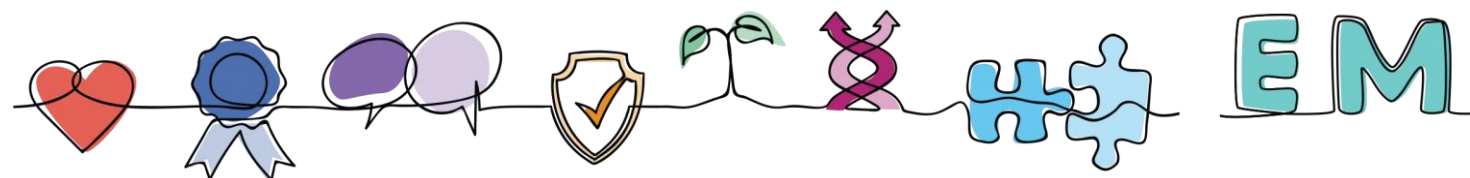


**2025 NHS Staff Survey**  
**National aggregate report**  
**Bank only workers**



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

## 2025 National aggregate report: Bank only workers



NHS Staff Survey

- 1 Introduction
- 2 Technical details

### Survey results

- 3 We are compassionate and inclusive
- 4 We are recognised and rewarded
- 5 We each have a voice that counts
- 6 We are safe and healthy
- 7 We are always learning
- 8 We work flexibly
- 9 We are a team
- 10 Staff Engagement (Theme)
- 11 Morale (Theme)
- 12 Patient Safety
- 13 Bank working questions

# 1. Introduction



Contents

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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

- 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 NSS 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 NSS, 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 further below. Starting in 2025, the results of the bank only survey will be considered as an official statistic in development.
- This report presents a concise summary of the national results for the 2025 survey of bank only workers.
- Detailed national, regional, system-level and local (organisation-level) results are also available through the link provided below.



[2025 questionnaire for bank workers](#)



[Results](#)



## Participation

**18,904**

staff responded  
(24,318 in 2024)

**17%**

response rate  
(down from 19% in 2024)

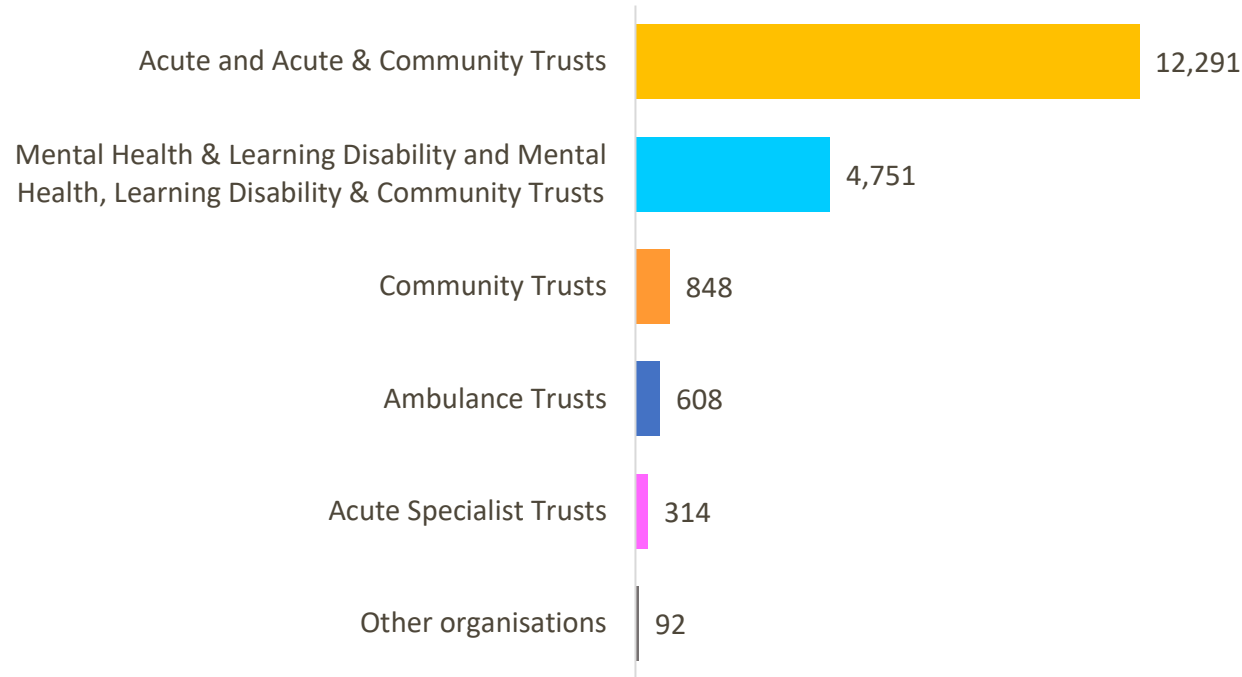
**Note:** These are overall figures which include trusts and non-trust organisations.

- Overall, more than 113,000 eligible bank only workers in England were invited to participate in the NHS Staff Survey for bank only workers (NSSB) between September and November 2025.
- In total, 145 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 of 1<sup>st</sup> 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**.

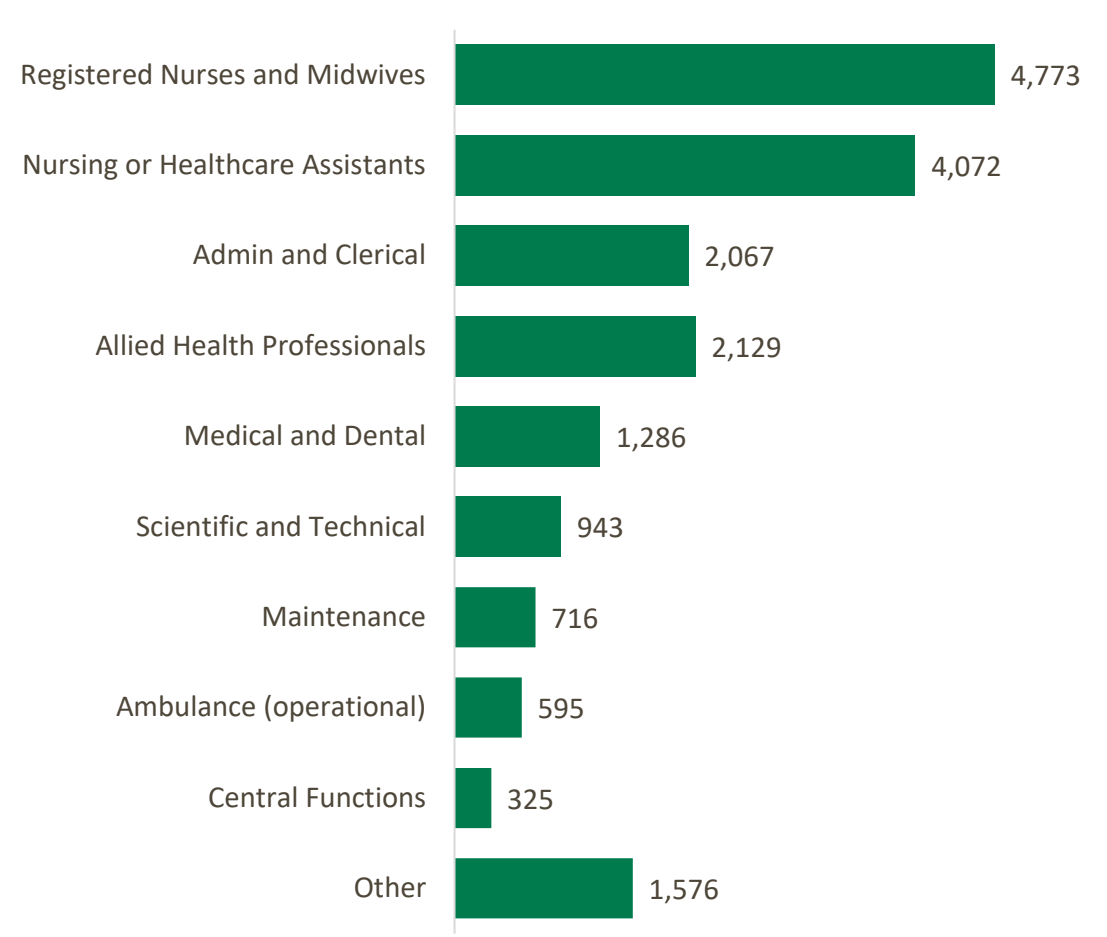
\* Except for "We are recognised and rewarded" which has no sub-scores.



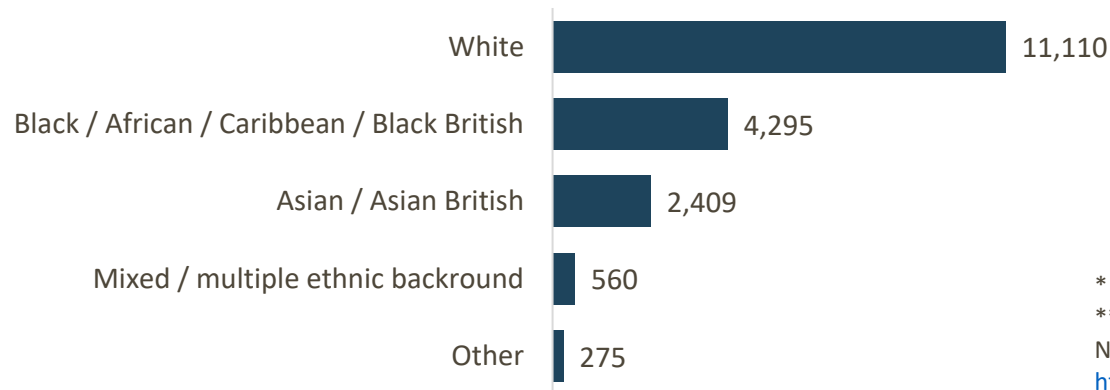
## By organisation type



## By occupation group\*



## Ethnic background\*\*



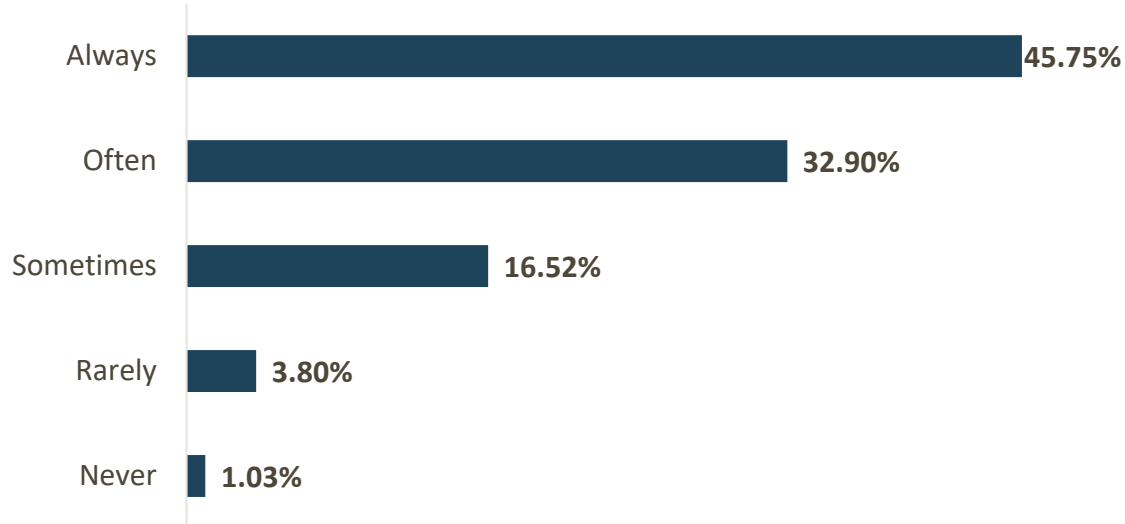
\* Self-reported. 422 staff chose not to respond to this question (q51: What is your occupational group?)

\*\* Self-reported. 255 staff chose not to respond to this question (q37: What is your ethnic group?)

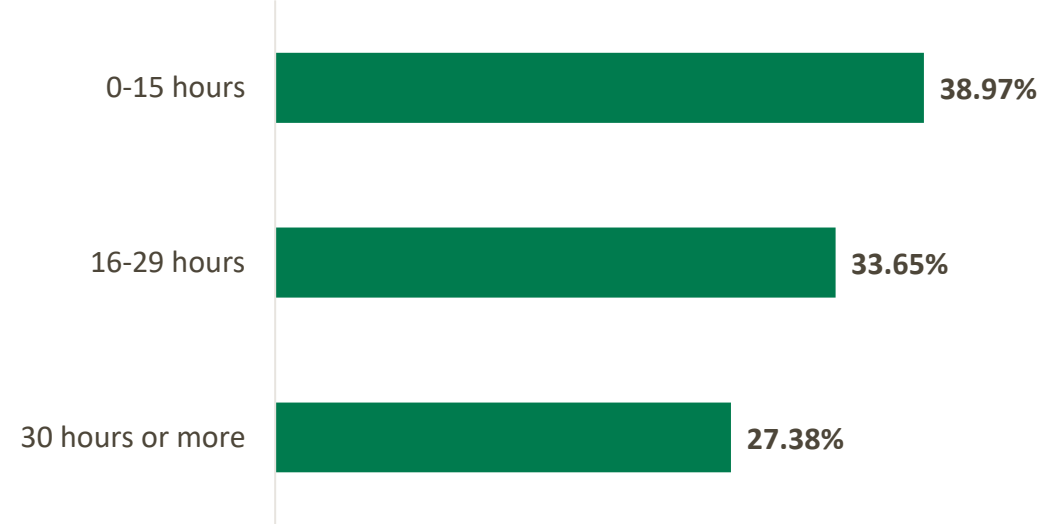
Note: Additional demographic profiles can be viewed on the interactive dashboard available at:

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

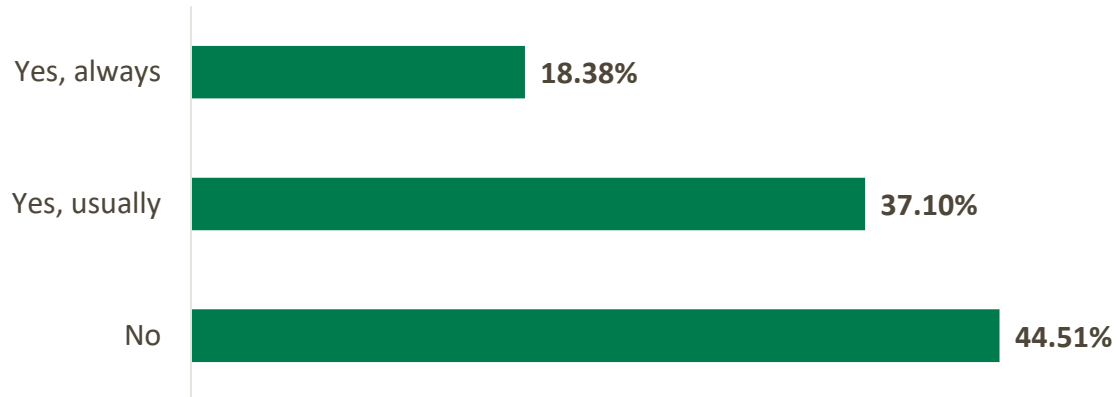
Thinking about the bank work you do within this organisation, how often do you work in the same department or work area? (q1)



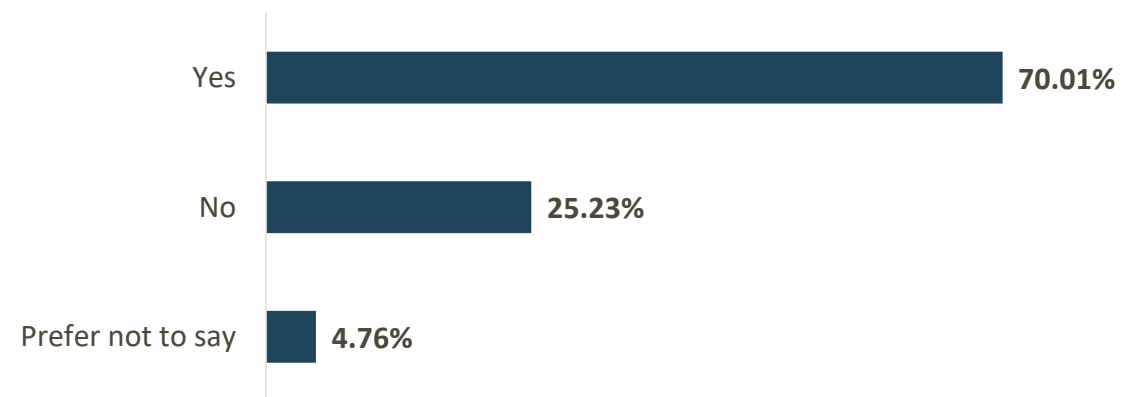
On average, how many hours per week do you usually undertake for bank in this organisation? (q15)



Do you work the same hours / shift pattern each week? (q2)



Is bank work in the NHS your main source of paid work? (q49)



\* 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



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

- The **results presented in the remainder of this report only cover the 140 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.
- Vertical 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




18,687 responses from  
bank only workers at NHS Trusts  
**17% response rate**

\* 5 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.

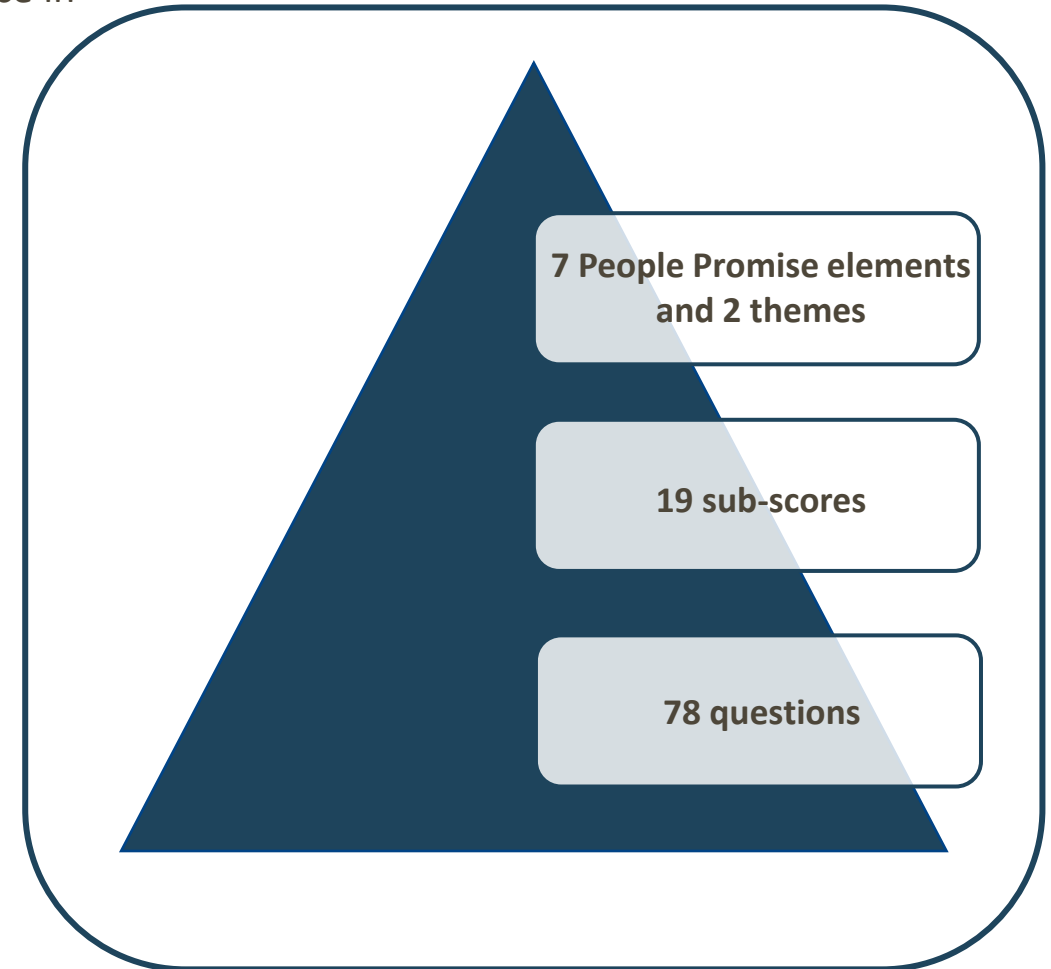
The **People Promise summary indicators** provide an overview of staff experience in relation to the seven elements of the People Promise:

-  *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



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions



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

People Promise element score: 7.25 (2024: 7.23, 2023: 7.25)

## 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 with regard to career progression / development, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation? (Not included in scoring for 2025)\**
- 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*



\* Due to changes in the Q20 question wording in 2025, reported results for the 'We are compassionate and inclusive' score and the 'Diversity and equality' sub-score have been recalculated to exclude Q20 for all years. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

# ➤ We are compassionate and inclusive: Compassionate culture

Compassionate culture sub-score: 7.30 (2024: 7.28, 2023: 7.25)

## Care of patients and service users

**90.73%** say they feel their **role makes a difference** to patients / service users (Q8a) (2024: 89.76%, 2023: 89.11%)

**76.20%** say that **care of patients / service users is their organisation's top priority** (Q30a) (2024: 76.64%, 2023: 77.00%)

**70.57%** agree that their organisation **acts on concerns raised by patients / services users** (Q30b) (2024: 71.06%, 2023: 69.99%)

## Recommend as a place to work

**66.50%** would recommend their organisation as a place to work (Q30c) (2024: 66.99%, 2023: 66.81%)

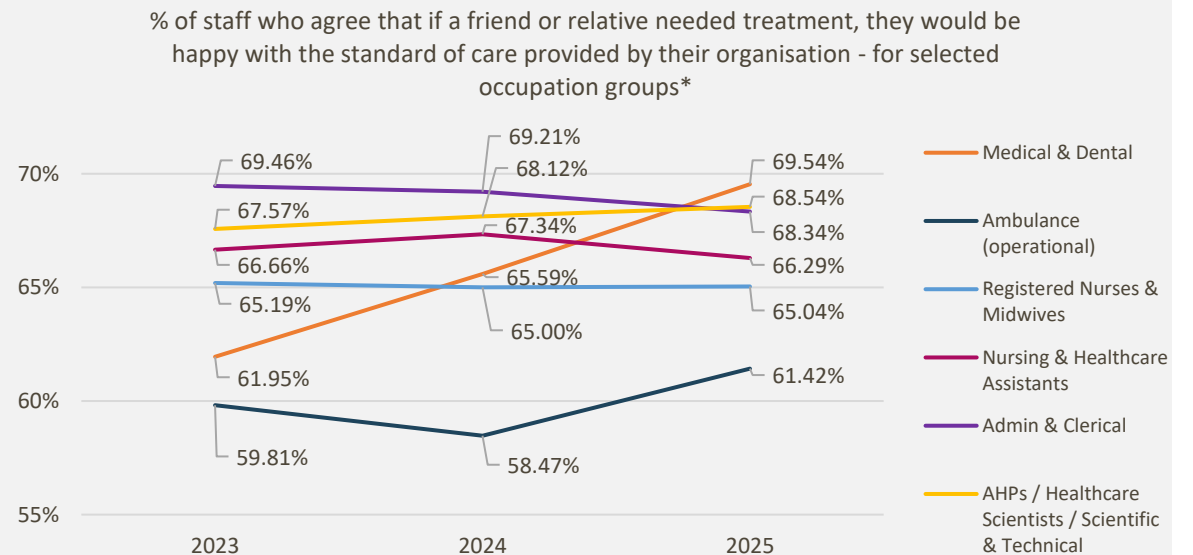
## Standard of care

**67.36%** say that if a friend or relative needed treatment, they would be **happy with the standard of care** provided by their organisation (Q30d) (2024: 67.03%, 2023: 66.64%)

## Standard of care – trends by occupation group

The 'Compassionate culture' sub-score and the results for its contributing measures are relatively stable since 2023. About two thirds of bank workers say they are happy with the standard of care provided by their organisation.

Around seven in ten (69.54%) bank workers in medical and dental roles are happy with the care provided. This proportion has increased by over seven percentage points when compared with 2023. Although a smaller proportion of ambulance workers agree the same, the proportion who agree has increased by three percentage points since 2024.



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

# ➤ We are compassionate and inclusive: Compassionate leadership

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

## Listening and understanding

**56.74%** say their immediate manager(s) **works together with them to come to an understanding of problems** (Q14f) (2024: 57.99%, 2023: 57.39%)

**60.50%** agree that their immediate manager(s) is **interested in listening to them when they describe challenges** they face (Q14g) (2024: 61.01%, 2023: 60.99%)

## Caring and acting

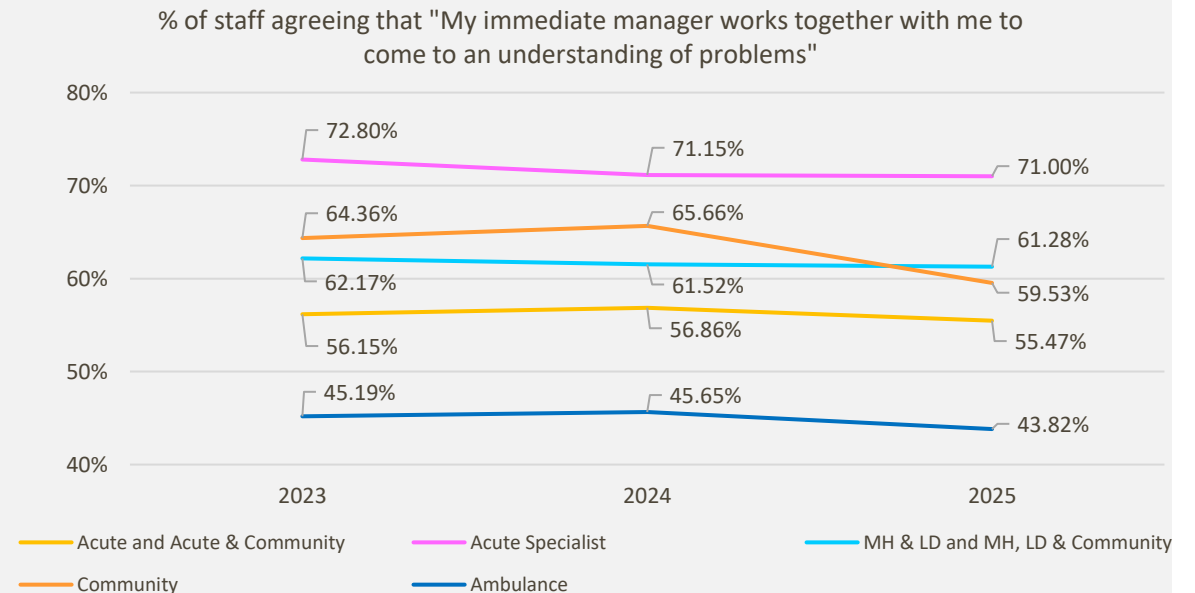
**60.91%** agree that their immediate manager(s) **cares about their concerns** (Q14h) (2024: 61.15%, 2023: 61.73%)

**58.49%** say their immediate manager(s) **takes effective action** to help them with any problems they face (Q14i) (2024: 59.04%, 2023: 58.92%)

## Working together and taking effective action

Results for 'Compassionate leadership' and most of its contributing measures are relatively stable since 2023. However, a lower proportion of NHS bank workers say their immediate manager(s) works together with them to come to an understanding of problems when compared with 2024.

Bank workers at Acute Specialist Trusts (71%) are most likely to agree, while those in Ambulance Trusts are least likely to agree (43.82% - down nearly 2 percentage points since 2024). The proportion of bank workers at Community Trusts (59.53%) who agree has decreased by over 6 percentage points since 2024.



Diversity and equality sub-score: 8.16 (2024: 8.12, 2023: 8.20)

## Discrimination

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

**14.48%** ...from patients / service users, their relatives or other members of the public (Q21a) (2024: 14.77%, 2023: 13.09%)

**10.87%** ...from managers, team leaders or other colleagues (Q21b) (2024: 11.32%, 2023: 10.51%)

## Respect for individual differences

**70.34%** of staff feel their organisation **respects individual differences**, such as different cultures, working styles, backgrounds and ideas (Q26) (2024: 69.32%, 2023: 69.83%)

## Equal opportunities (not included in sub-score)

**45.72%** of staff feel their organisation **acts fairly with regard to career progression / development**, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex, or sexual orientation (Q20)\*

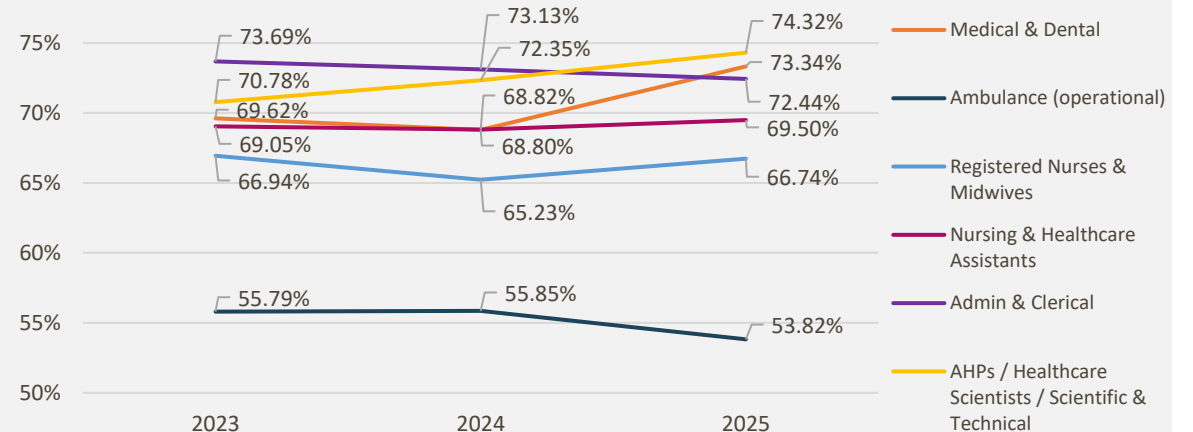
\* Due to changes in the question wording in 2025, reported results for 'Diversity and equality' have been recalculated to exclude Q20 for all years, and previous years' results for Q20 are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

## Respect for individual differences

Results have remained relatively stable for most measures contributing to the 'Diversity and equality' sub-score. However, there has been an increase in the proportion of bank workers who feel their organisation respects individual differences.

A higher proportion of bank workers in both 'AHPs / HS / Scientific and Technical' roles (74.32%) and medical and dental roles (73.34%) feel their organisation respects individual differences. The proportion of ambulance workers who think the same (53.82%) has decreased by 2 percentage points since last year.

% of staff who think that their organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc) - for selected occupation groups\*\*



\*\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](https://www.nhsstaffsurveys.com/results/)

Inclusion sub-score: 7.03 (2024: 6.98, 2023: 6.99)

## Part of a team

**72.49%** of staff say they **feel valued by their team** (Q11f) (2024: 71.75%, 2023: 72.13%)

**58.77%** of staff say they **feel a strong personal attachment to their team** (Q11g) (2024: 58.38%, 2023: 58.43%)

## Respect and civility

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

**72.21%** ... **understanding and kind to one another** (Q12b) (2024: 71.93%, 2023: 72.10%)

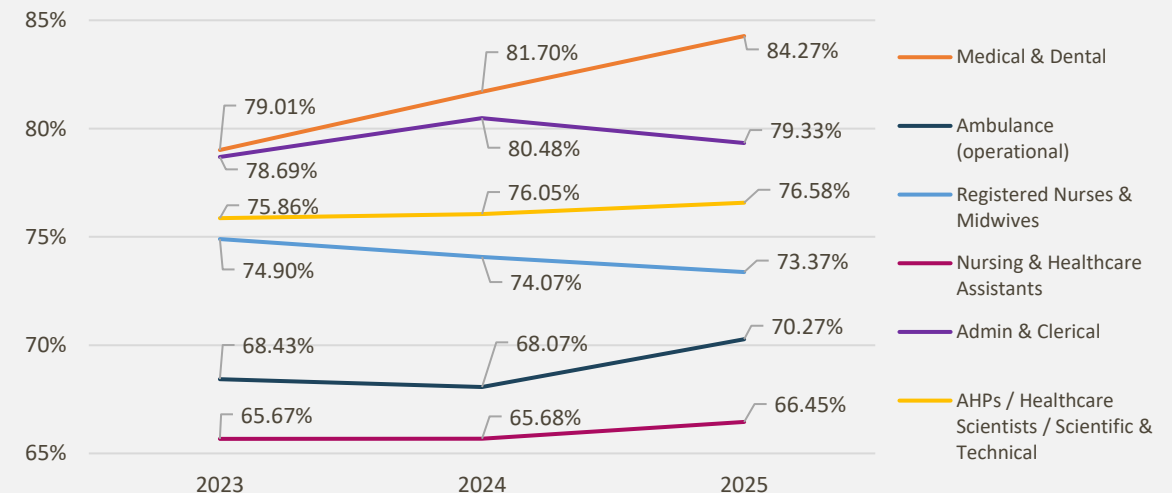
**73.91%** ... **polite and treat each other with respect** (Q12c) (2024: 73.64%, 2023: 73.75%)

## Receiving respect at work

The 'Inclusion' sub-score has remained similar compared to previous years and its contributing measures remain relatively stable. Nearly three quarters of bank workers report that the people they work with are polite and treat each other with respect.

Results vary by occupation group: medical and dental workers are most likely to agree, following an increase of over 4 percentage points since 2023. Although ambulance workers are less likely to agree (70.27%), the proportion for this group has risen by 2 percentage points since last year. Nursing and healthcare assistants remain least likely to agree (66.45%).

% of staff agreeing that the people they work with are polite and treat each other with respect - for selected occupation groups\*



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



## 4. We are recognised and rewarded



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

People Promise element score: 6.11 (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*



People Promise element score: 6.11 (2024: 6.06, 2023: 6.04)

## Recognition

**56.99%** of staff are **satisfied with the recognition they get for good work** (Q6a) (2024: 56.69%, 2023: 55.48%)

## Feeling valued and appreciated

**48.32%** are **satisfied with the extent to which their organisation values their work** (Q6b) (2024: 48.48%, 2023: 46.95%)

**70.41%** of staff say that **the people they work with show appreciation to one another** (Q12d) (2024: 69.41%, 2023: 69.93%)

**67.26%** agree that **their immediate manager(s) values their work** (Q14e) (2024: 67.41%, 2023: 68.01%)

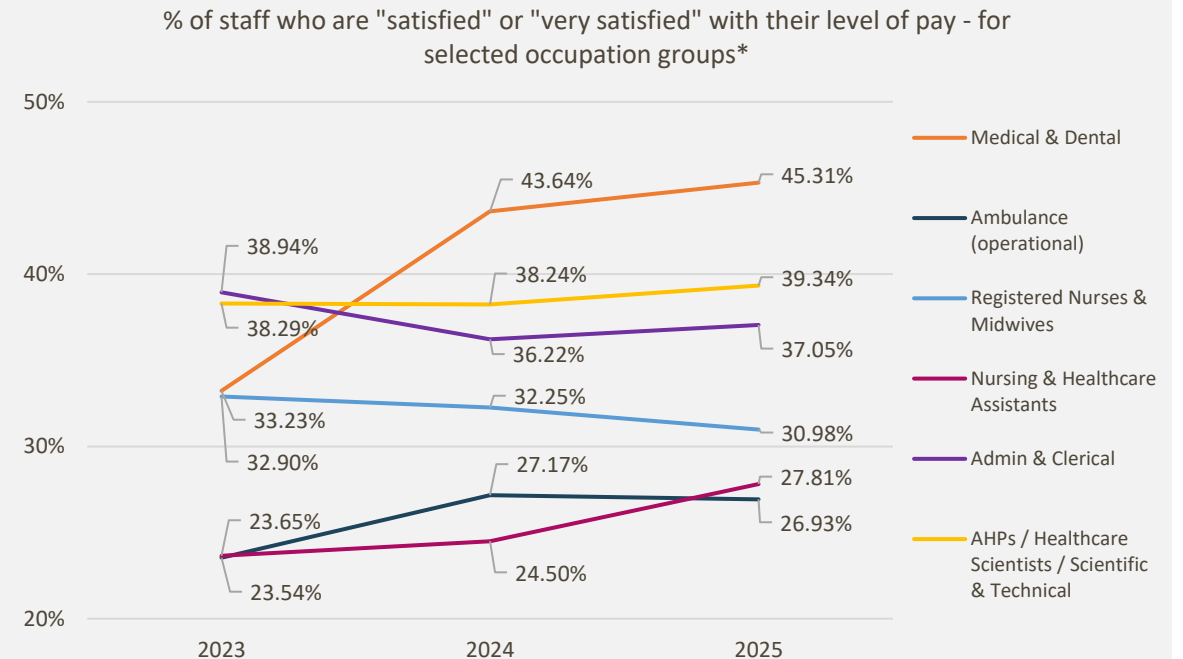
## Satisfaction with pay

**35.27%** of staff are **satisfied with their level of pay** (Q6c) (2024: 34.23%, 2023: 33.80%)

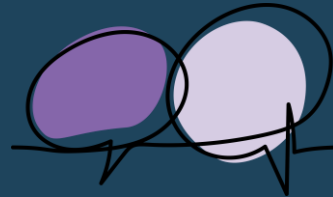
## Satisfaction with pay

Nationally, NHS bank worker satisfaction with pay has increased since last year and is at its highest level since 2023.

Results vary by occupation group: since 2024, a higher proportion of medical and dental, nursing and healthcare assistants and 'AHPs / Healthcare Scientists / Scientific & Technical' workers report satisfaction with pay, while the proportion of registered nurses and midwives who are satisfied has decreased this year.



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



## 5. We each have a voice that counts

- **Autonomy and control**
- **Raising concerns**



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

People Promise element score: 6.54 (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*

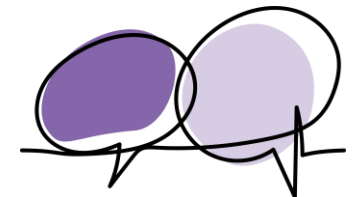
## Raising concerns

**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

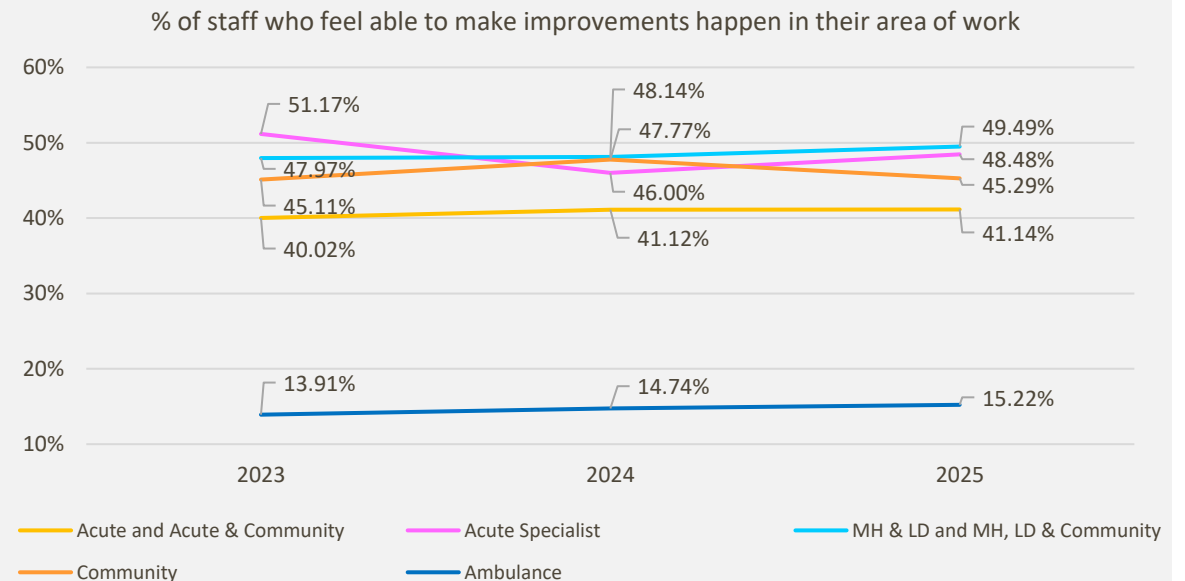
Autonomy and control sub-score: 6.59 (2024: 6.58, 2023: 6.58)

- 88.78%** of staff **always know what their responsibilities are** (Q5a) (2024: 87.91%, 2023: 87.96%)
- 92.41%** **feel trusted to do their job** (Q5b) (2024: 92.06%, 2023: 92.62%)
- 68.46%** say there are **frequent opportunities for them to show initiative in their role** (Q5c) (2024: 68.38%, 2023: 68.56%)
- 57.85%** of staff say they are **able to make suggestions** to improve the work they do (Q5d) (2024: 57.85%, 2023: 57.74%)
- 32.92%** of staff say they are **involved in deciding on changes** introduced that affect their work (Q5e) (2024: 33.28%, 2023: 33.33%)
- 42.53%** **feel able to make improvements happen** at work (Q5f) (2024: 42.21%, 2023: 41.08%)
- 43.06%** say they often or always **have a choice in how to do their work** (Q7b) (2024: 43.41%, 2023: 43.62%)

## Making improvements happen

The 'Autonomy and control' sub-score and trends for most of its contributing measures have remained relatively stable. However, a higher proportion of staff feel they are able to make improvements happen at work when compared to 2023.

A higher proportion of bank workers in Acute Specialist Trusts and Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts report they are able to make improvements happen at work compared to 2024; this proportion has decreased for bank workers in Community Trusts.



Raising concerns sub-score: 6.50 (2024: 6.46, 2023: 6.45)

## Concerns about clinical safety

The following percentage of staff said they...

**69.54%** ...would feel secure raising concerns about unsafe clinical practice (Q25a) (2024: 68.75%, 2023: 68.22%)

**57.57%** ...are confident that their organisation would address their concern (Q25b) (2024: 57.17%, 2023: 56.81%)

## Speaking up about concerns

The following percentage of staff say they...

**61.71%** ...feel safe to speak up about anything that concerns them in their organisation (Q30e) (2024: 61.82%, 2023: 62.12%)

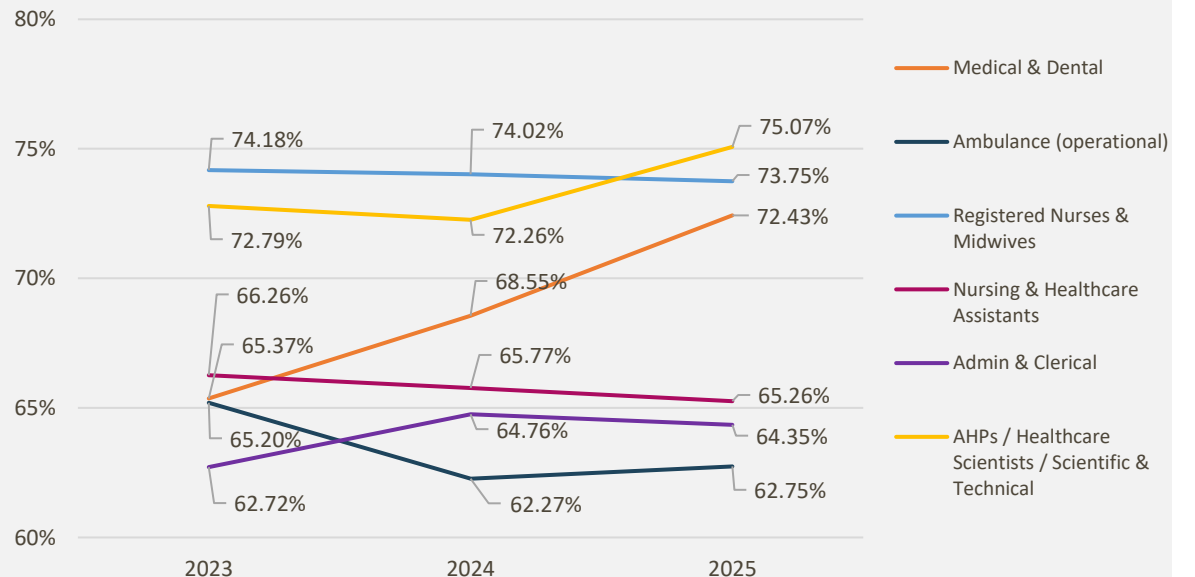
**51.77%** ...are confident that their organisation would address their concern (Q30f) (2024: 51.53%, 2023: 50.93%)

## Raising concerns

The 'Raising concerns' sub-score and the trends for most of its contributing measures have been relatively stable. However, a higher proportion of bank workers say they would feel secure raising concerns about unsafe clinical practice when compared to their 2023 levels.

A higher proportion of 'AHPs / Healthcare Scientists / Scientific & Technical' (75.07%) and medical and dental (72.43%) workers report feeling secure raising concerns about unsafe clinical practice in 2025 compared to 2024.

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



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



## 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.



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

People Promise element score: 6.76 (2024: 6.71, 2023: 6.68\*)

## Negative experiences\*

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

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

**Q16b** - Experience of musculoskeletal problems as a result of work activities in the last 12 months (**not included in scoring for 2025**)\*\*

**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

## 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.

\*\* Due to changes in the Q16b question wording in 2025, reported results for the 'We are safe and healthy' score and the 'Negative experiences' sub-score have been recalculated to exclude Q16b for all years. For more information, please refer to the Technical Guide: <https://www.nhsstaffsurveys.com/survey-documents/>

\*\*\* 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: 8.21 (2024: 8.15, 2023: 8.16\*)

## Staff health

**24.47%** of staff have **felt unwell as a result of work-related stress** in the last 12 months (Q16c) (2024: 25.23%, 2023: 26.29%)

**32.05%** of staff have **gone into work in the last three months despite not feeling well enough to perform their duties** (Q16d) (2024: 32.65%, 2023: 34.05%)

## Staff health (not included in sub-score)

**32.23%** of staff have experienced **musculoskeletal problems** as a result of work activities in the last 12 months. Examples may include back pain, neck or arm strains, and joint pain. (Q16b)\*\*

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

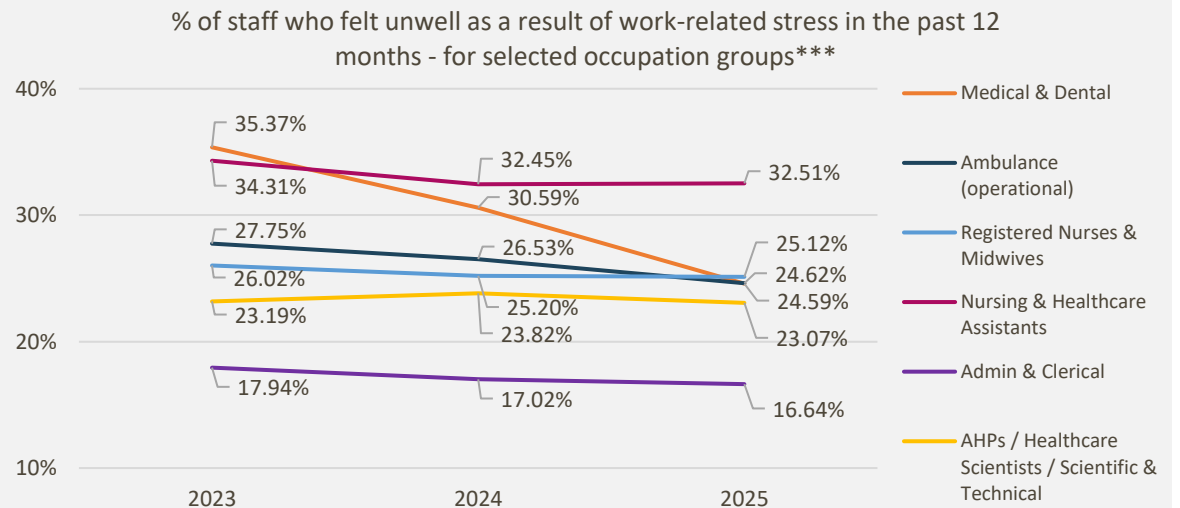
\*\* Due to changes in the question wording in 2025, reported results for 'Negative experiences' have been recalculated to exclude Q11b for all years, and previous years' results for Q11b are not reported. For more information, please refer to the *Technical Guide*: <https://www.nhsstaffsurveys.com/survey-documents/>

## Work-related stress

The 'Negative experiences' sub-score is relatively stable this year.

Around one third of bank workers report having gone to work in the last three months despite not feeling well enough to perform their duties this year. Around one quarter have felt unwell as a result of work-related stress in the last 12 months.

Nearly a third (32.51%) of nursing and healthcare assistants felt unwell due to work-related stress, while admin and clerical workers were least likely to experience this (16.64%). The proportion of medical and dental workers who felt unwell has dropped by over 10 percentage points since 2023.



\*\*\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](https://www.nhsstaffsurveys.com/results/)

## Negative experiences sub-score: 8.21 (2024: 8.15, 2023: 8.16\*)

### Physical violence

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

- 24.25%** from **patients / service users, their relatives or other members of the public** (Q18a) (2024: 25.30%, 2023: 23.69%\*)
- 2.03%** from **managers** (Q18b) (2024: 2.14%, 2023: 1.87%\*)
- 3.92%** from **other colleagues** (Q18c) (2024: 3.94%, 2023: 3.48%\*)

### Harassment, bullying and abuse

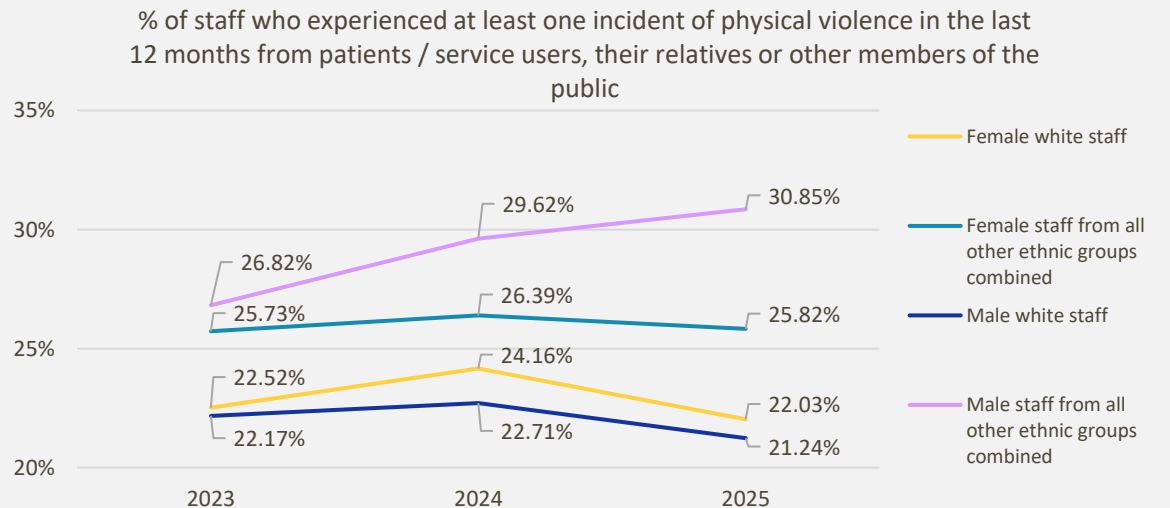
The following percentage of staff experienced at least one incident of **harassment, bullying or abuse** in the last 12 months:

- 30.33%** from **patients / service users, their relatives or other members of the public** (Q19a) (2024: 30.54%, 2023: 30.21%\*)
- 8.50%** from **managers** (Q19b) (2024: 9.37%, 2023: 9.89%\*)
- 16.89%** from **other colleagues** (Q19c) (2024: 17.77%, 2023: 17.51%\*)

### Experience of physical violence

The proportion of bank workers who reported experiencing at least one incident of physical violence in the last 12 months from patients/service users, their relatives or other member of the public has decreased this year to under a quarter.

For female white bank workers, the proportion experiencing violence at work from patients/the public has decreased compared to last year and, at 22.03% is at a three-year low. The proportion of male white workers experiencing at least one incident of physical violence from patients/the public has also decreased, whereas male workers from all other ethnic groups have seen an increase in experiences of violence this year, with more than three in ten (30.85%) experiencing such behaviour in 2025.



\*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.

Health and safety climate sub-score: 6.09 (2024: 6.06, 2023: 6.01\*)

## Workload and resources

**58.95%** of staff are **able to meet all the conflicting demands on their time** at work (Q5g) (2024: 58.30%, 2023: 57.17%)

**65.20%** of staff say they have **adequate materials, supplies and equipment to do their work** (Q5h) (2024: 64.94%, 2023: 63.37%)

**42.50%** of staff say when they are at work, there are **enough staff for them to do their job properly** (Q5i) (2024: 42.22%, 2023: 40.68%)

**34.05%** of staff say they **never or rarely have unrealistic time pressures** (Q7a) (2024: 34.69%, 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.

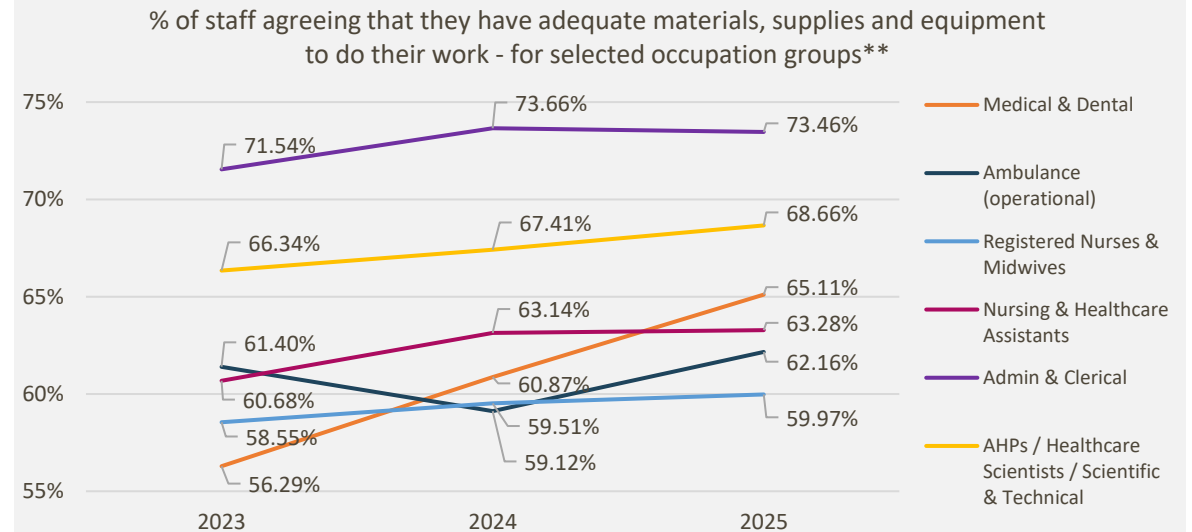
\*\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

## Adequate resources at work

The 'Health and safety climate' sub-score has remained similar since 2023. The scores for its constituent measures remain similar to last year but most have increased compared with 2023.

Nearly two thirds of bank workers say they have adequate materials, supplies and equipment to do their work.

Nearly three quarters (73.46%) of admin and clerical workers agree they have adequate resources to do their work, while just and three in five (59.97%) registered nurses and midwives say the same. The proportion of medical and dental workers in agreement (65.11%) has increased by nearly 9 percentage points since 2023.



Health and safety climate sub-score: 6.09 (2024: 6.06, 2023: 6.01\*)

## Organisational action

**53.95%** of staff say their **organisation takes positive action on health and well-being** (Q16a) (2024: 54.19%, 2023: 54.03%)

**77.83%** of staff who have experienced physical violence say that they or a colleague reported it (Q18d) (2024: 77.57%, 2023: 76.02%\*)

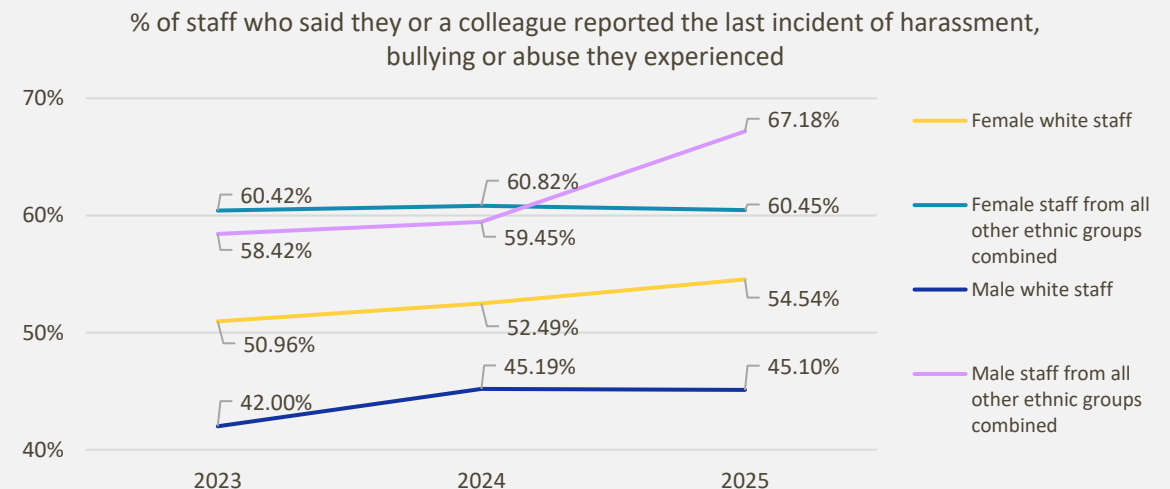
**56.55%** of staff who have experienced harassment, bullying or abuse say that they or a colleague reported it (Q19d) (2024: 54.51%, 2023: 52.77%\*)

## Reporting of harassment, bullying and abuse

Over three quarters of bank workers who have experienced physical violence say they or a colleague reported it.

Over half of staff who have experienced harassment, bullying or abuse say they or a colleague reported it. This proportion has increased by four percentage points when compared with 2023.

A relatively smaller proportion of male bank workers have reported these types of incidents in previous years compared to female workers, but this year they are about equal. This change appears to be mostly driven by an increase (by nearly 8 percentage points) in the proportion of male workers from other ethnic backgrounds (67.18%) reporting these incidents. Results for white male bank workers (45.10%) remain consistent with last year.



\* 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.

**Burnout sub-score\*: 5.99 (2024: 5.93, 2023: 5.85)**

The following percentage of staff say:

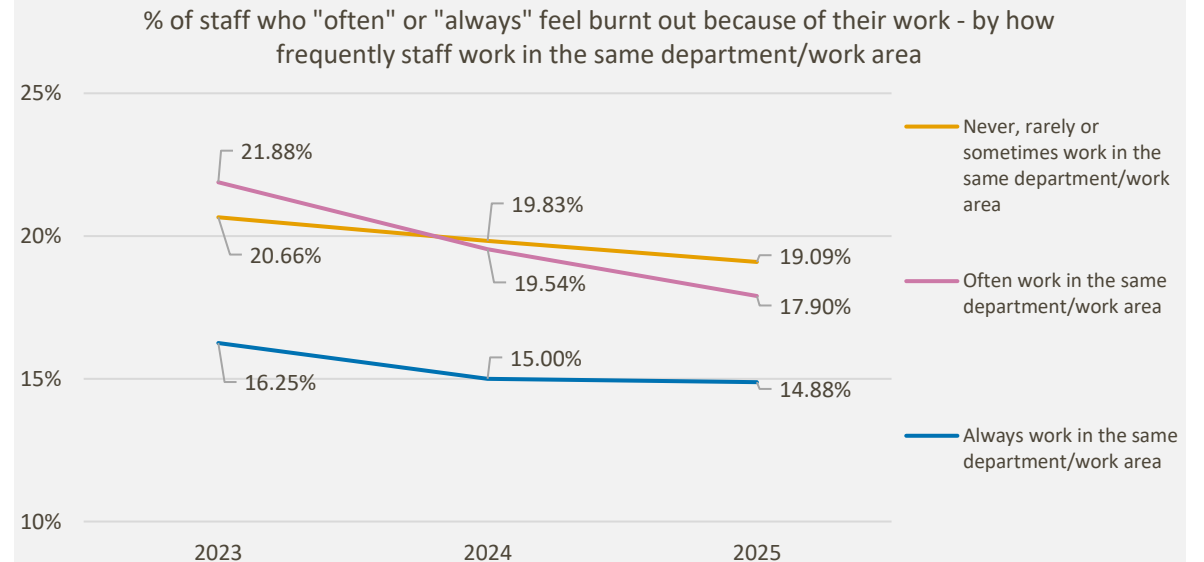
- 20.43%** they **find their work emotionally exhausting** (Q17a) (2024: 21.81%, 2023: 22.96%)
- 16.78%** they **feel burnt out because of their work** (Q17b) (2024: 17.49%, 2023: 18.95%)
- 20.53%** their **work frustrates them** (Q17c) (2024: 21.40%, 2023: 22.77%)
- 15.29%** they **feel exhausted at the thought of another day/shift at work** (Q17d) (2024: 16.48%, 2023: 17.73%)
- 28.76%** they **feel worn out at the end of their working day/shift** (Q17e) (2024: 30.17%, 2023: 32.15%)
- 11.57%** they **feel that every working hour is tiring for them** (Q17f) (2024: 11.81%, 2023: 12.73%)
- 19.75%** they **do not have enough energy for family and friends during leisure time** (Q17g) (2024: 21.11%, 2023: 21.79%)

## Feeling burnt out – same department/work area

As with all scores reported, a higher score indicates a better result.

The 'Burnout' sub-score has improved since 2023, and the results for four out of seven measures contributing to the 'Burnout' sub-score have improved since 2024.

Nationally, 16.78% of bank workers report feeling burnt out because of their work. A higher proportion of those who never, rarely, or sometimes work in the same department/work area (19.09%) report feeling burnt out because of their work compared to those who often (17.90%) or always (14.88%) work in the same department/work area.



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



# 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

Since 2023, staff have been 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:

**12.92%** from patients / service users, their relatives or other members of the public (Q22a) (2024: 13.24%, 2023: 13.58%)

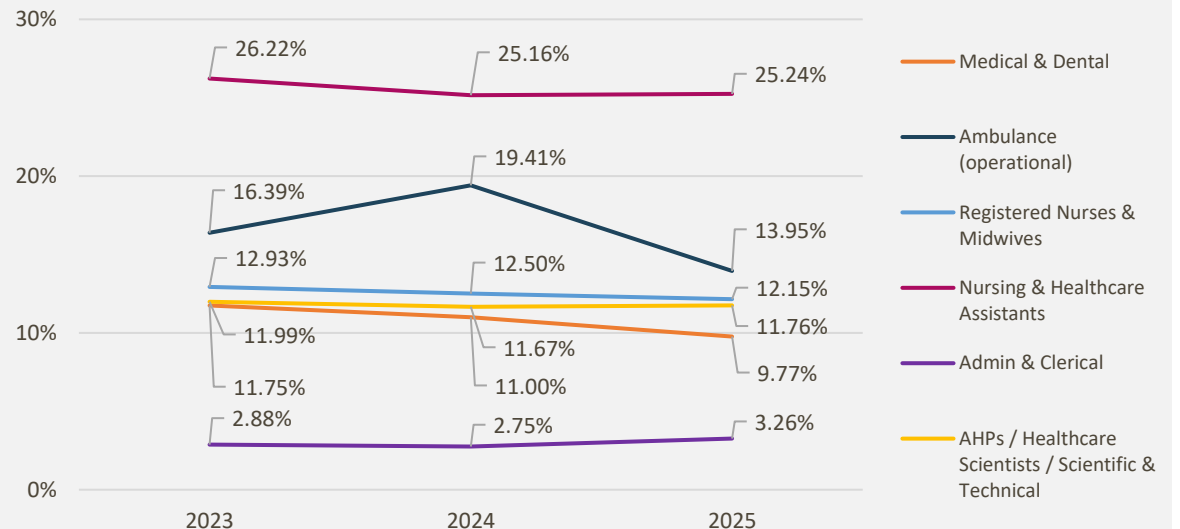
**4.23%** from staff / colleagues (Q22b) (2024: 4.62%, 2023: 4.79%)

## Experience by occupation

The proportion of bank workers saying that they have experienced unwanted behaviour of a sexual nature from patients / service users and the proportion of bank workers who have experienced this behaviour from staff / colleagues are at their lowest levels since 2023.

Around a quarter (25.24%) of nursing and healthcare assistants say they have experienced unwanted behaviour of a sexual nature. A lower proportion of bank workers in medical and dental (9.77%) and admin and clerical (3.26%) roles have experienced this behaviour.

% 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\*\*



\*\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



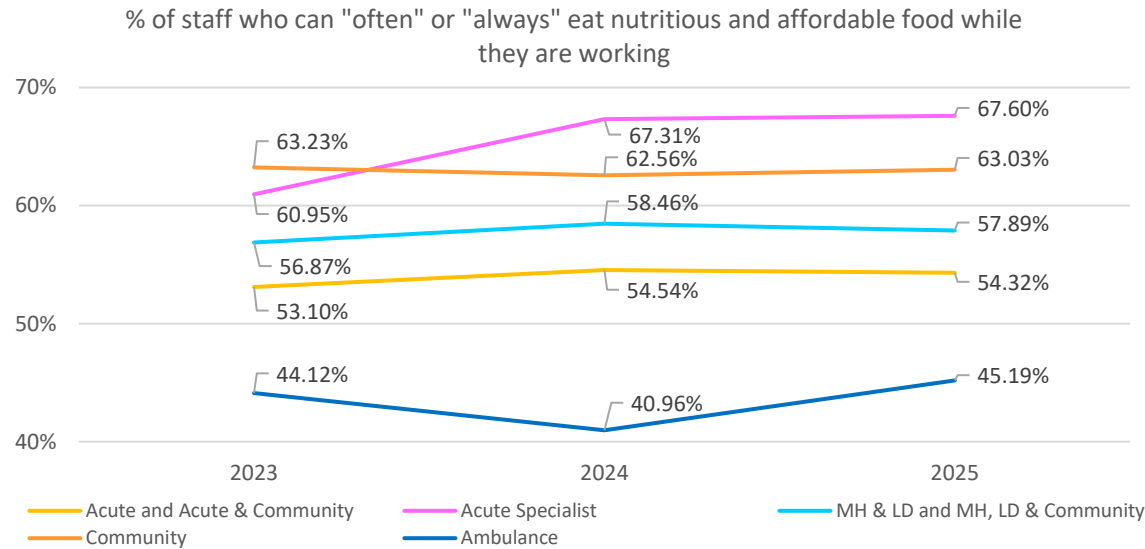
# We are safe and healthy: Questions not contributing to the score\*

\* 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

**55.31%** say they can often or always **eat nutritious and affordable food while they are working\*\*** (Q27) (2024: 55.42%, 2023: 53.95%)

- Results are relatively stable by most organisation types. Although bank workers at Ambulance Trusts (45.19%) are least likely to be able to eat nutritious and healthy food while they are working, results have recovered by almost 5 percentage points since a drop in 2024.

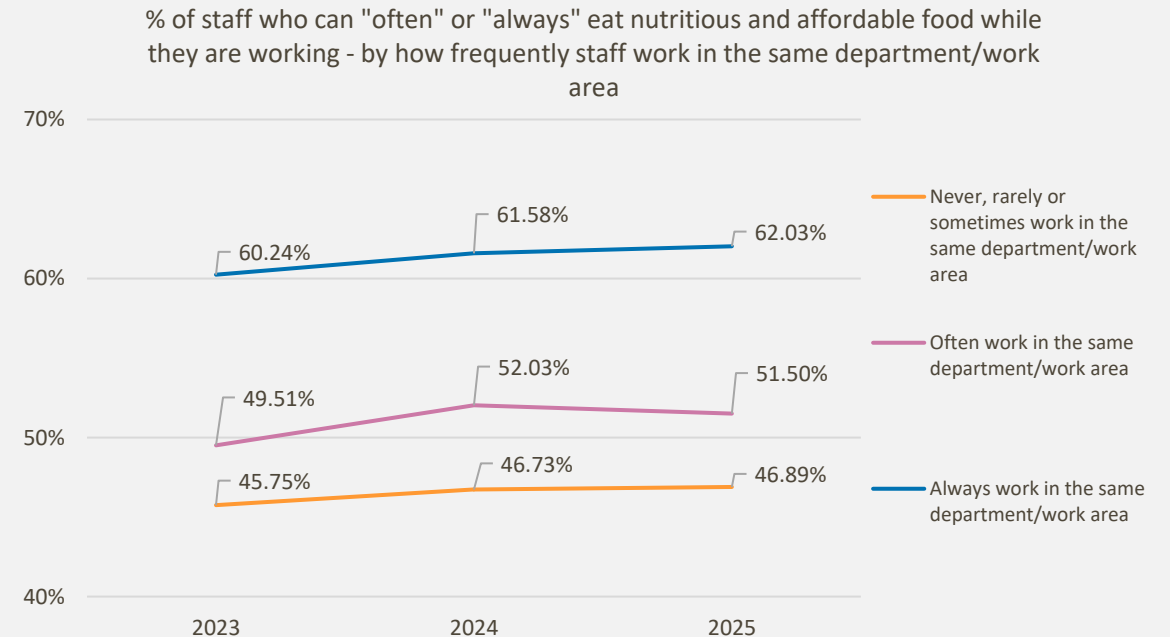


\*\* Question notes that "this could be food you buy or prepare yourself"

## Eating well at work

Nationally, the proportion of bank workers who can "often" or "always" eat nutritious and affordable food while they are working is similar to 2024 but has increased when compared to 2023.

Under half of bank workers (46.89%) who never, rarely or sometimes work in the same department/work area say they can eat nutritious and affordable food while they work, a lower proportion compared to those who often (51.50%) or always (62.03%) work in the same department/work area.





## 7. We are always learning

- Development



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

People Promise element score: 2025: 5.90 (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

Development sub-score: 5.90 (2024: 6.01, 2023: 6.12)

**54.07%** feel their organisation **offers them challenging work** (Q29a) (2024: 55.81%, 2023: 58.26%)

**41.48%** say there are **opportunities for them to develop their career** in their organisation (Q29b) (2024: 45.50%, 2023: 48.09%)

**60.14%** say they have **opportunities to improve their knowledge and skills** (Q29c) (2024: 62.19%, 2023: 63.91%)

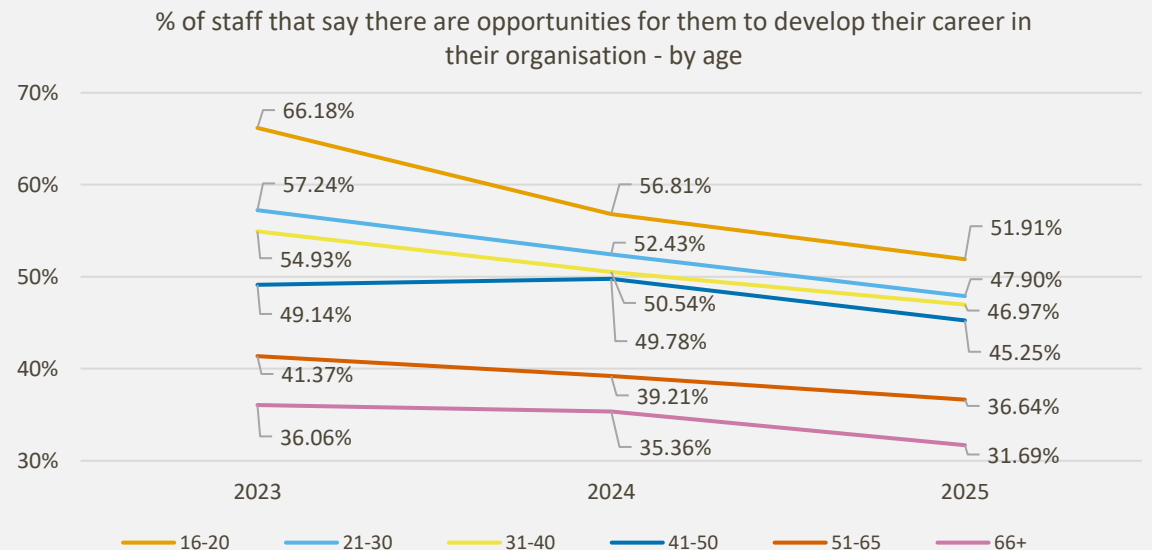
**43.53%** feel **supported to develop their potential** (Q29d) (2024: 46.06%, 2023: 47.38%)

**54.52%** are able to **access the right learning and development opportunities** when they need to (Q29e) (2024: 56.25%, 2023: 55.96%)

## Knowledge and career development

The 'Development' sub-score has decreased in 2025 and is at its lowest level since 2023. All five contributing measures have decreased this year, and the results for most measures reflect the same downward trend since 2023.

Nationally, just over two in five (41.48%) bank workers say there are opportunities for them to develop their career. Trend patterns are similar across most age groups. Over half (51.91%) of workers aged 16-20 say there are opportunities for career development. A lower proportion of workers aged 51-65 (36.64%) and those aged 66 or over (31.69%) say there are opportunities for them 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

**27.11%** say they have had an **appraisal, annual review, development review, or Knowledge and Skills Framework development review in the last 12 months** (Q28) (2024: 28.02%, 2023: 27.18%)

## Support and supervision

**70.93%** can get the **help and support they need if they have questions** when they are at work (Q29f) (2024: 71.33%, 2023: 70.73%)

**47.16%** are able to **access clinical supervision opportunities** when they need to (Q29g) (2024: 48.68%)

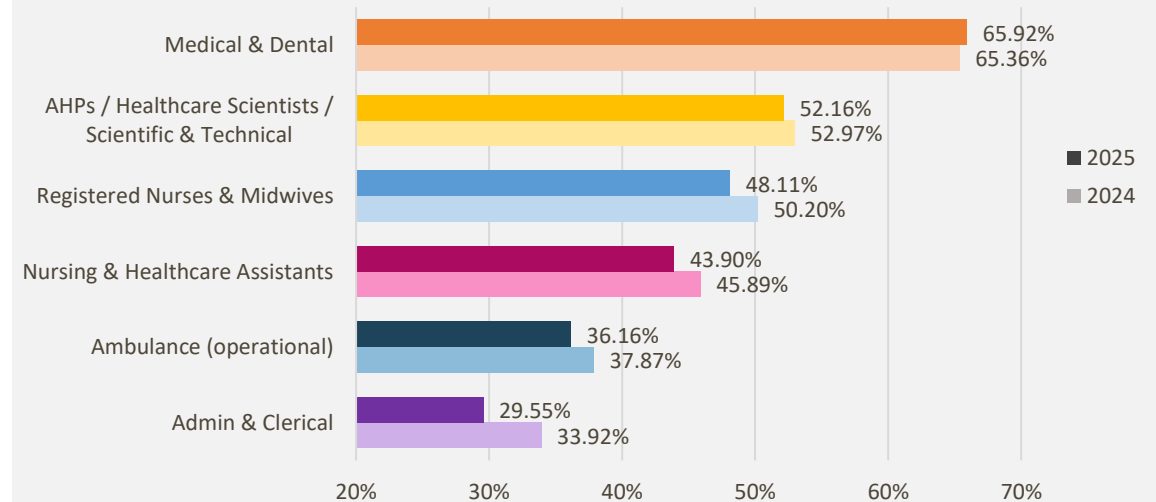
## Accessing clinical supervision

Over a quarter (27.11%) of bank workers said they had an appraisal, annual review, development review or Knowledge and Skills Framework development review in the last 12 months.

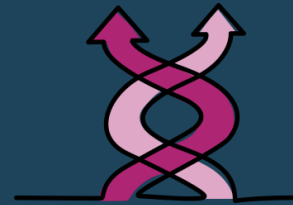
Since 2024, there has been a decrease in the proportion of bank workers indicating they can access clinical supervision opportunities when needed.

This varies by occupation group. Though access levels remain similar for medical and dental workers and for those in 'AHPs / Healthcare Scientists / Scientific & Technical' roles, this year has seen decreased access among admin and clerical bank workers, nursing and healthcare assistants, registered nurses and midwives, and ambulance workers.

% of staff agreeing that they are able to access clinical supervision opportunities when needed - for selected occupation groups\*\*



\*\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



## 8. We work flexibly

- Support for work-life balance



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

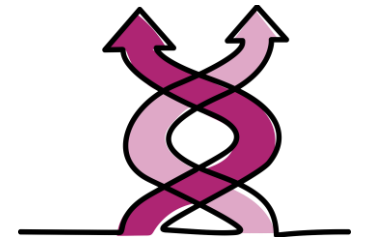
13. Bank working  
questions

People Promise element score: 6.56 (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: 6.56 (2024: 6.50, 2023: 6.41)

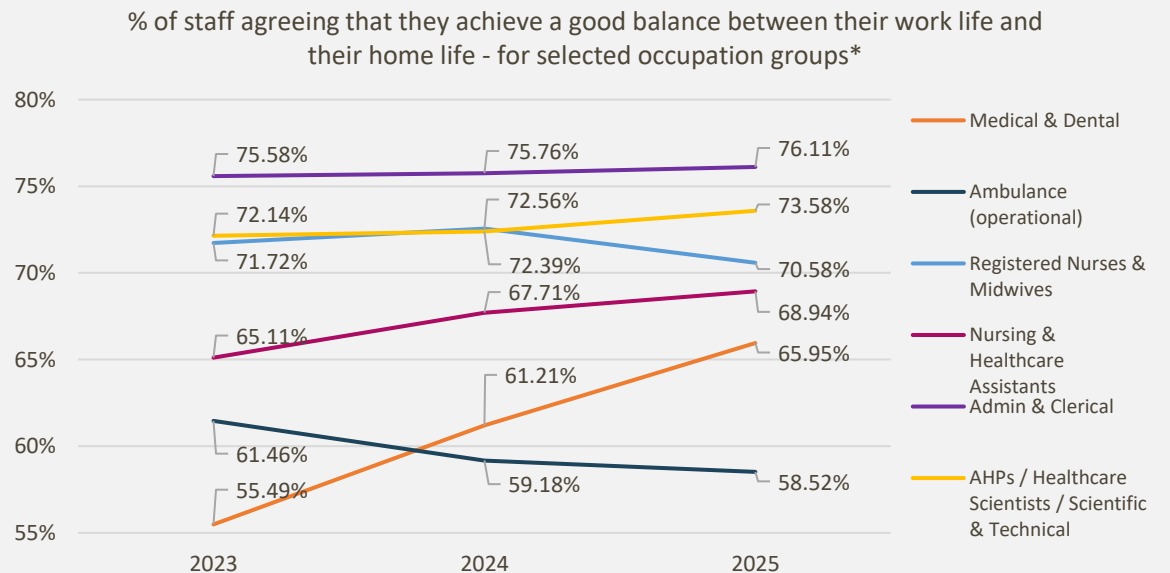
**50.06%** say their organisation is **committed to helping them balance their work and home life** (Q8b) (2024: 50.08%, 2023: 48.61%)

**71.04%** of staff say they **achieve a good balance between their work life and their home life** (Q8c) (2024: 70.69%, 2023: 69.36%)

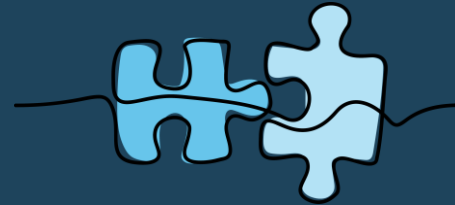
## Trends in work-life balance

Both measures that contribute to the ‘Support for work-life balance’ sub-score are similar compared with last year, but both have increased since 2023. Around seven in ten bank workers (71.04%) say they achieve a good work-life balance.

The proportion of bank workers in medical and dental roles who report achieving a good work-life balance has increased by over 4 percentage points this year and over 10 percentage points since 2023. The proportion of registered nurses and midwives reporting good work-life balance has decreased 2 percentage points this year.



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



## 9. We are a team

- Team working
- Line management



1. Introduction

2. Technical details

3. We are  
compassionate and  
inclusive

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13. Bank working  
questions

People Promise element score: 6.66 (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)\*\*\*...*

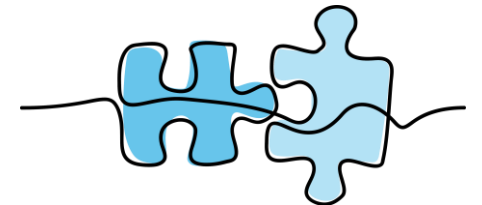
**a** *...encourages me at work*

**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'.



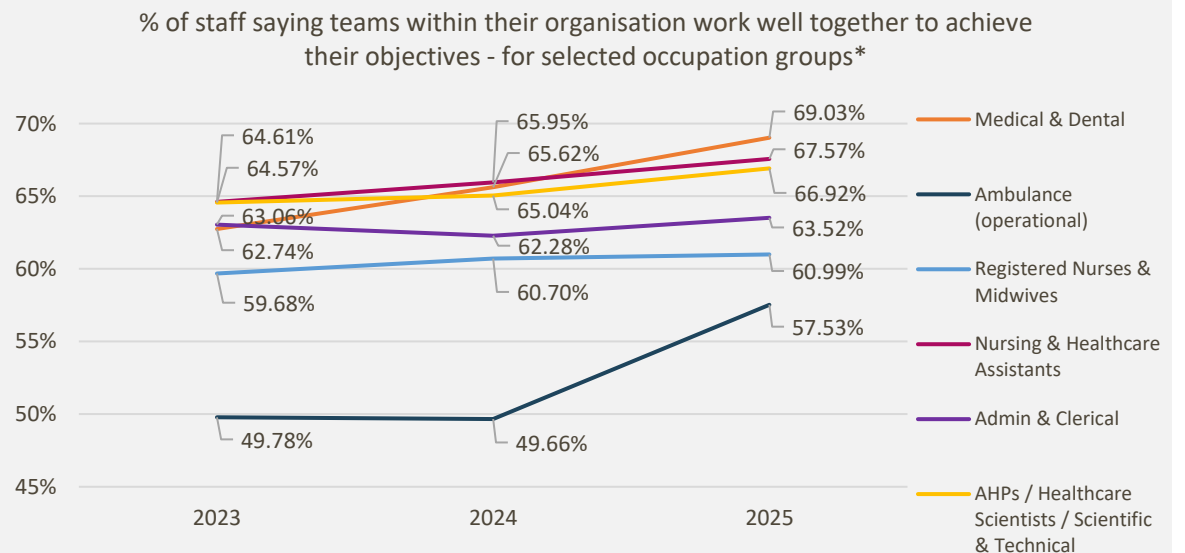
Team working sub-score: 7.03 (2024: 6.97, 2023: 6.97)

- 78.49%** feel they receive the **respect they deserve from their colleagues** at work (Q11a) (2024: 77.75%, 2023: 78.60%)
- 79.03%** feel that **team members understand each other's roles** (Q11b) (2024: 77.63%, 2023: 77.77%)
- 82.21%** **enjoy working with the colleagues** in their team (Q11c) (2024: 81.81%, 2023: 82.74%)
- 58.51%** say their **team has enough freedom** in how to do its work (Q11d) (2024: 58.13%, 2023: 57.78%)
- 54.54%** believe that in their team **disagreements are dealt with constructively** (Q11e) (2024: 53.75%, 2023: 53.11%)
- 65.10%** say **teams within their organisation work well together to achieve their objectives** (Q12a) (2024: 63.51%, 2023: 62.60%)

## Understanding and working well together

The 'Team working' sub-score and most of the measures that contribute to it have been similar since 2024. However, there are higher proportions of bank workers who feel that team members understand each other's roles (79.03%) and who say teams within their organisation work well together to achieve their objectives (65.10%).

The results of staff that say teams work well together to achieve objectives are similar for most occupation groups, with proportions ranging mostly between 60% and 70%. Although this proportion is lower for ambulance workers (57.53%), the proportion for this group has risen by over seven percentage points since last year.



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

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

**63.53%** say their immediate manager(s) **encourages them at work** (Q14a) (2024: 64.00%, 2023: 64.41%)

**54.99%** say their immediate manager(s) **gives them clear feedback** on their work (Q14b) (2024: 55.02%, 2023: 54.97%)

**44.92%** say their immediate manager(s) **asks for their opinion before making decisions** that affect their work (Q14c) (2024: 45.42%, 2023: 45.72%)

**56.42%** say their immediate manager(s) **takes a positive interest in their health and well-being** (Q14d) (2024: 57.03%, 2023: 57.37%)

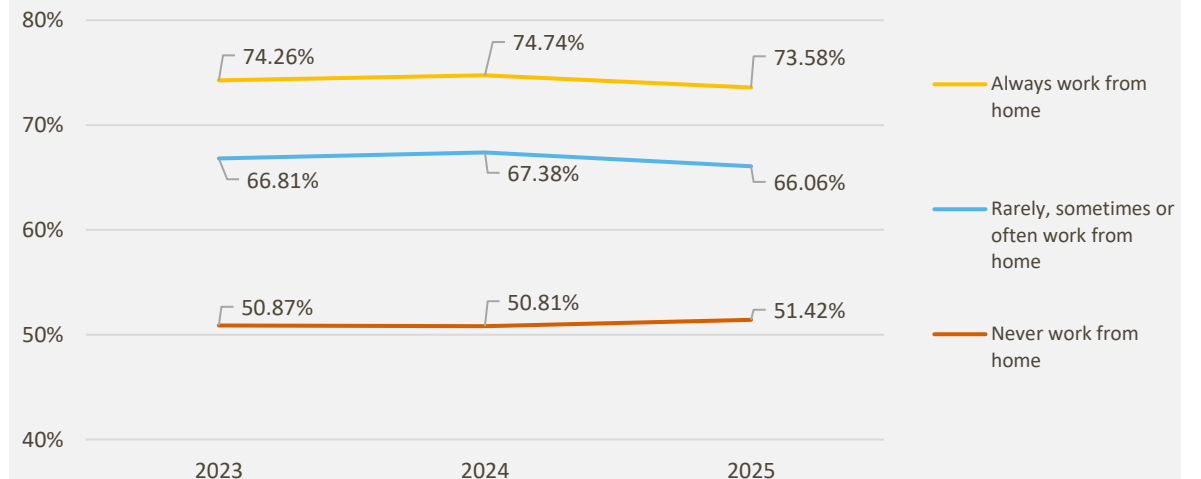
## Clear feedback from managers

The 'Line management' sub-score is unchanged and trends across its constituent measures are relatively stable since 2023.

Nationally, more than half of bank workers say their immediate manager gives them clear feedback on their work.

Nearly three quarters (73.58%) of bank workers who always work from home say their immediate manager gives them clear feedback on their work, while around half (51.42%) of bank workers who never work from home say their immediate manager gives them clear feedback on their work.

% of staff their immediate manager(s) gives them clear feedback on their work - by how frequently staff work from home





# 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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

Theme score: 6.93 (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*

## 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*

## 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*



Motivation sub-score: 7.49 (2024: 7.45, 2023: 7.45)

**67.43%** of staff **look forward to going to work** (Q4a) (2024: 66.69%, 2023: 66.73%)

**75.73%** are **enthusiastic about their job** (Q4b) (2024: 75.83%, 2023: 75.96%)

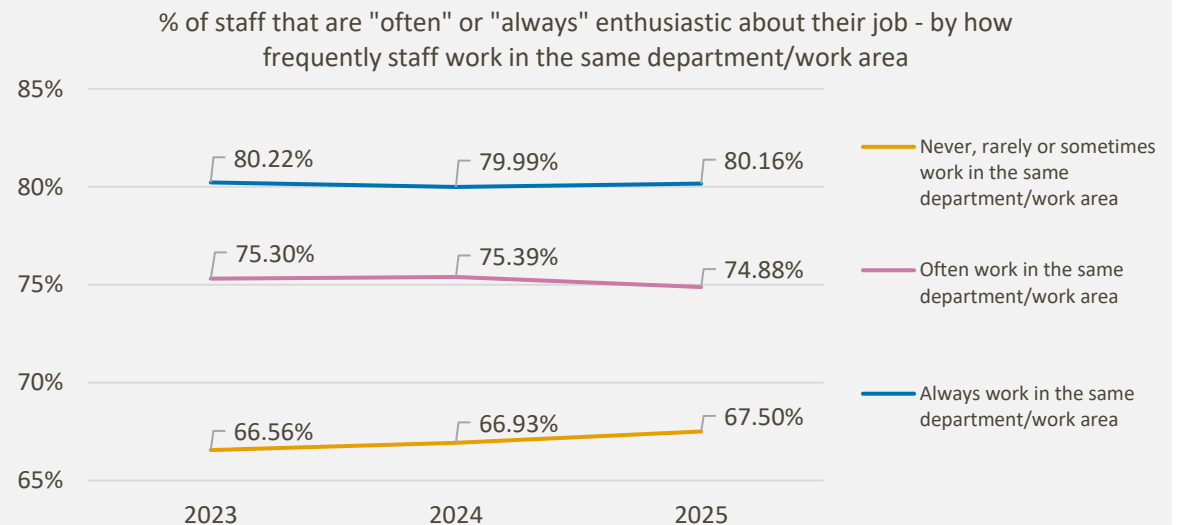
**68.77%** say **time passes quickly** when they are working (Q4c) (2024: 69.46%, 2023: 70.04%)

## Enthusiasm and looking forward to work

The 'Motivation' score and the scores for its constituent measures are similar when compared with previous years.

Nationally, just over two thirds of bank workers indicate they "often" or "always" look forward to going to work, while about three quarters of bank workers indicate they are enthusiastic about their job.

A higher proportion of those who always work in the same department / work area (80.16%) report being enthusiastic about their job. A lower proportion of those who never, rarely or sometimes work in the same department / work area (67.50%) report being enthusiastic about their job.



Involvement sub-score: 6.30 (2024: 6.29, 2023: 6.28)

**68.46%** of staff feel there are **frequent opportunities for them to show initiative** in their role (Q5c) (2024: 68.38%, 2023: 68.56%)

**57.85%** say they are **able to make suggestions** to improve the work they do (Q5d) (2024: 57.85%, 2023: 57.74%)

**42.53%** feel they are **able to make improvements happen** at work (Q5f) (2024: 42.21%, 2023: 41.08%)

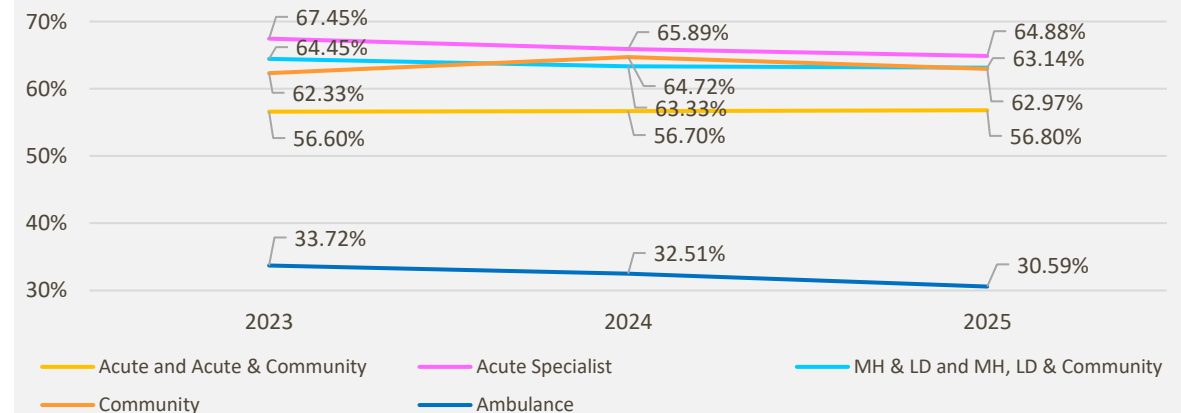
## Making improvements and showing initiative

The 'Involvement' sub-score and trends for most of its contributing measures have been relatively stable. However, a higher proportion of bank workers feel they are able to make improvements happen at work in 2025 compared to 2023.

Nationally, nearly three in five bank workers say they are able to make suggestions to improve the work they do. This varies by organisation type.

The proportion of bank workers who are able to make suggestions to improve their work is lowest in Ambulance Trusts (30.59%); this proportion, along with those for Acute Specialist and Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts, has decreased year-on-year since 2023.

% of staff agreeing that they are able to make suggestions to improve the work of their team / department



Advocacy sub-score: 7.02 (2024: 7.01, 2023: 7.01)

**76.20%** say that **care of patients / service users is their organisation's top priority** (Q30a) (2024: 76.64%, 2023: 77.00%)

**66.50%** would **recommend their organisation as a place to work** (Q30c) (2024: 66.99%, 2023: 66.81%)

**67.36%** say that if a friend or relative needed treatment, they would be **happy with the standard of care provided** by the organisation (Q30d) (2024: 67.03%, 2023: 66.64%)

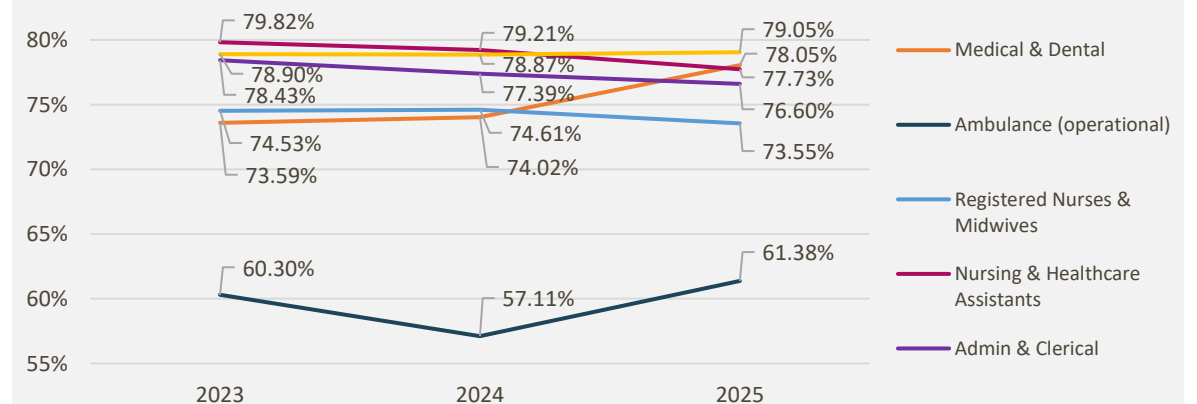
## Prioritising patient care

Results for the 'Involvement' sub-score and its contributing measures have remained consistent since 2023.

Nationally, over three quarters of bank workers report that care of patients / service users is their organisation's top priority and about two thirds would recommend their organisation as a place to work.

Ambulance workers (61.38%) are least likely to agree that care of patients / service users is their organisation's top priority, though this has increased by over 4 percentage points this year and is at its highest level since 2023. This year also saw a 4 percentage point increase in the proportion of medical and dental workers (78.05%) agreeing that care of patients / service users is their organisation's top priority.

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



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)



## 11. Morale

- Future intentions

- Work pressure

- Stressors  
(HSE index)



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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

Theme score: 6.02 (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(s) encourages me at work*

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

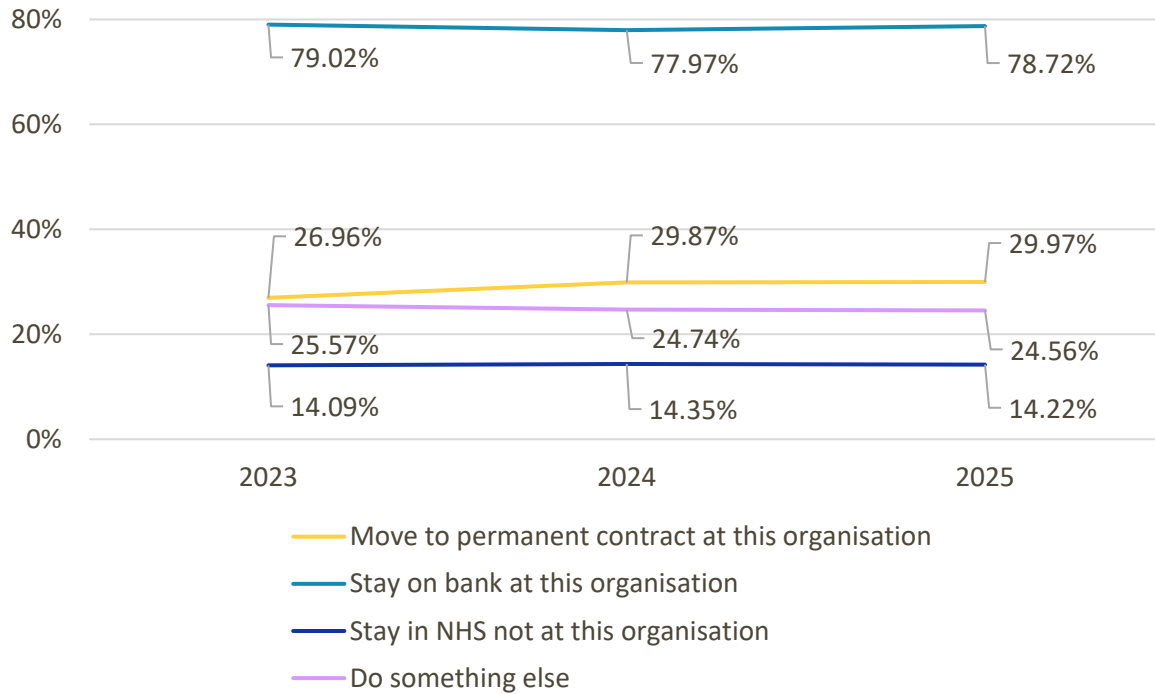
\*\* Nonspecific responses for q31, previously included in scoring, will be excluded starting in 2024 to align with standard NSS calculations. For more information, see the [Technical Guide](#) for bank only workers.



Future intentions sub-score\*: 5.59 (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.

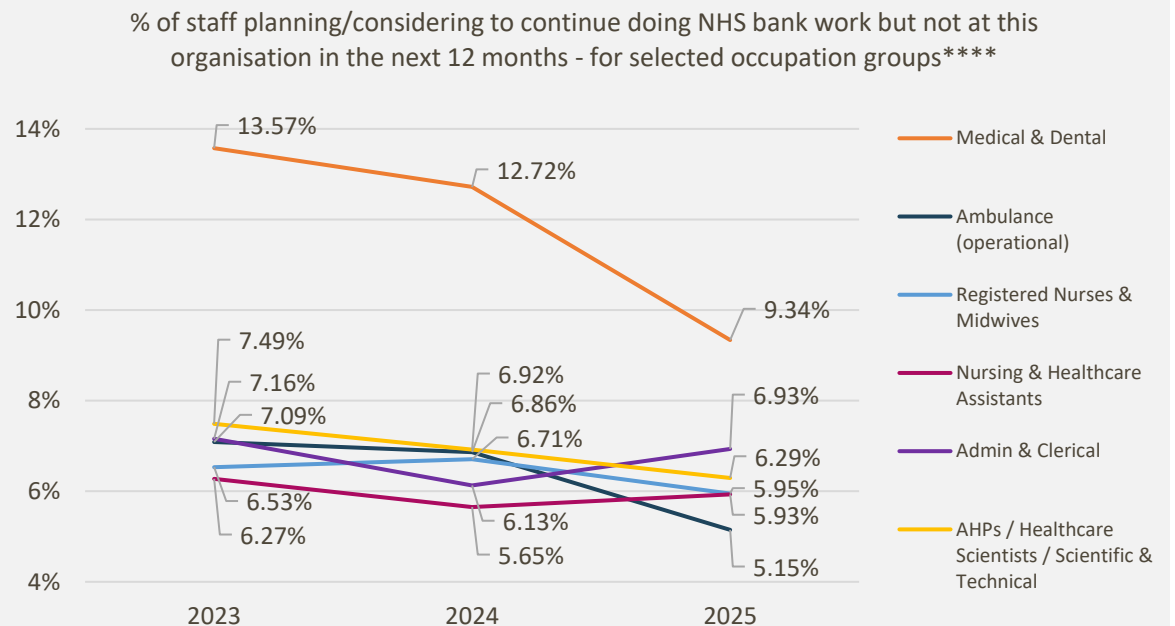
\*\* Staff could select more than one answer option.

\*\*\* 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.

Trends in future intentions

The 'Future intentions' sub-score remains similar to 2024 and maintains the improvement seen since 2023.

Results for bank workers who are planning or considering to continue doing NHS bank work but not at their current organisation vary by occupation group, with medical and dental workers having the highest proportion of those who plan to do so (9.34%). However, this proportion has decreased by 4 percentage points since 2023.



\*\*\*\* Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

Work pressure sub-score: 6.08 (2024: 6.05, 2023: 5.95)

**58.95%** say they are **able to meet all the conflicting demands on their time at work** (Q5g) (2024: 58.30%, 2023: 57.17%)

**65.20%** say they have **adequate materials, supplies and equipment** to do their work (Q5h) (2024: 64.94%, 2023: 63.37%)

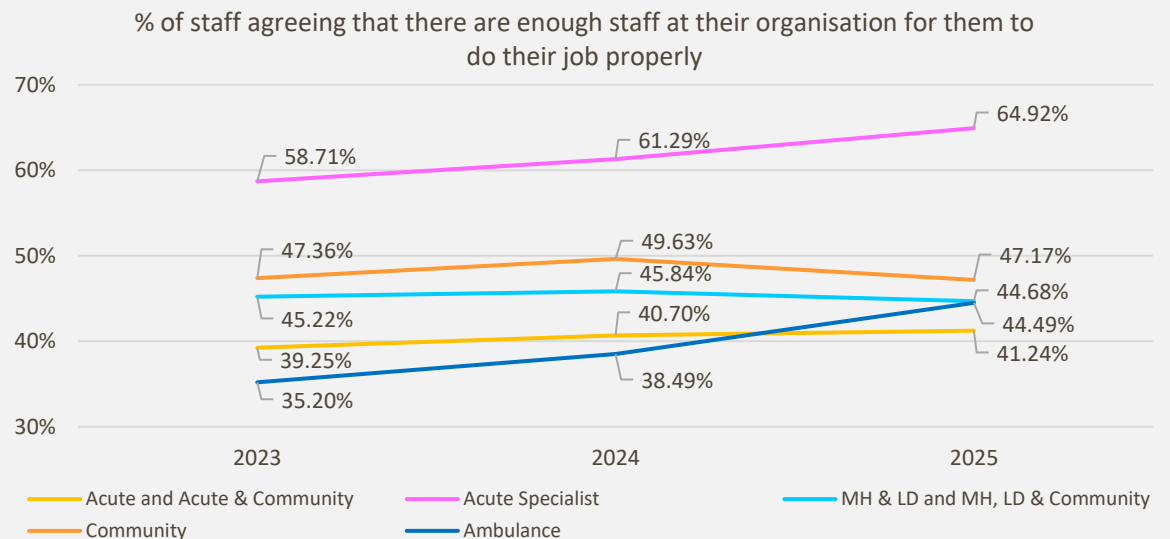
**42.50%** say when they are at work, there are **enough staff for them to do their job properly** (Q5i) (2024: 42.22%, 2023: 40.68%)

## Staffing levels

While similar to last year, the ‘Work pressure’ sub-score and the results for its measures are at their highest level since 2023.

Around three in five bank workers say they are able to meet all of the conflicting demands on their time at work, while just over two in five say there are enough staff for them to do their job properly.

The proportion of bank workers agreeing that there are enough staff to do their job has increased in Acute Specialist and Ambulance Trusts by 6 and 9 percentage points, respectively, since 2023. A smaller proportion of those in Community and Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts agree the same this year.



Stressors sub-score: 6.41 (2024: 6.40, 2023: 6.40)

## Relationships at work

**55.12%** say relationships at work are never or rarely strained (Q7c) (2024: 55.63%, 2023: 55.33%)

**78.49%** say they receive the respect they deserve from their colleagues at work (Q11a) (2024: 77.75%, 2023: 78.60%)

**63.53%** say their immediate manager(s) encourages them at work (Q14a) (2024: 64.00%, 2023: 64.41%)

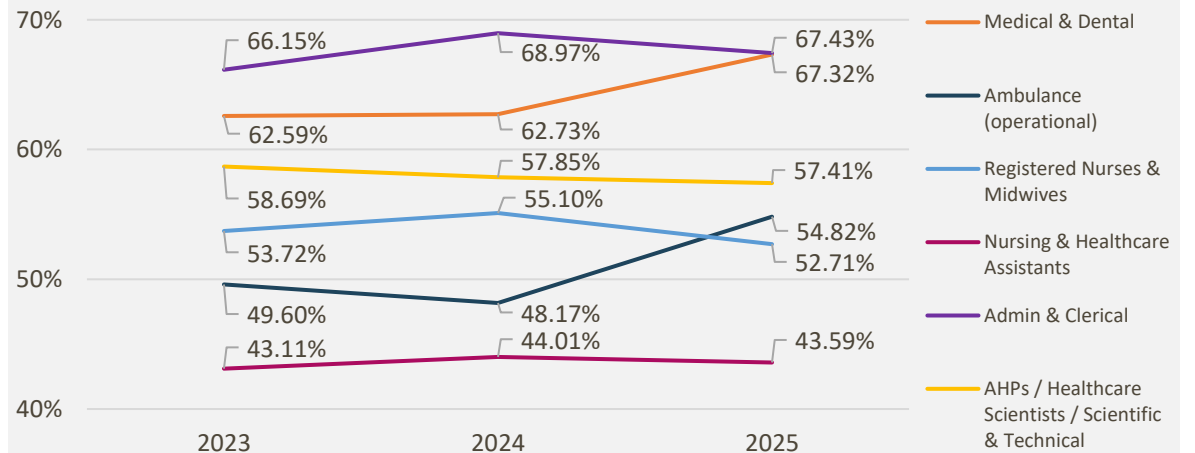
## Strained relationships at work

The 'Stressors' sub-score remains similar compared to previous years. All constituent measures are also similar since 2023.

More than three in five bank workers indicate that their immediate manager(s) encourages them at work, while over half indicate that work relationships are never or rarely strained. Over three quarters feel they receive the respect they deserve from their colleagues.

Results vary by occupation group. Bank workers in admin and clerical roles (67.43%) and medical and dental roles (67.32%) were most likely to indicate that relationships at work are never or rarely strained, while nursing and healthcare assistants (43.59%) were the least likely.

% of staff who say relationships at work are "never" or "rarely" strained - for selected occupation groups\*



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

Stressors sub-score: 6.41 (2024: 6.40, 2023: 6.40)

## Ways of working

**88.78%** of staff **always know what their responsibilities are** (Q5a) (2024: 87.91%, 2023: 87.96%)

**32.92%** are **involved in deciding on changes introduced** that affect their work (Q5e) (2024: 33.28%, 2023: 33.33%)

**34.05%** say they **never or rarely have unrealistic time pressures** (Q7a) (2024: 34.69%, 2023: 34.45%)

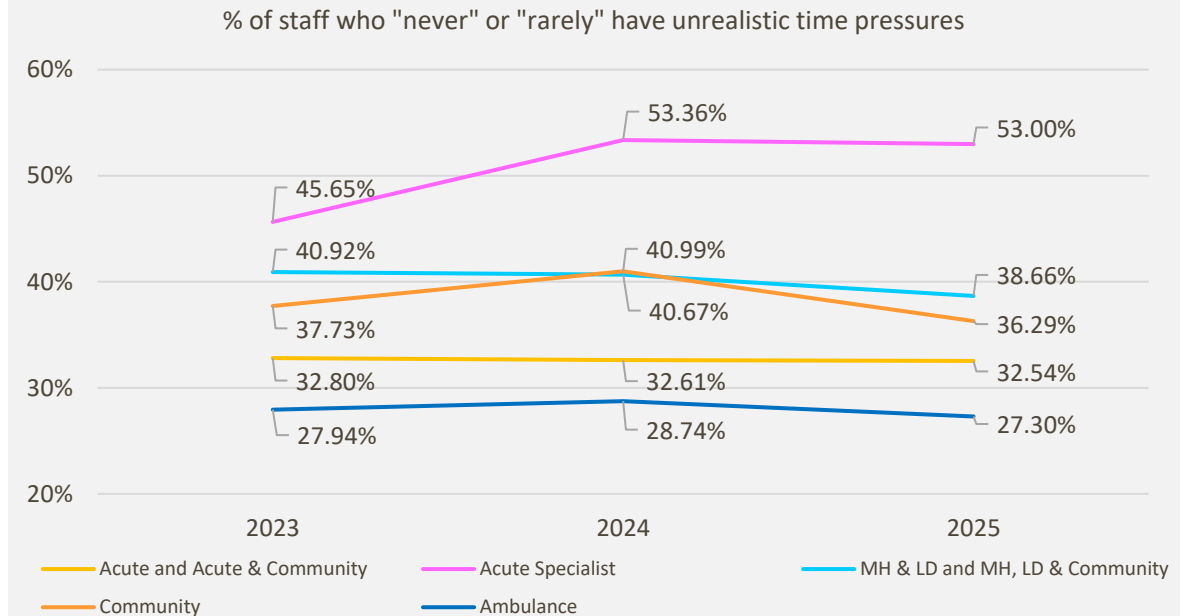
**43.06%** often or always have a **choice in deciding how to do their work** (Q7b) (2024: 43.41%, 2023: 43.62%)

## Unrealistic time pressures

The 'Stressors' sub-score has remained stable since 2023.

Nationally, over a third of bank workers say they never or rarely have unrealistic time pressures.

Bank workers in Acute Specialist Trusts (53.00%) remain most likely to report never or rarely having unrealistic time pressures, maintaining the increase in this proportion seen between 2023 and 2024. 36.29% of workers in Community Trusts report the same, a decrease of more than 4 percentage points this year.



# 12. Patient Safety



Contents

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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

12. Patient Safety

13. Bank working  
questions

## Reporting of errors, near misses and incidents

- 28.27%** of staff have **seen errors, near misses, or incidents** that could have hurt staff and/or patients/service users in the last month (Q23) (2024: 29.31%, 2023: 29.16%)
- 53.71%** of staff say **their organisation treats staff who are involved in an error, near miss or incident fairly** (Q24a) (2024: 54.20%, 2023: 53.59%)
- 82.77%** of staff say **their organisation encourages staff to report errors, near misses or incidents** (Q24b) (2024: 82.88%, 2023: 82.30%)
- 66.76%** of staff say that when errors, near misses or incidents are reported, **their organisation takes action to ensure that they do not happen again** (Q24c) (2024: 67.13%, 2023: 66.01%)
- 58.82%** of staff say that **they are given feedback about changes made in response** to reported errors, near misses and incidents (Q24d) (2024: 59.38%, 2023: 58.71%)

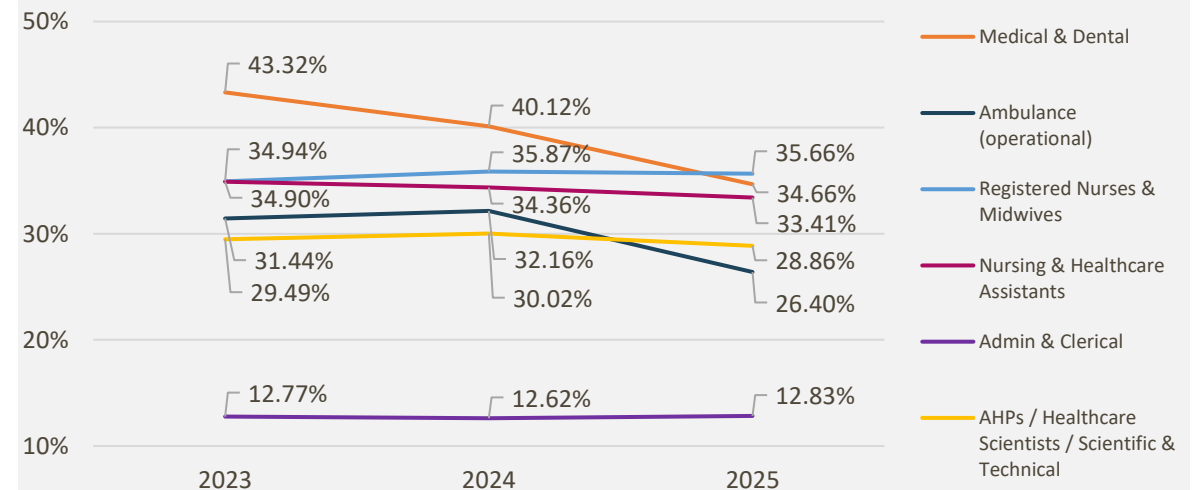
## Organisations taking action

The proportion of bank workers who have seen errors, near misses or incidents that could have hurt staff and/or patients / service users in the last month has decreased this year.

Approximately two thirds of bank workers say that when errors, near misses or incidents are reported, their organisation takes action to ensure they do not happen again.

Smaller proportions of bank workers in medical and dental (34.66%) and ambulance (26.40%) roles report having seen errors, near misses or incidents this year, a drop of over 5 percentage points respectively. Registered nurses and midwives (35.66%) were most likely to see errors, near misses or incidents that could have hurt someone in 2025.

% of staff who have seen errors, near misses, or incidents that could have hurt staff and/or patients/service users in the last month - for selected occupation groups\*



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

# 13. Bank working questions



Contents

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  
learning

8. We work flexibly

9. We are a team

10. Staff engagement

11. Morale

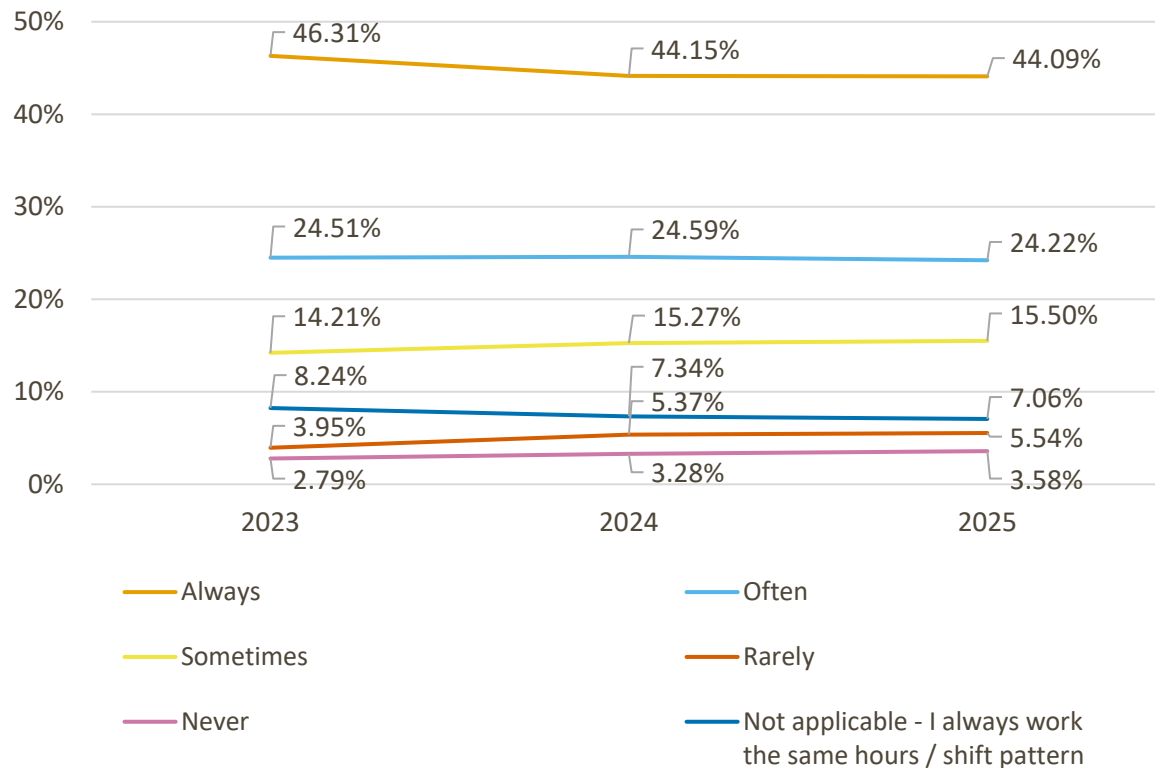
12. Patient Safety

13. Bank working  
questions

## Able to work the hours/shift pattern required

**73.50%** of staff say they are **able to decide the hours/shift pattern they want to work** as a bank worker (Q9) (2024: 74.19%, 2023: 77.18%)

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

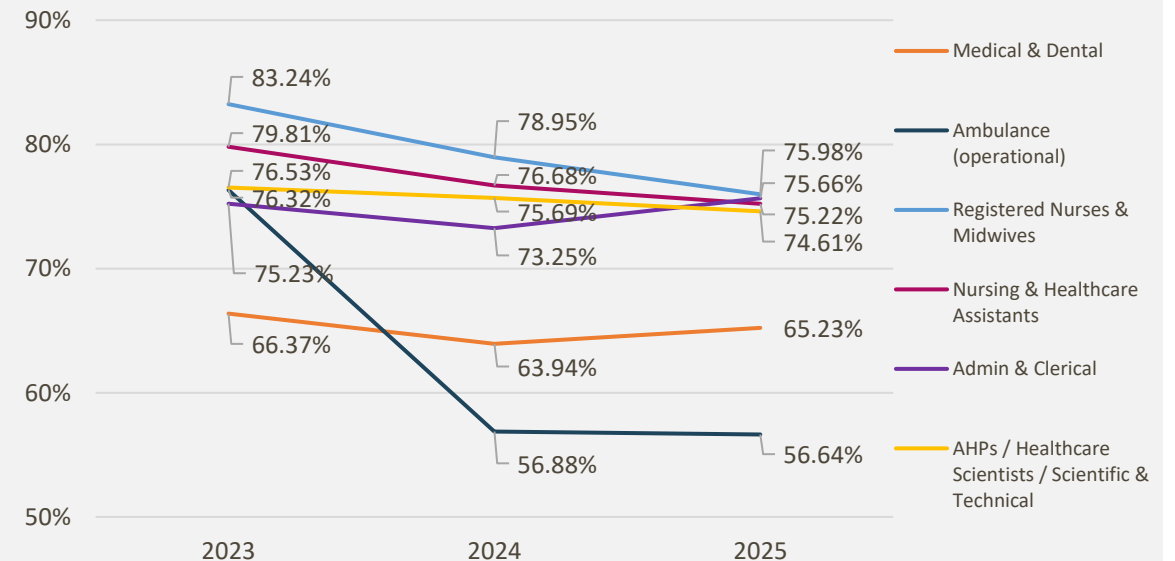


## Ability to decide hours/shifts

At the national level, nearly three quarters of bank workers are able to decide the hours/shift pattern they want to work. This proportion is at its lowest level since 2023.

A lower proportion of ambulance workers (56.64%) report being able to decide their hours/shift pattern, maintaining the almost 20 percentage point drop between 2023 and 2024. This year saw increases in the proportion of both medical and dental (65.23%) as well as admin and clerical (75.66%) workers who are able to decide this.

% of staff agreeing that they are able to decide the hours/shift pattern they want to work as a bank worker, excluding those who selected "Not applicable" - for selected occupation groups\*



\*Chart shows selected occupation groups only. For other groups see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

## Feeling supported by the bank team

**47.99%** of staff feel **they are supported by the bank team** (Q32c) (2024: 45.96%, 2023: 44.19%)

## Contacting the bank team

**62.44%** of staff agree it is **easy to get hold of the bank team** if they have a query (Q32a) (2024: 60.26%, 2023: 57.90%)

**60.15%** of staff say that **when they contact the team with a query, they can quickly get the answers they need** (Q32b) (2024: 58.03%, 2023: 55.02%)

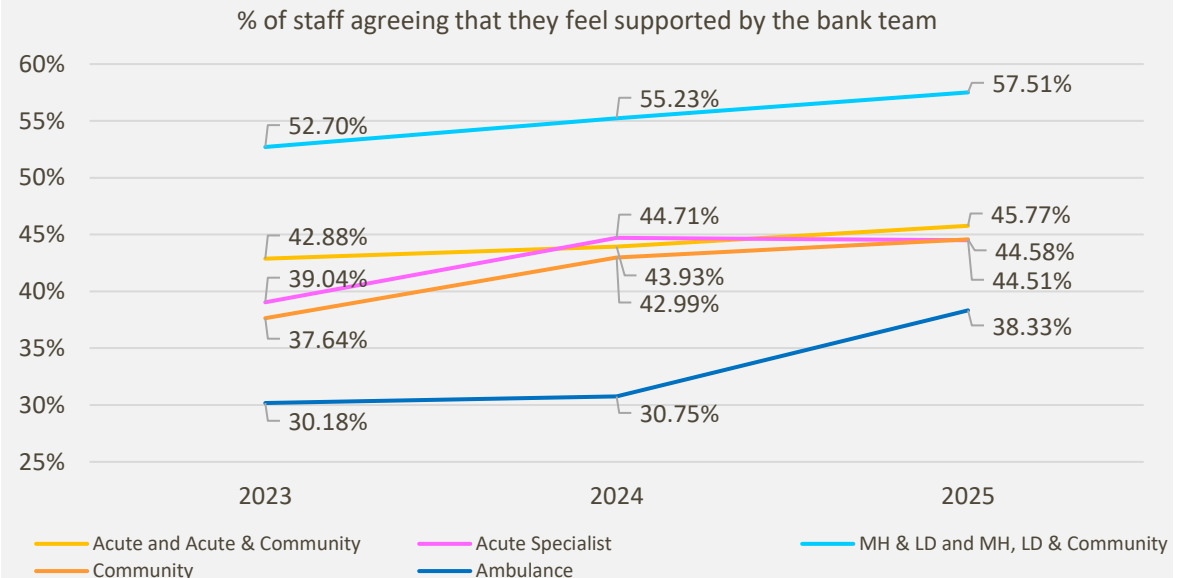
## Support from the bank team

All measures relating to support from the bank team have increased year-on-year since 2023.

Around three in five bank workers indicate that it is easy to get hold of the bank team if they have a query and that when they contact the team with a query, they get the answers they need quickly.

Although the proportion of bank workers who feel they are supported by the bank team has increased this year, this proportion remains under half.

Several organisation types saw increases in the proportion of bank workers who feel they are supported, with Ambulance Trusts (38.33%) seeing the largest increase at over 7 percentage points. Results for Acute Specialist Trusts (44.51%) remain similar to 2024.





# Reasons for working as a bank worker

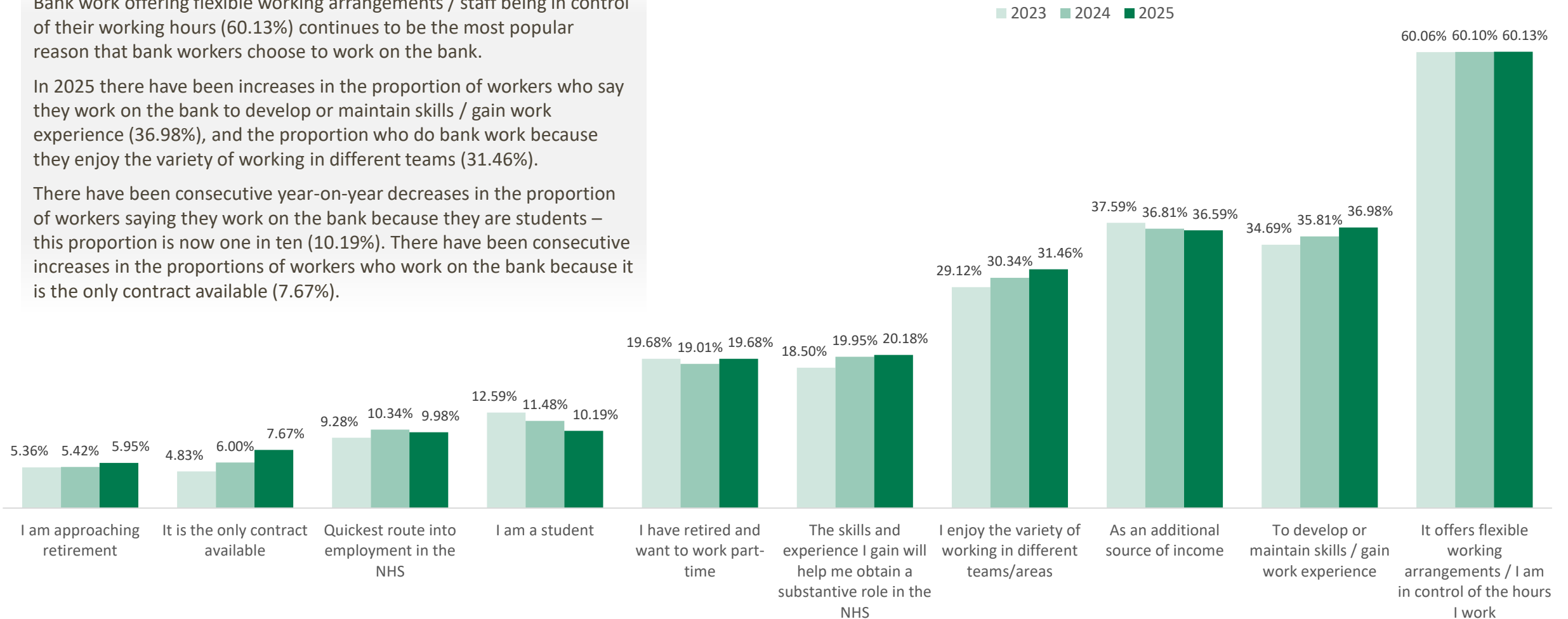
## Reasons for working on bank

Which of the following best describes why you chose to work as a bank worker for the NHS?\* (q33)

Bank work offering flexible working arrangements / staff being in control of their working hours (60.13%) continues to be the most popular reason that bank workers choose to work on the bank.

In 2025 there have been increases in the proportion of workers who say they work on the bank to develop or maintain skills / gain work experience (36.98%), and the proportion who do bank work because they enjoy the variety of working in different teams (31.46%).

There have been consecutive year-on-year decreases in the proportion of workers saying they work on the bank because they are students – this proportion is now one in ten (10.19%). There have been consecutive increases in the proportions of workers who work on the bank because it is the only contract available (7.67%).



\* Staff could select more than one answer option. Chart shows selected answer options only. For other options see [www.nhsstaffsurveys.com/results/](http://www.nhsstaffsurveys.com/results/)

## ➤ For further information...



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

[www.nhsstaffsurveys.com](http://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](mailto:nhsstaffsurvey@surveycoordination.com)



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