

## National NHS Staff Survey 2021

## What is this survey and why are we asking you to complete it?

This is an independent survey of your experience of working in your organisation. The overall aim is to gather information that will help to improve the working lives of staff in the NHS and so help to provide better care for patients.

Your organisation will be able to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff. Other organisations, including NHS commissioners, the Care Quality Commission, the Department of Health and Social Care, and NHS England and NHS Improvement, will make use of the results.

Please complete the survey for your current job, or the job you do most of the time. If you work across two or more employers in the NHS, please answer in relation to the organisation that pays your salary. Please read each question carefully, but give your immediate response by ticking the box which best matches your personal view.

## Who will see my answers?

NO ONE IN YOUR ORGANISATION, OR THE NHS, WILL BE ABLE TO IDENTIFY INDIVIDUAL RESPONSES. Your answers will be treated in the strictest confidence. The bar code / number below is only used by Contractor Name to identify which staff should be sent a reminder and will not be available to staff in your organisation.

The survey is being conducted by Contractor Name and the NHS Staff Survey Coordination Centre on behalf of your organisation and NHS England and NHS Improvement, in partnership with trade unions.

The survey findings will be analysed by Contractor Name and the NHS Staff Survey Coordination Centre and the results will be presented in a summary report in which no individual, or their responses, can be identified.

Please return this questionnaire, in the envelope provided, to:

Contractor Name Address 1 Address 2 Address 3 Postcode

If you have any queries about this questionnaire please contact the [Insert] helpline on [Insert] or go to <a href="https://www.nhsstaffsurveys.com">www.nhsstaffsurveys.com</a>

YOUR JOB					
1. Do you have face-to-face, video or telephone contact with patients / service users as part of your job?					
Yes, frequently 2 Yes, occasionally		3	No		
2. For each of the statements below, how often do you feel this way about your job?	Never	Rarely	Sometimes	Often	Always
a. I look forward to going to work.					
b. I am enthusiastic about my job.					
c. Time passes quickly when I am working.			$\square_3$		s
3. To what extent do you agree or disagree with the following statements about your work?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I always know what my work responsibilities are.					
b. I am trusted to do my job.					
c. There are frequent opportunities for me to show initiative in my role.	1				
d. I am able to make suggestions to improve the work of my team / department.			3	4	
e. I am involved in deciding on changes introduced that affect my work area / team / department.			$\square_3$		
f. I am able to make improvements happen in my area of work.			$\square_3$		
g. I am able to meet all the conflicting demands on my time at work.	1		$\square_3$		
h. I have adequate materials, supplies and equipment to do my work.			$\square_3$		
<ul> <li>There are enough staff at this organisation for me to do my job properly.</li> </ul>			3	4	5
4. How satisfied are you with each of the following aspects of your job?	Very dissatisfied	Dissatisfied	Neither satis. nor dissatisfied	Satisfied	Very satisfied
a. The recognition I get for good work.			$\square_3$		
b. The extent to which my organisation values my work.			$\square_3$		
c. My level of pay.			$\square_3$		
d. The opportunities for flexible working patterns.			$\square_3$		
5. For each of the statements below, how often, if at all, do these statements apply to you?	Never	Rarely	Sometimes	Often	Always
a. I have unrealistic time pressures.					
b. I have a choice in deciding how to do my work.					
c. Relationships at work are strained.			□ <sub>3</sub>	4	
6. Do the following statements apply to you and your job?  Not applicable to me	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I feel that my role makes a difference to patients / service users.					5
b. My organisation is committed to helping me balance my work and home life.					5
c. I achieve a good balance between my work life and my home life.			$\square_3$		5
d. I can approach my immediate manager to talk openly about flexible working.			$\square_3$		

YOUR TEAM					
7. Do the following statements apply to you and your job?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. The team I work in has a set of shared objectives.			$\square_3$		
b. The team I work in often meets to discuss the team's effectiveness.			$\square_3$		
c. I receive the respect I deserve from my colleagues at work.			$\square_3$		
d. Team members understand each other's roles.					
e. I enjoy working with the colleagues in my team.					
f. My team has enough freedom in how to do its work.					
g. In my team disagreements are dealt with constructively.					
h. I feel valued by my team.					
i. I feel a strong personal attachment to my team.			3 3		
PEOPLE IN YOUR ORGA	ANISAT				
8. Do the following statements apply to you and your job?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Teams within this organisation work well together to achieve their objectives.			$\square_3$		
b. The people I work with are understanding and kind to one another.					
c. The people I work with are polite and treat each other with respect.			3		5
d. The people I work with show appreciation to one another.			3		5 5
VOLID MANAGERS					
9. To what extent do you agree or disagree with the following		Disagree	Neither	Agree	Strongly
9. To what extent do you agree or disagree with the following statements about your immediate manager?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
9. To what extent do you agree or disagree with the following statements about your immediate manager?  My immediate manager (who may be referred to as your 'line manager')	Strongly disagree	Disagree	agree nor	Agree	
9. To what extent do you agree or disagree with the following statements about your immediate manager?  My immediate manager (who may be referred to as your 'line manager', aencourages me at work.	Strongly disagree	<b>Disagree</b>	agree nor	Agree	
<ul> <li>9. To what extent do you agree or disagree with the following statements about your immediate manager?</li> <li>My immediate manager (who may be referred to as your 'line manager') aencourages me at work.</li> <li>bgives me clear feedback on my work.</li> </ul>	Strongly disagree	Disagree 2	agree nor	Agree	
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9. To what extent do you agree or disagree with the following statements about your immediate manager?  My immediate manager (who may be referred to as your 'line manager', aencourages me at work.  bgives me clear feedback on my work.  casks for my opinion before making decisions that affect my work.  dtakes a positive interest in my health and well-being.  evalues my work.  fworks together with me to come to an understanding of problems.  gis interested in listening to me when I describe challenges I face.  hcares about my concerns.  itakes effective action to help me with any problems I face.  YOUR HEALTH, WELL-BEING AN  10. How many hours a week are you contracted to work?  \[ \begin{array} \text{ YOUR HEALTH, WELL-BEING AN } \text{ 30 or more hours } \text{ 30 or more hours } \text{ b. On average, how many additional PAID hours do you work per week contracted hours? } \text{ Please include paid overtime, bank sheets.}	Strongly disagree   1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 Anisation, additional parameters	agree nor disagree  3 3 3 3 3 3 3 3 3 3 4 3 WORK	oove your	agree 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
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11. Health & well-being	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
a. My organisation takes positive action on health and well-being.			$\square_3$			
b. In the last 12 months have you experienced musculoskeletal problem activities?	ns (MSK) as a result of work			Yes	No	
c. During the last 12 months have you felt unwell as a result of work rela	ated stress	?				
d. In the last three months have you ever come to work despite not feeli your duties?	ng well end	ough to pe	erform			
If YES to d, please answer part e below; if NO, go to Question 12						
e. Have you felt pressure from your manager to come to work?						
12. Health & well-being	Never	Rarely	Sometimes	Often	Always	
a. How often, if at all, do you find your work emotionally exhausting?						
b. How often, if at all, do you feel burnt out because of your work?				<u> </u>		
c. How often, if at all, does your work frustrate you?						
d. How often, if at all, are you exhausted at the thought of another day/shift at work?			3 3 3	4	5	
e. How often, if at all, do you feel worn out at the end of your working day/shift?			$\square_3$			
f. How often, if at all, do you feel that every working hour is tiring for you?			$\square_3$		5	
g. How often, if at all, do you not have enough energy for family and friends during leisure time?			$\square_3$		5	
13. In the last 12 months how many times have you personally exp	erienced p	ohysical v	violence at v	work fron	n?	
a. Patients / service users, their relatives or other members of the public	;					
Never 2 1-2 3-5 b. Managers	4	6-10	5	More	than 10	
Never $_{2}$ 1-2 $_{3}$ 3-5	4	6-10	5	More	than 10	
c. Other colleagues  Never 1-2 3-5		6-10	Γ	☐ More	than 10	
d. The last time you experienced physical violence at work, did you or a	colleague	report it?	5 ∟			
Yes, I reported it Yes, a colleague reported it N	_	Don't kn	ow <sub>9</sub> [	] Not a	pplicable	
14. In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from?						
a. Patients / service users, their relatives or other members of the public	;					
1 Never 2 1-2 3-5	4	6-10	5	More	than 10	
b. Managers		0.40	_		the AO	
Never 2 1-2 3-5	4	6-10	<sub>5</sub> L	iviore	than 10	
c. Other colleagues  Never  1-2  3-5	, [	6-10	_	More	than 10	
d. The last time you experienced harassment, bullying or abuse at work	, did you o	r a colleag	jue report it?	>		
Yes, I reported it Yes, a colleague reported it N	O 4	Don't kn	ow <sub>9</sub> [	Not a	pplicable	
15. Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?						
Yes 2 No		9 🔲	Don't know			
		*				

16. In the last 12 months have you personally experienced discrimination at work from any of the following?						
a. Patients / service users, their relatives or other members of the public 1 Yes 2 No						
b. Manager / team leader or other colleagues 1 Yes 2 No						
If YES to either a or b above, please answer part c below; if NO, go to Question 17						
c. On what grounds have you experienced discrimination? <i>Please tick</i>		ly		ther		
1 Ethnic background 3 Religion 5	Disability			olease spe	cify)	
Gender 4 Sexual orientation 6	Age					
17. Raising concerns about unsafe clinical practice						
To what extent do you agree with the following statements about unsafe clinical practice?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
a. I would feel secure raising concerns about unsafe clinical practice.						
b. I am confident that my organisation would address my concern.					5	
18. To what extent does this statement reflect your view of your organisation as a whole?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).			З			
YOUR PERSONAL DEVELOPMENT						
YOUR PERSONAL DEV	ELOPM	ENT				
YOUR PERSONAL DEV  19a. In the last 12 months, have you had an appraisal, annual reviewskills Framework (KSF) development review?			riew, or Kn	owledge	and	
19a. In the last 12 months, have you had an appraisal, annual revi		pment rev	<b>riew, or Kn</b> Can't remer	_	and	
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?		pment rev		_	and No	
19a. In the last 12 months, have you had an appraisal, annual review Skills Framework (KSF) development review?  1 Yes 2 No		pment rev	Can't remer	nber Yes, to some		
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  1 Yes 2 No If YES, please answer parts b to d below; if NO, go to Question 20		pment rev	Can't remer	nber Yes, to some		
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  1 Yes 2 No If YES, please answer parts b to d below; if NO, go to Question 20 b. It helped me to improve how I do my job.		pment rev	Can't remer	nber Yes, to some		
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  1 Yes  2 No  If YES, please answer parts b to d below; if NO, go to Question 20  b. It helped me to improve how I do my job.  c. It helped me agree clear objectives for my work.		pment rev	Can't remer	Yes, to some extent	No 3	
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  Yes  No  If YES, please answer parts b to d below; if NO, go to Question 20  b. It helped me to improve how I do my job. c. It helped me agree clear objectives for my work. d. It left me feeling that my work is valued by my organisation.	ew, develo	pment rev	Yes, definitely  I a finitely  Neither agree nor disagree	Yes, to some extent	No  3 3 3 3 Strongly	
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  Yes  No  If YES, please answer parts b to d below; if NO, go to Question 20  b. It helped me to improve how I do my job. c. It helped me agree clear objectives for my work. d. It left me feeling that my work is valued by my organisation.  20. To what extent do these statements reflect your view of your organisation as a whole?	ew, develo	pment rev	Yes, definitely  I a lack the second	Yes, to some extent	No  3 3 3 3 Strongly	
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  Yes  No  If YES, please answer parts b to d below; if NO, go to Question 20  b. It helped me to improve how I do my job.  c. It helped me agree clear objectives for my work.  d. It left me feeling that my work is valued by my organisation.  20. To what extent do these statements reflect your view of your organisation as a whole?  a. This organisation offers me challenging work.  b. There are opportunities for me to develop my career in this	ew, develo	pment rev	Yes, definitely  I a finitely  Neither agree nor disagree	Yes, to some extent	No  3 3 3 3 Strongly	
19a. In the last 12 months, have you had an appraisal, annual reviews Skills Framework (KSF) development review?  Yes  No  If YES, please answer parts b to d below; if NO, go to Question 20  b. It helped me to improve how I do my job. c. It helped me agree clear objectives for my work. d. It left me feeling that my work is valued by my organisation.  20. To what extent do these statements reflect your view of your organisation as a whole? a. This organisation offers me challenging work. b. There are opportunities for me to develop my career in this organisation.	ew, develo	pment rev	Yes, definitely  I a finitely  Neither agree nor disagree	Yes, to some extent	No  3 3 3 3 Strongly	

<del>-</del>					-
YOUR ORGANISA	TION				
21. To what extent do these statements reflect your view of your organisation as a whole?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Care of patients / service users is my organisation's top priority.					
b. My organisation acts on concerns raised by patients / service users.					
c. I would recommend my organisation as a place to work.					
d. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.			3		5
e. I feel safe to speak up about anything that concerns me in this organisation.			$\square_3$		
f. If I spoke up about something that concerned me I am confident my organisation would address my concern	1		З		
22. To what extent do you agree or disagree with these statements?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I often think about leaving this organisation.					
b. I will probably look for a job at a new organisation in the next 12 months.	1		☐ <sub>3</sub>	4	5
c. As soon as I can find another job, I will leave this organisation.			$\square_3$		
d. If you are considering leaving your current job, what would be your <b>m</b> Please only select <b>one</b> answer	ost likely	destination	ነ?		
I am not considering leaving my current job.			9		
I would want to move to another job within this organisation.					
I would want to move to a job in a different NHS Trust/organisation.					
I would want to move to a job in healthcare, but outside the NHS.			$\square_3$		
I would want to move to a job outside healthcare.					
I would retire or take a career break.					
YOUR EXPERIENCE DURING THE COVID-19 PANDEMIC					
23. The Covid-19 pandemic					
a. In the past 12 months, have you worked on a Covid-19 specific ward	or area at	any time?		, Yes	<sub>2</sub> No
b. In the past 12 months, have you been redeployed due to the Covid-1	9 pandemi	ic at any tir	ne?	1 Yes	<sub>2</sub> No
c. In the past 12 months, have you been required to work remotely/from pandemic?	n home due	e to the Co	vid-19	1 Yes	<sub>2</sub> No

## **BACKGROUND INFORMATION**

We would like to know a bit more about you so that we can compare the experiences of different types of staff.

The final and to know a six more about you so that the carried may be six and six of the					
24. What of the following best describes you?					
a	Female Male 3	Non-binary Prefer to	self-describe: Prefer not to say		
b. Is your	gender identity the same as the s	sex you were registered at birth?	No Prefer not to say		
c. Age:	<sub>1</sub>	1 🖵	41-50 <sub>5</sub> 51-65 <sub>6</sub> 66+		
25. What	is vour ethnic group? (Choose	one option that best describes	s your ethnic group or background)		
White		Asian/Asian British	Black/African/Caribbean/Black British		
	English / Welsh / Scottish /				
01 🗀	Northern Irish / British	<sub>09</sub> Indian	14 African		
02	Irish	Pakistani ——	Caribbean		
03	Gypsy or Irish Traveller	<sub>11</sub> Bangladeshi	Any other Black / African / Caribbean background		
04	Any other White background	Chinese	Other ethnic group		
Mixed/	Multiple ethnic background	Any other Asian background	<sub>17</sub> Arab		
05	White and Black Caribbean		Any other ethnic background (please specify)		
06	White and Black African				
07	White and Asian				
08	Any other Mixed / Multiple ethnic background	:			
26. Whic	h of the following best describe	es how you think of yourself?			
₁□	Heterosexual or Straight	Gay or Lesbian	<sub>3</sub> Bisexual		
4	Other	<sub>5</sub> I would prefer not to say			
27 What	is your religion? Are you				
	No religion	Hindu	Sikh		
₁ ∐	-	4 🗀	Any other religion <i>(please</i>		
2 🗀	Christian	<sub>5</sub>	specify)		
з 🗆	Buddhist	6 Muslim			
			<sub>9</sub> I would prefer not to say		
28a. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?					
<sub>1</sub>	Yes	<sub>2</sub> No			
	please answer part b below; if N				
b. Has yo	ur employer made adequate adju		<u> </u>		
1 🔲	Yes	No	No adjustment required		
29. Parer	ntal / caring responsibilities				
a. Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?					
b. 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? 1 Yes 2 No					

30a. How many years have you worked for this organisation	on?			
If your organisation has merged with another or changed its name, please include in your answer all the time you have worked with this organisation and its predecessors				
Less than 1 year 1-2 years	3-5 years			
6-10 years	More than 15 years			
b. When you joined this organisation, were you recruited from a	outside of the UK?			
(This is often referred to as international recruitment)	Yes No Prefer not to say			
31. What is your occupational group?				
Please tick one box only				
Allied Health Professionals / Healthcare Scientists / Scientific and Technical	Public Health / Health Improvement			
Occupational Therapy	Public Health / Health Improvement			
Physiotherapy	Commissioning			
Radiography	Commissioning managers / support staff			
	Registered Nurses and Midwives			
Pharmacy	Adult / General			
Clinical Psychology	Mental health  ———————————————————————————————————			
Psychotherapy ——	Learning disabilities			
Operating Department Practitioner	Children			
Other qualified Allied Health Professionals (e.g. dietetics, speech and language therapy)	Midwives			
Support to Allied Health Professionals	Health Visitors			
(e.g. support worker, therapy helper, therapy assistant or student)	District / Community			
Other qualified Scientific and Technical or Healthcare Scientists (e.g. haematology, clinical biochemistry,	31			
microbiology)	Nursing or Healthcare Assistants			
Support to healthcare scientists (e.g. technicians, assistants or students)	Nursing auxiliary / Nursing assistant / Healthcare assistant (including Health / Clinical / Nursing Support Worker)			
Medical and Dental	Social Care			
Medical / Dental - Consultant	Approved social workers / Social workers /			
Medical / Dental - In Training (e.g. Foundation Y1 & Y2, StRs (incl FTSTAs & LATs), SHOs, SpRs / SpTs / GPRs)	Residential social workers  Social care managers			
Medical / Dental - Other	34			
14 (e.g. Staff and Associate Specialists / Non-consultant career grade)	Social care support staff			
Salaried Primary Care Dentists	Wider Healthcare Team  Admin & Clerical			
Ambulance (operational)	(including Medical Secretary)			
Emergency Care Practitioner	Central Functions / Corporate Services (e.g. HR, Finance, Information Systems, Information			
Paramedic	Technology)			
Emergency Care Assistant	Maintenance / Ancillary (e.g. housekeeping, domestic staff, maintenance, facilities, estates)			
Ambulance Technician	,			
Ambulance Control Staff (e.g. call handler, dispatchers, PTS controllers)	General Management General Management			
Patient Transport Service (e.g. ambulance drivers, support staff)	(N.B. If you are a manager and can choose a group from elsewhere in the list, please select that other occupational group)			
	Other occupational group (please specify)			

Any other comments? Please write these on a separate sheet of paper and attach them to this questionnaire. Written comments you provide will be passed to your organisation, so do not include any personal details in your comments if you want to remain anonymous.