

NHS Staff Survey 2024: messages and assets to support your communications around confidentiality.

We know that the confidentiality of the NHS Staff Survey is a key concern for some staff. We've developed the following key messages and assets as additional resources for engagement and communication teams. We also have a very active employee experience and engagement [FutureNHS](#) workspace where you can share experiences and find out what others are doing.

Confidentiality and data handling: key messages

The NHS Staff Survey is run independently and gives you the opportunity to share - anonymously and in confidence - what it is like for you working in the NHS.

On average 650,000 staff have taken part in the NHS Staff Survey each year over the past few years and now more of our NHS people are able to participate than ever before, with many trusts now able to include bank only workers for the first time with a tailored version of the main survey.

Once the NHS Staff Survey closes, all the individual answers are carefully compiled and analysed in line with the rules as an official statistic. The results provide valuable information that can be used by your own employer and by national NHS organisations to understand and improve your working experience and patient care.

Did you know the NHS Staff Survey...

- ... is one of the **biggest employee surveys** in the world.
- ... is aligned to the **People Promise**. This sets out, in the words of our NHS people, the things that would most improve our working experience.
- ... is **completely confidential**. What you say is kept anonymous.
- ... is used to better understand the experiences of our NHS people and to **see where more change is needed**.
- ... is an official statistic, run independently to the highest standards of **quality and accuracy**.
- ... only takes **15 minutes** to complete and can help make the NHS the workplace we all want it to be.

Complete the survey to have your say

In the words of the People Promise, “We each have a voice that counts” so please have your say and help make our NHS the workplace we all want it to be.



Detailed confidentiality messages

Most respondents will only want reassurance that their answers are completely confidential and anonymous. We have included more detailed information below for those who want a fuller understanding.

- Be reassured your NHS Staff Survey/ NHS Staff Survey for bank only workers answers are completely confidential and anonymous.
- Your organisation provides information about all its staff who are eligible to take part to the independent contractor who will run the survey on their behalf.
- This could include details such as your name, work address, directorate, and staff group.
- This is to ensure that you receive the survey and to allow more detailed analysis without taking up space in the survey with requests for this data.
- Only the independent contractor your employer uses to run the survey for them will have access to this data combined with your answers.
- The independent contractor will assign a unique survey code to every response.
- Your organisation is not able to match these codes with individual answers or respondents.
- The code will be used to track survey completion, but your employer cannot see whether you have completed your survey or what you have said.
- You may receive a reminder email to complete the survey. This is sent from your organisation's survey contractor. Your organisation does not see these emails and is not provided with information on who has or has not completed the survey.
- Identifiable data will not be supplied to your organisation under any circumstances.
- As the survey questionnaire says, please do not include any identifiable personal details in your comments and free text responses in case you can be identified from them.
- All findings will be reported to your organisation in anonymised form for groups of 10 or more people to prevent identification.
- All staff details will be deleted after the survey and paper questionnaires destroyed securely.

Confidentiality visual resources

Communications assets with a focus on confidentiality (such as below) are included in the [communications toolkit](#).



**Did you know the
NHS Staff Survey...**

is **completely confidential**.
What you say is kept anonymous.

People Promise

This is a promise we must all make to each other – to work together to improve the experience of working in the NHS for everyone.



Further confidentiality resources

If staff express an interest in hearing further confidentiality information from an independent source, the [SPF Statement](#) can provide further assurance.

There are notes on confidentiality detailed in the [key messages document](#) and [FAQs](#)

The [NHS Staff Survey animation](#) also notes that “what you say is kept confidential and anonymous”.