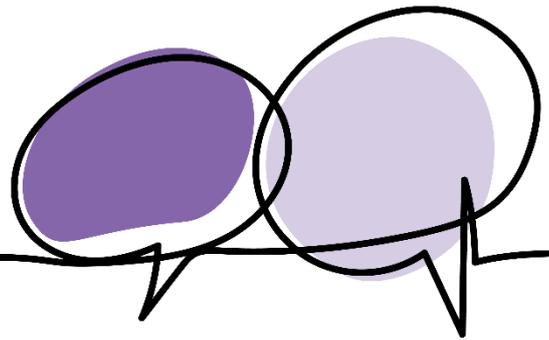


National Staff Survey FAQ



People Promise



We are **compassionate**
and **inclusive**



We are **recognised**
and **rewarded**



We each have
a voice that
counts



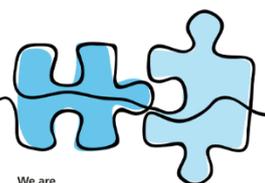
We are
safe and
healthy



We are
always
learning



We work
flexibly



We are
a team

Content

General questions about the NHS Staff Survey

1. [What is the NHS Staff Survey?](#)
2. [Who owns the Survey?](#)
3. [What is the purpose of the NHS Staff Survey?](#)
4. [Who can take part in the Survey?](#)
5. [Why does the survey align to the People Promise?](#)
6. [Can the NHS Staff Survey questionnaire be used for other purposes?](#)

How do I manage the survey?

1. [When does the Survey launch each year?](#)
2. [When does the Survey close?](#)
3. [How can my organisation select a contractor to support with the NHS Staff Survey?](#)
4. [Where can I find the questionnaire and other Survey documents?](#)
5. [How many staff take part from each organisation?](#)
6. [Can the NHS Staff Survey be completed online?](#)
7. [Which staff group are eligible to complete the Survey?](#)
8. [If an individual with a substantive contract has recently changed to a different job within the organisation, should the answers be in relation to their current or old role?](#)
9. [If an individual has recently joined the organisation, should they complete the questionnaire?](#)
10. [How long is the fieldwork period?](#)
11. [What is the legal basis for the Survey?](#)
12. [What is a 'good' response rate?](#)

Communicating about the Survey to your staff and stakeholders?

1. [What is the value in taking part in the NHS Staff Survey?](#)
2. [Why take part in the NHS Staff Survey when other listening tools are also available \(e.g. National Quarterly Pulse Survey \(NQPS\), People Pulse, other organisational surveys\)?](#)
3. [Is there any information to support local communication?](#)
4. [Can the Staff Survey questionnaire be completed in the workplace in work time?](#)
5. [Can the Staff Survey be completed in a language other than English?](#)
6. [Do staff have to complete the Survey?](#)
7. [Is the NHS Staff Survey anonymous and how is it kept confidential?](#)
8. [Why does the questionnaire need a personalised login/identification number?](#)

9. [Is there an app which can be used to complete the NHS Staff Survey?](#)
10. [How is the NHS Staff Survey different to other employee listening tools like People Pulse and National Quarterly Pulse Survey \(NQPS\)?](#)
11. [How are the Survey questions chosen and developed?](#)
12. [What are the key changes which this year's NHS Staff Survey?](#)

How do I use the Survey results?

1. [Are there any updates on when the publication date and embargo dates might be or when will we receive this information?](#)
2. [Why are the results not available sooner?](#)
3. [What happens with the information collected?](#)
4. [Where will the data be stored?](#)
5. [Where can I find the Staff Survey data for my organisation?](#)
6. [When will participating organisations receive a benchmark report of the Survey findings?](#)
7. [Why is a directorate/ breakdown report listed as 'not available' on the website?](#)
8. [Why are some of the directorates missing from the report?](#)
9. [Why are the figures for my organisation different in the benchmark report compared to the directorate/breakdown report?](#)
10. [How are the Promise/theme scores calculated?](#)
11. [Why are some of the scores listed as a significantly different change even though the score is exactly the same as the previous year?](#)
12. [Is it possible to locate where the results for the overall top and bottom scoring organisations?](#)
13. [Why do the averages differ between the national dashboard and the benchmark reports?](#)
14. [Is it possible to use the staff engagement results from the NHS Staff Survey to compare against NQPS results?](#)
15. [Is it possible to get the raw data without any identifiable data so participating organisations can have a head start with internal analysis and the action planning sessions?](#)
16. [What does 'embargo' mean?](#)
17. [Will there be any workshops or webinars on the 'using the data' or key changes?](#)

NHS Staff Survey for bank only workers

About the NHS Staff Survey for bank only workers

1. [What are the similarities and difference between the main NHS Staff Survey and the NHS Staff Survey for bank only workers?](#)
2. [What is the value of increasing eligibility?](#)
3. [How can organisations include bank only workers in the NHS Staff Survey?](#)
4. [Why do bank only workers have a tailored survey? How was the work to develop a tailored questionnaire and agreed approach conducted?](#)
5. [Can organisations use the NHS Staff Survey for bank workers rather than the tailored NHS Staff Survey for bank only workers?](#)
6. [How do I encourage bank only workers to take part in the survey?](#)
7. [Why is a paper version of the survey not available for bank only workers?](#)
8. [Can personal details \(email addresses/phone numbers\) be used to inform bank only workers about the NHS Staff Survey?](#)
9. [What happens if an individual works for one organisation as a substantive staff member and for another organisation as a bank worker?](#)

General questions about the NHS Staff Survey

1. **What is the NHS Staff Survey?**

The NHS Staff Survey describes how our NHS people experience their working lives. Its strength is in providing a national picture alongside local detail, enabling staff voice, providing the data organisations need to improve staff engagement and experience, and tracking progress towards achieving the People Promise. The annual NHS Staff Survey is one of the largest workforce surveys in the world. This is the 20th year of the Staff Survey (it has been running every year since 2003).

Despite the pressures of the pandemic, in 2021 nearly 650,000 (648,594) of our NHS people completed their Survey.

2. **Who owns the Survey?**

NHS England own the Staff Survey. The NHS Staff Survey Coordination Centre at [Picker Institute Europe](#) (the current contractor) and the independent Staff Survey Advisory Group support them with the implementation. The anonymised data is publicly available and an *official statistic.

*[UK Statistics Authority](#) defined official statistic as 'produced by an organisation named by the Statistics and Regulation Service Action 2007 and described by that organisation as an official statistic or part of a set of official statistic'.

3. **What is the purpose of the NHS Staff Survey?**

The NHS Staff Survey collects our NHS people's views about working in their organisation. The results are used to improve local working conditions, and ultimately to improve patient care. The Survey is administered annually so views can be monitored over time. It also allows us to compare the experiences of our NHS people in similar organisations, and to compare the experiences of those in a particular organisation with the national picture.

From 2022, bank only workers are able to take part in the Survey using a tailored version of the questionnaire. The data for bank only workers will be used to make organisational improvements while also providing some national insights. It is strongly advised that any comparisons between organisations is made with caution as the profile of bank workforce may differ significantly between organisations in terms of the roles filled by bank workers.

4. **Who can take part in the survey?**

All NHS trusts are required to participate in the NHS Staff Survey; commissioning support units, social enterprises, ICBs (Integrated Care

Boards) and other NHS organisations are welcome to take part on a voluntary basis.

Only staff working at an organisation on the 1st September will be included in that year's Survey; those joining after this date cannot participate until the following year. A full list of the criteria for determining eligibility is outlined in the [survey guidance](#) available on the [Survey documents](#) page.

5. **Why does the survey align to the People Promise?**

The People Promise sets out, in the words of our NHS people, the things that would most improve the working experience for us all – like health and wellbeing support, opportunities to work flexibly, and to feel we all belong, whatever our background or our job.

The people best placed to provide information against the People Promise are Our NHS People through the NHS Staff Survey.

This will be the second year that the Survey will report on the seven elements of the People Promise as well as two longstanding themes: staff engagement, and morale. The tailored questions for bank only workers are also aligned to the People Promise.

Everyone's answers will be used to better understand what it's like at the moment and where more change is needed.

6. **Can the NHS Staff Survey questionnaire be used for other purposes e.g by non-NHS organisations?**

The questionnaire developed for NHS Staff Survey, or any subset of questions from the questionnaire, may be used only with express permission of NHS England. This permission will usually be granted, provided that:

- a) The source is quoted; and
- b) The questions are not used for commercial benefit

Anyone wishing to use the NHS Staff Survey questionnaire for purposes other than the delivery of the national NHS Staff Survey should contact the Survey Coordination Centre at nhsstaffsurvey@surveycoordination.com.

How do I manage the Survey?

1. **When does the Survey launch each year?**

The fieldwork for the NHS Staff Survey is carried out during the autumn with results published in the early Spring (February/March) of the following year. This ensures the results remain comparable and avoids the summer and winter periods when the NHS is historically at its busiest.

The questionnaire is distributed in the Autumn. The precise date will vary between organisations. You should contact the Staff Survey lead in your

organisation if you wish to confirm the exact date.

For more information on the key stages involved in delivering the survey, please take a look at the [Staff Survey timeline](#) on the FutureNHS and [survey guidance](#) available on the [Survey documents](#) page.

2. **When does the Staff Survey close?**

It closes towards the end of November.

For more information on the exact dates, please take a look at the [survey guidance](#) available on the [Survey documents](#) page.

3. **How can my organisation select a contractor to support with the NHS Staff Survey?**

To ensure all staff responses remain confidential, all participating organisations must employ an independent survey contractor to administer the Survey. NHS staff complete and return their questionnaires directly to the independent contractor, which means that no one at your organisation will be able to see how an individual member of staff responds. Survey contractors will treat your completed questionnaires in strict confidence, according to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

In many organisations, the independent survey contractors also conduct the sampling, questionnaire distribution and presentation of findings.

The NHS Staff Survey Approved Contractors Framework expired in June 2019 and has not since been replaced. The following contractors ran the Survey in 2021 on behalf of participating organisations.

Quality Health: lucinda.phillips@quality-health.co.uk or 01246 856263
Picker: clientservice@pickereurope.ac.uk or 01865 208140

4. **Where can I find the questionnaire and other Survey documents?**

The questionnaire and other survey documents are available to view on the [Survey documents](#) page of the Staff Survey Coordination Centre website.

5. **How many staff take part from each organisation?**

The NHS Staff Survey is a census survey, so all eligible staff will be invited to participate.

Where organisations are extending eligibility to bank only workers then all eligible bank only workers are invited to participate.

6. **Can the NHS Staff Survey be completed online?**

Yes. In order to improve access to the Survey, from 2021 all eligible staff have

been offered the option to complete it online. For those receiving a paper questionnaire, a link to the online survey with a personalised login and QR code is provided so that staff can immediately access and complete it online if they would like to.

7. **Which staff groups are eligible to complete the Survey?**

Staff Group	Yes	No
Substantive staff	X	
Fixed term contract staff	X	
Staff on secondment between NHS organisations	X	
Leave		
Parental leave	X	
Maternity leave	X	
Paternity leave	X	
Sickness leave (for staff who are absent for less than 12 months)	X	

Bank only workers	Yes	No
Paid in the last 6 months (up to 1 st September) for work or training by NHS organisation directly and do not have a substantive contract with the same organisation	X	
Paid by an external company e.g. NHS Professionals, Bank Partners or agency		X

Please note that organisations can choose to survey ineligible people for their local results only. Organisations should speak to their contractors if they wish to do this

8. **If an individual with a substantive contract has recently changed to a different job within the organisation, should the answers be in relation to their current or old role?**

They should answer the questions in relation to the job they are currently working in.

9. **If an individual has recently joined the organisation, should they complete the questionnaire?**

If they are new to the organisation, they should answer the questions as best they can in relation to their current job with this organisation.

However, if their organisation is new as a result of a recent merger, and they were employed by one of the previously separate organisations, they should answer the questions in relation to their time spent working at this new organisation and its predecessors.

10. **How long is the fieldwork period?**

All organisations are required to have a mandatory minimum fieldwork period of eight weeks. However, it is strongly recommended that a longer fieldwork period is used, to increase response rates, representativeness, and comparability. Any organisations that believe they may struggle to meet the mandatory minimum fieldwork period should contact the Staff Survey Coordination Centre as soon as possible.

11. **What is the legal basis for the Survey?**

The legal basis for processing personal data for Staff Survey purposes is “*for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller*” (Article 6(1)(e)). Organisations undertaking the NHS Staff Survey as part of the NHS Standard Contract are therefore ‘exercising official authority’ in doing so.

12. **What is a ‘good’ response rate?**

The intention is to encourage and enable all eligible NHS people to take part; however, evidence shows that there is not a definitive threshold level that determines a ‘good’ response rate.

Therefore, higher response rates cannot automatically be assumed to imply more representative data – or a more engaged workforce. They should not be viewed as a survey outcome in and of themselves and NHS organisations should be cautious about focusing too heavily on response rates – particularly if this is at the expense of a focus on outcomes that are more important to staff, such as their self-reported engagement, morale, and working experiences.

Have a look at the [NSS response rates – briefing note](#) for more information.

Communication about the survey to your staff and stakeholders

1. **What is the value in taking part in the NHS Staff Survey?**

The more our NHS people know their organisations are listening to them and acting on their feedback, the better the outcomes for us and our patients. A lot of good work is going on but there is always room to do more and make it the best for all of us, regardless of where we work.

Despite the pressures of the pandemic, in 2021 just under 650,000 (648,594) of our NHS people completed their Survey. This was really appreciated, and we hope even more will be able to do so this year.

After the unique demands of the last few years, it is more important than ever that our NHS people can share their views on their working experience and

how it can be improved.

The NHS Staff Survey is a rich source of data to support understanding our NHS people's working experiences. You only take part once, but the results are used many times. The data is well used by a wide range of organisations and teams, including HRDs and subject matter experts in the local NHS, NHS England (such as temporary staffing, retention), and equality and health inequalities teams, staff experience leads, CQC, staff networks, Workforce Race Equality Standard, Workforce Disability Equality Standard, Freedom To Speak Up and National Guardians Office, Social Partnership Forum, and the Pay Review Body.

It is important that our NHS people from all backgrounds and experiences take part as we each have a voice that counts.

The Staff Survey Coordination Centre has more [guidance and assets](#) to help you encourage your staff to take part in the Survey.

2. **Why take part in the NHS Staff Survey when other listening tools are also available (e.g. National Quarterly Pulse Survey (NQPS), People Pulse, other organisational surveys)?**

The NHS Staff Survey provides a detailed picture of staff experience across the country annually and supports long-term actions. It is an official statistic, with a robust and evidence-based set of questions. Each survey has its own unique purpose, and they work together to provide an accurate picture.

For more information on employee listening tools please have a look at our ['Employee listening channels'](#) page on FutureNHS.

3. **Is there any information to support local communication?**

In 2021 we introduced a template communications toolkit to support you in promoting the Survey to the people in your organisation through your own internal communications and engagement channels.

Building on the positive feedback, we have updated the assets for 2022 and also added in some new ones. These include some aimed at bank only workers, who can take part in the Survey for the first time this year.

All of the assets detailed below are hosted on the [Staff Survey Coordination Centre](#) website. Some are more suitable to those working on site and others for digital/online settings. Please use them alongside the [supporting documents](#) on this website, including Frequently Asked Questions.

There is also a set of non-Survey related visual assets illustrating the seven elements of the People Promise on the [Employee Experience and Engagement FutureNHS](#) workspace.

If you have any queries, please get in touch with the NHSE Staff Experience and Engagement team at england.staffsurveyengagement@nhs.net. There are lots more support materials available via the [Survey documents](#)

page on the Staff Survey Coordination website or our staff engagement [FutureNHS page](#).

Asset	Description
Posters: NHS Staff Survey 2022 promotion “Did you know ...”	A3 and A4 options, some with space for your own messaging/call to action or QR code
Social media cards	A set of 12 with different messages and in contrasting designs, including some with space for your own messaging
Digital screen	To use as screen saver, Teams backdrop or on digital screens
Email signature	
Badge design	To print locally or use electronically
Animation	Short film addressing some of the misconceptions about the staff survey https://youtu.be/UT2Qwj8nqvc
Myth busting table	More detail to counter the misconceptions our research has found some NHS people have
Key messages	To support your local bulletin and intranet copy
Summary of key changes slide deck	To help you and your colleagues in explaining how the survey works and changes from previous years
Bank only worker assets	A3 and A4 posters, digital screen, email signature, badge design, and social media cards

4. **Can the Staff Survey questionnaire be completed in the workplace in work time?**

Research has shown that giving a member of staff the opportunity to complete their questionnaire in the workplace during work time can boost response rates. It is the responsibility of the organisation to inform their staff whether or not this is acceptable. It is highly recommended that staff are given allocated time to complete the survey working their working hours.

5. **Can the Staff Survey be completed in a language other than English?**

We strongly recommend organisations support all staff, including those who may struggle with written English or for whom English is not their first language, to complete the Survey. This gives every member of staff equal opportunity to have their voice heard. For example, organisations may have champions or volunteers available to help staff understand and answer the questions, and line managers are encouraged to ensure that those who may need more time to answer the Survey are given the time they need within their allocated working hours.

6. **Do staff have to complete the Survey?**

Participation is not compulsory, but our NHS people are strongly encouraged to use the opportunity to give their opinions and views about the organisation

in which they work by completing the questionnaire. This gives every member of staff equal opportunity to have their voice heard

It is important that as many people as possible complete the questionnaire to maximise staff voice.

7. Is the NHS Staff Survey anonymous and kept confidential?

The Staff Survey is run independently and is done to the highest standards of quality and accuracy. What anyone says is kept confidential and anonymous.

Some may query the fact that the questionnaire they receive includes a personalised log in or ID number.

Independent survey contractors use these to ensure that reminder emails or letter are only sent to staff who have not already completed the Survey and to tell them information such as the NHS trust/organisation/directorate that the person works at. This means that NHS organisations can receive reporting for particular staff groups, directorates, and departments which is essential for planning and implementing improvements. The report that is sent back to the organisation presents the Survey findings in summary form and does not reveal the identity of anyone who took part. To ensure anonymity, results are not provided for any group with 10 or fewer responses.

8. Why does the questionnaire need a personalised login/identification number?

The contractors use the personalised login/ID numbers to ensure that reminder emails or letters are only sent to staff who have not already completed the Survey.

The personalised login/ID numbers are to ensure each respondent can only respond once to give as accurate a picture of staff experience as possible.

As staff return/submit their completed questionnaires directly to their organisation's external contractor; there is no way that anyone in an NHS trust/organisation will be able to link data with a particular ID number or individual.

Organisations will only receive reports of the summary Survey findings. If a paper questionnaire is returned with the ID number obscured or removed, data cannot be included in the Survey findings as, without the ID number, it is not possible to assign data to the correct NHS trust/organisation.

9. Is there an app which can be used to complete the NHS Staff Survey?

The NHS Staff Survey is mobile friendly; however, it isn't available as an app.

10. How is the NHS Staff Survey different to other employee listening tools like People Pulse and National Quarterly Pulse Survey (NQPS)?

There are a number of differences; the key ones are:

- The NHS Staff Survey provides a detailed picture of staff experience, to a greater level of granularity to other surveys, across the country annually and supports long-term actions. It is an official statistic, with a robust and evidence-based set of questions*.
- The National Quarterly Pulse Survey complements the NHS Staff Survey data on a quarterly basis. It provides regular and consistent insight into engagement, using the nine engagement questions which are also part of the annual national NHS Staff Survey.
- The monthly People Pulse is a more frequent survey which provides a snapshot information with almost immediate results to support actions for improvement, recognise trends and adjust existing plans.

All three surveys provide a view of staff experience at local, regional and national level. For more information on employee listening tools please take a look at our [‘Employee listening channels’](#) page on FutureNHS.

*Please note that the bank only element of the NHS Staff Survey is new this year, and as participation is voluntary in the first year, the 2022 data will not be classified as an official statistic.

11. **How are the Survey questions chosen and developed?**

The Staff Survey questions have been developed to ensure sound understanding of working experience via robust and validated questions and indexes. There is a gold standard approach to developing the questions that includes identifying high quality questions used on other surveys wherever possible, extensive engagement with experts and stakeholders, and testing with staff from many different backgrounds and roles.

For more information, take a look at this video from [Professor Jeremy Dawson](#) on FutureNHS.

12. **What are the key changes with this year’s NHS Staff Survey?**

Bank only workers – and their organisations – have been asking for some time that this essential sector of our workforce should be able to take part in the NHS Staff Survey so that their voices can be heard and their working experiences improved. In 2022, with the People Promise element ‘We each have a voice that counts’, eligibility to participate in the NHS Staff Survey is being extended to bank only workers for 2022.

From this year, all organisations with bank only workers were invited to extend eligibility for the 2022 NHS Staff Survey to their bank only staff, and those with a large bank workforce (200 or more) were strongly encouraged to do so. Bank only workers will receive tailored questions researched and developed to ensure they are relevant to their experiences.

Further details around the key changes for 2022 are available [here](#).

How do I use the survey results?

1. **Are there any updates on when the publication date and embargo dates might be or when will we receive this information?**

The final publication date is identified at least four weeks before publication. At that point we have to be really confident that the data will be ready at this date and that there are no errors to comply with official statistics requirements. This is quite challenging with the size of the Survey and number of reporting outputs.

2. **Why are the results not available sooner?**

The NHS Staff Survey team have developed a [reporting and quality assurance infographic](#) which provides useful information on why, as an official statistic, it takes time to publish the NHS Staff Survey results

The NHS Staff Survey results are used throughout the year to understand and measure the working experiences of our NHS people. They should also be considered alongside insights from other listening tools and exercises to support a culture of continuous improvement. Actions can be taken, and decisions can be made before during the early release of results under embargo.

The [National Quarterly Pulse Survey](#) and [national monthly Pulse Survey](#) provide faster results where these are needed, and other forms of feedback can also be collected to evaluate interventions.

3. **What happens with the information collected?**

The questionnaires are collected and checked by each organisation's independent contractors and then sent to the Staff Survey Coordination Centre. The Coordination Centre is then able to provide organisations with data to compare their performance with other organisations of a similar type and also produce national statistics for NHS England.

4. **Where will the data be stored?**

The data are stored in accordance with the UK GDPR and the Data Protection Act 2018 and follow the principles of the NHS Confidentiality Code of Practice. The survey responses are returned directly to the independent survey contractors who compile data files for submission to the Coordination Centre.

After the Survey is completed, these data files are sent to the Coordination Centre where they are collated and stored in secure files only accessible to the researchers conducting data analysis. The information does not include details of the names of staff who completed the survey.

Survey contractors will store paper copies of the completed questionnaires

until February when the Coordination Centre conducts data checks. Once this process is complete, the contractors securely dispose of the paper copies of the questionnaires.

5. **Where can I find the Staff Survey data for my organisation?**

The benchmark reports for each participating organisation can be found in the [local results](#) section on the Staff Survey Coordination Centre website.

6. **When will participating organisations receive a benchmark report of the Survey findings?**

Participating organisations usually receive their local benchmark report in February. The Coordination Centre will provide each organisation with reports of core survey responses appropriately benchmarked against national data. Some organisations may wish to commission an earlier organisation-level report from their survey contractors in order to work with results internally, for example in developing action plans. Please note, the results for bank only workers will not be included with the benchmark reports.

Please note that the benchmark reports produced by the Coordination Centre are benchmarked against other organisations of a similar type – accordingly, in order to make fair comparisons between organisations in the benchmark reports, the data from each organisation will be weighted so that the occupational group profile of that organisation reflects that of a typical organisation of its type. This means that it is possible that results given in the benchmark reports produced by the Coordination Centre could differ slightly from those given in any reports produced by survey contractors.

7. **Why is a directorate/breakdown report listed as ‘not available’ on the website?**

The directorate/breakdown reports we produce are subject to an organisation’s contractor submitting its directorate/breakdown information to the Coordination Centre. If you are unable to find such a report for your organisation but think that this information should be there, it is worth speaking with your contractor as they would be in a better position to explain this to you.

8. **Why are some of the directorates/breakdowns missing from the report?**

There are two main reasons why some directorates/breakdowns may be missing from the report. First, where a group has fewer than 11 responses, results are suppressed in order to protect staff confidentiality and it is therefore not possible to show this data. The second reason why certain directorates/breakdowns may be missing is because this information has not been provided by the contractor.

9. **Why are the figures for my organisation different in the benchmark report compared to the directorate/ breakdown report?**

The data in the benchmark reports are weighted based on the current year staff profile. The main reason that this is done is to allow for fair comparisons to the benchmark scores. The data in the directorate/ breakdown reports, on the other hand, is not weighted as there is no benchmark comparison; this would explain the discrepancy across those reports. More information on weighting can be found in the [technical document](#) available in the survey documents section of the Coordination Centre website.

10. How are the Promise/theme scores calculated?

You can find detail on how the scores are calculated in the [technical document](#). The scores are calculated using case level data so it is not possible for you to do the calculation and get the same values because the data that are published are aggregated.

11. Why are some of the scores listed as a significantly different change even though the score is exactly the same as the previous year?

Rounding is one factor that can impact why figures that look the same to 1 decimal place (dp) may be significant while those that look different to 1dp are sometimes not significant. Each score is rounded to 1dp which means that figures can appear more similar or more different than they actually are.

For example, a change in change from 8.3 to 8.1 does not necessarily represent a change of 0.2. Due to rounding the difference may actually be: 8.349 to 8.051 (a difference of 0.298) or 8.251 to 8.149 (a difference of 0.102)

The statistical test applied uses the actual, rather than the rounded results. The test also takes into account the sample size (larger sample sizes are more likely to result in changes being statistically significant) and the actual values (a 0.1 movement on a very high or low score is more significant than a similar movement on a mid-range score).

The results of the significance testing are provided as a guide to help data users see where there may have been 'real' changes in the scores year on year, and where changes are too small to be statistically significant. But we always advise that these tests are used for guidance only and that actions are based on the comparison with benchmark scores, the longer-term trends, and the context in which the survey took place.

12. Is it possible to locate the results for the overall top and bottom scoring organisations?

We do not produce an output of this nature as we advise against grouping all organisations in the same way to find the overall top and bottom. Instead, we categorise the results into benchmark groups in order for organisations to see how they compare to similar organisations, and we would always advise comparing results in this way.

You can download the dataset which feeds into the benchmark reports from the [local results](#) section of this website. The data is in Excel format and shows the results for each organisation grouped into the different benchmark groups, so you can see who is performing best and worst on the different questions and themes.

13. Why do the averages differ between the national dashboard and the benchmark reports?

There are several measures of averages that can be used such as mean, median and mode.

On the national dashboards, the average used is the (arithmetic) mean of all respondents within a particular organisation type (with weighting). The mean of all the responses of all people within acute trusts is taken to create the score for the acute trusts. This score is comparable between organisation types – i.e. the acute trust score is directly comparable to the score for community trusts on the national dashboards.

In the benchmark reports, we calculate the arithmetic mean of all respondents within a particular organisation – the organisation's score (with weighting). The median in the benchmark reports is then the median of those organisational arithmetic means. The median is the appropriate measure here, as it allows organisations within an organisation type to compare themselves to each other, and accounts for outliers (extremely low or high scores) as exactly 50 per cent of the values are above and below the median, whereas a mean score can be skewed by those outliers.

If you want to compare acute trusts with other types of organisation, the national dashboards are preferred (mean); whereas if you are wanting to compare an organisation to other organisations of the same type the benchmark values (medians) are preferred.

14. Is it possible to use the staff engagement results from the NHS Staff Survey to compare against NQPS results?

Results from NHS Staff Survey and NQPS will not be directly comparable, due to factors including methodological differences, the response rate and possible seasonal affects. The purpose of the NHS Staff Survey is to provide official statistical data of staff experience across all provider organisations, allowing organisations to track progress over time and compare their results against national and local benchmarks to a granular level of detail. The NQPS provides a view of staff engagement in provider organisations on a quarterly basis. Methodological differences between NHS Staff Survey and NQPS include the sampling strategy (the NHS Staff Survey has a robust sampling strategy aligned to ESR data), and the use of weighting to increase the quality and comparability of the data (NHS Staff Survey results are weighted while NQPS results are not).

15. **Is it possible to get the raw data without any identifiable data so participating organisations can have a head start with internal analysis and the action planning sessions?**

Organisations can ask their contractors about this. We are aware of some getting access to their raw question level results data as soon as two weeks after the close of the fieldwork period. Also, contractors often provide bespoke reporting outputs before the national data is published by the NHS Staff Survey Coordination Centre.

16. **What does ‘embargo’ mean?**

The NHS Staff Survey is an official statistic and the survey results must not be made public prior to the national publication date. To allow organisations that participate in the survey to make the best use of their survey results for action planning, these organisations are granted early (pre-release) access to their own results so they can receive and start to use their results ahead of the official publication date. The term ‘embargo’ means that organisations can use their own results internally, but that these results cannot be shared before they are published by the Staff Survey Coordination Centre and NHS England.

17. **Will there be any workshops or webinars on ‘using the data’ or key changes?**

The NHS Staff Survey team regularly hold and speak at events. For more information on previous events please have a look at the [‘Community sharing and good practice’](#) on FutureNHS page and for any information on future events, check out the ‘upcoming events’ calendar on [FutureNHS page](#)

NHS Staff Survey for bank only workers

About the NHS Staff Survey for bank only workers

This section provides more information about the NHS Staff Survey for bank only workers.

1. **What are the similarities and difference between the main NHS Staff Survey and the NHS Staff Survey for bank only workers?**

	NHS Staff Survey (substantive staff)	Bank only workers
Staff List	A single staff list is provided that includes substantive staff and bank only workers.	
Fieldwork period	The survey will be open to our NHS people from (latest date for any local organisation is Monday 3 October) and closes on Friday 25 November.	

Invitations	Staff are sent an email with a link to the survey or a paper survey.	Bank only workers are sent an email with a link to the survey or a paper invitation with a QR link to the online survey. Optionally they can also be sent survey notifications by text.
NHS Staff Survey questions	The survey questions are aligned to the People Promise.	The survey questions are aligned to the People Promise. The questions are tailored to ensure they are appropriate for bank only workers.
Reporting	There is an established suite of reporting outcomes for substantive staff including a national report, organisational reports and interactive dashboards. Data is also available at a system and regional level.	For the first year of the bank only survey the data will be provided in unweighted tables with national, organisational, regional and system results. Work will take place after publication to understand how best to report results in future years. The data for substantive staff and bank only workers will not be combined.
Using the results	The data will be used by a wide range of organisations and teams, including HRDs and subject matter experts in NHS trusts and the People Directorate (such as temporary staffing, retention, WRES and WDES)	The results will be used to provide a national and organisation-level picture of the experience of bank only workers for temporary staffing teams and WRES/WDES.

The bank only staff survey questions are available [here](#).

2. **What is the value of increasing eligibility?**

The People Promise applies to all our NHS people. Supporting our bank only workforce to take part in the NHS Staff Survey is critical to ensuring that we each have a voice that counts.

The inclusion of bank only workers in the NHS Staff Survey will help to improve the working experience of bank only workers and will help influence positive changes that will ultimately improve patient experience and outcomes.

The results can be used by organisations to help with workforce planning and reducing agency spend, and provide more evidence around the journey that some of our NHS people can take between substantive roles, bank only roles and agency work.

Previous research suggests that bank only workers are disproportionately likely to come from ethnic minority backgrounds. Increasing the eligibility of the NHS Staff Survey will further increase understanding of the inequalities of experience and promote a compassionate and inclusive culture.

3. **How can organisations include bank only workers in the NHS Staff Survey?**

All organisations with bank only staff have been invited to extend eligibility for the 2022 NHS Staff Survey to their bank only staff and those with a large bank workforce (those with 200 or more) are strongly encouraged to do so.

Organisations and collaboratives have been asked to provide the details of their active bank only workers as part of the usual staff list they supply to their contractor. Bank only workers will be able to take part in an online survey that is closely aligned to the NHS Staff Survey while still reflecting the experiences of this specific sector of the workforce.

Organisations have chosen how they would like bank only workers to be invited and reminded about the survey. This could be via email, or a paper invitation with a QR code providing a unique link to the online survey. There is also an option of people being sent a text reminder with a link to the survey. No paper questionnaire have been offered.

Full details are available as part of the survey guidance on the [NHS Staff Survey website](#).

4. **Why do bank only workers have a tailored survey? How was the work to develop a tailored questionnaire and agreed approach conducted?**

The development of a tailored questionnaire and agreed approach is described below:

- For many years both bank only workers and organisations have queried why bank only workers could not be fully included in the NHS Staff Survey.
- Bank only workers were involved in the cognitive testing for the NHS Staff Survey in 2021. The interviews revealed that a tailored version of the questionnaire would be needed to best reflect their experiences at work.
- NHS England engaged with NHS organisations who had conducted previous research with bank only workers to learn from their experiences.
- A working group was developed including academic advisors, Staff Survey Co-ordination Centre, staff side (trade unions), temporary staffing and WRES colleagues, trusts with experience of bank surveys, and regional staff experience and engagement leads. The group

reviewed the questionnaire to ensure it was suitable for bank only workers and identified the best approach for managing and rolling out the survey.

- A survey of staff survey engagement leads was used to understand how best to manage the survey.
- Further engagement took place with the Staff Survey Advisory Group which included stakeholders from additional groups such as CQC, Freedom to Speak Up and NHS Employers.
- Bank only workers were involved in cognitively testing.

All the engagement with stakeholders and feedback from cognitive testing indicated that the questionnaire for bank only workers should be tailored. Certain questions in the survey were not suitable for bank only workers, others were adapted, and some new questions were introduced to account for areas of experience exclusive to bank only workers.

5. **Can organisations use the NHS Staff Survey for bank workers rather than the tailored NHS Staff Survey for bank only workers?**

A wide range of engagement and cognitive testing has indicated the tailored NHS Staff Survey for bank only workers would be most suitable for bank workers. Therefore, we would highly recommend that the tailored survey is used as it has been tested on various bank workers for its suitability.

6. **How do I encourage bank only workers to take part in the survey?**

Discuss your organisation's participation with your internal stakeholders (such as your temporary staffing, ESR and comms colleagues) to determine the best ways of inviting your bank only workers to participate.

New assets are added to the comms toolkit and are available on the [NHS Staff Survey website](#), including some suggested text for use with bank only staff and templates you can adapt for local messaging. Existing ones have also been updated for 2022.

7. **Why is a paper version of the survey not available for bank only workers?**

There is no paper version of the survey available this year as most bank only workers utilise their shift working arrangements digitally, and an online only approach provides benefits such as allowing easier navigation of questions, value for money (particularly for organisations with a smaller number of bank only workers), and reducing the use of paper. If there are exceptional circumstances for an individual bank only worker having a paper copy, you will need to consider how to provide this locally.

8. **Can personal details (email addresses/phone numbers) be used to inform bank only workers about the NHS Staff Survey?**

We would recommend that Trusts consider the purpose for having personal

details on record. For example, if personal email addresses are used for the same purpose that they were collected for e.g. informing bank workers about work related matters then explicit consent is not required. If the personal email addresses were provided only for emergency purposes, consent is likely to be required.

Organisations should contact their internal IG team for advice if required.

9. **What happens if an individual works for one organisation as a substantive staff member and for another organisation as a bank worker?**

In this situation, the individual will be sent two surveys, one from their 'substantive trust' and one from their 'bank only trust'. This way, the individual can provide feedback for every organisation that they are actively working for or can choose which organisation(s) to feed back on.

The feedback we have received suggests that in some areas it is rare for bank only workers to work in more than one organisation but in other areas this is much more common.

- We are mitigating the risk that respondents may get confused after receiving more than one survey by providing contractors with additional wording that they can include on survey invitations if they wish to.
- We understand that organisations may be concerned that this could affect response rates. It is more important to provide bank only workers with the chance to feedback on all the organisations they have worked in than response rates to be higher. Response rates for bank only workers will be kept separate from the main survey and we will continue to emphasise that they only provide information about the survey - they are not findings in themselves.