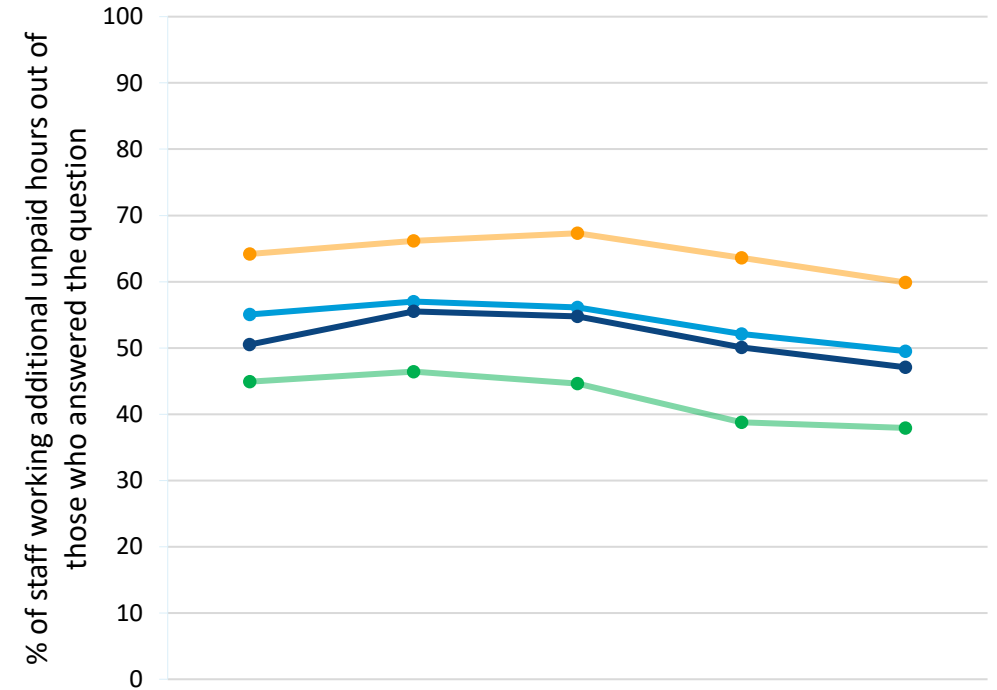


2020 2021 2022 2023 2024

Your org	33.72%	34.90%	38.84%	37.76%	34.95%
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 5093 3929 4052 4572 4849

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



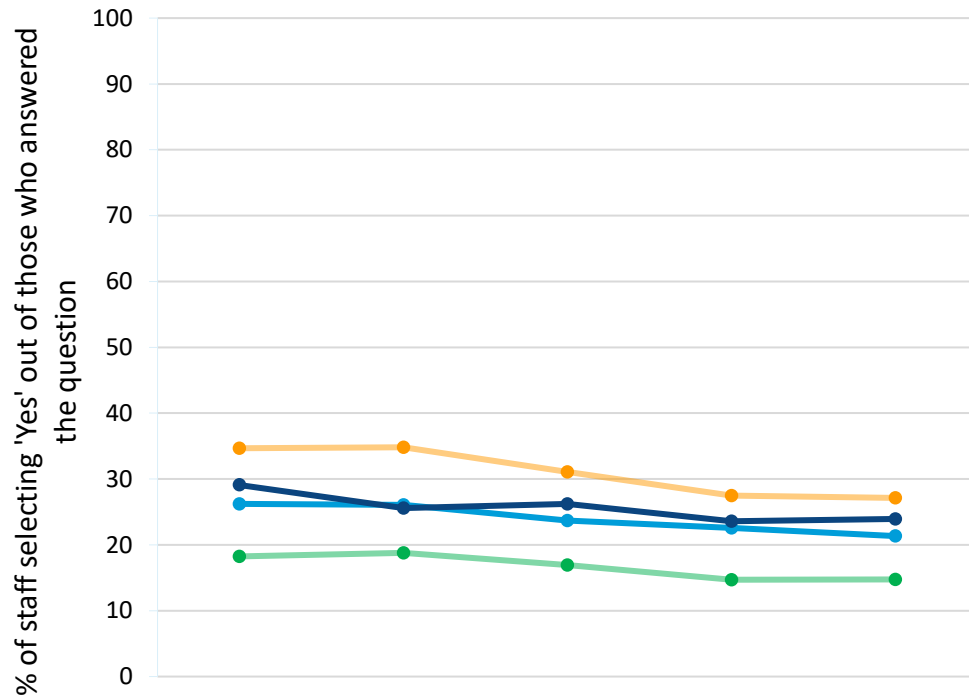
2020 2021 2022 2023 2024

Your org	50.50%	55.51%	54.77%	50.10%	47.08%
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 5096 3951 4032 4568 4858

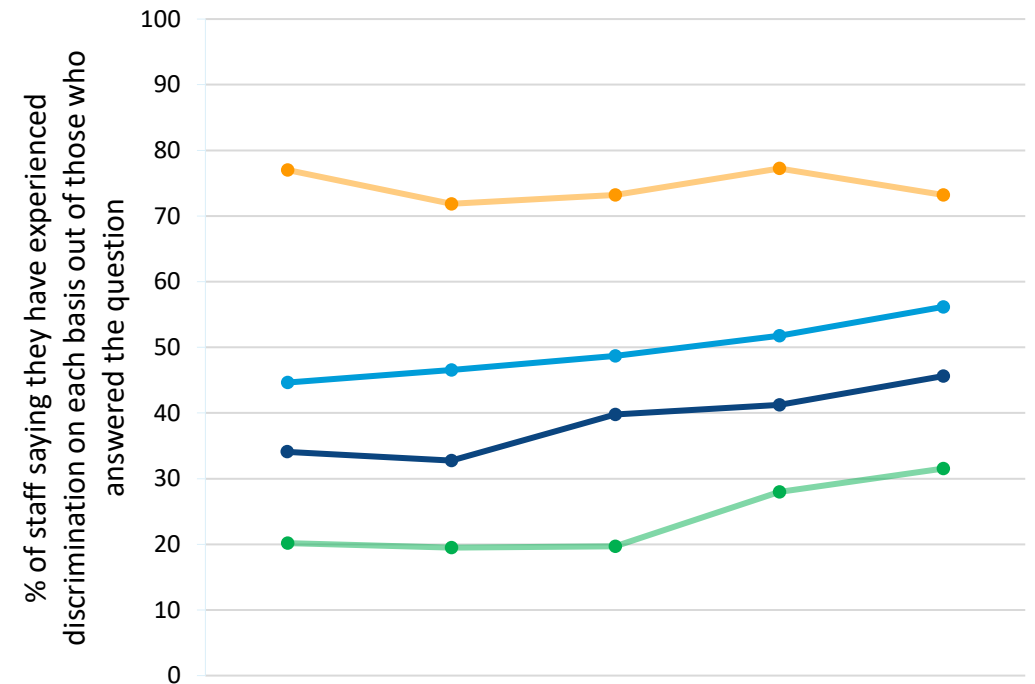


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	29.09%	25.59%	26.21%	23.59%	23.92%
<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	2475	2396	2548	2738	2898

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

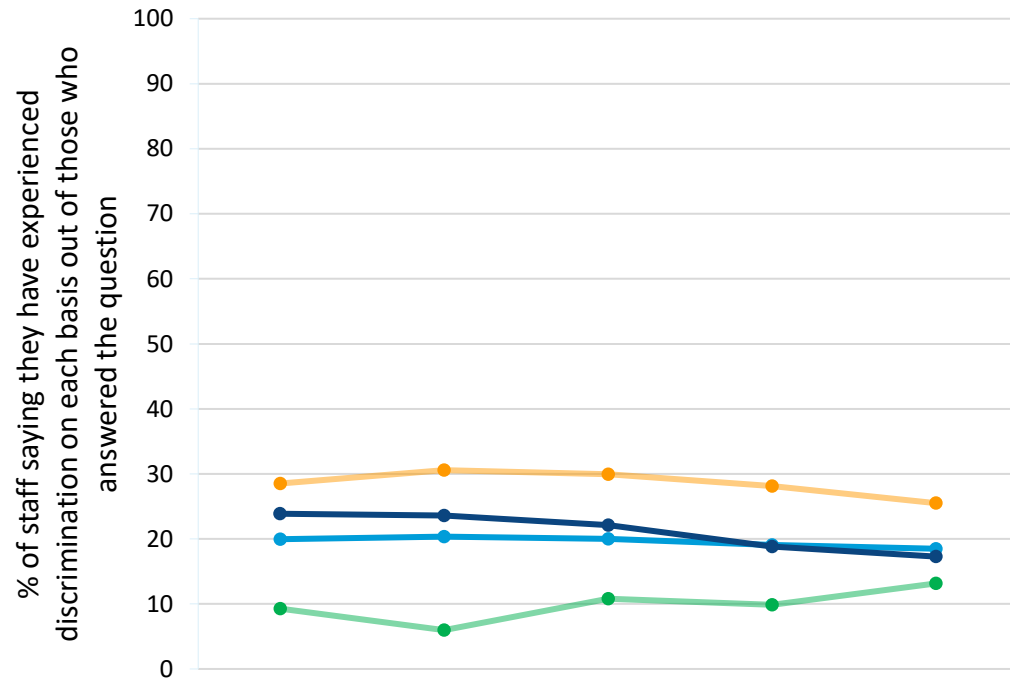


	2020	2021	2022	2023	2024
<b>Your org</b>	34.08%	32.75%	39.76%	41.26%	45.62%
<b>Best result</b>	20.18%	19.49%	19.69%	28.00%	31.53%
<b>Average result</b>	44.63%	46.54%	48.69%	51.77%	56.16%
<b>Worst result</b>	76.99%	71.86%	73.19%	77.24%	73.22%
Responses	465	483	568	637	694

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



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

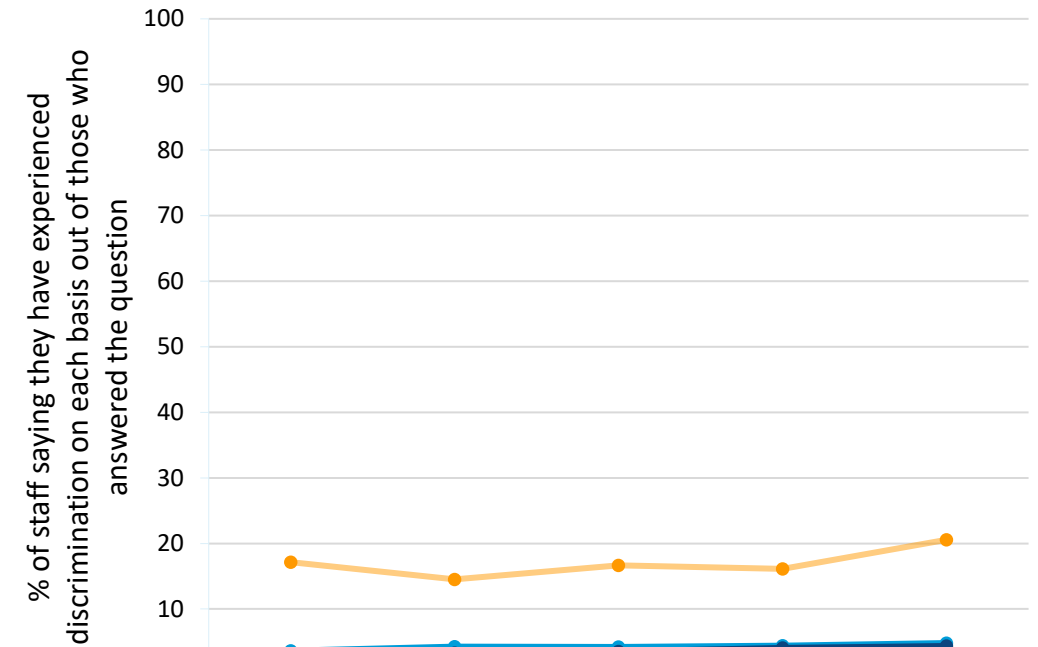


2020 2021 2022 2023 2024

Your org	23.87%	23.62%	22.14%	18.83%	17.28%
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 465 483 568 637 694

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



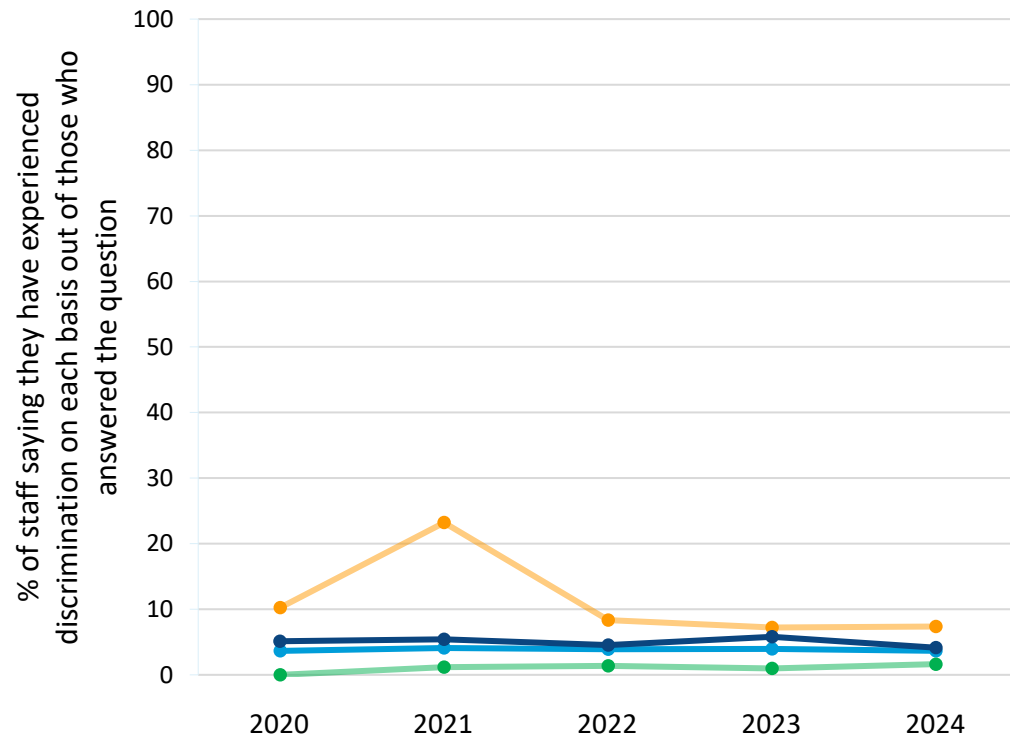
2020 2021 2022 2023 2024

Your org	2.98%	3.27%	3.54%	4.05%	4.36%
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 465 483 568 637 694

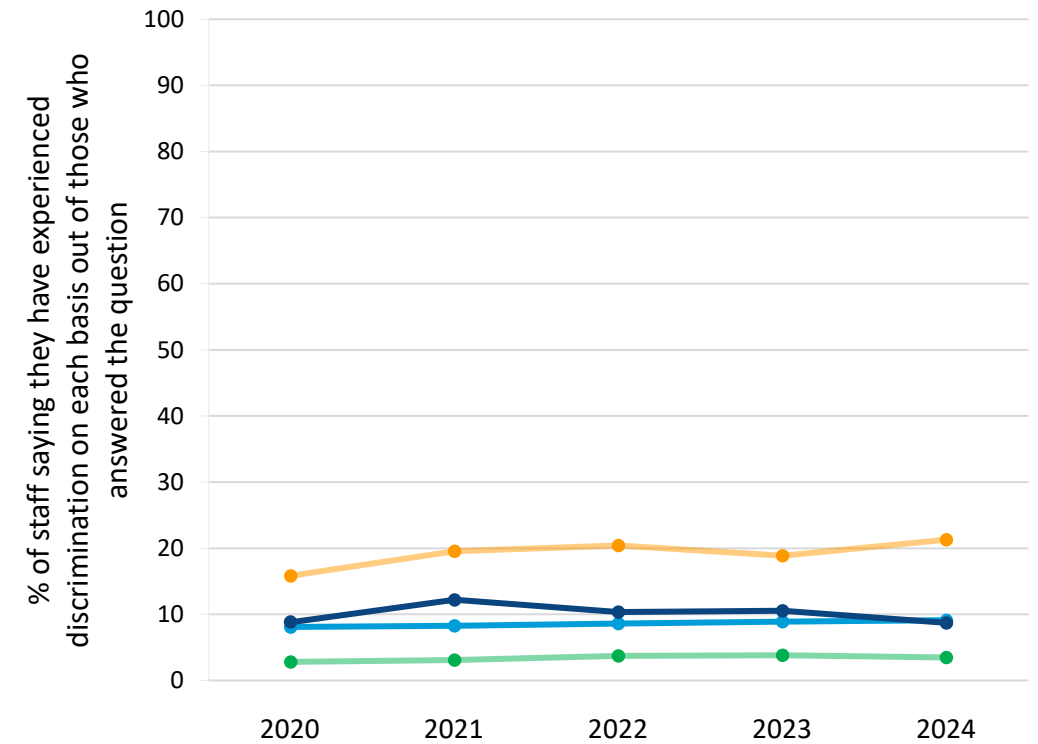


Q16c.4 On what grounds have you experienced discrimination? – Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.11%	5.40%	4.52%	5.80%	4.14%
<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	465	483	568	637	694

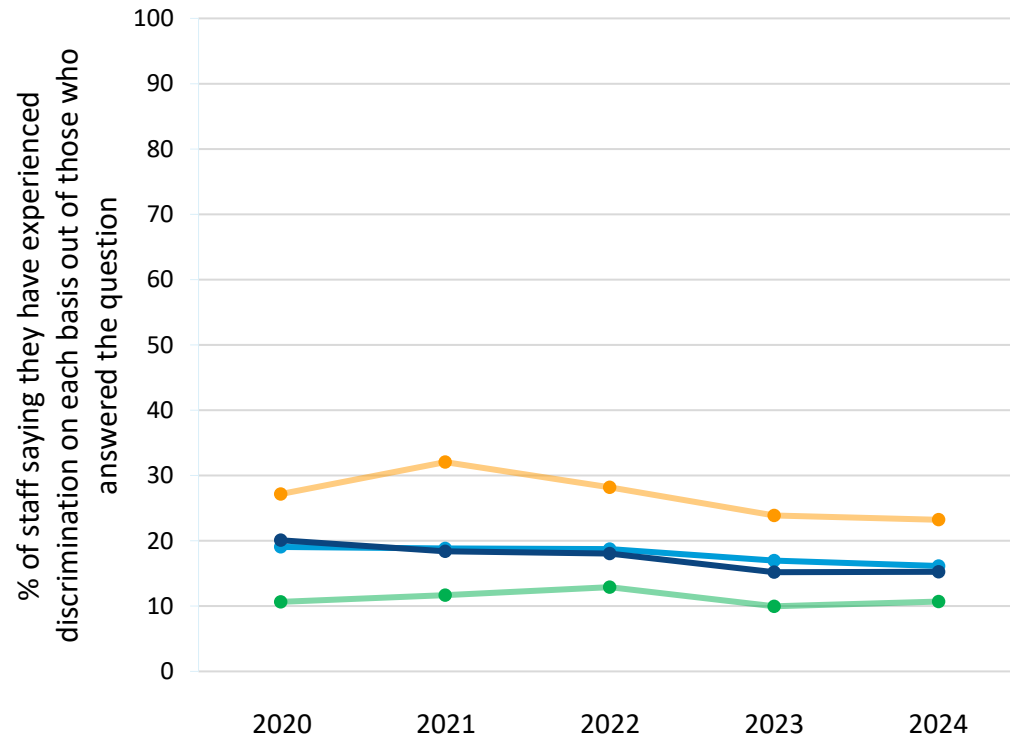
Q16c.5 On what grounds have you experienced discrimination? – Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	8.82%	12.21%	10.36%	10.55%	8.71%
<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	465	483	568	637	694

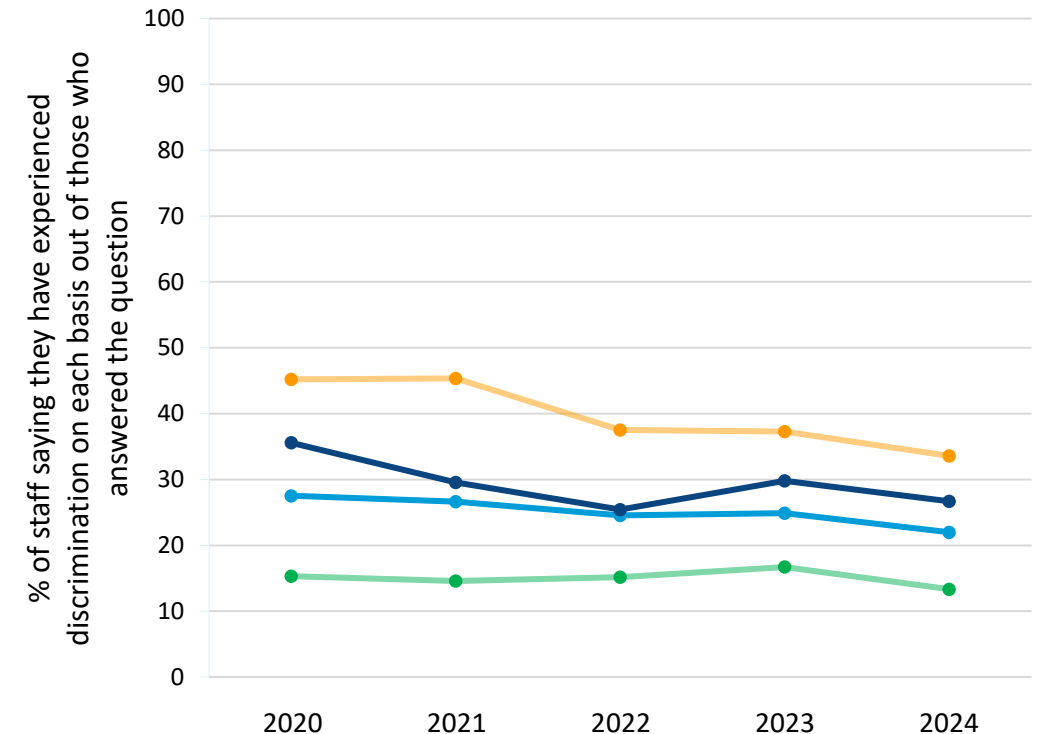


Q16c.6 On what grounds have you experienced discrimination?  
– Age.



	2020	2021	2022	2023	2024
<b>Your org</b>	20.08%	18.38%	18.04%	15.19%	15.27%
<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	465	483	568	637	694

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

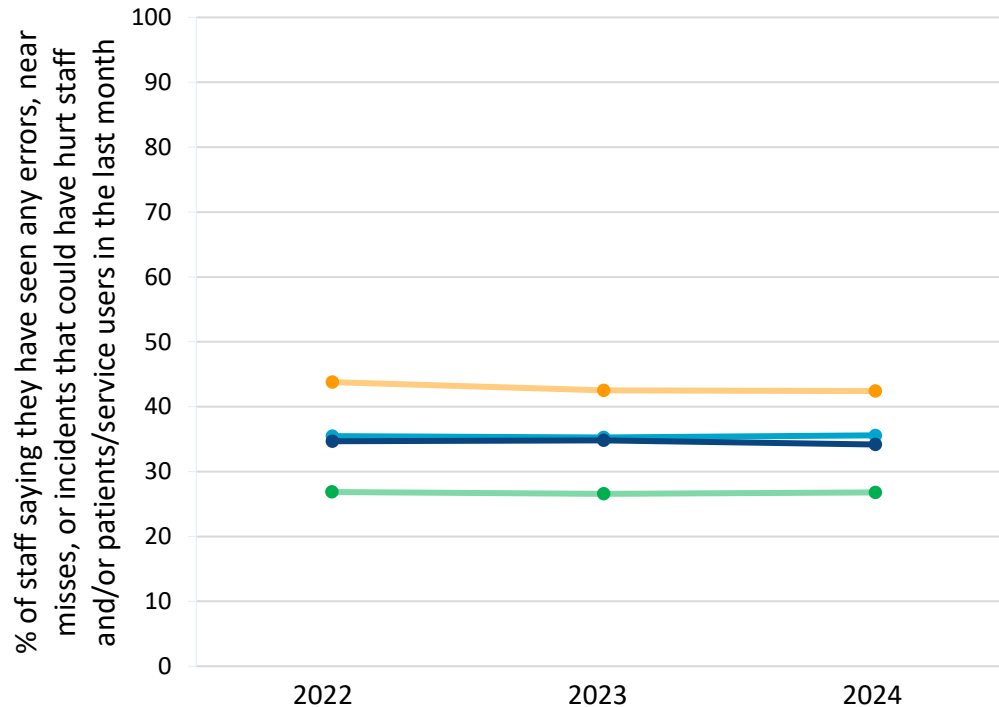


	2020	2021	2022	2023	2024
<b>Your org</b>	35.57%	29.55%	25.43%	29.79%	26.67%
<b>Best result</b>	15.33%	14.60%	15.16%	16.70%	13.34%
<b>Average result</b>	27.53%	26.62%	24.54%	24.88%	21.99%
<b>Worst result</b>	45.22%	45.35%	37.52%	37.27%	33.58%
Responses	465	483	568	637	694





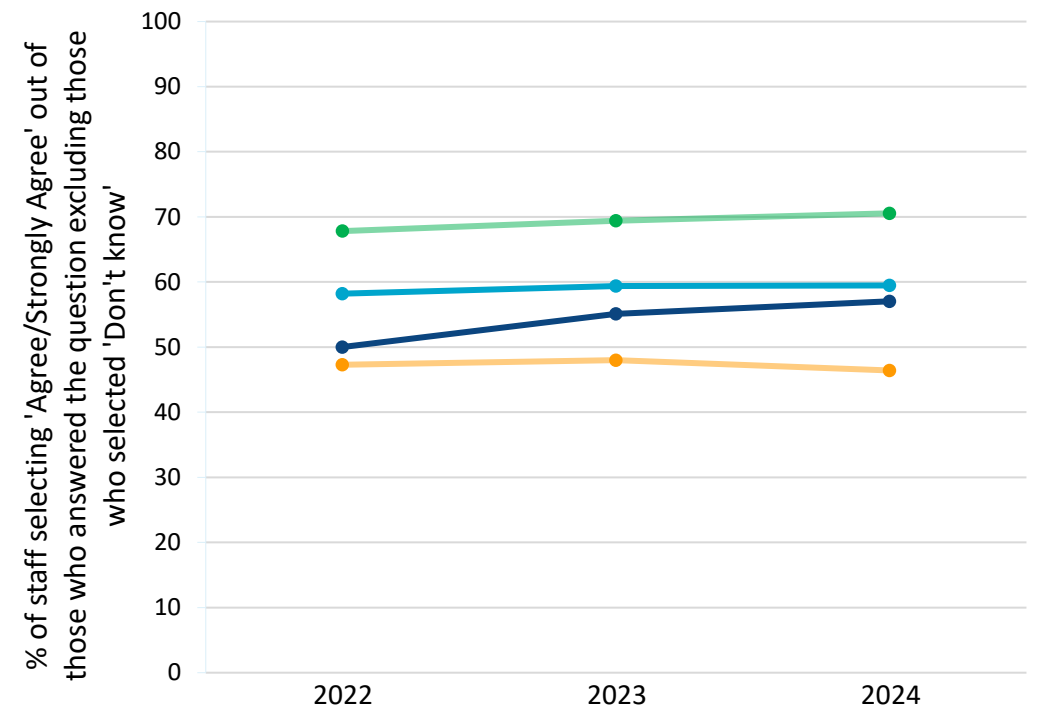
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	34.68%	34.81%	34.17%
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 4193 4647 4965

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

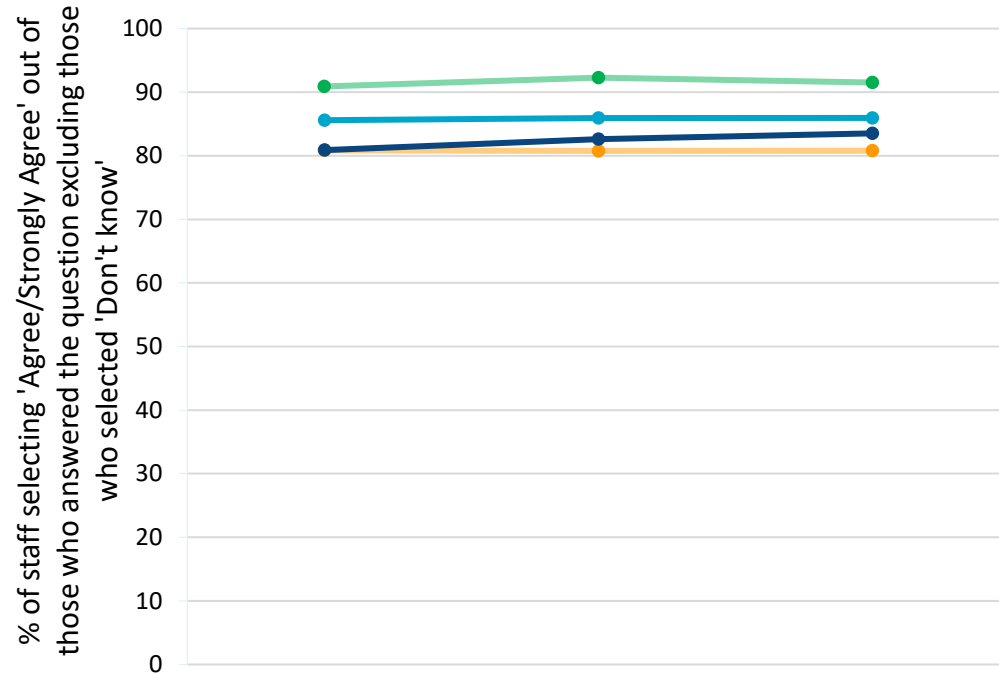


Your org	50.02%	55.10%	57.04%
Best result	67.82%	69.42%	70.55%
Average result	58.21%	59.40%	59.47%
Worst result	47.27%	48.00%	46.41%

Responses 3181 3532 3813

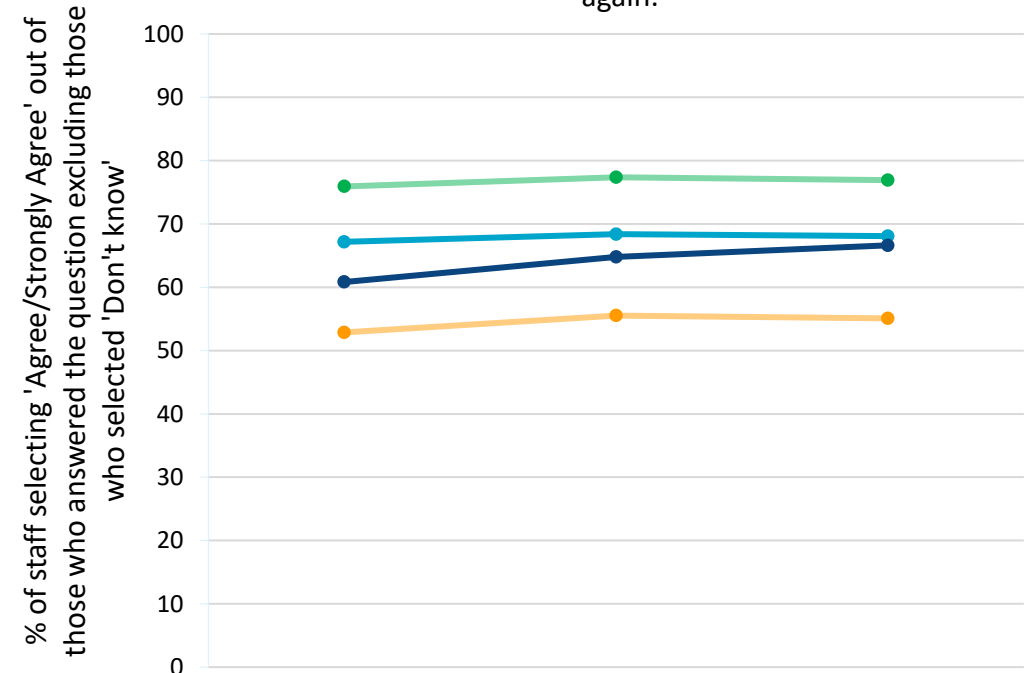


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	80.89%	82.60%	83.52%
<b>Best result</b>	90.90%	92.28%	91.52%
<b>Average result</b>	85.59%	85.95%	85.95%
<b>Worst result</b>	80.84%	80.77%	80.79%
Responses	3994	4456	4742

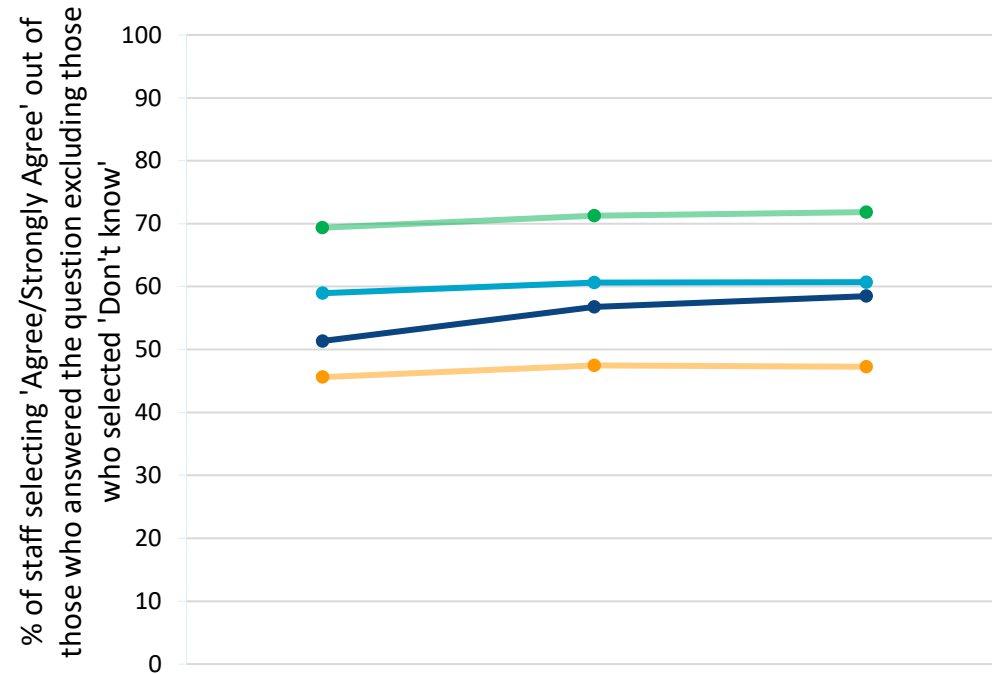
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



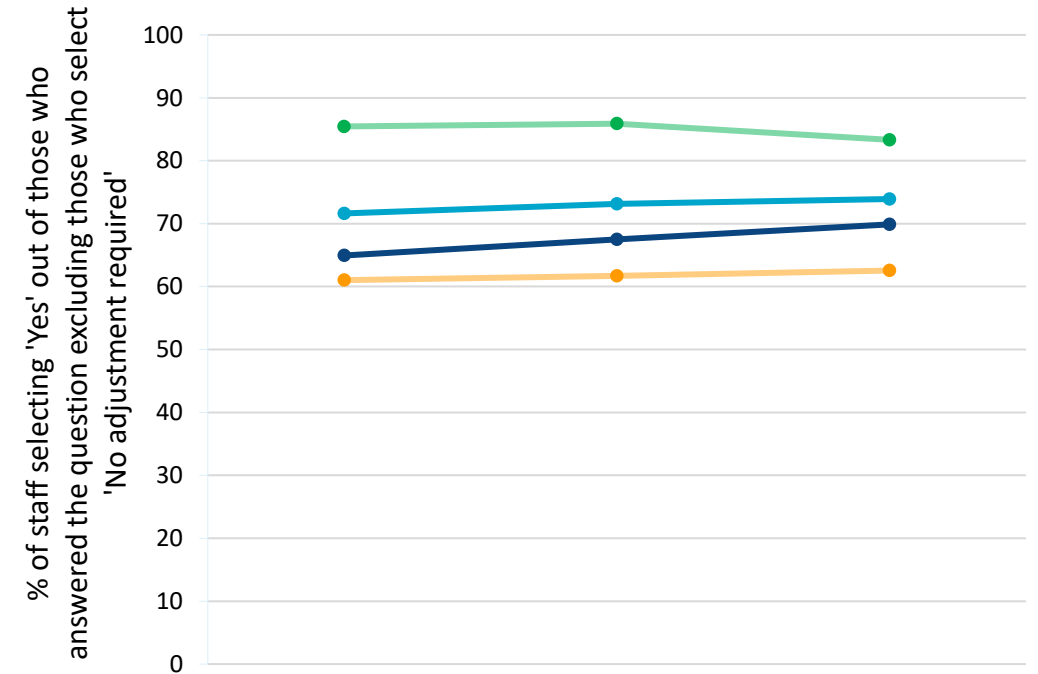
	2022	2023	2024
<b>Your org</b>	60.83%	64.78%	66.62%
<b>Best result</b>	75.92%	77.37%	76.90%
<b>Average result</b>	67.18%	68.39%	68.08%
<b>Worst result</b>	52.87%	55.52%	55.11%
Responses	3655	4096	4390



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?

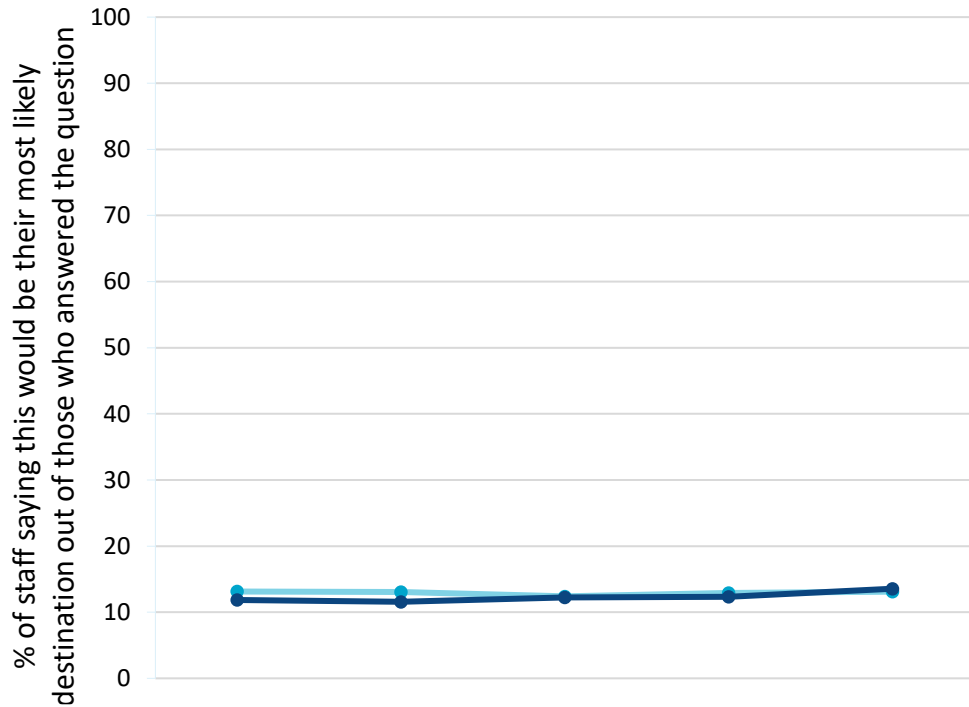


	2022	2023	2024
Your org	51.35%	56.75%	58.47%
Best result	69.36%	71.25%	71.84%
Average result	58.95%	60.66%	60.70%
Worst result	45.61%	47.47%	47.26%
Responses	3701	4120	4388

	2022	2023	2024
Your org	64.94%	67.50%	69.89%
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	652	723	807



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.

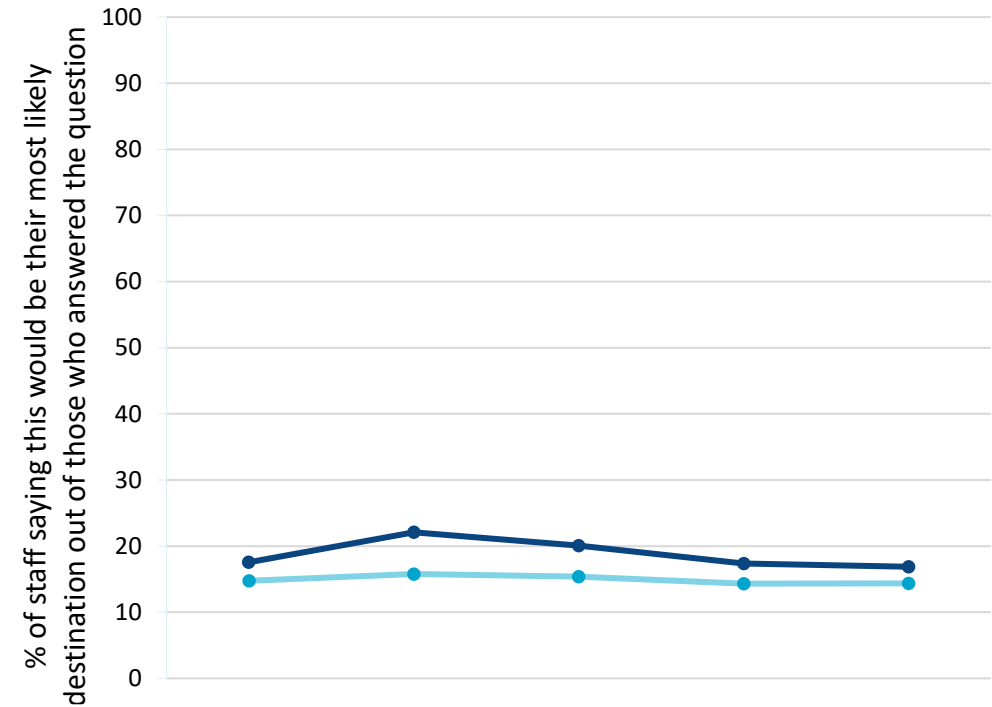


2020 2021 2022 2023 2024

Your org	11.83%	11.58%	12.25%	12.34%	13.55%
Average	13.13%	13.04%	12.40%	12.94%	13.10%

Responses 4960 3722 3836 4329 4692

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.



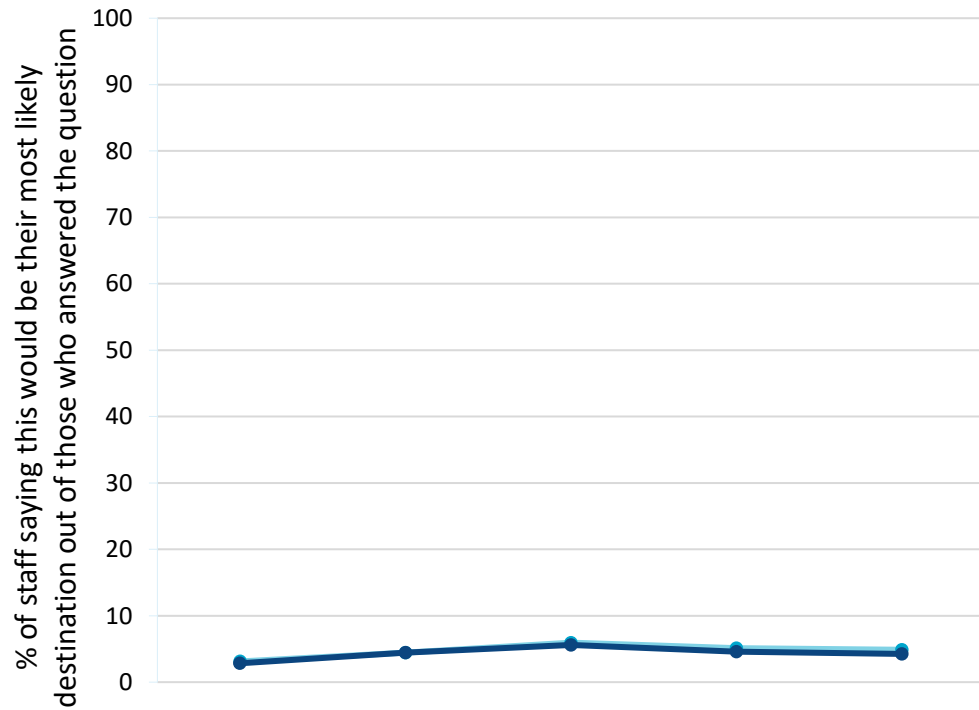
2020 2021 2022 2023 2024

Your org	17.54%	22.08%	20.07%	17.37%	16.88%
Average	14.76%	15.78%	15.37%	14.32%	14.36%

Responses 4960 3722 3836 4329 4692



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.

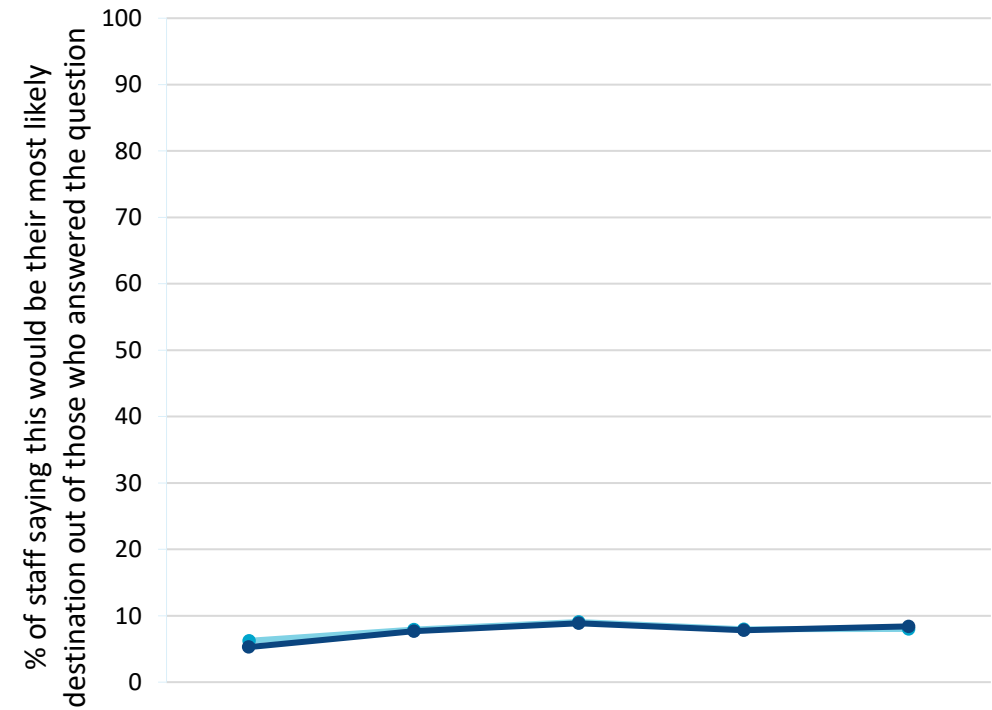


2020 2021 2022 2023 2024

Your org	2.84%	4.43%	5.60%	4.60%	4.26%
Average	3.12%	4.47%	5.95%	5.12%	4.90%

Responses 4960 3722 3836 4329 4692

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.



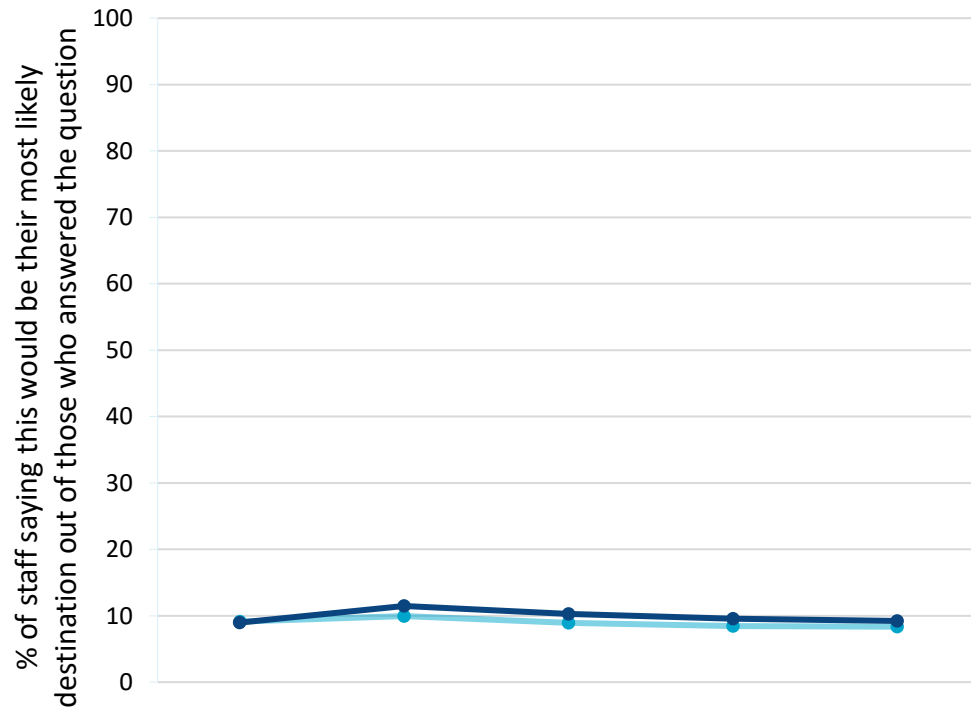
2020 2021 2022 2023 2024

Your org	5.28%	7.66%	8.86%	7.81%	8.38%
Average	6.23%	7.91%	9.06%	7.96%	8.00%

Responses 4960 3722 3836 4329 4692



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

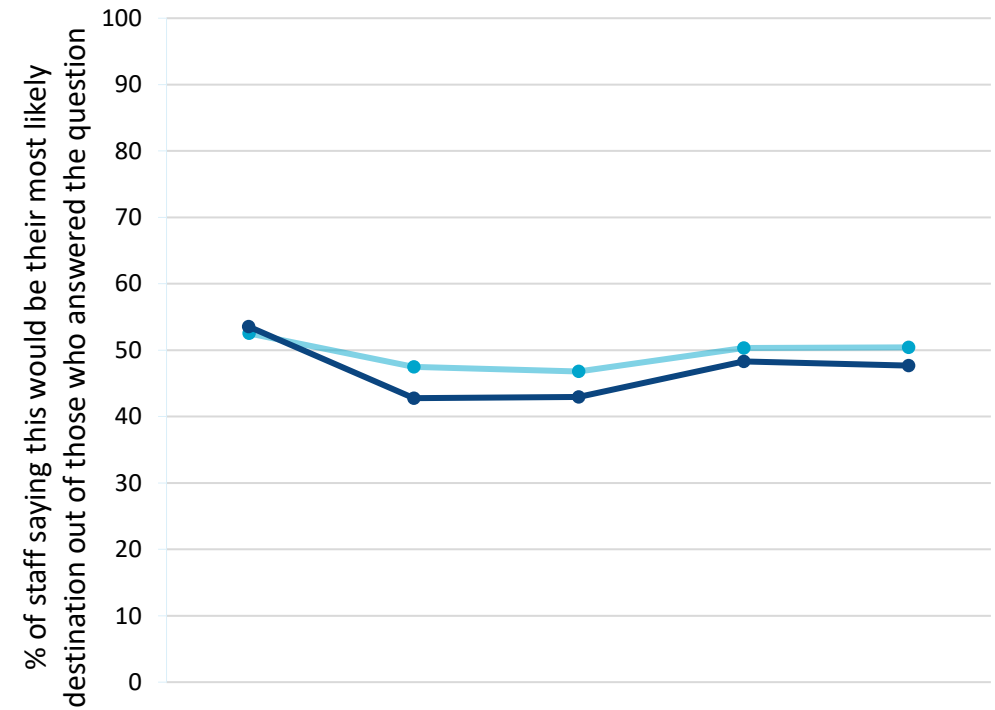


2020 2021 2022 2023 2024

Your org	8.97%	11.47%	10.27%	9.56%	9.23%
Average	9.13%	9.95%	8.94%	8.46%	8.35%

Responses 4960 3722 3836 4329 4692

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	53.53%	42.77%	42.94%	48.33%	47.70%
Average	52.53%	47.46%	46.79%	50.34%	50.41%

Responses 4960 3722 3836 4329 4692

## 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)

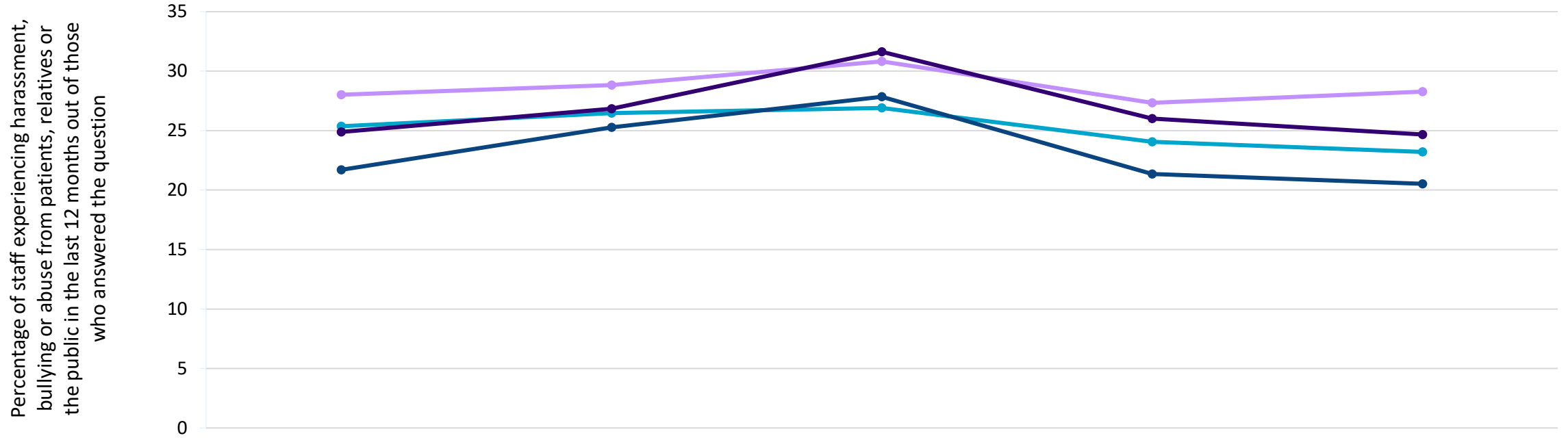
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

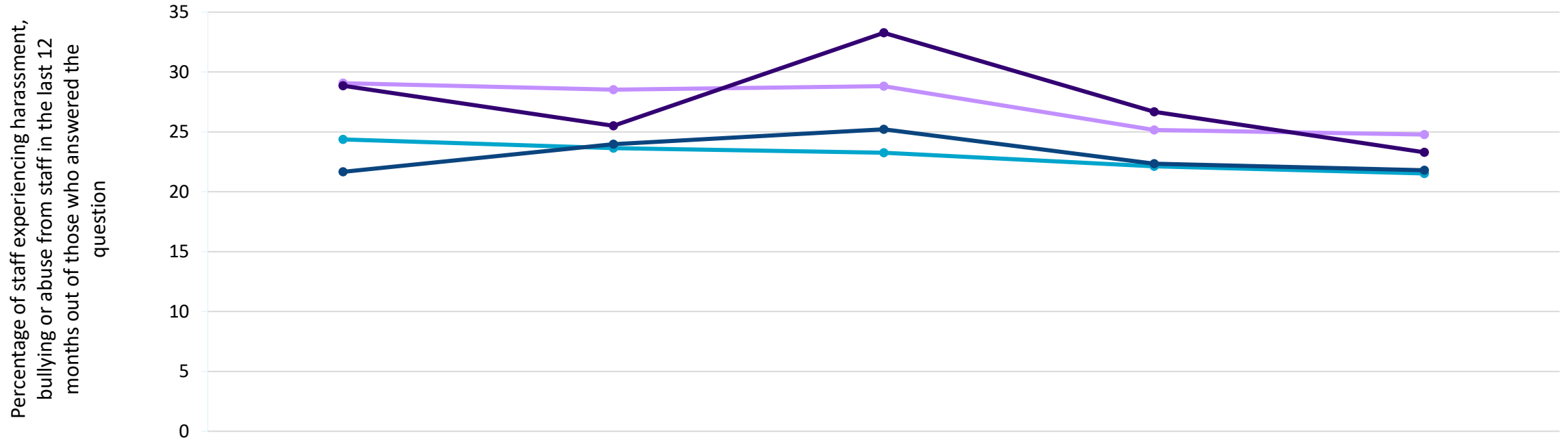


	2020	2021	2022	2023	2024
White staff: Your org	21.70%	25.27%	27.84%	21.35%	20.53%
All other ethnic groups*: Your org	24.89%	26.83%	31.63%	26.00%	24.67%
White staff: Average	25.36%	26.47%	26.91%	24.05%	23.21%
All other ethnic groups*: Average	28.01%	28.84%	30.82%	27.34%	28.27%
White staff: Responses	4285	3565	3595	3893	4058
All other ethnic groups*: Responses	450	436	547	773	920

\*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

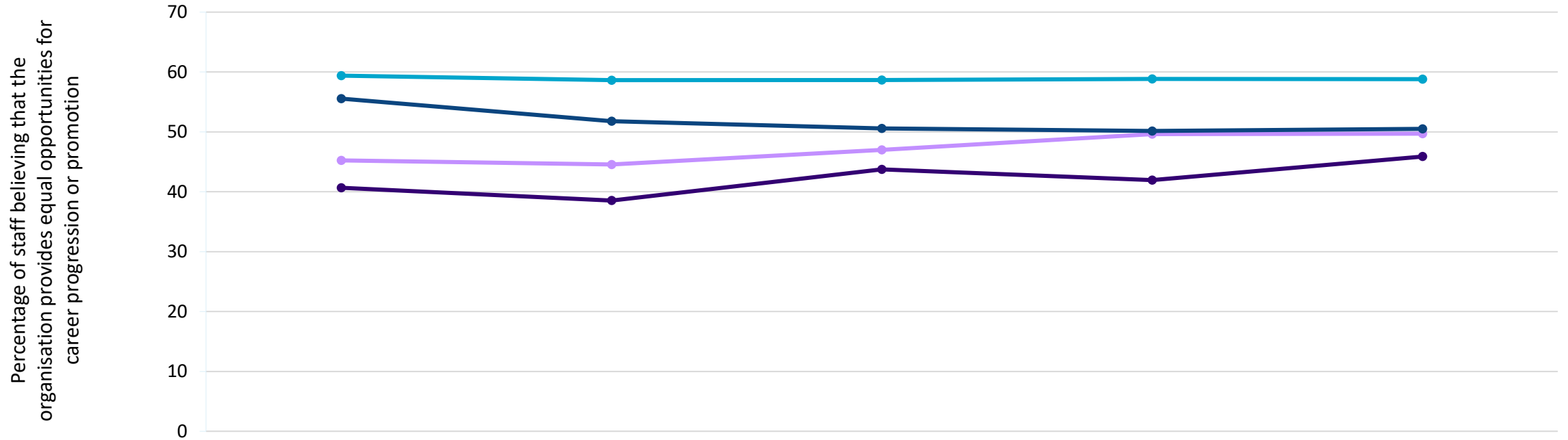


	2020	2021	2022	2023	2024
White staff: Your org	21.66%	23.97%	25.22%	22.35%	21.79%
All other ethnic groups*: Your org	28.86%	25.51%	33.27%	26.68%	23.29%
White staff: Average	24.37%	23.65%	23.25%	22.12%	21.53%
All other ethnic groups*: Average	29.07%	28.53%	28.81%	25.16%	24.78%
White staff: Responses	4279	3571	3597	3901	4066
All other ethnic groups*: Responses	447	439	550	772	923

\*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.

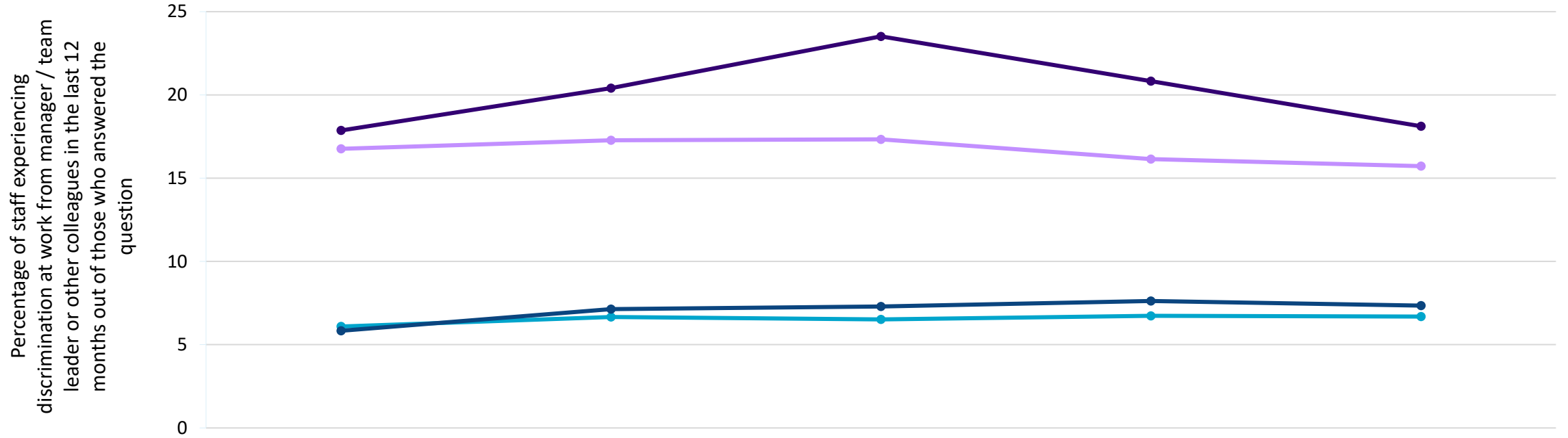
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	55.56%	51.79%	50.57%	50.15%	50.52%
All other ethnic groups*: Your org	40.65%	38.53%	43.74%	41.95%	45.88%
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	4401	3576	3607	3878	4028
All other ethnic groups*: Responses	460	436	551	770	922

\*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	5.84%	7.14%	7.29%	7.62%	7.34%
All other ethnic groups*: Your org	17.86%	20.41%	23.52%	20.83%	18.12%
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	4404	3556	3580	3869	4018
All other ethnic groups*: Responses	459	436	540	768	916

\*Staff from all other ethnic groups combined

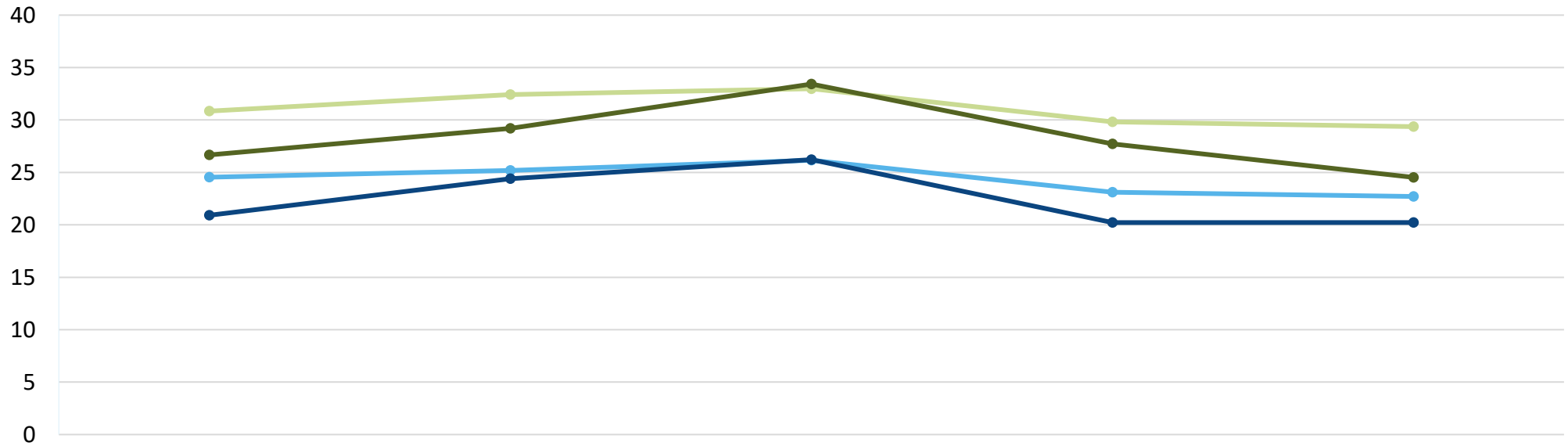
## Workforce Disability Equality Standards (WDES)

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.



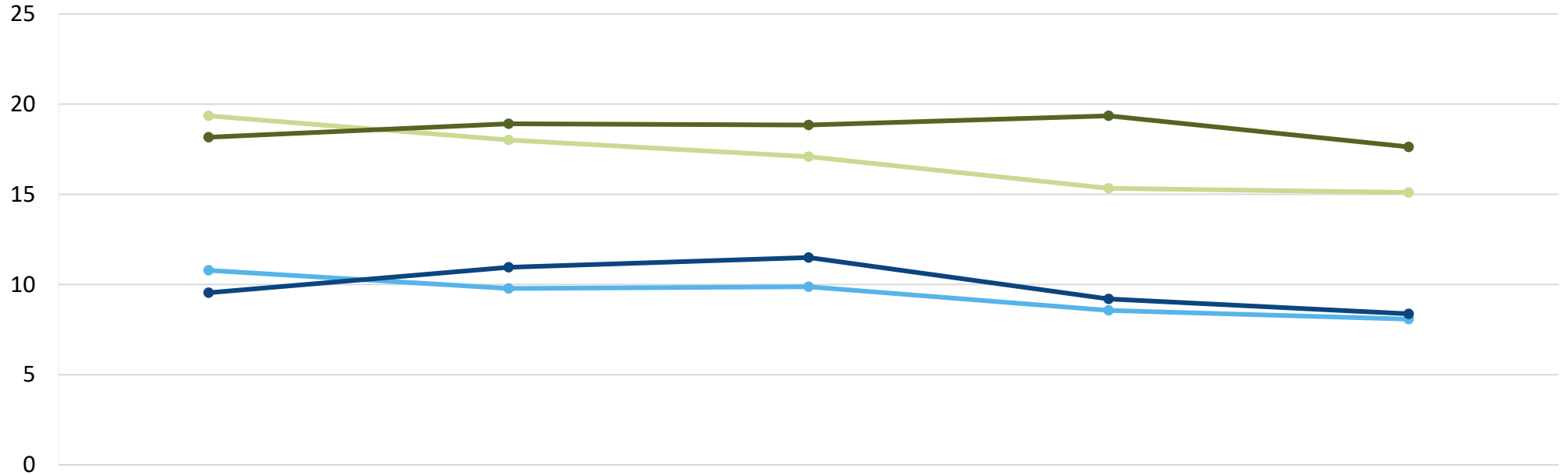
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	26.66%	29.20%	33.43%	27.73%	24.53%
Staff without a LTC or illness: Your org	20.91%	24.40%	26.22%	20.22%	20.22%
Staff with a LTC or illness: Average	30.86%	32.43%	32.98%	29.83%	29.37%
Staff without a LTC or illness: Average	24.53%	25.19%	26.16%	23.11%	22.71%
Staff with a LTC or illness: Responses	1039	1065	1077	1201	1268
Staff without a LTC or illness: Responses	3755	2922	3070	3403	3665

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.

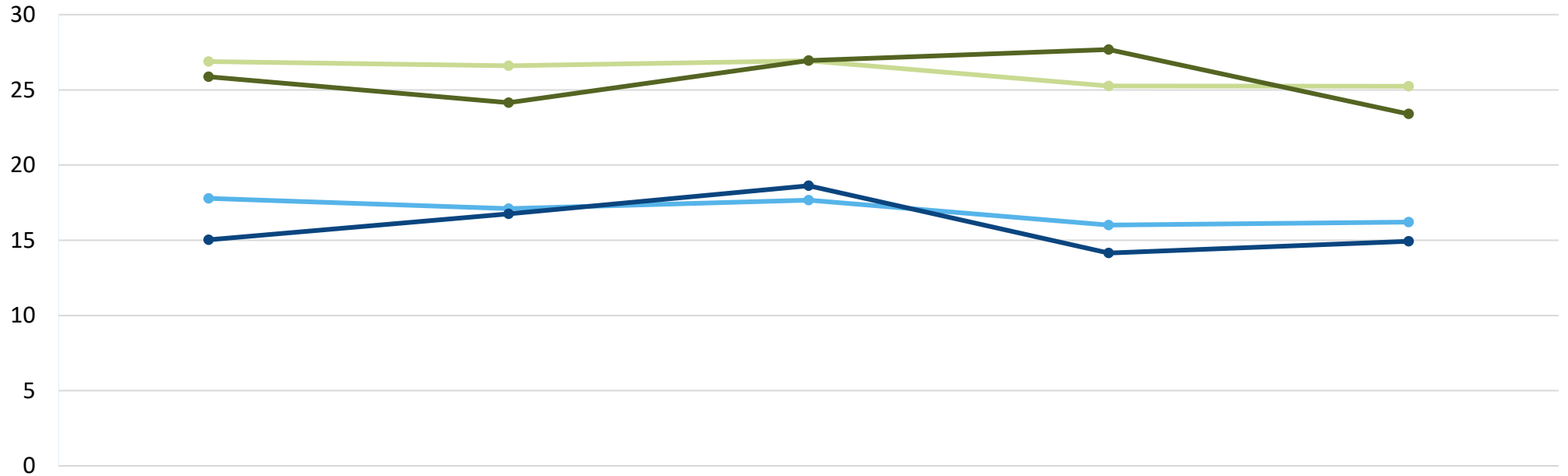


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	18.16%	18.90%	18.84%	19.35%	17.63%
Staff without a LTC or illness: Your org	9.54%	10.96%	11.49%	9.20%	8.37%
Staff with a LTC or illness: Average	19.35%	18.00%	17.09%	15.33%	15.10%
Staff without a LTC or illness: Average	10.78%	9.77%	9.88%	8.56%	8.08%
Staff with a LTC or illness: Responses	1035	1058	1072	1194	1265
Staff without a LTC or illness: Responses	3732	2902	3045	3381	3654

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.

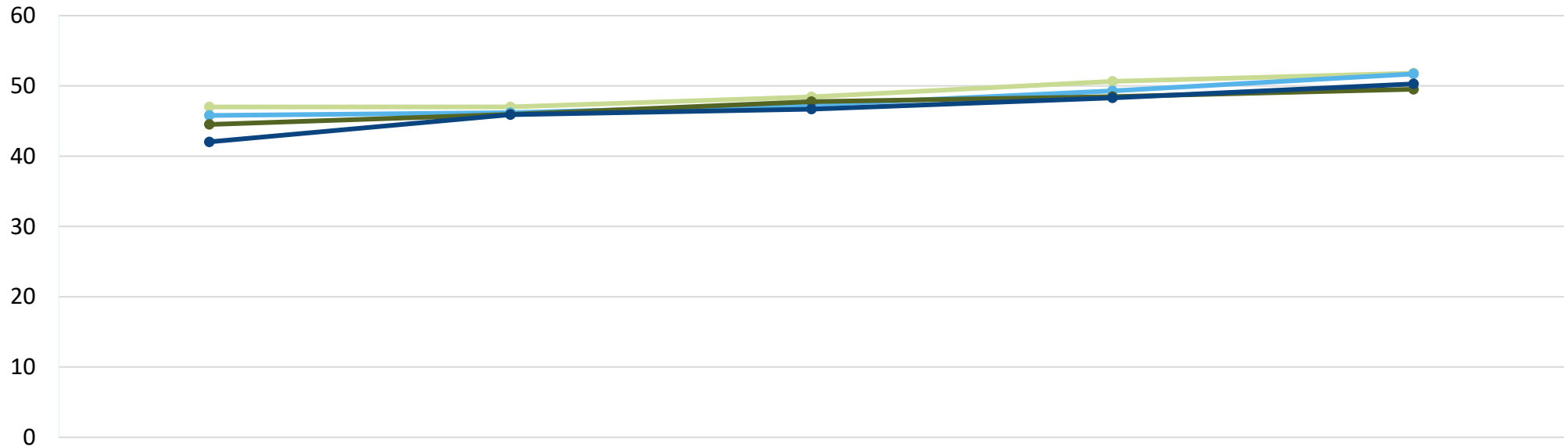


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	25.87%	24.14%	26.94%	27.68%	23.39%
Staff without a LTC or illness: Your org	15.03%	16.75%	18.62%	14.15%	14.93%
Staff with a LTC or illness: Average	26.89%	26.60%	26.93%	25.26%	25.24%
Staff without a LTC or illness: Average	17.79%	17.11%	17.67%	16.01%	16.22%
Staff with a LTC or illness: Responses	1036	1048	1069	1203	1261
Staff without a LTC or illness: Responses	3739	2883	3023	3392	3656

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.

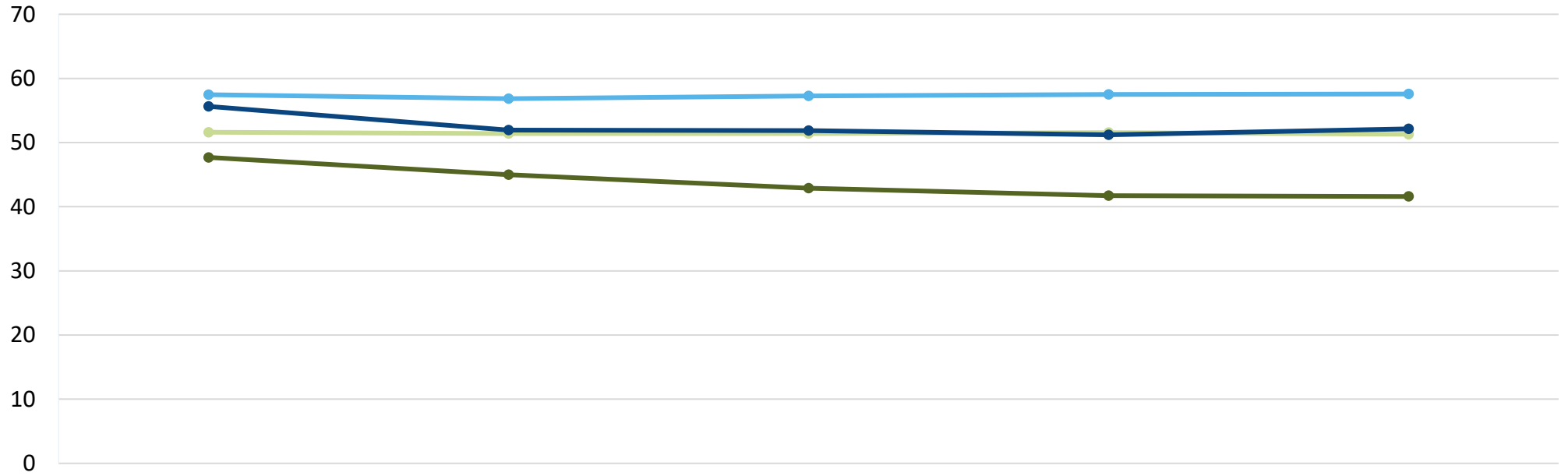


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.52%	45.95%	47.76%	48.48%	49.53%
Staff without a LTC or illness: Your org	42.04%	45.91%	46.70%	48.29%	50.29%
Staff with a LTC or illness: Average	47.01%	47.03%	48.43%	50.64%	51.82%
Staff without a LTC or illness: Average	45.80%	46.20%	47.30%	49.31%	51.71%
Staff with a LTC or illness: Responses	447	444	490	528	533
Staff without a LTC or illness: Responses	1037	930	1030	996	1034

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

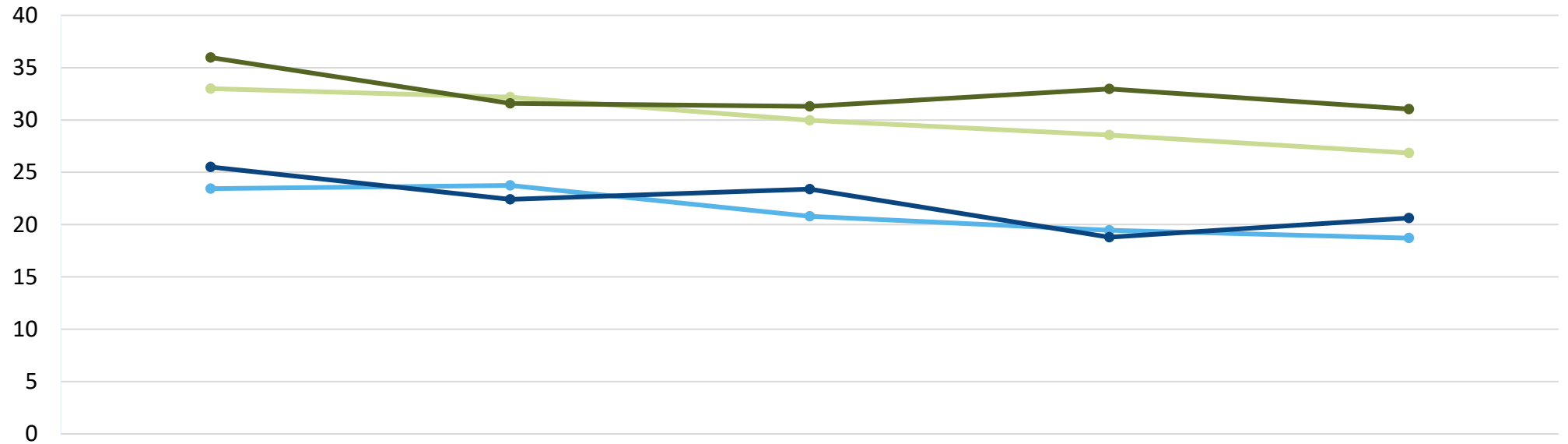
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	47.69%	45.00%	42.88%	41.73%	41.59%
Staff without a LTC or illness: Your org	55.64%	51.96%	51.88%	51.21%	52.13%
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	1061	1071	1082	1203	1267
Staff without a LTC or illness: Responses	3859	2931	3078	3388	3645

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

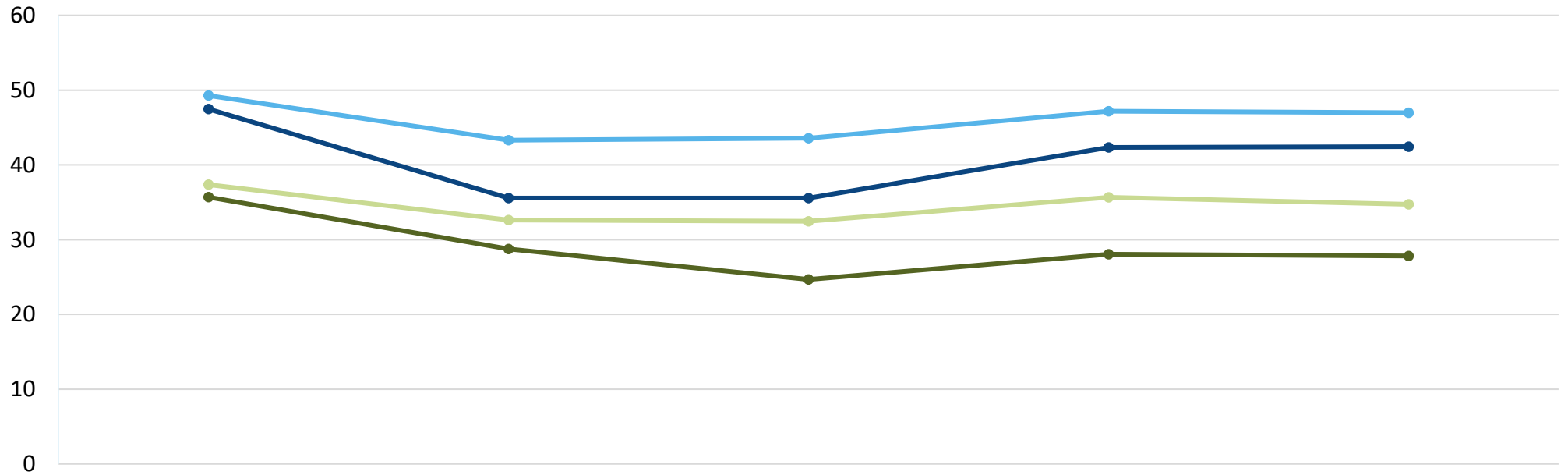
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.97%	31.59%	31.30%	32.96%	31.04%
Staff without a LTC or illness: Your org	25.51%	22.41%	23.38%	18.80%	20.63%
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	709	782	818	898	931
Staff without a LTC or illness: Responses	1682	1575	1698	1777	1895

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

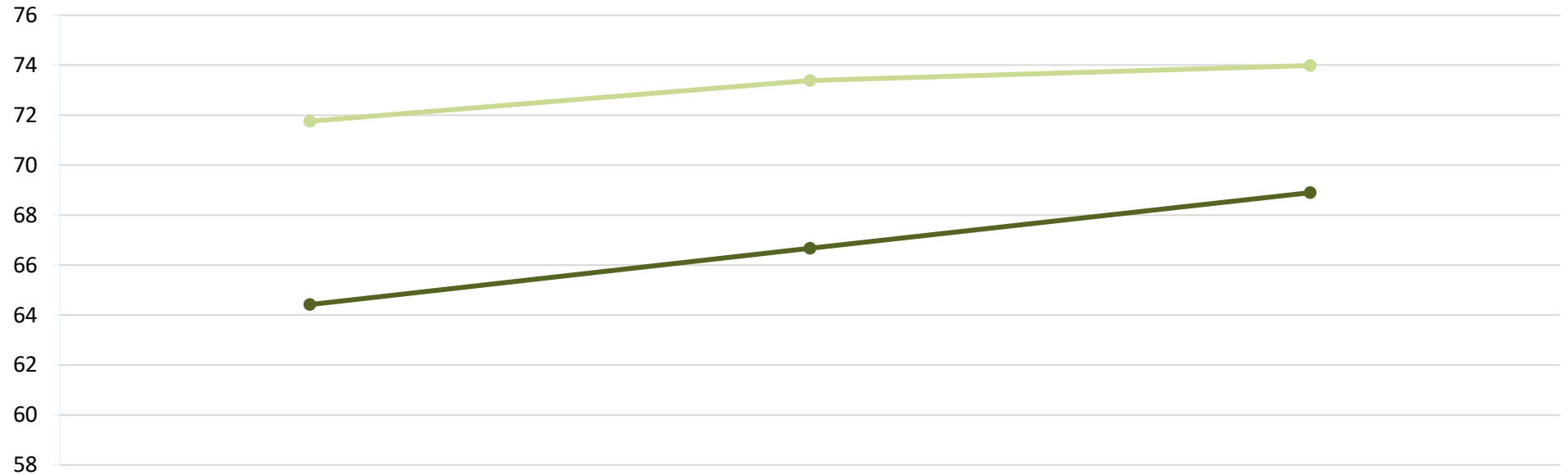
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	35.68%	28.75%	24.67%	28.06%	27.82%
Staff without a LTC or illness: Your org	47.47%	35.57%	35.56%	42.35%	42.43%
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	1065	1068	1074	1208	1269
Staff without a LTC or illness: Responses	3887	2915	3051	3410	3658

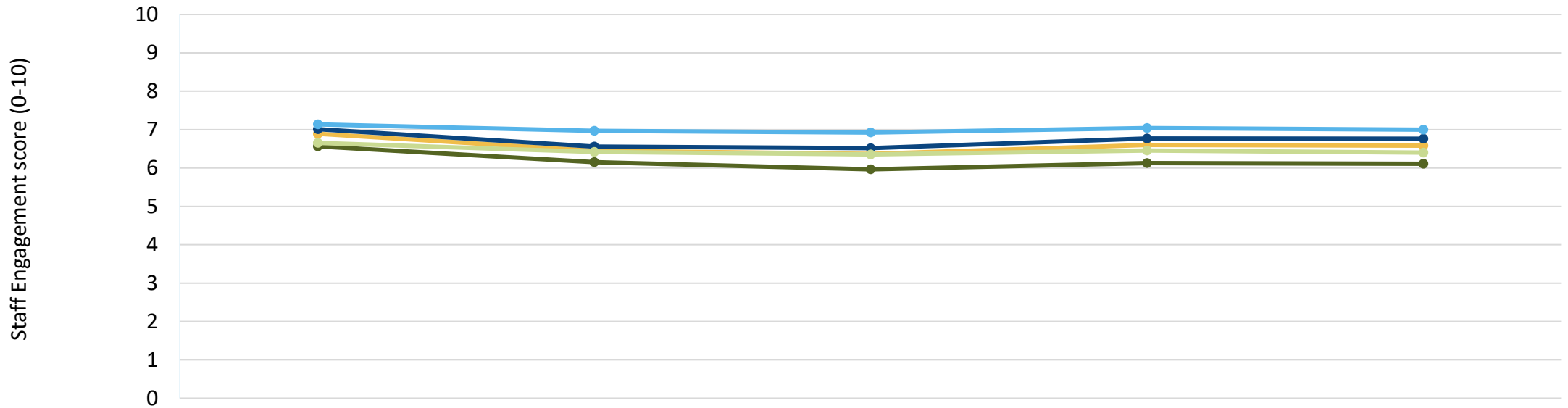
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	64.42%	66.67%	68.90%
Staff with a LTC or illness: Average	71.76%	73.38%	73.98%
Staff with a LTC or illness: Responses	652	723	807

Staff engagement score (0-10)



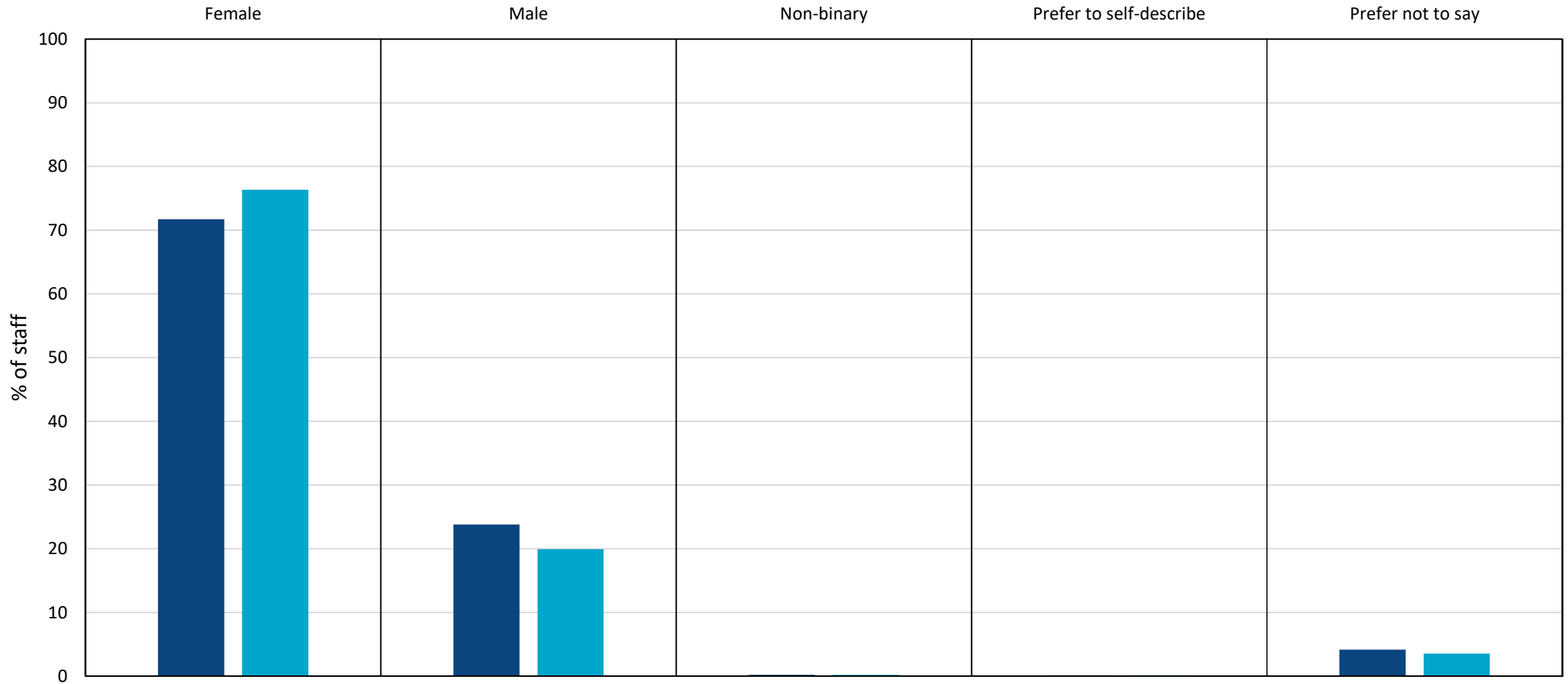
	2020	2021	2022	2023	2024
Organisation average	6.89	6.45	6.37	6.60	6.58
Staff with a LTC or illness: Your org	6.56	6.15	5.96	6.13	6.11
Staff without a LTC or illness: Your org	7.01	6.56	6.52	6.77	6.76
Staff with a LTC or illness: Average	6.65	6.42	6.35	6.46	6.40
Staff without a LTC or illness: Average	7.14	6.97	6.92	7.04	7.00
Staff with a LTC or illness: Responses	1070	1078	1084	1213	1275
Staff without a LTC or illness: Responses	3893	2945	3076	3422	3676

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



## About your respondents

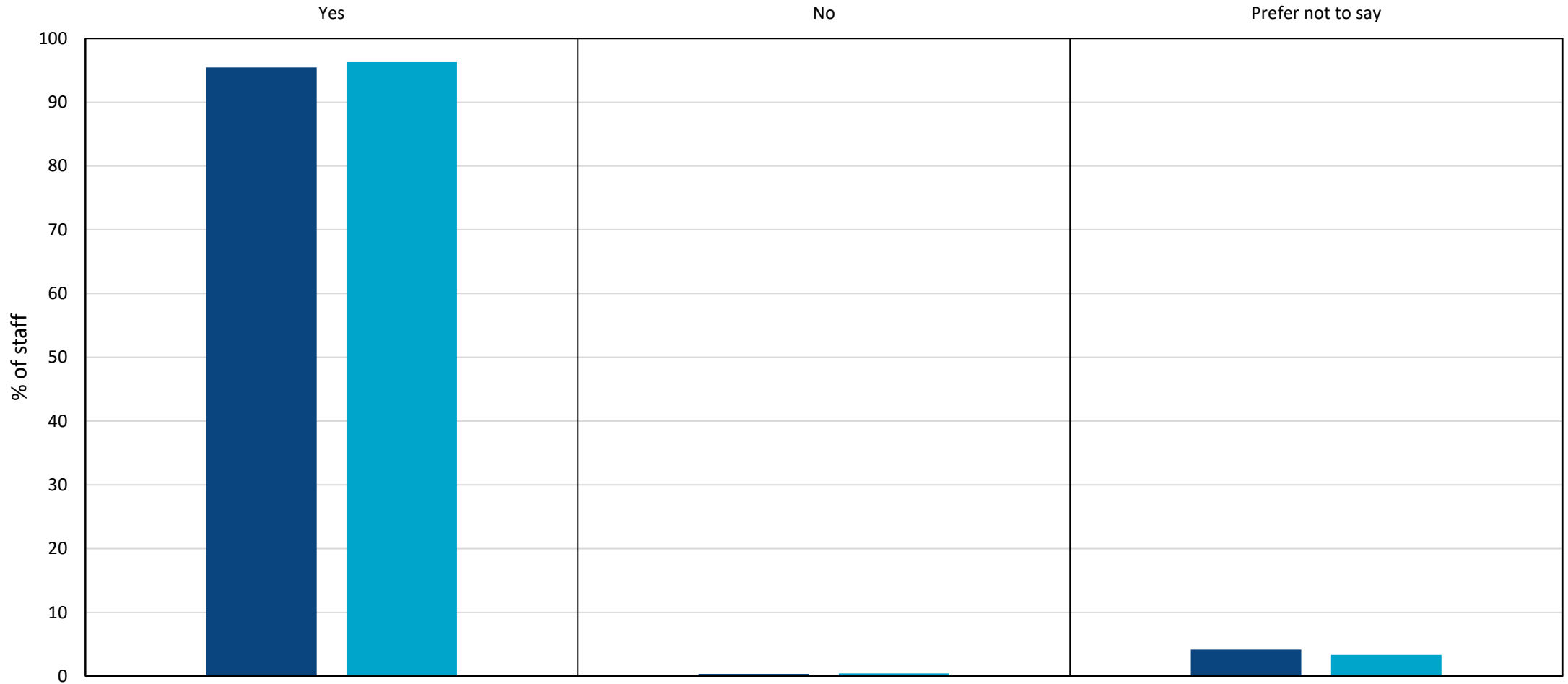
This section shows demographic and other background information for 2024.



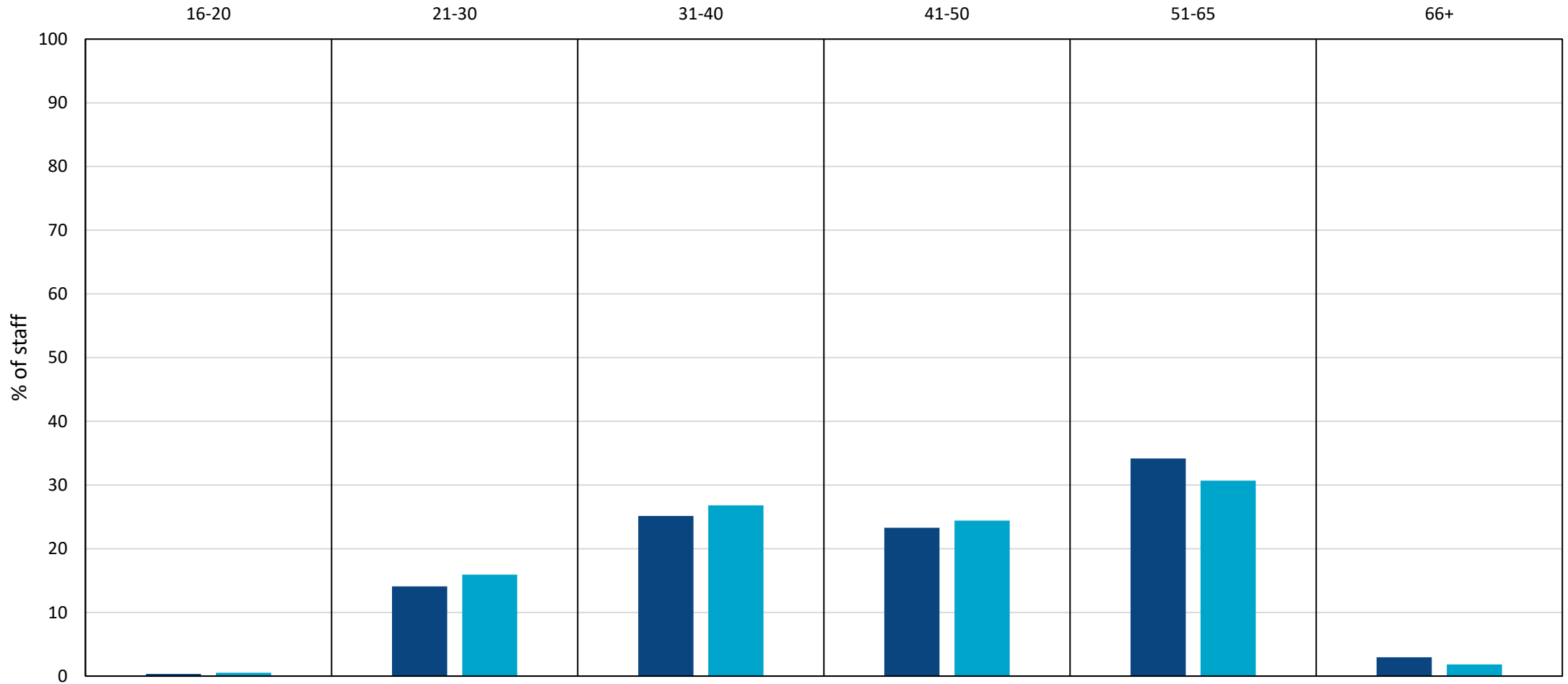
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	71.72%	23.80%	0.20%	0.14%	4.14%
<b>Average</b>	76.34%	19.91%	0.21%	0.13%	3.54%
<b>Responses</b>	5046	5046	5046	5046	5046



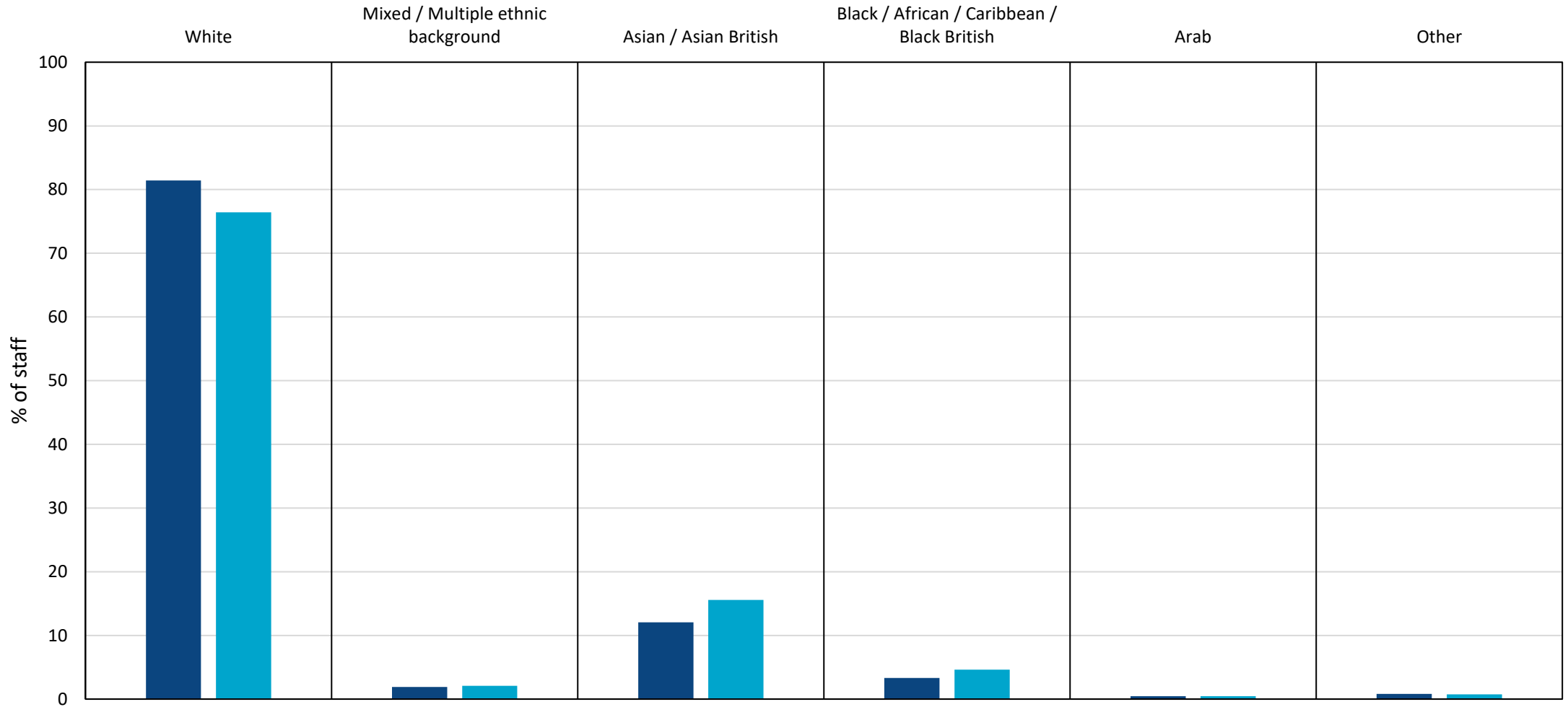
# Background details – Is your gender identity the same as the sex you were registered at birth?



<b>Your org</b>	95.47%	0.36%	4.17%
<b>Average</b>	96.28%	0.41%	3.34%
<b>Responses</b>	4725	4725	4725

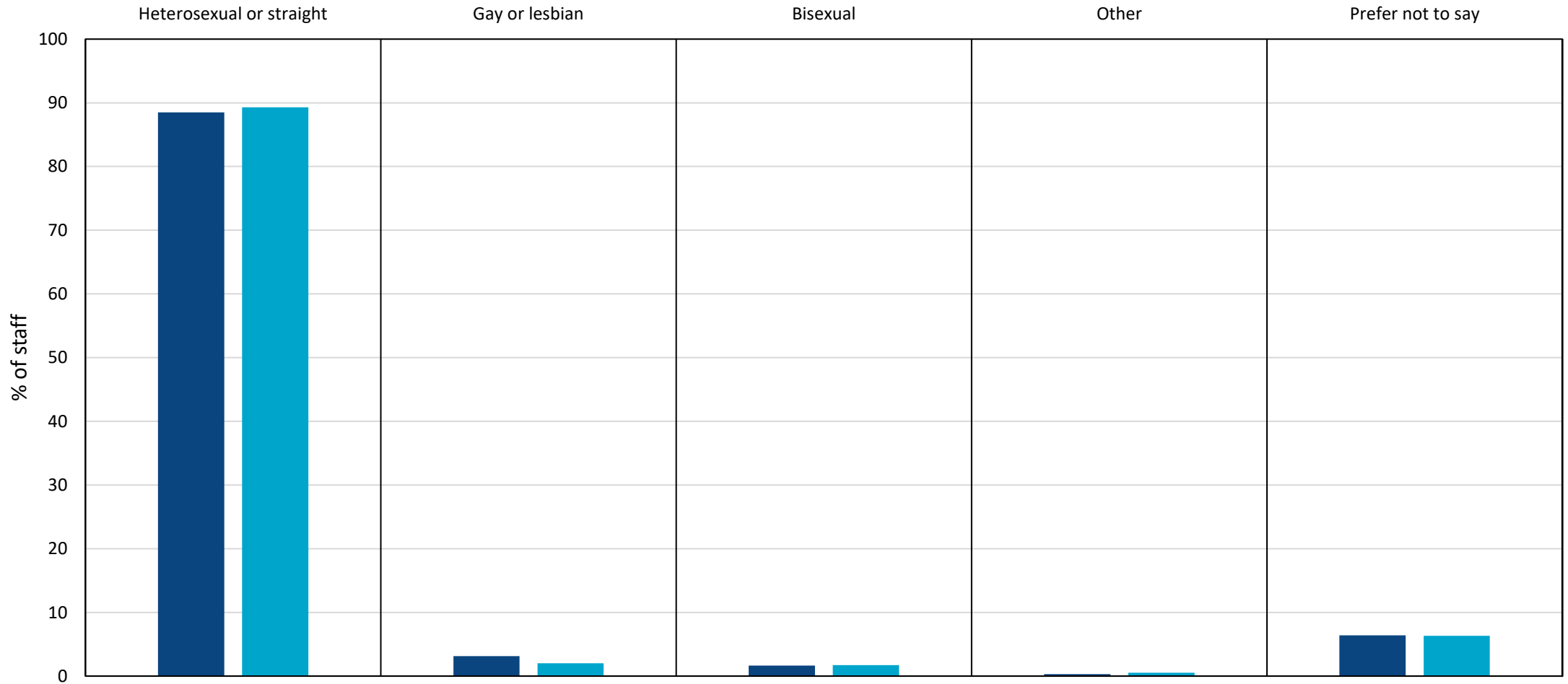


<b>Your org</b>	0.34%	14.09%	25.15%	23.29%	34.17%	2.95%
<b>Average</b>	0.52%	15.92%	26.82%	24.42%	30.69%	1.83%
<b>Responses</b>	5010	5010	5010	5010	5010	5010



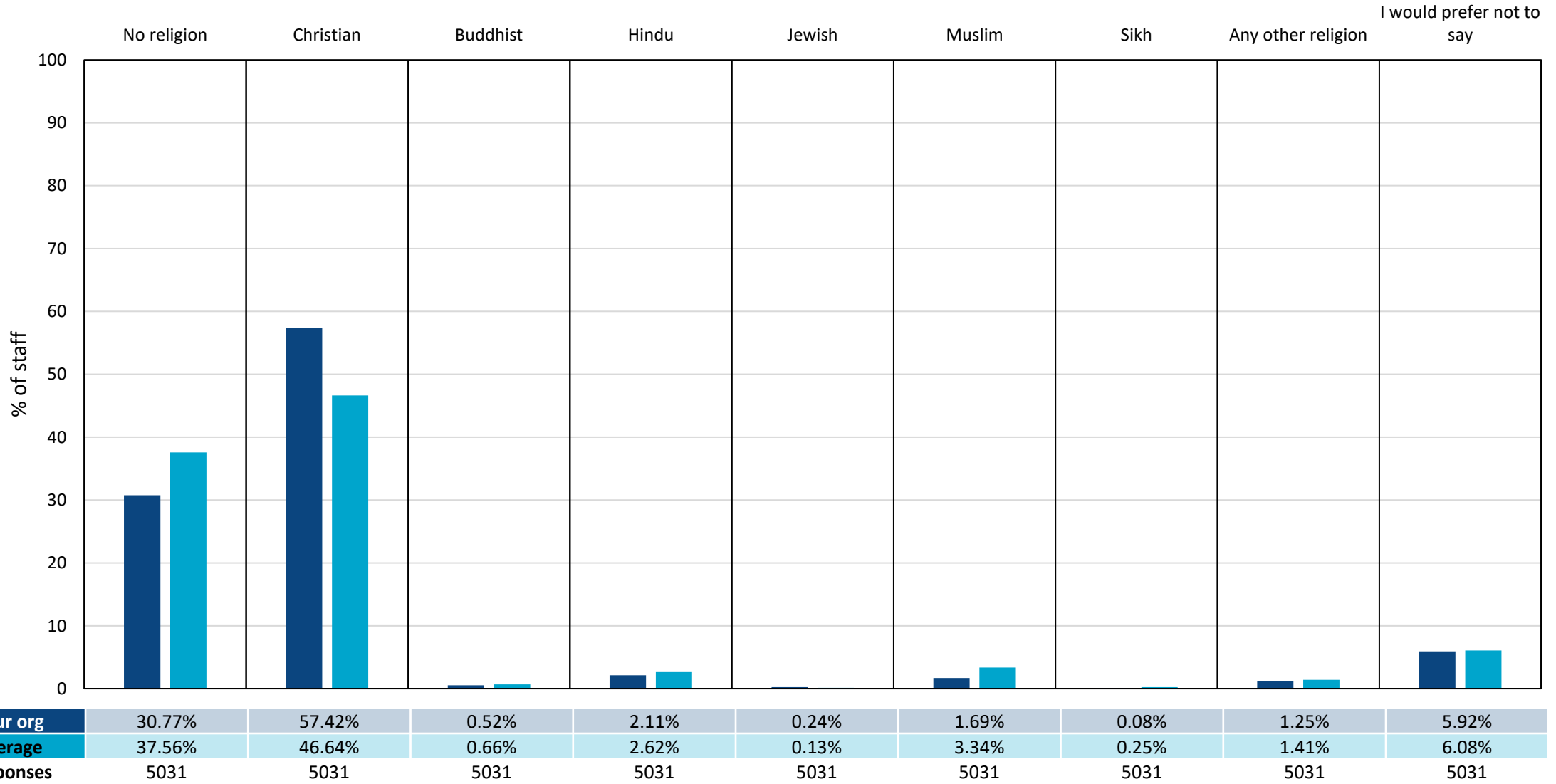
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	81.44%	1.89%	12.07%	3.33%	0.46%	0.82%
<b>Average</b>	76.43%	2.08%	15.55%	4.62%	0.46%	0.73%
<b>Responses</b>	5021	5021	5021	5021	5021	5021

# ➔ Background details – Sexual orientation

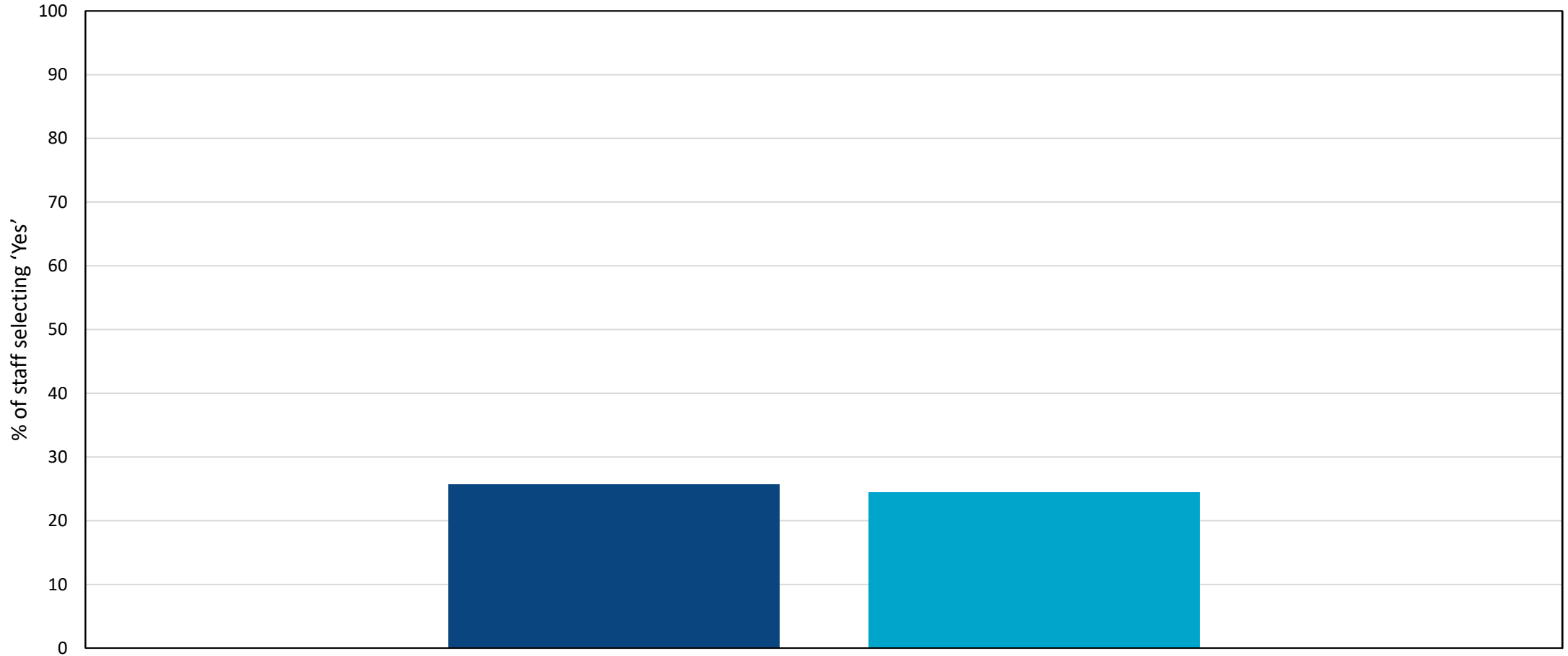


Responses	5049	5049	5049	5049	5049
<b>Your org</b>	88.49%	3.13%	1.66%	0.30%	6.42%
<b>Average</b>	89.28%	2.03%	1.74%	0.53%	6.32%

# Background details - Religion



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

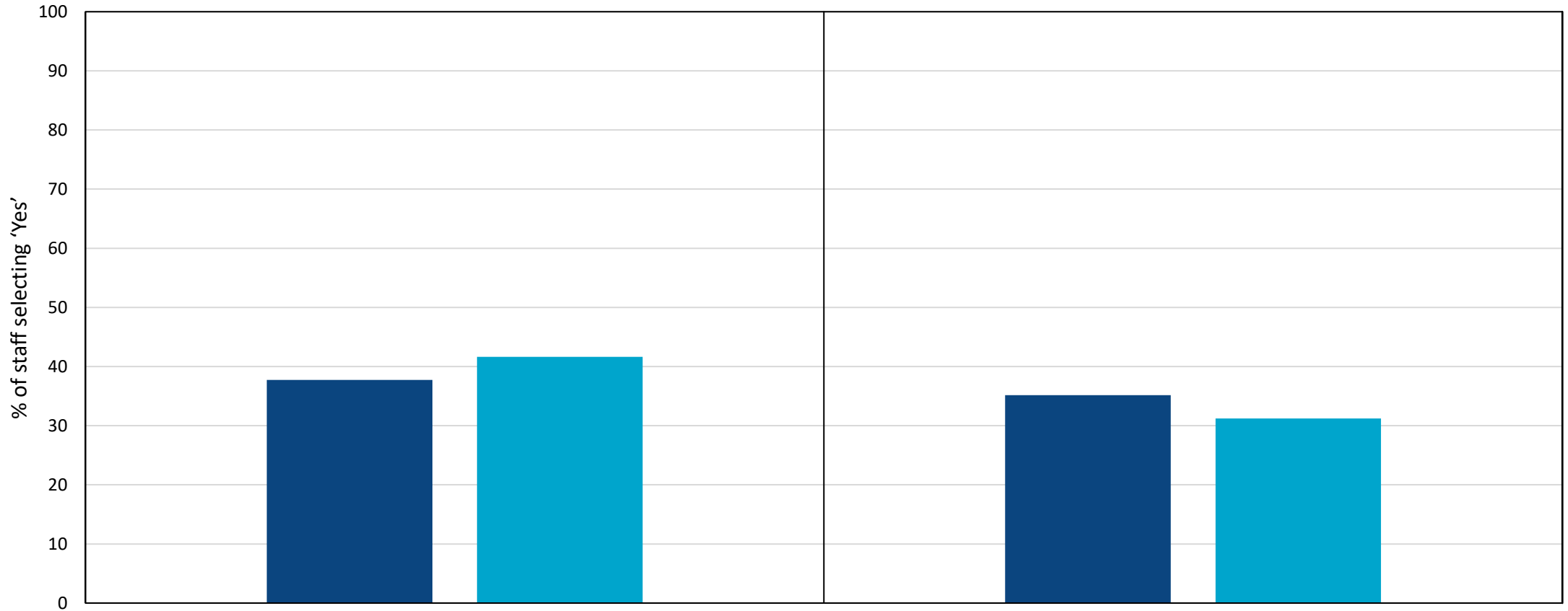


<b>Your org</b>	25.69%
<b>Average</b>	24.45%
<b>Responses</b>	4975



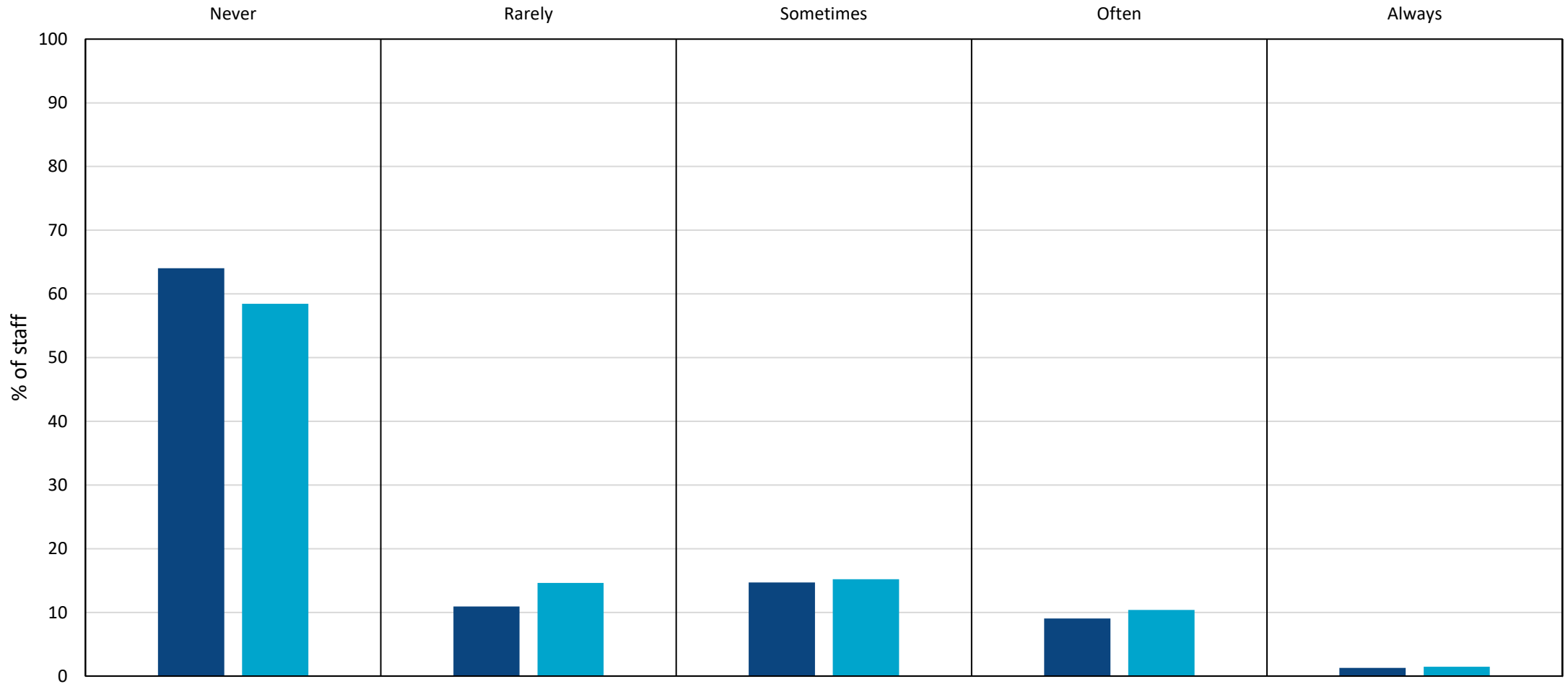
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



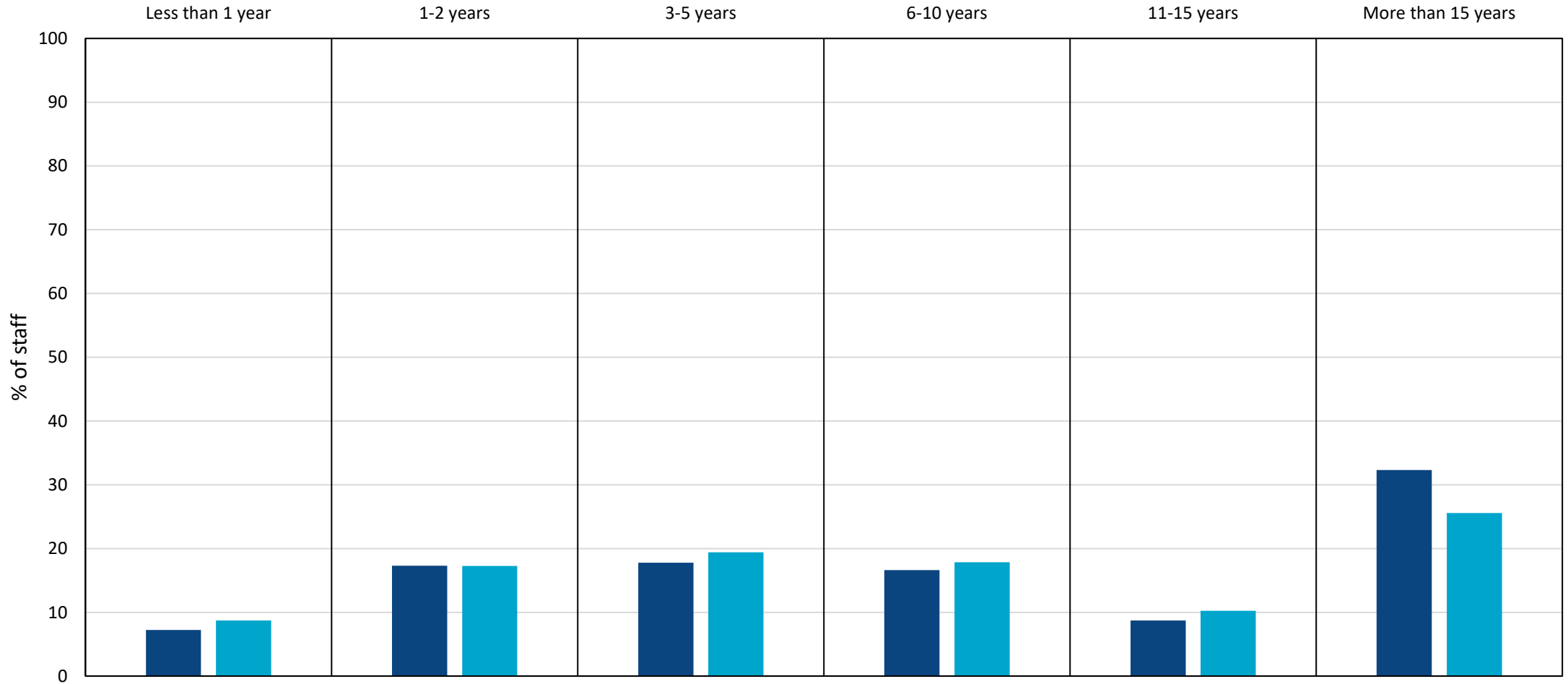
<b>Your org</b>	37.74%	35.15%
<b>Average</b>	41.64%	31.24%
<b>Responses</b>	5003	4981

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



Responses	5063	5063	5063	5063	5063
<b>Your org</b>	64.03%	10.94%	14.69%	9.05%	1.28%
<b>Average</b>	58.46%	14.62%	15.19%	10.39%	1.47%

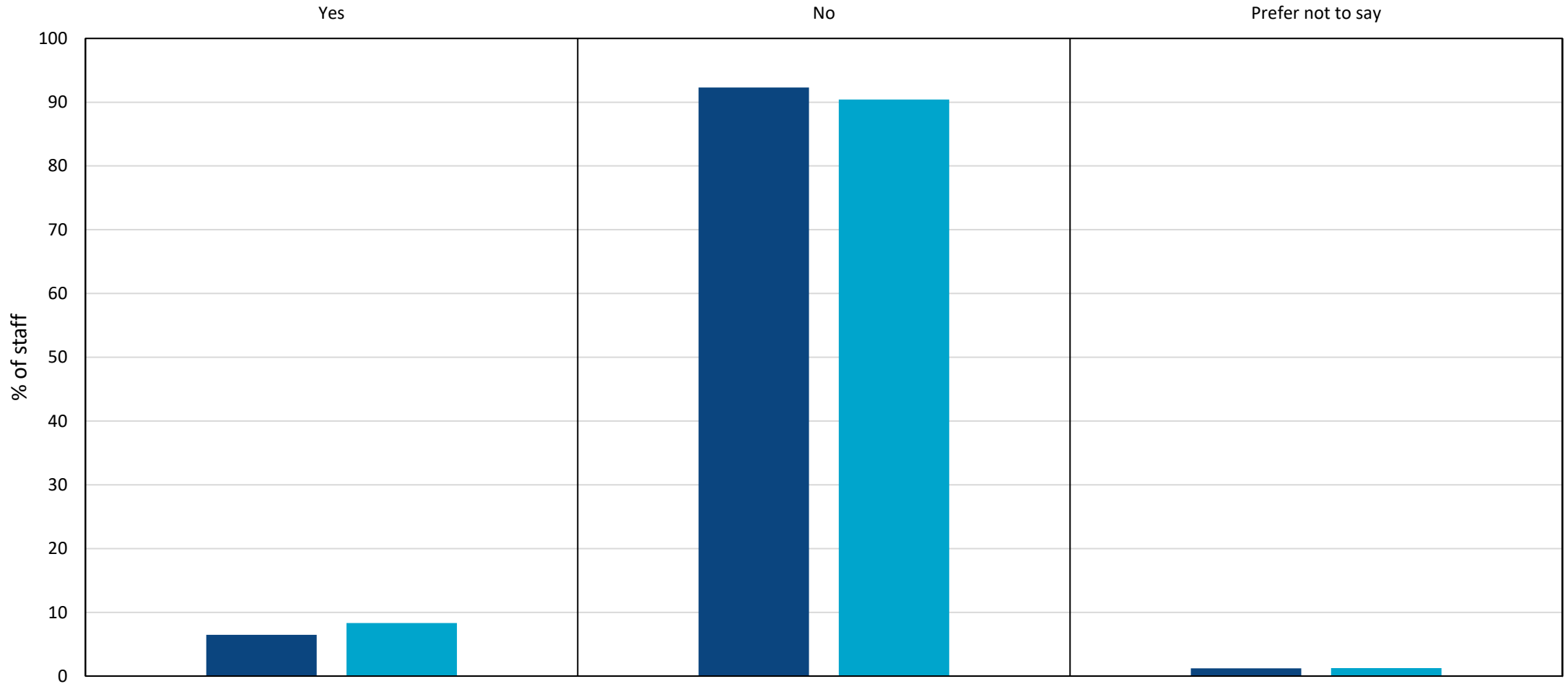
# Background details – Length of service



<b>Your org</b>	7.23%	17.32%	17.79%	16.60%	8.74%	32.32%
<b>Average</b>	8.72%	17.29%	19.43%	17.86%	10.24%	25.58%
<b>Responses</b>	5059	5059	5059	5059	5059	5059

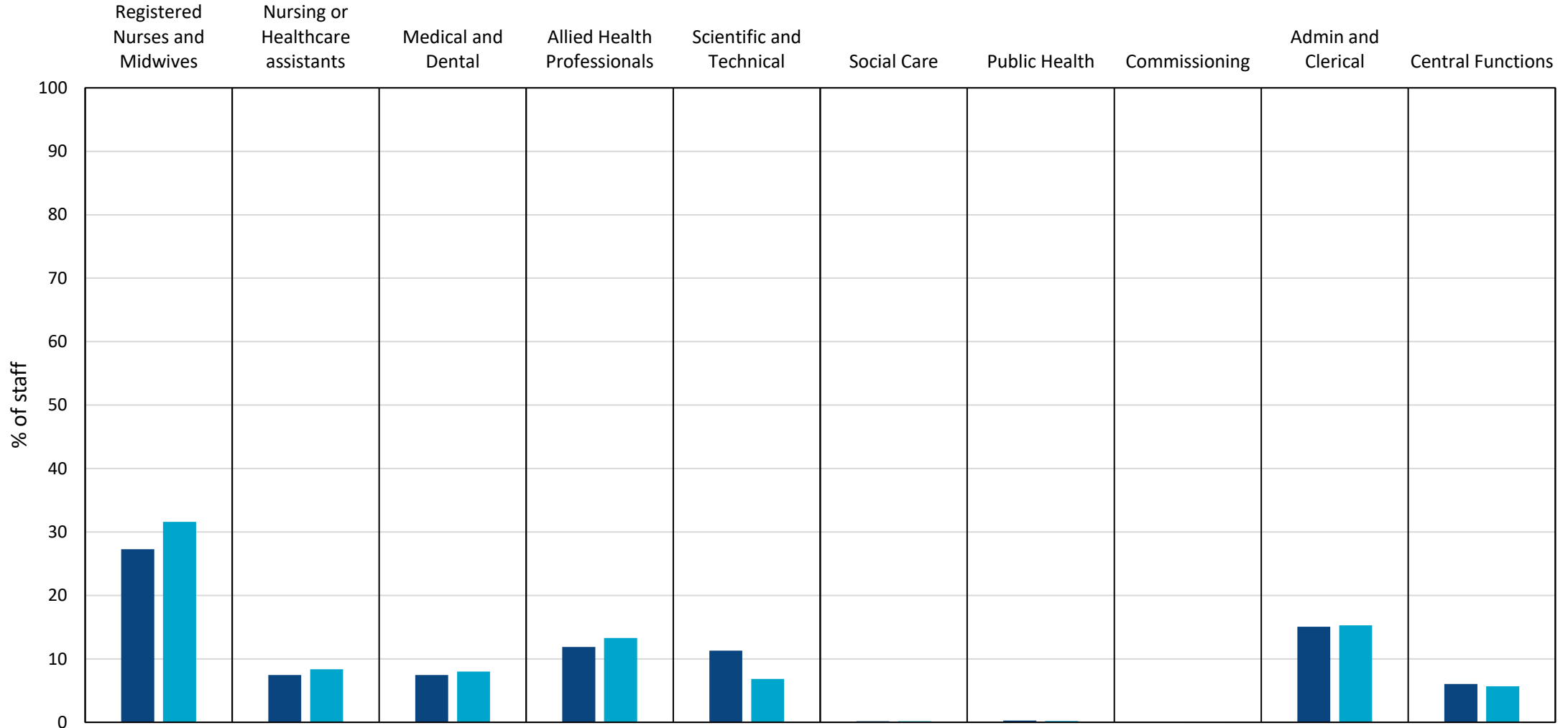


# Background details – When you joined this organisation, were you recruited from outside of the UK?



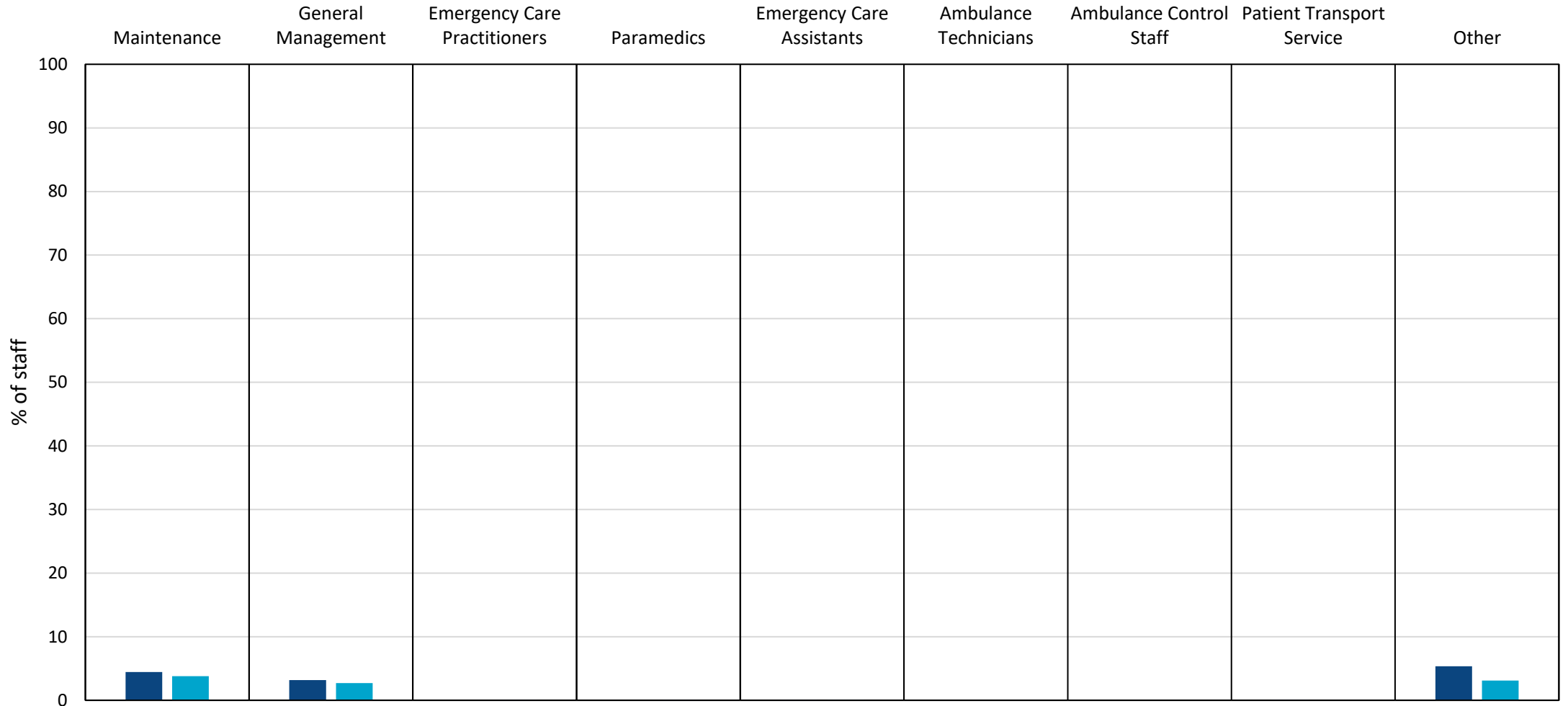
	Yes	No	Prefer not to say
<b>Your org</b>	6.47%	92.29%	1.23%
<b>Average</b>	8.30%	90.40%	1.24%
<b>Responses</b>	5035	5035	5035

# Background details – Occupational group



Responses	4907	4907	4907	4907	4907	4907	4907	4907	4907	4907
<b>Your org</b>	27.29%	7.46%	7.44%	11.86%	11.31%	0.16%	0.26%	0.02%	15.08%	6.03%
<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



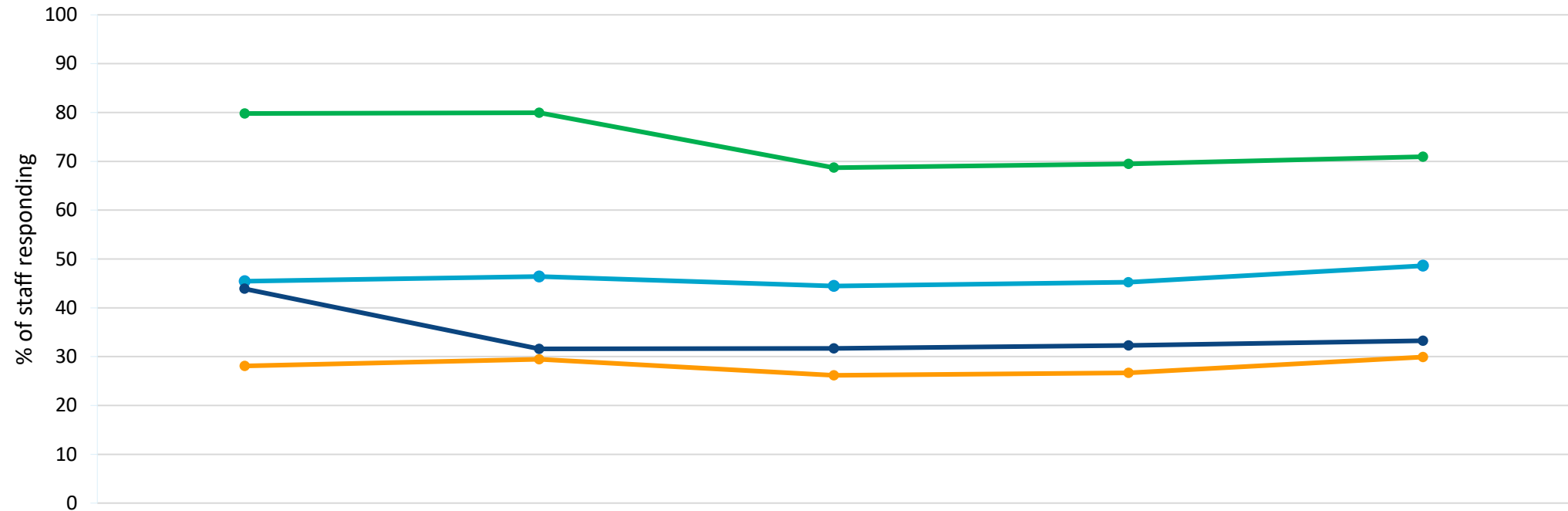
<b>Your org</b>	4.44%	3.16%	0.00%	0.00%	0.04%	0.00%	0.00%	0.10%	5.34%
<b>Average</b>	3.80%	2.70%	0.02%	0.02%	0.04%	0.00%	0.00%	0.00%	3.09%
<b>Responses</b>	4907	4907	4907	4907	4907	4907	4907	4907	4907

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	43.88%	31.58%	31.66%	32.26%	33.23%
Highest	79.77%	79.95%	68.69%	69.45%	70.92%
Average	45.43%	46.38%	44.46%	45.23%	48.61%
Lowest	28.09%	29.47%	26.17%	26.65%	29.91%
Responses	5245	4089	4233	4771	5100

## 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	7.03	4754	7.08	5079	Not significant
We are recognised and rewarded	5.70	4754	5.72	5076	Not significant
We each have a voice that counts	6.50	4693	6.52	5014	Not significant
We are safe and healthy	6.03	4711	6.07	5036	Not significant
We are always learning	5.22	4486	5.28	4842	Not significant
We work flexibly	5.85	4720	5.88	5029	Not significant
We are a team	6.49	4743	6.54	5059	Not significant
<b>Themes</b>					
Staff Engagement	6.63	4753	6.62	5071	Not significant
Morale	5.76	4758	5.77	5086	Not significant

\* 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.

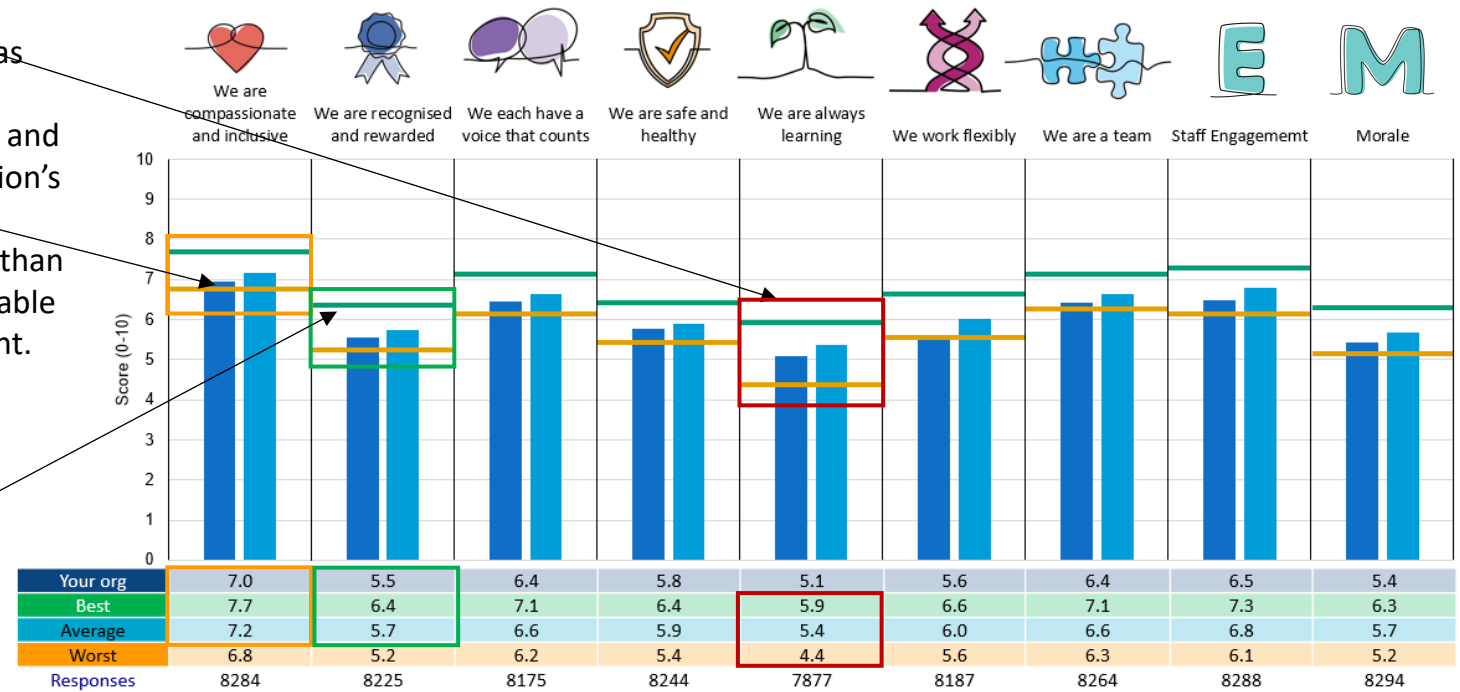
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another point of reference.

## 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.

## Positive outcomes

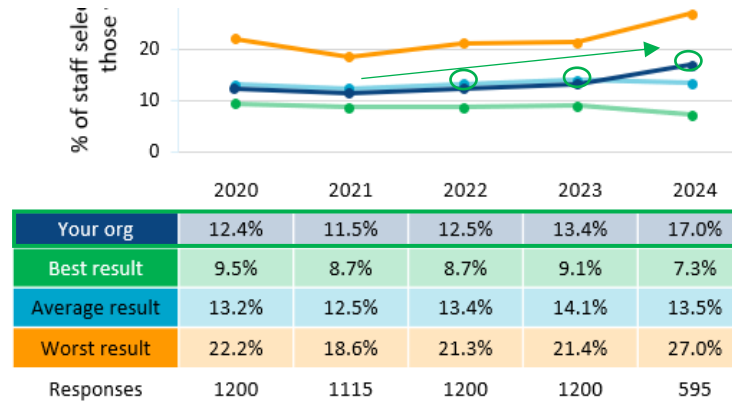
- Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' results are distinctly higher than the benchmarking group 'Average result'.
- Positive stories to report could be ones where your organisation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



Only one example is highlighted for each point

## Review trend data

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

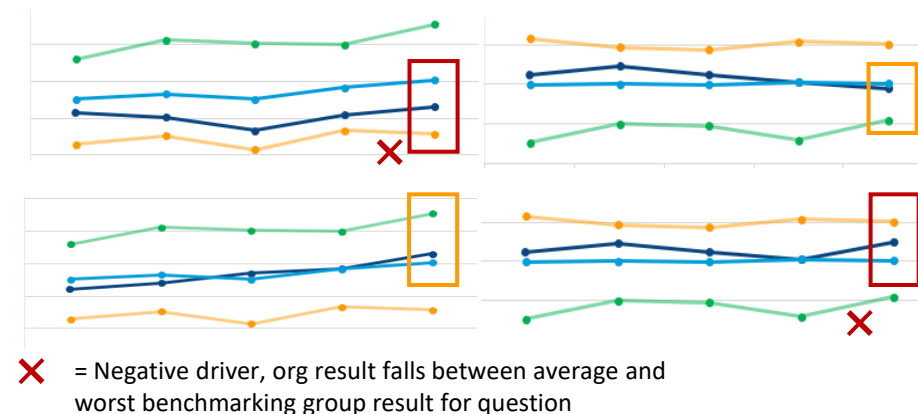


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

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

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



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

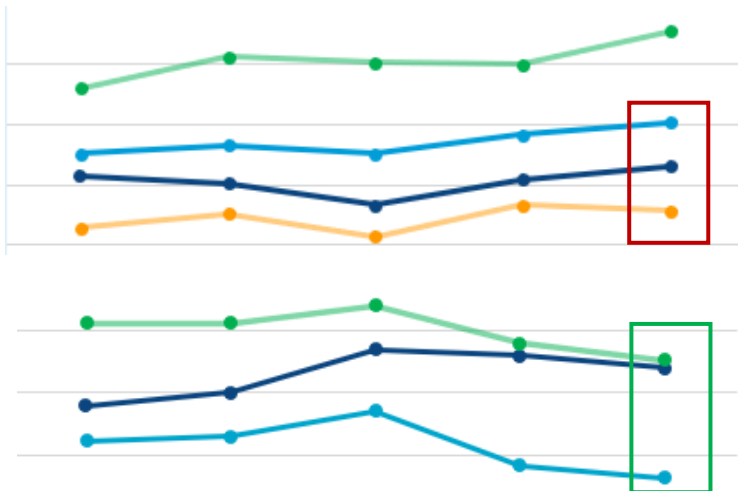
### Identifying questions of interest

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

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

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

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



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

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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



**Technical 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 Liverpool University Hospitals NHS Foundation Trust.



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



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