

An Overview of the Aggregate Bank Only Survey Results 2022

NHS STAFF SURVEY COORDINATION CENTRE

Version 2

Contact details

NHS Staff Survey Coordination Centre
Picker
Suite 6, Fountain House
1200 Parkway Court
John Smith Drive
Oxford
OX4 2JY

Tel: 01865 208 141 (9.30am – 4.30pm, Monday to Friday)
E-mail: nhsstaffsurvey@surveycoordination.com
Website: www.nhsstaffsurveys.com

Table of Contents

1	Introduction.....	4
1.1	Background	4
1.2	Terminology used within this report.....	5
2	Overview of survey approach.....	6
3	Technical details/advice.....	7
3.1	Summary indicators	9
3.2	Base sizes	9
4	Survey implementation	10
4.1	Scope	10
4.2	Participation.....	11
5	Summary of headline results.....	13
5.1	Bank working patterns	13
5.2	People Promise elements and their sub-scores	13
5.2	Themes and their sub-scores.....	15
6	Key findings	17
6.1	Bank working patterns, teams and line management.....	17
6.2	Bank work as a source of income	19
6.3	We are compassionate and inclusive	20
	6.3.1 Compassionate culture	20
	6.3.2 Compassionate leadership	20
	6.3.3 Diversity and equality.....	21
6.4	We are recognised and rewarded	25
6.5	We each have a voice that counts	26
	6.5.1 Autonomy and control.....	26
	6.5.2 Raising concerns	27
6.6	We are safe and healthy	28
	6.6.1 Health and safety climate.....	28
	6.6.2 Burnout.....	29
	6.6.3 Negative experiences	30
6.7	We are always learning.....	33
	6.7.1 Development	33
	6.7.2 Appraisals.....	34

6.8	We work flexibly	36
	6.8.1 Support for work-life balance	36
6.9	We are a team	37
	6.9.1 Team working	37
	6.9.2 Line management	38
6.10	Staff engagement	39
	6.10.1 Motivation	39
	6.10.2 Involvement	39
	6.10.3 Advocacy	40
6.11	Morale	41
	6.11.1 Future intentions	41
	6.11.2 Work pressure	42
6.12	Contact with the bank team.....	44
6.13	Patient safety	44
6.14	The Covid-19 pandemic.....	46
	6.14.1 Changes to working life	46
	6.14.2 The Covid-19 pandemic in more detail	47
APPENDIX.....		49
	Contractor data cleaning	49
	Cleaning of the overall dataset	49
	Contributing questions.....	51
	Calculation of summary indicators from the contributing questions.....	54
	Appraisals Summary Score Calculation.....	59
	Future Intentions Score Calculation.....	60
	Question level results	61
	Questionnaire differences.....	64

1 Introduction

1.1 Background

The NHS Staff Survey (NSS) has provided essential information to employers and national stakeholders about staff experience across the NHS in England since 2003. Following changes to the survey in 2021, the questions were aligned with the NHS People Promise to track progress against its collaborative aim to improve the experience of working in the NHS for all staff.

Eligibility to participate in the NHS Staff Survey has previously been restricted to staff employed on a substantive contract at the participating organisations. To support inclusion and the People Promise commitment that “we each have a voice that counts”, in 2022 NHS England extended eligibility to NHS staff who do not have a substantive contract but work for the NHS via an in-house bank.

Bank only workers are disproportionately likely to have ethnic minority backgrounds, with more than one in three bank workers being in ethnic minority groups according to data included in NHS supplementary information files, equality and diversity measures (2019).¹ NHS workforce race equality standard (WRES) data shows that currently 24.2% of all NHS staff are from ethnic minority backgrounds.²

Expanding eligibility to take part in the NHS Staff Survey to bank only workers and thus ensuring their voices are heard will further increase understanding of working experience for this group and provide insight to any inequalities and help to promote a compassionate and inclusive culture.

For the first time in 2022, all organisations with bank only workers were invited to extend the NHS Staff Survey to their bank only workers, and those with a large bank workforce (200 or more) were strongly encouraged to do so. Bank only workers received a tailored version of the survey, with questions researched and developed to ensure they are relevant to the experience and working practices of bank workers in the NHS.

This report provides a summary of the survey results for bank workers in NHS trusts that took part in the survey, and the results provide a robust baseline measure of the experience of bank only workers, including against the seven elements of the NHS People Promise.

¹ <https://digital.nhs.uk/data-and-information/find-data-and-publications/supplementary-information/2019-supplementary-information-files/bank-staff-selected-equality-and-diversity-measures-ah2807>

² [NHS England » NHS Workforce Race equality Standard \(WRES\)2022 data analysis report for NHS trusts](#)

1.2 Terminology used within this report

The following terms are used throughout this report:

1. '**Bank workers**' is used to refer to individuals within the NHS whose primary employment is held via a casual/zero hours contract and have no additional form of permanent of employment at the participating organisation who completed the version of the NHS Staff Survey tailored for bank only workers. Results for this group may be referred to as '**NSS bank results**'.
2. '**Substantive staff**' is used to refer to those staff with a substantive contract with an NHS organisation and who completed the standard version of the NHS Staff Survey. Results for this group may be referred to as '**core NSS results**'. The full results for substantive staff are published on the [NHS Staff Survey website](#).

Results for '**staff from ethnic minority backgrounds**' refers to the results for staff from ethnic minority backgrounds other than white ethnic minorities. '**White staff**' refers to staff from all white ethnic backgrounds including white ethnic minority backgrounds.

2 Overview of survey approach

Below is a summary of the similarities and differences between the core NHS Staff Survey (for staff on substantive contracts) and the NHS Staff Survey for bank only workers.

	NHS Staff Survey for substantive staff	NHS Staff Survey for bank only workers
Fieldwork	September – November 2022	September – November 2022
Invitations	Substantive staff were sent an email with a link to the online survey or a paper invitation along with a paper questionnaire. Paper invitations included a QR link to the online survey.	Bank only workers were sent an email with a link to the online survey or a paper invitation with a QR link to the online survey. No paper questionnaire was offered. Optional SMS text notifications were also sent.
Survey questions	The survey questions are aligned to the People Promise and two main themes of Staff Engagement and Morale.	The questions are broadly the same as the core NHS Staff Survey questionnaire and aligned to the People Promise. Some questions are removed or amended where appropriate, and a small number of questions added to measure specific aspects of the Bank only worker experience. Details of the questionnaire differences are provided in the appendix .
Reporting	There is an established suite of reporting outcomes for substantive staff including a national report, organisational reports and interactive dashboards. Data is also available at a system and regional level. See the NHS Staff Survey website for more details.	For this first year, the data for bank only workers are not weighted and benchmarking of the results for individual organisations has not been provided. The data for substantive staff and bank workers are not combined in the reporting. Work is underway to ascertain how best to report the results for bank only workers in future years. Participation by organisations was voluntary and the results for bank workers are not directly comparable to the published NHS Staff Survey results for substantive staff.

3 Technical details/advice

Results reported in this document are based on the responses from bank only workers working at 115 NHS trusts³ that chose to extend eligibility to bank only workers for the 2022 NHS Staff Survey. Results for organisations taking part in the NHS Staff Survey on a voluntary basis, such as ICBs and social enterprises, are not included.

When reviewing the results in this report, it is important to note that the NSS bank results are not directly comparable with the core NSS results. Any comparisons between results for bank only and substantive staff should be made with caution due to differences in several areas:

- Participation by trusts was voluntary and not all trusts with eligible bank workers took part:
 - This means the data in this report is not truly representative of all NHS trusts
- Differences in the mix of staff responding:
 - The profile of staff responding to the version of the survey for bank only workers differ from the profile of staff responding to the core survey, both in terms of the mix of job roles and the demographic profiles. Since staff from different occupation and demographic groups are known to respond differently to the survey questions, this can affect comparability. See section [4.2](#) for more information.
- Differences in the questions asked:
 - Some questions in the core survey are adapted in the version for bank only workers to make them more applicable to bank workers' experience. Others are not relevant for bank workers and so are not included in the bank version, and this can affect how subsequent questions are answered ('context effect'). See 'Questionnaire comparability' section in the [appendix](#) for details of the differences between the two questionnaires.
- Immediate managers and team questions:
 - It is known that not all bank workers are able to identify a single immediate manager or a particular team that they work with consistently. To account for this, bank workers can choose how to answer questions related to their immediate manager, either answering about a single individual or about managers in general. Similarly, they can answer questions about team working with reference to a particular team they work in regularly, or about teams more generally. Consequently, questions relating to 'your team' and 'your immediate manager' are not directly comparable between the core and bank versions of the survey.

³ 140 NHS Trusts invited their bank only workers to take part, but due to an issue with consistency in data collection at 25 trusts, the results are reported for the 115 trusts unaffected by this issue.

- Weighting:
 - NSS bank results are presented unweighted. The core NSS results are weighted for comparison purposes so that the occupational group profile of each organisation reflects that of a typical organisation of its type (except for questions that ask for demographic or factual information). Additionally, the aggregate core NSS results are weighted by the size of the organisation (and weighting applied historically), so that organisation's contribution to the national results is based on how large their organisation is, rather than the number of responses they received.
- Score calculations
 - The calculation of scores and sub-scores relating to the People Promise elements and themes are not directly comparable between the NSS bank results and the core NSS results, for some of the reasons detailed above. While scores and sub-scores are calculated for all People Promise elements and themes for both survey versions, in some cases a different calculation is employed for bank workers, due to differences in the set of questions which relate to that score/sub-score/theme in the survey version.

The results of the core NSS and the bank NSS are not directly comparable but allow for the fact that some users may want to contrast the results of the two surveys, but clear methodological differences exist, and those differences could be in part due to the primary reasons stated above, and these differences should be carefully considered. For example, if a People Promise score is lower in this bank NSS report than in the published core NSS results, that could be due in part to the following reasons:

- A difference in the profile of bank workers and substantive workers
- The fact that some trusts did not take part in the bank NSS
- The fact that weighting is not applied to the bank NSS
- Differences in question wording and question context

Not all these confounding factors will apply to all comparisons, however. If a question was worded in the same way in both surveys and appeared in the same position in the questionnaire, then questionnaire wording and context effect are irrelevant. In addition, if a result is not weighted in the core NSS reporting, then the fact that the bank NSS results are not weighted does not affect comparability. Certain comparisons can also be improved, for example by looking solely at subgroups. For instance, comparing the results for nurses across the two surveys would be a 'fairer' comparison than looking at the results for the complete staff composition, since the staff composition is known to be different in the two samples. The interpretation of that comparison, however, should still consider that bank nurses may work in different areas, or at different grades, so the results may still need to be interpreted with context, being fully aware of these caveats.

3.1 Summary indicators

The survey reports on three levels of results: scores, sub-scores and question level results. There are nine scores, covering the seven People Promise elements and two staff survey themes.

The **People Promise summary indicators** provide an overview of staff experience in relation to the seven elements of the People Promise:



We are compassionate and inclusive. We are recognised and rewarded



We each have a voice that counts



We are safe and healthy



We are always learning



We work flexibly



We are a team

The two **staff survey themes** are:

- Staff engagement
- Morale

Each People Promise element score and theme score is based on two to four sub-scores⁴, with each sub-score calculation dependent on the responses given to between one and nine questions.

All summary indicators - the People Promise element scores, theme scores and sub-scores - are scored on a 0-10 point scale and reported as mean scores, where a higher score always equates to a more positive outcome. To achieve a 0-10 point scale for these measures, all responses for the contributing questions are re-scored to fit this scale. Details of how the responses are scored for each of the questions feeding into the summary indicators are included in the 'Calculation of summary indicators from the contributing questions' section in the [appendix](#) of this report.

Question level results are presented grouped by the sub-score they feed into. Whilst all response options for a given question feed into a sub-score, unless otherwise stated 'top-two box' response options are reported. This is, for example, the proportion of staff who either "strongly agree" or "agree" to a given question, which would be reported as "agree". Details of how the responses are aggregated for reporting are provided in the same section of the [appendix](#).

3.2 Base sizes

Where results for more than one question are reported in a single table, the base sizes reported in the column headings (n=) represent the number of bank workers in the group, rather than the number of bank workers responding to each question, which may vary slightly.

⁴ Except for the People Promise element of 'We are recognised and rewarded' which has no sub-scores.

4 Survey implementation

4.1 Scope

Approximately 190 NHS trusts are thought to operate in-house banks. While trusts were not mandated to extend eligibility to their bank only workers, 140 NHS trusts in England chose to do so as part of the 2022 NHS Staff Survey.

In total, 124,263 eligible in-house bank workers were invited to participate, of whom 122,504 worked in NHS trusts. The survey was nationally administered by the Survey Coordination Centre on behalf of NHS England.

Eligibility was extended to bank workers meeting the following criteria:

- **Active** bank workers, i.e. those who, in the six months to 1 September 2022, had been paid for any work or training at the organisation, either by the organisation or by a collaborative bank of which the organisation was part. by the NHS organisation in the past 6 months

In-house bank – eligibility does not include externally funded band or agency workers, such as those paid or directly supplied by external bank provided such as NHS Professionals and Bank Partners.

Bank only – workers working on the bank who also have a substantive or fixed term contract at the organisation were surveyed using the core version of the questionnaire.

Of the 124,263 eligible bank workers invited to participate, a total of 22,677 completed the survey, representing a response rate of 18%. Within NHS trusts, 22,253 bank workers from an eligible total of 122,504 completed the survey (also 18%). For comparison, the response rate for the core NHS Staff Survey of substantive staff in 2022 was 46%.

While 140 NHS trusts invited their bank only workers to take part, due to issues identified following fieldwork with consistency in the data collection for 25 of these trusts, the results presented in this report are based on the responses from 17,702 bank workers at the 115 unaffected trusts. While the NSS bank results for this first year cannot be considered to represent all bank workers in England, since the survey was not a census and the data does not include responses from all trusts, sample sizes are still sufficiently large and robust to allow reliable analysis.

In addition to measuring performance against the scores and sub-scores for the seven People Promise elements and two themes, this report also reports on questions asked only of bank workers and examines the occupational and demographic profile of those bank workers who responded.

The bank version of the questionnaire can be downloaded from the link below.

[NHS Staff Survey for bank workers](#)

4.2 Participation

The table below shows the number and profiles of bank workers who responded to the survey, and the profiles of substantive staff responding to the core NHS Staff Survey for comparison.

		NSS Bank responses	NSS Bank	Core NSS
		n	n=17,702	n=629,286
Trust type	Acute and Acute & Community	11,752	66.4%	68.5%
	MH/LD and MH/LD & Community	4,311	24.4%	18.3%
	Community Trusts	992	5.6%	3.9%
	Ambulance Trusts	388	2.2%	4.1%
	Acute Specialist Trusts	259	1.5%	2.4%
Occupation group (summary)	Registered Nurses and Midwives	4,258	24.2%	28.4%
	Nursing or Healthcare Assistants	3,849	21.9%	7.2%
	Wider Healthcare Team	3,501	19.9%	24.2%
	Allied Health Professionals / Healthcare Scientists / Scientific and Technical	2,458	13.9%	20.6%
	Medical and Dental	1,219	6.8%	7.2%
	Ambulance	422	2.4%	3.4%
Gender	Female	13,523	76.4%	76.1%
	Male	3,559	20.1%	20.6%
	Non-binary	42	0.0%	0.2%
	Prefer to self-describe	40	0.0%	0.2%
Ethnic group	White background	12,583	72.1%	78.4%
	Black/African/Caribbean/Black British	2,265	13.0%	5.5%
	Asian/Asian British	1,796	10.3%	12.4%
	Mixed/multiple ethnic background	492	2.8%	2.2%
	Arab/Other	325	1.9%	1.5%
Long term health conditions or illnesses	Yes	3,373	19.1%	23.6%
	No	14,109	79.7%	76.4%
Time with organisation	Less than 1 year	4,600	26.0%	10.3%
	1-2 years	5,584	31.5%	14.3%
	3-5 years	3,633	20.5%	19.4%
	6-10 years	1,872	10.6%	17.9%
	11-15 years	686	3.9%	11.8%
	More than 15 years	1,218	6.9%	26.3%
Full time / part time	Full time	4,838	27.3%	81.5%
	Part time	12,629	71.3%	18.5%
Contact with patients / service users	Yes, frequently	11,290	63.8%	68.3%
	Yes, occasionally	1,771	10.0%	12.5%
	No	4,522	25.5%	19.2%

Table 1: Profile of NHS Staff Survey respondents (bank workers and substantive workers)

The profile of respondents is similar for the two groups in terms of the type of trust at which they work. Around two thirds (66.4%) of bank workers responding to the survey were working at Acute or Acute and Community trusts, while bank workers in Mental Health and Learning Disability trusts or Mental Health, Learning Disability and Community trusts make up around a quarter of respondents (24.4%).

Nursing or healthcare assistants make up a much larger proportion of the bank worker respondents than amongst substantive workers responding to the survey (21.9% of bank workers; 7.2% of substantive staff). Conversely, allied health professionals, healthcare scientists and those in other scientific and technical roles make up a notably smaller proportion of bank workers than of substantive staff responding to the survey (13.9% of bank workers; 20.6% of substantive staff).

There are also differences between the bank and substantive survey respondents in terms of ethnic background. Amongst those responding to the survey, a greater proportion of bank workers than substantive staff are from minority ethnic backgrounds. In particular, 13% of bank workers who responded were from Black African, Black Caribbean and Black British ethnic backgrounds, compared with 5.5% of substantive staff responding to the core survey.

In addition to the differences noted above, the survey found that:

- The gender profile of bank and substantive staff responding is similar.
- More than half (57.5%) of bank workers have been working for their current organisation for less than three years; by comparison, only around a quarter (24.6%) of substantive staff have worked for their current organisation for less than three years.
- Around a quarter (27.3%) of bank workers work full-time (30+ hours per week). This compares to 81.5% of staff with substantive contracts.
- Bank workers who responded were less likely than respondents on substantive contracts to have at least occasional contact with patients and service users (73.8% and 80.8% respectively).

5 Summary of headline results

5.1 Bank working patterns

- Around half (48.8%) of bank workers 'always' work in the same department or work area at their organisation and a further third (34.0%) 'usually' do.
- Two in five bank workers (40.5%) work different hours / shift patterns each week. A similar proportion (39.3%) 'usually' work the same hours each week while one in five (20.2%) said they 'always' do.
- Bank work in the NHS is the main source of paid work for 71.6% of the bank workers surveyed.

5.2 People Promise elements and their sub-scores

We are compassionate and inclusive score: 7.2

Compassionate culture sub-score: 7.2

- Most agree their role makes a difference to patients/service users (88.8%)
- Three quarters consider patient care to be their organisation's top priority (76.2%)

Compassionate leadership sub-score: 6.4

- Less than 60% of bank workers agreed with each of the questions that feed into the Compassionate leadership sub-score
- Bank workers were least likely to agree with the statements 'my immediate manager works together with me to come to an understanding of problems' (55.3%) and 'my immediate manager takes a positive interest in my health and well-being' (55.5%)

Diversity and equality sub-score: 8.1

- Around six in ten (59.0%) agree that their organisation treats workers fairly regardless of ethnic background, gender, religion, sexual orientation, disability or age; 9.0% disagree, while around a third (32.0%) don't know
- Bank workers from ethnic minority backgrounds are less likely than those from white backgrounds to agree they are treated fairly, and more likely to have experienced discrimination

Inclusion sub-score: 6.9

- More than seven in ten feel valued by their team (71.0%) and agree that colleagues are respectful (73.2%) and understanding and kind to one another (71.5%)
- A smaller proportion agree they feel a strong personal attachment to their team (57.3%)

We are recognised and rewarded⁵ score: 5.9

- Many feel they are appreciated by the people they work with (69.3%)
- A smaller proportion are impressed with the recognition they receive (55.4%) and the extent to which their organisation values their work (45.6%)

⁵ This element does not feature any sub-scores. question level results are reported in section 6.2 of this report.

- Three in ten (29.7%) are satisfied with their level of pay

We each have a voice that counts score: 6.5

Autonomy and control sub-score: 6.5

- Most feel trusted to do job (92.4%) and know their work responsibilities (87.5%)
- A smaller proportion agree they are able to make suggestions to improve their work (56.8%) or have a choice in deciding how to do their work (43.5%)
- A smaller proportion still feel able to make improvements happen (39.1%)
- Less than a third feel involved in deciding on changes that affect their work (31.4%)

Raising concerns sub-score: 6.4

- Two thirds feel secure raising concerns about unsafe clinical practice (69.0%)
- A smaller proportion agree they are confident their organisation will address any concerns about unsafe clinical practice (56.3%)
- Around half are confident if they spoke up about something more generally that concerned them that their organisation would address their concern (49.5%)

We are safe and healthy score: 6.5

Health and safety climate sub-score: 5.8

- Three quarters of those who had experienced incidents of physical violence say those incidents were reported (75.0%)
- Just over half agree they can meet the conflicting demands on their time (54.7%) and that their organisation takes positive action on health and well-being (52.5%)

Burnout sub-score: 5.7

- One in five often or always feel burnt out because of their work (21.4%)
- One in three often or always feel worn out at the end of their working day/shift (34.5%)

Negative experiences sub-score: 8.0

- In the last 12 months, one in four bank workers (24.9%) have experienced at least one incident of violence from patients/service users, their relatives or other members of the public
- One in three (33.1%) have experienced at least one incident of harassment, bullying or abuse from patients/service users, their relatives or other members of the public

We are always learning score: 4.8

Development sub-score: 6.0

- More than two fifths agree they have opportunities to improve their knowledge/skills (61.7%)
- Just under half believe there are opportunities to develop their career (45.9%)
- A slightly smaller proportion feel supported to develop their potential (44.0%)

Appraisals sub-score: 3.5

- Nearly two thirds of bank workers said they have not had an appraisal or annual review in the last 12 months (65.1%)
- One in four (25.8%) said they had had an appraisal or annual review in the last 12 months

- Over half of bank workers who have not received an appraisal or annual review believe that bank workers in their role are not offered an appraisal (54.2% of those who have not received an appraisal)

We work flexibly⁶ score: 6.3

Support for work-life balance sub-score: 6.3

- Nearly two thirds agree they achieve a good balance between their work life and home life (65.7%)
- Just under half agree that their organisation is committed to helping them balance their work and home life (45.8%)

We are a team score: 6.5

Team working sub-score: 6.9

- Most enjoy working with their colleagues (82.4%), feel they are respected by colleagues (77.5%) and say that team members understand each other's roles (76.5%)
- A smaller proportion feel their team has enough freedom in how to do its work (55.4%)
- Around half agree that team disagreements are dealt with constructively (51.1%)
- Bank workers who do not regularly work in the same team are less likely to agree with all questions relating to the team working sub-score

Line management sub-score: 6.2

- 62.3% agree their immediate manager encourages them at work
- 53.2% agree their manager gives them clear feedback on their work but a smaller proportion (43.2%) agree their manager asks for their opinion before making decisions
- Those who do not regularly report to same manager are less likely to agree with all measures relating to this sub-score

5.2 Themes and their sub-scores

Staff engagement score: 6.8

Motivation sub-score: 7.4

- Over seven in ten bank workers agree they are enthusiastic about their job (73.3%)
- Bank workers who never, rarely or only sometimes work in the same department are less likely to agree with all of the questions relating to the Motivation sub-score

Involvement sub-score: 6.2

- Two thirds of bank workers agree there are frequent opportunities for them to show initiative (66.9%)
- Around four in ten agree they can make improvements happen at work (39.1%)
- Bank workers who do not regularly report to the same manager are less likely agree to all questions related to this sub-score

⁶ On the core NHS Staff Survey, this People Promise element comprises two sub-scores – Support for work-life balance and Flexible working. The flexible working sub-score is not reported for bank workers as the question which feeds this question is not asked of bank workers.

Advocacy sub-score: 6.9

- Around two thirds (65.0%) would be happy with the standard of care provided by their organisation if a friend or relative needed treatment
- A similar proportion would recommend their organisation as a place to work (64.3%)

Morale score: 5.8

Future intentions sub-score: 5.3

- Nearly two thirds of bank workers are considering staying on bank at their trust (64.4%); around a quarter considering moving to a permanent contract (24.3%)

Work pressure sub-score: 5.7

- 61.3% agree they have adequate materials, supplies and equipment for their work
- Less than four in ten (37.1%) agree that when they are at work there are enough workers for them to do their job properly
- Bank workers who do not regularly work in the same team are less likely to agree with all questions relating to this sub-score

Stressors sub-score: 6.3

- Most bank workers (87.5%) say they always know what their work responsibilities are
- A considerably smaller proportion (31.4%) feel involved in deciding on changes that affect their work
- Just one in three (33.2%) say they 'rarely' or 'never' have unrealistic time pressures.

6 Key findings

6.1 Bank working patterns, teams and line management

The survey asked bank workers about their usual working patterns.

Most bank workers (82.8%) said they either 'always' work in the same department or work area (48.8%) or 'often' work in the same department or work area (34%). [Table 2]

Working pattern (Q1)		All bank workers
		n=17,702
Thinking about the bank work you do within this organisation, how often do you work in the same department or work area? By this we mean how often you work with the same people in the same part of the organisation	Never	1.4%
	Rarely	3.2%
	Sometimes	12.6%
	Often	34.0%
	Always	48.8%

Table 2: Working patterns (Q1)

Working patterns tend to vary by occupation group, with just 29.3% of nursing and healthcare assistants saying they 'always' work in the same area, compared with 60.2% of workers in the wider healthcare team (which includes administrative and clerical workers, corporate services and maintenance workers). [Chart 1]

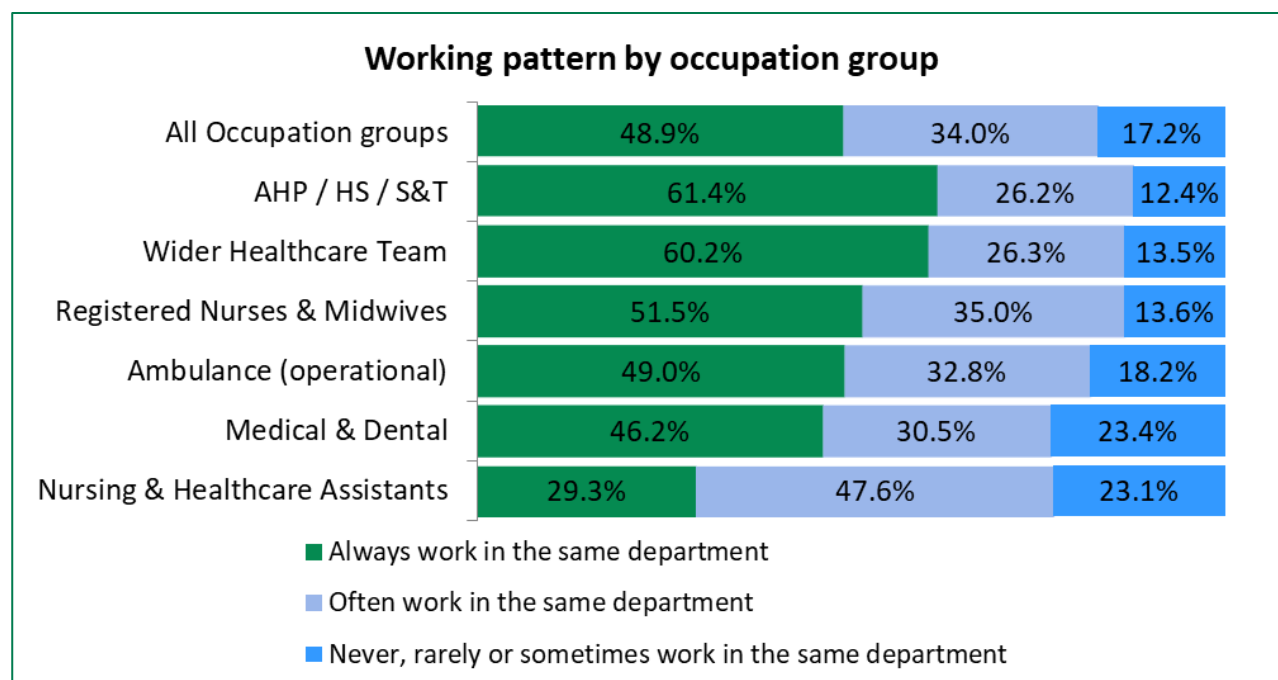


Chart 1: Working patterns by occupational group.

NB for occupational base size please see section 4.2; AHP / HS / S&T = Allied health professionals, healthcare scientists and scientific & technical

Before respondents were presented with questions relating to team working, they were asked how they would like to answer these questions (Q9). While two thirds (66.9%) of bank workers felt able to speak about the team they always/usually work in, one in three (33.1%) said they do not regularly work in the same team and so chose to answer the questions about their general experience of teamworking at the organisation instead. Again, nursing and healthcare assistants were the occupation group least likely to feel they could answer for a team they always/usually work in (46.7%).

Basis for responding about team working (Q9)		All bank workers
The next set of questions asks about your experience of teamwork at this organisation. How would you like to answer these questions (Q9)		n=17,158
	I will answer about the team I always / usually work in	66.9%
	I don't regularly work in the same team so I will answer about my general experience of teamwork at this organisation	33.1%

Table 3: Basis for responding about team working (Q9)

When it comes to regularity in shift patterns, two in five bank workers (40.5%) said they do not work the same hours / shift pattern each week. A similar proportion (39.3%) *usually* work the same hours / shift pattern each week while one in five (20.2%) said they *always* work the same hours / shift pattern each week (Q2).

Regularity of shifts/working hours (Q2)		All bank workers
Do you work the same hours / shift pattern each week		n=17,589
	Yes, I always work the same hours / shift pattern each week	20.2%
	Yes, I usually work the same hours / shift pattern each week	39.3%
	No	40.5%

Table 4: Regularity of shifts/working hours (Q2)

Before respondents were asked questions relating to immediate managers, they were asked how they would like to answer these questions (Q12). While more than six in ten bank workers (62.4%) said there was an immediate manager that they always or usually reported to, more than a third (37.6%) said they do not regularly report to the same person and so chose to answer the questions about their general experience of managers at the organisation instead.

Basis for responding about immediate managers (Q12)		All bank workers
The next set of questions asks about your immediate manager. By this we mean the person or people you report to when you're at work. This could be your line manager, placement manager, supervisor or someone else you report to directly. How would you like to answer these questions (Q12)		n=17,218
	I will answer about the manager I always / usually report to	62.4%
	I don't regularly report to the same person so I will answer about my general experience of managers at this organisation	37.6%

Table 5: Basis for responding about immediate managers (Q12)

Again, nursing and healthcare assistants were the occupation group least likely to feel they could answer in relation to an immediate manager they always or usually report to (38.7%).

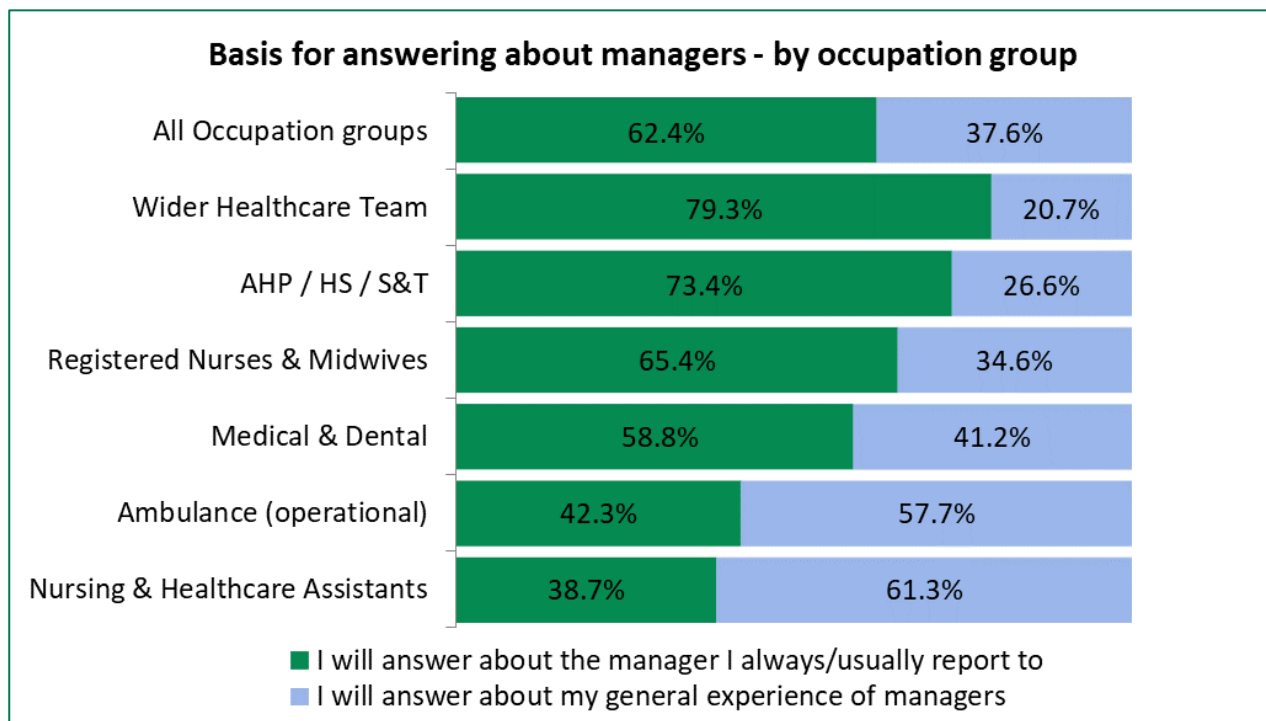


Chart 2: Basis for answering about managers - by occupational group

NB for occupational base size please see section 4.2; AHP / HS / S&T = Allied health professionals, healthcare scientists and scientific & technical

6.2 Bank work as a source of income

More than seven in ten bank workers surveyed (71.6%) said that bank work in the NHS is their main source of income. Around a quarter (24.4%) said it is not their main source of income, while 4.0% preferred not to say.

6.3 We are compassionate and inclusive

'We are compassionate and inclusive' receives a score of 7.2 from bank workers.

6.3.1 Compassionate culture

Most bank workers believe their role makes a difference (88.8%) and around three quarters believe that the care of patients/service users is their organisation's top priority (76.2%). This positive perception is also reflected in the sub-score for Compassionate Culture (7.2).

However, a smaller proportion of bank workers are happy with the standard of care provided by their organisation; they are also less likely to recommend their organisation as a place to work (65.0% and 64.3% respectively). Nevertheless, these percentages compare favourably with the results for substantive workers (62.9% and 57.4% respectively in the core NSS results).⁷

We are compassionate and inclusive score: 7.2	All bank workers n=17,702
Compassionate culture sub-score:	7.2
I feel that my role makes a difference to patients / service users (Q8a)	88.8%
Care of patients / service users is my organisation's top priority (Q27a)	76.2%
My organisation acts on concerns raised by patients / service users (Q27b)	68.4%
I would recommend my organisation as a place to work (Q27c)	64.3%
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation (Q27d)	65.0%

Table 6: Compassionate culture sub-score and contributing questions

6.3.2 Compassionate leadership

The sub-score for Compassionate leadership stands at 6.4 amongst bank workers.

Overall, between 55.3% and 59.5% of bank workers agreed with each of the questions related to this sub-score. At least a quarter of bank workers said they 'neither agree nor disagree' to each of the questions, and disagreement levels were at around 15%-16%.

Over a third of bank workers (36.5%) indicated that they do not regularly report to the same person and therefore chose to answer the Compassionate leadership questions about their general experience of managers within their organisation. Results for this group indicate they are much less likely to agree with all the questions (5.4); whereas results are more positive for those workers

⁷ As stated in the technical guidance, this report is a guide and caution should be used when comparing the NSS bank results with the core NSS results due to differences in staff profile and other aspects of the data collection.

who answered the questions about the manager they usually report to (7.1).

We are compassionate and inclusive score: 7.2	All bank workers	I will answer about the manager I always/ usually report to	I will answer about my general experience of managers
	n=17,702	n=10,743	n=6,475
Compassionate leadership sub-score:	6.4	7.1	5.4
My immediate manager(s) works together with me to come to an understanding of problems (Q13f)	55.3%	66.6%	36.0%
My immediate manager(s) is interested in listening to me when I describe challenges I face (Q13g)	59.1%	70.7%	39.5%
My immediate manager(s) cares about my concerns (Q13h)	59.5%	70.9%	40.4%
My immediate manager(s) takes effective action to help me with any problems I face (Q13i)	56.7%	67.5%	38.2%

Table 7: Compassionate leadership sub-score and contributing questions – by all bank workers and basis for answering

Consequently, results also vary across occupation group. For example, nursing and healthcare assistants and ambulance workers, who are less likely to report regularly to the same person, are also less likely to agree with these questions when compared with other groups. For example, less than half of nursing and healthcare assistants agree that managers are interested in listening to the challenges they face (45.9%) and take effective action to help with any problems (45.1%).

6.3.3 Diversity and equality

The sub-score for Diversity and equality stands at 8.1.

The NSS bank results and core NSS results each include responses to a question asking staff whether they feel their organisation acts fairly towards staff regardless of their ethnic background, gender, religion, sexual orientation, disability, or age.⁸ Overall, 59.0% of bank workers agreed that workers are treated fairly, regardless of these protected characteristics; 56.0% of substantive staff agreed with a similar statement in the core NSS results.

⁸ Note the core NSS survey question wording is slightly different: 'Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?'

We are compassionate and inclusive score: 7.2	All bank workers	White bank workers	Bank workers from all other ethnic groups combined
	n=17,702	n=12,583	n=4,878
Diversity and equality sub-score:	8.1	8.4	7.3
Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities? (Q19)	59.0%	63.0%	49.8%
Experienced discrimination at work from patients / service users, their relatives or other members of the public in last 12 months (Q20a)	12.5%	7.0%	26.6%
Experienced discrimination at work from manager / team leader or other colleagues in last 12 months (Q20b)	9.7%	6.9%	16.6%
I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc). (Q24)	69.1%	69.7%	68.2%

Table 8: Diversity and equality sub-score and contributing questions – by all bank workers and ethnic group

A relatively high percentage of bank workers indicate they ‘don’t know’ whether their organisation acts fairly (around 32%, which is similar to the proportion of substantive staff who say ‘don’t know’) and only 9.0% of bank workers said they ‘disagree’ or ‘strongly disagree’.

However, results are less positive when considering the perspective of bank workers from ethnic minority groups, who are less likely to perceive their organisation acts fairly towards workers regardless of their ethnic background or other protected characteristics (49.8%, compared with 63.0% of white bank workers).

Overall, one in eight bank workers claim to have experienced discrimination from patients, service users, their relatives or other members of the public in the past year (12.5%). This is higher than the figure reported in the core NSS results (8.3%). Incidence of experiencing discrimination from patients and the public over the past year is higher amongst bank workers from minority ethnic backgrounds. Over a quarter of bank workers from minority ethnic backgrounds (26.6%) indicated they have experienced discrimination from patients/service users in the past year. Incidence of this type of discrimination amongst minority ethnic staff in the core NSS results is lower, at 19.9%. Around one in six staff from ethnic minority backgrounds (16.6% on both surveys) claim to have experienced discrimination from their manager/colleagues in the past year.

Q20c On what grounds have you experienced discrimination?	All bank workers that have experienced discrimination n=3006
Ethnic background	58.8%
Gender	22.3%
Age	21.0%
Other	21.0%
Religion	7.4%
Disability	6.8%
Sexual orientation	5.5%

Table 9: Grounds of discrimination

6.3.4 Inclusion

Overall, bank workers tend to feel valued by their team and consider the people they work with to be respectful, understanding and kind to each other, with over 70% agreeing with these propositions, contributing to a sub-score of 6.9 for Inclusion.

Nearly a third of bank workers (32.1%) indicate they don't regularly work in the same team and chose to answer the Inclusion questions about their general experience of teamwork across their organisation.

We are compassionate and inclusive score: 7.2	All bank workers n= 17,702	I will answer about the team I always/ usually work in n=11,479	I will answer about my general experience of teamwork n=5,679
Inclusion sub-score:	6.9	7.3	6.2
I feel valued by my team (Q10f)	71.0%	77.9%	57.1%
I feel a strong personal attachment to my team (Q10g)	57.3%	68.0%	35.0%
The people I work with are understanding and kind to one another (Q11b)	71.5%	76.8%	60.8%
The people I work with are polite and treat each other with respect (Q11c)	73.2%	78.3%	62.8%

Table 10: Inclusion sub-score and contributing questions – by all bank workers and basis for team responses

Results indicate that workers who do not have a 'usual' team are less likely to agree with the questions that feed into their Inclusion sub-score (6.2). This group are less likely to feel valued by the teams they work in (57.1%) and less likely to feel a strong personal attachment to those teams (35.0%).

The results for those bank workers who identified as having a team they always or usually work in are more positive than those for bank workers who do not. They also compare favourably with the responses given to the same questions by substantive staff (of whom 71.1% describe colleagues as understanding and kind and 69.4% say they feel valued by their team).

Results vary for occupation groups. For example, nursing and healthcare assistants and ambulance workers are less likely to work in the same team and are less likely to agree they feel valued and attached to their team when compared with other occupation groups. [Chart 3]

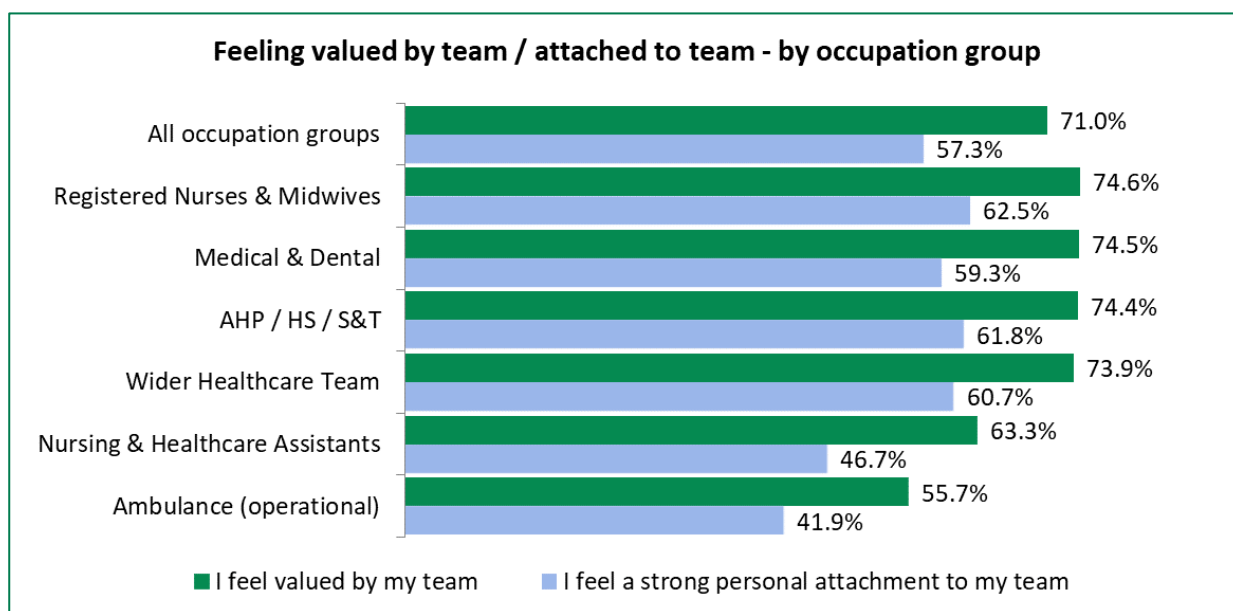


Chart 3: Feeling valued by team / attached to team - by occupational group

NB for occupational base size please see section 4.2; AHP / HS / S&T = Allied health professionals, healthcare scientists and scientific & technical

6.4 We are recognised and rewarded

The score for the element 'We are recognised and rewarded' is 5.9.

Around two thirds of bank workers agree they are appreciated by the people they work with (69.3%) and their immediate manager values their work (66.9%). However, a smaller proportion are satisfied with the recognition they receive for good work (55.4%) and the extent to which their organisation values their work (45.6%).

29.7% of bank workers indicate they are satisfied with their level of pay, and as a result, this is likely to have a negative impact on the score for this element. The core NSS results are similar, where a quarter of staff with a substantive contract (25.6%) indicated they are satisfied with their pay.

It is notable that bank workers who have had an appraisal or review in the past year are relatively more likely than those who have not had an appraisal or review to feel their work is recognised, valued and appreciated.

We are recognised and rewarded score: 5.9	All bank workers n=17,702	Had an appraisal or review n=4,526	Not had an appraisal or review n=11,415
We are recognised and rewarded sub-score:	5.9	6.9	6.3
The recognition I get for good work (Q6a)	55.4%	62.7%	51.8%
The extent to which my organisation values my work (Q6b)	45.6%	52.0%	41.6%
My level of pay (Q6c)	29.7%	34.2%	27.9%
The people I work with show appreciation to one another (Q11d)	69.3%	74.0%	67.3%
My immediate manager(s) values my work (Q13e)	66.9%	74.4%	63.6%

Table 11: We are recognised and rewarded sub-score and contributing questions – by all bank workers and had/did not have appraisal review

6.5 We each have a voice that counts

Results reveal bank workers feel trusted and know their responsibilities but are less likely to agree on measures around taking initiative, making suggestions for improvements and involvement in decision making (sub-score: 6.5).

6.5.1 Autonomy and control

Overall, a high proportion of bank workers feel trusted to do their job (92.4%) and always know their work responsibilities (87.5%). Around two thirds (66.9%) indicate there are frequent opportunities for them to show initiative. However, a lower proportion (56.8%) feel they can make suggestions to improve their work and only two fifths feel they can make improvements happen in their area of work (39.1%). Less than half perceive they have a choice in deciding how to do their work (43.5%) and less than a third are involved in deciding on changes that affect their team/department (31.4%).

For those bank workers who indicate they do not regularly report to the same manager, their sub-score and responses to most questions indicate they are less likely to agree with most aspects of this element when compared with workers who always or usually report to the same manager.

We each have a voice that counts score: 6.5	All bank workers	I will answer about the manager I always/ usually report to	I will answer about my general experience of managers
	n= 17,702	n=10,743	n=6,475
We are recognised and rewarded sub-score:	6.5	6.8	5.9
I always know what my work responsibilities are (Q5a)	87.5%	89.9%	83.5%
I am trusted to do my job (Q5b)	92.4%	94.1%	89.8%
There are frequent opportunities for me to show initiative in my role (Q5c)	66.9%	71.3%	59.6%
I am able to make suggestions to improve the work we do (Q5d)	56.8%	64.9%	43.1%
I am involved in deciding on changes introduced that affect my work (Q5e)	31.4%	38.6%	18.9%
I am able to make improvements happen at work (Q5f)	39.1%	44.8%	29.2%
I have a choice in deciding how to do my work (Q7b)	43.5%	51.1%	30.4%

Table 12: We are recognised and rewarded sub-score and contributing questions – by all bank workers and basis for responding about managers

Perceptions of autonomy and control amongst bank workers varies by occupation group. Nursing and healthcare assistants and ambulance workers are least likely to feel they have a choice in deciding how to do their work and feel involved in deciding on changes. [Chart 4]

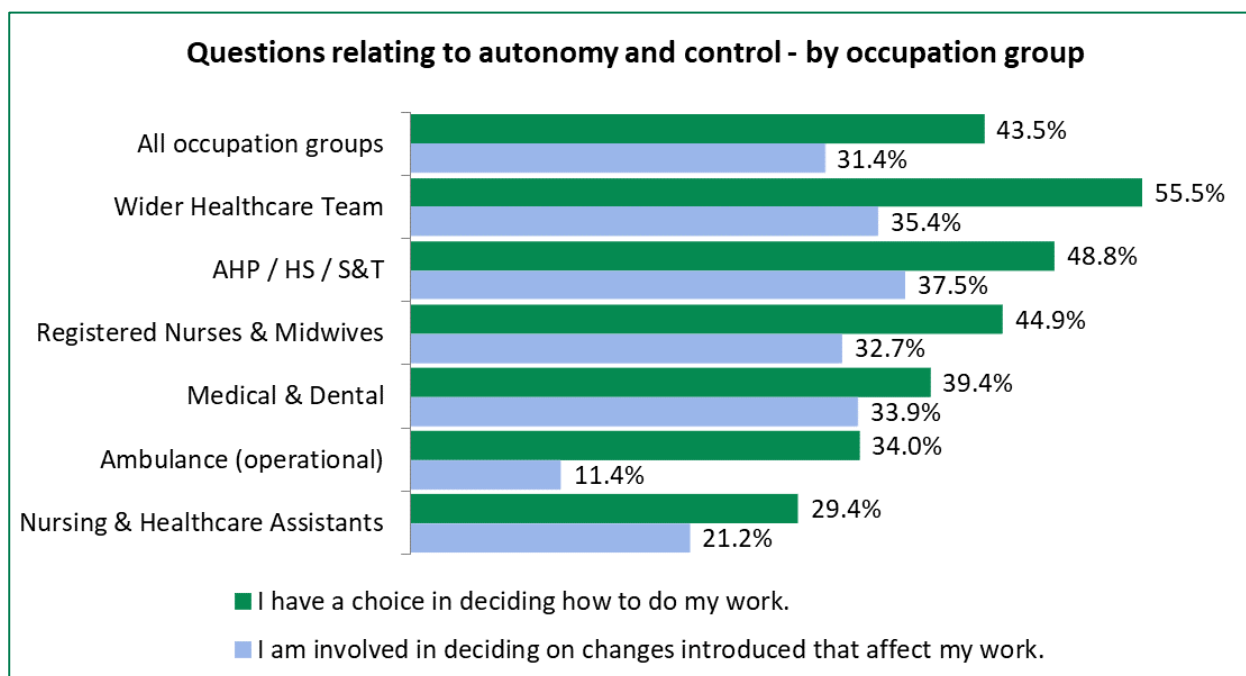


Chart 4: Questions relating to autonomy and control – by occupation group

NB for occupational base size please see section 4.2; AHP / HS / S&T = Allied health professionals, healthcare scientists and scientific & technical

6.5.2 Raising concerns

With regard to unsafe clinical practice, 69.0% of bank workers say they would feel secure raising concerns about unsafe clinical practice but a smaller proportion (56.3%) would be confident that their organisation would address those concerns. More generally, around six in ten (61.3%) would feel safe to speak up about anything that concerns them in their organisation, and around half (49.5%) would feel confident that their concerns would be addressed.

We each have a voice that counts score: 6.5	All bank workers n=17,702
Raising concerns sub-score:	6.4
I would feel secure raising concerns about unsafe clinical practice (Q23a)	69.0%
I am confident that my organisation would address my concern (Q23b)	56.3%
I feel safe to speak up about anything that concerns me in this organisation (Q27e)	61.3%
If I spoke up about something that concerned me, I am confident my organisation would address my concern (Q27f)	49.5%

Table 13: Raising concerns sub-score and contributing questions

6.6 We are safe and healthy

The overall score for the 'We are safe and healthy' element of the People Promise, at 6.5 amongst bank workers, is above that reported in the core NSS results (5.9).⁹

6.6.1 Health and safety climate

The sub-score for Health and safety climate for bank workers is 5.8.

Three in five bank workers (61.3%) say they have adequate materials and equipment to do their work. Meanwhile around half (54.7%) state that they can meet all the conflicting demands on their time.

Around a third (37.1%) of bank workers report that when they are at work there are enough workers for them to do their job properly and a similar proportion say they never or rarely have unrealistic time pressures (33.2%). These results appear to compare favourably with the core NSS results for similar questions around workload and staffing levels (26.4% and 23.4% respectively amongst substantive workers).

The NSS Bank results and core NSS results are more similar on the statement 'My organisation takes positive action on health and well-being'. Just over half of bank workers (52.5%) agree with this statement, compared with 55.6% of substantive staff.

We are safe and healthy score: 6.5	All bank workers n=17,702
Health and safety climate sub-score:	5.8
I am able to meet all the conflicting demands on my time at work (Q5g)	54.7%
I have adequate materials, supplies and equipment to do my work (Q5h)	61.3%
When I am at work, there are enough staff for me to do my job properly (Q5i)	37.1%
I have unrealistic time pressures (Q7a)	33.2%
My organisation takes positive action on health and well-being (Q15a)	52.5%
Whether experiences of physical violence were reported (Q17d)	75.0%
Whether experiences of harassment, bullying or abuse were reported (Q18d)	51.3%

Table 14: Health and safety climate sub-score and contributing questions

⁹ Note there are some differences in the wording used for q5i on the Bank Survey when compared with the equivalent question on the core NSS survey. Caution should therefore be used when comparing the results. However, the relevant question on each survey appears to be measuring the same concept and so results are considered comparable for reporting purposes.

6.6.2 Burnout

Experience of burnout is measured by a sub-set of questions which form part of the Copenhagen Burnout Inventory and these questions are asked of both bank and substantive workers. Results are presented as the proportion of workers who responded they 'often' or 'always' feel the way described in the question. As such, a higher percentage reported for these questions represents a worse result.

Over a third of bank workers (34.5%) often or always feel worn out at the end of their working day; roughly a quarter often or always find their work emotionally exhausting (25.4%), or feel their work frustrates them (25.6%); around a fifth often or always feel burnt out because of their work (21.4%) or are often or always exhausted at the thought of another day/shift (19.8%); and 23.2% indicate they often or always do not have enough energy for friends and family during leisure time.

The overall Burnout sub-score for bank workers is 5.7. This score is higher than the Burnout sub-score for substantive staff (4.9), a higher score representing a better result. The core NSS results suggest a higher proportion of substantive staff than bank workers have experienced each aspect of burnout measured in the survey. However it should be reiterated that caution is advised in comparing the core NSS results and bank results due to differences in sample profiles and survey differences (see [Section 3.1](#)).

We are safe and healthy score: 6.5	All bank workers n= 17,702	0-15 hours per week n=6,682	16-29 hours per week n=5,947	30 hours or more per week n=4,838
Burnout sub-score:	5.7	6.0	5.7	5.3
How often you find your work emotionally exhausting (Q16a)	25.4%	22.2%	24.6%	30.8%
How often you feel burnt out because of your work (Q16b)	21.4%	17.0%	20.3%	28.7%
How often your work frustrates you (Q16c)	25.6%	23.5%	25.1%	29.1%
How often you are exhausted at the thought of another day/shift at work (Q16d)	19.8%	17.5%	18.9%	24.2%
How often you feel worn out at the end of your working day/shift (Q16e)	34.5%	32.1%	34.0%	38.6%
How often you feel that every working hour is tiring for you (Q16f)	14.2%	12.1%	13.7%	17.7%
How often you do not have enough energy for family and friends during leisure time (Q16g)	23.2%	20.6%	22.2%	27.7%

Table 15: Burnout sub-score and contributing questions – by all bank workers and hours worked

Overall, bank workers who work 30 hours or more per week (on average) are more likely to experience burnout than bank workers who work less than 30 hours. Bank workers who regularly work under 16 hours per week are less likely to feel burnt out or emotionally exhausted.

Although the number of hours worked clearly has a major influence on the likelihood of bank workers experiencing burnout, it appears to have less impact on certain occupation groups. Burnout is more prevalent amongst workers in clinical roles, who are more likely to feel worn out at the end of their shift and report they feel burnt out due to differences in the nature of their work. Registered Nurses and Midwives have a relatively low proportion of workers working at least 30 hours per week (19.5%), but these workers are relatively likely to say they often or always feel worn out at the end of their working day/shift; they are also more likely to feel burnt out because of their work when compared to the average for all occupation groups. Conversely the wider healthcare team have a relatively high proportion of workers working at least 30 hours per week (31.8%) but are least likely to experience burnout.

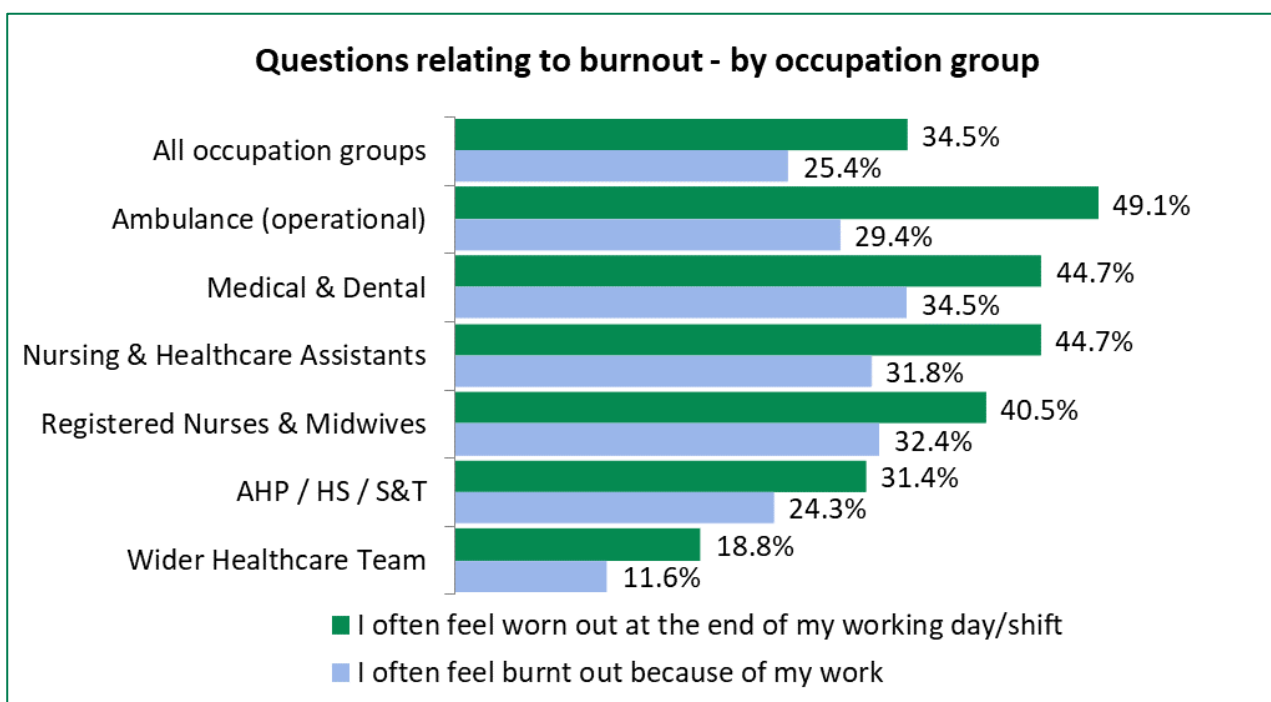


Chart 5: Questions relating to burnout – by occupation group

NB for occupational base size please see section 4.2; AHP / HS / S&T = Allied health professionals, healthcare scientists and scientific & technical

6.6.3 Negative experiences

Physical violence, harassment, bullying and abuse

Around a quarter (24.9%) of bank workers claim to have experienced at least one incident of physical violence and around a third (33.1%) have experienced at least one incident of harassment, bullying or abuse from patients/service users, their relatives, or other members of the public in the last 12 months.

While it is important to bear in mind the differences in staff roles between bank and substantive workers previously noted, incidence of physical violence and harassment, bullying or abuse from patients/service users towards bank workers appears to be higher than that reported in the core NSS results for substantive staff.

We are safe and healthy score: 6.5	All bank workers	White bank workers	Bank workers from all other ethnic groups combined
	n=17,702	n=12,583	n=4,878
Negative experience sub-score:	8.0	8.0	7.8
Have experienced physical violence from patients/service users in the last 12 months (Q17a)	24.9%	23.7%	27.9%
Have experienced physical violence from managers in the last 12 months (Q17b)	1.8%	1.0%	3.6%
Have experienced physical violence from other colleagues in the last 12 months (Q17c)	3.5%	2.2%	6.7%
Have experienced harassment, bullying or abuse from patients/service users in the last 12 months (Q18a)	33.1%	32.1%	35.5%
Have experienced harassment, bullying or abuse at work from managers in the last 12 months (Q18b)	10.6%	10.1%	11.5%
Have experienced harassment, bullying or abuse at work from other colleagues in the last 12 months (Q18c)	18.8%	16.9%	23.4%

Table 16: Negative experience sub-score and contributing questions – by all bank workers and ethnic group

The likelihood of experiencing at least one incident of physical violence from patients/service users is above average for workers from ethnic minority backgrounds (27.9% in the last 12 months) and nearly a quarter of workers from ethnic minorities have experienced harassment, bullying or abuse at work from other colleagues in the last 12 months (23.4%).

Nursing and healthcare assistants are particularly likely to have negative experiences, with over half (52.7%) stating they have experienced at least one incident of physical violence in the past 12 months and a similar proportion (48.1%) having experienced at least one incident of harassment, bullying or abuse from patients/service users.

Worker health

Over a third of bank workers (36.0%) said that in the last three months they had attended work despite not feeling well enough to perform their duties; 28.9% had felt unwell due to work-related stress in the last year; and a quarter have experienced musculoskeletal problems (MSK) as a result of work activities.

Over half of bank workers with long term health conditions or illnesses (54.0%) indicated they have attended work despite not feeling well enough and 43.7% of this group have felt unwell due to work-related stress.

We are safe and healthy score: 6.5	All bank workers n=17,702	Bank workers with long lasting health conditions or illnesses n=3,373	Bank workers with no long lasting health conditions or illnesses n=14,109
Negative experience sub-score:	8.0	7.2	8.2
Have experienced musculoskeletal problems (MSK) as a result of work activities in the last 12 months (Q15b)	25.0%	38.8%	21.7%
Have felt unwell as a result of work-related stress in the last 12 months (Q15c)	28.9%	43.7%	25.3%
Have come to work despite not feeling well enough to perform their duties in last 3 months (Q15d)	36.0%	54.0%	31.7%

Table 17: Negative experience sub-score and contributing questions – by all bank workers and whether have any long lasting health conditions or illnesses

6.7 We are always learning

The score for 'We are always learning' is 4.8. It should be noted that this **score is not comparable** to the 'We are always learning' score in the core NSS results, which is calculated differently due to differences in the questions asked of bank and substantive staff.¹⁰

6.7.1 Development

Overall, around six in ten bank workers agree there are opportunities to improve their knowledge and skills (61.7%) and their organisation offers them challenging work (59.8%); a lower proportion feel able to access the right learning and development opportunities (53.2%); less than half believe there are opportunities to develop their career at the organisation (45.9%) or feel supported to develop their potential (44.0%).

The survey asks bank workers what they are planning to do in the next 12 months including whether they are planning to continue working on bank or move to a permanent contract at their organisation or another NHS organisation, or whether they are considering alternative options (Q28, see section [6.11.1](#)). Results for questions relating to development, including amongst staff who are / are not considering a permanent contract are shown in Table 17 below.

We are always learning: 4.8	All bank workers n=17,702	Only considering a permanent contract at this organisation n=1,216	Considering a permanent contract at this organisation amongst other options n=2,714	Considering staying on bank at this organisation, but not considering a permanent contract n=10,425
Development sub-score:	6.0	6.8	6.4	6.1
This organisation offers me challenging work (Q26a)	59.8%	65.8%	60.6%	60.8%
There are opportunities for me to develop my career in this organisation (Q26b)	45.9%	68.1%	56.8%	44.5%
I have opportunities to improve my knowledge and skills (Q26c)	61.7%	75.8%	67.2%	63.2%
I feel supported to develop my potential (Q26d)	44.0%	62.3%	52.1%	44.5%
I am able to access the right learning and development opportunities when I need to (Q26e)	53.2%	63.2%	56.6%	55.7%

Table 18: Development sub-score and contributing questions – by all bank workers and future intentions

¹⁰ See bank questionnaire for question wording and refer to supporting information regarding the calculation in the appendix.

Bank workers who are considering a permanent contract at their organisation are more likely to feel supported and believe there are more opportunities to develop their potential/career and improve their knowledge/skills compared to bank workers who are considering staying on bank at their organisation, but not considering a permanent contract.

Bank workers who are only considering a permanent contract at their organisation have the highest sub-score for Development and are considerably more inclined to agree with most of the contributing questions. Most notably, around three quarters (75.8%) of this group believe there are opportunities to improve their knowledge and skills and over two thirds of them (68.1%) perceive there are opportunities for them to develop their career in their organisation.

6.7.2 Appraisals

The Appraisals sub-score for bank workers is 3.5. It is important to note that the calculation of this sub-score is different for bank workers from that used for the core NSS results so the Appraisals **sub-scores for bank and substantive staff are not comparable**.

Around a quarter of bank workers (25.8%) indicate they have had an appraisal, annual review, development review, or Knowledge and Skills Framework development review in the last 12 months. Nearly two thirds of bank workers (65.1%) indicated they had not had a review or appraisal. For context, 81.3% of substantive staff as measured in the core NSS results claimed to have had an appraisal in the preceding 12 months.

Nearly three quarters of Medical & Dental bank only workers (73.8%) claimed to have received an appraisal or review. Bank workers in other occupation groups are less likely to have received one. The wider healthcare team and nursing and healthcare assistants are least likely to have had an appraisal in the last 12 months (19.0% and 14.9% respectively).

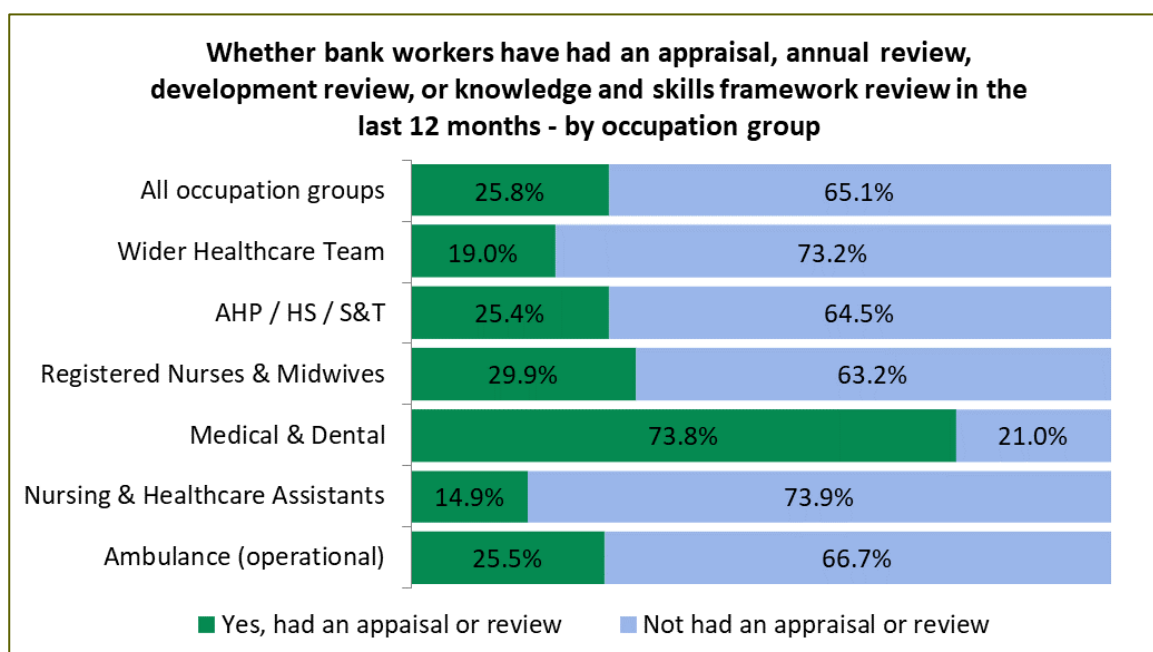


Chart 6: Whether bank workers had an appraisal in the last 12 months – by occupation group

NB for occupational base size please see section 4.2; AHP / HS / S&T = Allied health professionals, healthcare scientists and scientific & technical

Bank workers who had not had an appraisal were asked why they had not had one and over half of them (54.2%) answered that ‘bank only workers in my role are not offered an appraisal’; while 10% thought that they would be offered an appraisal, but they had not been in their role long enough yet. Over a quarter of those who had not received an appraisal did not know why this was (27.9%).

We are always learning: 4.8		All bank workers n=17,529
Appraisals sub-score:		3.5
In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review? (Q25a)		
	Yes	25.8%
	No	65.1%
	Can't remember	9.1%
		All not receiving an appraisal n=11,308
If not, why? (Q25b)	Bank only workers in my role are not offered an appraisal	54.2%
	As a bank worker I will be offered an appraisal, but I have not been in my role long enough yet	10.0%
	Other reasons	7.9%
	Don't know	27.9%

Table 19: Appraisals sub-score and contributing questions

Those bank workers who had not received an appraisal were asked whether they felt an appraisal would help them to do their job better. Opinion was divided with around a third saying it would (35.7%), a similar proportion disagreeing (32.2%) and a similar proportion unsure (32.1% ‘don’t know’).

6.8 We work flexibly

The ‘We work flexibly’ score in the NSS bank results measure support for work-life balance. The score stands at 6.3 based on responses to two questions. Note that this score is **not comparable** with that reported for the core NSS results, due to differences in the number of questions and sub-score categories feeding into the score.

6.8.1 Support for work-life balance

The ‘Support for work-life balance’ sub-score is based on responses to two questions: whether workers agree their organisation is committed to helping them balance their work and home life, and whether workers achieve a good balance between their work and home life.

Overall, results indicate under half of bank workers agree their organisation is committed to helping them find a work-life balance (45.8%) which is very similar to the proportion of substantive staff agreeing in the core NSS results (45.7%). Nevertheless, over two thirds state they are still able to achieve a good work-life balance (67.5%) compared with just over half of substantive staff (52.5%).

Those bank workers who chose to answer line management questions about their general experience of managers because they do not always/usually report to the same person, are less likely to agree with both statements. Only 38.2% of this group perceive their organisation is committed to helping them balance their work and home life, while 63.2% say they achieve a good work-life balance. In comparison, half (50.2%) of workers who can answer the questions about their immediate manager agree their organisation is committed to helping them balance their work and home life, and 70.1% of them achieve a good balance.

We work flexibly score: 6.3	All bank workers n= 17,702	I will answer about the manager I always/ usually report to n=10,743	I will answer about my general experience of managers n=6,475
Support for work-life balance sub-score:	6.3	6.5	6.0
My organisation is committed to helping me balance my work and home life (Q8b)	45.8%	50.2%	38.2%
I achieve a good balance between my work life and my home life (Q8c)	67.5%	70.1%	63.2%

Table 20: Support for work-life balance sub-score and contributing questions – by all bank workers and immediate manager experience

6.9 We are a team

The 'We are a team' score stands at 6.5. Comparisons between this score and the equivalent score for this People Promise element in the core NSS results should be made with caution, due to differences in the questions asked.

6.9.1 Team working

Overall, most bank workers enjoy working with colleagues in their team (82.4%). Many feel they receive the respect they deserve from their colleagues (77.5%) and that team members understand each other's roles (76.5%). Six out of ten bank workers (60.4%) consider teams within their organisation work well together to achieve their objectives.

A lower proportion of bank workers, however, say their team has enough freedom in how to do its work (55.4%) while around half of bank workers (51.1%) agree that team disagreements are dealt with constructively.

Around a third of bank workers (32.1%) do not regularly work in the same team/department. These workers indicated they would answer the 'Team working' questions in relation to their general experience of teamwork, rather than one particular team. The sub-score and the level of agreement amongst these workers are lower on all measures than amongst those who regularly work in the same team or department.

We are a team: 6.5	All bank workers	I will answer about the team I always/usually work in	I will answer about my general experience of teamwork
	n=17,702	n=11,479	n=5679
Team working sub-score:	6.9	7.2	6.3
I receive the respect I deserve from my colleagues at work (Q10a)	77.5%	84.0%	64.6%
Team members understand each other's roles. (Q10b)	76.5%	81.1%	67.1%
I enjoy working with the colleagues in my team (Q10c)	82.4%	88.2%	70.7%
My team has enough freedom in how to do its work (Q10d)	55.4%	60.8%	44.6%
In my team disagreements are dealt with constructively (Q10e)	51.1%	56.8%	39.3%
Teams within this organisation work well together to achieve their objectives (Q11a)	60.4%	62.2%	56.6%

Table 21: Team working sub-score and contributing questions – by all bank workers and immediate team experience

Most notably, workers without a regular team are much less likely to feel the different teams they have worked in have enough freedom in how to do their work (44.6%); they are also considerably less likely to agree that those teams deal with disagreements in a constructive way (39.3%).

6.9.2 Line management

Overall, around six in ten bank workers feel their manager(s) encourage them at work (62.3%) and more than half feel they get clear feedback (53.2%) and that their manager(s) take a positive interest in their health and well-being (55.5%). A slightly smaller proportion said their manager(s) ask for their opinion before making decisions that affect their work (43.2%)

Around a third of bank workers (36.6%) had earlier indicated that they do not regularly report to the same person and so chose not to answer these questions about a single immediate manager, but instead answered them about their general experience of managers within their organisation.

Results indicate this group are less likely than average to agree with all the Line management questions. Less than a quarter agree that immediate managers ask for their opinion before making decisions that affect them (23.0%); they are also considerably less likely than those with a regular line manager to agree that managers give them clear feedback on their work (33.8%) and take a positive interest in their health and well-being (34.8%); and under half (44.3%) agree that their immediate managers encourage them at work.

We are a team: 6.5	All bank workers	I will answer about the manager I always/usually report to	I will answer about my general experience of managers
	n= 17702	n=10743	n=6475
Line management sub-score:	6.2	6.8	5.1
My immediate manager(s) encourages me at work (Q13a)	62.3%	72.9%	44.3%
My immediate manager(s) gives me clear feedback on my work (Q13b)	53.2%	64.5%	33.8%
My immediate manager(s) asks for my opinion before making decisions that affect my work (Q13c)	43.2%	55.1%	23.0%
My immediate manager(s) takes a positive interest in my health and well-being (Q13d)	55.5%	67.7%	34.8%

Table 22: Line management sub-score and contributing questions – by all bank workers and immediate manager experience

6.10 Staff engagement

The Staff engagement theme score for bank workers is 6.8. This is the same as the Staff engagement score in the core NSS results.

6.10.1 Motivation

Overall, the Motivation sub-score, at 7.4, is slightly higher than that reported as part of the core NSS results (6.9). Nearly three quarters of bank workers are enthusiastic about their job (73.3%) and nearly two thirds look forward to going to work (64.3%). This compares favourably with how substantive staff feel about their job (66.9% are enthusiastic and only 42.6% look forward to going to work).

When considering working patterns in terms of how often bank workers work in the same department or area, bank workers who either 'never', 'rarely' or only 'sometimes' work in the same department, who make up 16.9% of all bank workers, are less likely to respond positively to these questions. Conversely, those bank workers who 'often' or 'always' work in the same department (81.7% of the total) appear more highly motivated.

Staff engagement: 6.8	All bank workers n=17,702	How often do you work in the same department/ work area?				
		Never n= 247	Rarely n=557	Some- times n=2,192	Often n=5,933	Always n=8,533
Motivation sub-score:	7.4	6.2	6.5	6.8	7.2	7.7
I look forward to going to work (Q4a)	64.3%	45.9%	46.0%	53.6%	62.1%	70.2%
I am enthusiastic about my job (Q4b)	73.3%	57.7%	60.0%	63.7%	72.6%	77.4%
Time passes Quickly when I am working (Q4c)	69.0%	55.2%	56.8%	57.5%	66.8%	74.6%

Table 23: Motivation sub-score and contributing questions – by all bank workers and working pattern in same department/work area

6.10.2 Involvement

The Involvement sub-score for bank workers is 6.2. By comparison, the equivalent sub-score in the core NSS results is 6.8.¹¹

Around four in ten bank workers feel they can make improvements happen at work (39.1%, compared with 54.3% of substantive staff). They are also relatively less likely to agree they can make suggestions to improve the work done in their organisation (56.8%, compared with 70.9% of substantive staff).

¹¹ Note there are some differences in the question wording for some Bank Survey questions (q5d and q5f) when compared with the equivalent questions on the national survey. Caution should therefore be used when comparing the results. However, the relevant questions on each survey are measuring the same concepts and so results are considered comparable for reporting purposes.

Bank workers who do not regularly report to the same manager feel less involved than those who regularly report to the same manager. The latter group are considerably more likely to agree there are frequent opportunities for them to show initiative in their role (71.3%), make suggestions to improve their work (64.9%) and make those improvements happen (44.8%).

Staff engagement: 6.8	All bank workers n= 17,702	I will answer about the manager I always/usually report to n=10,743	I will answer about my general experience of managers n=6,475
Involvement sub-score:	6.2	6.5	5.6
There are frequent opportunities for me to show initiative in my role (Q5c)	66.9%	71.3%	59.6%
I am able to make suggestions to improve the work we do (Q5d)	56.8%	64.9%	43.1%
I am able to make improvements happen at work (Q3f)	39.1%	44.8%	29.2%

Table 24: Involvement sub-score and contributing questions – by all bank workers and response for managers

6.10.3 Advocacy

Advocacy receives a sub-score of 6.9 from bank workers, slightly above the equivalent sub-score in the NSS core results (6.7). Scores by type of organisation show a similar pattern to that seen amongst substantive workers, with advocacy highest amongst workers in Acute Specialist trusts, Community trusts, and Mental Health and Learning Disability and Mental Health, Learning Disability and Community trusts, but lower in Ambulance and Acute/ Acute and Community trusts.

Staff engagement: 6.8	All bank workers n=17,702	Acute and Acute & Community n=11,752	Acute Specialist n=259	MH / LD and MH LD & Community n=4,311	Community n=992	Ambulance n=388
Advocacy sub-score:	6.9	6.8	8.0	7.2	7.2	5.6
Care of patients / service users is my organisation's top priority (Q27a)	76.2%	74.7%	86.5%	80.7%	80.5%	53.5%
I would recommend my organisation as a place to work (Q27)	64.3%	63.1%	73.4%	68.3%	68.6%	38.7%
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation (Q27d)	65.0%	63.6%	88.4%	66.3%	73.6%	57.0%

Table 25: Advocacy sub-score and contributing questions – by all bank workers and trust types

6.11 Morale

The Morale theme score stands at 5.8. Comparisons with the core NSS results on this score are not recommended, as the 'Future intentions' sub-score which contributes to the score for this theme is not comparable with the 'Thinking about leaving' sub-score in the core NSS results.

6.11.1 Future intentions

The 'Future intentions' sub-score (5.3) is based on responses to the question "*In the next 12 months, which of the following are you planning to do or considering doing?*" Bank workers are invited to select multiple responses from the following list of options:

Continuing to work on the bank at this organisation
Continuing to do NHS bank work but not at this organisation
Moving to a permanent contract at this organisation
Moving to a permanent contract at another NHS organisation
Working in the NHS but paid by an external agency
Moving to a job in healthcare, but outside the NHS
Moving to a job outside healthcare
Taking a career break
Retiring
Going into full time training or studying

When reporting responses to this question, individual answers choices are combined into the answer categories shown in the table below. Overall, nearly a quarter of bank workers (24.3%) are currently considering a permanent contract at the organisation where they work. The majority of these are also considering other options (16.8%). Nearly two thirds of bank workers (64.4%) are considering staying on bank at their organisation but are not considering moving to a permanent contract; 7% are only considering options outside the NHS (including moving to agency work) and 4.3% are considering staying in the NHS (either bank or permanent) but are not intending to continue working at their current NHS organisation.

Morale score: 5.8	All bank workers n=17,702
Future intention sub-score:	5.3
% of bank workers considering a permanent contract at the organisation	24.3%
Only considering a permanent contract at this organisation	7.5%
Considering a permanent contract at this organisation amongst other options	16.8%
Considering staying on bank at this organisation, but not considering a permanent contract	64.4%
Considering staying in the NHS (either bank or permanent) but not at this organisation	4.3%
Only considering options outside the NHS (including agency)	7.0%

Table 26: Future intention sub-score and contributing questions – all bank workers

6.11.2 Work pressure

The 'Work pressure' sub-score stands at 5.7. This compares favourably with the equivalent sub-score in the core NSS results (5.0).¹²

Overall, 61.3% of bank workers indicate they have adequate materials, supplies and equipment to do their work. However, only 37.1% feel that when they are at work, there are enough staff for them to do their job properly. Just over half (54.7%) of bank workers claim they can meet all the conflicting demands on their time.

These proportions are somewhat higher than those reported for the same questions in the core NSS results. Most notably, 42.9% of substantive staff indicated they can meet all the conflicting demands on their time and just over a quarter of substantive staff (26.4%) stated there are enough staff at their organisation for them to do their job properly.

When comparing the responses to the 'Work pressure' questions given by those bank workers who could answer questions about the team they always/usually work in with the responses from those who often do not work in the same team, results for the latter group are considerably lower on all questions. Of most concern, only 28.0% of those bank workers who chose to respond about teams generally due to not having a regular team, say that there are enough staff for them to do their job properly and less than half (47.0%) say they are able meet all the conflicting demands on their time.

Morale score: 5.8	All bank workers	I will answer about the team I always/usually work in	I will answer about my general experience of teamwork
	n=17,702	n=11,479	n=5,679
Work pressure sub-score:	5.7	5.9	5.3
I am able to meet all the conflicting demands on my time at work (Q5g)	54.7%	58.3%	47.0%
I have adequate materials, supplies and equipment to do my work (Q5h)	61.3%	63.9%	55.8%
When I am at work, there are enough staff for me to do my job properly (Q5i)	37.1%	41.5%	28.0%

Table 27: Work pressure sub-score and contributing questions – by all bank workers and team working

¹² Note there is a difference in the question wording for one Bank Survey question (Q5g) when compared with the equivalent question on the core NSS survey. Caution should therefore be used when comparing the results. However, the relevant question on each survey is measuring the same concept and so results are considered comparable for reporting purposes.

6.11.3 Stressors

The 'Stressors' sub-score (6.3) for bank workers recorded a score similar to that reported in the core NSS results (6.3).¹³

When comparing the overall sub-score with the sub-score for bank workers working in different roles, the sub-scores for ambulance operational staff (5.5) and nursing and healthcare assistants (5.8) are considerably below the Stressors overall sub-score, whereas the sub-score for the wider healthcare team (including clerical/administrative, corporate and maintenance staff) is above the average.

The results for questions that are used to calculate the sub-scores mostly reflect the same tendencies for these occupation groups when compared with the overall results (i.e. mostly lower for ambulance operational staff and nursing and healthcare assistants; mostly higher for the wider healthcare team). These patterns are similar to those seen in the core NSS results.

Morale score: 5.8	All bank workers	AHP / HS / S&T	Medical & Dental	Ambulance (operational)	Reg Nurses & Midwives	Nursing & Healthcare Assistants	Wider Healthcare Team
	n=17,702	n= 2,458	n=1,219	n=422	n=4,258	n=3,849	n=3,501
Stressors sub-score:	6.3	6.5	6.2	5.5	6.3	5.8	6.8
Q5a - I always know what my work responsibilities are.	87.5%	89.3%	87.6%	83.4%	89.9%	86.3%	86.0%
Q5e - I am involved in deciding on changes introduced that affect my work.	31.4%	37.5%	33.9%	11.4%	32.7%	21.2%	35.4%
Q7a - I 'never' or 'rarely' have unrealistic time pressures.	33.2%	33.3%	23.5%	25.2%	24.3%	25.6%	51.8%
Q7b - I have a choice in deciding how to do my work.	43.5%	48.8%	39.4%	34.0%	44.9%	29.4%	55.5%
Q7c - Relationships at work are 'never' or 'rarely' strained.	53.9%	55.1%	57.3%	48.2%	50.9%	42.9%	66.3%
Q10a - I receive the respect I deserve from my colleagues at work.	77.5%	79.1%	81.1%	74.2%	81.4%	69.3%	80.9%
Q13a - My immediate manager(s) encourages me at work.	62.3%	67.3%	61.6%	43.6%	65.6%	50.9%	68.7%

Table 28: Stressors sub-score and contributing questions – by all bank workers and occupation group

¹³ Note there is a difference in the question wording for one Bank Survey question (Q5e) when compared with the equivalent question on the national survey. Caution should therefore be used when comparing the results. However, the relevant question on each survey is measuring the same concept and so results are considered comparable for reporting purposes.

6.12 Contact with the bank team

Over half of bank workers (57.9%) find it easy to access their bank team for queries and questions, when it comes to query and question resolution just over half (54.2%) also feel they get can the required answers rapidly.

Contact with the bank team	All bank workers n=17,702
Team and information access:	
It is easy to get hold of the bank team if I have a query (Q29a)	57.9%
When I contact the bank team with a query, I can quickly get the answers I need (Q29b)	54.2%

Table 29: Contact with the bank team

6.13 Patient safety

Overall results indicate 29.5% of bank workers have seen any errors, near misses or incidents that could have hurt staff and/or patients/service users in the last month. This is a slightly lower proportion than the average reported in the core NSS results (33.5%).

A considerably higher proportion of bank workers working in Ambulance Trusts, however, have seen errors, near misses or incidents (35.3%); but a much lower proportion of bank workers from Acute Specialist Trusts (21.8%) and Community Trusts (22.1%) have observed these types of risks to staff and patient/service user safety.

Patient safety	All bank workers n=17,702	Acute and Acute & Community n=11,752	Acute Specialist n=259	MH / LD and MH LD & Community n=4,311	Community n=992	Ambulance n=388
Errors, near misses and incidents						
Have seen errors, near misses, or incidents in the last month that could have hurt staff and/or patients/service users (Q21)	29.5%	31.3%	21.8%	26.2%	22.1%	35.3%

Table 30: Errors, near misses and incidents – by all bank workers and trust type

When it comes to reporting of errors, near misses and incidents, bank workers mostly agree that their organisation encourages them to submit an incident report (82.3%). However, they are less likely to agree that their organisation treats those reporting such incidents fairly (51.9%) and that their organisation provides them with feedback about changes made in response to these types of incidents (56.3%). These proportions are generally below those reported in the core NSS results.

Patient safety	All bank workers n=17,702	Acute and Acute & Community n=11,752	Acute Specialist n=259	MH / LD and MH LD & Community n=4,311	Community n=992	Ambulance n=388
Reporting of errors, near misses and incidents						
My organisation treats staff who are involved in an error, near misses or incident fairly (Q22a)	51.9%	51.6%	60.0%	52.6%	56.6%	37.2%
My organisation encourages us to report errors, near misses or incidents (Q22b)	82.3%	81.7%	85.7%	83.7%	84.9%	78.0%
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again (Q22c)	64.4%	63.8%	69.2%	66.3%	71.6%	42.3%
We are given feedback about changes made in response to reported errors, near misses and incidents (Q22d)	56.3%	55.7%	59.6%	58.7%	61.2%	33.8%

Table 31: Reporting of errors – by all bank workers and trust type

6.14 The Covid-19 pandemic

6.14.1 Changes to working life

Overall, 44.8% of bank workers reported having worked on a Covid-19 specific ward or area in the past 12 months, a considerably higher proportion than reported in the core NSS results for substantive staff (32.9%).

Around one in seven bank workers (14.7%) had been required to work remotely / from home in the past 12 months, which is well below the percentage of substantive staff who were required to do so according to the core NSS results (32.1%).

Bank workers are considerably more likely to have worked on a Covid-19 specific ward if they work in either an Acute and Acute & Community Trust (46.6%) or a Mental Health and Learning Disability or Combined Mental Health, Learning Disability and Community Trust (45.6%).

Overall, bank workers are considerably less likely than staff on substantive contracts to have been required to work remotely from home in the past 12 months due to the Covid-19 pandemic (14.7%). The proportion of substantive staff that have been required to do the same has been declining since 2021, but in comparison with bank workers, is still notably higher at 32.1%.

The Covid-19 pandemic	All bank workers n=17,702	Acute and Acute & Community Trusts n=11,752	Acute Specialist Trusts n=259	MH & LD and MH, LD & CT n=4,311	Community Trusts n=992	Ambulance Trusts n=388
Changes to working life						
Have worked on a Covid-19 specific ward or area at any time in the past 12 months (Q30a)	44.9%	46.6%	29.3%	45.6%	32.1%	29.3%
Have been required to work remotely/from home due to the Covid-19 pandemic in the past 12 months (Q30b)	14.7%	11.0%	17.1%	23.1%	24.5%	9.1%

Table 32: Changes to working life due to the Covid-19 pandemic – by all bank workers and working Trusts

Note it is possible the results for those bank workers (and substantive staff) who have been required to work remotely/from home may be inflated because they include some staff who, whilst no longer strictly required to work remotely due to the Covid-19 pandemic, continue to do so because of changes to working practices at their organisation and staff continuing to adopt flexible working patterns following their successful adoption during the pandemic. A review of their occupation group/role may give an indication as to whether they are required or are enabled to work from home (see next section).

6.14.2 The Covid-19 pandemic in more detail

When comparing different occupation groups within all bank workers, nursing and healthcare assistants are the group most likely to have worked on a Covid-19 specific ward in the past 12 months (70.9%); a similar pattern is seen in the core NSS results for substantive staff, but not to the same extent (55.5%).

Other occupation groups are less likely to have worked on a Covid-19 specific ward or area in the past 12 months, particularly those working in ambulance operations (37.3%) and the wider healthcare team (22.5%).

Bank workers working in the Wider Healthcare Team are most likely to have been required to work remotely/from home due to the pandemic. As noted, a change in this group's working practices or the adoption of more flexible working patterns is likely to have inflated their results with a quarter indicating they have worked remotely/from home in the past 12 months. Whereas nursing and healthcare assistants and ambulance operational bank workers are more likely to be patient facing, and less likely to have been required to work from home during the pandemic.

The Covid-19 pandemic	All bank workers	AHP / HS / S&T	Medical & Dental	Ambulance (operational)	Reg Nurses & Midwives	Nursing & Healthcare Assistants	Wider Healthcare Team
	n=17,702	n=2,458	n=1,219	n=422	n=4,258	n=3,849	n=3,501
Working remotely / from home							
Have worked on a Covid-19 specific ward or area at any time in the past 12 months (Q30a)	44.9%	41.4%	49.5%	37.3%	42.5%	70.9%	22.5%
Have been required to work remotely/from home due to the Covid-19 pandemic in the past 12 months (Q30b)	14.7%	16.1%	15.9%	5.5%	14.9%	3.0%	25.0%

Table 33: Working remotely from home – by all bank workers and occupation group

Further differences are apparent when reviewing the results for different ethnic groups. The proportion of bank workers who have worked on a Covid-19 specific ward area at any time in the past 12 months is much higher among staff from ethnic minority backgrounds (56.7%) compared to staff from white backgrounds (40.3%). Conversely, white staff are more likely to have worked remotely/from home due to the pandemic in the past 12 months (15.9%) compared to staff from all other ethnic groups combined (11.5%).

The Covid-19 pandemic	All bank workers	White bank workers	Bank workers from all other ethnic groups combined
	n= 17,702	n=12,583	n=4,878
Working remotely / from home			
Have worked on a Covid-19 specific ward or area at any time in the past 12 months (Q30a)	44.9%	40.3%	56.7%
Have been required to work remotely/from home due to the Covid-19 pandemic in the past 12 months (Q30b)	14.7%	15.9%	11.5%

Table 34: Working remotely from home – by all bank workers and ethnic group

APPENDIX

Contractor data cleaning

Before submitting their data to the Survey Coordination Centre, contractors carry out data cleaning according to instructions in the contractor guidance. The cleaning process carried out by contractors is outlined below.

For most questions that require a single answer only, the data is treated as missing (i.e. left blank) if respondents have ticked more than one response option. There are a few exceptions to this general rule, as specified below.

For the occupational group question (q41), priority coding applies to multiple responses:

- Within the Registered Nurses and Midwives section, Midwives, Health Visitors or District/Community options are prioritised over Adult/General, Mental Health, Learning Disabilities and Children.
- Other types of multiple responses in the Registered Nurses and Midwives section are recoded as Other Registered Nurses.
- If General Management and another occupational group are ticked, the latter is prioritised.

For the questions on reporting physical violence (q17d) and reporting harassment, bullying and abuse (q18d), the following cleaning is applied to multiple responses:

1. If the respondent has ticked BOTH “Yes, I reported it” AND “Yes, a colleague reported it”, they are assigned a code 6, indicating “Reported both by self and a colleague”, regardless of what else they have ticked.
2. If the respondent has ticked either “Yes, I reported it” OR “Yes, a colleague reported it” and also “Don’t know” then the former two responses are prioritised.
3. If the respondent has ticked either “Yes, I reported it” OR “Yes, a colleague reported it” and also “Not applicable” then the former two responses are prioritised.
4. If the respondent has ticked either “Yes, I reported it” OR “Yes, a colleague reported it” and also “No” then this question is coded as missing (i.e. blank).
5. All other combinations of responses are coded as missing (i.e. blank).

Cleaning of the overall dataset

Data collected and cleaned by survey contractors (as outlined above) is submitted to the Survey Coordination Centre which carries out additional cleaning as described below.

Out of range responses (e.g. a value of ‘4’ for a question that only has 3 response options) are cleaned out for all questions.

For q20c, if a respondent has entered a free text comment for response option 7 ('Other') but did not tick the response box, this is set to ticked in cleaning.

There are also a number of filtered questions in the core questionnaire, ie questions which should not have been answered if a certain response is ticked on a preceding routing question. The Survey Coordination Centre applies a common set of editing instructions to clean these filtered questions, as detailed below:

- If the response to q15d is "No" or missing then q15e is set to missing.
- If the respondent did not select "1-2", "3-5", "6-10" or "More than 10" for q17a or q17b or q17c then their response to q17d is set to missing.
- If the respondent did not select "1-2", "3-5", "6-10" or "More than 10" for q18a or q18b or q18c then their response to q18d is set to missing.
- If the response to both q20a and q20b is 'No' or missing then q20c is set to missing.
- If the respondent did not select 'No' to q25a then their responses to q25b and q25c are set to missing.
- If respondent selects code 12 at q28 and also selects any code(s) from 1 to 11 then codes 1 to 11 are removed; if respondent selects code 11 and also selects any code(s) from 1 to 10 then code 11 is removed.
- If the response to q37a is 'No' or missing then q37b is set to missing.

Contributing questions

The questions contributing to each People Promise element and theme are shown in the table below, along with the sub-scores they feed into.

PP element 1: *We are compassionate and inclusive*

Compassionate culture

- Q8a - "I feel that my role makes a difference to patients / service users."
- Q27a - "Care of patients / service users is my organisation's top priority."
- Q27b - "My organisation acts on concerns raised by patients / service users."
- Q27c - "I would recommend my organisation as a place to work."
- Q27d - "If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation."

Compassionate leadership

- Q13f - "My immediate manager(s) works together with me to come to an understanding of problems."
- Q13g - "My immediate manager(s) is interested in listening to me when I describe challenges I face."
- Q13h - "My immediate manager(s) cares about my concerns."
- Q13i - "My immediate manager(s) takes effective action to help me with any problems I face."

Diversity and equality

- Q19 - "Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities?"
- Q20a - "In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?"
- Q20b - "In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?"
- Q24 - "I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)."

Inclusion

- Q10f - "I feel valued by my team."
- Q10g - "I feel a strong personal attachment to my team."
- Q11b - "The people I work with are understanding and kind to one another."
- Q11c - "The people I work with are polite and treat each other with respect."

PP element 2: *We are recognised and rewarded*

- Q6a - "The recognition I get for good work."
- Q6b - "The extent to which my organisation values my work."
- Q6c - "My level of pay."
- Q11d - "The people I work with show appreciation to one another."
- Q13e - "My immediate manager(s) values my work."

PP element 3: *We each have a voice that counts*

Autonomy and control

- Q5a - "I always know what my work responsibilities are."
- Q5b - "I am trusted to do my job."
- Q5c - "There are frequent opportunities for me to show initiative in my role."
- Q5d - "I am able to make suggestions to improve the work we do."

Q5e - "I am involved in deciding on changes introduced that affect my work."

Q5f - "I am able to make improvements happen at work."

Q7b - "I have a choice in deciding how to do my work."

Raising concerns

Q23a - "I would feel secure raising concerns about unsafe clinical practice."

Q23b - "I am confident that my organisation would address my concern."

Q27e - "I feel safe to speak up about anything that concerns me in this organisation."

Q27f - "If I spoke up about something that concerned me I am confident my organisation would address my concern."

PP element 4: *We are safe and healthy*

Health and safety climate

Q5g - "I am able to meet all the conflicting demands on my time at work."

Q5h - "I have adequate materials, supplies and equipment to do my work."

Q5i - "When I am at work, there are enough staff for me to do my job properly."

Q7a - "I have unrealistic time pressures."

Q15a - "My organisation takes positive action on health and well-being."

Q17d - "The last time you experienced physical violence at work, did you or a colleague report it?"

Q18d - "The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?"

Burnout

Q16a - "How often, if at all, do you find your work emotionally exhausting?"

Q16b - "How often, if at all, do you feel burnt out because of your work?"

Q16c - "How often, if at all, does your work frustrate you?"

Q16d - "How often, if at all, are you exhausted at the thought of another day/shift at work?"

Q16e - "How often, if at all, do you feel worn out at the end of your working day/shift?"

Q16f - "How often, if at all, do you feel that every working hour is tiring for you?"

Q16g - "How often, if at all, do you not have enough energy for family and friends during leisure time?"

Negative experiences

Q15b - "In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?"

Q15c - "During the last 12 months have you felt unwell as a result of work related stress?"

Q15d - "In the last three months have you ever come to work despite not feeling well enough to perform your duties?"

Q17a - "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?"

Q17b - "In the last 12 months how many times have you personally experienced physical violence at work from...Managers?"

Q17c - "In the last 12 months how many times have you personally experienced physical violence at work from...Other colleagues?"

Q18a - "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?"

Q18b - "In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...Managers?"

Q18c - "In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...Other colleagues?"

PP element 5: *We are always learning*

Development

- Q26a – “This organisation offers me challenging work.”
- Q26b – “There are opportunities for me to develop my career in this organisation.”
- Q26c – “I have opportunities to improve my knowledge and skills.”
- Q26d – “I feel supported to develop my potential.”
- Q26e – “I am able to access the right learning and development opportunities when I need to.”

Appraisals

- Q25a – “In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skill Framework (KSF development review)?”

PP element 6: *We work flexibly*

Support for work-life balance

- Q8b – “My organisation is committed to helping me balance my work and home life.”
- Q8c – “I achieve a good balance between my work life and my home life.”

PP element 7: *We are a team*

Team working

- Q10a – “I receive the respect I deserve from my colleagues at work.”
- Q10b – “Team members understand each other’s roles.”
- Q10c – “I enjoy working with the colleagues in my team.”
- Q10d – “My team has enough freedom in how to do its work.”
- Q10e – “In my team disagreements are dealt with constructively.”
- Q11a – “Teams within this organisation work well together to achieve their objectives.”

Line management

- Q13a – “My immediate manager(s) encourages me at work.”
- Q13b – “My immediate manager(s) gives me clear feedback on my work.”
- Q13c – “My immediate manager(s) asks for my opinion before making decisions that affect my work.”
- Q13d – “My immediate manager(s) takes a positive interest in my health and well-being.”

Staff Engagement (theme)

Motivation

- Q4a – “I look forward to going to work.”
- Q4b – “I am enthusiastic about my job.”
- Q4c – “Time passes Quickly when I am working.”

Involvement

- Q5c – “There are frequent opportunities for me to show initiative in my role.”
- Q5d – “I am able to make suggestions to improve the work we do.”
- Q5f – “I am able to make improvements happen at work.”

Advocacy

- Q27a – “Care of patients / service users is my organisation's top priority.”
- Q27c – “I would recommend my organisation as a place to work.”
- Q27d – “If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.”

Morale (theme)

Future intentions

Q28 – “In the next 12 months, which of the following are you planning to do or considering doing?”

Work pressure

Q5g – “I am able to meet all the conflicting demands on my time at work.”

Q5h – “I have adequate materials, supplies and equipment to do my work.”

Q5i – “When I am at work, there are enough staff for me to do my job properly.”

Stressors

Q5a – “I always know what my work responsibilities are.”

Q5e – “I am involved in deciding on changes introduced that affect my work.”

Q7a – “I have unrealistic time pressures.”

Q7b – “I have a choice in deciding how to do my work.”

Q7c – “Relationships at work are strained.”

Q10a – “I receive the respect I deserve from my colleagues at work.”

Q13a – “My immediate manager(s) encourages me at work.”

Calculation of summary indicators from the contributing questions

As mentioned earlier, responses for all questions contributing to the summary indicators are rescored to achieve a scale of 0-10. Table A below details the scores allocated to each response option. The scores are assigned based on outcome, so the most favourable response will be scored 10, while the least favourable will be scored 0. This means that scoring is different depending on how the question is phrased. For example a response of “Strongly agree” can either be the most positive result (for example in response to “*I feel valued by my team*”) or the least positive result (e.g. in response to “*I often think about leaving this organisation*”). Where a participant selects a response option which does not have a score assigned (labelled ‘ns’), when reporting results they will not be included in the base size for that particular question, i.e. they are treated as if they had not answered the question.

Table A also details how the sub-scores, People Promise elements and themes are calculated from the question scores. Sub-scores are calculated where an individual has answered sufficient contributing questions. People Promise element and theme scores are calculated where sufficient sub-scores have been calculated for that individual.

Table A: Response scoring for People Promise elements, themes and sub-scores

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					9
			1	2	3	4	5	
<p><i>Element 1</i> We are compassionate and inclusive Calculated as the mean of the sub-scores where at least three of the four sub-scores have been assigned.</p>	<p>Compassionate culture Calculated as the mean of the question scores where at least three of the five questions are answered.</p>	Q8a	0	2.5	5	7.5	10	ns
		Q27a	0	2.5	5	7.5	10	
		Q27b	0	2.5	5	7.5	10	
		Q27c	0	2.5	5	7.5	10	
		Q27d	0	2.5	5	7.5	10	
	<p>Compassionate leadership Calculated as the mean where at least three of the four questions are answered.</p>	Q13f	0	2.5	5	7.5	10	
		Q13g	0	2.5	5	7.5	10	
		Q13h	0	2.5	5	7.5	10	
		Q13i	0	2.5	5	7.5	10	
	<p>Diversity and equality Calculated as the mean where at least three of the four questions are answered.</p>	Q24	0	2.5	5	7.5	10	
		Q19	10	0	5			
		Q20a	0	10				
		Q20b	0	10				
	<p>Inclusion Calculated as the mean where at least three of the four questions are answered</p>	Q10f	0	2.5	5	7.5	10	
		Q10g	0	2.5	5	7.5	10	
		Q11b	0	2.5	5	7.5	10	
Q11c		0	2.5	5	7.5	10		
<p><i>Element 2</i> We are recognised and rewarded Score calculated as a mean where at least three of the five questions are answered.</p>	None	Q6a	0	2.5	5	7.5	10	
		Q6b	0	2.5	5	7.5	10	
		Q6c	0	2.5	5	7.5	10	
		Q11d	0	2.5	5	7.5	10	
		Q13e	0	2.5	5	7.5	10	

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					9
			1	2	3	4	5	
<p><i>Element 3</i> We each have a voice that counts</p> <p>Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p>Autonomy and control</p> <p>Calculated as the mean where at least five of the seven questions are answered</p>	Q5a	0	2.5	5	7.5	10	
		Q5b	0	2.5	5	7.5	10	
		Q5c	0	2.5	5	7.5	10	
		Q5d	0	2.5	5	7.5	10	
		Q5e	0	2.5	5	7.5	10	
		Q5f	0	2.5	5	7.5	10	
	<p>Raising concerns</p> <p>Calculated as the mean where at least three of the four questions are answered</p>	Q7b	0	2.5	5	7.5	10	
		Q23a	0	2.5	5	7.5	10	
		Q23b	0	2.5	5	7.5	10	
		Q27e	0	2.5	5	7.5	10	
<p><i>Element 4</i> We are safe and healthy</p> <p>Calculated as the mean of the sub-scores where all of the sub-scores have been assigned.</p>	<p>Health and safety climate</p> <p>Calculated as the mean across seven questions, but only scored where at least three of the first five questions are answered.</p>	Q27f	0	2.5	5	7.5	10	
		Q5g	0	2.5	5	7.5	10	
		Q5h	0	2.5	5	7.5	10	
		Q5i	0	2.5	5	7.5	10	
		Q15a	0	2.5	5	7.5	10	
		Q17d	10	10	0	ns		ns
	<p>Burnout</p> <p>Calculated as the mean where at least five of the seven questions are answered.</p>	Q18d	10	10	0	ns		ns
		Q7a	10	7.5	5	2.5	0	
		Q16a	10	7.5	5	2.5	0	
		Q16b	10	7.5	5	2.5	0	
		Q16c	10	7.5	5	2.5	0	
		Q16d	10	7.5	5	2.5	0	
		Q16e	10	7.5	5	2.5	0	
	<p>Negative experiences</p> <p>Calculated as the mean where at least six of the nine questions are answered.</p>	Q16f	10	7.5	5	2.5	0	
Q16g		10	7.5	5	2.5	0		
Q17a		10	0	0	0	0		
Q17b		10	0	0	0	0		
Q17c		10	0	0	0	0		
Q18a		10	0	0	0	0		
Q18b		10	0	0	0	0		
Q18c		10	0	0	0	0		
Q15b	0	10						
Q15c	0	10						
Q15d	0	10						

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					9
			1	2	3	4	5	
<p style="text-align: center;"><i>Element 5</i> We are always learning</p> <p>Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p style="text-align: center;">Development</p> <p>Calculated as the mean where at least three of the five questions are answered.</p>	Q26a	0	2.5	5	7.5	10	
		Q26b	0	2.5	5	7.5	10	
		Q26c	0	2.5	5	7.5	10	
		Q26d	0	2.5	5	7.5	10	
		Q26e	0	2.5	5	7.5	10	
	<p style="text-align: center;">Appraisals Summary*</p>	Q25a & Q25b	Q25a = 1 then score = 10 Q25a = 2 & Q25b = 2 then score = 10 Q25a = 2 & Q25b = 1 or 3 or 4 or missing then score = 0 Q25a = 3 or missing then no score					
<p style="text-align: center;"><i>Element 6</i> We work flexibly</p> <p>Calculated as the mean of both question scores.</p>	<p style="text-align: center;">Support for work-life balance</p> <p>Calculated as the mean where at least both questions are answered.</p>	Q8b	0	2.5	5	7.5	10	
		Q8c	0	2.5	5	7.5	10	
<p style="text-align: center;"><i>Element 7</i> We are a team</p> <p>Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.</p>	<p style="text-align: center;">Teamworking</p> <p>Calculated as the mean where at least five of the eight questions are answered.</p>	Q10a	0	2.5	5	7.5	10	
		Q10b	0	2.5	5	7.5	10	
		Q10c	0	2.5	5	7.5	10	
		Q10d	0	2.5	5	7.5	10	
		Q10e	0	2.5	5	7.5	10	
		Q11a	0	2.5	5	7.5	10	
	<p style="text-align: center;">Line management</p> <p>Calculated as the mean where at least three of the four questions are answered.</p>	Q13a	0	2.5	5	7.5	10	
		Q13b	0	2.5	5	7.5	10	
		Q13c	0	2.5	5	7.5	10	
		Q13d	0	2.5	5	7.5	10	

People Promise Element / Theme	Sub-score	Q no.	Score for response option...					
			1	2	3	4	5	9
<p style="text-align: center;"><i>Theme</i> Staff engagement</p> <p>Calculated as the mean of the sub-scores where at least two of the three sub-scores have been assigned.</p>	<p style="text-align: center;">Motivation</p> <p>Calculated as the mean where at least two of the three questions are answered.</p>	Q4a	0	2.5	5	7.5	10	
		Q4b	0	2.5	5	7.5	10	
		Q4c	0	2.5	5	7.5	10	
	<p style="text-align: center;">Involvement</p> <p>Calculated as the mean where at least two of the three questions are answered.</p>	Q5c	0	2.5	5	7.5	10	
		Q5d	0	2.5	5	7.5	10	
		Q5f	0	2.5	5	7.5	10	
	<p style="text-align: center;">Advocacy</p> <p>Calculated as the mean where at least two of the three questions are answered.</p>	Q27a	0	2.5	5	7.5	10	
		Q27c	0	2.5	5	7.5	10	
		Q27d	0	2.5	5	7.5	10	
<p style="text-align: center;"><i>Theme</i> Morale*</p> <p>Calculated as the mean of the sub-scores where at least two of the three sub-scores have been assigned.</p>	<p style="text-align: center;">Future Intentions Summary*</p>	Q28	Option 3 (only) then score = 10 Option 3 and (option 1, 2 or 4 or options 5 to 10) then score = 7.5 Option 1 and not option 3 then score = 5 Option 2 or 4 and not option 1 or 3 then score = 2.5 Options 5 to 10 and not options 1 to 4 then score = 0 Options 11 or 12 or missing then no score					
	<p style="text-align: center;">Work pressure</p> <p>Calculated as the mean where at least two of the three questions are answered.</p>	Q5g	0	2.5	5	7.5	10	
		Q5h	0	2.5	5	7.5	10	
		Q5i	0	2.5	5	7.5	10	
	<p style="text-align: center;">Stressors</p> <p>Calculated as the mean where at least five of the seven questions are answered.</p>	Q5a	0	2.5	5	7.5	10	
		Q5e	0	2.5	5	7.5	10	
		Q7a	10	7.5	5	2.5	0	
		Q7b	0	2.5	5	7.5	10	
		Q7c	10	7.5	5	2.5	0	
		Q10a	0	2.5	5	7.5	10	
Q13a	0	2.5	5	7.5	10			

* NSS Bank sub-scores are calculated differently when compared with the calculations for same questions on Core NSS.

Appraisals Summary Score Calculation

q25a-b included in sub-score calculations as an alternative to q21a-d included in core NSS results in order to measure appraisals.

q25a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review? (question type: single response)

Response option 1	Yes
Response option 2	No
Response option 3	Can't remember
Missing	Not stated / blank

q25b (IF NOT) Why not? (question type: single response)

Response option 1	Bank only workers in my role are not offered an appraisal
Response option 2	As a bank only worker I will be offered an appraisal, but I have not been in my role long enough yet
Response option 3	Other reasons
Response option 4	Don't know
Missing	Not stated / blank

	Scoring Category	Score
Had an appraisal	q25a=1	10
Not had an appraisal but expect to be offered one	q25a=2 & q25b=2	10
Not had an appraisal (not offered / other reason / don't know why / not stated)	q25a=2 & q25b=(1 or 3 or 4 or missing)	0
Can't remember / not stated	q25a=3 or missing	no score

Future Intentions Score Calculation

q28 included in subscore calculations as an alternative to q24a-c included in core NSS results in order to measure intention to leave.

*q28 In the next 12 months, which of the following are you planning to do or considering doing?
(question type: multiple response)*

Response option 1	Continuing to work on the bank at this organisation
Response option 2	Continuing to do NHS bank work but not at this organisation
Response option 3	Moving to a permanent contract at this organisation
Response option 4	Moving to a permanent contract at another NHS organisation
Response option 5	Working in the NHS but paid by an external agency
Response option 6	Moving to a job in healthcare, but outside the NHS
Response option 7	Moving to a job outside healthcare
Response option 8	Taking a career break
Response option 9	Retiring
Response option 10	Going into full time training or studying
Response option 11	Don't know
Response option 12	Prefer not to say

SCORING CATEGORIES

- A. Move to permanent contract at this organisation (option 3)
- B. Stay on bank at this organisation (option 1)
- C. Stay in NHS not at this organisation (option 2 or 4)
- D. Do something else (including agency) (options 5 to 10)
- E. Don't know / prefer not to say (option 11 or 12)

	Scoring Category	Score
Only considering a permanent contract at this organisation	A only	10
Considering a permanent contract at this organisation amongst other options	A and (B, C or D)	7.5
Considering staying on bank at this organisation, but not considering a permanent contract	B and not A	5
Considering staying in the NHS (either bank or permanent) but not at this organisation	C and not A or B	2.5
Only considering options outside NHS (including agency)	D and not A,B or C	0
Not stated	E or missing	no score

Question level results

The reporting outputs contain question level results for each question included in the questionnaire. However, in much of the reporting question level results are reported as a single percentage. While the meaning of the percentage reported for a given question is specified in the report, a more detailed explanation of how the reported percentage is calculated for each question is provided in the table below.

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
Q1	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
Q2	% of staff selecting 'Yes, frequently' / 'Yes, occasionally' out of those who answered the question	1 & 2
Q3	% of staff that have contact with patients / service users out of those who answered the question	1 & 2
Q4a-c	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
Q5a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q6a-c	% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question	4 & 5
Q7a	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
Q7b	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
Q7c	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
Q8a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question, but excluding those who selected 'Not applicable to me'	4 & 5
Q8b-c	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q9	% of staff selecting 'Yes' out of those who answered the question	1
Q10a-g	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q11a-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q12	% of staff selecting 'Yes' out of those who answered the question	1
Q13a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q14	% of staff working part-time out of those who answered the question	1 & 2
Q15a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q15b-e*	% of staff selecting 'Yes' out of those who answered the question	1

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
Q16a-g*	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
Q17a-c*	% of staff saying they experienced at least one incident of violence out of those who answered the question	2 to 5
Q17d	% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'	1, 2 & 6**
Q18a-c*	% of staff saying they experienced at least one incident of bullying, harassment or abuse out of those who answered the question	2 to 5
Q18d	% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'	1, 2 & 6**
Q19	% of staff selecting 'Yes' out of those who answered the question	1
Q20a-b*	% of staff selecting 'Yes' out of those who answered the question	1
Q20c*	% of staff saying they have experienced discrimination on each basis out of those who answered the question	1 to 7
Q21*	% of staff saying they have seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users in the last month	1
Q22a-d	% of staff selecting 'Agree/Strongly Agree' out of those who answered the question excluding those who selected 'Don't know'	4 & 5
Q23a-b	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q24	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q25a	% of staff selecting 'Yes' out of those who answered the question	1
Q25b	% of staff selecting those who answered the question (codes 1 to 3) excluding those who selected 'DK'	1 to 3
Q25c	% of staff selecting 'Yes' out of those who answered the question excluding those who selected 'DK'	1
Q26a-e	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q27a-f	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q28	% of staff saying this would be their most likely future intention out of those who answered the question excluding 'DK' or 'Prefer not to say'	1 to 10
Q29a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q29b	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
Q30a-b	% of staff selecting 'Yes' out of those who answered the question	1

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
Q31	% of staff selecting each response option out of those who answered the question	each code
Q32	% of staff selecting each response option out of those who answered the question	each code
Q33	% of staff selecting each response option out of those who answered the question	each code
Q34	% of staff selecting a response falling into each of the following categories, out of those who answered the question Categories: White background Mixed/Multiple ethnic background Asian/Asian British Black/African/Caribbean/Black British Other ethnic group	White background: 1 to 4 Mixed/Multiple ethnic background: 5 to 8 Asian/Asian British: 9 to 13 Black/African/Caribbean/Black British: 14 to 16 Other ethnic group: 17 & 18
Q35	% of staff selecting each response option out of those who answered the question	each code
Q36	% of staff selecting each response option out of those who answered the question	each code
Q37a	% of staff selecting 'Yes' out of those who answered the question	1
Q37b	% of staff selecting 'Yes' out of those who answered the question excluding those who select 'No adjustment required'	1
Q38a-b	% of staff selecting 'Yes' out of those who answered the question	1
Q39a-b	% of staff selecting each response option out of those who answered the question	each code
Q40	% of staff selecting each response option out of those who answered the question	each code
Q41	% of staff selecting a response falling into each of the following categories, out of those who answered the question Categories: Registered nurses & midwives Nursing or healthcare assistants Medical or dental Allied health professionals (AHP) Scientific and technical Social care Public health Commissioning Admin and clerical Central functions Maintenance General management Other Emergency care practitioner Paramedic Emergency care assistant (ECA) Ambulance technician	Registered Nurses & Midwives: 24 to 31 Nursing Ass. or HCA: 32 Medical or dental: 12 to 15 AHP: 1 to 3 & 5 to 9 Sci. & technical: 4 & 10 to 11 Social care: 33 to 35 Public health: 22 Commissioning: 23 Admin & clerical: 36 Central functions: 37 Maintenance: 38 General management: 39 Other: 40 Emergency care pract.: 16 Paramedic: 17 ECA: 18 Ambulance technician: 19

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
	Ambulance control staff Patient transport service (PTS)	Ambulance control: 20 PTS: 21

* Question numbers marked with one asterisk are reverse scored, i.e. a lower percentage indicates a better result.

** See section on [Contractor Data cleaning](#) for how responses are cleaned/coded for these questions.

Questionnaire differences

A full list of differences and similarities between the tailored version of the questionnaire and the core NSS questionnaire can be found in table 3.

Questionnaire differences - Core NSS Survey v NSS Bank Survey

Core NSS	NSS Bank	2022 question wording	Same question?
	Q1	Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?	NSS Bank only question
	Q2	Do you work the same hours / shift pattern each week?	NSS Bank only question
Q1	Q3	Do you have face-to-face, video or telephone contact with patients / service users as part of your job?	Same question wording and response options
Q2a	Q4a	I look forward to going to work.	Same question wording and response options
Q2b	Q4b	I am enthusiastic about my job.	Same question wording and response options
Q2c	Q4c	Time passes Quickly when I am working.	Same question wording and response options
Q3a	Q5a	I always know what my work responsibilities are.	Same question wording and response options
Q3b	Q5b	I am trusted to do my job.	Same question wording and response options

Core NSS	NSS Bank	2022 question wording	Same question?
Q3c	Q5c	There are frequent opportunities for me to show initiative in my role.	Same question wording and response options
Q3d	Q5d	I am able to make suggestions to improve the work we do.	Altered question wording; same response options
Q3e	Q5e	I am involved in deciding on changes introduced that affect my work.	Altered question wording; same response options
Q3f	Q5f	I am able to make improvements happen at work.	Altered question wording; same response options
Q3g	Q5g	I am able to meet all the conflicting demands on my time at work.	Same question wording and response options
Q3h	Q5h	I have adequate materials, supplies and equipment to do my work.	Same question wording and response options
Q3i	Q5i	When I am at work, there are enough staff for me to do my job properly.	Altered question wording; same response options
Q4a	Q6a	The recognition I get for good work.	Same question wording and response option
Q4b	Q6b	The extent to which my organisation values my work.	Same question wording and response option
Q4c	Q6c	My level of pay.	Same question wording and response option
Q5a	Q7a	I have unrealistic time pressures.	Same question wording and response option
Q5b	Q7b	I have a choice in deciding how to do my work.	Same question wording and response option
Q5c	Q7c	Relationships at work are strained.	Same question wording and response option
Q6a	Q8a	I feel that my role makes a difference to patients / service users.	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
Q6b	Q8b	My organisation is committed to helping me balance my work and home life.	Same question wording and response option
Q6c	Q8c	I achieve a good balance between my work life and my home life.	Same question wording and response option
	Q9	How would you like to answer these questions about your experience of teamwork at this organisation.	NSS Bank only question
Q7c	Q10a	I receive the respect I deserve from my colleagues at work.	Same question wording and response option
Q7d	Q10b	Team members understand each other's roles.	Same question wording and response option
Q7e	Q10c	I enjoy working with the colleagues in my team.	Same question wording and response option
Q7f	Q10d	My team has enough freedom in how to do its work.	Same question wording and response option
Q7g	Q10e	In my team disagreements are dealt with constructively.	Same question wording and response option
Q7h	Q10f	I feel valued by my team.	Same question wording and response option
Q7i	Q10g	I feel a strong personal attachment to my team.	Same question wording and response option
Q8a	Q11a	Teams within this organisation work well together to achieve their objectives.	Same question wording and response option
Q8b	Q11b	The people I work with are understanding and kind to one another.	Same question wording and response option
Q8c	Q11c	The people I work with are polite and treat each other with respect.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
	Q12	How would you like to answer these questions about your immediate manager.	NSS Bank only question
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
Q8d	Q11d	The people I work with show appreciation to one another.	Same question wording and response option
	Q14	On average, how many hours per week do you usually undertake for bank in this organisation?	NSS Bank only question
Q11a	Q15a	My organisation takes positive action on health and well-being.	Same question wording and response option
Q11b	Q15b	In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?	Same question wording and response option
Q11c	Q15c	During the last 12 months have you felt unwell as a result of work related stress?	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
Q11d	Q15d	In the last three months have you ever come to work despite not feeling well enough to perform your duties?	Same question wording and response option
Q11e	Q15e	Have you felt pressure from the organisation to come to work?	Altered question wording; same response options
Q12a	Q16a	How often, if at all, do you find your work emotionally exhausting?	Same question wording and response option
Q12b	Q16b	How often, if at all, do you feel burnt out because of your work?	Same question wording and response option
Q12c	Q16c	How often, if at all, does your work frustrate you?	Same question wording and response option
Q12d	Q16d	How often, if at all, are you exhausted at the thought of another day/shift at work?	Same question wording and response option
Q12e	Q16e	How often, if at all, do you feel worn out at the end of your working day/shift?	Same question wording and response option
Q12f	Q16f	How often, if at all, do you feel that every working hour is tiring for you?	Same question wording and response option
Q12g	Q16g	How often, if at all, do you not have enough energy for family and friends during leisure time?	Same question wording and response option
Q13a	Q17a	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?	Same question wording and response option
Q13b	Q17b	In the last 12 months how many times have you personally experienced physical violence at work from managers?	Same question wording and response option
Q13c	Q17c	In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?	Same question wording and response option
Q13d	Q17d	The last time you experienced physical violence at work, did you or a colleague report it?	Same question wording and response option
Q14a	Q18a	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
		patients / service users, their relatives or other members of the public?	
Q14b	Q18b	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?	Same question wording and response option
Q14c	Q18c	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?	Same question wording and response option
Q14d	Q18d	The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?	Same question wording and response option
Q15	Q19	Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities?	Altered question wording; same response options
Q16a	Q20a	In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?	Same question wording and response option
Q16b	Q20b	In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?	Same question wording and response option
Q16c	Q20c	On what grounds have you experienced discrimination?	Same question wording and response option
Q17	Q21	In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?	Same question wording and response option
Q18a	Q22a	My organisation treats staff who are involved in an error, near miss or incident fairly.	Same question wording and response option
Q18b	Q22b	My organisation encourages us to report errors, near misses or incidents.	Same question wording and response option
Q18c	Q22c	When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	Same question wording and response option
Q18d	Q22d	We are given feedback about changes made in response to reported errors, near misses and incidents.	Same question wording and response option
Q19a	Q23a	I would feel secure raising concerns about unsafe clinical practice.	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
Q19b	Q23b	I am confident that my organisation would address my concern.	Same question wording and response option
Q20	Q24	I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).	Same question wording and response option
Q21a	Q25a	In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	Same question wording and response option
	Q25b	If no, why not?	NSS Bank only question
	Q25c	Would an appraisal help you to do your job better?	NSS Bank only question
Q22a	Q26a	This organisation offers me challenging work.	Same question wording and response option
Q22b	Q26b	There are opportunities for me to develop my career in this organisation.	Same question wording and response option
Q22c	Q26c	I have opportunities to improve my knowledge and skills.	Same question wording and response option
Q22d	Q26d	I feel supported to develop my potential.	Same question wording and response option
Q22e	Q26e	I am able to access the right learning and development opportunities when I need to.	Same question wording and response option
Q23a	Q27a	Care of patients / service users is my organisation's top priority.	Same question wording and response option
Q23b	Q27b	My organisation acts on concerns raised by patients / service users.	Same question wording and response option
Q23c	Q27c	I would recommend my organisation as a place to work.	Same question wording and response option
Q23d	Q27d	If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
Q23e	Q27e	I feel safe to speak up about anything that concerns me in this organisation.	Same question wording and response option
Q23f	Q27f	If I spoke up about something that concerned me I am confident my organisation would address my concern	Same question wording and response option
	Q28	In the next 12 months, which of the following are you planning to do or considering doing?	NSS Bank only question
	Q29a	It is easy to get hold of the bank team if I have a Query	NSS Bank only question
	Q29b	When I contact the bank team with a Query, I can Quickly get the answers I need	NSS Bank only question
Q25a	Q30a	In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?	Same question wording and response option
Q25c	Q30b	In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?	Same question wording and response option
Q26a	Q31	What of the following best describes you?	Same question wording and response option
Q26b	Q32	Is your gender identity the same as the sex you were registered at birth?	Same question wording and response option
Q26c	Q33	Age	Same question wording and response option
Q27	Q34	What is your ethnic group? (Choose one option that best describes your ethnic group or background)	Same question wording and response option
Q28	Q35	Which of the following best describes how you think of yourself?	Same question wording and response option
Q29	Q36	What is your religion? Are you...	Same question wording and response option
Q30a	Q37a	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	Same question wording and response option
Q30b	Q37b	Has your employer made reasonable adjustment(s) to enable you to carry out your work?	Same question wording and response option

Core NSS	NSS Bank	2022 question wording	Same question?
Q31a	Q38a	Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?	Same question wording and response option
Q31b	Q38b	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?	Same question wording and response option
Q32a	Q39a	How many years have you worked for this organisation?	Altered question wording; same response options
Q32b	Q39b	When you joined this organisation, were you recruited from outside of the UK?	Altered question wording; same response options
	Q40	Is bank work in the NHS your main source of paid work?	NSS Bank only question
Q33	Q41	What is your occupational group?	Same question wording and response option
	42	What does this organisation do well to support bank workers?	NSS Bank only question
	43	What could this organisation do better to support bank workers?	NSS Bank only question