

West Midlands Ambulance Service University NHS Foundation Trust

NHS Staff Survey Benchmark report 2024



Introduction	3
<u>Organisation details</u>	<u>8</u>
People Promise element, theme and sub-score results	10
<u>Overview</u>	<u>11</u>
<u>Sub-score overview</u>	<u>13</u>
<u>Trends</u>	<u>17</u>
<u>We are compassionate and inclusive</u>	<u>18</u>
<u>We are recognised and rewarded</u>	<u>21</u>
<u>We each have a voice that counts</u>	<u>22</u>
<u>We are safe and healthy</u>	<u>24</u>
<u>We are always learning</u>	<u>26</u>
<u>We work flexibly</u>	<u>28</u>
<u>We are a team</u>	<u>30</u>
<u>Staff Engagement</u>	<u>32</u>
<u>Morale</u>	<u>34</u>
People Promise element, theme and sub-score results – detailed information	36
<u>We are compassionate and inclusive</u>	<u>36</u>
<u>We are recognised and rewarded</u>	<u>45</u>
<u>We each have a voice that counts</u>	<u>48</u>
<u>We are safe and healthy</u>	<u>54</u>
<u>We are always learning</u>	<u>66</u>
<u>We work flexibly</u>	<u>71</u>
<u>We are a team</u>	<u>74</u>
<u>Staff Engagement</u>	<u>80</u>
<u>Morale</u>	<u>84</u>

Questions not linked to the People Promise elements or themes	90
Workforce Equality Standards	103
<u>Workforce Race Equality Standards (WRES)</u>	<u>106</u>
<u>Workforce Disability Equality Standards (WDES)</u>	<u>111</u>
About your respondents	121
Appendices	135
<u>A – Response rate</u>	<u>136</u>
<u>B – Significance testing (2023 v 2024) People Promise and theme results</u>	<u>138</u>
<u>C – Tips on using your benchmark report</u>	<u>140</u>
<u>D – Additional reporting outputs</u>	<u>145</u>

Introduction

About this report

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

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

How results are reported

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



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

People Promise elements, themes and sub-scores

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

Questions not linked to the People Promise elements or themes

Introduction

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

Organisation details

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

People Promise elements, themes and sub-scores: Overview

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

People Promise elements, themes and sub-scores: Trends

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

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



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

People Promise elements, themes and sub-scores: Questions

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

Questions not linked to People Promise

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

Workforce Equality Standards

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

About your respondents

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

Appendices

Here you will find:

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

Key features

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

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

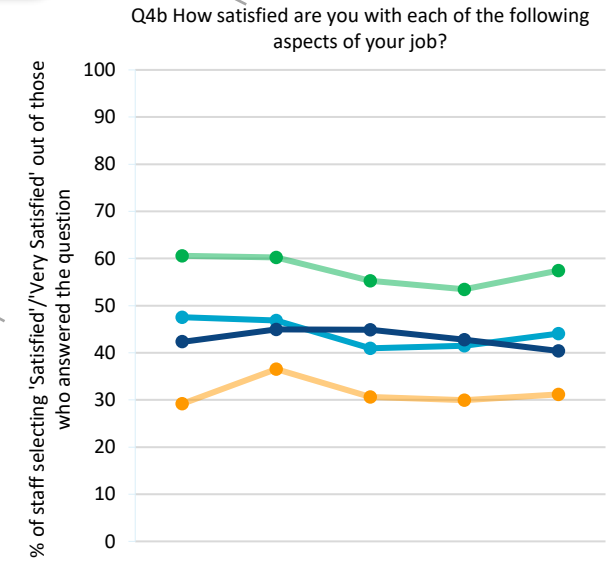
Note this is example data



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

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

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



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

Number of responses for the organisation for the given question.

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

Organisation details

West Midlands Ambulance Service University NHS
Foundation Trust

2024 NHS Staff Survey



Organisation details

Completed questionnaires ➔ **4697**

2024 response rate ➔ **68%**

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](#).

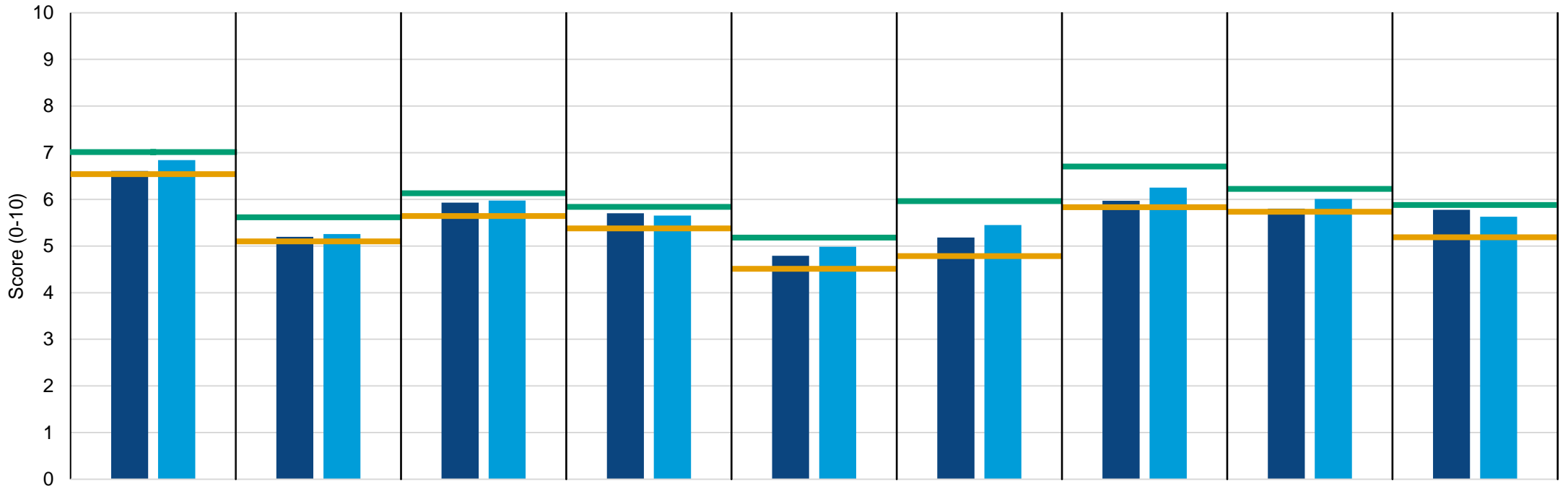


People Promise elements, themes and sub-score results

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.

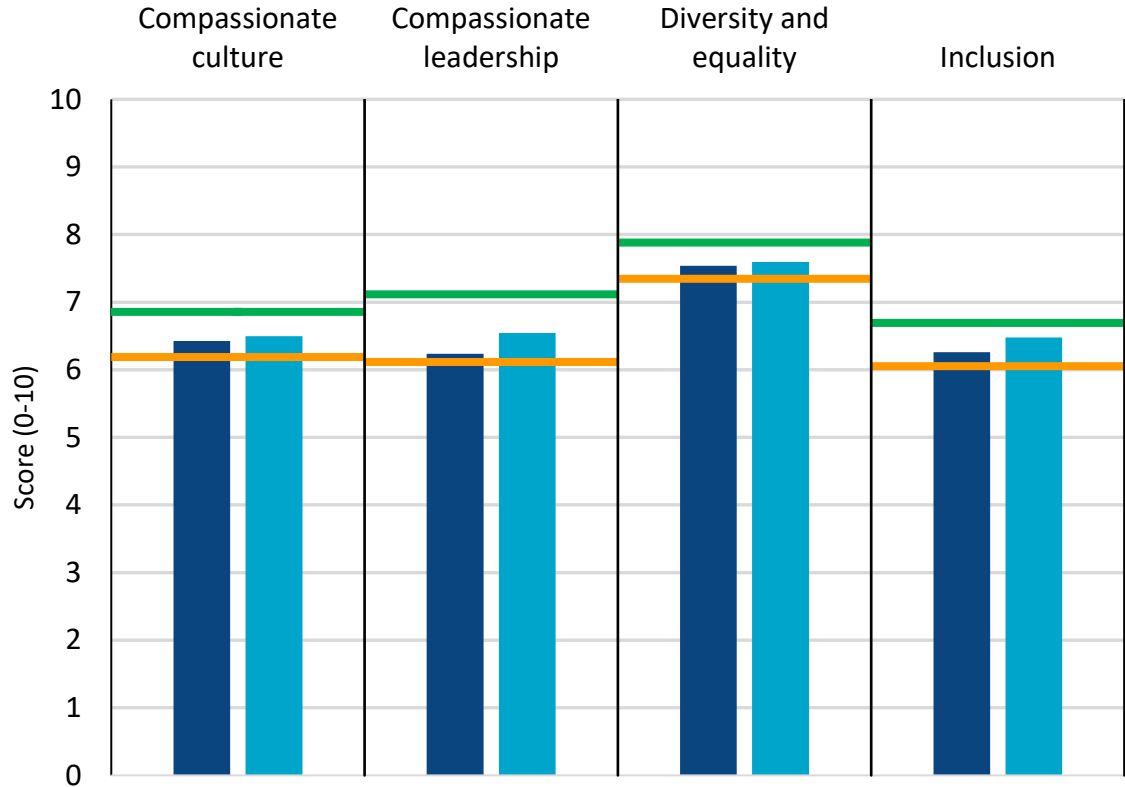


Your org	6.61	5.20	5.93	5.70	4.79	5.18	5.97	5.80	5.77
Best result	7.01	5.62	6.13	5.84	5.18	5.96	6.70	6.22	5.88
Average result	6.84	5.25	5.98	5.65	4.98	5.45	6.25	6.01	5.63
Worst result	6.54	5.10	5.64	5.38	4.51	4.78	5.83	5.73	5.19
Responses	4679	4681	4661	4669	4351	4663	4673	4685	4683

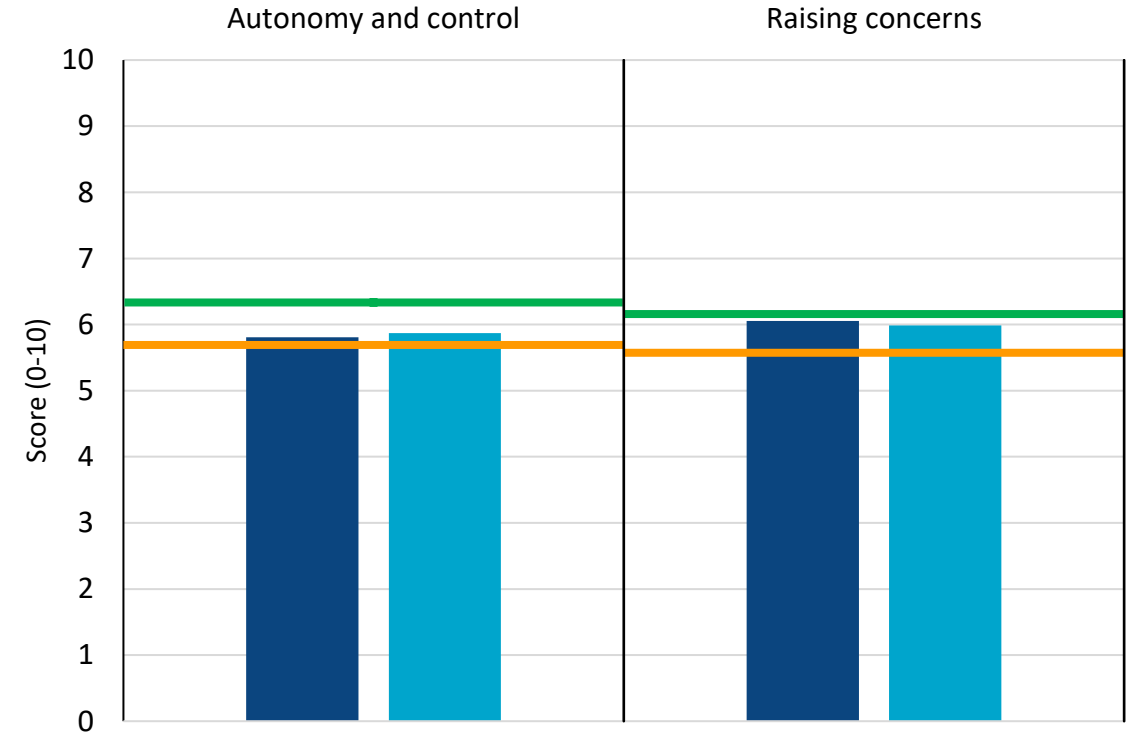
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 1: We are compassionate and inclusive



Promise element 3: We each have a voice that counts



Your org	6.43	6.24	7.54	6.26
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	4675	4679	4612	4669

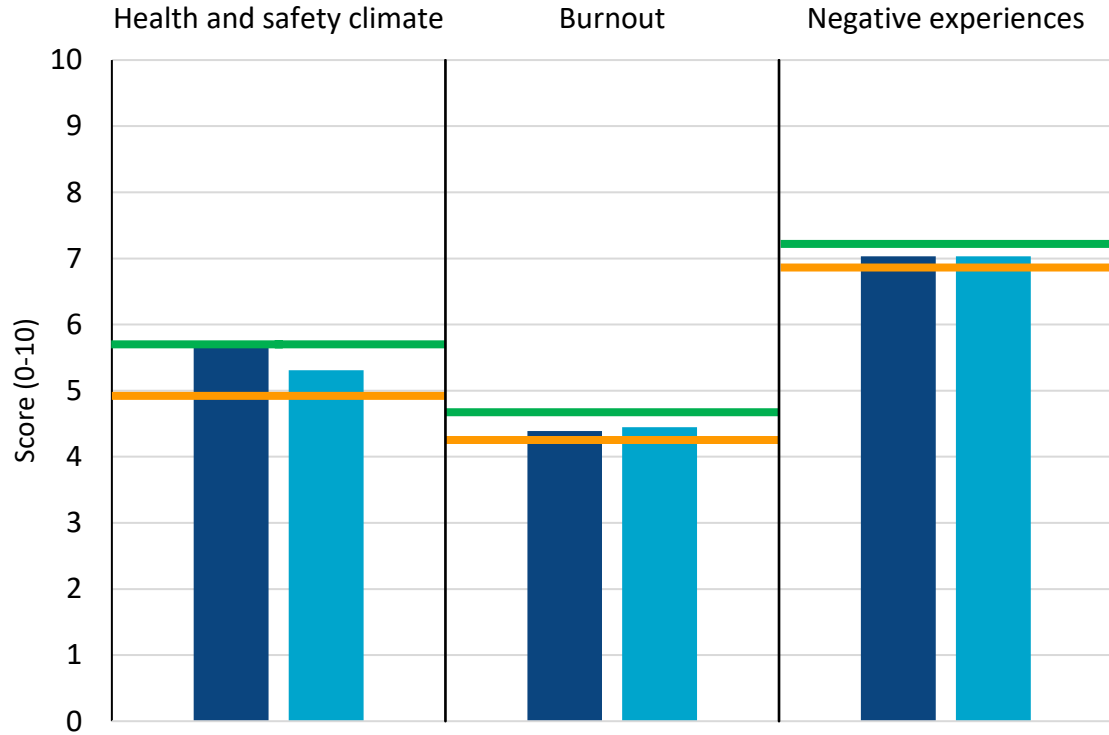
Your org	5.81	6.05
Best result	6.33	6.16
Average result	5.87	5.99
Worst result	5.69	5.57
Responses	4685	4662

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.

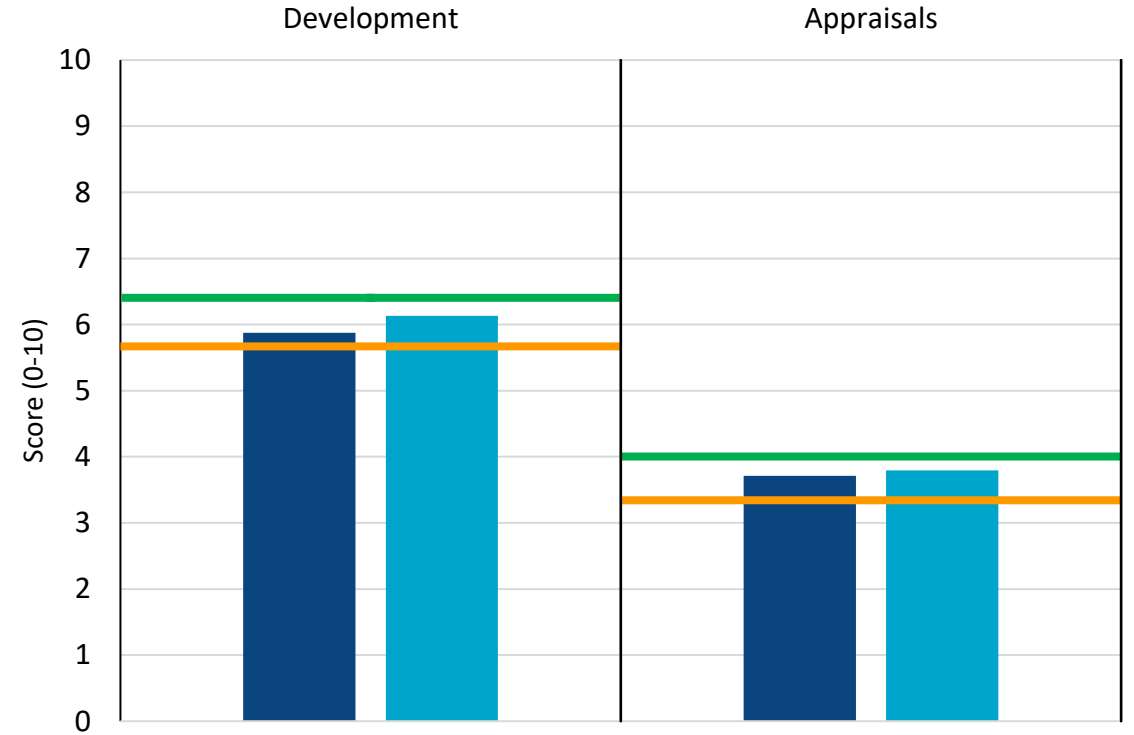
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 4: We are safe and healthy



Promise element 5: We are always learning



Your org	5.69	4.39	7.03
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	4683	4682	4673

Your org	5.88	3.71
Best result	6.40	4.00
Average result	6.13	3.79
Worst result	5.67	3.34
Responses	4674	4353

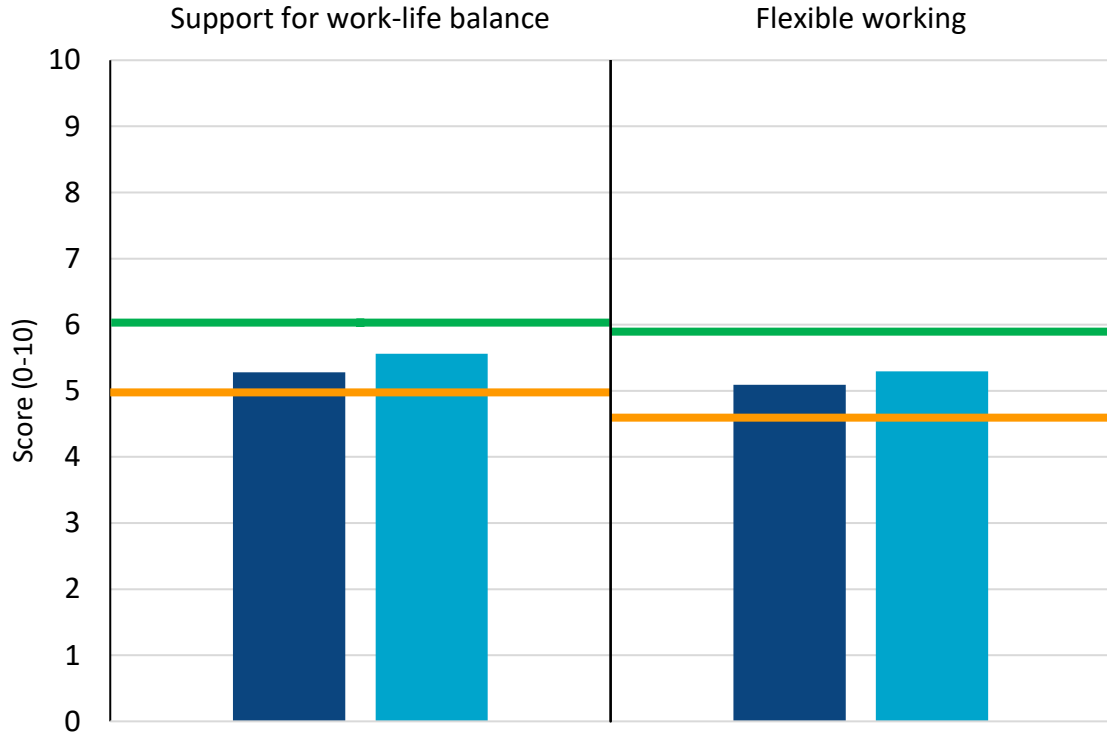
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



Promise element 6: We work flexibly



Promise element 7: We are a team



Your org	5.28	5.09
Best result	6.03	5.89
Average result	5.56	5.29
Worst result	4.98	4.59
Responses	4677	4670

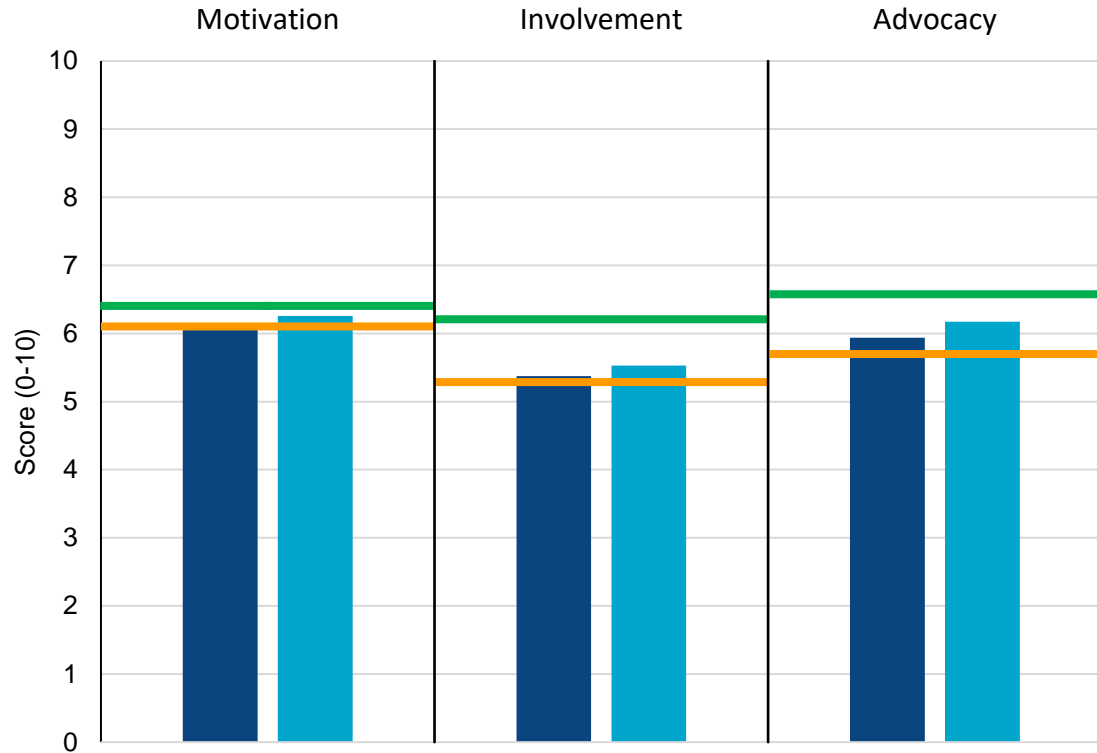


Your org	6.18	5.76
Best result	6.53	6.88
Average result	6.15	6.28
Worst result	5.84	5.76
Responses	4676	4680

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



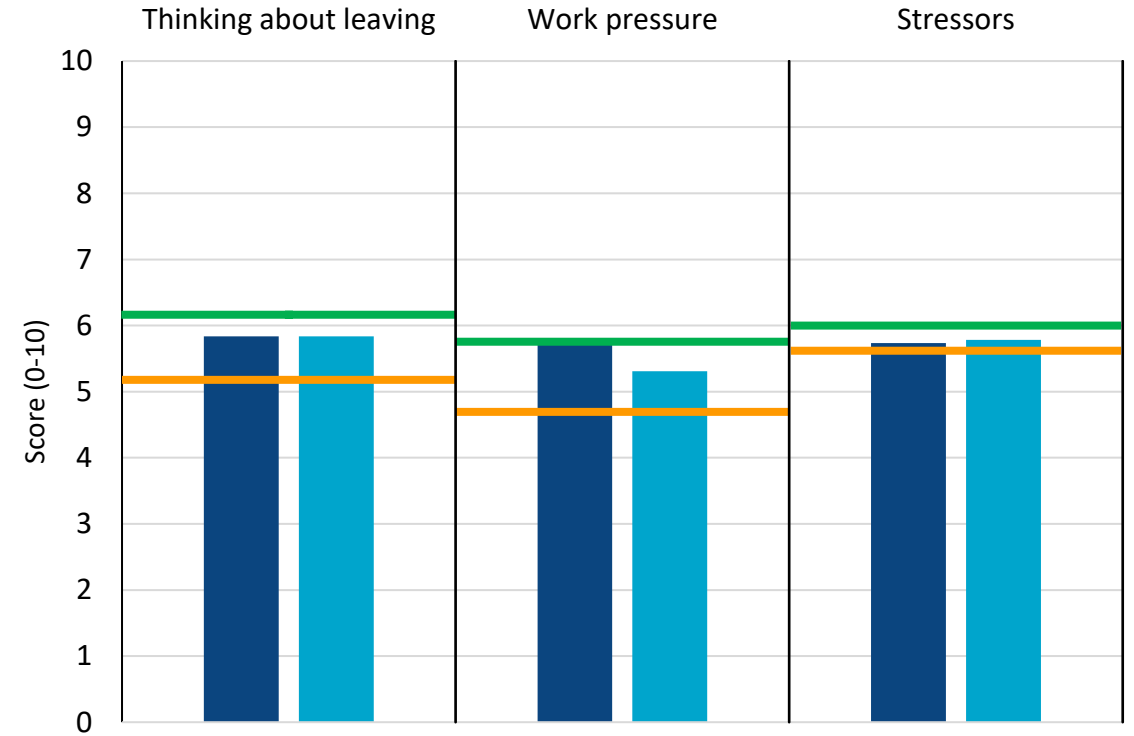
Theme: Staff engagement



Element	Score (0-10)	Responses
Your org	6.10	4668
Best result	6.40	
Average result	6.25	
Worst result	6.10	
Your org	5.37	4685
Best result	6.21	
Average result	5.53	
Worst result	5.29	
Your org	5.94	4675
Best result	6.58	
Average result	6.17	
Worst result	5.70	



Theme: Morale



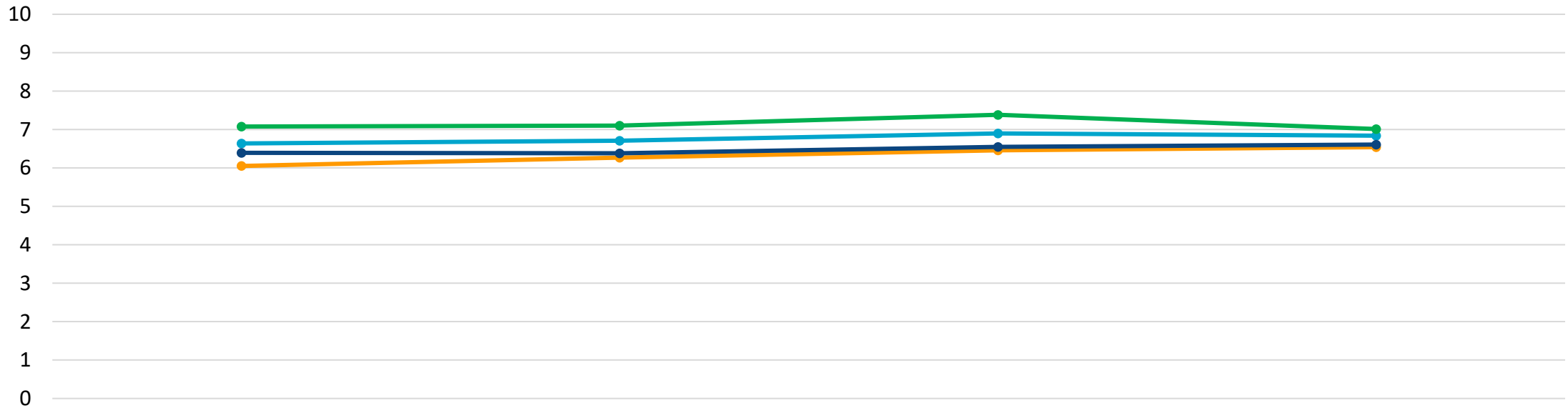
Element	Score (0-10)	Responses
Your org	5.84	4677
Best result	6.16	
Average result	5.84	
Worst result	5.18	
Your org	5.76	4683
Best result	5.76	
Average result	5.31	
Worst result	4.69	
Your org	5.74	4679
Best result	6.00	
Average result	5.79	
Worst result	5.62	

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

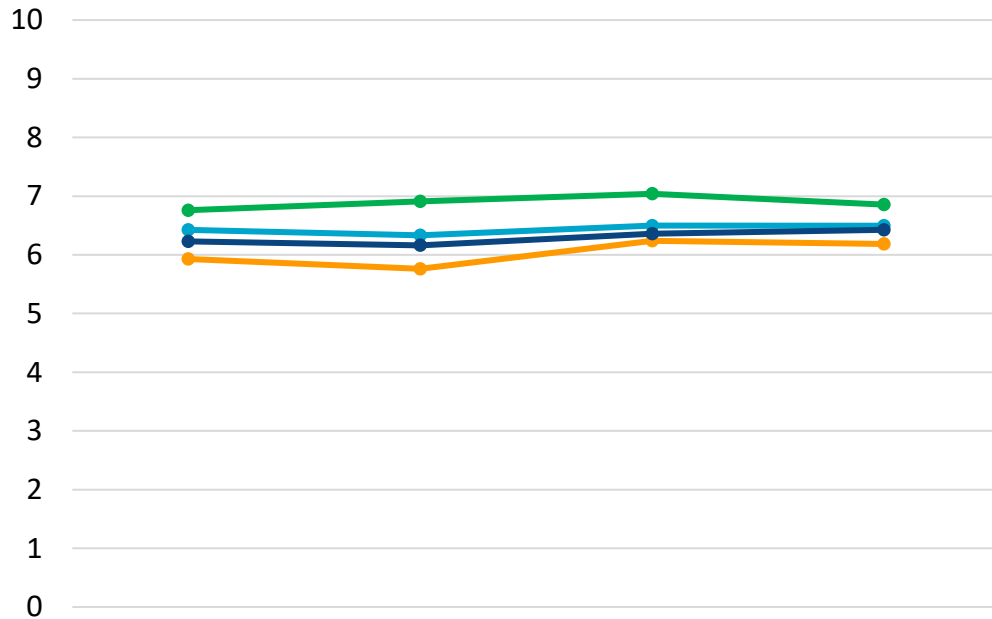


	2021	2022	2023	2024
Your org	6.39	6.38	6.55	6.61
Best result	7.08	7.10	7.38	7.01
Average result	6.64	6.71	6.90	6.84
Worst result	6.05	6.27	6.46	6.54
Responses	2910	2764	2658	4679

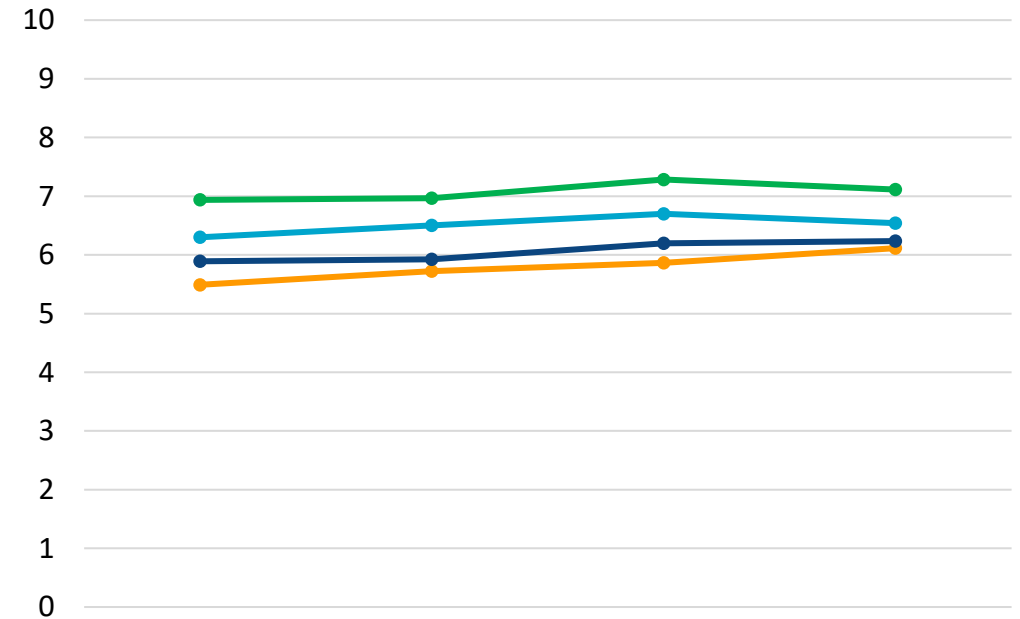
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Compassionate culture



Compassionate leadership



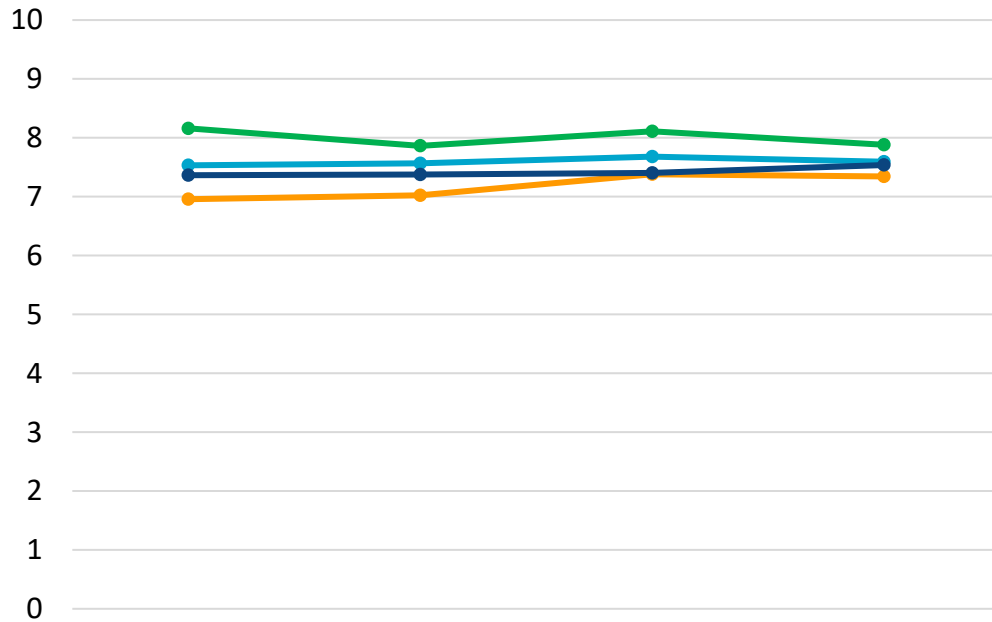
	2021	2022	2023	2024
Your org	6.23	6.16	6.36	6.43
Best result	6.76	6.91	7.04	6.86
Average result	6.43	6.33	6.50	6.50
Worst result	5.93	5.76	6.24	6.19
Responses	2875	2760	2656	4675

	2021	2022	2023	2024
Your org	5.89	5.93	6.20	6.24
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	2930	2762	2658	4679

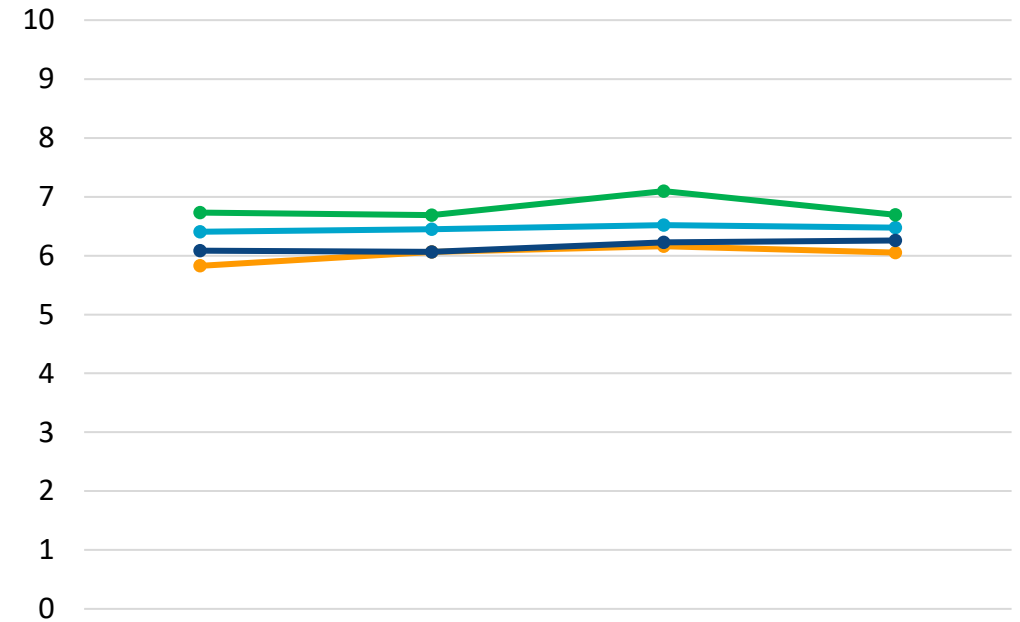
People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.

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

Diversity and equality



Inclusion



	2021	2022	2023	2024
Your org	7.36	7.38	7.40	7.54
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	2910	2763	2657	4612

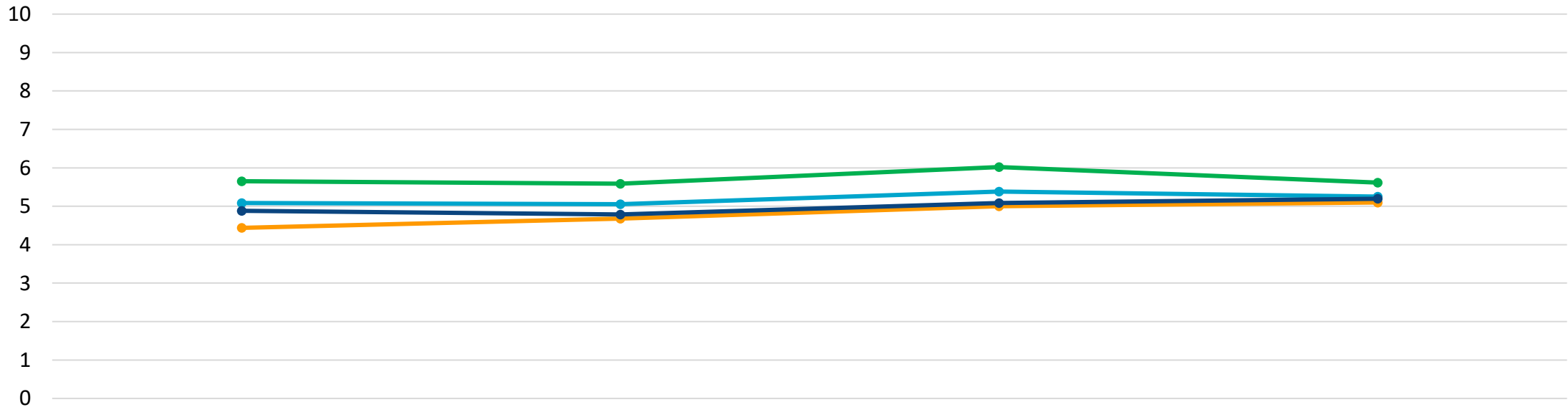
	2021	2022	2023	2024
Your org	6.08	6.06	6.22	6.26
Best result	6.73	6.69	7.10	6.69
Average result	6.41	6.45	6.52	6.48
Worst result	5.83	6.06	6.16	6.05
Responses	2936	2760	2655	4669

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



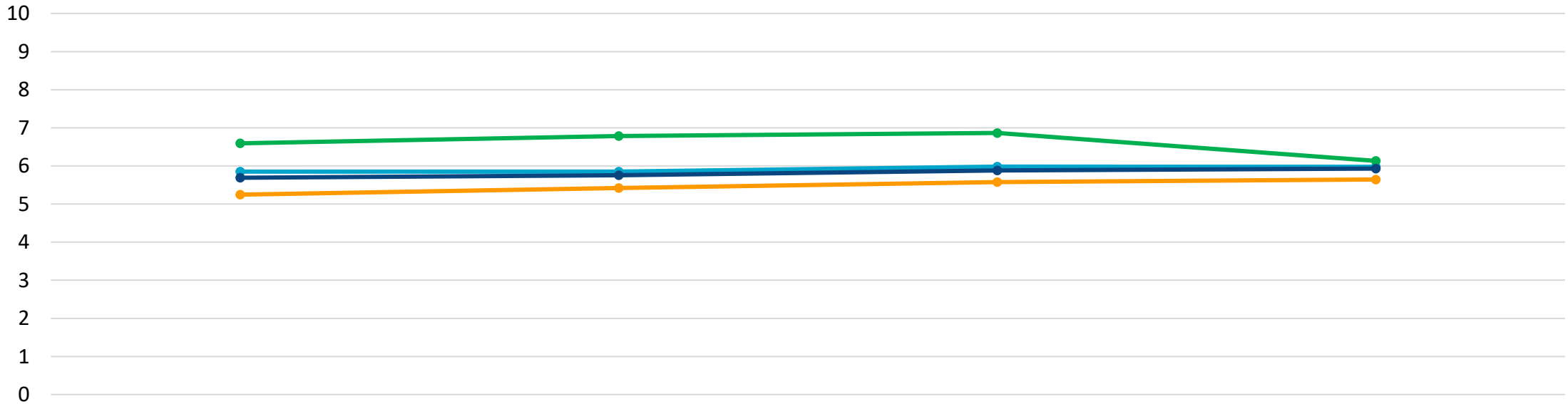
	2021	2022	2023	2024
Your org	4.88	4.79	5.09	5.20
Best result	5.65	5.59	6.02	5.62
Average result	5.08	5.05	5.38	5.25
Worst result	4.44	4.68	5.00	5.10
Responses	2985	2762	2651	4681

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



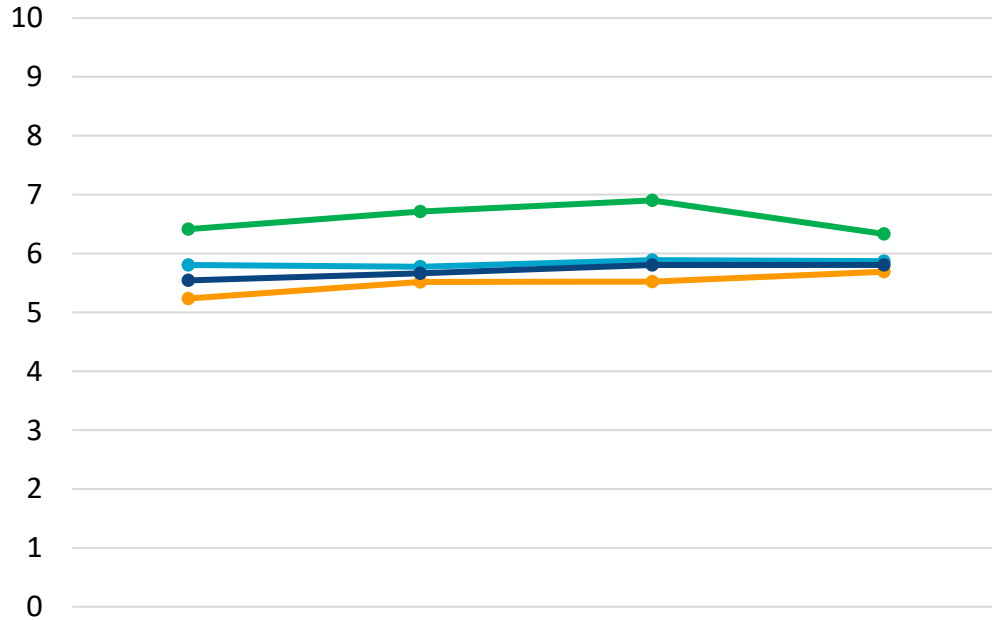
	2021	2022	2023	2024
Your org	5.69	5.75	5.88	5.93
Best result	6.59	6.78	6.86	6.13
Average result	5.85	5.85	5.98	5.98
Worst result	5.25	5.42	5.58	5.64
Responses	2866	2756	2648	4661

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.

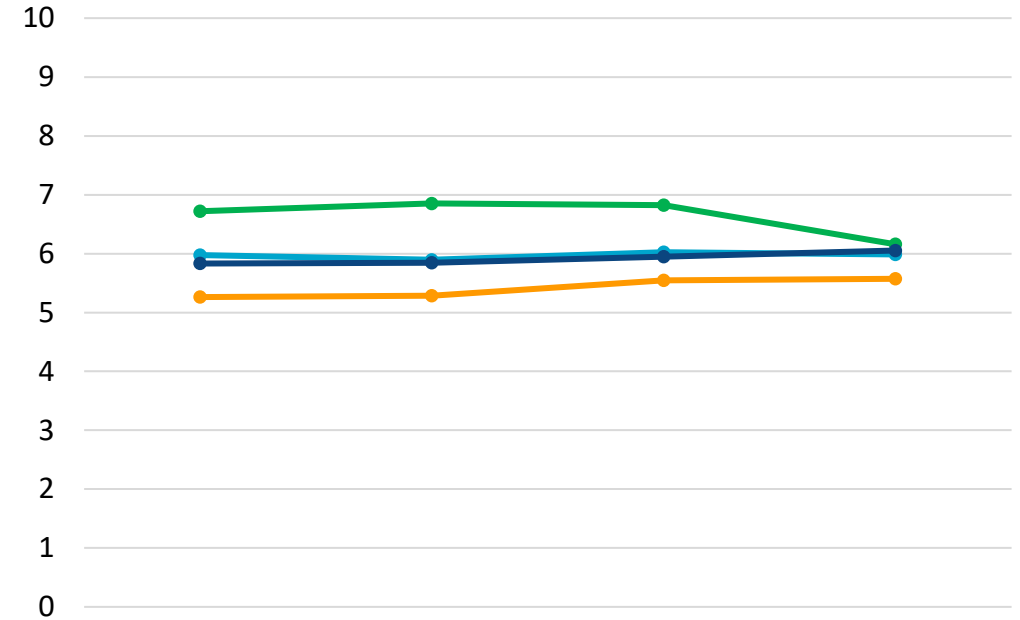


Promise element 3: We each have a voice that counts

Autonomy and control



Raising concerns



	2021	2022	2023	2024
Your org	5.54	5.67	5.80	5.81
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	2992	2767	2660	4685

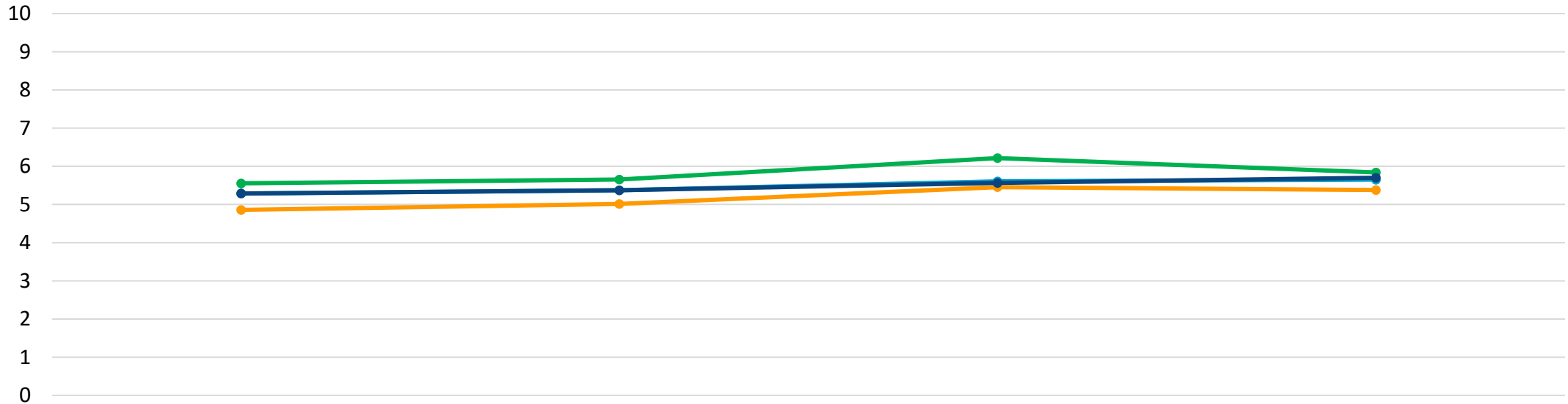
	2021	2022	2023	2024
Your org	5.83	5.85	5.95	6.05
Best result	6.72	6.85	6.83	6.16
Average result	5.97	5.90	6.02	5.99
Worst result	5.26	5.28	5.54	5.57
Responses	2866	2757	2648	4662

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	5.29	5.37	5.57	5.70
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	2906	2759	2207	4669

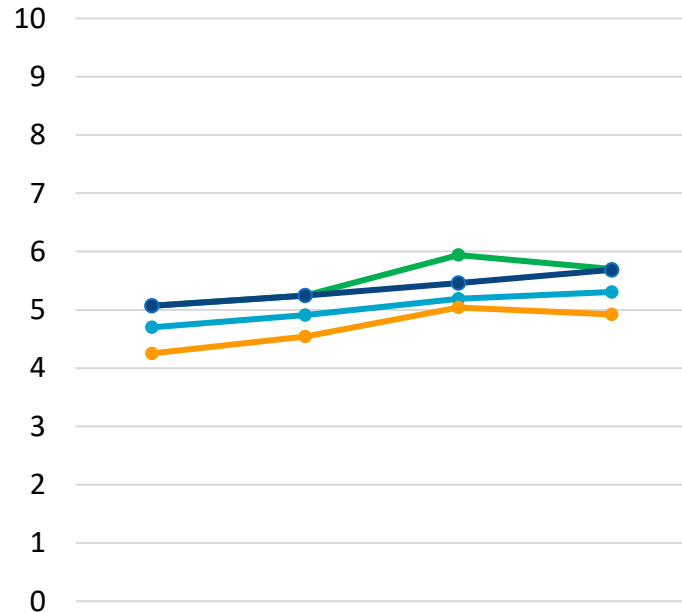
Note: 2023 results for 'We are safe and healthy' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



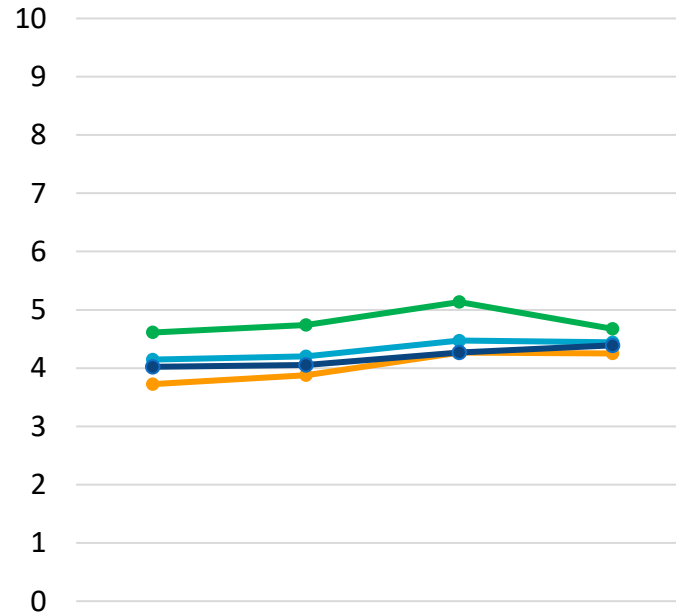
Promise element 4: We are safe and healthy

Health and safety climate



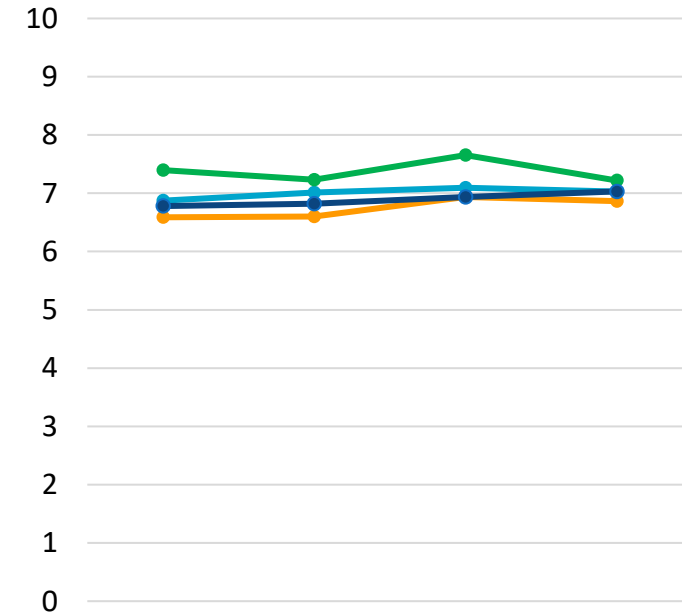
	2021	2022	2023	2024
Your org	5.07	5.25	5.46	5.69
Best result	5.07	5.25	5.94	5.70
Average result	4.70	4.91	5.19	5.31
Worst result	4.25	4.54	5.04	4.92
Responses	2990	2767	2216	4683

Burnout



	2021	2022	2023	2024
Your org	4.02	4.05	4.27	4.39
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	2918	2765	2657	4682

Negative experiences



	2021	2022	2023	2024
Your org	6.78	6.82	6.94	7.03
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	2908	2762	2209	4673

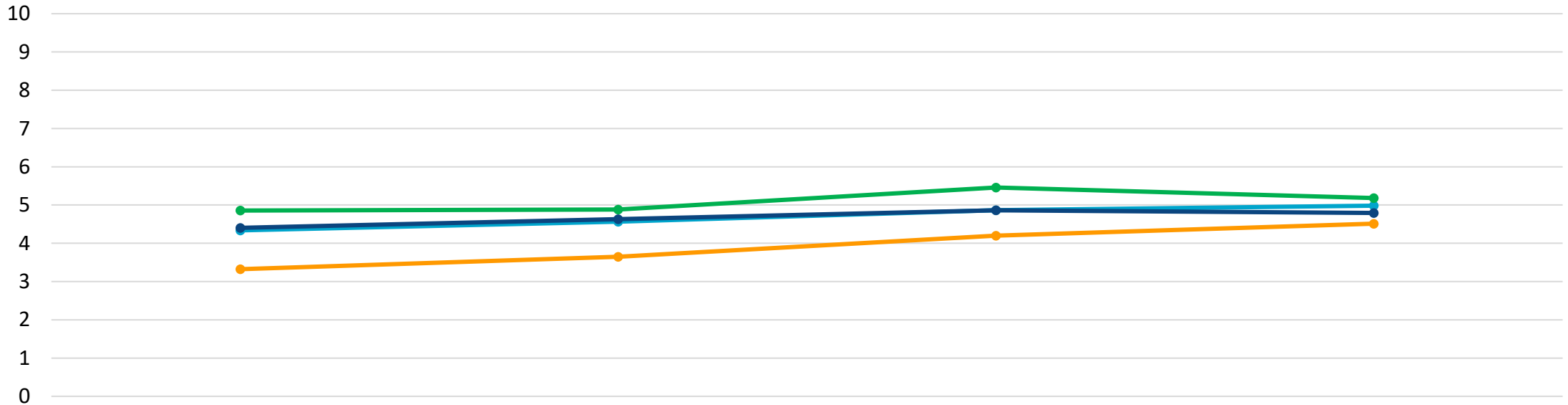
Note: 2023 results for 'Health and safety climate' and 'Negative experiences' are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

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



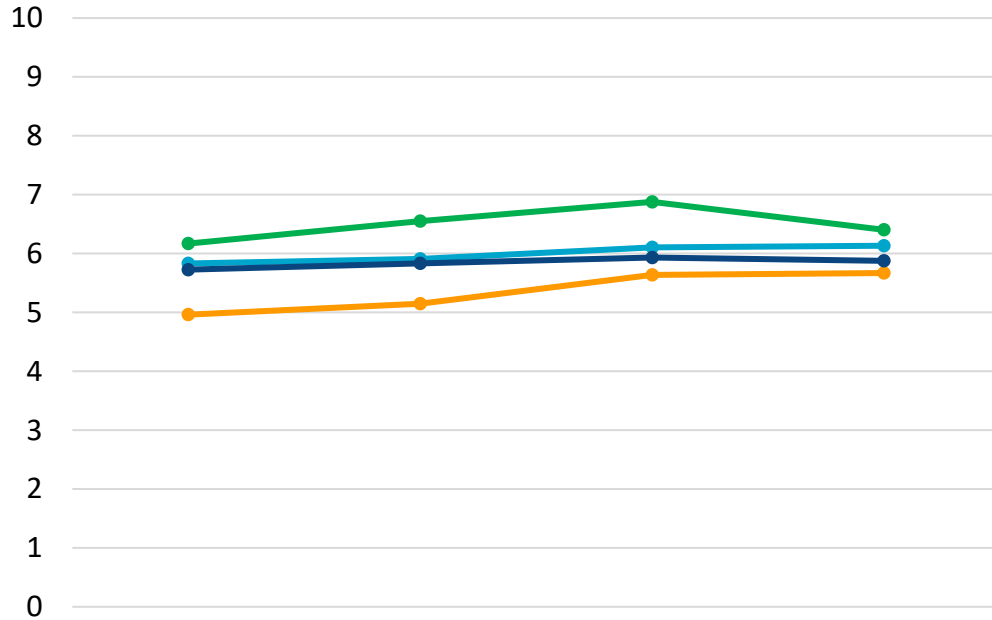
	2021	2022	2023	2024
Your org	4.40	4.63	4.86	4.79
Best result	4.86	4.88	5.46	5.18
Average result	4.34	4.56	4.86	4.98
Worst result	3.32	3.65	4.20	4.51
Responses	2740	2638	2462	4351

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

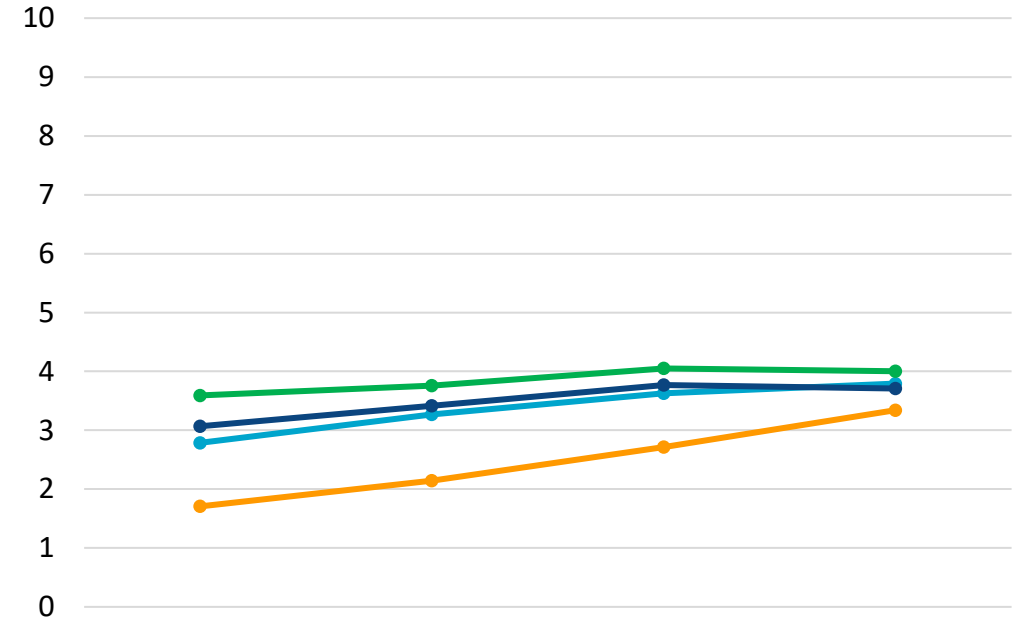


Promise element 5: We are always learning

Development



Appraisals



	2021	2022	2023	2024
Your org	5.73	5.83	5.93	5.88
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	2896	2763	2644	4674

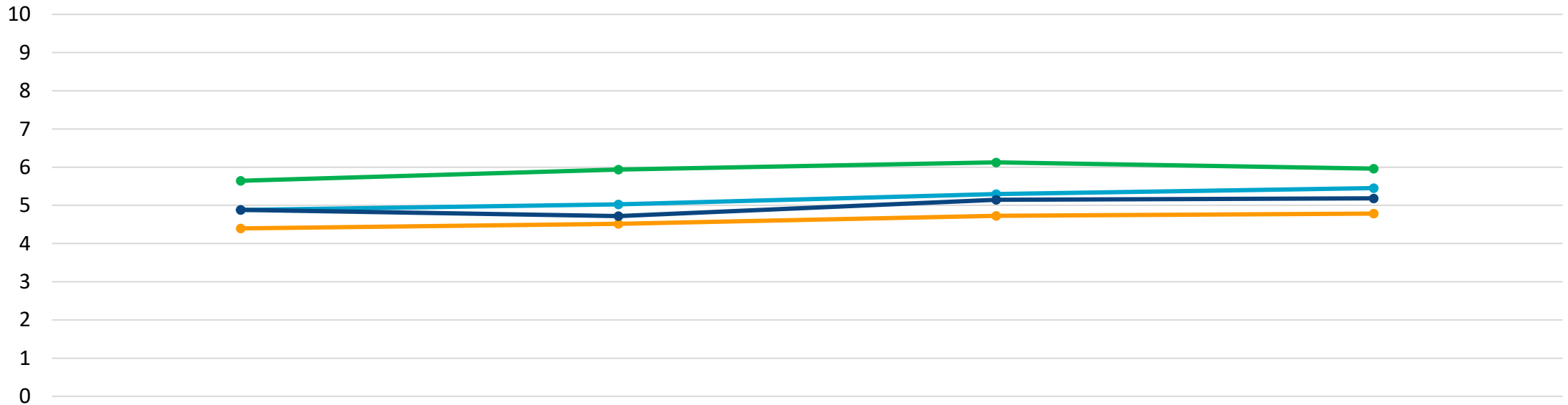
	2021	2022	2023	2024
Your org	3.07	3.42	3.77	3.71
Best result	3.59	3.76	4.05	4.00
Average result	2.79	3.27	3.63	3.79
Worst result	1.71	2.15	2.71	3.34
Responses	2750	2642	2462	4353

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



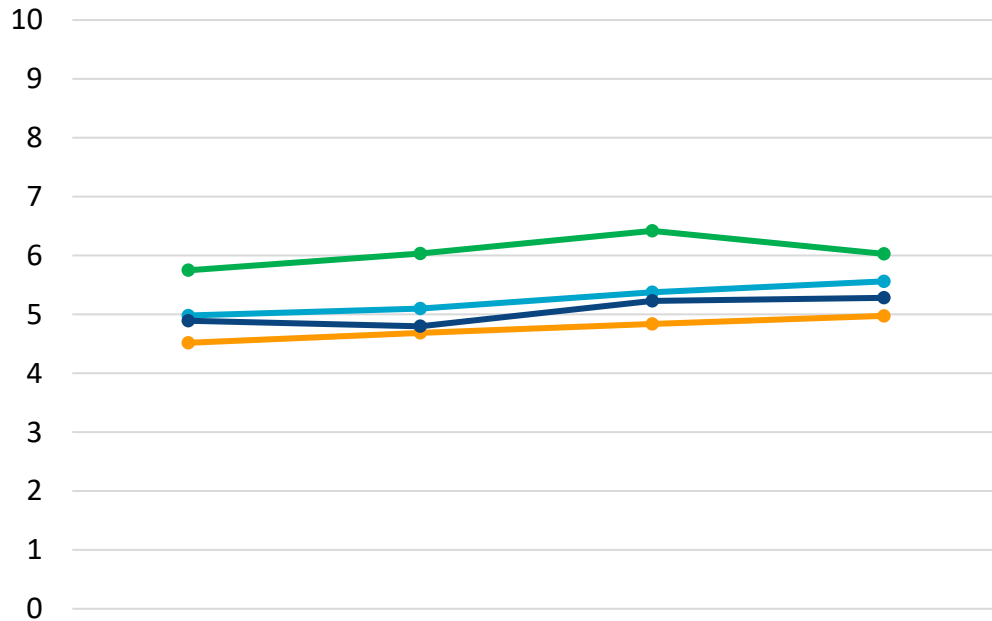
	2021	2022	2023	2024
Your org	4.88	4.72	5.14	5.18
Best result	5.64	5.94	6.13	5.96
Average result	4.88	5.03	5.30	5.45
Worst result	4.40	4.52	4.73	4.78
Responses	2968	2758	2646	4663

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.

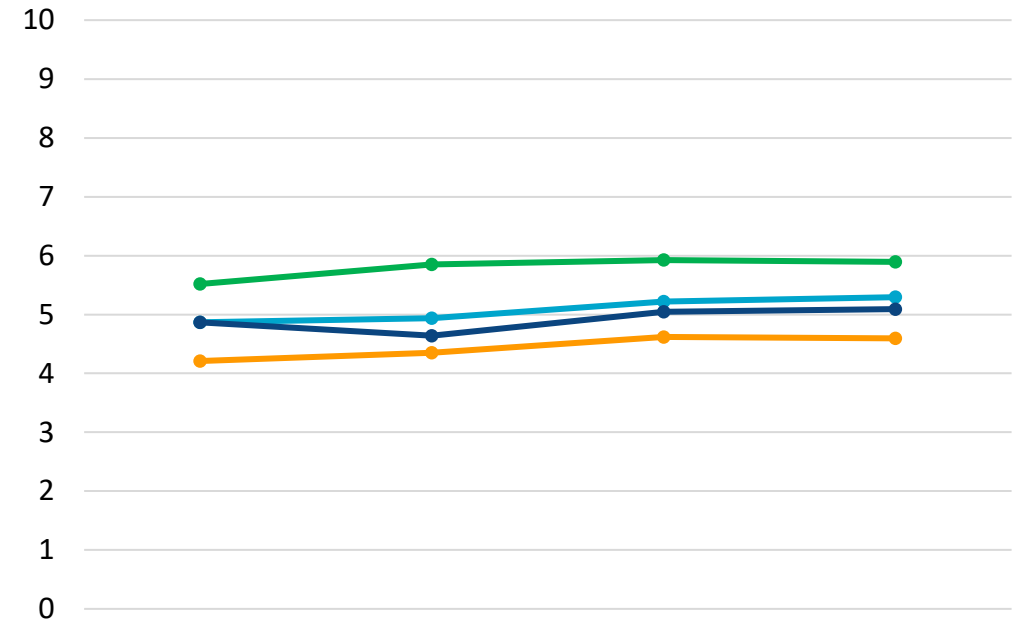


Promise element 6: We work flexibly

Support for work-life balance



Flexible working



2021 2022 2023 2024

Your org	4.89	4.80	5.23	5.28
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 2973 2764 2658 4677

2021 2022 2023 2024

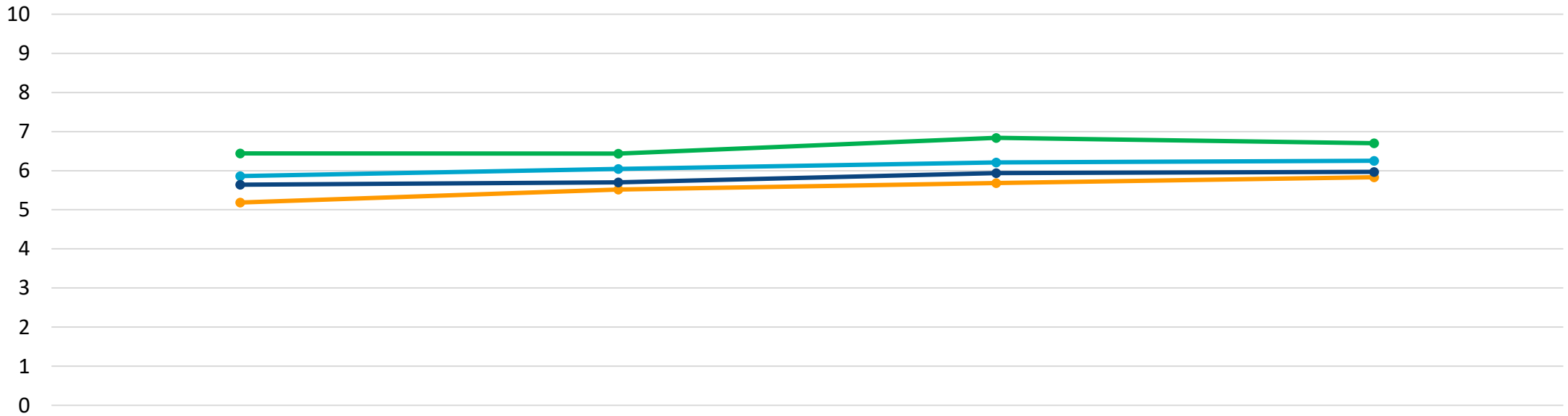
Your org	4.87	4.64	5.05	5.09
Best result	5.52	5.85	5.92	5.89
Average result	4.87	4.94	5.22	5.29
Worst result	4.21	4.35	4.62	4.59

Responses 2980 2760 2647 4670

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



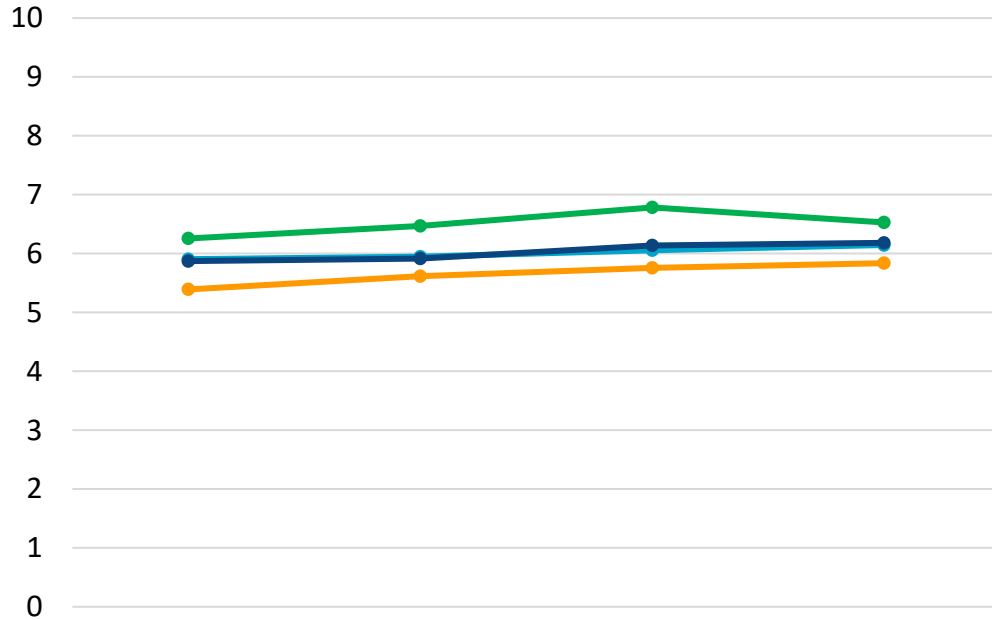
	2021	2022	2023	2024
Your org	5.64	5.70	5.94	5.97
Best result	6.44	6.44	6.84	6.70
Average result	5.86	6.05	6.21	6.25
Worst result	5.19	5.52	5.68	5.83
Responses	2928	2761	2658	4673

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.

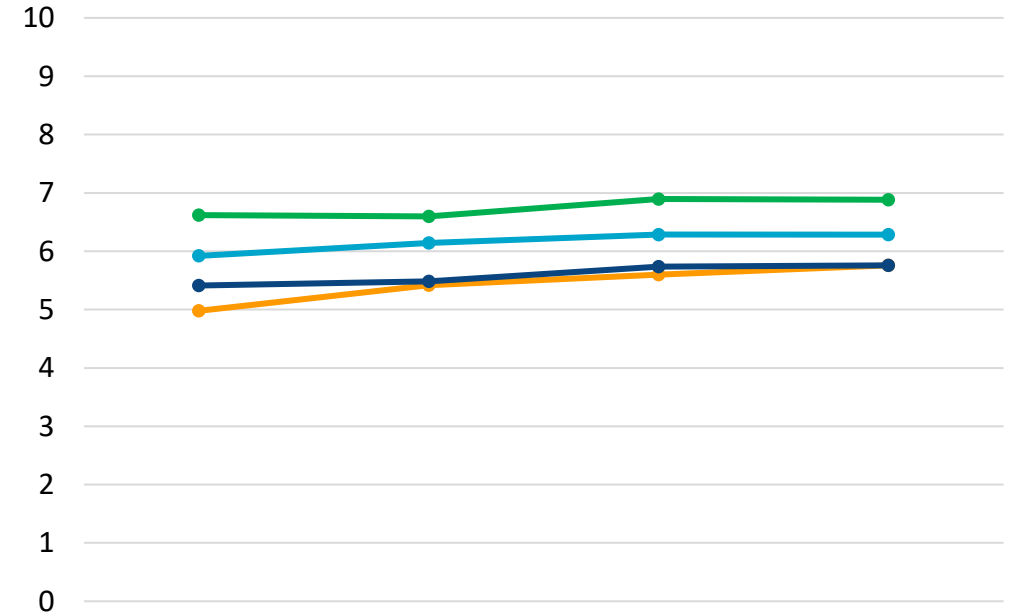


Promise element 7: We are a team

Team working



Line management



	2021	2022	2023	2024
Your org	5.87	5.92	6.14	6.18
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	2953	2765	2658	4676

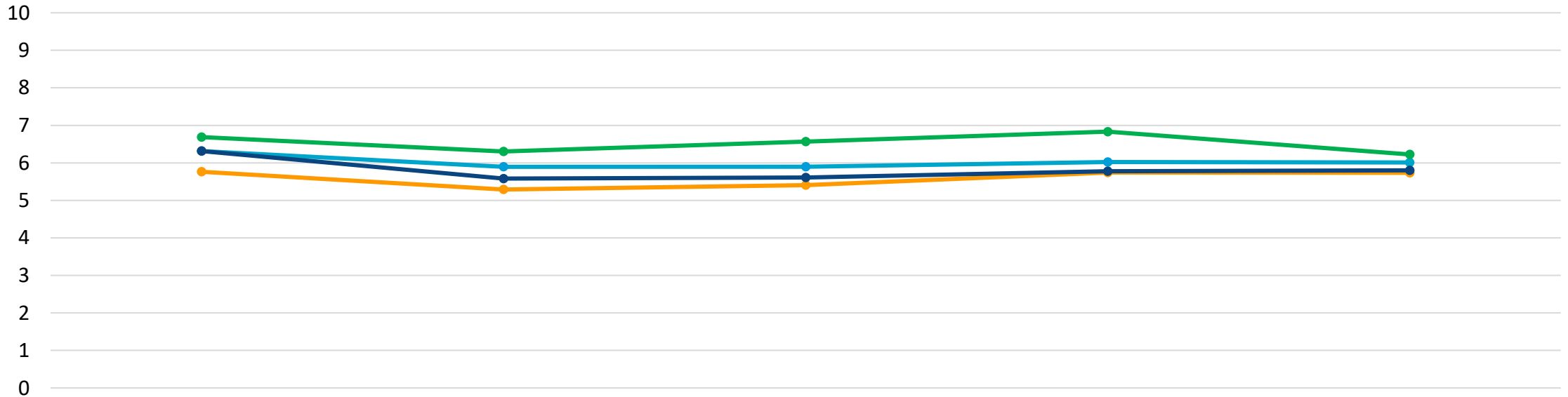
	2021	2022	2023	2024
Your org	5.41	5.48	5.74	5.76
Best result	6.62	6.60	6.90	6.88
Average result	5.92	6.14	6.29	6.28
Worst result	4.98	5.42	5.60	5.76
Responses	2932	2762	2659	4680

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	6.31	5.58	5.61	5.78	5.80
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	3678	2992	2767	2660	4685



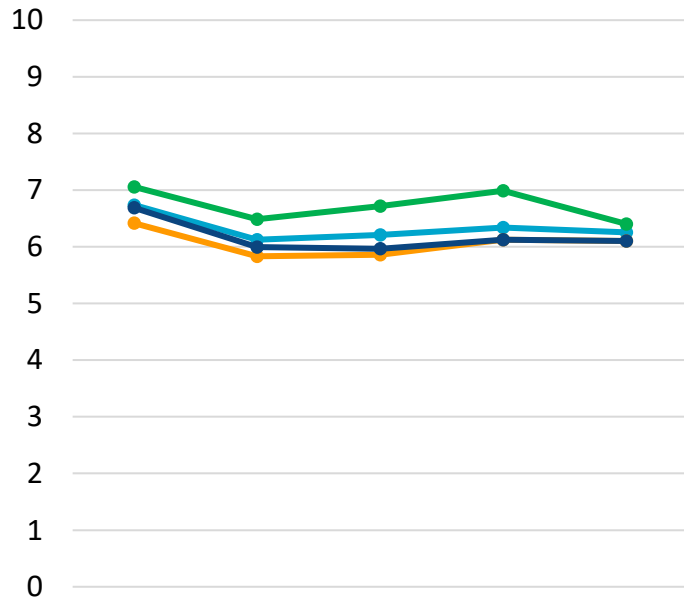
People Promise elements, themes and sub-scores: Sub-score trends

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

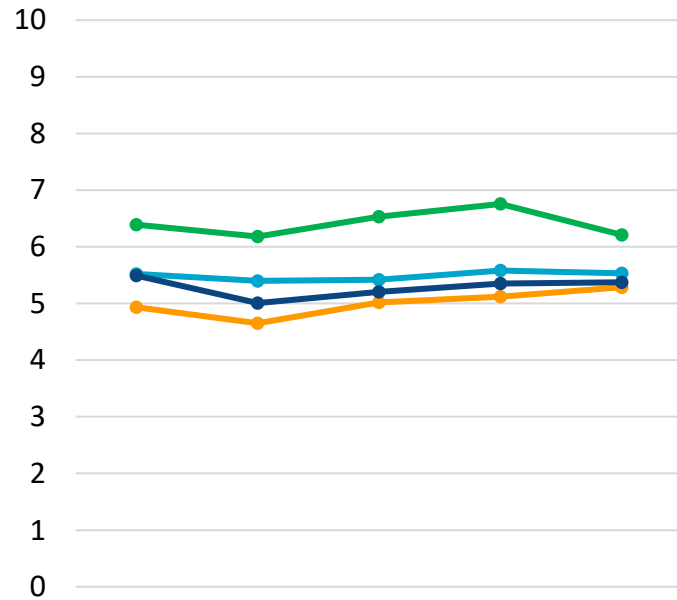
Motivation



2020 2021 2022 2023 2024

Your org	6.69	5.99	5.96	6.12	6.10
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	3709	3023	2757	2651	4668

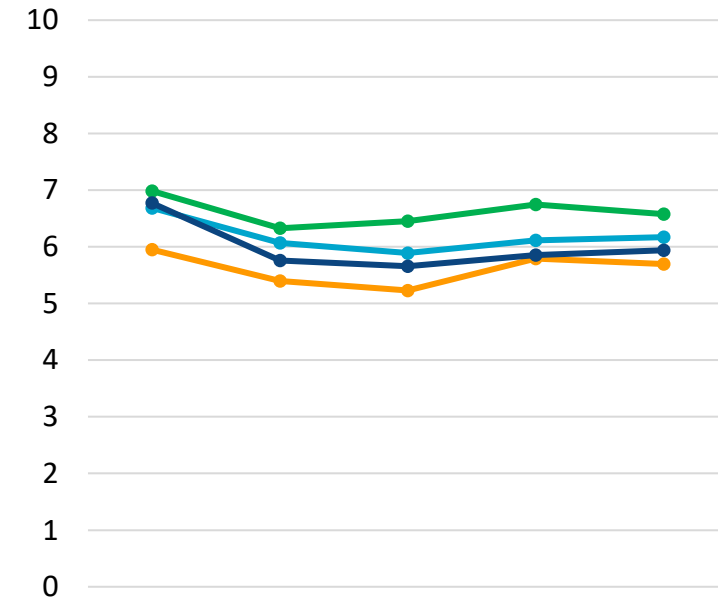
Involvement



2020 2021 2022 2023 2024

Your org	5.49	5.01	5.20	5.35	5.37
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	3679	2992	2767	2660	4685

Advocacy



2020 2021 2022 2023 2024

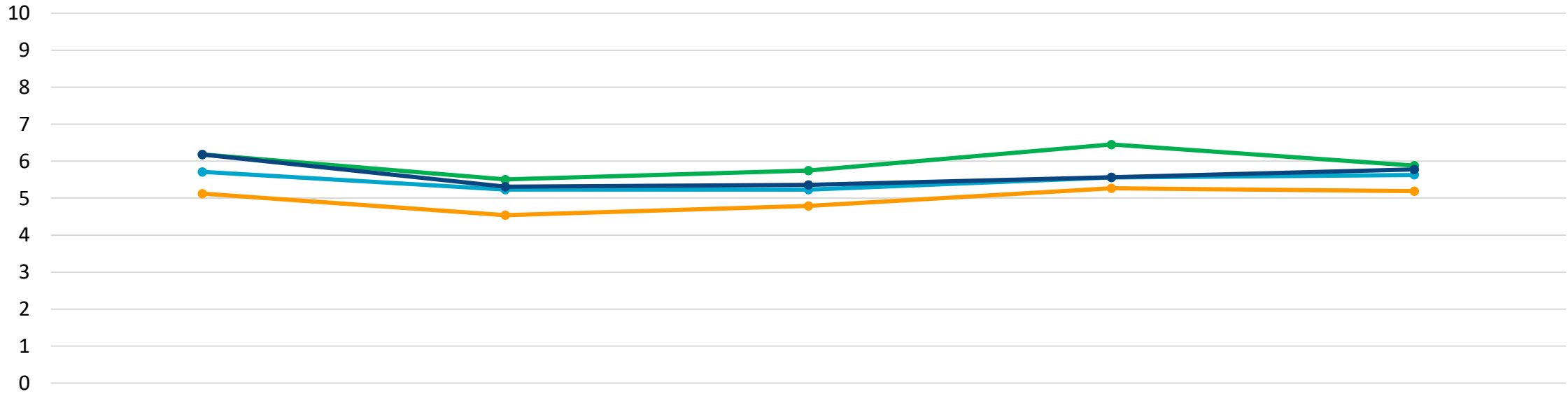
Your org	6.77	5.76	5.66	5.85	5.94
Best result	6.99	6.33	6.45	6.75	6.58
Average result	6.69	6.07	5.89	6.11	6.17
Worst result	5.95	5.40	5.23	5.79	5.70
Responses	3603	2875	2761	2656	4675

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



Theme: Morale

Morale



	2020	2021	2022	2023	2024
Your org	6.18	5.31	5.36	5.57	5.77
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	3651	2980	2766	2659	4683

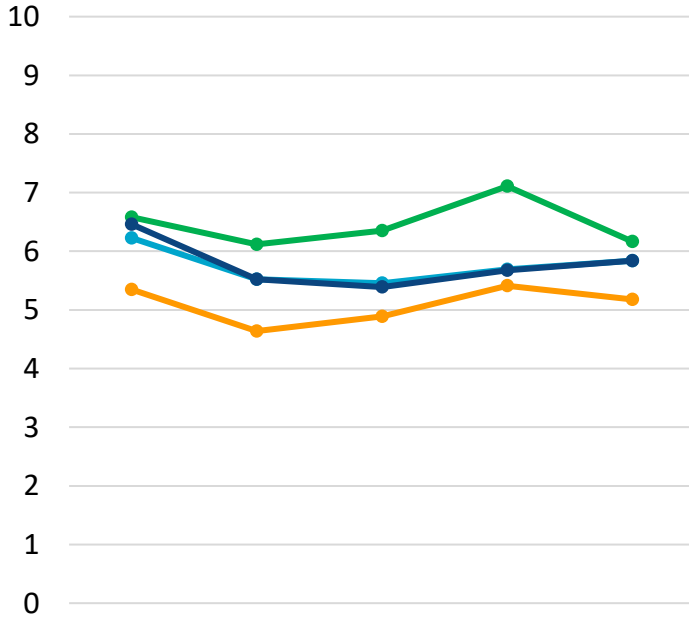
People Promise elements, themes and sub-scores: Sub-score trends

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

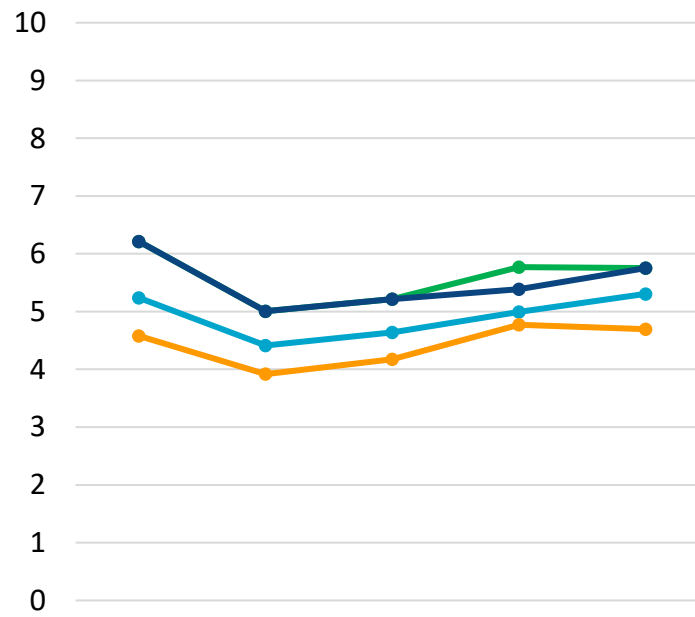


Theme: Morale

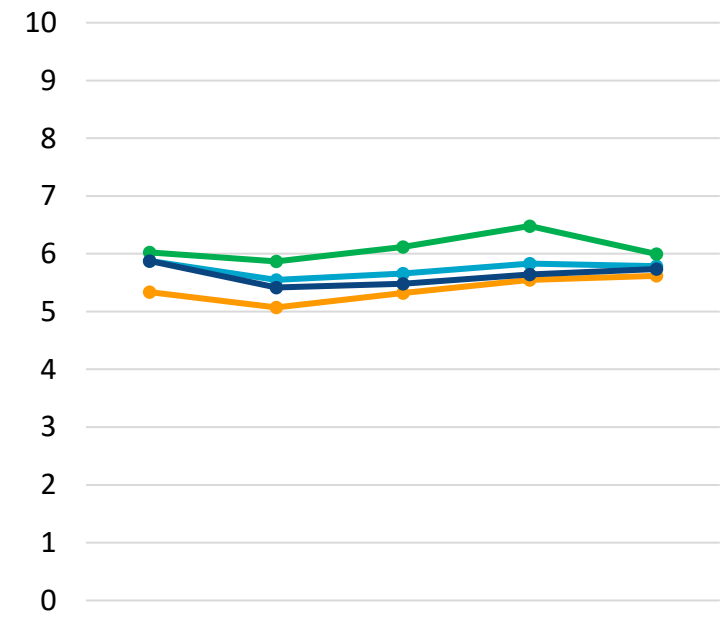
Thinking about leaving



Work pressure



Stressors



	2020	2021	2022	2023	2024
Your org	6.46	5.52	5.39	5.67	5.84
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	3593	2850	2746	2654	4677

	2020	2021	2022	2023	2024
Your org	6.21	5.01	5.22	5.38	5.76
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	3678	2989	2767	2659	4683

	2020	2021	2022	2023	2024
Your org	5.88	5.42	5.48	5.64	5.74
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	3650	2976	2761	2655	4679

People Promise element – We are compassionate and inclusive



Questions included:

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

Compassionate leadership – Q9f, Q9g, Q9h, Q9i

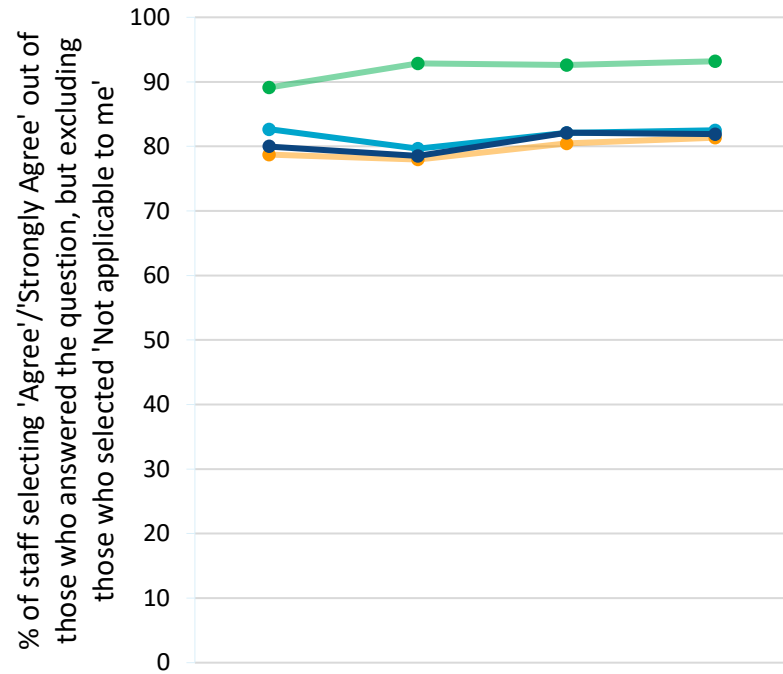
Diversity and equality – Q15, Q16a, Q16b, Q21

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.

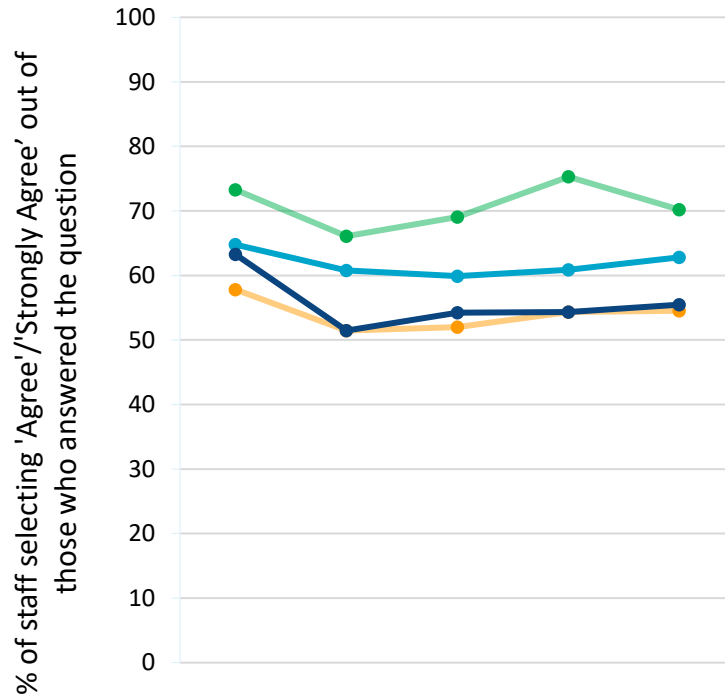


Q6a I feel that my role makes a difference to patients / service users.



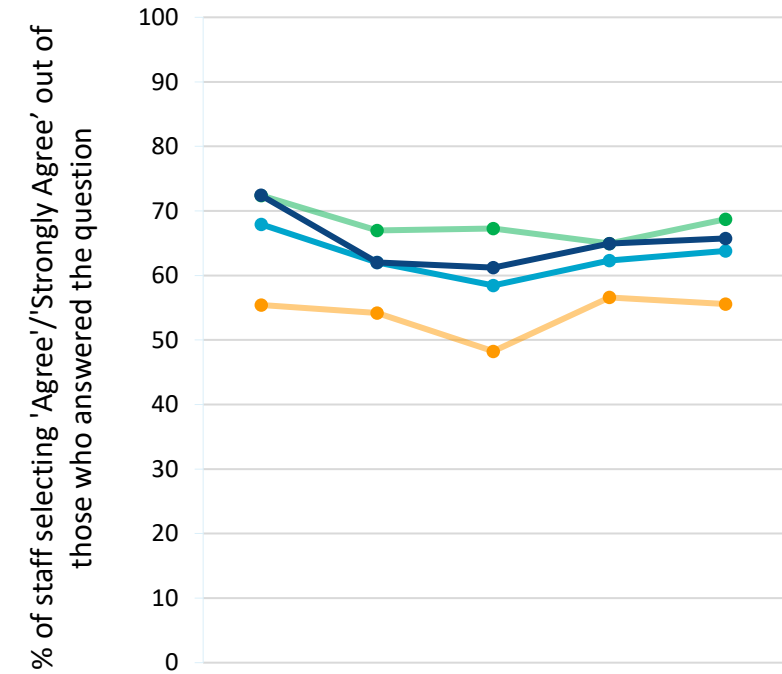
	2021	2022	2023	2024
Your org	79.97%	78.52%	82.12%	81.90%
Best result	89.12%	92.88%	92.62%	93.19%
Average result	82.66%	79.65%	82.12%	82.51%
Worst result	78.72%	77.96%	80.46%	81.35%
Responses	2892	2684	2578	4588

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



	2020	2021	2022	2023	2024
Your org	63.25%	51.46%	54.21%	54.31%	55.48%
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	3599	2872	2756	2653	4675

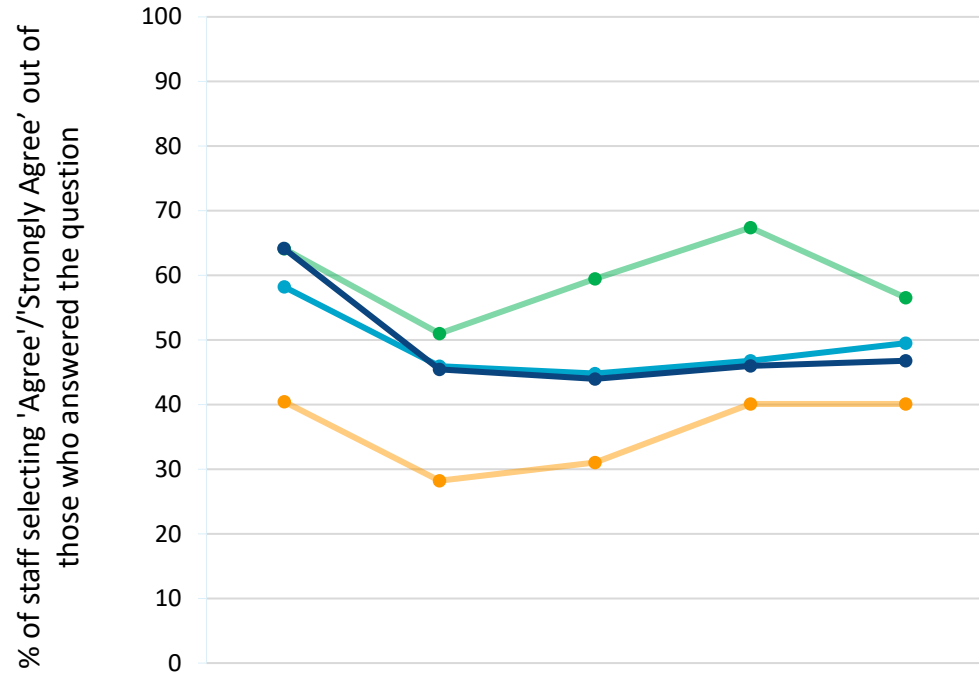
Q25b My organisation acts on concerns raised by patients / service users.



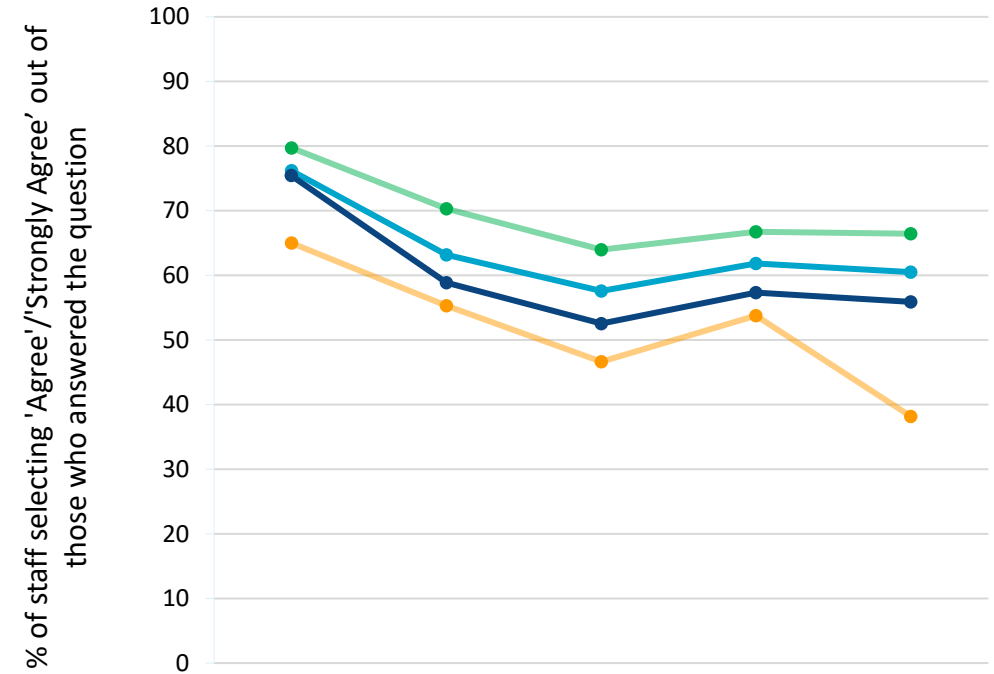
	2020	2021	2022	2023	2024
Your org	72.40%	62.03%	61.22%	64.96%	65.72%
Best result	72.40%	66.96%	67.25%	64.96%	68.73%
Average result	67.93%	62.03%	58.45%	62.32%	63.80%
Worst result	55.44%	54.17%	48.26%	56.59%	55.57%
Responses	3600	2871	2755	2652	4666



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.

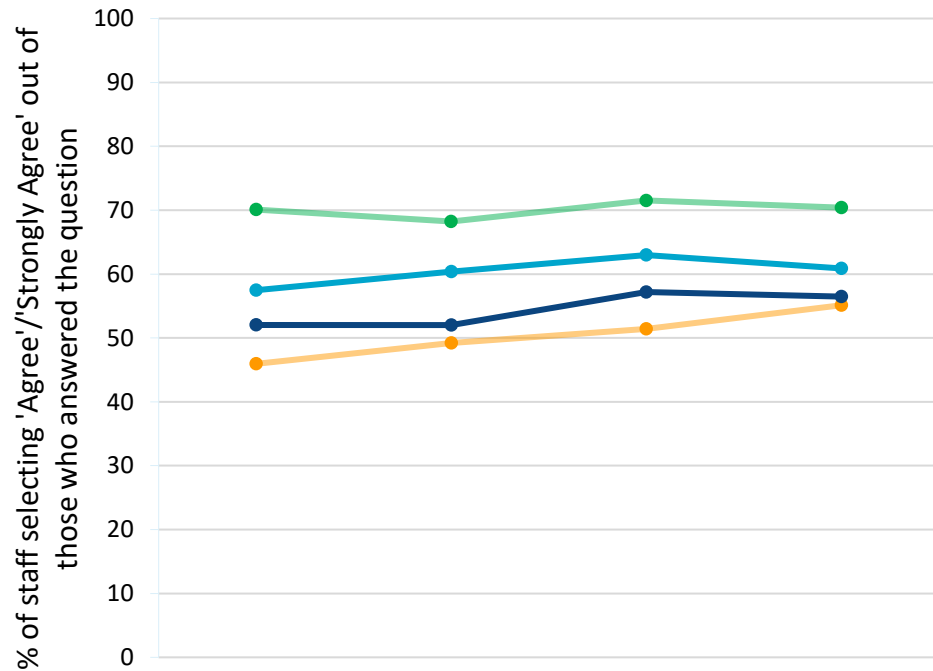


	2020	2021	2022	2023	2024
Your org	64.13%	45.43%	43.98%	45.99%	46.77%
Best result	64.13%	51.00%	59.49%	67.39%	56.52%
Average result	58.22%	45.94%	44.81%	46.78%	49.53%
Worst result	40.45%	28.22%	31.05%	40.10%	40.10%
Responses	3601	2873	2760	2654	4669

	2020	2021	2022	2023	2024
Your org	75.41%	58.87%	52.55%	57.32%	55.88%
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	3597	2873	2760	2655	4669

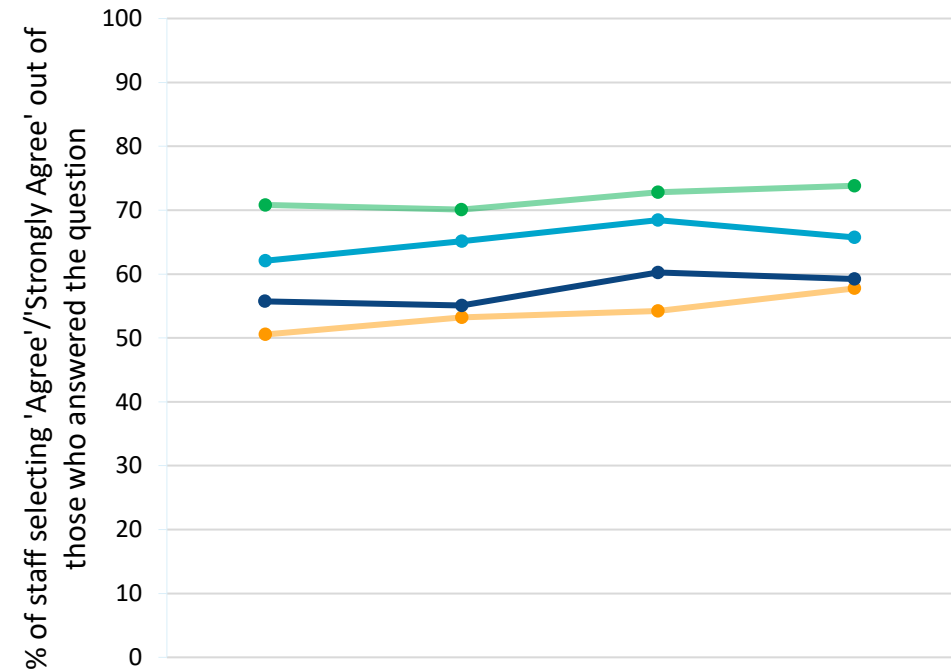


Q9f My immediate manager works together with me to come to an understanding of problems.



	2021	2022	2023	2024
Your org	52.03%	52.03%	57.18%	56.45%
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	2929	2763	2656	4676

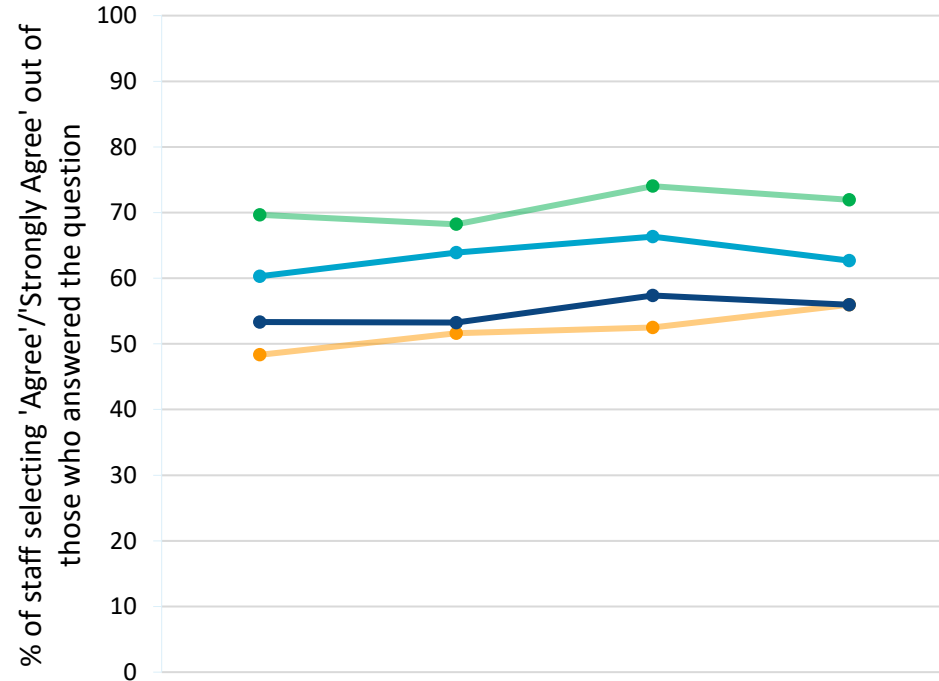
Q9g My immediate manager is interested in listening to me when I describe challenges I face.



	2021	2022	2023	2024
Your org	55.73%	55.08%	60.25%	59.24%
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	2928	2761	2657	4678

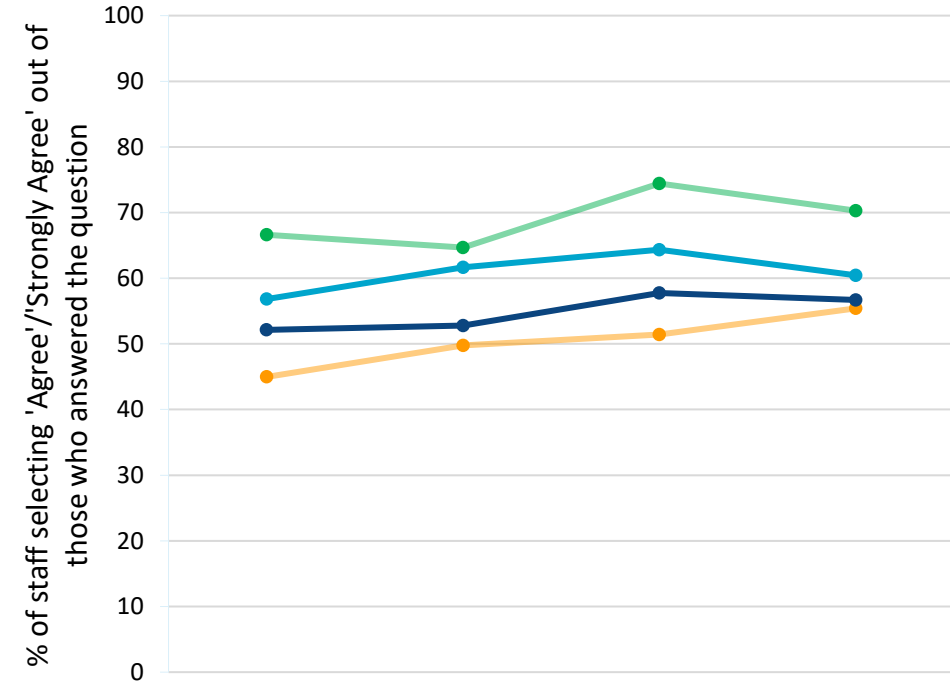


Q9h My immediate manager cares about my concerns.



	2021	2022	2023	2024
Your org	53.32%	53.25%	57.37%	55.96%
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	2926	2758	2654	4675

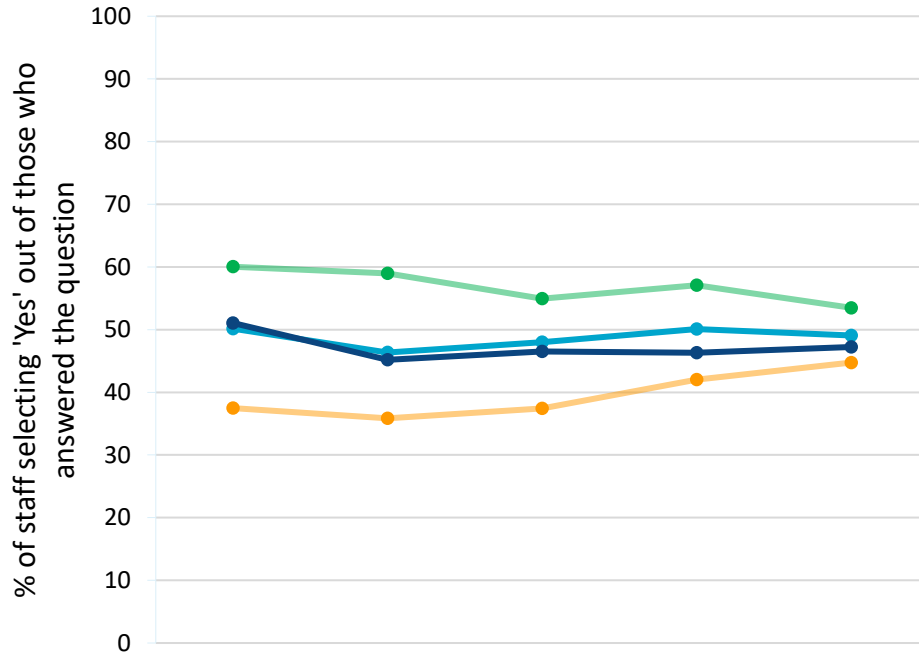
Q9i My immediate manager takes effective action to help me with any problems I face.



	2021	2022	2023	2024
Your org	52.13%	52.79%	57.75%	56.68%
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	2926	2759	2656	4671

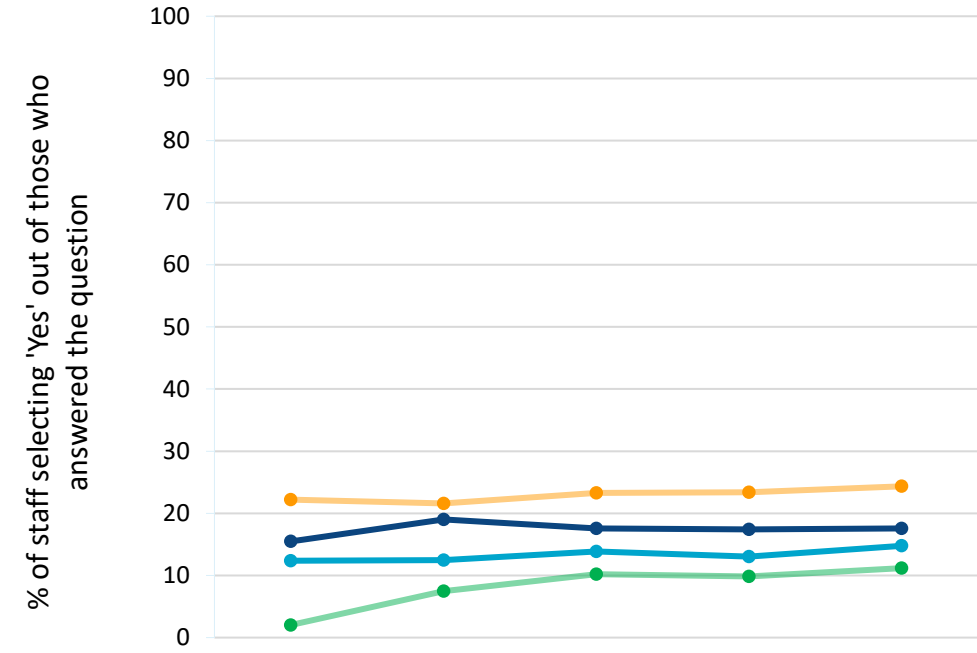


Q15 Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?



	2020	2021	2022	2023	2024
Your org	51.05%	45.18%	46.53%	46.29%	47.23%
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	3610	2899	2751	2647	4582

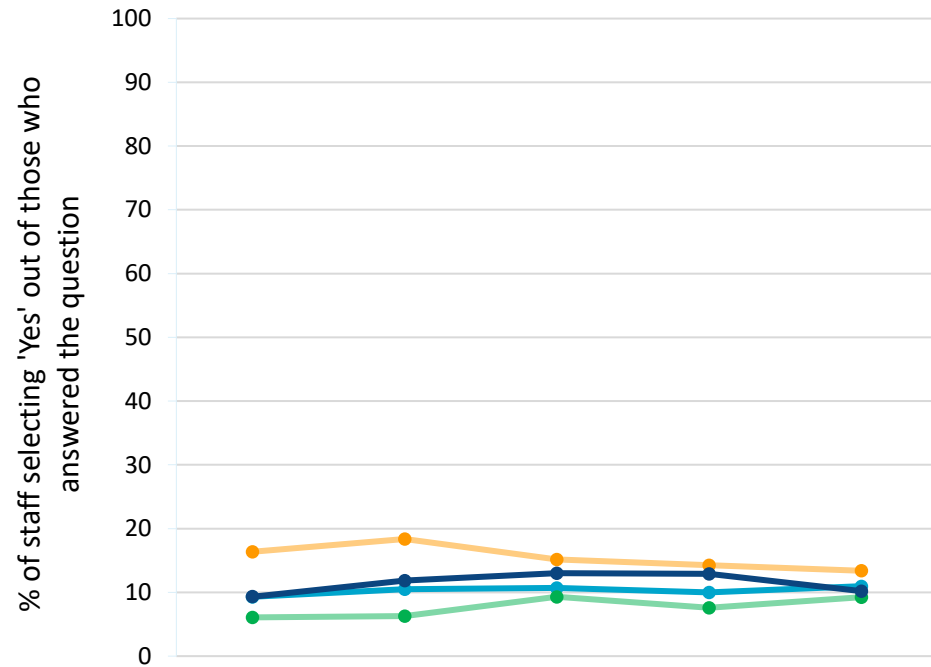
Q16a In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?



	2020	2021	2022	2023	2024
Your org	15.48%	19.01%	17.57%	17.42%	17.59%
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	3617	2903	2754	2649	4609

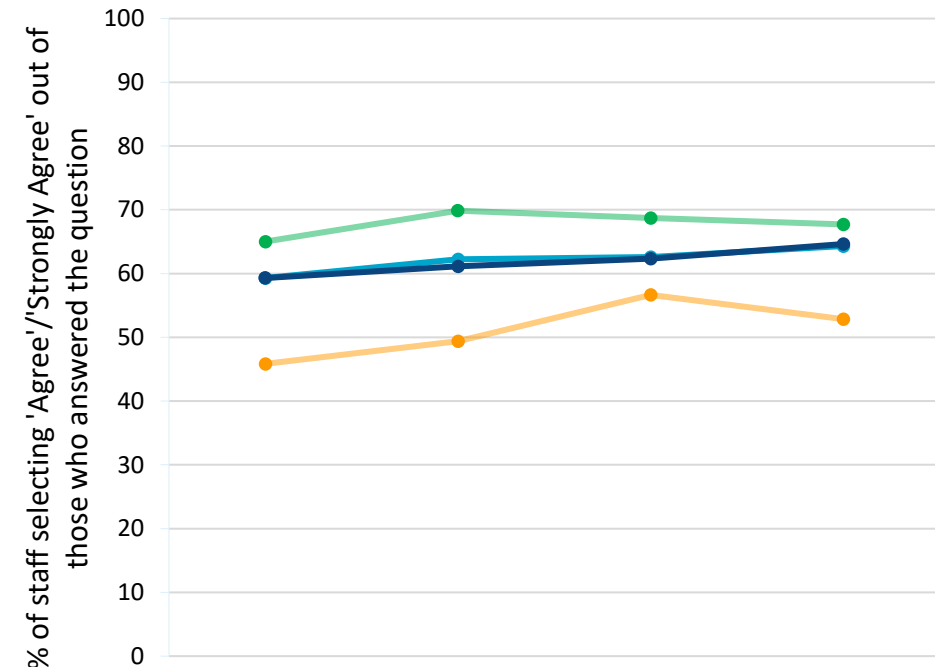


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	9.31%	11.85%	13.01%	12.93%	10.18%
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	3608	2899	2745	2627	4551

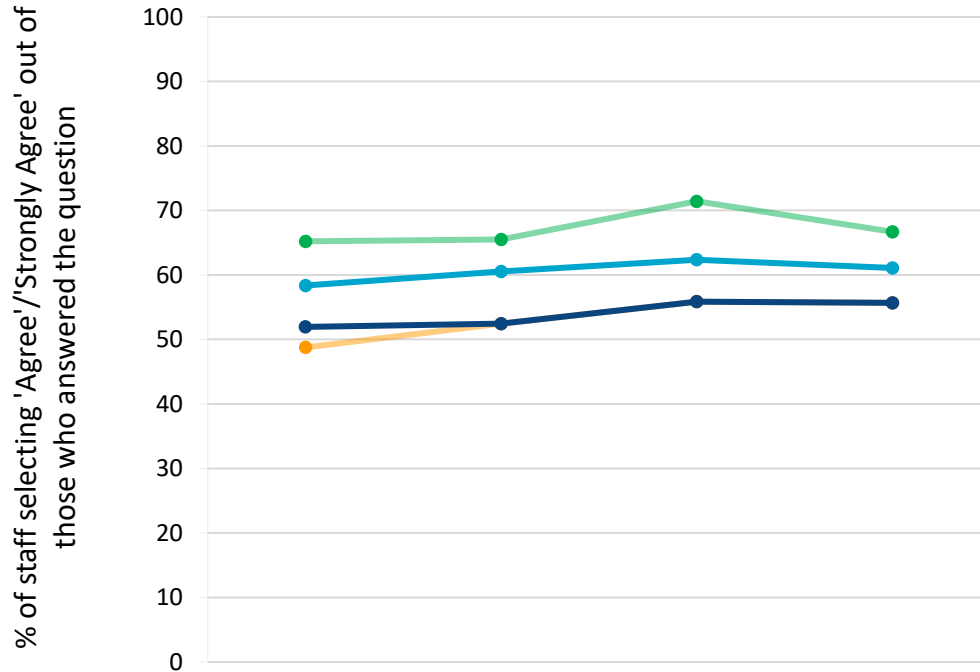
Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	59.31%	61.12%	62.34%	64.63%
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	2898	2752	2651	4678

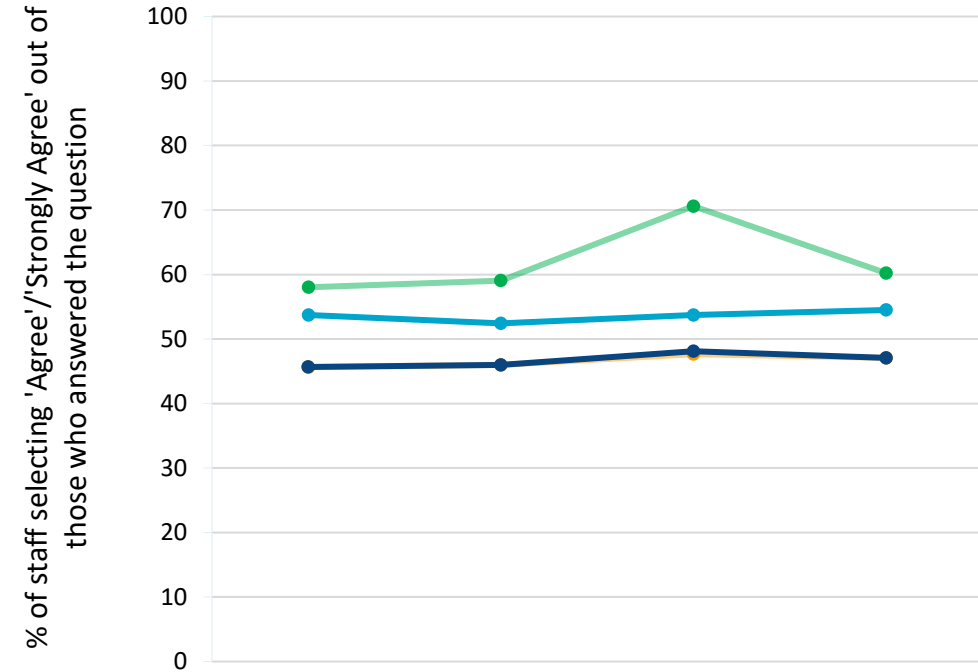


Q7h I feel valued by my team.



	2021	2022	2023	2024
Your org	51.94%	52.46%	55.85%	55.67%
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	2949	2764	2655	4669

Q7i I feel a strong personal attachment to my team.

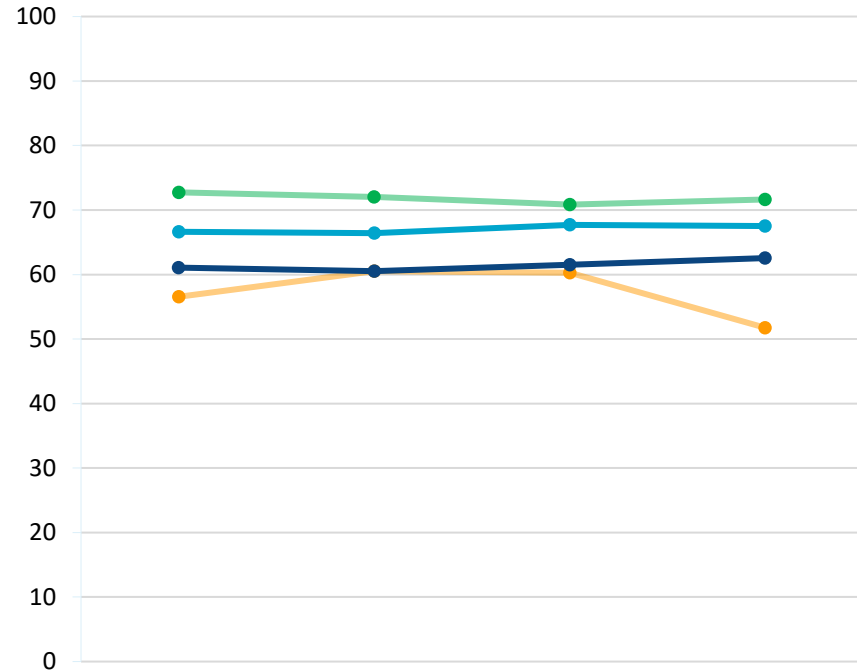


	2021	2022	2023	2024
Your org	45.67%	45.97%	48.11%	47.07%
Best result	58.03%	59.05%	70.61%	60.21%
Average result	53.74%	52.43%	53.74%	54.50%
Worst result	45.67%	45.97%	47.66%	47.07%
Responses	2948	2763	2657	4673



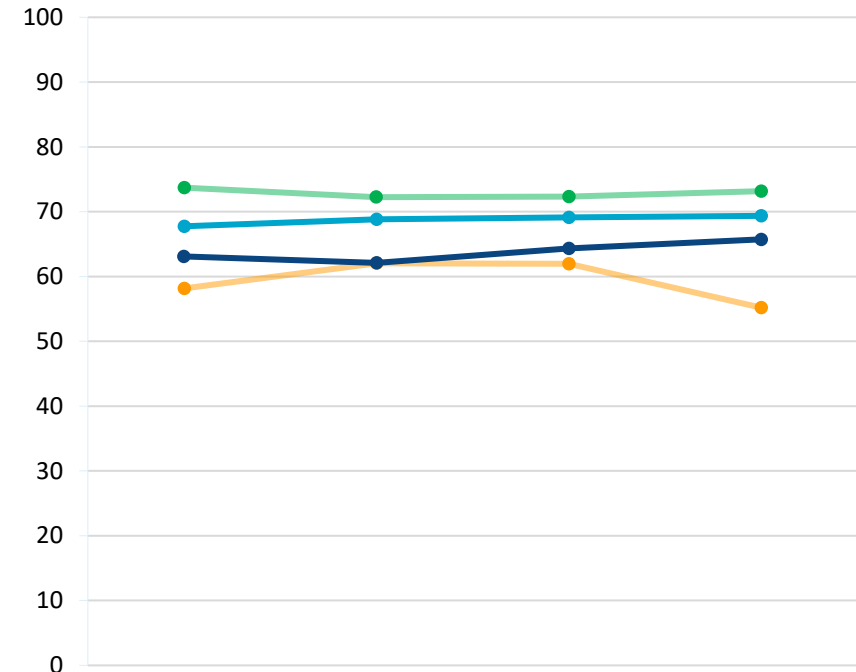
Q8b The people I work with are understanding and kind to one another.

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



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

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



	2021	2022	2023	2024
Your org	61.06%	60.53%	61.52%	62.55%
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	2937	2761	2653	4669

	2021	2022	2023	2024
Your org	63.10%	62.10%	64.36%	65.74%
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	2937	2760	2654	4670

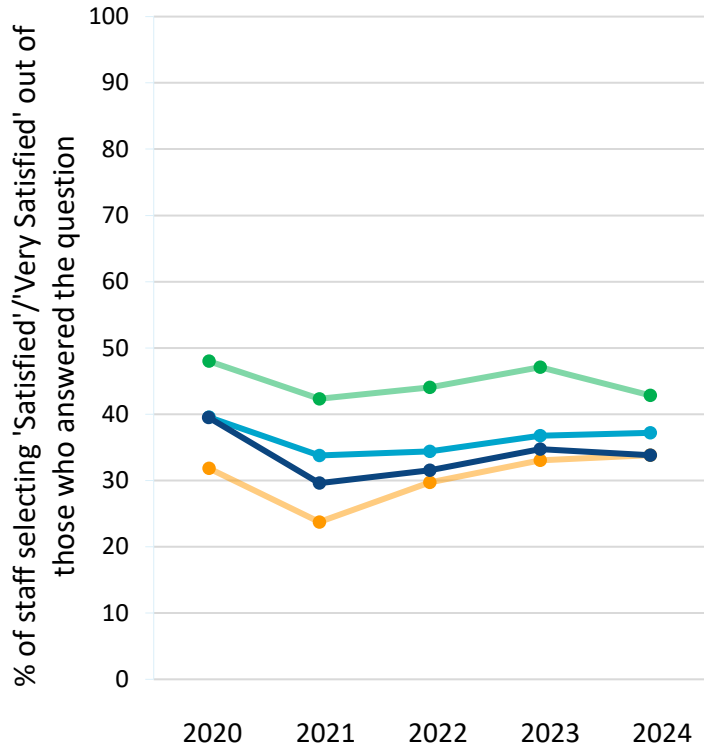
People Promise element – We are recognised and rewarded



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

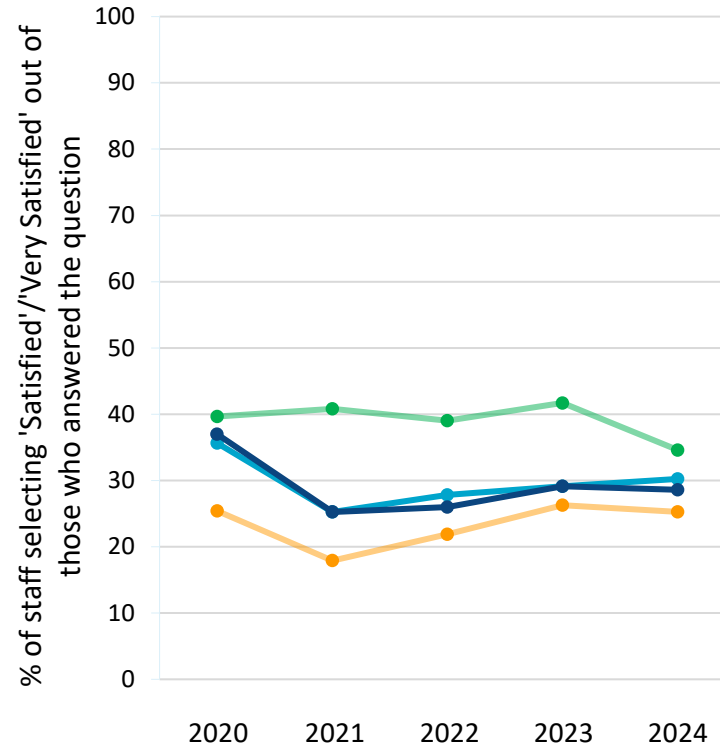


Q4a How satisfied are you with each of the following aspects of your job? The recognition I get for good work.



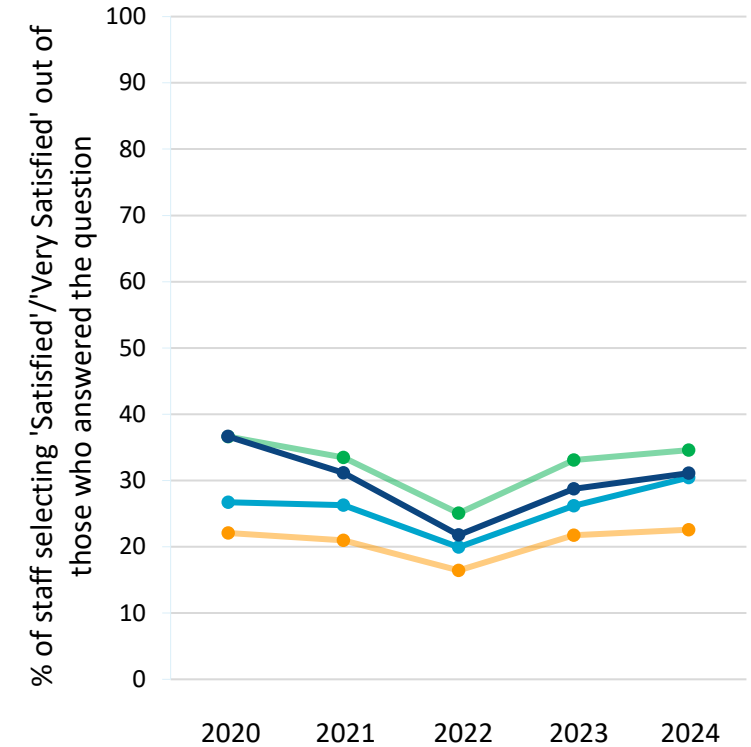
	2020	2021	2022	2023	2024
Your org	39.48%	29.59%	31.52%	34.74%	33.82%
Best result	48.00%	42.33%	44.03%	47.11%	42.85%
Average result	39.55%	33.78%	34.39%	36.74%	37.17%
Worst result	31.84%	23.74%	29.69%	33.05%	33.82%
Responses	3650	2981	2754	2651	4677

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	36.99%	25.25%	25.97%	29.12%	28.57%
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	3647	2982	2760	2648	4669

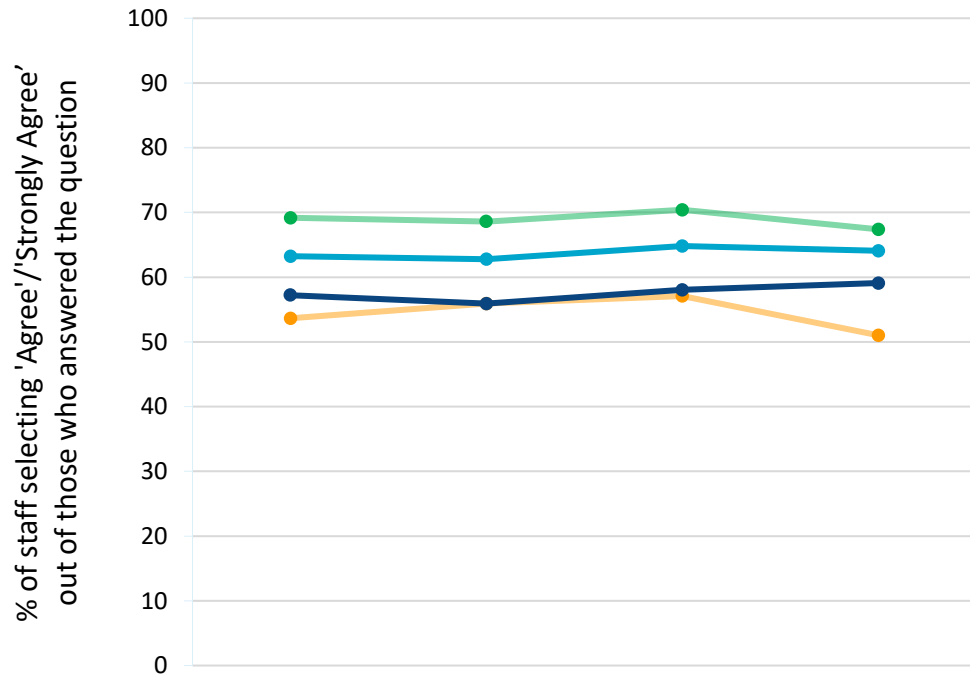
Q4c How satisfied are you with each of the following aspects of your job? My level of pay.



	2020	2021	2022	2023	2024
Your org	36.63%	31.16%	21.77%	28.75%	31.10%
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	3651	2979	2760	2648	4669

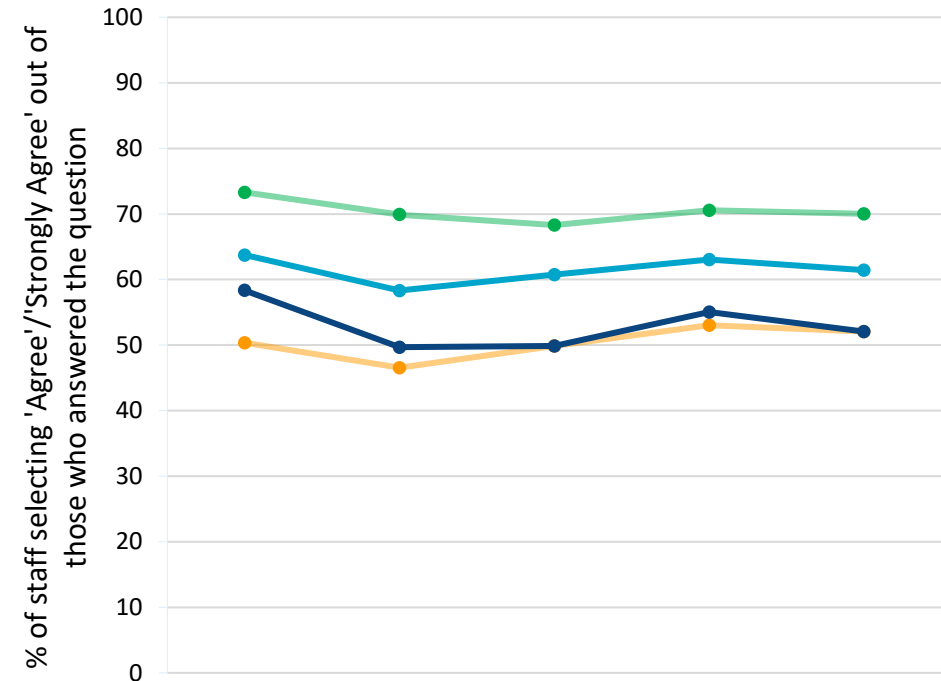


Q8d The people I work with show appreciation to one another.



	2021	2022	2023	2024
Your org	57.21%	55.92%	58.04%	59.09%
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	2934	2758	2652	4672

Q9e My immediate manager values my work.



	2020	2021	2022	2023	2024
Your org	58.33%	49.68%	49.87%	55.06%	52.08%
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	3632	2930	2760	2656	4676

People Promise element – We each have a voice that counts



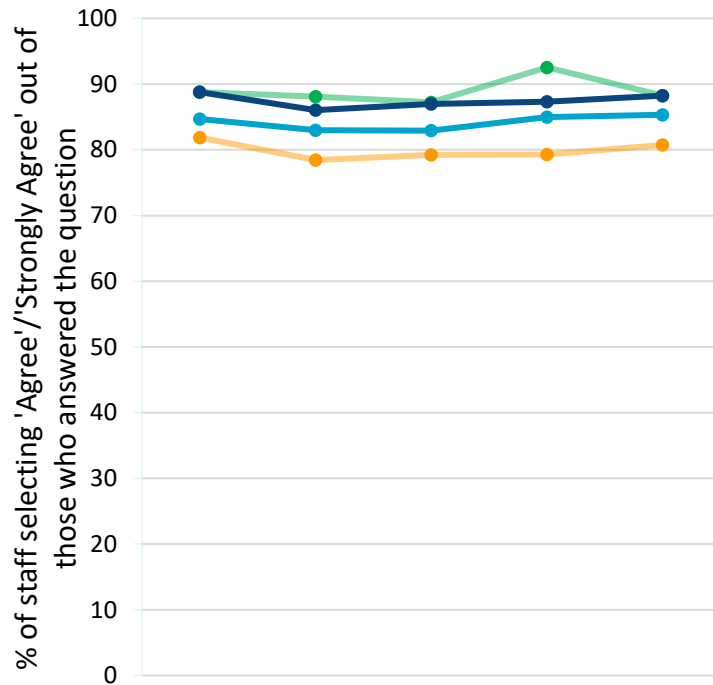
Questions included:

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

Raising concerns – Q20a, Q20b, Q25e, Q25f

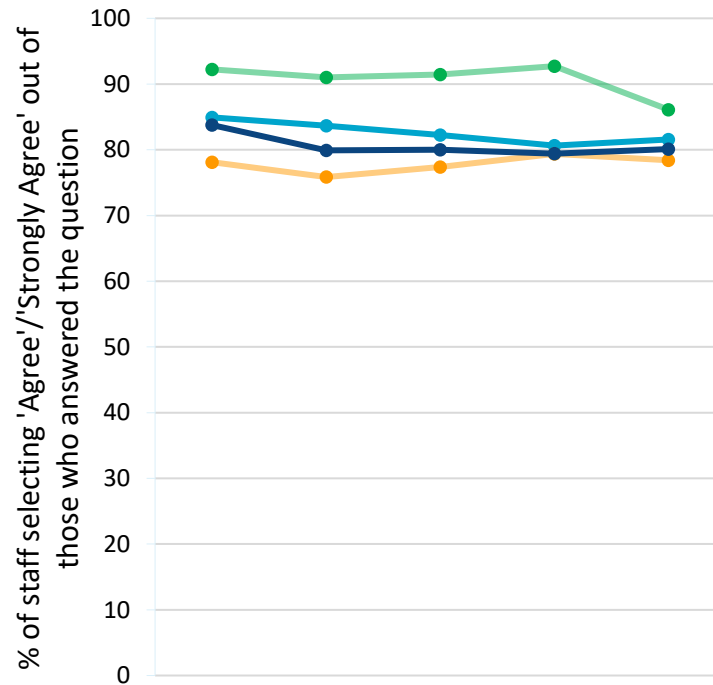


Q3a I always know what my work responsibilities are.



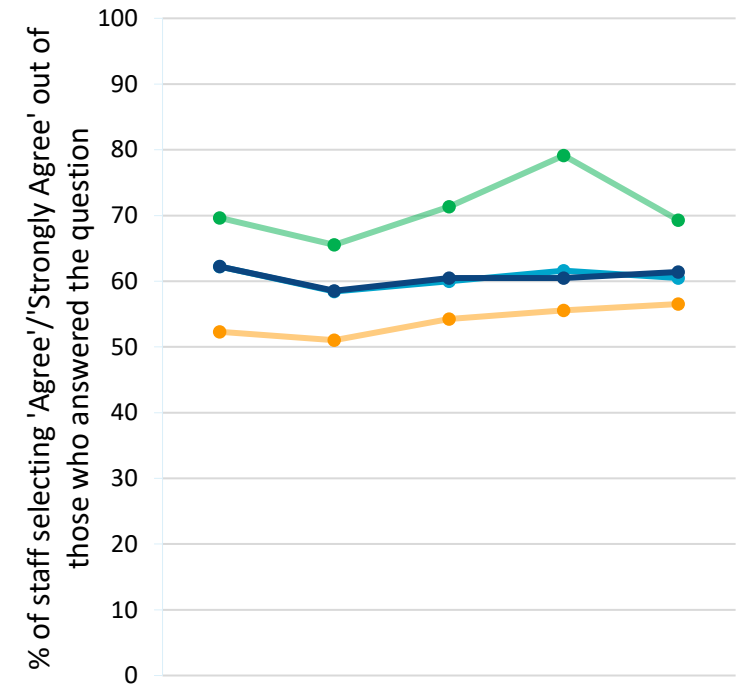
	2020	2021	2022	2023	2024
Your org	88.77%	86.03%	86.95%	87.30%	88.23%
Best result	88.77%	88.08%	87.23%	92.54%	88.23%
Average result	84.70%	82.98%	82.91%	85.00%	85.32%
Worst result	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	3701	2975	2763	2656	4687

Q3b I am trusted to do my job.



	2020	2021	2022	2023	2024
Your org	83.76%	79.90%	80.02%	79.41%	80.10%
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	3701	2988	2765	2657	4680

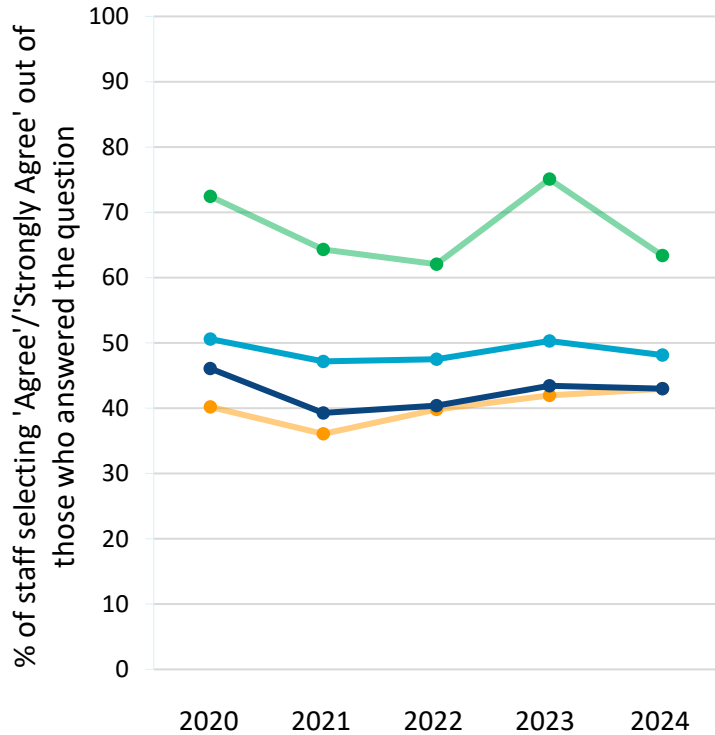
Q3c There are frequent opportunities for me to show initiative in my role.



	2020	2021	2022	2023	2024
Your org	62.23%	58.55%	60.50%	60.49%	61.42%
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	3665	2990	2762	2651	4679

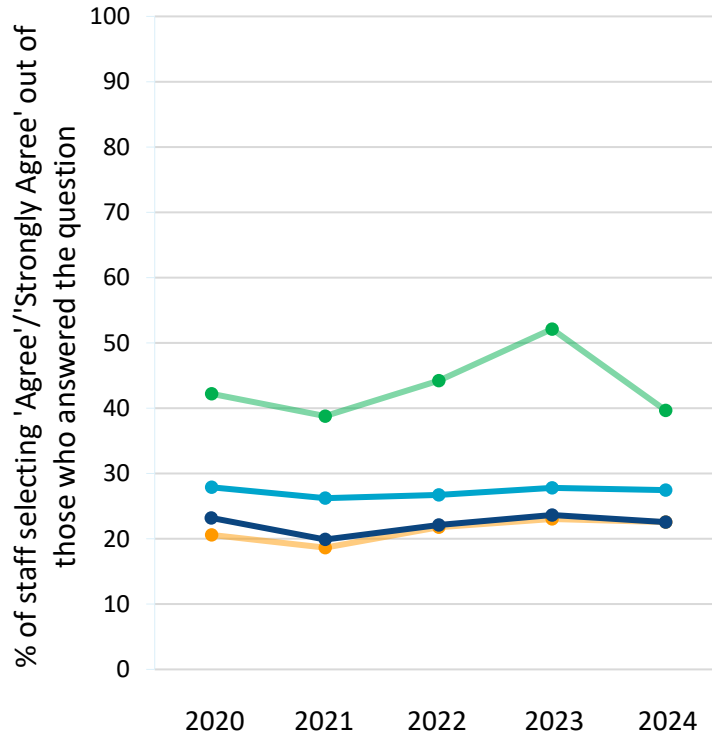


Q3d I am able to make suggestions to improve the work of my team / department.



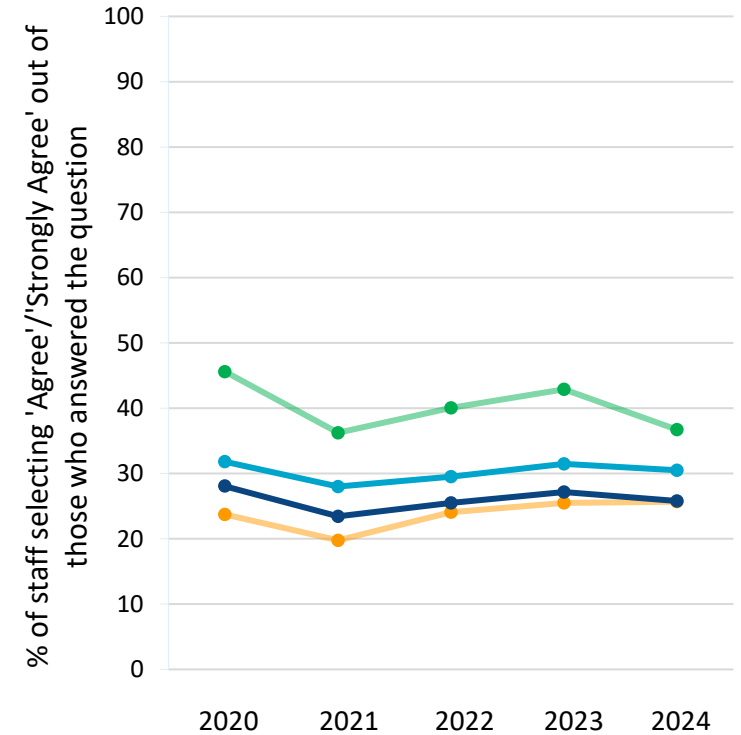
	2020	2021	2022	2023	2024
Your org	46.08%	39.28%	40.40%	43.44%	42.97%
Best result	72.46%	64.33%	62.06%	75.08%	63.37%
Average result	50.59%	47.17%	47.48%	50.28%	48.15%
Worst result	40.20%	36.07%	39.79%	41.95%	42.97%
Responses	3678	2987	2765	2658	4682

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



	2020	2021	2022	2023	2024
Your org	23.18%	19.89%	22.10%	23.65%	22.58%
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	3672	2989	2766	2658	4684

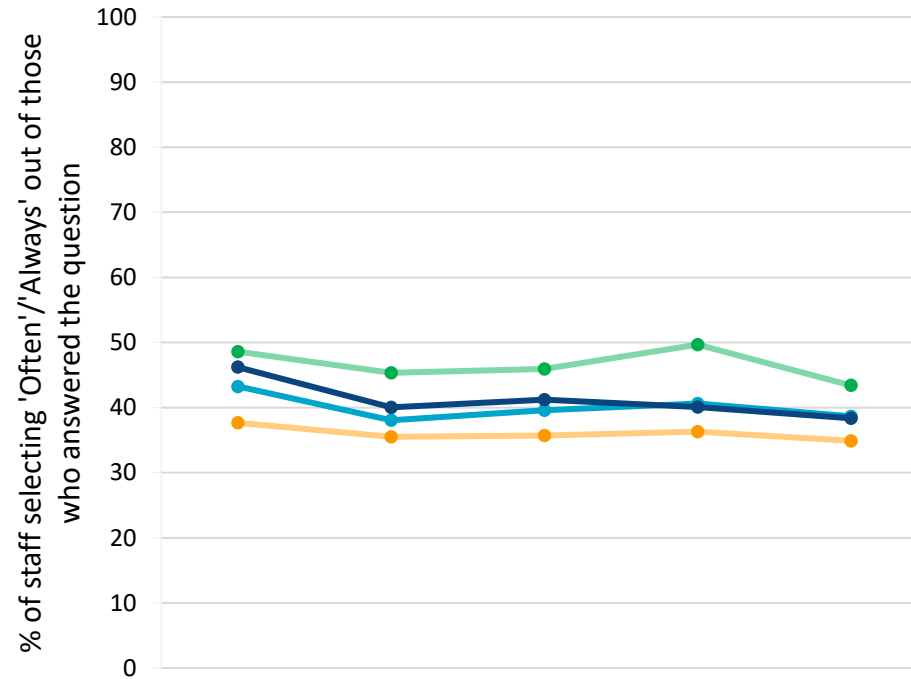
Q3f I am able to make improvements happen in my area of work.



	2020	2021	2022	2023	2024
Your org	28.05%	23.44%	25.52%	27.14%	25.77%
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	3679	2987	2765	2659	4680



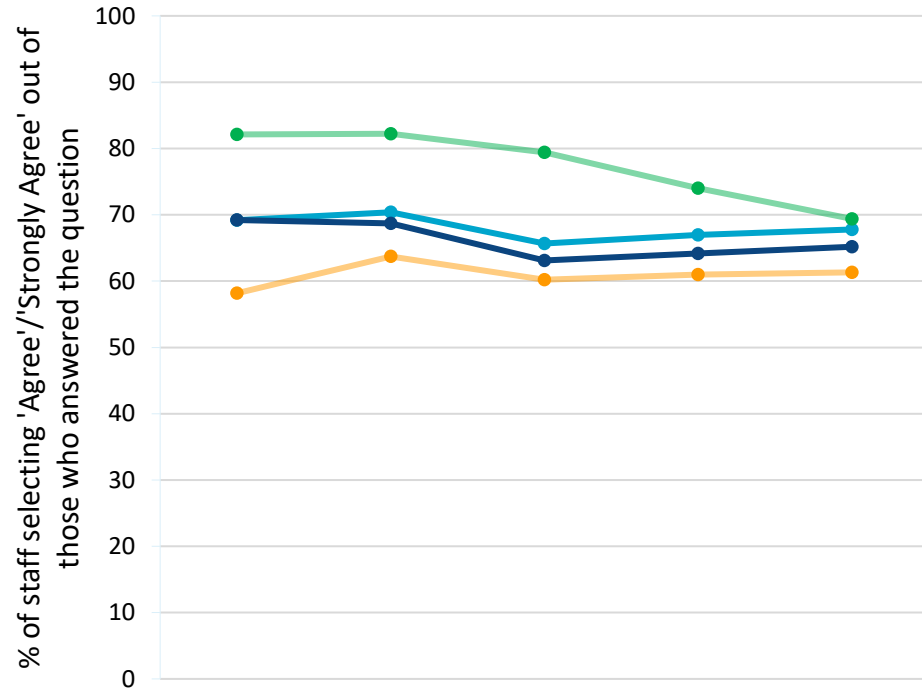
Q5b I have a choice in deciding how to do my work.



	2020	2021	2022	2023	2024
Your org	46.20%	40.03%	41.23%	40.09%	38.36%
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	3643	2975	2757	2650	4670

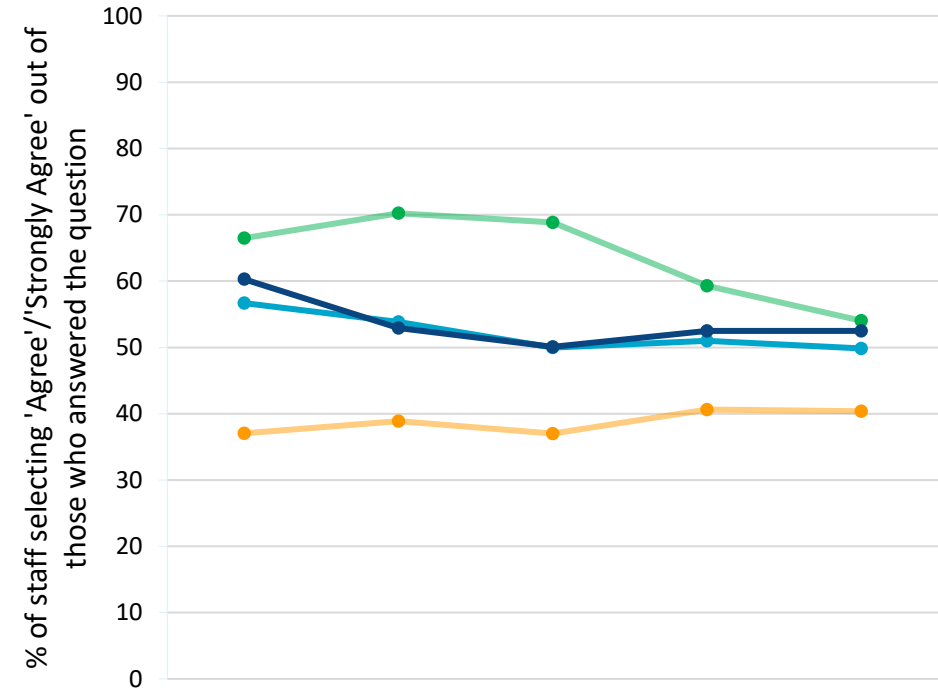


Q20a I would feel secure raising concerns about unsafe clinical practice.



	2020	2021	2022	2023	2024
Your org	69.21%	68.71%	63.11%	64.18%	65.20%
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	3605	2901	2758	2651	4674

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

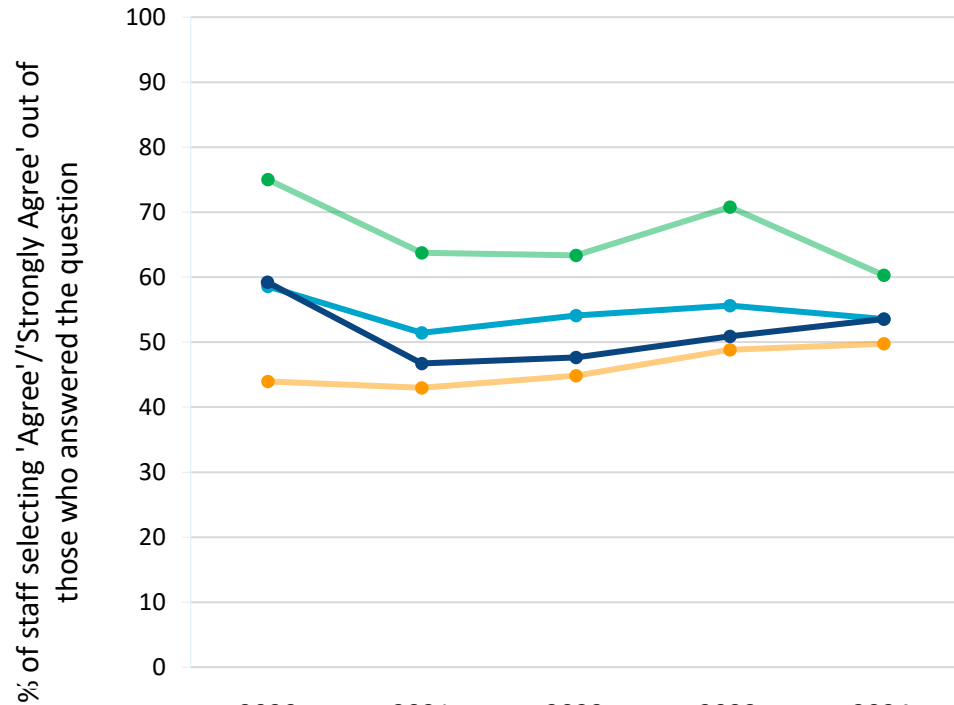


	2020	2021	2022	2023	2024
Your org	60.27%	52.92%	50.08%	52.50%	52.49%
Best result	66.48%	70.23%	68.86%	59.28%	54.02%
Average result	56.68%	53.83%	49.98%	51.01%	49.85%
Worst result	37.04%	38.88%	37.00%	40.63%	40.36%
Responses	3608	2899	2759	2648	4661

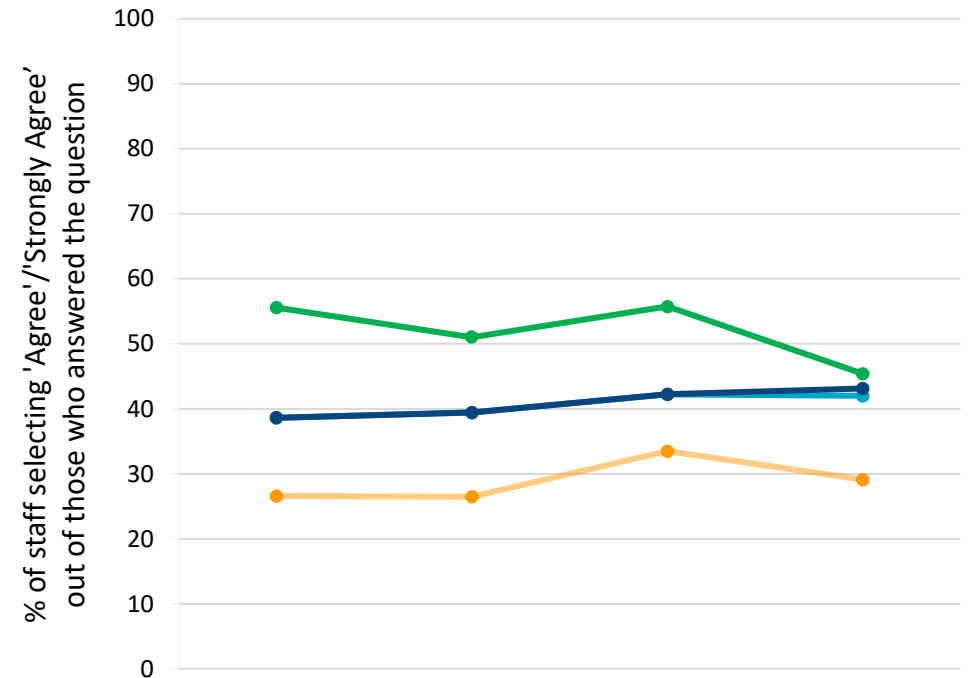


Q25e I feel safe to speak up about anything that concerns me in this organisation.

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	59.21%	46.73%	47.65%	50.89%	53.56%
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	3601	2871	2759	2649	4668



	2021	2022	2023	2024
Your org	38.61%	39.46%	42.22%	43.13%
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	2873	2758	2649	4667

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

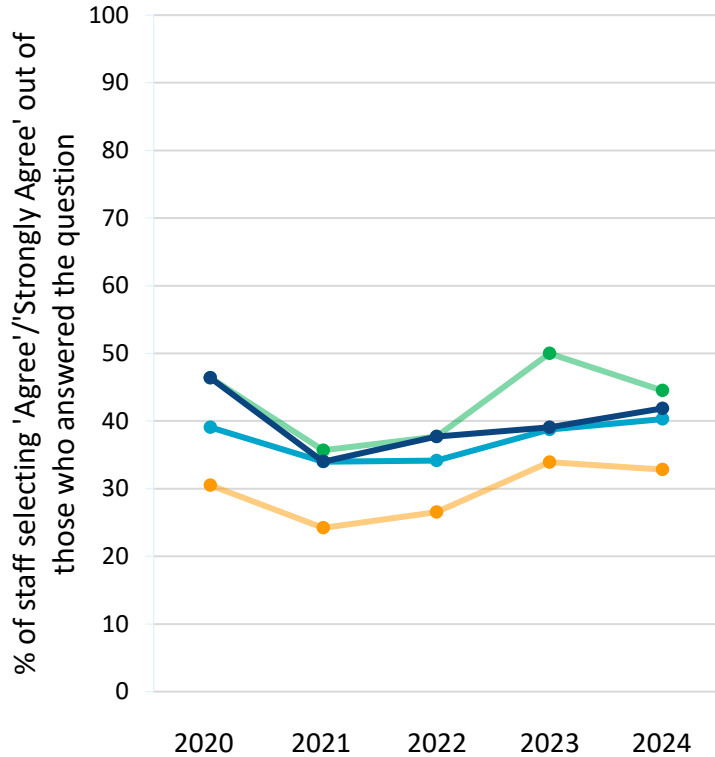
Other questions:* Q17a, Q17b, Q22

*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.

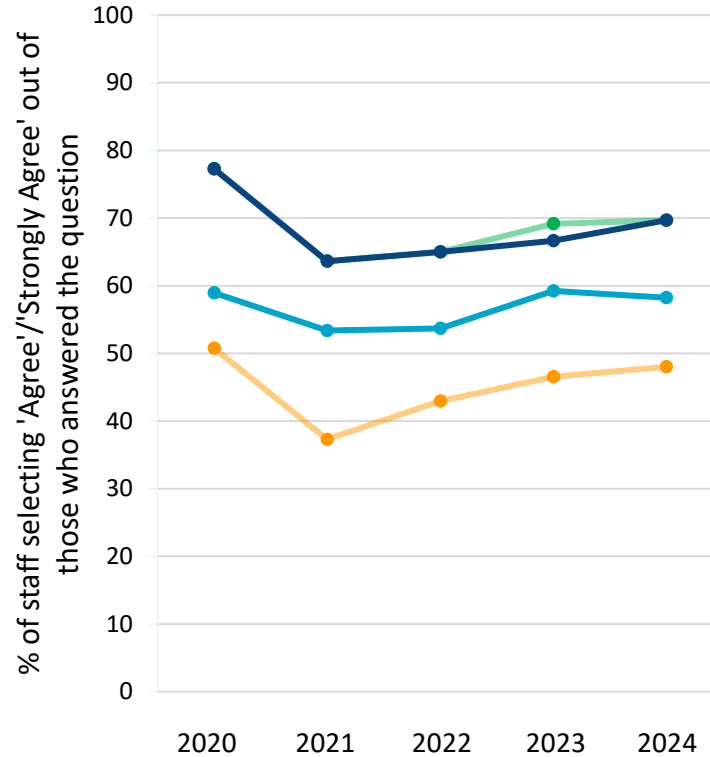


Q3g I am able to meet all the conflicting demands on my time at work.



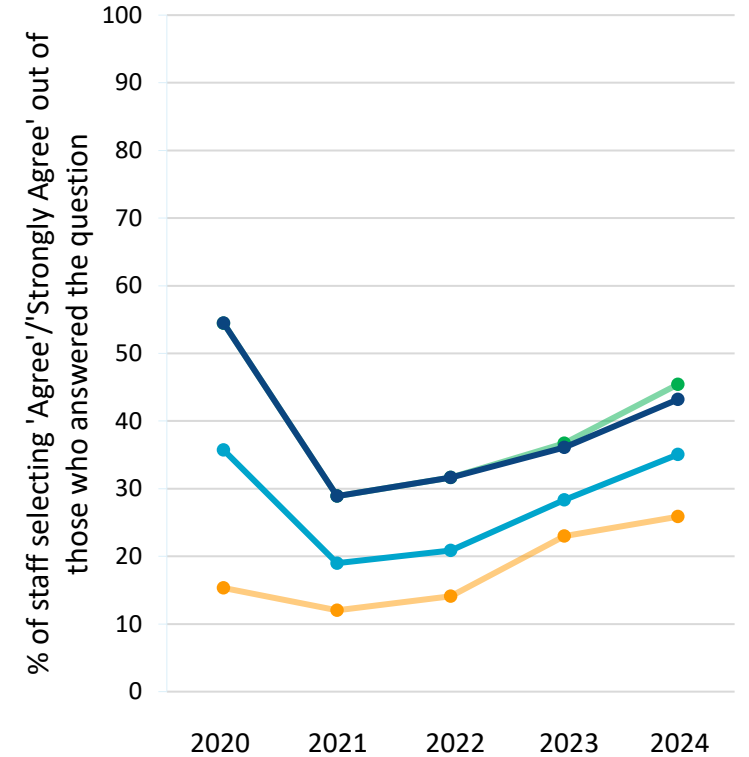
Your org	46.40%	33.99%	37.71%	39.06%	41.88%
Best result	46.40%	35.68%	37.71%	49.99%	44.49%
Average result	39.06%	33.99%	34.14%	38.76%	40.28%
Worst result	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	3671	2986	2760	2658	4676

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



Your org	77.27%	63.63%	64.98%	66.66%	69.70%
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	3672	2988	2762	2655	4678

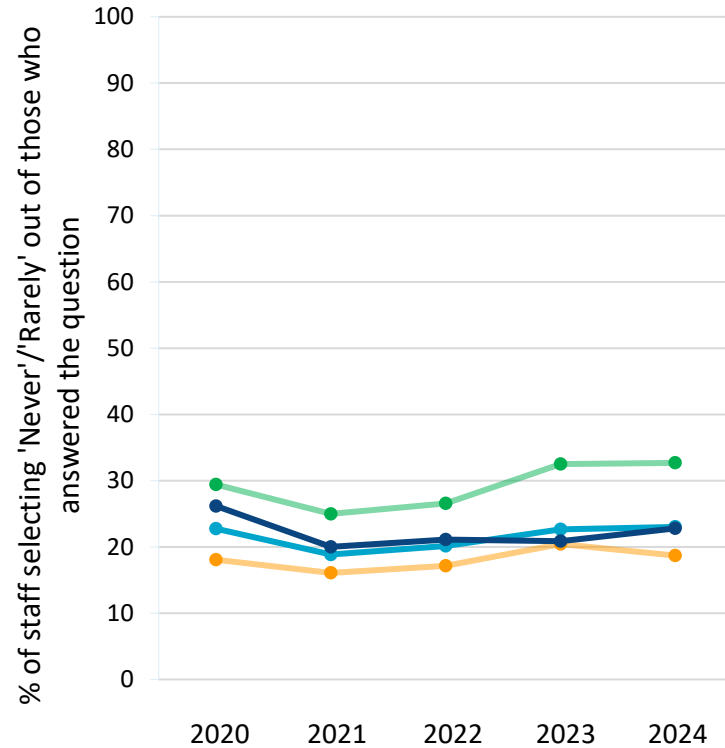
Q3i There are enough staff at this organisation for me to do my job properly.



Your org	54.47%	28.90%	31.63%	36.09%	43.21%
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	3674	2984	2764	2657	4683



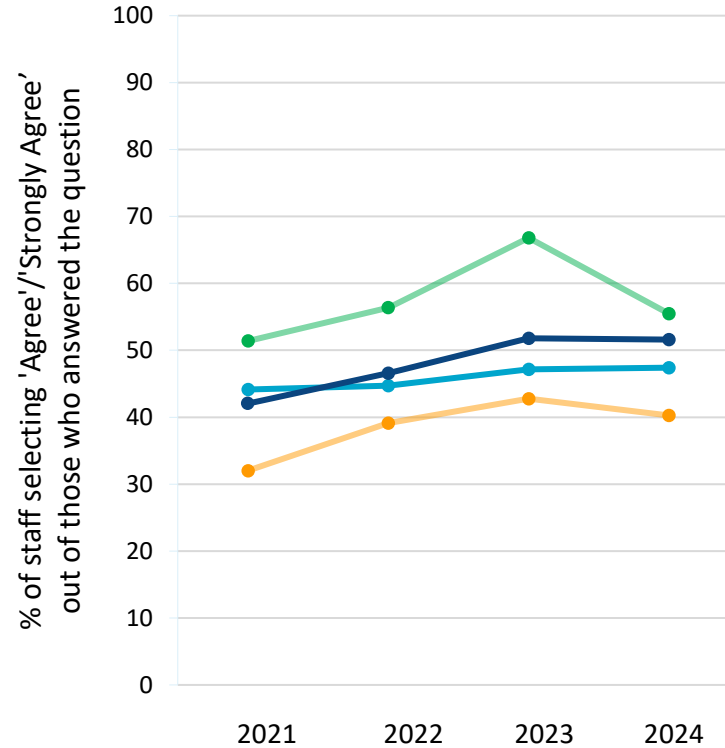
Q5a I have unrealistic time pressures.



Your org	26.18%	20.01%	21.11%	20.84%	22.80%
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 3646 2965 2753 2651 4680

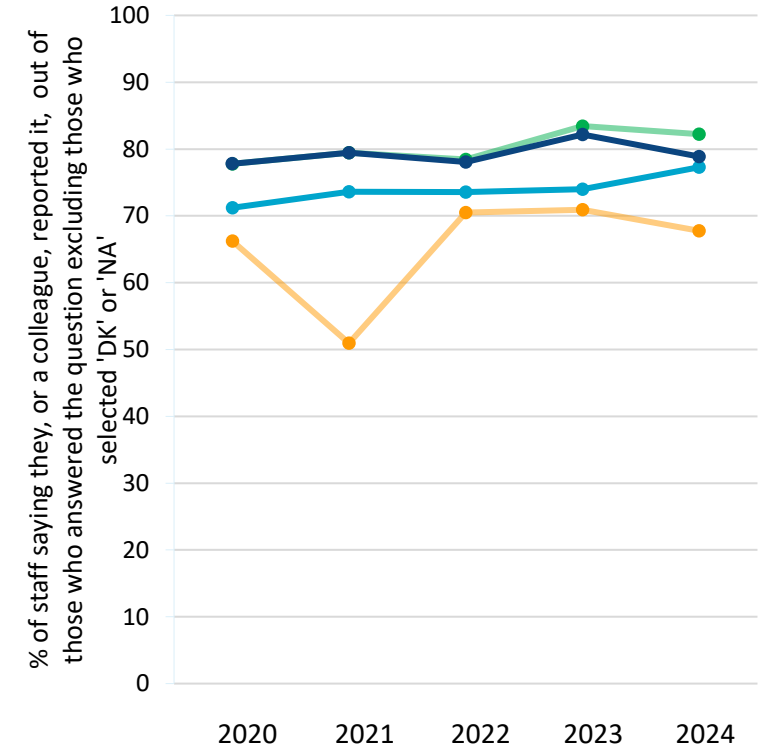
Q11a My organisation takes positive action on health and well-being.



Your org	42.04%	46.56%	51.79%	51.60%
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 2822 2685 2657 4682

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



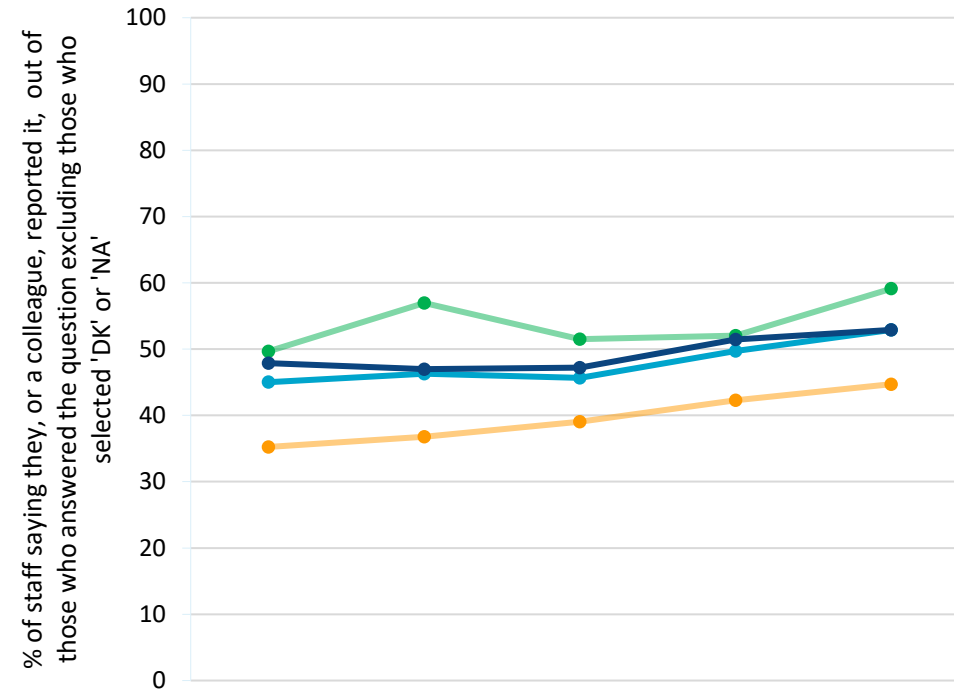
Your org	77.80%	79.45%	78.06%	82.17%	78.86%
Best result	77.80%	79.45%	78.46%	83.44%	82.23%
Average result	71.21%	73.59%	73.56%	74.01%	77.27%
Worst result	66.22%	50.94%	70.48%	70.91%	67.77%

Responses 1130 1010 917 703 1652

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?

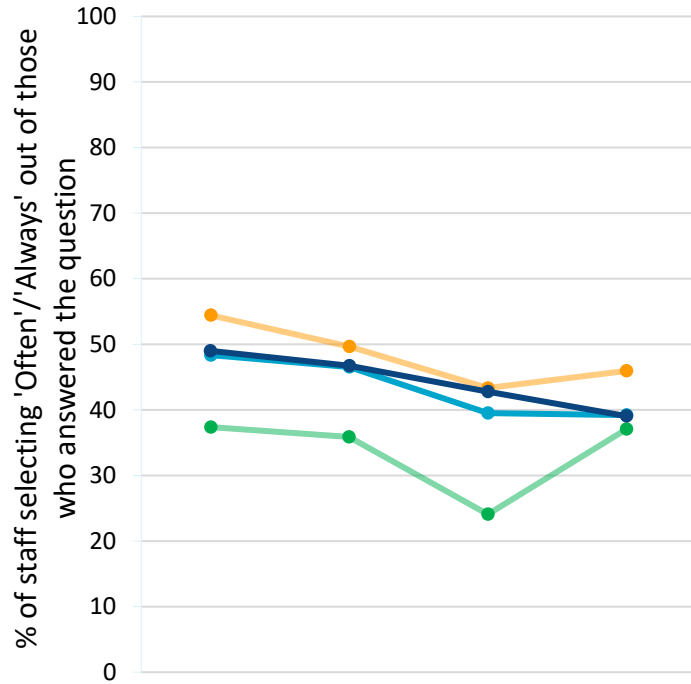


	2020	2021	2022	2023	2024
Your org	47.86%	46.98%	47.21%	51.48%	52.90%
Best result	49.67%	56.97%	51.49%	52.02%	59.12%
Average result	45.01%	46.28%	45.66%	49.70%	52.90%
Worst result	35.25%	36.77%	39.05%	42.29%	44.71%
Responses	1726	1541	1419	1114	2258

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

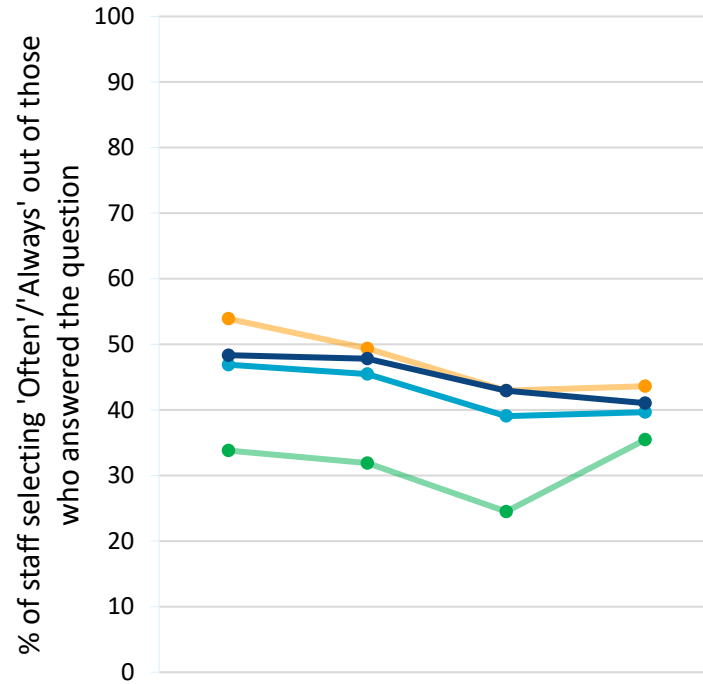


Q12a How often, if at all, do you find your work emotionally exhausting?



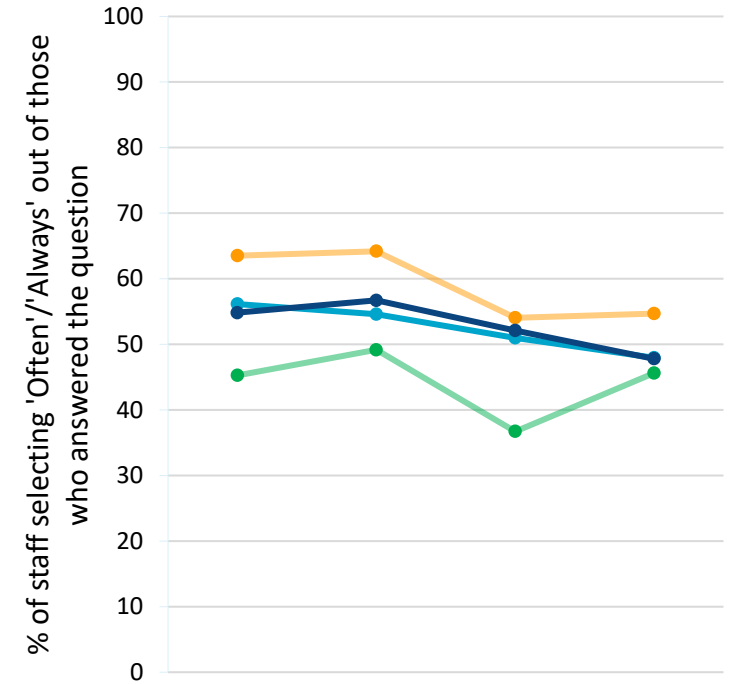
	2021	2022	2023	2024
Your org	49.00%	46.75%	42.80%	39.05%
Best result	37.38%	35.88%	24.08%	37.09%
Average result	48.36%	46.54%	39.51%	39.21%
Worst result	54.43%	49.66%	43.34%	45.93%
Responses	2913	2761	2659	4684

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



	2021	2022	2023	2024
Your org	48.34%	47.83%	42.95%	41.03%
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	2914	2761	2658	4676

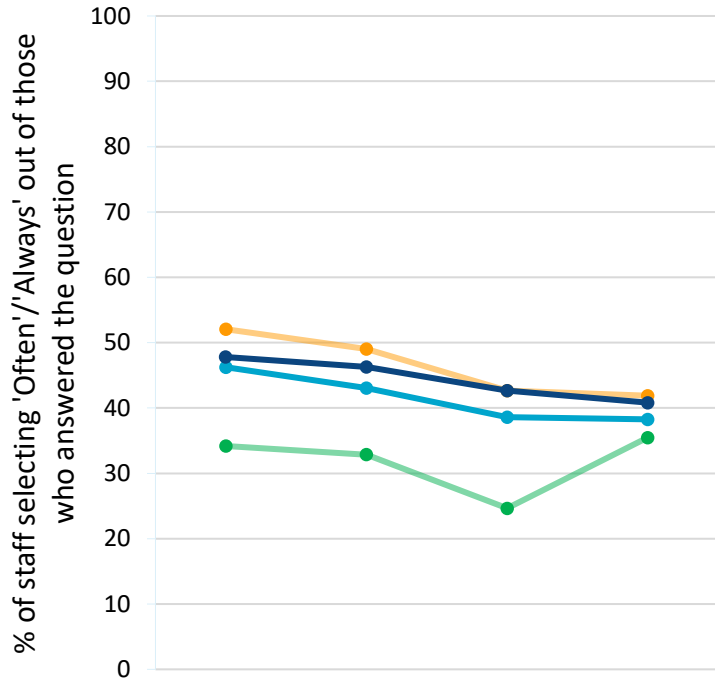
Q12c How often, if at all, does your work frustrate you?



	2021	2022	2023	2024
Your org	54.82%	56.71%	52.12%	47.79%
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	2915	2764	2653	4677

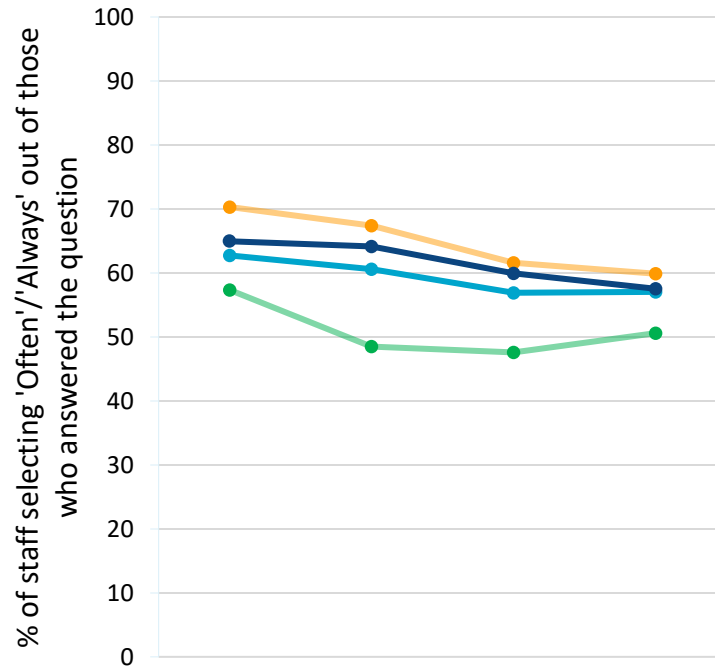


Q12d How often, if at all, are you exhausted at the thought of another day/shift at work?



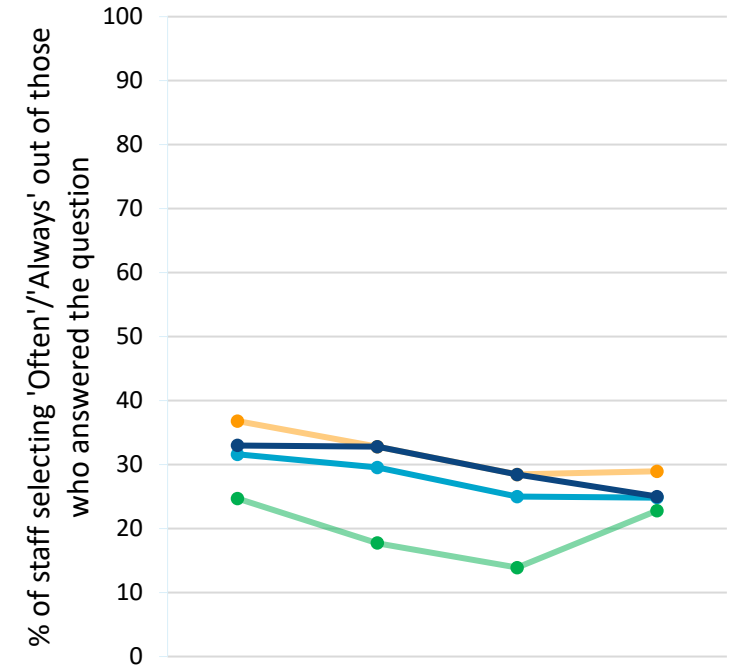
	2021	2022	2023	2024
Your org	47.80%	46.28%	42.67%	40.82%
Best result	34.18%	32.85%	24.65%	35.49%
Average result	46.24%	43.03%	38.62%	38.26%
Worst result	52.06%	49.01%	42.67%	41.88%
Responses	2913	2764	2655	4676

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	64.95%	64.14%	59.94%	57.53%
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	2914	2762	2653	4680

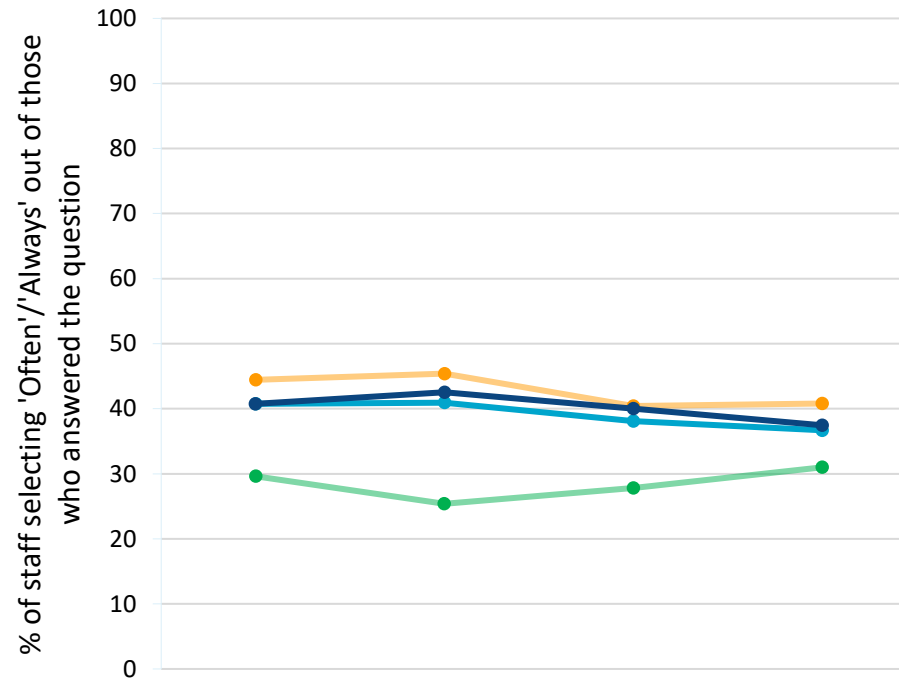
Q12f How often, if at all, do you feel that every working hour is tiring for you?



	2021	2022	2023	2024
Your org	32.97%	32.78%	28.47%	25.01%
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	2913	2760	2655	4682



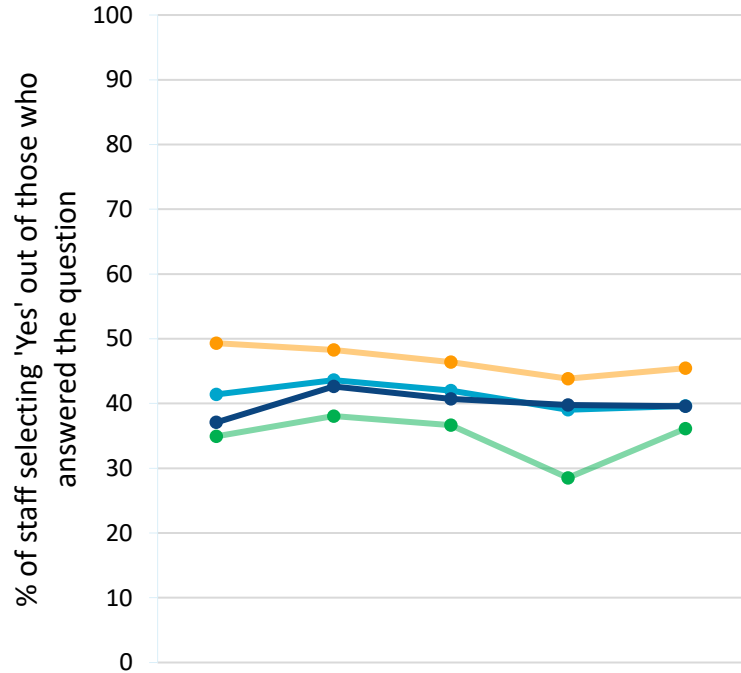
Q12g How often, if at all, do you not have enough energy for family and friends during leisure time?



	2021	2022	2023	2024
Your org	40.75%	42.53%	40.02%	37.46%
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	2916	2763	2656	4682

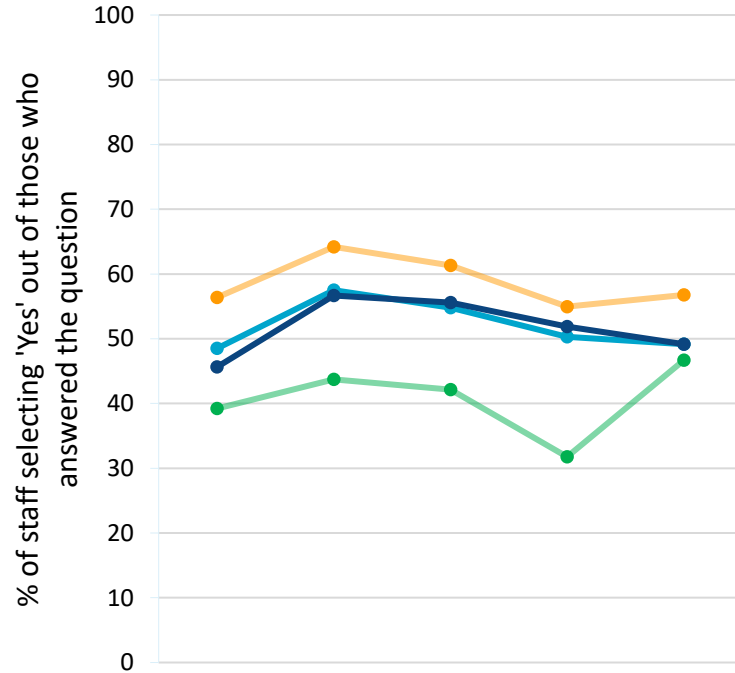


Q11b In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?



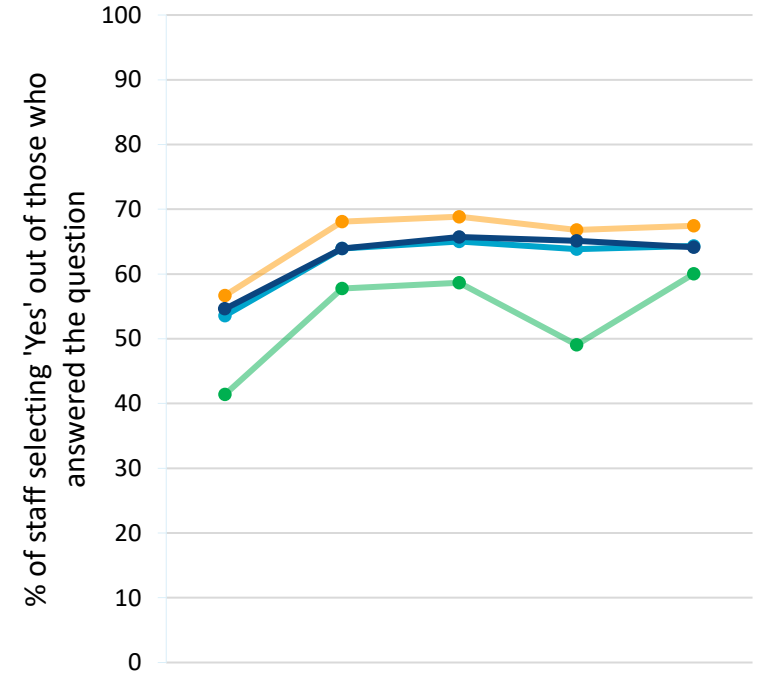
	2020	2021	2022	2023	2024
Your org	37.08%	42.63%	40.72%	39.80%	39.59%
Best result	34.93%	38.07%	36.66%	28.53%	36.12%
Average result	41.39%	43.61%	42.01%	39.04%	39.61%
Worst result	49.32%	48.27%	46.40%	43.84%	45.48%
Responses	3631	2923	2766	2652	4675

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



	2020	2021	2022	2023	2024
Your org	45.64%	56.68%	55.57%	51.89%	49.18%
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	3628	2922	2763	2656	4674

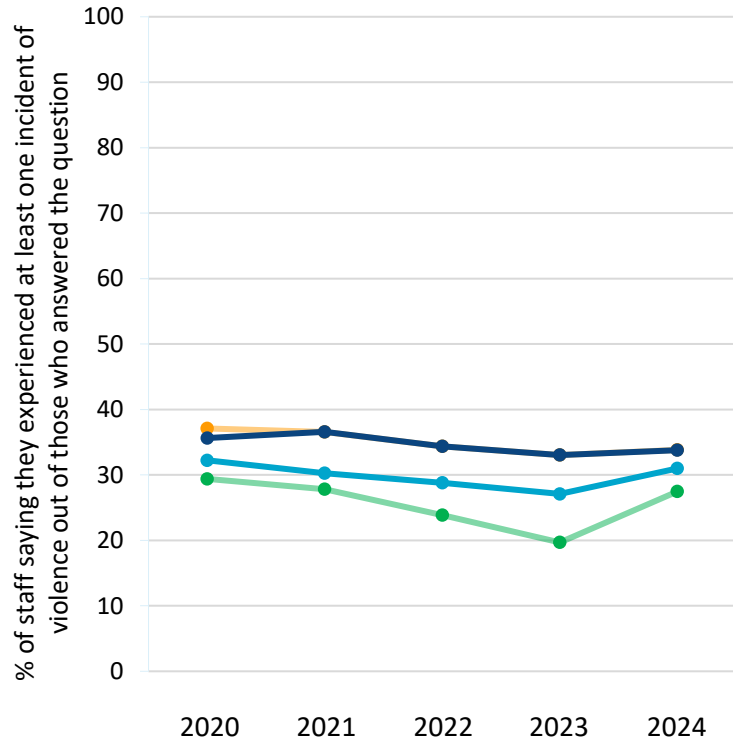
Q11d In the last three months have you ever come to work despite not feeling well enough to perform your duties?



	2020	2021	2022	2023	2024
Your org	54.60%	63.93%	65.72%	65.14%	64.16%
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	3632	2925	2767	2656	4681

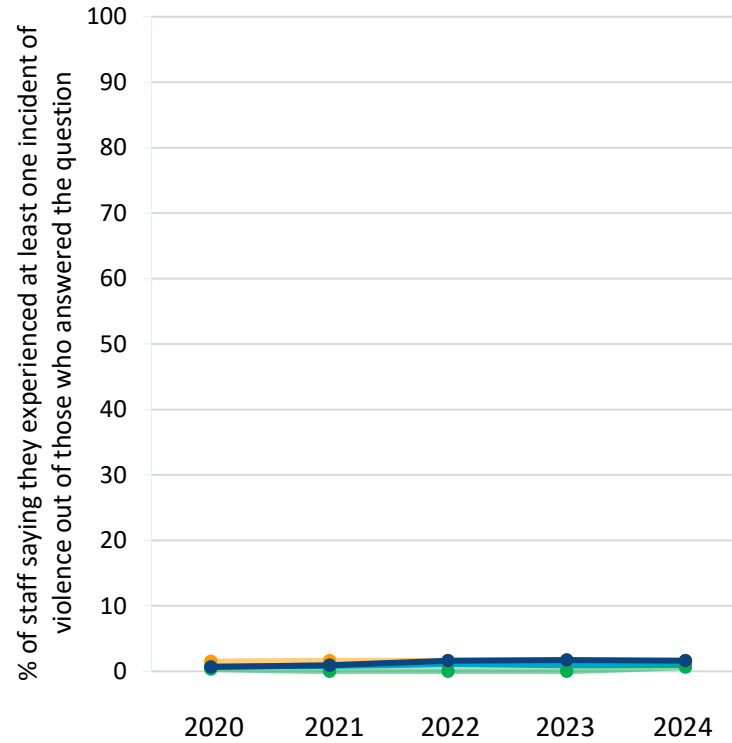


Q13a In the last 12 months how many times have you personally experienced physical violence at work from...? Patients / service users, their relatives or other members of the public.



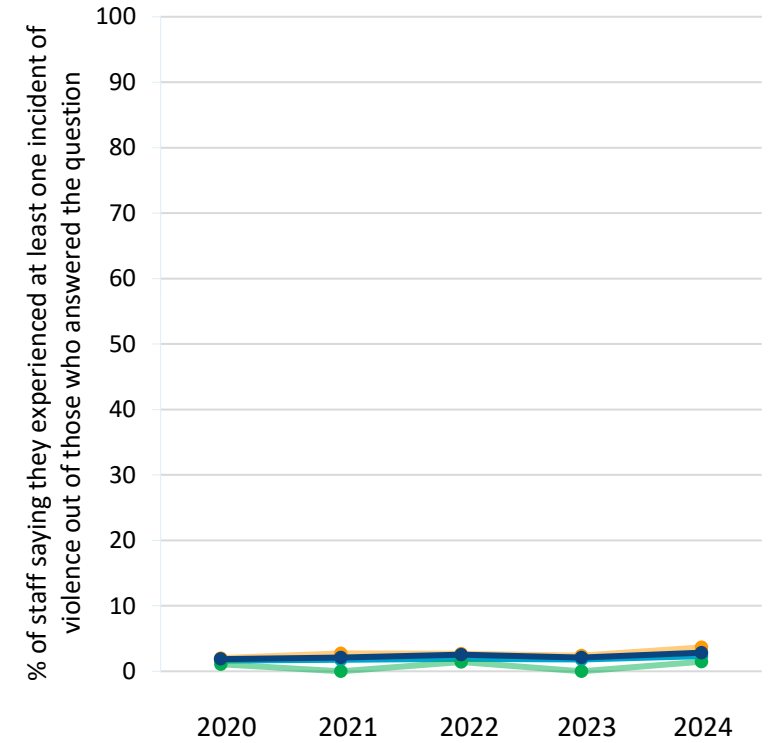
Responses	3630	2913	2760	2197	4668
-----------	------	------	------	------	------

Q13b In the last 12 months how many times have you personally experienced physical violence at work from...? Managers.



Responses	3611	2888	2713	2163	4609
-----------	------	------	------	------	------

Q13c In the last 12 months how many times have you personally experienced physical violence at work from...? Other colleagues.

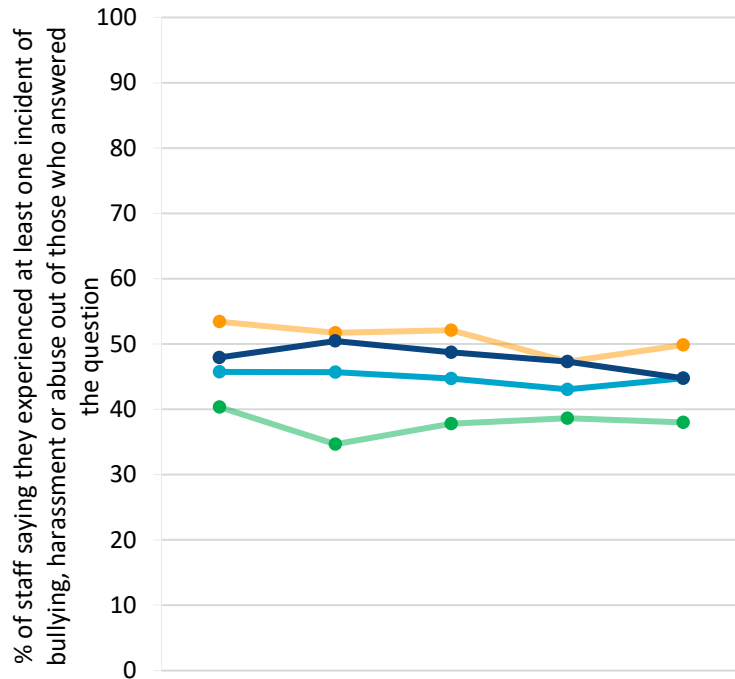


Responses	3613	2872	2711	2138	4515
-----------	------	------	------	------	------

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.

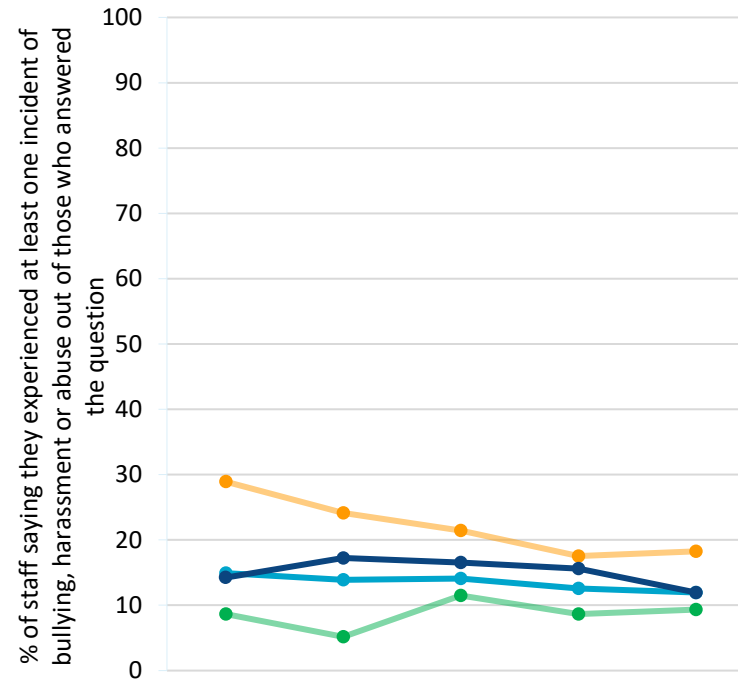


2020 2021 2022 2023 2024

Your org	47.93%	50.45%	48.73%	47.31%	44.76%
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 3579 2860 2759 2202 4673

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

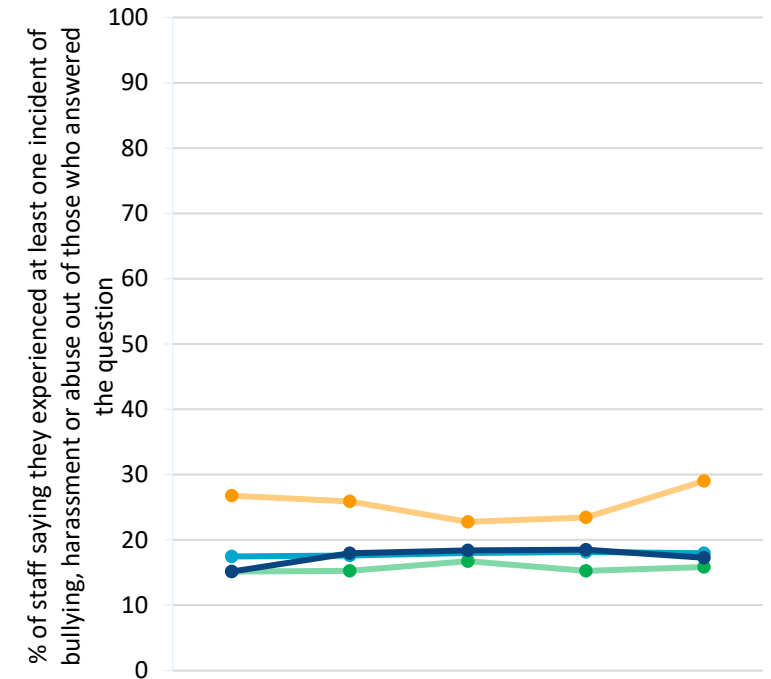


2020 2021 2022 2023 2024

Your org	14.25%	17.24%	16.52%	15.62%	11.96%
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 3564 2833 2742 2179 4630

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

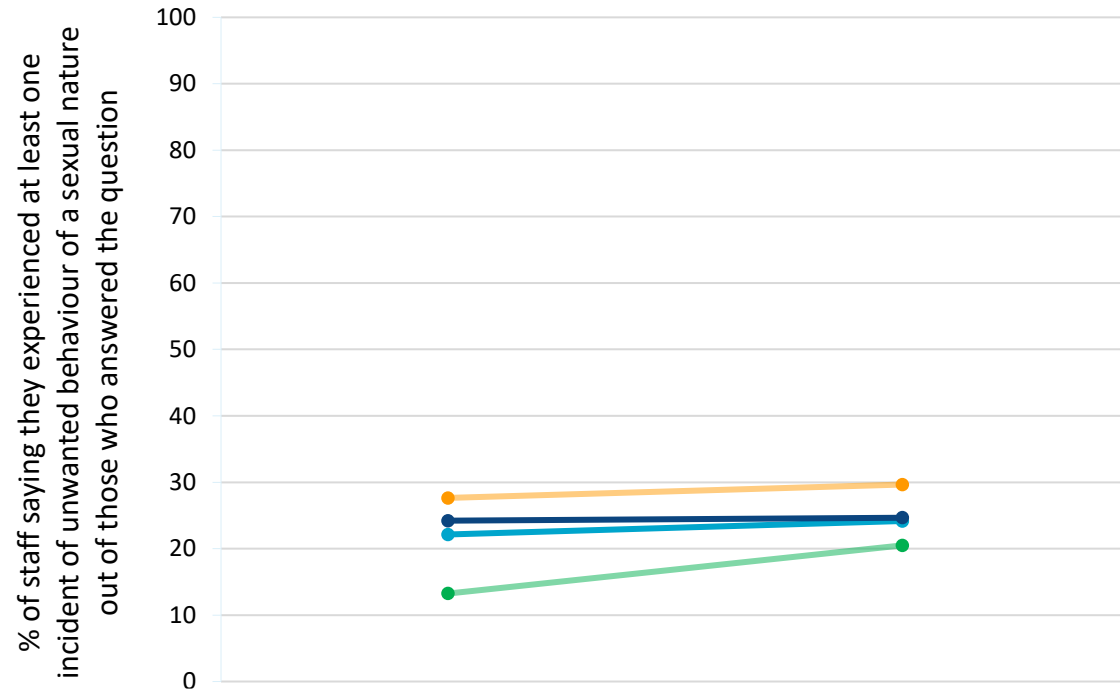
Your org	15.16%	17.94%	18.42%	18.51%	17.29%
Best result	15.16%	15.27%	16.75%	15.26%	15.84%
Average result	17.47%	17.61%	17.99%	18.16%	17.97%
Worst result	26.79%	25.89%	22.77%	23.44%	29.02%

Responses 3570 2828 2711 2153 4588

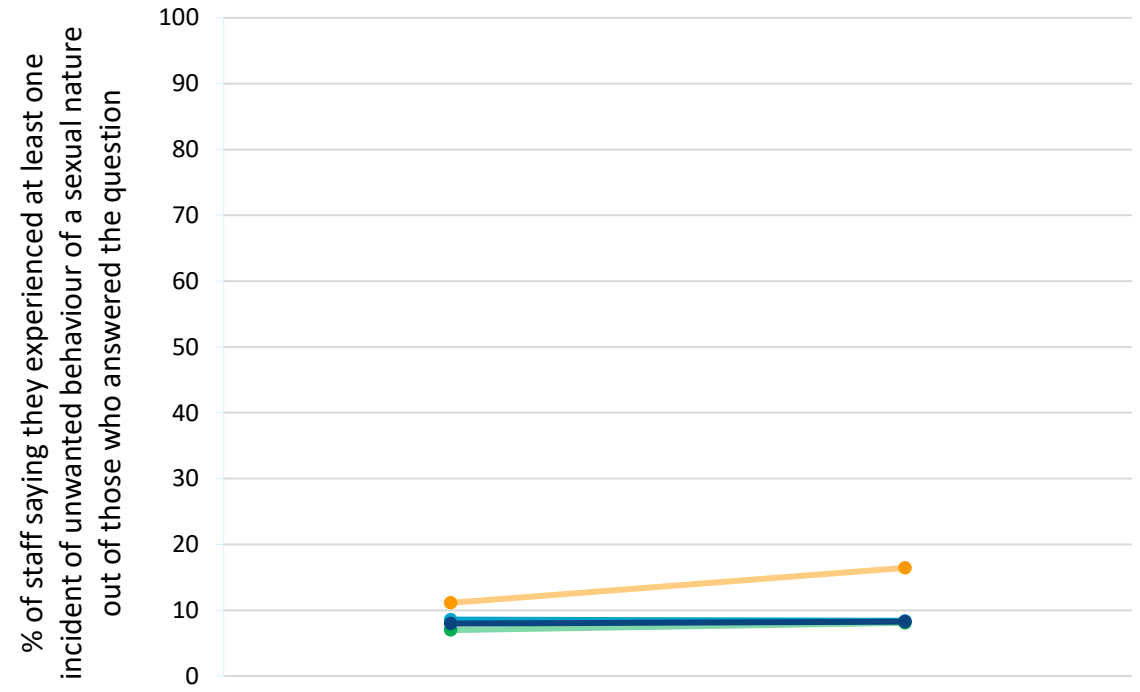
Note: 2023 results for Q14a-c are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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



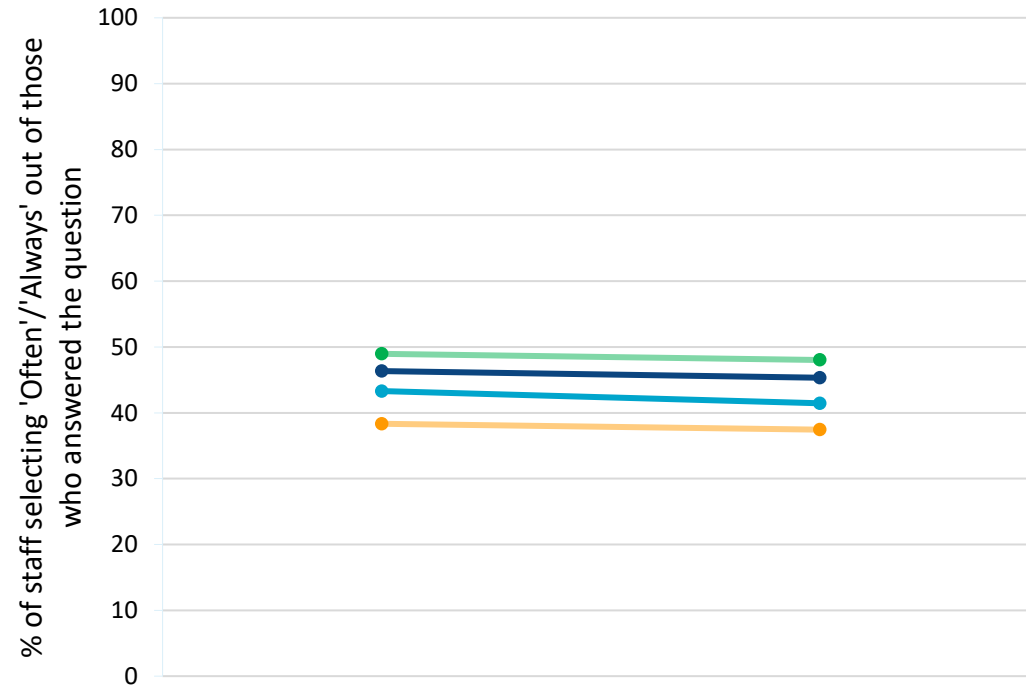
	2023	2024
Your org	24.22%	24.66%
Best result	13.24%	20.50%
Average result	22.14%	24.17%
Worst result	27.64%	29.65%
Responses	2656	4676

	2023	2024
Your org	7.98%	8.26%
Best result	6.99%	8.09%
Average result	8.58%	8.40%
Worst result	11.12%	16.44%
Responses	2646	4654

*These questions do not contribute towards any People Promise element score, theme score or sub-score



Q22 I can eat nutritious and affordable food while I am working



	2023	2024
Your org	46.34%	45.33%
Best result	48.96%	48.02%
Average result	43.30%	41.45%
Worst result	38.33%	37.44%
Responses	2657	4679

*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

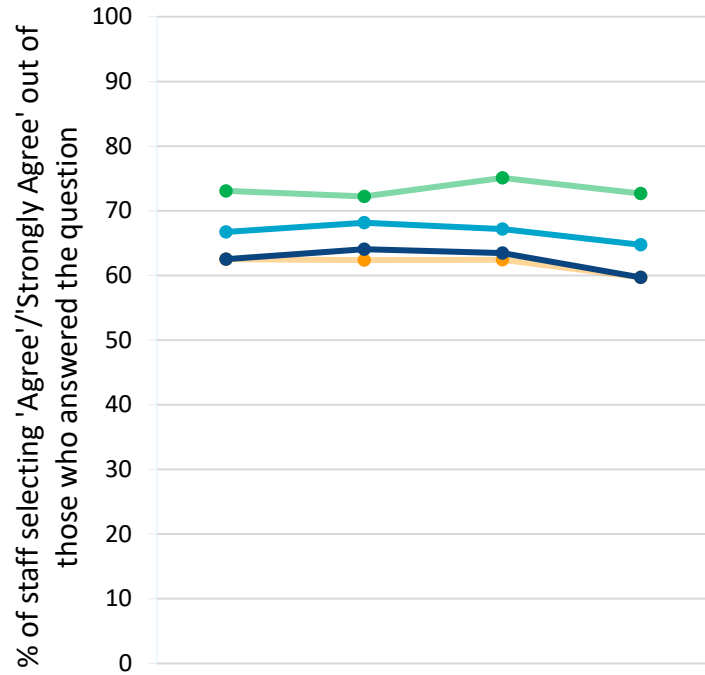
*Q23a is a filter question and therefore influences the sub-score without being a directly scored question.

**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.

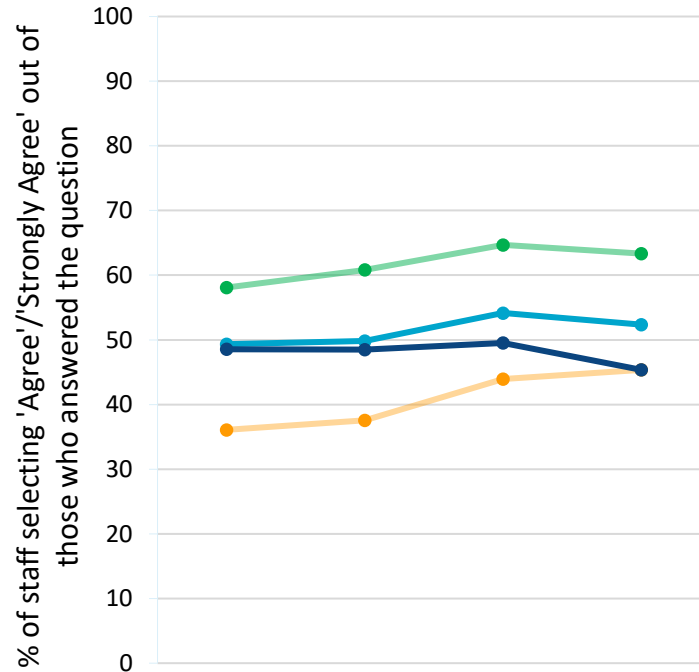


Q24a This organisation offers me challenging work.



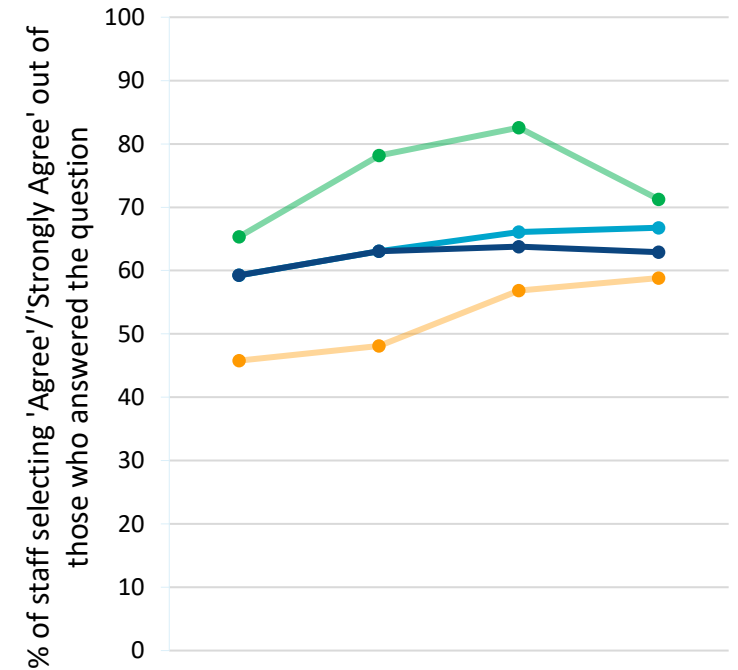
	2021	2022	2023	2024
Your org	62.50%	64.05%	63.45%	59.69%
Best result	73.07%	72.21%	75.07%	72.67%
Average result	66.72%	68.15%	67.18%	64.73%
Worst result	62.50%	62.38%	62.42%	59.69%
Responses	2893	2760	2641	4669

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



	2021	2022	2023	2024
Your org	48.53%	48.50%	49.51%	45.36%
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	2892	2759	2642	4672

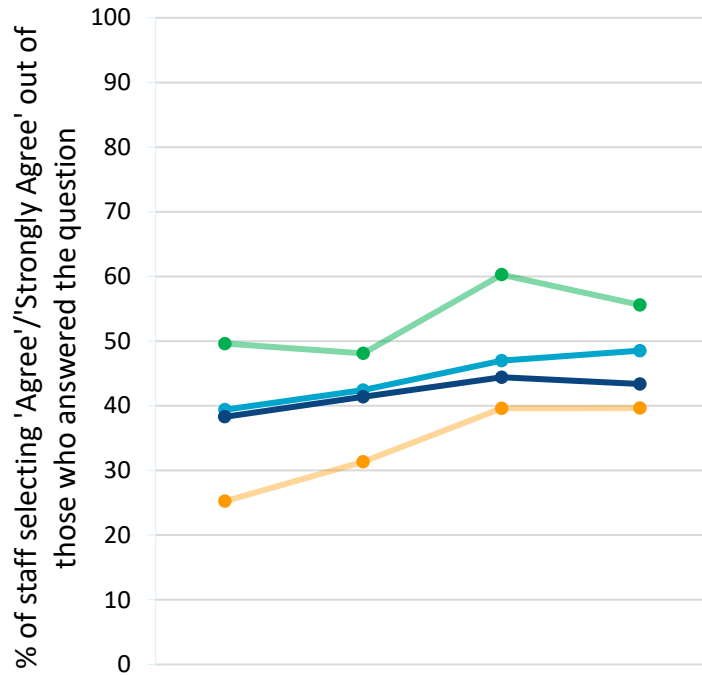
Q24c I have opportunities to improve my knowledge and skills.



	2021	2022	2023	2024
Your org	59.25%	63.04%	63.78%	62.92%
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	2893	2762	2642	4670

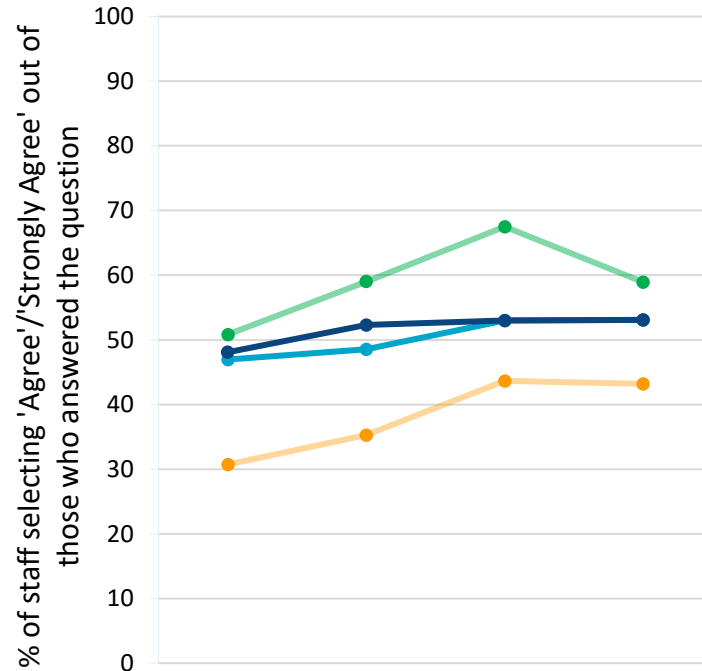


Q24d I feel supported to develop my potential.



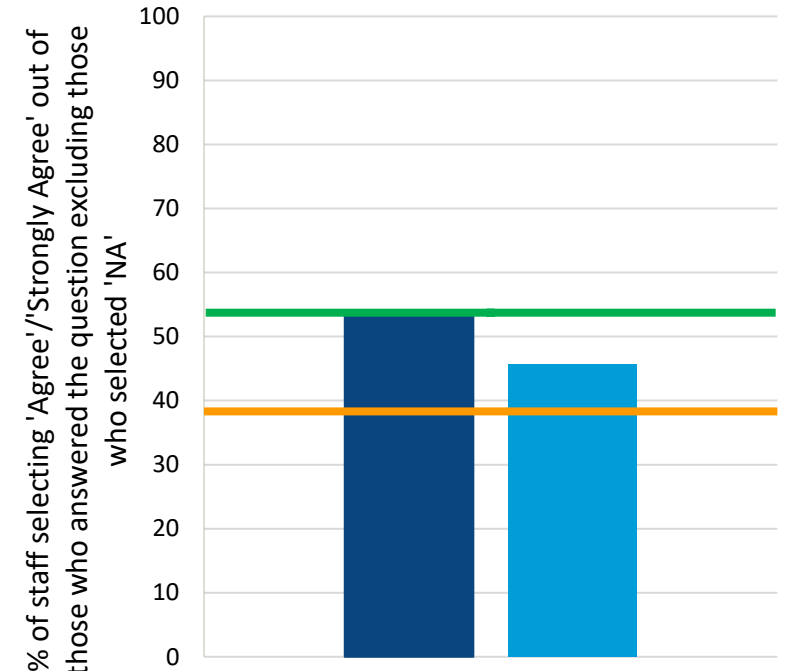
	2021	2022	2023	2024
Your org	38.29%	41.38%	44.41%	43.36%
Best result	49.62%	48.10%	60.27%	55.61%
Average result	39.39%	42.43%	46.99%	48.53%
Worst result	25.24%	31.32%	39.63%	39.65%
Responses	2894	2761	2643	4667

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



	2021	2022	2023	2024
Your org	48.08%	52.29%	52.99%	53.09%
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	2892	2761	2641	4673

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

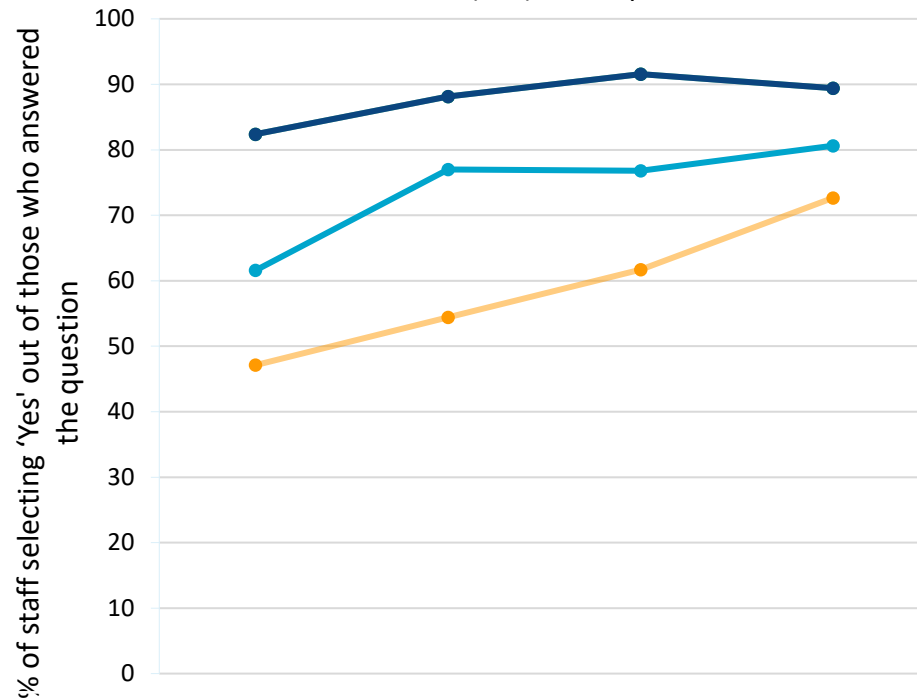


	2024
Your org	53.73%
Best result	53.73%
Average result	45.66%
Worst result	38.32%
Responses	4146

*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.

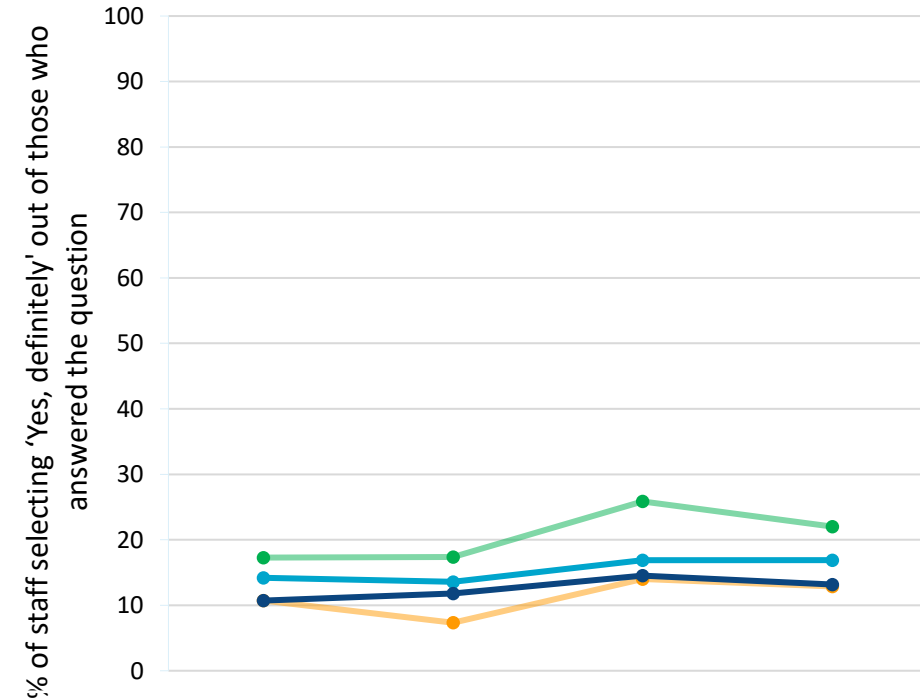


Q23a* In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



	2021	2022	2023	2024
Your org	82.39%	88.15%	91.56%	89.41%
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	2900	2765	2564	4595

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

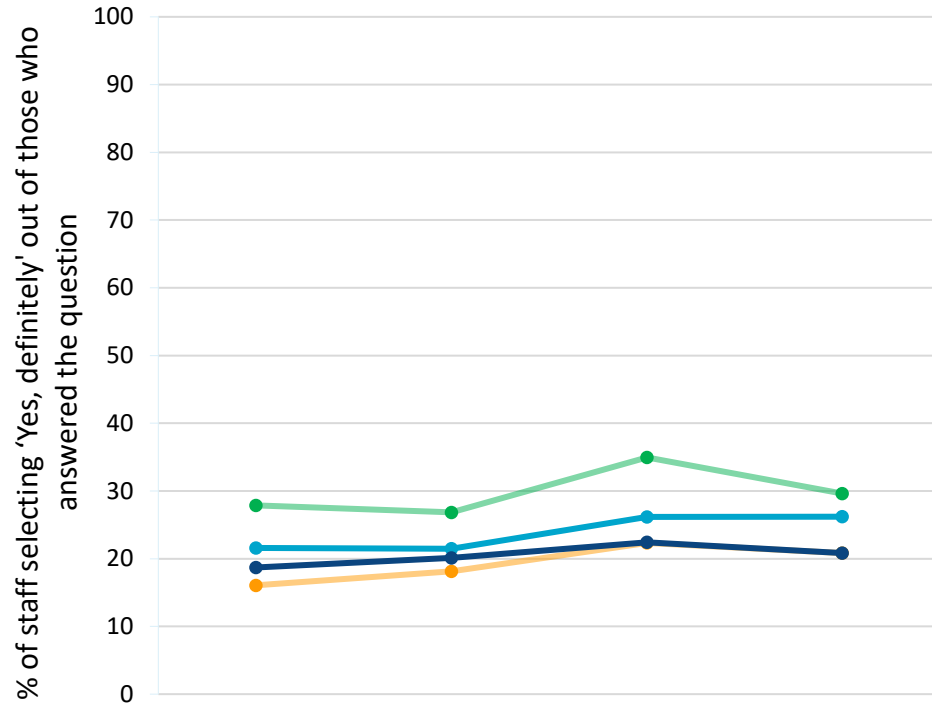


	2021	2022	2023	2024
Your org	10.72%	11.78%	14.53%	13.17%
Best result	17.28%	17.37%	25.86%	22.02%
Average result	14.19%	13.59%	16.88%	16.90%
Worst result	10.72%	7.34%	14.02%	12.90%
Responses	2386	2445	2340	4106

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

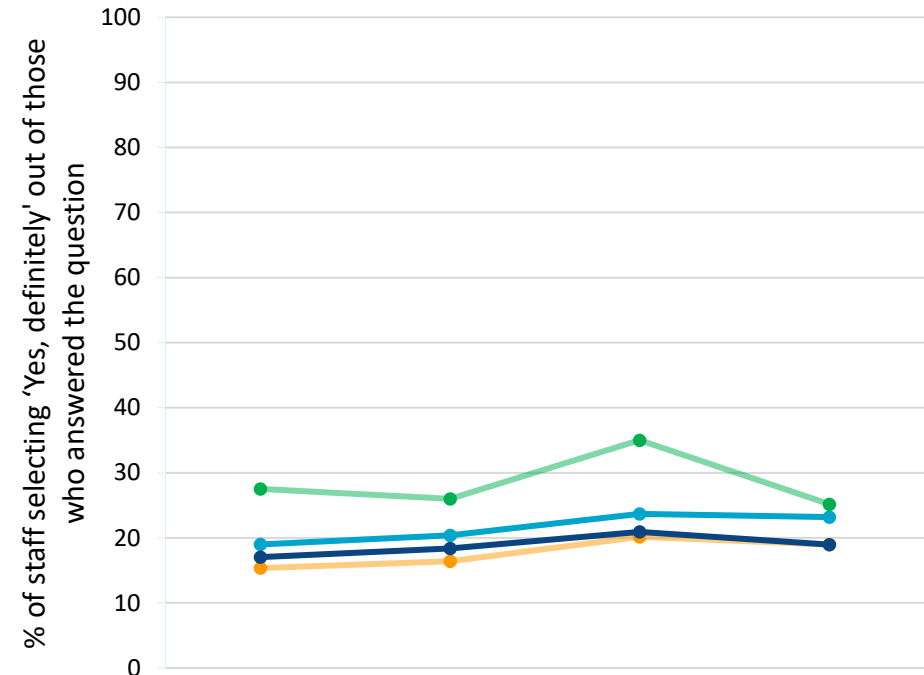


Q23c It helped me agree clear objectives for my work.



	2021	2022	2023	2024
Your org	18.70%	20.13%	22.41%	20.81%
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	2383	2445	2340	4105

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



	2021	2022	2023	2024
Your org	17.03%	18.35%	20.91%	18.97%
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	2386	2447	2337	4109

People Promise element – We work flexibly



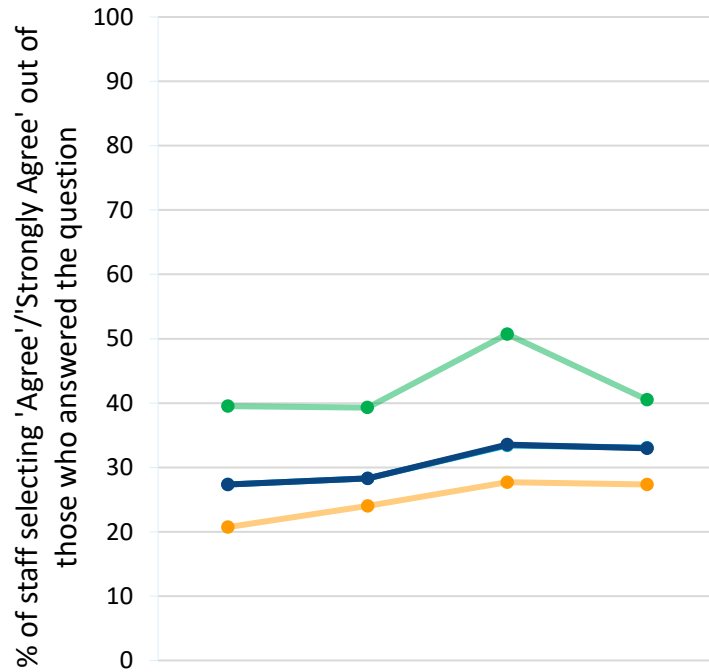
Questions included:

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

Flexible working – Q4d

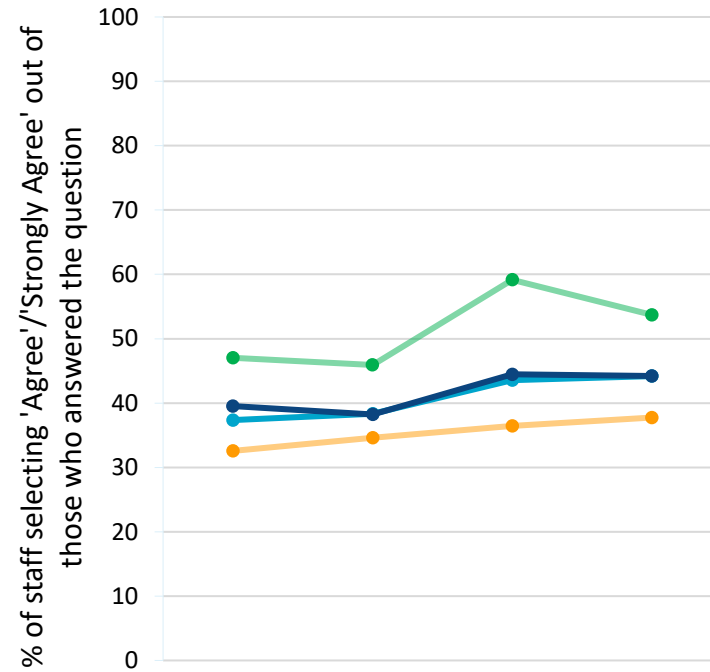


Q6b My organisation is committed to helping me balance my work and home life.



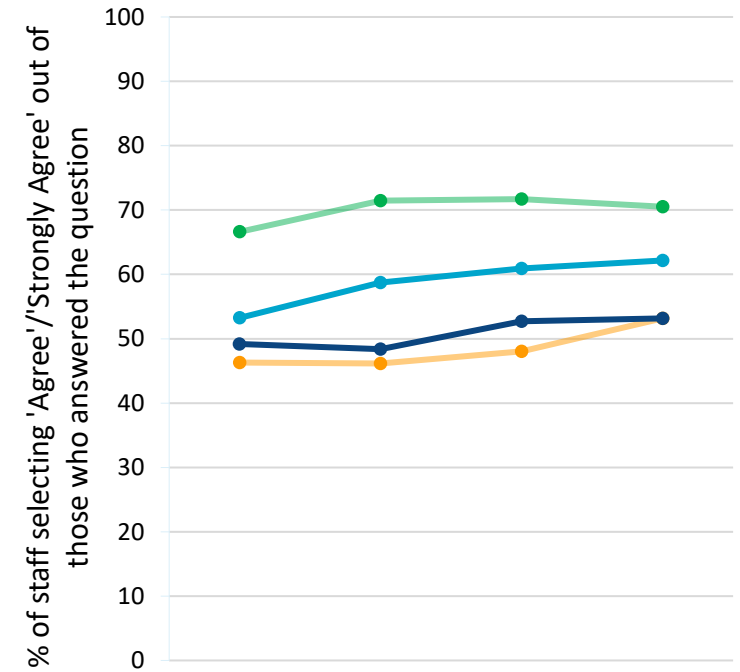
	2021	2022	2023	2024
Your org	27.35%	28.29%	33.54%	32.99%
Best result	39.53%	39.29%	50.71%	40.50%
Average result	27.35%	28.29%	33.41%	33.09%
Worst result	20.72%	24.00%	27.70%	27.36%
Responses	2973	2762	2655	4675

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



	2021	2022	2023	2024
Your org	39.52%	38.22%	44.47%	44.18%
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	2971	2763	2654	4674

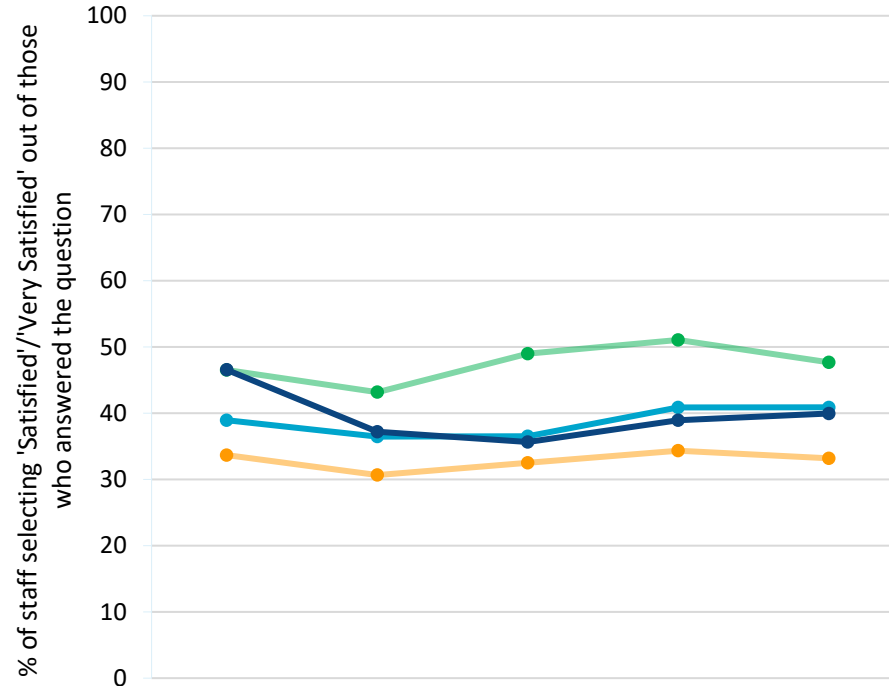
Q6d I can approach my immediate manager to talk openly about flexible working.



	2021	2022	2023	2024
Your org	49.16%	48.37%	52.69%	53.16%
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	2973	2763	2658	4676



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	46.55%	37.18%	35.65%	38.96%	39.94%
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	3651	2980	2760	2647	4670

People Promise element – We are a team



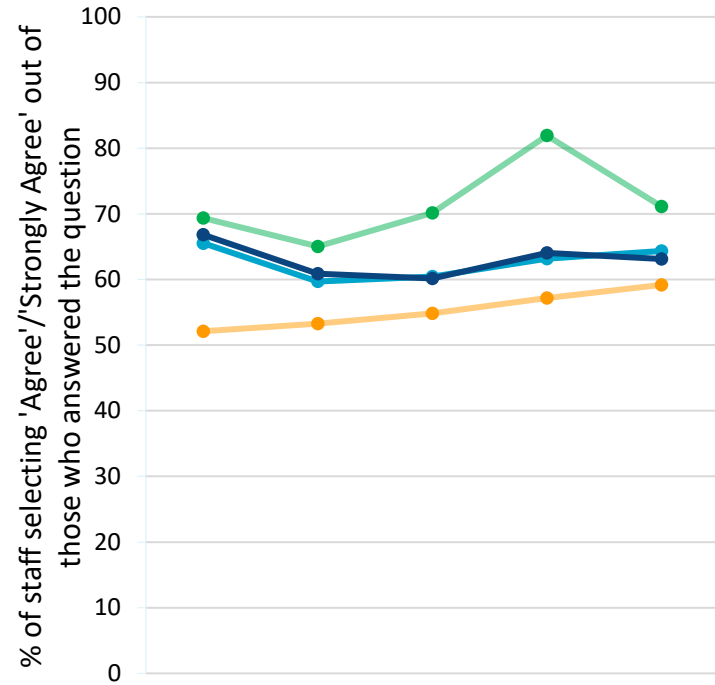
Questions included:

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.

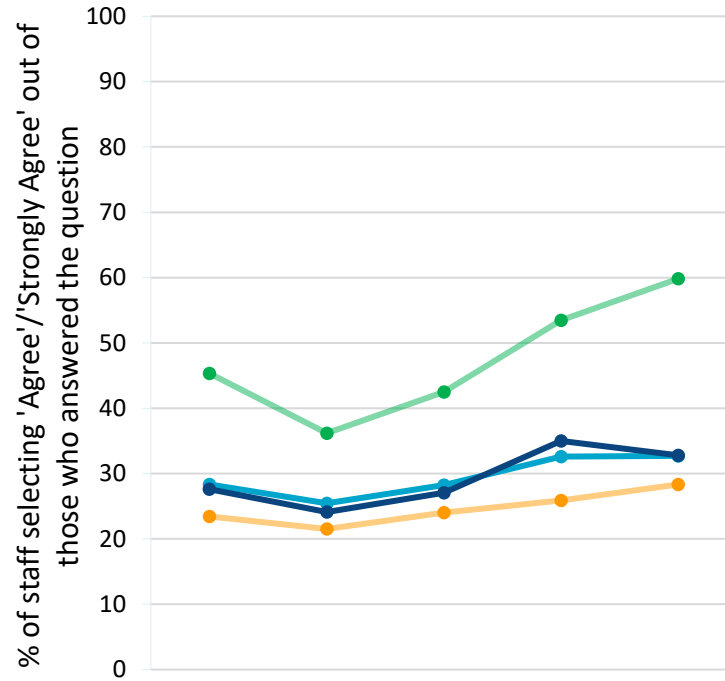


2020 2021 2022 2023 2024

Your org	66.82%	60.88%	60.15%	64.07%	63.13%
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 3652 2952 2761 2655 4677

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

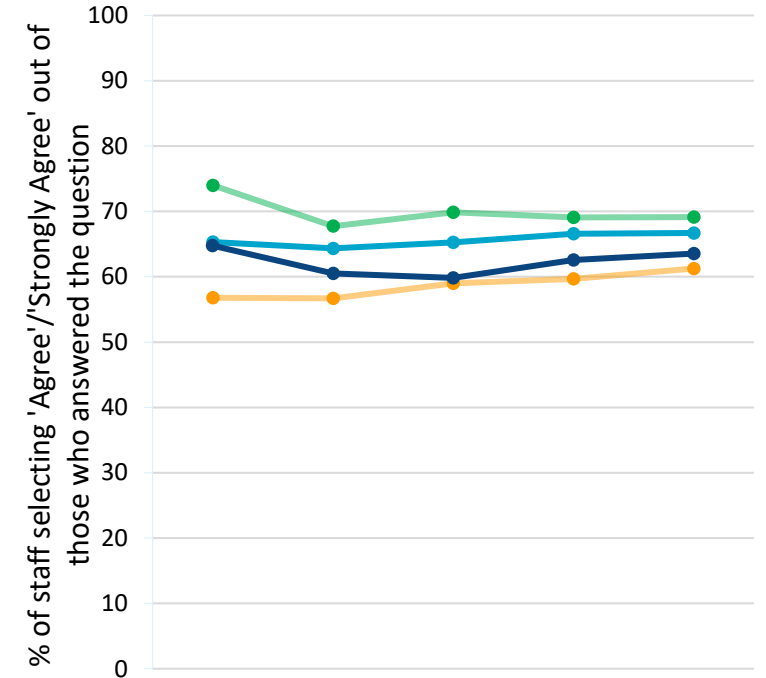


2020 2021 2022 2023 2024

Your org	27.60%	24.12%	27.06%	35.00%	32.82%
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 3670 2953 2763 2655 4670

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



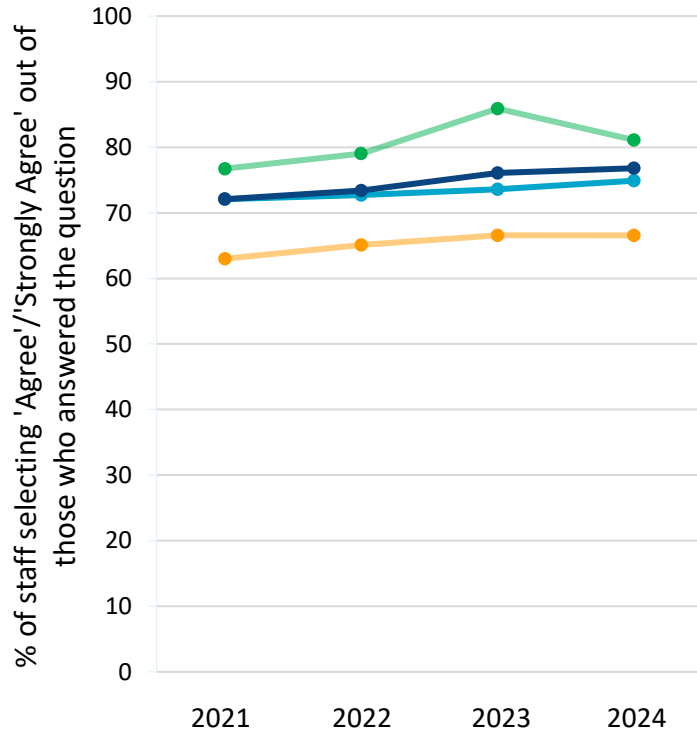
2020 2021 2022 2023 2024

Your org	64.76%	60.49%	59.83%	62.57%	63.53%
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 3670 2955 2764 2657 4671

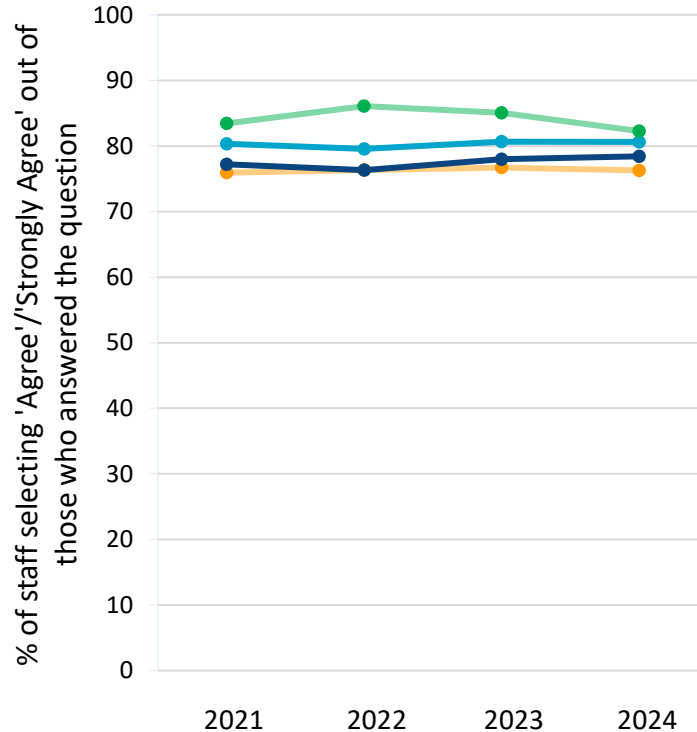


Q7d Team members understand each other's roles.



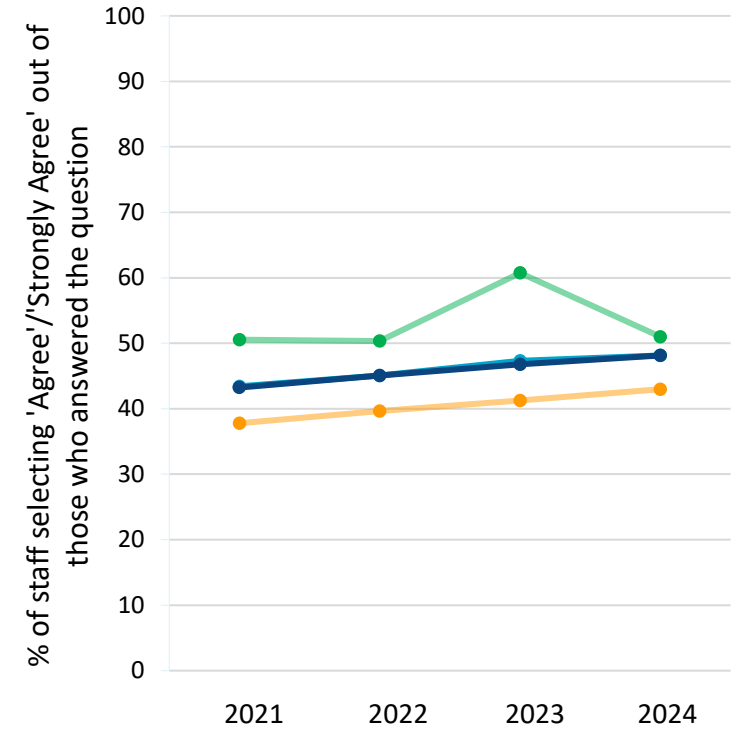
Responses	2954	2763	2656	4675
-----------	------	------	------	------

Q7e I enjoy working with the colleagues in my team.



Responses	2952	2757	2654	4670
-----------	------	------	------	------

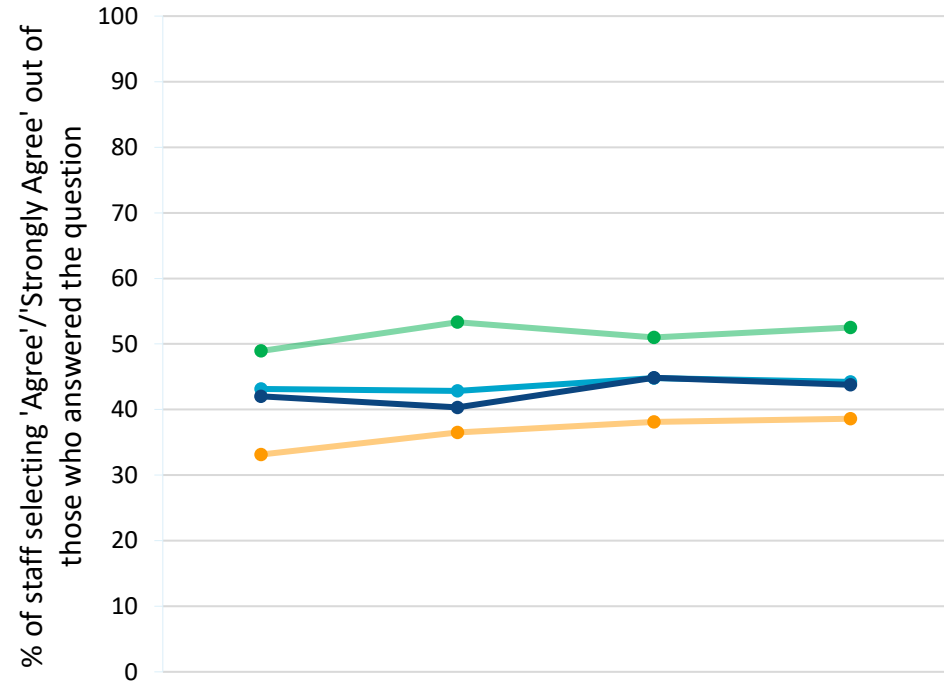
Q7f My team has enough freedom in how to do its work.



Responses	2952	2757	2654	4674
-----------	------	------	------	------

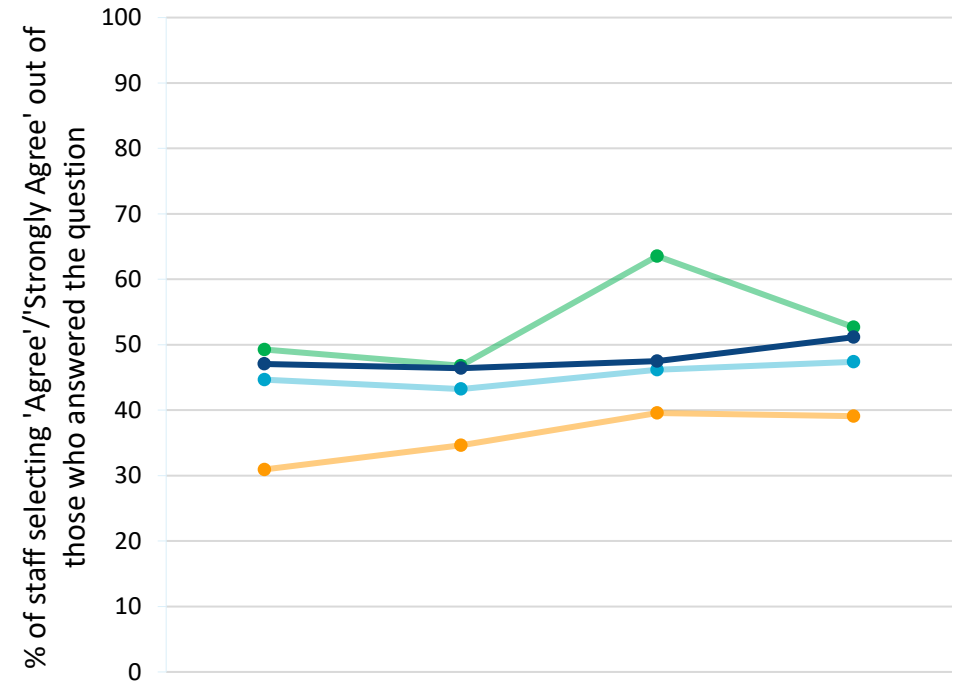


Q7g In my team disagreements are dealt with constructively.



	2021	2022	2023	2024
Your org	42.00%	40.33%	44.85%	43.79%
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	2950	2761	2655	4671

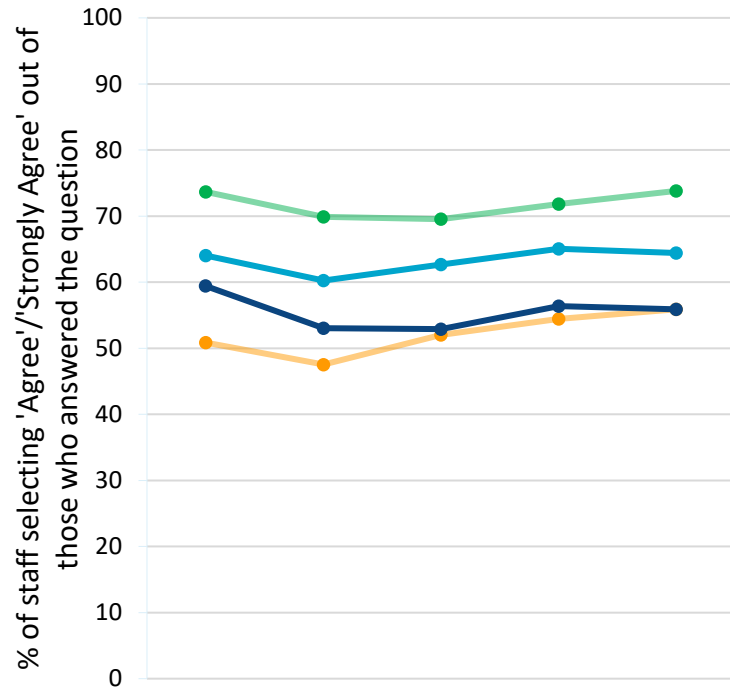
Q8a Teams within this organisation work well together to achieve their objectives.



	2021	2022	2023	2024
Your org	47.08%	46.42%	47.51%	51.16%
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	2940	2761	2652	4672

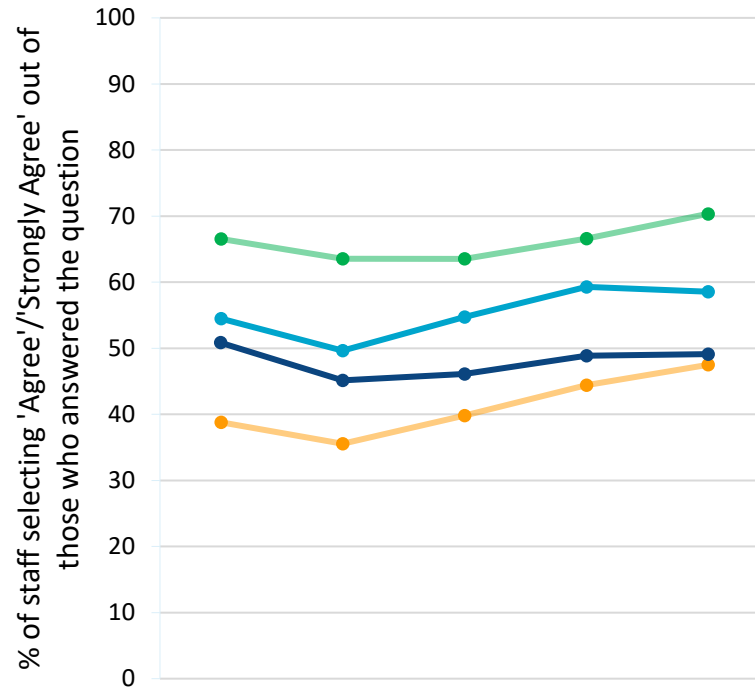


Q9a My immediate manager encourages me at work.



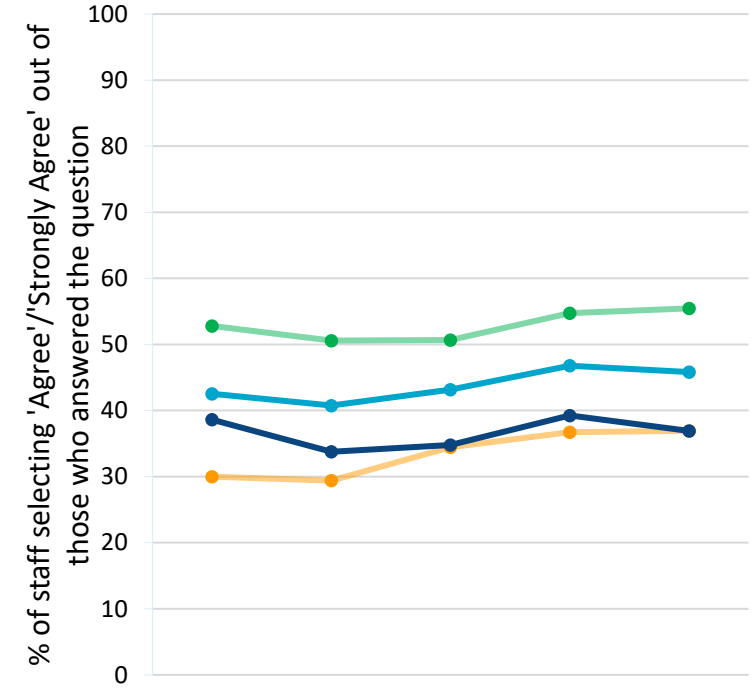
	2020	2021	2022	2023	2024
Your org	59.42%	53.02%	52.90%	56.37%	55.90%
Best result	73.66%	69.89%	69.54%	71.81%	73.82%
Average result	64.03%	60.25%	62.66%	65.06%	64.40%
Worst result	50.86%	47.54%	52.03%	54.45%	55.90%
Responses	3636	2928	2764	2654	4679

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



	2020	2021	2022	2023	2024
Your org	50.83%	45.15%	46.12%	48.87%	49.11%
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	3633	2928	2763	2653	4670

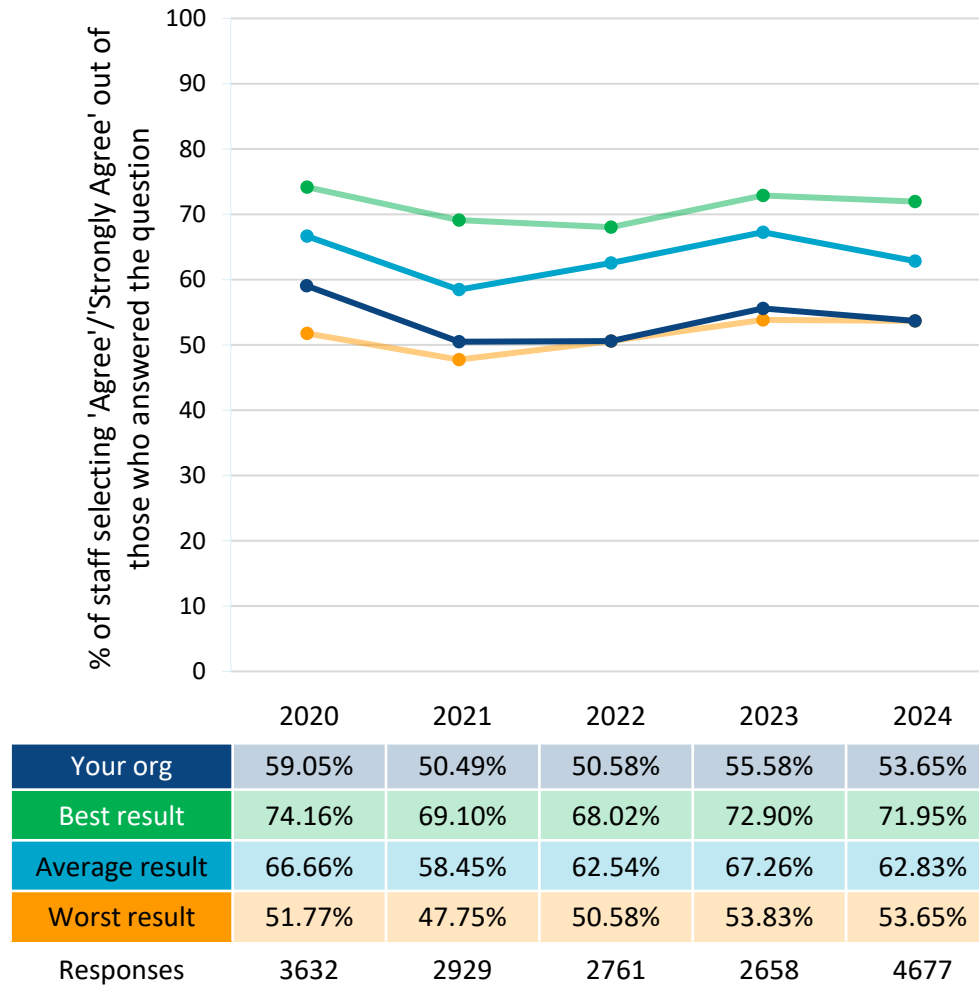
Q9c My immediate manager asks for my opinion before making decisions that affect my work.



	2020	2021	2022	2023	2024
Your org	38.59%	33.76%	34.78%	39.26%	36.94%
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	3636	2931	2760	2658	4681



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



Theme – Staff engagement



Questions included:

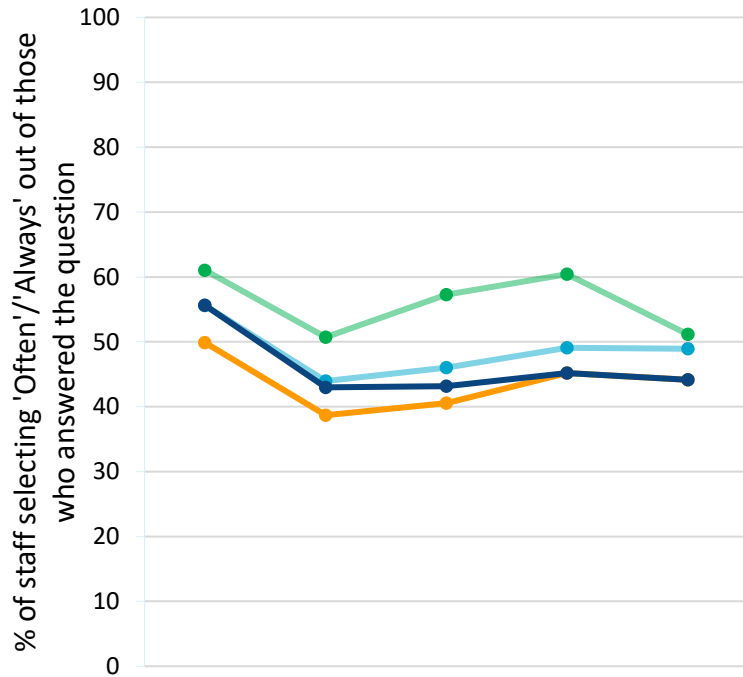
Motivation – Q2a, Q2b, Q2c

Involvement – Q3c, Q3d, Q3f

Advocacy – Q25a, Q25c, Q25d

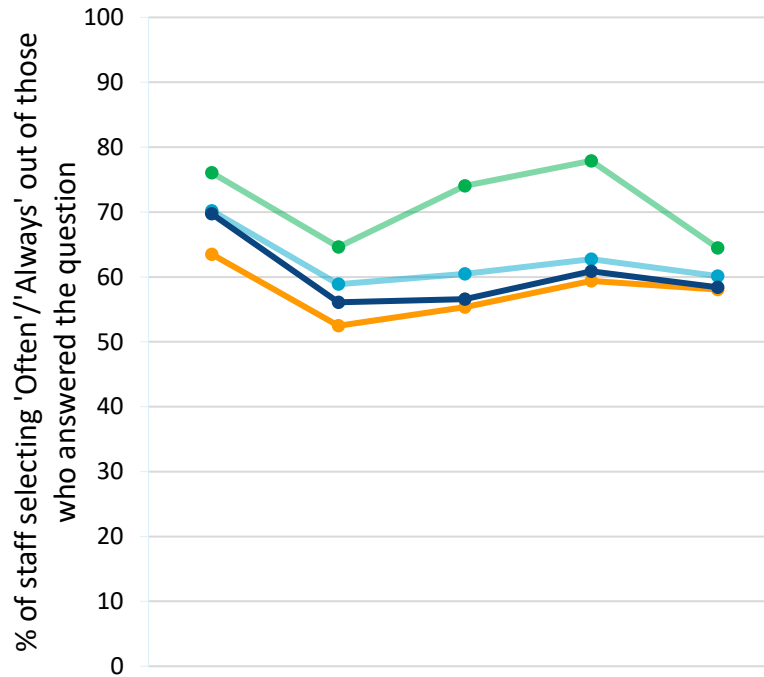


Q2a I look forward to going to work.



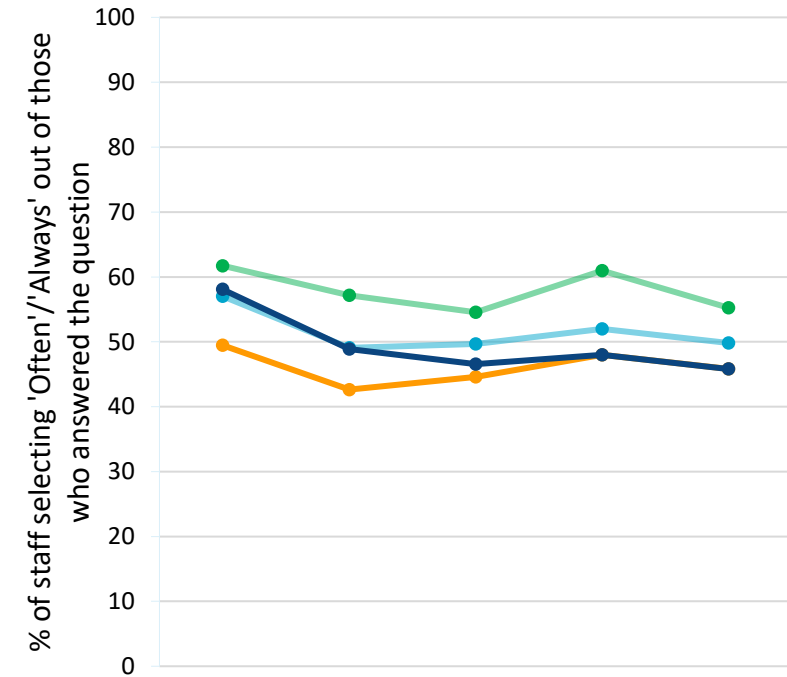
	2020	2021	2022	2023	2024
Your org	55.63%	42.98%	43.14%	45.17%	44.13%
Best result	61.03%	50.71%	57.26%	60.43%	51.12%
Average result	55.60%	43.95%	46.03%	49.10%	48.91%
Worst result	49.88%	38.69%	40.54%	45.17%	44.13%
Responses	3720	3027	2762	2654	4683

Q2b I am enthusiastic about my job.



	2020	2021	2022	2023	2024
Your org	69.71%	56.09%	56.55%	60.87%	58.41%
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	3709	3020	2756	2651	4664

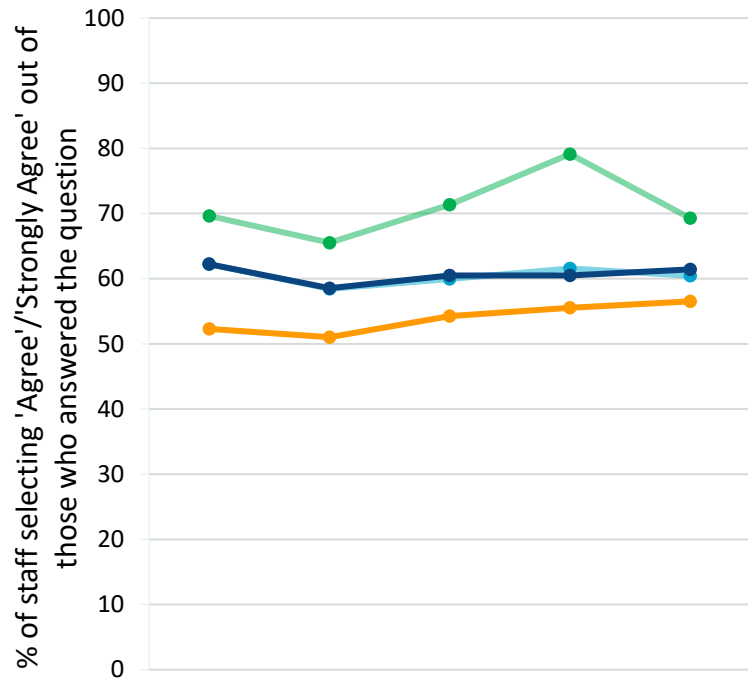
Q2c Time passes quickly when I am working.



	2020	2021	2022	2023	2024
Your org	58.06%	48.90%	46.57%	47.99%	45.80%
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	3708	3022	2759	2653	4671

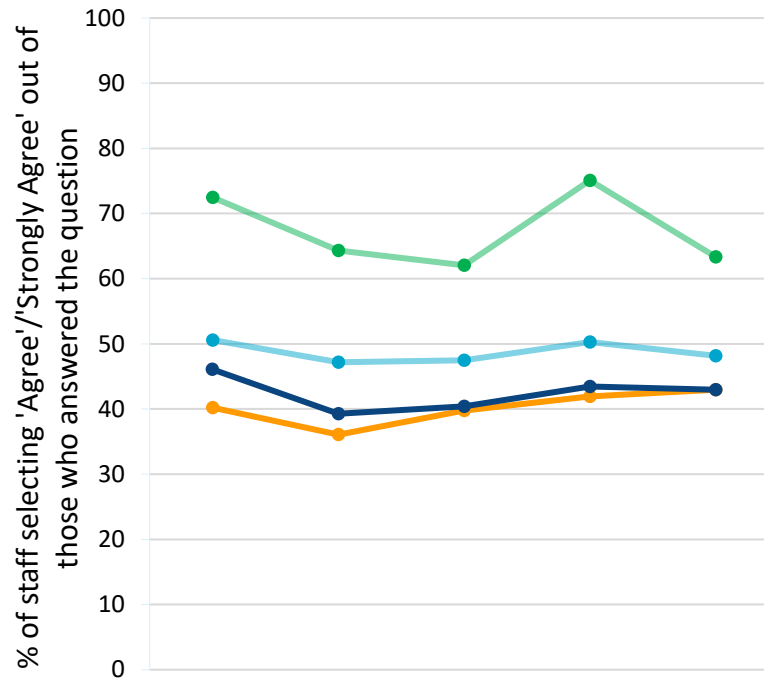


Q3c There are frequent opportunities for me to show initiative in my role.



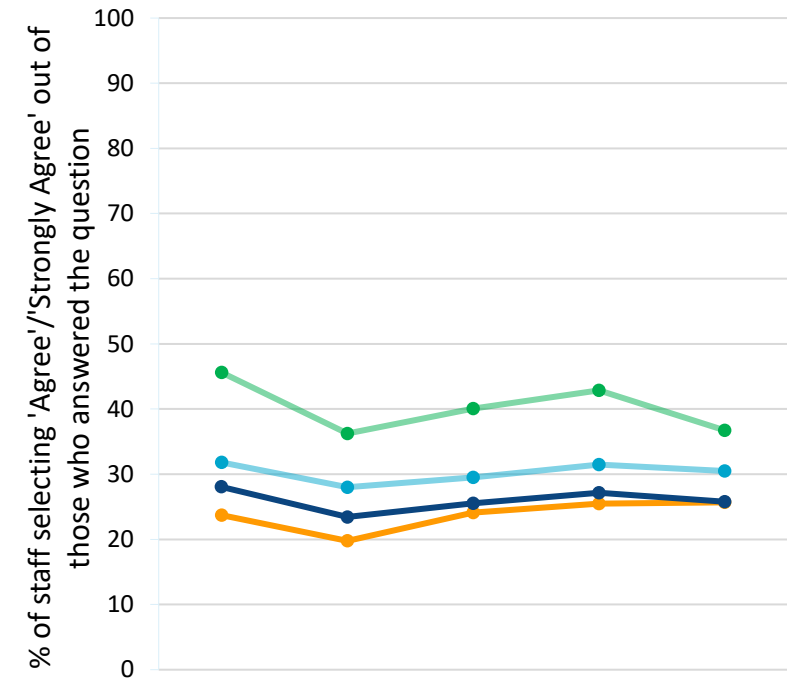
	2020	2021	2022	2023	2024
Your org	62.23%	58.55%	60.50%	60.49%	61.42%
Best result	69.62%	65.53%	71.36%	79.13%	69.30%
Average result	62.23%	58.44%	59.97%	61.60%	60.46%
Worst result	52.32%	51.02%	54.24%	55.55%	56.52%
Responses	3665	2990	2762	2651	4679

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



	2020	2021	2022	2023	2024
Your org	46.08%	39.28%	40.40%	43.44%	42.97%
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	3678	2987	2765	2658	4682

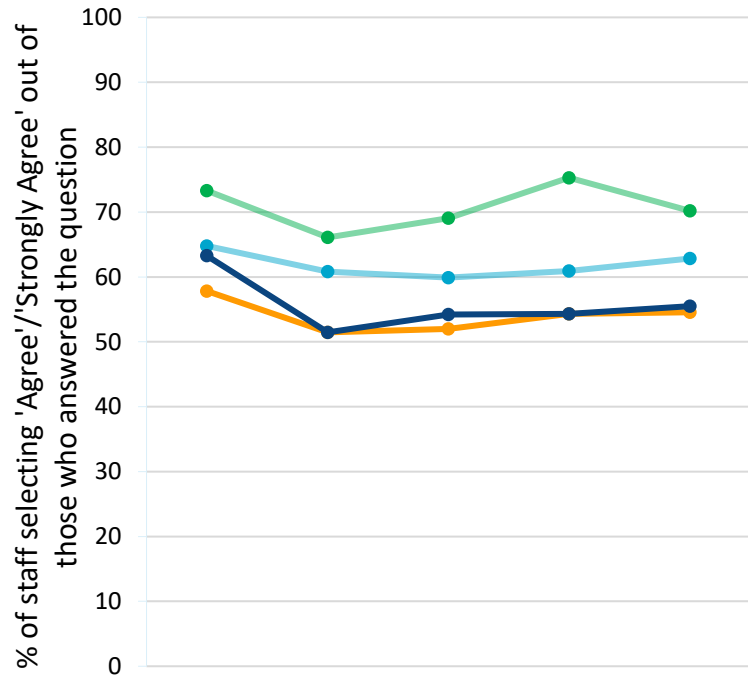
Q3f I am able to make improvements happen in my area of work.



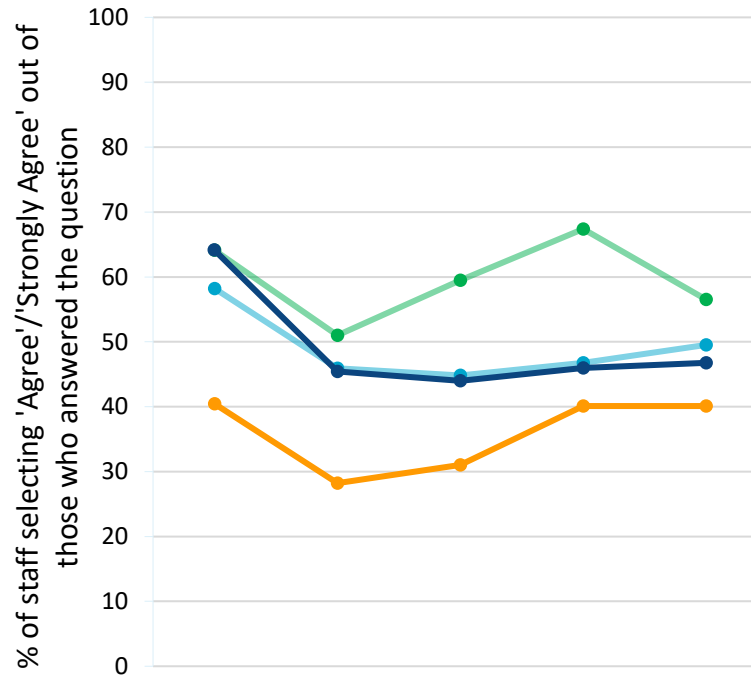
	2020	2021	2022	2023	2024
Your org	28.05%	23.44%	25.52%	27.14%	25.77%
Best result	45.61%	36.25%	40.07%	42.89%	36.73%
Average result	31.80%	28.00%	29.52%	31.50%	30.48%
Worst result	23.72%	19.77%	24.09%	25.50%	25.68%
Responses	3679	2987	2765	2659	4680



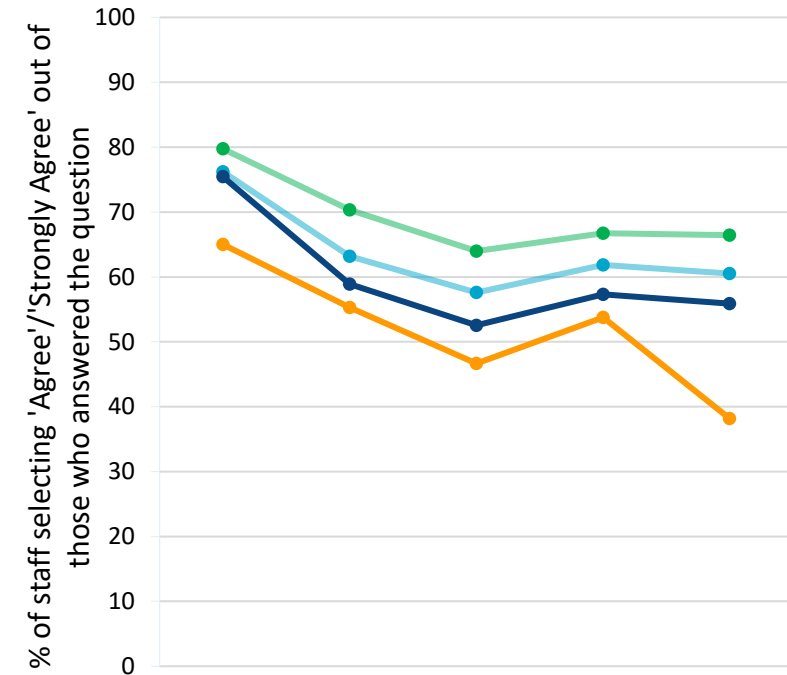
Q25a Care of patients / service users is my organisation's top priority.



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



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



	2020	2021	2022	2023	2024
Your org	63.25%	51.46%	54.21%	54.31%	55.48%
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	3599	2872	2756	2653	4675

	2020	2021	2022	2023	2024
Your org	64.13%	45.43%	43.98%	45.99%	46.77%
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	3601	2873	2760	2654	4669

	2020	2021	2022	2023	2024
Your org	75.41%	58.87%	52.55%	57.32%	55.88%
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	3597	2873	2760	2655	4669

Theme - Morale



Questions included:

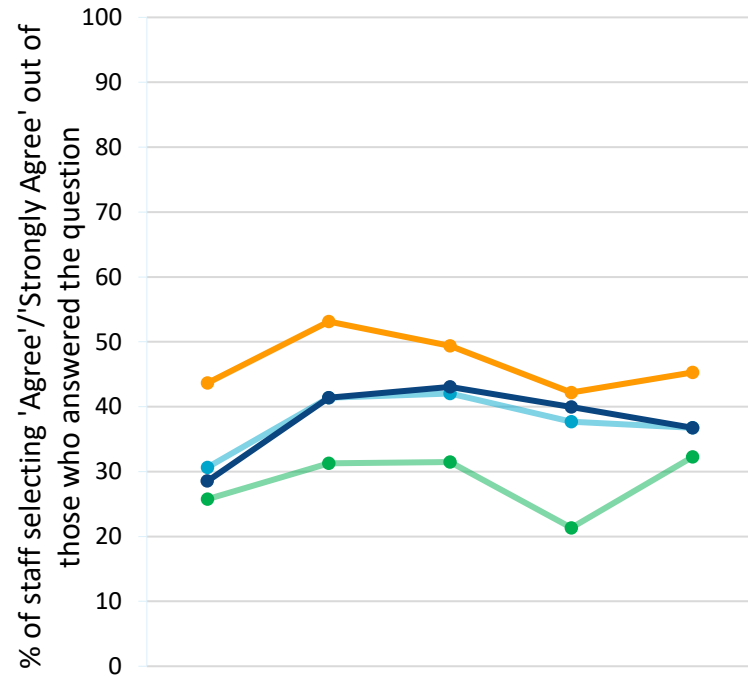
Thinking about leaving – Q26a, Q26b, Q26c

Work pressure – Q3g, Q3h, Q3i

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

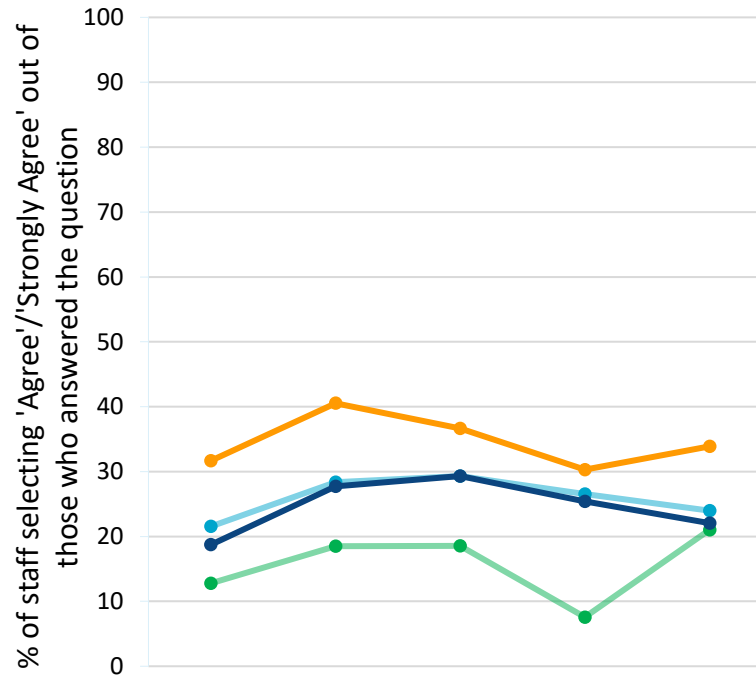


Q26a I often think about leaving this organisation.



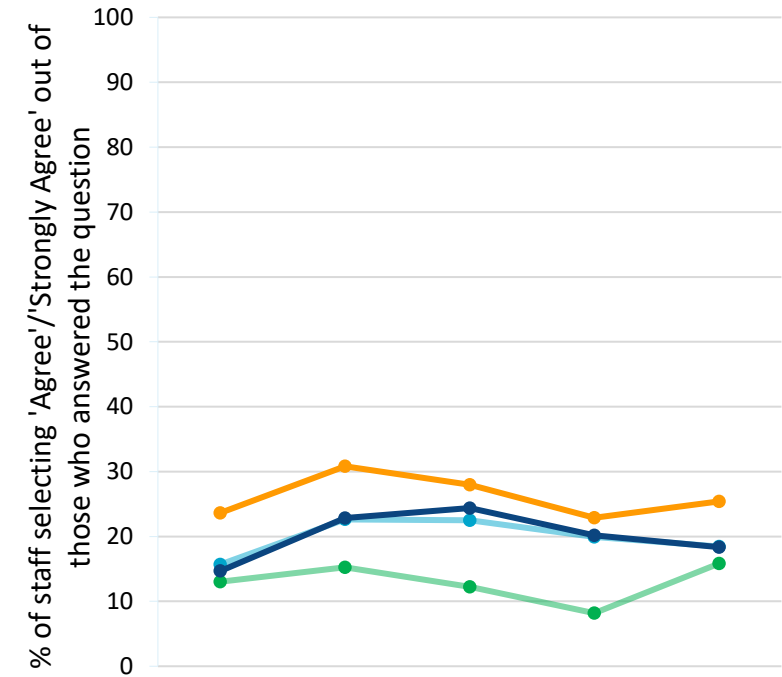
	2020	2021	2022	2023	2024
Your org	28.53%	41.36%	43.05%	39.95%	36.73%
Best result	25.74%	31.28%	31.45%	21.34%	32.25%
Average result	30.65%	41.36%	42.03%	37.69%	36.73%
Worst result	43.63%	53.12%	49.37%	42.19%	45.29%
Responses	3593	2847	2745	2654	4677

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



	2020	2021	2022	2023	2024
Your org	18.73%	27.70%	29.31%	25.42%	22.04%
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	3593	2848	2743	2652	4673

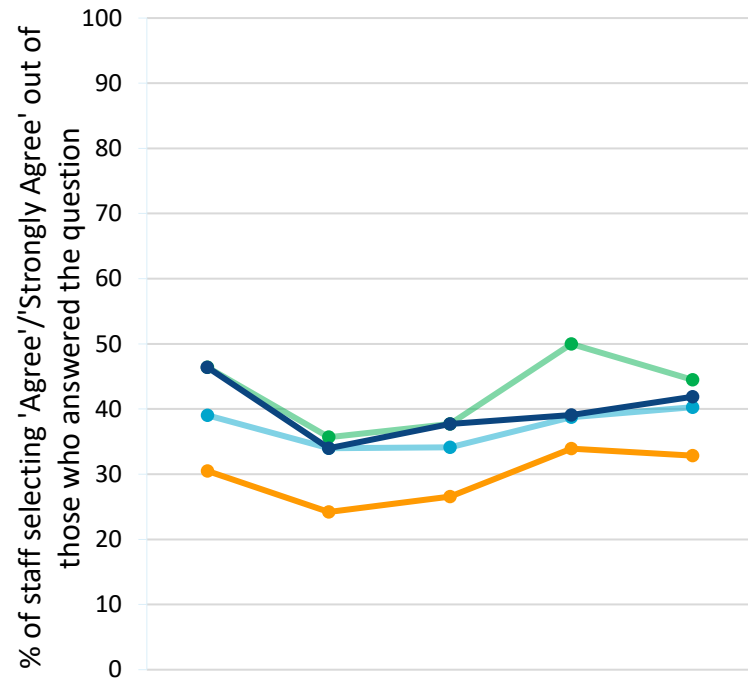
Q26c As soon as I can find another job, I will leave this organisation.



	2020	2021	2022	2023	2024
Your org	14.67%	22.86%	24.38%	20.18%	18.34%
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	3591	2848	2742	2647	4671

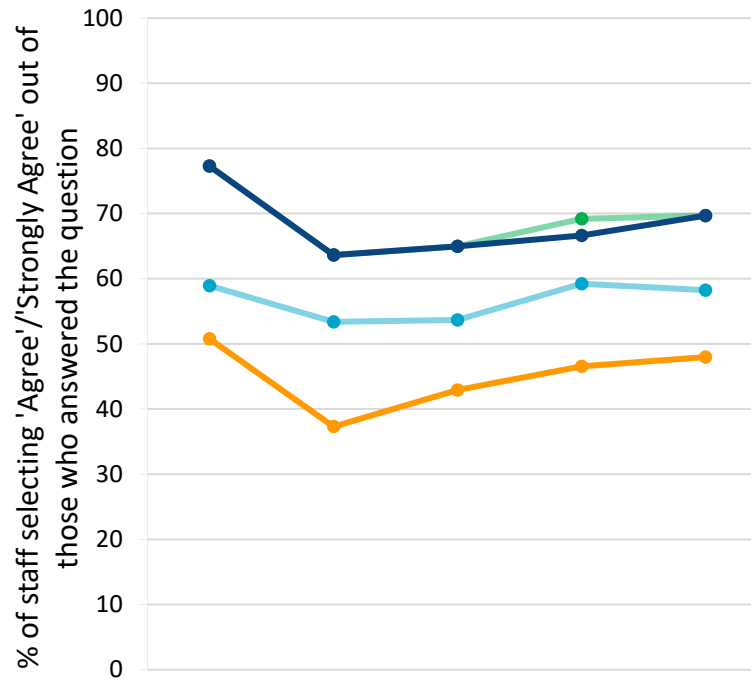


Q3g I am able to meet all the conflicting demands on my time at work.



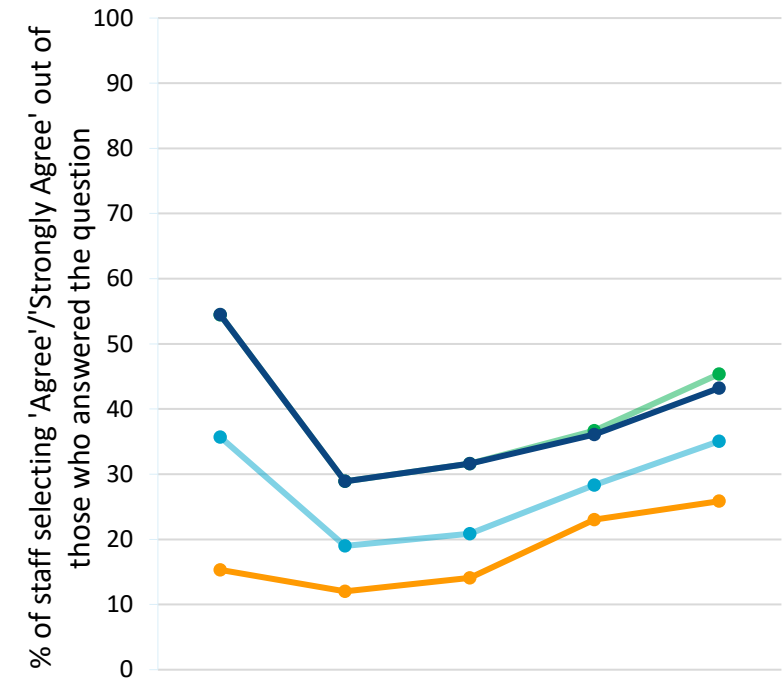
	2020	2021	2022	2023	2024
Your org	46.40%	33.99%	37.71%	39.06%	41.88%
Best result	46.40%	35.68%	37.71%	49.99%	44.49%
Average result	39.06%	33.99%	34.14%	38.76%	40.28%
Worst result	30.51%	24.20%	26.56%	33.92%	32.85%
Responses	3671	2986	2760	2658	4676

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



	2020	2021	2022	2023	2024
Your org	77.27%	63.63%	64.98%	66.66%	69.70%
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	3672	2988	2762	2655	4678

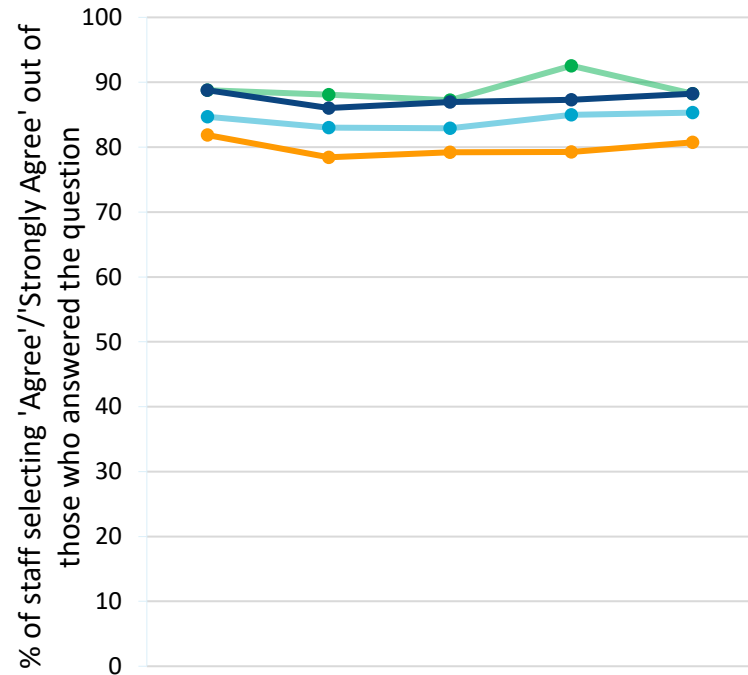
Q3i There are enough staff at this organisation for me to do my job properly.



	2020	2021	2022	2023	2024
Your org	54.47%	28.90%	31.63%	36.09%	43.21%
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	3674	2984	2764	2657	4683

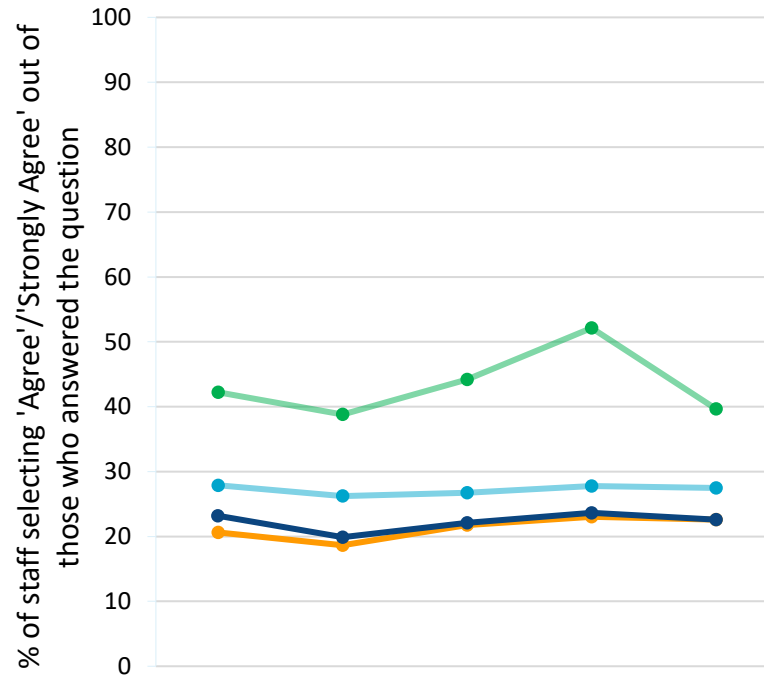


Q3a I always know what my work responsibilities are.



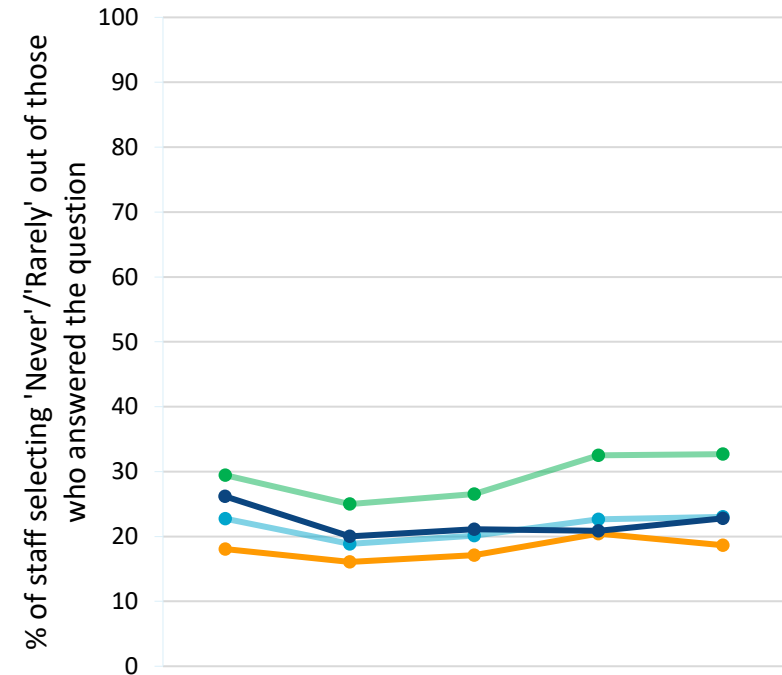
	2020	2021	2022	2023	2024
Your org	88.77%	86.03%	86.95%	87.30%	88.23%
Best result	88.77%	88.08%	87.23%	92.54%	88.23%
Average result	84.70%	82.98%	82.91%	85.00%	85.32%
Worst result	81.86%	78.43%	79.22%	79.28%	80.73%
Responses	3701	2975	2763	2656	4687

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



	2020	2021	2022	2023	2024
Your org	23.18%	19.89%	22.10%	23.65%	22.58%
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	3672	2989	2766	2658	4684

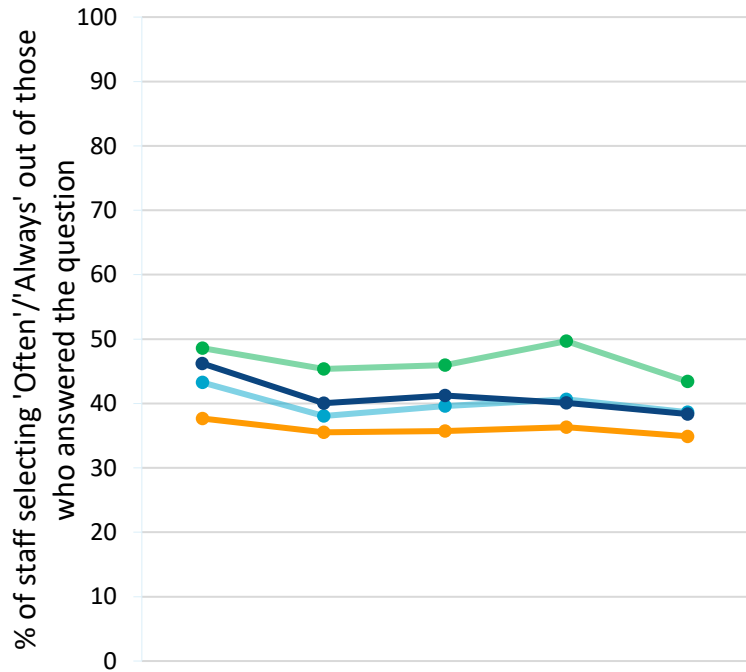
Q5a I have unrealistic time pressures.



	2020	2021	2022	2023	2024
Your org	26.18%	20.01%	21.11%	20.84%	22.80%
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	3646	2965	2753	2651	4680

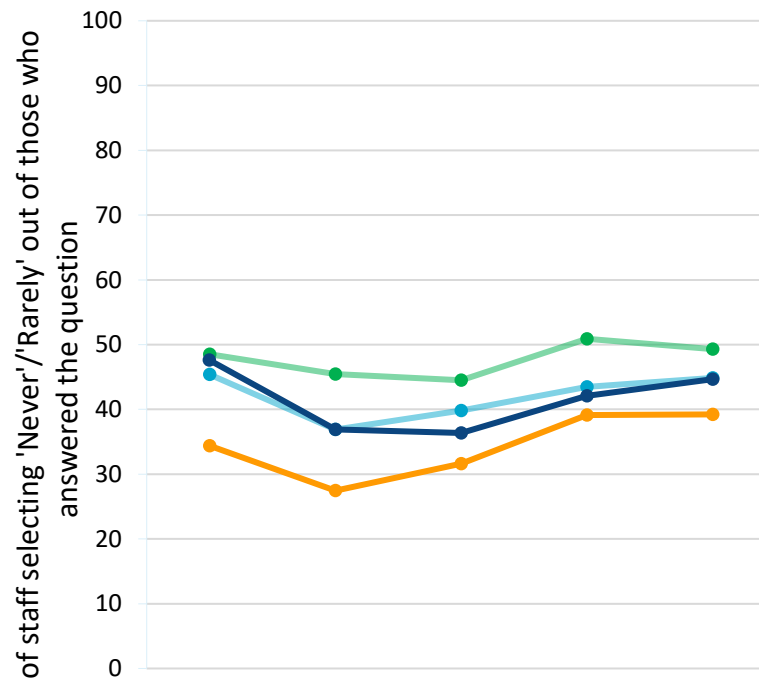


Q5b I have a choice in deciding how to do my work.



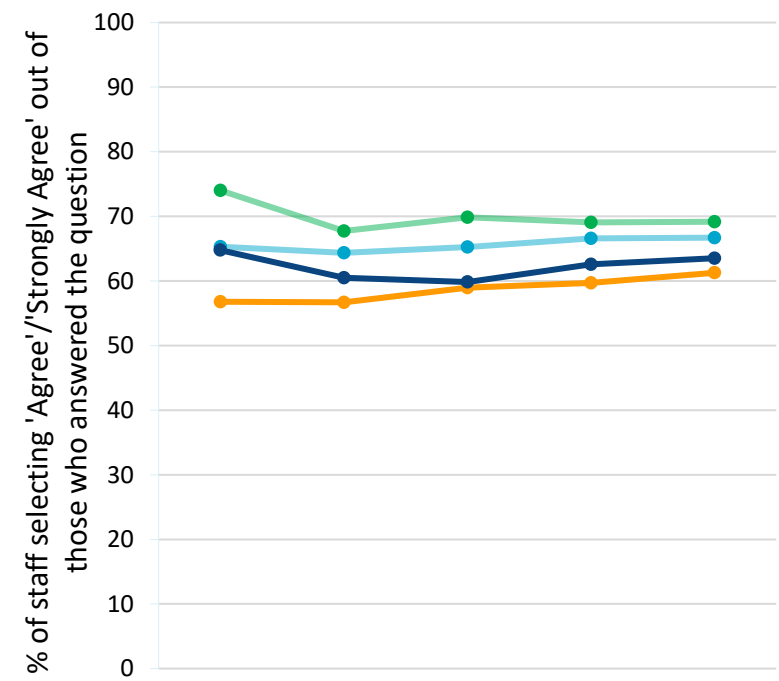
	2020	2021	2022	2023	2024
Your org	46.20%	40.03%	41.23%	40.09%	38.36%
Best result	48.61%	45.35%	45.96%	49.68%	43.41%
Average result	43.26%	38.05%	39.58%	40.63%	38.66%
Worst result	37.66%	35.51%	35.73%	36.32%	34.90%
Responses	3643	2975	2757	2650	4670

Q5c Relationships at work are strained.



	2020	2021	2022	2023	2024
Your org	47.59%	36.89%	36.36%	42.07%	44.67%
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	3644	2974	2759	2653	4672

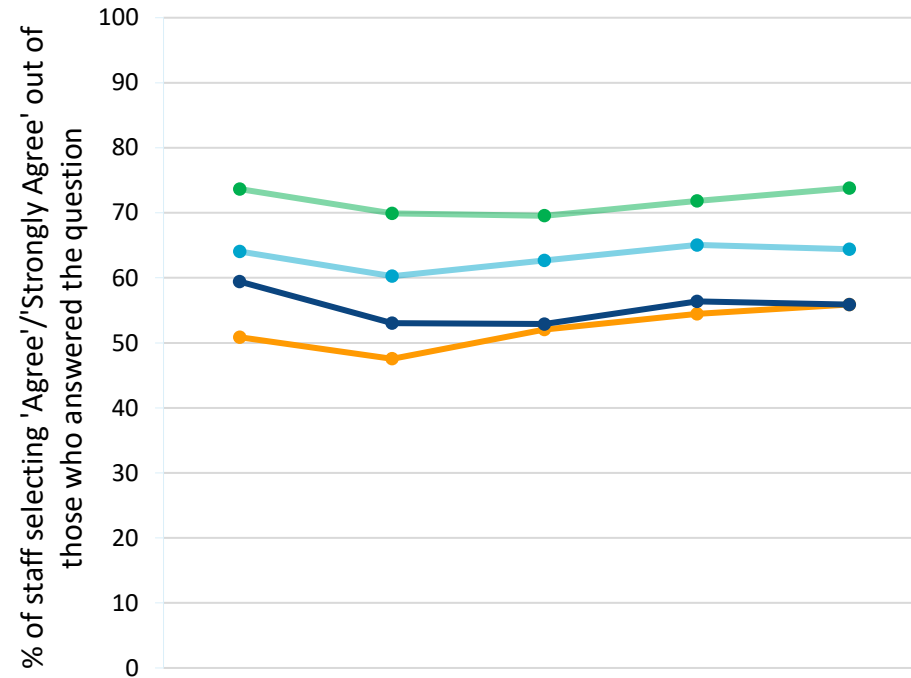
Q7c I receive the respect I deserve from my colleagues at work.



	2020	2021	2022	2023	2024
Your org	64.76%	60.49%	59.83%	62.57%	63.53%
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	3670	2955	2764	2657	4671



Q9a My immediate manager encourages me at work.



	2020	2021	2022	2023	2024
Your org	59.42%	53.02%	52.90%	56.37%	55.90%
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	3636	2928	2764	2654	4679

Questions not linked to People Promise elements or themes

Questions included:*

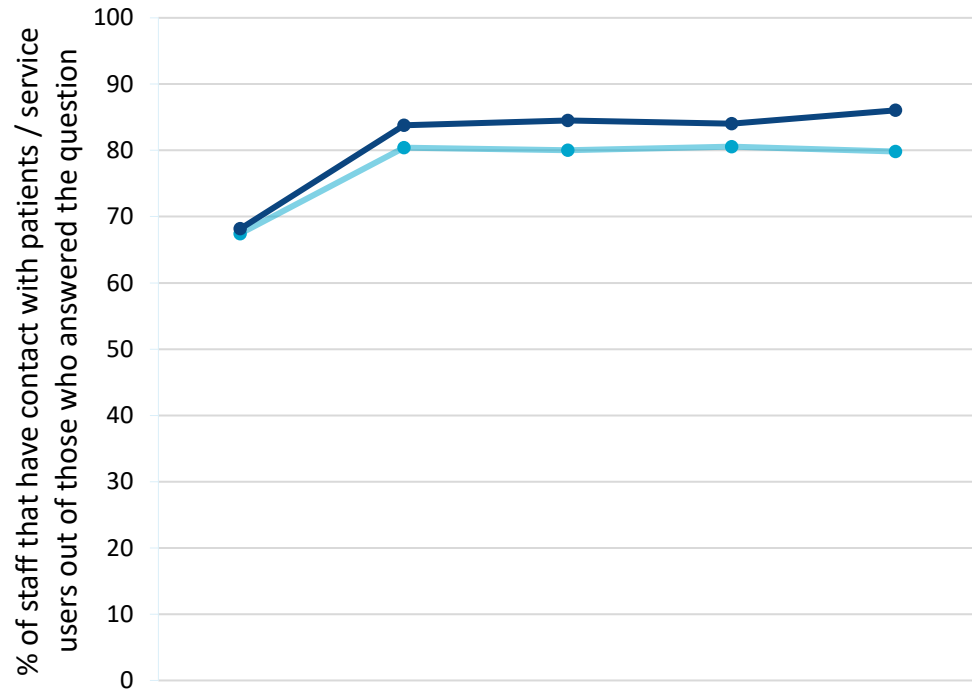
Q1, Q10a, Q10b, Q10c, Q11e, Q16c, Q18, Q19a, Q19b, Q19c, Q19d, Q31b, Q26d

*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?

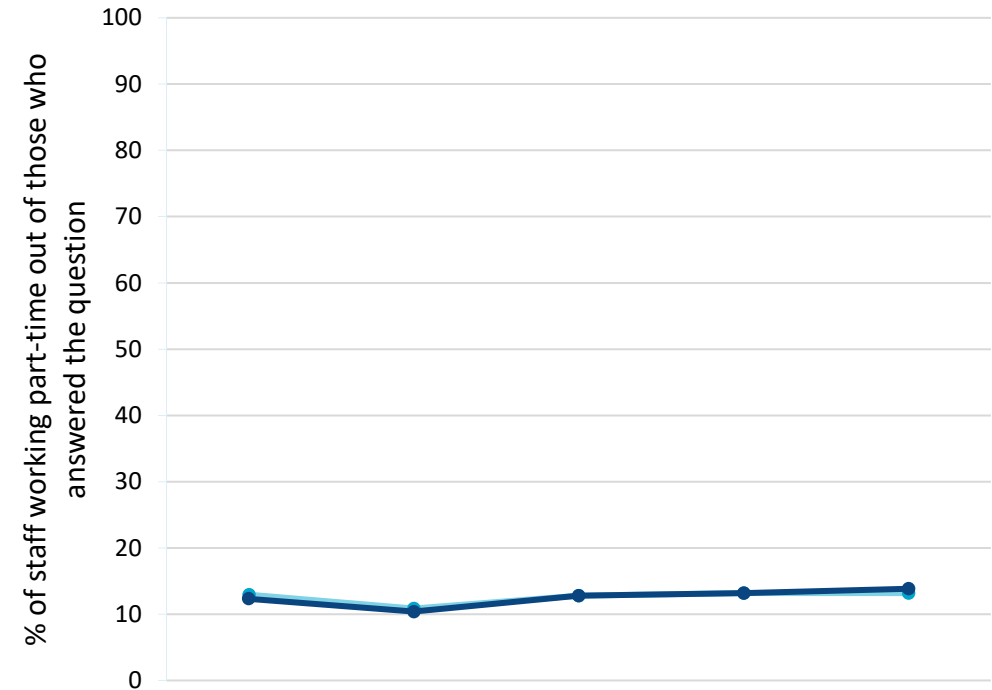


2020 2021 2022 2023 2024

Your org	68.15%	83.79%	84.50%	84.04%	86.04%
Average	67.44%	80.39%	80.02%	80.56%	79.82%

Responses 3718 3022 2761 2656 4685

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



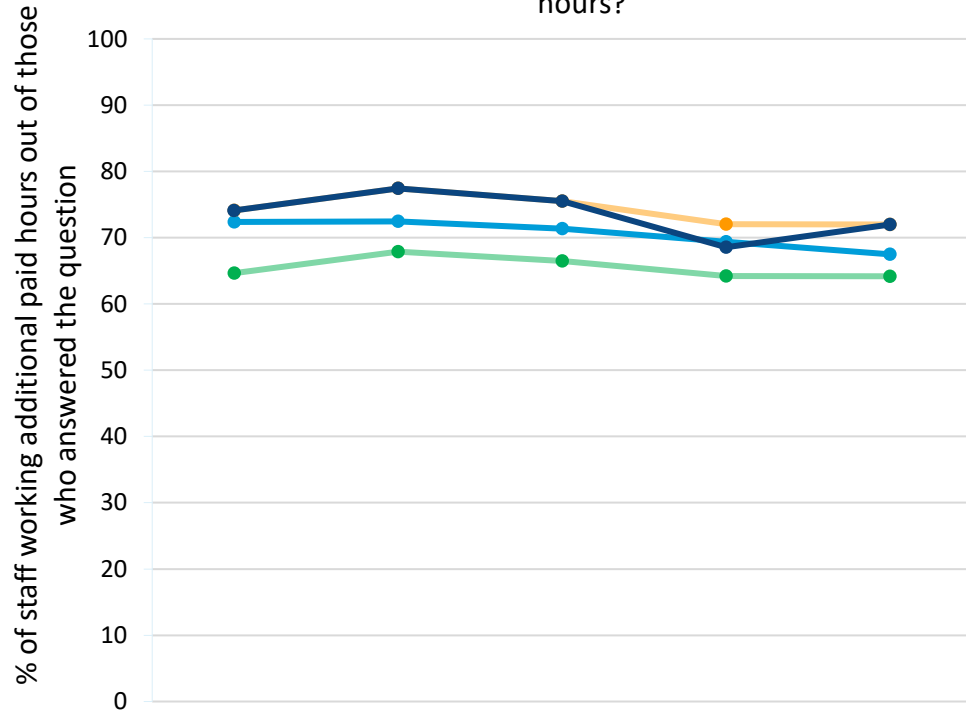
2020 2021 2022 2023 2024

Your org	12.32%	10.40%	12.78%	13.19%	13.83%
Average	12.93%	10.86%	12.78%	13.19%	13.19%

Responses 3605 2895 2739 2616 4626

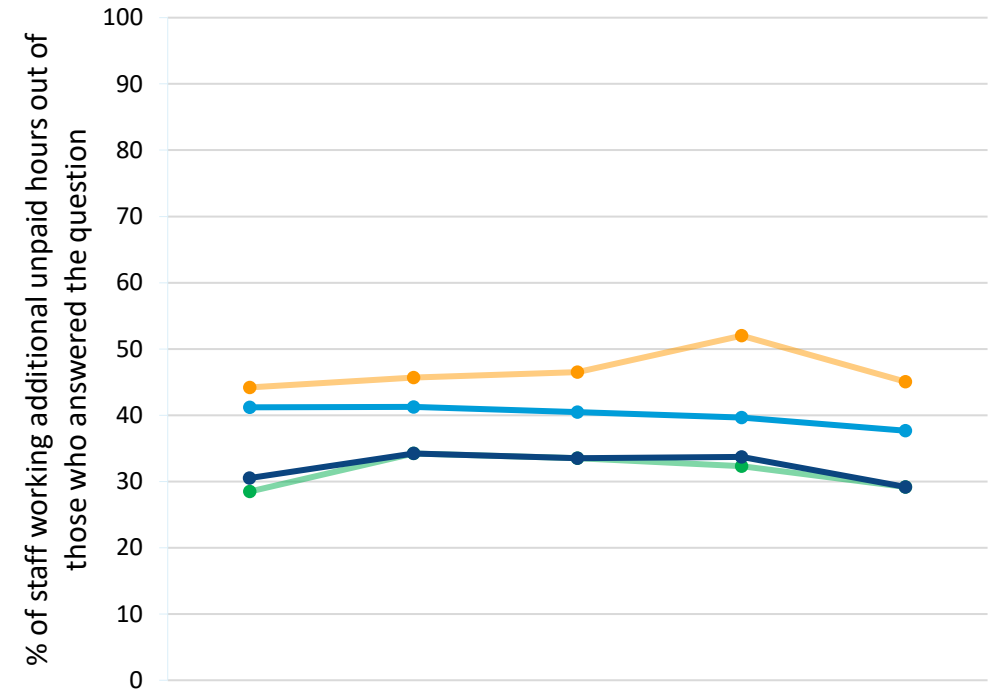


Q10b On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	74.11%	77.44%	75.54%	68.56%	71.99%
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	3625	2926	2759	2653	4680

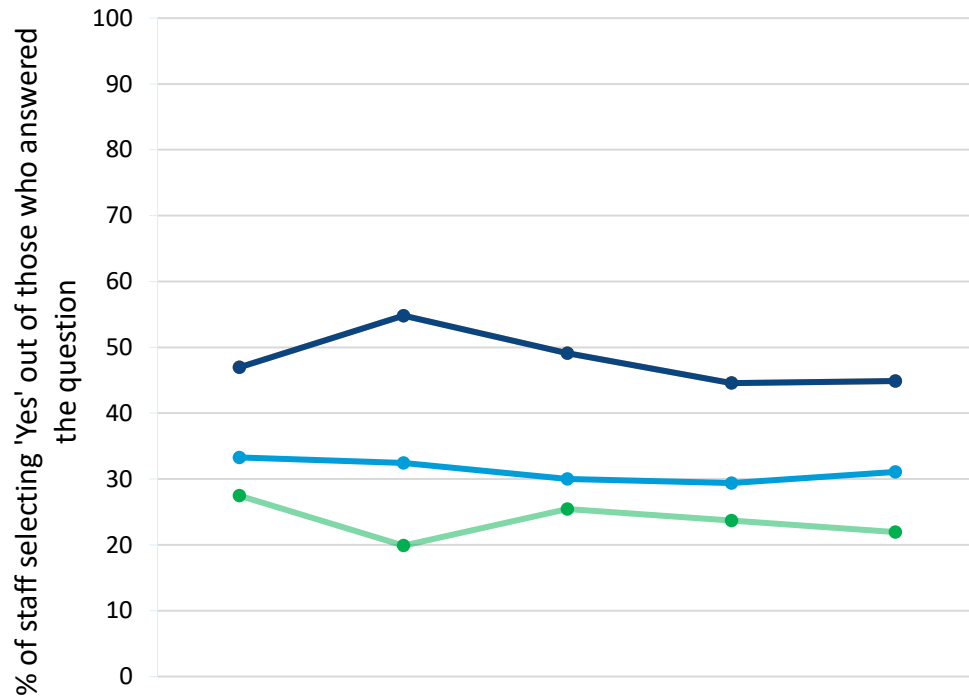
Q10c On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?



	2020	2021	2022	2023	2024
Your org	30.51%	34.22%	33.50%	33.71%	29.18%
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	3623	2922	2750	2651	4674

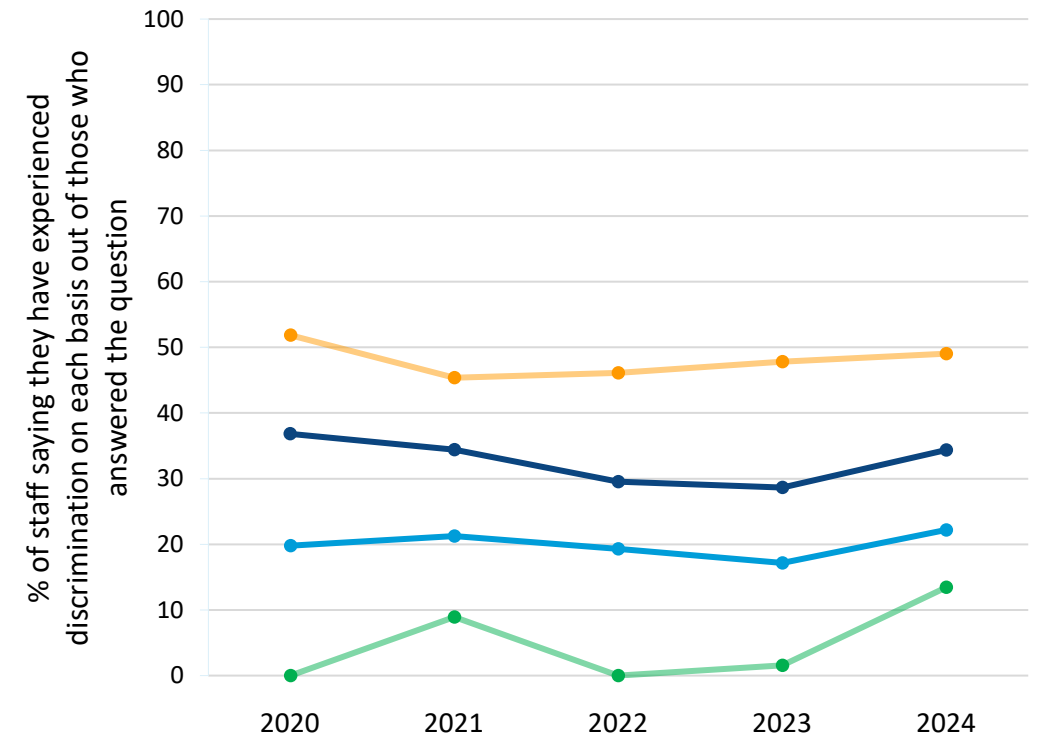


Q11e* Have you felt pressure from your manager to come to work?



	2020	2021	2022	2023	2024
Your org	46.95%	54.82%	49.11%	44.57%	44.87%
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	2009	1896	1841	1705	3028

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

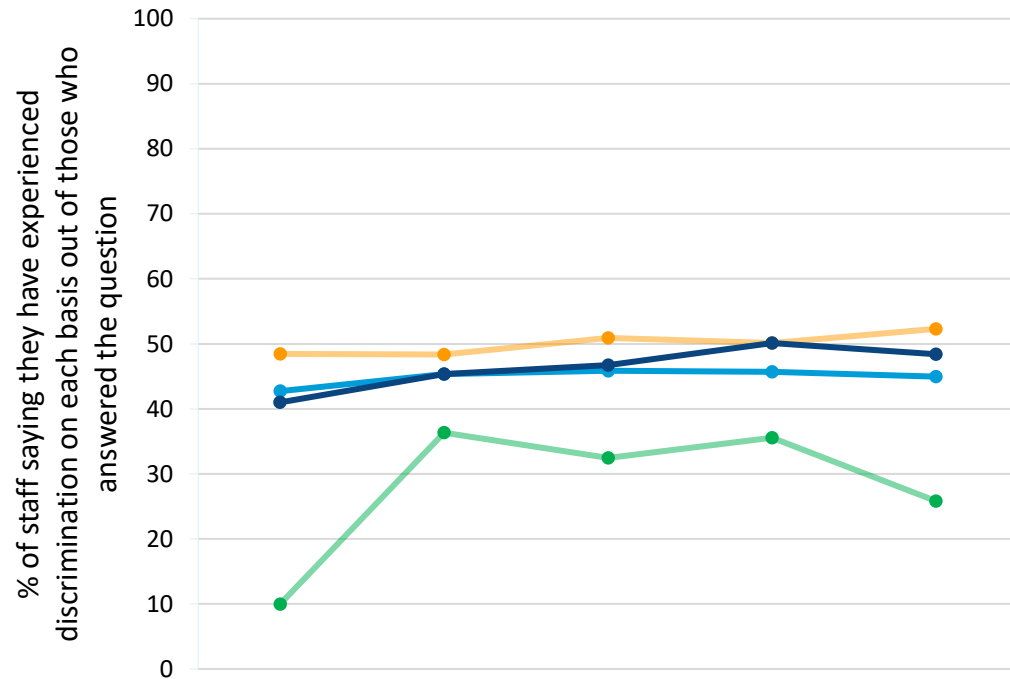


	2020	2021	2022	2023	2024
Your org	36.81%	34.43%	29.56%	28.64%	34.36%
Best result	0.00%	8.90%	0.00%	1.57%	13.44%
Average result	19.81%	21.27%	19.30%	17.16%	22.19%
Worst result	51.84%	45.37%	46.10%	47.84%	49.02%
Responses	763	731	692	690	1138

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



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

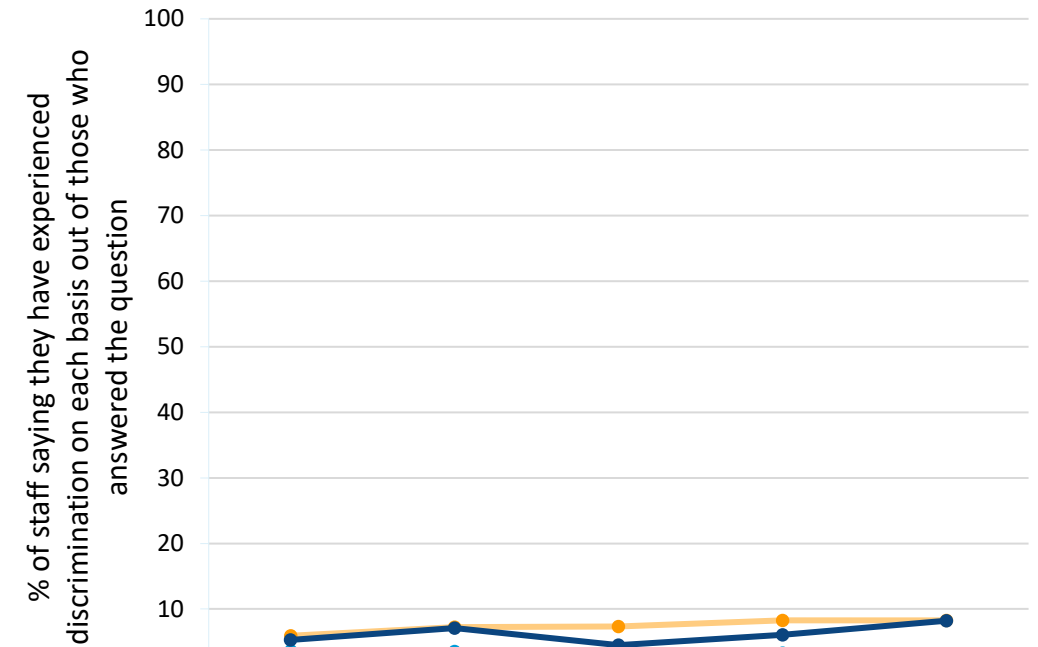


2020 2021 2022 2023 2024

Your org	41.00%	45.34%	46.72%	50.12%	48.39%
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 763 731 692 690 1138

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



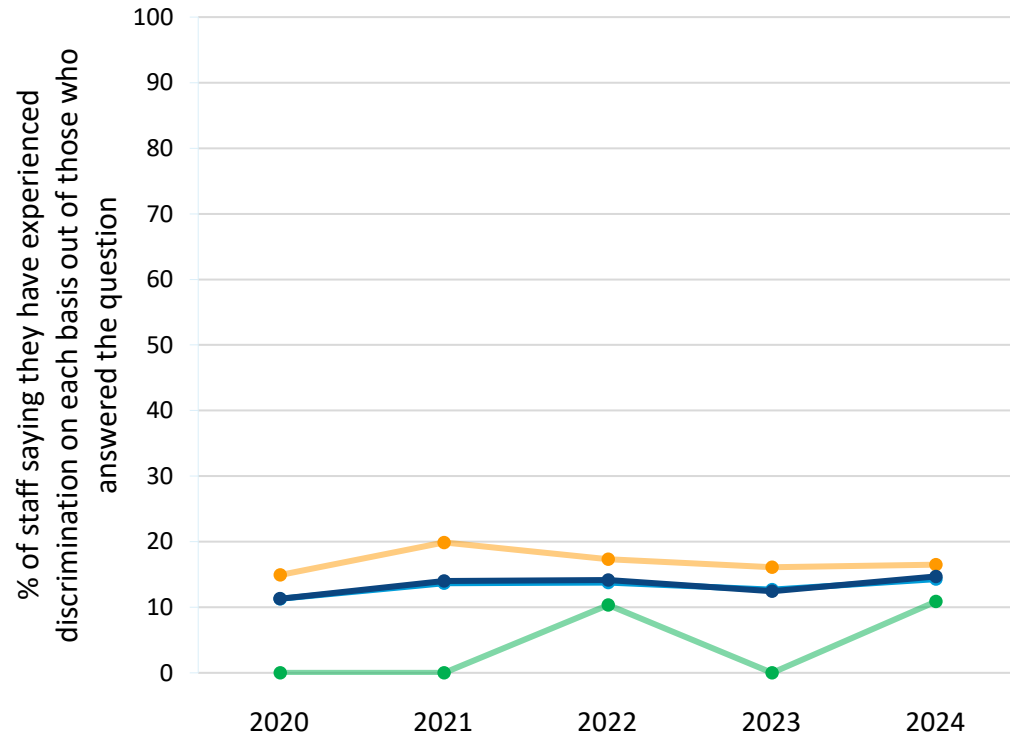
2020 2021 2022 2023 2024

Your org	5.29%	7.11%	4.49%	6.07%	8.22%
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 763 731 692 690 1138

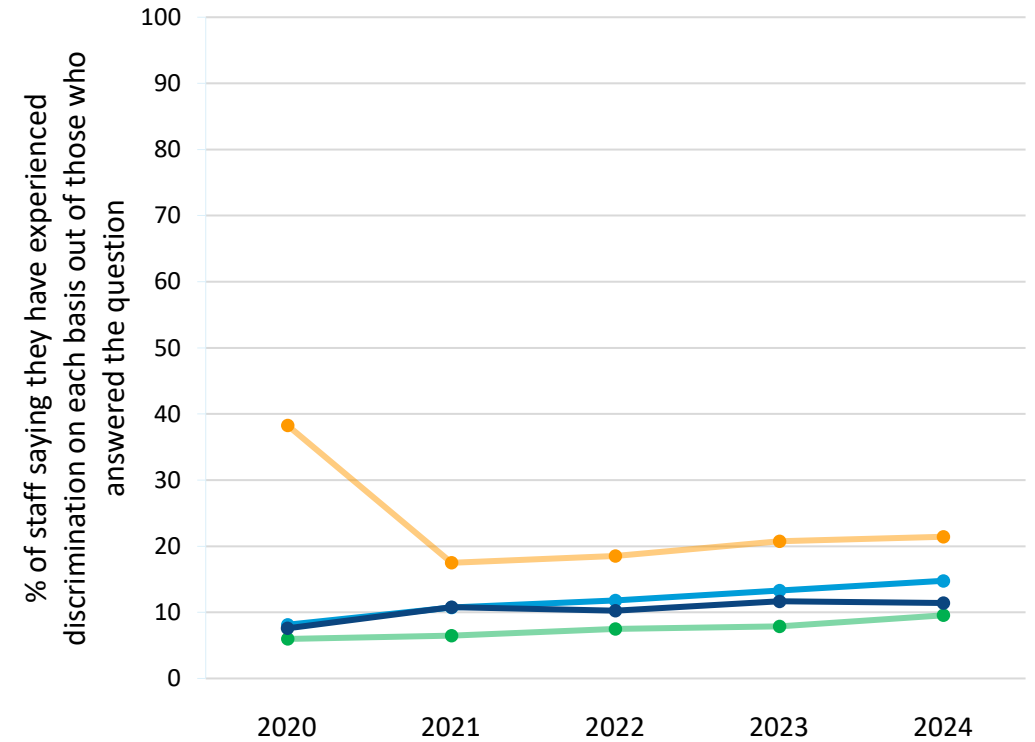


Q16c.4 On what grounds have you experienced discrimination?
– Sexual orientation.



	2020	2021	2022	2023	2024
Your org	11.30%	14.01%	14.15%	12.44%	14.70%
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	763	731	692	690	1138

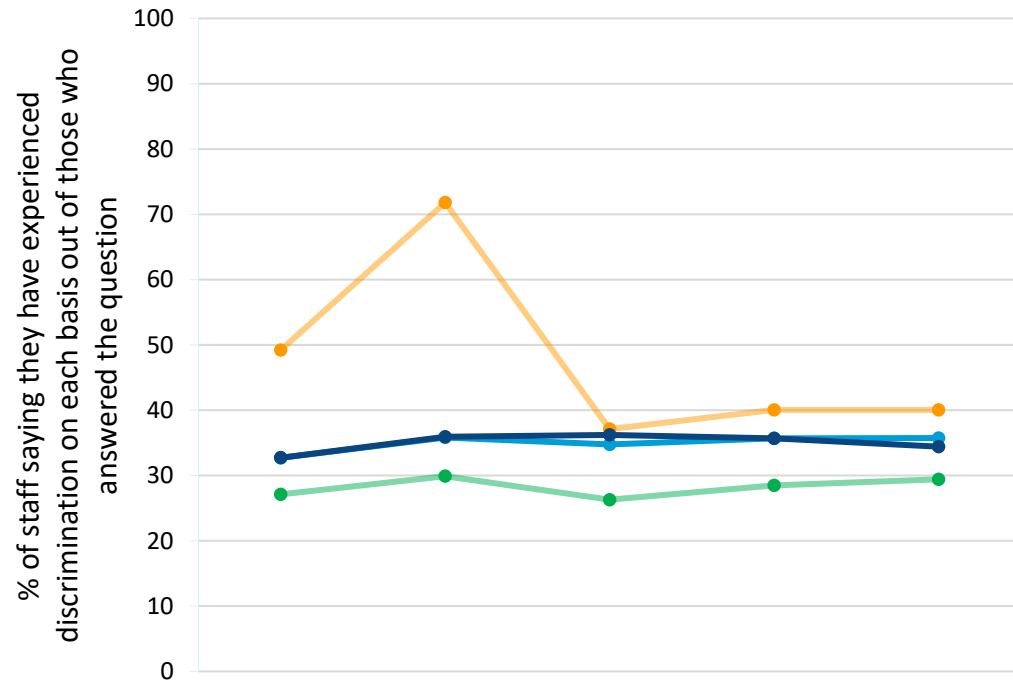
Q16c.5 On what grounds have you experienced discrimination?
– Disability.



	2020	2021	2022	2023	2024
Your org	7.59%	10.79%	10.23%	11.68%	11.40%
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	763	731	692	690	1138



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

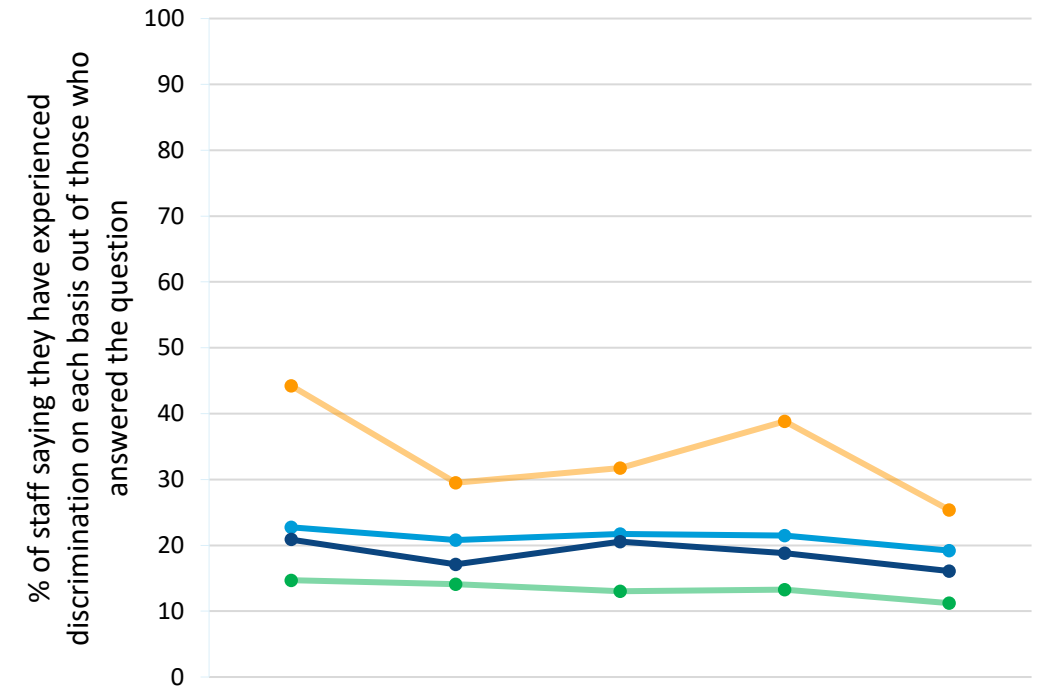


2020 2021 2022 2023 2024

Your org	32.71%	35.95%	36.21%	35.71%	34.40%
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 763 731 692 690 1138

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



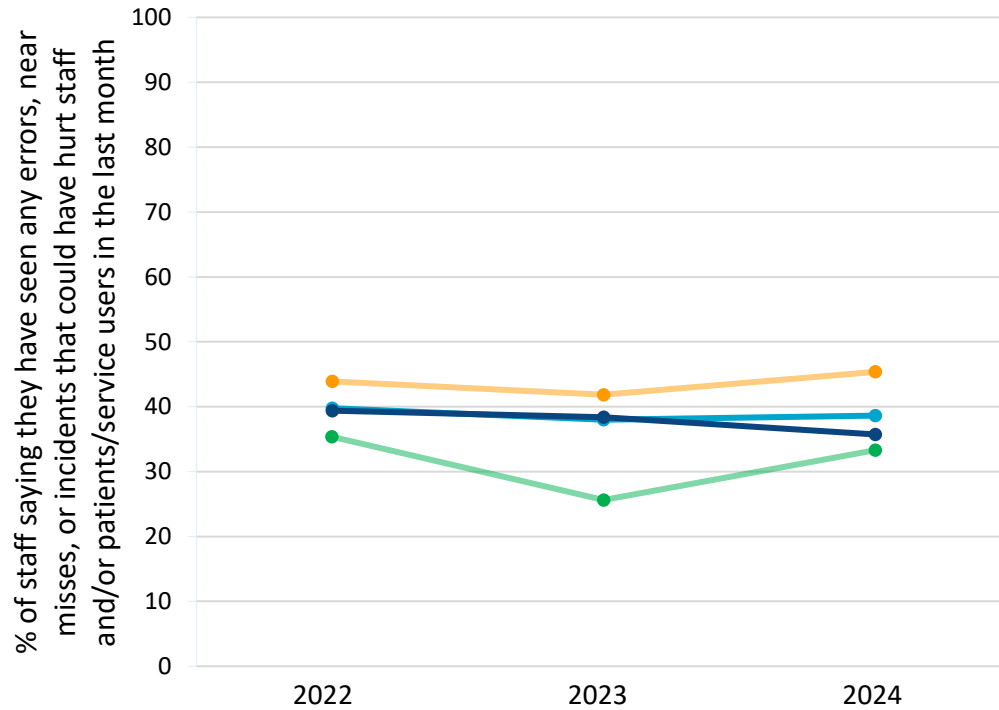
2020 2021 2022 2023 2024

Your org	20.86%	17.13%	20.57%	18.81%	16.09%
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 763 731 692 690 1138



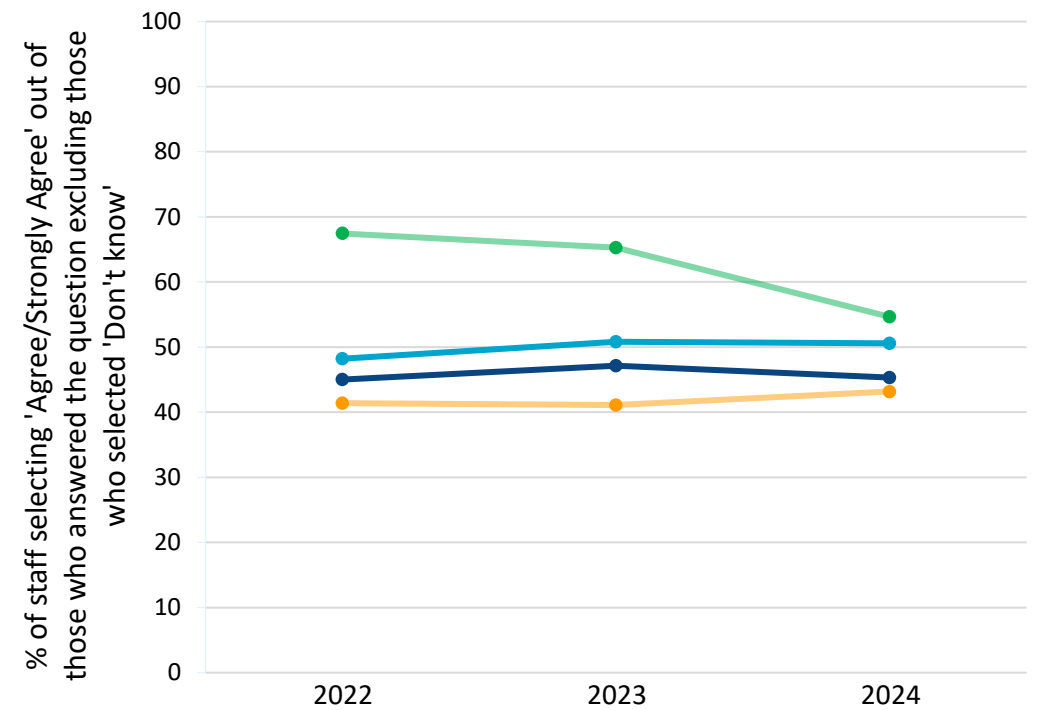
Q18 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?



Your org	39.39%	38.40%	35.73%
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 2737 2628 4584

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

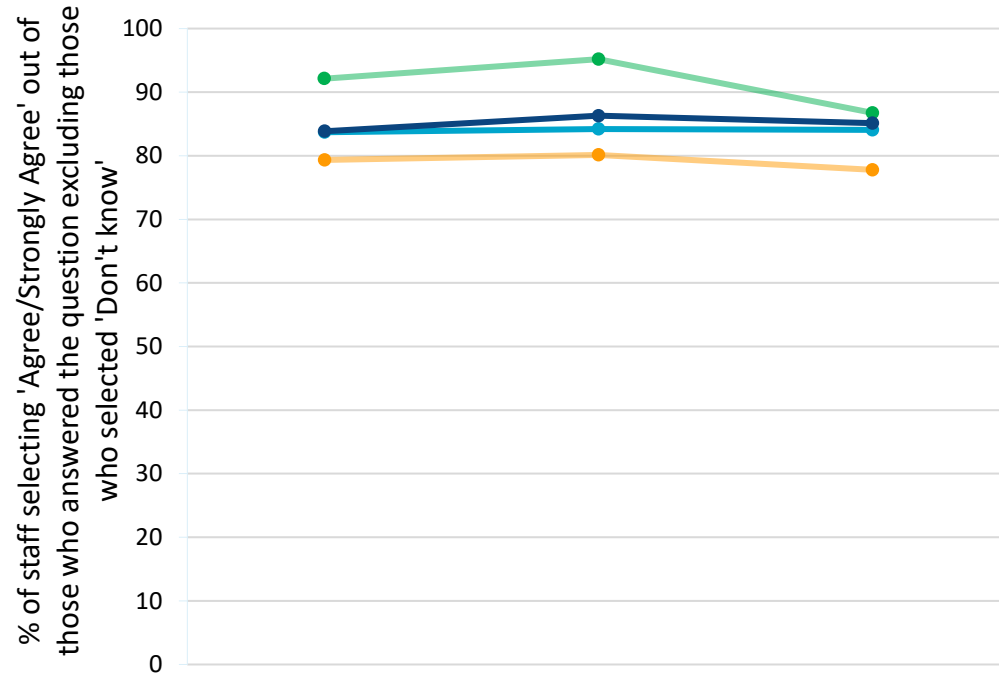


Your org	45.02%	47.15%	45.33%
Best result	67.45%	65.27%	54.65%
Average result	48.22%	50.82%	50.60%
Worst result	41.38%	41.11%	43.19%

Responses 2262 2239 3891

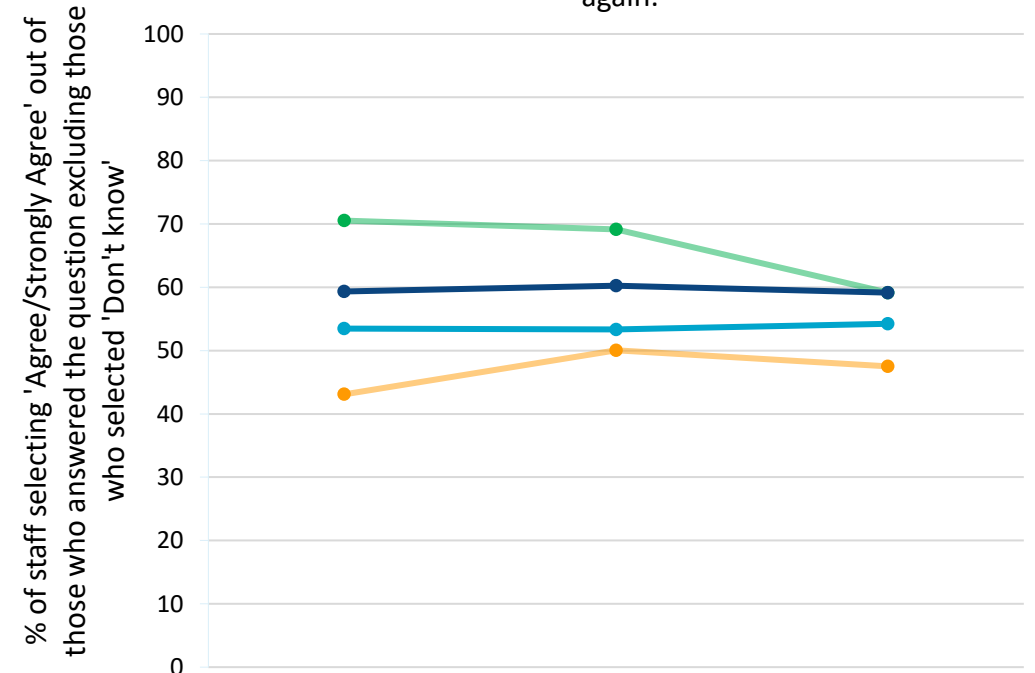


Q19b My organisation encourages us to report errors, near misses or incidents.



	2022	2023	2024
Your org	83.84%	86.30%	85.14%
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	2675	2603	4574

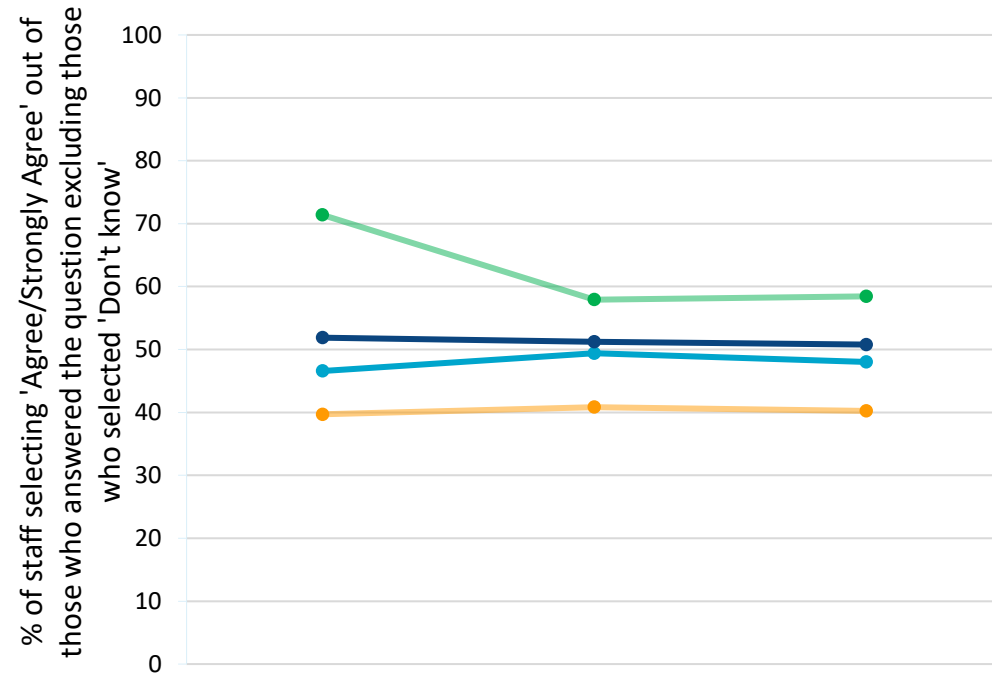
Q19c When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.



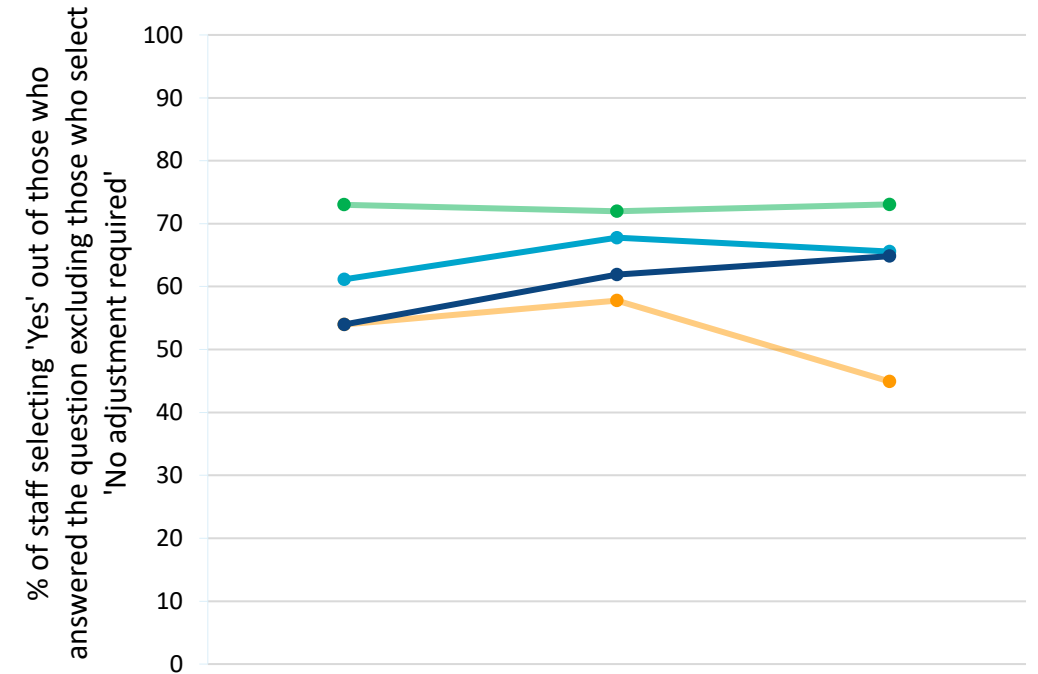
	2022	2023	2024
Your org	59.36%	60.24%	59.15%
Best result	70.53%	69.13%	59.15%
Average result	53.46%	53.34%	54.23%
Worst result	43.09%	50.04%	47.53%
Responses	2463	2400	4162



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



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

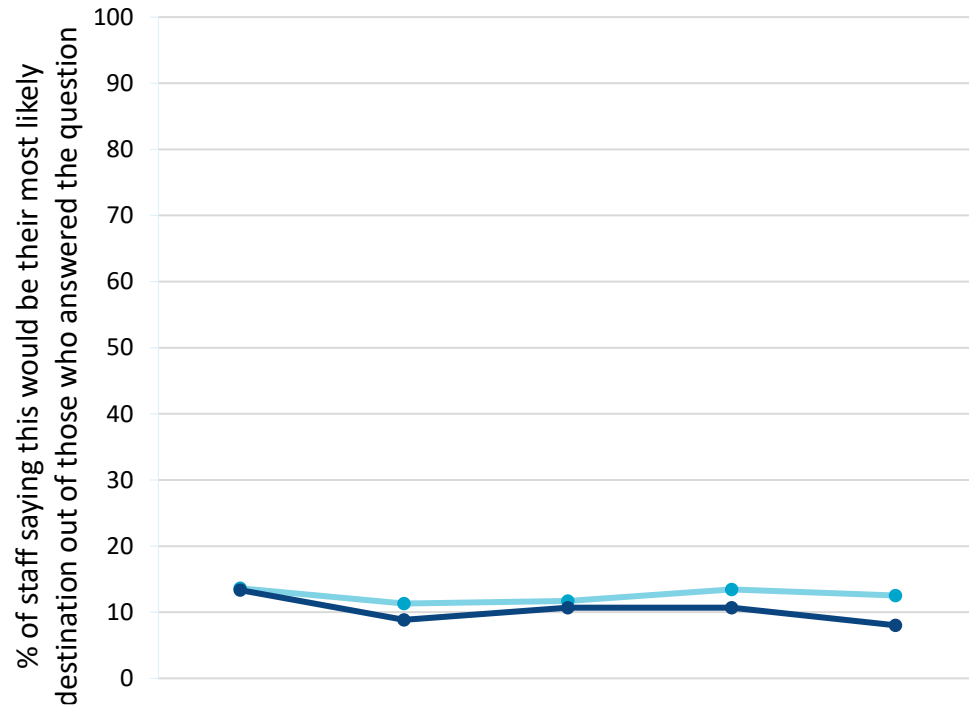


	2022	2023	2024
Your org	51.88%	51.21%	50.79%
Best result	71.39%	57.92%	58.45%
Average result	46.58%	49.41%	48.00%
Worst result	39.70%	40.83%	40.23%
Responses	2461	2393	4205

	2022	2023	2024
Your org	53.98%	61.89%	64.84%
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	470	477	797



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

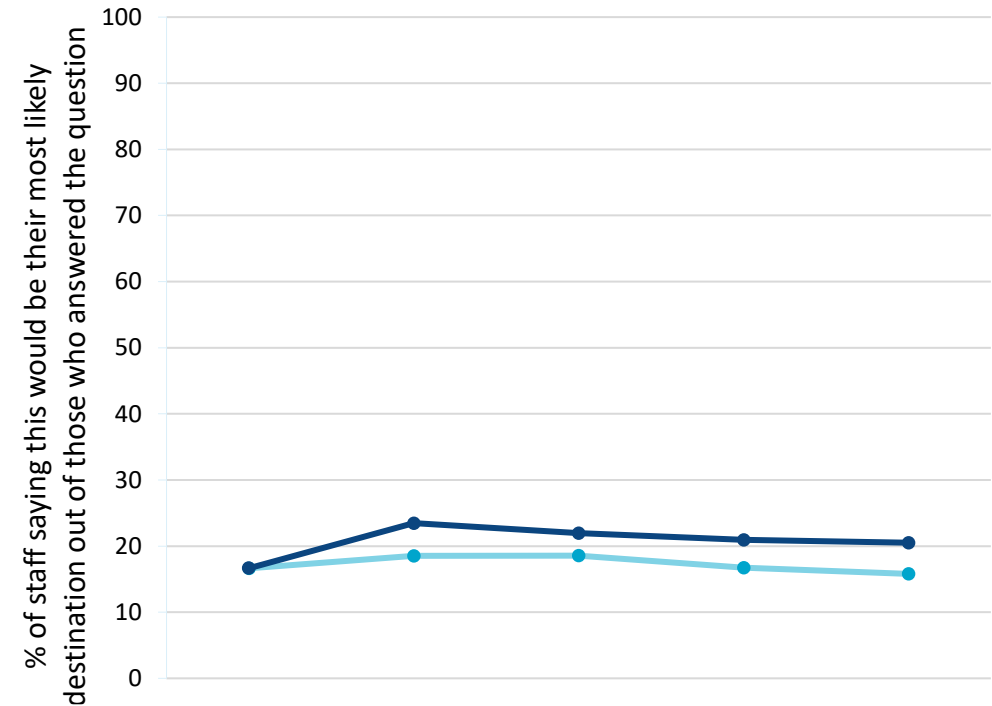


2020 2021 2022 2023 2024

Your org	13.34%	8.85%	10.70%	10.67%	8.02%
Average	13.62%	11.31%	11.68%	13.43%	12.52%

Responses 3561 2756 2672 2568 4551

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.



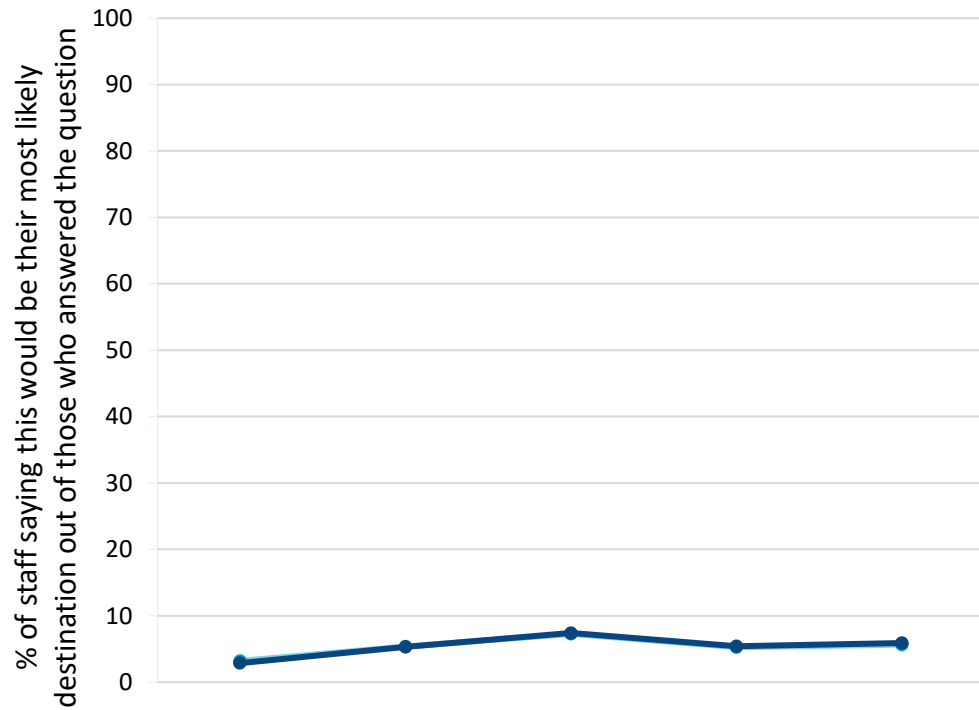
2020 2021 2022 2023 2024

Your org	16.65%	23.48%	21.97%	20.95%	20.50%
Average	16.65%	18.53%	18.55%	16.72%	15.80%

Responses 3561 2756 2672 2568 4551

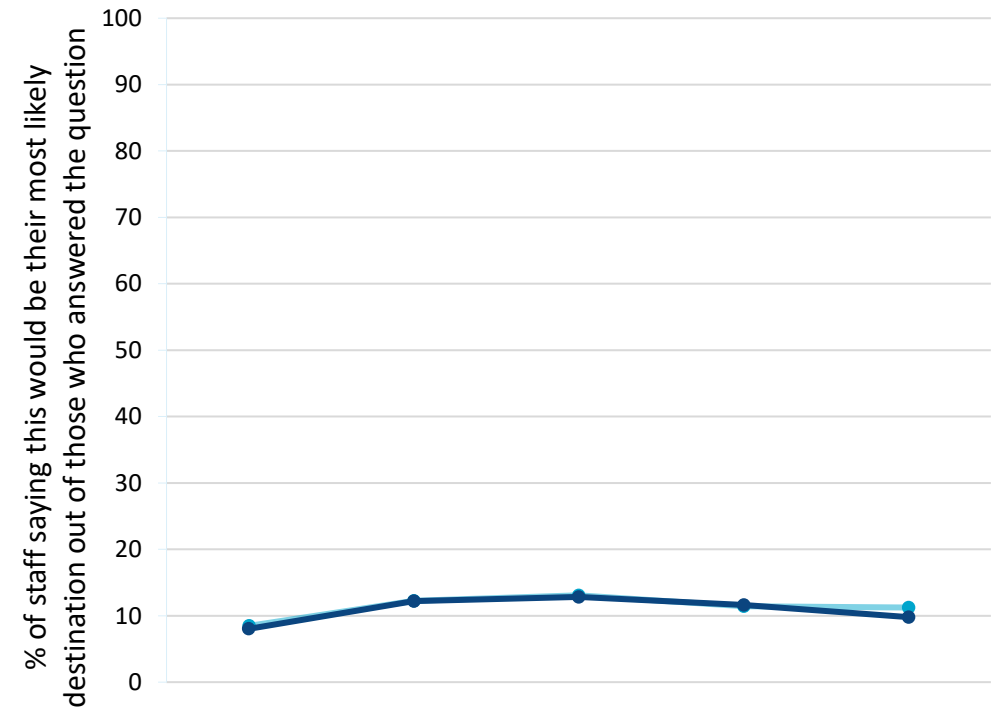


Q26d.3 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job in healthcare, but outside the NHS.



	2020	2021	2022	2023	2024
Your org	2.86%	5.30%	7.41%	5.41%	5.89%
Average	3.21%	5.37%	7.27%	5.27%	5.63%
Responses	3561	2756	2672	2568	4551

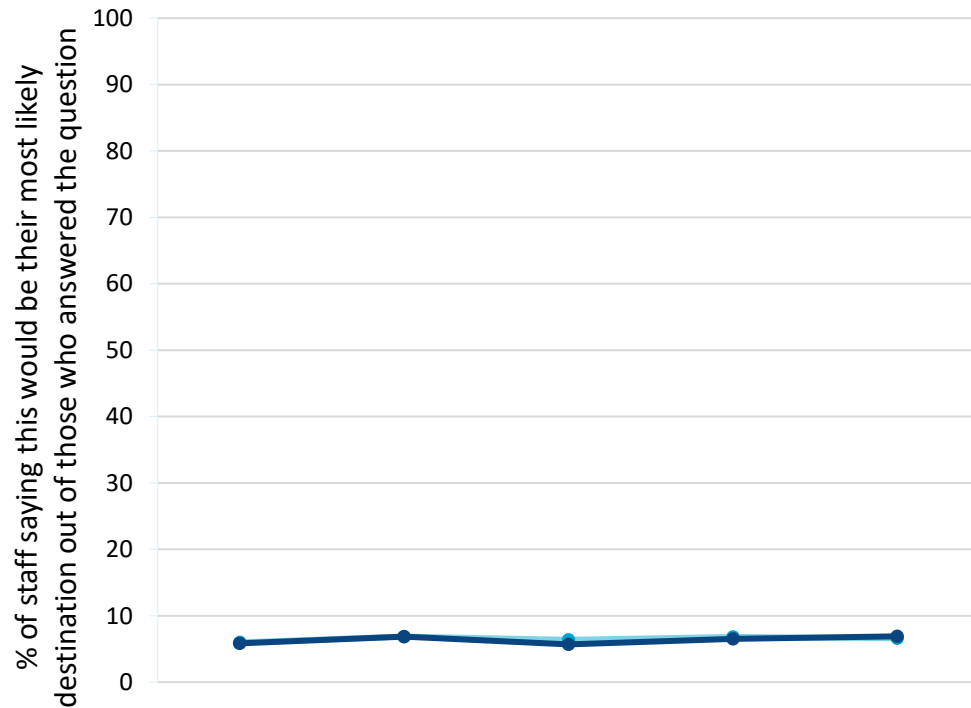
Q26d.4 If you are considering leaving your current job, what would be your most likely destination? - I would want to move to a job outside healthcare.



	2020	2021	2022	2023	2024
Your org	8.03%	12.19%	12.84%	11.64%	9.80%
Average	8.48%	12.28%	13.08%	11.43%	11.22%
Responses	3561	2756	2672	2568	4551



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.

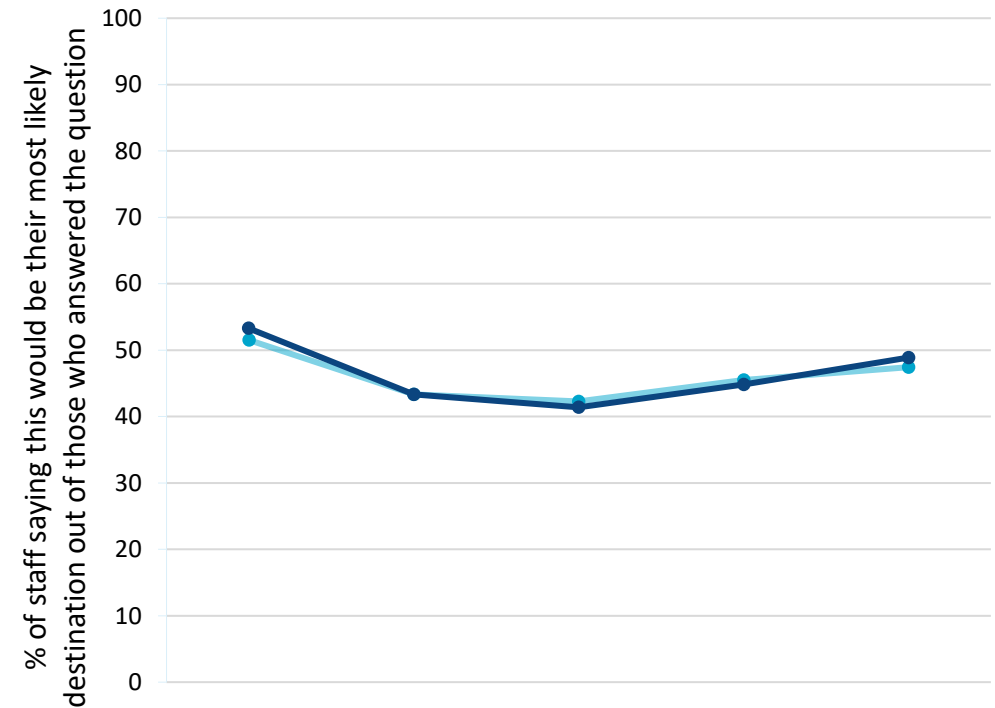


2020 2021 2022 2023 2024

Your org	5.84%	6.86%	5.69%	6.50%	6.90%
Average	5.99%	6.87%	6.37%	6.80%	6.60%

Responses 3561 2756 2672 2568 4551

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



2020 2021 2022 2023 2024

Your org	53.27%	43.32%	41.39%	44.82%	48.89%
Average	51.53%	43.32%	42.28%	45.51%	47.41%

Responses 3561 2756 2672 2568 4551

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)

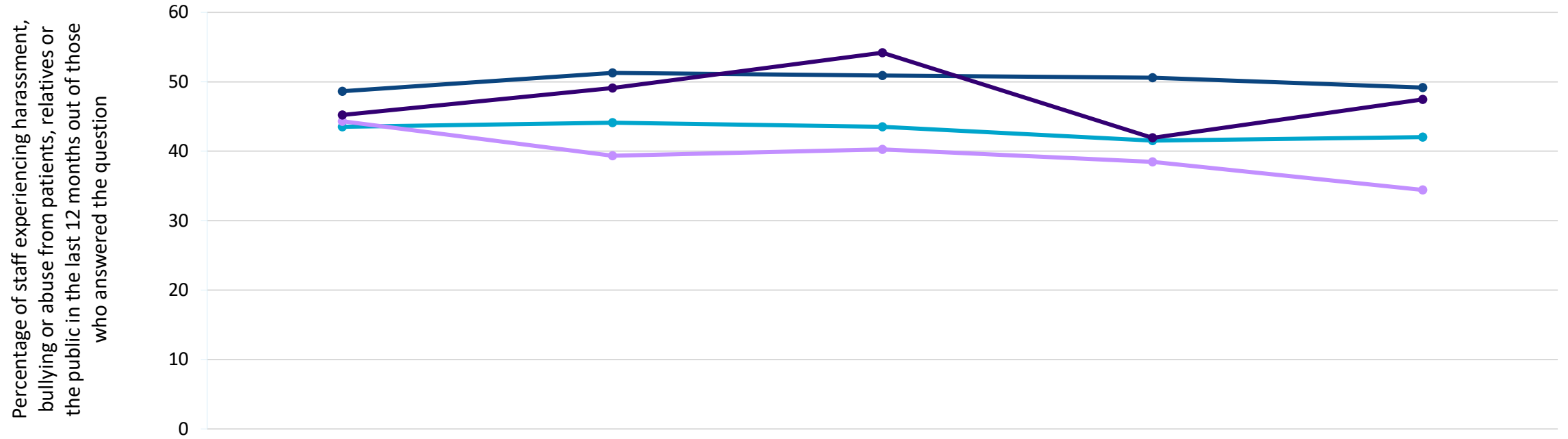
Vertical scales on the following charts vary from slide to slide and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.

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

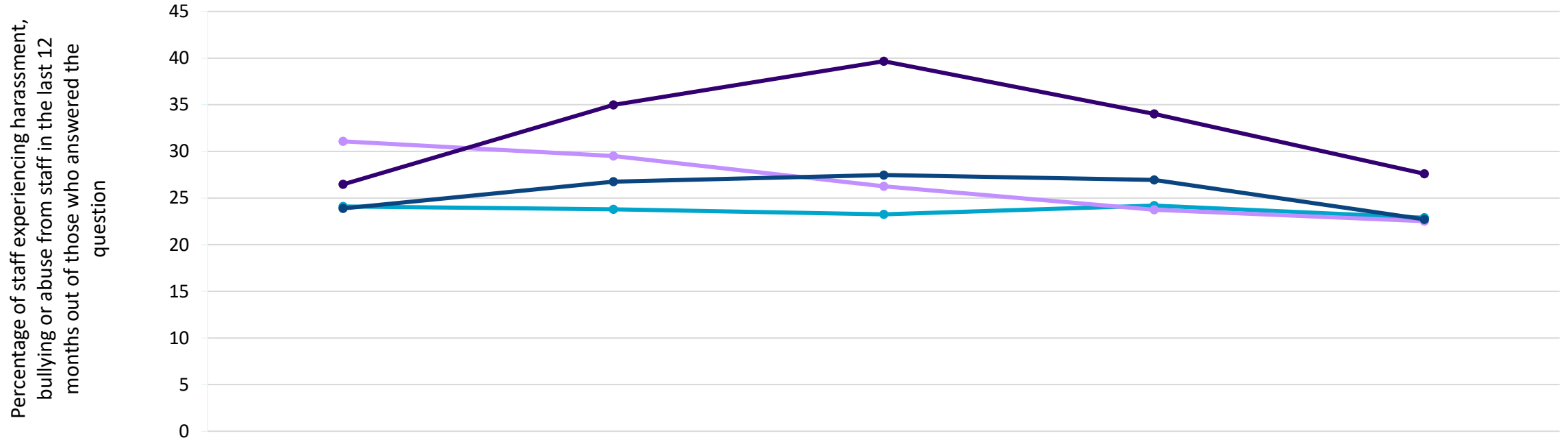


	2020	2021	2022	2023	2024
White staff: Your org	48.64%	51.28%	50.90%	50.60%	49.17%
All other ethnic groups*: Your org	45.23%	49.10%	54.19%	41.92%	47.47%
White staff: Average	43.52%	44.11%	43.50%	41.53%	42.03%
All other ethnic groups*: Average	44.32%	39.36%	40.25%	38.45%	34.42%
White staff: Responses	3127	2539	2546	2067	4289
All other ethnic groups*: Responses	325	222	179	119	356

*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

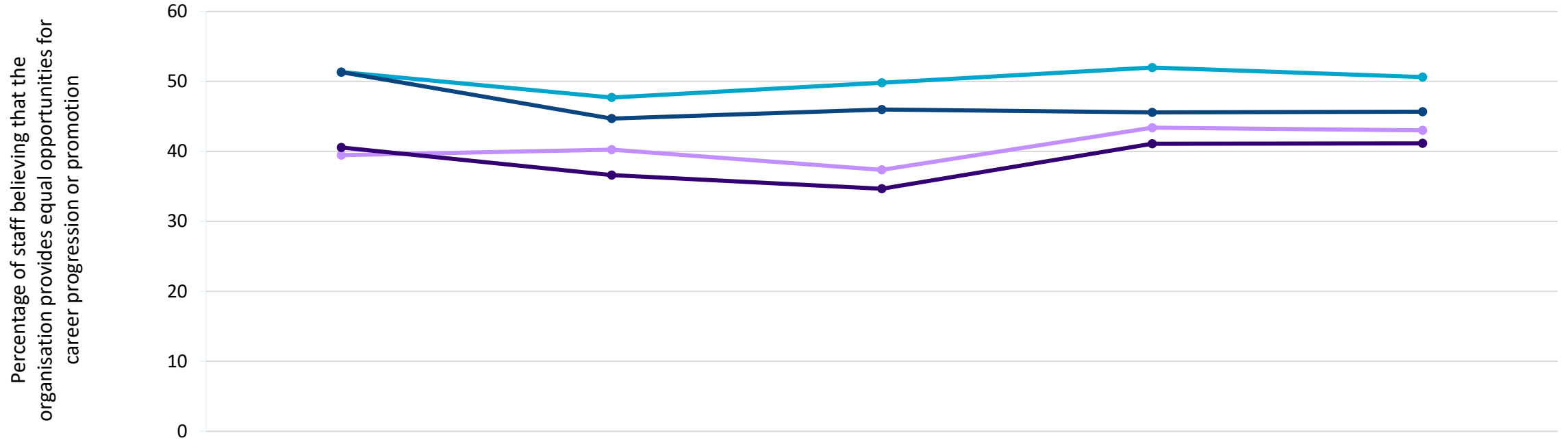


	2020	2021	2022	2023	2024
White staff: Your org	23.89%	26.75%	27.47%	26.94%	22.72%
All other ethnic groups*: Your org	26.46%	34.98%	39.66%	34.02%	27.61%
White staff: Average	24.09%	23.79%	23.25%	24.19%	22.89%
All other ethnic groups*: Average	31.08%	29.51%	26.27%	23.76%	22.52%
White staff: Responses	3123	2538	2541	2067	4274
All other ethnic groups*: Responses	325	223	179	119	355

*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.

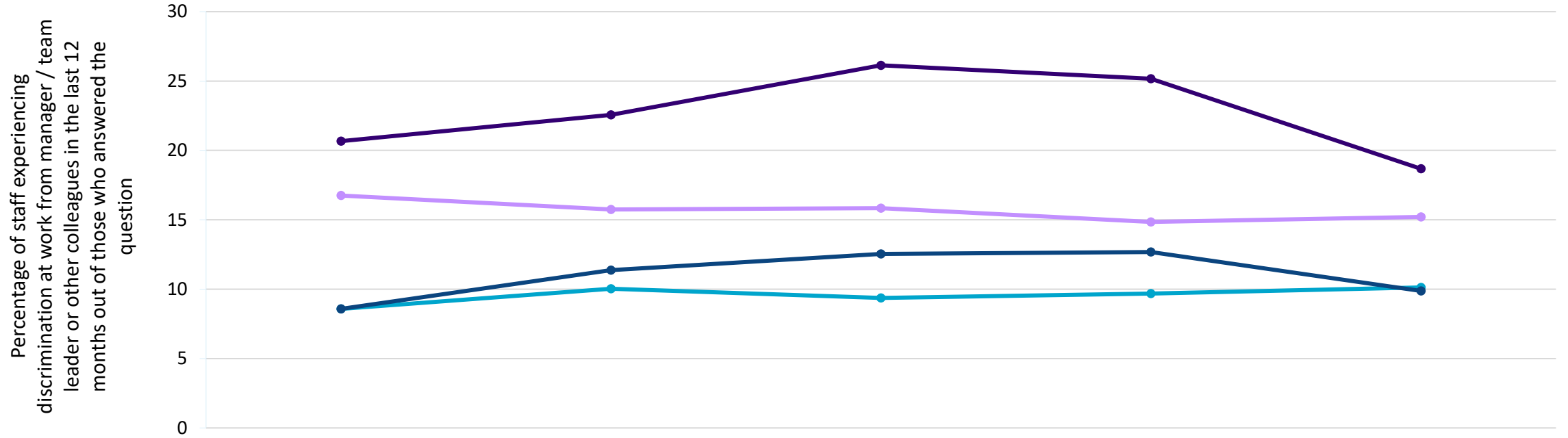
Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
White staff: Your org	51.33%	44.69%	45.99%	45.59%	45.67%
All other ethnic groups*: Your org	40.55%	36.61%	34.66%	41.10%	41.14%
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	3162	2580	2542	2481	4204
All other ethnic groups*: Responses	328	224	176	146	350

*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	8.58%	11.37%	12.54%	12.68%	9.87%
All other ethnic groups*: Your org	20.67%	22.57%	26.14%	25.17%	18.68%
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	3158	2577	2536	2461	4174
All other ethnic groups*: Responses	329	226	176	147	348

*Staff from all other ethnic groups combined

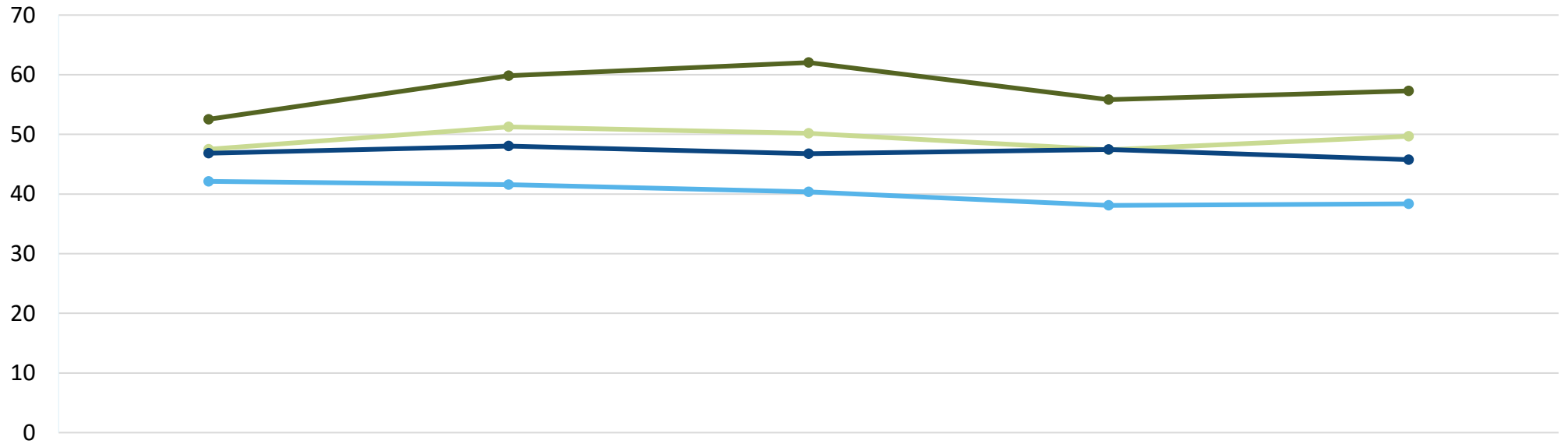
Workforce Disability Equality Standards (WDES)

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.

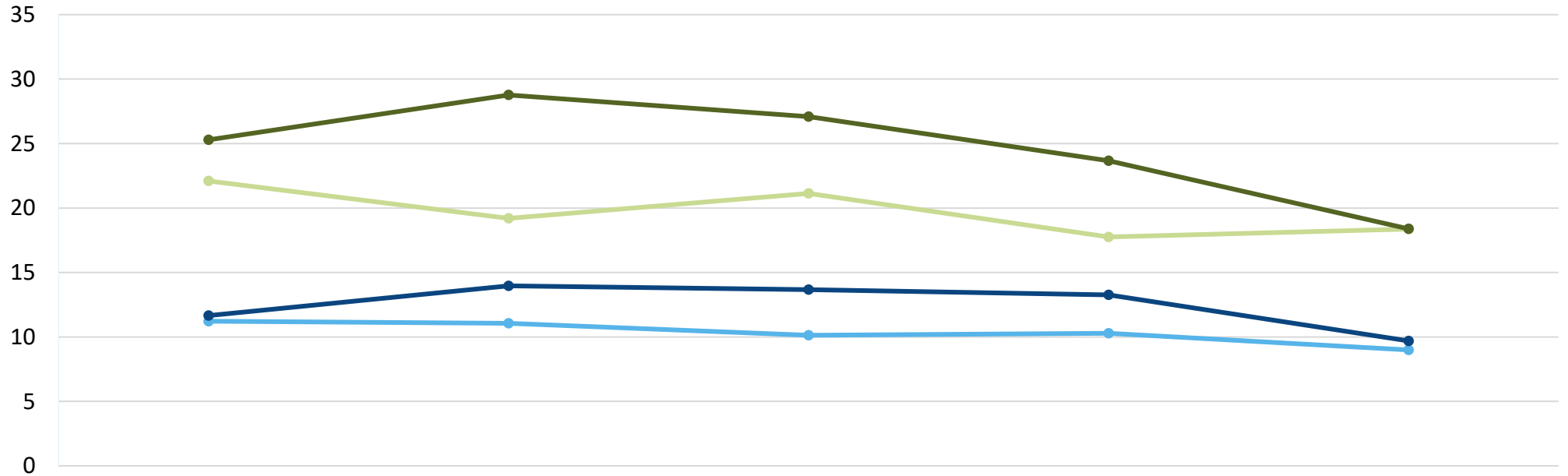


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	52.53%	59.84%	62.04%	55.82%	57.29%
Staff without a LTC or illness: Your org	46.84%	48.03%	46.76%	47.46%	45.76%
Staff with a LTC or illness: Average	47.50%	51.25%	50.17%	47.42%	49.67%
Staff without a LTC or illness: Average	42.12%	41.58%	40.36%	38.09%	38.35%
Staff with a LTC or illness: Responses	771	737	785	642	1316
Staff without a LTC or illness: Responses	2722	2061	1957	1520	3287

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.

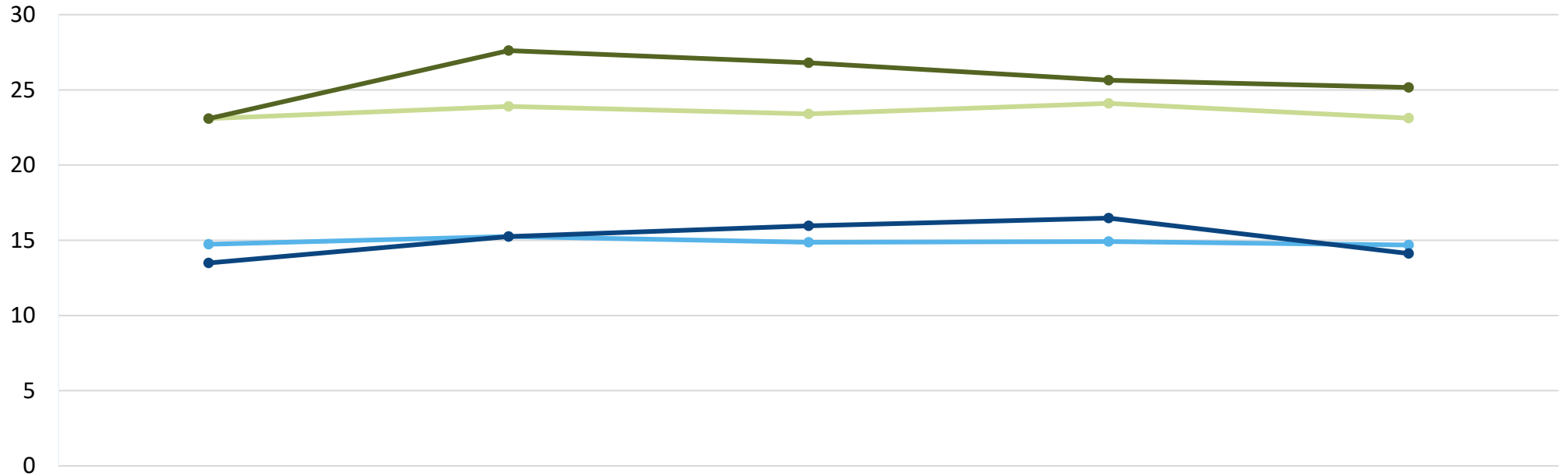


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	25.29%	28.77%	27.09%	23.66%	18.38%
Staff without a LTC or illness: Your org	11.66%	13.96%	13.67%	13.27%	9.69%
Staff with a LTC or illness: Average	22.10%	19.20%	21.14%	17.76%	18.37%
Staff without a LTC or illness: Average	11.22%	11.06%	10.12%	10.29%	8.99%
Staff with a LTC or illness: Responses	767	730	779	641	1300
Staff without a LTC or illness: Responses	2711	2041	1946	1498	3260

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.

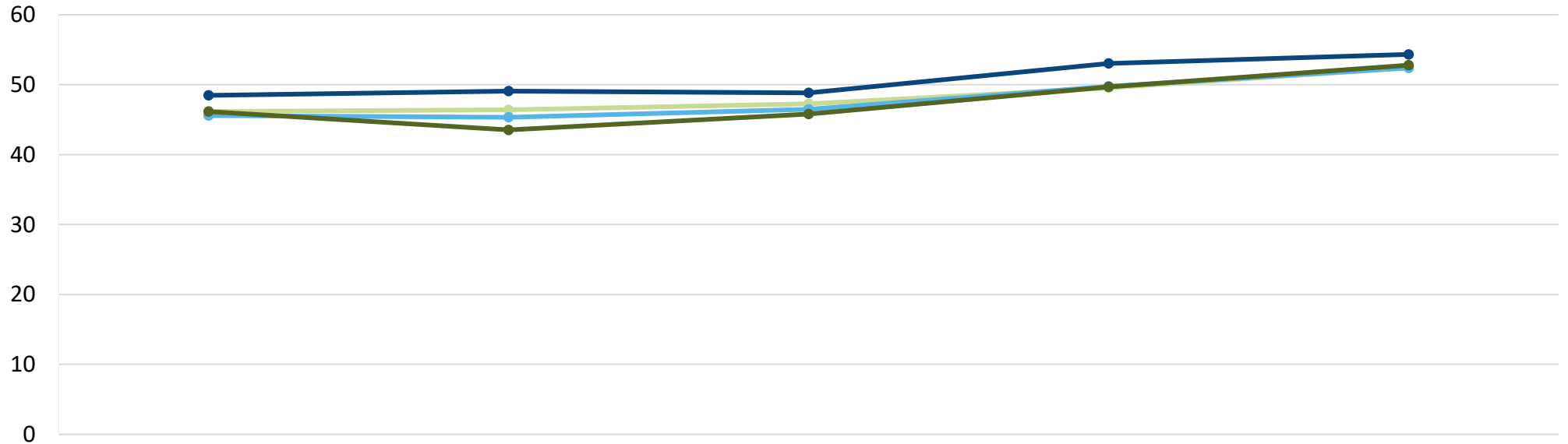


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	23.09%	27.61%	26.80%	25.64%	25.16%
Staff without a LTC or illness: Your org	13.49%	15.25%	15.95%	16.47%	14.12%
Staff with a LTC or illness: Average	23.09%	23.90%	23.40%	24.10%	23.11%
Staff without a LTC or illness: Average	14.74%	15.25%	14.87%	14.91%	14.68%
Staff with a LTC or illness: Responses	771	728	776	630	1288
Staff without a LTC or illness: Responses	2713	2039	1918	1485	3230

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

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

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

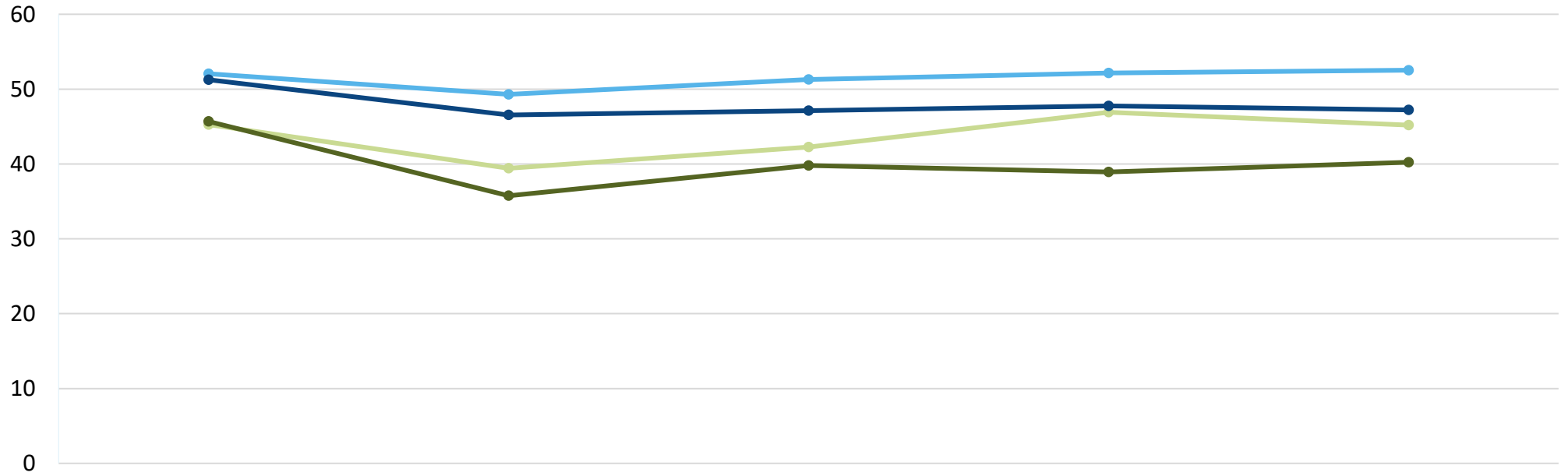


	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	46.17%	43.54%	45.82%	49.70%	52.80%
Staff without a LTC or illness: Your org	48.48%	49.08%	48.84%	53.05%	54.34%
Staff with a LTC or illness: Average	46.17%	46.43%	47.26%	49.56%	52.41%
Staff without a LTC or illness: Average	45.60%	45.34%	46.49%	49.77%	52.41%
Staff with a LTC or illness: Responses	444	480	502	373	750
Staff without a LTC or illness: Responses	1250	1033	909	720	1474

Note: 2023 results for WDES metric 4d (Q14d) are now reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion out of those who answered the question

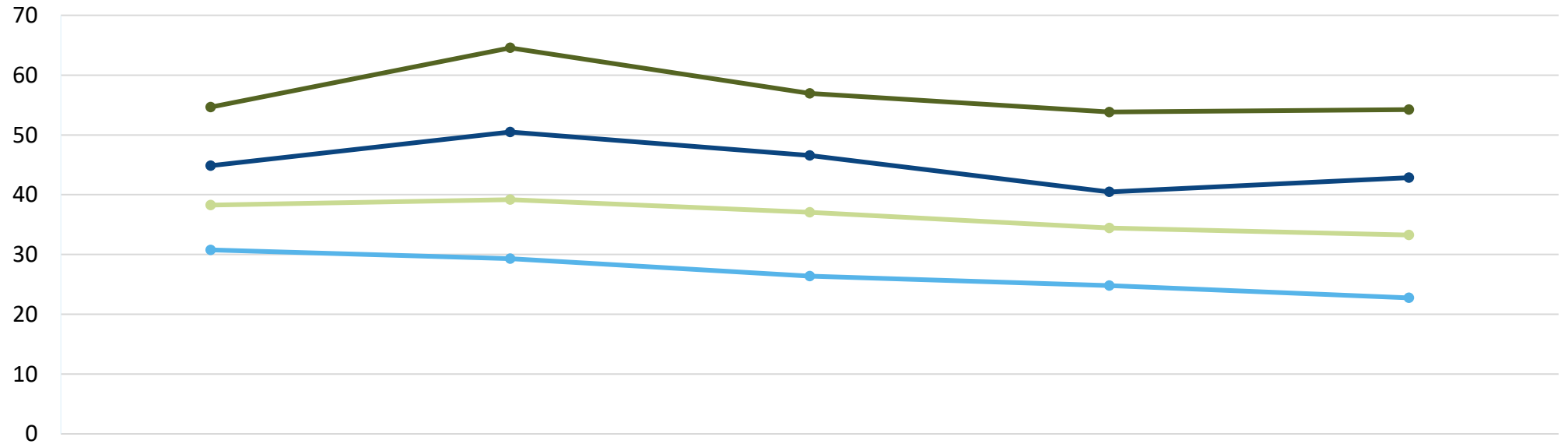
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	45.68%	35.75%	39.80%	38.92%	40.22%
Staff without a LTC or illness: Your org	51.25%	46.55%	47.13%	47.75%	47.24%
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	775	744	784	781	1293
Staff without a LTC or illness: Responses	2753	2099	1950	1820	3220

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

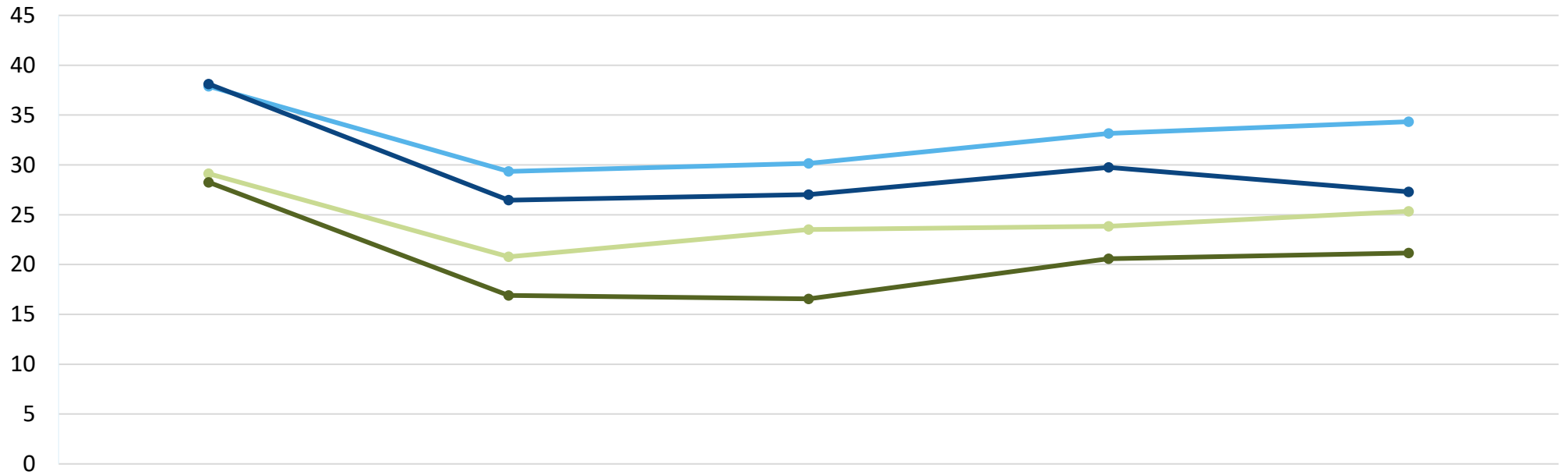
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	54.64%	64.55%	56.92%	53.83%	54.24%
Staff without a LTC or illness: Your org	44.86%	50.49%	46.56%	40.46%	42.84%
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	582	615	650	626	1027
Staff without a LTC or illness: Responses	1371	1230	1177	1043	1949

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

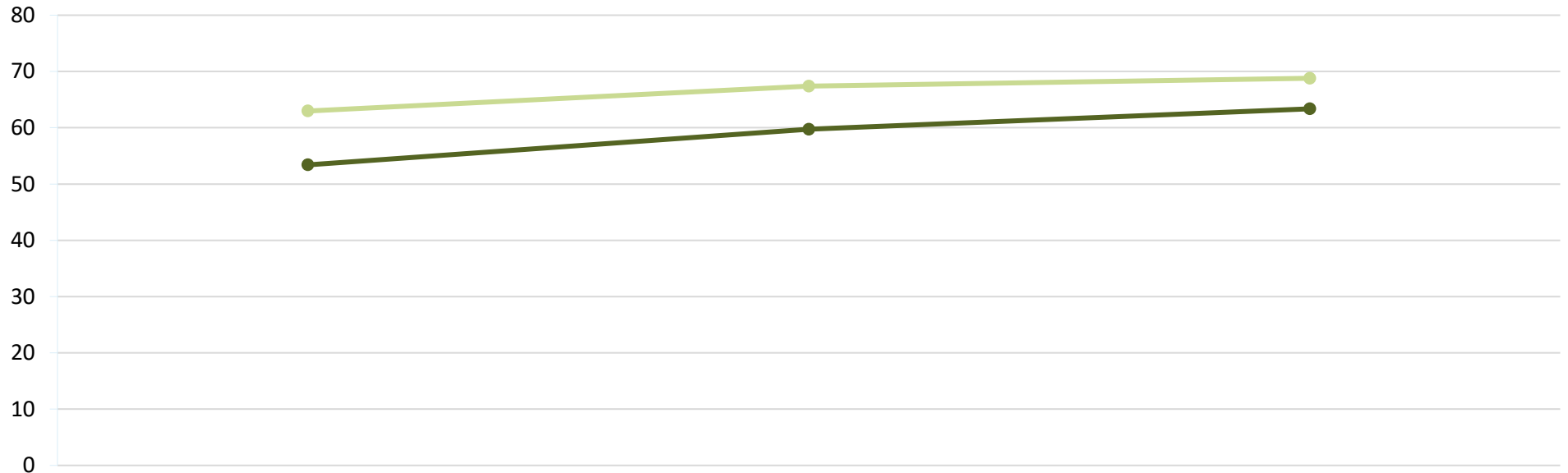
Percentage of staff satisfied with the extent to which their organisation values their work.



	2020	2021	2022	2023	2024
Staff with a LTC or illness: Your org	28.26%	16.91%	16.56%	20.59%	21.16%
Staff without a LTC or illness: Your org	38.12%	26.46%	27.02%	29.74%	27.30%
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	775	745	785	782	1314
Staff without a LTC or illness: Responses	2762	2105	1958	1819	3282

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	53.40%	59.75%	63.36%
Staff with a LTC or illness: Average	62.97%	67.39%	68.79%
Staff with a LTC or illness: Responses	470	477	797

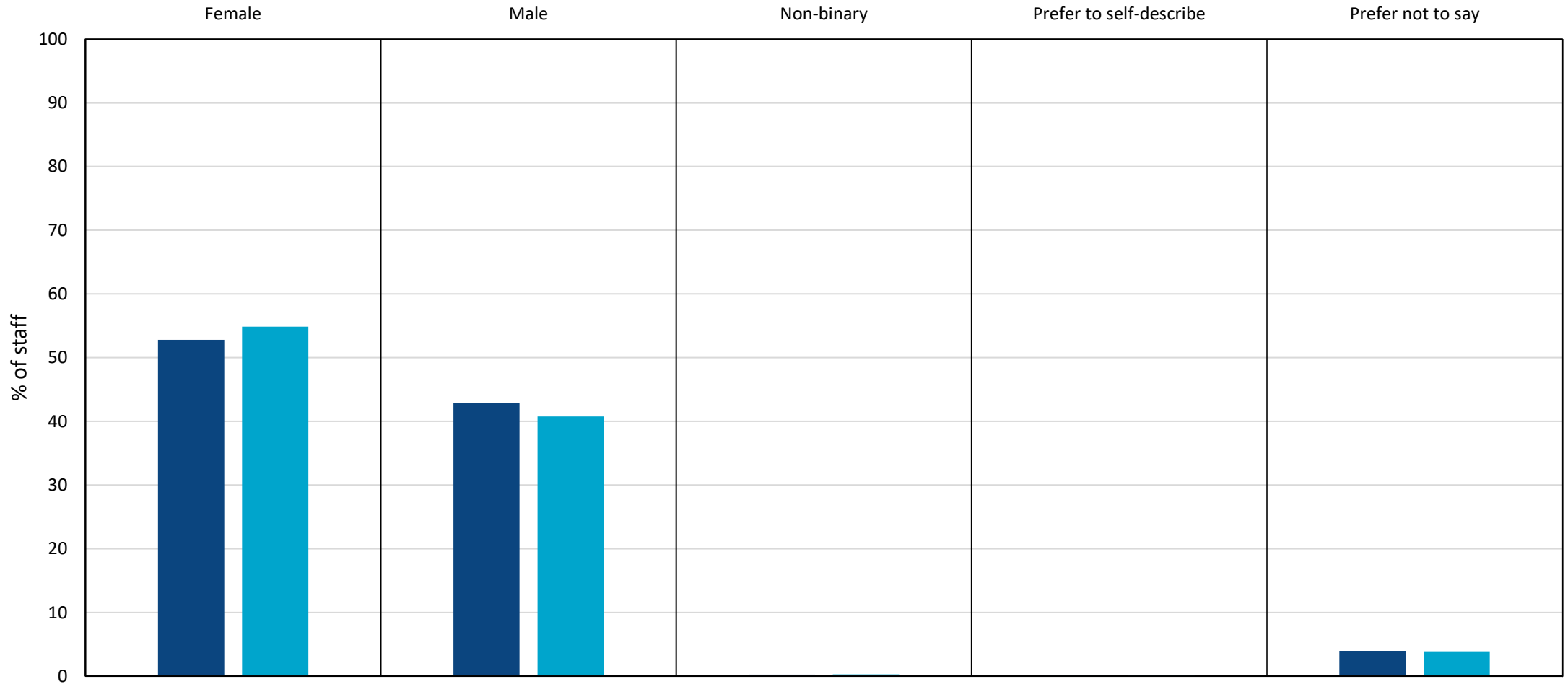


	2020	2021	2022	2023	2024
Organisation average	6.27	5.52	5.51	5.67	5.67
Staff with a LTC or illness: Your org	5.79	4.95	5.05	5.21	5.20
Staff without a LTC or illness: Your org	6.41	5.74	5.69	5.88	5.85
Staff with a LTC or illness: Average	6.06	5.51	5.52	5.69	5.68
Staff without a LTC or illness: Average	6.45	6.06	6.00	6.25	6.23
Staff with a LTC or illness: Responses	778	747	788	787	1318
Staff without a LTC or illness: Responses	2765	2106	1961	1825	3293

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

About your respondents

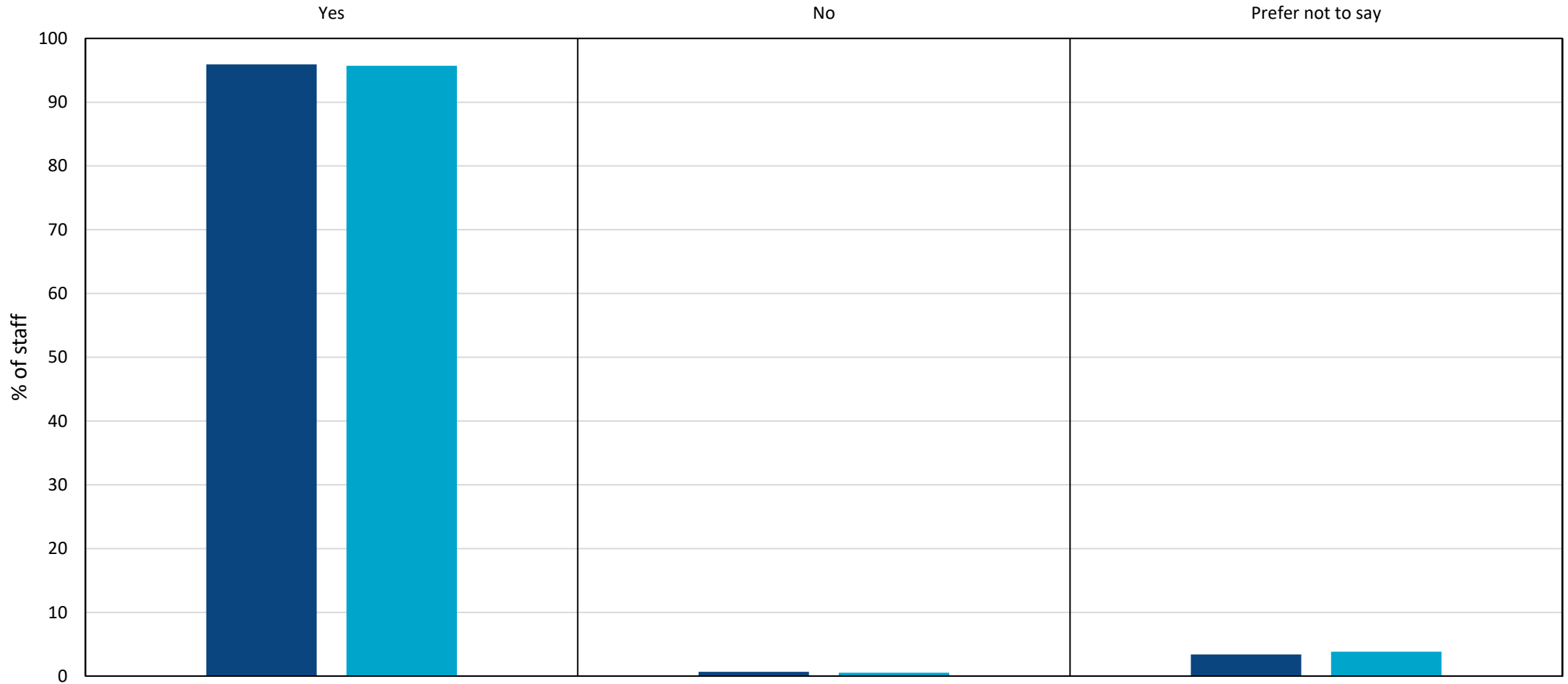
This section shows demographic and other background information for 2024.



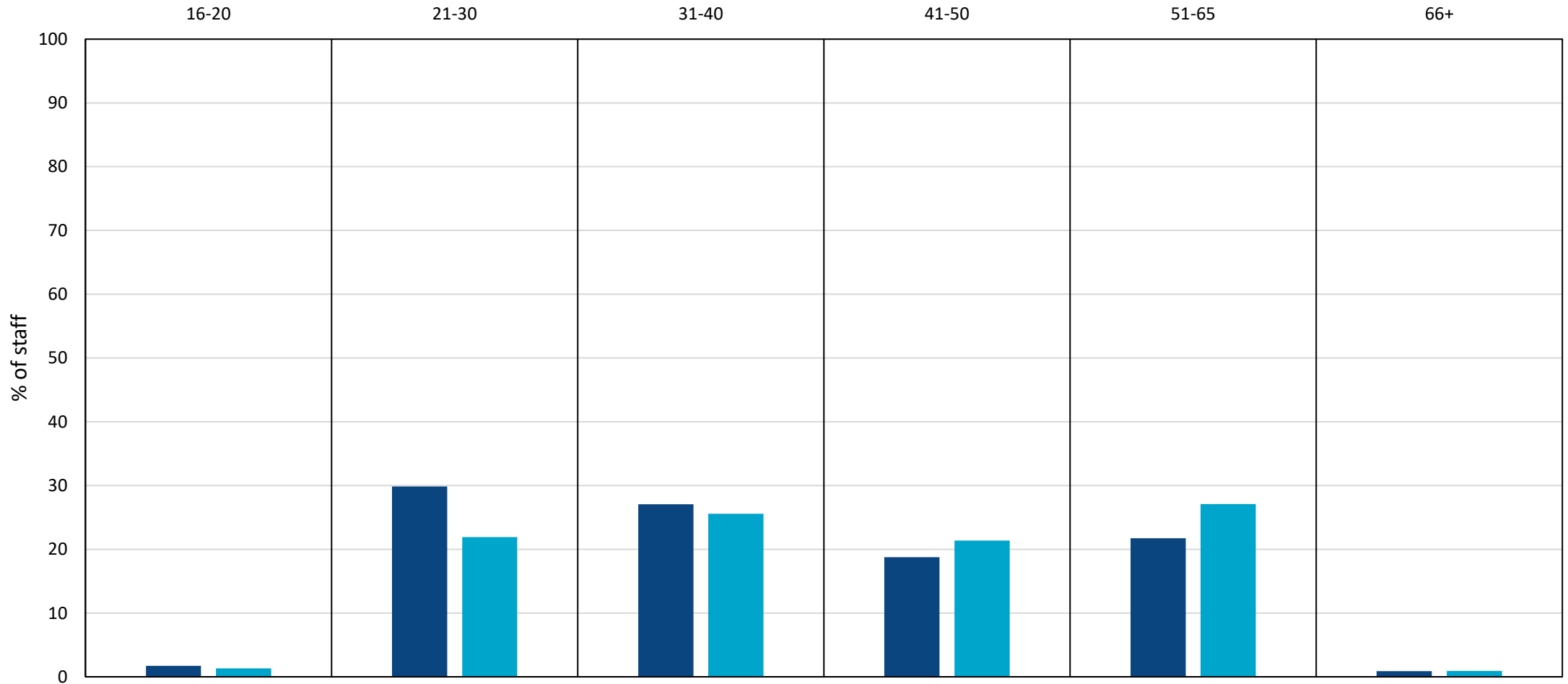
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
Your org	52.80%	42.82%	0.24%	0.19%	3.95%
Average	54.87%	40.78%	0.27%	0.16%	3.89%
Responses	4678	4678	4678	4678	4678



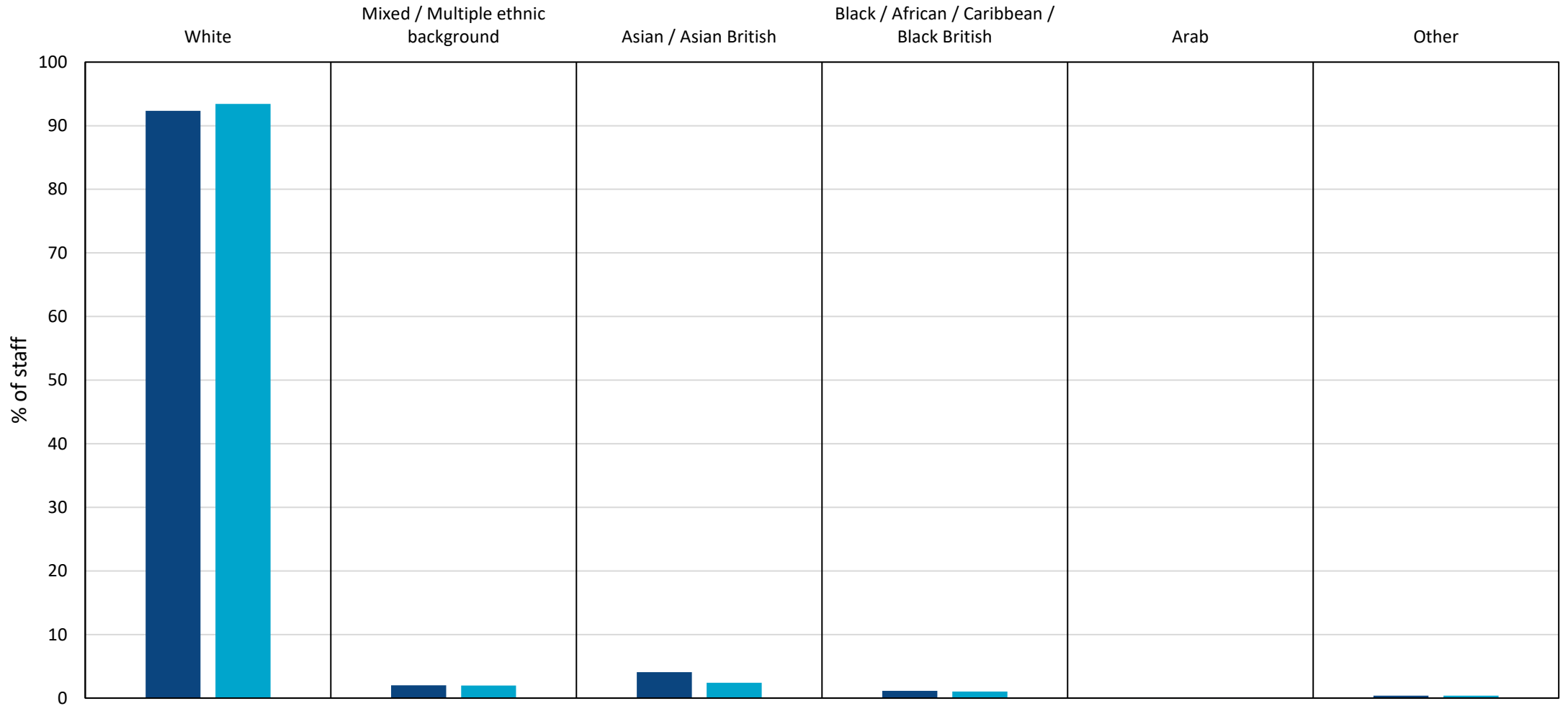
Background details – Is your gender identity the same as the sex you were registered at birth?



Your org	95.93%	0.66%	3.40%
Average	95.72%	0.51%	3.81%
Responses	4674	4674	4674

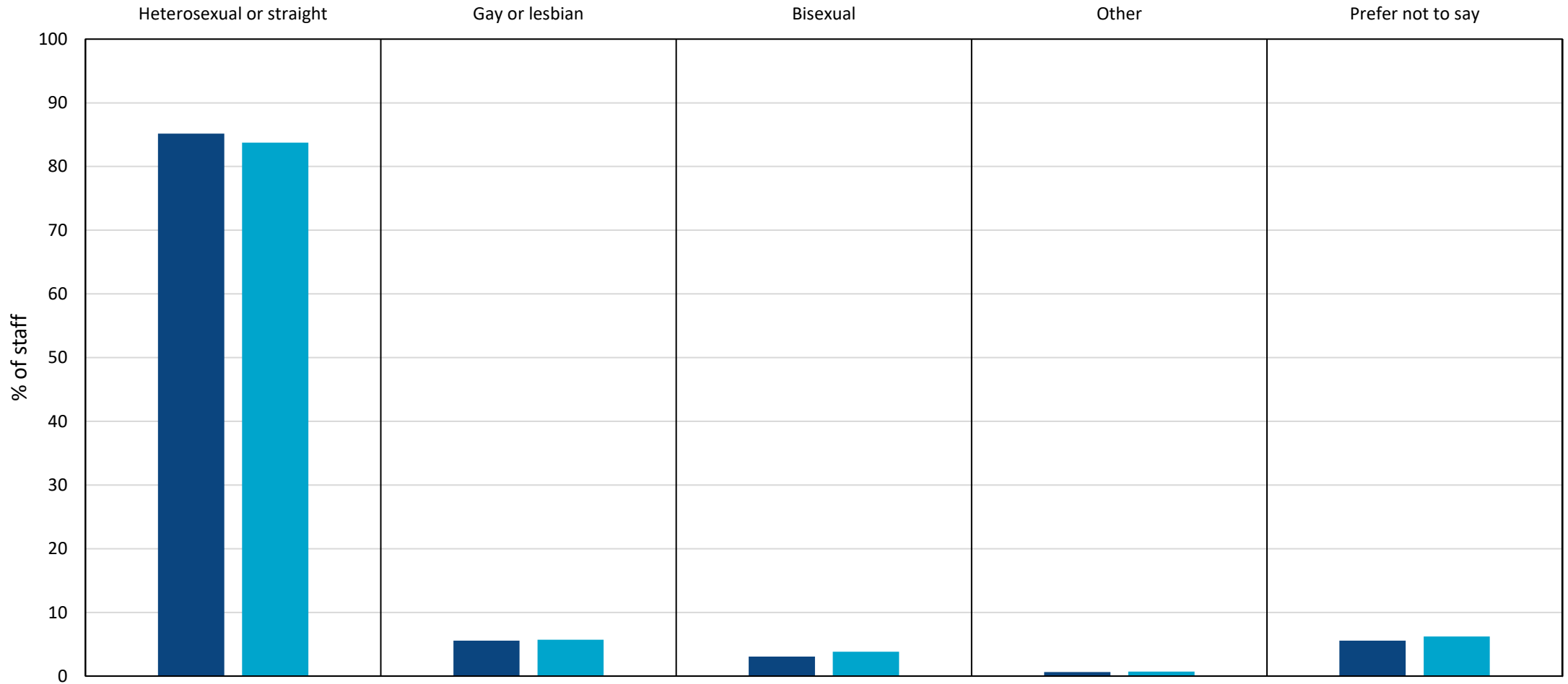


Your org	1.74%	29.84%	27.05%	18.76%	21.71%	0.90%
Average	1.32%	21.90%	25.56%	21.35%	27.11%	0.93%
Responses	4665	4665	4665	4665	4665	4665



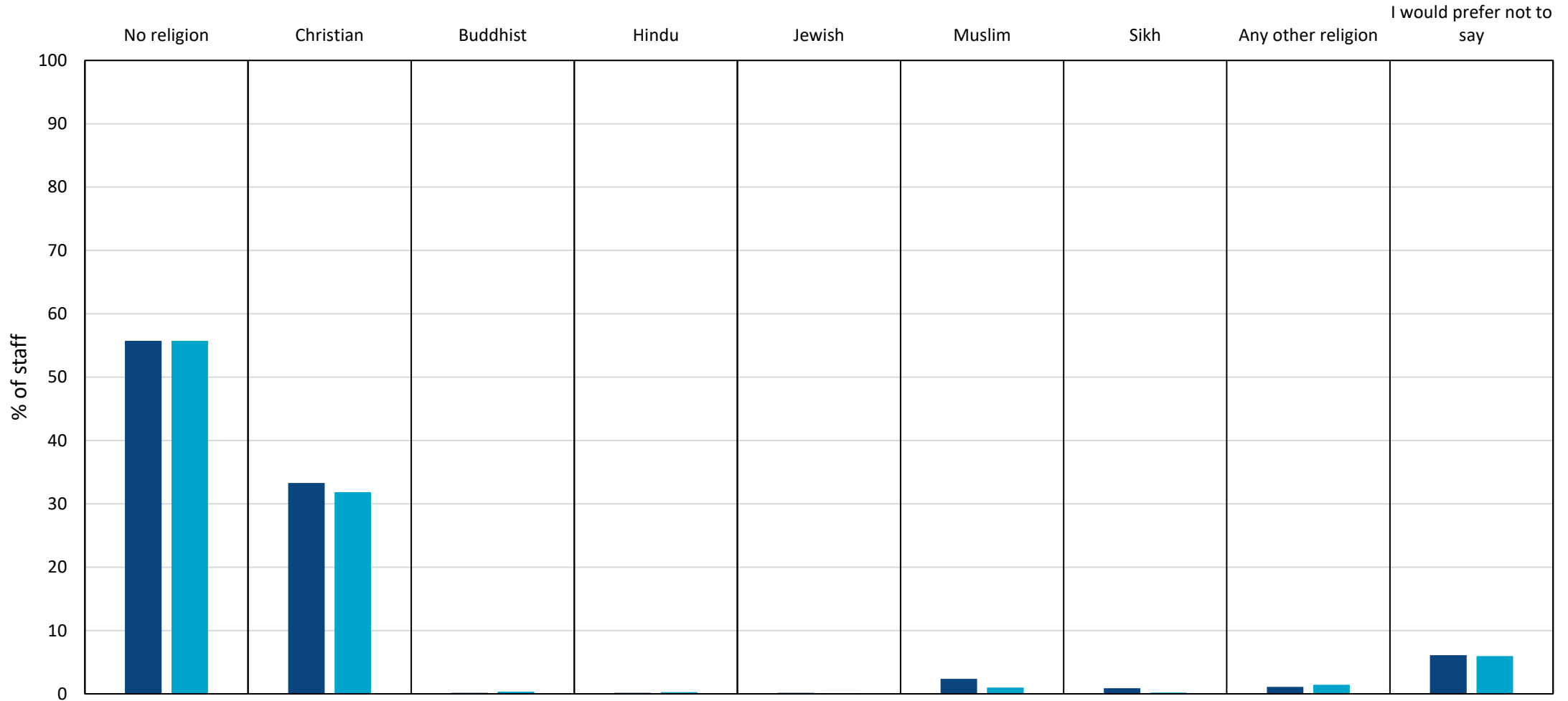
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	92.33%	2.02%	4.08%	1.14%	0.06%	0.37%
Average	93.42%	1.96%	2.41%	1.03%	0.04%	0.37%
Responses	4657	4657	4657	4657	4657	4657

Background details – Sexual orientation



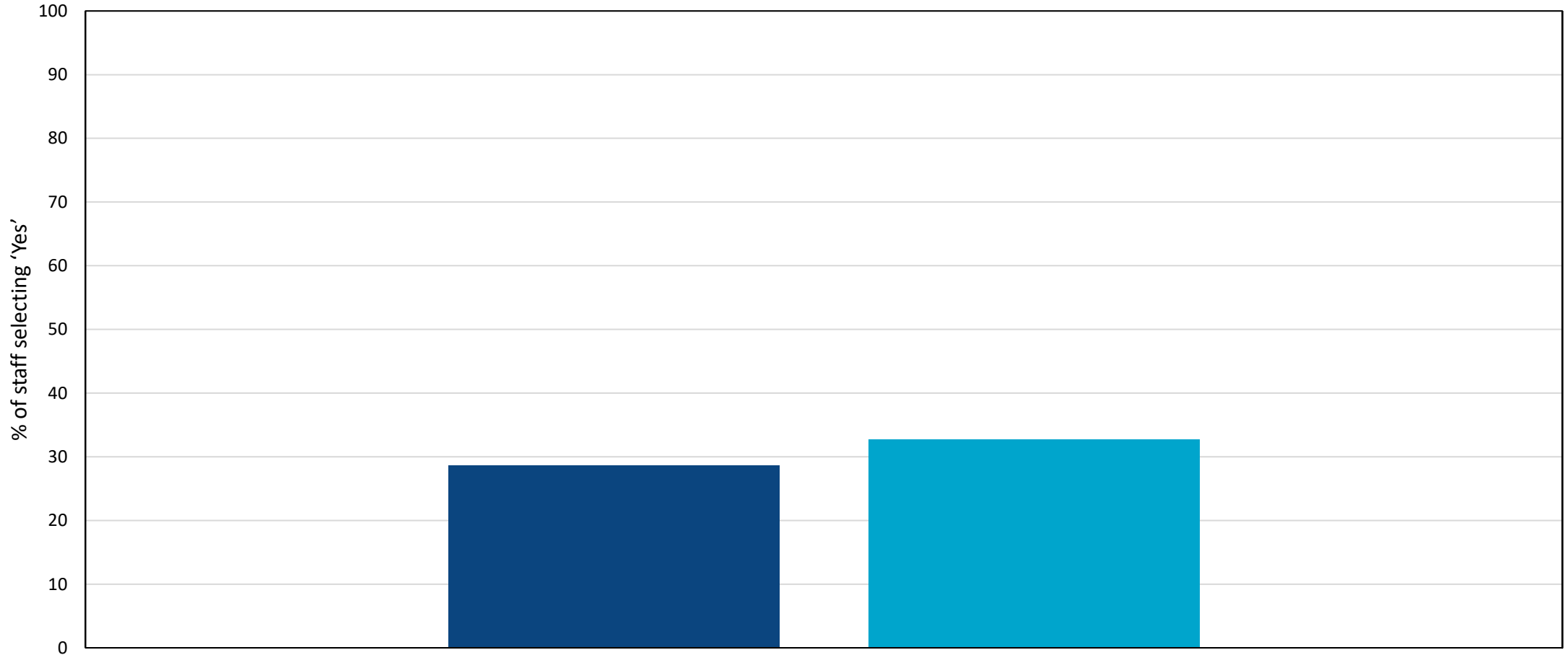
Responses	4674	4674	4674	4674	4674
Your org	85.15%	5.56%	3.08%	0.64%	5.56%
Average	83.75%	5.69%	3.83%	0.70%	6.21%

Background details - Religion



Responses	4670	4670	4670	4670	4670	4670	4670	4670	4670
Your org	55.74%	33.28%	0.17%	0.17%	0.17%	2.38%	0.88%	1.11%	6.10%
Average	55.74%	31.84%	0.33%	0.26%	0.09%	0.99%	0.19%	1.44%	5.95%

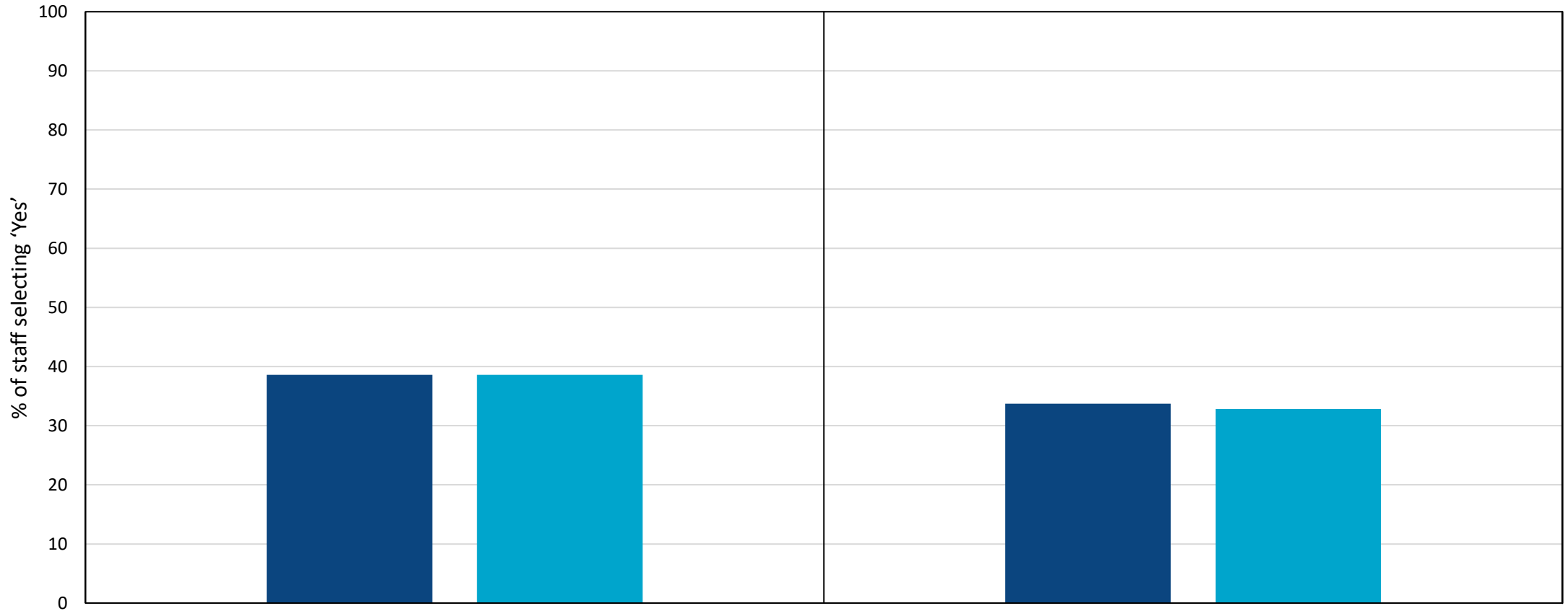
Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?



Your org	28.59%
Average	32.73%
Responses	4614

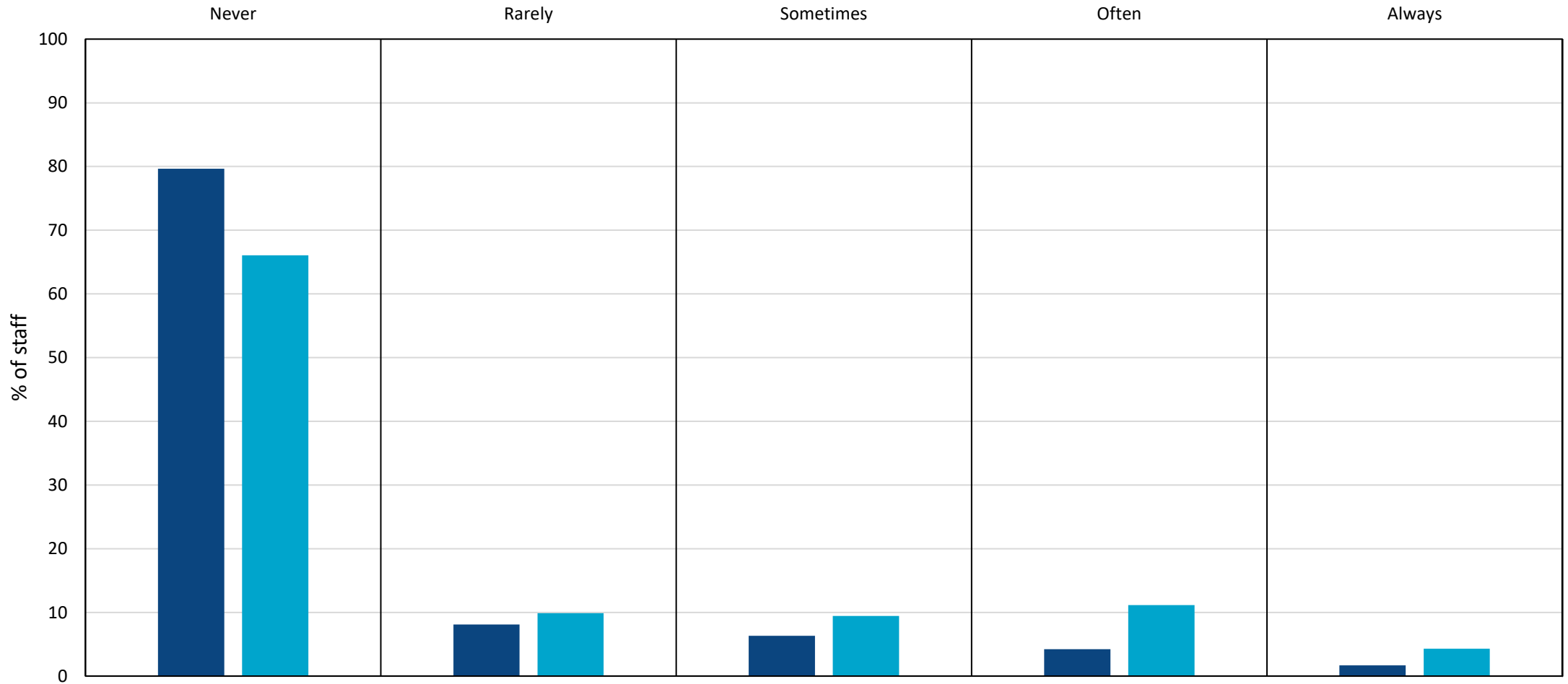
Do you have any children aged from 0 to 17 living at home with you or who you have regular caring responsibility for?

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.

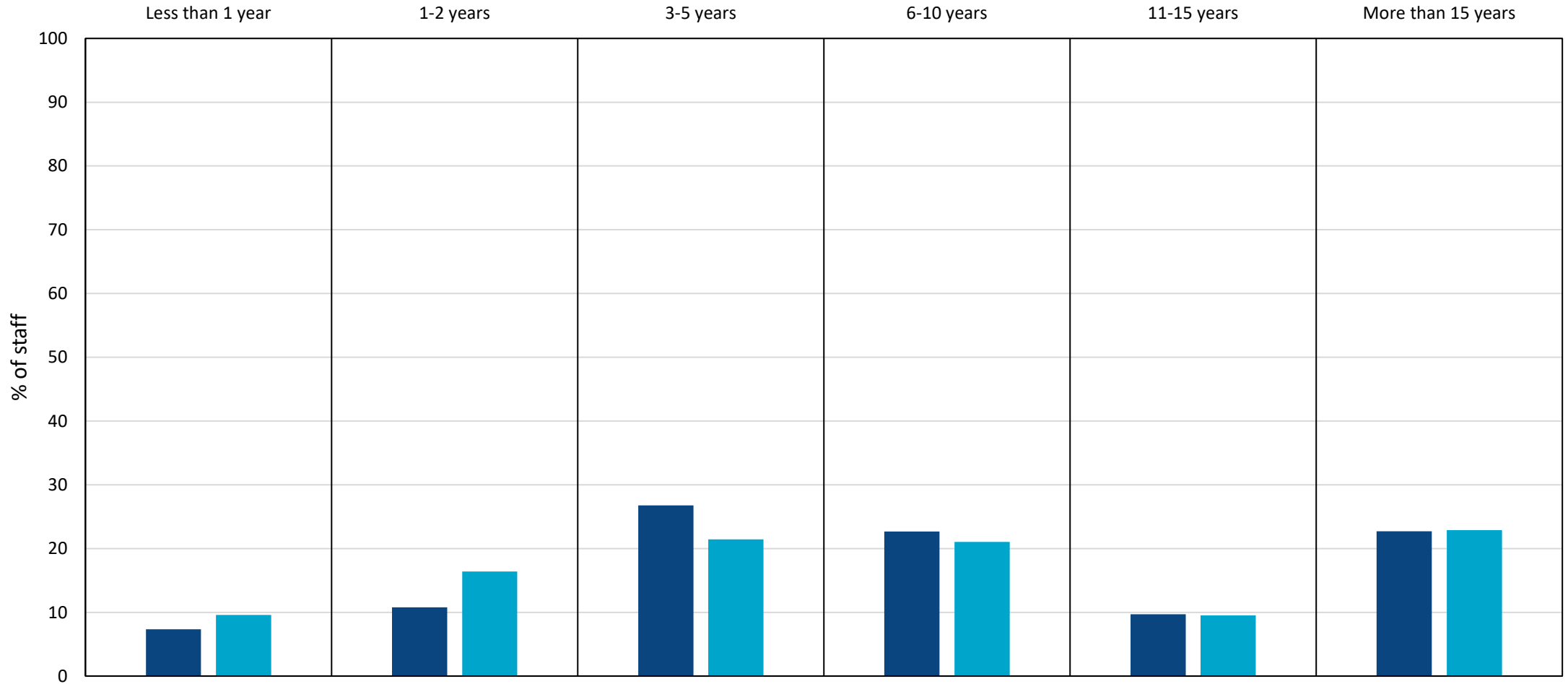


Your org	38.59%	33.72%
Average	38.59%	32.81%
Responses	4654	4644

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



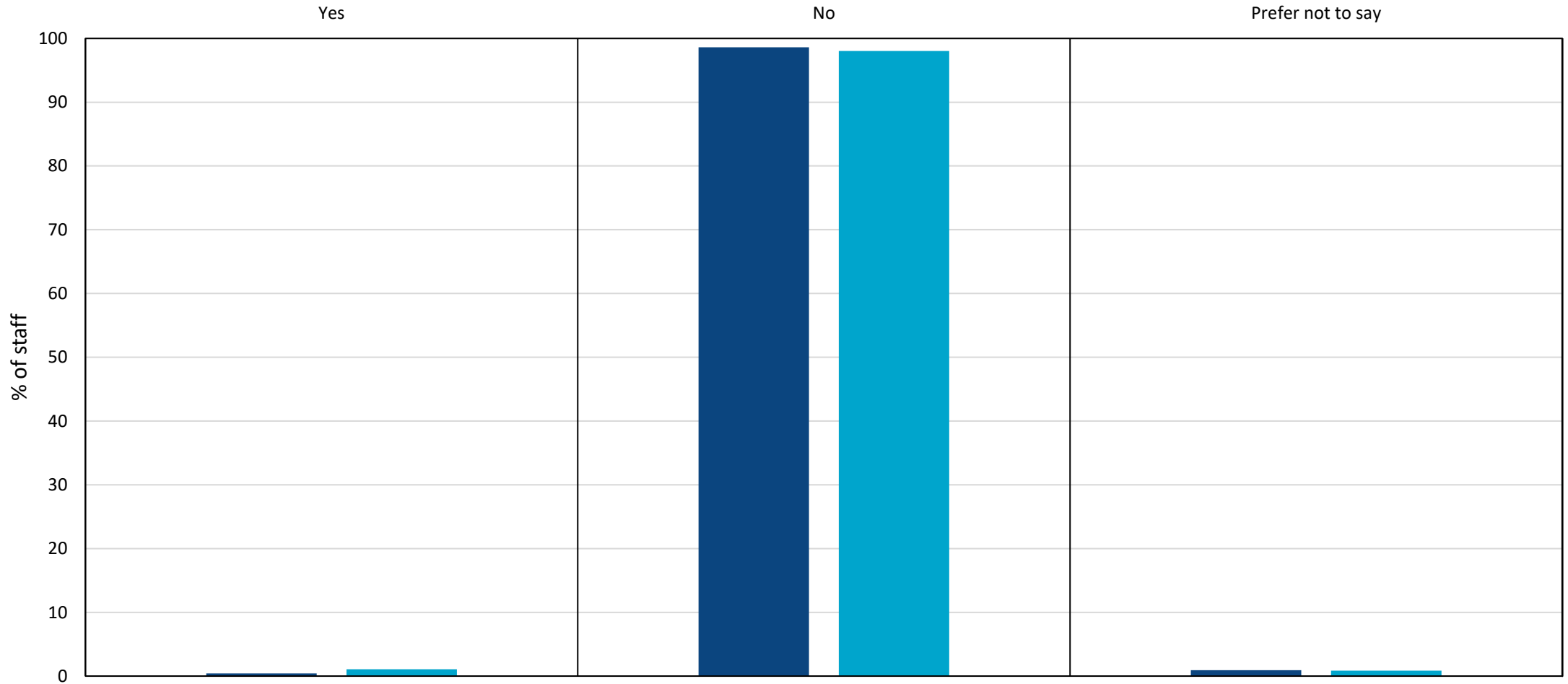
Responses	4658	4658	4658	4658	4658
Your org	79.67%	8.12%	6.33%	4.21%	1.67%
Average	66.05%	9.88%	9.44%	11.14%	4.31%



Your org	7.33%	10.78%	26.77%	22.68%	9.71%	22.72%
Average	9.59%	16.39%	21.43%	21.03%	9.53%	22.88%
Responses	4665	4665	4665	4665	4665	4665

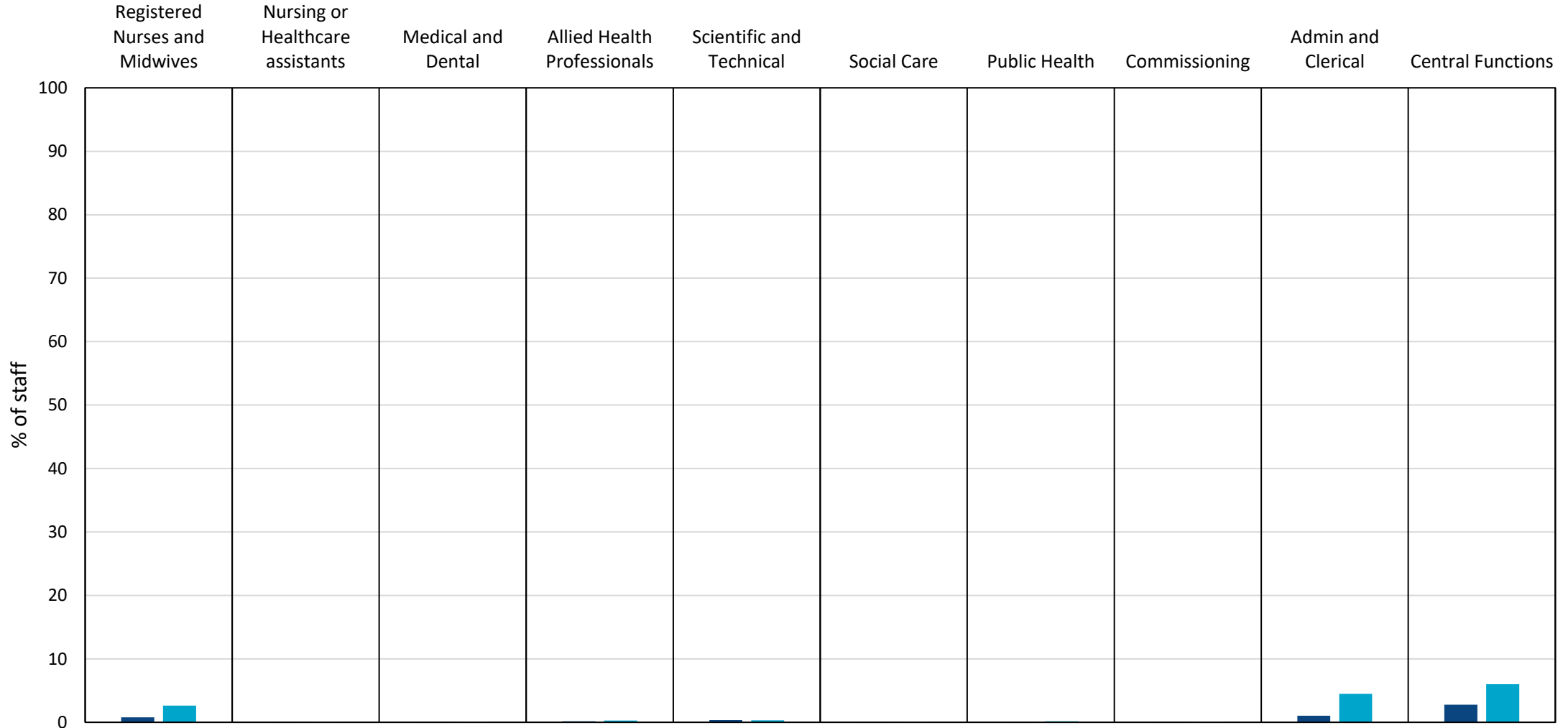


Background details – When you joined this organisation, were you recruited from outside of the UK?



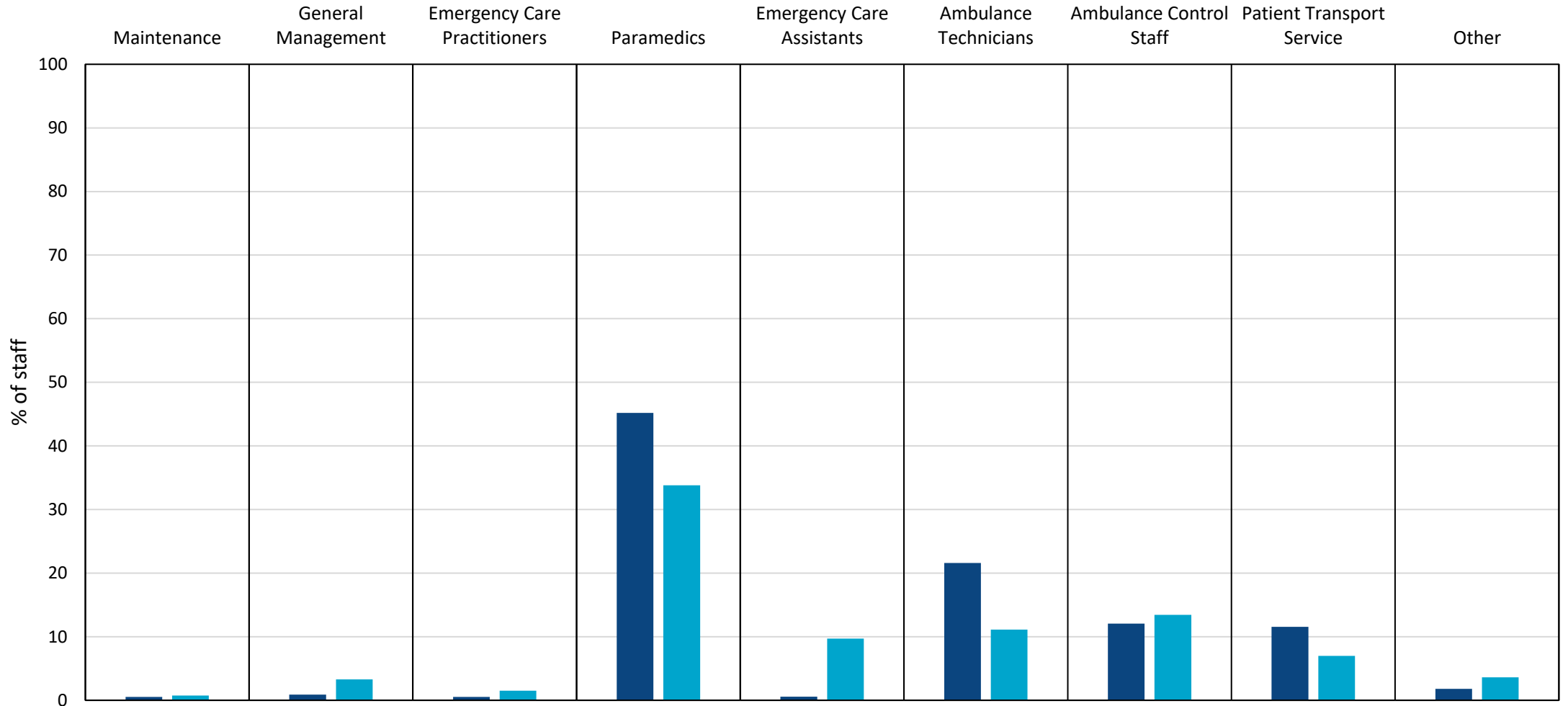
	Yes	No	Prefer not to say
Your org	0.43%	98.63%	0.94%
Average	1.08%	98.04%	0.86%
Responses	4662	4662	4662

Background details – Occupational group



Your org	0.77%	0.02%	0.02%	0.17%	0.36%	0.04%	0.06%	0.02%	1.03%	2.79%
Average	2.61%	0.06%	0.10%	0.29%	0.31%	0.04%	0.17%	0.10%	4.48%	6.01%
Responses	4662	4662	4662	4662	4662	4662	4662	4662	4662	4662

Background details – Occupational group

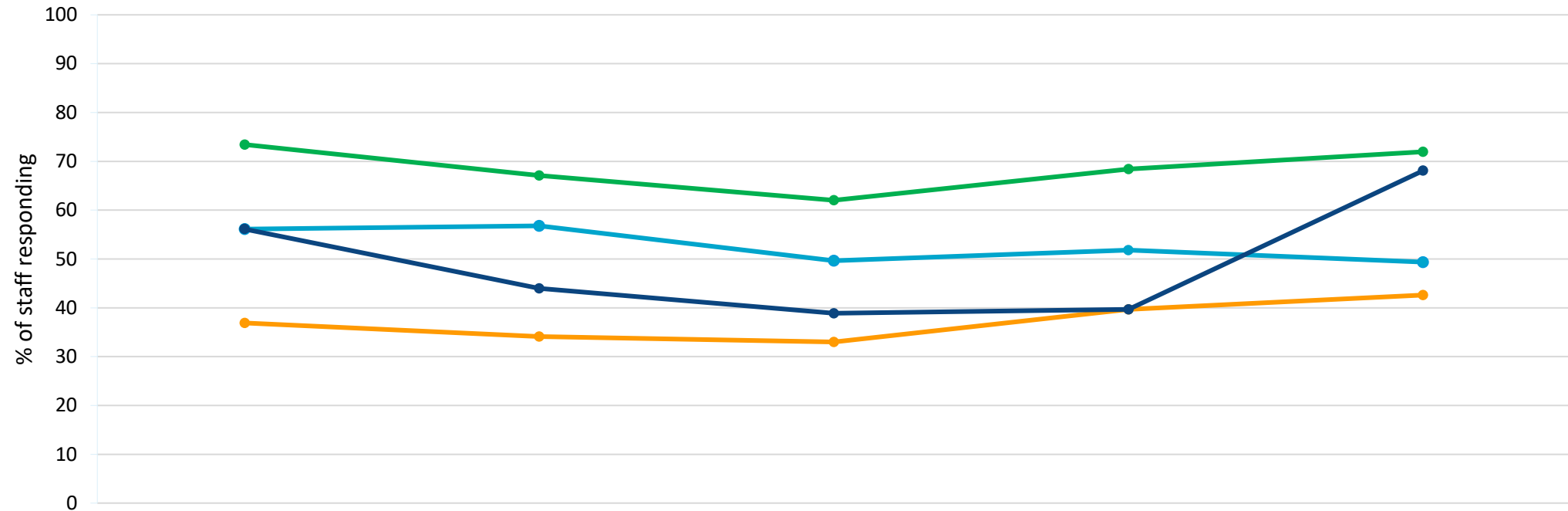


Your org	0.54%	0.90%	0.54%	45.20%	0.56%	21.58%	12.05%	11.54%	1.80%
Average	0.74%	3.27%	1.51%	33.80%	9.69%	11.11%	13.44%	6.98%	3.63%
Responses	4662	4662	4662	4662	4662	4662	4662	4662	4662

Appendices

Appendix A: Response rate

Response rate



	2020	2021	2022	2023	2024
Your org	56.13%	43.99%	38.88%	39.69%	68.08%
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	3724	3028	2768	2661	4697

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	6.55	2658	6.61	4679	Not significant
We are recognised and rewarded	5.09	2651	5.20	4681	Significantly higher
We each have a voice that counts	5.88	2648	5.93	4661	Not significant
We are safe and healthy	5.57	2207	5.70	4669	Significantly higher
We are always learning	4.86	2462	4.79	4351	Not significant
We work flexibly	5.14	2646	5.18	4663	Not significant
We are a team	5.94	2658	5.97	4673	Not significant
Themes					
Staff Engagement	5.78	2660	5.80	4685	Not significant
Morale	5.57	2659	5.77	4683	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.



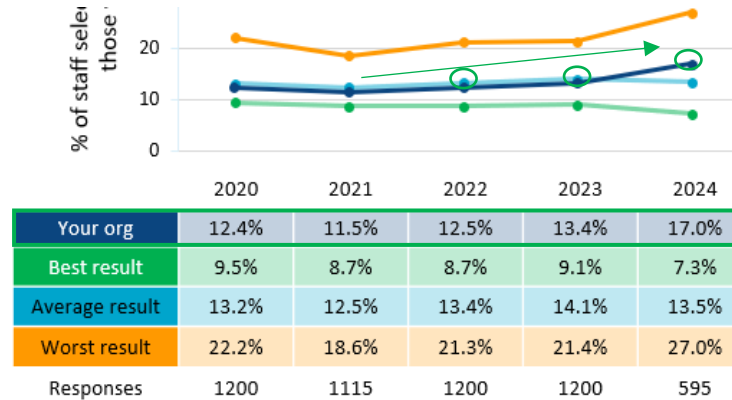
Only one example is highlighted for each point

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 West Midlands Ambulance Service University NHS Foundation Trust.



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



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