

# Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust contains results for the 2024 NHS Staff Survey, and historical results back to 2020 where possible. These results are presented in the context of best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

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

## How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the [People Promise](#). This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:



In support of this, the results of the NHS Staff Survey are measured against the seven People Promise elements and against two themes (Staff Engagement and Morale). The reporting also includes sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub scores are related and mapped to individual survey questions.

# People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

## Introduction

This section provides a brief introduction to the report, including how questions map to the People Promise elements, the themes and sub-scores, as well as features of the charts used throughout.

## Organisation details

This slide contains **key information** about the NHS organisations participating in this survey and details for your own organisation, such as response rate.

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

This section provides a high-level **overview** of the results for the seven elements of the People Promise and the two themes, followed by the results for each of the **sub-scores** that feed into these measures.

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

This section provides trend results for the seven elements of the People Promise and the two themes, followed by the trend results for each of the sub-scores that feed into these measures.

**All the People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.** For example, with the Burnout sub-score, a higher score (closer to 10) means a lower proportion of staff are experiencing burnout from their work. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Your organisation results are benchmarked against the benchmarking group average, the best scoring organisation and the worst scoring organisation. These charts are reported as percentages. The meaning of the value is outlined along the y axis. The questions that feed into each sub-score are detailed on slide 5.



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

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

This section provides trend results for **questions**. The questions are presented in sections for each of the People Promise elements and themes. Not all questions reported within the section for a People Promise element or theme feed into the score and sub-scores for that element or theme. The first slide in the section for each People Promise element or theme lists which of the questions that are included in the section feed into the score and sub-scores, and which do not.

## Questions not linked to People Promise

Results for the questions that are not related to any People Promise element or theme and do not contribute to the scores and sub-scores are included in this section.

## Workforce Equality Standards

This section shows that data required for the indicators used in the **Workforce Race Equality Standard (WRES)** and the **Workforce Disability Equality Standard (WDES)**.

## About your respondents

This section provides details of the staff responding to the survey, including their **demographic and other classification questions**.

## Appendices

Here you will find:

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

## Key features

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

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

Note this is example data

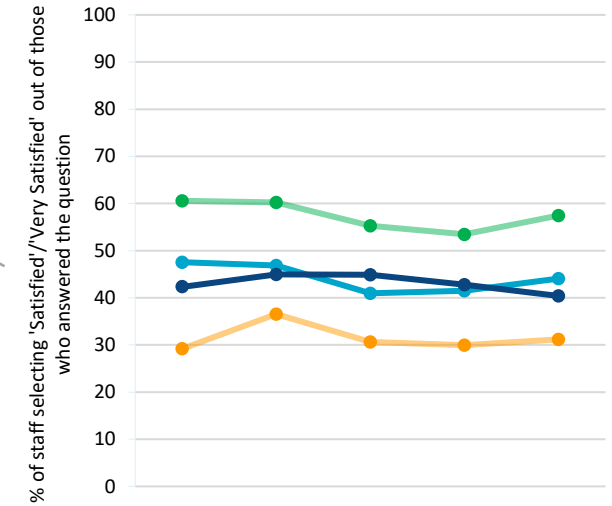


**Colour coding** highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

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

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



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

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

## Organisation details



Doncaster and Bassetlaw Teaching Hospitals NHS  
Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **4570**

2024 response rate **62%**

### Survey details

Survey mode **Mixed**

⬅ This organisation is benchmarked against:

Acute and Acute & Community Trusts



### 2024 benchmarking group details

Organisations in group: 122

Median response rate: 49%

No. of completed questionnaires: 532587

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

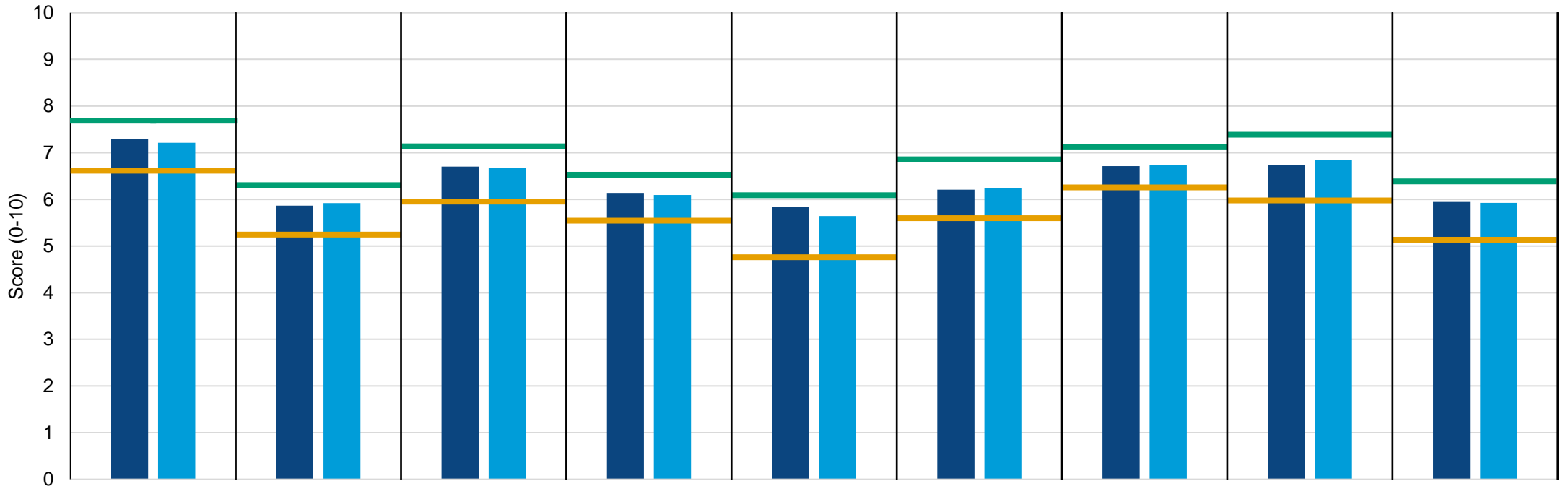


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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

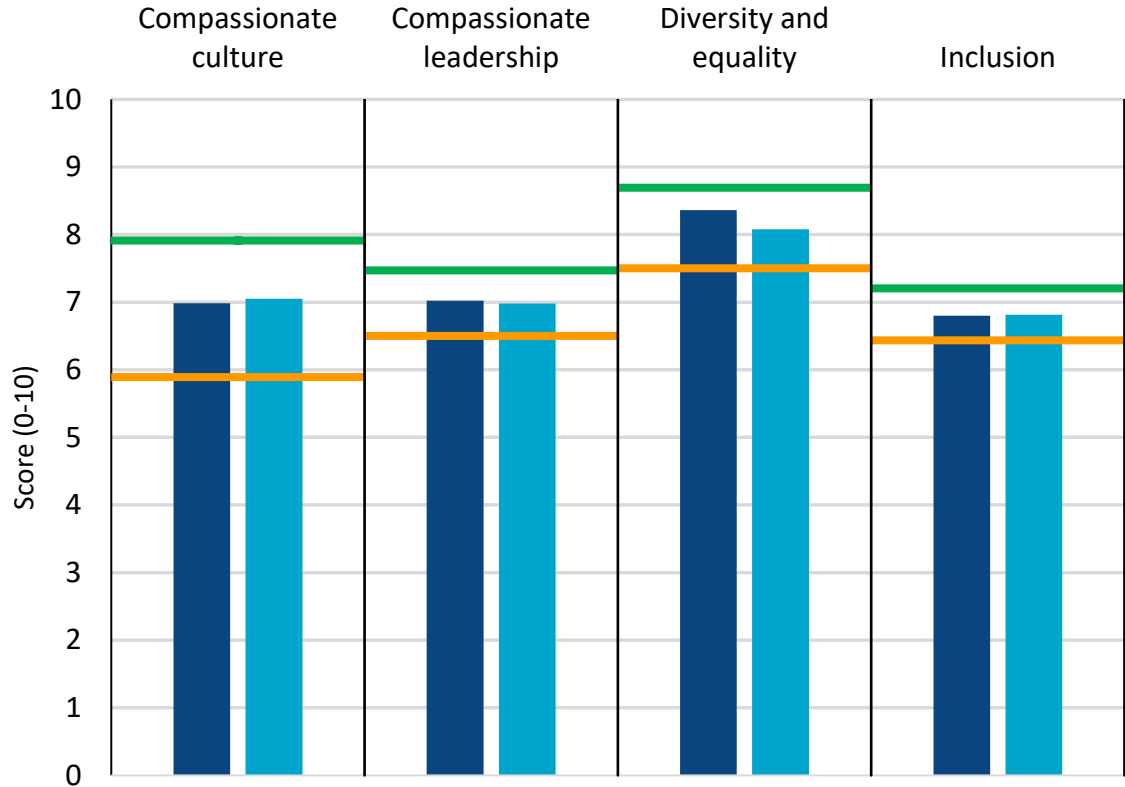


Your org	7.29	5.87	6.70	6.14	5.85	6.21	6.71	6.74	5.95
Best result	7.69	6.30	7.14	6.53	6.09	6.86	7.12	7.39	6.38
Average result	7.21	5.92	6.67	6.09	5.64	6.24	6.74	6.84	5.93
Worst result	6.61	5.24	5.95	5.54	4.76	5.60	6.26	5.98	5.13
Responses	4560	4557	4521	4529	4434	4533	4548	4562	4566

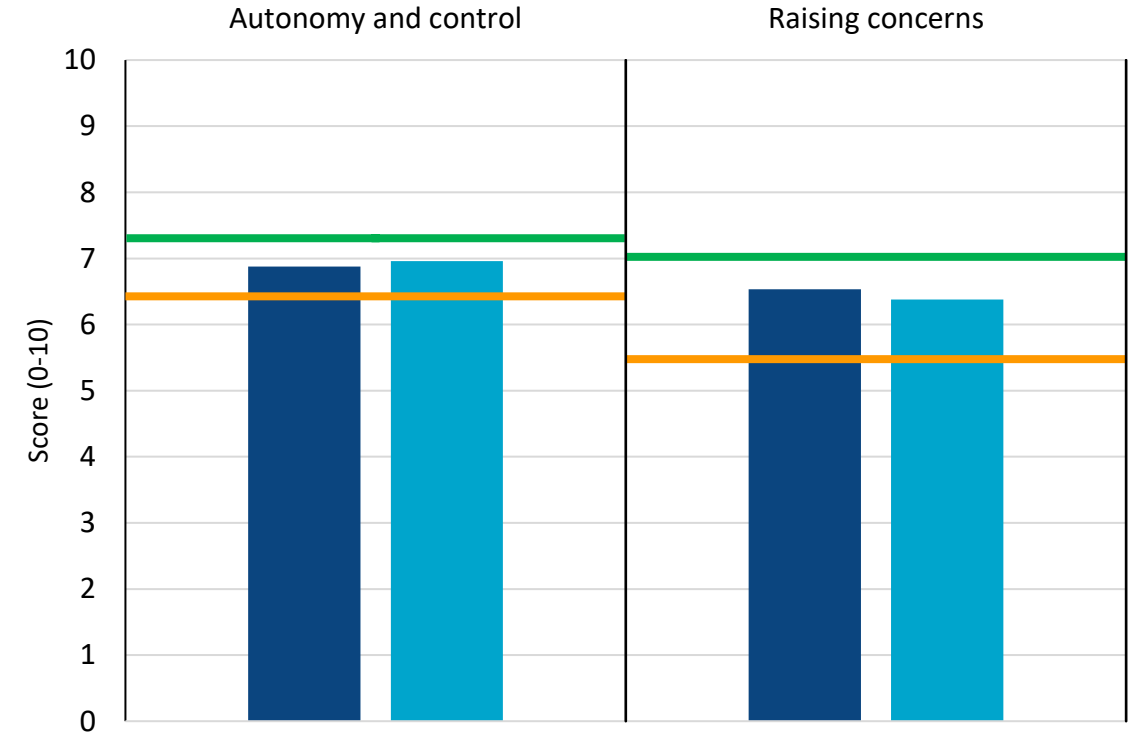
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	6.98	7.02	8.36	6.80
Best result	7.91	7.47	8.69	7.20
Average result	7.05	6.98	8.08	6.81
Worst result	5.89	6.50	7.50	6.44
Responses	4547	4561	4542	4547

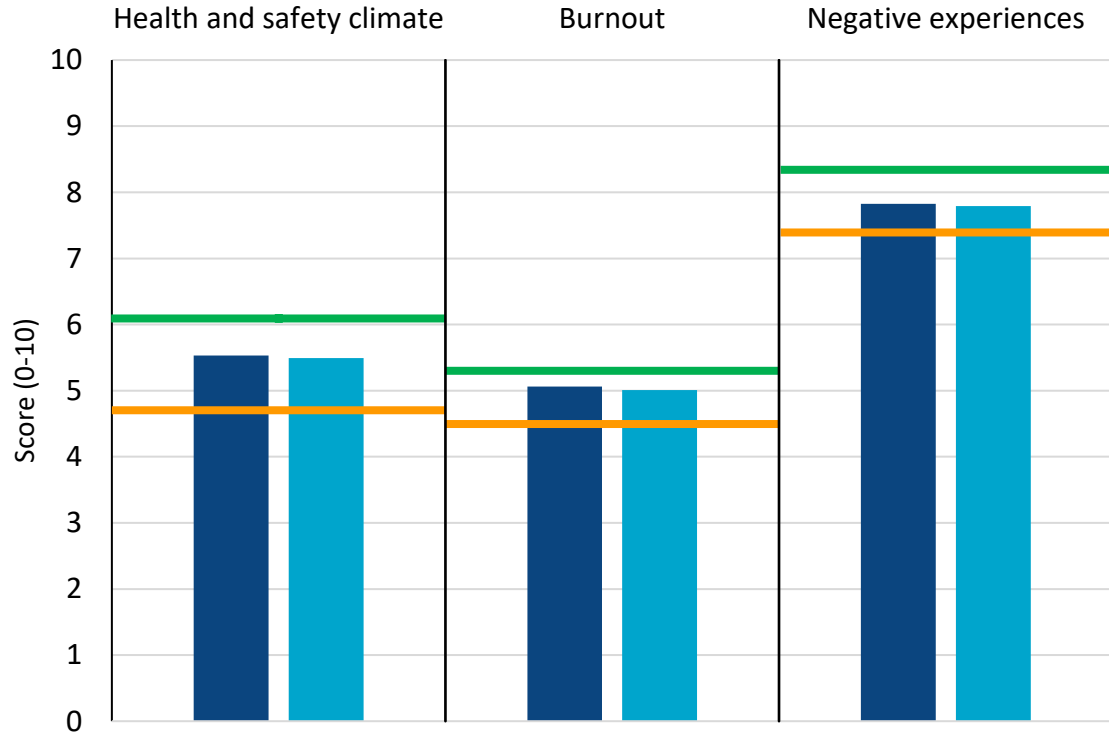
Your org	6.88	6.53
Best result	7.31	7.02
Average result	6.96	6.38
Worst result	6.43	5.48
Responses	4560	4529

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.

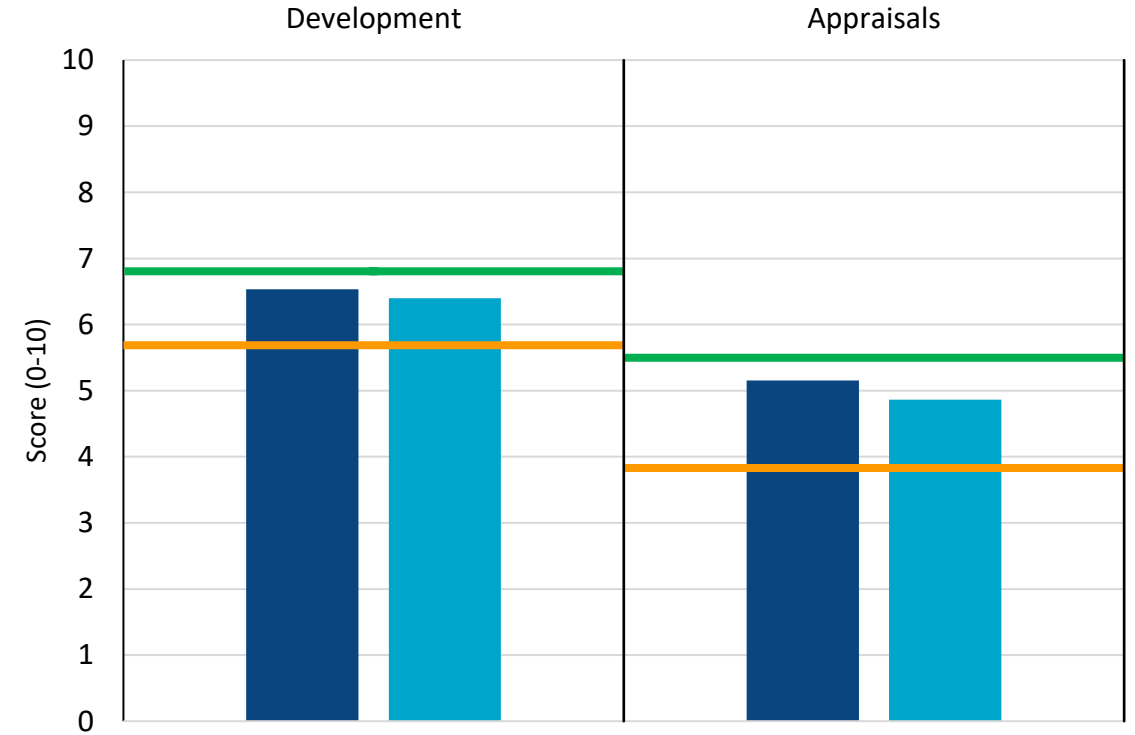
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	5.53	5.06	7.82
Best result	6.09	5.30	8.34
Average result	5.49	5.01	7.79
Worst result	4.70	4.50	7.39
Responses	4553	4557	4546

Your org	6.53	5.15
Best result	6.80	5.50
Average result	6.40	4.86
Worst result	5.69	3.83
Responses	4546	4444

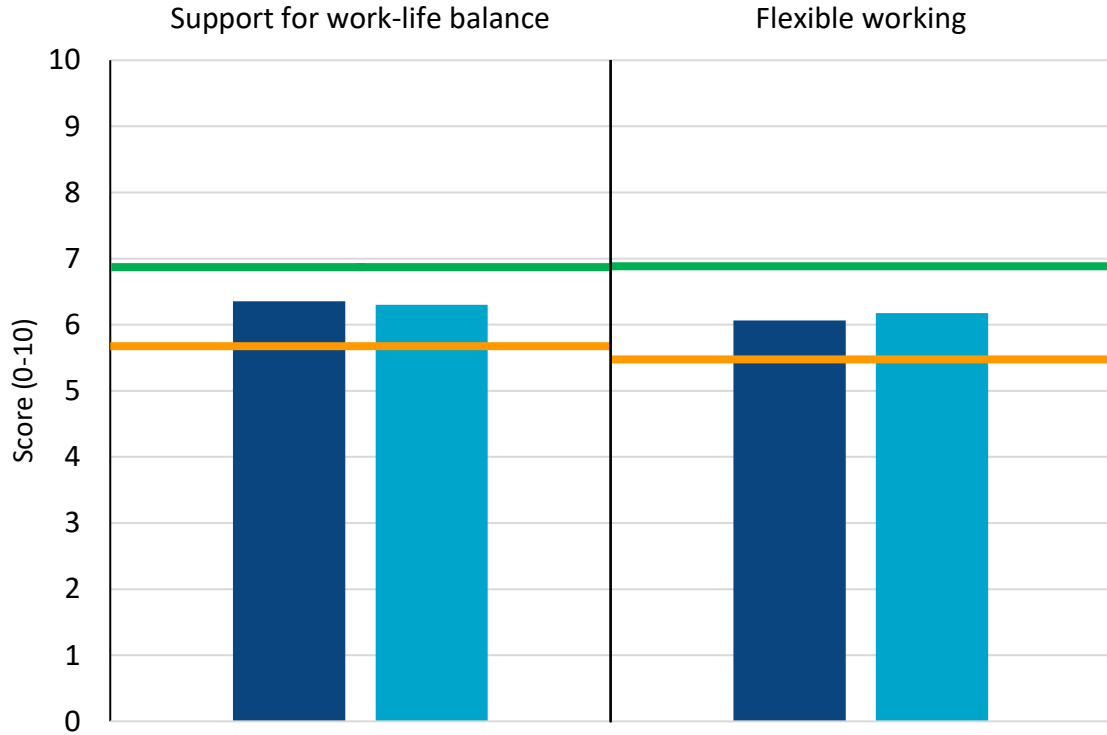
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## 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	6.36	6.87	6.30	5.67	4556
Flexible working	6.06	6.88	6.17	5.47	4540

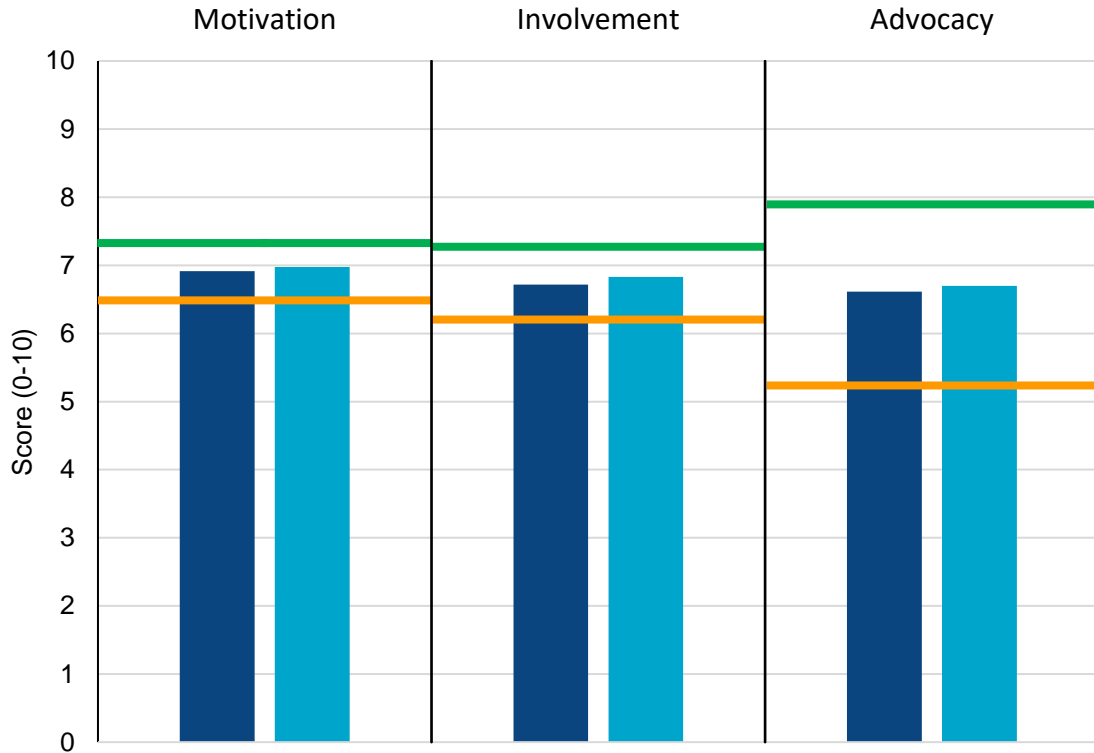


Category	Your org	Best result	Average result	Worst result	Responses
Team working	6.62	7.06	6.67	6.18	4557
Line management	6.81	7.31	6.82	6.33	4553

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



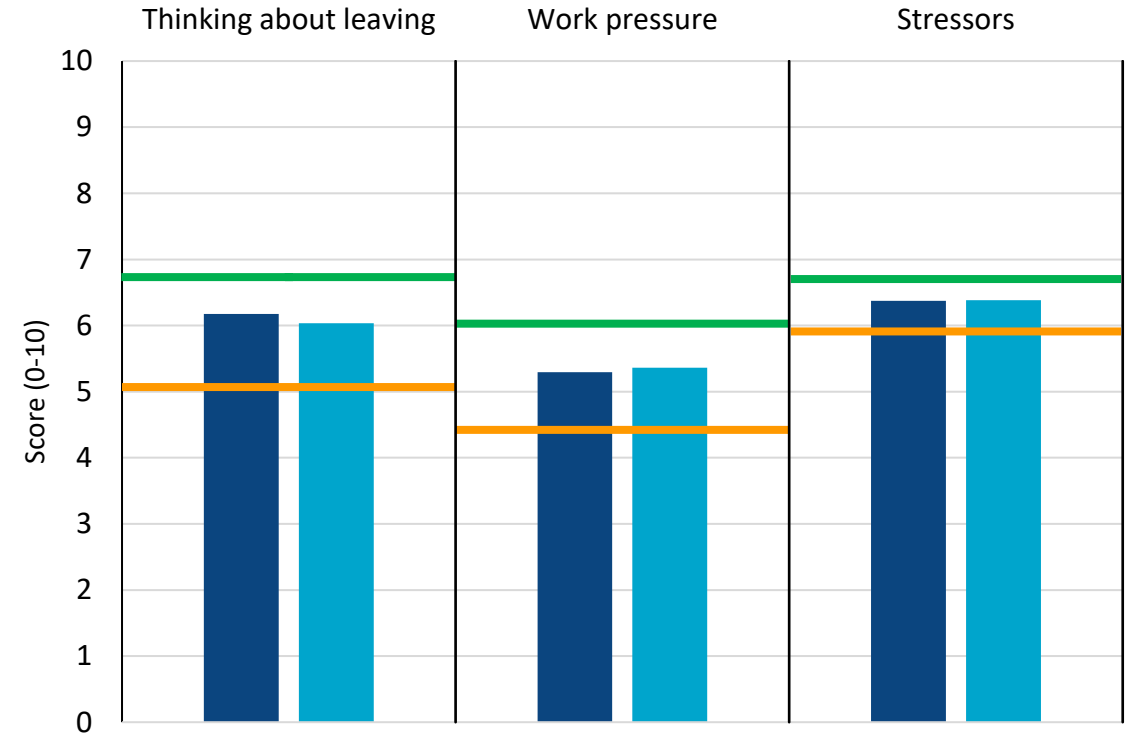
## Theme: Staff engagement



Element	Score (0-10)	Responses
Your org	6.91	4498
Best result	7.33	
Average result	6.98	
Worst result	6.49	
Your org	6.72	4561
Best result	7.27	
Average result	6.83	
Worst result	6.20	
Your org	6.61	4547
Best result	7.90	
Average result	6.70	
Worst result	5.24	



## Theme: Morale



Element	Score (0-10)	Responses
Your org	6.17	4548
Best result	6.73	
Average result	6.04	
Worst result	5.07	
Your org	5.29	4550
Best result	6.03	
Average result	5.36	
Worst result	4.42	
Your org	6.37	4559
Best result	6.70	
Average result	6.38	
Worst result	5.91	

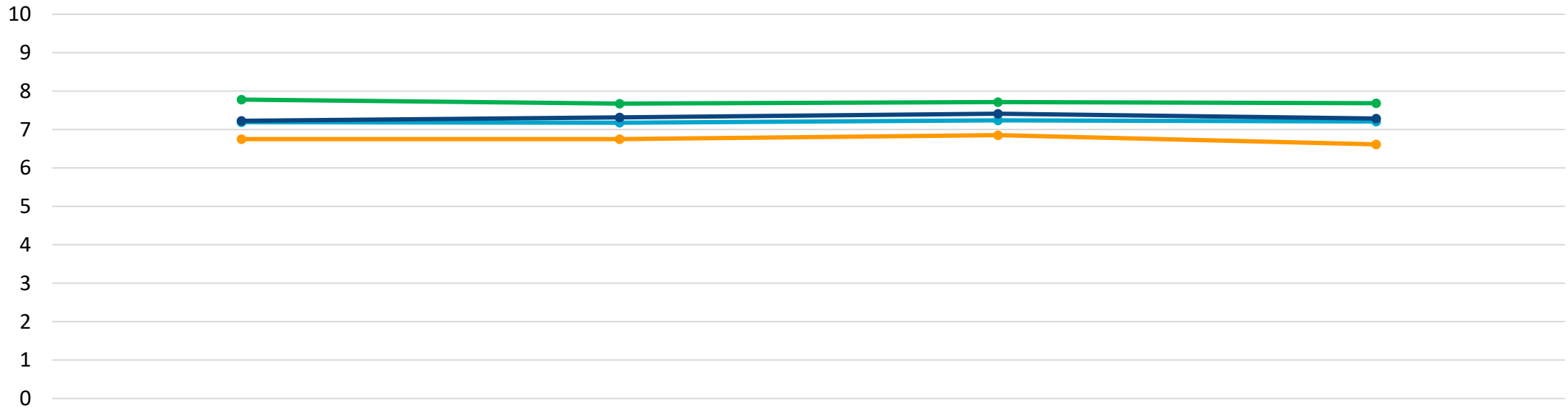


## People Promise elements, themes and sub-scores: Trends

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	7.23	7.32	7.41	7.29
Best result	7.78	7.67	7.72	7.69
Average result	7.19	7.18	7.24	7.21
Worst result	6.75	6.75	6.85	6.61
Responses	3974	4237	4688	4560



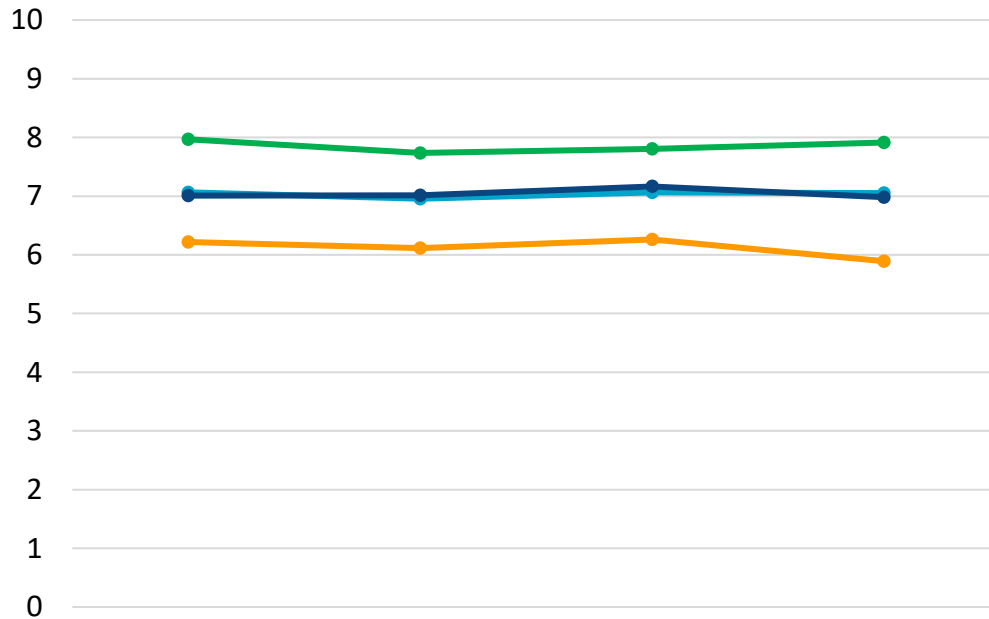
# People Promise elements, themes and sub-scores: Sub-score trends

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

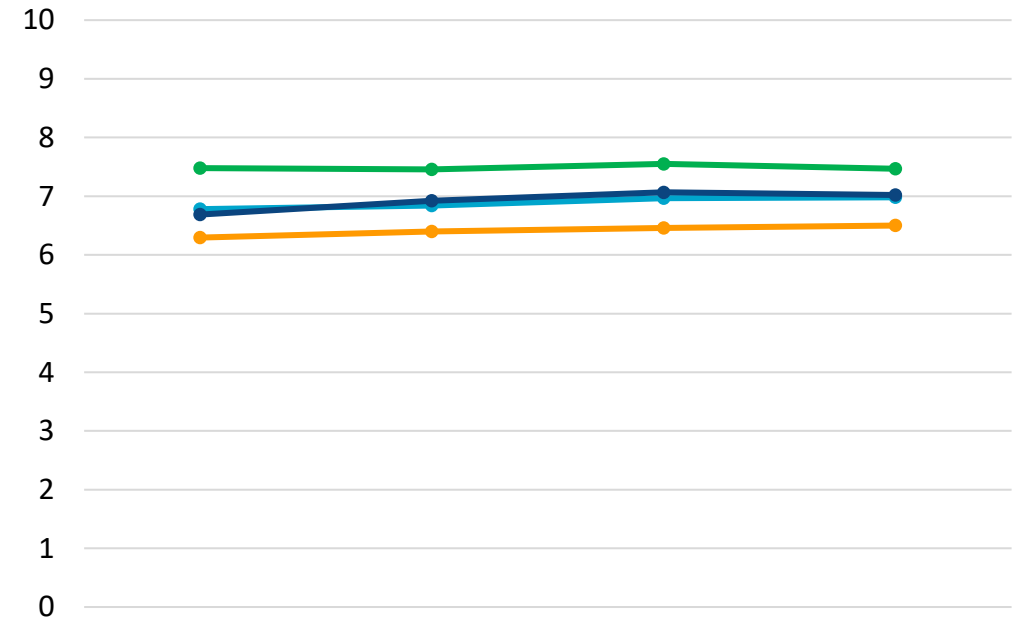


## Promise element 1: We are compassionate and inclusive (1)

### Compassionate culture



### Compassionate leadership



2021      2022      2023      2024

Your org	7.01	7.02	7.16	6.98
Best result	7.97	7.74	7.81	7.91
Average result	7.07	6.96	7.06	7.05
Worst result	6.22	6.12	6.26	5.89

Responses      3933      4224      4668      4547

2021      2022      2023      2024

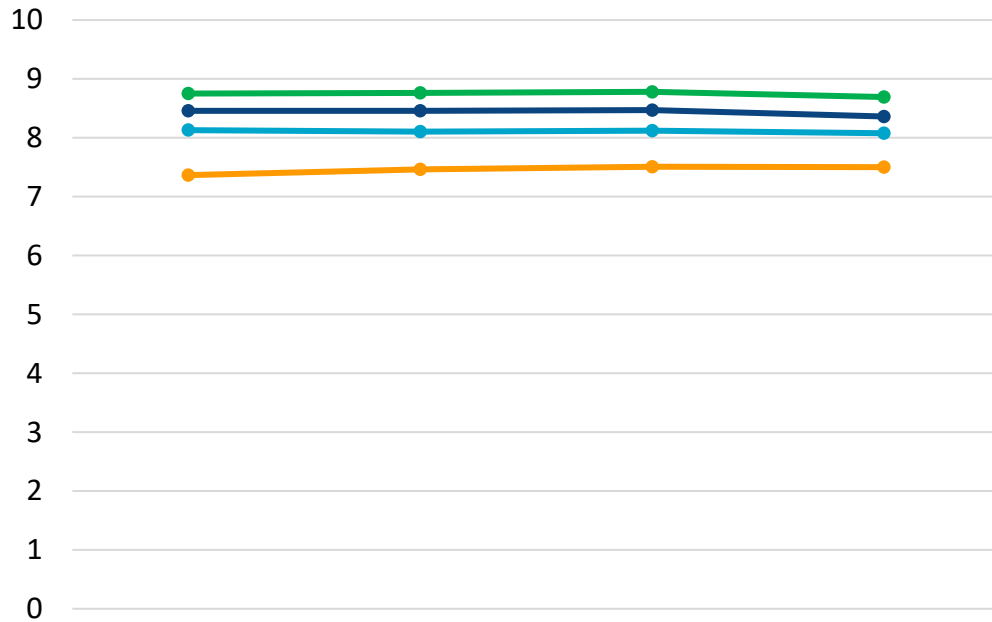
Your org	6.69	6.92	7.07	7.02
Best result	7.48	7.46	7.55	7.47
Average result	6.78	6.84	6.96	6.98
Worst result	6.30	6.40	6.46	6.50

Responses      3983      4237      4692      4561

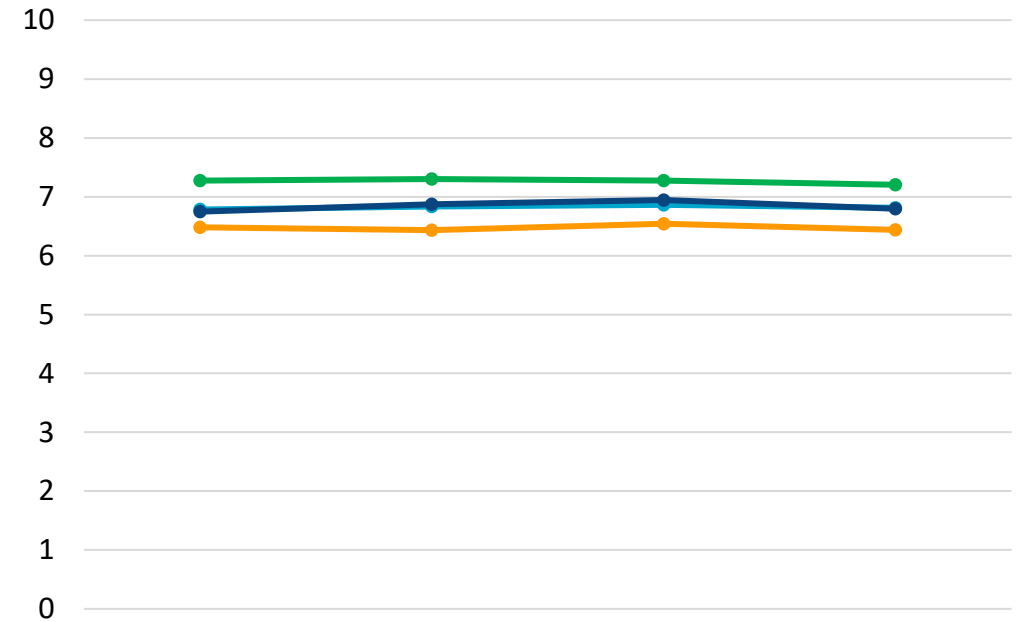
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	8.46	8.46	8.47	8.36
Best result	8.75	8.76	8.78	8.69
Average result	8.13	8.10	8.12	8.08
Worst result	7.37	7.46	7.51	7.50
Responses	3968	4235	4689	4542

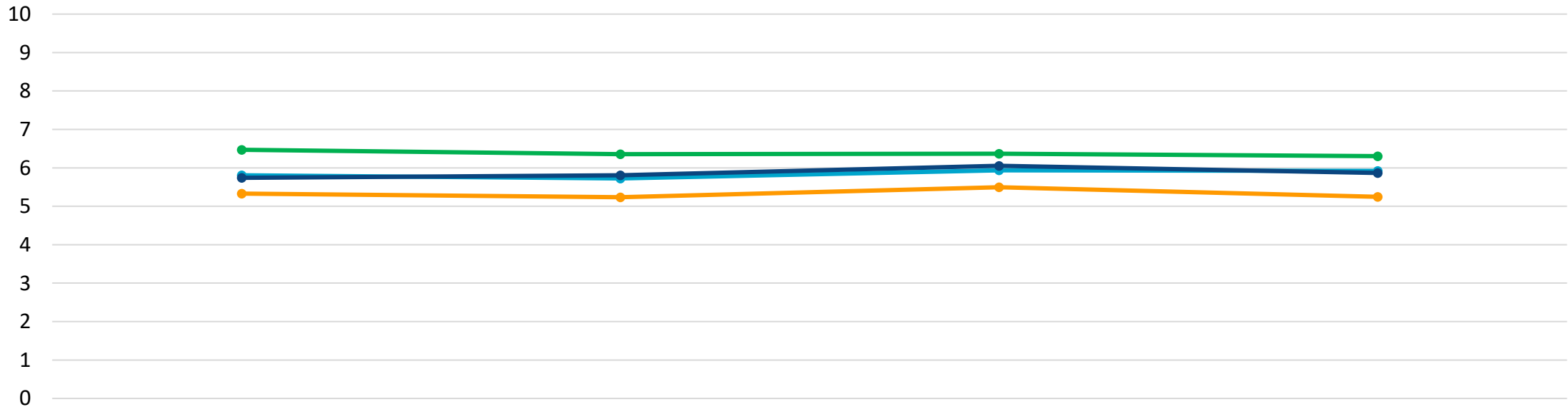
	2021	2022	2023	2024
Your org	6.75	6.87	6.94	6.80
Best result	7.28	7.30	7.27	7.20
Average result	6.78	6.84	6.86	6.81
Worst result	6.48	6.43	6.54	6.44
Responses	3993	4225	4673	4547

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



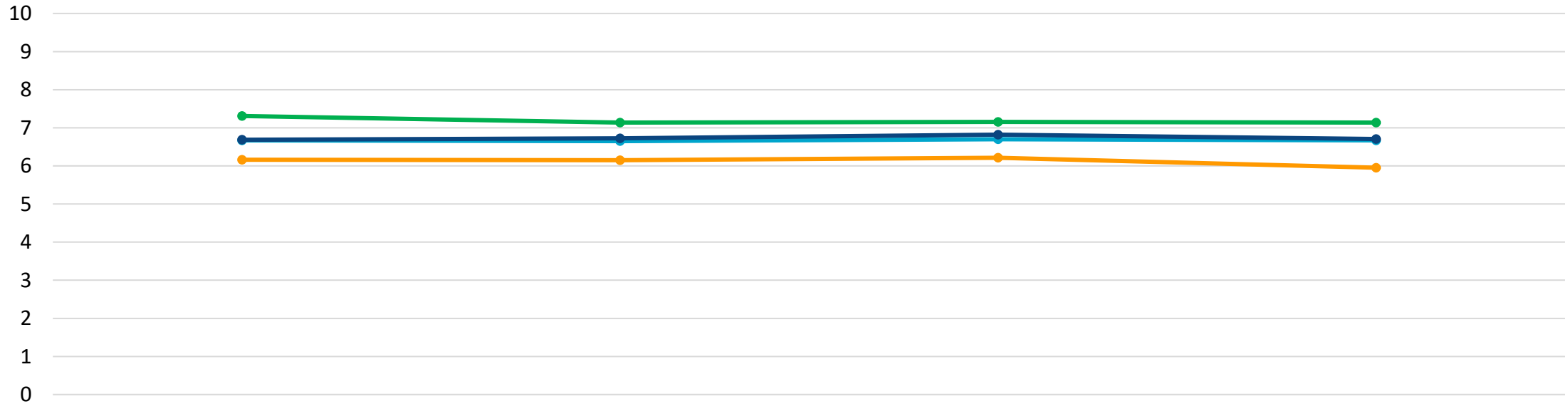
	2021	2022	2023	2024
Your org	5.74	5.81	6.05	5.87
Best result	6.47	6.36	6.37	6.30
Average result	5.81	5.72	5.94	5.92
Worst result	5.33	5.24	5.49	5.24
Responses	4031	4234	4691	4557

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



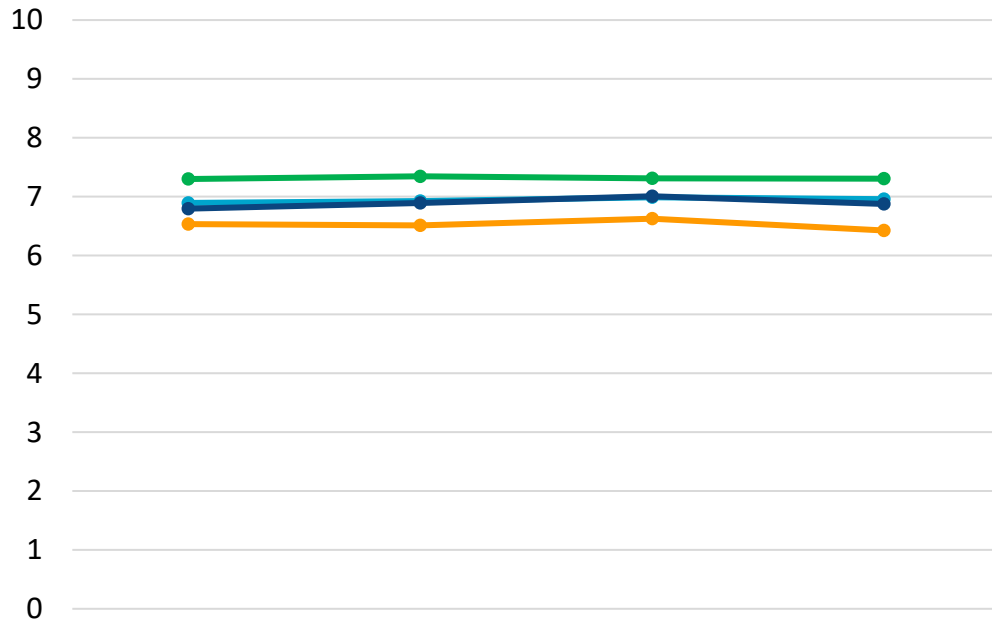
	2021	2022	2023	2024
Your org	6.69	6.72	6.82	6.70
Best result	7.31	7.14	7.16	7.14
Average result	6.67	6.65	6.70	6.67
Worst result	6.16	6.15	6.21	5.95
Responses	3914	4189	4642	4521

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

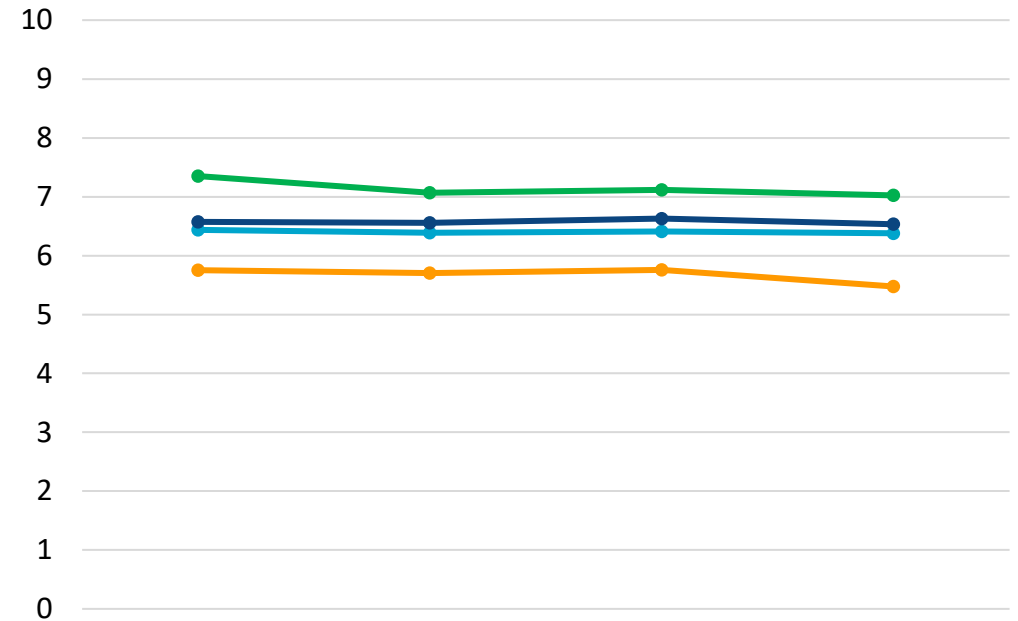


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	6.80	6.89	7.01	6.88
Best result	7.30	7.35	7.31	7.31
Average result	6.89	6.93	6.99	6.96
Worst result	6.53	6.51	6.63	6.43
Responses	4039	4241	4689	4560

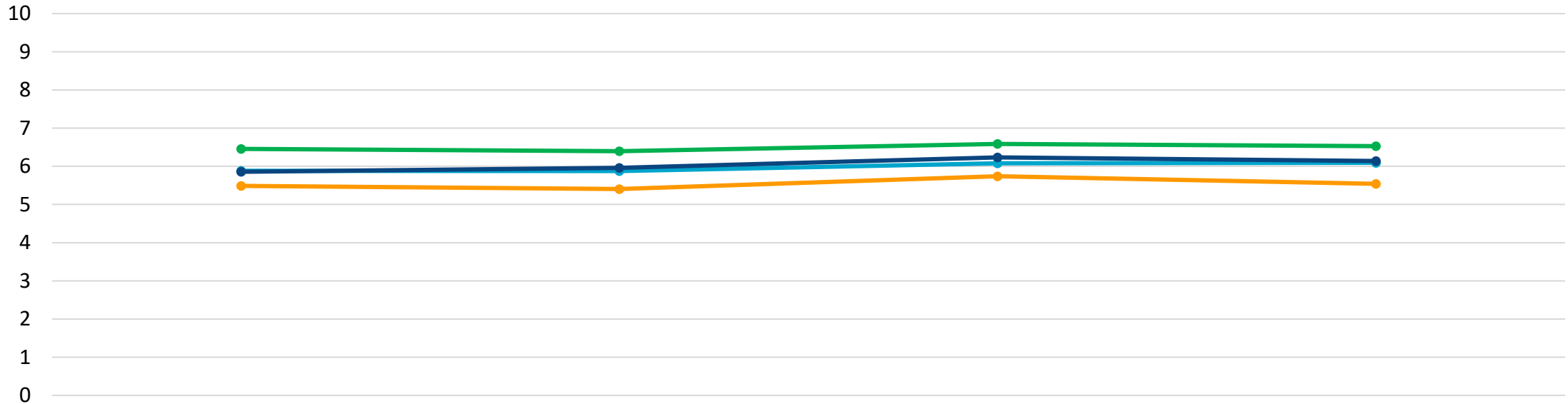
	2021	2022	2023	2024
Your org	6.57	6.56	6.63	6.53
Best result	7.35	7.07	7.12	7.02
Average result	6.44	6.39	6.41	6.38
Worst result	5.75	5.70	5.76	5.48
Responses	3916	4197	4654	4529

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



## Promise element 4: We are safe and healthy

### We are safe and healthy



	2021	2022	2023	2024
Your org	5.86	5.96	6.23	6.14
Best result	6.46	6.40	6.59	6.53
Average result	5.88	5.88	6.08	6.09
Worst result	5.49	5.41	5.74	5.54
Responses	3959	4222	4655	4529

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.

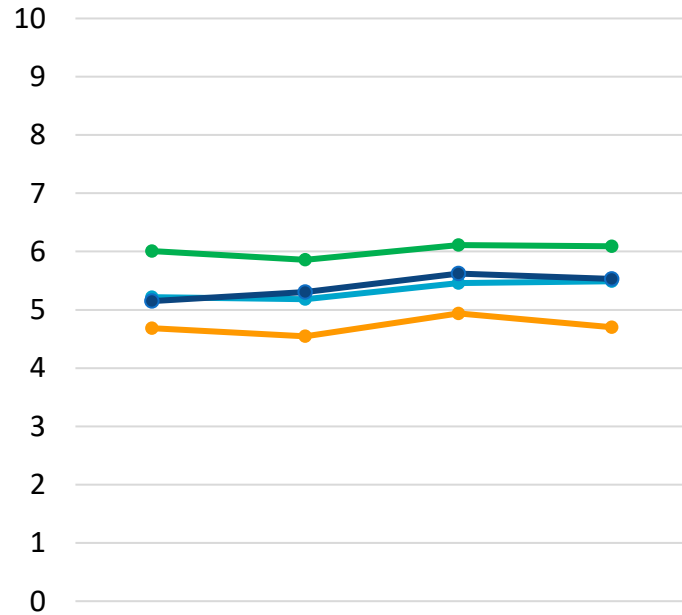


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



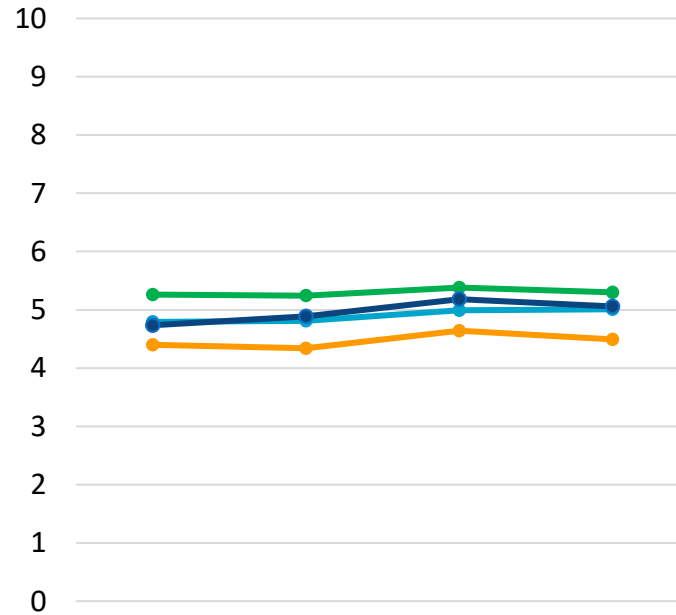
## Promise element 4: We are safe and healthy

### Health and safety climate



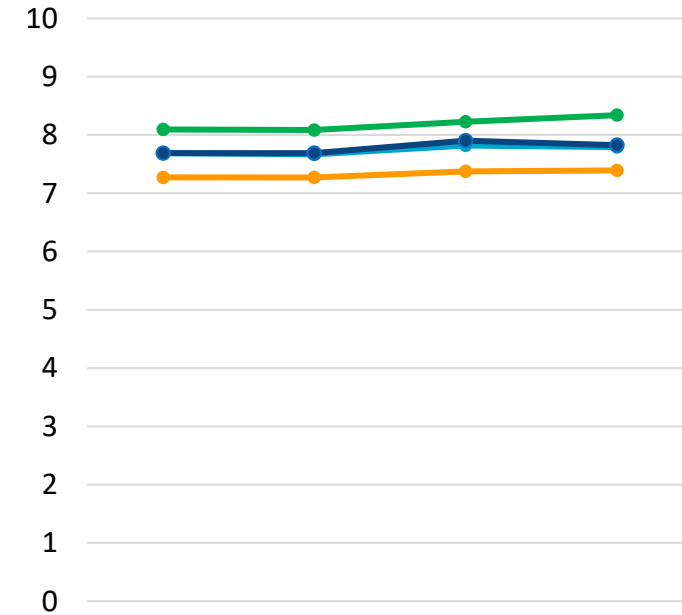
	2021	2022	2023	2024
<b>Your org</b>	5.15	5.31	5.62	5.53
<b>Best result</b>	6.01	5.86	6.11	6.09
<b>Average result</b>	5.21	5.18	5.46	5.49
<b>Worst result</b>	4.68	4.55	4.94	4.70
Responses	4039	4240	4690	4553

### Burnout



	2021	2022	2023	2024
<b>Your org</b>	4.74	4.89	5.18	5.06
<b>Best result</b>	5.26	5.24	5.38	5.30
<b>Average result</b>	4.79	4.81	4.99	5.01
<b>Worst result</b>	4.40	4.34	4.64	4.50
Responses	3985	4243	4691	4557

### Negative experiences



	2021	2022	2023	2024
<b>Your org</b>	7.69	7.69	7.90	7.82
<b>Best result</b>	8.10	8.09	8.23	8.34
<b>Average result</b>	7.69	7.67	7.82	7.79
<b>Worst result</b>	7.27	7.27	7.38	7.39
Responses	3965	4236	4673	4546

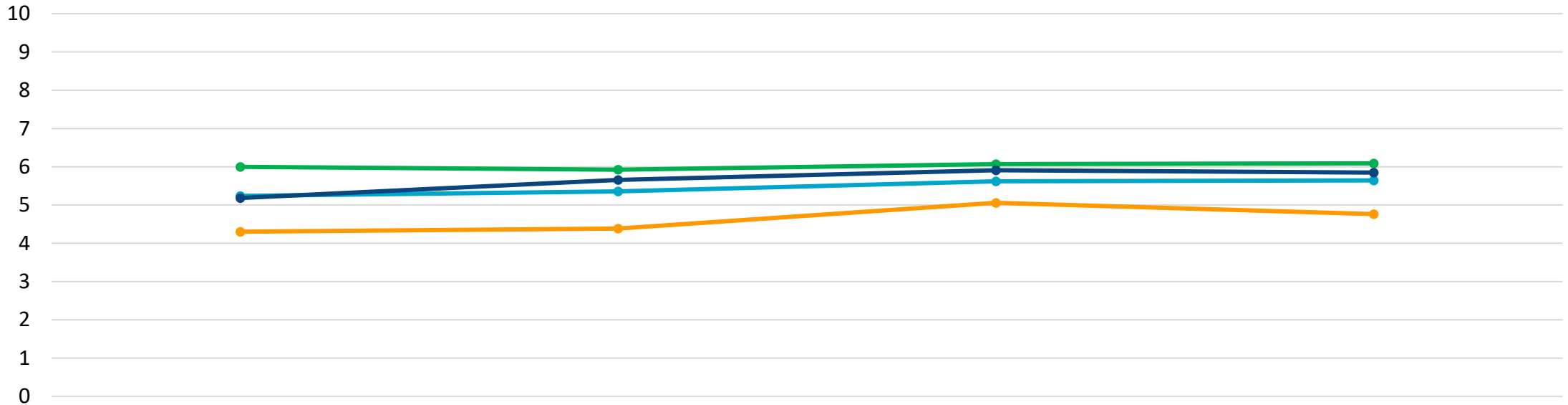
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



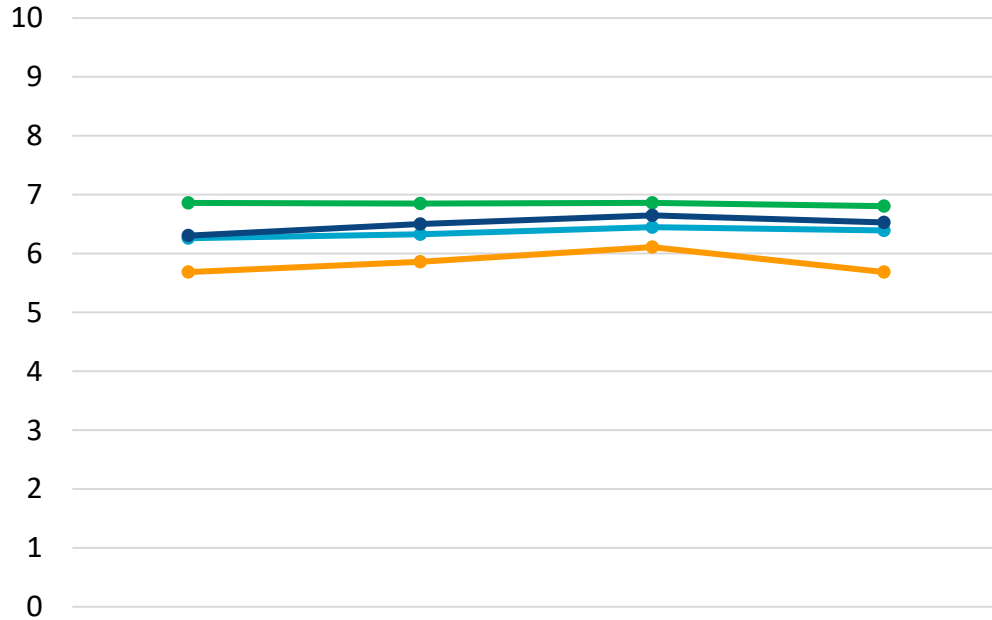
	2021	2022	2023	2024
Your org	5.18	5.66	5.91	5.85
Best result	6.00	5.92	6.07	6.09
Average result	5.24	5.35	5.62	5.64
Worst result	4.30	4.39	5.06	4.76
Responses	3771	4113	4516	4434

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.

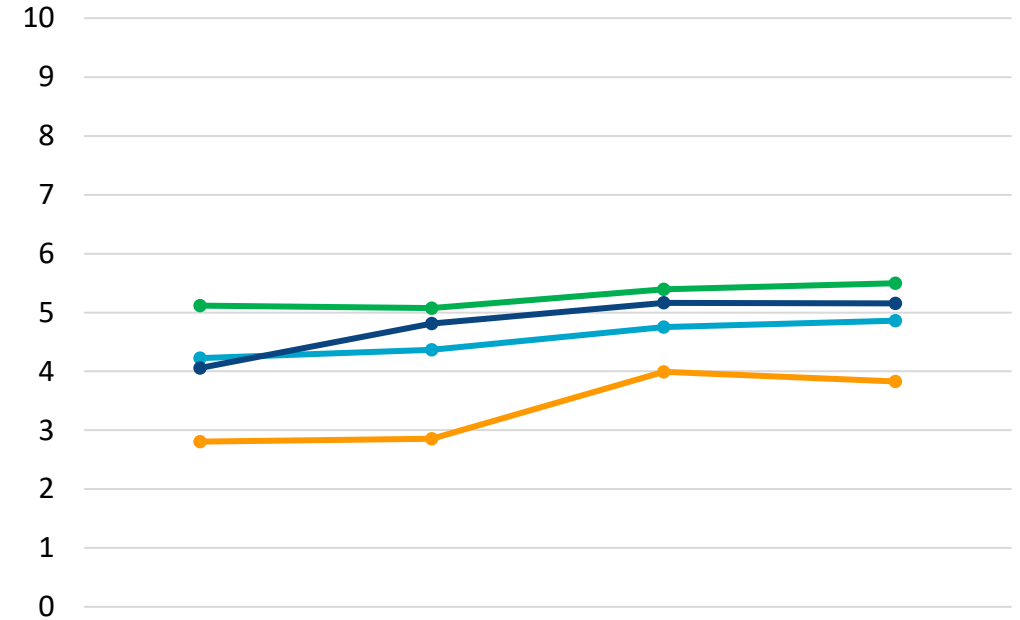


## Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	6.30	6.50	6.65	6.53
Best result	6.86	6.85	6.86	6.80
Average result	6.26	6.33	6.45	6.40
Worst result	5.68	5.86	6.11	5.69

Responses 3953 4224 4676 4546

2021 2022 2023 2024

	2021	2022	2023	2024
Your org	4.06	4.81	5.16	5.15
Best result	5.12	5.08	5.40	5.50
Average result	4.23	4.37	4.75	4.86
Worst result	2.81	2.85	3.99	3.83

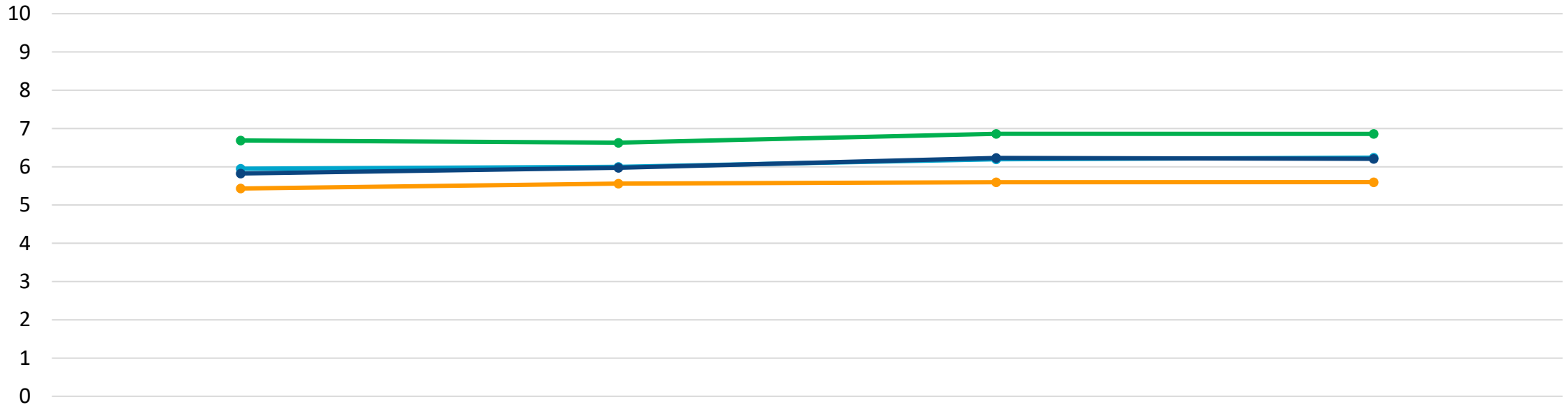
Responses 3790 4134 4524 4444

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



## Promise element 6: We work flexibly

We work flexibly



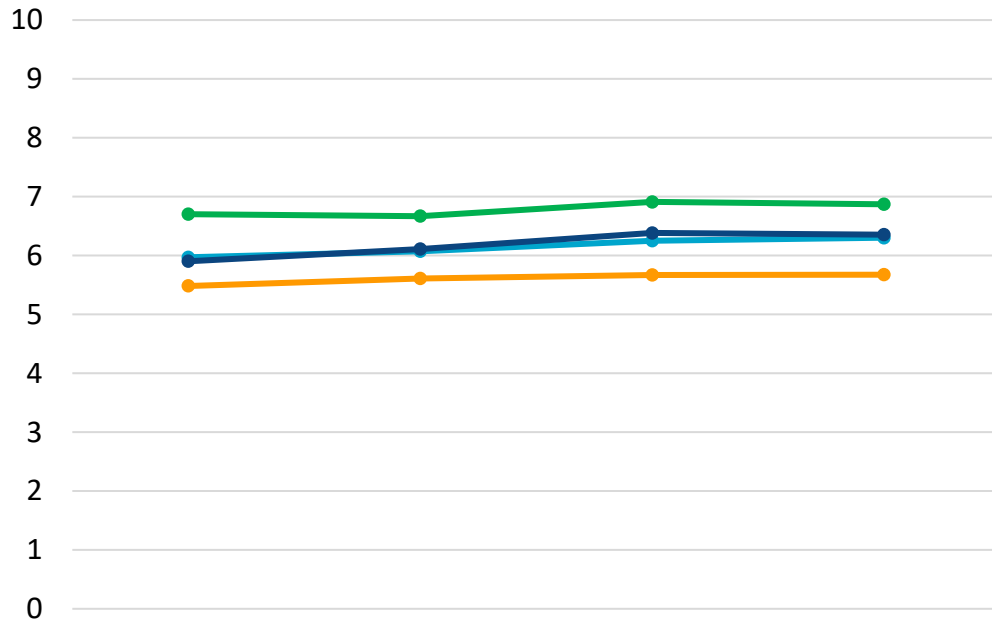
	2021	2022	2023	2024
Your org	5.82	5.97	6.23	6.21
Best result	6.69	6.63	6.86	6.86
Average result	5.95	6.00	6.20	6.24
Worst result	5.43	5.56	5.60	5.60
Responses	4009	4214	4667	4533

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

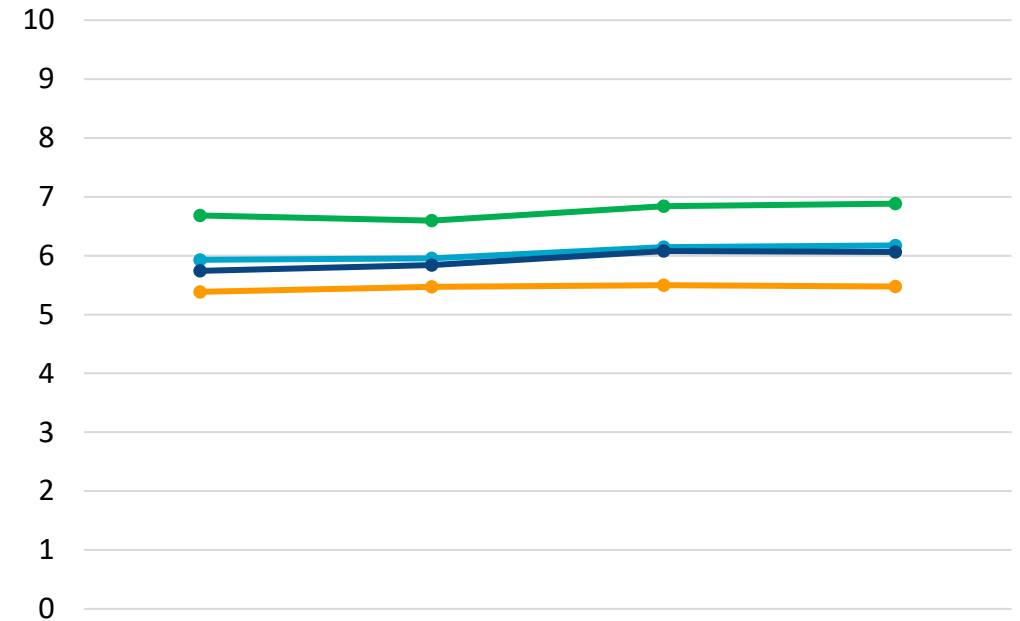


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	5.90	6.11	6.38	6.36
Best result	6.70	6.67	6.91	6.87
Average result	5.97	6.07	6.25	6.30
Worst result	5.48	5.61	5.67	5.67

Responses 4019 4239 4693 4556

2021 2022 2023 2024

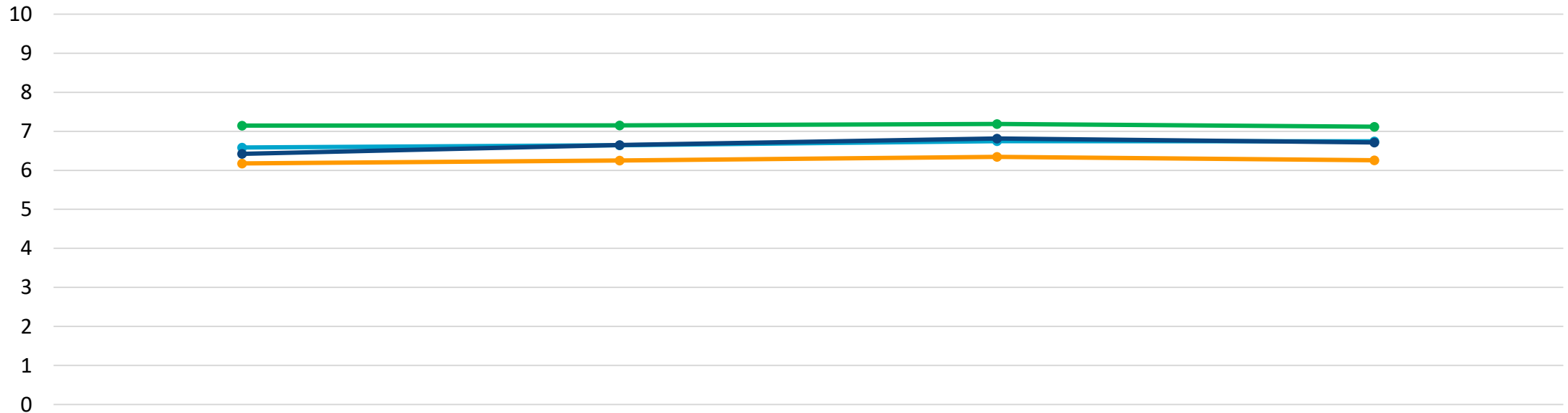
	2021	2022	2023	2024
Your org	5.74	5.84	6.08	6.06
Best result	6.68	6.59	6.84	6.88
Average result	5.93	5.95	6.15	6.17
Worst result	5.39	5.47	5.50	5.47

Responses 4027 4219 4674 4540

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



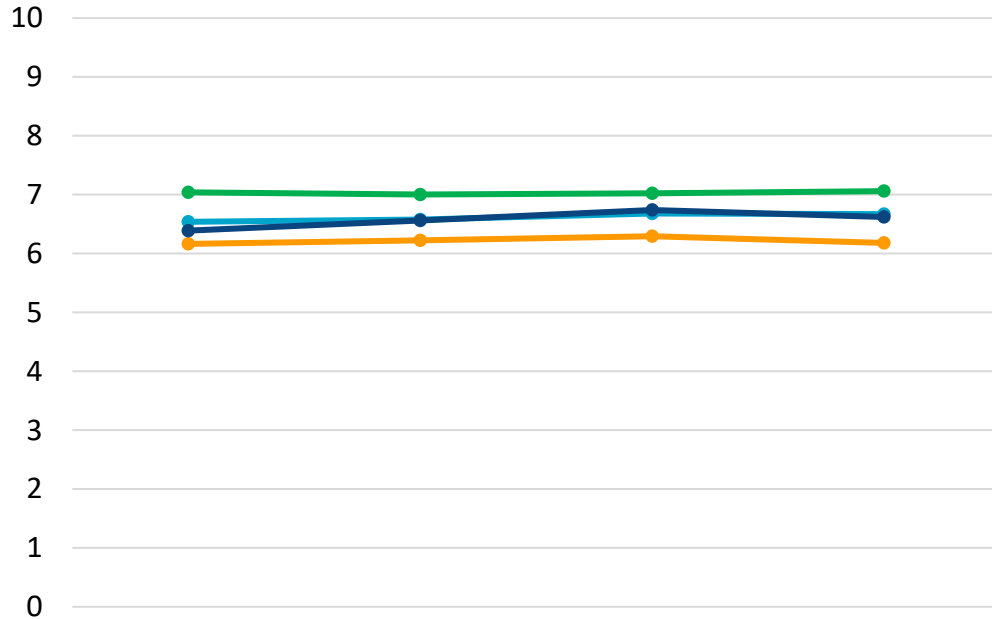
	2021	2022	2023	2024
<b>Your org</b>	6.42	6.65	6.82	6.71
<b>Best result</b>	7.15	7.15	7.19	7.12
<b>Average result</b>	6.58	6.64	6.75	6.74
<b>Worst result</b>	6.18	6.25	6.34	6.26
<b>Responses</b>	3985	4234	4676	4548

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.

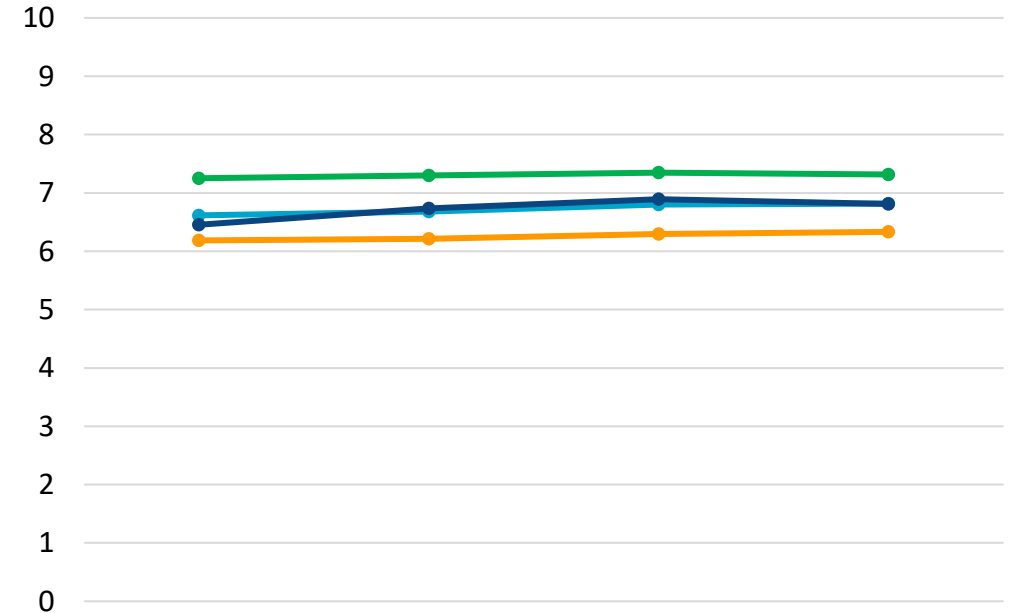


## Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	6.39	6.56	6.74	6.62
Best result	7.04	7.00	7.02	7.06
Average result	6.54	6.58	6.68	6.67
Worst result	6.16	6.22	6.29	6.18
Responses	4007	4238	4684	4557

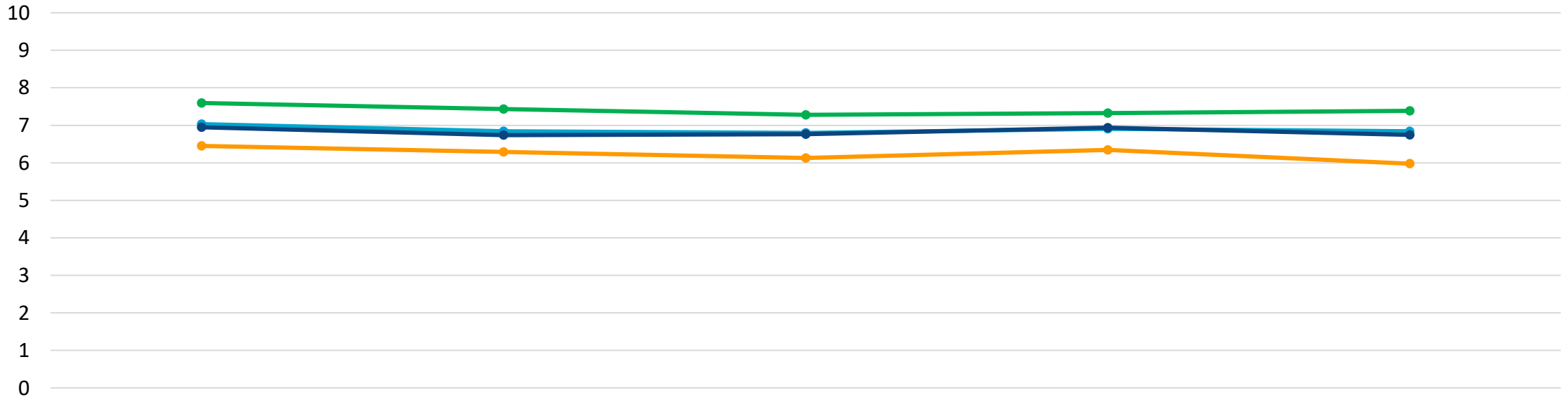
	2021	2022	2023	2024
Your org	6.45	6.73	6.89	6.81
Best result	7.25	7.30	7.35	7.31
Average result	6.62	6.68	6.80	6.82
Worst result	6.19	6.21	6.30	6.33
Responses	3990	4240	4686	4553

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	6.95	6.74	6.76	6.94	6.74
Best result	7.60	7.44	7.28	7.32	7.39
Average result	7.03	6.84	6.80	6.91	6.84
Worst result	6.45	6.29	6.13	6.34	5.98
Responses	3111	4041	4245	4693	4562





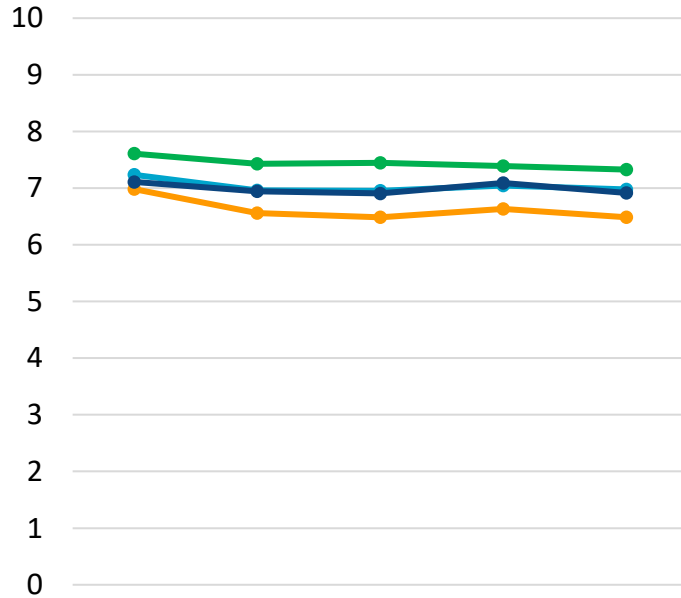
# People Promise elements, themes and sub-scores: Sub-score trends

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.



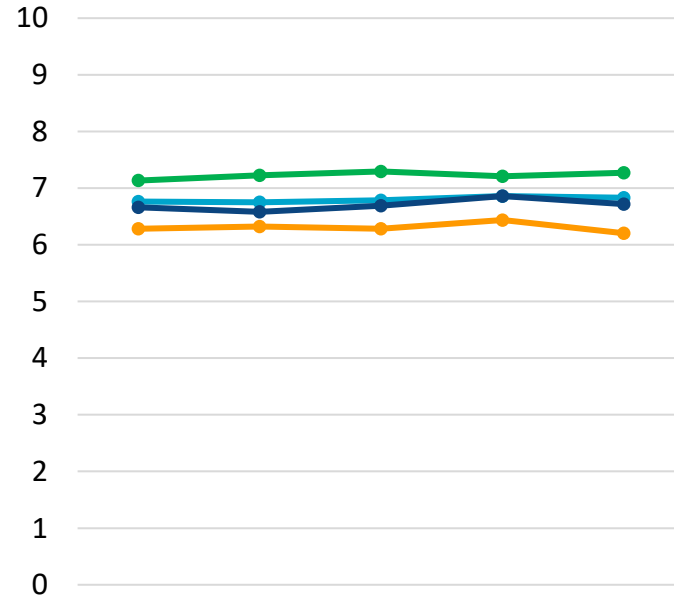
## Theme: Staff Engagement

### Motivation



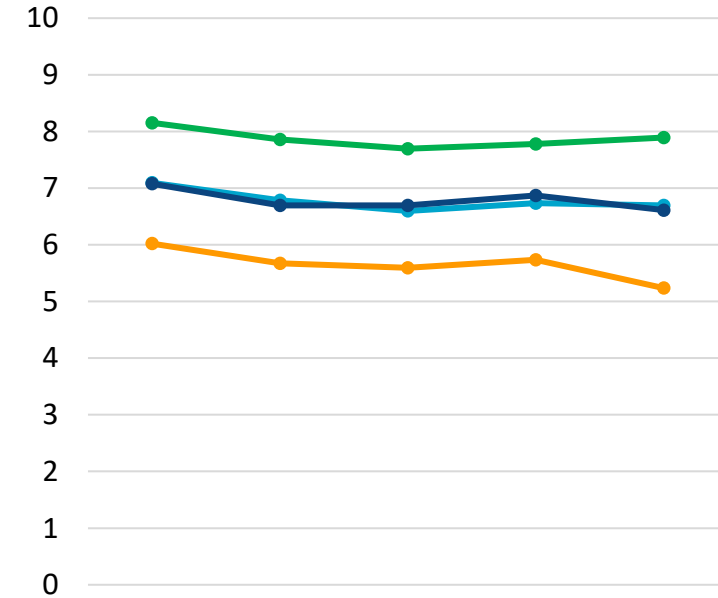
	2020	2021	2022	2023	2024
Your org	7.11	6.94	6.91	7.09	6.91
Best result	7.61	7.43	7.45	7.39	7.33
Average result	7.24	6.96	6.95	7.05	6.98
Worst result	6.98	6.56	6.49	6.63	6.49
Responses	3134	4028	4186	4640	4498

### Involvement



	2020	2021	2022	2023	2024
Your org	6.66	6.58	6.69	6.86	6.72
Best result	7.13	7.23	7.29	7.21	7.27
Average result	6.76	6.75	6.78	6.86	6.83
Worst result	6.28	6.32	6.28	6.44	6.20
Responses	3109	4041	4240	4689	4561

### Advocacy



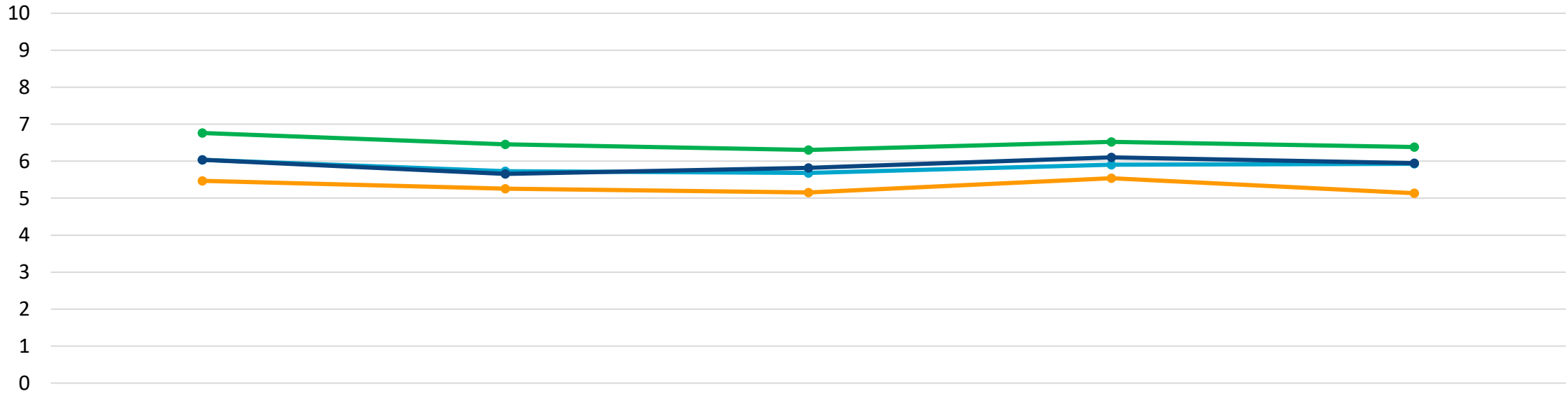
	2020	2021	2022	2023	2024
Your org	7.08	6.70	6.70	6.87	6.61
Best result	8.15	7.86	7.70	7.78	7.90
Average result	7.09	6.78	6.60	6.74	6.70
Worst result	6.02	5.68	5.60	5.73	5.24
Responses	3038	3934	4225	4667	4547

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	6.04	5.66	5.82	6.10	5.95
Best result	6.76	6.45	6.30	6.52	6.38
Average result	6.04	5.73	5.68	5.90	5.93
Worst result	5.47	5.26	5.16	5.54	5.13
Responses	3094	4026	4244	4696	4566



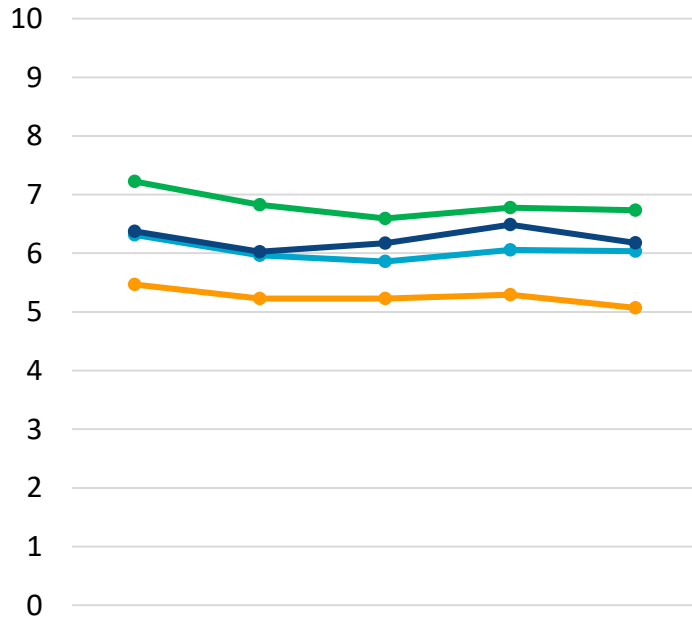
# People Promise elements, themes and sub-scores: Sub-score trends

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



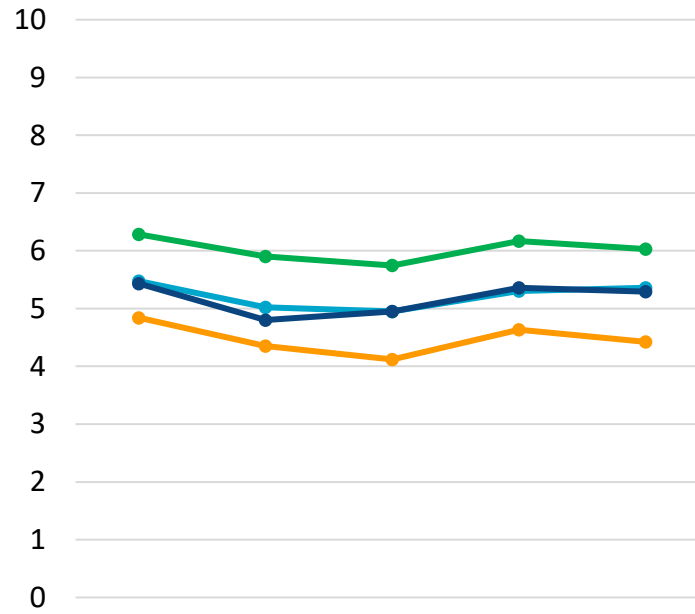
## Theme: Morale

### Thinking about leaving



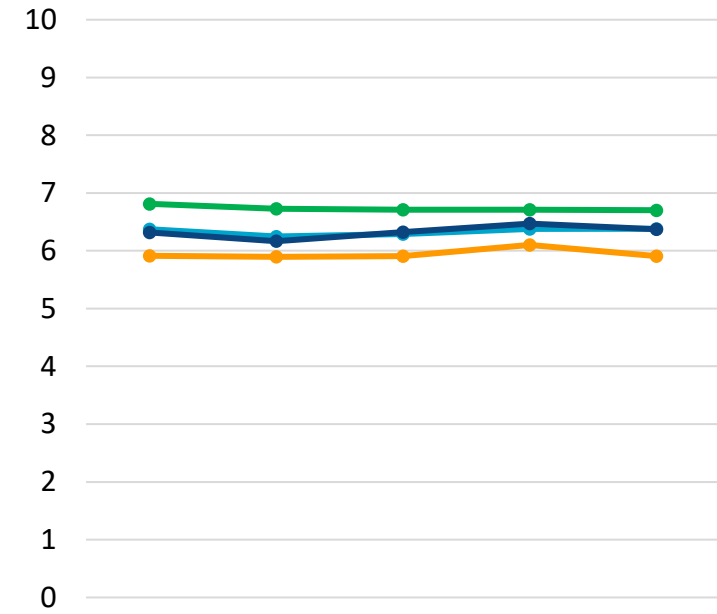
	2020	2021	2022	2023	2024
Your org	6.37	6.03	6.17	6.49	6.17
Best result	7.22	6.83	6.59	6.78	6.73
Average result	6.31	5.97	5.86	6.06	6.04
Worst result	5.47	5.23	5.23	5.29	5.07
Responses	3032	3924	4218	4669	4548

### Work pressure



	2020	2021	2022	2023	2024
Your org	5.43	4.80	4.95	5.36	5.29
Best result	6.28	5.90	5.75	6.17	6.03
Average result	5.48	5.02	4.95	5.30	5.36
Worst result	4.84	4.35	4.12	4.63	4.42
Responses	3111	4036	4238	4688	4550

### Stressors



	2020	2021	2022	2023	2024
Your org	6.32	6.17	6.33	6.47	6.37
Best result	6.81	6.73	6.71	6.71	6.70
Average result	6.37	6.25	6.29	6.38	6.38
Worst result	5.91	5.90	5.91	6.10	5.91
Responses	3093	4017	4232	4692	4559

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

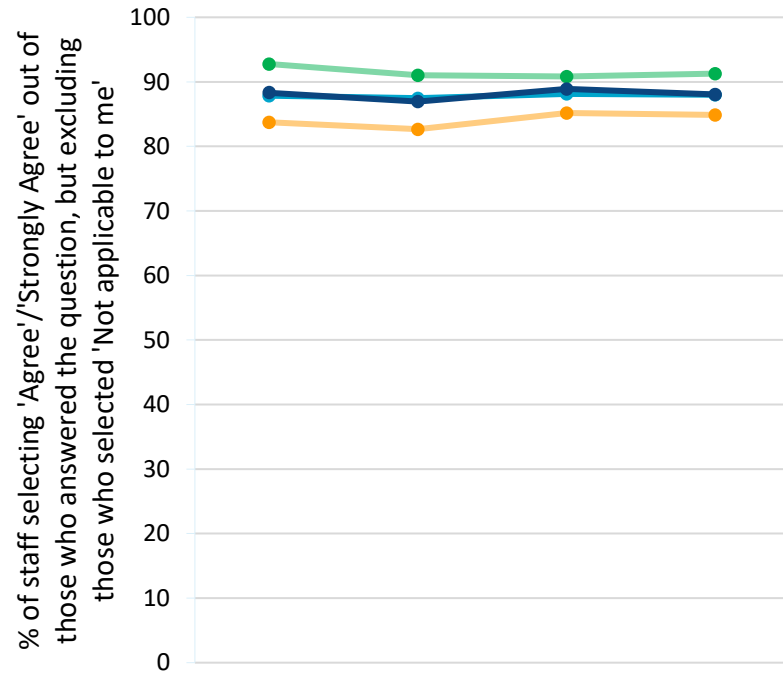
Diversity and equality – Q15, Q16a, Q16b, Q21

Inclusion – Q7h, Q7i, Q8b, Q8c

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

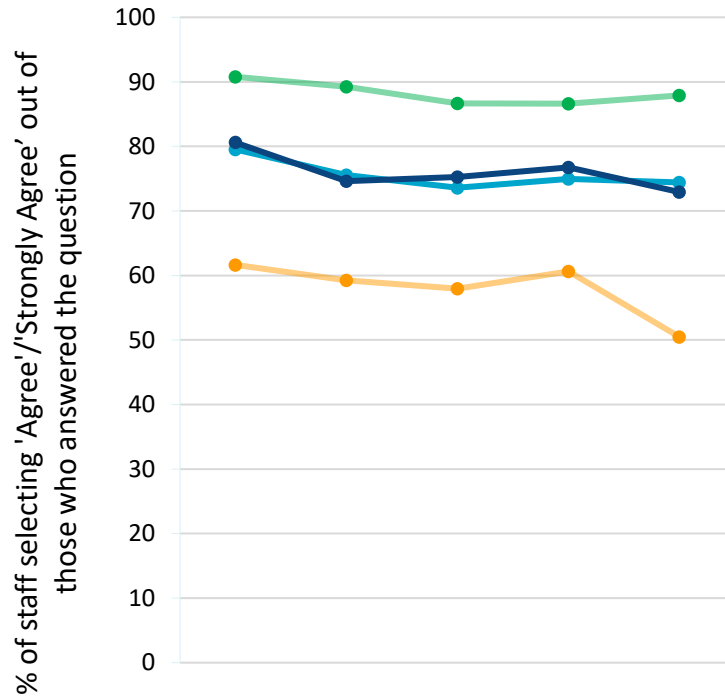


Q6a I feel that my role makes a difference to patients / service users.



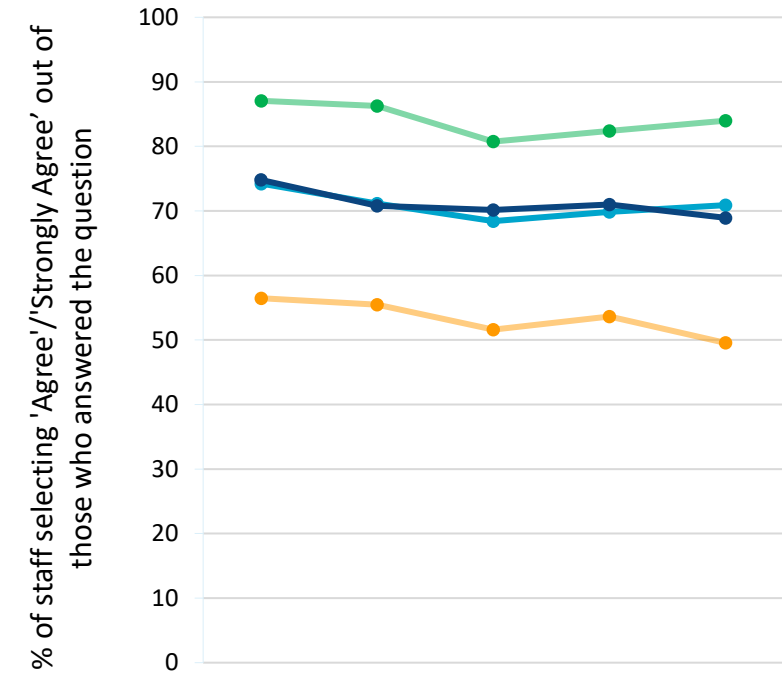
	2021	2022	2023	2024
<b>Your org</b>	88.32%	86.94%	88.91%	88.05%
<b>Best result</b>	92.76%	91.05%	90.84%	91.30%
<b>Average result</b>	87.85%	87.48%	88.13%	88.00%
<b>Worst result</b>	83.73%	82.67%	85.17%	84.88%
Responses	3908	4129	4557	4437

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



	2020	2021	2022	2023	2024
<b>Your org</b>	80.58%	74.61%	75.27%	76.77%	72.93%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	3038	3932	4215	4664	4543

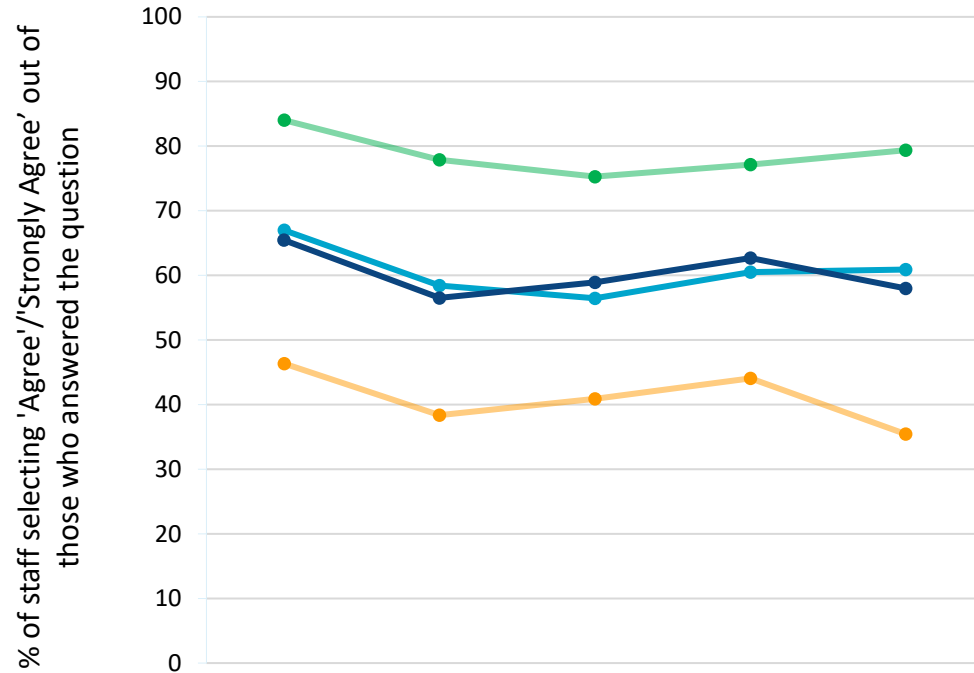
Q25b My organisation acts on concerns raised by patients / service users.



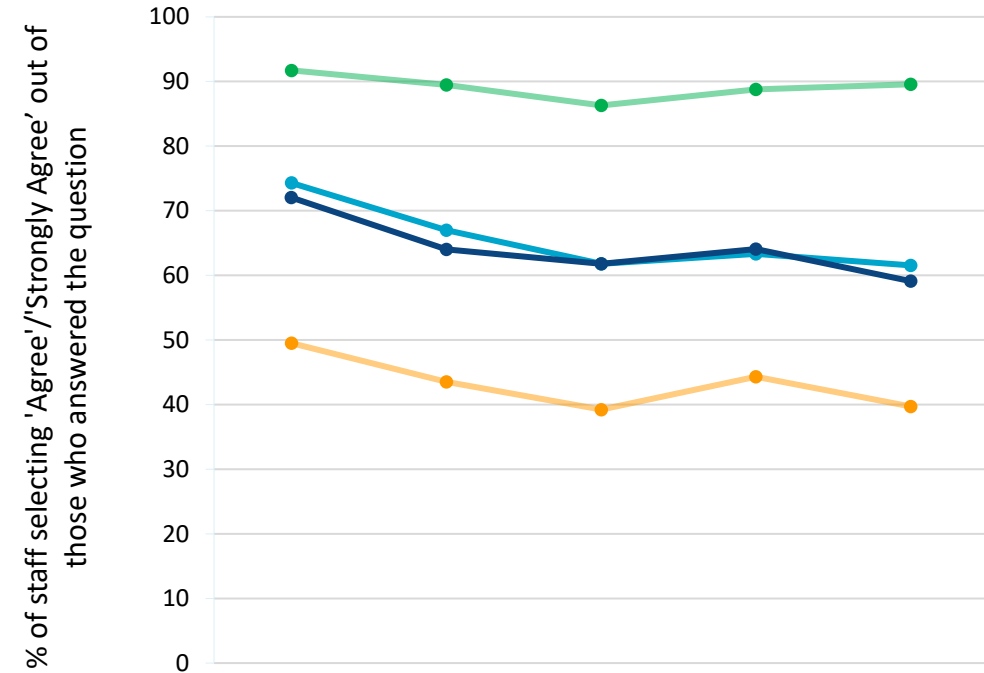
	2020	2021	2022	2023	2024
<b>Your org</b>	74.79%	70.81%	70.15%	70.99%	68.93%
<b>Best result</b>	87.06%	86.29%	80.75%	82.38%	84.00%
<b>Average result</b>	74.23%	71.15%	68.42%	69.86%	70.89%
<b>Worst result</b>	56.47%	55.47%	51.58%	53.65%	49.55%
Responses	3036	3925	4217	4660	4542



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.

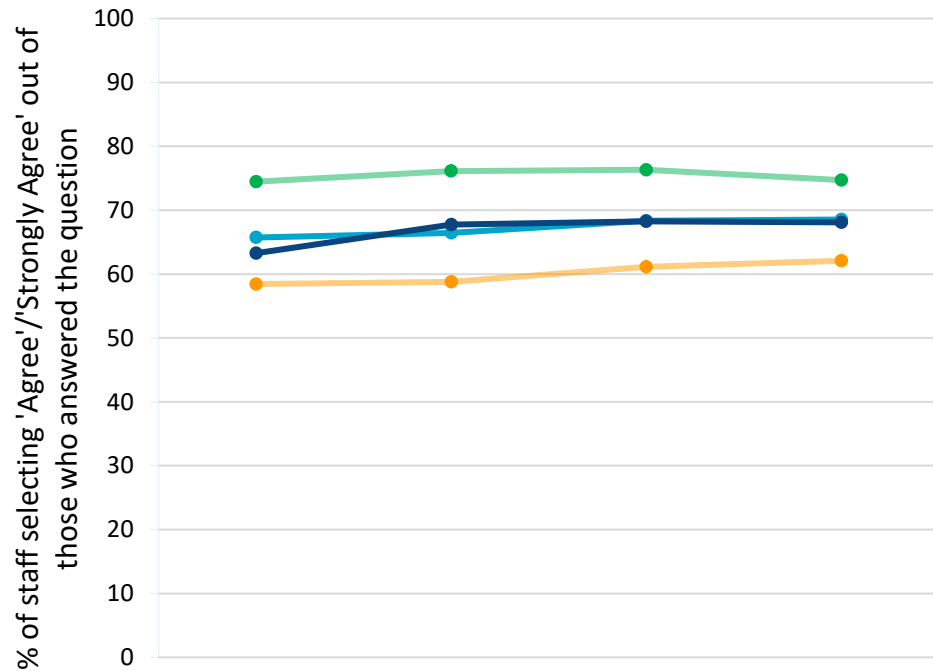


	2020	2021	2022	2023	2024
Your org	65.44%	56.52%	58.90%	62.69%	57.98%
Best result	84.01%	77.87%	75.29%	77.14%	79.38%
Average result	66.98%	58.40%	56.46%	60.53%	60.90%
Worst result	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	3037	3933	4216	4661	4542

	2020	2021	2022	2023	2024
Your org	72.04%	64.02%	61.78%	64.06%	59.10%
Best result	91.73%	89.48%	86.30%	88.79%	89.59%
Average result	74.30%	67.01%	61.79%	63.34%	61.54%
Worst result	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	3032	3929	4217	4662	4544

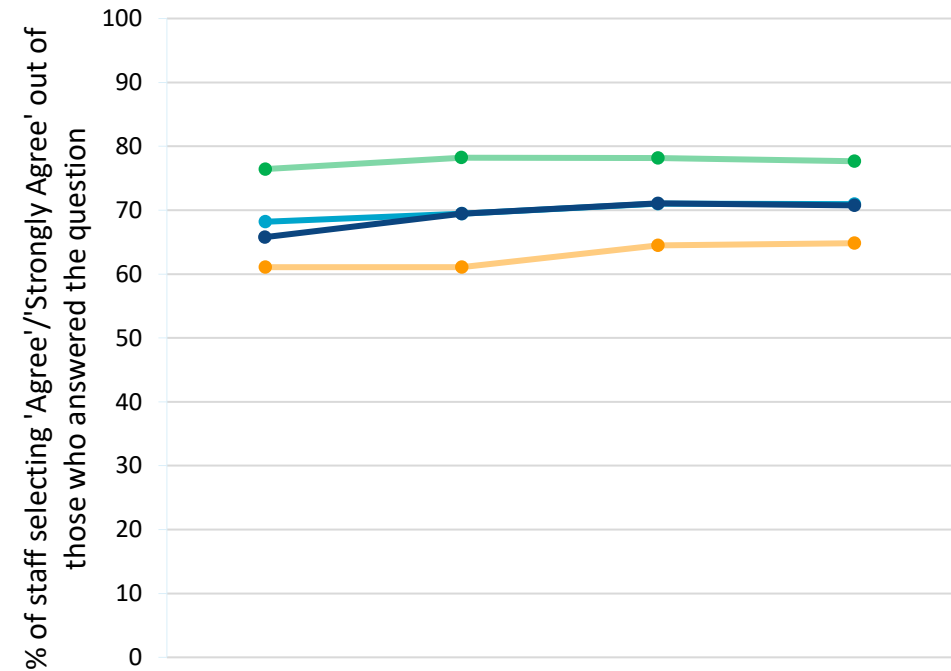


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	63.27%	67.76%	68.25%	68.11%
Best result	74.46%	76.11%	76.33%	74.72%
Average result	65.72%	66.44%	68.34%	68.53%
Worst result	58.44%	58.76%	61.14%	62.08%
Responses	3982	4233	4683	4548

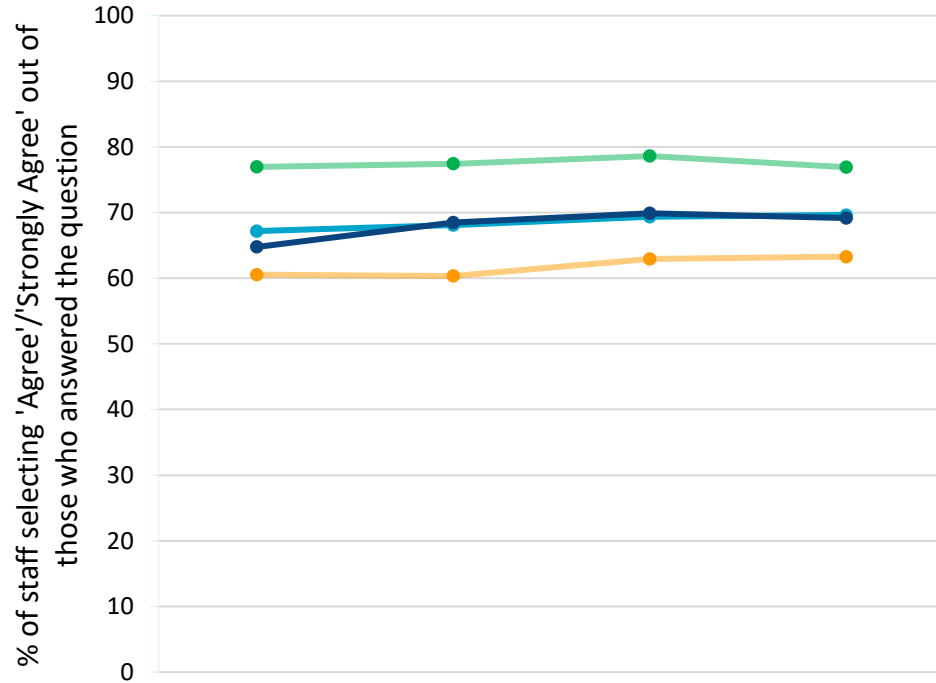
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	65.78%	69.45%	71.07%	70.76%
Best result	76.43%	78.21%	78.15%	77.66%
Average result	68.18%	69.46%	71.02%	70.95%
Worst result	61.07%	61.09%	64.47%	64.83%
Responses	3979	4230	4686	4557

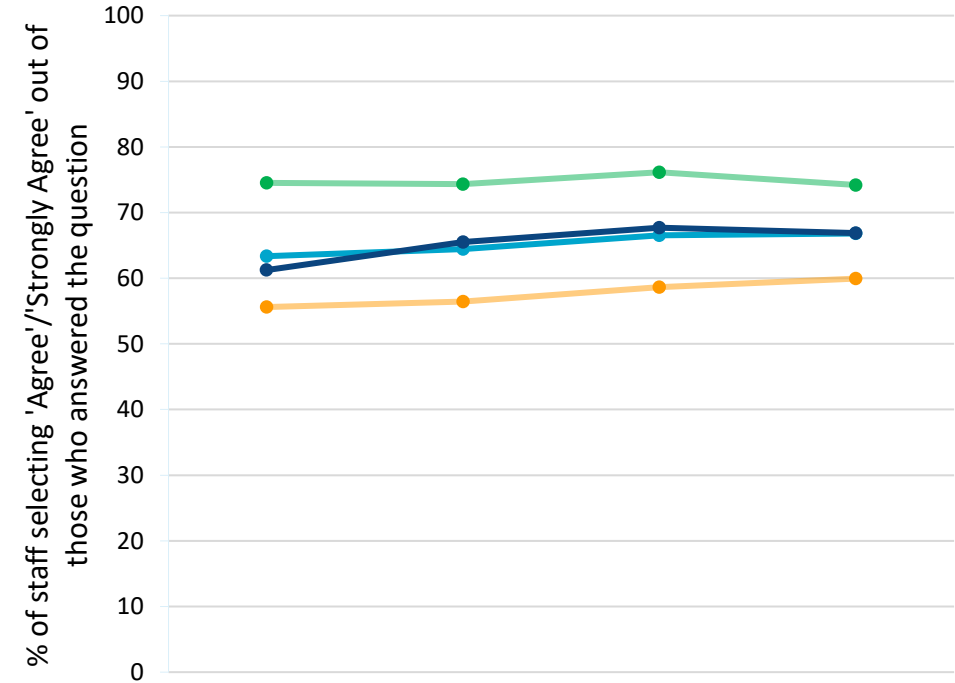


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	64.76%	68.47%	69.89%	69.17%
Best result	76.96%	77.43%	78.61%	76.91%
Average result	67.18%	68.07%	69.37%	69.63%
Worst result	60.55%	60.33%	62.93%	63.29%
Responses	3977	4234	4681	4553

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

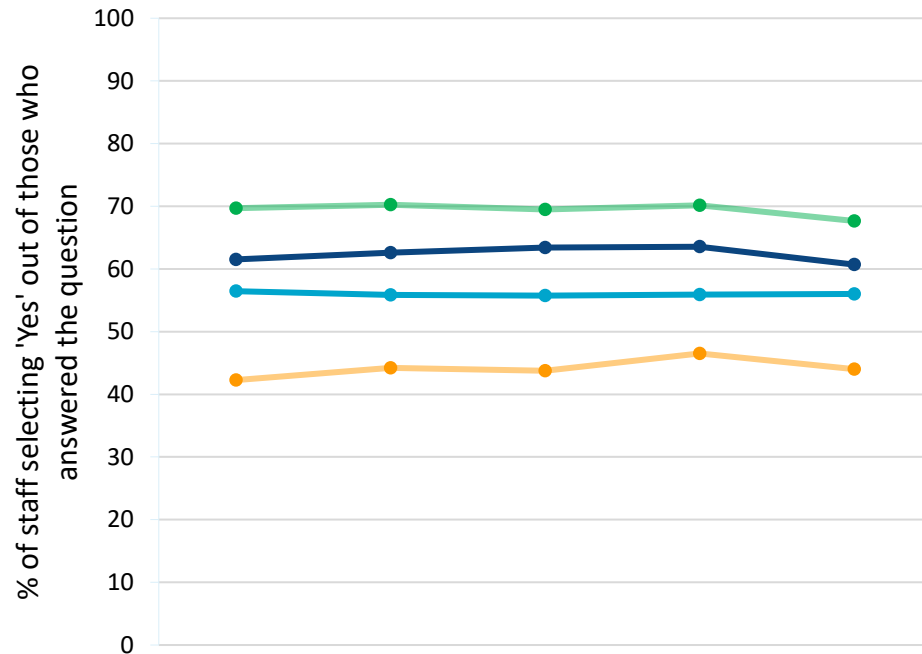


	2021	2022	2023	2024
Your org	61.24%	65.50%	67.70%	66.89%
Best result	74.52%	74.33%	76.14%	74.21%
Average result	63.36%	64.45%	66.52%	66.81%
Worst result	55.61%	56.43%	58.64%	59.94%
Responses	3975	4229	4679	4544



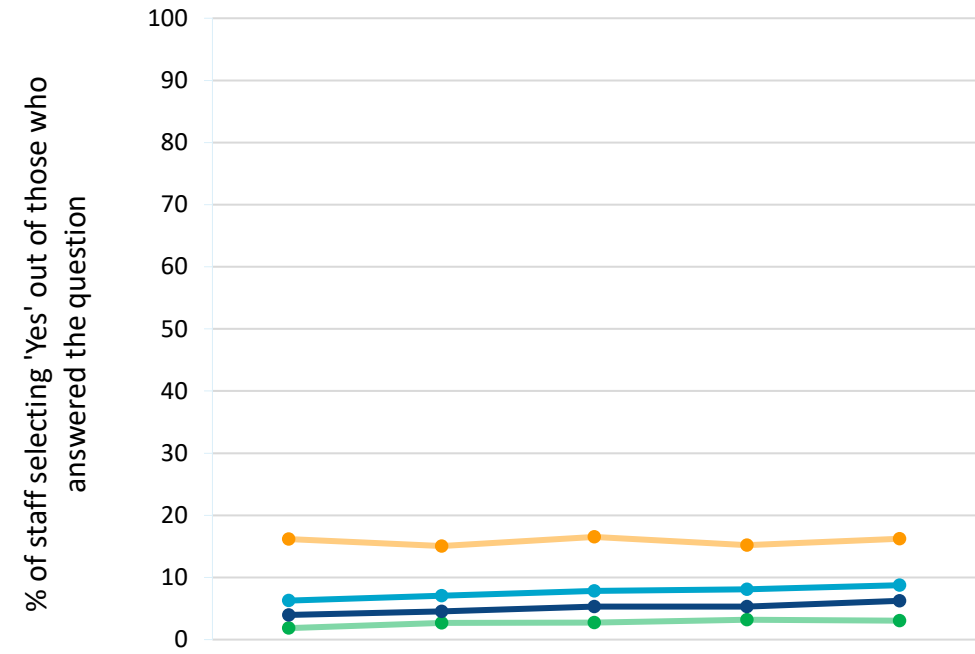


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	61.51%	62.59%	63.43%	63.54%	60.70%
<b>Best result</b>	69.72%	70.24%	69.47%	70.15%	67.66%
<b>Average result</b>	56.45%	55.88%	55.75%	55.91%	56.02%
<b>Worst result</b>	42.27%	44.21%	43.77%	46.52%	43.99%
Responses	3046	3946	4202	4637	4501

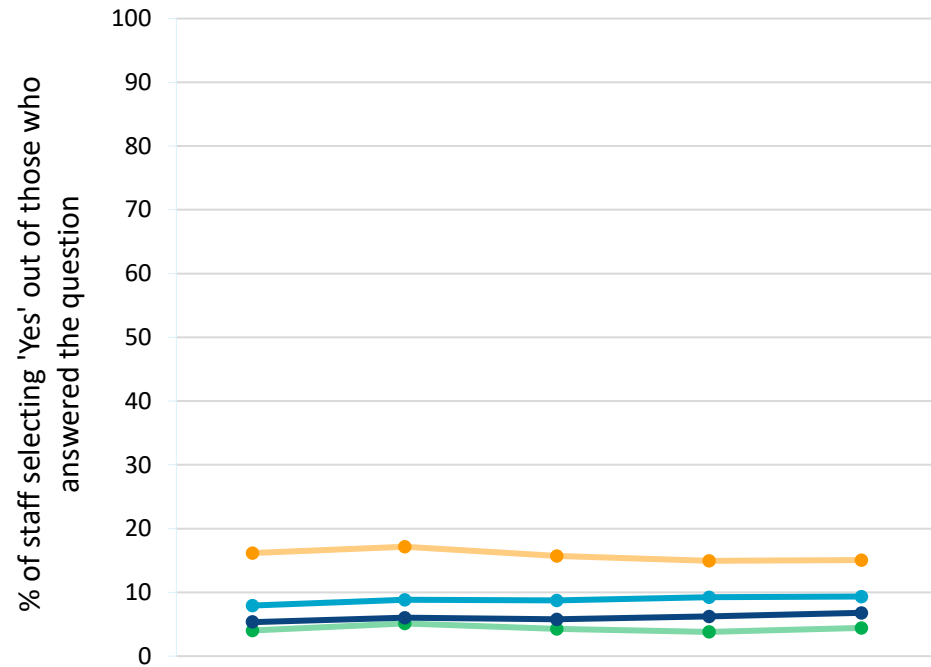
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	3.96%	4.53%	5.30%	5.33%	6.24%
<b>Best result</b>	1.84%	2.66%	2.71%	3.19%	3.03%
<b>Average result</b>	6.27%	7.07%	7.81%	8.09%	8.75%
<b>Worst result</b>	16.18%	15.05%	16.52%	15.20%	16.23%
Responses	3062	3959	4231	4675	4534

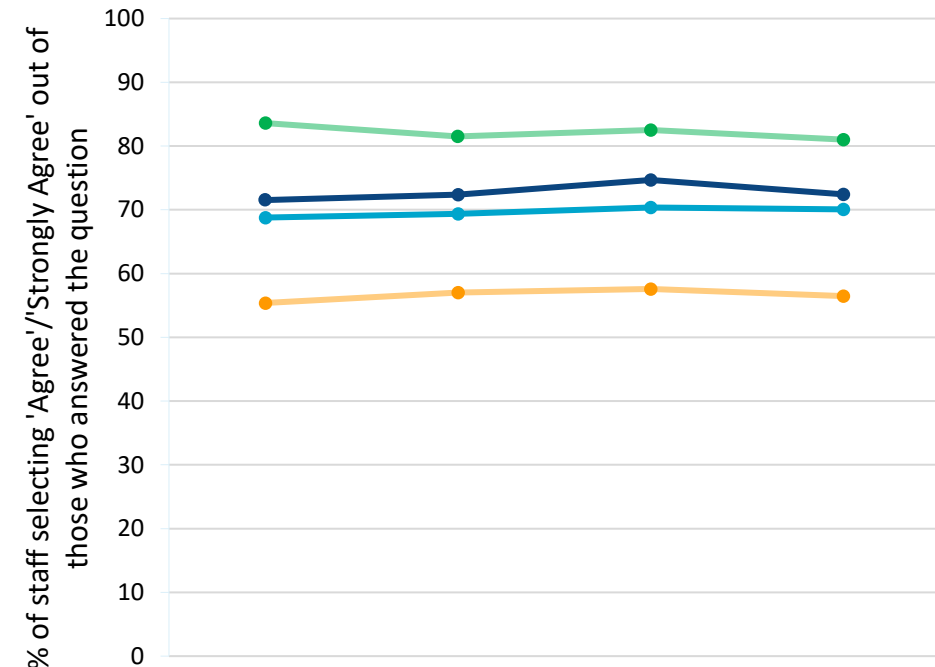


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	5.33%	6.01%	5.78%	6.21%	6.79%
Best result	4.04%	5.12%	4.25%	3.80%	4.44%
Average result	7.93%	8.82%	8.73%	9.24%	9.35%
Worst result	16.19%	17.16%	15.69%	14.95%	15.08%
Responses	3059	3951	4210	4655	4511

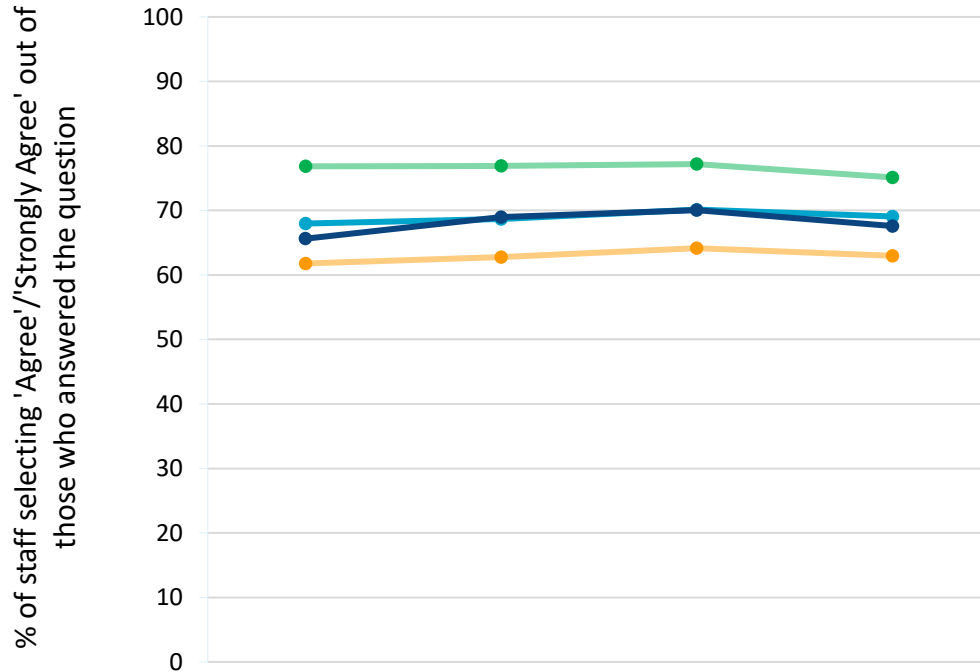
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	71.53%	72.36%	74.68%	72.44%
Best result	83.61%	81.51%	82.55%	81.02%
Average result	68.79%	69.37%	70.37%	70.07%
Worst result	55.39%	57.03%	57.59%	56.47%
Responses	3953	4230	4673	4536

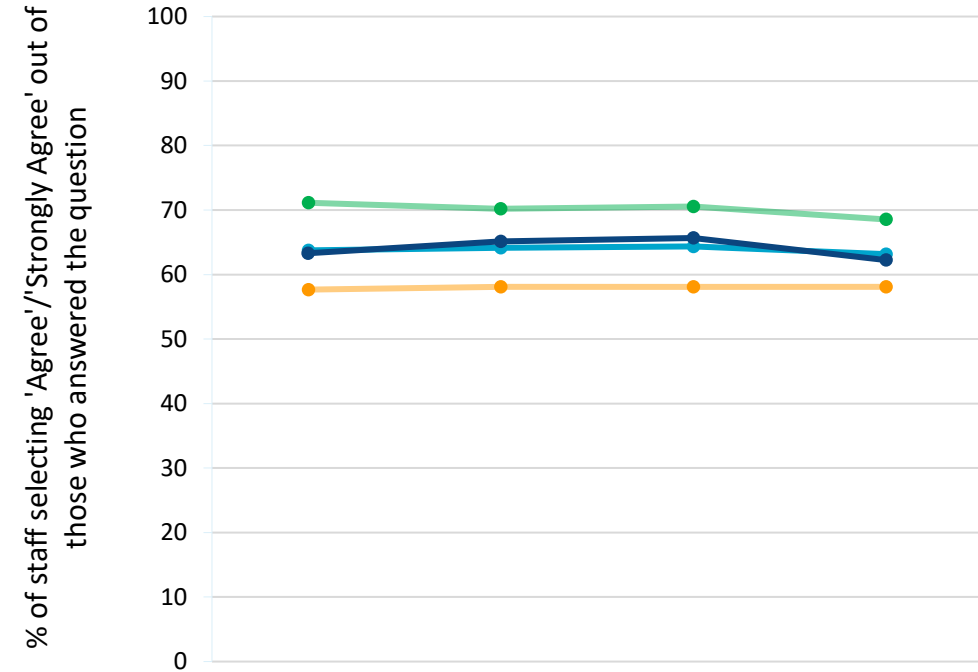


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	65.62%	68.97%	70.04%	67.60%
Best result	76.84%	76.89%	77.18%	75.12%
Average result	67.97%	68.69%	70.13%	69.09%
Worst result	61.78%	62.75%	64.15%	62.98%
Responses	3998	4227	4662	4532

Q7i I feel a strong personal attachment to my team.

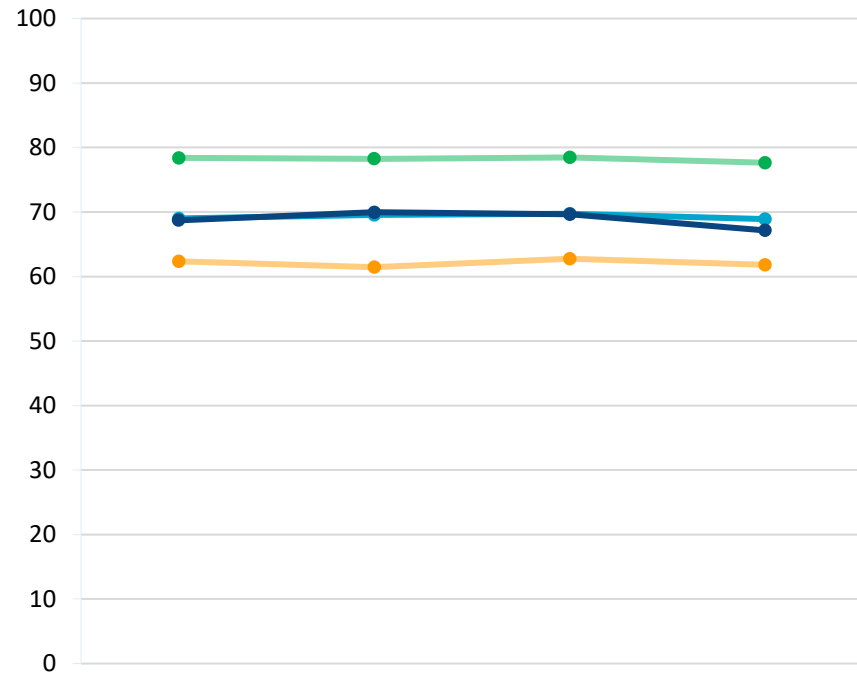


	2021	2022	2023	2024
Your org	63.29%	65.16%	65.66%	62.24%
Best result	71.13%	70.18%	70.53%	68.54%
Average result	63.74%	64.17%	64.36%	63.16%
Worst result	57.66%	58.07%	58.09%	58.08%
Responses	3996	4228	4673	4540



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

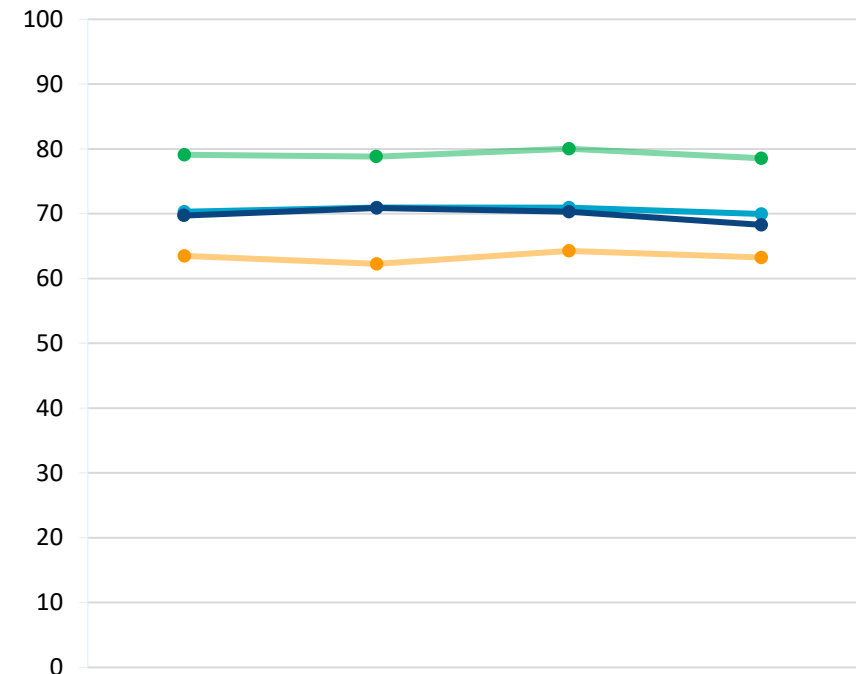
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	68.71%	69.98%	69.64%	67.15%
Best result	78.40%	78.25%	78.46%	77.64%
Average result	69.03%	69.56%	69.73%	68.91%
Worst result	62.36%	61.45%	62.76%	61.80%
Responses	3995	4228	4672	4550

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	69.73%	70.88%	70.33%	68.29%
Best result	79.10%	78.82%	80.03%	78.56%
Average result	70.29%	70.94%	70.94%	69.96%
Worst result	63.49%	62.26%	64.26%	63.26%
Responses	3993	4227	4671	4550

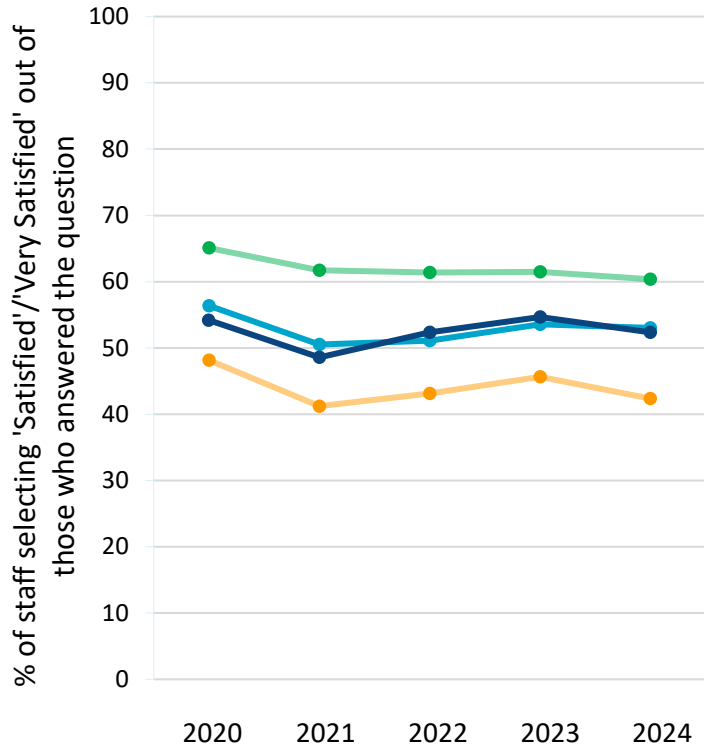
## People Promise element – We are recognised and rewarded



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

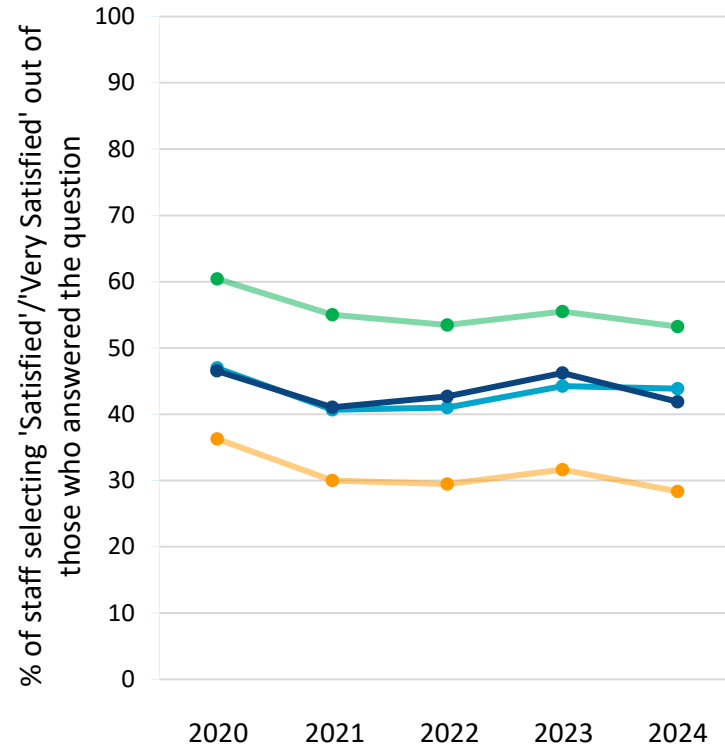


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



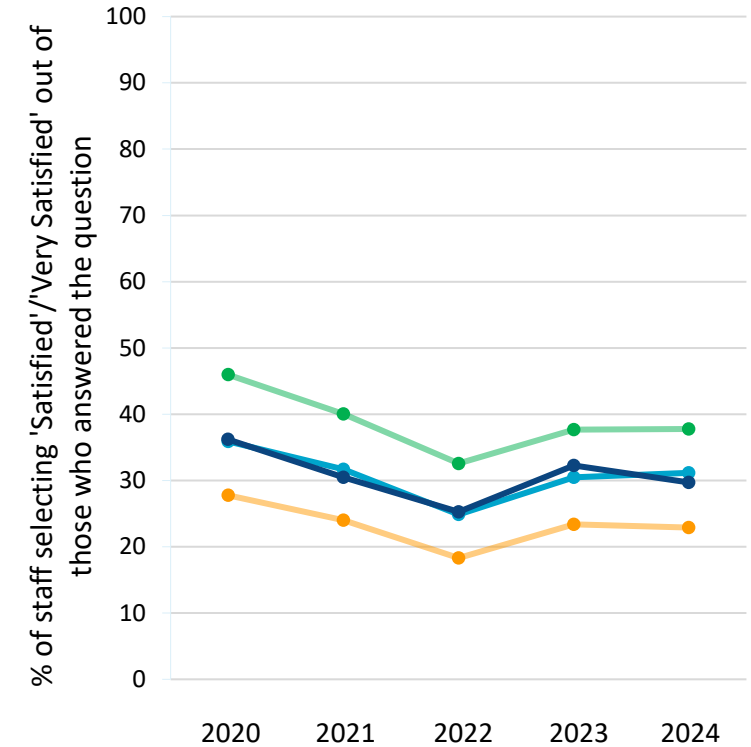
	2020	2021	2022	2023	2024
<b>Your org</b>	54.18%	48.58%	52.34%	54.67%	52.35%
<b>Best result</b>	65.08%	61.71%	61.38%	61.48%	60.37%
<b>Average result</b>	56.37%	50.52%	51.09%	53.56%	53.02%
<b>Worst result</b>	48.16%	41.22%	43.12%	45.65%	42.37%
Responses	3092	4029	4230	4688	4555

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



	2020	2021	2022	2023	2024
<b>Your org</b>	46.51%	41.04%	42.71%	46.23%	41.89%
<b>Best result</b>	60.42%	55.03%	53.46%	55.50%	53.22%
<b>Average result</b>	46.97%	40.67%	41.03%	44.23%	43.88%
<b>Worst result</b>	36.28%	29.99%	29.44%	31.65%	28.35%
Responses	3090	4028	4216	4669	4532

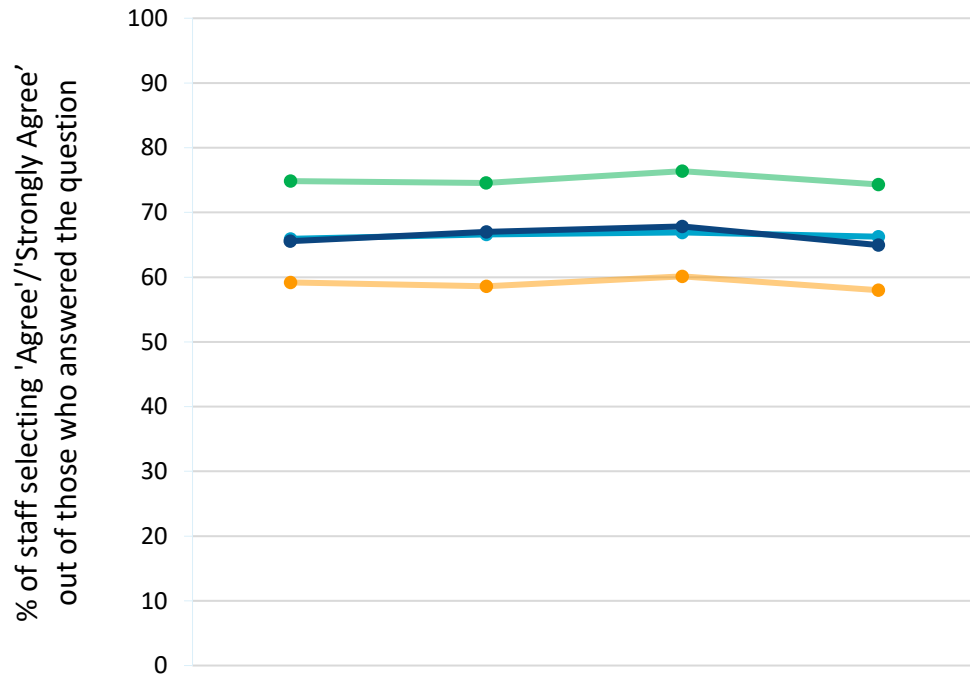
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	36.18%	30.48%	25.27%	32.28%	29.69%
<b>Best result</b>	45.96%	40.04%	32.58%	37.69%	37.76%
<b>Average result</b>	35.89%	31.69%	24.87%	30.49%	31.14%
<b>Worst result</b>	27.76%	23.99%	18.31%	23.36%	22.92%
Responses	3089	4028	4227	4681	4545

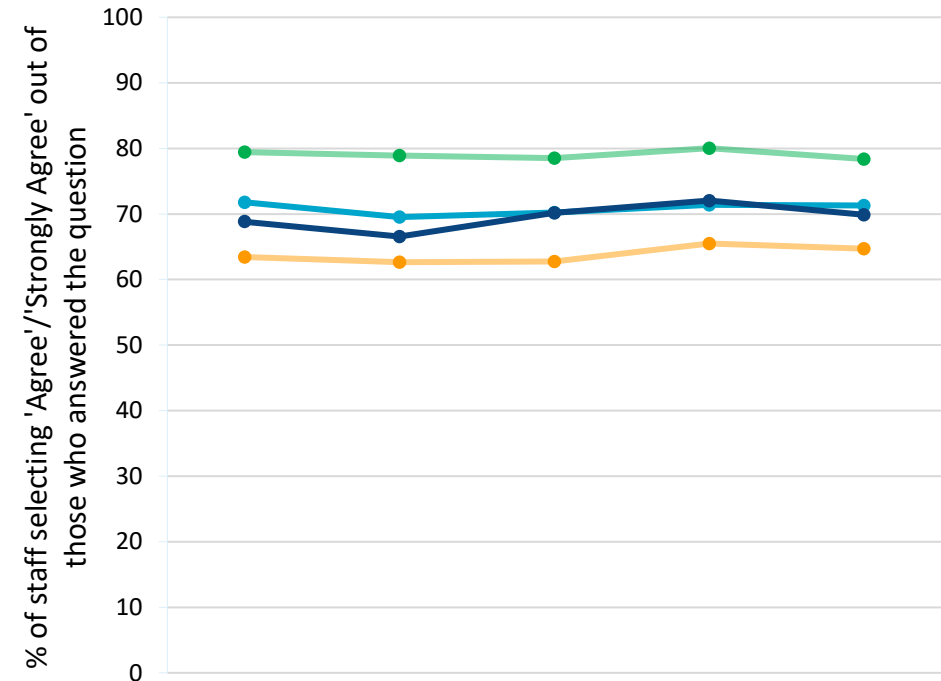


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	65.55%	66.99%	67.84%	64.96%
<b>Best result</b>	74.84%	74.55%	76.37%	74.33%
<b>Average result</b>	65.92%	66.61%	66.91%	66.25%
<b>Worst result</b>	59.18%	58.59%	60.13%	57.98%
Responses	3992	4220	4668	4545

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	68.82%	66.55%	70.19%	72.05%	69.86%
<b>Best result</b>	79.43%	78.89%	78.50%	80.03%	78.38%
<b>Average result</b>	71.78%	69.52%	70.22%	71.39%	71.30%
<b>Worst result</b>	63.46%	62.64%	62.76%	65.49%	64.68%
Responses	3078	3979	4235	4672	4549

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



### Questions included:

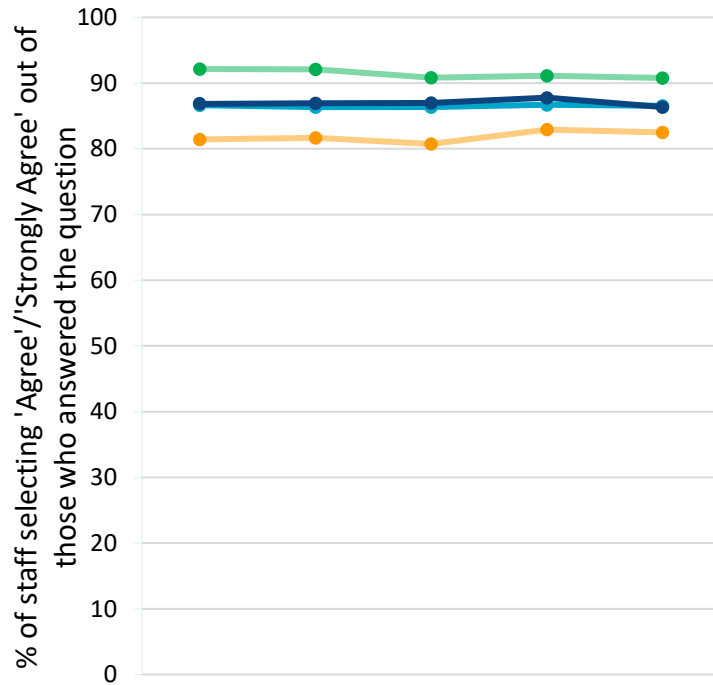
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



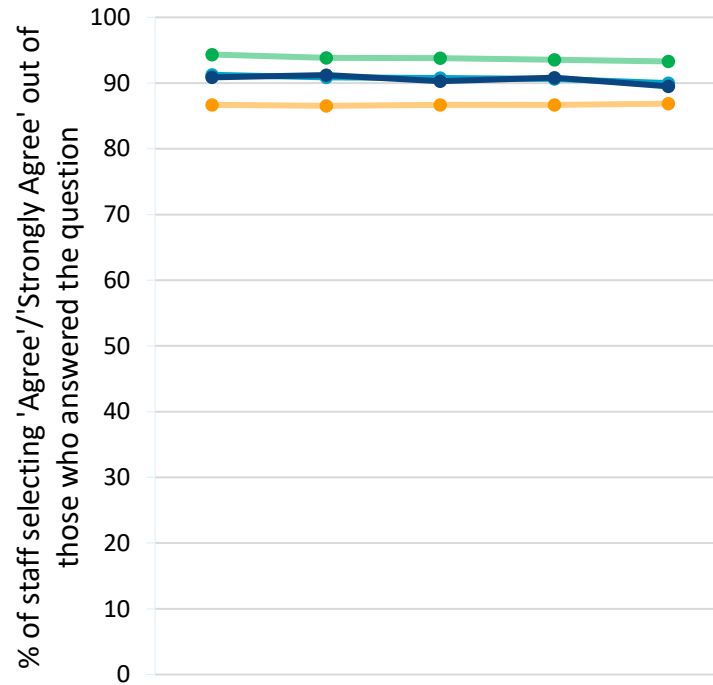


Q3a I always know what my work responsibilities are.



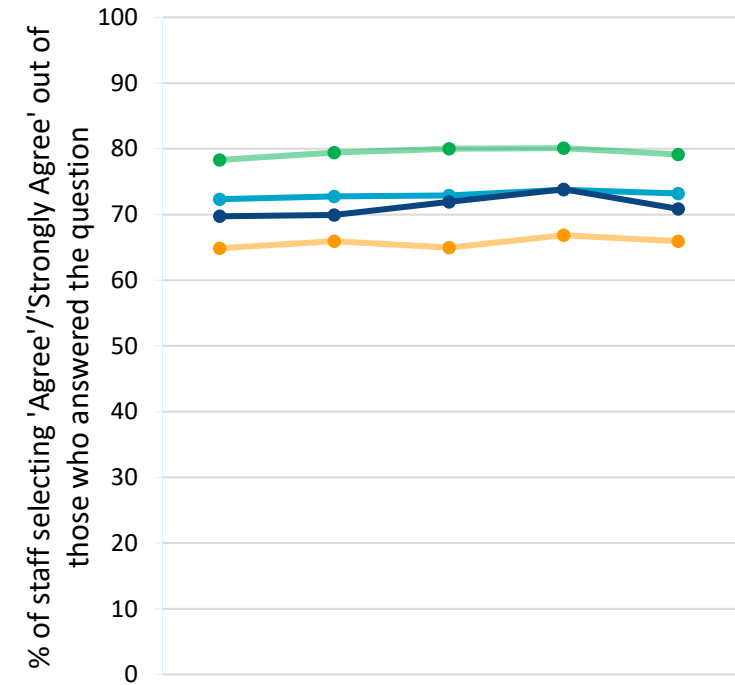
	2020	2021	2022	2023	2024
<b>Your org</b>	86.84%	86.94%	86.97%	87.77%	86.35%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	3136	4027	4241	4693	4562

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	90.85%	91.21%	90.27%	90.83%	89.50%
<b>Best result</b>	94.34%	93.85%	93.81%	93.56%	93.28%
<b>Average result</b>	91.25%	90.85%	90.76%	90.62%	89.99%
<b>Worst result</b>	86.67%	86.54%	86.66%	86.67%	86.86%
Responses	3135	4034	4237	4687	4553

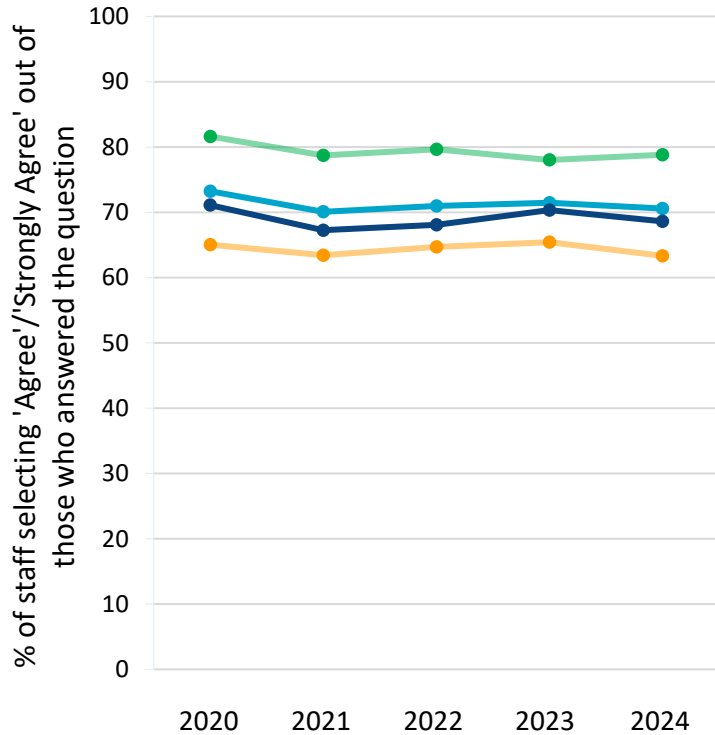
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	69.72%	69.93%	71.91%	73.83%	70.88%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	3103	4035	4227	4675	4548

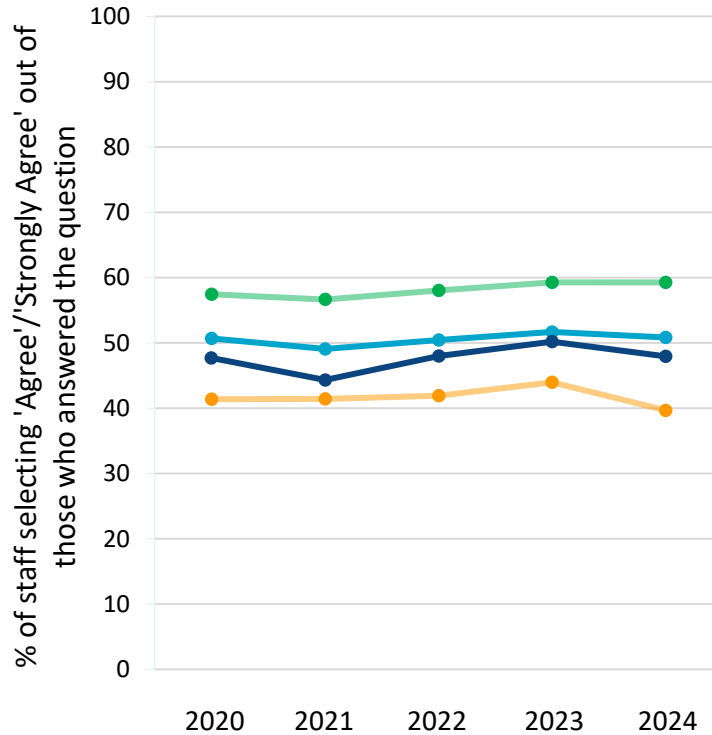


Q3d I am able to make suggestions to improve the work of my team / department.



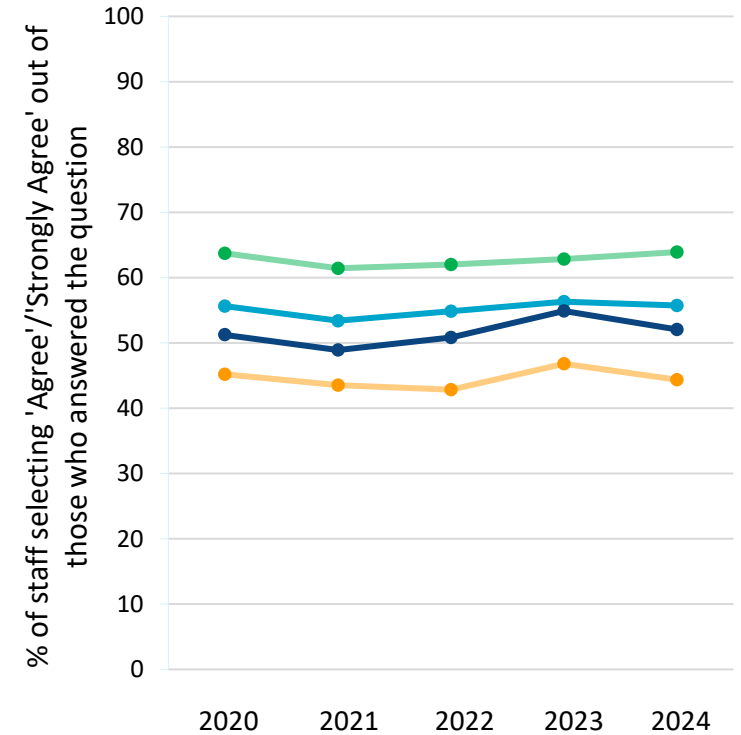
	2020	2021	2022	2023	2024
<b>Your org</b>	71.09%	67.27%	68.09%	70.36%	68.62%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	3107	4033	4224	4671	4543

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



	2020	2021	2022	2023	2024
<b>Your org</b>	47.68%	44.32%	47.98%	50.18%	47.94%
<b>Best result</b>	57.43%	56.64%	58.05%	59.27%	59.25%
<b>Average result</b>	50.68%	49.08%	50.44%	51.68%	50.81%
<b>Worst result</b>	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	3108	4030	4229	4670	4546

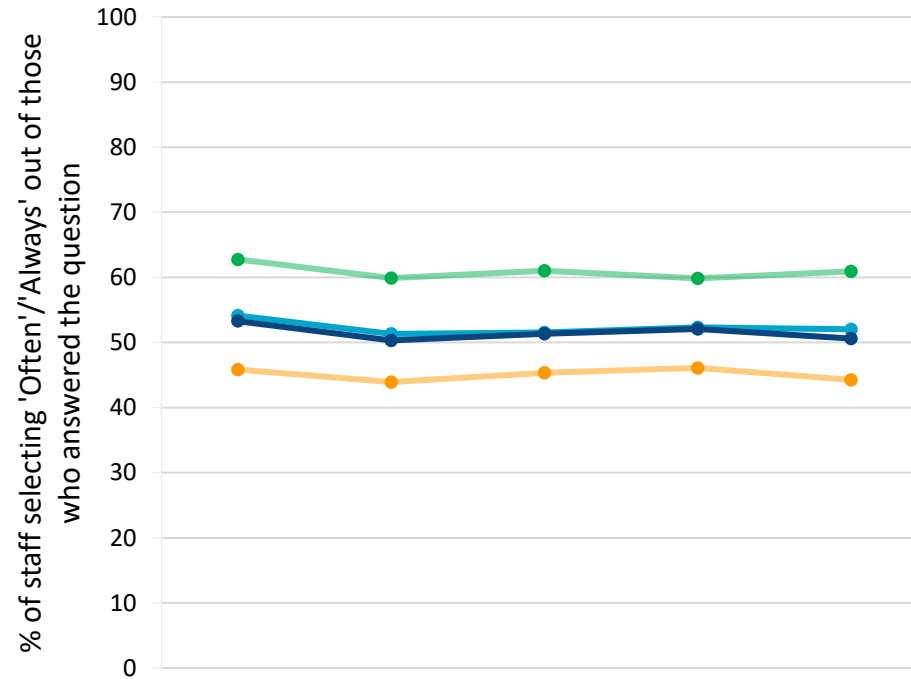
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	51.24%	48.90%	50.85%	54.89%	52.04%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	3099	4032	4217	4666	4535



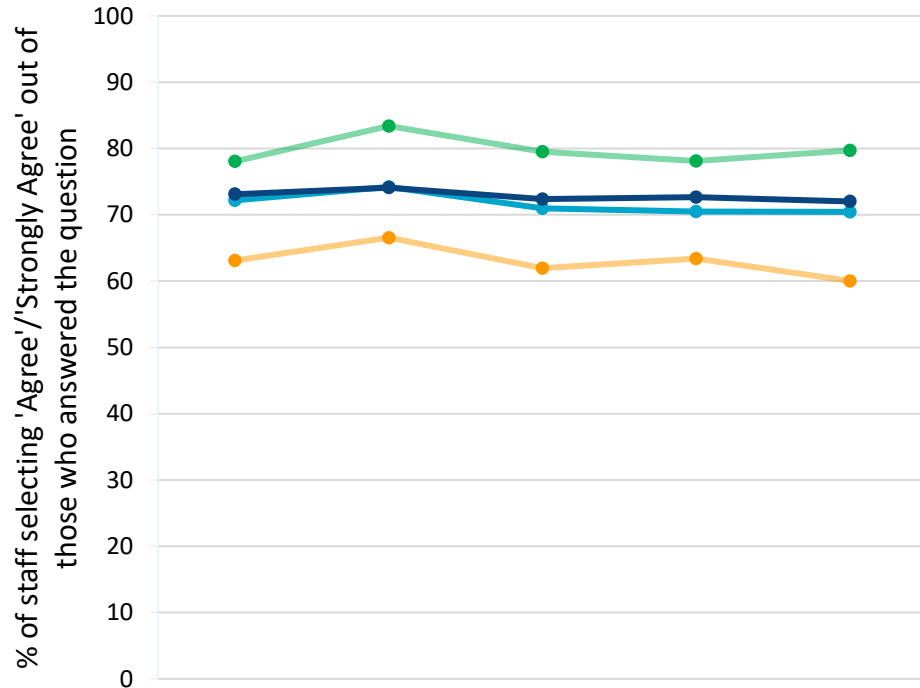
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	53.27%	50.32%	51.33%	52.08%	50.61%
Best result	62.76%	59.87%	61.04%	59.85%	60.94%
Average result	54.13%	51.32%	51.55%	52.31%	52.02%
Worst result	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	3089	4010	4226	4678	4547

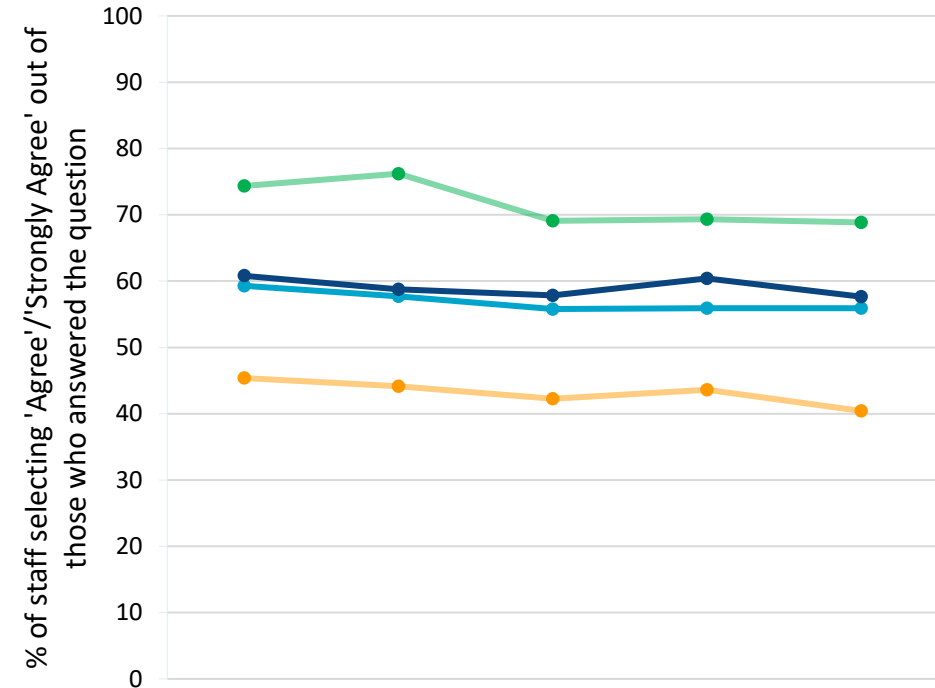


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.10%	74.09%	72.40%	72.65%	72.01%
<b>Best result</b>	78.06%	83.39%	79.51%	78.11%	79.71%
<b>Average result</b>	72.16%	74.20%	70.96%	70.47%	70.44%
<b>Worst result</b>	63.08%	66.55%	61.96%	63.38%	60.03%
Responses	3036	3953	4221	4681	4544

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

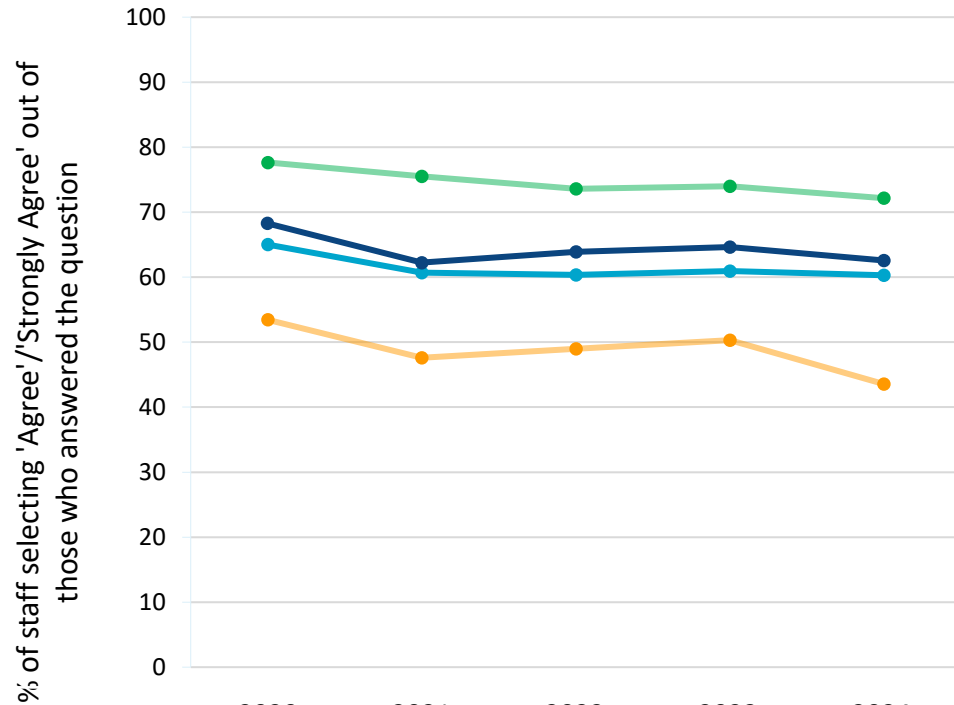


	2020	2021	2022	2023	2024
<b>Your org</b>	60.79%	58.75%	57.82%	60.40%	57.65%
<b>Best result</b>	74.37%	76.20%	69.10%	69.35%	68.85%
<b>Average result</b>	59.29%	57.68%	55.79%	55.93%	55.91%
<b>Worst result</b>	45.38%	44.13%	42.28%	43.61%	40.42%
Responses	3043	3956	4214	4669	4526

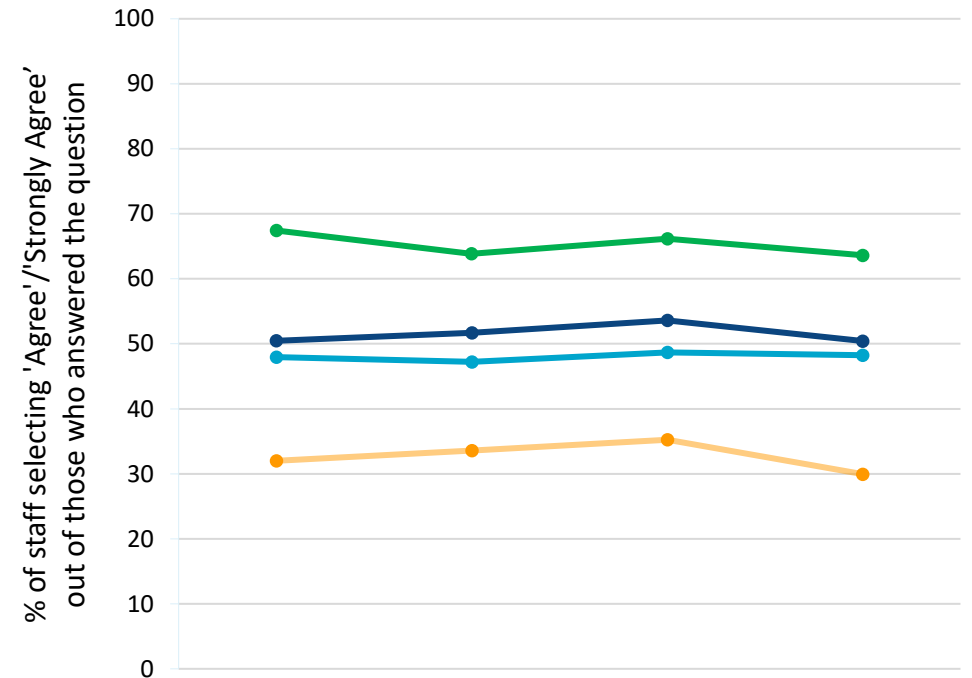


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
<b>Your org</b>	68.26%	62.24%	63.87%	64.65%	62.58%
<b>Best result</b>	77.65%	75.50%	73.58%	74.00%	72.15%
<b>Average result</b>	65.01%	60.68%	60.37%	60.93%	60.29%
<b>Worst result</b>	53.44%	47.61%	48.97%	50.33%	43.56%
Responses	3036	3928	4217	4648	4534



	2021	2022	2023	2024
<b>Your org</b>	50.45%	51.70%	53.60%	50.43%
<b>Best result</b>	67.43%	63.83%	66.16%	63.63%
<b>Average result</b>	47.94%	47.23%	48.67%	48.23%
<b>Worst result</b>	32.01%	33.59%	35.24%	29.95%
Responses	3925	4214	4656	4529

## 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

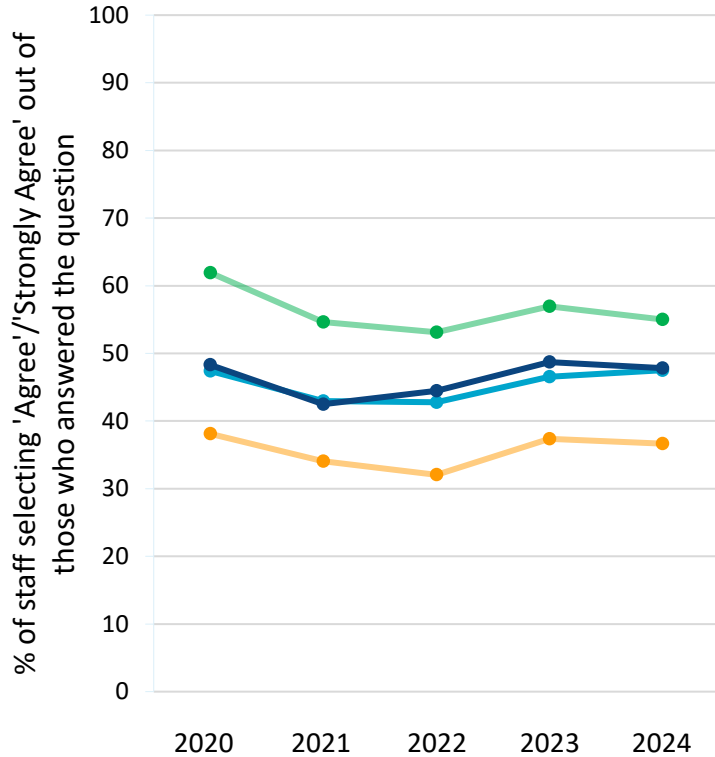
Other questions:\* Q17a, Q17b, Q22

\*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.

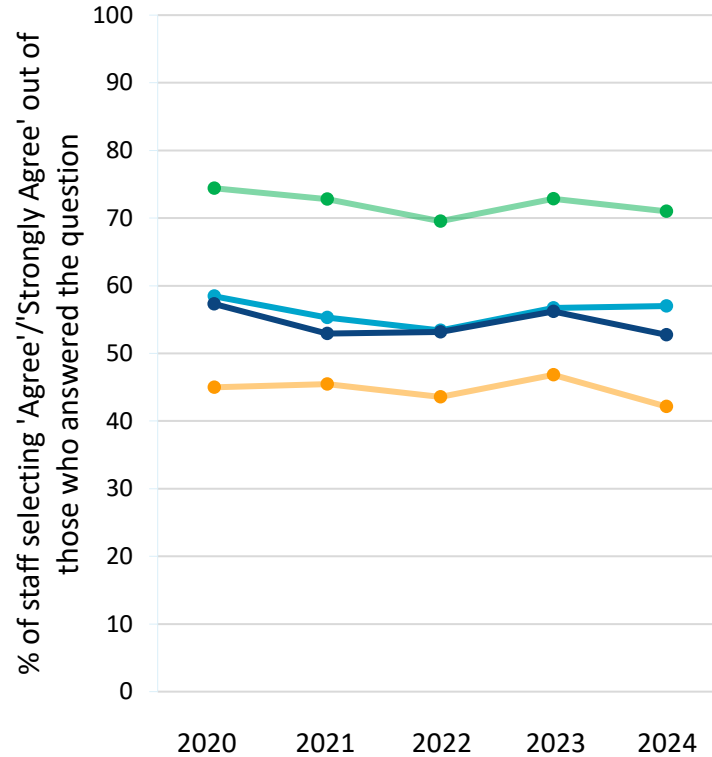


Q3g I am able to meet all the conflicting demands on my time at work.



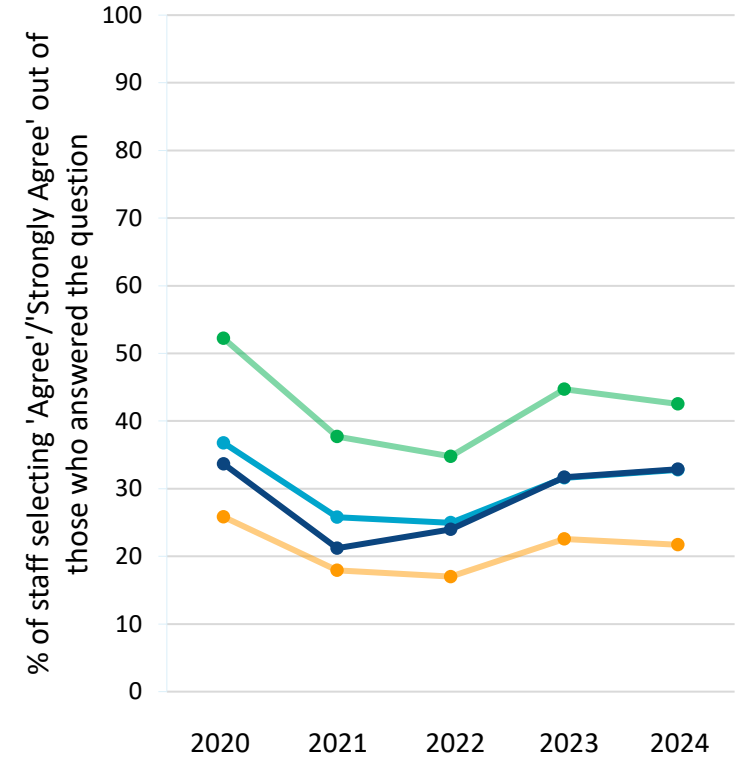
	2020	2021	2022	2023	2024
<b>Your org</b>	48.30%	42.49%	44.49%	48.71%	47.82%
<b>Best result</b>	61.92%	54.62%	53.13%	56.95%	55.01%
<b>Average result</b>	47.39%	42.96%	42.78%	46.56%	47.51%
<b>Worst result</b>	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	3102	4023	4221	4668	4533

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



	2020	2021	2022	2023	2024
<b>Your org</b>	57.30%	52.93%	53.17%	56.18%	52.75%
<b>Best result</b>	74.41%	72.78%	69.54%	72.83%	70.99%
<b>Average result</b>	58.44%	55.30%	53.39%	56.69%	57.00%
<b>Worst result</b>	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	3104	4024	4223	4661	4524

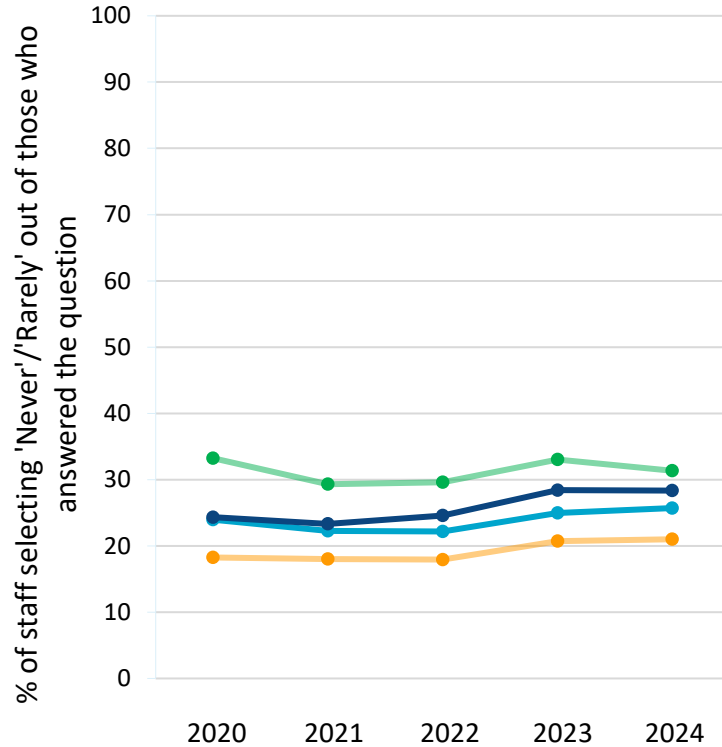
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	33.66%	21.20%	23.98%	31.69%	32.88%
<b>Best result</b>	52.21%	37.72%	34.78%	44.71%	42.52%
<b>Average result</b>	36.76%	25.80%	24.95%	31.62%	32.77%
<b>Worst result</b>	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	3112	4034	4230	4679	4541

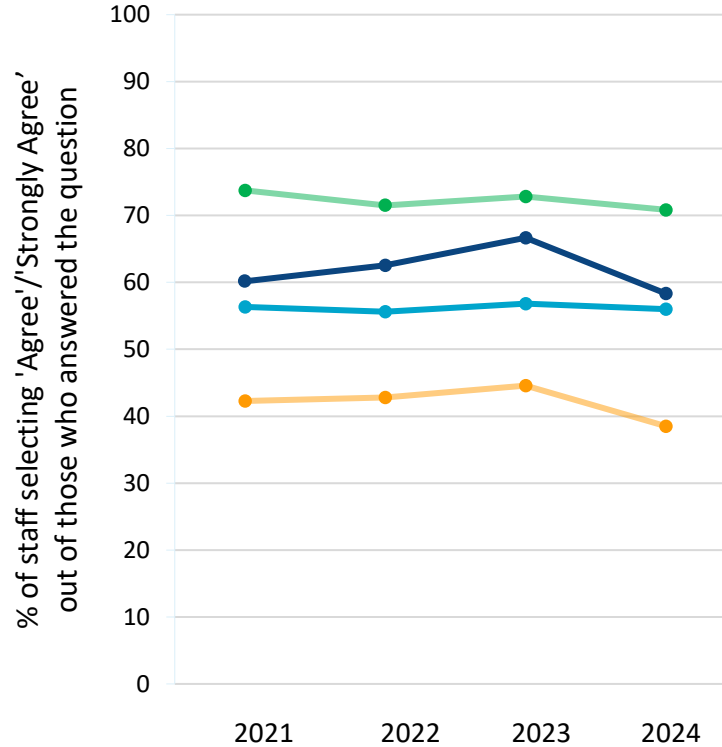


Q5a I have unrealistic time pressures.



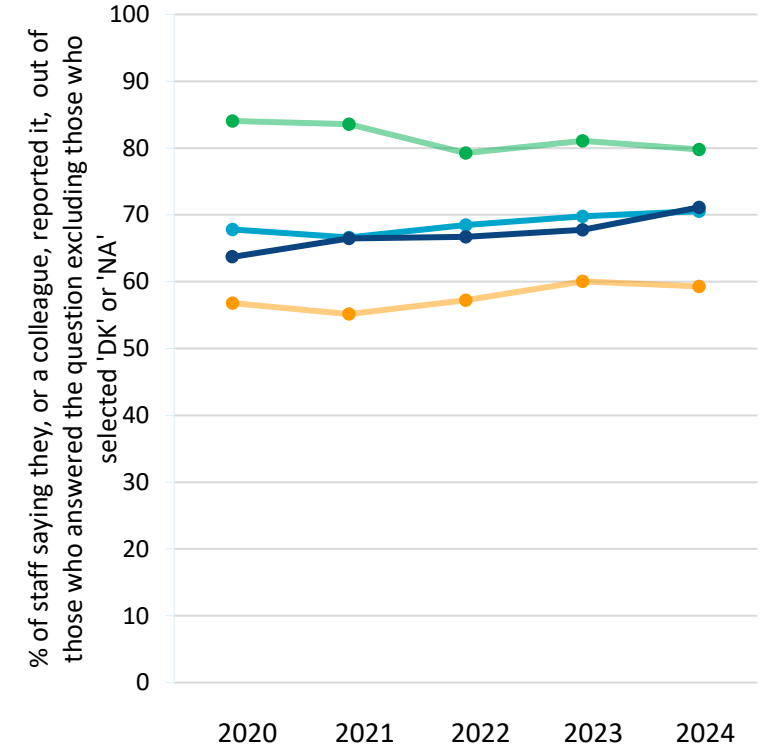
Responses	3089	4006	4227	4685	4559
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Q11a My organisation takes positive action on health and well-being.



Responses	3897	4223	4649	4522
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Q13d The last time you experienced physical violence at work, did you or a colleague report it?



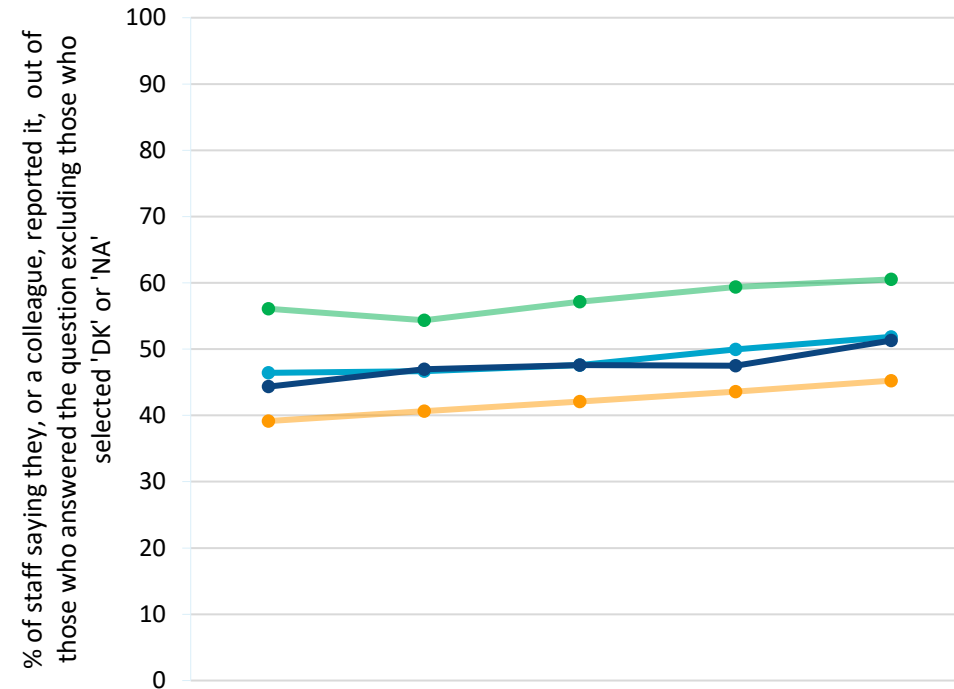
Responses	369	524	613	681	780
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Note: 2023 results for Q13d are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.





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

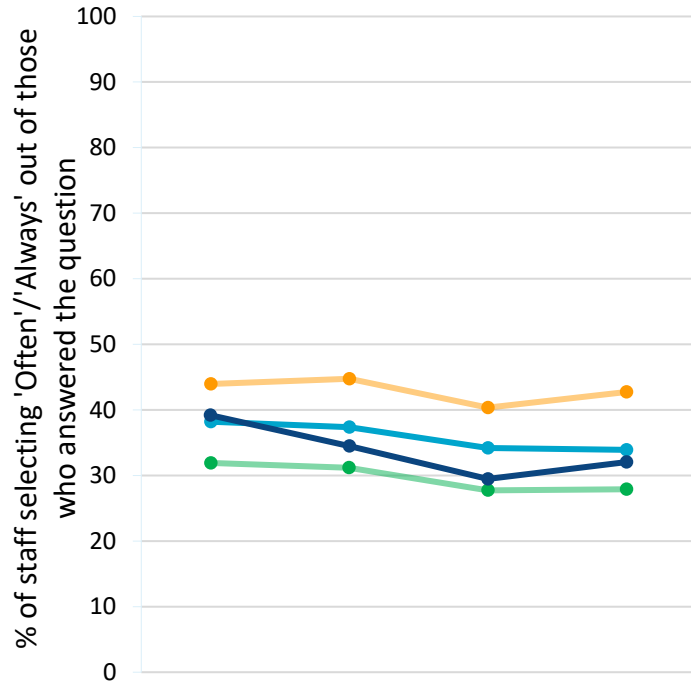


	2020	2021	2022	2023	2024
Your org	44.35%	46.95%	47.60%	47.52%	51.30%
Best result	56.07%	54.35%	57.16%	59.40%	60.52%
Average result	46.43%	46.67%	47.59%	49.96%	51.86%
Worst result	39.15%	40.63%	42.10%	43.57%	45.25%
Responses	929	1265	1407	1465	1400

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

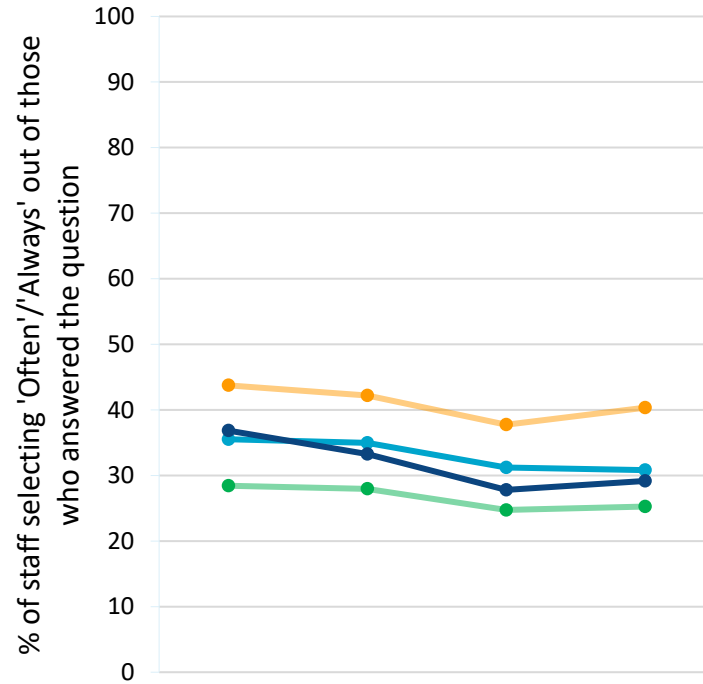


Q12a How often, if at all, do you find your work emotionally exhausting?



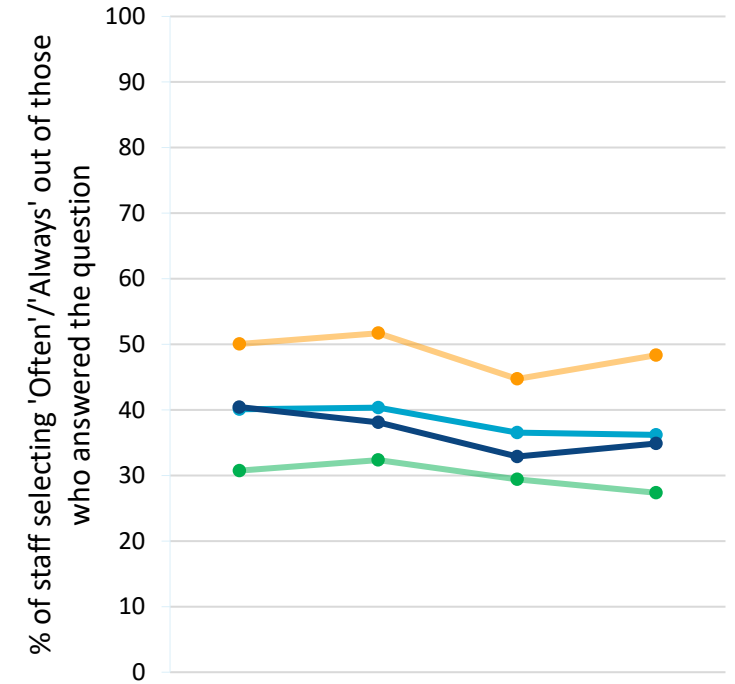
	2021	2022	2023	2024
<b>Your org</b>	39.19%	34.47%	29.47%	32.07%
<b>Best result</b>	31.92%	31.18%	27.73%	27.88%
<b>Average result</b>	38.20%	37.36%	34.20%	33.91%
<b>Worst result</b>	43.97%	44.75%	40.35%	42.73%
Responses	3982	4239	4690	4560

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



	2021	2022	2023	2024
<b>Your org</b>	36.84%	33.27%	27.80%	29.17%
<b>Best result</b>	28.44%	27.95%	24.74%	25.24%
<b>Average result</b>	35.52%	34.98%	31.20%	30.82%
<b>Worst result</b>	43.74%	42.19%	37.74%	40.36%
Responses	3986	4233	4677	4552

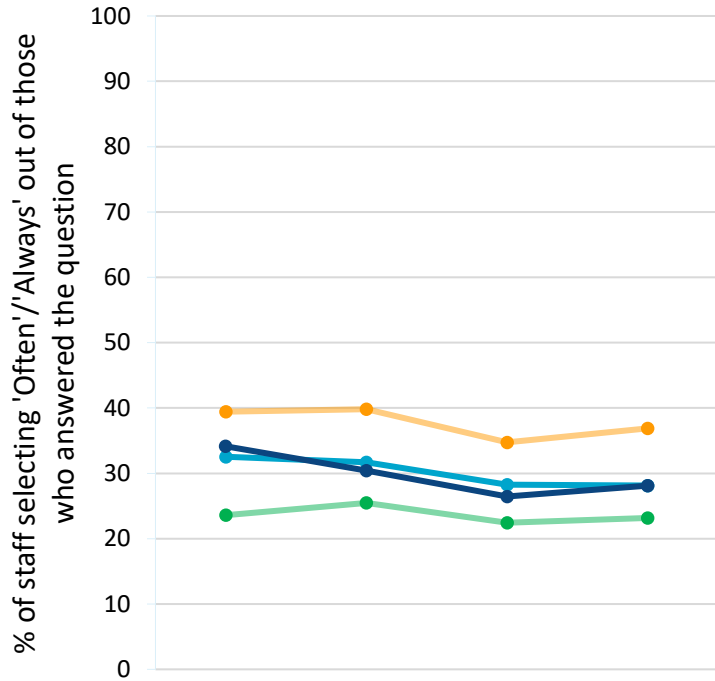
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	40.44%	38.08%	32.89%	34.87%
<b>Best result</b>	30.74%	32.35%	29.40%	27.37%
<b>Average result</b>	40.11%	40.35%	36.52%	36.19%
<b>Worst result</b>	50.04%	51.70%	44.72%	48.33%
Responses	3985	4233	4679	4549

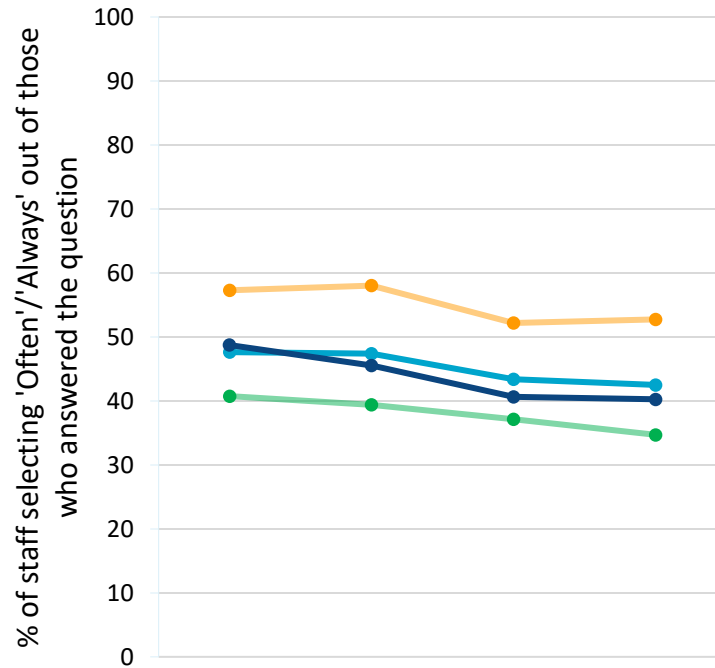


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



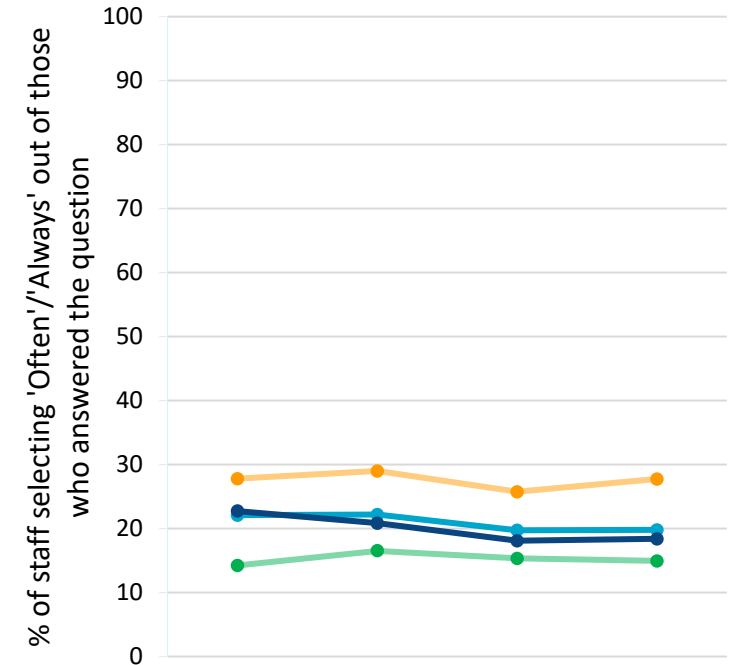
	2021	2022	2023	2024
<b>Your org</b>	34.14%	30.40%	26.46%	28.10%
<b>Best result</b>	23.59%	25.47%	22.44%	23.17%
<b>Average result</b>	32.54%	31.71%	28.26%	28.13%
<b>Worst result</b>	39.44%	39.81%	34.74%	36.90%
Responses	3982	4233	4678	4535

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>	48.73%	45.55%	40.65%	40.26%
<b>Best result</b>	40.75%	39.38%	37.14%	34.71%
<b>Average result</b>	47.62%	47.37%	43.37%	42.50%
<b>Worst result</b>	57.28%	58.02%	52.18%	52.73%
Responses	3980	4231	4673	4541

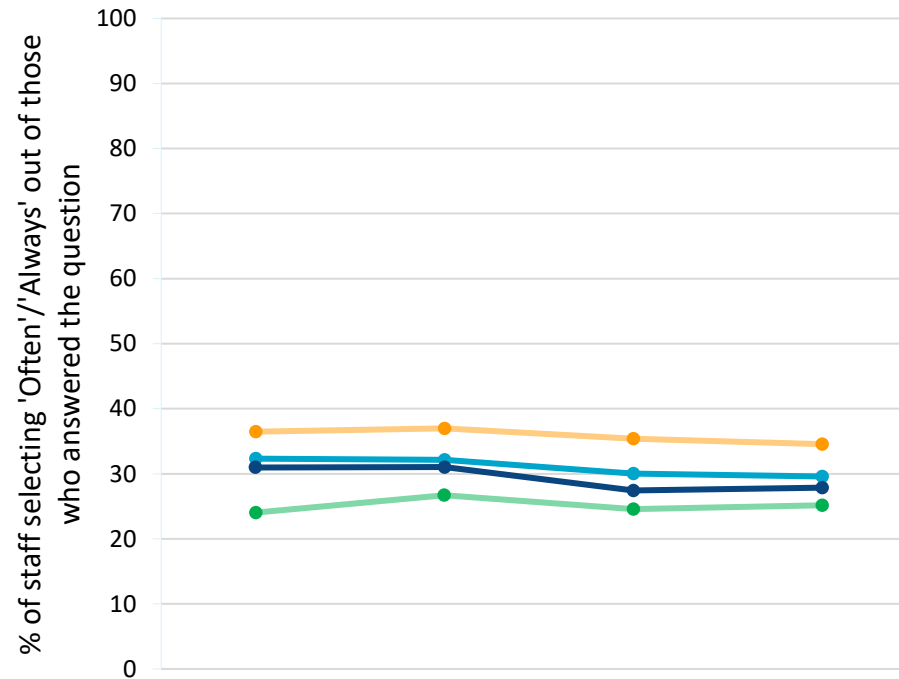
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	22.73%	20.87%	18.10%	18.40%
<b>Best result</b>	14.24%	16.50%	15.36%	14.94%
<b>Average result</b>	22.12%	22.19%	19.73%	19.80%
<b>Worst result</b>	27.81%	29.01%	25.76%	27.74%
Responses	3978	4234	4672	4539



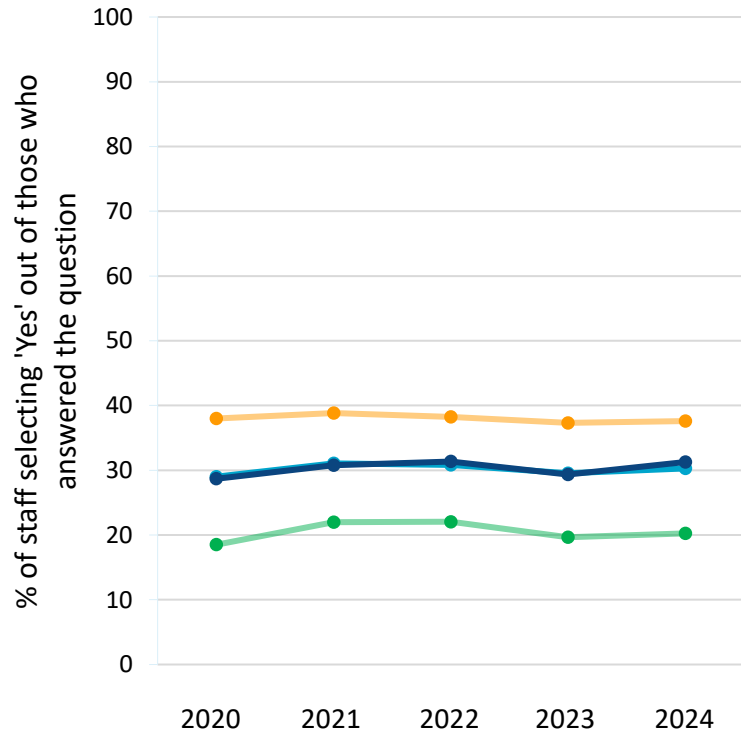
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	30.97%	31.04%	27.44%	27.88%
<b>Best result</b>	24.04%	26.70%	24.55%	25.16%
<b>Average result</b>	32.33%	32.13%	30.02%	29.59%
<b>Worst result</b>	36.47%	36.98%	35.41%	34.56%
Responses	3980	4235	4686	4550

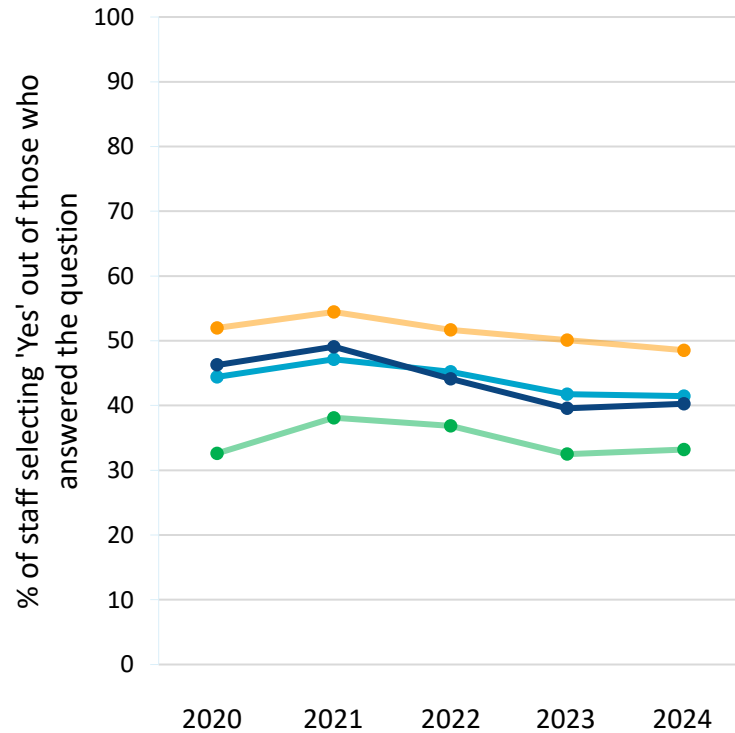


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



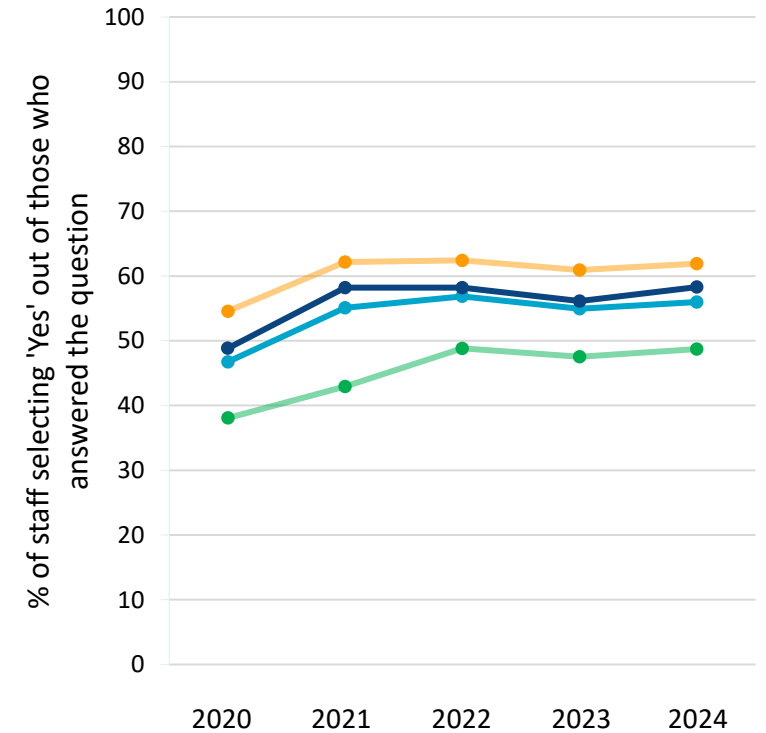
	2020	2021	2022	2023	2024
<b>Your org</b>	28.69%	30.76%	31.35%	29.35%	31.26%
<b>Best result</b>	18.50%	21.97%	22.05%	19.64%	20.23%
<b>Average result</b>	29.01%	31.06%	30.82%	29.54%	30.28%
<b>Worst result</b>	38.02%	38.84%	38.24%	37.32%	37.62%
Responses	3064	3982	4218	4672	4538

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>	46.25%	49.08%	44.12%	39.57%	40.27%
<b>Best result</b>	32.61%	38.12%	36.86%	32.49%	33.18%
<b>Average result</b>	44.41%	47.14%	45.21%	41.73%	41.45%
<b>Worst result</b>	51.96%	54.45%	51.71%	50.11%	48.54%
Responses	3071	3985	4222	4660	4538

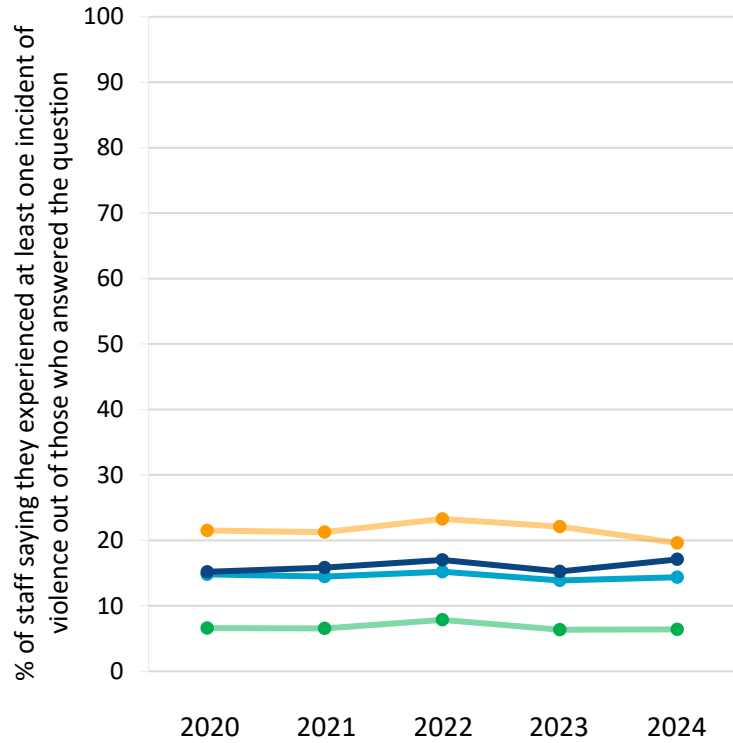
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	48.84%	58.20%	58.21%	56.11%	58.29%
<b>Best result</b>	38.07%	42.94%	48.83%	47.53%	48.72%
<b>Average result</b>	46.74%	55.10%	56.85%	54.96%	55.96%
<b>Worst result</b>	54.57%	62.18%	62.42%	60.91%	61.92%
Responses	3077	3985	4221	4668	4542

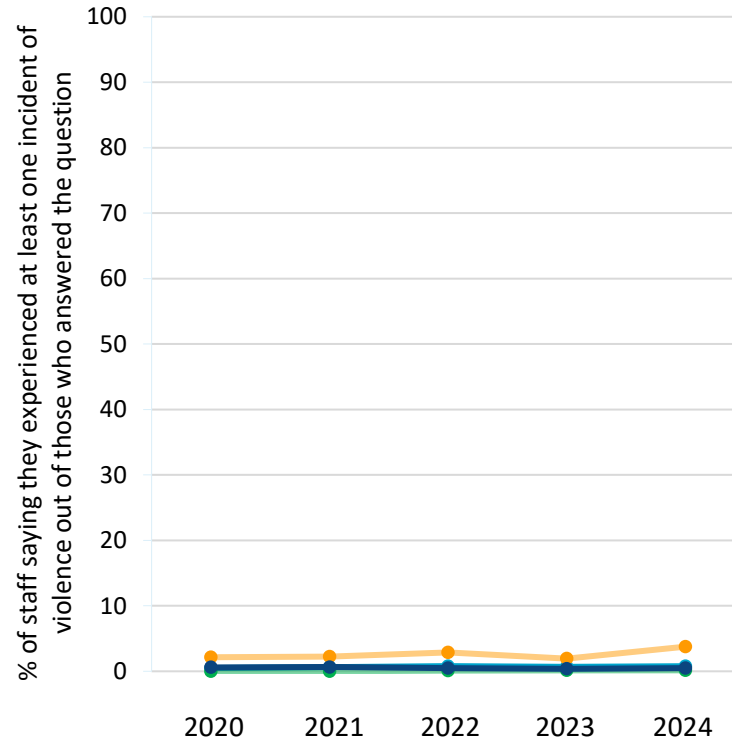


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



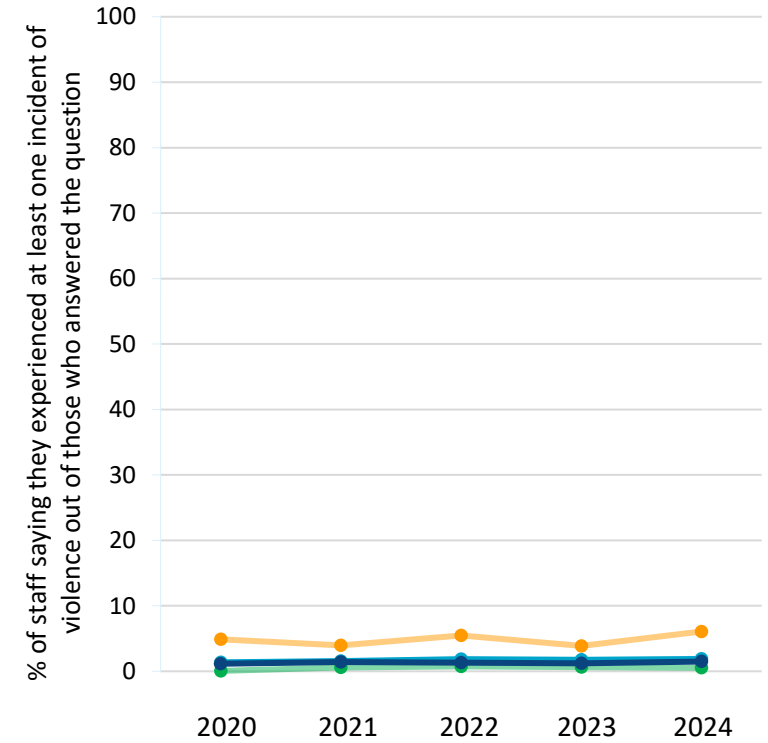
Responses	3076	3977	4244	4658	4540
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	3060	3943	4223	4637	4512
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

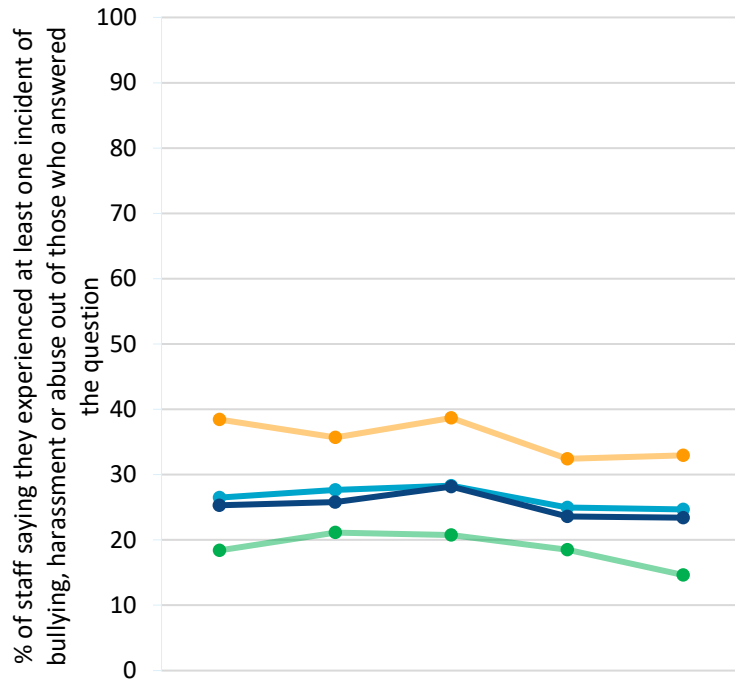


Responses	3063	3931	4194	4603	4491
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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.

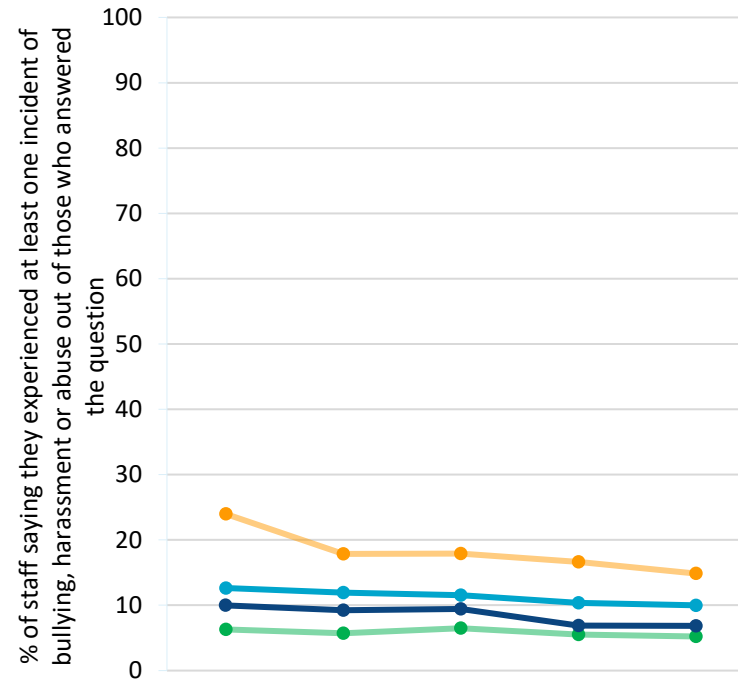


2020 2021 2022 2023 2024

<b>Your org</b>	25.31%	25.79%	28.17%	23.61%	23.41%
<b>Best result</b>	18.42%	21.13%	20.77%	18.48%	14.63%
<b>Average result</b>	26.49%	27.65%	28.31%	24.99%	24.68%
<b>Worst result</b>	38.45%	35.69%	38.68%	32.43%	32.94%

Responses 2965 3860 4230 4667 4550

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

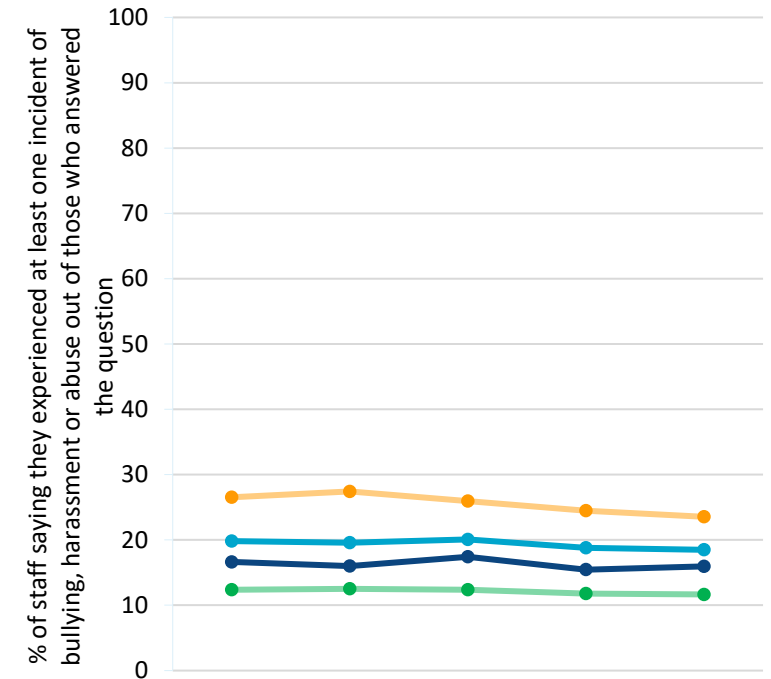


2020 2021 2022 2023 2024

<b>Your org</b>	9.98%	9.26%	9.42%	6.89%	6.85%
<b>Best result</b>	6.32%	5.72%	6.48%	5.52%	5.22%
<b>Average result</b>	12.64%	11.95%	11.55%	10.35%	10.00%
<b>Worst result</b>	23.98%	17.86%	17.89%	16.64%	14.86%

Responses 2954 3841 4208 4647 4518

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

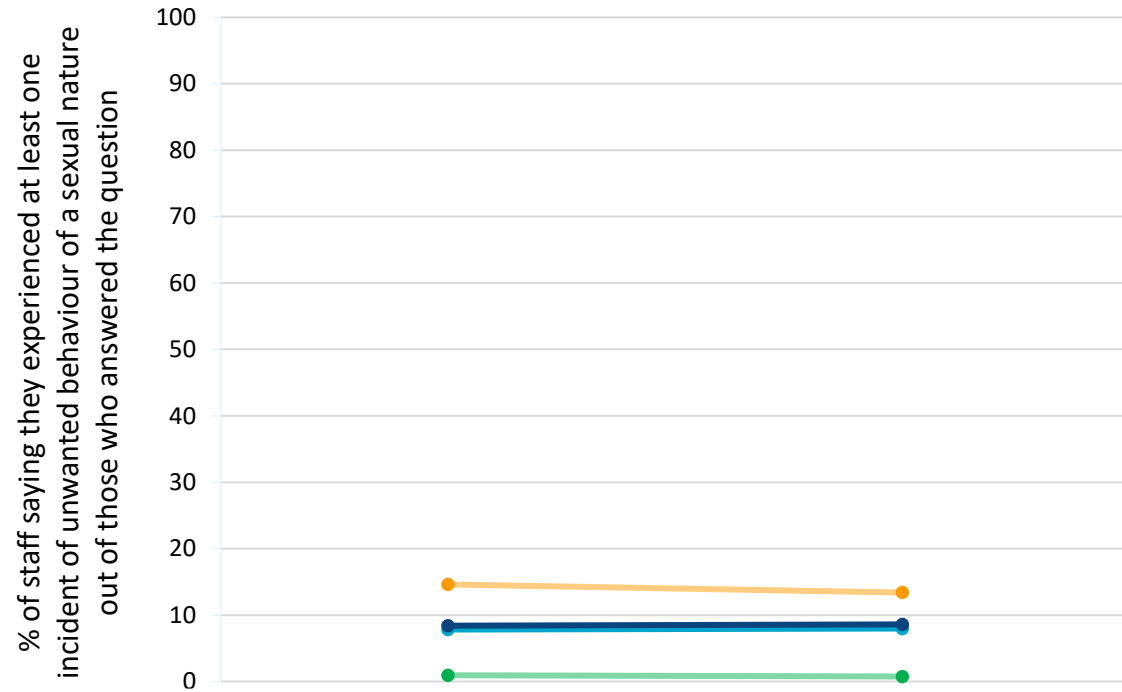
<b>Your org</b>	16.61%	16.02%	17.42%	15.45%	15.95%
<b>Best result</b>	12.40%	12.51%	12.37%	11.80%	11.66%
<b>Average result</b>	19.80%	19.56%	20.08%	18.78%	18.49%
<b>Worst result</b>	26.52%	27.43%	25.97%	24.45%	23.55%

Responses 2962 3821 4182 4646 4515

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	8.41%	8.60%
Best result	0.94%	0.76%
Average result	7.82%	7.98%
Worst result	14.61%	13.39%

Responses 4681 4542

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	2.76%	2.79%
Best result	1.46%	1.52%
Average result	3.81%	3.53%
Worst result	5.74%	5.85%

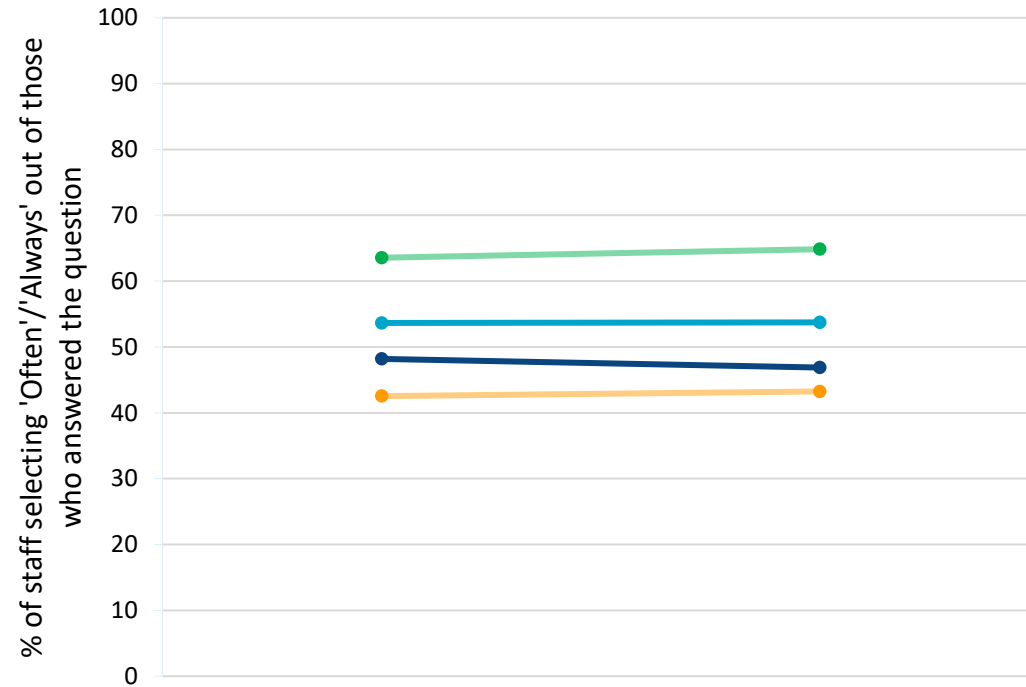
Responses 4669 4536

\*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	48.19%	46.88%
Best result	63.56%	64.85%
Average result	53.65%	53.73%
Worst result	42.53%	43.25%
Responses	4682	4552

\*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

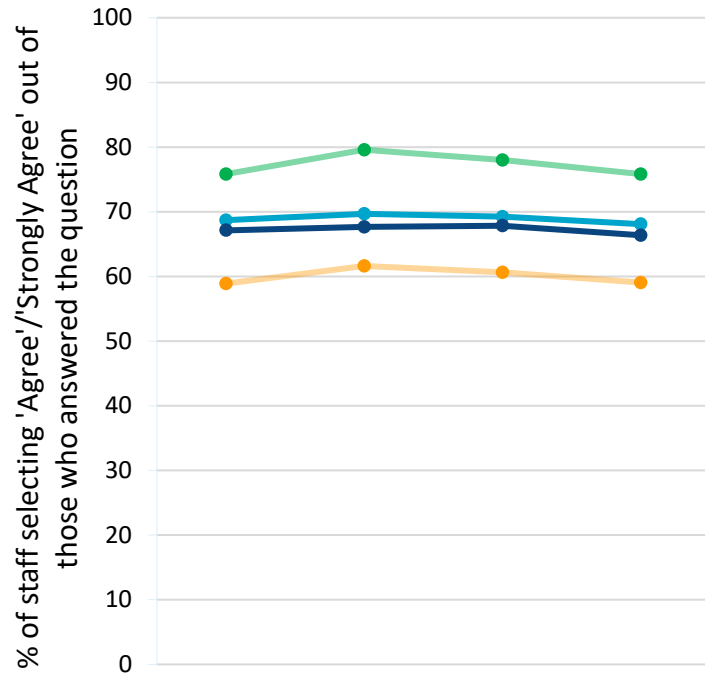
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

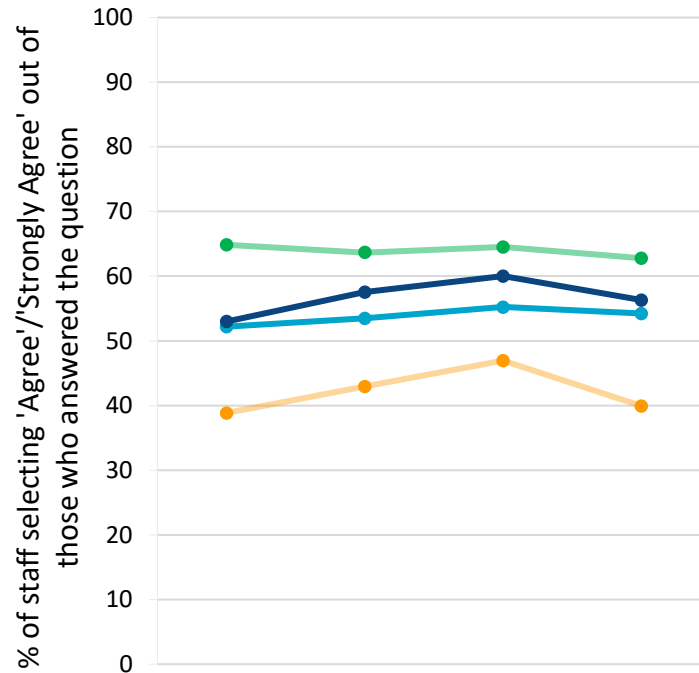


Q24a This organisation offers me challenging work.



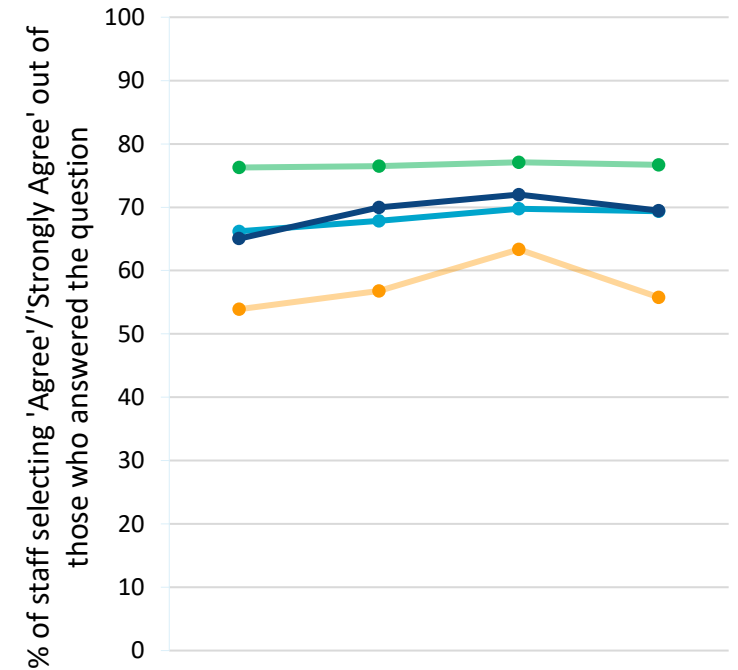
	2021	2022	2023	2024
<b>Your org</b>	67.13%	67.68%	67.84%	66.36%
<b>Best result</b>	75.83%	79.59%	78.00%	75.84%
<b>Average result</b>	68.68%	69.68%	69.23%	68.08%
<b>Worst result</b>	58.89%	61.62%	60.63%	59.05%
Responses	3943	4221	4666	4541

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



	2021	2022	2023	2024
<b>Your org</b>	52.99%	57.54%	60.02%	56.30%
<b>Best result</b>	64.85%	63.63%	64.50%	62.77%
<b>Average result</b>	52.19%	53.47%	55.24%	54.25%
<b>Worst result</b>	38.85%	42.97%	46.95%	39.91%
Responses	3950	4223	4675	4539

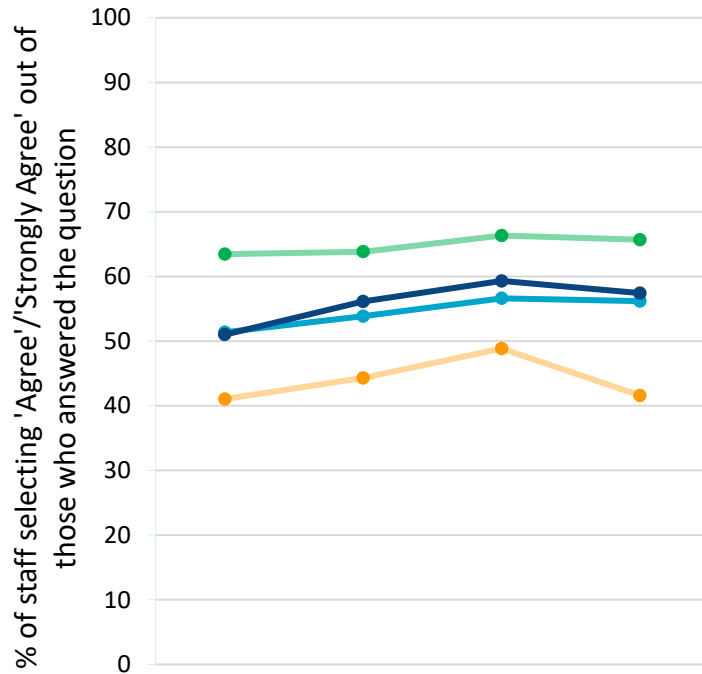
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	65.04%	69.99%	72.00%	69.46%
<b>Best result</b>	76.28%	76.49%	77.10%	76.67%
<b>Average result</b>	66.20%	67.87%	69.76%	69.39%
<b>Worst result</b>	53.90%	56.77%	63.34%	55.79%
Responses	3952	4221	4671	4532

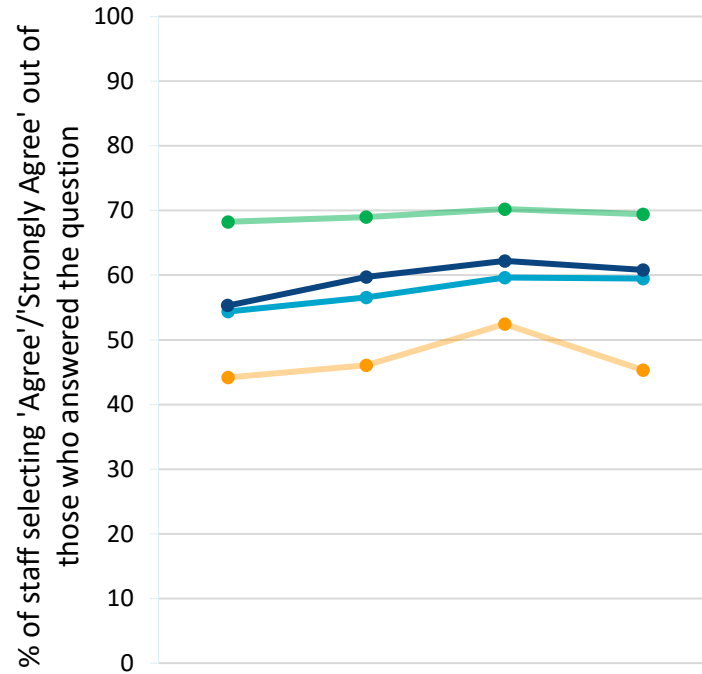


Q24d I feel supported to develop my potential.



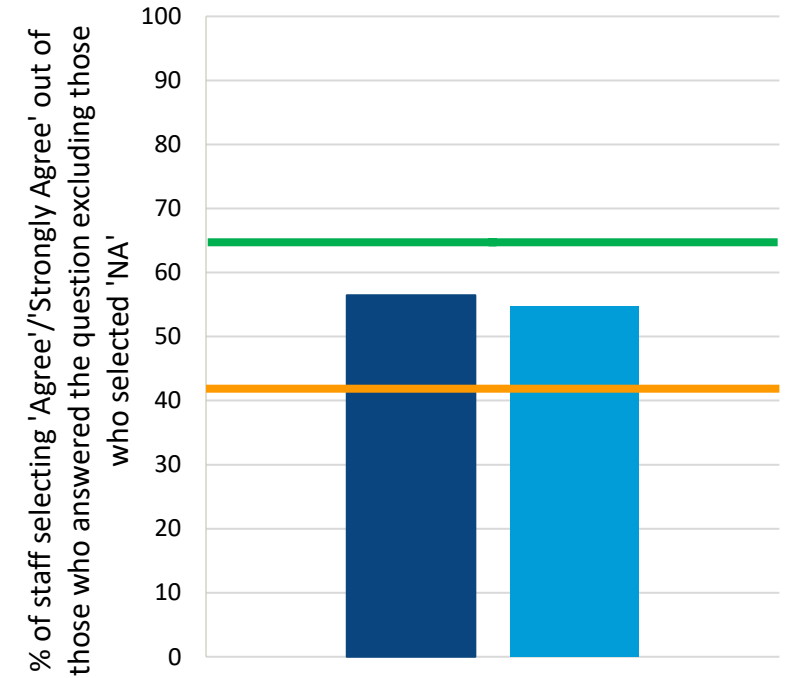
	2021	2022	2023	2024
Your org	51.00%	56.15%	59.31%	57.40%
Best result	63.45%	63.83%	66.33%	65.69%
Average result	51.37%	53.85%	56.61%	56.17%
Worst result	41.03%	44.31%	48.84%	41.60%
Responses	3947	4220	4667	4526

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



	2021	2022	2023	2024
Your org	55.29%	59.71%	62.21%	60.83%
Best result	68.26%	68.98%	70.23%	69.44%
Average result	54.38%	56.55%	59.64%	59.45%
Worst result	44.17%	46.06%	52.43%	45.31%
Responses	3945	4218	4659	4499

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

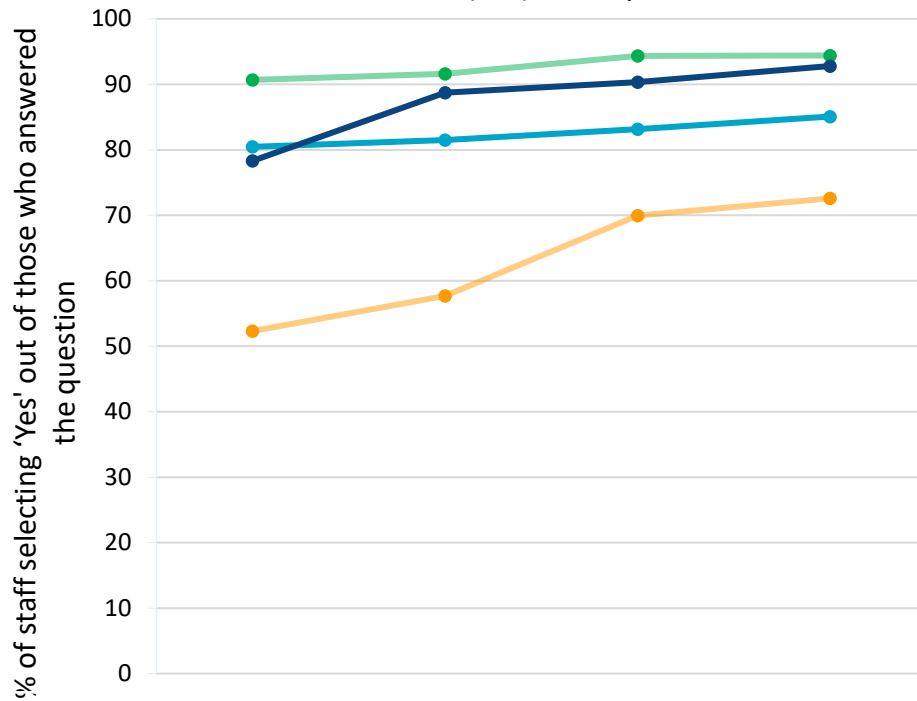


	2024
Your org	56.45%
Best result	64.73%
Average result	54.75%
Worst result	41.87%
Responses	3547

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



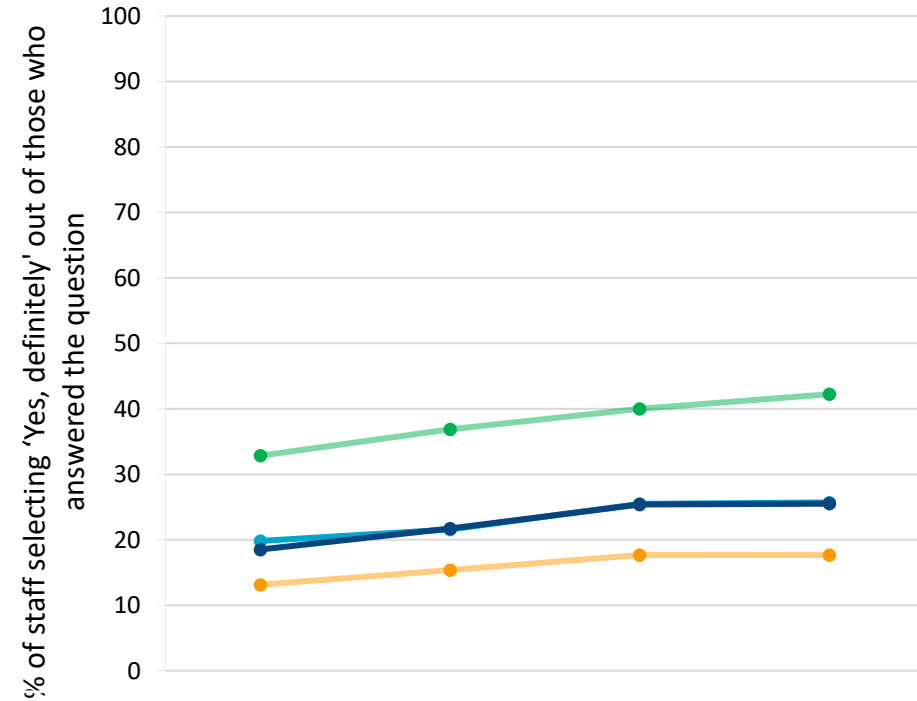
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	78.31%	88.73%	90.36%	92.80%
Best result	90.68%	91.61%	94.36%	94.41%
Average result	80.45%	81.50%	83.17%	85.08%
Worst result	52.32%	57.70%	69.95%	72.58%

Responses 3952 4213 4647 4529

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



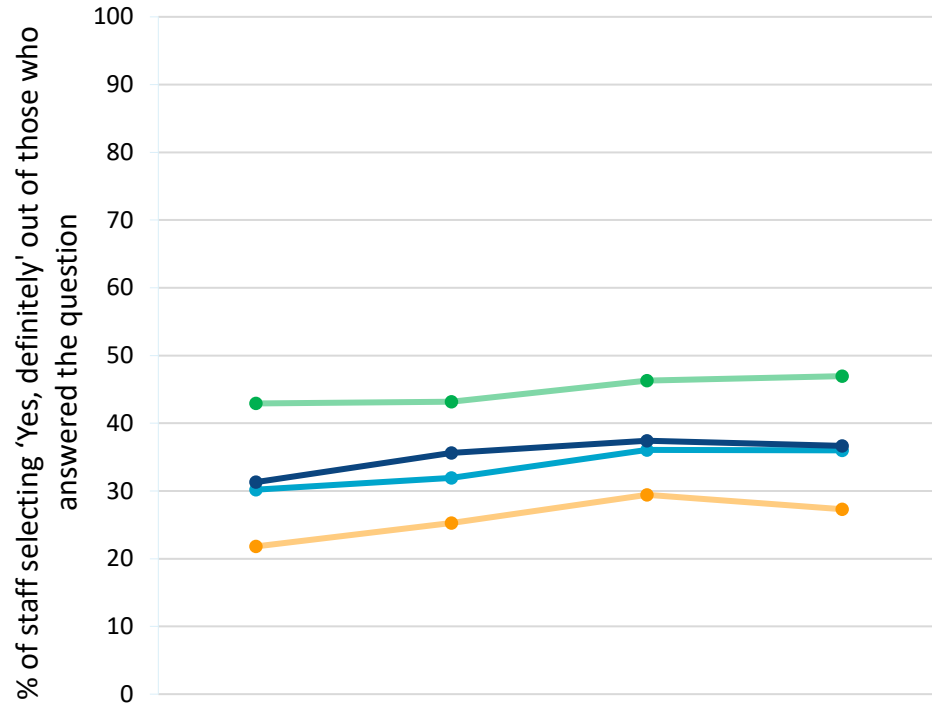
	2021	2022	2023	2024
Your org	18.52%	21.74%	25.38%	25.52%
Best result	32.85%	36.88%	39.99%	42.23%
Average result	19.82%	21.59%	25.50%	25.70%
Worst result	13.13%	15.35%	17.68%	17.65%

Responses 3053 3714 4182 4192

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

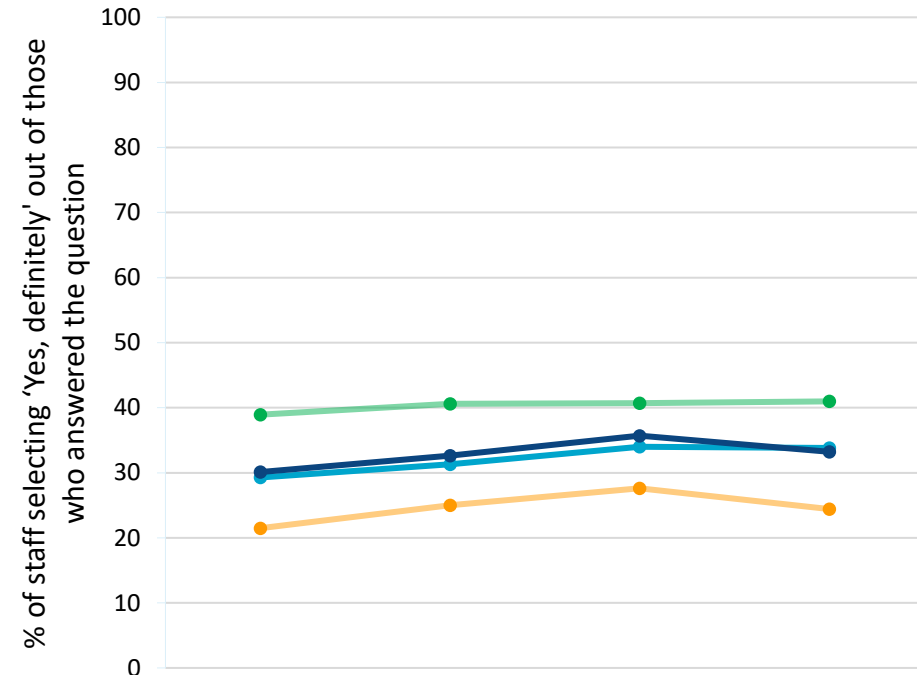


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	31.31%	35.59%	37.42%	36.63%
<b>Best result</b>	42.92%	43.18%	46.31%	46.95%
<b>Average result</b>	30.19%	31.93%	36.06%	36.01%
<b>Worst result</b>	21.81%	25.28%	29.43%	27.28%
Responses	3048	3704	4173	4173

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



	2021	2022	2023	2024
<b>Your org</b>	30.11%	32.63%	35.70%	33.20%
<b>Best result</b>	38.93%	40.59%	40.69%	40.97%
<b>Average result</b>	29.27%	31.30%	33.99%	33.79%
<b>Worst result</b>	21.48%	25.03%	27.61%	24.42%
Responses	3050	3707	4174	4181

## People Promise element – We work flexibly



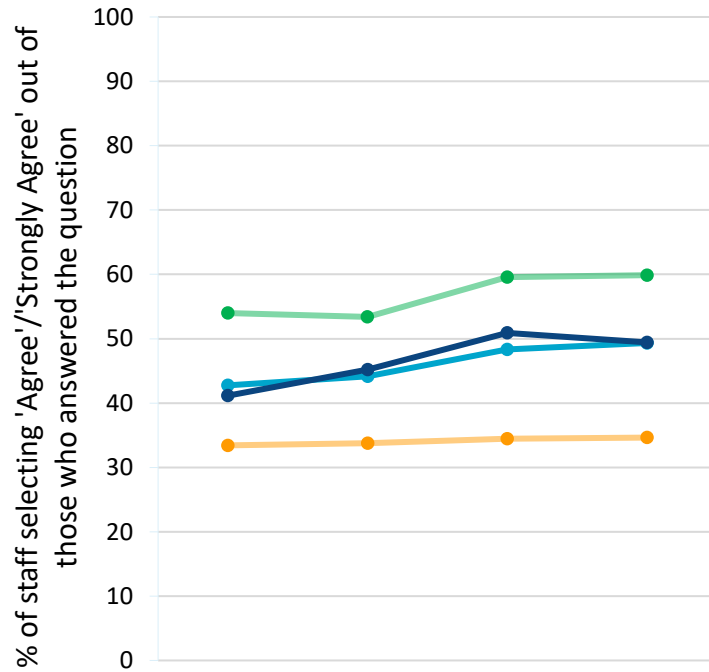
### Questions included:

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

Flexible working – Q4d

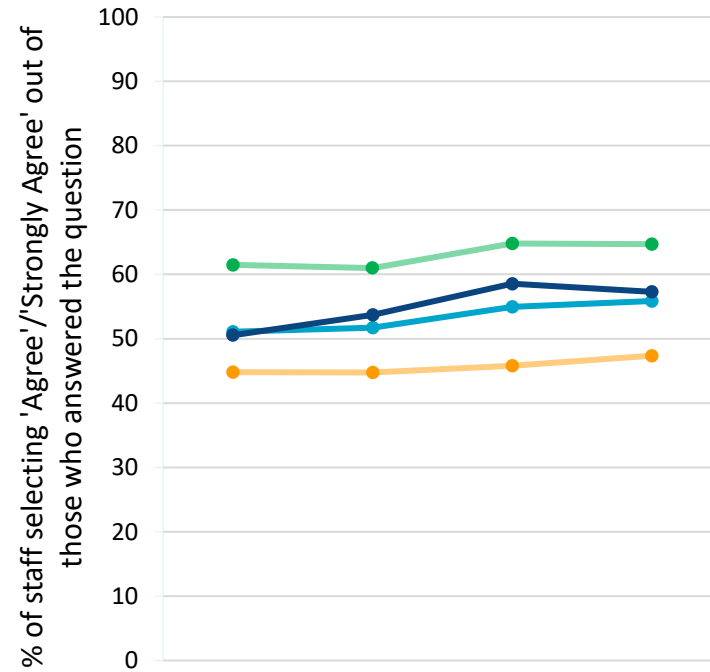


Q6b My organisation is committed to helping me balance my work and home life.



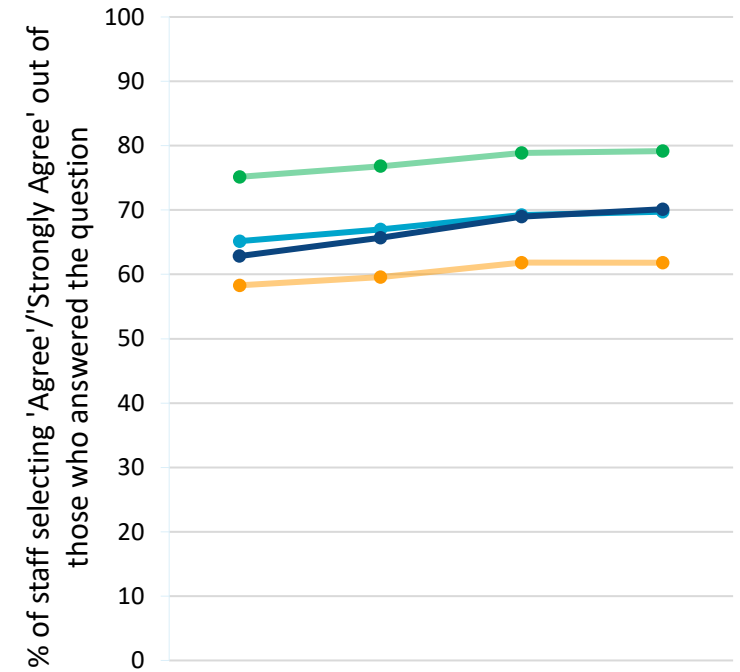
	2021	2022	2023	2024
<b>Your org</b>	41.15%	45.23%	50.90%	49.44%
<b>Best result</b>	53.99%	53.39%	59.57%	59.88%
<b>Average result</b>	42.75%	44.14%	48.33%	49.34%
<b>Worst result</b>	33.43%	33.74%	34.44%	34.64%
Responses	4021	4236	4677	4547

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



	2021	2022	2023	2024
<b>Your org</b>	50.54%	53.70%	58.55%	57.29%
<b>Best result</b>	61.48%	60.97%	64.79%	64.71%
<b>Average result</b>	51.09%	51.73%	54.93%	55.86%
<b>Worst result</b>	44.80%	44.75%	45.81%	47.36%
Responses	4014	4232	4683	4540

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

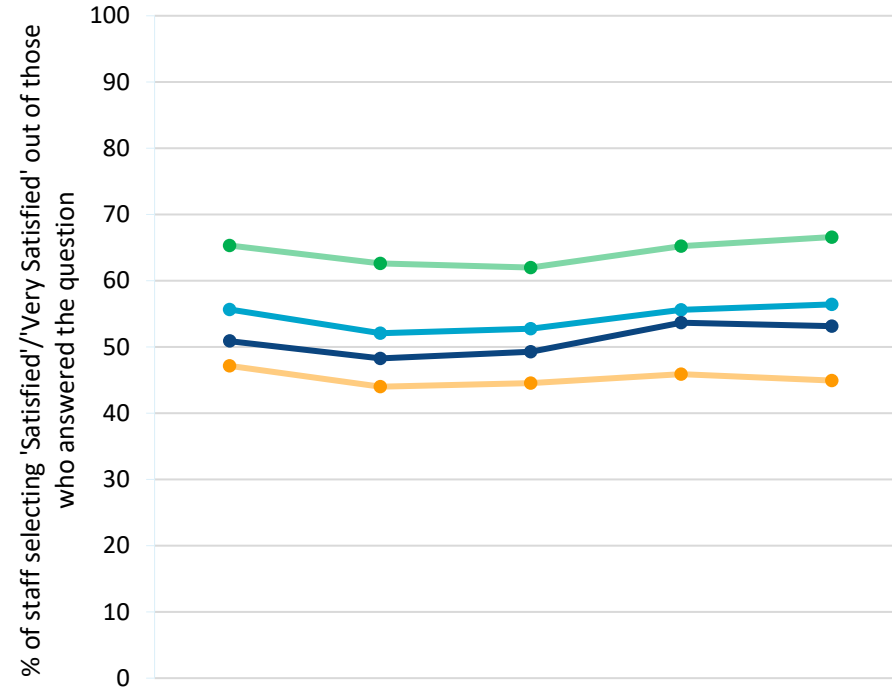


	2021	2022	2023	2024
<b>Your org</b>	62.85%	65.67%	68.98%	70.13%
<b>Best result</b>	75.16%	76.80%	78.85%	79.16%
<b>Average result</b>	65.17%	66.99%	69.24%	69.74%
<b>Worst result</b>	58.30%	59.57%	61.83%	61.80%
Responses	4019	4238	4686	4550



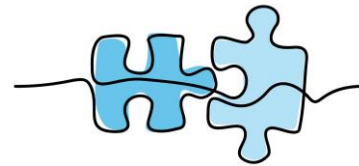


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	50.88%	48.28%	49.29%	53.66%	53.17%
<b>Best result</b>	65.32%	62.59%	61.99%	65.24%	66.60%
<b>Average result</b>	55.64%	52.08%	52.73%	55.59%	56.43%
<b>Worst result</b>	47.14%	44.00%	44.56%	45.90%	44.91%
Responses	3092	4027	4219	4674	4540

## People Promise element – We are a team



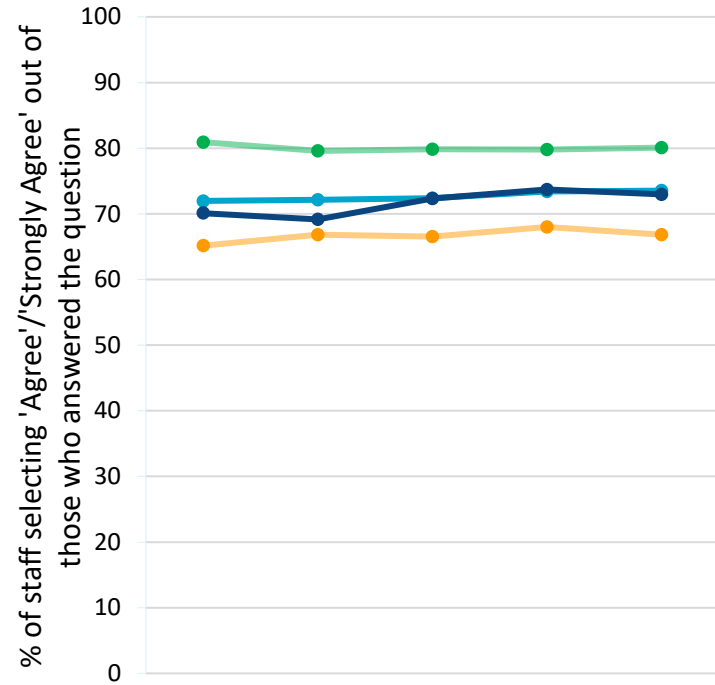
### Questions included:

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.

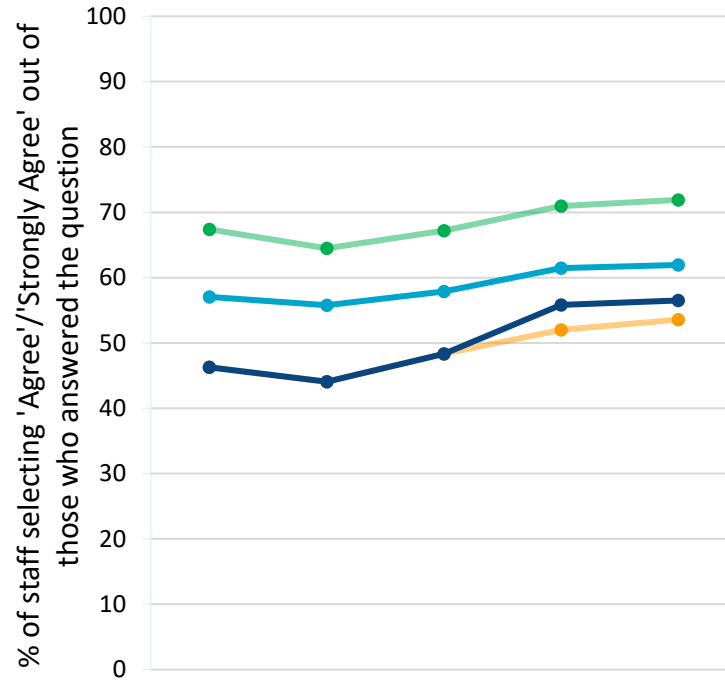


2020 2021 2022 2023 2024

Your org	70.10%	69.15%	72.34%	73.71%	72.98%
Best result	80.92%	79.58%	79.84%	79.80%	80.07%
Average result	71.97%	72.15%	72.38%	73.42%	73.53%
Worst result	65.15%	66.83%	66.52%	68.00%	66.82%

Responses 3089 4001 4231 4671 4545

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

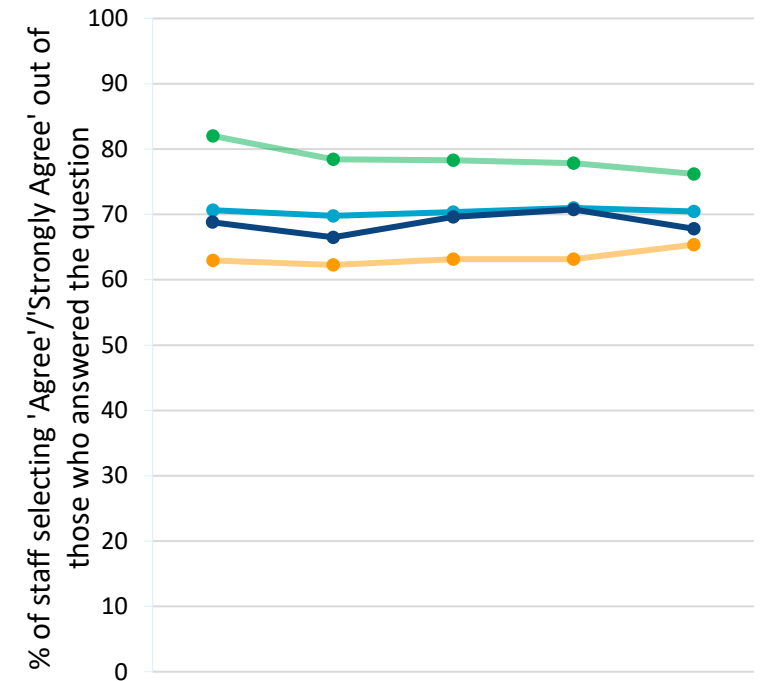


2020 2021 2022 2023 2024

Your org	46.26%	44.06%	48.33%	55.82%	56.50%
Best result	67.38%	64.49%	67.16%	70.97%	71.90%
Average result	57.06%	55.78%	57.87%	61.46%	61.94%
Worst result	46.26%	44.06%	48.33%	52.00%	53.58%

Responses 3102 3999 4221 4670 4546

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



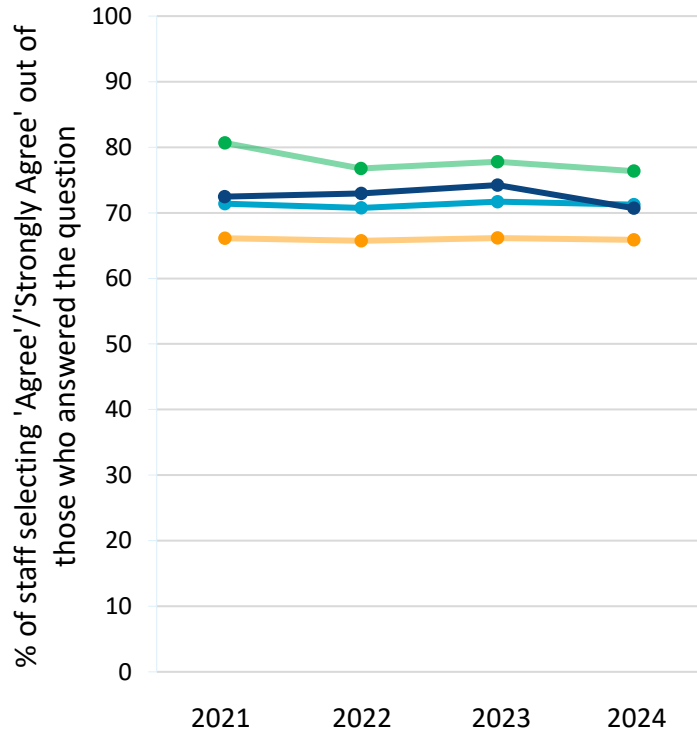
2020 2021 2022 2023 2024

Your org	68.79%	66.50%	69.61%	70.76%	67.82%
Best result	82.02%	78.45%	78.29%	77.84%	76.21%
Average result	70.63%	69.79%	70.36%	70.99%	70.44%
Worst result	62.98%	62.27%	63.14%	63.16%	65.37%

Responses 3108 4006 4229 4669 4556

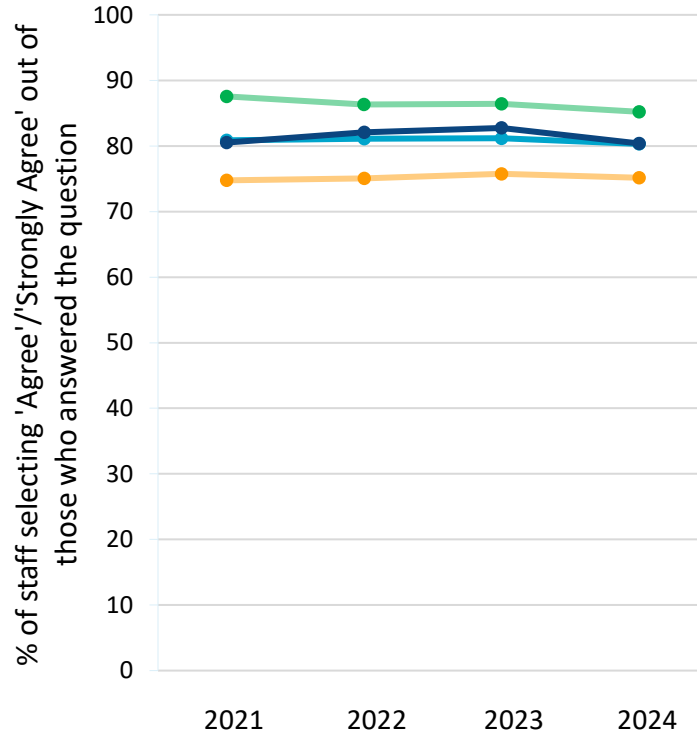


Q7d Team members understand each other's roles.



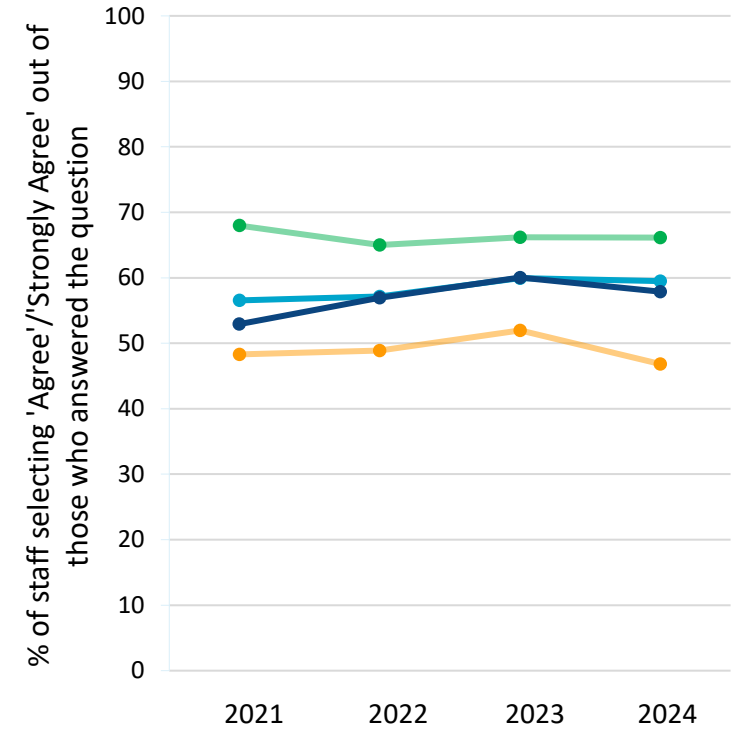
	2021	2022	2023	2024
<b>Your org</b>	72.46%	72.95%	74.23%	70.70%
<b>Best result</b>	80.65%	76.75%	77.80%	76.36%
<b>Average result</b>	71.41%	70.75%	71.71%	71.27%
<b>Worst result</b>	66.14%	65.74%	66.15%	65.89%
Responses	4003	4229	4671	4548

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	80.51%	82.08%	82.75%	80.39%
<b>Best result</b>	87.56%	86.32%	86.45%	85.22%
<b>Average result</b>	80.88%	81.11%	81.18%	80.32%
<b>Worst result</b>	74.76%	75.06%	75.76%	75.15%
Responses	3997	4229	4679	4548

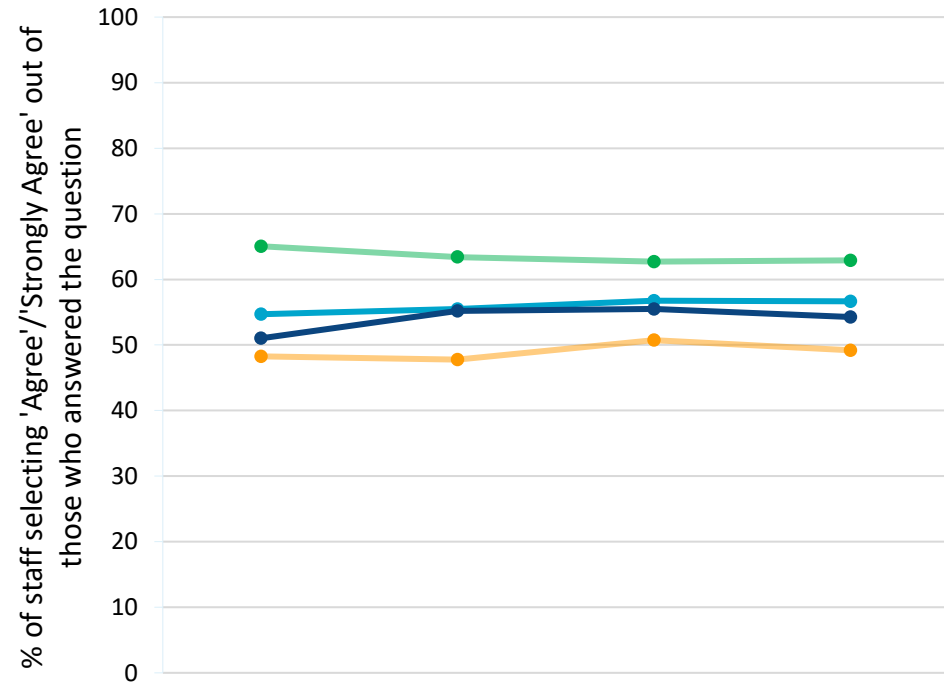
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	52.93%	56.97%	60.04%	57.88%
<b>Best result</b>	67.97%	65.01%	66.20%	66.16%
<b>Average result</b>	56.55%	57.13%	59.95%	59.47%
<b>Worst result</b>	48.31%	48.90%	51.97%	46.83%
Responses	3995	4214	4667	4533

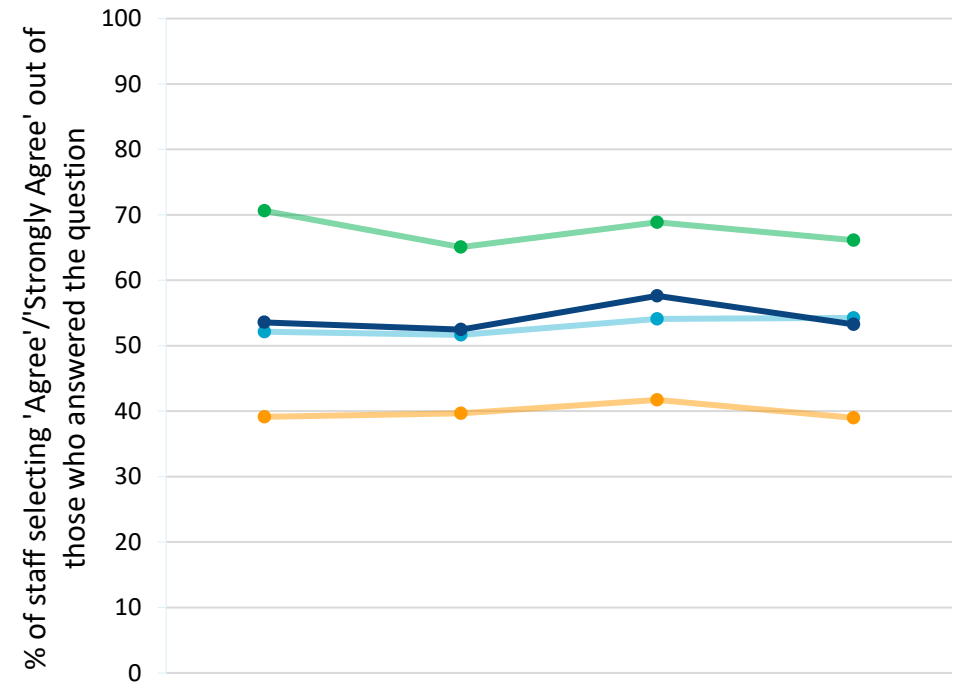


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	51.02%	55.18%	55.49%	54.28%
Best result	65.06%	63.41%	62.71%	62.90%
Average result	54.69%	55.50%	56.75%	56.65%
Worst result	48.27%	47.77%	50.73%	49.19%
Responses	3996	4222	4665	4543

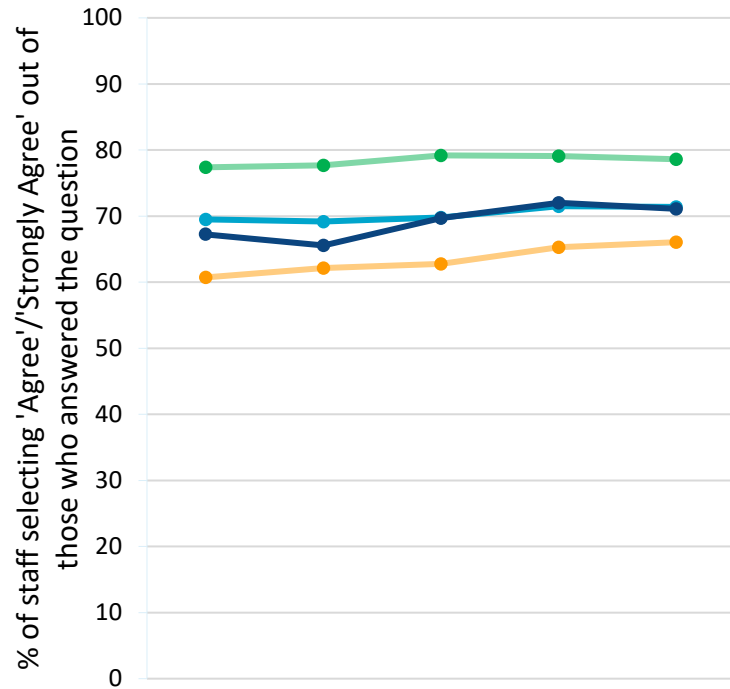
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	53.57%	52.47%	57.63%	53.26%
Best result	70.62%	65.08%	68.88%	66.13%
Average result	52.14%	51.65%	54.11%	54.27%
Worst result	39.14%	39.66%	41.73%	38.98%
Responses	3999	4225	4678	4550



Q9a My immediate manager encourages me at work.

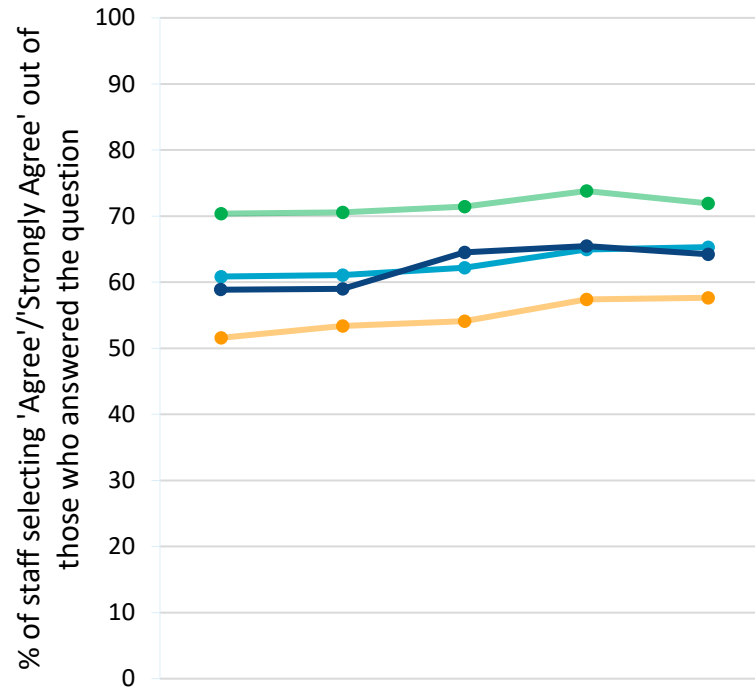


2020 2021 2022 2023 2024

<b>Your org</b>	67.24%	65.56%	69.70%	72.01%	71.11%
<b>Best result</b>	77.39%	77.71%	79.19%	79.11%	78.63%
<b>Average result</b>	69.49%	69.19%	69.81%	71.50%	71.38%
<b>Worst result</b>	60.73%	62.13%	62.79%	65.30%	66.06%

Responses 3080 3989 4236 4684 4548

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

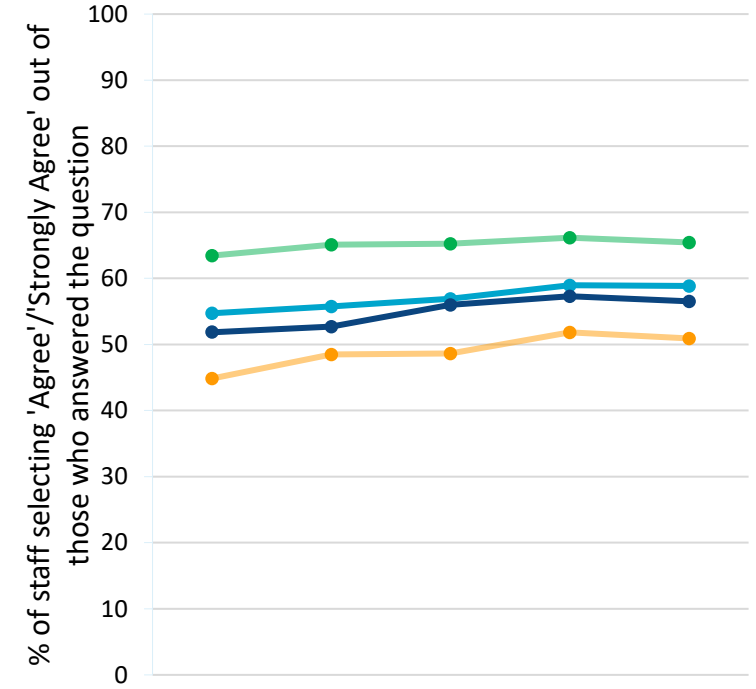


2020 2021 2022 2023 2024

<b>Your org</b>	58.86%	58.99%	64.52%	65.46%	64.24%
<b>Best result</b>	70.38%	70.55%	71.44%	73.80%	71.93%
<b>Average result</b>	60.86%	61.06%	62.20%	64.95%	65.31%
<b>Worst result</b>	51.58%	53.40%	54.10%	57.39%	57.64%

Responses 3079 3989 4233 4681 4550

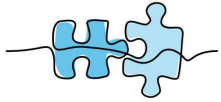
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



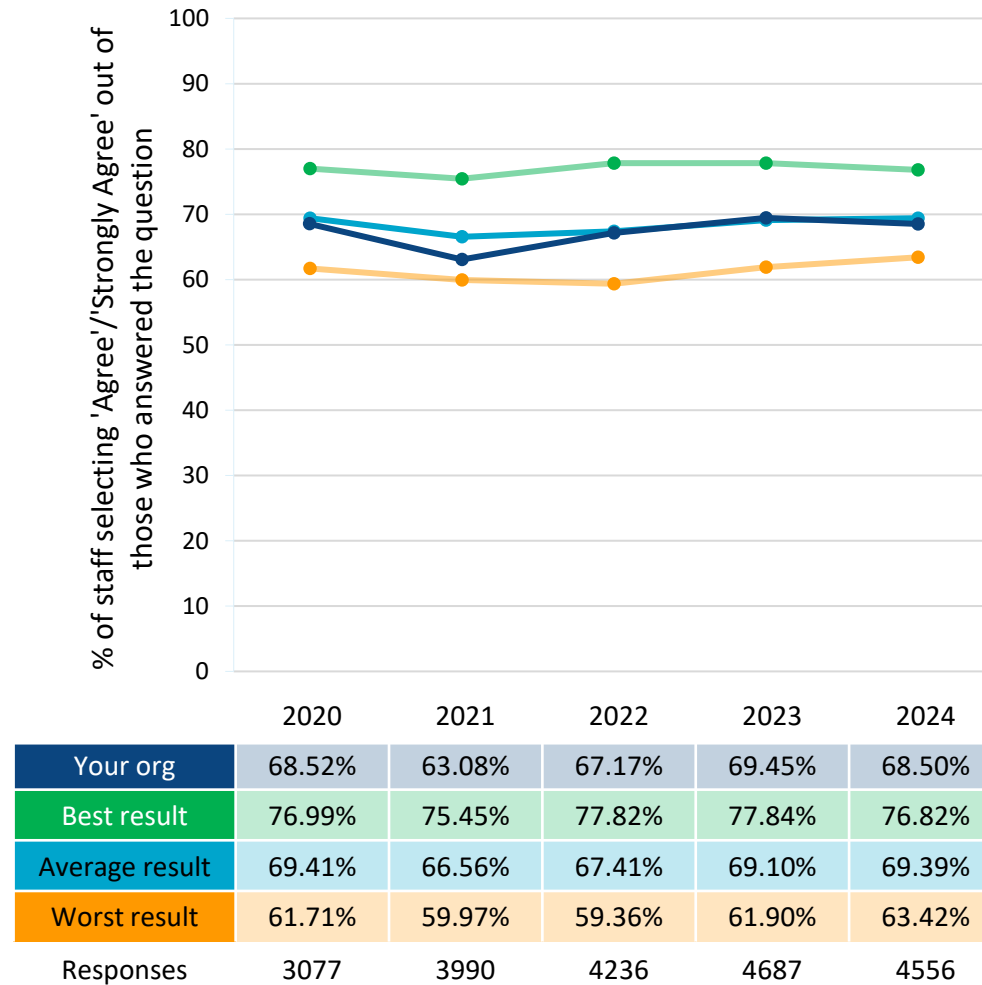
2020 2021 2022 2023 2024

<b>Your org</b>	51.84%	52.69%	56.02%	57.30%	56.51%
<b>Best result</b>	63.45%	65.11%	65.23%	66.16%	65.47%
<b>Average result</b>	54.73%	55.75%	56.93%	58.97%	58.84%
<b>Worst result</b>	44.85%	48.47%	48.62%	51.84%	50.94%

Responses 3079 3983 4240 4685 4550



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

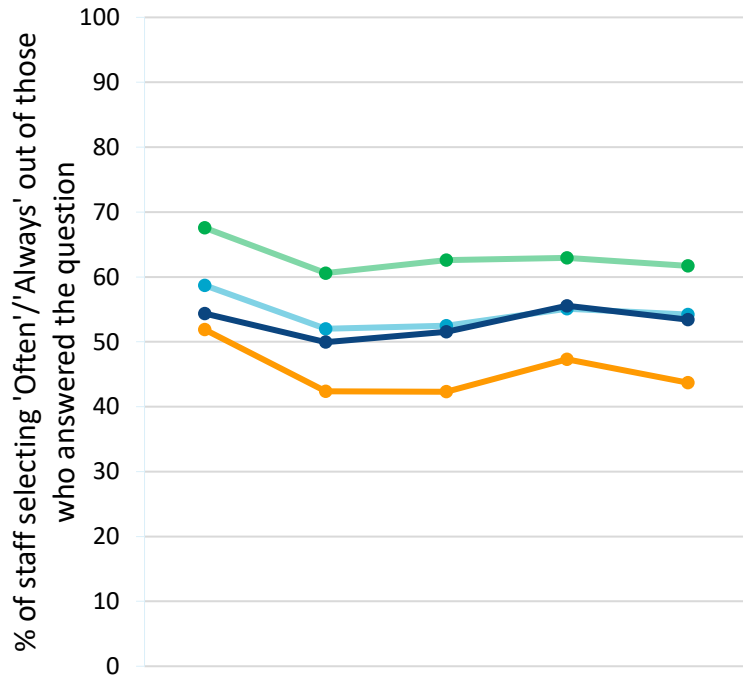
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d



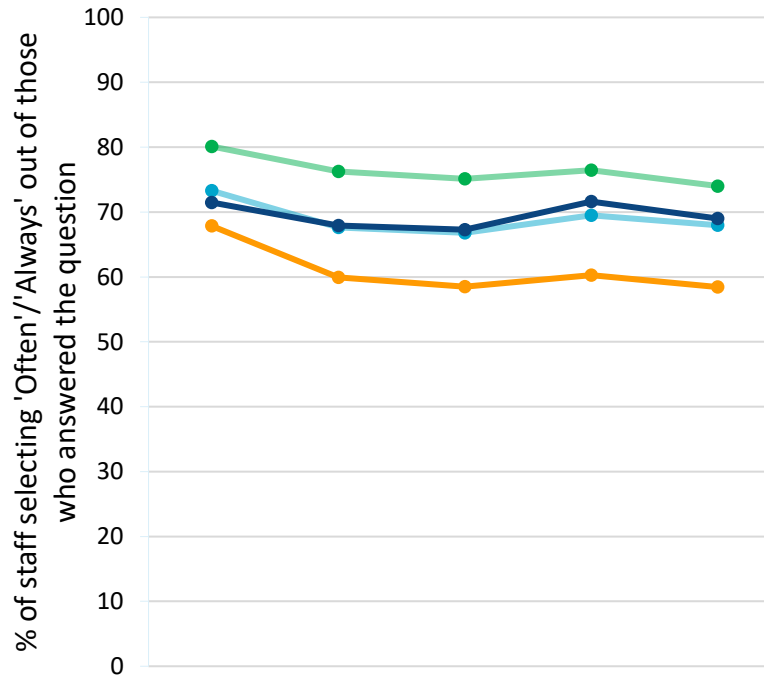


Q2a I look forward to going to work.



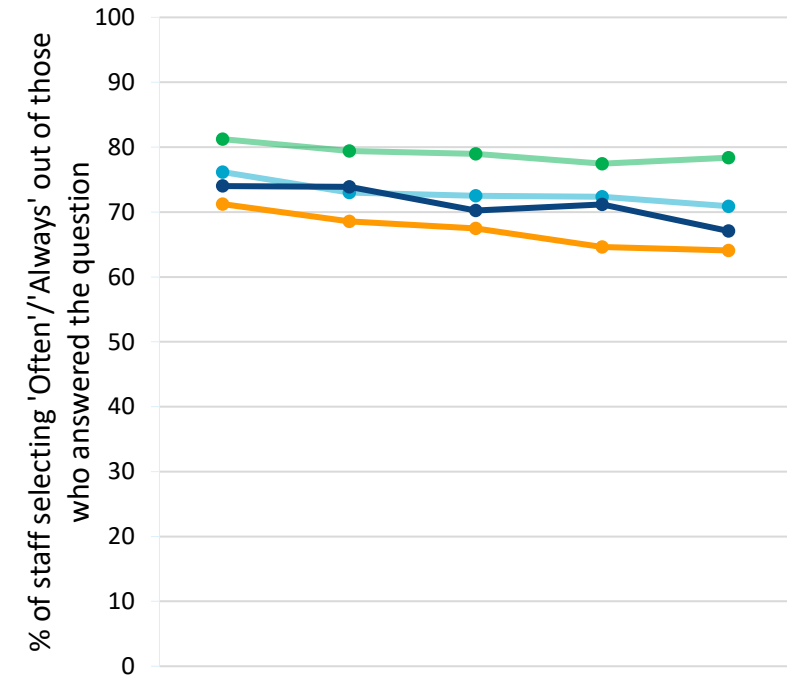
	2020	2021	2022	2023	2024
<b>Your org</b>	54.34%	49.95%	51.55%	55.56%	53.43%
<b>Best result</b>	67.56%	60.59%	62.57%	62.91%	61.70%
<b>Average result</b>	58.70%	52.01%	52.47%	55.07%	54.19%
<b>Worst result</b>	51.87%	42.39%	42.30%	47.30%	43.71%
Responses	3146	4047	4216	4662	4527

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	71.44%	67.93%	67.28%	71.61%	69.00%
<b>Best result</b>	80.10%	76.24%	75.13%	76.42%	74.01%
<b>Average result</b>	73.28%	67.60%	66.80%	69.49%	67.95%
<b>Worst result</b>	67.85%	59.92%	58.48%	60.25%	58.44%
Responses	3132	4030	4192	4646	4500

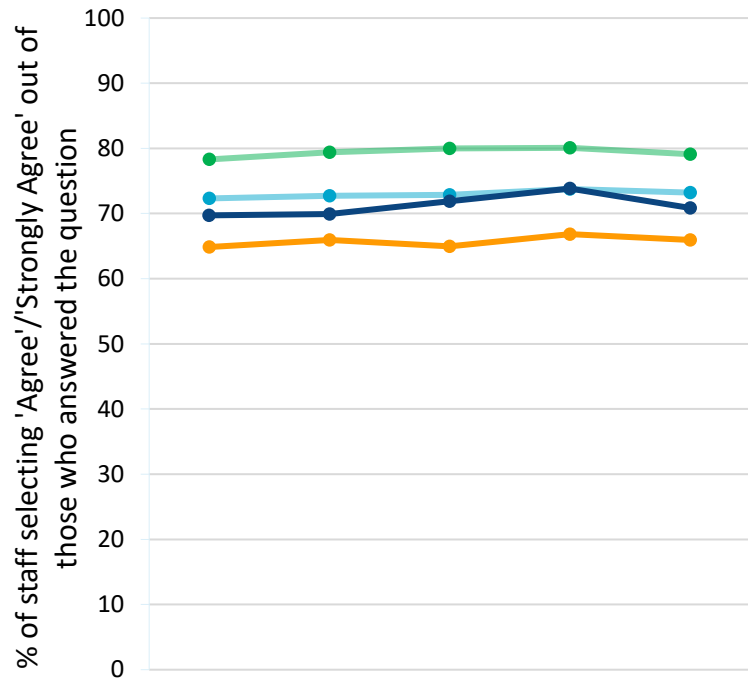
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
<b>Your org</b>	74.00%	73.87%	70.22%	71.18%	67.07%
<b>Best result</b>	81.23%	79.39%	78.98%	77.45%	78.37%
<b>Average result</b>	76.16%	72.99%	72.52%	72.36%	70.90%
<b>Worst result</b>	71.22%	68.54%	67.46%	64.61%	64.08%
Responses	3137	4034	4190	4643	4512

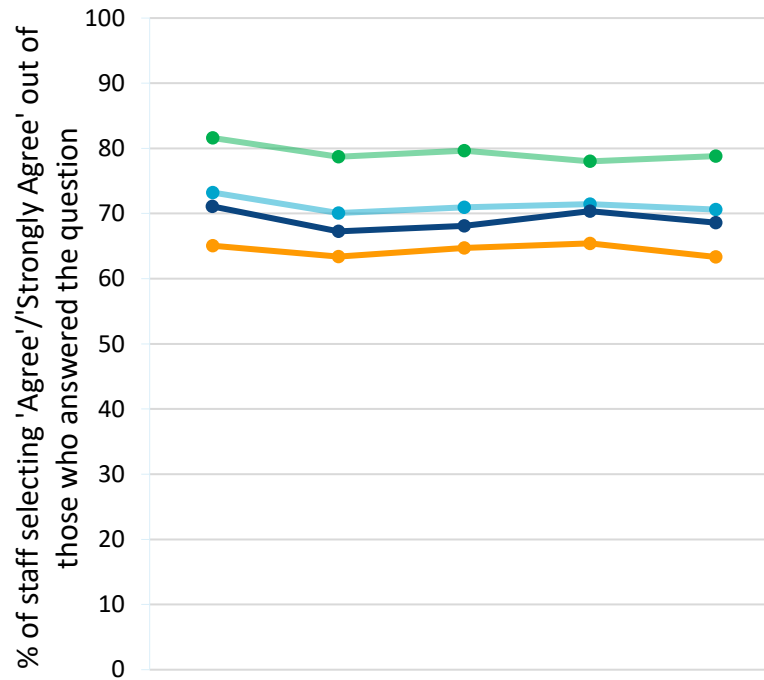


Q3c There are frequent opportunities for me to show initiative in my role.



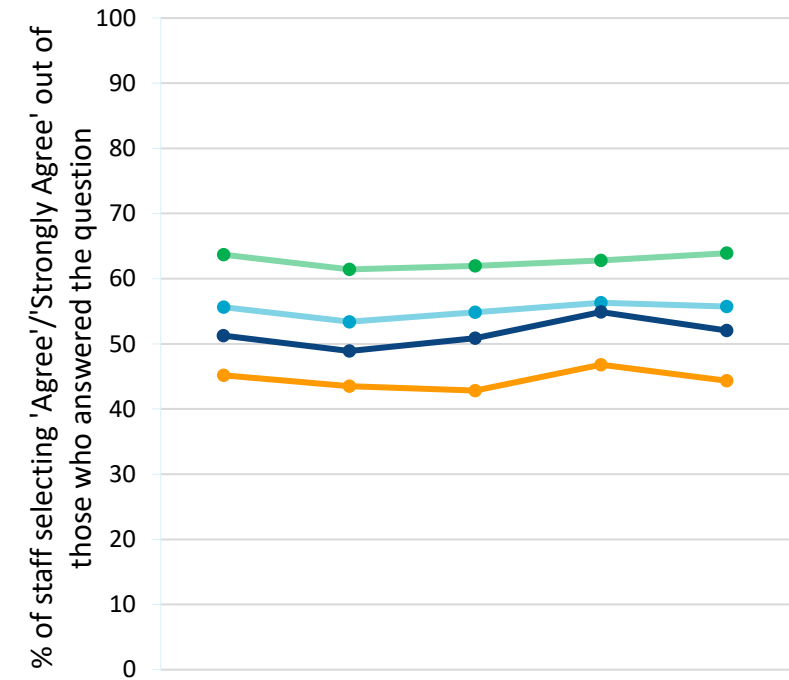
	2020	2021	2022	2023	2024
<b>Your org</b>	69.72%	69.93%	71.91%	73.83%	70.88%
<b>Best result</b>	78.30%	79.42%	80.00%	80.09%	79.13%
<b>Average result</b>	72.32%	72.74%	72.89%	73.76%	73.20%
<b>Worst result</b>	64.86%	65.95%	64.98%	66.84%	65.96%
Responses	3103	4035	4227	4675	4548

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



	2020	2021	2022	2023	2024
<b>Your org</b>	71.09%	67.27%	68.09%	70.36%	68.62%
<b>Best result</b>	81.61%	78.70%	79.64%	78.01%	78.83%
<b>Average result</b>	73.23%	70.08%	70.96%	71.46%	70.60%
<b>Worst result</b>	65.06%	63.41%	64.71%	65.42%	63.34%
Responses	3107	4033	4224	4671	4543

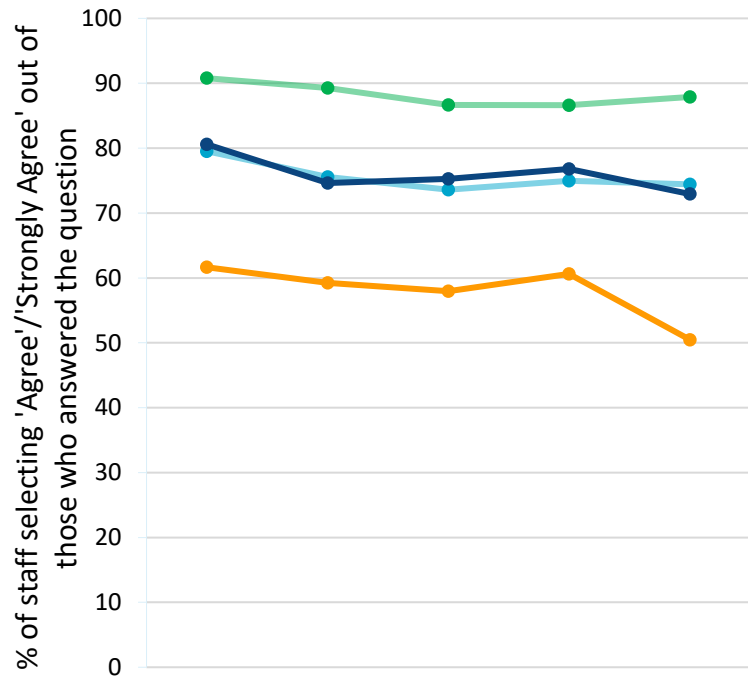
Q3f I am able to make improvements happen in my area of work.



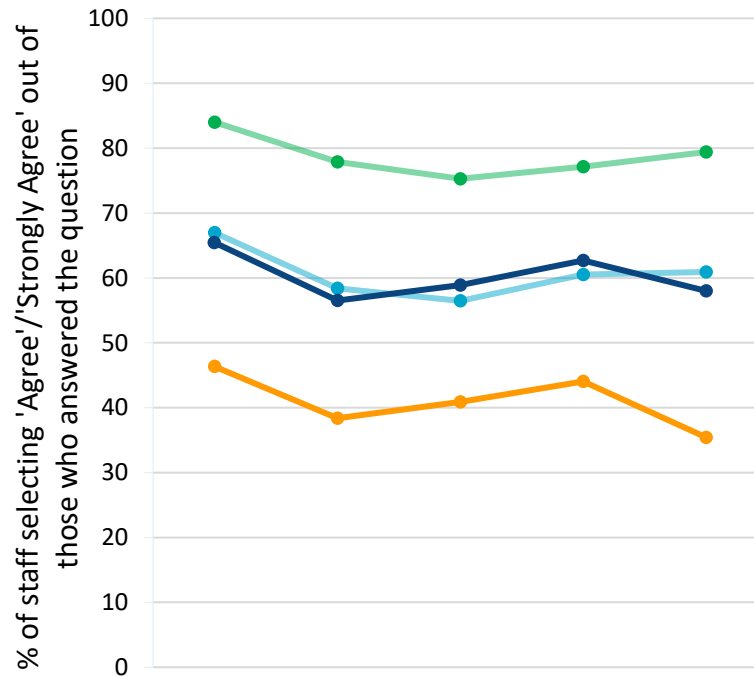
	2020	2021	2022	2023	2024
<b>Your org</b>	51.24%	48.90%	50.85%	54.89%	52.04%
<b>Best result</b>	63.70%	61.43%	61.98%	62.83%	63.91%
<b>Average result</b>	55.64%	53.40%	54.86%	56.31%	55.73%
<b>Worst result</b>	45.19%	43.51%	42.83%	46.80%	44.36%
Responses	3099	4032	4217	4666	4535



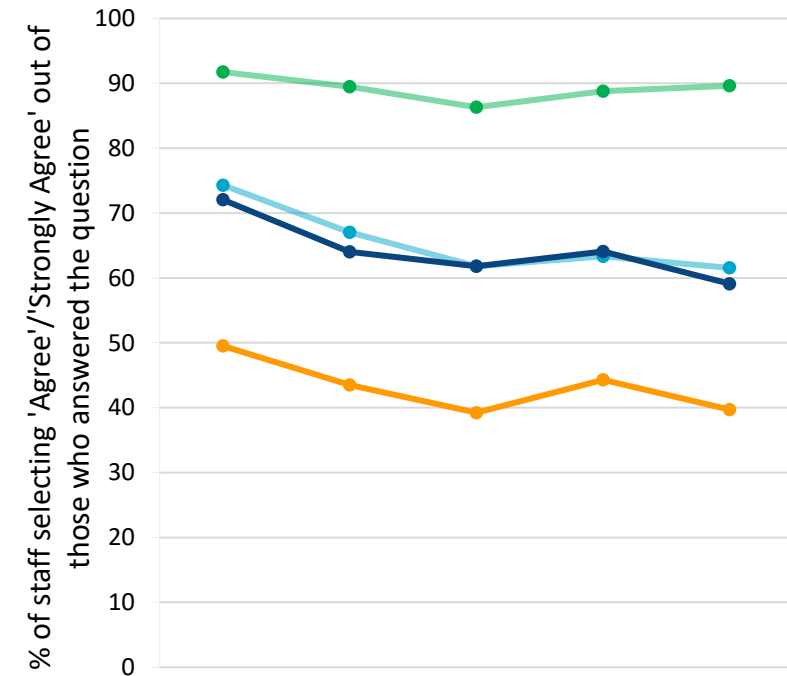
Q25a Care of patients / service users is my organisation's top priority.



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>	80.58%	74.61%	75.27%	76.77%	72.93%
<b>Best result</b>	90.78%	89.26%	86.67%	86.62%	87.89%
<b>Average result</b>	79.52%	75.57%	73.60%	74.95%	74.42%
<b>Worst result</b>	61.64%	59.23%	57.97%	60.62%	50.48%
Responses	3038	3932	4215	4664	4543

	2020	2021	2022	2023	2024
<b>Your org</b>	65.44%	56.52%	58.90%	62.69%	57.98%
<b>Best result</b>	84.01%	77.87%	75.29%	77.14%	79.38%
<b>Average result</b>	66.98%	58.40%	56.46%	60.53%	60.90%
<b>Worst result</b>	46.35%	38.38%	40.89%	44.05%	35.43%
Responses	3037	3933	4216	4661	4542

	2020	2021	2022	2023	2024
<b>Your org</b>	72.04%	64.02%	61.78%	64.06%	59.10%
<b>Best result</b>	91.73%	89.48%	86.30%	88.79%	89.59%
<b>Average result</b>	74.30%	67.01%	61.79%	63.34%	61.54%
<b>Worst result</b>	49.51%	43.50%	39.23%	44.30%	39.72%
Responses	3032	3929	4217	4662	4544

## Theme - Morale



### Questions included:

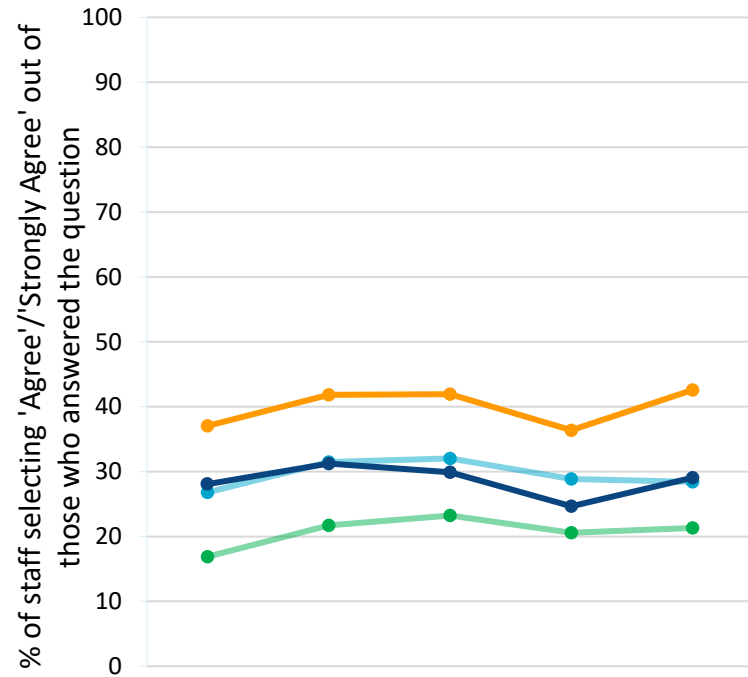
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

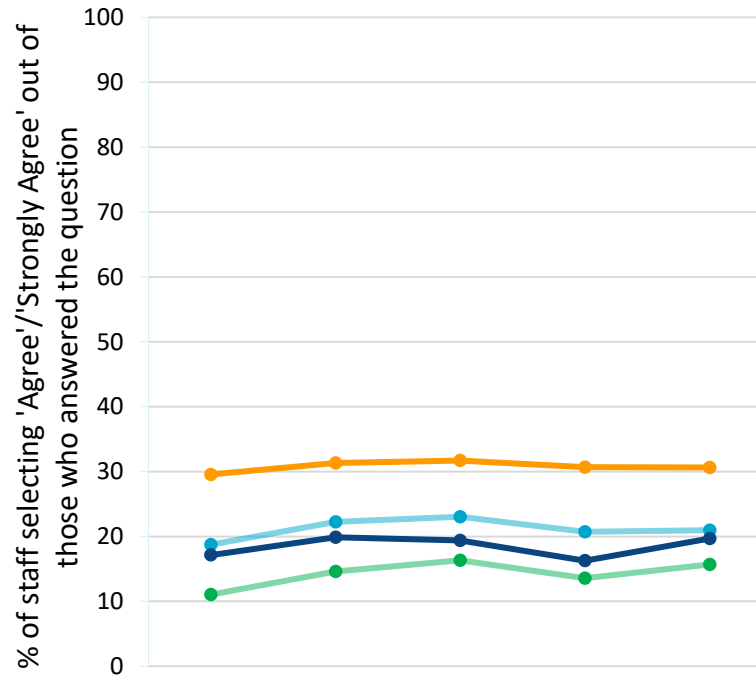


Q26a I often think about leaving this organisation.



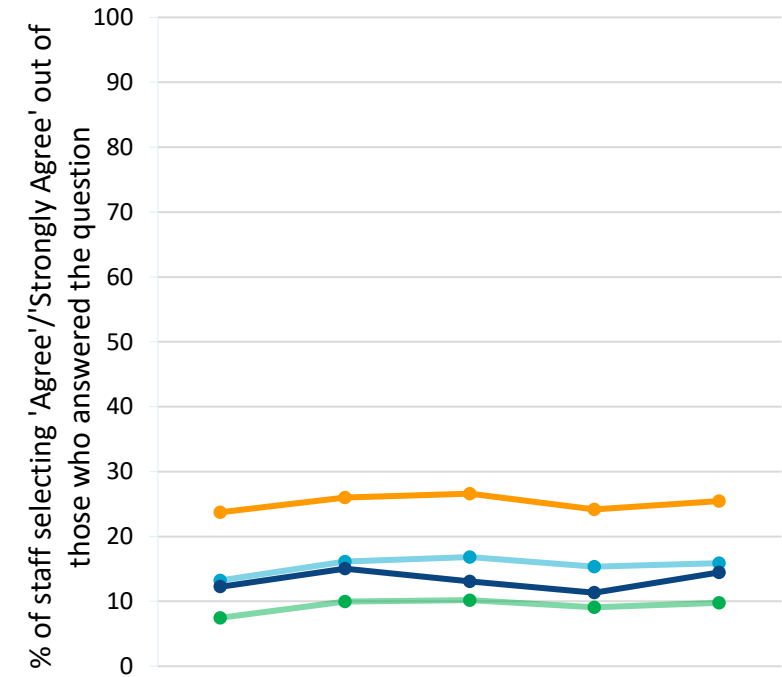
	2020	2021	2022	2023	2024
<b>Your org</b>	28.08%	31.24%	29.89%	24.65%	29.06%
<b>Best result</b>	16.88%	21.69%	23.23%	20.56%	21.30%
<b>Average result</b>	26.80%	31.47%	32.02%	28.87%	28.43%
<b>Worst result</b>	37.07%	41.84%	41.90%	36.37%	42.58%
Responses	3033	3920	4220	4675	4550

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>	17.13%	19.87%	19.39%	16.26%	19.67%
<b>Best result</b>	11.04%	14.62%	16.33%	13.58%	15.68%
<b>Average result</b>	18.73%	22.25%	23.04%	20.73%	20.98%
<b>Worst result</b>	29.56%	31.32%	31.70%	30.70%	30.62%
Responses	3030	3921	4208	4659	4541

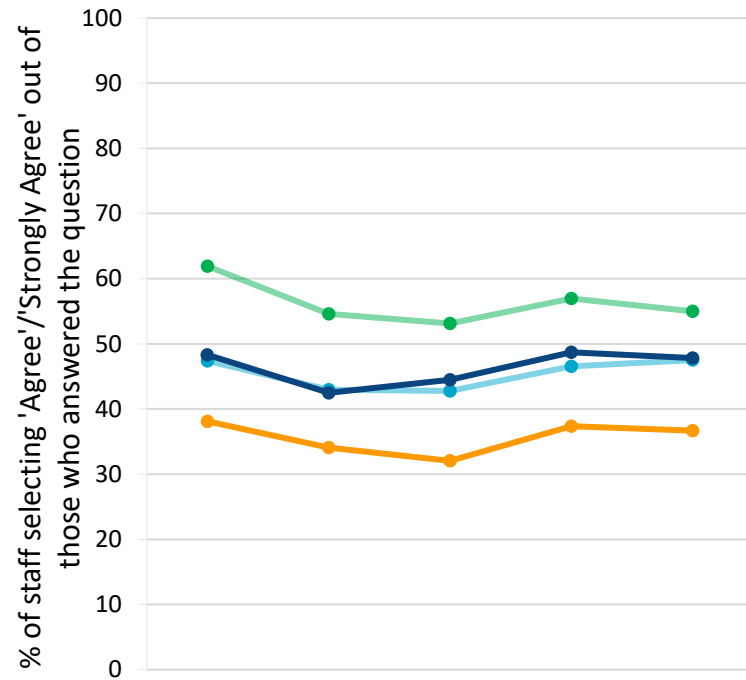
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	12.26%	15.04%	13.08%	11.33%	14.47%
<b>Best result</b>	7.47%	9.95%	10.19%	9.10%	9.76%
<b>Average result</b>	13.23%	16.15%	16.83%	15.32%	15.87%
<b>Worst result</b>	23.73%	25.99%	26.60%	24.17%	25.47%
Responses	3028	3918	4198	4642	4530

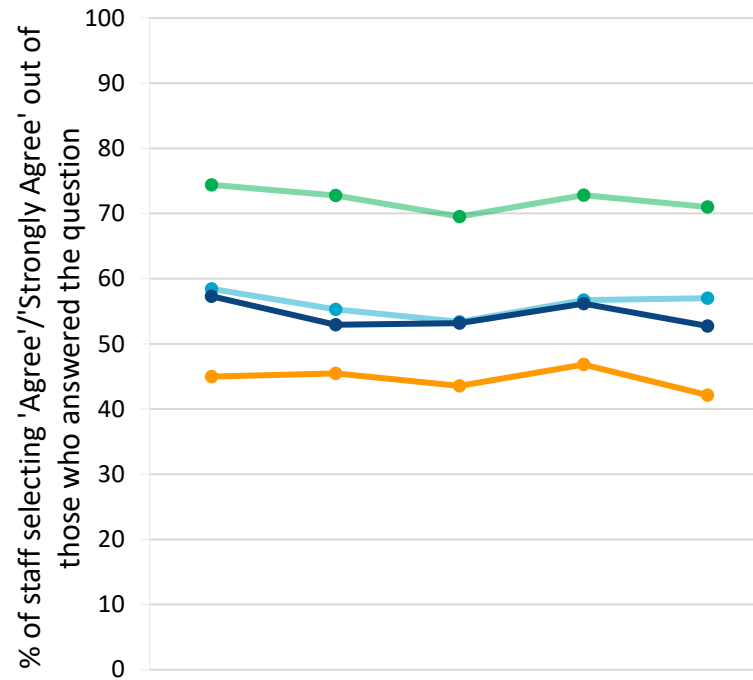


Q3g I am able to meet all the conflicting demands on my time at work.



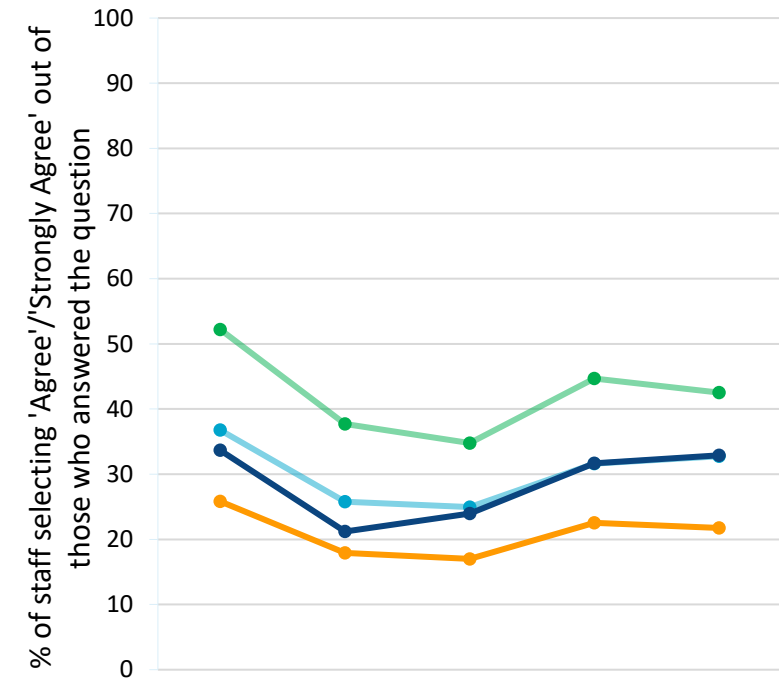
	2020	2021	2022	2023	2024
Your org	48.30%	42.49%	44.49%	48.71%	47.82%
Best result	61.92%	54.62%	53.13%	56.95%	55.01%
Average result	47.39%	42.96%	42.78%	46.56%	47.51%
Worst result	38.11%	34.06%	32.05%	37.35%	36.68%
Responses	3102	4023	4221	4668	4533

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



	2020	2021	2022	2023	2024
Your org	57.30%	52.93%	53.17%	56.18%	52.75%
Best result	74.41%	72.78%	69.54%	72.83%	70.99%
Average result	58.44%	55.30%	53.39%	56.69%	57.00%
Worst result	44.99%	45.47%	43.54%	46.82%	42.14%
Responses	3104	4024	4223	4661	4524

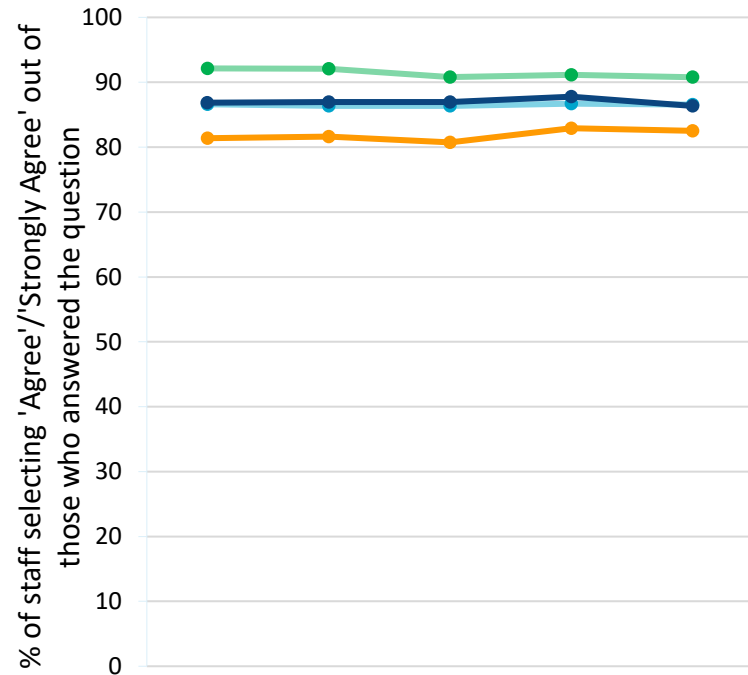
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
Your org	33.66%	21.20%	23.98%	31.69%	32.88%
Best result	52.21%	37.72%	34.78%	44.71%	42.52%
Average result	36.76%	25.80%	24.95%	31.62%	32.77%
Worst result	25.83%	17.92%	17.00%	22.55%	21.73%
Responses	3112	4034	4230	4679	4541

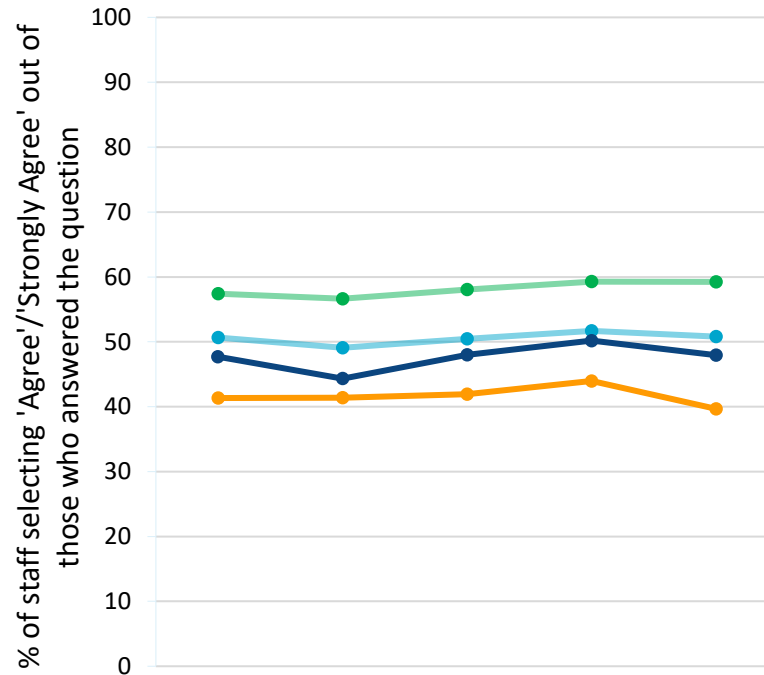


Q3a I always know what my work responsibilities are.



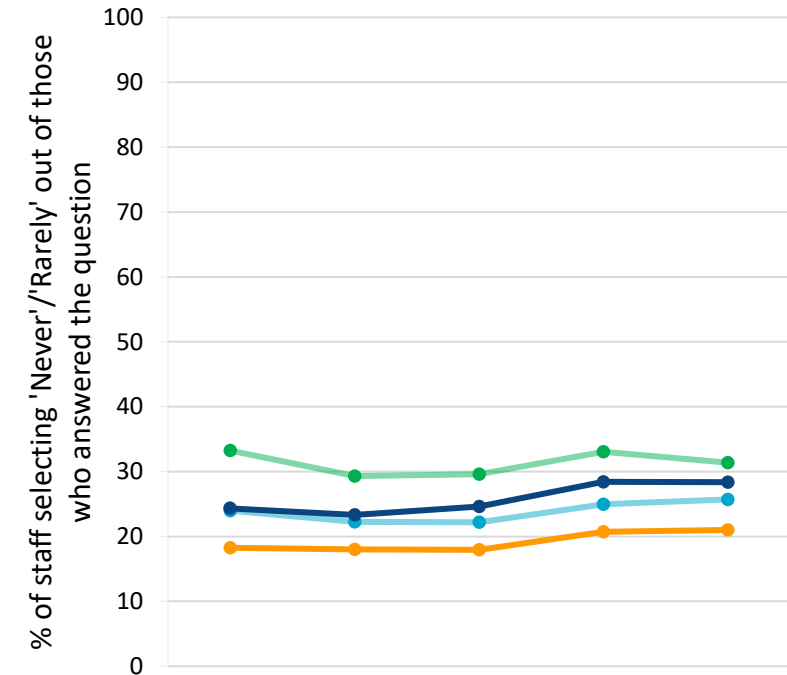
	2020	2021	2022	2023	2024
<b>Your org</b>	86.84%	86.94%	86.97%	87.77%	86.35%
<b>Best result</b>	92.13%	92.08%	90.80%	91.12%	90.77%
<b>Average result</b>	86.62%	86.35%	86.35%	86.70%	86.55%
<b>Worst result</b>	81.40%	81.65%	80.73%	82.92%	82.51%
Responses	3136	4027	4241	4693	4562

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



	2020	2021	2022	2023	2024
<b>Your org</b>	47.68%	44.32%	47.98%	50.18%	47.94%
<b>Best result</b>	57.43%	56.64%	58.05%	59.27%	59.25%
<b>Average result</b>	50.68%	49.08%	50.44%	51.68%	50.81%
<b>Worst result</b>	41.35%	41.40%	41.91%	43.96%	39.67%
Responses	3108	4030	4229	4670	4546

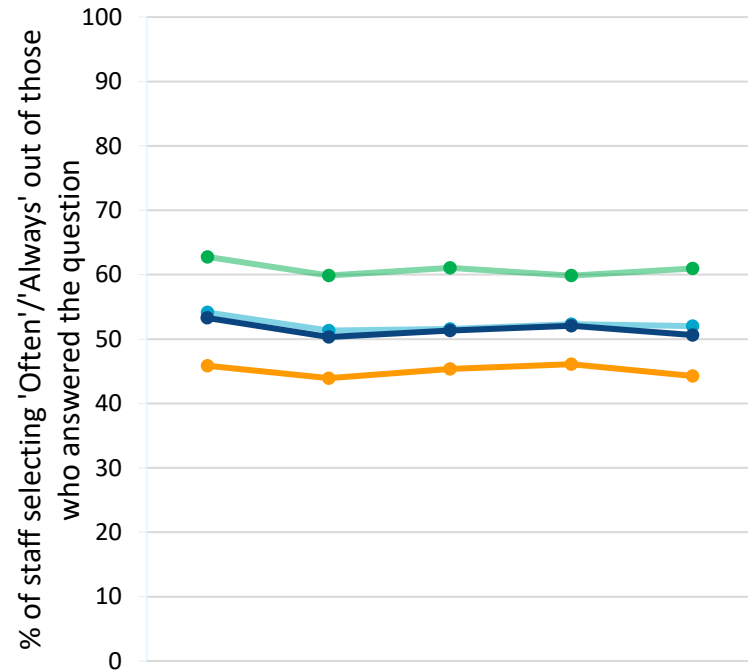
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	24.34%	23.32%	24.59%	28.42%	28.37%
<b>Best result</b>	33.24%	29.31%	29.61%	33.04%	31.37%
<b>Average result</b>	23.97%	22.27%	22.18%	24.95%	25.71%
<b>Worst result</b>	18.24%	18.00%	17.94%	20.72%	21.01%
Responses	3089	4006	4227	4685	4559

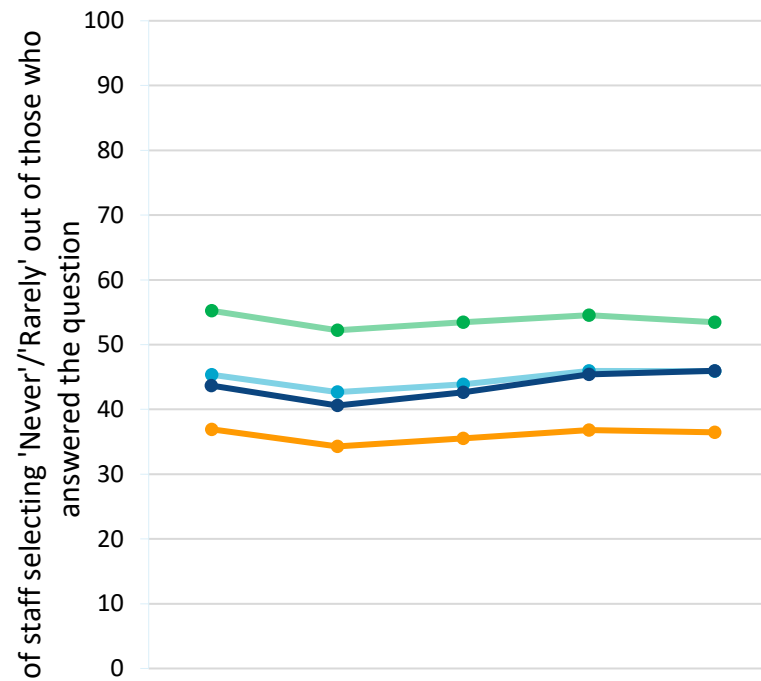


Q5b I have a choice in deciding how to do my work.



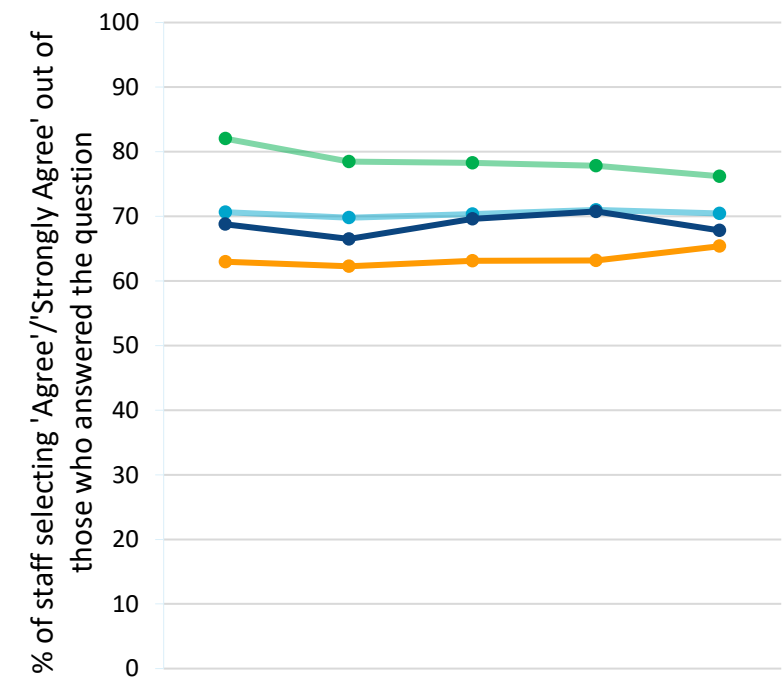
	2020	2021	2022	2023	2024
<b>Your org</b>	53.27%	50.32%	51.33%	52.08%	50.61%
<b>Best result</b>	62.76%	59.87%	61.04%	59.85%	60.94%
<b>Average result</b>	54.13%	51.32%	51.55%	52.31%	52.02%
<b>Worst result</b>	45.86%	43.93%	45.33%	46.10%	44.26%
Responses	3089	4010	4226	4678	4547

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	43.67%	40.60%	42.65%	45.41%	45.96%
<b>Best result</b>	55.23%	52.22%	53.46%	54.56%	53.48%
<b>Average result</b>	45.35%	42.67%	43.89%	45.94%	45.91%
<b>Worst result</b>	36.93%	34.28%	35.52%	36.80%	36.48%
Responses	3094	4012	4219	4680	4552

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

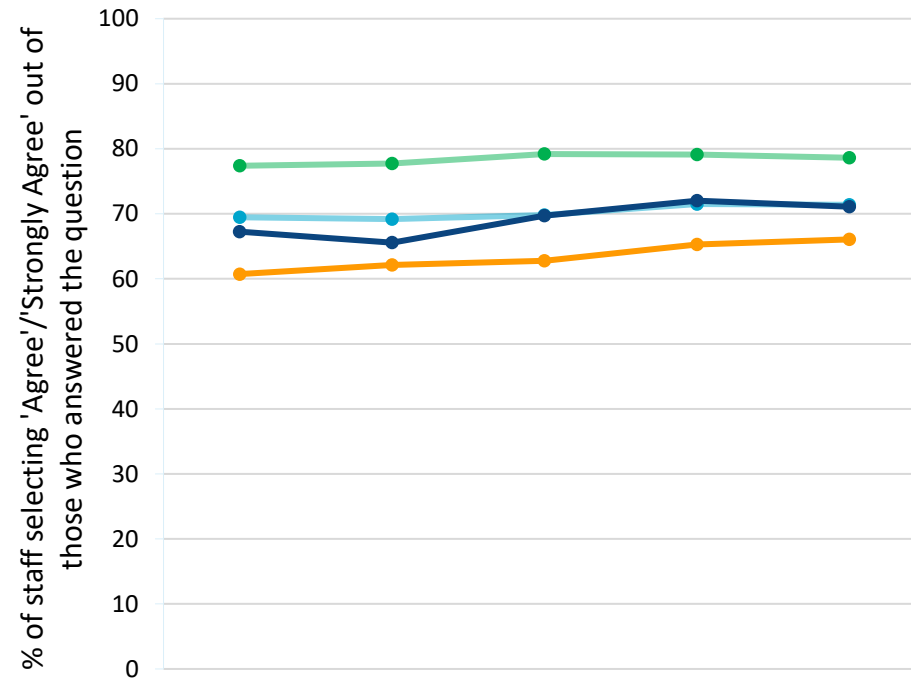


	2020	2021	2022	2023	2024
<b>Your org</b>	68.79%	66.50%	69.61%	70.76%	67.82%
<b>Best result</b>	82.02%	78.45%	78.29%	77.84%	76.21%
<b>Average result</b>	70.63%	69.79%	70.36%	70.99%	70.44%
<b>Worst result</b>	62.98%	62.27%	63.14%	63.16%	65.37%
Responses	3108	4006	4229	4669	4556





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	67.24%	65.56%	69.70%	72.01%	71.11%
Best result	77.39%	77.71%	79.19%	79.11%	78.63%
Average result	69.49%	69.19%	69.81%	71.50%	71.38%
Worst result	60.73%	62.13%	62.79%	65.30%	66.06%
Responses	3080	3989	4236	4684	4548

## Questions not linked to People Promise elements or themes

Questions included:\*

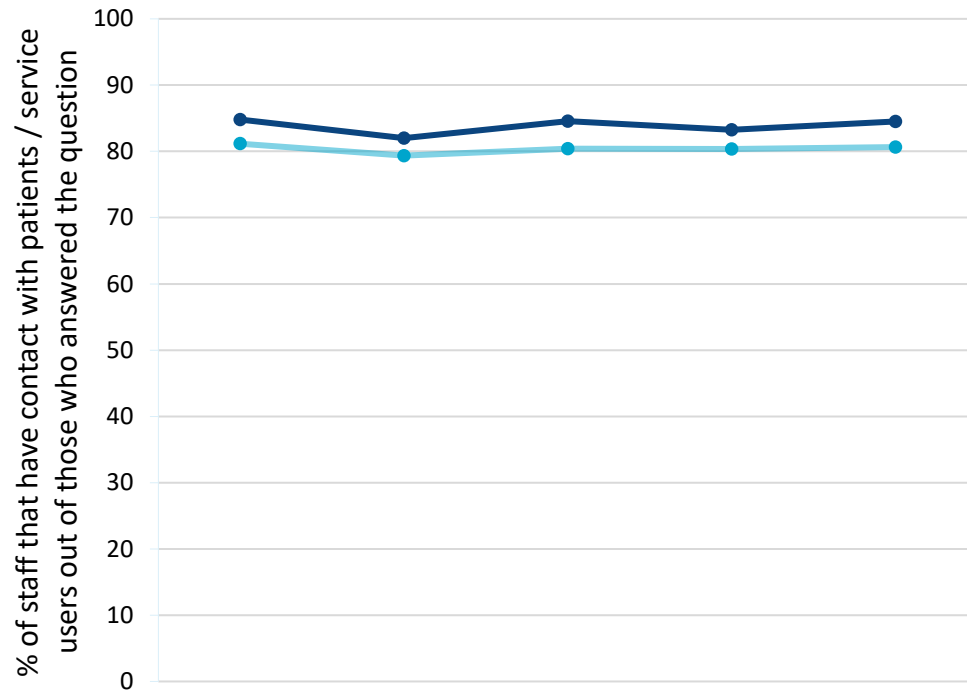
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

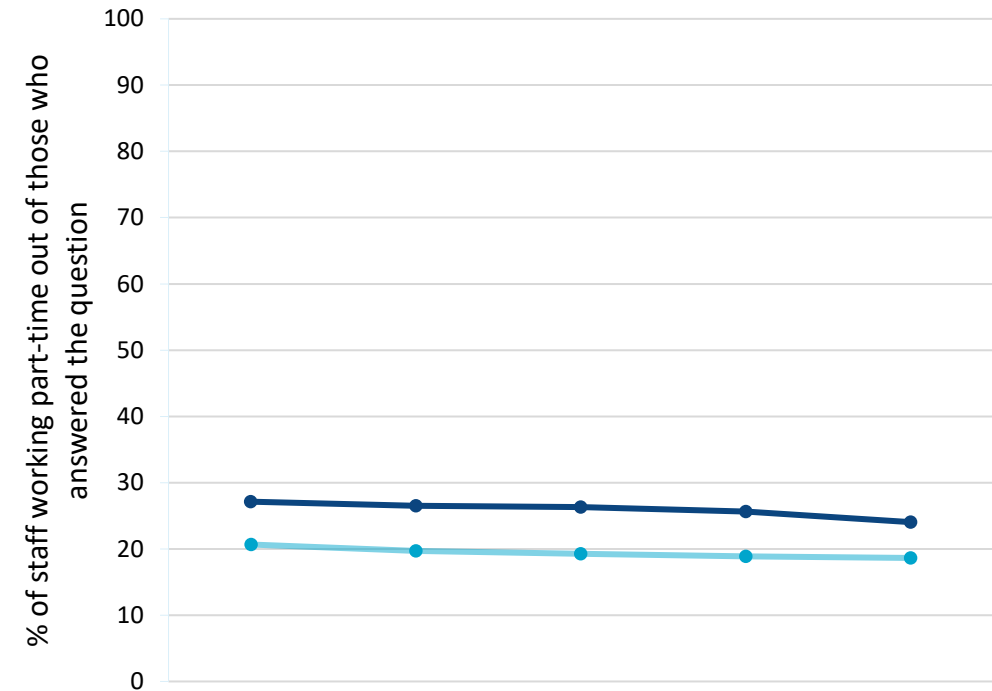


2020 2021 2022 2023 2024

Your org	84.80%	82.00%	84.54%	83.27%	84.50%
Average	81.16%	79.36%	80.42%	80.37%	80.65%

Responses 3151 4044 4231 4675 4548

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



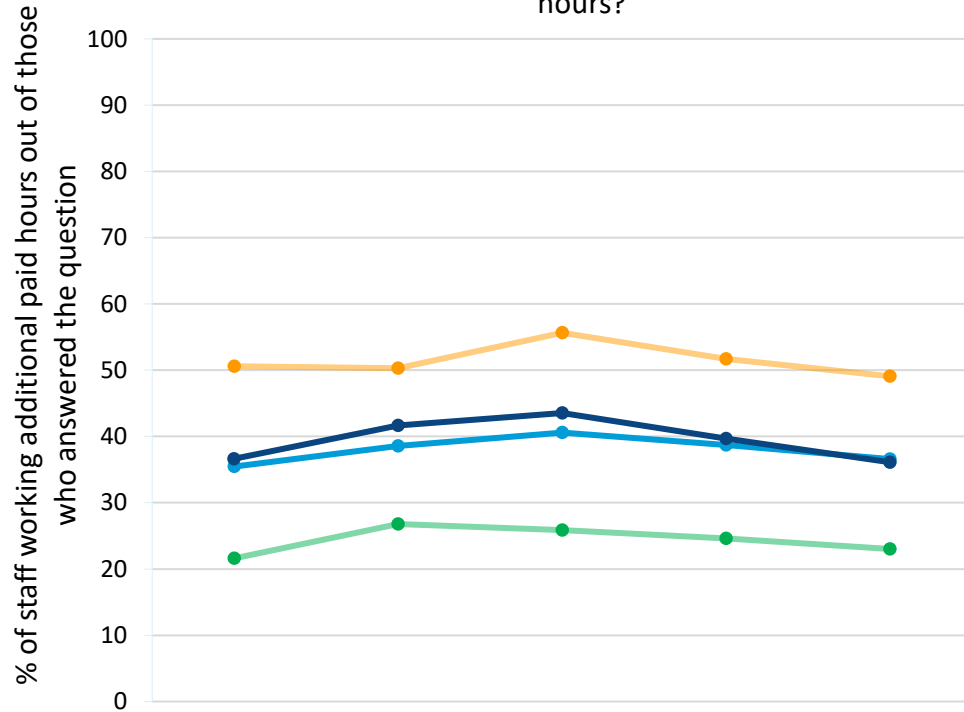
2020 2021 2022 2023 2024

Your org	27.13%	26.53%	26.32%	25.63%	24.04%
Average	20.66%	19.69%	19.24%	18.88%	18.64%

Responses 3052 3920 3951 4299 4188

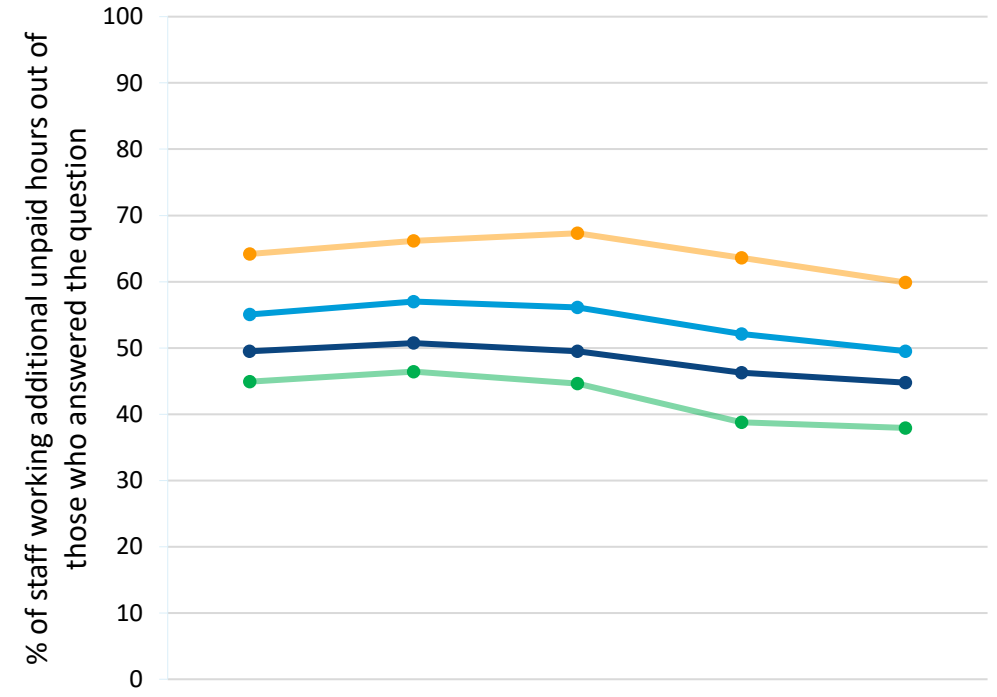


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
<b>Your org</b>	36.64%	41.65%	43.54%	39.66%	36.11%
<b>Lowest</b>	21.60%	26.78%	25.87%	24.60%	23.01%
<b>Average</b>	35.46%	38.56%	40.59%	38.71%	36.58%
<b>Highest</b>	50.60%	50.31%	55.65%	51.72%	49.08%
Responses	3051	3932	4135	4581	4453

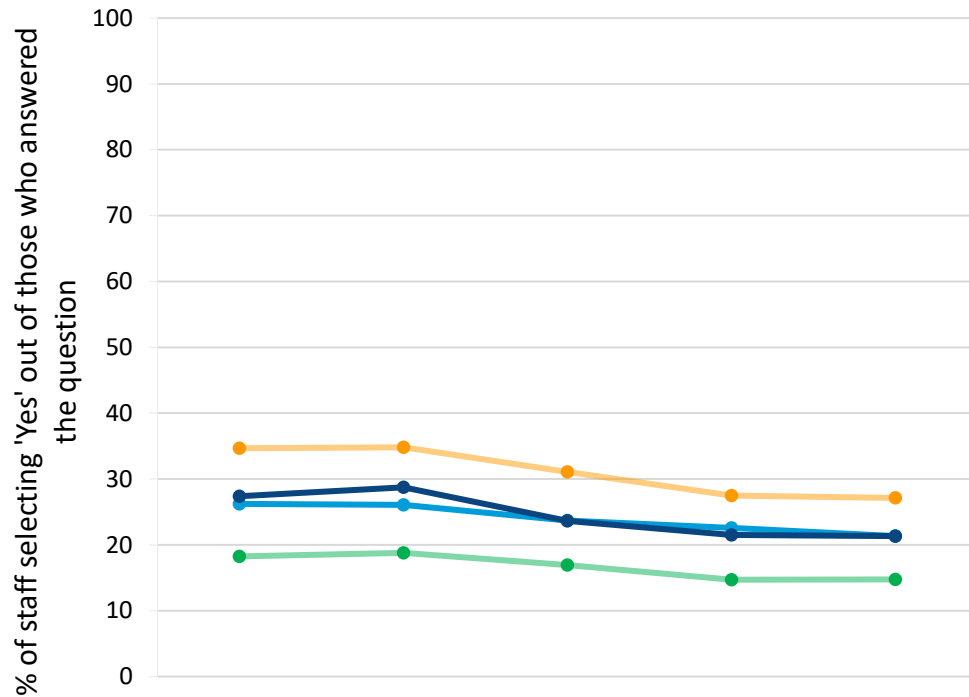
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
<b>Your org</b>	49.50%	50.73%	49.48%	46.25%	44.76%
<b>Lowest</b>	44.93%	46.43%	44.60%	38.79%	37.93%
<b>Average</b>	55.06%	57.00%	56.10%	52.10%	49.52%
<b>Highest</b>	64.17%	66.15%	67.31%	63.60%	59.88%
Responses	3049	3934	4111	4575	4448



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

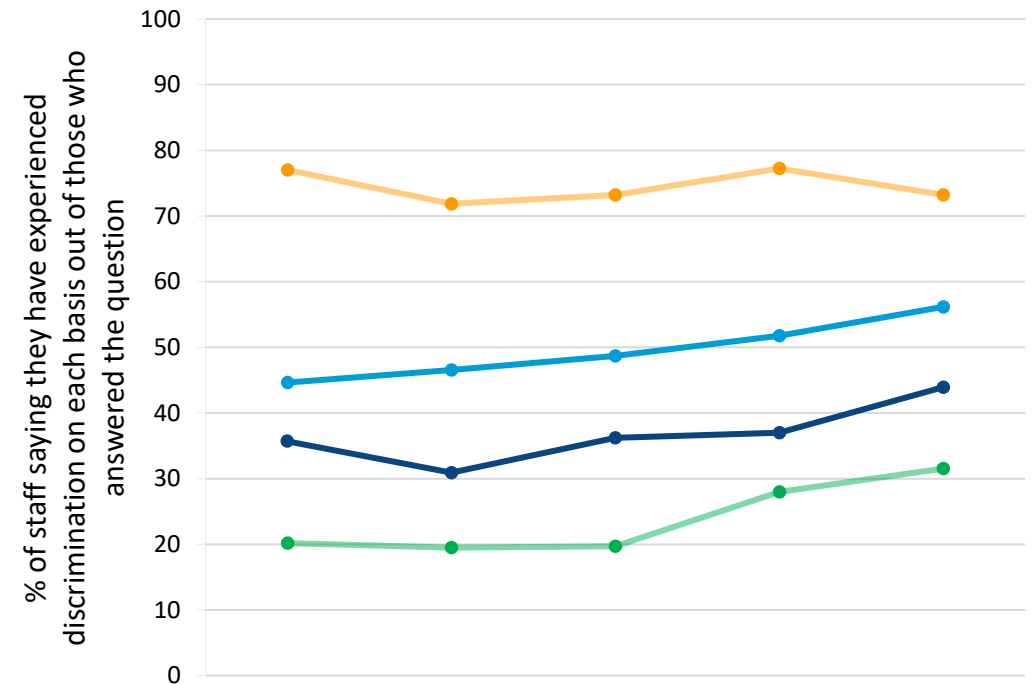


	2020	2021	2022	2023	2024
<b>Your org</b>	27.37%	28.74%	23.66%	21.48%	21.33%
<b>Best result</b>	18.25%	18.78%	16.95%	14.70%	14.77%
<b>Average result</b>	26.22%	26.06%	23.71%	22.59%	21.34%
<b>Worst result</b>	34.69%	34.82%	31.07%	27.49%	27.13%

Responses 1502 2290 2411 2592 2632

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

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

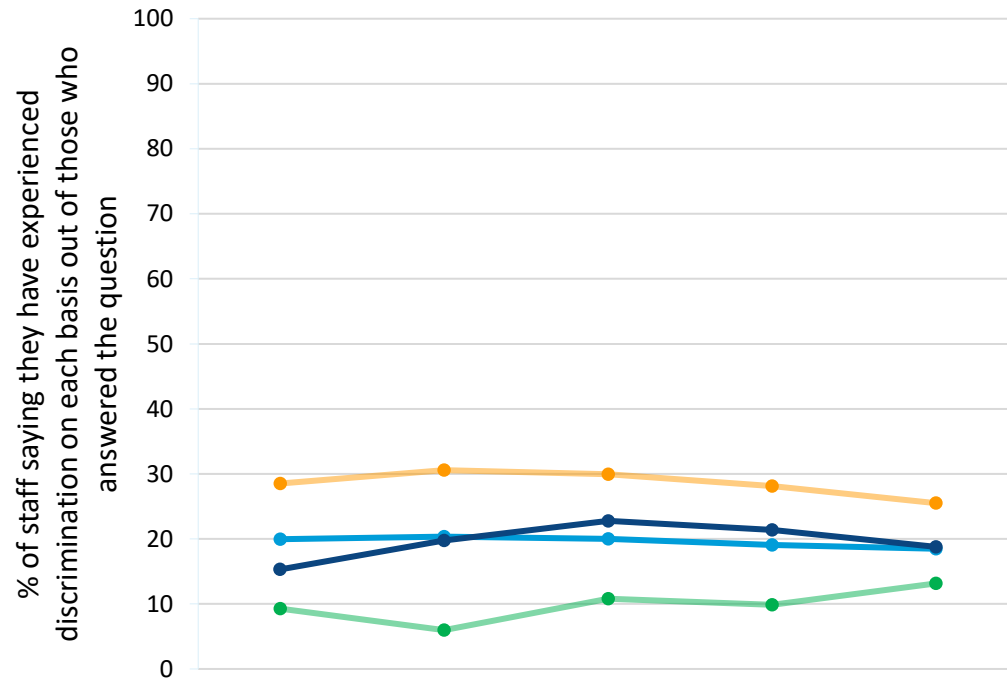


	2020	2021	2022	2023	2024
<b>Your org</b>	35.68%	30.91%	36.23%	37.01%	43.93%
<b>Best result</b>	20.18%	19.49%	19.69%	28.00%	31.53%
<b>Average result</b>	44.63%	46.54%	48.69%	51.77%	56.16%
<b>Worst result</b>	76.99%	71.86%	73.19%	77.24%	73.22%

Responses 217 332 364 412 467



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

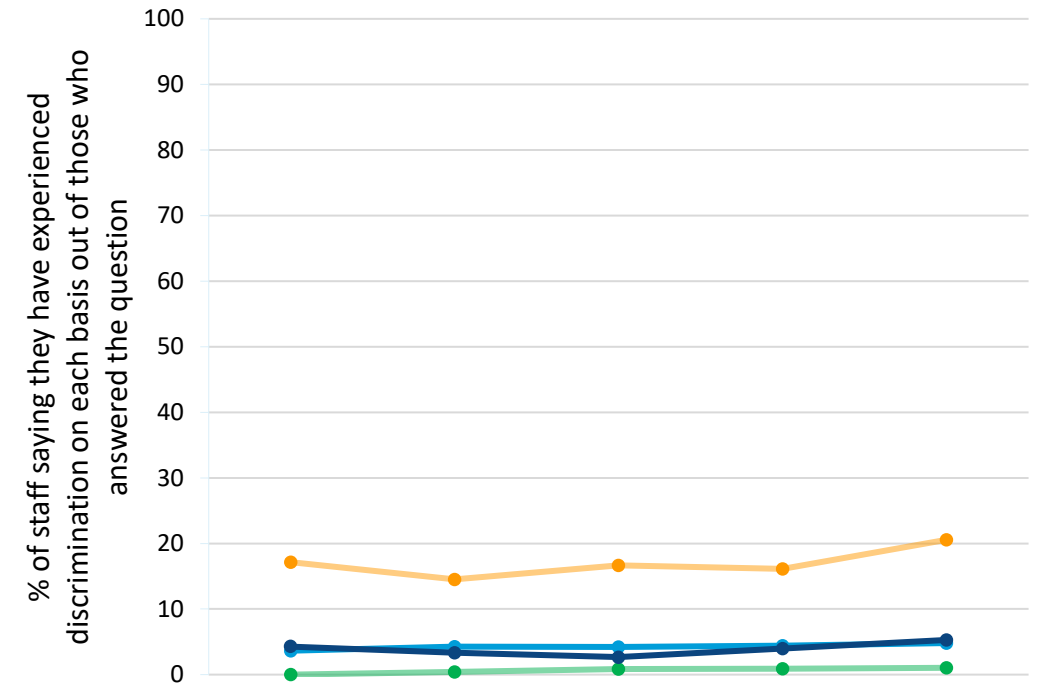


2020 2021 2022 2023 2024

Your org	15.31%	19.76%	22.78%	21.40%	18.78%
Best result	9.30%	5.97%	10.82%	9.86%	13.16%
Average result	19.96%	20.35%	20.00%	19.07%	18.49%
Worst result	28.50%	30.58%	29.96%	28.11%	25.50%

Responses 217 332 364 412 467

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



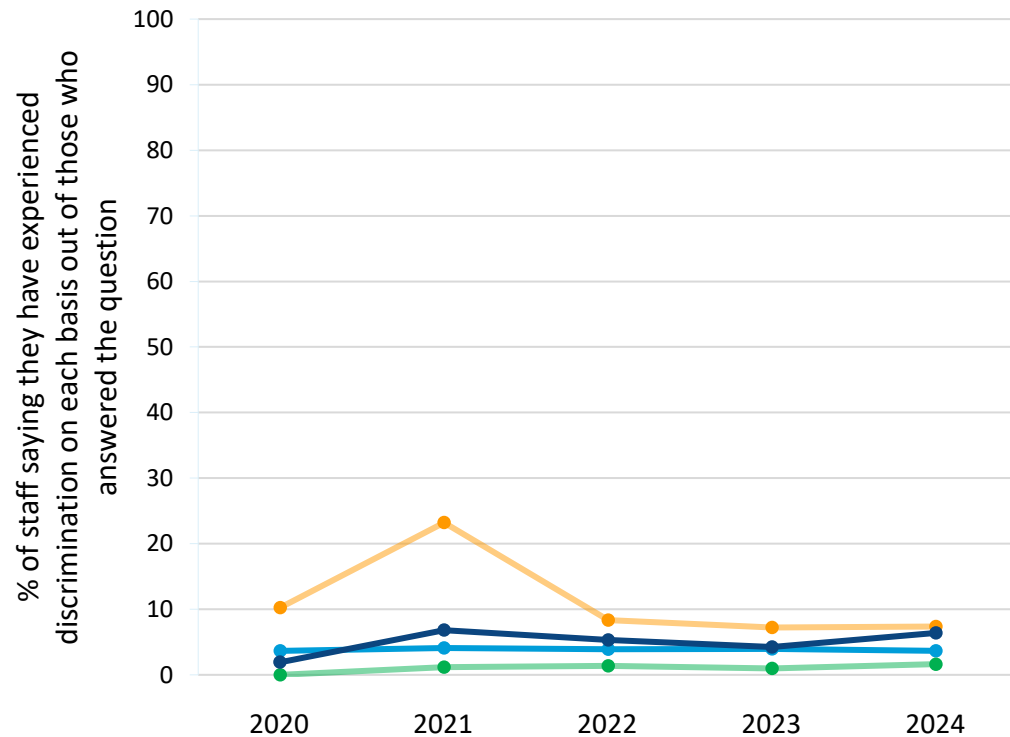
2020 2021 2022 2023 2024

Your org	4.28%	3.34%	2.68%	3.99%	5.29%
Best result	0.00%	0.42%	0.84%	0.92%	1.04%
Average result	3.64%	4.24%	4.21%	4.43%	4.81%
Worst result	17.17%	14.52%	16.64%	16.12%	20.56%

Responses 217 332 364 412 467

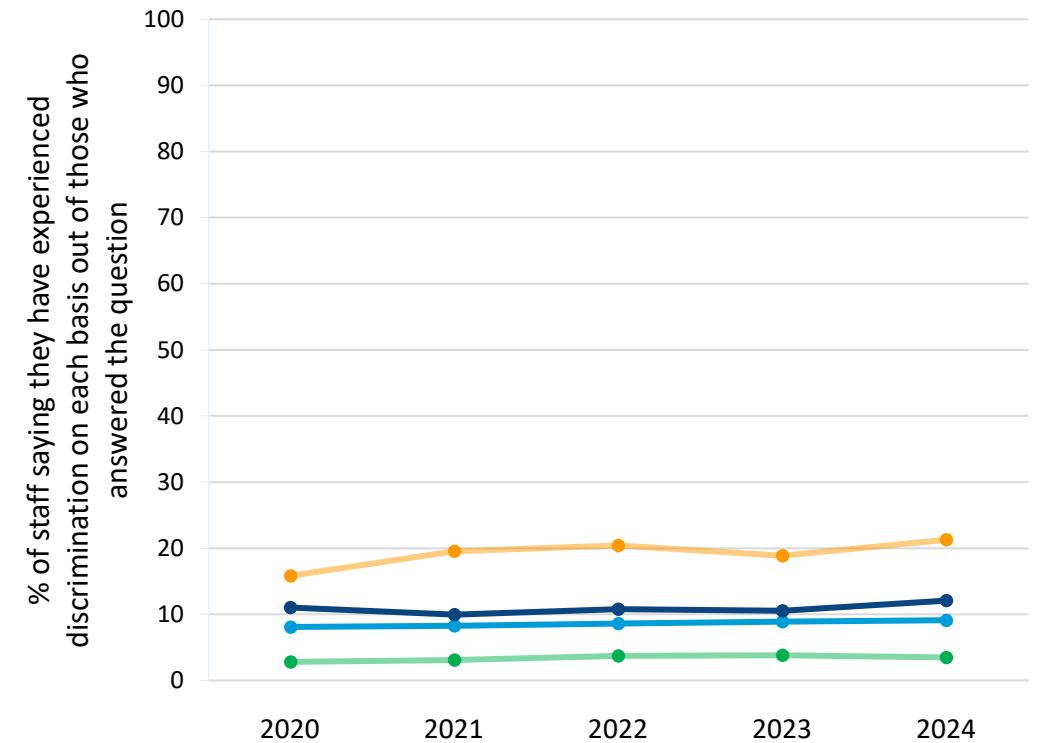


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	1.92%	6.81%	5.34%	4.22%	6.41%
<b>Best result</b>	0.00%	1.16%	1.36%	0.96%	1.63%
<b>Average result</b>	3.65%	4.09%	3.89%	3.96%	3.67%
<b>Worst result</b>	10.25%	23.21%	8.35%	7.22%	7.36%
Responses	217	332	364	412	467

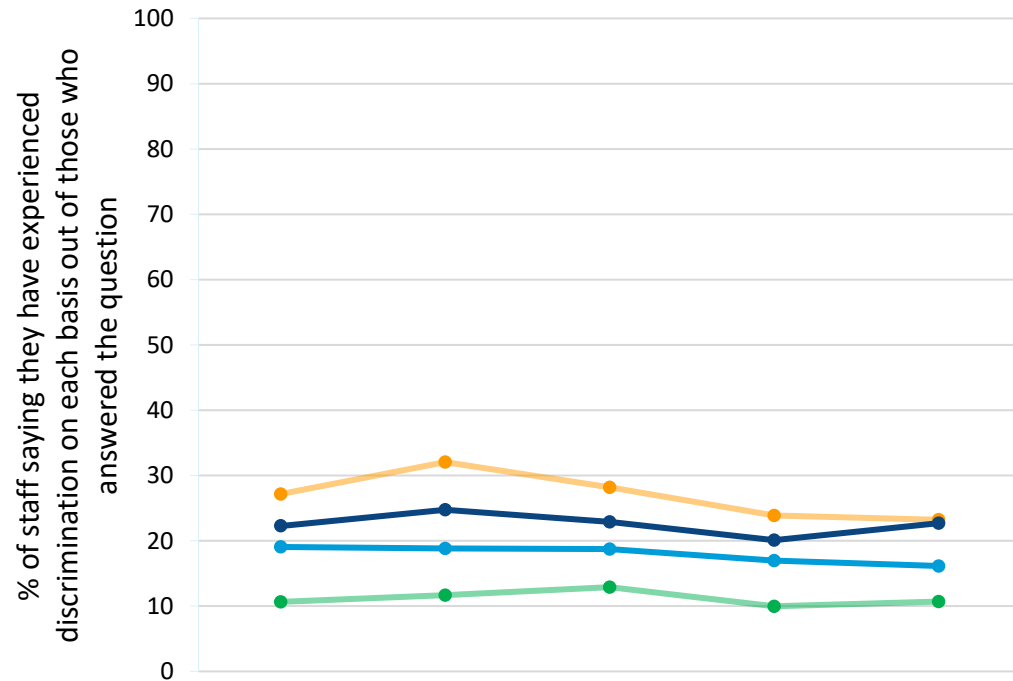
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	11.02%	9.96%	10.77%	10.54%	12.07%
<b>Best result</b>	2.81%	3.10%	3.74%	3.81%	3.48%
<b>Average result</b>	8.10%	8.28%	8.59%	8.91%	9.12%
<b>Worst result</b>	15.84%	19.54%	20.43%	18.85%	21.30%
Responses	217	332	364	412	467



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

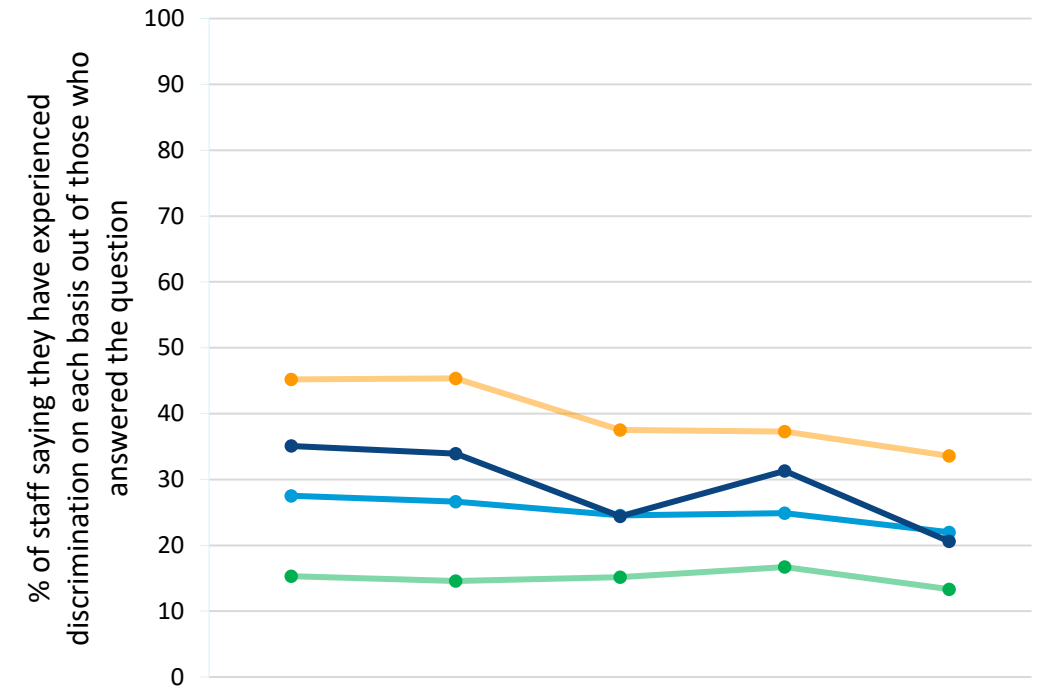


2020 2021 2022 2023 2024

Your org	22.27%	24.75%	22.91%	20.10%	22.68%
Best result	10.65%	11.70%	12.90%	9.97%	10.71%
Average result	19.06%	18.83%	18.73%	16.99%	16.15%
Worst result	27.17%	32.05%	28.20%	23.87%	23.22%

Responses 217 332 364 412 467

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



2020 2021 2022 2023 2024

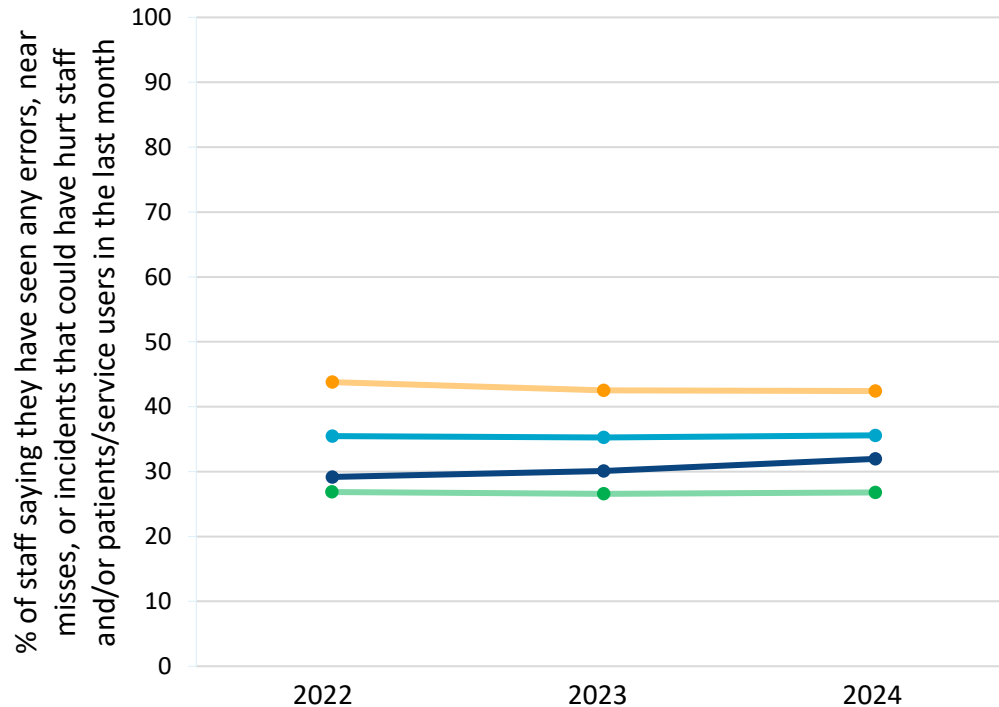
Your org	35.08%	33.90%	24.38%	31.32%	20.59%
Best result	15.33%	14.60%	15.16%	16.70%	13.34%
Average result	27.53%	26.62%	24.54%	24.88%	21.99%
Worst result	45.22%	45.35%	37.52%	37.27%	33.58%

Responses 217 332 364 412 467





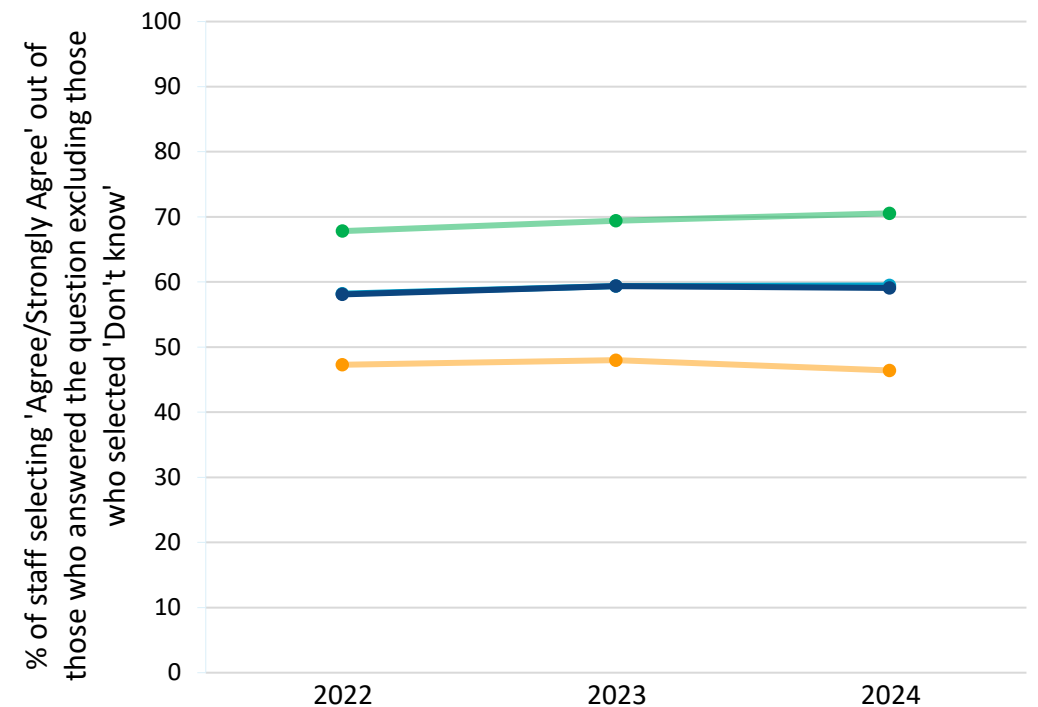
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	29.18%	30.08%	31.96%
Best result	26.85%	26.57%	26.76%
Average result	35.44%	35.26%	35.58%
Worst result	43.78%	42.54%	42.41%

Responses 4223 4579 4444

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

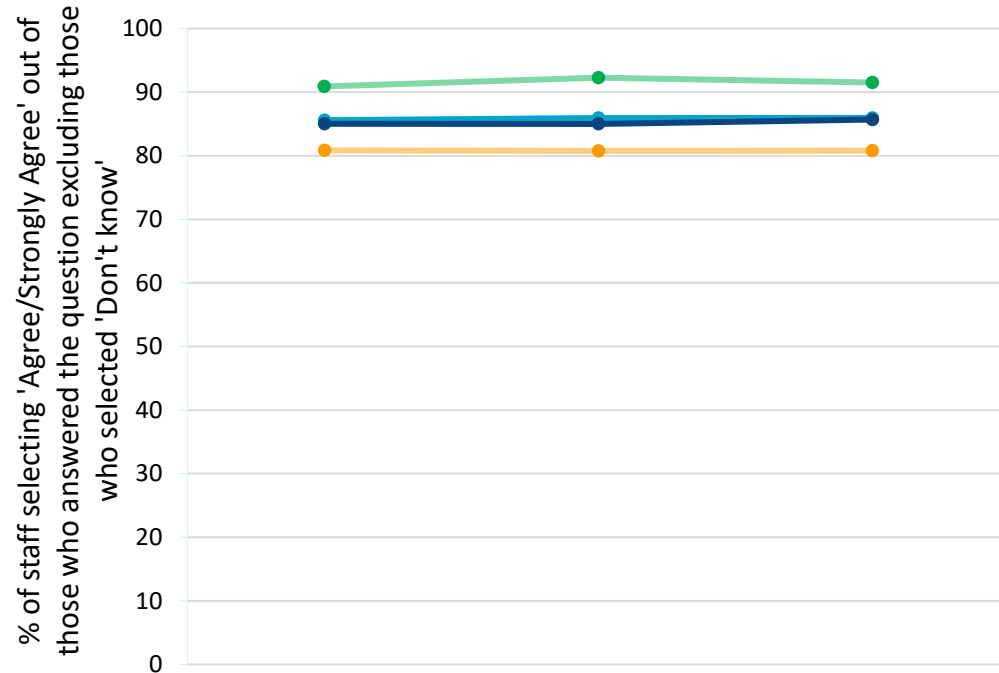


Your org	58.10%	59.37%	59.10%
Best result	67.82%	69.42%	70.55%
Average result	58.21%	59.40%	59.47%
Worst result	47.27%	48.00%	46.41%

Responses 3093 3455 3354

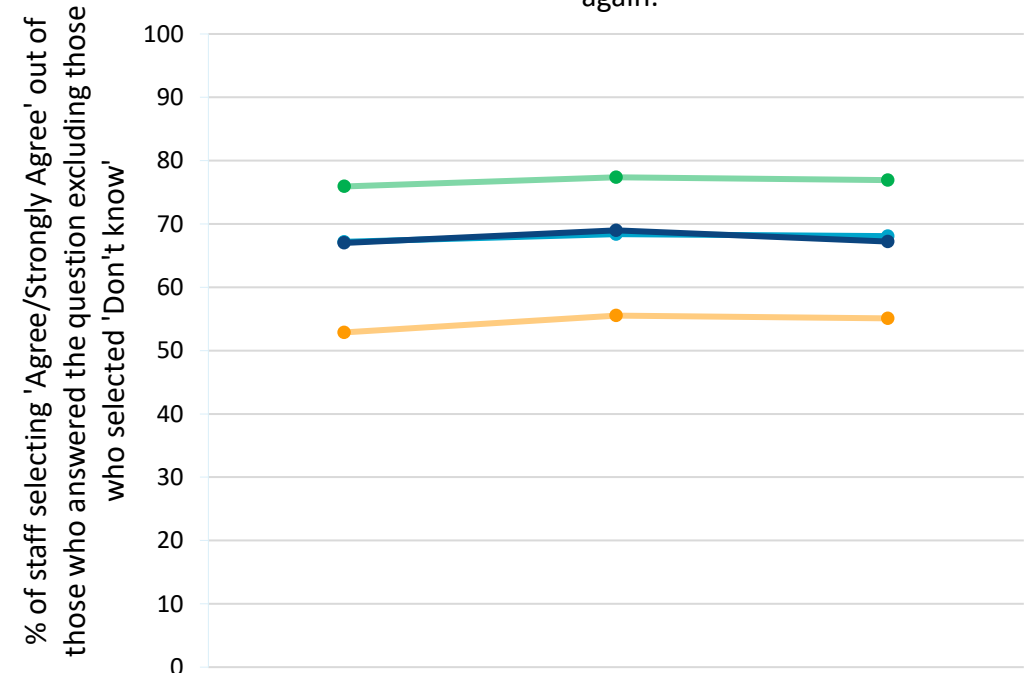


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	85.01%	85.00%	85.69%
<b>Best result</b>	90.90%	92.28%	91.52%
<b>Average result</b>	85.59%	85.95%	85.95%
<b>Worst result</b>	80.84%	80.77%	80.79%
Responses	3985	4421	4310

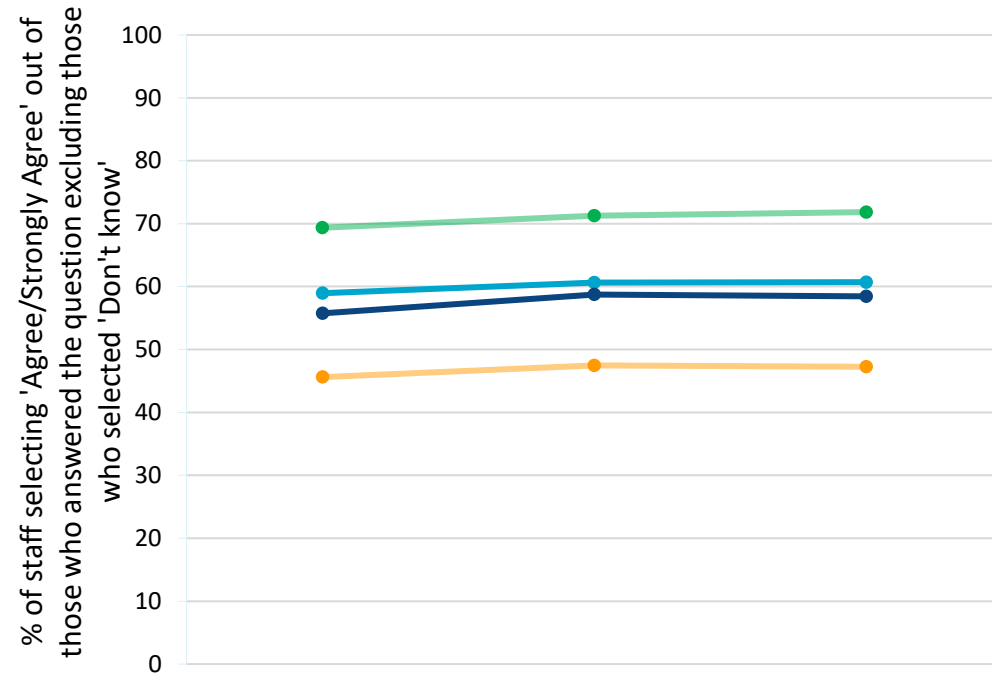
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
<b>Your org</b>	67.00%	68.99%	67.19%
<b>Best result</b>	75.92%	77.37%	76.90%
<b>Average result</b>	67.18%	68.39%	68.08%
<b>Worst result</b>	52.87%	55.52%	55.11%
Responses	3609	4050	3936

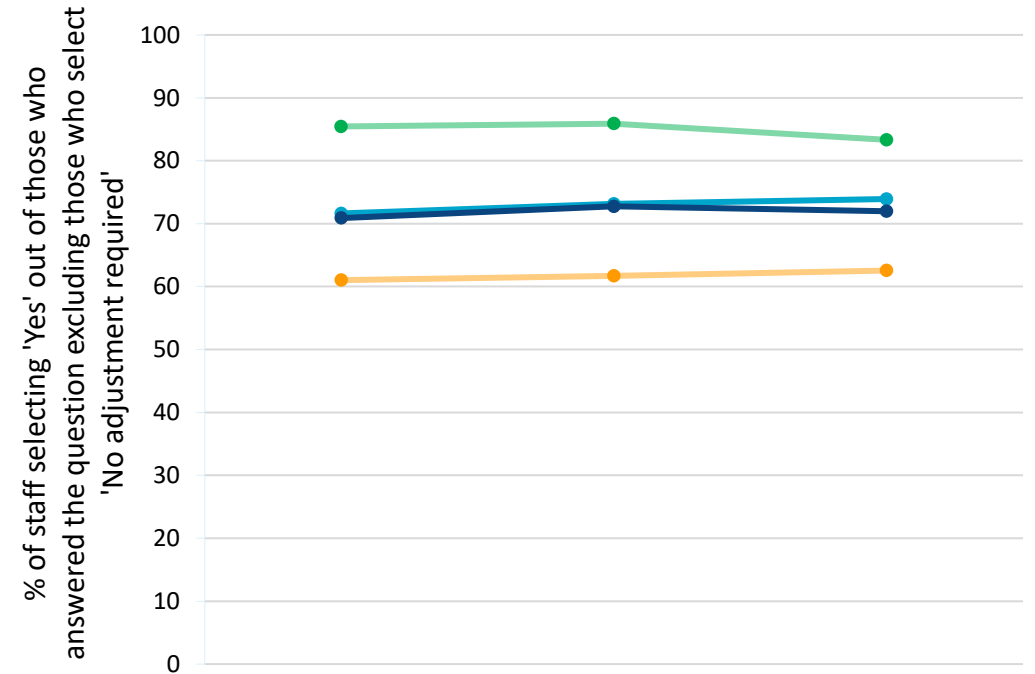


Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	55.75%	58.73%	58.44%
Best result	69.36%	71.25%	71.84%
Average result	58.95%	60.66%	60.70%
Worst result	45.61%	47.47%	47.26%
Responses	3619	4075	3960

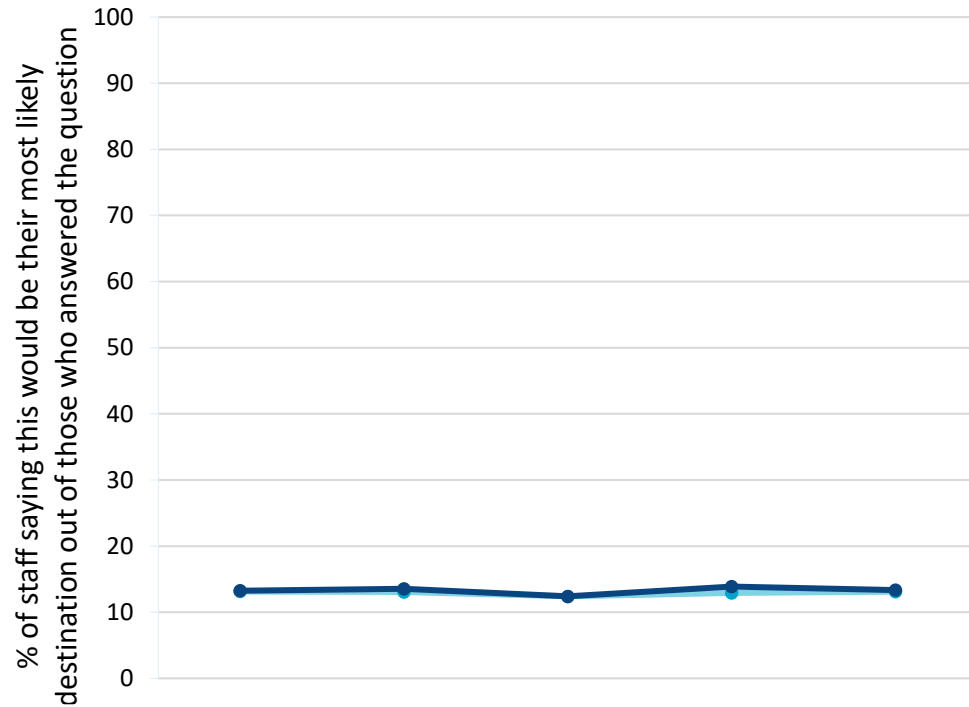
Q31b Has your employer made reasonable adjustment(s) to enable you to carry out your work?



	2022	2023	2024
Your org	70.89%	72.76%	71.97%
Best result	85.45%	85.89%	83.33%
Average result	71.63%	73.13%	73.92%
Worst result	61.02%	61.72%	62.55%
Responses	582	621	675



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.

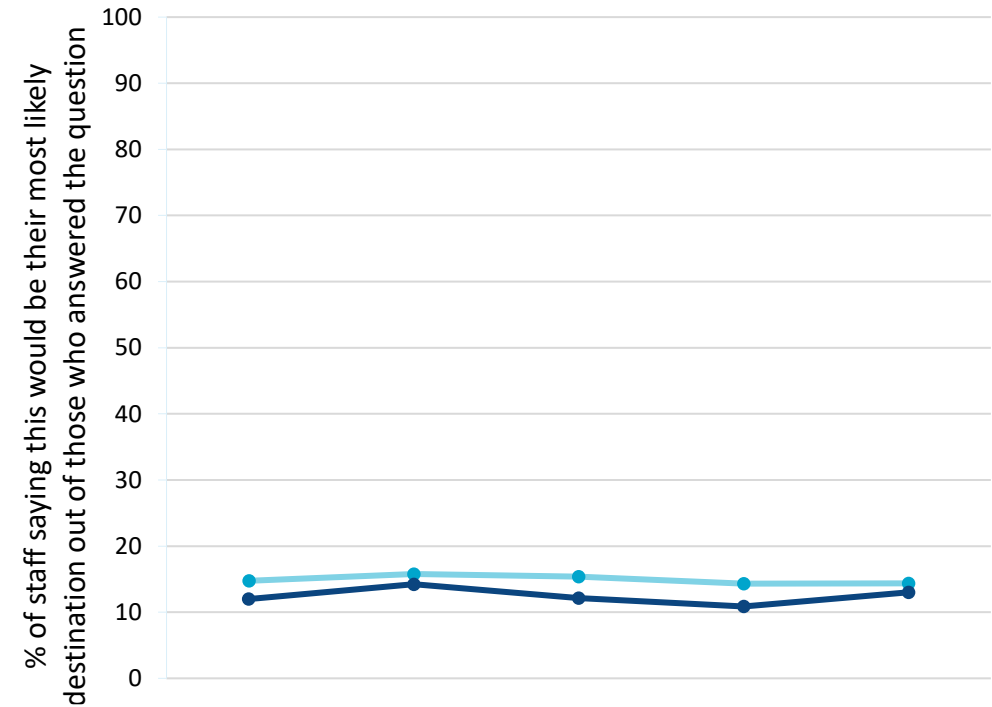


2020 2021 2022 2023 2024

Your org	13.24%	13.54%	12.40%	13.88%	13.34%
Average	13.13%	13.04%	12.40%	12.94%	13.10%

Responses 2945 3716 3813 4223 4145

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.



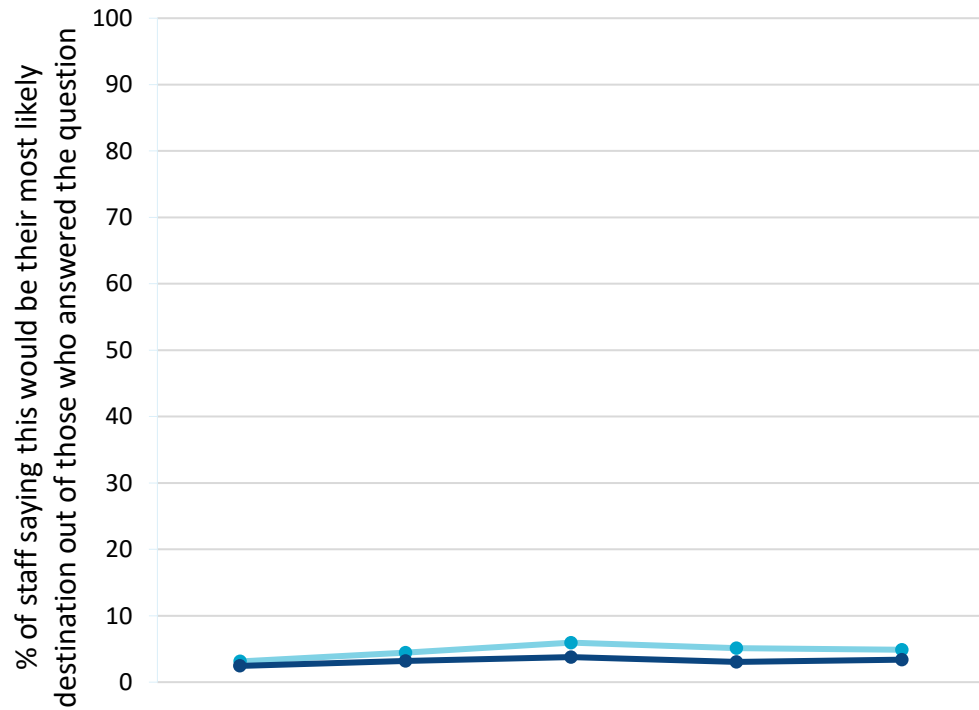
2020 2021 2022 2023 2024

Your org	11.99%	14.24%	12.14%	10.87%	13.03%
Average	14.76%	15.78%	15.37%	14.32%	14.36%

Responses 2945 3716 3813 4223 4145



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

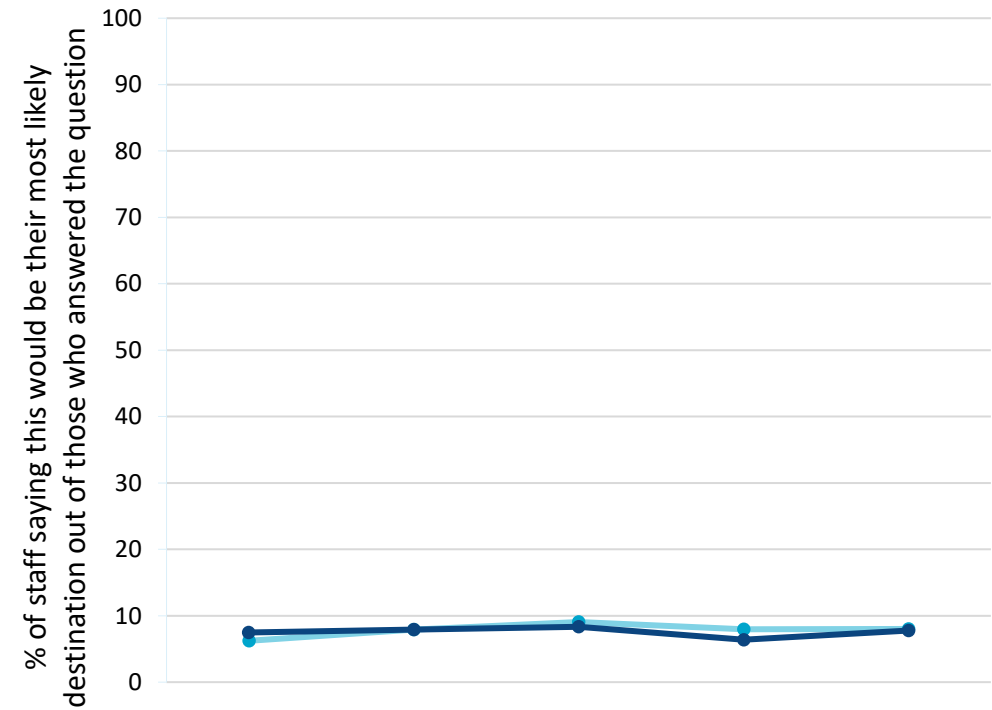


2020 2021 2022 2023 2024

Your org	2.44%	3.18%	3.78%	3.03%	3.40%
Average	3.12%	4.47%	5.95%	5.12%	4.90%

Responses 2945 3716 3813 4223 4145

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



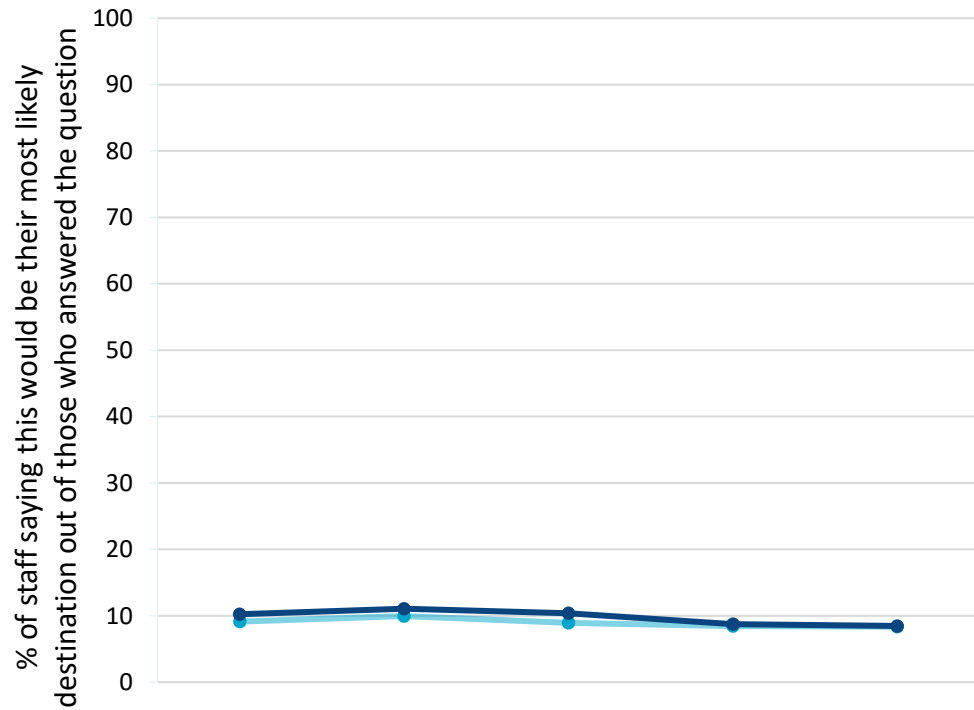
2020 2021 2022 2023 2024

Your org	7.47%	7.94%	8.34%	6.39%	7.79%
Average	6.23%	7.91%	9.06%	7.96%	8.00%

Responses 2945 3716 3813 4223 4145



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

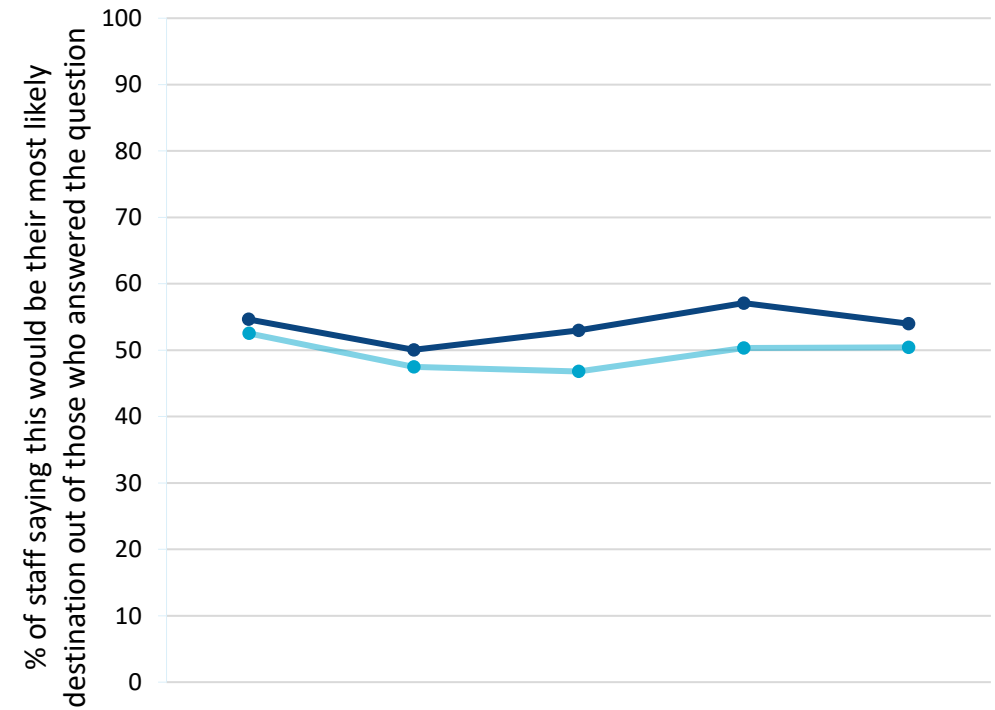


2020 2021 2022 2023 2024

Your org	10.22%	11.06%	10.36%	8.74%	8.47%
Average	9.13%	9.95%	8.94%	8.46%	8.35%

Responses 2945 3716 3813 4223 4145

Q26d.9 If you are considering leaving your current job, what would be your most likely destination? - I am not considering leaving my current job.



2020 2021 2022 2023 2024

Your org	54.63%	50.05%	52.98%	57.09%	53.97%
Average	52.53%	47.46%	46.79%	50.34%	50.41%

Responses 2945 3716 3813 4223 4145

## Workforce Equality Standards

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

## Workforce Race Equality Standards (WRES)

This section contains data for the organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2020-2024 organisation and benchmarking group median results for q13a, q13b&c combined, q15, and q16b split by ethnicity (by white staff / staff from all other ethnic groups combined).

## Workforce Disability Equality Standards (WDES)

This section contains data for the organisation required for the NHS Staff Survey metrics used in the Workforce Disability Equality Standard (WDES). It includes the 2020-2024 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q31b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

In 2022, the text for q31b was updated and the word 'adequate' was changed to 'reasonable'.

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



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

## Workforce Race Equality Standards (WRES)

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

## Workforce Disability Equality Standards (WDES)

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

\*Staff with a long term condition

## Workforce Race Equality Standards (WRES)

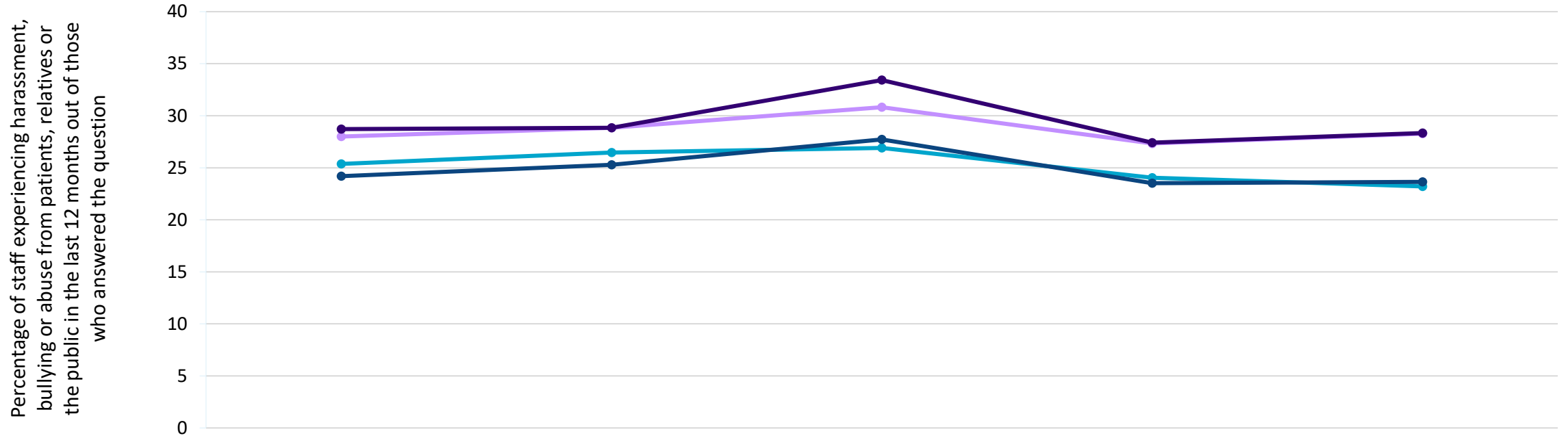
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

Data shown in the WRES charts are unweighted.

Averages are calculated as the median for the benchmark group.

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

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

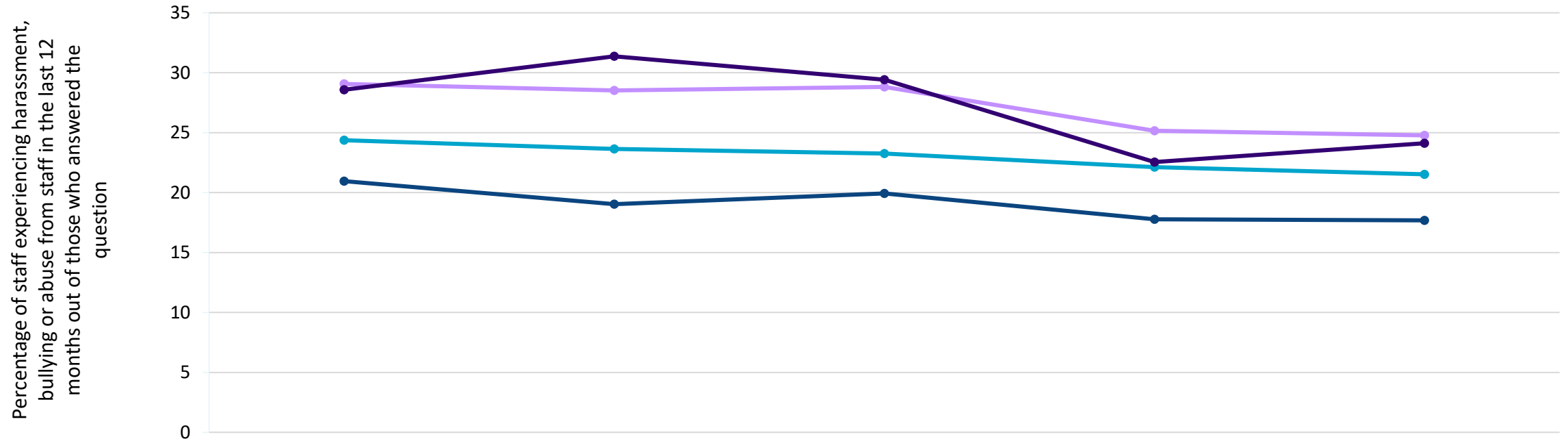


	2020	2021	2022	2023	2024
White staff: Your org	24.18%	25.28%	27.72%	23.52%	23.65%
All other ethnic groups*: Your org	28.71%	28.85%	33.42%	27.42%	28.34%
White staff: Average	25.36%	26.47%	26.91%	24.05%	23.21%
All other ethnic groups*: Average	28.01%	28.84%	30.82%	27.34%	28.27%
White staff: Responses	2634	3477	3831	4107	3903
All other ethnic groups*: Responses	202	305	365	507	607

\*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

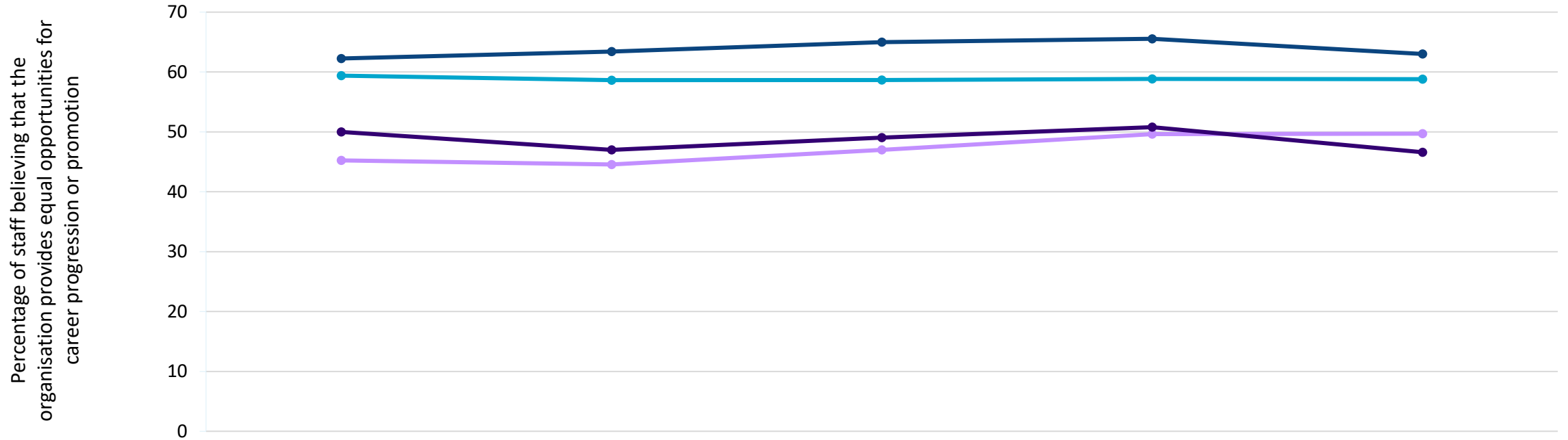


	2020	2021	2022	2023	2024
White staff: Your org	20.96%	19.04%	19.94%	17.77%	17.68%
All other ethnic groups*: Your org	28.57%	31.37%	29.43%	22.55%	24.13%
White staff: Average	24.37%	23.65%	23.25%	22.12%	21.53%
All other ethnic groups*: Average	29.07%	28.53%	28.81%	25.16%	24.78%
White staff: Responses	2634	3477	3822	4102	3896
All other ethnic groups*: Responses	203	306	367	510	601

\*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.

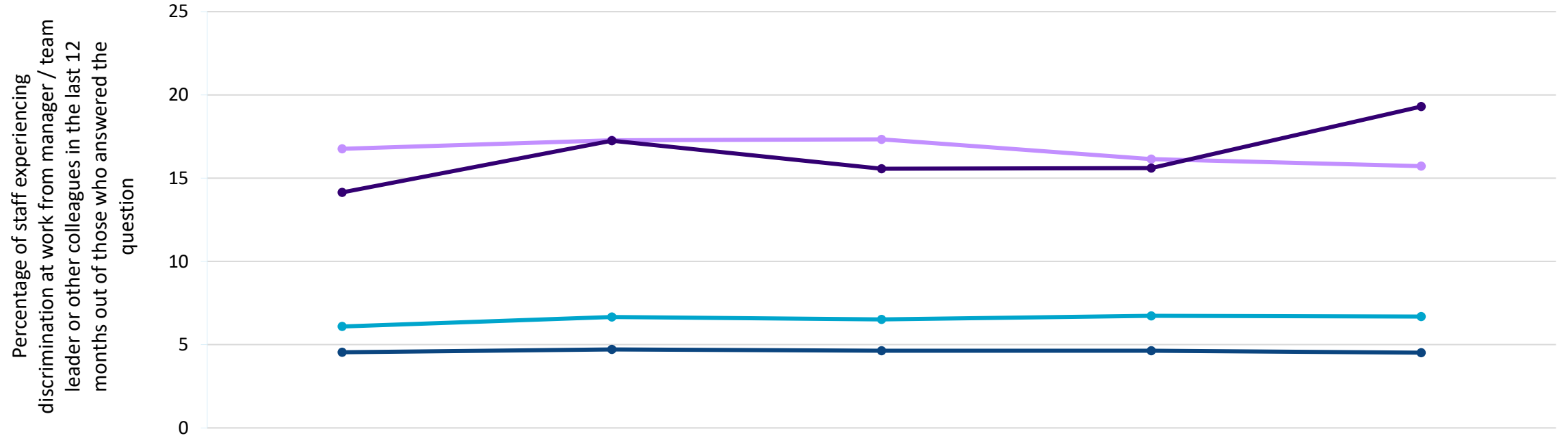
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	62.26%	63.42%	65.00%	65.55%	63.02%
All other ethnic groups*: Your org	50.00%	46.98%	49.04%	50.79%	46.60%
White staff: Average	59.39%	58.64%	58.65%	58.84%	58.82%
All other ethnic groups*: Average	45.24%	44.56%	47.00%	49.64%	49.70%
White staff: Responses	2716	3557	3803	4078	3859
All other ethnic groups*: Responses	206	315	365	508	603

\*Staff from all other ethnic groups combined

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.



	2020	2021	2022	2023	2024
White staff: Your org	4.54%	4.72%	4.64%	4.64%	4.52%
All other ethnic groups*: Your org	14.15%	17.25%	15.57%	15.61%	19.30%
White staff: Average	6.09%	6.67%	6.52%	6.73%	6.69%
All other ethnic groups*: Average	16.77%	17.28%	17.33%	16.14%	15.72%
White staff: Responses	2729	3563	3812	4097	3872
All other ethnic groups*: Responses	205	313	366	506	601

\*Staff from all other ethnic groups combined

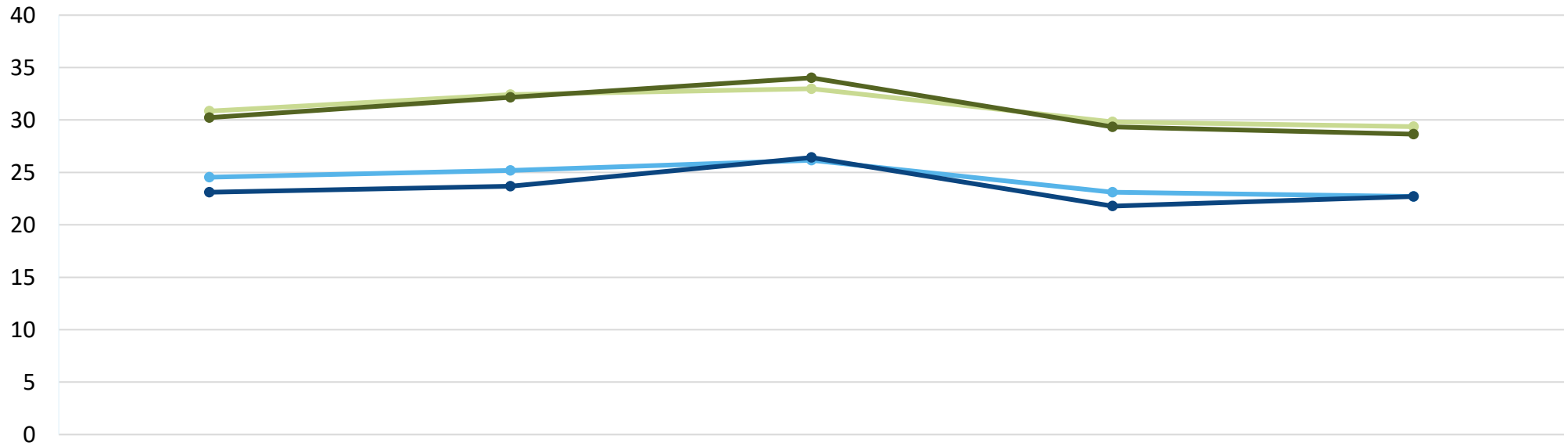
## Workforce Disability Equality Standards (WDES)

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.



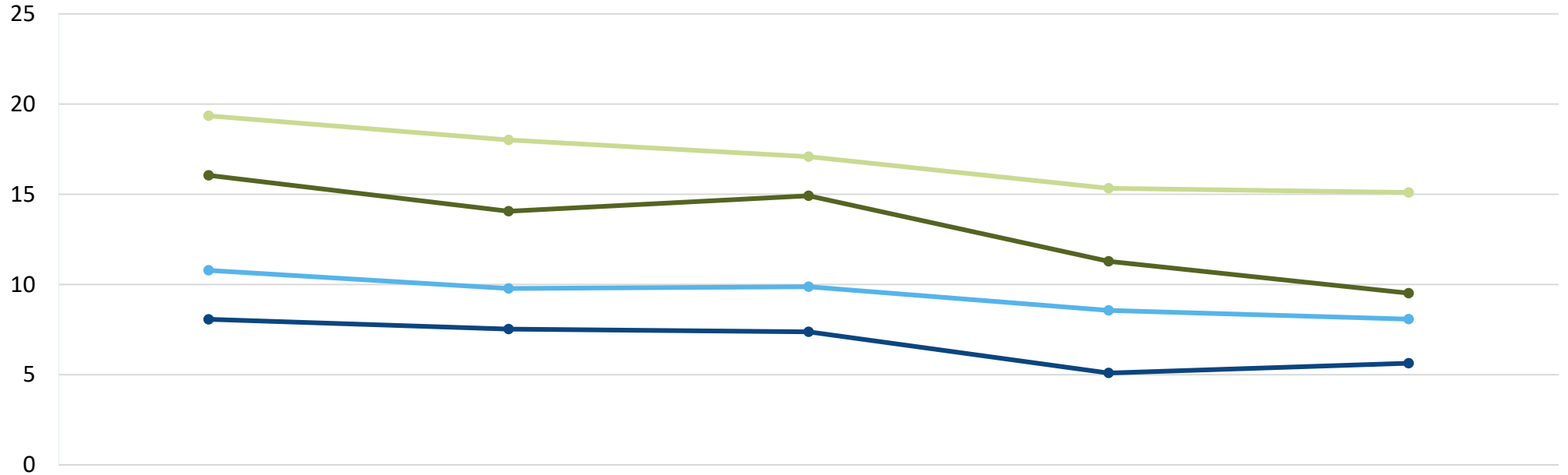
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	30.23%	32.15%	34.02%	29.34%	28.65%
Staff without a LTC or illness: Your org	23.11%	23.69%	26.42%	21.79%	22.71%
Staff with a LTC or illness: Average	30.86%	32.43%	32.98%	29.83%	29.37%
Staff without a LTC or illness: Average	24.53%	25.19%	26.16%	23.11%	22.71%
Staff with a LTC or illness: Responses	569	846	970	1094	1110
Staff without a LTC or illness: Responses	2315	2951	3206	3470	3325

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.

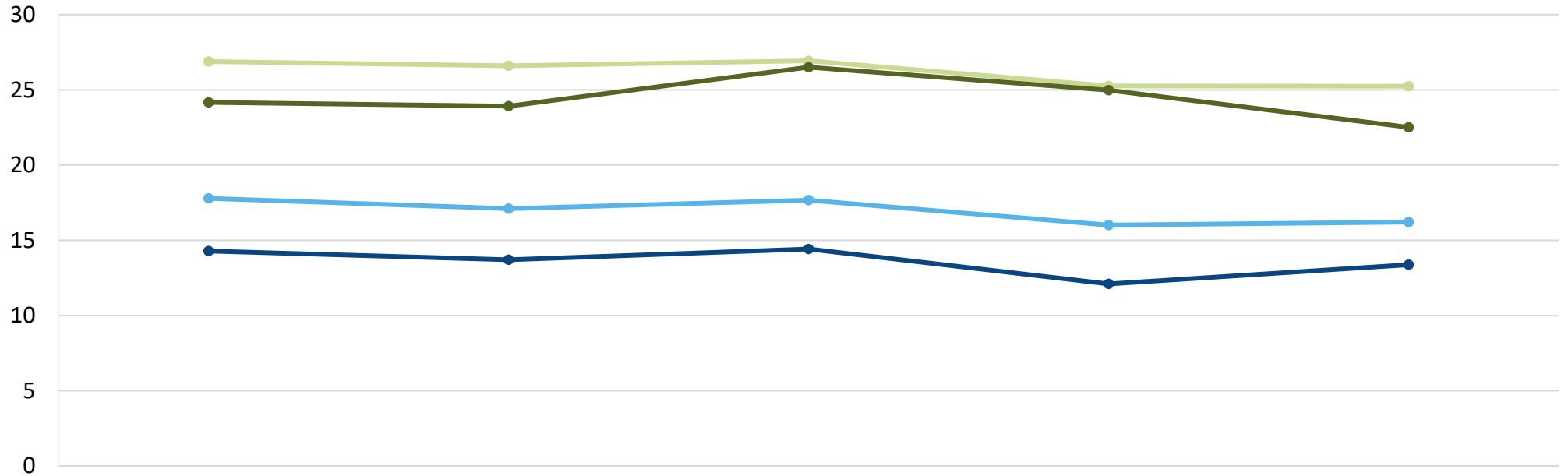


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	16.05%	14.06%	14.92%	11.28%	9.52%
Staff without a LTC or illness: Your org	8.07%	7.52%	7.37%	5.09%	5.63%
Staff with a LTC or illness: Average	19.35%	18.00%	17.09%	15.33%	15.10%
Staff without a LTC or illness: Average	10.78%	9.77%	9.88%	8.56%	8.08%
Staff with a LTC or illness: Responses	567	839	965	1090	1103
Staff without a LTC or illness: Responses	2305	2939	3189	3457	3304

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.

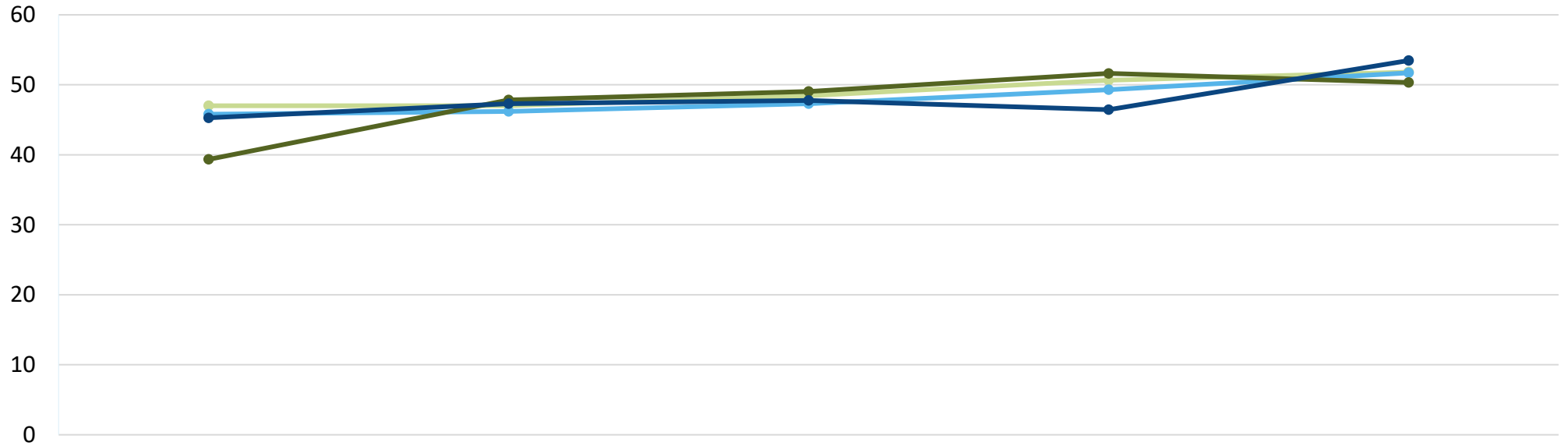


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	24.17%	23.92%	26.51%	24.98%	22.51%
Staff without a LTC or illness: Your org	14.29%	13.70%	14.42%	12.10%	13.38%
Staff with a LTC or illness: Average	26.89%	26.60%	26.93%	25.26%	25.24%
Staff without a LTC or illness: Average	17.79%	17.11%	17.67%	16.01%	16.22%
Staff with a LTC or illness: Responses	571	832	962	1089	1106
Staff without a LTC or illness: Responses	2310	2927	3169	3455	3297

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.

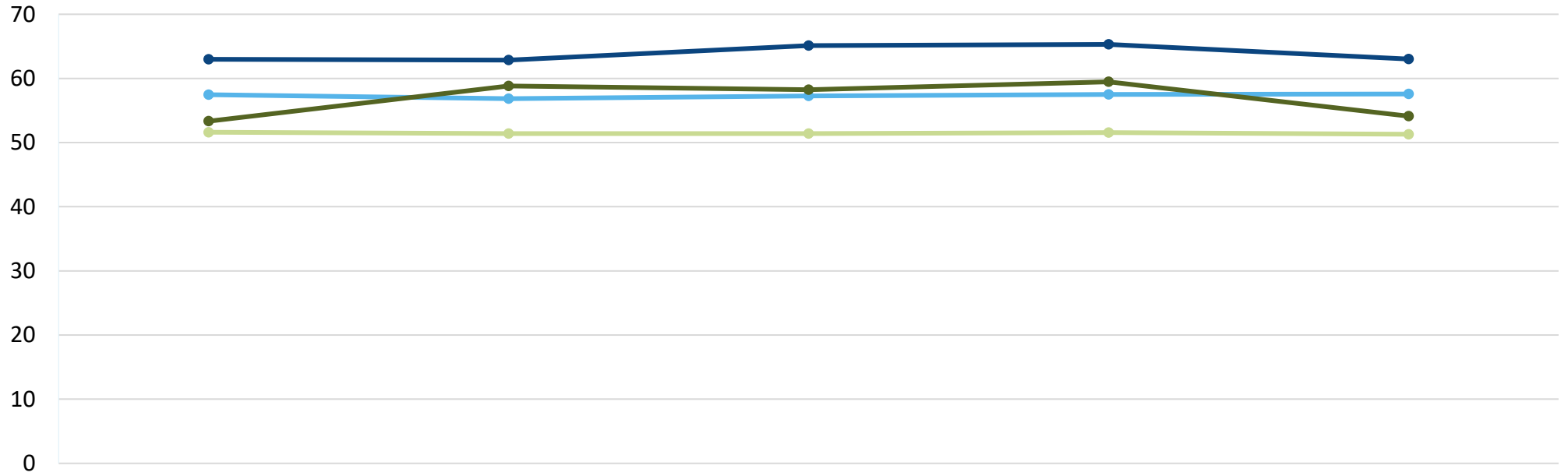


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	39.34%	47.84%	49.06%	51.63%	50.35%
Staff without a LTC or illness: Your org	45.29%	47.31%	47.77%	46.45%	53.47%
Staff with a LTC or illness: Average	47.01%	47.03%	48.43%	50.64%	51.82%
Staff without a LTC or illness: Average	45.80%	46.20%	47.30%	49.31%	51.71%
Staff with a LTC or illness: Responses	244	370	426	459	433
Staff without a LTC or illness: Responses	658	873	965	958	922

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

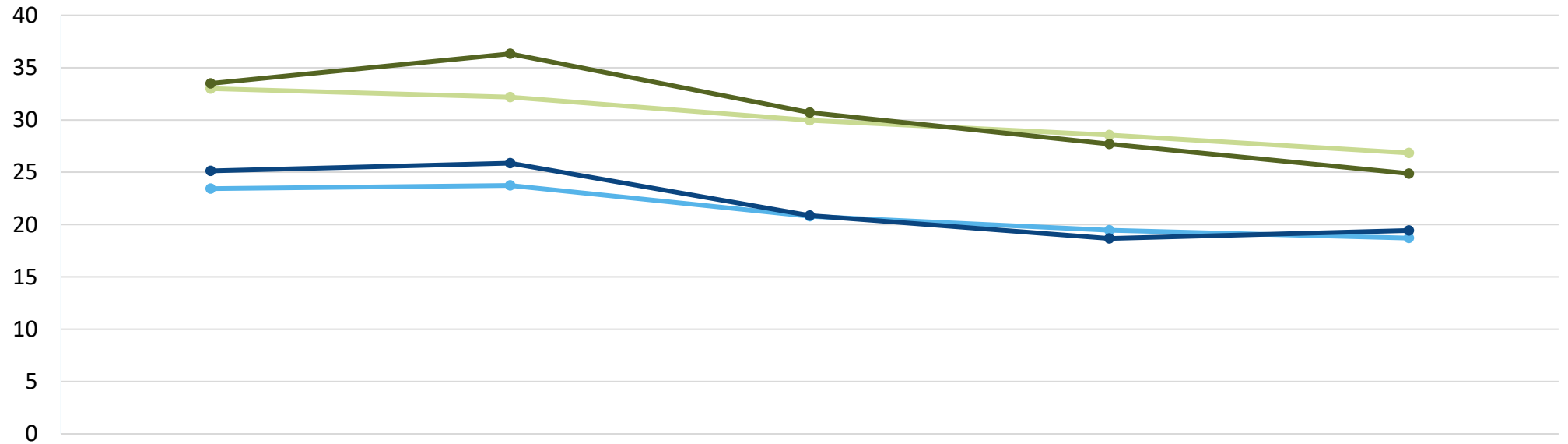
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	53.33%	58.82%	58.24%	59.47%	54.13%
Staff without a LTC or illness: Your org	62.99%	62.86%	65.11%	65.30%	63.01%
Staff with a LTC or illness: Average	51.61%	51.41%	51.39%	51.54%	51.30%
Staff without a LTC or illness: Average	57.45%	56.84%	57.25%	57.52%	57.57%
Staff with a LTC or illness: Responses	585	867	965	1088	1103
Staff without a LTC or illness: Responses	2383	3018	3184	3450	3290

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

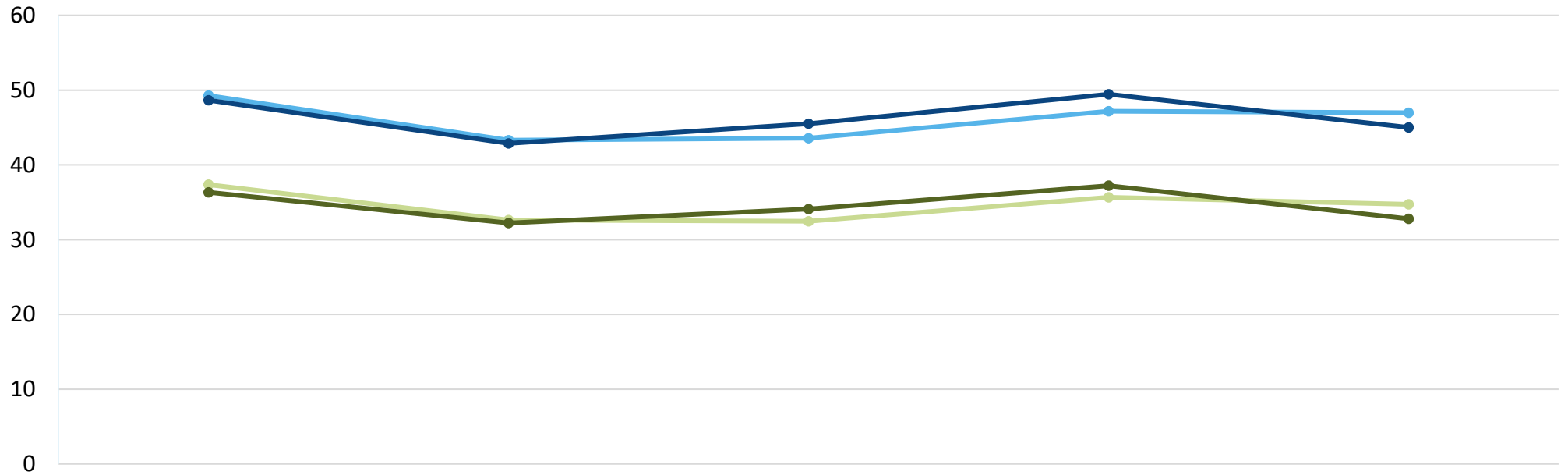
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	33.50%	36.32%	30.70%	27.71%	24.88%
Staff without a LTC or illness: Your org	25.12%	25.87%	20.86%	18.67%	19.44%
Staff with a LTC or illness: Average	33.00%	32.18%	29.97%	28.55%	26.85%
Staff without a LTC or illness: Average	23.44%	23.74%	20.80%	19.46%	18.71%
Staff with a LTC or illness: Responses	397	636	710	812	824
Staff without a LTC or illness: Responses	1059	1612	1673	1719	1739

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

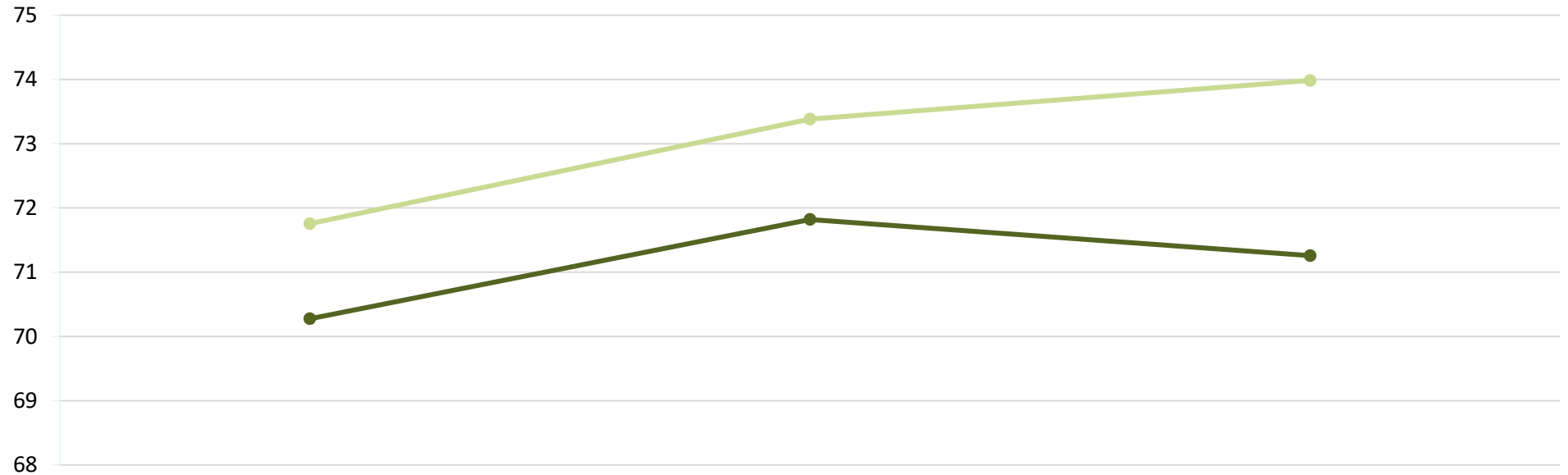
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	36.33%	32.22%	34.09%	37.22%	32.79%
Staff without a LTC or illness: Your org	48.64%	42.88%	45.53%	49.45%	45.01%
Staff with a LTC or illness: Average	37.36%	32.62%	32.46%	35.66%	34.73%
Staff without a LTC or illness: Average	49.27%	43.30%	43.56%	47.19%	46.98%
Staff with a LTC or illness: Responses	589	872	965	1099	1107
Staff without a LTC or illness: Responses	2393	3039	3196	3464	3308

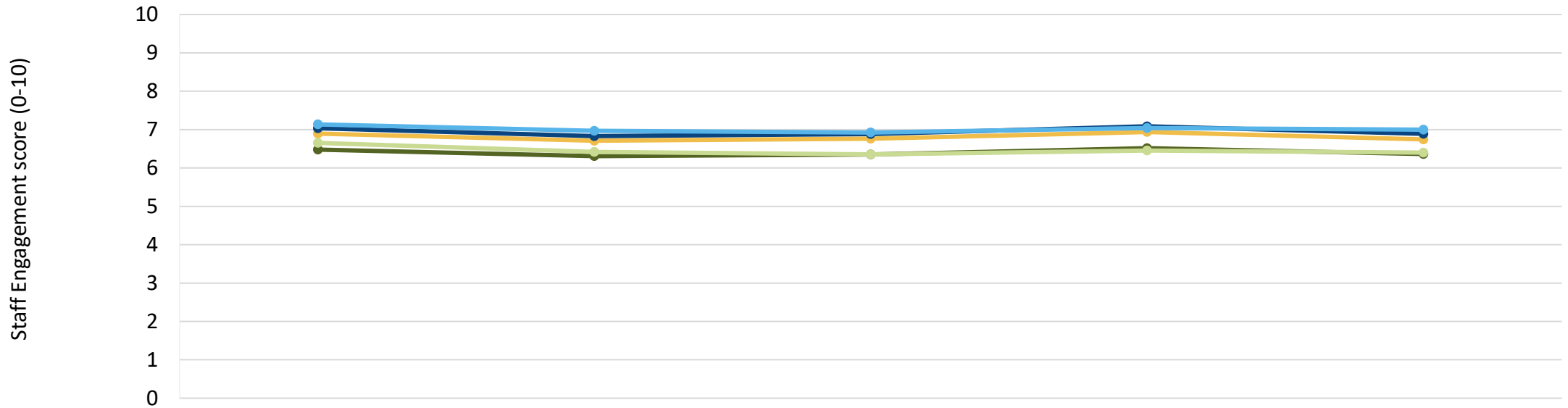
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	70.27%	71.82%	71.26%
Staff with a LTC or illness: Average	71.76%	73.38%	73.98%
Staff with a LTC or illness: Responses	582	621	675

Staff engagement score (0-10)



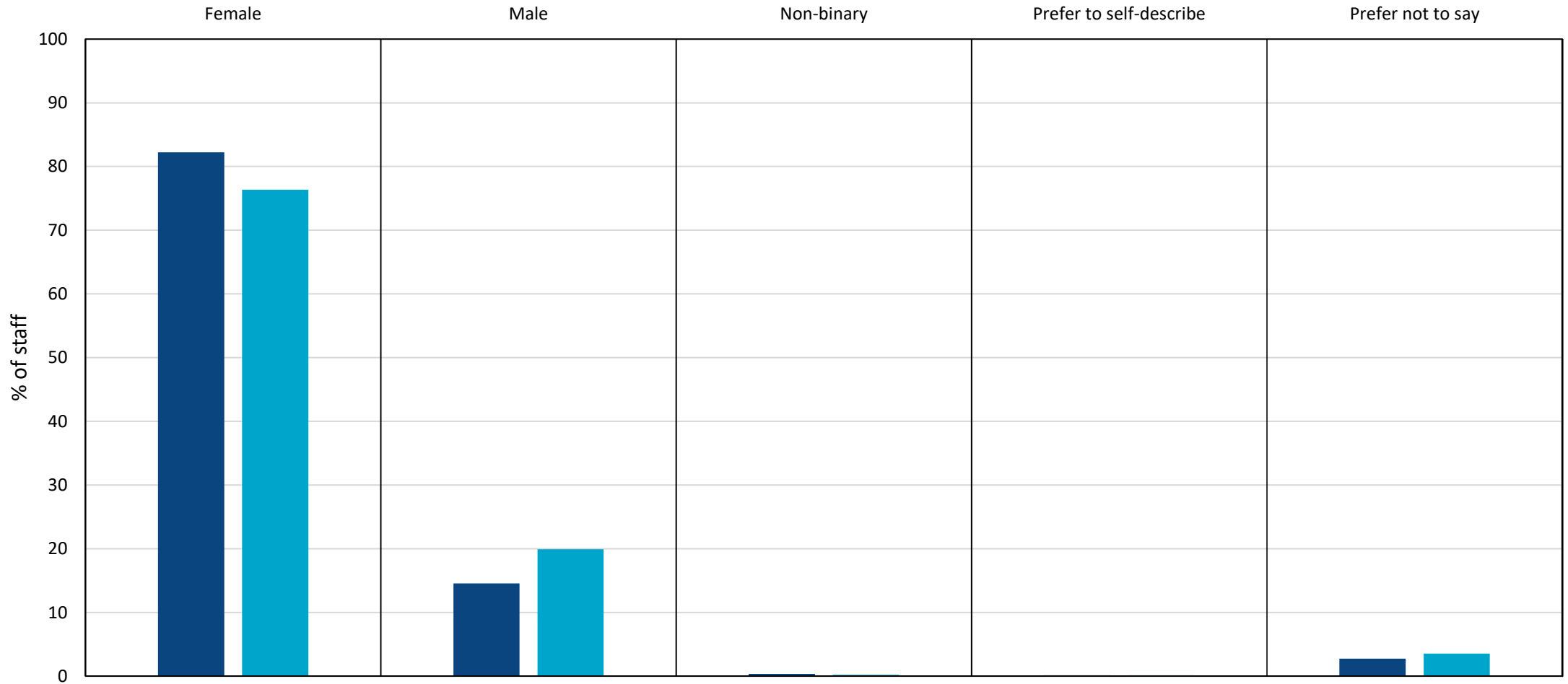
	2020	2021	2022	2023	2024
Organisation average	6.90	6.71	6.76	6.94	6.74
Staff with a LTC or illness: Your org	6.48	6.31	6.35	6.52	6.36
Staff without a LTC or illness: Your org	7.04	6.83	6.89	7.09	6.89
Staff with a LTC or illness: Average	6.65	6.42	6.35	6.46	6.40
Staff without a LTC or illness: Average	7.14	6.97	6.92	7.04	7.00
Staff with a LTC or illness: Responses	589	874	972	1104	1114
Staff without a LTC or illness: Responses	2401	3044	3219	3483	3330

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



## About your respondents

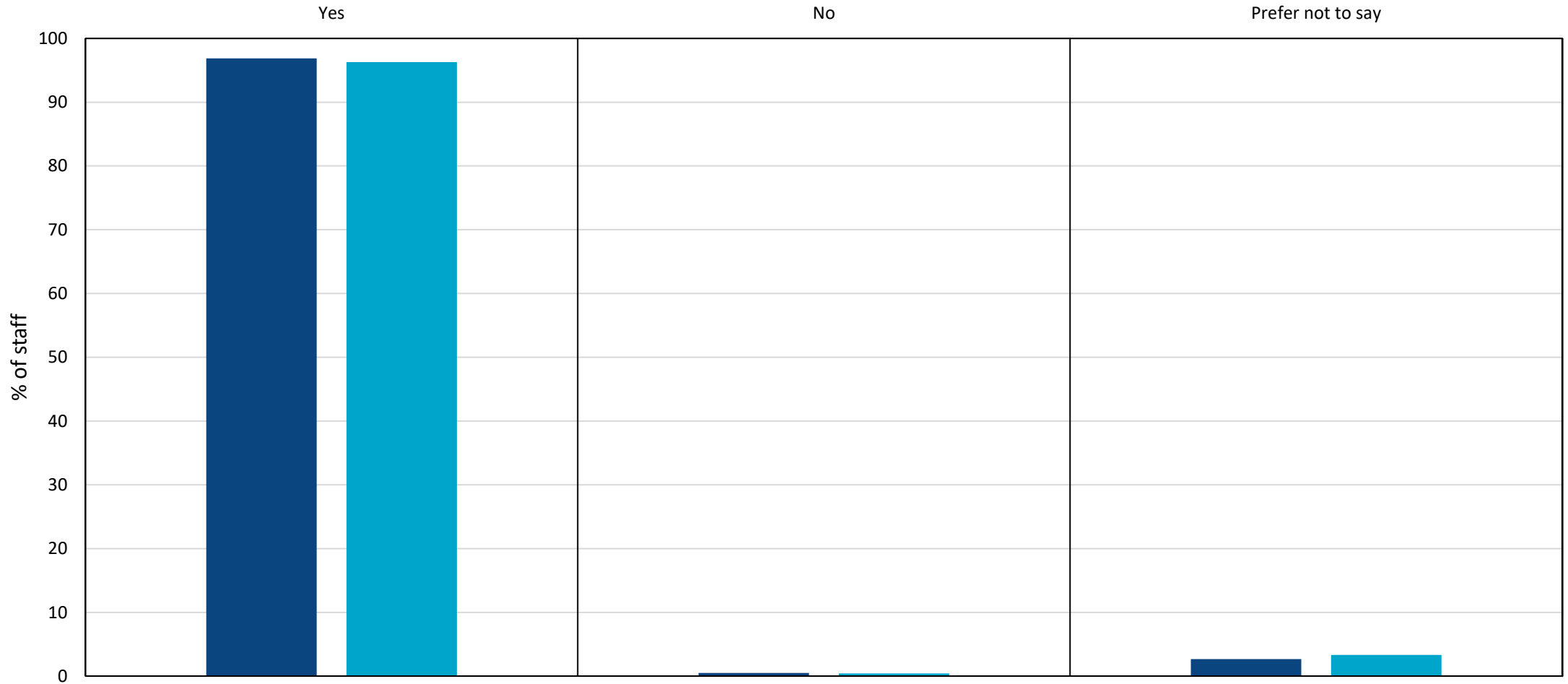
This section shows demographic and other background information for 2024.



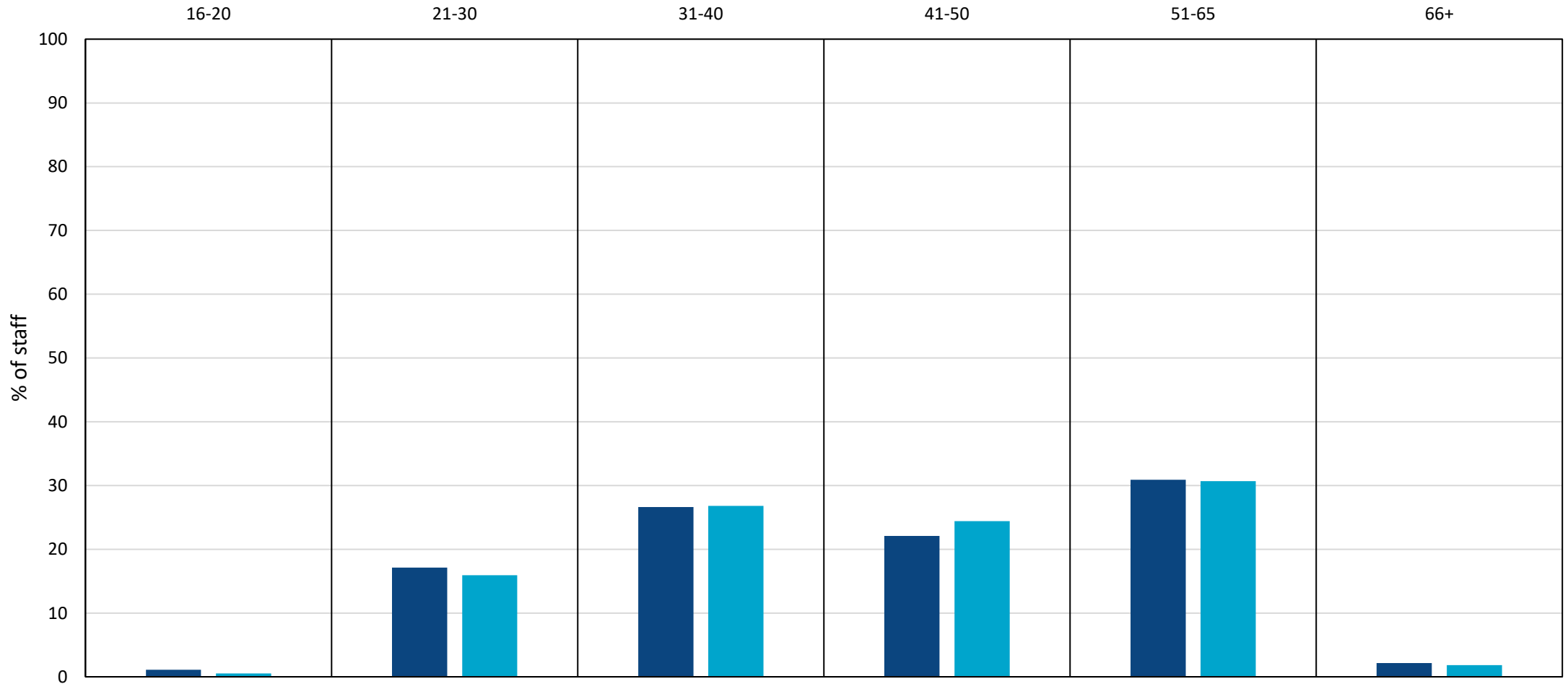
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	82.24%	14.54%	0.33%	0.13%	2.75%
<b>Average</b>	76.34%	19.91%	0.21%	0.13%	3.54%
<b>Responses</b>	4539	4539	4539	4539	4539



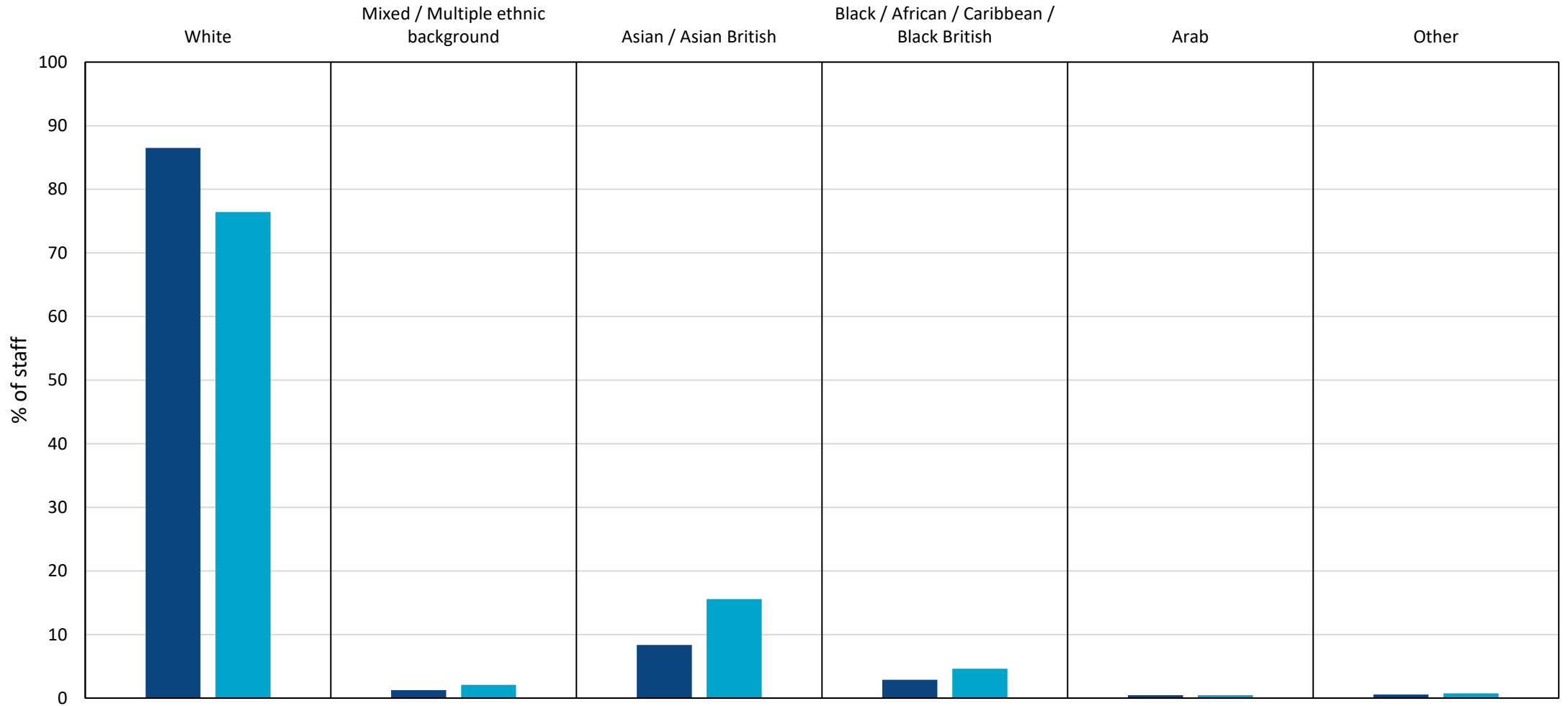
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	96.85%	0.48%	2.66%
<b>Average</b>	96.28%	0.41%	3.34%
<b>Responses</b>	4356	4356	4356

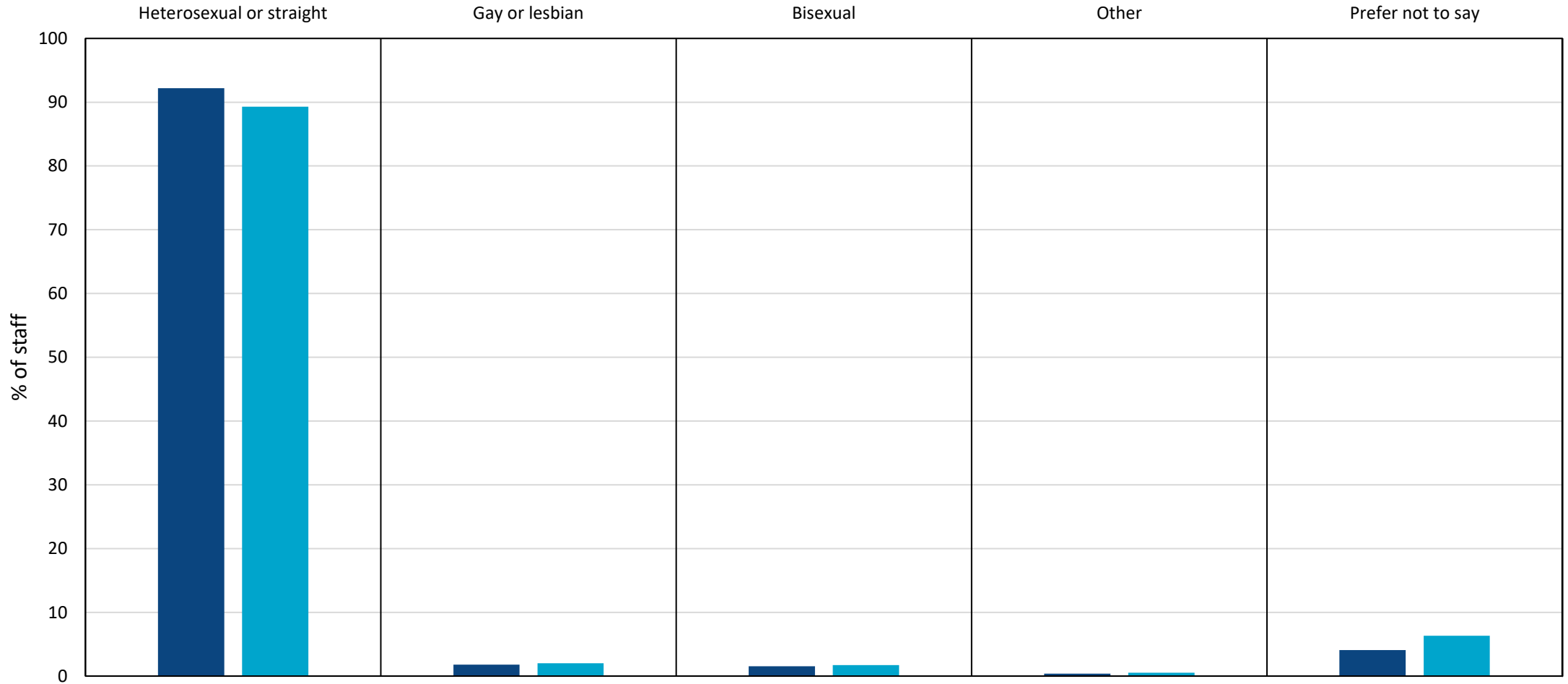


<b>Your org</b>	1.11%	17.12%	26.62%	22.08%	30.91%	2.16%
<b>Average</b>	0.52%	15.92%	26.82%	24.42%	30.69%	1.83%
<b>Responses</b>	4497	4497	4497	4497	4497	4497



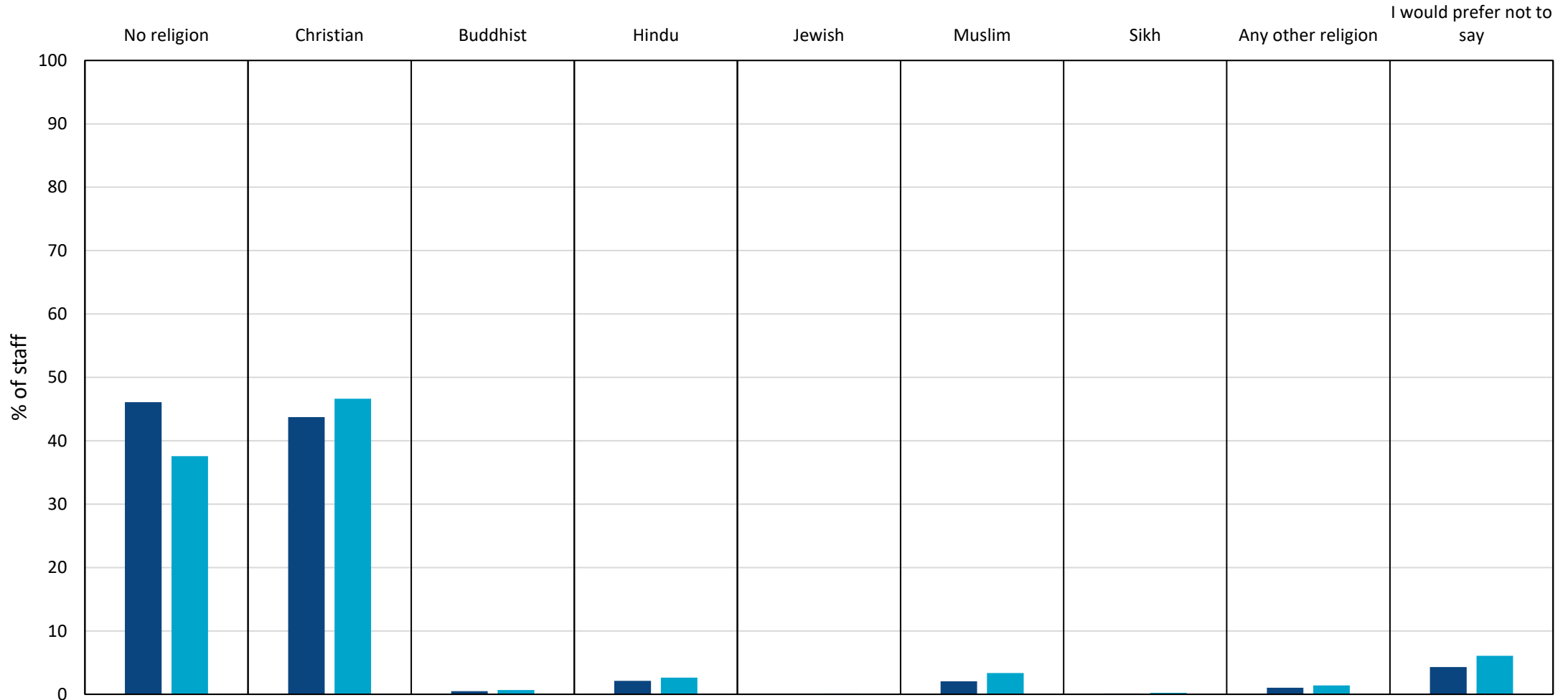
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
<b>Your org</b>	86.52%	1.24%	8.35%	2.87%	0.44%	0.57%
<b>Average</b>	76.43%	2.08%	15.55%	4.62%	0.46%	0.73%
<b>Responses</b>	4526	4526	4526	4526	4526	4526

# Background details – Sexual orientation



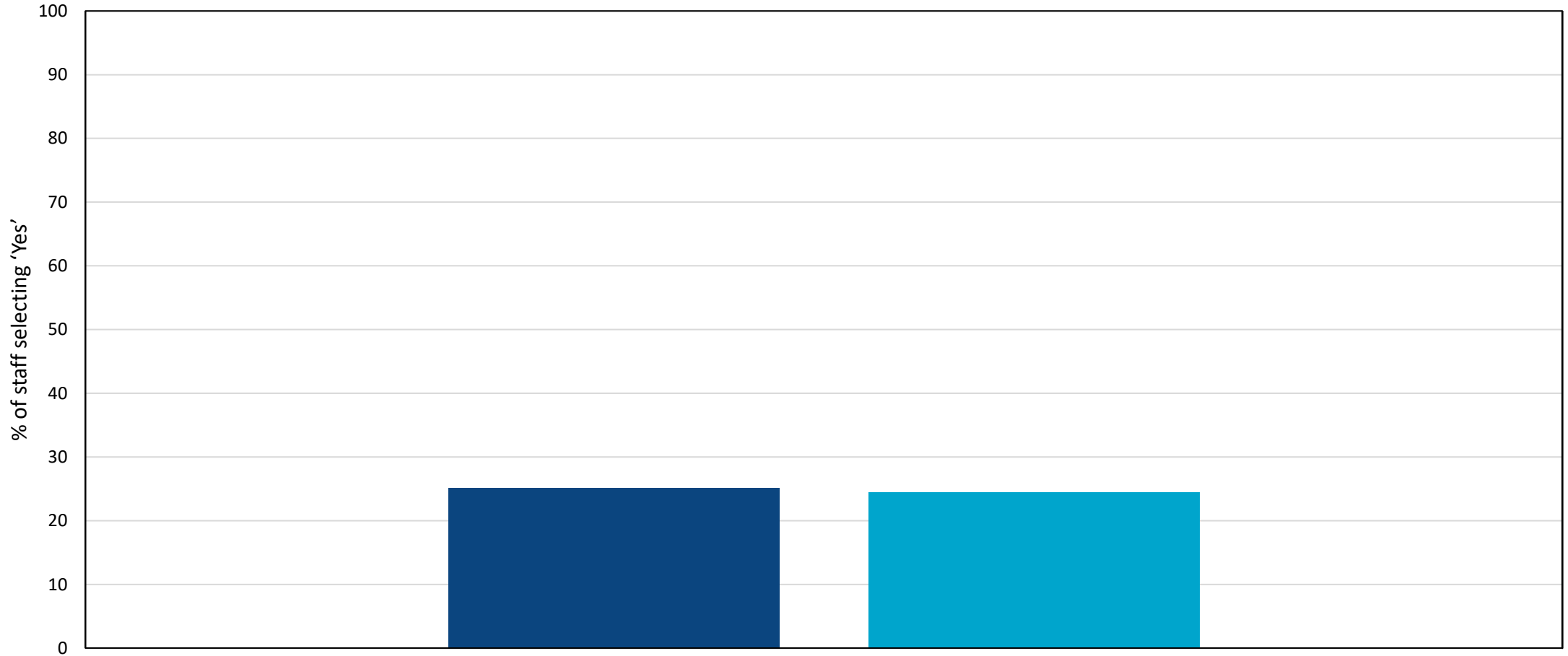
Responses	4540	4540	4540	4540	4540
<b>Your org</b>	92.20%	1.78%	1.54%	0.40%	4.07%
<b>Average</b>	89.28%	2.03%	1.74%	0.53%	6.32%

# Background details - Religion



Responses	4526	4526	4526	4526	4526	4526	4526	4526	4526
<b>Your org</b>	46.09%	43.73%	0.49%	2.12%	0.07%	2.05%	0.11%	1.04%	4.31%
<b>Average</b>	37.56%	46.64%	0.66%	2.62%	0.13%	3.34%	0.25%	1.41%	6.08%

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

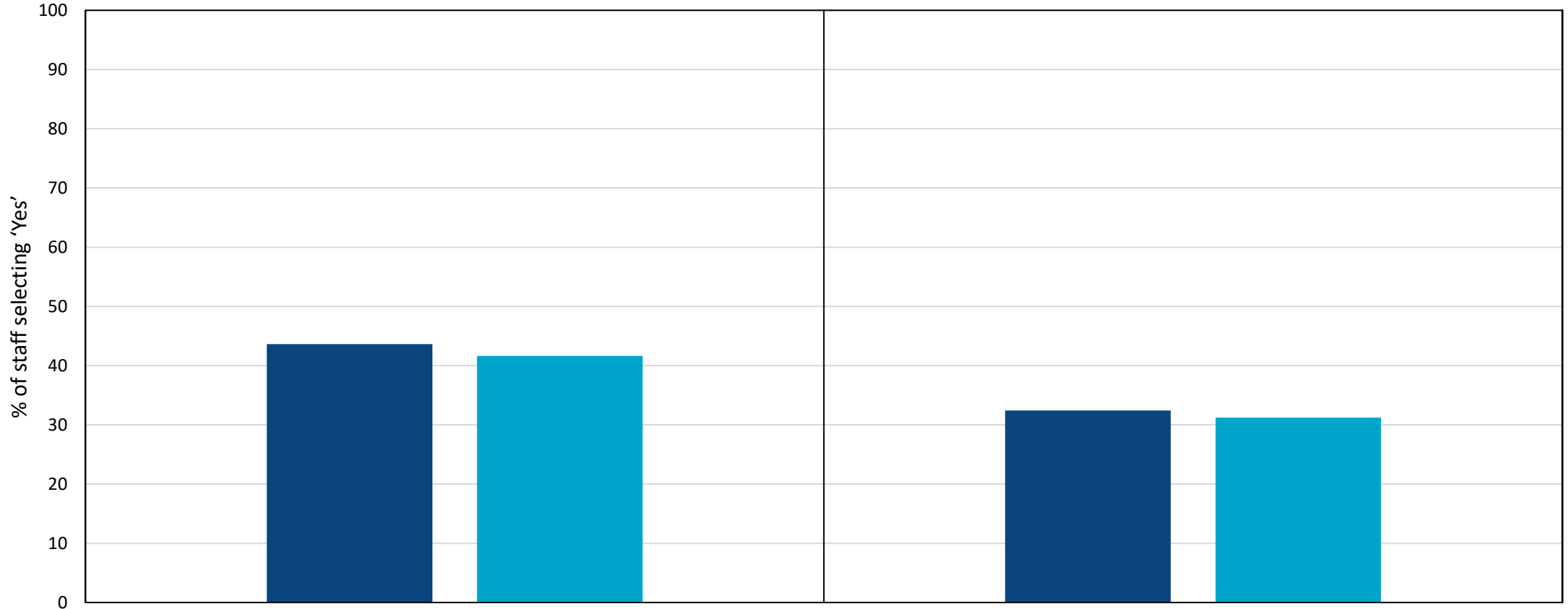


<b>Your org</b>	25.06%
<b>Average</b>	24.45%
<b>Responses</b>	4450



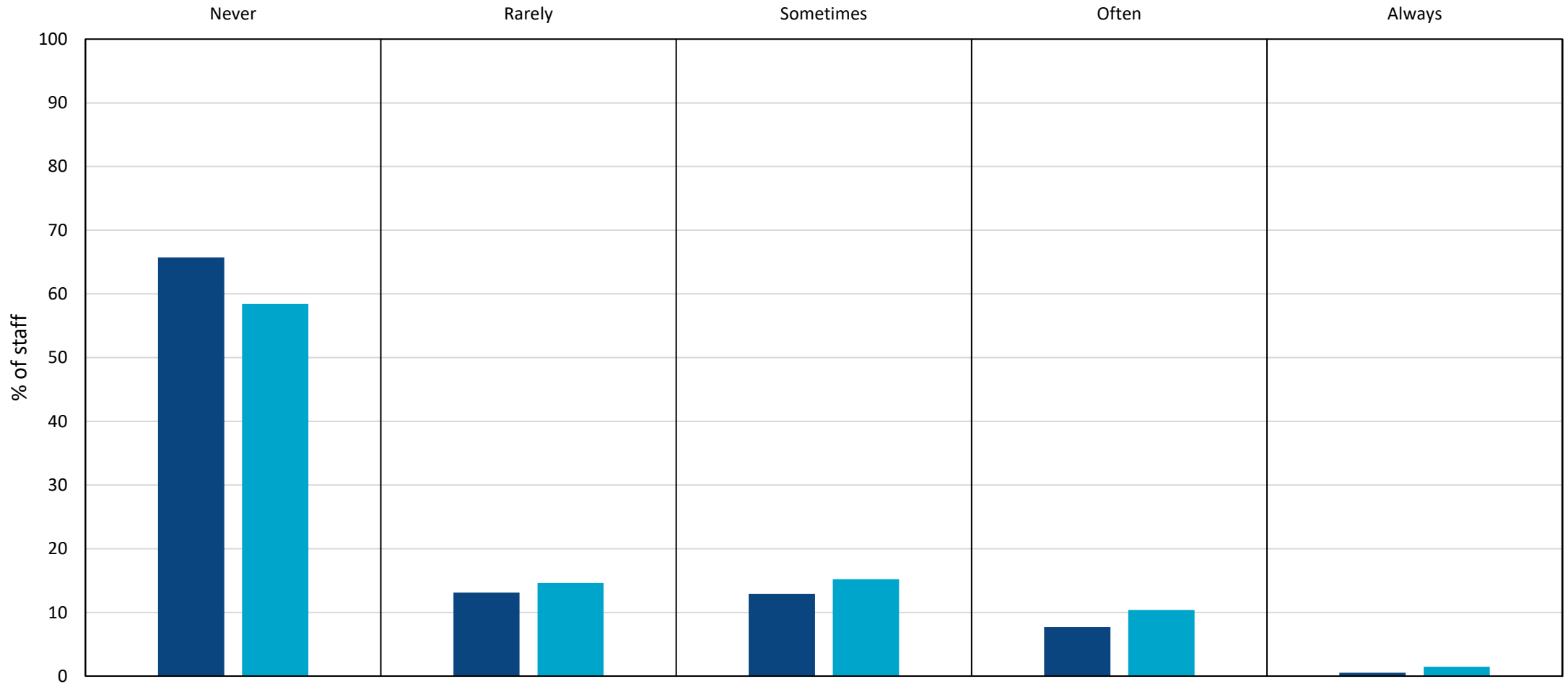
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



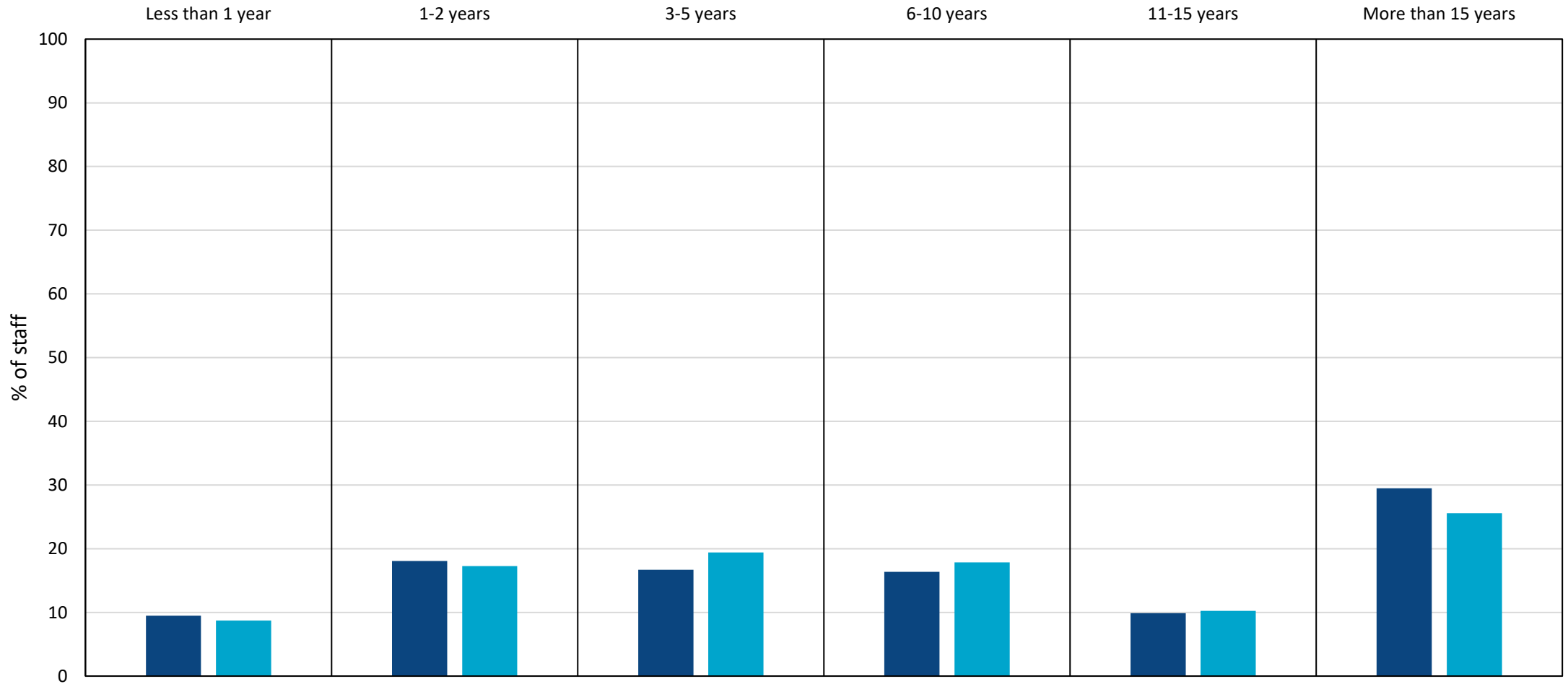
<b>Your org</b>	43.64%	32.42%
<b>Average</b>	41.64%	31.24%
<b>Responses</b>	4517	4504

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



Responses	4548	4548	4548	4548	4548
<b>Your org</b>	65.72%	13.10%	12.93%	7.72%	0.53%
<b>Average</b>	58.46%	14.62%	15.19%	10.39%	1.47%

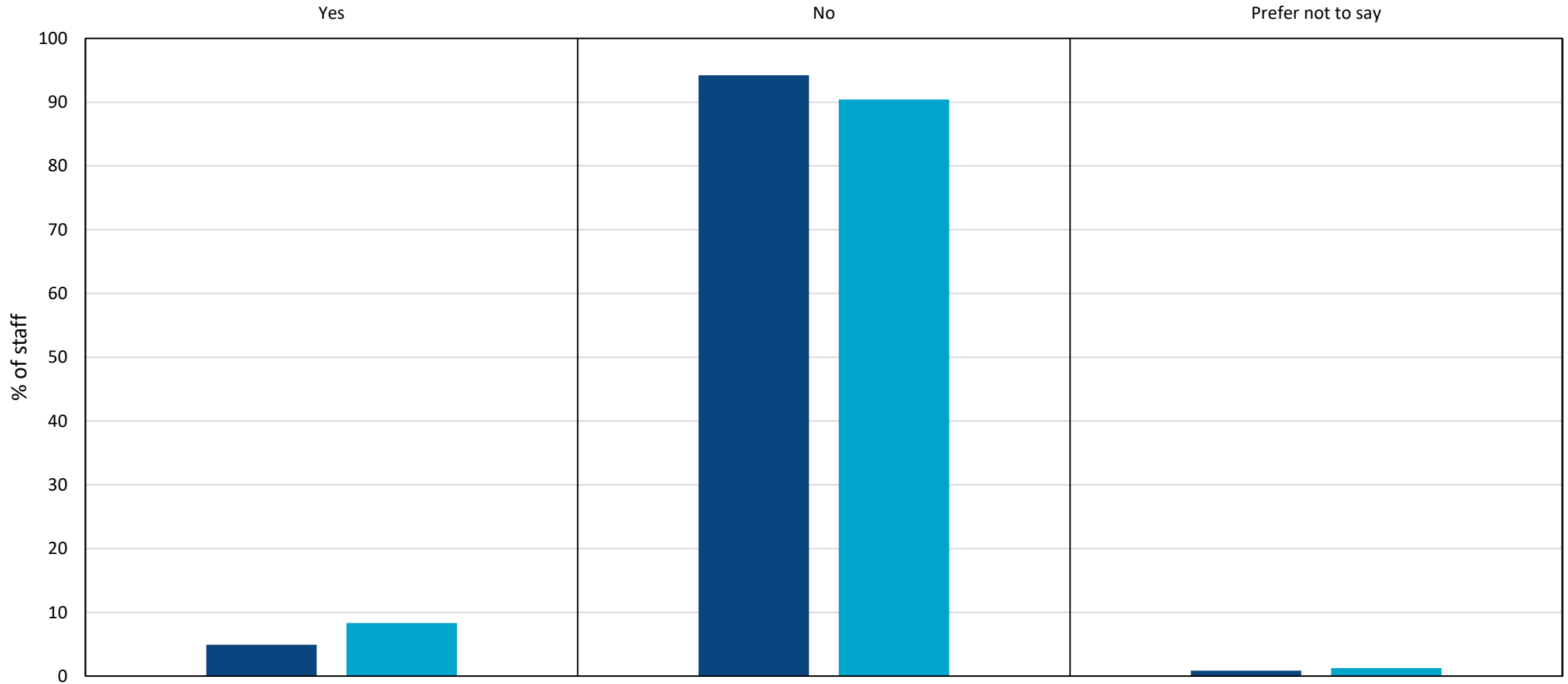
# Background details – Length of service



Responses	4539	4539	4539	4539	4539	4539
<b>Your org</b>	9.50%	18.09%	16.68%	16.37%	9.89%	29.48%
<b>Average</b>	8.72%	17.29%	19.43%	17.86%	10.24%	25.58%

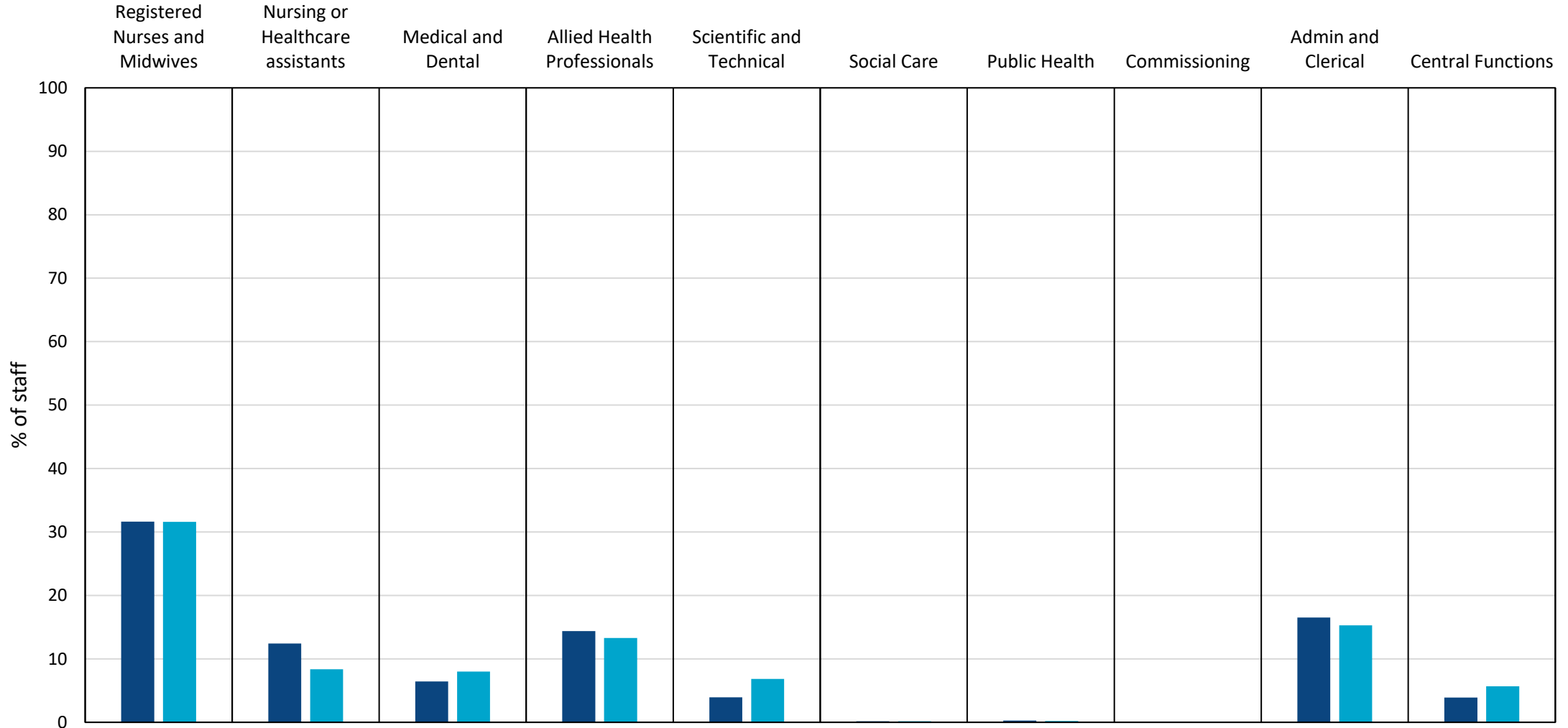


# Background details – When you joined this organisation, were you recruited from outside of the UK?



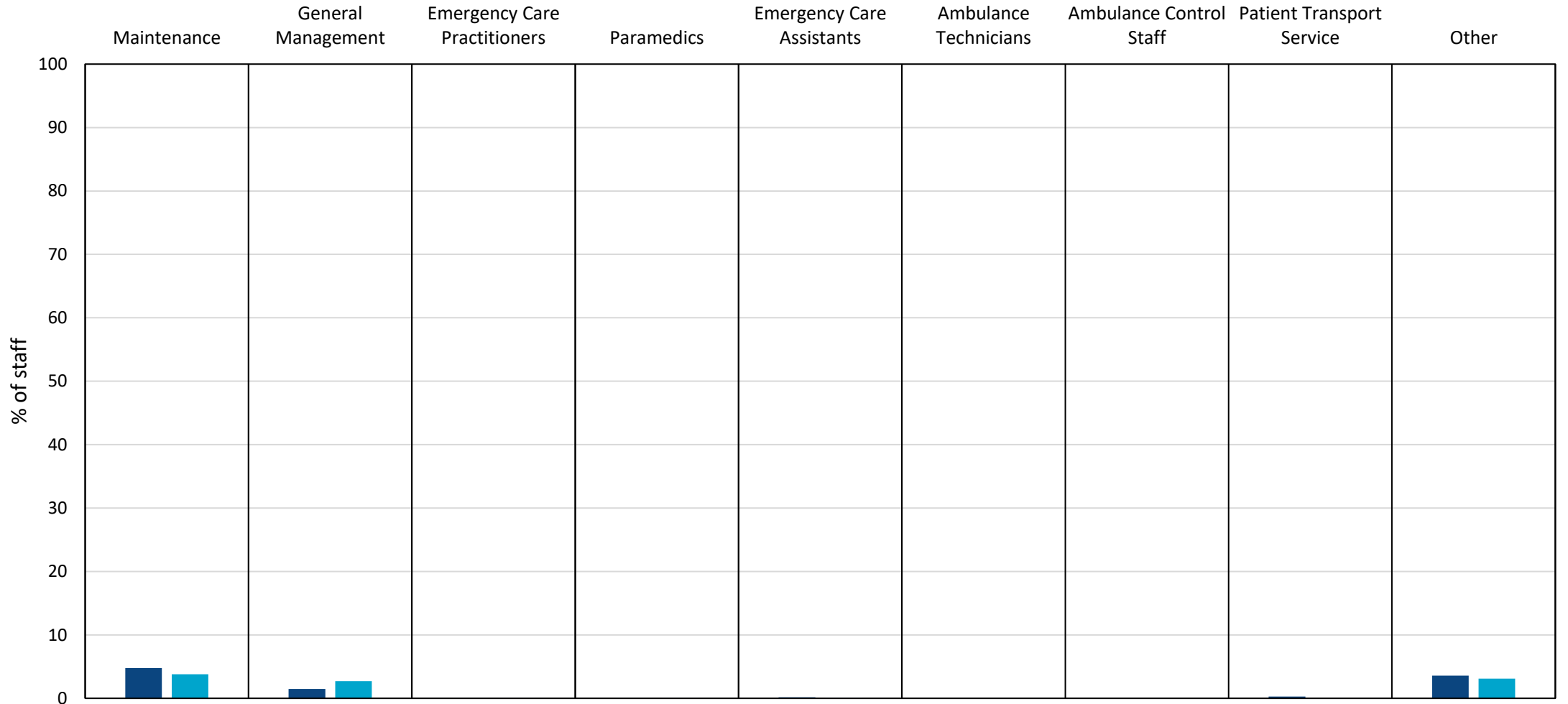
	Yes	No	Prefer not to say
<b>Your org</b>	4.92%	94.24%	0.84%
<b>Average</b>	8.30%	90.40%	1.24%
<b>Responses</b>	4515	4515	4515

# Background details – Occupational group



Responses	4458	4458	4458	4458	4458	4458	4458	4458	4458	4458
<b>Your org</b>	31.63%	12.43%	6.44%	14.38%	3.93%	0.16%	0.29%	0.04%	16.51%	3.90%
<b>Average</b>	31.58%	8.38%	7.99%	13.29%	6.85%	0.17%	0.21%	0.07%	15.29%	5.69%

# Background details – Occupational group



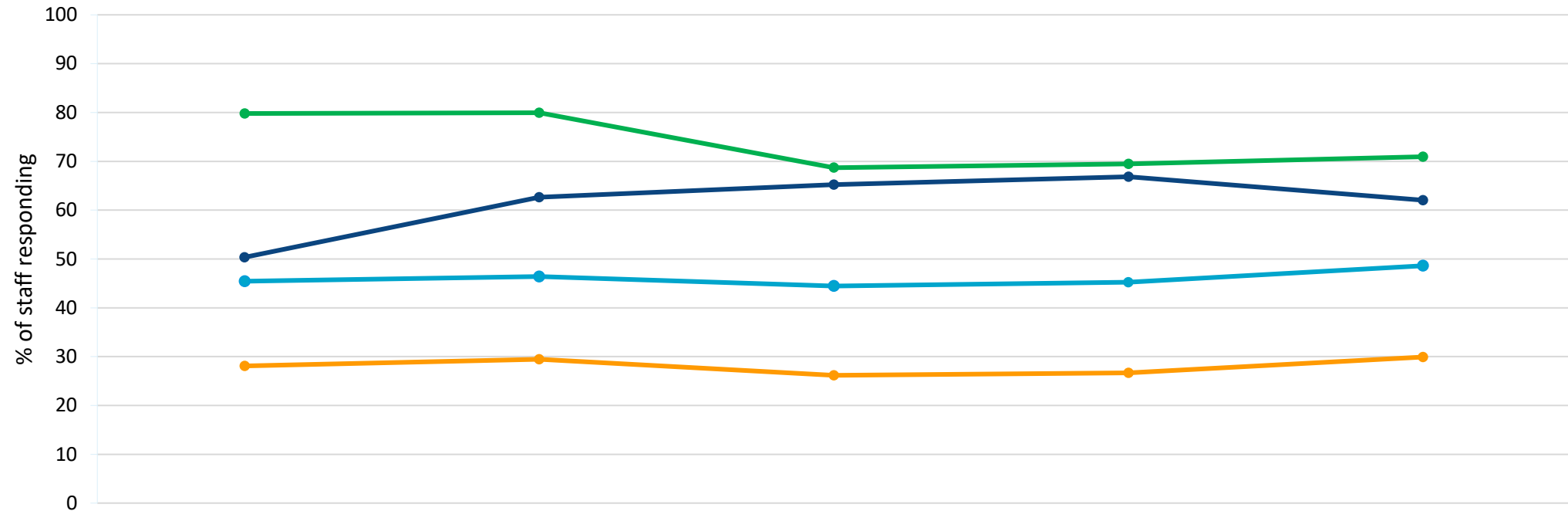
<b>Your org</b>	4.76%	1.46%	0.02%	0.02%	0.16%	0.00%	0.00%	0.29%	3.59%
<b>Average</b>	3.80%	2.70%	0.02%	0.02%	0.04%	0.00%	0.00%	0.00%	3.09%
<b>Responses</b>	4458	4458	4458	4458	4458	4458	4458	4458	4458

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
<b>Your org</b>	50.34%	62.65%	65.20%	66.84%	62.03%
<b>Highest</b>	79.77%	79.95%	68.69%	69.45%	70.92%
<b>Average</b>	45.43%	46.38%	44.46%	45.23%	48.61%
<b>Lowest</b>	28.09%	29.47%	26.17%	26.65%	29.91%
Responses	3157	4072	4252	4704	4570

## 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	7.41	4688	7.29	4560	Significantly lower
We are recognised and rewarded	6.05	4691	5.87	4557	Significantly lower
We each have a voice that counts	6.82	4642	6.70	4521	Significantly lower
We are safe and healthy	6.23	4655	6.14	4529	Significantly lower
We are always learning	5.91	4516	5.85	4434	Not significant
We work flexibly	6.23	4667	6.21	4533	Not significant
We are a team	6.82	4676	6.71	4548	Significantly lower
<b>Themes</b>					
Staff Engagement	6.94	4693	6.74	4562	Significantly lower
Morale	6.10	4696	5.95	4566	Significantly lower

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



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

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

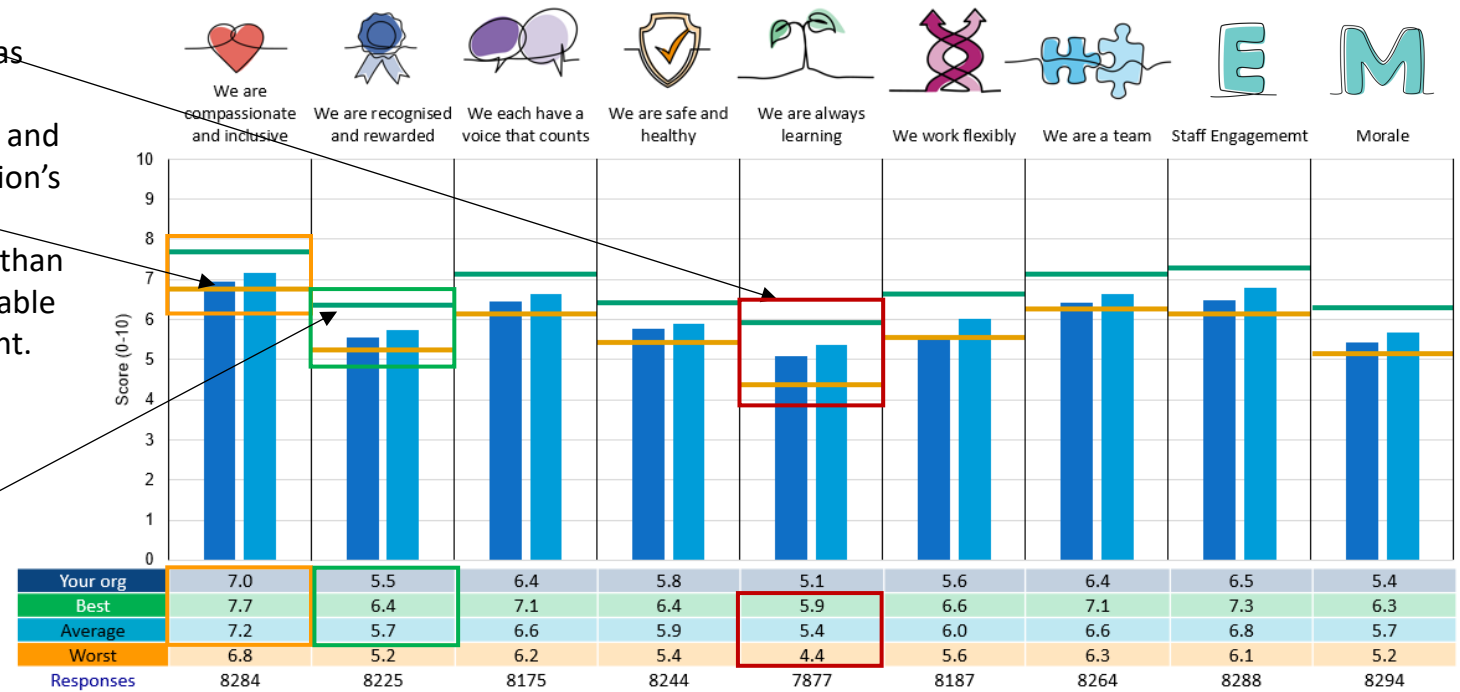
It is important to **consider each result within the range of its benchmarking group 'Best result' and 'Worst result'**, rather than comparing People Promise element and theme results to one another. Comparing organisation results to the benchmarking group average is another point of reference.

## Areas to improve

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

## Positive outcomes

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



Only one example is highlighted for each point

## Review trend data

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



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

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

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

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



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

### Identifying questions of interest

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

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

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

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



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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



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

### Other reporting outputs



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



**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust.



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



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