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NHS
Bradford Teaching Hospitals
NHS Foundation Trust

2022 NHS Staff Survey

Overview of Results

Board| 11 May 2023

National Results | 2022 NHS Staff Survey

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Overall, the results nationally reflect the extremely challenging operational environment facing staff at all levels of the NHS workforce. While it is positive to see that the majority of staff feel their leaders are compassionate listeners who take positive interest in the health and wellbeing of their staff, metrics across workload, staff wellbeing and perceived quality of care have all seen decreases since 2021.

- Nationally staff were not satisfied with their level of pay;
- Only 26.4% think there are enough staff in their organisation for them to do their job properly.
- There was an increase in those reporting they often think about leaving their organisation (a five year high);
- All measures relating to burnout have remained persistently high;
- Just under half of staff (46.3%) often or always feel worn out at the end of their shift;
- 34% of staff feel burnt out because of their work.

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Overview | Response Rates

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- The 2022 NHS staff survey was open from **September – November 2021.**
- Response Rate: **37%** (2021: 47.2%).
- Overall, **2,365** colleagues responded to the survey

Organisation	Response Rate (2022)
BTHFT	37%
Airedale	41%
Calderdale and Huddersfield	44.5%
Harrogate and District	43%
Leeds	37.5%
Mid Yorks	37%

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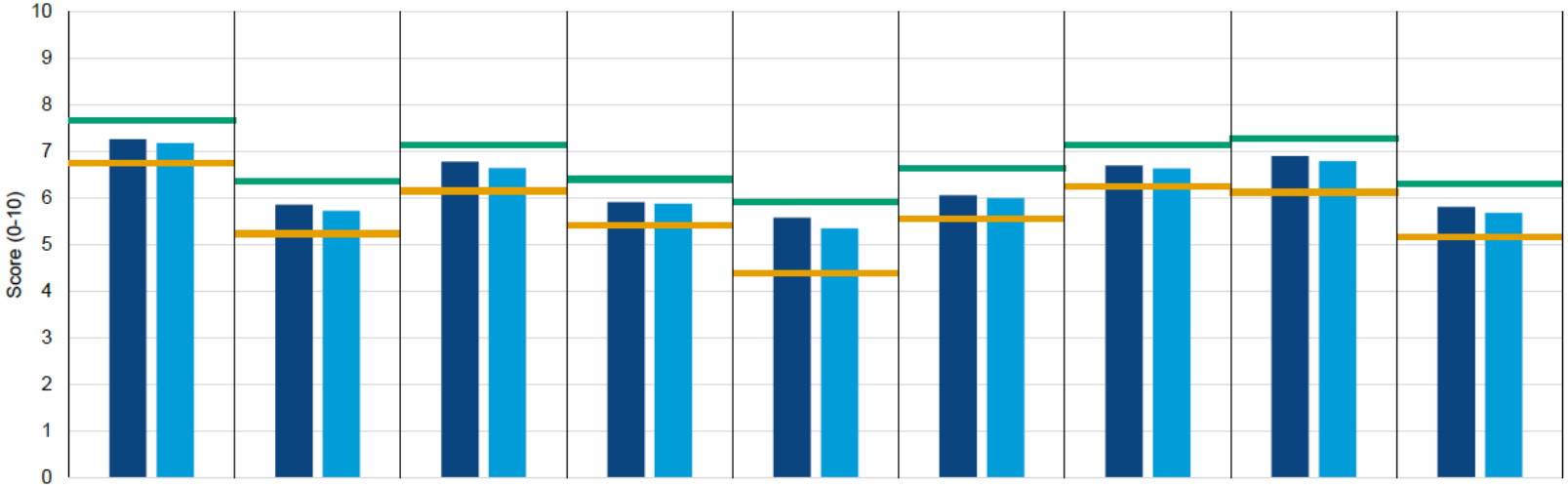
People Promise Elements and Themes: Overview

Survey Coordination Centre

All of the People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.



	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	Staff Engagememt	Morale
Your org	7.3	5.9	6.8	5.9	5.6	6.1	6.7	6.9	5.8
Best	7.7	6.4	7.1	6.4	5.9	6.6	7.1	7.3	6.3
Average	7.2	5.7	6.6	5.9	5.4	6.0	6.6	6.8	5.7
Worst	6.8	5.2	6.2	5.4	4.4	5.6	6.3	6.1	5.2
Responses	2353	2349	2316	2333	2236	2331	2347	2358	2356

Overview | BTHFT 2022 vs 2021

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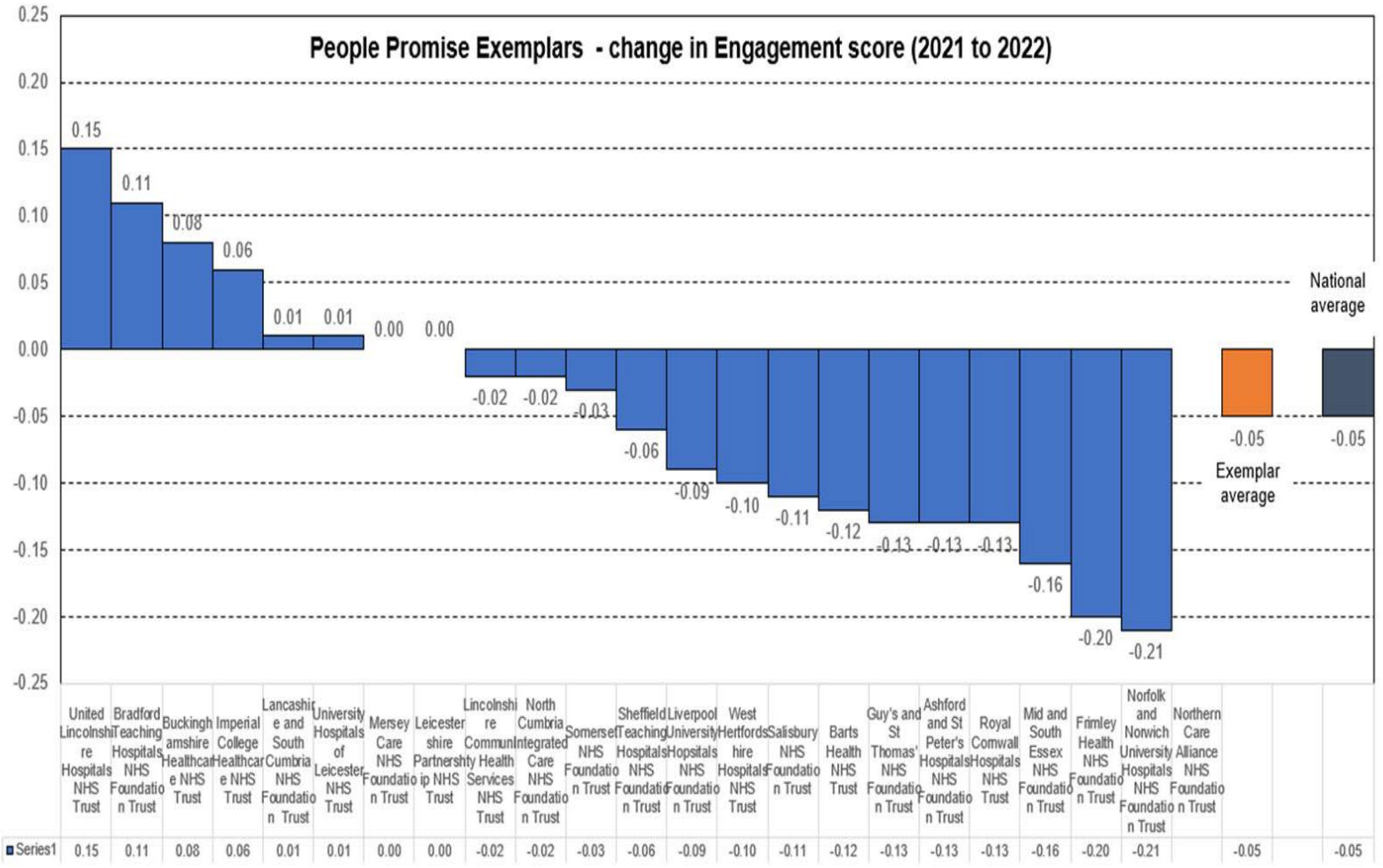
People Promise Theme	Trust Score 2022	Trust Score 2021	Change
We are compassionate and inclusive	7.3	7.1	+0.2
We are recognised and rewarded	5.9	5.8	+0.1
We have a voice that counts	6.8	6.7	+0.1
We are safe and healthy	5.9	5.8	+0.1
We are always learning	5.6	5.3	+0.3
We work flexibly	6.1	5.8	+0.3
We are a team	6.7	6.4	+0.3
Staff engagement	6.9	6.8	+0.1
Morale	5.8	5.7	+0.1

2022 NHS Staff Survey results: Exemplar Engagement scores

NHS England



Overview | 2021/22 Priority Areas

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Theme / Question	2021 (BTHFT)	2022 (BTHFT)	% change
Recognised and Rewarded |			
The recognition I get for good work	50.0%	52.6%	+2.6%
The extent to which my organisation values my work	39.7%	43.0%	+3.3%
My immediate manager values my work	67.2%	71.2%	+4.0%
We Are a Team |			
The team I work in often meets to discuss the team's effectiveness	53.6%	58.5%	+4.9%
Team members understand each other's roles	71.3%	73.0%	+1.7%
My team has enough freedom in how to do its work	56.0%	60.1%	+4.1%
My immediate manager encourages me at work	66.2%	70.5%	+4.3%
My immediate manager gives me clear feedback on my work	58.0%	61.4%	+3.4%
My immediate manager takes a positive interest in my health and wellbeing	63.2%	67.5%	+4.3%
Speaking Out |			
I would feel secure raising concerns about unsafe clinical practice	74.5%	72.6%	-1.9%
I am confident that my organisation would address my concerns	57.5%	55.7%	-1.8%
Last time you experienced harassment, bullying or abuse did you or a colleague report it (yes)	49.3%	46.4%	-2.9%
I feel safe to speak up about anything that concerns me in this organisation (agree)	60.8%	61.6%	+0.8%
If I spoke up about something that concerned me I am confident my organisation would address my concerns (agree)	47.4%	48.8%	+1.4%

Overview | 2021/22 Priority Areas

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Theme / Question	2021 (BTHFT)	2022 (BTHFT)	% change
Staff Engagement |			
I look forward to going to work	49.6%	54.4%	+4.8%
I am enthusiastic about my job	68.8%	70.5%	+1.7%
There are frequent opportunities for me to show initiative in my role	72.9%	77.1%	+4.2%
I am trusted to do my job	91.2%	92.6%	+1.4%
I would recommend my organisation as a place to work	58.0%	57.8%	-0.2%
Civility and Respect |			
The people I work with are understanding and kind to one another	68.5%	70.7%	+2.2%
The people I work with are polite and treat each other with respect	70.3%	71.3%	+1.0%
The people I work with show appreciation to one another	65.7%	66.8%	+1.1%
I receive the respect I deserve from my colleagues at work	70.1%	72.0%	+1.9%

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Overview | Highlights

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73.9% think that BTHFT respects individual differences (NHS Average: 69.3%, BTHFT '21: 69.6%)

88.4% feel their role makes a difference to patients / service users (NHS Average: 87.3%, BTHFT '21: 87.4%)

77.1% agree there are frequent opportunities for me to show initiative in my role (NHS Average: 72.8%, BTHFT '21: 72.9%%)

71.4% agree they have opportunities to improve their knowledge and skills (NHS Average: 67.8%, BTHFT '21: 66.6%)

82.7% enjoy working with colleagues in their team (NHS Average: 81.1%, BTHFT '21: 81.4%)

70.5% are often or always enthusiastic about their job

(NHS Average: 66.7%, BTHFT '21: 68.8%)

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Overview | Development Areas

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31.5% often think about leaving the Trust (NHS Average: 31.9%, BTHFT '21: 32.5%)

On what grounds have you experienced discrimination? Increases in responses relating to **ethnic background, religion, disability and age**

59.3% agree if a friend or relative needed treatment they would be happy with the standard of care provided by BTHFT

(NHS Average: 61.9%, BTHFT '21: 63.8%)

34.2% answered that they 'often' or 'always' feel burnt out because of work (NHS Average: 34.8%, BTHFT '21: 36.8%)

31.0% often or always feel exhausted at the thought of another day / shift at work (NHS Average: 31.5%, BTHFT '21: 34.5%)

20.3% answered that they had experienced harassment, bullying or abuse from another colleague in the last 12 months (NHS Average: 20.0%, BTHFT '21: 18.6%)

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Overview | CSU and other Departments

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Since 2021:

- Theatres, Critical care and Day Case shown improvement in all themes, similarly Specialist Medicine, Surgery and Digestive disease and Finance have also improved their scores.

- Areas with a decline include Radiology & Imaging and Children's Services.

- Estates and Facilities have made significant improvements; Estates have scored higher than the Trust average on all but one theme indicator. Facilities have scored significantly higher than the average for morale and we are safe and healthy.

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Areas of Priority | 2023/24

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We each have a voice that counts:
Ensuring staff feel confident and safe to speak out if there is something that needs to change (raising concerns); Improving response rates for staff engagement events including (but not limited to) NHS Staff Survey results and the National Quarterly Pulse Survey; Continue with our focus on discrimination;

We are safe and healthy:
Continue with our focus on civility and behaviours at a local department level; Embedding a Restorative Just Culture approach and continuing to grow a health and wellbeing offer that reflects what our people need;

We are always learning:
Continue to support our staff with access to the right learning and development opportunities when they need them and invest in our people to build confidence and capability;

Morale:
Support our staff and managers to have effective conversations – such as Stay Interviews, Wellbeing Conversations and Talent Management conversations.

Staff engagement:
Advocacy – Improving staff engagement levels and morale – a focus on supporting each other, ensuring the organisation is a good, supportive and compassionate place to work;

We are recognised and rewarded:
Focus on staff feeling that they are valued for what they do.

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Next Steps

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- **Managers Guide** produced and shared – their role is crucial;
- **Communications** – we plan to summarise 'Top 5 takeaways' and revisit progress against the 5 priorities in monthly videos / articles;
- **Organisation-level action plan** is being developed – held focus groups with colleagues to finalise priorities;
- **CSU / Service specific action plans** are being developed;
- Results and actions to continue to be monitored in **Exec-CSU meetings;**
- **Quarterly updates** to People Academy on progress.

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