



2024 NHS Staff Survey

Key messages

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

About the survey

- The annual NHS Staff Survey (NSS) is one of the largest workforce surveys in the world. It's sent to over 1.3 million of our NHS people each year and is completed by over 600,000 of them.
- The NSS has been running continuously for more than 20 years.
- The NSS is an official statistic, run independently of NHS England and to the highest standards of quality and accuracy.
- Your response to the survey is completely confidential and anonymous.
- For X/Twitter, we encourage colleagues to use the hashtag #NSS2024 or #NSSB2024. This will help us evaluate, and where necessary, improve our communications.
- After the survey closes, everyone's answers are gathered by the Survey Co-ordination Centre that manages the survey for the NHS. It then takes time to carefully check and analyse that exceptionally large amount of anonymous data.
- This gives a really accurate picture of what it is like to work in the NHS, which is used by numerous different organisations, as well as your own organisation, to make things better for you, your colleagues, and our patients and service users.
- By giving just 15 minutes of your time you can help make the NHS the workplace we all want it to be.
- The latest date for any local organisation to begin the survey is Monday 7 October and the survey closes on Friday 29 November.
- Please do fill yours in and make sure you have your say. As the People Promise says: "We each have a voice that counts."

Why the survey matters

- The more our NHS people know their organisations are listening to them and acting on their feedback, the better the outcomes for us and our patients.
- A lot of good work is going on but there is always room to do more and make staff experience the best for all of us, regardless of where we work.
- In 2023 more than 700,000 NHS people completed the NSS. This was really appreciated, and we hope even more will be able to do so this year.
- It remains so important that our NHS people can share their views on their working experience and how it can be improved.
- The survey is a rich source of data to support understanding our NHS people's working experiences. The data is publicly available on the [NHS Staff Survey website](#) and is well

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used by a wide range of organisations and teams, including HRDs and subject matter experts in the local NHS, NHS England (such as temporary staffing, retention), and equality and health inequalities teams, staff experience leads, CQC, staff networks, Workforce Race Equality Standard (WRES), Workforce Disability Equality Standard (WDES), Freedom To Speak Up and National Guardians Office, Social Partnership Forum, and the Pay Review Body.

- It is important that our NHS people from all backgrounds and experiences take part as we each have a voice that counts.

Why the survey aligns to the People Promise

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

NHS Staff Survey for bank only workers (NSSB)

- This year will be the second year organisations with over 200 bank only workers are mandated to take part, with tailored questions researched and developed to ensure they are relevant to their experiences.
- If a bank only worker has worked for more than one NHS organisation in the past six months, it is possible they may receive more than one invitation to take part in the survey. If they do receive more than one invitation, they are welcome to complete the survey more than once, each time being careful to think about their experiences at the organisation that sent them the invitation.
- Each participating organisation is required to conduct a census where all eligible staff are invited to take part.
- Since 2021 the survey has been open to colleagues who have been off sick for more than 90 days and those who have been on secondment for over a year.

The importance of listening

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

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