

North West Ambulance Service NHS Trust

NHS Staff Survey Benchmark report 2024



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Introduction

About this report

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

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

How results are reported

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



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

People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

Introduction

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

Organisation details

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

People Promise elements, themes and sub-scores: Overview

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

People Promise elements, themes and sub-scores: Trends

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

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



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

People Promise elements, themes and sub-scores: Questions

This section provides trend results for **questions**. The questions are presented in sections for each of the People Promise elements and themes.

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

Questions not linked to People Promise

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

Workforce Equality Standards

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

About your respondents

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

Appendices

Here you will find:

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

Key features

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

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

Note this is example data

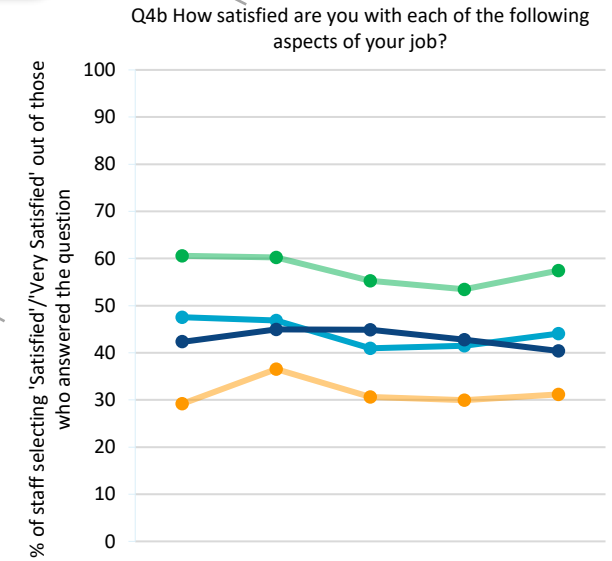


Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is a better or worse result.

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

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

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



Number of responses for the organisation for the given question.

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

Organisation details

North West Ambulance Service NHS Trust

2024 NHS Staff Survey



Organisation details

Completed questionnaires **3554**

2024 response rate **48%**

Survey details

Survey mode **Online**

◀ This organisation is benchmarked against:

Ambulance Trusts



2024 benchmarking group details

Organisations in group: 11

Median response rate: 49%

No. of completed questionnaires: 32939

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

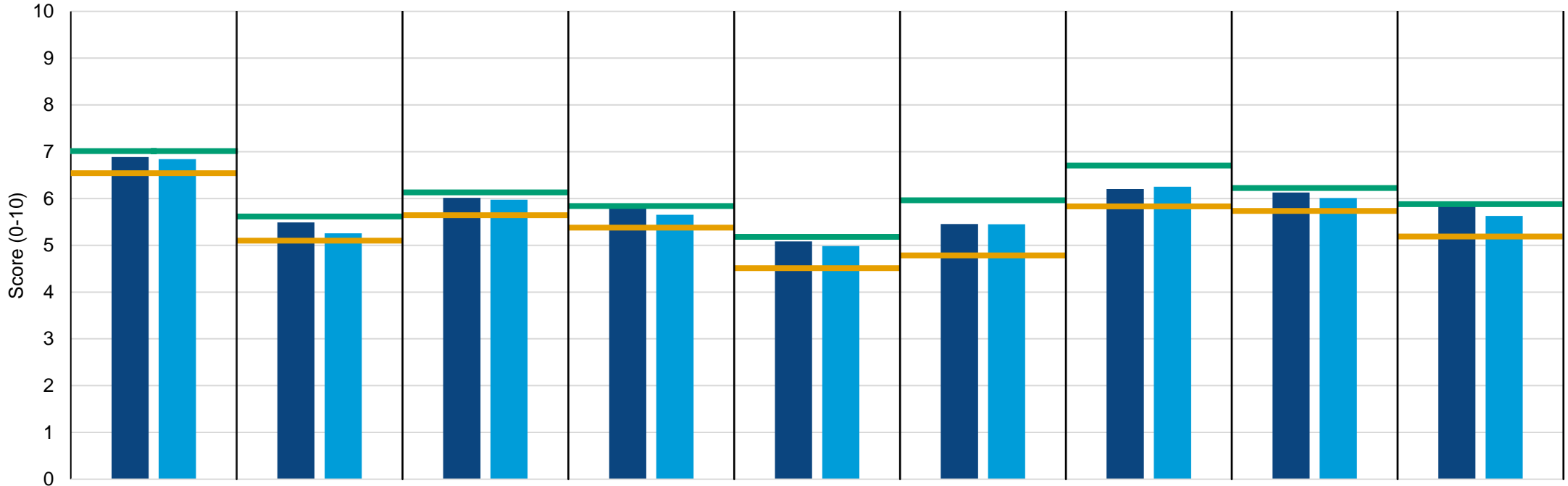


People Promise elements, themes and sub-score results

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.

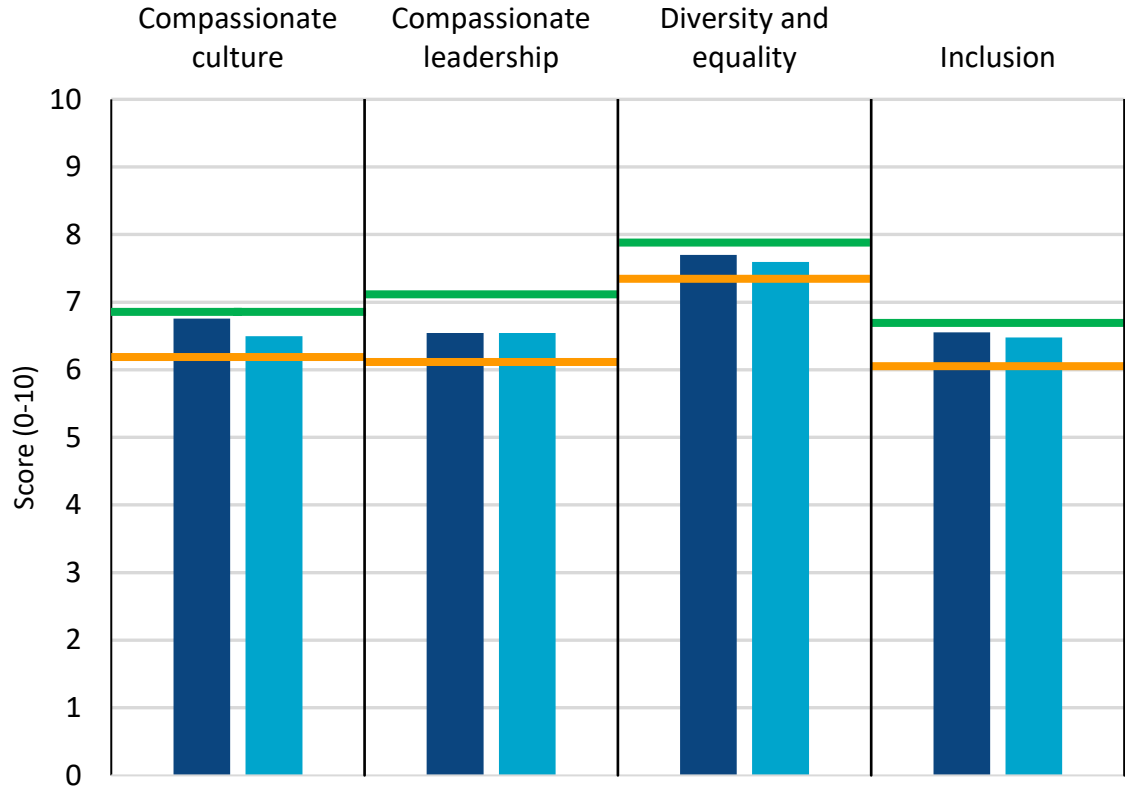


Your org	6.88	5.49	6.01	5.84	5.08	5.46	6.20	6.13	5.85
Best result	7.01	5.62	6.13	5.84	5.18	5.96	6.70	6.22	5.88
Average result	6.84	5.25	5.98	5.65	4.98	5.45	6.25	6.01	5.63
Worst result	6.54	5.10	5.64	5.38	4.51	4.78	5.83	5.73	5.19
Responses	3551	3552	3539	3542	3274	3532	3548	3554	3553

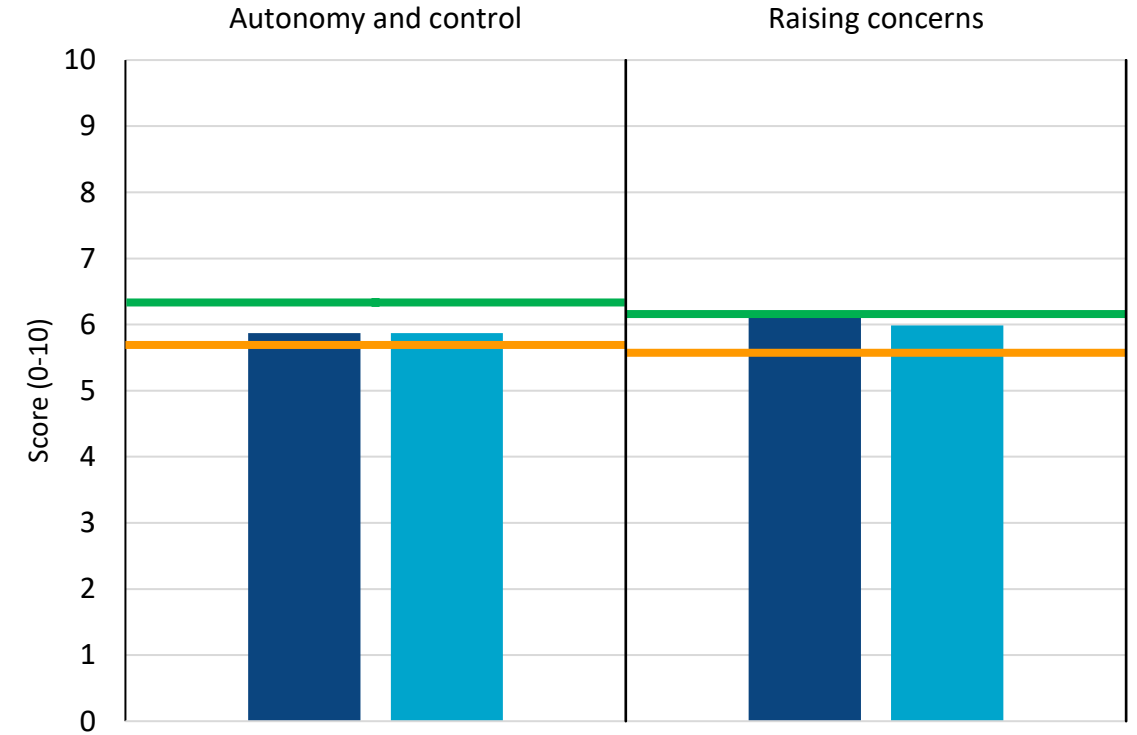
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 1: We are compassionate and inclusive



Promise element 3: We each have a voice that counts



Your org	6.76	6.54	7.70	6.55
Best result	6.86	7.12	7.88	6.69
Average result	6.50	6.54	7.59	6.48
Worst result	6.19	6.12	7.35	6.05
Responses	3547	3550	3531	3547

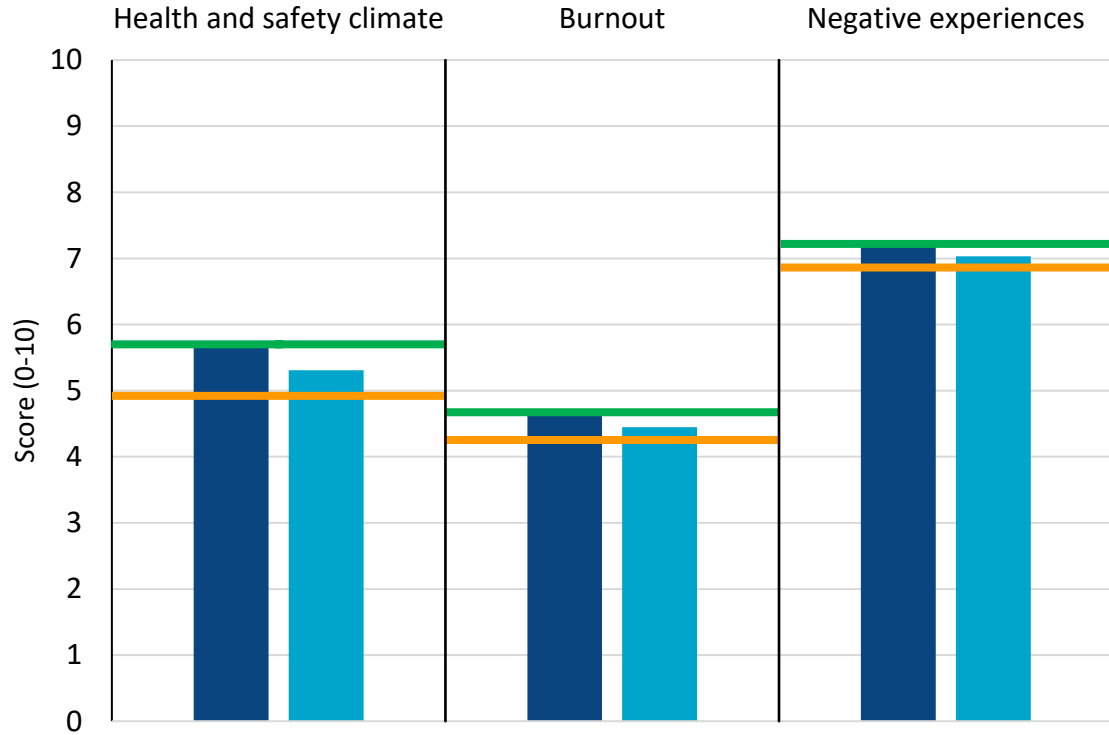
Your org	5.87	6.16
Best result	6.33	6.16
Average result	5.87	5.99
Worst result	5.69	5.57
Responses	3554	3539

Note: People Promise element 2 'We are recognised and rewarded' does not have any sub-scores. Overall trend score data for this element is reported on slide 21.

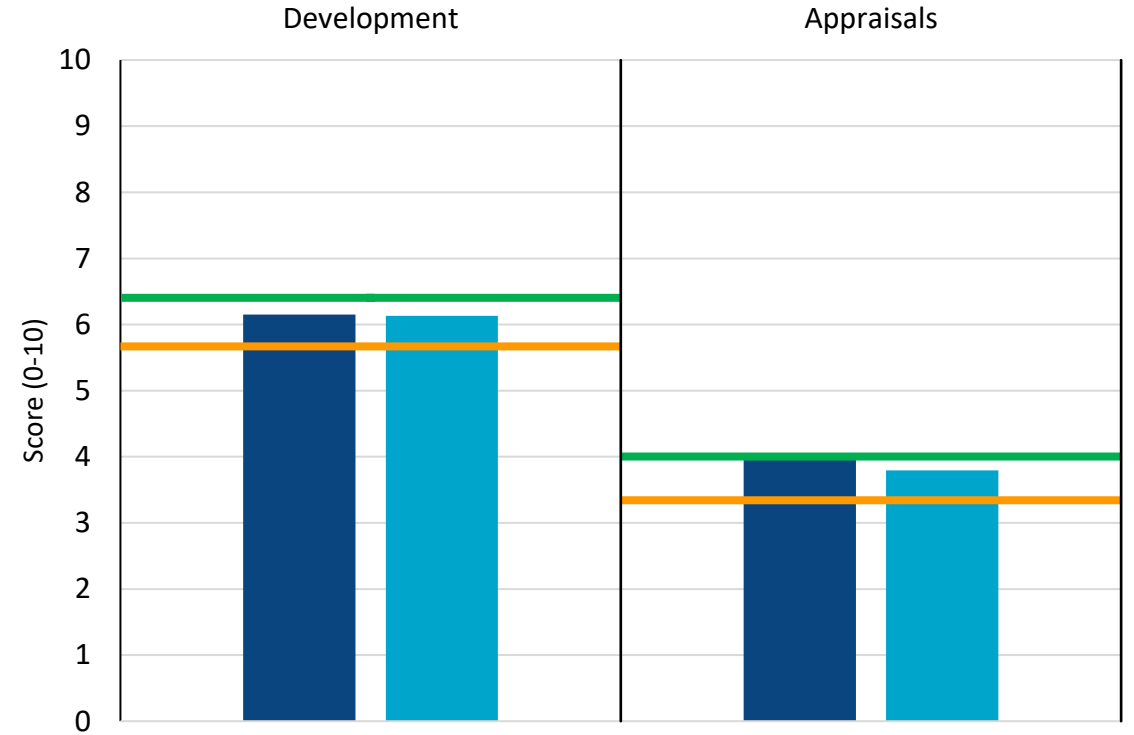
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 4: We are safe and healthy



Promise element 5: We are always learning



Your org	5.70	4.64	7.18
Best result	5.70	4.67	7.22
Average result	5.31	4.45	7.03
Worst result	4.92	4.25	6.86
Responses	3554	3552	3543

Your org	6.15	4.00
Best result	6.40	4.00
Average result	6.13	3.79
Worst result	5.67	3.34
Responses	3548	3275

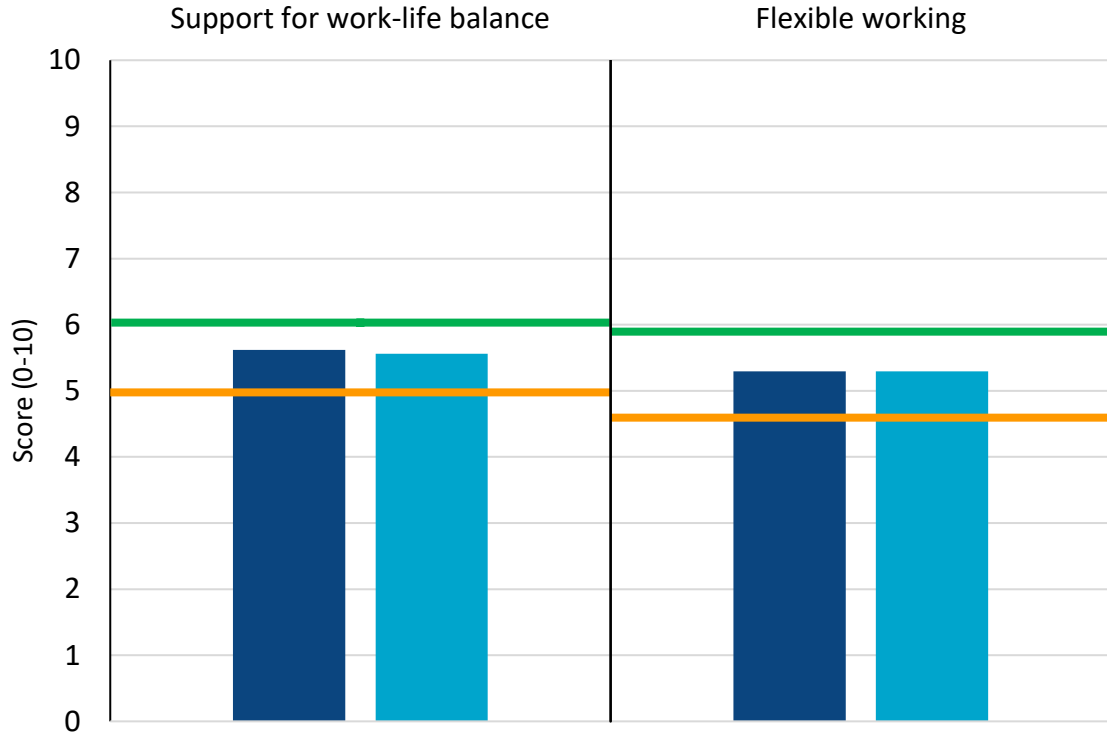
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 6: We work flexibly



Promise element 7: We are a team



Category	Your org	Best result	Average result	Worst result	Responses
Support for work-life balance	5.62	6.03	5.56	4.98	3548
Flexible working	5.29	5.89	5.29	4.59	3537

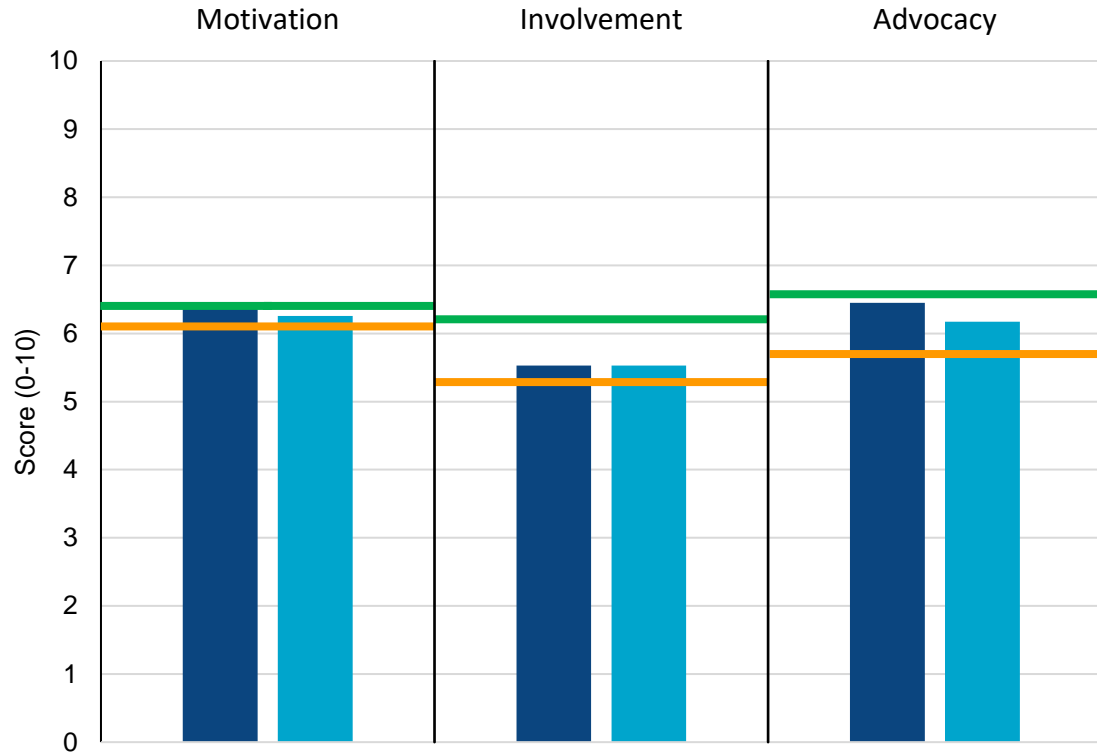


Category	Your org	Best result	Average result	Worst result	Responses
Team working	6.12	6.53	6.15	5.84	3550
Line management	6.28	6.88	6.28	5.76	3550

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.



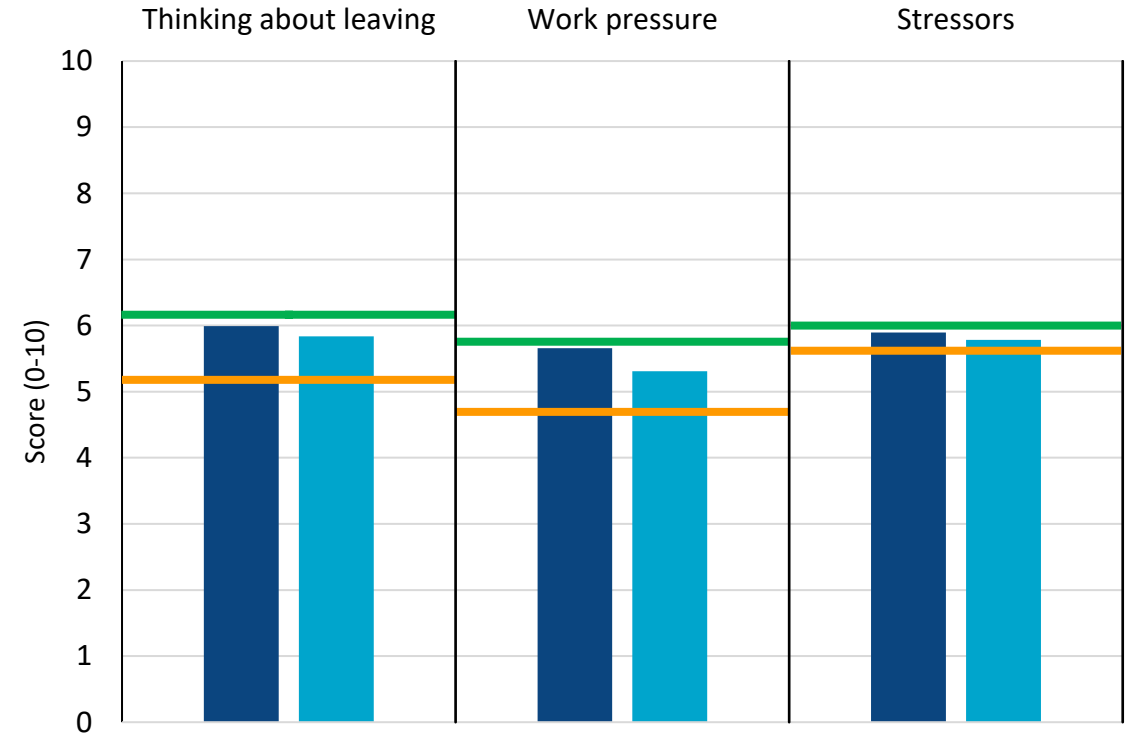
Theme: Staff engagement



Your org	6.40	5.53	6.45
Best result	6.40	6.21	6.58
Average result	6.25	5.53	6.17
Worst result	6.10	5.29	5.70
Responses	3535	3554	3547



Theme: Morale



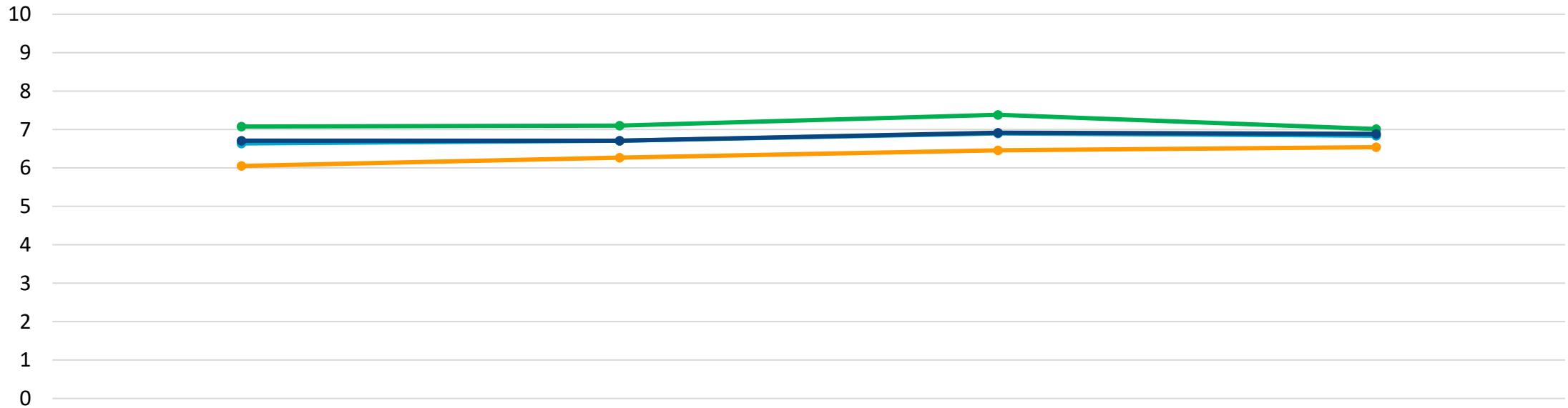
Your org	5.99	5.65	5.90
Best result	6.16	5.76	6.00
Average result	5.84	5.31	5.79
Worst result	5.18	4.69	5.62
Responses	3546	3554	3551

People Promise elements, themes and sub-scores: Trends

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

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

We are compassionate and inclusive

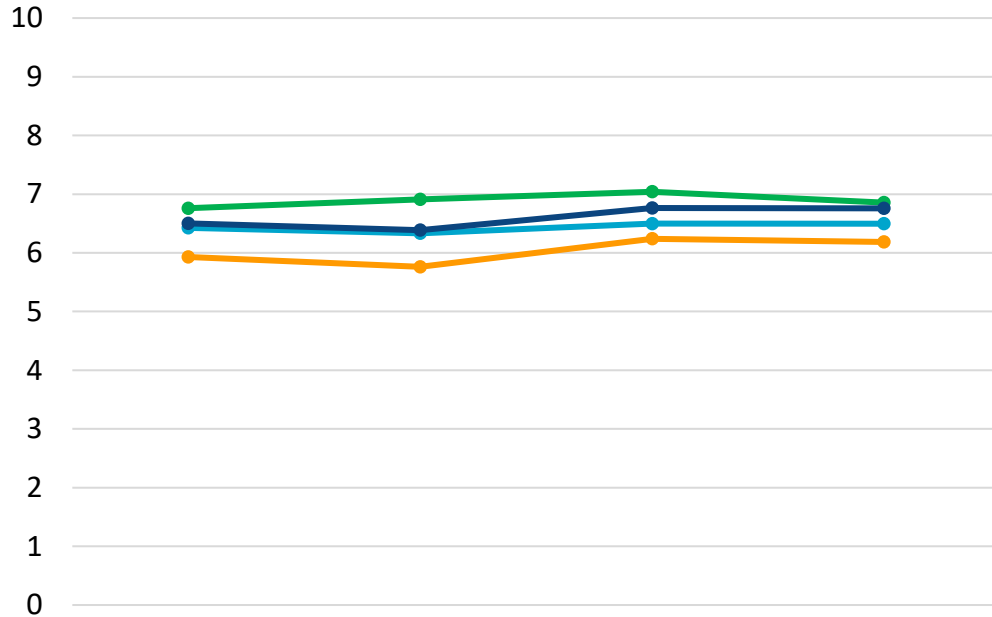


	2021	2022	2023	2024
Your org	6.71	6.71	6.92	6.88
Best result	7.08	7.10	7.38	7.01
Average result	6.64	6.71	6.90	6.84
Worst result	6.05	6.27	6.46	6.54
Responses	2232	2214	3423	3551

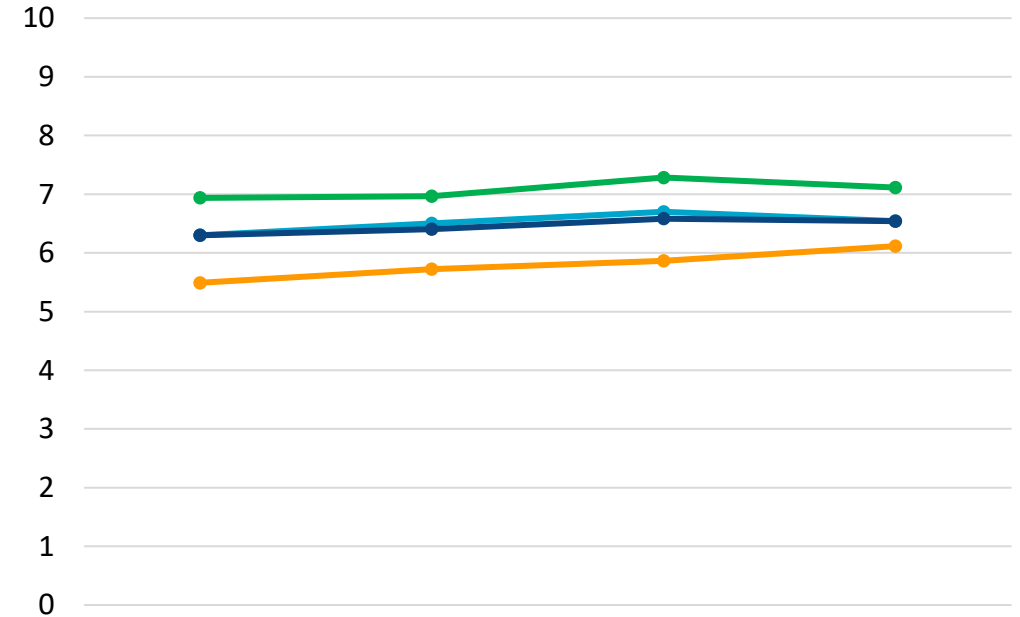
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



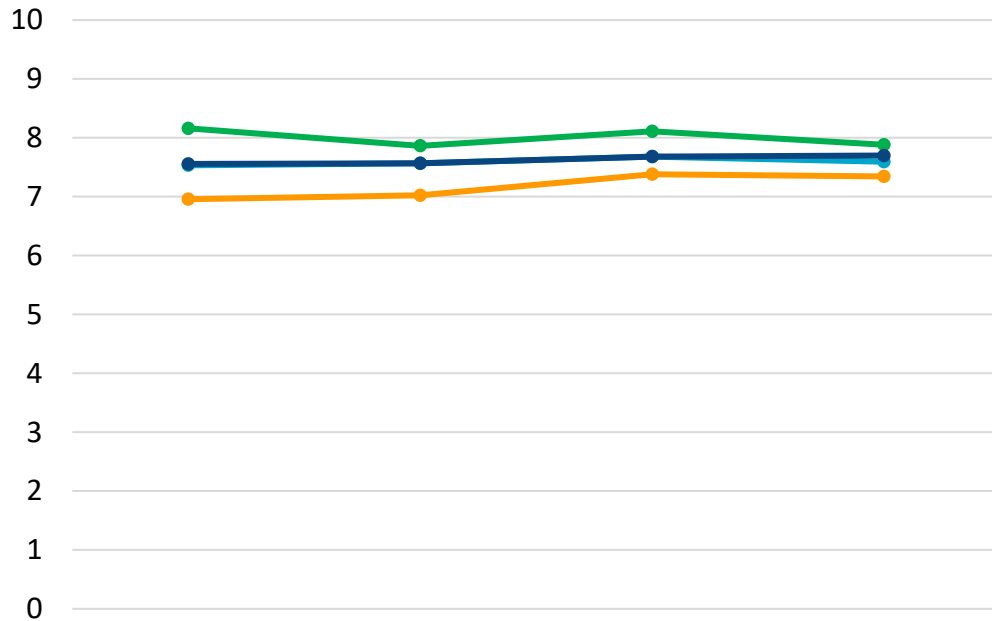
	2021	2022	2023	2024
Your org	6.50	6.39	6.76	6.76
Best result	6.76	6.91	7.04	6.86
Average result	6.43	6.33	6.50	6.50
Worst result	5.93	5.76	6.24	6.19
Responses	2212	2211	3420	3547

	2021	2022	2023	2024
Your org	6.30	6.41	6.58	6.54
Best result	6.94	6.97	7.28	7.12
Average result	6.30	6.50	6.70	6.54
Worst result	5.49	5.72	5.86	6.12
Responses	2240	2214	3422	3550

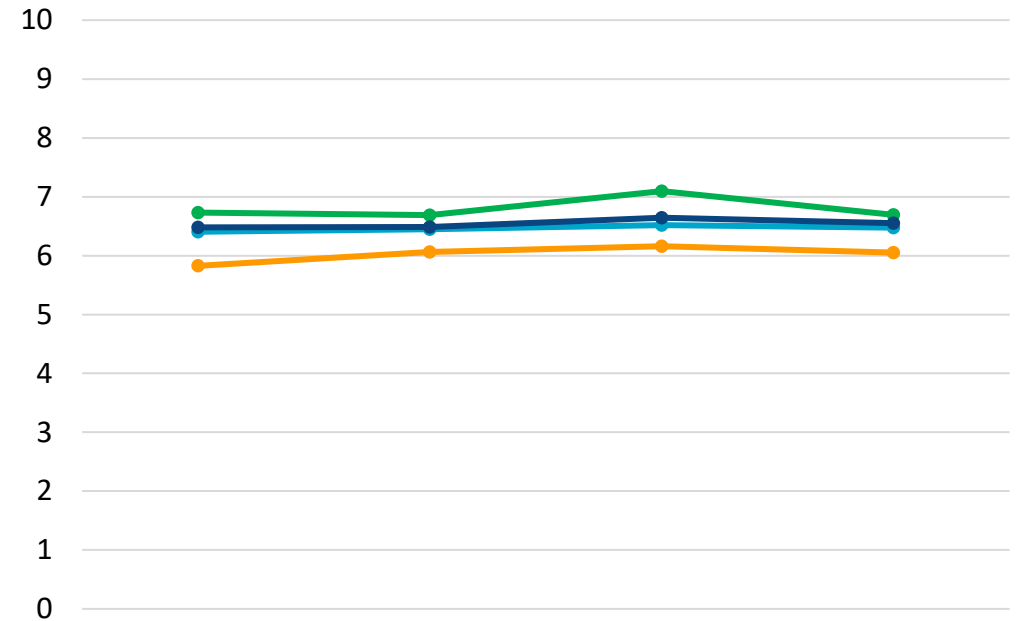
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	7.56	7.57	7.68	7.70
Best result	8.16	7.86	8.11	7.88
Average result	7.53	7.57	7.68	7.59
Worst result	6.96	7.02	7.38	7.35
Responses	2230	2212	3417	3531

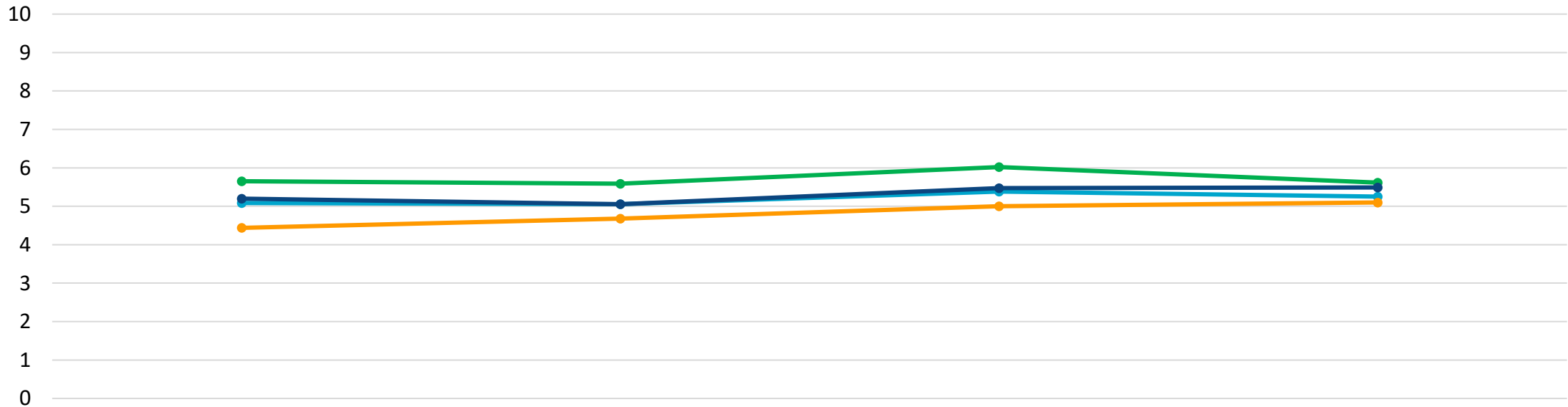
	2021	2022	2023	2024
Your org	6.48	6.49	6.64	6.55
Best result	6.73	6.69	7.10	6.69
Average result	6.41	6.45	6.52	6.48
Worst result	5.83	6.06	6.16	6.05
Responses	2253	2211	3413	3547

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



Promise element 2: We are recognised and rewarded

We are recognised and rewarded



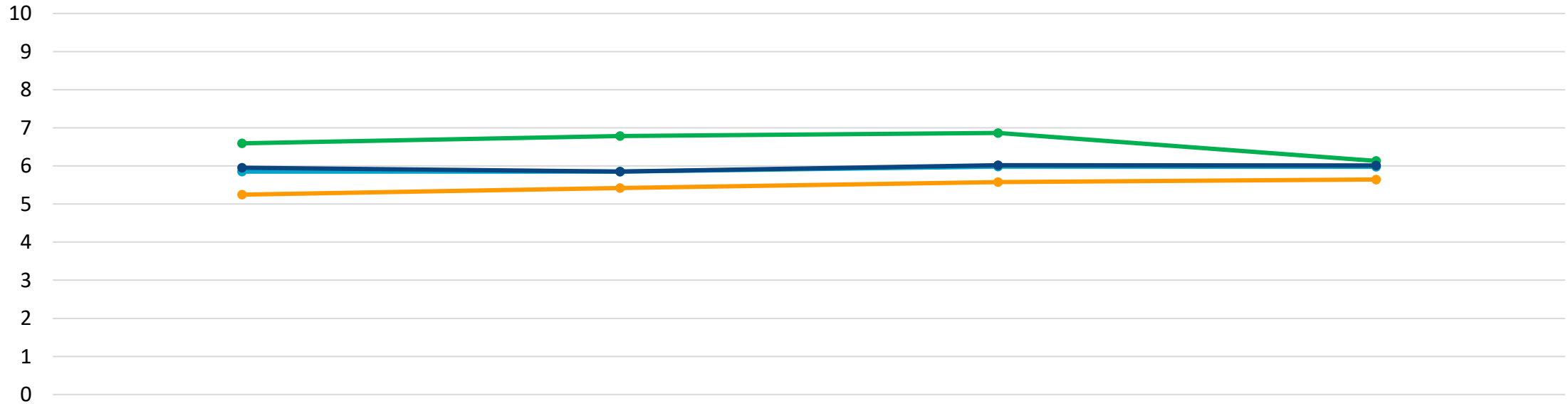
	2021	2022	2023	2024
Your org	5.20	5.05	5.47	5.49
Best result	5.65	5.59	6.02	5.62
Average result	5.08	5.05	5.38	5.25
Worst result	4.44	4.68	5.00	5.10
Responses	2276	2213	3419	3552

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



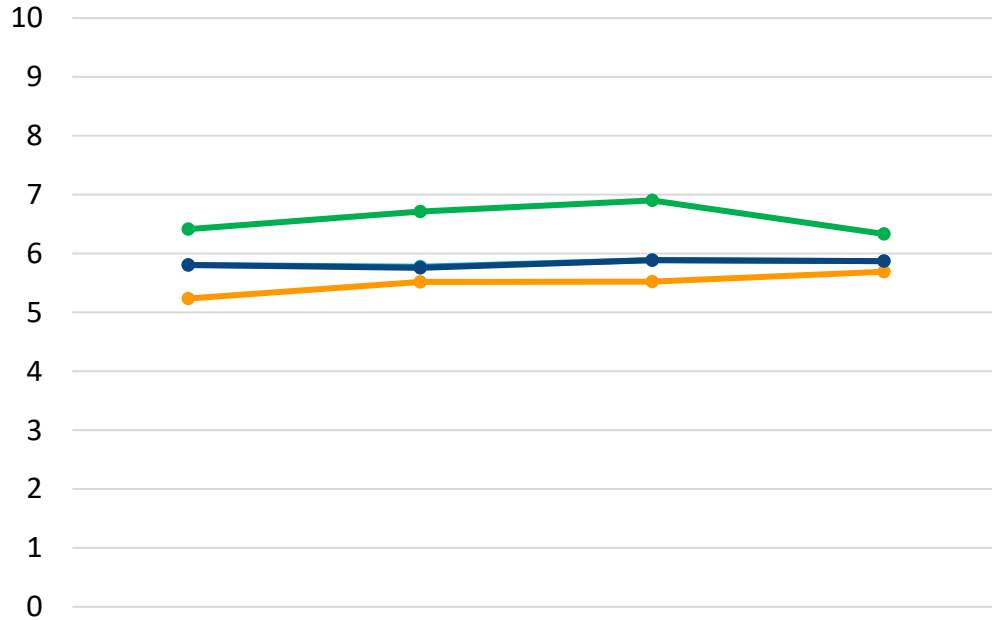
	2021	2022	2023	2024
Your org	5.95	5.85	6.02	6.01
Best result	6.59	6.78	6.86	6.13
Average result	5.85	5.85	5.98	5.98
Worst result	5.25	5.42	5.58	5.64
Responses	2198	2207	3412	3539

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

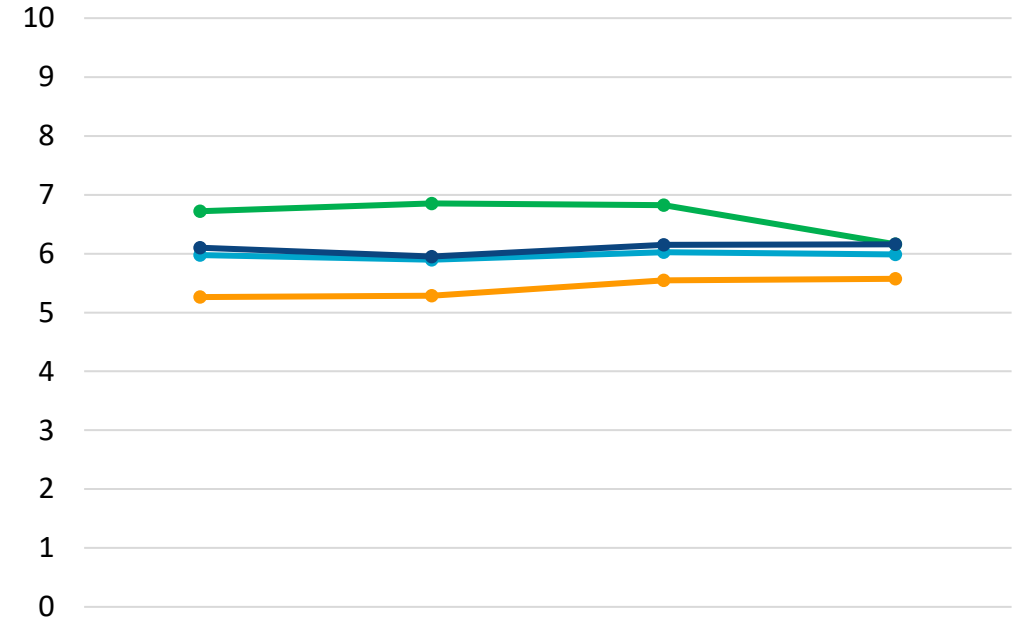


Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	5.80	5.76	5.89	5.87
Best result	6.42	6.71	6.90	6.33
Average result	5.80	5.78	5.89	5.87
Worst result	5.24	5.51	5.52	5.69
Responses	2282	2216	3423	3554

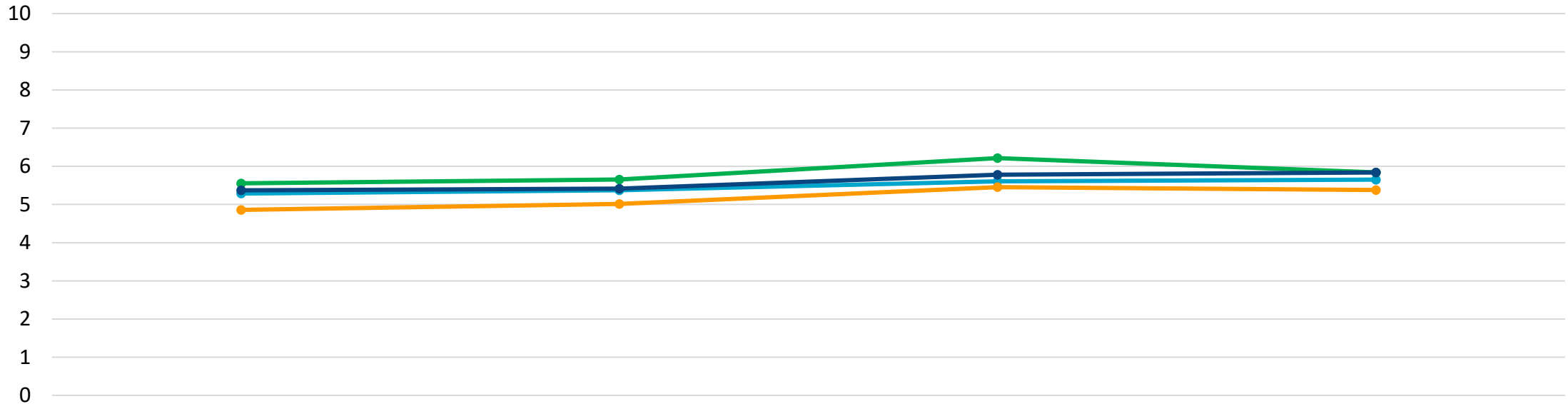
	2021	2022	2023	2024
Your org	6.10	5.95	6.15	6.16
Best result	6.72	6.85	6.83	6.16
Average result	5.97	5.90	6.02	5.99
Worst result	5.26	5.28	5.54	5.57
Responses	2198	2207	3413	3539

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



Promise element 4: We are safe and healthy

We are safe and healthy



	2021	2022	2023	2024
Your org	5.37	5.41	5.78	5.84
Best result	5.55	5.66	6.22	5.84
Average result	5.29	5.37	5.61	5.65
Worst result	4.86	5.02	5.45	5.38
Responses	2224	2210	3109	3542

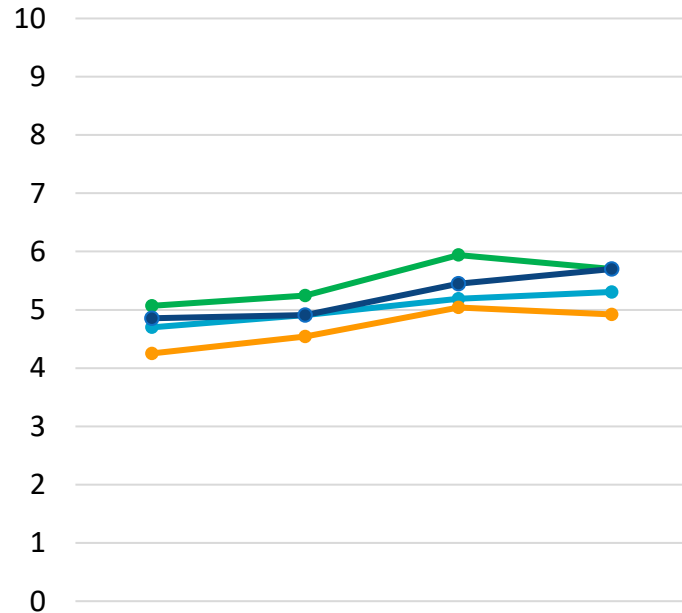
Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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.



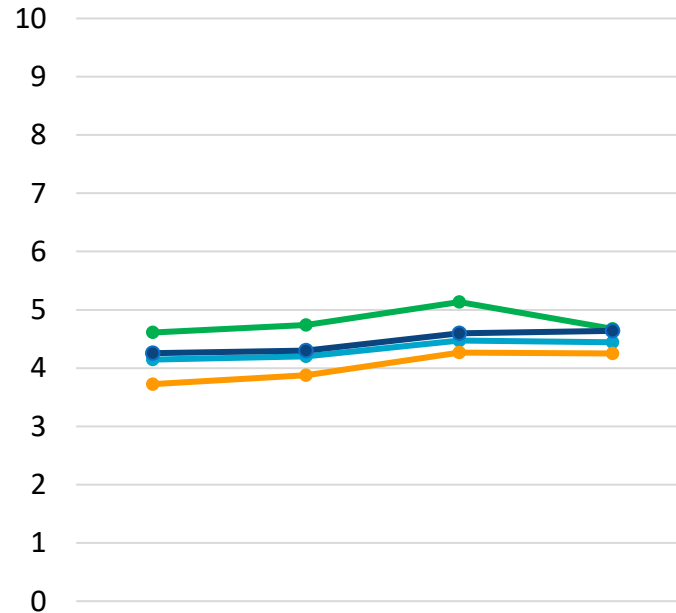
Promise element 4: We are safe and healthy

Health and safety climate



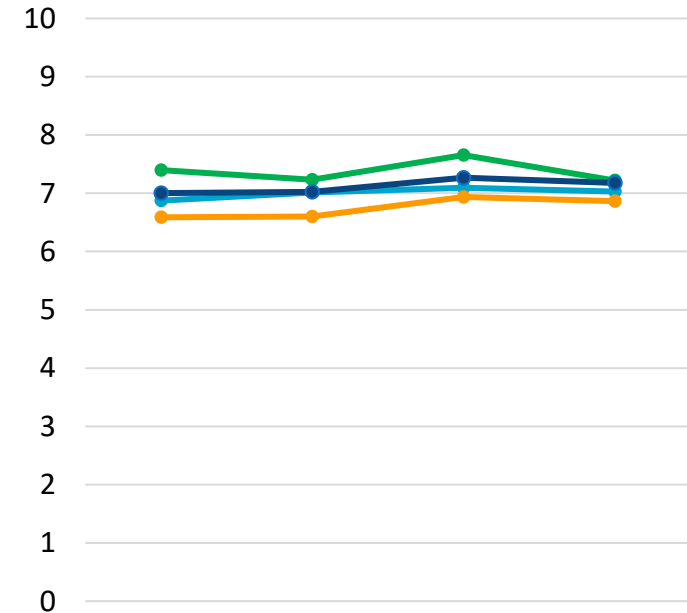
	2021	2022	2023	2024
Your org	4.86	4.91	5.45	5.70
Best result	5.07	5.25	5.94	5.70
Average result	4.70	4.91	5.19	5.31
Worst result	4.25	4.54	5.04	4.92
Responses	2281	2213	3117	3554

Burnout



	2021	2022	2023	2024
Your org	4.26	4.30	4.60	4.64
Best result	4.61	4.74	5.13	4.67
Average result	4.15	4.20	4.47	4.45
Worst result	3.73	3.88	4.27	4.25
Responses	2232	2214	3421	3552

Negative experiences



	2021	2022	2023	2024
Your org	7.00	7.02	7.27	7.18
Best result	7.40	7.23	7.65	7.22
Average result	6.87	7.01	7.09	7.03
Worst result	6.59	6.60	6.94	6.86
Responses	2230	2213	3110	3543

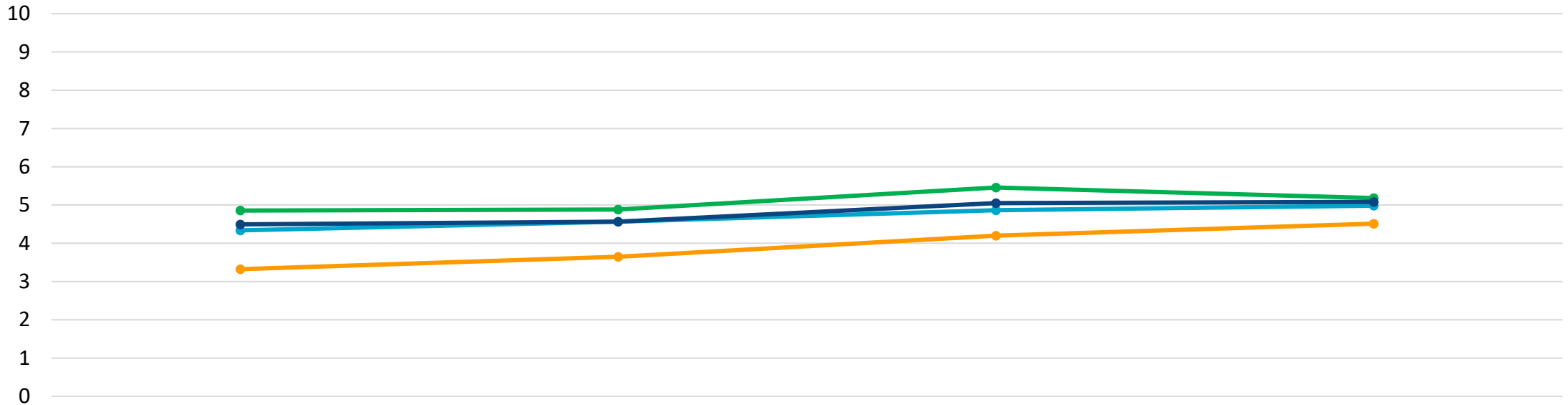
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



Promise element 5: We are always learning

We are always learning



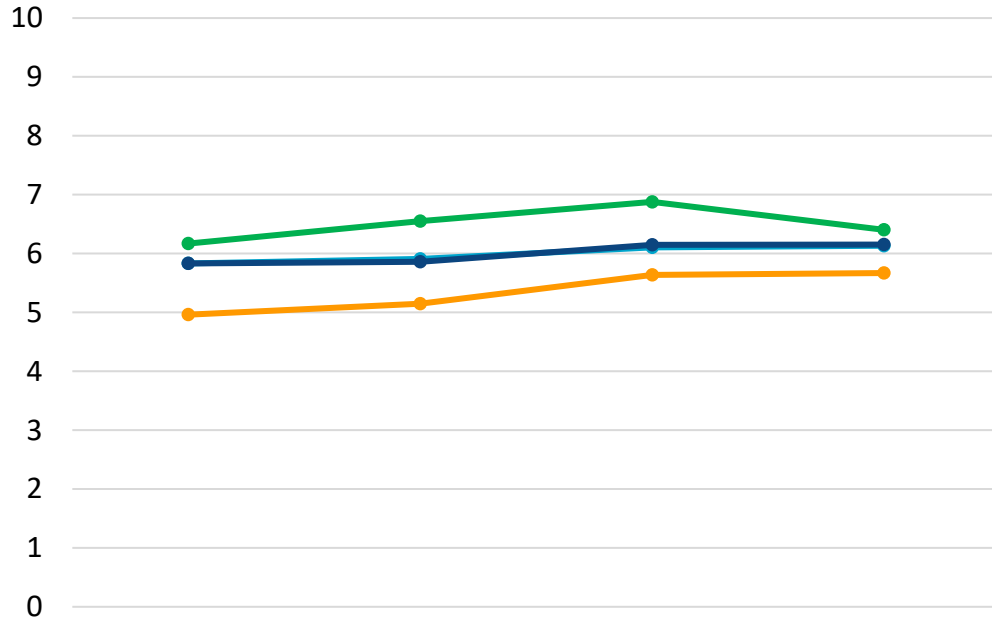
	2021	2022	2023	2024
Your org	4.49	4.56	5.05	5.08
Best result	4.86	4.88	5.46	5.18
Average result	4.34	4.56	4.86	4.98
Worst result	3.32	3.65	4.20	4.51
Responses	2110	2118	3139	3274

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

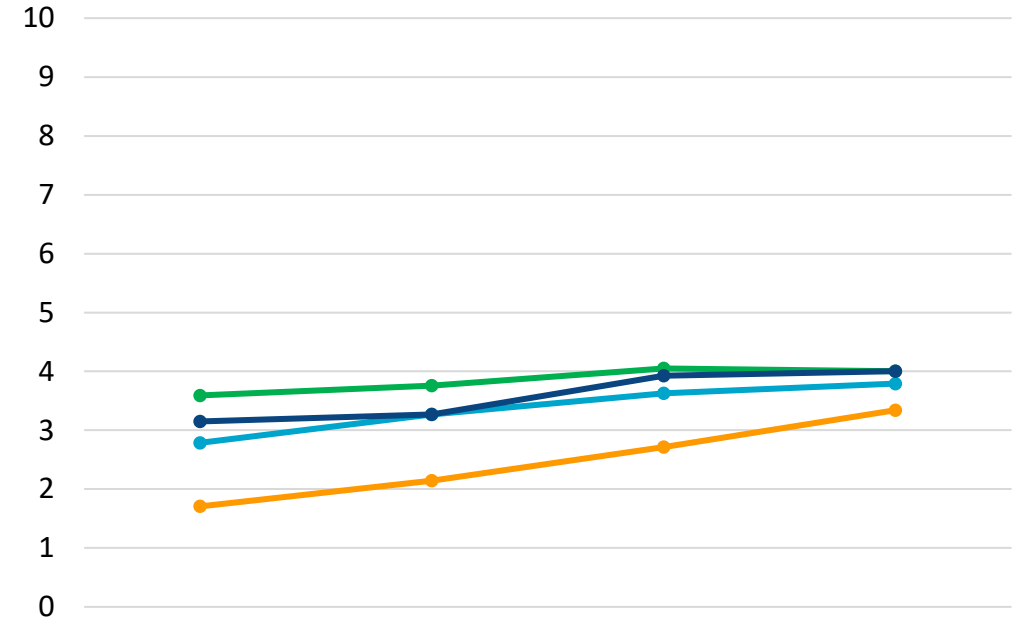


Promise element 5: We are always learning

Development



Appraisals



2021 2022 2023 2024

	2021	2022	2023	2024
Your org	5.83	5.86	6.15	6.15
Best result	6.17	6.55	6.88	6.40
Average result	5.83	5.91	6.10	6.13
Worst result	4.96	5.15	5.64	5.67

Responses 2215 2212 3418 3548

2021 2022 2023 2024

	2021	2022	2023	2024
Your org	3.15	3.27	3.93	4.00
Best result	3.59	3.76	4.05	4.00
Average result	2.79	3.27	3.63	3.79
Worst result	1.71	2.15	2.71	3.34

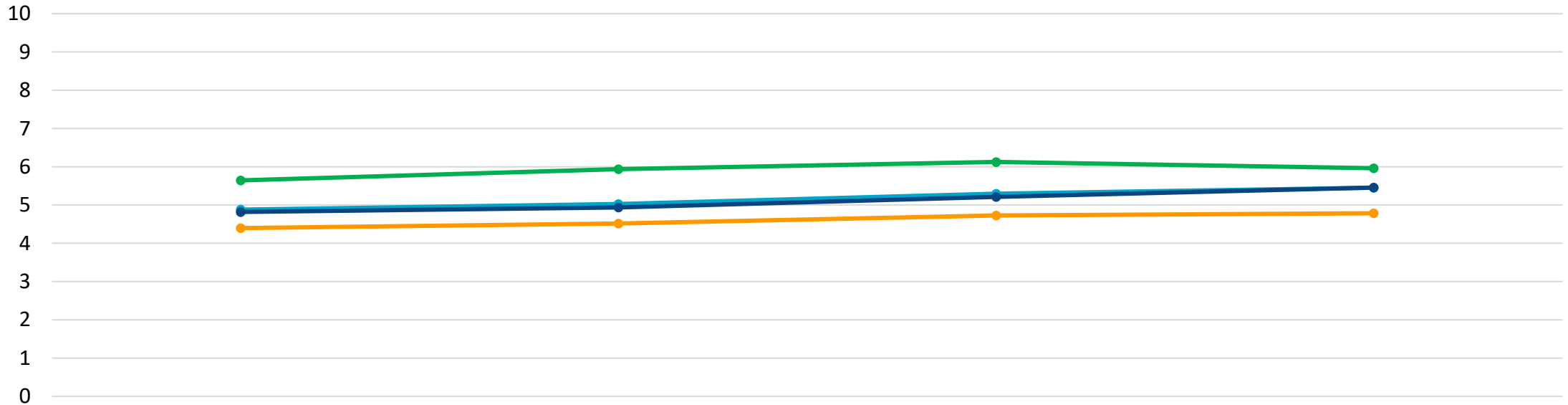
Responses 2119 2122 3139 3275

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



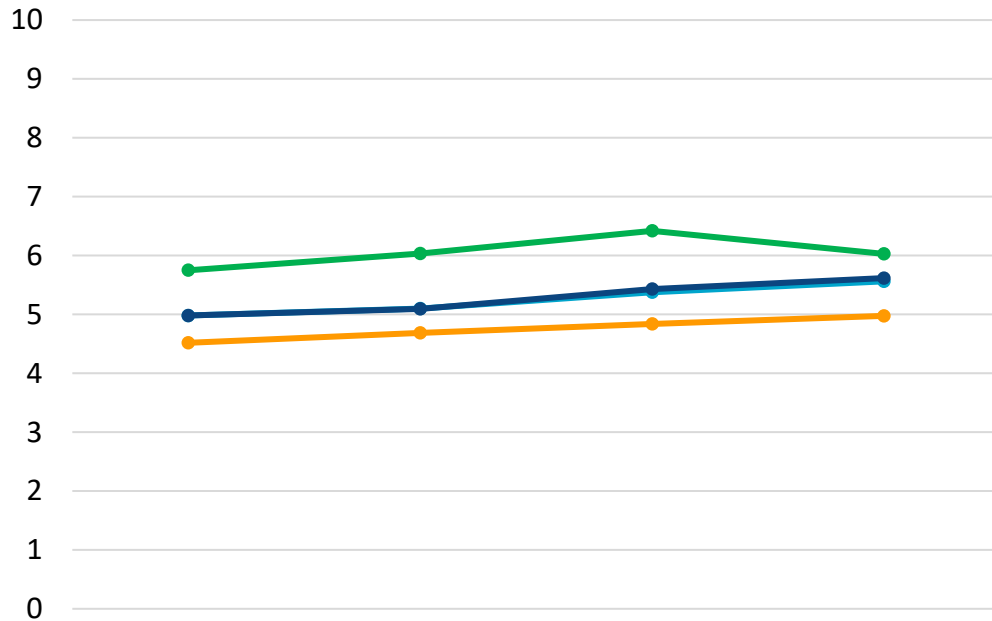
	2021	2022	2023	2024
Your org	4.82	4.94	5.21	5.46
Best result	5.64	5.94	6.13	5.96
Average result	4.88	5.03	5.30	5.45
Worst result	4.40	4.52	4.73	4.78
Responses	2268	2210	3404	3532

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.

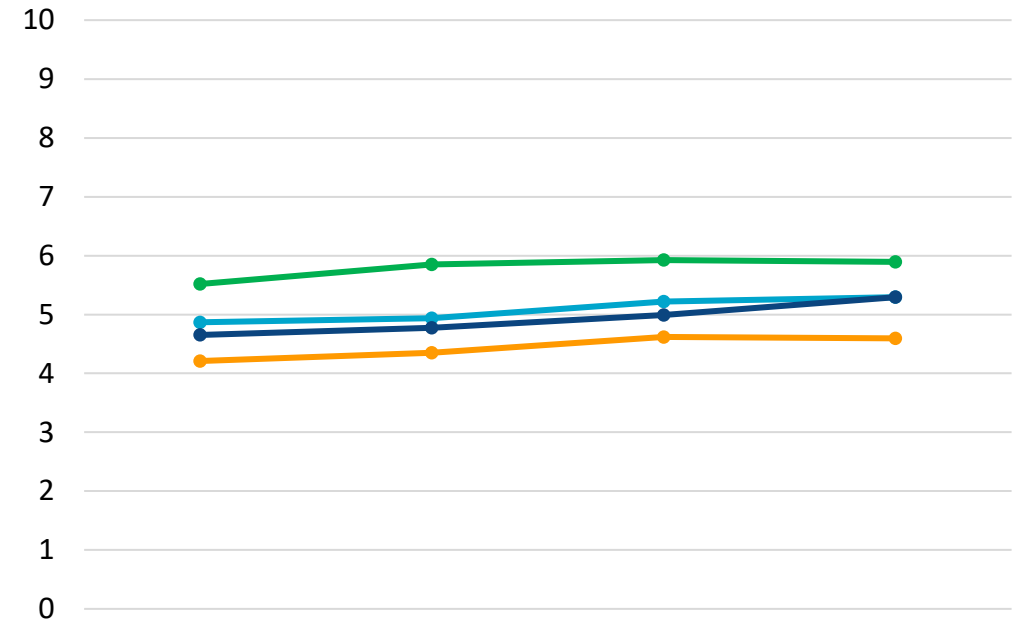


Promise element 6: We work flexibly

Support for work-life balance



Flexible working



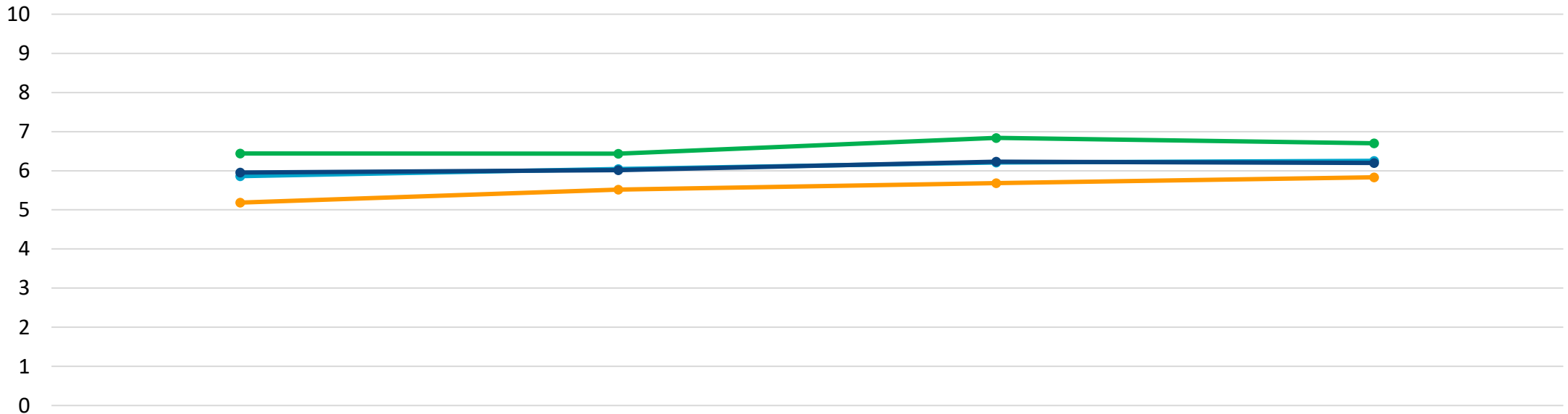
	2021	2022	2023	2024
Your org	4.98	5.09	5.43	5.62
Best result	5.75	6.03	6.42	6.03
Average result	4.98	5.10	5.37	5.56
Worst result	4.52	4.69	4.84	4.98
Responses	2272	2215	3420	3548

	2021	2022	2023	2024
Your org	4.65	4.77	4.99	5.29
Best result	5.52	5.85	5.92	5.89
Average result	4.87	4.94	5.22	5.29
Worst result	4.21	4.35	4.62	4.59
Responses	2275	2211	3408	3537

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.

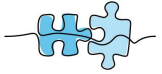
 **Promise element 7: We are a team**

We are a team



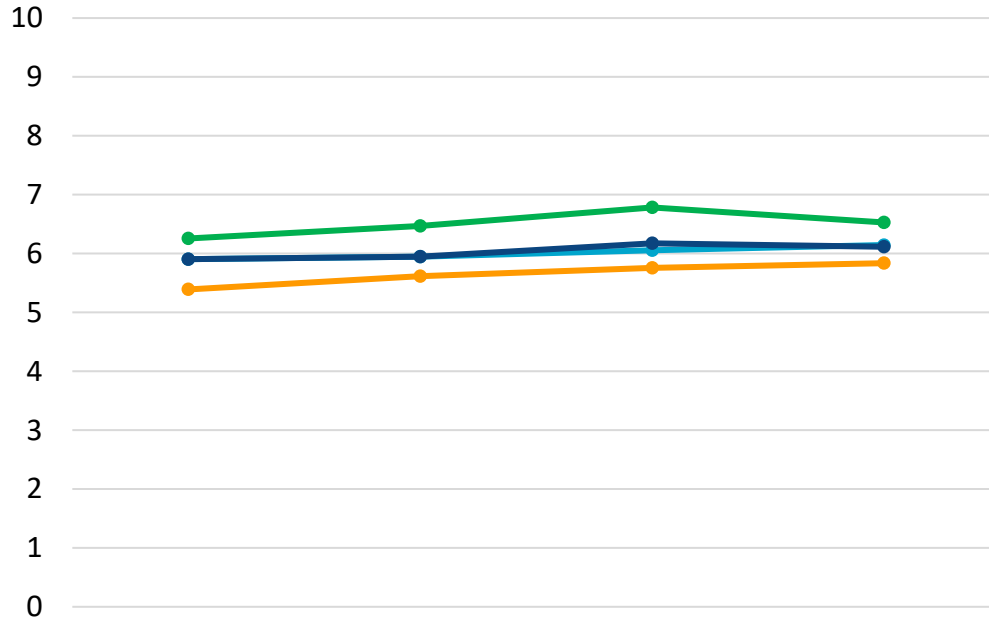
	2021	2022	2023	2024
Your org	5.95	6.01	6.23	6.20
Best result	6.44	6.44	6.84	6.70
Average result	5.86	6.05	6.21	6.25
Worst result	5.19	5.52	5.68	5.83
Responses	2240	2214	3419	3548

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.

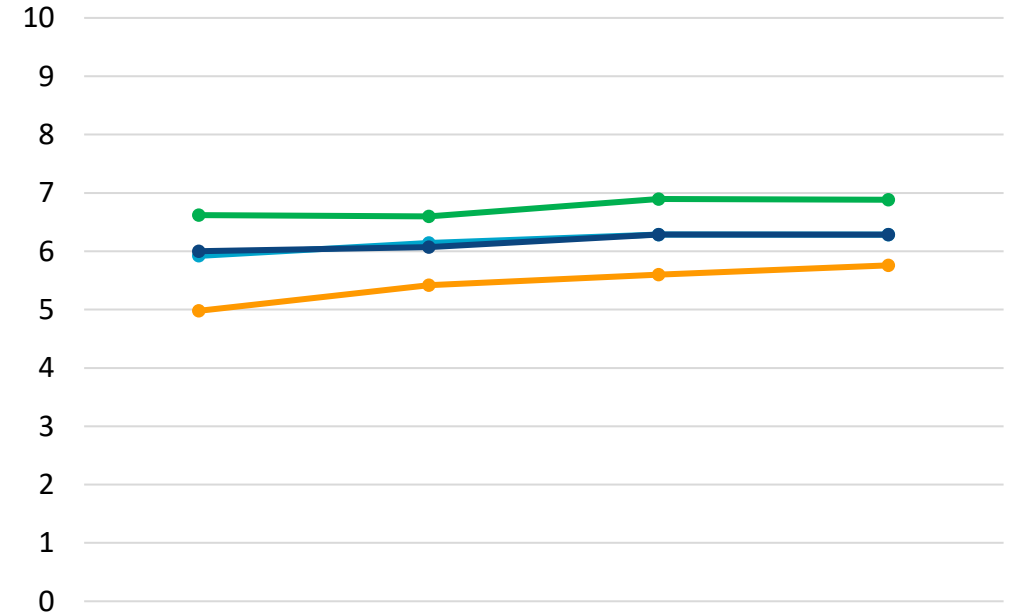


Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	5.90	5.95	6.17	6.12
Best result	6.26	6.47	6.78	6.53
Average result	5.90	5.95	6.05	6.15
Worst result	5.39	5.62	5.76	5.84
Responses	2260	2215	3420	3550

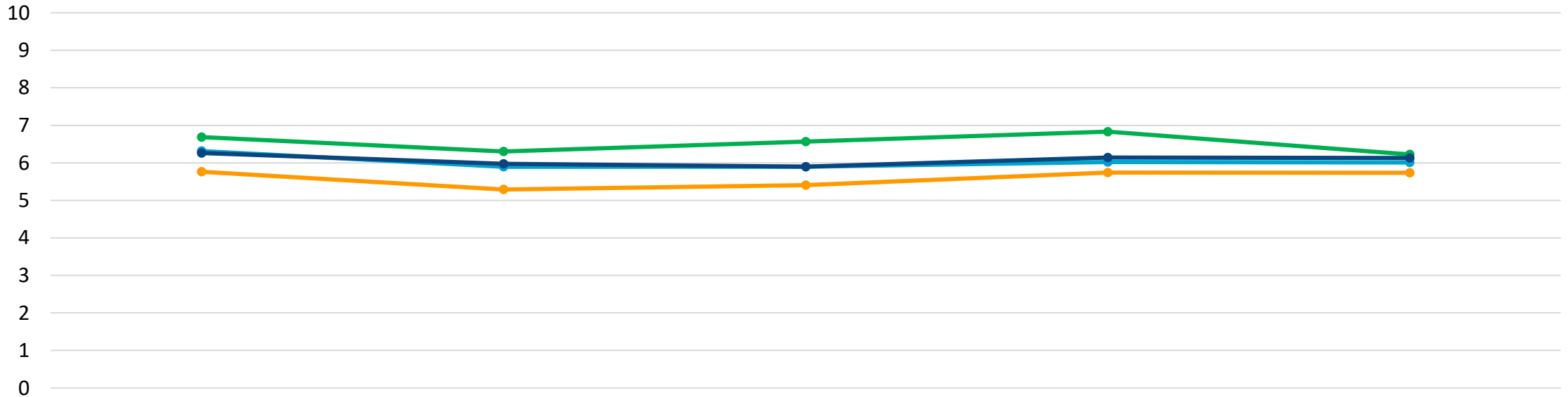
	2021	2022	2023	2024
Your org	6.00	6.07	6.29	6.28
Best result	6.62	6.60	6.90	6.88
Average result	5.92	6.14	6.29	6.28
Worst result	4.98	5.42	5.60	5.76
Responses	2242	2215	3423	3550

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



Theme: Staff Engagement

Staff Engagement



	2020	2021	2022	2023	2024
Your org	6.26	5.97	5.90	6.14	6.13
Best result	6.69	6.30	6.57	6.83	6.22
Average result	6.31	5.89	5.90	6.02	6.01
Worst result	5.76	5.29	5.41	5.74	5.73
Responses	2573	2283	2216	3423	3554



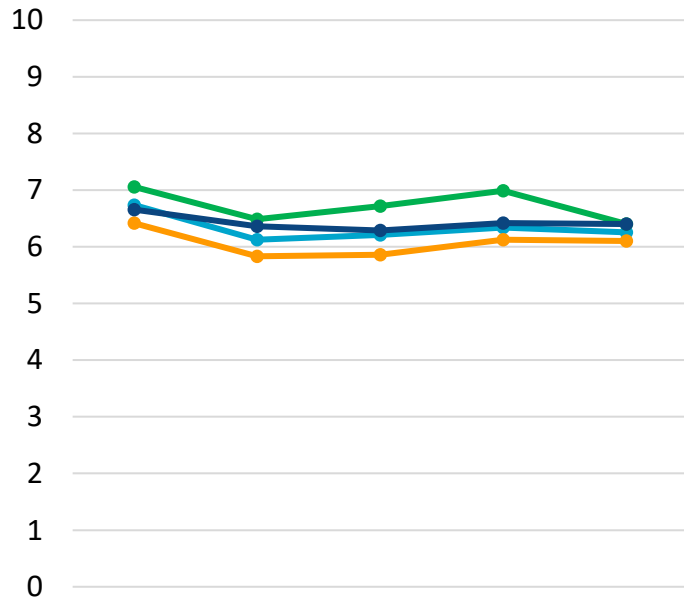
People Promise elements, themes and sub-scores: Sub-score trends

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

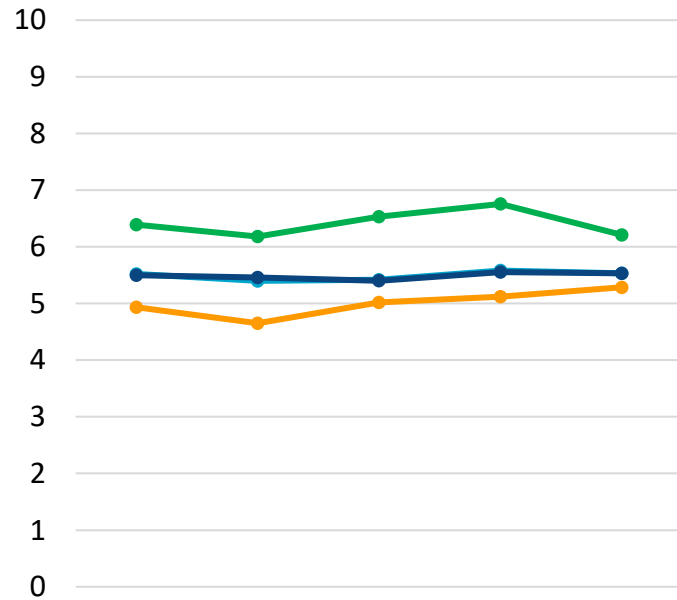
Motivation



2020 2021 2022 2023 2024

Your org	6.66	6.36	6.29	6.42	6.40
Best result	7.06	6.48	6.72	6.99	6.40
Average result	6.74	6.12	6.21	6.34	6.25
Worst result	6.42	5.83	5.86	6.12	6.10
Responses	2607	2293	2205	3409	3535

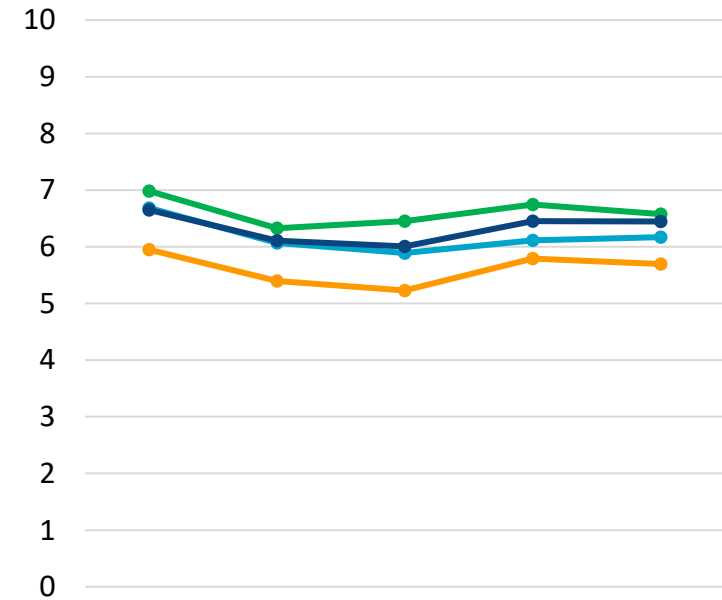
Involvement



2020 2021 2022 2023 2024

Your org	5.50	5.46	5.40	5.55	5.53
Best result	6.39	6.18	6.53	6.76	6.21
Average result	5.52	5.40	5.42	5.58	5.53
Worst result	4.93	4.65	5.02	5.12	5.29
Responses	2570	2282	2216	3423	3554

Advocacy



2020 2021 2022 2023 2024

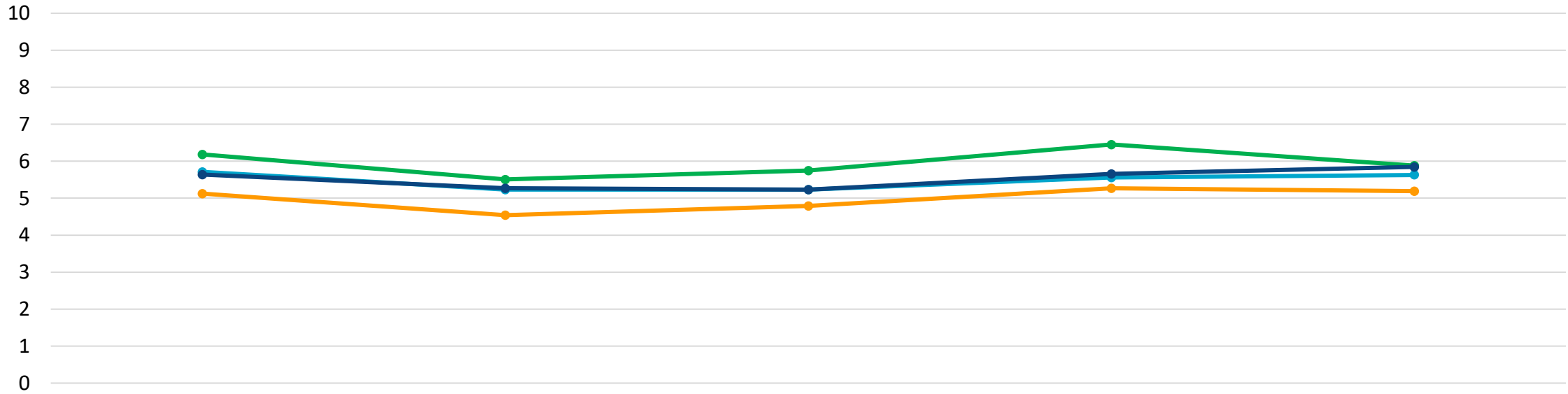
Your org	6.65	6.11	6.01	6.45	6.45
Best result	6.99	6.33	6.45	6.75	6.58
Average result	6.69	6.07	5.89	6.11	6.17
Worst result	5.95	5.40	5.23	5.79	5.70
Responses	2496	2211	2211	3420	3547

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



Theme: Morale

Morale



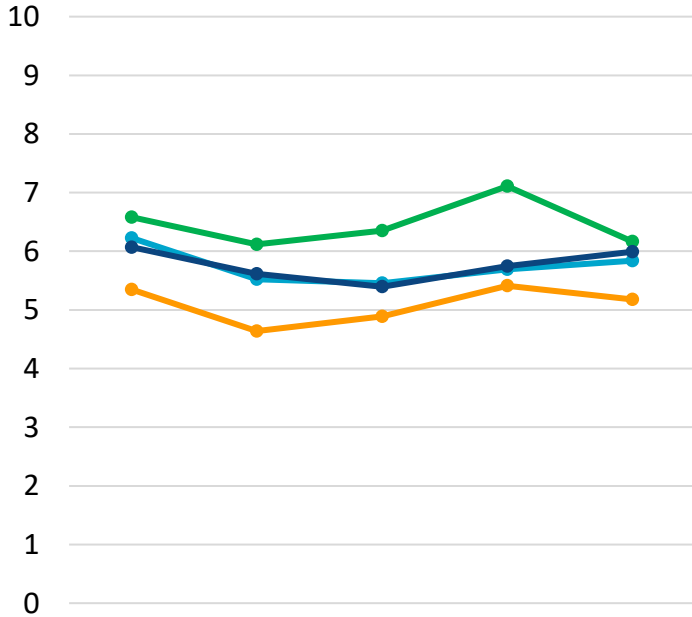
	2020	2021	2022	2023	2024
Your org	5.64	5.27	5.23	5.66	5.85
Best result	6.18	5.51	5.75	6.45	5.88
Average result	5.71	5.23	5.23	5.56	5.63
Worst result	5.13	4.54	4.79	5.27	5.19
Responses	2559	2276	2215	3424	3553

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.



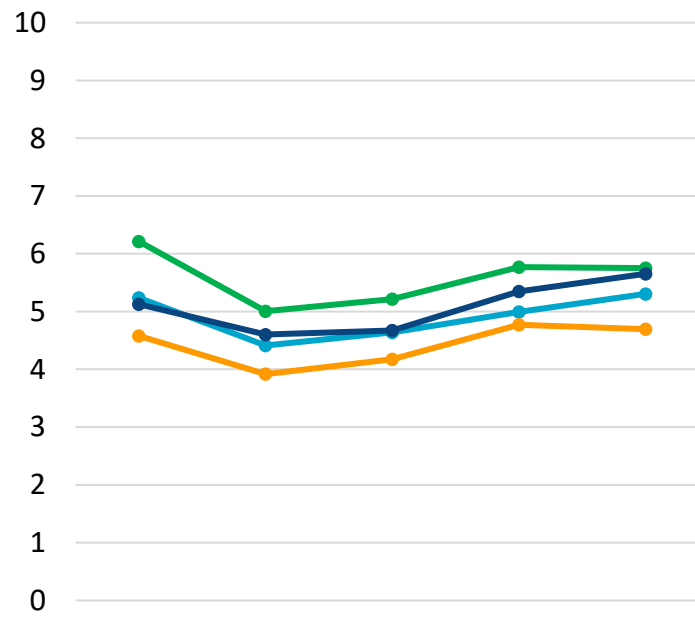
Theme: Morale

Thinking about leaving



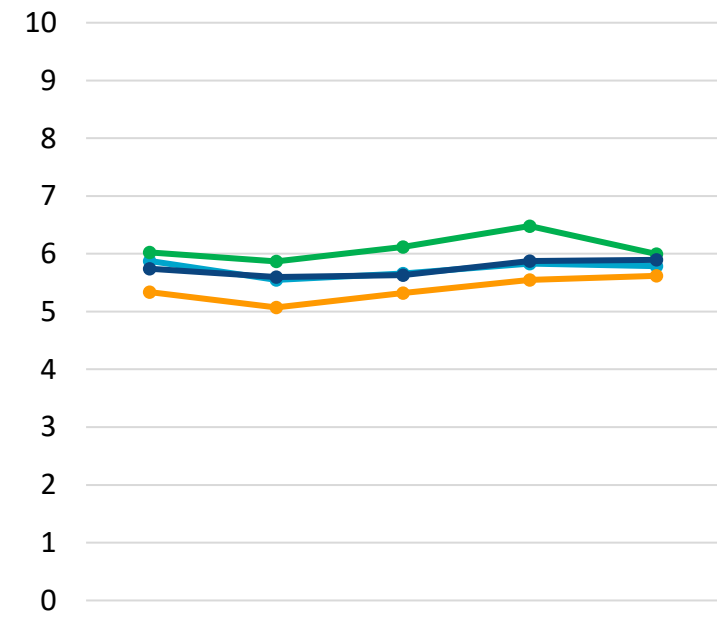
	2020	2021	2022	2023	2024
Your org	6.07	5.61	5.39	5.75	5.99
Best result	6.58	6.12	6.35	7.11	6.16
Average result	6.23	5.52	5.45	5.69	5.84
Worst result	5.35	4.64	4.89	5.41	5.18
Responses	2489	2191	2203	3419	3546

Work pressure



	2020	2021	2022	2023	2024
Your org	5.13	4.60	4.68	5.35	5.65
Best result	6.21	5.01	5.22	5.77	5.76
Average result	5.24	4.41	4.64	4.99	5.31
Worst result	4.58	3.92	4.17	4.77	4.69
Responses	2569	2281	2213	3423	3554

Stressors



	2020	2021	2022	2023	2024
Your org	5.74	5.60	5.63	5.88	5.90
Best result	6.02	5.87	6.12	6.48	6.00
Average result	5.88	5.55	5.66	5.83	5.79
Worst result	5.34	5.07	5.32	5.55	5.62
Responses	2558	2271	2214	3421	3551

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

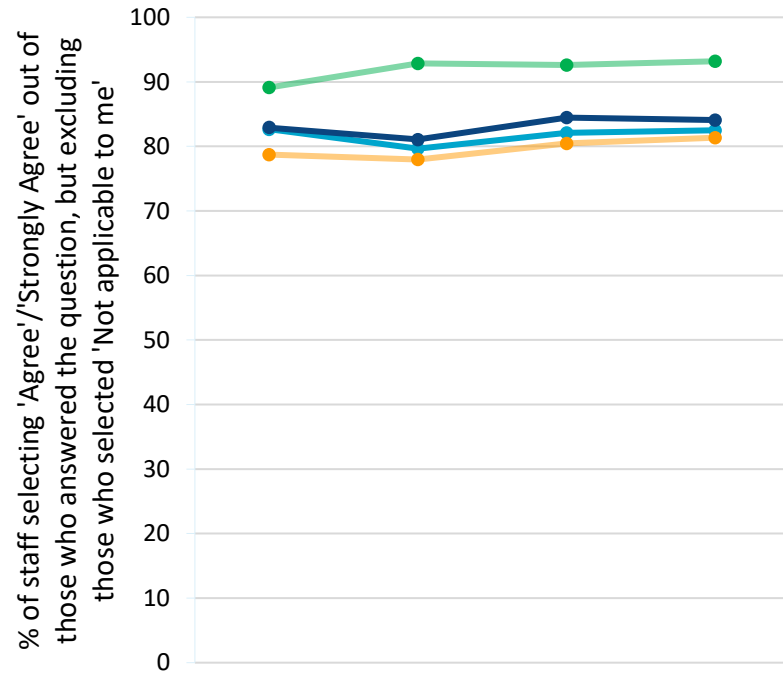
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

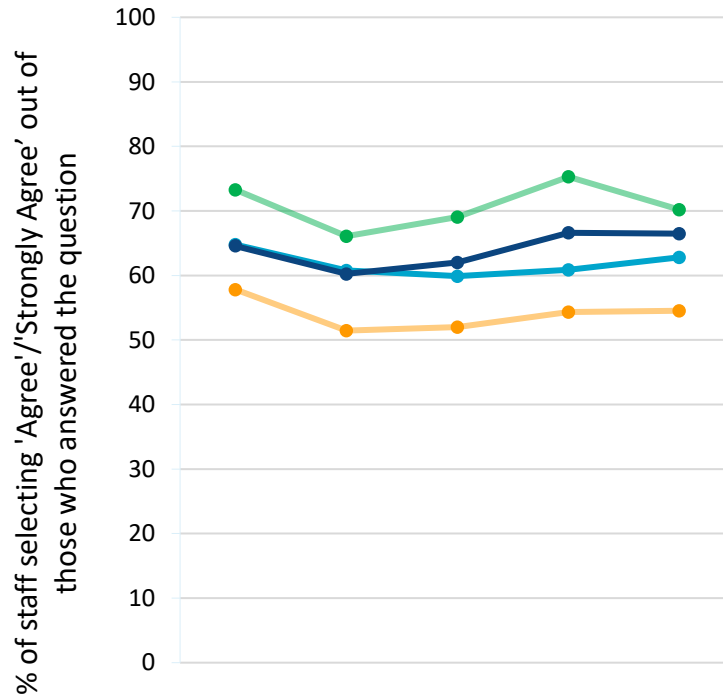


Q6a I feel that my role makes a difference to patients / service users.



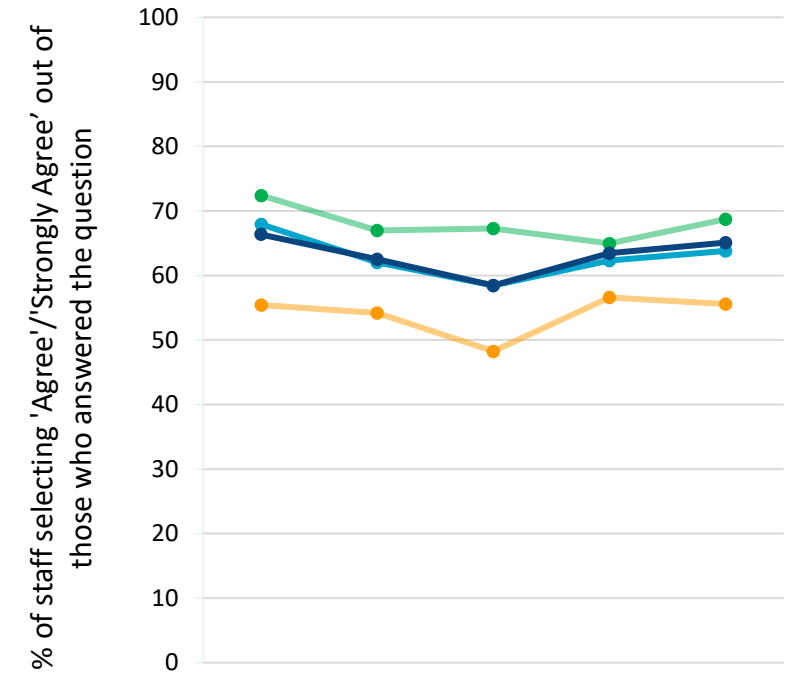
	2021	2022	2023	2024
Your org	82.91%	81.08%	84.46%	84.07%
Best result	89.12%	92.88%	92.62%	93.19%
Average result	82.66%	79.65%	82.12%	82.51%
Worst result	78.72%	77.96%	80.46%	81.35%
Responses	2199	2116	3283	3408

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



	2020	2021	2022	2023	2024
Your org	64.56%	60.26%	62.02%	66.61%	66.48%
Best result	73.30%	66.08%	69.07%	75.29%	70.18%
Average result	64.77%	60.80%	59.90%	60.89%	62.83%
Worst result	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	2493	2210	2210	3418	3546

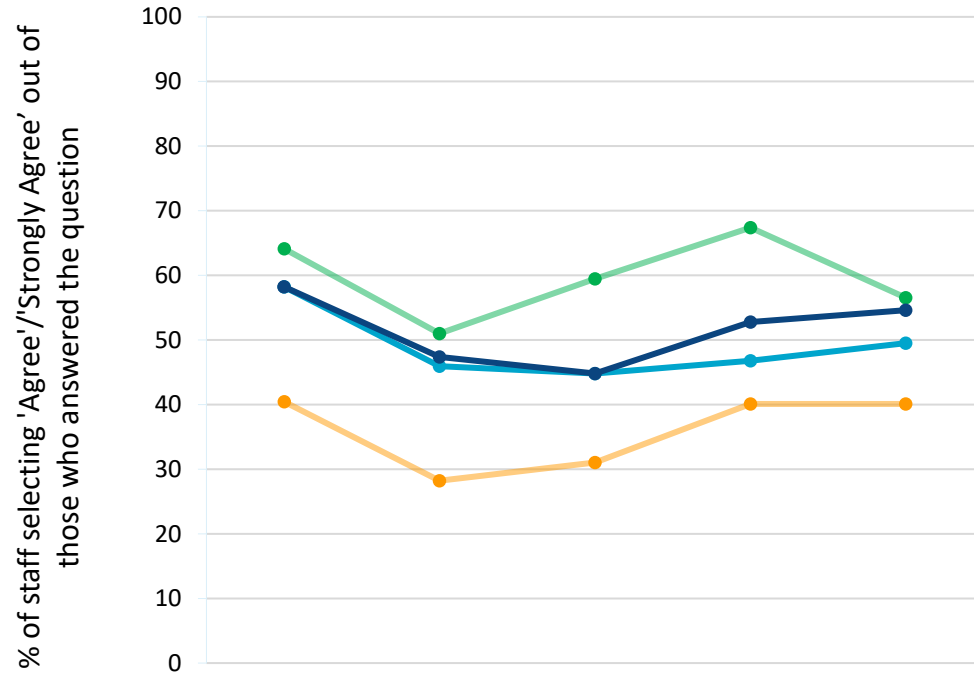
Q25b My organisation acts on concerns raised by patients / service users.



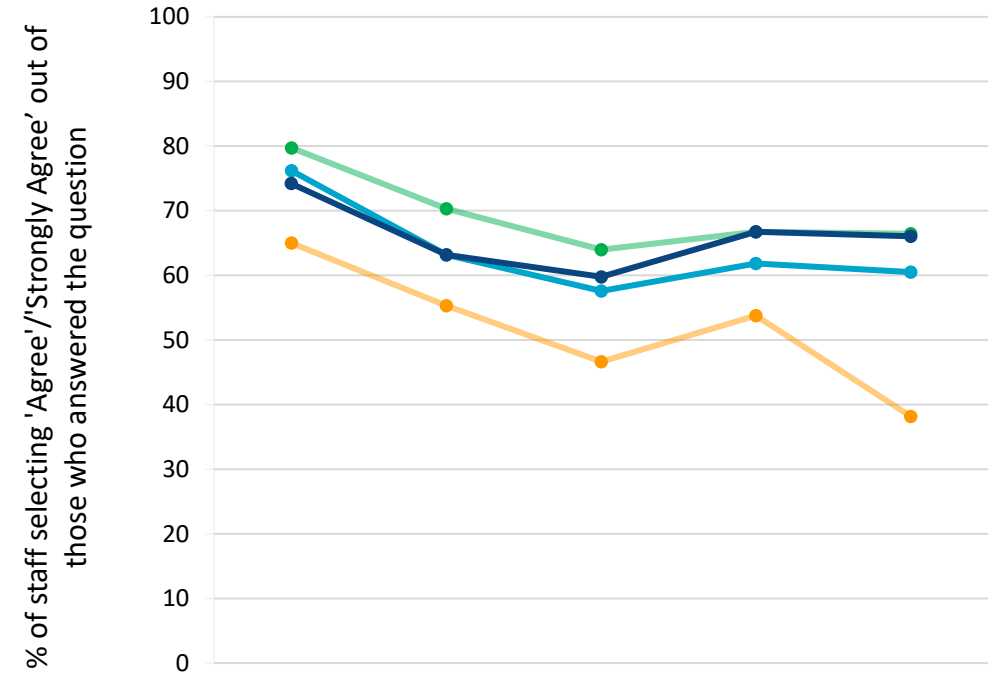
	2020	2021	2022	2023	2024
Your org	66.34%	62.50%	58.45%	63.47%	65.11%
Best result	72.40%	66.96%	67.25%	64.96%	68.73%
Average result	67.93%	62.03%	58.45%	62.32%	63.80%
Worst result	55.44%	54.17%	48.26%	56.59%	55.57%
Responses	2495	2209	2210	3413	3539



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



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

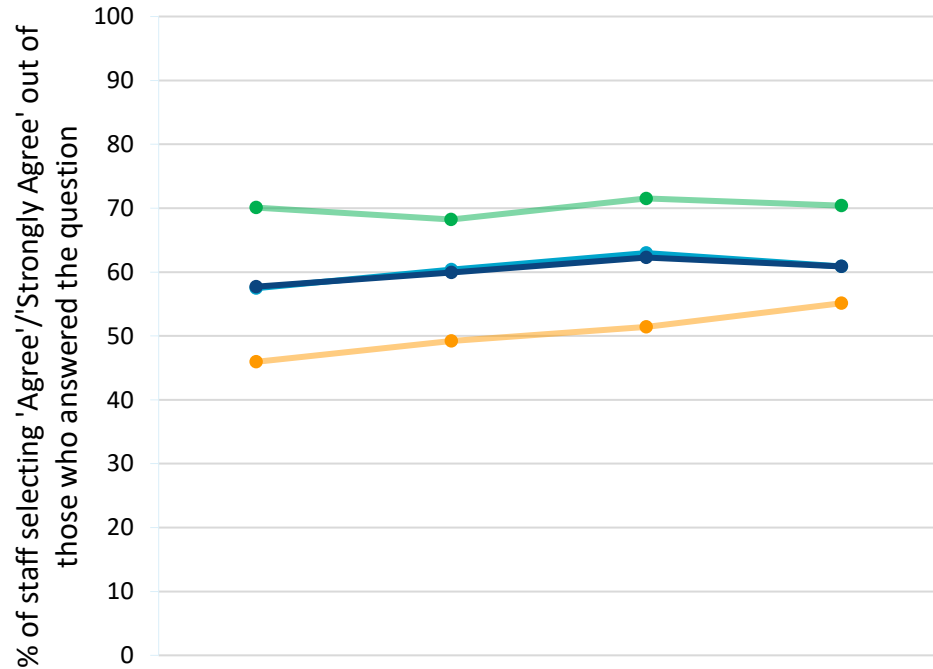


	2020	2021	2022	2023	2024
Your org	58.22%	47.38%	44.81%	52.80%	54.62%
Best result	64.13%	51.00%	59.49%	67.39%	56.52%
Average result	58.22%	45.94%	44.81%	46.78%	49.53%
Worst result	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	2492	2209	2211	3417	3542

	2020	2021	2022	2023	2024
Your org	74.19%	63.18%	59.78%	66.74%	66.05%
Best result	79.73%	70.31%	63.98%	66.74%	66.43%
Average result	76.20%	63.18%	57.59%	61.85%	60.50%
Worst result	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	2496	2206	2208	3419	3547

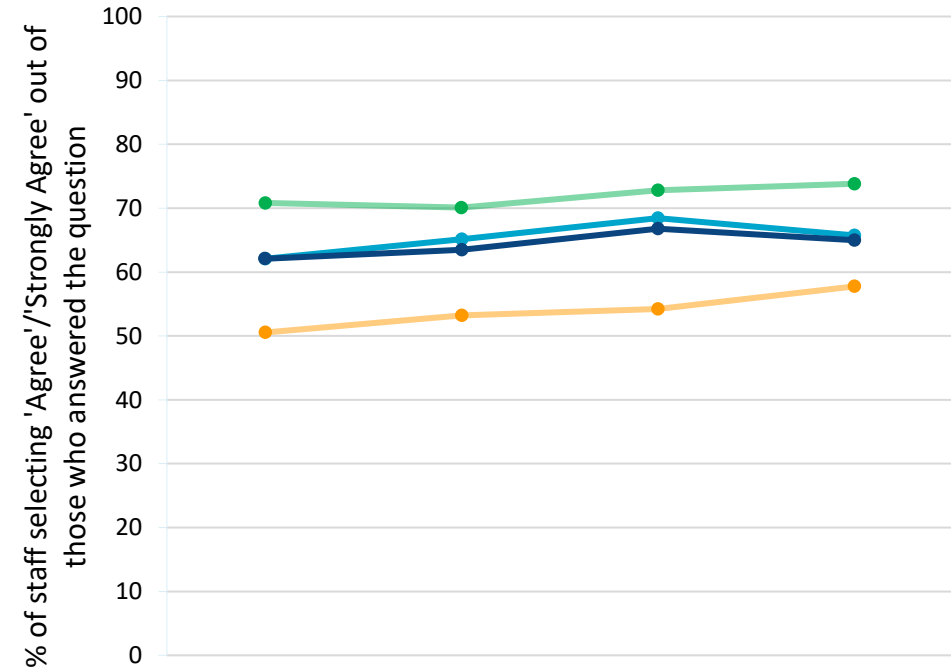


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	57.71%	59.93%	62.27%	60.89%
Best result	70.09%	68.23%	71.52%	70.40%
Average result	57.47%	60.39%	62.97%	60.89%
Worst result	45.95%	49.20%	51.39%	55.12%
Responses	2238	2212	3420	3545

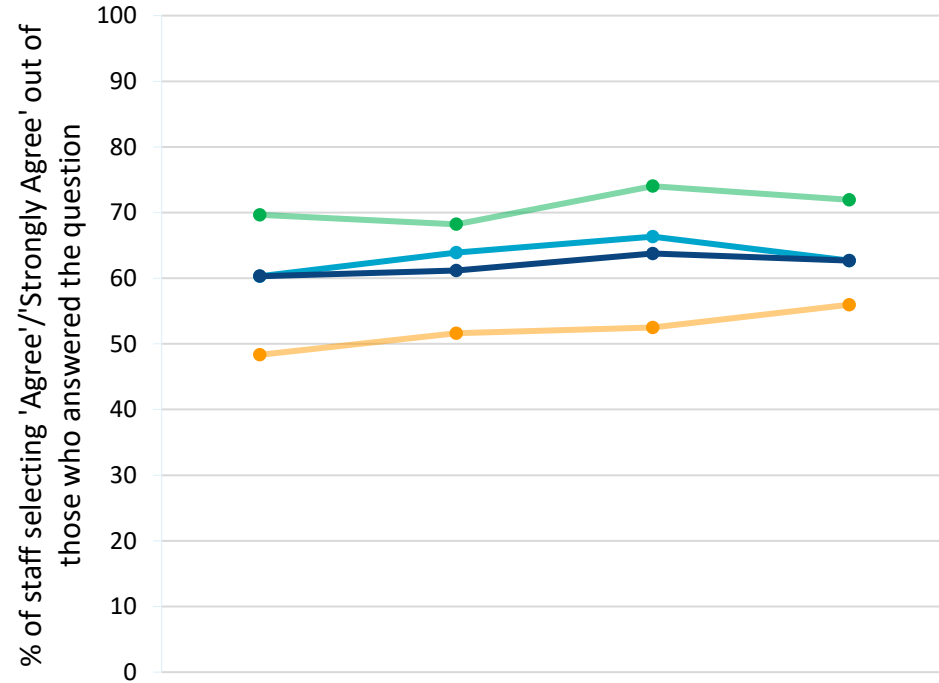
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	62.08%	63.51%	66.78%	65.00%
Best result	70.82%	70.09%	72.79%	73.82%
Average result	62.08%	65.12%	68.44%	65.75%
Worst result	50.54%	53.21%	54.20%	57.75%
Responses	2238	2211	3420	3548

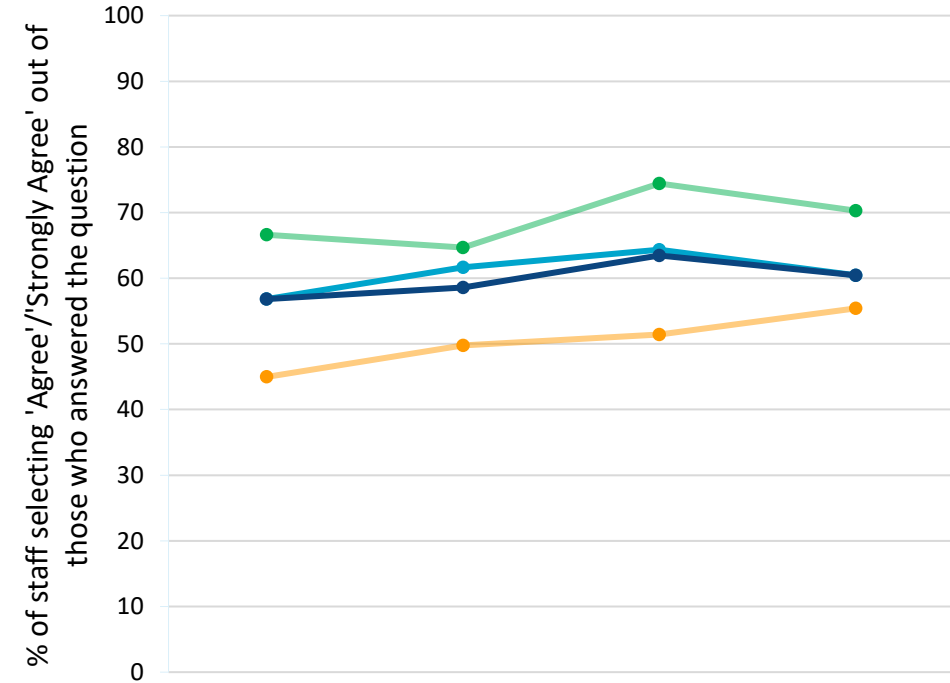


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	60.30%	61.15%	63.77%	62.68%
Best result	69.66%	68.21%	74.02%	71.93%
Average result	60.30%	63.93%	66.33%	62.68%
Worst result	48.33%	51.64%	52.52%	55.96%
Responses	2240	2214	3420	3546

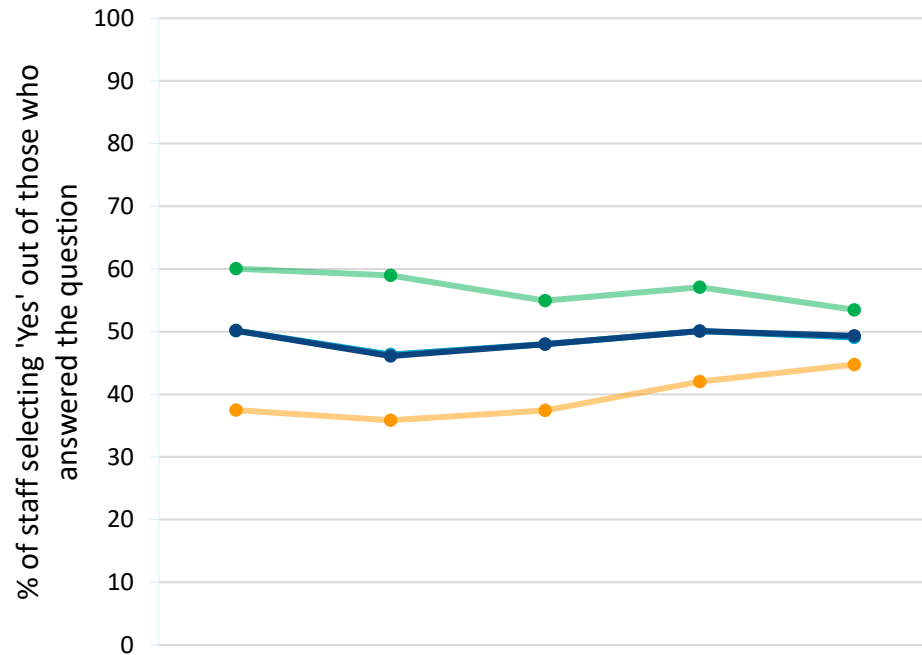
Q9i My immediate manager takes effective action to help me with any problems I face.



	2021	2022	2023	2024
Your org	56.82%	58.59%	63.47%	60.45%
Best result	66.62%	64.67%	74.43%	70.29%
Average result	56.82%	61.66%	64.34%	60.45%
Worst result	44.97%	49.75%	51.43%	55.41%
Responses	2239	2212	3418	3547

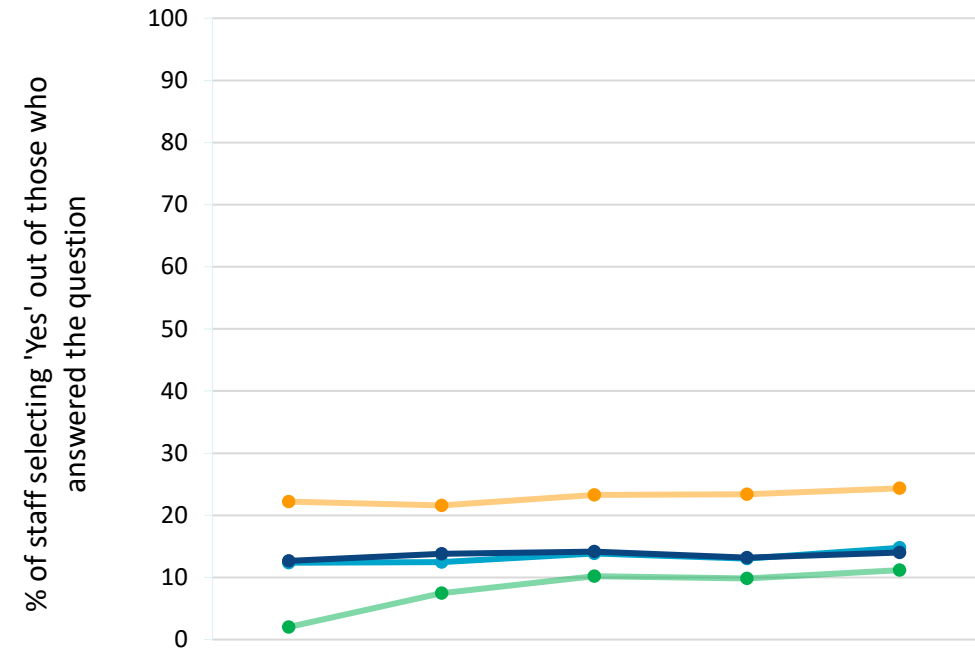


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
Your org	50.15%	46.11%	48.00%	50.09%	49.30%
Best result	60.03%	59.00%	54.92%	57.06%	53.48%
Average result	50.15%	46.35%	48.00%	50.09%	49.08%
Worst result	37.50%	35.85%	37.44%	42.03%	44.75%
Responses	2511	2210	2197	3380	3515

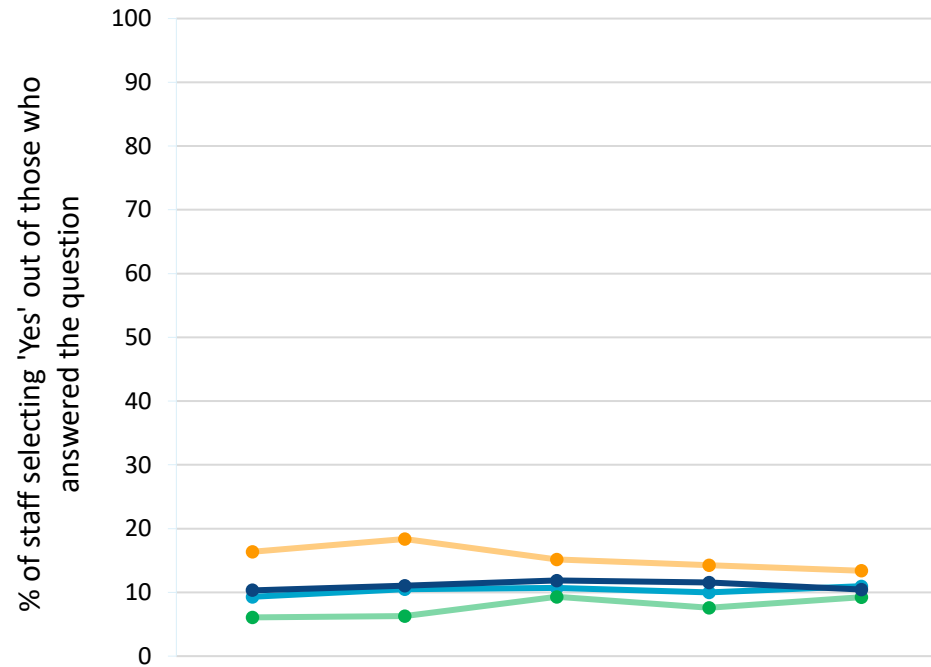
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
Your org	12.66%	13.78%	14.15%	13.19%	14.01%
Best result	2.02%	7.47%	10.18%	9.85%	11.18%
Average result	12.37%	12.46%	13.84%	13.04%	14.77%
Worst result	22.22%	21.59%	23.27%	23.38%	24.34%
Responses	2518	2230	2201	3407	3521

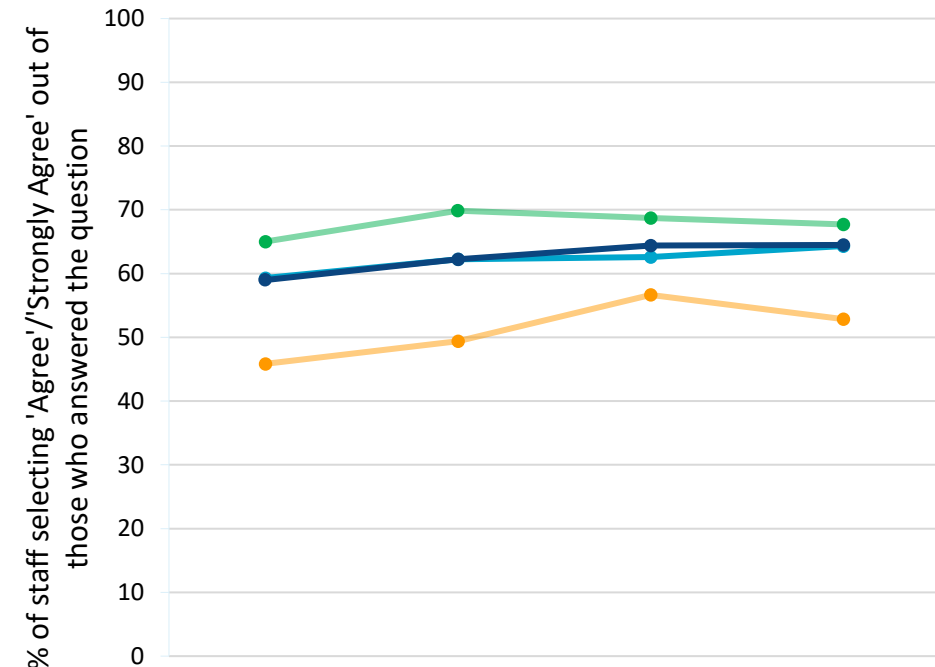


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	10.31%	11.03%	11.87%	11.53%	10.46%
Best result	6.08%	6.26%	9.31%	7.58%	9.24%
Average result	9.31%	10.52%	10.71%	9.99%	10.97%
Worst result	16.37%	18.37%	15.17%	14.25%	13.39%
Responses	2519	2223	2206	3390	3509

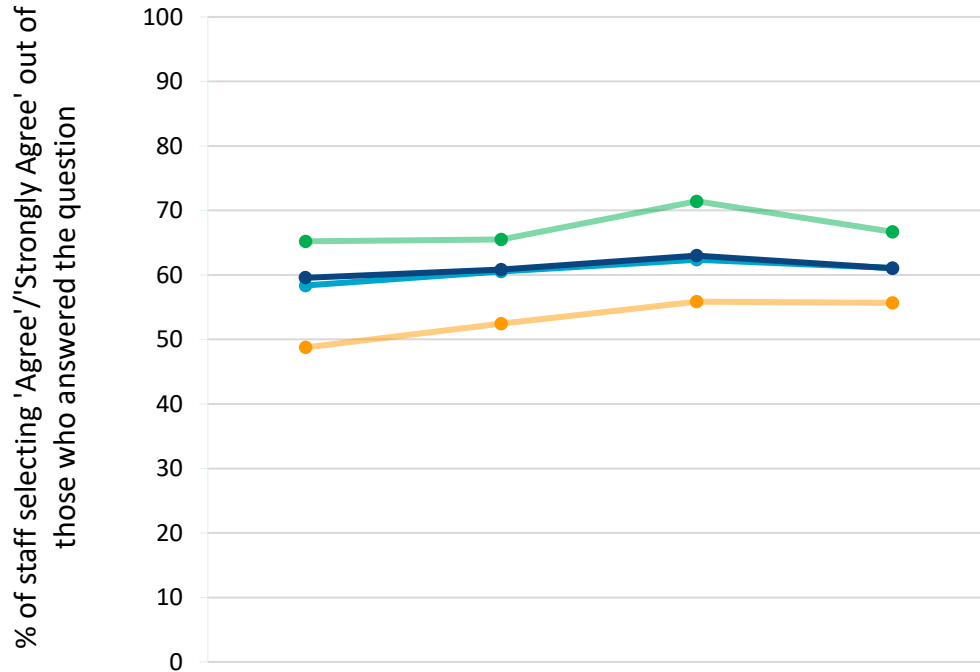
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	58.99%	62.24%	64.41%	64.49%
Best result	65.02%	69.86%	68.74%	67.72%
Average result	59.31%	62.24%	62.58%	64.32%
Worst result	45.85%	49.38%	56.65%	52.86%
Responses	2217	2205	3410	3539

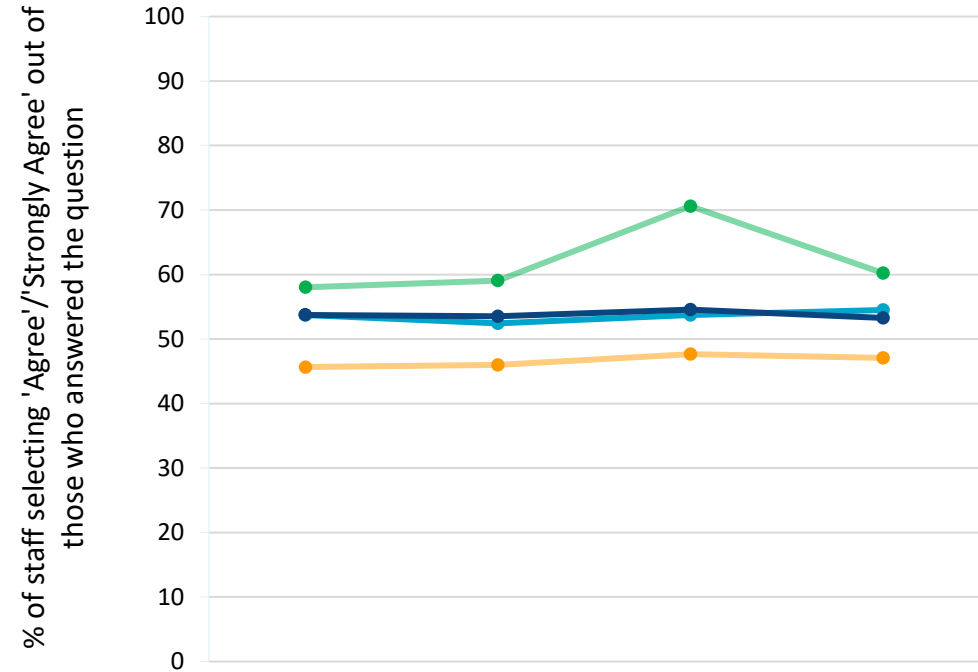


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	59.55%	60.83%	63.00%	61.02%
Best result	65.21%	65.50%	71.43%	66.67%
Average result	58.37%	60.56%	62.35%	61.11%
Worst result	48.76%	52.46%	55.85%	55.67%
Responses	2255	2210	3413	3543

Q7i I feel a strong personal attachment to my team.

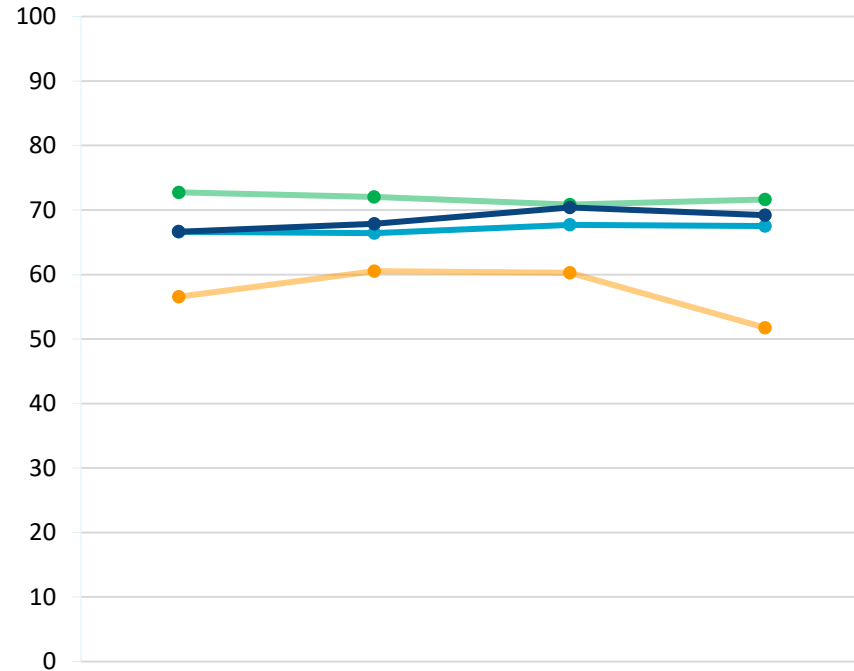


	2021	2022	2023	2024
Your org	53.74%	53.52%	54.56%	53.28%
Best result	58.03%	59.05%	70.61%	60.21%
Average result	53.74%	52.43%	53.74%	54.50%
Worst result	45.67%	45.97%	47.66%	47.07%
Responses	2252	2213	3410	3546



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

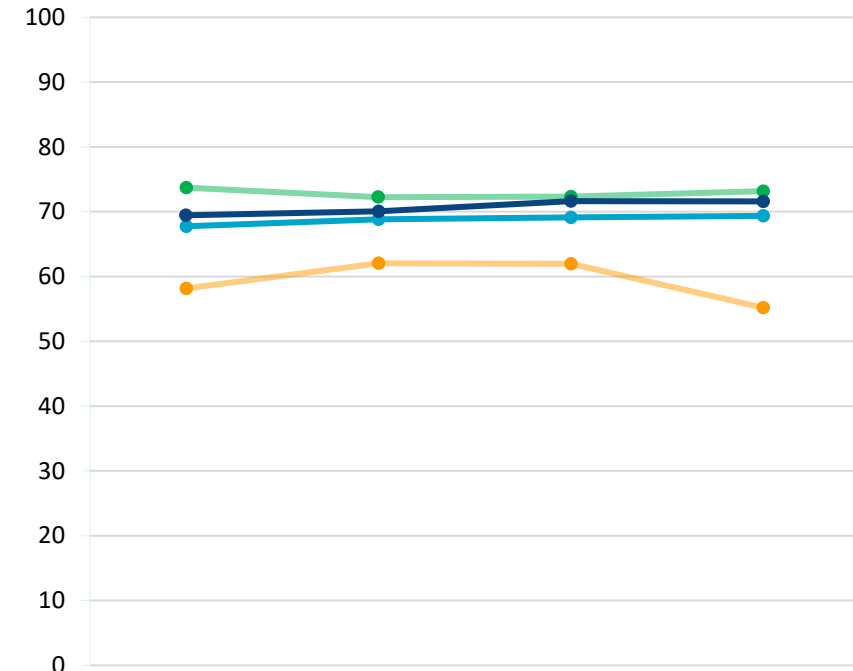
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2021	2022	2023	2024
Your org	66.63%	67.86%	70.40%	69.20%
Best result	72.74%	72.03%	70.85%	71.65%
Average result	66.63%	66.42%	67.70%	67.52%
Worst result	56.55%	60.53%	60.26%	51.75%
Responses	2257	2209	3413	3546

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

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



	2021	2022	2023	2024
Your org	69.45%	70.07%	71.63%	71.59%
Best result	73.71%	72.24%	72.35%	73.18%
Average result	67.75%	68.81%	69.11%	69.36%
Worst result	58.14%	62.04%	61.98%	55.19%
Responses	2256	2211	3413	3545

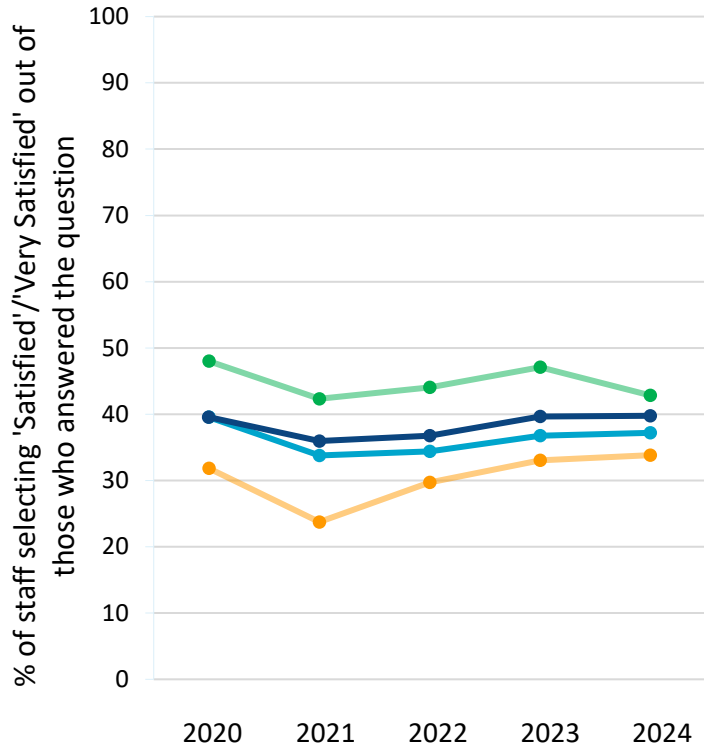
People Promise element – We are recognised and rewarded



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

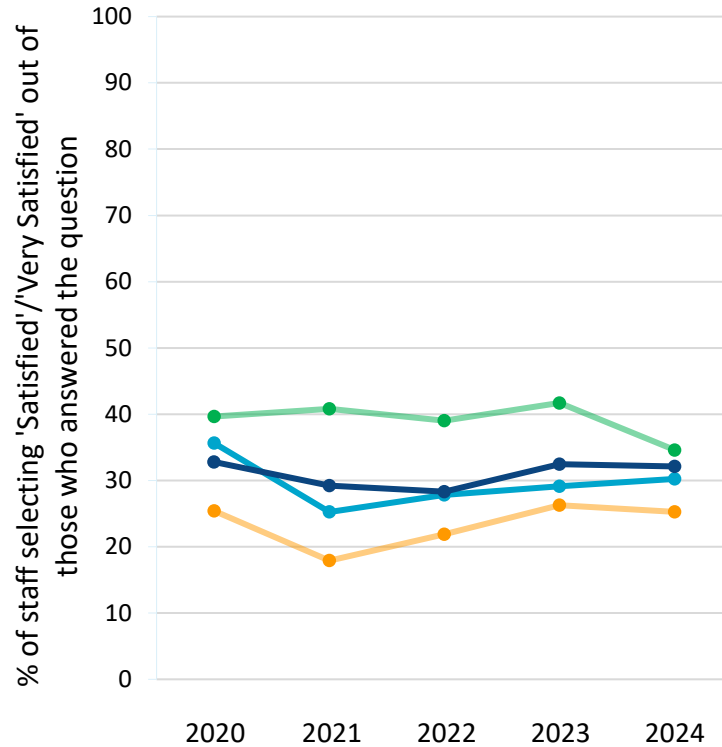


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



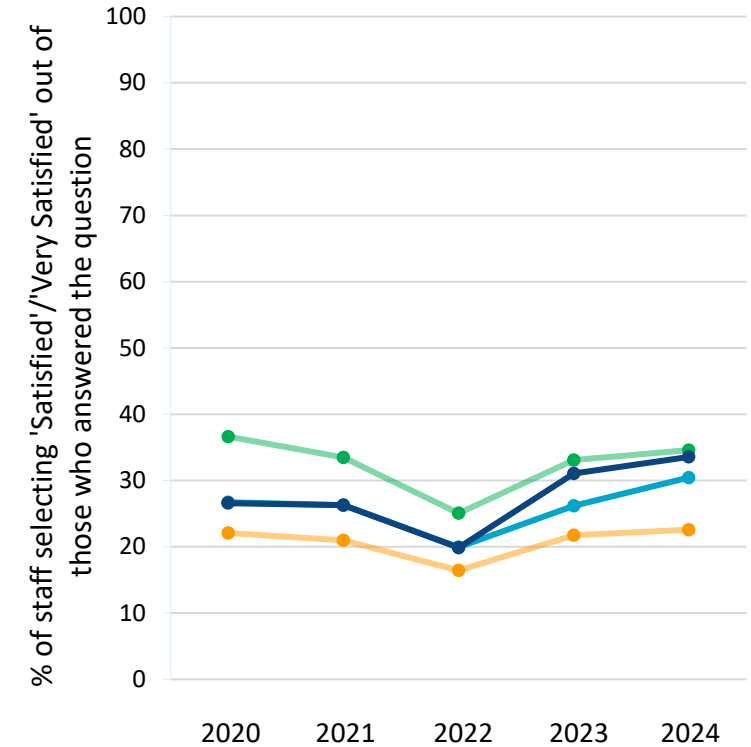
	2020	2021	2022	2023	2024
Your org	39.55%	35.96%	36.77%	39.66%	39.77%
Best result	48.00%	42.33%	44.03%	47.11%	42.85%
Average result	39.55%	33.78%	34.39%	36.74%	37.17%
Worst result	31.84%	23.74%	29.69%	33.05%	33.82%
Responses	2555	2272	2212	3416	3552

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
Your org	32.79%	29.25%	28.31%	32.48%	32.11%
Best result	39.67%	40.80%	39.05%	41.71%	34.60%
Average result	35.64%	25.25%	27.84%	29.12%	30.26%
Worst result	25.43%	17.91%	21.89%	26.27%	25.29%
Responses	2560	2273	2212	3413	3546

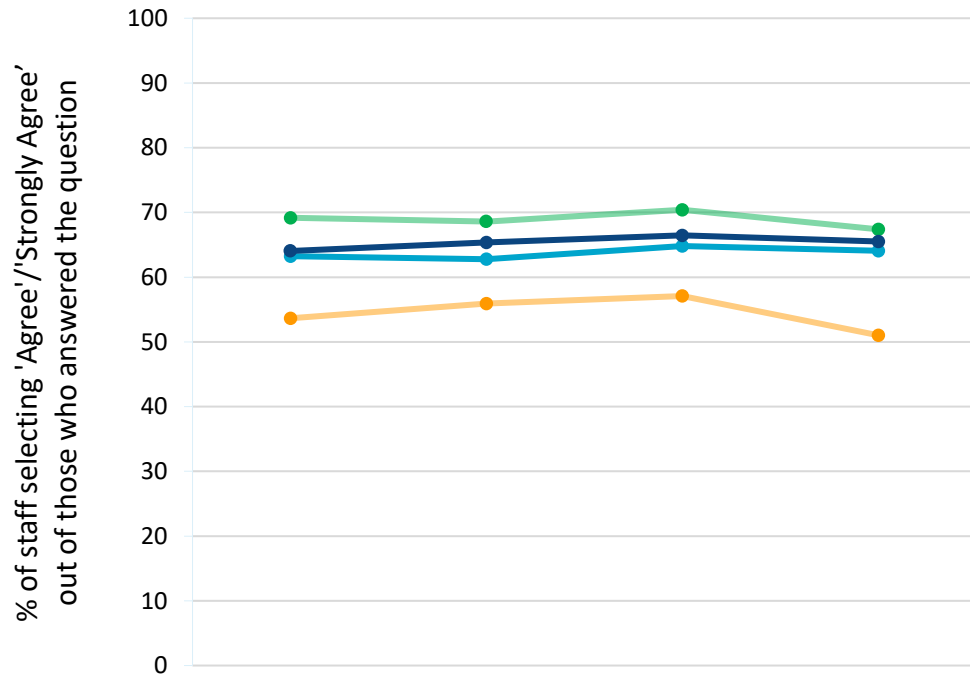
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
Your org	26.57%	26.30%	19.87%	31.04%	33.56%
Best result	36.63%	33.45%	25.06%	33.10%	34.61%
Average result	26.70%	26.30%	19.94%	26.20%	30.45%
Worst result	22.08%	20.97%	16.43%	21.73%	22.58%
Responses	2558	2273	2210	3414	3544

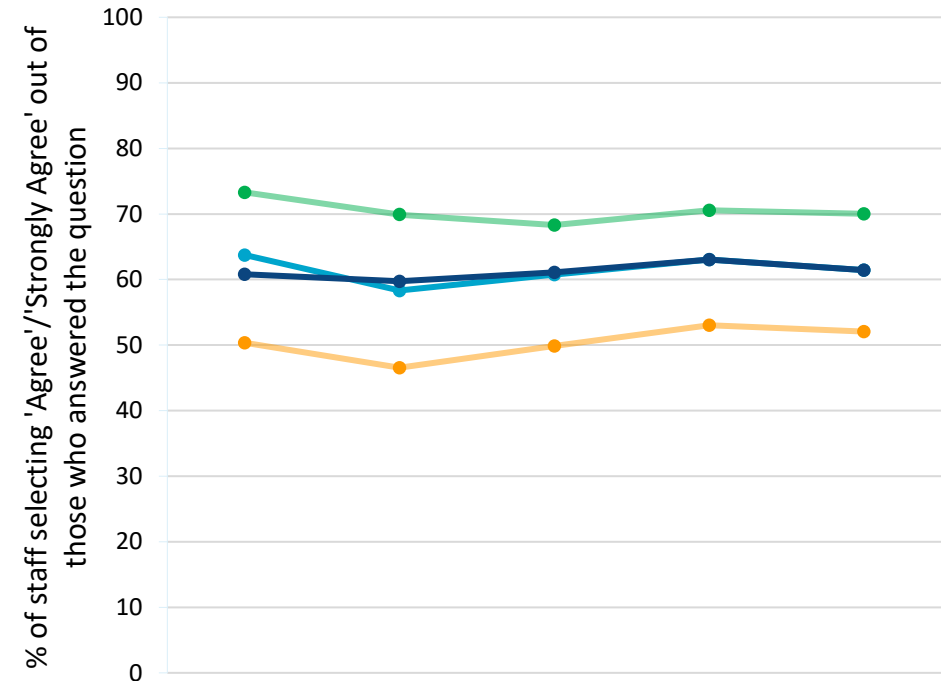


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
Your org	64.04%	65.38%	66.46%	65.49%
Best result	69.18%	68.60%	70.41%	67.39%
Average result	63.25%	62.77%	64.81%	64.09%
Worst result	53.64%	55.92%	57.09%	51.02%
Responses	2256	2207	3414	3543

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
Your org	60.79%	59.74%	61.11%	63.04%	61.45%
Best result	73.30%	69.90%	68.31%	70.55%	70.03%
Average result	63.74%	58.33%	60.74%	63.04%	61.45%
Worst result	50.34%	46.55%	49.87%	53.03%	52.08%
Responses	2538	2238	2213	3416	3548

People Promise element – We each have a voice that counts



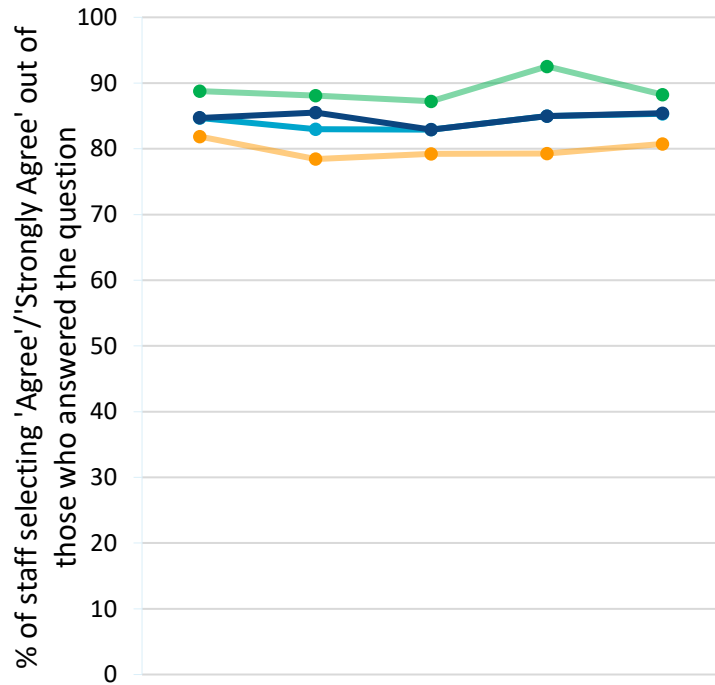
Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f

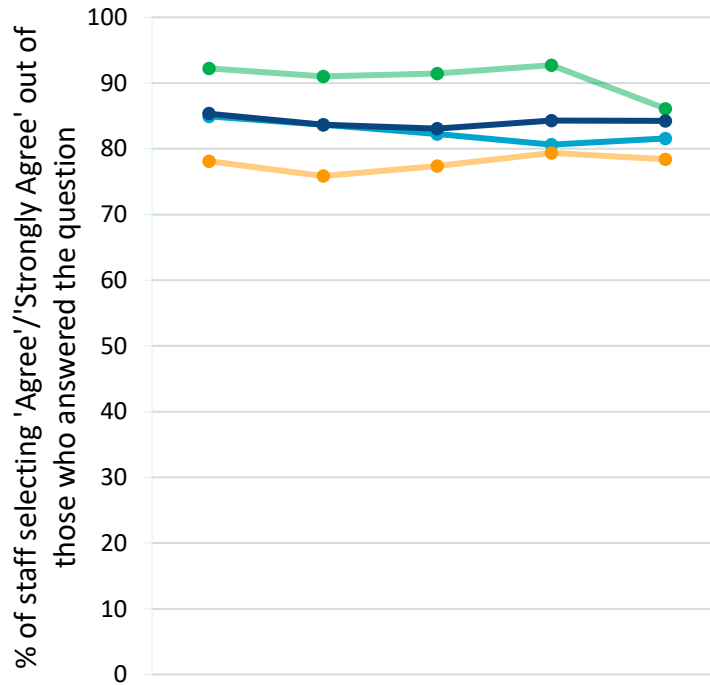


Q3a I always know what my work responsibilities are.



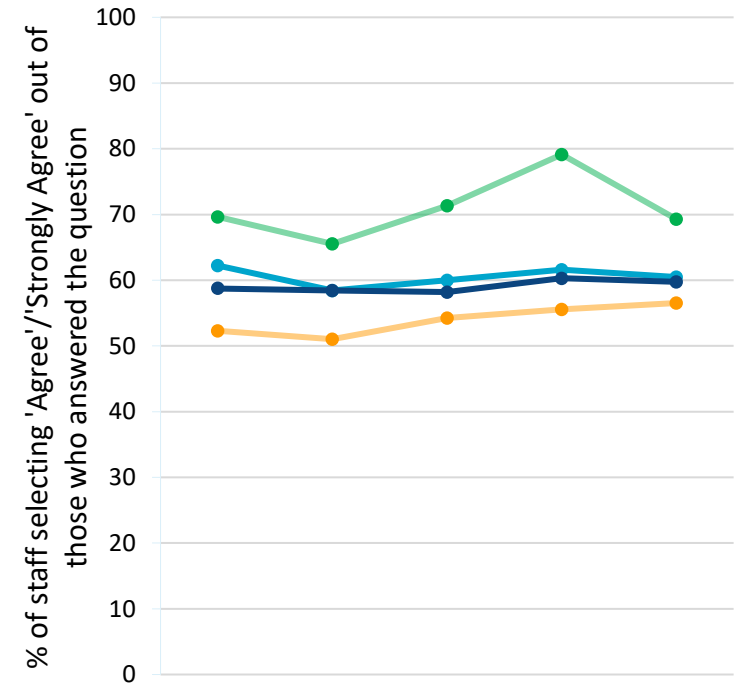
	2020	2021	2022	2023	2024
Your org	84.70%	85.51%	82.91%	85.00%	85.44%
Best result	88.77%	88.08%	87.23%	92.54%	88.23%
Average result	84.70%	82.98%	82.91%	85.00%	85.32%
Worst result	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	2592	2271	2212	3421	3554

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
Your org	85.32%	83.65%	83.07%	84.29%	84.26%
Best result	92.24%	90.99%	91.47%	92.72%	86.11%
Average result	84.93%	83.65%	82.26%	80.63%	81.57%
Worst result	78.12%	75.85%	77.39%	79.37%	78.41%
Responses	2596	2279	2214	3419	3547

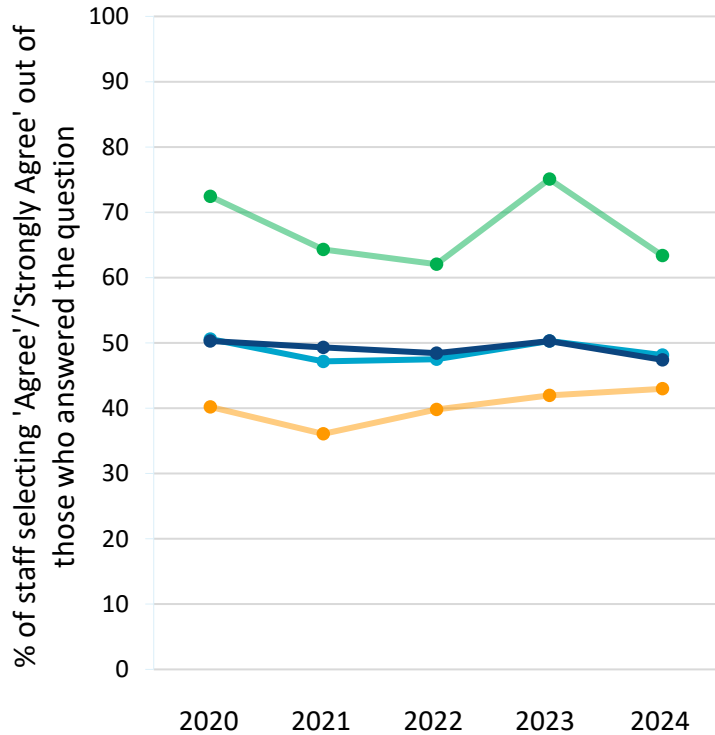
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
Your org	58.75%	58.42%	58.20%	60.31%	59.76%
Best result	69.62%	65.53%	71.36%	79.13%	69.30%
Average result	62.23%	58.44%	59.97%	61.60%	60.46%
Worst result	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	2559	2282	2216	3415	3548

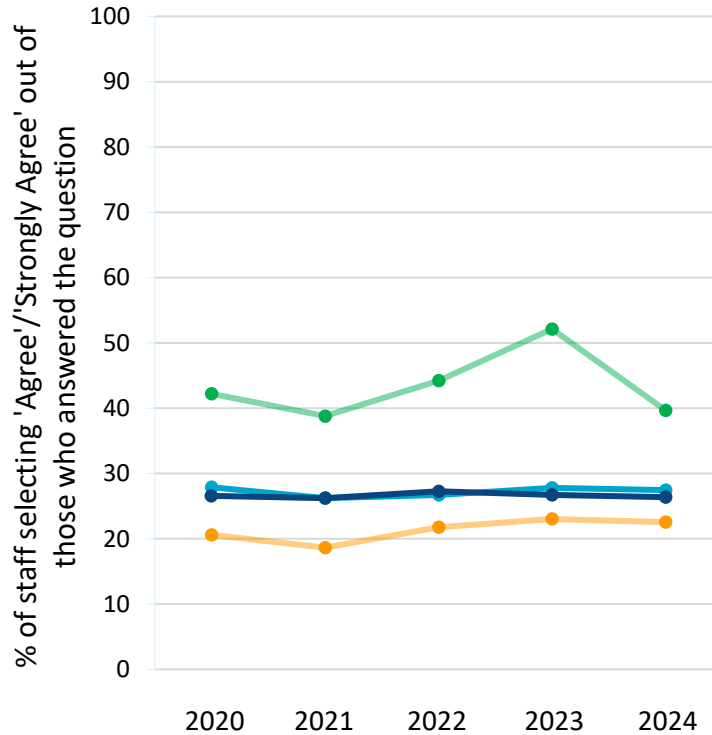


Q3d I am able to make suggestions to improve the work of my team / department.



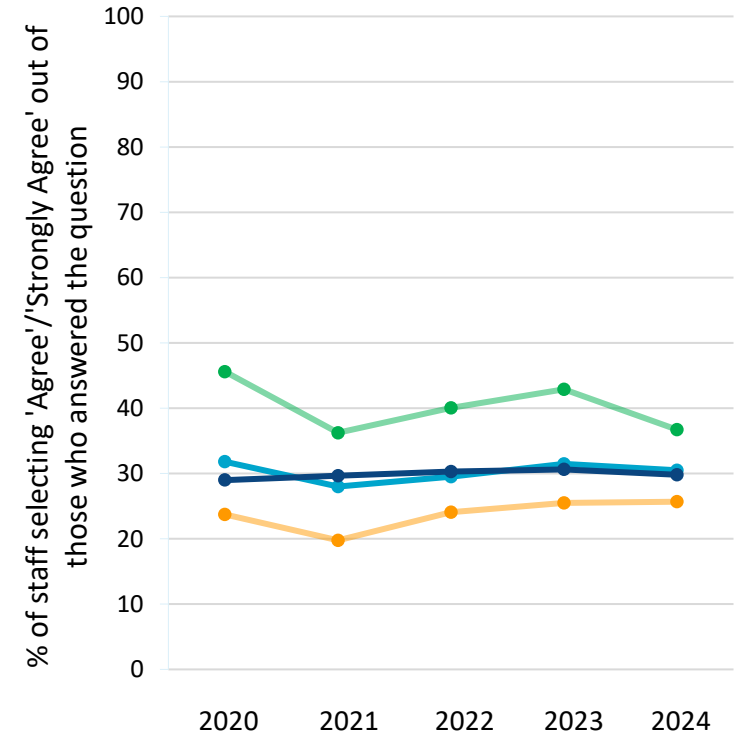
	2020	2021	2022	2023	2024
Your org	50.27%	49.30%	48.44%	50.28%	47.41%
Best result	72.46%	64.33%	62.06%	75.08%	63.37%
Average result	50.59%	47.17%	47.48%	50.28%	48.15%
Worst result	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	2567	2283	2214	3416	3551

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



	2020	2021	2022	2023	2024
Your org	26.55%	26.22%	27.28%	26.74%	26.36%
Best result	42.20%	38.80%	44.19%	52.13%	39.67%
Average result	27.89%	26.22%	26.73%	27.78%	27.46%
Worst result	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	2567	2279	2215	3417	3550

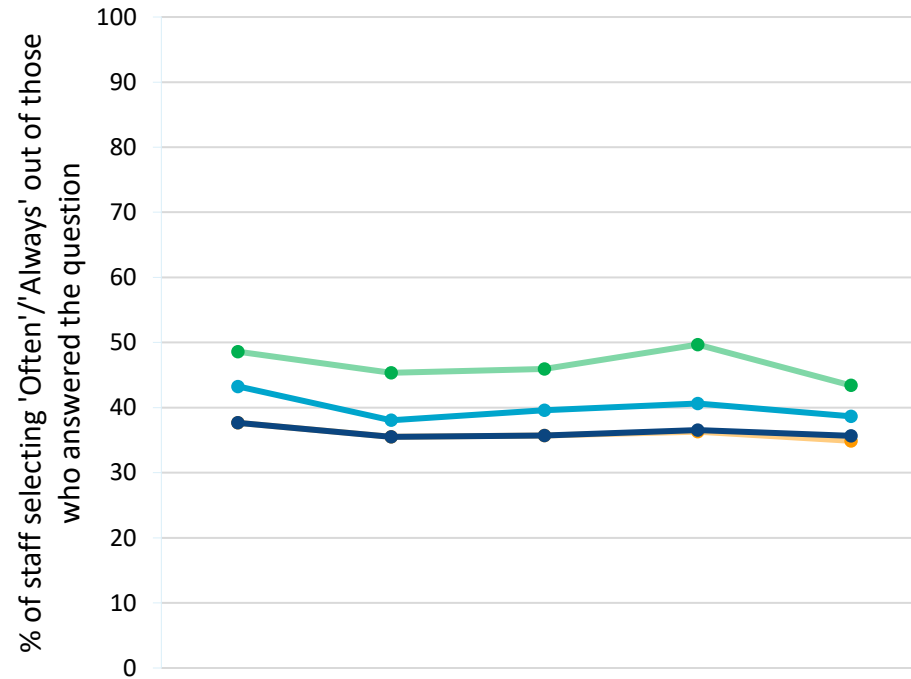
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
Your org	28.98%	29.67%	30.31%	30.62%	29.79%
Best result	45.61%	36.25%	40.07%	42.89%	36.73%
Average result	31.80%	28.00%	29.52%	31.50%	30.48%
Worst result	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	2569	2275	2214	3421	3548



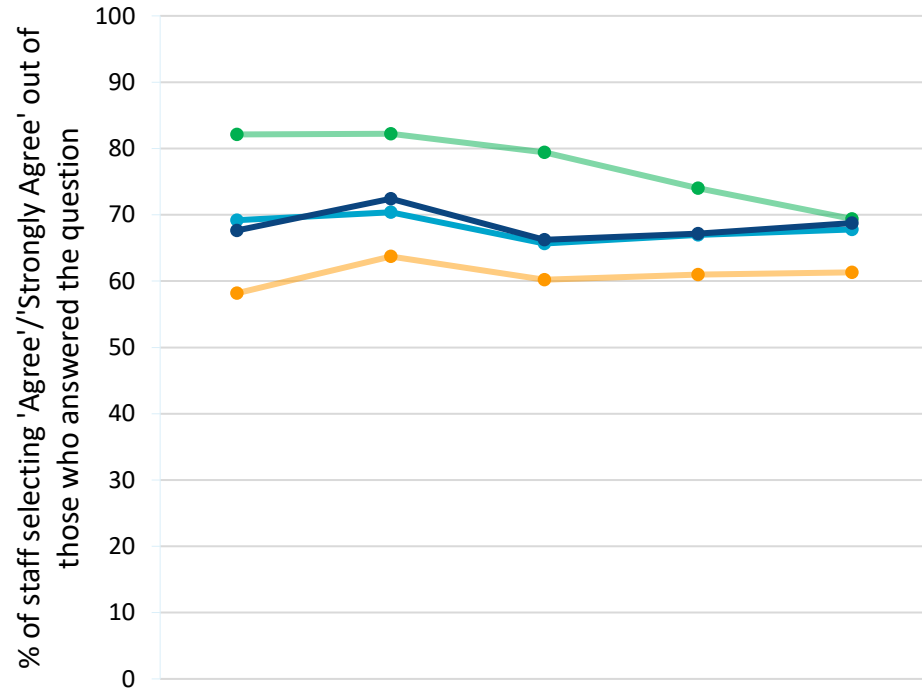
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	37.66%	35.51%	35.73%	36.54%	35.64%
Best result	48.61%	45.35%	45.96%	49.68%	43.41%
Average result	43.26%	38.05%	39.58%	40.63%	38.66%
Worst result	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	2558	2269	2207	3416	3542

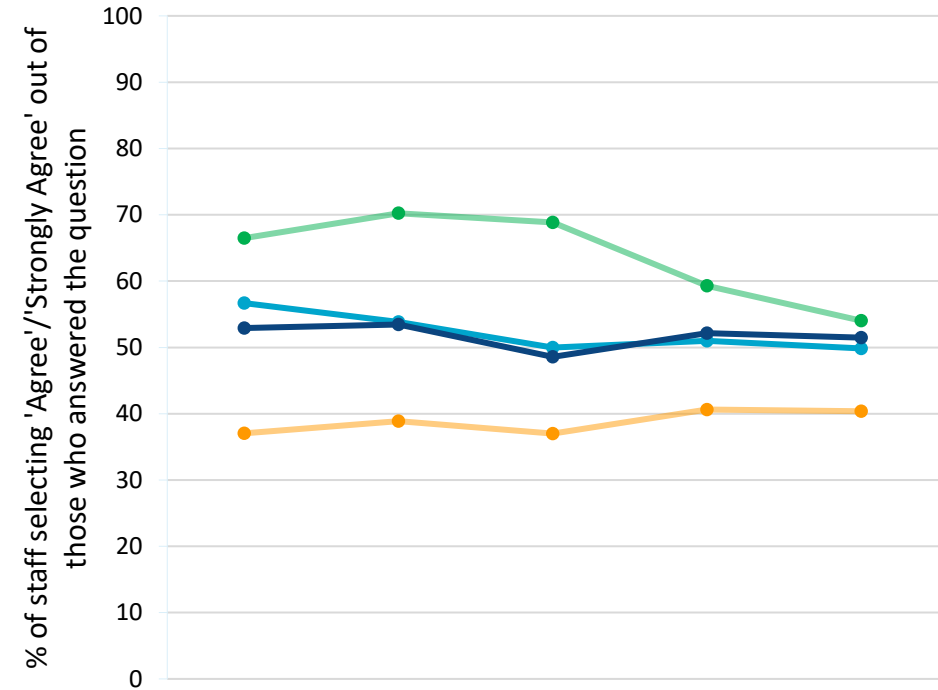


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
Your org	67.62%	72.42%	66.23%	67.15%	68.75%
Best result	82.10%	82.22%	79.44%	74.02%	69.39%
Average result	69.21%	70.38%	65.67%	66.94%	67.78%
Worst result	58.17%	63.71%	60.22%	60.97%	61.34%
Responses	2505	2219	2210	3415	3542

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

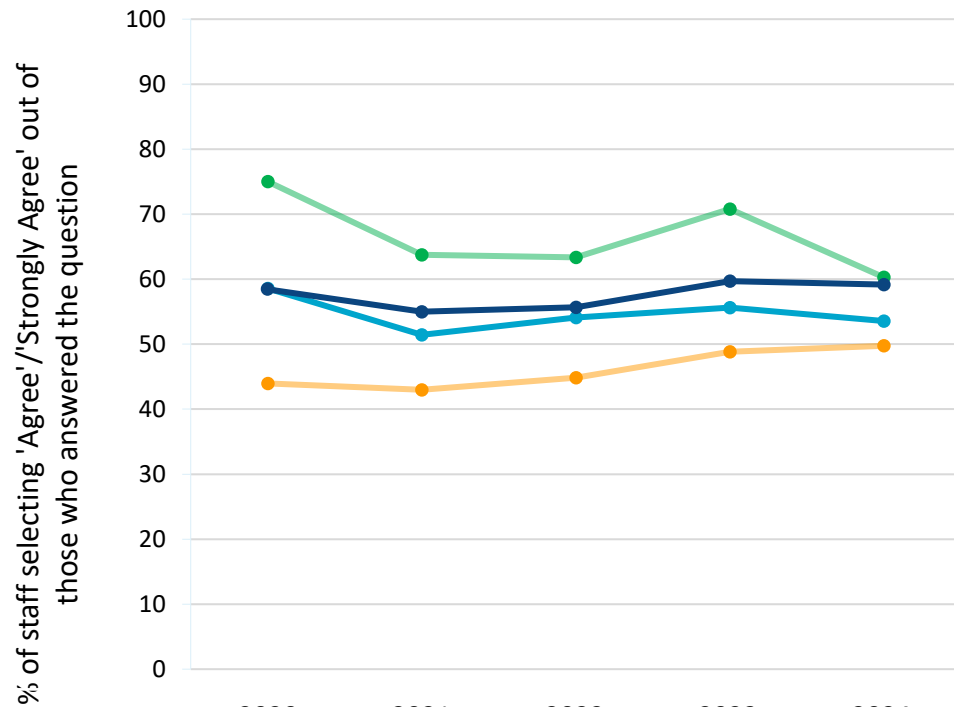


	2020	2021	2022	2023	2024
Your org	52.92%	53.45%	48.57%	52.16%	51.49%
Best result	66.48%	70.23%	68.86%	59.28%	54.02%
Average result	56.68%	53.83%	49.98%	51.01%	49.85%
Worst result	37.04%	38.88%	37.00%	40.63%	40.36%
Responses	2507	2216	2207	3410	3537

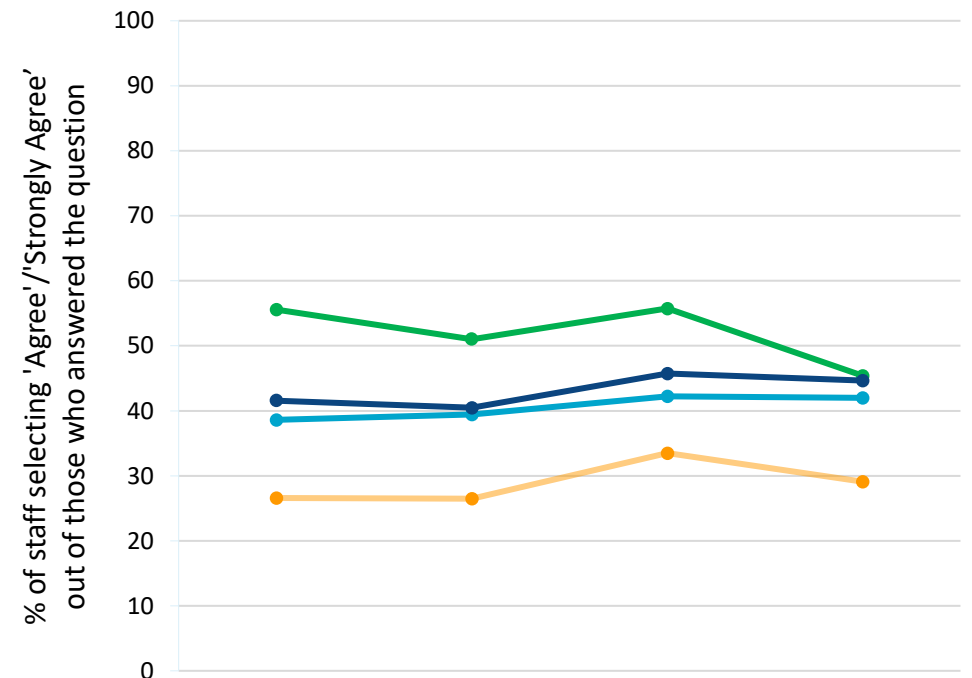


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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



	2020	2021	2022	2023	2024
Your org	58.44%	55.00%	55.68%	59.69%	59.17%
Best result	75.02%	63.77%	63.33%	70.78%	60.28%
Average result	58.57%	51.43%	54.12%	55.62%	53.56%
Worst result	43.98%	42.98%	44.82%	48.84%	49.75%
Responses	2494	2207	2208	3416	3543



	2021	2022	2023	2024
Your org	41.57%	40.48%	45.74%	44.65%
Best result	55.57%	51.01%	55.75%	45.40%
Average result	38.61%	39.46%	42.22%	42.01%
Worst result	26.59%	26.48%	33.50%	29.08%
Responses	2206	2210	3416	3543

People Promise element – We are safe and healthy



Questions included:

Health and safety climate: Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

Burnout: Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g

Negative experiences: Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

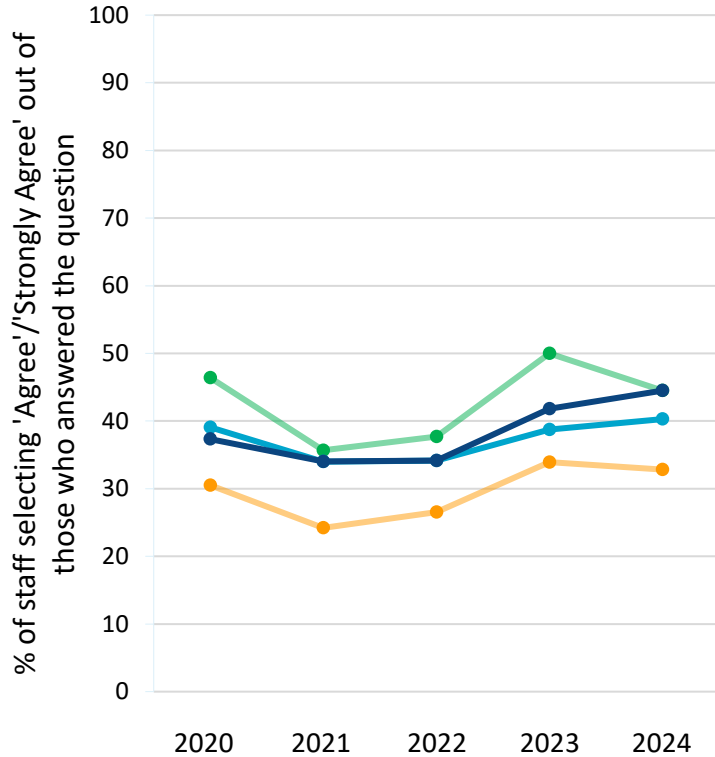
Other questions:* Q17a, Q17b, Q22

*Q17a, Q17b and Q22 do not contribute to the calculation of any scores or sub-scores.

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

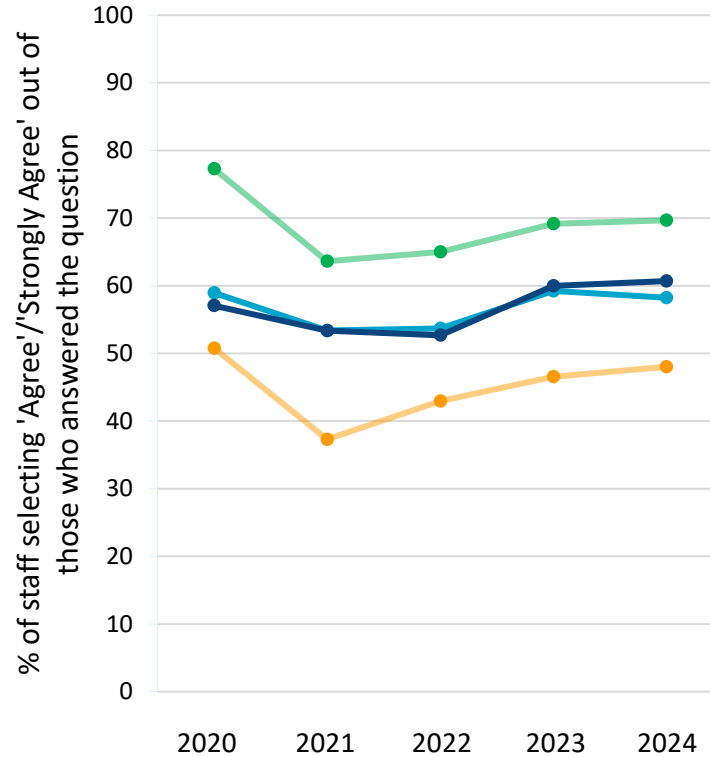


Q3g I am able to meet all the conflicting demands on my time at work.



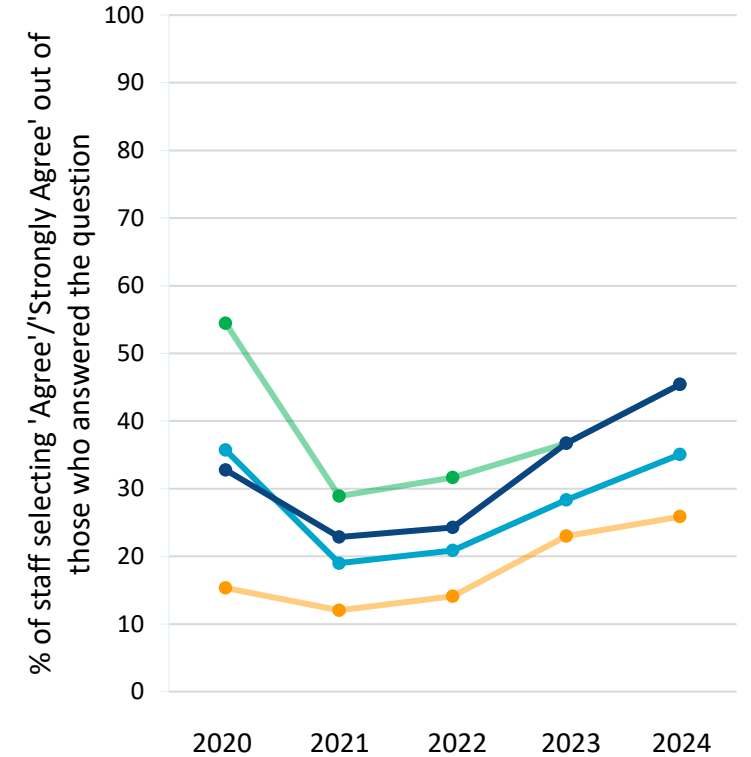
	2020	2021	2022	2023	2024
Your org	37.33%	34.03%	34.14%	41.82%	44.49%
Best result	46.40%	35.68%	37.71%	49.99%	44.49%
Average result	39.06%	33.99%	34.14%	38.76%	40.28%
Worst result	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	2561	2277	2211	3419	3546

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



	2020	2021	2022	2023	2024
Your org	57.07%	53.38%	52.67%	59.99%	60.68%
Best result	77.27%	63.63%	64.98%	69.18%	69.70%
Average result	58.95%	53.38%	53.67%	59.23%	58.24%
Worst result	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	2566	2279	2209	3421	3549

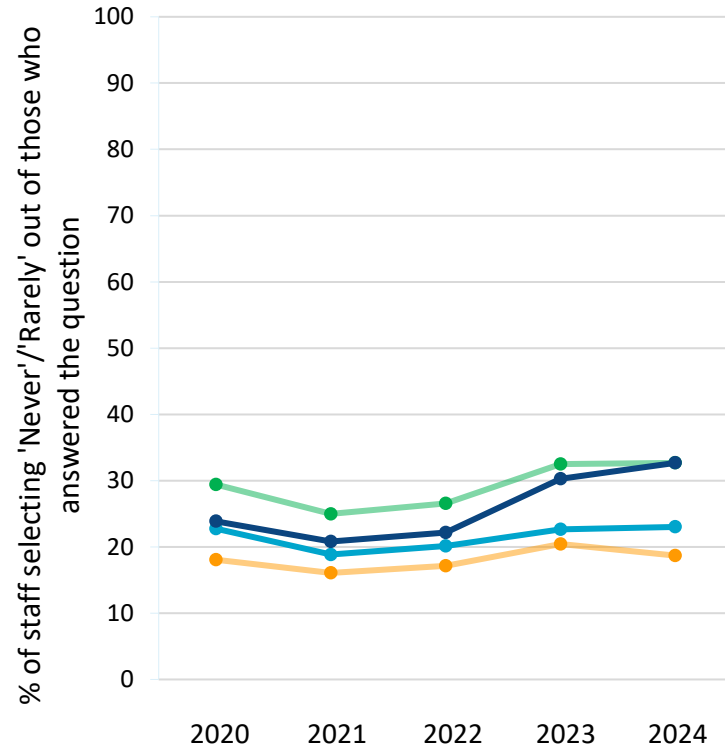
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
Your org	32.77%	22.85%	24.25%	36.70%	45.39%
Best result	54.47%	28.90%	31.63%	36.70%	45.39%
Average result	35.70%	18.99%	20.87%	28.31%	35.05%
Worst result	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	2560	2280	2214	3420	3551



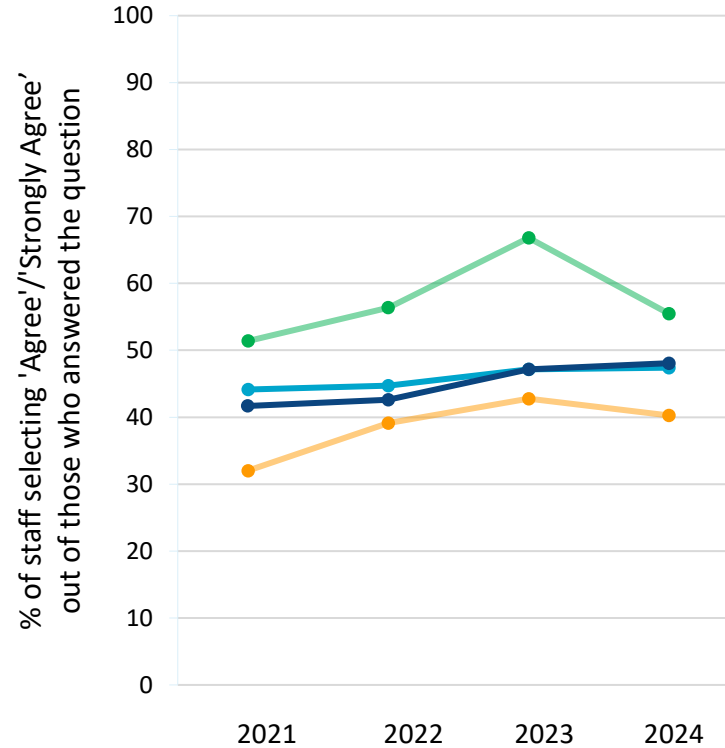
Q5a I have unrealistic time pressures.



Your org	23.86%	20.82%	22.16%	30.29%	32.68%
Best result	29.43%	24.99%	26.55%	32.50%	32.68%
Average result	22.73%	18.86%	20.13%	22.64%	23.02%
Worst result	18.07%	16.08%	17.14%	20.44%	18.67%

Responses 2558 2268 2211 3417 3546

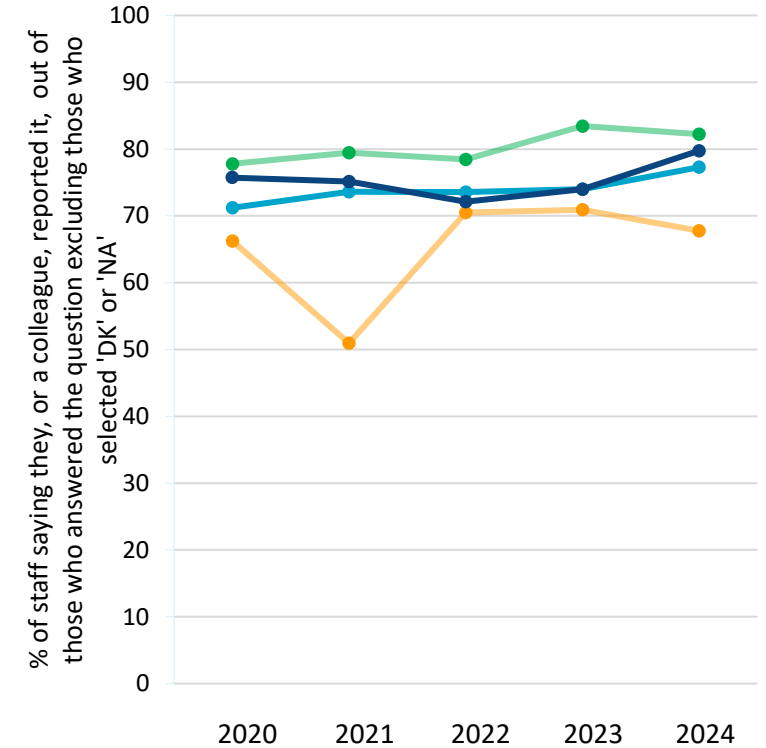
Q11a My organisation takes positive action on health and well-being.



Your org	41.68%	42.60%	47.15%	48.07%
Best result	51.39%	56.36%	66.80%	55.46%
Average result	44.14%	44.72%	47.15%	47.40%
Worst result	32.02%	39.10%	42.78%	40.26%

Responses 2162 2173 3415 3545

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



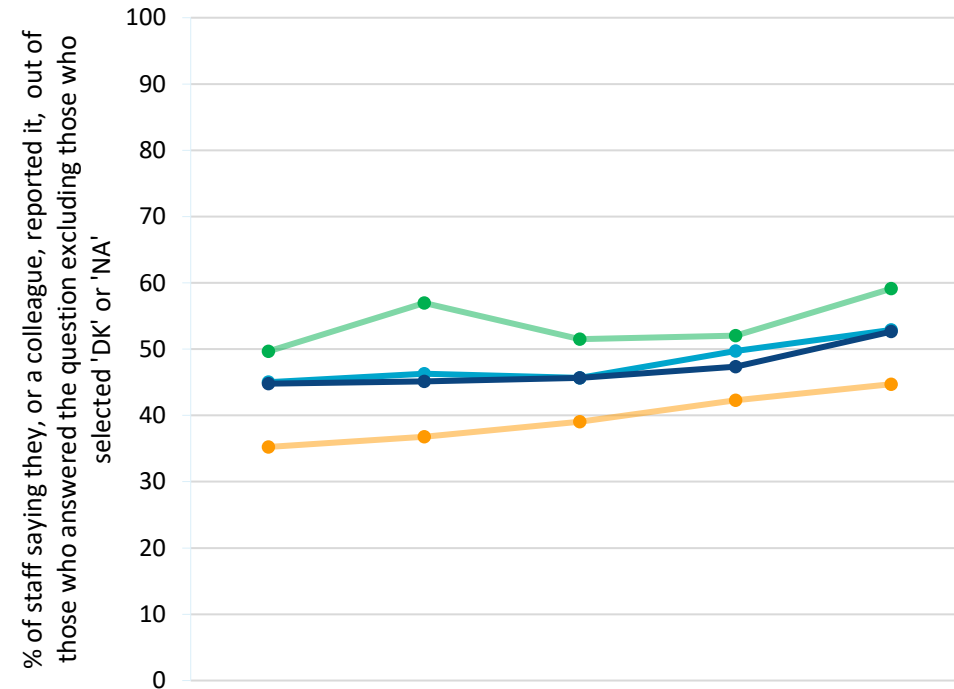
Your org	75.73%	75.14%	72.12%	74.01%	79.75%
Best result	77.80%	79.45%	78.46%	83.44%	82.23%
Average result	71.21%	73.59%	73.56%	74.01%	77.27%
Worst result	66.22%	50.94%	70.48%	70.91%	67.77%

Responses 684 555 481 576 762

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?

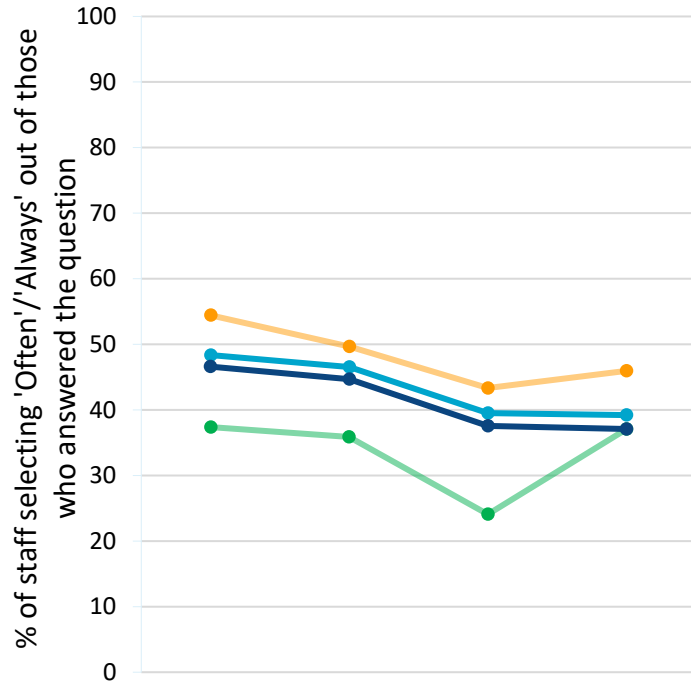


	2020	2021	2022	2023	2024
Your org	44.79%	45.14%	45.66%	47.36%	52.64%
Best result	49.67%	56.97%	51.49%	52.02%	59.12%
Average result	45.01%	46.28%	45.66%	49.70%	52.90%
Worst result	35.25%	36.77%	39.05%	42.29%	44.71%
Responses	1136	939	944	1226	1430

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

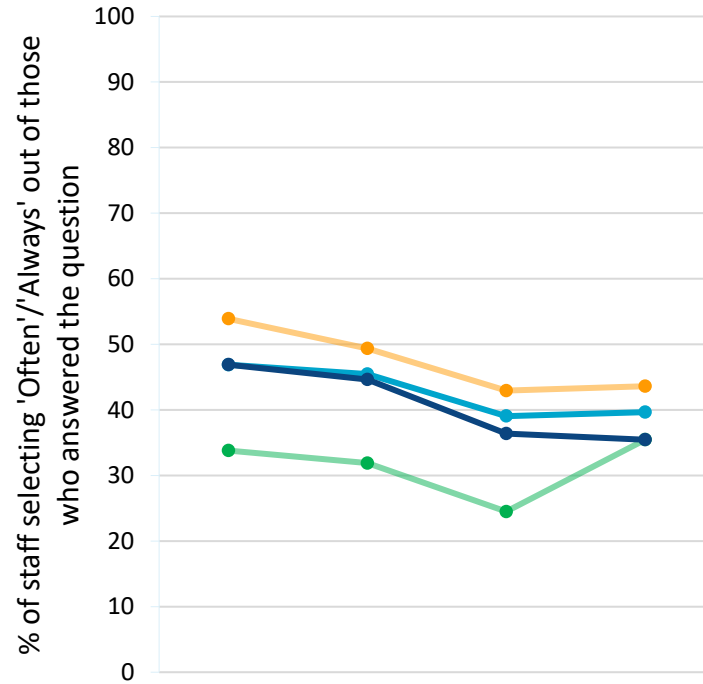


Q12a How often, if at all, do you find your work emotionally exhausting?



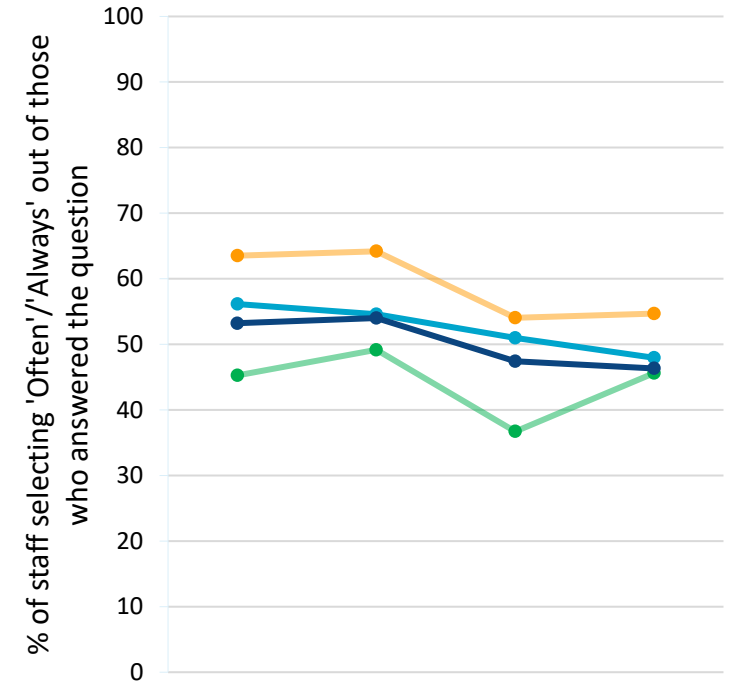
	2021	2022	2023	2024
Your org	46.60%	44.69%	37.56%	37.09%
Best result	37.38%	35.88%	24.08%	37.09%
Average result	48.36%	46.54%	39.51%	39.21%
Worst result	54.43%	49.66%	43.34%	45.93%
Responses	2232	2210	3421	3552

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



	2021	2022	2023	2024
Your org	46.89%	44.62%	36.40%	35.45%
Best result	33.80%	31.89%	24.50%	35.45%
Average result	46.89%	45.48%	39.05%	39.63%
Worst result	53.88%	49.38%	42.95%	43.59%
Responses	2234	2214	3417	3545

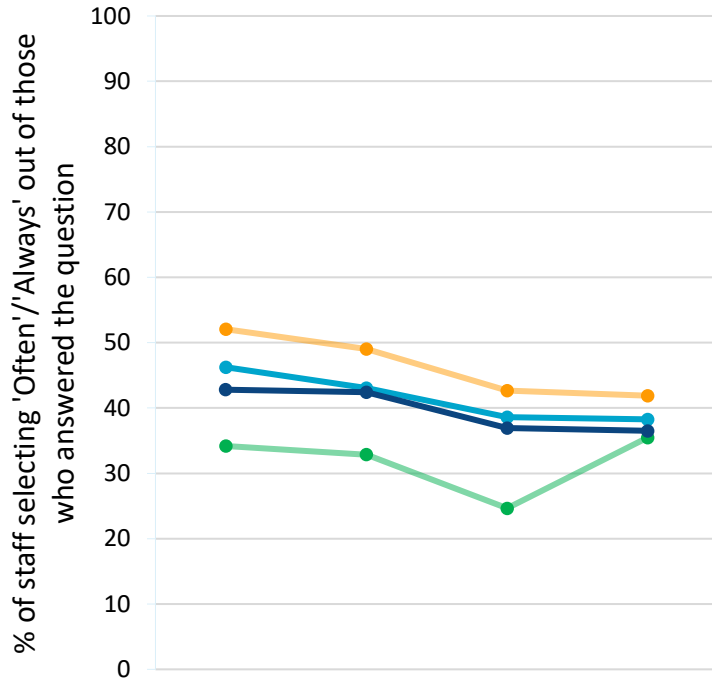
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
Your org	53.22%	54.01%	47.41%	46.32%
Best result	45.27%	49.17%	36.71%	45.62%
Average result	56.14%	54.60%	51.00%	47.95%
Worst result	63.51%	64.18%	54.05%	54.70%
Responses	2227	2211	3418	3543

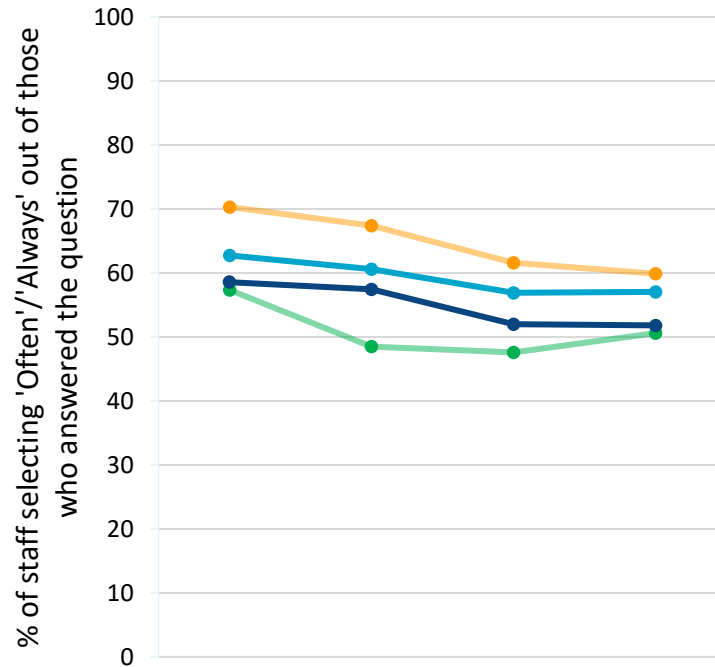


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



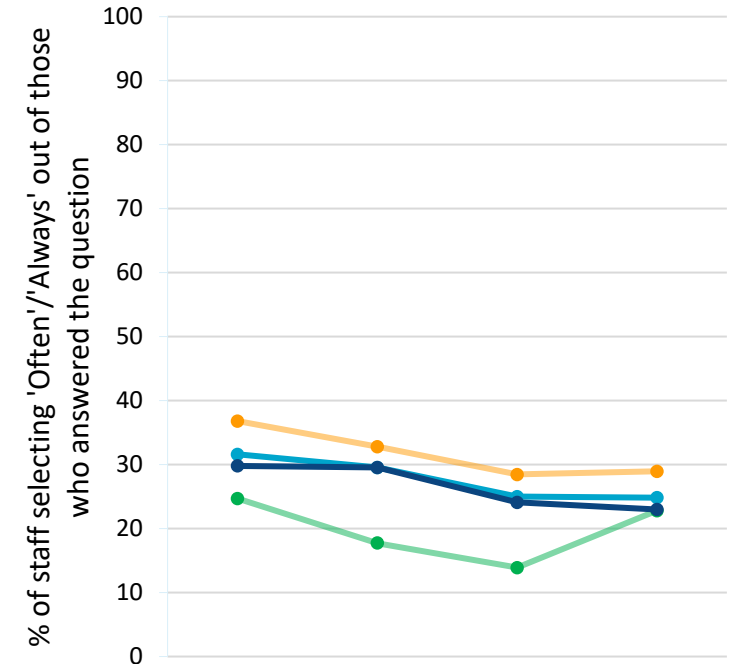
	2021	2022	2023	2024
Your org	42.80%	42.43%	36.93%	36.51%
Best result	34.18%	32.85%	24.65%	35.49%
Average result	46.24%	43.03%	38.62%	38.26%
Worst result	52.06%	49.01%	42.67%	41.88%
Responses	2230	2214	3418	3550

Q12e How often, if at all, do you feel worn out at the end of your working day/shift?



	2021	2022	2023	2024
Your org	58.55%	57.44%	51.97%	51.81%
Best result	57.34%	48.48%	47.58%	50.58%
Average result	62.74%	60.59%	56.90%	57.04%
Worst result	70.31%	67.38%	61.57%	59.88%
Responses	2230	2212	3417	3547

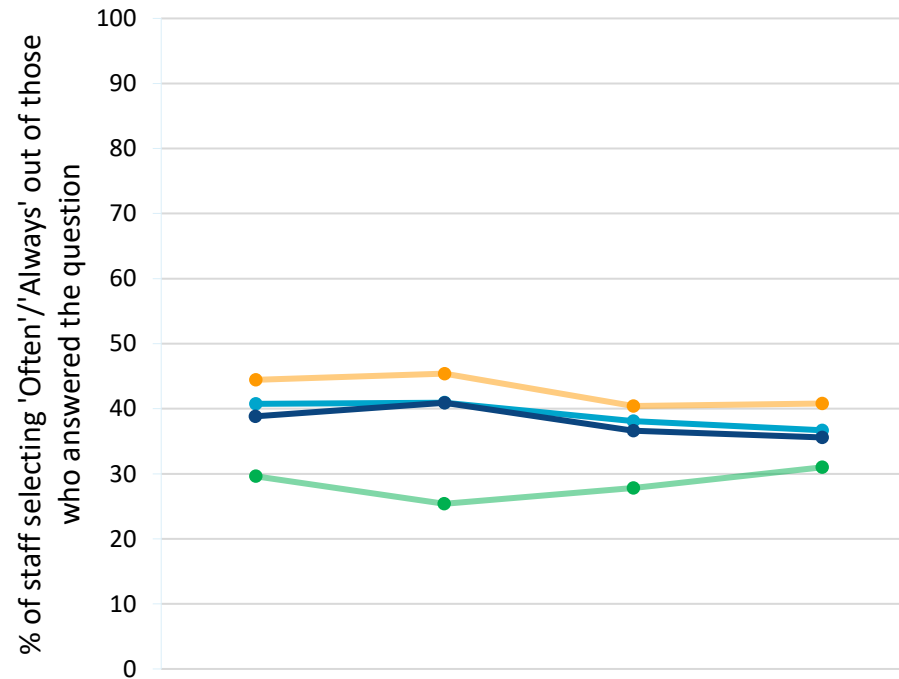
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
Your org	29.79%	29.54%	24.12%	22.98%
Best result	24.69%	17.71%	13.91%	22.81%
Average result	31.61%	29.54%	25.01%	24.83%
Worst result	36.80%	32.78%	28.47%	28.97%
Responses	2226	2211	3416	3546



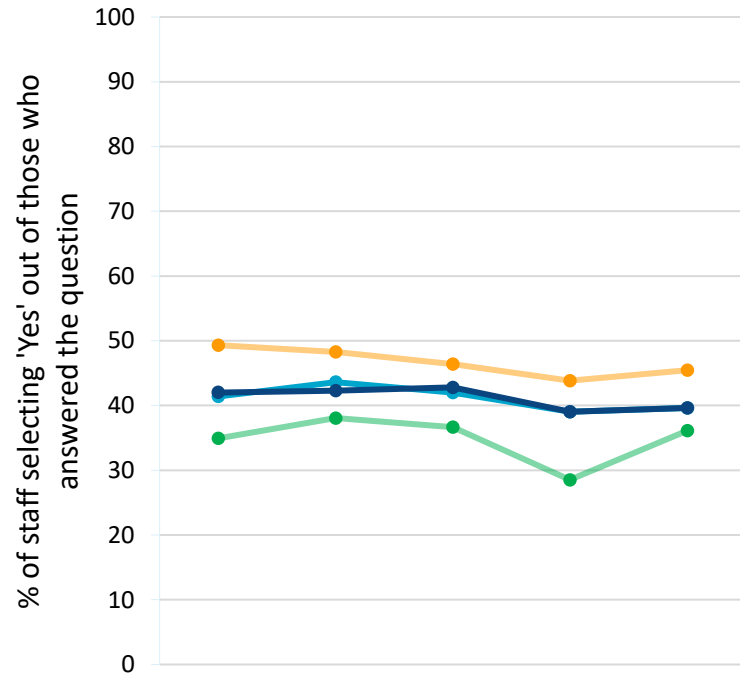
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
Your org	38.82%	40.91%	36.62%	35.59%
Best result	29.62%	25.39%	27.84%	31.00%
Average result	40.75%	40.93%	38.10%	36.69%
Worst result	44.43%	45.40%	40.42%	40.82%
Responses	2229	2213	3420	3550

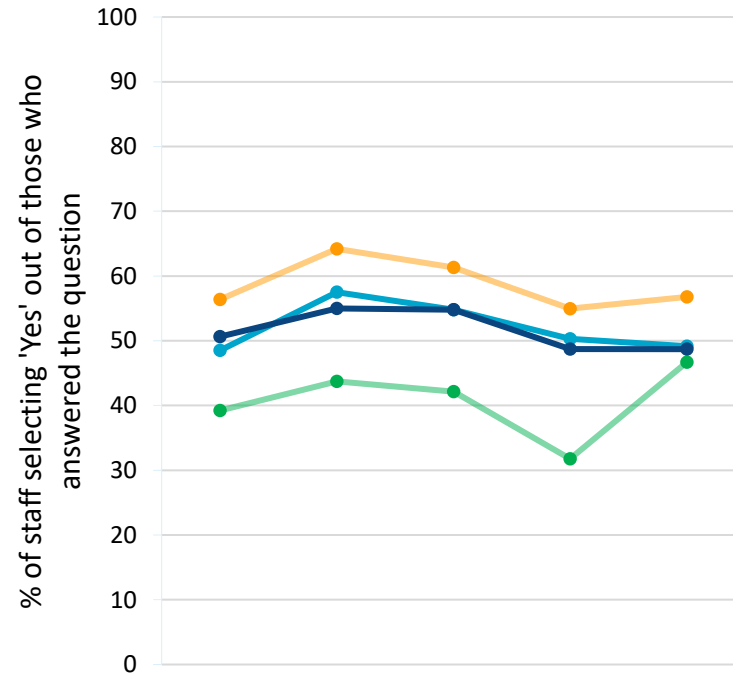


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



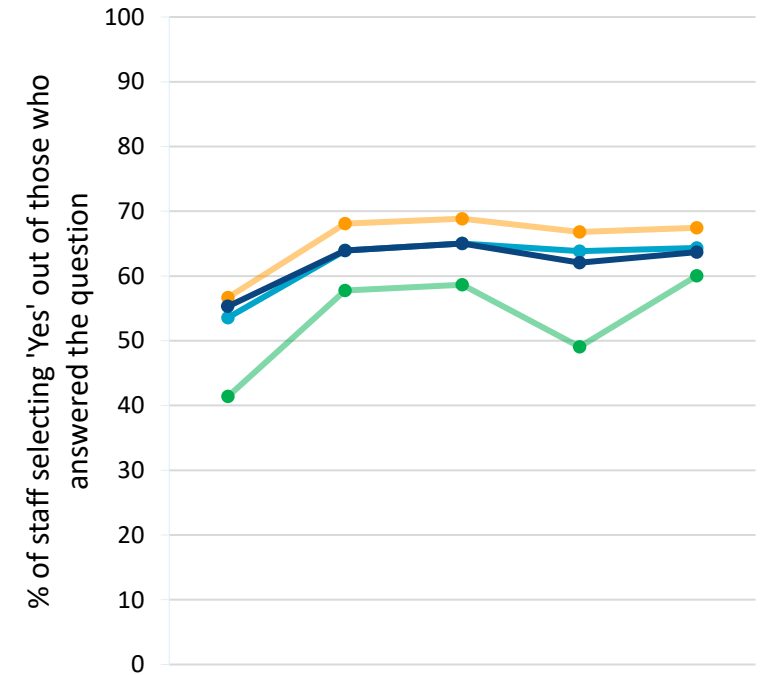
	2020	2021	2022	2023	2024
Your org	42.00%	42.31%	42.80%	39.04%	39.61%
Best result	34.93%	38.07%	36.66%	28.53%	36.12%
Average result	41.39%	43.61%	42.01%	39.04%	39.61%
Worst result	49.32%	48.27%	46.40%	43.84%	45.48%
Responses	2535	2235	2213	3416	3549

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



	2020	2021	2022	2023	2024
Your org	50.63%	54.99%	54.78%	48.73%	48.70%
Best result	39.22%	43.73%	42.15%	31.77%	46.70%
Average result	48.51%	57.50%	54.78%	50.30%	49.18%
Worst result	56.38%	64.20%	61.34%	54.96%	56.80%
Responses	2535	2234	2213	3412	3548

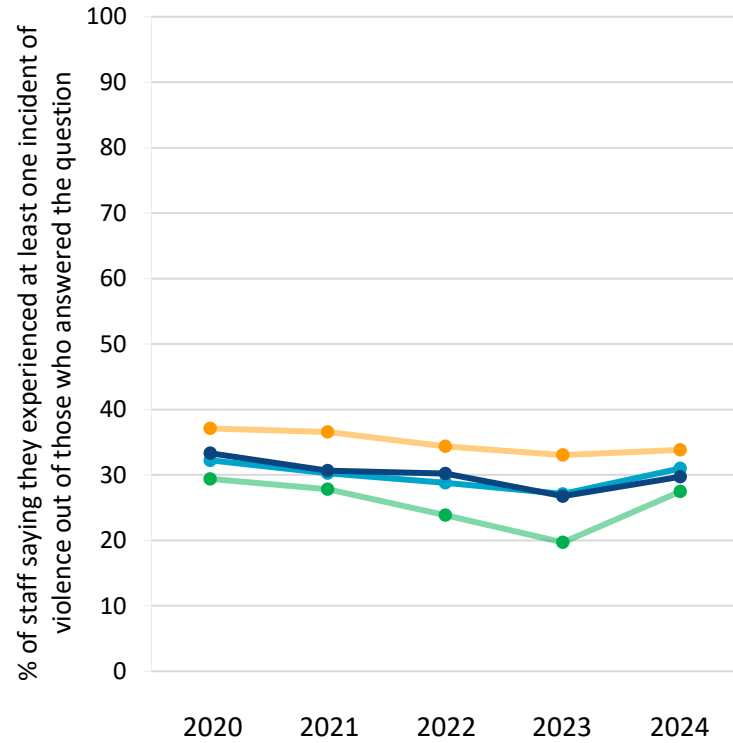
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
Your org	55.30%	63.95%	65.02%	62.06%	63.70%
Best result	41.38%	57.77%	58.66%	49.05%	60.04%
Average result	53.56%	63.93%	65.02%	63.84%	64.32%
Worst result	56.68%	68.11%	68.85%	66.81%	67.46%
Responses	2537	2232	2214	3415	3547

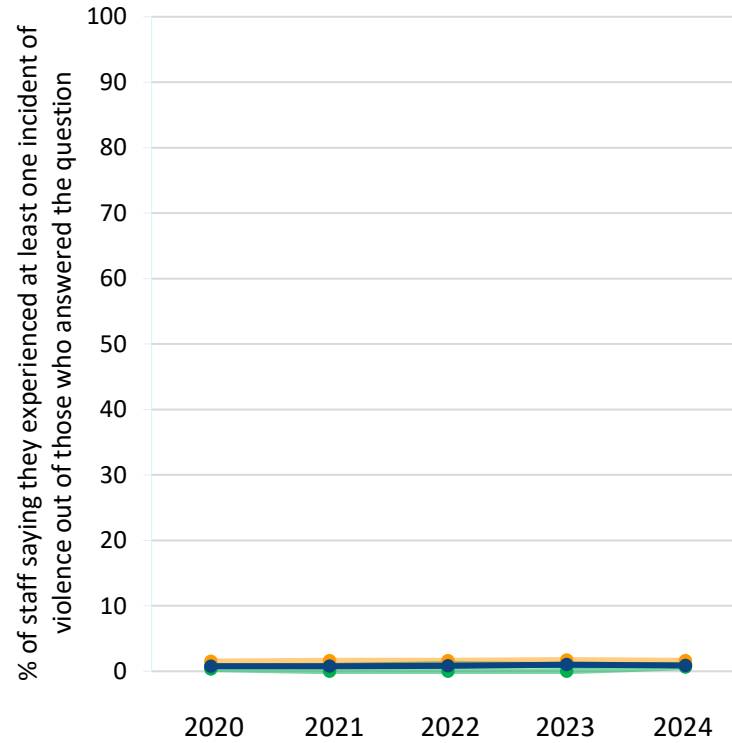


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



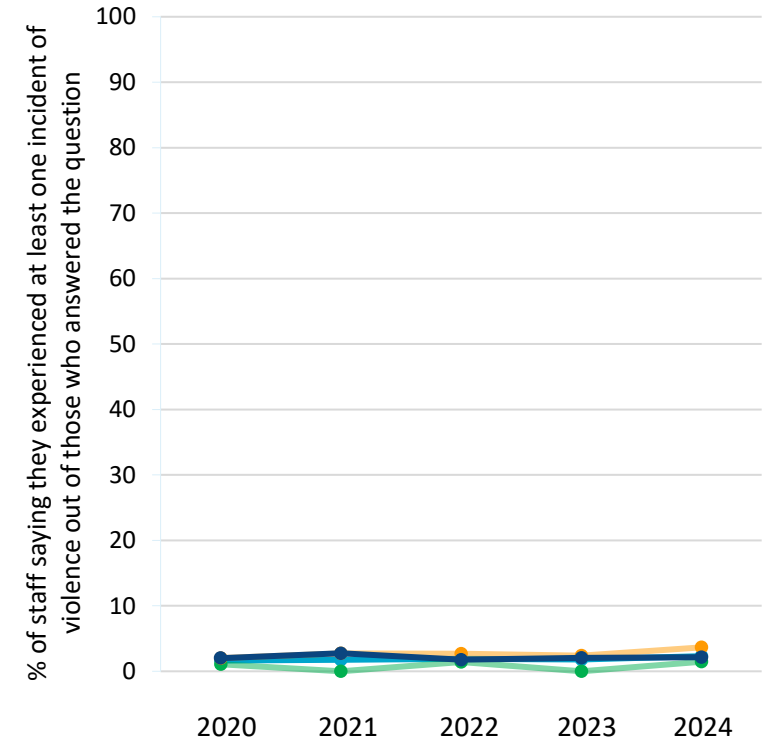
Responses	2534	2228	2206	3104	3538
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Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	2527	2223	2187	3080	3498
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Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

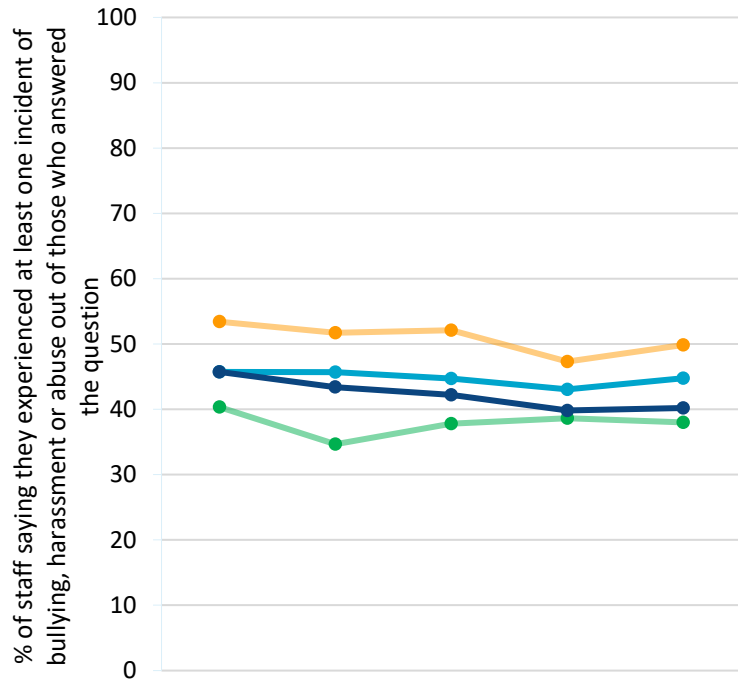


Responses	2526	2217	2176	3041	3410
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Note: 2023 results for Q13a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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.

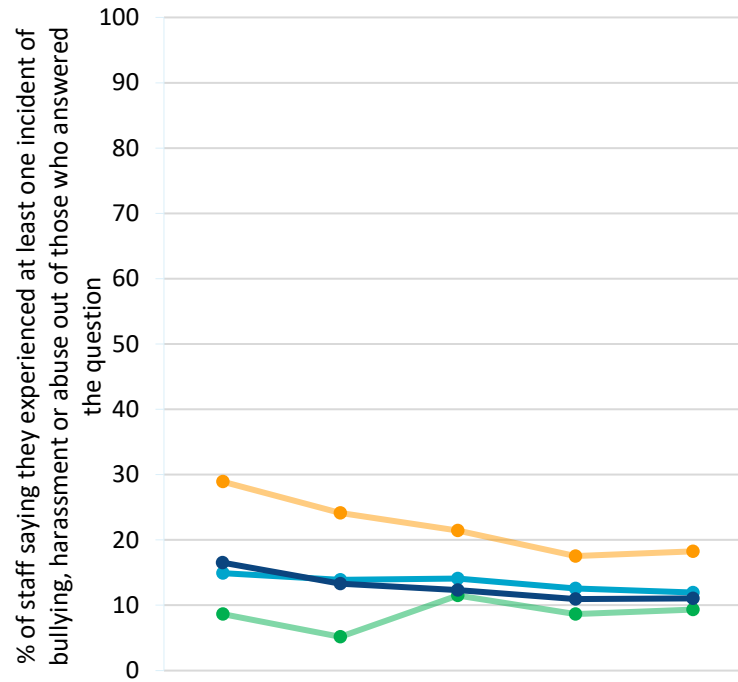


2020 2021 2022 2023 2024

Your org	45.73%	43.40%	42.19%	39.83%	40.22%
Best result	40.34%	34.66%	37.81%	38.64%	38.02%
Average result	45.73%	45.70%	44.72%	43.06%	44.76%
Worst result	53.41%	51.73%	52.11%	47.31%	49.84%

Responses 2477 2181 2209 3108 3541

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

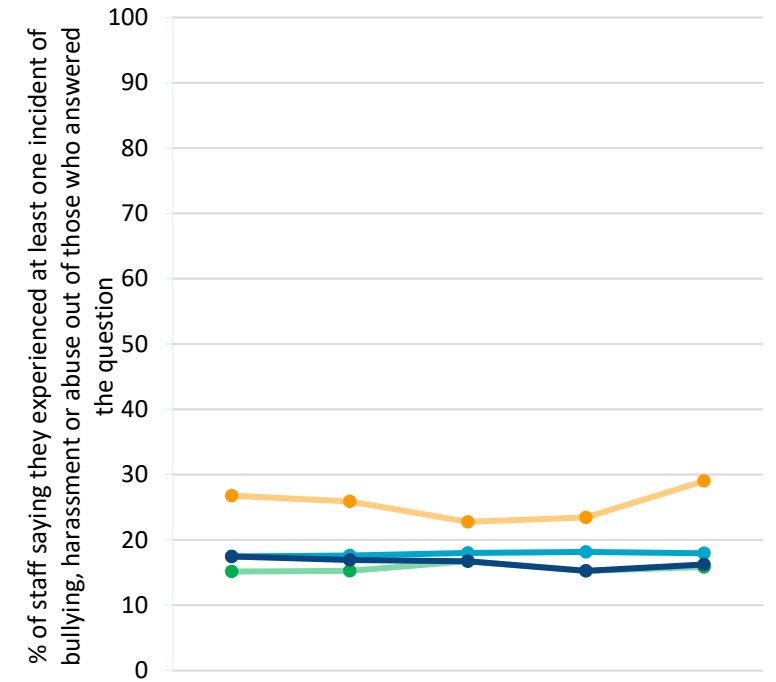


2020 2021 2022 2023 2024

Your org	16.52%	13.28%	12.34%	10.95%	11.06%
Best result	8.65%	5.17%	11.49%	8.67%	9.34%
Average result	14.92%	13.92%	14.08%	12.56%	11.96%
Worst result	28.92%	24.14%	21.46%	17.54%	18.25%

Responses 2470 2178 2196 3082 3511

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

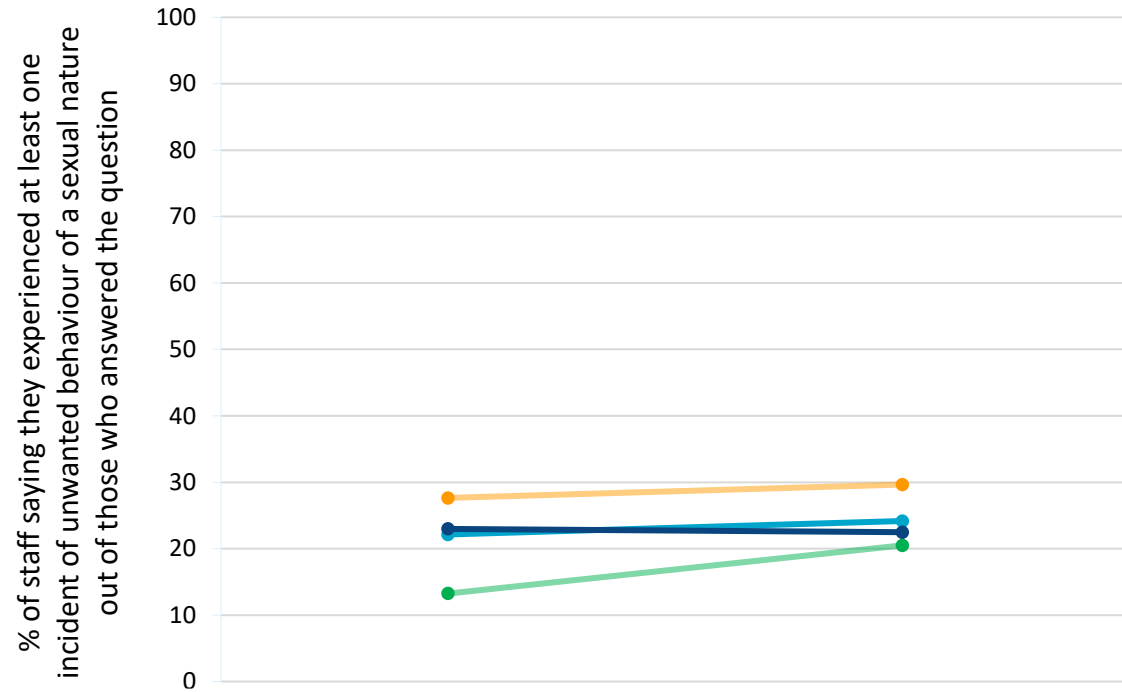
Your org	17.47%	16.95%	16.76%	15.26%	16.26%
Best result	15.16%	15.27%	16.75%	15.26%	15.84%
Average result	17.47%	17.61%	17.99%	18.16%	17.97%
Worst result	26.79%	25.89%	22.77%	23.44%	29.02%

Responses 2476 2170 2189 3056 3482

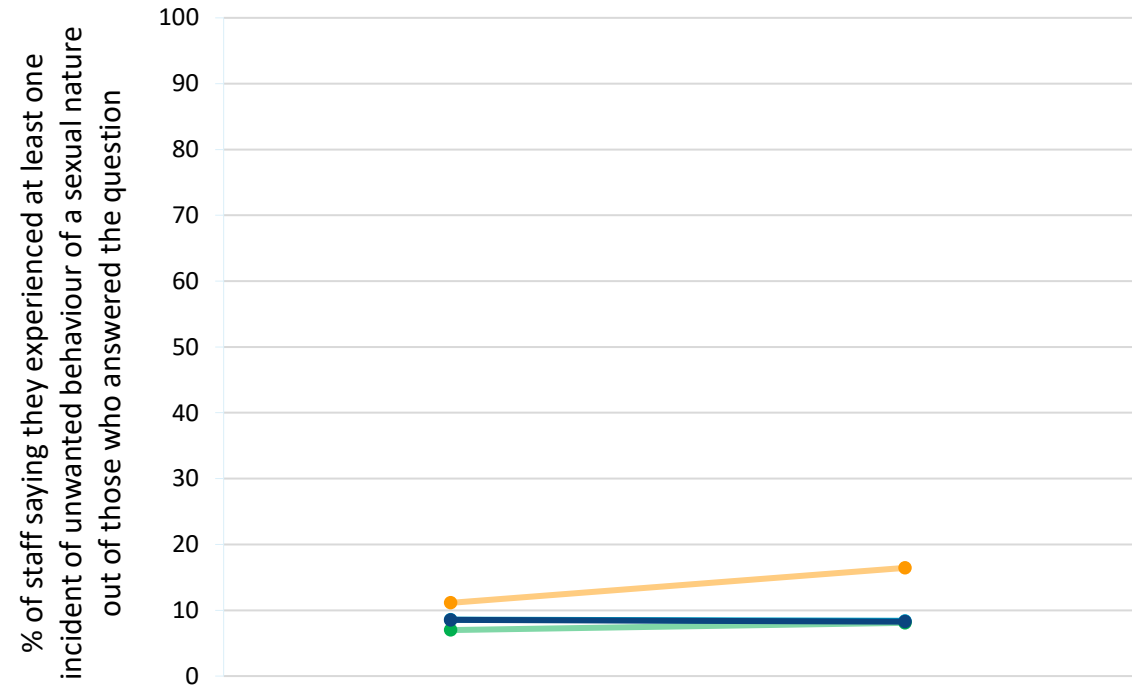
Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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



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



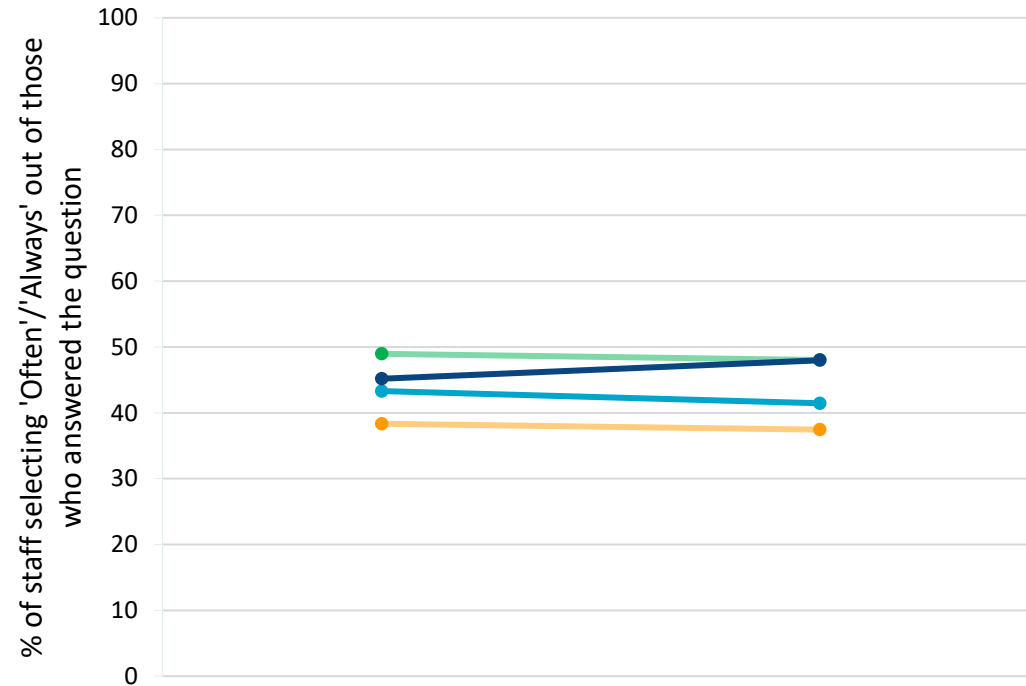
	2023	2024
Your org	22.97%	22.48%
Best result	13.24%	20.50%
Average result	22.14%	24.17%
Worst result	27.64%	29.65%
Responses	3418	3543

	2023	2024
Your org	8.54%	8.26%
Best result	6.99%	8.09%
Average result	8.58%	8.40%
Worst result	11.12%	16.44%
Responses	3407	3537

*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	45.17%	47.97%
Best result	48.96%	48.02%
Average result	43.30%	41.45%
Worst result	38.33%	37.44%
Responses	3422	3549

*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

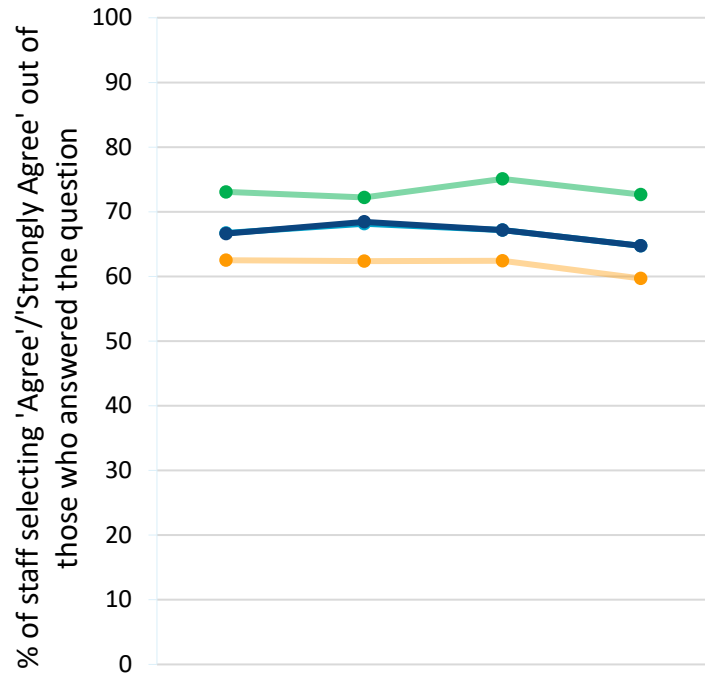
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

**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.

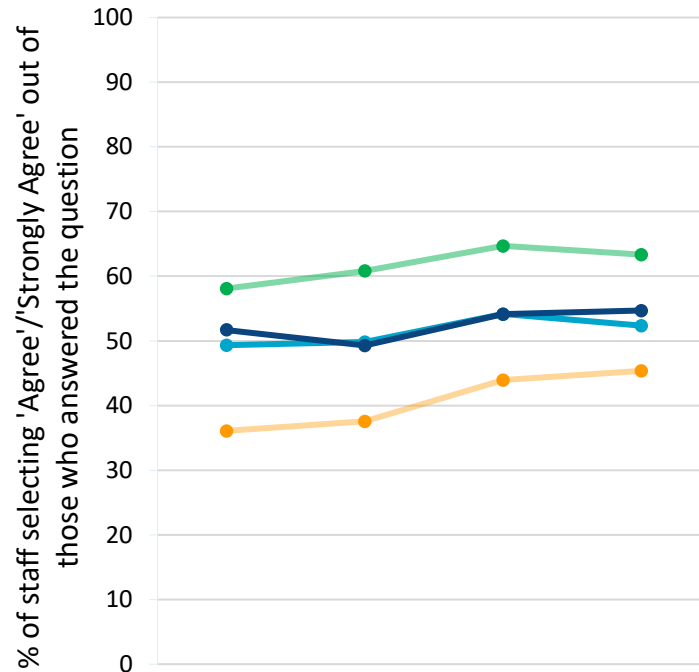


Q24a This organisation offers me challenging work.



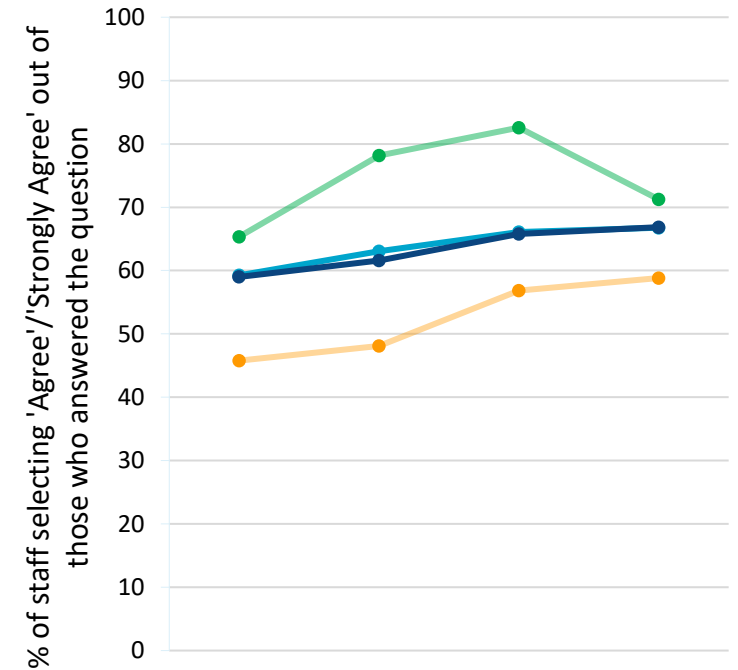
	2021	2022	2023	2024
Your org	66.61%	68.43%	67.18%	64.73%
Best result	73.07%	72.21%	75.07%	72.67%
Average result	66.72%	68.15%	67.18%	64.73%
Worst result	62.50%	62.38%	62.42%	59.69%
Responses	2213	2211	3412	3545

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



	2021	2022	2023	2024
Your org	51.67%	49.29%	54.16%	54.69%
Best result	58.09%	60.80%	64.69%	63.35%
Average result	49.33%	49.84%	54.16%	52.37%
Worst result	36.08%	37.57%	43.92%	45.36%
Responses	2210	2210	3414	3547

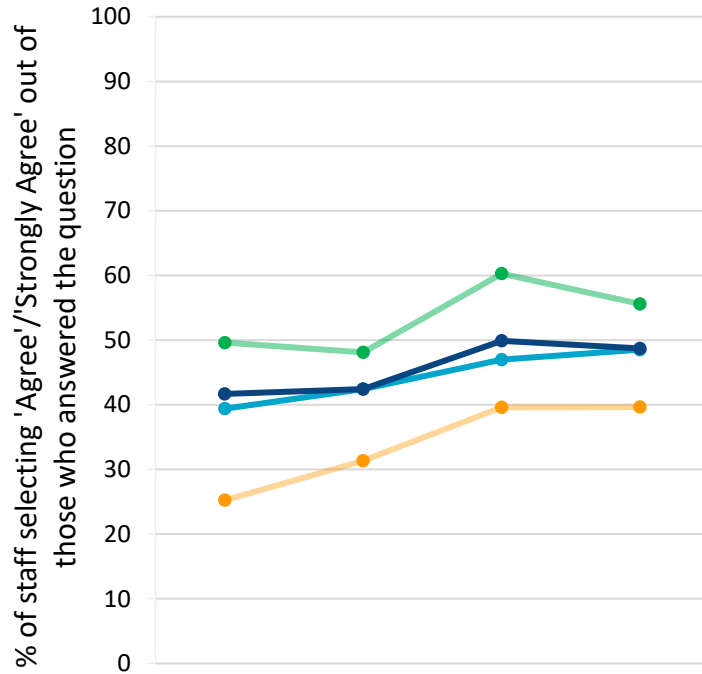
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
Your org	59.00%	61.58%	65.77%	66.85%
Best result	65.34%	78.15%	82.57%	71.24%
Average result	59.25%	63.04%	66.10%	66.77%
Worst result	45.78%	48.12%	56.86%	58.82%
Responses	2210	2212	3413	3546

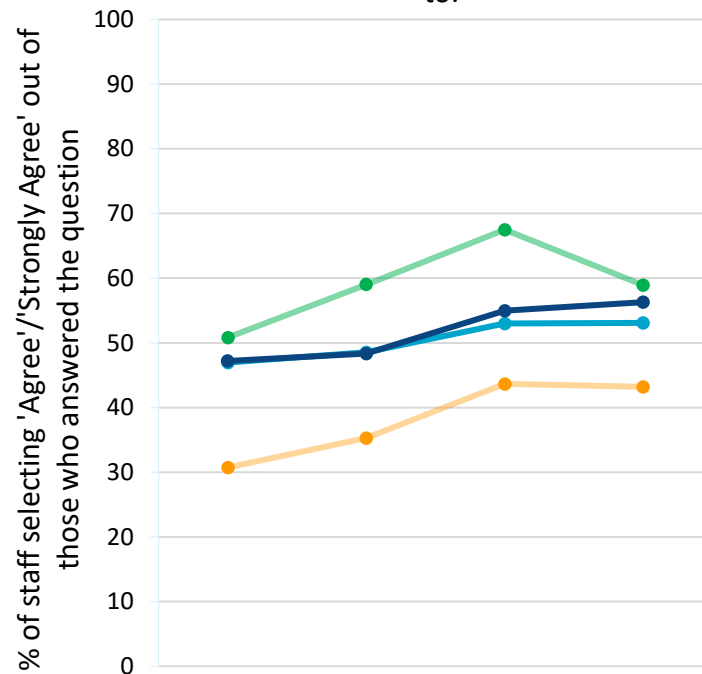


Q24d I feel supported to develop my potential.



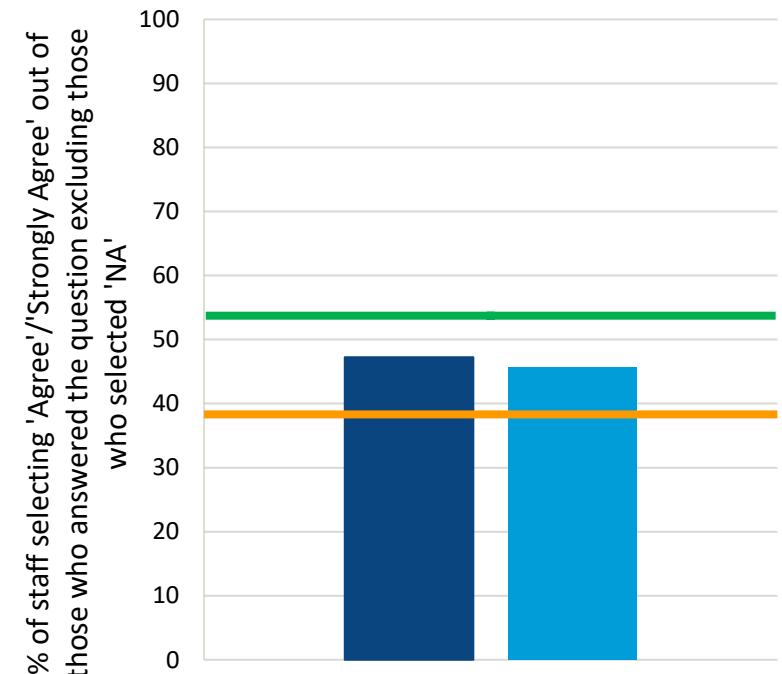
	2021	2022	2023	2024
Your org	41.68%	42.43%	49.89%	48.70%
Best result	49.62%	48.10%	60.27%	55.61%
Average result	39.39%	42.43%	46.99%	48.53%
Worst result	25.24%	31.32%	39.63%	39.65%
Responses	2212	2211	3411	3545

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



	2021	2022	2023	2024
Your org	47.19%	48.33%	54.95%	56.29%
Best result	50.82%	59.00%	67.50%	58.91%
Average result	46.96%	48.55%	52.99%	53.09%
Worst result	30.72%	35.26%	43.66%	43.20%
Responses	2212	2210	3416	3543

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

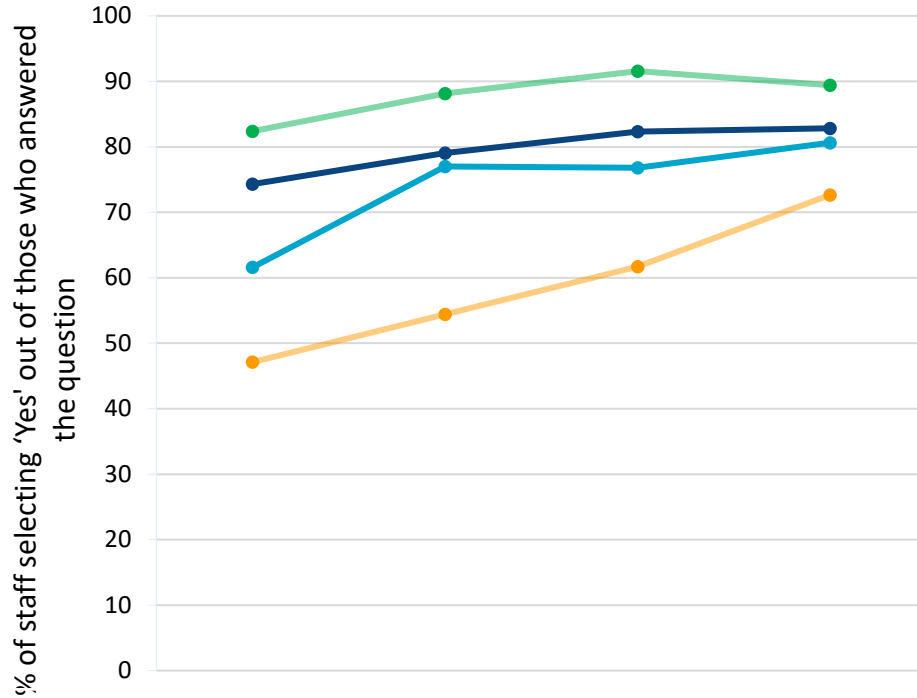


	2024
Your org	47.24%
Best result	53.73%
Average result	45.66%
Worst result	38.32%
Responses	2897

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



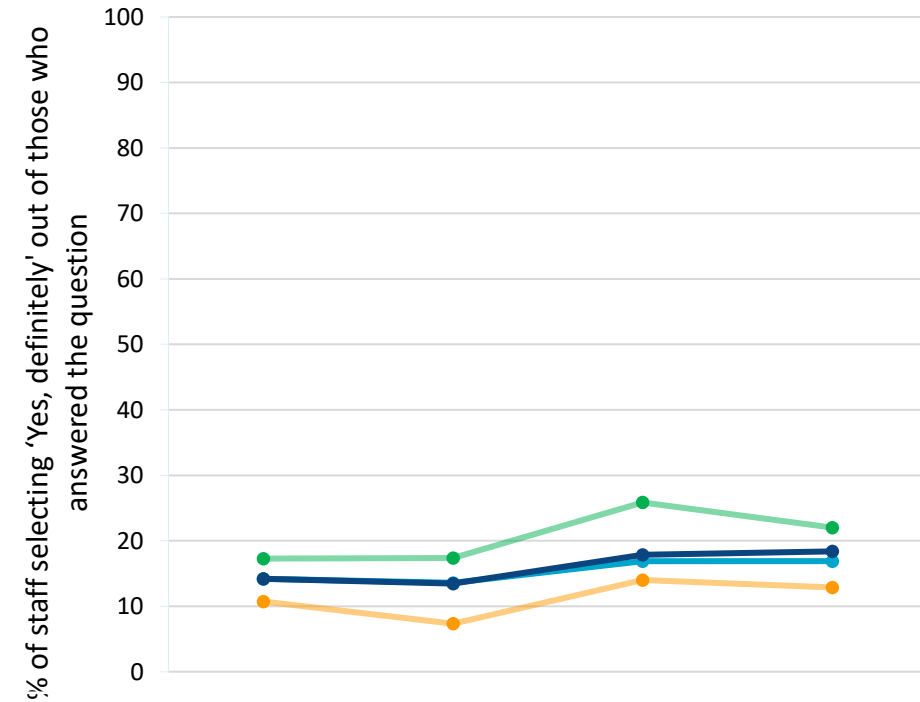
Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	74.30%	79.04%	82.32%	82.83%
Best result	82.39%	88.15%	91.56%	89.41%
Average result	61.58%	76.99%	76.78%	80.63%
Worst result	47.11%	54.39%	61.68%	72.65%

Responses 2217 2208 3336 3470

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



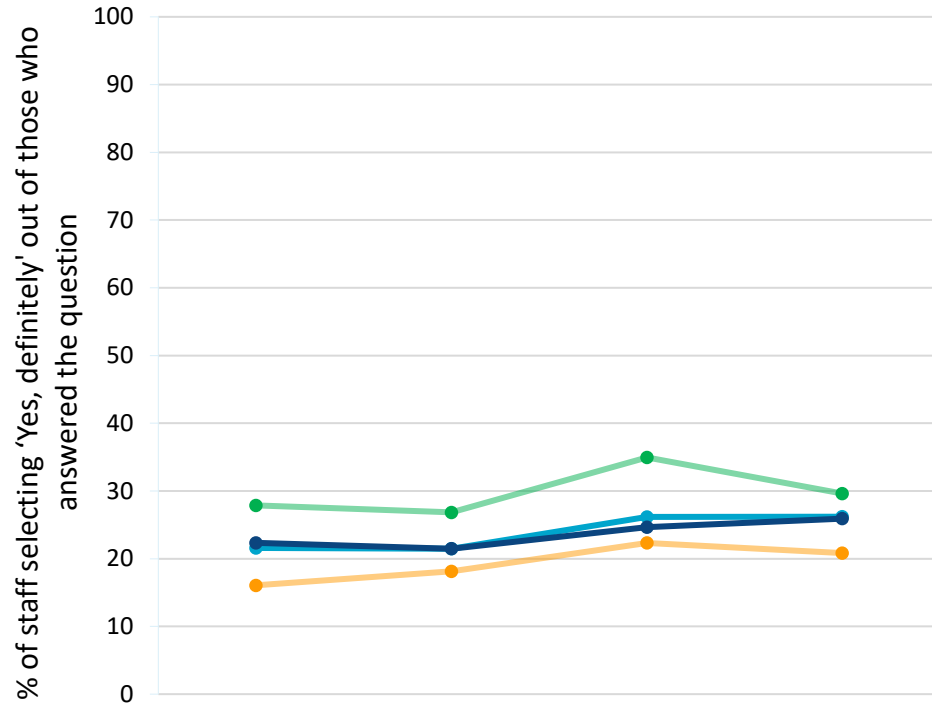
	2021	2022	2023	2024
Your org	14.20%	13.47%	17.84%	18.38%
Best result	17.28%	17.37%	25.86%	22.02%
Average result	14.19%	13.59%	16.88%	16.90%
Worst result	10.72%	7.34%	14.02%	12.90%

Responses 1648 1745 2720 2860

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

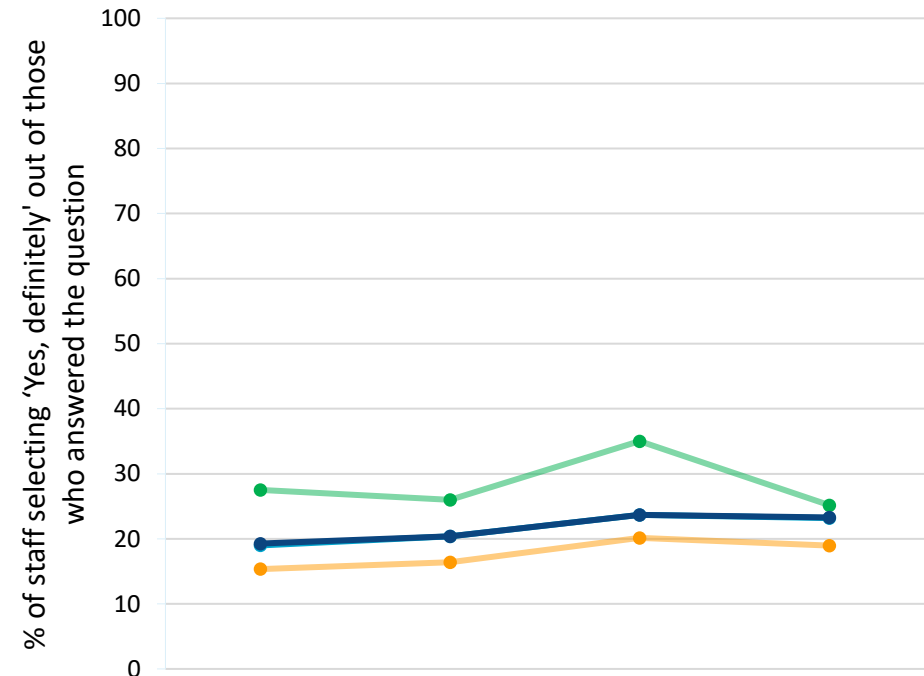


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
Your org	22.34%	21.47%	24.66%	25.91%
Best result	27.86%	26.84%	34.95%	29.61%
Average result	21.59%	21.47%	26.19%	26.20%
Worst result	16.07%	18.11%	22.32%	20.81%
Responses	1644	1743	2721	2861

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



	2021	2022	2023	2024
Your org	19.28%	20.37%	23.68%	23.27%
Best result	27.52%	26.00%	35.01%	25.17%
Average result	18.98%	20.37%	23.68%	23.16%
Worst result	15.34%	16.40%	20.15%	18.97%
Responses	1643	1742	2719	2860

People Promise element – We work flexibly



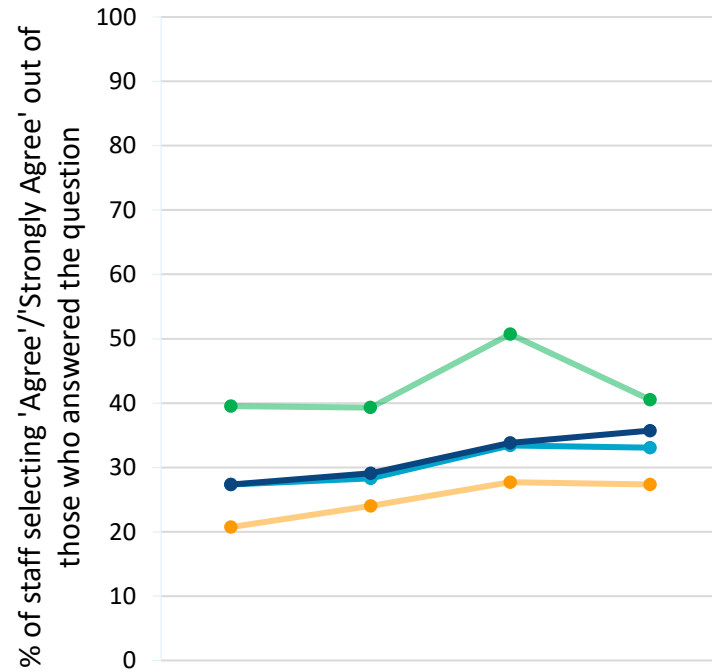
Questions included:

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

Flexible working – Q4d

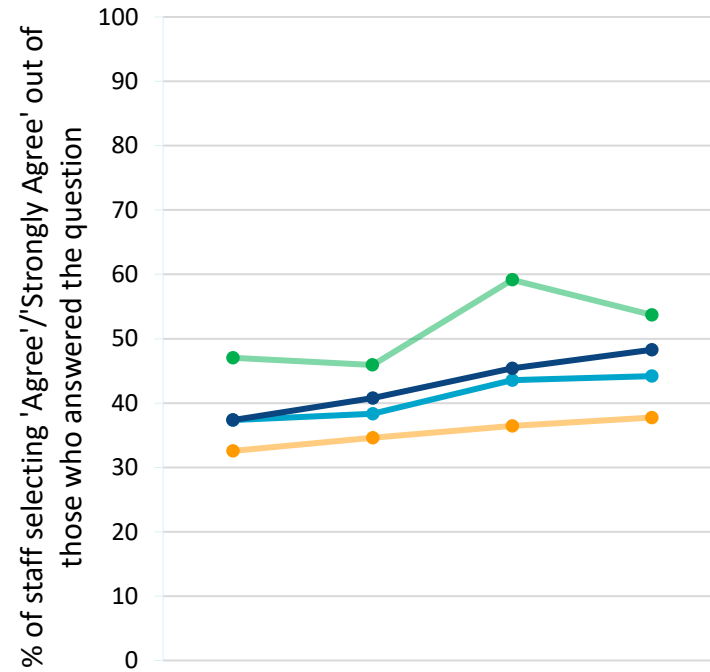


Q6b My organisation is committed to helping me balance my work and home life.



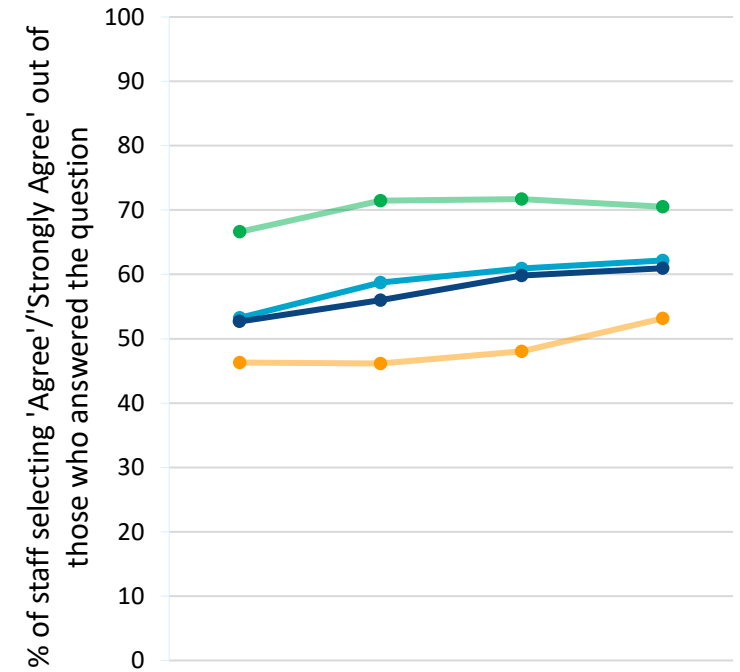
	2021	2022	2023	2024
Your org	27.33%	29.09%	33.80%	35.72%
Best result	39.53%	39.29%	50.71%	40.50%
Average result	27.35%	28.29%	33.41%	33.09%
Worst result	20.72%	24.00%	27.70%	27.36%
Responses	2273	2215	3418	3547

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



	2021	2022	2023	2024
Your org	37.35%	40.78%	45.40%	48.28%
Best result	47.03%	45.92%	59.15%	53.71%
Average result	37.35%	38.32%	43.57%	44.18%
Worst result	32.56%	34.63%	36.47%	37.75%
Responses	2270	2213	3419	3545

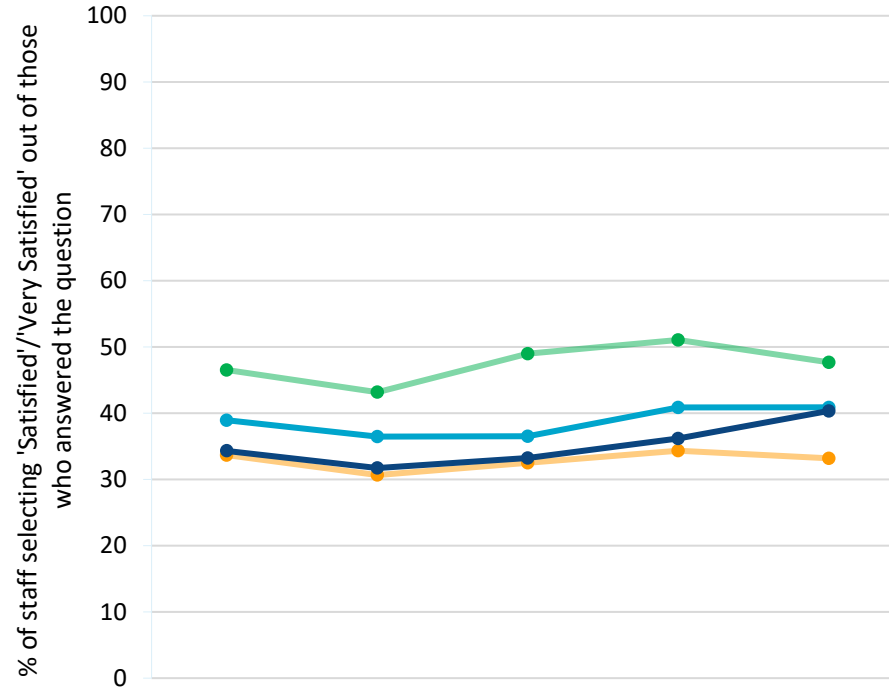
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023	2024
Your org	52.67%	55.97%	59.83%	60.95%
Best result	66.61%	71.46%	71.69%	70.52%
Average result	53.24%	58.73%	60.91%	62.16%
Worst result	46.28%	46.15%	48.02%	53.16%
Responses	2271	2214	3420	3545



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



	2020	2021	2022	2023	2024
Your org	34.32%	31.72%	33.23%	36.20%	40.35%
Best result	46.55%	43.17%	48.98%	51.06%	47.68%
Average result	38.96%	36.47%	36.54%	40.88%	40.89%
Worst result	33.69%	30.66%	32.53%	34.34%	33.18%
Responses	2559	2275	2211	3408	3537

People Promise element – We are a team



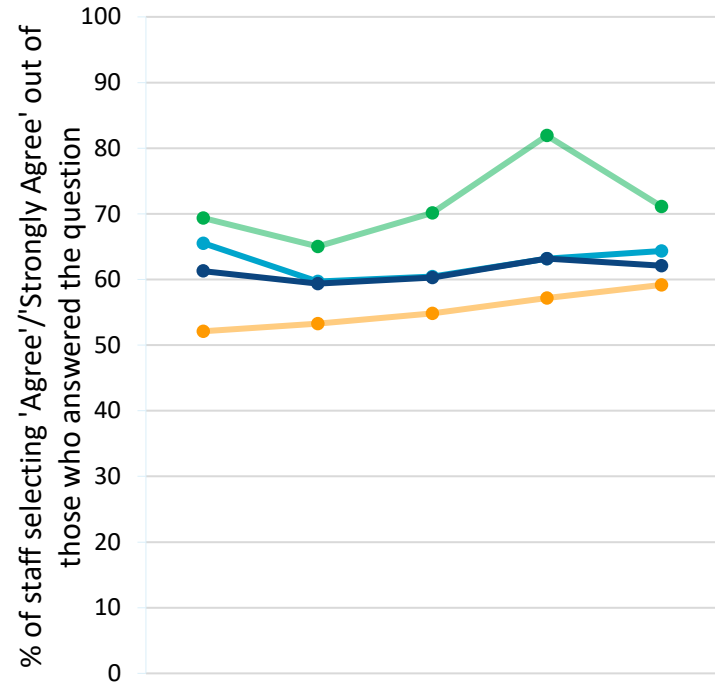
Questions included:

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

Line management – Q9a, Q9b, Q9c, Q9d



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

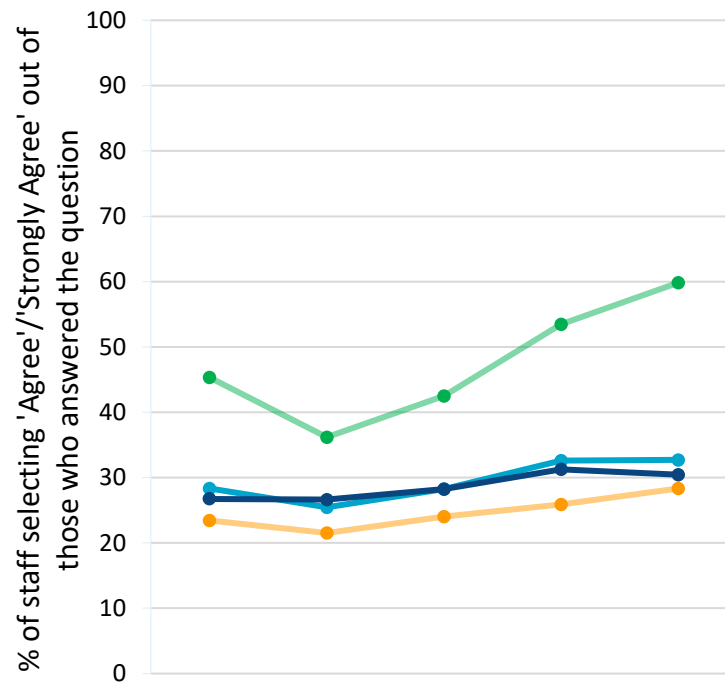


2020 2021 2022 2023 2024

Your org	61.29%	59.37%	60.28%	63.18%	62.12%
Best result	69.35%	65.03%	70.12%	81.91%	71.11%
Average result	65.53%	59.69%	60.45%	63.18%	64.35%
Worst result	52.11%	53.30%	54.81%	57.15%	59.18%

Responses 2553 2257 2213 3416 3549

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

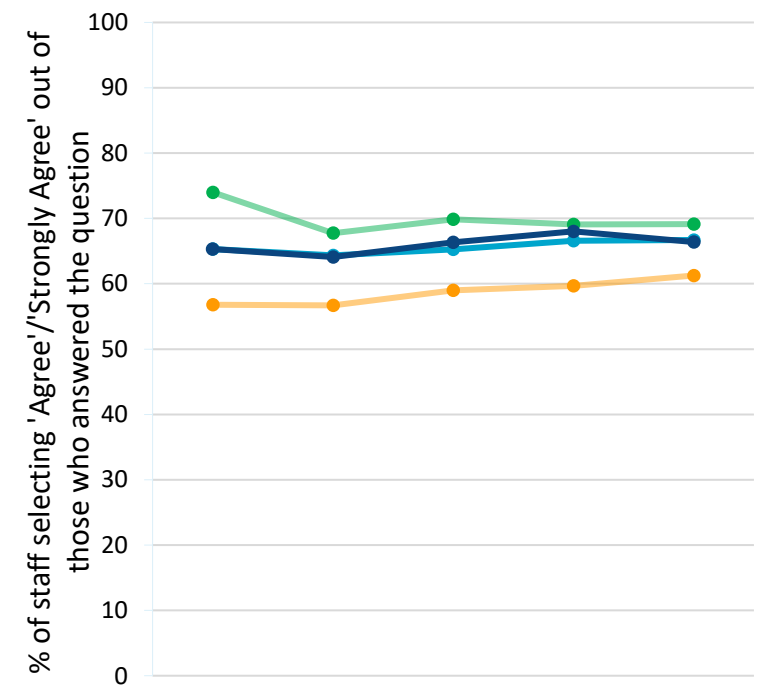


2020 2021 2022 2023 2024

Your org	26.73%	26.64%	28.24%	31.26%	30.46%
Best result	45.36%	36.19%	42.52%	53.49%	59.83%
Average result	28.34%	25.46%	28.24%	32.59%	32.72%
Worst result	23.45%	21.52%	24.04%	25.89%	28.33%

Responses 2564 2261 2213 3418 3546

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



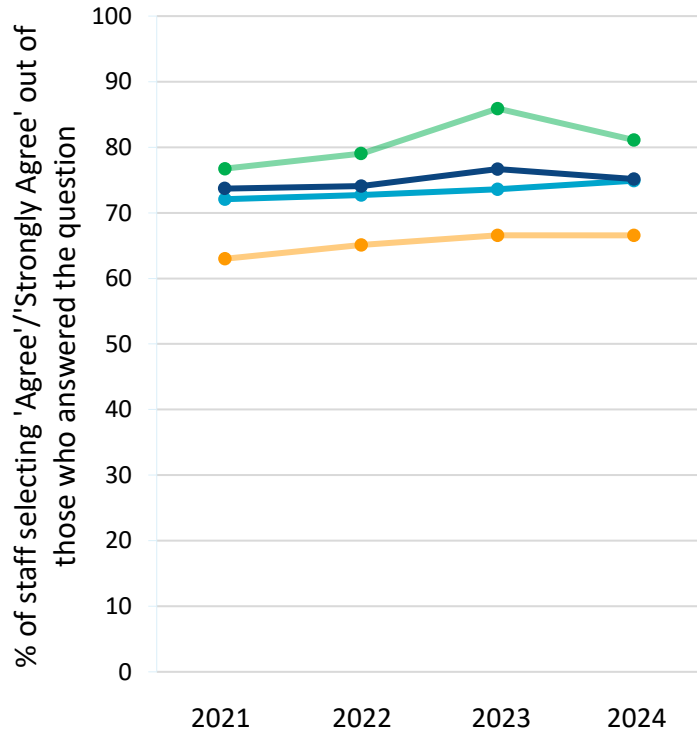
2020 2021 2022 2023 2024

Your org	65.30%	64.10%	66.33%	68.03%	66.38%
Best result	74.00%	67.74%	69.87%	69.07%	69.15%
Average result	65.30%	64.35%	65.27%	66.59%	66.70%
Worst result	56.78%	56.69%	58.97%	59.70%	61.26%

Responses 2563 2259 2215 3415 3548

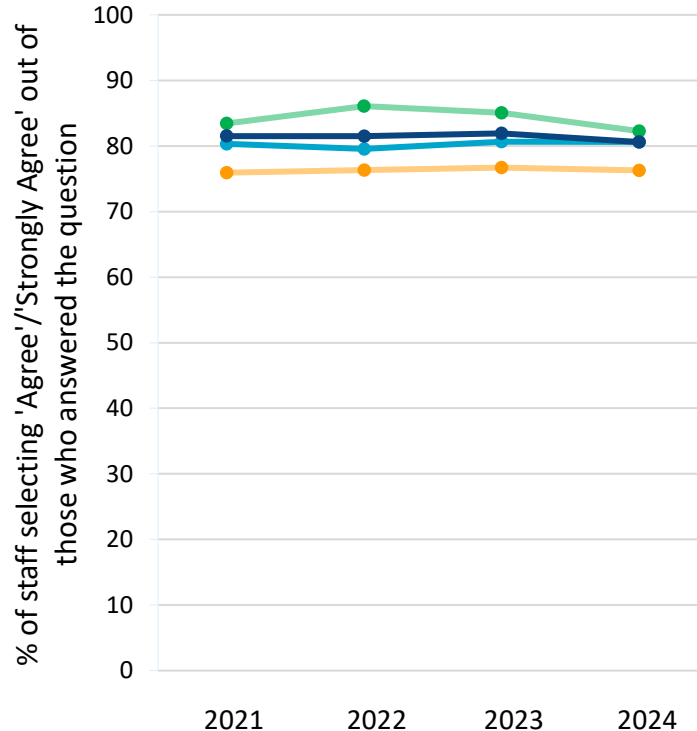


Q7d Team members understand each other's roles.



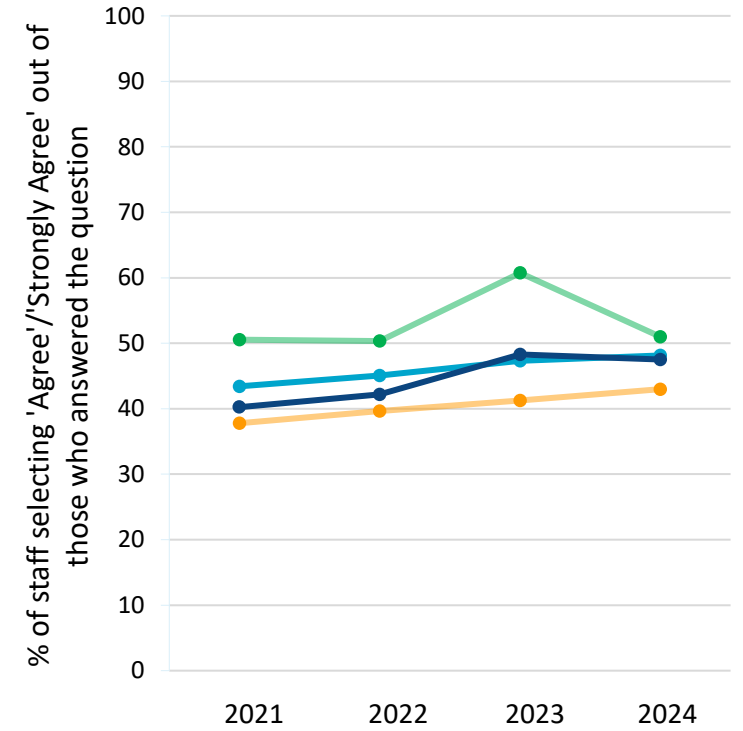
Responses	2255	2212	3419	3549
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Q7e I enjoy working with the colleagues in my team.



Responses	2252	2208	3411	3549
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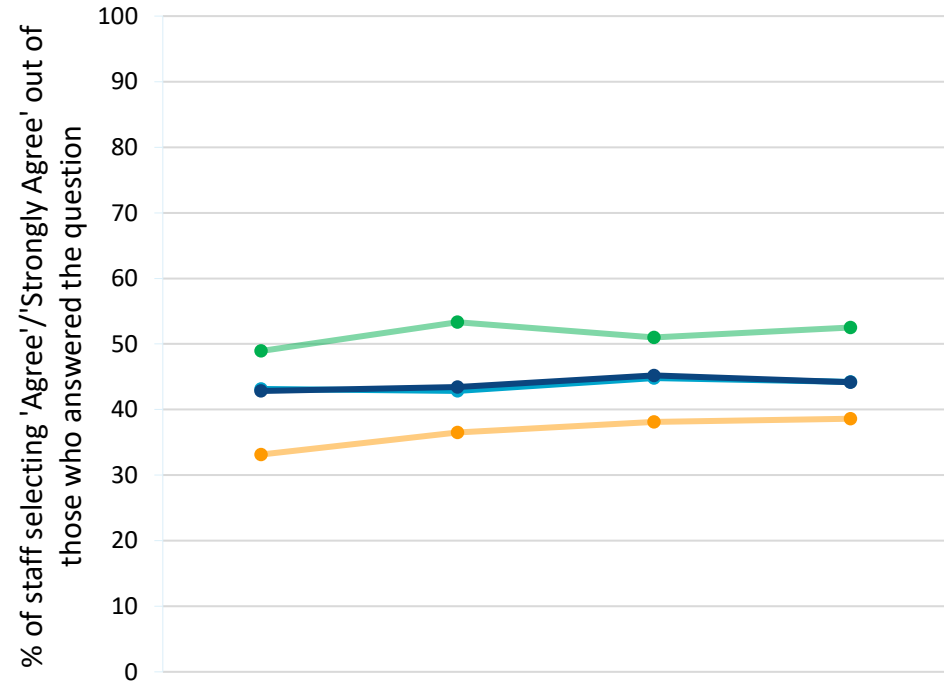
Q7f My team has enough freedom in how to do its work.



Responses	2259	2212	3412	3541
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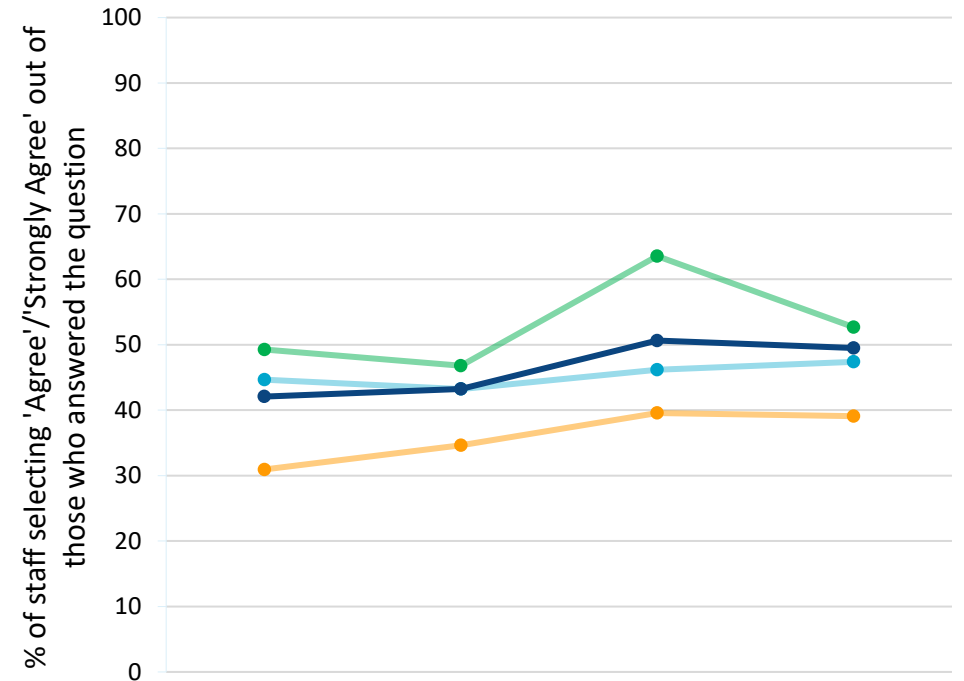


Q7g In my team disagreements are dealt with constructively.

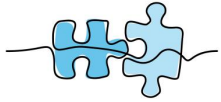


	2021	2022	2023	2024
Your org	42.83%	43.44%	45.21%	44.17%
Best result	48.93%	53.32%	50.98%	52.53%
Average result	43.15%	42.84%	44.80%	44.23%
Worst result	33.14%	36.49%	38.12%	38.60%
Responses	2257	2212	3418	3546

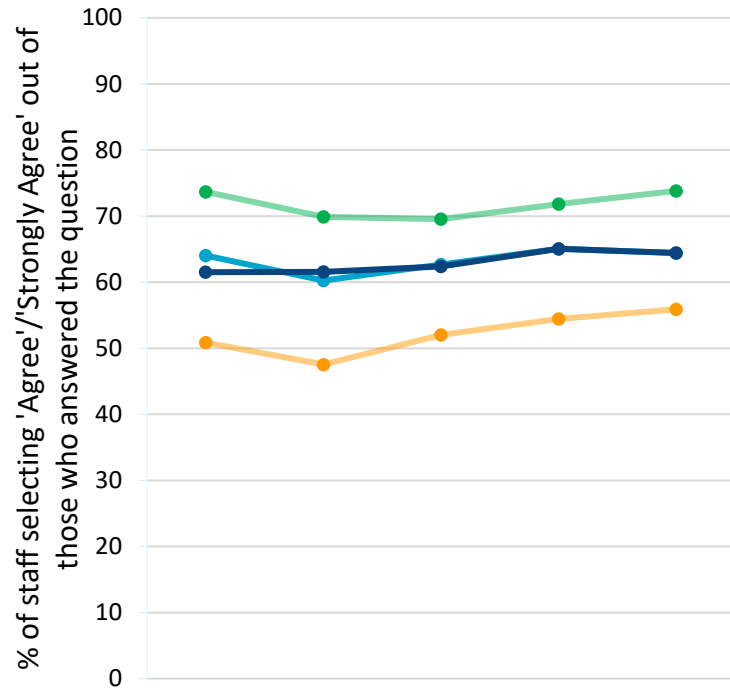
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	42.08%	43.22%	50.64%	49.52%
Best result	49.27%	46.80%	63.55%	52.69%
Average result	44.66%	43.22%	46.17%	47.39%
Worst result	30.94%	34.66%	39.56%	39.10%
Responses	2251	2210	3416	3547

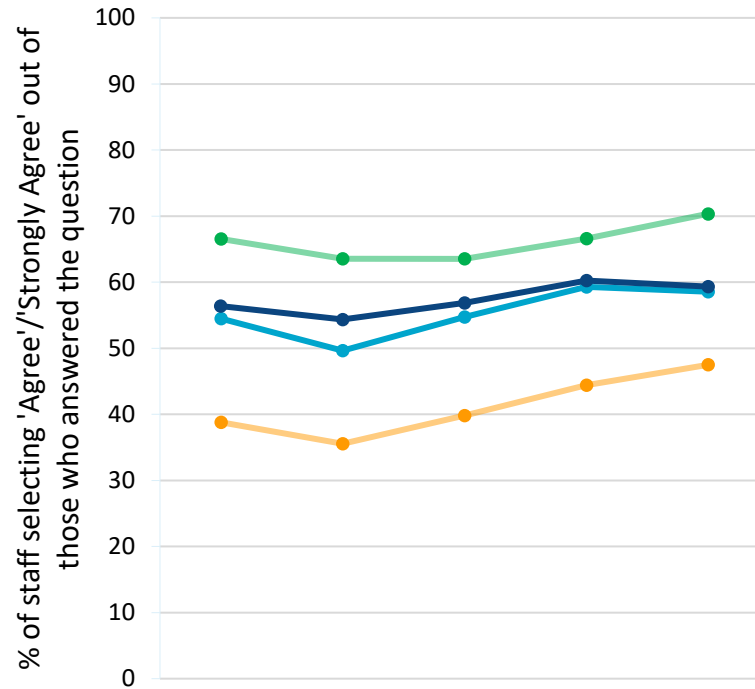


Q9a My immediate manager encourages me at work.



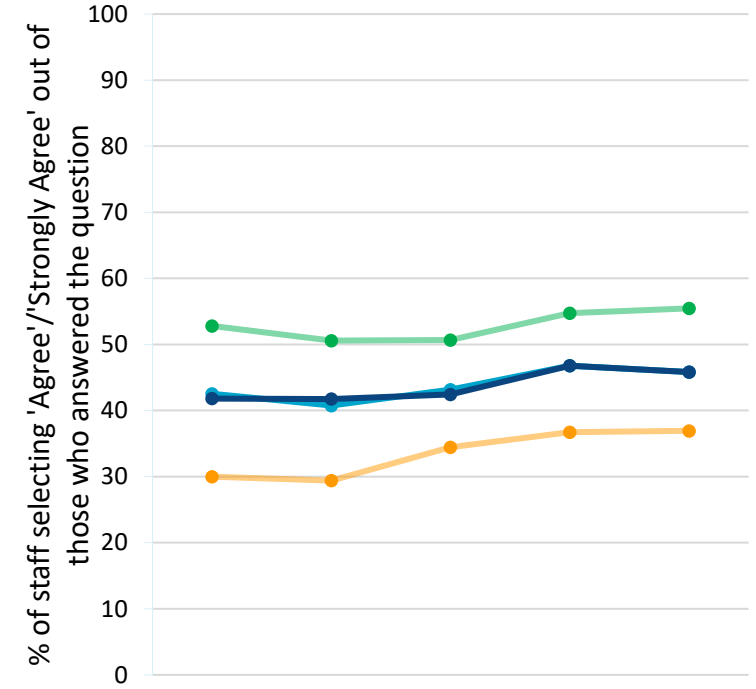
	2020	2021	2022	2023	2024
Your org	61.51%	61.55%	62.41%	65.06%	64.40%
Best result	73.66%	69.89%	69.54%	71.81%	73.82%
Average result	64.03%	60.25%	62.66%	65.06%	64.40%
Worst result	50.86%	47.54%	52.03%	54.45%	55.90%
Responses	2542	2240	2215	3417	3544

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



	2020	2021	2022	2023	2024
Your org	56.37%	54.36%	56.87%	60.24%	59.32%
Best result	66.57%	63.57%	63.53%	66.62%	70.35%
Average result	54.50%	49.64%	54.74%	59.29%	58.56%
Worst result	38.81%	35.56%	39.84%	44.42%	47.50%
Responses	2541	2241	2215	3416	3547

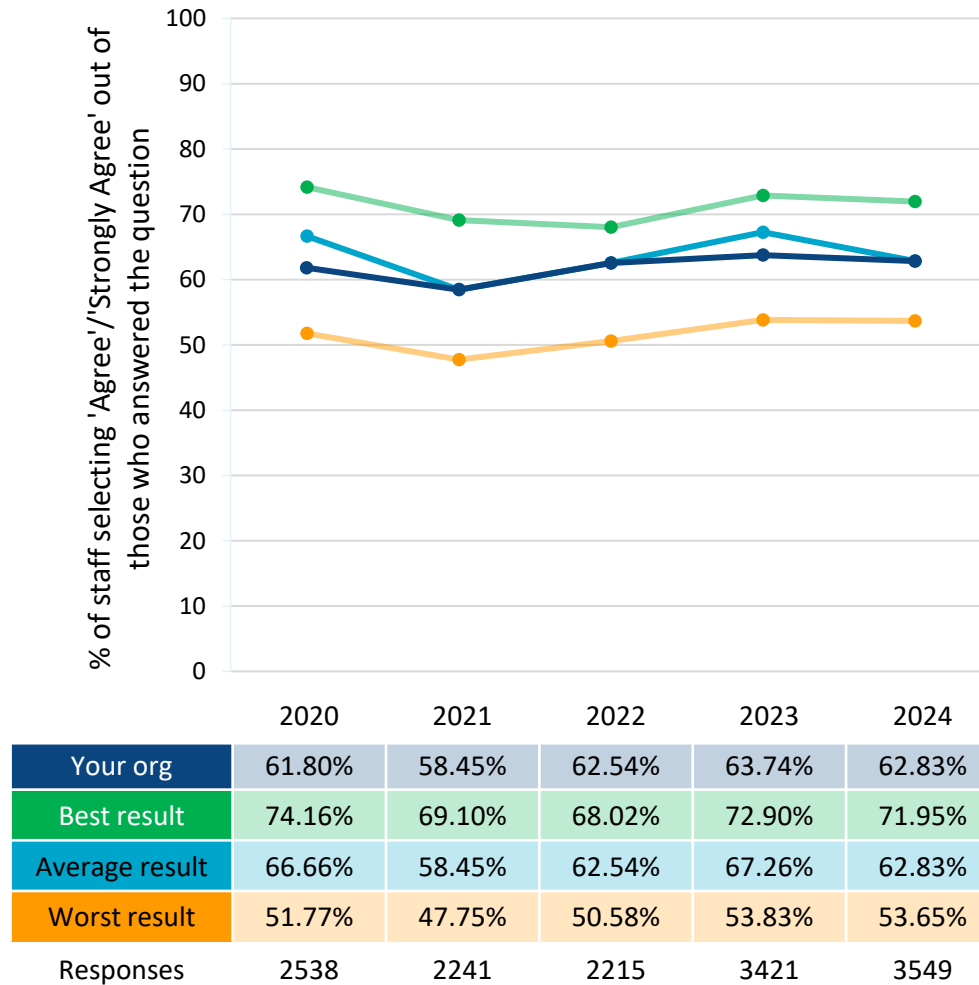
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2020	2021	2022	2023	2024
Your org	41.80%	41.75%	42.44%	46.78%	45.85%
Best result	52.78%	50.59%	50.68%	54.73%	55.46%
Average result	42.54%	40.77%	43.16%	46.78%	45.85%
Worst result	30.01%	29.40%	34.46%	36.71%	36.94%
Responses	2538	2240	2211	3418	3548



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



Theme – Staff engagement



Questions included:

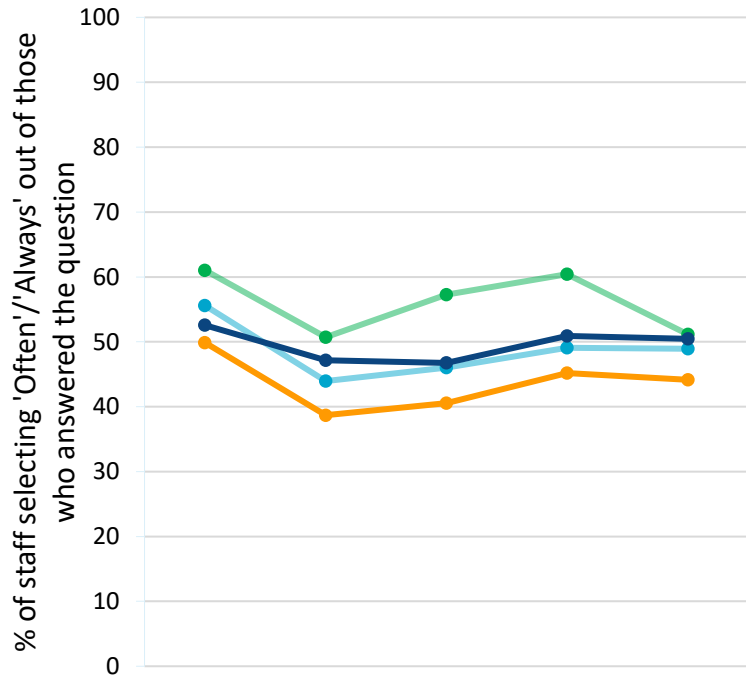
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

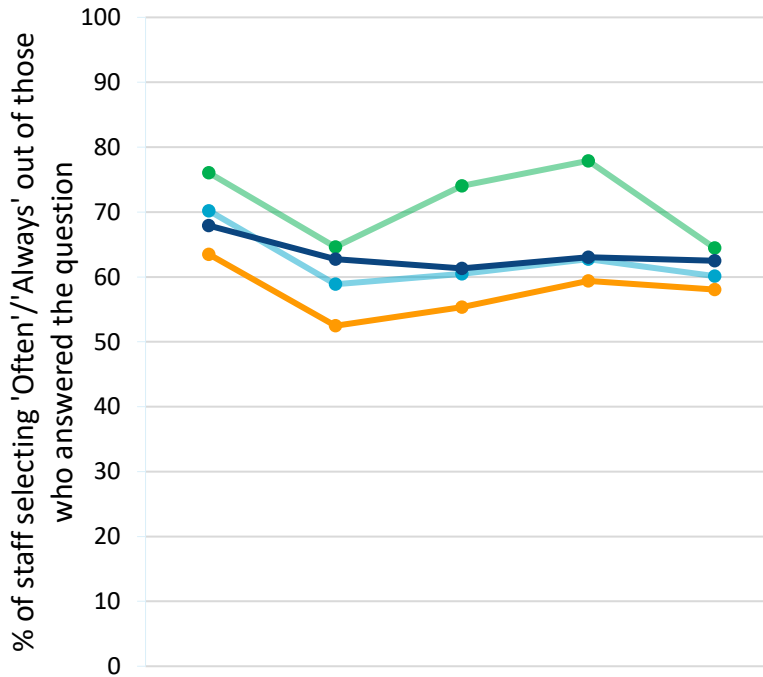


Q2a I look forward to going to work.



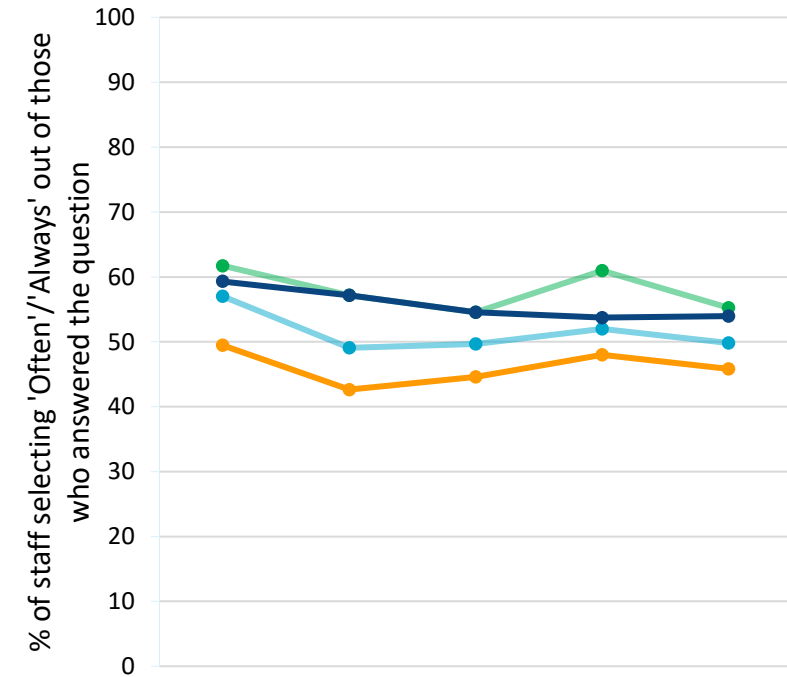
	2020	2021	2022	2023	2024
Your org	52.56%	47.17%	46.74%	50.92%	50.47%
Best result	61.03%	50.71%	57.26%	60.43%	51.12%
Average result	55.60%	43.95%	46.03%	49.10%	48.91%
Worst result	49.88%	38.69%	40.54%	45.17%	44.13%
Responses	2613	2298	2208	3418	3545

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
Your org	67.91%	62.73%	61.31%	63.02%	62.51%
Best result	76.03%	64.62%	74.03%	77.89%	64.45%
Average result	70.21%	58.87%	60.46%	62.72%	60.12%
Worst result	63.50%	52.47%	55.35%	59.40%	58.03%
Responses	2607	2296	2204	3409	3534

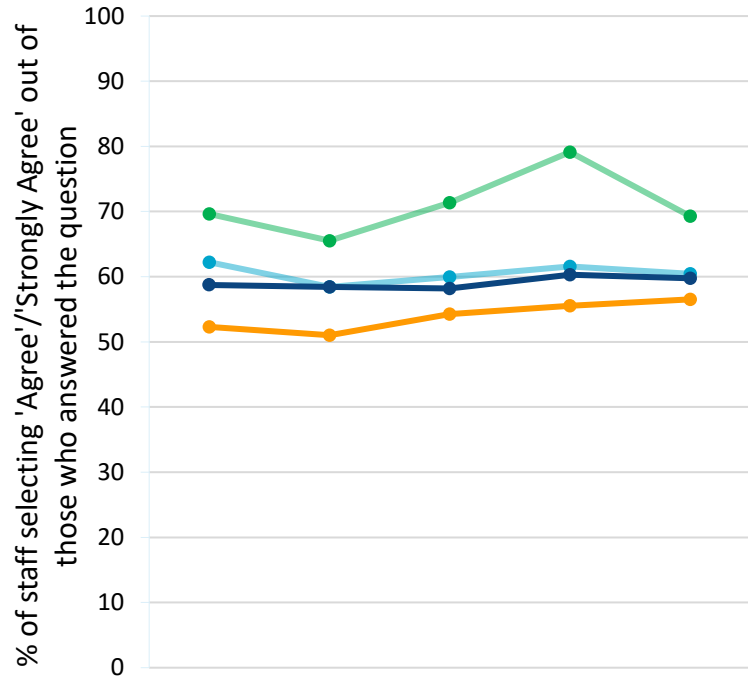
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
Your org	59.29%	57.19%	54.55%	53.74%	53.94%
Best result	61.72%	57.19%	54.55%	60.97%	55.23%
Average result	57.01%	49.07%	49.66%	52.00%	49.80%
Worst result	49.45%	42.64%	44.58%	47.99%	45.80%
Responses	2603	2294	2211	3407	3534

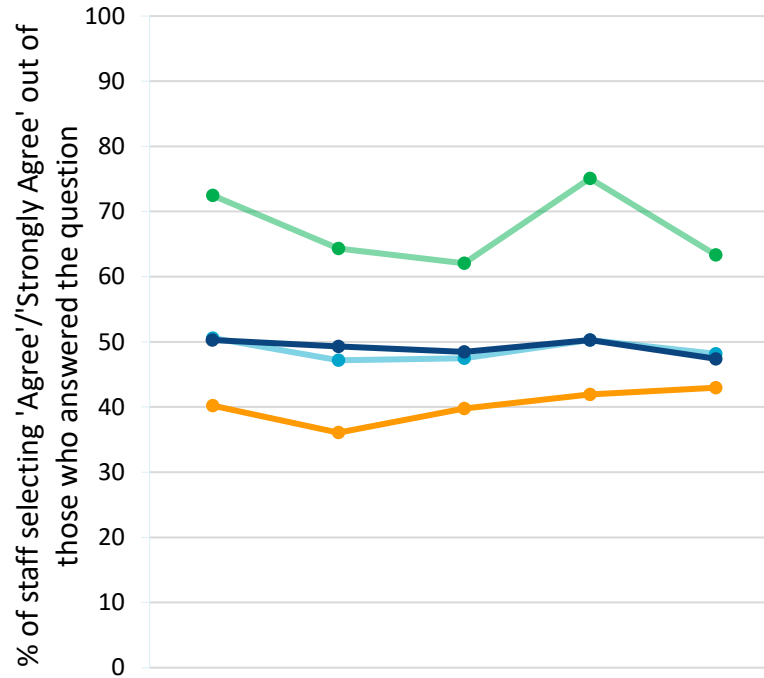


Q3c There are frequent opportunities for me to show initiative in my role.



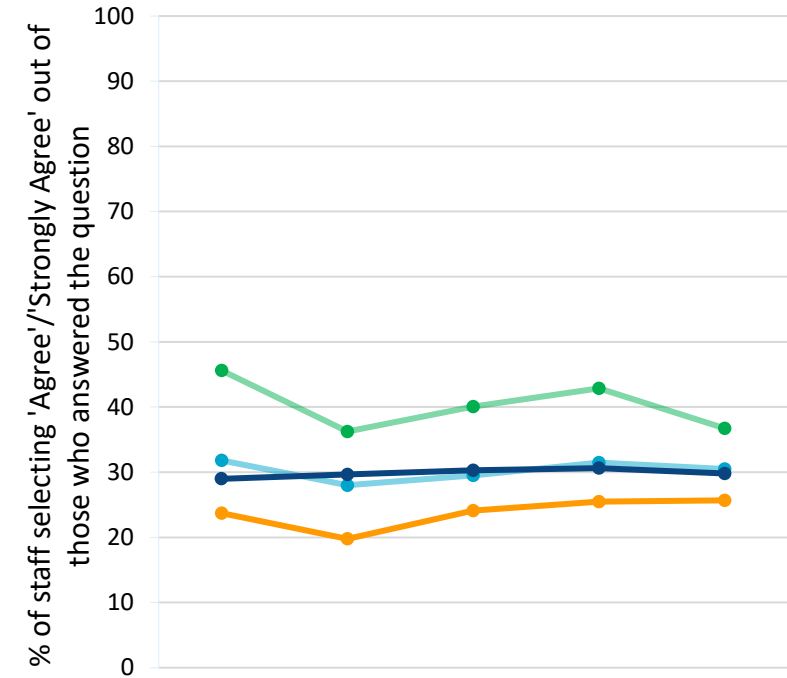
	2020	2021	2022	2023	2024
Your org	58.75%	58.42%	58.20%	60.31%	59.76%
Best result	69.62%	65.53%	71.36%	79.13%	69.30%
Average result	62.23%	58.44%	59.97%	61.60%	60.46%
Worst result	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	2559	2282	2216	3415	3548

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



	2020	2021	2022	2023	2024
Your org	50.27%	49.30%	48.44%	50.28%	47.41%
Best result	72.46%	64.33%	62.06%	75.08%	63.37%
Average result	50.59%	47.17%	47.48%	50.28%	48.15%
Worst result	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	2567	2283	2214	3416	3551

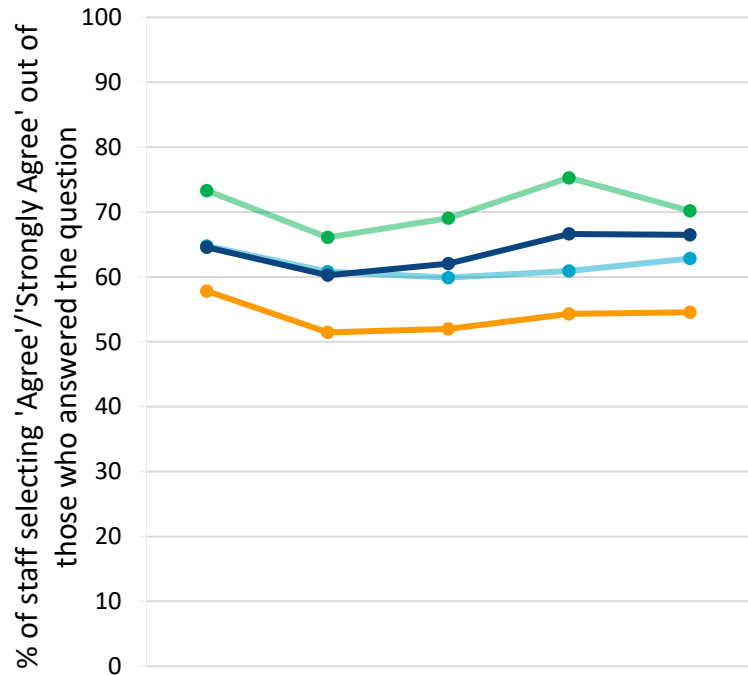
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
Your org	28.98%	29.67%	30.31%	30.62%	29.79%
Best result	45.61%	36.25%	40.07%	42.89%	36.73%
Average result	31.80%	28.00%	29.52%	31.50%	30.48%
Worst result	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	2569	2275	2214	3421	3548

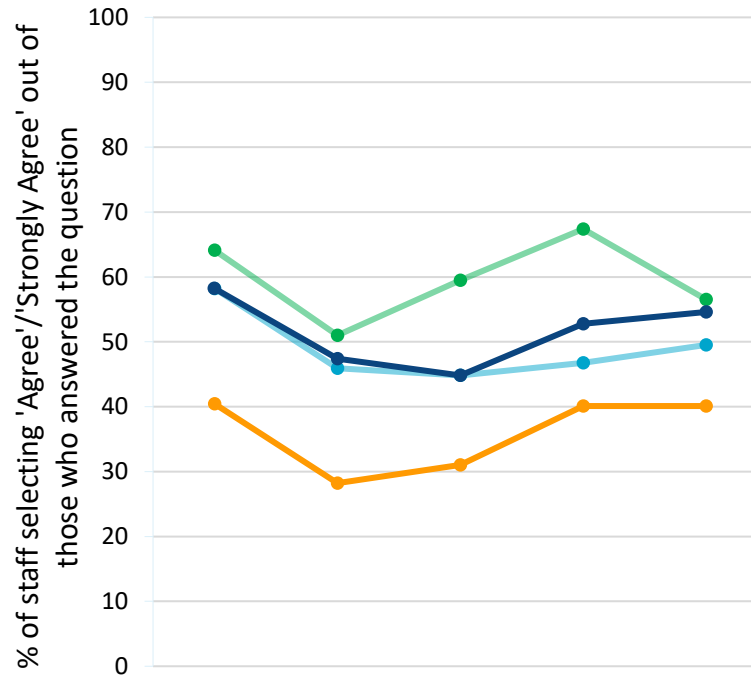


Q25a Care of patients / service users is my organisation's top priority.



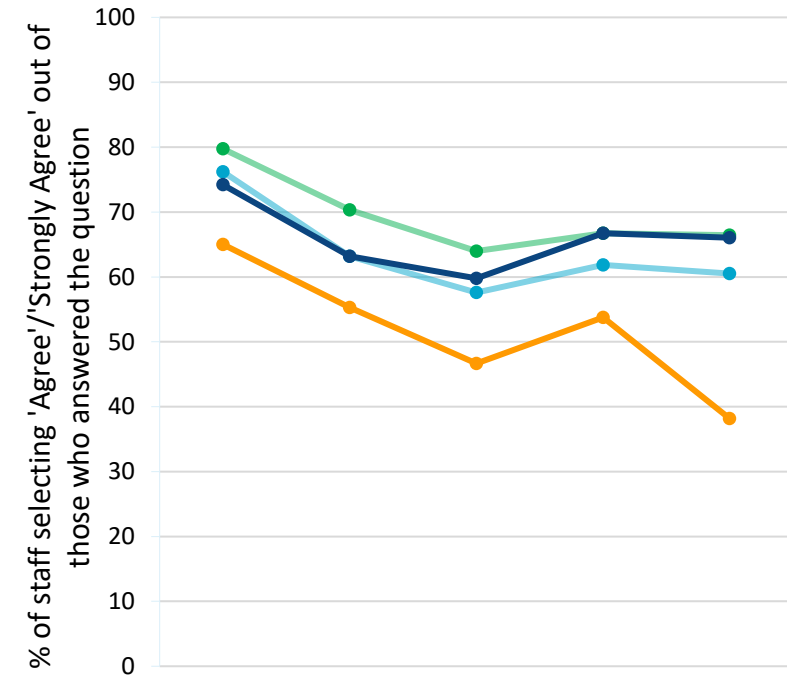
	2020	2021	2022	2023	2024
Your org	64.56%	60.26%	62.02%	66.61%	66.48%
Best result	73.30%	66.08%	69.07%	75.29%	70.18%
Average result	64.77%	60.80%	59.90%	60.89%	62.83%
Worst result	57.82%	51.46%	51.99%	54.31%	54.54%
Responses	2493	2210	2210	3418	3546

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



	2020	2021	2022	2023	2024
Your org	58.22%	47.38%	44.81%	52.80%	54.62%
Best result	64.13%	51.00%	59.49%	67.39%	56.52%
Average result	58.22%	45.94%	44.81%	46.78%	49.53%
Worst result	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	2492	2209	2211	3417	3542

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	74.19%	63.18%	59.78%	66.74%	66.05%
Best result	79.73%	70.31%	63.98%	66.74%	66.43%
Average result	76.20%	63.18%	57.59%	61.85%	60.50%
Worst result	65.00%	55.30%	46.66%	53.77%	38.17%
Responses	2496	2206	2208	3419	3547

Theme - Morale



Questions included:

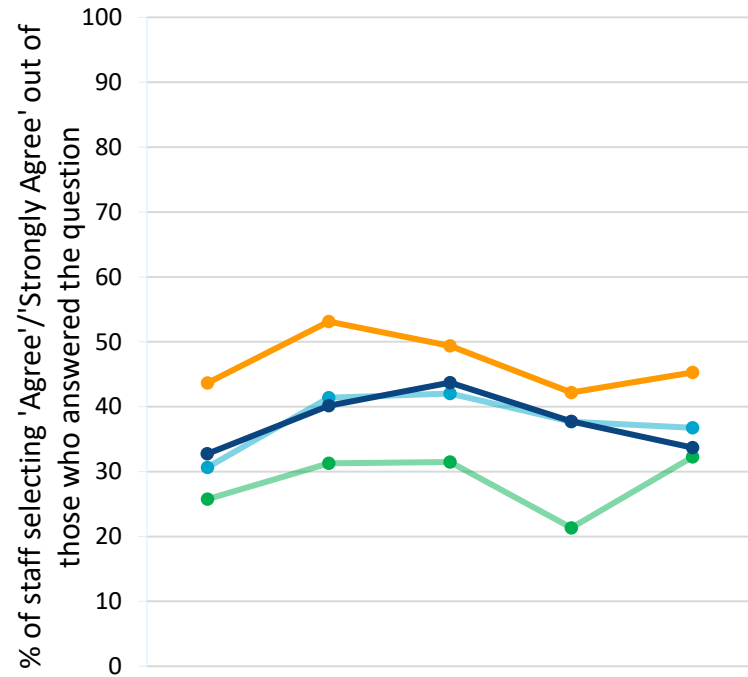
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

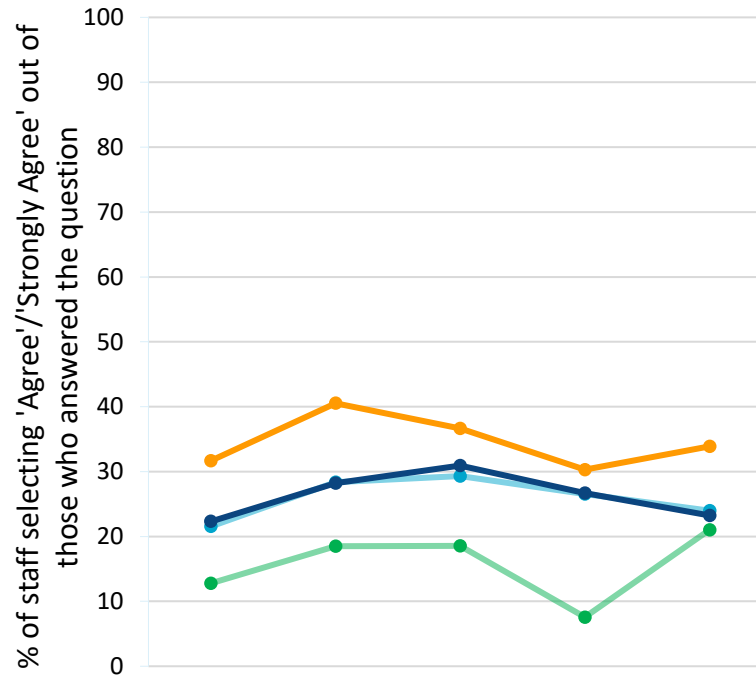


Q26a I often think about leaving this organisation.



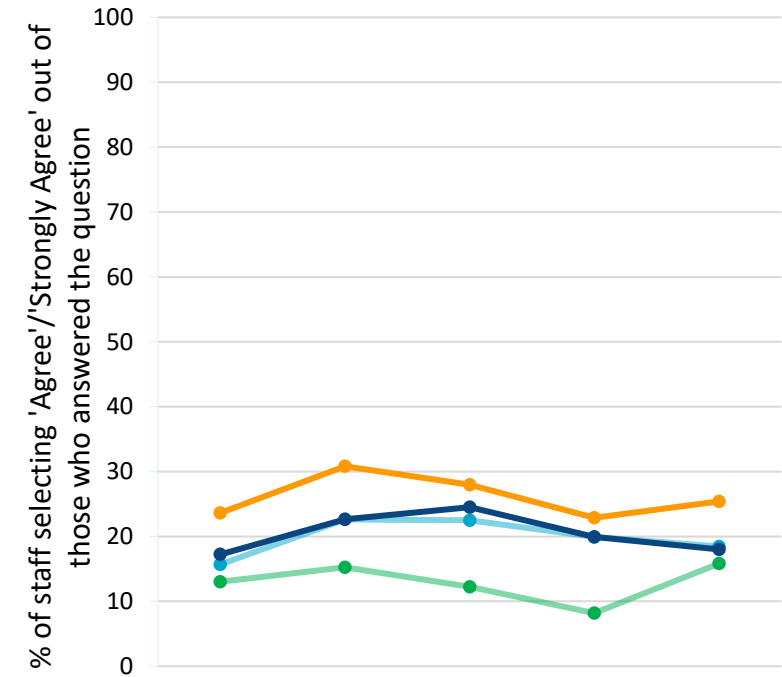
	2020	2021	2022	2023	2024
Your org	32.74%	40.14%	43.71%	37.73%	33.71%
Best result	25.74%	31.28%	31.45%	21.34%	32.25%
Average result	30.65%	41.36%	42.03%	37.69%	36.73%
Worst result	43.63%	53.12%	49.37%	42.19%	45.29%
Responses	2489	2190	2203	3420	3546

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



	2020	2021	2022	2023	2024
Your org	22.30%	28.20%	30.92%	26.67%	23.25%
Best result	12.79%	18.51%	18.56%	7.57%	21.04%
Average result	21.54%	28.34%	29.31%	26.53%	23.96%
Worst result	31.69%	40.53%	36.63%	30.30%	33.88%
Responses	2488	2189	2202	3419	3542

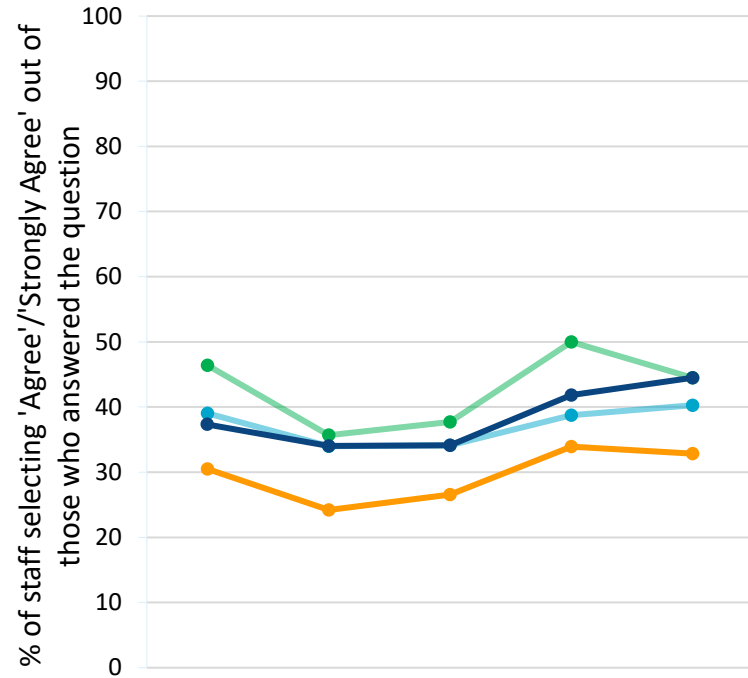
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
Your org	17.23%	22.62%	24.52%	19.93%	18.03%
Best result	13.03%	15.27%	12.26%	8.18%	15.83%
Average result	15.68%	22.62%	22.48%	19.93%	18.47%
Worst result	23.62%	30.81%	27.97%	22.88%	25.41%
Responses	2487	2185	2201	3416	3541

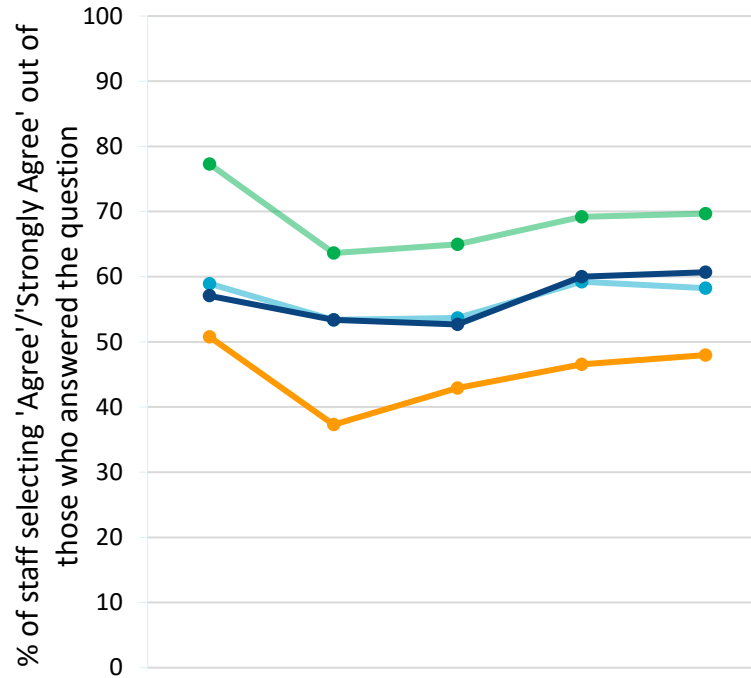


Q3g I am able to meet all the conflicting demands on my time at work.



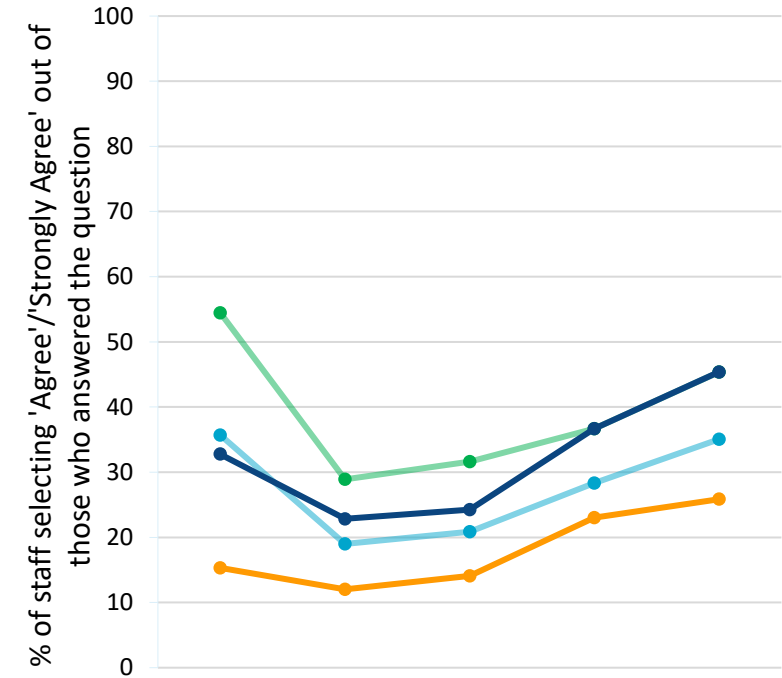
	2020	2021	2022	2023	2024
Your org	37.33%	34.03%	34.14%	41.82%	44.49%
Best result	46.40%	35.68%	37.71%	49.99%	44.49%
Average result	39.06%	33.99%	34.14%	38.76%	40.28%
Worst result	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	2561	2277	2211	3419	3546

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



	2020	2021	2022	2023	2024
Your org	57.07%	53.38%	52.67%	59.99%	60.68%
Best result	77.27%	63.63%	64.98%	69.18%	69.70%
Average result	58.95%	53.38%	53.67%	59.23%	58.24%
Worst result	50.77%	37.29%	42.94%	46.53%	47.99%
Responses	2566	2279	2209	3421	3549

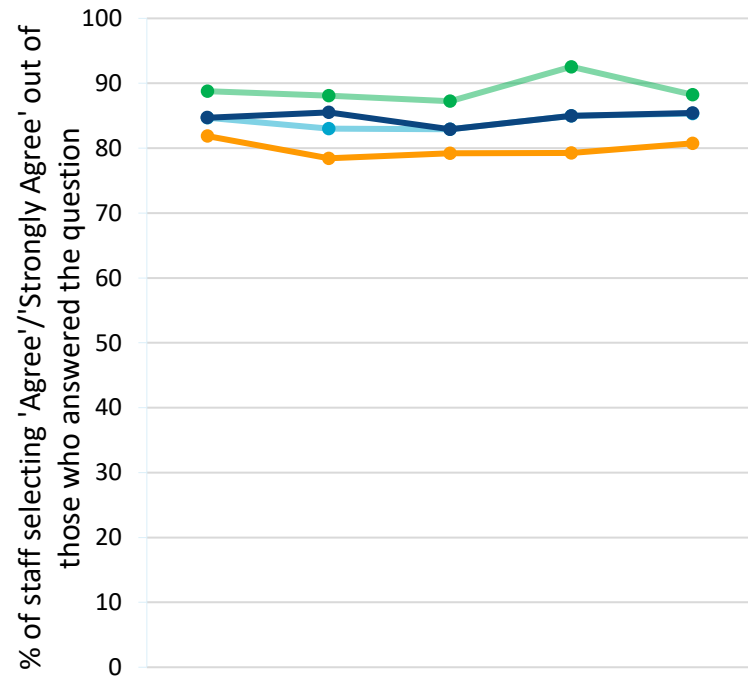
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
Your org	32.77%	22.85%	24.25%	36.70%	45.39%
Best result	54.47%	28.90%	31.63%	36.70%	45.39%
Average result	35.70%	18.99%	20.87%	28.31%	35.05%
Worst result	15.31%	12.02%	14.09%	23.01%	25.85%
Responses	2560	2280	2214	3420	3551

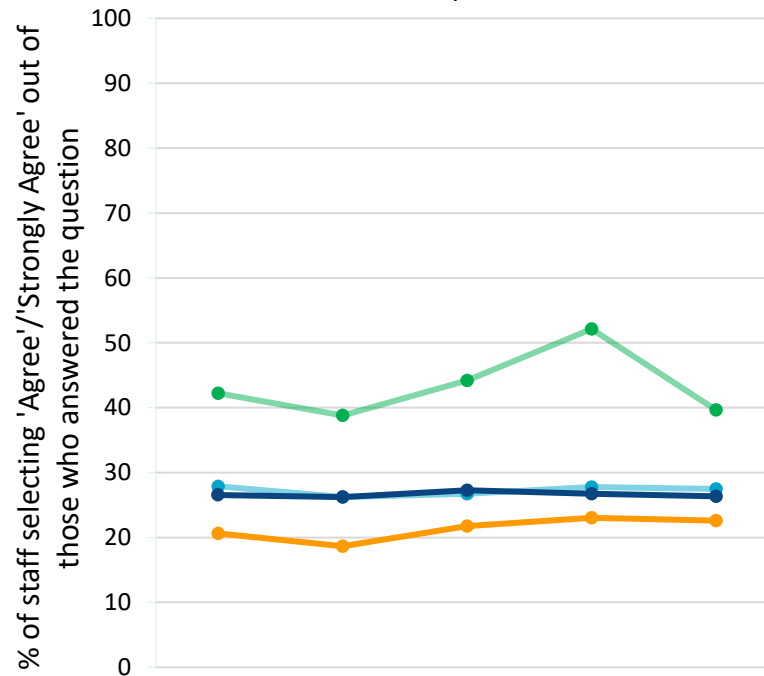


Q3a I always know what my work responsibilities are.



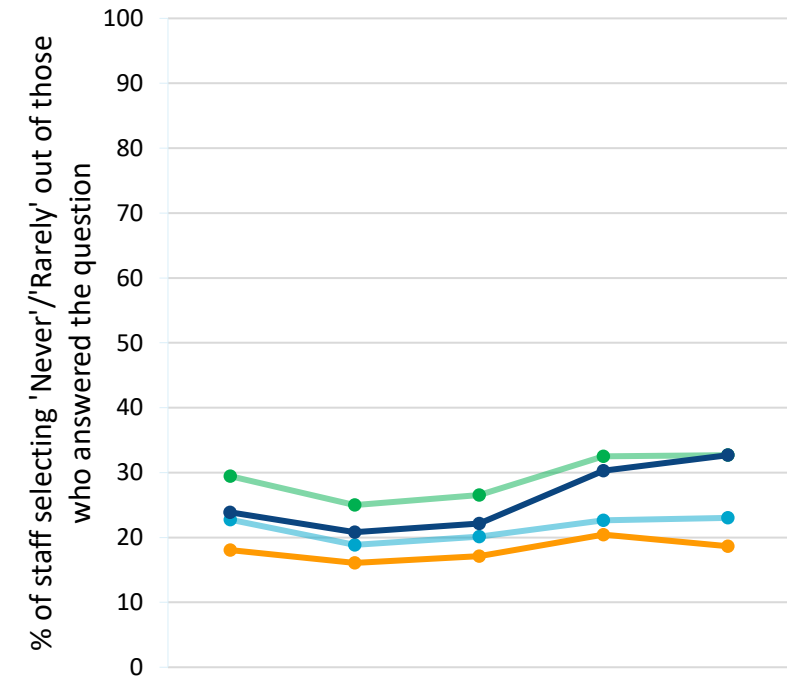
	2020	2021	2022	2023	2024
Your org	84.70%	85.51%	82.91%	85.00%	85.44%
Best result	88.77%	88.08%	87.23%	92.54%	88.23%
Average result	84.70%	82.98%	82.91%	85.00%	85.32%
Worst result	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	2592	2271	2212	3421	3554

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



	2020	2021	2022	2023	2024
Your org	26.55%	26.22%	27.28%	26.74%	26.36%
Best result	42.20%	38.80%	44.19%	52.13%	39.67%
Average result	27.89%	26.22%	26.73%	27.78%	27.46%
Worst result	20.60%	18.65%	21.76%	23.03%	22.58%
Responses	2567	2279	2215	3417	3550

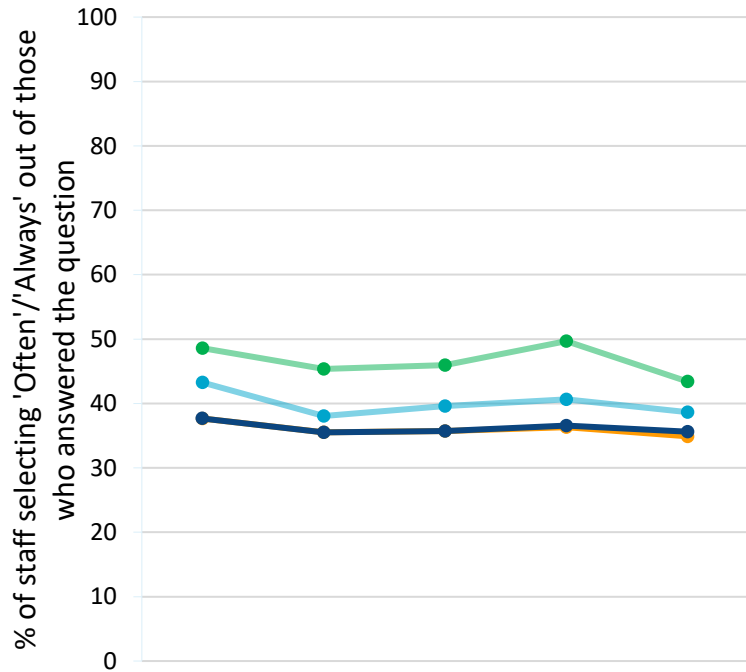
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
Your org	23.86%	20.82%	22.16%	30.29%	32.68%
Best result	29.43%	24.99%	26.55%	32.50%	32.68%
Average result	22.73%	18.86%	20.13%	22.64%	23.02%
Worst result	18.07%	16.08%	17.14%	20.44%	18.67%
Responses	2558	2268	2211	3417	3546

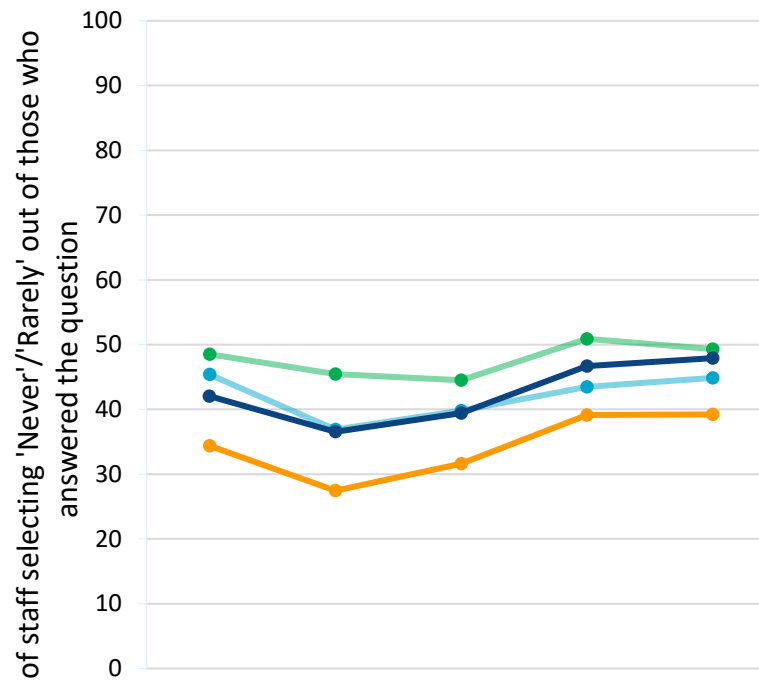


Q5b I have a choice in deciding how to do my work.



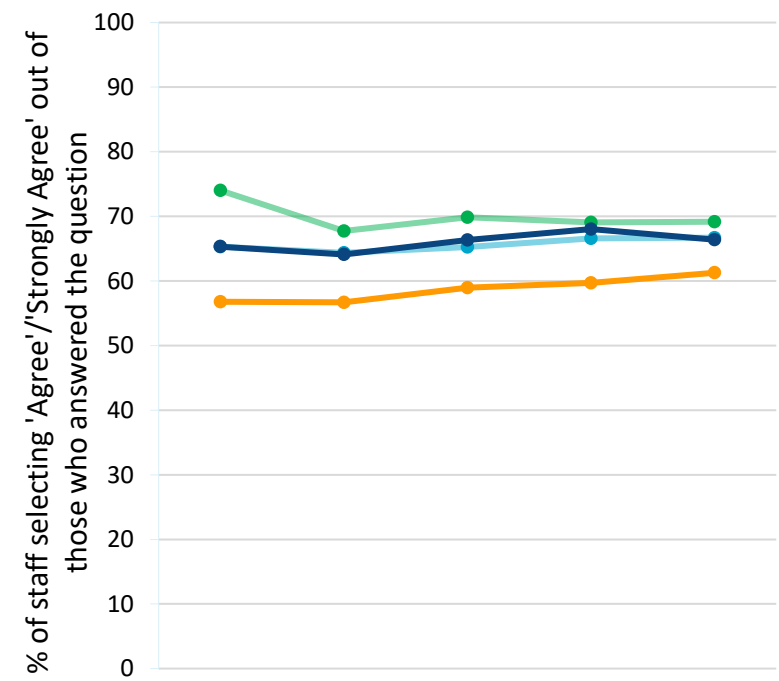
	2020	2021	2022	2023	2024
Your org	37.66%	35.51%	35.73%	36.54%	35.64%
Best result	48.61%	45.35%	45.96%	49.68%	43.41%
Average result	43.26%	38.05%	39.58%	40.63%	38.66%
Worst result	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	2558	2269	2207	3416	3542

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
Your org	42.02%	36.54%	39.45%	46.71%	47.91%
Best result	48.51%	45.44%	44.50%	50.90%	49.31%
Average result	45.39%	36.89%	39.84%	43.49%	44.87%
Worst result	34.40%	27.45%	31.60%	39.11%	39.23%
Responses	2558	2270	2213	3414	3548

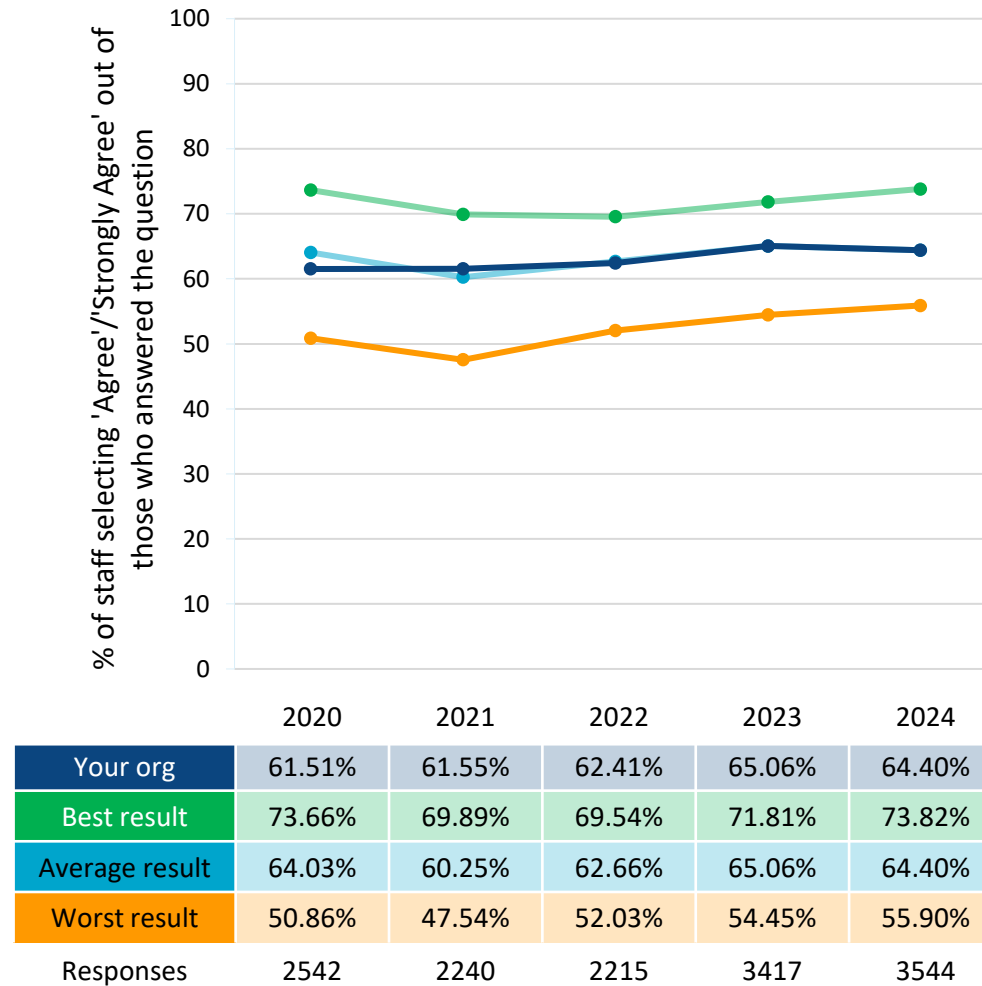
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
Your org	65.30%	64.10%	66.33%	68.03%	66.38%
Best result	74.00%	67.74%	69.87%	69.07%	69.15%
Average result	65.30%	64.35%	65.27%	66.59%	66.70%
Worst result	56.78%	56.69%	58.97%	59.70%	61.26%
Responses	2563	2259	2215	3415	3548



Q9a My immediate manager encourages me at work.



Questions not linked to People Promise elements or themes

Questions included:*

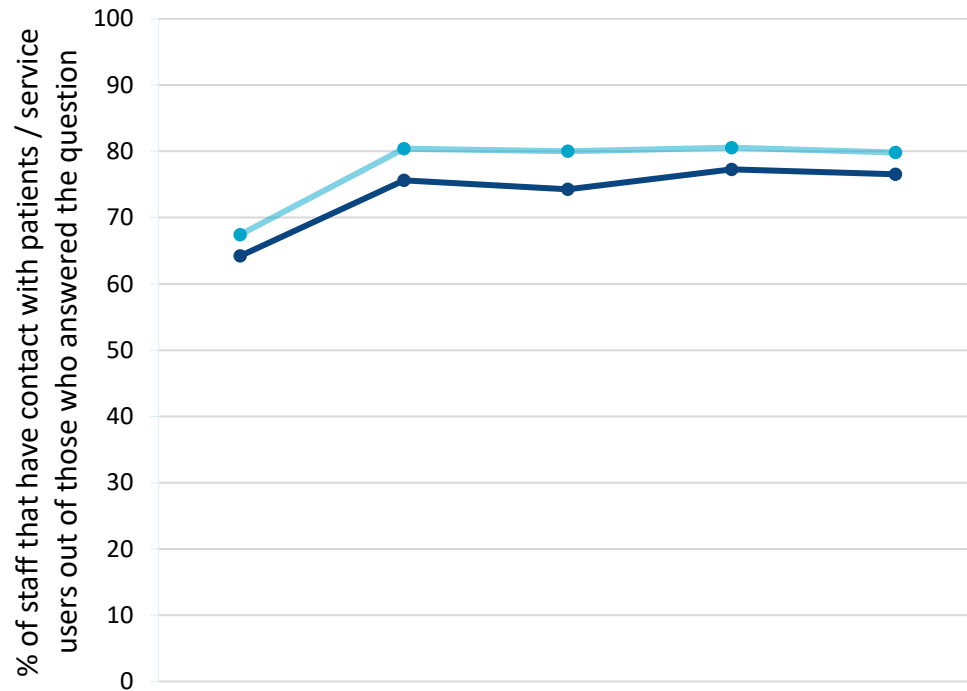
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*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?

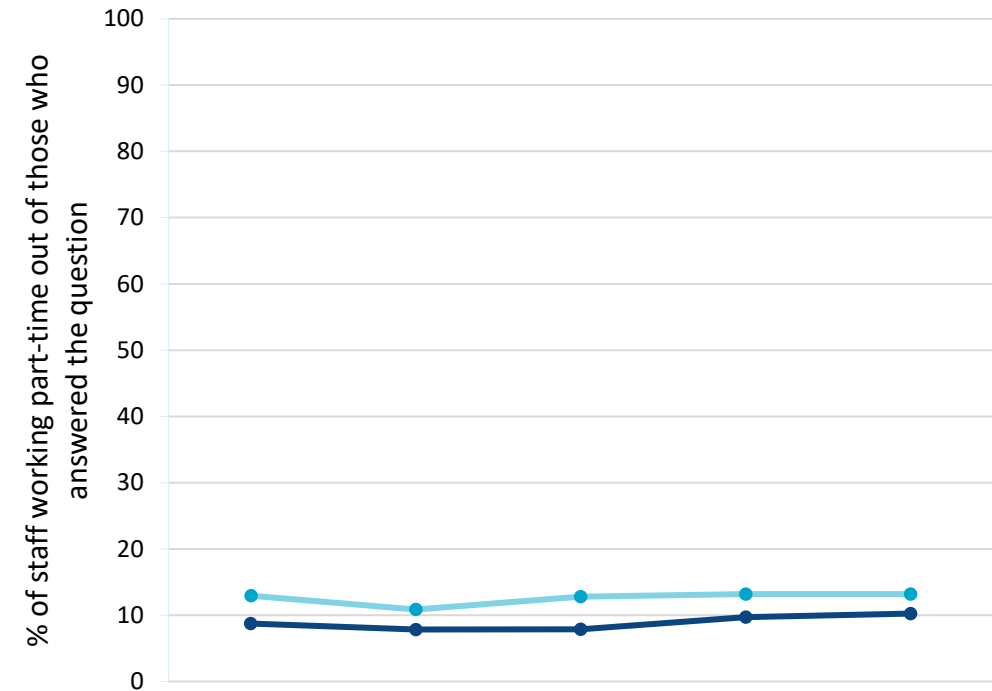


2020 2021 2022 2023 2024

Your org	64.21%	75.64%	74.27%	77.28%	76.54%
Average	67.44%	80.39%	80.02%	80.56%	79.82%

Responses 2610 2295 2204 3416 3534

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



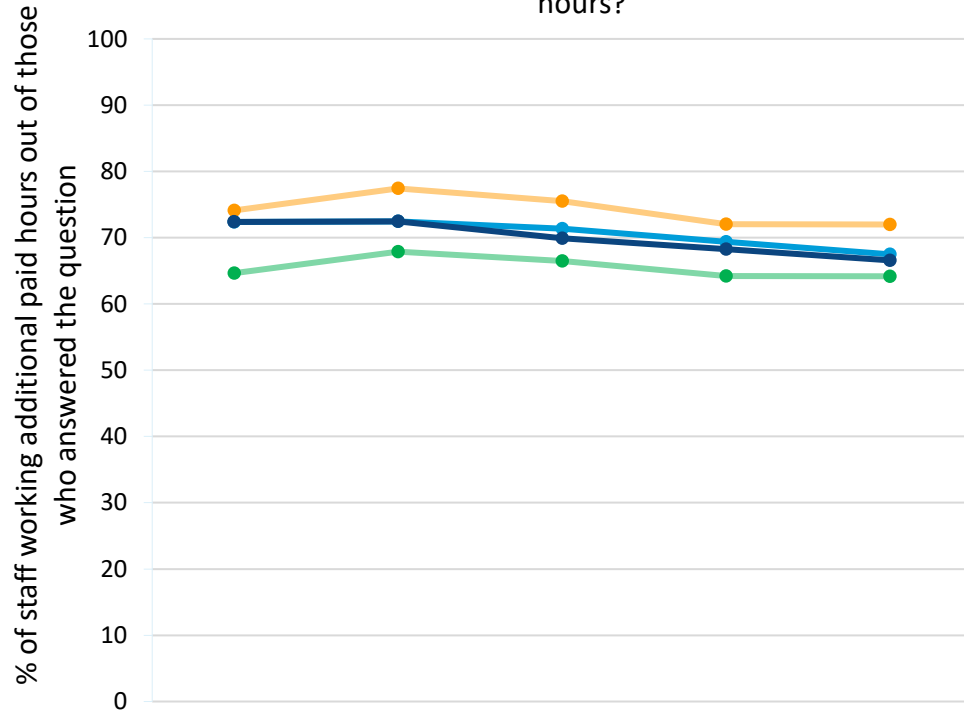
2020 2021 2022 2023 2024

Your org	8.73%	7.84%	7.88%	9.71%	10.24%
Average	12.93%	10.86%	12.78%	13.19%	13.19%

Responses 2510 2207 2171 3359 3506

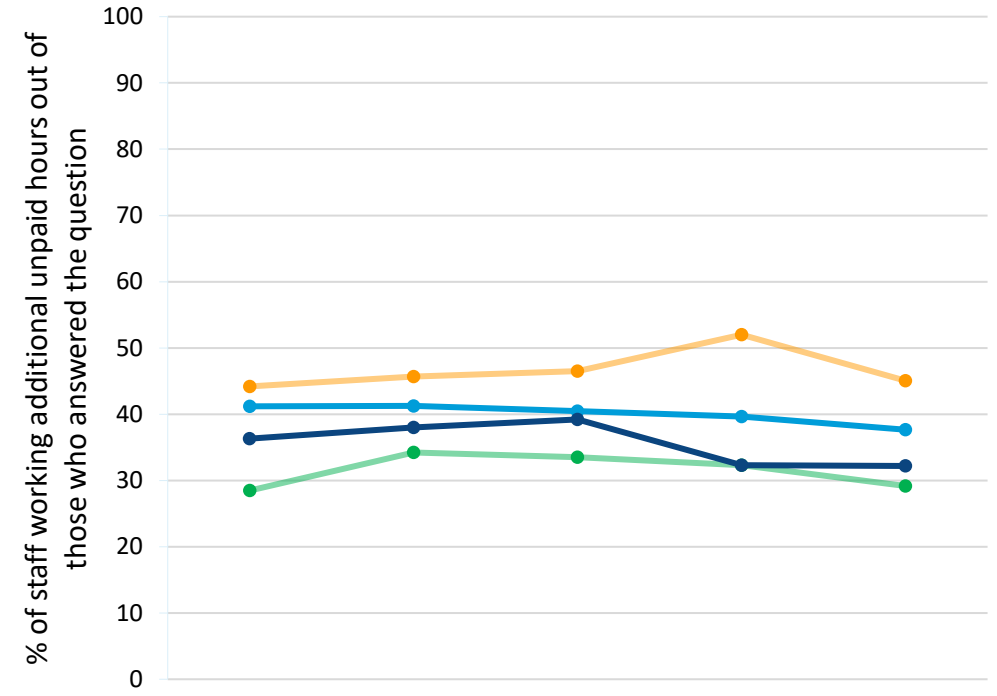


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	72.38%	72.46%	69.94%	68.29%	66.58%
Lowest	64.65%	67.89%	66.49%	64.21%	64.18%
Average	72.38%	72.46%	71.37%	69.41%	67.49%
Highest	74.11%	77.44%	75.54%	72.06%	71.99%
Responses	2530	2231	2211	3413	3547

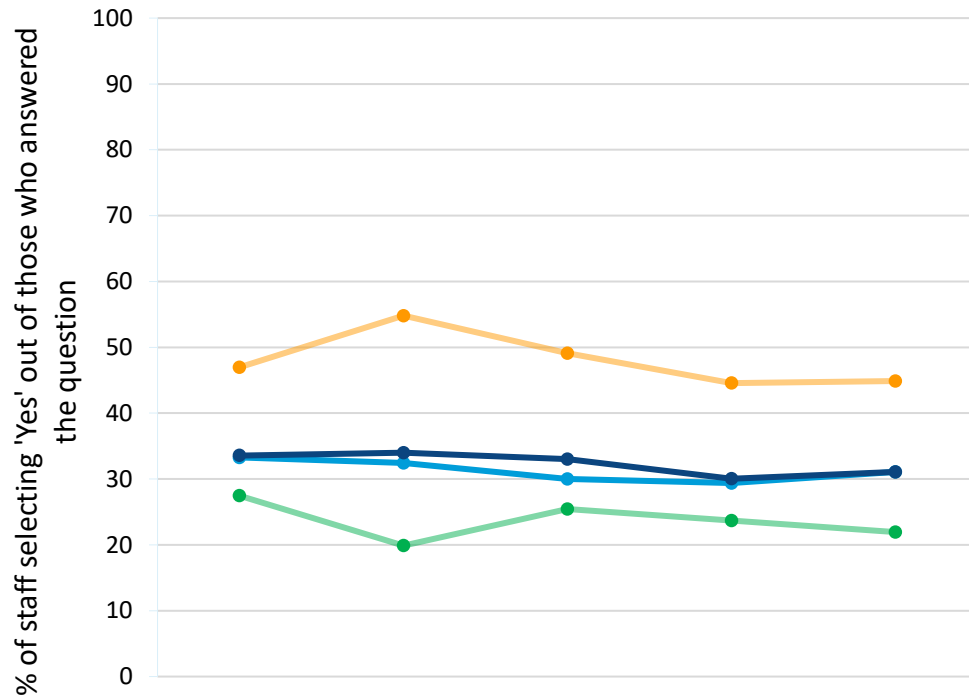
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	36.31%	38.01%	39.21%	32.32%	32.19%
Lowest	28.48%	34.22%	33.50%	32.32%	29.18%
Average	41.21%	41.26%	40.45%	39.66%	37.66%
Highest	44.20%	45.70%	46.50%	52.00%	45.05%
Responses	2532	2229	2208	3404	3543

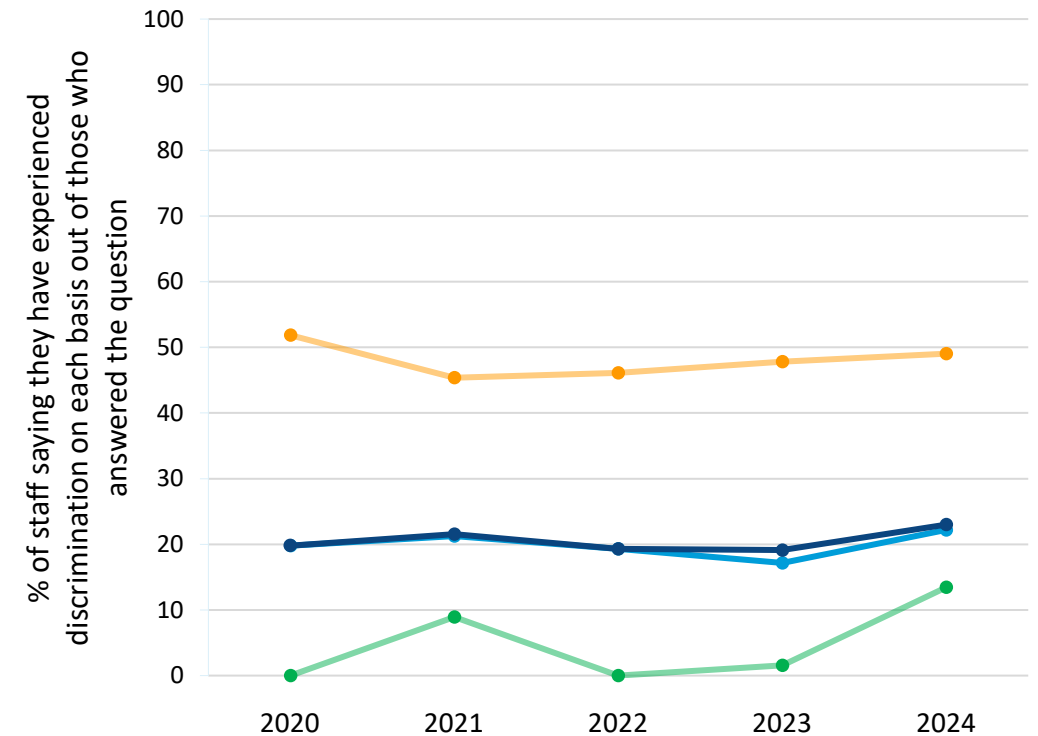


Q11e* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
Your org	33.57%	34.00%	33.03%	30.04%	31.07%
Best result	27.46%	19.89%	25.45%	23.69%	21.94%
Average result	33.28%	32.43%	30.02%	29.39%	31.07%
Worst result	46.95%	54.82%	49.11%	44.57%	44.87%
Responses	1396	1374	1423	2066	2192

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

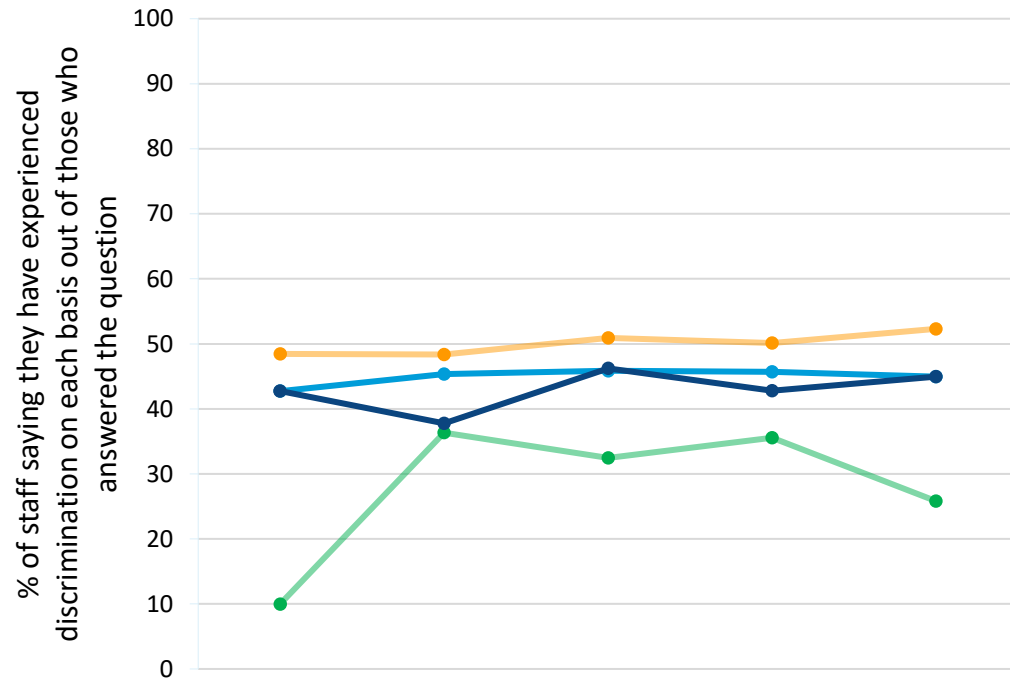


	2020	2021	2022	2023	2024
Your org	19.81%	21.55%	19.30%	19.13%	22.99%
Best result	0.00%	8.90%	0.00%	1.57%	13.44%
Average result	19.81%	21.27%	19.30%	17.16%	22.19%
Worst result	51.84%	45.37%	46.10%	47.84%	49.02%
Responses	450	432	424	652	675

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

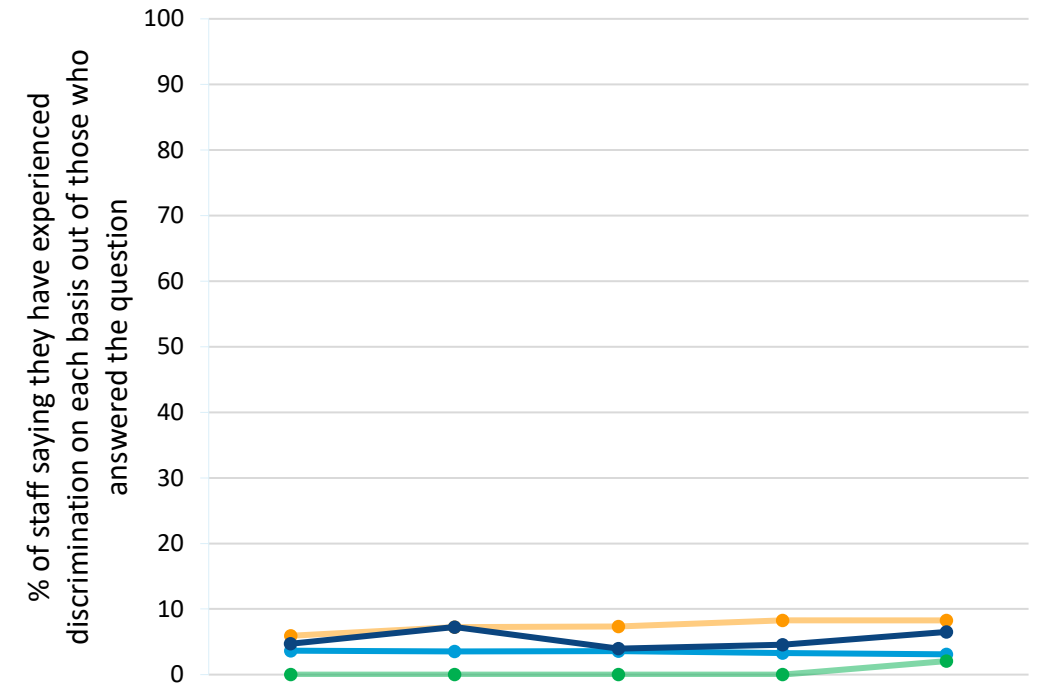


Q16c.2 On what grounds have you experienced discrimination?
– Gender.



	2020	2021	2022	2023	2024
Your org	42.72%	37.77%	46.22%	42.81%	44.96%
Best result	9.99%	36.33%	32.47%	35.54%	25.82%
Average result	42.72%	45.34%	45.86%	45.69%	44.96%
Worst result	48.46%	48.36%	50.90%	50.12%	52.30%
Responses	450	432	424	652	675

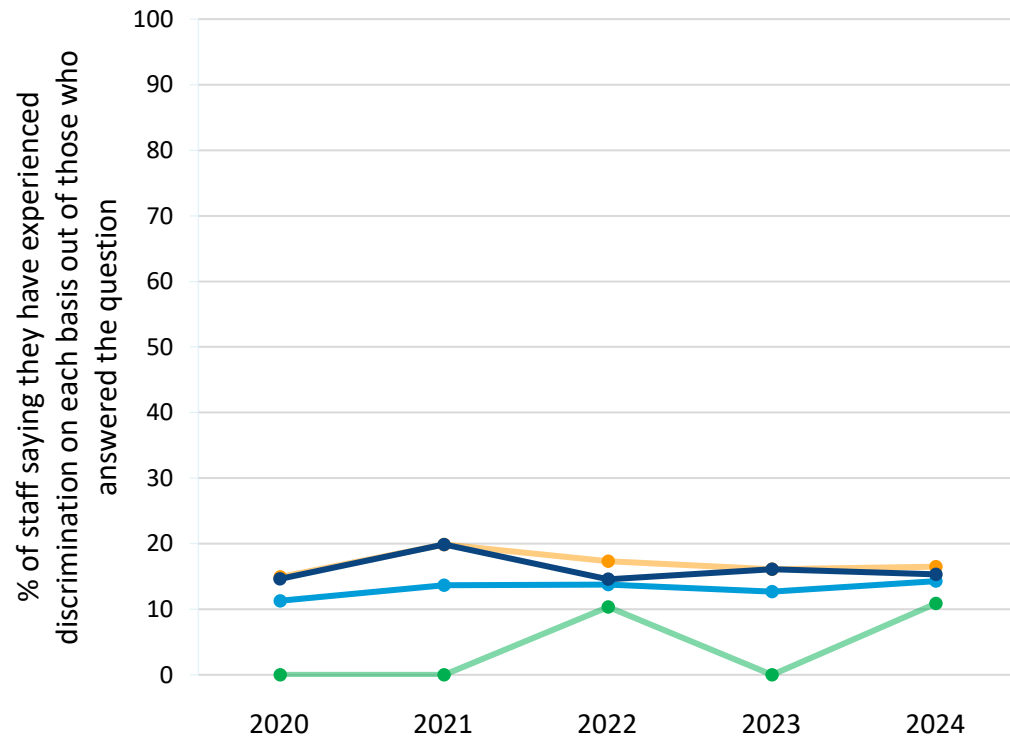
Q16c.3 On what grounds have you experienced discrimination?
– Religion.



	2020	2021	2022	2023	2024
Your org	4.70%	7.26%	3.96%	4.54%	6.49%
Best result	0.00%	0.00%	0.00%	0.00%	2.06%
Average result	3.64%	3.51%	3.57%	3.29%	3.09%
Worst result	5.92%	7.26%	7.36%	8.27%	8.26%
Responses	450	432	424	652	675

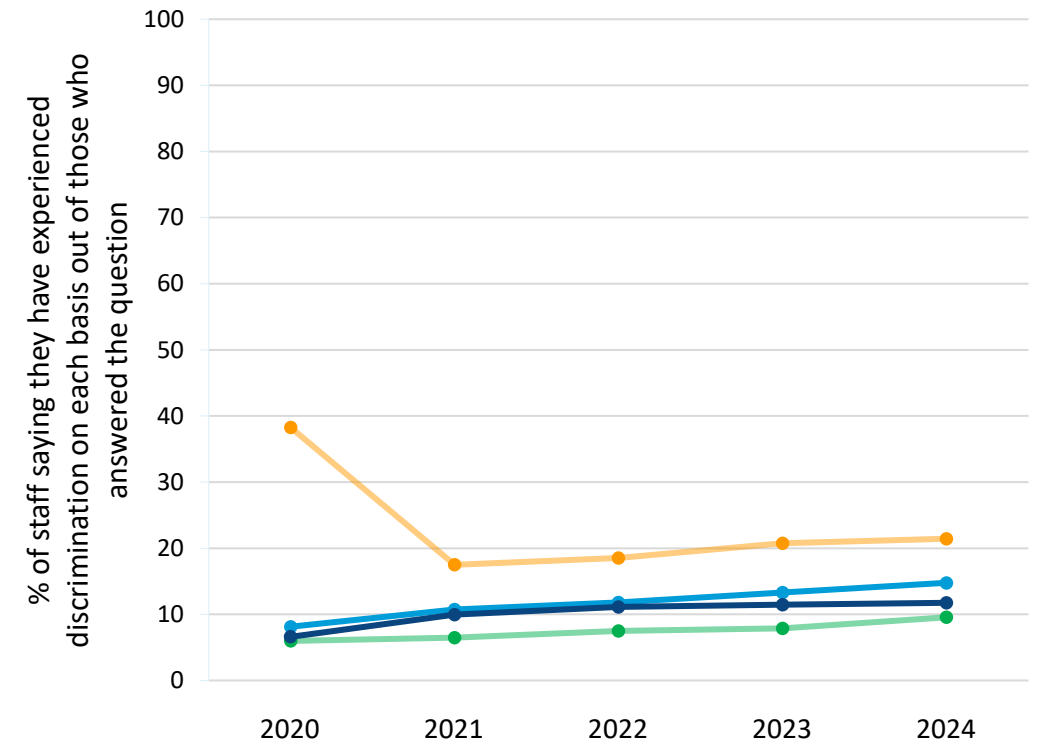


Q16c.4 On what grounds have you experienced discrimination?
– Sexual orientation.



	2020	2021	2022	2023	2024
Your org	14.63%	19.89%	14.57%	16.09%	15.31%
Best result	0.00%	0.00%	10.32%	0.00%	10.88%
Average result	11.30%	13.68%	13.77%	12.71%	14.29%
Worst result	14.92%	19.89%	17.33%	16.09%	16.49%
Responses	450	432	424	652	675

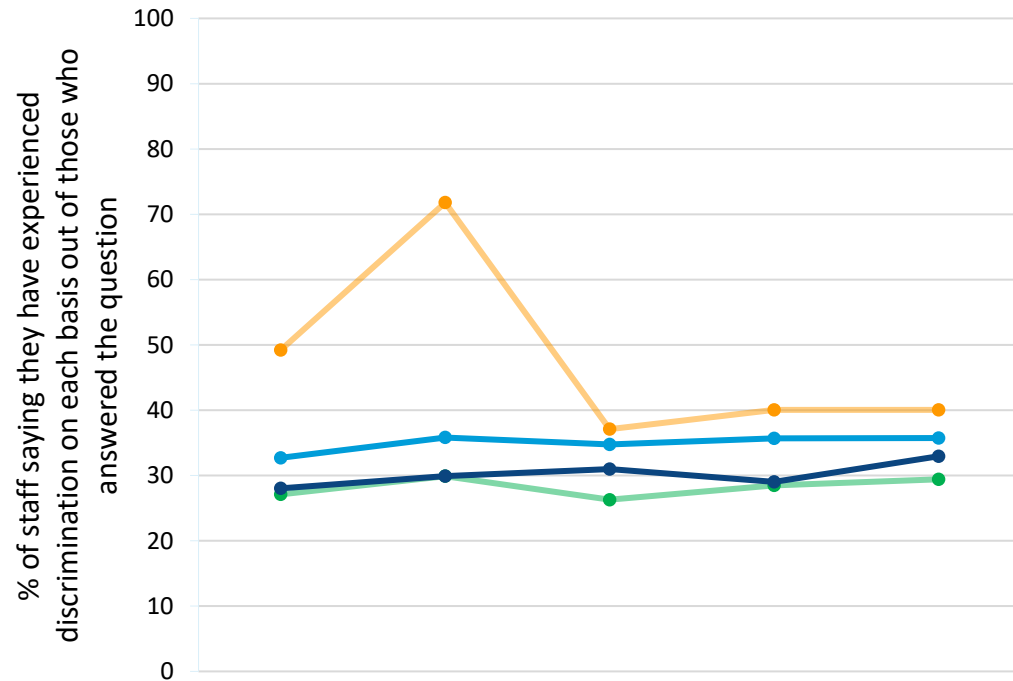
Q16c.5 On what grounds have you experienced discrimination?
– Disability.



	2020	2021	2022	2023	2024
Your org	6.60%	9.97%	11.14%	11.48%	11.75%
Best result	5.98%	6.49%	7.52%	7.87%	9.55%
Average result	8.13%	10.76%	11.81%	13.32%	14.77%
Worst result	38.25%	17.49%	18.53%	20.75%	21.43%
Responses	450	432	424	652	675

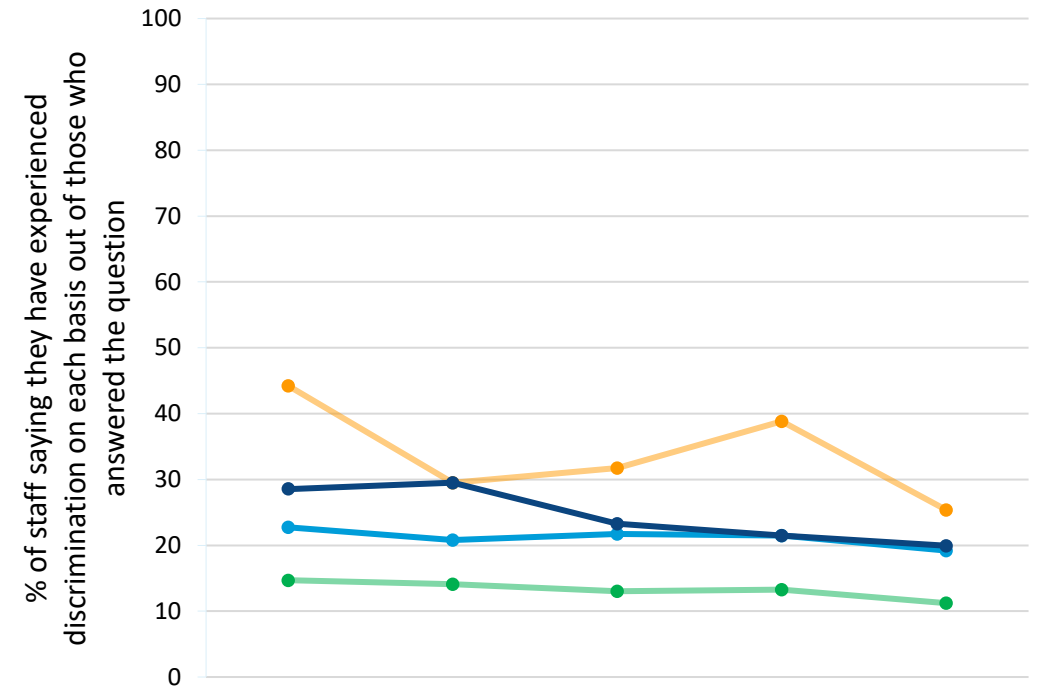


Q16c.6 On what grounds have you experienced discrimination?
– Age.



	2020	2021	2022	2023	2024
Your org	28.03%	29.89%	30.98%	29.01%	32.95%
Best result	27.10%	29.89%	26.30%	28.48%	29.41%
Average result	32.71%	35.81%	34.75%	35.71%	35.73%
Worst result	49.22%	71.79%	37.10%	40.05%	40.05%
Responses	450	432	424	652	675

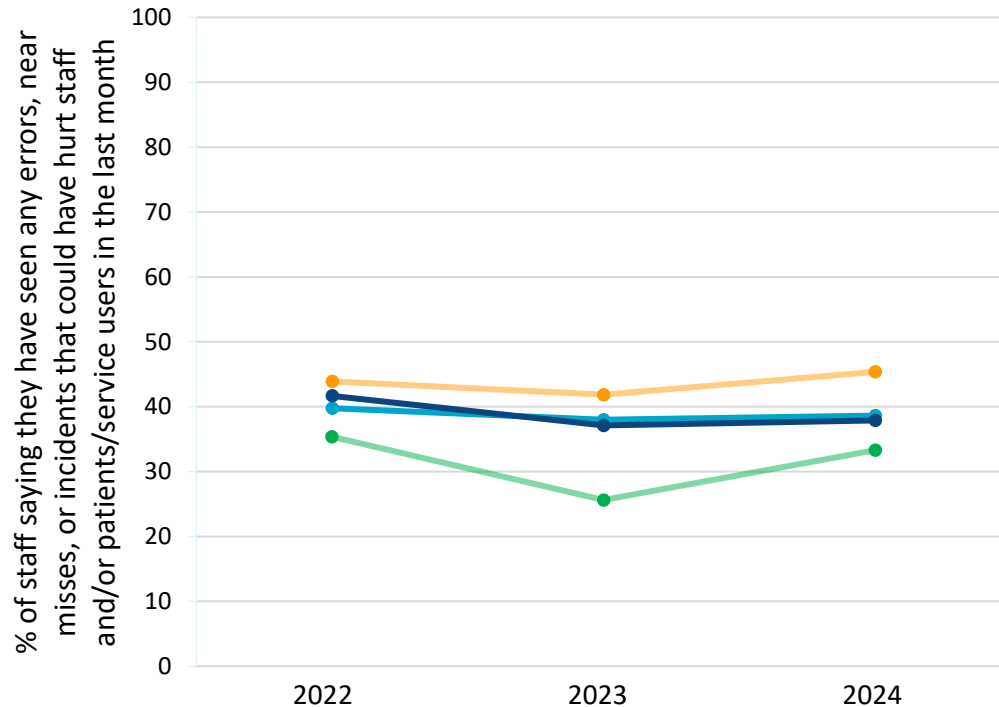
Q16c.7 On what grounds have you experienced discrimination?
– Other.



	2020	2021	2022	2023	2024
Your org	28.55%	29.51%	23.27%	21.49%	19.94%
Best result	14.70%	14.11%	13.01%	13.27%	11.22%
Average result	22.74%	20.81%	21.71%	21.49%	19.20%
Worst result	44.22%	29.51%	31.73%	38.85%	25.37%
Responses	450	432	424	652	675



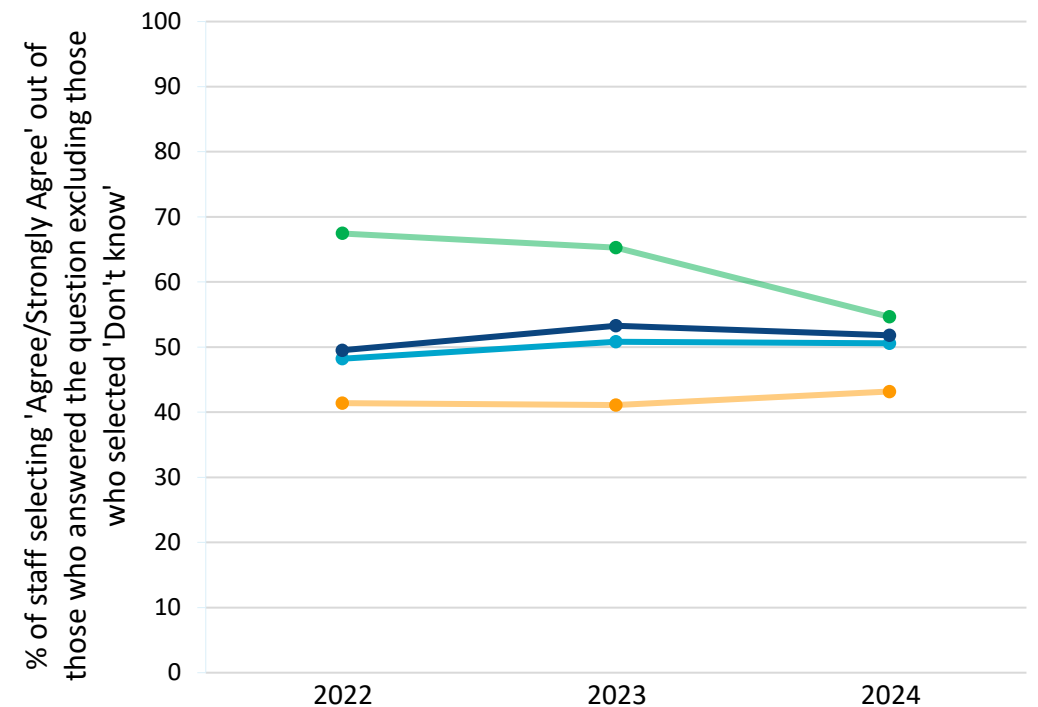
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	41.66%	37.12%	37.87%
Best result	35.36%	25.62%	33.28%
Average result	39.76%	37.99%	38.63%
Worst result	43.92%	41.85%	45.36%

Responses 2183 3360 3489

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

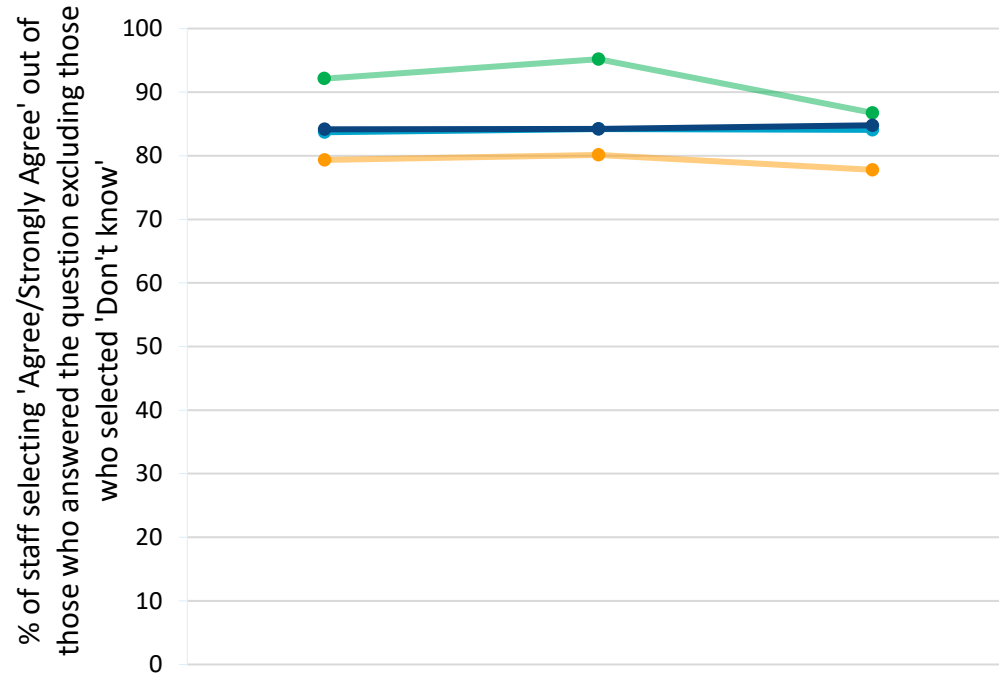


Your org	49.53%	53.28%	51.79%
Best result	67.45%	65.27%	54.65%
Average result	48.22%	50.82%	50.60%
Worst result	41.38%	41.11%	43.19%

Responses 1752 2720 2807

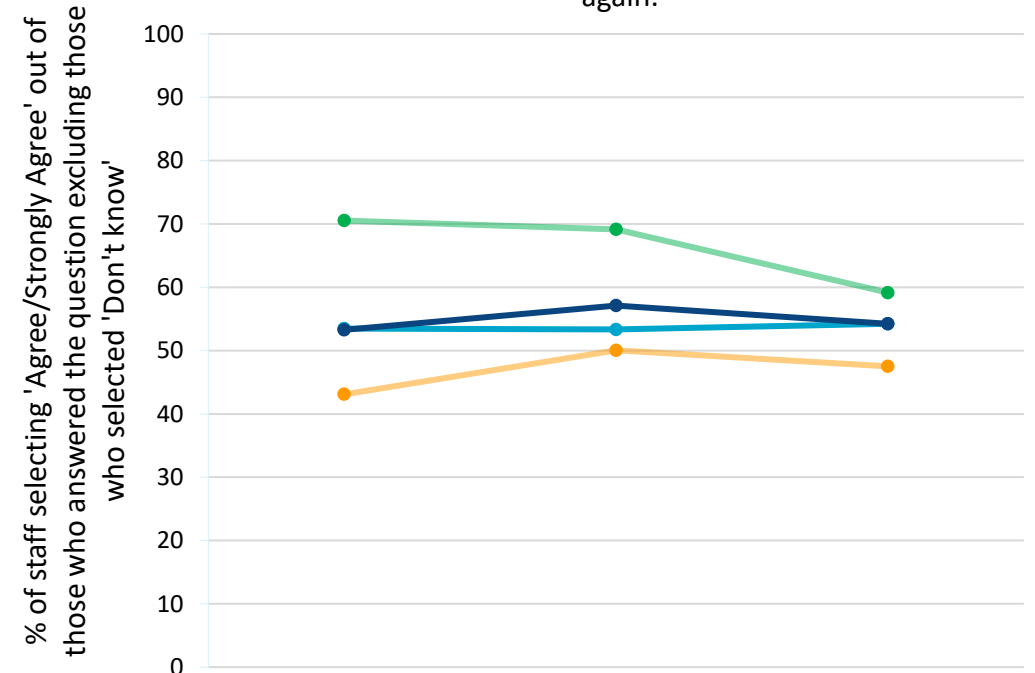


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	84.16%	84.20%	84.79%
Best result	92.14%	95.18%	86.75%
Average result	83.69%	84.20%	84.08%
Worst result	79.32%	80.13%	77.78%
Responses	2129	3284	3379

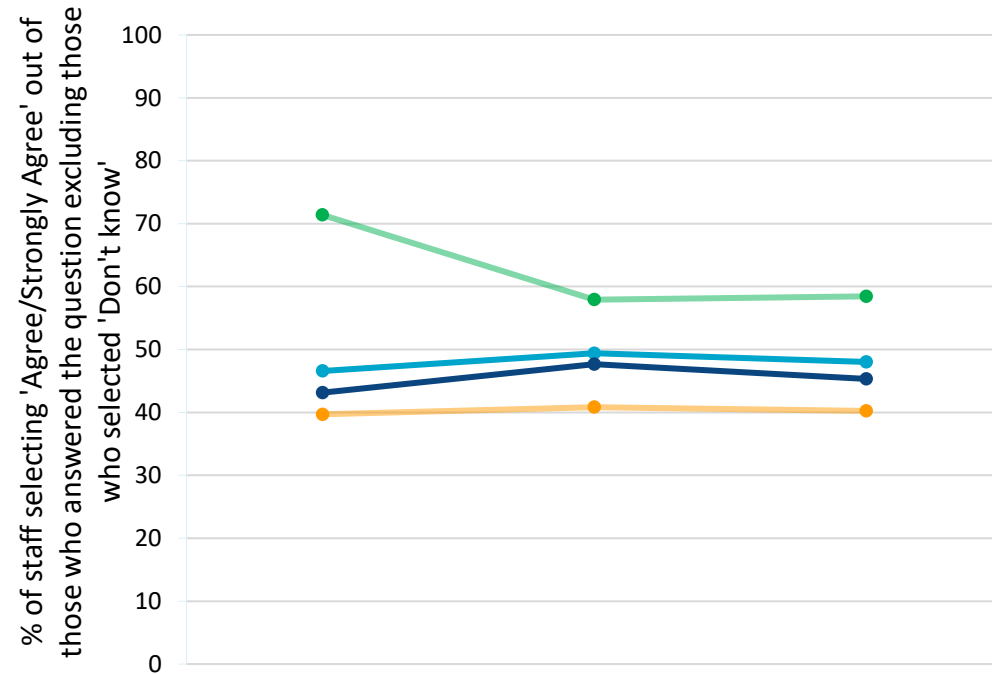
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



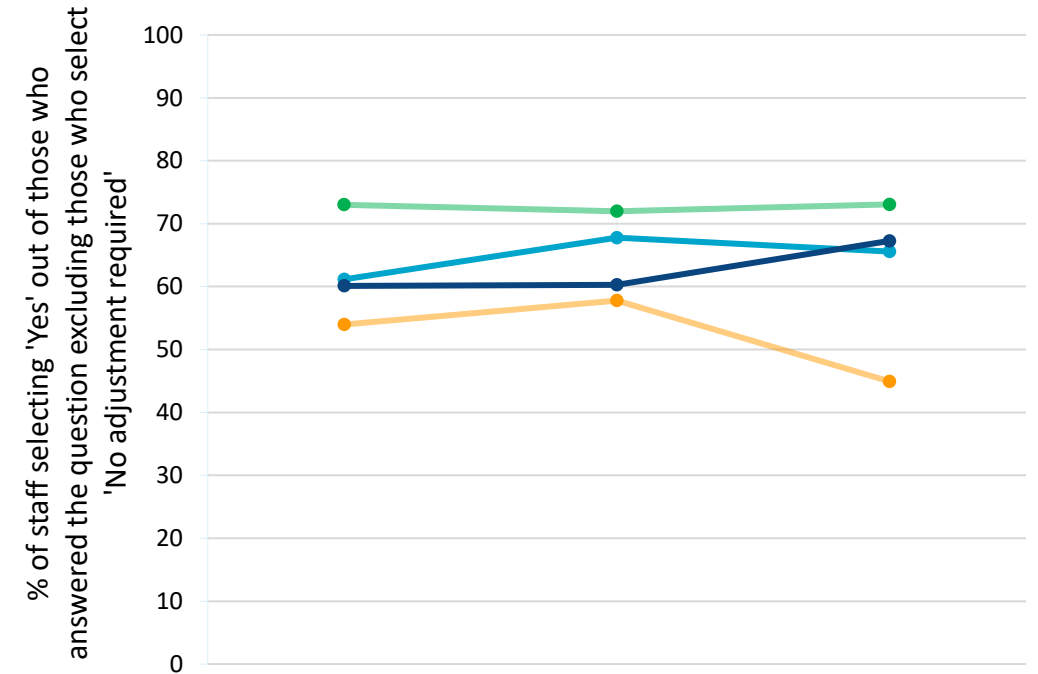
	2022	2023	2024
Your org	53.28%	57.10%	54.23%
Best result	70.53%	69.13%	59.15%
Average result	53.46%	53.34%	54.23%
Worst result	43.09%	50.04%	47.53%
Responses	1891	2955	3056



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



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

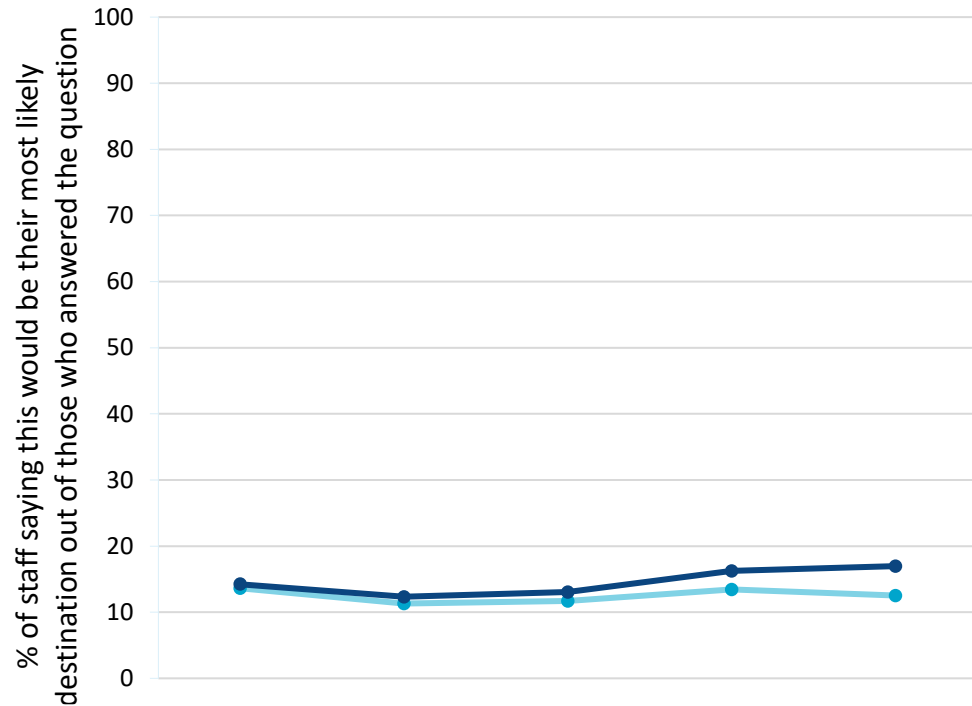


	2022	2023	2024
Your org	43.14%	47.67%	45.32%
Best result	71.39%	57.92%	58.45%
Average result	46.58%	49.41%	48.00%
Worst result	39.70%	40.83%	40.23%
Responses	1929	3015	3130

	2022	2023	2024
Your org	60.10%	60.27%	67.27%
Best result	73.00%	71.97%	73.07%
Average result	61.15%	67.78%	65.56%
Worst result	53.98%	57.78%	44.92%
Responses	370	653	708



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.

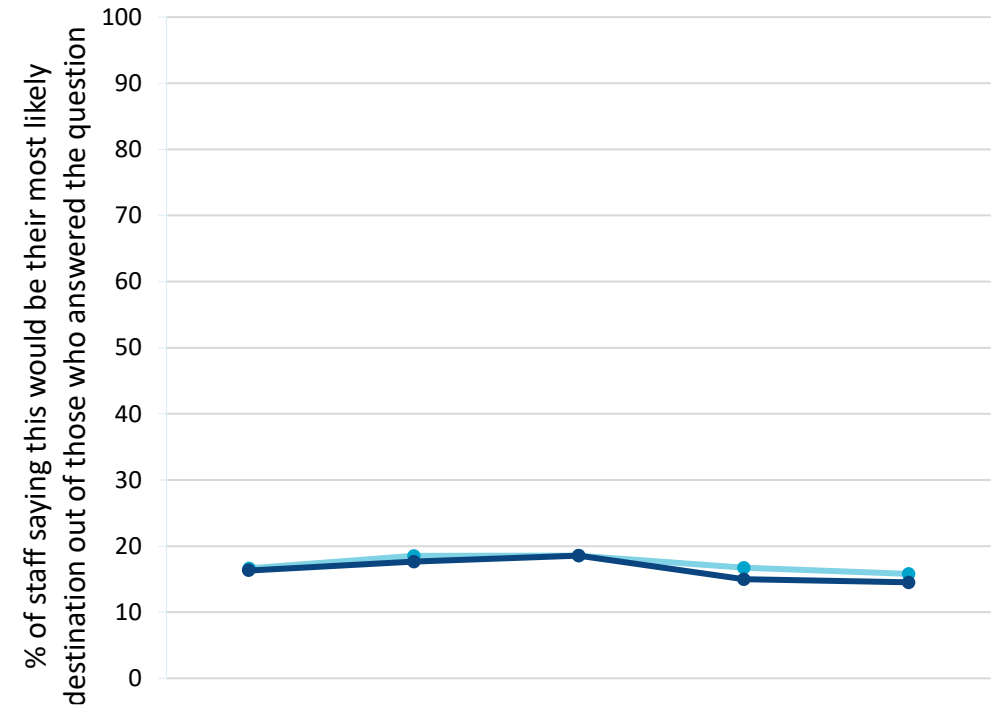


2020 2021 2022 2023 2024

Your org	14.23%	12.34%	13.08%	16.25%	16.97%
Average	13.62%	11.31%	11.68%	13.43%	12.52%

Responses 2432 2082 2102 3317 3435

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.



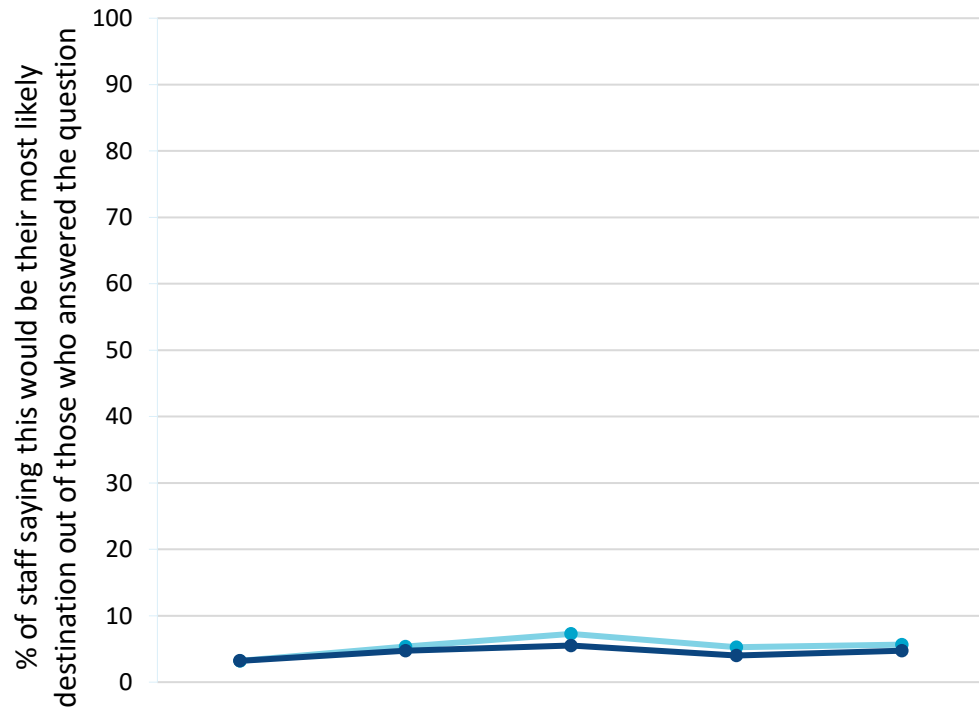
2020 2021 2022 2023 2024

Your org	16.32%	17.68%	18.55%	14.98%	14.53%
Average	16.65%	18.53%	18.55%	16.72%	15.80%

Responses 2432 2082 2102 3317 3435



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

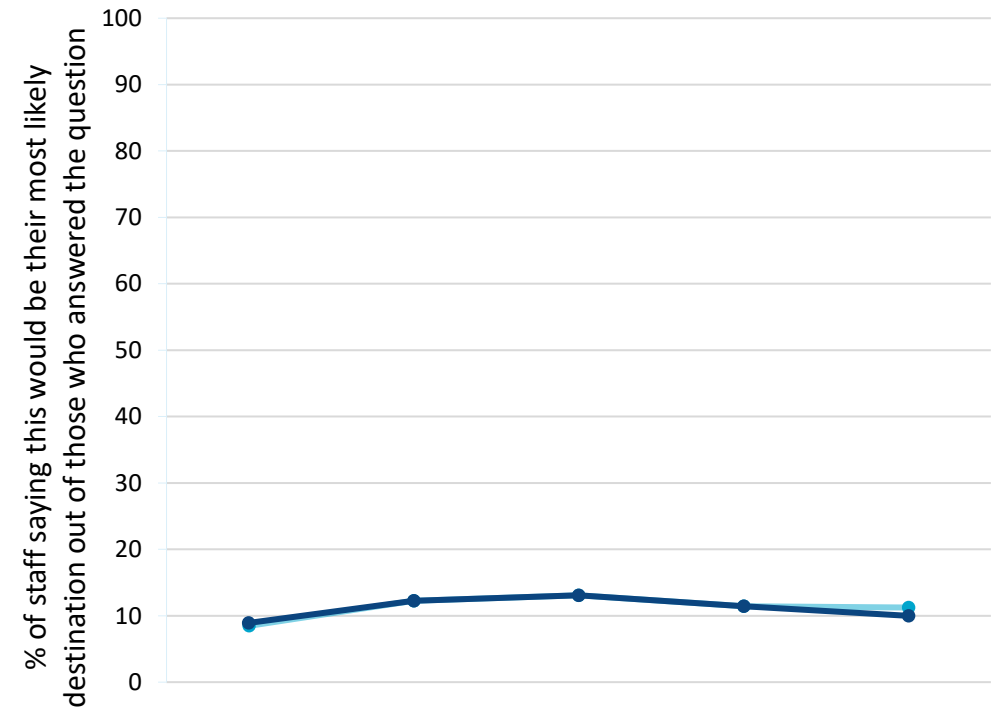


2020 2021 2022 2023 2024

Your org	3.21%	4.76%	5.52%	4.01%	4.72%
Average	3.21%	5.37%	7.27%	5.27%	5.63%

Responses 2432 2082 2102 3317 3435

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.



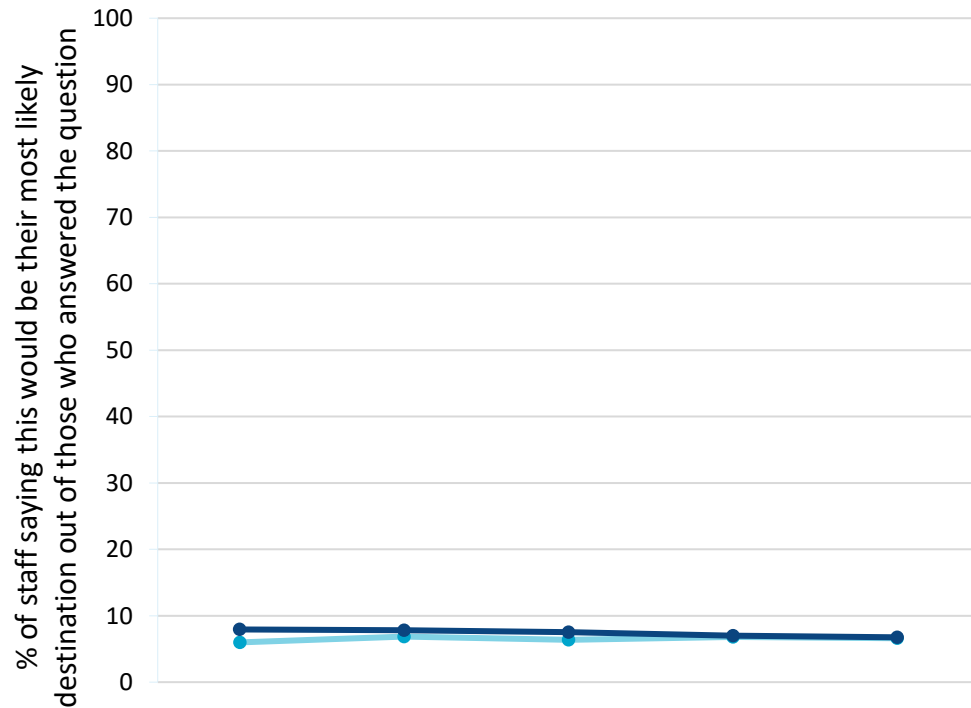
2020 2021 2022 2023 2024

Your org	8.92%	12.25%	13.08%	11.43%	9.99%
Average	8.48%	12.28%	13.08%	11.43%	11.22%

Responses 2432 2082 2102 3317 3435



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.

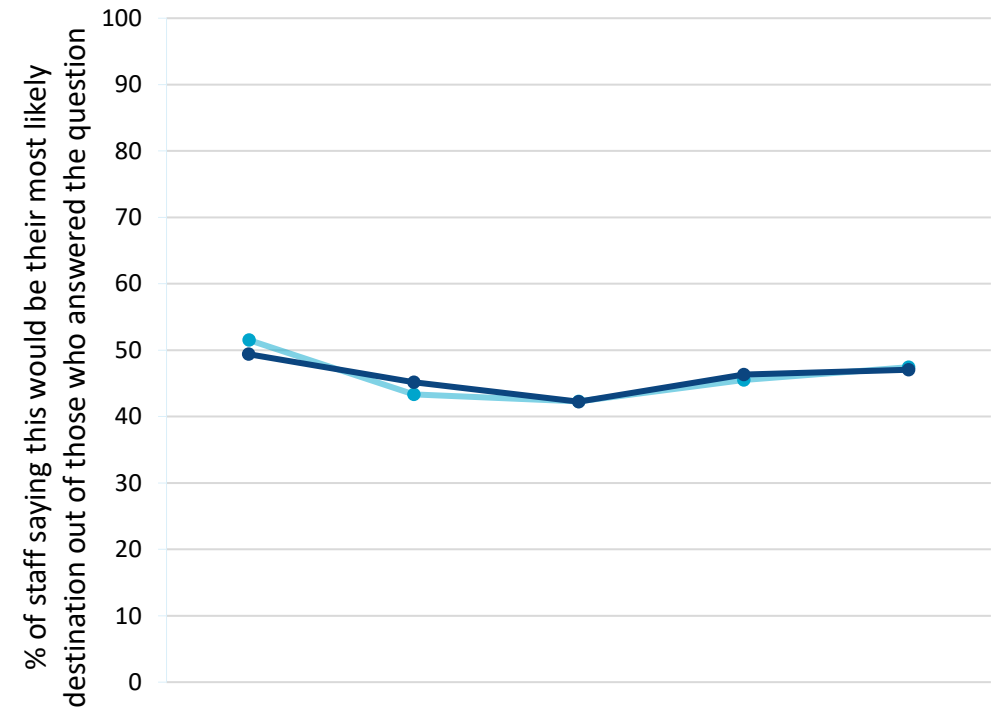


2020 2021 2022 2023 2024

Your org	7.94%	7.83%	7.52%	6.99%	6.75%
Average	5.99%	6.87%	6.37%	6.80%	6.60%

Responses 2432 2082 2102 3317 3435

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	49.38%	45.15%	42.25%	46.34%	47.05%
Average	51.53%	43.32%	42.28%	45.51%	47.41%

Responses 2432 2082 2102 3317 3435

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
For each of the following indicators, compare the outcomes of the responses for white staff and staff from all other ethnic groups combined		
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
For each of the following metrics, compare the responses for staff with a LTC* or illness vs staff without a LTC or illness		
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)

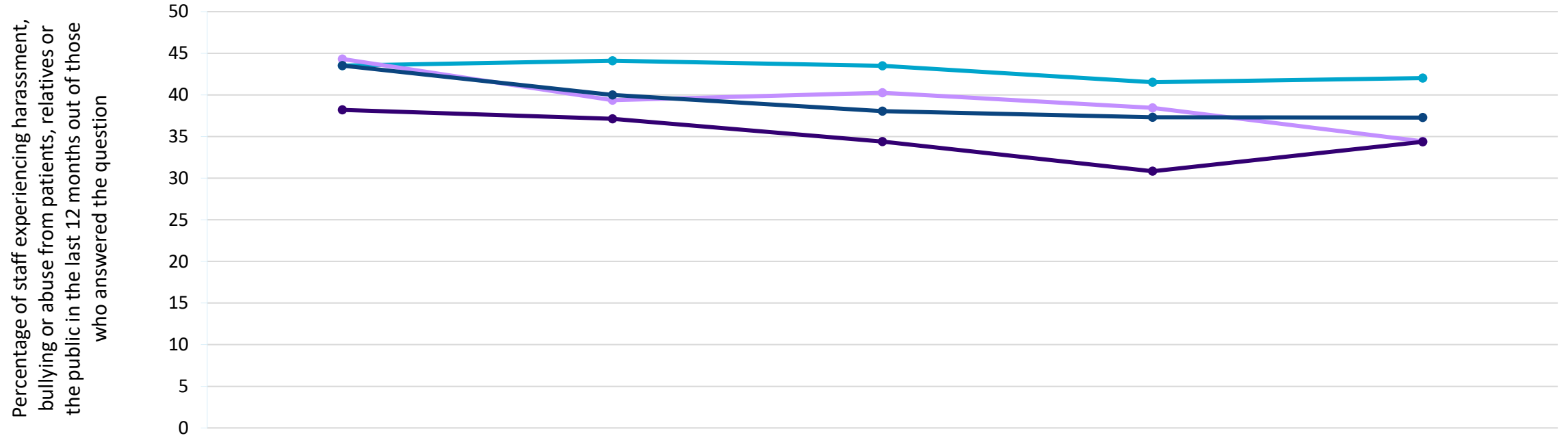
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

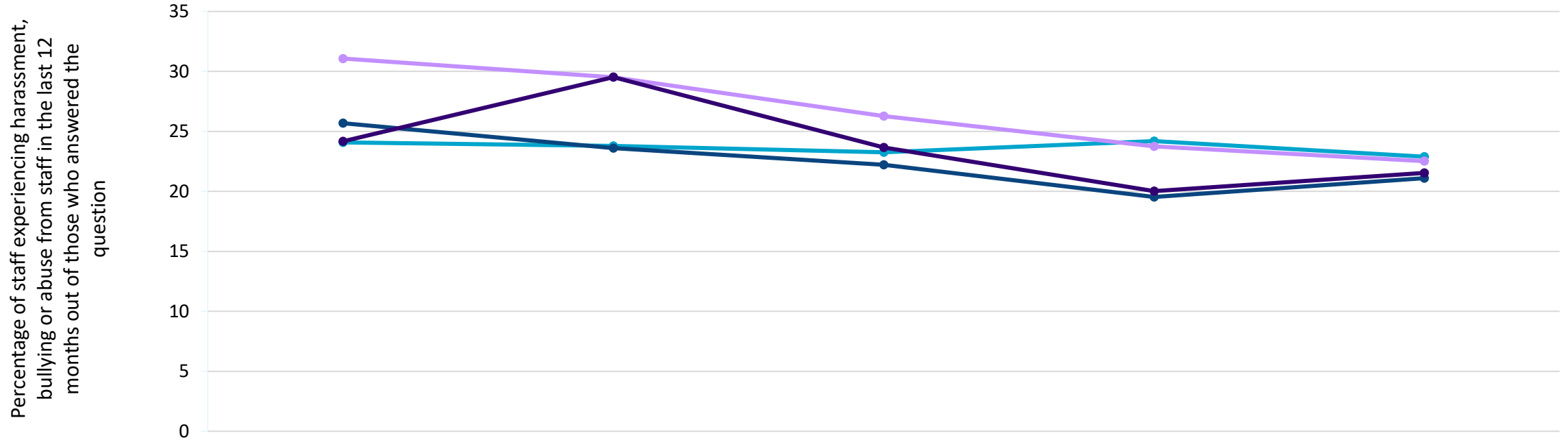


	2020	2021	2022	2023	2024
White staff: Your org	43.52%	40.01%	38.05%	37.32%	37.28%
All other ethnic groups*: Your org	38.20%	37.14%	34.41%	30.83%	34.36%
White staff: Average	43.52%	44.11%	43.50%	41.53%	42.03%
All other ethnic groups*: Average	44.32%	39.36%	40.25%	38.45%	34.42%
White staff: Responses	2270	2032	2097	2890	3262
All other ethnic groups*: Responses	89	105	93	198	259

*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

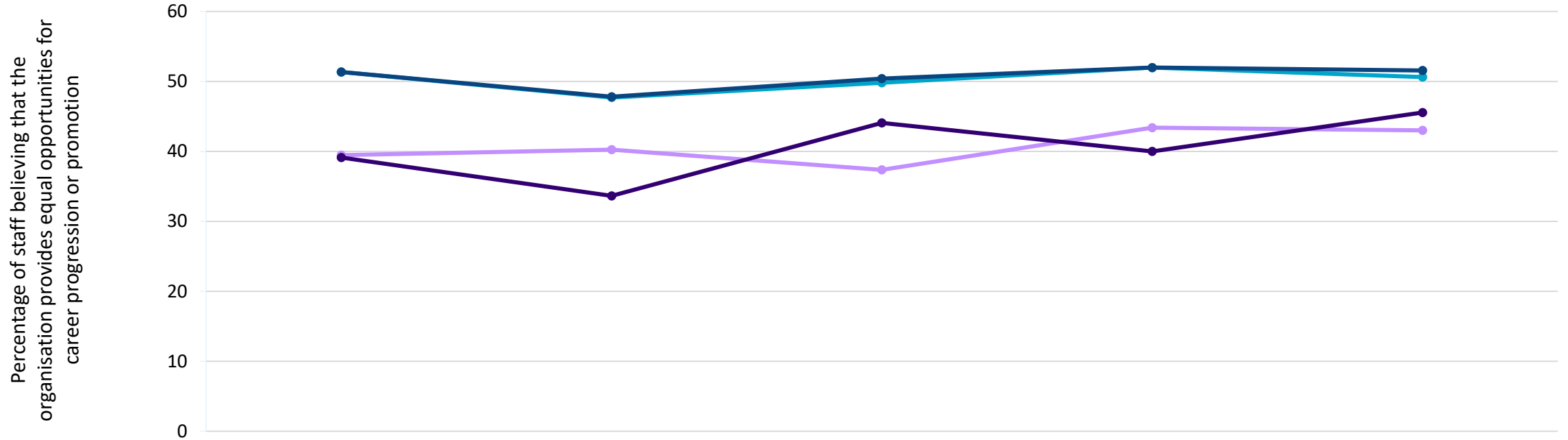


	2020	2021	2022	2023	2024
White staff: Your org	25.68%	23.61%	22.22%	19.53%	21.10%
All other ethnic groups*: Your org	24.18%	29.52%	23.66%	20.02%	21.54%
White staff: Average	24.09%	23.79%	23.25%	24.19%	22.89%
All other ethnic groups*: Average	31.08%	29.51%	26.27%	23.76%	22.52%
White staff: Responses	2270	2037	2097	2879	3247
All other ethnic groups*: Responses	91	105	93	198	260

*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.

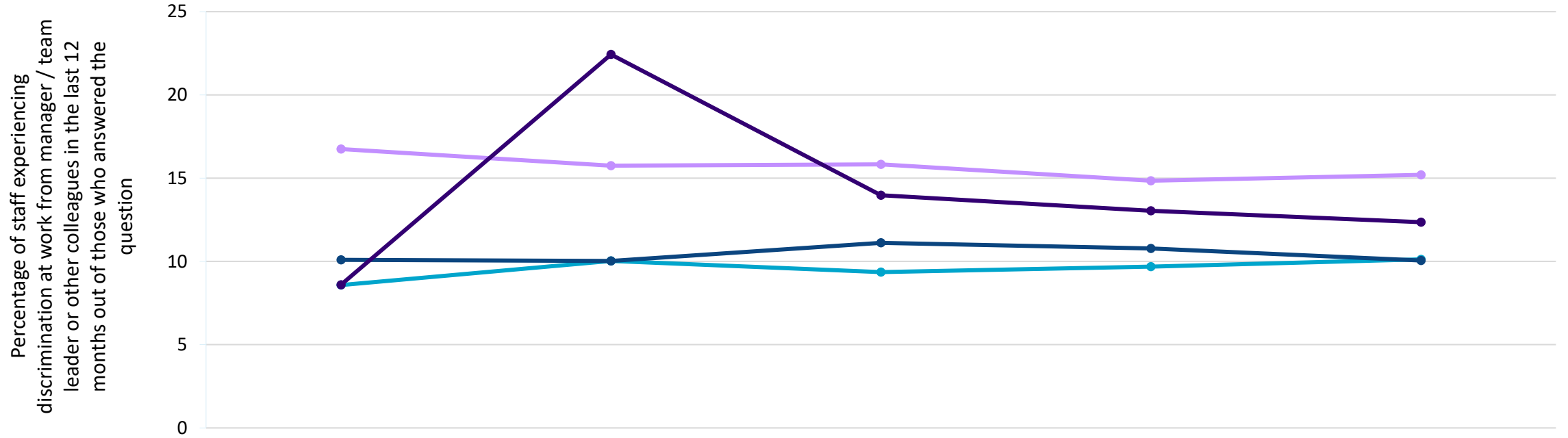
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	51.35%	47.82%	50.41%	51.98%	51.58%
All other ethnic groups*: Your org	39.13%	33.64%	44.09%	40.00%	45.56%
White staff: Average	51.35%	47.70%	49.82%	51.98%	50.62%
All other ethnic groups*: Average	39.46%	40.25%	37.36%	43.39%	43.01%
White staff: Responses	2300	2062	2087	3149	3236
All other ethnic groups*: Responses	92	107	93	210	259

*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	10.09%	10.03%	11.12%	10.78%	10.06%
All other ethnic groups*: Your org	8.60%	22.43%	13.98%	13.04%	12.36%
White staff: Average	8.58%	10.03%	9.36%	9.69%	10.13%
All other ethnic groups*: Average	16.75%	15.75%	15.83%	14.85%	15.21%
White staff: Responses	2309	2074	2096	3162	3230
All other ethnic groups*: Responses	93	107	93	207	259

*Staff from all other ethnic groups combined

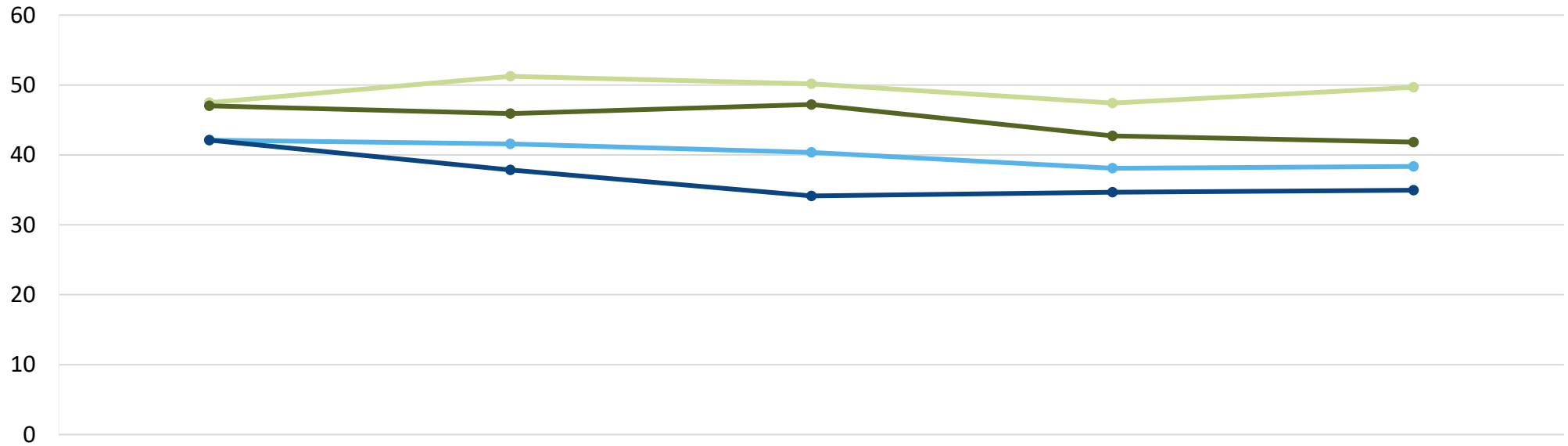
Workforce Disability Equality Standards (WDES)

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.

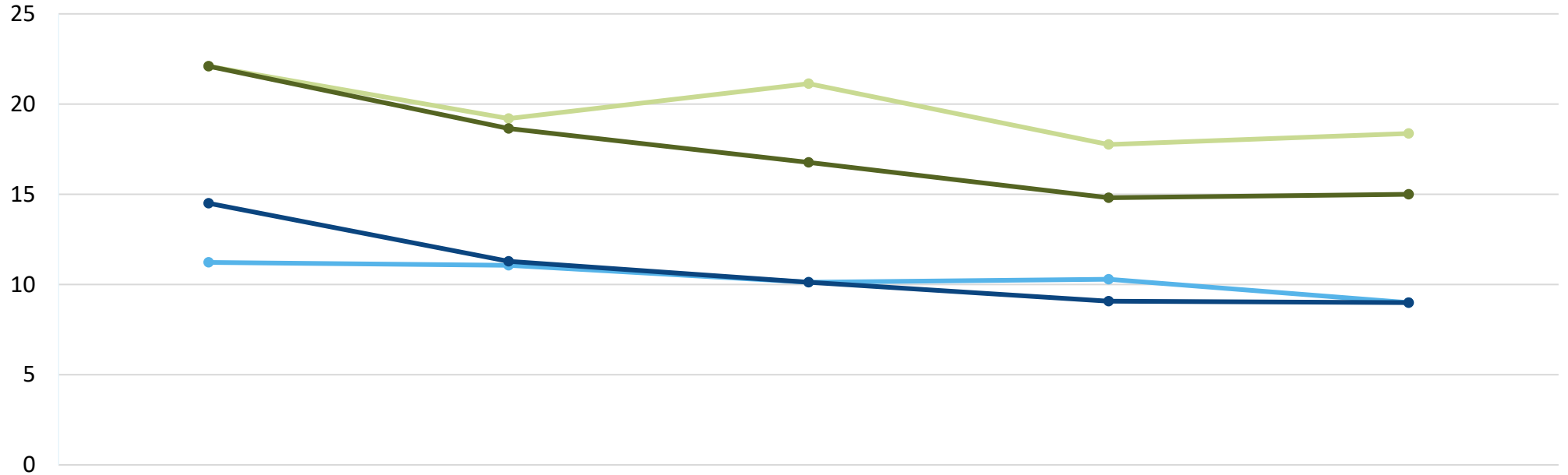


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	47.01%	45.90%	47.22%	42.72%	41.83%
Staff without a LTC or illness: Your org	42.12%	37.85%	34.14%	34.67%	34.95%
Staff with a LTC or illness: Average	47.50%	51.25%	50.17%	47.42%	49.67%
Staff without a LTC or illness: Average	42.12%	41.58%	40.36%	38.09%	38.35%
Staff with a LTC or illness: Responses	536	549	629	967	1145
Staff without a LTC or illness: Responses	1859	1588	1570	2076	2352

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.

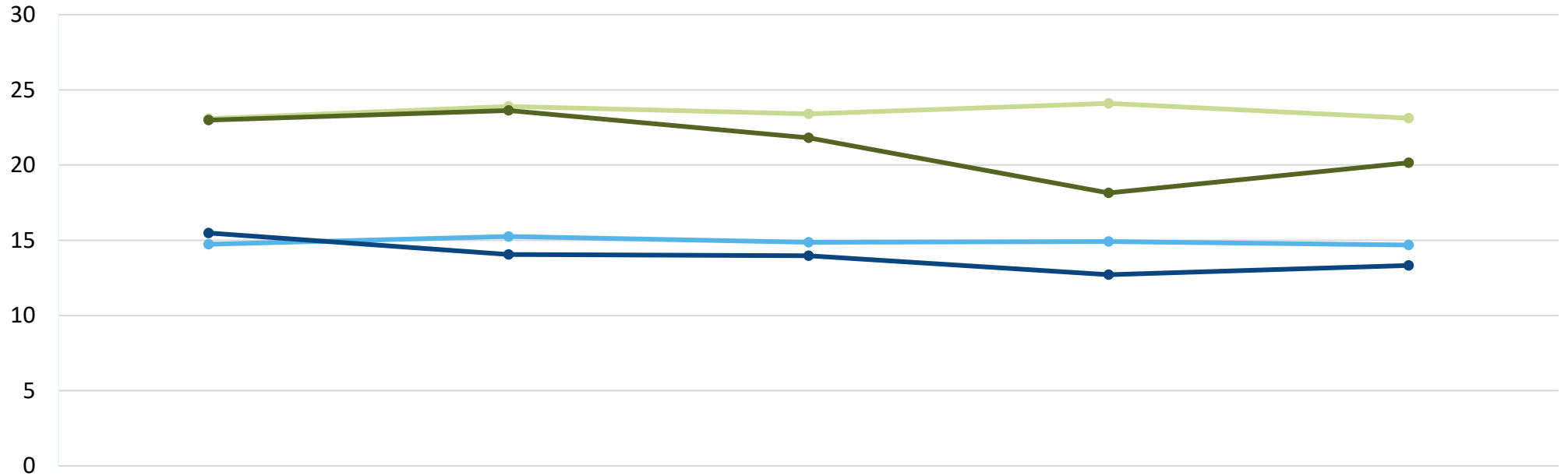


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	22.10%	18.65%	16.77%	14.81%	15.00%
Staff without a LTC or illness: Your org	14.50%	11.28%	10.12%	9.07%	8.99%
Staff with a LTC or illness: Average	22.10%	19.20%	21.14%	17.76%	18.37%
Staff without a LTC or illness: Average	11.22%	11.06%	10.12%	10.29%	8.99%
Staff with a LTC or illness: Responses	534	547	626	959	1133
Staff without a LTC or illness: Responses	1855	1587	1561	2058	2335

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.

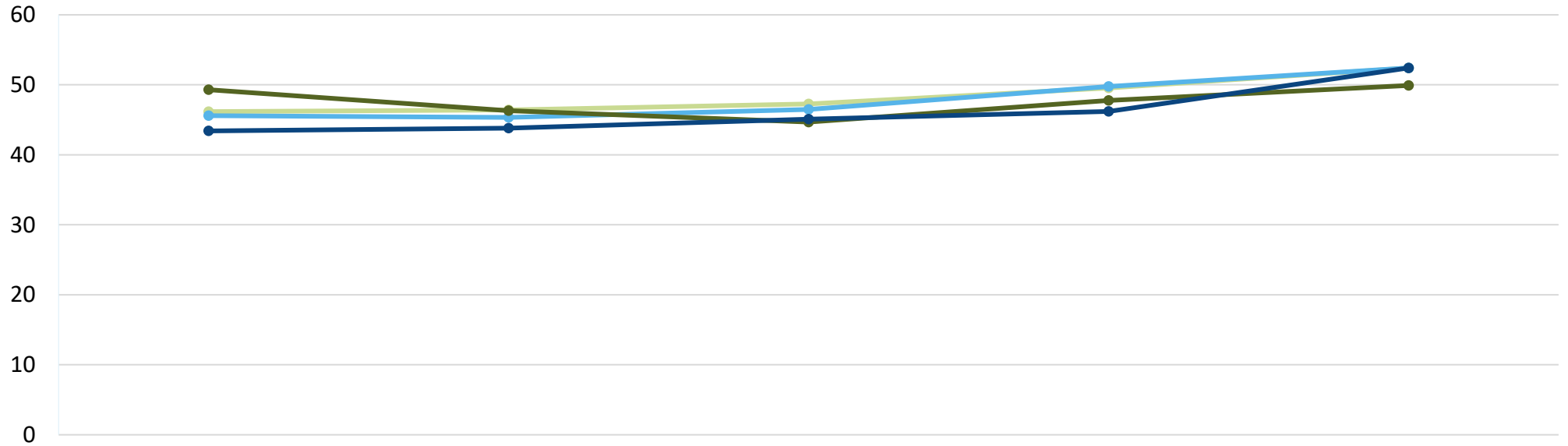


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	22.99%	23.63%	21.81%	18.15%	20.16%
Staff without a LTC or illness: Your org	15.48%	14.06%	13.97%	12.71%	13.33%
Staff with a LTC or illness: Average	23.09%	23.90%	23.40%	24.10%	23.11%
Staff without a LTC or illness: Average	14.74%	15.25%	14.87%	14.91%	14.68%
Staff with a LTC or illness: Responses	535	546	619	952	1121
Staff without a LTC or illness: Responses	1860	1579	1561	2040	2318

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.

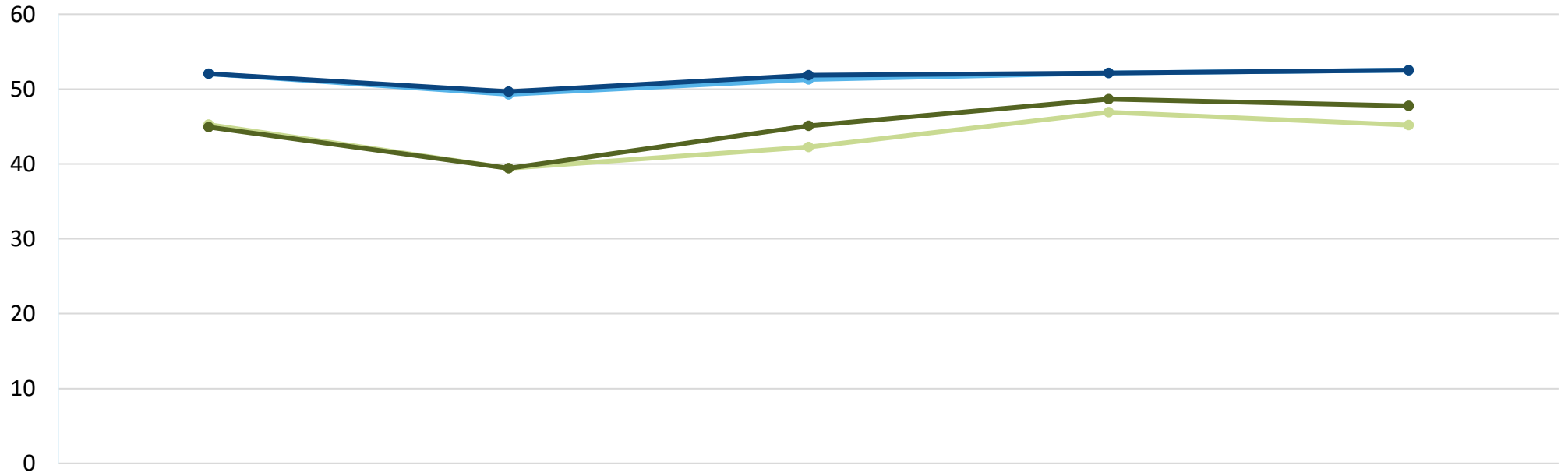


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	49.29%	46.29%	44.68%	47.78%	49.91%
Staff without a LTC or illness: Your org	43.41%	43.80%	45.10%	46.18%	52.41%
Staff with a LTC or illness: Average	46.17%	46.43%	47.26%	49.56%	52.41%
Staff without a LTC or illness: Average	45.60%	45.34%	46.49%	49.77%	52.41%
Staff with a LTC or illness: Responses	280	283	329	447	545
Staff without a LTC or illness: Responses	820	637	612	765	870

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

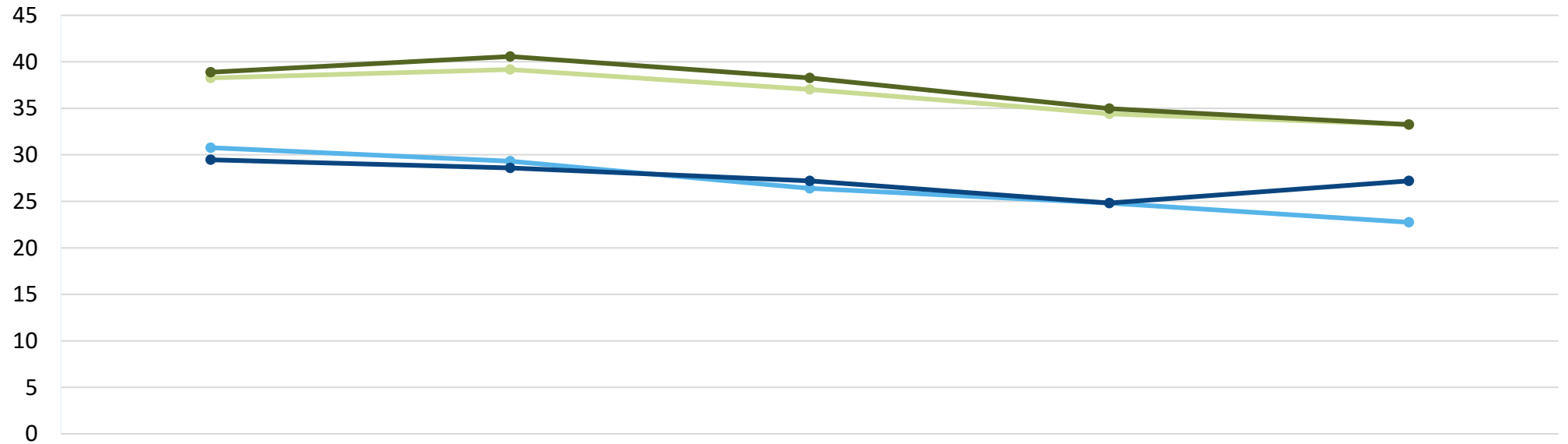
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	44.94%	39.42%	45.10%	48.66%	47.77%
Staff without a LTC or illness: Your org	52.04%	49.66%	51.85%	52.16%	52.53%
Staff with a LTC or illness: Average	45.26%	39.42%	42.27%	46.91%	45.19%
Staff without a LTC or illness: Average	52.04%	49.30%	51.28%	52.16%	52.53%
Staff with a LTC or illness: Responses	543	553	623	1046	1141
Staff without a LTC or illness: Responses	1885	1617	1566	2268	2332

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

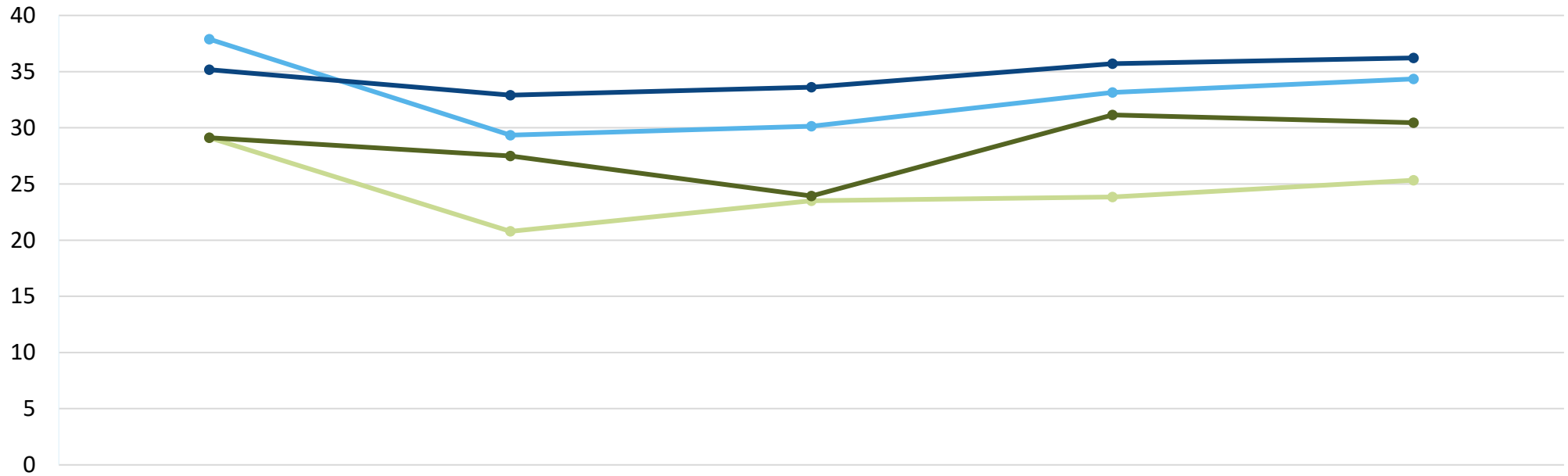
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	38.89%	40.57%	38.25%	34.97%	33.26%
Staff without a LTC or illness: Your org	29.47%	28.60%	27.19%	24.82%	27.21%
Staff with a LTC or illness: Average	38.28%	39.17%	37.04%	34.41%	33.26%
Staff without a LTC or illness: Average	30.77%	29.30%	26.39%	24.82%	22.75%
Staff with a LTC or illness: Responses	396	419	481	772	857
Staff without a LTC or illness: Responses	940	930	938	1253	1312

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

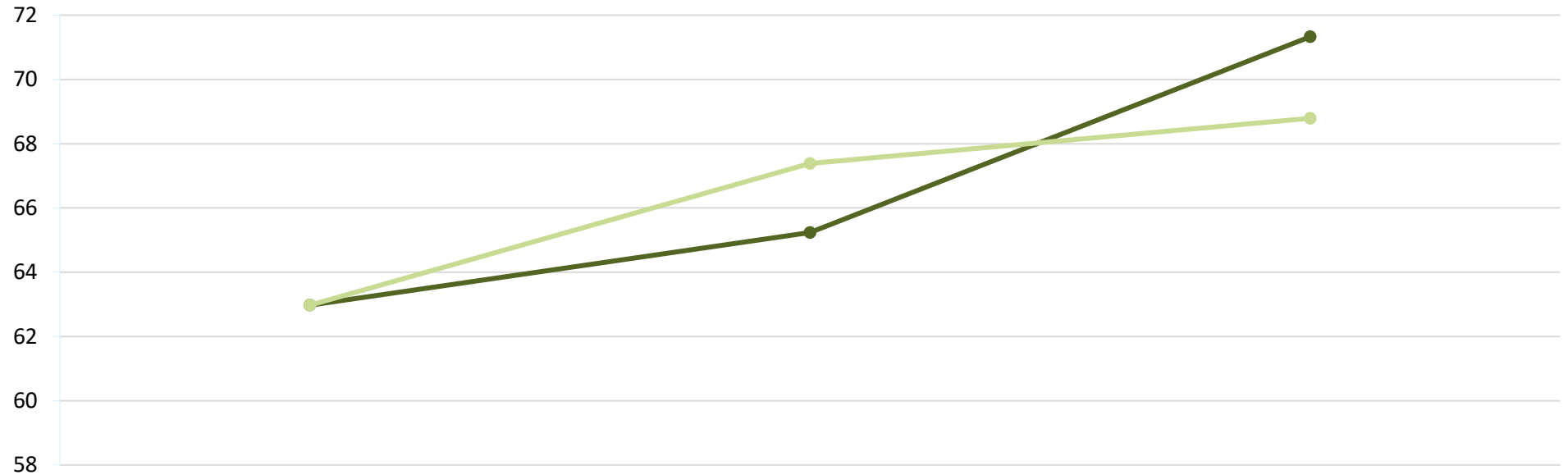
Percentage of staff satisfied with the extent to which their organisation values their work.



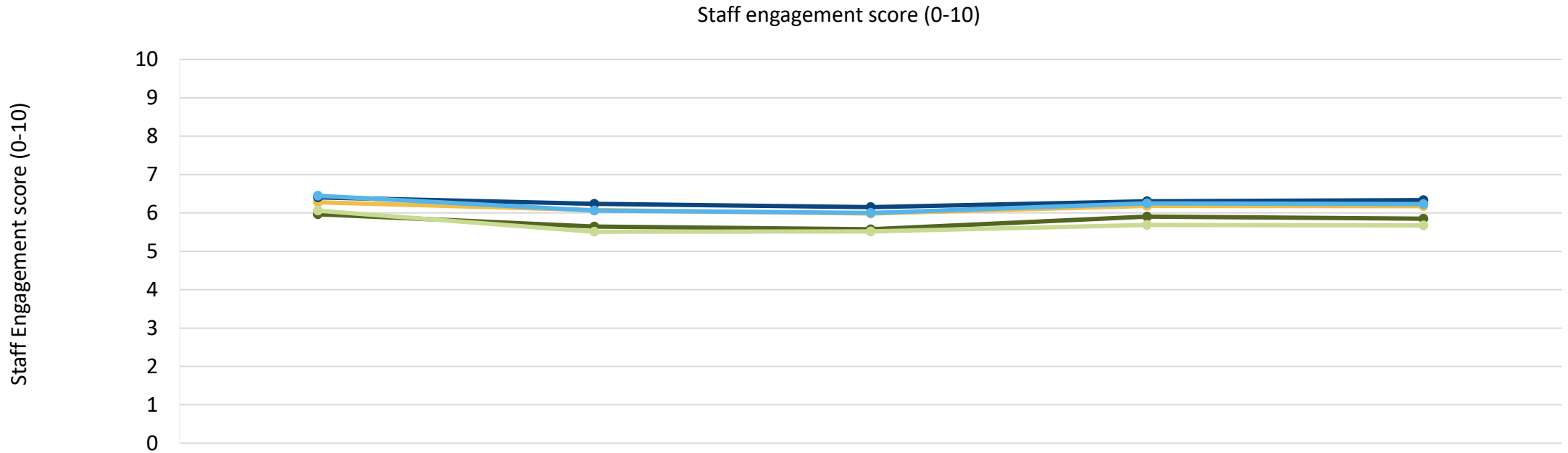
	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	29.12%	27.50%	23.93%	31.14%	30.45%
Staff without a LTC or illness: Your org	35.18%	32.90%	33.61%	35.70%	36.22%
Staff with a LTC or illness: Average	29.12%	20.78%	23.51%	23.83%	25.34%
Staff without a LTC or illness: Average	37.89%	29.35%	30.15%	33.14%	34.34%
Staff with a LTC or illness: Responses	546	560	631	1050	1143
Staff without a LTC or illness: Responses	1896	1629	1571	2294	2358

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

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



	2022	2023	2024
Staff with a LTC or illness: Your org	62.97%	65.24%	71.33%
Staff with a LTC or illness: Average	62.97%	67.39%	68.79%
Staff with a LTC or illness: Responses	370	653	708

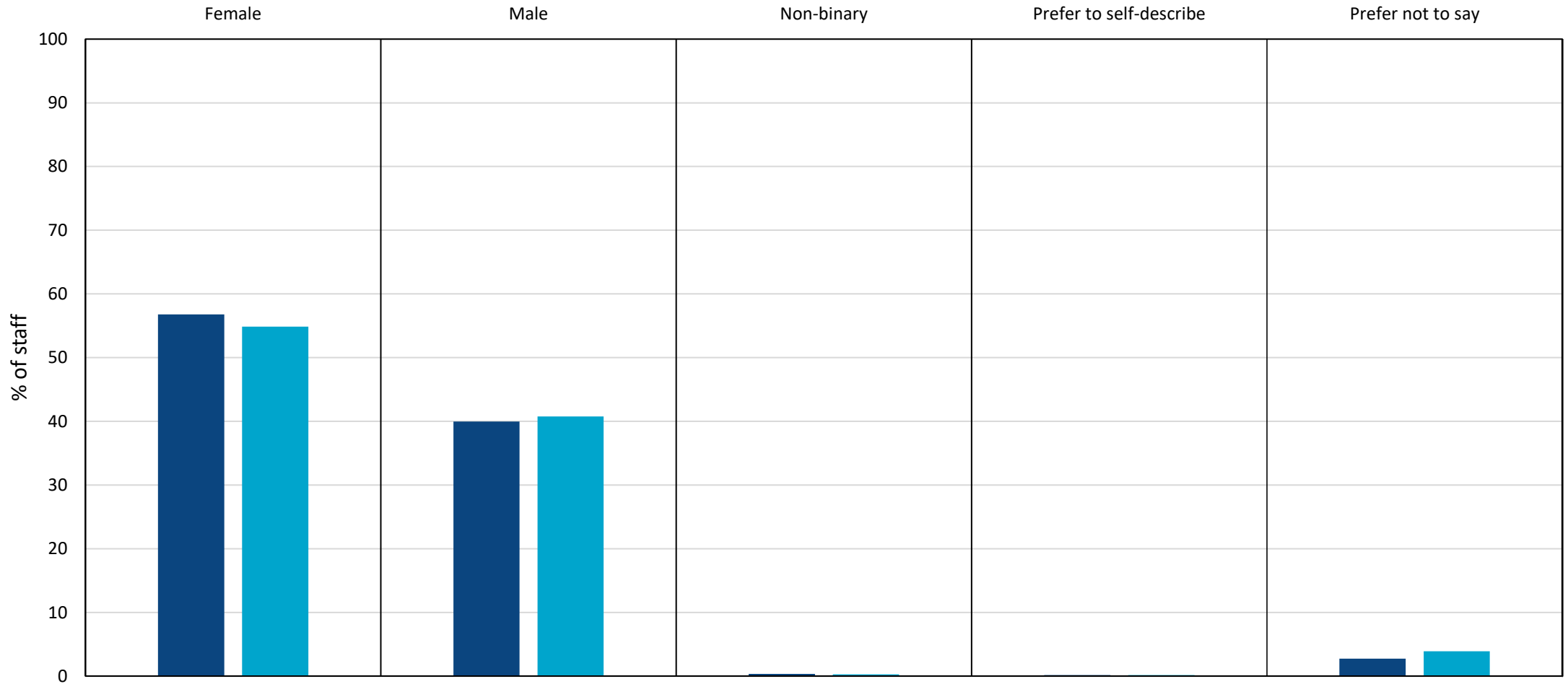


	2020	2021	2022	2023	2024
Organisation average	6.28	6.07	5.98	6.18	6.17
Staff with a LTC or illness: Your org	5.97	5.64	5.57	5.91	5.85
Staff without a LTC or illness: Your org	6.41	6.24	6.15	6.31	6.33
Staff with a LTC or illness: Average	6.06	5.51	5.52	5.69	5.68
Staff without a LTC or illness: Average	6.45	6.06	6.00	6.25	6.23
Staff with a LTC or illness: Responses	546	562	631	1054	1148
Staff without a LTC or illness: Responses	1898	1634	1575	2300	2360

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

About your respondents

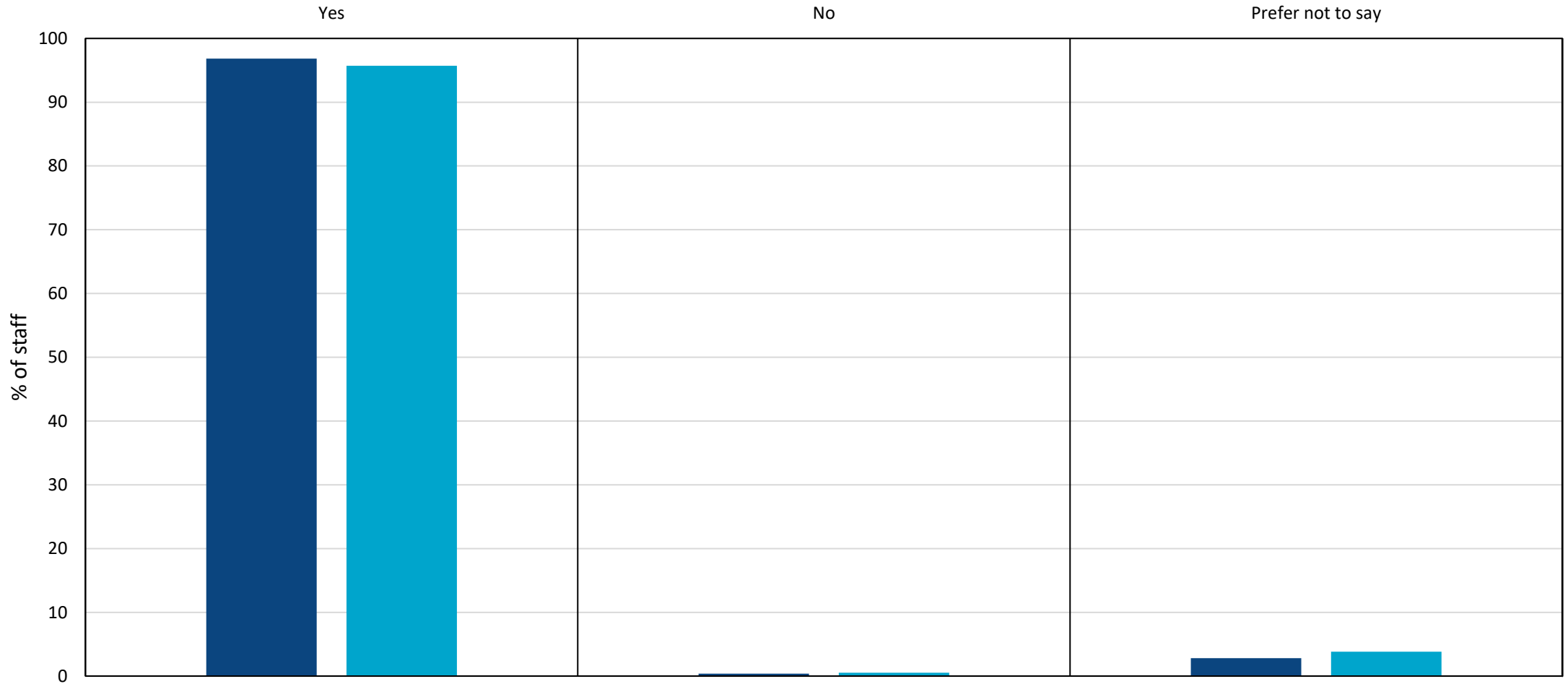
This section shows demographic and other background information for 2024.



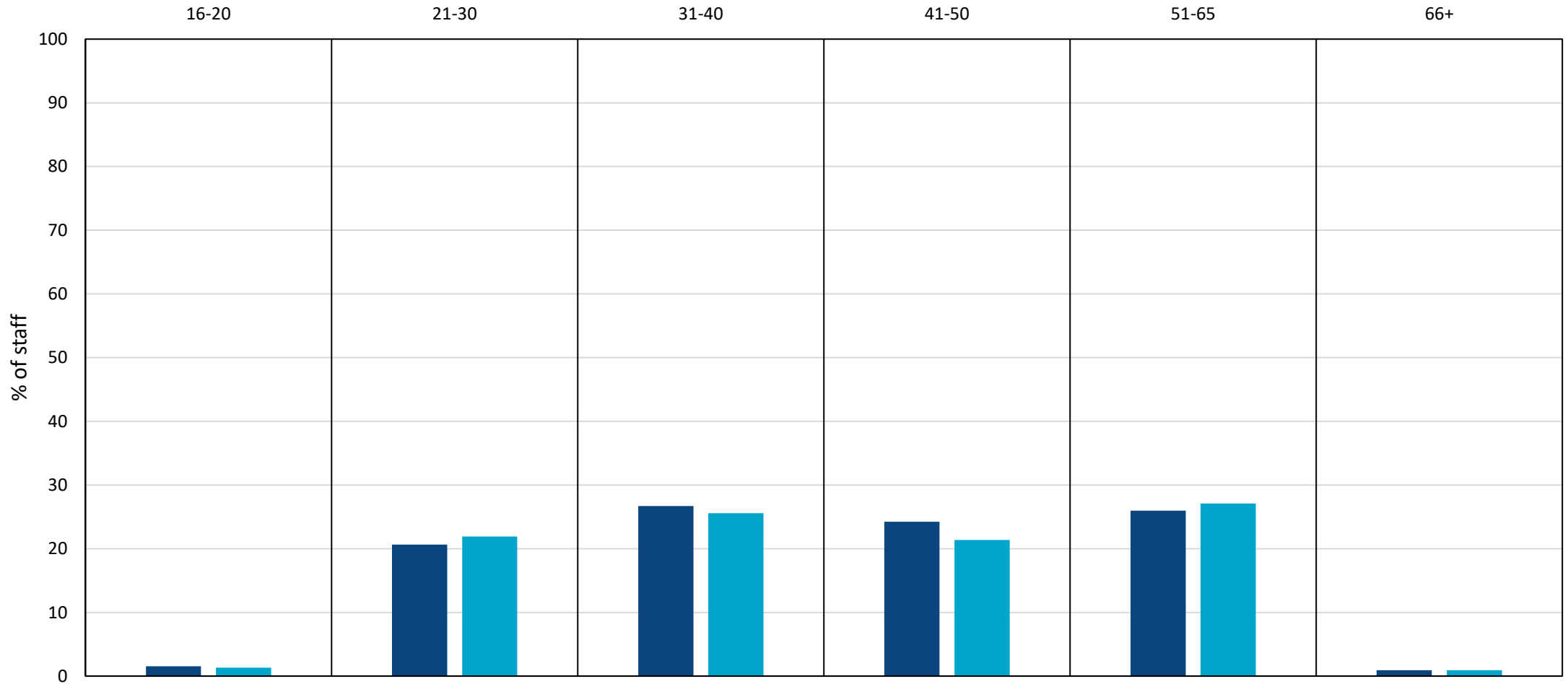
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	56.78%	39.98%	0.34%	0.17%	2.74%
Average	54.87%	40.78%	0.27%	0.16%	3.89%
Responses	3542	3542	3542	3542	3542



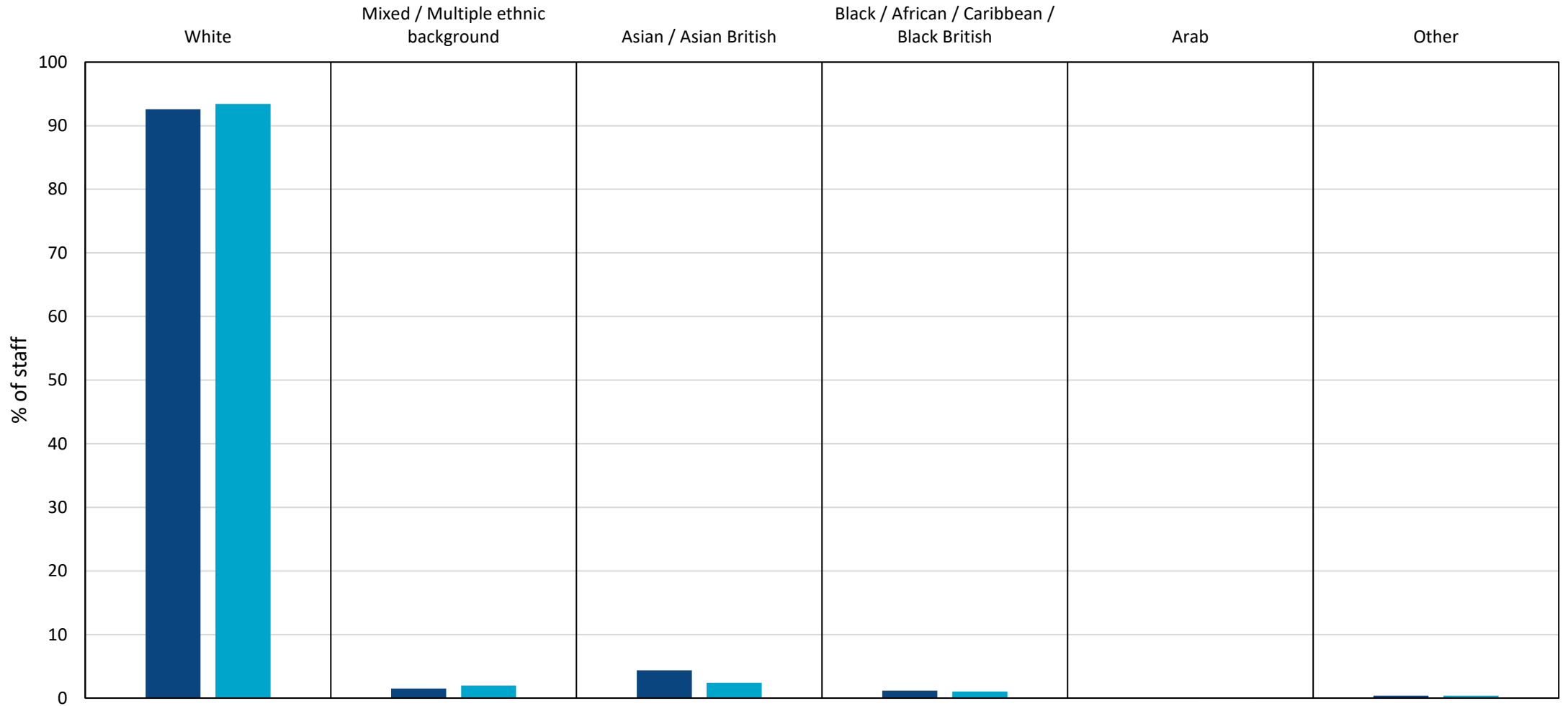
Background details – Is your gender identity the same as the sex you were registered at birth?



Your org	96.84%	0.37%	2.79%
Average	95.72%	0.51%	3.81%
Responses	3543	3543	3543

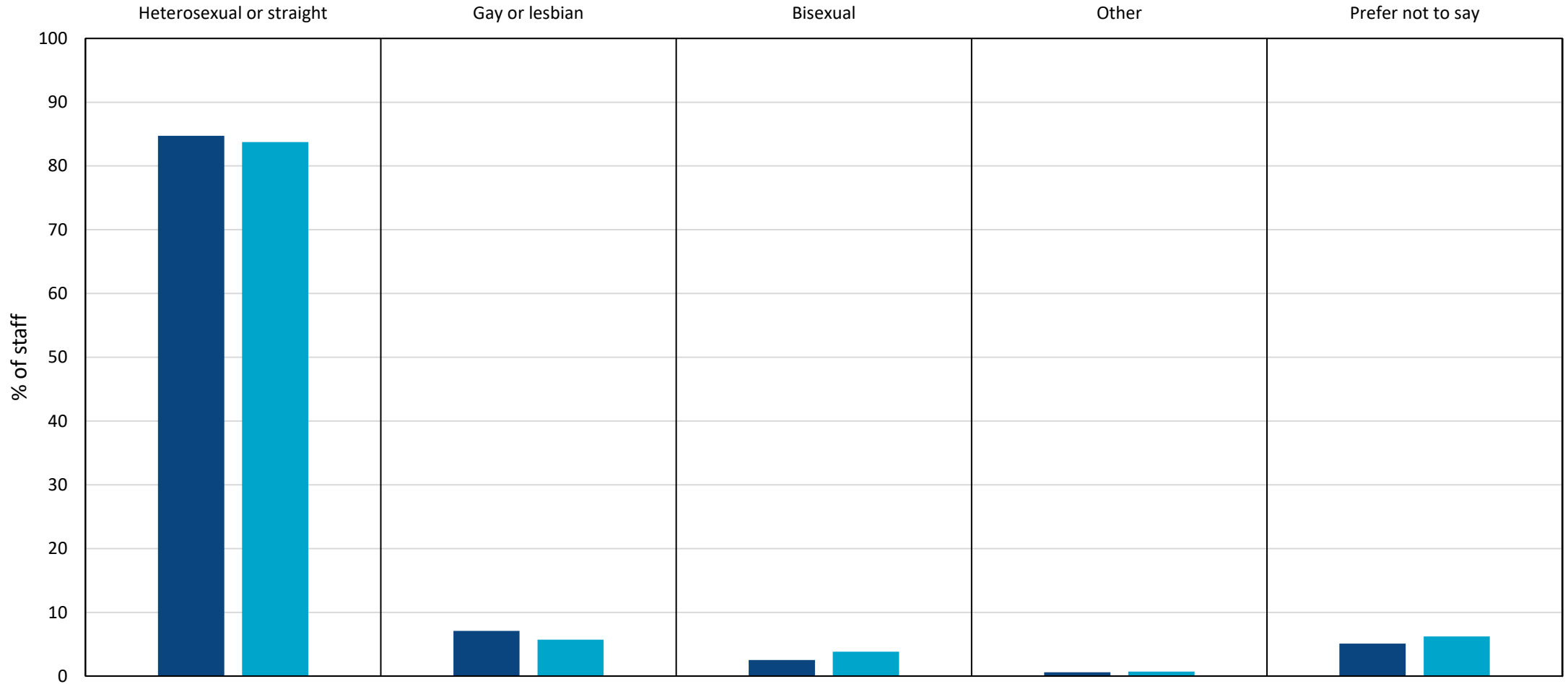


Your org	1.53%	20.64%	26.69%	24.23%	25.98%	0.93%
Average	1.32%	21.90%	25.56%	21.35%	27.11%	0.93%
Responses	3537	3537	3537	3537	3537	3537



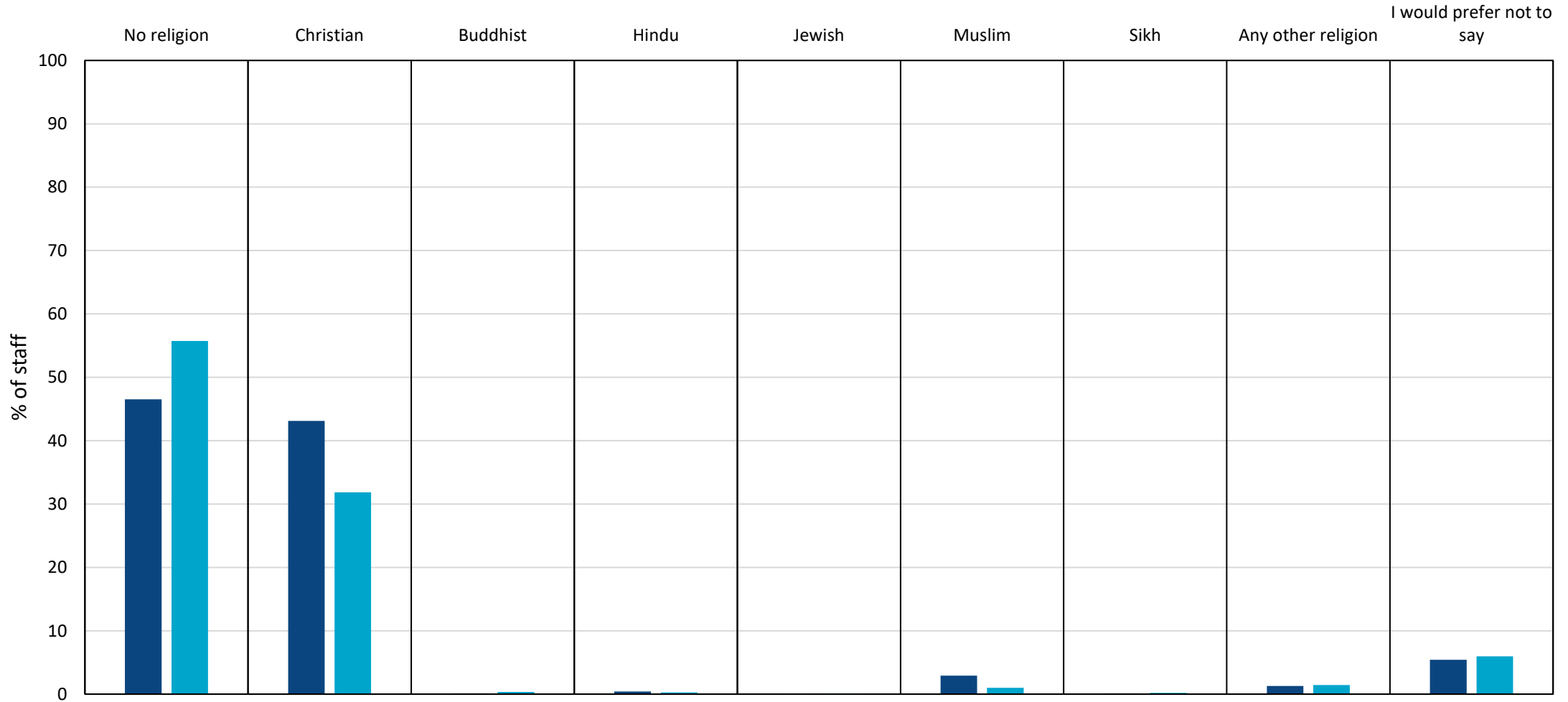
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	92.58%	1.50%	4.36%	1.19%	0.00%	0.37%
Average	93.42%	1.96%	2.41%	1.03%	0.04%	0.37%
Responses	3532	3532	3532	3532	3532	3532

Background details – Sexual orientation



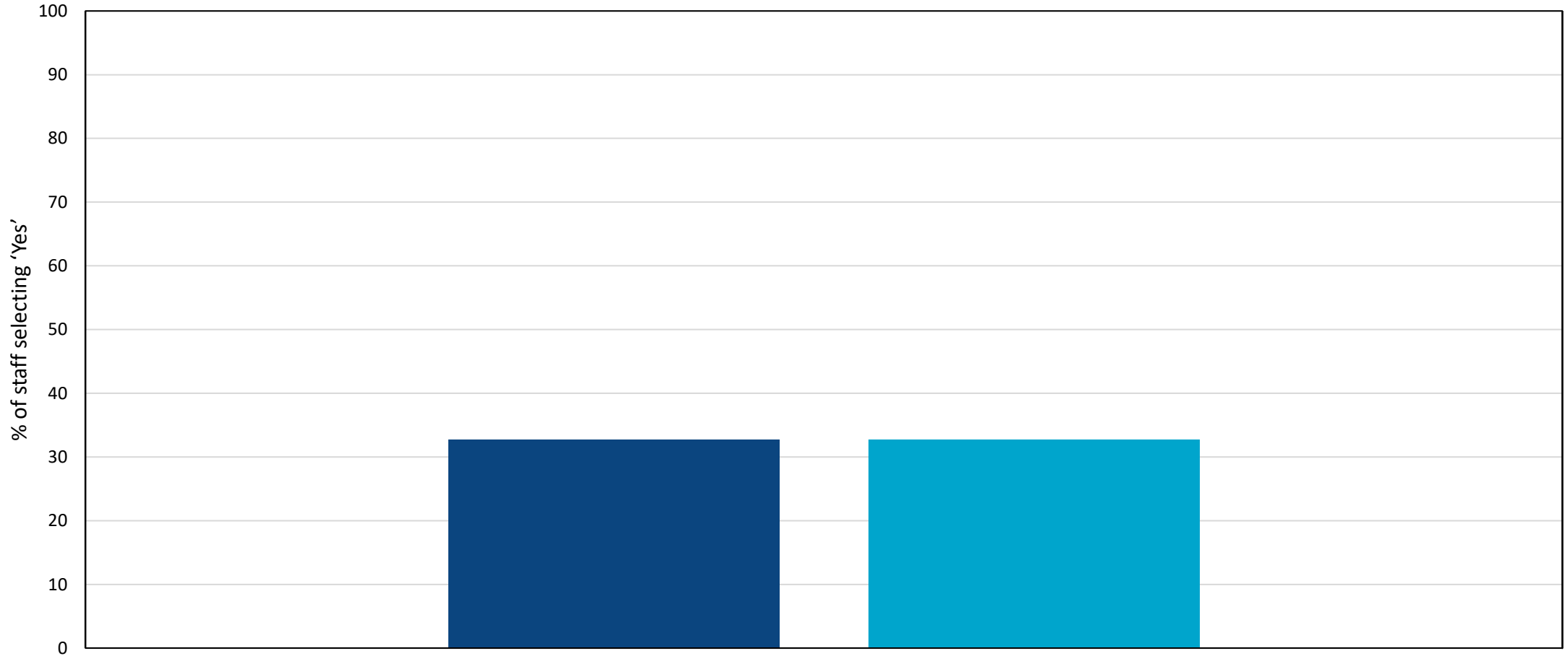
Your org	84.73%	7.09%	2.51%	0.59%	5.08%
Average	83.75%	5.69%	3.83%	0.70%	6.21%
Responses	3542	3542	3542	3542	3542

Background details - Religion



Your org	46.53%	43.12%	0.11%	0.42%	0.06%	2.90%	0.14%	1.30%	5.41%
Average	55.74%	31.84%	0.33%	0.26%	0.09%	0.99%	0.19%	1.44%	5.95%
Responses	3546	3546	3546	3546	3546	3546	3546	3546	3546

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



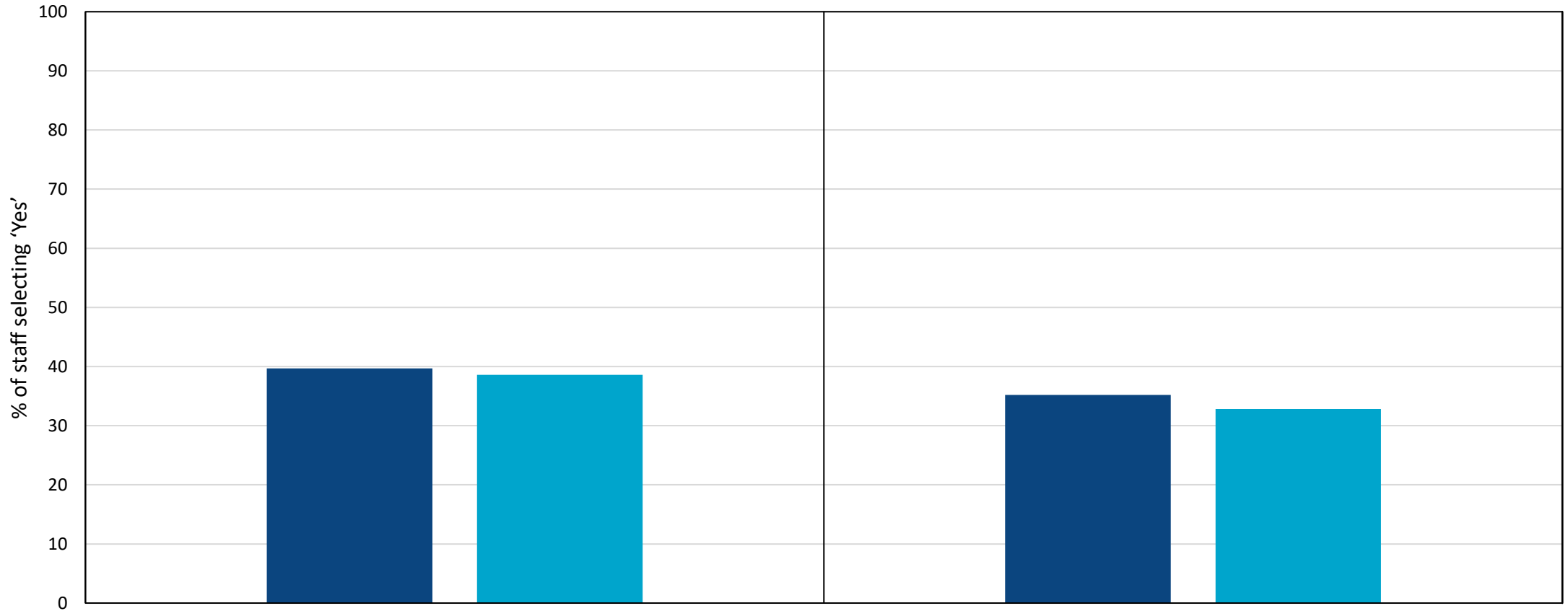
Your org	32.73%
Average	32.73%
Responses	3508



Background details – Parental / caring responsibilities

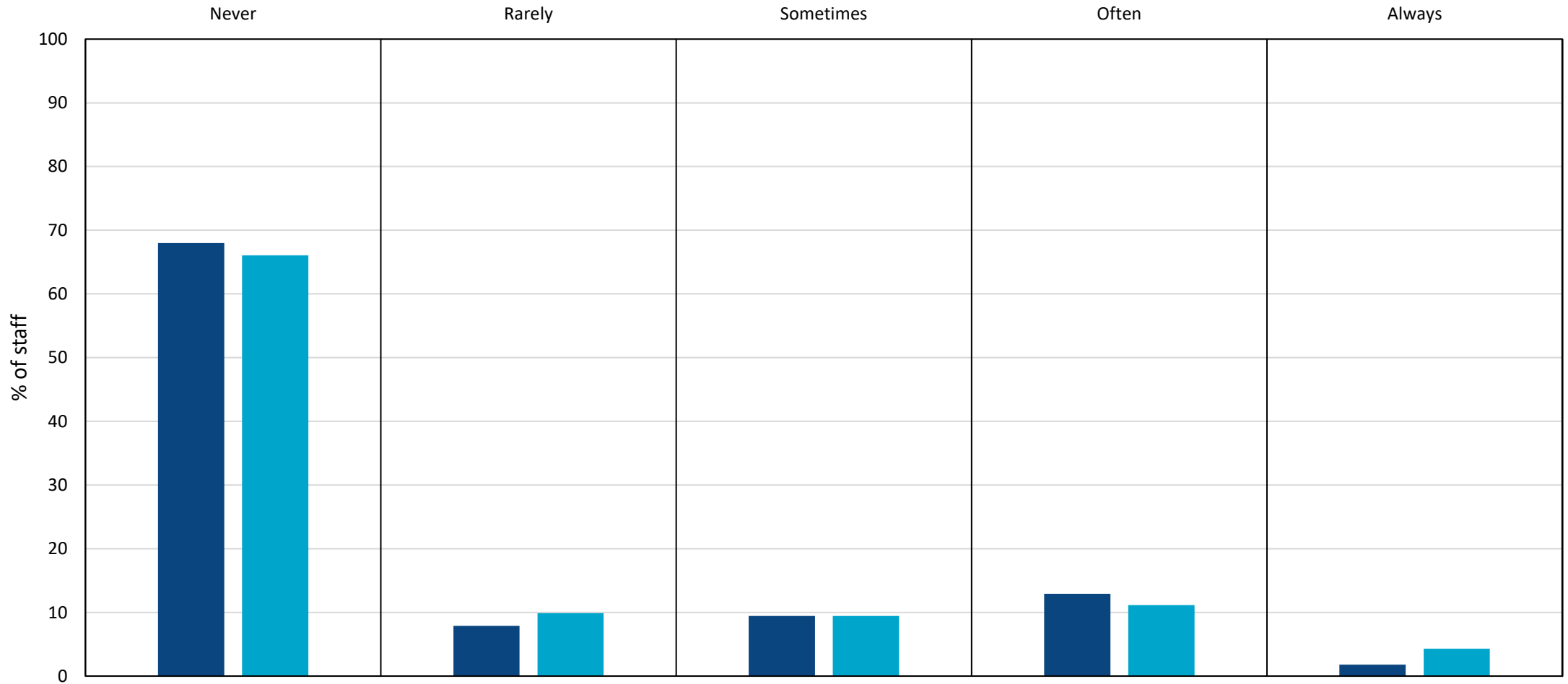
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.



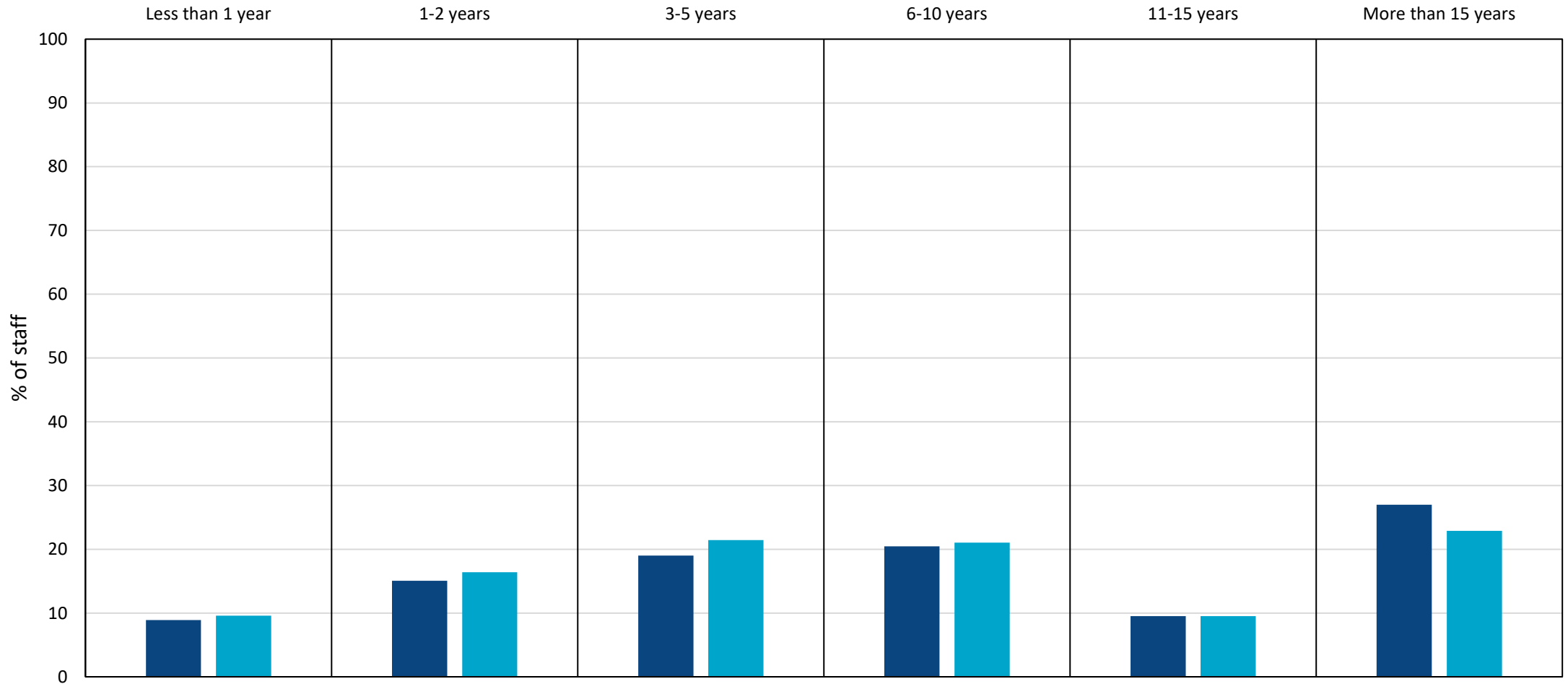
Your org	39.67%	35.21%
Average	38.59%	32.81%
Responses	3539	3536

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



Responses	3537	3537	3537	3537	3537
Your org	67.97%	7.89%	9.44%	12.92%	1.78%
Average	66.05%	9.88%	9.44%	11.14%	4.31%

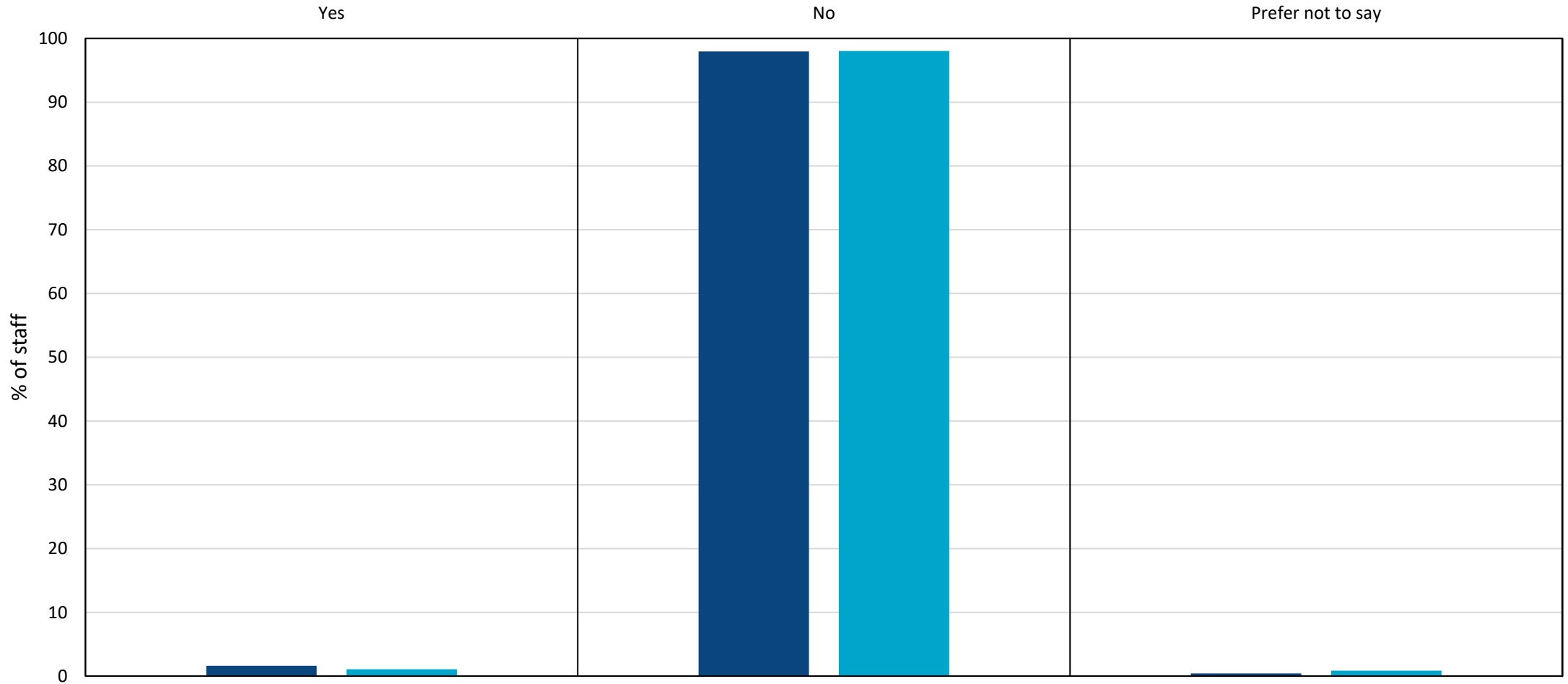
Background details – Length of service



Responses	3535	3535	3535	3535	3535	3535
Your org	8.91%	15.08%	19.01%	20.48%	9.53%	26.99%
Average	9.59%	16.39%	21.43%	21.03%	9.53%	22.88%

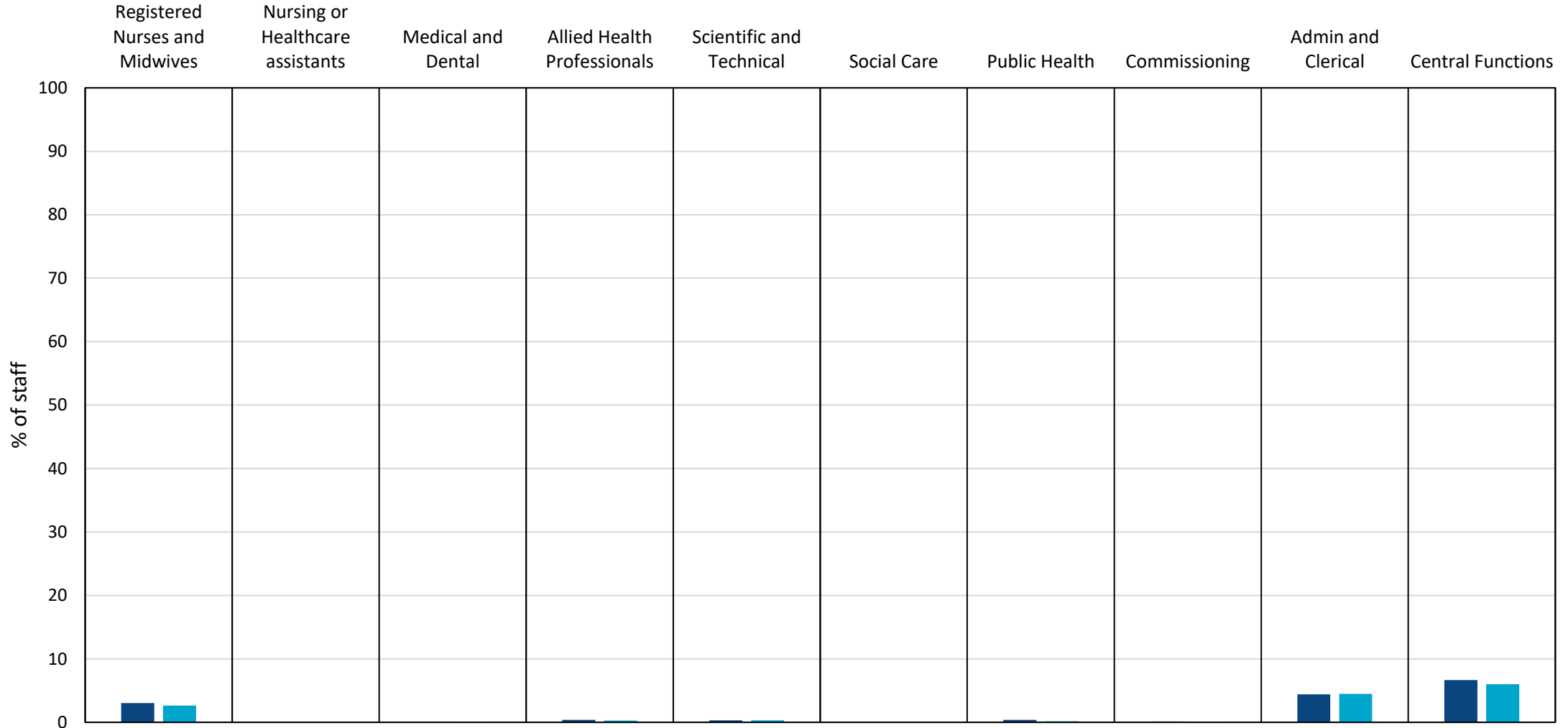


Background details – When you joined this organisation, were you recruited from outside of the UK?



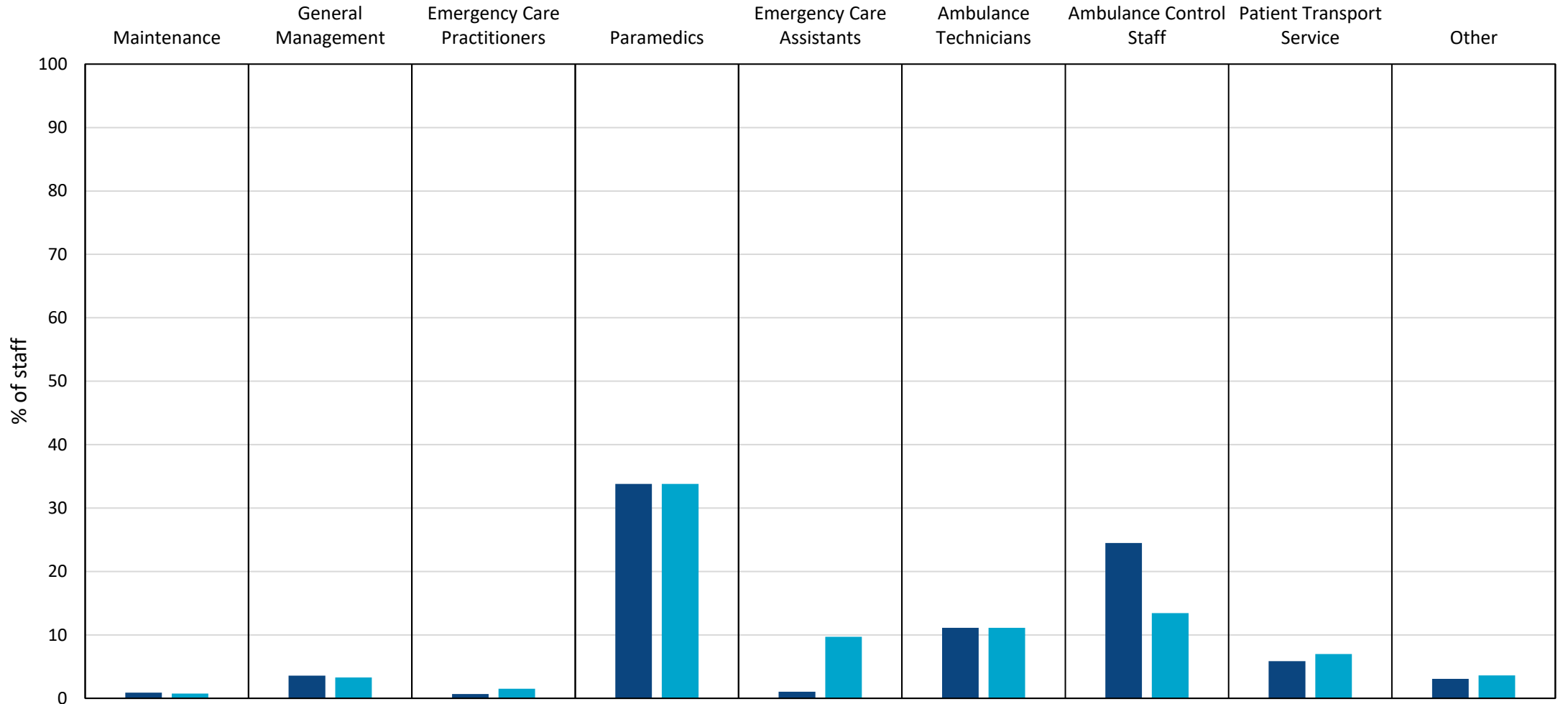
Your org	1.62%	97.96%	0.43%
Average	1.08%	98.04%	0.86%
Responses	3527	3527	3527

Background details – Occupational group



Occupational Group	Your org (%)	Average (%)	Responses
Registered Nurses and Midwives	3.03%	2.61%	3527
Nursing or Healthcare assistants	0.06%	0.06%	3527
Medical and Dental	0.06%	0.10%	3527
Allied Health Professionals	0.40%	0.29%	3527
Scientific and Technical	0.31%	0.31%	3527
Social Care	0.06%	0.04%	3527
Public Health	0.37%	0.17%	3527
Commissioning	0.11%	0.10%	3527
Admin and Clerical	4.42%	4.48%	3527
Central Functions	6.66%	6.01%	3527

Background details – Occupational group

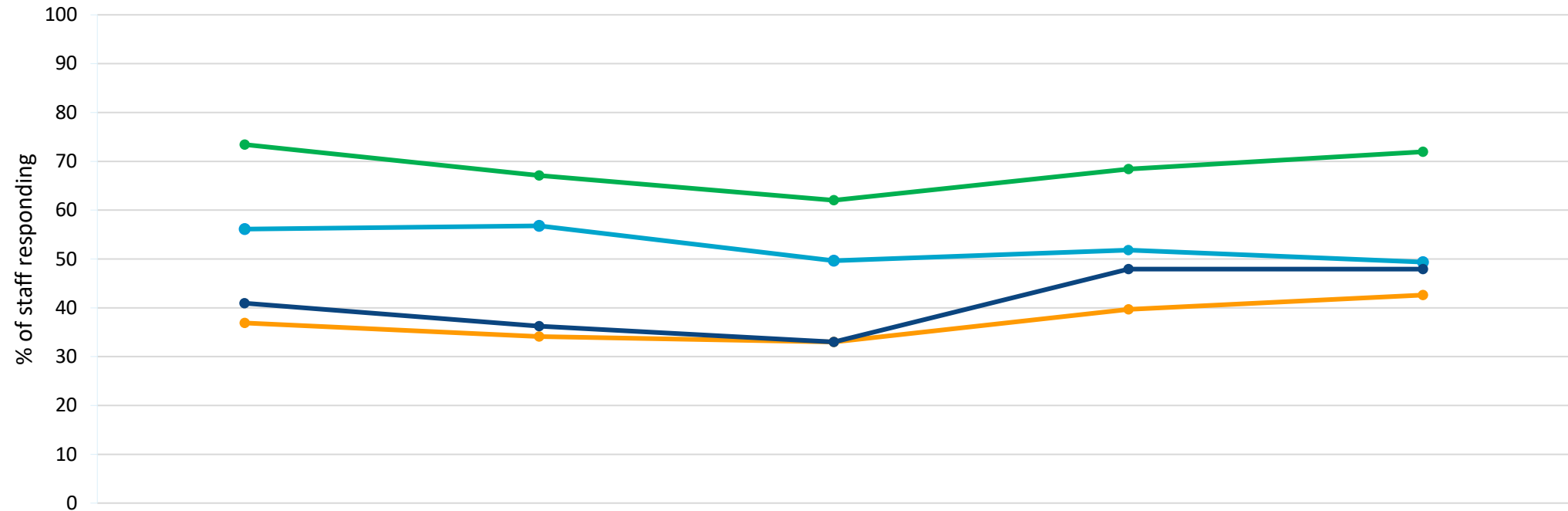


Your org	0.91%	3.57%	0.68%	33.80%	1.02%	11.11%	24.50%	5.87%	3.06%
Average	0.74%	3.27%	1.51%	33.80%	9.69%	11.11%	13.44%	6.98%	3.63%
Responses	3527	3527	3527	3527	3527	3527	3527	3527	3527

Appendices

Appendix A: Response rate

Response rate



	2020	2021	2022	2023	2024
Your org	40.92%	36.26%	33.00%	47.92%	47.91%
Highest	73.43%	67.10%	62.02%	68.40%	71.97%
Average	56.13%	56.78%	49.66%	51.81%	49.36%
Lowest	36.89%	34.11%	33.00%	39.69%	42.61%
Responses	2622	2308	2216	3425	3554

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	6.92	3423	6.88	3551	Not significant
We are recognised and rewarded	5.47	3419	5.49	3552	Not significant
We each have a voice that counts	6.02	3412	6.01	3539	Not significant
We are safe and healthy	5.78	3109	5.84	3542	Not significant
We are always learning	5.05	3139	5.08	3274	Not significant
We work flexibly	5.21	3404	5.46	3532	Significantly higher
We are a team	6.23	3419	6.20	3548	Not significant
Themes					
Staff Engagement	6.14	3423	6.13	3554	Not significant
Morale	5.66	3424	5.85	3553	Significantly higher

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

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

Appendix C: Tips on using your benchmark report

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

Key points to note



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



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



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

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

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

Areas to improve

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



Only one example is highlighted for each point

Positive outcomes

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

Review trend data

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



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

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

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

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



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

Identifying questions of interest

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

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

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

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



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

Appendix D: Additional reporting outputs

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

Supporting documents



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



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

Other reporting outputs



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



Breakdown reports: Reports containing People Promise and theme results split by breakdown (locality) for North West Ambulance Service NHS Trust.



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



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