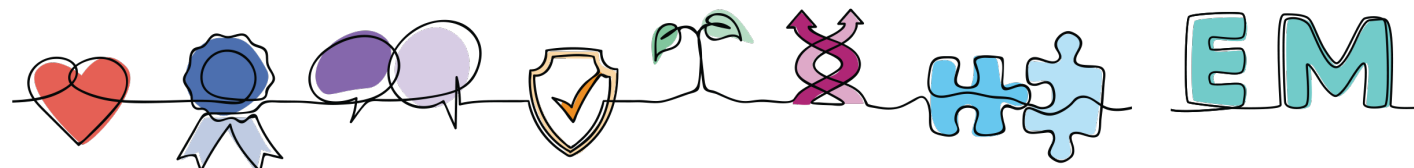


NHS Staff Survey 2024

National results briefing



The clickable links below can be used to navigate the national results briefing document.

2024 National results briefing

- **1** Introduction
- **2** Technical details



NHS Staff Survey

Survey results

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

1. Introduction



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- The NHS Staff Survey 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. The NSS core questionnaire can be downloaded from the link below.
- The survey provides essential information to employers and national stakeholders about staff experience across the NHS in England.
- Participation is mandatory for trusts. The results of organisations taking part on a voluntary basis are not included in this report.
- This report provides a concise summary of national results.
- Detailed national, regional, system-level and local (organisation-level) results are also available through the link provided below.



[2024 NSS core questionnaire](#)



[Results](#)



Participation

774,828

staff responded
(707,872 in 2023)



731,893

online responses
(665,616 in 2023)



42,935

paper responses
(42,256 in 2023)

50%

response rate
(up from 48% in 2023)

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

- Over 1.5 million NHS employees in England were invited to participate in the survey between September and November 2024.
- 263 NHS organisations took part, including 210 trusts* in England.
- At each organisation, all eligible staff were invited to take part in the survey.
- Staff were sent either an email containing a link to the online survey or a paper questionnaire along with a letter containing a QR code for the online survey.
- Since 2021, the survey questions have been aligned with the [NHS People Promise](#), which sets out in the words of NHS staff the things that would most improve their working experience.
- The reporting is designed to track progress against the seven People Promise elements, and against two theme scores reported in previous years (see [Technical Details](#)). Sub-scores are reported across all measures**.
- The 2024 survey used the same methodology and timings as in previous years. All questions*** and key indicators reported in 2021, 2022 and 2023 were retained in order to maintain comparability of trend data.
- The survey was nationally administered by the **Survey Coordination Centre**, on behalf of **NHS England**.
- Please note, results for the 2024 NHS Staff Survey for bank only workers and the 2024 General Practice Staff Survey are reported separately.

* For reporting purposes, the integrated Isle of Wight NHS Trust is treated as two trusts, covering acute and acute & community and ambulance services. Dudley Integrated Health and Care NHS Trust dissolved in October 2024 and did not participate in the 2024 survey.

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

*** Except for q31b "Has your employer made reasonable adjustments..." which is not comparable to results prior to 2022 due to a wording change.

How has the survey mode changed over the last 5 years?

The chart on the right shows the number of responses to the survey per year and how staff responded (via a paper questionnaire or online)*.

More than nine in ten staff who took part completed the survey online. This proportion has increased over the last five years and is now at 94%.

Meanwhile the number of staff completing on paper has remained similar this year.

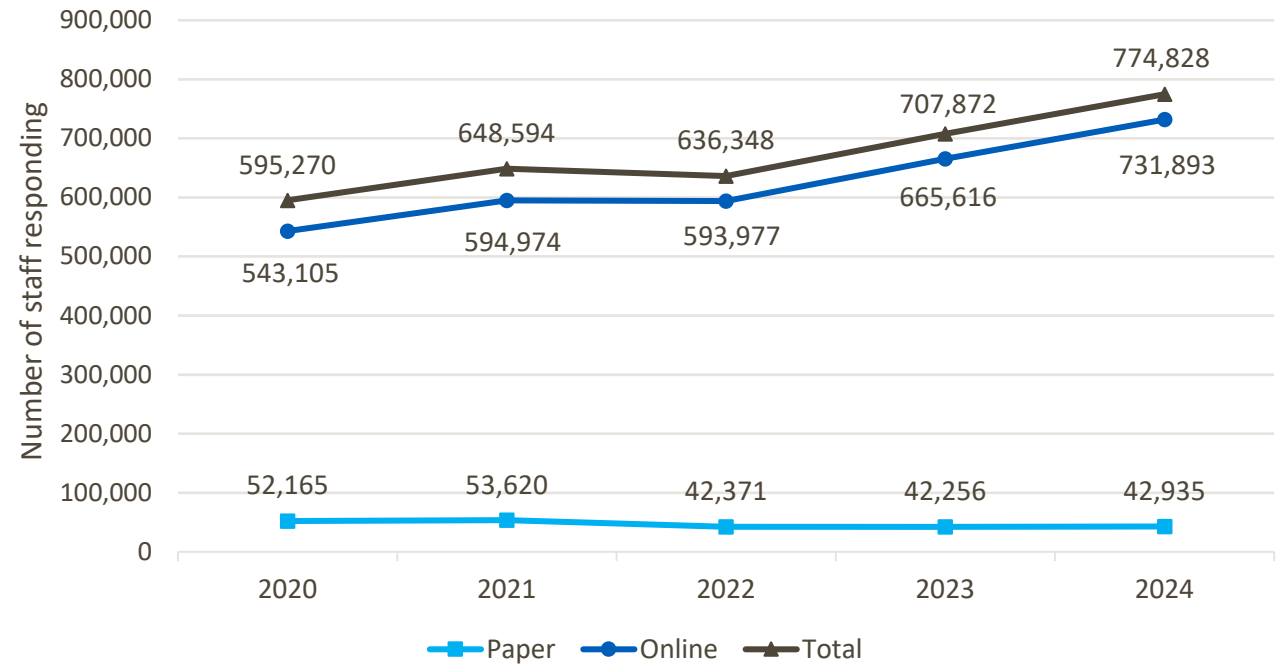
Paper: 2023: 42,256
2024: 42,935



Online: 2023: 665,616
2024: 731,893



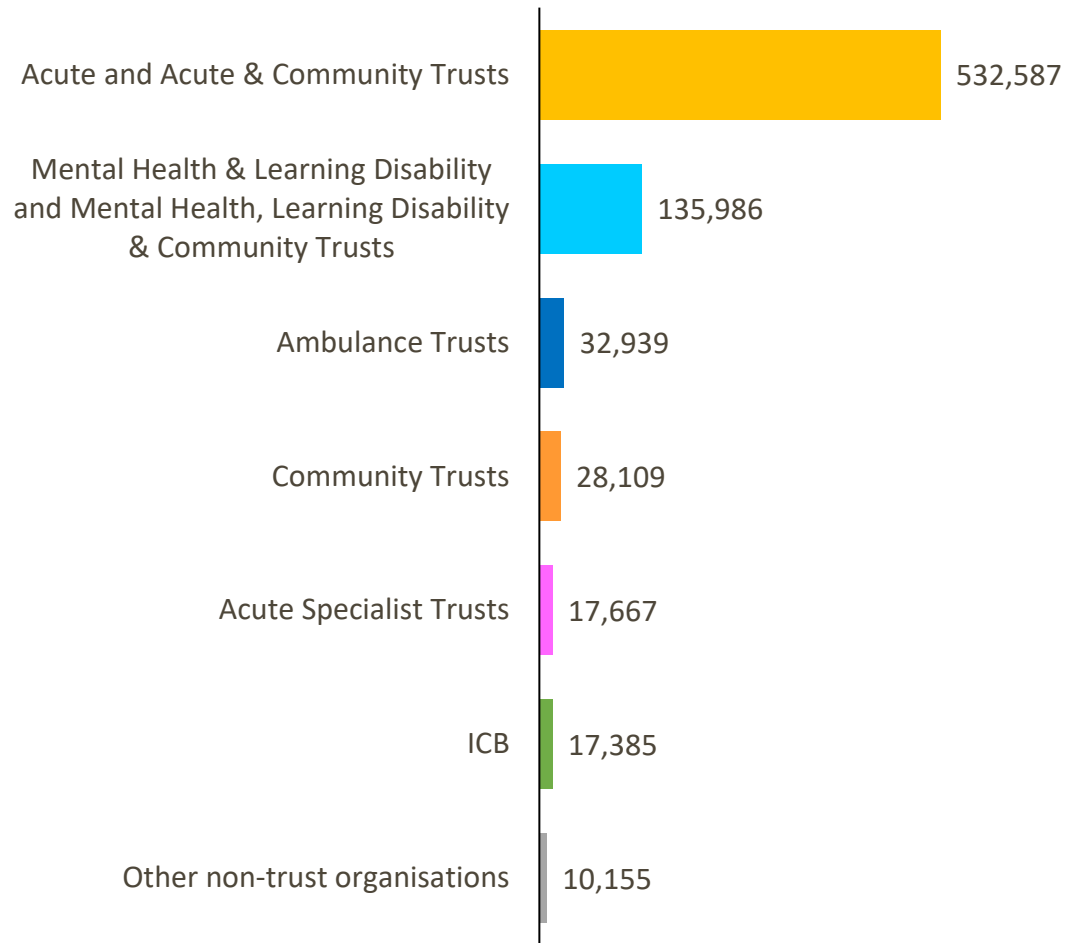
Mode of survey completion over the last 5 years



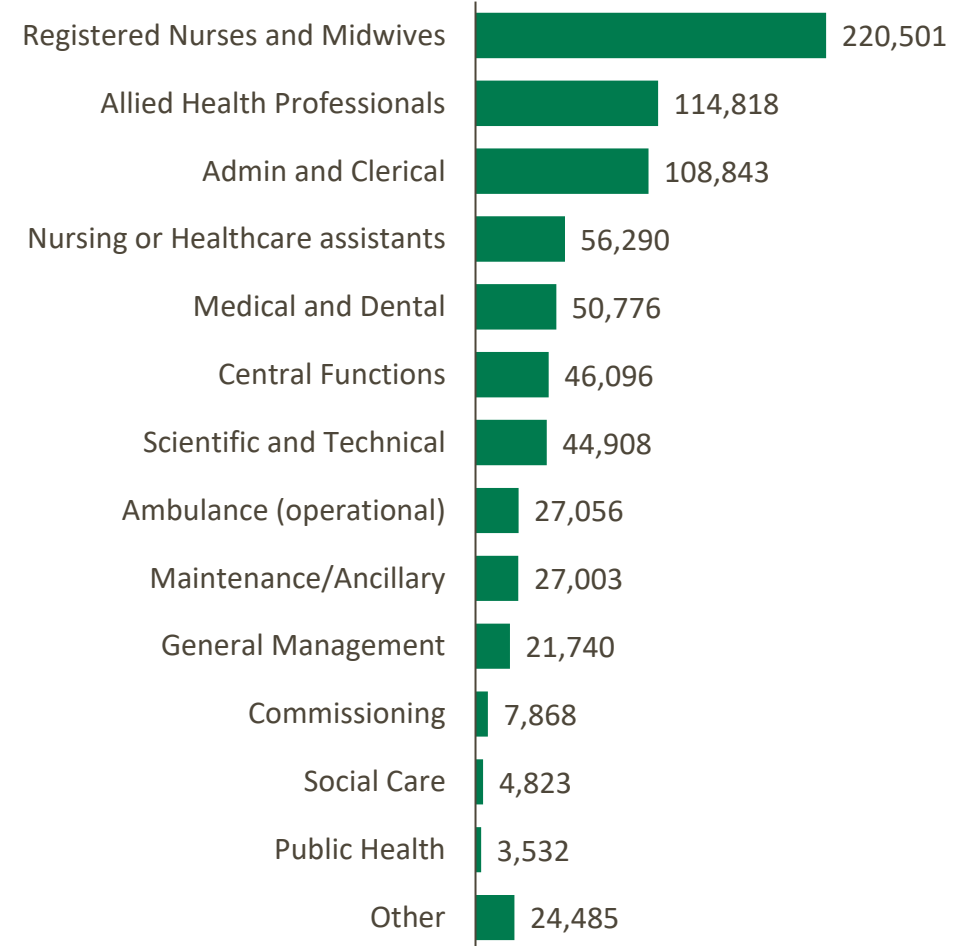
* These are overall figures which include trusts and non-trust organisations. For the first time in 2021, some staff who received the survey on paper were given the option to complete it online. This option was extended to all staff beginning in 2022.



By organisation type



By occupation group*



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- **The results presented in the remainder of this report only cover the 210 NHS trusts that took part in the survey.** Organisations that participated on a voluntary basis are excluded from the national results as we do not hold representative data for these groups.
- Data in this report have been weighted to adjust for differences in occupational group proportions between trusts and for differences in trust size*, except where otherwise stated. Historical data have been re-weighted to improve comparisons over time. Base sizes are presented unweighted.
- 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. Scores have been calculated for previous years where appropriate. All figures reported are results for 2024, unless otherwise indicated.
- Unless otherwise stated, results for individual questions are 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". To view all response options, please see the interactive dashboards or detailed spreadsheets on the survey results website at www.nhsstaffsurveys.com/results/.
- Results that have changed by at least 1 percentage point are highlighted: green shows improvements and red shows a deterioration. Differences below this threshold may be described as "similar", but this does not imply there is no change.
- Results are displayed to two decimal places. Where differences between results are shown, these are calculated before any rounding.
- 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 survey and the result outputs can be found in the [Technical Guide](#).

National participation and response rate










747,288 responses from
staff at NHS trusts



50% response rate

* The weighting does not adjust for differences in the occupation group profile of any of the subgroups of staff reported in this document (e.g. White staff vs Staff from other ethnic groups). This may affect the comparability of the results of these subgroups.

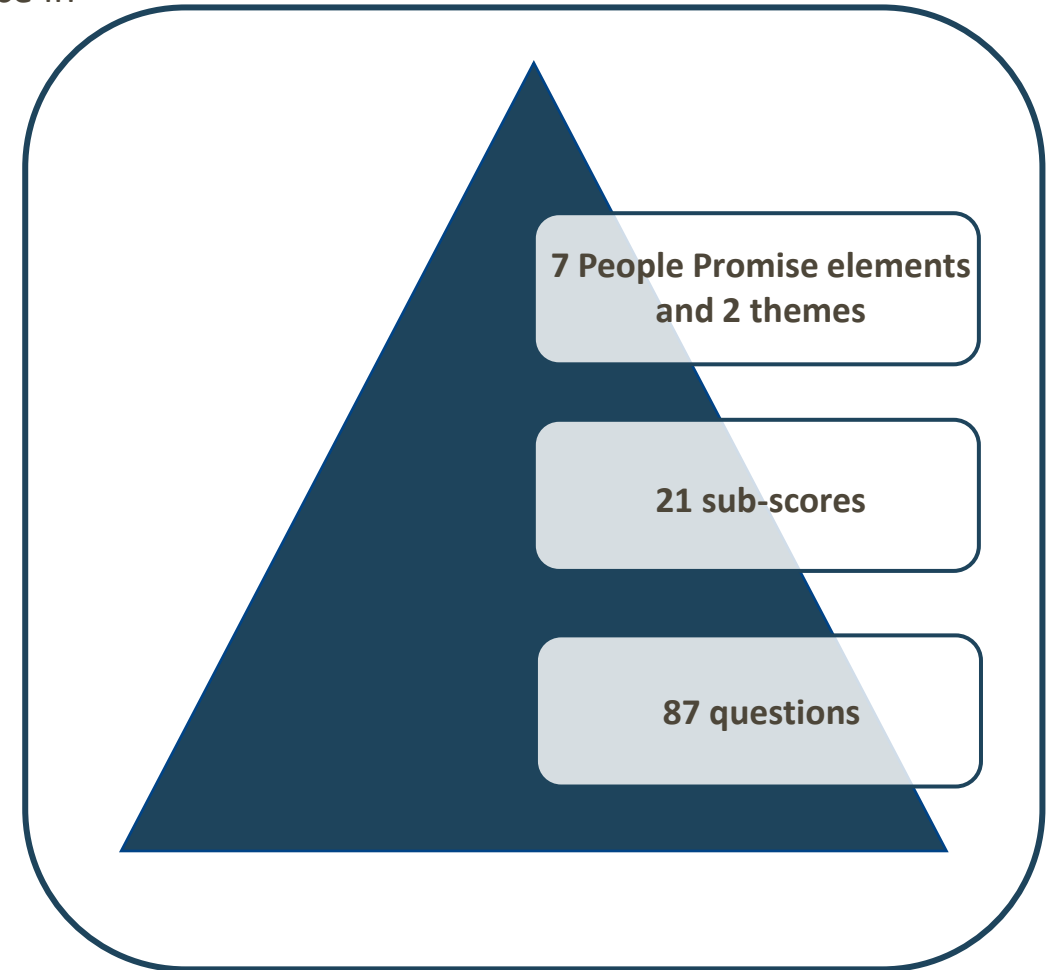
The **People Promise summary indicators** provide an overview of staff experience in relation to the seven elements of the People Promise:

-  *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*

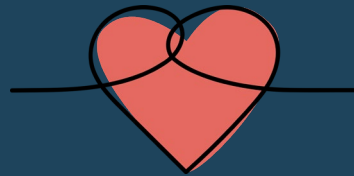
Scores are also reported for two long-standing themes:

-  *Staff Engagement*
-  *Morale*

The score for each People Promise element and theme is based on between two 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



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

People Promise element score: 2024: 7.28 (2023: 7.30, 2022: 7.23, 2021: 7.24)

The 'We are compassionate and inclusive' score is similar compared to 2023, 2022 and 2021.

Compassionate culture

Q6a - *I feel that my role makes a difference to patients / service users*

Q25a - *Care of patients / service users is my organisation's top priority*

Q25b - *My organisation acts on concerns raised by patients / service users*

Q25c - *I would recommend my organisation as a place to work*

Q25d - *If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation*

Compassionate leadership

Q9 - *My immediate manager...*

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

Q15 - *Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?*

Q16a/b - *Experience of discrimination at work in the past 12 months*

Q21 - *I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas)*

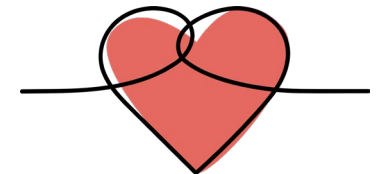
Inclusion

Q7h - *I feel valued by my team*

Q7i - *I feel a strong personal attachment to my team*

Q8b - *The people I work with are understanding and kind to one another*

Q8c - *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: 7.08 (2023: 7.10, 2022: 6.98, 2021: 7.11)

Care of patients and service users

87.76% said they feel their **role makes a difference** to patients / service users (q6a) (2023: 87.78%, 2022: 86.94%, 2021: 87.47%)

74.38% said that **care of patients / service users is their organisation's top priority** (q25a) (2023: 75.16%, 2022: 74.07%, 2021: 75.65%, 2020: 79.54%)

70.92% agree that their organisation **acts on concerns raised by patients / services users** (q25b) (2023: 70.64%, 2022: 69.17%, 2021: 72.12%, 2020: 75.03%)

Recommend as a place to work

60.80% would **recommend their organisation as a place to work** (q25c) (2023: 61.14%, 2022: 57.39%, 2021: 59.40%, 2020: 66.81%)

Standard of care

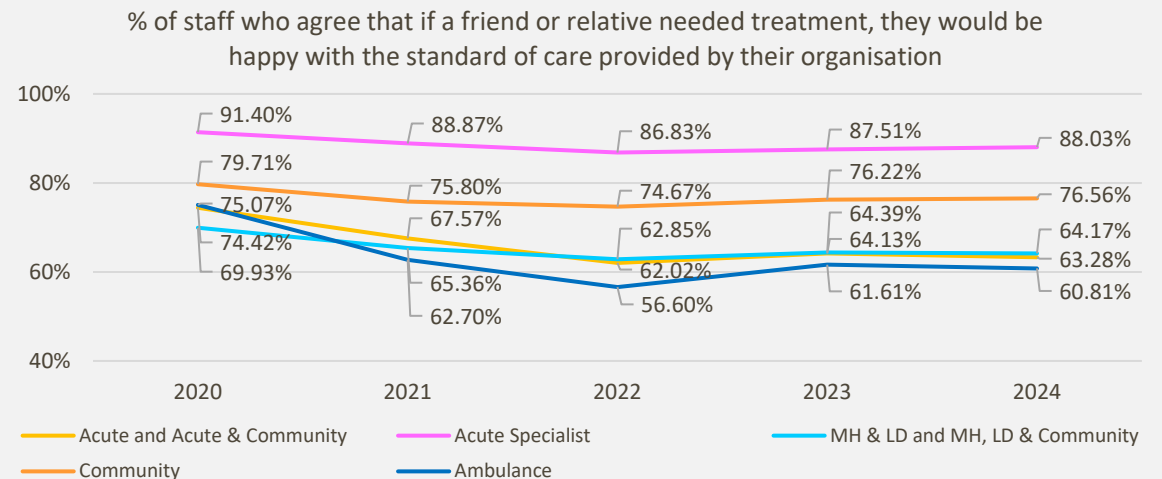
64.28% said that if a friend or relative needed treatment, they would be **happy with the standard of care** provided by their organisation (q25d) (2023: 64.96%, 2022: 62.90%, 2021: 67.74%, 2020: 74.25%)

Trends in standard of care

The 'Compassionate culture' sub-score and its contributing measures have all remained similar in 2024. This follows increases across most of these measures between 2022 and 2023.

The percentage of staff reporting that they would be happy with the standard of care provided by their organisation if a friend or relative needed treatment has sustained the slight increase seen between 2022 and 2023, following the 11-percentage point decrease from 2020 to 2022.

Ambulance Trusts saw the largest decline out of all trust types for this measure from 2020 (75.07%) to 2022 (56.60%) but have also shown the biggest improvement since, with an increase of 4 percentage points from 2022 to 2024 (60.81%).



➤ We are compassionate and inclusive: Compassionate leadership

Compassionate leadership sub-score: 2024: 7.08 (2023: 7.06, 2022: 6.94, 2021: 6.88)

Listening and understanding

70.02% said their immediate manager **works together with them to come to an understanding of problems** (q9f) (2023: 69.73%, 2022: 68.00%, 2021: 66.99%)

72.57% agreed that their immediate manager is **interested in listening to them when they describe challenges** they face (q9g) (2023: 72.30%, 2022: 70.69%, 2021: 69.52%)

Caring and acting

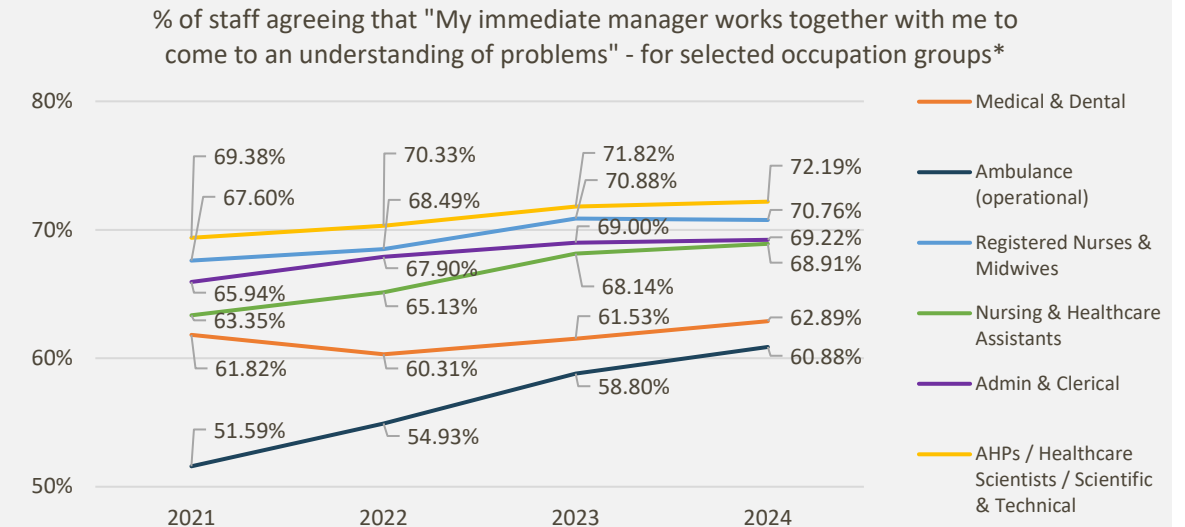
71.23% agreed that their immediate manager **cares about their concerns** (q9h) (2023: 71.04%, 2022: 69.55%, 2021: 68.55%)

68.11% said their immediate manager **takes effective action** to help them with any problems they face (q9i) (2023: 67.84%, 2022: 65.73%, 2021: 64.73%)

Working together to understand problems

The measures relating to 'Compassionate culture' have remained similar in 2024. This follows two years of consecutive improvement, and all measures are at their highest recorded levels.

In 2024, approximately seven in ten staff agreed that their immediate manager works together with them to come to an understanding of problems. This proportion has increased for some staff groups. For medical & dental staff the percentage of respondents agreeing has increased from 61.53% in 2023 to 62.89% in 2024. For ambulance staff, this measure has improved by more than nine percentage points since 2021.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Diversity and equality sub-score: 2024: 8.08 (2023: 8.11, 2022: 8.09, 2021: 8.10)

Equal opportunities

55.93% of staff felt their organisation **acts fairly with regard to career progression or promotion**, regardless of ethnic background, gender, religion, sexual orientation, disability or age (q15) (2023: 56.43%, 2022: 56.00%, 2021: 55.63%, 2020: 56.30%)

Discrimination

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

9.25% ...from patients / service users, their relatives or other members of the public (q16a) (2023: 8.58%, 2022: 8.38%, 2021: 7.91%, 2020: 7.34%)

9.22% ...from managers, team leaders or colleagues (q16b) (2023: 9.09%, 2022: 9.02%, 2021: 9.04%, 2020: 8.37%)

Respect for individual differences

70.70% of staff felt their organisation **respects individual differences**, such as different cultures, working styles, backgrounds and ideas (q21) (2023: 70.63%, 2022: 69.52%, 2021: 68.58%)

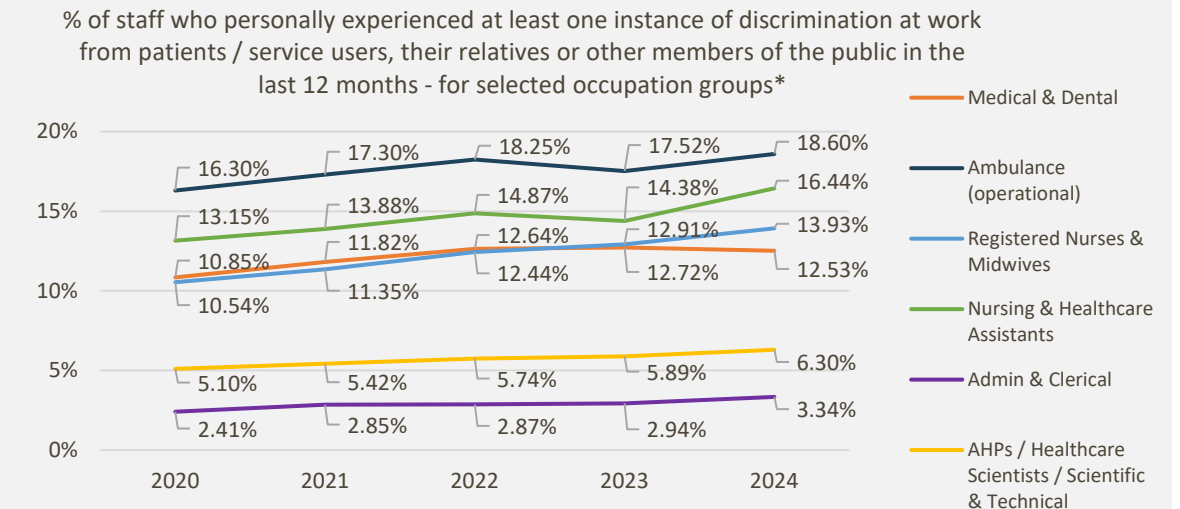
*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Experience of discrimination

The Diversity and Equality sub-score is 8.08 in 2024. This sub-score has remained similar since 2021.

The percentage of staff stating they have experienced discrimination from service users remains similar compared to 2023, as does the percentage of staff stating they have experienced discrimination from managers or colleagues.

Experience of discrimination from service users has increased for several staff sub-groups in 2024, including for registered nurses & midwives. For nursing & healthcare assistants the proportion experiencing discrimination from service users has increased by more than two percentage points from 2023 (14.38%) to 2024 (16.44%).



Inclusion sub-score: 2024: 6.88 (2023: 6.92, 2022: 6.89, 2021: 6.86)

Part of a team

69.88% of staff said they **felt valued by their team** (q7h) (2023: 70.45%, 2022: 69.44%, 2021: 68.74%)

63.19% of staff said they **felt a strong personal attachment to their team** (q7i) (2023: 64.08%, 2022: 63.85%, 2021: 63.66%)

Respect and civility

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

70.53% ... **understanding and kind to one another** (q8b) (2023: 71.24%, 2022: 71.10%, 2021: 70.57%)

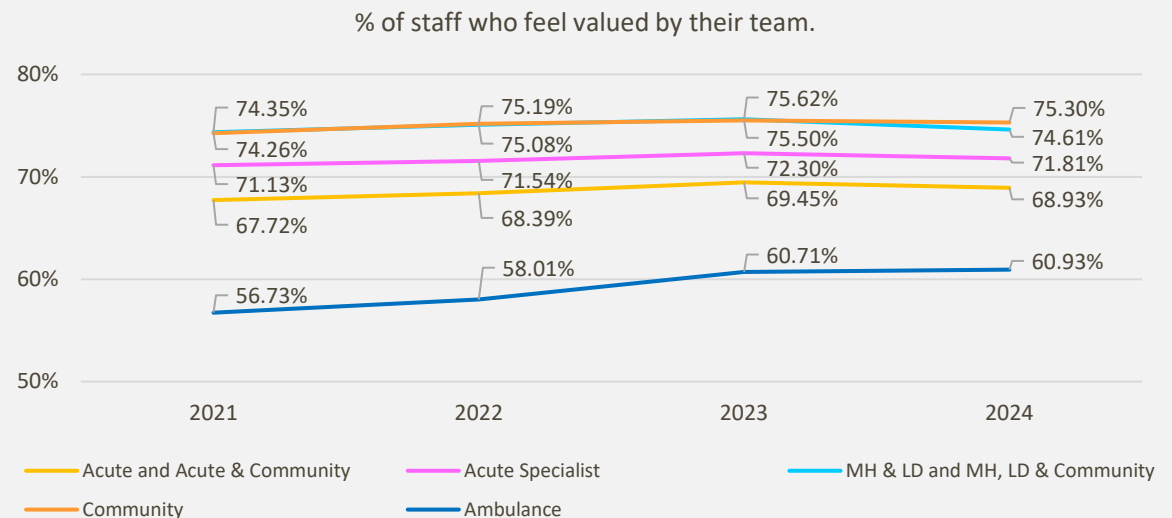
71.68% ... **polite and treat each other with respect** (q8c) (2023: 72.34%, 2022: 72.39%, 2021: 71.98%)

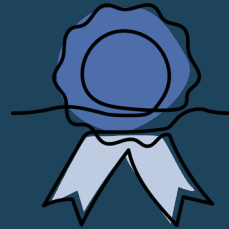
Feeling valued by your team

The 'Inclusion' sub-score and each of its constituent measures have remained similar from 2021 to present.

Nationally, the percentage of staff agreeing that they feel valued by their team is 69.88% which is similar to 2023 (70.45%) and remains above 2021 (68.74%).

For staff at Ambulance Trusts the proportion of staff that feel valued by their team is at a five-year high in 2024 at 60.93%. Meanwhile for staff at Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts the percentage of staff reporting that they feel valued by their team has declined from 75.62% to 74.61% this year.





4. We are recognised and rewarded



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People Promise element score: 2024: 5.99 (2023: 5.99, 2022: 5.80, 2021: 5.89)

The 'We are recognised and rewarded' score is unchanged compared to 2023 and higher than in 2022 and 2021.

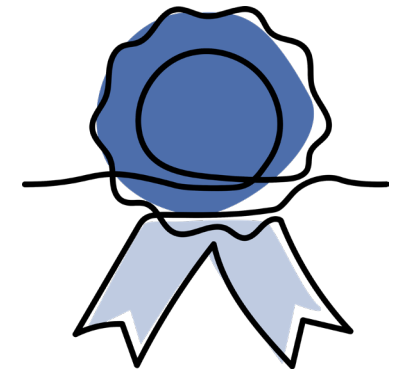
There are no sub-scores for this People Promise element. Instead, the score is based on the following five questions:

Q4 - 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*

Q8d - *The people I work with show appreciation to one another*

Q9e - *My immediate manager values my work*



People Promise element score: 2024: 5.99 (2023: 5.99, 2022: 5.80, 2021: 5.89)

Recognition

53.98% of staff were **satisfied with the recognition they get for good work** (q4a) (2023: 54.68%, 2022: 52.39%, 2021: 51.89%, 2020: 57.24%)

Feeling valued and appreciated

44.41% were **satisfied with the extent to which their organisation values their work** (q4b) (2023: 44.87%, 2022: 42.08%, 2021: 42.04%, 2020: 48.00%)

67.73% of staff say that **the people they work with show appreciation to one another** (q8d) (2023: 68.28%, 2022: 68.03%, 2021: 67.50%)

72.72% agree that **their immediate manager values their work** (q9e) (2023: 72.69%, 2022: 71.50%, 2021: 70.74%, 2020: 72.71%)

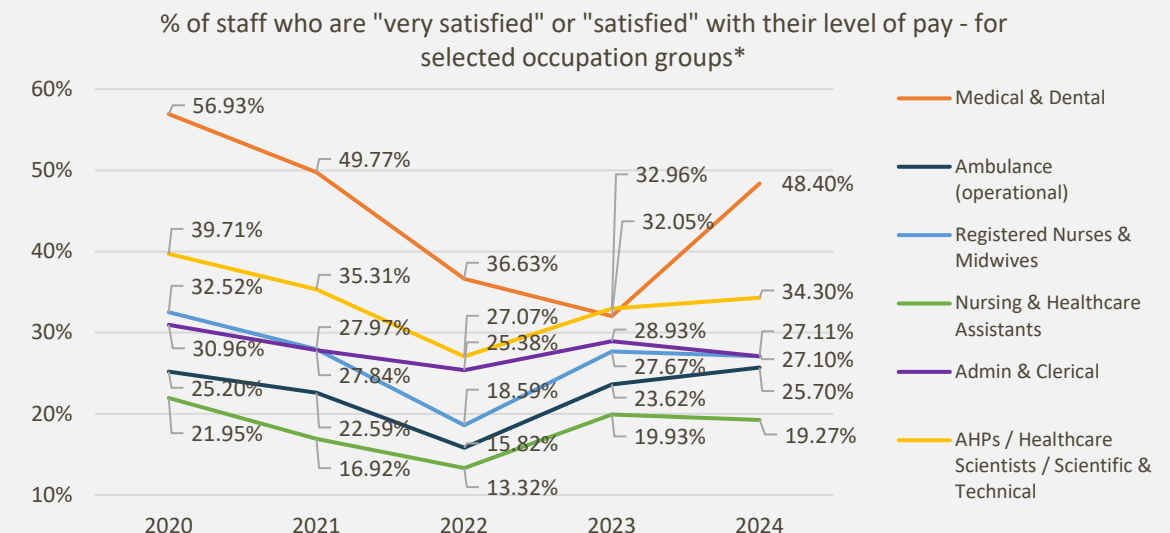
Satisfaction with pay

32.05% of staff were **satisfied with their level of pay** (q4c) (2023: 31.14%, 2022: 25.48%, 2021: 32.45%, 2020: 36.49%)

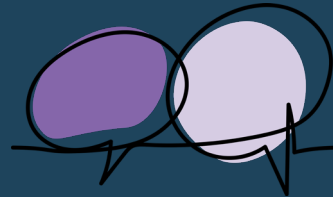
Trends in satisfaction with pay

The constituent measures of the 'We are recognised and rewarded' score remain similar following increases in most measures from 2022 to 2023. 32.05% of staff are satisfied with their pay, which is more than six percentage points above the level reported in 2022 but remains below the 36.49% who were satisfied with their pay in 2020.

In 2024, satisfaction with pay declined for admin & clerical staff from 28.93% to 27.11%. For medical & dental staff, the has percentage of respondents saying they are "satisfied" or "very satisfied" with their level of pay has increased by more than 16 percentage points this year to 48.40%.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/



5. We each have a voice that counts

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



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People Promise element score: 2024: 6.69 (2023: 6.72, 2022: 6.68, 2021: 6.72)

The 'We each have a voice that counts' score has remained at a similar level to the previous three years.

Autonomy and control

Q3a - *I always know what my work responsibilities are*

Q3b - *I am trusted to do my job*

Q3c - *There are frequent opportunities for me to show initiative in my role*

Q3d - *I am able to make suggestions to improve the work of my team / department*

Q3e - *I am involved in deciding on changes introduced that affect my work area / team / department*

Q3f - *I am able to make improvements happen in my area of work*

Q5b - *I have a choice in deciding how to do my work*

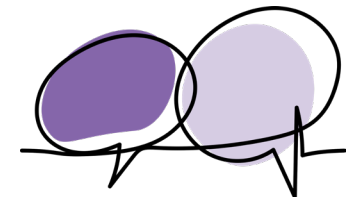
Raising concerns

Q20a - *I would feel secure raising concerns about unsafe clinical practice*

Q20b - *I am confident that my organisation would address my concern*

Q25e - *I feel safe to speak up about anything that concerns me in this organisation*

Q25f - *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

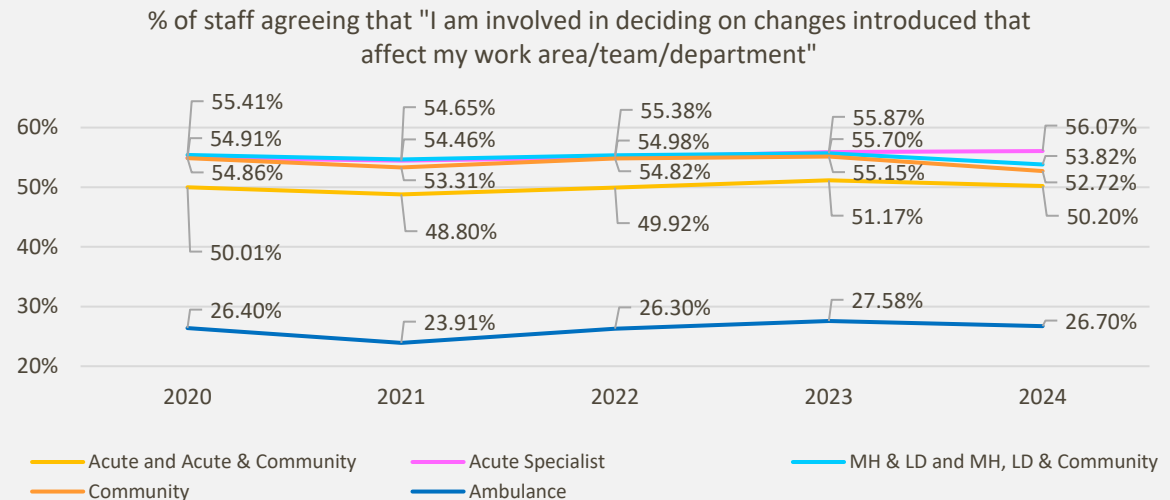
Autonomy and control sub-score: 2024: 6.94 (2023: 6.97, 2022: 6.92, 2021: 6.90)

- 86.00%** of staff **always know what their responsibilities are** (q3a) (2023: 86.10%, 2022: 85.58%, 2021: 85.76%, 2020: 85.91%)
- 89.73%** **feel trusted to do their job** (q3b) (2023: 90.16%, 2022: 90.32%, 2021: 90.47%, 2020: 90.71%)
- 73.22%** said there are **frequent opportunities for them to show initiative in their role** (q3c) (2023: 73.94%, 2022: 72.95%, 2021: 72.54%, 2020: 72.36%)
- 70.83%** of staff said they are **able to make suggestions** to improve the work of their team/department (q3d) (2023: 71.62%, 2022: 70.96%, 2021: 70.40%, 2020: 73.24%)
- 50.11%** of staff say they are **involved in deciding on changes** introduced that affect their work area / team /department (q3e) (2023: 51.28%, 2022: 50.22%, 2021: 49.12%, 2020: 50.30%)
- 55.18%** feel **able to make improvements happen** in their area of work (q3f) (2023: 55.87%, 2022: 54.38%, 2021: 53.21%, 2020: 55.36%)
- 53.69%** say they often or always **have a choice in how to do their work** (q5b) (2023: 54.33%, 2022: 53.59%, 2021: 53.30%, 2020: 55.70%)

Involvement in change

The 'Autonomy and control' sub-score is 6.94 in 2024 and has remained at a similar level since 2021.

Six of the seven measures relating to autonomy and control have remained similar in 2024 compared to 2023. The percentage of staff agreeing that they are involved in deciding on changes introduced that affect their work area has decreased from 51.28% to 50.11%. This measure has decreased for staff at Ambulance Trusts and Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts. The trust type with the largest decline in staff agreeing that they are involved in deciding on changes introduced that affect their work is Community Trusts, for which the decline is more than two percentage points in 2024.



Raising concerns sub-score: 2024: 6.45 (2023: 6.46, 2022: 6.44, 2021: 6.54)

Concerns about clinical safety

The following percentage of staff said they...

71.53% ...would feel secure raising concerns about unsafe clinical practice (q20a) (2023: 71.45%, 2022: 72.05%, 2021: 75.13%, 2020: 72.82%)

56.83% ...were confident that their organisation would address their concern (q20b) (2023: 56.87%, 2022: 56.76%, 2021: 59.51%, 2020: 60.57%)

Speaking up about concerns

The following percentage of staff said they...

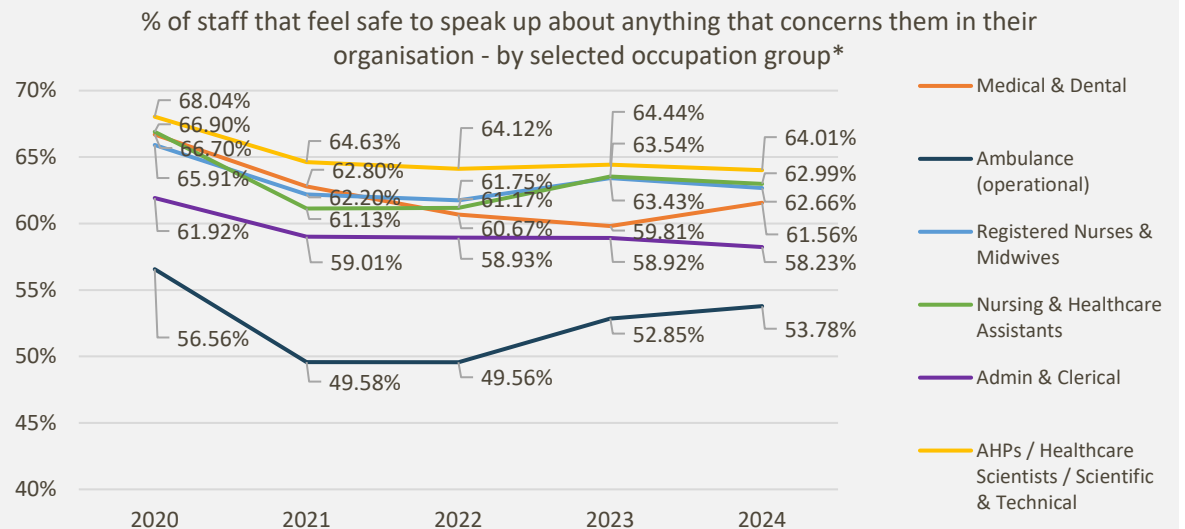
61.82% ...feel safe to speak up about anything that concerns them in their organisation (q25e) (2023: 62.34%, 2022: 61.53%, 2021: 62.07%, 2020: 65.70%)

49.52% ...were confident that their organisation would address their concern (q25f) (2023: 50.08%, 2022: 48.67%, 2021: 49.77%)

Feeling safe to speak up

At 6.45, the 'Raising concerns' sub-score remains similar compared to the 2023 result of 6.46.

The proportion of staff saying they would feel secure raising concerns about unsafe clinical practice remains similar this year at more than seven in ten, while the proportion of staff that would feel safe to speak up about anything that concerns them in their organisation stays at more than six in ten in 2024. For medical & dental staff, the percentage agreeing that they would feel safe to speak up about anything that concerns them in their organisation has increased this year from 59.81% to 61.56%. This percentage is 58.23% for admin & clerical staff which is a five-year low.



*Chart shows selected occupation groups only. For other groups see 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.



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People Promise element score: 2024: 6.14 (2023: 6.13*, 2022: 5.93, 2021: 5.94)

The 'We are safe and healthy' score has remained similar compared to 2023 and is higher than in 2022 and 2021.

Negative experiences*

Q13a-c* - Experience of physical violence in the last 12 months

Q14a-c* - Experience of harassment, bullying or abuse in the last 12 months

Q11b - Experience of musculoskeletal problems as a result of work activities in the last 12 months

Q11c - Whether felt unwell as a result of work-related stress in the last 12 months

Q11d - Whether attended work despite not feeling well enough in the last three months

Health and safety climate*

Q3g - I am able to meet all the conflicting demands on my time at work

Q3h - I have adequate materials, supplies and equipment to do my work

Q3i - There are enough staff at this organisation for me to do my job properly

Q5a - I have unrealistic time pressures

Q11a - My organisation takes positive action on health and well-being

Q13d* - Whether experiences of physical violence were reported

Q14d* - Whether experiences of harassment, bullying or abuse were reported

Burnout

Q12 - 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

Q17a-b** - Experience of unwanted behaviour of a sexual nature at work in the last 12 months

Q22** - 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, q13a-d and q14a-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.



Negative experiences sub-score: 2024: 7.82 (2023: 7.83*, 2022: 7.69, 2021: 7.69)

Staff health

29.24% of staff have experienced **musculoskeletal problems** as a result of work activities in the last 12 months (q11b) (2023: 28.82%, 2022: 30.26%, 2021: 30.93%, 2020: 29.52%)

41.63% of staff have **felt unwell as a result of work-related stress** in the last 12 months (q11c) (2023: 41.80%, 2022: 44.89%, 2021: 47.06%, 2020: 44.25%)

55.77% of staff have **gone into work in the last three months despite not feeling well enough to perform their duties** (q11d) (2023: 54.87%, 2022: 56.70%, 2021: 54.75%, 2020: 46.60%)

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

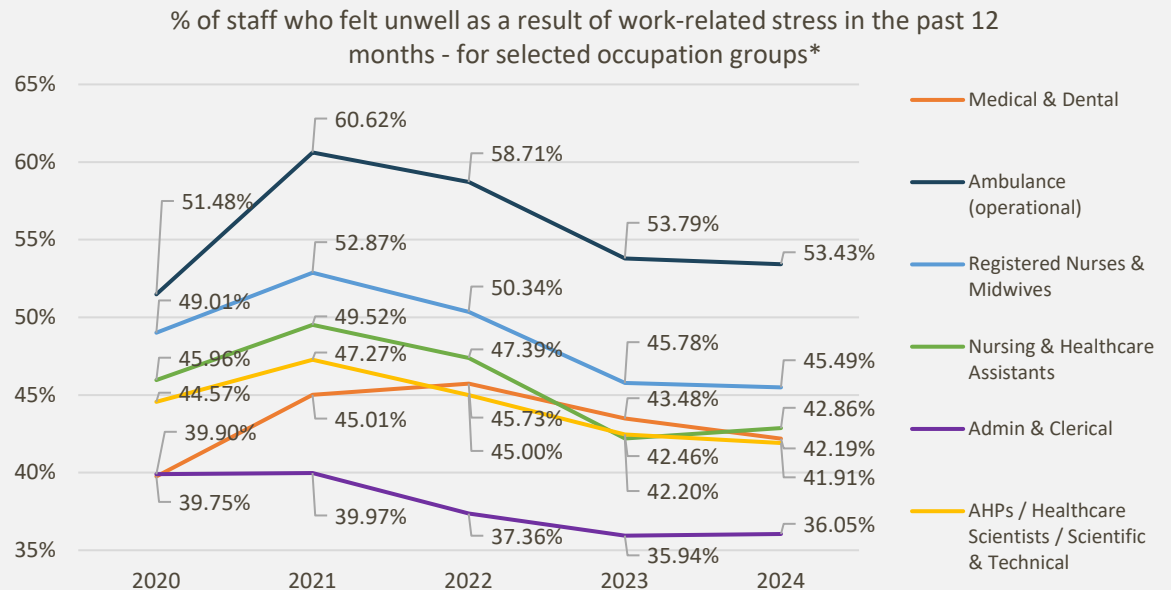
**Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Trends in staff health

All three measures of staff health have remained similar for 2024 when compared with the previous year.

More than half of all respondents say they have gone to work despite not feeling well enough to perform duties in last three months, which is a similar level compared to 2023.

Nationally, the percentage of staff reporting that they have felt unwell as a result of work-related stress in the past 12 months is at a five-year low at 41.63%. For medical & dental staff this percentage has decreased in 2024.



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

Negative experiences sub-score: 2024: 7.82 (2023: 7.83*, 2022: 7.69, 2021: 7.69)

Physical violence

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

- 14.38%** from **patients / service users, their relatives or other members of the public** (q13a) (2023: 13.88%*, 2022: 14.82%, 2021: 14.57%, 2020: 14.90%)
- 0.78%** from **managers** (q13b) (2023: 0.72%*, 2022: 0.78%, 2021: 0.66%, 2020: 0.56%)
- 1.89%** from **other colleagues** (q13c) (2023: 1.73%*, 2022: 1.77%, 2021: 1.59%, 2020: 1.41%)

Harassment, bullying and abuse

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

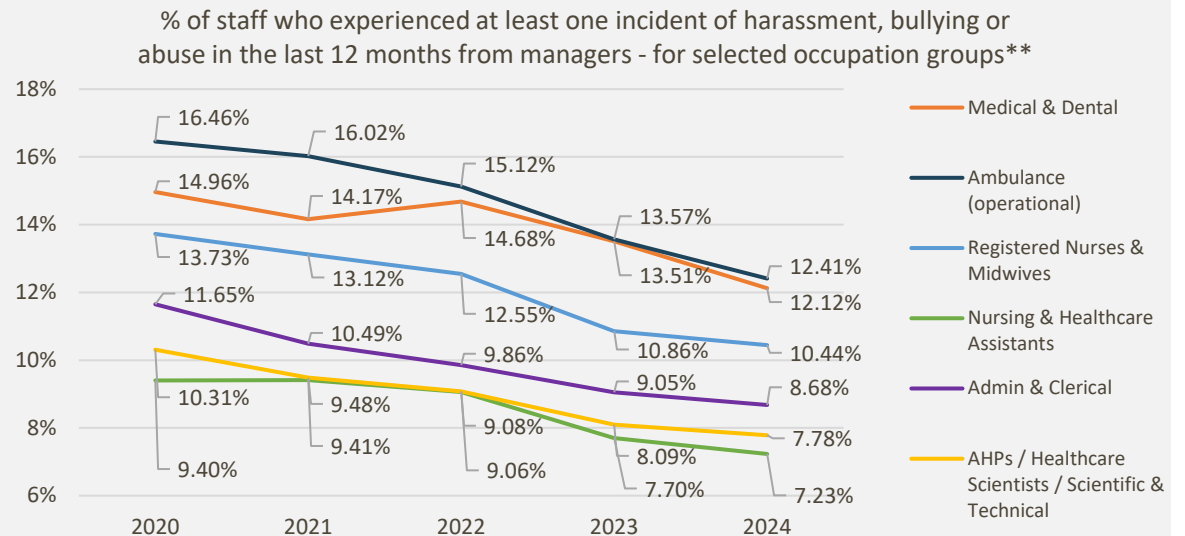
- 25.08%** from **patients / service users, their relatives or other members of the public** (q14a) (2023: 25.34%*, 2022: 27.89%, 2021: 27.84%, 2020: 27.09%)
- 9.46%** from **managers** (q14b) (2023: 9.94%*, 2022: 11.11%, 2021: 11.55%, 2020: 12.42%)
- 17.56%** from **other colleagues** (q14c) (2023: 17.71%*, 2022: 18.79%, 2021: 18.73%, 2020: 18.78%)

*2023 results for the 'Negative experiences' sub-score, q13a-c and q14a-c are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

Trends in harassment, bullying and abuse

The proportions of staff experiencing harassment, bullying or abuse from each of patients/service users, managers and other colleagues are all at their lowest reported levels in five years.

In 2024, one in four staff say they experienced at least one incident of harassment, bullying or abuse from patients/service users in the previous 12 months. This remains similar to 2023 but has decreased by more than two percentage points since 2022. The percentages of ambulance staff and medical & dental staff experiencing such behaviour from managers have decreased to 12.41% and 12.12%, respectively.



**Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Health and safety climate sub-score: 2024: 5.56 (2023: 5.52*, 2022: 5.25, 2021: 5.28)

Workload and resources

47.26% of staff are **able to meet all the conflicting demands on their time** at work (q3g) (2023: 46.59%, 2022: 42.85%, 2021: 42.91%, 2020: 47.53%)

58.08% of staff say they have **adequate materials, supplies and equipment to do their work** (q3h) (2023: 58.40%, 2022: 55.51%, 2021: 57.20%, 2020: 60.24%)

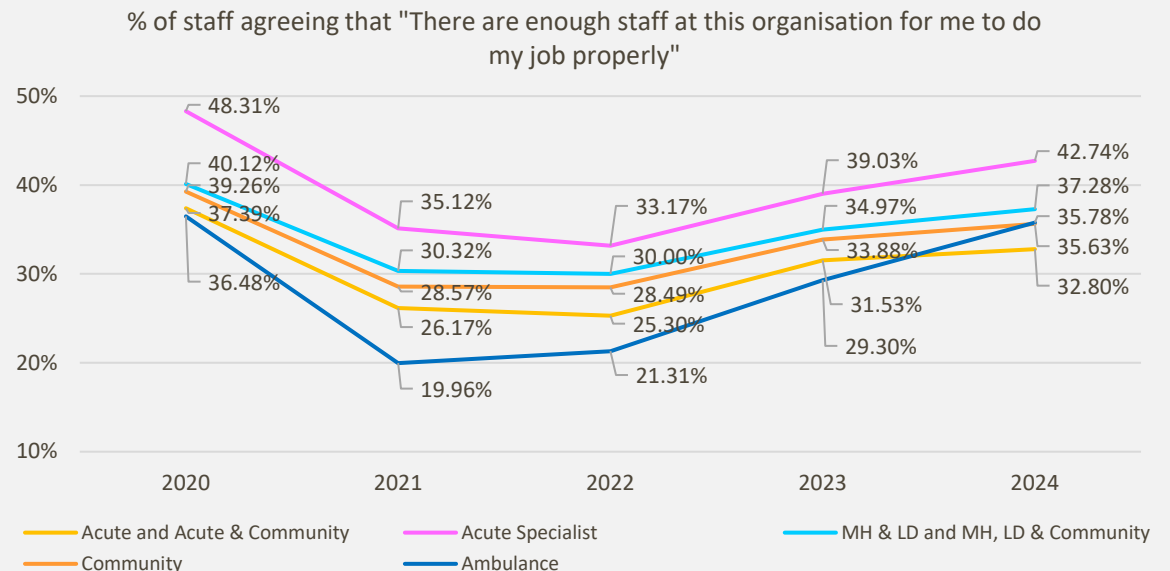
34.01% of staff said there are **enough staff at their organisation for them to do their job properly** (q3i) (2023: 32.28%, 2022: 26.24%, 2021: 26.93%, 2020: 38.16%)

27.01% of staff say they **never or rarely have unrealistic time pressures** (q5a) (2023: 26.10%, 2022: 23.28%, 2021: 23.20%, 2020: 24.95%)

Staffing levels

Three of the four measures that relate to workload and resources remain similar in 2024, which sustains the improvements seen in these measures between 2022 and 2023.

The percentage of respondents saying that they “agree” or “strongly agree” that there are enough staff at their organisation for them to do their job properly is 34.01% in 2024. This percentage has increased for a second year in a row. Improvements in this measure are seen across all trust types, with notable increases of three percentage points for Acute Specialist Trusts and of six percentage points for Ambulance Trusts.



*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.

Health and safety climate sub-score: 2024: 5.56 (2023: 5.52*, 2022: 5.25, 2021: 5.28)

Organisational action

57.06% of staff said their **organisation takes positive action on health and well-being** (q11a) (2023: 57.84%, 2022: 56.49%, 2021: 57.02%)

74.69% of staff who had experienced physical violence said that they or a colleague reported it (q13d) (2023: 73.62%*, 2022: 72.49%, 2021: 71.45%, 2020: 72.34%)

54.00% of staff who had experienced harassment, bullying or abuse said that they or a colleague reported it (q14d) (2023: 51.84%*, 2022: 49.85%, 2021: 48.90%, 2020: 48.53%)

* 2023 results for the 'Health and safety climate' sub-score, q13d and q14d are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

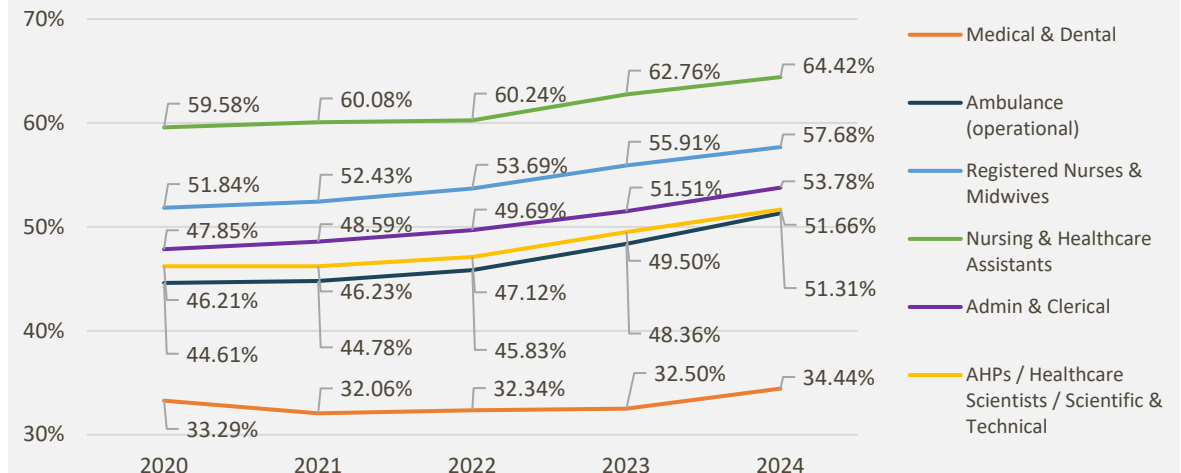
**Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Reporting of incidents

Approximately three out of every four staff who have experienced physical violence said that the most recent incident was reported by themselves or a colleague. This has increased for a third consecutive year.

Similarly, for staff who have experienced harassment, bullying or abuse the percentage saying that the latest incident was reported has increased by more than two percentage points this year. An increase in this measure is seen across several staff groups, including ambulance staff, where for the first time in five years more than half say they or a colleague reported the latest incident of bullying, harassment or abuse they experienced.

% 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: 5.04 (2023: 5.03, 2022: 4.85, 2021: 4.83)

The following percentage of staff said:

- 34.07%** they find their work emotionally exhausting (q12a) (2023: 34.34%, 2022: 37.62%, 2021: 38.43%)
- 30.24%** they feel burnt out because of their work (q12b) (2023: 30.49%, 2022: 34.12%, 2021: 34.64%)
- 35.47%** their work frustrates them (q12c) (2023: 36.22%, 2022: 39.95%, 2021: 39.63%)
- 27.41%** they feel exhausted at the thought of another day/shift at work (q12d) (2023: 27.83%, 2022: 30.99%, 2021: 31.39%)
- 42.22%** they feel worn out at the end of their working day/shift (q12e) (2023: 42.91%, 2022: 46.51%, 2021: 46.94%)
- 18.95%** they feel that every working hour is tiring for them (q12f) (2023: 19.08%, 2022: 21.48%, 2021: 21.35%)
- 29.30%** they do not have enough energy for family and friends during leisure time (q12g) (2023: 29.82%, 2022: 31.89%, 2021: 31.54%)

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

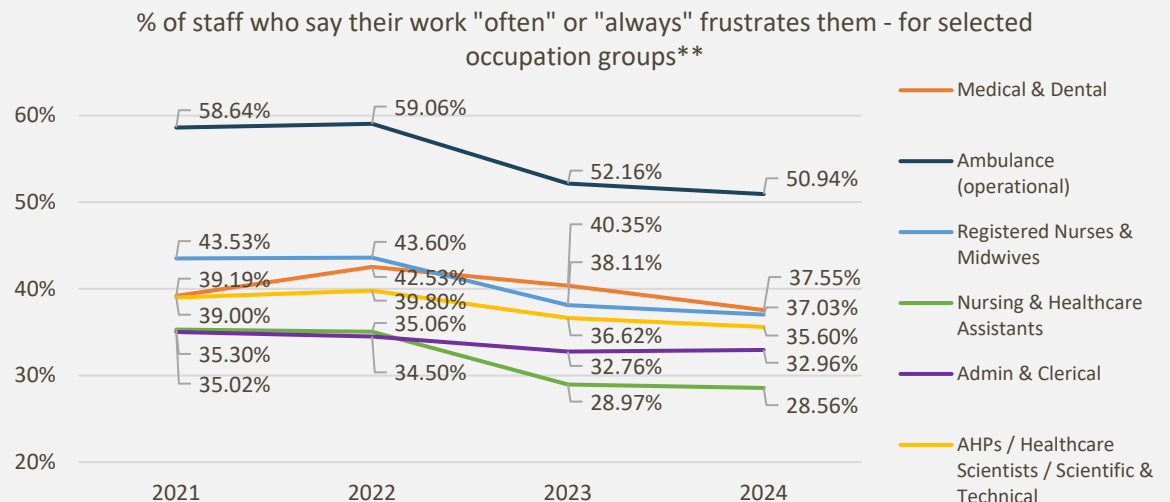
**Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Trends in work frustration

As with all scores reported, a higher score indicates a better result. At 5.04, the 'Burnout' sub-score sustains the improvement seen in 2023.

All measures contributing to the 'Burnout' sub-score remain similar in 2024 and are at their lowest levels since they started being recorded four years ago, meaning the lowest proportion of staff say they "often" or "always" feel the way described in the questions this year.

A lower proportion of registered nurses & midwives say their work frustrates them in 2024 (37.03%) compared with 2023 (38.11%). Allied health-professionals, healthcare scientists and scientific & technical staff also saw an improvement in this measure this year.





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:

8.82% from **patients / service users, their relatives or other members of the public** (q17a) (2023: 8.79%)

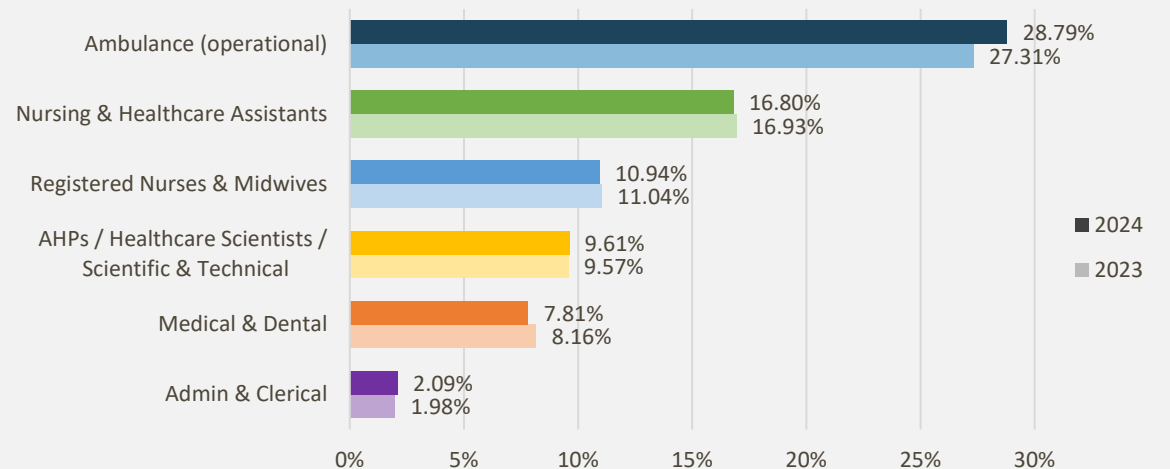
3.66% from **staff / colleagues** (q17b) (2023: 3.85%)

Experience by occupation

The proportion of staff reporting that they have been the target of unwanted behaviour of a sexual nature in the workplace in the last 12 months remains similar to 2023; 8.82% of staff report experiencing such behaviour from patients/service users and 3.66% from colleagues.

About one in ten registered nurses & midwives state that they have been the target of unwanted sexual behaviour at work. The percentage of ambulance staff reporting that they have been the target of at least one incident of unwanted sexual behaviour in the workplace has increased since last year and remains above one in four.

% 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/



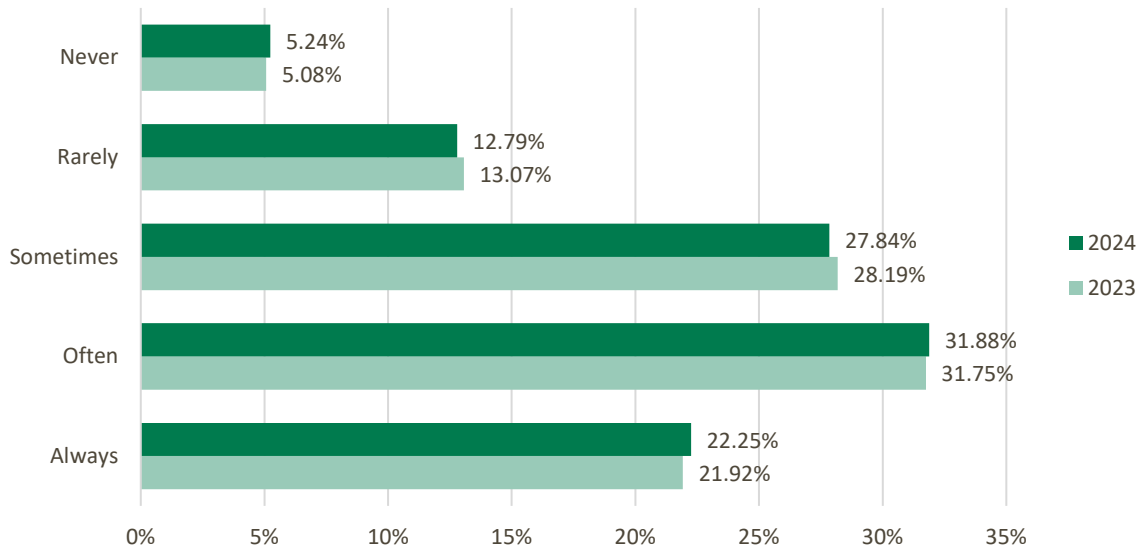
We are safe and healthy: Questions not contributing to the score*

* 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

54.13% said they can “often” or “always” eat nutritious and affordable food while they are working** (q22) (2023: 53.67%)

% of staff choosing each response option for "I can eat nutritious and affordable food while I am working"



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

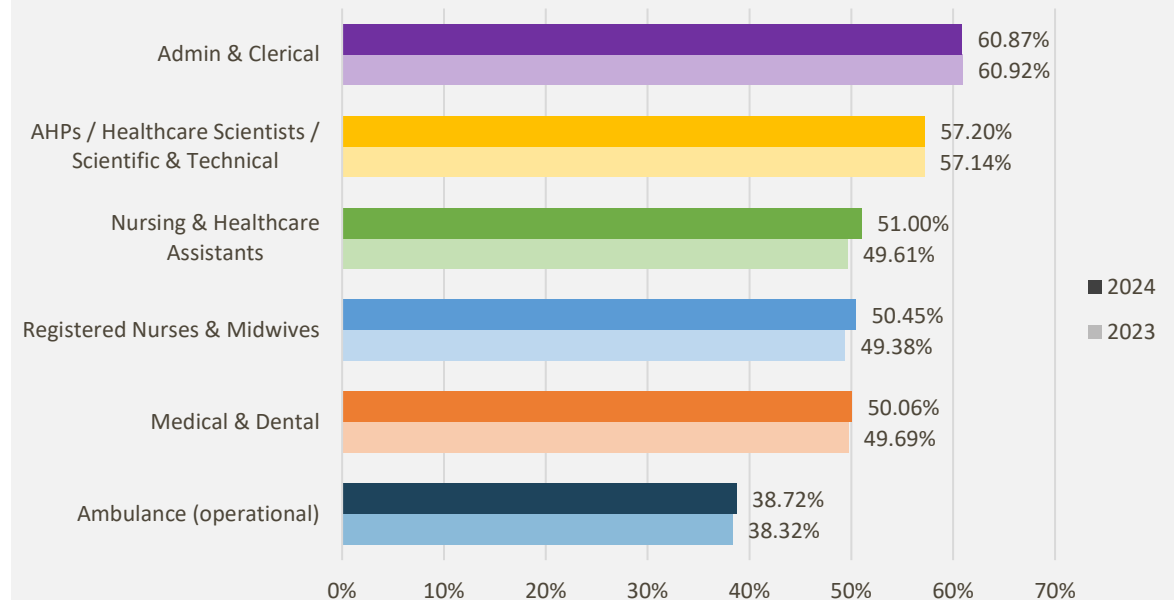
***Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Eating well at work by occupation group

The proportion of staff saying they can “often” or “always” eat nutritious and affordable food while working is similar to last year at just over half of respondents.

This measure has improved for registered nurses & midwives from 49.38% in 2023 to 50.45% in 2024. A greater percentage of nursing & healthcare assistants also reported that they can nutritious and affordable food while they are working, increasing from 49.61% to 51.00% this year.

% of staff who can "often" or "always" eat nutritious and affordable food while they are working - for selected occupation groups***





7. We are always learning

- Appraisals
- Development



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People Promise element score: 2024: 5.67 (2023: 5.64, 2022: 5.39, 2021: 5.29)

The 'We are always learning' score has remained similar from 2023 to 2024.

Appraisals

Q23a - *In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?*

If yes:

- b** *It helped me to improve how I do my job*
- c** *It helped me agree clear objectives for my work*
- d** *It left me feeling that my work is valued by my organisation*

Question not contributing to the score*

Q24f - *I am able to access clinical supervision opportunities when I need to.*

Development

Q24a - *This organisation offers me challenging work*

Q24b - *There are opportunities for me to develop my career in this organisation*

Q24c - *I have opportunities to improve my knowledge and skills*

Q24d - *I feel supported to develop my potential*

Q24e - *I am able to access the right learning and development opportunities when I need to*



Appraisals sub-score: 2024: 4.88 (2023: 4.77, 2022: 4.39, 2021: 4.25)

85.45% said they have had an **appraisal, annual review, development review, or Knowledge and Skills Framework development review in the last 12 months** (q23a) (2023: 83.56%, 2022: 81.30%, 2021: 79.92%)

The following percentage of staff said that their appraisal had definitely...

26.06% ...helped them to **improve how they do their job** (q23b) (2023: 25.54%, 2022: 21.95%, 2021: 20.43%)

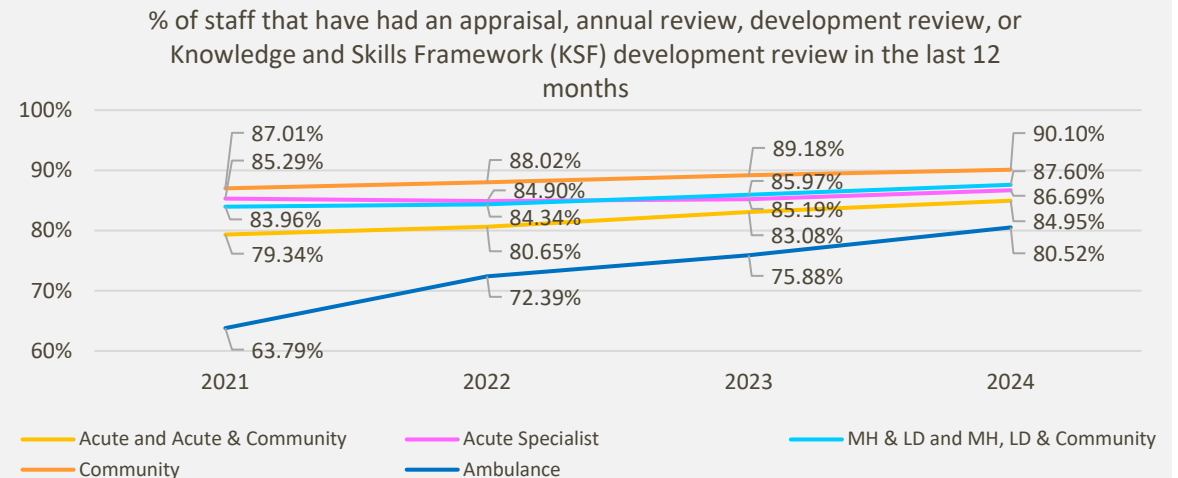
35.53% ...helped them to **agree clear objectives** for their work (q23c) (2023: 35.50%, 2022: 32.08%, 2021: 30.95%)

33.43% ...left them **feeling that their work is valued** by their organisation (q23d) (2023: 33.61%, 2022: 31.04%, 2021: 29.82%)

Trends in receipt of appraisals

The 'Appraisals' sub-score has improved year on year since 2021 and this has continued for 2024 with a result of 4.88.

The percentage of staff reporting that they have had an appraisal, annual review, development review, or Knowledge and Skills Framework development review in the past 12 months has increased by almost two percentage points from last year to 85.45% of staff in 2024. This is an increase of over five percentage points since 2021. Increases in the percentage of staff saying they have had an appraisal in the last 12 months are seen in four out of the five trust types, with the result for Ambulance Trusts (80.52%) improving by more than four percentage points compared to last year.



Development sub-score: 2024: 6.44 (2023: 6.49, 2022: 6.39, 2021: 6.31)

68.95% feel their organisation **offers them challenging work** (q24a) (2023: 70.12%, 2022: 70.59%, 2021: 69.74%)

54.63% said there are **opportunities for them to develop their career** in their organisation (q24b) (2023: 56.12%, 2022: 54.62%, 2021: 53.03%)

70.32% said they have **opportunities to improve their knowledge and skills** (q24c) (2023: 70.98%, 2022: 68.90%, 2021: 67.40%)

56.90% feel **supported to develop their potential** (q24d) (2023: 57.49%, 2022: 54.73%, 2021: 52.65%)

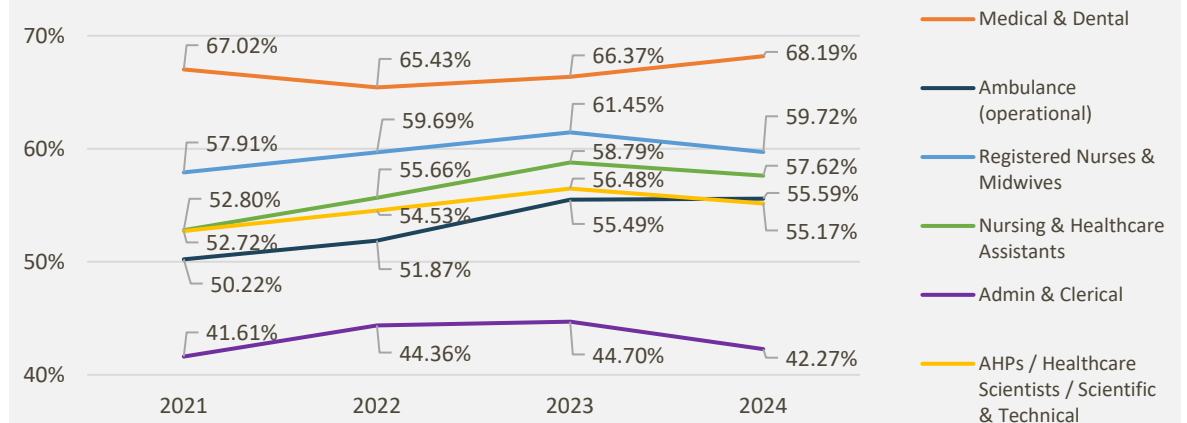
60.04% are able to **access the right learning and development opportunities** when they need to (q24e) (2023: 60.45%, 2022: 57.36%, 2021: 55.13%)

Opportunities for development

At 6.44, the 'Development' sub-score has remained similar compared to last year after improving from 2022 to 2023. Two of the measures contributing to this sub-score have declined this year.

70.32% of staff agree that they have opportunities to improve their knowledge and skills which has remained similar, but only 54.63% of staff agree there are opportunities to develop their career at their organisation, which has decreased in 2024. This decrease is seen across a range of occupation groups including registered nurses & midwives, for who this measure has declined from 61.45% to 59.72%. The percentage of medical & dental staff agreeing that there are opportunities to develop their career at their organisation has improved from 66.37% to 68.19%.

% of staff agreeing that there are opportunities for them to develop their career at their organisation - for selected occupation groups*



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

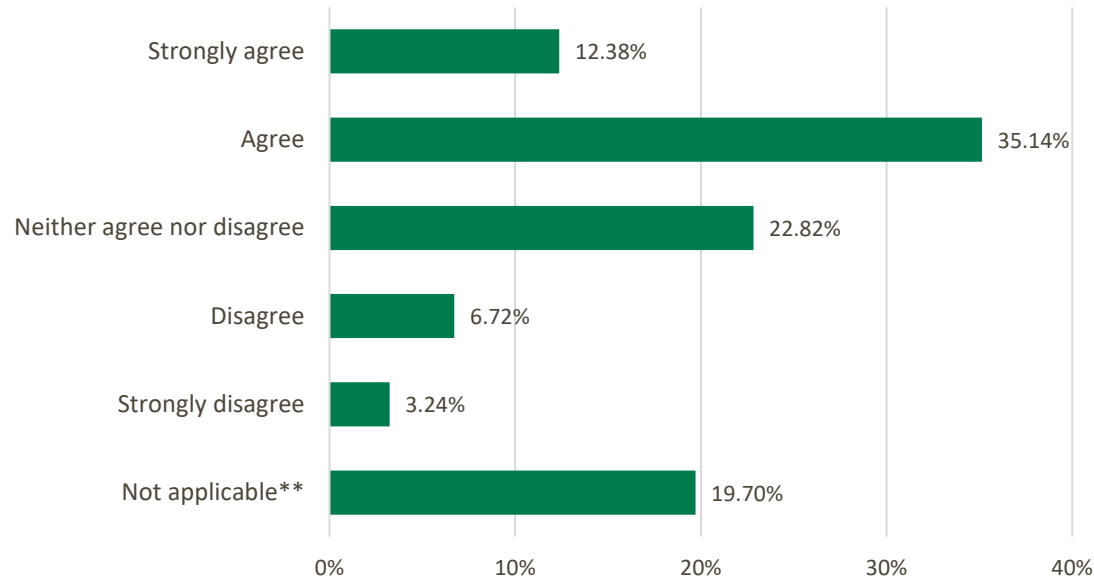
➤ We are always learning: Question not contributing to the score*

* This question relates to staff learning and development but does not contribute to the calculations of any People Promise element score, theme score or sub-score

Clinical supervision

59.17% are able to access clinical supervision opportunities when they need to (q24f)

% of staff choosing each response option for "I am able to access clinical supervision opportunities when I need to"



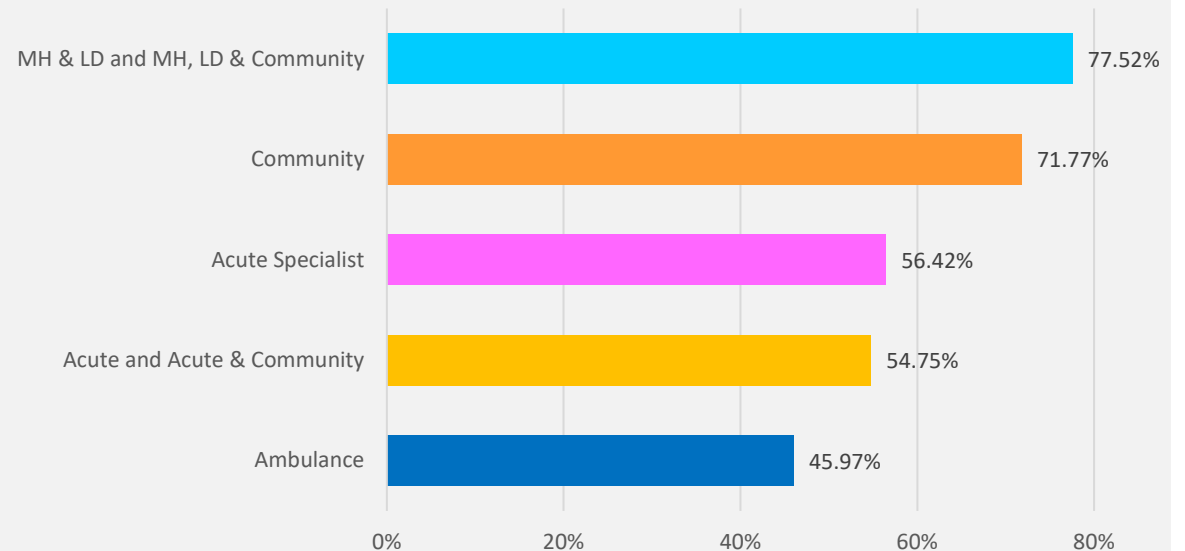
**All other results on this slide exclude respondents who selected "Not applicable".

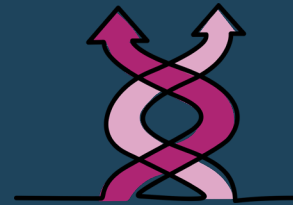
Access to clinical supervision by trust type

For the first time in 2024, staff were asked whether they are able to access clinical supervision opportunities when they need to. Approximately six in ten staff agree that they are able to access clinical supervision opportunities when they needed to, excluding responses of "Not applicable".

For staff at Community Trusts and Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts this measure is more than seven in ten, while for staff at Ambulance Trusts this measure is less than five in ten.

% of staff agreeing that they can access clinical supervision when they need to





8. We work flexibly

- Support for work-life balance
- Flexible working



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People Promise element score: 2024: 6.31 (2023: 6.28, 2022: 6.09, 2021: 6.05)

The 'We work flexibly' score remains similar to 2023 and is higher than 2022 and 2021.

Support for work-life balance

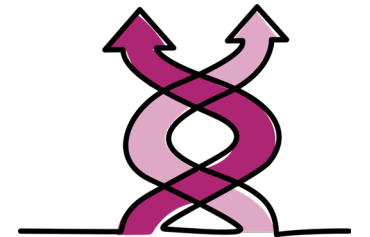
Q6b - *My organisation is committed to helping me balance my work and home life*

Q6c - *I achieve a good balance between my work life and my home life*

Q6d - *I can approach my immediate manager to talk openly about flexible working*

Flexible working

Q4d - *Satisfaction with...The opportunities for flexible working patterns*



Support for work-life balance sub-score: 2024: 6.36 (2023: 6.32, 2022: 6.11, 2021: 6.05)

50.34% said their organisation is **committed to helping them balance their work and home life** (q6b) (2023: 49.53%, 2022: 45.70%, 2021: 44.42%)

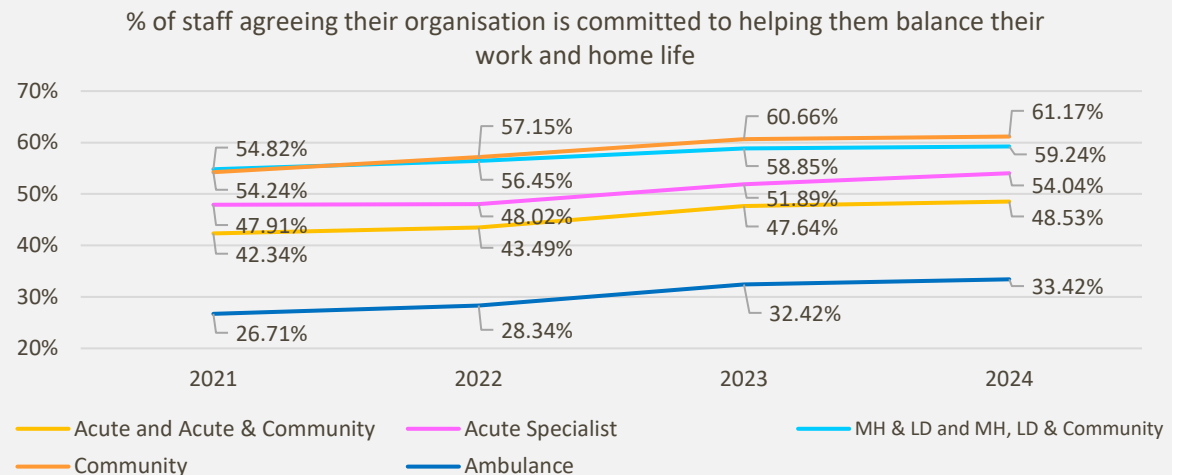
56.61% of staff said they **achieve a good balance between their work life and their home life** (q6c) (2023: 55.76%, 2022: 52.43%, 2021: 52.03%)

71.29% said they **can approach their immediate manager to talk openly about flexible working** (q6d) (2023: 70.67%, 2022: 68.58%, 2021: 66.94%)

Balancing work and home life

The result for the ‘Support for work-life balance’ sub-score is 6.36 in 2024 which is its highest recorded level. All measures relating to support for work-life balance are also at four-year highs.

The percentage of staff agreeing that they achieve a good balance between their work life and home life has improved by more than four percentage points since 2021. For the first time, the proportion of staff who agree that their organisation is committed to helping them balance their work and home life is over 50%. Staff at Acute Specialist Trusts and Ambulance Trusts have seen an improvement in the percentage saying their organisation is committed to helping them balance their work and home life this year, now at 54.04% and 33.42%, respectively.



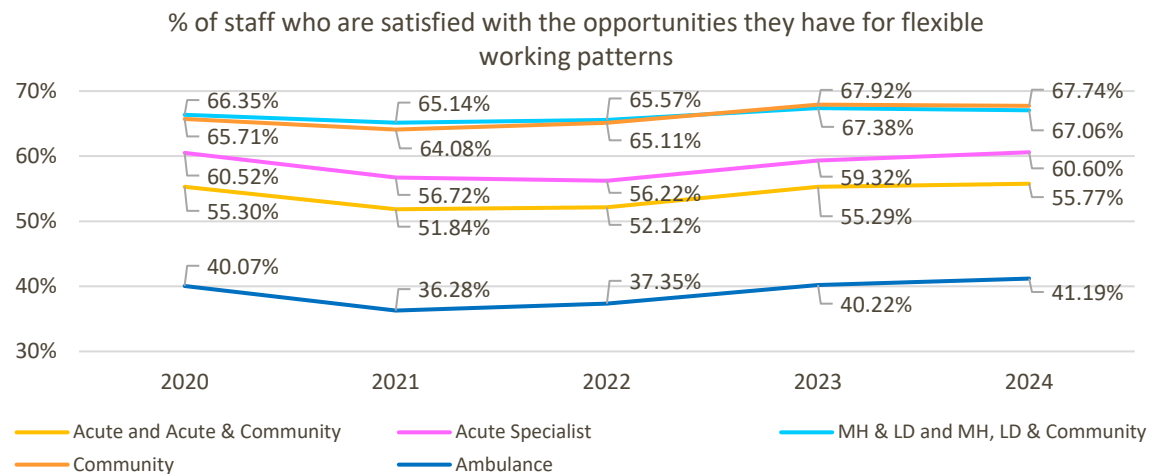


We work flexibly: Flexible working

Flexible working sub-score: 2024: 6.26 (2023: 6.24, 2022: 6.06, 2021: 6.05)

57.65% said they are **satisfied with the opportunities they have for flexible working patterns (q4d)** (2023: 57.32%, 2022: 54.41%, 2021: 54.06%, 2020: 57.10%)

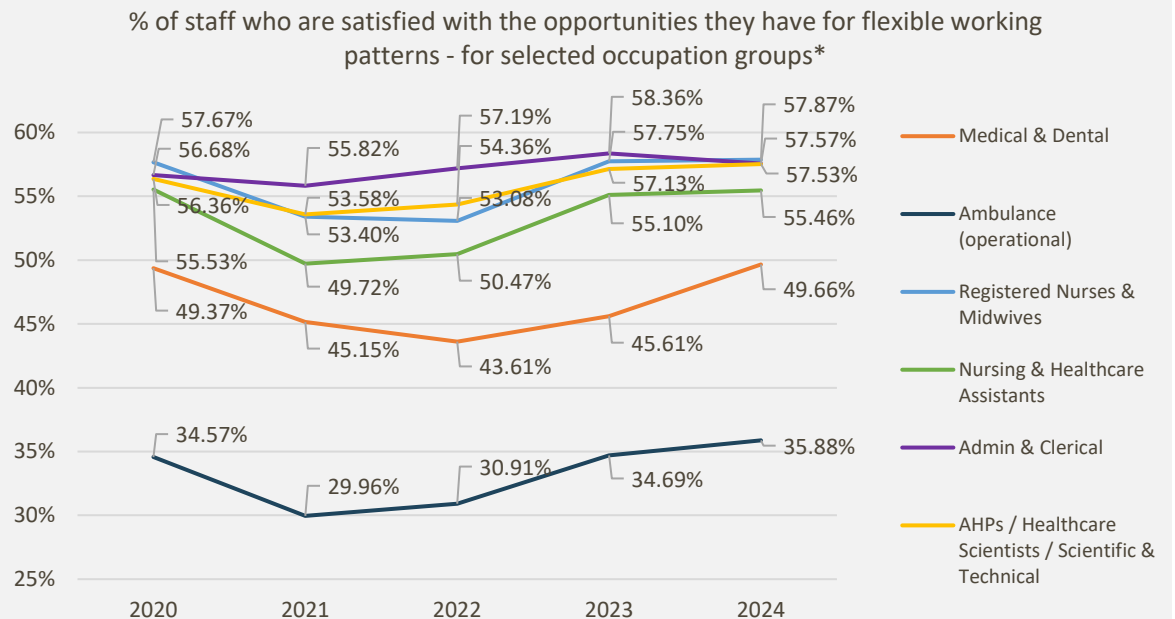
- Community Trusts and Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts continue to have the highest levels of satisfaction with opportunities for flexible working patterns. Staff at Ambulance Trusts have a five-year high for this measure.



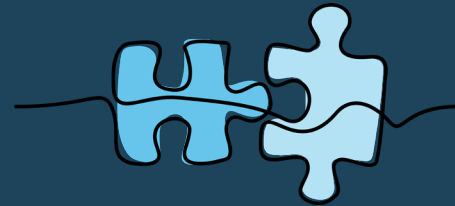
Trends in flexible working by occupation group

The 'Flexible working' sub-score has sustained the improvement gained between 2022 and 2023 and has increased by 0.2 compared to 2022.

Nationally, satisfaction with opportunities for flexible working patterns is at five-year high, with 57.65% of staff "satisfied or "very satisfied" with these opportunities. This measure has improved for ambulance staff for a second consecutive year. For medical & dental staff the improvement is more than four percentage points higher at 49.66% in 2024, which is a return to the 2020 level of this measure for this occupation group.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/



9. We are a team

- Team working
- Line management



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People Promise element score: 2024: 6.80 (2023: 6.80, 2022: 6.69, 2021: 6.64)

The 'We are a team' score is unchanged compared to 2023.

Team working

Q7a - *The team I work in has a set of shared objectives*

Q7b - *The team I work in often meets to discuss the team's effectiveness*

Q7c - *I receive the respect I deserve from my colleagues at work*

Q7d - *Team members understand each other's roles*

Q7e - *I enjoy working with the colleagues in my team*

Q7f - *My team has enough freedom in how to do its work*

Q7g - *In my team disagreements are dealt with constructively*

Q8a - *Teams within this organisation work well together to achieve their objectives*

Line management

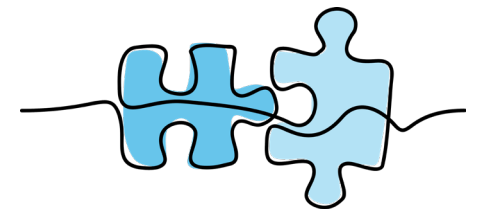
Q9 - *My immediate manager*...*

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 "may be referred to as your line manager"

Team working sub-score: 2024: 6.69 (2023: 6.70, 2022: 6.61, 2021: 6.58)

73.57% said the team they work in has a **set of shared objectives** (q7a) (2023: 73.62%, 2022: 72.48%, 2021: 72.24%, 2020: 72.03%)

62.74% said the team they work in **often meets to discuss the team's effectiveness** (q7b) (2023: 62.21%, 2022: 59.03%, 2021: 56.97%, 2020: 58.11%)

71.55% feel they receive the **respect they deserve from their colleagues** at work (q7c) (2023: 71.96%, 2022: 71.14%, 2021: 70.66%, 2020: 71.51%)

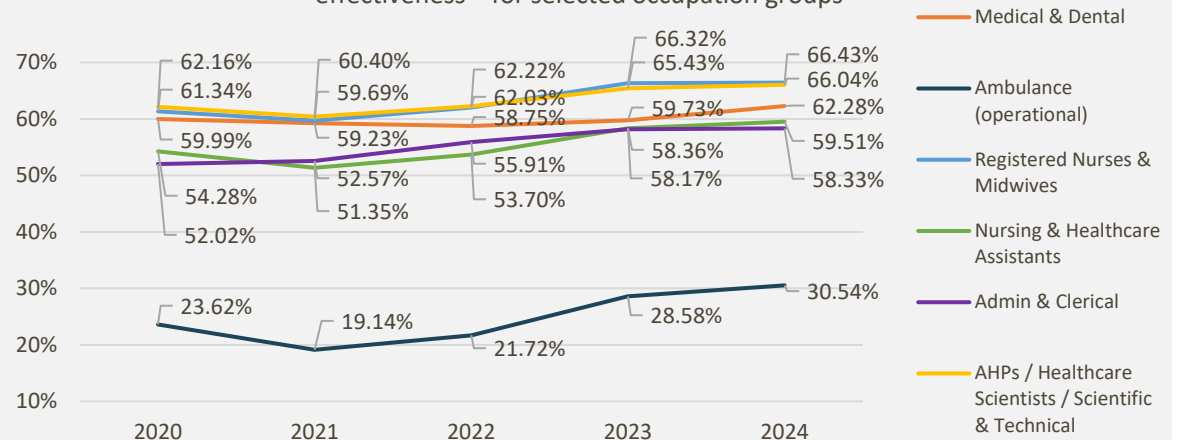
71.16% feel that **team members understand each other's roles** (q7d) (2023: 71.58%, 2022: 70.71%, 2021: 71.36%)

Shared objectives and effectiveness

Each of the four measures to the left have remained similar in 2024 compared with 2023, as has the 'Team working' sub-score which is now 6.69.

More than seven in ten staff agree the team they work in has a set of shared objectives, while more than six in ten say their team often meets to discuss its effectiveness which is a five-year high. In 2024, the percentage of staff saying they often meet to to discuss their team's effectiveness has improved for nursing & healthcare assistants to 59.51% and for ambulance staff to 30.54%. The improvement in this measure for medical & dental staff is more than two percentage points compared to 2023.

% of staff agreeing that the team they work in often meets to discuss the team's effectiveness – for selected occupation groups*



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Team working sub-score: 2024: 6.69 (2023: 6.70, 2022: 6.61, 2021: 6.58)

80.77% enjoy working with the colleagues in their team (q7e) (2023: 81.59%, 2022: 81.59%, 2021: 81.49%)

59.62% said their team has enough freedom in how to do its work (q7f) (2023: 59.90%, 2022: 57.45%, 2021: 56.79%)

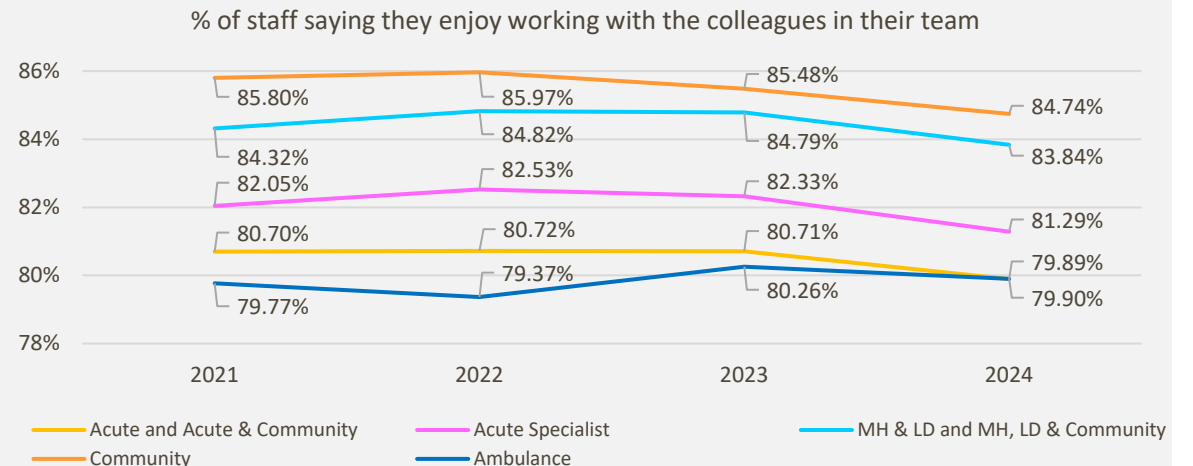
56.75% believe that in their team disagreements are dealt with constructively (q7g) (2023: 57.12%, 2022: 56.01%, 2021: 55.31%)

54.34% said teams within their organisation work well together to achieve their objectives (q8a) (2023: 54.23%, 2022: 51.42%, 2021: 52.45%)

Enjoying working with colleagues

More than half of respondents agreed that the teams within their organisation work well together to achieve their objectives, while approximately six in ten say their team has enough freedom in how to do its work.

Every year more than eight in ten staff have agreed that they enjoy working with the colleagues in their team. While this continues for 2024 at 80.77%, this is the lowest value of this measure since it started being recorded in 2021. Four of the five trust types recorded their lowest levels of agreement with this question this year. The proportion of staff saying they enjoy working with the colleagues in their team has declined from 82.33% to 81.29% for staff at Acute Specialist Trusts.



Line management sub-score: 2024: 6.91 (2023: 6.89, 2022: 6.77, 2021: 6.70)

73.01% said their immediate manager **encourages them at work** (q9a) (2023: 72.85%, 2022: 71.11%, 2021: 70.10%, 2020: 70.51%)

66.27% said their immediate manager **gives them clear feedback** on their work (q9b) (2023: 65.73%, 2022: 63.51%, 2021: 62.44%, 2020: 62.30%)

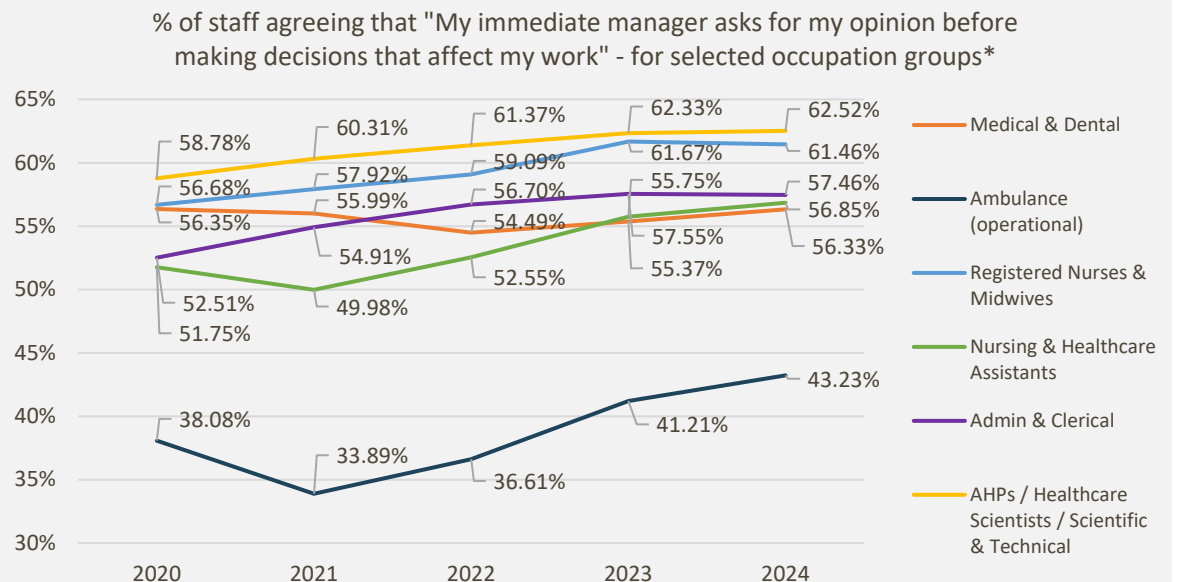
59.98% said their immediate manager **asks for their opinion before making decisions** that affect their work (q9c) (2023: 59.89%, 2022: 58.20%, 2021: 57.11%, 2020: 55.90%)

71.47% said their immediate manager **takes a positive interest in their health and well-being** (q9d) (2023: 70.99%, 2022: 69.11%, 2021: 68.15%, 2020: 70.60%)

Input on decisions

At 6.91, the 'Line management' sub-score has improved by more than 0.2 since 2021. All of the constituent measures to this sub-score remain similar compared with 2023, and all are at five-year highs.

Approximately six in ten staff agree that their immediate manager asks for their opinion before making decisions that affect their work. While the percentage agreeing with this question has remained similar for several occupation groups compared to last year, it has increased for nursing & healthcare assistants compared to 2023 to reach 56.85%. For ambulance staff this measure has improved for the third year in a row.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/



10. Staff Engagement

- Motivation
- Involvement
- Advocacy



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3. We are compassionate and inclusive

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Theme score: 2024: 6.85 (2023: 6.89, 2022: 6.79, 2021: 6.84, 2020: 7.05)

The Staff Engagement score is similar compared to the previous three years.

Motivation

Q2a - *I look forward to going to work*

Q2b - *I am enthusiastic about my job*

Q2c - *Time passes quickly when I am working*

Advocacy

Q25a - *Care of patients / service users is my organisation's top priority*

Q25c - *I would recommend my organisation as a place to work*

Q25d - *If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation*

Involvement

Q3c - *There are frequent opportunities for me to show initiative in my role*

Q3d - *I am able to make suggestions to improve the work of my team / department*

Q3f - *I am able to make improvements happen in my area of work*



Motivation sub-score: 2024: 6.96 (2023: 7.02, 2022: 6.94, 2021: 6.96, 2020: 7.23)

54.24% of staff look forward to going to work (q2a) (2023: 55.20%, 2022: 52.57%, 2021: 52.40%, 2020: 58.75%)

68.05% are enthusiastic about their job (q2b) (2023: 69.09%, 2022: 66.93%, 2021: 67.42%, 2020: 73.12%)

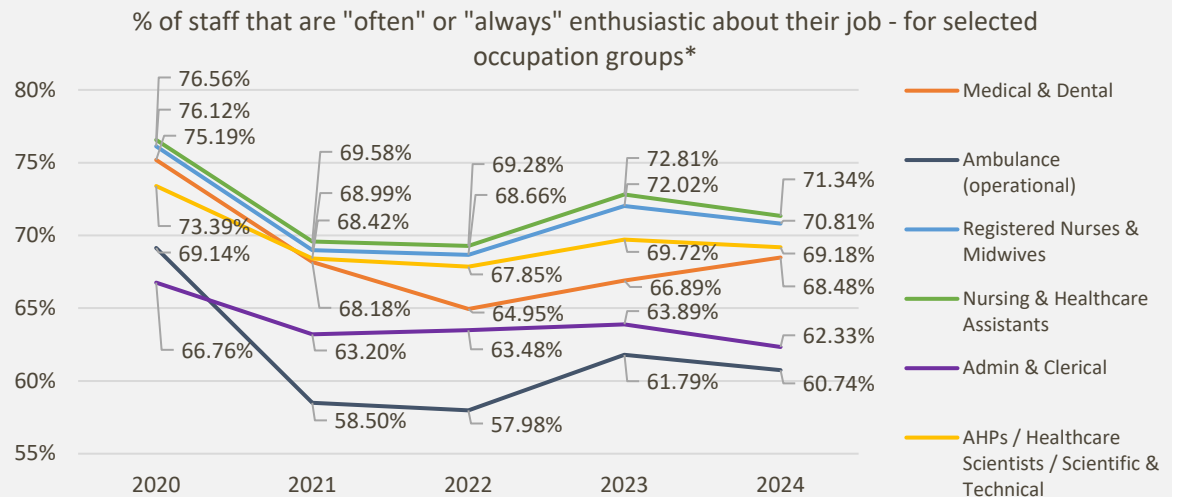
70.53% said time passes quickly when they are working (q2c) (2023: 71.98%, 2022: 72.16%, 2021: 72.89%, 2020: 75.61%)

Trends in enthusiasm

The 'Motivation' sub-score has remained similar each year from 2021 to 2024.

Two of the three measures contributing to this sub-score have declined this year, with lower proportions of staff saying they are enthusiastic about their job, and that time passes quickly when they are working.

68.05% of staff report that they are "often" or "always" enthusiastic about their job, a decrease compared to 2023's 69.09%. This measure has declined for several occupation groups, including registered nurses & midwives, ambulance staff and admin & clerical staff. For medical & dental staff, this proportion has increased in 2024 from 66.89% to 68.48%.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Involvement sub-score: 2024: 6.81 (2023: 6.85, 2022: 6.78, 2021: 6.74, 2020: 6.76)

73.22% of staff feel there are **frequent opportunities for them to show initiative** in their role (q3c) (2023: 73.94%, 2022: 72.95%, 2021: 72.54%, 2020: 72.36%)

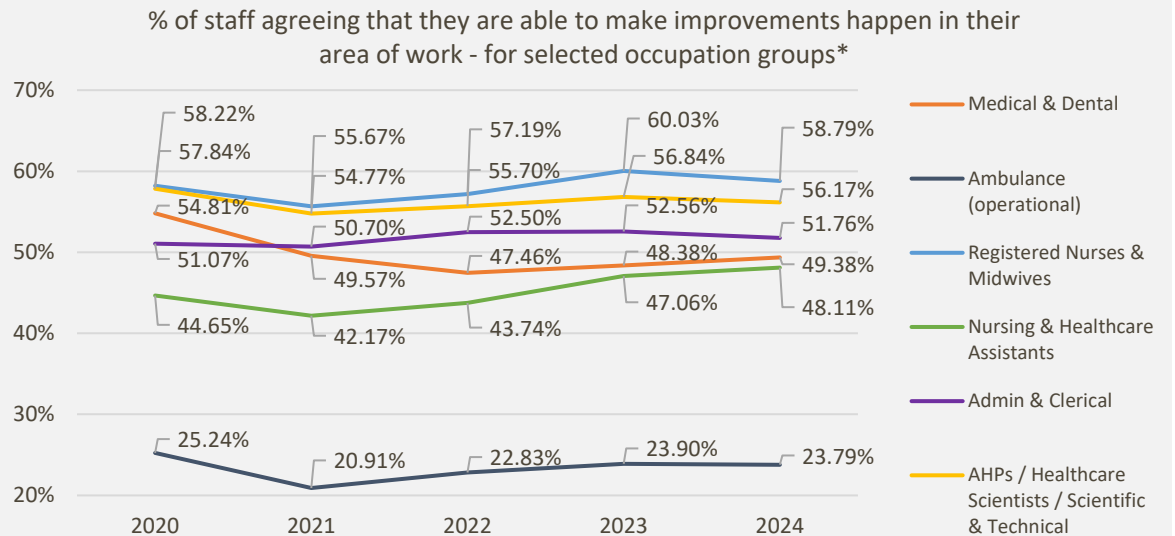
70.83% said they are **able to make suggestions** to improve the work of their team / department (q3d) (2023: 71.62%, 2022: 70.96%, 2021: 70.40%, 2020: 73.24%)

55.18% feel they are **able to make improvements happen** in their area of work (q3f) (2023: 55.87%, 2022: 54.38%, 2021: 53.21%, 2020: 55.36%)

Making improvements happen

The 2024 result for the 'Involvement' sub-score is 6.81. This sub-score has remained similar from 2020 to present.

This year, all measures relating to involvement are similar compared to 2023, including the percentage of respondents agreeing they are able to make improvements happen in their area of work. For both medical & dental staff and nursing & healthcare assistants this percentage has increased in 2024, reaching a five-year high for nursing & healthcare assistants of 48.11%. Conversely, the percentage of registered nurses & midwives that feel they are able to make improvements happen has decreased to 58.79% from 60.03%.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Advocacy sub-score: 2024: 6.77 (2023: 6.81, 2022: 6.66, 2021: 6.83, 2020: 7.16)

74.38% said that **care of patients / service users is their organisation's top priority** (q25a) (2023: 75.16%, 2022: 74.07%, 2021: 75.65%, 2020: 79.54%)

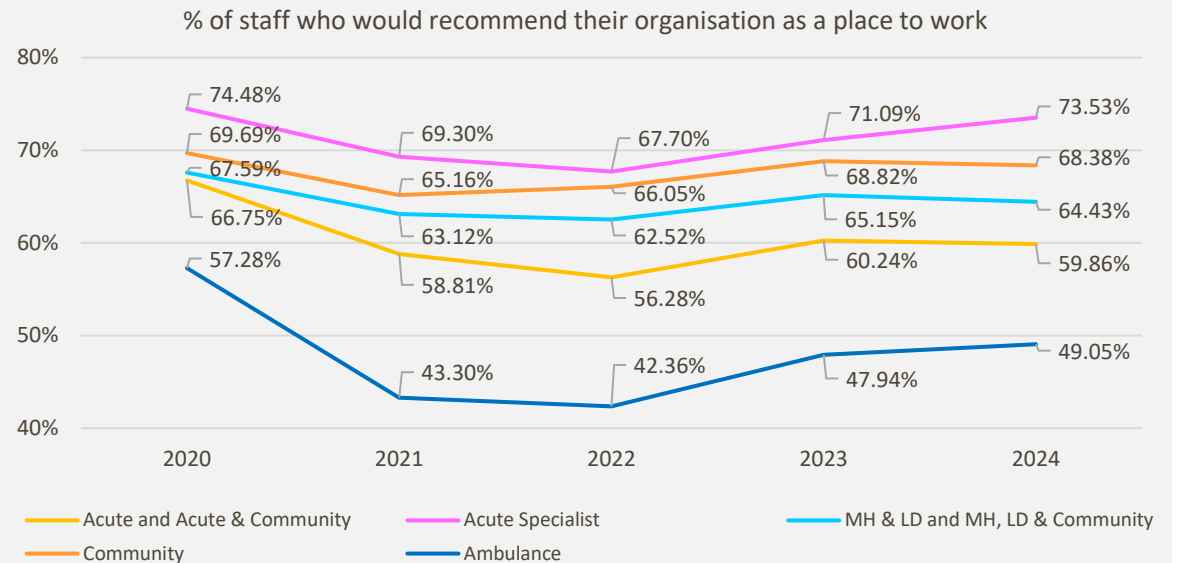
60.80% would **recommend their organisation as a place to work** (q25c) (2023: 61.14%, 2022: 57.39%, 2021: 59.40%, 2020: 66.81%)

64.28% said that if a friend or relative needed treatment, they would be **happy with the standard of care provided** by the organisation (q25d) (2023: 64.96%, 2022: 62.90%, 2021: 67.74%, 2020: 74.25%)

Recommending as a place to work

The 'Advocacy' sub-score and each of its constituent measures are all similar compared to 2023, but remain below their 2020 levels.

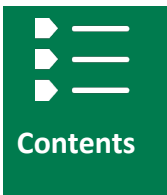
60.80% of staff would recommend their organisation as a place to work in 2024, which is similar to the 61.14% who would in 2023 but remains six percentage points below the 2020 level of 66.81%. A greater percentage of staff at Ambulance Trusts and Acute Specialist Trusts would recommend their organisation as a place to work in 2024 compared to last year. Since 2022 this measure has improved by more than five percentage points for both of these trust types.





11. Morale

- Thinking about leaving
- Work pressure
- Stressors (HSE index)



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Theme score: 2024: 5.96 (2023: 5.94, 2022: 5.73, 2021: 5.77, 2020: 6.08)

The Morale score is similar to 2023 but remains lower than in 2020.

Thinking about leaving

Q26a - *I often think about leaving this organisation*

Q26b - *I will probably look for a job at a new organisation in the next 12 months*

Q26c - *As soon as I can find another job, I will leave this organisation*

Work pressure

Q3g - *I am able to meet all the conflicting demands on my time at work*

Q3h - *I have adequate materials, supplies and equipment to do my work*

Q3i - *There are enough staff at this organisation for me to do my job properly*

Stressors

Q3a - *I always know what my work responsibilities are*

Q3e - *I am involved in deciding on changes introduced that affect my work area / team / department*

Q5a - *I have unrealistic time pressures*

Q5b - *I have a choice in deciding how to do my work*

Q5c - *Relationships at work are strained*

Q7c - *I receive the respect I deserve from my colleagues at work*

Q9a - *My immediate manager encourages me at work*



Thinking about leaving sub-score: 2024: 6.06 (2023: 6.06, 2022: 5.87, 2021: 5.96, 2020: 6.28)

28.83% said they **often think about leaving this organisation** (q26a) (2023: 29.14%, 2022: 32.42%, 2021: 31.28%, 2020: 26.61%)

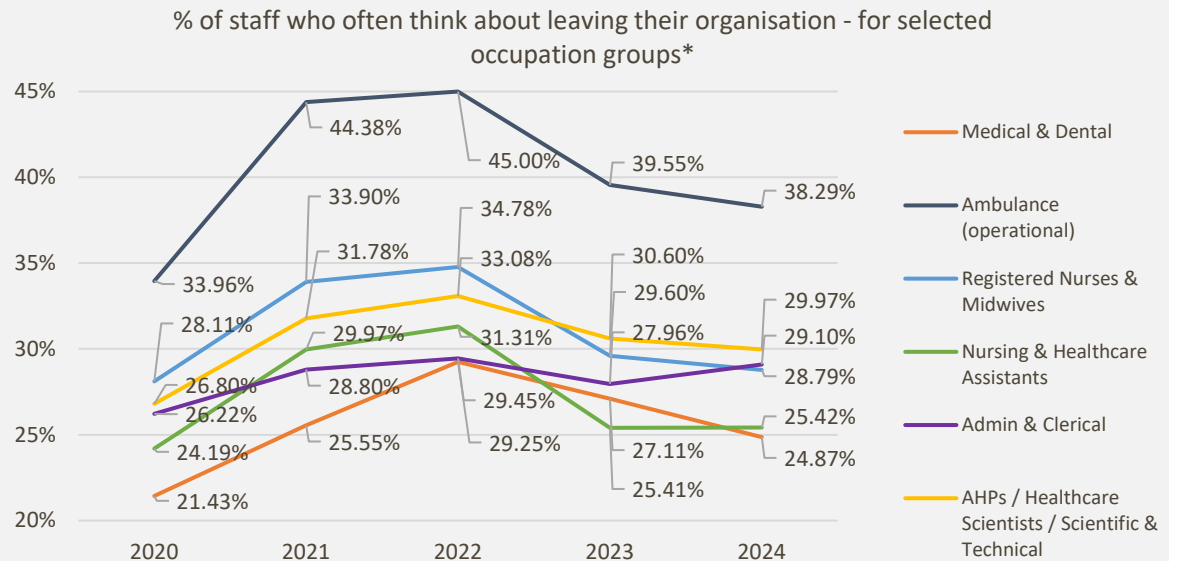
21.43% said they **will probably look for a job at a new organisation in the next 12 months** (q26b) (2023: 21.44%, 2022: 23.75%, 2021: 23.06%, 2020: 19.74%)

16.08% said that they **will leave this organisation as soon as they can find another job** (q26c) (2023: 15.70%, 2022: 17.39%, 2021: 16.67%, 2020: 13.99%)

Thinking about leaving

The 2024 result for the 'Thinking about leaving' sub-score is 6.06. This is unchanged compared to last year, and retains the improvement seen between 2022 and 2023.

The proportion of respondents who often think about leaving their organisation remains similar to 2023 at under three in ten (28.83%). This proportion has decreased for a few occupation groups this year, namely ambulance staff and medical & dental staff to 38.29% and 24.87%, respectively. This is the second year in a row that both of these occupation groups have seen a decrease in this measure.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

Work pressure sub-score: 2024: 5.40 (2023: 5.34, 2022: 5.00, 2021: 5.06, 2020: 5.55)

47.26% said they are **able to meet all the conflicting demands on their time at work** (q3g) (2023: 46.59%, 2022: 42.85%, 2021: 42.91%, 2020: 47.53%)

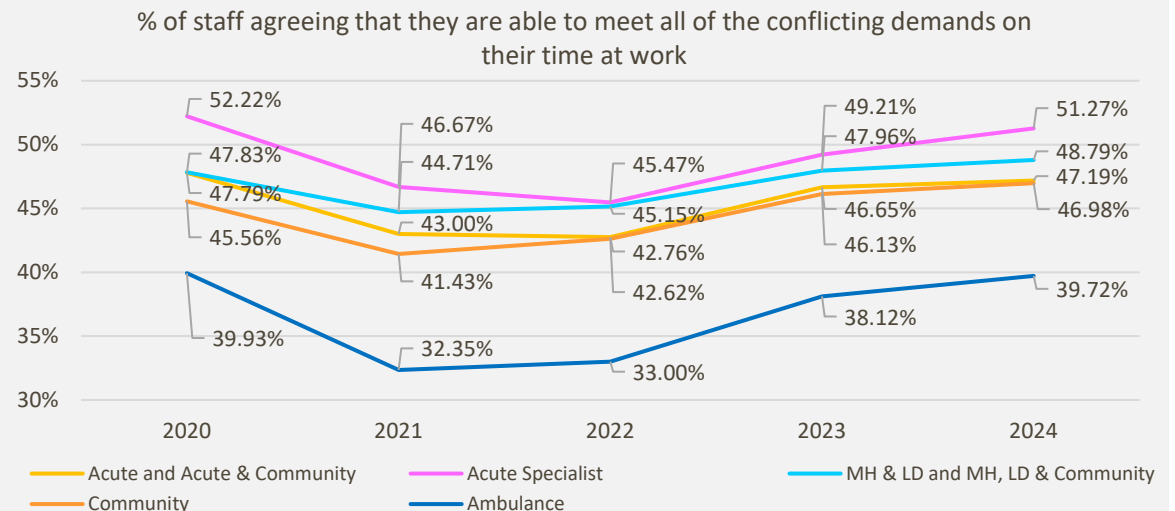
58.08% said they have **adequate materials, supplies and equipment to do their work** (q3h) (2023: 58.40%, 2022: 55.51%, 2021: 57.20%, 2020: 60.24%)

34.01% said there are **enough staff at their organisation for them to do their job properly** (q3i) (2023: 32.28%, 2022: 26.24%, 2021: 26.93%, 2020: 38.16%)

Ability to meet conflicting demands

The 'Work pressure' sub-score is at its highest level since 2020. Two of the three measures relating to this sub-score are similar compared to 2023.

47.26% of staff agree that they are able to meet all of the conflicting demands on their time at work in 2024. This is similar to the levels of agreement in 2023 and 2020, and more than four percentage points above the dip seen in 2021 and 2022. The percentage of staff at Ambulance Trusts agreeing that they can meet all of the conflicting demands on their time at work has increased to 39.72%, while the proportion of staff agreeing at Acute Specialist Trusts has increased to above half this year.



Stressors sub-score: 2024: 6.42 (2023: 6.43, 2022: 6.33, 2021: 6.30, 2020: 6.41)

Relationships at work

47.92% said **relationships at work are never or rarely strained** (q5c) (2023: 48.10%, 2022: 45.82%, 2021: 44.66%, 2020: 46.99%)

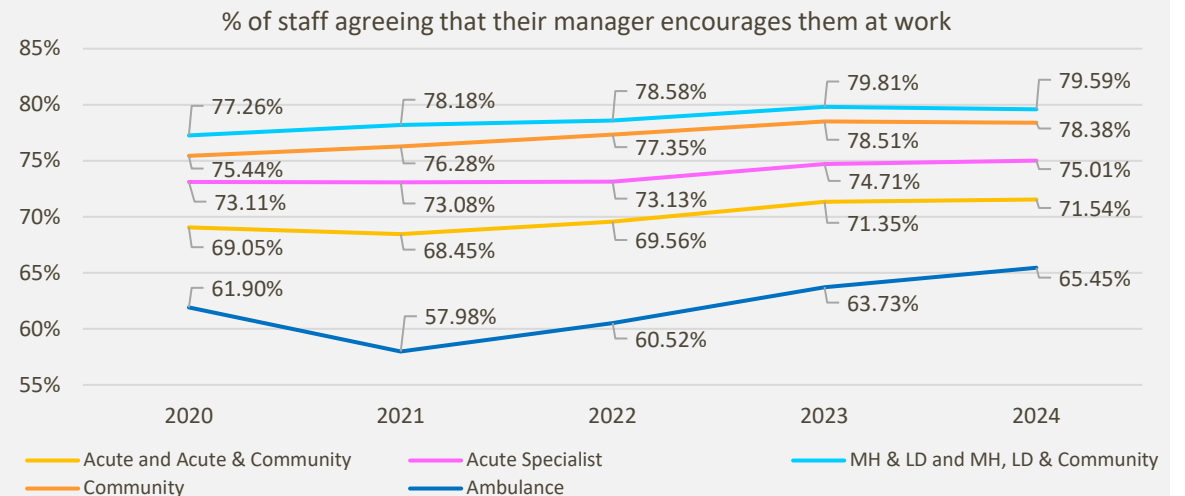
71.55% said they **receive the respect they deserve from their colleagues** at work (q7c) (2023: 71.96%, 2022: 71.14%, 2021: 70.66%, 2020: 71.51%)

73.01% said their **immediate manager encourages them at work** (q9a) (2023: 72.85%, 2022: 71.11%, 2021: 70.10%, 2020: 70.51%)

Receiving respect and encouragement

The three measures that contribute to the ‘Stressors’ sub-score that are included on this slide have remained similar this year compared to 2023.

More than seven in ten staff say they receive the respect they deserve from their colleagues at work, and have done for the past five years. The proportion of staff agreeing that their immediate manager encourages them at work is also more than seven in ten and, at 73.01% in 2024, this measure is at a five-year high. Mental Health & Learning Disability and Mental Health, Learning Disability and Community Trusts continue to have the highest percentage of staff who agree that their immediate manager encourages them at work, whilst at 65.45% this measure has improved for staff at Ambulance Trusts for a third consecutive year.



Stressors sub-score: 2024: 6.42 (2023: 6.43, 2022: 6.33, 2021: 6.30, 2020: 6.41)

Ways of working

86.00% of staff **always know what their responsibilities are** (q3a) (2023: 86.10%, 2022: 85.58%, 2021: 85.76%, 2020: 85.91%)

50.11% are **involved in deciding on changes introduced** that affect their work area / team / department (q3e) (2023: 51.28%, 2022: 50.22%, 2021: 49.12%, 2020: 50.30%)

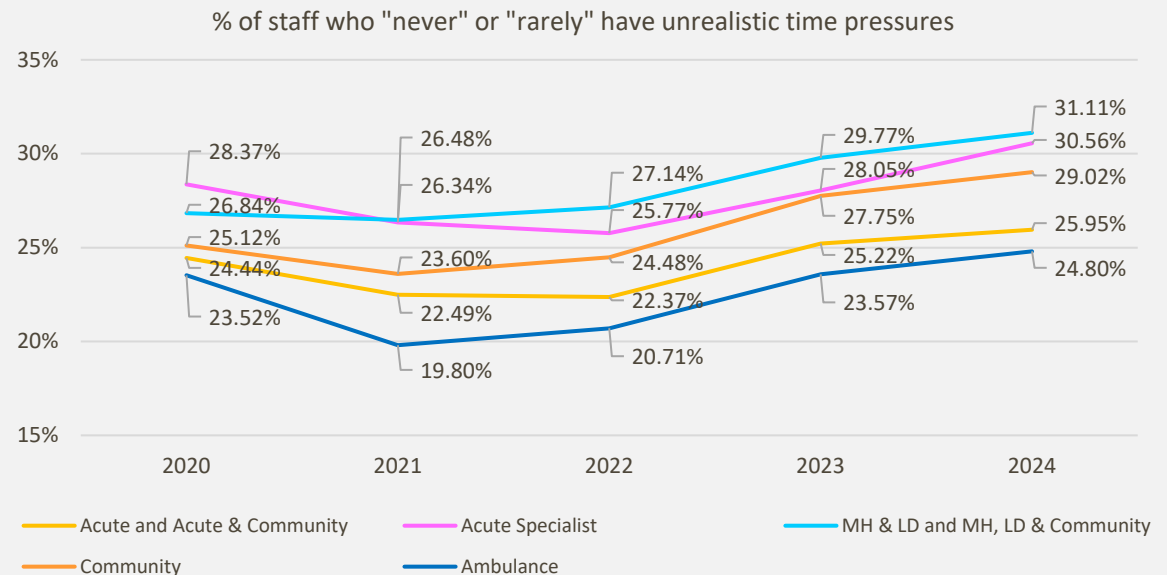
27.01% said they **never or rarely have unrealistic time pressures** (q5a) (2023: 26.10%, 2022: 23.28%, 2021: 23.20%, 2020: 24.95%)

53.69% often or always have a **choice in deciding how to do their work** (q5b) (2023: 54.33%, 2022: 53.59%, 2021: 53.30%, 2020: 55.70%)

Trends in time pressure

At 86.00%, the percentage of respondents who always know what their work responsibilities are continues to be high.

When asked about time pressures, 27.01% of staff report that they “never” or “rarely” have unrealistic time pressures. This proportion has increased by almost four percentage points since 2021. There are improvements in the percentage of staff never or rarely having unrealistic time pressures for four of the five trust types, including Community Trusts and Acute Specialist Trusts. This measure is at a five-year high for all trust types.



12. Patient Safety



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Reporting of errors, near misses and incidents

33.60% of staff have **seen errors, near misses, or incidents** that could have hurt staff and/or patients/service users in the last month (q18) (2023: 33.47%, 2022: 33.69%)

59.71% of staff said **their organisation treats staff who are involved in an error, near miss or incident fairly** (q19a) (2023: 59.51%, 2022: 58.21%)

86.43% of staff said **their organisation encourages staff to report errors, near misses or incidents** (q19b) (2023: 86.40%, 2022: 86.14%)

68.21% of staff said that when errors, near misses or incidents are reported, **their organisation takes action to ensure that they do not happen again** (q19c) (2023: 68.22%, 2022: 67.42%)

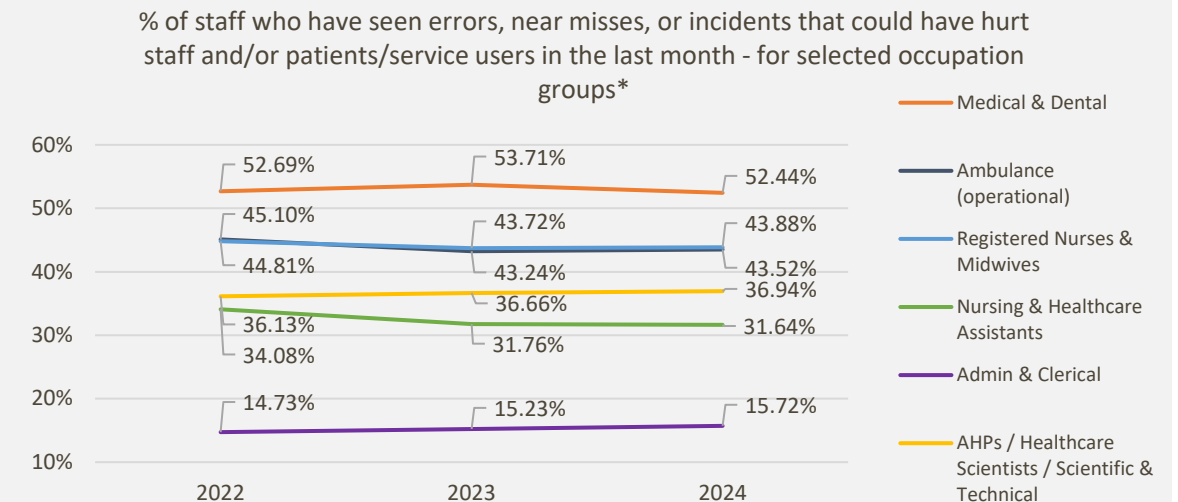
61.29% of staff said that **they are given feedback about changes made in response** to reported errors, near misses and incidents (q19d) (2023: 61.05%, 2022: 59.91%)

Errors, near misses and incidents in the last month

While more than eight in ten staff say that their organisation encourages staff to report errors, near misses or incidents, approximately six in ten say their organisation treats staff who are involved in errors, near misses or incidents fairly.

Approximately one in three staff say they have seen errors, near misses, or incidents that could have hurt staff and/or patients/ service users in the last month. This is similar to the proportions in 2022 and 2023.

There is variation across occupation groups in the proportion of staff reporting that they have seen errors and near misses. 43.88% of registered nurses & midwives and 43.52% of ambulance staff have seen such incidents. More than half of medical & dental staff say they have seen errors, near misses or incidents that could have hurt staff or service users in the last month, although this proportion has decreased this year.



*Chart shows selected occupation groups only. For other groups see www.nhsstaffsurveys.com/results/

➤ 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:

www.nhsstaffsurveys.com/results/interactive-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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