



Royal Papworth Hospital
NHS Foundation Trust

2022 Staff Survey Results
Workforce Race Equality Results
Workforce Disability Equality Results

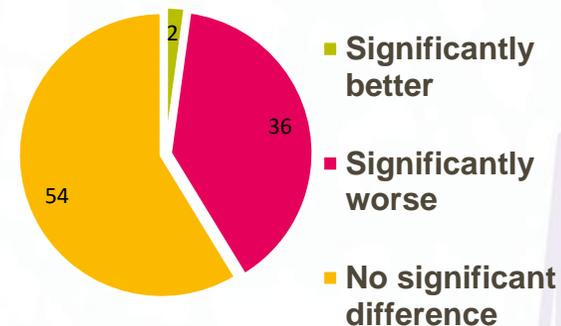
Trust Board
6 April 2023



2022 National Staff Survey Results

- On 9th March 2023 the results from the 2022 National Staff Survey were published.
- Our results are benchmarked against our peer group of 13 acute specialist hospitals.
- We had a 61% response rate which is a reduction from 2021 (70%) but compares very favourably with the national response rate for our peer group at 52% and the national rate of 46%.
- We are below the average for our peer group in all of the nine themes and were the worst performing in seven of the nine themes. In terms of the national benchmark our results were better in three of the themes, at the national average for four and below for two.
- Our recommender scores as a place to work and as a place to be treated reduced to 60.6% and 85.7% respectively. The average scores for these questions for our peer group was 68.6% and 86.5% respectively and nationally 57.4% and 62.9% respectively.
- The diagram to the right is a comparison of our 2022 results to our 2021 results.

Comparison to 2021**



How the survey is organised

Summary indicators

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Centre

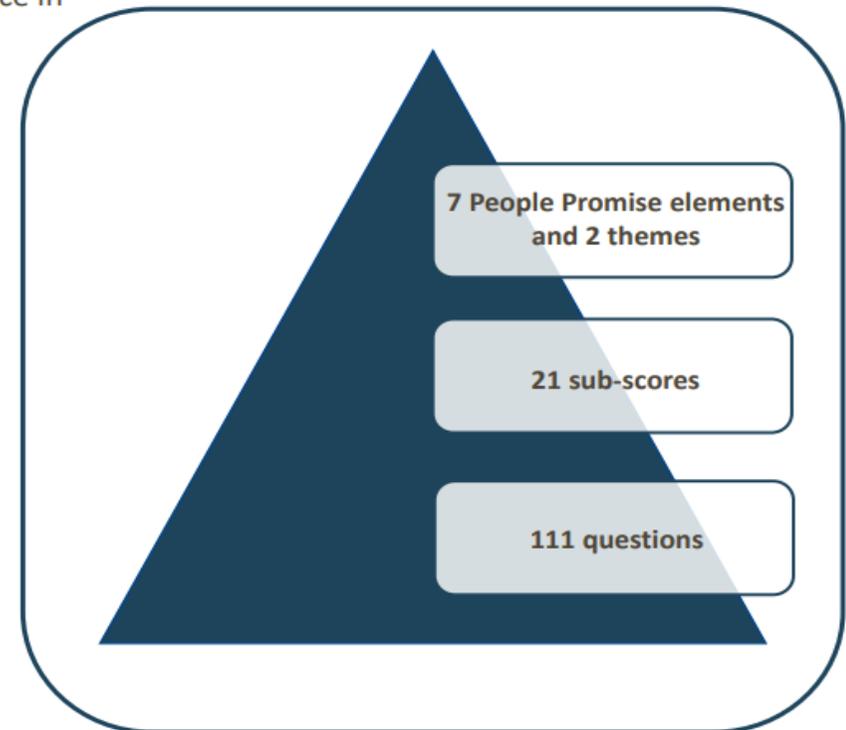
The **People Promise summary indicators** provide an overview of staff experience in relation to the seven elements of the People Promise:

-  *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*

Scores are also reported for two of the ten themes previously reported:

- *Staff engagement*
- *Morale*

The score for each People Promise element and theme is based on between two and four sub-scores¹, with each sub-score calculated from the responses to between one and nine aligned questions. Sub-scores are also reported.



People Promise - National Overview of Results by Peer Group

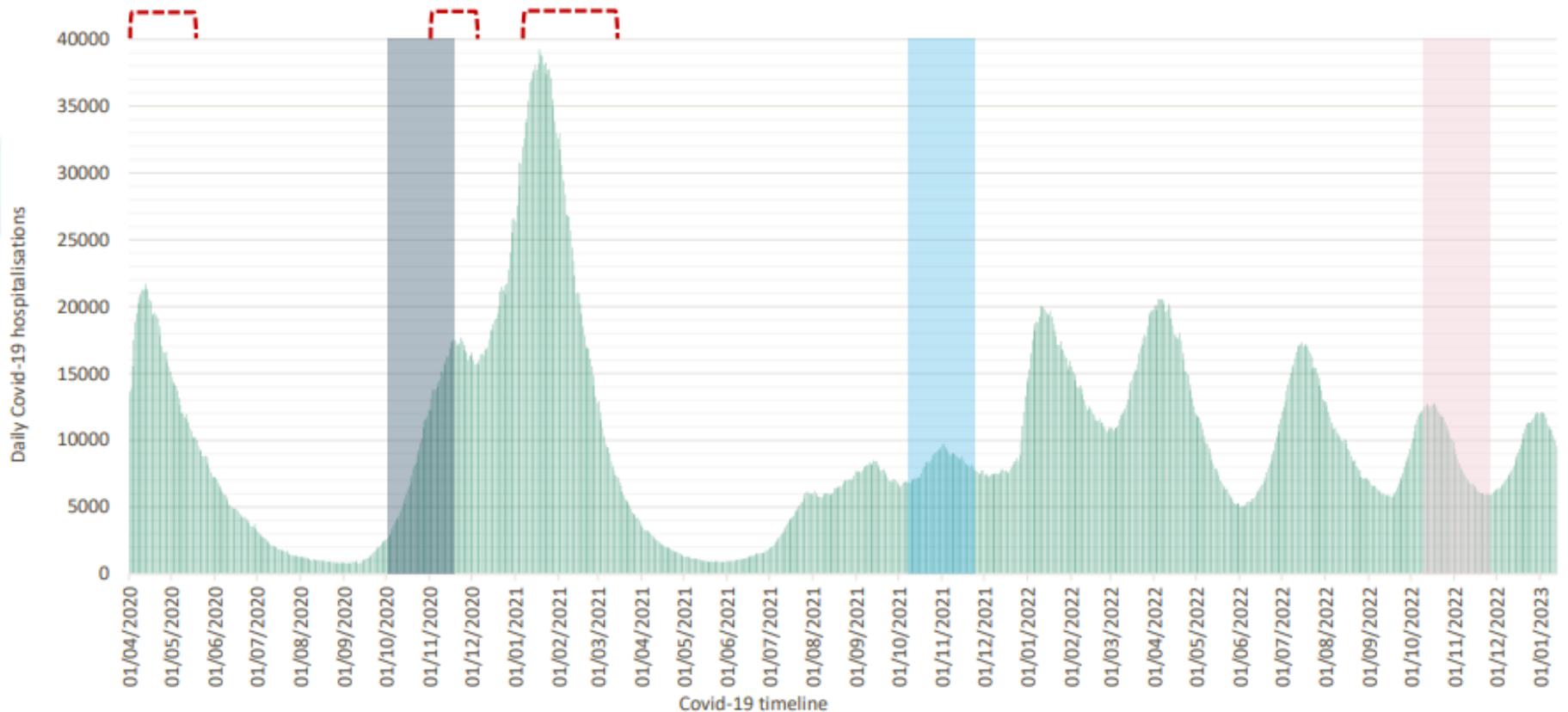


The Covid-19 pandemic: Timeline

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Staff Survey timeline

2020 Survey 2021 Survey 2022 Survey Hospitalisations National Lockdown



UK Covid-19 Hospitalisation data: [Healthcare in the UK | Coronavirus in the UK \(data.gov.uk\)](https://www.data.gov.uk/dataset/healthcare-in-the-uk/coronavirus-in-the-uk) | UK National Lockdown timeline: [timeline-lockdown-social \(instituteforgovernment.org.uk\)](https://www.instituteforgovernment.org.uk/timeline-lockdown-social)

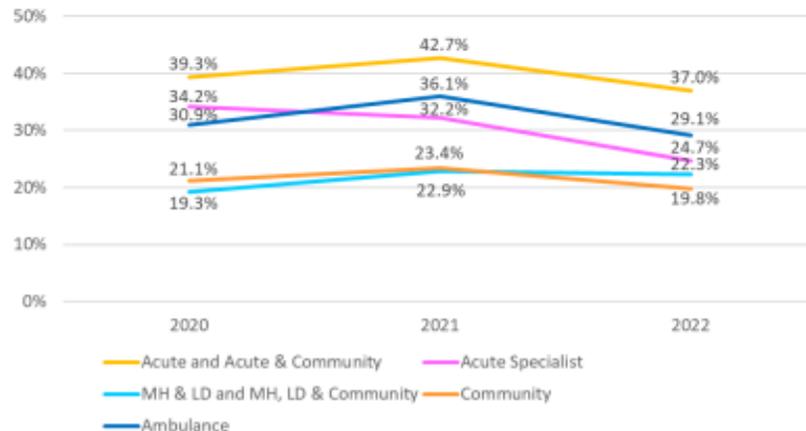
NATIONAL POSITION ON COVID EXPERIENCE IN 2022

➤ The Covid-19 pandemic: Changes to working life Survey Coordination Centre

Working in Covid-19 specific areas

32.9% of staff had worked on a Covid-19 specific ward or area at any time in the past 12 months (q25a), a lower proportion than in 2021 (37.7%) and 2020 (34.2%).

- As in 2021, this proportion was highest in Acute and Acute & Community Trusts (37.0%) and lower amongst staff working in Mental Health and Learning Disability or Combined Mental Health, Learning Disability and Community Trusts (22.3%) and Community Trusts (19.8%)



Redeployment

10.0% of staff had been redeployed due to the Covid-19 pandemic in the past 12 months (q25b), down from 19.0% in 2021.

- Redeployment remained most common amongst staff in Acute and Acute & Community Trusts (11.3%) and least common in Mental Health and Learning Disability or Combined Mental Health, Learning Disability and Community Trusts (6.1%) and Ambulance Trusts (7.3%)

Working remotely / from home

32.1% of staff said they had been required to work remotely / from home in the past 12 months due to the Covid-19 pandemic (q25c), down from 39.4% in 2021.

- It is possible that this figure may include some staff who, whilst no longer strictly required to work remotely due to the Covid-19 pandemic, continue to do so as a result of changes to working practices at their organisation.

OUR STAFF RESPONSE ON COVID EXPERIENCE IN 2022



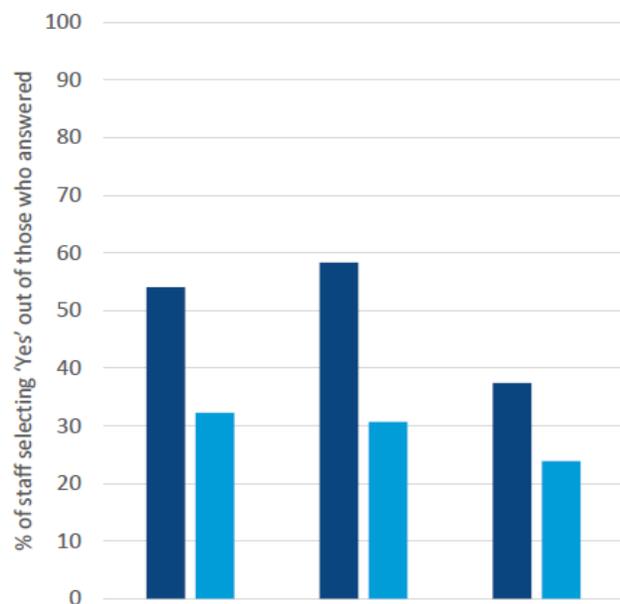
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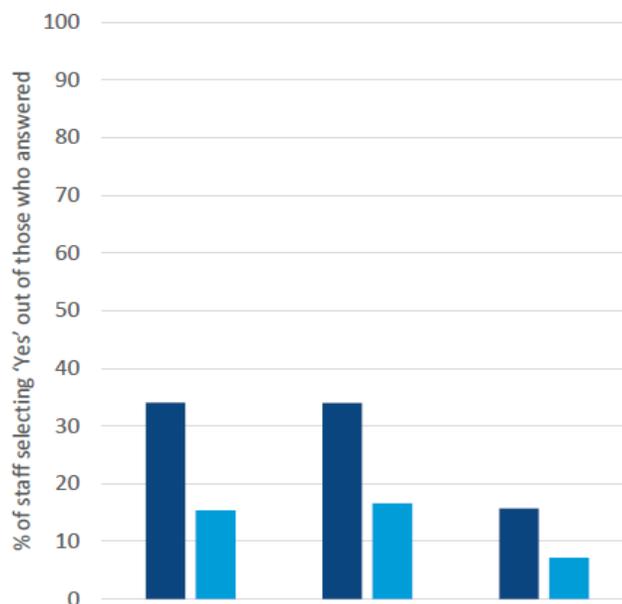
The Covid-19 pandemic – Your experience during the Covid-19 pandemic

Q25a In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?



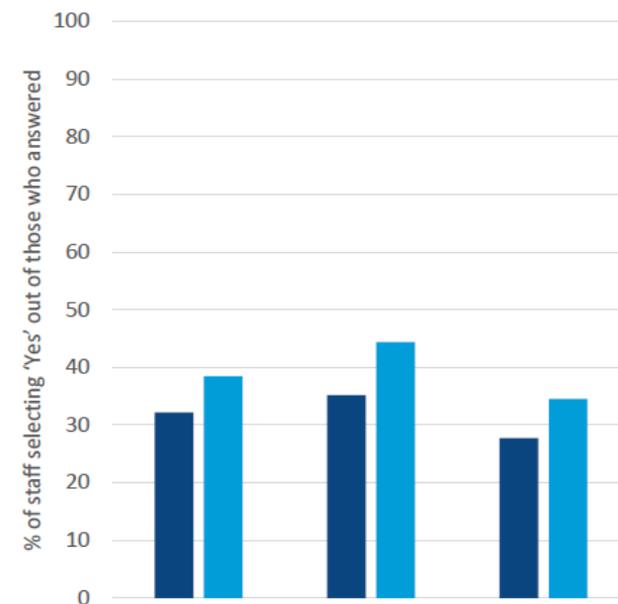
	2020	2021	2022
Your org	54.0%	58.3%	37.5%
Average	32.3%	30.7%	23.9%
Responses	1296	1413	1209

Q25b In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time?



	2020	2021	2022
Your org	34.1%	34.0%	15.7%
Average	15.4%	16.6%	7.1%
Responses	1293	1411	1207

Q25c In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?



	2020	2021	2022
Your org	32.2%	35.2%	27.8%
Average	38.5%	44.3%	34.6%
Responses	1290	1412	1207

NATIONAL THEMES

➤ We are compassionate and inclusive: Compassionate culture

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Compassionate culture sub-score: 2022: 7.0 (2021: 7.1)

Care of patients and service users

- 86.9%** said they feel their **role makes a difference** to patients / service users (q6a) (2021: 87.4%)
- 74.0%** said that **care of patients / service users is their organisation's top priority** (q23a) (2021: 75.6%, 2020: 79.5%, 2019: 77.3%, 2018: 75.9%)
- 69.1%** agree that their organisation **acts on concerns raised by patients / services users** (q23b) (2021: 72.1%, 2020: 75.0%, 2019: 74.0%, 2018: 73.5%)

Recommend as a place to work

- 57.4%** would recommend their organisation as a place to work (q23c) (2021: 59.4%, 2020: 66.8%, 2019: 63.4%, 2018: 61.7%)

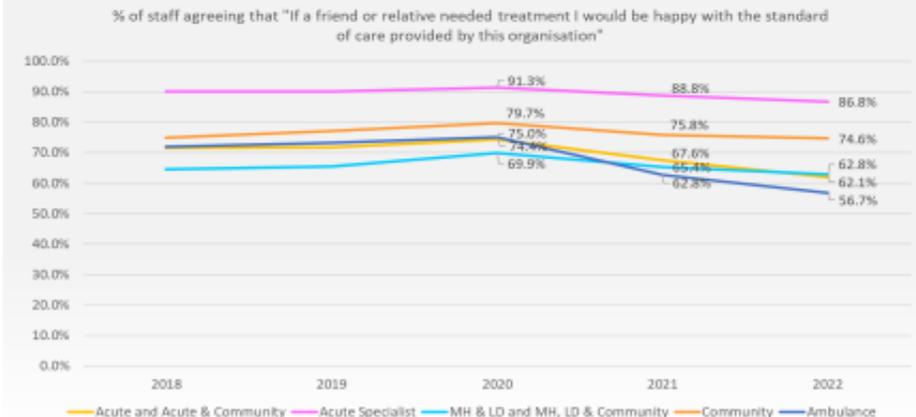
Standard of care

- 62.9%** are happy with the standard of care provided by their organisation (q23d) (2021: 67.8%, 2020: 74.2%, 2019: 71.5%, 2018: 71.0%)

Trends in satisfaction with standard of care

The 2022 survey saw a decline since 2021 in measures related to the 'Compassionate culture' sub-score.

The greatest decline was seen in the proportion of staff agreeing that if a friend or relative needed treatment, they would be happy with the standard of care provided by their organisation, which at 62.9% is down 4.8 percentage points, and is now 11.3 percentage points lower than in 2020 (74.2%). While all types of trust have deteriorated on this measure year on year since 2020, the decline is most marked in Ambulance Trusts, having declined more than 18 percentage points since 2020, from 75.0% to 56.7%.



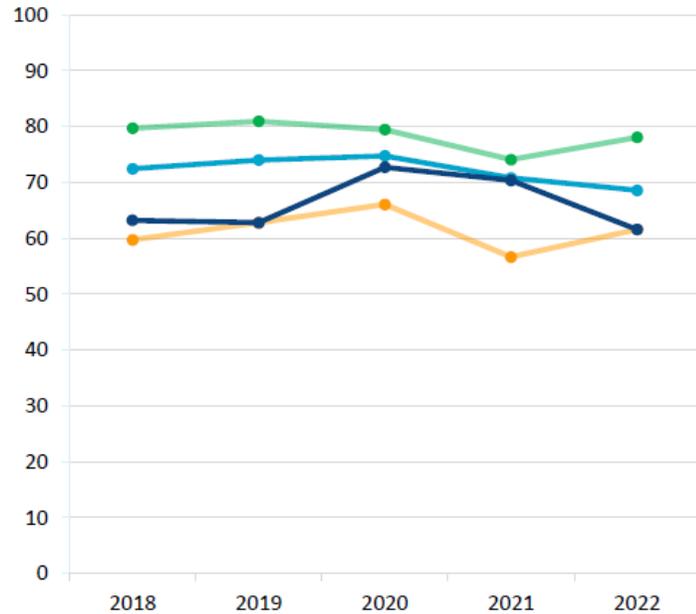
Trust Recommender Scores



Royal Papworth Hospital NHS Foundation Trust

Q23c I would recommend my organisation as a place to work.

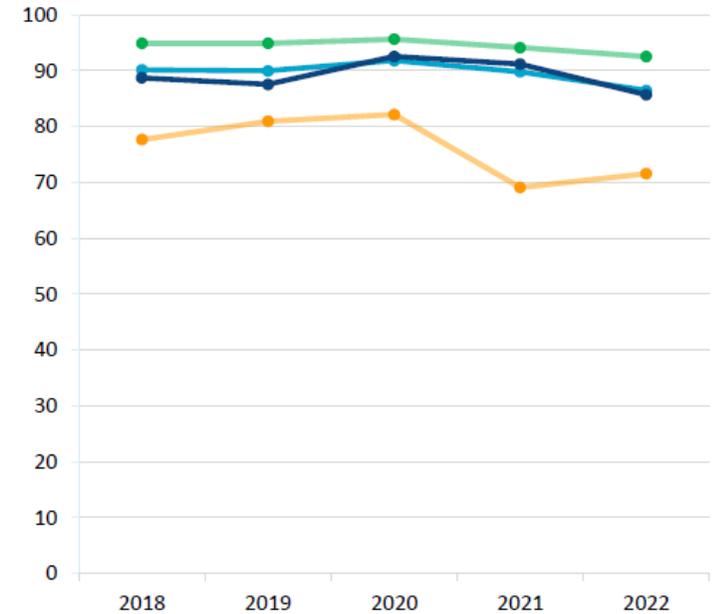
% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2018	2019	2020	2021	2022
Your org	63.2%	62.8%	72.7%	70.4%	61.6%
Best	79.7%	80.9%	79.5%	74.1%	78.1%
Average	72.4%	74.0%	74.7%	70.8%	68.6%
Worst	59.7%	62.8%	66.1%	56.6%	61.6%
Responses	933	1130	1295	1407	1206

Q23d If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.

% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question



	2018	2019	2020	2021	2022
Your org	88.7%	87.6%	92.6%	91.2%	85.7%
Best	94.9%	94.9%	95.7%	94.1%	92.5%
Average	90.1%	90.0%	91.8%	89.8%	86.5%
Worst	77.7%	81.0%	82.1%	69.1%	71.6%
Responses	932	1130	1294	1408	1206

Summary of Trust Results

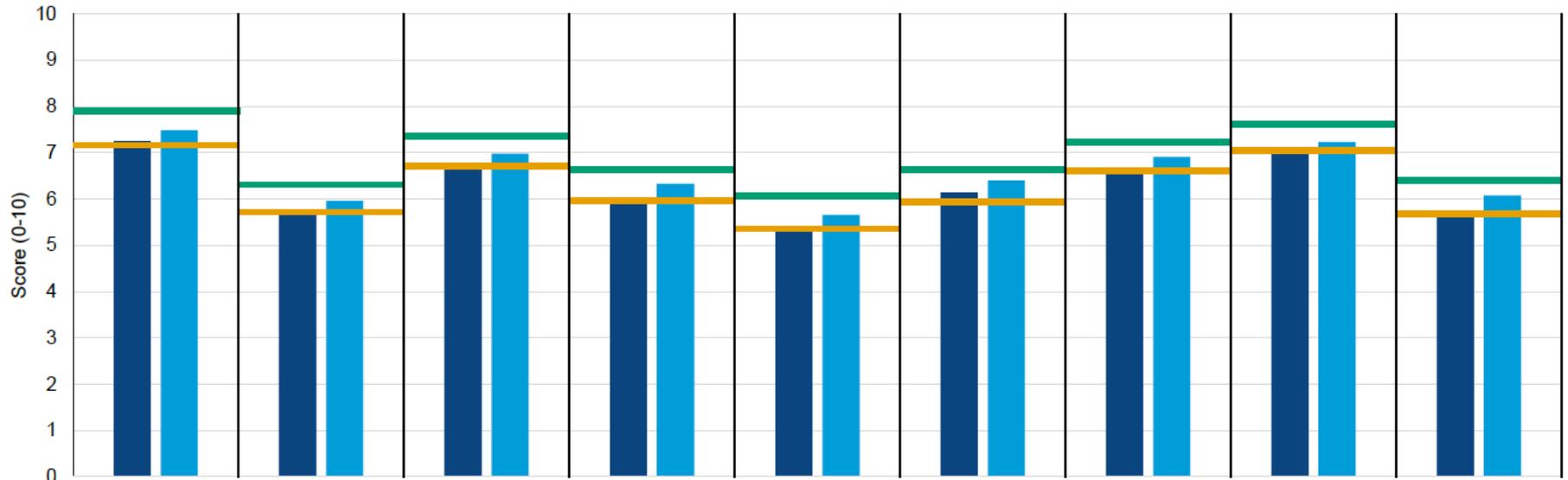


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People Promise Elements and Themes: Overview



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.



Your org	7.3	5.7	6.7	6.0	5.4	6.1	6.6	7.1	5.7
Best	7.9	6.3	7.4	6.6	6.1	6.6	7.2	7.6	6.4
Average	7.5	6.0	7.0	6.3	5.7	6.4	6.9	7.2	6.1
Worst	7.2	5.7	6.7	6.0	5.4	5.9	6.6	7.1	5.7
Responses	1210	1209	1204	1206	1167	1208	1210	1211	1211

National Results on Raising Concerns



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➤ We each have a voice that counts: Raising concerns

Survey
Coordination
Centre

Raising concerns sub-score: 2022: 6.4 (2021: 6.5)

Speaking up about concerns

The following percentage of staff said they...

61.5% ...feel safe to speak up about anything that concerns them in their organisation (q23e) (2021: 62.1%, 2020: 65.7%)

48.7% ...were confident that their organisation would address their concern (q23f) (2021: 49.8%)

Concerns about clinical safety

The following percentage of staff said they...

71.9% ...would feel secure raising concerns about unsafe clinical practice (q19a) (2021: 75.0%, 2020: 72.7%, 2019: 71.9%, 2018: 70.9%)

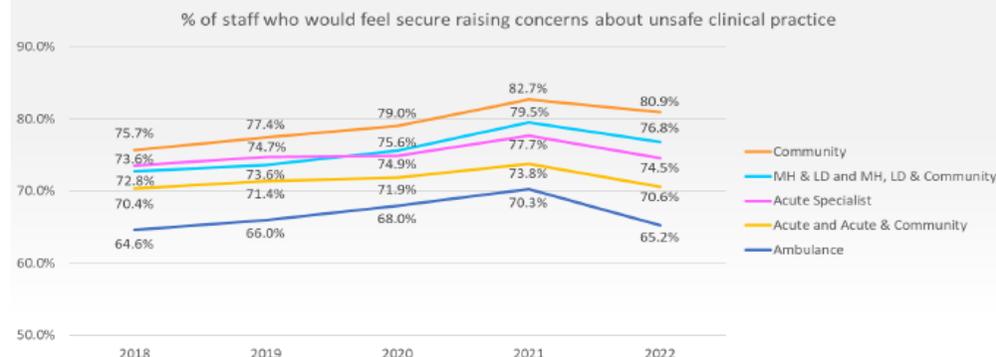
56.7% ...were confident that their organisation would address their concern (q19b) (2021: 59.5%, 2020: 60.5%, 2019: 59.9%, 2018: 58.6%)

Feeling secure to raise concerns

The sub-score for raising concerns declined from 6.5 in 2021 to 6.4 this year.

There were declines on all measures relating to raising concerns, both relating to raising concerns about clinical safety and speaking up more generally.

The greatest deterioration was seen in the percentage of staff who would feel secure raising concerns about unsafe clinical practice. Having improved between 2019 and 2021, this measure declined by 3.1 percentage points from 75.0% to 71.9%, with a return to the 2019 level. There was a decline across all types of trust, although agreement remains highest in Community Trusts (80.9%) and Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts (76.8%).



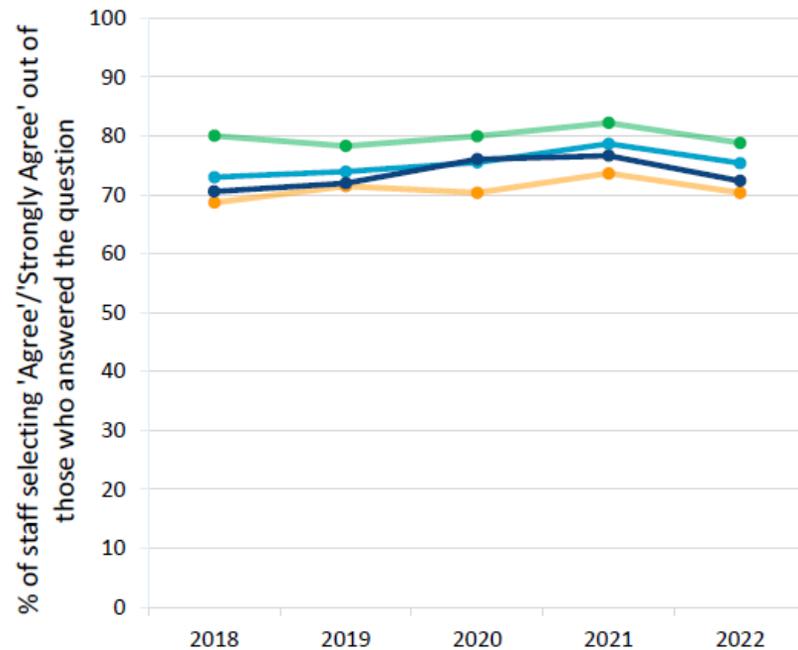
Trust Results on Raising Concerns



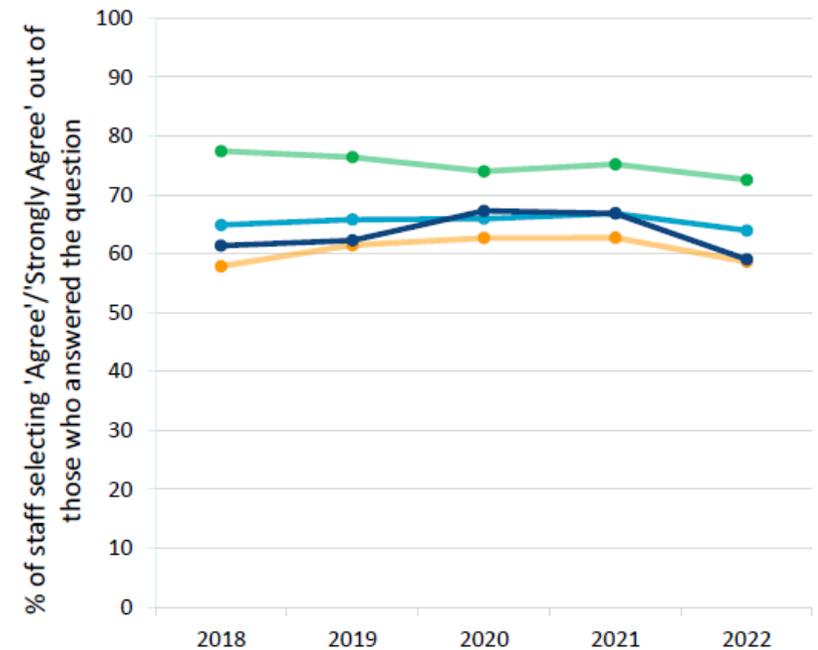
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Q19a I would feel secure raising concerns about unsafe clinical practice.

Q19b I am confident that my organisation would address my concern.



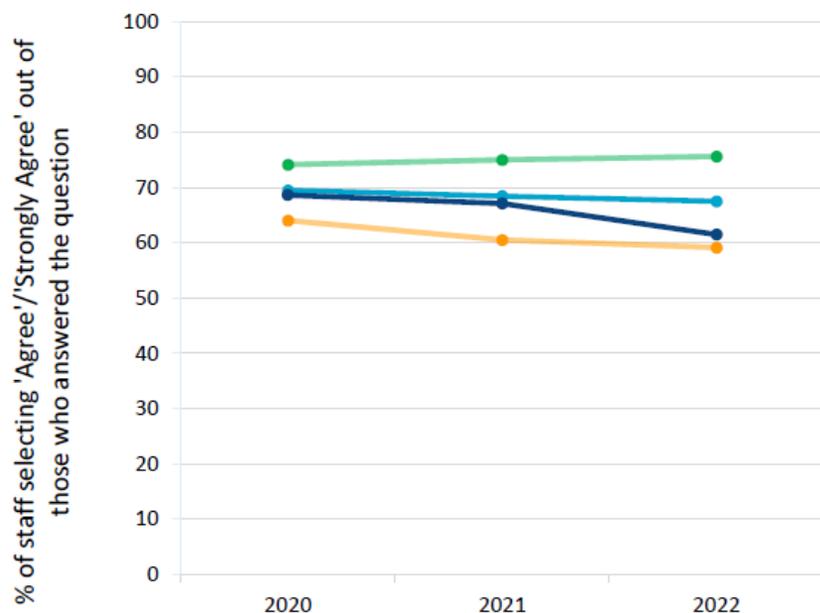
	2018	2019	2020	2021	2022
Your org	70.6%	72.0%	76.1%	76.7%	72.4%
Best	80.1%	78.3%	80.0%	82.3%	78.8%
Average	73.0%	74.0%	75.5%	78.7%	75.4%
Worst	68.7%	71.5%	70.4%	73.7%	70.4%
Responses	941	1138	1298	1418	1206



	2018	2019	2020	2021	2022
Your org	61.4%	62.3%	67.3%	66.9%	59.1%
Best	77.4%	76.4%	74.0%	75.2%	72.6%
Average	64.9%	65.8%	66.0%	66.9%	64.0%
Worst	57.9%	61.5%	62.7%	62.7%	58.6%
Responses	939	1138	1298	1416	1206

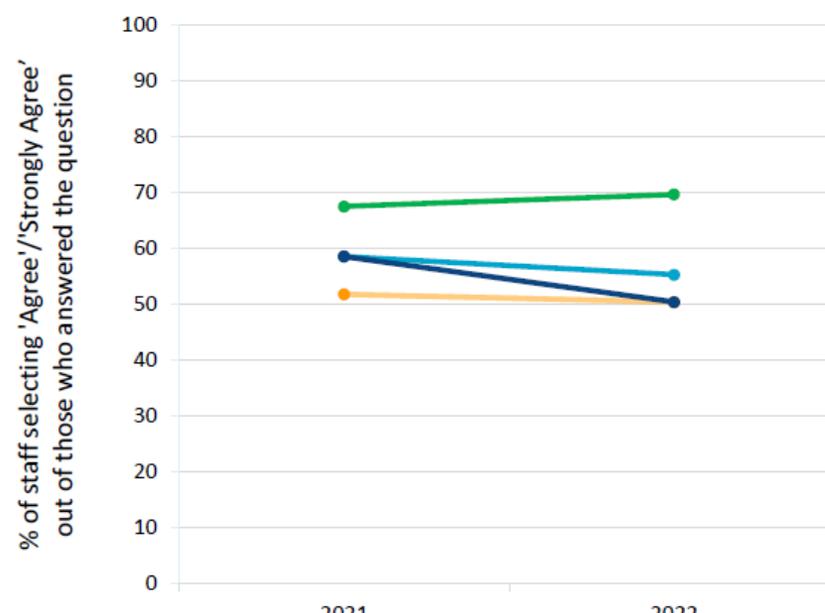
Trust Results on Raising Concerns

Q23e I feel safe to speak up about anything that concerns me in this organisation.



	2020	2021	2022
Your org	68.6%	67.1%	61.5%
Best	74.1%	75.0%	75.6%
Average	69.5%	68.4%	67.5%
Worst	64.0%	60.5%	59.1%
Responses	1296	1407	1207

Q23f If I spoke up about something that concerned me I am confident my organisation would address my concern.



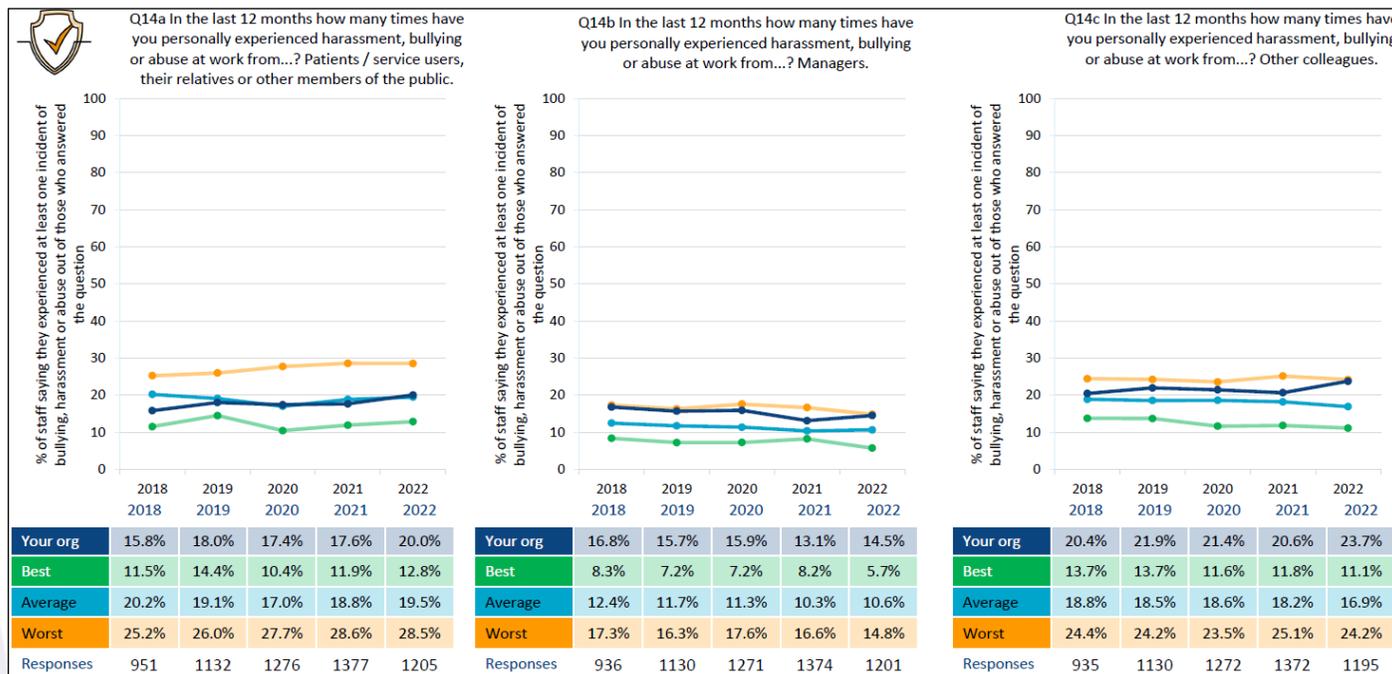
	2021	2022
Your org	58.5%	50.4%
Best	67.5%	69.6%
Average	58.5%	55.3%
Worst	51.8%	50.4%
Responses	1406	1206

Bullying and Harassment

Harassment, bullying and abuse

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

- 27.8%** from **patients / service users, their relatives or other members of the public** (q14a) (2021: 27.7%, 2020: 27.0%, 2019: 28.9%, 2018: 28.8%)
- 11.1%** from **managers** (q14b) (2021: 11.5%, 2020: 12.4%, 2019: 12.3%, 2018: 13.2%)
- 18.7%** from **other colleagues** (q14c) (2021: 18.7%, 2020: 18.8%, 2019: 19.0%, 2018: 19.2%)



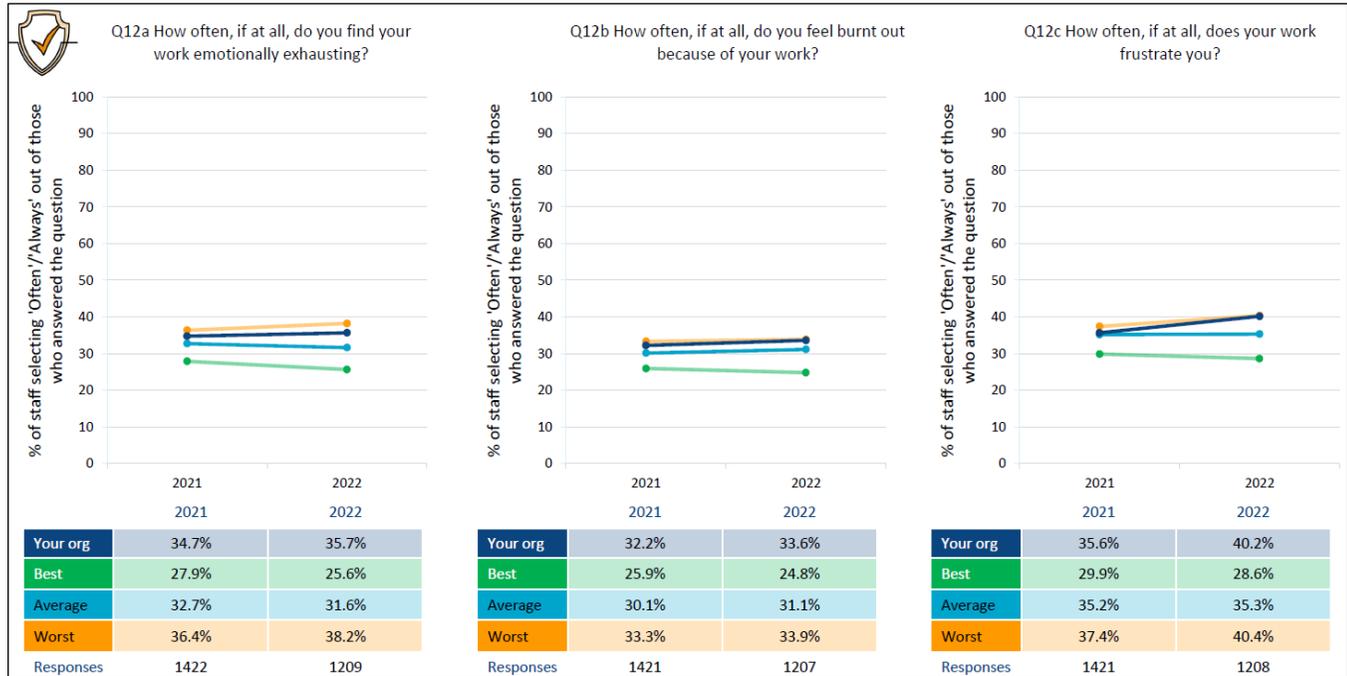
“Burnout Results”



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The following percentage of staff said that “often” or “always”:

- 46.3%** they feel worn out at the end of their working day/shift (q12e) (2021: 46.7%)
- 39.9%** their work frustrates them (q12c) (2021: 39.5%)
- 37.4%** they find their work emotionally exhausting (q12a) (2021: 38.2%)
- 34.0%** they feel burnt out because of their work (q12b) (2021: 34.5%)
- 31.8%** they do not have enough energy for family and friends during leisure time (q12g) (2021: 31.5%)
- 30.8%** they feel exhausted at the thought of another day/shift at work (q12d) (2021: 31.2%)
- 21.4%** they feel that every working hour is tiring for them (q12f) (2021: 21.2%)



STP Benchmark Groups

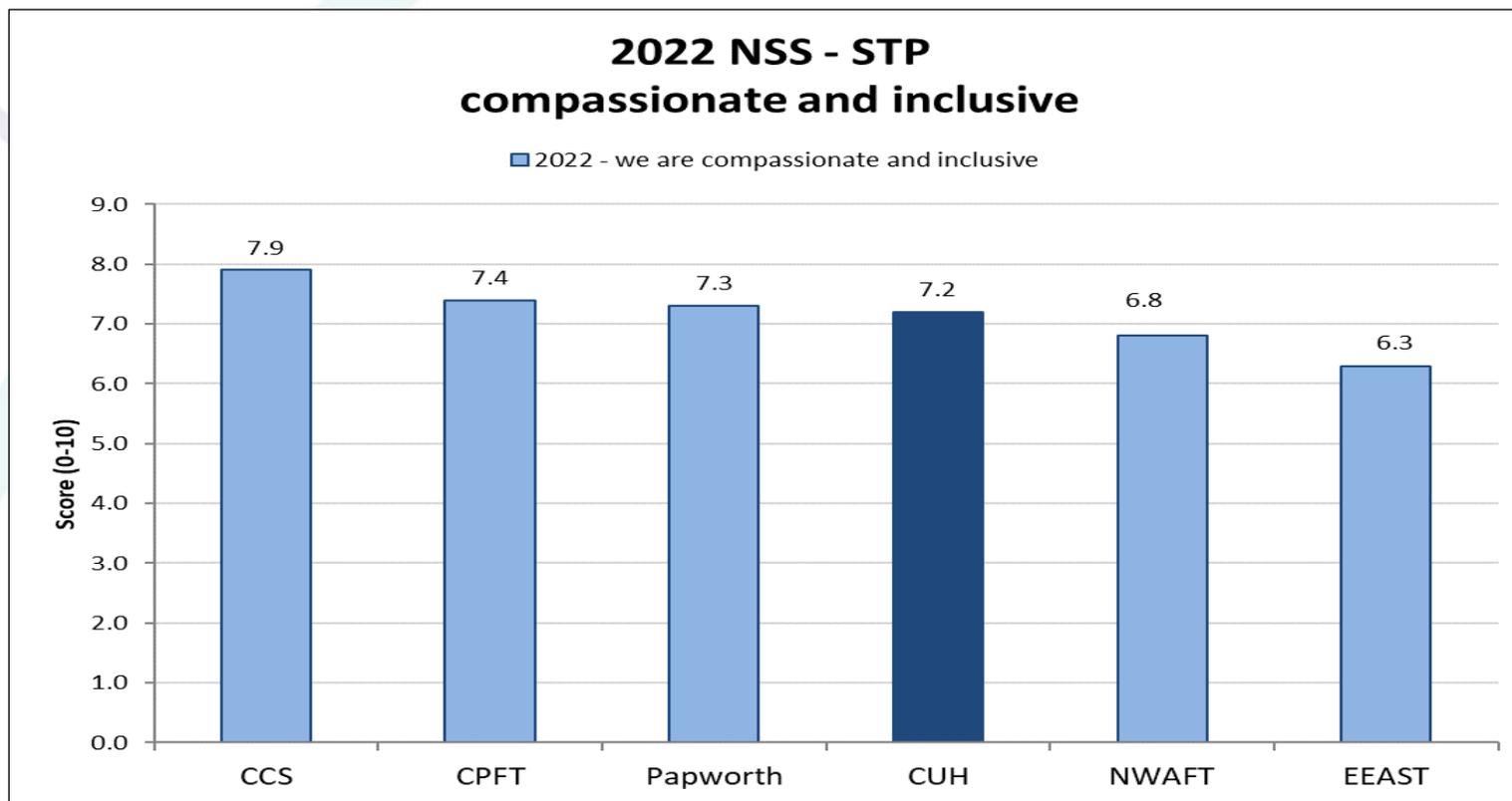
Code	STP Trusts	NHS Benchmark Group
CUH	Cambridge University Hospitals NHS Foundation Trust	Acute and Acute & Community Trusts
Papworth	Royal Papworth Hospital NHS Foundation Trust	Acute Specialist Trusts
CPFT	Cambridgeshire and Peterborough NHS Foundation Trust	Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts
NWAFT	North West Anglia NHS Foundation Trust	Acute and Acute & Community Trusts
CCS	Cambridgeshire Community Services NHS Trust	Community Trusts
EEAST	East of England Ambulance Service NHS Trust	Ambulance Trusts

We are compassionate and inclusive



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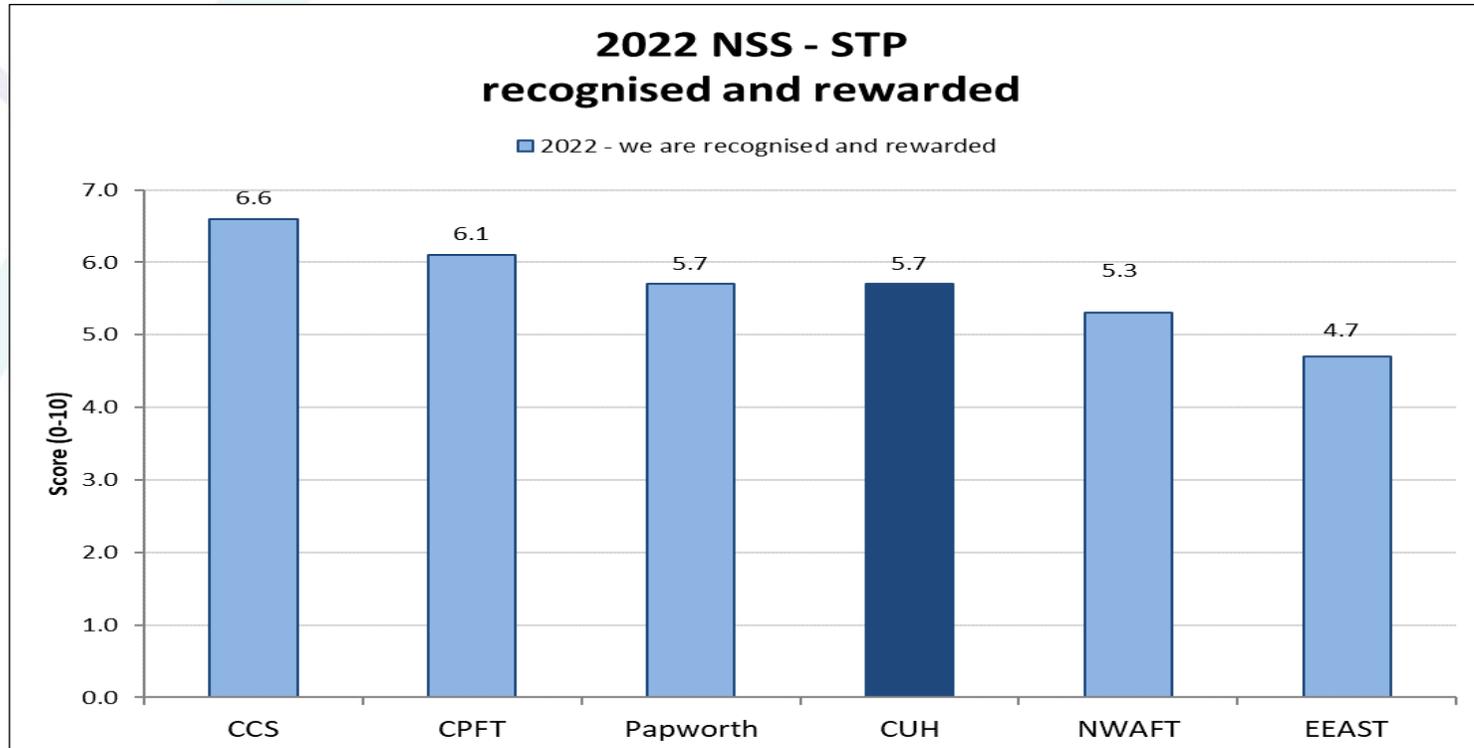
Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	Papworth	CUH	NWAFT	EEAST
2022 - we are compassionate and inclusive	7.9	7.4	7.3	7.2	6.8	6.3
STP Average	7.1	7.1	7.1	7.1	7.1	7.1
Best	7.9	7.7	7.9	7.7	7.7	7.1
Average	7.7	7.5	7.5	7.2	7.2	6.6
Worst	7.2	6.2	7.2	6.7	6.7	6.3

We are recognized and rewarded



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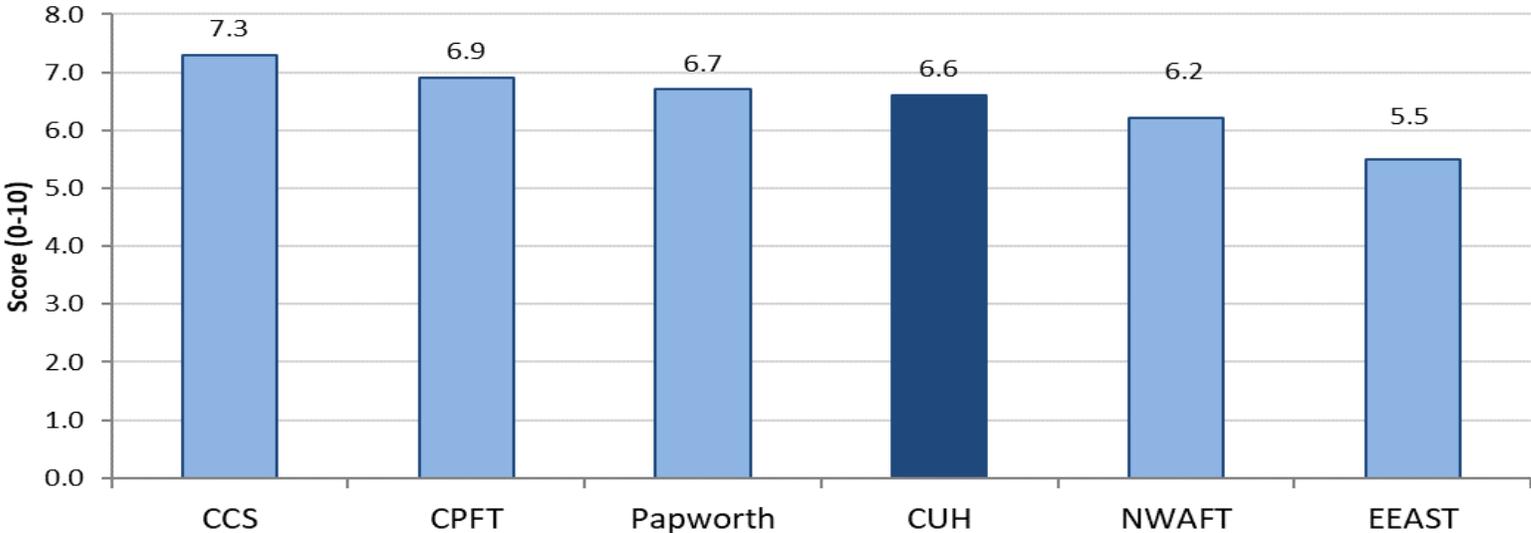
Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	Papworth	CUH	NWAFT	EEAST
2022 - we are recognised and rewarded	6.6	6.1	5.7	5.7	5.3	4.7
STP Average	5.7	5.7	5.7	5.7	5.7	5.7
Best	6.8	6.6	6.3	6.3	6.3	5.6
Average	6.3	6.3	5.9	5.7	5.7	5.0
Worst	5.8	5.9	5.7	5.2	5.2	4.7

We each have a voice that counts

2022 NSS - STP have a voice that counts

■ 2022 - We each have a voice that counts



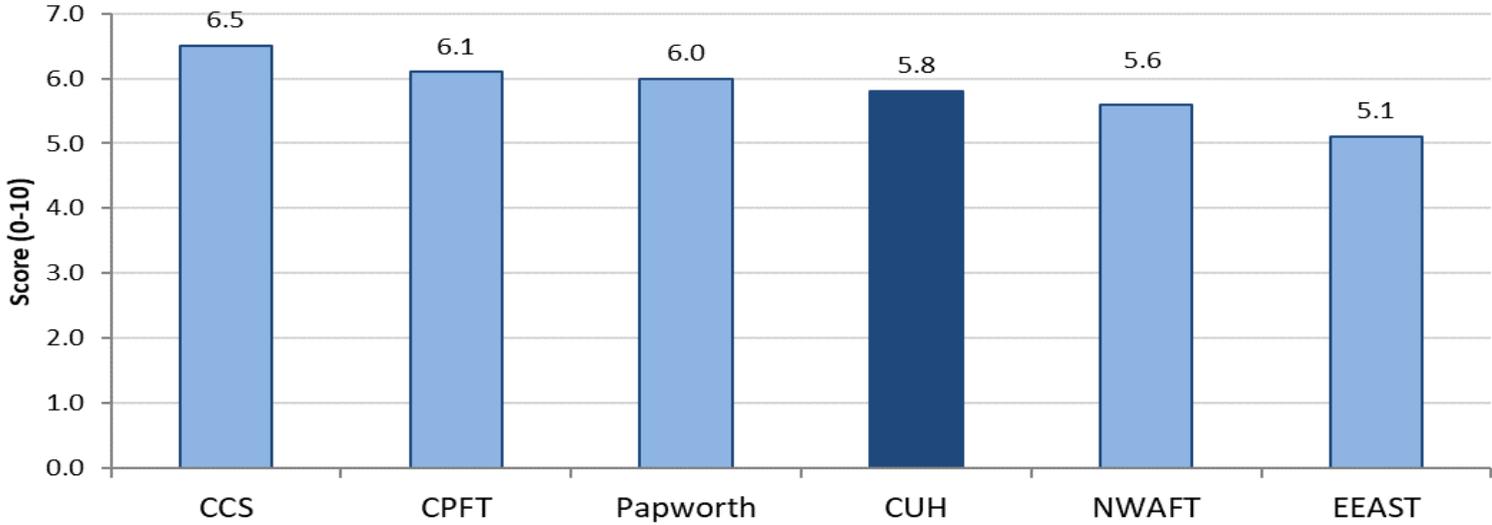
Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	Papworth	CUH	NWAFT	EEAST
2022 - We each have a voice that counts	7.3	6.9	6.7	6.6	6.2	5.5
STP Average	6.5	6.5	6.5	6.5	6.5	6.5
Best	7.3	7.4	7.3	7.1	7.1	6.8
Average	7.1	7.0	6.9	6.6	6.6	5.8
Worst	6.7	6.0	6.7	6.1	6.1	5.4

We are safe and healthy

2022 NSS - STP safe and healthy

2022 - we are safe and healthy



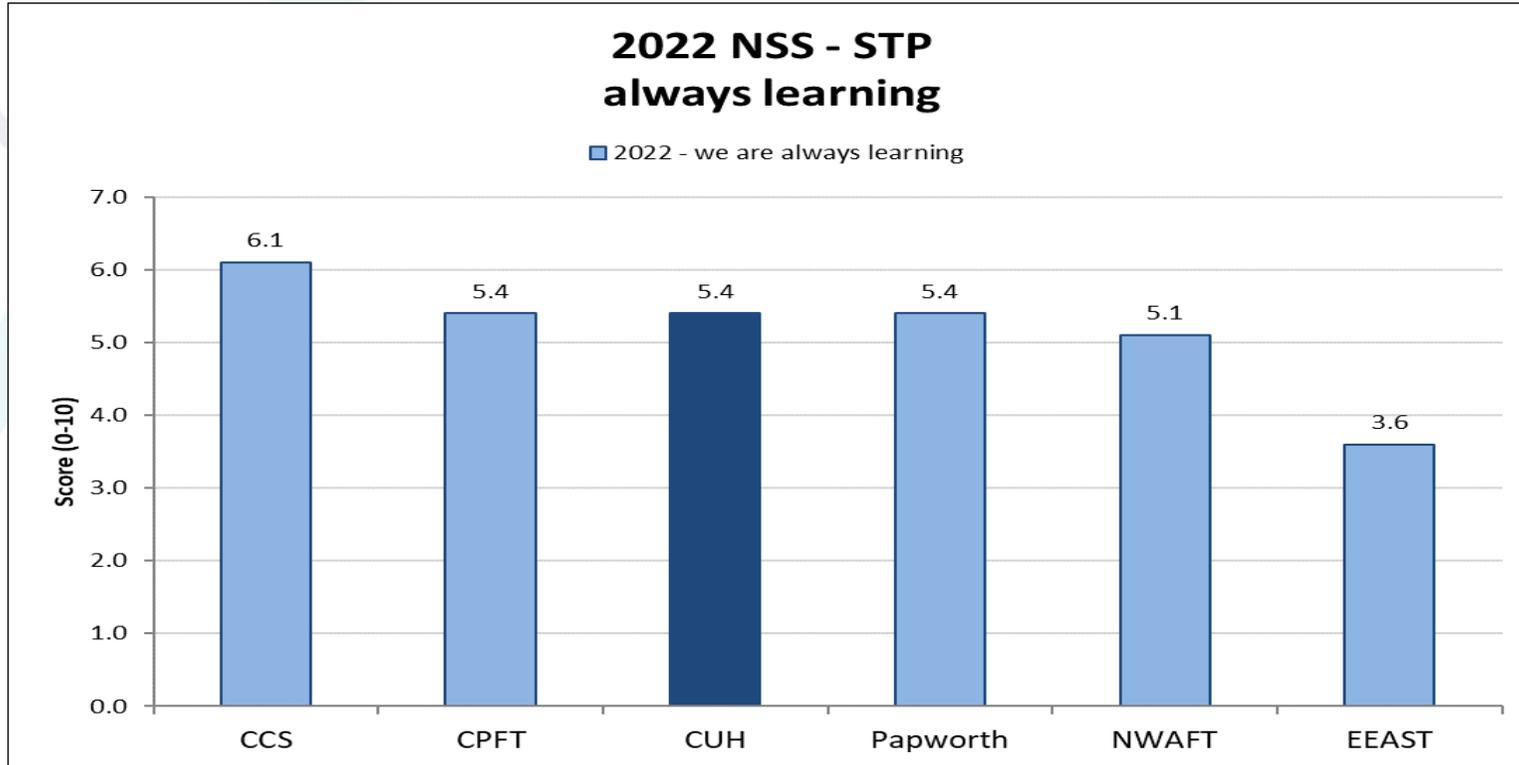
Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	Papworth	CUH	NWAFT	EEAST
2022 - we are safe and healthy	6.5	6.1	6.0	5.8	5.6	5.1
STP Average	5.9	5.9	5.9	5.9	5.9	5.9
Best	6.5	6.6	6.3	6.4	6.4	5.6
Average	6.3	6.2	6.2	5.9	5.9	5.3
Worst	5.9	5.7	6	5.4	5.4	5.0

We are always learning



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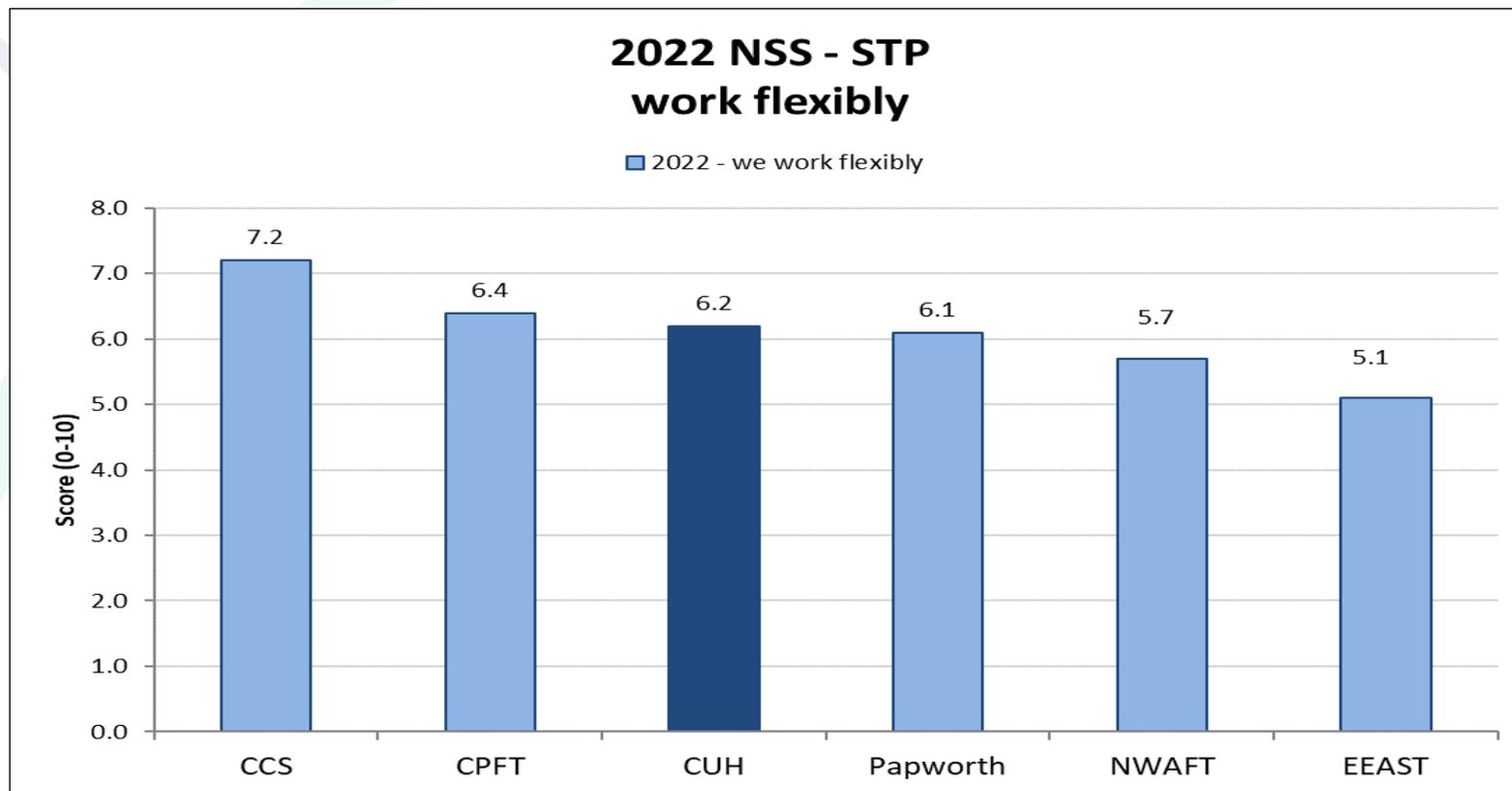
Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	CUH	Papworth	NWAFT	EEAST
2022 - we are always learning	6.1	5.4	5.4	5.4	5.1	3.6
STP Average	5.2	5.2	5.2	5.2	5.2	5.2
Best	6.0	6.1	5.9	6.0	5.9	4.9
Average	5.8	5.7	5.3	5.6	5.3	4.5
Worst	5.3	4.6	4.3	5.3	4.3	3.6

We work flexibly



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Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	CUH	Papworth	NWAFT	EEAST
2022 - we work flexibly	7.2	6.4	6.2	6.1	5.7	5.1
STP Average	6.1	6.1	6.1	6.1	6.1	6.1
Best	7.1	7.1	6.6	6.6	6.6	5.9
Average	6.7	6.7	6.0	6.2	6.0	5.0
Worst	6.3	6.2	5.5	5.9	5.5	4.5

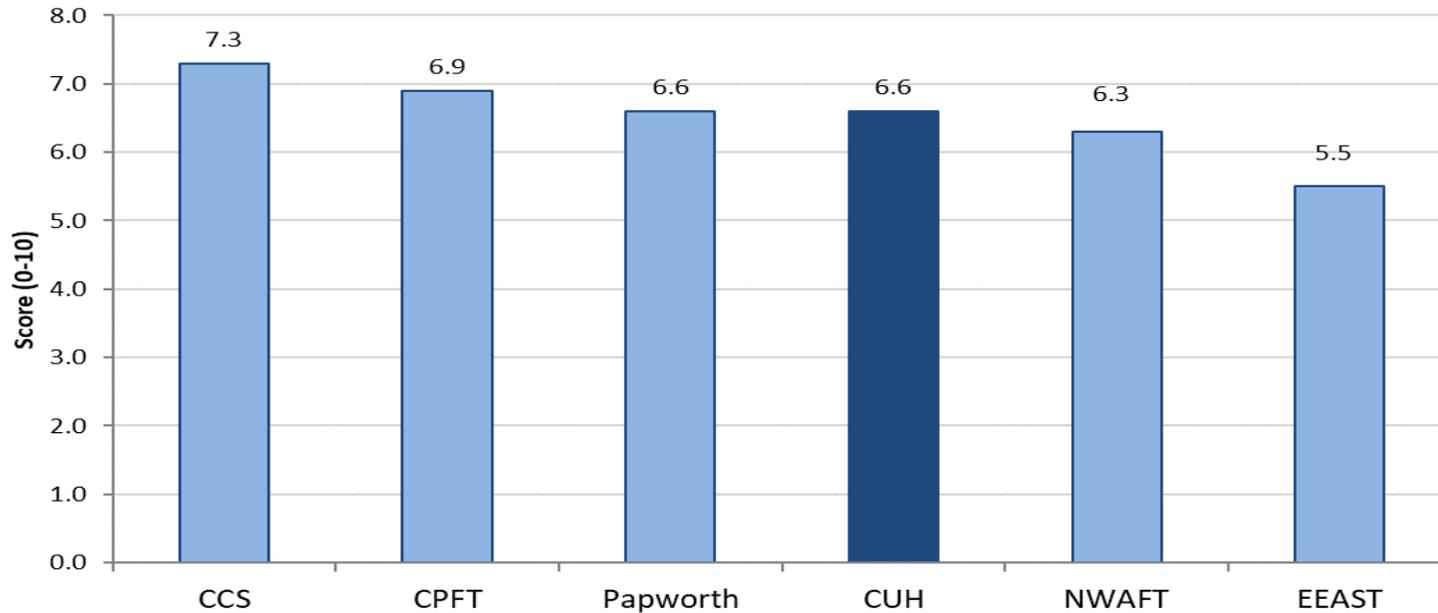
We are a team



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**2022 NSS - STP
a team**

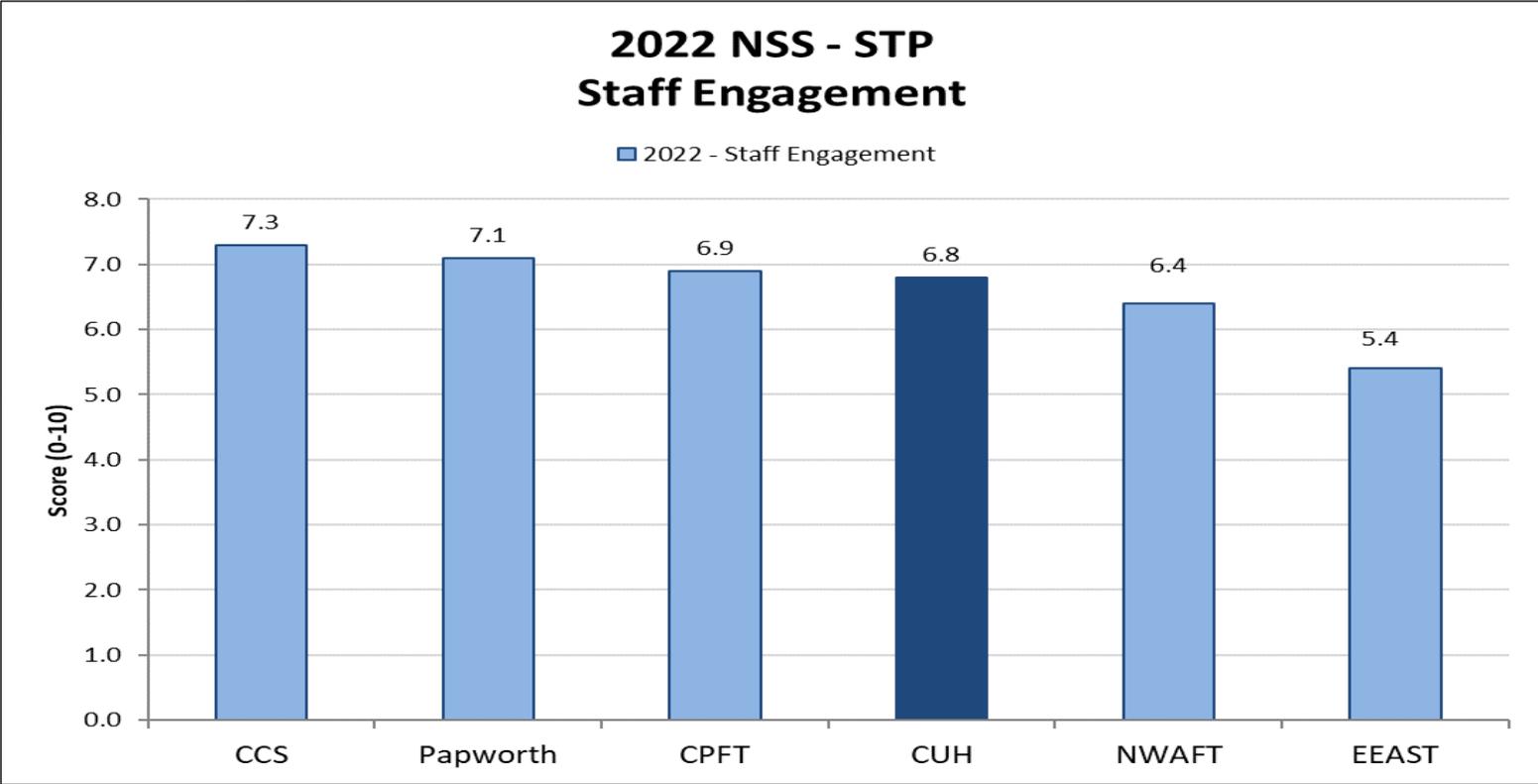
■ 2022 - we are a team



Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	Papworth	CUH	NWAFT	EEAST
2022 - we are a team	7.3	6.9	6.6	6.6	6.3	5.5
STP Average	6.5	6.5	6.5	6.5	6.5	6.5
Best	7.4	7.4	7.2	7.1	7.1	6.4
Average	7.1	7.1	6.8	6.6	6.6	5.9
Worst	6.7	6.7	6.6	6.2	6.2	5.5

Staff Engagement Score



Best- Best ES by Benchmark Group
Average- Average ES by Benchmark Group
Worst- Worst ES by Benchmark Group

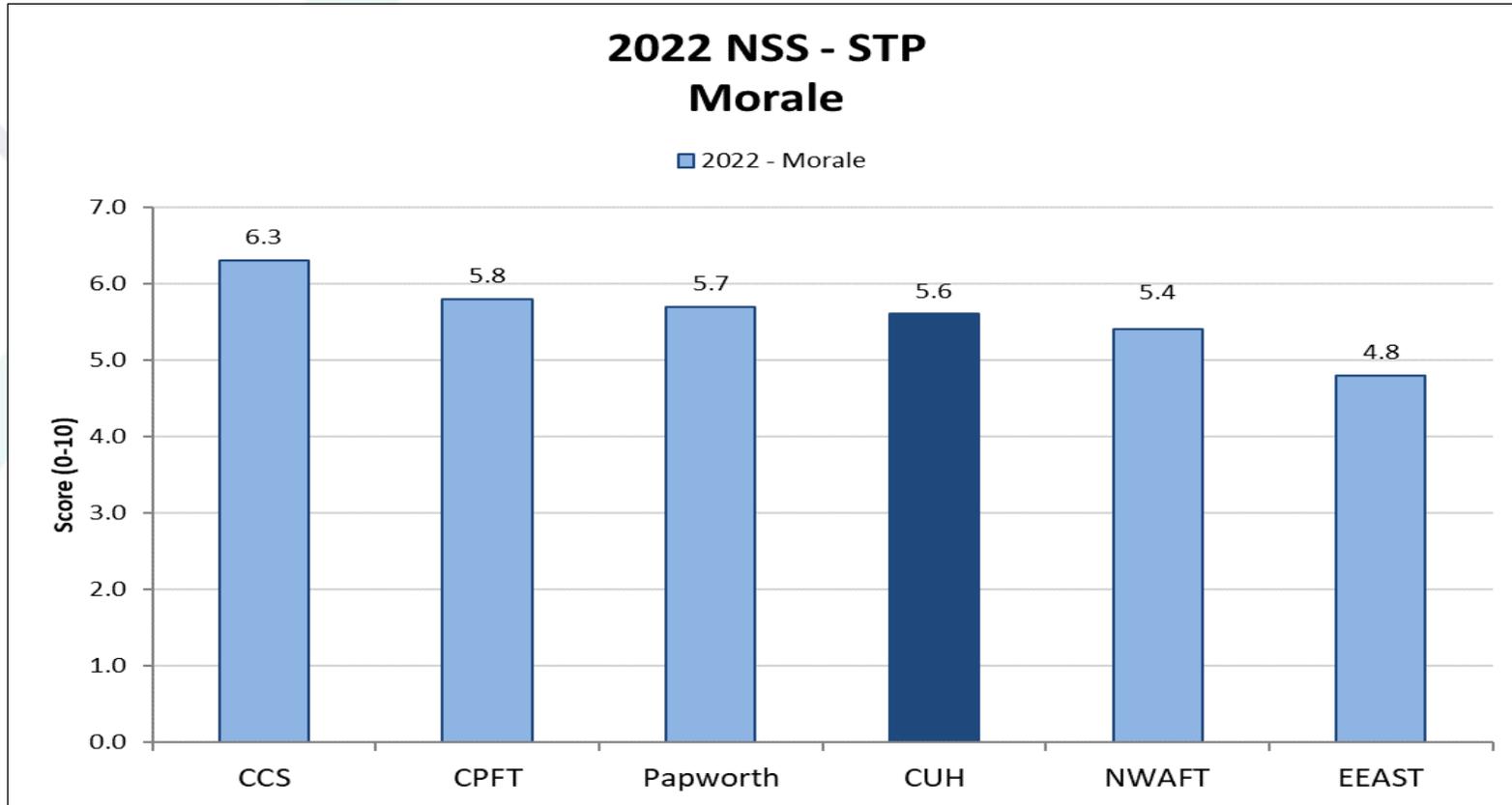
Theme	CCS	Papworth	CPFT	CUH	NWAFT	EEAST
2022 - Staff Engagement	7.3	7.1	6.9	6.8	6.4	5.4
STP Average	6.6	6.6	6.6	6.6	6.6	6.6
Best	7.4	7.6	7.4	7.3	7.3	6.6
Average	7.2	7.2	7.0	6.8	6.8	5.8
Worst	6.7	7.0	6.2	6.1	6.1	5.4

Morale



Royal Papworth Hospital

NHS Foundation Trust



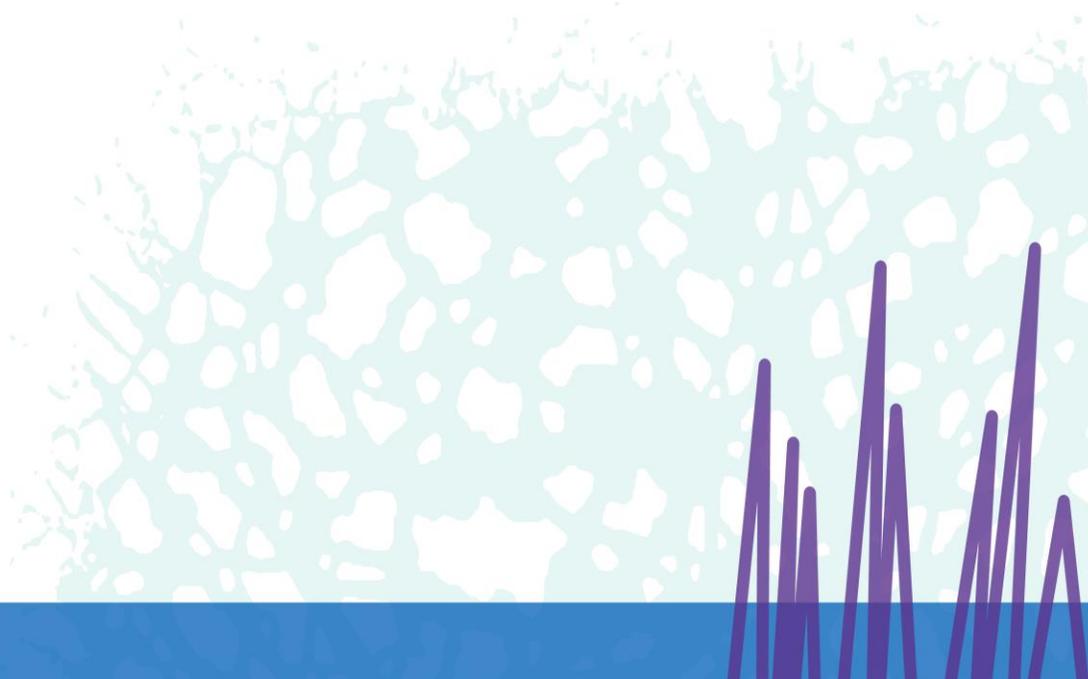
Best- Best ES by Benchmark Group
 Average- Average ES by Benchmark Group
 Worst- Worst ES by Benchmark Group

Theme	CCS	CPFT	Papworth	CUH	NWAFT	EEAST
2022 - Morale	6.3	5.8	5.7	5.6	5.4	4.8
STP Average	5.6	5.6	5.6	5.6	5.6	5.6
Best	6.4	6.5	6.4	6.3	6.3	5.7
Average	6.0	6.0	6.0	5.7	5.7	5.2
Worst	5.8	5.2	5.7	5.2	5.2	4.8



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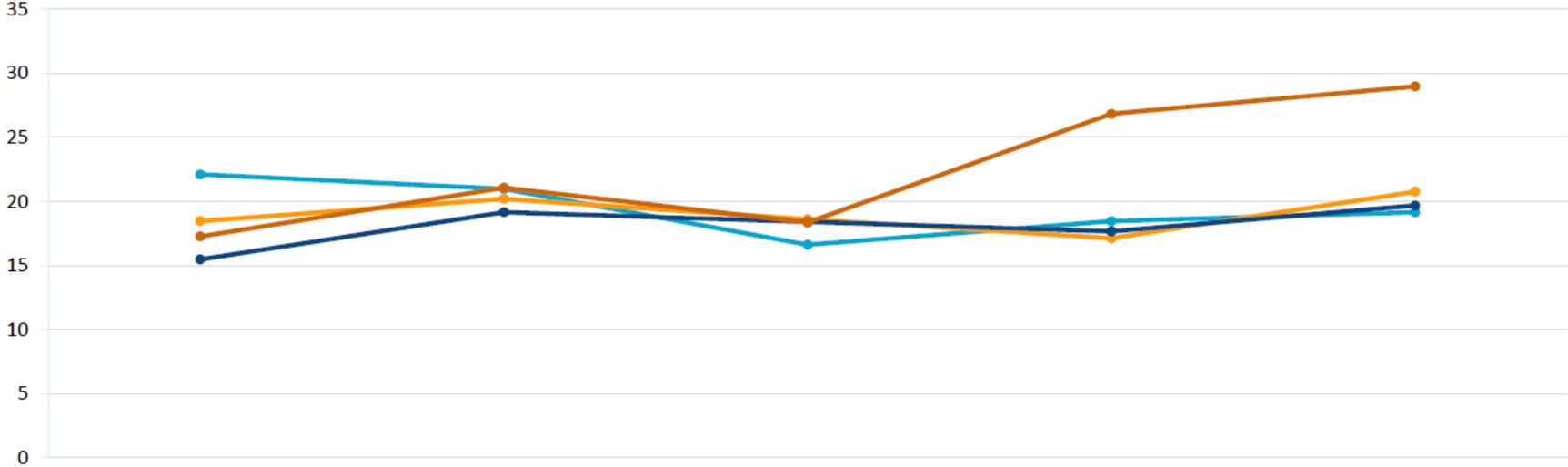
WRES AND WDES RESULTS



WRES RESULTS

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

Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in the last 12 months out of those who answered the question



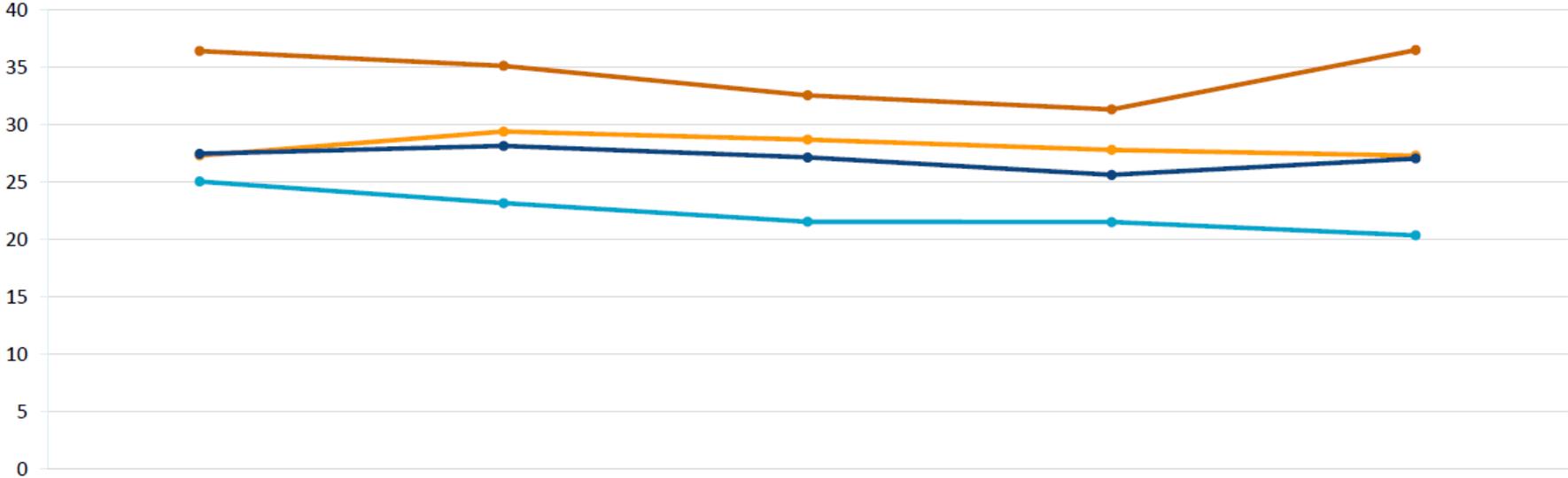
	2018	2019	2020	2021	2022
White staff: Your org	15.5%	19.2%	18.4%	17.7%	19.7%
All other ethnic groups*: Your org	17.3%	21.1%	18.3%	26.8%	29.0%
White staff: Average	22.1%	21.0%	16.6%	18.5%	19.2%
All other ethnic groups*: Average	18.5%	20.2%	18.6%	17.1%	20.8%
White staff: Responses	788	908	1005	1053	940
All other ethnic groups*: Responses	139	185	218	287	252

*Staff from all other ethnic groups combined

WRES RESULTS

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

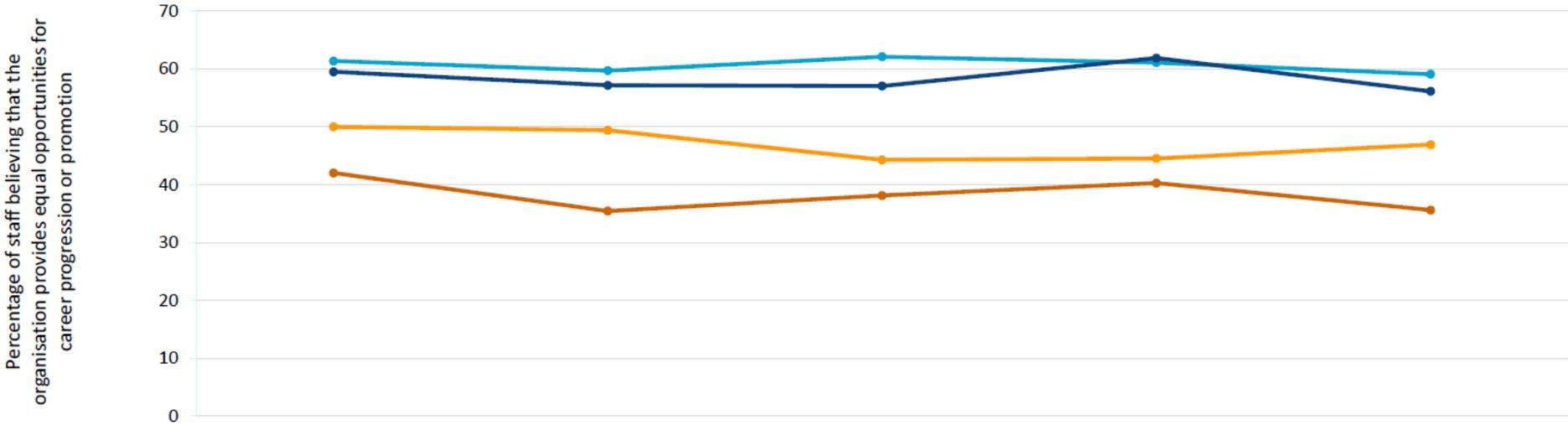
Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months out of those who answered the question



	2018	2019	2020	2021	2022
White staff: Your org	27.5%	28.2%	27.2%	25.6%	27.1%
All other ethnic groups*: Your org	36.4%	35.1%	32.6%	31.3%	36.5%
White staff: Average	25.1%	23.2%	21.6%	21.5%	20.4%
All other ethnic groups*: Average	27.3%	29.4%	28.7%	27.8%	27.3%
White staff: Responses	779	909	1005	1061	942
All other ethnic groups*: Responses	140	185	218	284	252

WRES RESULTS

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

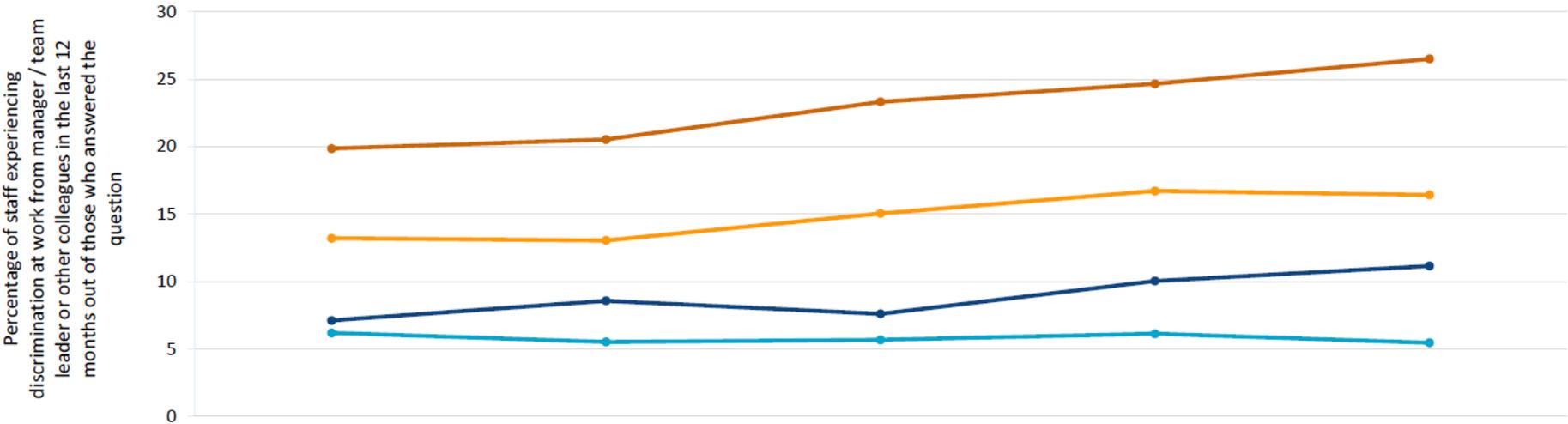


	2018	2019	2020	2021	2022
White staff: Your org	59.5%	57.2%	57.0%	61.9%	56.1%
All other ethnic groups*: Your org	42.0%	35.4%	38.1%	40.3%	35.6%
White staff: Average	61.4%	59.7%	62.1%	61.1%	59.1%
All other ethnic groups*: Average	50.0%	49.4%	44.3%	44.5%	46.9%
White staff: Responses	785	908	1024	1083	939
All other ethnic groups*: Responses	138	189	223	293	250

*Staff from all other ethnic groups combined

WRES RESULTS

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in the last 12 months.



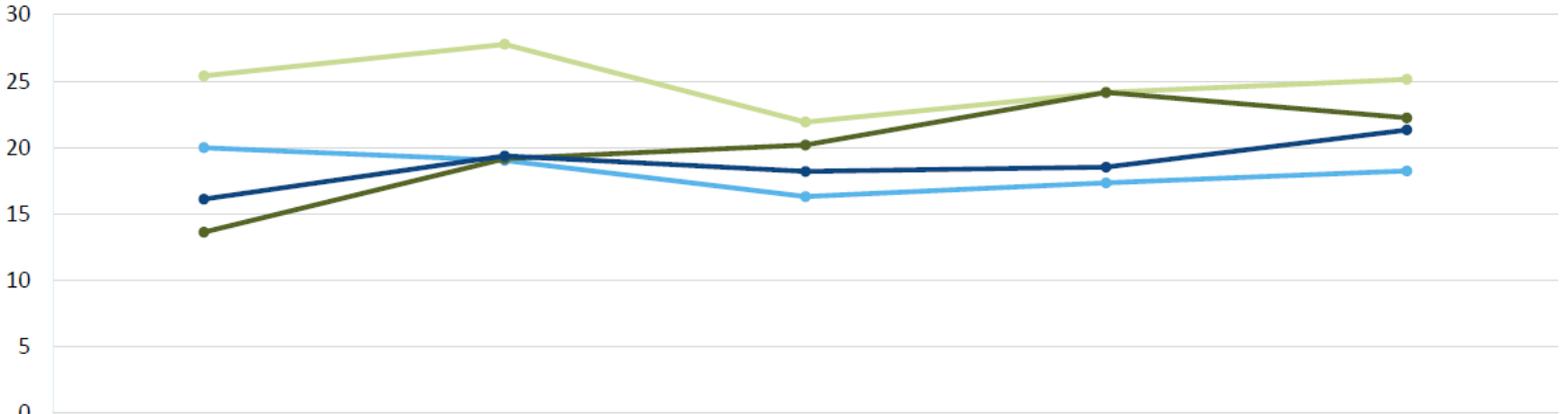
	2018	2019	2020	2021	2022
White staff: Your org	7.1%	8.6%	7.6%	10.0%	11.2%
All other ethnic groups*: Your org	19.9%	20.5%	23.3%	24.7%	26.5%
White staff: Average	6.2%	5.5%	5.7%	6.1%	5.5%
All other ethnic groups*: Average	13.2%	13.0%	15.0%	16.7%	16.4%
White staff: Responses	787	909	1025	1085	941
All other ethnic groups*: Responses	136	190	223	292	249

Staff from all other ethnic groups combined

WDES RESULTS

Percentage of staff experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months out of those who answered the question

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

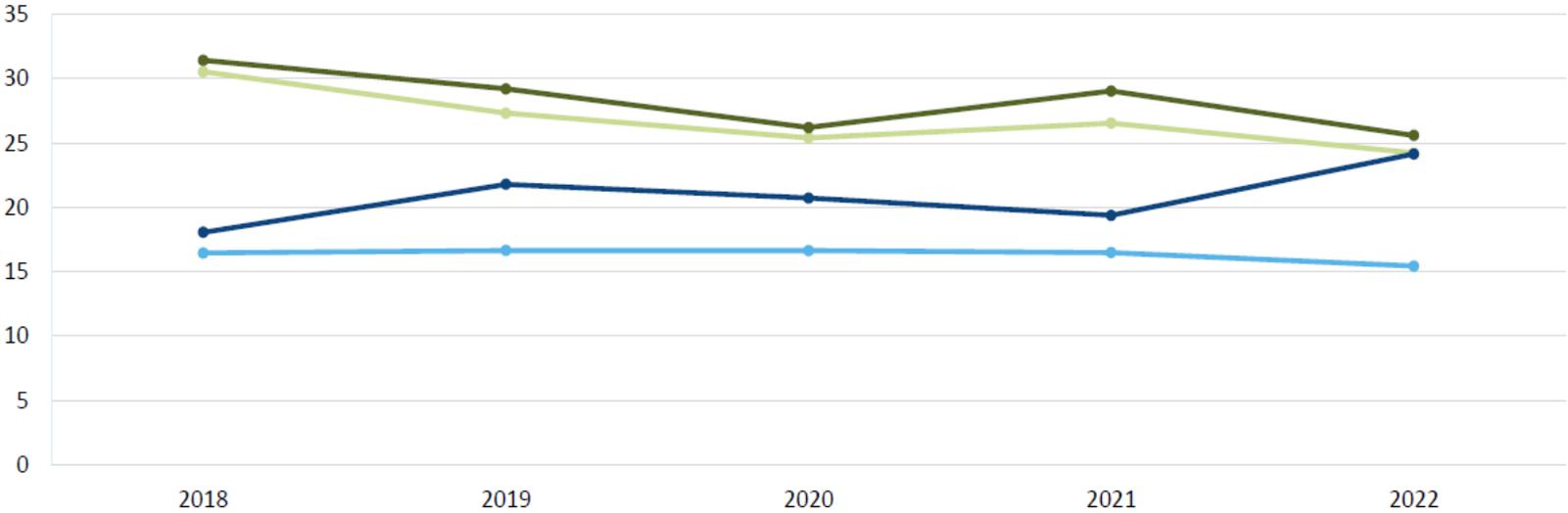


	2018	2019	2020	2021	2022
Staff with a LTC or illness: Your org	13.6%	19.1%	20.2%	24.1%	22.2%
Staff without a LTC or illness: Your org	16.1%	19.4%	18.2%	18.5%	21.3%
Staff with a LTC or illness: Average	25.4%	27.8%	21.9%	24.1%	25.1%
Staff without a LTC or illness: Average	20.0%	19.0%	16.3%	17.3%	18.2%
Staff with a LTC or illness: Responses	125	162	233	290	261
Staff without a LTC or illness: Responses	783	956	1012	1070	934

WDES RESULTS

Percentage of staff experiencing harassment, bullying or abuse from other colleagues in the last 12 months out of those who answered the question

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



	2018	2019	2020	2021	2022
Staff with a LTC or illness: Your org	31.4%	29.2%	26.2%	29.0%	25.6%
Staff without a LTC or illness: Your org	18.1%	21.8%	20.7%	19.4%	24.1%
Staff with a LTC or illness: Average	30.5%	27.3%	25.4%	26.5%	24.2%
Staff without a LTC or illness: Average	16.4%	16.6%	16.6%	16.5%	15.4%
Staff with a LTC or illness: Responses	121	161	233	286	262
Staff without a LTC or illness: Responses	770	955	1009	1069	924