Our NHS Staff Survey Results 2021

It has been another unprecedented and challenging year for the Trust and the whole health and social care system. Despite this, many of you gave us your valuable feedback via the NHS staff survey at the end of last year and we can now reveal the results of this. From this year, the questions in the survey are aligned to the People Promise which sets out the things that according to NHS colleagues would most improve their working experience. The results this year are now measured against the seven People promise elements as well as two of the themes reported in previous years – staff engagement and morale.

Our scores are predominantly positive – with all out of nine themes above the national average. As always, there’s more to do to make the Trust an even better place to work and we will be revealing plans for this over the next few months.

How do we compare?

How many of us had our say?

We have seen our response rate increase from 55.1% last year to 61.3% in 2021. Our response rate this year is higher than the national average for acute and community trusts (our comparative group). We don’t take this rise for granted at a time when people are feeling fatigued from the pressures over the last few years of the Covid-19 pandemic. 2,450 of us from the Trust and Royal Primary Care took the opportunity to have our say which is encouraging. As our NHS People Promise says, ‘we each have a voice that counts’ – filling in your survey and providing your feedback is a really important way to help us understand what we are doing well and what we need to improve.

Theme One:

We are compassionate and inclusive.

7.7

This score is above average within our 2021 peer group.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 7.8
Average: 7.2
Worst: 6.7

Theme Two:

We are recognised and rewarded.

6.3

This score is above average within our 2021 peer group.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 6.5
Average: 5.8
Worst: 5.3

Theme Three:

We each have a voice that counts.

7.1

This score is above average within our 2021 peer group.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 7.3
Average: 6.7
Worst: 6.1

Theme Four:

We are safe and healthy.

6.1

This score is above average within our 2021 peer group.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 6.5
Average: 5.9
Worst: 5.5

Theme Five:

We are always learning.

6.0

This score is above average within our 2021 peer group.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 6.0
Average: 5.2
Worst: 4.3

Improvement Headlines

2017 - Trust rated ‘worse than average’ in 26 out of 52 key findings.
2018 - Survey combined key findings to create ten themes. Trust rated above national average in five of them.
2019 - Trust rated above national average in nine out of 11 categories, including a new theme of ‘team working.’
2020 - Trust rated above national average in eight out of ten themes and demonstrating improvement in six themes.
2021 - Trust rated above the national average in all themes!
Organisations with scores closer to ten show that colleagues feel their Trust is committed to helping them balance their work and home life, that they feel they achieve a good balance between work and home life and they can approach their immediate manager to talk about flexible working.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 6.7
Average: 5.9
Worst: 6.4

A range of questions in the survey cover whether people feel their team have a set of shared objectives, they often meet to discuss the team’s effectiveness, and they receive the respect they deserve from their colleagues at work.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 7.1
Average: 6.6
Worst: 6.2

This score is above the national average and is the same score as last year.

An engaged workforce is an illustration of an organisation where people look forward to going to work, they are enthusiastic about their job, and they look forward to going to work.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 7.4
Average: 6.8
Worst: 6.3

This score is above the national average but is a lower score than last year.

An existing theme from previous years, this theme measures how many people often think about leaving the organisation, whether they will probably look for another job in the next 12 months and if they would leave immediately if they found another job.

How do we compare to the other 126 Trusts in our 2021 peer group?

Best: 6.5
Average: 5.7
Worst: 5.3