

# 2024 Staff Survey Results

Workforce Committee  
27 March 2025

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.



# Overview

- In all nine, our results are slightly better for 2024 when compared with 2023, continuing a trend of steady improvement over the past few two years.
- Our improvement is in contrast to the overall national results, released this morning, which shows a slight deterioration in most scores.
- There was also a better response rate with 58% of our eligible staff filling in the survey, up from 56% the year before.
- Overall, the analysis by independent survey provider, Picker, showed we have significantly improved in seven questions and significantly deteriorated in one question. In all other questions there was no statistically significant changes.

## **Significant improvement**

- Recommender as a place to be treated
- Enough staff
- Satisfied with pay
- Have realistic time pressures
- Can approach immediate manager to talk openly about flexible working
- Immediate manager takes a positive interest in my health and wellbeing
- I can eat nutritious and affordable food at work
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## **Significant deterioration**

- Not experienced physical violence from manager

## **Areas where our scores particularly improved**

- As well as receiving a report which compares our results in 2024 vs 2023, we also get given a 'peer benchmark' report which compares us against other specialist hospitals (regardless of specialty).
- For the second year in a row, we have scored the highest in our peer group for the question 'I can eat nutritious and affordable food at work'.
- This rose from 69.05% in 2023 to 73.66% in 2024 and is well above our peer group average of 56%.
- We also scored highest in our specialist hospital peer group for the percentage of staff saying that they are satisfied with the opportunities for flexible working patterns, with 69% responding positively to this question.
- There was also good improvements over the past three years in training and development and overall line management.

## **Continuing areas of concern**

- Whilst there was a reduction in the number of staff experiencing unwanted behaviour of a sexual nature, 8.5% of respondents reported that they had experienced at least one incident of unwanted sexual behaviour from patients or relatives. Meanwhile, 4.3% of staff said they experienced unwanted sexual behaviour from colleagues. These are the highest reported levels in our peer group.
- We also saw continued high levels of discrimination and bullying being reported, particularly from staff from a Black, Asian and Minority Ethnic background.

# Theme trends 2021-24

	Compassionate and Inclusive	Recognised and <u>Rewarded</u>	Voice that Counts	Safe and Health	Always Learning	Work Flexibly	Team	Staff Engagement	Morale
2021	7.8	6.1	6.9	6.1	5.6	6.3	6.8	7.2	6.0
2022	7.3	5.7	6.7	6.0	5.4	6.1	6.6	7.1	5.7
2023	7.4	5.99	6.78	6.15	5.60	6.55	6.77	7.2	5.94
2024	7.43	6.05	6.8	6.27	5.63	6.76	6.81	7.24	6.06

# Cambridge and Peterborough System Benchmarking

	Recommend as a place to work	Recommend as a place to be treated	Engagement	Unwanted sexual behaviour	Morale	Compassionate & Inclusive
CUH	69.34%	77.10%	7.02	3.77%	6.02	7.36
CPFT	58.71%	65.55%	6.93	2.96%	6.02	7.46
CCS	76.34%	83.91%	7.40	0.92%	6.47	8.01
NWAFT	58.04%	58.54%	6.71	4.30%	5.77	7.03
<b>RPH</b>	<b>70.66%</b>	<b>90.80%</b>	<b>7.24</b>	<b>4.30%</b>	<b>6.06</b>	<b>7.45</b>

# Comparison of Recommender as a Place to Work results for Specialist Hospitals

## Specialist trusts

Organisation	2022	2023	2024	Change 2023-24	Response rate 2024
Liverpool Heart and Chest Hospital	78%	83%	83%	-0.1	62%
The Christie	71%	71%	79%	7.6	48%
Royal National Orthopaedic Hospital	73%	72%	76%	3.9	48%
The Royal Marsden	68%	71%	75%	4.5	44%
Great Ormond Street Hospital for Children	66%	71%	74%	3.0	57%
The Robert Jones and Agnes Hunt Orthopaedic	66%	76%	74%	-2.0	47%
The Clatterbridge Cancer Centre	64%	71%	73%	2.7	71%
Queen Victoria Hospital	72%	75%	73%	-1.8	58%
The Royal Orthopaedic Hospital	72%	73%	72%	-1.2	59%
Royal Papworth Hospital	62%	69%	71%	1.6	58%
The Walton Centre	70%	72%	70%	-2.3	45%
Moorfields Eye Hospital	62%	64%	67%	2.9	69%
Liverpool Women's	61%	62%	63%	0.6	52%

Our results have improved the most over the 2 years



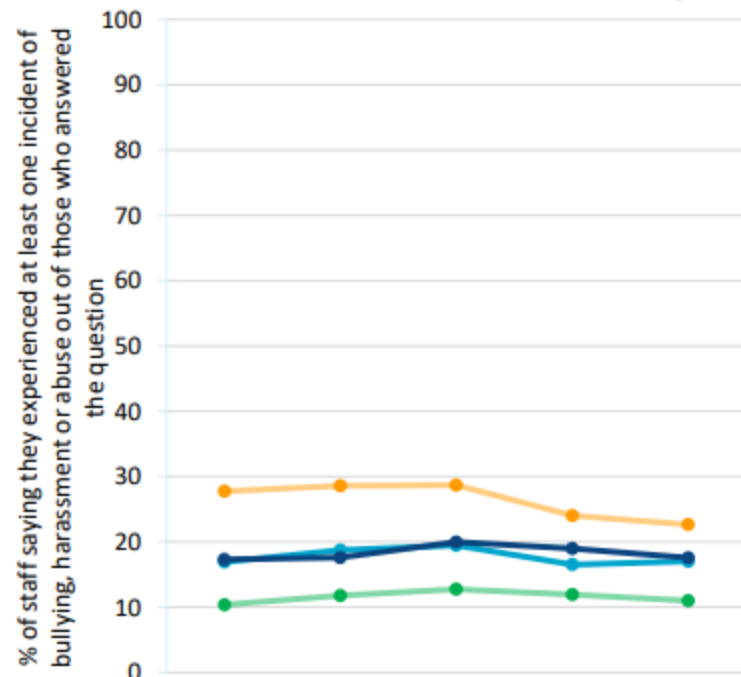


## People Promise elements and theme results – We are safe and healthy: Negative experiences

Survey  
Coordination  
Centre



Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.

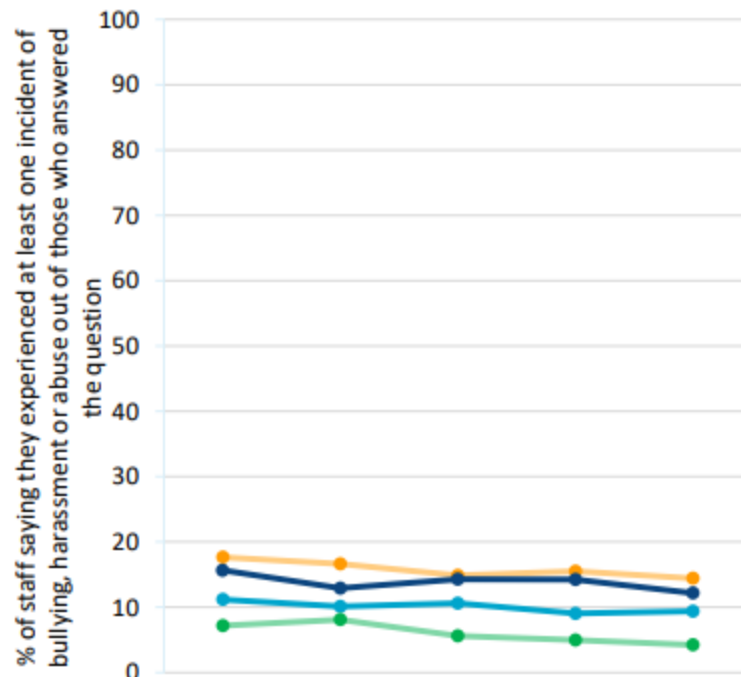


2020 2021 2022 2023 2024

Your org	17.32%	17.60%	19.99%	18.98%	17.58%
Best result	10.38%	11.77%	12.76%	11.93%	11.02%
Average result	16.95%	18.76%	19.48%	16.52%	17.03%
Worst result	27.76%	28.59%	28.70%	24.04%	22.64%

Responses 1276 1377 1205 1083 1244

Q14b In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Managers.

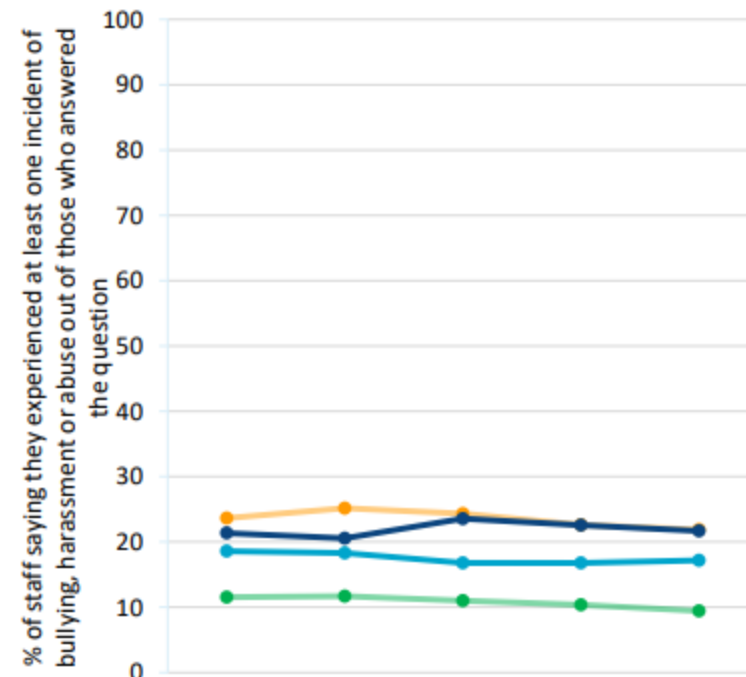


2020 2021 2022 2023 2024

Your org	15.66%	12.93%	14.29%	14.26%	12.16%
Best result	7.17%	8.09%	5.61%	4.95%	4.23%
Average result	11.18%	10.13%	10.63%	9.06%	9.41%
Worst result	17.65%	16.65%	14.88%	15.53%	14.42%

Responses 1271 1374 1201 1078 1227

Q14c In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Other colleagues.



2020 2021 2022 2023 2024

Your org	21.36%	20.56%	23.56%	22.58%	21.69%
Best result	11.55%	11.69%	11.01%	10.37%	9.44%
Average result	18.58%	18.29%	16.79%	16.77%	17.17%
Worst result	23.63%	25.17%	24.33%	22.62%	21.87%

Responses 1272 1372 1195 1070 1232

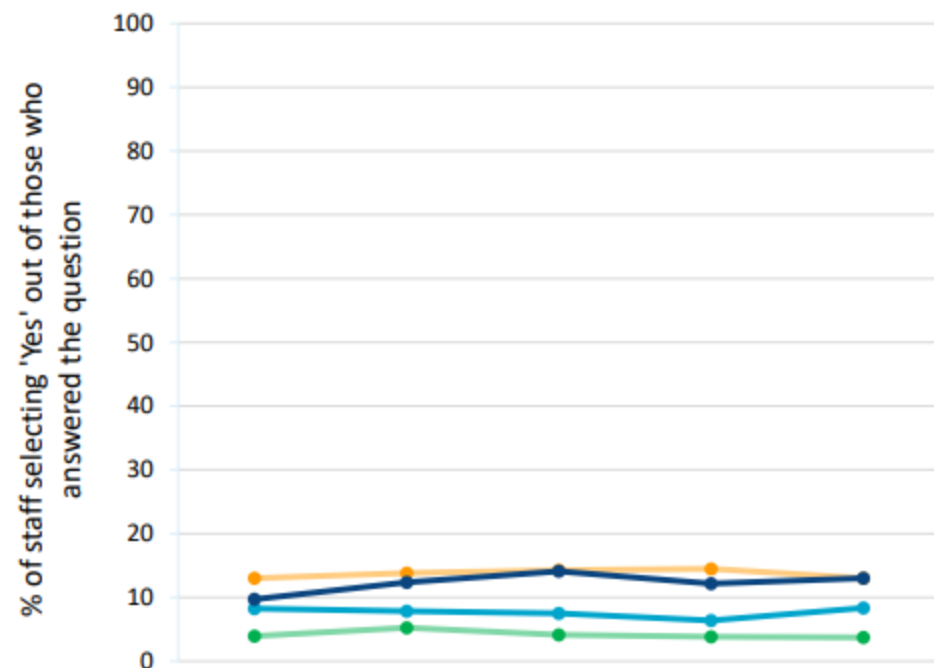


## People Promise elements and theme results – We are compassionate and inclusive: Diversity and equality

Survey  
Coordination  
Centre

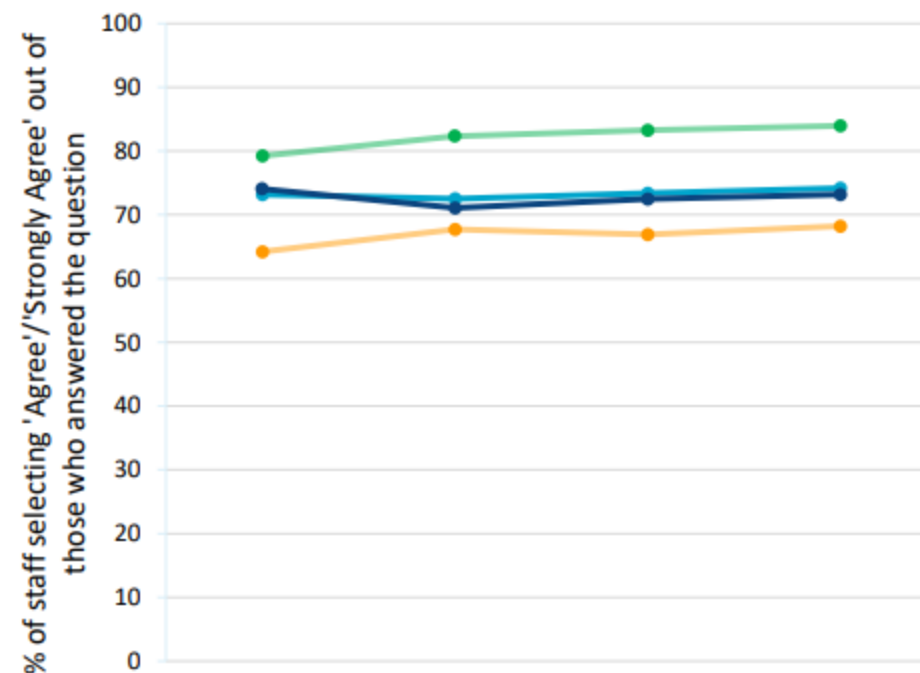


Q16b In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?



	2020	2021	2022	2023	2024
Your org	9.69%	12.37%	14.09%	12.15%	13.02%
Best result	3.92%	5.23%	4.15%	3.82%	3.71%
Average result	8.24%	7.82%	7.48%	6.37%	8.33%
Worst result	13.00%	13.83%	14.25%	14.48%	13.02%
Responses	1300	1412	1204	1169	1219

Q21 I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).



	2021	2022	2023	2024
Your org	74.06%	71.08%	72.48%	73.20%
Best result	79.24%	82.34%	83.25%	83.95%
Average result	73.17%	72.52%	73.38%	74.17%
Worst result	64.22%	67.71%	66.90%	68.22%
Responses	1414	1204	1174	1245

# How do we use these results?:

- We have started the sharing of the results across the organisation with an article online and presentation in our weekly managers briefing.
- We will be sharing them with Divisions/Directorates and asking them to discuss and consider what areas they want to focus on to improve, against the backdrop of the vision for inclusive leadership
- The Chief Executive and Director of Workforce and OD will be running sessions for staff and line managers to discuss the results in more detail
- We will identify improvement KPIs for 25/26 based on these results.