

## **NHS Staff Survey 2023**

### **Additional information regarding data collection issue with question 13 and question 14**

**This file was updated on 25<sup>th</sup> March 2024.**

Close to the publication date of the survey, a problem was identified with the quality of the data. Further investigation determined that, for respondents at some organisations working with one of the main providers of survey services who completed the questionnaire using an iPhone, questions 13 a to d were not always presented as expected.

This is the first time an issue of this nature has arisen and affects only a minority of respondents (roughly 20,000 of the 707,460 respondents).

#### **Actions at publication on 7 March 2024**

Due to the short timescale involved and the full nature of the issue being unknown, it was decided **some results in the 2023 NHS Staff Survey were unable to be published.**

**2023 results for the following four questions have not been reported:**

- **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.
- **Q13b** – In the last 12 months how many times have you personally experienced physical violence at work from managers.
- **Q13c** – In the last 12 months how many times have you personally experienced physical violence at work from other colleagues.
- **Q13d** – The last time you experienced physical violence at work, did you or a colleague report it?

**2023 results for the following two People Promise element sub-scores have not been reported:**

- **“Negative experiences”**, which uses questions 13a, 13b and 13c in its calculation.
- **“Health and safety climate”**, which uses question 13d in its calculation.

The **“Burnout”** sub-score remains unaffected, and 2023 results for this measure are reported alongside 2019-2022 historical data.

**2023 results for the following People Promise element score have not been reported:**

- **“We are safe and healthy”**, which uses the “Negative experiences” and “Health and safety climate” sub-scores in its calculation.

#### **Update on 25 March 2024**

Further investigations have concluded that respondents who were not presented with the option to complete question 13 are likely to have answered question 14 differently. (Question 14 deals with experience of harassment, bullying or abuse.) This has created a statistical bias in the results for question 14 which needs to be compensated for.

**The 2023 results for the following questions, which have previously been published, are therefore considered inaccurate and will be updated as soon as possible:**

- **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.
- **Q14b** – In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers.
- **Q14c** – In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues.
- **Q14d** – The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

Detailed statistical testing has concluded that **no other questions have been affected** by the problems with the data.

## **Further actions**

The following actions are being undertaken:

1. **Warning messages** have been placed on most\* online resources to indicate that the results for question 14 are potentially inaccurate and are subject to change.  
\*The benchmarking reports for each organisation will not be updated at this time.
2. A **full explanation** of the cause of the problem, its apparent affects, and the remedial actions being undertaken, is being prepared and will form part of a future update to this document. This will include a detailed description of the statistical methodology used.
3. A **potential solution** which allows question 13 to be reported at all levels (organisation, ICS, regional and national) is being tested. It is hoped these results, along with the People Promise sub-scores and scores they feed, will be published, along with revised results for question 14, by the end of May. Publication will involve updating all results on the website, including benchmarking reports.

## **Please note:**

1. 2023 results for question 13 and associated measures have not been reported at any level at this time (national, benchmarking group, region, ICS, or organisation).
2. Historical results (2019 to 2022) for all the measures mentioned above are unaffected and will continue to be reported at all levels.
3. The problems identified with question 14 will affect some of the results for the Workforce Disability Equality Standard (WDES) and the Workforce Race Equality Standard (WRES) and the potential solution outlined above will look to address this as well.  
Reports recently published on the [NHS England website](#) relate to 2022 data and are therefore unaffected.
4. Similar issues appear to have affected the NHS Staff Survey for bank only workers. This is also being investigated.
5. **If you have been advised by your survey contractor that your results have not been affected by the question 13 technical issue, then please be aware that this will be the same for question 14. Benchmarking scores you have been given**

**for both question 13 and question 14 are likely to have been affected and will be looked at as part of the potential solution outlined above.**