

# The Royal Orthopaedic Hospital NHS Foundation Trust

## NHS Staff Survey Benchmark report 2024



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# Introduction

## About this report

This benchmark report for The Royal Orthopaedic Hospital 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.

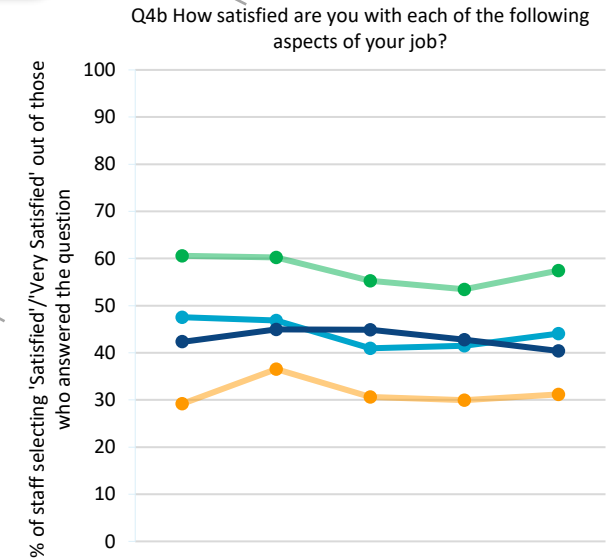
Note this is example data



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

**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.



	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

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

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

## Organisation details



The Royal Orthopaedic Hospital NHS Foundation Trust

## 2024 NHS Staff Survey



### Organisation details

Completed questionnaires **836**

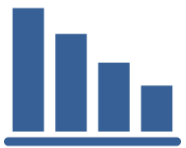
2024 response rate **59%**

### Survey details

Survey mode **Mixed**

◀ This organisation is benchmarked against:

Acute Specialist Trusts



### 2024 benchmarking group details

Organisations in group: 13

Median response rate: 57%

No. of completed questionnaires: 17667

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

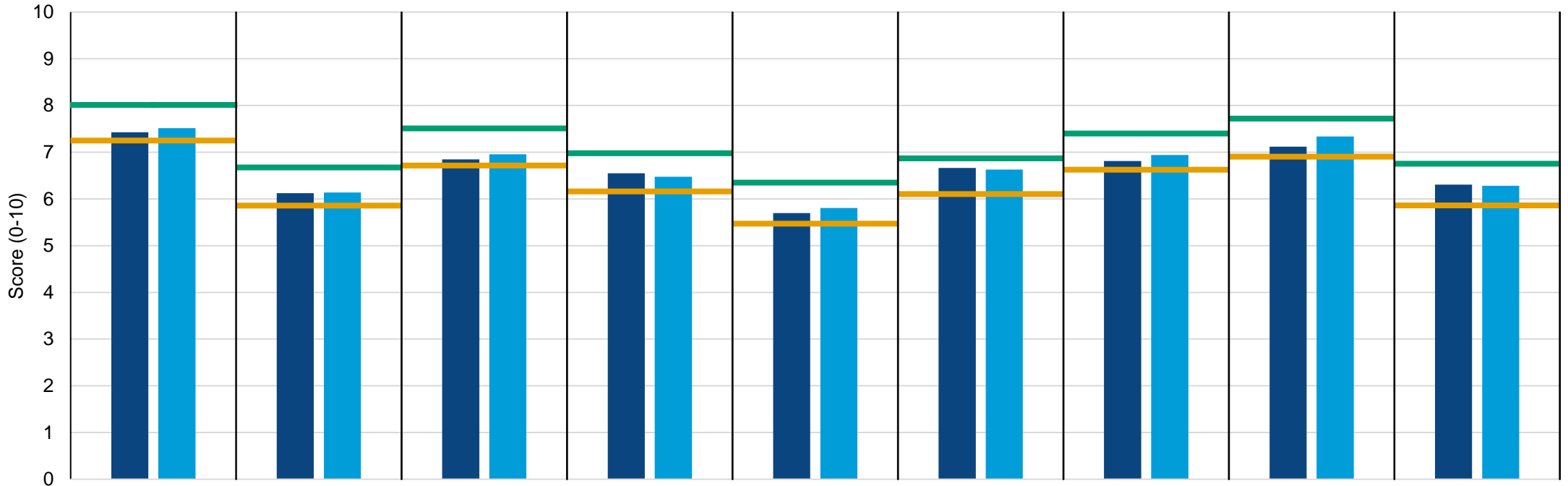


## People Promise elements, themes and sub-score results

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

# People Promise elements and themes: Overview

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



Your org	7.43	6.13	6.84	6.55	5.70	6.66	6.81	7.12	6.31
Best result	8.01	6.67	7.51	6.98	6.35	6.87	7.40	7.72	6.75
Average result	7.52	6.14	6.96	6.47	5.81	6.63	6.94	7.34	6.28
Worst result	7.25	5.86	6.71	6.16	5.47	6.10	6.63	6.90	5.86
Responses	831	834	826	822	804	826	830	834	833

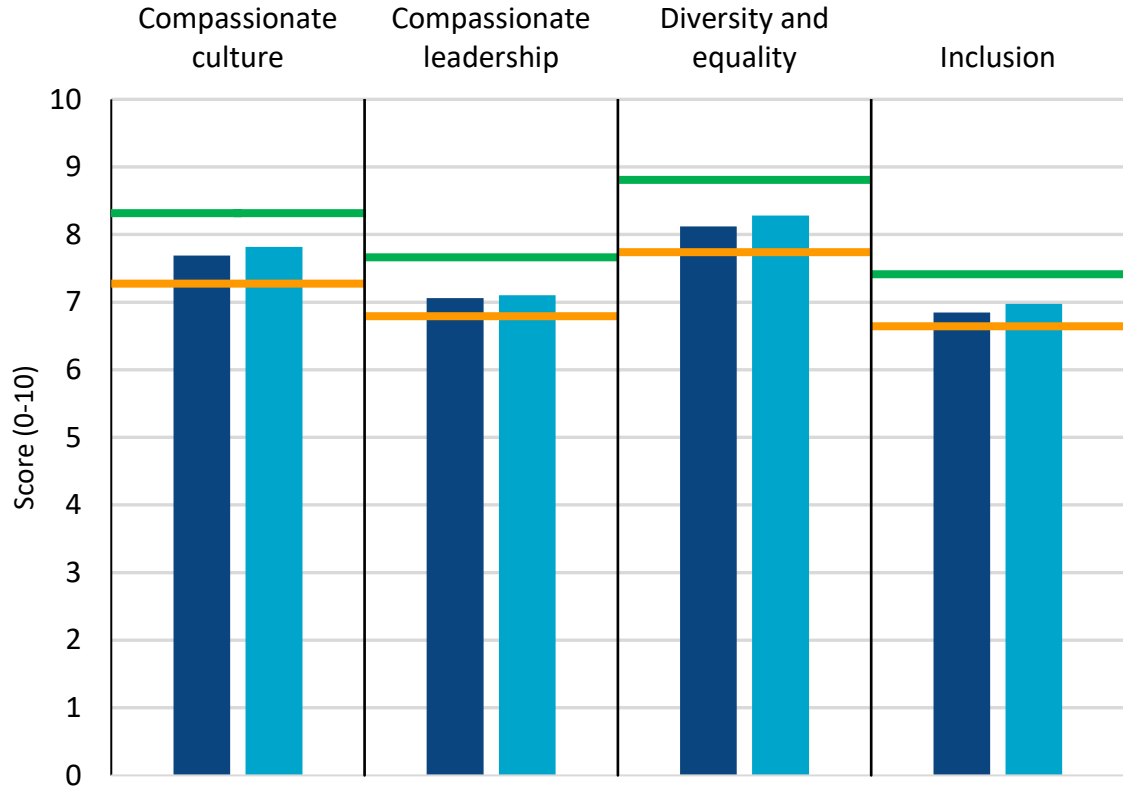


# People Promise elements, themes and sub-scores: Sub-score overview

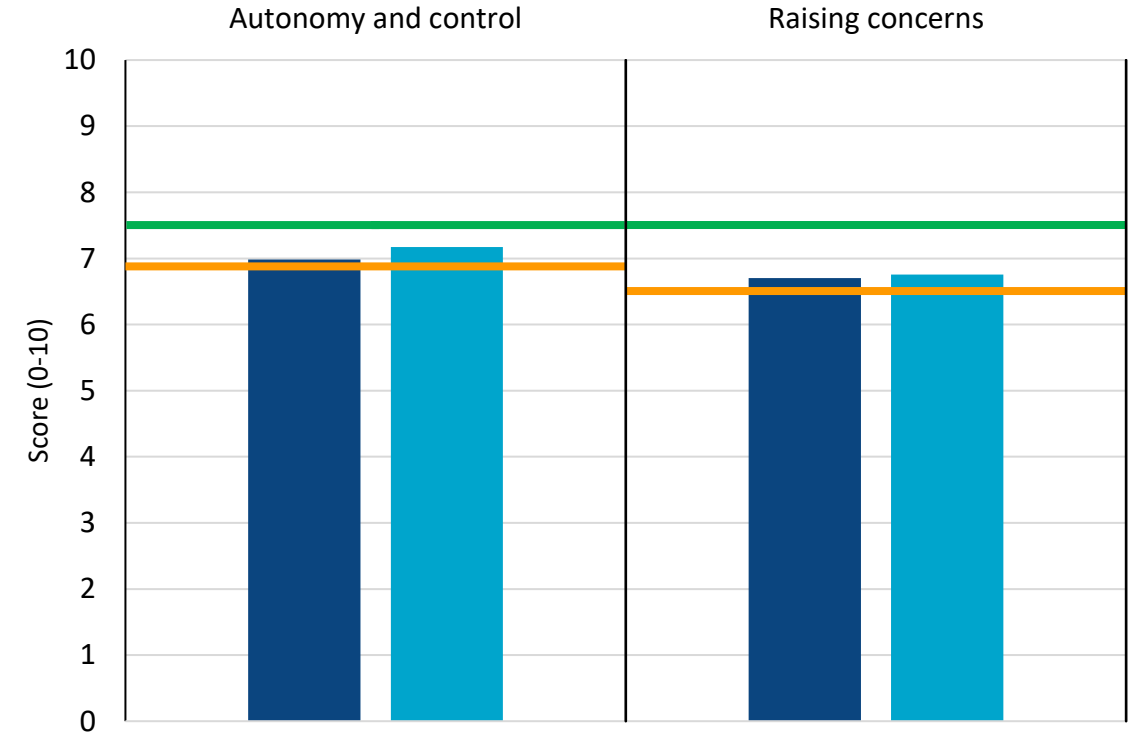
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 1: We are compassionate and inclusive



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



Your org	7.69	7.06	8.12	6.85
Best result	8.32	7.66	8.81	7.41
Average result	7.82	7.10	8.28	6.97
Worst result	7.27	6.79	7.74	6.64
Responses	832	830	831	831

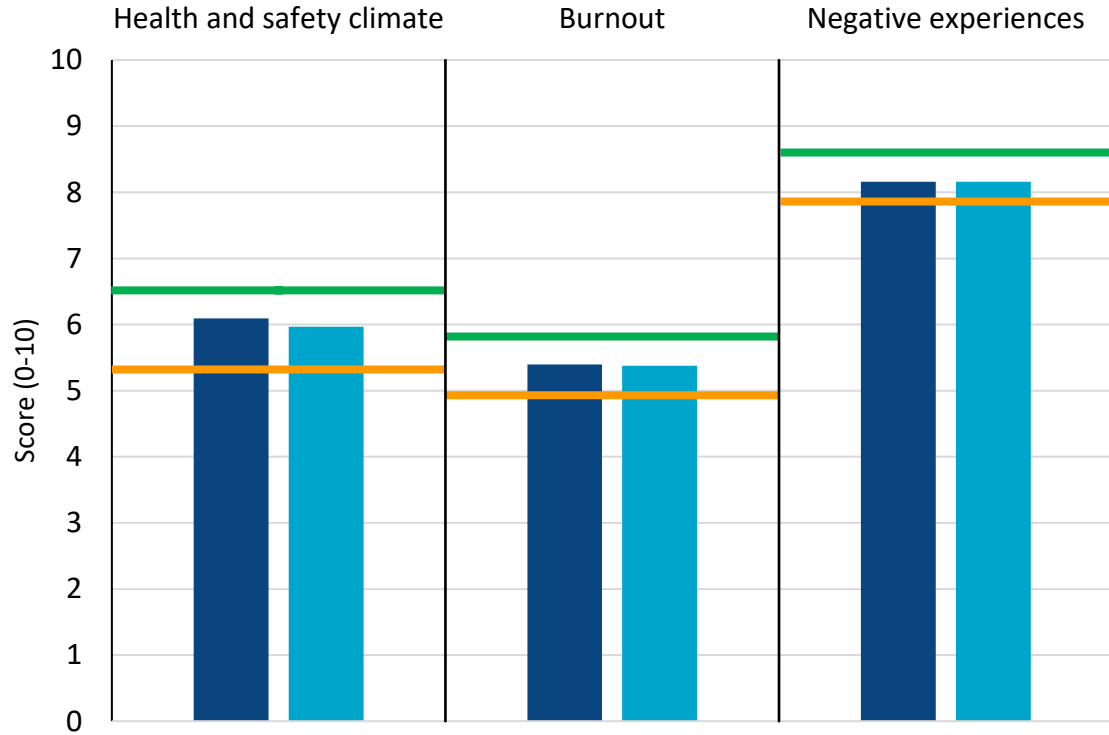
Your org	6.98	6.70
Best result	7.50	7.51
Average result	7.17	6.76
Worst result	6.88	6.51
Responses	834	827

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.

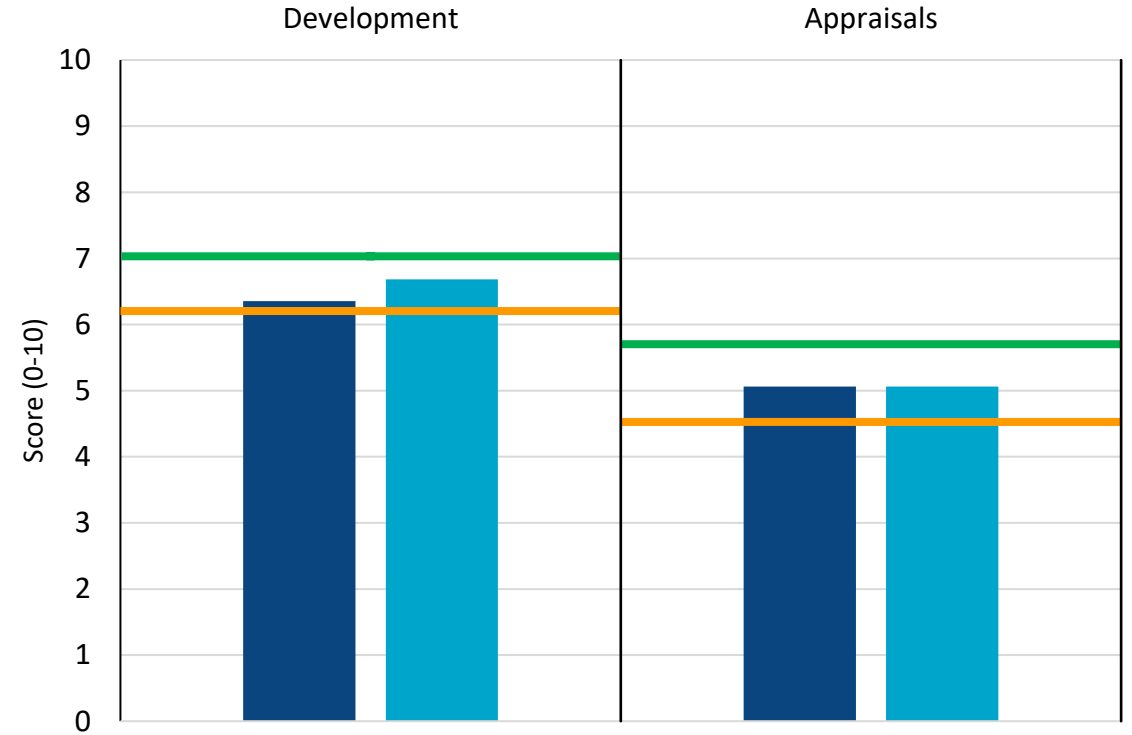
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



## Promise element 4: We are safe and healthy



## Promise element 5: We are always learning



Your org	6.09	5.40	8.16
Best result	6.52	5.82	8.60
Average result	5.97	5.38	8.16
Worst result	5.32	4.93	7.86
Responses	831	833	826

Your org	6.35	5.06
Best result	7.03	5.70
Average result	6.68	5.06
Worst result	6.20	4.53
Responses	832	804

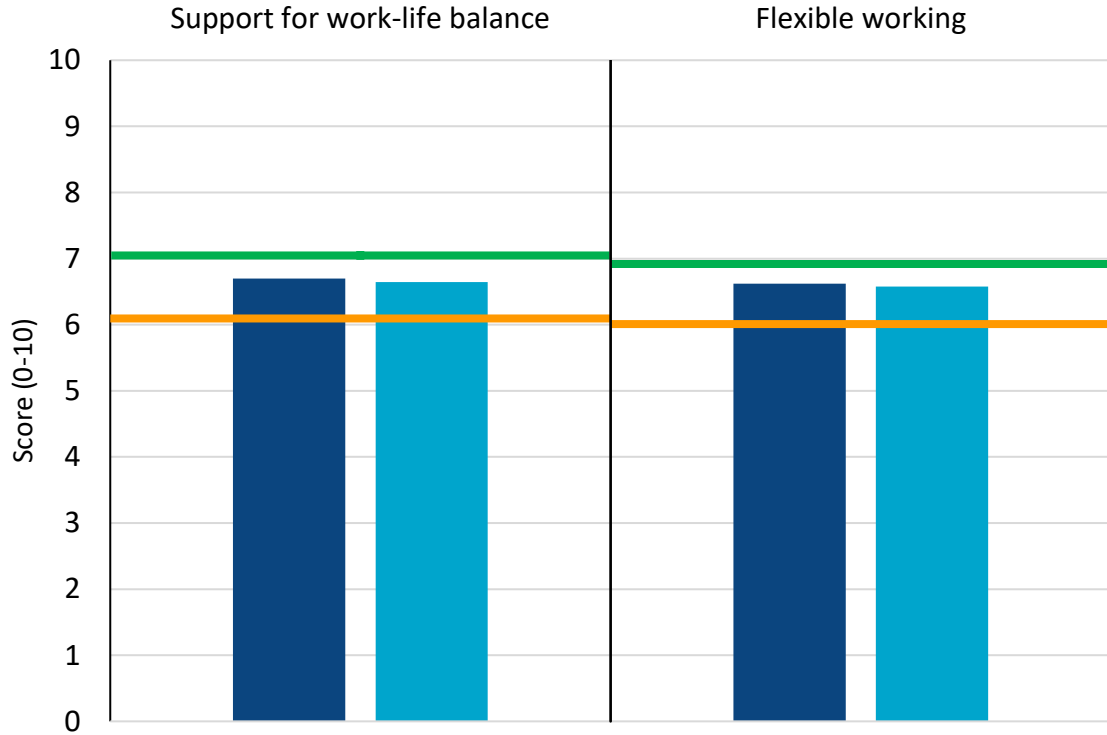
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



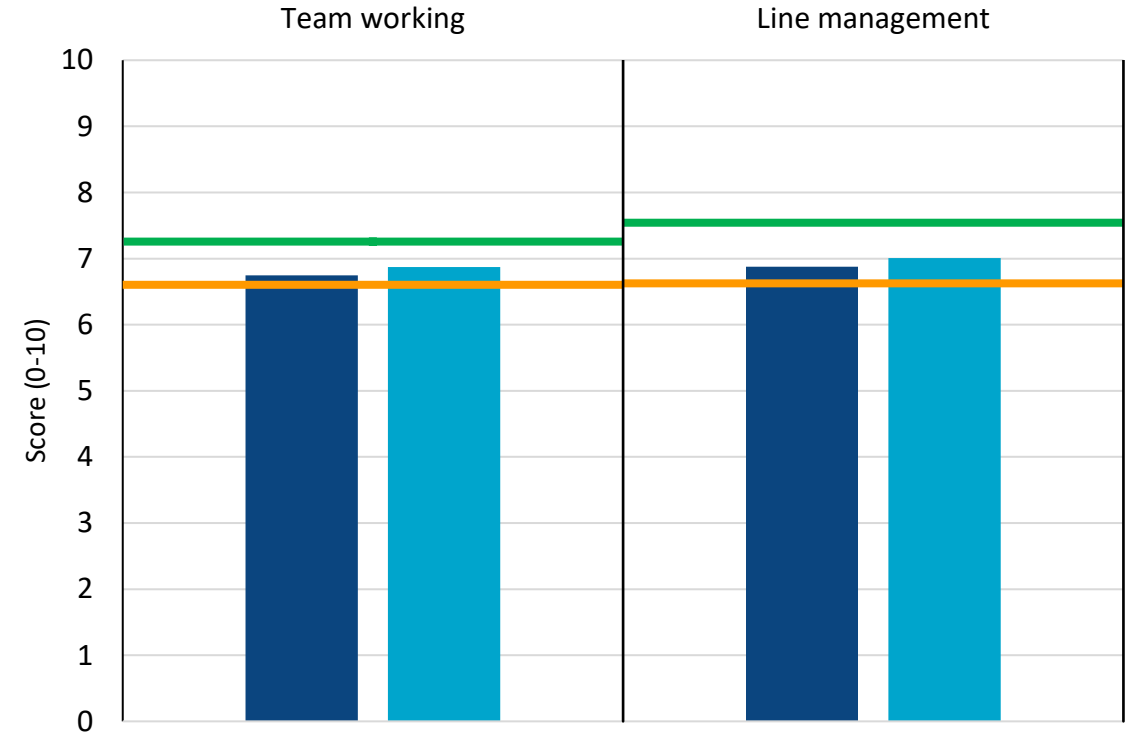
## Promise element 6: We work flexibly



## Promise element 7: We are a team



Your org	6.70	6.62
Best result	7.05	6.92
Average result	6.64	6.57
Worst result	6.09	6.01
Responses	831	829

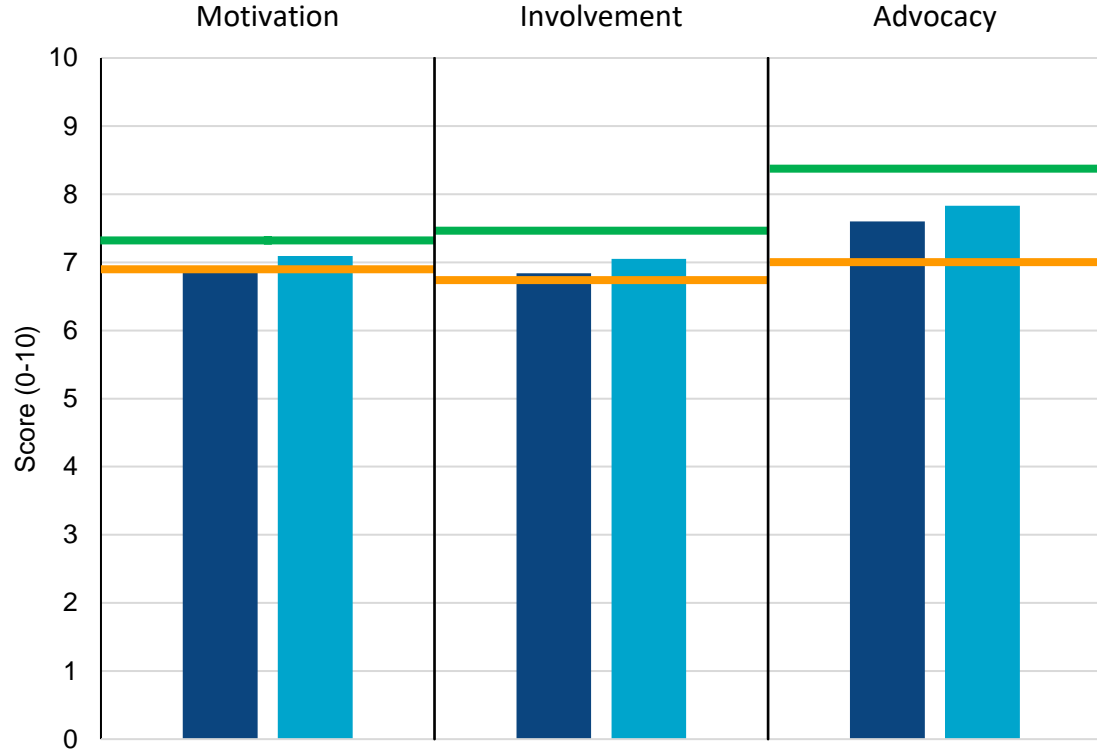


Your org	6.75	6.88
Best result	7.26	7.54
Average result	6.87	7.01
Worst result	6.60	6.62
Responses	832	832

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



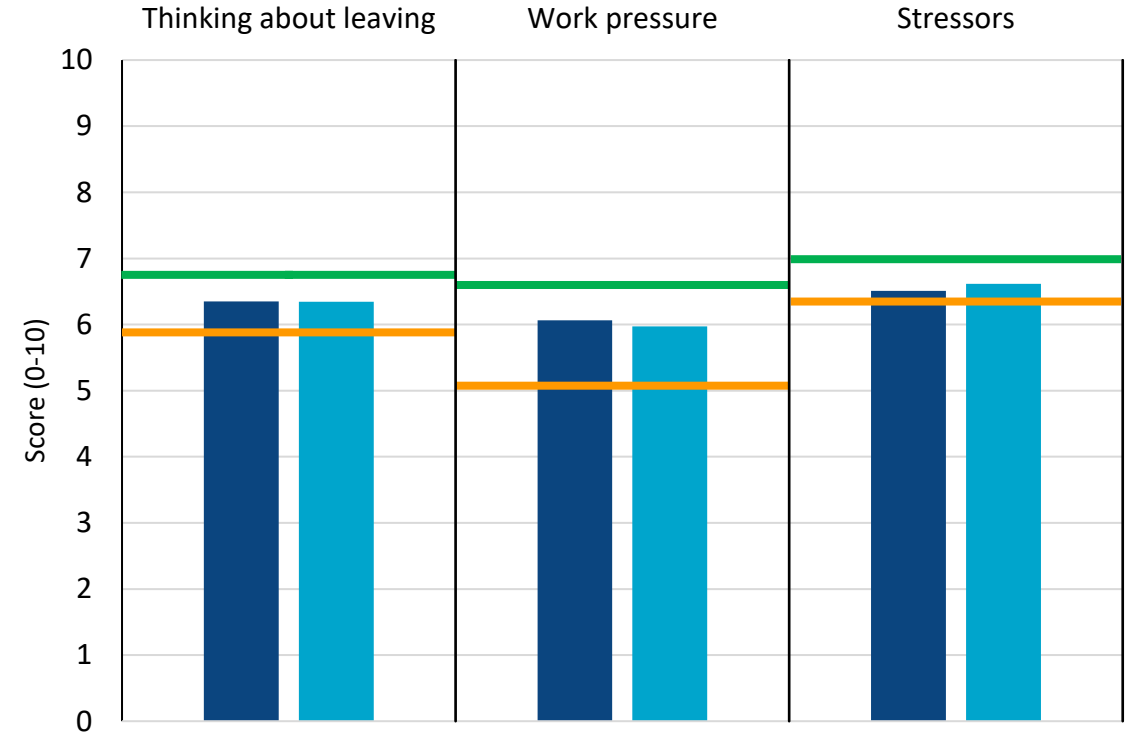
## Theme: Staff engagement



Your org	6.90	6.84	7.60
Best result	7.32	7.46	8.38
Average result	7.09	7.05	7.83
Worst result	6.90	6.74	7.00
Responses	817	833	832



## Theme: Morale



Your org	6.35	6.06	6.51
Best result	6.75	6.60	6.99
Average result	6.34	5.97	6.62
Worst result	5.88	5.08	6.35
Responses	833	830	835

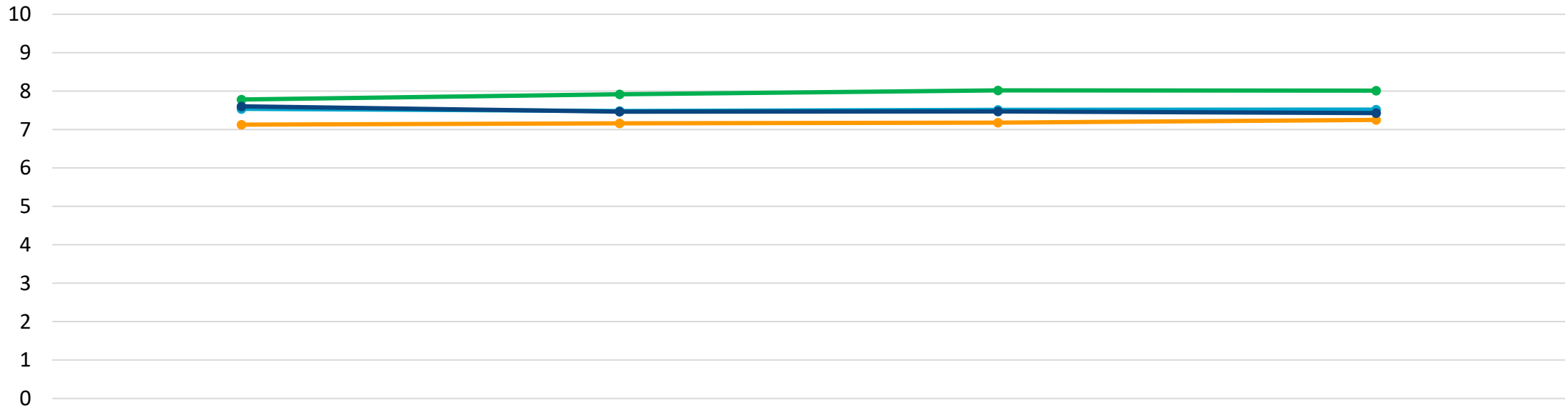


## People Promise elements, themes and sub-scores: Trends

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

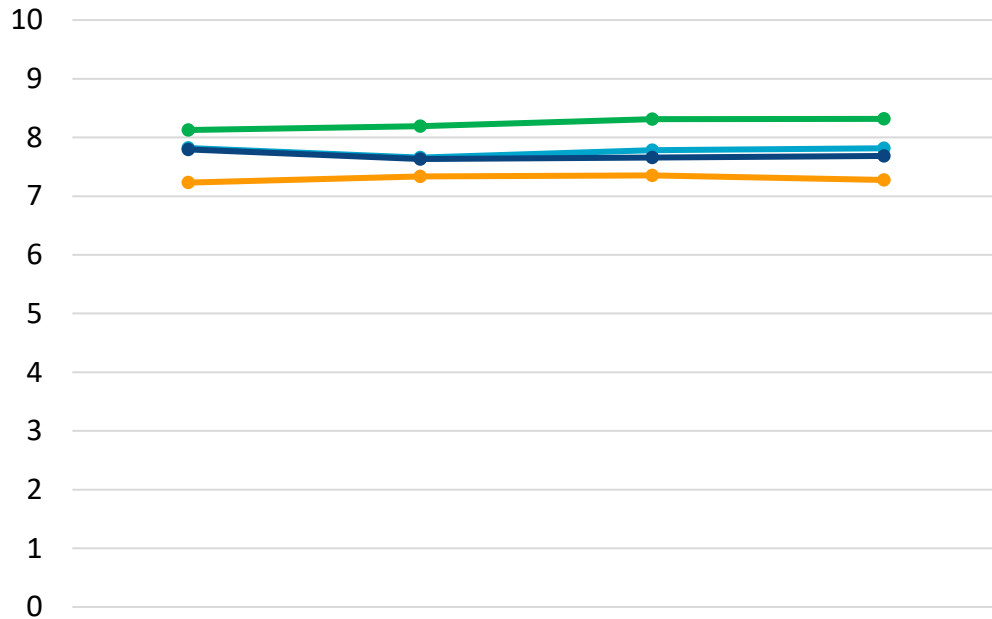


	2021	2022	2023	2024
Your org	7.60	7.47	7.47	7.43
Best result	7.78	7.92	8.02	8.01
Average result	7.54	7.48	7.51	7.52
Worst result	7.13	7.16	7.18	7.25
Responses	681	629	787	831

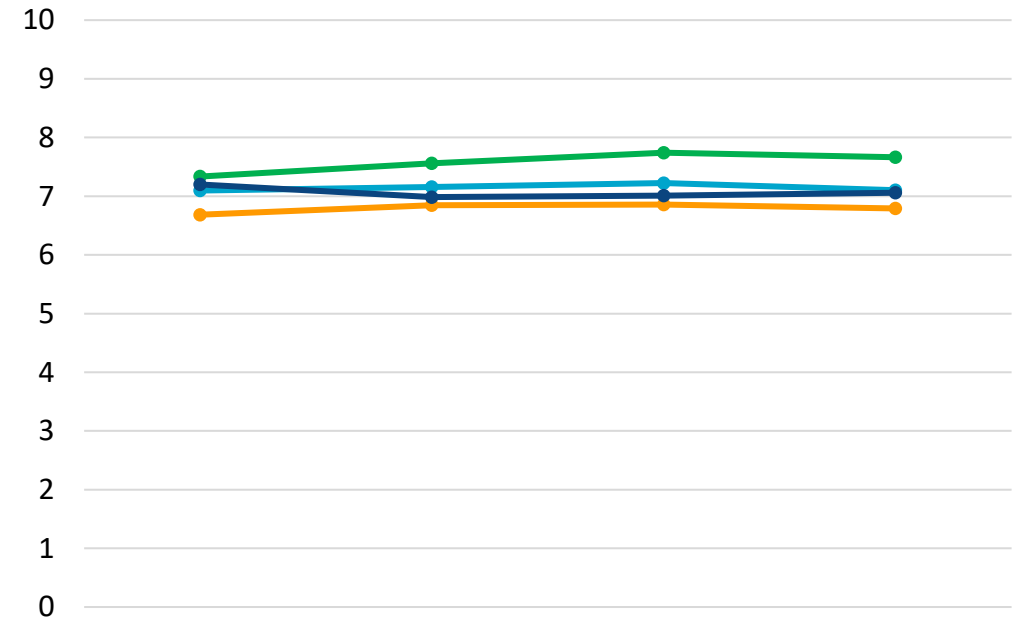
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



2021      2022      2023      2024

Your org	7.80	7.63	7.66	7.69
Best result	8.13	8.19	8.31	8.32
Average result	7.82	7.66	7.78	7.82
Worst result	7.23	7.33	7.35	7.27

Responses      677      624      784      832

2021      2022      2023      2024

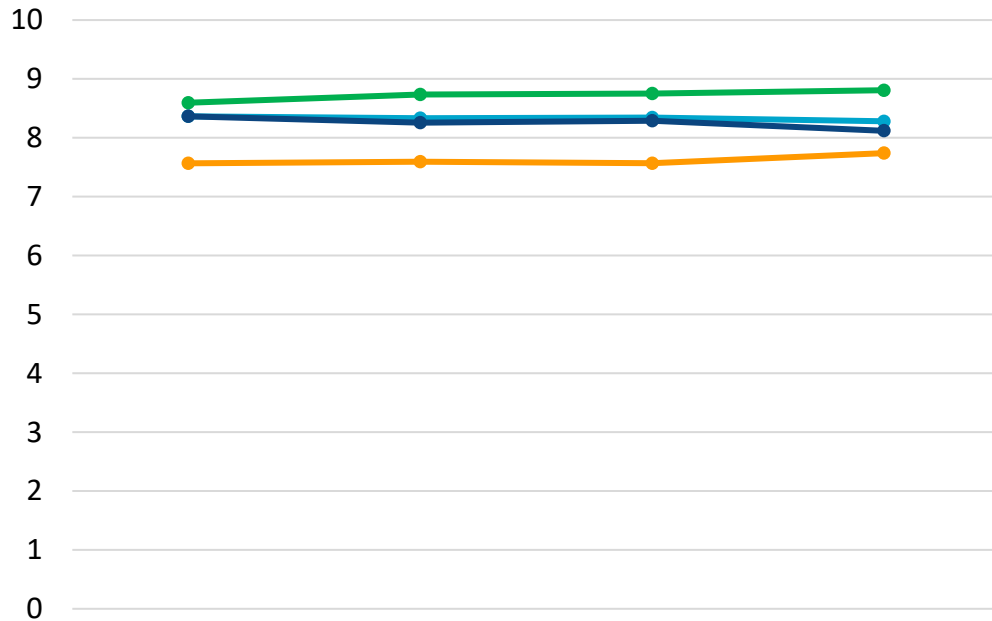
Your org	7.20	6.99	7.01	7.06
Best result	7.34	7.56	7.74	7.66
Average result	7.10	7.15	7.22	7.10
Worst result	6.68	6.84	6.86	6.79

Responses      676      629      790      830

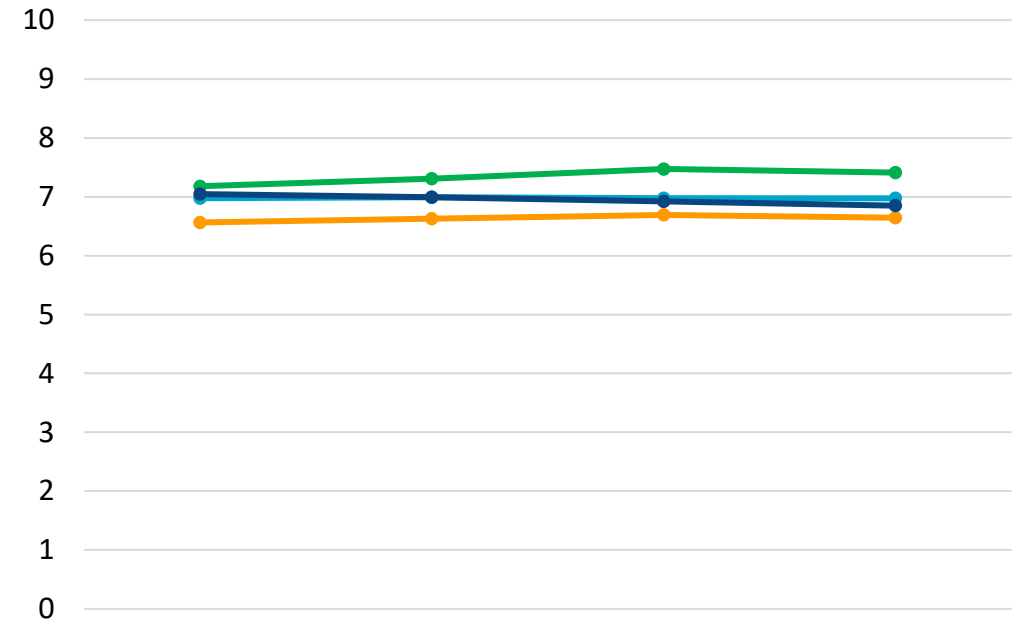
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	8.36	8.26	8.29	8.12
Best result	8.60	8.73	8.75	8.81
Average result	8.36	8.33	8.35	8.28
Worst result	7.57	7.60	7.57	7.74
Responses	680	627	789	831

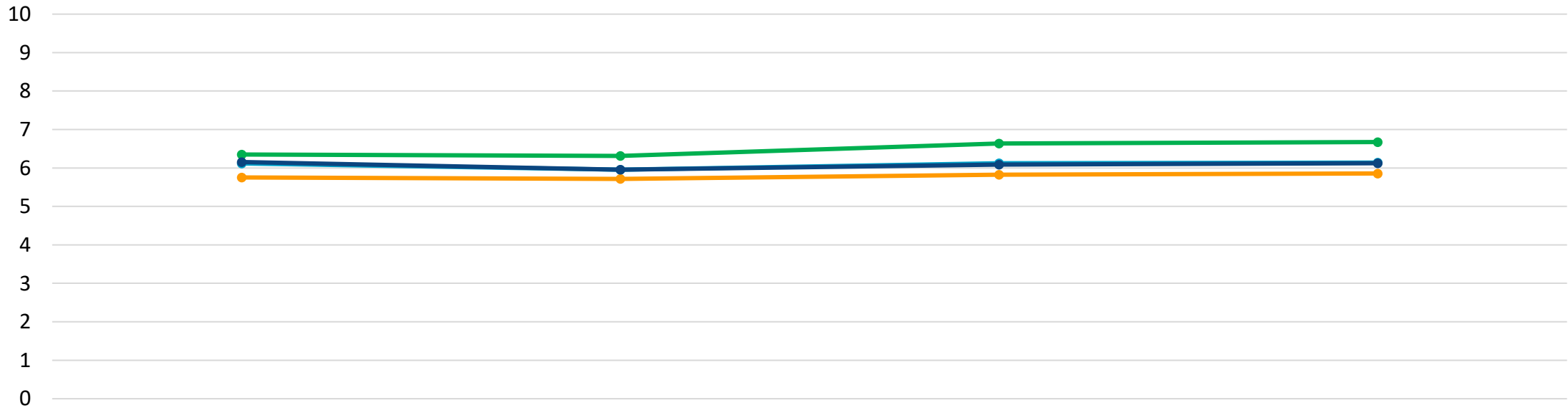
	2021	2022	2023	2024
Your org	7.05	6.99	6.92	6.85
Best result	7.18	7.31	7.47	7.41
Average result	6.98	6.99	6.98	6.97
Worst result	6.56	6.63	6.69	6.64
Responses	671	626	783	831

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



## Promise element 2: We are recognised and rewarded

We are recognised and rewarded



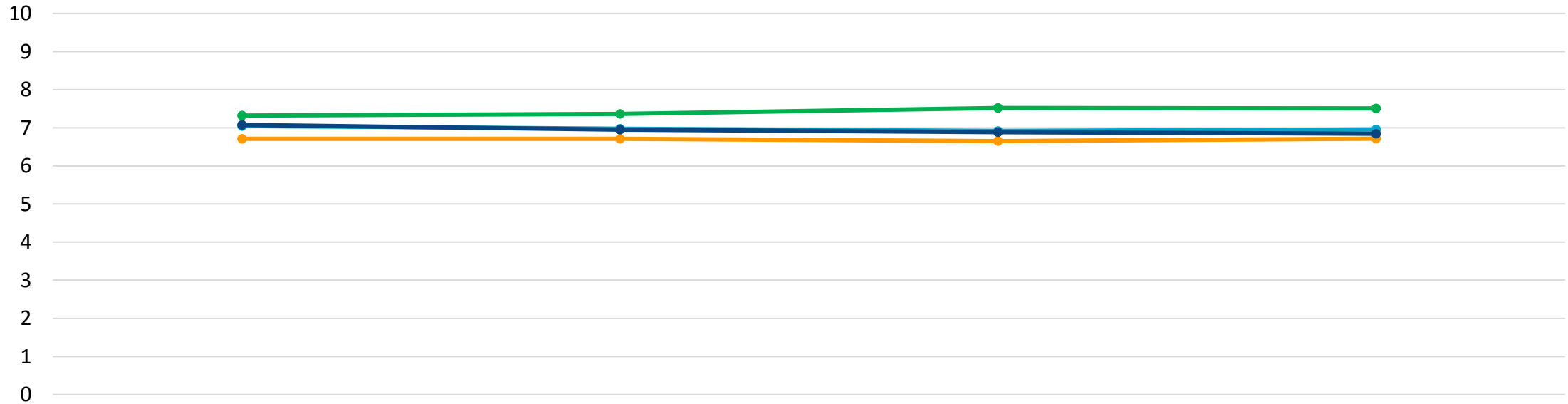
	2021	2022	2023	2024
Your org	6.15	5.95	6.09	6.13
Best result	6.35	6.31	6.64	6.67
Average result	6.12	5.95	6.13	6.14
Worst result	5.75	5.71	5.83	5.86
Responses	675	628	789	834

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



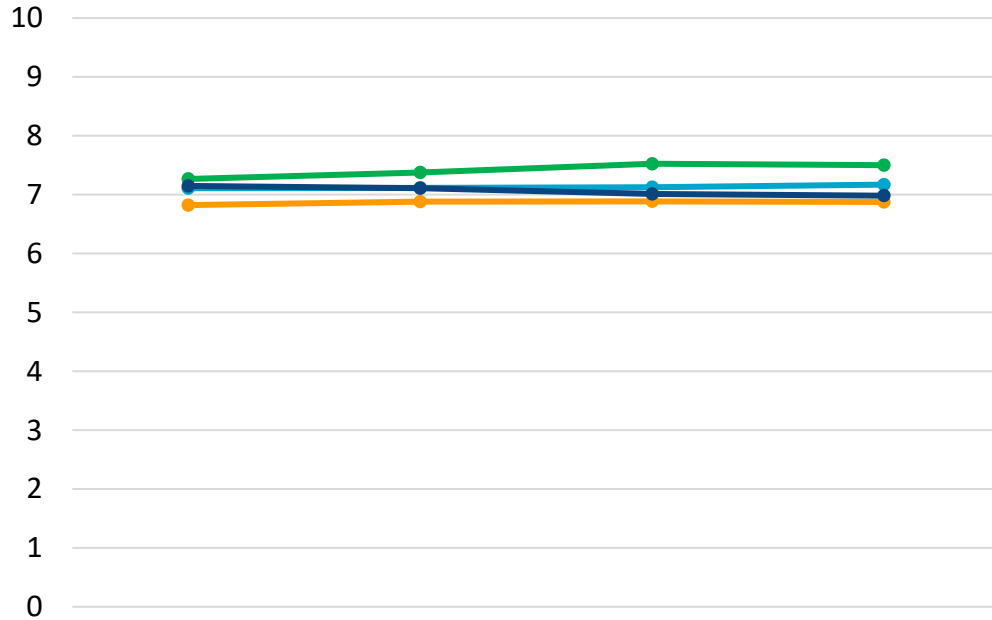
	2021	2022	2023	2024
Your org	7.08	6.95	6.88	6.84
Best result	7.32	7.36	7.52	7.51
Average result	7.05	6.98	6.92	6.96
Worst result	6.71	6.71	6.65	6.71
Responses	665	616	779	826

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.

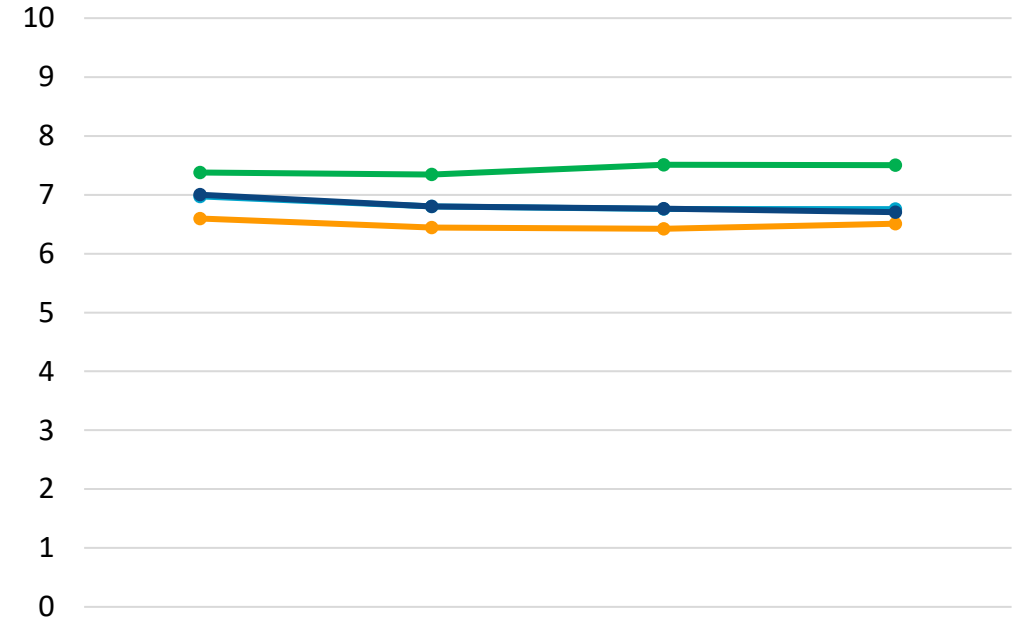


## Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



2021      2022      2023      2024

	2021	2022	2023	2024
Your org	7.15	7.11	7.01	6.98
Best result	7.27	7.38	7.53	7.50
Average result	7.11	7.11	7.13	7.17
Worst result	6.82	6.88	6.89	6.88

Responses      679      628      789      834

2021      2022      2023      2024

	2021	2022	2023	2024
Your org	7.00	6.80	6.76	6.70
Best result	7.38	7.34	7.51	7.51
Average result	6.97	6.80	6.76	6.76
Worst result	6.60	6.44	6.42	6.51

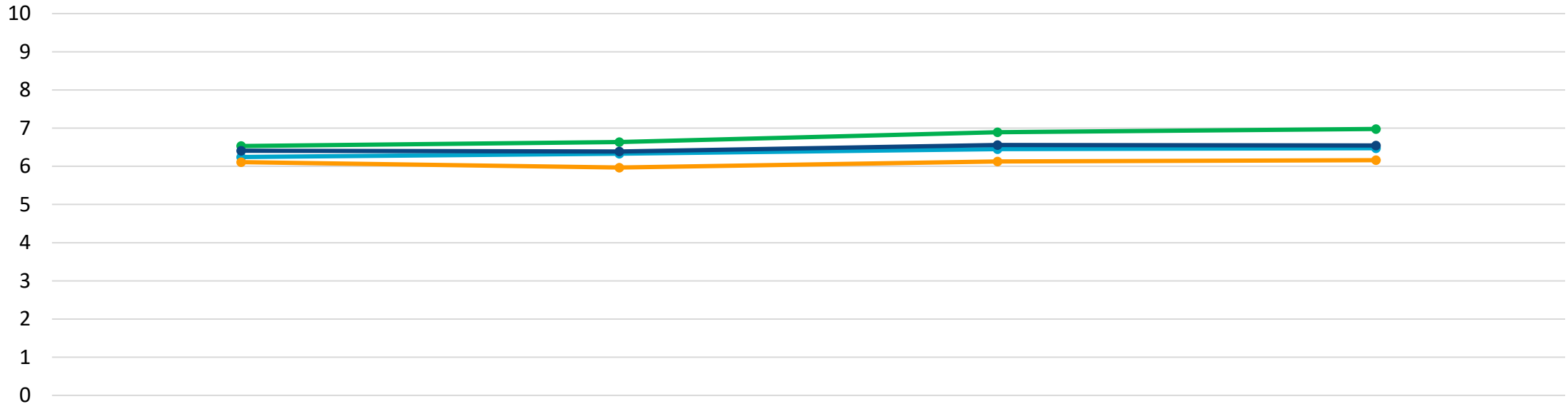
Responses      669      618      782      827

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



## Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	6.41	6.39	6.56	6.55
Best result	6.53	6.64	6.89	6.98
Average result	6.24	6.33	6.45	6.47
Worst result	6.11	5.97	6.13	6.16
Responses	665	620	780	822

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.

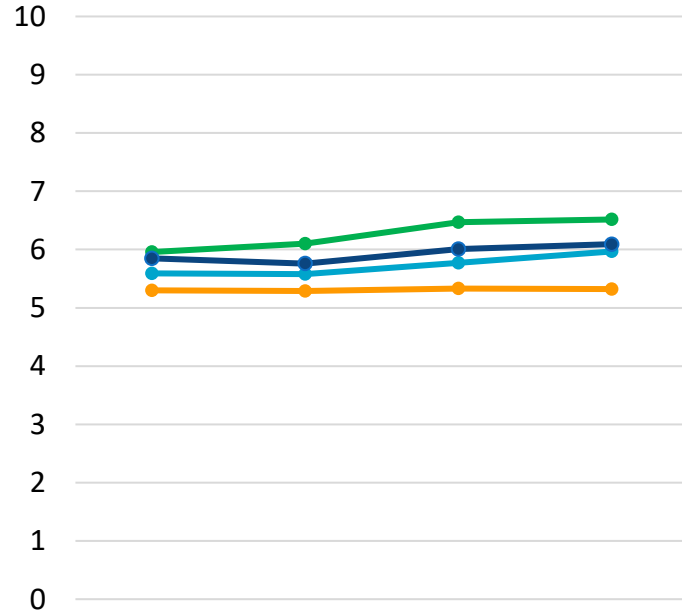


People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



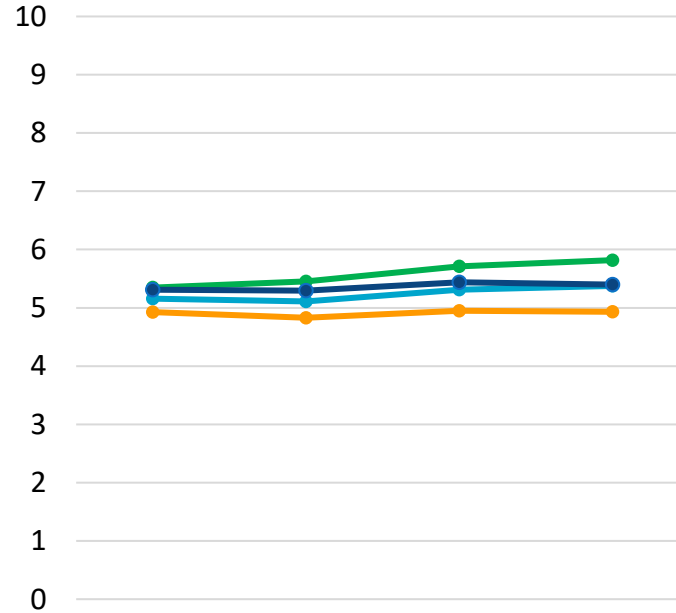
## Promise element 4: We are safe and healthy

Health and safety climate



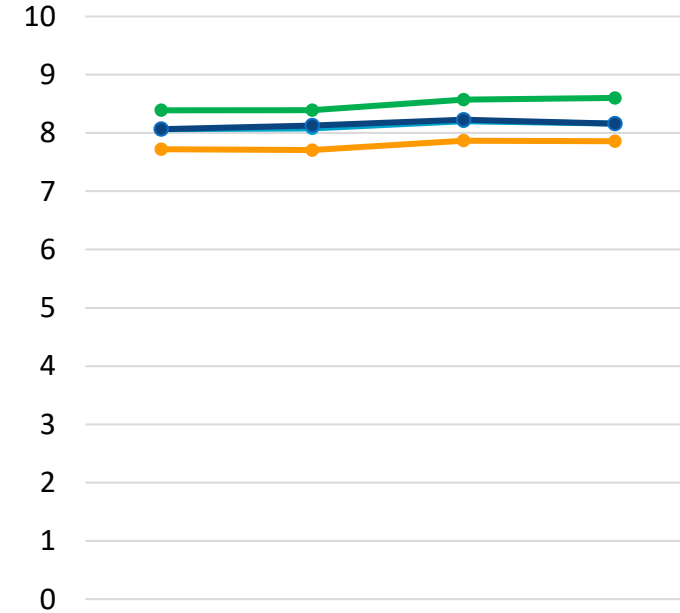
	2021	2022	2023	2024
Your org	5.85	5.76	6.01	6.09
Best result	5.96	6.10	6.47	6.52
Average result	5.59	5.58	5.77	5.97
Worst result	5.30	5.29	5.33	5.32
Responses	679	628	789	831

Burnout



	2021	2022	2023	2024
Your org	5.31	5.29	5.44	5.40
Best result	5.35	5.45	5.71	5.82
Average result	5.16	5.11	5.31	5.38
Worst result	4.92	4.83	4.95	4.93
Responses	680	628	792	833

Negative experiences



	2021	2022	2023	2024
Your org	8.07	8.13	8.23	8.16
Best result	8.39	8.39	8.57	8.60
Average result	8.07	8.08	8.20	8.16
Worst result	7.72	7.71	7.87	7.86
Responses	672	622	782	826

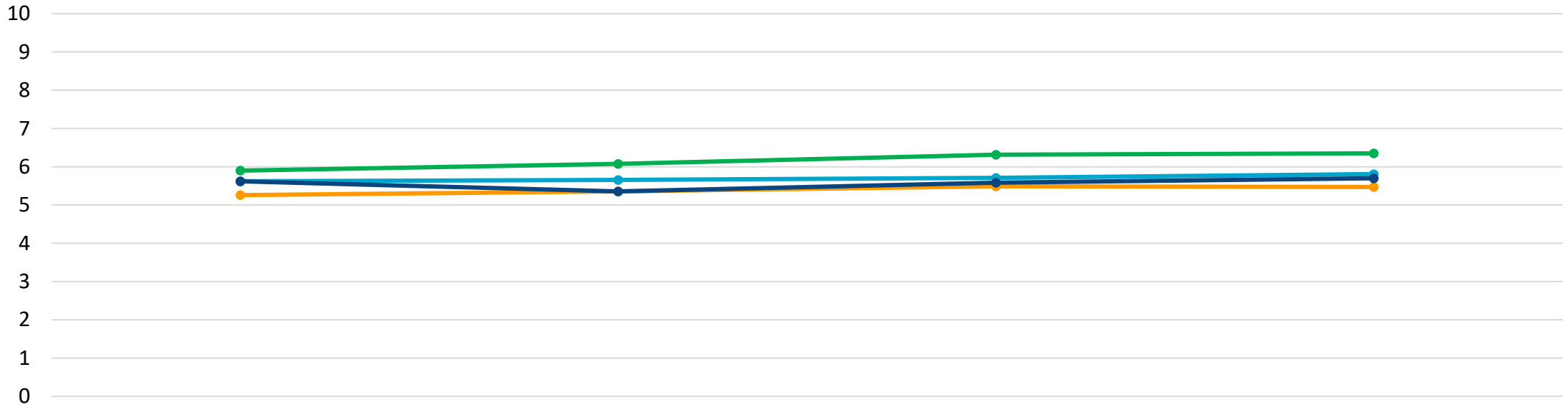
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



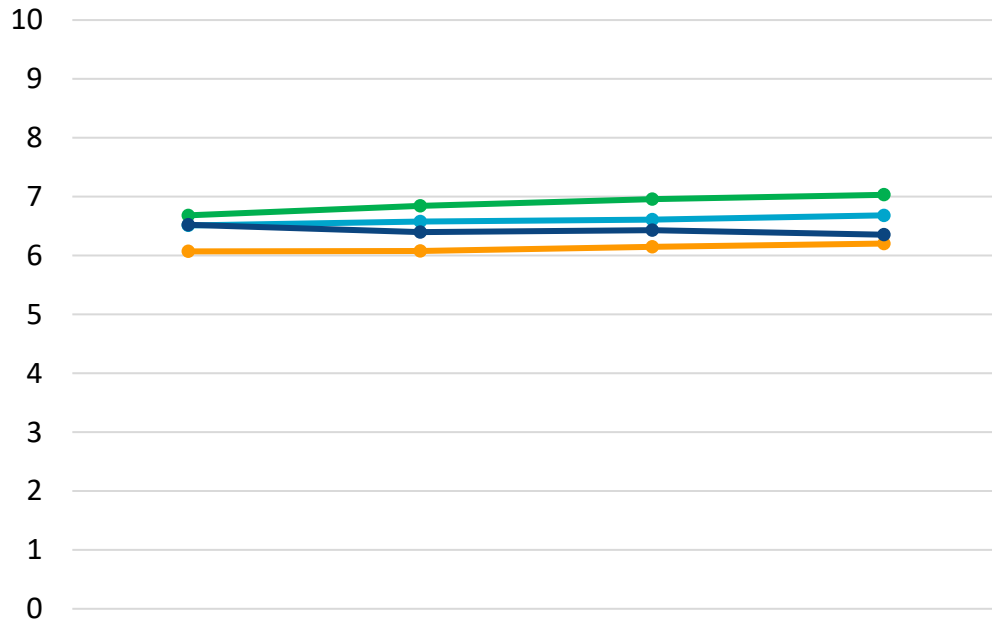
	2021	2022	2023	2024
Your org	5.62	5.36	5.58	5.70
Best result	5.90	6.07	6.32	6.35
Average result	5.62	5.66	5.71	5.81
Worst result	5.26	5.36	5.49	5.47
Responses	604	584	734	804

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

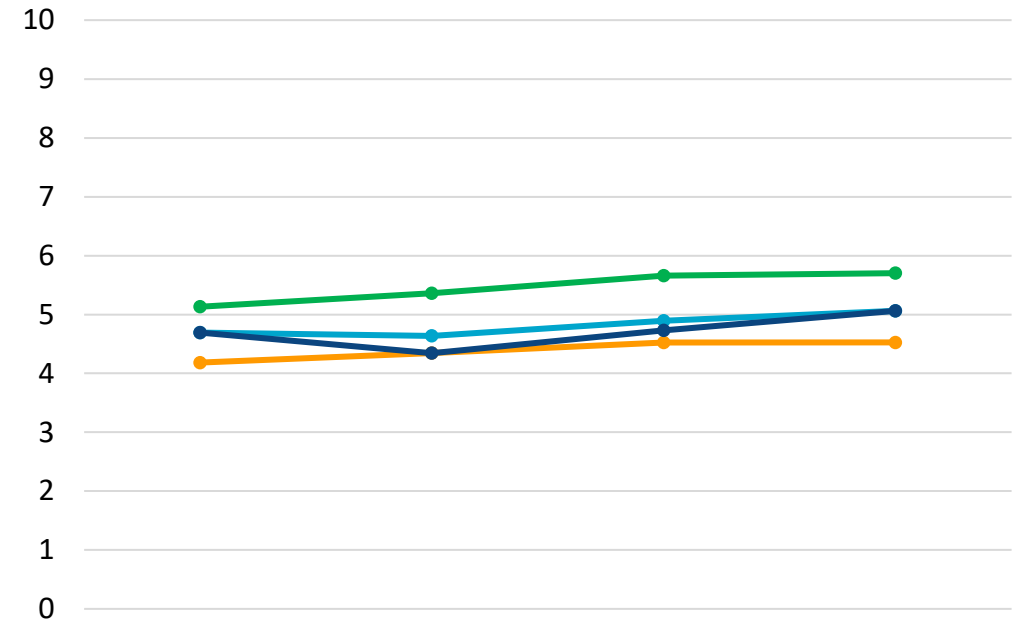


## Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

Your org	6.52	6.40	6.43	6.35
Best result	6.68	6.84	6.96	7.03
Average result	6.51	6.58	6.61	6.68
Worst result	6.07	6.08	6.15	6.20

Responses 673 626 786 832

2021 2022 2023 2024

Your org	4.69	4.34	4.73	5.06
Best result	5.13	5.36	5.66	5.70
Average result	4.69	4.64	4.89	5.06
Worst result	4.18	4.34	4.52	4.53

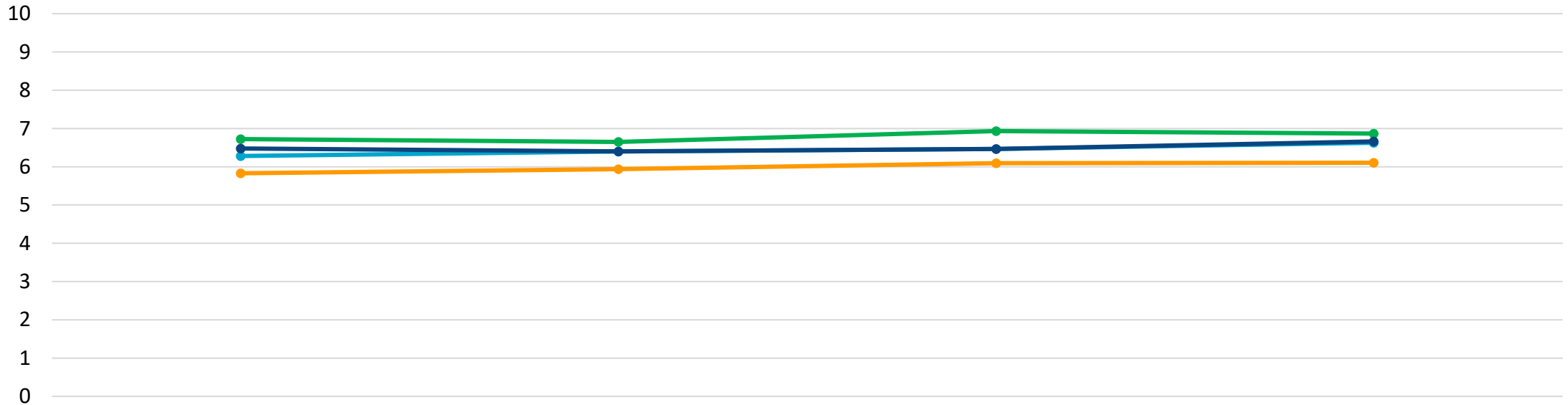
Responses 608 587 735 804

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



## Promise element 6: We work flexibly

We work flexibly



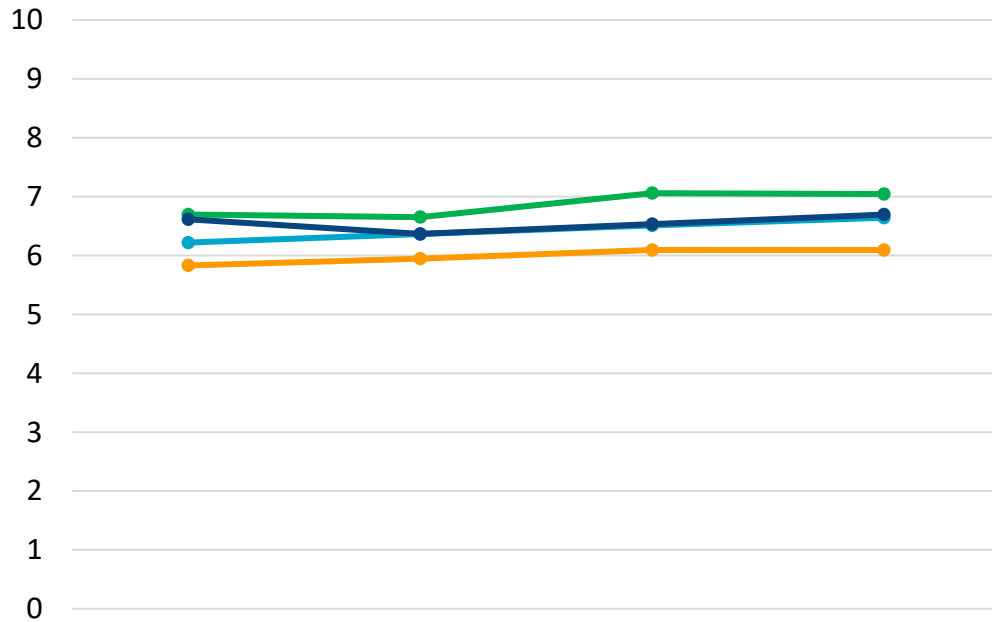
	2021	2022	2023	2024
Your org	6.48	6.40	6.47	6.66
Best result	6.72	6.65	6.93	6.87
Average result	6.28	6.40	6.47	6.63
Worst result	5.83	5.94	6.09	6.10
Responses	668	626	782	826

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

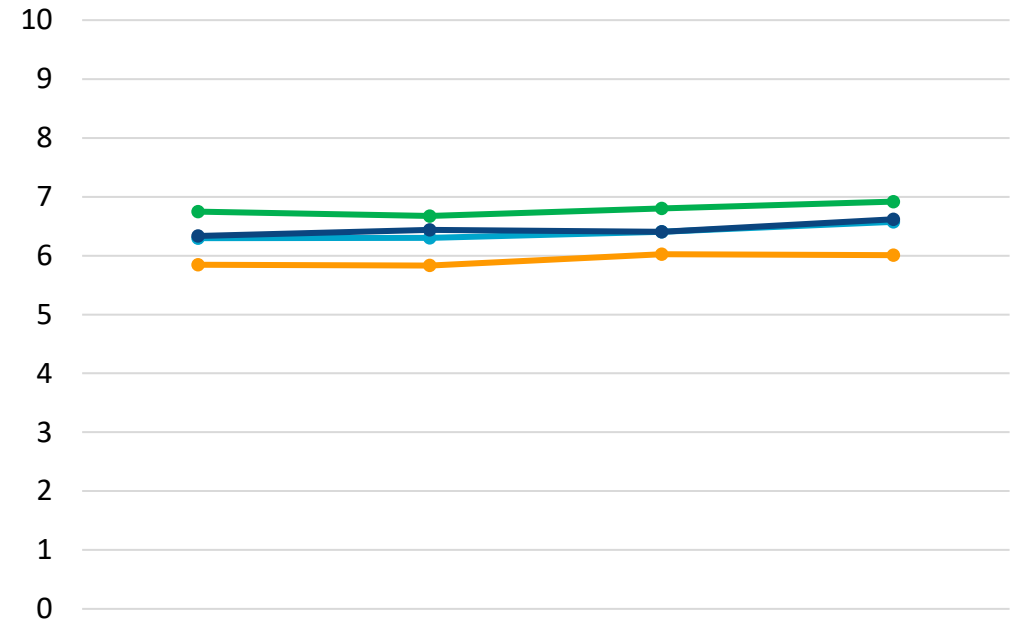


## Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

Your org	6.62	6.37	6.53	6.70
Best result	6.70	6.65	7.06	7.05
Average result	6.22	6.37	6.51	6.64
Worst result	5.83	5.95	6.10	6.09

Responses 678 630 786 831

2021 2022 2023 2024

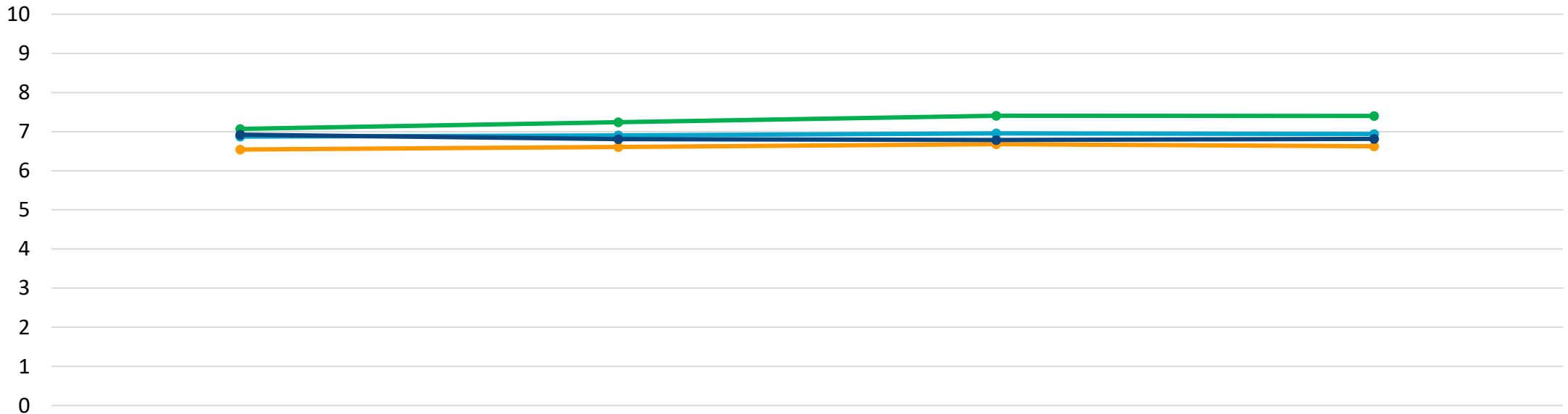
Your org	6.33	6.44	6.41	6.62
Best result	6.75	6.67	6.80	6.92
Average result	6.30	6.30	6.41	6.57
Worst result	5.85	5.83	6.02	6.01

Responses 672 626 786 829

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

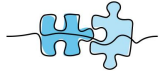
 **Promise element 7: We are a team**

## We are a team



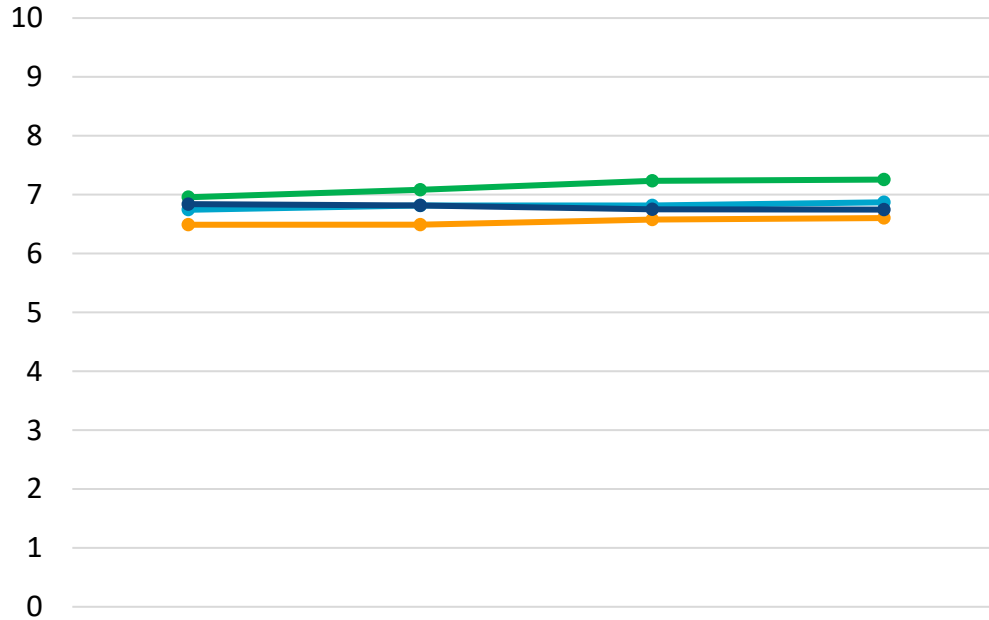
	2021	2022	2023	2024
Your org	6.92	6.81	6.79	6.81
Best result	7.07	7.24	7.41	7.40
Average result	6.87	6.90	6.95	6.94
Worst result	6.54	6.61	6.68	6.63
Responses	674	628	787	830

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.

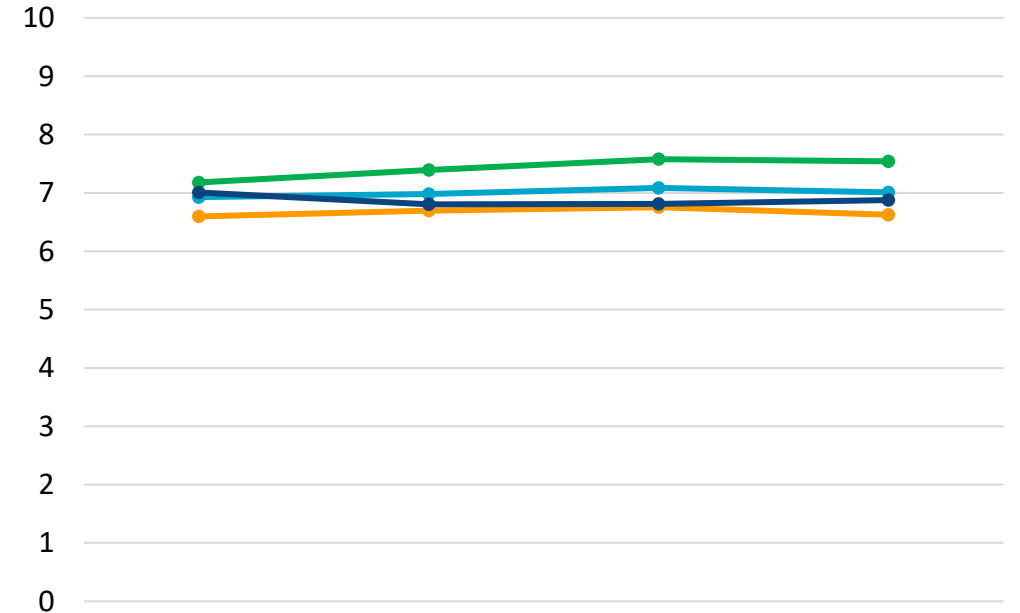


## Promise element 7: We are a team

### Team working



### Line management



	2021	2022	2023	2024
Your org	6.84	6.82	6.75	6.75
Best result	6.96	7.08	7.23	7.26
Average result	6.74	6.82	6.82	6.87
Worst result	6.49	6.49	6.58	6.60
Responses	678	629	787	832

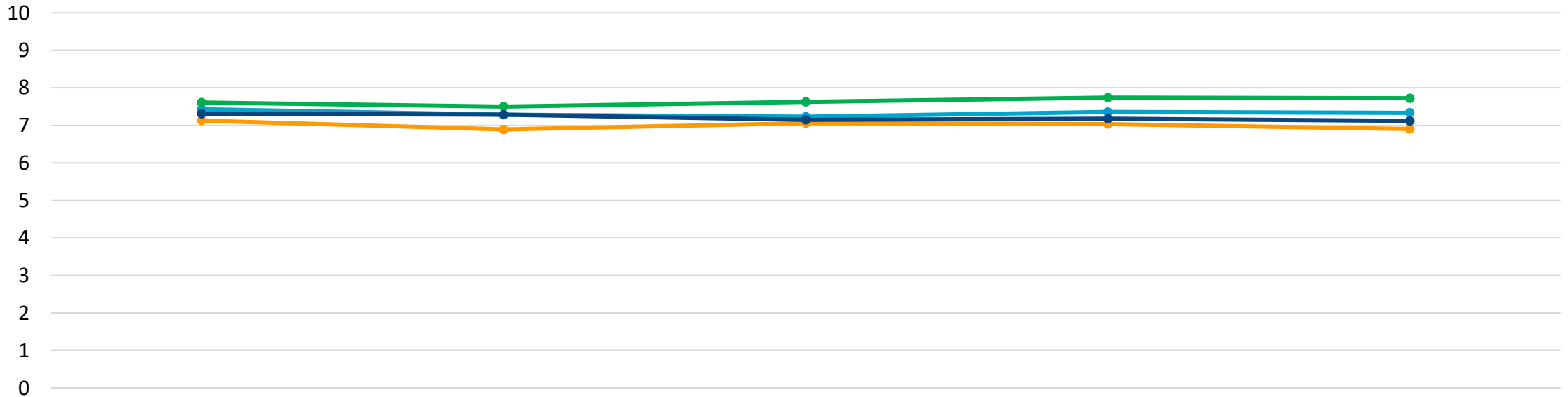
	2021	2022	2023	2024
Your org	7.01	6.80	6.81	6.88
Best result	7.18	7.39	7.58	7.54
Average result	6.93	6.98	7.09	7.01
Worst result	6.60	6.70	6.75	6.62
Responses	678	629	790	832

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



## Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	7.31	7.28	7.15	7.18	7.12
Best result	7.61	7.50	7.63	7.74	7.72
Average result	7.43	7.28	7.23	7.35	7.34
Worst result	7.13	6.89	7.06	7.04	6.90
Responses	630	681	628	789	834





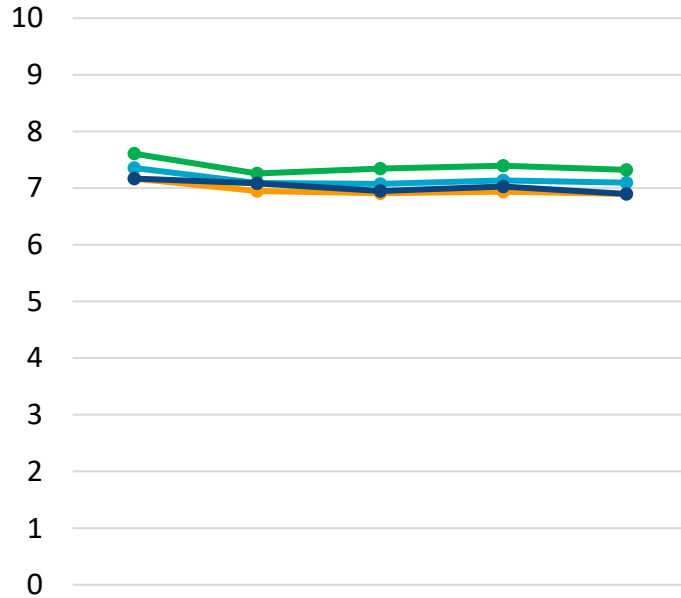
# People Promise elements, themes and sub-scores: Sub-score trends

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.



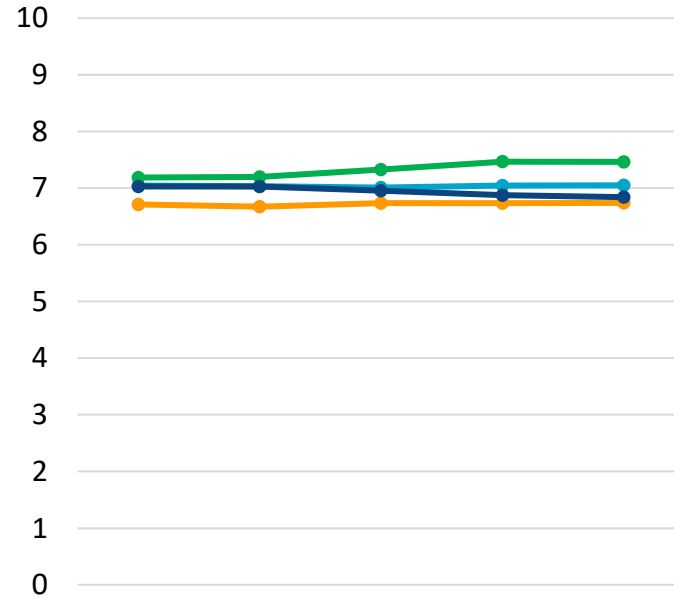
## Theme: Staff Engagement

### Motivation



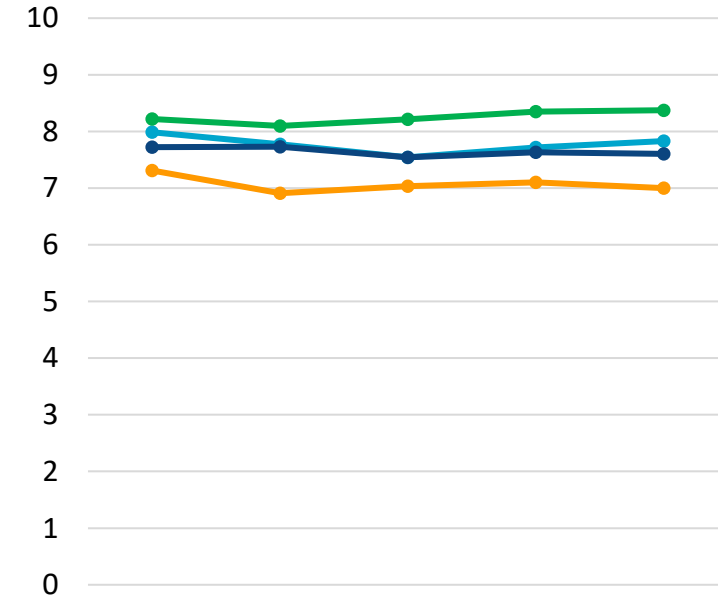
	2020	2021	2022	2023	2024
Your org	7.17	7.09	6.95	7.03	6.90
Best result	7.61	7.26	7.35	7.39	7.32
Average result	7.36	7.09	7.08	7.14	7.09
Worst result	7.17	6.95	6.91	6.94	6.90
Responses	621	672	621	779	817

### Involvement



	2020	2021	2022	2023	2024
Your org	7.03	7.03	6.95	6.88	6.84
Best result	7.19	7.20	7.33	7.47	7.46
Average result	7.05	7.04	7.01	7.04	7.05
Worst result	6.71	6.67	6.74	6.74	6.74
Responses	630	680	627	789	833

### Advocacy



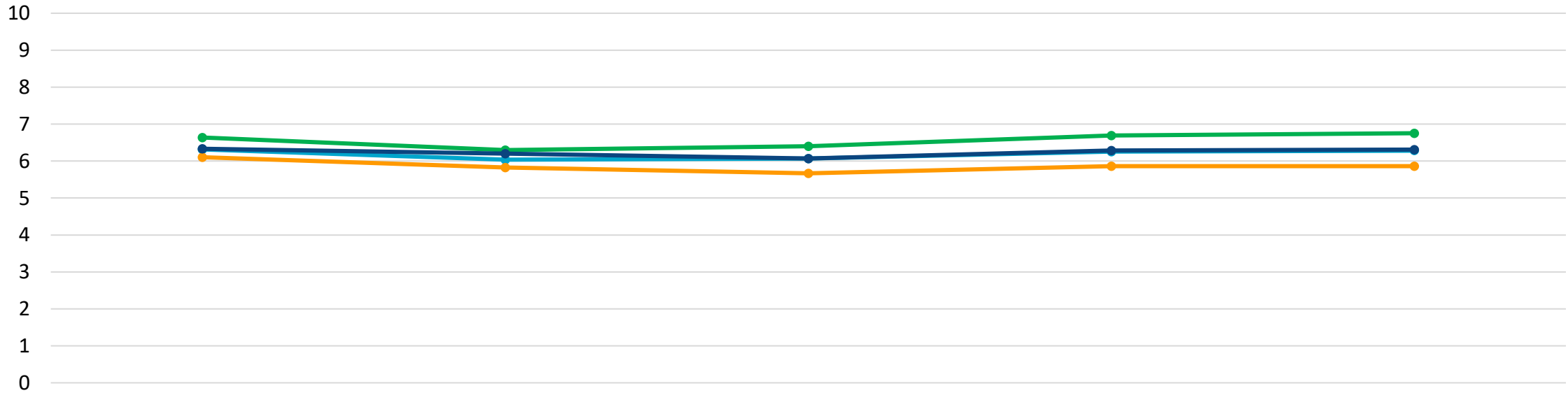
	2020	2021	2022	2023	2024
Your org	7.72	7.73	7.54	7.63	7.60
Best result	8.22	8.10	8.21	8.35	8.38
Average result	7.99	7.77	7.54	7.72	7.83
Worst result	7.31	6.91	7.04	7.10	7.00
Responses	626	677	624	785	832

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



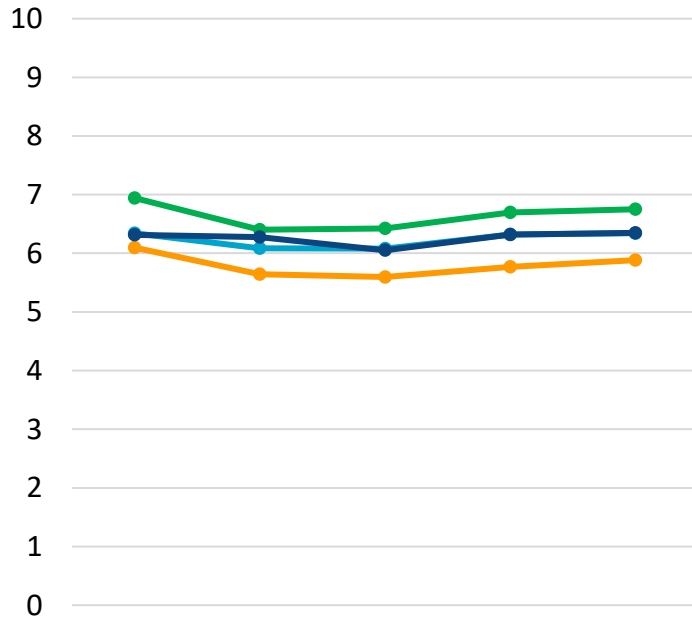
	2020	2021	2022	2023	2024
Your org	6.33	6.20	6.07	6.28	6.31
Best result	6.64	6.30	6.40	6.69	6.75
Average result	6.32	6.04	6.07	6.25	6.28
Worst result	6.10	5.82	5.67	5.86	5.86
Responses	630	680	629	790	833

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.



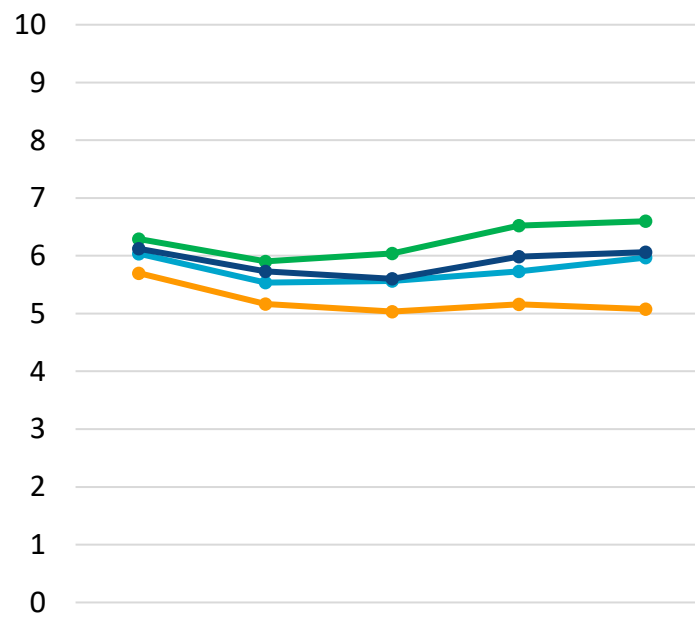
## Theme: Morale

Thinking about leaving



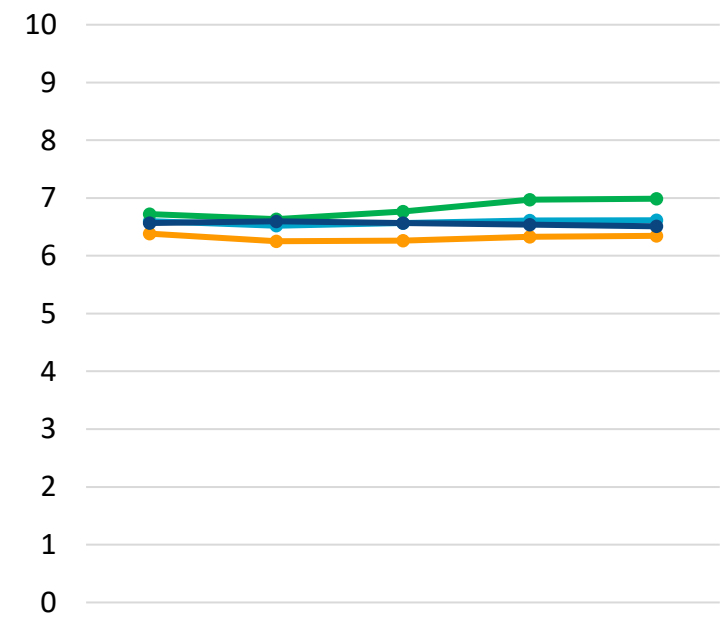
	2020	2021	2022	2023	2024
Your org	6.31	6.28	6.05	6.32	6.35
Best result	6.94	6.40	6.42	6.69	6.75
Average result	6.34	6.08	6.08	6.32	6.34
Worst result	6.10	5.64	5.60	5.77	5.88
Responses	626	681	626	785	833

Work pressure



	2020	2021	2022	2023	2024
Your org	6.12	5.73	5.60	5.99	6.06
Best result	6.29	5.90	6.04	6.53	6.60
Average result	6.04	5.54	5.56	5.73	5.97
Worst result	5.70	5.17	5.04	5.16	5.08
Responses	629	678	627	789	830

Stressors



	2020	2021	2022	2023	2024
Your org	6.57	6.60	6.56	6.54	6.51
Best result	6.72	6.63	6.77	6.97	6.99
Average result	6.60	6.52	6.56	6.61	6.62
Worst result	6.38	6.25	6.26	6.33	6.35
Responses	627	673	627	788	835

## People Promise element – We are compassionate and inclusive



### Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

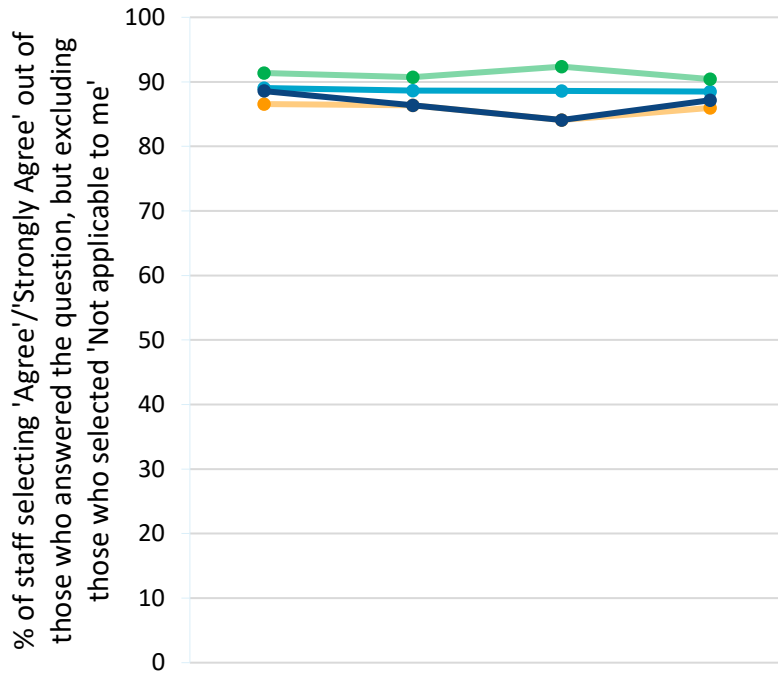
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

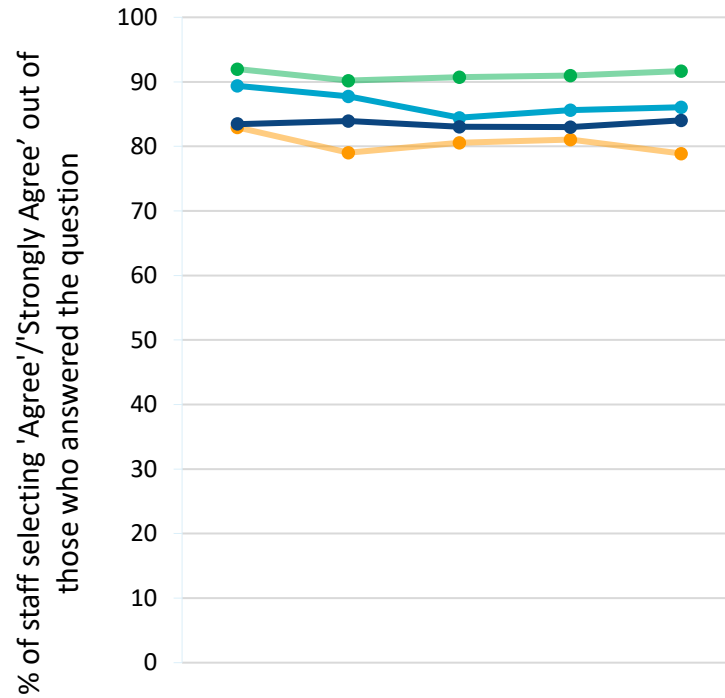


Q6a I feel that my role makes a difference to patients / service users.



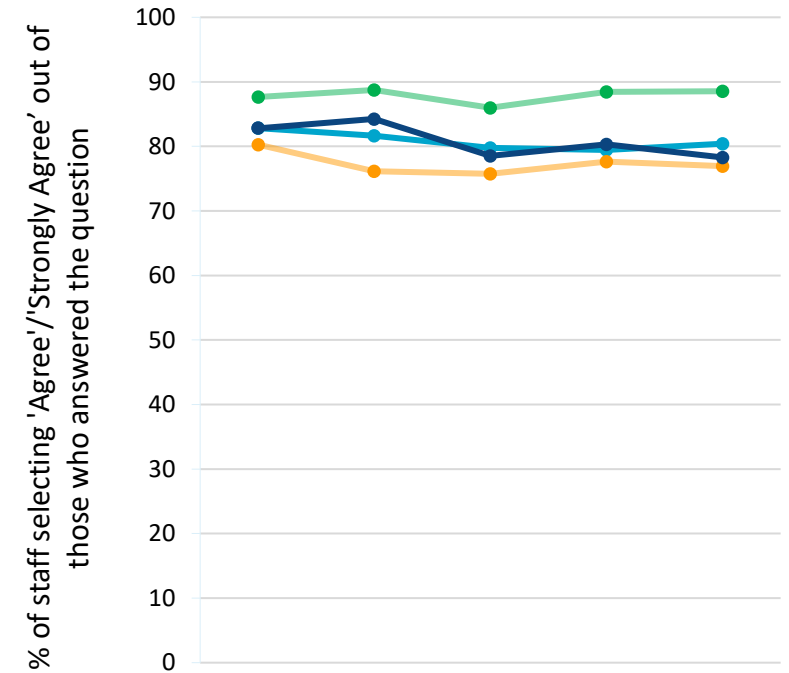
	2021	2022	2023	2024
<b>Your org</b>	88.56%	86.37%	84.09%	87.16%
<b>Best result</b>	91.37%	90.71%	92.36%	90.42%
<b>Average result</b>	89.04%	88.62%	88.60%	88.50%
<b>Worst result</b>	86.56%	86.37%	84.09%	85.98%
Responses	660	610	754	810

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



	2020	2021	2022	2023	2024
<b>Your org</b>	83.45%	83.93%	83.06%	82.99%	84.04%
<b>Best result</b>	91.98%	90.20%	90.74%	90.97%	91.69%
<b>Average result</b>	89.38%	87.74%	84.45%	85.64%	86.06%
<b>Worst result</b>	82.94%	79.02%	80.54%	81.07%	78.89%
Responses	627	675	623	785	831

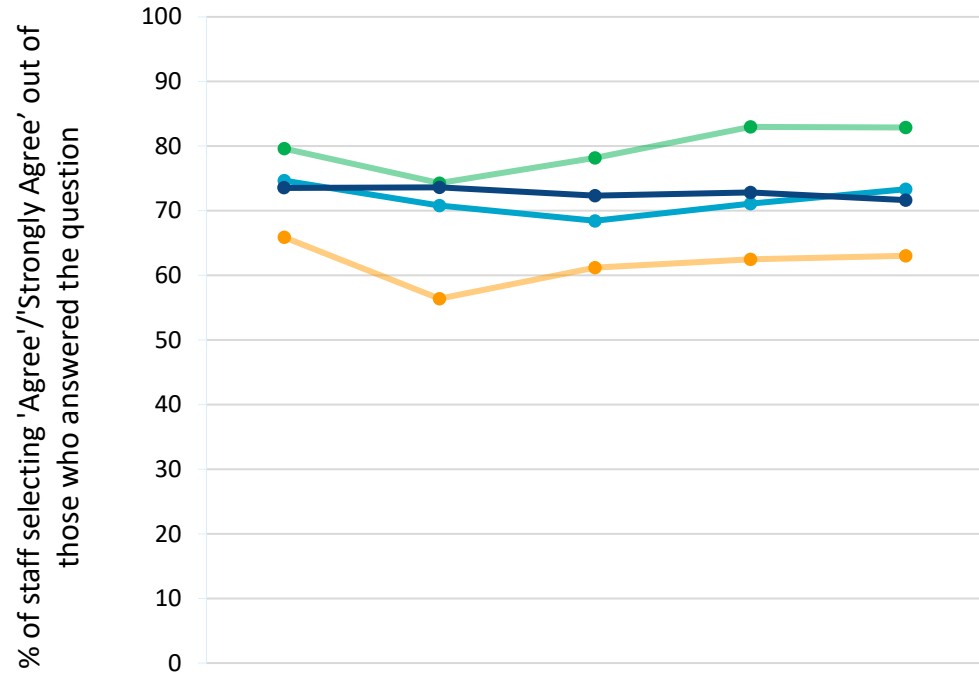
Q25b My organisation acts on concerns raised by patients / service users.



	2020	2021	2022	2023	2024
<b>Your org</b>	82.80%	84.26%	78.51%	80.32%	78.29%
<b>Best result</b>	87.65%	88.75%	85.99%	88.44%	88.52%
<b>Average result</b>	82.83%	81.66%	79.77%	79.45%	80.39%
<b>Worst result</b>	80.27%	76.17%	75.75%	77.64%	76.93%
Responses	627	674	620	781	831

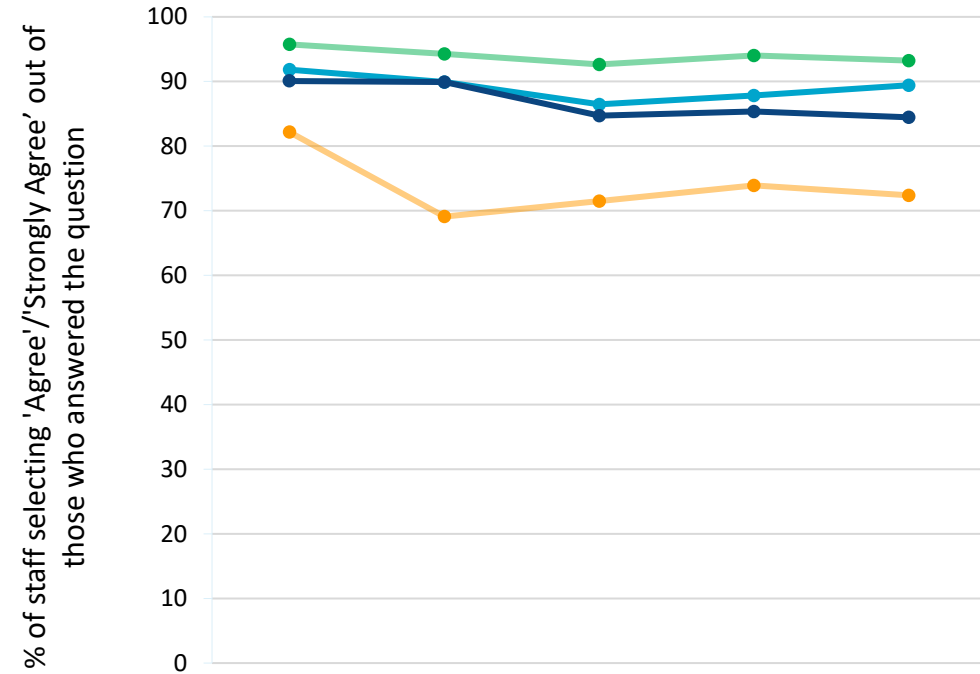


Q25c I would recommend my organisation as a place to work.



	2020	2021	2022	2023	2024
Your org	73.53%	73.62%	72.34%	72.84%	71.65%
Best result	79.60%	74.29%	78.17%	82.98%	82.90%
Average result	74.66%	70.80%	68.45%	71.12%	73.34%
Worst result	65.89%	56.39%	61.22%	62.46%	63.04%
Responses	621	675	624	776	829

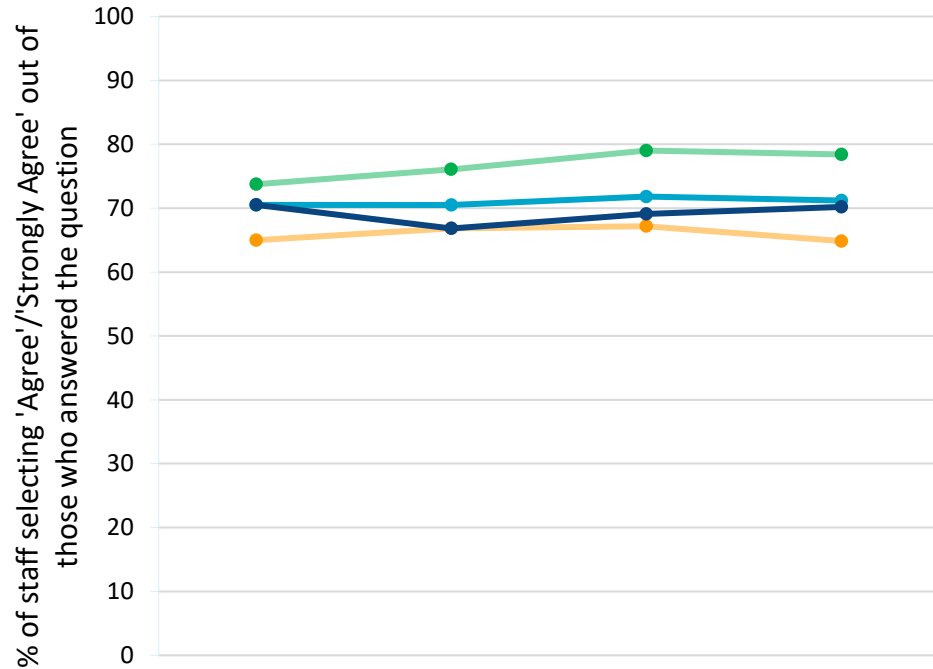
Q25d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.



	2020	2021	2022	2023	2024
Your org	90.07%	89.92%	84.73%	85.37%	84.46%
Best result	95.74%	94.30%	92.64%	94.05%	93.23%
Average result	91.83%	89.92%	86.47%	87.83%	89.44%
Worst result	82.17%	69.10%	71.47%	73.90%	72.39%
Responses	623	673	622	782	831

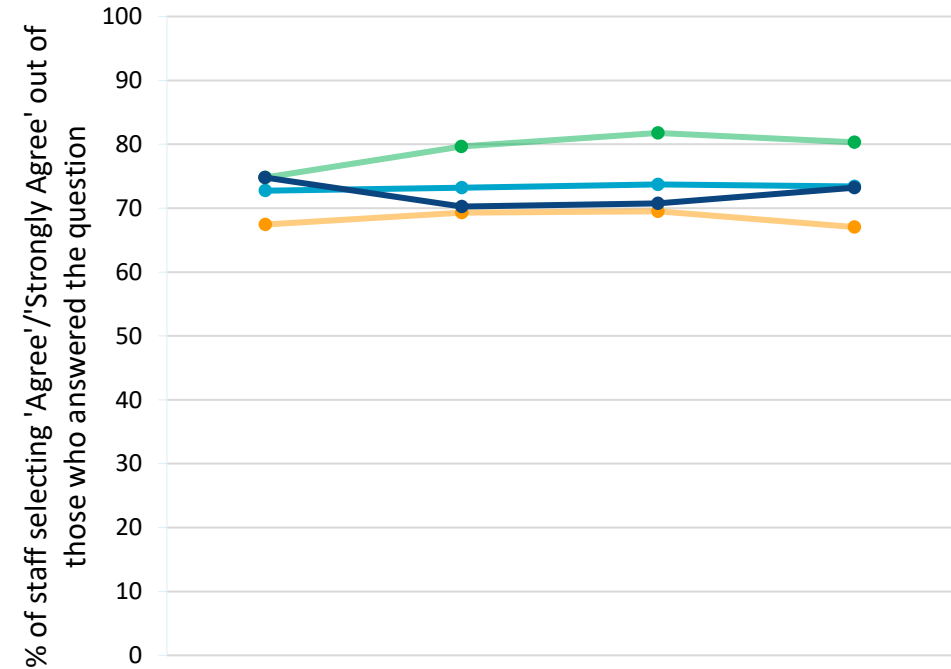


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	70.51%	66.82%	69.09%	70.18%
Best result	73.74%	76.07%	79.02%	78.39%
Average result	70.51%	70.52%	71.82%	71.18%
Worst result	64.98%	66.82%	67.17%	64.85%
Responses	674	628	789	830

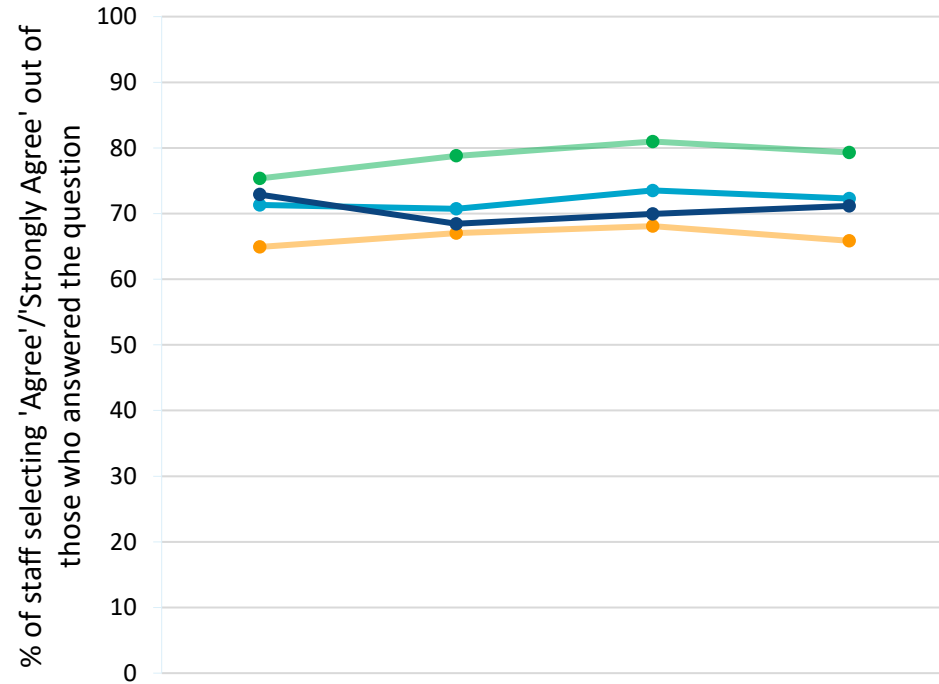
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	74.80%	70.25%	70.76%	73.19%
Best result	74.80%	79.65%	81.77%	80.30%
Average result	72.74%	73.20%	73.72%	73.39%
Worst result	67.44%	69.30%	69.51%	67.04%
Responses	676	629	789	829

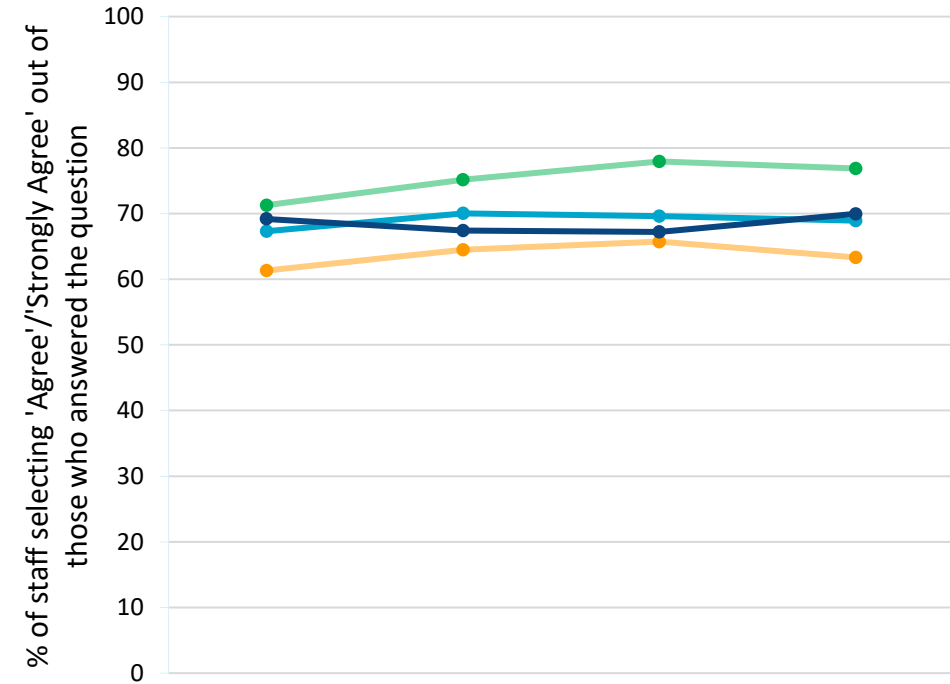


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	72.89%	68.45%	69.94%	71.17%
Best result	75.36%	78.79%	80.98%	79.31%
Average result	71.32%	70.72%	73.53%	72.29%
Worst result	64.92%	67.02%	68.09%	65.85%
Responses	676	624	785	830

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

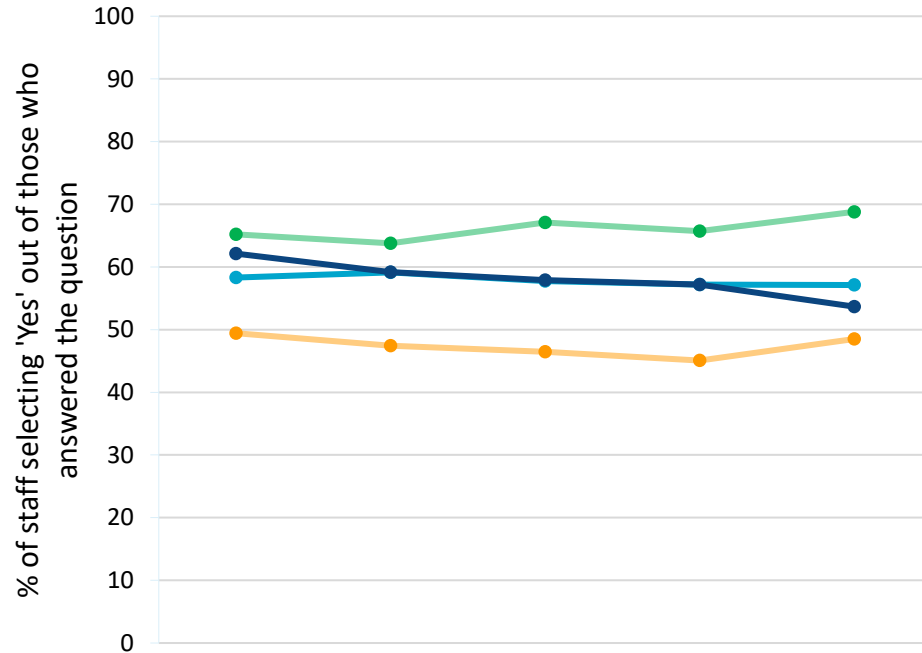


	2021	2022	2023	2024
Your org	69.17%	67.41%	67.20%	69.96%
Best result	71.29%	75.15%	77.94%	76.89%
Average result	67.31%	70.02%	69.61%	68.92%
Worst result	61.33%	64.47%	65.73%	63.31%
Responses	672	627	789	830



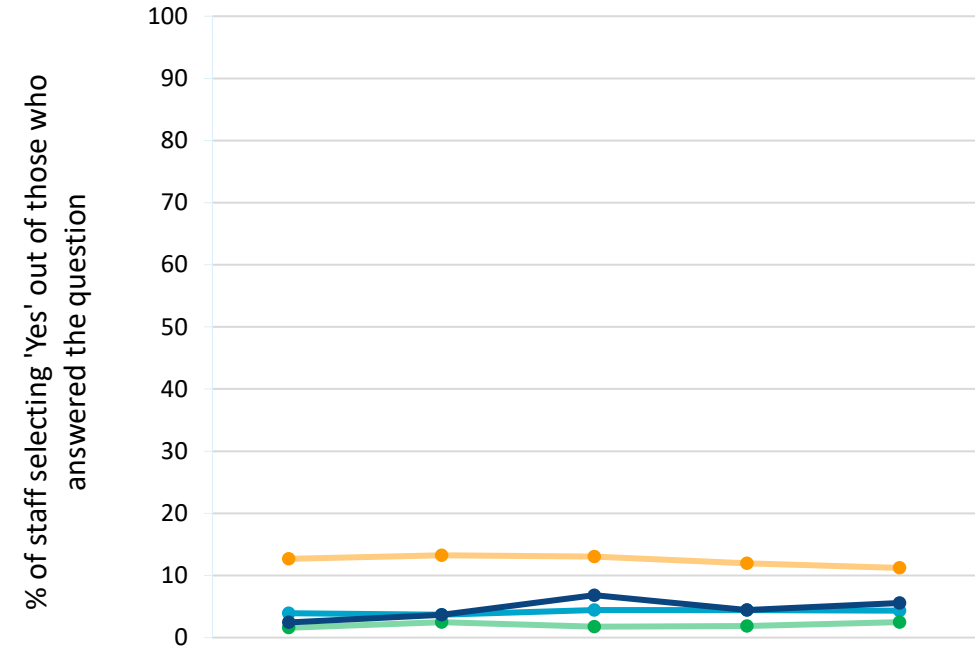


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
<b>Your org</b>	62.13%	59.19%	57.91%	57.17%	53.67%
<b>Best result</b>	65.21%	63.77%	67.10%	65.73%	68.80%
<b>Average result</b>	58.29%	59.13%	57.75%	57.17%	57.12%
<b>Worst result</b>	49.43%	47.46%	46.45%	45.07%	48.51%
Responses	621	666	613	773	826

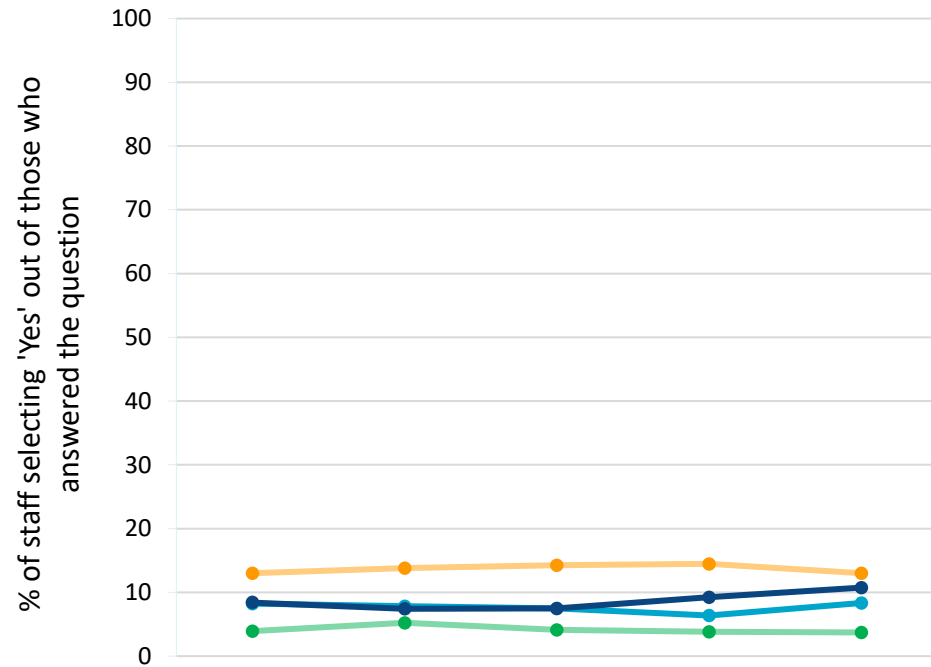
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
<b>Your org</b>	2.43%	3.68%	6.83%	4.41%	5.54%
<b>Best result</b>	1.58%	2.49%	1.77%	1.84%	2.49%
<b>Average result</b>	3.89%	3.68%	4.41%	4.41%	4.34%
<b>Worst result</b>	12.68%	13.24%	13.04%	11.97%	11.21%
Responses	620	677	627	785	824

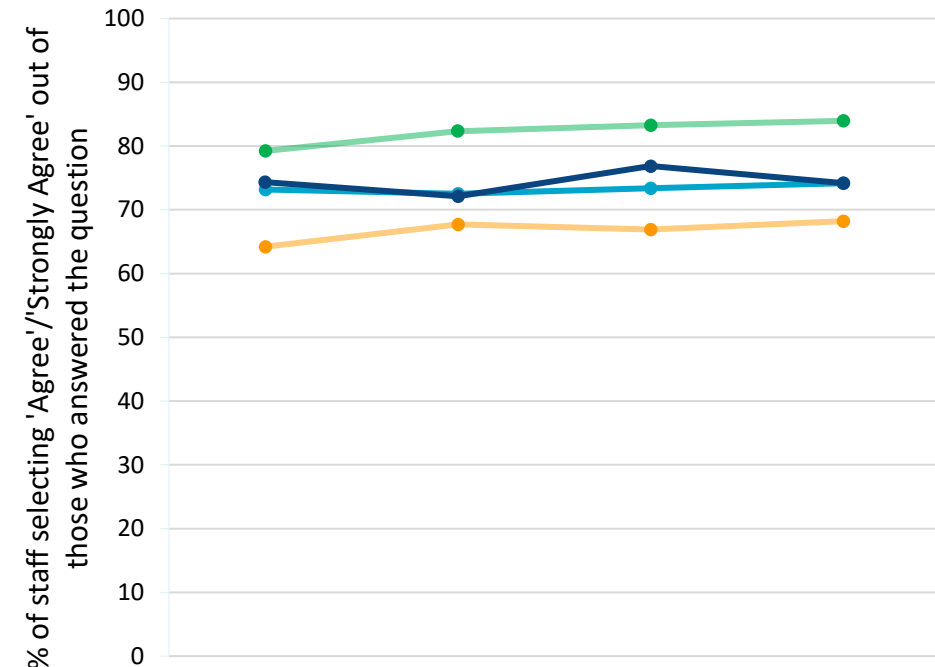


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	8.40%	7.42%	7.48%	9.23%	10.74%
Best result	3.92%	5.23%	4.15%	3.82%	3.71%
Average result	8.24%	7.82%	7.48%	6.37%	8.33%
Worst result	13.00%	13.83%	14.25%	14.48%	13.02%
Responses	621	675	624	781	823

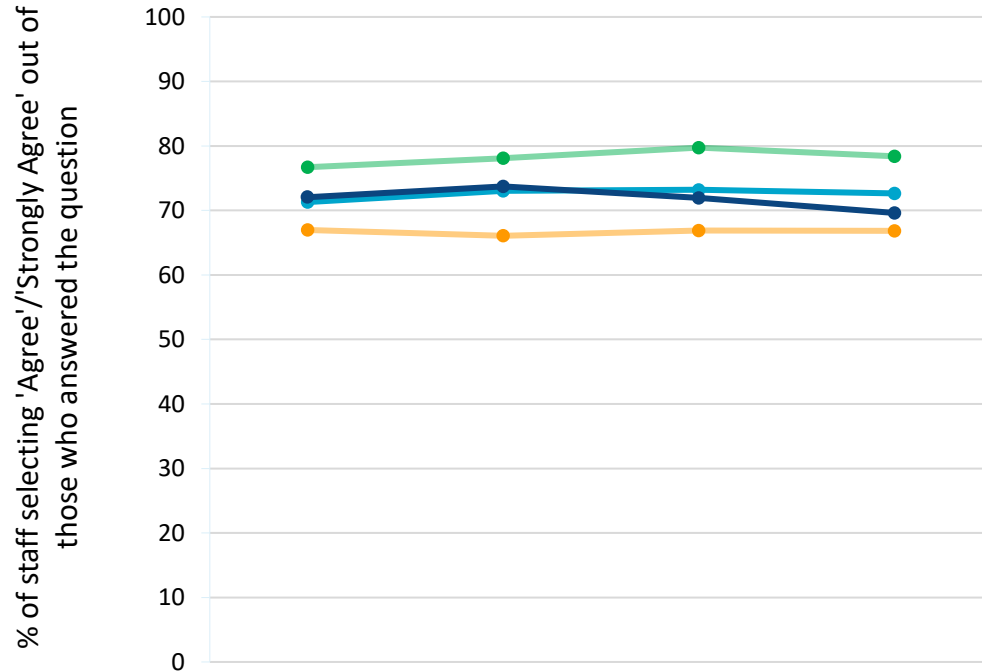
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	74.34%	72.13%	76.87%	74.17%
Best result	79.24%	82.34%	83.25%	83.95%
Average result	73.17%	72.52%	73.38%	74.17%
Worst result	64.22%	67.71%	66.90%	68.22%
Responses	674	626	785	828

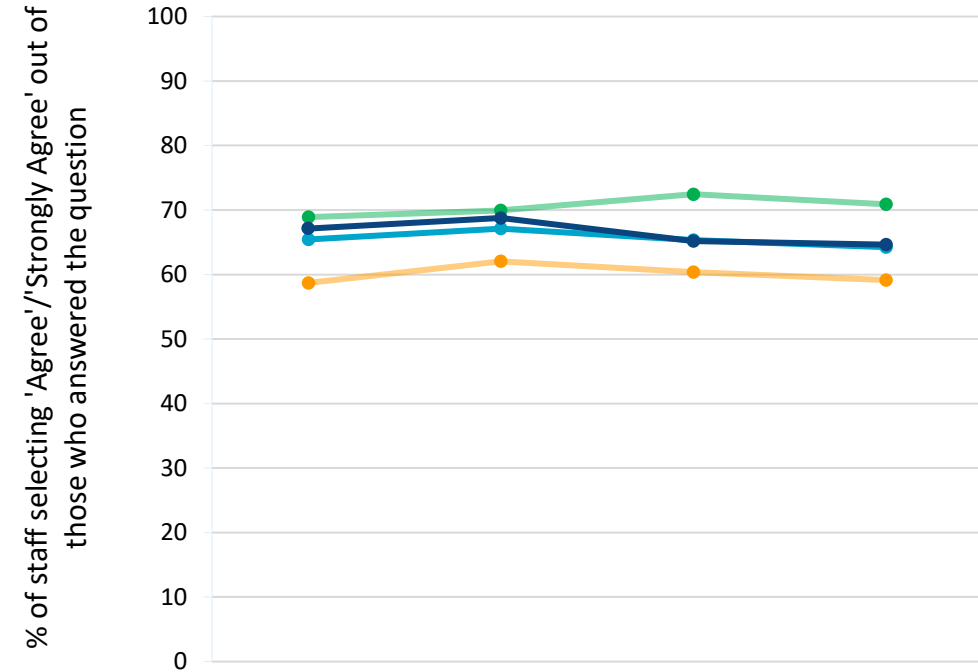


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	72.05%	73.73%	71.97%	69.61%
Best result	76.70%	78.08%	79.74%	78.42%
Average result	71.30%	73.03%	73.21%	72.66%
Worst result	66.97%	66.07%	66.87%	66.86%
Responses	675	627	784	832

Q7i I feel a strong personal attachment to my team.

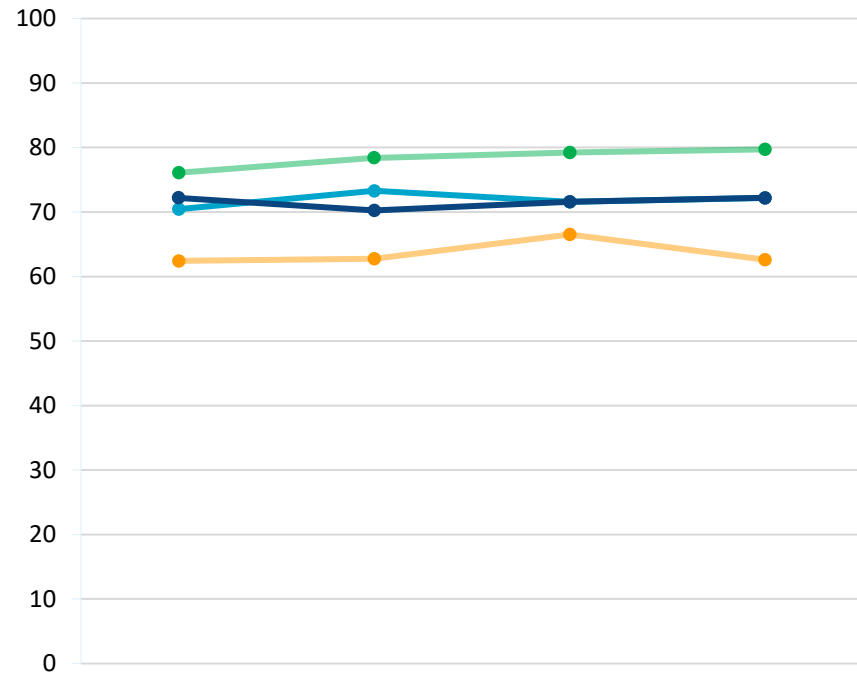


	2021	2022	2023	2024
Your org	67.15%	68.77%	65.19%	64.64%
Best result	68.90%	69.94%	72.46%	70.89%
Average result	65.44%	67.12%	65.32%	64.25%
Worst result	58.70%	62.04%	60.37%	59.12%
Responses	674	628	783	830



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

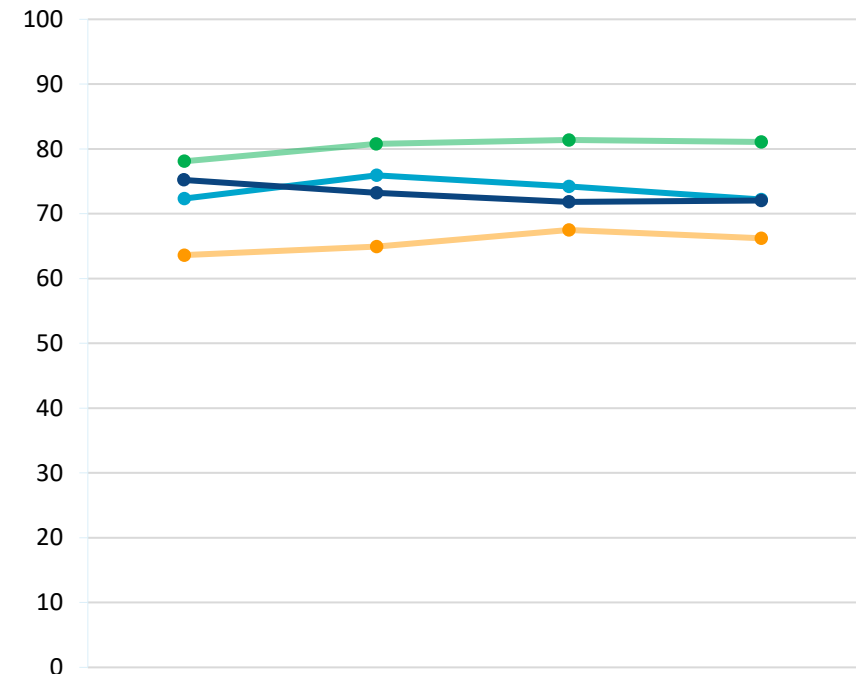
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	72.19%	70.25%	71.60%	72.21%
Best result	76.09%	78.41%	79.24%	79.72%
Average result	70.45%	73.30%	71.60%	72.21%
Worst result	62.43%	62.74%	66.52%	62.61%
Responses	670	627	785	831

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	75.21%	73.22%	71.82%	72.03%
Best result	78.09%	80.78%	81.38%	81.09%
Average result	72.35%	75.92%	74.23%	72.20%
Worst result	63.62%	64.93%	67.49%	66.20%
Responses	672	627	783	827

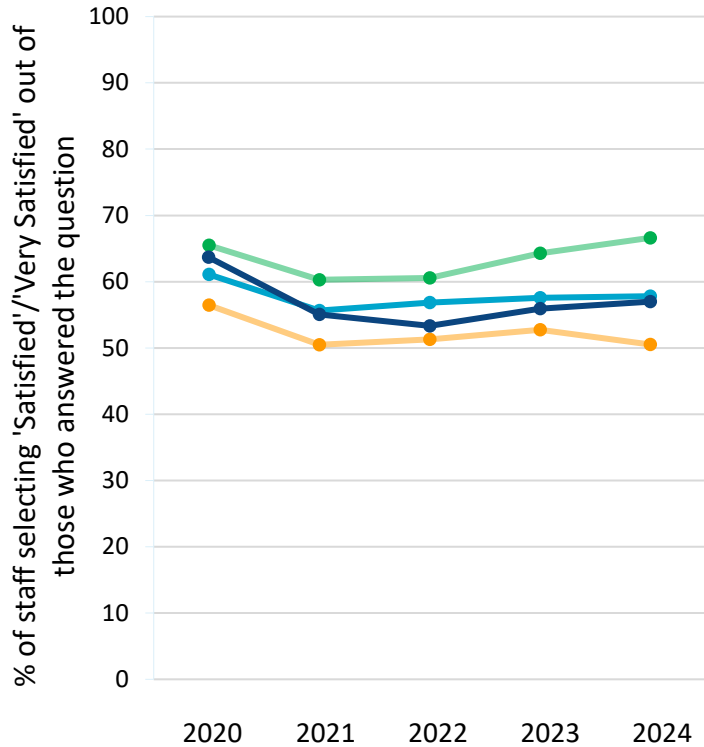
## People Promise element – We are recognised and rewarded



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

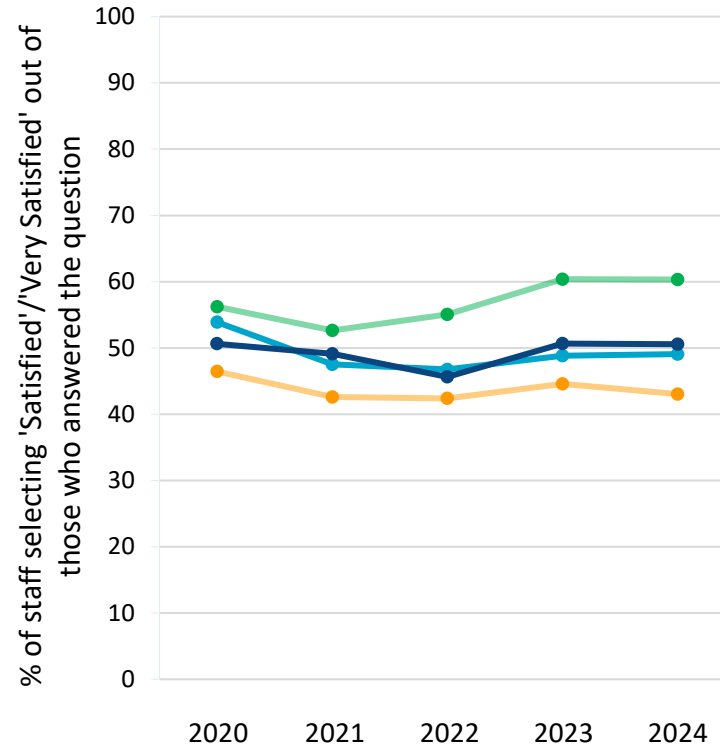


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



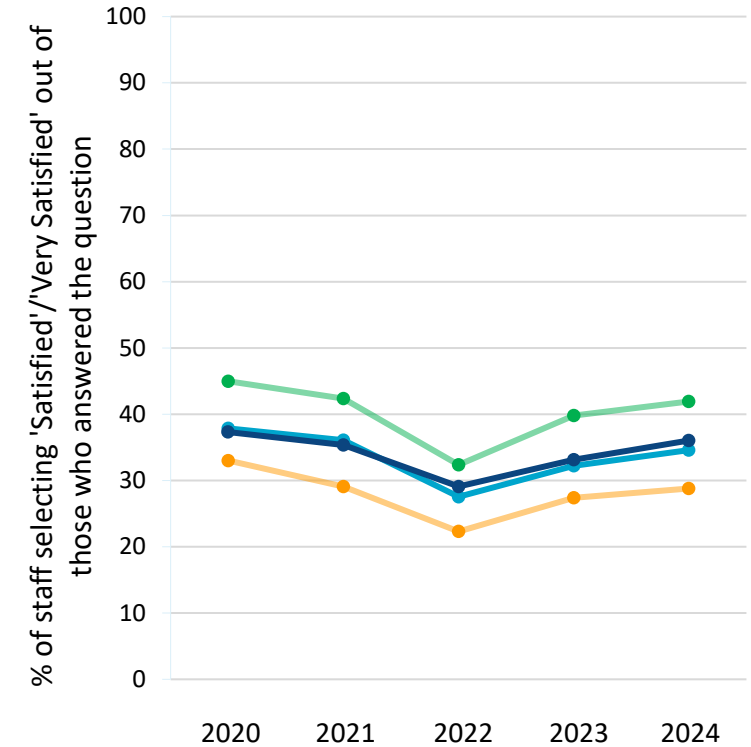
	2020	2021	2022	2023	2024
<b>Your org</b>	63.66%	55.04%	53.34%	55.91%	56.99%
<b>Best result</b>	65.47%	60.29%	60.57%	64.30%	66.62%
<b>Average result</b>	61.09%	55.64%	56.83%	57.55%	57.79%
<b>Worst result</b>	56.45%	50.48%	51.30%	52.72%	50.54%
Responses	630	674	628	788	834

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>	50.63%	49.12%	45.64%	50.66%	50.58%
<b>Best result</b>	56.20%	52.64%	55.07%	60.38%	60.33%
<b>Average result</b>	53.89%	47.51%	46.77%	48.83%	49.07%
<b>Worst result</b>	46.45%	42.59%	42.38%	44.60%	43.04%
Responses	624	672	626	787	831

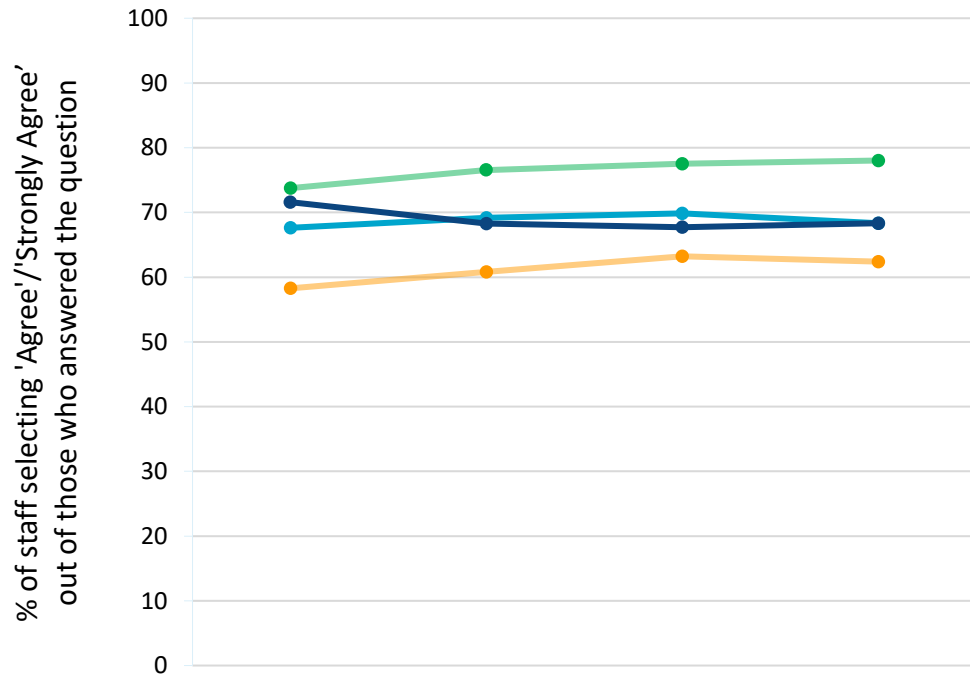
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
<b>Your org</b>	37.31%	35.37%	29.10%	33.13%	36.05%
<b>Best result</b>	44.98%	42.34%	32.36%	39.81%	41.94%
<b>Average result</b>	37.87%	36.10%	27.55%	32.20%	34.60%
<b>Worst result</b>	33.01%	29.10%	22.31%	27.39%	28.79%
Responses	625	673	628	789	829

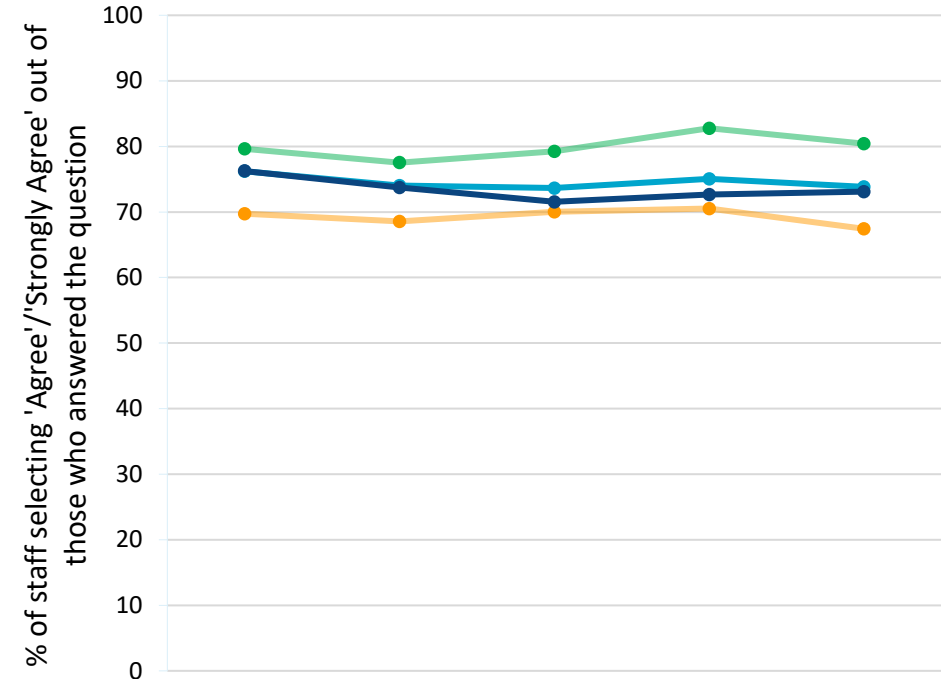


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
<b>Your org</b>	71.59%	68.29%	67.71%	68.34%
<b>Best result</b>	73.75%	76.56%	77.51%	78.02%
<b>Average result</b>	67.63%	69.19%	69.86%	68.34%
<b>Worst result</b>	58.27%	60.79%	63.22%	62.42%
Responses	667	626	784	829

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	76.24%	73.74%	71.55%	72.66%	73.08%
<b>Best result</b>	79.63%	77.52%	79.25%	82.77%	80.41%
<b>Average result</b>	76.20%	74.00%	73.66%	75.07%	73.81%
<b>Worst result</b>	69.75%	68.58%	70.02%	70.53%	67.44%
Responses	627	675	628	789	830

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



### Questions included:

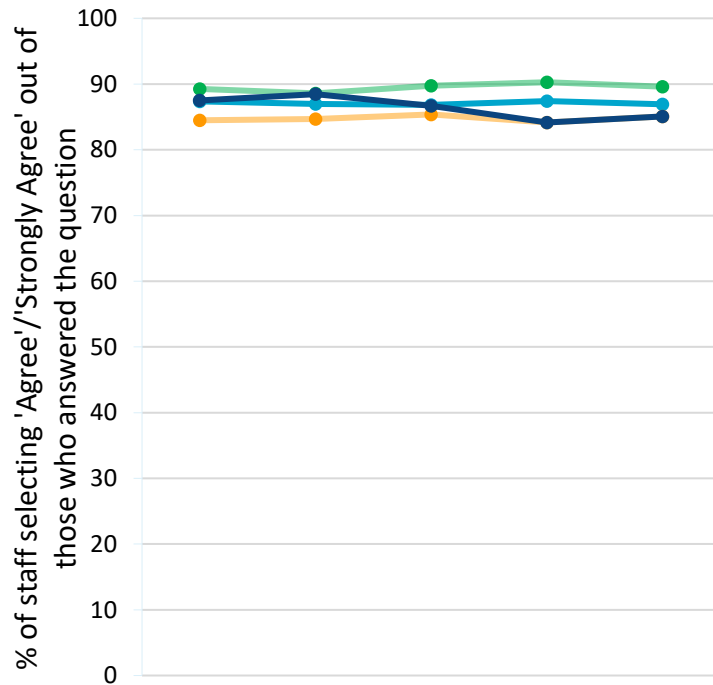
Autonomy and control – Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b

Raising concerns – Q20a, Q20b, Q25e, Q25f



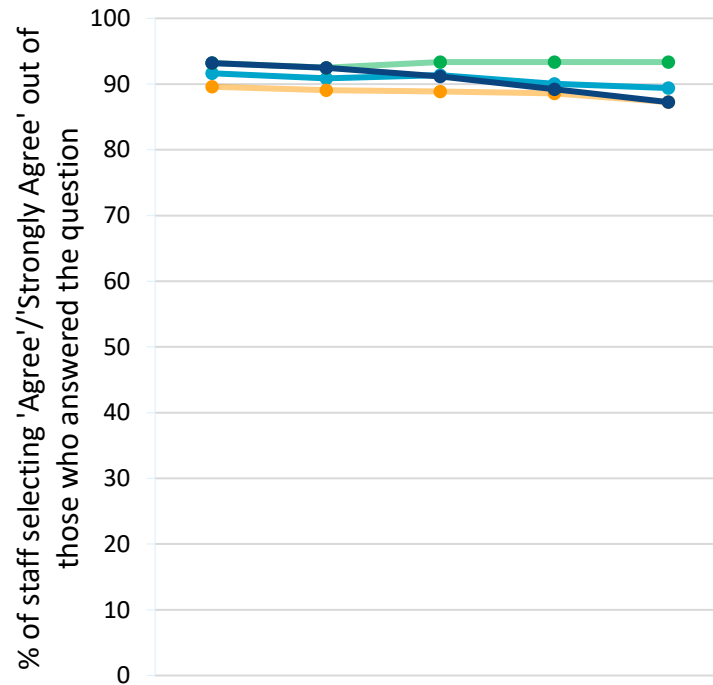


Q3a I always know what my work responsibilities are.



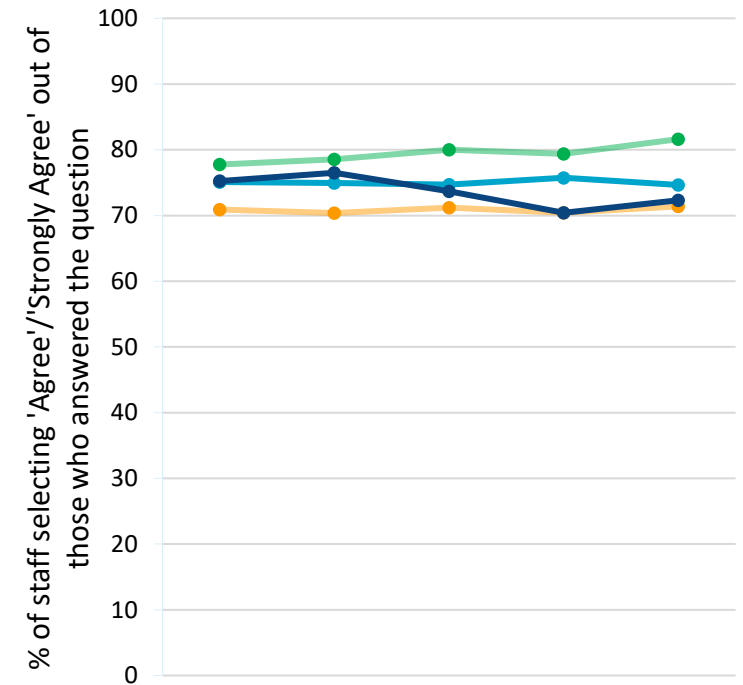
	2020	2021	2022	2023	2024
<b>Your org</b>	87.49%	88.46%	86.67%	84.15%	85.05%
<b>Best result</b>	89.24%	88.59%	89.72%	90.28%	89.59%
<b>Average result</b>	87.37%	86.96%	86.83%	87.41%	86.91%
<b>Worst result</b>	84.48%	84.70%	85.38%	84.15%	85.05%
Responses	629	679	628	788	833

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
<b>Your org</b>	93.19%	92.49%	91.16%	89.22%	87.25%
<b>Best result</b>	93.19%	92.49%	93.33%	93.33%	93.34%
<b>Average result</b>	91.64%	90.86%	91.35%	90.06%	89.39%
<b>Worst result</b>	89.59%	89.05%	88.86%	88.58%	87.25%
Responses	625	676	628	788	833

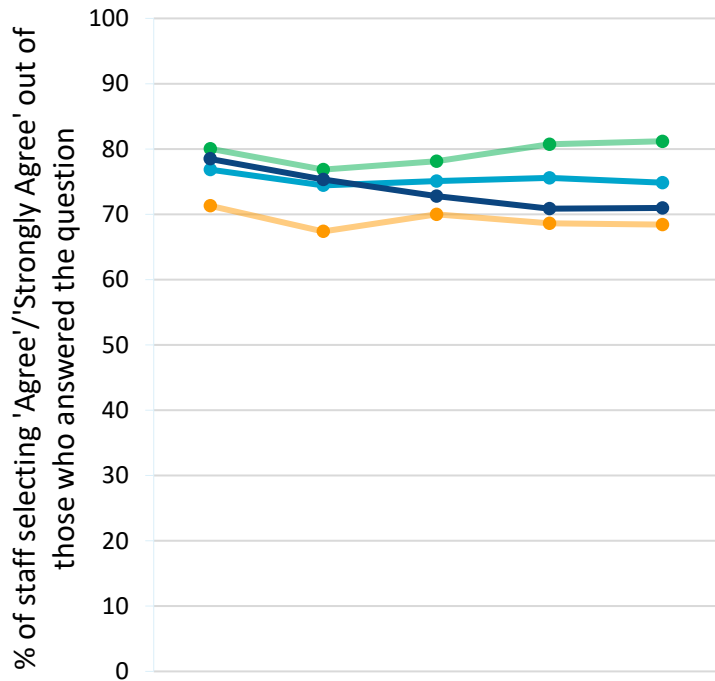
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
<b>Your org</b>	75.22%	76.50%	73.70%	70.41%	72.31%
<b>Best result</b>	77.75%	78.52%	80.02%	79.36%	81.61%
<b>Average result</b>	75.08%	74.92%	74.69%	75.74%	74.65%
<b>Worst result</b>	70.90%	70.37%	71.20%	70.41%	71.39%
Responses	628	677	625	784	832

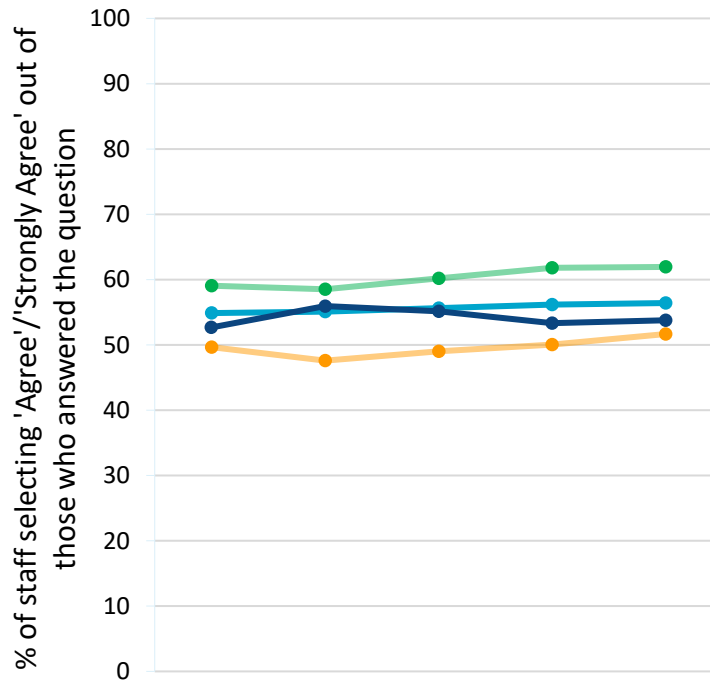


Q3d I am able to make suggestions to improve the work of my team / department.



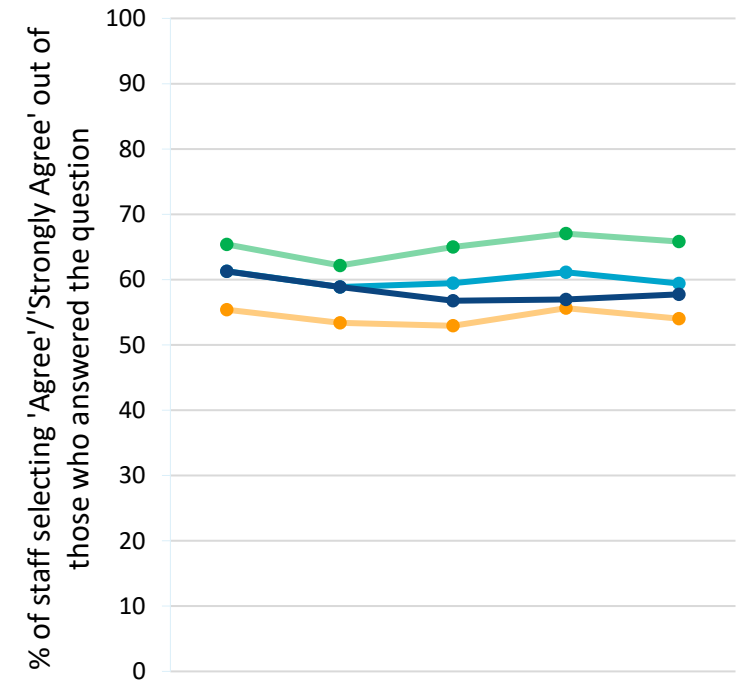
	2020	2021	2022	2023	2024
<b>Your org</b>	78.47%	75.32%	72.81%	70.86%	70.96%
<b>Best result</b>	80.05%	76.84%	78.11%	80.72%	81.19%
<b>Average result</b>	76.84%	74.43%	75.08%	75.60%	74.84%
<b>Worst result</b>	71.29%	67.37%	70.00%	68.63%	68.43%
Responses	630	679	626	787	831

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>	52.68%	55.95%	55.15%	53.32%	53.75%
<b>Best result</b>	59.07%	58.52%	60.19%	61.80%	61.94%
<b>Average result</b>	54.88%	55.08%	55.64%	56.19%	56.41%
<b>Worst result</b>	49.64%	47.59%	49.00%	50.03%	51.67%
Responses	629	674	625	788	828

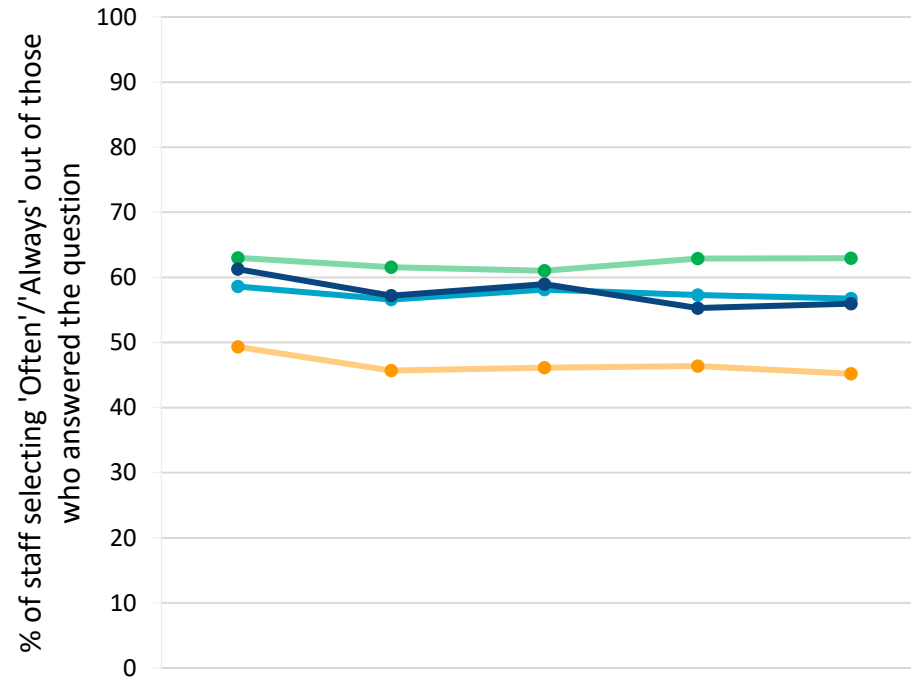
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
<b>Your org</b>	61.25%	58.87%	56.76%	56.98%	57.76%
<b>Best result</b>	65.37%	62.16%	65.02%	67.04%	65.81%
<b>Average result</b>	61.29%	58.87%	59.48%	61.12%	59.43%
<b>Worst result</b>	55.41%	53.38%	52.93%	55.62%	54.03%
Responses	626	675	627	785	831



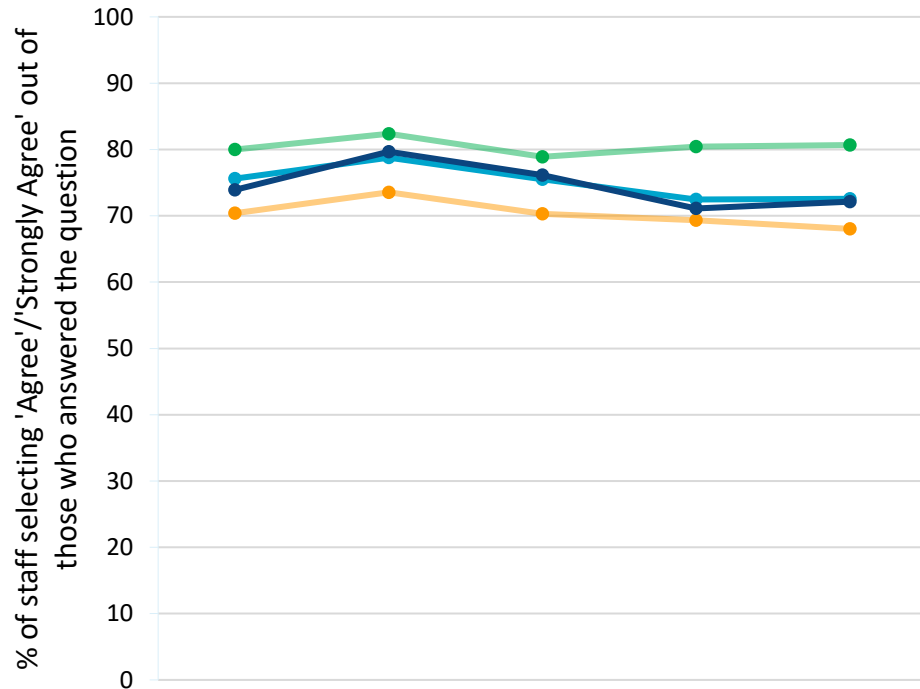
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
<b>Your org</b>	61.26%	57.18%	58.96%	55.30%	55.96%
<b>Best result</b>	63.00%	61.59%	61.02%	62.88%	62.97%
<b>Average result</b>	58.61%	56.60%	58.12%	57.27%	56.74%
<b>Worst result</b>	49.32%	45.70%	46.13%	46.39%	45.20%
Responses	623	670	625	784	823

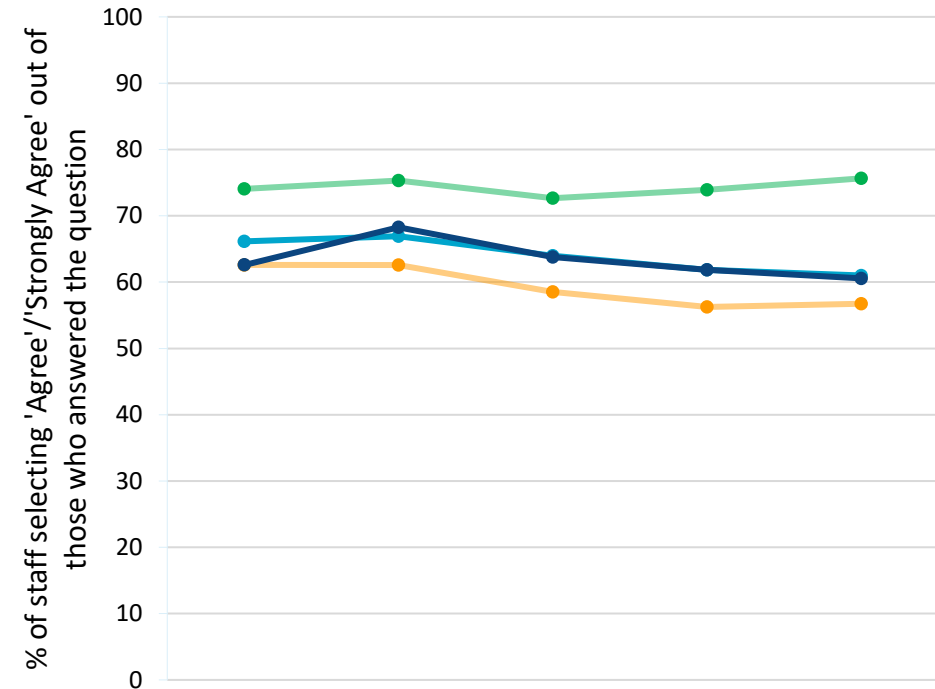


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
<b>Your org</b>	73.90%	79.67%	76.15%	71.10%	72.15%
<b>Best result</b>	80.01%	82.37%	78.90%	80.45%	80.69%
<b>Average result</b>	75.61%	78.77%	75.49%	72.46%	72.57%
<b>Worst result</b>	70.40%	73.55%	70.31%	69.33%	68.03%
Responses	623	675	623	792	829

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

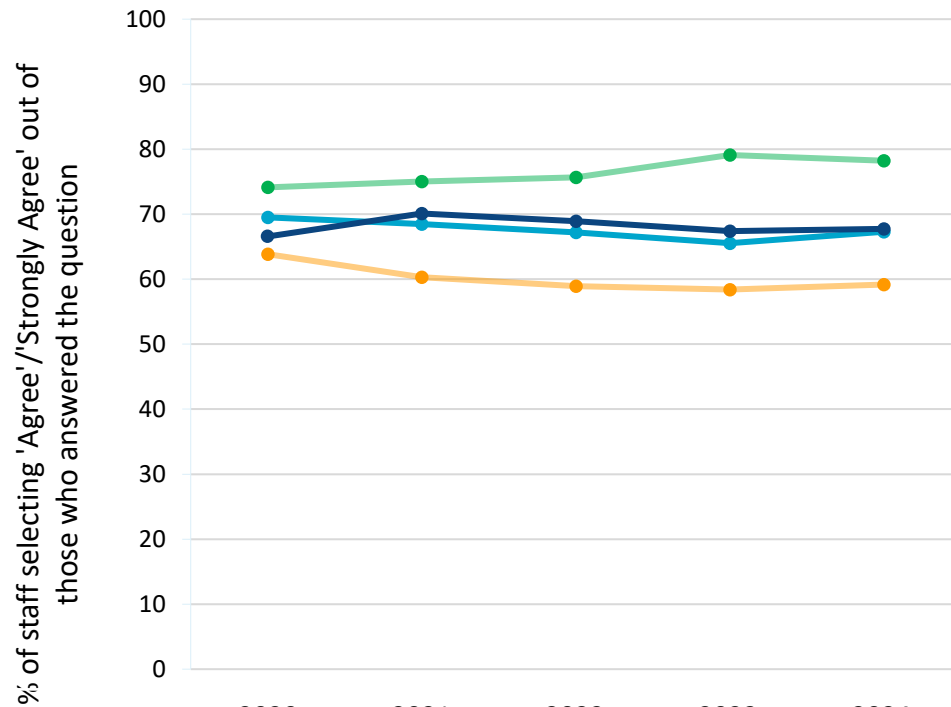


	2020	2021	2022	2023	2024
<b>Your org</b>	62.59%	68.26%	63.77%	61.86%	60.56%
<b>Best result</b>	74.04%	75.30%	72.65%	73.90%	75.65%
<b>Average result</b>	66.15%	66.92%	63.99%	61.86%	61.00%
<b>Worst result</b>	62.59%	62.58%	58.51%	56.25%	56.73%
Responses	624	672	622	789	822



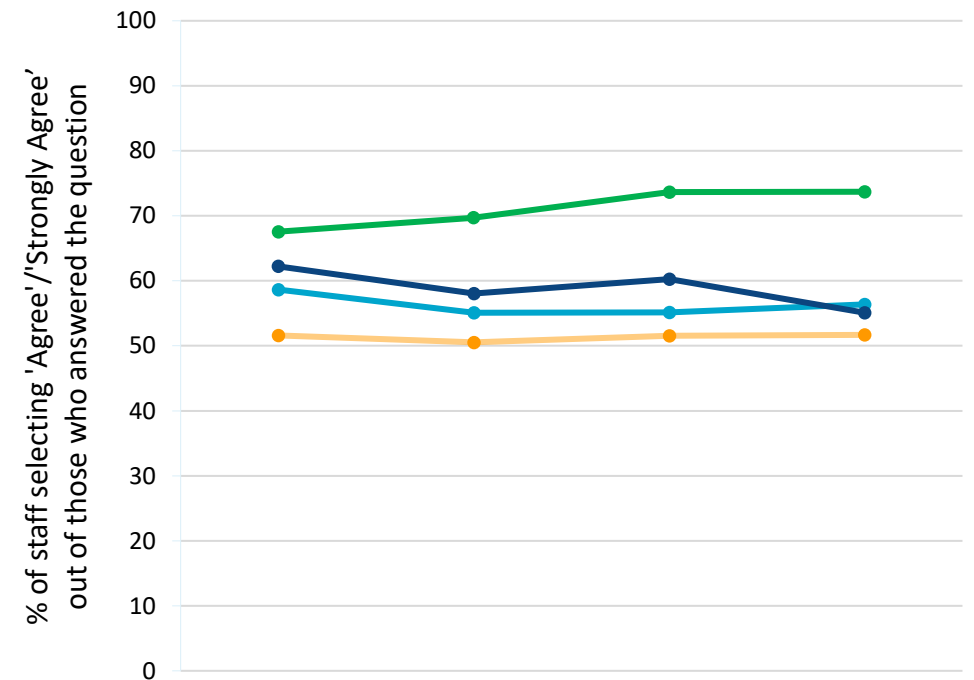
Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



Your org	66.57%	70.10%	68.92%	67.40%	67.74%
Best result	74.12%	75.04%	75.64%	79.10%	78.22%
Average result	69.50%	68.47%	67.22%	65.54%	67.28%
Worst result	63.85%	60.29%	58.94%	58.40%	59.17%

Responses 624 676 619 781 831



Your org	62.22%	58.02%	60.24%	55.09%
Best result	67.56%	69.70%	73.64%	73.70%
Average result	58.65%	55.09%	55.13%	56.39%
Worst result	51.62%	50.54%	51.55%	51.68%

Responses 673 623 779 825

## 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

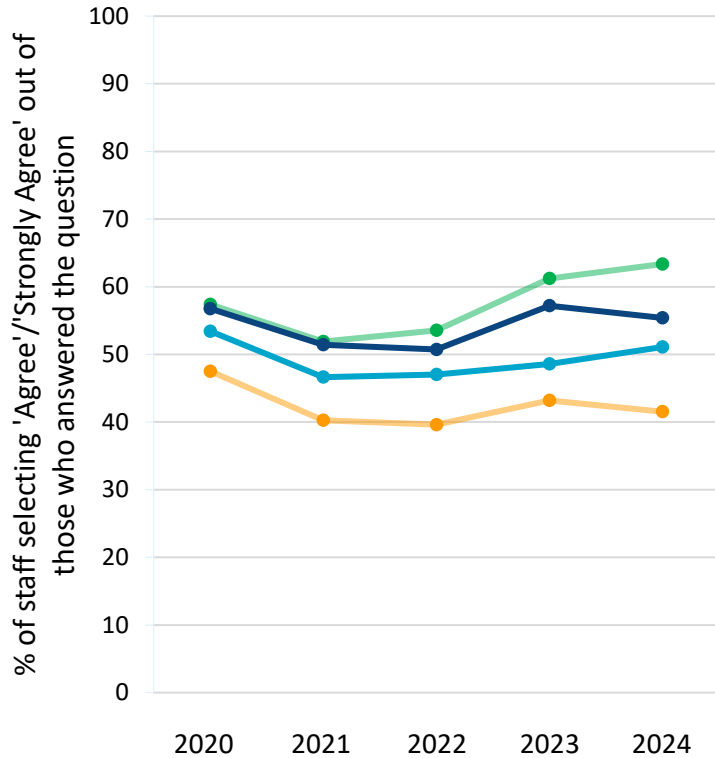
Other questions:\* Q17a, Q17b, Q22

\*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.

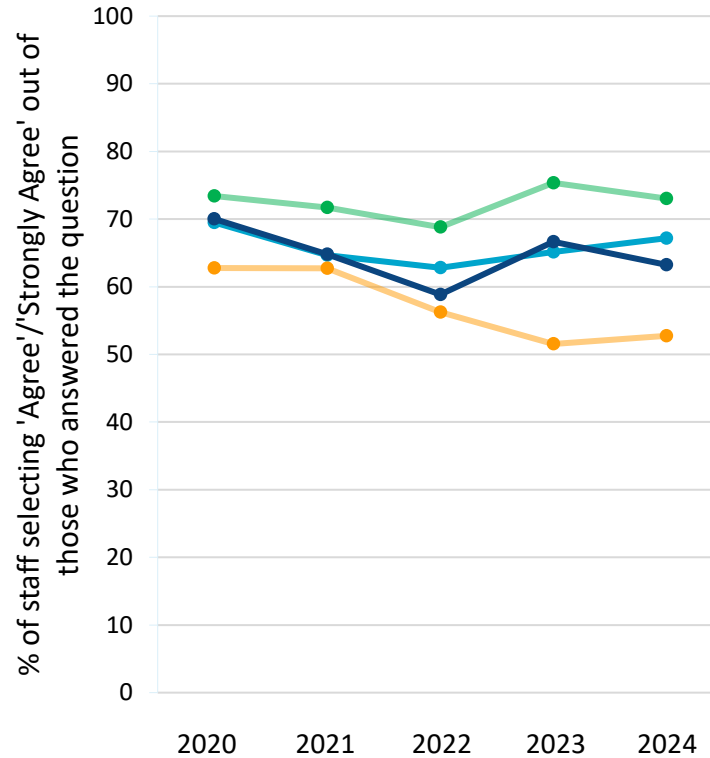


Q3g I am able to meet all the conflicting demands on my time at work.



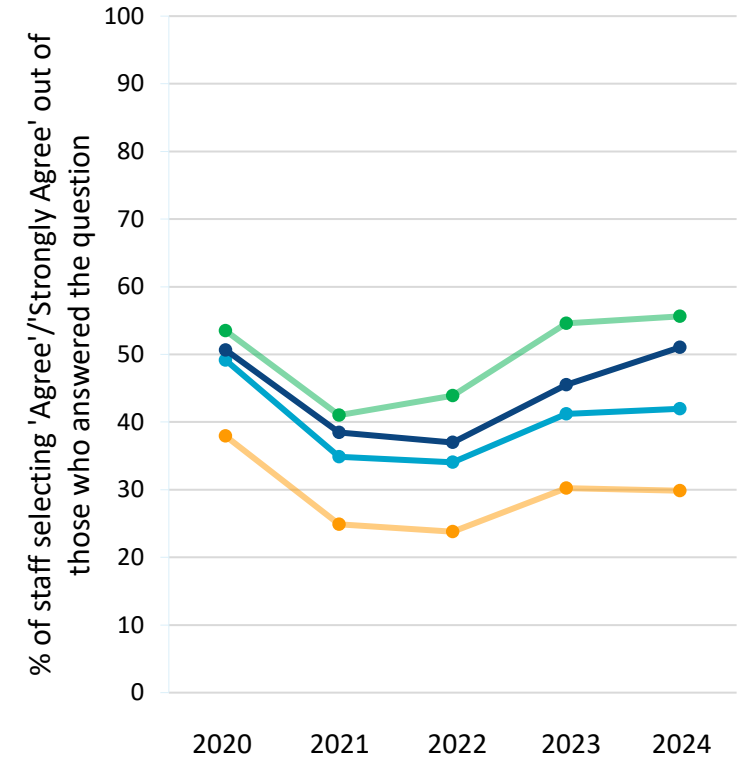
Responses	627	674	623	786	827
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Q3h I have adequate materials, supplies and equipment to do my work.



Responses	624	673	624	784	823
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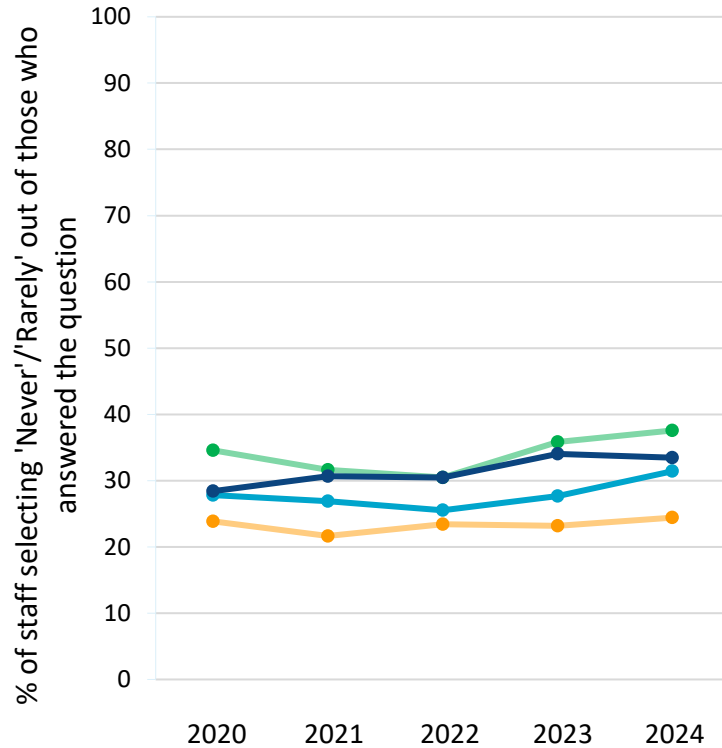
Q3i There are enough staff at this organisation for me to do my job properly.



Responses	626	676	627	786	829
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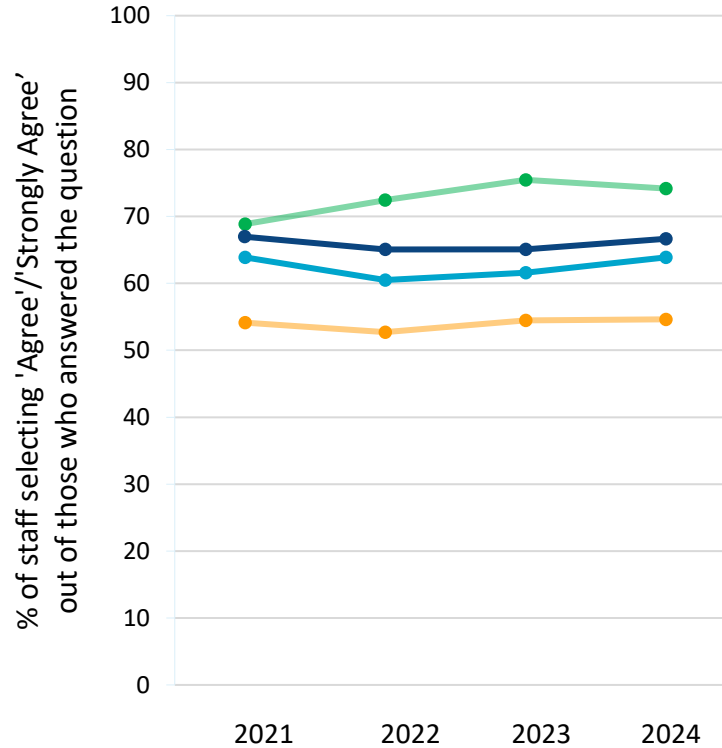
Q5a I have unrealistic time pressures.



<b>Your org</b>	28.42%	30.66%	30.48%	34.04%	33.46%
<b>Best result</b>	34.58%	31.62%	30.48%	35.83%	37.58%
<b>Average result</b>	27.80%	26.90%	25.53%	27.67%	31.42%
<b>Worst result</b>	23.84%	21.66%	23.40%	23.19%	24.42%

Responses 626 672 621 787 835

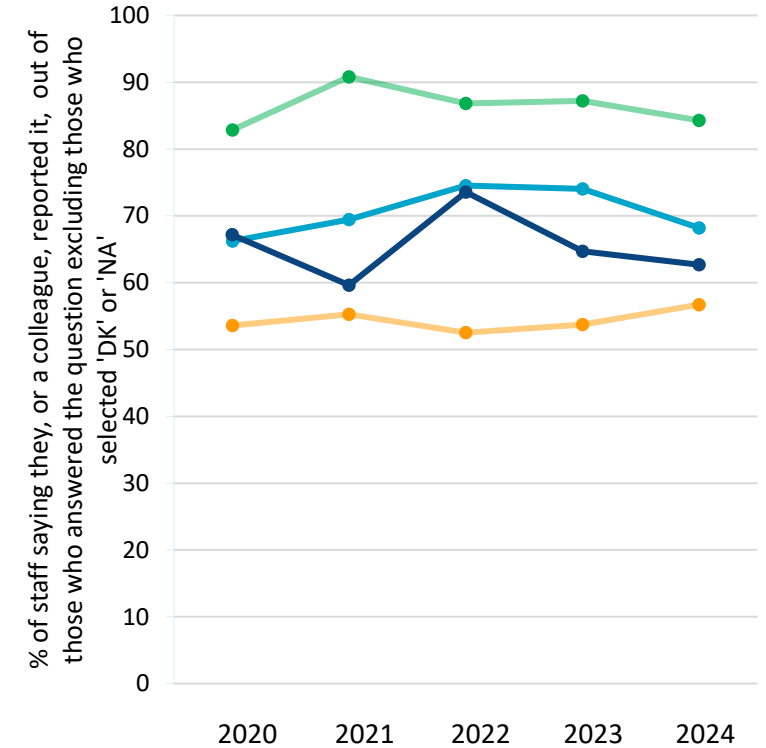
Q11a My organisation takes positive action on health and well-being.



<b>Your org</b>	66.97%	65.07%	65.10%	66.65%
<b>Best result</b>	68.85%	72.43%	75.47%	74.16%
<b>Average result</b>	63.88%	60.50%	61.59%	63.88%
<b>Worst result</b>	54.11%	52.72%	54.47%	54.63%

Responses 672 617 783 825

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



<b>Your org</b>	67.14%	59.62%	73.56%	64.72%	62.68%
<b>Best result</b>	82.86%	90.81%	86.84%	87.22%	84.27%
<b>Average result</b>	66.23%	69.43%	74.53%	74.03%	68.17%
<b>Worst result</b>	53.59%	55.25%	52.52%	53.74%	56.72%

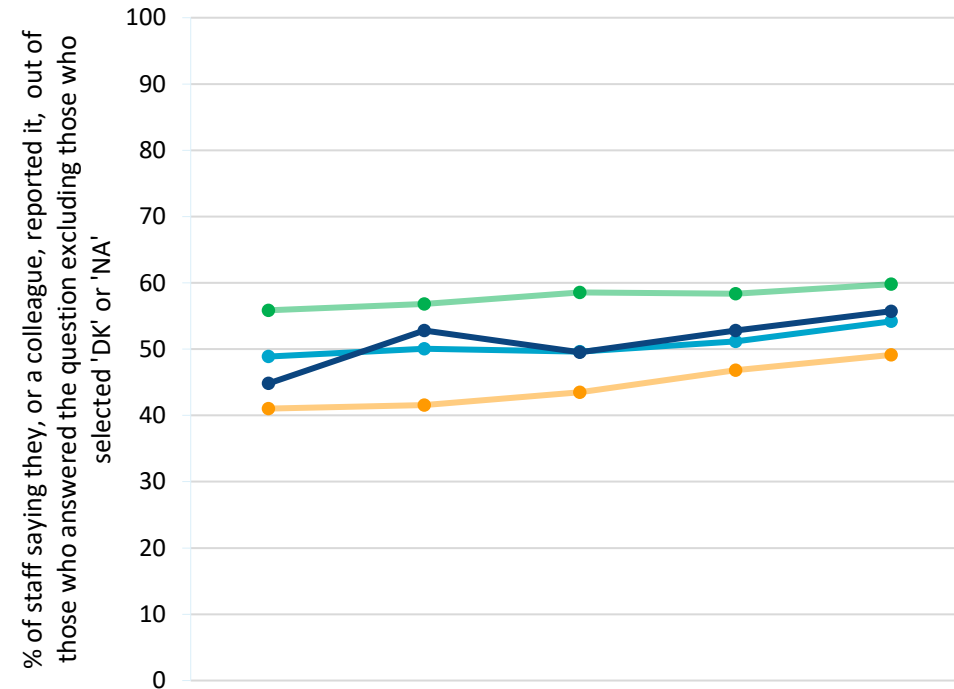
Responses 14 32 41 28 36

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?

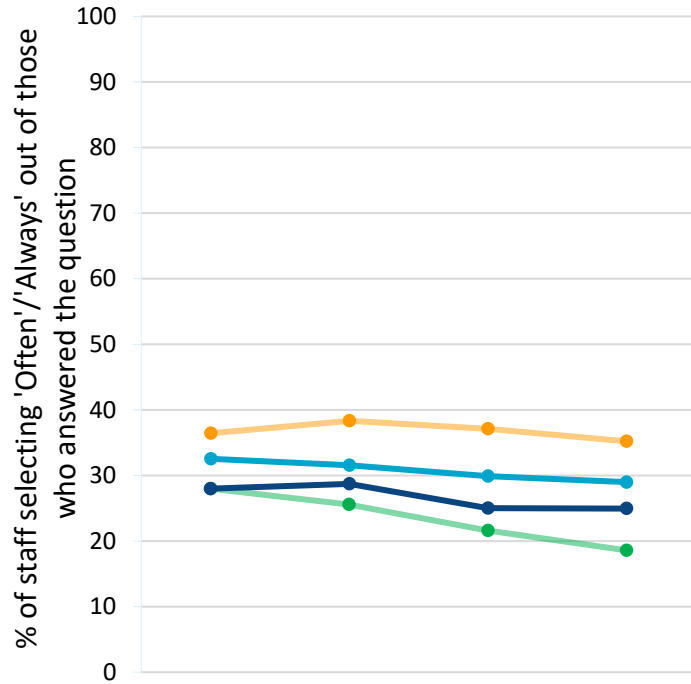


	2020	2021	2022	2023	2024
Your org	44.83%	52.82%	49.51%	52.80%	55.73%
Best result	55.86%	56.80%	58.56%	58.34%	59.80%
Average result	48.88%	50.07%	49.65%	51.14%	54.19%
Worst result	41.03%	41.58%	43.50%	46.82%	49.13%
Responses	167	184	174	221	249

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

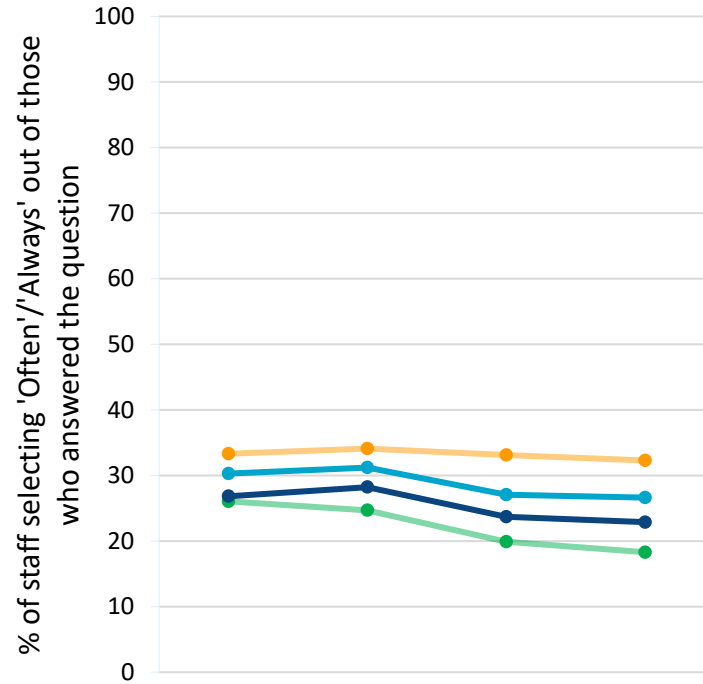


Q12a How often, if at all, do you find your work emotionally exhausting?



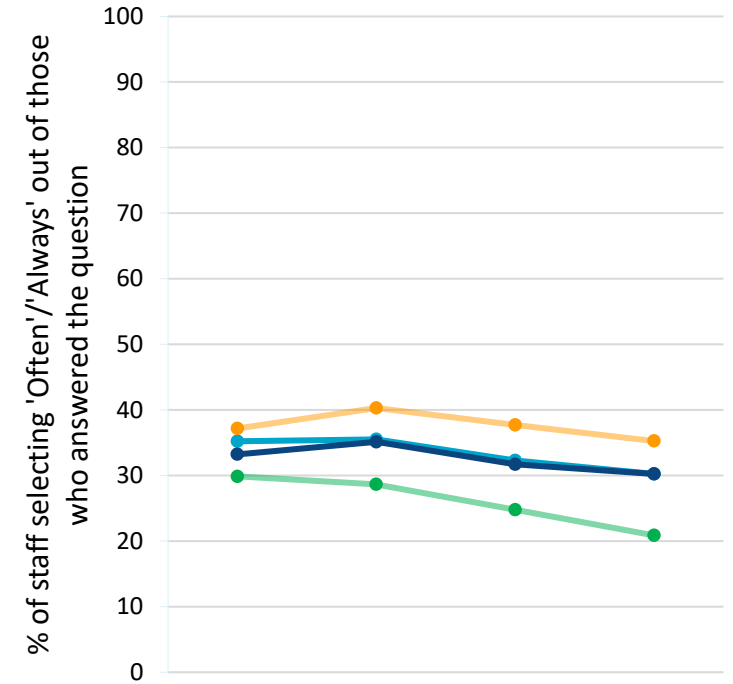
	2021	2022	2023	2024
<b>Your org</b>	27.99%	28.72%	25.00%	24.95%
<b>Best result</b>	27.99%	25.57%	21.62%	18.59%
<b>Average result</b>	32.54%	31.56%	29.91%	28.99%
<b>Worst result</b>	36.45%	38.33%	37.14%	35.21%
Responses	680	628	792	833

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



	2021	2022	2023	2024
<b>Your org</b>	26.84%	28.21%	23.72%	22.89%
<b>Best result</b>	26.06%	24.68%	19.90%	18.30%
<b>Average result</b>	30.29%	31.21%	27.09%	26.62%
<b>Worst result</b>	33.31%	34.10%	33.10%	32.29%
Responses	680	627	792	829

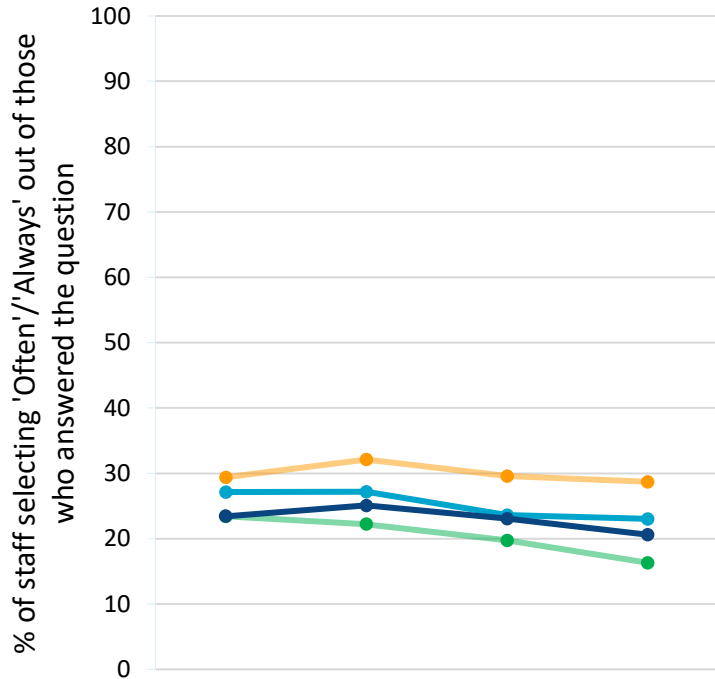
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
<b>Your org</b>	33.22%	35.13%	31.69%	30.23%
<b>Best result</b>	29.87%	28.65%	24.79%	20.87%
<b>Average result</b>	35.20%	35.50%	32.28%	30.23%
<b>Worst result</b>	37.19%	40.29%	37.72%	35.25%
Responses	681	625	791	831

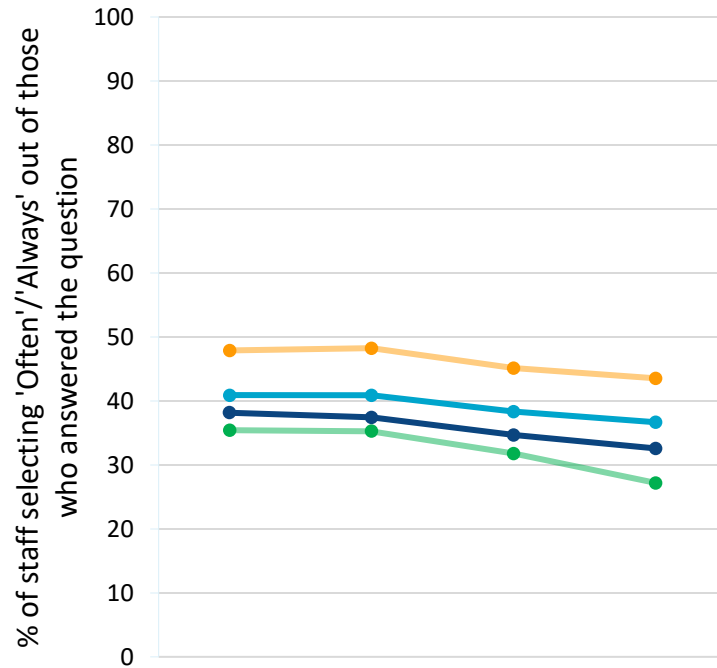


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



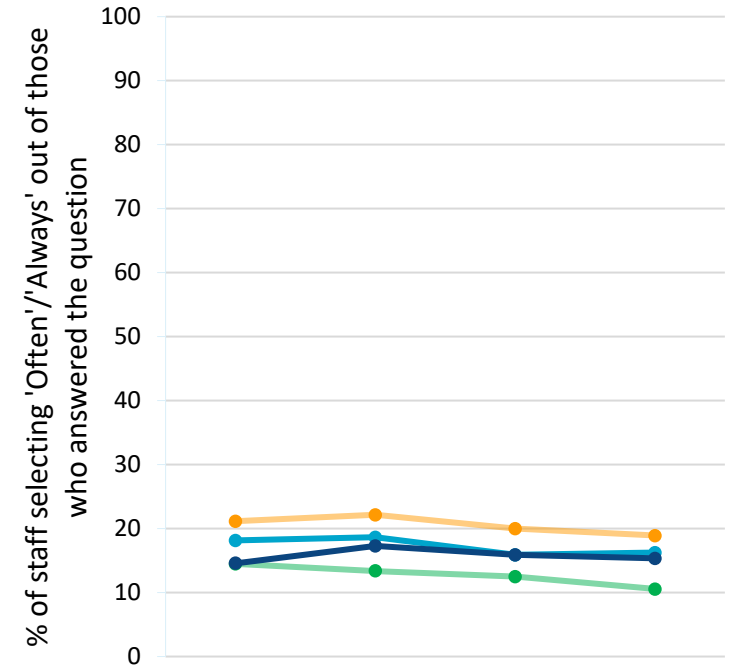
	2021	2022	2023	2024
<b>Your org</b>	23.42%	25.09%	23.07%	20.61%
<b>Best result</b>	23.42%	22.20%	19.74%	16.31%
<b>Average result</b>	27.15%	27.18%	23.60%	23.04%
<b>Worst result</b>	29.39%	32.11%	29.61%	28.71%
Responses	677	627	789	832

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>	38.15%	37.45%	34.68%	32.58%
<b>Best result</b>	35.42%	35.25%	31.79%	27.19%
<b>Average result</b>	40.91%	40.89%	38.33%	36.67%
<b>Worst result</b>	47.87%	48.25%	45.11%	43.53%
Responses	675	623	789	831

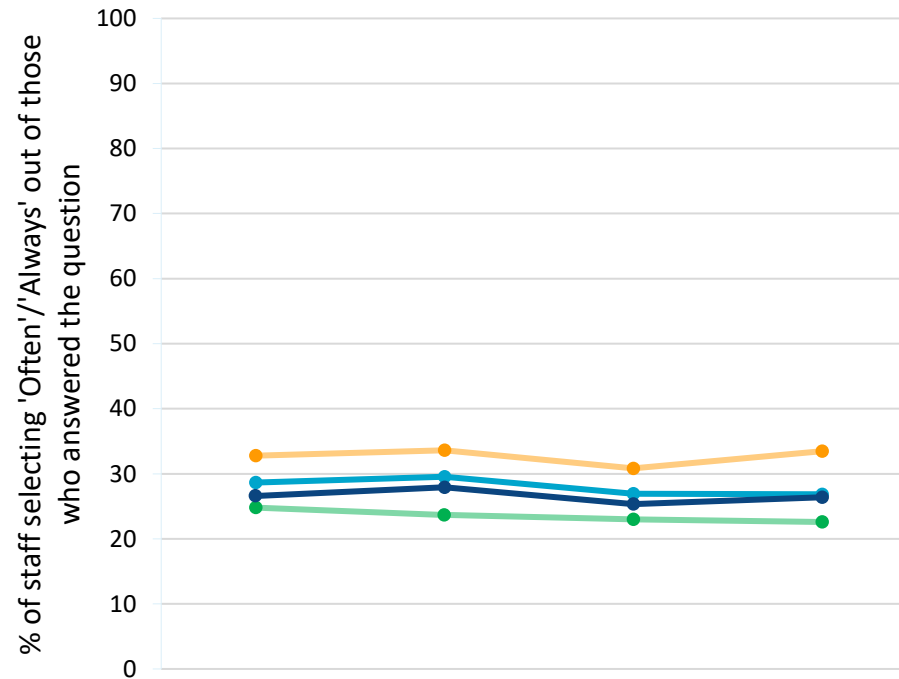
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
<b>Your org</b>	14.56%	17.29%	15.90%	15.35%
<b>Best result</b>	14.48%	13.35%	12.50%	10.57%
<b>Average result</b>	18.14%	18.65%	15.90%	16.23%
<b>Worst result</b>	21.17%	22.16%	19.99%	18.92%
Responses	671	627	789	830



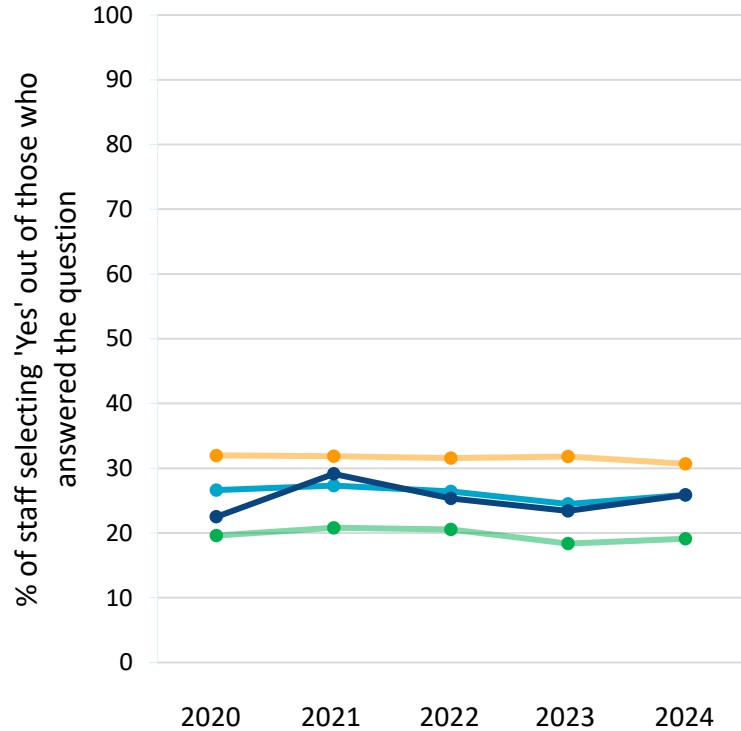
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
<b>Your org</b>	26.60%	27.93%	25.34%	26.39%
<b>Best result</b>	24.80%	23.66%	23.00%	22.59%
<b>Average result</b>	28.66%	29.55%	26.95%	26.85%
<b>Worst result</b>	32.79%	33.61%	30.83%	33.49%
Responses	678	624	791	833

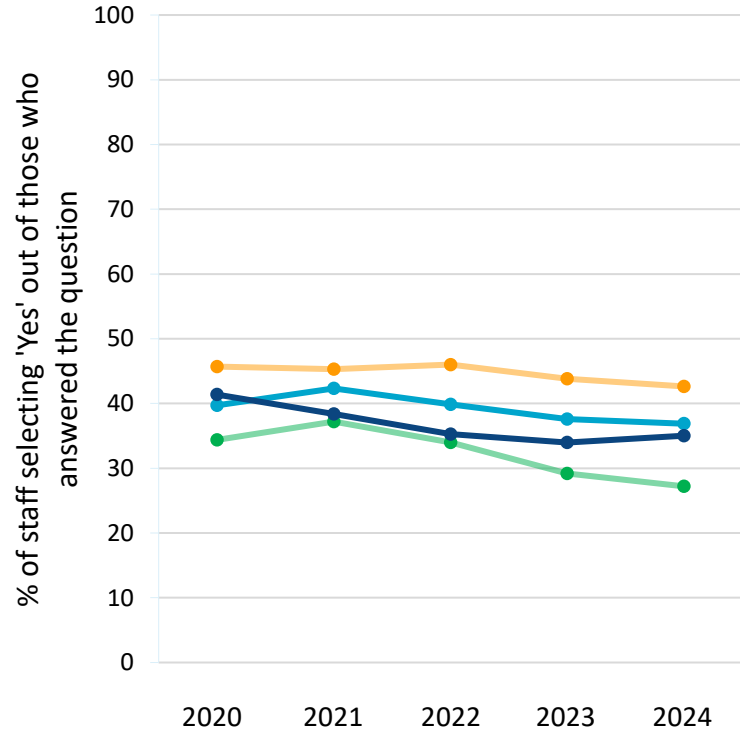


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



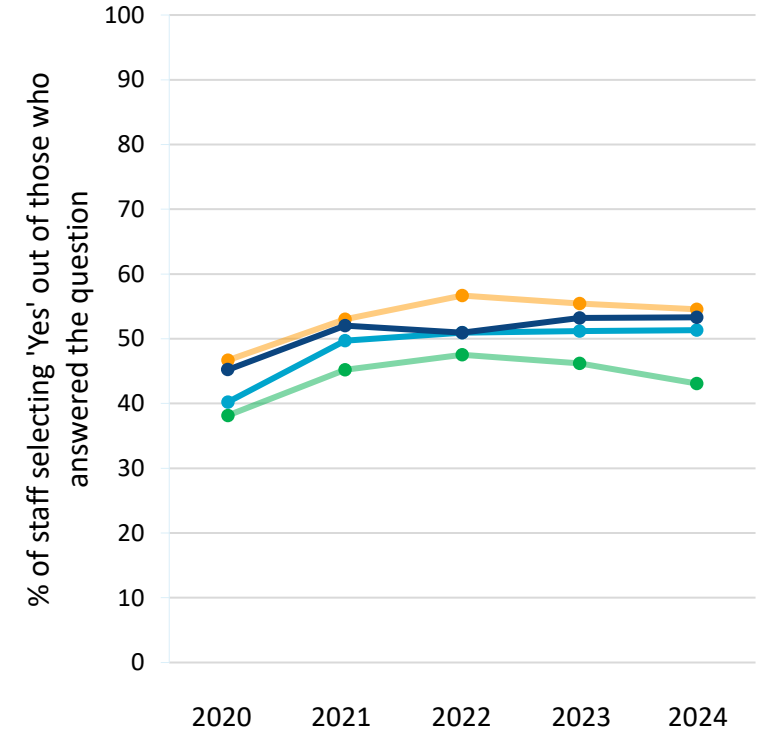
	2020	2021	2022	2023	2024
<b>Your org</b>	22.49%	29.13%	25.32%	23.43%	25.88%
<b>Best result</b>	19.61%	20.82%	20.56%	18.37%	19.10%
<b>Average result</b>	26.64%	27.32%	26.44%	24.48%	25.88%
<b>Worst result</b>	31.98%	31.88%	31.57%	31.83%	30.69%
Responses	627	666	621	786	831

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>	41.38%	38.37%	35.29%	33.97%	35.00%
<b>Best result</b>	34.38%	37.21%	34.01%	29.22%	27.21%
<b>Average result</b>	39.71%	42.33%	39.85%	37.61%	36.88%
<b>Worst result</b>	45.69%	45.31%	46.02%	43.84%	42.64%
Responses	624	669	621	785	829

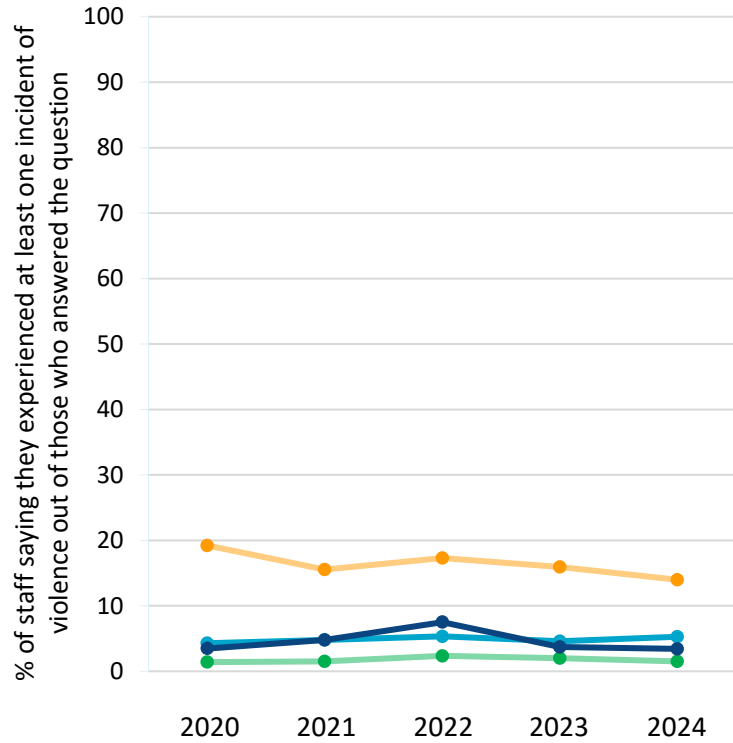
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
<b>Your org</b>	45.21%	52.01%	50.96%	53.21%	53.31%
<b>Best result</b>	38.16%	45.22%	47.53%	46.21%	43.08%
<b>Average result</b>	40.23%	49.72%	50.96%	51.17%	51.33%
<b>Worst result</b>	46.69%	53.03%	56.67%	55.44%	54.55%
Responses	627	672	619	782	831

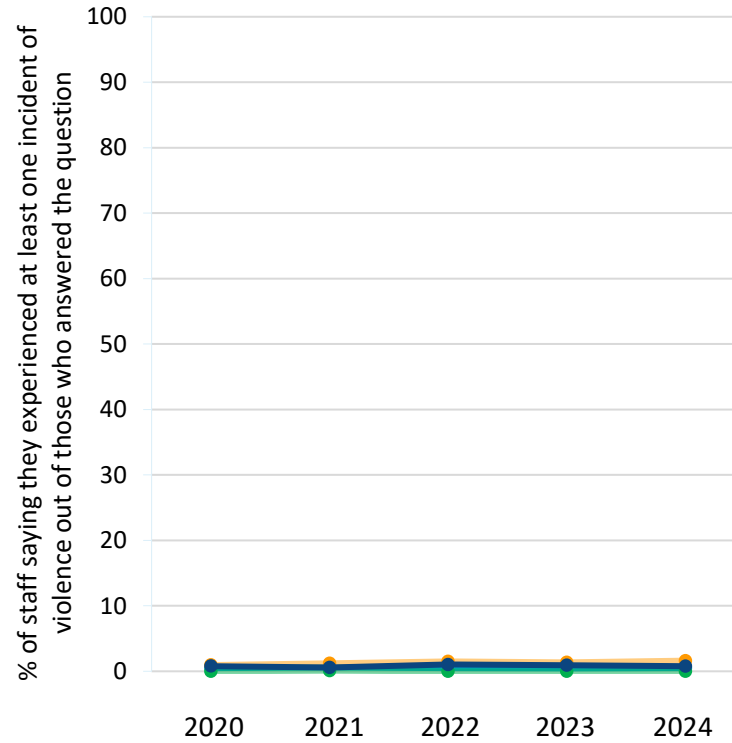


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



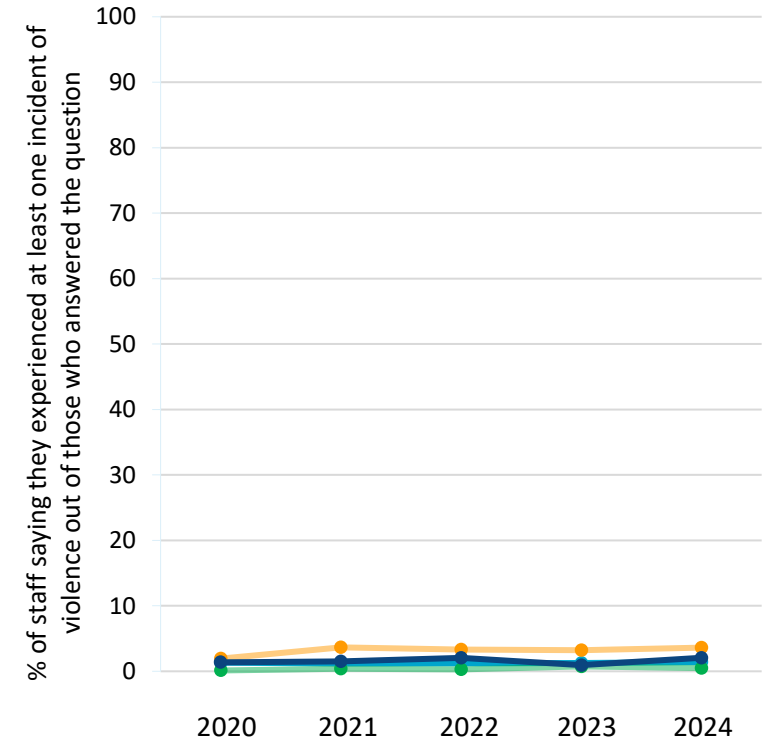
Responses	628	680	625	781	821
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	624	670	617	778	823
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

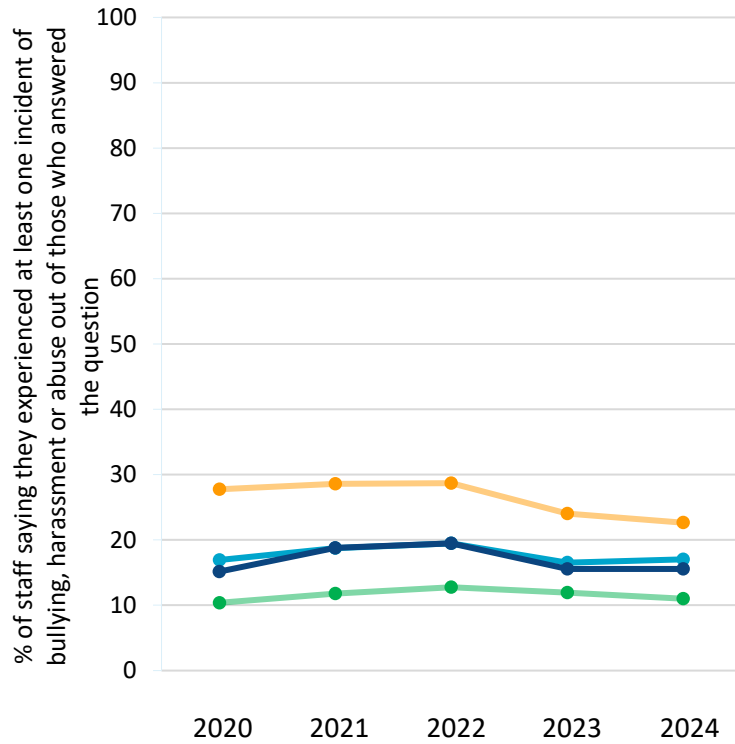


Responses	623	663	618	772	815
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

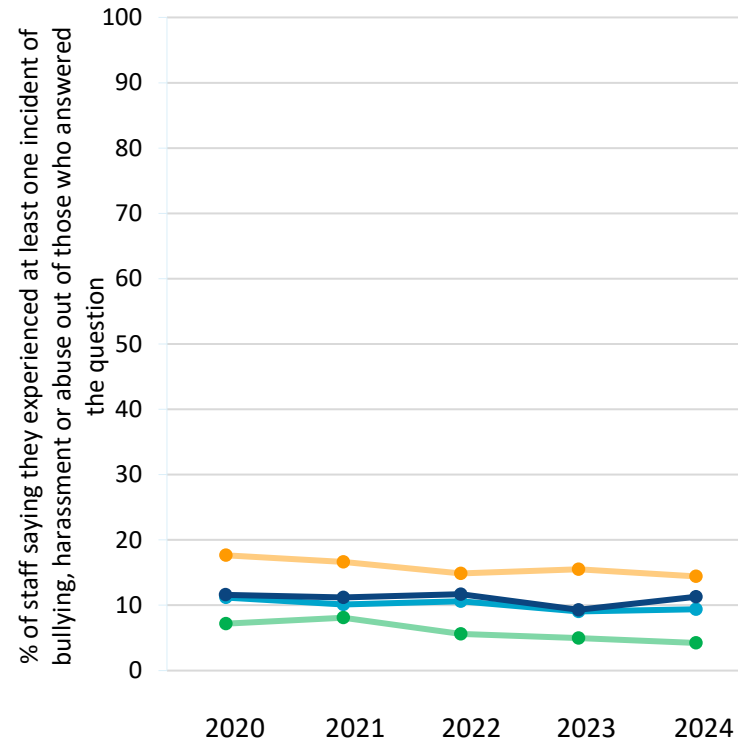


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



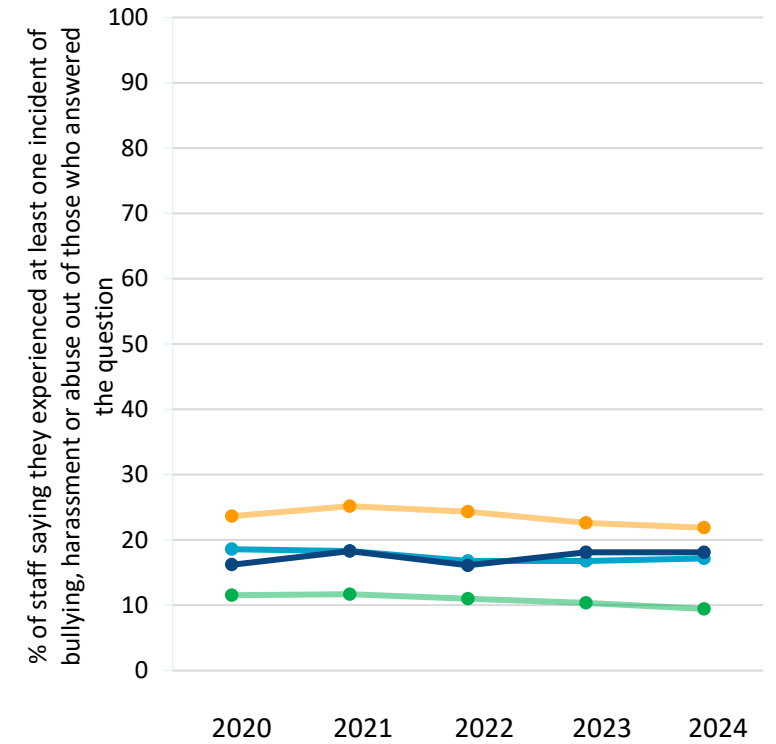
	2020	2021	2022	2023	2024
<b>Your org</b>	15.17%	18.79%	19.48%	15.55%	15.56%
<b>Best result</b>	10.38%	11.77%	12.76%	11.93%	11.02%
<b>Average result</b>	16.95%	18.76%	19.48%	16.52%	17.03%
<b>Worst result</b>	27.76%	28.59%	28.70%	24.04%	22.64%
Responses	631	679	624	780	823

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>	11.61%	11.20%	11.70%	9.31%	11.27%
<b>Best result</b>	7.17%	8.09%	5.61%	4.95%	4.23%
<b>Average result</b>	11.18%	10.13%	10.63%	9.06%	9.41%
<b>Worst result</b>	17.65%	16.65%	14.88%	15.53%	14.42%
Responses	627	668	617	775	820

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

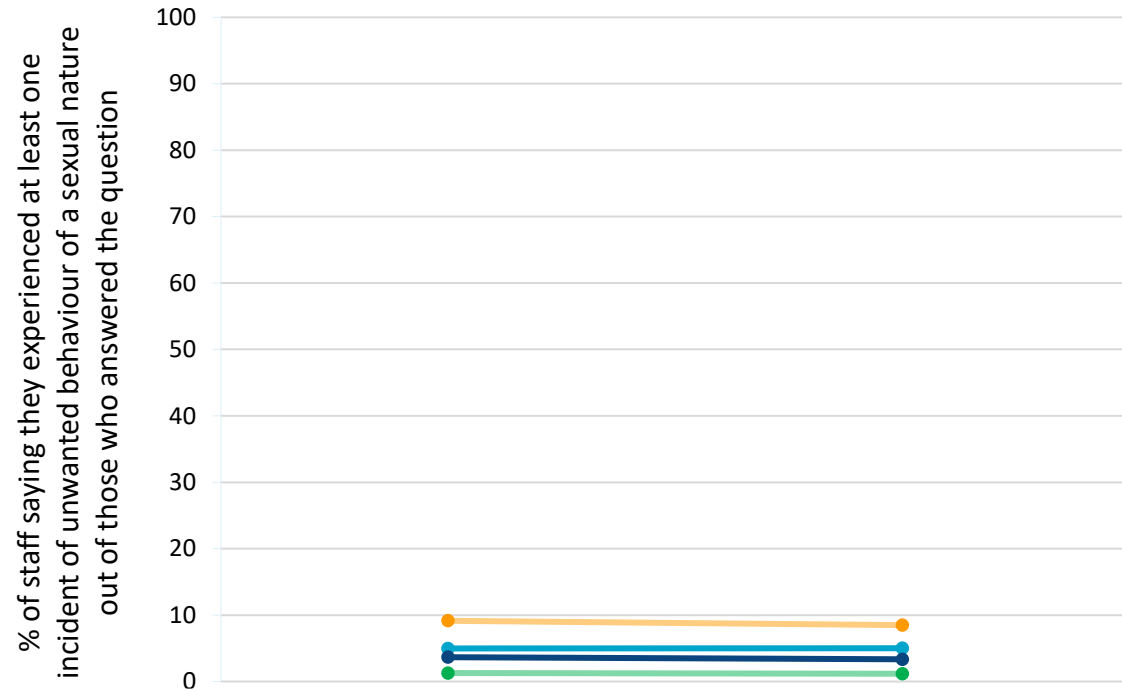


	2020	2021	2022	2023	2024
<b>Your org</b>	16.20%	18.29%	16.12%	18.10%	18.09%
<b>Best result</b>	11.55%	11.69%	11.01%	10.37%	9.44%
<b>Average result</b>	18.58%	18.29%	16.79%	16.77%	17.17%
<b>Worst result</b>	23.63%	25.17%	24.33%	22.62%	21.87%
Responses	622	665	618	781	822

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

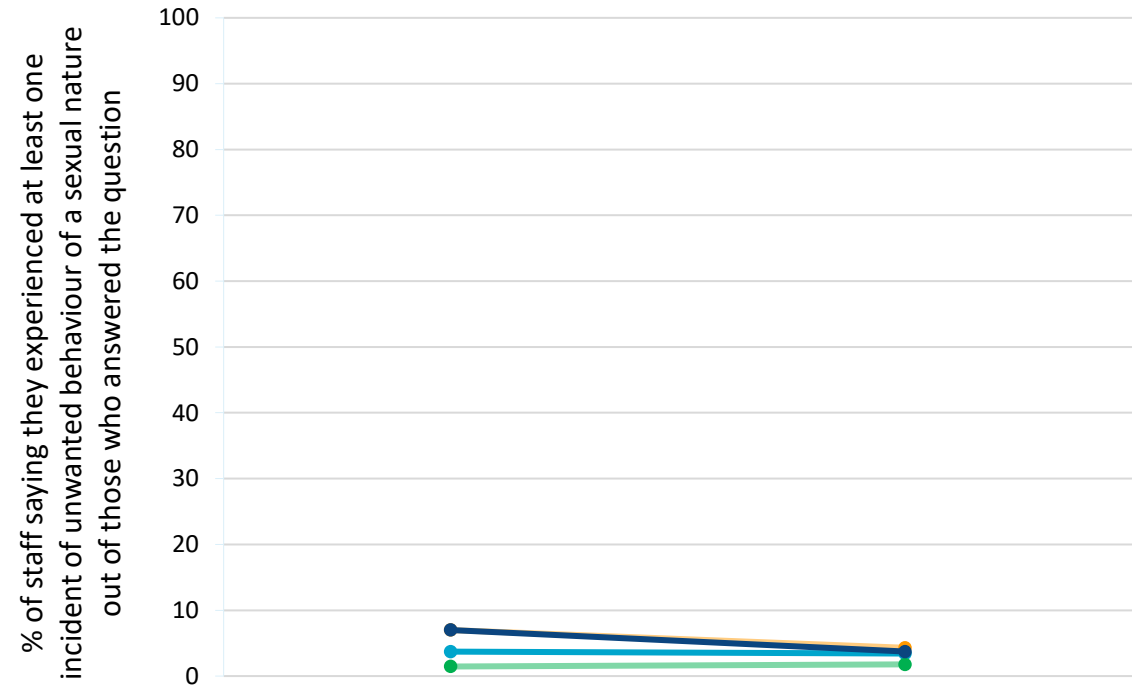


2023 2024

Your org	3.66%	3.35%
Best result	1.27%	1.17%
Average result	4.98%	5.01%
Worst result	9.14%	8.49%

Responses 788 830

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	6.99%	3.73%
Best result	1.45%	1.78%
Average result	3.72%	3.42%
Worst result	6.99%	4.30%

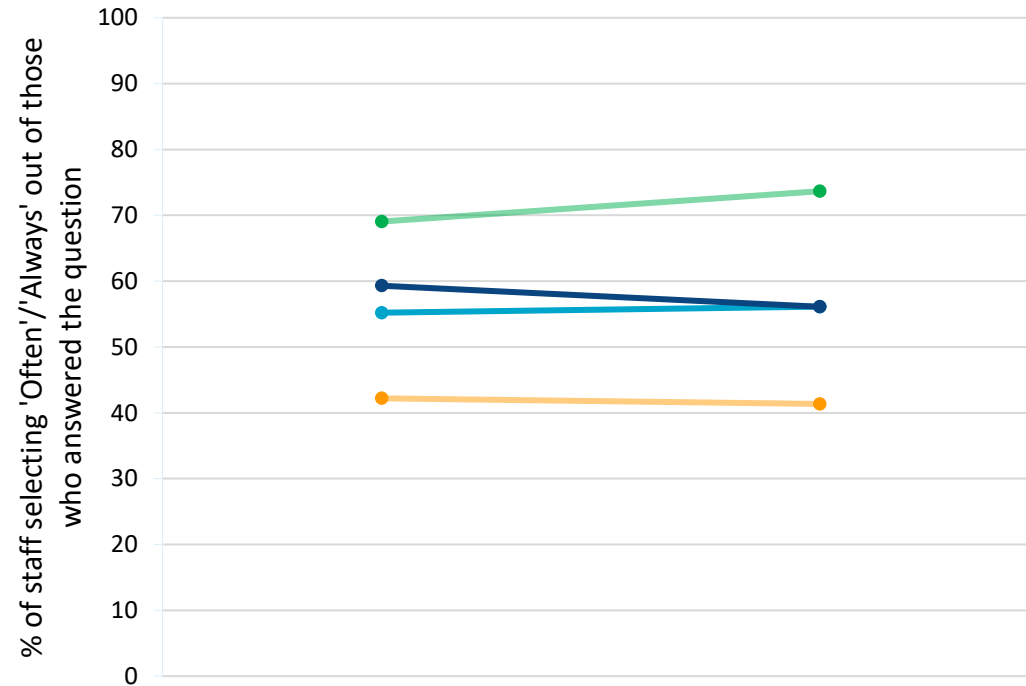
Responses 782 828

\*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	59.30%	56.11%
Best result	69.05%	73.66%
Average result	55.21%	56.13%
Worst result	42.20%	41.35%
Responses	790	833

\*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

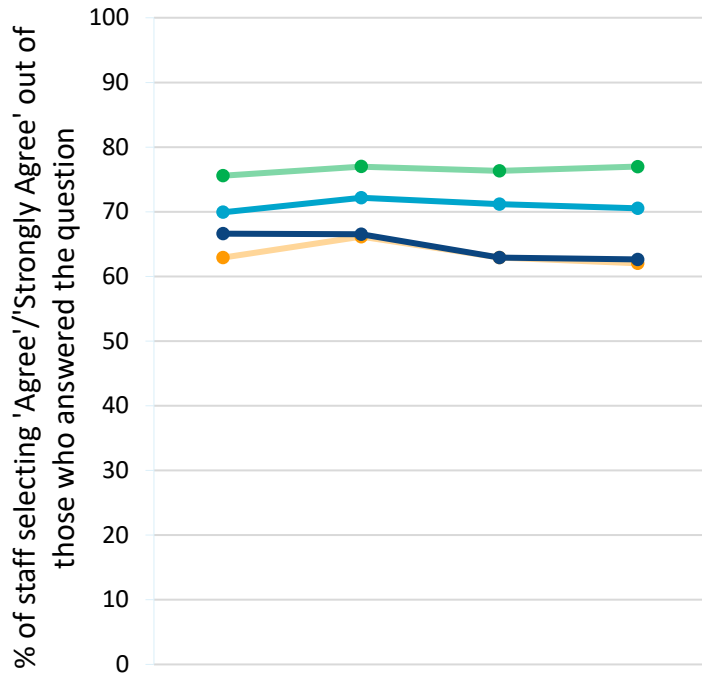
\*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

\*\*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.

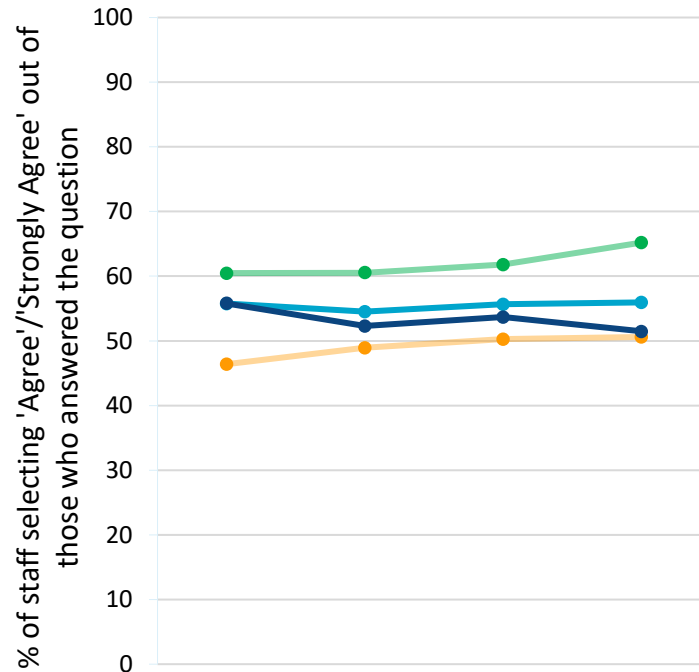


Q24a This organisation offers me challenging work.



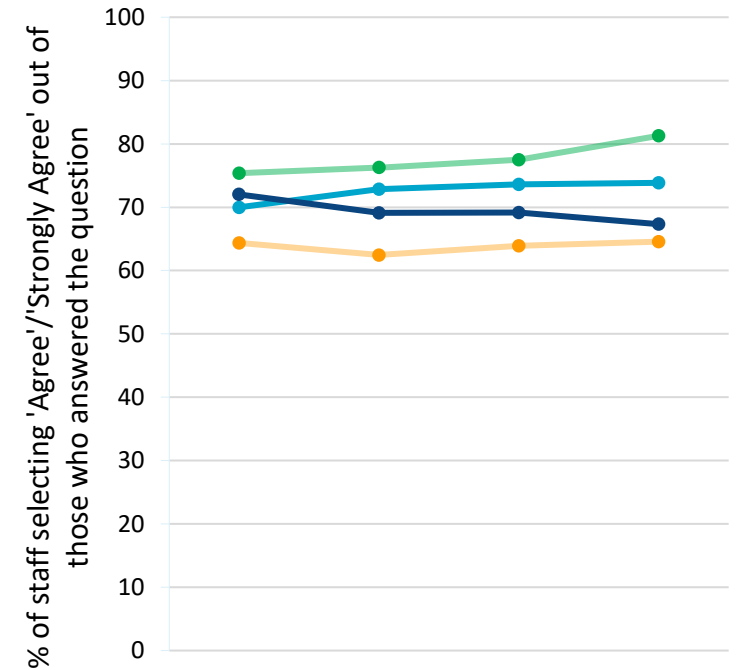
	2021	2022	2023	2024
<b>Your org</b>	66.61%	66.54%	62.92%	62.63%
<b>Best result</b>	75.57%	76.98%	76.33%	76.99%
<b>Average result</b>	69.91%	72.16%	71.16%	70.54%
<b>Worst result</b>	62.93%	66.15%	62.92%	62.02%
Responses	672	625	787	829

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



	2021	2022	2023	2024
<b>Your org</b>	55.78%	52.32%	53.67%	51.48%
<b>Best result</b>	60.48%	60.52%	61.80%	65.19%
<b>Average result</b>	55.78%	54.52%	55.64%	55.94%
<b>Worst result</b>	46.39%	48.95%	50.26%	50.60%
Responses	673	626	784	832

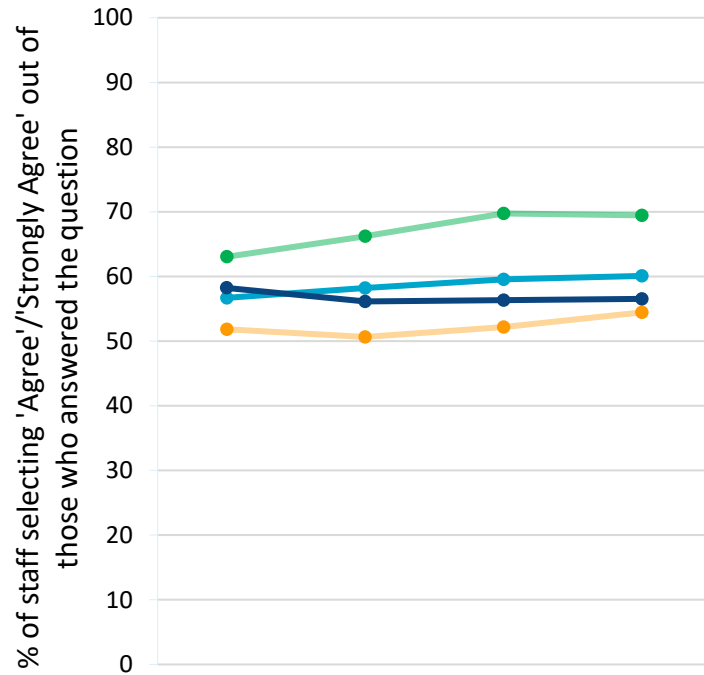
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
<b>Your org</b>	72.02%	69.11%	69.19%	67.33%
<b>Best result</b>	75.38%	76.27%	77.49%	81.28%
<b>Average result</b>	69.99%	72.88%	73.62%	73.85%
<b>Worst result</b>	64.34%	62.47%	63.91%	64.57%
Responses	672	626	783	832

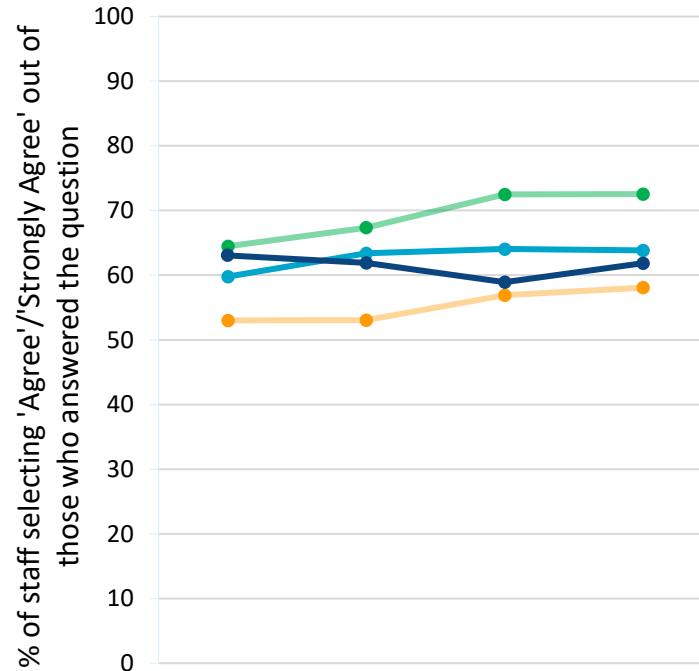


Q24d I feel supported to develop my potential.



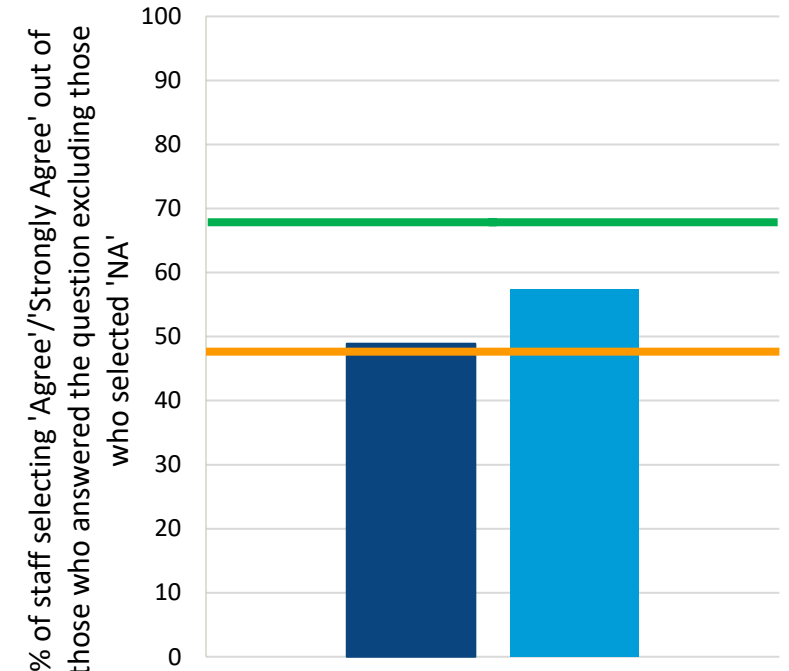
	2021	2022	2023	2024
Your org	58.22%	56.14%	56.32%	56.51%
Best result	63.04%	66.21%	69.74%	69.46%
Average result	56.69%	58.21%	59.54%	60.08%
Worst result	51.84%	50.64%	52.20%	54.45%
Responses	672	624	783	831

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



	2021	2022	2023	2024
Your org	63.05%	61.90%	58.92%	61.84%
Best result	64.47%	67.33%	72.47%	72.54%
Average result	59.78%	63.41%	64.05%	63.83%
Worst result	53.01%	53.02%	56.90%	58.07%
Responses	670	618	785	821

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

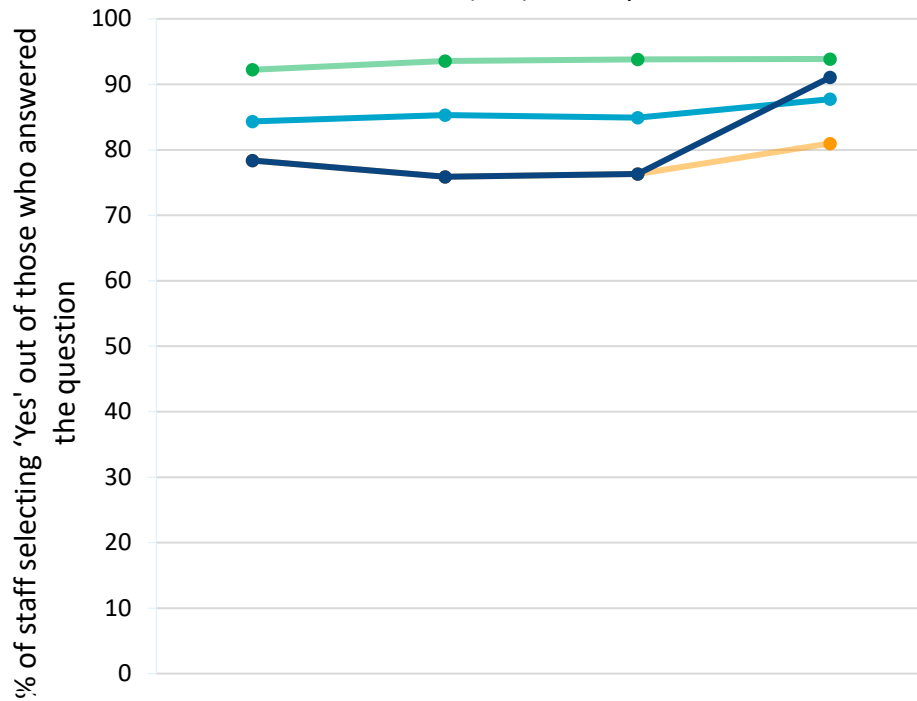


	2024
Your org	48.89%
Best result	67.86%
Average result	57.38%
Worst result	47.65%
Responses	605

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



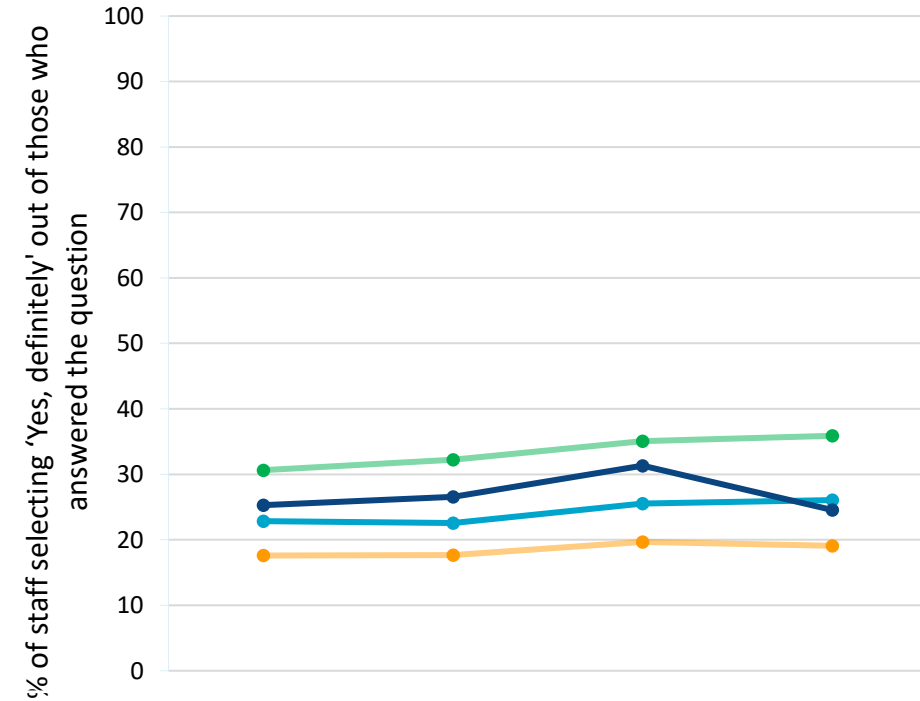
Q23a\* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
<b>Your org</b>	78.35%	75.88%	76.33%	91.06%
<b>Best result</b>	92.23%	93.58%	93.80%	93.88%
<b>Average result</b>	84.33%	85.32%	84.90%	87.73%
<b>Worst result</b>	78.35%	75.88%	76.33%	80.98%

Responses 664 614 777 826

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



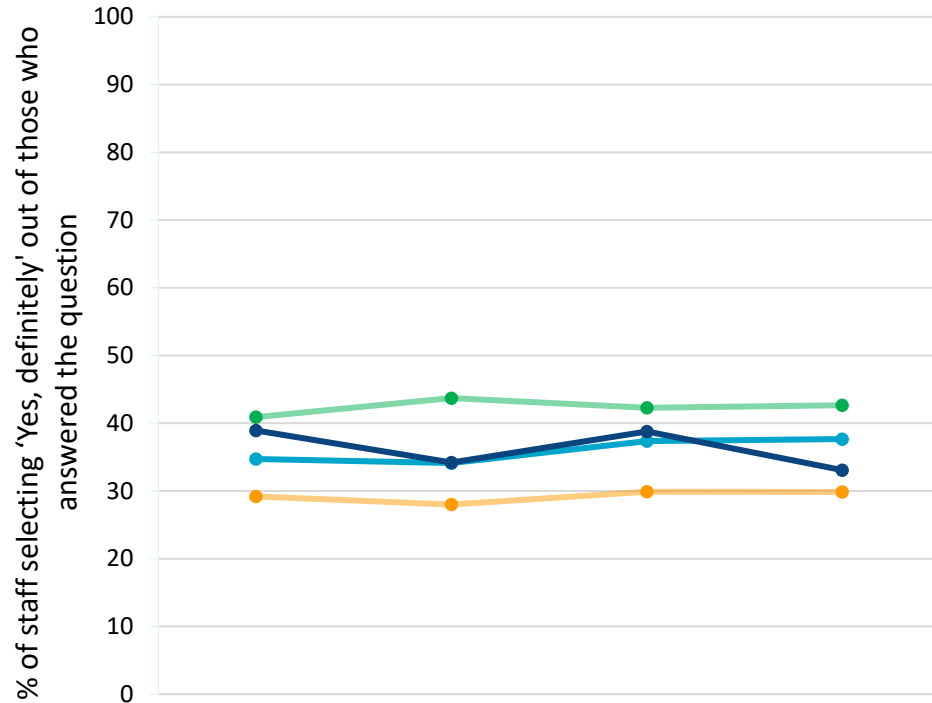
	2021	2022	2023	2024
<b>Your org</b>	25.31%	26.58%	31.33%	24.55%
<b>Best result</b>	30.64%	32.21%	35.09%	35.89%
<b>Average result</b>	22.83%	22.56%	25.53%	26.07%
<b>Worst result</b>	17.60%	17.66%	19.68%	19.07%

Responses 494 458 585 748

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

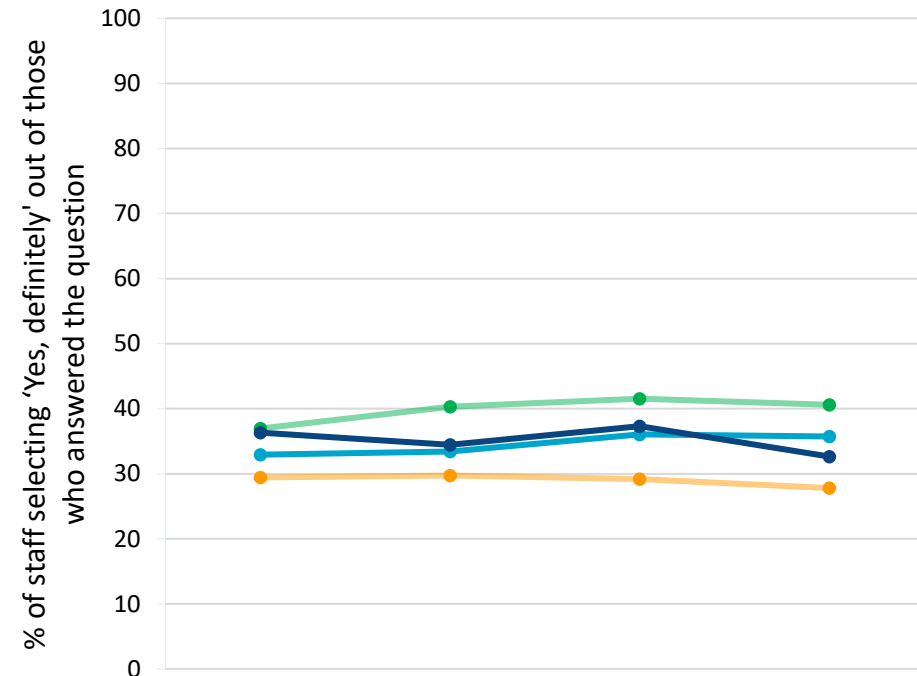


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
<b>Your org</b>	38.93%	34.19%	38.80%	33.07%
<b>Best result</b>	40.91%	43.71%	42.29%	42.64%
<b>Average result</b>	34.74%	34.12%	37.35%	37.66%
<b>Worst result</b>	29.21%	28.00%	29.89%	29.87%
Responses	490	458	584	742

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



	2021	2022	2023	2024
<b>Your org</b>	36.33%	34.47%	37.31%	32.65%
<b>Best result</b>	36.95%	40.32%	41.54%	40.61%
<b>Average result</b>	32.94%	33.40%	36.05%	35.71%
<b>Worst result</b>	29.44%	29.73%	29.17%	27.80%
Responses	490	459	584	749

## People Promise element – We work flexibly



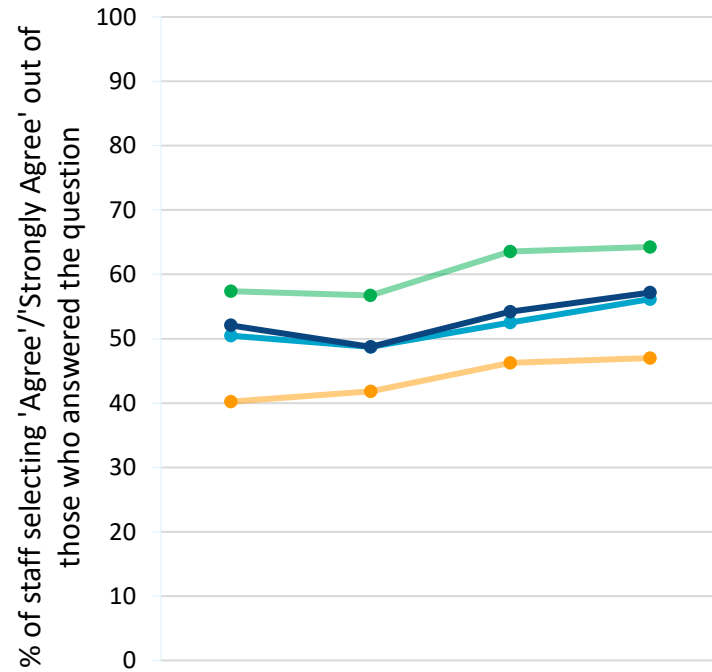
### Questions included:

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

Flexible working – Q4d

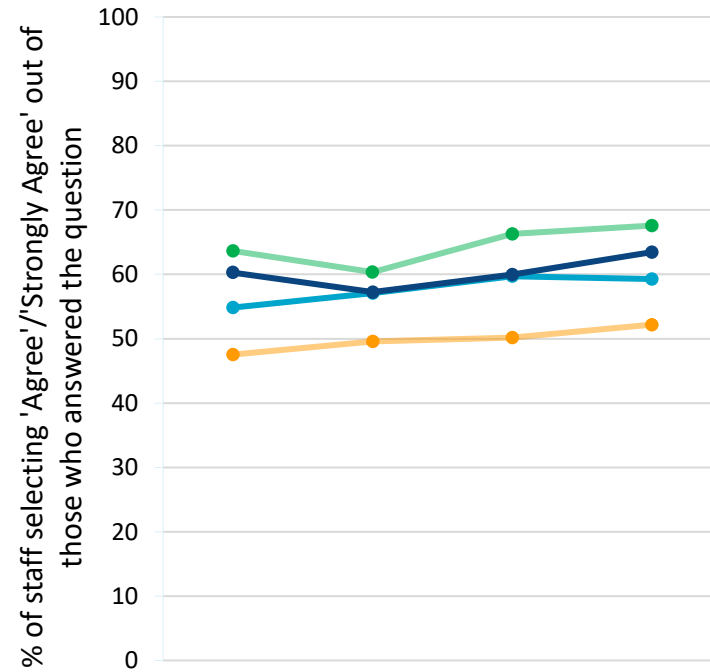


Q6b My organisation is committed to helping me balance my work and home life.



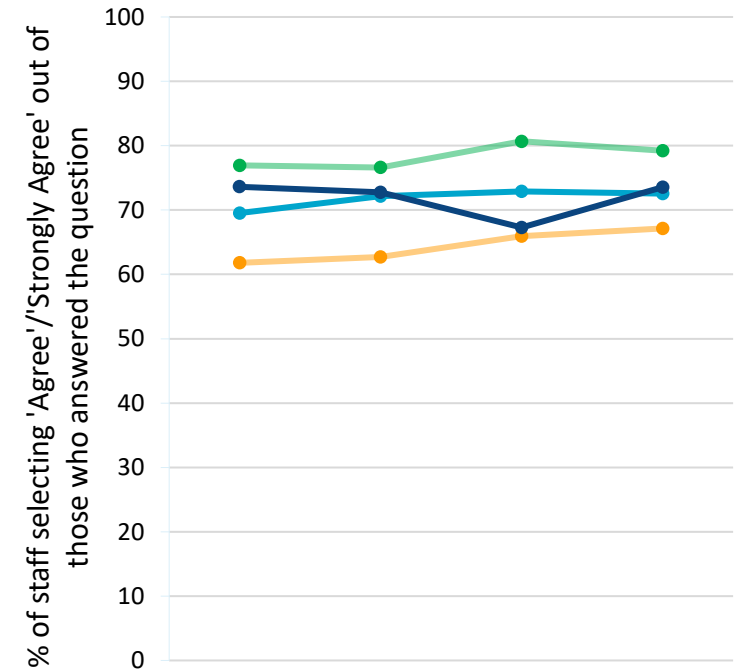
	2021	2022	2023	2024
Your org	52.06%	48.73%	54.19%	57.16%
Best result	57.39%	56.72%	63.55%	64.26%
Average result	50.48%	48.73%	52.50%	56.15%
Worst result	40.22%	41.80%	46.25%	47.00%
Responses	677	630	783	830

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



	2021	2022	2023	2024
Your org	60.28%	57.25%	59.97%	63.46%
Best result	63.65%	60.35%	66.29%	67.59%
Average result	54.84%	57.08%	59.70%	59.25%
Worst result	47.54%	49.57%	50.15%	52.19%
Responses	673	626	785	828

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

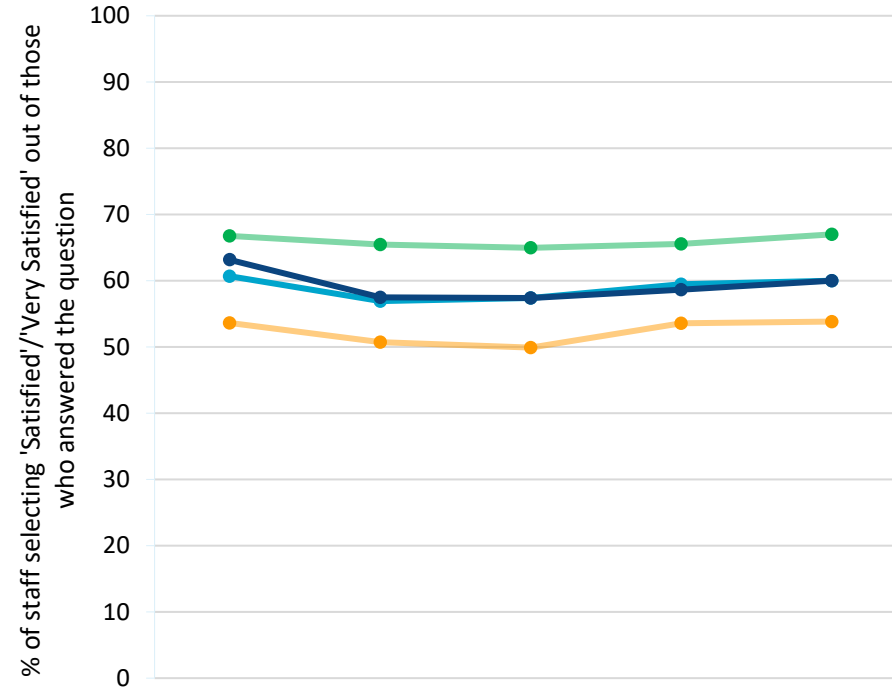


	2021	2022	2023	2024
Your org	73.61%	72.77%	67.29%	73.55%
Best result	76.94%	76.60%	80.68%	79.20%
Average result	69.53%	72.13%	72.89%	72.55%
Worst result	61.79%	62.69%	65.96%	67.14%
Responses	675	629	784	829



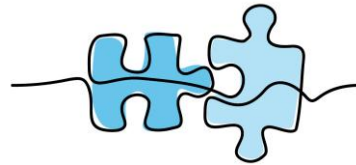


Q4d How satisfied are you with each of the following aspects of your job? The opportunities for flexible working patterns.



	2020	2021	2022	2023	2024
<b>Your org</b>	63.15%	57.49%	57.39%	58.65%	60.00%
<b>Best result</b>	66.76%	65.46%	64.97%	65.58%	67.00%
<b>Average result</b>	60.68%	56.93%	57.39%	59.47%	60.00%
<b>Worst result</b>	53.62%	50.72%	49.90%	53.57%	53.83%
Responses	626	672	626	786	829

## People Promise element – We are a team



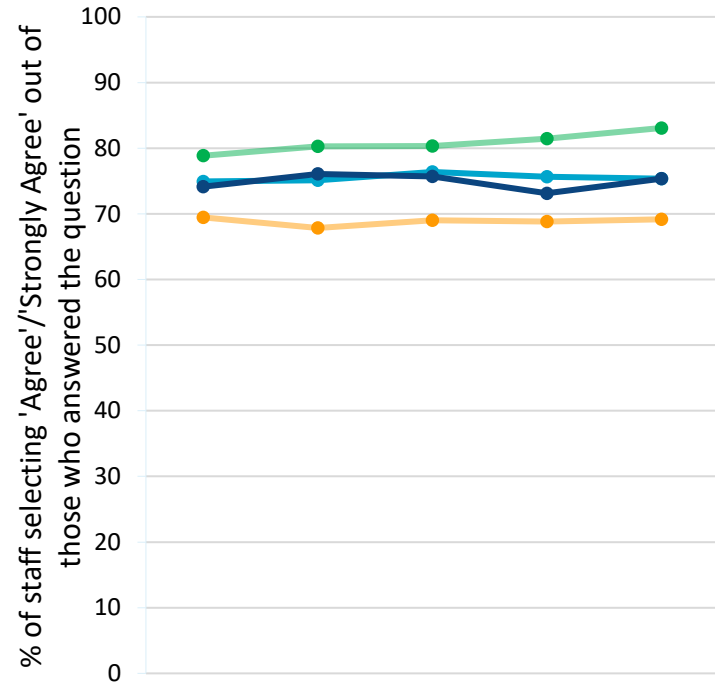
### Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

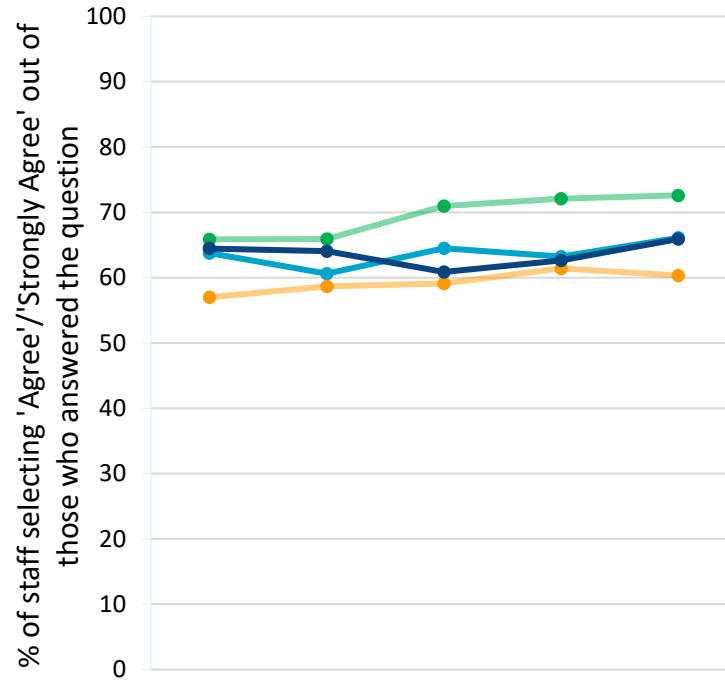


2020 2021 2022 2023 2024

<b>Your org</b>	74.12%	76.07%	75.71%	73.13%	75.37%
<b>Best result</b>	78.85%	80.28%	80.33%	81.45%	83.08%
<b>Average result</b>	74.94%	75.09%	76.37%	75.63%	75.37%
<b>Worst result</b>	69.46%	67.84%	69.00%	68.83%	69.15%

Responses 624 678 628 783 832

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

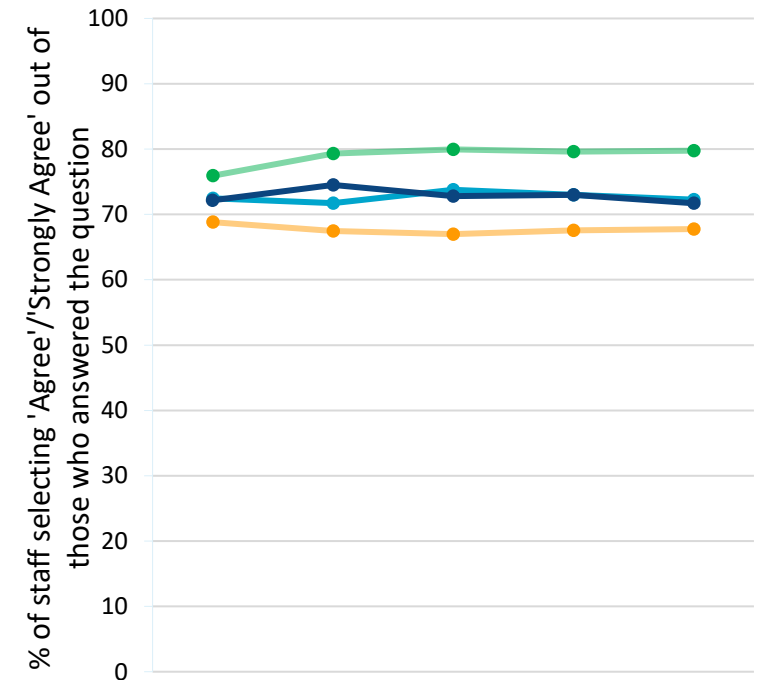


2020 2021 2022 2023 2024

<b>Your org</b>	64.47%	64.04%	60.87%	62.64%	65.91%
<b>Best result</b>	65.87%	65.91%	70.96%	72.09%	72.60%
<b>Average result</b>	63.78%	60.61%	64.49%	63.20%	66.09%
<b>Worst result</b>	56.99%	58.68%	59.11%	61.42%	60.31%

Responses 625 677 629 785 831

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



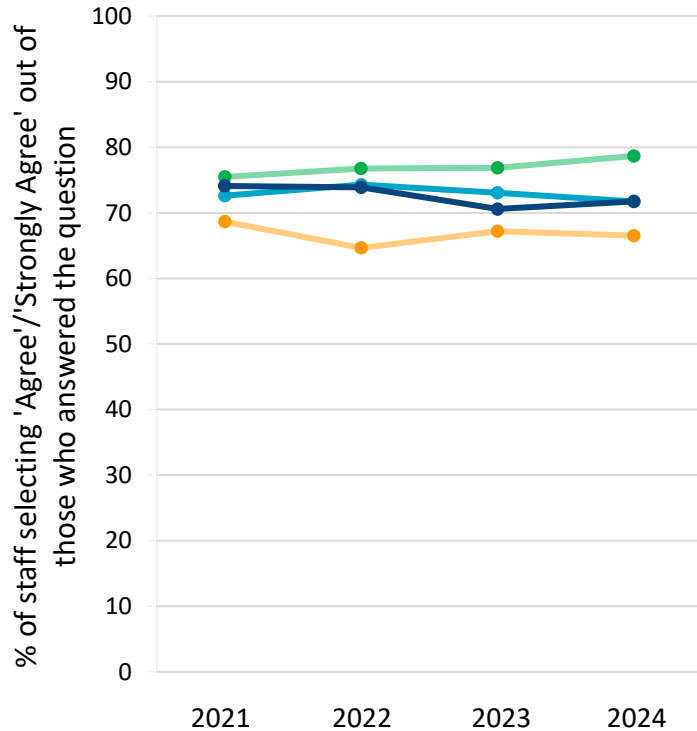
2020 2021 2022 2023 2024

<b>Your org</b>	72.15%	74.52%	72.79%	73.01%	71.71%
<b>Best result</b>	75.92%	79.34%	79.96%	79.63%	79.75%
<b>Average result</b>	72.45%	71.73%	73.77%	73.01%	72.29%
<b>Worst result</b>	68.82%	67.46%	66.99%	67.54%	67.78%

Responses 629 675 629 784 831

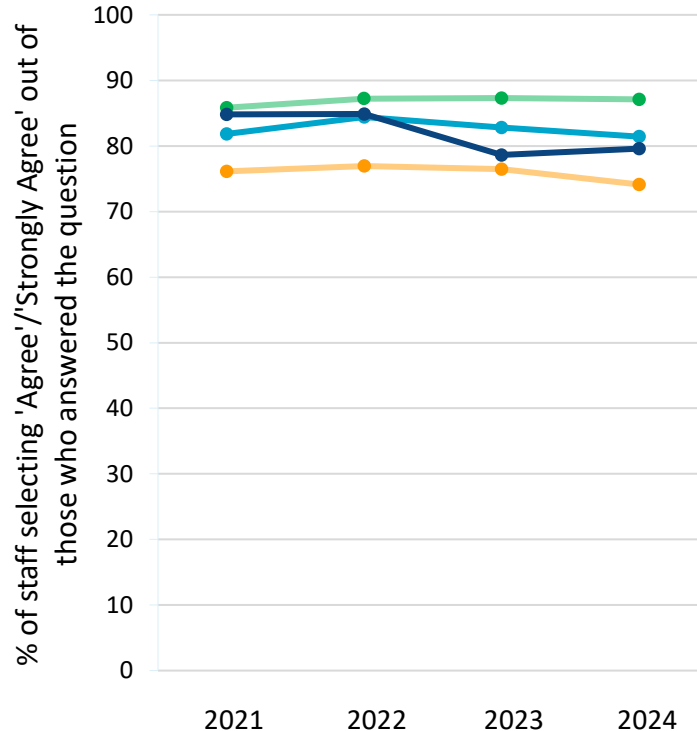


Q7d Team members understand each other's roles.



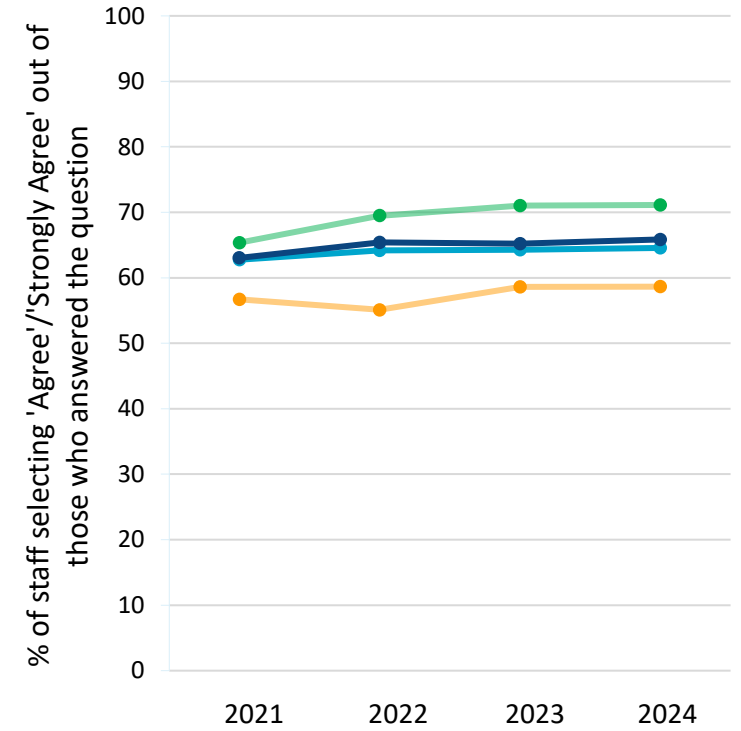
	2021	2022	2023	2024
<b>Your org</b>	74.09%	73.89%	70.59%	71.73%
<b>Best result</b>	75.47%	76.76%	76.86%	78.68%
<b>Average result</b>	72.62%	74.30%	73.06%	71.73%
<b>Worst result</b>	68.64%	64.65%	67.19%	66.51%
Responses	675	627	783	831

Q7e I enjoy working with the colleagues in my team.



	2021	2022	2023	2024
<b>Your org</b>	84.80%	84.89%	78.64%	79.62%
<b>Best result</b>	85.84%	87.21%	87.31%	87.12%
<b>Average result</b>	81.83%	84.42%	82.80%	81.43%
<b>Worst result</b>	76.16%	76.94%	76.49%	74.13%
Responses	675	626	786	832

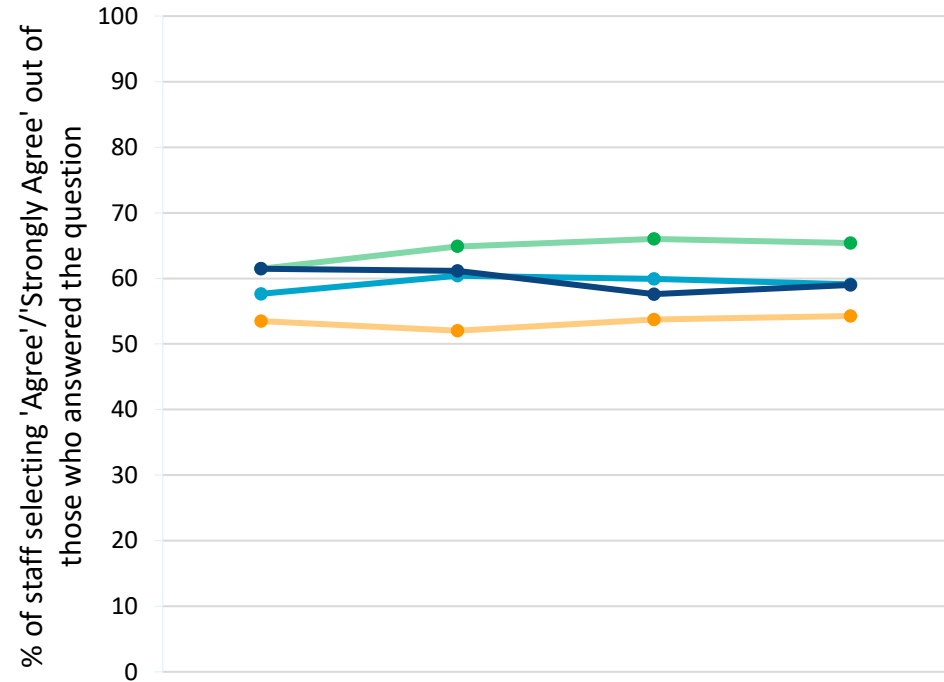
Q7f My team has enough freedom in how to do its work.



	2021	2022	2023	2024
<b>Your org</b>	63.04%	65.40%	65.20%	65.86%
<b>Best result</b>	65.37%	69.49%	71.05%	71.12%
<b>Average result</b>	62.76%	64.19%	64.26%	64.56%
<b>Worst result</b>	56.73%	55.12%	58.61%	58.65%
Responses	674	626	785	826

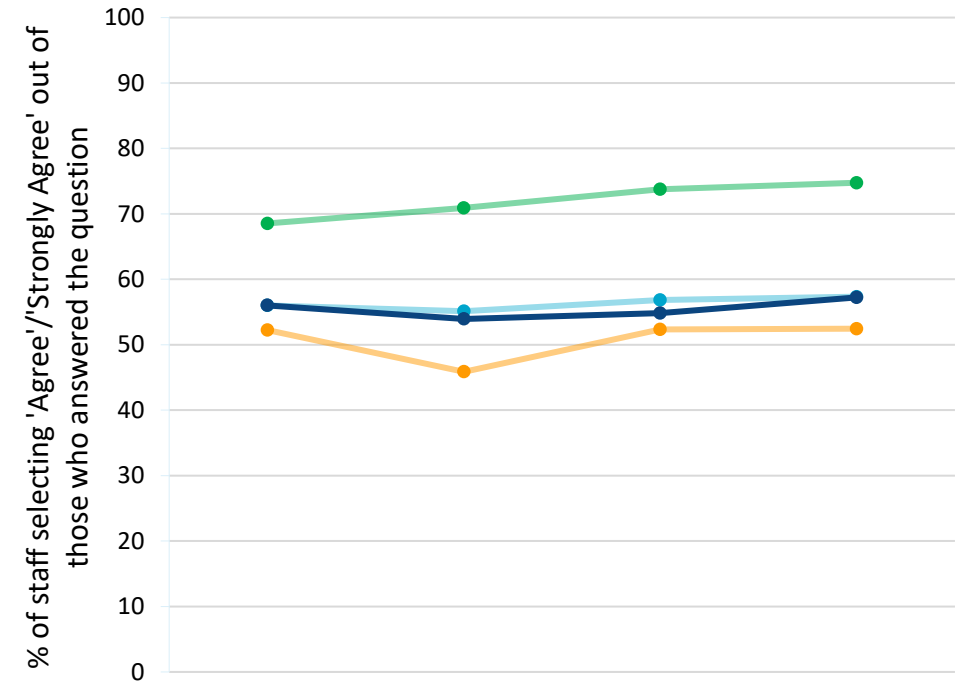


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	61.47%	61.13%	57.60%	59.01%
Best result	61.47%	64.87%	66.02%	65.42%
Average result	57.65%	60.40%	59.93%	59.12%
Worst result	53.51%	52.02%	53.75%	54.26%
Responses	677	628	782	828

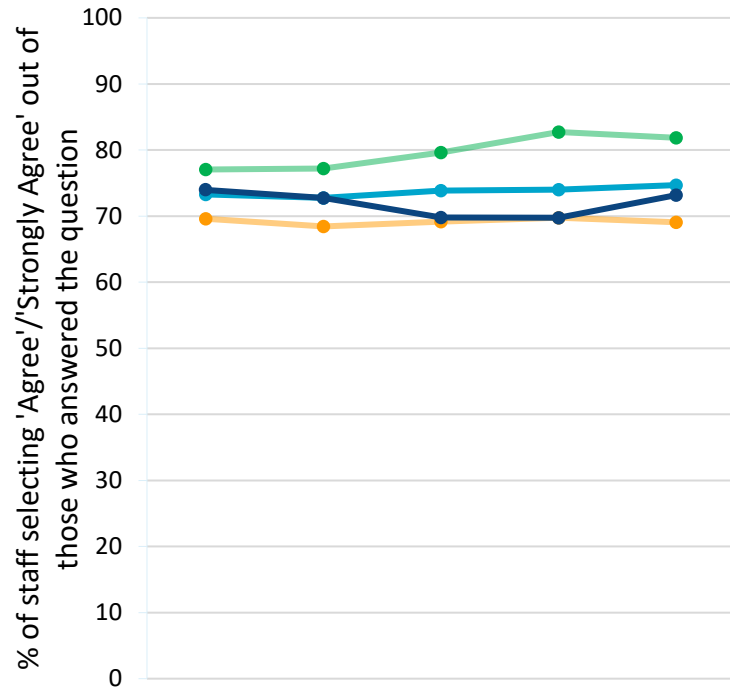
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	56.02%	53.94%	54.86%	57.23%
Best result	68.54%	70.91%	73.77%	74.76%
Average result	56.02%	55.13%	56.86%	57.35%
Worst result	52.26%	45.86%	52.35%	52.45%
Responses	670	628	787	832



Q9a My immediate manager encourages me at work.

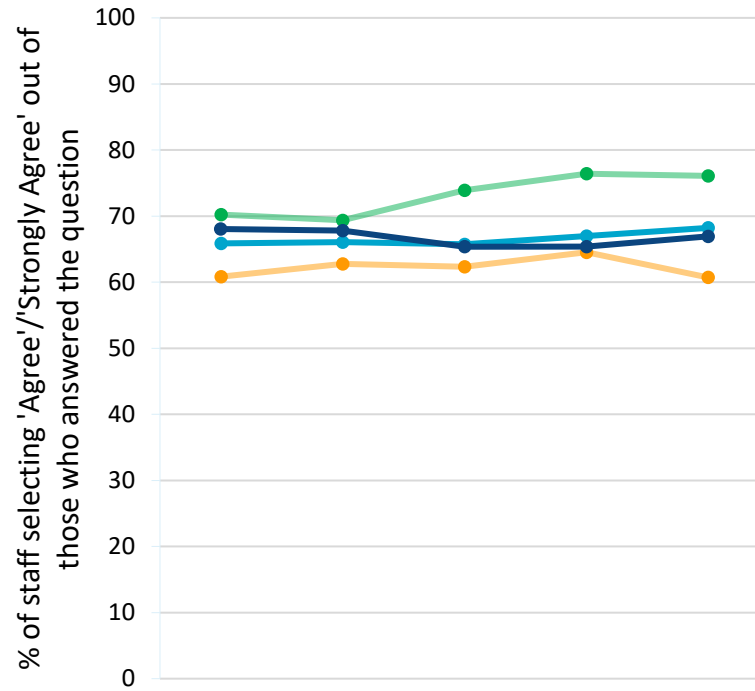


2020 2021 2022 2023 2024

<b>Your org</b>	73.96%	72.76%	69.78%	69.76%	73.19%
<b>Best result</b>	77.05%	77.21%	79.63%	82.73%	81.85%
<b>Average result</b>	73.29%	72.76%	73.85%	74.02%	74.69%
<b>Worst result</b>	69.59%	68.44%	69.18%	69.76%	69.05%

Responses 626 678 627 790 831

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

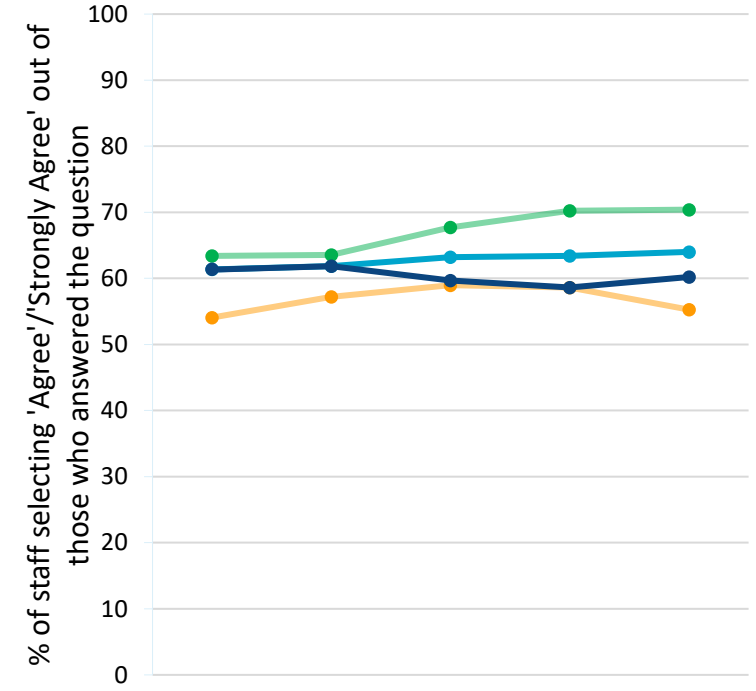


2020 2021 2022 2023 2024

<b>Your org</b>	68.05%	67.83%	65.37%	65.39%	66.94%
<b>Best result</b>	70.23%	69.38%	73.92%	76.41%	76.07%
<b>Average result</b>	65.87%	66.08%	65.74%	66.96%	68.22%
<b>Worst result</b>	60.82%	62.79%	62.35%	64.53%	60.72%

Responses 625 677 629 787 830

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



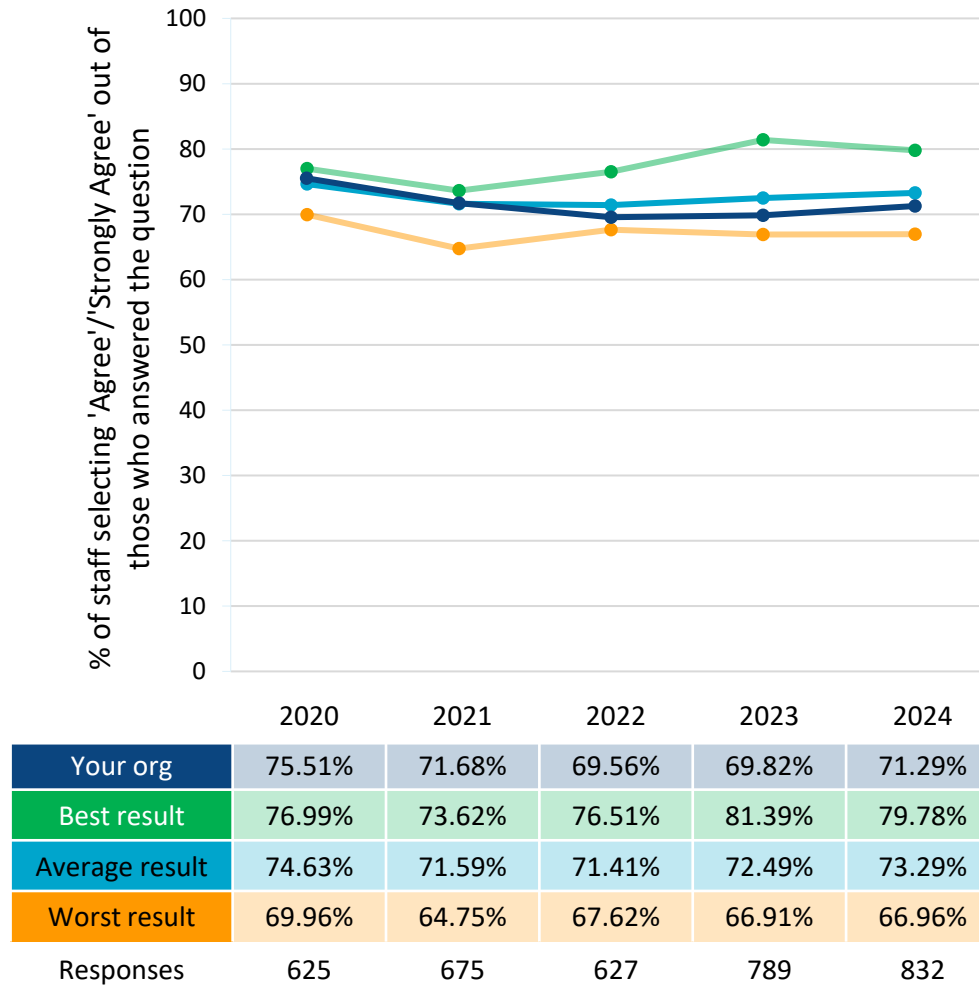
2020 2021 2022 2023 2024

<b>Your org</b>	61.35%	61.85%	59.68%	58.63%	60.21%
<b>Best result</b>	63.41%	63.54%	67.71%	70.25%	70.41%
<b>Average result</b>	61.36%	61.85%	63.22%	63.41%	64.01%
<b>Worst result</b>	54.08%	57.22%	58.97%	58.63%	55.26%

Responses 626 676 628 789 831



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



## Theme – Staff engagement



### Questions included:

Motivation – Q2a, Q2b, Q2c

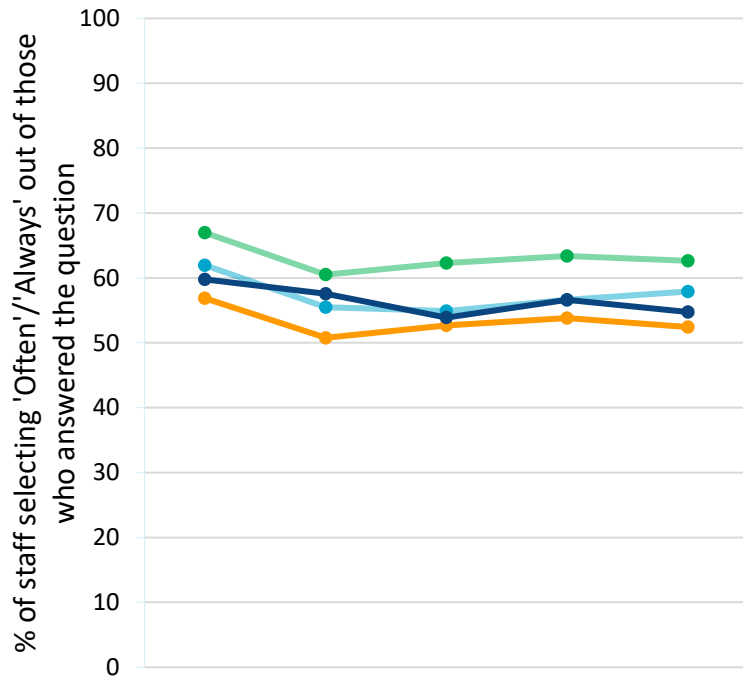
Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

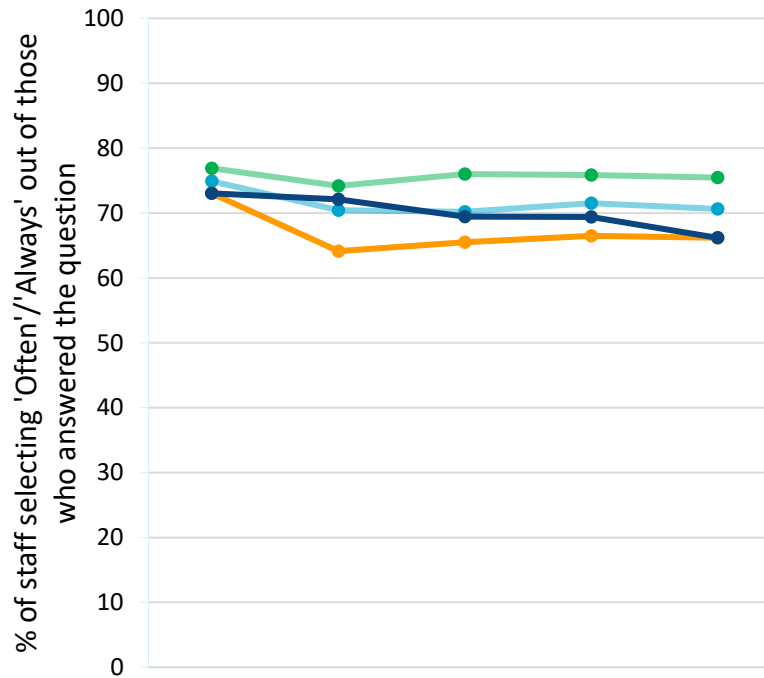




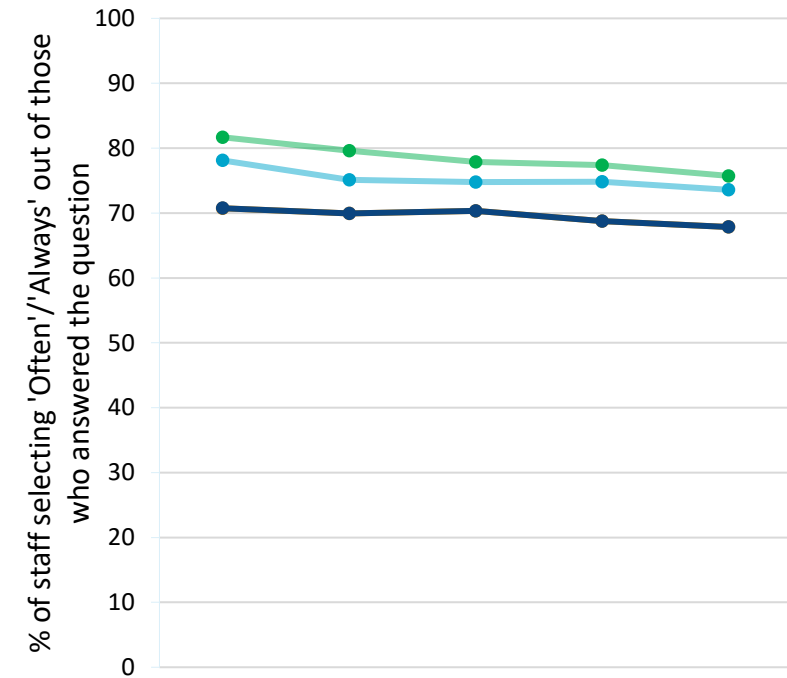
Q2a I look forward to going to work.



Q2b I am enthusiastic about my job.



Q2c Time passes quickly when I am working.



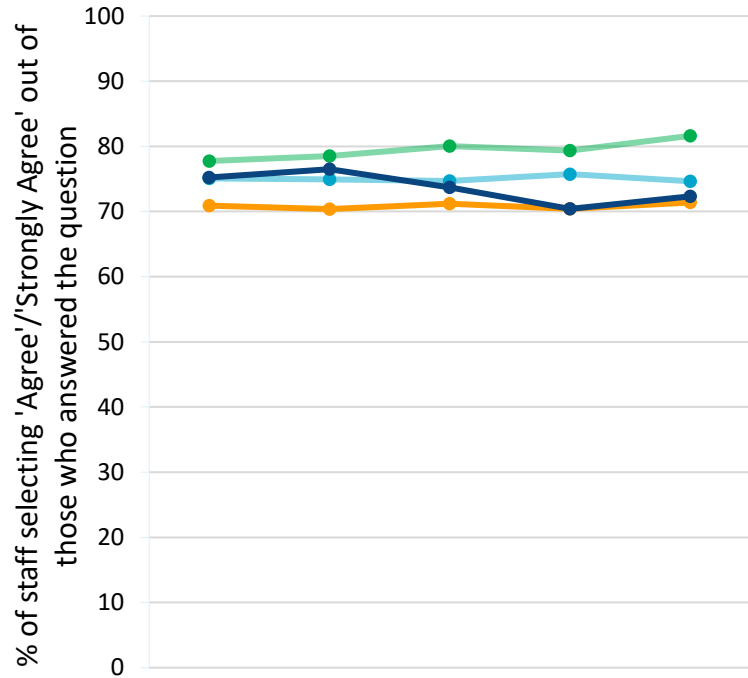
	2020	2021	2022	2023	2024
<b>Your org</b>	59.78%	57.57%	53.89%	56.61%	54.76%
<b>Best result</b>	66.97%	60.50%	62.29%	63.38%	62.66%
<b>Average result</b>	61.96%	55.47%	54.90%	56.61%	57.92%
<b>Worst result</b>	56.87%	50.78%	52.66%	53.82%	52.45%
Responses	627	676	626	784	823

	2020	2021	2022	2023	2024
<b>Your org</b>	73.03%	72.11%	69.47%	69.37%	66.17%
<b>Best result</b>	76.90%	74.18%	76.02%	75.84%	75.46%
<b>Average result</b>	74.90%	70.42%	70.19%	71.49%	70.63%
<b>Worst result</b>	73.03%	64.13%	65.50%	66.48%	66.17%
Responses	620	670	619	780	821

	2020	2021	2022	2023	2024
<b>Your org</b>	70.74%	69.95%	70.32%	68.77%	67.85%
<b>Best result</b>	81.67%	79.61%	77.87%	77.39%	75.72%
<b>Average result</b>	78.10%	75.10%	74.76%	74.82%	73.58%
<b>Worst result</b>	70.74%	69.95%	70.32%	68.77%	67.85%
Responses	622	673	621	779	820

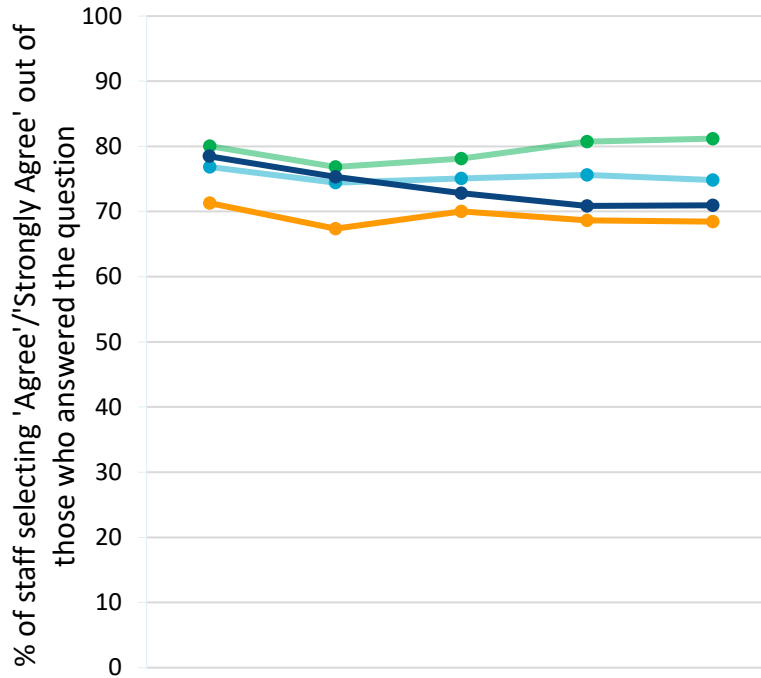


Q3c There are frequent opportunities for me to show initiative in my role.



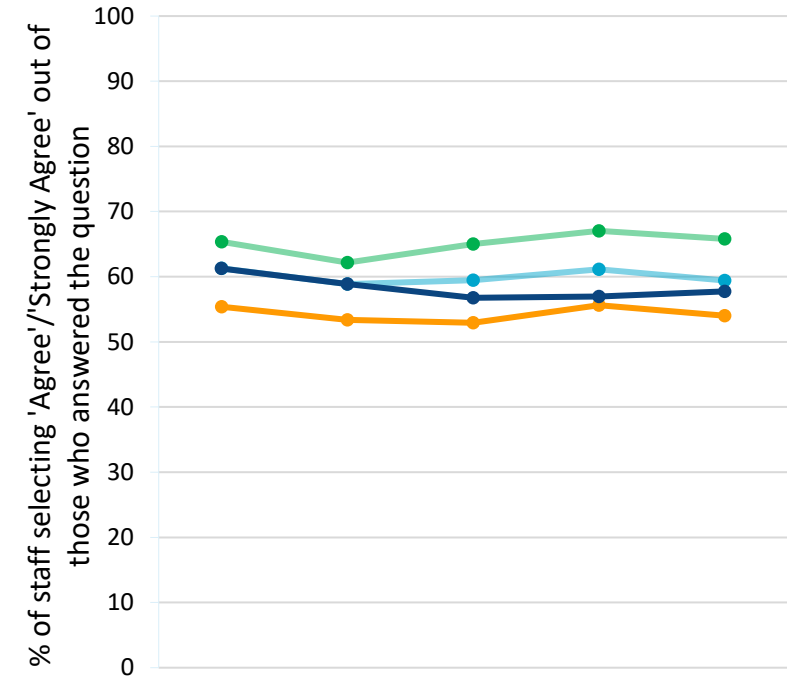
	2020	2021	2022	2023	2024
<b>Your org</b>	75.22%	76.50%	73.70%	70.41%	72.31%
<b>Best result</b>	77.75%	78.52%	80.02%	79.36%	81.61%
<b>Average result</b>	75.08%	74.92%	74.69%	75.74%	74.65%
<b>Worst result</b>	70.90%	70.37%	71.20%	70.41%	71.39%
Responses	628	677	625	784	832

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



	2020	2021	2022	2023	2024
<b>Your org</b>	78.47%	75.32%	72.81%	70.86%	70.96%
<b>Best result</b>	80.05%	76.84%	78.11%	80.72%	81.19%
<b>Average result</b>	76.84%	74.43%	75.08%	75.60%	74.84%
<b>Worst result</b>	71.29%	67.37%	70.00%	68.63%	68.43%
Responses	630	679	626	787	831

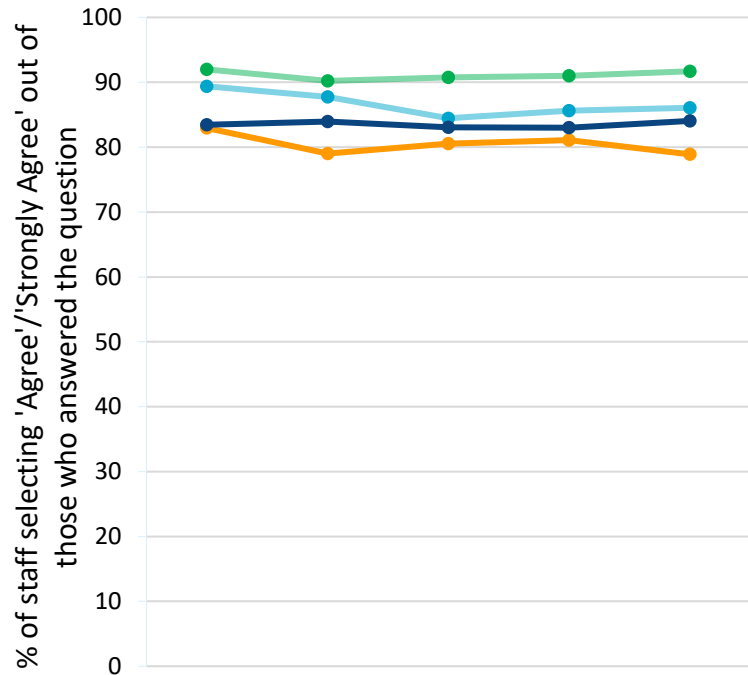
Q3f I am able to make improvements happen in my area of work.



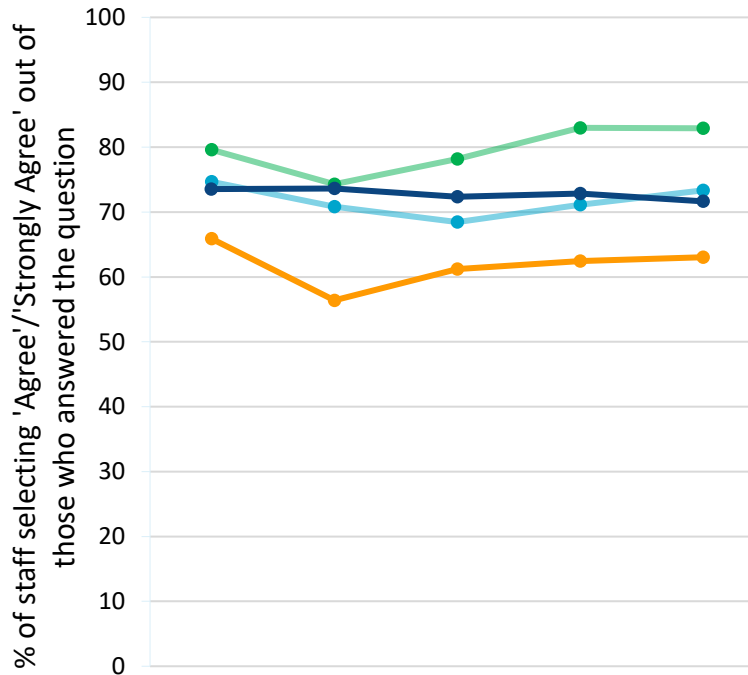
	2020	2021	2022	2023	2024
<b>Your org</b>	61.25%	58.87%	56.76%	56.98%	57.76%
<b>Best result</b>	65.37%	62.16%	65.02%	67.04%	65.81%
<b>Average result</b>	61.29%	58.87%	59.48%	61.12%	59.43%
<b>Worst result</b>	55.41%	53.38%	52.93%	55.62%	54.03%
Responses	626	675	627	785	831



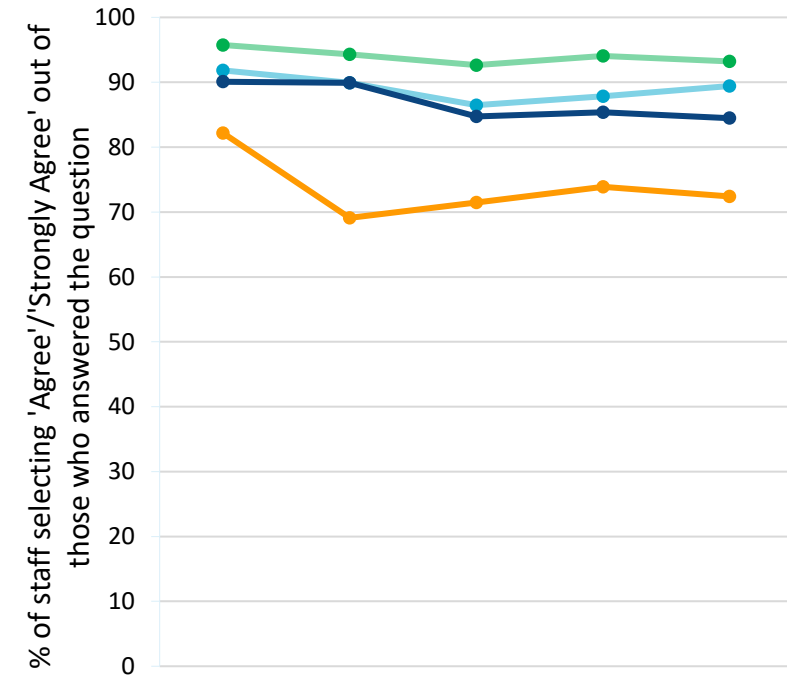
Q25a Care of patients / service users is my organisation's top priority.



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>	83.45%	83.93%	83.06%	82.99%	84.04%
<b>Best result</b>	91.98%	90.20%	90.74%	90.97%	91.69%
<b>Average result</b>	89.38%	87.74%	84.45%	85.64%	86.06%
<b>Worst result</b>	82.94%	79.02%	80.54%	81.07%	78.89%
Responses	627	675	623	785	831

	2020	2021	2022	2023	2024
<b>Your org</b>	73.53%	73.62%	72.34%	72.84%	71.65%
<b>Best result</b>	79.60%	74.29%	78.17%	82.98%	82.90%
<b>Average result</b>	74.66%	70.80%	68.45%	71.12%	73.34%
<b>Worst result</b>	65.89%	56.39%	61.22%	62.46%	63.04%
Responses	621	675	624	776	829

	2020	2021	2022	2023	2024
<b>Your org</b>	90.07%	89.92%	84.73%	85.37%	84.46%
<b>Best result</b>	95.74%	94.30%	92.64%	94.05%	93.23%
<b>Average result</b>	91.83%	89.92%	86.47%	87.83%	89.44%
<b>Worst result</b>	82.17%	69.10%	71.47%	73.90%	72.39%
Responses	623	673	622	782	831

## Theme - Morale



### Questions included:

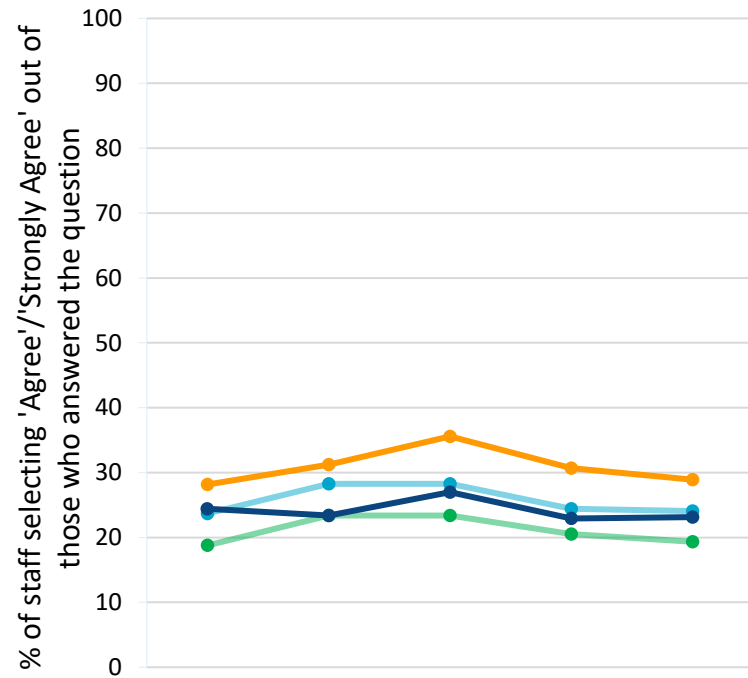
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

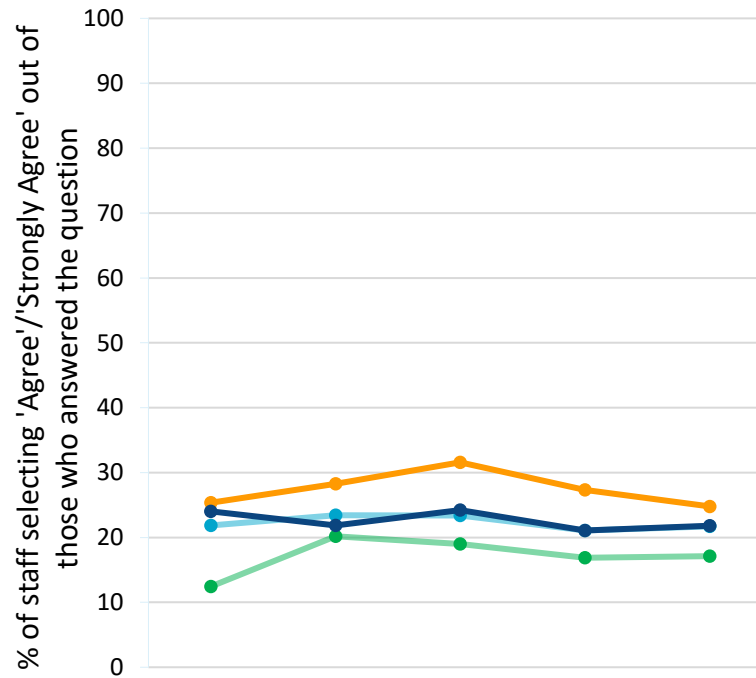


Q26a I often think about leaving this organisation.



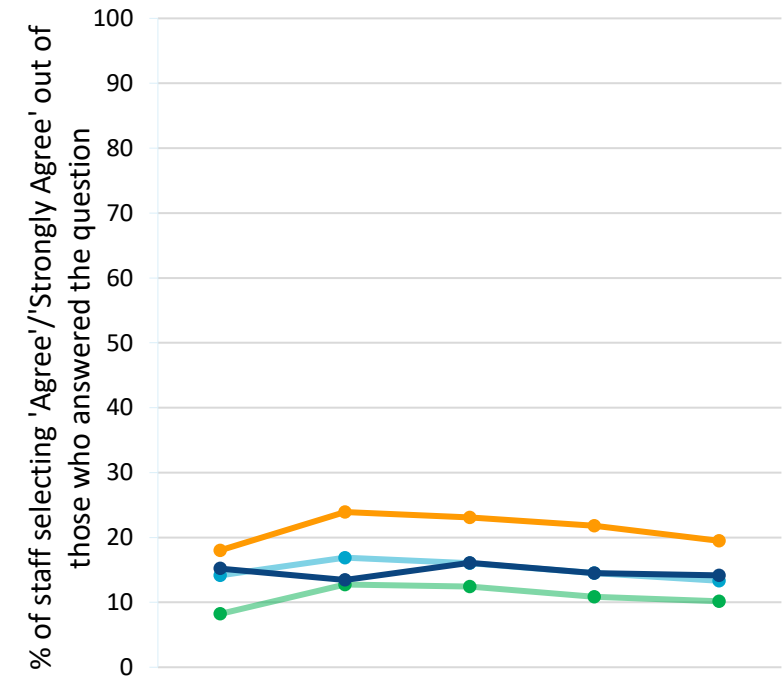
	2020	2021	2022	2023	2024
<b>Your org</b>	24.40%	23.36%	26.99%	22.92%	23.12%
<b>Best result</b>	18.78%	23.36%	23.38%	20.51%	19.33%
<b>Average result</b>	23.69%	28.25%	28.27%	24.40%	24.06%
<b>Worst result</b>	28.16%	31.23%	35.58%	30.70%	28.89%
Responses	627	679	626	788	833

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



	2020	2021	2022	2023	2024
<b>Your org</b>	24.02%	21.86%	24.22%	21.08%	21.82%
<b>Best result</b>	12.44%	20.18%	18.97%	16.86%	17.10%
<b>Average result</b>	21.87%	23.42%	23.39%	21.08%	21.70%
<b>Worst result</b>	25.35%	28.28%	31.58%	27.31%	24.79%
Responses	625	678	622	784	831

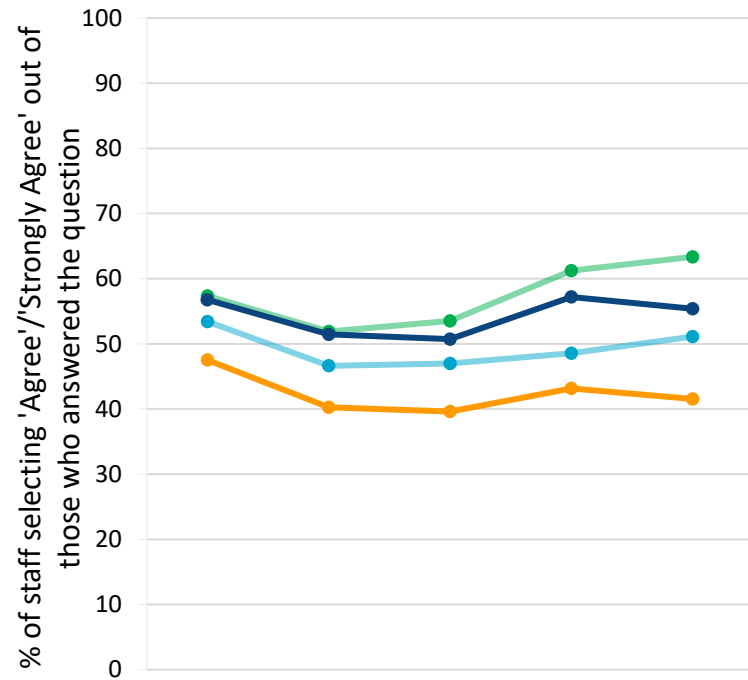
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
<b>Your org</b>	15.20%	13.45%	16.09%	14.50%	14.18%
<b>Best result</b>	8.22%	12.75%	12.44%	10.85%	10.17%
<b>Average result</b>	14.17%	16.89%	16.04%	14.50%	13.32%
<b>Worst result</b>	18.02%	23.92%	23.09%	21.80%	19.47%
Responses	622	677	622	778	826

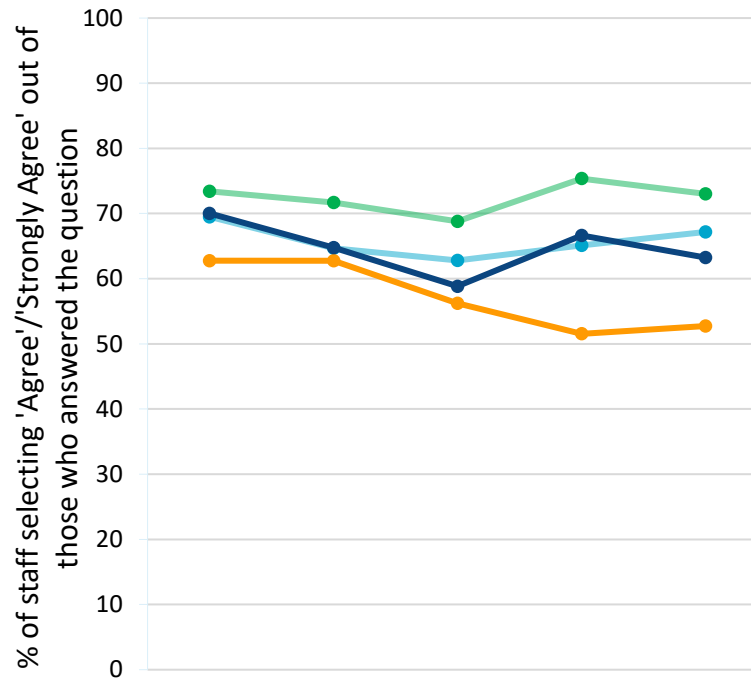


Q3g I am able to meet all the conflicting demands on my time at work.



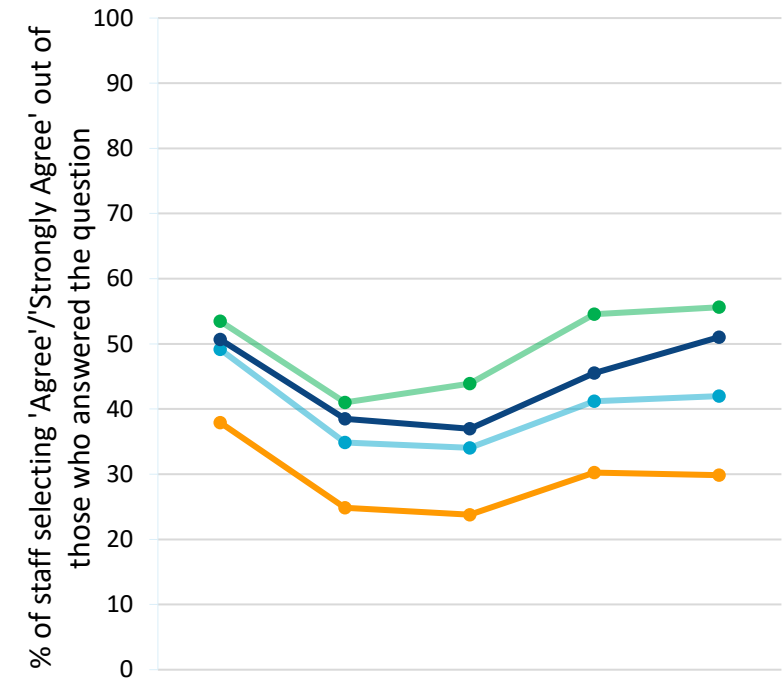
	2020	2021	2022	2023	2024
<b>Your org</b>	56.74%	51.44%	50.73%	57.19%	55.38%
<b>Best result</b>	57.37%	51.90%	53.54%	61.22%	63.36%
<b>Average result</b>	53.43%	46.63%	47.01%	48.57%	51.11%
<b>Worst result</b>	47.51%	40.24%	39.61%	43.18%	41.53%
Responses	627	674	623	786	827

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



	2020	2021	2022	2023	2024
<b>Your org</b>	70.02%	64.78%	58.85%	66.63%	63.26%
<b>Best result</b>	73.41%	71.71%	68.80%	75.36%	73.02%
<b>Average result</b>	69.50%	64.66%	62.80%	65.11%	67.16%
<b>Worst result</b>	62.77%	62.74%	56.22%	51.54%	52.74%
Responses	624	673	624	784	823

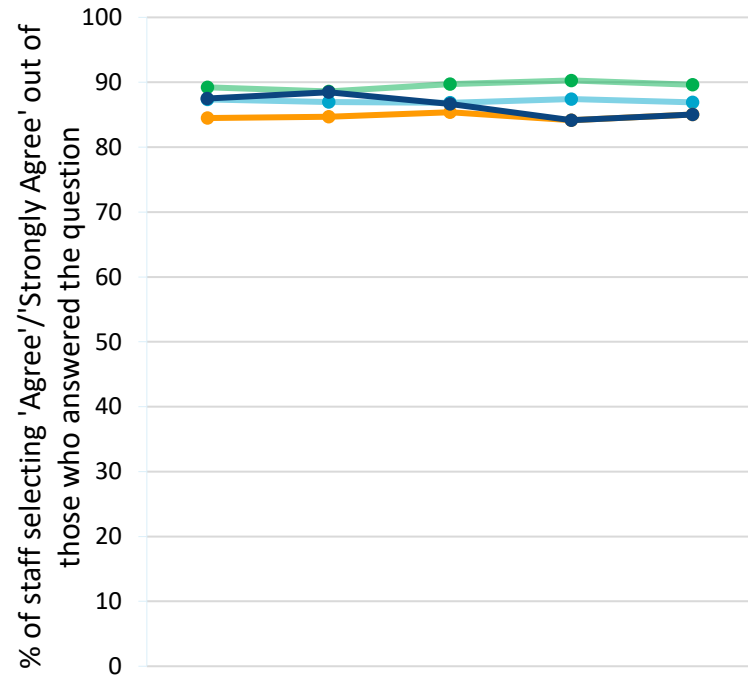
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
<b>Your org</b>	50.66%	38.48%	36.97%	45.51%	51.03%
<b>Best result</b>	53.48%	41.01%	43.90%	54.57%	55.62%
<b>Average result</b>	49.15%	34.86%	34.05%	41.18%	41.96%
<b>Worst result</b>	37.92%	24.86%	23.79%	30.23%	29.84%
Responses	626	676	627	786	829

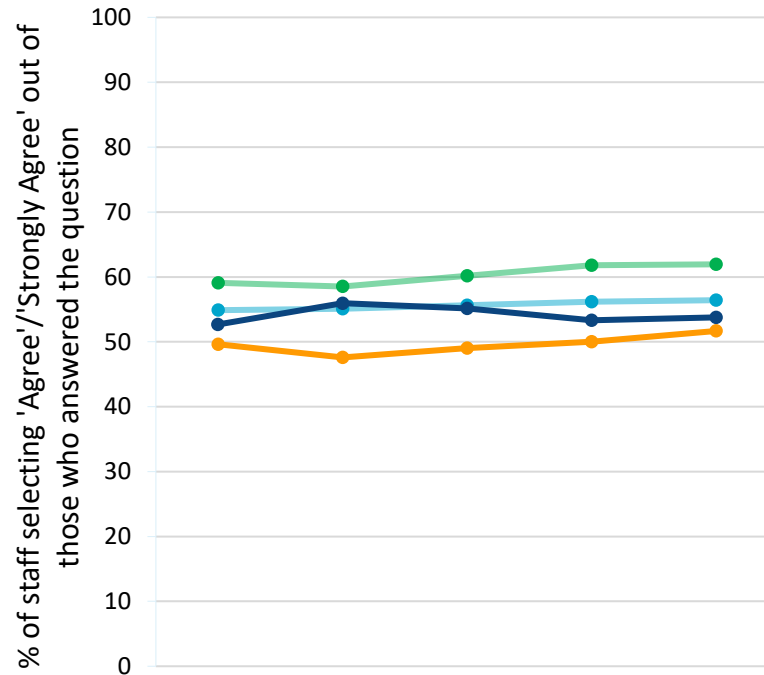


Q3a I always know what my work responsibilities are.



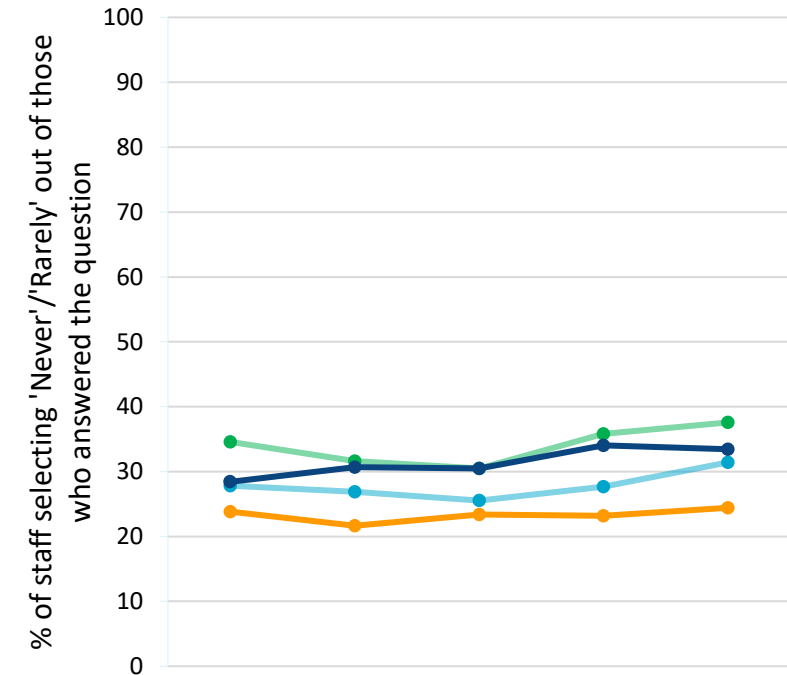
	2020	2021	2022	2023	2024
<b>Your org</b>	87.49%	88.46%	86.67%	84.15%	85.05%
<b>Best result</b>	89.24%	88.59%	89.72%	90.28%	89.59%
<b>Average result</b>	87.37%	86.96%	86.83%	87.41%	86.91%
<b>Worst result</b>	84.48%	84.70%	85.38%	84.15%	85.05%
Responses	629	679	628	788	833

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>	52.68%	55.95%	55.15%	53.32%	53.75%
<b>Best result</b>	59.07%	58.52%	60.19%	61.80%	61.94%
<b>Average result</b>	54.88%	55.08%	55.64%	56.19%	56.41%
<b>Worst result</b>	49.64%	47.59%	49.00%	50.03%	51.67%
Responses	629	674	625	788	828

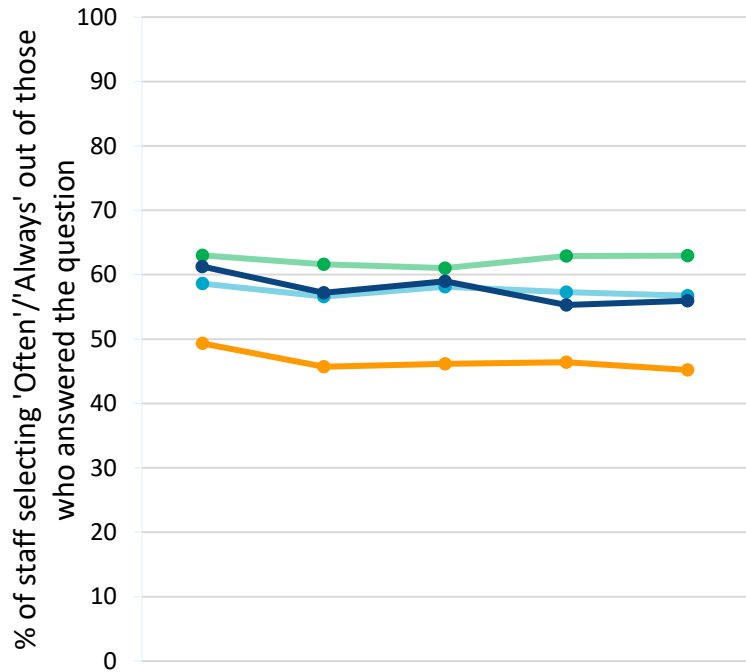
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
<b>Your org</b>	28.42%	30.66%	30.48%	34.04%	33.46%
<b>Best result</b>	34.58%	31.62%	30.48%	35.83%	37.58%
<b>Average result</b>	27.80%	26.90%	25.53%	27.67%	31.42%
<b>Worst result</b>	23.84%	21.66%	23.40%	23.19%	24.42%
Responses	626	672	621	787	835

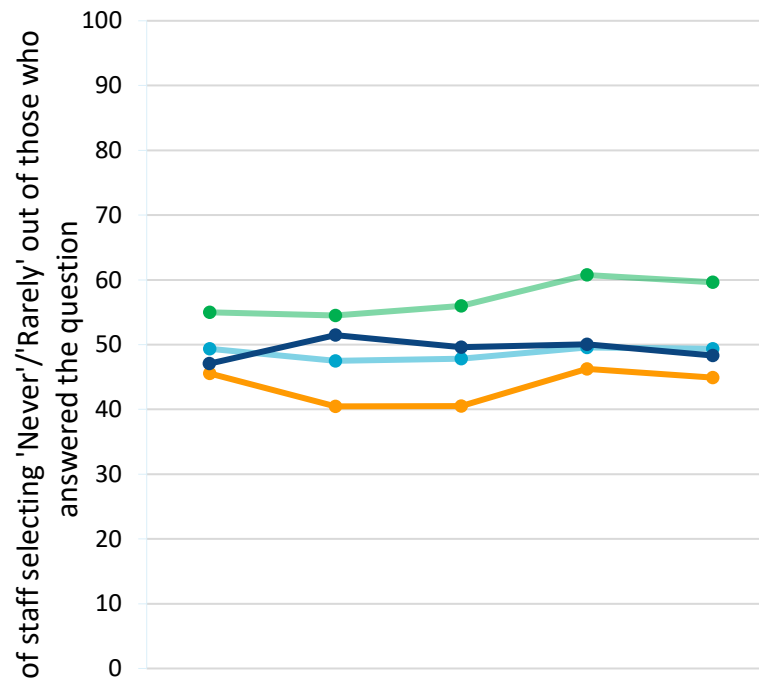


Q5b I have a choice in deciding how to do my work.



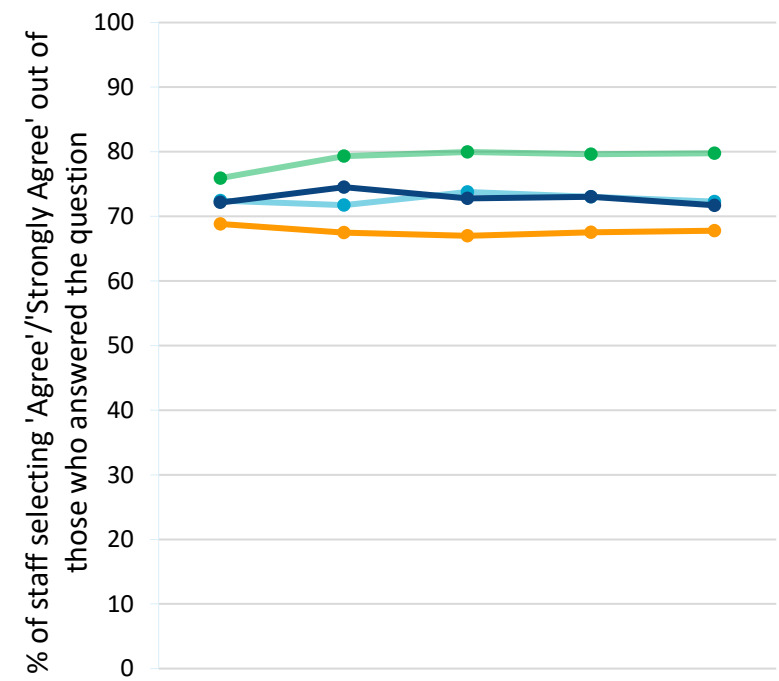
	2020	2021	2022	2023	2024
<b>Your org</b>	61.26%	57.18%	58.96%	55.30%	55.96%
<b>Best result</b>	63.00%	61.59%	61.02%	62.88%	62.97%
<b>Average result</b>	58.61%	56.60%	58.12%	57.27%	56.74%
<b>Worst result</b>	49.32%	45.70%	46.13%	46.39%	45.20%
Responses	623	670	625	784	823

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
<b>Your org</b>	47.07%	51.47%	49.60%	50.05%	48.34%
<b>Best result</b>	54.98%	54.51%	55.96%	60.75%	59.64%
<b>Average result</b>	49.37%	47.50%	47.80%	49.56%	49.33%
<b>Worst result</b>	45.55%	40.47%	40.52%	46.26%	44.93%
Responses	624	668	626	785	829

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

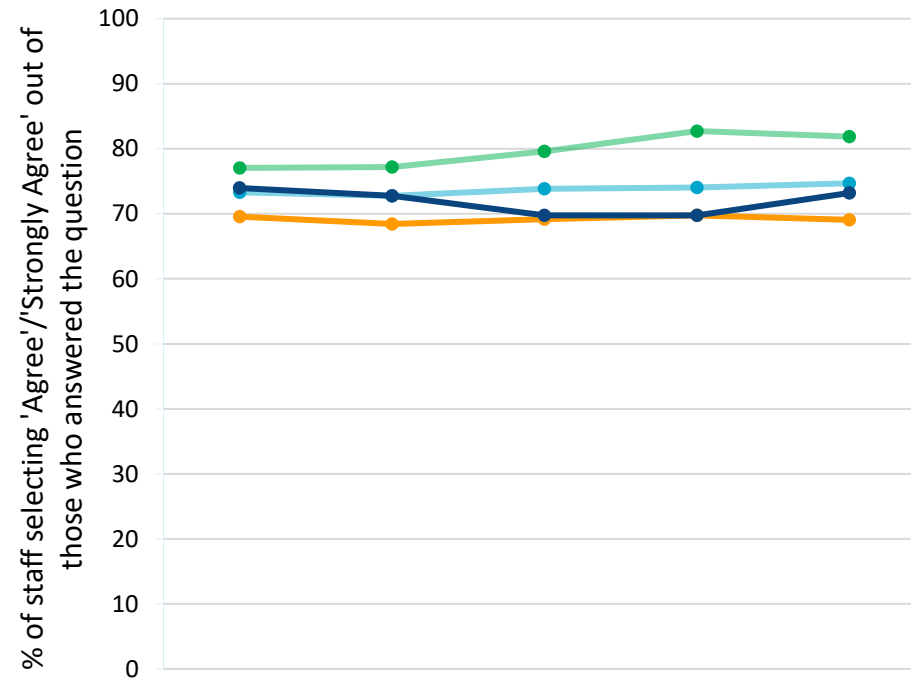


	2020	2021	2022	2023	2024
<b>Your org</b>	72.15%	74.52%	72.79%	73.01%	71.71%
<b>Best result</b>	75.92%	79.34%	79.96%	79.63%	79.75%
<b>Average result</b>	72.45%	71.73%	73.77%	73.01%	72.29%
<b>Worst result</b>	68.82%	67.46%	66.99%	67.54%	67.78%
Responses	629	675	629	784	831





Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	73.96%	72.76%	69.78%	69.76%	73.19%
Best result	77.05%	77.21%	79.63%	82.73%	81.85%
Average result	73.29%	72.76%	73.85%	74.02%	74.69%
Worst result	69.59%	68.44%	69.18%	69.76%	69.05%
Responses	626	678	627	790	831

## Questions not linked to People Promise elements or themes

Questions included:\*

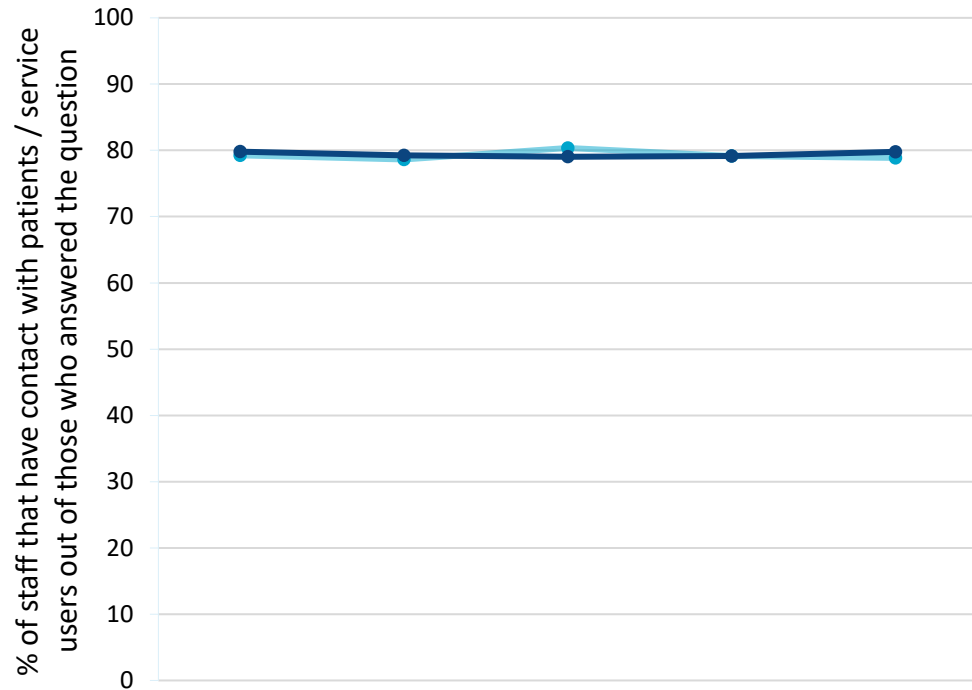
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

\*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?

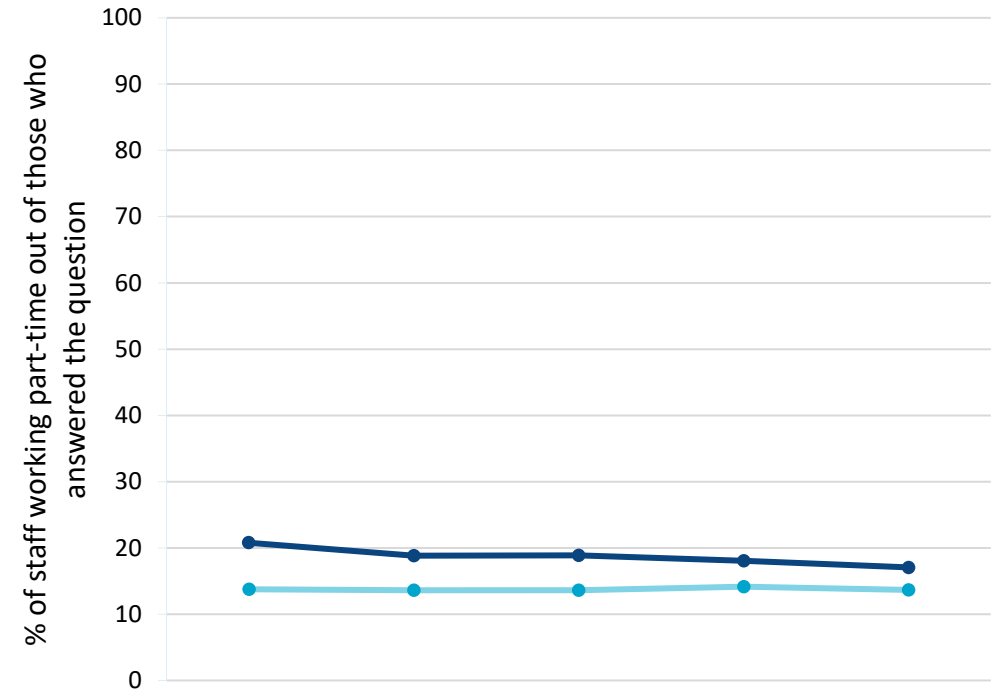


2020 2021 2022 2023 2024

Your org	79.80%	79.23%	79.03%	79.13%	79.78%
Average	79.23%	78.63%	80.36%	79.13%	78.85%

Responses 609 674 620 781 826

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



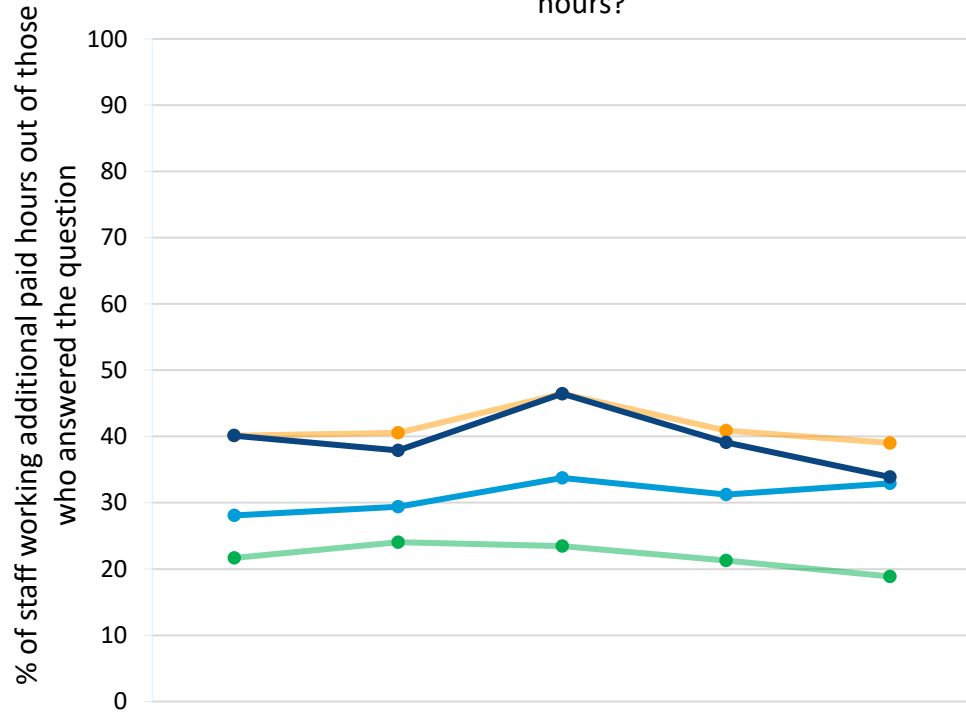
2020 2021 2022 2023 2024

Your org	20.77%	18.85%	18.88%	18.06%	17.06%
Average	13.77%	13.61%	13.64%	14.15%	13.64%

Responses 568 642 588 720 756



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

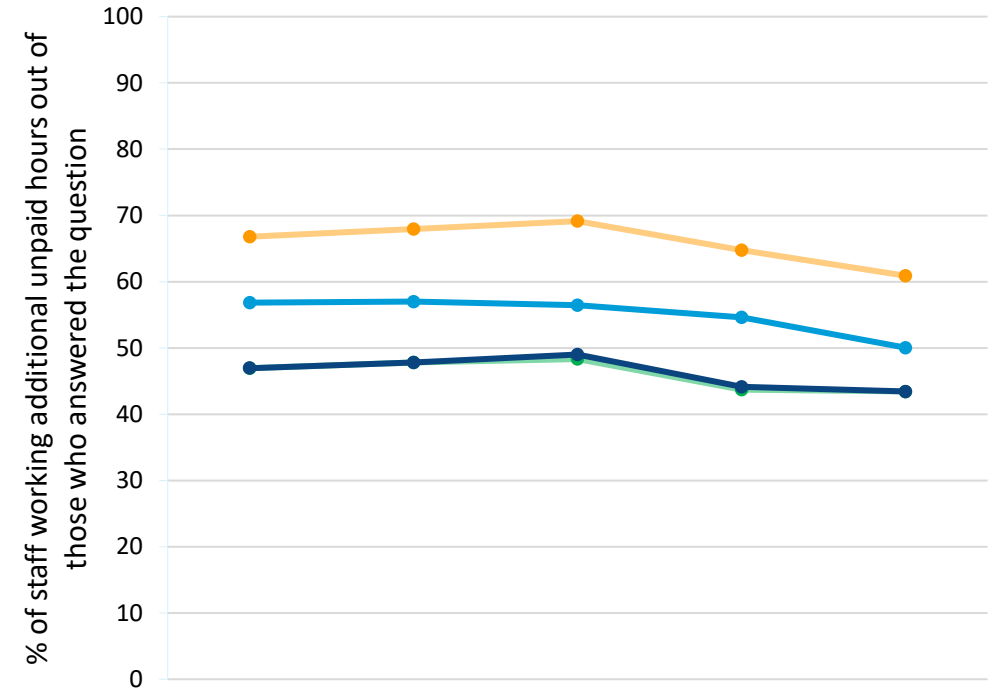


2020 2021 2022 2023 2024

Your org	40.13%	37.90%	46.46%	39.09%	33.88%
Lowest	21.66%	24.05%	23.46%	21.27%	18.87%
Average	28.08%	29.39%	33.74%	31.21%	32.93%
Highest	40.13%	40.57%	46.46%	40.89%	39.02%

Responses 612 622 584 741 789

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



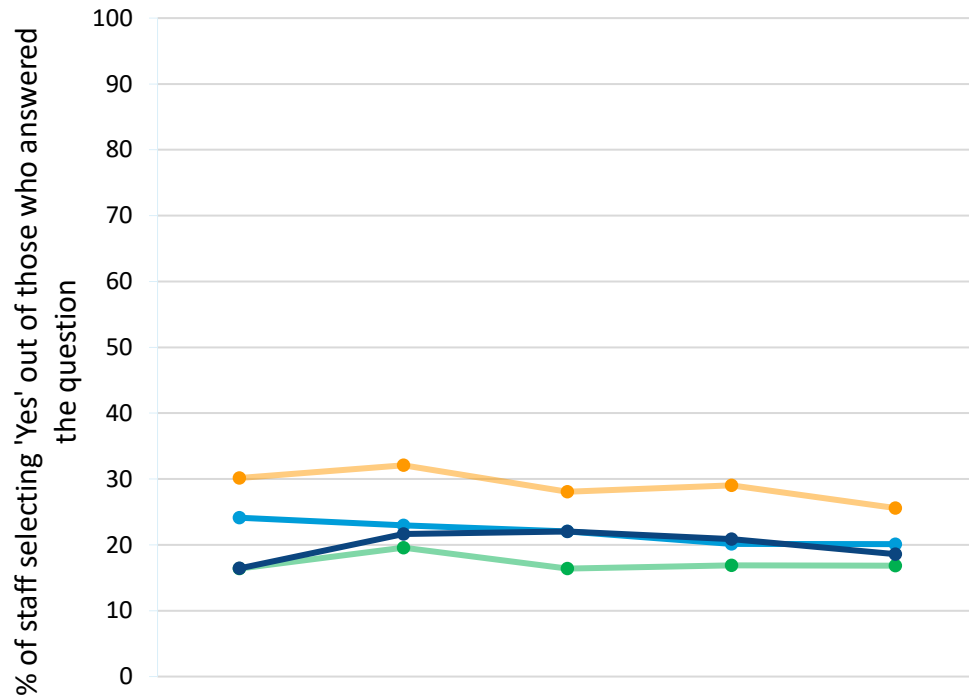
2020 2021 2022 2023 2024

Your org	46.96%	47.79%	49.01%	44.13%	43.44%
Lowest	46.96%	47.79%	48.32%	43.69%	43.44%
Average	56.83%	57.00%	56.45%	54.63%	50.04%
Highest	66.80%	67.95%	69.14%	64.78%	60.90%

Responses 613 638 590 740 790

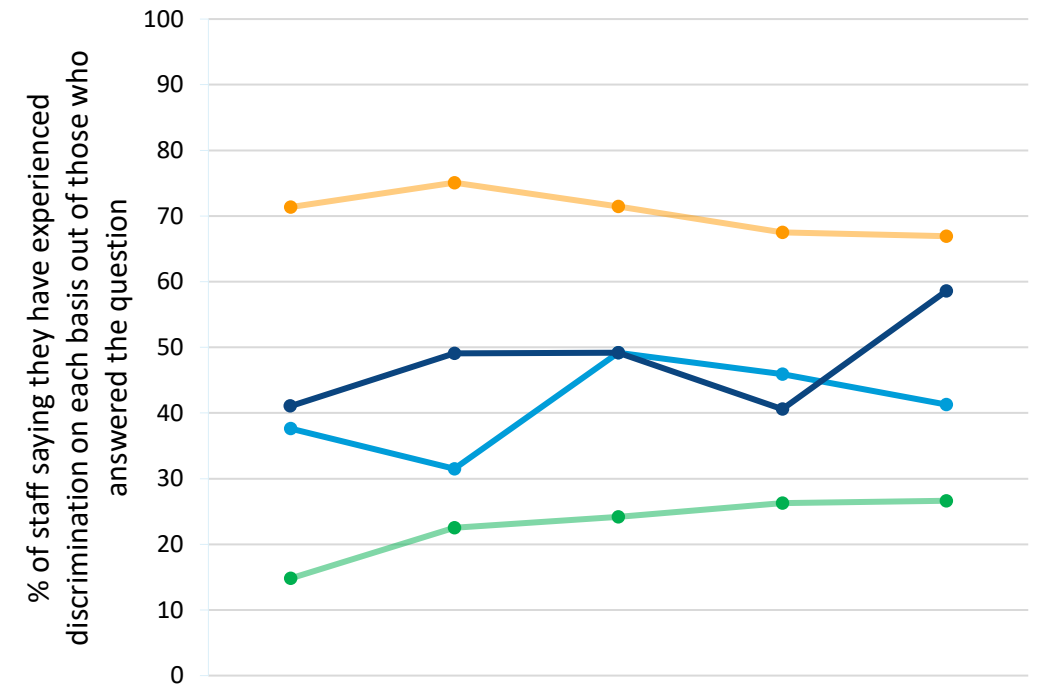


Q11e\* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
<b>Your org</b>	16.43%	21.63%	22.03%	20.88%	18.57%
<b>Best result</b>	16.43%	19.58%	16.40%	16.89%	16.86%
<b>Average result</b>	24.12%	22.97%	22.03%	20.13%	20.11%
<b>Worst result</b>	30.18%	32.08%	28.08%	29.04%	25.59%
Responses	272	310	306	398	444

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

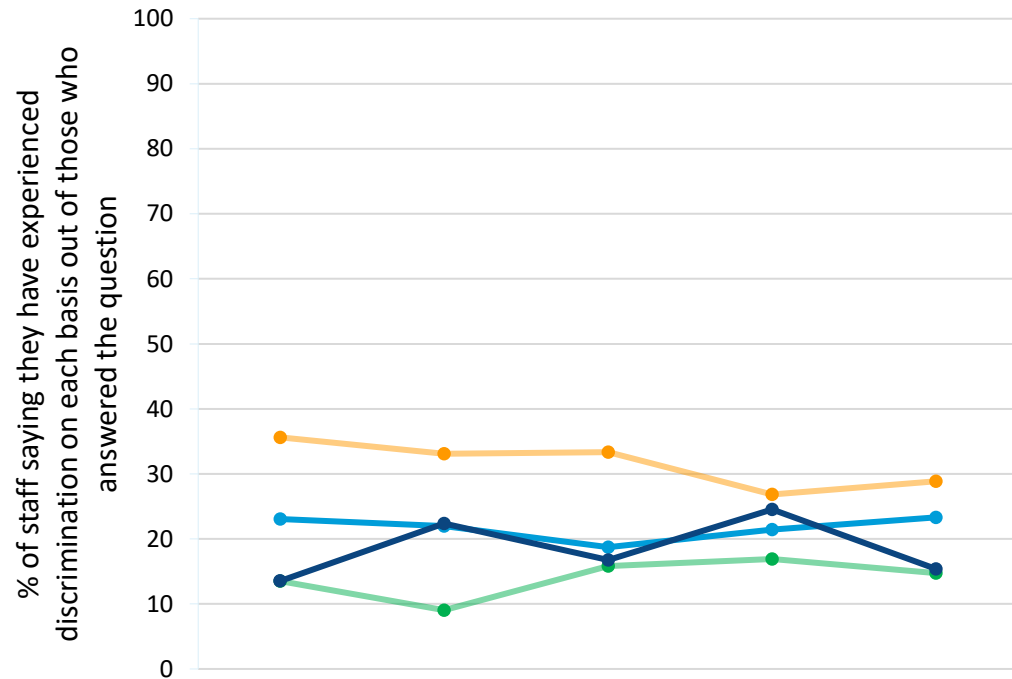


	2020	2021	2022	2023	2024
<b>Your org</b>	41.04%	49.07%	49.17%	40.58%	58.58%
<b>Best result</b>	14.80%	22.52%	24.15%	26.27%	26.63%
<b>Average result</b>	37.65%	31.50%	49.17%	45.92%	41.28%
<b>Worst result</b>	71.37%	75.08%	71.44%	67.52%	66.93%
Responses	58	62	73	95	118

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



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

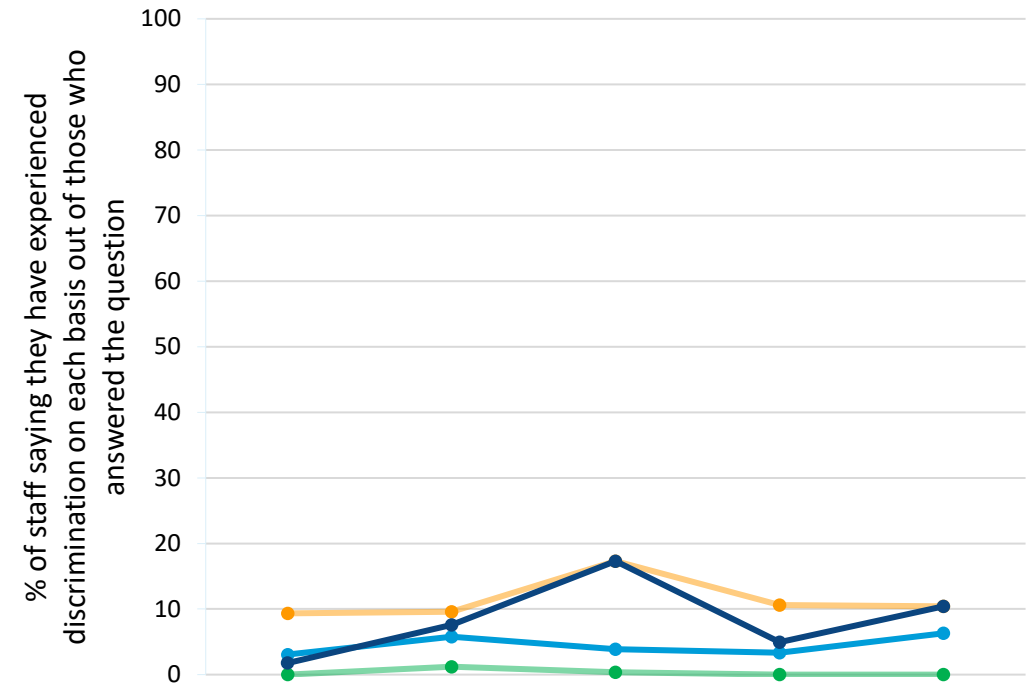


2020 2021 2022 2023 2024

Your org	13.53%	22.35%	16.77%	24.53%	15.36%
Best result	13.53%	9.04%	15.81%	16.91%	14.75%
Average result	23.04%	21.99%	18.73%	21.42%	23.32%
Worst result	35.62%	33.08%	33.36%	26.83%	28.87%

Responses 58 62 73 95 118

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



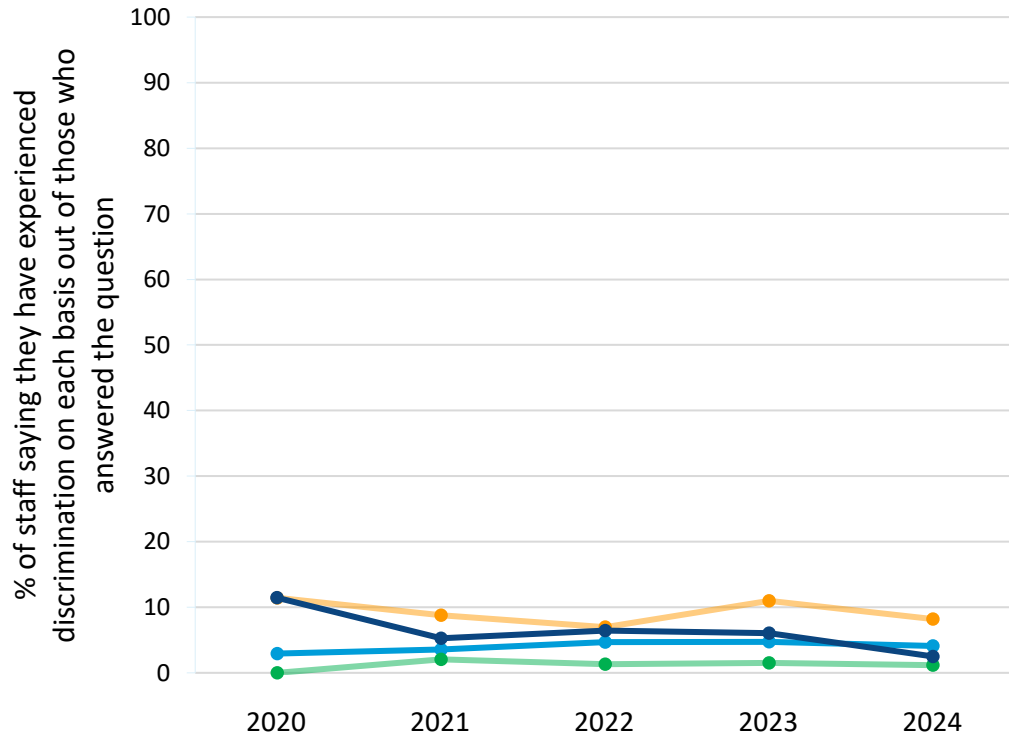
2020 2021 2022 2023 2024

Your org	1.76%	7.57%	17.31%	4.93%	10.42%
Best result	0.00%	1.21%	0.38%	0.00%	0.00%
Average result	3.06%	5.77%	3.86%	3.32%	6.30%
Worst result	9.34%	9.60%	17.31%	10.63%	10.42%

Responses 58 62 73 95 118

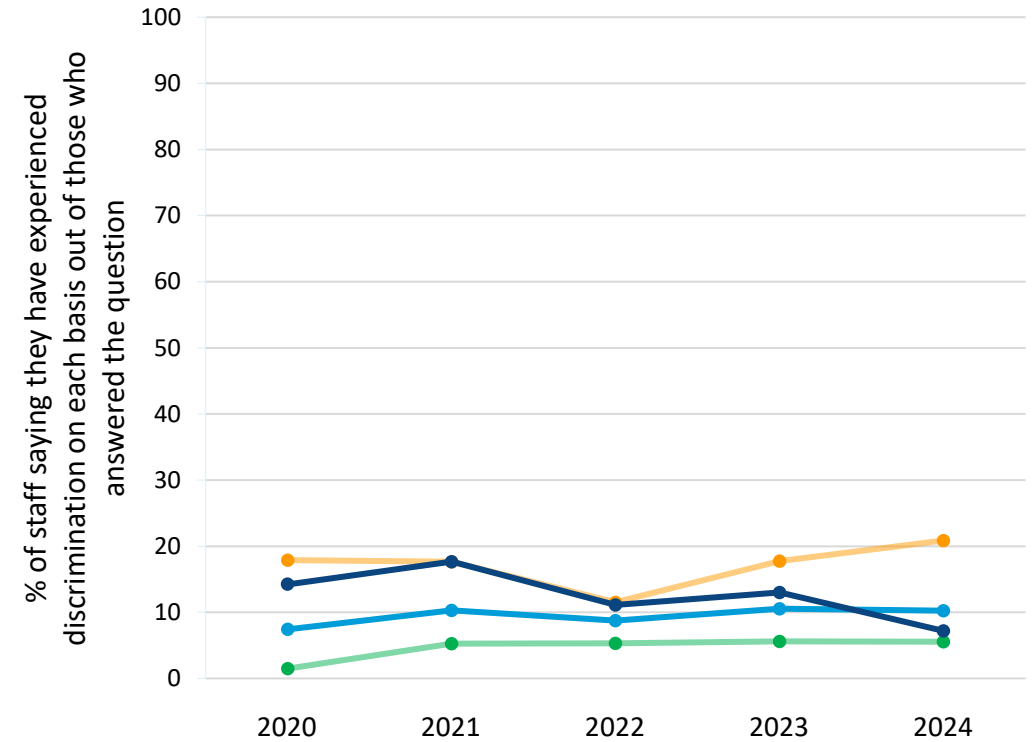


Q16c.4 On what grounds have you experienced discrimination?  
– Sexual orientation.



	2020	2021	2022	2023	2024
<b>Your org</b>	11.44%	5.25%	6.43%	6.04%	2.50%
<b>Best result</b>	0.00%	2.06%	1.30%	1.52%	1.16%
<b>Average result</b>	2.94%	3.56%	4.70%	4.72%	4.08%
<b>Worst result</b>	11.44%	8.78%	6.97%	11.00%	8.22%
Responses	58	62	73	95	118

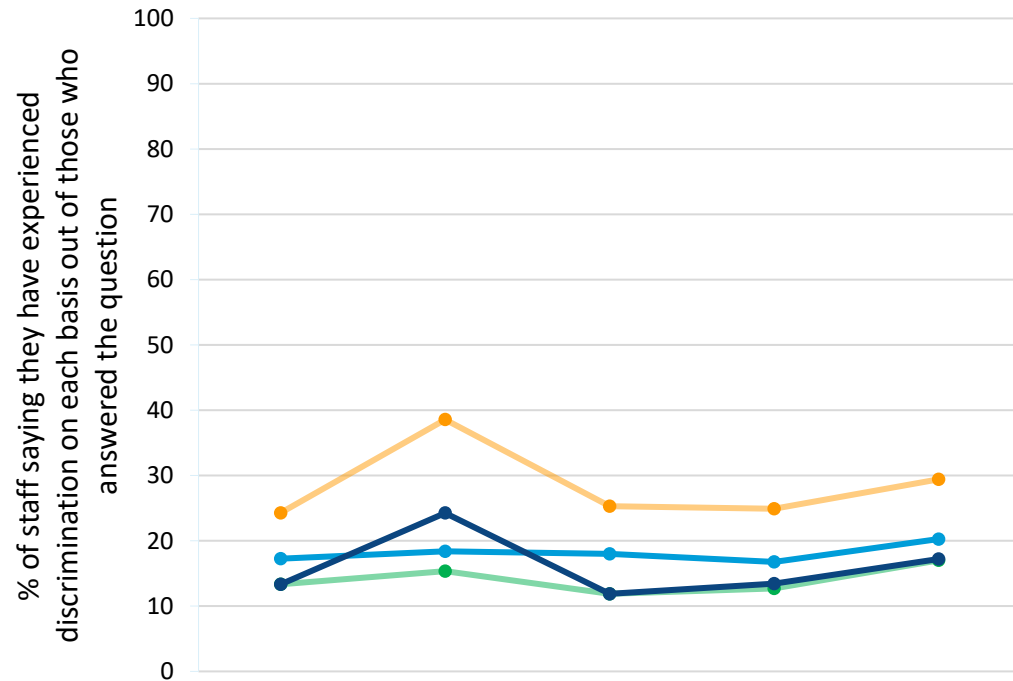
Q16c.5 On what grounds have you experienced discrimination?  
– Disability.



	2020	2021	2022	2023	2024
<b>Your org</b>	14.24%	17.67%	11.12%	13.00%	7.19%
<b>Best result</b>	1.49%	5.27%	5.32%	5.61%	5.54%
<b>Average result</b>	7.43%	10.32%	8.76%	10.56%	10.27%
<b>Worst result</b>	17.88%	17.67%	11.53%	17.77%	20.87%
Responses	58	62	73	95	118



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

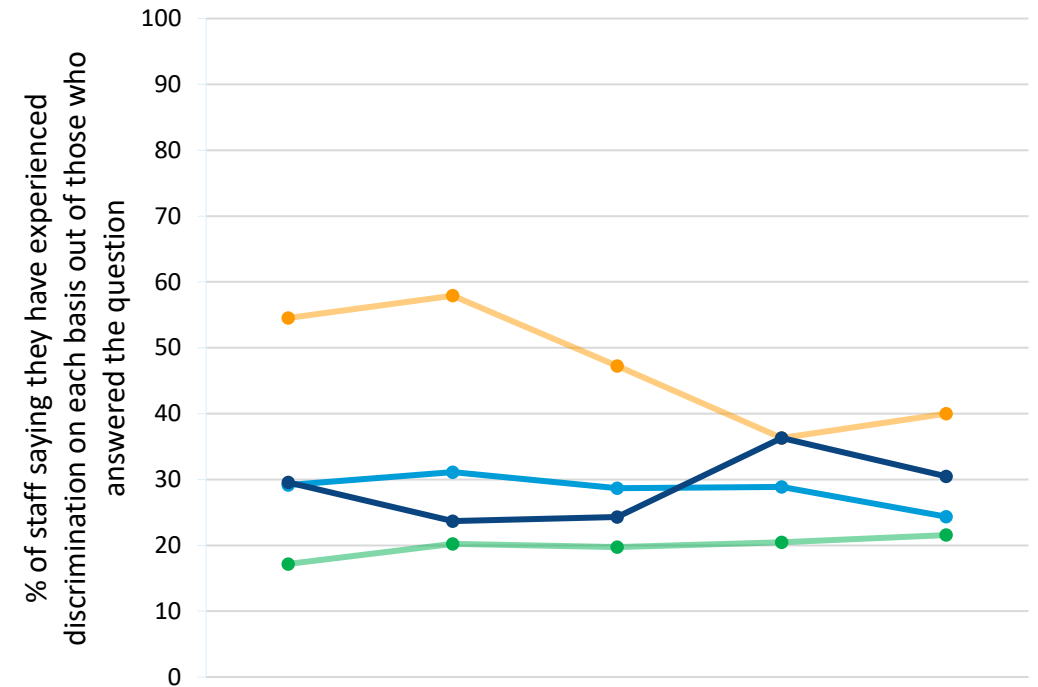


2020 2021 2022 2023 2024

Your org	13.32%	24.25%	11.88%	13.45%	17.21%
Best result	13.32%	15.34%	11.88%	12.70%	17.00%
Average result	17.26%	18.38%	18.00%	16.77%	20.27%
Worst result	24.29%	38.56%	25.30%	24.90%	29.39%

Responses 58 62 73 95 118

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



2020 2021 2022 2023 2024

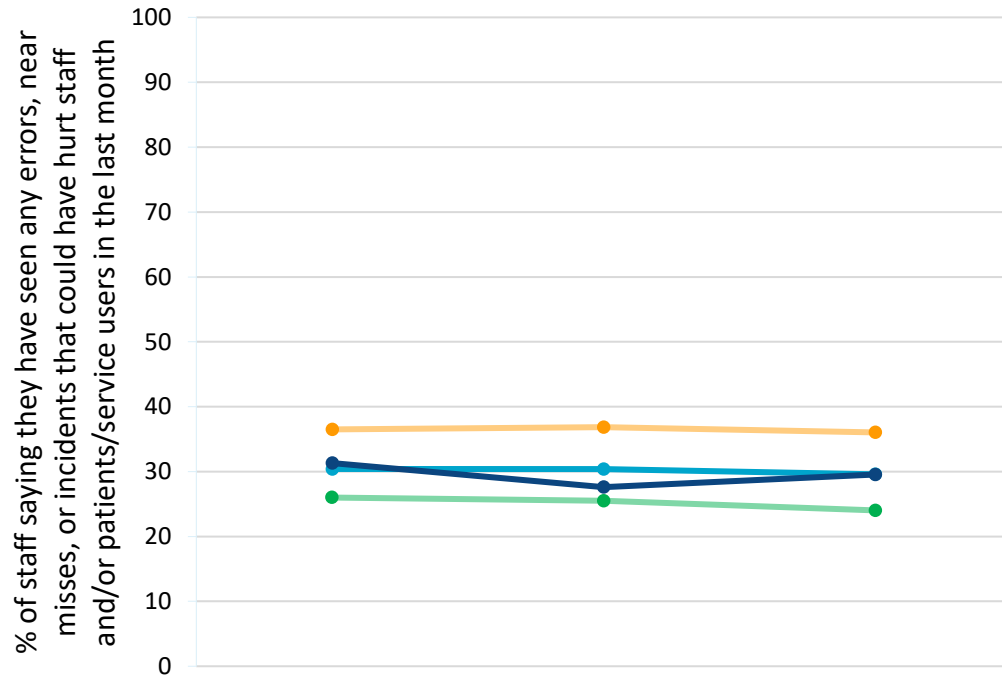
Your org	29.54%	23.68%	24.30%	36.30%	30.49%
Best result	17.18%	20.23%	19.72%	20.46%	21.56%
Average result	29.18%	31.12%	28.69%	28.89%	24.35%
Worst result	54.55%	57.91%	47.25%	36.30%	40.01%

Responses 58 62 73 95 118





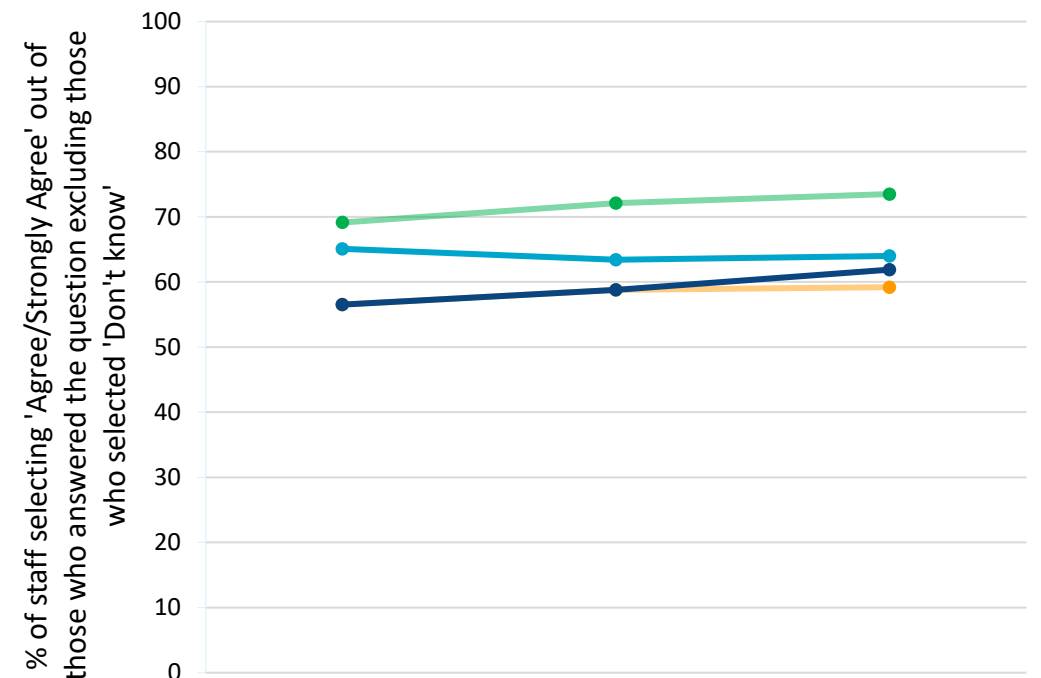
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	31.31%	27.60%	29.54%
Best result	26.00%	25.50%	24.02%
Average result	30.40%	30.36%	29.58%
Worst result	36.49%	36.85%	36.03%

Responses	618	772	811
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Q19a My organisation treats staff who are involved in an error, near miss or incident fairly.

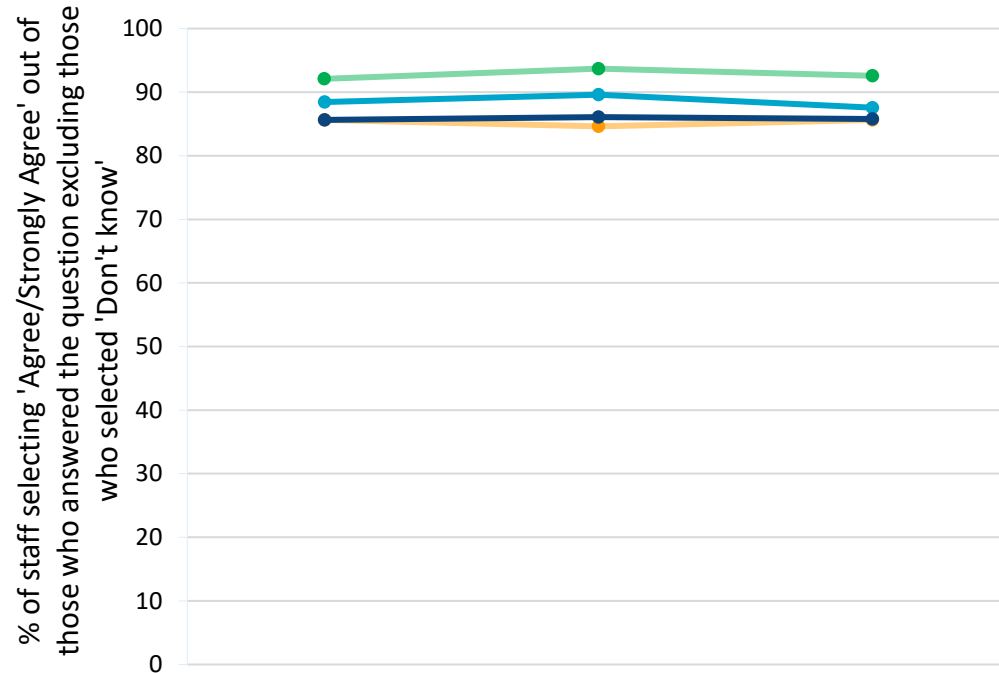


Your org	56.53%	58.80%	61.90%
Best result	69.14%	72.11%	73.51%
Average result	65.09%	63.42%	63.98%
Worst result	56.53%	58.80%	59.21%

Responses	492	614	637
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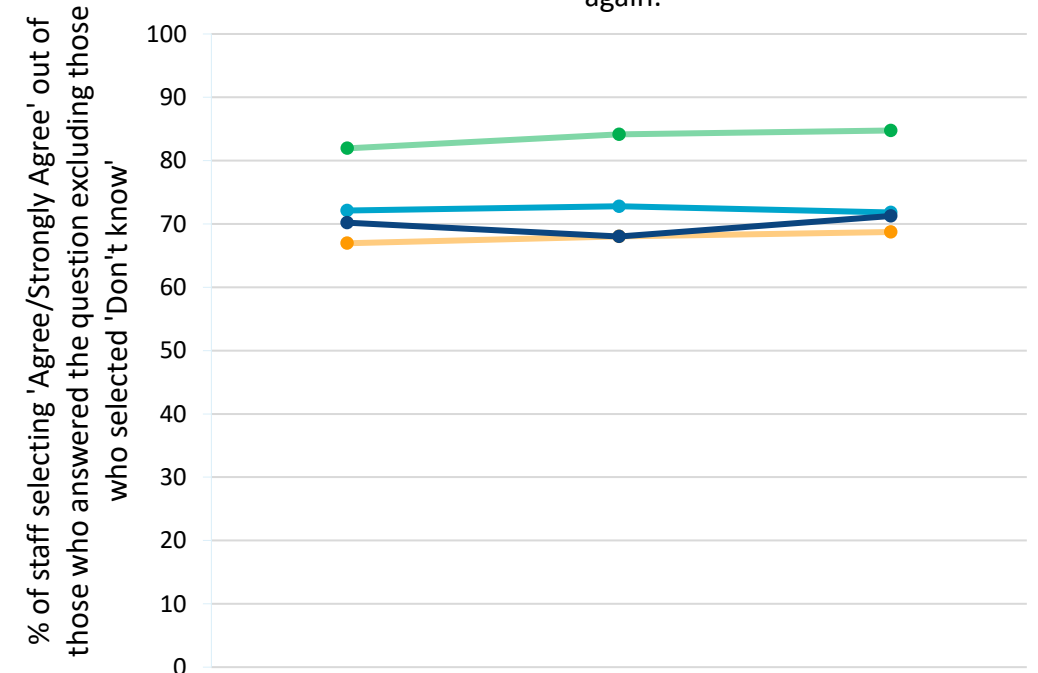


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
<b>Your org</b>	85.64%	86.08%	85.77%
<b>Best result</b>	92.09%	93.70%	92.55%
<b>Average result</b>	88.42%	89.60%	87.56%
<b>Worst result</b>	85.64%	84.62%	85.62%
Responses	603	756	793

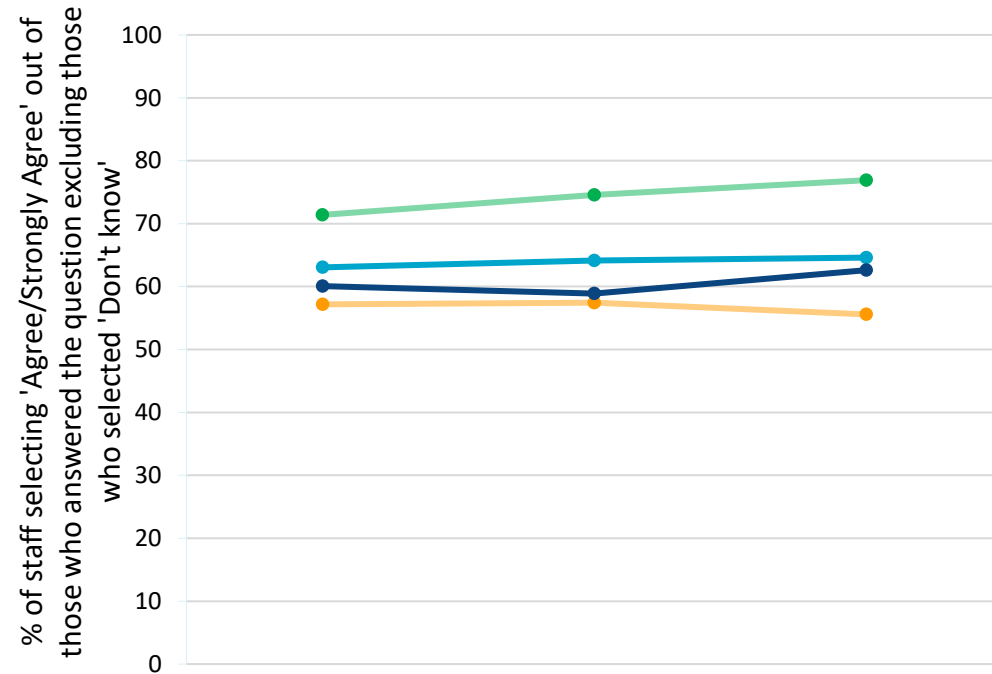
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



	2022	2023	2024
<b>Your org</b>	70.22%	68.02%	71.26%
<b>Best result</b>	81.94%	84.14%	84.76%
<b>Average result</b>	72.11%	72.79%	71.81%
<b>Worst result</b>	66.95%	68.02%	68.73%
Responses	555	698	725



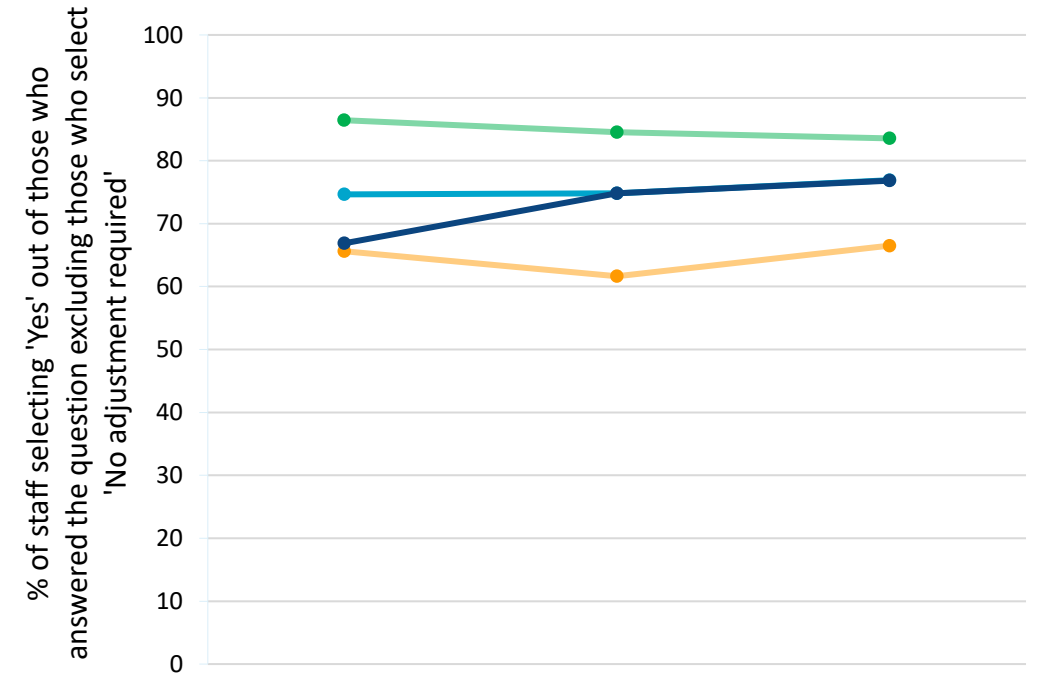
Q19d We are given feedback about changes made in response to reported errors, near misses and incidents.



	2022	2023	2024
Your org	60.06%	58.89%	62.61%
Best result	71.40%	74.59%	76.92%
Average result	63.06%	64.17%	64.61%
Worst result	57.16%	57.45%	55.58%

Responses 564 691 740

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

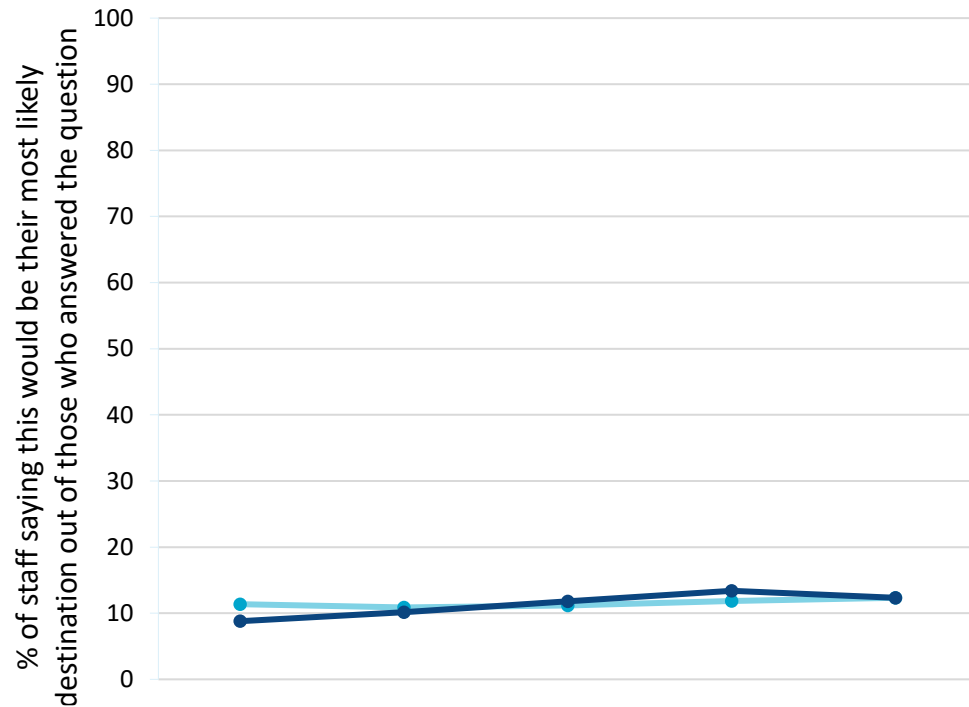


	2022	2023	2024
Your org	66.88%	74.81%	76.84%
Best result	86.45%	84.52%	83.56%
Average result	74.66%	74.81%	76.91%
Worst result	65.62%	61.64%	66.51%

Responses 87 91 125



Q26d.1 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job within this organisation.

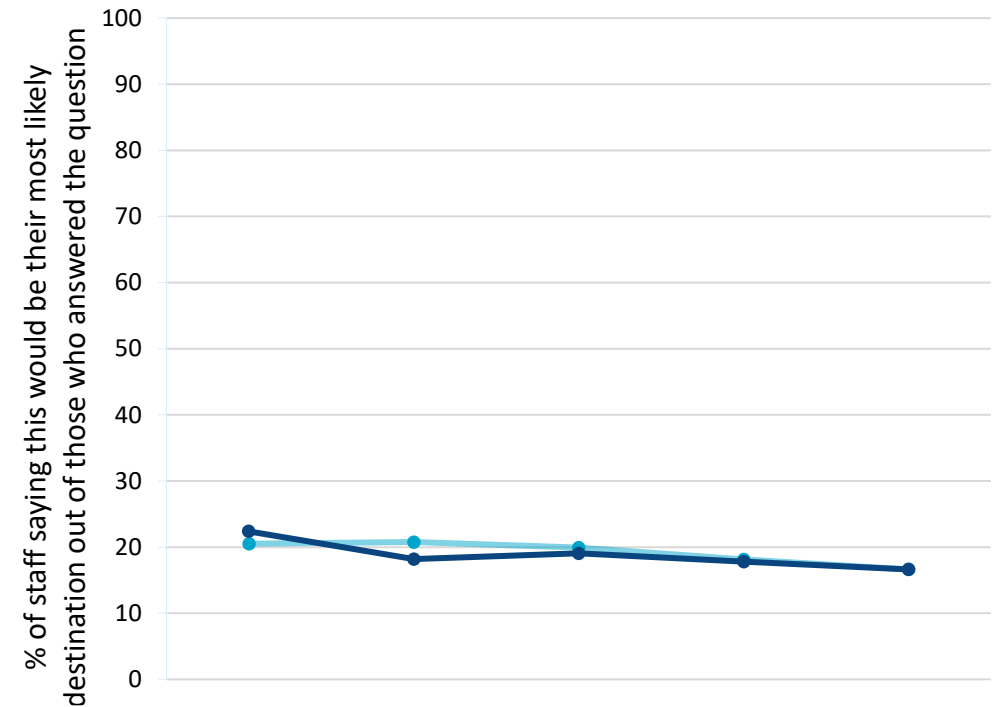


2020 2021 2022 2023 2024

Your org	8.80%	10.17%	11.80%	13.39%	12.33%
Average	11.34%	10.88%	11.17%	11.85%	12.33%

Responses 523 600 551 702 746

Q26d.2 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to another job in a different NHS Trust/organisation.



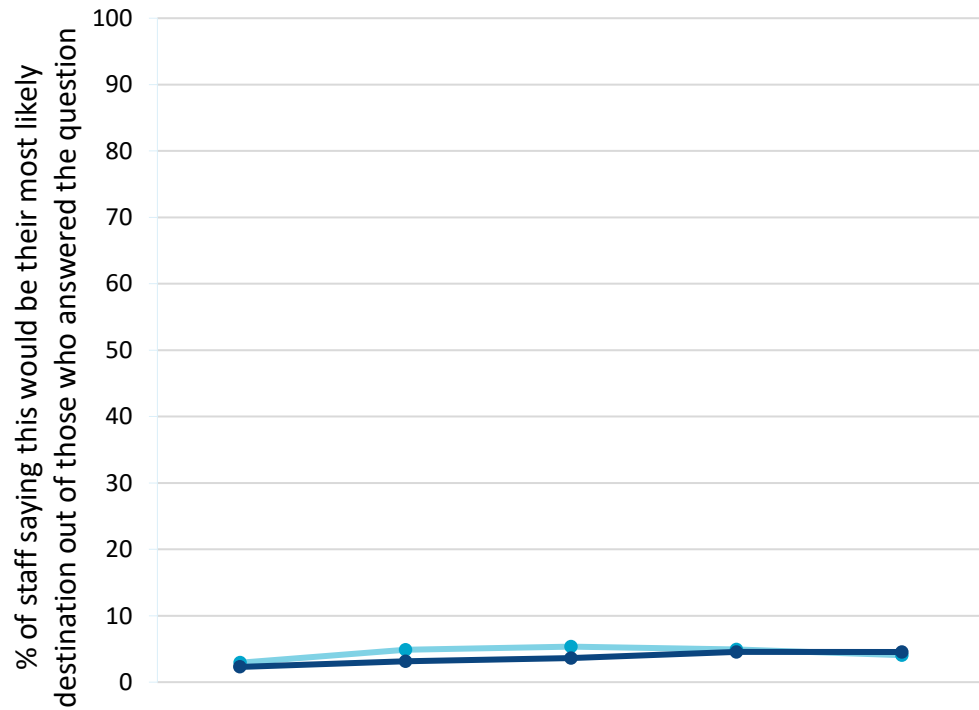
2020 2021 2022 2023 2024

Your org	22.37%	18.17%	19.06%	17.81%	16.62%
Average	20.49%	20.77%	19.92%	18.16%	16.62%

Responses 523 600 551 702 746



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.

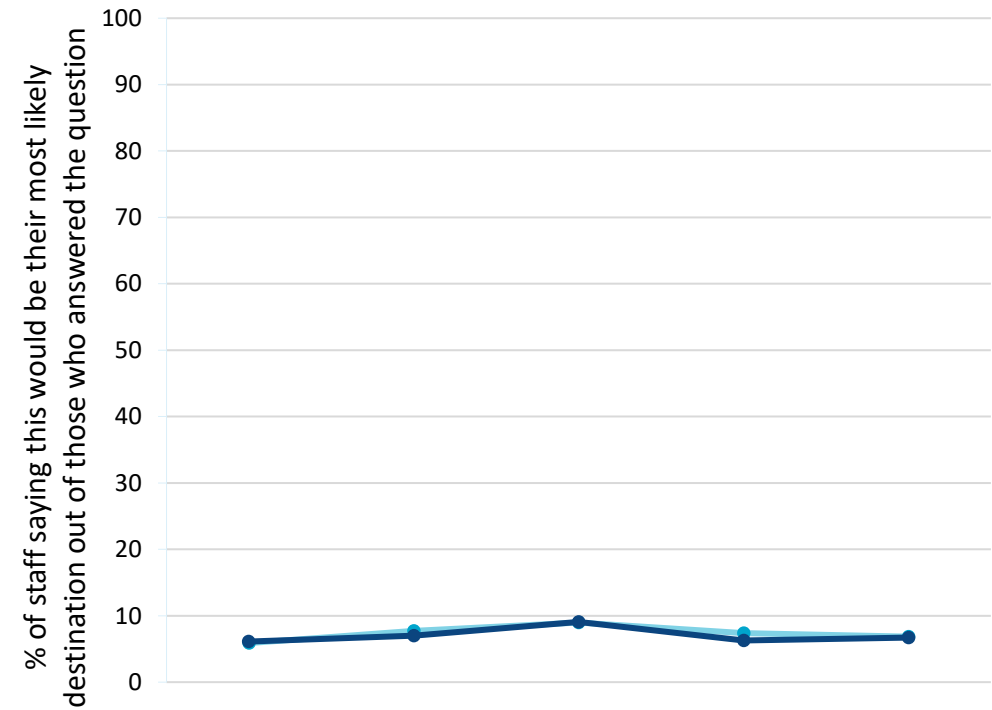


2020 2021 2022 2023 2024

Your org	2.29%	3.17%	3.63%	4.56%	4.56%
Average	2.93%	4.86%	5.35%	4.91%	4.06%

Responses 523 600 551 702 746

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



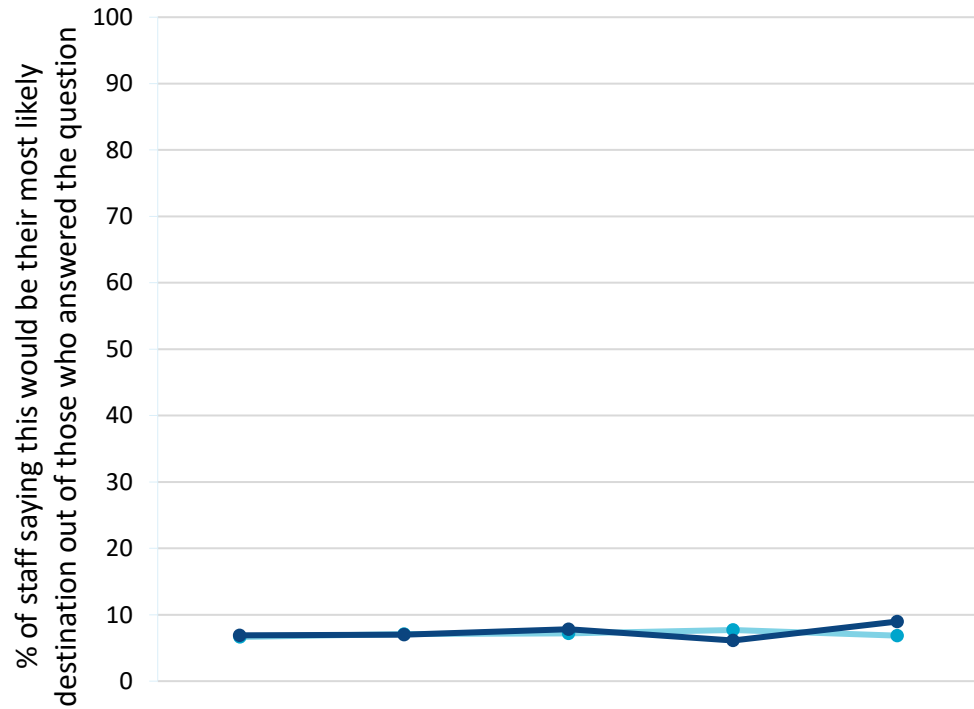
2020 2021 2022 2023 2024

Your org	6.12%	7.00%	9.07%	6.27%	6.70%
Average	5.89%	7.74%	8.98%	7.38%	6.86%

Responses 523 600 551 702 746



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

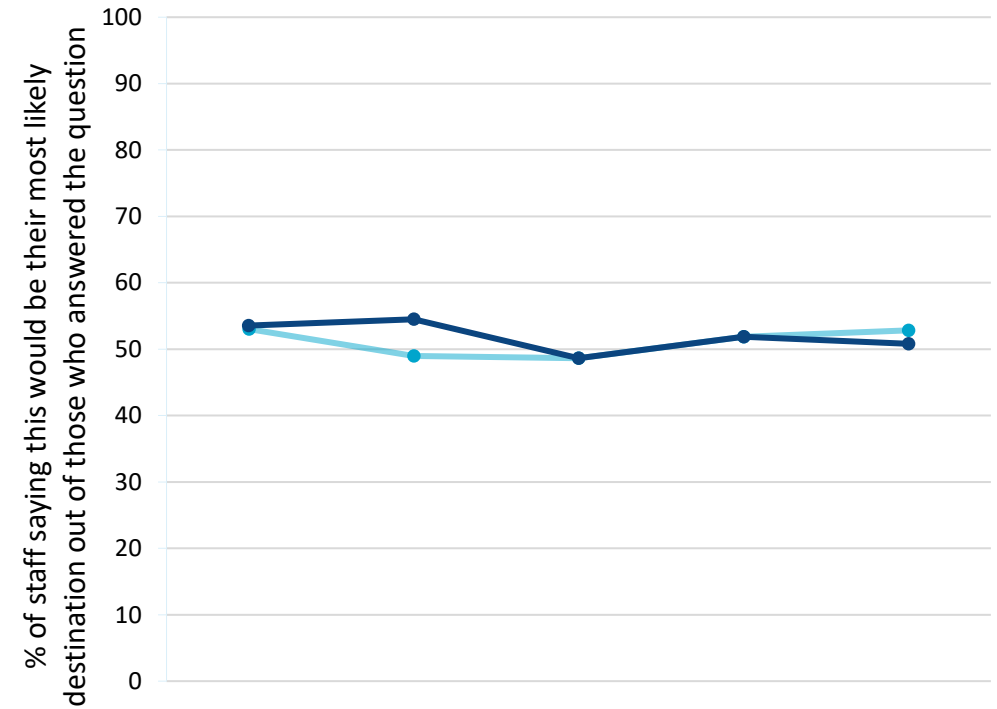


2020 2021 2022 2023 2024

Your org	6.88%	7.00%	7.80%	6.13%	8.98%
Average	6.66%	7.11%	7.19%	7.70%	6.85%

Responses 523 600 551 702 746

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



2020 2021 2022 2023 2024

Your org	53.54%	54.50%	48.64%	51.85%	50.80%
Average	53.02%	48.96%	48.64%	51.85%	52.82%

Responses 523 600 551 702 746

## 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)

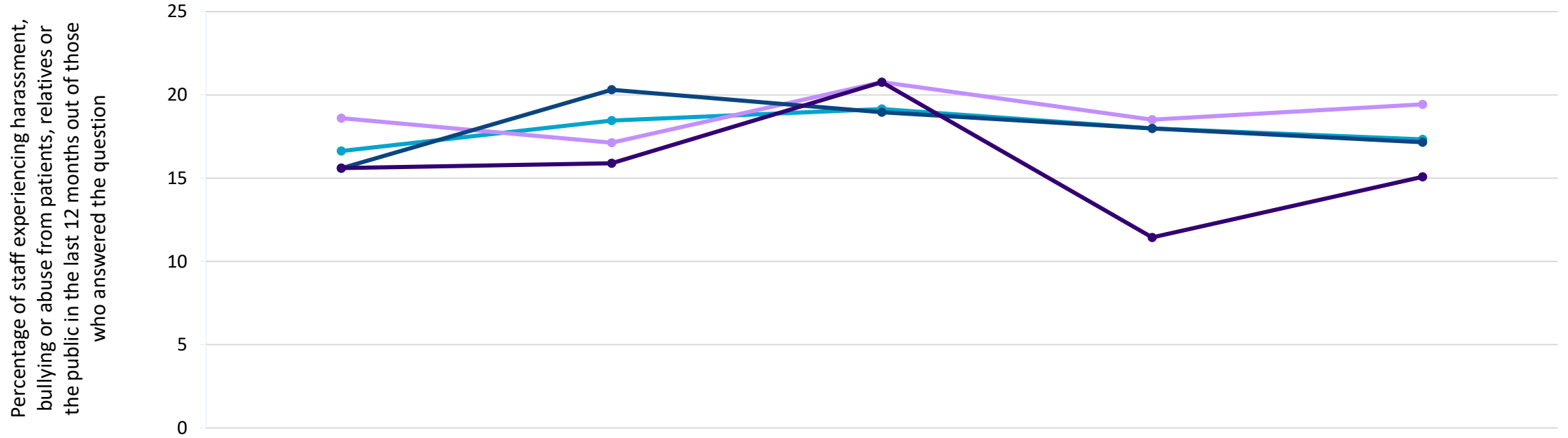
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

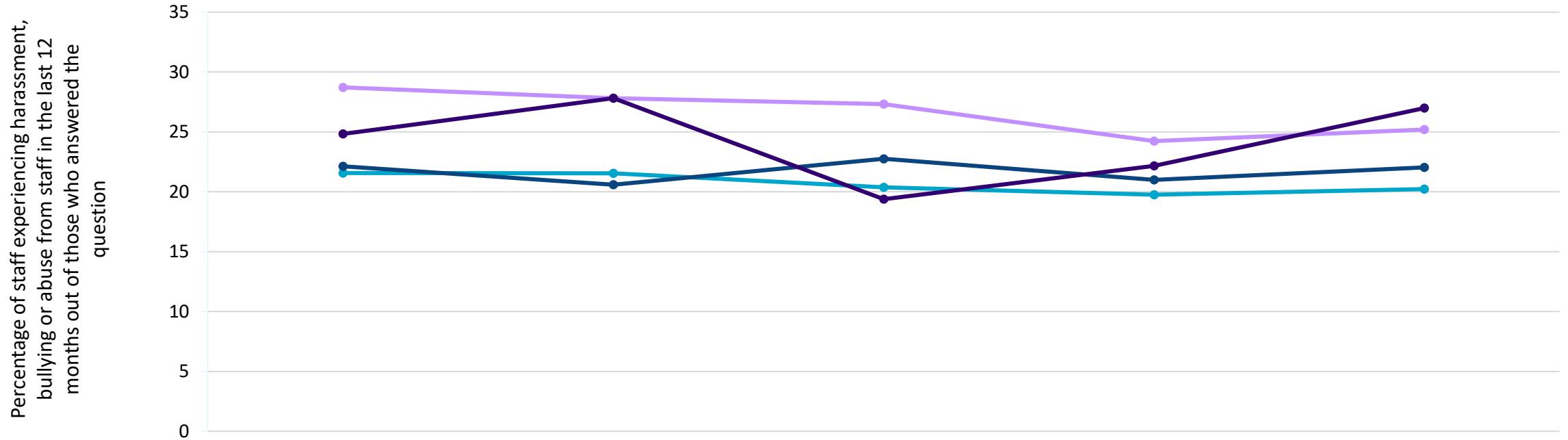


	2020	2021	2022	2023	2024
White staff: Your org	15.59%	20.31%	18.96%	17.99%	17.15%
All other ethnic groups*: Your org	15.60%	15.89%	20.77%	11.44%	15.08%
White staff: Average	16.63%	18.46%	19.15%	17.99%	17.33%
All other ethnic groups*: Average	18.61%	17.13%	20.77%	18.52%	19.43%
White staff: Responses	481	517	480	567	548
All other ethnic groups*: Responses	141	151	130	201	252

\*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

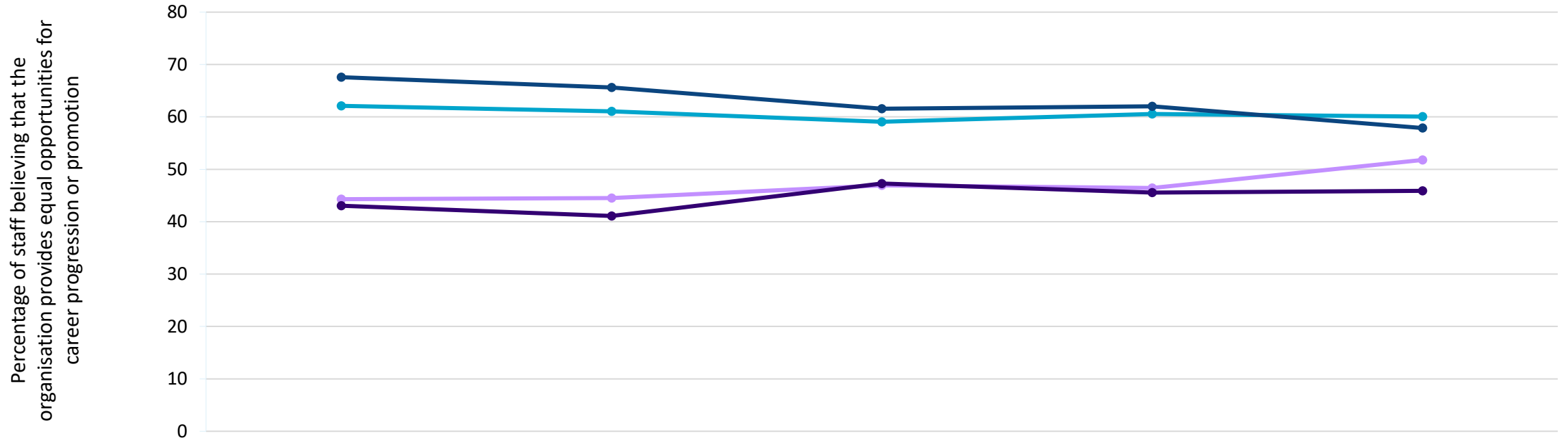


	2020	2021	2022	2023	2024
White staff: Your org	22.13%	20.59%	22.76%	20.99%	22.04%
All other ethnic groups*: Your org	24.82%	27.81%	19.38%	22.17%	26.98%
White staff: Average	21.57%	21.54%	20.38%	19.75%	20.22%
All other ethnic groups*: Average	28.72%	27.81%	27.32%	24.23%	25.20%
White staff: Responses	479	510	479	567	549
All other ethnic groups*: Responses	141	151	129	203	252

\*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.

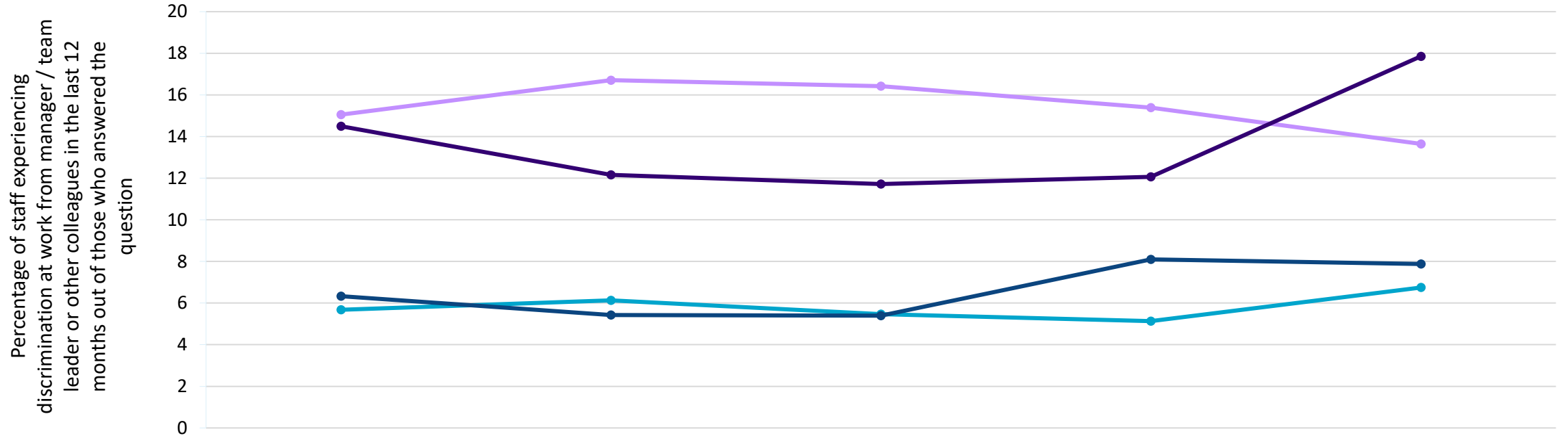
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	67.58%	65.62%	61.57%	62.01%	57.88%
All other ethnic groups*: Your org	43.07%	41.10%	47.29%	45.54%	45.88%
White staff: Average	62.11%	61.07%	59.07%	60.55%	60.08%
All other ethnic groups*: Average	44.29%	44.52%	46.92%	46.44%	51.79%
White staff: Responses	475	509	471	558	546
All other ethnic groups*: Responses	137	146	129	202	255

\*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	6.33%	5.43%	5.39%	8.10%	7.88%
All other ethnic groups*: Your org	14.49%	12.16%	11.72%	12.06%	17.86%
White staff: Average	5.68%	6.13%	5.47%	5.13%	6.75%
All other ethnic groups*: Average	15.05%	16.71%	16.42%	15.38%	13.65%
White staff: Responses	474	516	482	568	546
All other ethnic groups*: Responses	138	148	128	199	252

\*Staff from all other ethnic groups combined

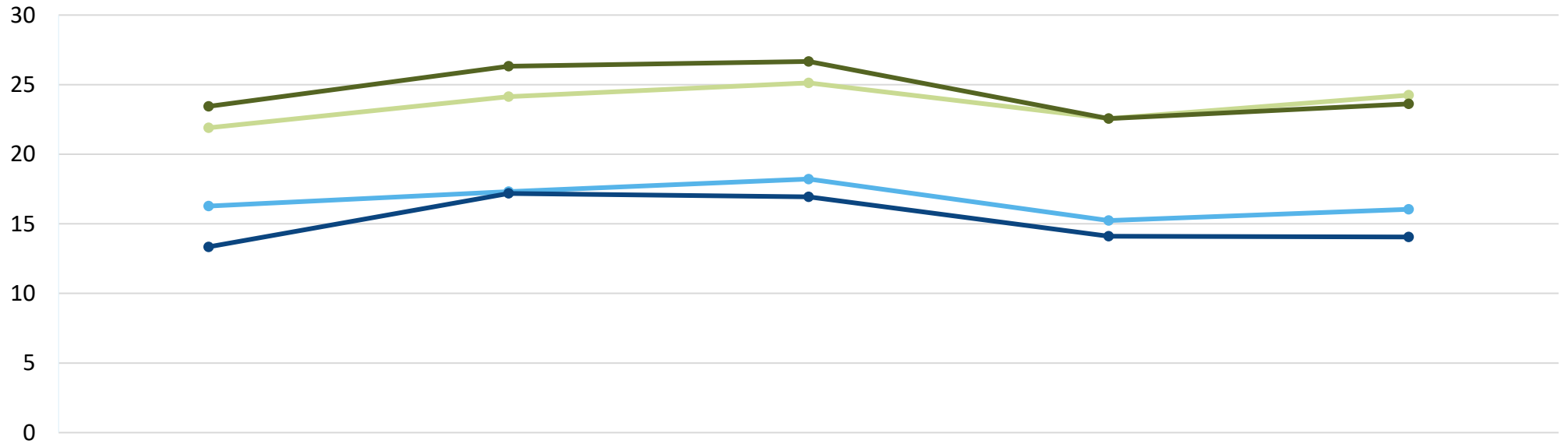
## Workforce Disability Equality Standards (WDES)

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.



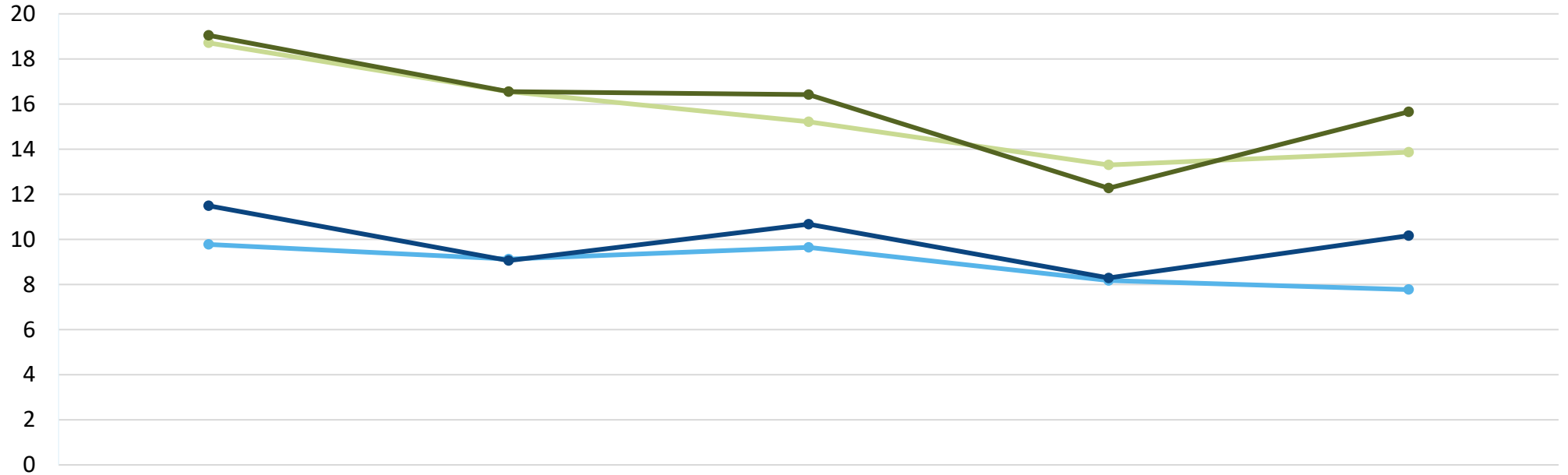
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.44%	26.32%	26.67%	22.56%	23.62%
Staff without a LTC or illness: Your org	13.35%	17.18%	16.94%	14.12%	14.05%
Staff with a LTC or illness: Average	21.90%	24.14%	25.13%	22.56%	24.24%
Staff without a LTC or illness: Average	16.28%	17.31%	18.22%	15.24%	16.05%
Staff with a LTC or illness: Responses	128	152	135	164	199
Staff without a LTC or illness: Responses	472	518	484	595	612

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.

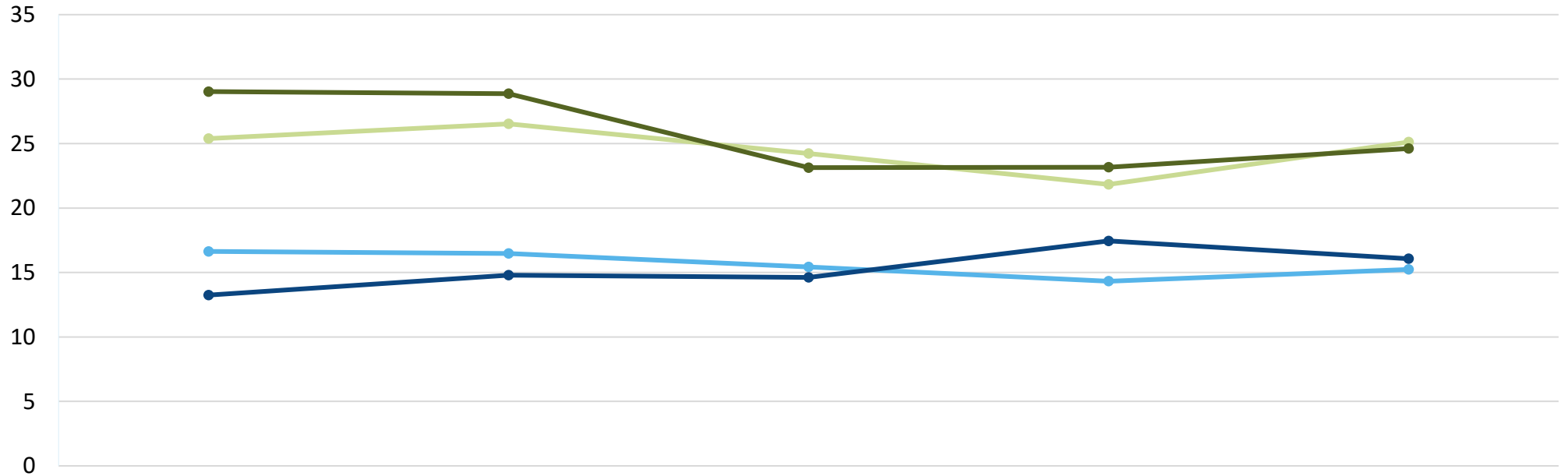


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	19.05%	16.56%	16.42%	12.27%	15.66%
Staff without a LTC or illness: Your org	11.49%	9.06%	10.67%	8.29%	10.16%
Staff with a LTC or illness: Average	18.71%	16.56%	15.22%	13.30%	13.87%
Staff without a LTC or illness: Average	9.78%	9.13%	9.64%	8.18%	7.77%
Staff with a LTC or illness: Responses	126	151	134	163	198
Staff without a LTC or illness: Responses	470	508	478	591	610

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.

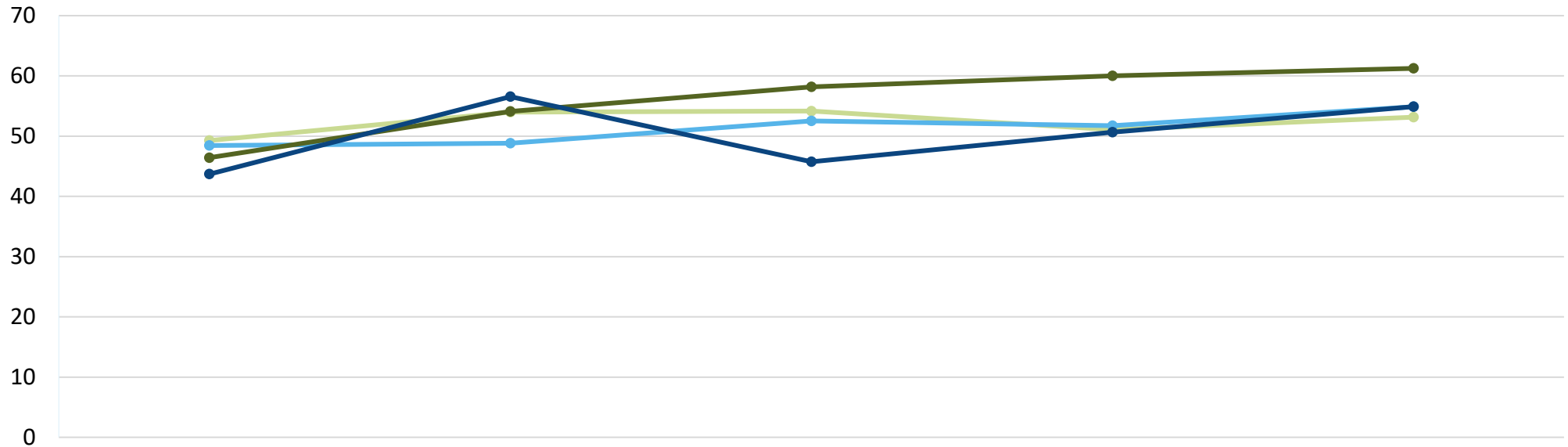


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	29.03%	28.86%	23.13%	23.17%	24.62%
Staff without a LTC or illness: Your org	13.25%	14.79%	14.61%	17.45%	16.07%
Staff with a LTC or illness: Average	25.39%	26.53%	24.22%	21.83%	25.12%
Staff without a LTC or illness: Average	16.63%	16.48%	15.43%	14.32%	15.23%
Staff with a LTC or illness: Responses	124	149	134	164	199
Staff without a LTC or illness: Responses	468	507	479	596	610

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

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

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

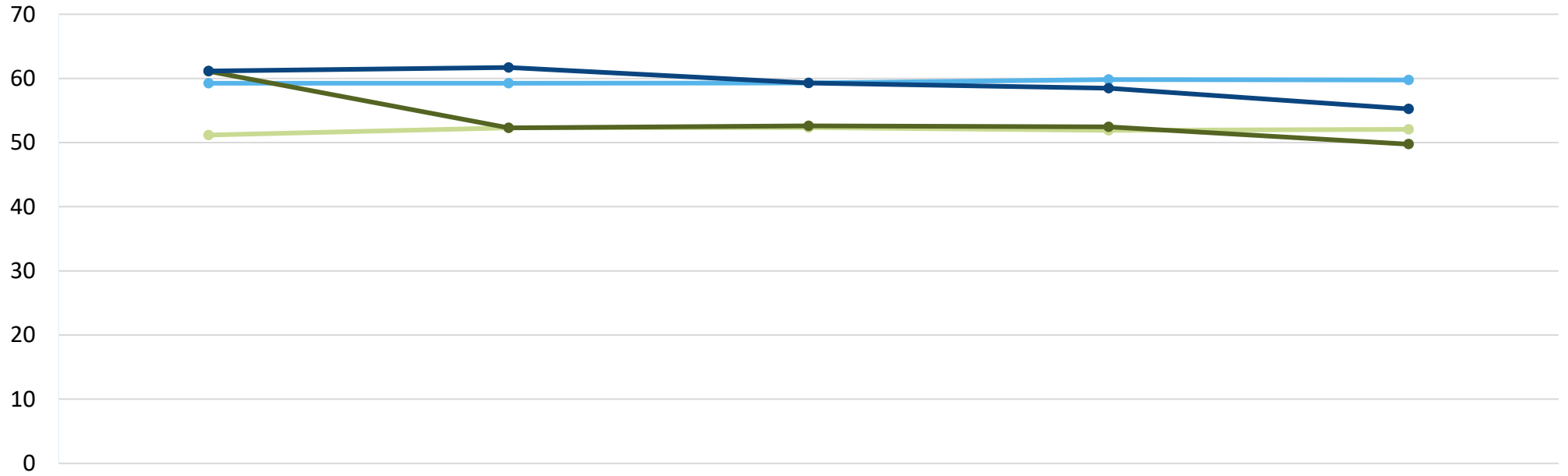


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	46.43%	54.10%	58.18%	60.00%	61.25%
Staff without a LTC or illness: Your org	43.69%	56.56%	45.76%	50.65%	54.88%
Staff with a LTC or illness: Average	49.27%	54.00%	54.17%	51.09%	53.15%
Staff without a LTC or illness: Average	48.44%	48.81%	52.53%	51.72%	54.88%
Staff with a LTC or illness: Responses	56	61	55	60	80
Staff without a LTC or illness: Responses	103	122	118	154	164

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

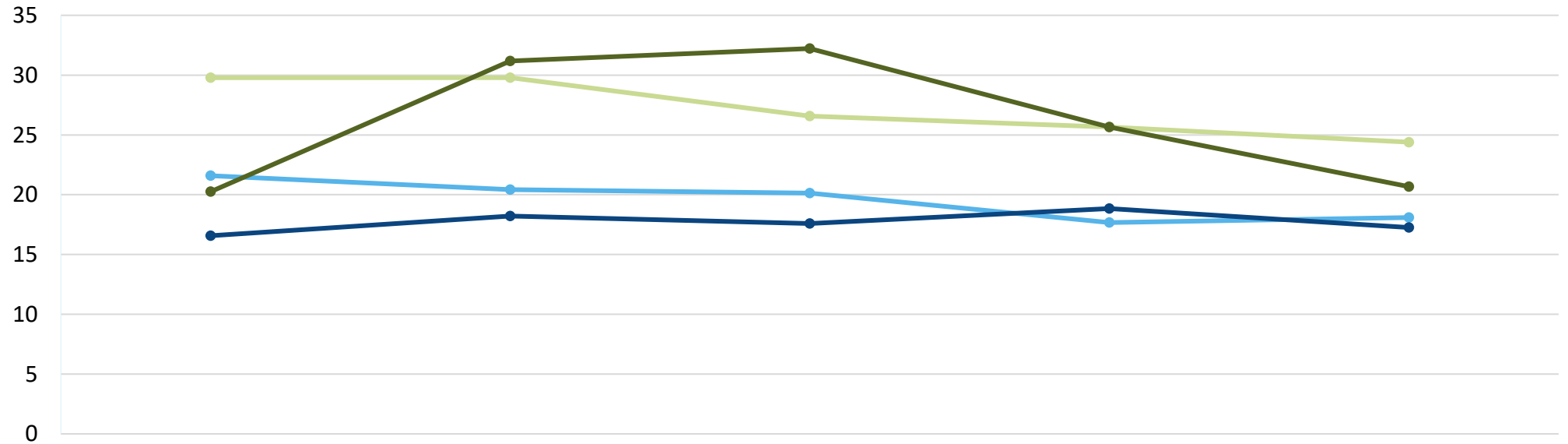
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	61.11%	52.29%	52.59%	52.44%	49.75%
Staff without a LTC or illness: Your org	61.16%	61.71%	59.28%	58.47%	55.25%
Staff with a LTC or illness: Average	51.17%	52.29%	52.34%	51.90%	52.05%
Staff without a LTC or illness: Average	59.25%	59.25%	59.28%	59.82%	59.77%
Staff with a LTC or illness: Responses	126	153	135	164	201
Staff without a LTC or illness: Responses	466	504	474	590	610

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

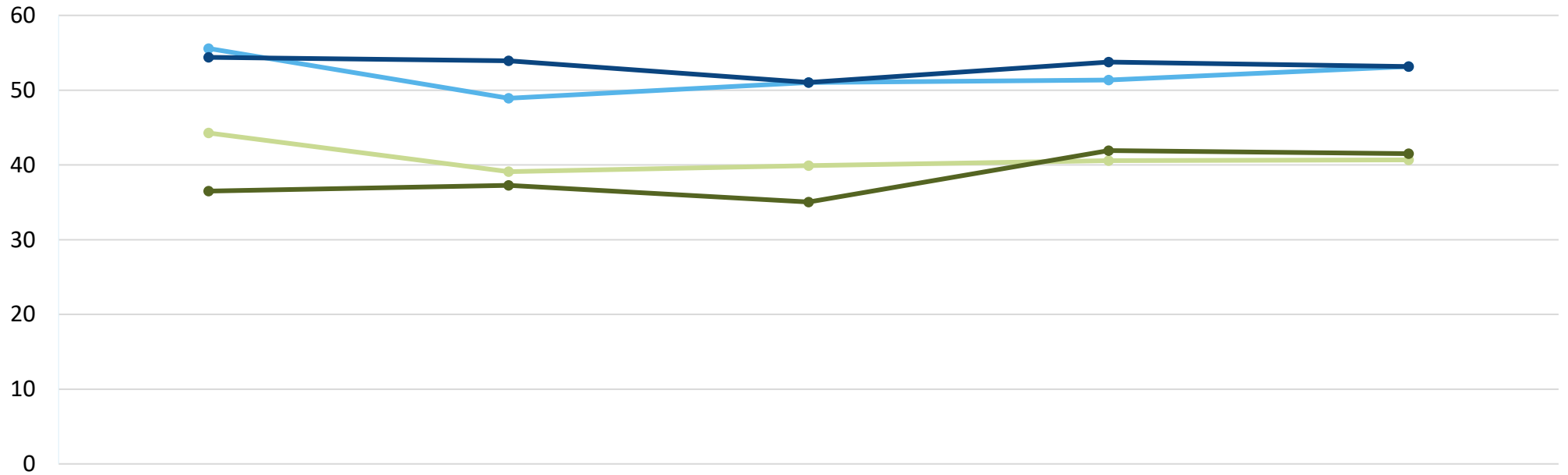
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	20.25%	31.18%	32.22%	25.66%	20.67%
Staff without a LTC or illness: Your org	16.57%	18.22%	17.59%	18.84%	17.25%
Staff with a LTC or illness: Average	29.79%	29.79%	26.57%	25.66%	24.40%
Staff without a LTC or illness: Average	21.59%	20.42%	20.13%	17.67%	18.10%
Staff with a LTC or illness: Responses	79	93	90	113	150
Staff without a LTC or illness: Responses	175	214	216	276	284

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

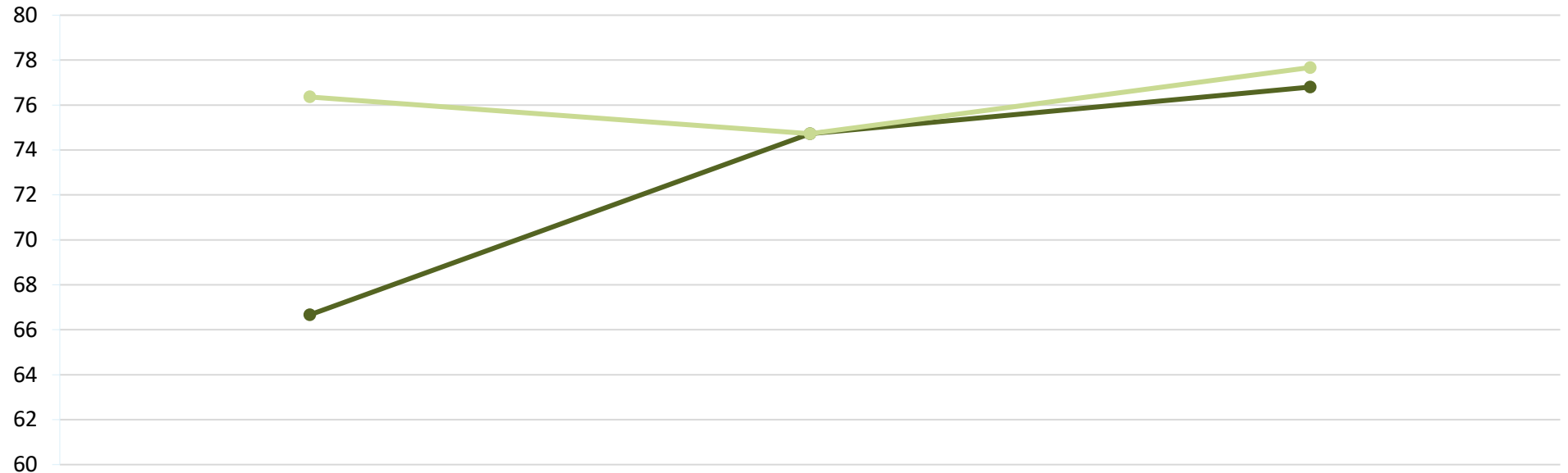
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	36.51%	37.25%	35.04%	41.92%	41.50%
Staff without a LTC or illness: Your org	54.39%	53.92%	51.03%	53.76%	53.17%
Staff with a LTC or illness: Average	44.27%	39.09%	39.91%	40.56%	40.67%
Staff without a LTC or illness: Average	55.58%	48.92%	51.03%	51.34%	53.17%
Staff with a LTC or illness: Responses	126	153	137	167	200
Staff without a LTC or illness: Responses	467	510	484	599	615

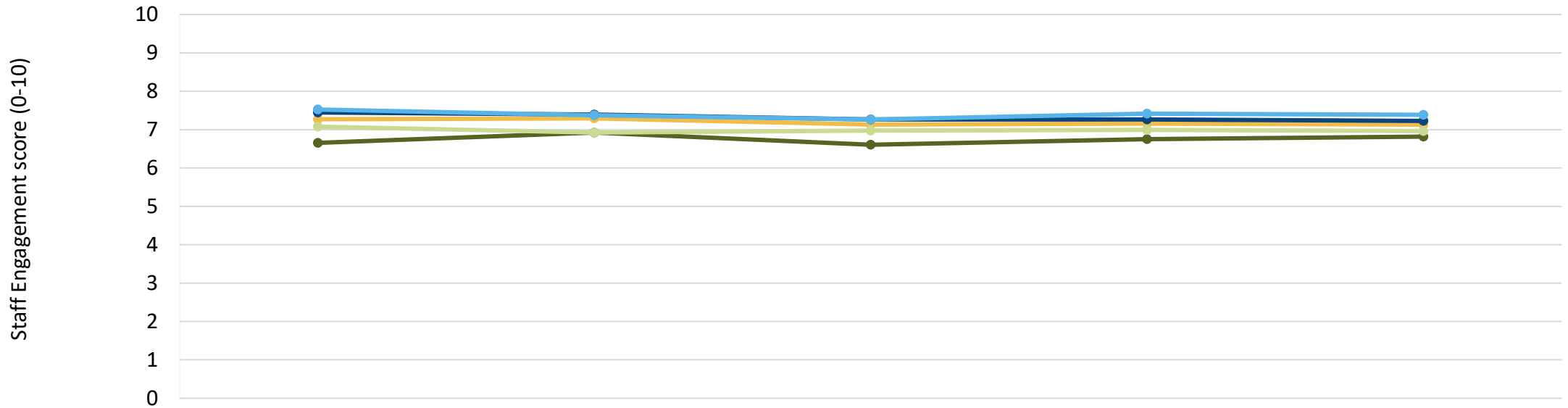
Percentage of staff with a long lasting health condition or illness saying their employer has made reasonable adjustment(s) to enable them to carry out their work.

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	66.67%	74.73%	76.80%
Staff with a LTC or illness: Average	76.36%	74.73%	77.67%
Staff with a LTC or illness: Responses	87	91	125

Staff engagement score (0-10)



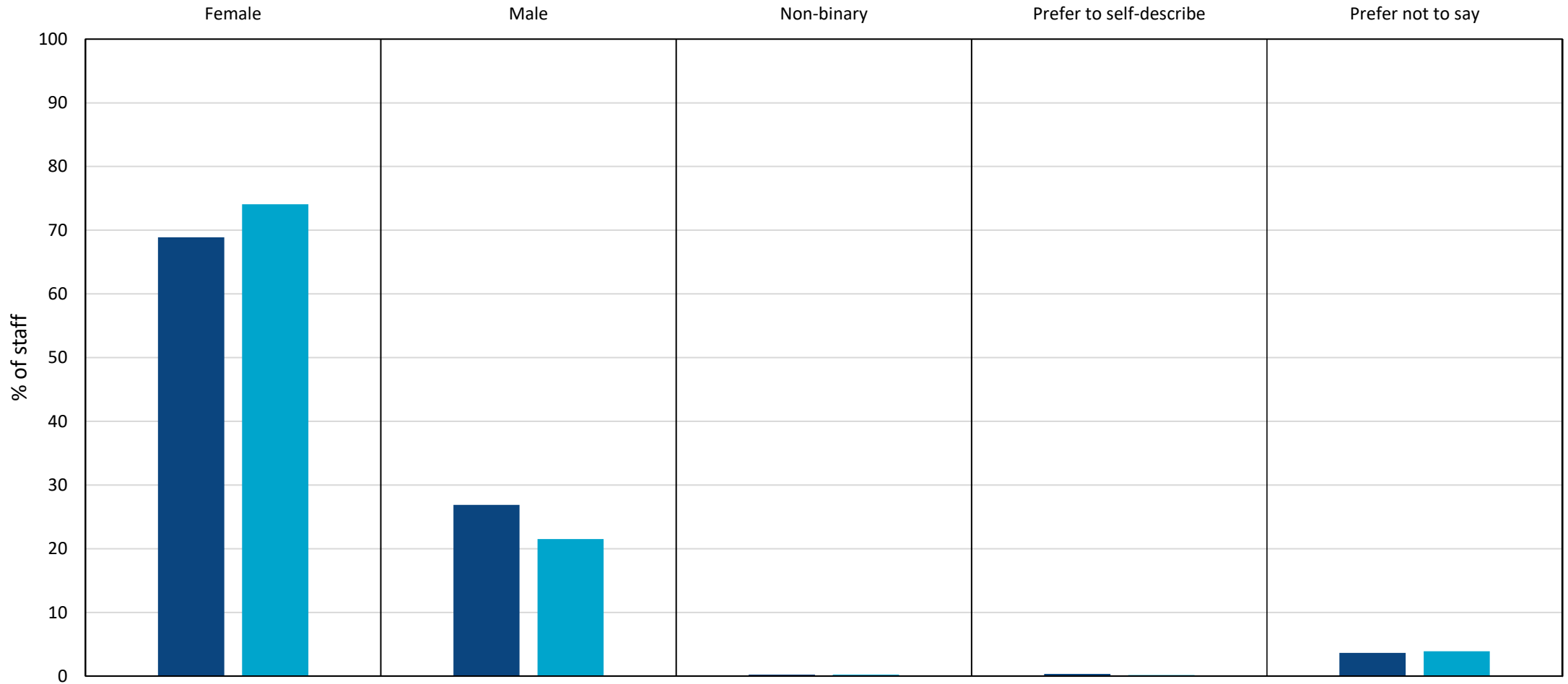
	2020	2021	2022	2023	2024
Organisation average	7.27	7.29	7.13	7.16	7.13
Staff with a LTC or illness: Your org	6.65	6.92	6.61	6.75	6.82
Staff without a LTC or illness: Your org	7.45	7.39	7.26	7.27	7.23
Staff with a LTC or illness: Average	7.08	6.92	6.98	6.99	6.96
Staff without a LTC or illness: Average	7.52	7.37	7.26	7.42	7.39
Staff with a LTC or illness: Responses	127	154	138	166	202
Staff without a LTC or illness: Responses	472	519	485	602	617

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



## About your respondents

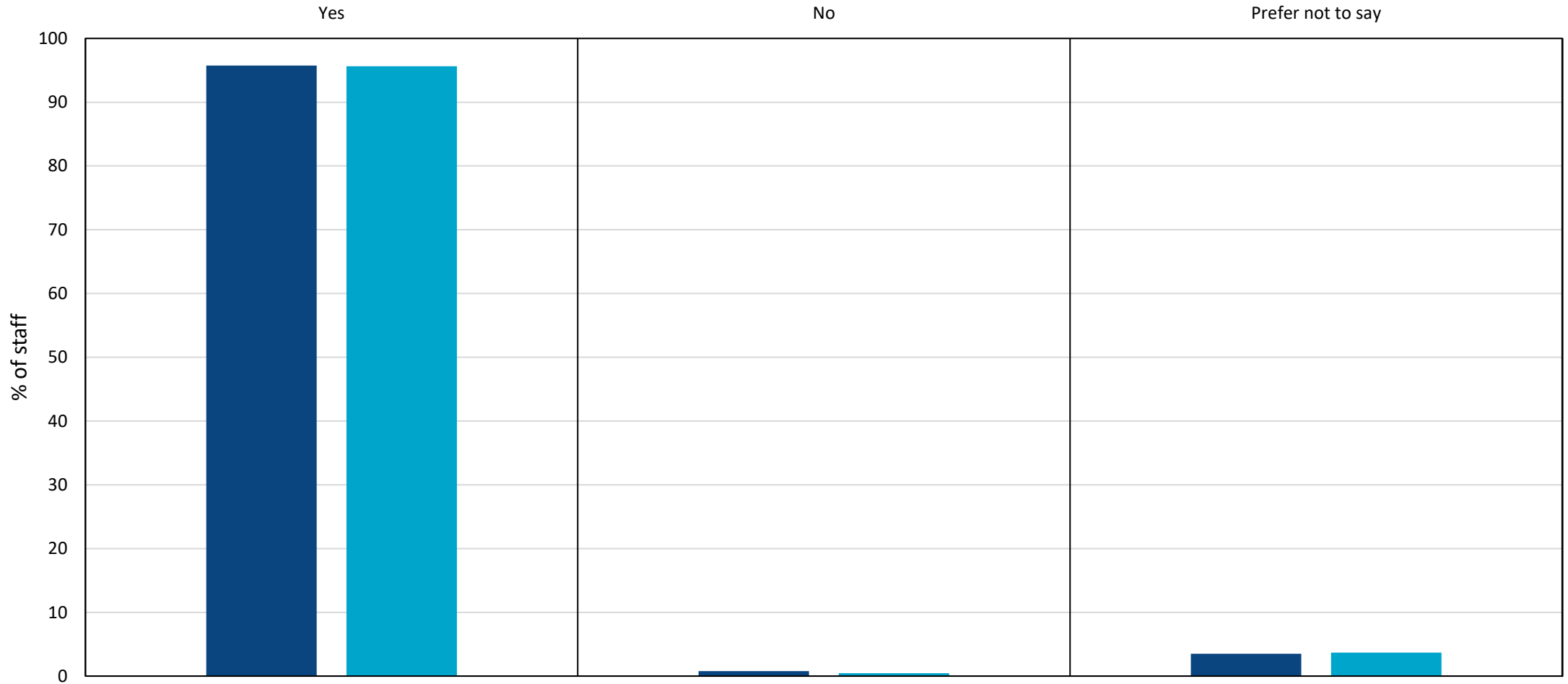
This section shows demographic and other background information for 2024.



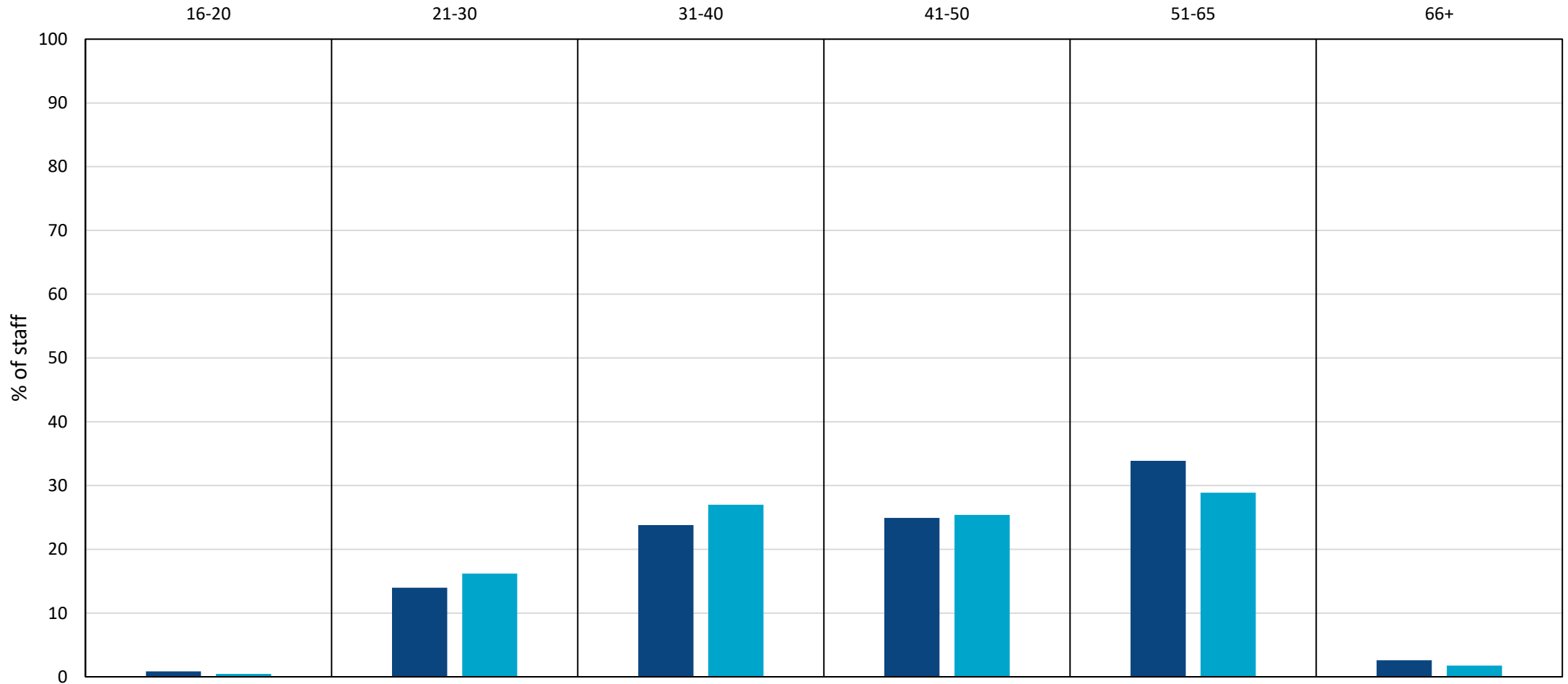
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
<b>Your org</b>	68.89%	26.88%	0.24%	0.36%	3.63%
<b>Average</b>	74.06%	21.50%	0.22%	0.15%	3.89%
<b>Responses</b>	826	826	826	826	826



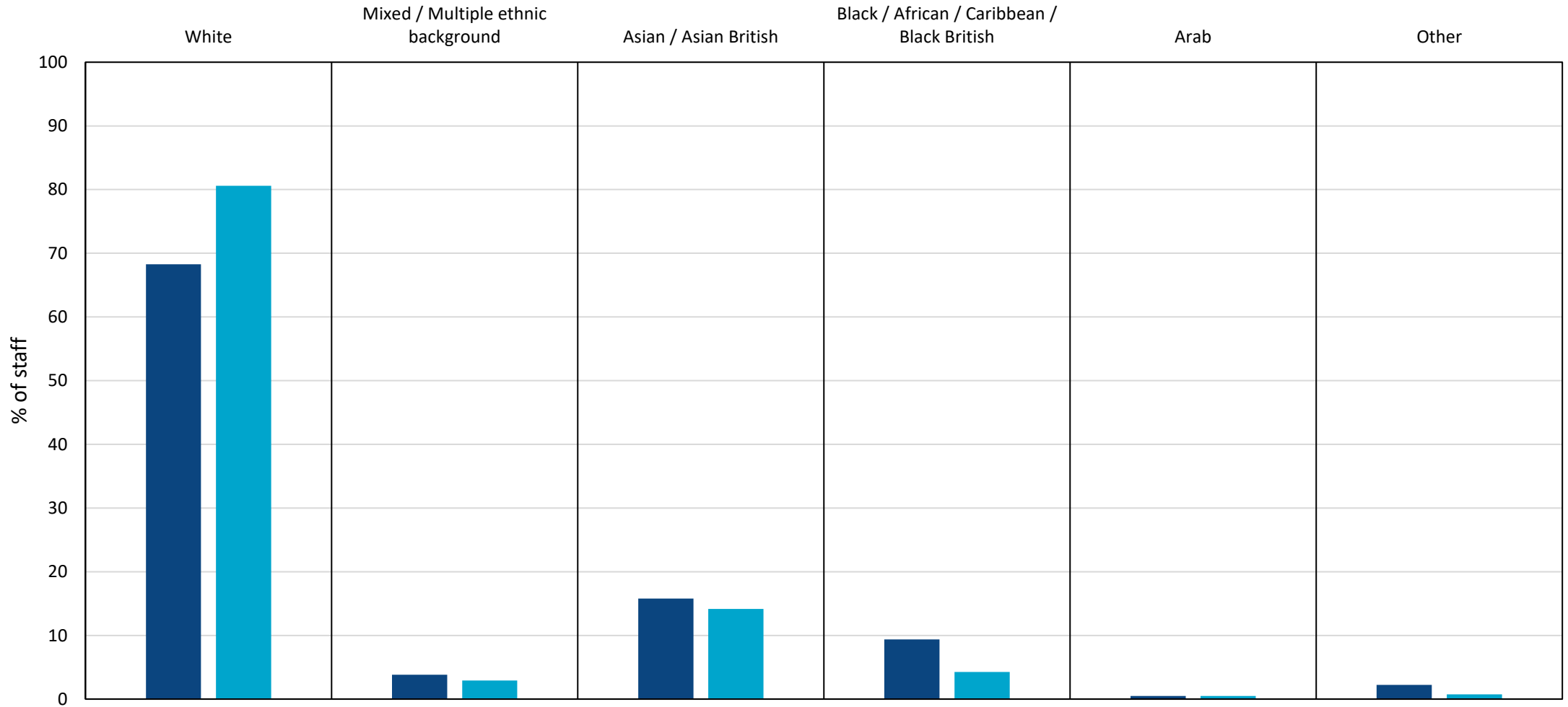
# Background details – Is your gender identity the same as the sex you were registered at birth?



	Yes	No	Prefer not to say
<b>Your org</b>	95.74%	0.78%	3.49%
<b>Average</b>	95.65%	0.47%	3.70%
<b>Responses</b>	774	774	774

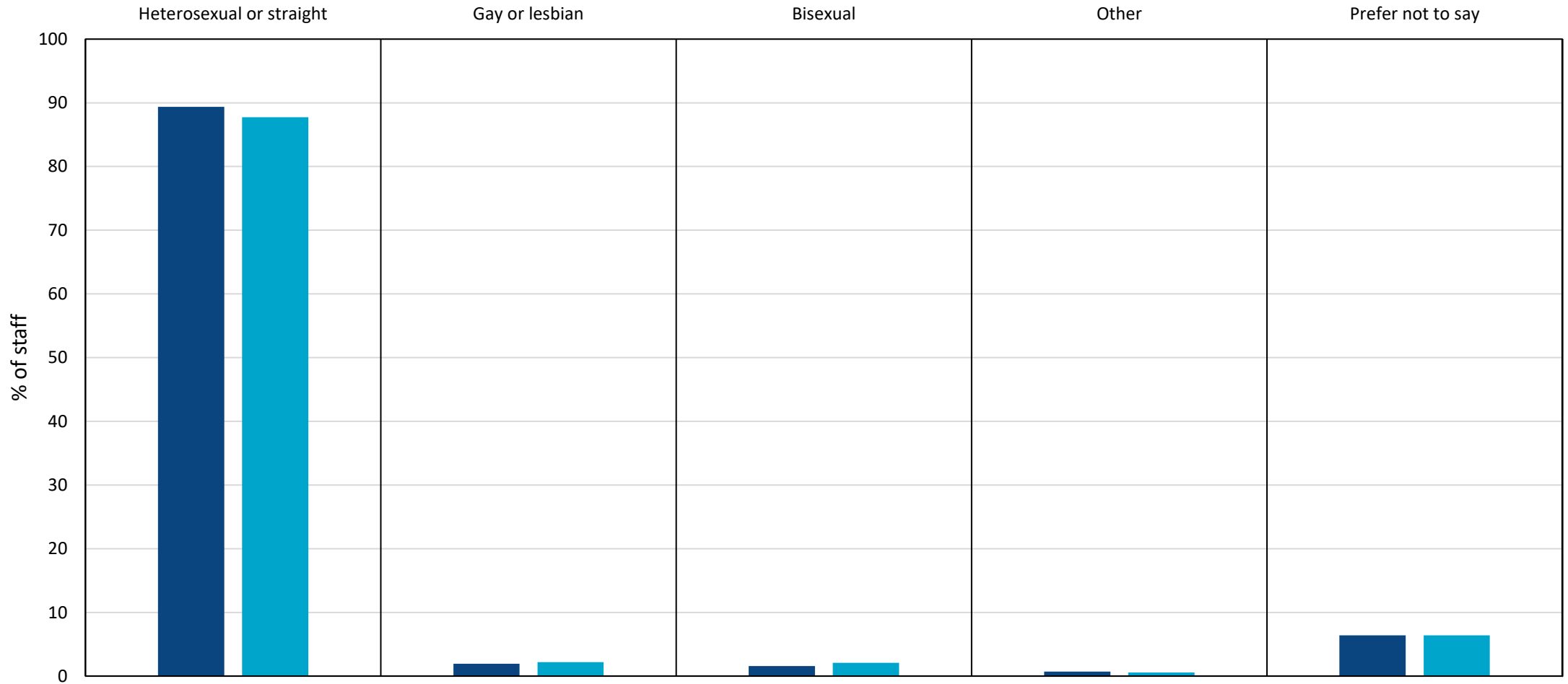


<b>Your org</b>	0.86%	13.99%	23.80%	24.91%	33.87%	2.58%
<b>Average</b>	0.44%	16.18%	26.99%	25.39%	28.88%	1.74%
<b>Responses</b>	815	815	815	815	815	815



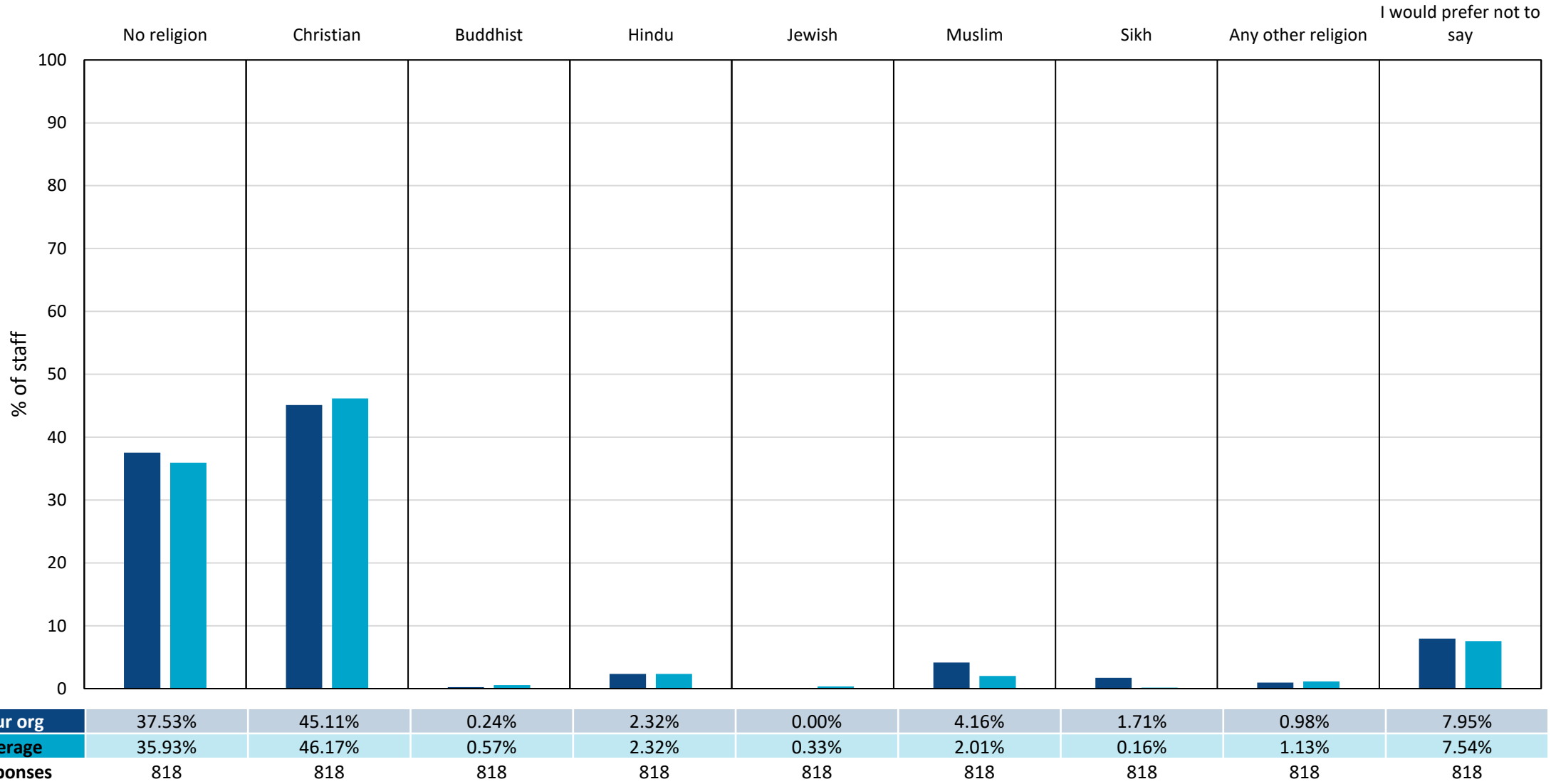
Responses	810	810	810	810	810	810
<b>Your org</b>	68.27%	3.83%	15.80%	9.38%	0.49%	2.22%
<b>Average</b>	80.58%	2.91%	14.15%	4.28%	0.49%	0.73%

# Background details – Sexual orientation

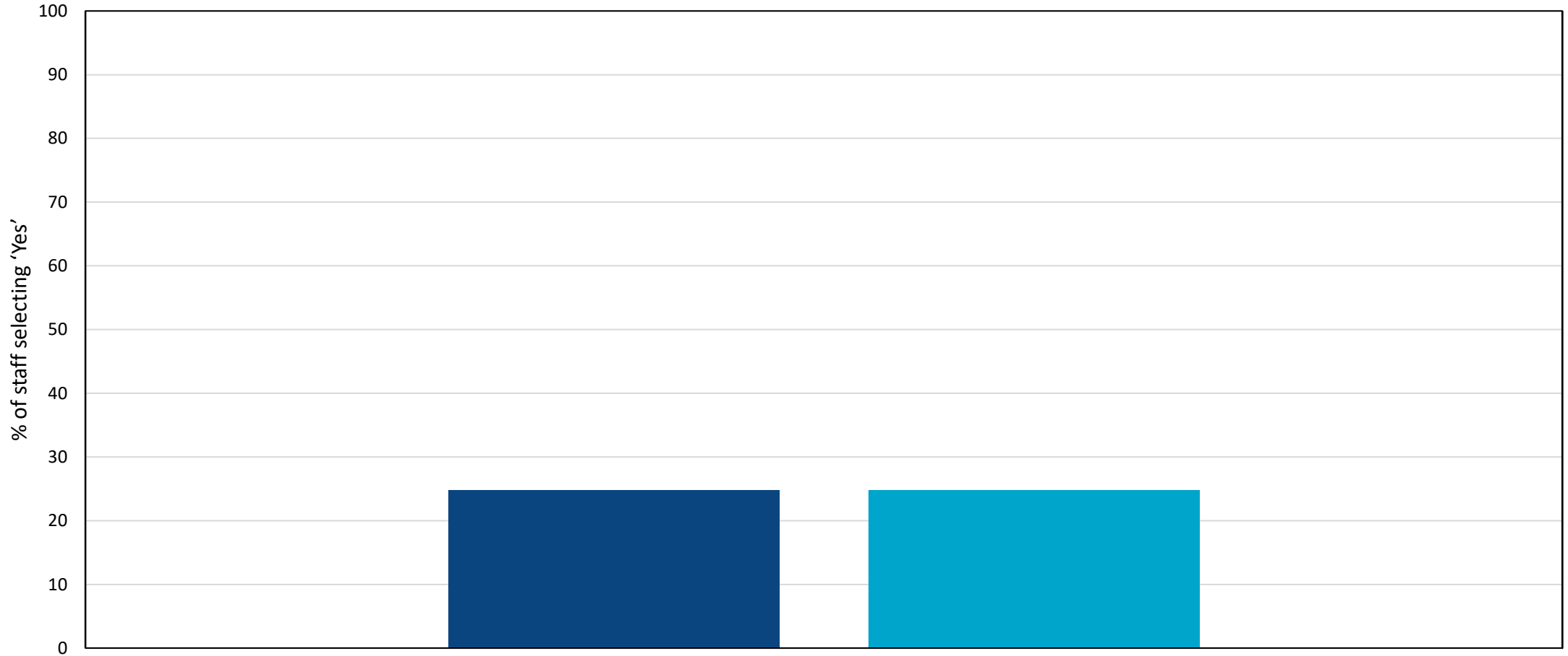


Responses	827	827	827	827	827
<b>Your org</b>	89.36%	1.93%	1.57%	0.73%	6.41%
<b>Average</b>	87.74%	2.20%	2.10%	0.57%	6.41%

# Background details - Religion



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



<b>Your org</b>	24.76%
<b>Average</b>	24.70%
<b>Responses</b>	820

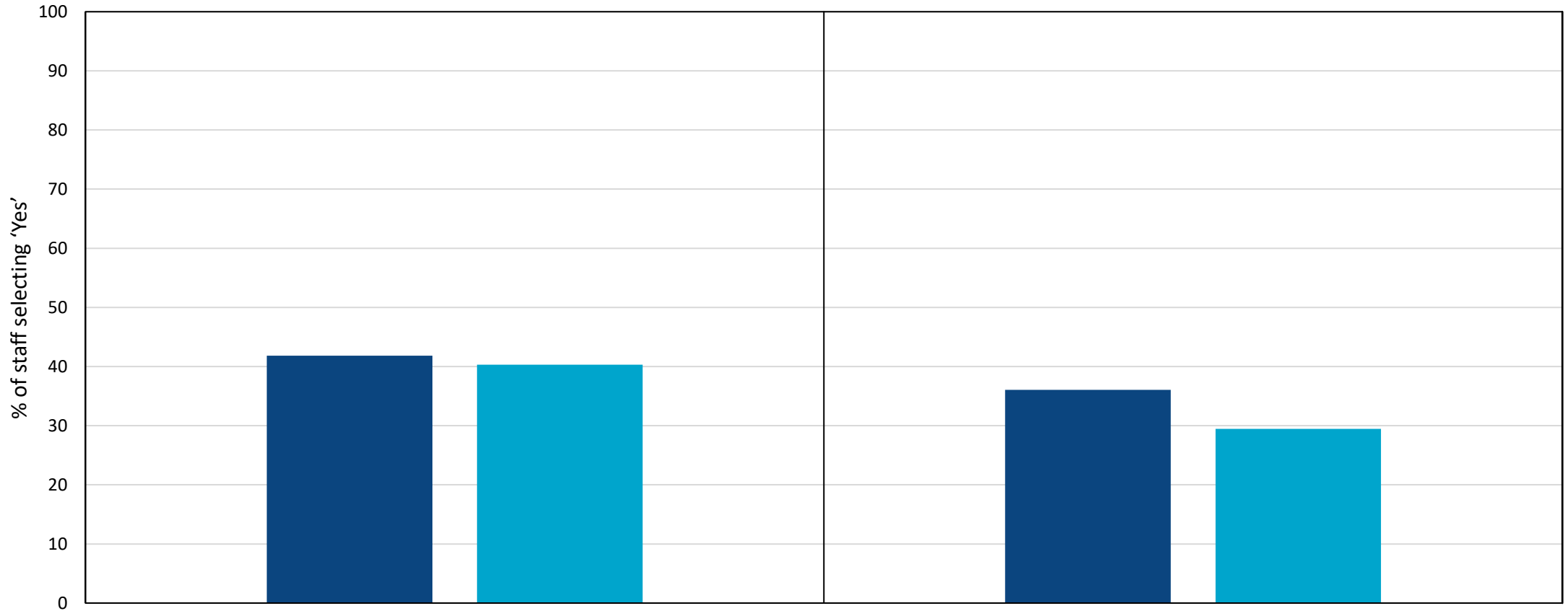




# Background details – Parental / caring responsibilities

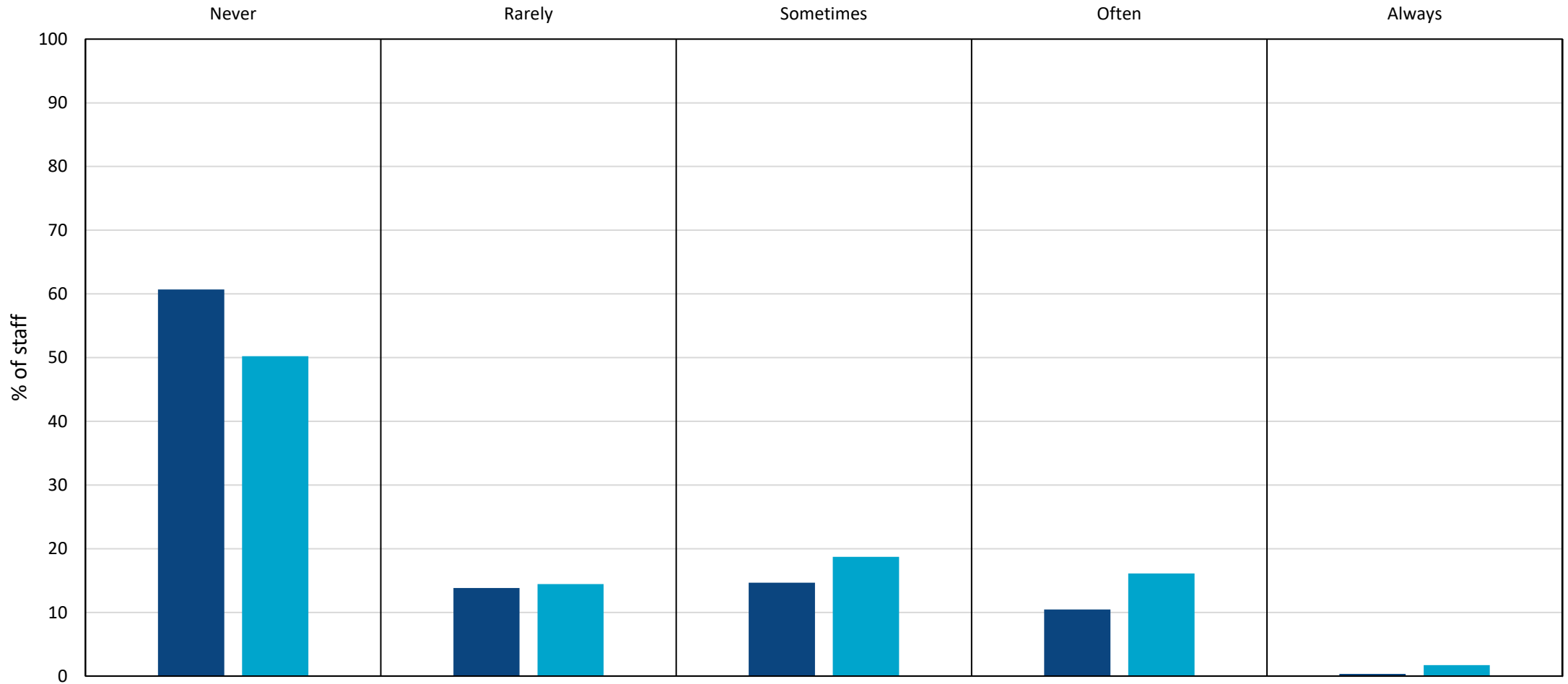
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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

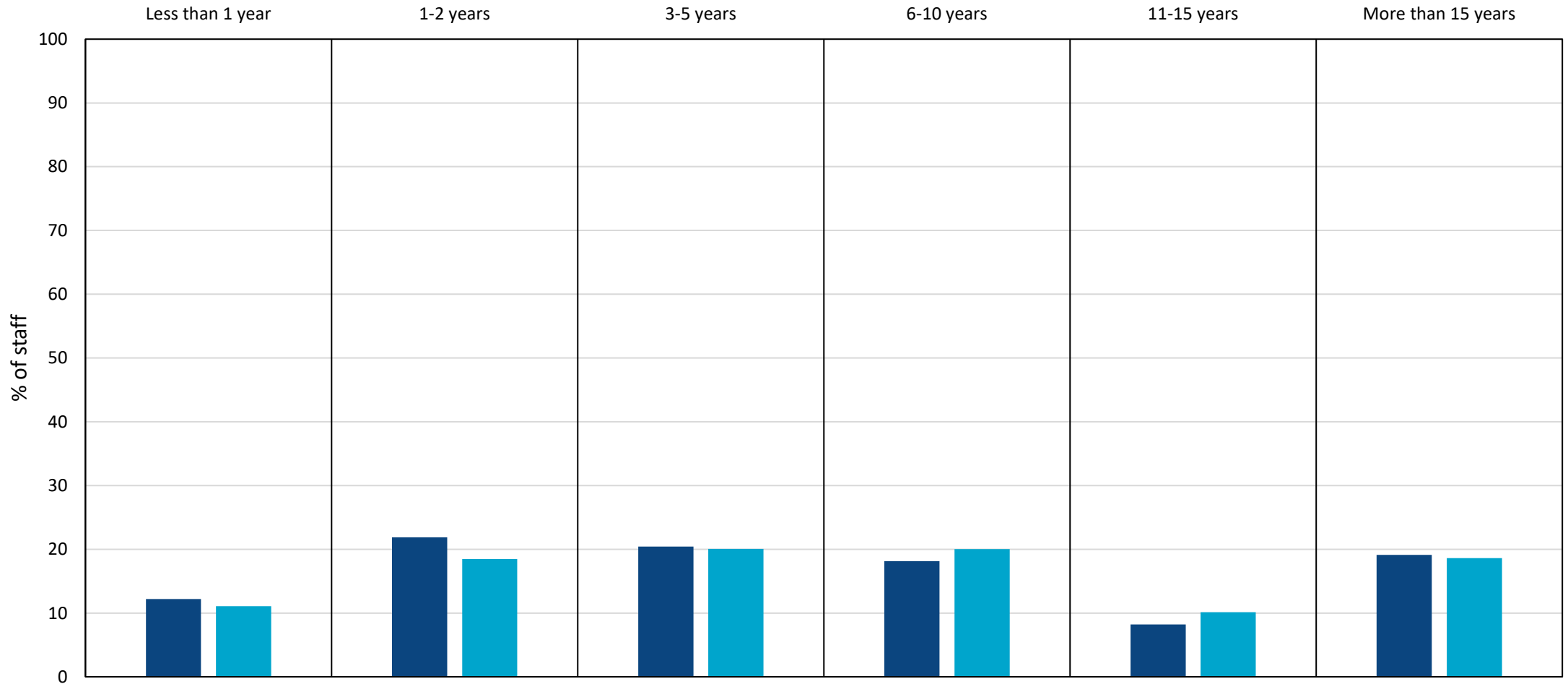


<b>Your org</b>	41.82%	36.05%
<b>Average</b>	40.33%	29.47%
<b>Responses</b>	825	810

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



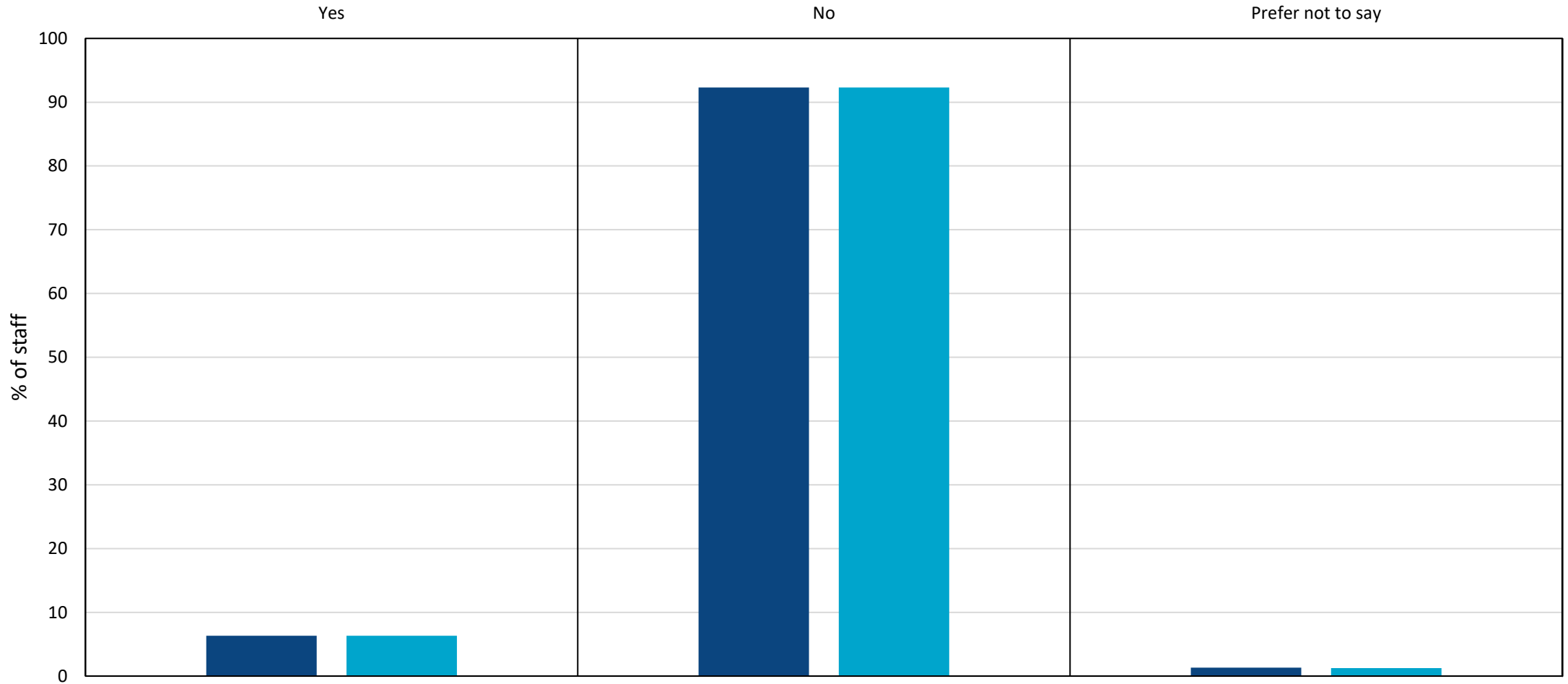
Responses	832	832	832	832	832
<b>Your org</b>	60.70%	13.82%	14.66%	10.46%	0.36%
<b>Average</b>	50.22%	14.44%	18.73%	16.11%	1.72%



<b>Your org</b>	12.21%	21.89%	20.44%	18.14%	8.22%	19.11%
<b>Average</b>	11.09%	18.48%	20.07%	20.02%	10.12%	18.62%
<b>Responses</b>	827	827	827	827	827	827

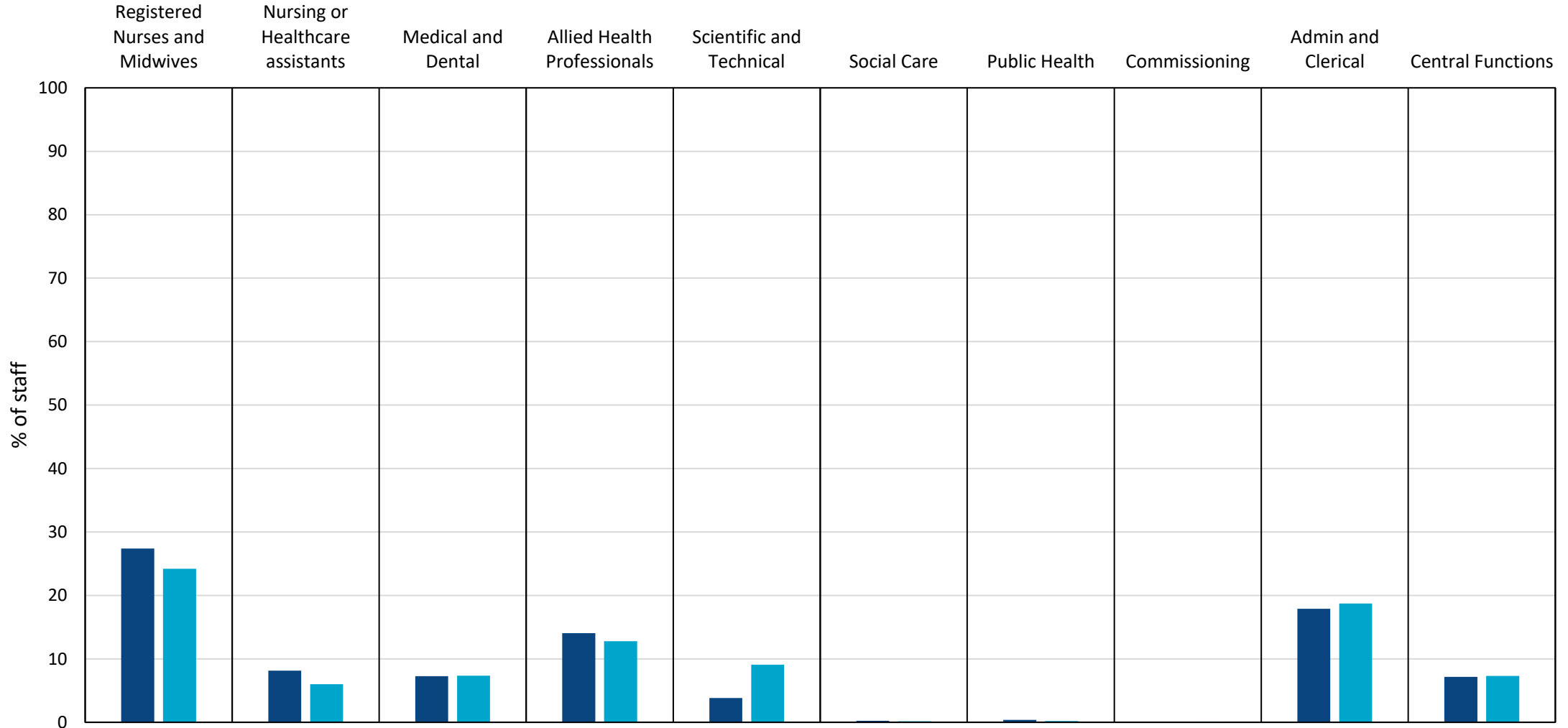


# Background details – When you joined this organisation, were you recruited from outside of the UK?



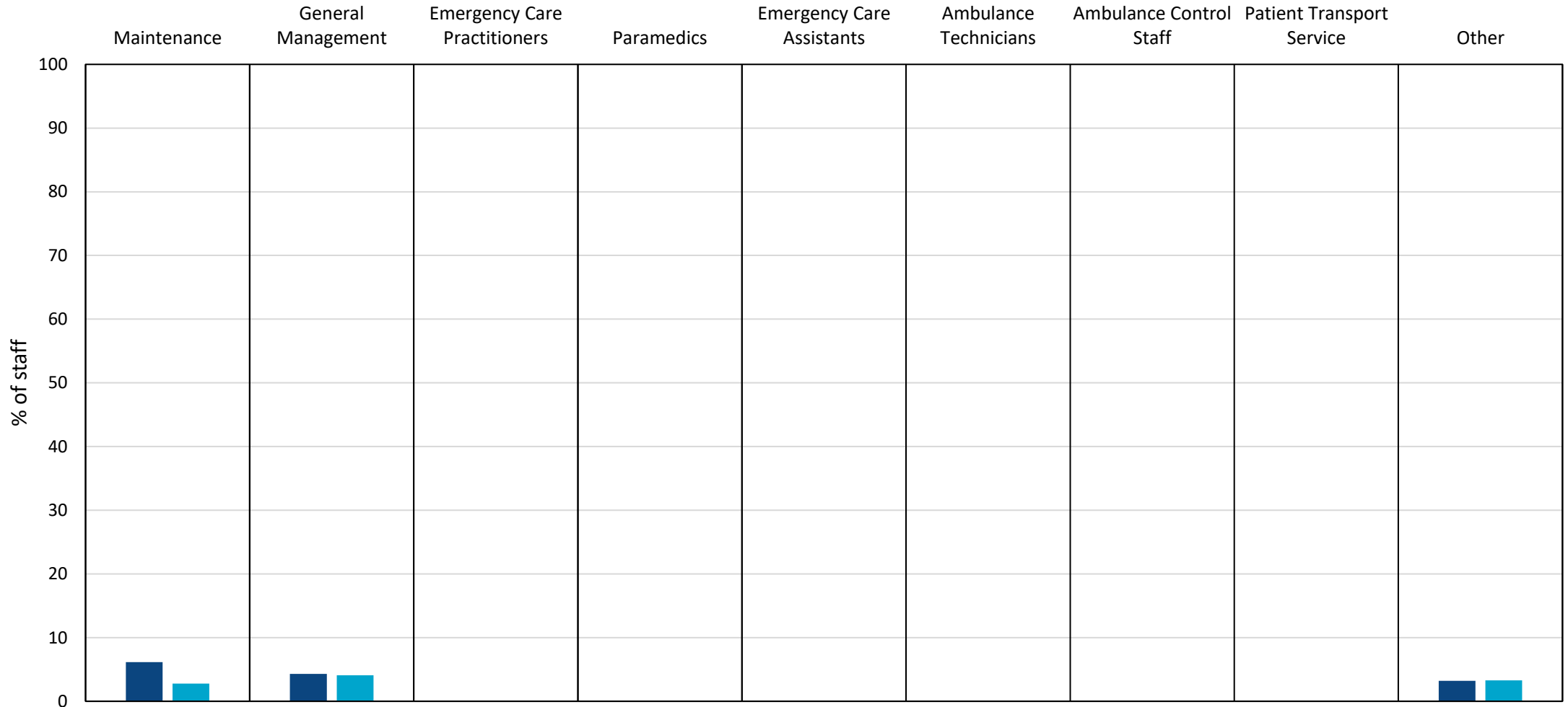
	Yes	No	Prefer not to say
<b>Your org</b>	6.34%	92.32%	1.34%
<b>Average</b>	6.34%	92.32%	1.25%
<b>Responses</b>	820	820	820

# Background details – Occupational group



Responses	811	811	811	811	811	811	811	811	811	811
<b>Your org</b>	27.37%	8.14%	7.27%	14.06%	3.82%	0.25%	0.37%	0.00%	17.88%	7.15%
<b>Average</b>	24.20%	6.00%	7.34%	12.79%	9.09%	0.15%	0.19%	0.08%	18.73%	7.30%

# Background details – Occupational group



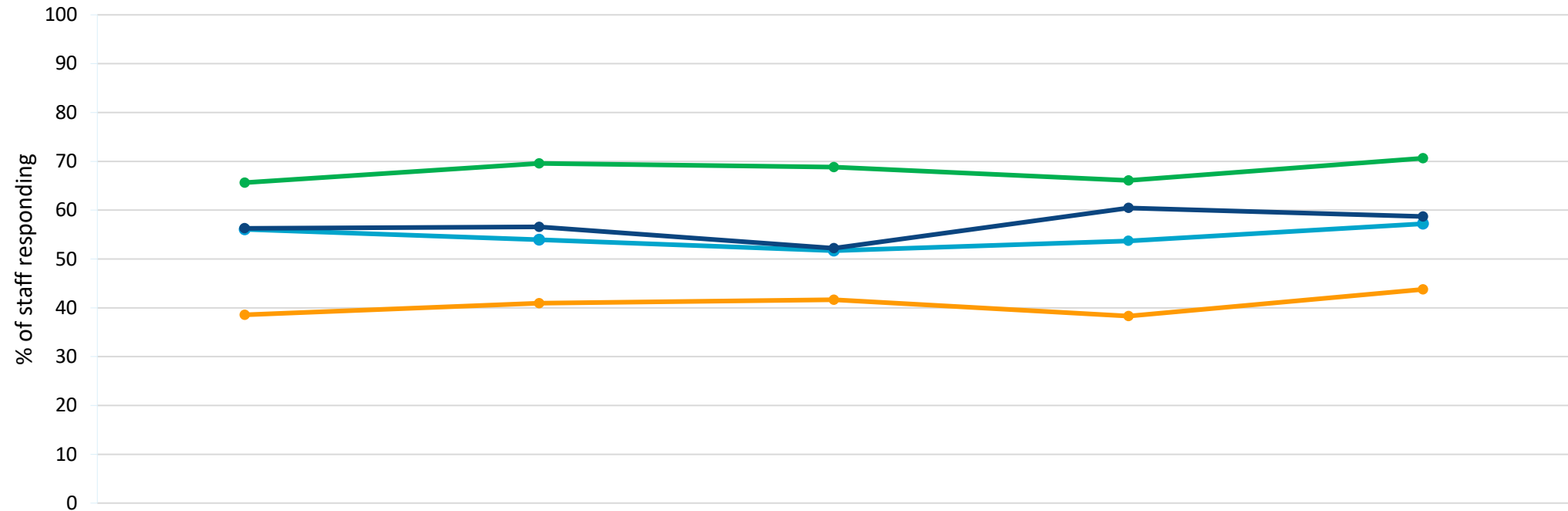
<b>Your org</b>	6.17%	4.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.21%
<b>Average</b>	2.78%	4.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.28%
<b>Responses</b>	811	811	811	811	811	811	811	811	811

## Appendices

## Appendix A: Response rate



Response rate



	2020	2021	2022	2023	2024
Your org	56.29%	56.58%	52.20%	60.44%	58.71%
Highest	65.63%	69.56%	68.82%	66.07%	70.63%
Average	56.07%	53.96%	51.70%	53.69%	57.21%
Lowest	38.56%	40.96%	41.63%	38.30%	43.77%
Responses	631	684	630	793	836

## 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	7.47	787	7.43	831	Not significant
We are recognised and rewarded	6.09	789	6.13	834	Not significant
We each have a voice that counts	6.88	779	6.84	826	Not significant
We are safe and healthy	6.56	780	6.55	822	Not significant
We are always learning	5.58	734	5.70	804	Not significant
We work flexibly	6.47	782	6.66	826	Not significant
We are a team	6.79	787	6.81	830	Not significant
<b>Themes</b>					
Staff Engagement	7.18	789	7.12	834	Not significant
Morale	6.28	790	6.31	833	Not significant

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

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

## Appendix C: Tips on using your benchmark report

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

### Key points to note



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



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



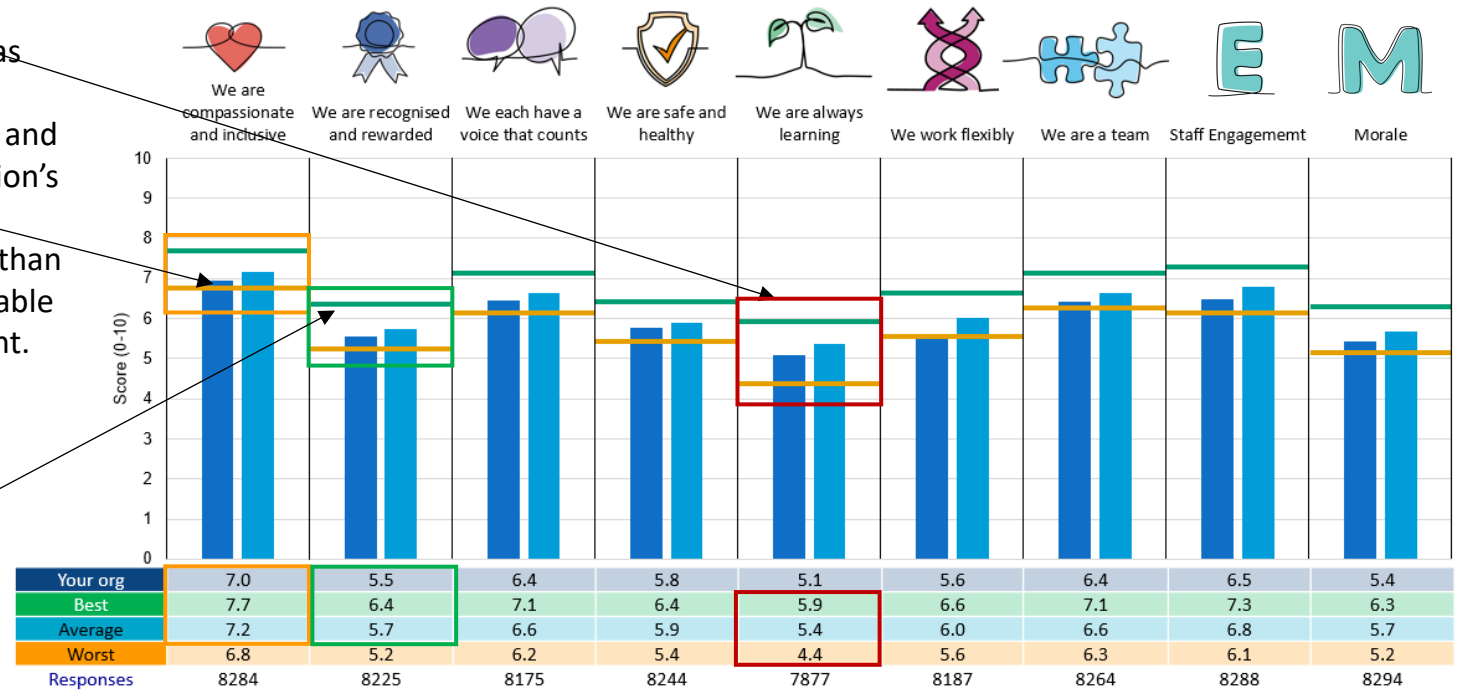
People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are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

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

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

## Areas to improve

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



Only one example is highlighted for each point

## Positive outcomes

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

## Review trend data

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

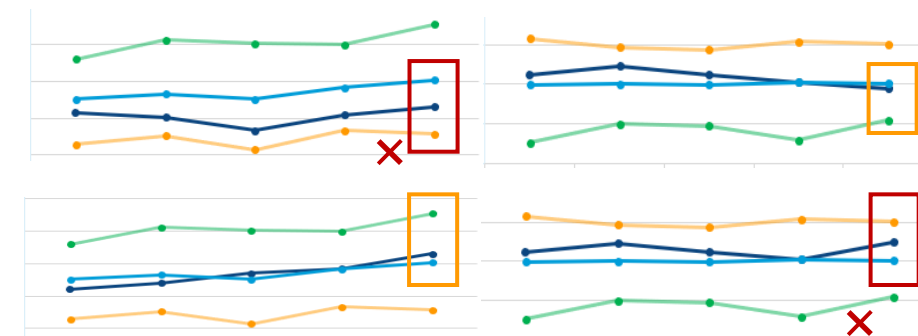


Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

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

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

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



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

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

### Identifying questions of interest

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

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

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

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



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



## Appendix D: Additional reporting outputs

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

### Supporting documents



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



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

### Other reporting outputs



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



**Breakdown reports:** Reports containing People Promise and theme results split by breakdown (locality) for The Royal Orthopaedic Hospital 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.