

2023 National Staff Survey Results

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National Summary

NHS Staff Survey 2022

Survey
Coordination
Centre



Participation

636,348

staff responded
(648,594 in 2021)



593,977
online responses
(594,974 in 2021)



42,371
paper responses
(53,620 in 2021)

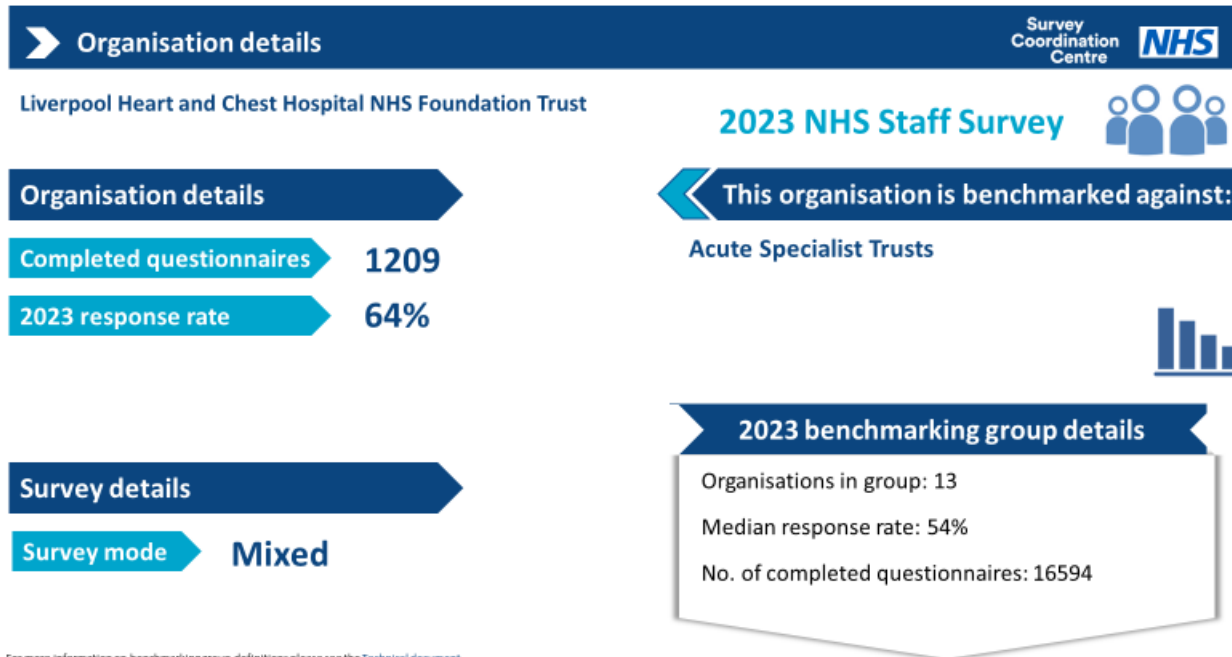
46%

response rate
(down from 48% in 2021)

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

- Over 1.3 million NHS employees in England were invited to participate in the survey between September and December 2022.
- 264 NHS organisations took part, including all 215 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, a paper questionnaire, 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 measures¹.
- The 2022 survey used the same methodology and timings as in previous years. All questions² and key indicators reported in 2021 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**.
- This year's results illustrate an improvement in five of the key indicators surveyed, including four People Promise indicators
- compassionate and inclusive leadership and whether staff have a voice that counts, remained stable.
- There has been positive progress in improved morale
- Improvements were seen on most health and wellbeing measures
- Key measures of staff experience also improved, with an increase in staff willing to recommend the NHS as a place to work.
- Similarly, the percentage of staff that would recommend their organisation as a place to get care increased, although this figure is still lower than in 2019.
- There remained a significant equality gap in the experience of women, Black Minority Ethnic, disabled and LGBTQ+ staff.

LHCH Headlines



For more information on benchmarking group definitions please see the [Technical document](#).

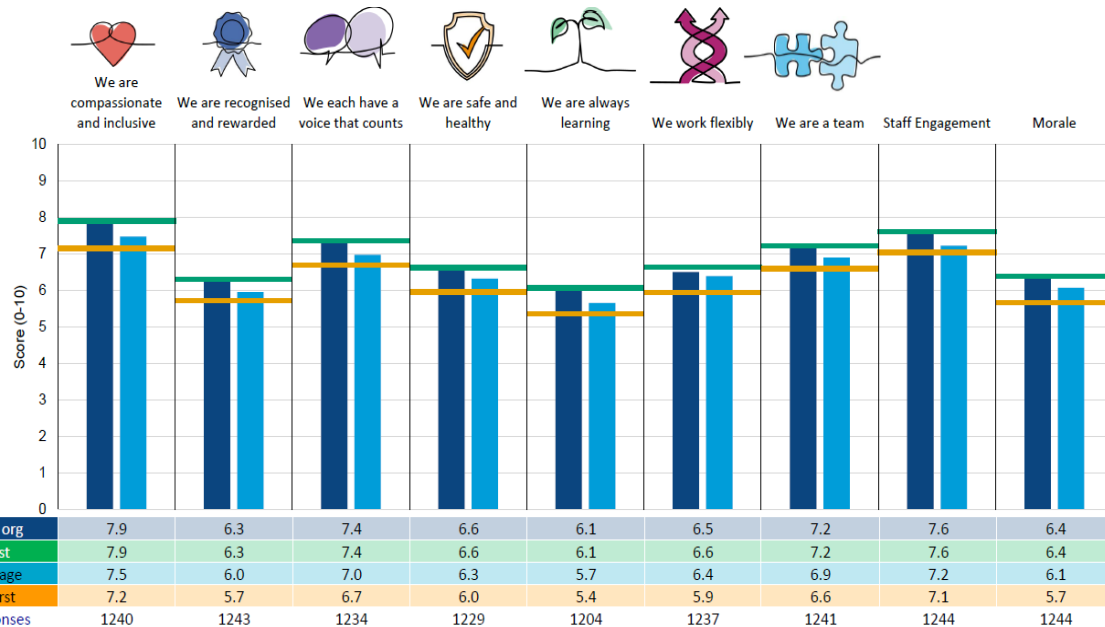
Liverpool Heart and Chest Hospital NHS Foundation Trust Benchmark report

SURVEY UPDATE

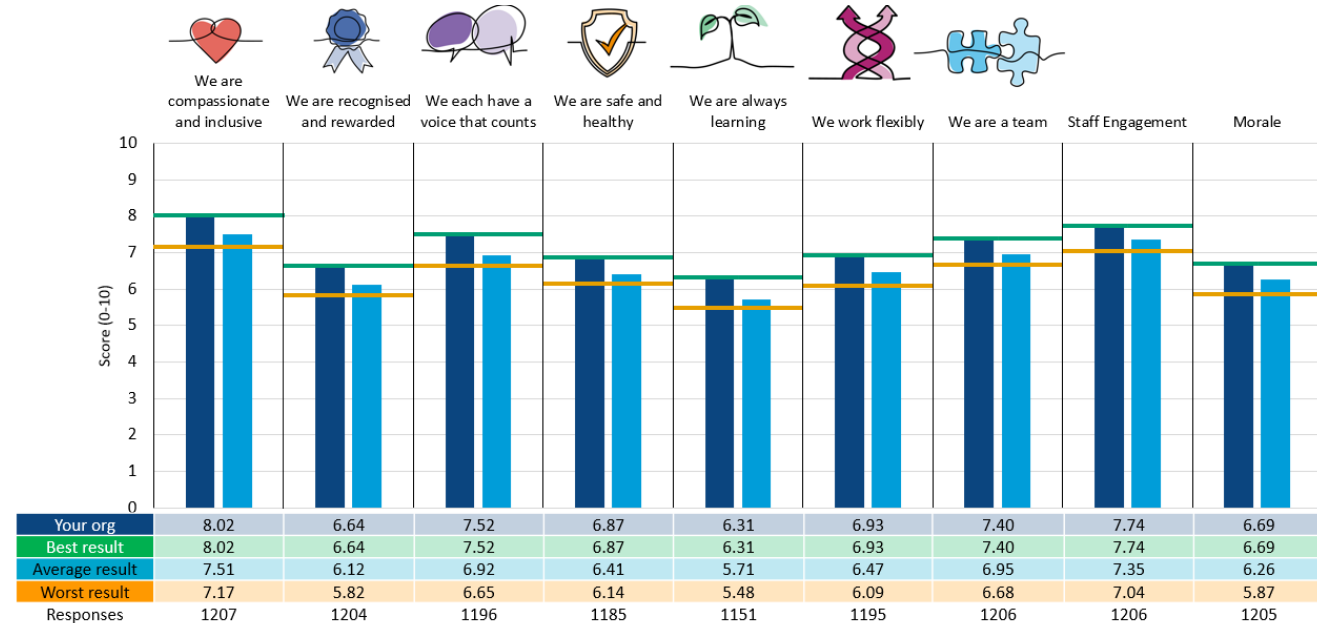
- Staff Survey launched Monday 25th September 2023 and was open until 24th November 2023.
- The final response rate, considering any leavers and ineligible staff, was 64% (1247 respondents).
- This is an 4% decrease from 2022
- LHCH had the second highest response rate benchmarked against all acute specialist trusts
- There was strong staff engagement throughout led by the HR Manager
- Have a Break, Have a Kit Kat initiative was in place to encourage completion and support wellbeing
- Night shift walk arounds took place to improve visibility and help boost participation

LHCH Overview – People Promise

2022



2023



LHCH has scored the best in all themes of the People Promise benchmarked against all Acute Specialist Trusts
LHCH has also made improvement in all areas of the People Promise

How LHCH Compares...

People Promise: LHCH vs Acute Specialist Trusts Position

LHCH STAFF SURVEY TOP RESULTS 2023



RESPONSE RATE
1,209 STAFF = 64%

**OUR PEOPLE ARE OUR
MOST IMPORTANT ASSET**

THE GOOD NEWS STORY

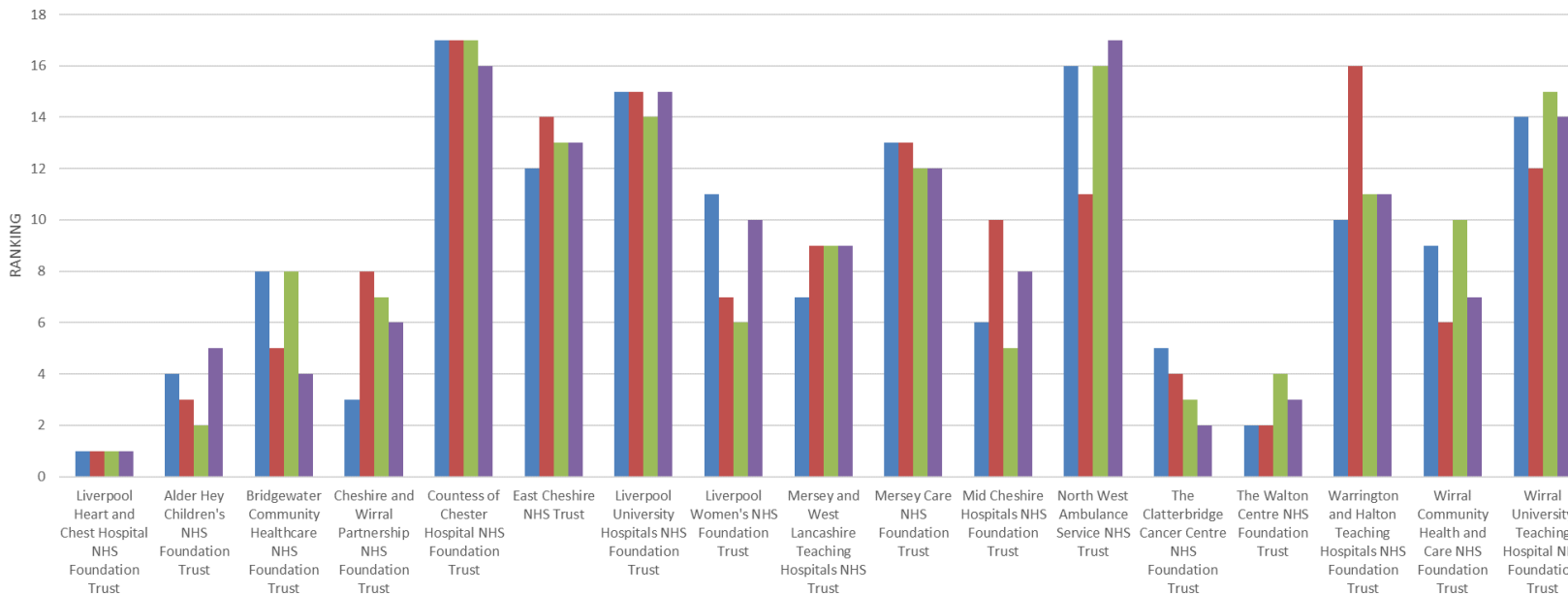
- We are 1st in all People Promise elements & themes, benchmarked against 'Acute Specialist Trusts'
- We also rank top in the country benchmarked against all NHS Trusts for :
 - ❖ *Place to work*
 - ❖ *Care is our Top Priority*
 - ❖ *Staff Engagement*
 - ❖ *Morale*

LHCH vs Cheshire & Merseyside





How do we compare against key indicators?

Ranking comparison across Cheshire & Merseyside

■ Place to Work ■ Place Treatment ■ Care Top Priority ■ Engagement

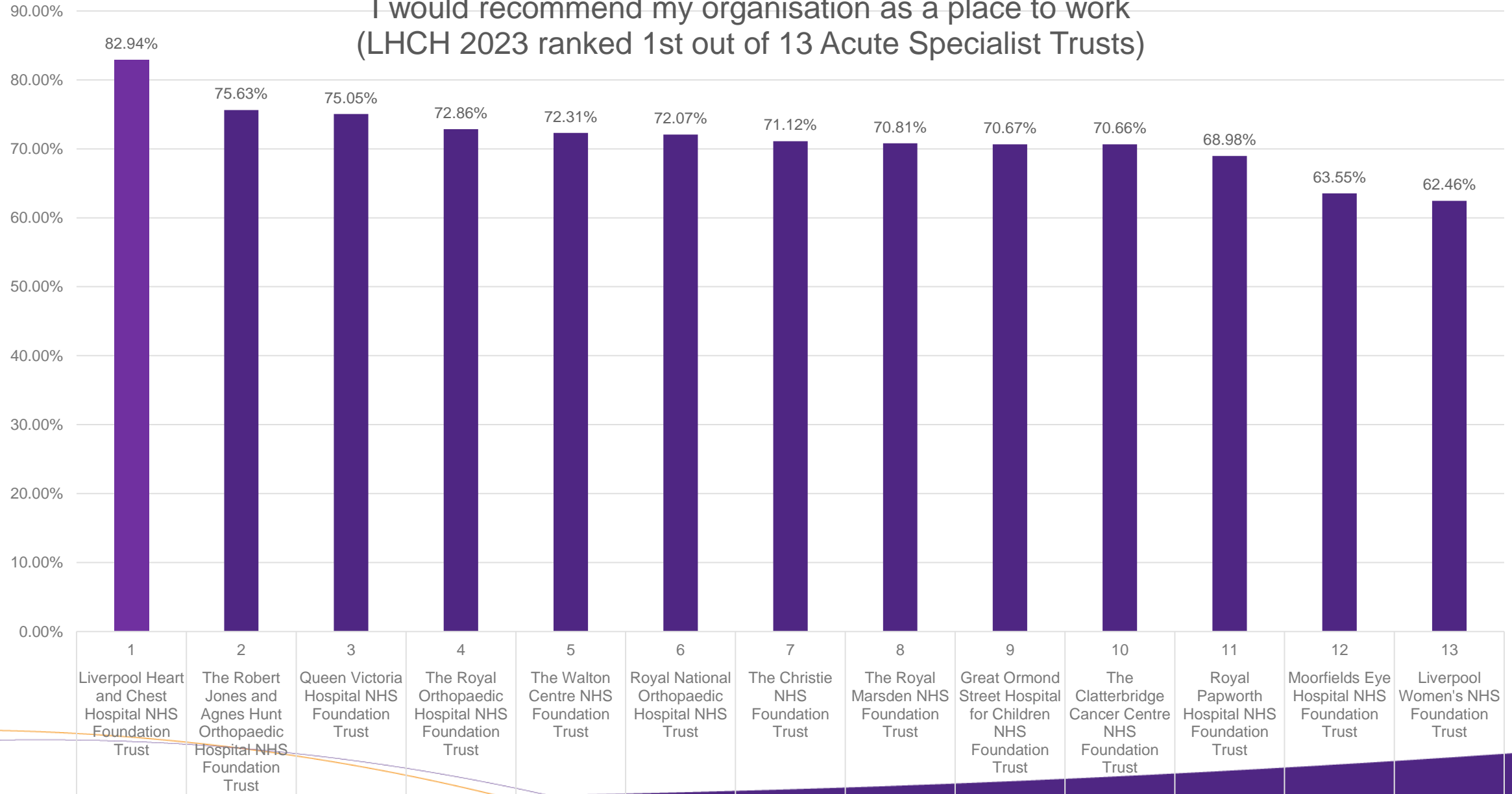


LHCH came 1st in all 4 key indicators across C&M against all NHS Trusts in 2023:

-  - Place to work (1st in 2022)
-  - Place for Treatment (1st in 2022)
-  - Care as a top priority (1st in 2022)
-  - Staff Engagement (1st in 2022)

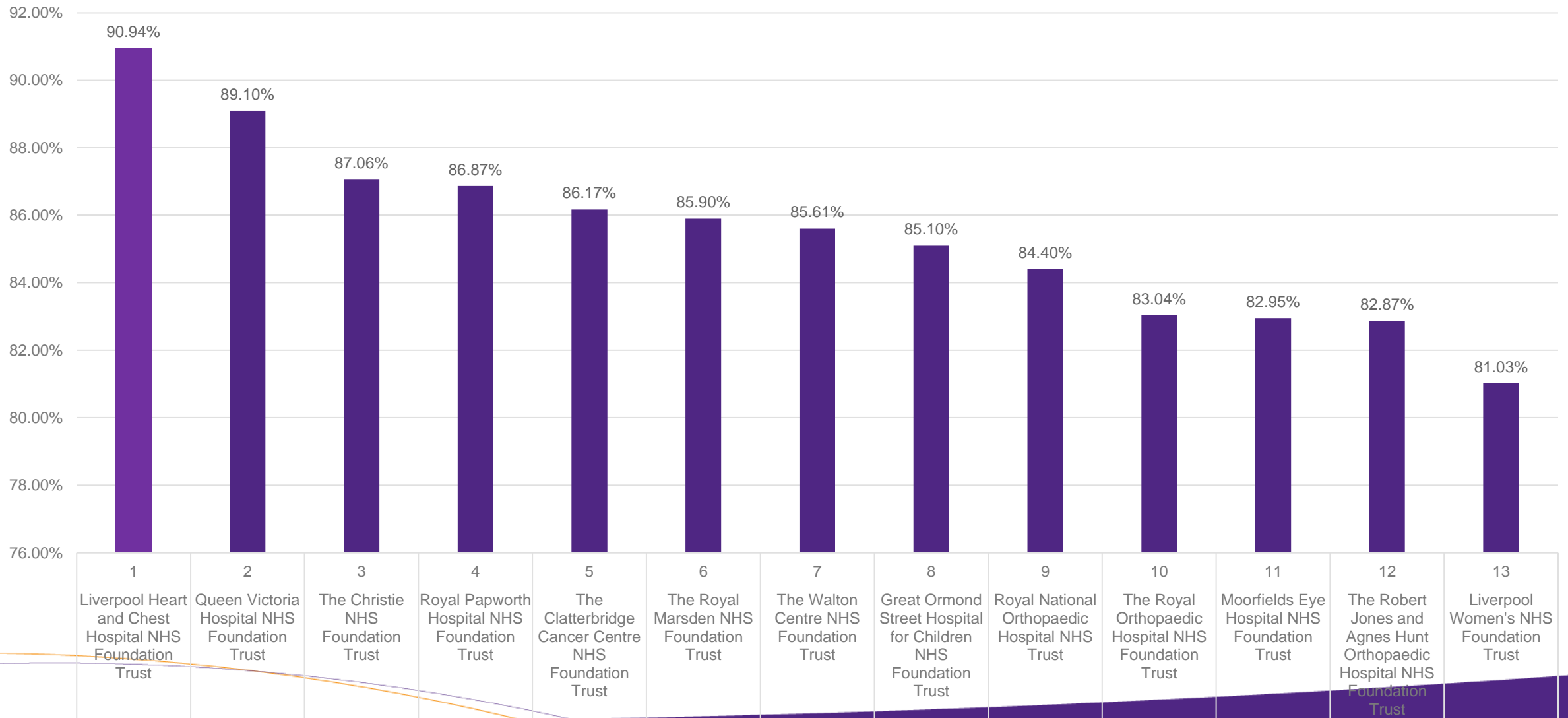
How do we compare against key indicators?

I would recommend my organisation as a place to work
(LHCH 2023 ranked 1st out of 13 Acute Specialist Trusts)



How do we compare against key indicators?

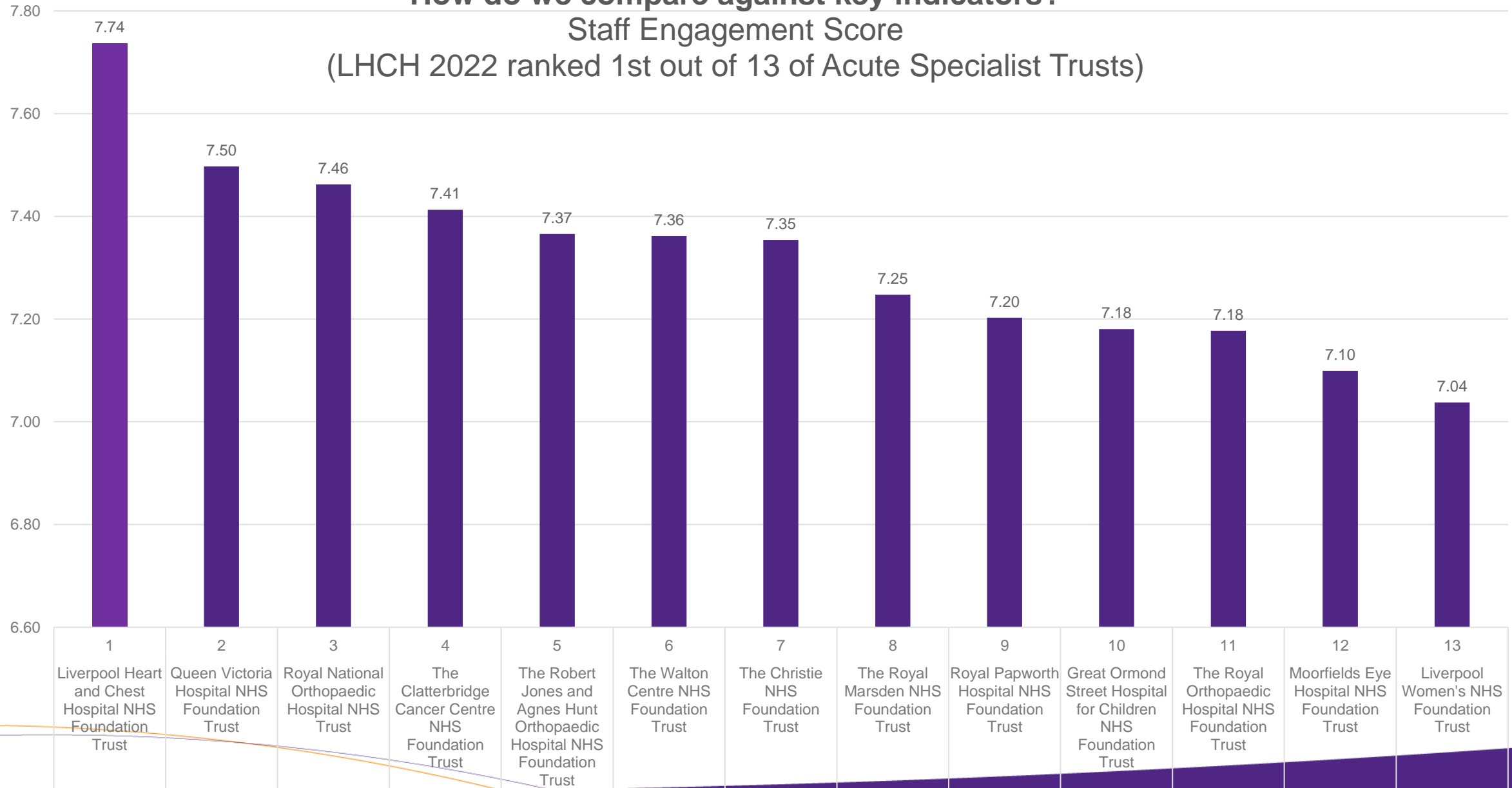
Care of patients / service users is my organisation's top priority
(LHCH 2023 ranked 1st out of 13 of Acute Specialist Trusts)



How do we compare against key indicators?

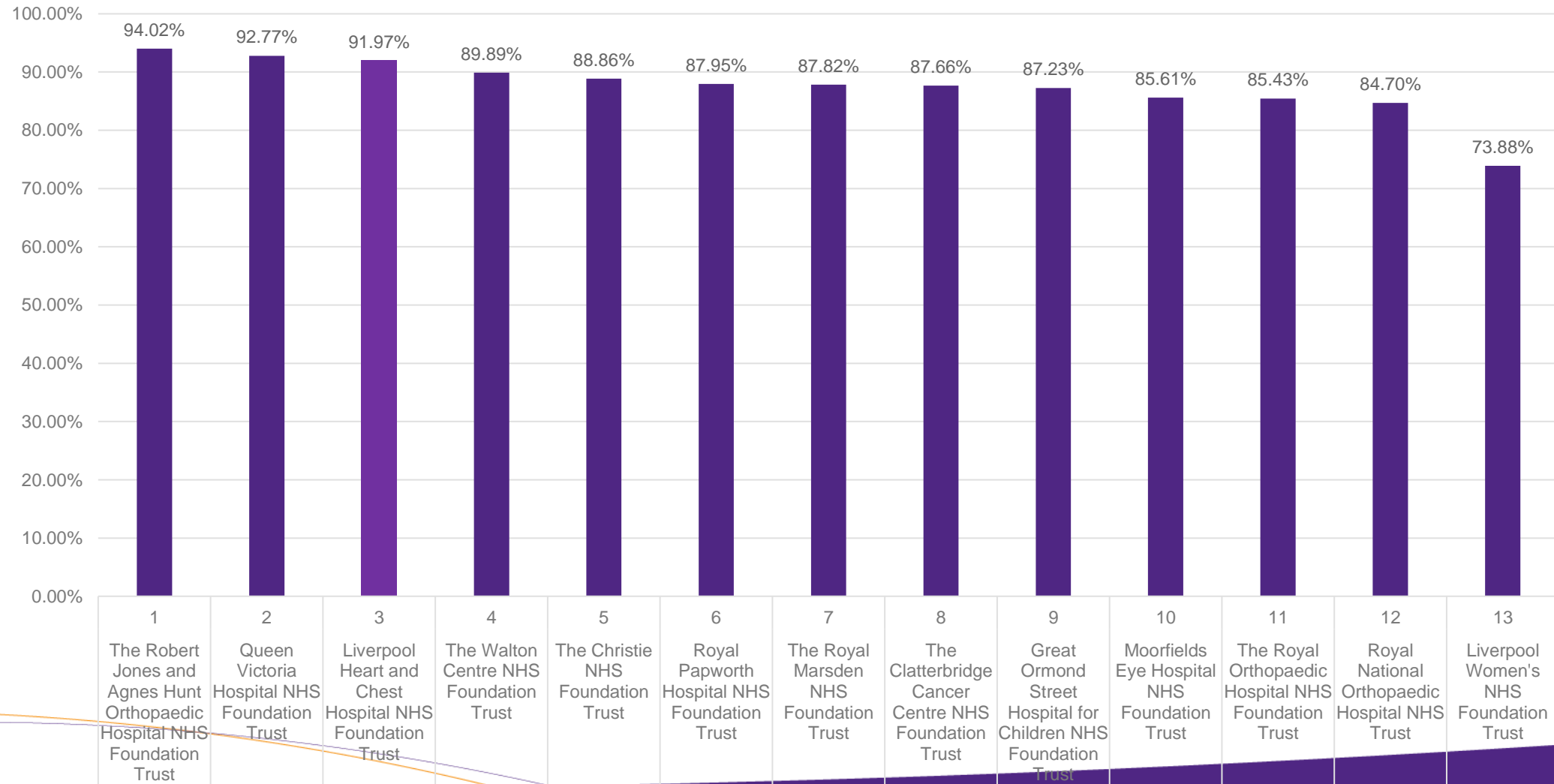
Staff Engagement Score

(LHCH 2022 ranked 1st out of 13 of Acute Specialist Trusts)



How do we compare against key indicators?

If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation
(LHCH 2023 ranked 3rd out of 13 of Acute Specialist Trusts)



Local Results

Top 5 scores vs Organisation Average	Org	Picker Avg
q8a. Teams within the organisation work well together to achieve objectives	75%	60%
q25f. Feel organisation would address any concerns I raised	74%	59%
q3i. Enough staff at organisation to do my job properly	54%	41%
q11a. Organisation takes positive action on health and well-being	75%	63%
q25e. Feel safe to speak up about anything that concerns me in this organisation	79%	68%

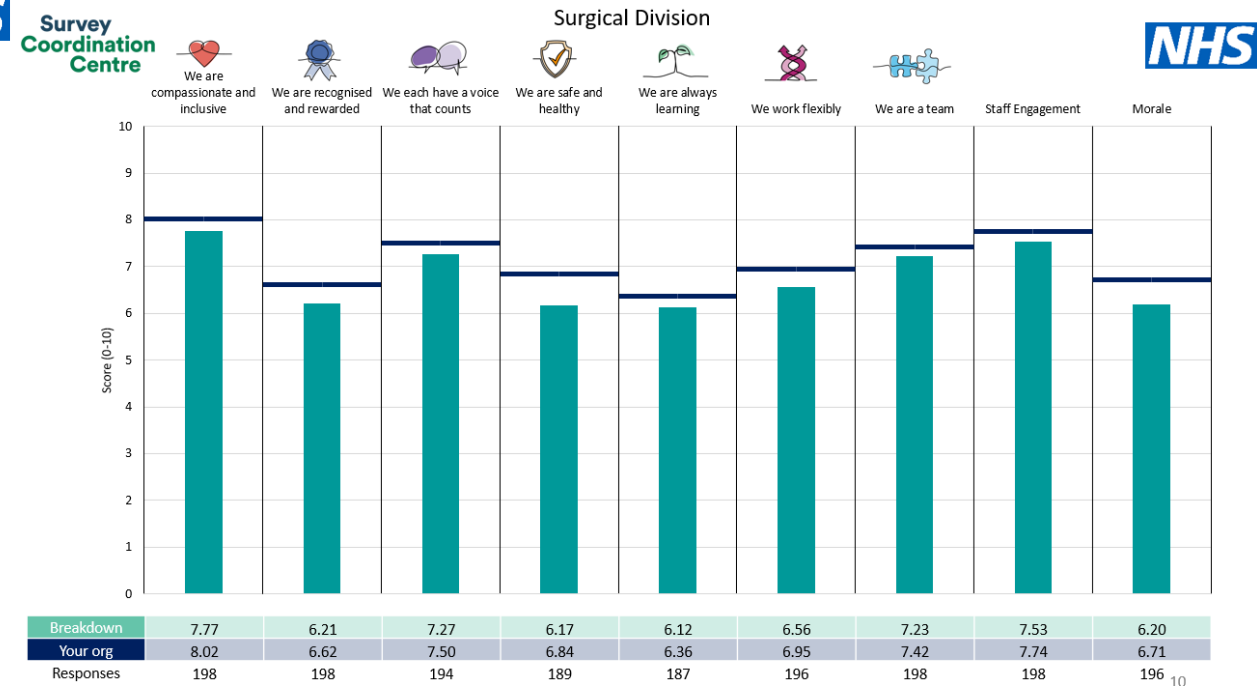
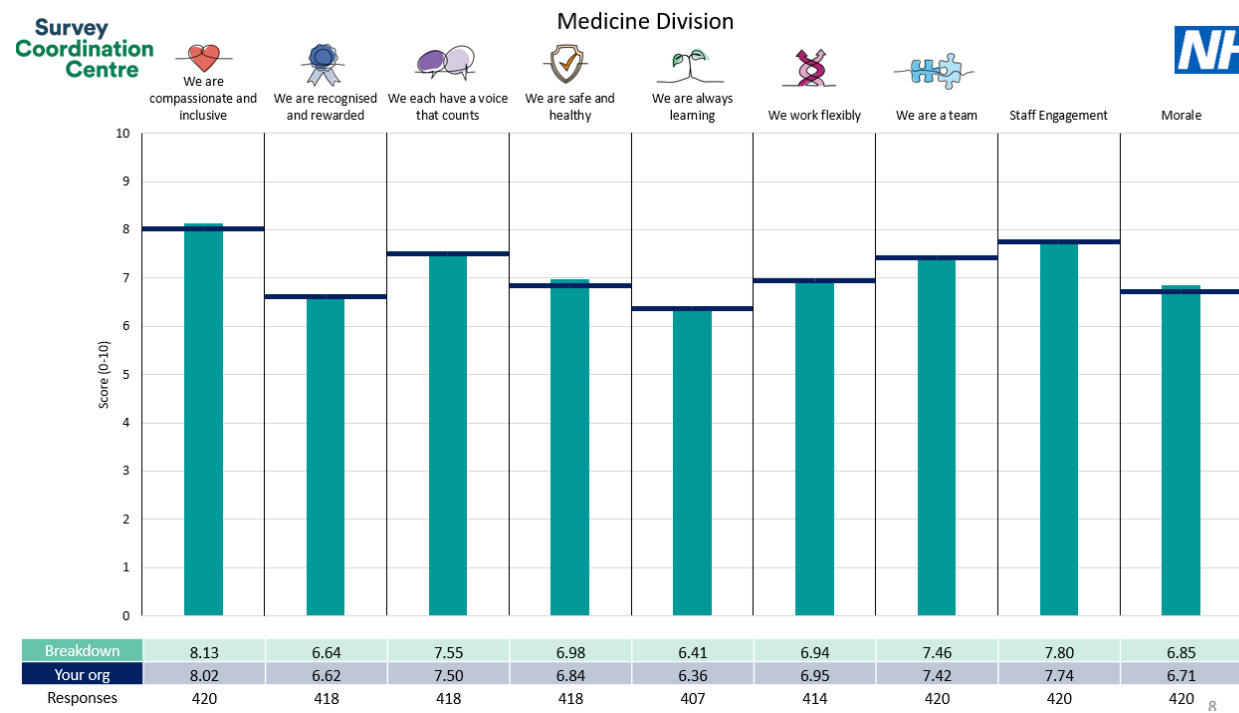
Most improved scores	Org 2023	Org 2022
q3i. Enough staff at organisation to do my job properly	54%	43%
q4c. Satisfied with level of pay	38%	28%
q6b. Organisation is committed to helping balance work and home life	64%	54%
q10b. Don't work any additional paid hours per week for this organisation, over and above contracted hours	67%	59%
q12b. Never/rarely feel burnt out because of work	43%	34%

Bottom 5 scores vs Organisation Average	Org	Picker Avg
q22. I can eat nutritious and affordable food at work	55%	62%
q13d. Last experience of physical violence reported	73%	78%
q14d. Last experience of harassment/bullying/abuse reported	48%	52%
q13a. Not experienced physical violence from patients/service users, their relatives or other members of the public	91%	94%
q24a. Organisation offers me challenging work	69%	71%

Most declined scores	Org 2023	Org 2022
q14d. Last experience of harassment/bullying/abuse reported	48%	58%
q13d. Last experience of physical violence reported	73%	76%
q24a. Organisation offers me challenging work	69%	72%
q15. Organisation acts fairly: career progression	66%	67%
q6a. Feel my role makes a difference to patients/service users	91%	91%

Divisional Overview

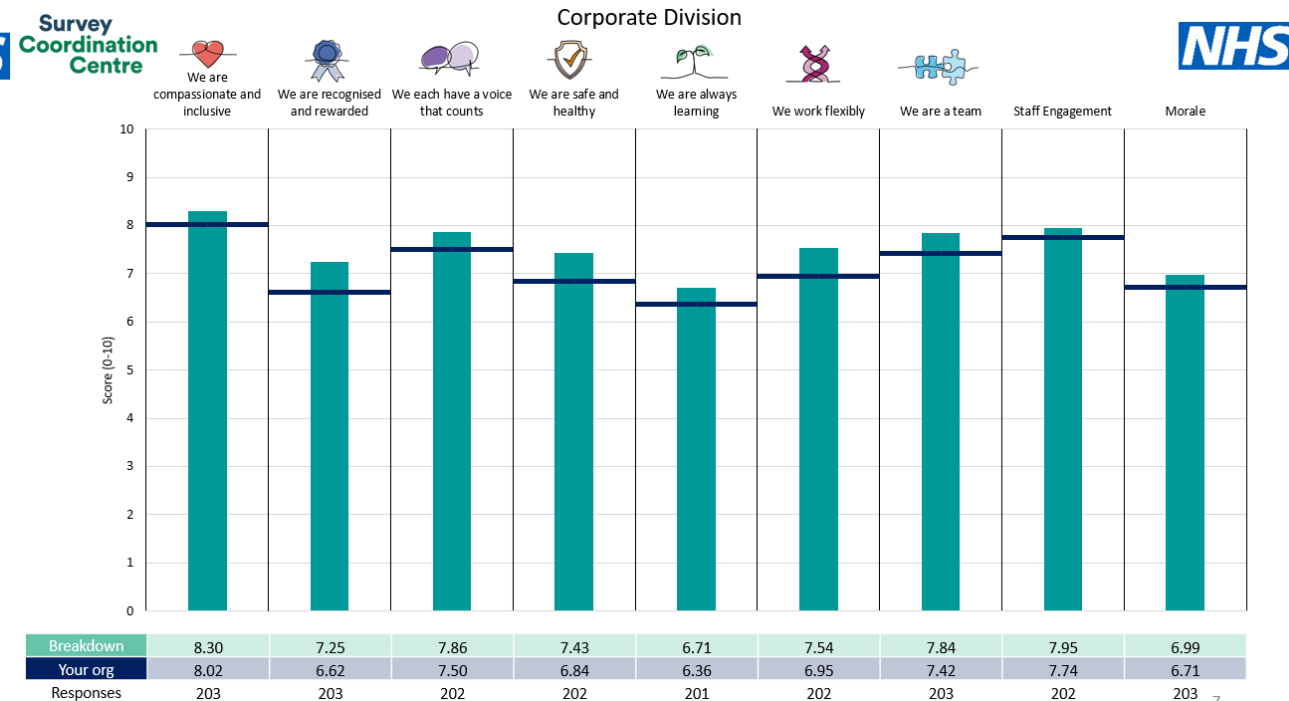
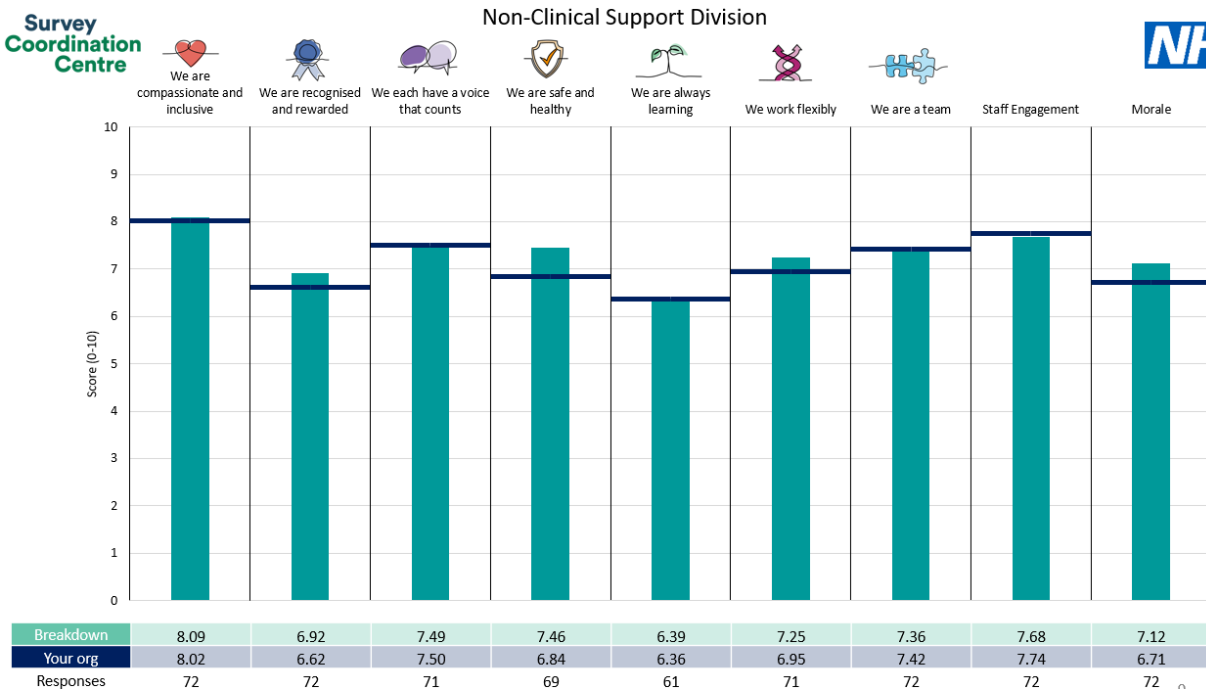
Medicine & Surgical Division



Clinical Services Division



Non-Clinical Support & Corporate Division











WRES / WDES

Local/Workforce Equality Standards/WRES

Source: xxx-benchmark-2023.pdf

Link: Local results for every organisation | NHS Staff Survey (nhsstaffsurveys.com)

		Your Trust 2018	Liverpool Heart and Chest							
			2019	2020	2021	2022	2023	Responses	Trend	
Indicator 5. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	WHITE	12.2%	13.5%	10.7%	11.7%	13.3%	12.3%	956		Lower % Better
	BME	20.7%	26.0%	20.4%	15.7%	17.0%	22.3%	224		
Indicator 6. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	WHITE	18.3%	17.5%	17.8%	17.8%	16.1%	16.3%	951		Lower % Better
	BME	34.9%	34.6%	28.2%	25.9%	19.9%	17.6%	221		
Indicator 7. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion *	WHITE	65.4%	64.2%	66.5%	64.9%	69.9%	68.2%	943		Higher % Better
	BME	51.2%	58.3%	64.2%	59.1%	57.5%	58.7%	225		
Indicator 8. In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?	WHITE	5.7%	3.6%	3.8%	5.6%	4.1%	4.0%	940		Lower % Better
	BME	14.1%	11.8%	6.7%	11.8%	11.3%	10.4%	222		

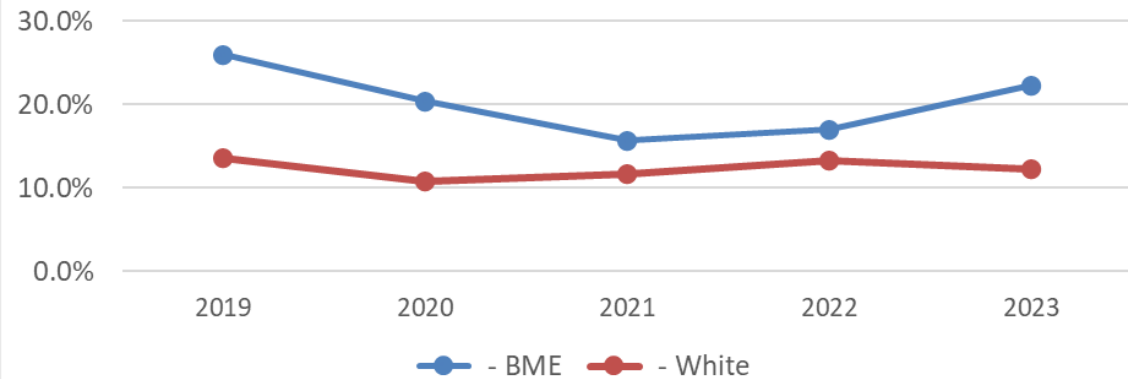
* Indicator 7. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion:

The results for the measure has been calculated differently in 2021 from previous years. In previous years, the percentage was reported was those saying 'yes' as a proportion of all staff *excluding those who said 'don't know'*. For this year's reporting, the figure reported is the percentage saying 'yes' as a proportion of all those who responded (including 'don't know'). This approach has been applied to the historical data in the 2021 reports.

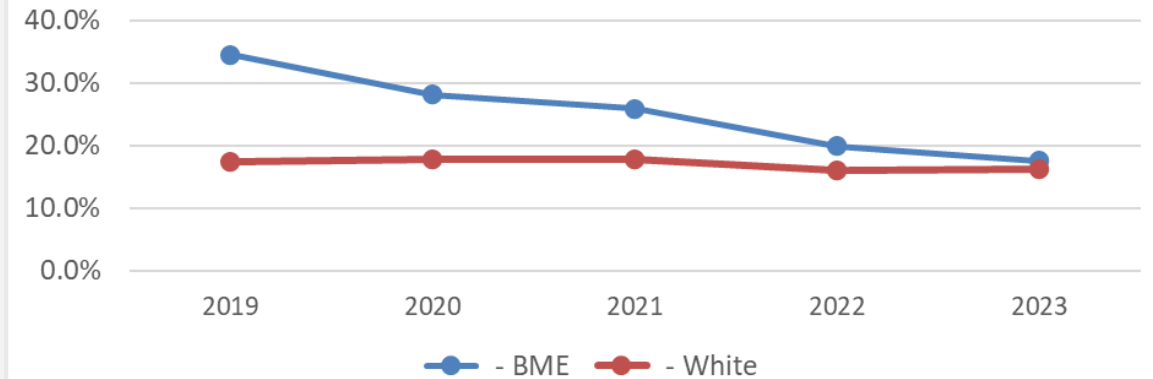
- Improvement seen in 3 of the 4 WRES indicators
 - ❖ *Bullying, harassment or abuse from staff*
 - ❖ *Opportunity for progression*
 - ❖ *Discrimination at work from a Manager*
- Decline see staff experiencing harassment, bullying and abuse from patients
- Actions will be developed as part of our wider EDIB action plan
- It's not okay campaign – anti racism framework
- Looking at how we compare nationally – will report findings to the People Committee
- Development and engagement with Staff Networks is key

WRES – Staff Survey

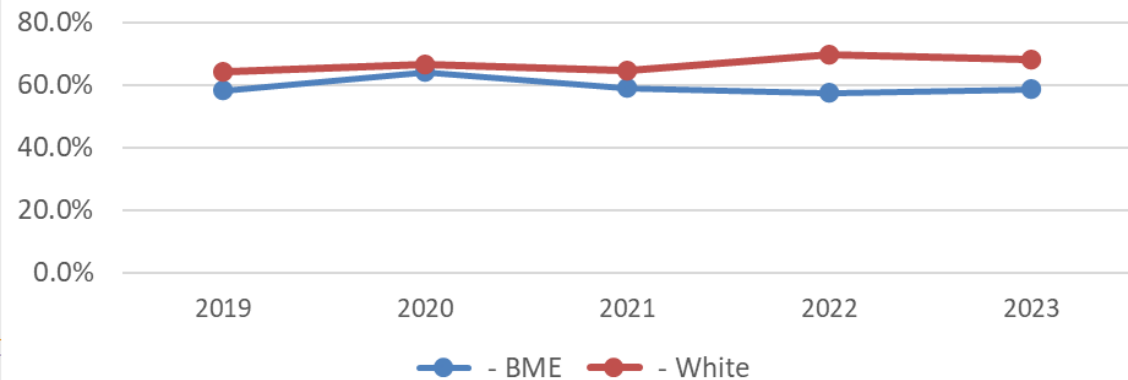
Indicator 5. Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months



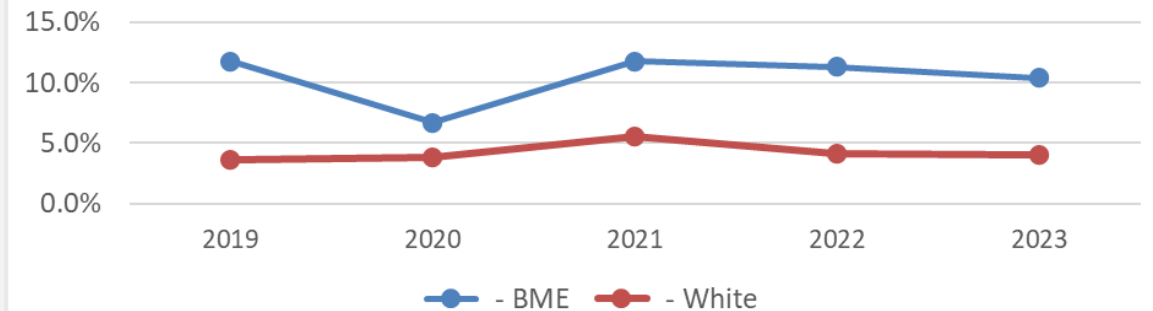
Indicator 6. Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months



Indicator 7. Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion *





















Indicator 8. In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



WDES data - Staff survey

Source: xxx-benchmark-2023.pdf

Link: Local results for every organisation | NHS Staff Survey (nhsstaffsurveys.com)

		Liverpool Heart and Chest						
		2020	2021	2022	2023	Responses	Trend	
Percentage of staff experiencing harassment, bullying or abuse from patients / service users, relatives or the public in last 12 months	Staff <u>with</u> LTC or Illness	10.6%	16.0%	15.6%	14.7%	245		Lower % Better
	Staff <u>without</u> LTC or Illness	11.9%	11.2%	13.9%	14.1%	929		
Percentage of staff experiencing harassment, bullying or abuse from managers in last 12 months	Staff <u>with</u> LTC or Illness	18.1%	15.0%	9.0%	8.7%	241		Lower % Better
	Staff <u>without</u> LTC or Illness	7.2%	7.5%	5.1%	4.5%	915		
Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months	Staff <u>with</u> LTC or Illness	18.7%	21.3%	17.2%	20.6%	243		Lower % Better
	Staff <u>without</u> LTC or Illness	12.6%	13.3%	14.5%	11.7%	910		
Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it	Staff <u>with</u> LTC or Illness	50.8%	58.5%	45.6%	54.2%	72		Higher % Better
	Staff <u>without</u> LTC or Illness	48.9%	48.8%	60.7%	45.5%	176		
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion	Staff <u>with</u> LTC or Illness	61.9%	57.5%	61.5%	63.0%	243		Higher % Better
	Staff <u>without</u> LTC or Illness	66.6%	65.2%	68.7%	67.1%	919		
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties	Staff <u>with</u> LTC or Illness	26.9%	31.5%	26.6%	26.1%	153		Lower % Better
	Staff <u>without</u> LTC or Illness	23.5%	23.8%	17.9%	14.4%	361		
Percentage of staff satisfied with the extent to which their organisation values their work	Staff <u>with</u> LTC or Illness	46.1%	37.5%	45.1%	53.5%	245		Higher % Better
	Staff <u>without</u> LTC or Illness	58.7%	55.7%	56.5%	62.1%	932		
Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work	Staff <u>with</u> LTC or Illness	77.7%	69.1%	76.7%	81.6%	136		Higher % Better
	Staff <u>without</u> LTC or Illness	77.7%	69.1%	76.7%	81.6%	136		
Staff engagement score (0-10)	Staff <u>with</u> LTC or Illness	7.1	7.0	7.3	7.5	245		Higher is Better
	Staff <u>without</u> LTC or Illness	7.7	7.6	7.7	7.8	934		

- Improvement seen in 6 of the 9 WDES indicators

- ❖ Bullying, harassment and abuse from patients
- ❖ Bullying, harassment and abuse from managers
- ❖ Bullying, harassment and abuse from colleagues
- ❖ Feeling pressure from managers to come to work
- ❖ Extend the organisation values work
- ❖ Adequate adjustments are in place
- ❖ Staff engagement

- Decline seen in 3 of the indicators

- ❖ bullying and harassment, abuse from patients / service users
- ❖ staff reporting harassment, bullying or abuse
- ❖ opportunity for career progression

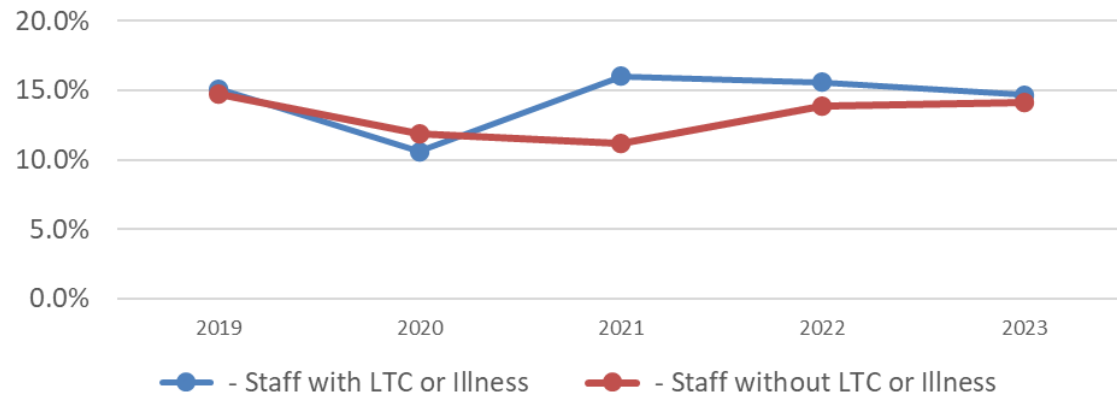
- Correlation with the WRES regarding bullying, harassment and abuse from patients.

- Looking at how we compare regionally and nationally – will report findings to the People Committee

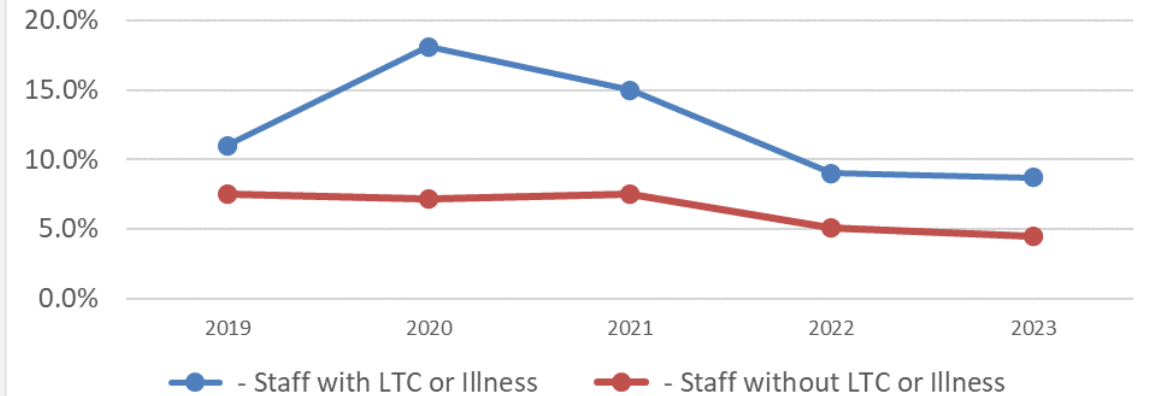
- Actions developed as part of our wider EDIB action plan – expanding pipeline programme for include disabled staff

WDES – Staff Survey

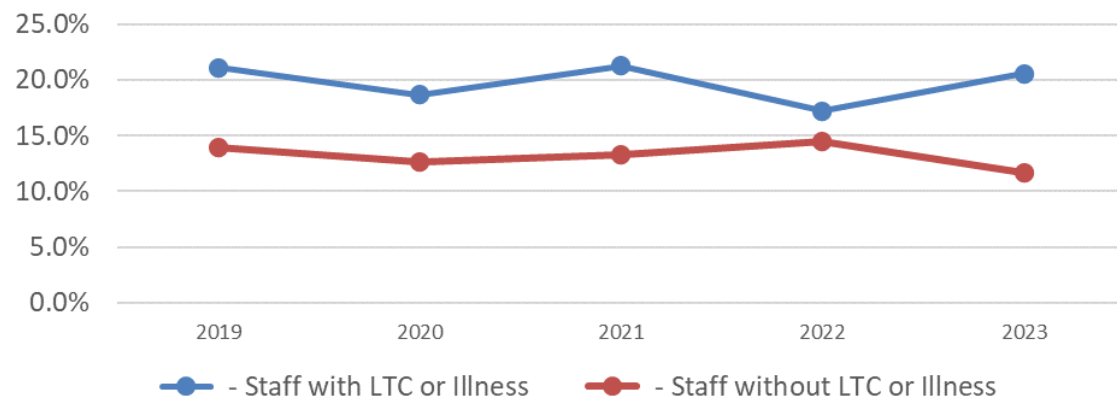
Percentage of staff experiencing harassment, bullying or abuse from patients / service users, relatives or the public in last 12 months



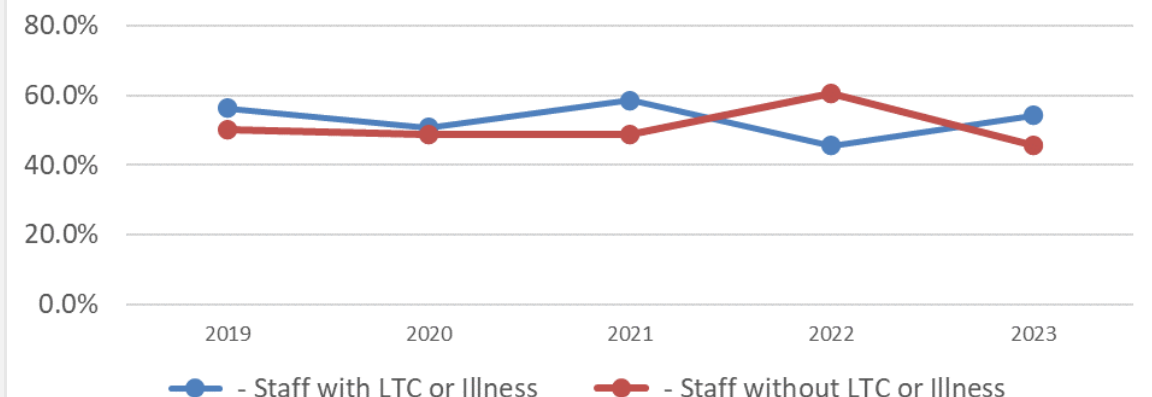
Percentage of staff experiencing harassment, bullying or abuse from managers in last 12 months



Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months

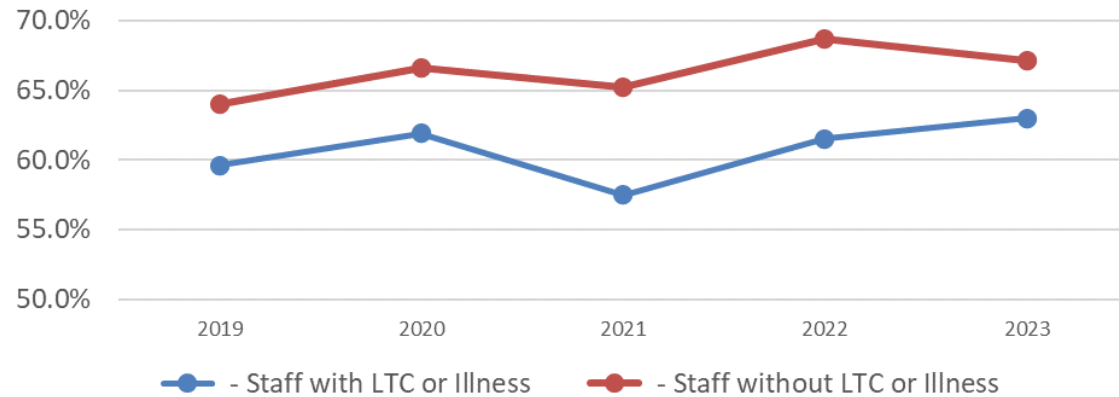


Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it

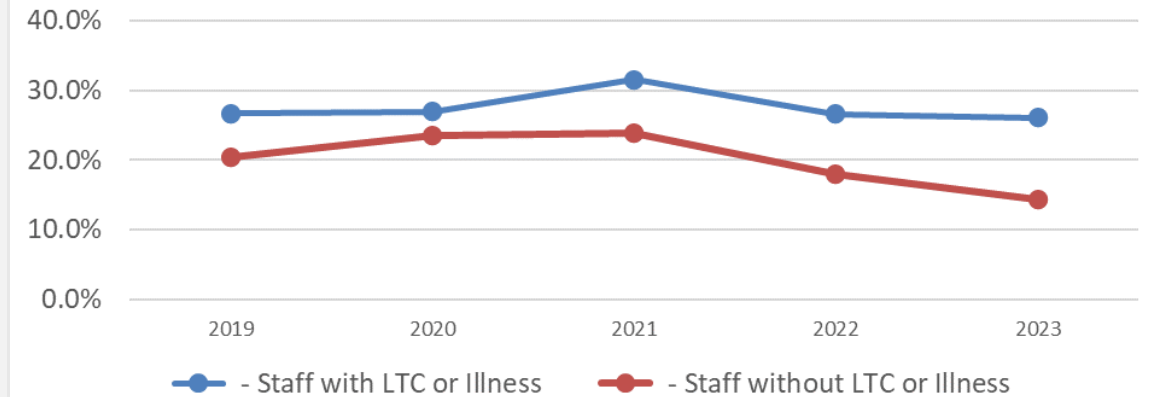


WDES – Staff Survey

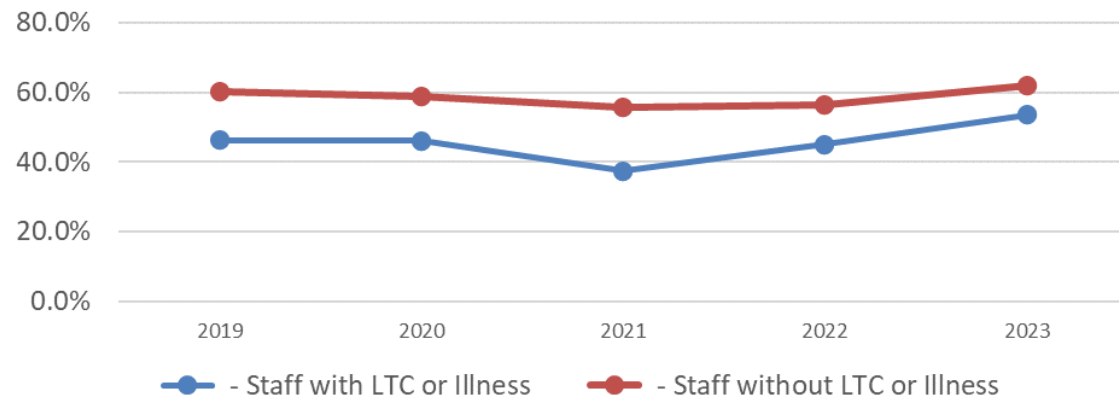
Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion



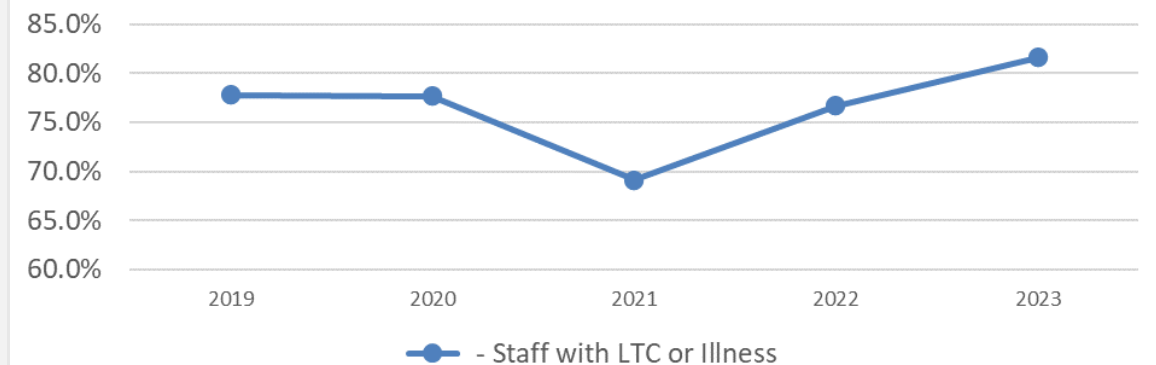
Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties



Percentage of staff satisfied with the extent to which their organisation values their work



Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work



Next Steps

Next steps...

- Communication Plan in place to cascade results and celebrate our amazing results across the organisation!
- Cakes delivered across the Trust as a 'Thank You'
- HRBP's are partnered with divisions to analyse local results and create meaningful and impactful action plans to make positive change in relation to areas of improvement
- Action plans to be communicated by Divisions as followed:-
 - People Delivery Group May 24**
 - Operational Board May 24**
 - People Committee June 24**
- Deeper analysis of WRES and WDES survey results to identify improvements and areas of focus.
- Develop and share '**you said, we listened**' communication with employees to ensure they are kept informed of the action plans to fulfil the people promise that their voice does count and is listened to.
- Ensure that People Pulse data is cascaded and feed into action plans (April, July and January)
- World Café to plan for the next survey to ensure we maximise engagement and ensure a high compliance rate in 2024