

We are unable to report some results in the 2023 NHS Staff Survey.

This relates to an issue with the quality of the data that was identified close to the publication date. This is currently being investigated by the Survey Coordination Centre and NHS England in line with our commitment to ensuring that the results from the survey are of the highest quality.

Specifically, we have identified a higher than expected rate of missing data for a set of questions in the survey – Q13a-d. Further investigation has determined that this is associated with staff completing the online survey using a specific type of device. For respondents at some organisations working with one of the main providers of survey services, questions 13 a to d were not always presented as expected where those respondents were using an iPhone to complete the survey. This is the first time an issue of this nature has arisen and affects only a minority of respondents.

2023 results for the following four questions cannot be reported:

- **Q13a** – In the last 12 months how many times have you personally experienced physical violence at work from patients/service users, their relatives, or other members of the public.
- **Q13b** – In the last 12 months how many times have you personally experienced physical violence at work from managers.
- **Q13c** – In the last 12 months how many times have you personally experienced physical violence at work from other colleagues.
- **Q13d** – The last time you experienced physical violence at work, did you or a colleague report it?

2023 results for the following two People Promise element sub-scores cannot be reported:

- **“Negative experiences”**, which uses questions 13a, 13b and 13c in its calculation.
- **“Health and safety climate”**, which uses question 13d in its calculation.

The **“Burnout”** sub-score remains unaffected, and 2023 results for this measure will be reported alongside 2019-2022 historical data.

2023 results for the following People Promise element score cannot be reported:

- **“We are safe and healthy”**, which uses the “Negative experiences” and “Health and safety climate” sub-scores in its calculation.

Please note:

1. 2023 results for these measures cannot be reported on at any level at this time (national, benchmarking group, region, ICS, or organisation).
2. Once the issue has been fully investigated, it may be possible to release some results at organisation and aggregate level. An update on this will be provided as soon as possible.
3. Historical results (2019 to 2022) for these measures are unaffected and will continue to be reported at all levels.

4. A similar issue may also have affected the NHS Staff Survey for bank only workers. This is also being investigated.