



2025 NHS Staff Survey

Key messages

Many key messages below are applicable to the NHS Staff Survey (NSS) and the NHS Staff Survey for bank only workers (NSSB). Where that is the case, we use 'the survey'.

About the survey

- The annual NHS Staff Survey (NSS) is one of the largest workforce surveys in the world. It's sent to over 1.5 million of our NHS people each year, the 2024 NHS Staff Survey was completed by over 750,000 staff.
- The NSS has been running continuously for more than 20 years.
- The NSS is an official statistic, run independently of NHS England and to the highest standards of quality and accuracy.
- Your response to the survey is completely confidential and anonymous.
- For X/Twitter, we encourage colleagues to use the hashtag #NSS2025 or #NSSB2025. This will help us evaluate, and where necessary, improve our communications.
- After the survey closes, everyone's answers are gathered by the Survey Co-ordination Centre that manages the survey for the NHS. It then takes time to carefully check and analyse that exceptionally large amount of anonymous data. The results are published in the Spring.
- This gives a really accurate picture of what it is like to work in the NHS, which is used by numerous different organisations, as well as your own organisation, to make things better for you, your colleagues, and our patients and service users.
- By giving just 15 minutes of your time you can help make the NHS the workplace we all want it to be.
- The latest date for any local organisation to begin the survey is Monday 6 October and the survey closes on Friday 28 November.
- Please complete your survey and make sure you have your say. As the People Promise says: *"We each have a voice that counts."*

2025 Staff Survey questions

- The 2025 NHS Staff Survey questionnaire and summary of questionnaire changes are available on the [Staff Survey Coordination Centre](#) website.
- Four socio-economic background questions have been added to the online versions of the survey. These questions will provide additional demographic information and will enable NHS employers, regional and national teams to better understand the staff experience by socio-economic background, identify good practice, potential gaps and drive improvements.
- As NSSB is in its third year it will become an official statistic in development from 2025 NSSB publication. [Official statistics in development](#) are official statistics that are undergoing a development; they may be new or existing statistics, and will be tested

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with users, in line with the standards of trustworthiness, quality, and value in the Code of Practice for Statistics.

Why the survey matters

- The 10 Year Health Plan sets out a clear aim to make the NHS the very best place to work and has a focus on ‘delivering rapid improvement in staff experience’.
- The more our NHS people know their organisations are listening to them and acting on their feedback, the better the outcomes for us and our patients.
- A lot of good work is going on but there is always room to do more and make staff experience the best for all of us, regardless of where we work.
- In 2024 more than 770,000 NHS people completed the NSS, the largest response number to date. This was really appreciated, and we hope even more will be able to do so this year.
- It remains so important that our NHS people can share their views on their working experience and how it can be improved.
- The survey is a rich source of data to support understanding our NHS people’s working experiences. The data is publicly available on the [NHS Staff Survey website](#) and is well used by a wide range of organisations and teams, including HRDs and subject matter experts in the local NHS, across various teams in NHS England, CQC, staff networks, Workforce Race Equality Standard (WRES), Workforce Disability Equality Standard (WDES), Freedom To Speak Up and National Guardians Office, Social Partnership Forum, and the Pay Review Body.
- It is important that our NHS people from all backgrounds and experiences take part as we each have a voice that counts.

Why the survey aligns to the People Promise

- The [People Promise](#) sets out, in the words of our NHS people, the things that would most improve our working experience for us all – like health and wellbeing support, opportunities to work flexibly, and to feel we all belong, whatever our background or our job.
- This will be the fifth year that the NSS will report on the seven elements of the People Promise as well as two longstanding themes: staff engagement, and morale.
- The trend data shows us where organisations are improving against the People Promise and themes, supporting us in sharing initiatives and good practice.

NHS Staff Survey for bank only workers (NSSB)

- This year will be the third year organisations with over 200 bank only workers are mandated to take part, with tailored questions researched and developed to ensure they are relevant to their experiences.
- If a bank only worker has worked for more than one NHS organisation in the past six months, it is possible they may receive more than one invitation to take part in the survey. If they do receive more than one invitation, they are welcome to complete the survey more than once, each time being careful to think about their experiences at the organisation that sent them the invitation.
- Each participating organisation is required to conduct a census where all eligible staff are invited to take part.

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The importance of listening

The annual survey is a vital way of ensuring that we each have a voice that counts. The results are used alongside other surveys such as the NHS People Pulse, NQPS (National Quarterly Pulse Survey), and internal listening tools. These formal surveys are complemented by other important forms of listening such as conversations with your team, manager or Freedom to Speak Up Guardians.

The National Training and Education Survey (NETS) will also run during Autumn 2025. The survey is for healthcare trainees and students and provides valuable insight into the quality of education and training. Find out more: [The National Education and Training Survey \(NETS\) | NHS England | Workforce, training and education](#)

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