

# Great Ormond Street Hospital for Children NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for Great Ormond Street Hospital for Children 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.

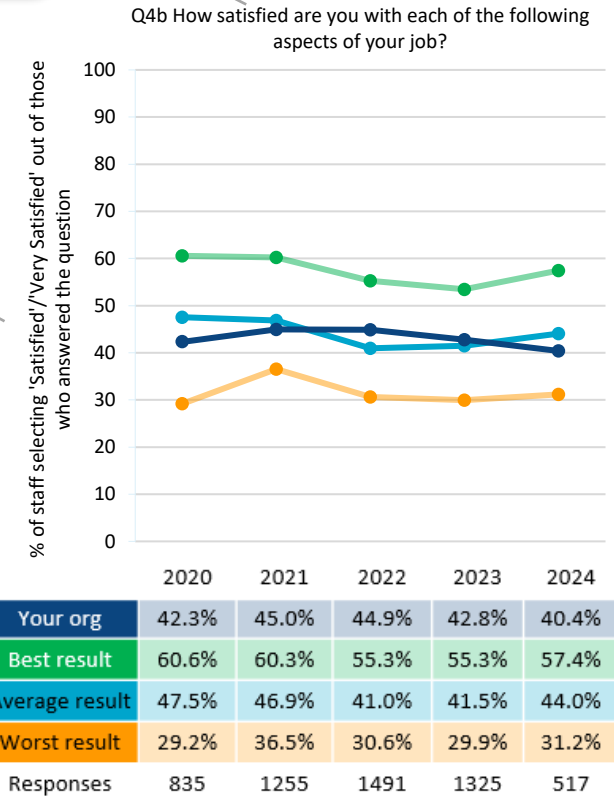
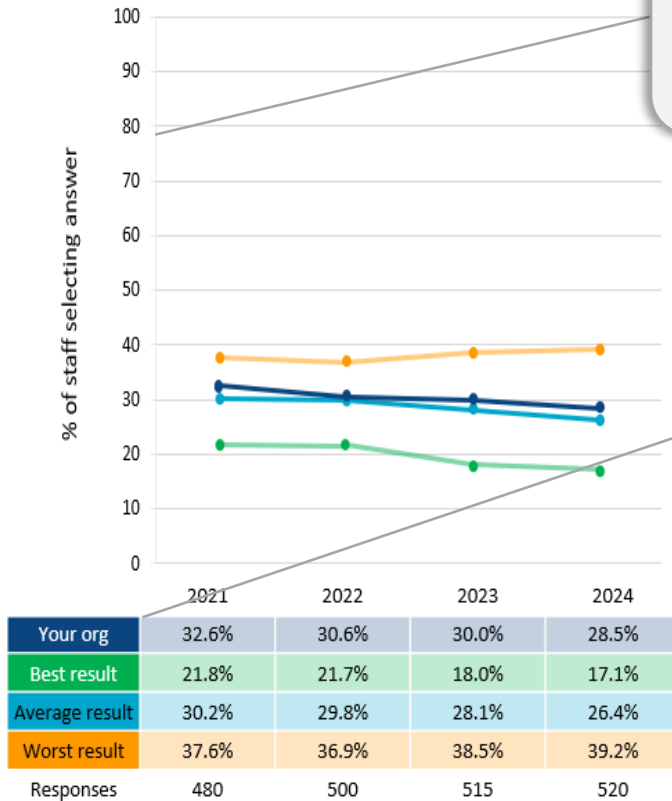
Question number and text (or summary measure) specified at the top of each slide.

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.

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



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

## Organisation details



Great Ormond Street Hospital for Children NHS  
Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **3362**

2024 response rate **57%**

### Survey details

Survey mode **Mixed**

This organisation is benchmarked against:

Acute Specialist Trusts



### 2024 benchmarking group details

Organisations in group: 13

Median response rate: 57%

No. of completed questionnaires: 17667

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

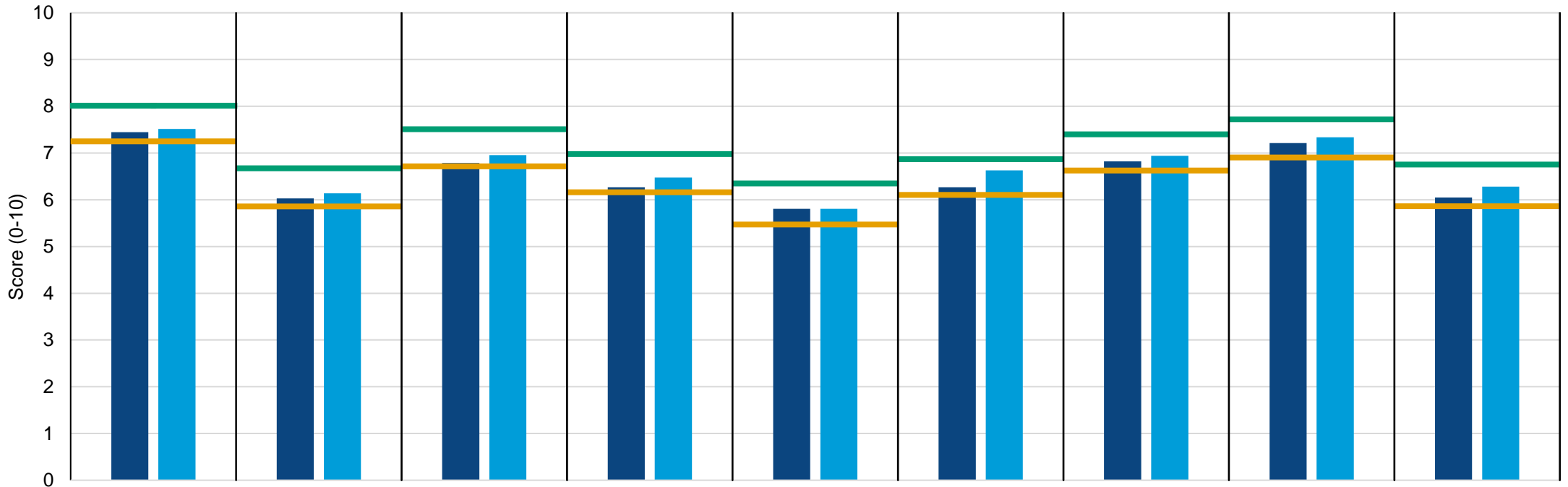


## People Promise elements, themes and sub-score results

## 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.



Best result	8.01	6.67	7.51	6.98	6.35	6.87	7.40	7.72	6.75
Average result	7.52	6.14	6.96	6.47	5.81	6.63	6.94	7.34	6.28
Worst result	7.25	5.86	6.71	6.16	5.47	6.10	6.63	6.90	5.86
Responses	3345	3348	3303	3316	3190	3321	3340	3352	3347

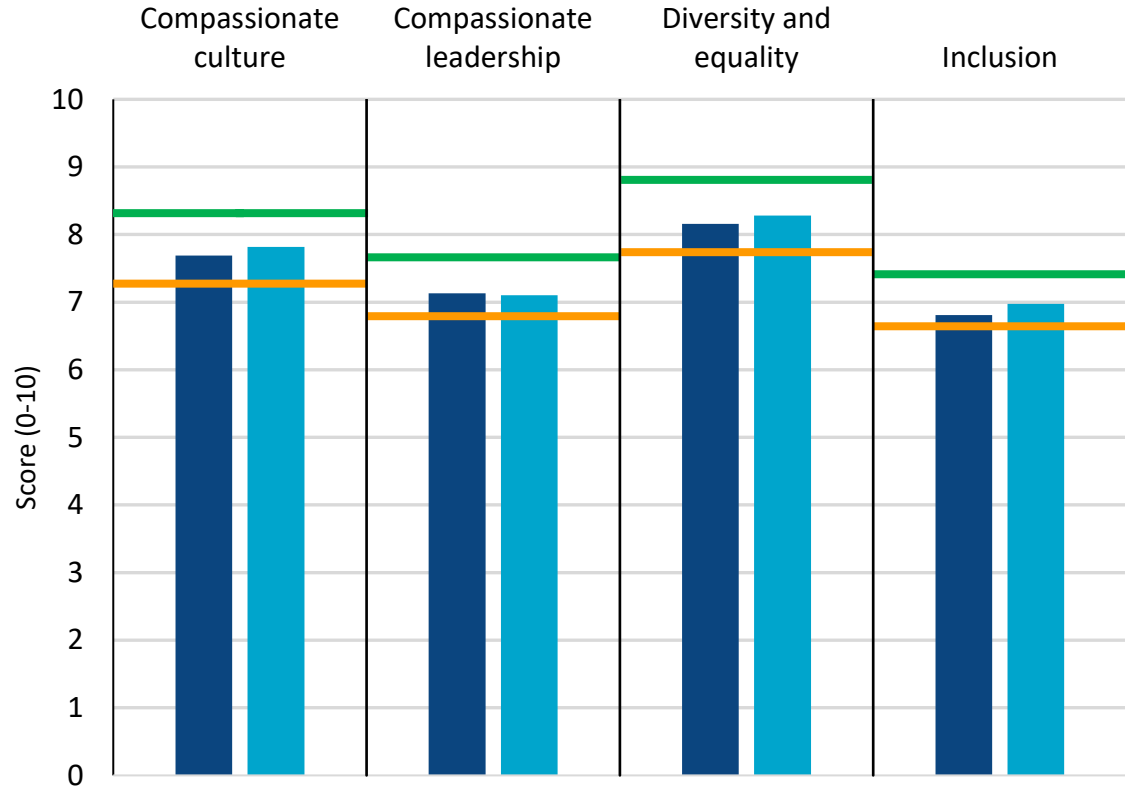


# People Promise elements, themes and sub-scores: Sub-score overview

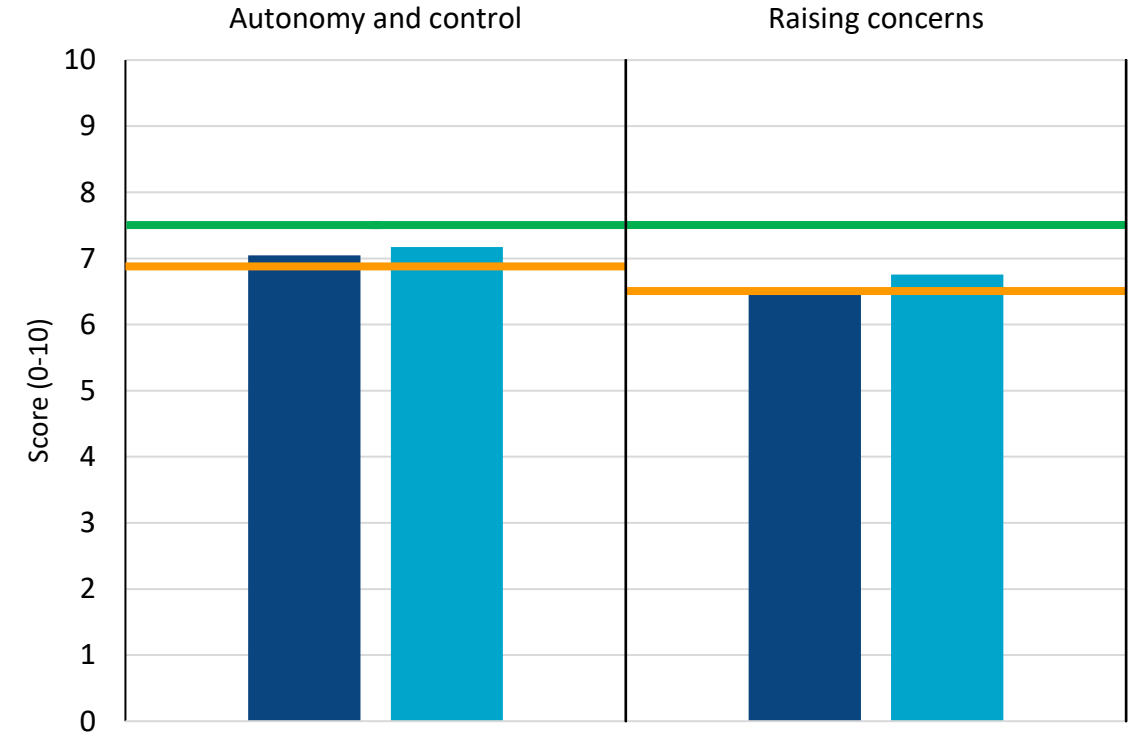
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.69	7.13	8.16	6.81
Best result	8.32	7.66	8.81	7.41
Average result	7.82	7.10	8.28	6.97
Worst result	7.27	6.79	7.74	6.64
Responses	3331	3346	3340	3339

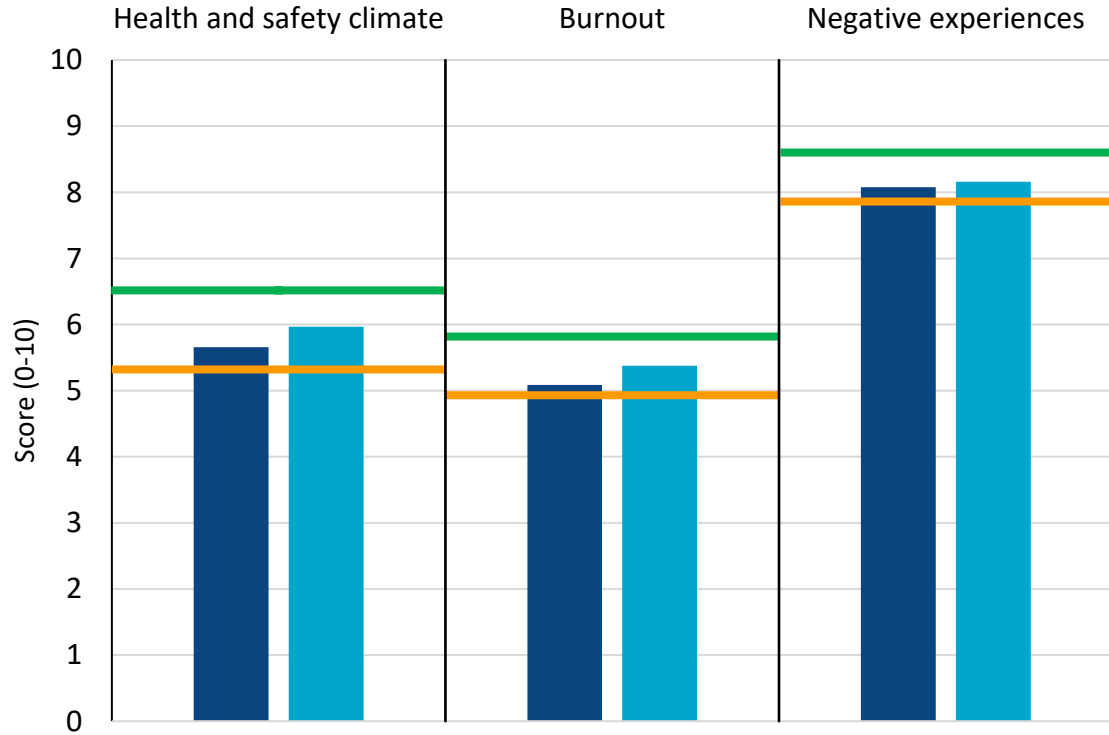
Your org	7.05	6.53
Best result	7.50	7.51
Average result	7.17	6.76
Worst result	6.88	6.51
Responses	3348	3310

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.

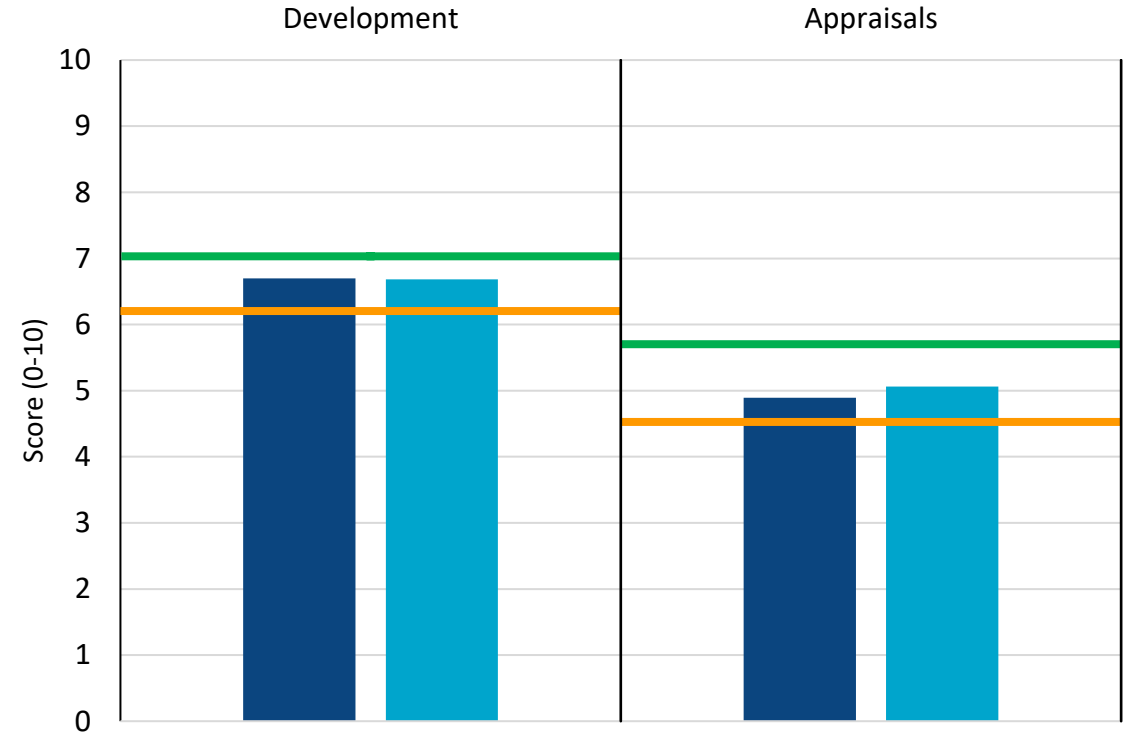
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



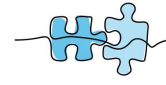
Your org	5.66	5.08	8.07
Best result	6.52	5.82	8.60
Average result	5.97	5.38	8.16
Worst result	5.32	4.93	7.86
Responses	3345	3343	3337

Your org	6.70	4.89
Best result	7.03	5.70
Average result	6.68	5.06
Worst result	6.20	4.53
Responses	3332	3198

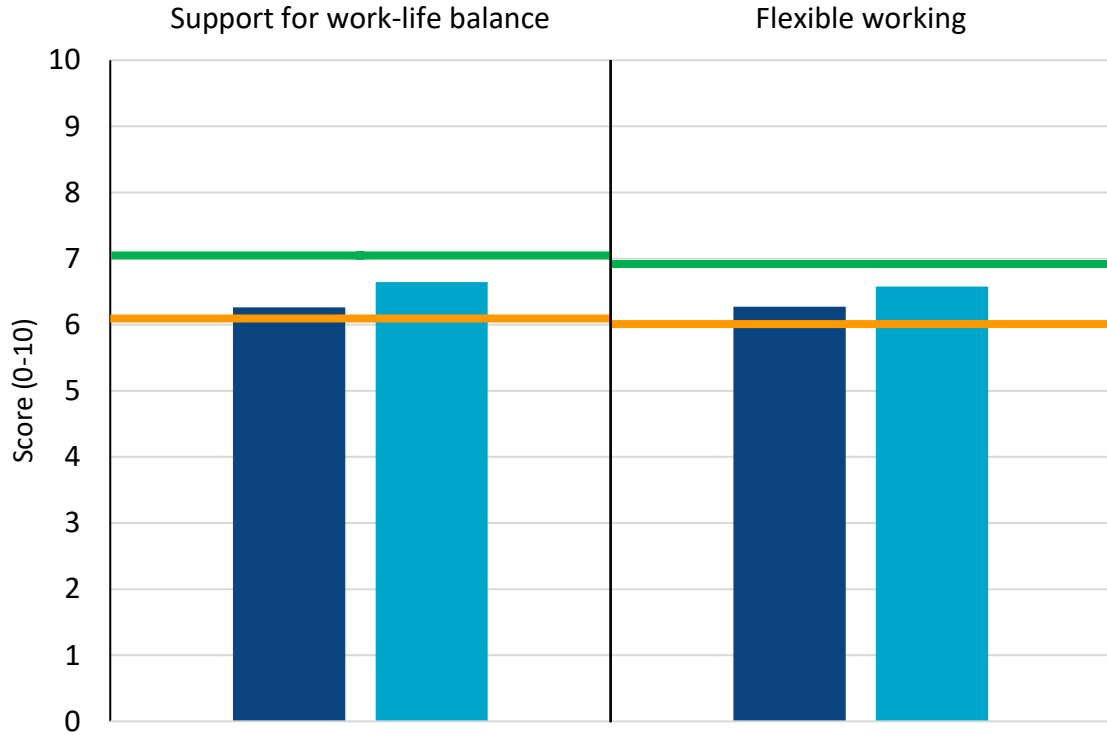
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 6: We work flexibly



## Promise element 7: We are a team



Category	Your org	Best result	Average result	Worst result	Responses
Support for work-life balance	6.26	7.05	6.64	6.09	3343
Flexible working	6.27	6.92	6.57	6.01	3333

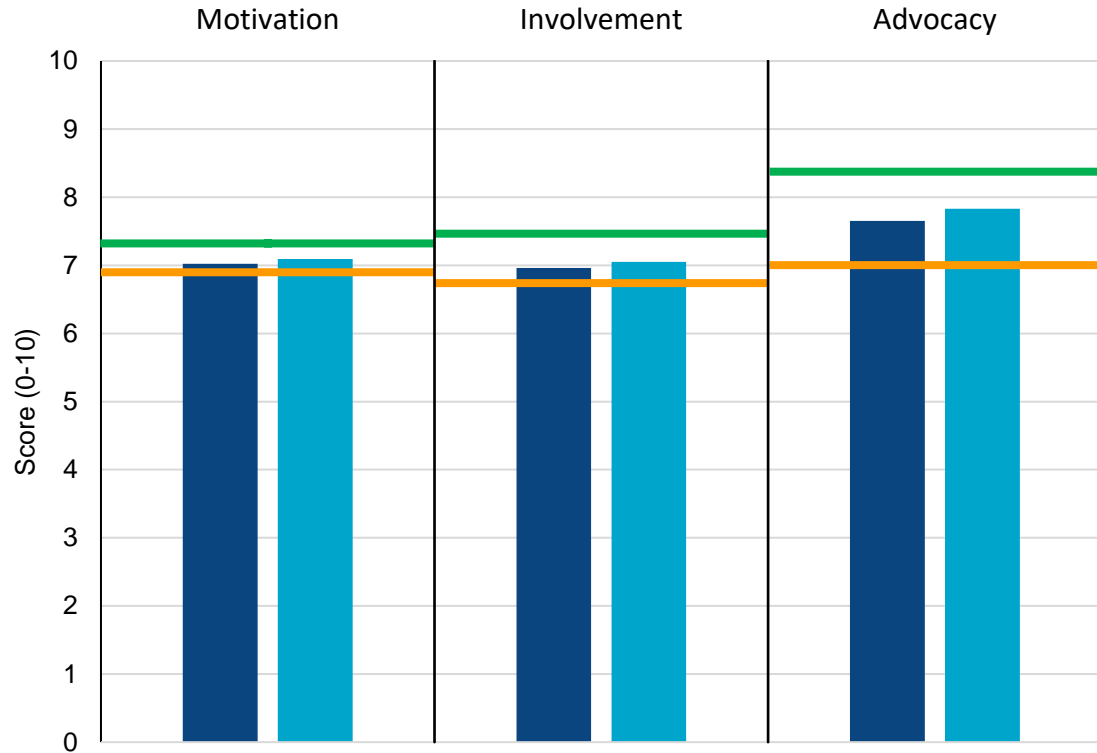


Category	Your org	Best result	Average result	Worst result	Responses
Team working	6.66	7.26	6.87	6.60	3346
Line management	6.99	7.54	7.01	6.62	3342

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.



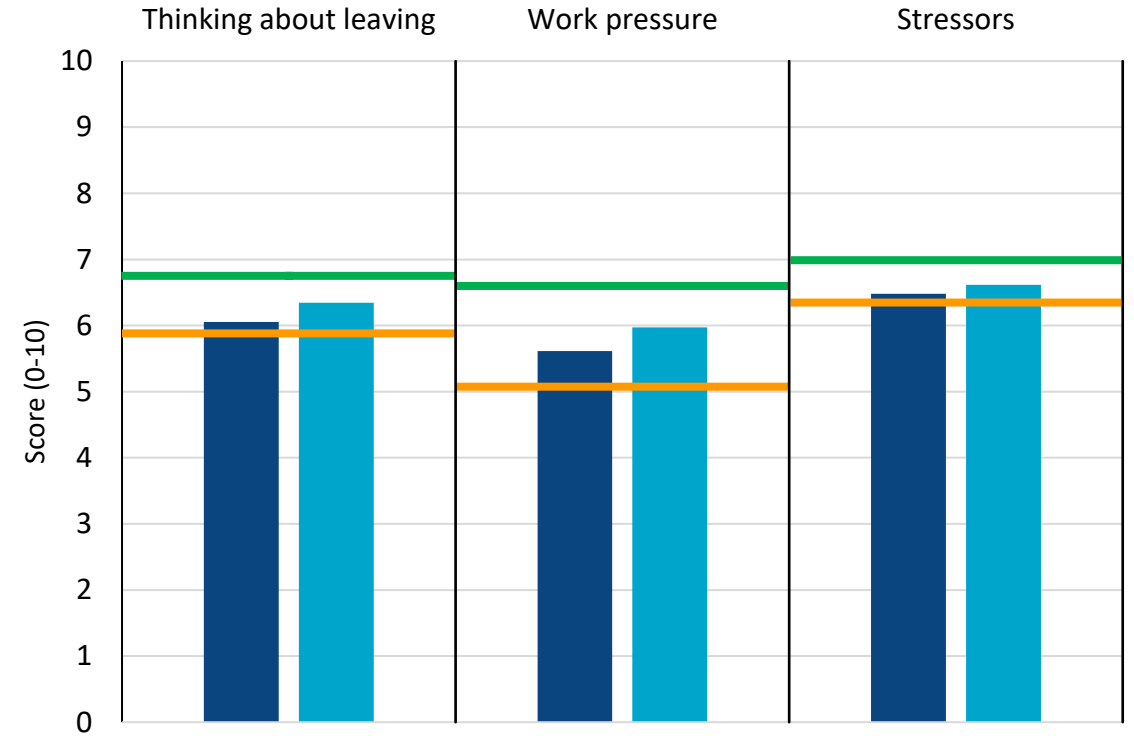
## Theme: Staff engagement



Element	Score	Responses
Your org	7.02	3308
Best result	7.32	
Average result	7.09	
Worst result	6.90	
<b>Total Responses</b>		<b>3347</b>



## Theme: Morale



Element	Score	Responses
Your org	6.05	3334
Best result	6.75	
Average result	6.34	
Worst result	5.88	
<b>Total Responses</b>		<b>3342</b>

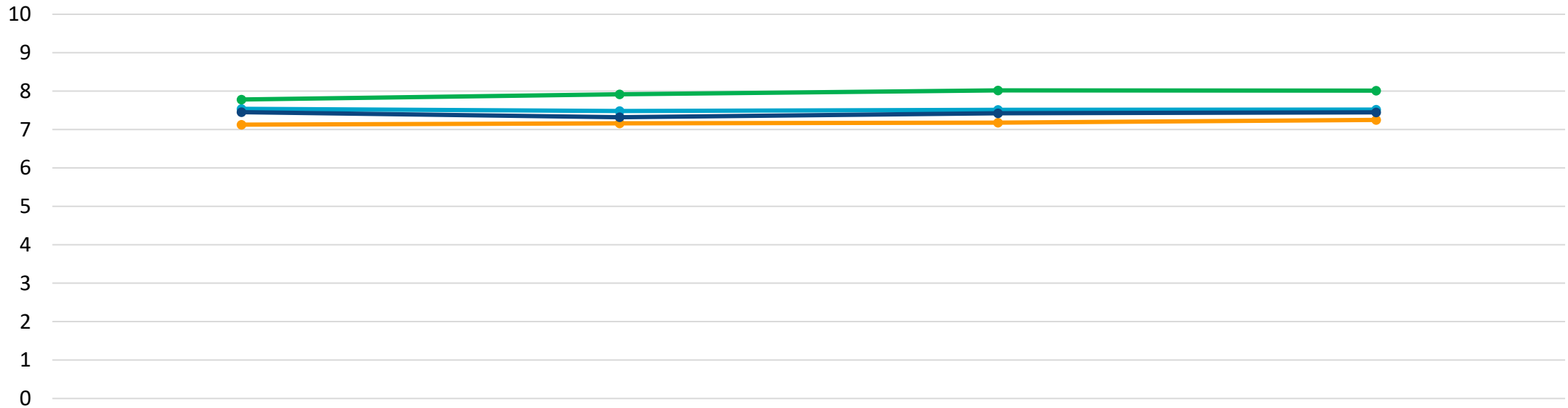


## People Promise elements, themes and sub-scores: Trends

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

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

We are compassionate and inclusive

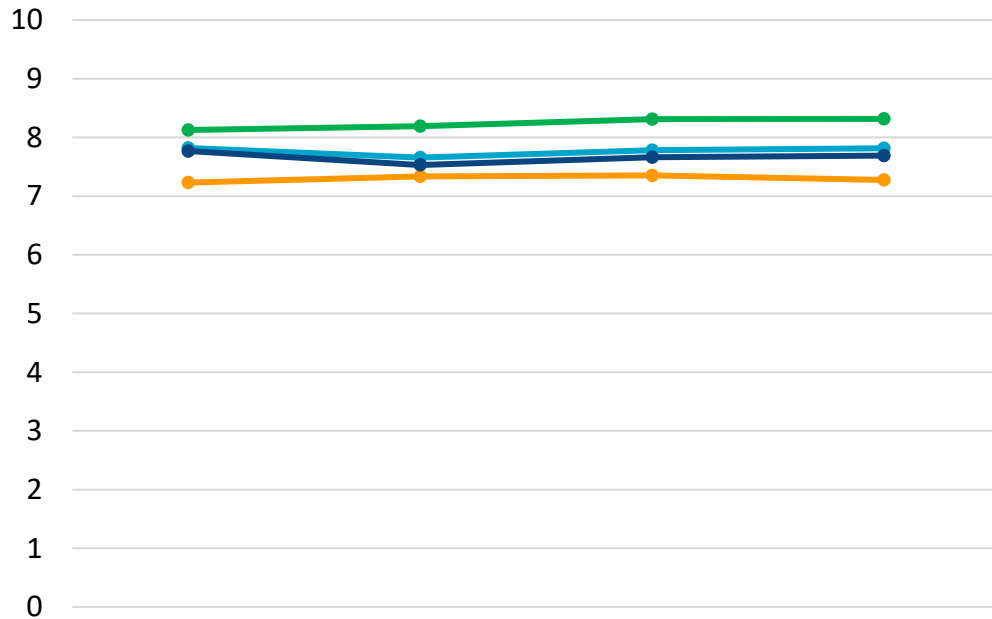


	2021	2022	2023	2024
Your org	7.45	7.32	7.42	7.45
Best result	7.78	7.92	8.02	8.01
Average result	7.54	7.48	7.51	7.52
Worst result	7.13	7.16	7.18	7.25
Responses	2843	2369	2983	3345

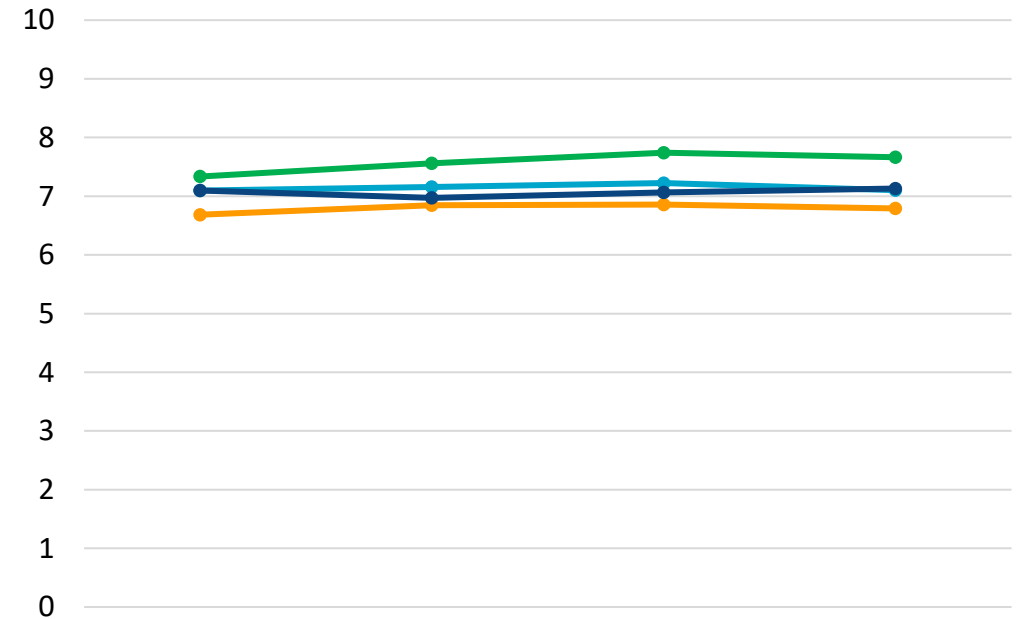
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



2021      2022      2023      2024

Your org	7.77	7.53	7.66	7.69
Best result	8.13	8.19	8.31	8.32
Average result	7.82	7.66	7.78	7.82
Worst result	7.23	7.33	7.35	7.27

Responses      2832      2358      2974      3331

2021      2022      2023      2024

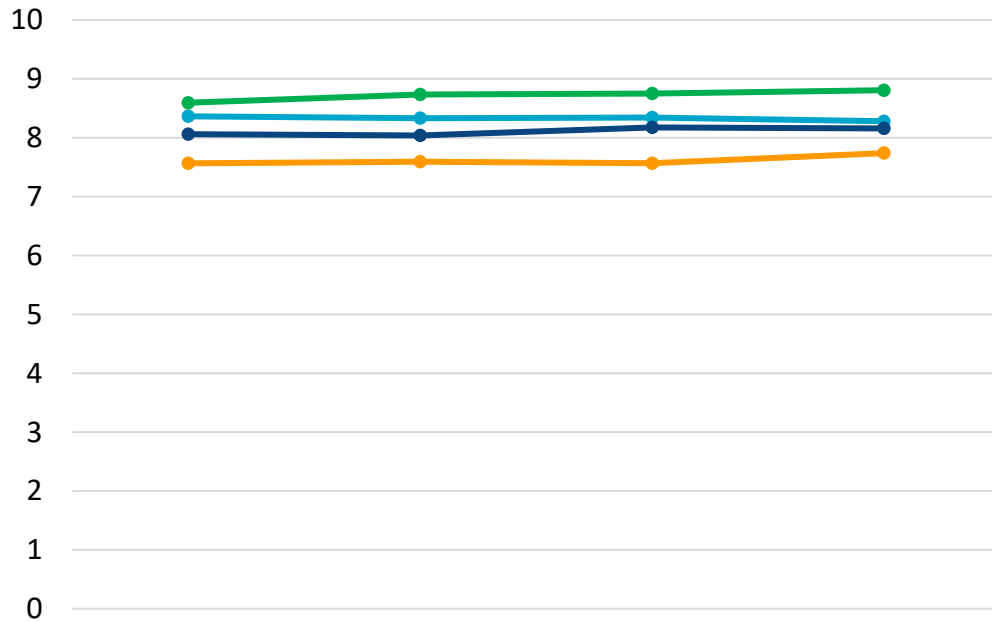
Your org	7.10	6.97	7.06	7.13
Best result	7.34	7.56	7.74	7.66
Average result	7.10	7.15	7.22	7.10
Worst result	6.68	6.84	6.86	6.79

Responses      2845      2376      2985      3346

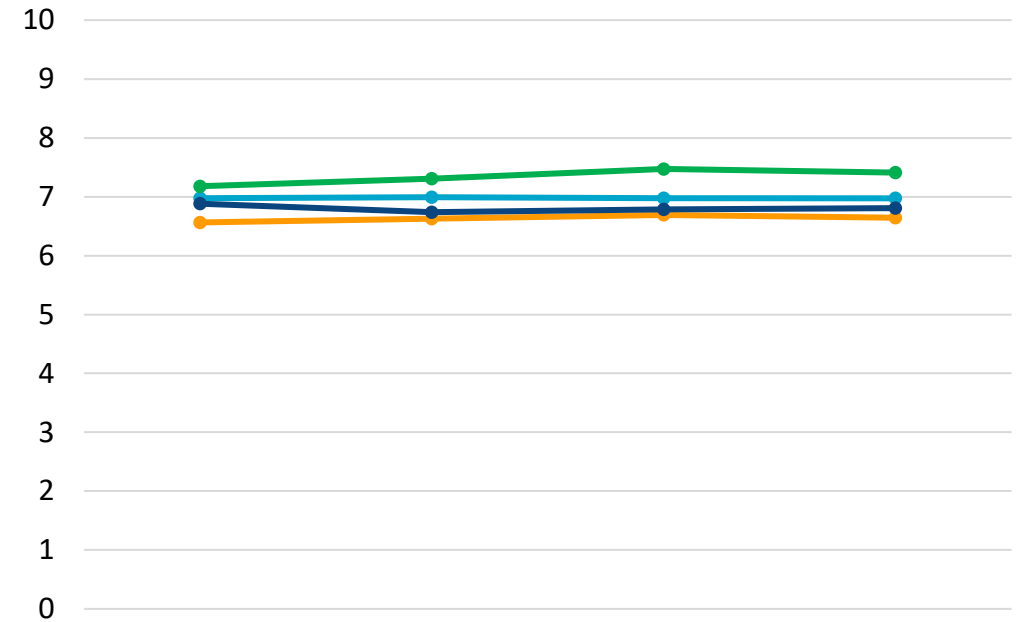
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	8.06	8.04	8.18	8.16
Best result	8.60	8.73	8.75	8.81
Average result	8.36	8.33	8.35	8.28
Worst result	7.57	7.60	7.57	7.74
Responses	2837	2367	2982	3340

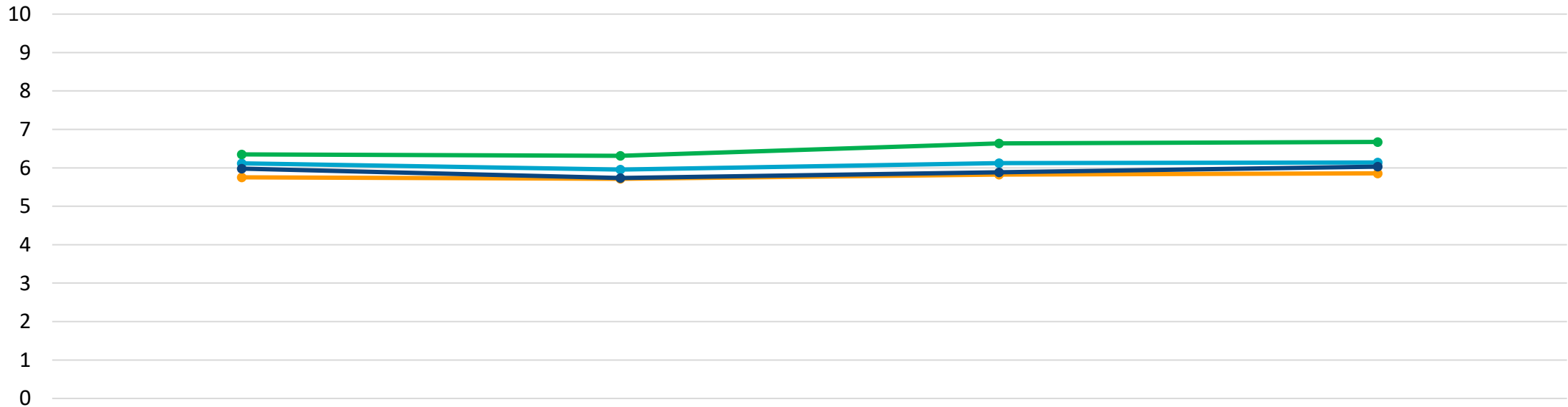
	2021	2022	2023	2024
Your org	6.88	6.74	6.78	6.81
Best result	7.18	7.31	7.47	7.41
Average result	6.98	6.99	6.98	6.97
Worst result	6.56	6.63	6.69	6.64
Responses	2818	2352	2972	3339

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



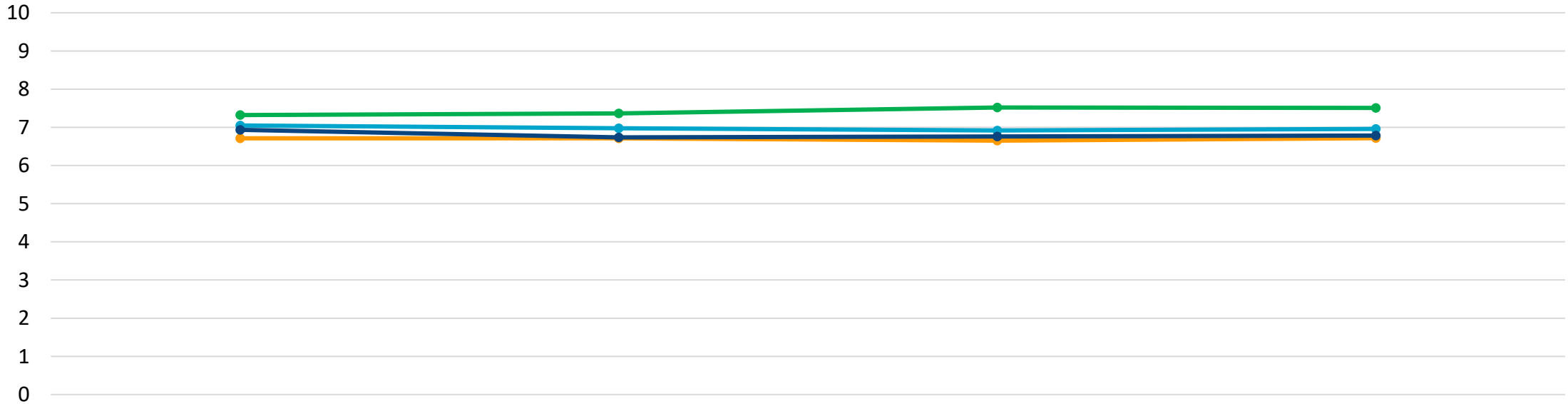
	2021	2022	2023	2024
Your org	5.98	5.74	5.88	6.03
Best result	6.35	6.31	6.64	6.67
Average result	6.12	5.95	6.13	6.14
Worst result	5.75	5.71	5.83	5.86
Responses	2835	2371	2988	3348

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



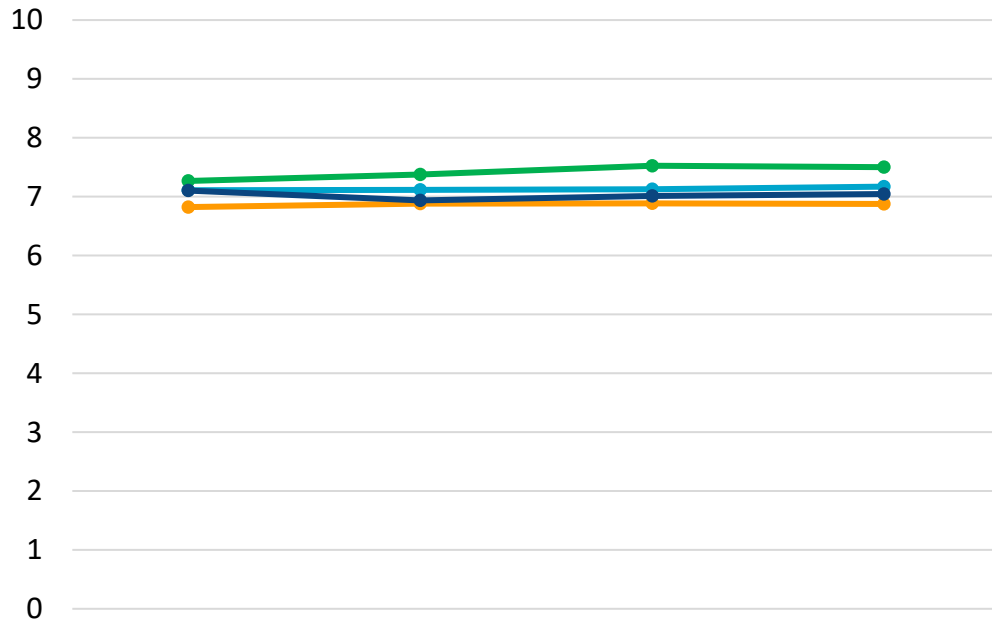
	2021	2022	2023	2024
Your org	6.93	6.74	6.76	6.79
Best result	7.32	7.36	7.52	7.51
Average result	7.05	6.98	6.92	6.96
Worst result	6.71	6.71	6.65	6.71
Responses	2812	2345	2941	3303

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.

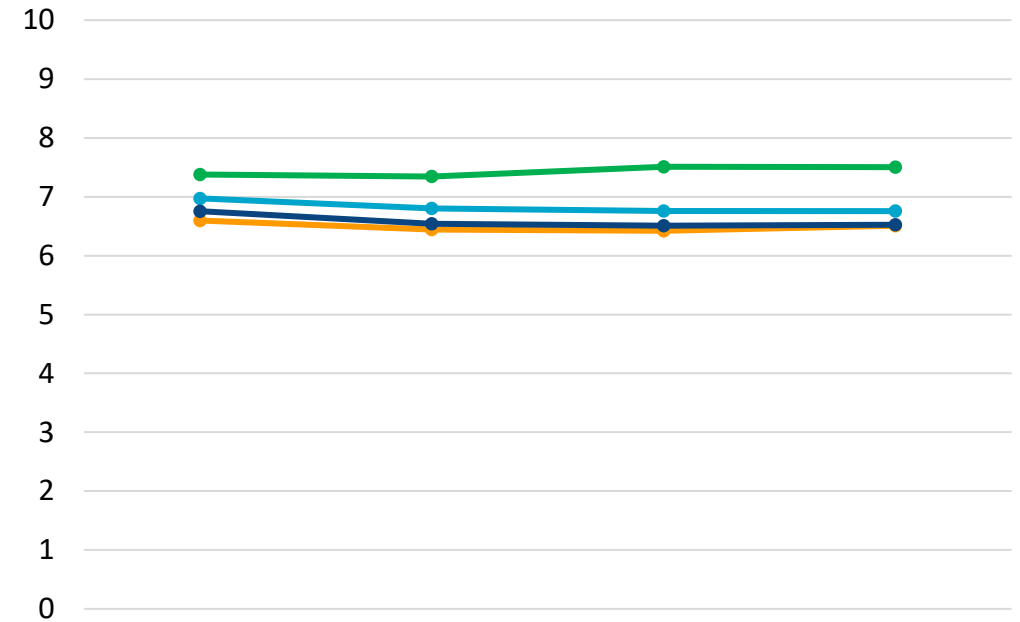


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	7.10	6.94	7.01	7.05
Best result	7.27	7.38	7.53	7.50
Average result	7.11	7.11	7.13	7.17
Worst result	6.82	6.88	6.89	6.88
Responses	2850	2375	2992	3348

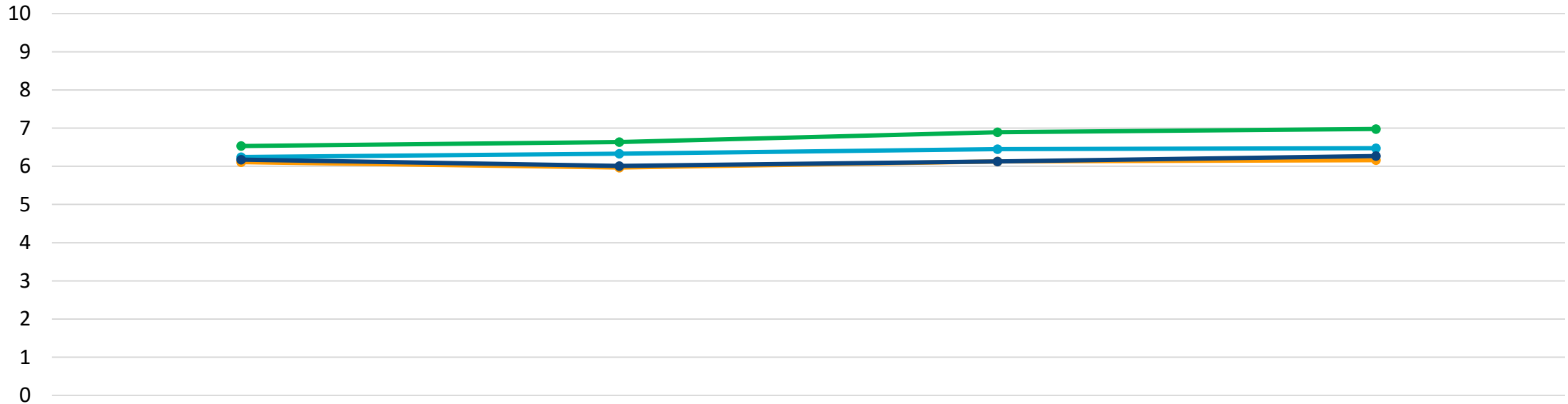
	2021	2022	2023	2024
Your org	6.75	6.54	6.51	6.53
Best result	7.38	7.34	7.51	7.51
Average result	6.97	6.80	6.76	6.76
Worst result	6.60	6.44	6.42	6.51
Responses	2815	2349	2946	3310

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	6.17	6.01	6.13	6.27
Best result	6.53	6.64	6.89	6.98
Average result	6.24	6.33	6.45	6.47
Worst result	6.11	5.97	6.13	6.16
Responses	2827	2360	2971	3316

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.

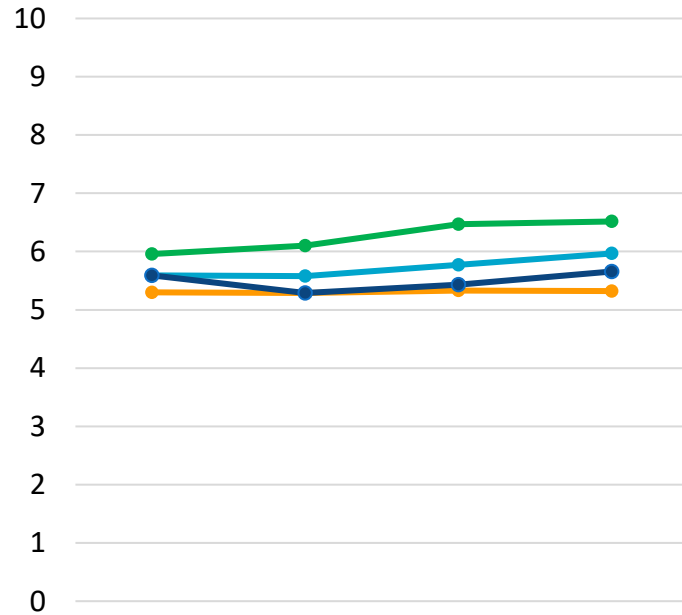


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



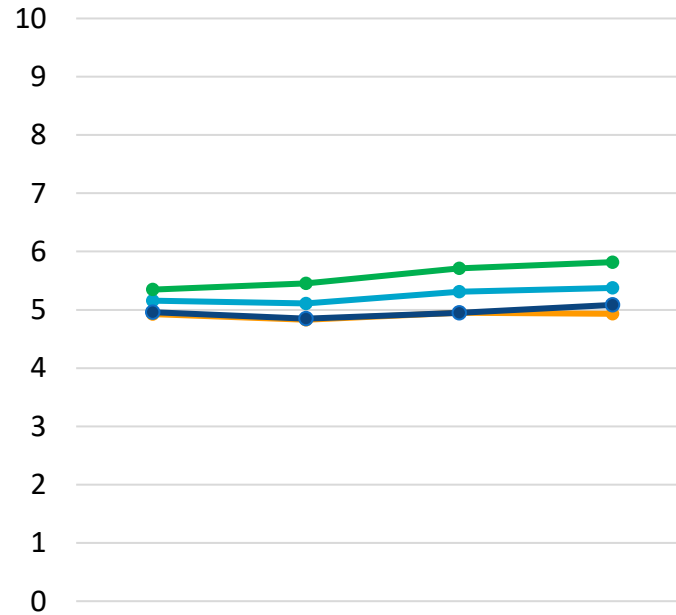
## Promise element 4: We are safe and healthy

Health and safety climate



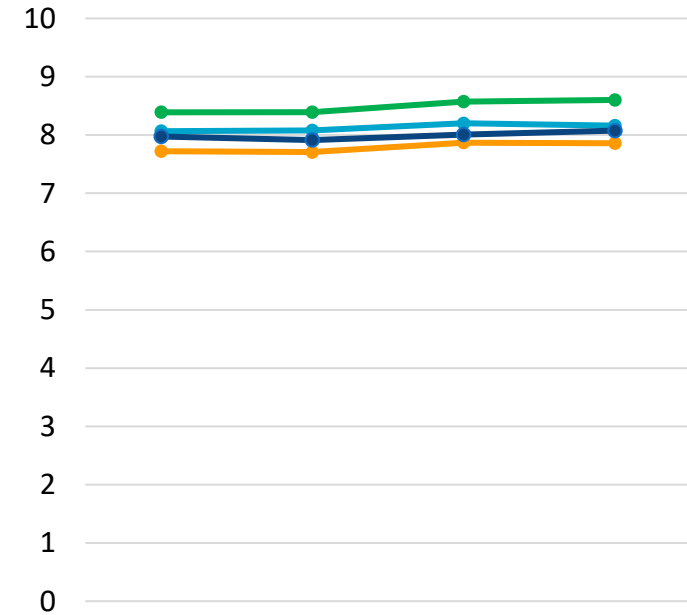
	2021	2022	2023	2024
<b>Your org</b>	5.59	5.29	5.43	5.66
<b>Best result</b>	5.96	6.10	6.47	6.52
<b>Average result</b>	5.59	5.58	5.77	5.97
<b>Worst result</b>	5.30	5.29	5.33	5.32
Responses	2846	2377	2993	3345

Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.96	4.85	4.95	5.08
<b>Best result</b>	5.35	5.45	5.71	5.82
<b>Average result</b>	5.16	5.11	5.31	5.38
<b>Worst result</b>	4.92	4.83	4.95	4.93
Responses	2847	2373	2992	3343

Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.98	7.91	8.01	8.07
<b>Best result</b>	8.39	8.39	8.57	8.60
<b>Average result</b>	8.07	8.08	8.20	8.16
<b>Worst result</b>	7.72	7.71	7.87	7.86
Responses	2835	2369	2978	3337

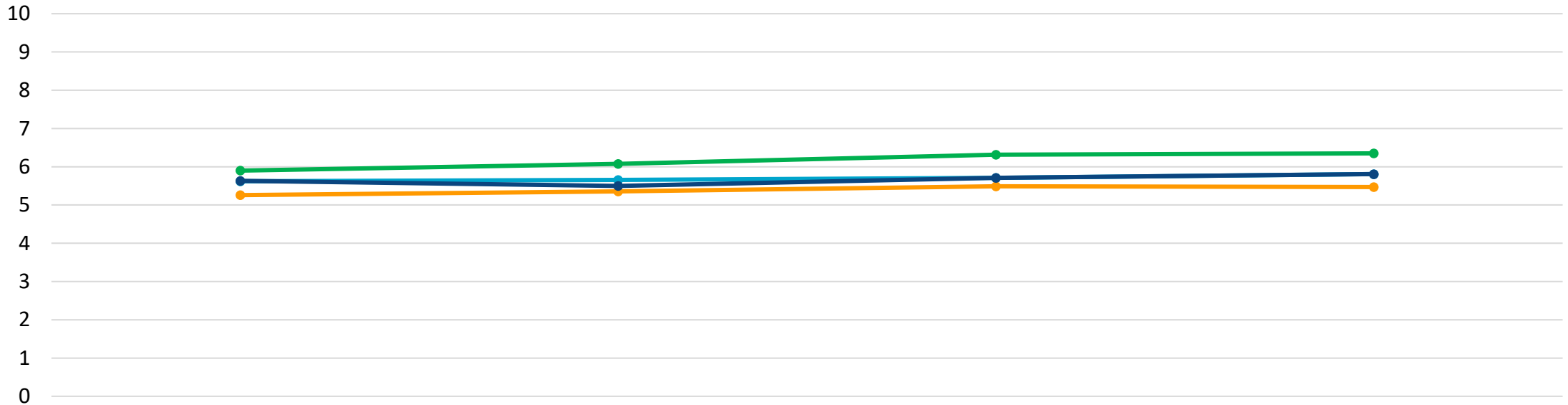
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



## Promise element 5: We are always learning

### We are always learning



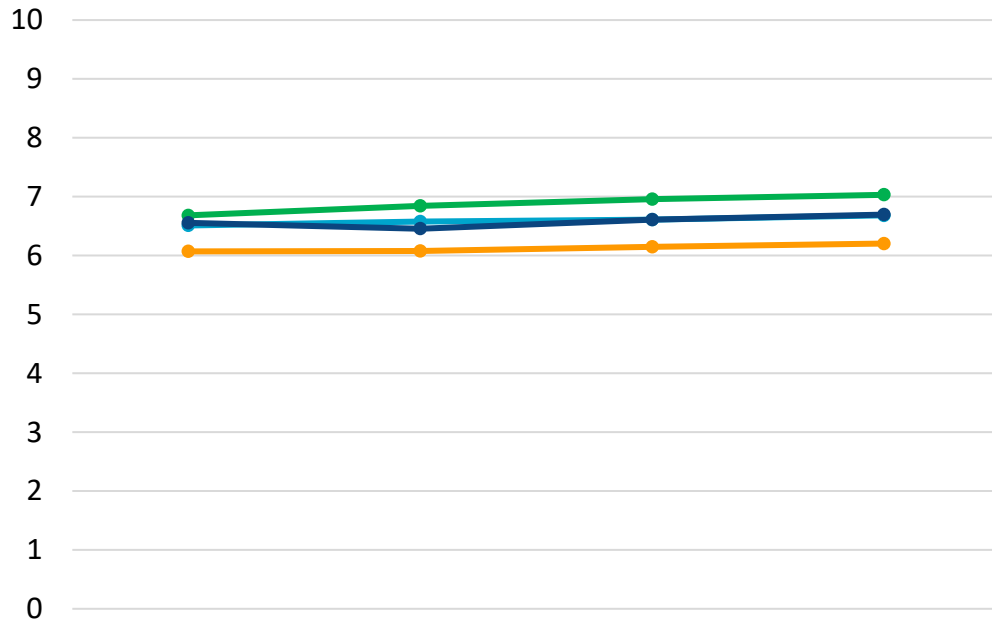
	2021	2022	2023	2024
Your org	5.63	5.50	5.71	5.81
Best result	5.90	6.07	6.32	6.35
Average result	5.62	5.66	5.71	5.81
Worst result	5.26	5.36	5.49	5.47
Responses	2686	2245	2845	3190

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.

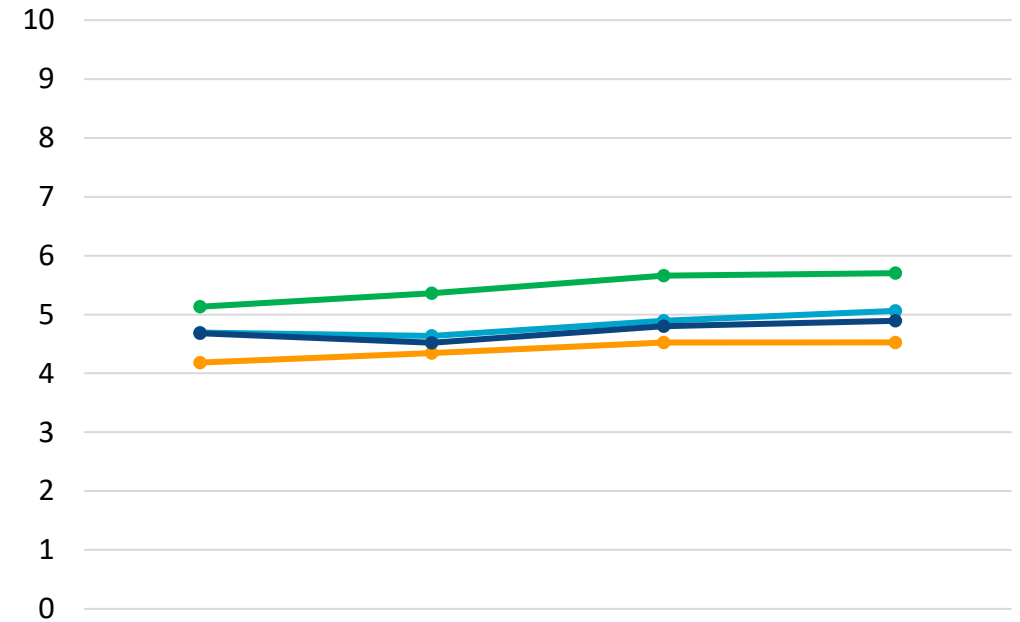


## Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	6.56	6.46	6.61	6.70
Best result	6.68	6.84	6.96	7.03
Average result	6.51	6.58	6.61	6.68
Worst result	6.07	6.08	6.15	6.20

Responses 2832 2356 2980 3332

2021 2022 2023 2024

	2021	2022	2023	2024
Your org	4.68	4.52	4.80	4.89
Best result	5.13	5.36	5.66	5.70
Average result	4.69	4.64	4.89	5.06
Worst result	4.18	4.34	4.52	4.53

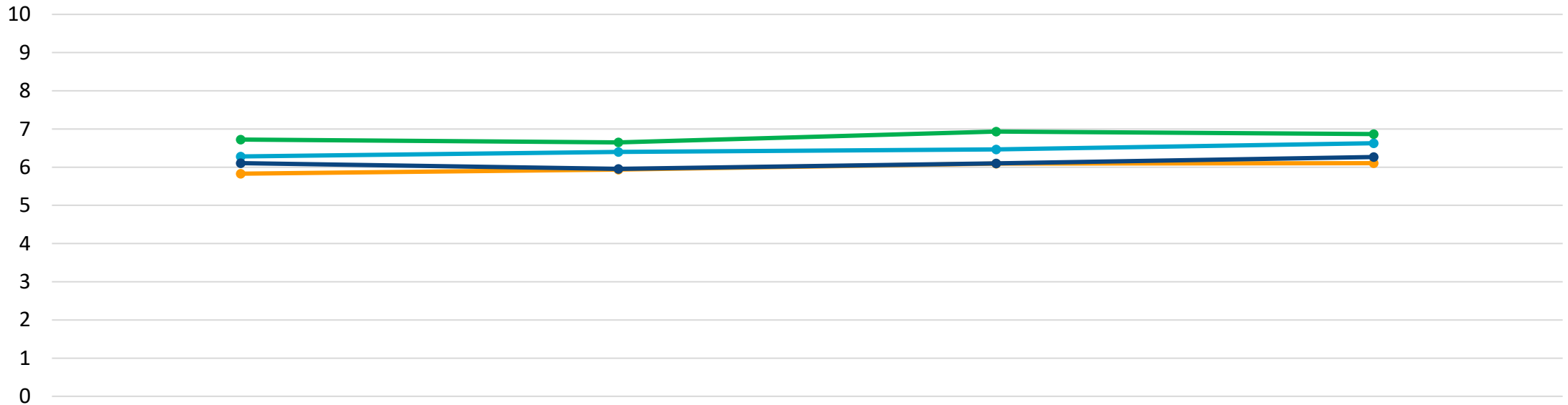
Responses 2700 2262 2848 3198

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



## Promise element 6: We work flexibly

We work flexibly



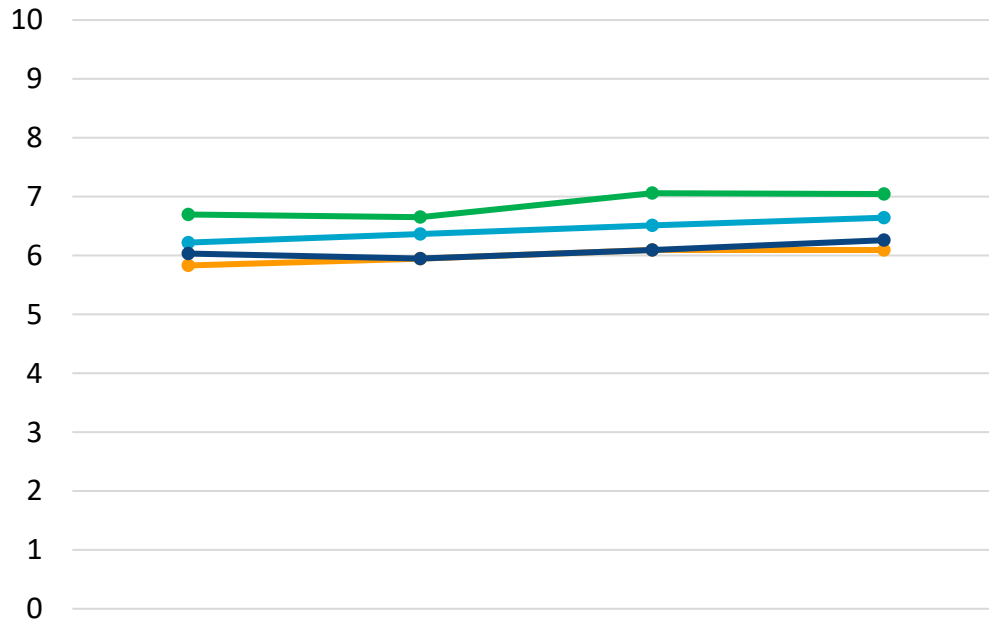
	2021	2022	2023	2024
Your org	6.10	5.96	6.10	6.27
Best result	6.72	6.65	6.93	6.87
Average result	6.28	6.40	6.47	6.63
Worst result	5.83	5.94	6.09	6.10
Responses	2820	2357	2958	3321

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

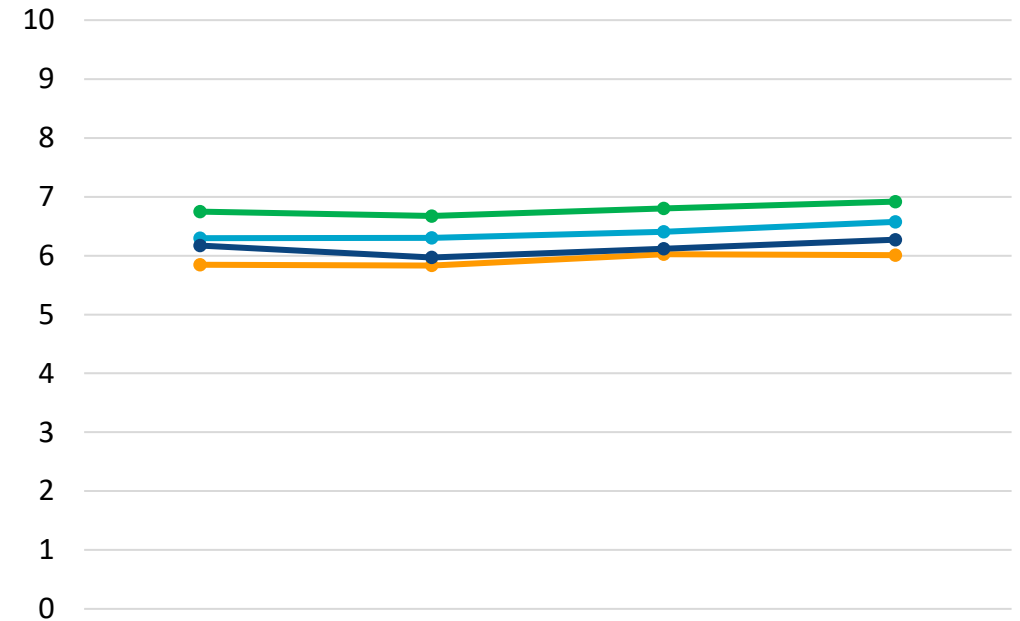


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

Your org	6.03	5.95	6.10	6.26
Best result	6.70	6.65	7.06	7.05
Average result	6.22	6.37	6.51	6.64
Worst result	5.83	5.95	6.10	6.09

Responses 2846 2373 2985 3343

2021 2022 2023 2024

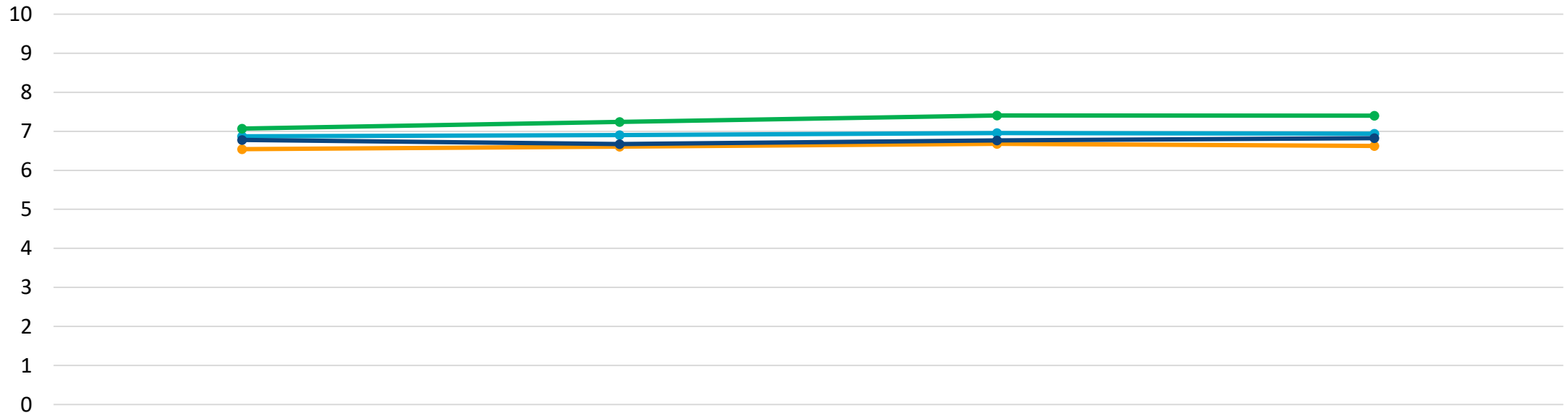
Your org	6.17	5.97	6.11	6.27
Best result	6.75	6.67	6.80	6.92
Average result	6.30	6.30	6.41	6.57
Worst result	5.85	5.83	6.02	6.01

Responses 2825 2362 2967 3333

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



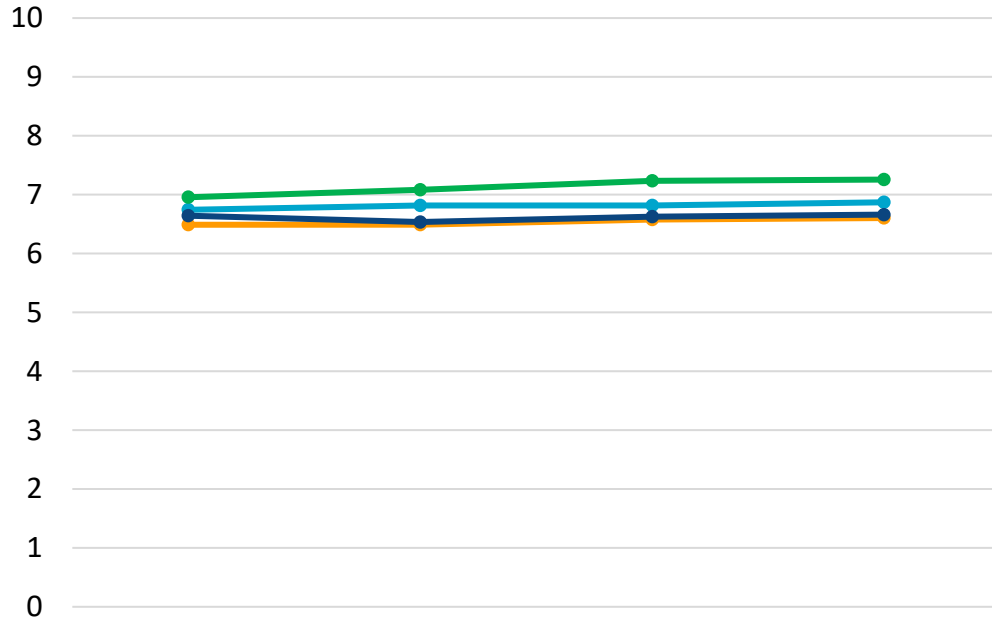
	2021	2022	2023	2024
Your org	6.78	6.67	6.77	6.82
Best result	7.07	7.24	7.41	7.40
Average result	6.87	6.90	6.95	6.94
Worst result	6.54	6.61	6.68	6.63
Responses	2833	2368	2982	3340

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.

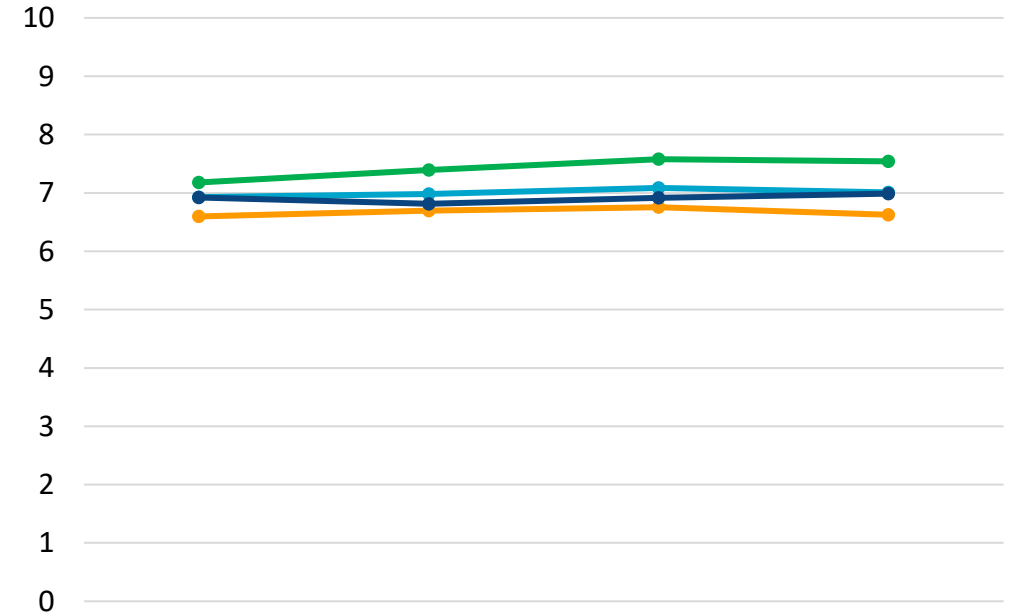


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.64	6.54	6.63	6.66
Best result	6.96	7.08	7.23	7.26
Average result	6.74	6.82	6.82	6.87
Worst result	6.49	6.49	6.58	6.60
Responses	2840	2369	2985	3346

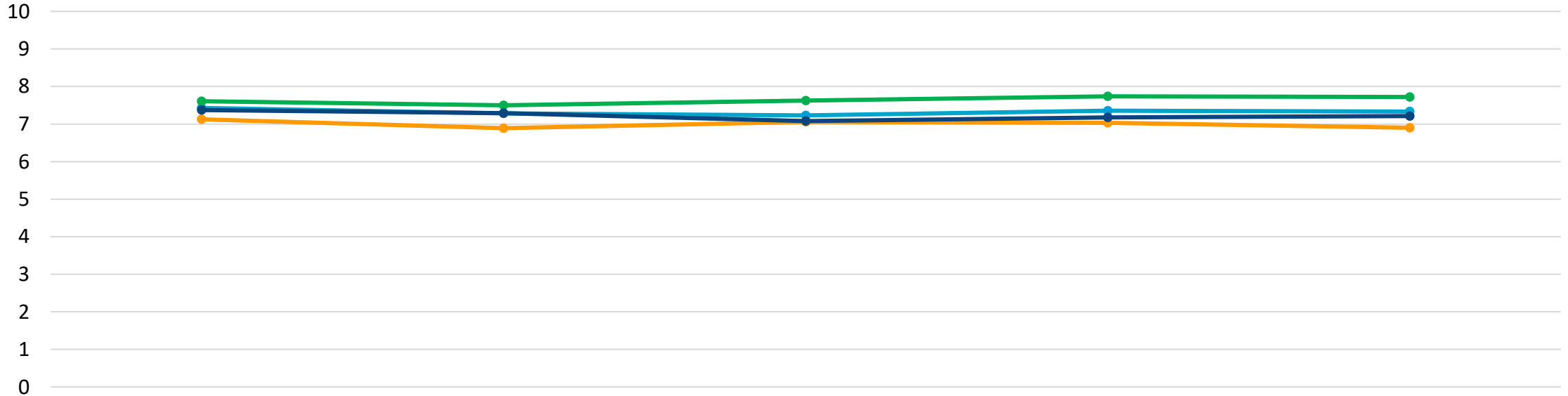
	2021	2022	2023	2024
Your org	6.92	6.81	6.91	6.99
Best result	7.18	7.39	7.58	7.54
Average result	6.93	6.98	7.09	7.01
Worst result	6.60	6.70	6.75	6.62
Responses	2845	2375	2987	3342

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	7.37	7.29	7.08	7.18	7.21
Best result	7.61	7.50	7.63	7.74	7.72
Average result	7.43	7.28	7.23	7.35	7.34
Worst result	7.13	6.89	7.06	7.04	6.90
Responses	2716	2850	2375	2992	3352





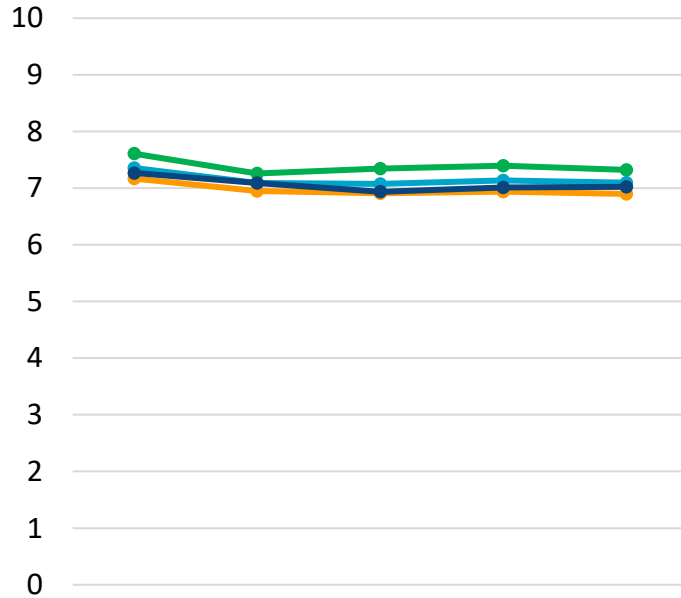
# People Promise elements, themes and sub-scores: Sub-score trends

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.



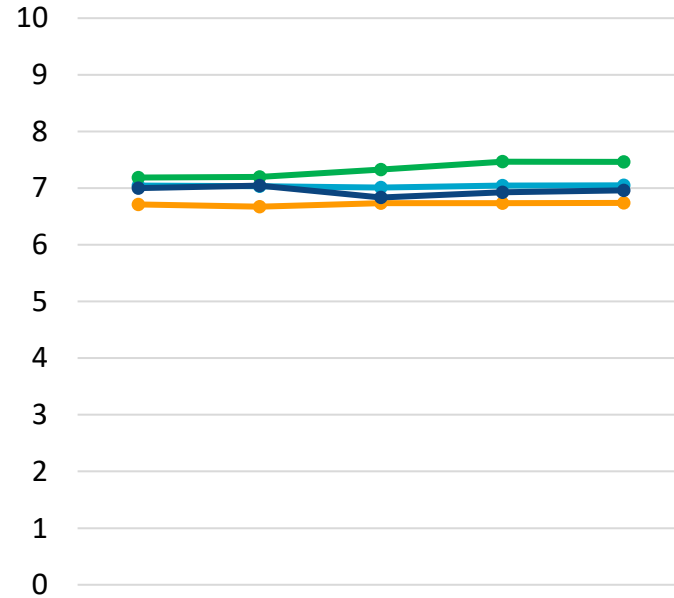
## Theme: Staff Engagement

### Motivation



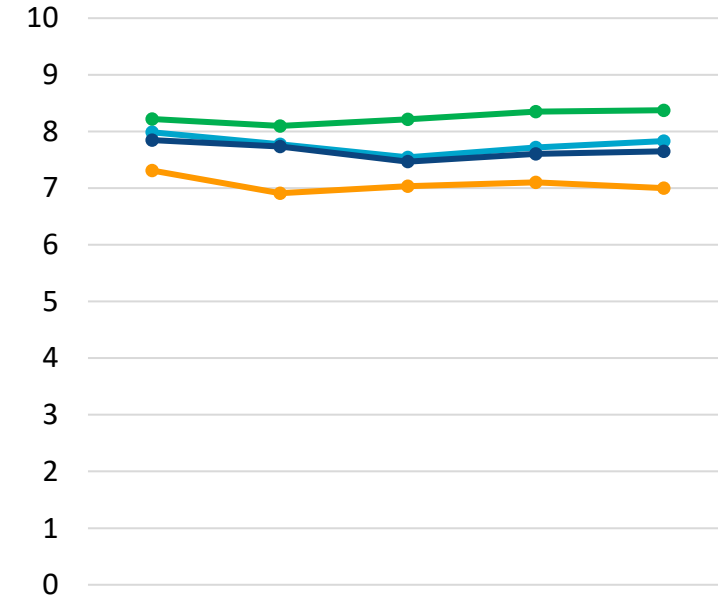
	2020	2021	2022	2023	2024
Your org	7.27	7.09	6.94	7.01	7.02
Best result	7.61	7.26	7.35	7.39	7.32
Average result	7.36	7.09	7.08	7.14	7.09
Worst result	7.17	6.95	6.91	6.94	6.90
Responses	2692	2825	2358	2960	3308

### Involvement



	2020	2021	2022	2023	2024
Your org	7.00	7.04	6.83	6.92	6.96
Best result	7.19	7.20	7.33	7.47	7.46
Average result	7.05	7.04	7.01	7.04	7.05
Worst result	6.71	6.67	6.74	6.74	6.74
Responses	2710	2847	2375	2991	3347

### Advocacy

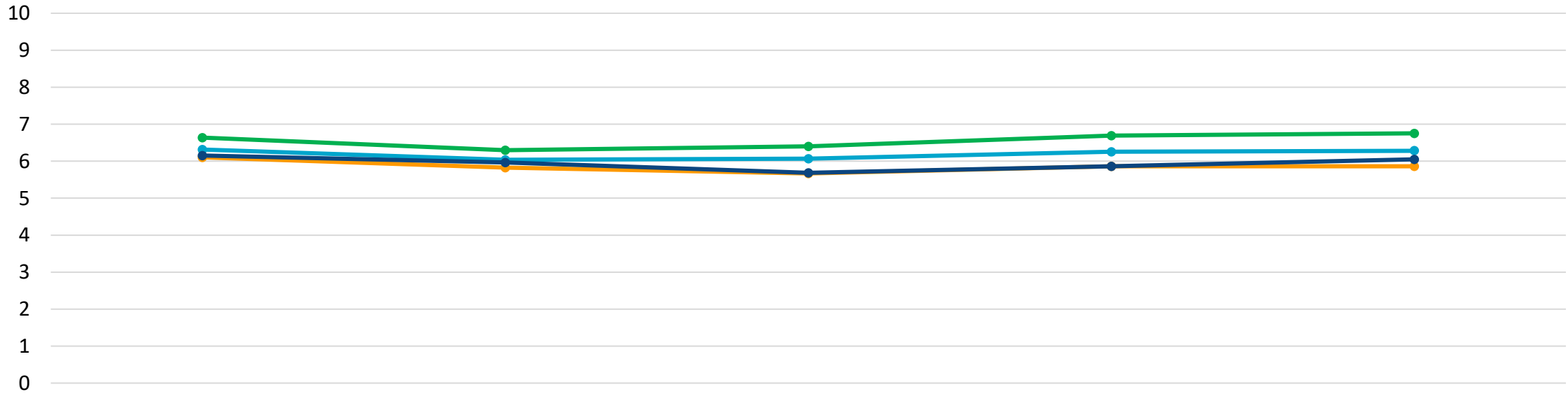


	2020	2021	2022	2023	2024
Your org	7.85	7.74	7.47	7.60	7.65
Best result	8.22	8.10	8.21	8.35	8.38
Average result	7.99	7.77	7.54	7.72	7.83
Worst result	7.31	6.91	7.04	7.10	7.00
Responses	2702	2833	2358	2974	3331

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



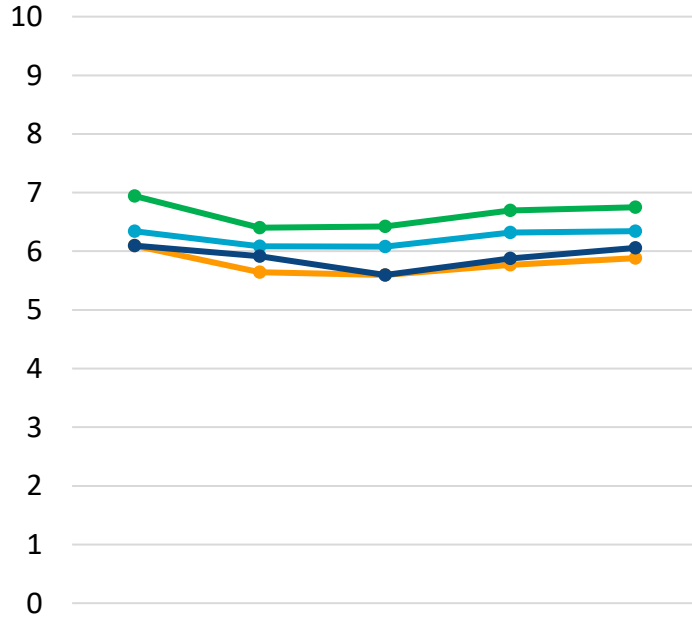
	2020	2021	2022	2023	2024
Your org	6.15	5.97	5.69	5.86	6.05
Best result	6.64	6.30	6.40	6.69	6.75
Average result	6.32	6.04	6.07	6.25	6.28
Worst result	6.10	5.82	5.67	5.86	5.86
Responses	2716	2850	2374	2991	3347

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.



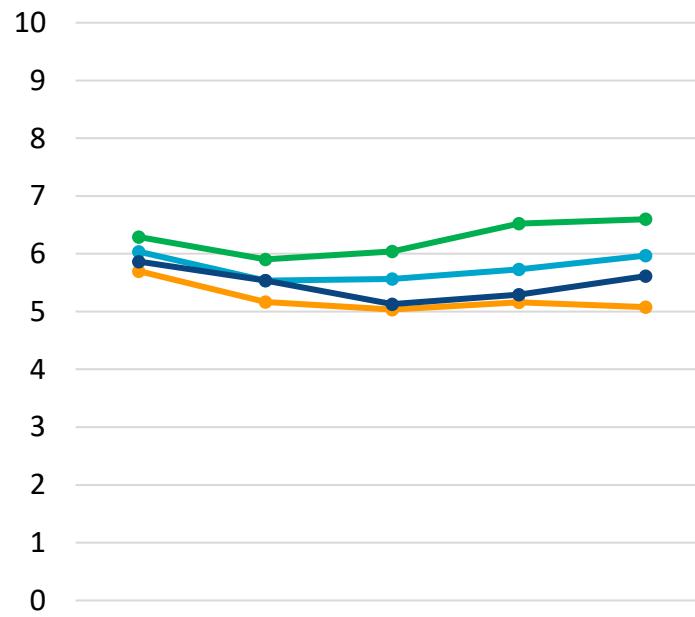
## Theme: Morale

Thinking about leaving



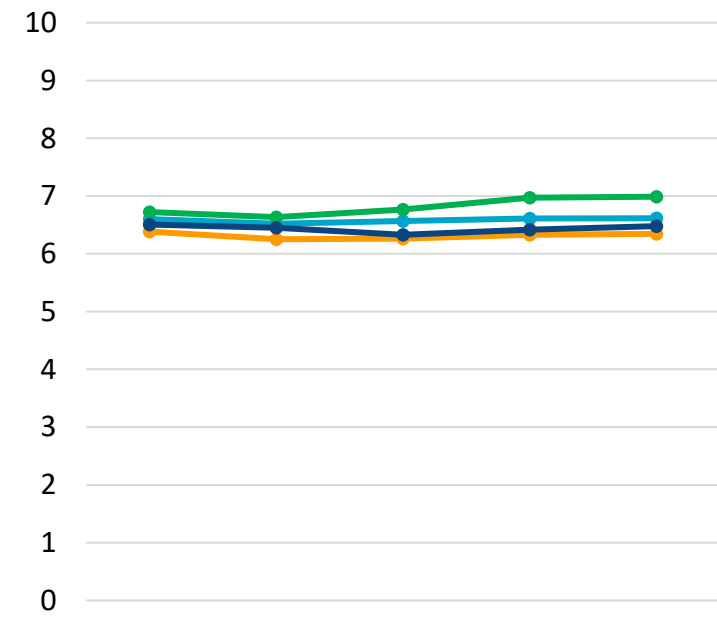
	2020	2021	2022	2023	2024
Your org	6.10	5.92	5.60	5.88	6.05
Best result	6.94	6.40	6.42	6.69	6.75
Average result	6.34	6.08	6.08	6.32	6.34
Worst result	6.10	5.64	5.60	5.77	5.88
Responses	2708	2835	2367	2979	3334

Work pressure



	2020	2021	2022	2023	2024
Your org	5.87	5.54	5.13	5.29	5.61
Best result	6.29	5.90	6.04	6.53	6.60
Average result	6.04	5.54	5.56	5.73	5.97
Worst result	5.70	5.17	5.04	5.16	5.08
Responses	2710	2842	2375	2990	3342

Stressors



	2020	2021	2022	2023	2024
Your org	6.51	6.45	6.33	6.42	6.48
Best result	6.72	6.63	6.77	6.97	6.99
Average result	6.60	6.52	6.56	6.61	6.62
Worst result	6.38	6.25	6.26	6.33	6.35
Responses	2686	2837	2368	2984	3343

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

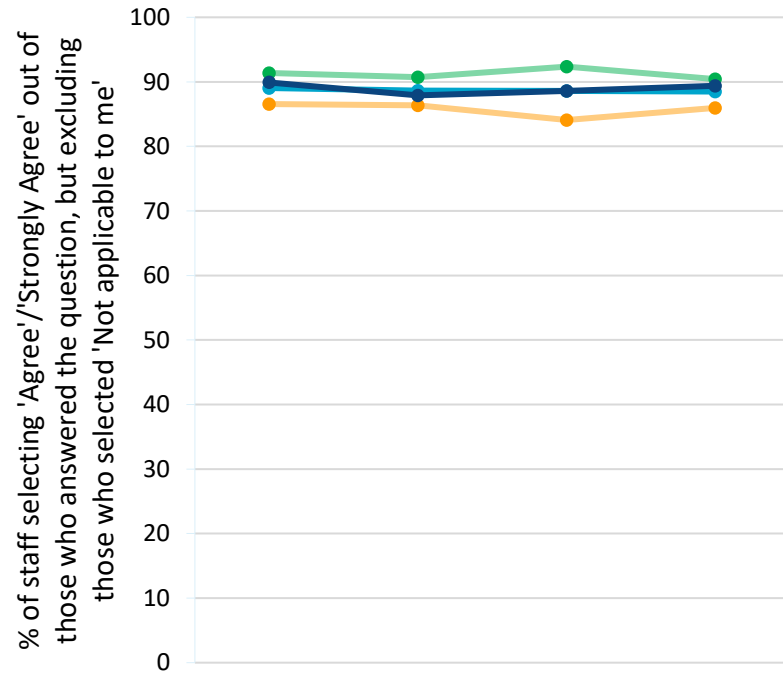
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

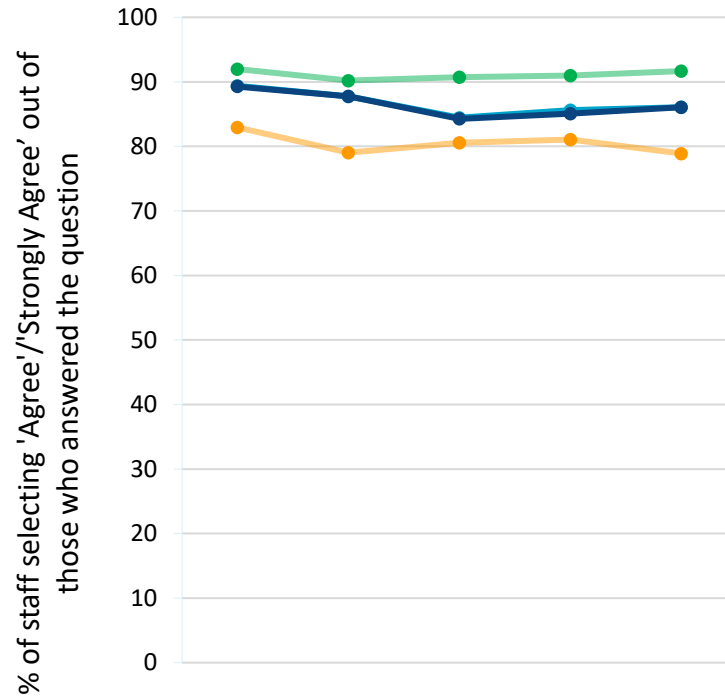


Q6a I feel that my role makes a difference to patients / service users.



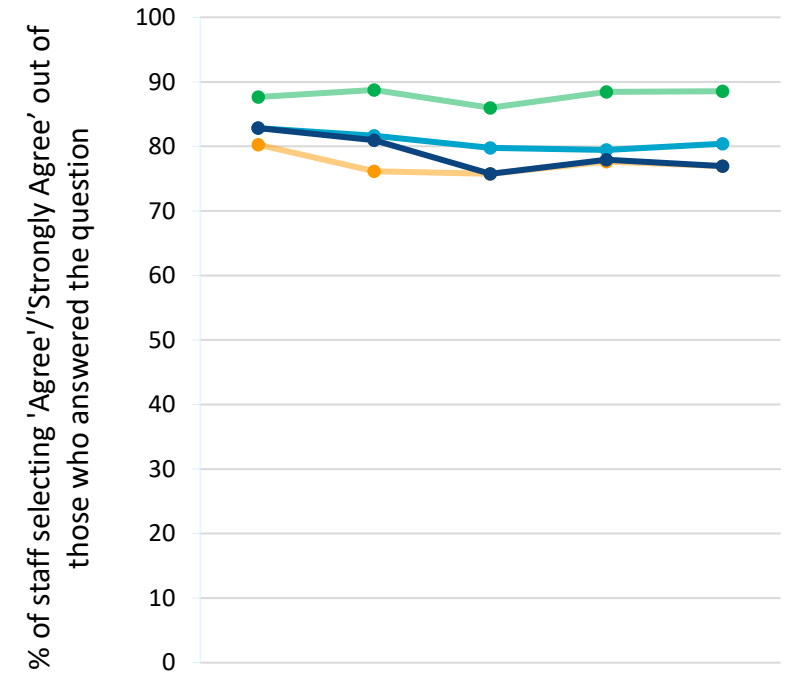
	2021	2022	2023	2024
<b>Your org</b>	89.90%	87.91%	88.60%	89.40%
<b>Best result</b>	91.37%	90.71%	92.36%	90.42%
<b>Average result</b>	89.04%	88.62%	88.60%	88.50%
<b>Worst result</b>	86.56%	86.37%	84.09%	85.98%
Responses	2769	2314	2891	3267

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



	2020	2021	2022	2023	2024
<b>Your org</b>	89.26%	87.74%	84.26%	85.07%	86.06%
<b>Best result</b>	91.98%	90.20%	90.74%	90.97%	91.69%
<b>Average result</b>	89.38%	87.74%	84.45%	85.64%	86.06%
<b>Worst result</b>	82.94%	79.02%	80.54%	81.07%	78.89%
Responses	2704	2833	2358	2973	3322

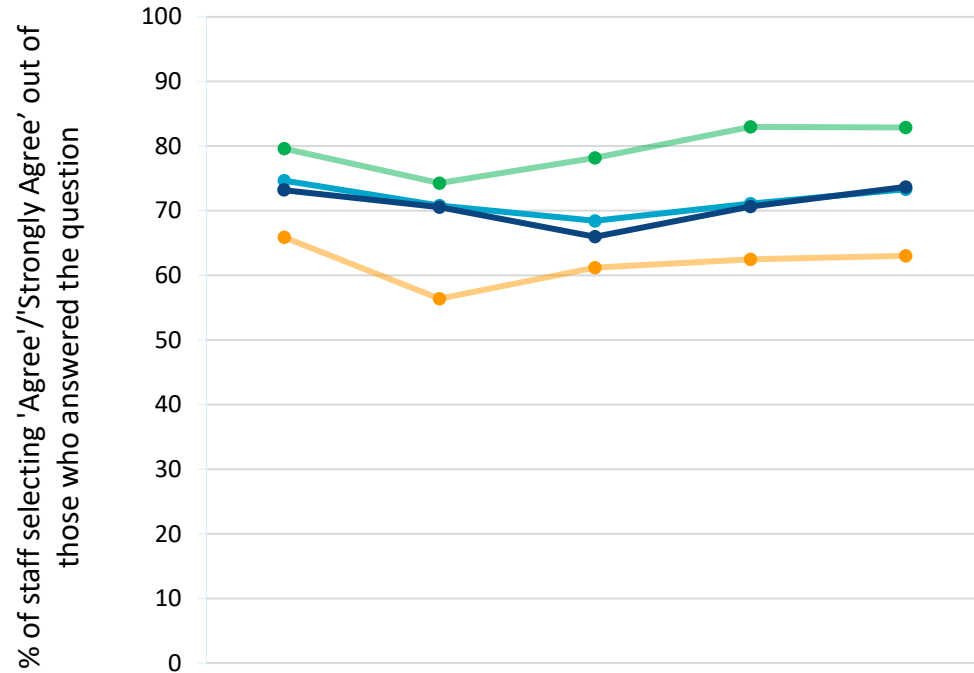
Q25b My organisation acts on concerns raised by patients / service users.



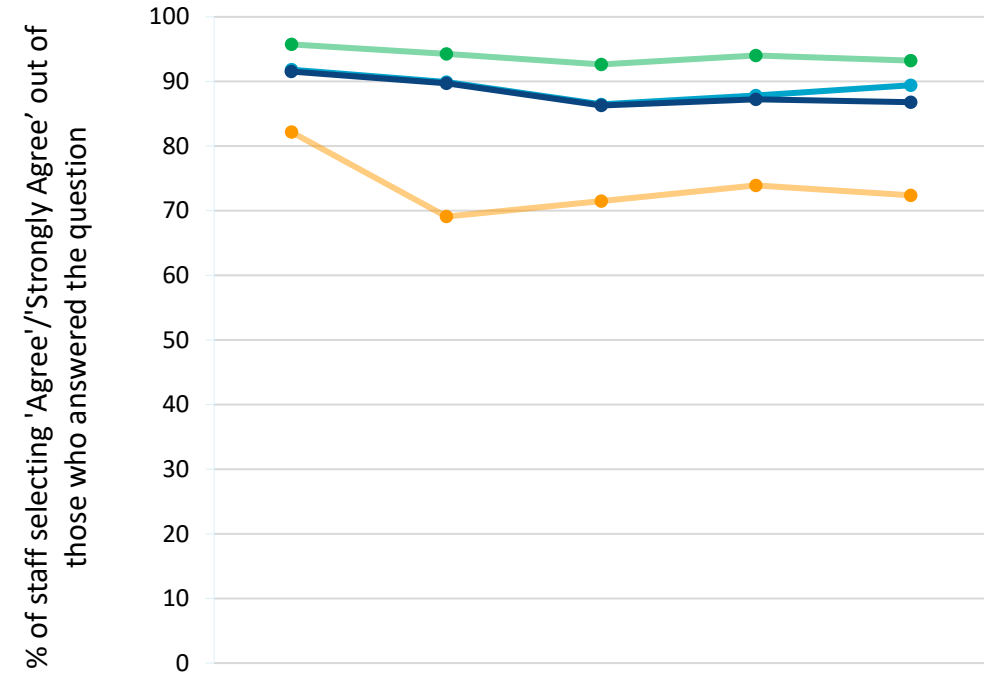
	2020	2021	2022	2023	2024
<b>Your org</b>	82.84%	80.97%	75.75%	77.92%	76.96%
<b>Best result</b>	87.65%	88.75%	85.99%	88.44%	88.52%
<b>Average result</b>	82.83%	81.66%	79.77%	79.45%	80.39%
<b>Worst result</b>	80.27%	76.17%	75.75%	77.64%	76.93%
Responses	2696	2823	2352	2966	3319



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.

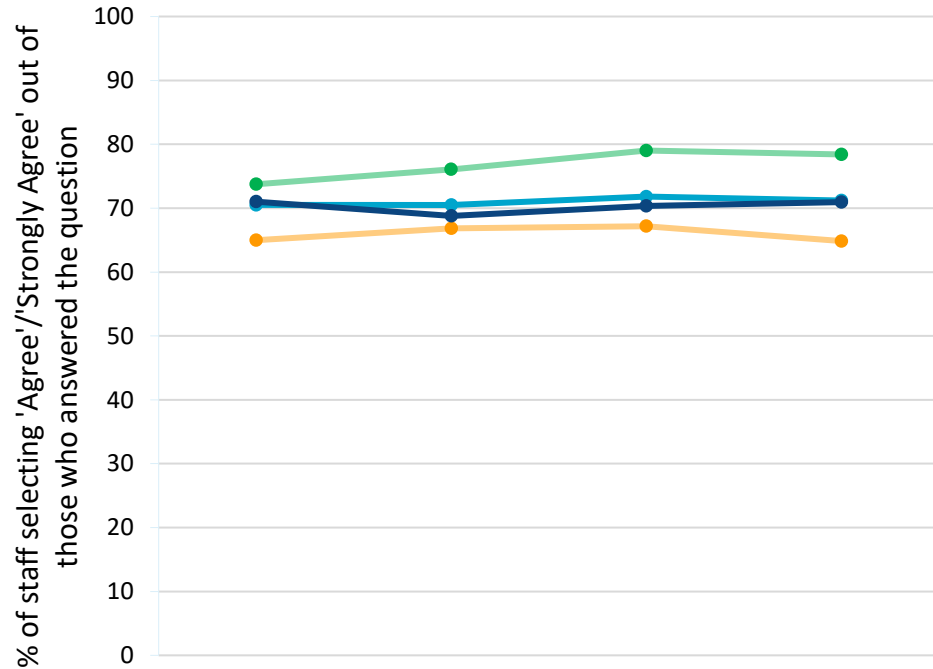


	2020	2021	2022	2023	2024
<b>Your org</b>	73.20%	70.58%	65.98%	70.66%	73.70%
<b>Best result</b>	79.60%	74.29%	78.17%	82.98%	82.90%
<b>Average result</b>	74.66%	70.80%	68.45%	71.12%	73.34%
<b>Worst result</b>	65.89%	56.39%	61.22%	62.46%	63.04%
Responses	2697	2829	2355	2971	3326

	2020	2021	2022	2023	2024
<b>Your org</b>	91.54%	89.70%	86.29%	87.25%	86.80%
<b>Best result</b>	95.74%	94.30%	92.64%	94.05%	93.23%
<b>Average result</b>	91.83%	89.92%	86.47%	87.83%	89.44%
<b>Worst result</b>	82.17%	69.10%	71.47%	73.90%	72.39%
Responses	2692	2826	2350	2961	3319

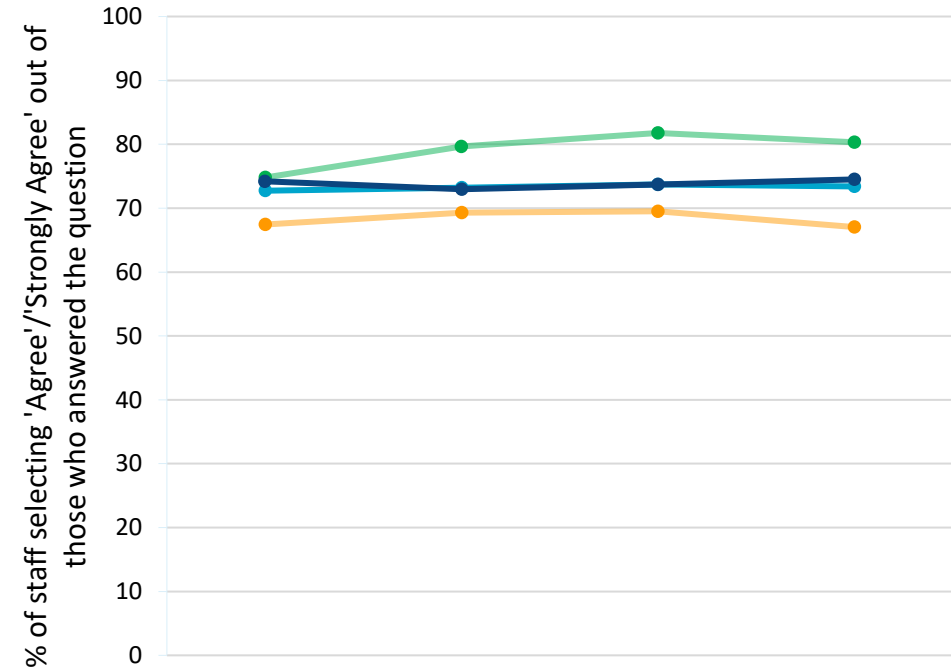


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	71.02%	68.79%	70.36%	70.95%
Best result	73.74%	76.07%	79.02%	78.39%
Average result	70.51%	70.52%	71.82%	71.18%
Worst result	64.98%	66.82%	67.17%	64.85%
Responses	2835	2371	2979	3337

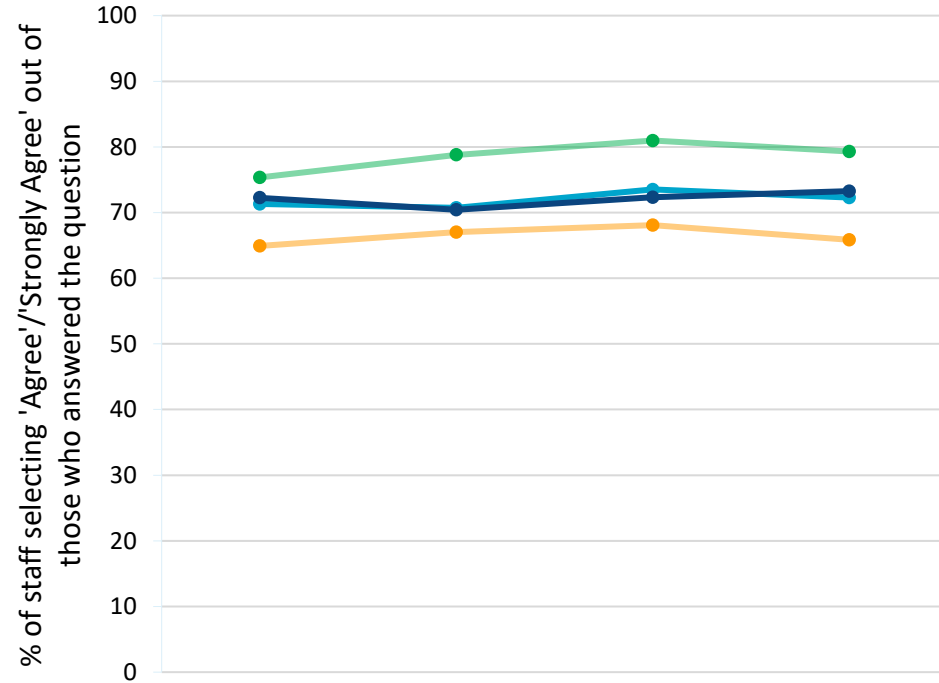
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	74.20%	72.97%	73.72%	74.50%
Best result	74.80%	79.65%	81.77%	80.30%
Average result	72.74%	73.20%	73.72%	73.39%
Worst result	67.44%	69.30%	69.51%	67.04%
Responses	2842	2373	2981	3339

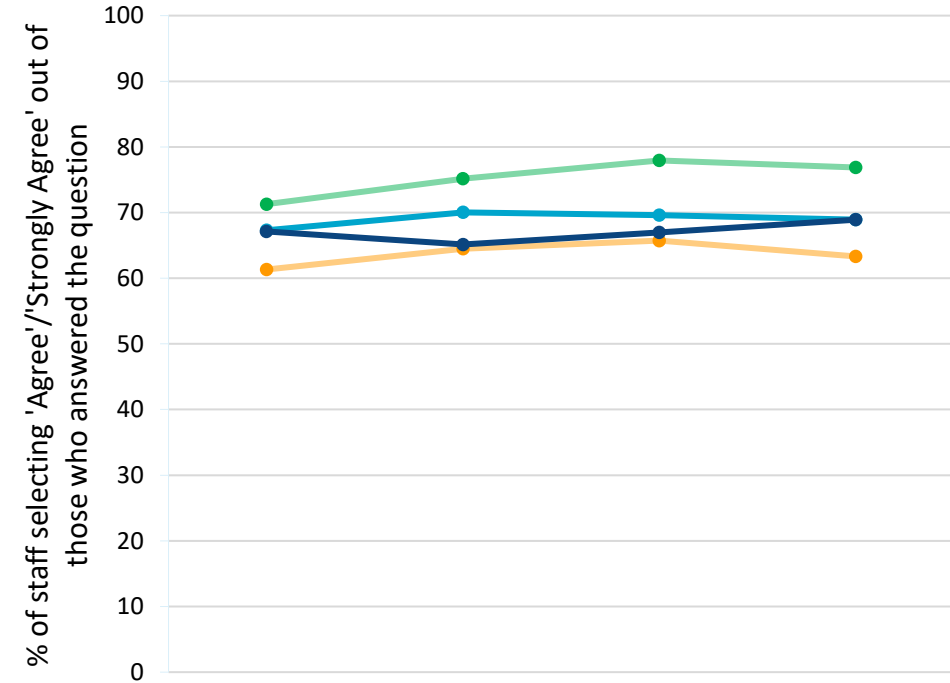


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	72.24%	70.43%	72.35%	73.27%
Best result	75.36%	78.79%	80.98%	79.31%
Average result	71.32%	70.72%	73.53%	72.29%
Worst result	64.92%	67.02%	68.09%	65.85%
Responses	2833	2370	2978	3337

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

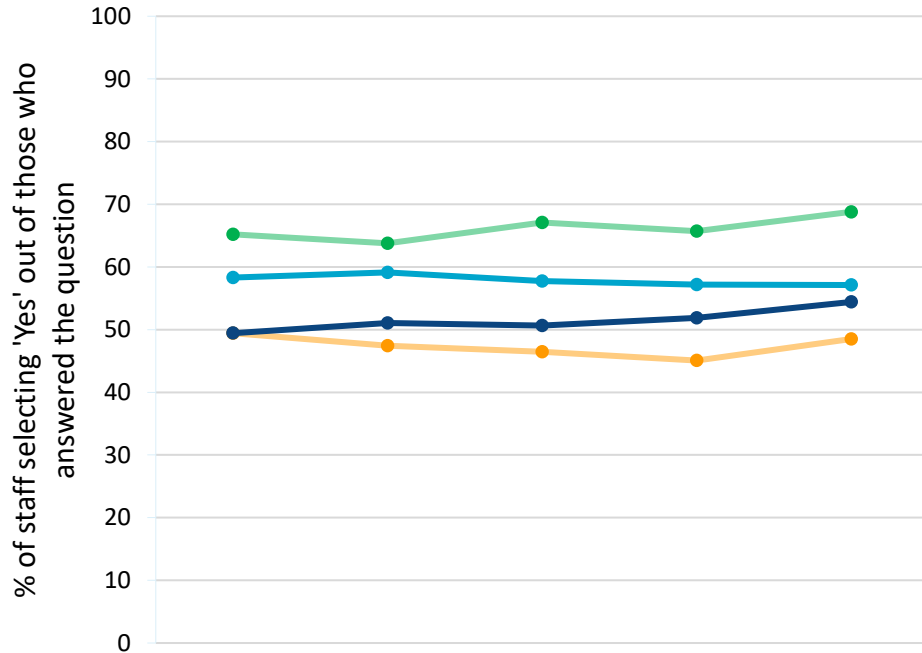


	2021	2022	2023	2024
Your org	67.11%	65.14%	67.00%	68.92%
Best result	71.29%	75.15%	77.94%	76.89%
Average result	67.31%	70.02%	69.61%	68.92%
Worst result	61.33%	64.47%	65.73%	63.31%
Responses	2838	2371	2984	3340



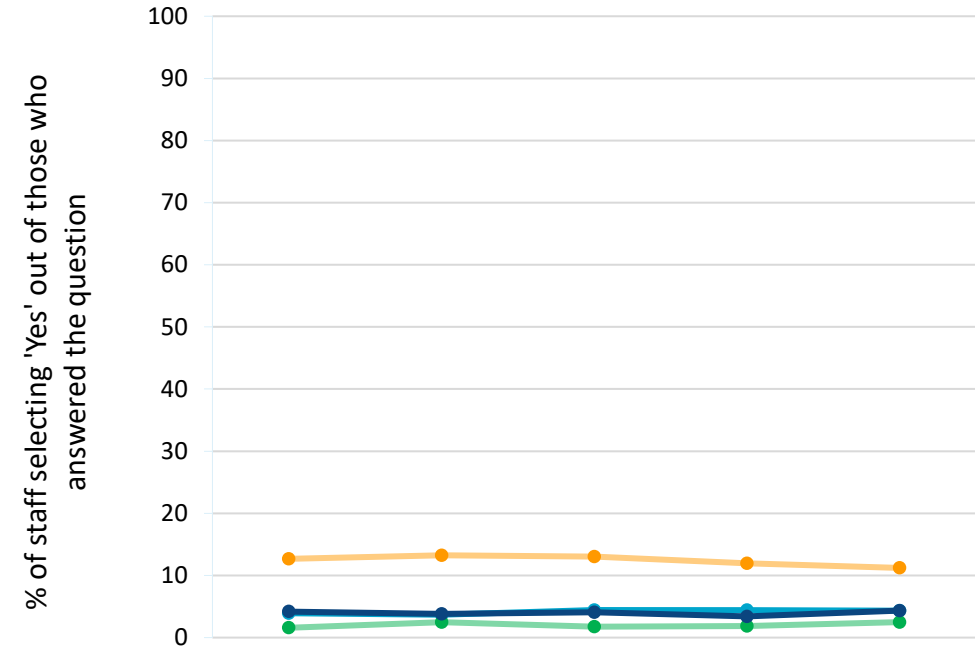


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	49.43%	51.05%	50.65%	51.89%	54.41%
<b>Best result</b>	65.21%	63.77%	67.10%	65.73%	68.80%
<b>Average result</b>	58.29%	59.13%	57.75%	57.17%	57.12%
<b>Worst result</b>	49.43%	47.46%	46.45%	45.07%	48.51%
Responses	2710	2823	2360	2961	3321

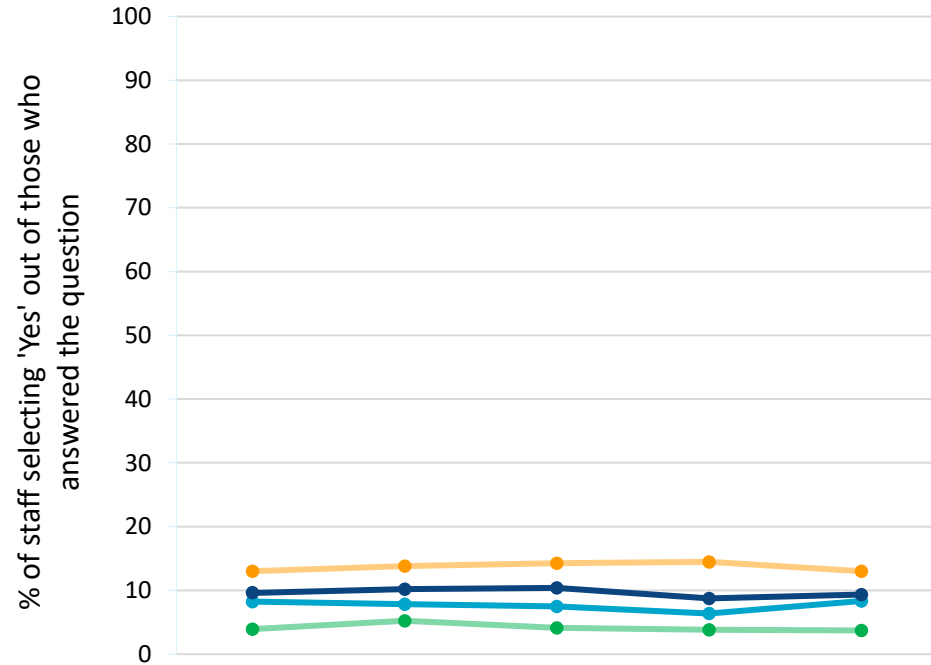
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	4.18%	3.80%	4.07%	3.41%	4.34%
<b>Best result</b>	1.58%	2.49%	1.77%	1.84%	2.49%
<b>Average result</b>	3.89%	3.68%	4.41%	4.41%	4.34%
<b>Worst result</b>	12.68%	13.24%	13.04%	11.97%	11.21%
Responses	2695	2830	2361	2972	3329

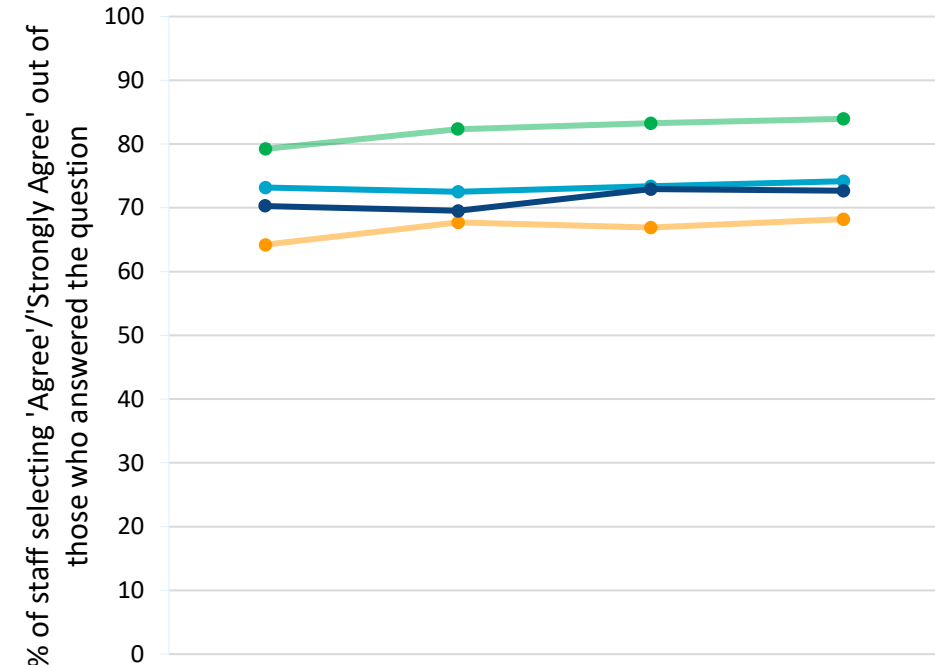


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	9.60%	10.20%	10.39%	8.74%	9.35%
Best result	3.92%	5.23%	4.15%	3.82%	3.71%
Average result	8.24%	7.82%	7.48%	6.37%	8.33%
Worst result	13.00%	13.83%	14.25%	14.48%	13.02%
Responses	2688	2817	2348	2962	3310

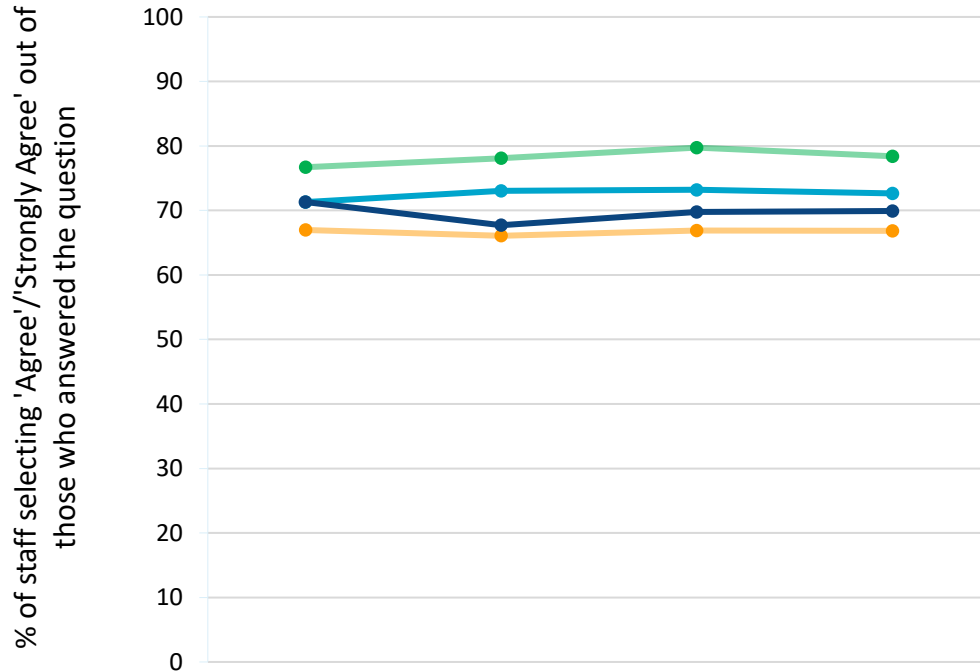
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	70.28%	69.54%	72.94%	72.66%
Best result	79.24%	82.34%	83.25%	83.95%
Average result	73.17%	72.52%	73.38%	74.17%
Worst result	64.22%	67.71%	66.90%	68.22%
Responses	2833	2369	2972	3322

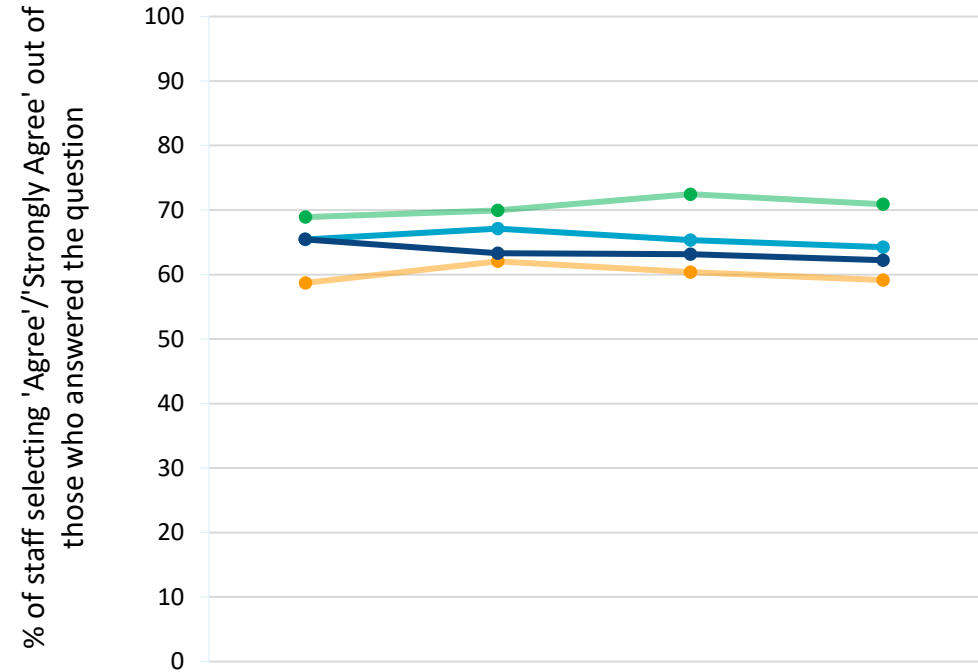


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	71.30%	67.71%	69.78%	69.92%
Best result	76.70%	78.08%	79.74%	78.42%
Average result	71.30%	73.03%	73.21%	72.66%
Worst result	66.97%	66.07%	66.87%	66.86%
Responses	2822	2362	2973	3336

Q7i I feel a strong personal attachment to my team.

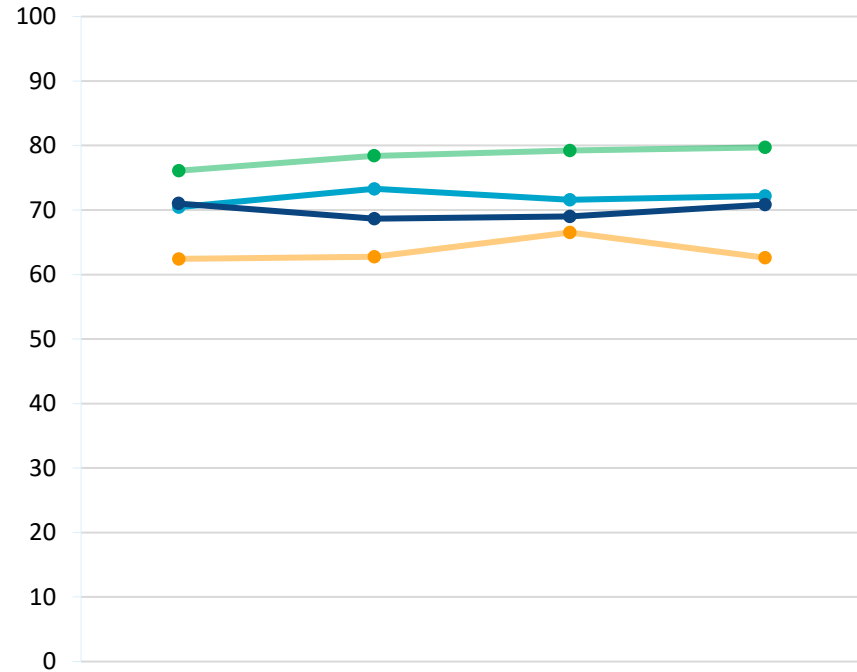


	2021	2022	2023	2024
Your org	65.44%	63.32%	63.14%	62.22%
Best result	68.90%	69.94%	72.46%	70.89%
Average result	65.44%	67.12%	65.32%	64.25%
Worst result	58.70%	62.04%	60.37%	59.12%
Responses	2829	2359	2977	3336



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

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

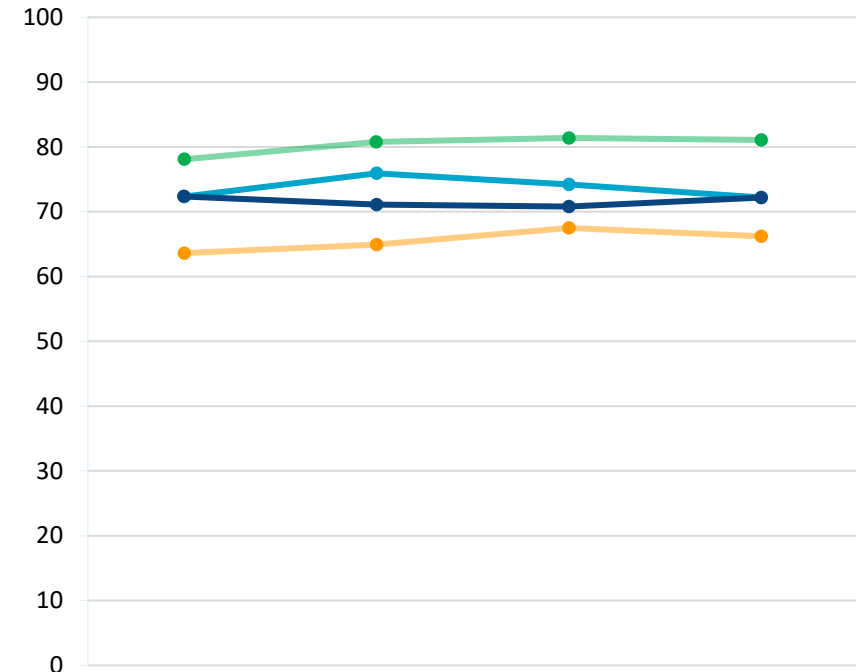


	2021	2022	2023	2024
Your org	71.00%	68.66%	69.02%	70.82%
Best result	76.09%	78.41%	79.24%	79.72%
Average result	70.45%	73.30%	71.60%	72.21%
Worst result	62.43%	62.74%	66.52%	62.61%

Responses	2828	2356	2973	3340
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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	72.35%	71.10%	70.80%	72.20%
Best result	78.09%	80.78%	81.38%	81.09%
Average result	72.35%	75.92%	74.23%	72.20%
Worst result	63.62%	64.93%	67.49%	66.20%

Responses	2822	2355	2967	3333
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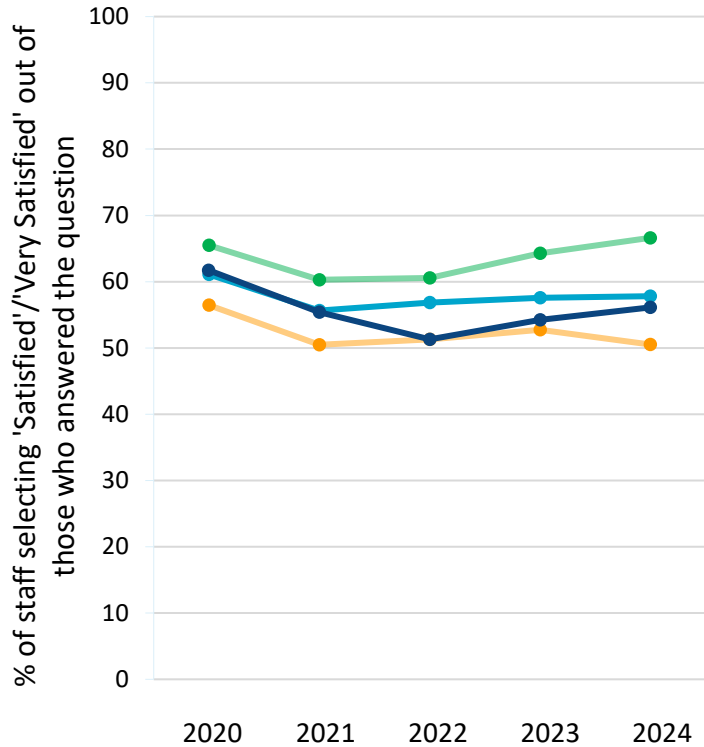
## People Promise element – We are recognised and rewarded



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

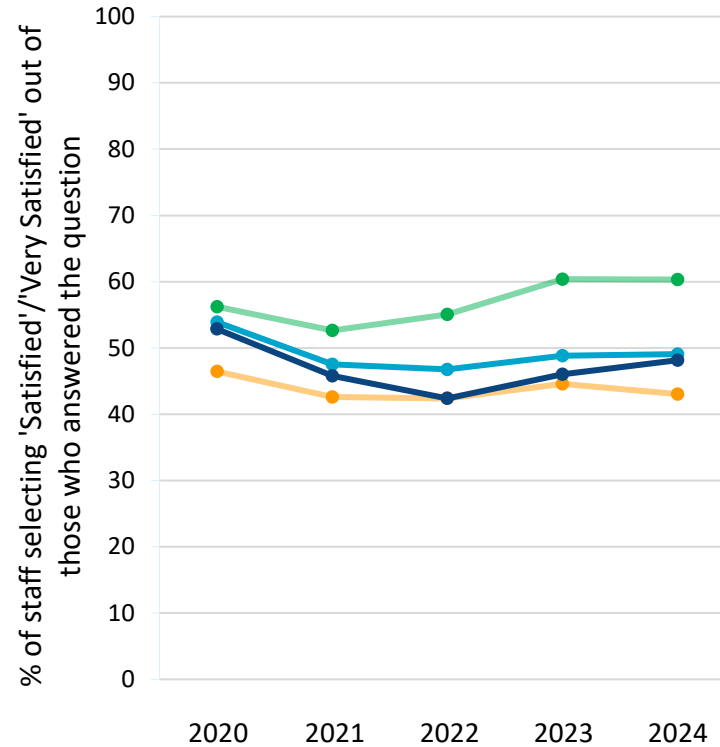


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



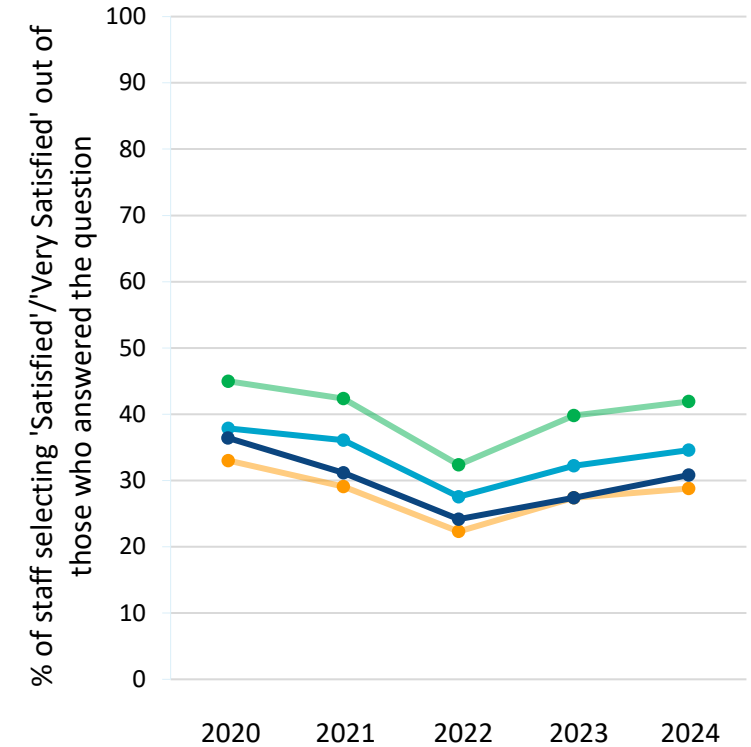
	2020	2021	2022	2023	2024
<b>Your org</b>	61.71%	55.41%	51.30%	54.23%	56.14%
<b>Best result</b>	65.47%	60.29%	60.57%	64.30%	66.62%
<b>Average result</b>	61.09%	55.64%	56.83%	57.55%	57.79%
<b>Worst result</b>	56.45%	50.48%	51.30%	52.72%	50.54%
Responses	2700	2835	2372	2985	3343

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>	52.84%	45.76%	42.38%	46.02%	48.14%
<b>Best result</b>	56.20%	52.64%	55.07%	60.38%	60.33%
<b>Average result</b>	53.89%	47.51%	46.77%	48.83%	49.07%
<b>Worst result</b>	46.45%	42.59%	42.38%	44.60%	43.04%
Responses	2687	2822	2361	2976	3329

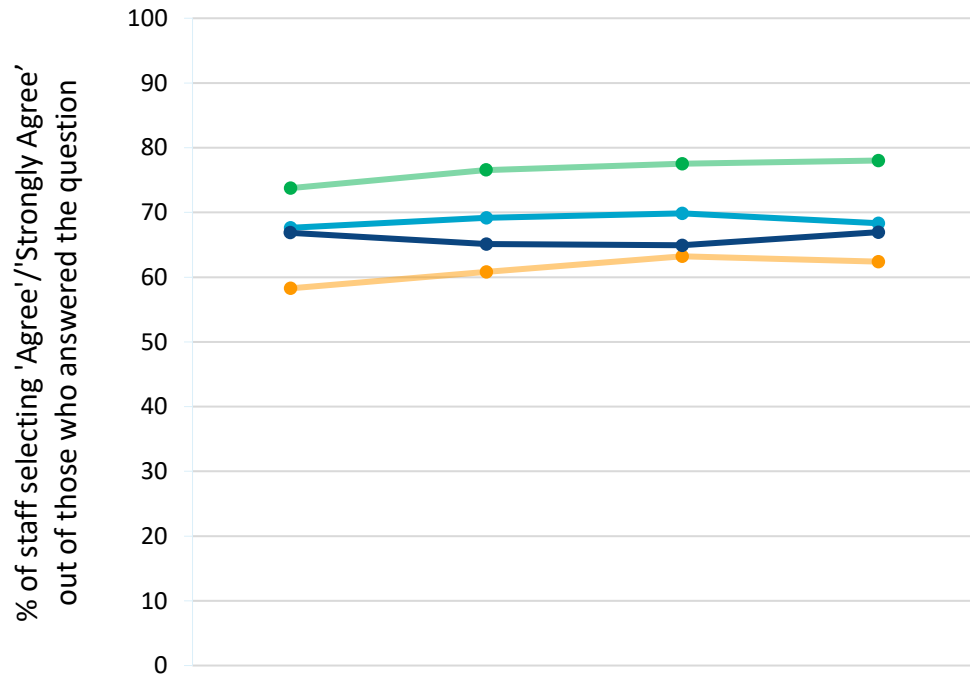
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	36.41%	31.14%	24.16%	27.39%	30.80%
<b>Best result</b>	44.98%	42.34%	32.36%	39.81%	41.94%
<b>Average result</b>	37.87%	36.10%	27.55%	32.20%	34.60%
<b>Worst result</b>	33.01%	29.10%	22.31%	27.39%	28.79%
Responses	2693	2827	2366	2980	3331

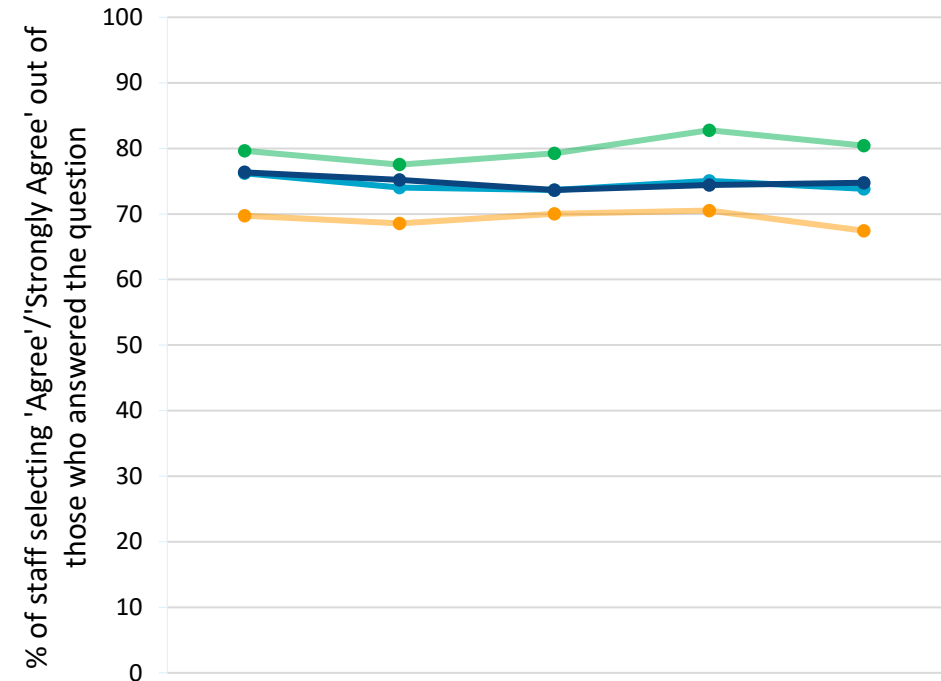


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	66.87%	65.14%	64.93%	66.96%
<b>Best result</b>	73.75%	76.56%	77.51%	78.02%
<b>Average result</b>	67.63%	69.19%	69.86%	68.34%
<b>Worst result</b>	58.27%	60.79%	63.22%	62.42%
Responses	2824	2353	2973	3320

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	76.34%	75.22%	73.66%	74.43%	74.77%
<b>Best result</b>	79.63%	77.52%	79.25%	82.77%	80.41%
<b>Average result</b>	76.20%	74.00%	73.66%	75.07%	73.81%
<b>Worst result</b>	69.75%	68.58%	70.02%	70.53%	67.44%
Responses	2689	2843	2372	2985	3342

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



### Questions included:

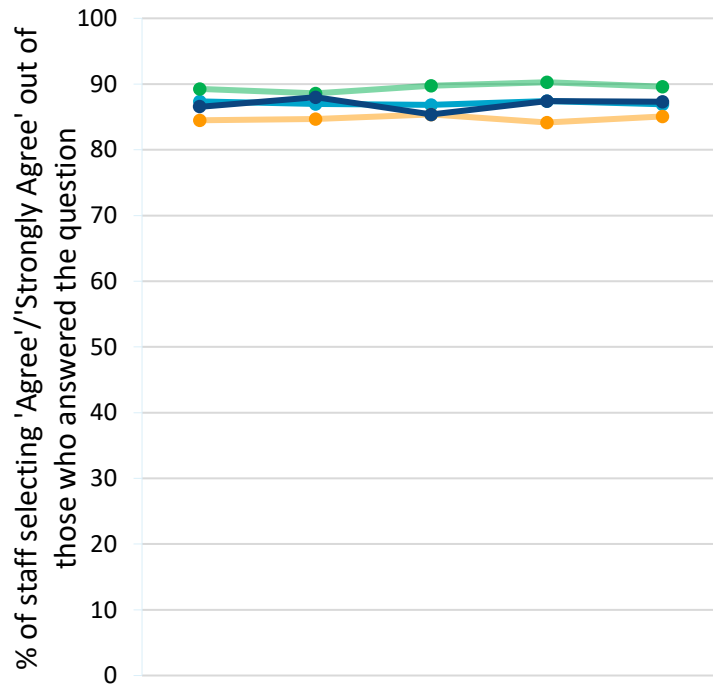
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



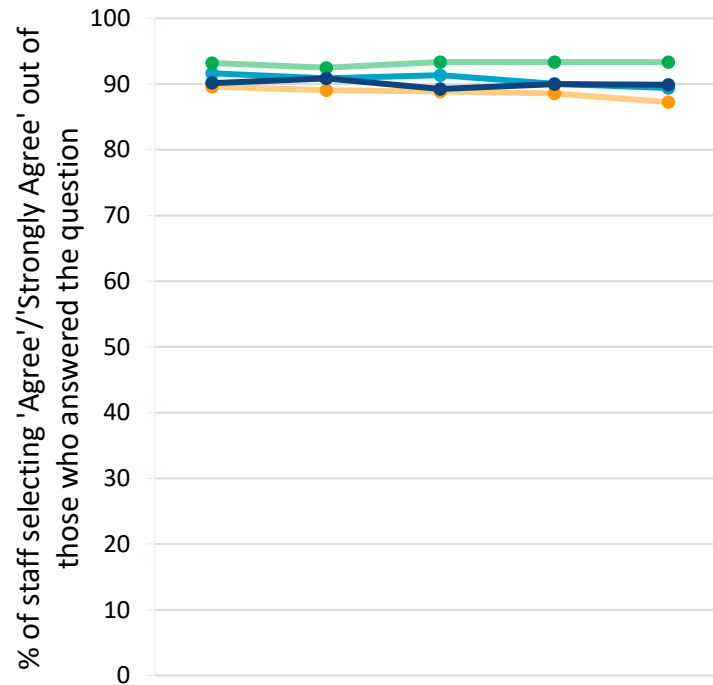


Q3a I always know what my work responsibilities are.



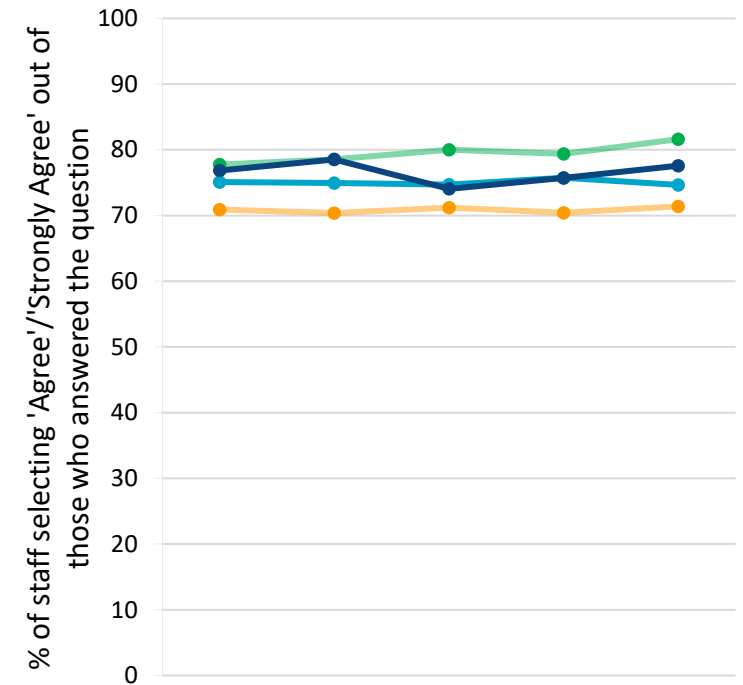
	2020	2021	2022	2023	2024
Your org	86.55%	88.00%	85.38%	87.41%	87.33%
Best result	89.24%	88.59%	89.72%	90.28%	89.59%
Average result	87.37%	86.96%	86.83%	87.41%	86.91%
Worst result	84.48%	84.70%	85.38%	84.15%	85.05%
Responses	2677	2849	2377	2996	3349

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
Your org	90.14%	90.86%	89.25%	89.97%	89.90%
Best result	93.19%	92.49%	93.33%	93.33%	93.34%
Average result	91.64%	90.86%	91.35%	90.06%	89.39%
Worst result	89.59%	89.05%	88.86%	88.58%	87.25%
Responses	2662	2845	2372	2984	3342

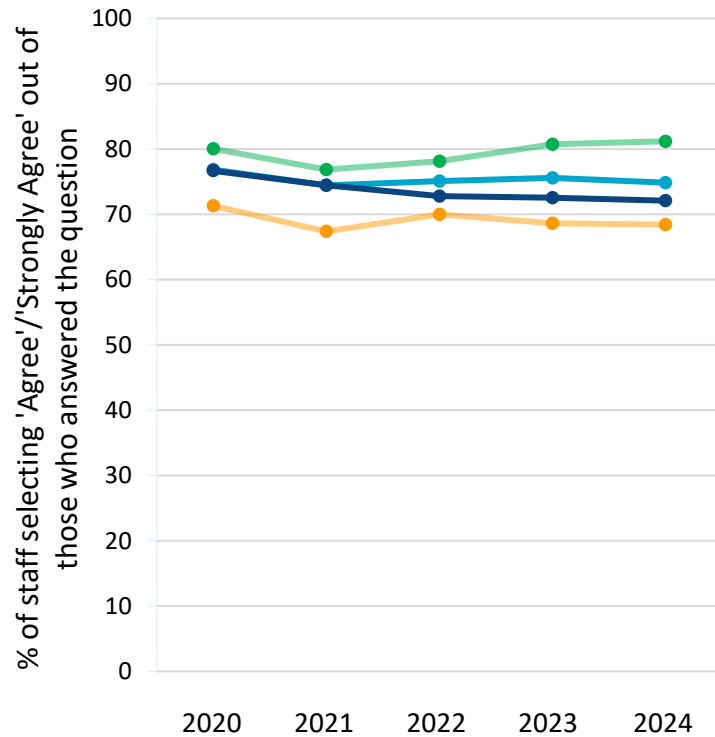
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
Your org	76.82%	78.52%	74.05%	75.74%	77.56%
Best result	77.75%	78.52%	80.02%	79.36%	81.61%
Average result	75.08%	74.92%	74.69%	75.74%	74.65%
Worst result	70.90%	70.37%	71.20%	70.41%	71.39%
Responses	2705	2835	2370	2976	3331

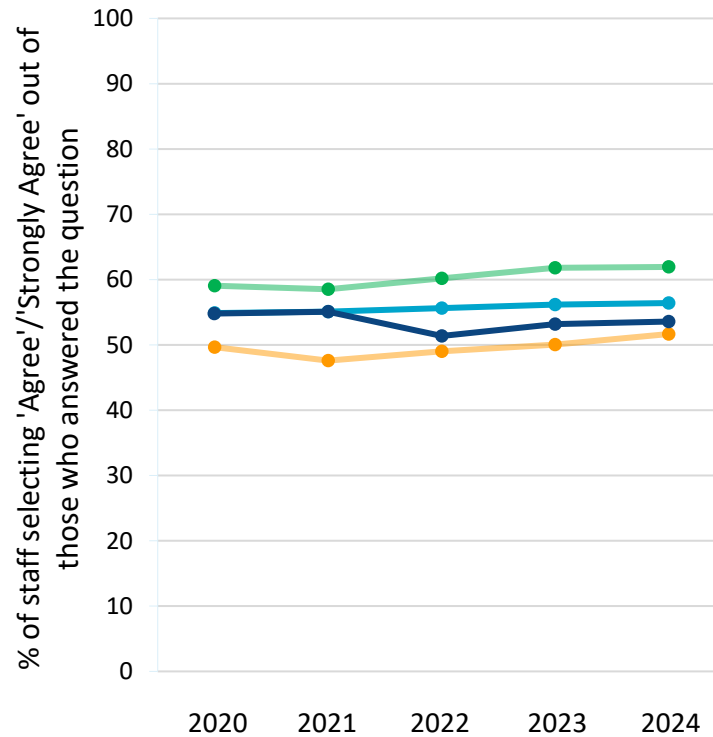


Q3d I am able to make suggestions to improve the work of my team / department.



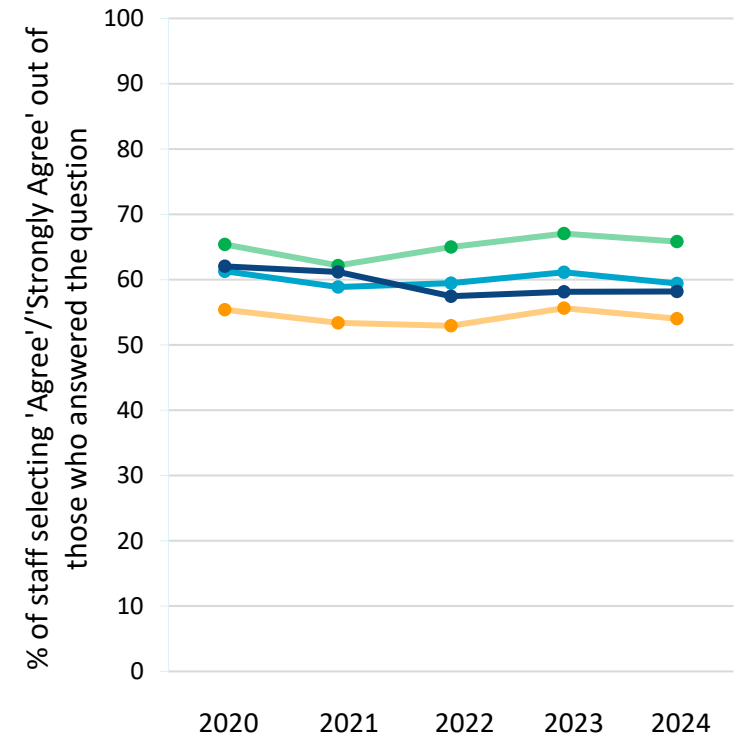
	2020	2021	2022	2023	2024
<b>Your org</b>	76.66%	74.44%	72.80%	72.55%	72.09%
<b>Best result</b>	80.05%	76.84%	78.11%	80.72%	81.19%
<b>Average result</b>	76.84%	74.43%	75.08%	75.60%	74.84%
<b>Worst result</b>	71.29%	67.37%	70.00%	68.63%	68.43%
Responses	2700	2831	2365	2977	3338

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



	2020	2021	2022	2023	2024
<b>Your org</b>	54.79%	55.08%	51.37%	53.21%	53.58%
<b>Best result</b>	59.07%	58.52%	60.19%	61.80%	61.94%
<b>Average result</b>	54.88%	55.08%	55.64%	56.19%	56.41%
<b>Worst result</b>	49.64%	47.59%	49.00%	50.03%	51.67%
Responses	2700	2833	2370	2984	3325

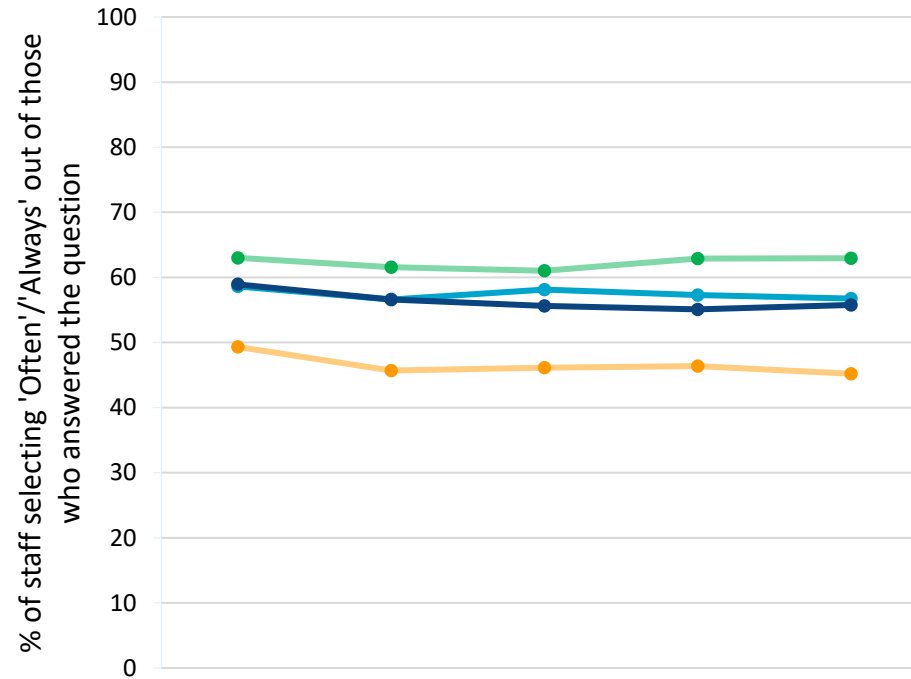
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	62.02%	61.17%	57.46%	58.12%	58.18%
<b>Best result</b>	65.37%	62.16%	65.02%	67.04%	65.81%
<b>Average result</b>	61.29%	58.87%	59.48%	61.12%	59.43%
<b>Worst result</b>	55.41%	53.38%	52.93%	55.62%	54.03%
Responses	2688	2823	2363	2976	3324



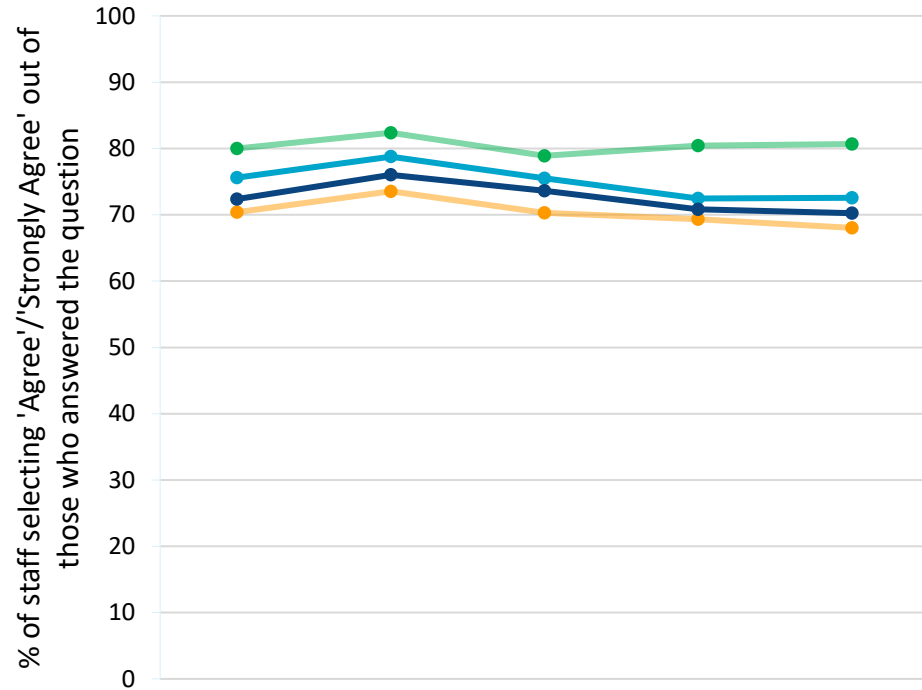
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	58.92%	56.60%	55.61%	55.09%	55.78%
<b>Best result</b>	63.00%	61.59%	61.02%	62.88%	62.97%
<b>Average result</b>	58.61%	56.60%	58.12%	57.27%	56.74%
<b>Worst result</b>	49.32%	45.70%	46.13%	46.39%	45.20%
Responses	2682	2829	2367	2975	3333

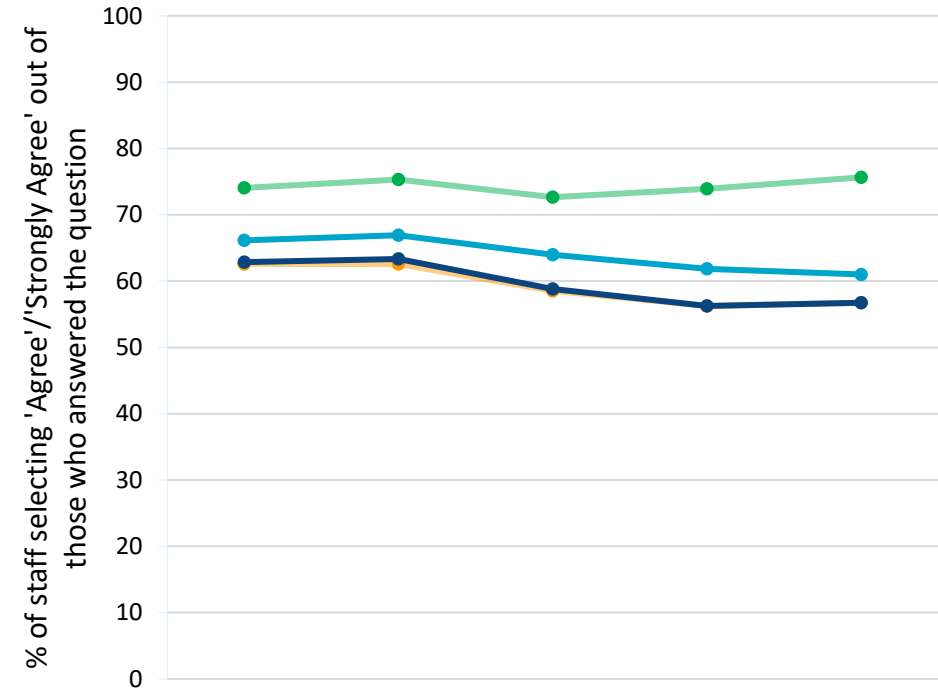


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	72.37%	76.02%	73.61%	70.80%	70.24%
<b>Best result</b>	80.01%	82.37%	78.90%	80.45%	80.69%
<b>Average result</b>	75.61%	78.77%	75.49%	72.46%	72.57%
<b>Worst result</b>	70.40%	73.55%	70.31%	69.33%	68.03%
Responses	2696	2827	2368	2958	3332

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

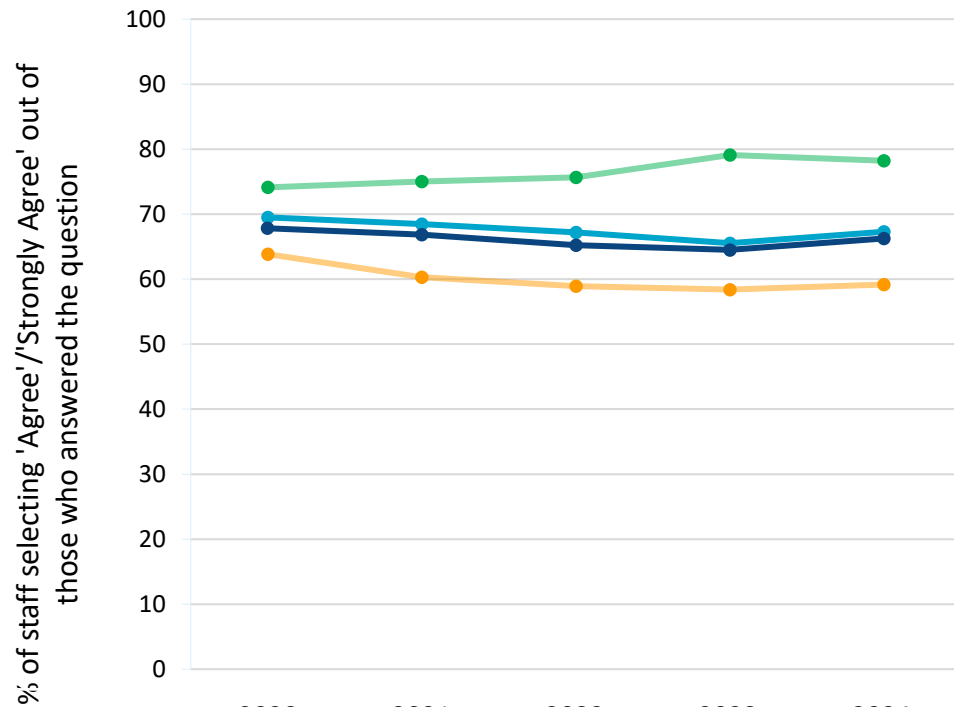


	2020	2021	2022	2023	2024
<b>Your org</b>	62.86%	63.33%	58.82%	56.25%	56.73%
<b>Best result</b>	74.04%	75.30%	72.65%	73.90%	75.65%
<b>Average result</b>	66.15%	66.92%	63.99%	61.86%	61.00%
<b>Worst result</b>	62.59%	62.58%	58.51%	56.25%	56.73%
Responses	2693	2817	2360	2955	3318

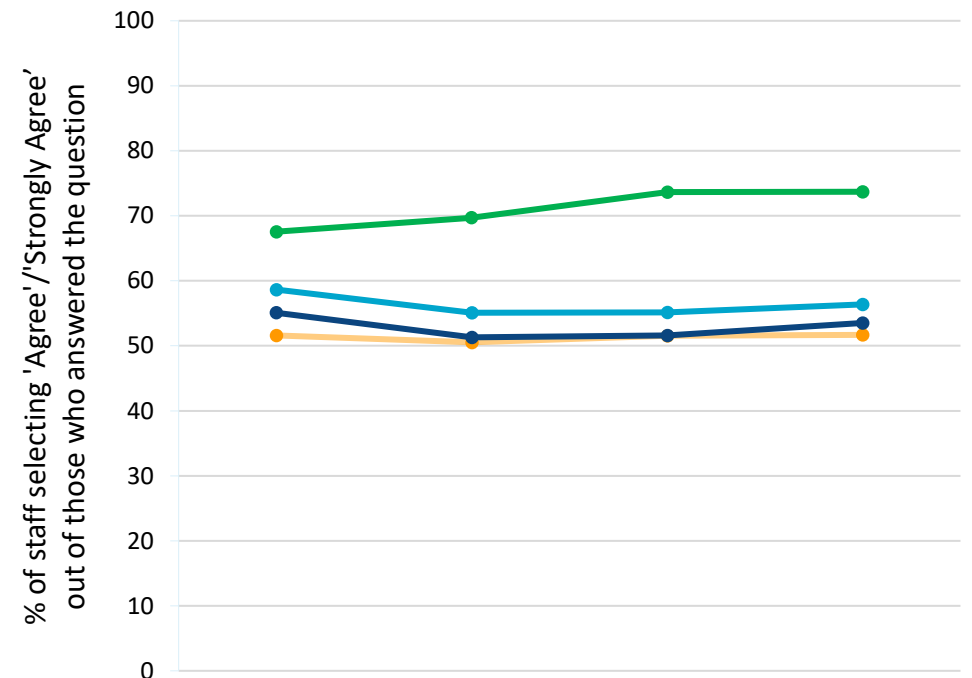


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
Your org	67.83%	66.85%	65.21%	64.51%	66.27%
Best result	74.12%	75.04%	75.64%	79.10%	78.22%
Average result	69.50%	68.47%	67.22%	65.54%	67.28%
Worst result	63.85%	60.29%	58.94%	58.40%	59.17%
Responses	2691	2822	2353	2965	3315



	2021	2022	2023	2024
Your org	55.08%	51.30%	51.59%	53.51%
Best result	67.56%	69.70%	73.64%	73.70%
Average result	58.65%	55.09%	55.13%	56.39%
Worst result	51.62%	50.54%	51.55%	51.68%
Responses	2821	2347	2952	3317

## 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

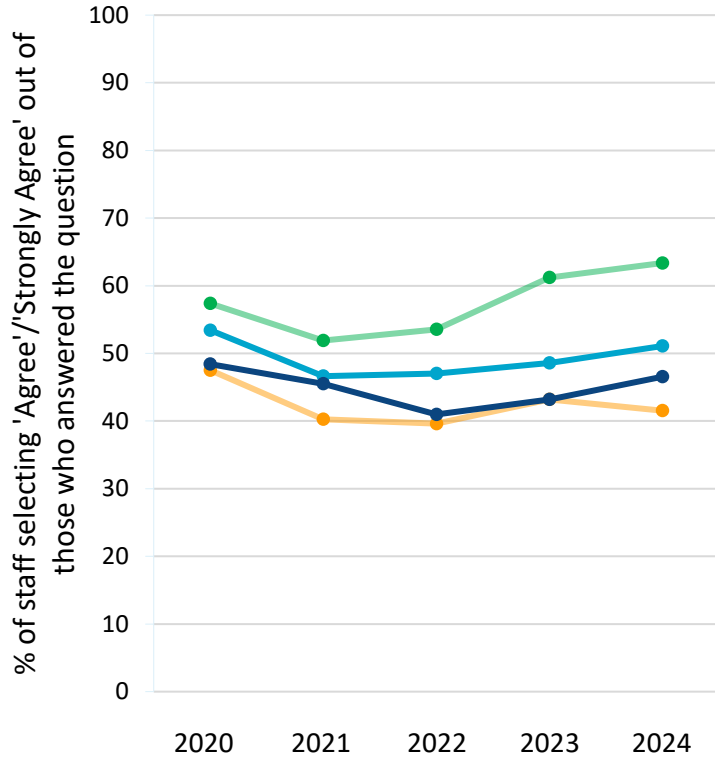
Other questions:\* Q17a, Q17b, Q22

\*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.

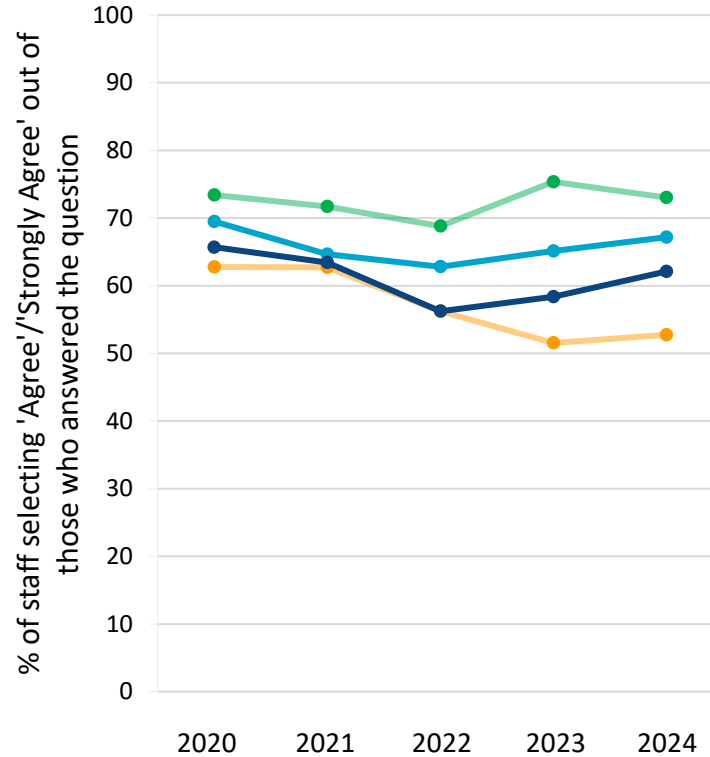


Q3g I am able to meet all the conflicting demands on my time at work.



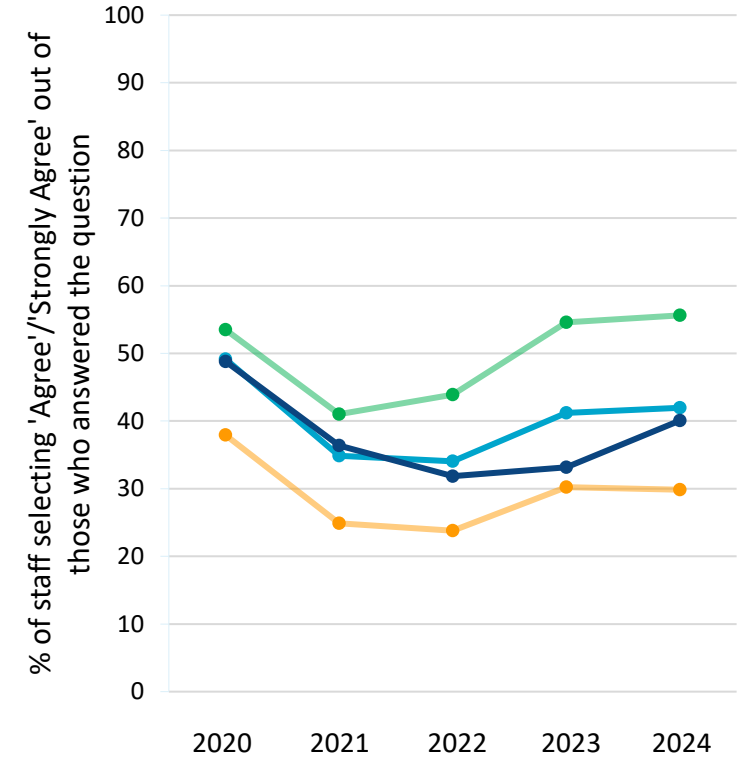
	2020	2021	2022	2023	2024
<b>Your org</b>	48.41%	45.49%	40.98%	43.18%	46.54%
<b>Best result</b>	57.37%	51.90%	53.54%	61.22%	63.36%
<b>Average result</b>	53.43%	46.63%	47.01%	48.57%	51.11%
<b>Worst result</b>	47.51%	40.24%	39.61%	43.18%	41.53%
Responses	2695	2829	2362	2974	3328

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



	2020	2021	2022	2023	2024
<b>Your org</b>	65.70%	63.43%	56.22%	58.35%	62.13%
<b>Best result</b>	73.41%	71.71%	68.80%	75.36%	73.02%
<b>Average result</b>	69.50%	64.66%	62.80%	65.11%	67.16%
<b>Worst result</b>	62.77%	62.74%	56.22%	51.54%	52.74%
Responses	2697	2827	2368	2968	3330

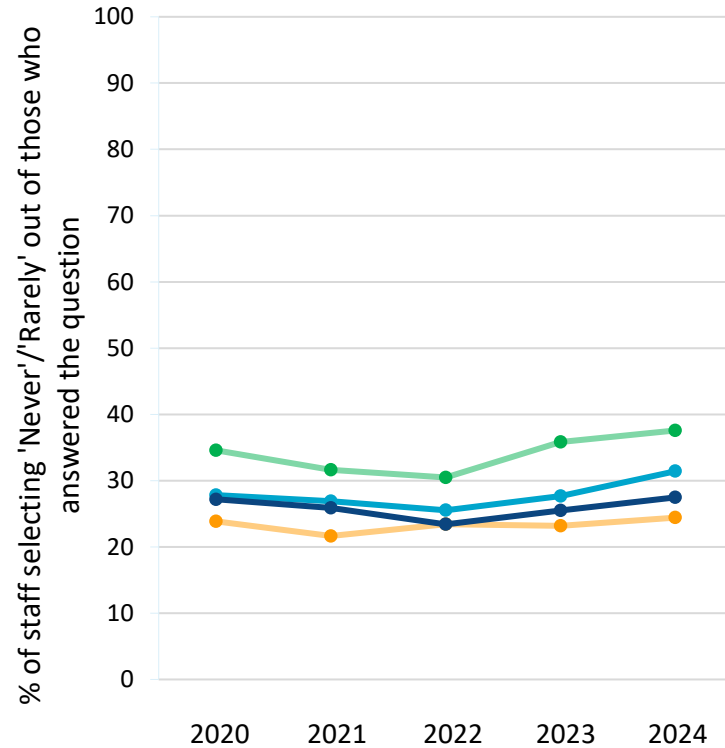
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	48.81%	36.37%	31.85%	33.18%	40.07%
<b>Best result</b>	53.48%	41.01%	43.90%	54.57%	55.62%
<b>Average result</b>	49.15%	34.86%	34.05%	41.18%	41.96%
<b>Worst result</b>	37.92%	24.86%	23.79%	30.23%	29.84%
Responses	2696	2837	2370	2986	3338

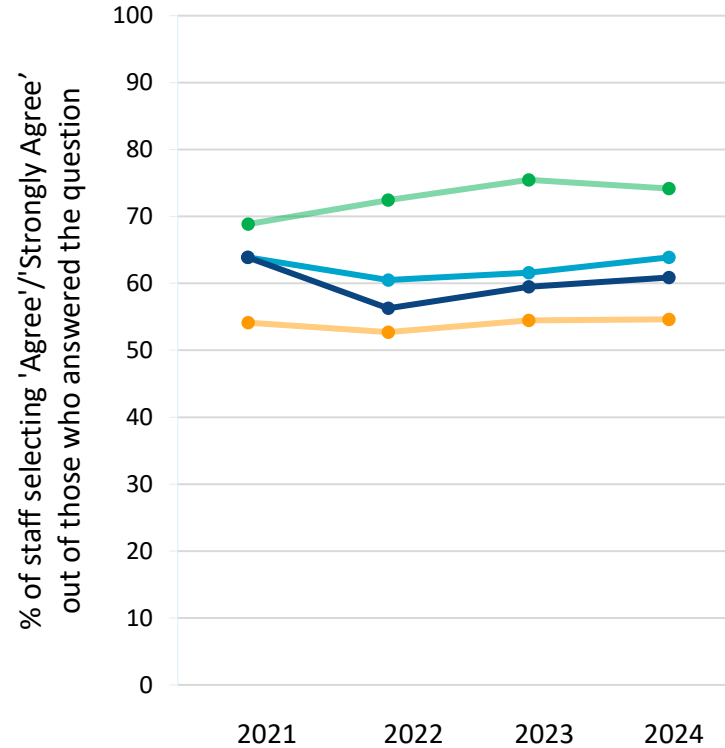


Q5a I have unrealistic time pressures.



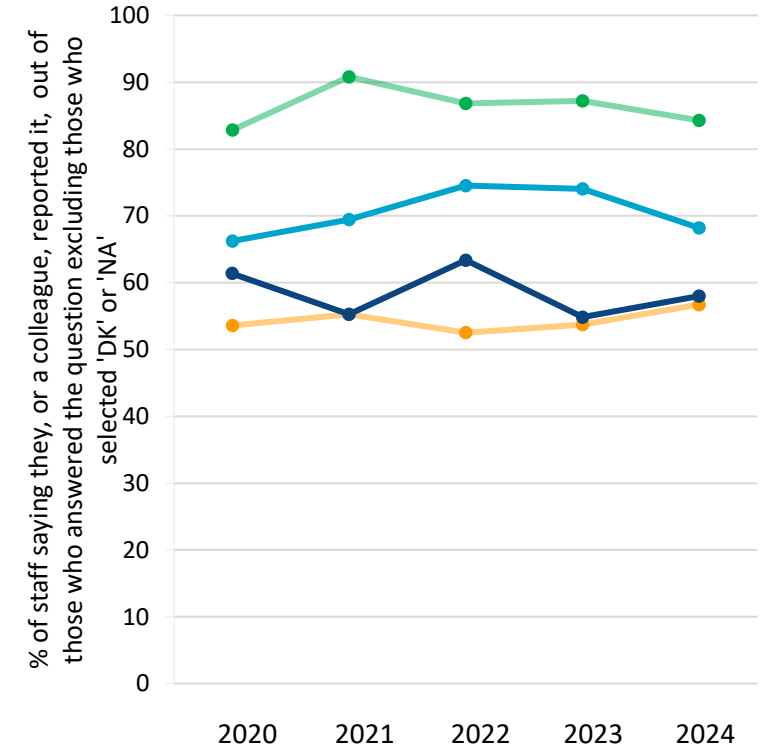
Responses	2682	2830	2368	2980	3335
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Q11a My organisation takes positive action on health and well-being.



Responses	2811	2360	2958	3301
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Q13d The last time you experienced physical violence at work, did you or a colleague report it?



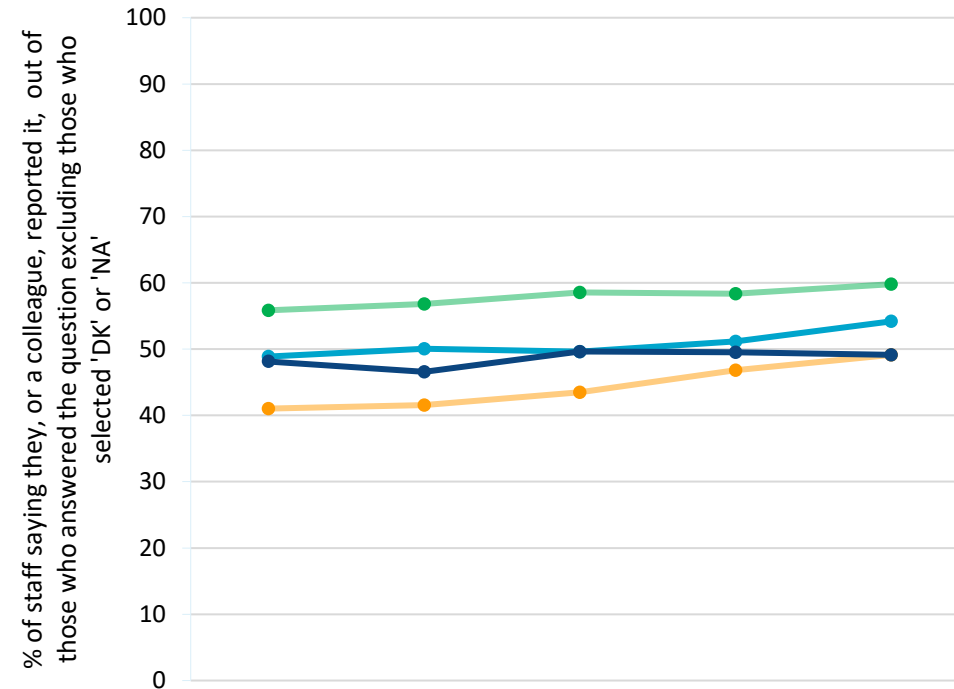
Responses	114	127	125	152	178
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Note: 2023 results for Q13d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.





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

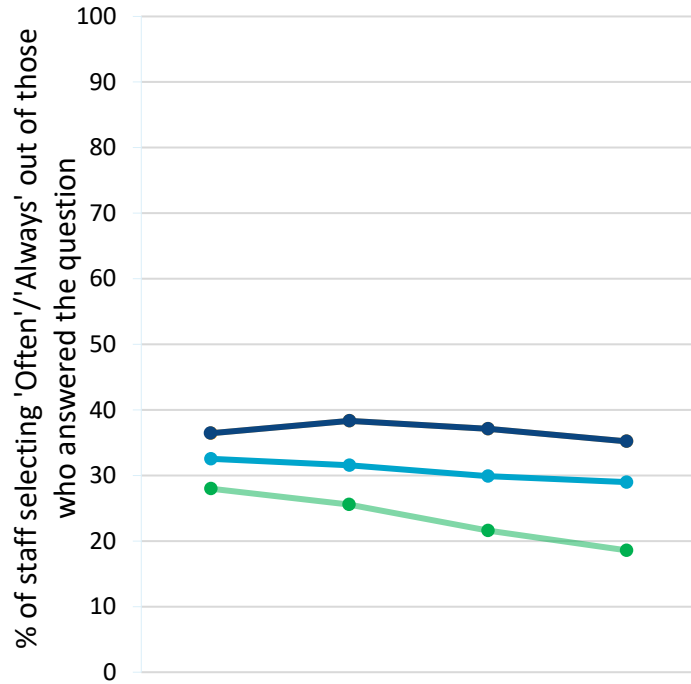


	2020	2021	2022	2023	2024
Your org	48.14%	46.58%	49.65%	49.53%	49.13%
Best result	55.86%	56.80%	58.56%	58.34%	59.80%
Average result	48.88%	50.07%	49.65%	51.14%	54.19%
Worst result	41.03%	41.58%	43.50%	46.82%	49.13%
Responses	903	949	774	865	901

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

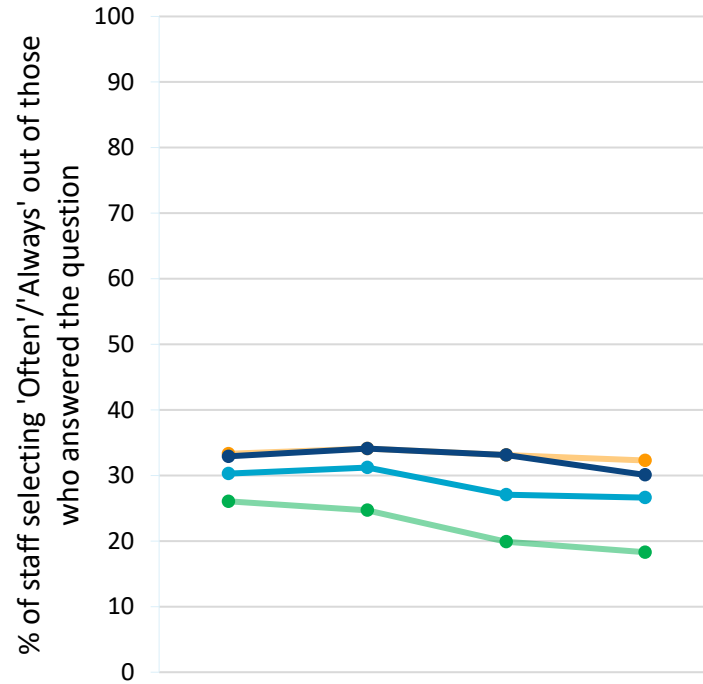


Q12a How often, if at all, do you find your work emotionally exhausting?



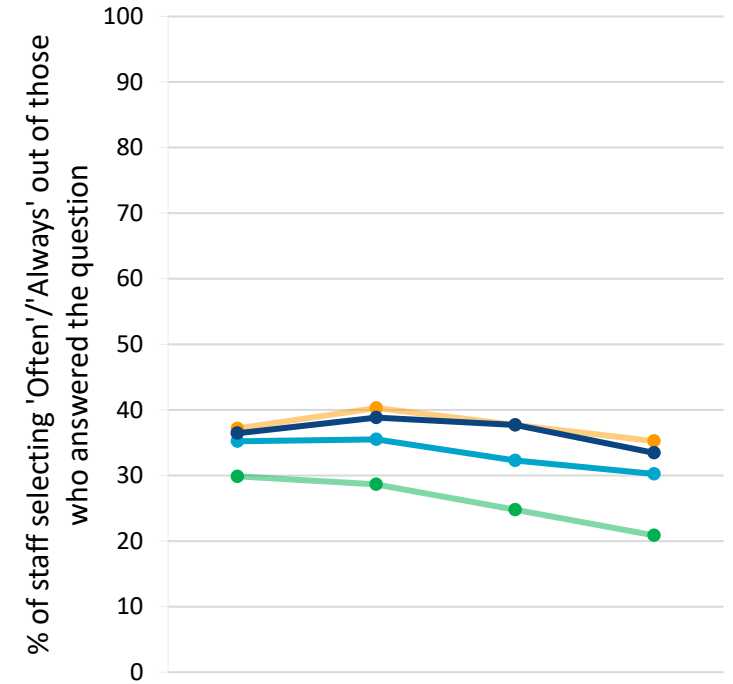
	2021	2022	2023	2024
<b>Your org</b>	36.45%	38.33%	37.14%	35.21%
<b>Best result</b>	27.99%	25.57%	21.62%	18.59%
<b>Average result</b>	32.54%	31.56%	29.91%	28.99%
<b>Worst result</b>	36.45%	38.33%	37.14%	35.21%
Responses	2846	2374	2994	3343

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



	2021	2022	2023	2024
<b>Your org</b>	32.92%	34.10%	33.10%	30.09%
<b>Best result</b>	26.06%	24.68%	19.90%	18.30%
<b>Average result</b>	30.29%	31.21%	27.09%	26.62%
<b>Worst result</b>	33.31%	34.10%	33.10%	32.29%
Responses	2841	2368	2990	3342

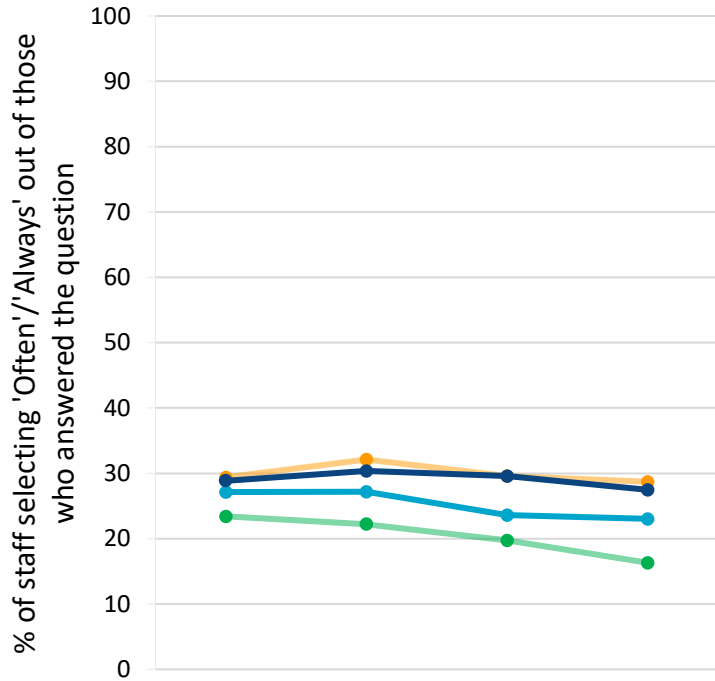
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	36.45%	38.83%	37.72%	33.45%
<b>Best result</b>	29.87%	28.65%	24.79%	20.87%
<b>Average result</b>	35.20%	35.50%	32.28%	30.23%
<b>Worst result</b>	37.19%	40.29%	37.72%	35.25%
Responses	2846	2372	2988	3340

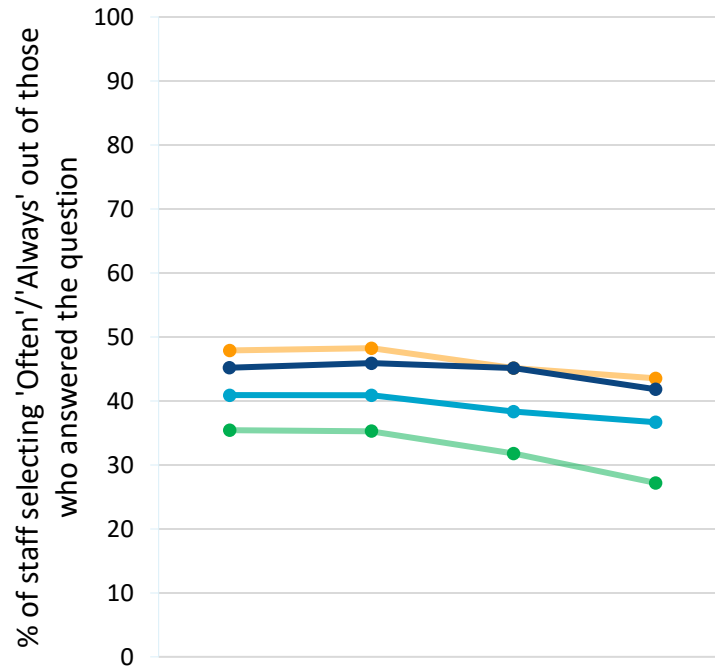


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



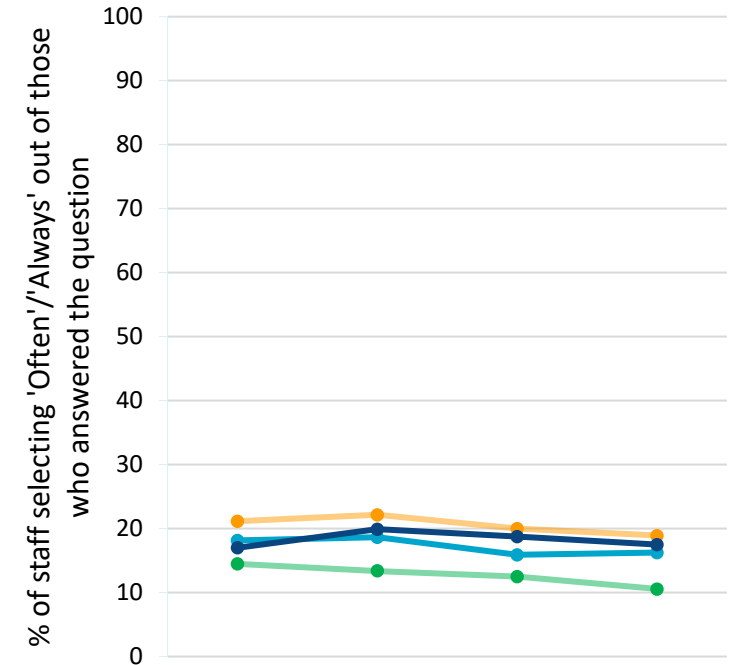
	2021	2022	2023	2024
<b>Your org</b>	28.87%	30.37%	29.61%	27.48%
<b>Best result</b>	23.42%	22.20%	19.74%	16.31%
<b>Average result</b>	27.15%	27.18%	23.60%	23.04%
<b>Worst result</b>	29.39%	32.11%	29.61%	28.71%
Responses	2842	2368	2978	3337

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>	45.18%	45.91%	45.11%	41.82%
<b>Best result</b>	35.42%	35.25%	31.79%	27.19%
<b>Average result</b>	40.91%	40.89%	38.33%	36.67%
<b>Worst result</b>	47.87%	48.25%	45.11%	43.53%
Responses	2831	2362	2978	3329

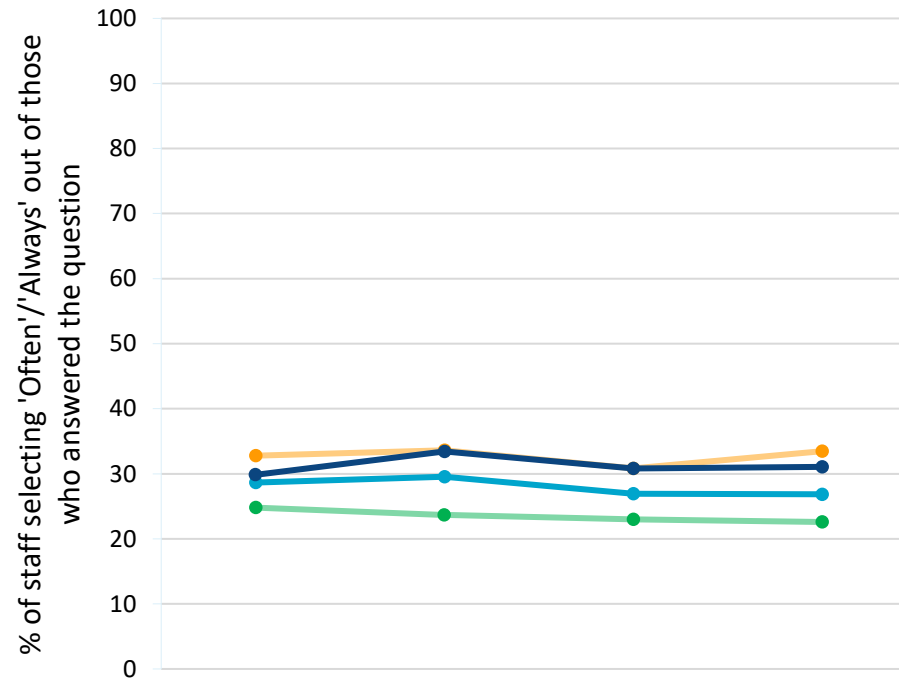
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	16.99%	19.91%	18.74%	17.51%
<b>Best result</b>	14.48%	13.35%	12.50%	10.57%
<b>Average result</b>	18.14%	18.65%	15.90%	16.23%
<b>Worst result</b>	21.17%	22.16%	19.99%	18.92%
Responses	2833	2365	2977	3327



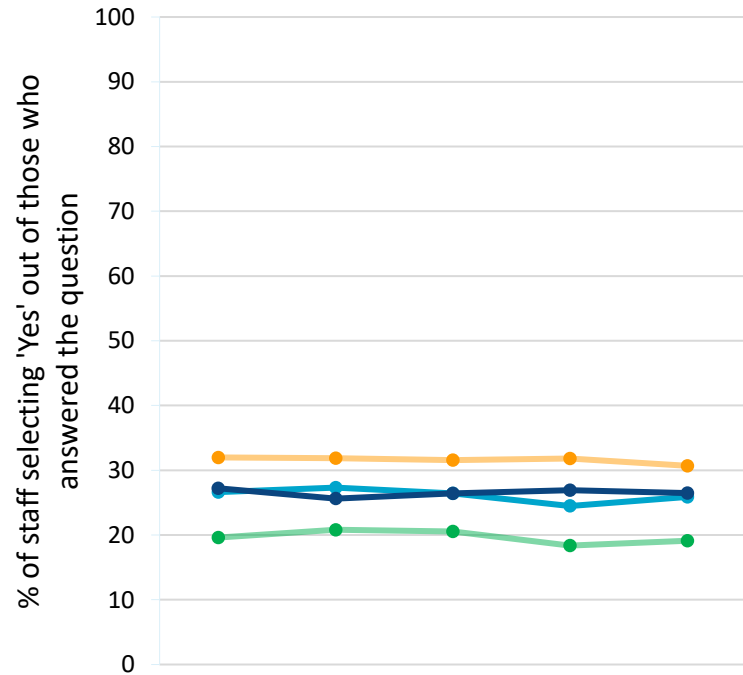
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	29.84%	33.44%	30.83%	31.05%
<b>Best result</b>	24.80%	23.66%	23.00%	22.59%
<b>Average result</b>	28.66%	29.55%	26.95%	26.85%
<b>Worst result</b>	32.79%	33.61%	30.83%	33.49%
Responses	2845	2368	2986	3336

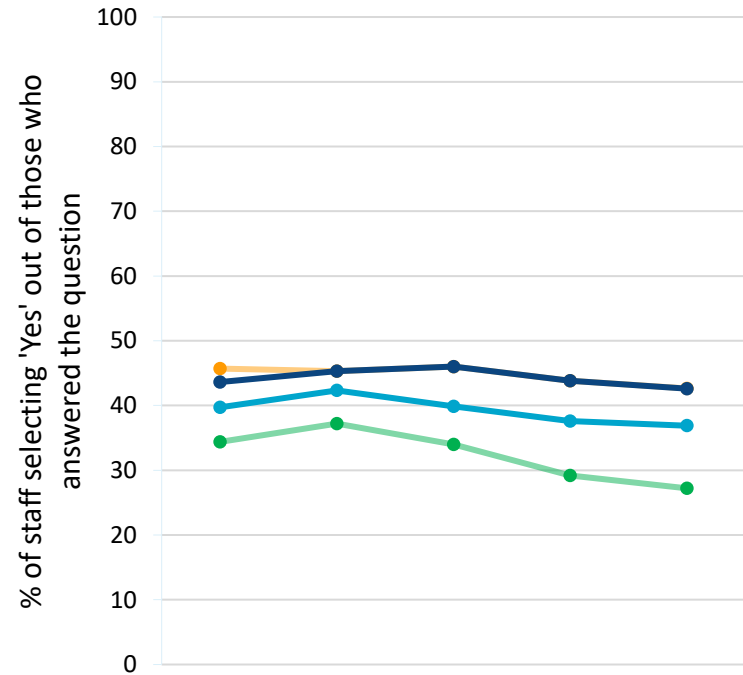


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



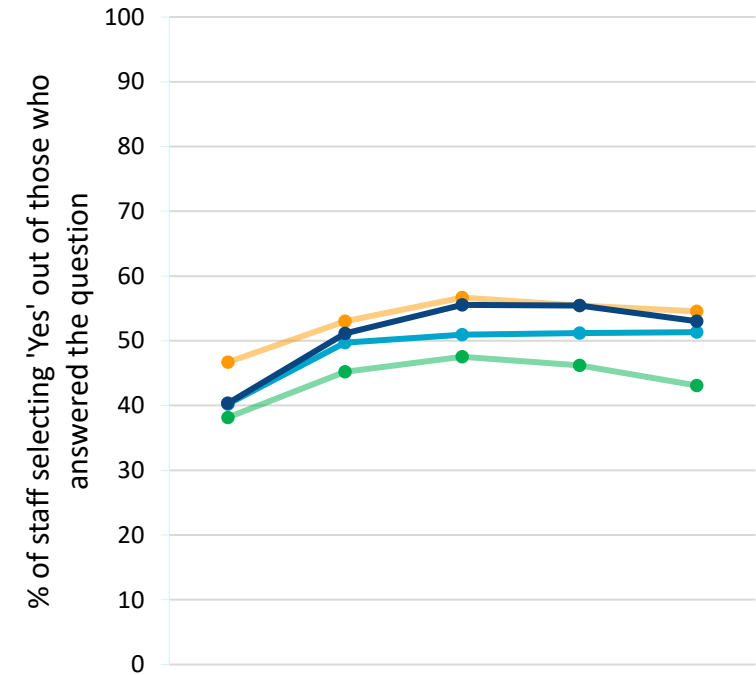
	2020	2021	2022	2023	2024
<b>Your org</b>	27.22%	25.62%	26.44%	26.91%	26.48%
<b>Best result</b>	19.61%	20.82%	20.56%	18.37%	19.10%
<b>Average result</b>	26.64%	27.32%	26.44%	24.48%	25.88%
<b>Worst result</b>	31.98%	31.88%	31.57%	31.83%	30.69%
Responses	2695	2825	2367	2974	3322

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



	2020	2021	2022	2023	2024
<b>Your org</b>	43.61%	45.31%	46.02%	43.84%	42.61%
<b>Best result</b>	34.38%	37.21%	34.01%	29.22%	27.21%
<b>Average result</b>	39.71%	42.33%	39.85%	37.61%	36.88%
<b>Worst result</b>	45.69%	45.31%	46.02%	43.84%	42.64%
Responses	2688	2829	2367	2980	3323

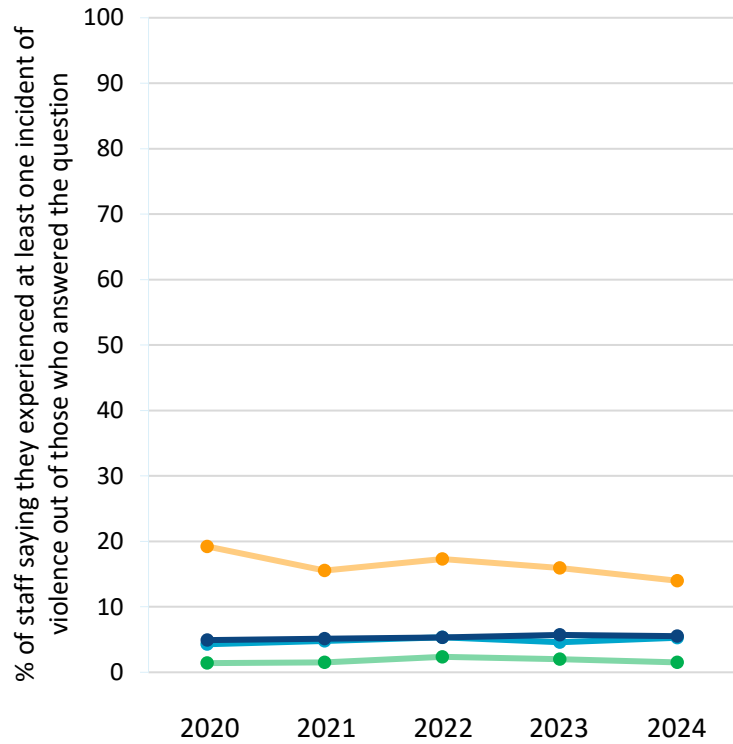
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	40.34%	51.15%	55.54%	55.44%	53.01%
<b>Best result</b>	38.16%	45.22%	47.53%	46.21%	43.08%
<b>Average result</b>	40.23%	49.72%	50.96%	51.17%	51.33%
<b>Worst result</b>	46.69%	53.03%	56.67%	55.44%	54.55%
Responses	2690	2820	2363	2978	3325

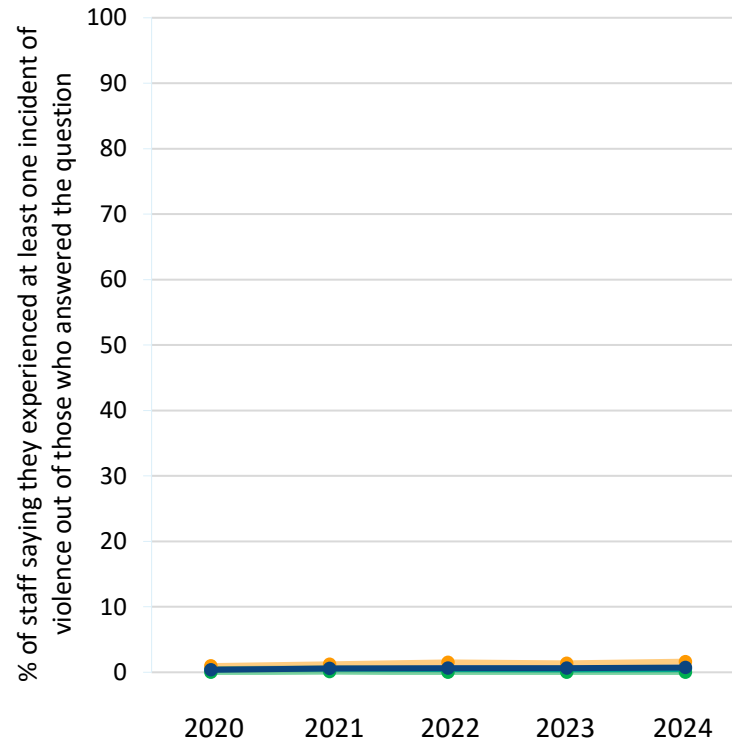


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



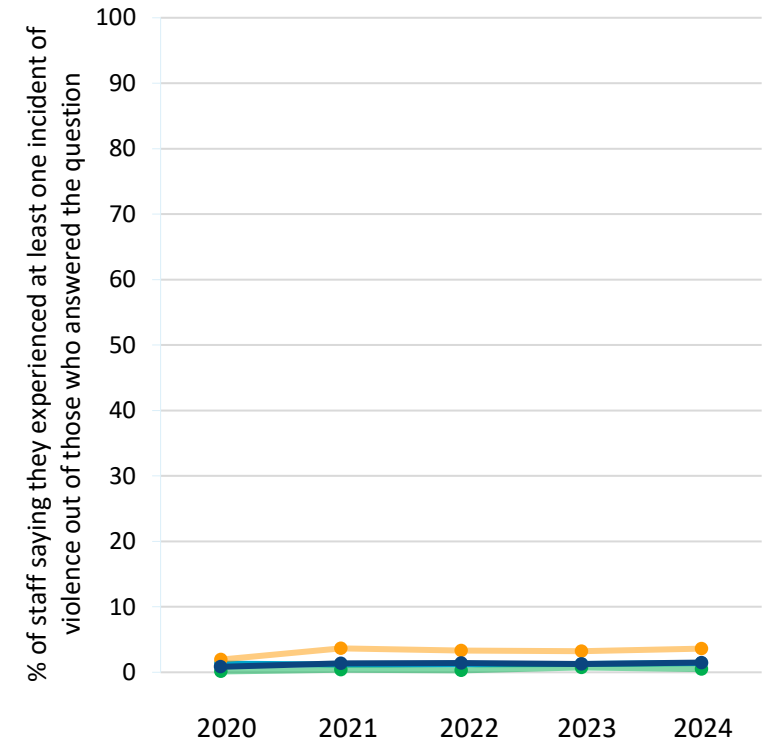
Responses	2697	2847	2372	2972	3339
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	2685	2827	2364	2968	3326
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

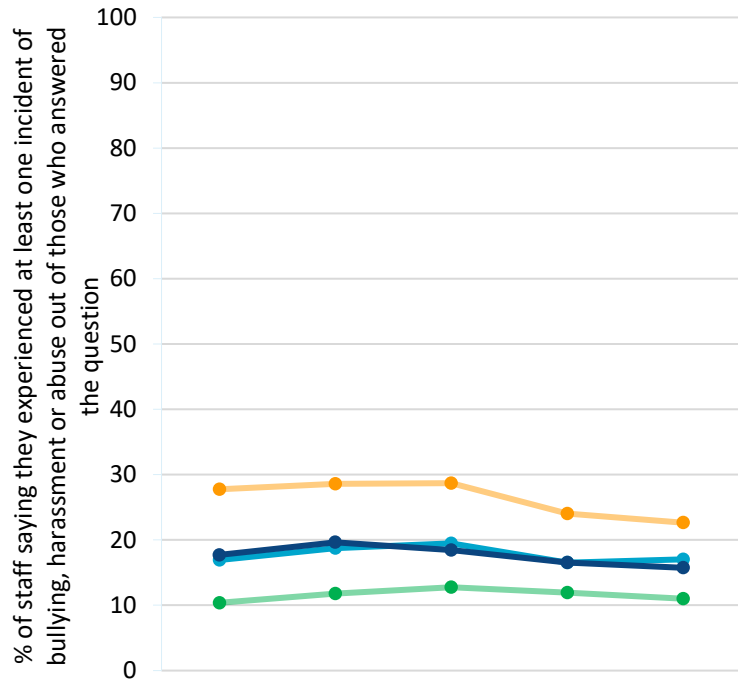


Responses	2666	2815	2340	2947	3295
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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

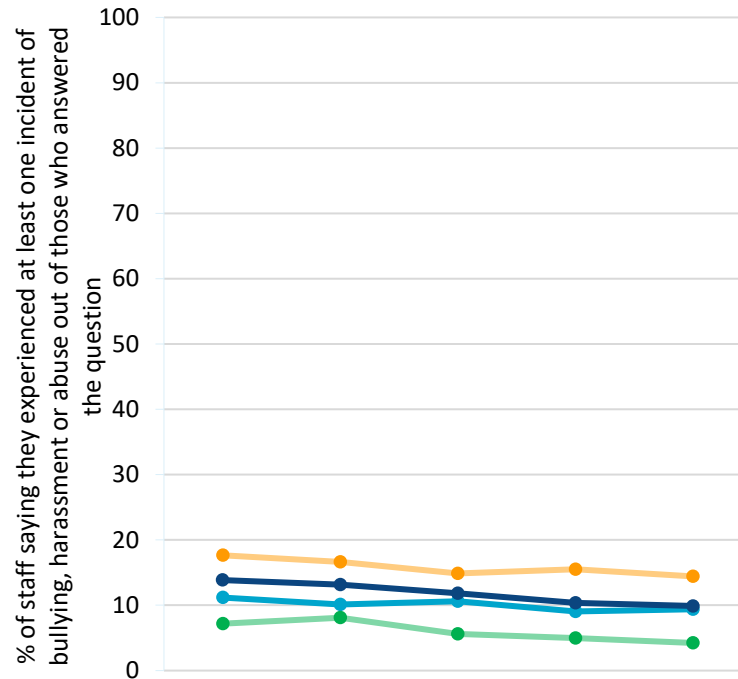


2020 2021 2022 2023 2024

<b>Your org</b>	17.71%	19.63%	18.43%	16.52%	15.74%
<b>Best result</b>	10.38%	11.77%	12.76%	11.93%	11.02%
<b>Average result</b>	16.95%	18.76%	19.48%	16.52%	17.03%
<b>Worst result</b>	27.76%	28.59%	28.70%	24.04%	22.64%

Responses 2688 2831 2365 2975 3326

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

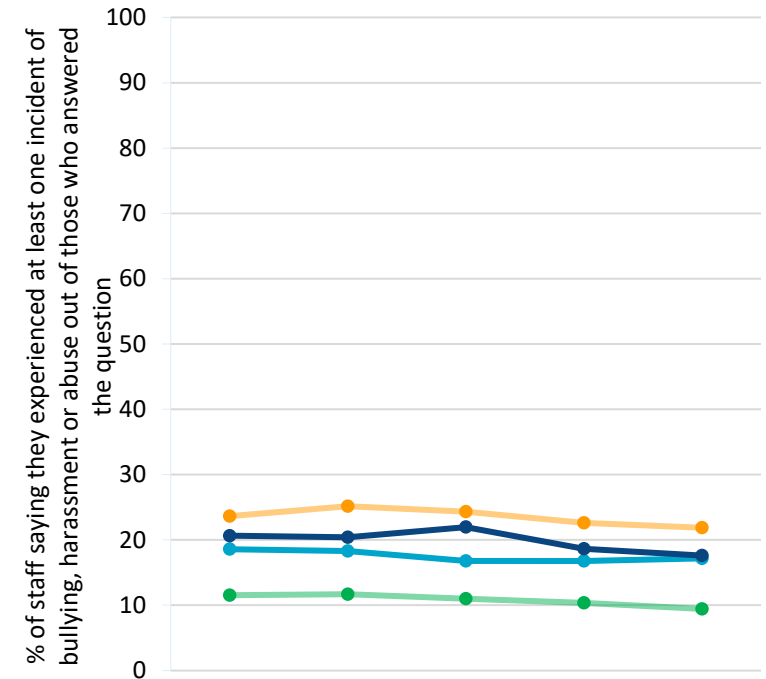


2020 2021 2022 2023 2024

<b>Your org</b>	13.85%	13.18%	11.82%	10.36%	9.90%
<b>Best result</b>	7.17%	8.09%	5.61%	4.95%	4.23%
<b>Average result</b>	11.18%	10.13%	10.63%	9.06%	9.41%
<b>Worst result</b>	17.65%	16.65%	14.88%	15.53%	14.42%

Responses 2682 2812 2358 2971 3314

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



2020 2021 2022 2023 2024

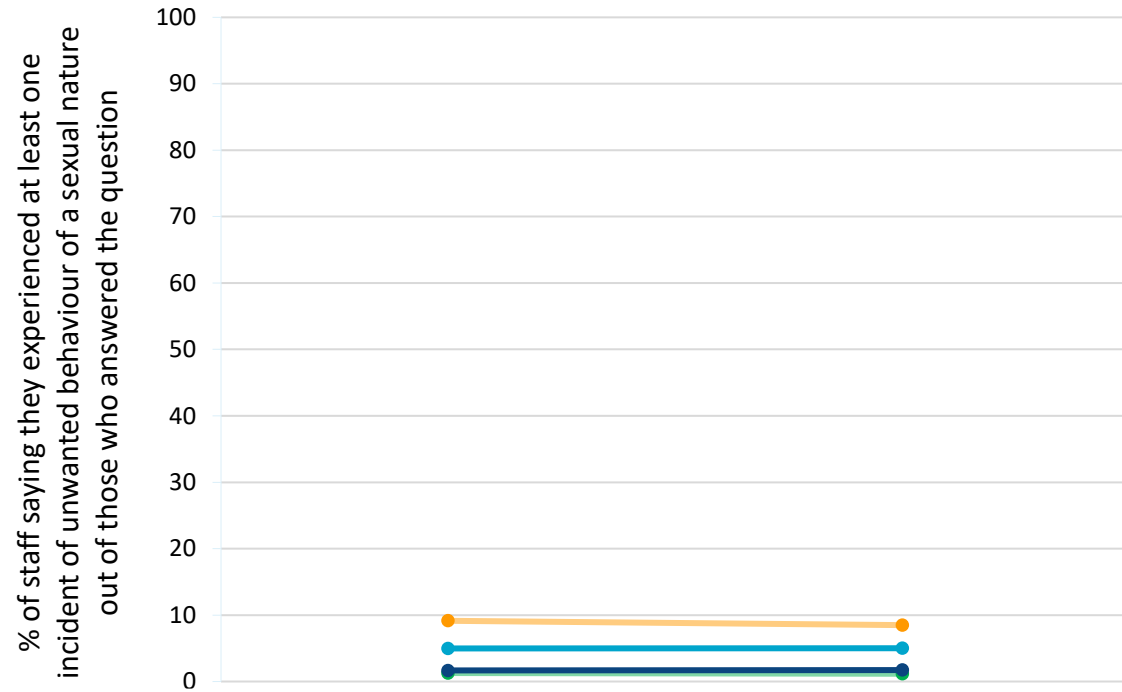
<b>Your org</b>	20.65%	20.39%	21.96%	18.64%	17.61%
<b>Best result</b>	11.55%	11.69%	11.01%	10.37%	9.44%
<b>Average result</b>	18.58%	18.29%	16.79%	16.77%	17.17%
<b>Worst result</b>	23.63%	25.17%	24.33%	22.62%	21.87%

Responses 2666 2805 2347 2964 3313

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

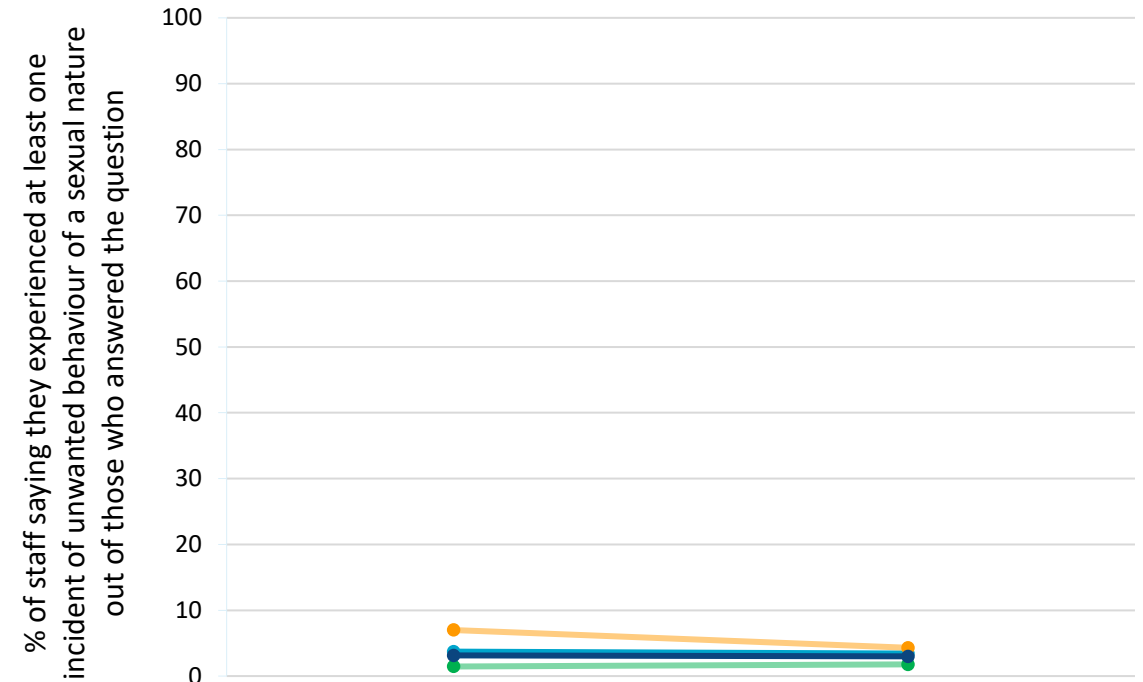


2023 2024

Your org	1.67%	1.72%
Best result	1.27%	1.17%
Average result	4.98%	5.01%
Worst result	9.14%	8.49%

Responses 2985 3349

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	3.14%	3.00%
Best result	1.45%	1.78%
Average result	3.72%	3.42%
Worst result	6.99%	4.30%

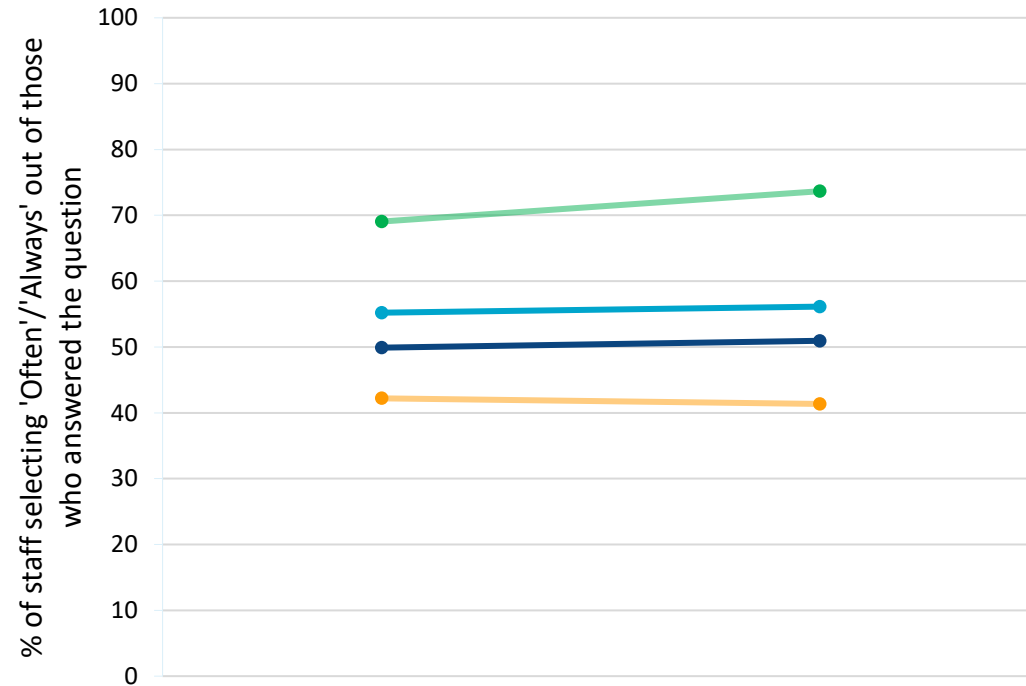
Responses 2977 3333

\*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	49.90%	50.94%
Best result	69.05%	73.66%
Average result	55.21%	56.13%
Worst result	42.20%	41.35%
Responses	2986	3342

\*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

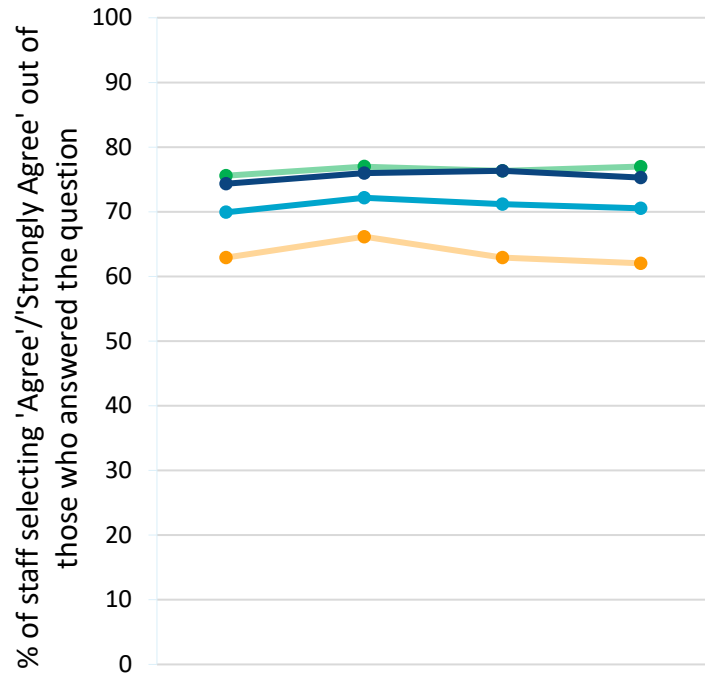
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

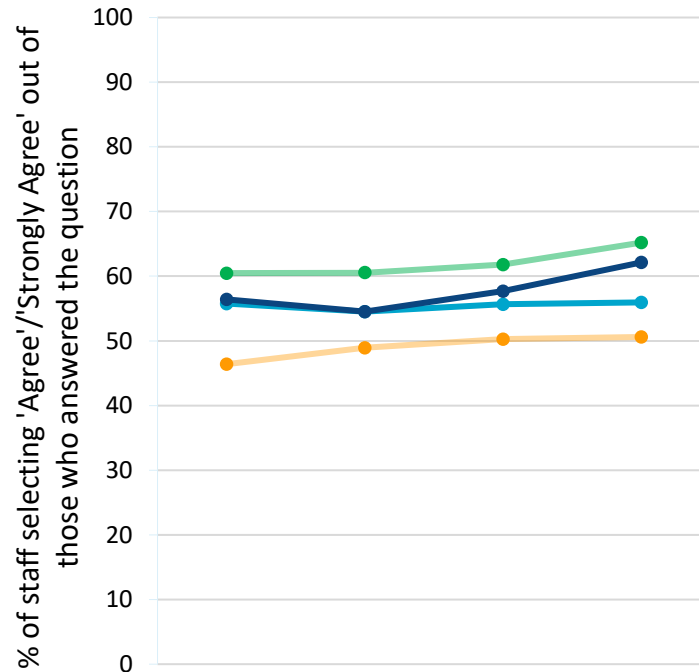


Q24a This organisation offers me challenging work.



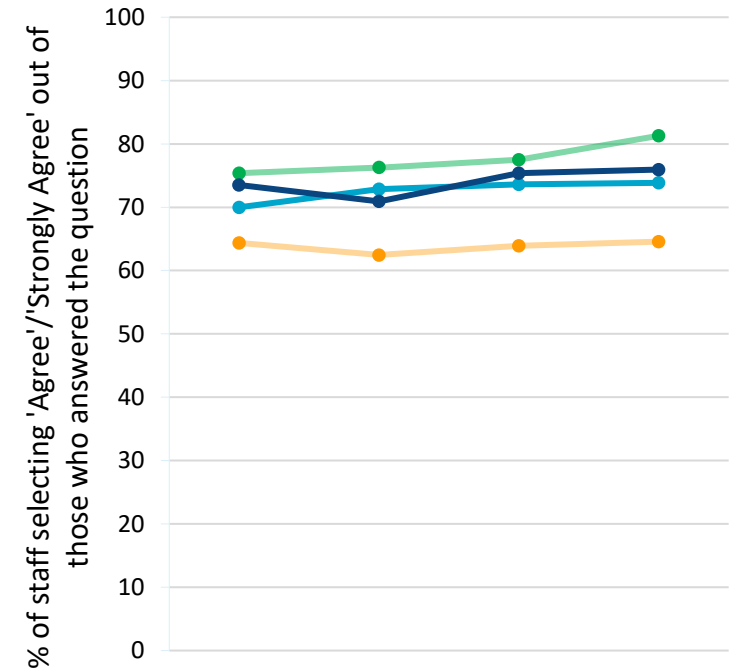
	2021	2022	2023	2024
<b>Your org</b>	74.33%	75.96%	76.33%	75.29%
<b>Best result</b>	75.57%	76.98%	76.33%	76.99%
<b>Average result</b>	69.91%	72.16%	71.16%	70.54%
<b>Worst result</b>	62.93%	66.15%	62.92%	62.02%
Responses	2829	2346	2980	3327

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



	2021	2022	2023	2024
<b>Your org</b>	56.41%	54.52%	57.67%	62.13%
<b>Best result</b>	60.48%	60.52%	61.80%	65.19%
<b>Average result</b>	55.78%	54.52%	55.64%	55.94%
<b>Worst result</b>	46.39%	48.95%	50.26%	50.60%
Responses	2829	2353	2974	3332

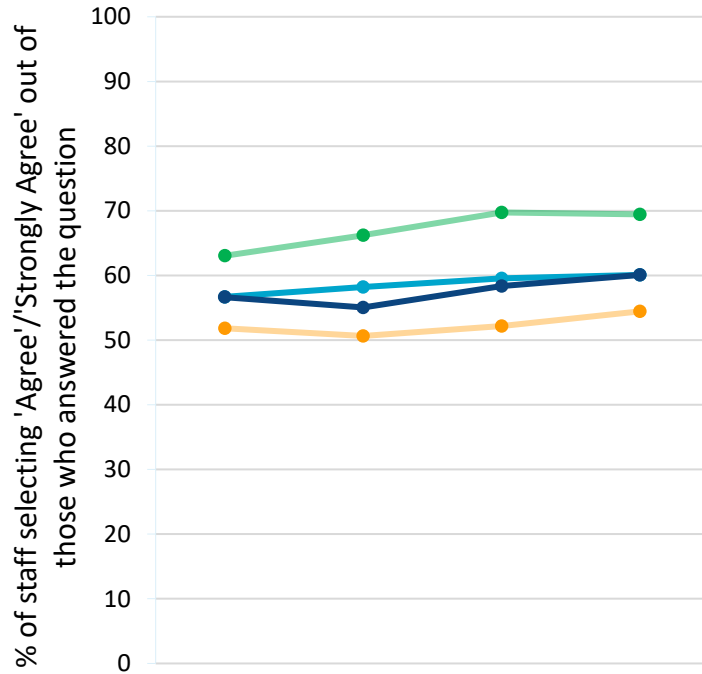
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	73.50%	70.92%	75.36%	75.95%
<b>Best result</b>	75.38%	76.27%	77.49%	81.28%
<b>Average result</b>	69.99%	72.88%	73.62%	73.85%
<b>Worst result</b>	64.34%	62.47%	63.91%	64.57%
Responses	2821	2353	2972	3322

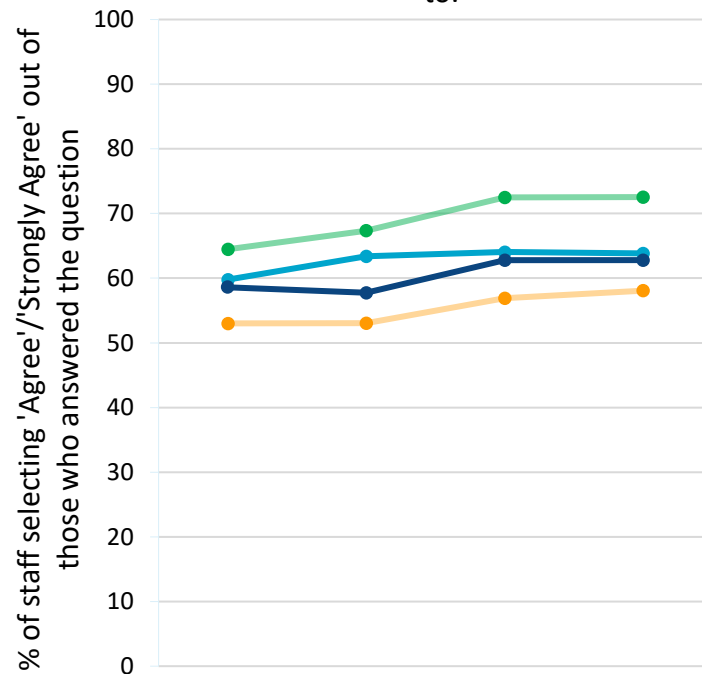


Q24d I feel supported to develop my potential.



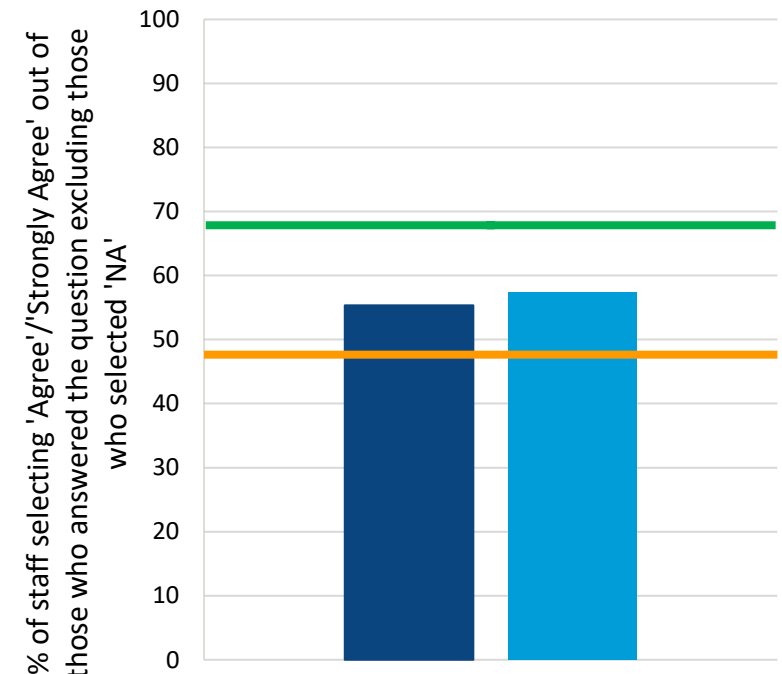
	2021	2022	2023	2024
<b>Your org</b>	56.64%	55.05%	58.38%	60.08%
<b>Best result</b>	63.04%	66.21%	69.74%	69.46%
<b>Average result</b>	56.69%	58.21%	59.54%	60.08%
<b>Worst result</b>	51.84%	50.64%	52.20%	54.45%
Responses	2827	2350	2970	3314

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



	2021	2022	2023	2024
<b>Your org</b>	58.59%	57.75%	62.78%	62.78%
<b>Best result</b>	64.47%	67.33%	72.47%	72.54%
<b>Average result</b>	59.78%	63.41%	64.05%	63.83%
<b>Worst result</b>	53.01%	53.02%	56.90%	58.07%
Responses	2819	2350	2976	3300

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

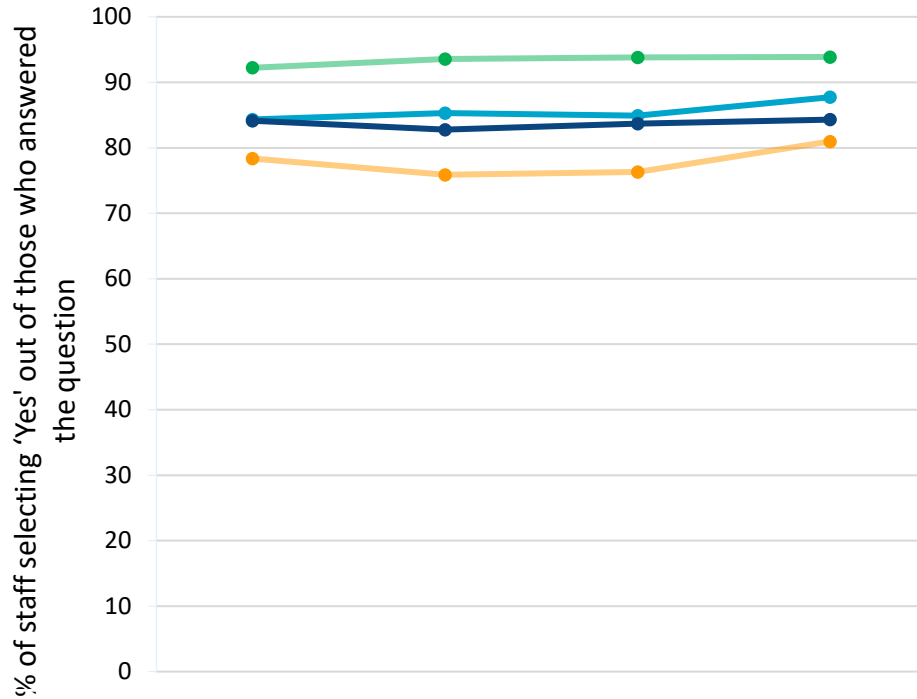


	2024
<b>Your org</b>	55.35%
<b>Best result</b>	67.86%
<b>Average result</b>	57.38%
<b>Worst result</b>	47.65%
Responses	2436

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



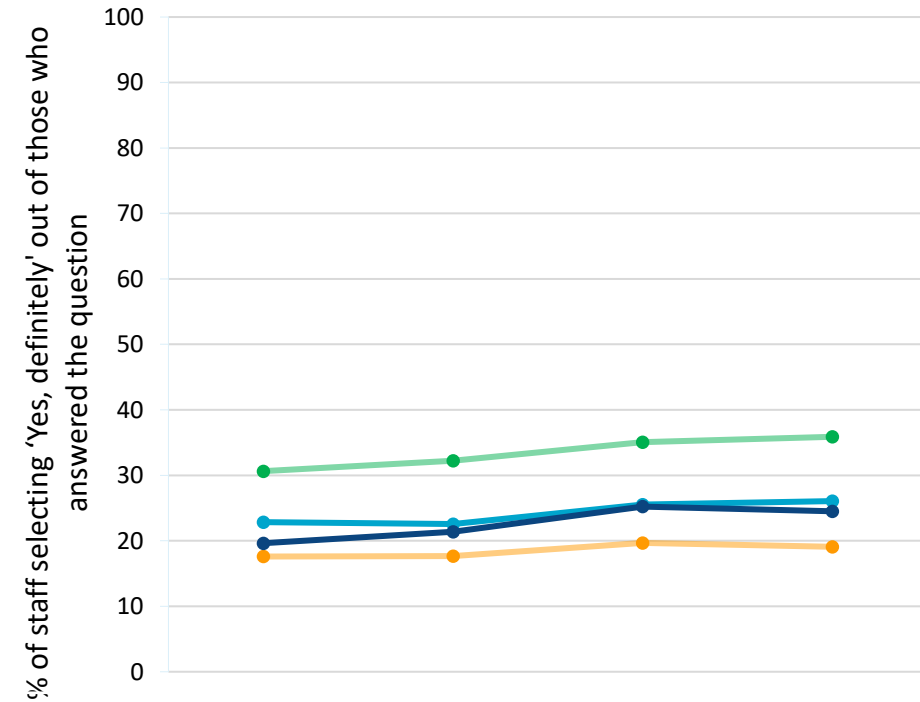
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	84.15%	82.78%	83.68%	84.30%
<b>Best result</b>	92.23%	93.58%	93.80%	93.88%
<b>Average result</b>	84.33%	85.32%	84.90%	87.73%
<b>Worst result</b>	78.35%	75.88%	76.33%	80.98%

Responses 2822 2357 2950 3322

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



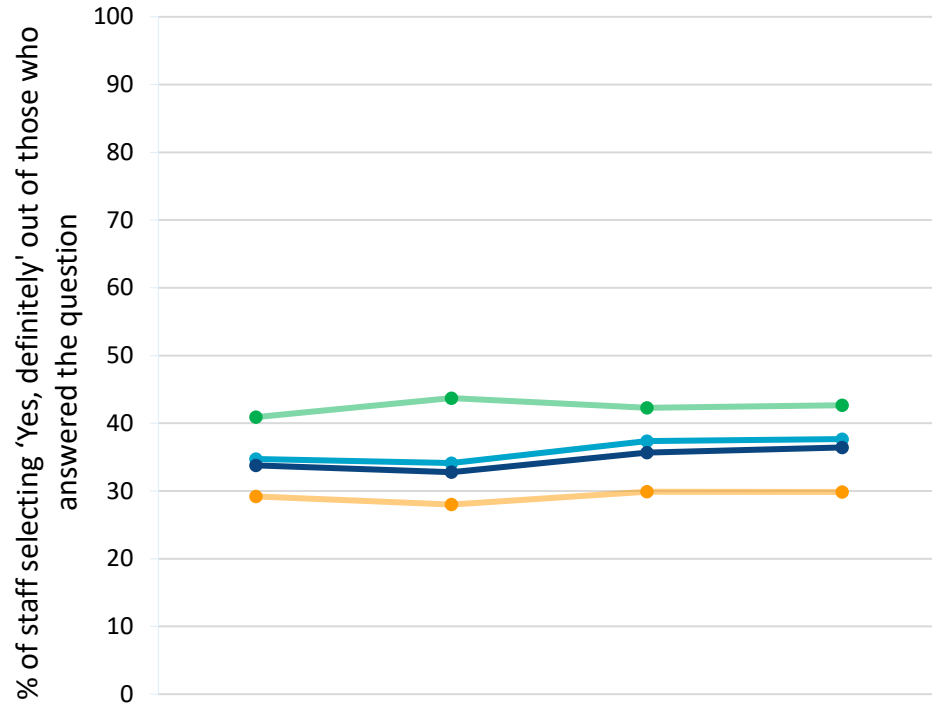
	2021	2022	2023	2024
<b>Your org</b>	19.63%	21.36%	25.22%	24.52%
<b>Best result</b>	30.64%	32.21%	35.09%	35.89%
<b>Average result</b>	22.83%	22.56%	25.53%	26.07%
<b>Worst result</b>	17.60%	17.66%	19.68%	19.07%

Responses 2352 1942 2457 2788

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

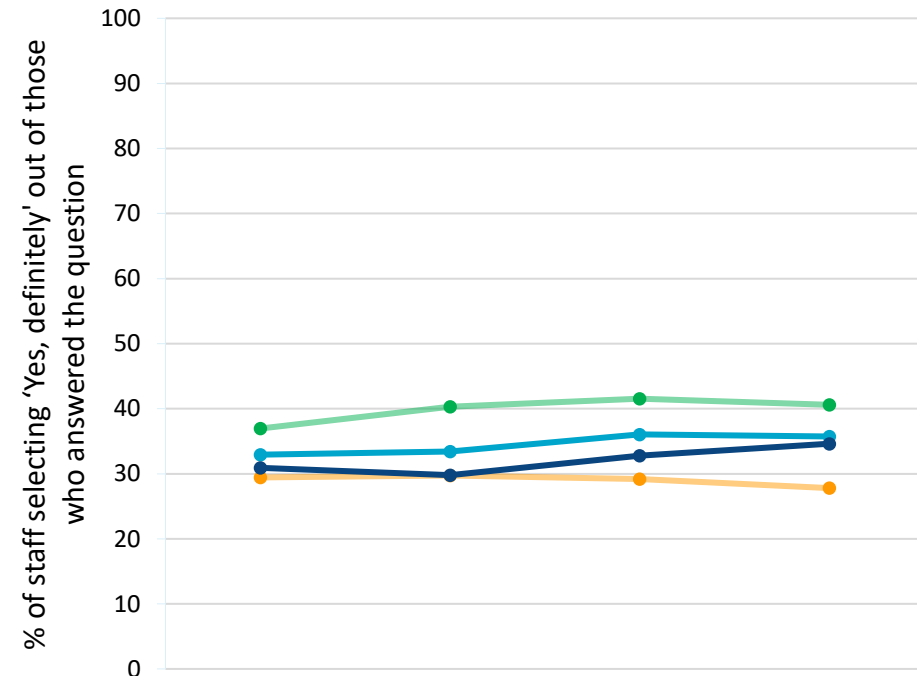


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	33.76%	32.77%	35.65%	36.42%
<b>Best result</b>	40.91%	43.71%	42.29%	42.64%
<b>Average result</b>	34.74%	34.12%	37.35%	37.66%
<b>Worst result</b>	29.21%	28.00%	29.89%	29.87%
Responses	2345	1937	2449	2777

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



	2021	2022	2023	2024
<b>Your org</b>	30.90%	29.79%	32.80%	34.62%
<b>Best result</b>	36.95%	40.32%	41.54%	40.61%
<b>Average result</b>	32.94%	33.40%	36.05%	35.71%
<b>Worst result</b>	29.44%	29.73%	29.17%	27.80%
Responses	2348	1940	2453	2782

## People Promise element – We work flexibly



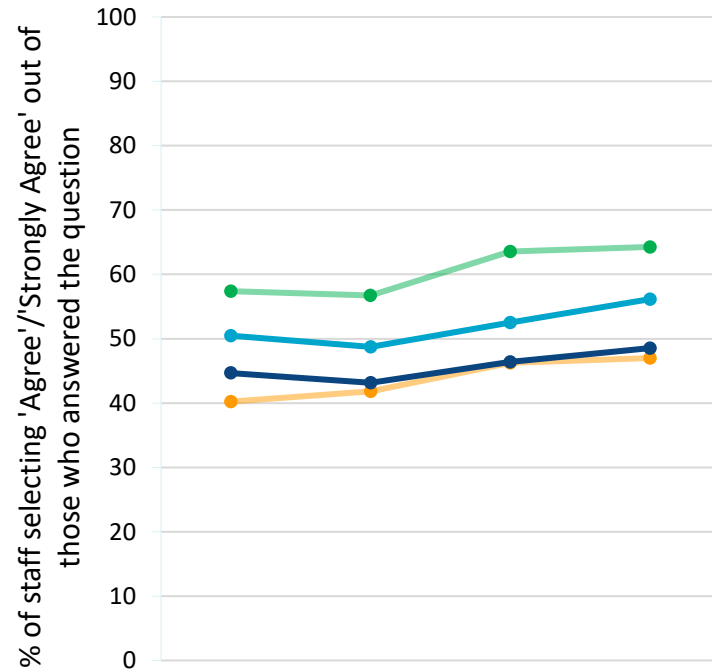
Questions included:

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

Flexible working – Q4d

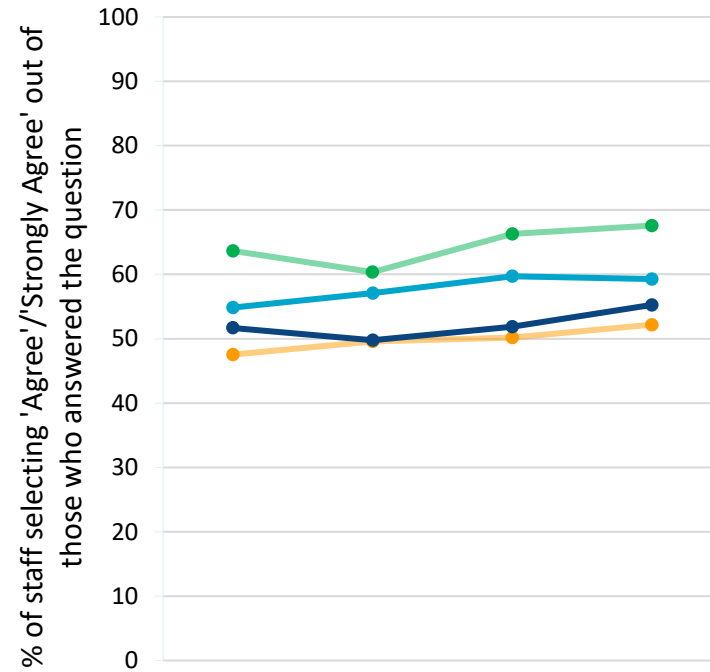


Q6b My organisation is committed to helping me balance my work and home life.



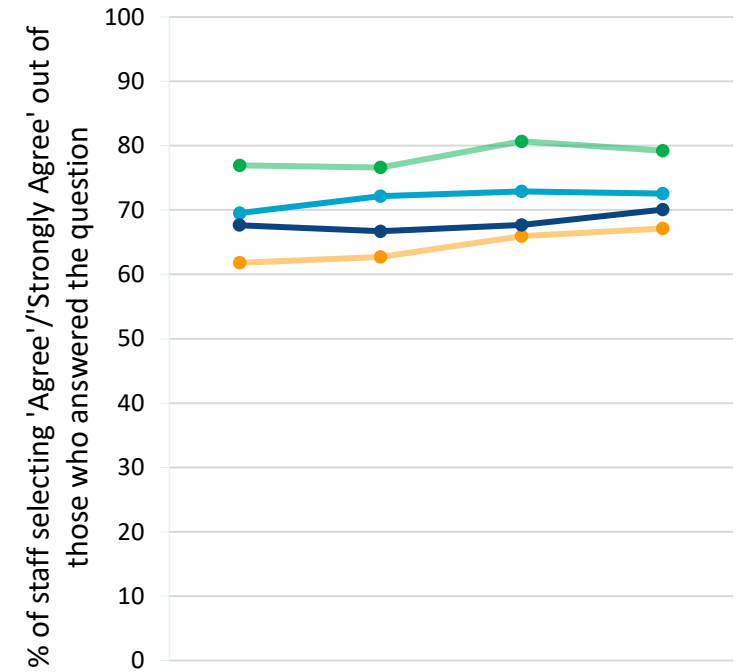
	2021	2022	2023	2024
<b>Your org</b>	44.67%	43.15%	46.41%	48.54%
<b>Best result</b>	57.39%	56.72%	63.55%	64.26%
<b>Average result</b>	50.48%	48.73%	52.50%	56.15%
<b>Worst result</b>	40.22%	41.80%	46.25%	47.00%
Responses	2841	2373	2986	3339

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



	2021	2022	2023	2024
<b>Your org</b>	51.67%	49.76%	51.88%	55.26%
<b>Best result</b>	63.65%	60.35%	66.29%	67.59%
<b>Average result</b>	54.84%	57.08%	59.70%	59.25%
<b>Worst result</b>	47.54%	49.57%	50.15%	52.19%
Responses	2838	2370	2972	3330

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

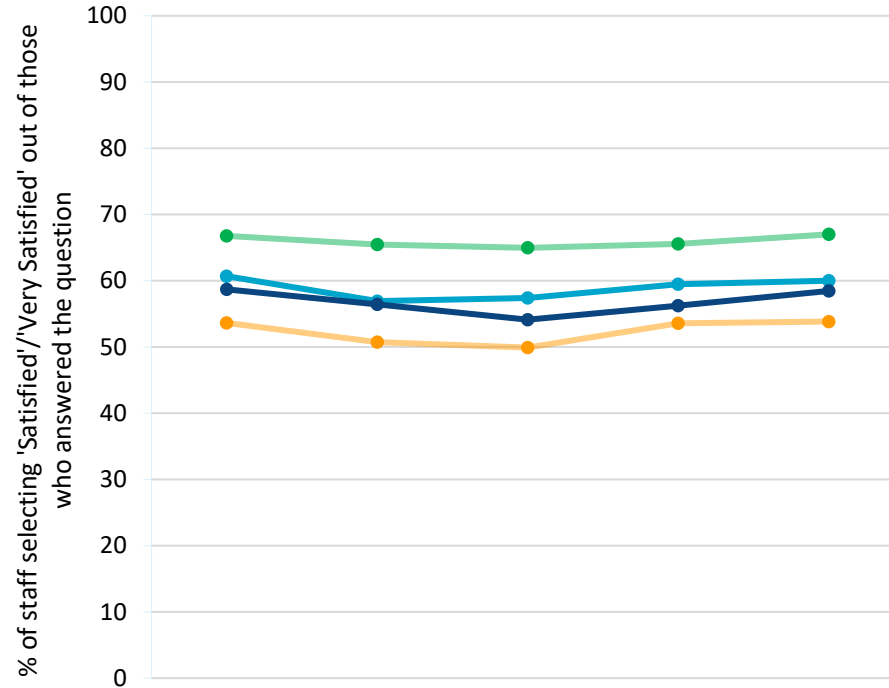


	2021	2022	2023	2024
<b>Your org</b>	67.65%	66.71%	67.70%	70.07%
<b>Best result</b>	76.94%	76.60%	80.68%	79.20%
<b>Average result</b>	69.53%	72.13%	72.89%	72.55%
<b>Worst result</b>	61.79%	62.69%	65.96%	67.14%
Responses	2846	2374	2983	3348



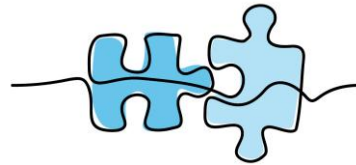


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
Your org	58.69%	56.43%	54.12%	56.24%	58.47%
Best result	66.76%	65.46%	64.97%	65.58%	67.00%
Average result	60.68%	56.93%	57.39%	59.47%	60.00%
Worst result	53.62%	50.72%	49.90%	53.57%	53.83%
Responses	2696	2825	2362	2967	3333

## People Promise element – We are a team



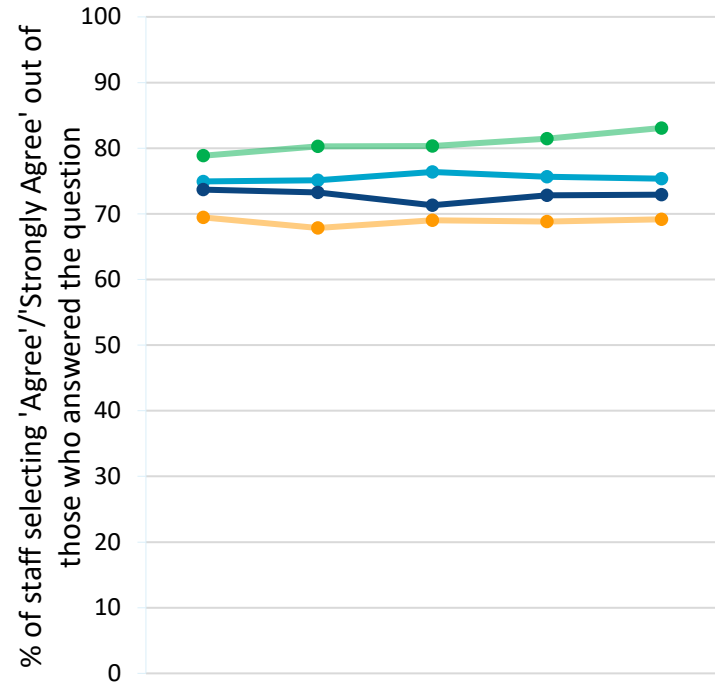
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

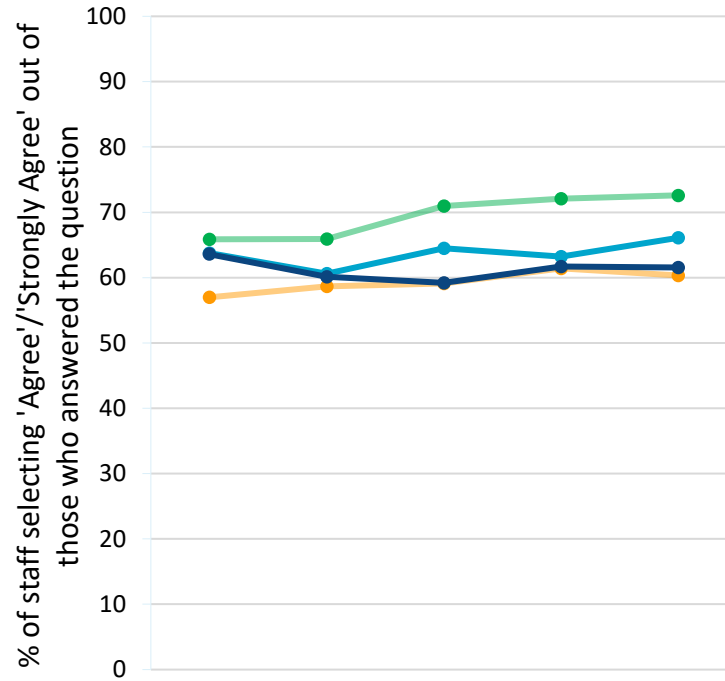


2020 2021 2022 2023 2024

Your org	73.69%	73.26%	71.31%	72.83%	72.92%
Best result	78.85%	80.28%	80.33%	81.45%	83.08%
Average result	74.94%	75.09%	76.37%	75.63%	75.37%
Worst result	69.46%	67.84%	69.00%	68.83%	69.15%

Responses 2688 2834 2363 2976 3341

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

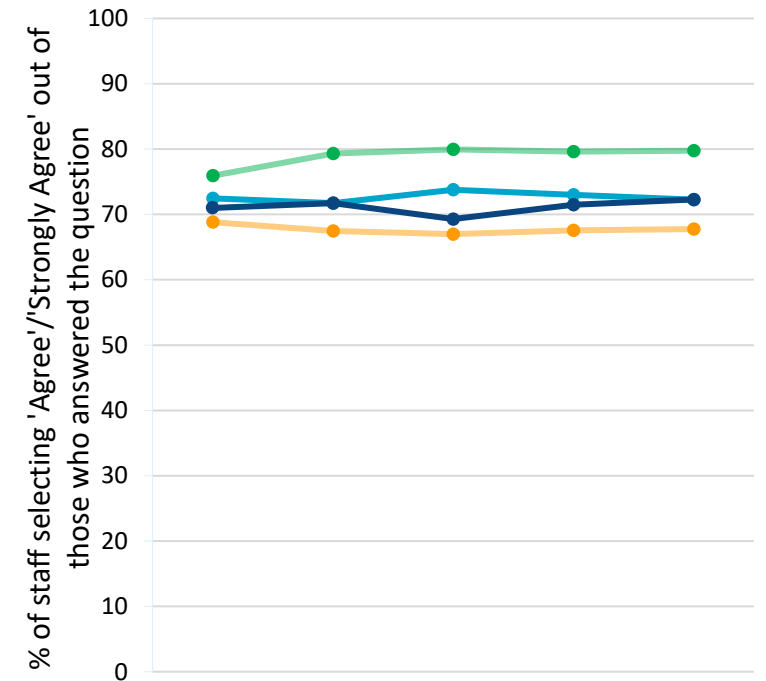


2020 2021 2022 2023 2024

Your org	63.58%	60.13%	59.20%	61.69%	61.57%
Best result	65.87%	65.91%	70.96%	72.09%	72.60%
Average result	63.78%	60.61%	64.49%	63.20%	66.09%
Worst result	56.99%	58.68%	59.11%	61.42%	60.31%

Responses 2692 2836 2369 2976 3339

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



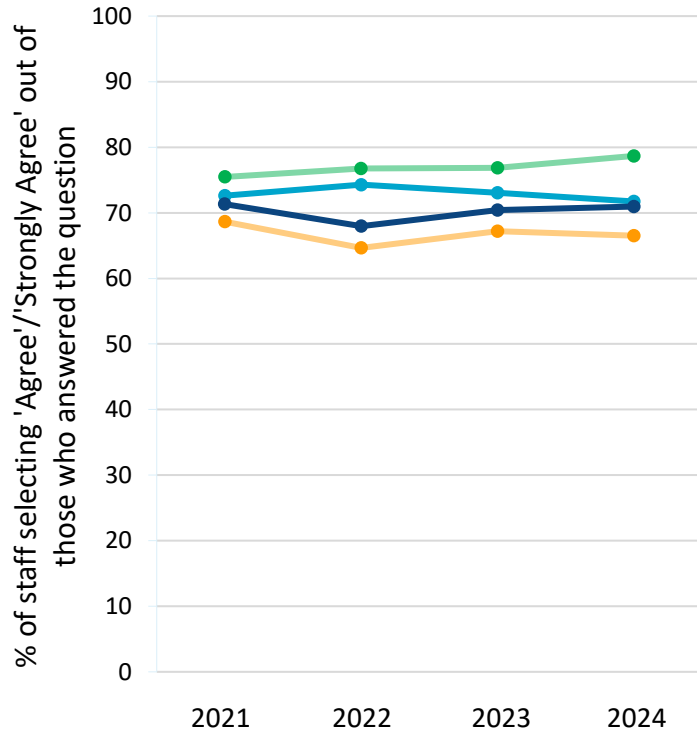
2020 2021 2022 2023 2024

Your org	71.00%	71.73%	69.30%	71.48%	72.29%
Best result	75.92%	79.34%	79.96%	79.63%	79.75%
Average result	72.45%	71.73%	73.77%	73.01%	72.29%
Worst result	68.82%	67.46%	66.99%	67.54%	67.78%

Responses 2706 2836 2364 2976 3339

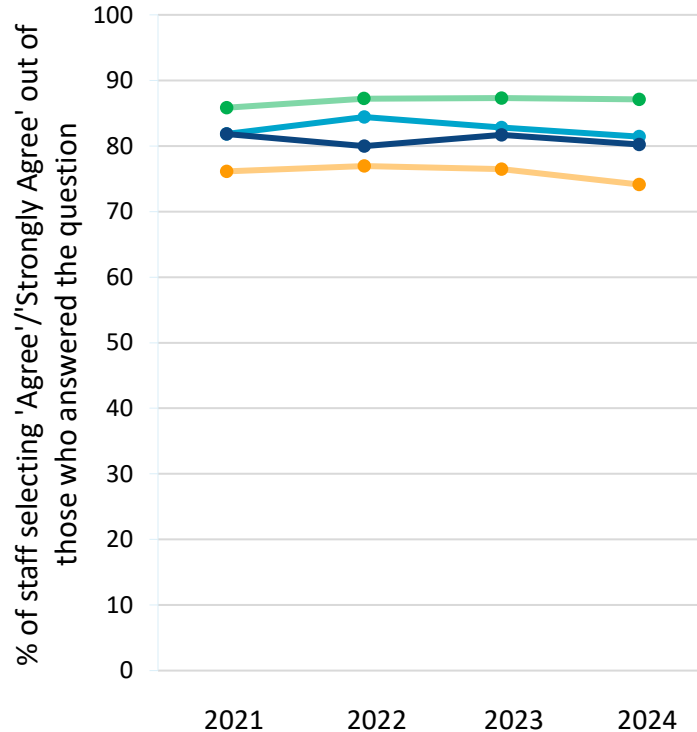


Q7d Team members understand each other's roles.



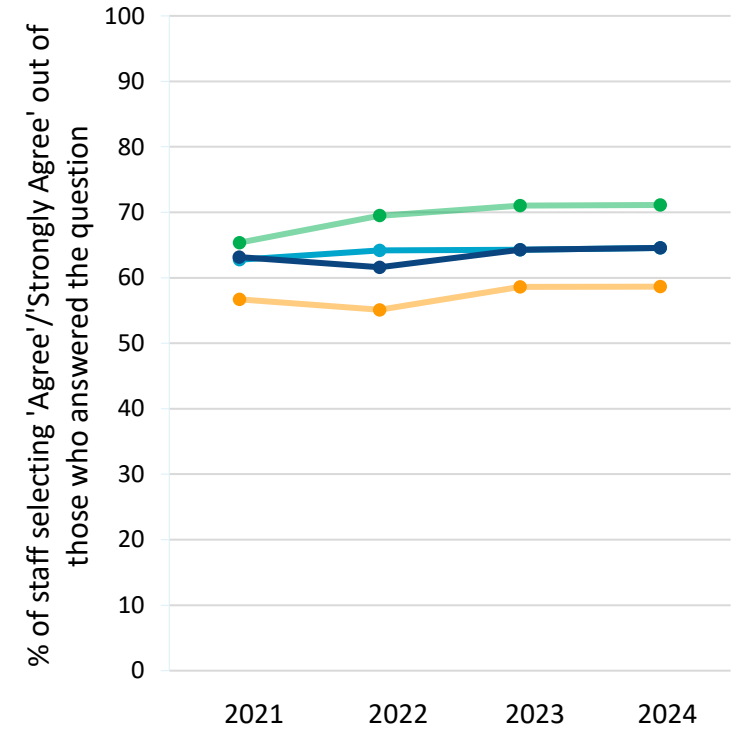
	2021	2022	2023	2024
<b>Your org</b>	71.32%	67.97%	70.43%	70.98%
<b>Best result</b>	75.47%	76.76%	76.86%	78.68%
<b>Average result</b>	72.62%	74.30%	73.06%	71.73%
<b>Worst result</b>	68.64%	64.65%	67.19%	66.51%
Responses	2828	2361	2976	3342

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	81.83%	79.98%	81.72%	80.26%
<b>Best result</b>	85.84%	87.21%	87.31%	87.12%
<b>Average result</b>	81.83%	84.42%	82.80%	81.43%
<b>Worst result</b>	76.16%	76.94%	76.49%	74.13%
Responses	2838	2369	2976	3340

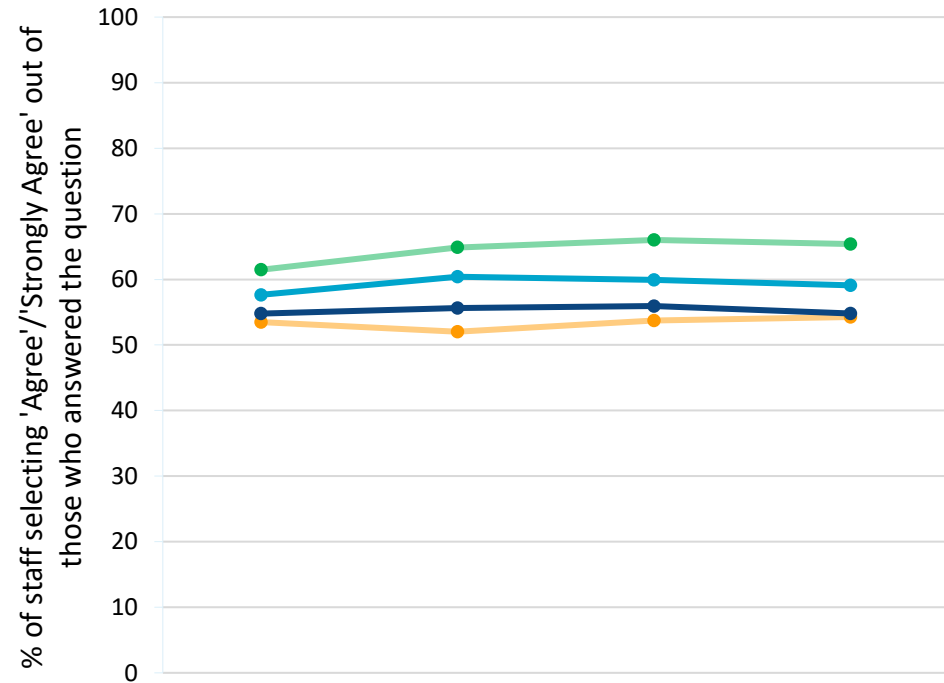
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	63.15%	61.61%	64.26%	64.56%
<b>Best result</b>	65.37%	69.49%	71.05%	71.12%
<b>Average result</b>	62.76%	64.19%	64.26%	64.56%
<b>Worst result</b>	56.73%	55.12%	58.61%	58.65%
Responses	2832	2361	2976	3328

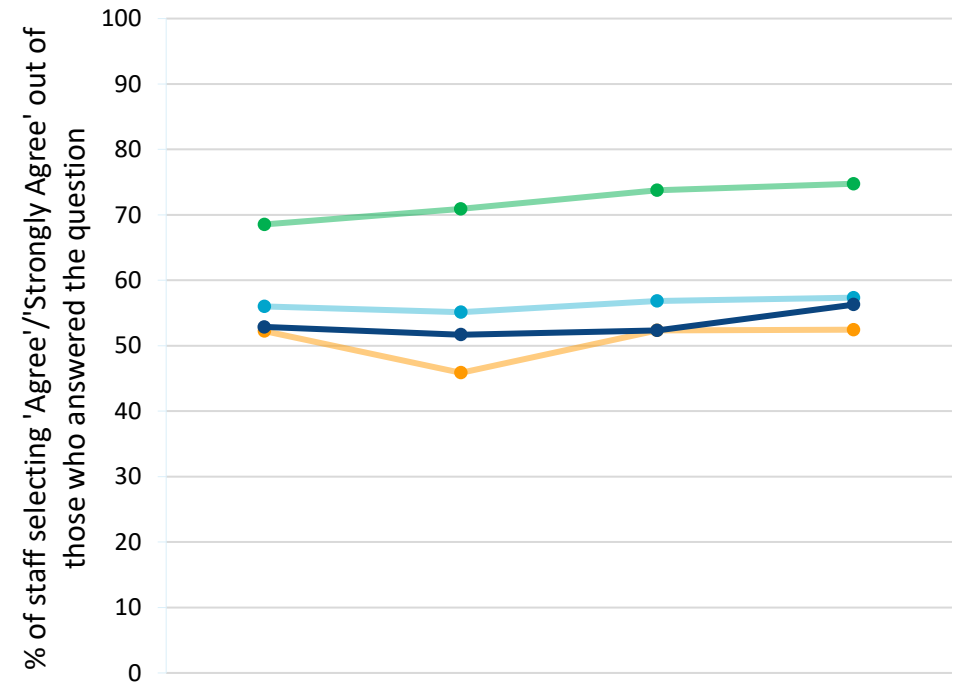


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	54.78%	55.62%	55.94%	54.83%
Best result	61.47%	64.87%	66.02%	65.42%
Average result	57.65%	60.40%	59.93%	59.12%
Worst result	53.51%	52.02%	53.75%	54.26%
Responses	2833	2360	2968	3340

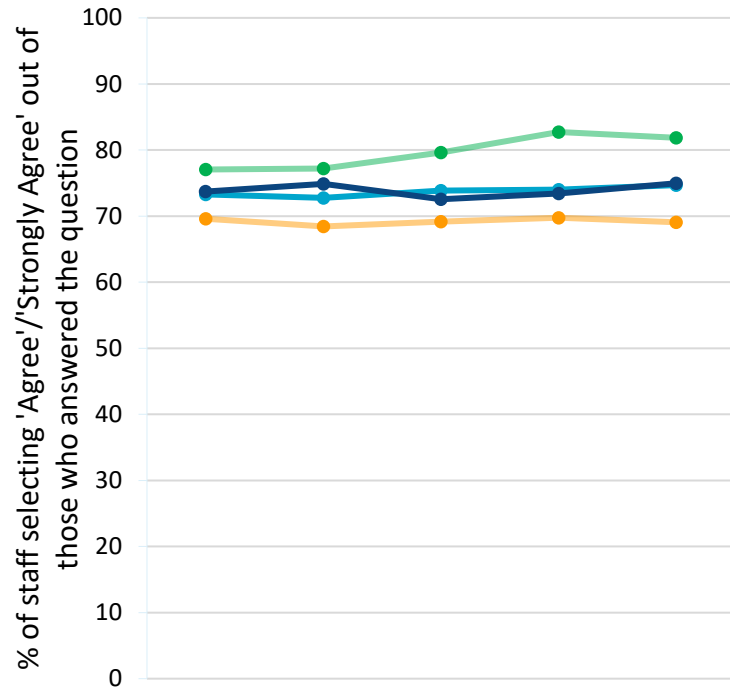
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	52.86%	51.68%	52.35%	56.28%
Best result	68.54%	70.91%	73.77%	74.76%
Average result	56.02%	55.13%	56.86%	57.35%
Worst result	52.26%	45.86%	52.35%	52.45%
Responses	2831	2358	2974	3334



Q9a My immediate manager encourages me at work.

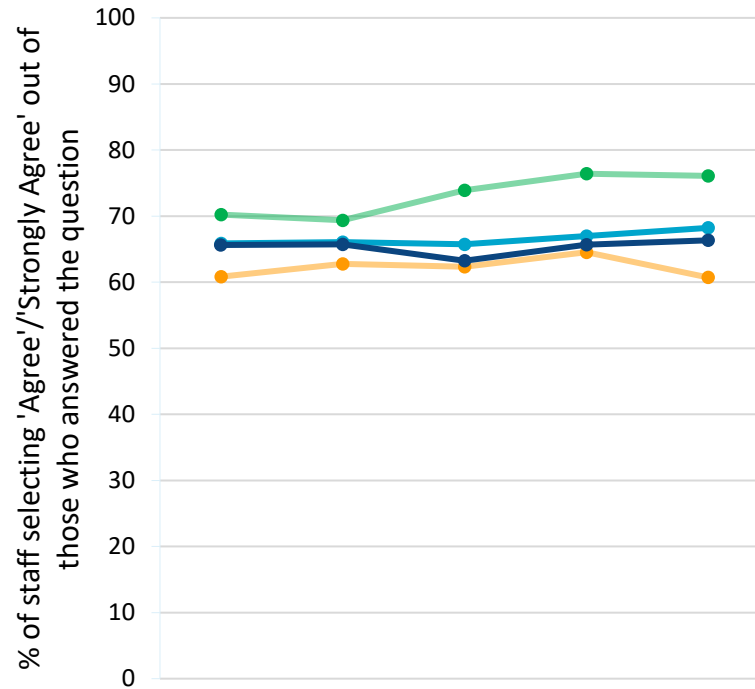


2020 2021 2022 2023 2024

Your org	73.71%	74.89%	72.56%	73.45%	74.97%
Best result	77.05%	77.21%	79.63%	82.73%	81.85%
Average result	73.29%	72.76%	73.85%	74.02%	74.69%
Worst result	69.59%	68.44%	69.18%	69.76%	69.05%

Responses 2704 2845 2371 2985 3336

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

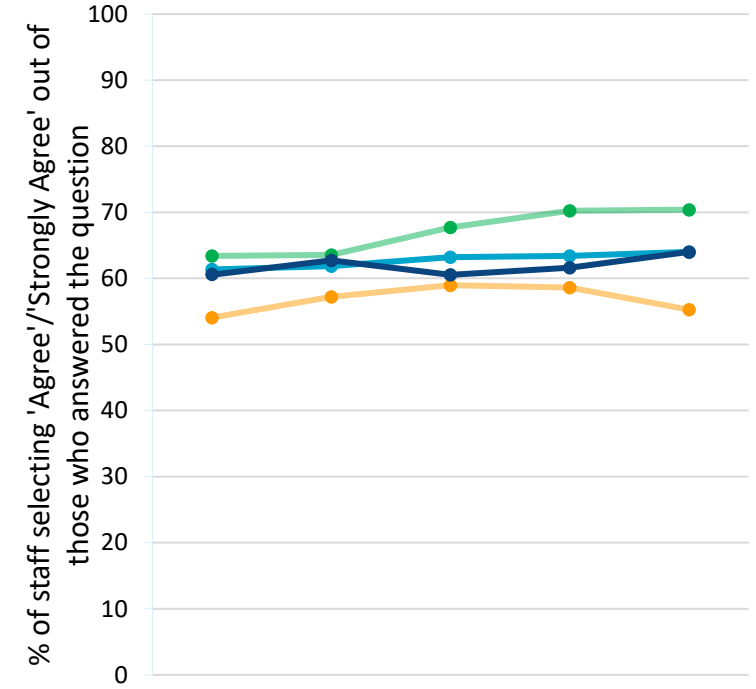


2020 2021 2022 2023 2024

Your org	65.63%	65.74%	63.25%	65.66%	66.34%
Best result	70.23%	69.38%	73.92%	76.41%	76.07%
Average result	65.87%	66.08%	65.74%	66.96%	68.22%
Worst result	60.82%	62.79%	62.35%	64.53%	60.72%

Responses 2697 2844 2376 2982 3342

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



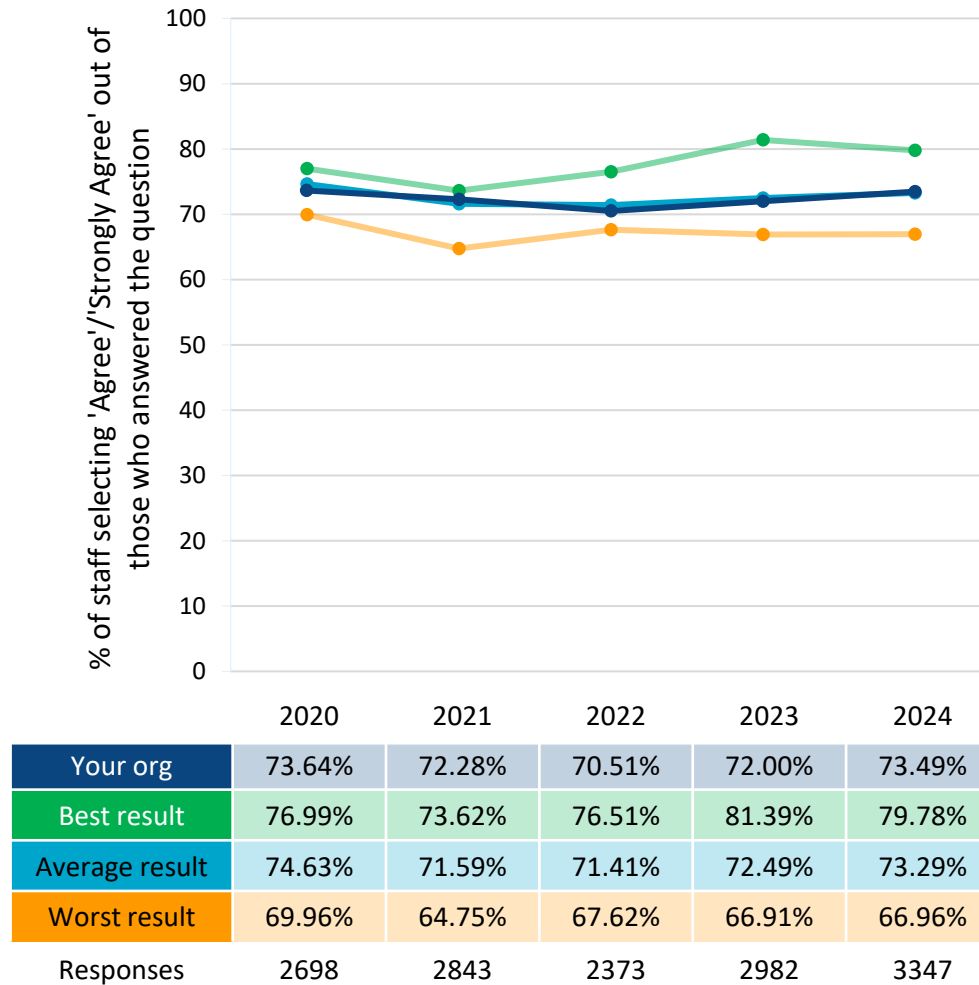
2020 2021 2022 2023 2024

Your org	60.56%	62.75%	60.54%	61.63%	64.01%
Best result	63.41%	63.54%	67.71%	70.25%	70.41%
Average result	61.36%	61.85%	63.22%	63.41%	64.01%
Worst result	54.08%	57.22%	58.97%	58.63%	55.26%

Responses 2695 2839 2371 2985 3335



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

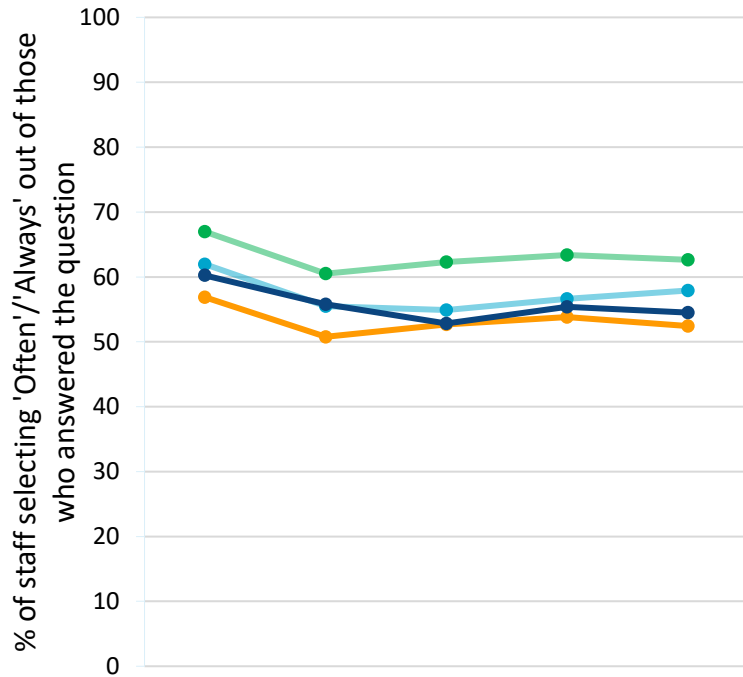
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



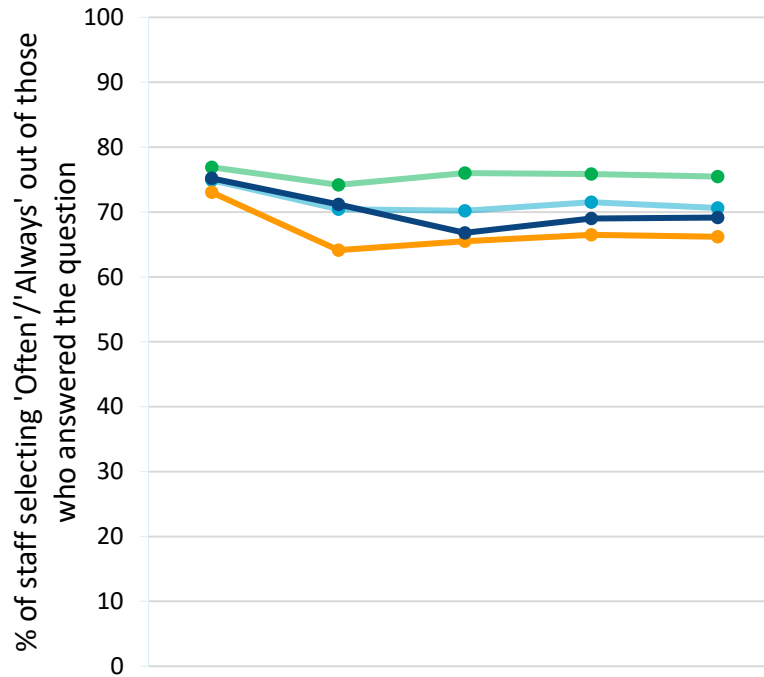


Q2a I look forward to going to work.



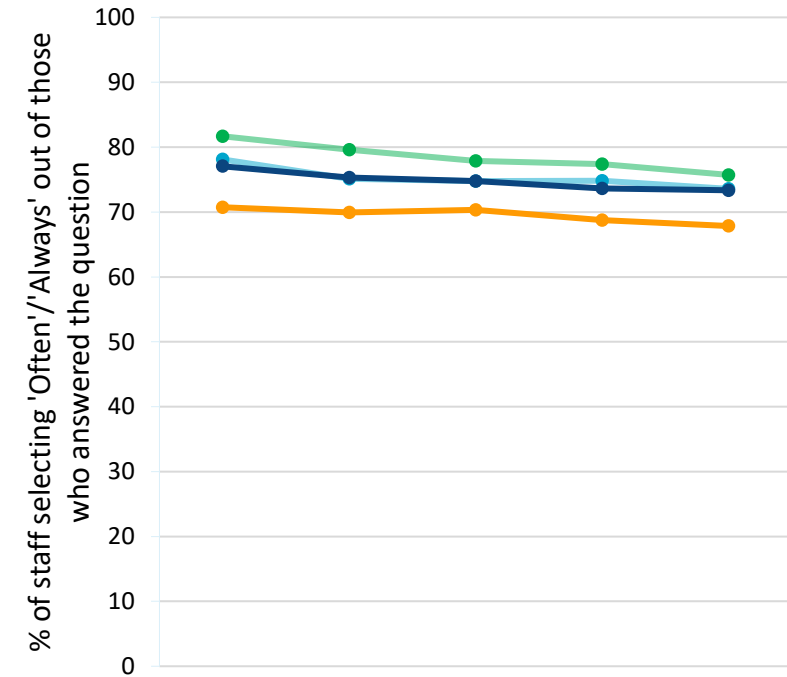
	2020	2021	2022	2023	2024
<b>Your org</b>	60.23%	55.78%	52.83%	55.40%	54.50%
<b>Best result</b>	66.97%	60.50%	62.29%	63.38%	62.66%
<b>Average result</b>	61.96%	55.47%	54.90%	56.61%	57.92%
<b>Worst result</b>	56.87%	50.78%	52.66%	53.82%	52.45%
Responses	2700	2840	2374	2974	3329

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	75.18%	71.19%	66.80%	69.00%	69.13%
<b>Best result</b>	76.90%	74.18%	76.02%	75.84%	75.46%
<b>Average result</b>	74.90%	70.42%	70.19%	71.49%	70.63%
<b>Worst result</b>	73.03%	64.13%	65.50%	66.48%	66.17%
Responses	2684	2823	2358	2957	3317

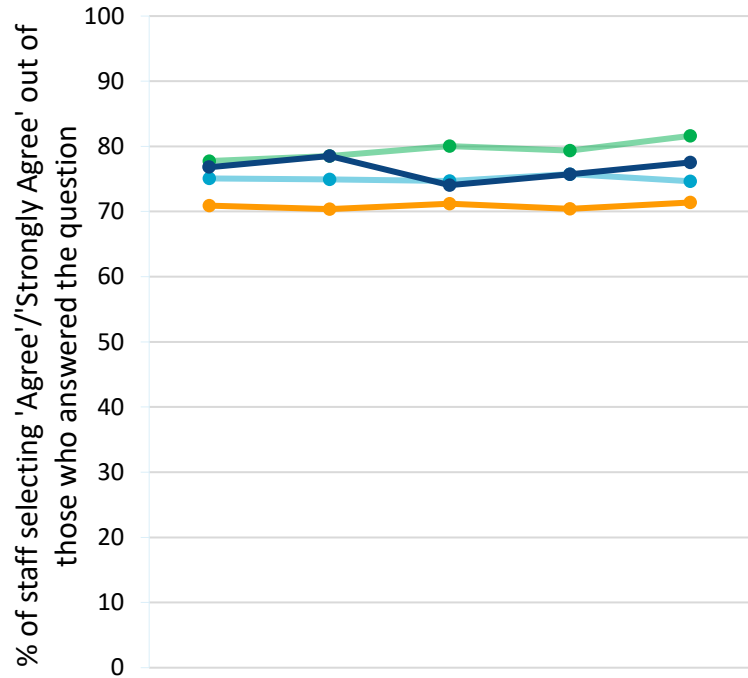
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	77.04%	75.31%	74.76%	73.66%	73.35%
<b>Best result</b>	81.67%	79.61%	77.87%	77.39%	75.72%
<b>Average result</b>	78.10%	75.10%	74.76%	74.82%	73.58%
<b>Worst result</b>	70.74%	69.95%	70.32%	68.77%	67.85%
Responses	2681	2822	2355	2961	3308

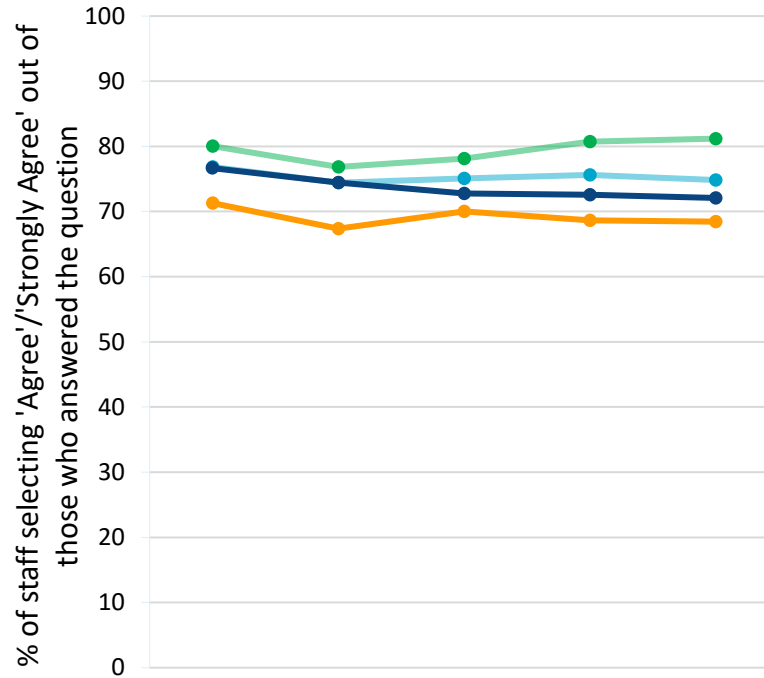


Q3c There are frequent opportunities for me to show initiative in my role.



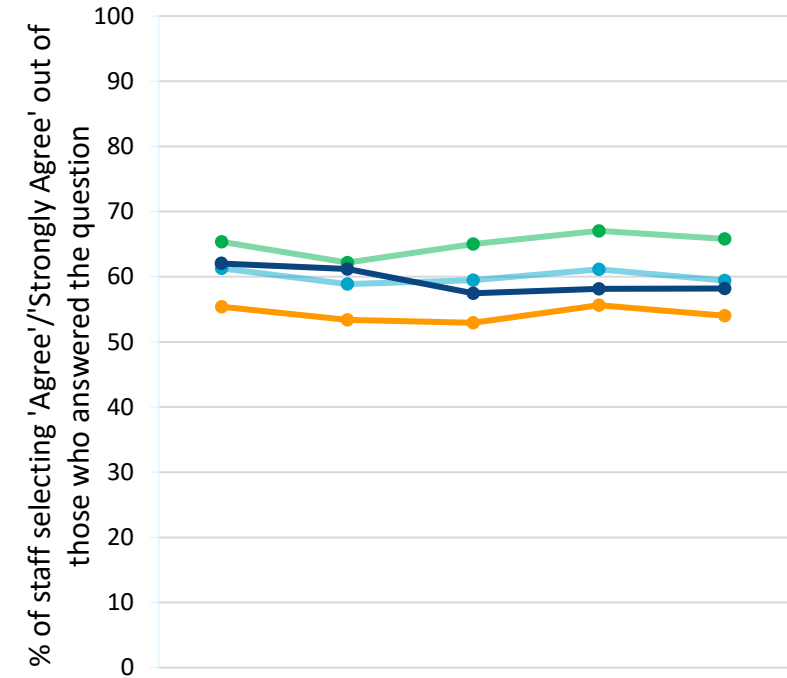
	2020	2021	2022	2023	2024
<b>Your org</b>	76.82%	78.52%	74.05%	75.74%	77.56%
<b>Best result</b>	77.75%	78.52%	80.02%	79.36%	81.61%
<b>Average result</b>	75.08%	74.92%	74.69%	75.74%	74.65%
<b>Worst result</b>	70.90%	70.37%	71.20%	70.41%	71.39%
Responses	2705	2835	2370	2976	3331

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



	2020	2021	2022	2023	2024
<b>Your org</b>	76.66%	74.44%	72.80%	72.55%	72.09%
<b>Best result</b>	80.05%	76.84%	78.11%	80.72%	81.19%
<b>Average result</b>	76.84%	74.43%	75.08%	75.60%	74.84%
<b>Worst result</b>	71.29%	67.37%	70.00%	68.63%	68.43%
Responses	2700	2831	2365	2977	3338

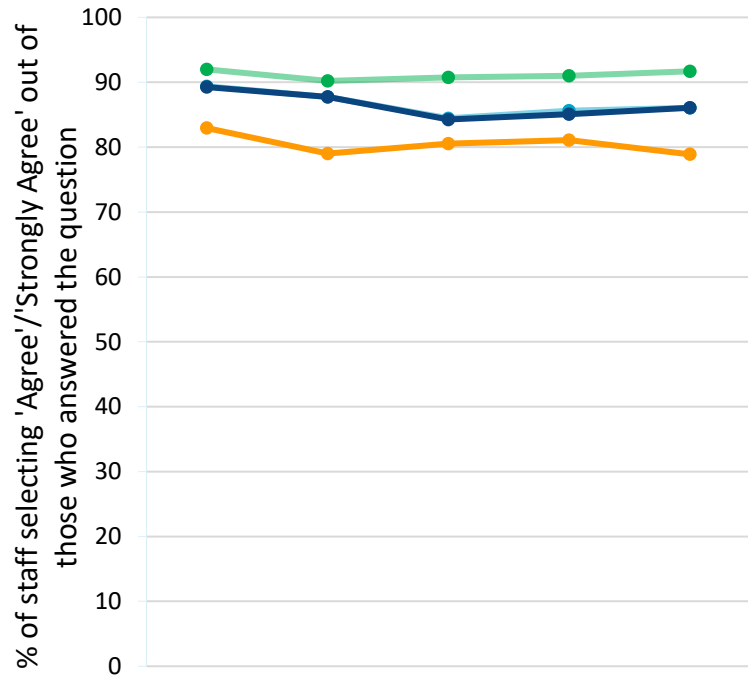
Q3f I am able to make improvements happen in my area of work.



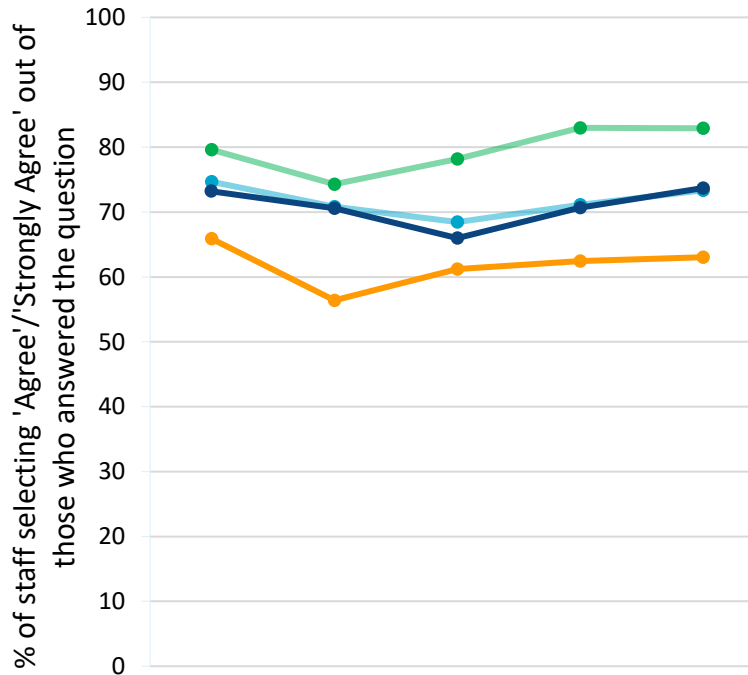
	2020	2021	2022	2023	2024
<b>Your org</b>	62.02%	61.17%	57.46%	58.12%	58.18%
<b>Best result</b>	65.37%	62.16%	65.02%	67.04%	65.81%
<b>Average result</b>	61.29%	58.87%	59.48%	61.12%	59.43%
<b>Worst result</b>	55.41%	53.38%	52.93%	55.62%	54.03%
Responses	2688	2823	2363	2976	3324



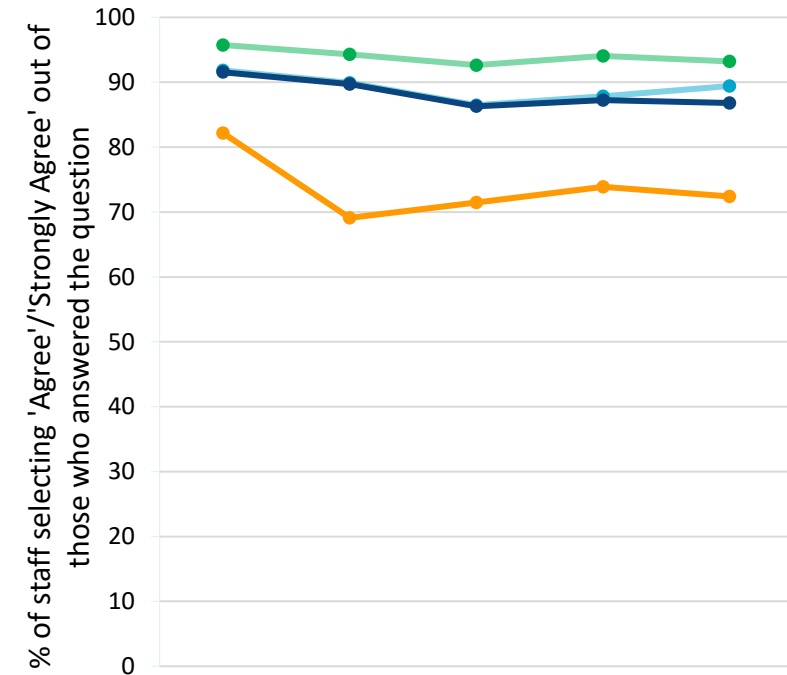
Q25a Care of patients / service users is my organisation's top priority.



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>	89.26%	87.74%	84.26%	85.07%	86.06%
<b>Best result</b>	91.98%	90.20%	90.74%	90.97%	91.69%
<b>Average result</b>	89.38%	87.74%	84.45%	85.64%	86.06%
<b>Worst result</b>	82.94%	79.02%	80.54%	81.07%	78.89%
Responses	2704	2833	2358	2973	3322

	2020	2021	2022	2023	2024
<b>Your org</b>	73.20%	70.58%	65.98%	70.66%	73.70%
<b>Best result</b>	79.60%	74.29%	78.17%	82.98%	82.90%
<b>Average result</b>	74.66%	70.80%	68.45%	71.12%	73.34%
<b>Worst result</b>	65.89%	56.39%	61.22%	62.46%	63.04%
Responses	2697	2829	2355	2971	3326

	2020	2021	2022	2023	2024
<b>Your org</b>	91.54%	89.70%	86.29%	87.25%	86.80%
<b>Best result</b>	95.74%	94.30%	92.64%	94.05%	93.23%
<b>Average result</b>	91.83%	89.92%	86.47%	87.83%	89.44%
<b>Worst result</b>	82.17%	69.10%	71.47%	73.90%	72.39%
Responses	2692	2826	2350	2961	3319

## Theme - Morale



### Questions included:

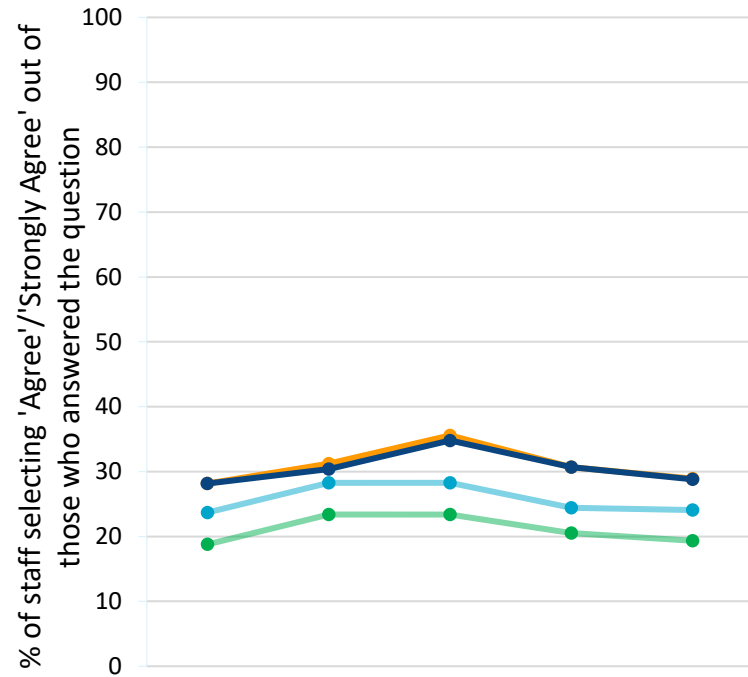
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

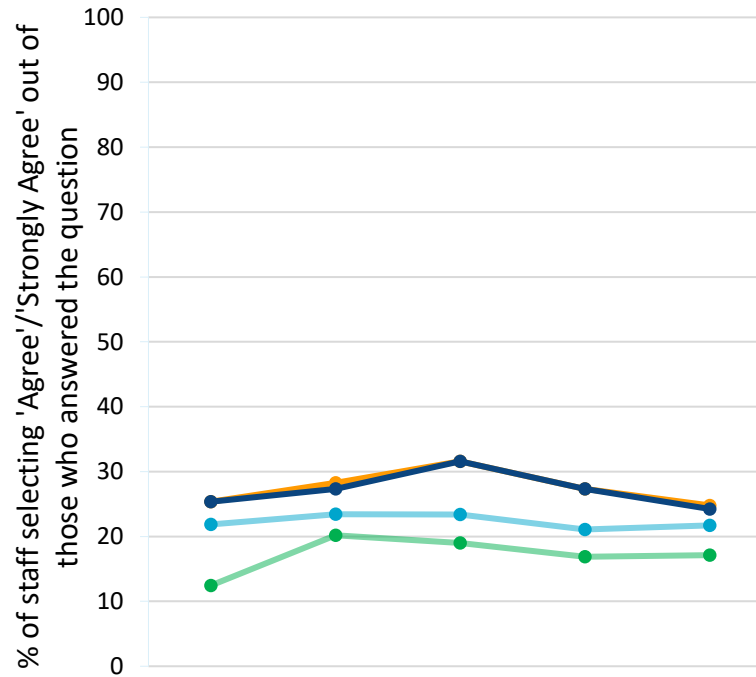


Q26a I often think about leaving this organisation.



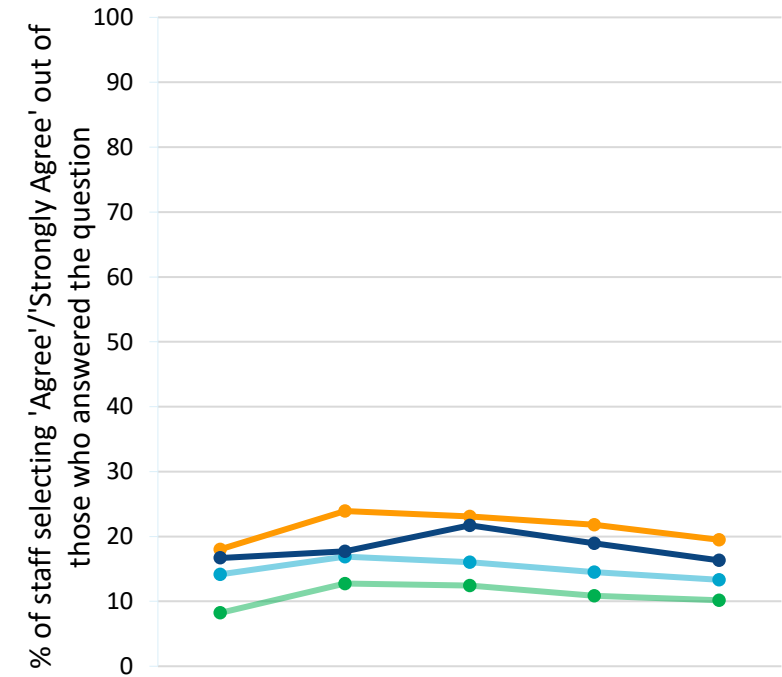
	2020	2021	2022	2023	2024
<b>Your org</b>	28.16%	30.40%	34.80%	30.70%	28.83%
<b>Best result</b>	18.78%	23.36%	23.38%	20.51%	19.33%
<b>Average result</b>	23.69%	28.25%	28.27%	24.40%	24.06%
<b>Worst result</b>	28.16%	31.23%	35.58%	30.70%	28.89%
Responses	2712	2840	2367	2979	3332

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>	25.35%	27.31%	31.58%	27.31%	24.24%
<b>Best result</b>	12.44%	20.18%	18.97%	16.86%	17.10%
<b>Average result</b>	21.87%	23.42%	23.39%	21.08%	21.70%
<b>Worst result</b>	25.35%	28.28%	31.58%	27.31%	24.79%
Responses	2699	2832	2364	2968	3326

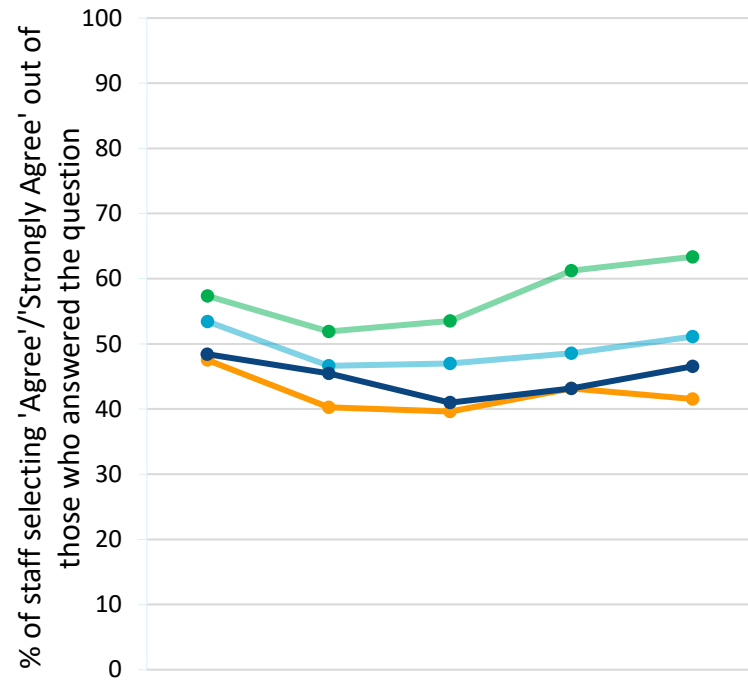
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	16.69%	17.70%	21.72%	18.95%	16.32%
<b>Best result</b>	8.22%	12.75%	12.44%	10.85%	10.17%
<b>Average result</b>	14.17%	16.89%	16.04%	14.50%	13.32%
<b>Worst result</b>	18.02%	23.92%	23.09%	21.80%	19.47%
Responses	2693	2813	2358	2955	3306

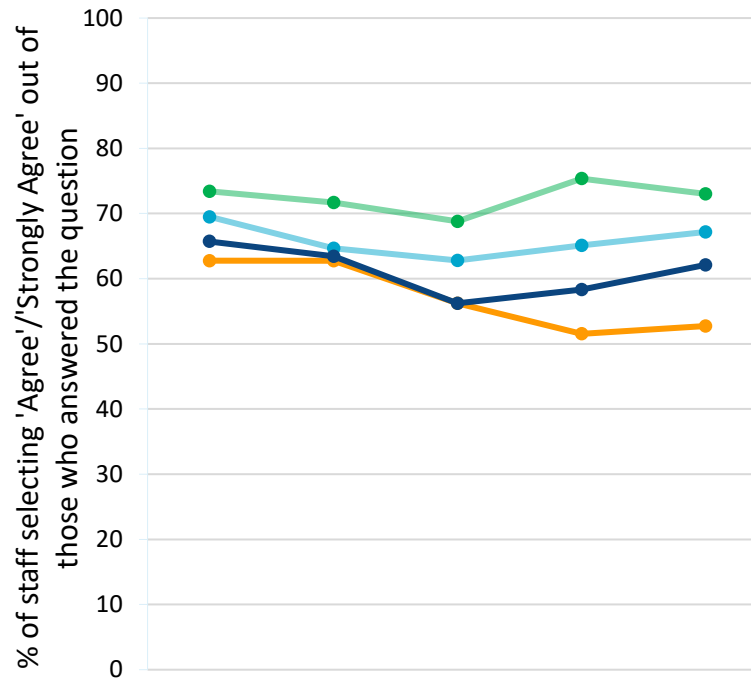


Q3g I am able to meet all the conflicting demands on my time at work.



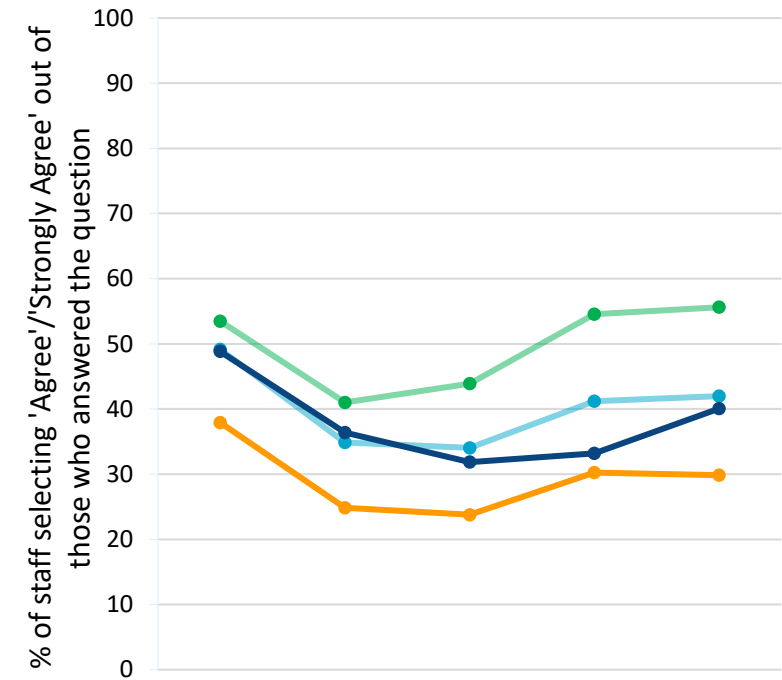
	2020	2021	2022	2023	2024
<b>Your org</b>	48.41%	45.49%	40.98%	43.18%	46.54%
<b>Best result</b>	57.37%	51.90%	53.54%	61.22%	63.36%
<b>Average result</b>	53.43%	46.63%	47.01%	48.57%	51.11%
<b>Worst result</b>	47.51%	40.24%	39.61%	43.18%	41.53%
Responses	2695	2829	2362	2974	3328

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



	2020	2021	2022	2023	2024
<b>Your org</b>	65.70%	63.43%	56.22%	58.35%	62.13%
<b>Best result</b>	73.41%	71.71%	68.80%	75.36%	73.02%
<b>Average result</b>	69.50%	64.66%	62.80%	65.11%	67.16%
<b>Worst result</b>	62.77%	62.74%	56.22%	51.54%	52.74%
Responses	2697	2827	2368	2968	3330

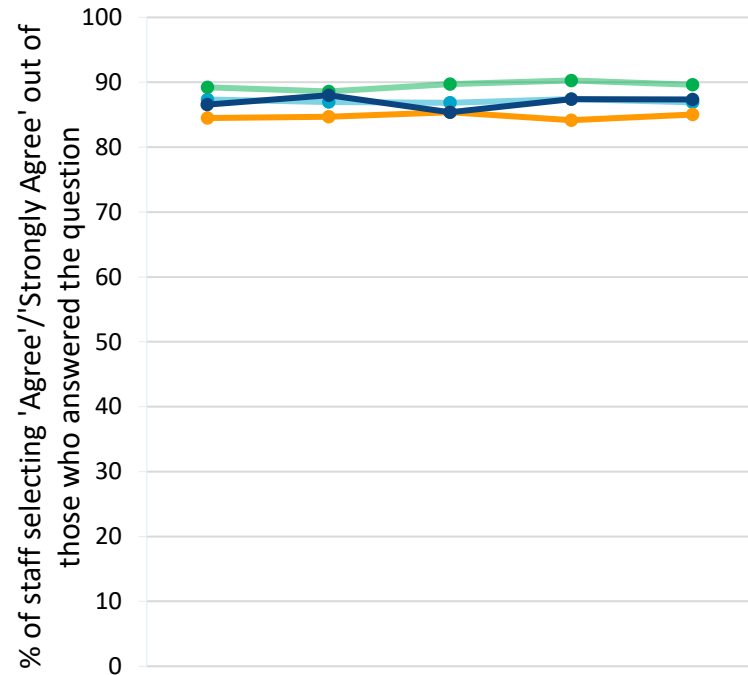
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	48.81%	36.37%	31.85%	33.18%	40.07%
<b>Best result</b>	53.48%	41.01%	43.90%	54.57%	55.62%
<b>Average result</b>	49.15%	34.86%	34.05%	41.18%	41.96%
<b>Worst result</b>	37.92%	24.86%	23.79%	30.23%	29.84%
Responses	2696	2837	2370	2986	3338

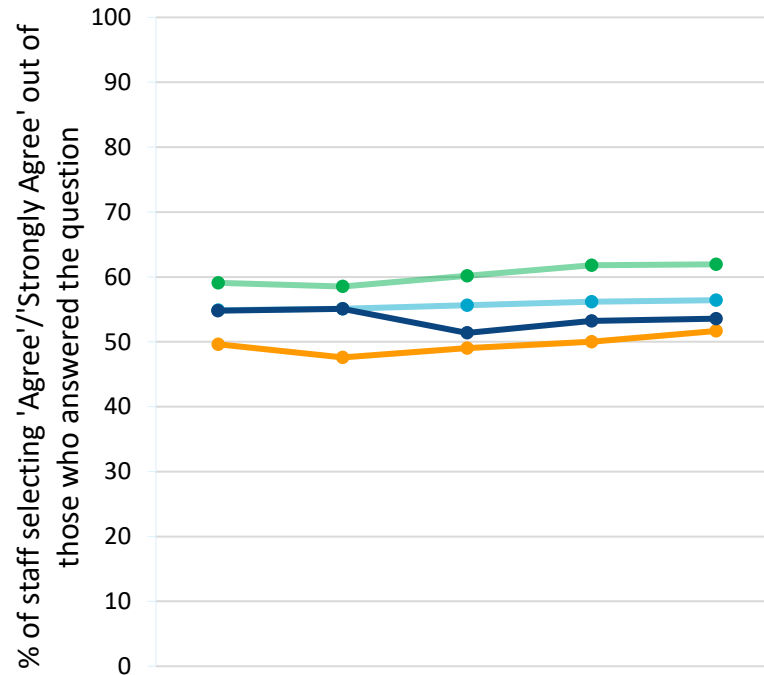


Q3a I always know what my work responsibilities are.



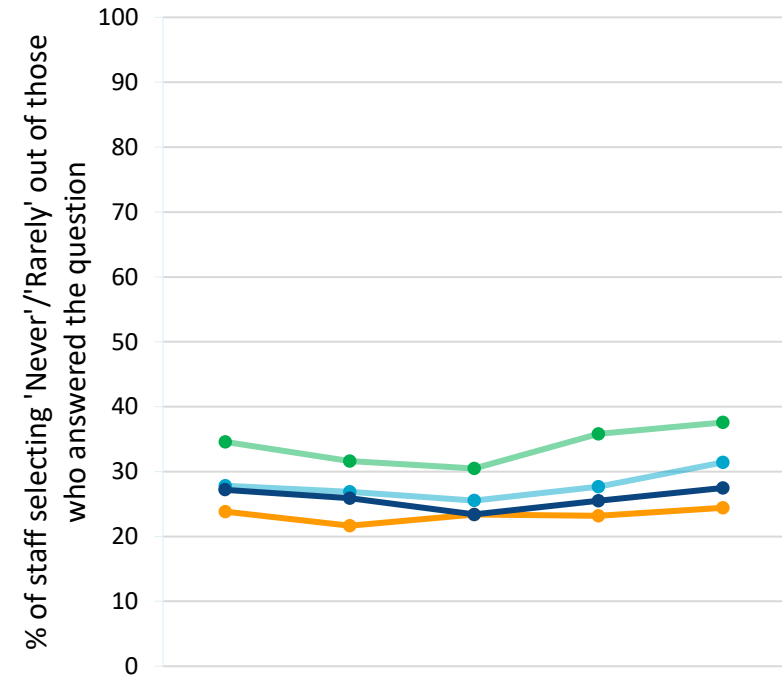
	2020	2021	2022	2023	2024
<b>Your org</b>	86.55%	88.00%	85.38%	87.41%	87.33%
<b>Best result</b>	89.24%	88.59%	89.72%	90.28%	89.59%
<b>Average result</b>	87.37%	86.96%	86.83%	87.41%	86.91%
<b>Worst result</b>	84.48%	84.70%	85.38%	84.15%	85.05%
Responses	2677	2849	2377	2996	3349

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



	2020	2021	2022	2023	2024
<b>Your org</b>	54.79%	55.08%	51.37%	53.21%	53.58%
<b>Best result</b>	59.07%	58.52%	60.19%	61.80%	61.94%
<b>Average result</b>	54.88%	55.08%	55.64%	56.19%	56.41%
<b>Worst result</b>	49.64%	47.59%	49.00%	50.03%	51.67%
Responses	2700	2833	2370	2984	3325

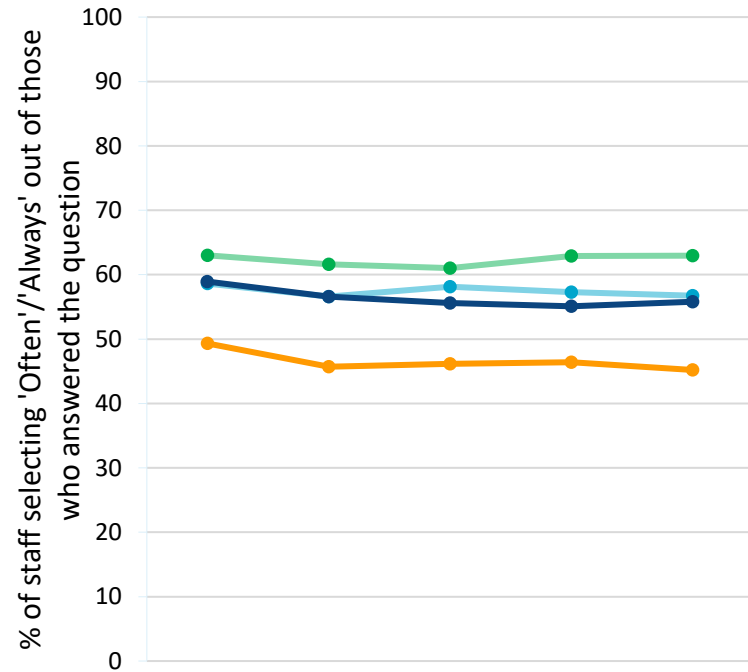
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	27.18%	25.88%	23.40%	25.52%	27.47%
<b>Best result</b>	34.58%	31.62%	30.48%	35.83%	37.58%
<b>Average result</b>	27.80%	26.90%	25.53%	27.67%	31.42%
<b>Worst result</b>	23.84%	21.66%	23.40%	23.19%	24.42%
Responses	2682	2830	2368	2980	3335

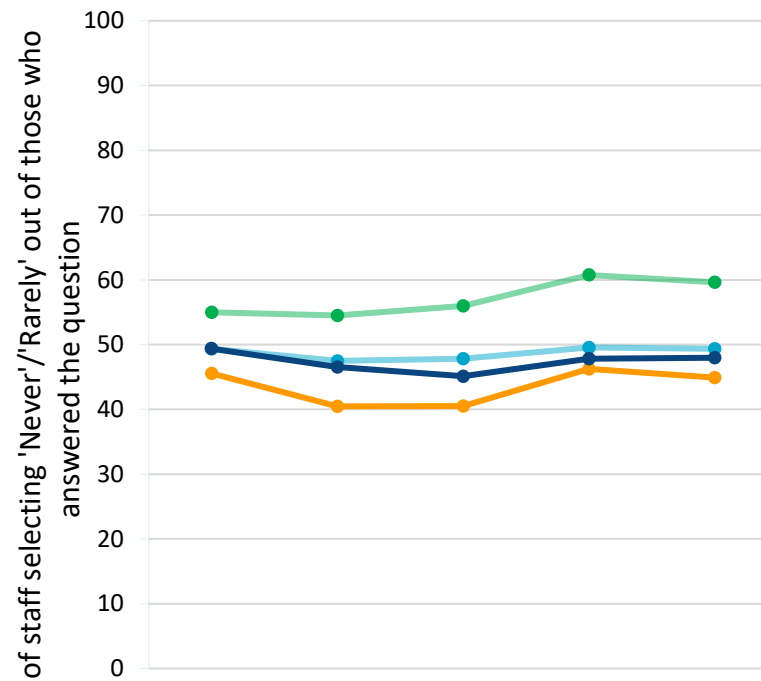


### Q5b I have a choice in deciding how to do my work.



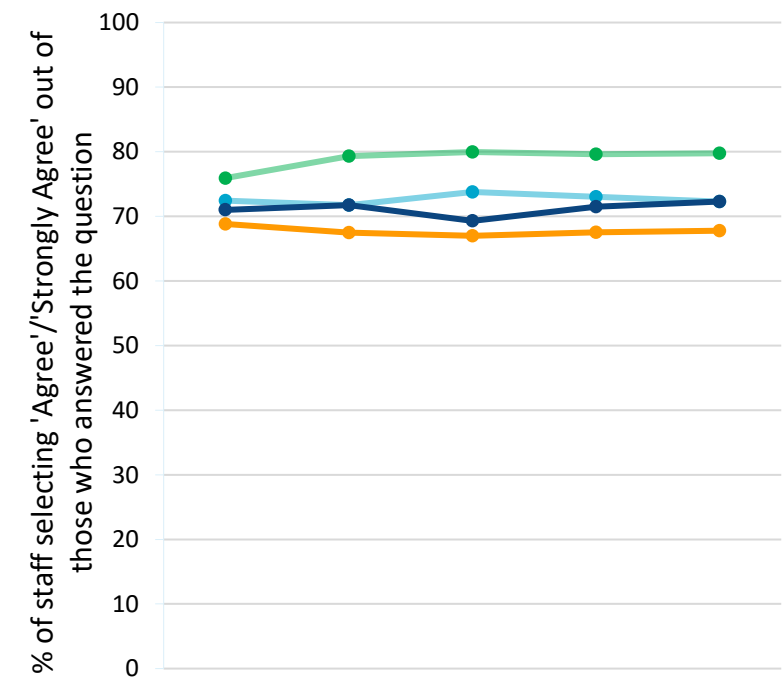
	2020	2021	2022	2023	2024
<b>Your org</b>	58.92%	56.60%	55.61%	55.09%	55.78%
<b>Best result</b>	63.00%	61.59%	61.02%	62.88%	62.97%
<b>Average result</b>	58.61%	56.60%	58.12%	57.27%	56.74%
<b>Worst result</b>	49.32%	45.70%	46.13%	46.39%	45.20%
Responses	2682	2829	2367	2975	3333

### Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	49.37%	46.53%	45.13%	47.84%	47.97%
<b>Best result</b>	54.98%	54.51%	55.96%	60.75%	59.64%
<b>Average result</b>	49.37%	47.50%	47.80%	49.56%	49.33%
<b>Worst result</b>	45.55%	40.47%	40.52%	46.26%	44.93%
Responses	2683	2827	2364	2974	3326

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

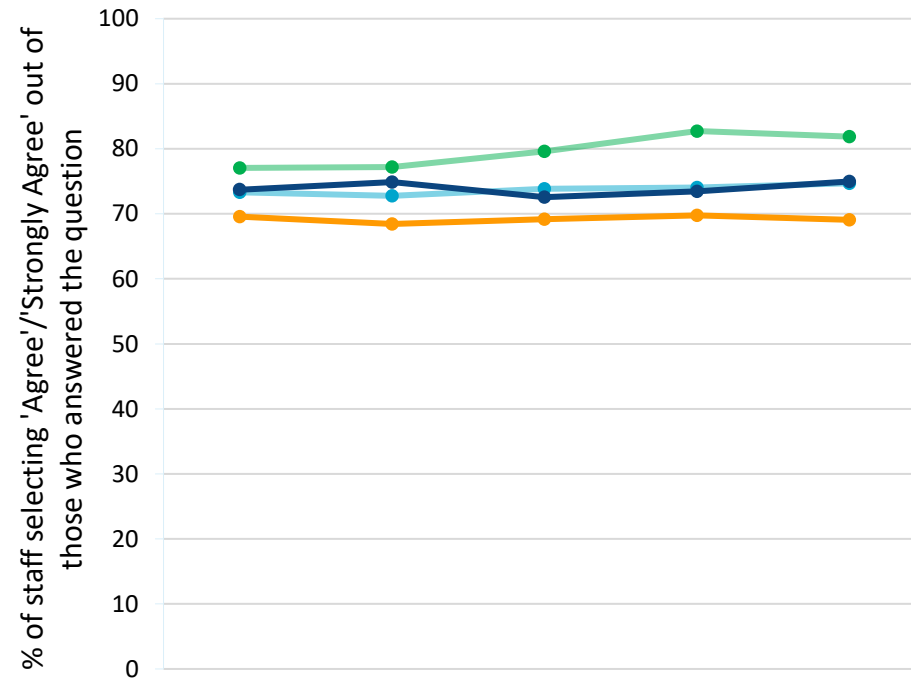


	2020	2021	2022	2023	2024
<b>Your org</b>	71.00%	71.73%	69.30%	71.48%	72.29%
<b>Best result</b>	75.92%	79.34%	79.96%	79.63%	79.75%
<b>Average result</b>	72.45%	71.73%	73.77%	73.01%	72.29%
<b>Worst result</b>	68.82%	67.46%	66.99%	67.54%	67.78%
Responses	2706	2836	2364	2976	3339





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	73.71%	74.89%	72.56%	73.45%	74.97%
Best result	77.05%	77.21%	79.63%	82.73%	81.85%
Average result	73.29%	72.76%	73.85%	74.02%	74.69%
Worst result	69.59%	68.44%	69.18%	69.76%	69.05%
Responses	2704	2845	2371	2985	3336

## Questions not linked to People Promise elements or themes

Questions included:\*

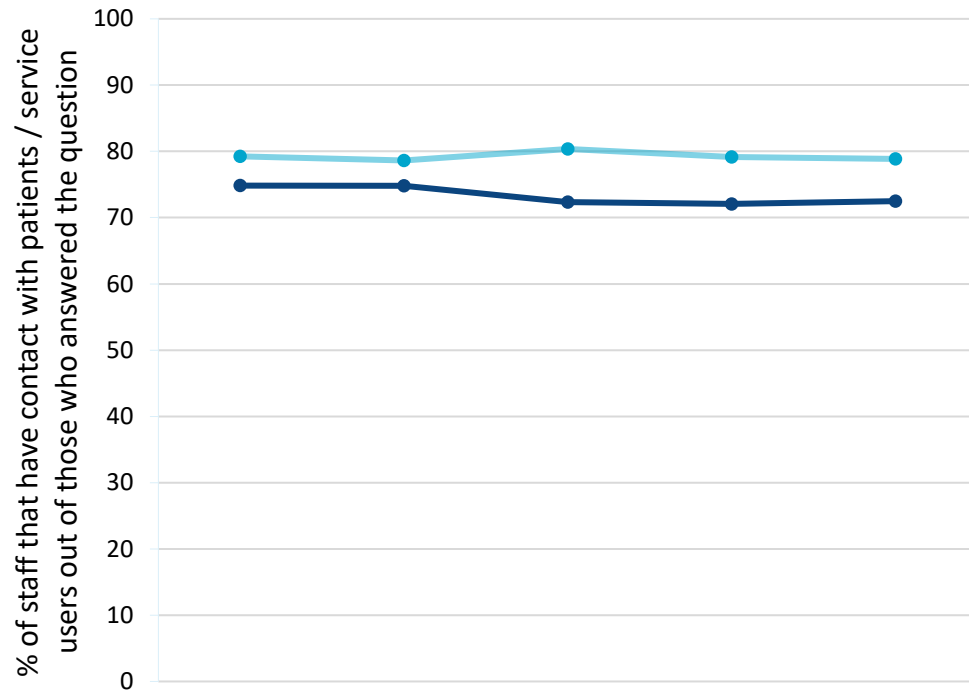
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

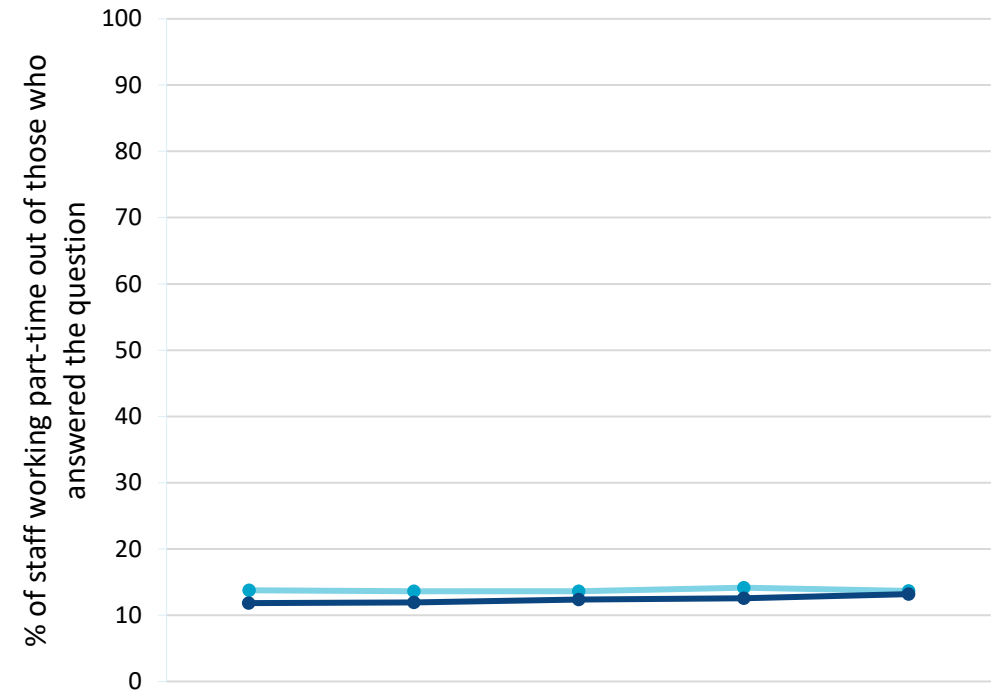


2020 2021 2022 2023 2024

Your org	74.83%	74.81%	72.33%	72.07%	72.46%
Average	79.23%	78.63%	80.36%	79.13%	78.85%

Responses 2706 2834 2367 2965 3330

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



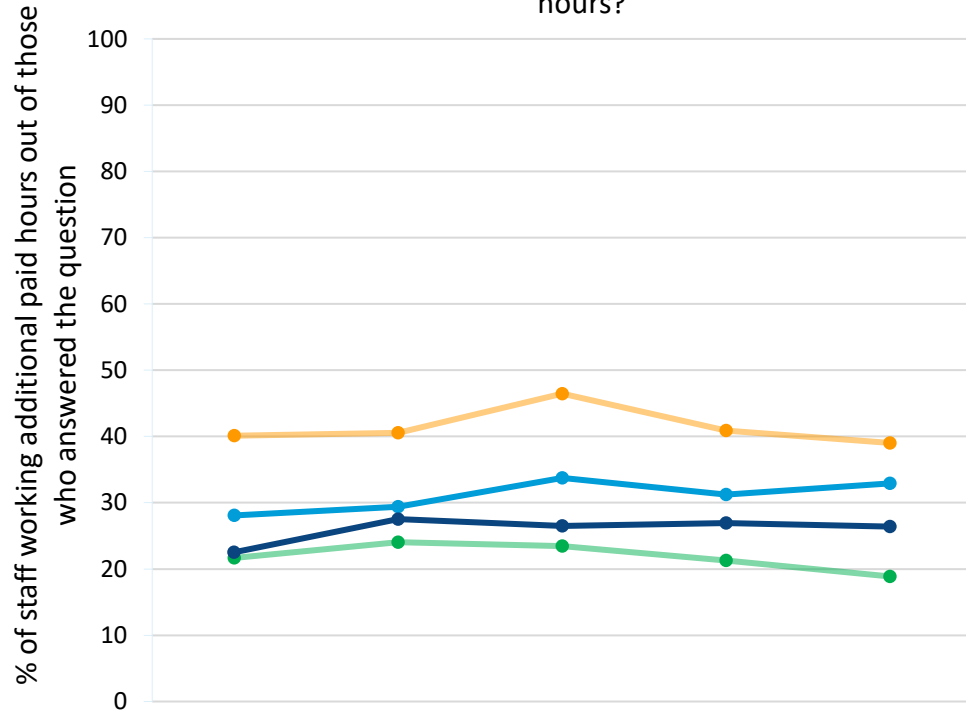
2020 2021 2022 2023 2024

Your org	11.82%	11.94%	12.35%	12.55%	13.18%
Average	13.77%	13.61%	13.64%	14.15%	13.64%

Responses 2512 2654 2187 2742 3089



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

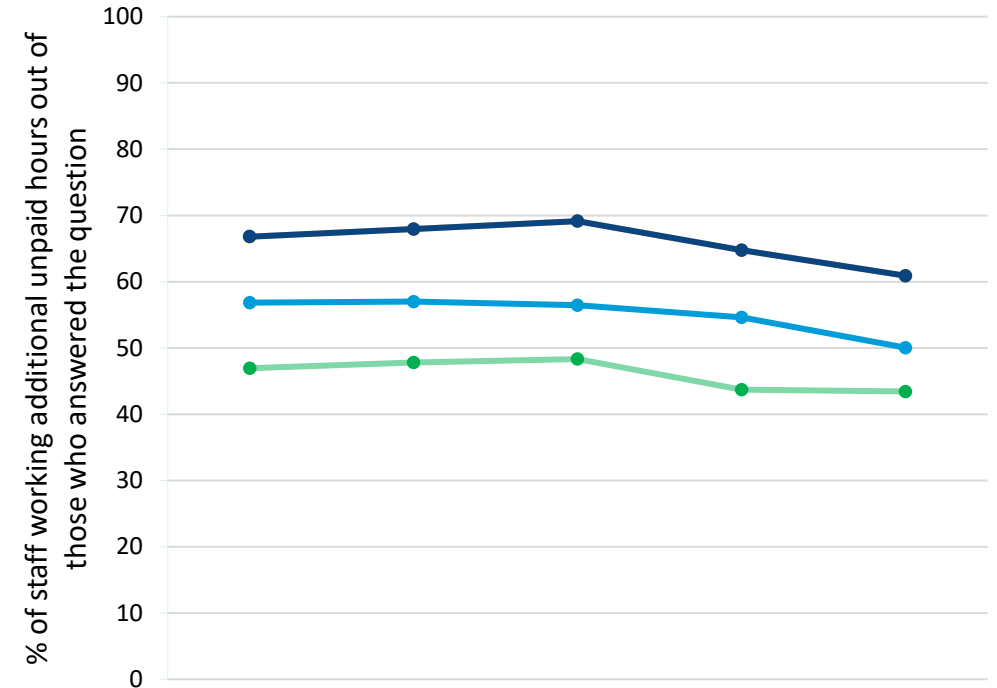


2020 2021 2022 2023 2024

Your org	22.52%	27.53%	26.48%	26.92%	26.41%
Lowest	21.66%	24.05%	23.46%	21.27%	18.87%
Average	28.08%	29.39%	33.74%	31.21%	32.93%
Highest	40.13%	40.57%	46.46%	40.89%	39.02%

Responses 2623 2747 2298 2886 3231

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



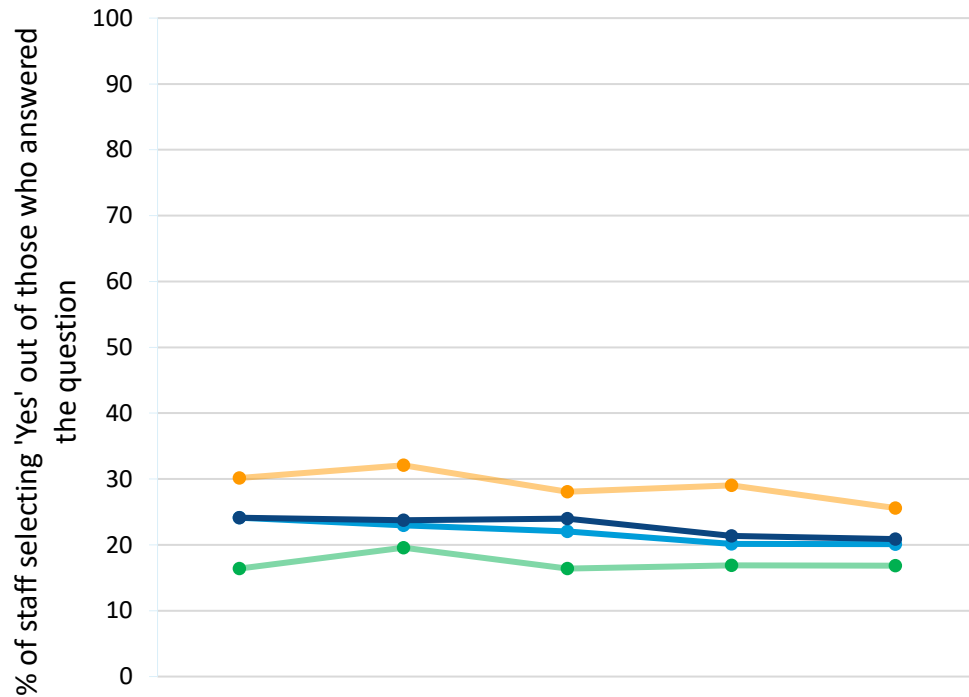
2020 2021 2022 2023 2024

Your org	66.80%	67.95%	69.14%	64.78%	60.90%
Lowest	46.96%	47.79%	48.32%	43.69%	43.44%
Average	56.83%	57.00%	56.45%	54.63%	50.04%
Highest	66.80%	67.95%	69.14%	64.78%	60.90%

Responses 2647 2780 2300 2899 3240

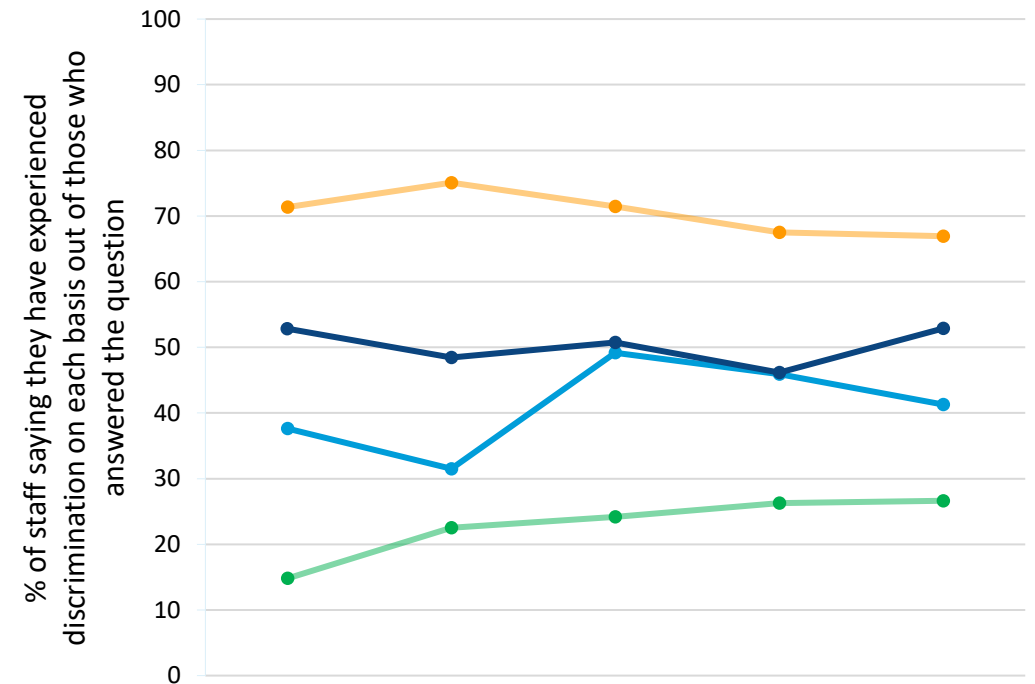


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	24.12%	23.72%	23.97%	21.37%	20.88%
<b>Best result</b>	16.43%	19.58%	16.40%	16.89%	16.86%
<b>Average result</b>	24.12%	22.97%	22.03%	20.13%	20.11%
<b>Worst result</b>	30.18%	32.08%	28.08%	29.04%	25.59%
Responses	1072	1389	1281	1607	1742

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

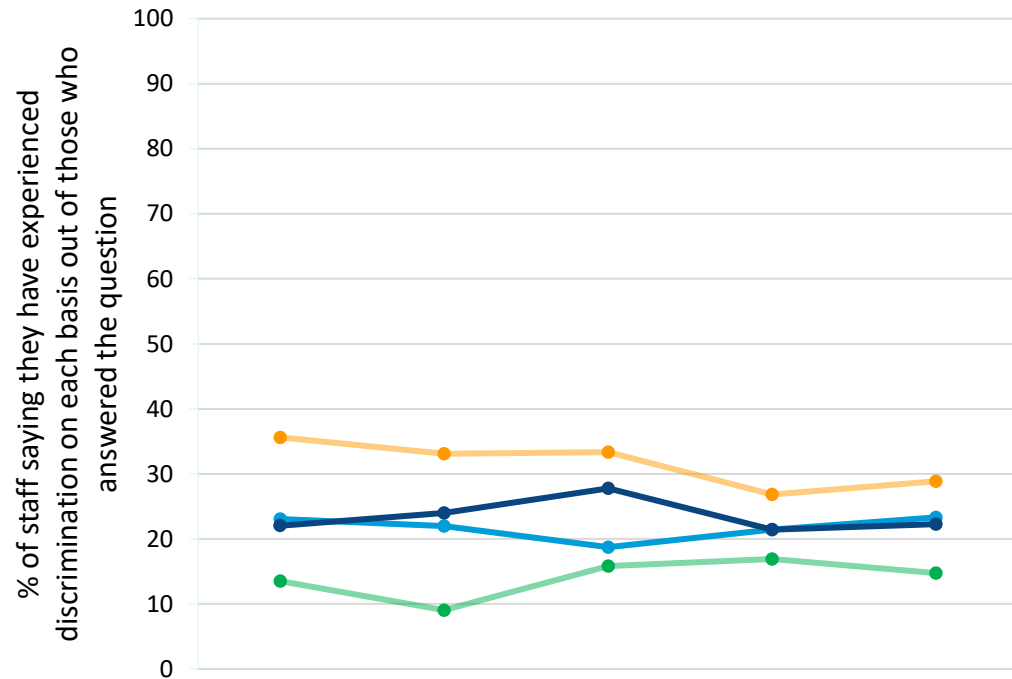


	2020	2021	2022	2023	2024
<b>Your org</b>	52.83%	48.46%	50.74%	46.15%	52.88%
<b>Best result</b>	14.80%	22.52%	24.15%	26.27%	26.63%
<b>Average result</b>	37.65%	31.50%	49.17%	45.92%	41.28%
<b>Worst result</b>	71.37%	75.08%	71.44%	67.52%	66.93%
Responses	323	356	293	321	393

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



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

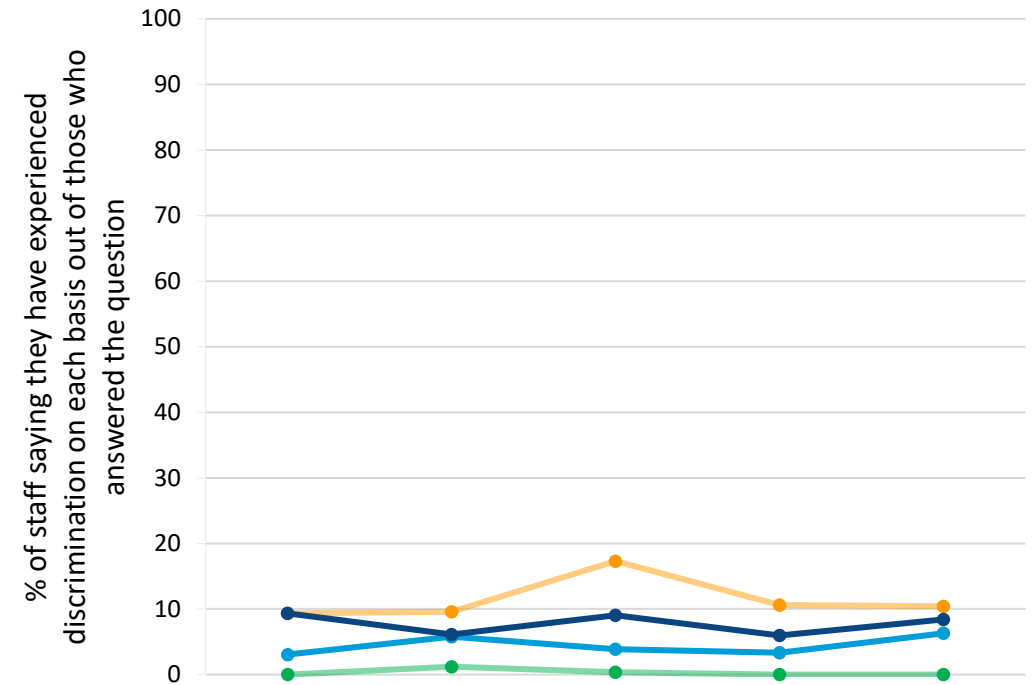


2020 2021 2022 2023 2024

Your org	22.04%	23.98%	27.77%	21.42%	22.28%
Best result	13.53%	9.04%	15.81%	16.91%	14.75%
Average result	23.04%	21.99%	18.73%	21.42%	23.32%
Worst result	35.62%	33.08%	33.36%	26.83%	28.87%

Responses 323 356 293 321 393

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



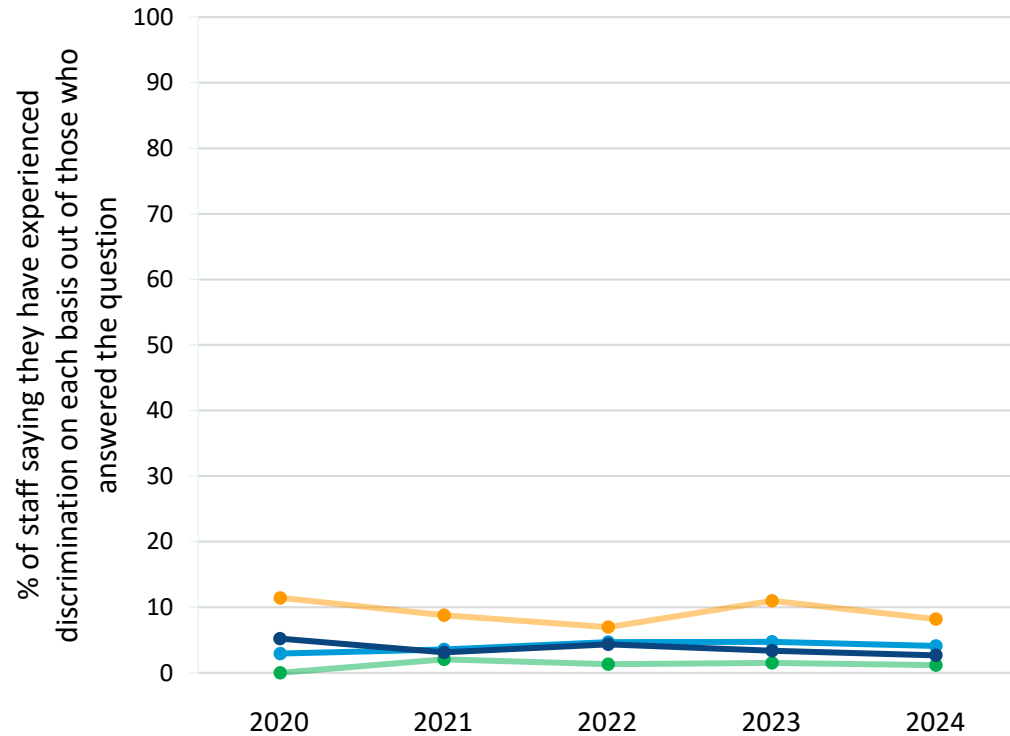
2020 2021 2022 2023 2024

Your org	9.34%	6.11%	9.07%	5.97%	8.40%
Best result	0.00%	1.21%	0.38%	0.00%	0.00%
Average result	3.06%	5.77%	3.86%	3.32%	6.30%
Worst result	9.34%	9.60%	17.31%	10.63%	10.42%

Responses 323 356 293 321 393

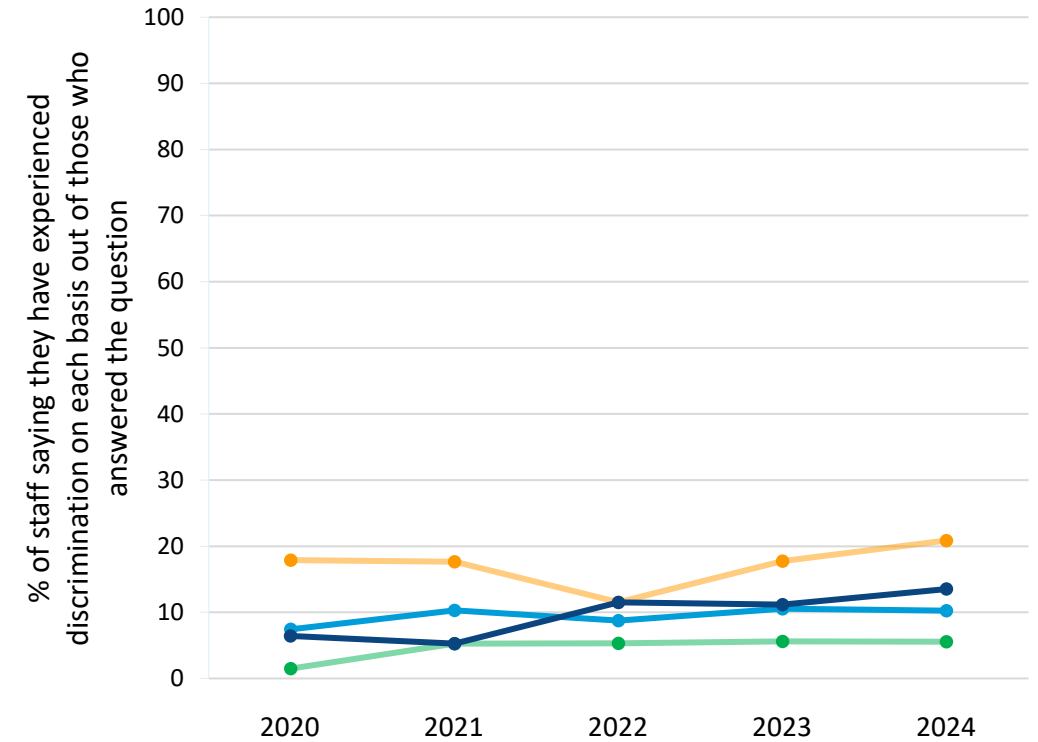


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.22%	3.10%	4.36%	3.35%	2.66%
<b>Best result</b>	0.00%	2.06%	1.30%	1.52%	1.16%
<b>Average result</b>	2.94%	3.56%	4.70%	4.72%	4.08%
<b>Worst result</b>	11.44%	8.78%	6.97%	11.00%	8.22%
Responses	323	356	293	321	393

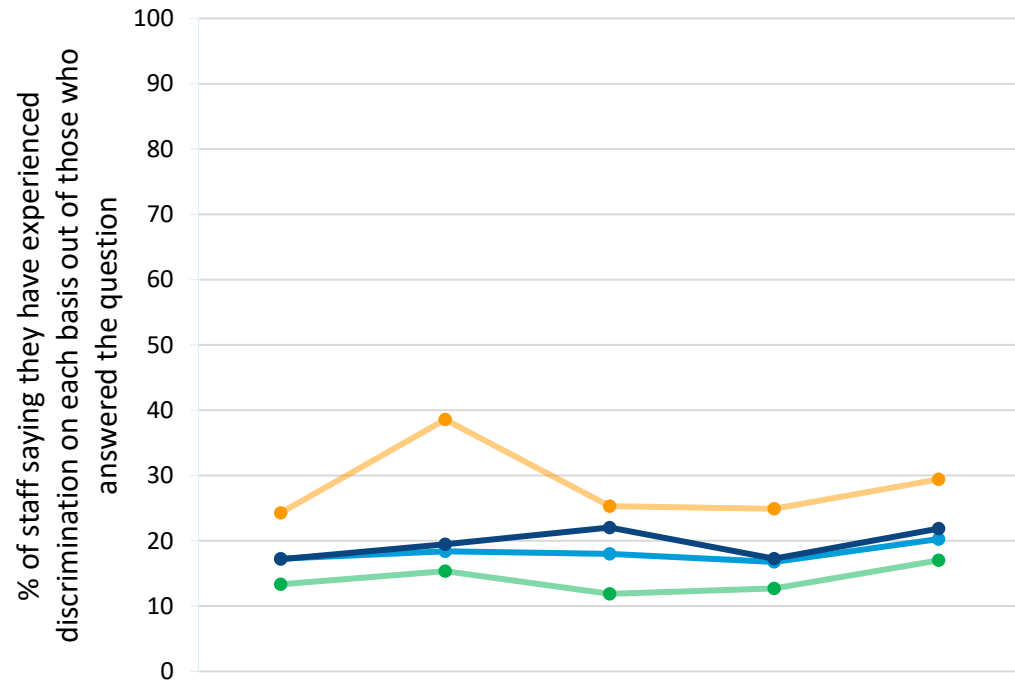
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	6.42%	5.27%	11.53%	11.16%	13.53%
<b>Best result</b>	1.49%	5.27%	5.32%	5.61%	5.54%
<b>Average result</b>	7.43%	10.32%	8.76%	10.56%	10.27%
<b>Worst result</b>	17.88%	17.67%	11.53%	17.77%	20.87%
Responses	323	356	293	321	393



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

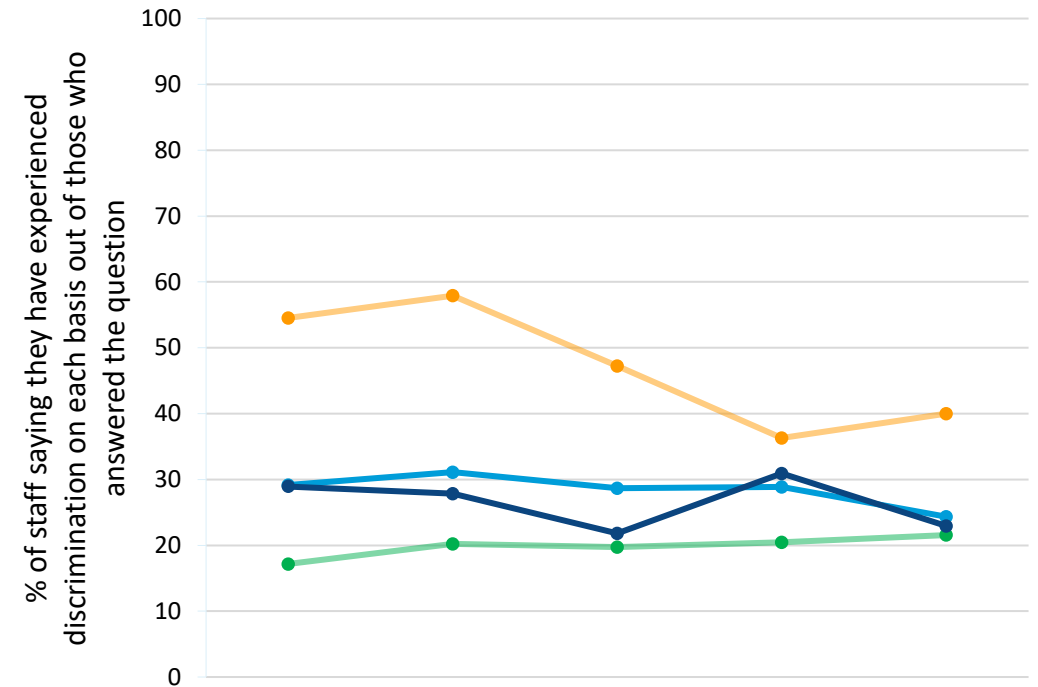


2020 2021 2022 2023 2024

Your org	17.18%	19.47%	22.04%	17.25%	21.89%
Best result	13.32%	15.34%	11.88%	12.70%	17.00%
Average result	17.26%	18.38%	18.00%	16.77%	20.27%
Worst result	24.29%	38.56%	25.30%	24.90%	29.39%

Responses 323 356 293 321 393

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



2020 2021 2022 2023 2024

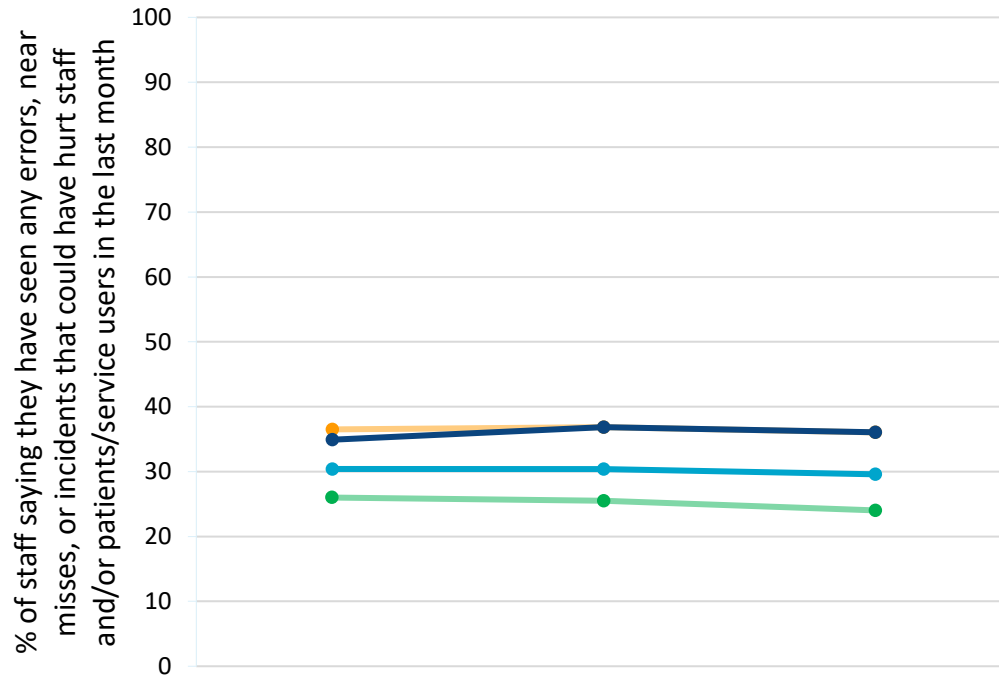
Your org	28.93%	27.86%	21.82%	30.92%	22.94%
Best result	17.18%	20.23%	19.72%	20.46%	21.56%
Average result	29.18%	31.12%	28.69%	28.89%	24.35%
Worst result	54.55%	57.91%	47.25%	36.30%	40.01%

Responses 323 356 293 321 393





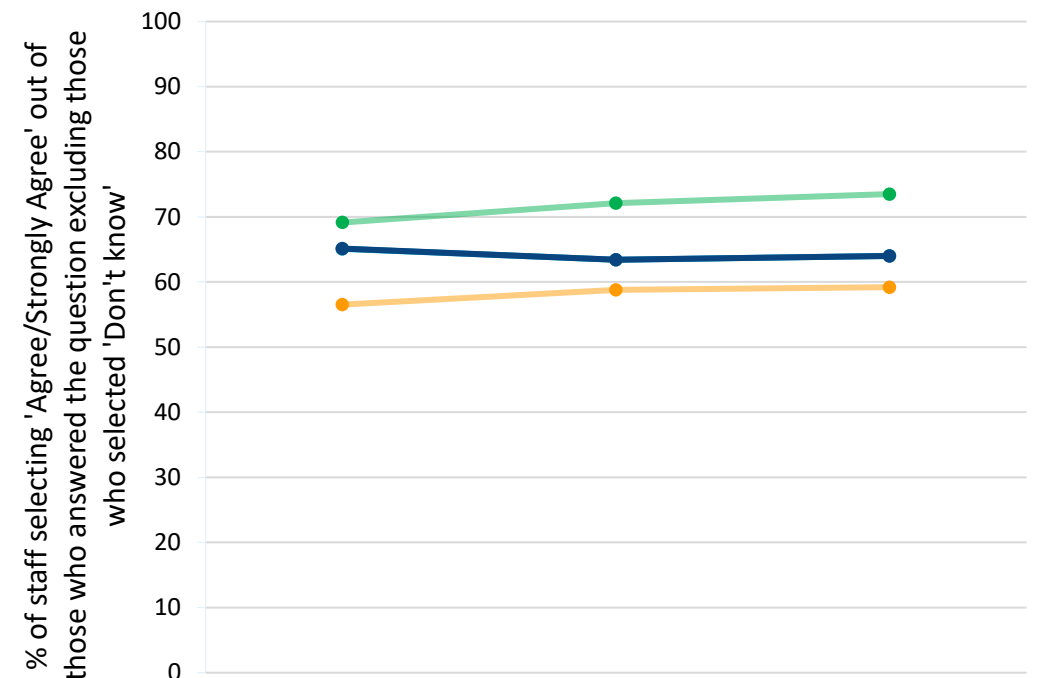
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



	2022	2023	2024
<b>Your org</b>	34.91%	36.85%	36.03%
<b>Best result</b>	26.00%	25.50%	24.02%
<b>Average result</b>	30.40%	30.36%	29.58%
<b>Worst result</b>	36.49%	36.85%	36.03%

Responses 2359 2917 3295

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

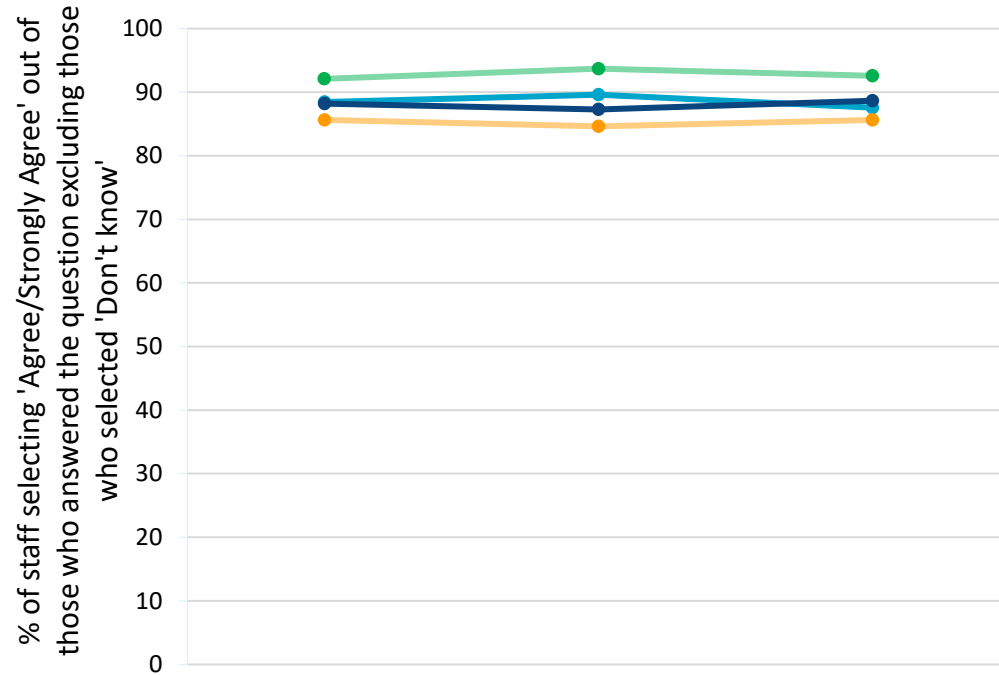


	2022	2023	2024
<b>Your org</b>	65.14%	63.42%	63.98%
<b>Best result</b>	69.14%	72.11%	73.51%
<b>Average result</b>	65.09%	63.42%	63.98%
<b>Worst result</b>	56.53%	58.80%	59.21%

Responses 1818 2325 2638

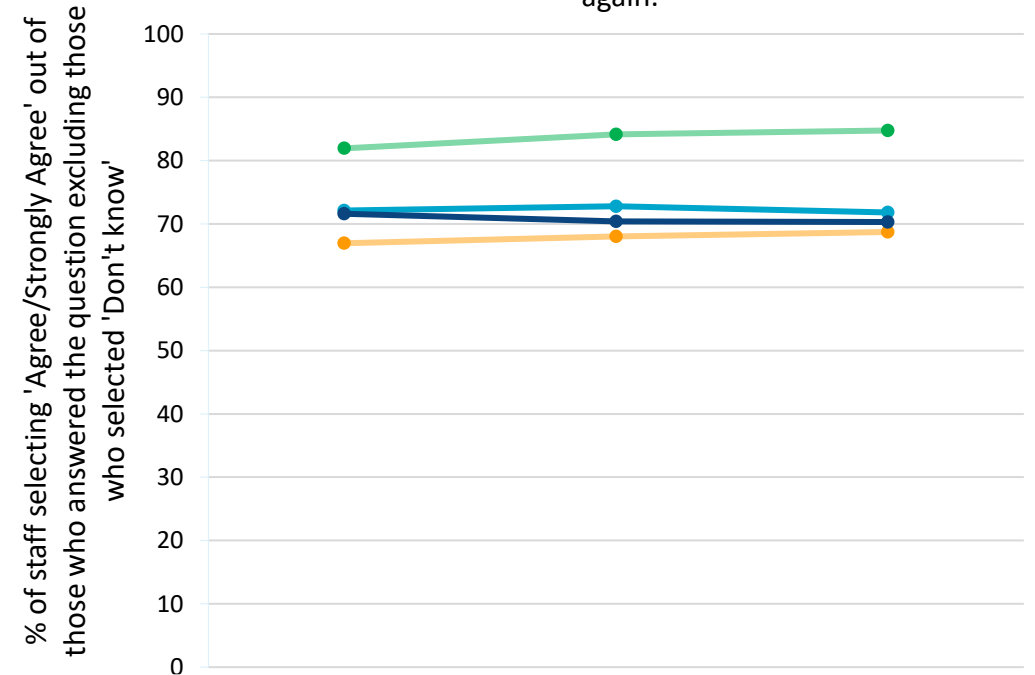


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	88.20%	87.28%	88.65%
<b>Best result</b>	92.09%	93.70%	92.55%
<b>Average result</b>	88.42%	89.60%	87.56%
<b>Worst result</b>	85.64%	84.62%	85.62%
Responses	2292	2892	3212

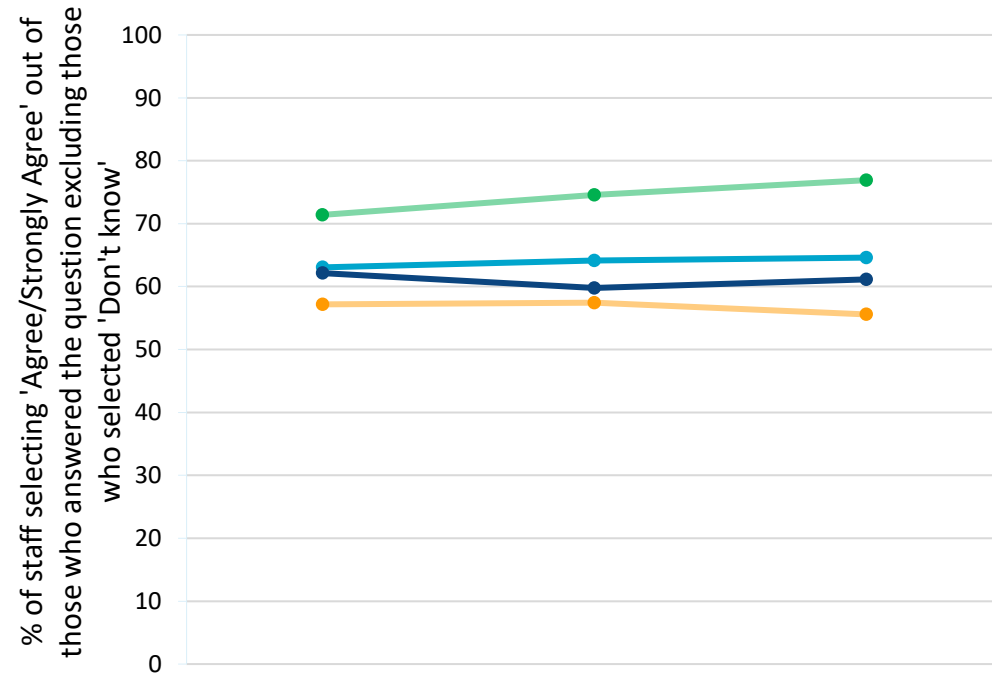
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
<b>Your org</b>	71.60%	70.42%	70.30%
<b>Best result</b>	81.94%	84.14%	84.76%
<b>Average result</b>	72.11%	72.79%	71.81%
<b>Worst result</b>	66.95%	68.02%	68.73%
Responses	2125	2666	3003

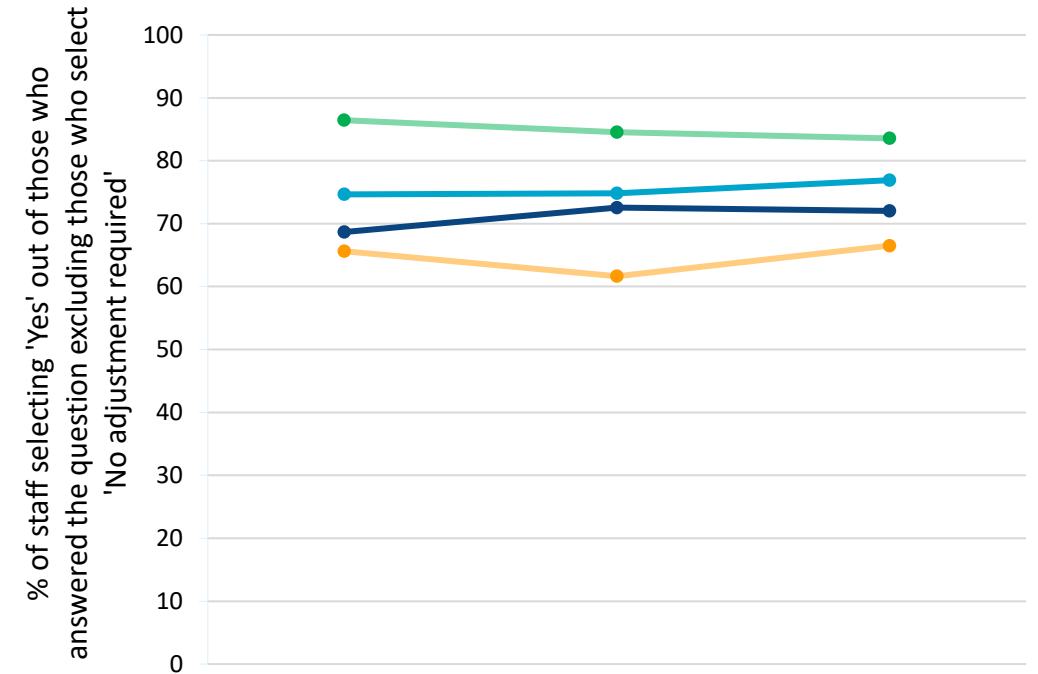


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	62.14%	59.79%	61.14%
Best result	71.40%	74.59%	76.92%
Average result	63.06%	64.17%	64.61%
Worst result	57.16%	57.45%	55.58%
Responses	2129	2694	3011

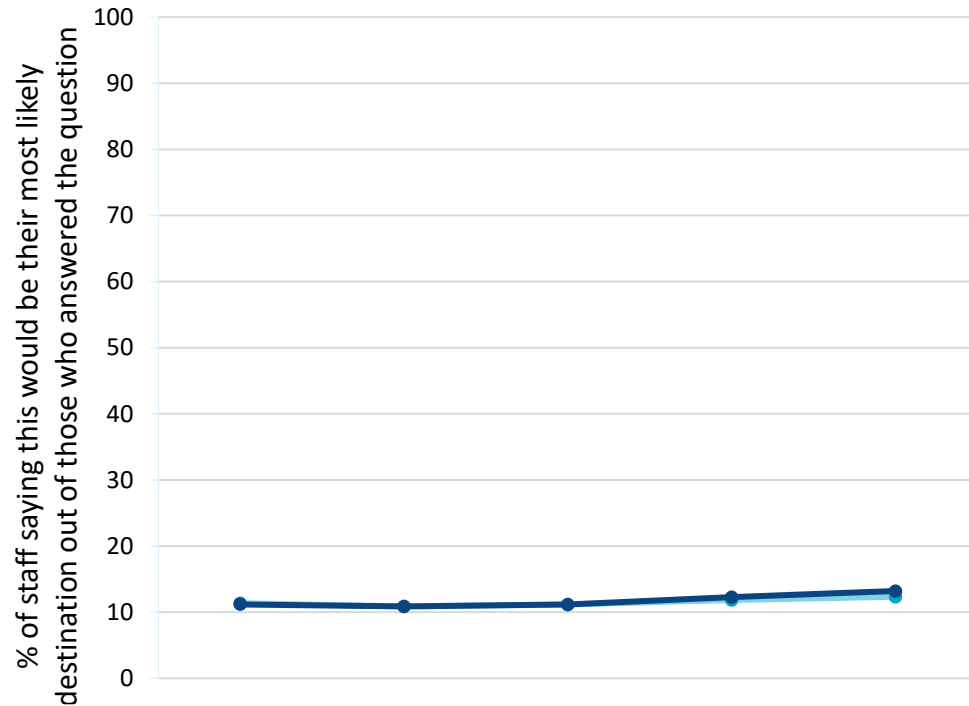
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023	2024
Your org	68.67%	72.56%	72.05%
Best result	86.45%	84.52%	83.56%
Average result	74.66%	74.81%	76.91%
Worst result	65.62%	61.64%	66.51%
Responses	224	313	371



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.

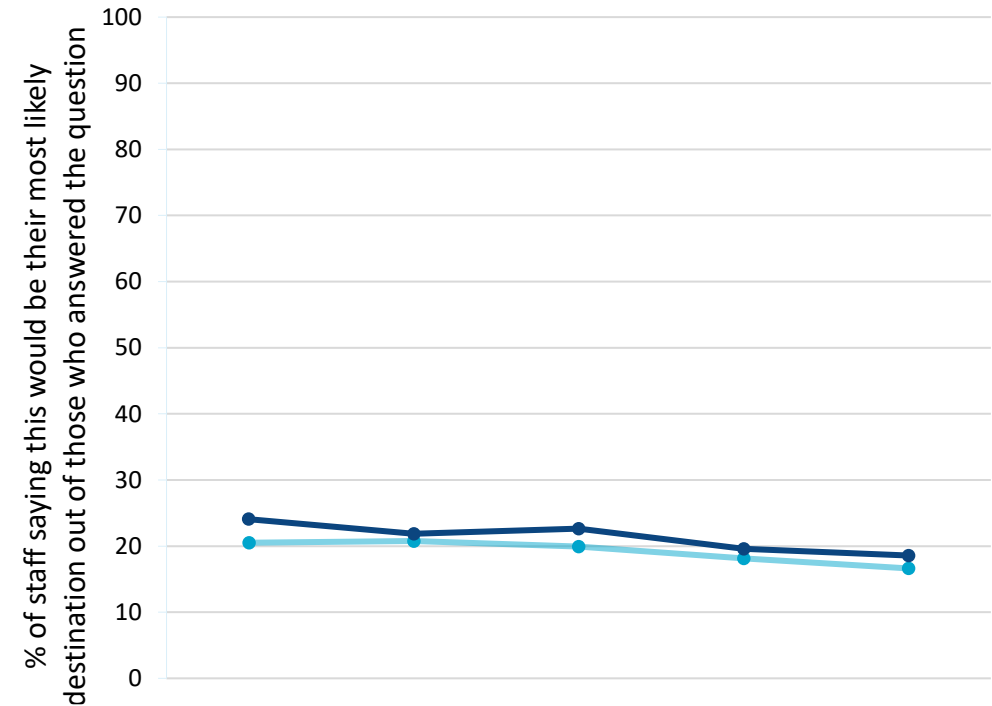


2020 2021 2022 2023 2024

Your org	11.19%	10.88%	11.17%	12.29%	13.21%
Average	11.34%	10.88%	11.17%	11.85%	12.33%

Responses 2377 2547 2130 2693 3020

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.



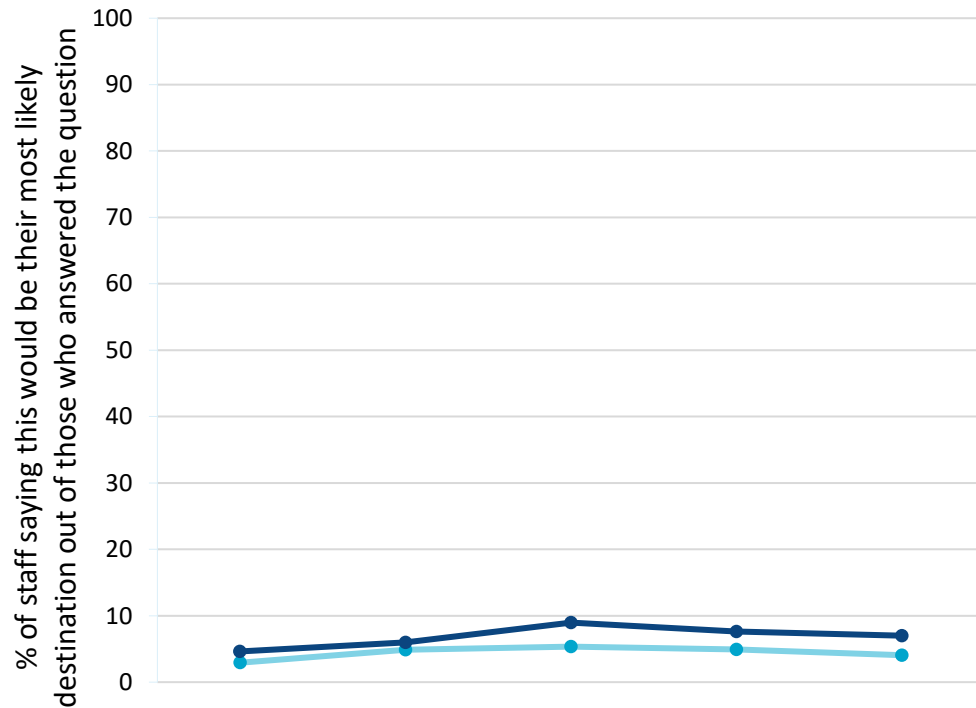
2020 2021 2022 2023 2024

Your org	24.06%	21.87%	22.63%	19.61%	18.58%
Average	20.49%	20.77%	19.92%	18.16%	16.62%

Responses 2377 2547 2130 2693 3020



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.

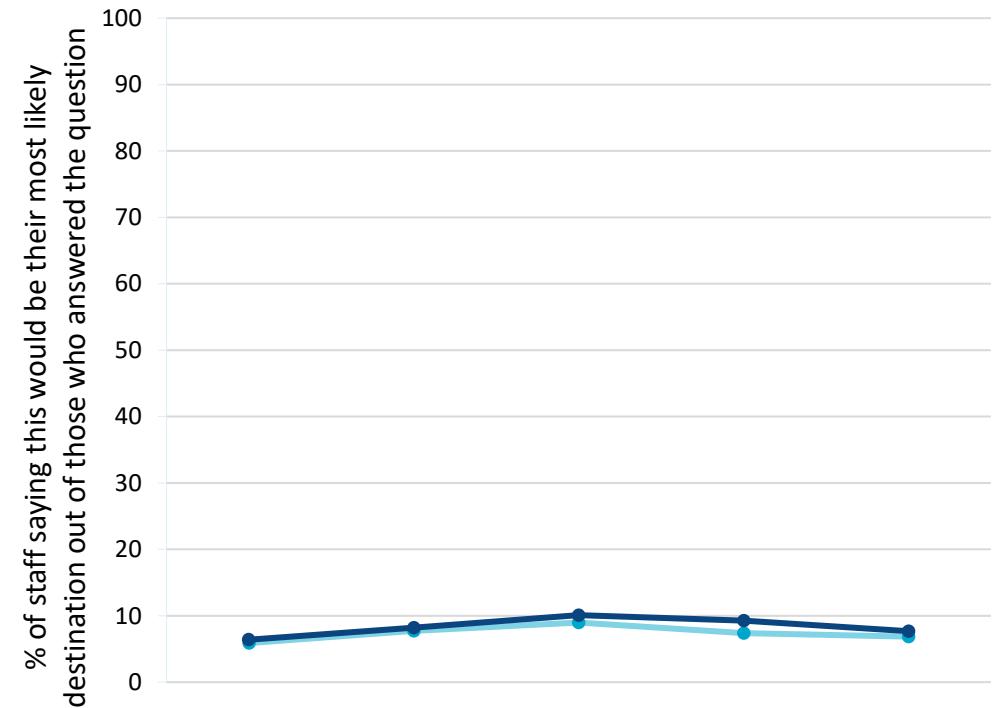


2020 2021 2022 2023 2024

Your org	4.63%	5.97%	8.97%	7.61%	7.02%
Average	2.93%	4.86%	5.35%	4.91%	4.06%

Responses 2377 2547 2130 2693 3020

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.



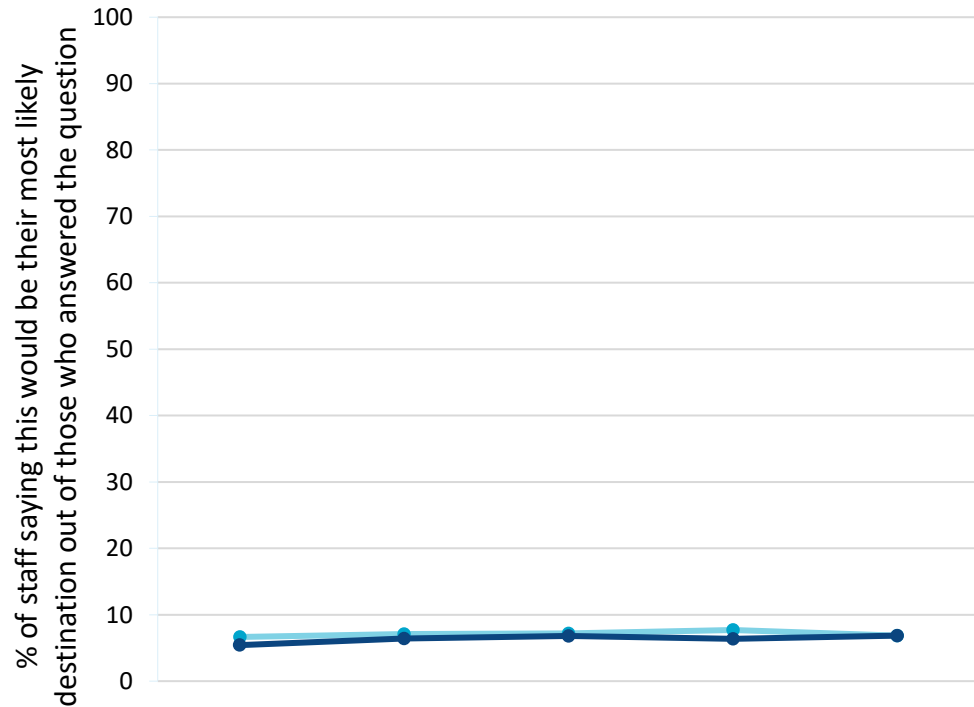
2020 2021 2022 2023 2024

Your org	6.39%	8.21%	10.09%	9.28%	7.68%
Average	5.89%	7.74%	8.98%	7.38%	6.86%

Responses 2377 2547 2130 2693 3020

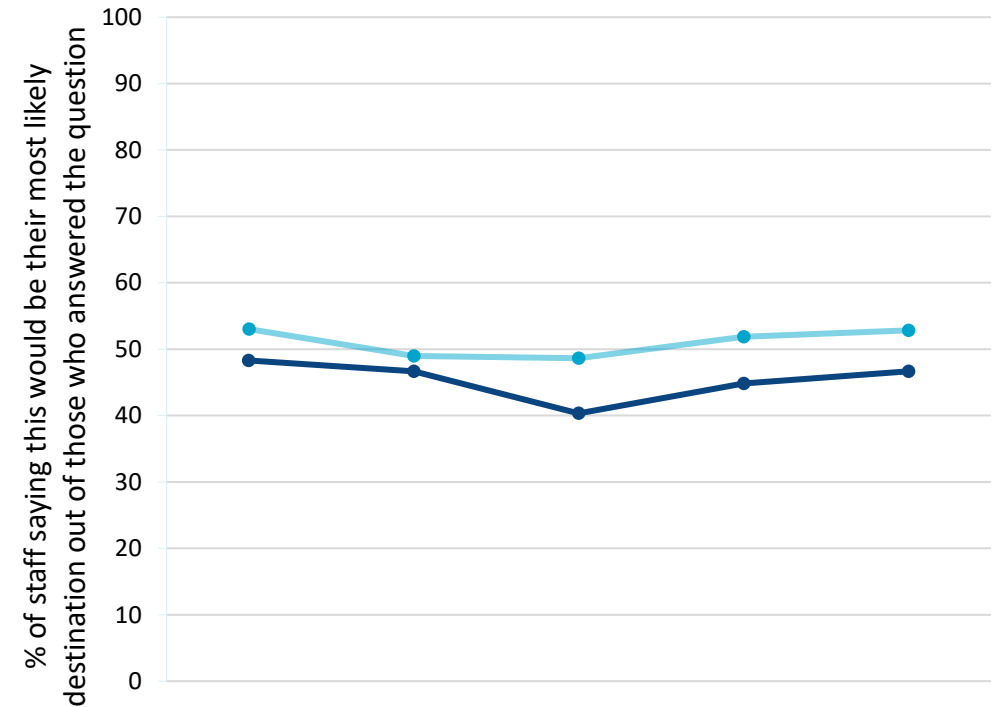


Q26d.5 If you are considering leaving your current job, what would be your most likely destination? - I would retire or take a career break.



	2020	2021	2022	2023	2024
<b>Your org</b>	5.43%	6.44%	6.81%	6.39%	6.85%
<b>Average</b>	6.66%	7.11%	7.19%	7.70%	6.85%
Responses	2377	2547	2130	2693	3020

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
<b>Your org</b>	48.30%	46.64%	40.33%	44.82%	46.66%
<b>Average</b>	53.02%	48.96%	48.64%	51.85%	52.82%
Responses	2377	2547	2130	2693	3020

## 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)

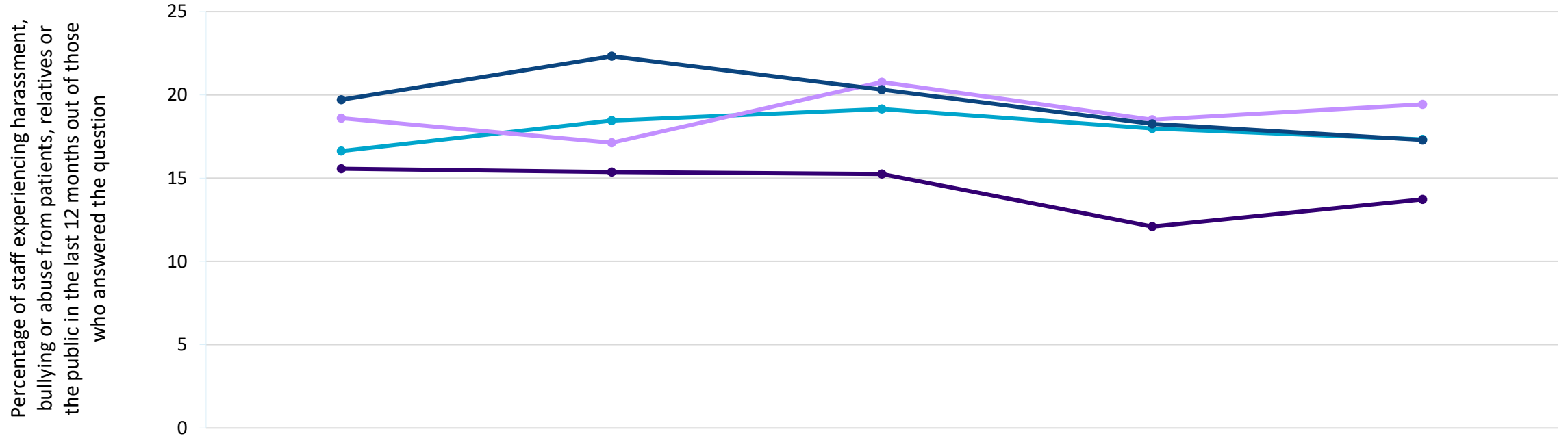
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

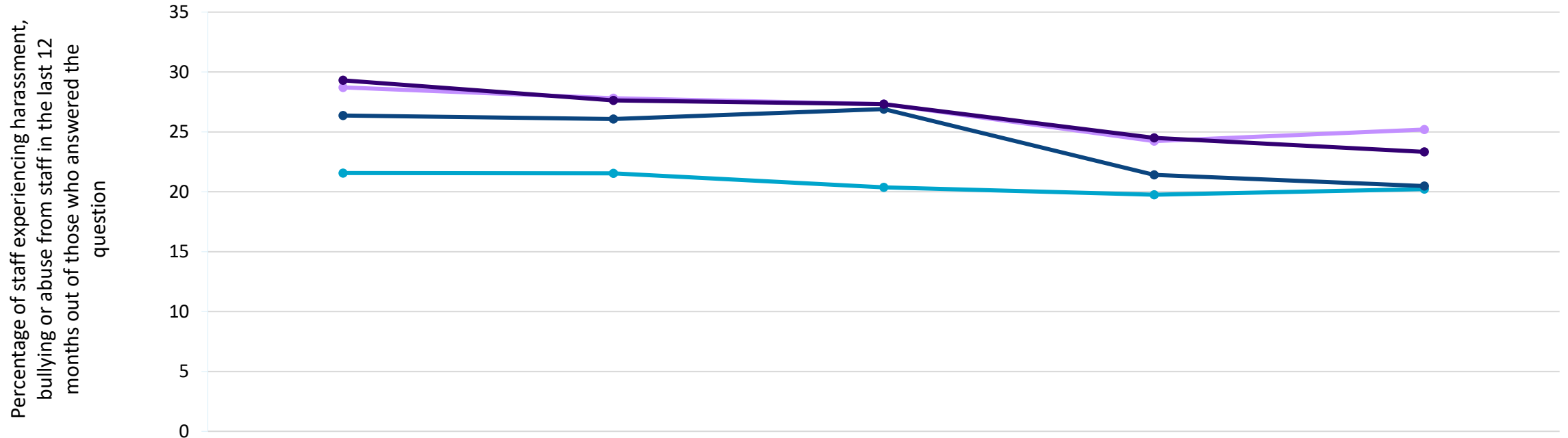


	2020	2021	2022	2023	2024
White staff: Your org	19.71%	22.32%	20.32%	18.27%	17.30%
All other ethnic groups*: Your org	15.57%	15.38%	15.25%	12.10%	13.73%
White staff: Average	16.63%	18.46%	19.15%	17.99%	17.33%
All other ethnic groups*: Average	18.61%	17.13%	20.77%	18.52%	19.43%
White staff: Responses	1857	1877	1560	1845	2012
All other ethnic groups*: Responses	758	891	754	1050	1238

\*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

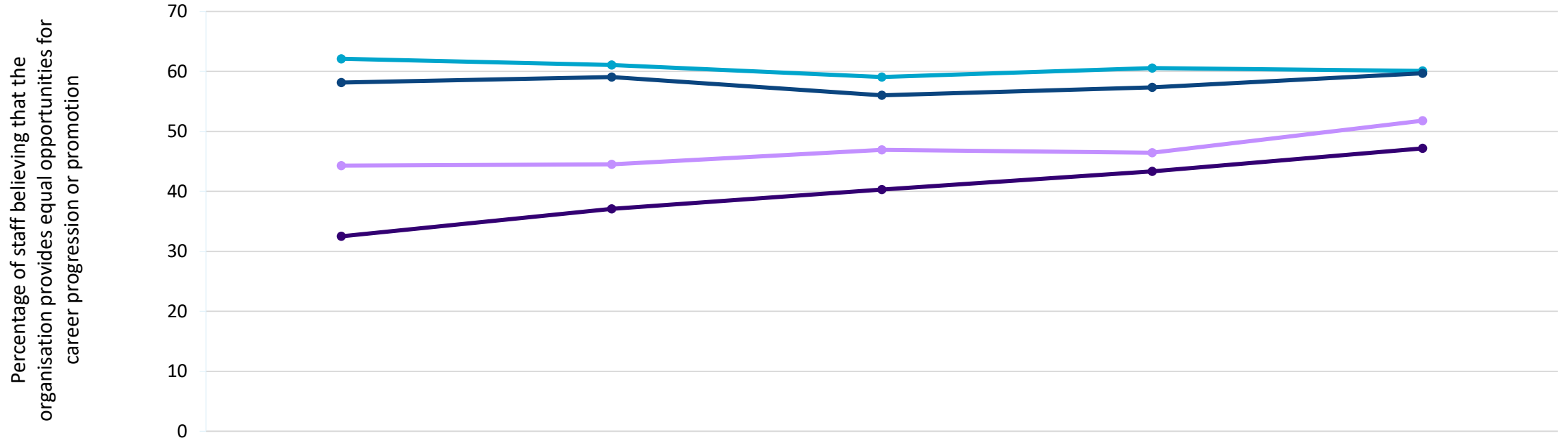


	2020	2021	2022	2023	2024
White staff: Your org	26.37%	26.08%	26.91%	21.42%	20.48%
All other ethnic groups*: Your org	29.30%	27.62%	27.32%	24.50%	23.33%
White staff: Average	21.57%	21.54%	20.38%	19.75%	20.22%
All other ethnic groups*: Average	28.72%	27.81%	27.32%	24.23%	25.20%
White staff: Responses	1862	1883	1561	1849	2012
All other ethnic groups*: Responses	761	887	754	1049	1243

\*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.

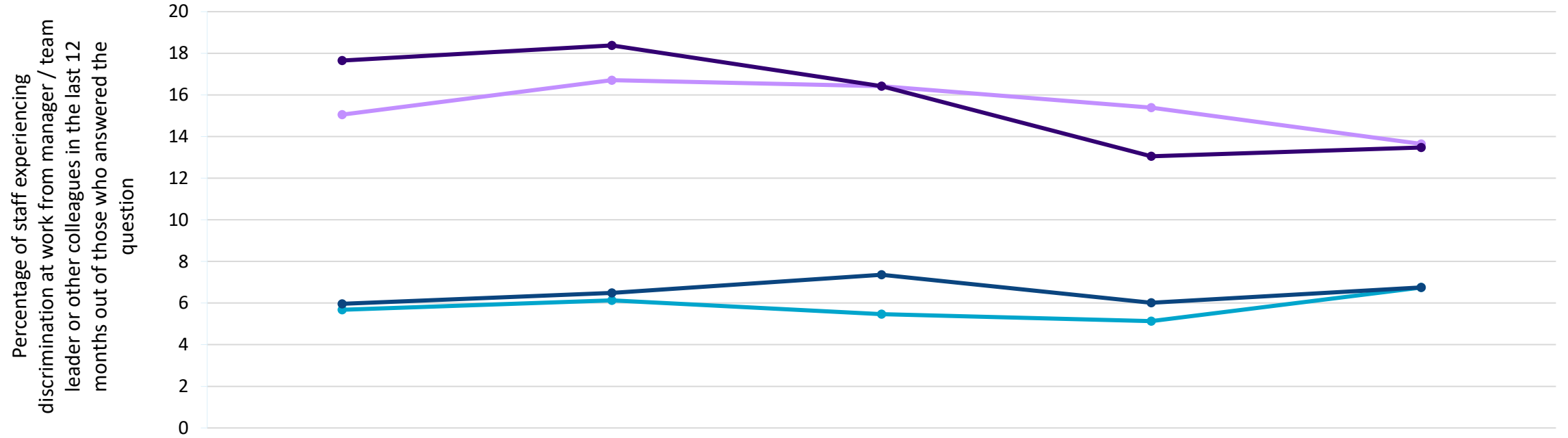
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	58.16%	59.05%	56.02%	57.34%	59.69%
All other ethnic groups*: Your org	32.51%	37.07%	40.29%	43.35%	47.17%
White staff: Average	62.11%	61.07%	59.07%	60.55%	60.08%
All other ethnic groups*: Average	44.29%	44.52%	46.92%	46.44%	51.79%
White staff: Responses	1869	1878	1562	1845	2012
All other ethnic groups*: Responses	766	882	747	1038	1236

\*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	5.96%	6.49%	7.36%	6.02%	6.75%
All other ethnic groups*: Your org	17.65%	18.38%	16.42%	13.05%	13.47%
White staff: Average	5.68%	6.13%	5.47%	5.13%	6.75%
All other ethnic groups*: Average	15.05%	16.71%	16.42%	15.38%	13.65%

White staff: Responses	1861	1880	1549	1844	2001
All other ethnic groups*: Responses	759	876	749	1042	1232

\*Staff from all other ethnic groups combined

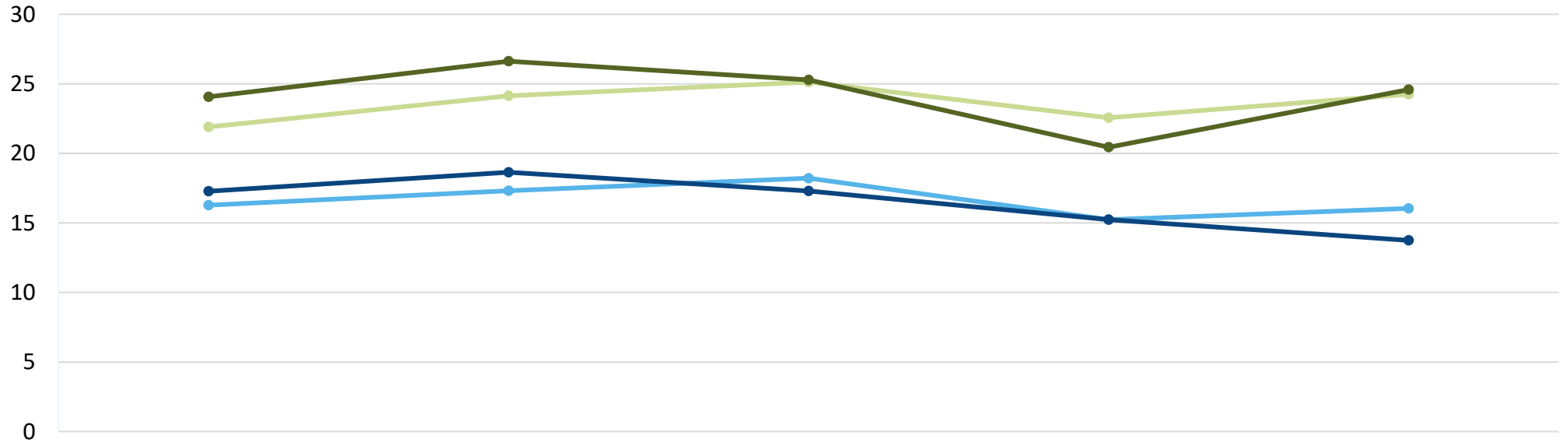
## Workforce Disability Equality Standards (WDES)

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.



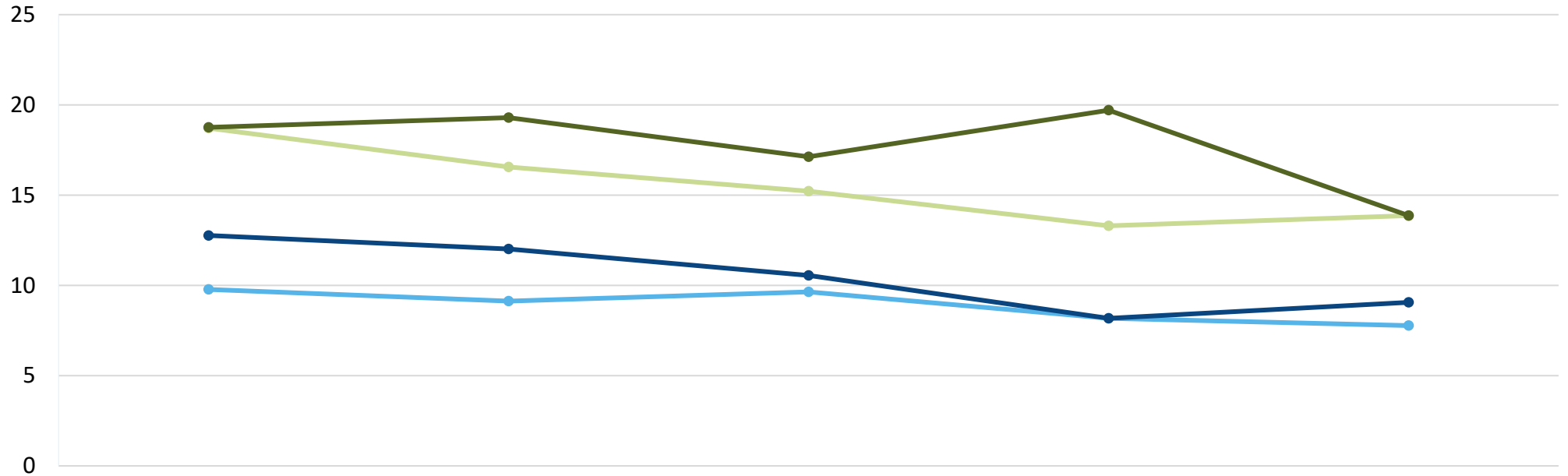
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	24.06%	26.62%	25.28%	20.44%	24.58%
Staff without a LTC or illness: Your org	17.29%	18.64%	17.30%	15.24%	13.75%
Staff with a LTC or illness: Average	21.90%	24.14%	25.13%	22.56%	24.24%
Staff without a LTC or illness: Average	16.28%	17.31%	18.22%	15.24%	16.05%
Staff with a LTC or illness: Responses	399	477	439	543	651
Staff without a LTC or illness: Responses	2262	2328	1902	2376	2626

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.

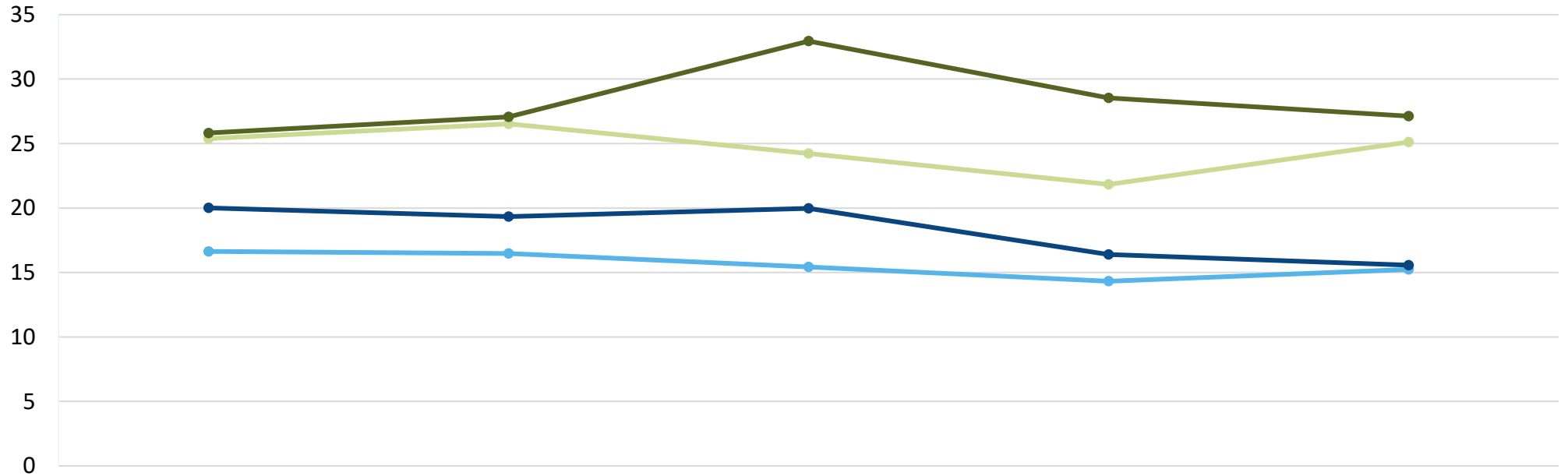


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	18.75%	19.29%	17.12%	19.71%	13.87%
Staff without a LTC or illness: Your org	12.77%	12.01%	10.55%	8.18%	9.06%
Staff with a LTC or illness: Average	18.71%	16.56%	15.22%	13.30%	13.87%
Staff without a LTC or illness: Average	9.78%	9.13%	9.64%	8.18%	7.77%
Staff with a LTC or illness: Responses	400	482	438	543	649
Staff without a LTC or illness: Responses	2256	2306	1896	2373	2616

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.

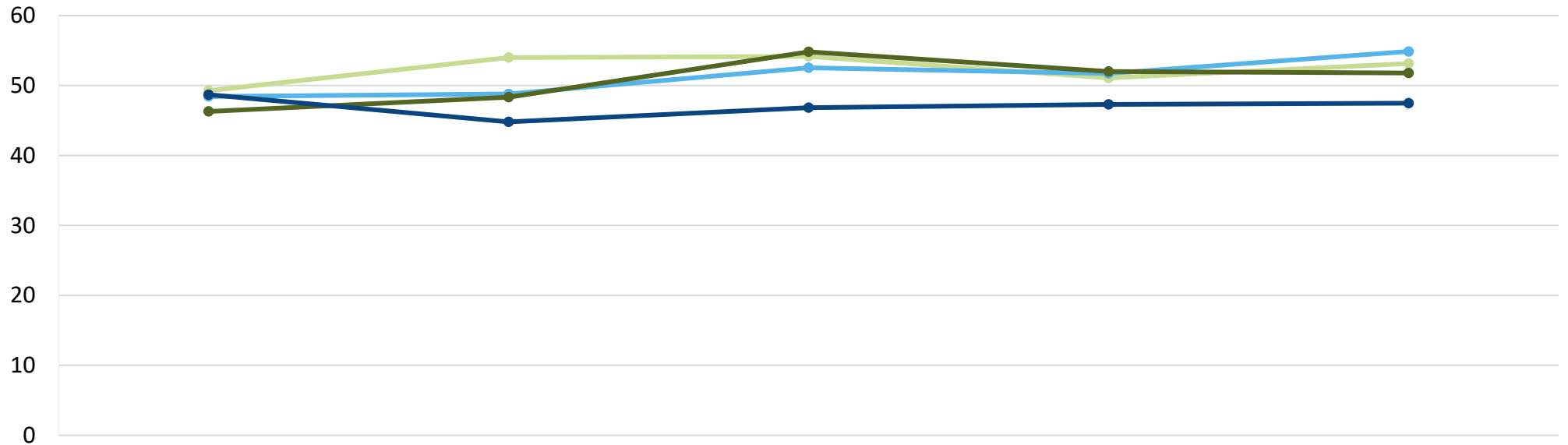


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	25.82%	27.07%	32.95%	28.55%	27.12%
Staff without a LTC or illness: Your org	20.01%	19.34%	19.98%	16.39%	15.57%
Staff with a LTC or illness: Average	25.39%	26.53%	24.22%	21.83%	25.12%
Staff without a LTC or illness: Average	16.63%	16.48%	15.43%	14.32%	15.23%
Staff with a LTC or illness: Responses	395	484	431	543	649
Staff without a LTC or illness: Responses	2244	2296	1892	2367	2614

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.

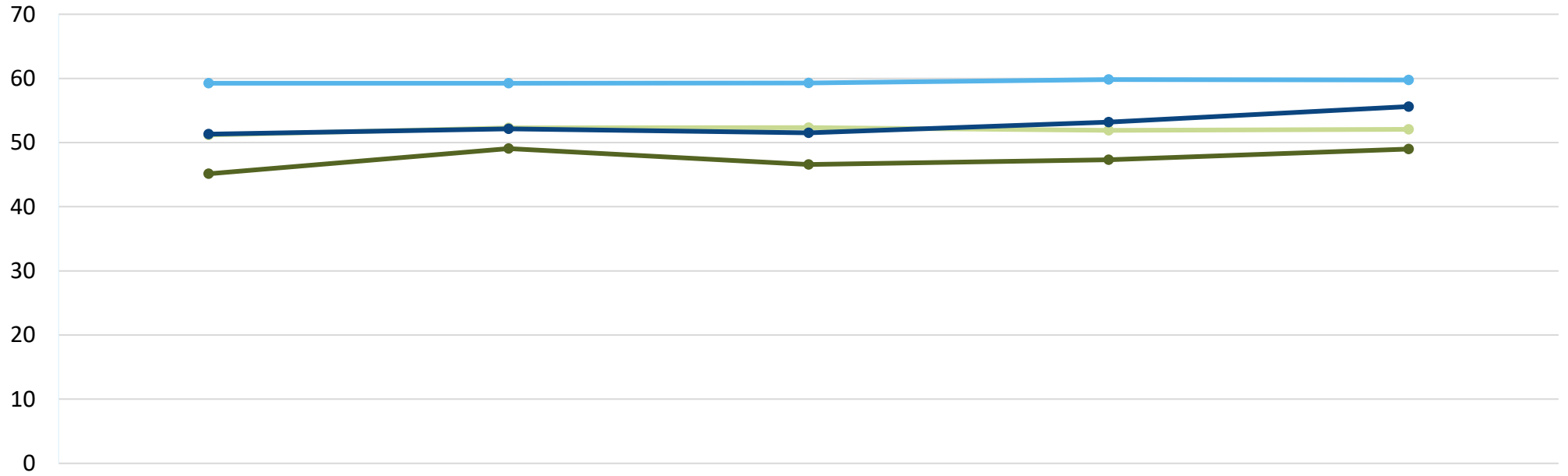


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	46.30%	48.33%	54.82%	52.00%	51.78%
Staff without a LTC or illness: Your org	48.70%	44.81%	46.84%	47.29%	47.49%
Staff with a LTC or illness: Average	49.27%	54.00%	54.17%	51.09%	53.15%
Staff without a LTC or illness: Average	48.44%	48.81%	52.53%	51.72%	54.88%
Staff with a LTC or illness: Responses	162	209	197	225	253
Staff without a LTC or illness: Responses	729	732	570	628	638

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

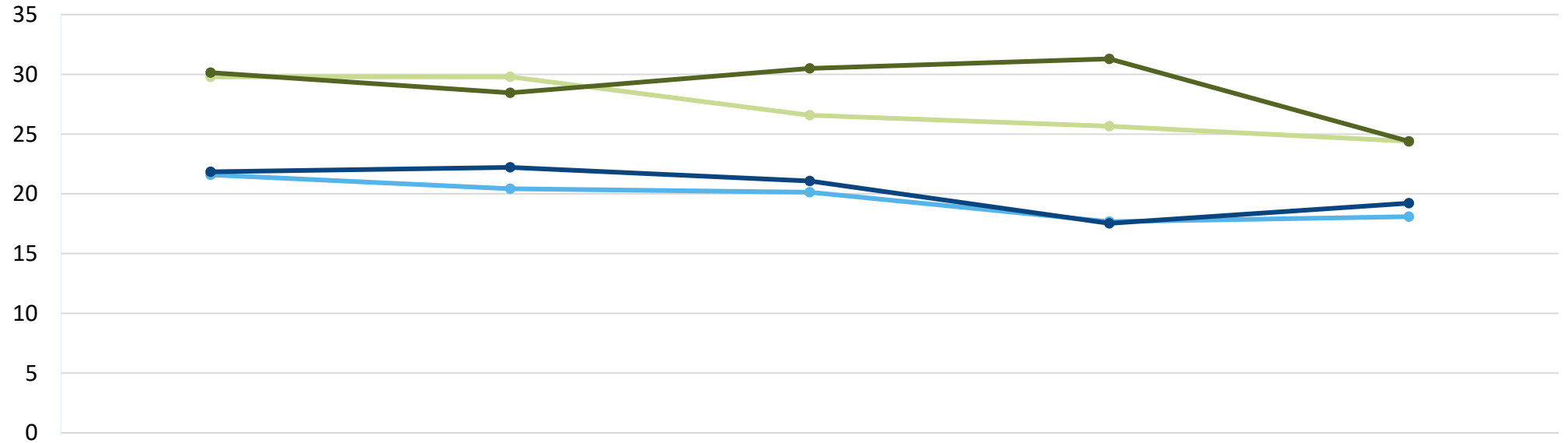
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	45.14%	49.06%	46.59%	47.34%	49.00%
Staff without a LTC or illness: Your org	51.31%	52.16%	51.50%	53.17%	55.61%
Staff with a LTC or illness: Average	51.17%	52.29%	52.34%	51.90%	52.05%
Staff without a LTC or illness: Average	59.25%	59.25%	59.28%	59.82%	59.77%
Staff with a LTC or illness: Responses	401	481	440	545	653
Staff without a LTC or illness: Responses	2282	2318	1897	2364	2618

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

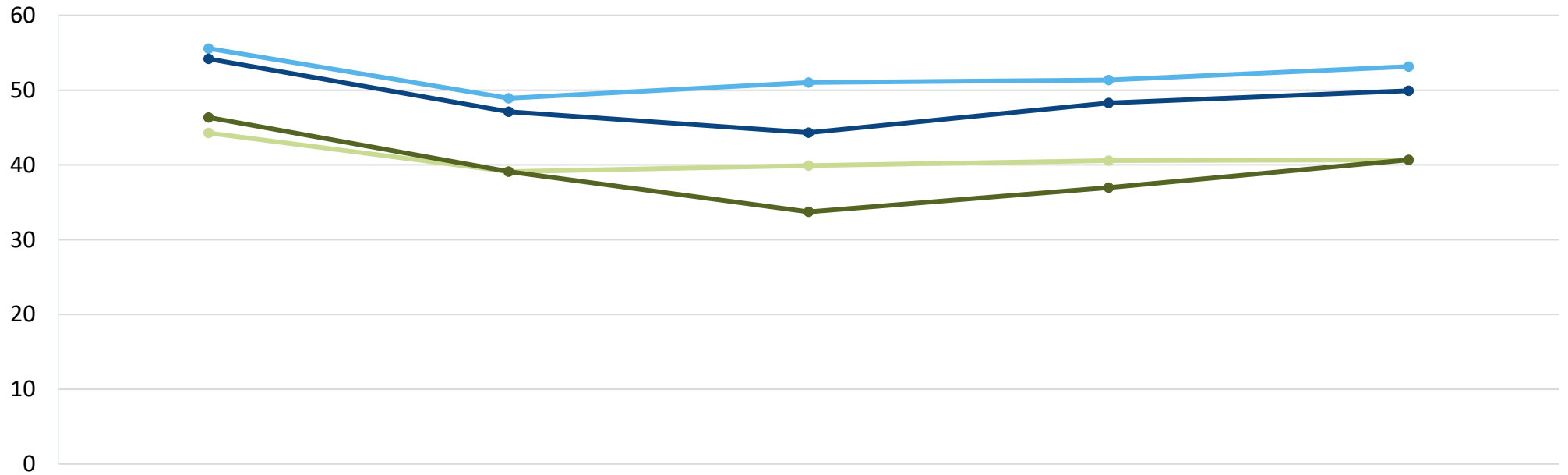
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	30.14%	28.44%	30.49%	31.29%	24.40%
Staff without a LTC or illness: Your org	21.85%	22.21%	21.08%	17.53%	19.22%
Staff with a LTC or illness: Average	29.79%	29.79%	26.57%	25.66%	24.40%
Staff without a LTC or illness: Average	21.59%	20.42%	20.13%	17.67%	18.10%
Staff with a LTC or illness: Responses	219	327	328	425	455
Staff without a LTC or illness: Responses	842	1049	944	1158	1264

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

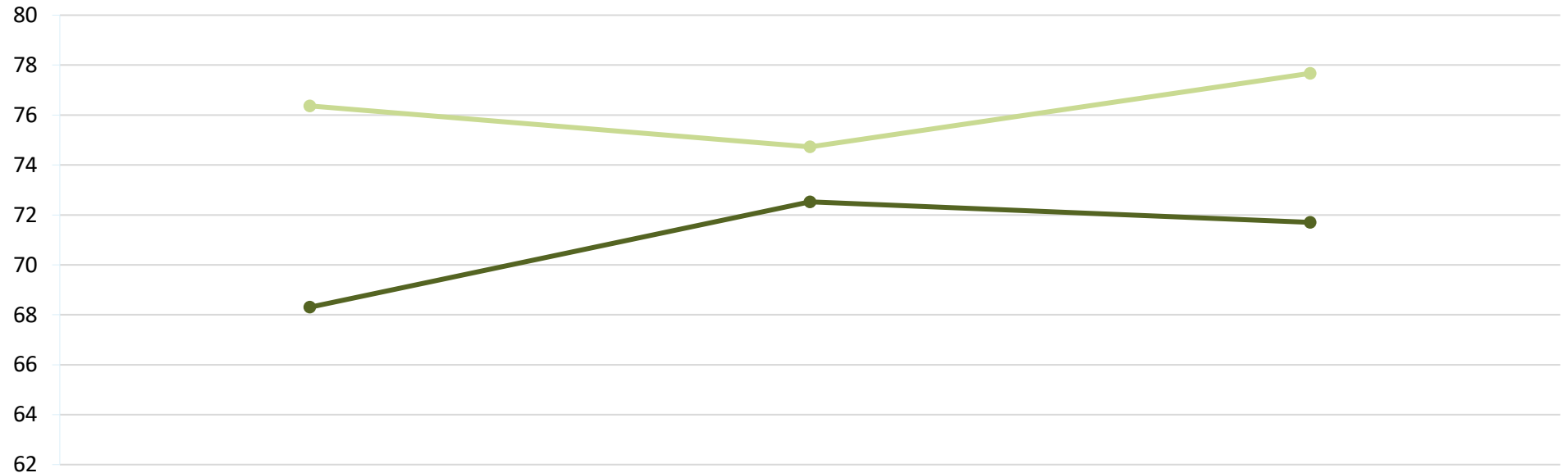
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	46.35%	39.09%	33.71%	36.95%	40.67%
Staff without a LTC or illness: Your org	54.18%	47.12%	44.31%	48.28%	49.90%
Staff with a LTC or illness: Average	44.27%	39.09%	39.91%	40.56%	40.67%
Staff without a LTC or illness: Average	55.58%	48.92%	51.03%	51.34%	53.17%
Staff with a LTC or illness: Responses	397	486	439	544	654
Staff without a LTC or illness: Responses	2261	2313	1898	2378	2623

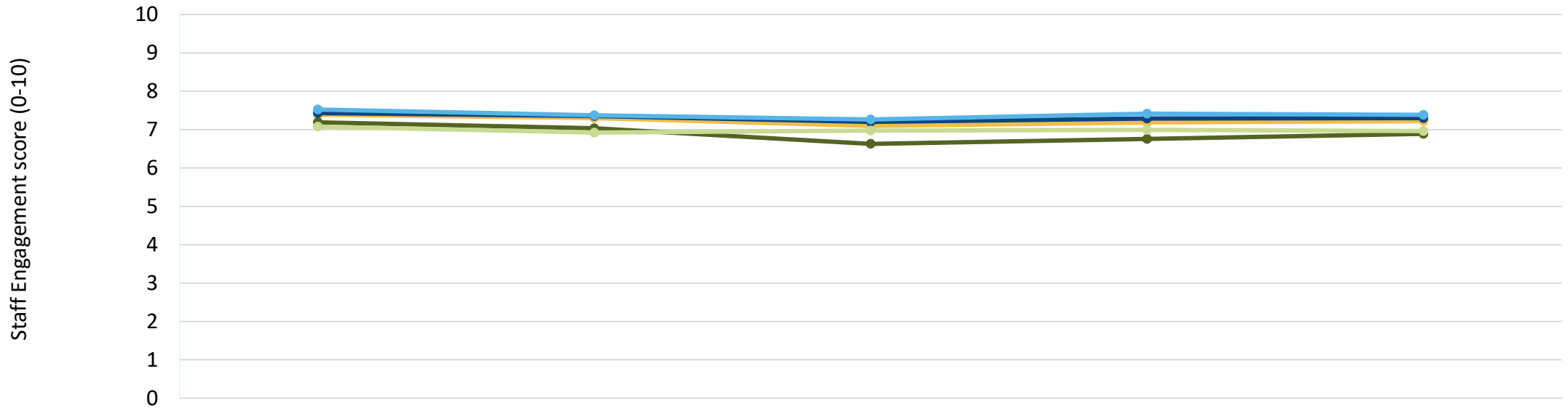
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	68.30%	72.52%	71.70%
Staff with a LTC or illness: Average	76.36%	74.73%	77.67%
Staff with a LTC or illness: Responses	224	313	371

Staff engagement score (0-10)



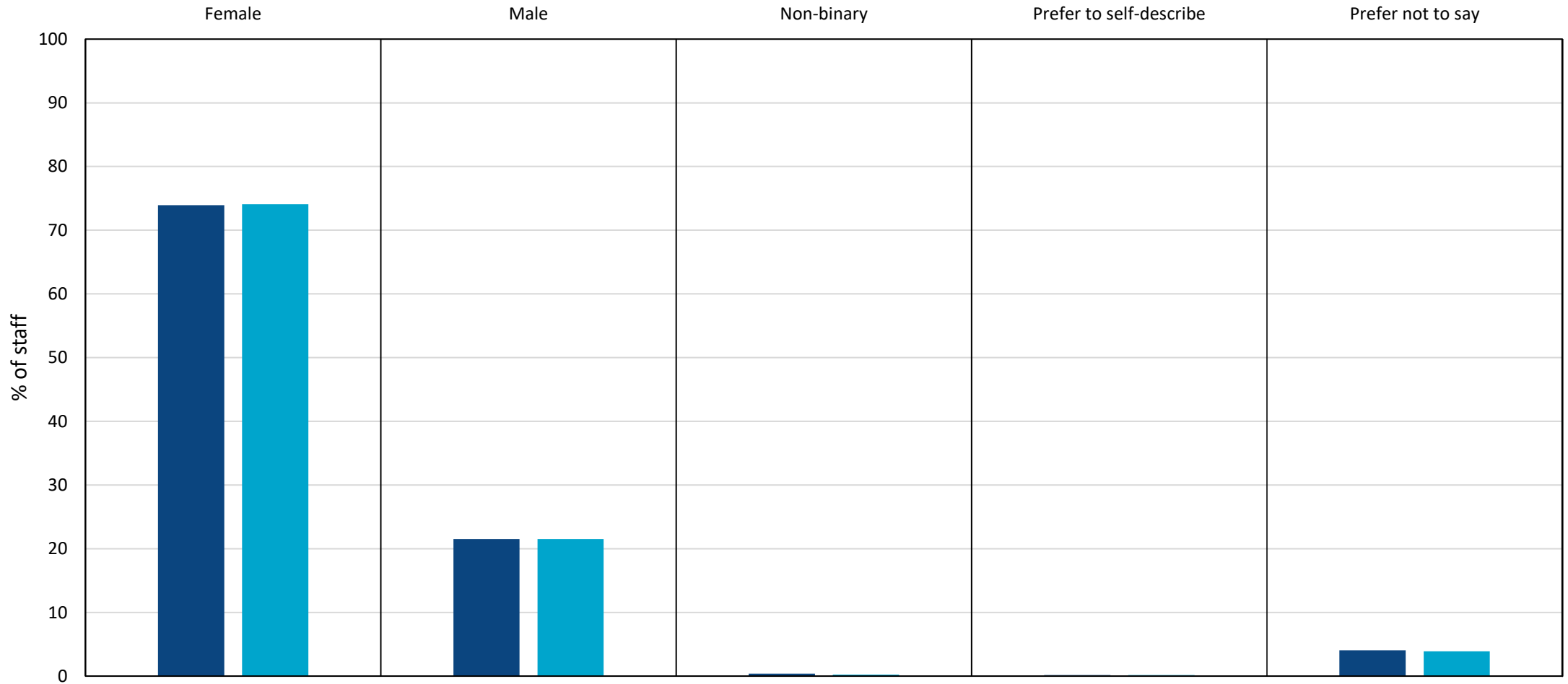
	2020	2021	2022	2023	2024
Organisation average	7.39	7.30	7.10	7.19	7.22
Staff with a LTC or illness: Your org	7.19	7.03	6.63	6.76	6.89
Staff without a LTC or illness: Your org	7.43	7.35	7.20	7.29	7.30
Staff with a LTC or illness: Average	7.08	6.92	6.98	6.99	6.96
Staff without a LTC or illness: Average	7.52	7.37	7.26	7.42	7.39
Staff with a LTC or illness: Responses	402	489	442	547	657
Staff without a LTC or illness: Responses	2286	2336	1910	2389	2641

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



## About your respondents

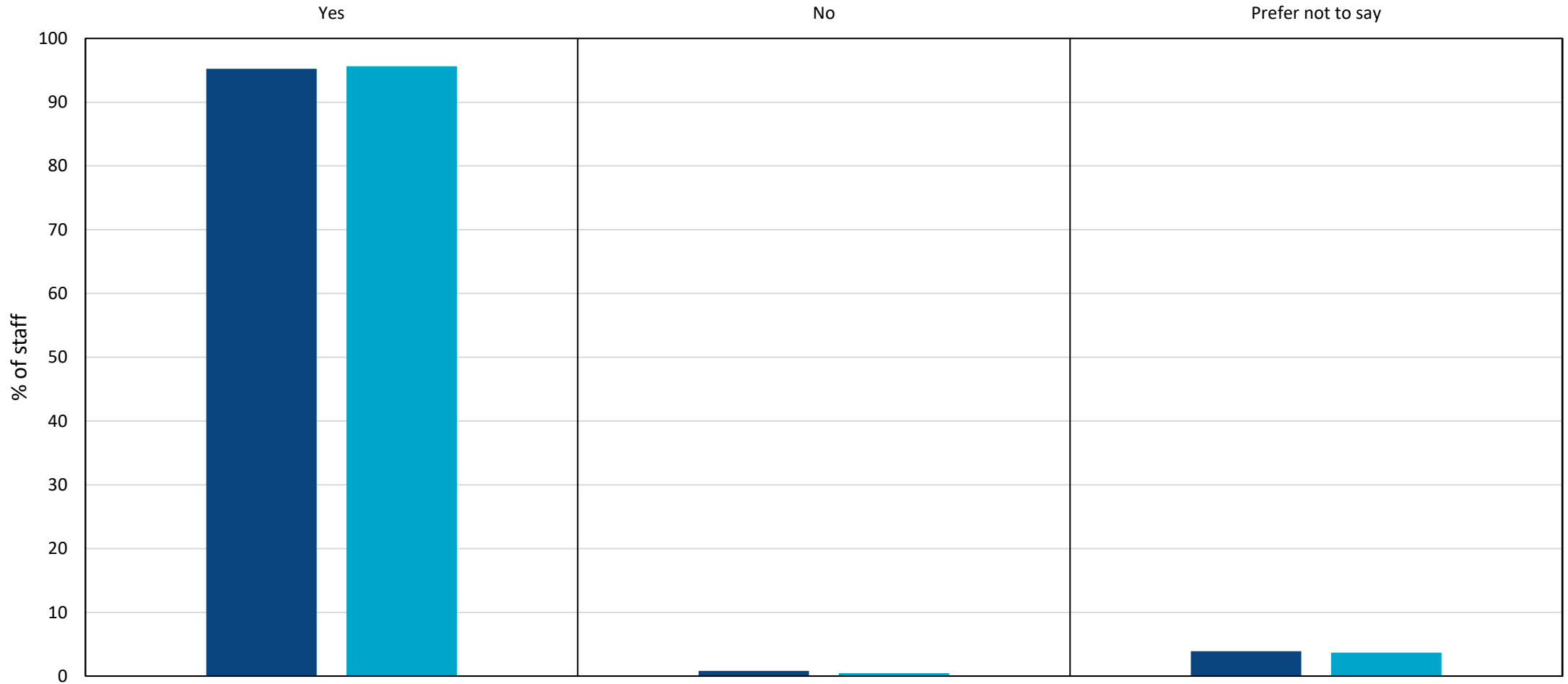
This section shows demographic and other background information for 2024.



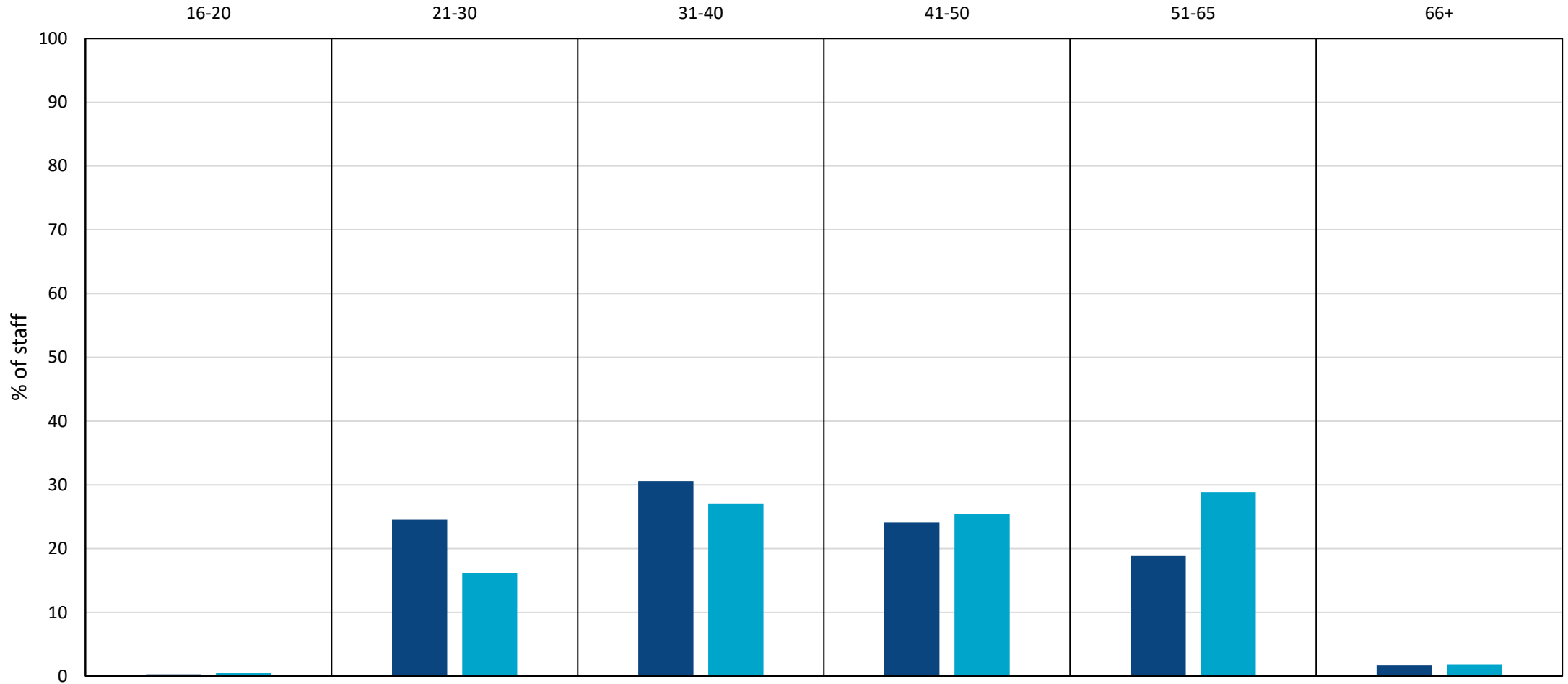
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	73.93%	21.50%	0.39%	0.15%	4.03%
<b>Average</b>	74.06%	21.50%	0.22%	0.15%	3.89%
<b>Responses</b>	3326	3326	3326	3326	3326



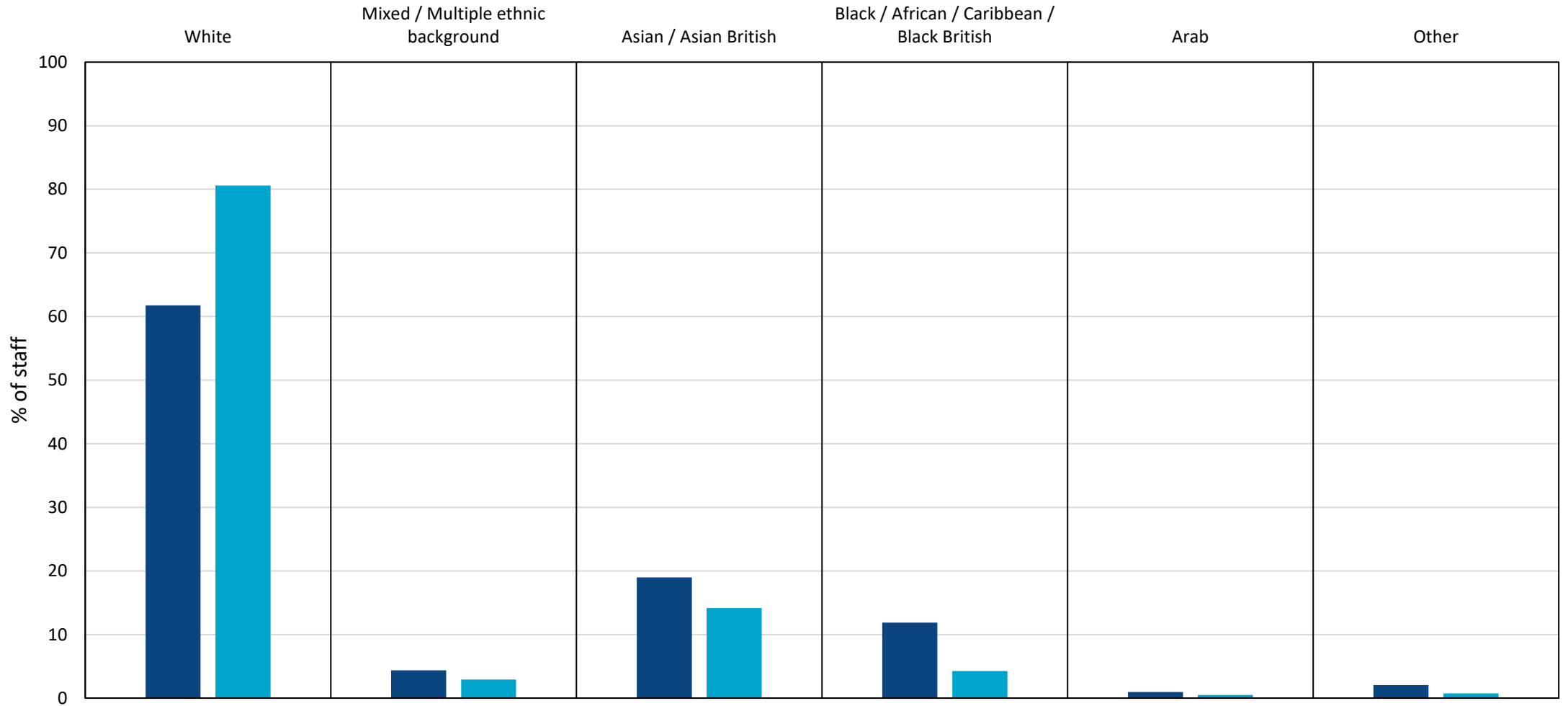
# Background details – Is your gender identity the same as the sex you were registered at birth?



Response	Yes	No	Prefer not to say
Your org	95.26%	0.83%	3.92%
Average	95.65%	0.47%	3.70%
Responses	3141	3141	3141

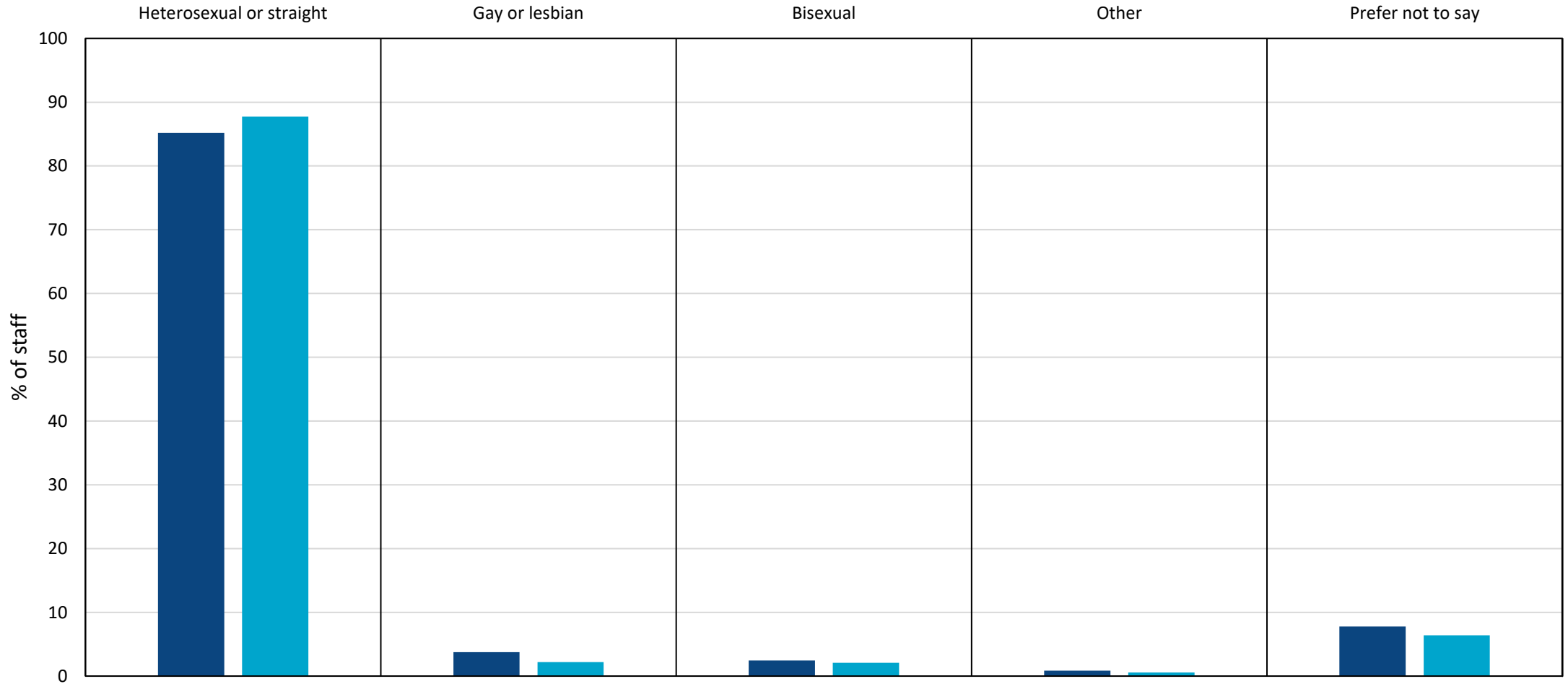


<b>Your org</b>	0.27%	24.52%	30.59%	24.09%	18.85%	1.68%
<b>Average</b>	0.44%	16.18%	26.99%	25.39%	28.88%	1.74%
<b>Responses</b>	3279	3279	3279	3279	3279	3279

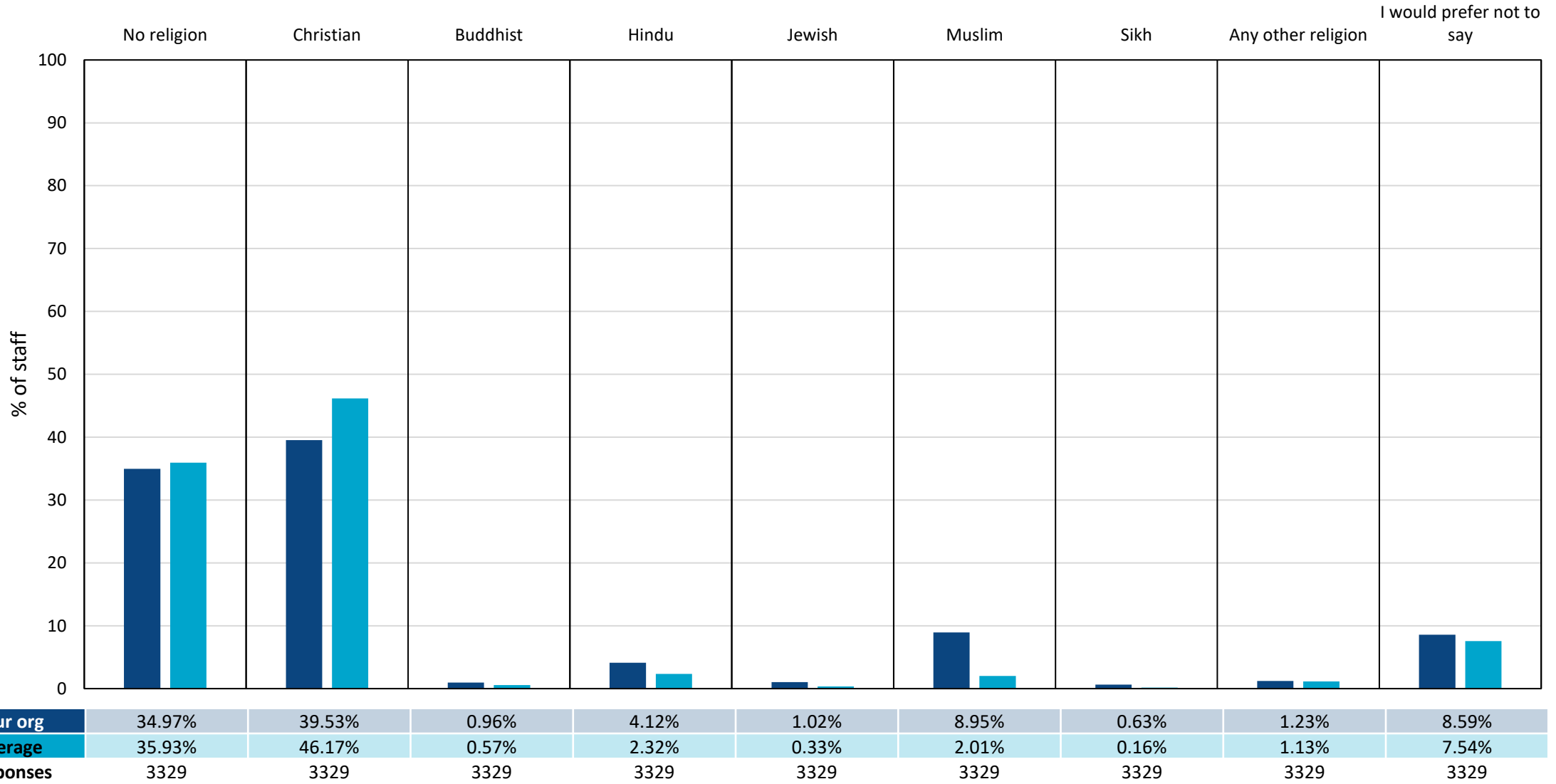


	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	61.76%	4.36%	18.98%	11.88%	0.98%	2.04%
<b>Average</b>	80.58%	2.91%	14.15%	4.28%	0.49%	0.73%
<b>Responses</b>	3282	3282	3282	3282	3282	3282

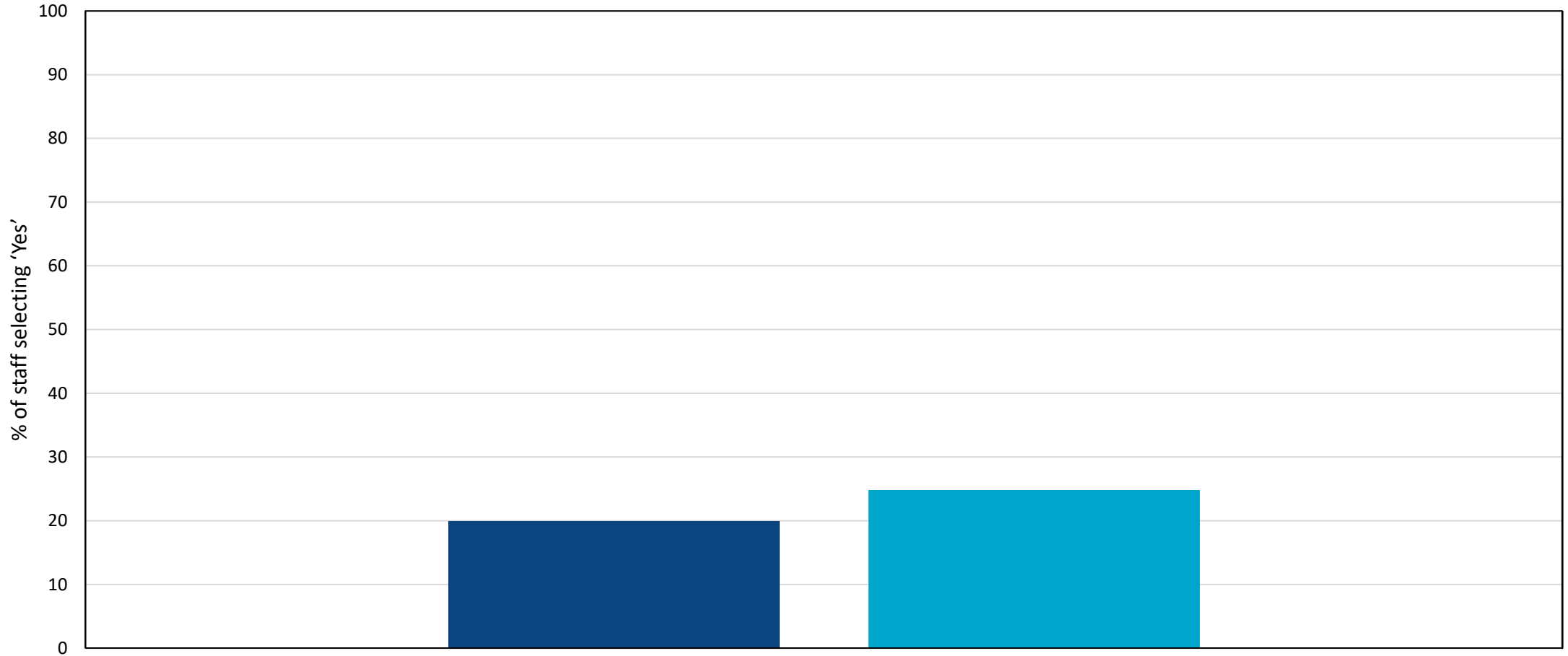
# Background details – Sexual orientation



Responses	3327	3327	3327	3327	3327
<b>Your org</b>	85.18%	3.76%	2.43%	0.84%	7.78%
<b>Average</b>	87.74%	2.20%	2.10%	0.57%	6.41%



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>	19.87%
<b>Average</b>	24.70%
<b>Responses</b>	3307

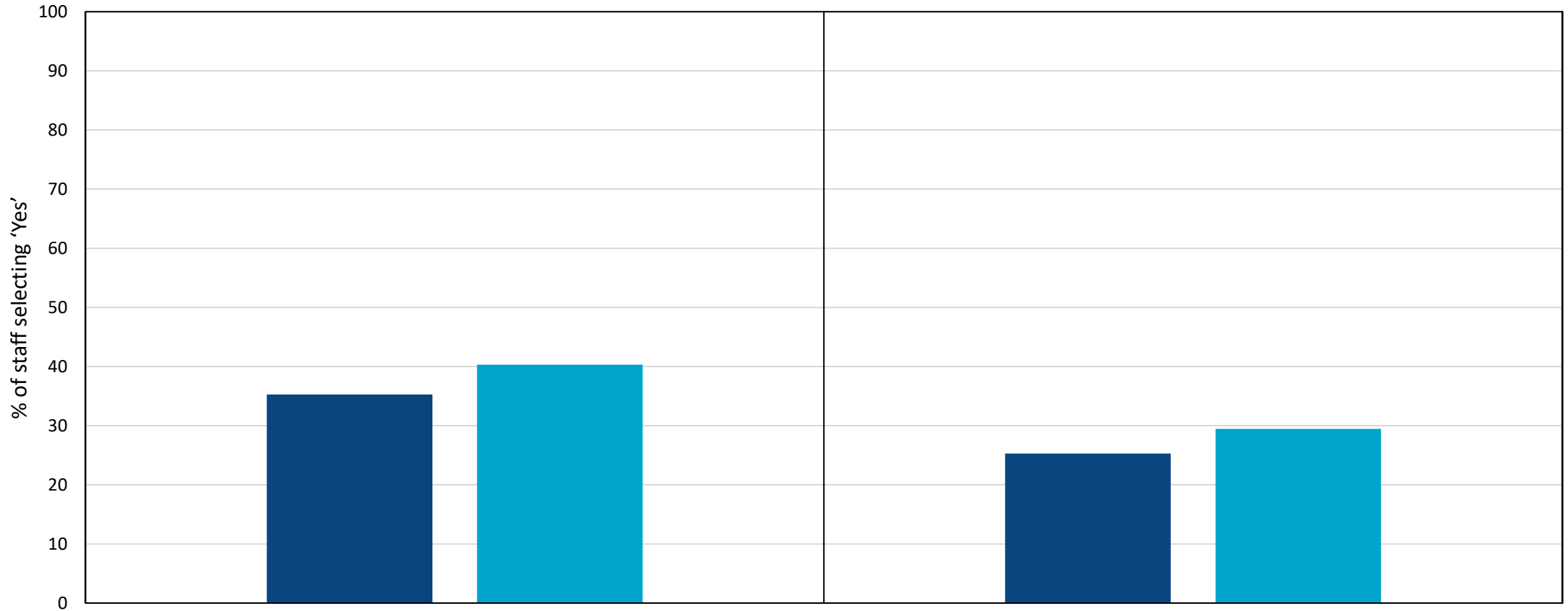




# Background details – Parental / caring responsibilities

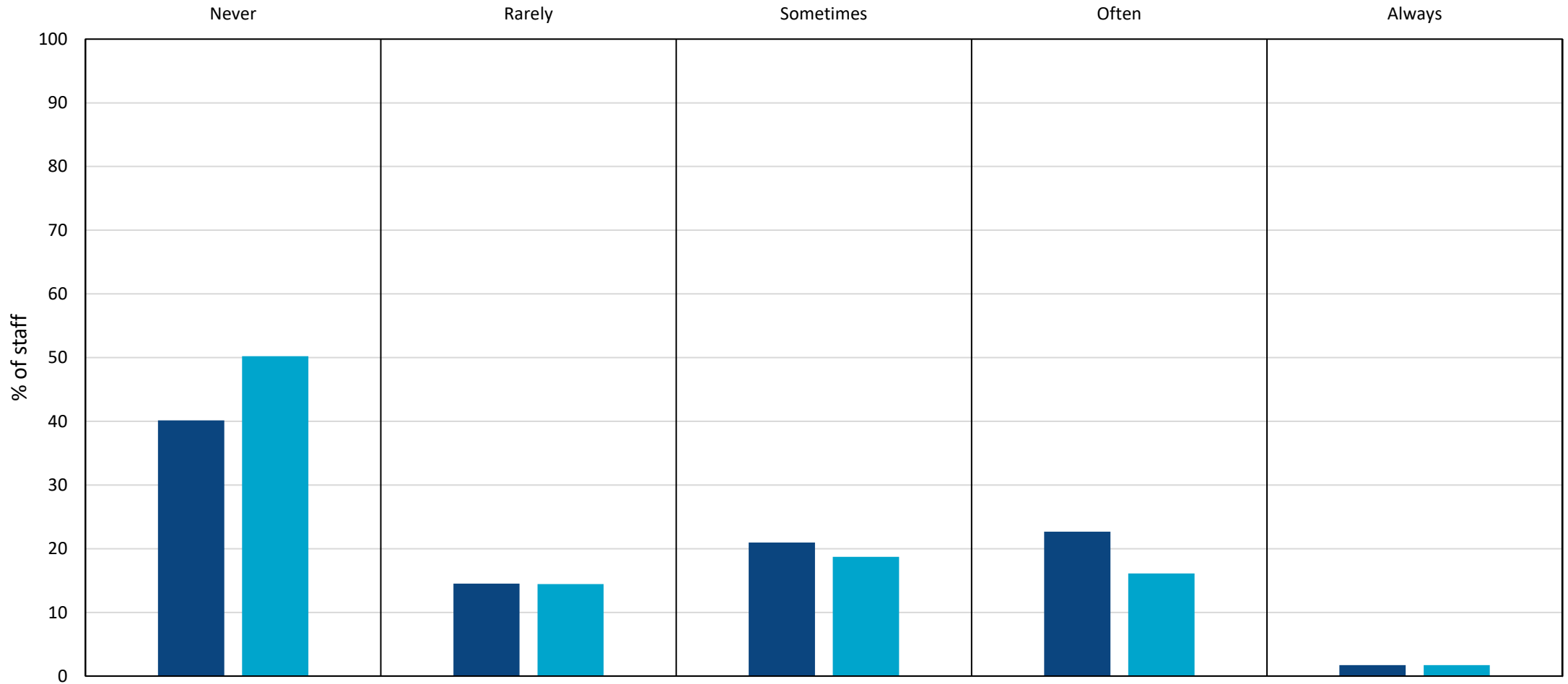
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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

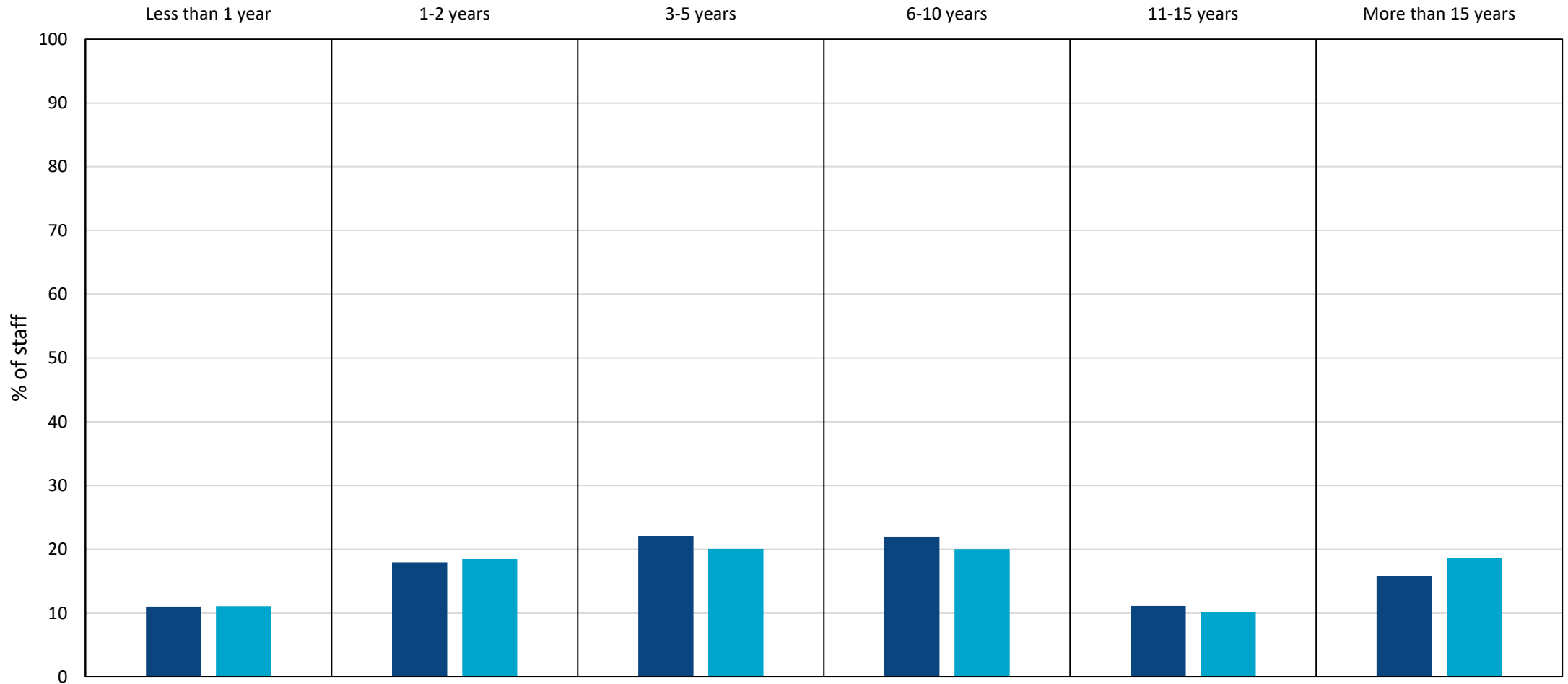


<b>Your org</b>	35.28%	25.28%
<b>Average</b>	40.33%	29.47%
<b>Responses</b>	3311	3267

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



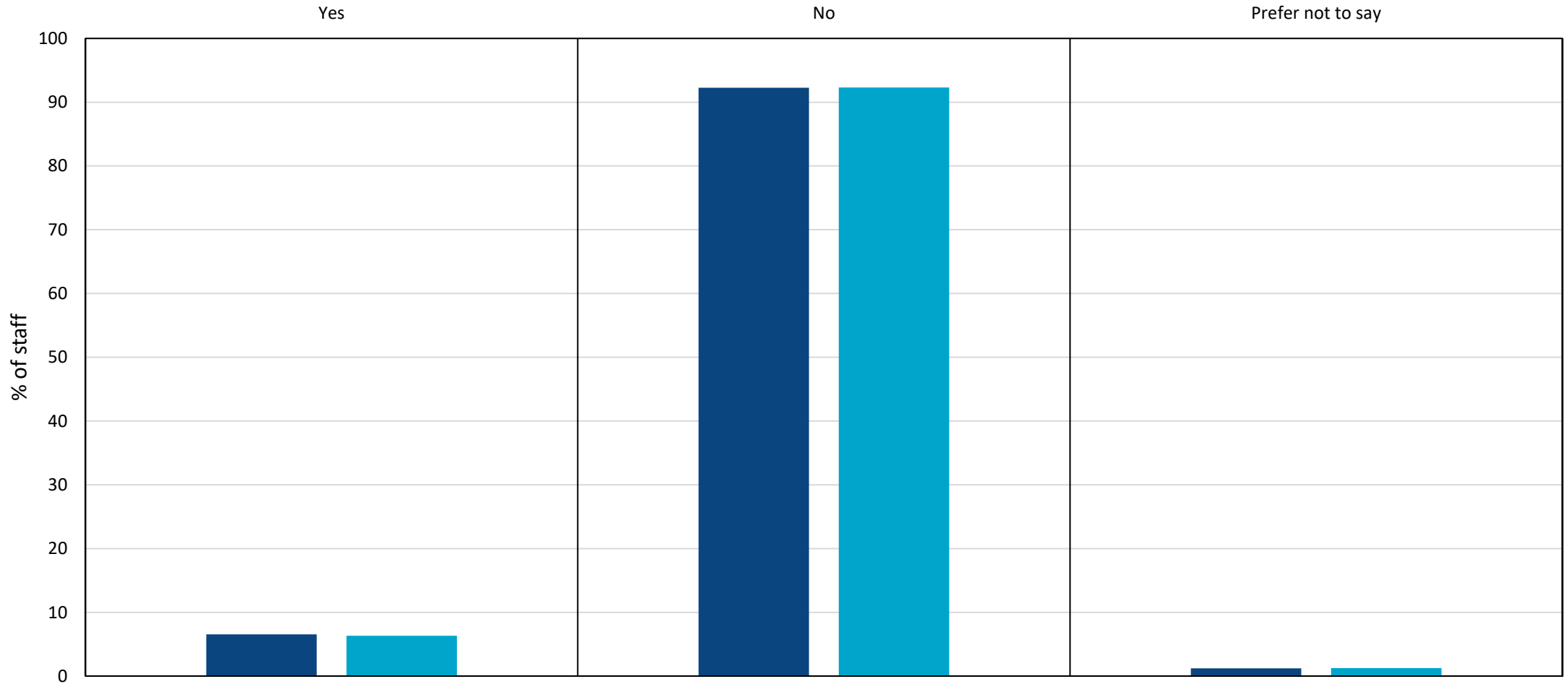
Responses	3321	3321	3321	3321	3321
<b>Your org</b>	40.14%	14.51%	20.96%	22.67%	1.72%
<b>Average</b>	50.22%	14.44%	18.73%	16.11%	1.72%



<b>Your org</b>	11.01%	17.95%	22.11%	21.98%	11.13%	15.82%
<b>Average</b>	11.09%	18.48%	20.07%	20.02%	10.12%	18.62%
<b>Responses</b>	3325	3325	3325	3325	3325	3325

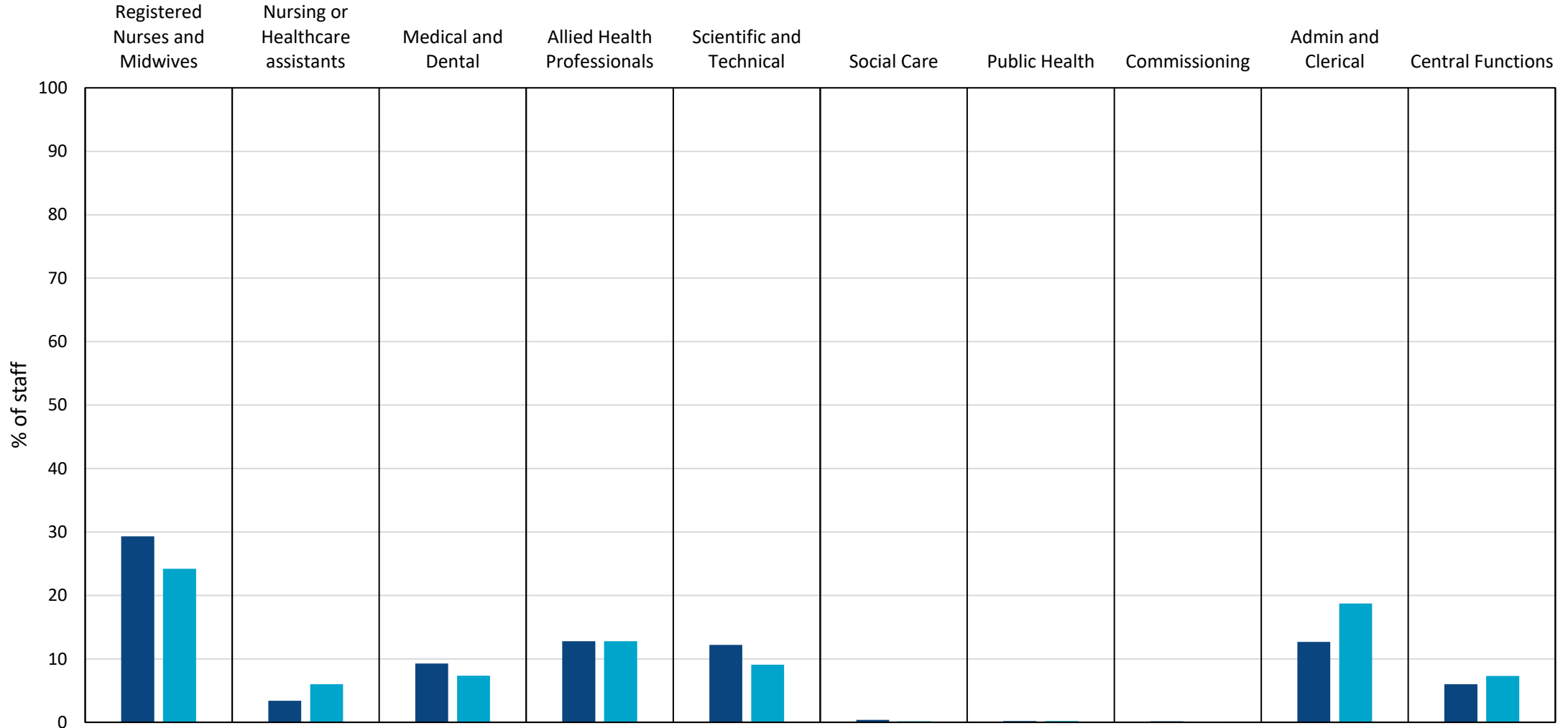


# Background details – When you joined this organisation, were you recruited from outside of the UK?



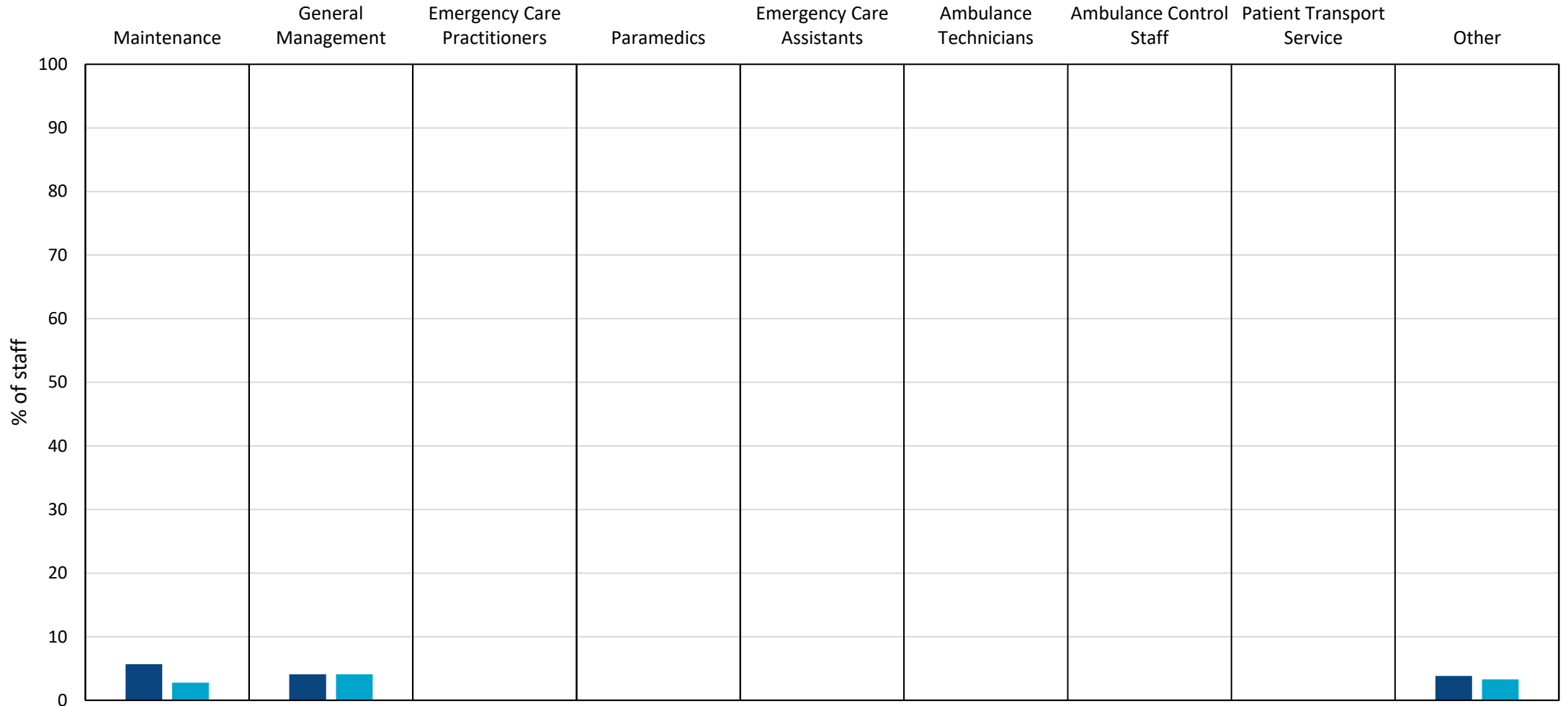
<b>Your org</b>	6.54%	92.26%	1.20%
<b>Average</b>	6.34%	92.32%	1.25%
<b>Responses</b>	3244	3244	3244

# Background details – Occupational group



Responses	3269	3269	3269	3269	3269	3269	3269	3269	3269	3269
<b>Your org</b>	29.31%	3.40%	9.27%	12.79%	12.21%	0.40%	0.21%	0.15%	12.66%	6.00%
<b>Average</b>	24.20%	6.00%	7.34%	12.79%	9.09%	0.15%	0.19%	0.08%	18.73%	7.30%

# Background details – Occupational group



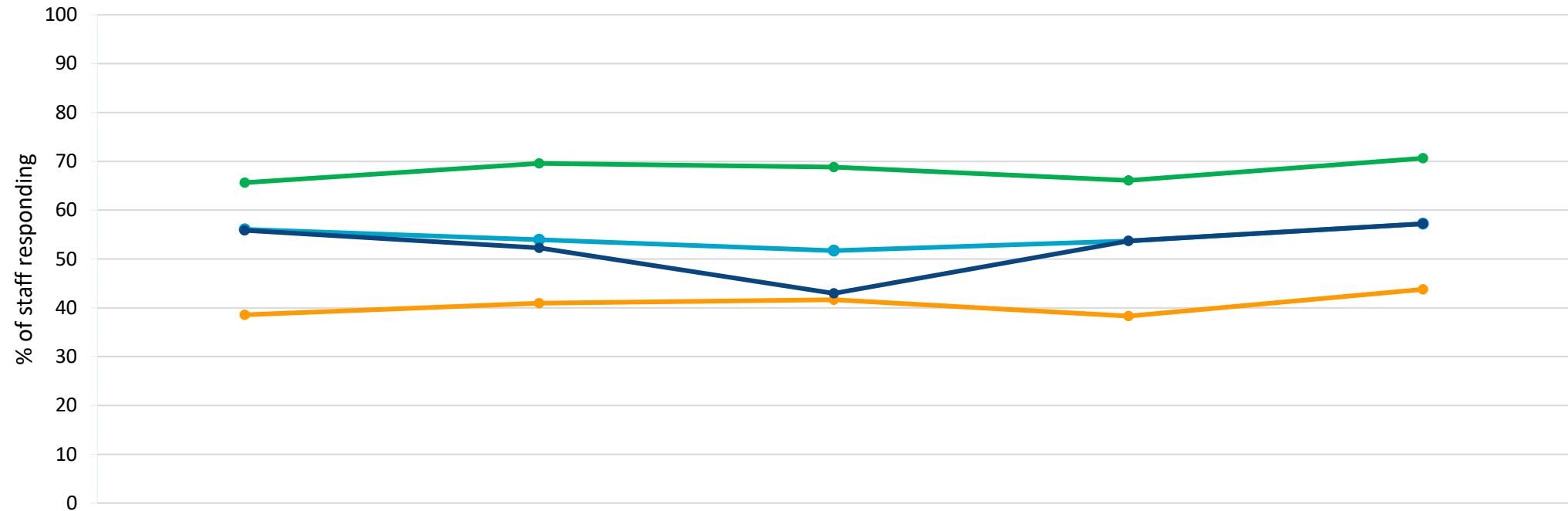
Occupational Group	Your org (%)	Average (%)	Responses
Maintenance	5.69%	2.78%	3269
General Management	4.07%	4.07%	3269
Emergency Care Practitioners	0.00%	0.00%	3269
Paramedics	0.00%	0.00%	3269
Emergency Care Assistants	0.00%	0.00%	3269
Ambulance Technicians	0.00%	0.00%	3269
Ambulance Control Staff	0.00%	0.00%	3269
Patient Transport Service	0.03%	0.00%	3269
Other	3.82%	3.28%	3269

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	55.85%	52.28%	42.95%	53.69%	57.21%
Highest	65.63%	69.56%	68.82%	66.07%	70.63%
Average	56.07%	53.96%	51.70%	53.69%	57.21%
Lowest	38.56%	40.96%	41.63%	38.30%	43.77%
Responses	2724	2857	2385	3002	3362

## 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	7.42	2983	7.45	3345	Not significant
We are recognised and rewarded	5.88	2988	6.03	3348	Significantly higher
We each have a voice that counts	6.76	2941	6.79	3303	Not significant
We are safe and healthy	6.13	2971	6.27	3316	Significantly higher
We are always learning	5.71	2845	5.81	3190	Not significant
We work flexibly	6.10	2958	6.27	3321	Significantly higher
We are a team	6.77	2982	6.82	3340	Not significant
<b>Themes</b>					
Staff Engagement	7.18	2992	7.21	3352	Not significant
Morale	5.86	2991	6.05	3347	Significantly higher

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. The People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher result is more positive than a lower result. These results are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the results are calculated can be found in the technical document available on the [Staff Survey website](#).



A key feature of the reports is that they **provide organisations with up to five years of trend data**. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer-term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.



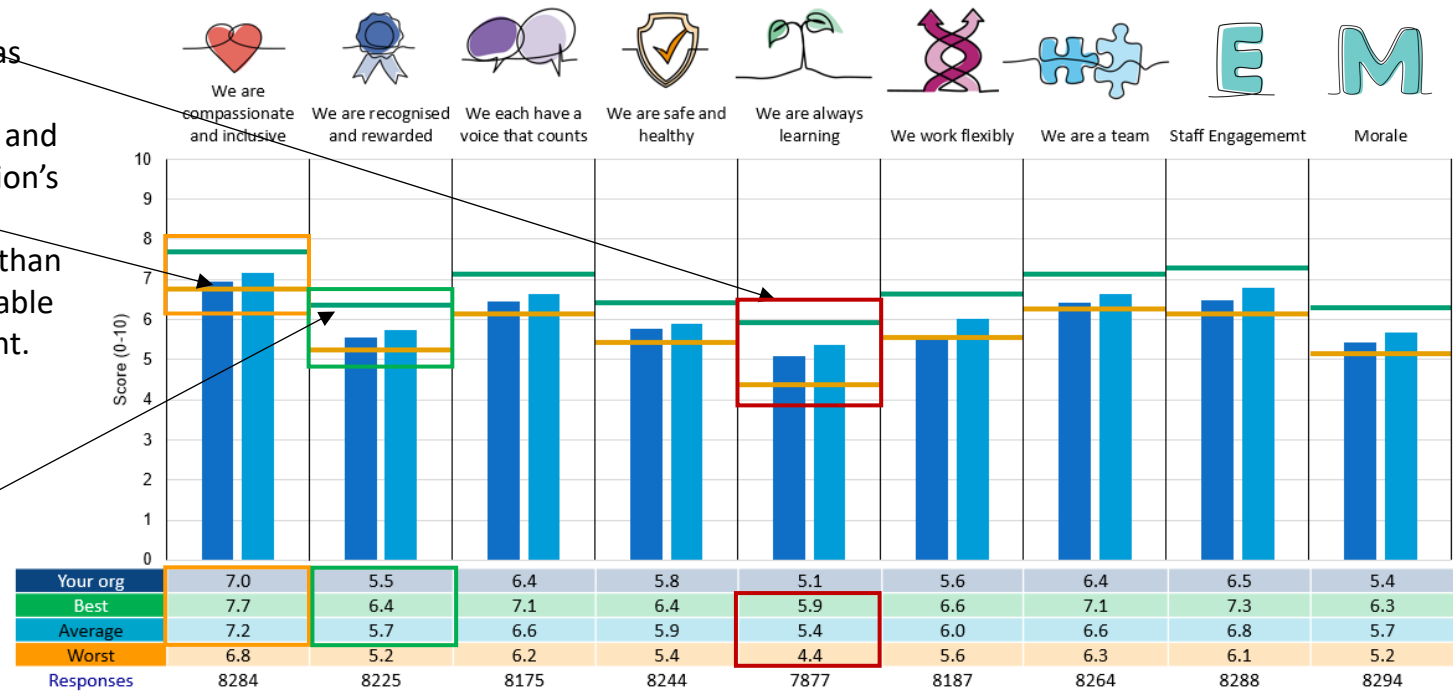
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single chart.

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

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

## Areas to improve

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



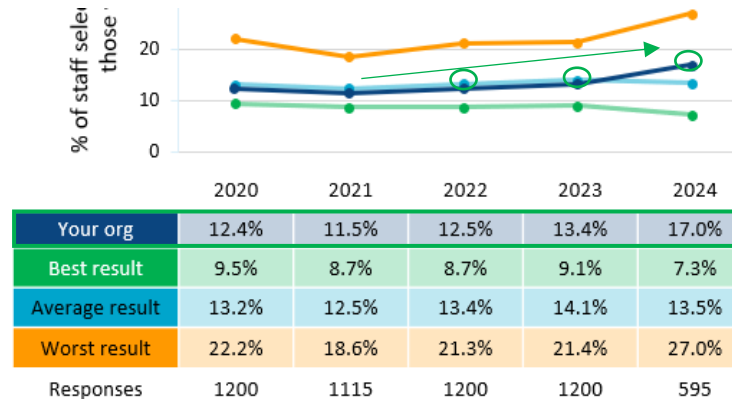
Only one example is highlighted for each point

## Positive outcomes

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

## Review trend data

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



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

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

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

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



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 Great Ormond Street Hospital for Children 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.