

NHS Staff Survey 2018

National results briefing



2018 National results briefing

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Themes

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1. Introduction

- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003.
- It asks NHS staff in England about their experiences of working for their respective NHS organisations (the core questionnaire can be downloaded from the link below).
- The survey provides essential information to employers and national stakeholders about staff experience across the NHS in England.
- Participation is mandatory for trusts and voluntary for non-trust organisations (CCGs, CSUs, social enterprises). The survey does not cover primary care staff.
- This report provides a concise summary of key national results.
- Detailed local (organisation-level) results are also available through the link provided below.



[2018 Core questionnaire](#)



[National results](#)



[Local results](#)

- Over 1.1 million NHS employees in England were invited to participate in the survey between September and December 2018.
- More than 300 NHS organisations took part, including all 230 trusts in England.
- Staff were sent a paper questionnaire or an email containing a link to an online version of the survey.
- The survey was nationally administered by the **Survey Coordination Centre**, based at **Picker**, on behalf of **NHS England**.

Participation



497,117

staff responded



399,799

online responses



97,318

paper responses

46%

response rate

(up from 45% in 2017)

Note: These are overall figures which include trusts and non-trust organisations.

- The **results presented in this report only cover the 230 NHS trusts that took part in the survey**. Organisations that participated voluntarily are excluded from the national results because we do not have representative data for these types of organisations.
- Data in this report have been weighted to adjust for differences in occupational group proportions between trusts and for differences in trust size, except where otherwise stated. Base sizes are presented unweighted.
- Ten summary indicators referred to as ‘themes’ have been created from the responses to certain individual survey questions. These have been calculated for previous years where possible.
- All themes are scored on a scale that ranges from 0 (worst) to 10 (best). Sections 3-12 of this report are focused on results relating to each of these themes.
- All figures reported are results for 2018, unless otherwise indicated.
- Further information about the technical details of the survey and the result outputs can be found in the [Technical Document](#).

NATIONAL RESULTS

NHS trusts in England



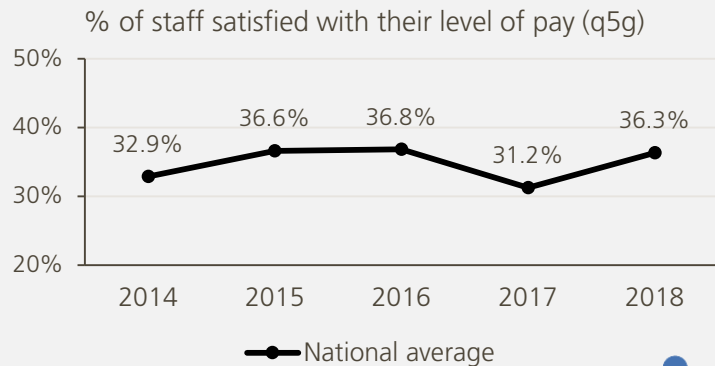
488,421 responses

45% response rate

2. Summary

Key changes in the 2018 Staff Survey results

Level of pay



36.3% of staff were **satisfied with their salary**, an increase of over **5 percentage points** from last year, but below the 2016 result of 36.8%

Health & wellbeing

28.6%



of staff feel their **organisation definitely takes positive action on health & wellbeing**, which is a **3 percentage point** decline from last year (q11a | 2017: 31.8%)

27.6%



experienced musculoskeletal problems as a result of work activities in the last year, close to a **2 percentage point** increase from 2017 (q11b | 2017: 25.8%)

5.9



There was an **overall decline** in staff health and wellbeing, as indicated by the lower theme score compared to 2017 (6.0)

Staff recognition

46.1%



of staff said they were satisfied with the **extent to which their organisation values their work**, a **3 percentage point** increase from 2017 (q5f | 2017: 43.0%)

56.4%



of staff said they were satisfied with the **recognition they get for good work**, an almost **4 percentage point** increase compared to 2017 (q5a | 2017: 52.7%)

5.5



There was an **overall improvement in quality of appraisals**, with the **theme** scoring 5.5 (5.4 in 2017), continuing a positive trend since 2015 (5.2)

Errors & near misses

27.8% reported seeing an **error, near miss or incident** in the last month that could have hurt patients / service users, close to a **3 percentage point** increase compared to 2017 (q16b | 2017: 25.0%)



58.2%



said their **organisation treats staff who are involved** in an error, near miss or incident **fairly**, which is a **4 percentage point** improvement from last year (q17a | 2017 54.2%)

3. Equality, diversity & inclusion



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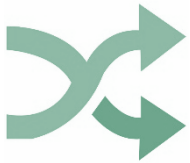
12. Staff
engagement

Theme score: 9.0, which was the same for 2017 (9.0), but has shown a decline since 2015 (9.1)

Equal opportunities

83.4%

of staff felt their organisation provides equal opportunities for career progression or promotion (q14)



- This is an almost 1 percentage point decline since 2017 (84.2%), which continues a steady declining trend since 2014 (86.2%)

72.9%

of staff with a disability or long term condition said their employer had made adequate adjustments to enable them to carry out their work (q28b)



- Results for this question have been in steady decline since 2016 (74.1%)

Discrimination

The following percentage of staff reported personally experiencing discrimination at work in the last 12 months:

6.9%

...from patients / service users or other members of the public (q15a)



- This has worsened since 2017 (6.6%), which continues a steady increase in discrimination since 2015 (5.8%)

8.1%

...from managers or colleagues (q15b)



- This is the same as in 2017 (8.1%)

On what grounds is discrimination experienced?

In the 2018 survey **12.8% of staff reported experiencing discrimination at work** (q15a & b). The graph to the right shows on what basis staff had experienced discrimination.

Ethnic background continues to be the most common reason for discrimination. Besides 'other reasons', gender and age are the next most commonly reported reasons for discrimination. Gender related discrimination showed the largest increase (0.5 percentage point) since 2017.

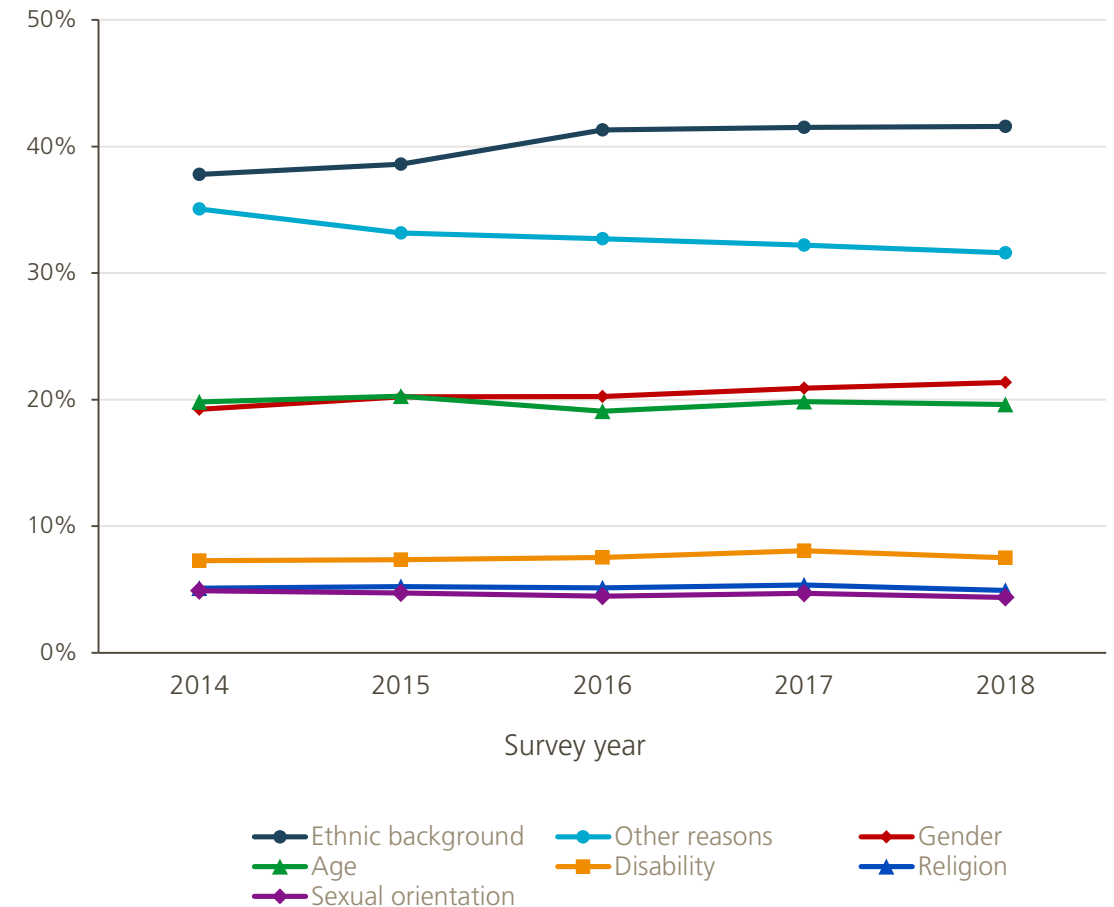
Equal opportunities

Staff views on whether their organisation provides equal opportunities for career progression / promotion **vary greatly by ethnicity:**

69.9% of **BME staff** said their organisation provides equal opportunities. In contrast **86.3%** of white staff said the same.

Variations are also observed on other characteristics, these breakdowns can be explored through the interactive dashboards available on our [results site](#).

% of staff saying they experienced discrimination on each basis, from those who reported personally experiencing discrimination at work in the last 12 months (q15c)



4. Health & wellbeing



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Theme score: **5.9**, which is a decline since 2017 (6.0)

Organisational work on health & wellbeing

53.1% of staff were satisfied with the opportunities for flexible working (q5h)

- This is an improvement since 2017 (51.8%)
- All trust types saw a positive change on this measure, with increases of 1-2 percentage points.

28.6% said their trust definitely takes positive action on health & wellbeing (q11a)

- This is a decline of more than 3 percentage points since 2017 (31.8%)
- This trend is observed across all trust types, except ambulance trusts, which showed improvement but have worse than average scores (22.5% in 2018 vs 18.4% in 2015)



Working when ill

56.5% said they have gone to work despite not feeling well enough to perform their duties in the last three months (q11d)



Staff health

27.6% experienced musculoskeletal problems (MSK) as a result of work activities in the last 12 months (q11b)



- This continues a steadily worsening trend since 2015 (24.8%)

39.8% reported feeling unwell as a result of work related stress in the last 12 months (q11c)



- This measure has been in decline since 2016 (36.8%), with 2018 being the worst result in the last 5 years

This is a slight improvement since 2017 (56.6%) but is worse than it was in 2016 (55.7%)

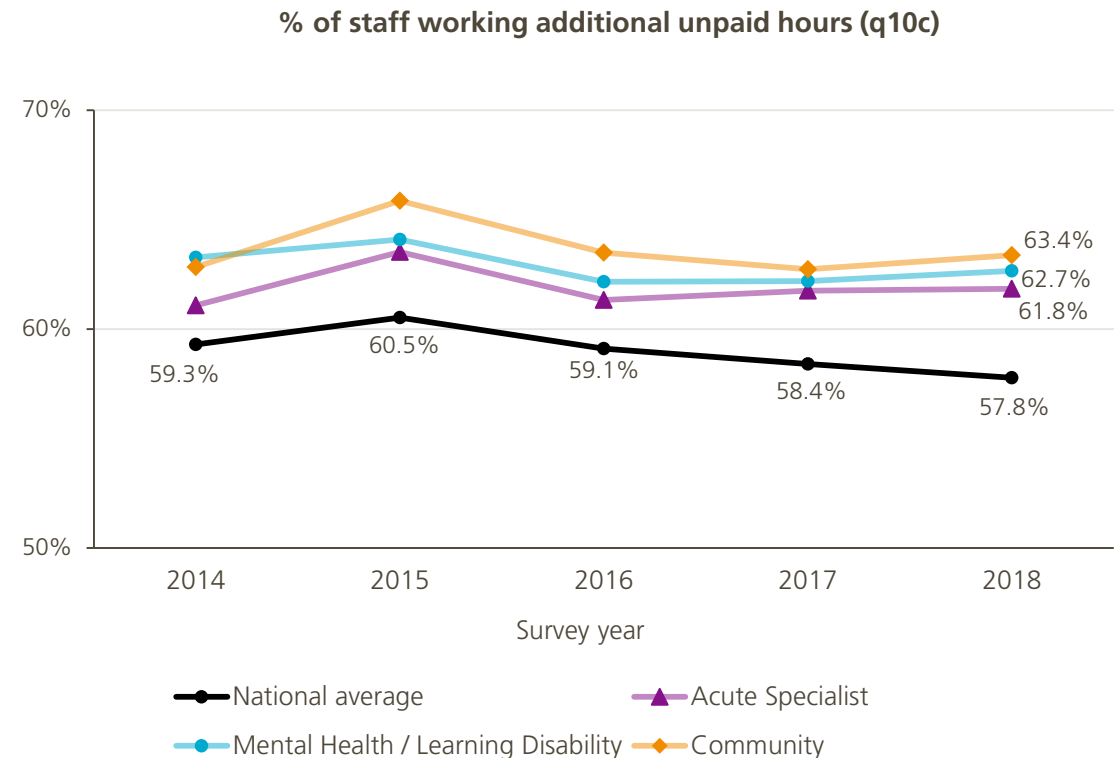
What proportion of NHS staff work additional unpaid hours?

There has been an overall **decline** in the proportion of **staff working additional unpaid hours**. However, still close to 3 in 5 staff are working extra unpaid hours on a weekly basis (57.8%).

There are also variations by trust type: Acute Specialist, Mental Health / Learning Disability, and Community trusts all have an above average proportion of staff working additional unpaid hours, and unlike other trust types, they have showed increase in these percentages since 2017 (see chart).

While Combined Mental Health / Learning Disability & Community trusts are also worse than average, this benchmarking group showed over 1% point improvement (not charted).

Results for the other benchmarking groups can be reviewed through our interactive dashboards available on our [results site](#).



5. Immediate managers



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Theme score: 6.8, which was also the score for 2017 (6.8), but has been improving since 2015 (6.7)

Work feedback & support

69.7% of staff were satisfied with the support they got from their immediate manager (q5b)

- This is an increase since 2017 (68.4%), and a year-on-year improvement since 2014 (66%)

The following percentage of staff said that their manager:

61.4% ...gave them clear feedback on their work (q8c)

- This is a slight decline since 2017 (61.9%)

54.9% ...definitely supported them to receive the training needs identified during their appraisal (q19g)

- This measure has improved by over 2 percentage points since 2017 (52.4%)

Inclusion & motivation

The following percentage of staff said that their manager:

55.2% ...asks for their opinion before making decisions that affect their work (q8d | 2017: 55.4%)

68.4% ...takes a positive interest in their health and well-being (q8f)

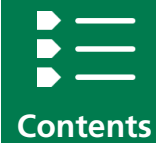
- This has shown long term improvement since 2015 (65.8%)

72.1% ...values their work (q8g)

- This measure has been gradually improving since 2015 (70.4%)



6. Morale



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Theme score: 6.1 (this theme does not have comparable data for previous years)

Stress factors

Relationships

- 72.1%** said they receive the respect they deserve from their colleagues (q4j | new in 2018)
- 45.1%** said relationships at work are never or rarely strained (q6c | new in 2018)
- 69.2%** said their immediate manager encourages them at work (q8a | new in 2018)



Pressures

- 52.1%** are involved in deciding on changes introduced that affect their work (q4c | 2017: 52%)
- 22.2%** never or rarely have unrealistic time pressures (q6a | new in 2018)
- 56.1%** often or always have a choice in deciding how to do their work (q6b | new in 2018)



Thinking about leaving

The following percentage of staff said they...

- 29.9%** ...often think about leaving their organisation (q23a | new in 2018)
- 21.6%** ...will probably look for a job at a new organisation in the next 12 months (q23b | new in 2018)
- 15.7%** ...will leave their organisation as soon as they can find another job (q23c | new in 2018)



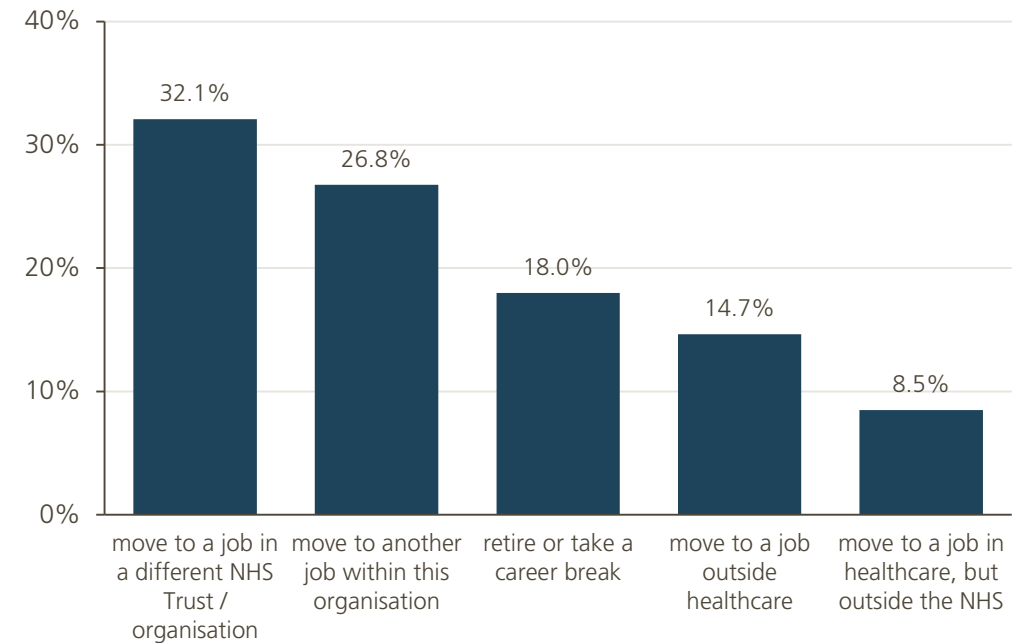
Where would those considering leaving their job go next?*

When staff were asked about their most likely destination if they left their current job (q23d):

- **48.9%** said they were not considering leaving their current job
- **16.4%** would move to a job in a different NHS Trust / organisation
- **13.7%** would move to another job within their current organisation
- **9.2%** would retire or take a career break
- **7.5%** would move to a job outside healthcare
- **4.3%** would want to move to a job in healthcare, but outside the NHS



q23d - I am considering leaving my current job and I would want to...
(excluding 48.9% of staff who are not considering leaving)



*Note: results reported on this page are unweighted because this data does not refer to an experience measure.

7. Quality of appraisals

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Theme score: 5.5, which is an improvement since 2017 (5.4), and continues year-on-year improvement since 2015 (5.2)

Professional development

The following percentage of staff said that their appraisal has definitely helped them to:

22.5% ...improve how they do their job
(q19b | 2017: 22.1%)

34.3% ...agree clear objectives for their work
(q19c | 2017: 34.2%)



Values

The following percentage of staff said that their appraisal has definitely:

31.3% ... left them feeling that their work is valued by their organisation
(q19d)

- This is an improvement since 2017 (29.2%)

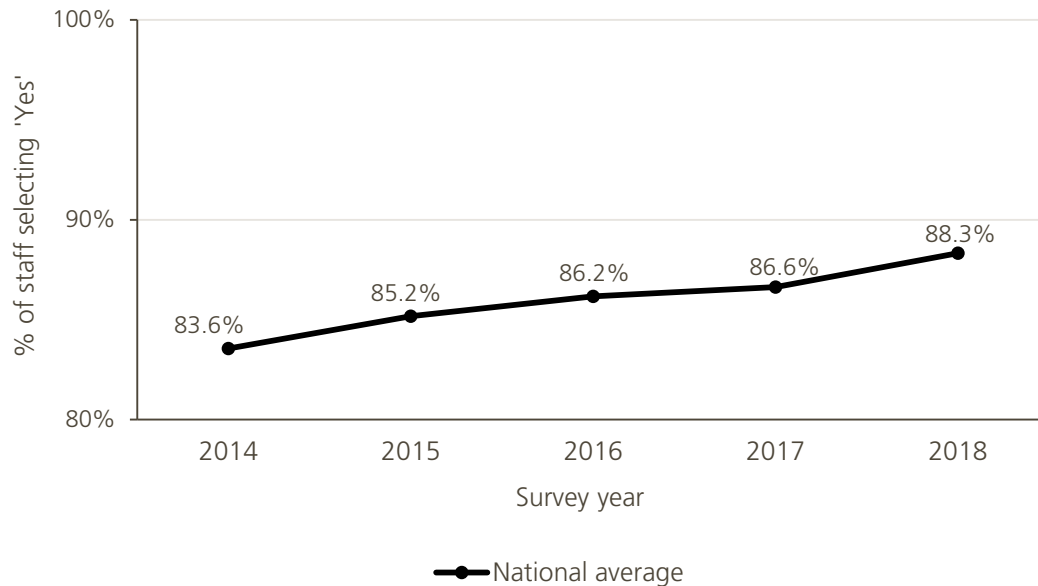
37.0% ... involved a discussion of the values of their organisation (q19e)

- This is an improvement of over 2 percentage points since 2017 (34.4%)
- Results on this question have continually improved since 2015 (30.8%)
- All trust types showed improvement on this measure



What proportion of staff had an appraisal?

q19a - In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?



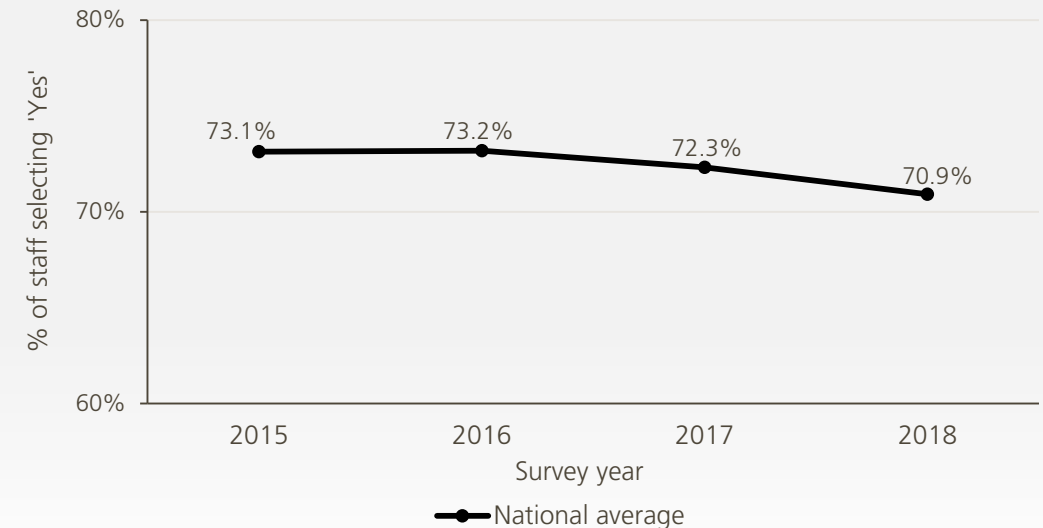
Besides the improvement in the *quality* of appraisals, there is continued progress in the **proportion of staff receiving a yearly appraisal** on a national level, as shown in the above chart. The 2018 result is the highest percentage in the last 5 years.

What proportion of staff had non-mandatory training?

Although positive improvements are observed in the appraisal process, **non-mandatory training** has seen a decline.

As highlighted by the chart below, 70.9% of staff had non-mandatory training, learning or development in the last year. This is the worst score in the past 4 years, continuing a year-on-year decline since 2016.

q20 - Have you had any training, learning or development in the last 12 months? (Please do not include mandatory training)



8. Quality of care

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Theme score: **7.4**, having previously scored 7.5 in 2017

Quality of care

80.7% of staff were satisfied with the quality of care they give to patients / service users (q7a)

- This continues a downward trend since 2016 (82.7%)

89.2% felt their role makes a difference to patients / service users (q7b | 2017: 89.7%)

67.2% said they are able to deliver the care they aspire to (q7c | 2017: 66.8%)



9. Safe environment – Bullying & harassment



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Theme score: 8.0, which is the same score as in 2017 (8.0)

Staff experiencing bullying & harassment

The following percentage of staff experienced at least one incident of bullying, harassment or abuse in the last 12 months:



28.3% ...from patients / service users, their relatives or other members of the public (q13a | 2017: 28.1%)



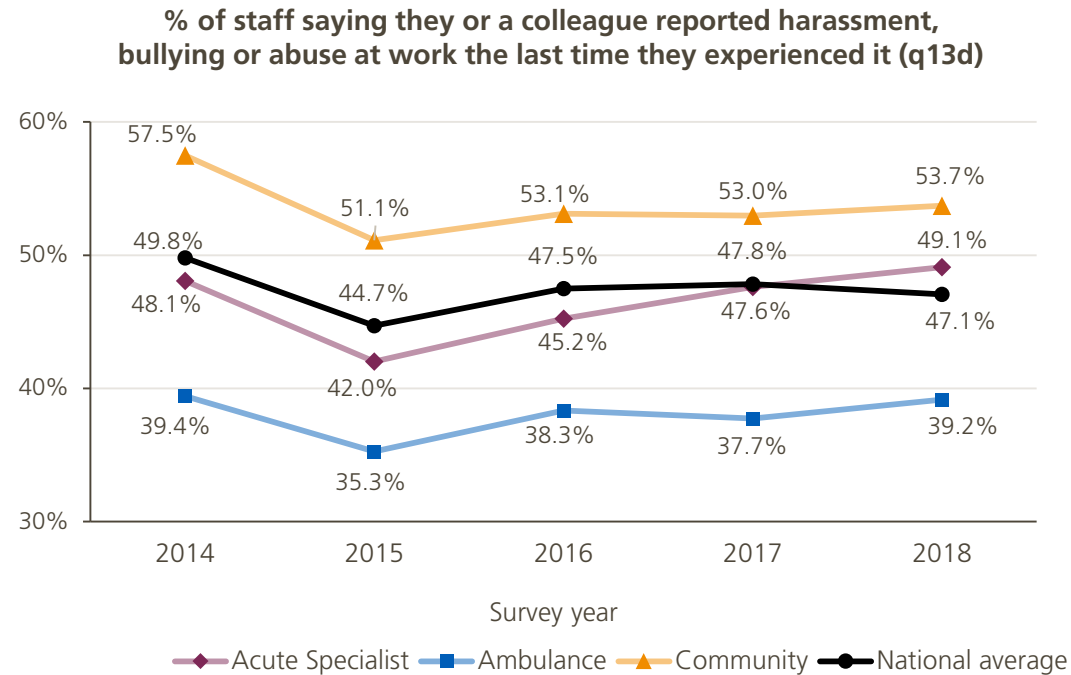
13.2% ...from managers (q13b | 2017: 12.8%)



19.1% ...from other colleagues (q13c)

- An increase of over 1 percentage point since 2017 (18%)

Is harassment, bullying or abuse reported by staff?



The chart above highlights that at a national level the reporting of harassment, bullying or abuse has declined compared to 2017. While this pattern is reflected in most benchmarking groups, there are exceptions: Acute Specialist, Ambulance and Community trusts have improved in reporting such incidents.

Results for the other benchmarking groups can be reviewed through our interactive dashboards available on our [results site](#).

10. Safe environment – Violence



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Theme score: 9.4, which is the same as in 2017 (9.4)

Staff experiencing physical violence

The following percentage of staff experienced at least one incident of physical violence in the last 12 months:



14.5%

...from patients / service users, their relatives or other members of the public (q12a)

- This is an improvement since 2017 (15.4%), and is observed across all trust types
- However, a third of ambulance trust staff have still experienced violence from patients in the last year (33.3%)
- Mental Health / Learning disability trusts also continue to have higher than average incidences of violence, with 1 in 5 staff having experienced violence from the public while at work in the past year (20.2%)



0.6%

...from managers (q12b | 2017: 0.7%)



1.6%

...from other colleagues (q12c | 2017: 1.9%)

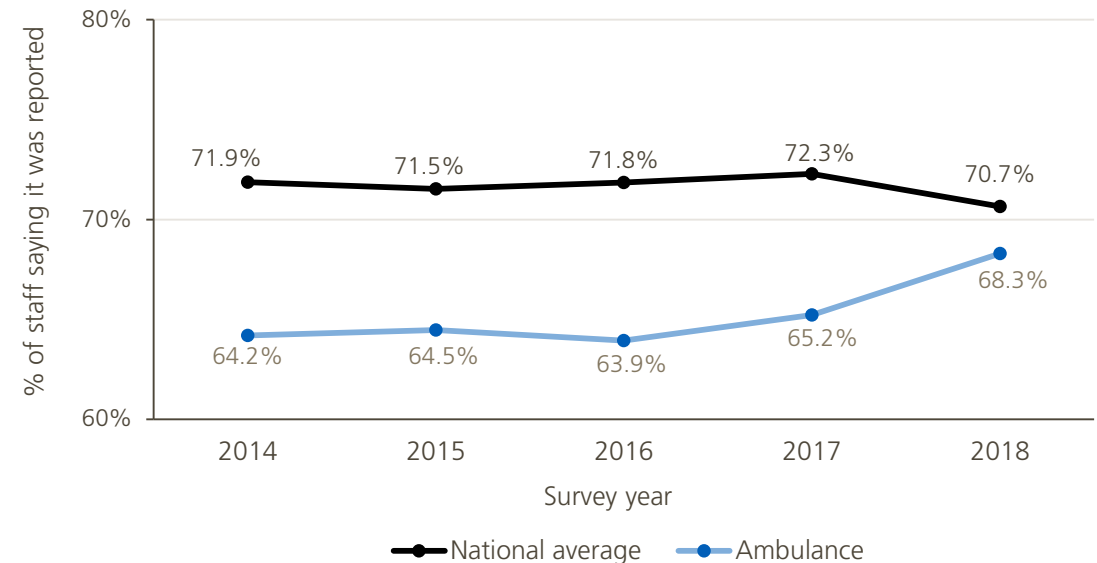
Is physical violence reported by staff?

As highlighted by the chart on the right, at a national level there has been a decline in the reporting of incidents of physical violence at work. While most trust types follow this trend, ambulance trusts, who have the highest proportion of staff experiencing violence, have improved in reporting violent incidents, nearing the national average.

The improvement from Ambulance trusts now means that Acute, and Combined Acute and Community trusts have the worst record or reporting violence (65.3% and 64.4% respectively) from the benchmarking groups (not charted).

For further details on these trends for other benchmarking groups please refer to our interactive dashboards available on our [results site](#).

q12d - The last time you experienced physical violence at work, did you or a colleague report it?



11. Safety Culture



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Theme score: 6.7, which is an improvement since 2017 (6.6)

Action on reported incidents



The following percentage of staff said that their organisation...

- 58.2%** ...treats staff who are involved in an error, near miss or incident fairly (q17a)
 - This is a 4 percentage point improvement since 2017 (54.2%) and continues a positive trend since 2015 (52.2%)
- 70.4%** ...takes action to ensure that reported errors, near misses or incidents do not happen again (q17c)
 - This is close to 2 percentage point improvement since 2017 (68.6%)
- 73.3%** ...acts on concerns raised by patients / service users (q21b | 2017: 73.1%)
- 59.9%** ...gives them feedback about changes made in response to reported errors, near misses and incidents (q17d)
 - This is over 2 percentage points improvement since 2017 (57.7%), continuing a positive trend since 2015 (54.1%)



Reporting incidents

The following percentage of staff said they...

- 70.5%** ...would feel secure raising concerns about unsafe clinical practice (q18b | 2017: 70%)
- 58.5%** ...were confident that their organisation would address their concern (q18c)
 - This is an improvement since 2017 (57.5%)



How many staff have witnessed errors near misses or incidents?

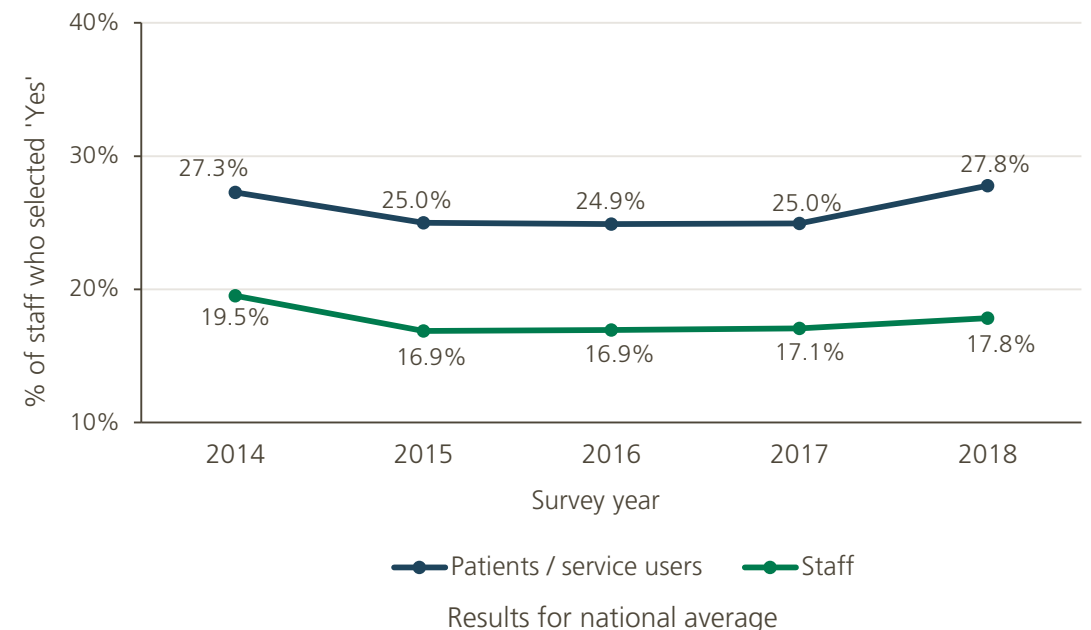
While overall improvements are observed on measures of a organisational culture of safety, more staff have reported witnessing incidents than in previous years.

As seen on the chart to the right, 27.8% of staff reported seeing an error, near miss, or incident that could have hurt patients / service users, this is the highest proportion in the last 5 years. An increase of almost 3 percentage points from 2017.

Incidents endangering staff have also increased, although at a slower rate than incidents that could have hurt patients. However, this is the second year in a row that this measure has increased.

To see how the different benchmarking groups compare on this measure, please refer to our interactive dashboards available on our [results site](#).

Q16a/b - In the last month have you seen any errors, near misses or incidents that could have hurt...



12. Staff engagement



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Theme score: **7.0**, which was also the score for 2017 (7.0)

Motivation



- 58.7%** said they often or always look forward to going to work (q2a)
 - This is an improvement since 2017 (57.7%), but similar to the 2016 result (58.9%)
- 74.3%** said they are often or always enthusiastic about their job (q2b | 2017: 73.5%)
- 76.5%** said time often or always passes quickly when they are working (q2c | 2017: 76.5%)

Ability to contribute to improvements



- 72.9%** said they have frequent opportunities to show initiative in their role (q4a | 2017: 72.7%)
- 74.3%** said they are able to make suggestions to improve the work of their team / department (q4b | 2017: 74.3%)
- 55.9%** said they are able to make improvements happen in their area of work (q4d | 55.7%)

Recommendation of their organisation

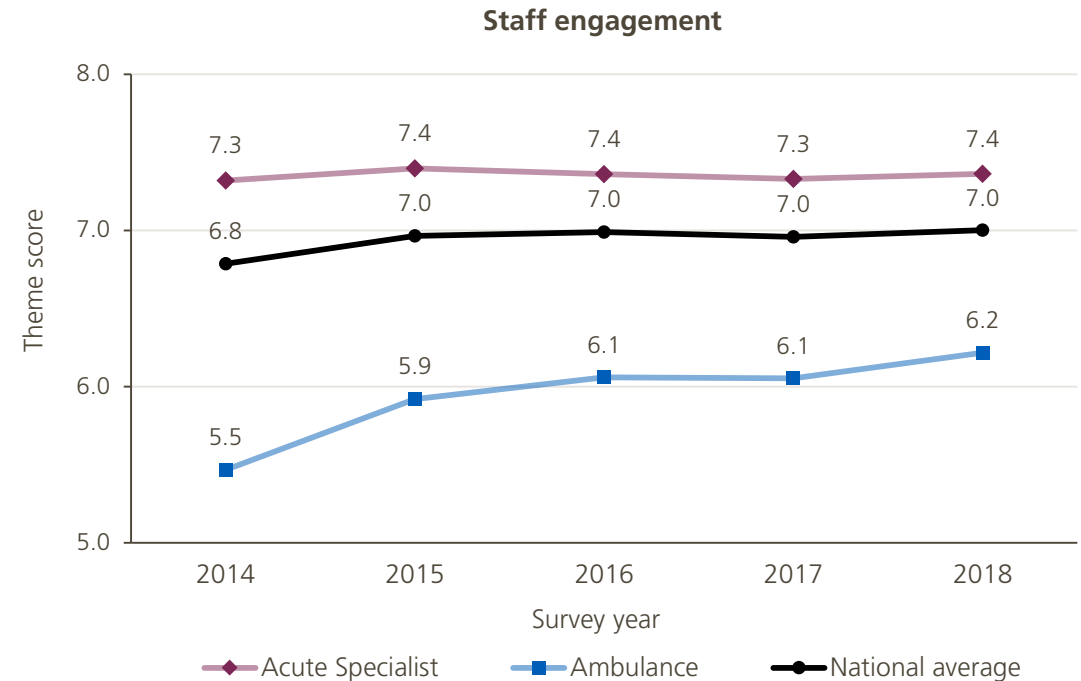
- 75.9%** said that care of patients / service users is their organisation's top priority (q21a)
 - This is over 1 percentage point more than in 2017 (74.6%)
- 61.5%** said they would recommend their organisation as a place to work (q21c)
 - This is an improvement of almost 2 percentage points since 2017 (59.6%)
- 70.9%** said they would be happy with the standard of care provided by their organisation for a friend or relative needing treatment (q21d | 2017: 69.9%)
 - This continues a positive trend since 2014 (65.3%)



Does staff engagement vary by benchmarking group?

While most benchmarking groups score close to the national average on staff engagement, there is some variation within this theme. Acute Specialist trusts have the best results for staff engagement, while Ambulance trusts achieve the worst scores on this measure. However, Ambulance trusts have made the strongest improvement since 2017, continuing a trend of improvement since 2014.

To see how the remaining benchmarking groups compare to the national average on this measure, please refer to our [results site](#).



➤ For further information...



For more information about the NHS Staff Survey please visit our website:

www.nhsstaffsurveys.com

Our results website provides data from the survey via interactive dashboards:

www.nhsstaffsurveyresults.com

If you have any questions about any aspect of the NHS Staff Survey please do not hesitate to get in touch with the **Survey Coordination Centre**:



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