

NHS Staff Survey 2019

National results briefing



2019 National results briefing

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Themes

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1. Introduction



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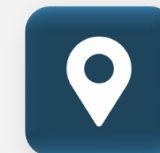
- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003.
- It asks NHS staff in England about their experiences of working for their respective NHS organisations (the core questionnaire can be downloaded from the link below).
- The survey provides essential information to employers and national stakeholders about staff experience across the NHS in England.
- Participation is mandatory for trusts and voluntary for non-trust organisations (CCGs, CSUs, social enterprises). The survey does not cover primary care staff.
- This report provides a concise summary of key national results.
- Detailed local (organisation-level) results are also available through the link provided below.



[2019 Core questionnaire](#)



[National results](#)



[Local results](#)

Participation



569,440
staff responded



470,288
online responses



99,152
paper responses

48%

response rate
(up from 46% in 2018)



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

- Over 1.1 million NHS employees in England were invited to participate in the survey between September and December 2019.
- 300 NHS organisations took part, including 229 trusts in England.
- Staff were sent a paper questionnaire or an email containing a link to an online version of the survey.
- The survey was nationally administered by the **Survey Coordination Centre**, based at **Picker**, on behalf of **NHS England** and **NHS Improvement**.

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

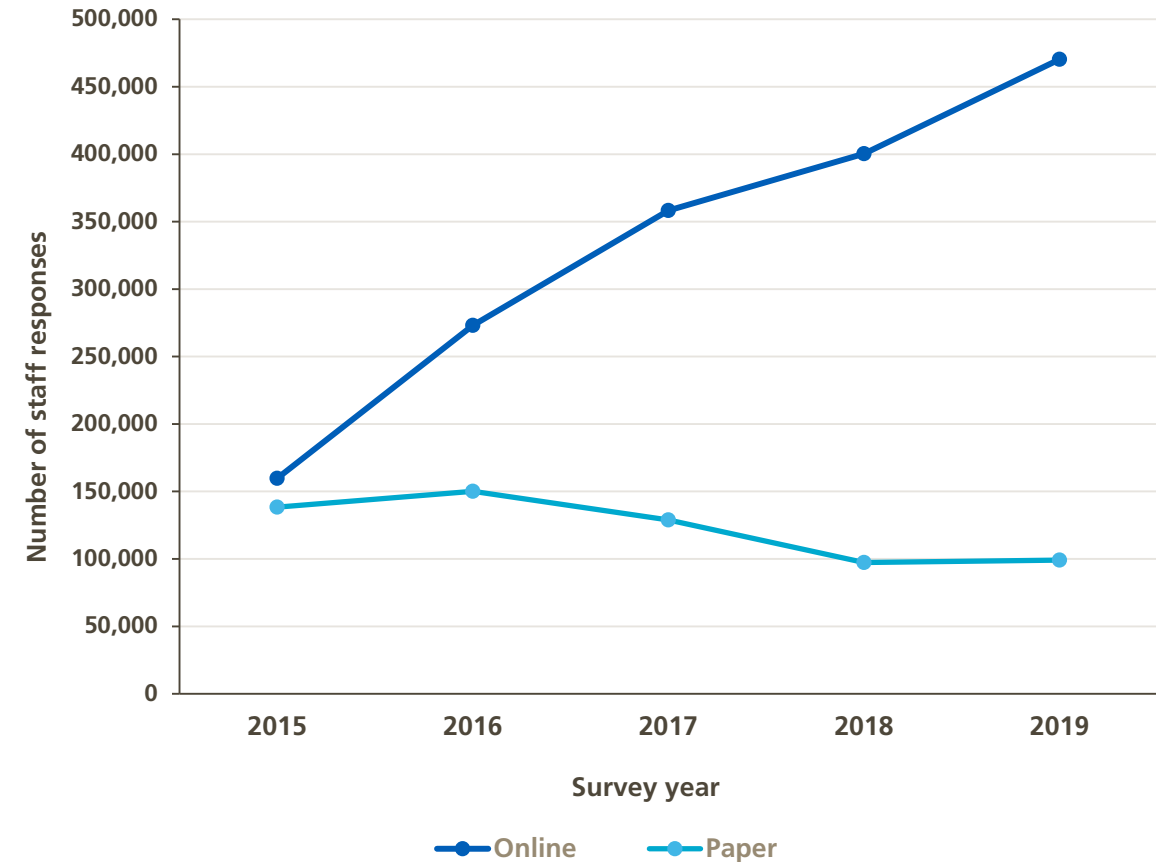
The graph on the right highlights that online completion of the survey has been steadily increasing since 2015. In 2019, 470,288 staff responded online, around three times the number who completed the survey online in 2015 (159,688).

Since 2018, the number of staff responding on paper has remained broadly similar while the number responding online has increased by nearly 70,000:

- Paper: 2018: 97,329, 2019: 99,152
- Online: 2018: 400,384, 2019: 470,288



Mode of survey completion over the last 5 years



Note: overall response rate has increased year-on-year since 2015

2. Technical details



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- The results presented in this report only cover the 229 NHS trusts that took part in the survey. Organisations that participated voluntarily are excluded from the national results because we do not have representative data for these types of organisations.
- 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. Base sizes are presented unweighted.
- Eleven summary indicators referred to as 'themes' have been created from the responses to certain individual survey questions. These have been calculated for previous years where possible.
- All themes are scored on a scale that ranges from 0 (worst) to 10 (best). Sections 4-14 of this report are focused on results relating to each of these themes.
- All figures reported are results for 2019, unless otherwise indicated.
- Further information about the technical details of the survey and the result outputs can be found in the [Technical Document](#).

NATIONAL RESULTS NHS trusts in England



558,509 responses from
staff at NHS trusts
48% response rate

3. Summary



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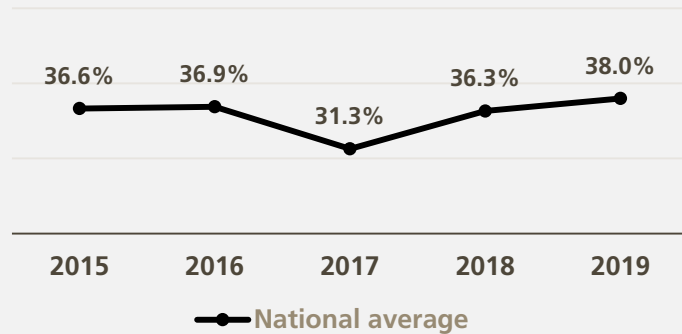
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Key changes in the 2019 Staff Survey results

Your pay and hours

% of staff satisfied with their level of pay (q5g)



38.0% of staff were satisfied with their level of pay, a **2 percentage point increase** from 2018 and the highest result over the past 5 years

Your managers

71.0% of staff were satisfied with the support they get from their immediate manager, a **4 percentage point increase** compared to 2015 (q5b | 2015: 66.8%)



55.9% of staff work additional UNPAID hours each week, over and above their contracted hours, a **2 percentage point decrease** from 2018 and a **5 percentage point decrease** from 2015 (q10c)

54.0% of staff were satisfied with the opportunities for flexible working patterns, a **4 percentage point increase** from 2015 (q5h)



Your organisation



63.3% of staff would recommend their organisation as a place to work, a **2 percentage point increase** from 2018 and a **5 percentage point increase** from 2015 (q21c)

- Ambulance trusts have improved on this measure by **11 percentage points** since 2015 (41.7% to 52.8%)

48.0% of staff were satisfied with the extent to which their organisation values their work, a **2 percentage point increase** from 2018 and a **6 percentage point increase** from 2015 (q5f | 41.8%)

77.3% of staff say that the care of patients/ service users is their organisation's top priority, a **4 percentage point increase** from 2015 (q21a | 73.3%)



34.5% of staff agreed that senior managers act on staff feedback, a **2 percentage point increase** compared to 2018 (q9d | 2018: 32.7%)

4. Equality, diversity & inclusion



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Theme score: **9.0**, which was the same in 2018 (9.0), but has declined since 2015 (9.1)

Equal opportunities

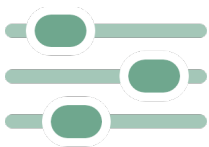
83.9%



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 (q14)

- Nationally, this has improved since 2018 (83.4%), but it remains lower than the figures in 2015-2017 (e.g. 2015: 86.0%)
- The 2019 score for ambulance trusts has increased by 5 percentage points since 2017 (2019: 72.7%, 2017: 67.8%), but remains the worst performing benchmarking group on this measure

73.8%

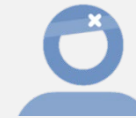


of staff with a disability or long term condition said their employer had made adequate adjustments to enable them to carry out their work (q28b)

Discrimination

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

7.2%



...from patients / service users, their relatives or other members of the public (q15a)

- This has continued to rise year on year from 5.8% in 2015

7.7%



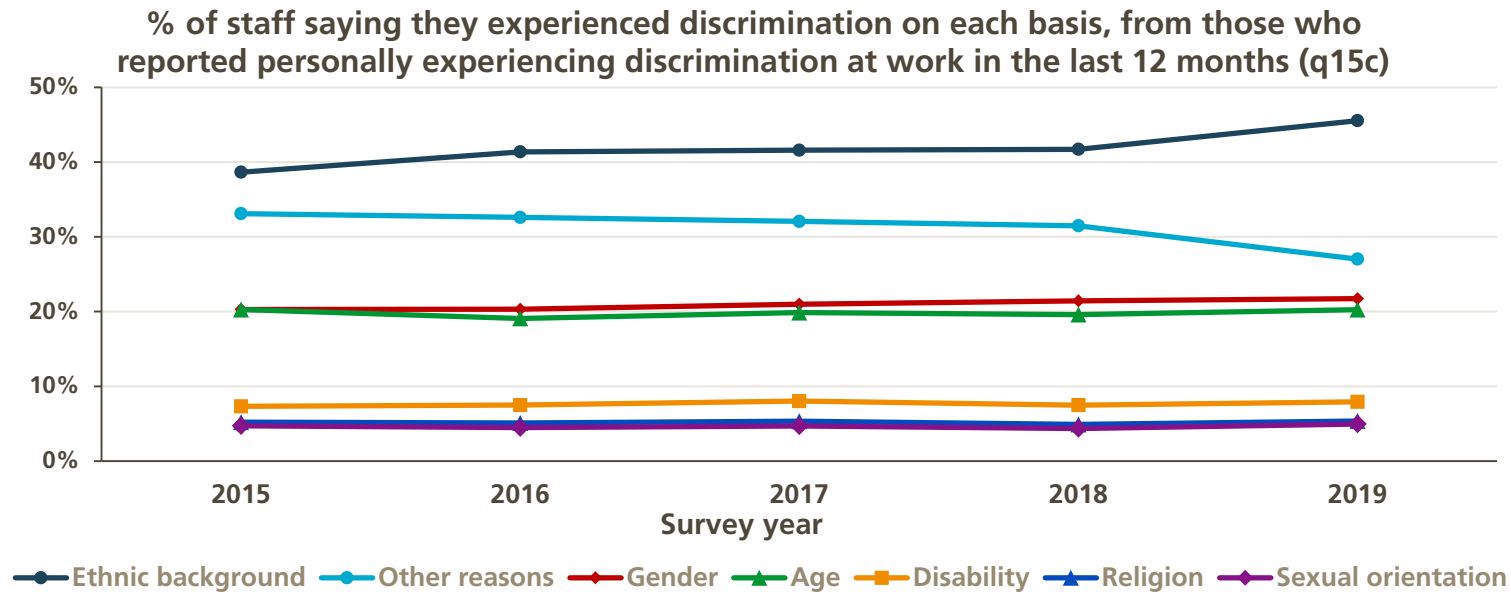
...from managers or colleagues (q15b)

- This has improved since 2018 (8.1%) but remains slightly higher than in 2015 and 2016.

On what grounds is discrimination experienced?

In the 2019 survey 12.6% of staff reported experiencing discrimination at work (q15a & b). The graph below shows on what basis staff had experienced discrimination.

Ethnic background continues to be the most common reason for discrimination. Besides 'other reasons', gender and age are the next most commonly reported reasons for discrimination. Discrimination on the grounds of ethnic background increased by 4 percentage points since 2018, while a smaller proportion described the discrimination as due to 'other reasons'.

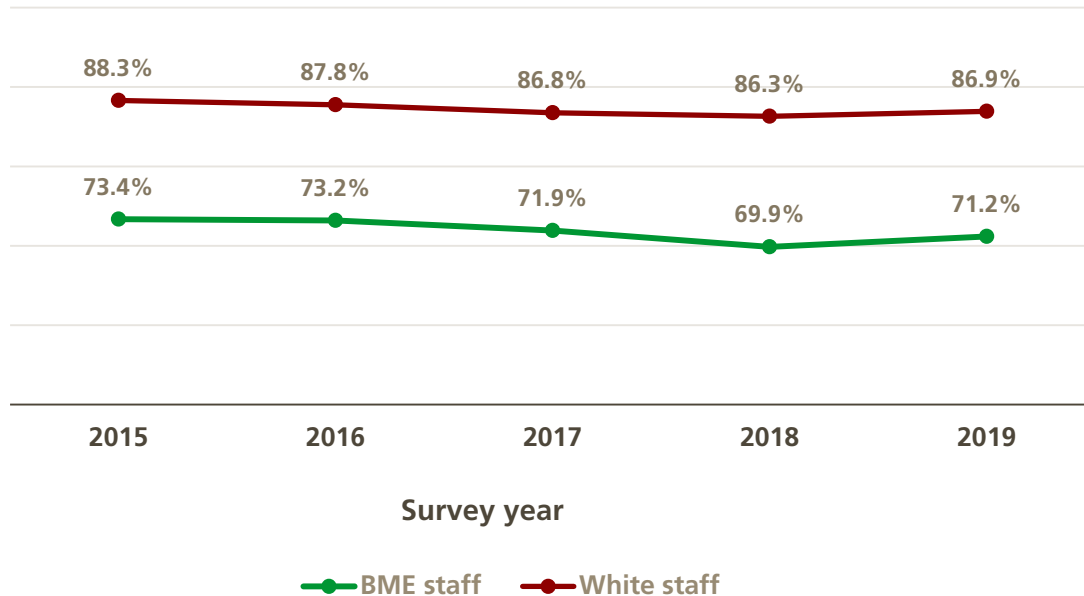


Equal opportunities

Staff views on whether their organisation provides equal opportunities for career progression / promotion have continued to vary greatly by ethnicity and disability (q14):

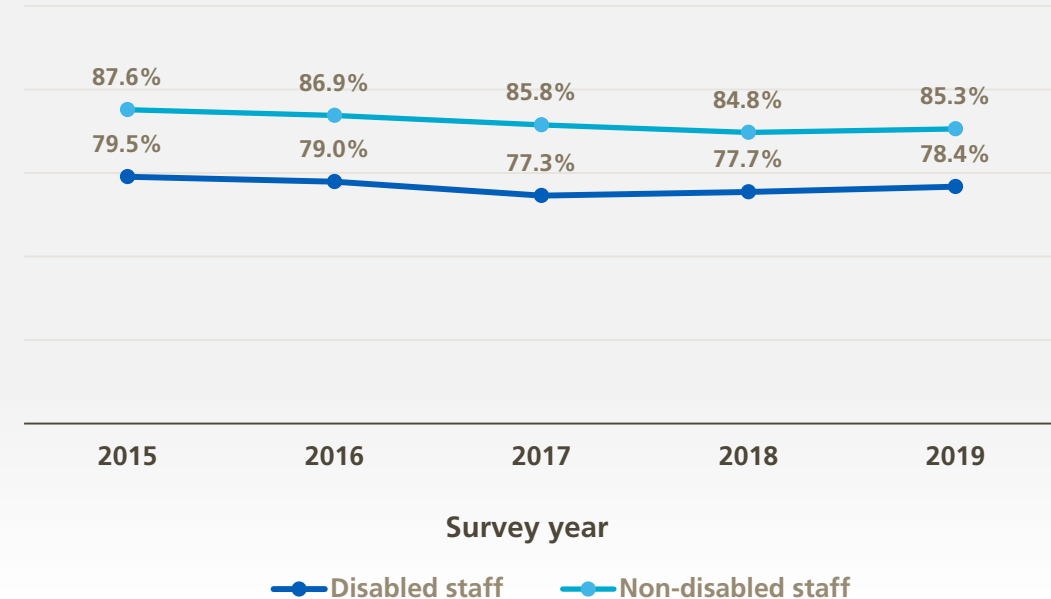
71.2% of BME staff said their organisation provides equal opportunities. In contrast 86.9% of white staff said the same.

% of staff saying their organisation provides equal opportunities for career progression / promotion (q14)



78.4% of disabled staff said their organisation provides equal opportunities, compared to 85.3% of non-disabled staff.

% of staff saying their organisation provides equal opportunities for career progression / promotion (q14)



5. Health & wellbeing



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Theme score: **5.9**, which is the same as 2018 (5.9) and slightly lower than in 2015-2017 (6.0)

Organisational work on health & wellbeing

54.0% of staff were satisfied with the opportunities for flexible working (q5h)

- This measure has steadily improved since 2015 (50.3%) and has seen year on year improvements across all trust types since 2017

29.3% said their trust definitely takes positive action on health & wellbeing (q11a)



- This is an improvement since 2018 (28.6%) but still remains below the proportions in 2015-2017
- Community trusts saw the greatest improvement since 2018, a 3 percentage point increase (2018: 31.9%, 2019: 34.6%)

Staff health

28.0% experienced musculoskeletal problems (MSK) as a result of work activities in the last 12 months (q11b)



- This has increased since 2015 (24.8%)

40.3% reported feeling unwell as a result of work related stress in the last 12 months (q11c)



- This proportion has been steadily increasing since 2016 (36.8%)

Working when ill

56.6% said they have gone to work in the last three months, despite not feeling well enough to perform their duties (q11d). This is similar to 2018 (56.5%) and 2017 (56.6%)



What proportion of NHS staff work additional unpaid hours?

There has been an overall decline in the proportion of staff working **additional unpaid hours** in the past 5 years. However, over half (55.9%) of staff work extra unpaid hours on a weekly basis.

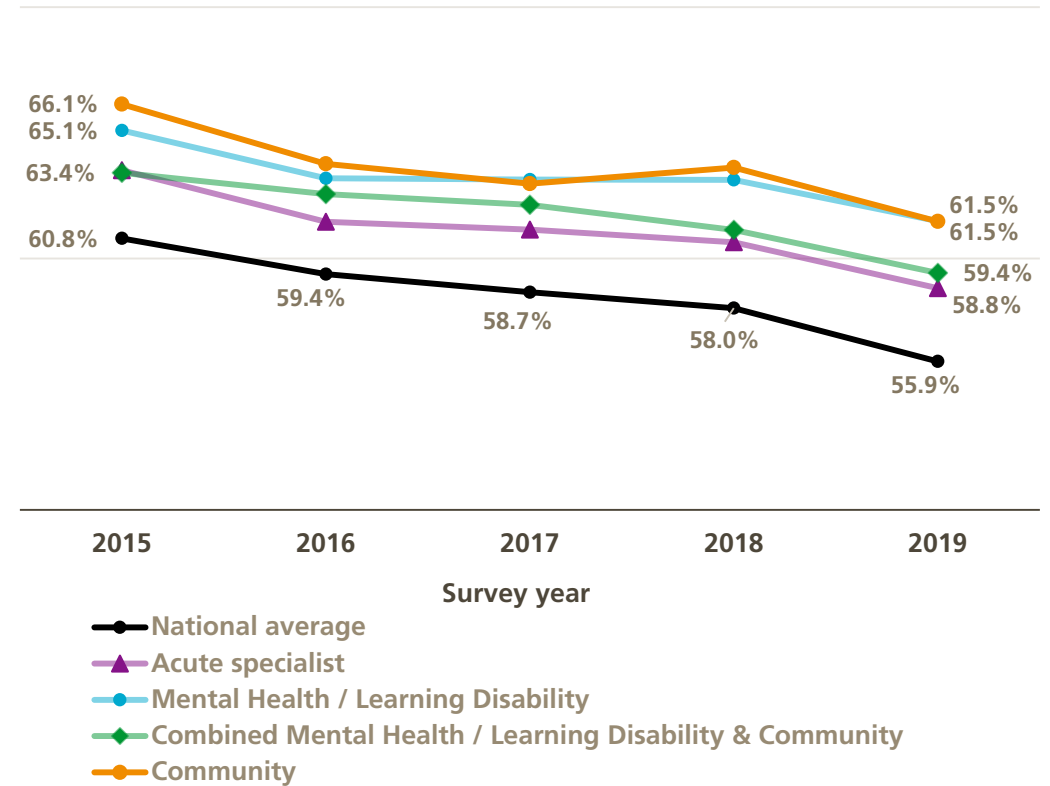
This proportion has declined steadily year on year since 2015 (60.8%) and has declined in all trust types.

The proportion of staff working additional unpaid hours remains above the national average in Community, Mental Health / Learning Disability, Combined Mental Health / Learning Disability & Community and Acute Specialists Trusts. (see chart)

Results for the other benchmarking groups can be reviewed through our interactive dashboards available on our [results site](#).



% of staff working additional unpaid hours (q10c)



6. Immediate managers



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Theme score: **6.9**, which has improved since 2018 (6.8), and continues an improving trend since 2015 (6.7)

Work feedback & support

71.0% of staff were satisfied with the support they got from their immediate manager (q5b)



- This is an increase since 2018 (69.8%), and a year-on-year improvement since 2015 (66.8%)

The following percentage of staff said that their manager:

62.9% ...gave them clear feedback on their work (q8c)

- This is an improvement since 2018 (61.4%) and is the best result in the last 5 years

55.7% ...definitely supported them to receive the training needs identified during their appraisal (q19g)

- This has improved by 1 percentage point since 2018 (54.9%) and 3 percentage points since 2017 (52.3%)

Inclusion & motivation

The following percentage of staff said that their manager:

56.2% ...asks for their opinion before making decisions that affect their work (q8d)

- This has increased by 1 percentage point since 2018 (55.3%) and builds on steady improvements since 2015 (53.6%)

69.7% ...takes a positive interest in their health and well-being (q8f)



- This has improved by 1 percentage point since 2018 (68.4%) and 4 percentage points since 2015 (65.8%)

73.3% ...values their work (q8g)

- This measure has been gradually improving since 2015 (70.5%)

7. Morale



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➤ Morale: theme score and contributing questions

Theme score: **6.2**, which is an improvement from 2018 (6.1)

Stress factors

Relationships

- 72.3%** said they receive the respect they deserve from their colleagues (q4j), a similar proportion compared with 2018 (72.2%)
- 46.6%** said relationships at work are never or rarely strained (q6c). This has improved slightly since 2018 (45.1%)
- 70.9%** said their immediate manager encourages them at work (q8a). This is an improvement since 2018 (69.3%)

Pressures



- 52.0%** are involved in deciding on changes introduced that affect their work (q4c) (52.2% in 2018)
- 22.9%** never or rarely have unrealistic time pressures (q6a), showing an improvement since 2018 (22.2%)
- 56.0%** often or always have a choice in deciding how to do their work (q6b) (56.1% in 2018)

Thinking about leaving

The following percentage of staff said they... All three measures have improved since 2018

- 28.4%** ...often think about leaving their organisation (q23a)
- 21.0%** ...will probably look for a job at a new organisation in the next 12 months (q23b)
- 14.8%** ...will leave their organisation as soon as they can find another job (q23c)



2018: 29.9%



2018: 21.6%



2018: 15.7%



Thinking about leaving - destinations

Do staff want to continue working within their organisation or leave?*

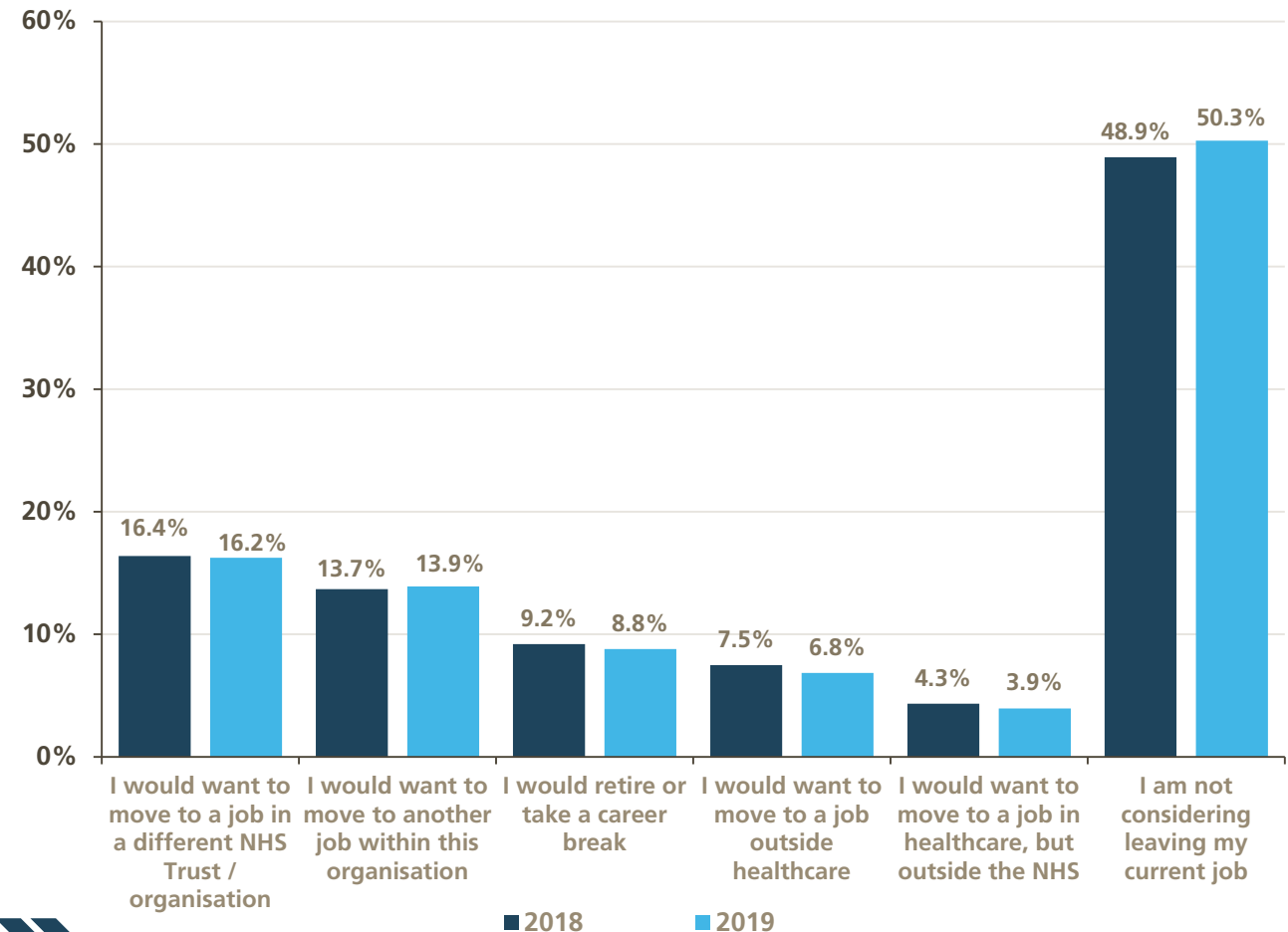
The proportion of staff who are not considering leaving their current NHS organisation has **increased by 2 percentage points** (2018: 62.6%, 2019: 64.2%). This includes those not considering leaving their current job and those considering a move to another job within the same organisation.

The proportion of staff who are considering leaving the NHS altogether has **decreased by 1 percentage point** (2018: 21.0%, 2019: 19.6%). This includes those considering retiring or taking a career break and those considering moving to a job outside healthcare or in healthcare but outside the NHS.

Results for each answer can be found in the graph on the right.



q23d – If you are considering leaving your current job, what would be your most likely destination?



*Note: results reported on this page are unweighted because this data does not refer to an experience measure.

8. Quality of appraisals



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Theme score: **5.6**, which is an improvement since 2018 (5.5), and continues a year-on-year improvement since 2015 (5.2)

Professional development

The following percentage of staff said that their appraisal has definitely helped them to:

23.3% ...improve how they do their job (q19b)

- This is a 3 percentage point increase since 2015 (20%)

35.4% ...agree clear objectives for their work (q19c)

- This is a 1 percentage point increase from last year (34.4%)



Values

The following percentage of staff said that their appraisal has definitely:

32.9% ... left them feeling that their work is valued by their organisation (q19d)

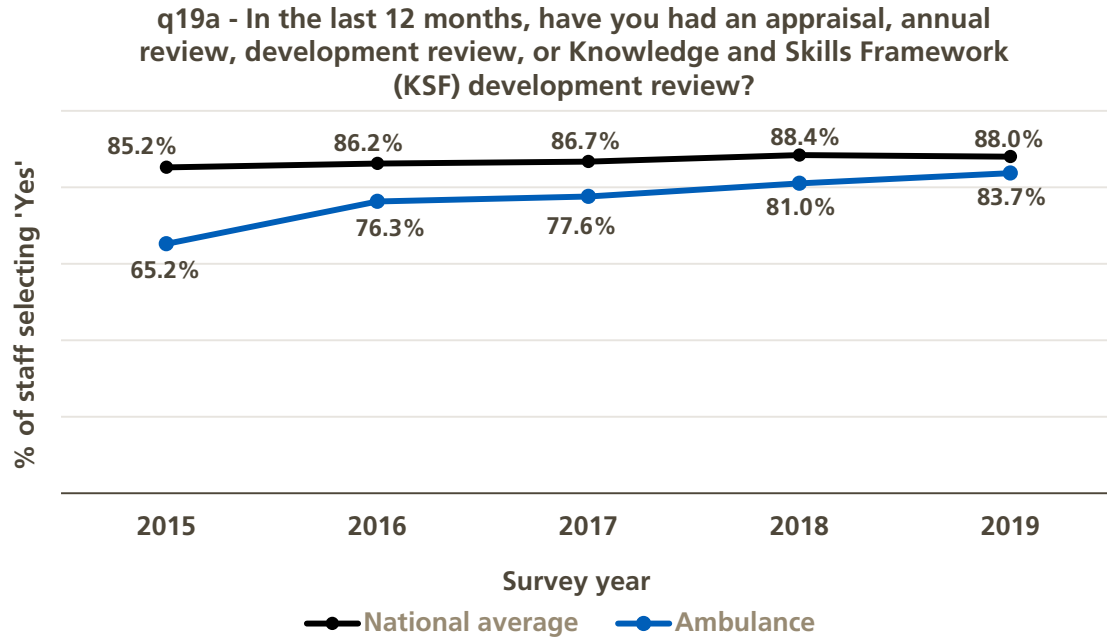
- This has increased from 2018 (31.3%) and is a 5 percentage point increase from 2015 (27.9%)

39.2% ... involved a discussion of the values of their organisation (q19e)

- This is an improvement of 2 percentage points since 2018 (37.0%) and 8 percentage points since 2015 (30.8%)
- All trust types have showed improvement on this measure since 2017



What proportion of staff had an appraisal?



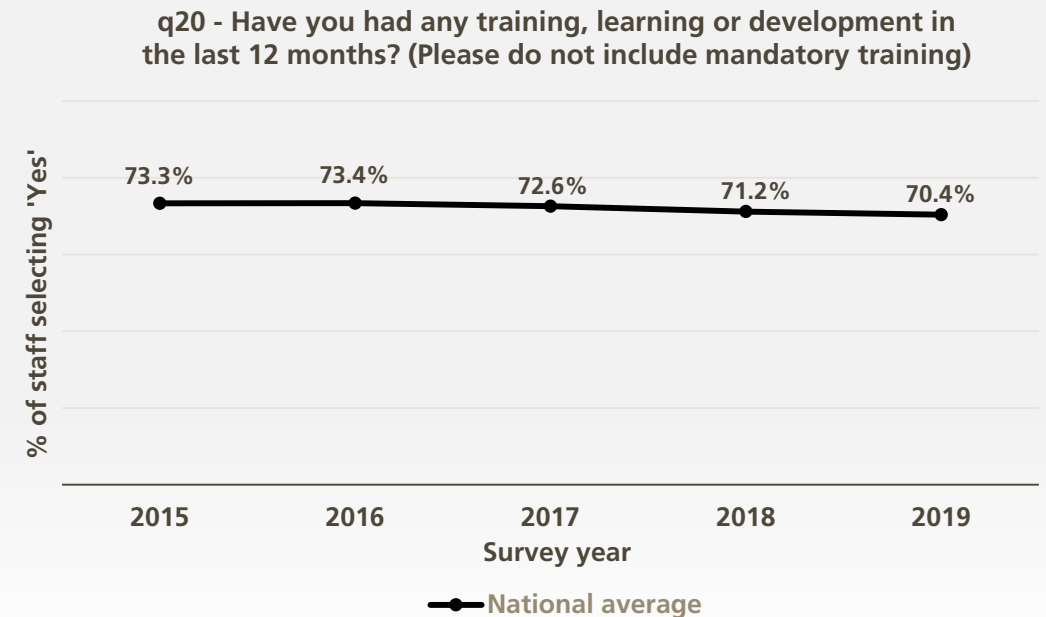
As highlighted in the graph above, the proportion of staff receiving a yearly appraisal at a national level has increased from 2015-2018, but the proportion who received an appraisal in 2019 has decreased slightly (88.0%).

While staff at Ambulance Trusts remain less likely than average to have had an annual appraisal (83.7%), Ambulance Trusts have seen steady improvements on this measure since 2015, with the 2019 figure nearing the national average

What proportion of staff had non-mandatory training?

Although positive improvements are observed in the appraisal process, non-mandatory training has continued to decline.

As highlighted by the chart below, 70.4% of staff had non-mandatory training, learning or development in the last year. This is the lowest proportion in the past 5 years, continuing a year-on-year decline since 2016.



9. Quality of care



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Theme score: **7.5**, which is an improvement since 2018 (7.4)

Quality of care

- 81.1%** of staff were satisfied with the quality of care they give to patients / service users (q7a)
- This is a slight improvement since 2018 (80.7%) but remains below the 2016 (82.7%) and 2015 (82.2%) results
 - Acute Specialist Trusts continue to perform best on this measure, while all other trust types saw slight improvement this year
- 89.6%** felt their role makes a difference to patients / service users (q7b) (2018: 89.3%)
- 68.5%** said they are able to deliver the care they aspire to (q7c)
- This has improved year on year since 2017 (66.8%)



10. Safe environment – Bullying & harassment



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Theme score: **8.0**, which has remained the same since 2015 (8.0)

Staff experiencing bullying & harassment

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



28.5% ...from patients / service users, their relatives or other members of the public (q13a) (2018: 28.5%)

- Staff at Ambulance Trusts and Mental Health / Learning Disability Trusts continue to experience more bullying, harassment and abuse than the national average from patients / service users, their relatives and other members of the public (see chart)



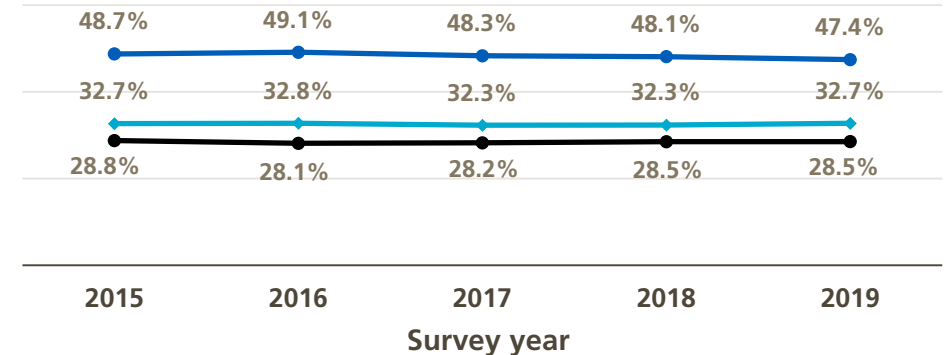
12.3% ...from managers (q13b)

- This has been the best result in the last 5 years
- All trust types improved on this measure since 2018



19.0% ...from other colleagues (q13c) (2018:19.1%)

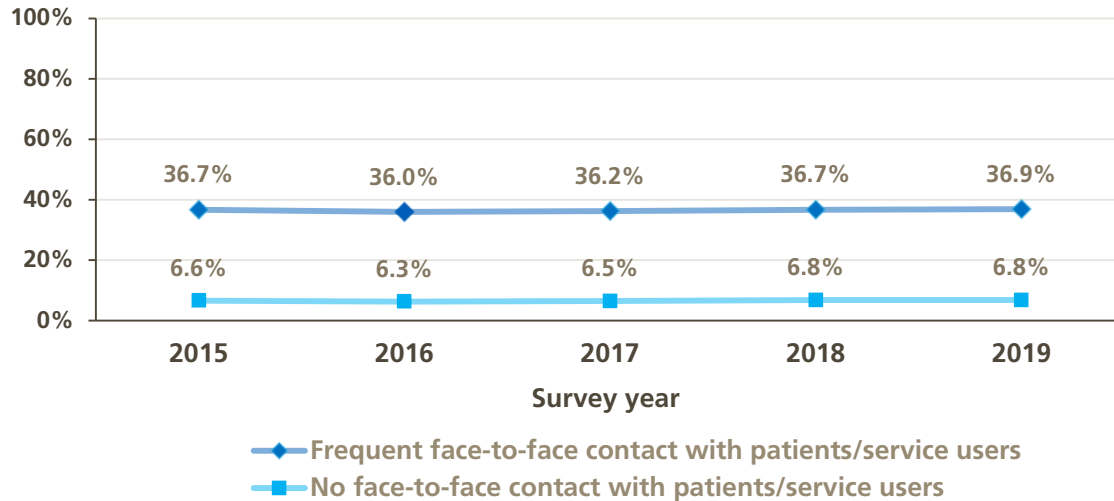
% of staff saying they have personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public in the last 12 months (q13a)



— National average — Ambulance — Mental Health / Learning Disability

Safe environment – bullying and harassment by patient facing roles

% of staff saying they experienced at least one incident of bullying, harassment or abuse from patients / service users, their relatives or other members of the public in the last 12 months (q13a)



Amongst NHS staff who have frequent face-to-face contact with patients/service users, more than one in three claim to have experienced at least one incident of bullying, harassment or abuse from patients / service users, their relatives or other members of the public in the last 12 months (36.9% in 2019).

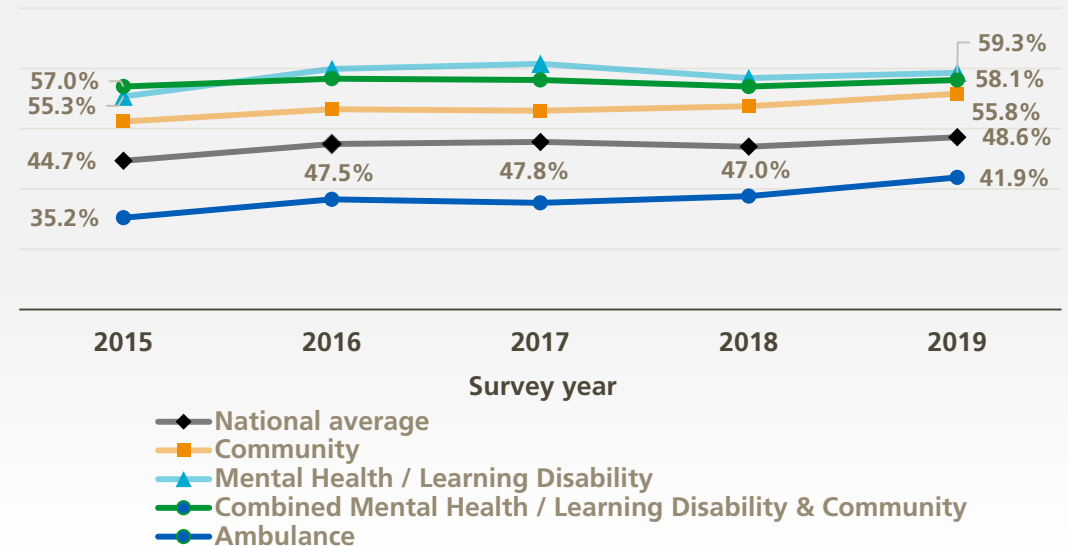
Results for the other groups can be reviewed through our interactive dashboards available on our [results site](#).

Is harassment, bullying or abuse reported by staff?

As highlighted in the graph below, at a national level the reporting of harassment, bullying or abuse by staff has increased since 2015 (2015: 44.7%, 2019: 48.6%). This pattern is reflected in all benchmarking groups. While the proportion of staff at Ambulance Trusts who reported harassment, bullying or abuse by staff has continued to be below the national average, it has improved year on year since 2017.

Results for the other benchmarking groups can be reviewed through our interactive dashboards available on our [results site](#).

% of staff saying they or a colleague reported harassment, bullying or abuse at work the last time they experienced it (q13d)



11. Safe environment – Violence



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Theme score: **9.4**, which has been the same each year since 2015 (9.4)

Staff experiencing physical violence

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



14.9%

...from patients / service users, their relatives or other members of the public (q12a)

- This has worsened slightly since 2018 (14.6%)
- Ambulance Trusts and Mental Health / Learning Disability Trusts have consistently reported higher than average incidence of violence from this group over the last 5 years



0.6%

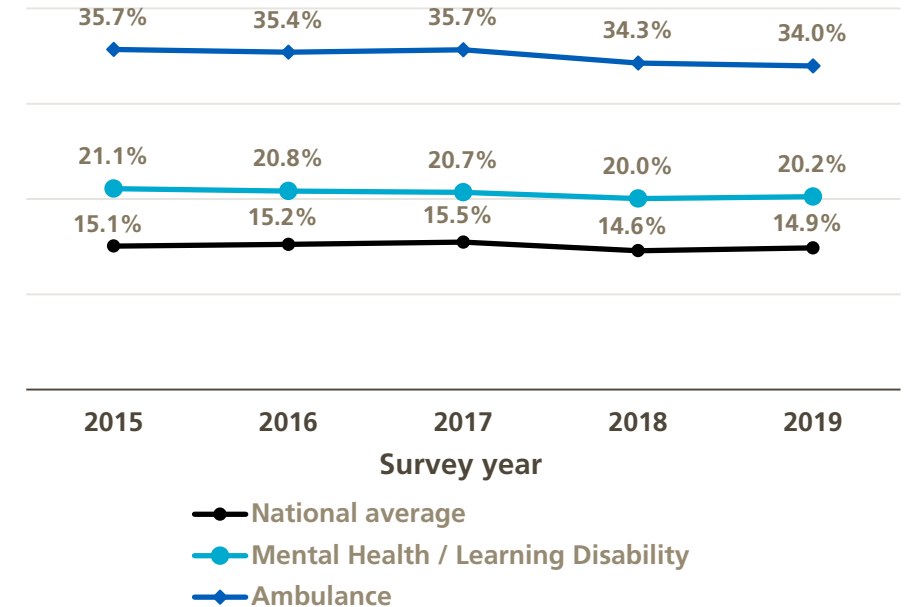
...from managers (q12b) (2018: 0.6%)



1.5%

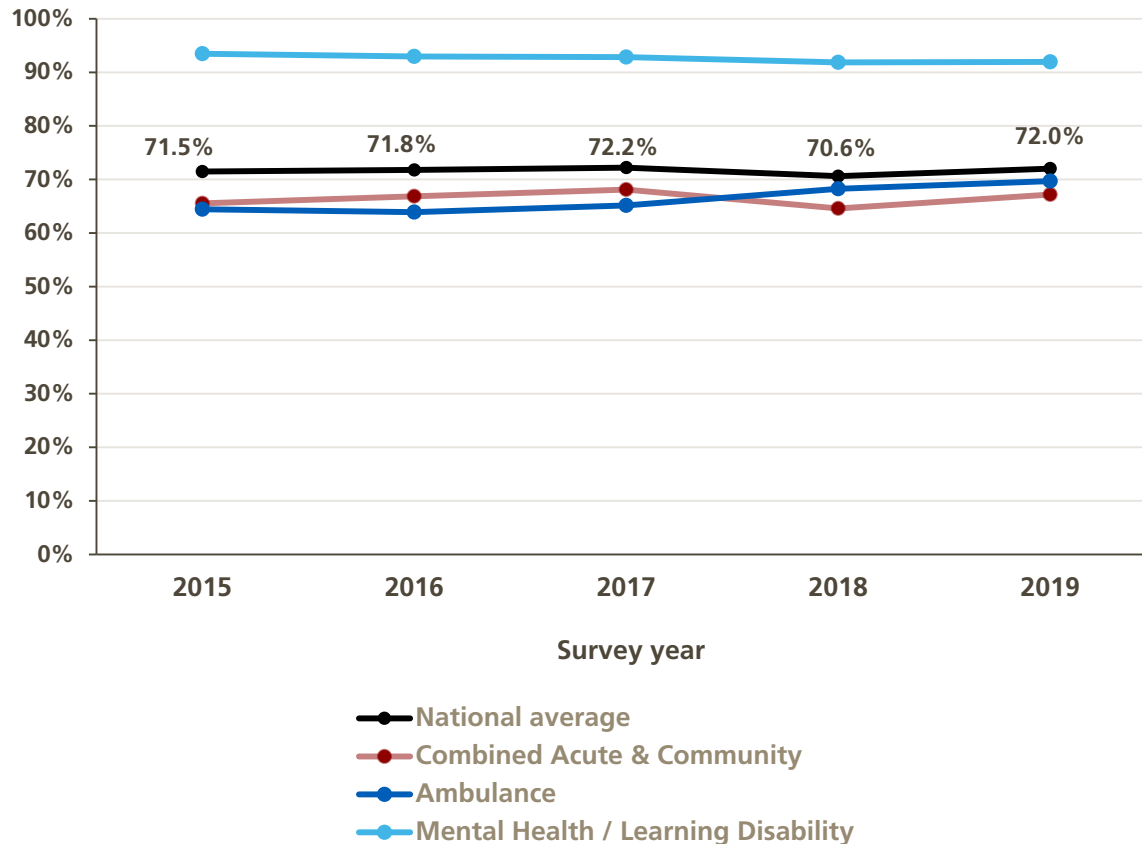
...from other colleagues (q12c) (2018: 1.6%)

% of staff who have experienced at least one incident of physical violence from patients / service users, their relatives or other members of the public in the last 12 months (q12a)



Is physical violence reported by staff?

% of staff saying the last time they experienced physical violence at work, they or a colleague reported it (q12d)



The graph on the left highlights that at a national level, the decline in the reporting of incidents of physical violence seen between 2017 and 2018 has been reversed this year (up to 72.0% in 2019). Mental Health / Learning Disability Trusts continue to see the highest levels of reporting when incidents of physical violence occur (91.9% in 2019).

While the proportion of staff reporting such incidents has improved for Combined Acute & Community Trusts this year, they have seen lower levels than any other benchmarking group since 2018. Since 2016 the level of reporting at Ambulance Trusts has steadily increased and is now close to the national average (69.7% in 2019).

For further details on these trends for other benchmarking groups please refer to our [interactive dashboards](#) available on our [results site](#).

12. Safety Culture



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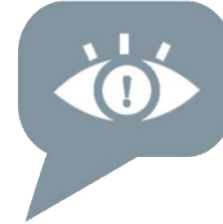
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Theme score: **6.8**, which is an improvement since 2018 (6.7) and 2017 (6.6)

Action on reported incidents



The following percentage of staff said that their organisation...

59.7% ...treats staff who are involved in an error, near miss or incident fairly (q17a)

- This is a 1 percentage point improvement since 2018 (58.3%) and continues a positive trend since 2015 (52.2%)

71.1% ...takes action to ensure that reported errors, near misses or incidents do not happen again (q17c) (2018: 70.5%)

73.8% ...acts on concerns raised by patients / service users (q21b) (2018: 73.4%)

61.1% ...gives them feedback about changes made in response to reported errors, near misses and incidents (q17d)

- This is a 1 percentage point improvement since 2018 (60.0%) and continues an upward trend since 2015 (54.1%)

Reporting incidents

The following percentage of staff said they...

71.7% ...would feel secure raising concerns about unsafe clinical practice (q18b)

- This is a 1 percentage point increase since 2018 (70.7%)

59.8% ...were confident that their organisation would address their concern (q18c)

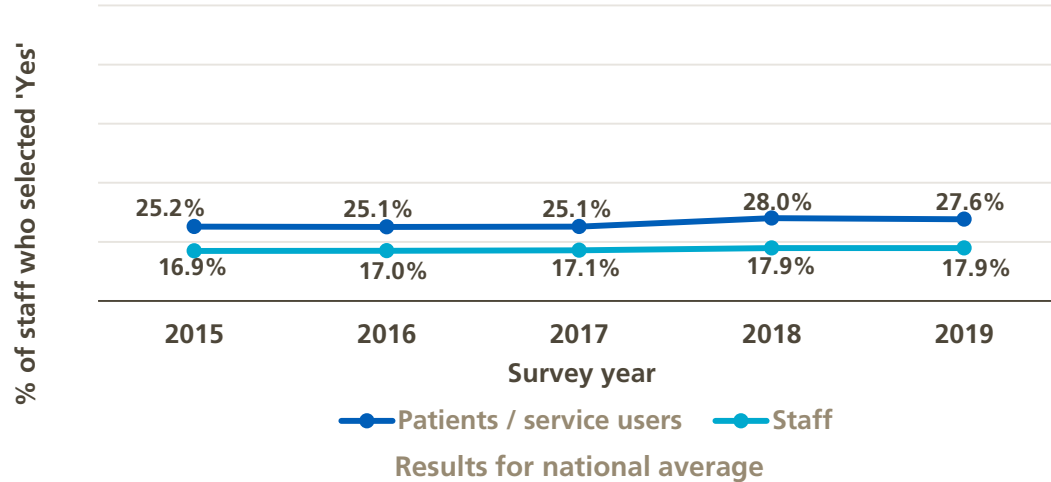


- This has continued an upward trend since 2017 (57.6%)

Witnessing errors, near misses or incidents

How many staff have witnessed errors near misses or incidents?

Q16a/b - In the last month have you seen any errors, near misses or incidents that could have hurt...



As seen in the graph above, the proportion of staff reporting seeing an error, near miss, or incident that could have hurt patients / service users has declined slightly this year, but remains higher than in 2015-2017.

Incidents endangering staff have remained at a similar level to last year.

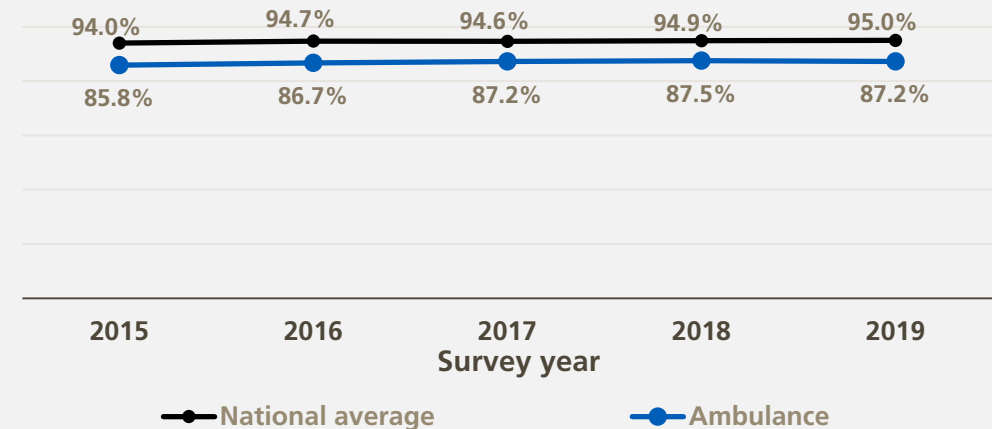
To see how the different benchmarking groups compare on this measure, please refer to our interactive dashboards available on our [results site](#).

How many staff reported the errors near misses or incidents that they witnessed?

The graph below shows an increasing proportion of staff/colleagues reporting incidents that could have hurt staff or patients / service users over the past 5 years. Ambulance Trusts have continued to perform below average on this measure.

To see how other benchmarking groups compare on this measure, please refer to our interactive dashboards available on our [results site](#).

% of staff saying the last time they saw an error, near miss or incident that could have hurt staff or patients / service users, they or a colleague reported it (q16c)



13. Staff engagement



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Theme score: **7.0**, which has been the same since 2015 (7.0)

Motivation

59.5% said they often or always look forward to going to work (q2a)

- This has continued to improve since 2017 (57.7%)



74.8% said they are often or always enthusiastic about their job (q2b)

- This is an improvement of 1 percentage point since 2017 (73.6%)

76.7% said time often or always passes quickly when they are working (q2c) (2018: 76.6%)

Ability to contribute to improvements



72.9% said they have frequent opportunities to show initiative in their role (q4a) (2018: 73.0%)

74.0% said they are able to make suggestions to improve the work of their team / department (q4b) (2018: 74.4%)

55.9% said they are able to make improvements happen in their area of work (q4d) (2018: 55.9%)

Recommendation of their organisation

77.3% said that care of patients / service users is their organisation's top priority (q21a)

- This measure has seen a steady upward trend since 2015 (73.3%)

63.3% said they would recommend their organisation as a place to work (q21c)

- This is an improvement of 2 percentage points since 2018 (61.6%) and continues a positive trend since 2015 (58.7%)

71.4% said they would be happy with the standard of care provided by their organisation for a friend or relative needing treatment (q21d)

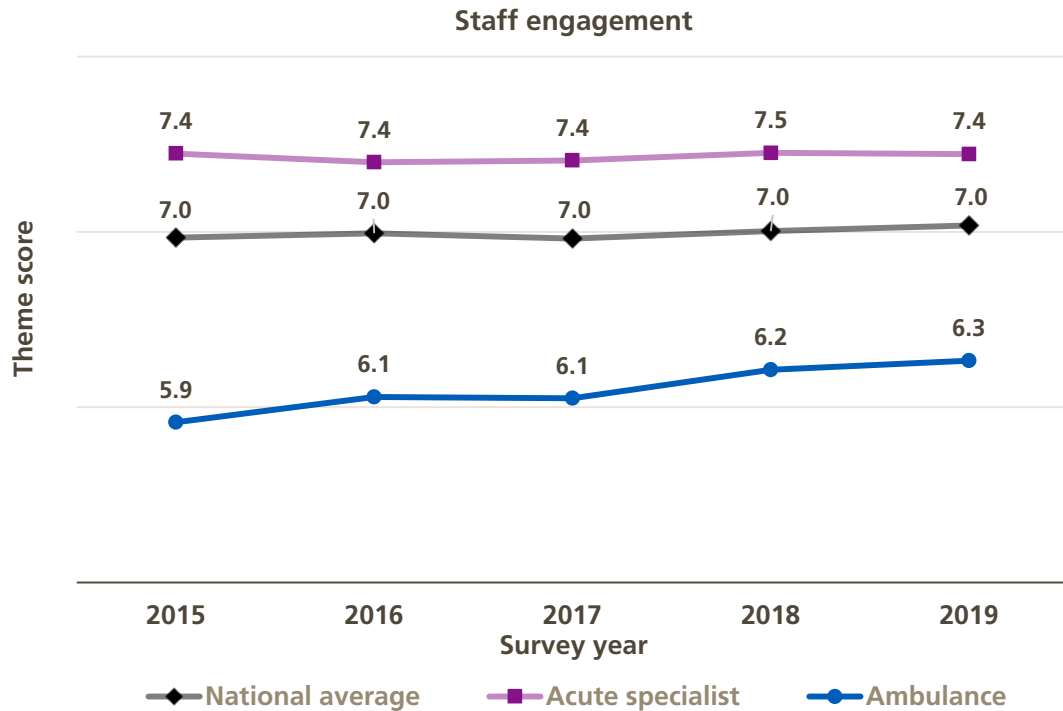


- This measure has also improved steadily since 2015 (69.0%)

Staff engagement by benchmarking group

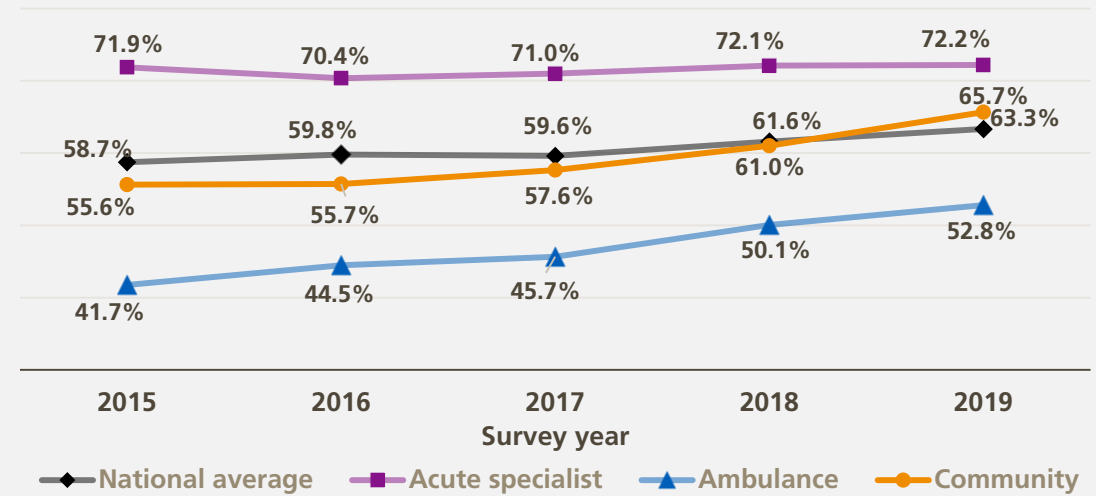
Does staff engagement vary by benchmarking group?

Over the last 5 years, most benchmarking groups have scored close to the national average on staff engagement, with Acute Specialist Trusts continually performing the best on this measure. Ambulance trusts have been improving on this measure since 2015, but have always achieved the worst score of the benchmarking groups.



Does recommendation vary by benchmarking group?

% of staff saying they would recommend their organisation as a place to work (q21c)



As seen in the graph above, the percentage of staff who would recommend their organisation as a place to work has increased year on year since 2017.

While Ambulance Trusts have seen steady improvement in this measure, they remain the only benchmarking group to be performing below the national average. Between 2015 and 2018, Community Trusts also performed below average, but are now performing above average, having improved by 4 percentage points since 2018.

14. Team working



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Theme score: **6.6**, which has remained the same since 2016 (6.6)

Team objectives and effectiveness

The following percentage of staff said that the team they work in...

72.4% ...has a set of shared objectives (q4h) (2018: 72.8%)

- Ambulance trusts have continually seen the worst performance in this measure over the last 5 years

60.7% ...often meets to discuss the team's effectiveness (q4i) (2018: 60.6%)

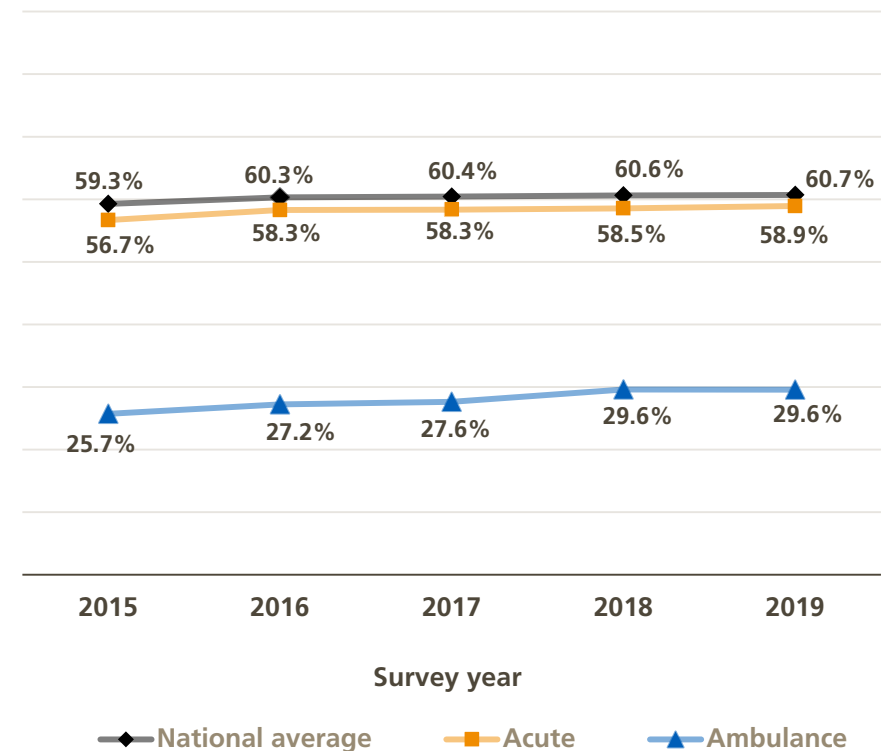
- This is a 1 percentage point increase since 2015 (59.3%)
- Ambulance Trusts and Acute Trusts have continually performed below the national average over the last 5 years, with Ambulance Trusts being the worst performing benchmarking group for this measure, despite a 4 percentage point improvement since 2015 (see chart on right).



To see how the different benchmarking groups compare on this measure, please refer to our interactive dashboards available on our [results site](#).



% of staff saying the team they work in often meets to discuss the team's effectiveness (q4i)



➤ 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.nhsstaffsurveyresults.com

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:



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