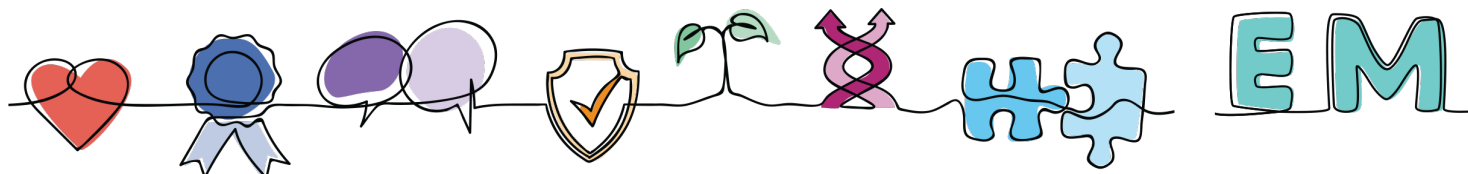


NHS Staff Survey 2024
National aggregate report
Bank only workers



The clickable links below can be used to navigate this document.

2024 National aggregate report: Bank only workers



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1. Introduction



- The NHS Staff Survey (NSS) is one of the largest workforce surveys in the world and has been conducted every year since 2003.
- It asks NHS staff in England about their experiences of working for their respective NHS organisations and provides essential information to employers and national stakeholders about staff experience across the NHS in England.
- Questions are aligned with the [NHS People Promise](#) to track progress against its collaborative aim to improve the experience of everyone working in the NHS in England.
- Since 2023, all trusts participating in the NHS Staff Survey extended the survey to those working solely on the bank*. This followed the successful extension of the survey to bank only workers on a voluntary basis in 2022.
- NHS bank only workers received a tailored version of the NHS Staff Survey, with questions researched and developed to be relevant to the experience and working practices of bank workers in the NHS. The core questionnaire can be downloaded via the link on the right.
- This report presents a concise summary of the national results for the 2024 survey of bank only workers.
- Organisation level benchmark reports for bank workers are available on the [local results page](#) of the NHS Staff Survey website.



NHS Staff Survey



[2024
questionnaire
for bank workers](#)



[Results](#)

* This extension was mandatory for trusts with a minimum of 200 eligible in-house bank only workers, and voluntary for trusts with smaller eligible bank workforces



Participation

24,318

staff responded

19%

response rate

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

- Overall, more than 129,000 eligible bank only workers in England were invited to participate in the NHS Staff Survey for bank only workers (NSSB) between September and November 2024.
- In total, 153 NHS Trusts and 1 other organisation extended the NHS Staff Survey to their bank only workers. At each organisation, all eligible staff were invited to take part in the NSSB.
- Bank workers were deemed eligible according to the following criteria:
 - Paid by the organisation for any work or training in the past 6 months (as at 1st September).
 - Work on bank only – without a substantive or fixed term contract at the organisation.
 - Excludes external bank workers, such as those paid or directly supplied by external providers of bank services.
- Bank workers were sent either an email containing a link to the online survey or a letter containing a QR code for the online survey.
- The reporting is designed to track progress against the seven People Promise elements, and against two theme scores (see [Technical Details](#)).
- Each People Promise element score and theme score is based on one to four sub-scores* with each sub-score calculation dependent on the responses given to between one and nine questions.
- More information regarding the score calculations is included the Technical Guide for bank only workers, which can be found [here](#).
- The survey was nationally administered by the **Survey Coordination Centre**, on behalf of **NHS England**.

* Except for "We are recognised and rewarded" which has no sub-scores.

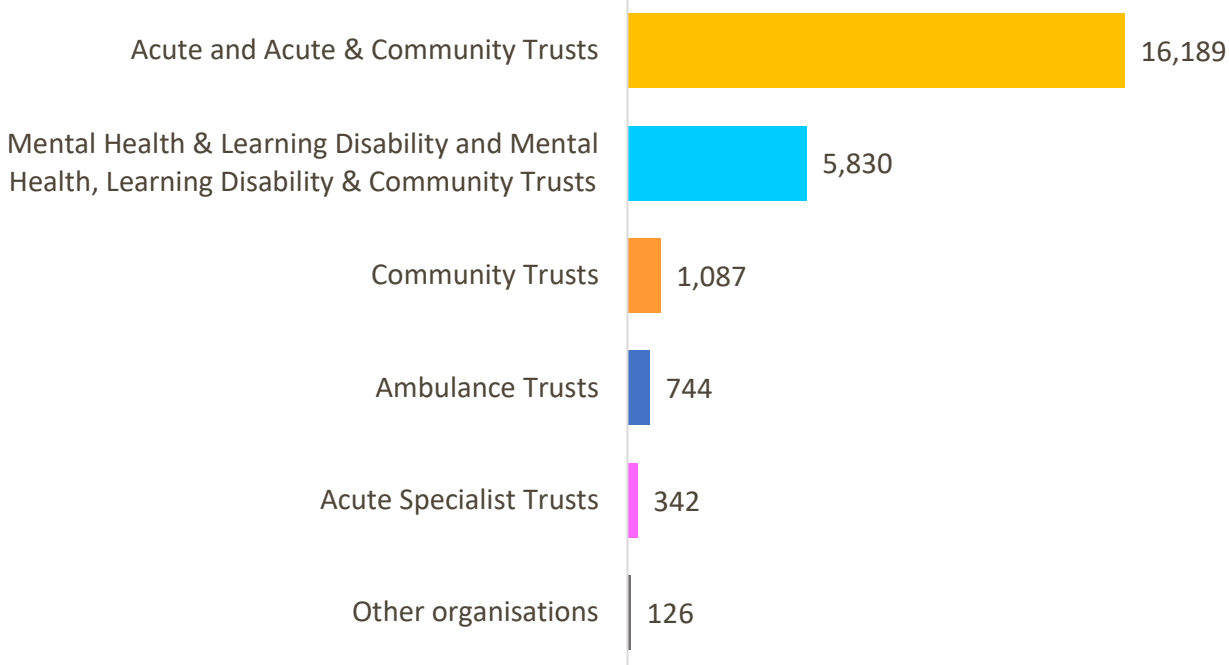


NHS Staff Survey: Who took part?

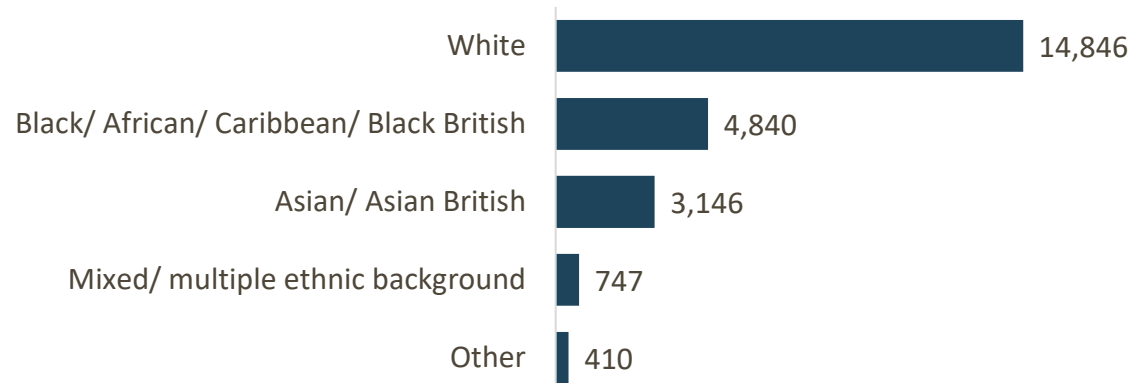
Survey
Coordination
Centre

The charts below show the number of staff who responded to the survey in 2024.

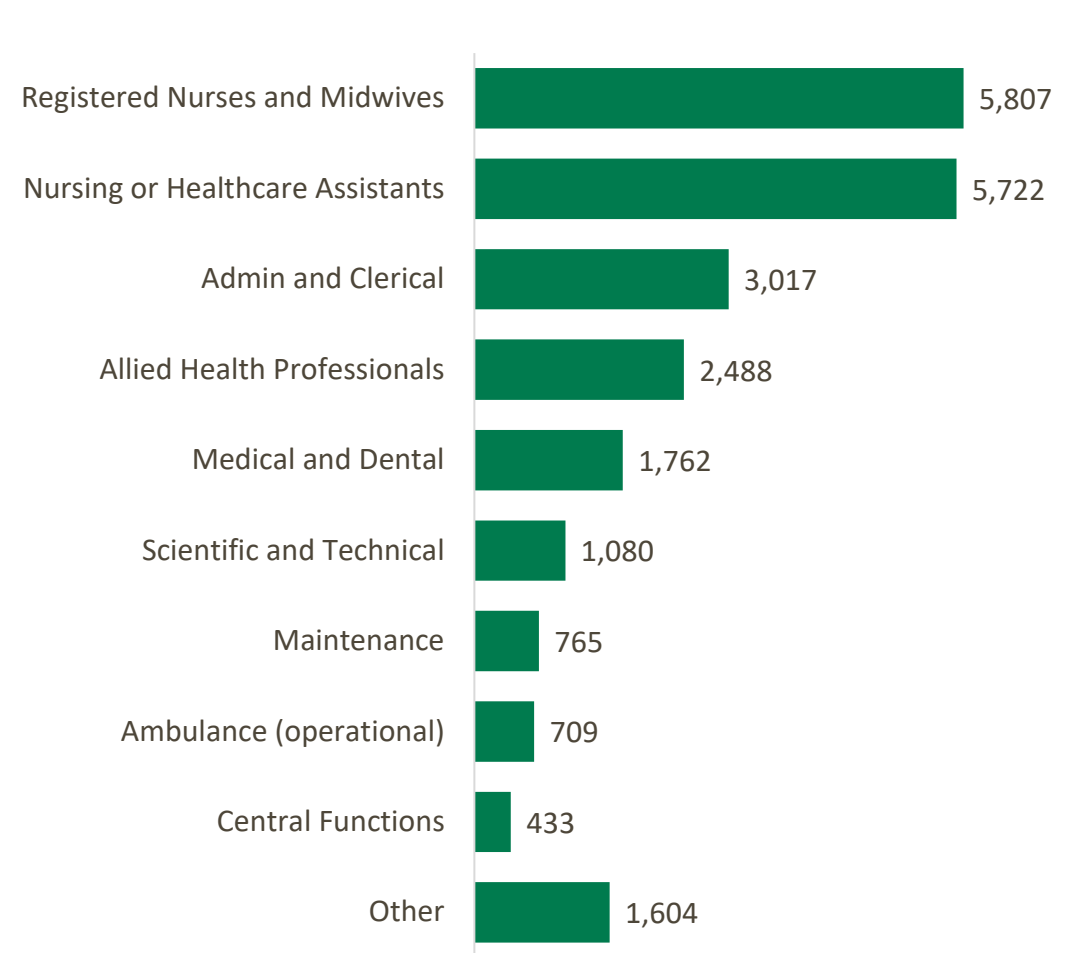
By organisation type



Ethnic background**



By occupation group*



* Self-reported. 931 staff chose not to respond to this question (q46: What is your occupational group?)

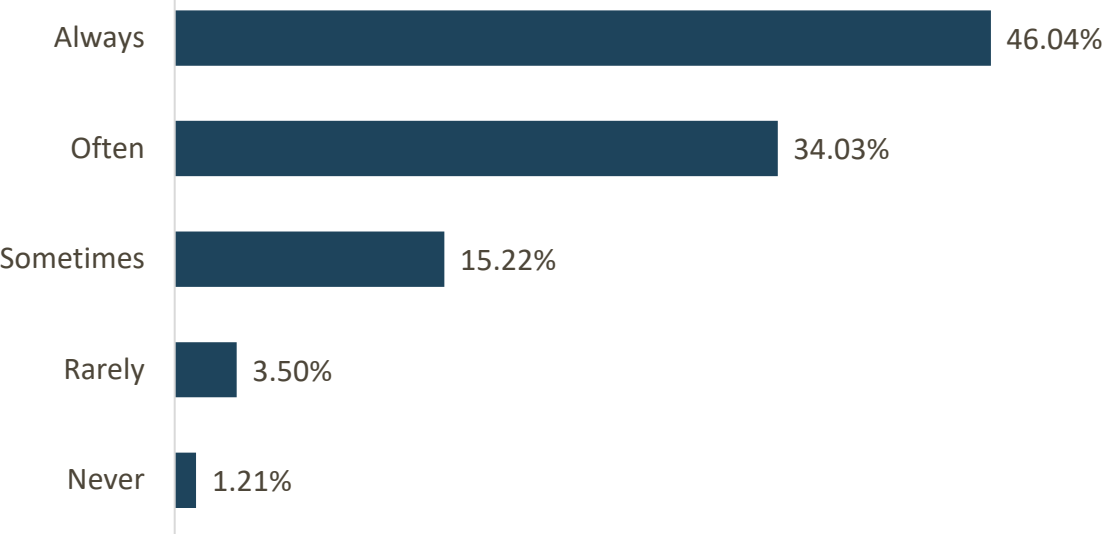
** Self-reported. 329 staff chose not to respond to this question (q37: What is your ethnic group?)



The NHS Staff Survey for bank only workers – Working patterns*

Survey
Coordination
Centre

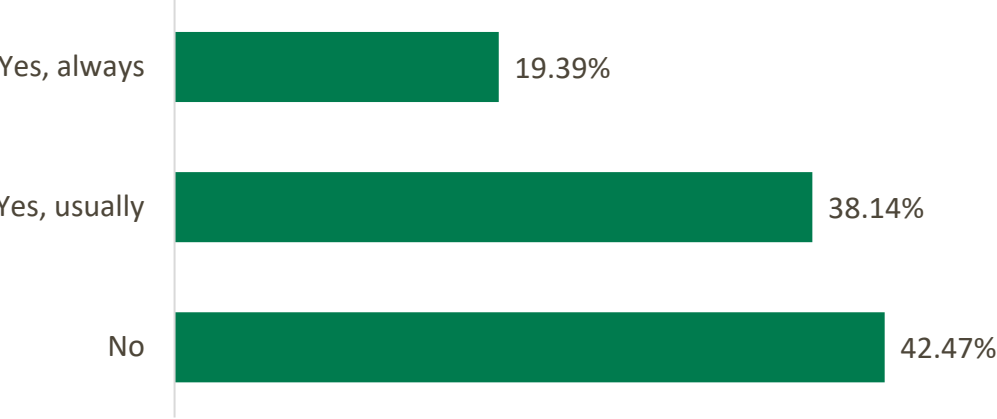
Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?



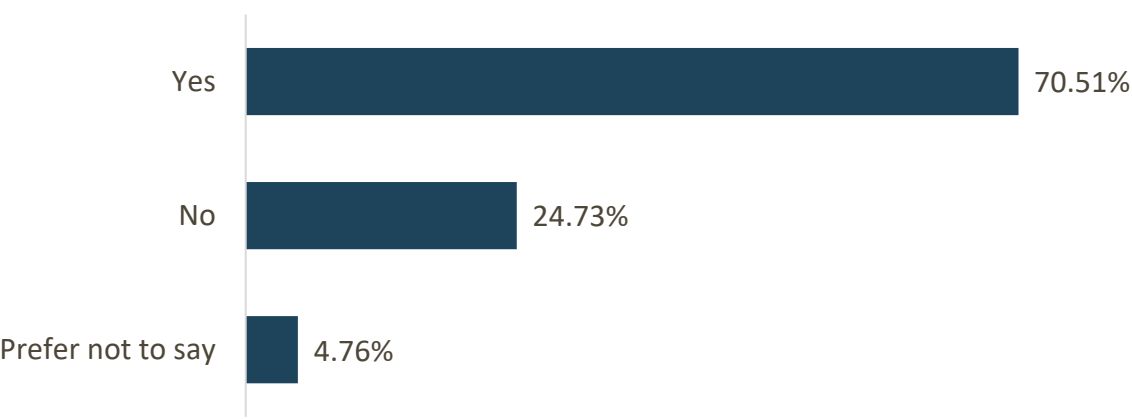
On average, how many hours per week do you usually undertake for bank in this organisation?



Do you work the same hours / shift pattern each week?



Is bank work in the NHS your main source of paid work?



* These charts show unweighted results based on all staff who responded to the NSSB. The results are the percentage of respondents selecting each answer option out of those who answered each question.

2. Technical details



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2. Technical details

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inclusive

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and rewarded

5. We each have a
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- The **results presented in the remainder of this report only cover the 143 NHS trusts that took part in the NSSB**. Organisations that participated on a voluntary basis are excluded from the national results as we do not hold representative data for these groups.
- It is important to note the NSSB results are not directly comparable with the NSS results. Any read across should be made with caution due to differences in the survey methodology/questions asked and differences in the profile of bank workers and staff with a substantive contract.
- Data have been weighted to adjust for differences in the eligible bank workforce size at participating trusts.
- Summary indicators have been created from the responses to certain individual survey questions. These are scored for all appropriate response options (e.g. 'don't know' is typically excluded) on a scale that ranges from 0 to 10, where a higher score always equates to a more positive outcome.
- Results for individual questions are often reported as the sum of two response options. For example, the percentage of staff reported as agreeing with a question will include those who responded either "agree strongly" or "agree".
- Results that have changed by at least 1 percentage point are highlighted: green shows improvements and red shows a deterioration.
- It is worth noting that for certain questions, a higher percentage is a worse result than a lower percentage: e.g., when looking at the “% of staff experiencing physical violence”, the lower the percentage, the better the results.
- Horizontal scales on charts vary and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
- Further information about the technical details of the NSSB and the result outputs is included in the Technical Guide for bank only workers, which can be found [here](#).








National participation and response rate




23,851 responses from
bank only workers at NHS Trusts*
19% response rate

* 10 NHS trusts participated on a voluntary basis due to having fewer than 200 eligible bank only workers. The data from these trusts are not included in the national results.

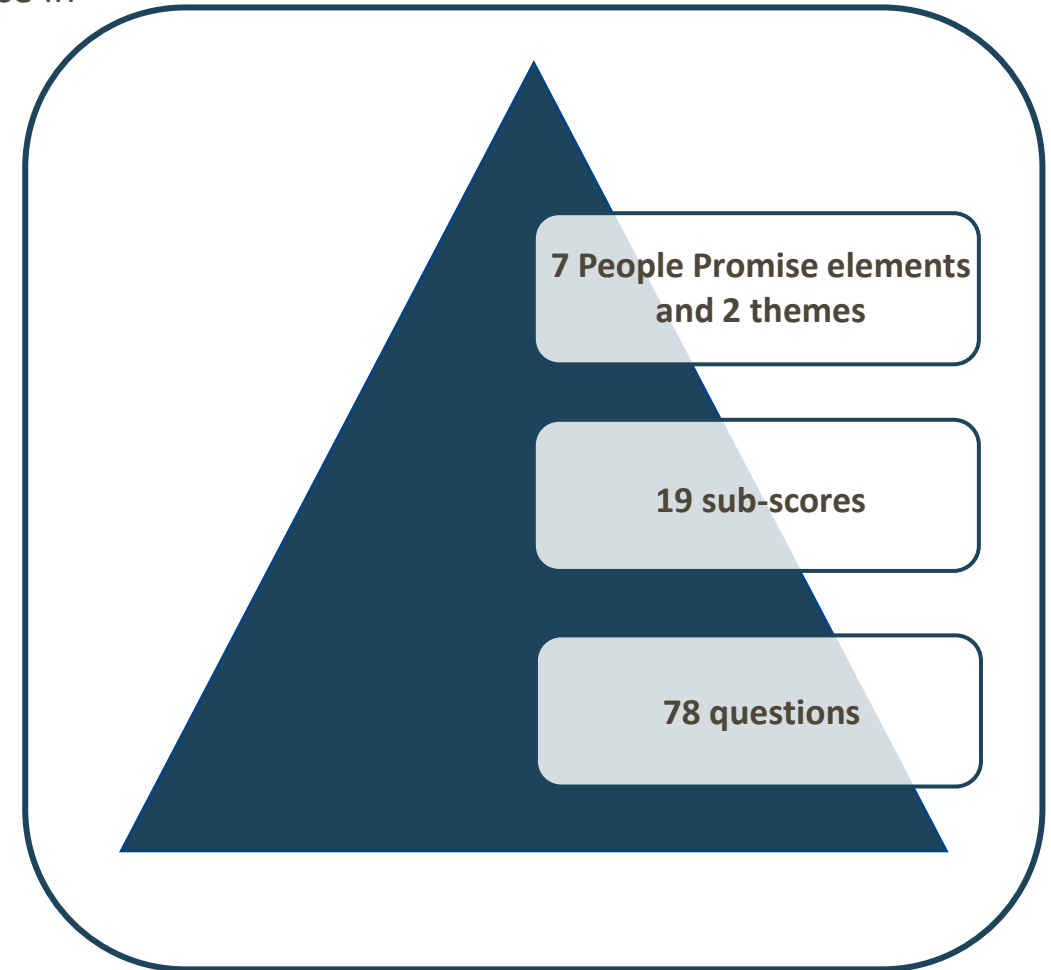
The **People Promise summary indicators** provide an overview of staff experience in relation to the seven elements of the People Promise:

-  *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*

Scores are also reported for two long-standing themes:

-  *Staff Engagement*
-  *Morale*

The score for each People Promise element and theme is based on between one and four sub-scores*, with each sub-score calculated from the responses to between one and nine aligned questions. Sub-scores are also reported.



* With the exception of the People Promise element “*We are recognised and rewarded*” which uses no sub-scores in its calculation



3. We are compassionate and inclusive

- Compassionate culture
- Compassionate leadership
- Diversity and equality
- Inclusion



We are compassionate and inclusive: Overview of sub-scores and questions

Survey
Coordination
Centre

People Promise element score: 2024: 7.19 (2023: 7.20)

Compassionate culture

- Q8a** - *I feel that my role makes a difference to patients / service users*
- Q30a** - *Care of patients / service users is my organisation's top priority*
- Q30b** - *My organisation acts on concerns raised by patients / service users*
- Q30c** - *I would recommend my organisation as a place to work*
- Q30d** - *If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation*

Compassionate leadership

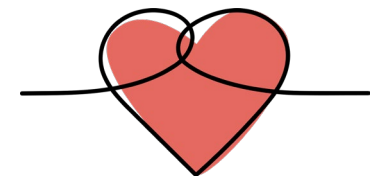
- Q14** - *My immediate manager(s)...*
 - f** ...works together with me to come to an understanding of problems
 - g** ...is interested in listening to me when I describe challenges I face
 - h** ...cares about my concerns
 - i** ...takes effective action to help me with any problems I face

Diversity and equality

- Q20** - *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?*
- Q21a/b** - *Experience of discrimination at work in the past 12 months*
- Q26** - *I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc.)*

Inclusion

- Q11f** - *I feel valued by my team*
- Q11g** - *I feel a strong personal attachment to my team*
- Q12b** - *The people I work with are understanding and kind to one another*
- Q12c** - *The people I work with are polite and treat each other with respect*





We are compassionate and inclusive: Compassionate culture

Compassionate culture sub-score: 2024: 7.28 (2023: 7.25)

Care of patients and service users

89.76% said they feel their **role makes a difference** to patients / service users (Q8a) (2023: 89.11%)

76.64% said that **care of patients / service users is their organisation's top priority** (Q30a) (2023: 77.00%)

71.06% agree that their organisation **acts on concerns raised by patients / services users** (Q30b) (2023: 69.99%)

Recommend as a place to work

66.99% would **recommend their organisation as a place to work** (Q30c) (2023: 66.81%)

Standard of care

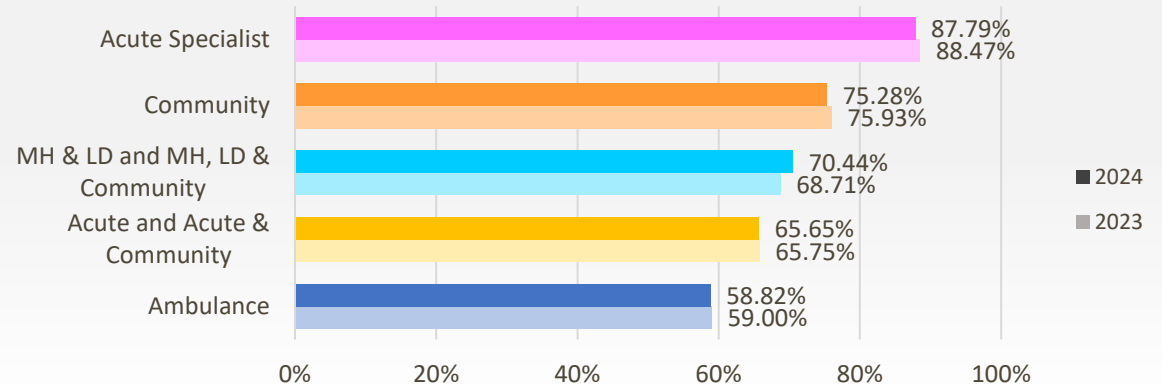
67.03% said that if a friend or relative needed treatment, they would be **happy with the standard of care** provided by their organisation (Q30d) (2023: 66.64%)

Standard of care by organisation type

The 'Compassionate culture' sub-score and results for most of its contributing measures are relatively stable since 2023. However, a higher proportion of NHS bank workers agree that their organisation acts on concerns raised by patients / service users this year.

Just over two thirds of bank workers remain happy with the standard of care provided by their organisation. However, organisation types vary: results for standard of care are lowest for Ambulance Trusts (58.82%) and highest for Acute Specialist Trusts (87.79%). The proportion of bank workers in Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts who are happy with the standard of care at their organisation has increased by nearly two percentage points since 2023.

% of staff who agree that if a friend or relative needed treatment, they would be happy with the standard of care provided by their organisation





We are compassionate and inclusive: Compassionate leadership

Compassionate leadership sub-score: 2024: 6.53 (2023: 6.54)

Listening and understanding

57.99% said their immediate manager(s) **works together with them to come to an understanding of problems** (Q14f) (2023: 57.39%)

61.01% agreed that their immediate manager(s) is **interested in listening to them when they describe challenges** they face (Q14g) (2023: 60.99%)

Caring and acting

61.15% agreed that their immediate manager(s) **cares about their concerns** (Q14h) (2023: 61.73%)

59.04% said their immediate manager(s) **takes effective action** to help them with any problems they face (Q14i) (2023: 58.92%)

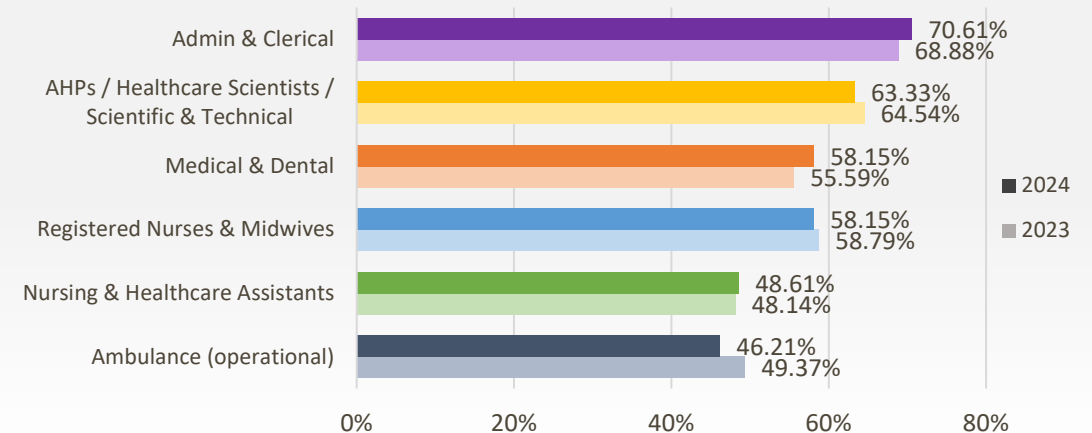
Taking effective action by occupation group

Results for 'Compassionate leadership' are similar to 2023.

Nationally, just under six in ten NHS bank workers say their immediate manager(s) takes effective action to help them with any problems they face.

Bank workers in admin & clerical roles are most likely to agree their manager takes effective action. 63.33% of allied health professionals, healthcare scientists and scientific & technical workers say the same. Nursing & healthcare assistants (48.61%) and ambulance workers (46.21%) are least likely to agree, with the proportion of the latter group declining by more than three percentage points since 2023.

% of staff agreeing that their immediate manager(s) takes effective action to help them with any problems they face - for selected occupation groups*



*Chart shows selected occupation groups only.



We are compassionate and inclusive: Diversity and equality

Diversity and equality sub-score: 2024: 7.97 (2023: 8.04)

Equal opportunities

60.08% of staff felt their organisation **acts fairly towards staff** regardless of ethnic background, gender, religion, sexual orientation, disability or age (Q20) (2023: 60.25%)

Discrimination

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

14.77% ...from patients / service users, their relatives or other members of the public (Q21a) (2023: 13.09%)

11.32% ...from managers, team leaders or other colleagues (Q21b) (2023: 10.51%)

Respect for individual differences

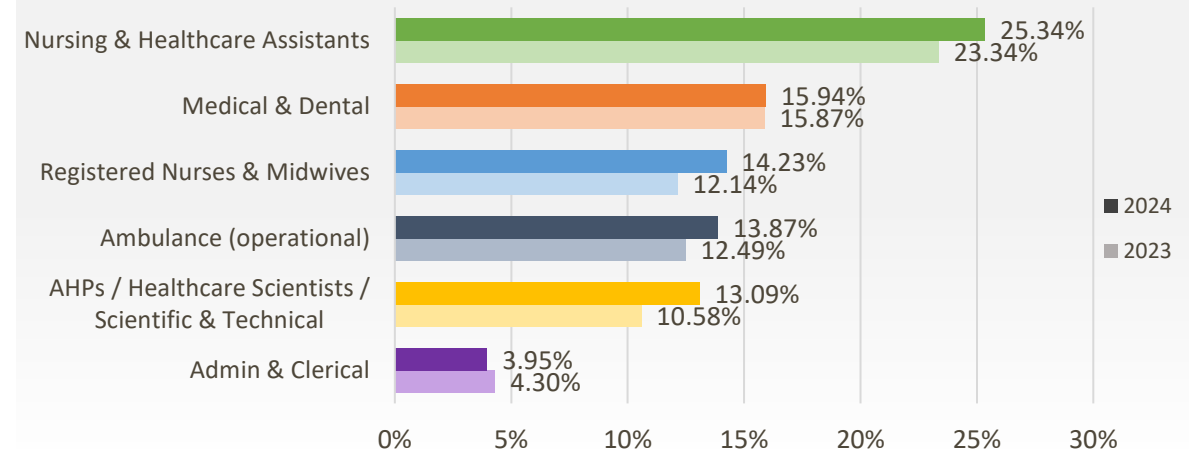
69.32% of staff felt their organisation **respects individual differences**, such as different cultures, working styles, backgrounds and ideas (Q26) (2023: 69.83%)

Experience of discrimination

Results have remained relatively stable since 2023 for most measures feeding into the 'Diversity and equality' sub-score. However, the proportion of NHS bank workers reporting they have personally experienced discrimination at work in the last twelve months from patients/service users has increased since 2023.

The proportion of bank workers experiencing discrimination varies by occupation group. Approximately one in four nursing & healthcare assistants have experienced discrimination in the last twelve months. Other occupation groups have experienced less discrimination although there has been an increase for most of these groups since 2023.

% of staff who personally experienced at least one instance of discrimination at work from patients / service users, their relatives or other members of the public in the last 12 months - for selected occupation groups*



*Chart shows selected occupation groups only.

➤ We are compassionate and inclusive: Inclusion

Inclusion sub-score: 2024: 6.98 (2023: 6.99)

Part of a team

71.75% of staff said they **felt valued by their team** (Q11f) (2023: 72.13%)

58.38% of staff said they **felt a strong personal attachment to their team** (Q11g) (2023: 58.43%)

Respect and civility

The following percentage of staff reported that the people they work with are:

71.93% ... **understanding and kind to one another** (Q12b) (2023: 72.10%)

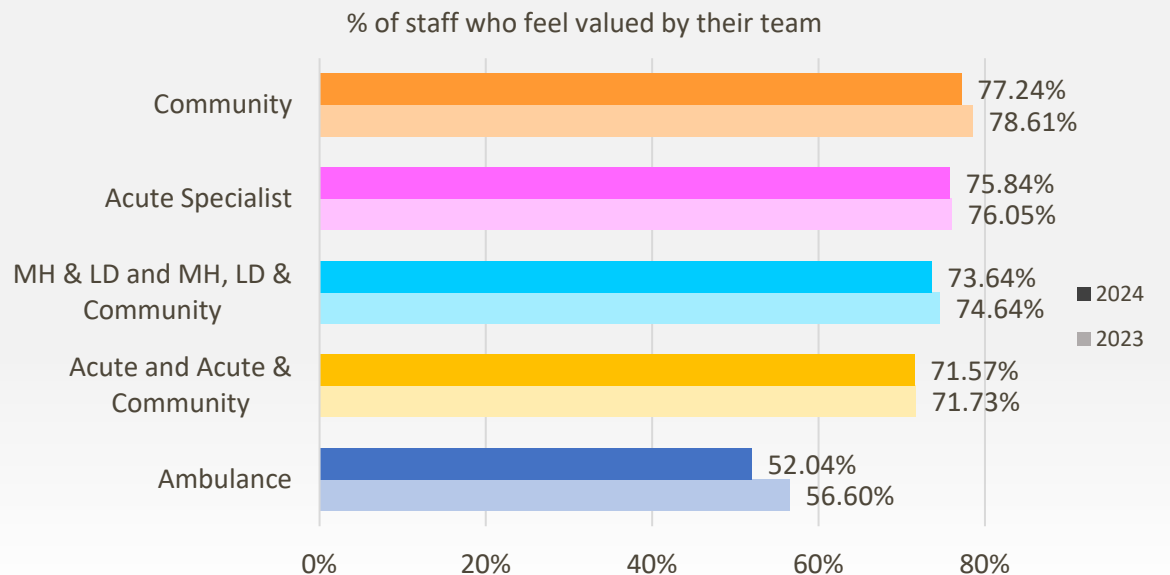
73.64% ... **polite and treat each other with respect** (Q12c) (2023: 73.75%)

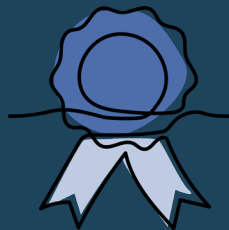
Feeling valued by your team

The 'Inclusion' sub-score and the results for its contributing measures have been closely aligned since 2023.

Nationally, 71.75% of bank workers say they feel valued by their team.

There are broadly consistent results for four out of five organisation types – ranging between 71% and 78% – since 2023. However, just over half of bank workers in Ambulance Trusts say they feel valued by their team following a decline of more than four percentage points since 2023.

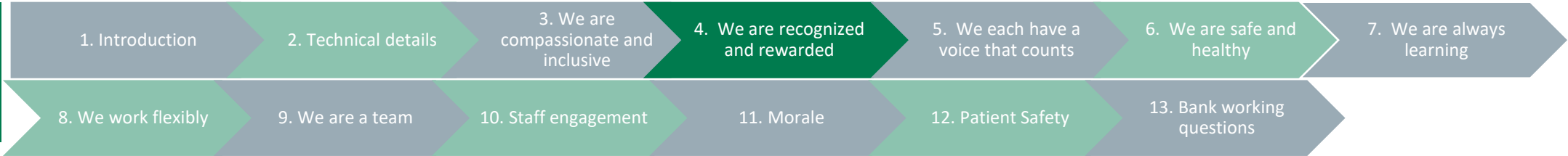




4. We are recognised and rewarded



Contents



People Promise element score: 2024: 6.06 (2023: 6.04)

There are no sub-scores for this People Promise element. Instead, the score is based on the following five questions:

Q6 - Satisfaction with...

- a** ...*the recognition I get for good work*
- b** ...*the extent to which my organisation values my work*
- c** ...*my level of pay*

Q12d - *The people I work with show appreciation to one another*

Q14e - *My immediate manager(s) values my work*





We are recognised and rewarded

People Promise element score: 2024: 6.06 (2023: 6.04)

Recognition

56.69% of staff were **satisfied with the recognition they get for good work** (Q6a) (2023: 55.48%)

Feeling valued and appreciated

48.48% were **satisfied with the extent to which their organisation values their work** (Q6b) (2023: 46.95%)

69.41% of staff say that **the people they work with show appreciation to one another** (Q12d) (2023: 69.93%)

67.41% agree that **their immediate manager(s) values their work** (Q14e) (2023: 68.01%)

Satisfaction with pay

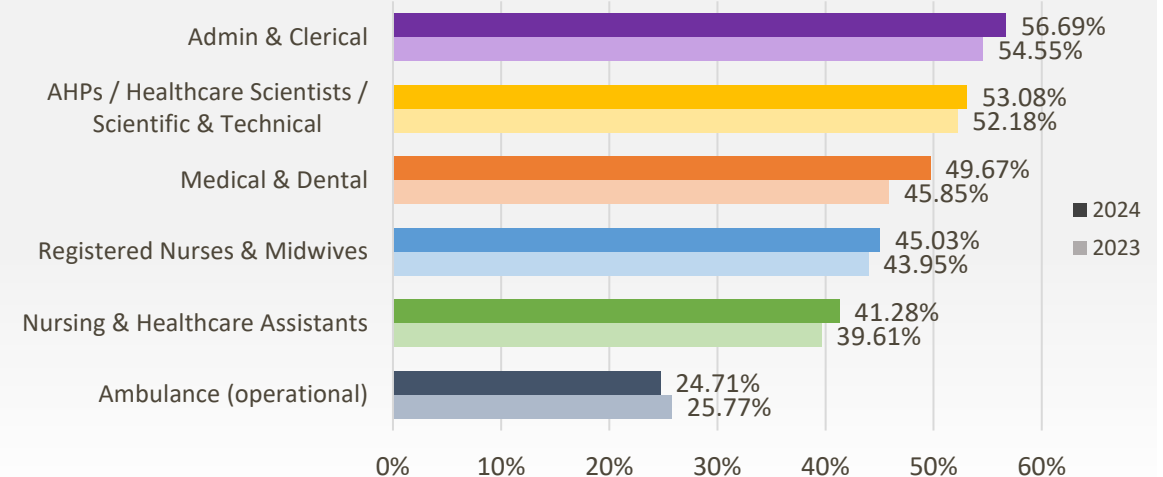
34.23% of staff were **satisfied with their level of pay** (Q6c) (2023: 33.80%)

Trends in feeling valued

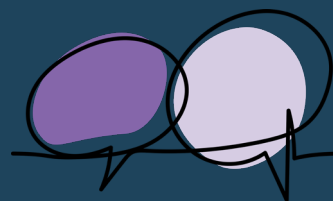
Since 2023, satisfaction has increased with both the recognition bank workers receive for good work and the extent to which their organisation values their work.

Satisfaction with the extent to which their organisation values their work has increased for most occupation groups since 2023. Most notably, this measure has increased for admin & clerical and medical & dental workers by around two and four percentage points, respectively. However, satisfaction is lowest for ambulance workers and has decreased by one percentage point since 2023 (down to 24.71%).

% of staff who are "very satisfied" or "satisfied" with the extent to which their organisation values their work - for selected occupation groups*



*Chart shows selected occupation groups only.



5. We each have a voice that counts

- Autonomy and control
- Raising concerns



We each have a voice that counts: Overview of sub-scores and questions

People Promise element score: 2024: 6.52 (2023: 6.51)

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*

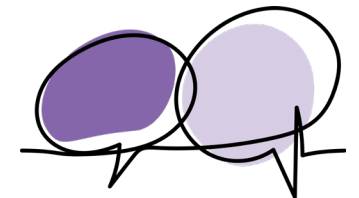
Raising concerns

Q25a - *I would feel secure raising concerns about unsafe clinical practice*

Q25b - *I am confident that my organisation would address my concern*

Q30e - *I feel safe to speak up about anything that concerns me in this organisation*

Q30f - *If I spoke up about something that concerned me I am confident my organisation would address my concern*



➤ We each have a voice that counts: Autonomy and control

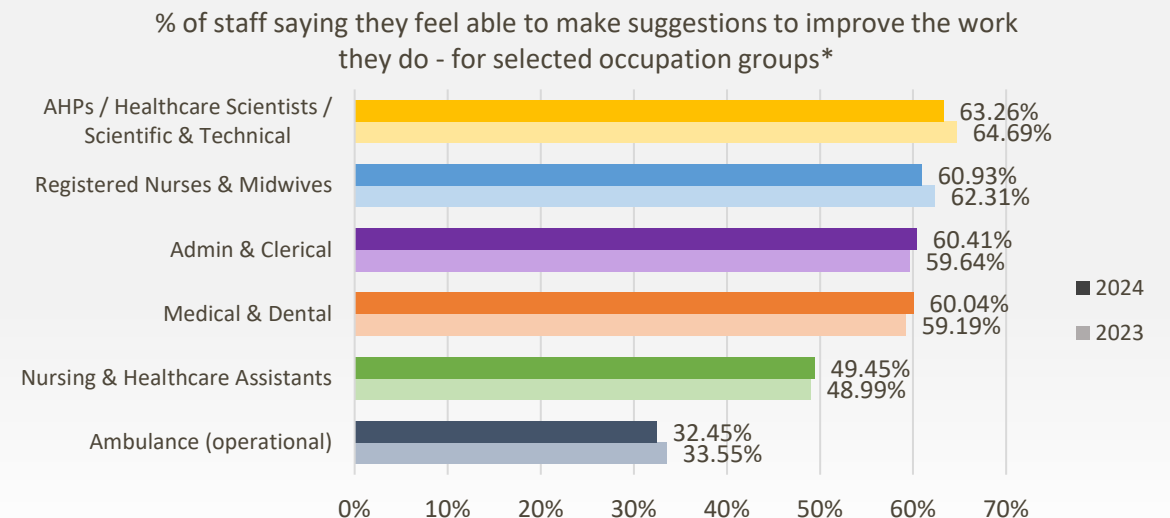
Autonomy and control sub-score: 2024: 6.58 (2023: 6.58)

- 87.91%** of staff **always know what their responsibilities are** (Q5a) (2023: 87.96%)
- 92.06%** **feel trusted to do their job** (Q5b) (2023: 92.62%)
- 68.38%** said there are **frequent opportunities for them to show initiative in their role** (Q5c) (2023: 68.56%)
- 57.85%** of staff feel **able to make suggestions** to improve the work they do (Q5d) (2023: 57.74%)
- 33.28%** of staff say they are **involved in deciding on changes** introduced that affect their work (Q5e) (2023: 33.33%)
- 42.21%** **feel able to make improvements happen** at work (Q5f) (2023: 41.08%)
- 43.41%** say they **have a choice in how to do their work** (Q7b) (2023: 43.62%)

Suggestions to improve work by occupation group*

The 'Autonomy and control' sub-score remains unchanged since 2023. Nationally, 57.85% of bank workers feel able to make suggestions to improve their work and 42.21% agree they can make improvements happen at work, with the latter measure improving this year.

Results for suggestions to improve work are mostly consistent for four out of the six occupation groups reported below – ranging between 60% and 63% – since 2023. Allied health professionals, healthcare scientists and scientific & technical workers are most likely to say they feel able to make suggestions to improve their work. Nursing & healthcare assistants and ambulance workers are least likely to say the same.



*Chart shows selected occupation groups only.

➤ We each have a voice that counts: Raising concerns

Raising concerns sub-score: 2024: 6.46 (2023: 6.45)

Concerns about clinical safety

The following percentage of staff said they...

68.75% ...would **feel secure raising concerns about unsafe clinical practice** (Q25a) (2023: 68.22%)

57.17% ...were **confident that their organisation would address their concern** (Q25b) (2023: 56.81%)

Speaking up about concerns

The following percentage of staff said they...

61.82% ...feel **safe to speak up about anything that concerns them** in their organisation (Q30e) (2023: 62.12%)

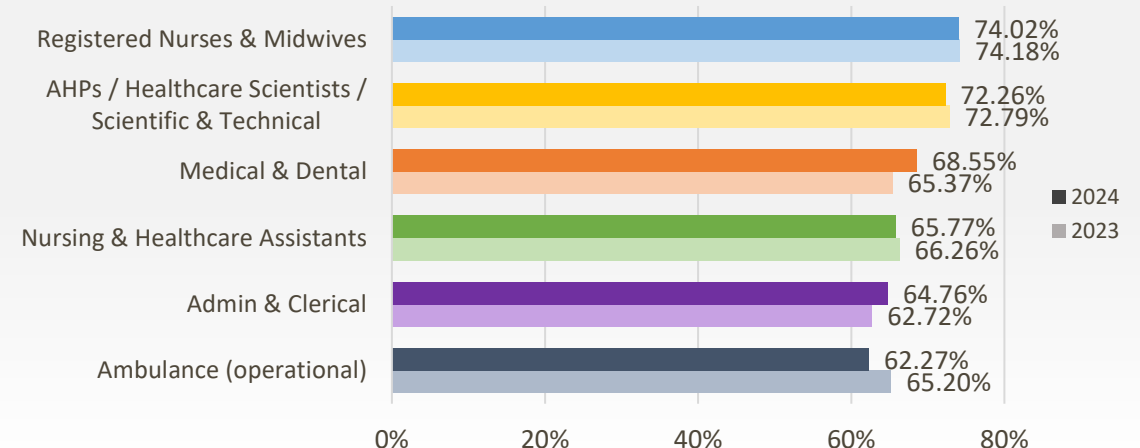
51.53% ...were **confident that their organisation would address their concern** (Q30f) (2023: 50.93%)

Raising concerns by occupation group

The 'Raising concerns' sub-score and the results for its contributing measures have been relatively stable since 2023. At the national level, over two thirds of bank workers say they would feel secure raising concerns about unsafe clinical practice.

With 74.02% and 72.26% respectively, registered nurses & midwives and allied health professionals, healthcare scientists and scientific & technical workers are most likely to feel secure raising concerns. Compared to 2023, a higher proportion of those in medical & dental and admin & clerical roles have felt secure raising concerns. Ambulance workers are least likely to feel secure following a decline of three percentage points since 2023.

% of staff who would feel secure raising concerns about unsafe clinical practice - for selected occupation groups*



*Chart shows selected occupation groups only.



6. We are safe and healthy

- Negative experiences
- Health and safety climate
- Burnout

Note: 2023 results for 'We are safe and healthy' are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.



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We are safe and healthy: Overview of sub-scores and questions

People Promise element score: 2024: 6.69 (2023: 6.66*)

Negative experiences*

Q16b - Experience of musculoskeletal problems as a result of work activities in the last 12 months

Q16c - Whether felt unwell as a result of work-related stress in the last 12 months

Q16d - Whether attended work despite not feeling well enough in the last three months

Q18a-c* - Experience of physical violence in the last 12 months

Q19a-c* - Experience of harassment, bullying or abuse in the last 12 months

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

Q16a - My organisation takes positive action on health and well-being

Q18d* - Whether experiences of physical violence were reported

Q19d* - Whether experiences of harassment, bullying or abuse were reported

Burnout

Q17 - How often, if at all....

a ...do you find your work emotionally exhausting?

b ...do you feel burnt out because of your work?

c ...does your work frustrate you?

d ...are you exhausted at the thought of another day/shift at work?

e ...do you feel worn out at the end of your working day/shift?

f ...do you feel that every working hour is tiring for you?

g ... do you not have enough energy for family and friends during leisure time?

Questions not contributing to the score**

Q22a-b - Experience of unwanted behaviour of a sexual nature at work in the last 12 months

Q27 - I can eat nutritious and affordable food while I am working

*2023 results for the 'We are safe and healthy' score, the 'Negative experiences' and 'Health and safety climate' sub-scores, q18a-d and q19a-d are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

**These questions relate to staff health and well-being but do not contribute to the calculations of any People Promise element score, theme score or sub-score.



➤ We are safe and healthy: Negative experiences (1)

Negative experiences sub-score: 2024: 8.11 (2023: 8.10*)

Staff health

22.49% of staff have experienced **musculoskeletal problems** as a result of work activities in the last 12 months (Q16b) (2023: 23.55%)

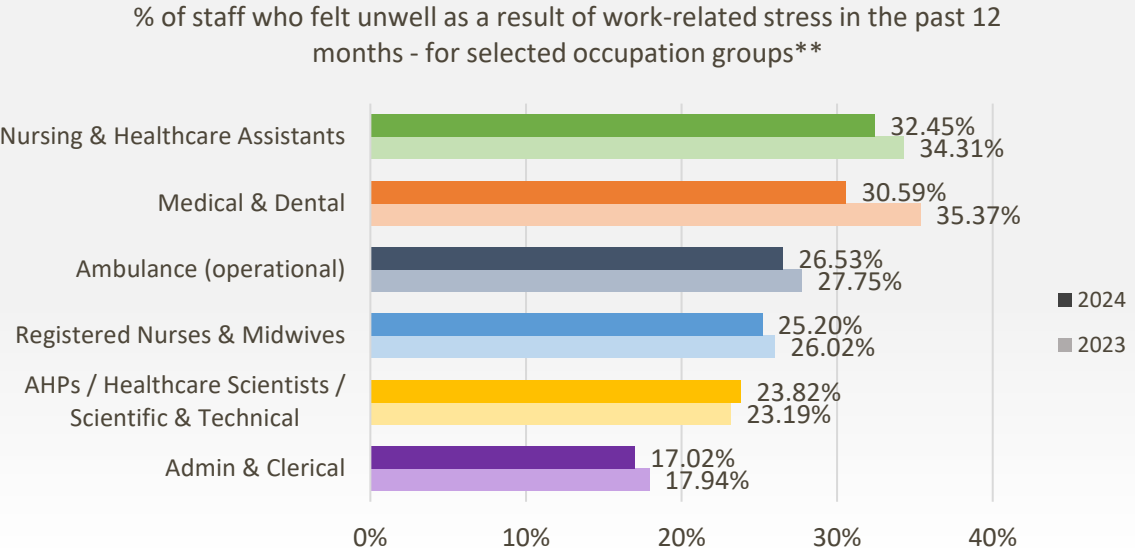
25.23% of staff have **felt unwell as a result of work-related stress** in the last 12 months (Q16c) (2023: 26.29%)

32.65% of staff have **gone into work in the last three months despite not feeling well enough to perform their duties** (Q16d) (2023: 34.05%)

Work-related stress

Since 2023, the ‘Negative experiences’ sub-score has remained stable. However, there are improvements in staff health, with a lower proportion of bank workers experiencing negative work-related issues regarding their health in 2024.

Nationally, approximately a quarter of bank workers reported they felt unwell as a result of work-related stress in the last 12 months. This was reported by over three in ten nursing & healthcare assistants and medical & dental workers. However, the proportions for these groups that have felt unwell because of work-related stress are lower than 2023, decreasing by nearly two and five percentage points, respectively.



*2023 results for the ‘Negative experiences’ sub-score are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

**Chart shows selected occupation groups only.

➤ We are safe and healthy: Negative experiences (2)

Negative experiences sub-score: 2024: 8.11 (2023: 8.10*)

Physical violence

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

25.30% from **patients / service users, their relatives or other members of the public** (Q18a) (2023: 23.69%*)

2.14% from **managers** (Q18b) (2023: 1.87%*)

3.94% from **other colleagues** (Q18c) (2023: 3.48%*)

Harassment, bullying and abuse

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

30.54% from **patients / service users, their relatives or other members of the public** (Q19a) (2023: 30.21%*)

9.37% from **managers** (Q19b) (2023: 9.89%*)

17.77% from **other colleagues** (Q19c) (2023: 17.51%*)

*2023 results for the 'Negative experiences' sub-score, q18a-c and q19a-c are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

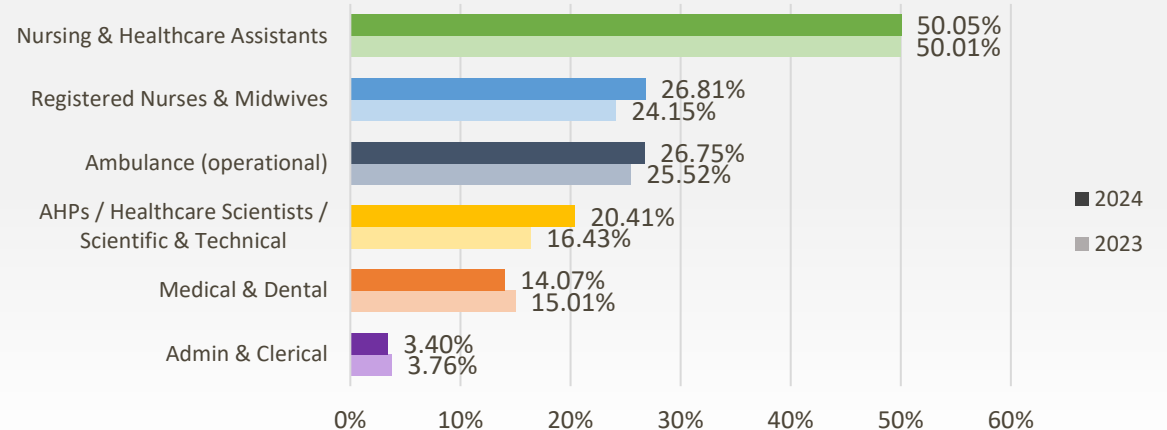
**Chart shows selected occupation groups only.

Experience of physical violence

Approximately a quarter of bank workers – a higher proportion than last year – experienced at least one incidence of physical violence in the last 12 months from patients/service users, their relatives or other members of the public.

Experience of physical violence at work from patients/the public varies by occupation group. Half of nursing & healthcare assistants have experienced physical violence at work. A higher proportion of registered nurses & midwives, ambulance workers and allied health professionals, healthcare scientists and scientific & technical workers have experienced physical violence compared to 2023.

% of staff who experienced at least one incident of physical violence in the last 12 months from patients / service users, their relatives or other members of the public - for selected occupation groups**



Health and safety climate sub-score: 2024: 6.06 (2023: 6.01*)

Workload and resources

58.30% of staff are **able to meet all the conflicting demands on their time** at work (Q5g) (2023: 57.17%)

64.94% of staff say have **adequate materials, supplies and equipment to do their work** (Q5h) (2023: 63.37%)

42.22% of staff said when they are at work, there are **enough staff for them to do their job properly** (Q5i) (2023: 40.68%)

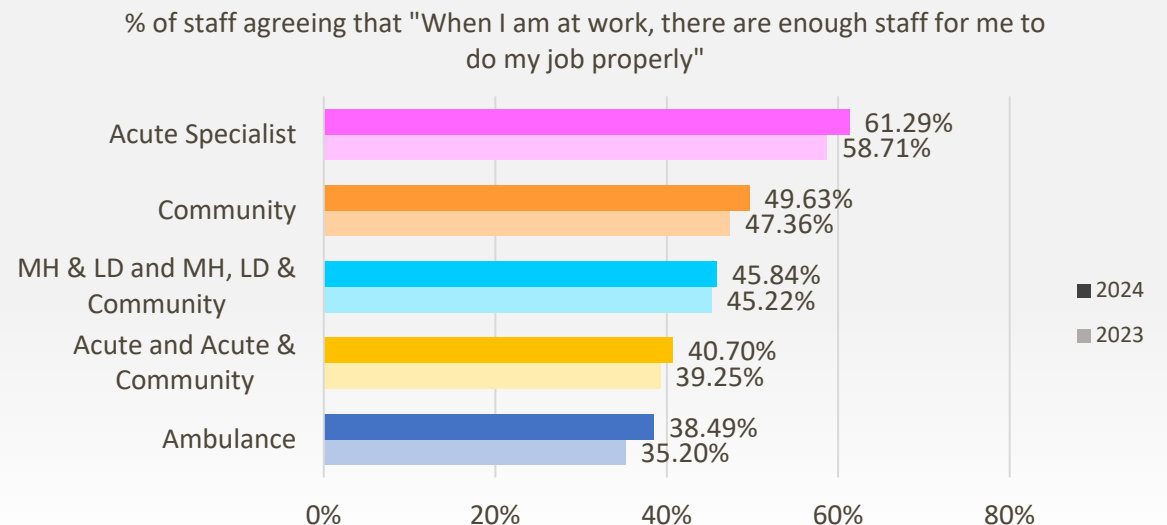
34.69% of staff say they **never or rarely have unrealistic time pressures** (Q7a) (2023: 34.45%)

* 2023 results for the 'Health and safety climate' sub-score are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Staffing levels by organisation type

Most measures contributing to the 'Health and safety climate' sub-score have increased since 2023. At the national level, 42.22% of bank workers say when they are at work, there are enough staff at their organisation for them to do their job properly.

The proportion of bank workers that say there are enough staff at their organisation for them to do their job properly has increased for most organisation types since 2023. Results are highest for bank workers at Acute Specialist Trusts (61.29%) and lowest at Acute and Acute & Community Trusts and Ambulance Trusts with 40.70% and 38.49% of workers agreeing, respectively.



➤ We are safe and healthy: Health and safety climate (2)

Health and safety climate sub-score: 2024: 6.06 (2023: 6.01*)

Organisational action

54.19% of staff said their **organisation takes positive action on health and well-being** (Q16a) (2023: 54.03%)

77.57% of staff who had experienced physical violence said that they or a colleague reported it (Q18d) (2023: 76.02%*)

54.51% of staff who had experienced harassment, bullying or abuse said that they or a colleague reported it (Q19d) (2023: 52.77%*)

* 2023 results for the 'Health and safety climate' sub-score, q18d and q19d are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

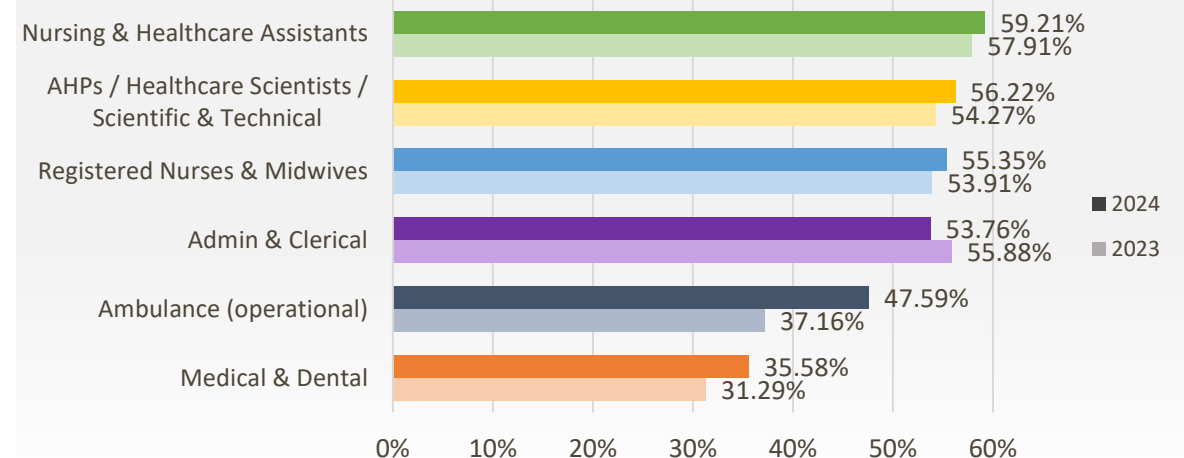
**Chart shows selected occupation groups only.

Reporting of harassment, bullying and abuse

Nationally, an increased proportion of bank workers who experienced physical violence and an increased proportion of bank workers who experienced harassment, bullying or abuse said that they or a colleague reported it when compared with 2023.

Over half of bank workers in most occupation groups who had experienced harassment, bullying or abuse say that they or a colleague reported it. Less than half of ambulance and medical & dental workers said the same. However, results for these groups are higher than 2023, up over four percentage points and ten percentage points, respectively.

% of staff who said they or a colleague reported the last incident of harassment, bullying or abuse they experienced - for selected occupation groups**





We are safe and healthy: Burnout

Burnout sub-score*: 2024: 5.93 (2023: 5.85)

The following percentage of staff said:

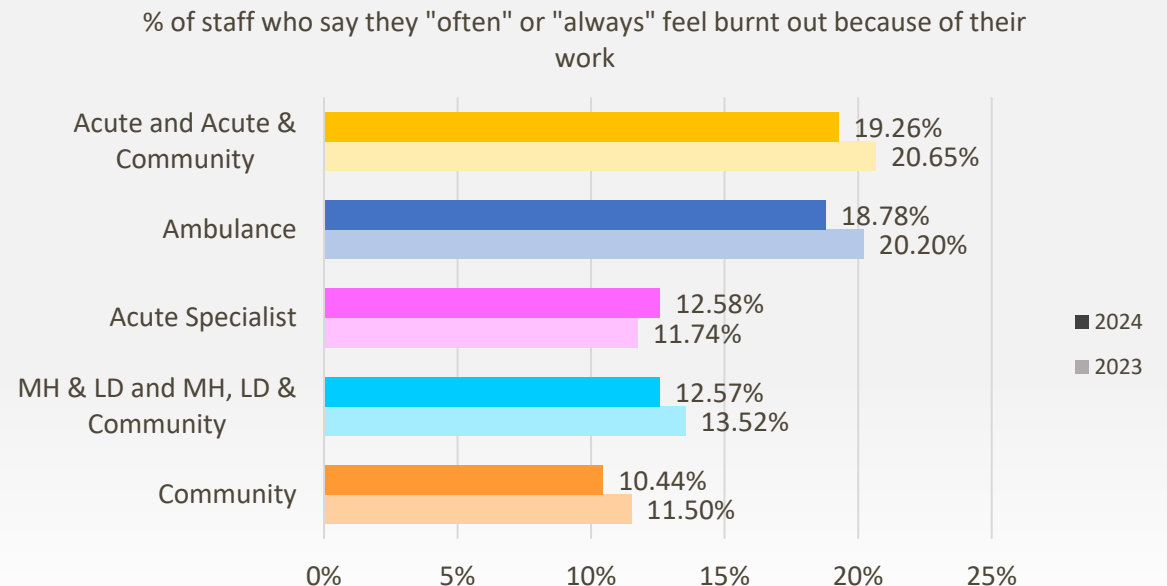
- 21.81%** they **find their work emotionally exhausting** (Q17a) (2023: 22.96%)
- 17.49%** they **feel burnt out because of their work** (Q17b) (2023: 18.95%)
- 21.40%** their **work frustrates them** (Q17c) (2023: 22.77%)
- 16.48%** they **feel exhausted at the thought of another day/shift at work** (Q17d) (2023: 17.73%)
- 30.17%** they **feel worn out at the end of their working day/shift** (Q17e) (2023: 32.15%)
- 11.81%** they **feel that every working hour is tiring for them** (Q17f) (2023: 12.73%)
- 21.11%** they **do not have enough energy for family and friends during leisure time** (Q17g) (2023: 21.79%)

* The questions contributing to the Burnout sub-score form part of the Copenhagen Burnout Inventory

Burnout because of work by organisation type

The results for five out of seven measures contributing to the 'Burnout' sub-score have improved since 2023.

At the national level, 17.49% of bank workers report feeling burnt out because of their work. This varies for those working at different trust types. Just over one in ten bank workers at Community Trusts say they feel burnt out because of their work; whereas just under one in five bank workers at Acute and Acute & Community Trusts and Ambulance Trusts feel burnt out because of their work.





We are safe and healthy: Questions not contributing to the score*

* These questions relate to staff health and well-being but do not contribute to the calculations of any People Promise element score, theme score or sub-score.

Unwanted behaviour of a sexual nature in the workplace

Staff were asked:

“In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault.”

The response options include *Never; 1-2; 3-5; 6-10; More than 10*

The following percentage of staff have been the target of at least one incident of **unwanted behaviour of a sexual nature** in the workplace in the last 12 months:

13.24% from **patients / service users, their relatives or other members of the public** (Q22a) (2023: 13.58%)

4.62% from **staff / colleagues** (Q22b) (2023: 4.79%)

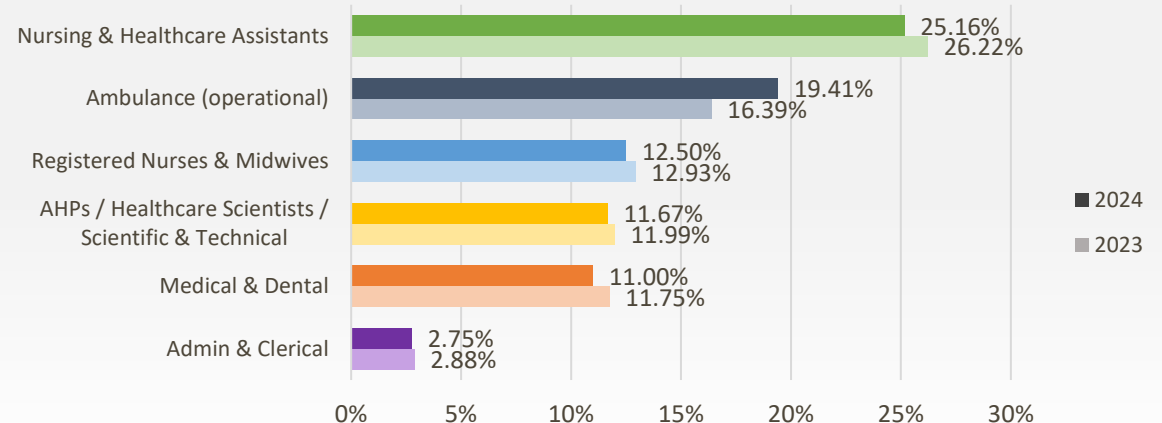
**Chart shows selected occupation groups only.

Experience by occupation group

About one in seven bank workers said they have been the target of at least one incident of unwanted behaviour of a sexual nature in the workplace in the last twelve months from patients/service users, their relatives or other members of the public. About one in twenty have been the target of such behaviour from staff or colleagues.

The proportion of bank workers experiencing unwanted sexual behaviour from patients and the public varies by occupation group, with 25.16% of nursing & healthcare assistants and 19.41% of ambulance workers experiencing incidents in the last twelve months. The proportion for the latter group has increased by over three percentage points since 2023.

% of staff that have been the target of at least one incident of unwanted behaviour of a sexual nature in the workplace in the last 12 months from patients / service users, their relatives or other members of the public - for selected occupation groups**





We are safe and healthy: Questions not contributing to the score*

* These questions relate to staff health and well-being but do not contribute to the calculations of any People Promise element score, theme score or sub-score.

Food and nutrition

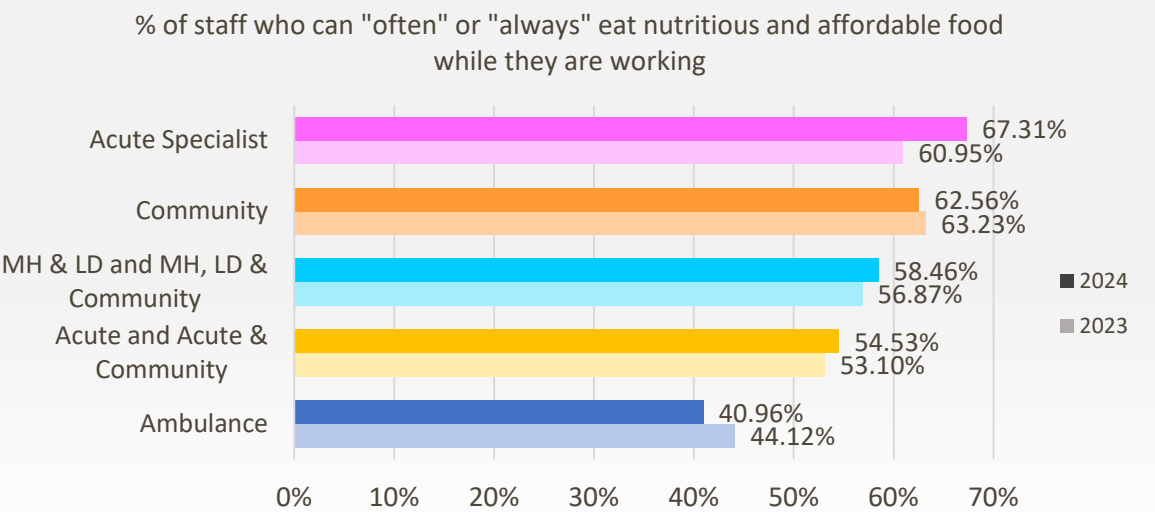
55.42% said they **can eat nutritious and affordable food while they are working**** (Q27) (2023: 53.95%)

Eating well at work by organisation type

A higher proportion of bank workers (55.42%) say they can often or always eat nutritious and affordable food while they are working when compared to 2023.

Over two thirds of bank workers at Acute Specialist Trusts and around six in ten bank workers in Community Trusts can eat nutritious and affordable food at work, while four in ten working in Ambulance Trusts report the same.

Trend patterns vary by organisation types. In Acute Specialist Trusts, there has been an increase of over six percentage points since 2023; conversely in Ambulance Trusts, there has been a decrease of over three percentage points in the same period.



**Question notes that "this could be food you buy or prepare yourself"



7. We are always learning

- Development



Contents

1. Introduction

2. Technical details

3. We are
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4. We are recognized
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6. We are safe and
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questions



We are always learning: Overview of sub-scores and questions

People Promise element score: 2024: 6.01 (2023: 6.12)

Development

Q29a - *This organisation offers me challenging work*

Q29b - *There are opportunities for me to develop my career in this organisation*

Q29c - *I have opportunities to improve my knowledge and skills*

Q29d - *I feel supported to develop my potential*

Q29e - *I am able to access the right learning and development opportunities when I need to*

Questions not contributing to the score*

Q28 - *In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?*

Q29f - *I can get the help and support I need if I have questions when I am at work*

Q29g - *I am able to access clinical supervision opportunities when I need to*



*These questions relate to staff learning and development but do not contribute to the calculations of any People Promise element score, theme score or sub-score



We are always learning: Development

Development sub-score: 2024: 6.01 (2023: 6.12)

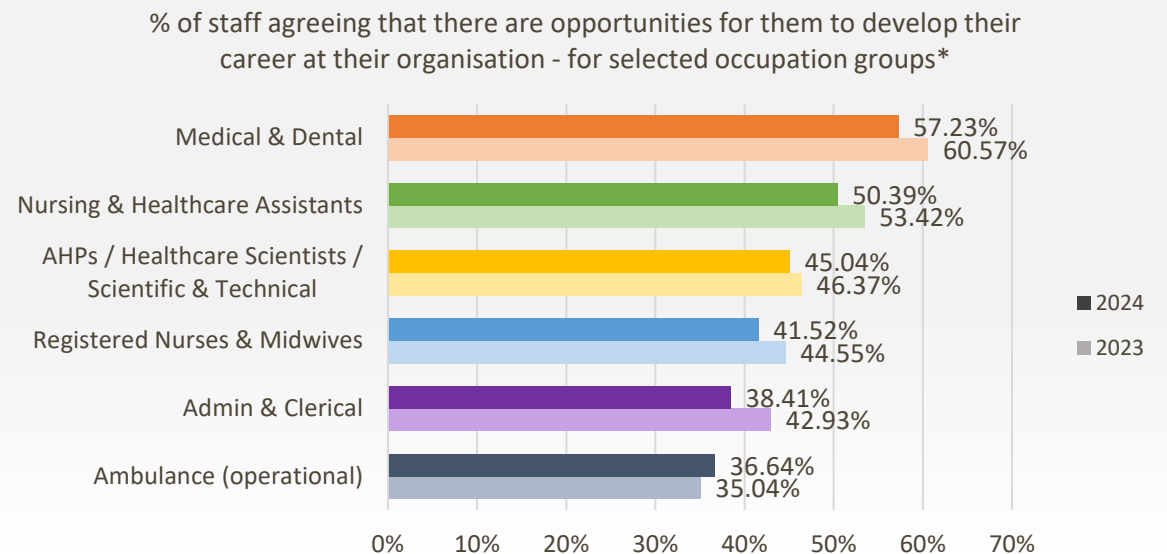
- 55.81%** feel their organisation **offers them challenging work** (Q29a) (2023: 58.26%)
- 45.50%** said there are **opportunities for them to develop their career** in their organisation (Q29b) (2023: 48.09%)
- 62.19%** said they have **opportunities to improve their knowledge and skills** (Q29c) (2023: 63.91%)
- 46.06%** feel **supported to develop their potential** (Q29d) (2023: 47.38%)
- 56.25%** are able to **access the right learning and development opportunities** when they need to (Q29e) (2023: 55.96%)

*Chart shows selected occupation groups only.

Opportunities for development

The 'Development' sub-score and most of the measures that contribute to it have decreased since 2023. Bank workers are less likely to agree there are opportunities for them to develop their career at their organisation and less likely to feel supported to develop their potential.

The proportion of bank workers who agree there are opportunities to develop their career in their organisation is lower than 2023 for most occupation groups, including for allied health professionals, healthcare scientists and scientific & technical workers and for registered nurses & midwives. Admin & clerical and ambulance workers are least likely to agree that they have opportunities to develop their career.





We are always learning: Questions not contributing to the score*

* These questions relate to staff learning and development but do not contribute to the calculations of any People Promise element score, theme score or sub-score

Appraisals

28.02% said they have had an **appraisal, annual review, development review, or Knowledge and Skills Framework development review in the last 12 months** (Q28) (2023: 27.18%)

Support and supervision

71.33% can get the **help and support they need if they have questions** when they are at work (Q29f) (2023: 70.73%)

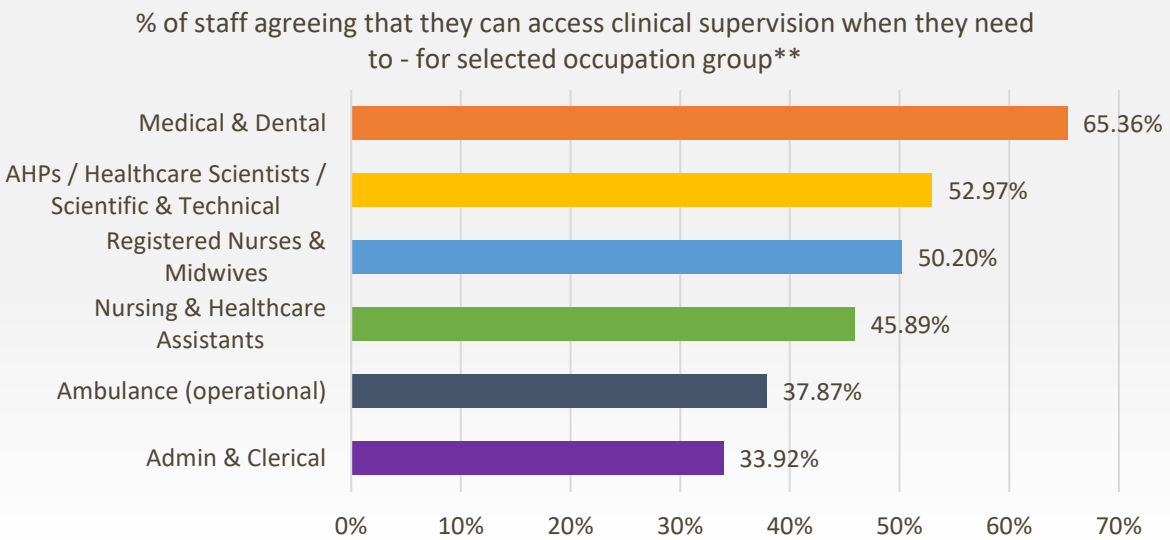
48.68% are able to **access clinical supervision opportunities** when they need to (Q29g)

Access to clinical supervision

The proportion of bank workers who had an appraisal, annual review, development review or Knowledge and Skills Framework development review in the last 12 months is just under three in ten.

More than seven in ten bank workers can get the help and support they need if they have questions when they are at work. Just under half of workers report being able to access clinical supervision opportunities when they need to.

The proportion who are able to access clinical supervision opportunities varies by occupation group. Nearly two thirds of bank workers in medical & dental roles, and over a third of both ambulance workers and admin & clerical workers agree they have access to clinical supervision.



**Chart shows selected occupation groups only.



8. We work flexibly

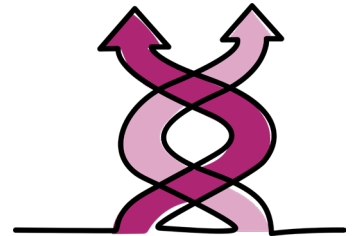
- Support for work-life balance

People Promise element score: 2024: 6.50 (2023: 6.41)

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*



Support for work-life balance sub-score: 2024: 6.50 (2023: 6.41)

50.08% said their organisation is **committed to helping them balance their work and home life** (Q8b) (2023: 48.61%)

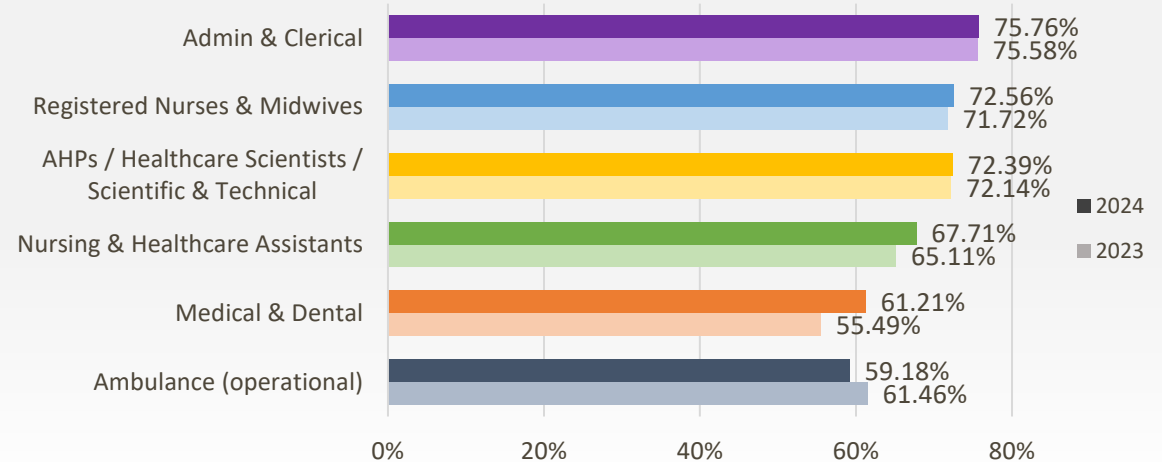
70.69% of staff said they **achieve a good balance between their work life and their home life** (Q8c) (2023: 69.36%)

Work-life balance by occupation group

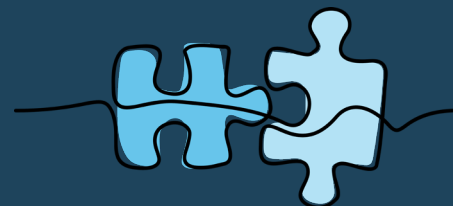
Both measures that contribute to the 'Support for work-life balance' sub-score have increased since 2023. Around seven in ten bank workers say they achieve a good work-life balance.

The proportion is notably lower for some occupation groups. About two thirds of nursing & healthcare assistants say they achieve a good balance, while around six in ten medical & dental and ambulance workers say the same. A higher proportion of nursing & healthcare assistants and medical & dental workers achieve a good work-life balance compared to 2023, up over two percentage points and five percentage points, respectively.

% of staff agreeing that they achieve a good balance between their work life and their home life - for selected occupation groups*



*Chart shows selected occupation groups only.



9. We are a team

- Team working
- Line management

People Promise element score: 2024: 6.62 (2023: 6.63)

Team working*

Q11a - *I receive the respect I deserve from my colleagues at work*

Q11b - *Team members understand each other's roles*

Q11c - *I enjoy working with the colleagues in my team*

Q11d - *My team has enough freedom in how to do its work*

Q11e - *In my team disagreements are dealt with constructively*

Q12a - *Teams within this organisation work well together to achieve their objectives*

* Bank only workers can choose to answer Team working questions in relation to either the team they always/usually work in, or if they don't regularly work in the same team then they can answer the questions regarding their general experience of teamwork at this organisation.

** Bank only workers can choose to answer Line management questions about the manager they always/usually report to, or if they don't regularly report to the same person then they can answer the questions about their general experience of managers at this organisation.

Line management**

Q14 - *My immediate manager(s)***...*

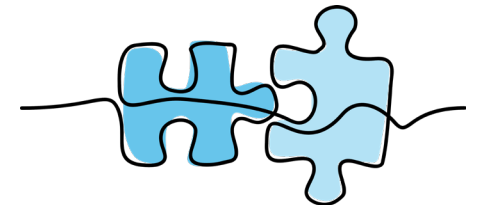
a *...encourages me at work*

b *...gives me clear feedback on my work*

c *...asks for my opinion before making decisions that affect my work*

d *...takes a positive interest in my health and well-being*

***Question wording notes your immediate manager 'could be line manager, placement manager, supervisor or someone else you report to directly'.





We are a team: Team working

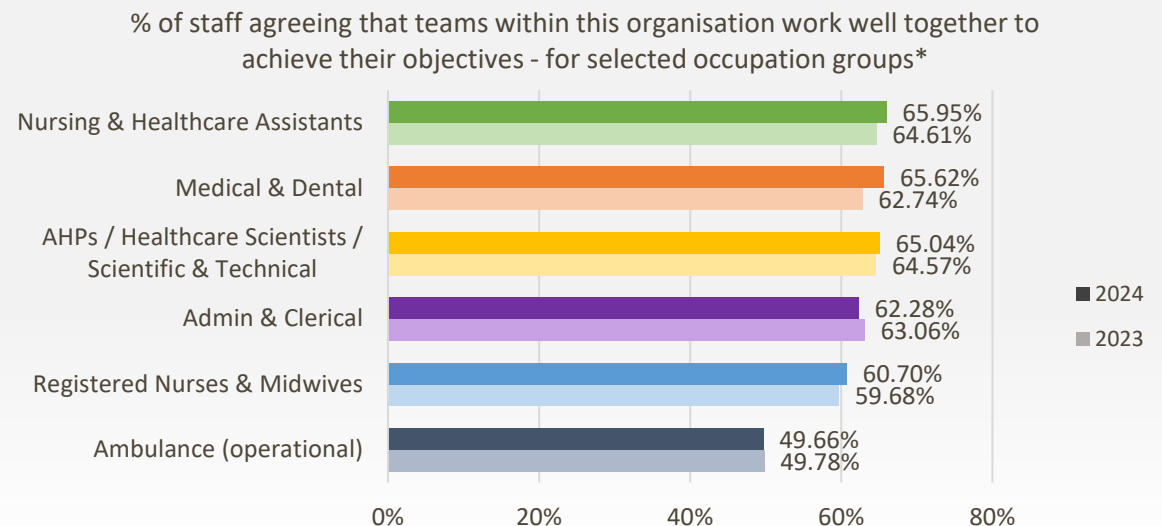
Team working sub-score: 2024: 6.97 (2023: 6.97)

- 77.75%** feel they receive the **respect they deserve from their colleagues** at work (Q11a) (2023: 78.60%)
- 77.63%** feel that **team members understand each other's roles** (Q11b) (2023: 77.77%)
- 81.81%** **enjoy working with the colleagues** in their team (Q11c) (2023: 82.74%)
- 58.13%** said their **team has enough freedom** in how to do its work (Q11d) (2023: 57.78%)
- 53.75%** believe that in their team **disagreements are dealt with constructively** (Q11e) (2023: 53.11%)
- 63.51%** said **teams within their organisation work well together to achieve their objectives** (Q12a) (2023: 62.60%)

Teamwork within organisations

The 'Team working' sub-score is unchanged since 2023 and results for all contributing measures remain similar. Nationally, nearly two thirds of bank workers say teams within their organisation work well together to achieve their objectives.

Agreement that their organisation's teams work well together varies by occupation group, with the trend pattern similar since 2023. Nursing & healthcare assistants (65.95%) are most likely to agree, while ambulance workers (49.66%) are least likely to agree. Bank workers in medical & dental roles saw the greatest increase since 2023 with a three-percentage point rise in agreement.



*Chart shows selected occupation groups only.



We are a team: Line management

Line management sub-score: 2024: 6.28 (2023: 6.28)

64.00% said their immediate manager(s) **encourages them at work** (Q14a) (2023: 64.41%)

55.02% said their immediate manager(s) **gives them clear feedback** on their work (Q14b) (2023: 54.97%)

45.42% said their immediate manager(s) **asks for their opinion before making decisions** that affect their work (Q14c) (2023: 45.72%)

57.03% said their immediate manager(s) **takes a positive interest in their health and well-being** (Q14d) (2023: 57.37%)

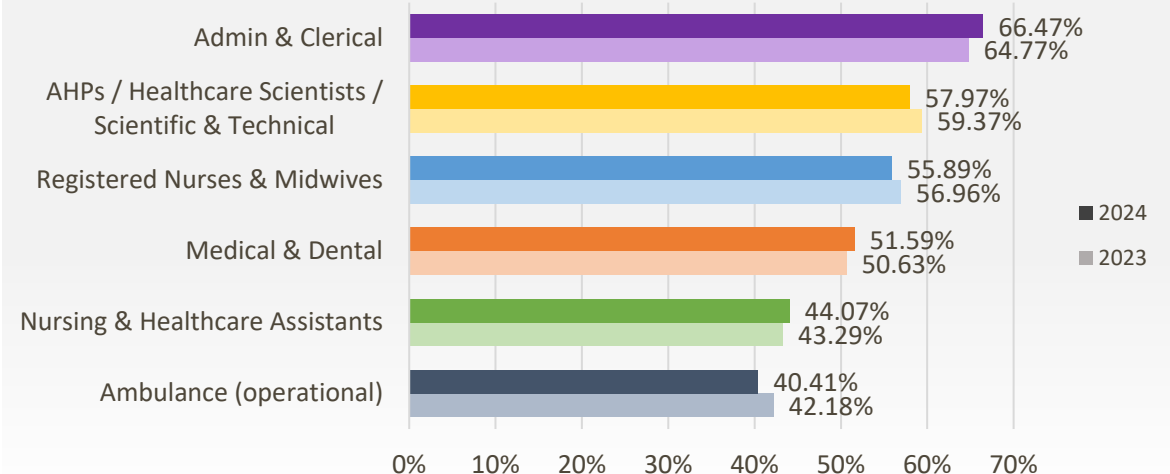
Feedback from managers by occupation group

The 'Line management' sub-score is unchanged since 2023.

Nationally, 55.02% of bank workers say their immediate manager(s) gives them clear feedback on their work.

66.47% of bank workers in admin & clerical roles say they received clear feedback from their immediate manager(s) compared to 51.59% of bank workers in medical & dental roles saying the same. Less than half of nursing & healthcare assistants and ambulance workers say their immediate manager(s) gives them clear feedback on their work.

% of staff agreeing that "My immediate manager(s) gives me clear feedback on my work" - for selected occupation groups*



*Chart shows selected occupation groups only.



10. Staff Engagement

- Motivation
- Involvement
- Advocacy



1. Introduction

2. Technical details

3. We are
compassionate and
inclusive

4. We are recognized
and rewarded

5. We each have a
voice that counts

6. We are safe and
healthy

7. We are always
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Staff Engagement: Overview of sub-scores and questions

Survey
Coordination
Centre

Theme score: 2024: 6.92 (2023: 6.91)

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

Q30a - *Care of patients / service users is my organisation's top priority*

Q30c - *I would recommend my organisation as a place to work*

Q30d - *If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation*





Staff engagement: Motivation

Survey
Coordination
Centre

Motivation sub-score: 2024: 7.45 (2023: 7.45)

66.69% of staff **look forward to going to work** (Q4a) (2023: 66.73%)

75.83% are **enthusiastic about their job** (Q4b) (2023: 75.96%)

69.46% said **time passes quickly** when they are working (Q4c) (2023: 70.04%)

*Chart shows selected occupation groups only.

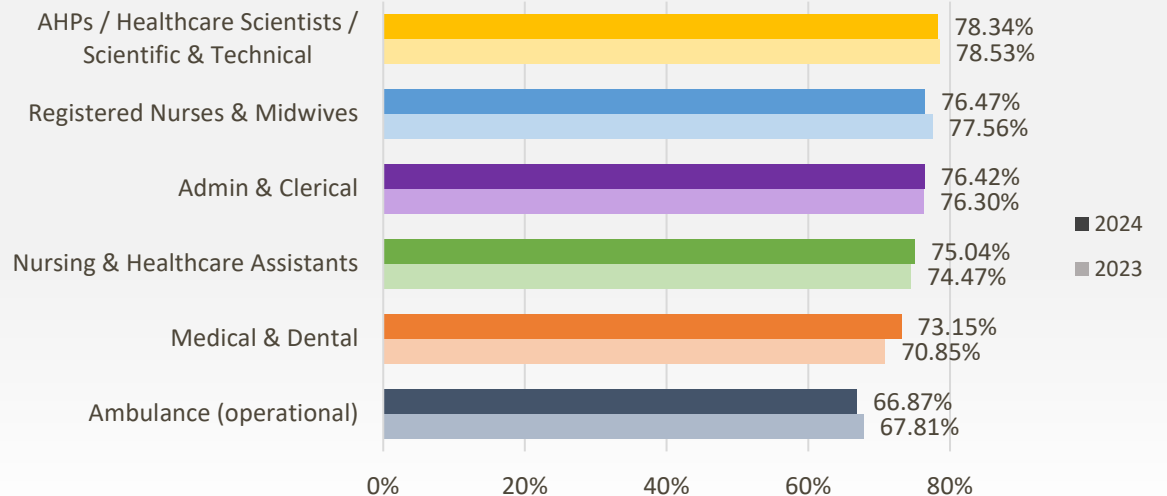
Enthusiasm by occupation group

The 'Motivation' sub-score is unchanged since 2023.

Nationally, more than three quarters of bank workers say they are enthusiastic about their job.

There are mostly consistent results for occupation groups since 2023. However, there has been a notable increase in the proportion of bank workers in medical & dental roles who are enthusiastic about their job which is 73.15% in 2024 - up more than two percentage points since 2023.

% of staff that are "often" or "always" enthusiastic about their job - for selected occupation groups*





Staff engagement: Involvement

Survey
Coordination
Centre

Involvement sub-score: 2024: 6.29 (2023: 6.28)

68.38% of staff feel there are **frequent opportunities for them to show initiative** in their role (Q5c) (2023: 68.56%)

57.85% said they are **able to make suggestions** to improve the work they do (Q5d) (2023: 57.74%)

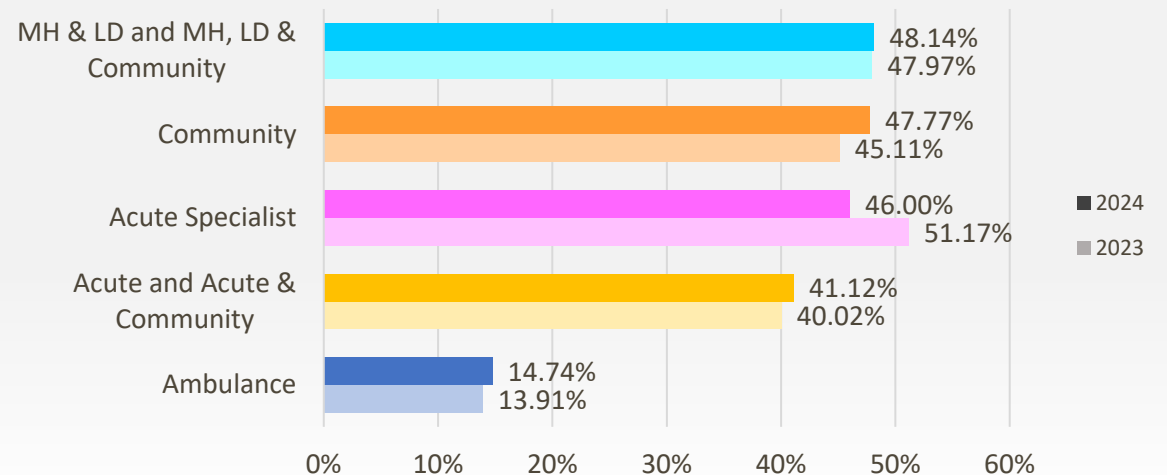
42.21% feel they are **able to make improvements happen** at work (Q5f) (2023: 41.08%)

Making improvements happen

The 'Involvement' sub-score has been relatively stable since 2023. However, a higher proportion of bank workers (42.21%) say they feel they are able to make improvements happen at work when compared to 2023.

Nearly half of bank workers at Community Trusts and Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts say they feel they can make improvements happen at work. However, just 14.74% of bank workers in Ambulance Trusts feel they can make improvements happen.

% of staff agreeing they are able to make improvements happen at work





Staff engagement: Advocacy

Advocacy sub-score: 2024: 7.01 (2023: 7.01)

76.64% said that **care of patients / service users is their organisation's top priority** (Q30a) (2023: 77.00%)

66.99% would **recommend their organisation as a place to work** (Q30c) (2023: 66.81%)

67.03% said that if a friend or relative needed treatment, they would be **happy with the standard of care provided** by the organisation (Q30d) (2023: 66.64%)

*Chart shows selected occupation groups only.

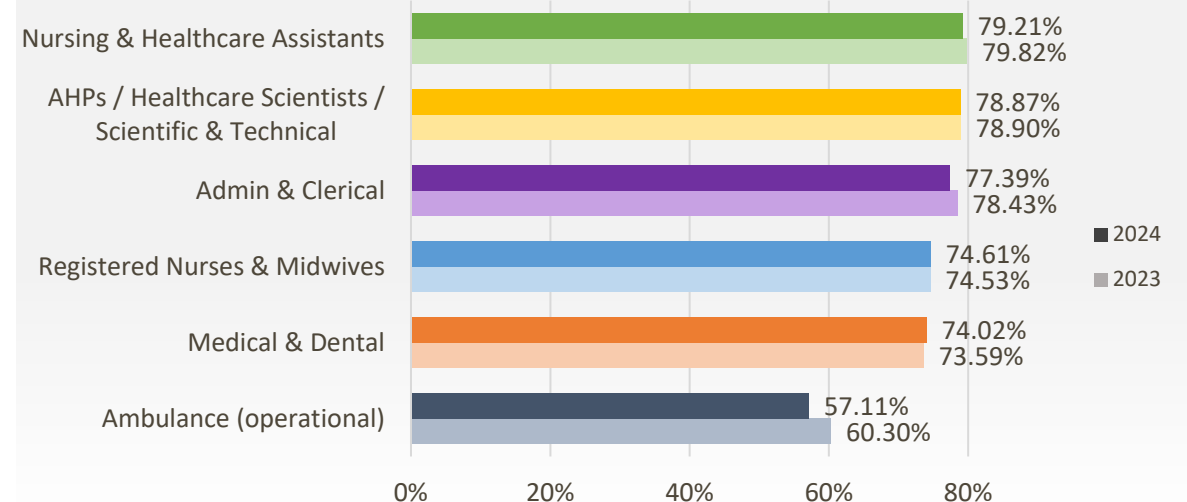
Patient care by occupation group*

The 'Advocacy' sub-score is unchanged since 2023.

Nationally, over three quarters of bank workers say that care of patients/service users is their organisation's top priority.

There are broadly consistent results for five out of the six occupation groups reported below – ranging between 74% and 79% – since 2023. However, a considerably lower proportion of ambulance workers (57.11%) agree that care of patients / service users is their organisation's top priority, with a decline of over three percentage points since 2023.

% of staff agreeing that care of patients / service users is their organisation's top priority - for selected occupation groups*





11. Morale

- Future intentions
- Work pressure
- Stressors (HSE index)

Theme score: 2024: 6.01 (2023: 5.94)

Future intentions*

Q31 - *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*

Q11a - *I receive the respect I deserve from my colleagues at work*

Q14a - *My immediate manager encourages me at work*

* More information regarding the Future intentions sub-score calculation is included in the [Technical Guide](#) for bank only workers.

** Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations. For more information, see the [Technical Guide](#) for bank only workers.



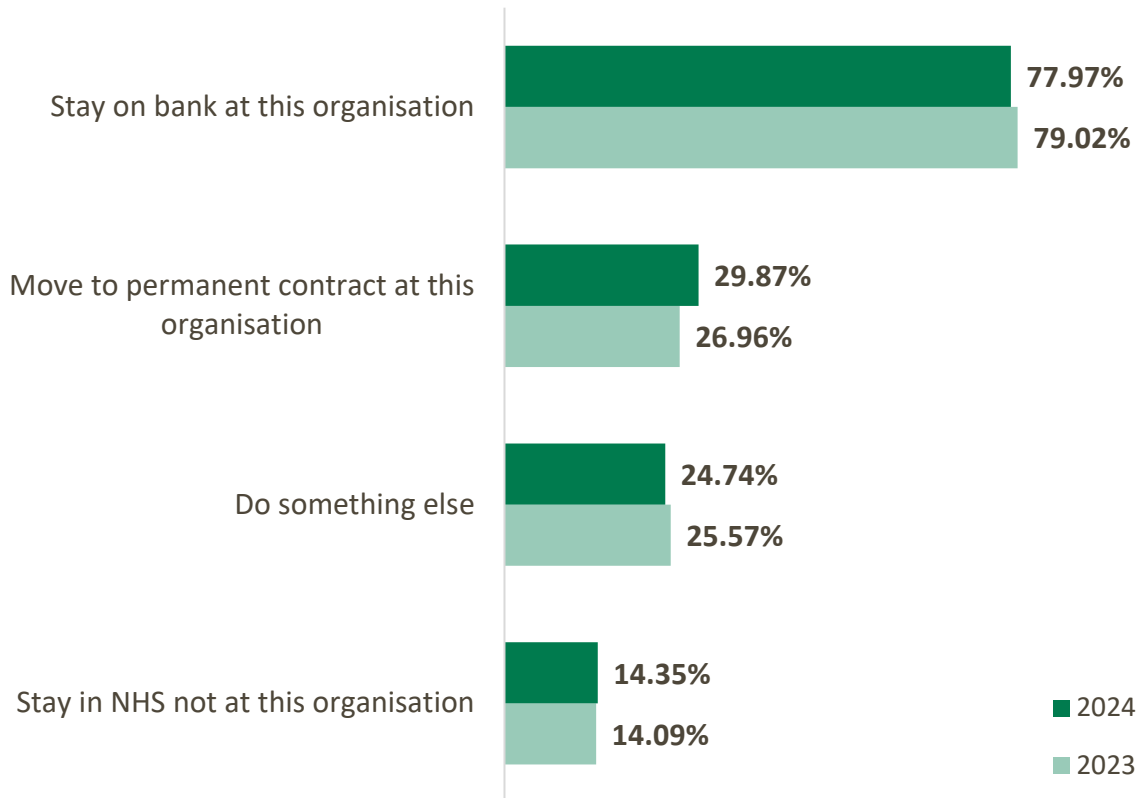


Morale: Future intentions

Future intentions sub-score*: 2024: 5.57 (2023: 5.47)

Planning or considering in the next 12 months**

In the next 12 months, which of the following are you planning to do or considering doing?*** (q31)



* More information regarding the Future intentions sub-score calculation is included in the [Technical Guide](#) for bank only workers.

** Staff could select more than one answer option.

Trends in future intentions

The 'Future intentions' sub-score has increased since 2023.

When asked what they are planning to do or are considering doing in the next 12 months, more than seven in ten bank workers selected "continuing to work on the bank at this organisation". However, this proportion is down by over one percentage point when compared with 2023.

Approximately three in ten bank workers say they are planning or considering moving to a permanent contract at their current organisation, following an increase of over two percentage points since 2023.

14.35% of respondents say they are planning to stay in the NHS but not at their current organisation.

*** Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations. For more information, see the [Technical Guide](#) for bank only workers.



Morale: Work pressure

Work pressure sub-score: 2024: 6.05 (2023: 5.95)

58.30% said they are **able to meet all the conflicting demands on their time at work** (Q5g) (2023: 57.17%)

64.94% said they have **adequate materials, supplies and equipment** to do their work (Q5h) (2023: 63.37%)

42.22% said when they are at work, there are **enough staff for them to do their job properly** (Q5i) (2023: 40.68%)

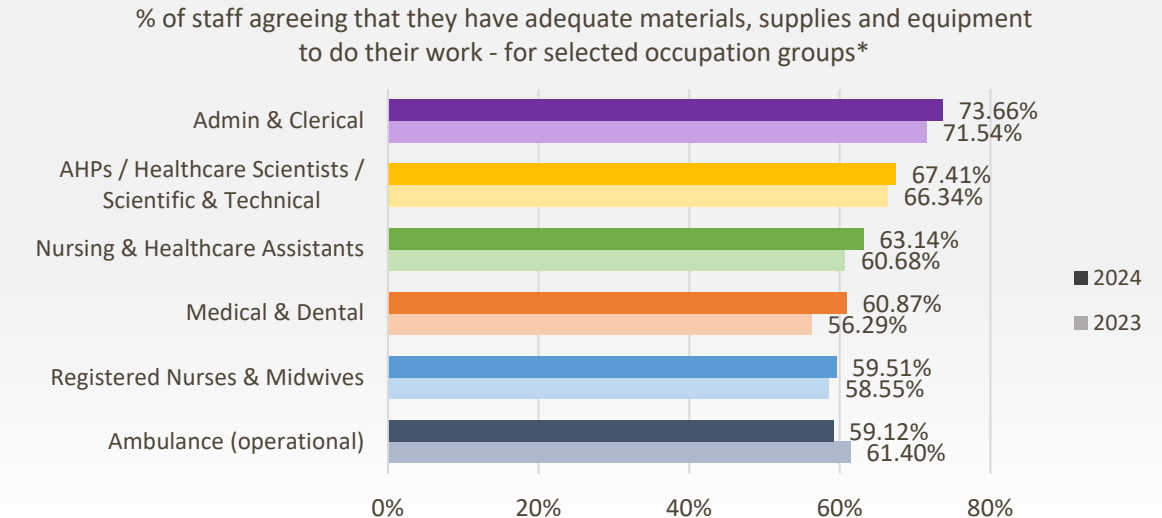
*Chart shows selected occupation groups only.

Access to adequate materials

The 'Work pressure' sub-score and all the measures that contribute to it have all increased since 2023.

Nearly two thirds of bank workers report having adequate materials, supplies and equipment to do their work.

The proportions of bank workers agreeing they have adequate materials, supplies and equipment has increased for several occupation groups, with medical & dental workers seeing the largest increase since 2023 of over four percentage points. Registered nurses & midwives and ambulance workers are least likely to agree they have adequate materials, supplies and equipment.





Morale: Stressors (1)

Stressors sub-score: 2024: 6.40 (2023: 6.40)

Relationships at work

55.63% said **relationships at work are never or rarely strained** (Q7c) (2023: 55.33%)

77.75% said they **receive the respect they deserve from their colleagues** at work (Q11a) (2023: 78.60%)

64.00% said their **immediate manager(s) encourages them at work** (Q14a) (2023: 64.41%)

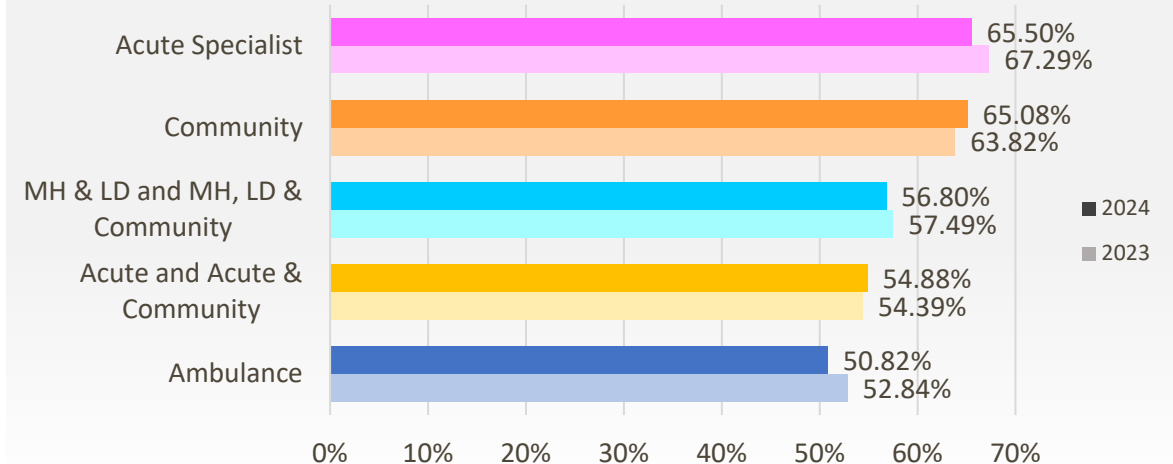
Strained relationships by organisation type

The 'Stressors' sub-score is unchanged since 2023.

Nationally, over half of bank workers say that relationships at work are never or rarely strained.

Nearly two thirds of bank workers at Acute Specialist Trusts and Community Trusts say relationships at work are never or rarely strained. The proportions for each of these occupation groups are down by one percentage point since 2023. Just over half of bank workers at Ambulance Trusts say the same and the proportion for this organisation type is lower by two percentage points compared to 2023.

% of staff who say relationships at work are "never" or "rarely" strained





Morale: Stressors (2)

Stressors sub-score: 2024: 6.40 (2023: 6.40)

Ways of working

87.91% of staff **always know what their responsibilities are** (Q5a) (2023: 87.96%)

33.28% are **involved in deciding on changes introduced** that affect their work (Q5e) (2023: 33.33%)

34.69% said they **never or rarely have unrealistic time pressures** (Q7a) (2023: 34.45%)

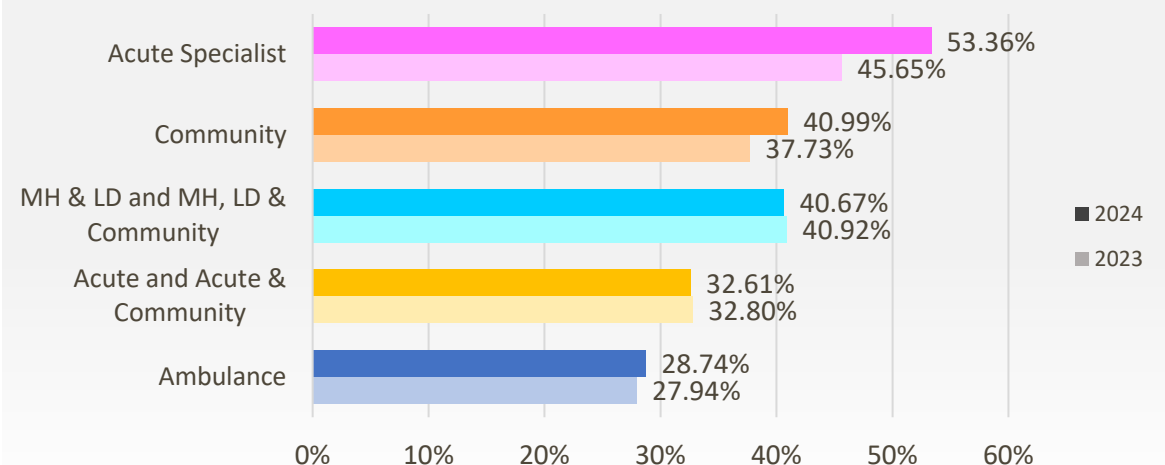
43.41% often or always have a **choice in deciding how to do their work** (Q7b) (2023: 43.62%)

Unrealistic time pressures

Over a third of bank workers say they never or rarely have unrealistic time pressures.

53.36% of bank workers at Acute Specialist Trusts say they never or rarely have unrealistic time pressures, which is an increase of over seven percentage points since 2023. Around four in ten bank workers at Community Trusts and Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts say the same. However, fewer than a third of bank workers at Acute and Acute & Community Trusts and Ambulance Trusts say they never or rarely have unrealistic time pressures.

% of staff who "never" or "rarely" have unrealistic time pressures



12. Patient Safety


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Reporting of errors, near misses and incidents

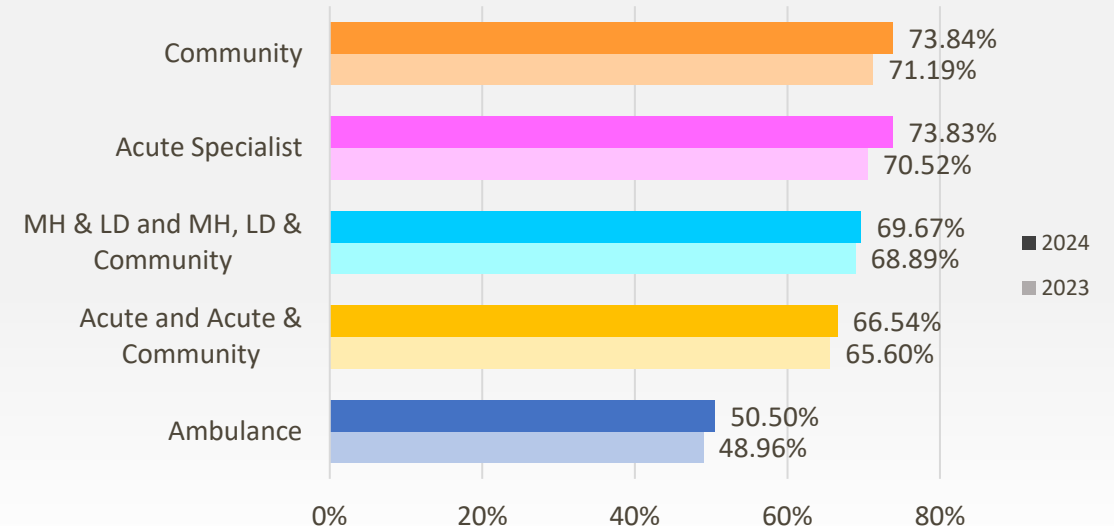
- 29.31%** of staff have **seen errors, near misses, or incidents** that could have hurt staff and/or patients/service users in the last month (Q23) (2023: 29.16%)
- 54.20%** of staff said **their organisation treats staff who are involved in an error, near miss or incident fairly** (Q24a) (2023: 53.59%)
- 82.88%** of staff said **their organisation encourages staff to report errors, near misses or incidents** (Q24b) (2023: 82.30%)
- 67.13%** of staff said that when errors, near misses or incidents are reported, **their organisation takes action to ensure that they do not happen again** (Q24c) (2023: 66.01%)
- 59.38%** of staff said that **they are given feedback about changes made in response** to reported errors, near misses and incidents (Q24d) (2023: 58.71%)

Action by organisations

Nationally, 29.31% of bank workers reported seeing errors, near misses, or incidents that could have hurt staff and/or patients/service users in the last month. 67.13% of bank workers – a higher proportion than 2023 – said that when errors, near misses or incidents are reported, their organisation takes action to ensure that they do not happen again.

Just under three quarters of bank workers at Acute Specialist Trusts and Community Trusts say that when errors, near misses or incidents are reported, their organisation takes action to ensure that they do not happen again. Just over half of bank workers at Ambulance Trusts say the same.

% of staff agreeing that "When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again"



13. Bank working questions



1. Introduction

2. Technical details

3. We are
compassionate and
inclusive

4. We are recognized
and rewarded

5. We each have a
voice that counts

6. We are safe and
healthy

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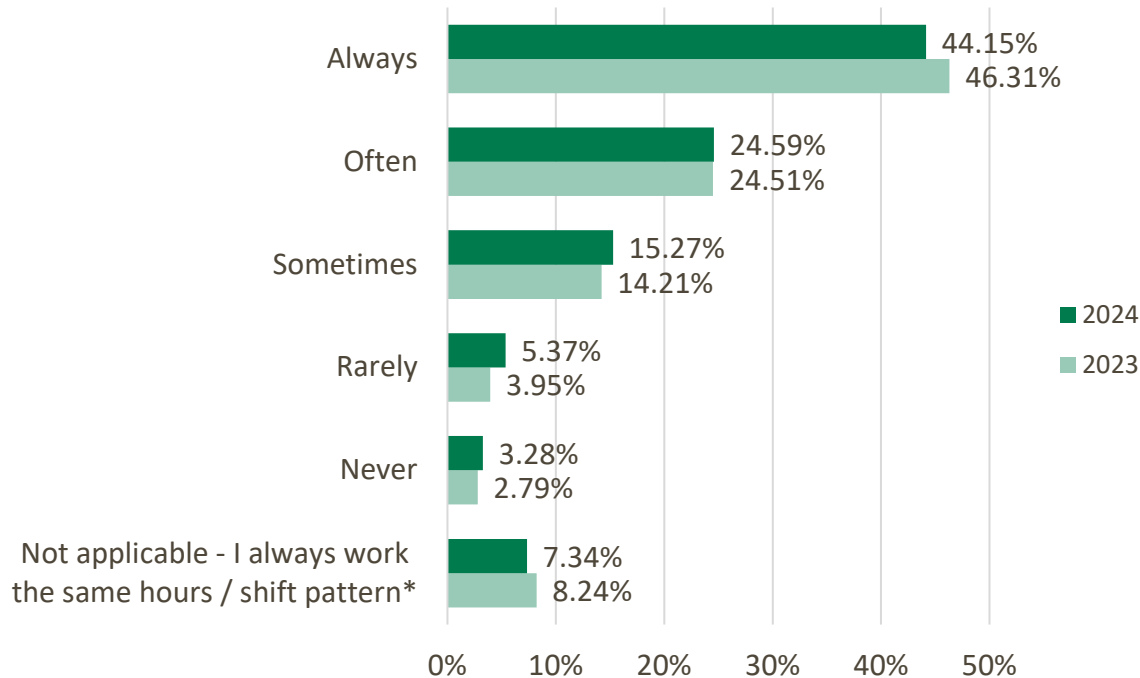


Ability to decide hours and shift patterns

Able to work the hours/shift pattern required

74.19% of staff said they were able to decide the hours/shift pattern they want to work as a bank worker (Q9) (2023: 77.18%)

% of staff giving each response option for "I am able to decide the hours/shift pattern I want to work as a bank worker."



*All other results on this slide exclude respondents who selected 'Not applicable – I always work the same hours / shift pattern'.

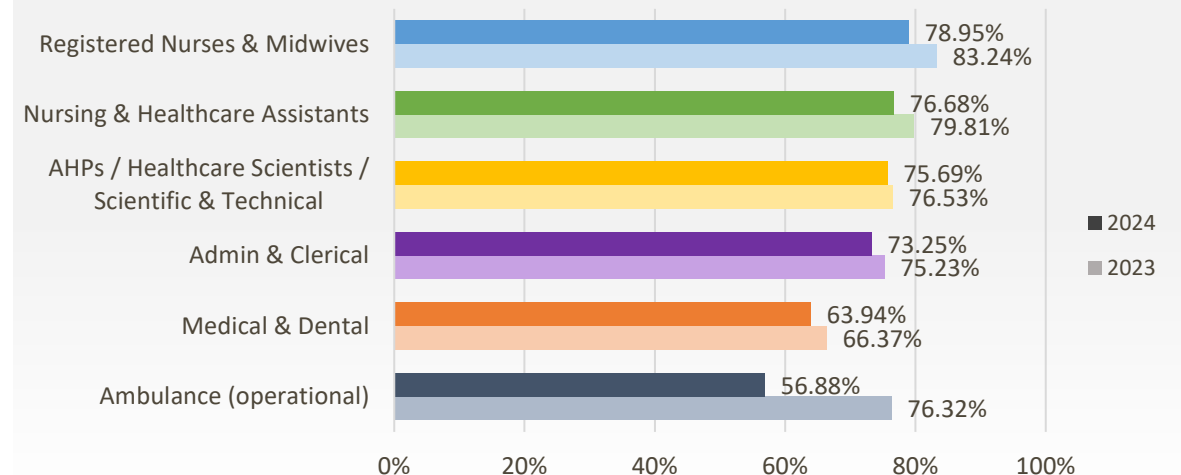
**Chart shows selected occupation groups only.

Ability to decide hours/shifts by occupation group

At the national level, nearly three quarters of bank workers were able to decide their hours/shift pattern. However, this proportion has dropped by nearly three percentage points since 2023.

Over three quarters of bank workers in the largest occupation groups, registered nurses & midwives and nursing & healthcare assistants, agree they were able to decide their hours/shift pattern. However, the proportions for both were lower when compared with 2023, down by over four and three percentage points, respectively. 63.94% of bank workers in medical & dental roles said the same following a decrease of over two percentage points since 2023. Ambulance workers were least able to decide their hours/shift pattern following a fall of around 20 percentage points since 2023.

% of staff agreeing that they are able to decide the hours/shift pattern they want to work as a bank worker - for selected occupation groups**





Support from the bank team

Feeling supported by the bank team

45.96% of staff feel they are supported by the bank team (Q32c)
(2023: 44.19%)

Contacting the bank team

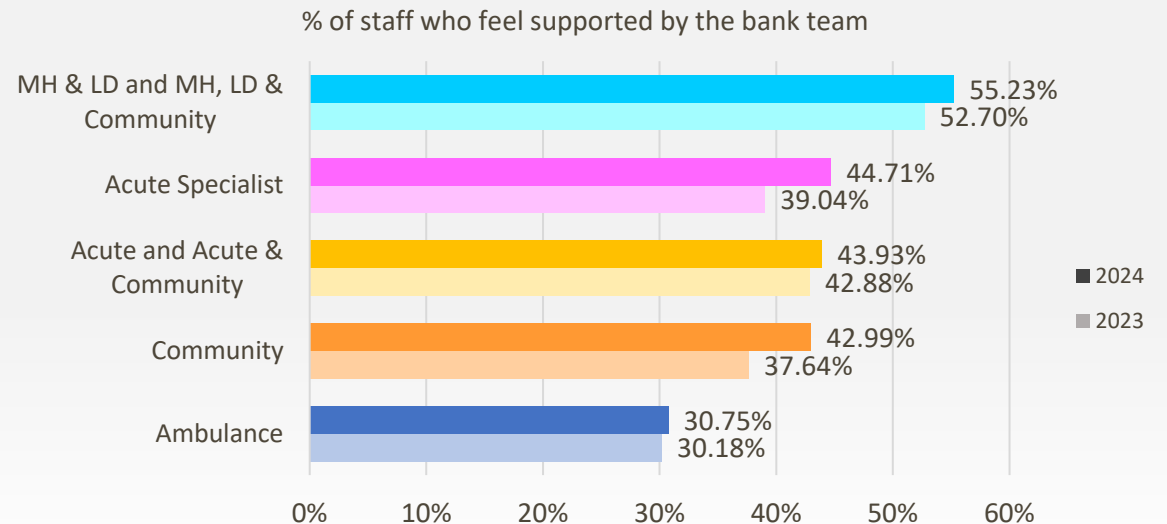
60.26% of staff agree it is easy to get hold of the bank team if
they have a query (Q32a) (2023: 57.90%)

58.03% of staff said that when they contact the team with a
query, they can quickly get the answers they need (Q32b)
(2023: 55.02%)

Support from the bank team by organisation type

All measures relating to support from the bank team have increased since 2023. Approximately six in ten bank workers say it is easy to get hold of the bank team if they have a query and they get the answers they need quickly. However, less than half feel they are supported by the bank team.

55.23% of bank workers at Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts say they feel supported by the bank team. However, the proportion of bank workers who say the same is lower in other organisation types despite rises of over five percentage points for both Acute Specialist Trusts and Community Trusts since 2023. Bank workers at Ambulance Trusts remain least likely to feel supported by the bank team.





Reasons for working as a bank worker

Reasons for working on bank

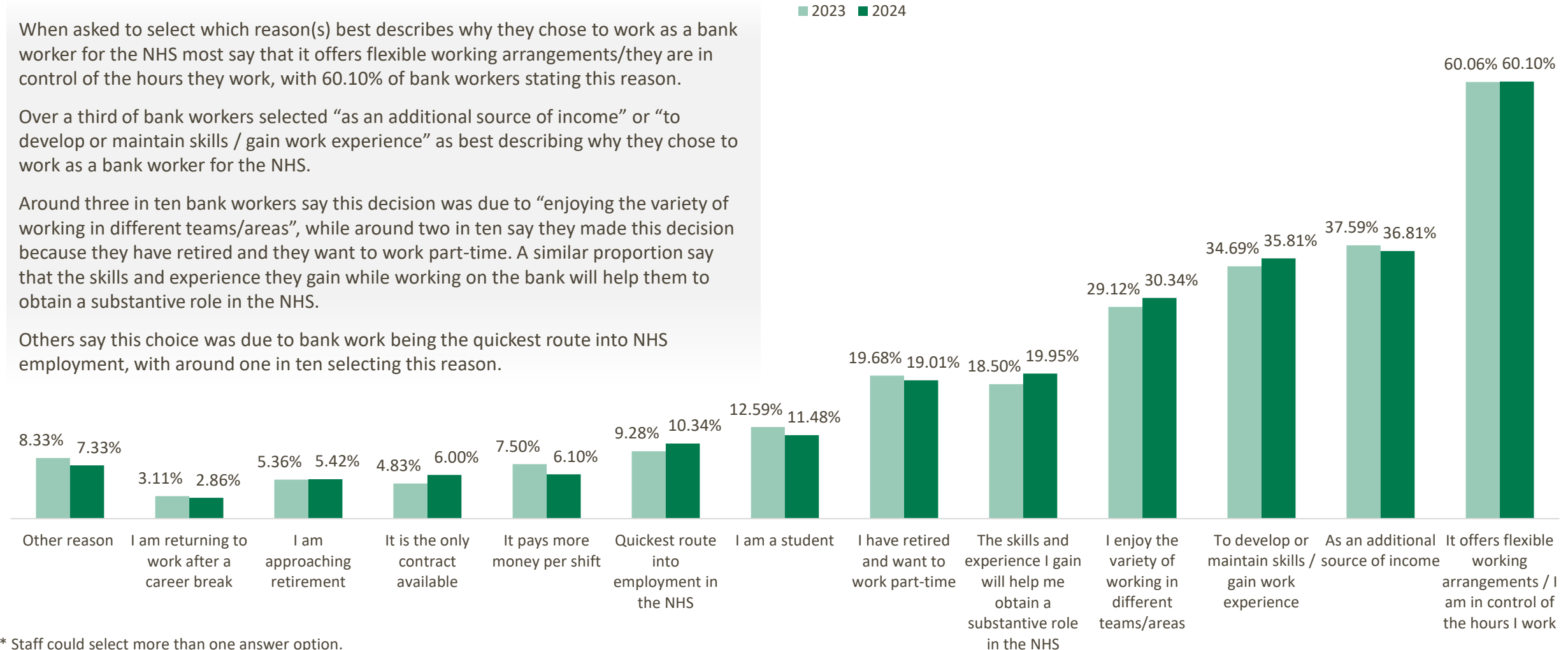
Which of the following best describes why you chose to work as a bank worker for the NHS?*

When asked to select which reason(s) best describes why they chose to work as a bank worker for the NHS most say that it offers flexible working arrangements/they are in control of the hours they work, with 60.10% of bank workers stating this reason.

Over a third of bank workers selected “as an additional source of income” or “to develop or maintain skills / gain work experience” as best describing why they chose to work as a bank worker for the NHS.

Around three in ten bank workers say this decision was due to “enjoying the variety of working in different teams/areas”, while around two in ten say they made this decision because they have retired and they want to work part-time. A similar proportion say that the skills and experience they gain while working on the bank will help them to obtain a substantive role in the NHS.

Others say this choice was due to bank work being the quickest route into NHS employment, with around one in ten selecting this reason.



* Staff could select more than one answer option.



For further information...



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

www.nhsstaffsurveys.com

Our results website provides data from the survey via interactive dashboards

<https://www.nhsstaffsurveys.com/results/bank-worker-results/>

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



nhsstaffsurvey@surveycoordination.com



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