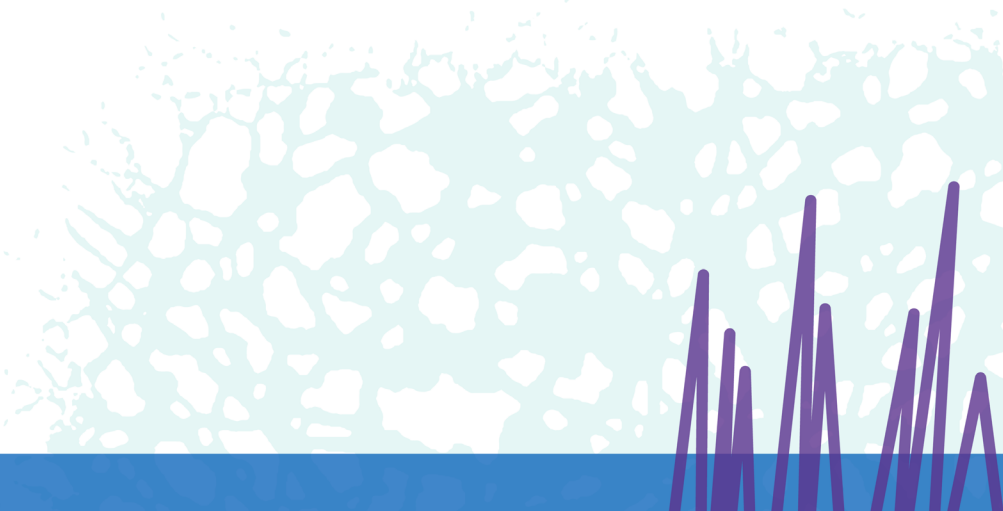




Royal Papworth Hospital
NHS Foundation Trust

NHS Staff Survey 2023

Key Highlights



Introduction








- The annual NHS Staff Survey started in 2003. It is one of the largest workforce surveys in the world.
- More than 1.4 million NHS employees in England were invited to participate across 268 organisations, including all 213 trusts.
- The survey provides essential information about experiences of employees, helping employers to know how best to support their people.
- We are compared against ourselves, our peer group of 13 specialist trusts and nationally. There is also detailed regional and Integrated Care System data.

How it is organised

- Since 2021, questions have been aligned with the seven NHS People Promise elements, plus 'staff engagement' and 'morale'.

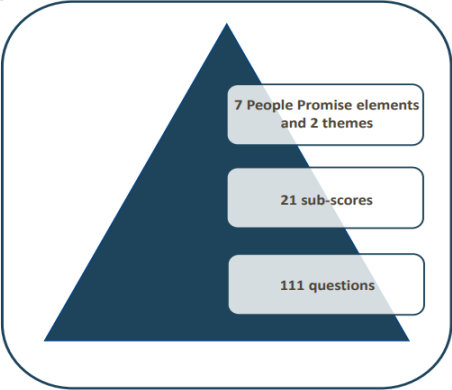
➤ Summary indicators
Survey Coordination Centre

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.

Brief summary

- We had a 56% response rate.
 - Last year it was 61%
 - The median for the specialist peer group this year was 54%
 - Thank you for taking the time to complete it.
- In approximately 30% of questions our scores were significantly better than 2022.
- In 70% of questions there was no significant change (ie they will have increased or decreased but this may be normal variation).
- However, despite positive progress, we remain below our scores in 2021.

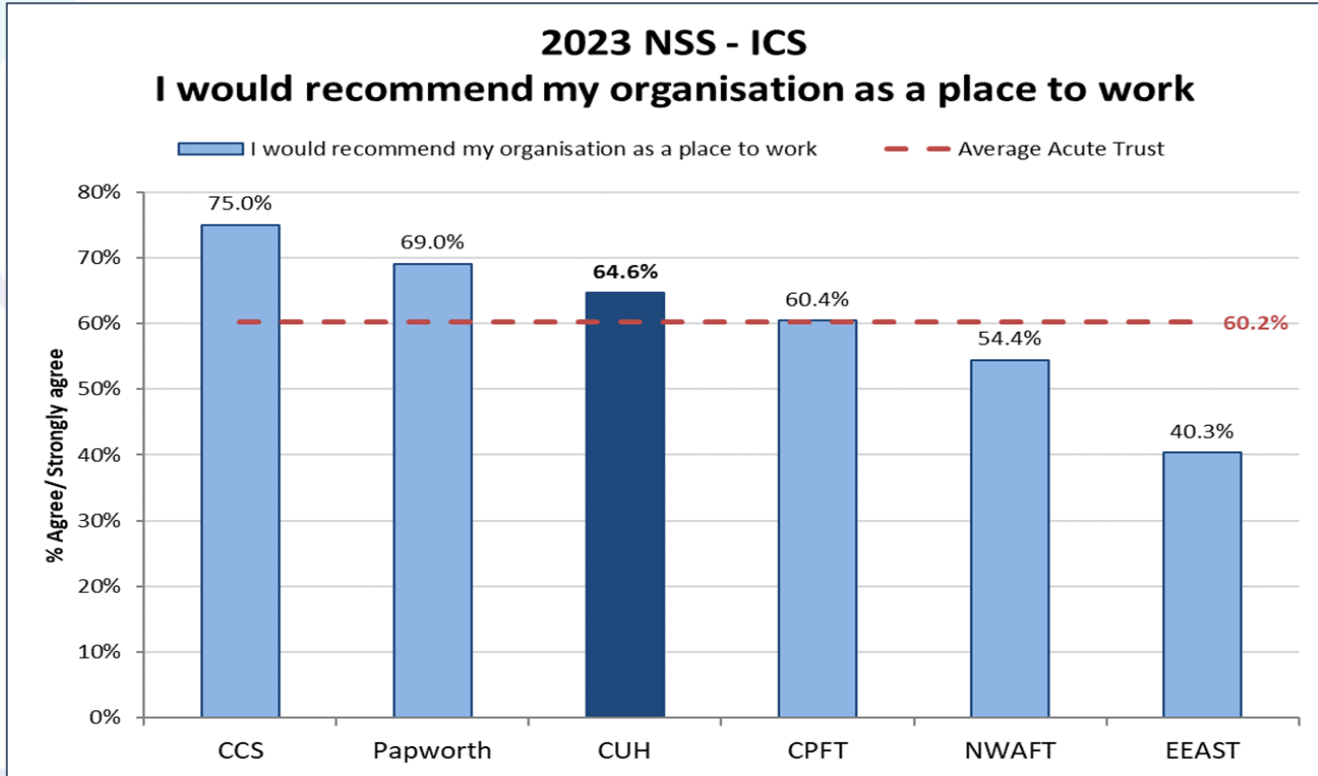
Brief summary cont.

- Our 'recommender' scores as a place to work and a place to be treated also improved.

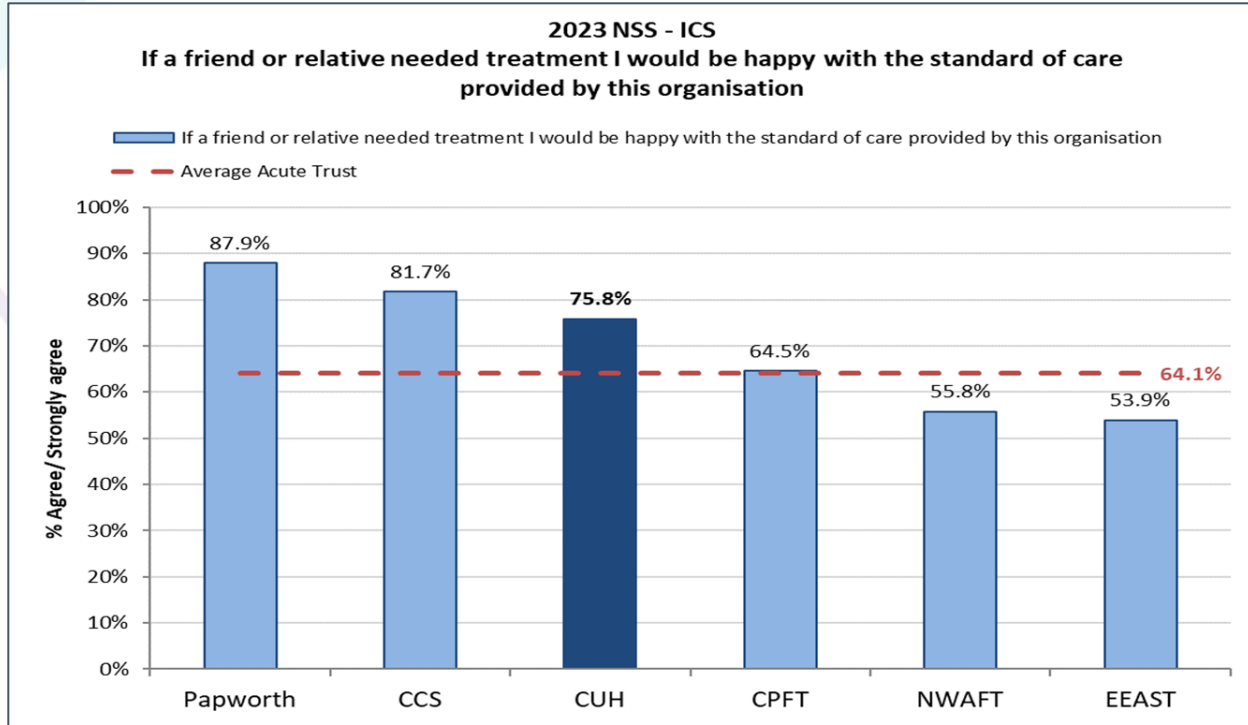
Recommender as a place to work		Recommender as a place to be treated	
2022	61.6%	2022	85.8%
2023	69%	2023	88%

Specialist trusts

Trust	2019	2020	2021	2022	2023	Change 2022 to 2023 (p. points)	Change 2019 to 2023 (p. points)
Liverpool Heart and Chest Hospital	76%	76%	74%	78%	83%	4.8%	6.5%
The Robert Jones and Agnes Hunt Orthopaedic Hospital	78%	79%	71%	66%	76%	9.7%	-2.7%
Queen Victoria Hospital	73%	71%	71%	72%	75%	3.4%	2.2%
The Royal Orthopaedic Hospital	77%	73%	74%	72%	73%	0.5%	-4.0%
The Walton Centre	81%	79%	69%	70%	72%	2.1%	-8.6%
Royal National Orthopaedic Hospital	75%	79%	72%	73%	72%	-0.6%	-2.7%
The Christie	71%	76%	71%	71%	71%	0.1%	-0.2%
The Royal Marsden	76%	77%	71%	68%	71%	2.4%	-5.3%
Great Ormond Street Hospital for Children	66%	73%	71%	66%	71%	4.7%	4.8%
The Clatterbridge Cancer Centre	63%	68%	61%	64%	71%	6.7%	7.2%
Royal Papworth Hospital	63%	73%	70%	62%	69%	7.3%	6.3%
Moorfields Eye Hospital	69%	70%	63%	62%	64%	1.6%	-5.4%
Liverpool Women's	66%	66%	56%	61%	62%	1.2%	-3.8%

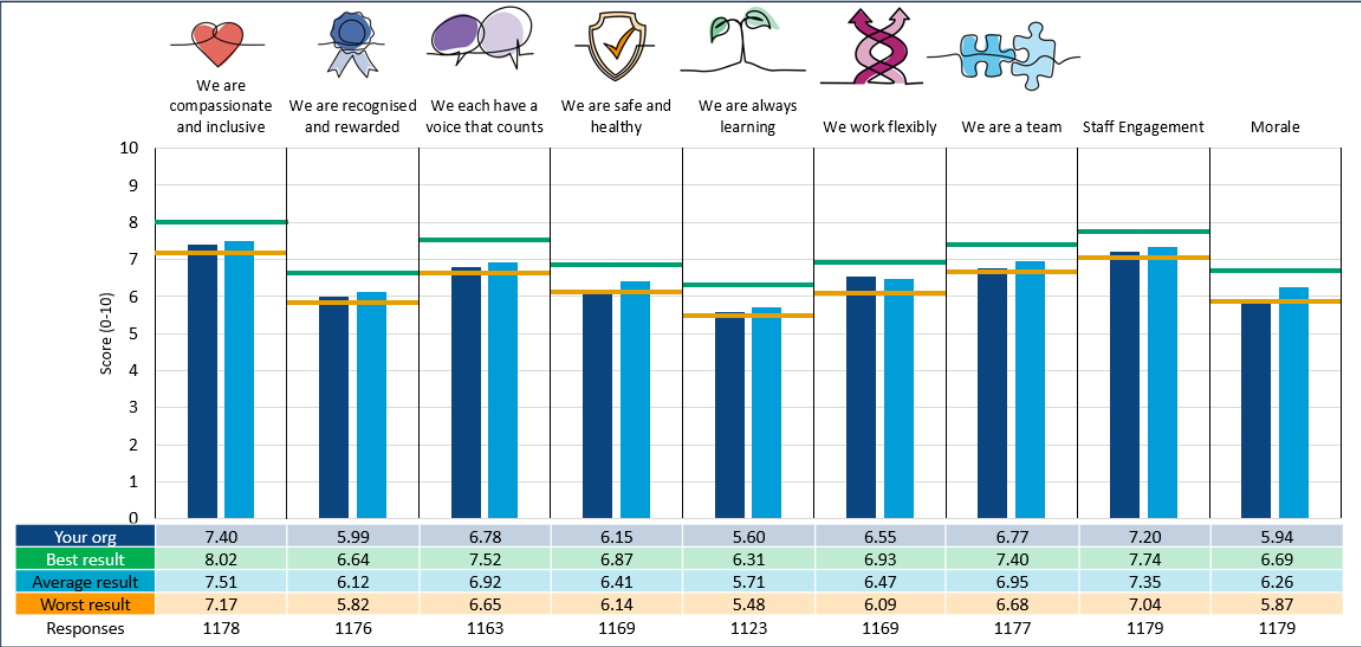


ICS Comparators

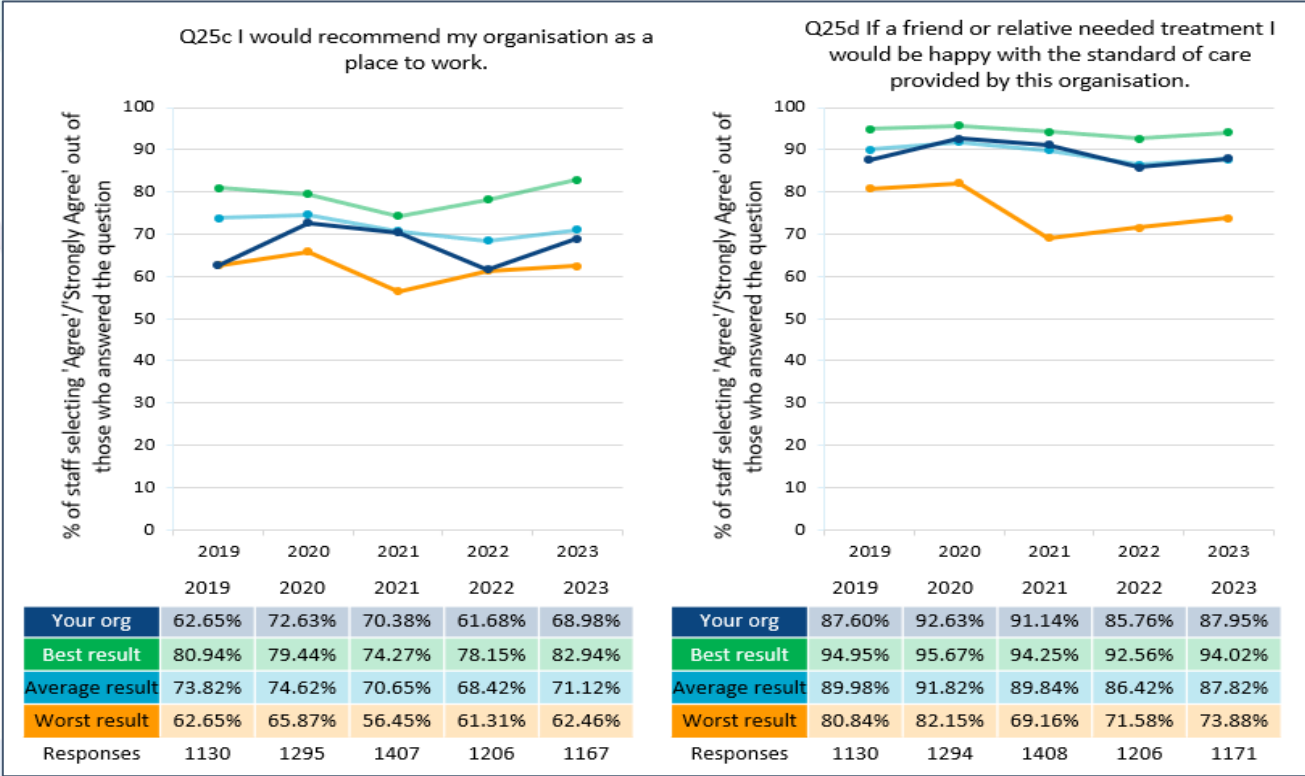


The nine themes

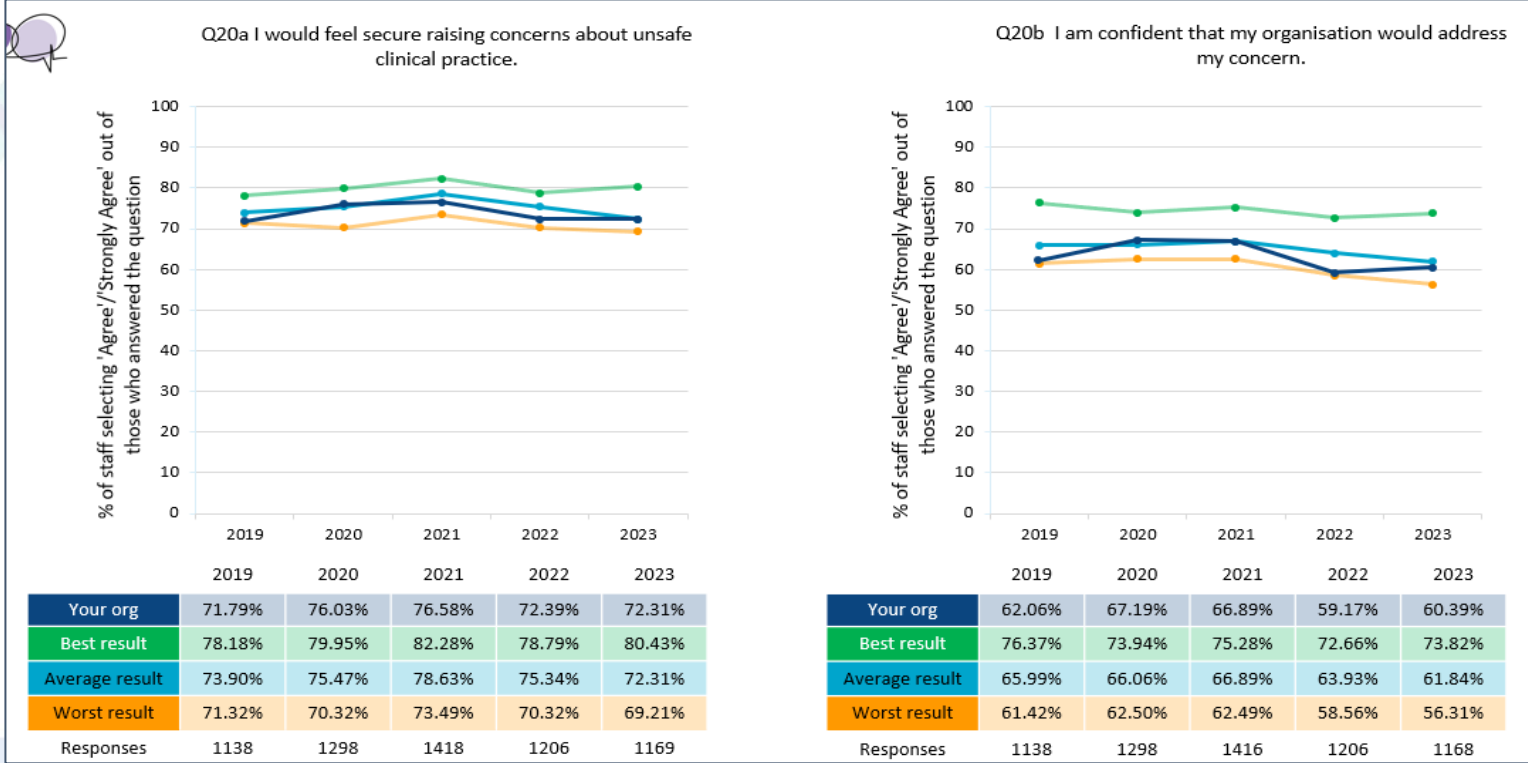
- Our scores benchmarked against our peer group of 13 specialist trusts



Recommender scores



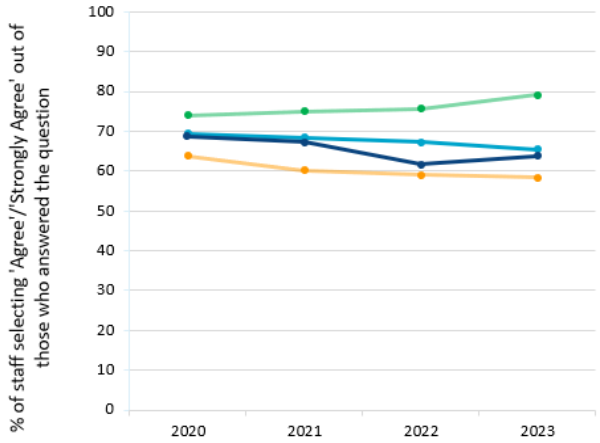
Raising concerns



Raising concerns cont.

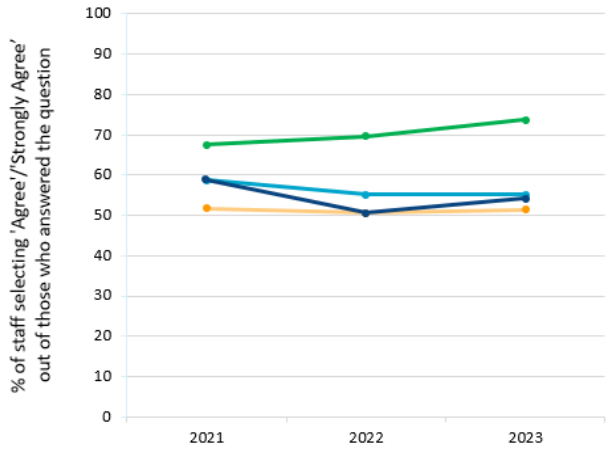


Q25e I feel safe to speak up about anything that concerns me in this organisation.



	2020	2021	2022	2023
Your org	68.59%	67.16%	61.63%	63.74%
Best result	74.04%	75.02%	75.63%	79.13%
Average result	69.41%	68.44%	67.30%	65.48%
Worst result	63.81%	60.23%	58.93%	58.29%
Responses	1296	1407	1207	1170

Q25f If I spoke up about something that concerned me I am confident my organisation would address my concern.

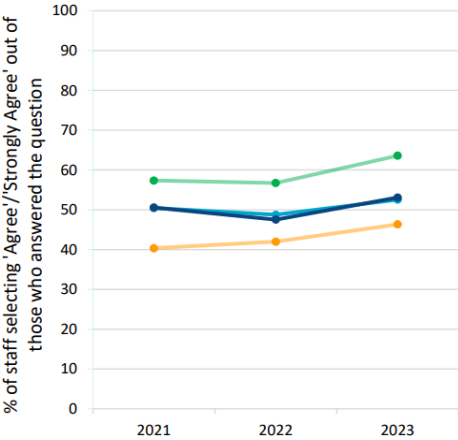


	2021	2022	2023
Your org	58.66%	50.61%	54.16%
Best result	67.52%	69.68%	73.64%
Average result	58.66%	55.15%	55.11%
Worst result	51.68%	50.61%	51.44%
Responses	1406	1206	1169

Flexible working

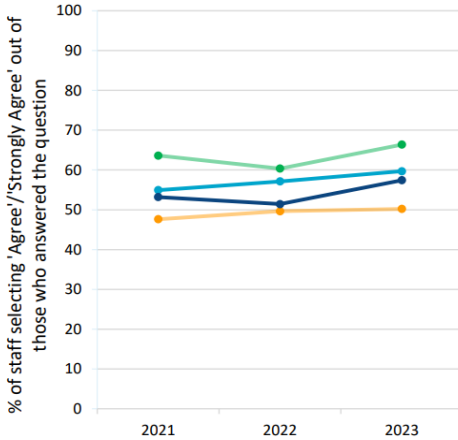


Q6b My organisation is committed to helping me balance my work and home life.



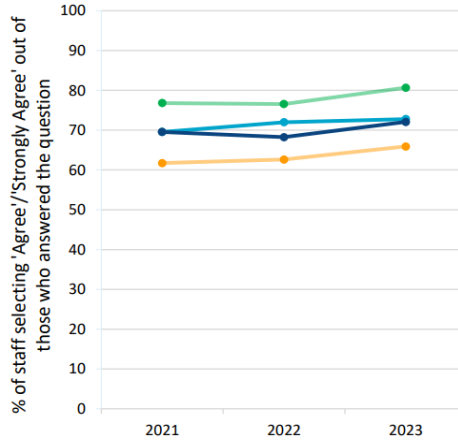
	2021	2022	2023
Your org	50.53%	47.53%	53.08%
Best result	57.34%	56.70%	63.58%
Average result	50.44%	48.74%	52.54%
Worst result	40.35%	41.98%	46.32%
Responses	1440	1211	1177

Q6c I achieve a good balance between my work life and my home life.



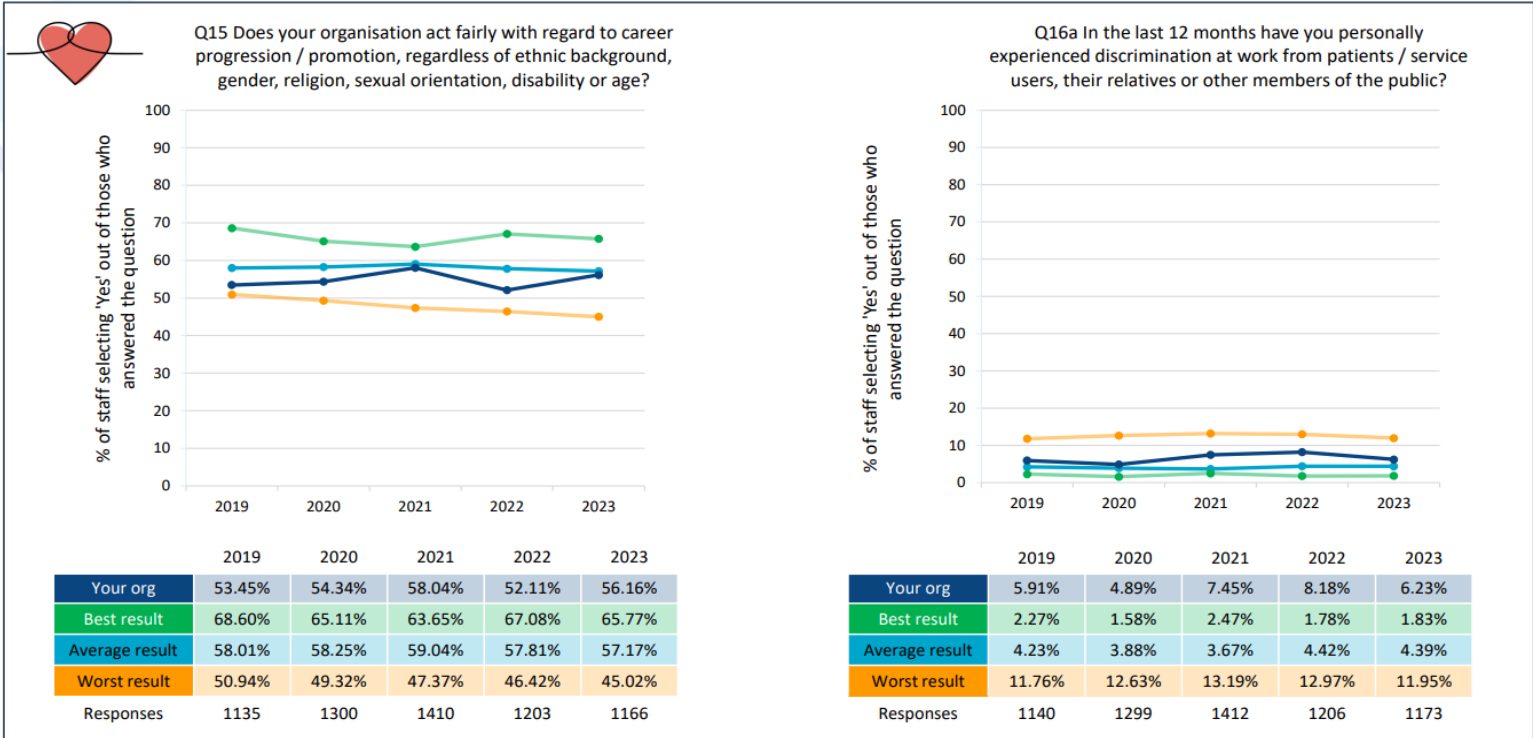
	2021	2022	2023
Your org	53.18%	51.44%	57.42%
Best result	63.62%	60.35%	66.37%
Average result	54.92%	57.13%	59.69%
Worst result	47.64%	49.65%	50.21%
Responses	1441	1211	1173

Q6d I can approach my immediate manager to talk openly about flexible working.

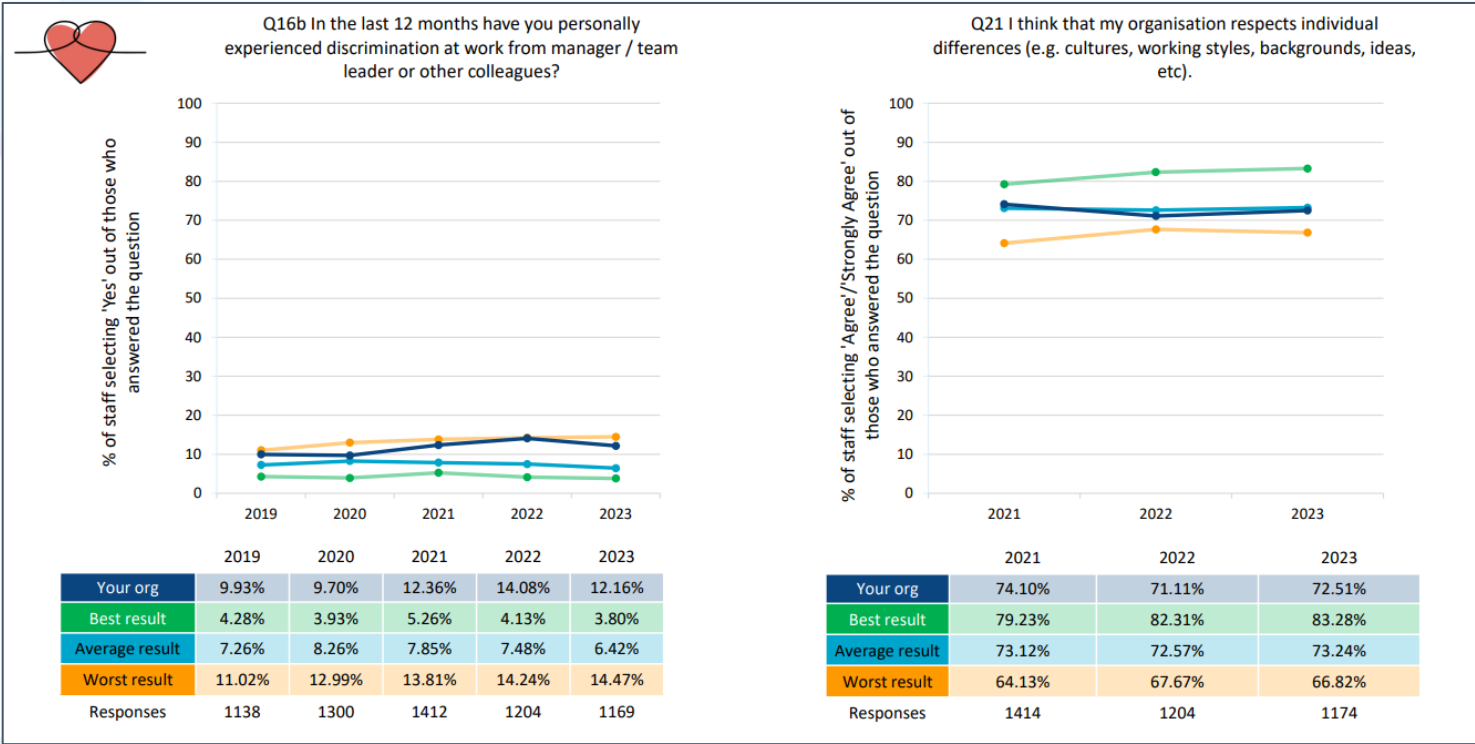


	2021	2022	2023
Your org	69.55%	68.24%	72.07%
Best result	76.81%	76.55%	80.68%
Average result	69.55%	71.99%	72.80%
Worst result	61.73%	62.62%	65.89%
Responses	1439	1211	1176

Discrimination



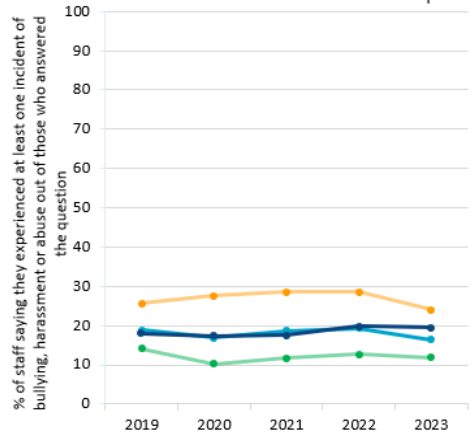
Discrimination cont.



Bullying and harassment

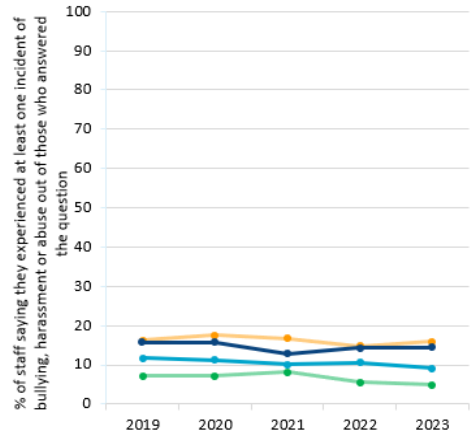


Q14a In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...? Patients / service users, their relatives or other members of the public.



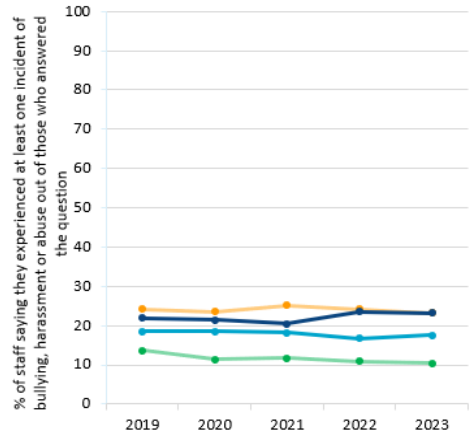
	2019	2020	2021	2022	2023
Your org	17.85%	17.22%	17.48%	19.85%	19.49%
Best result	14.22%	10.33%	11.66%	12.63%	11.84%
Average result	18.86%	16.87%	18.61%	19.32%	16.39%
Worst result	25.71%	27.66%	28.52%	28.57%	24.11%
Responses	1132	1276	1377	1205	1171

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



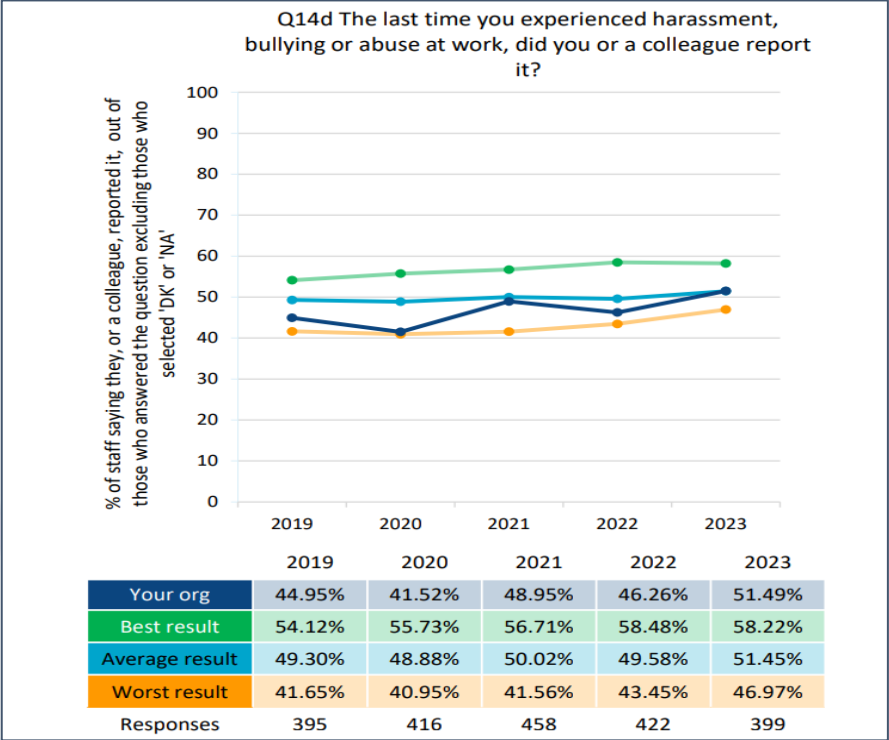
	2019	2020	2021	2022	2023
Your org	15.60%	15.71%	12.94%	14.30%	14.50%
Best result	7.14%	7.17%	8.17%	5.59%	4.95%
Average result	11.70%	11.22%	10.17%	10.60%	9.06%
Worst result	16.28%	17.57%	16.70%	14.85%	16.00%
Responses	1130	1271	1374	1201	1166

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



	2019	2020	2021	2022	2023
Your org	21.80%	21.39%	20.53%	23.53%	23.22%
Best result	13.72%	11.48%	11.65%	10.97%	10.41%
Average result	18.50%	18.58%	18.27%	16.81%	17.51%
Worst result	24.20%	23.56%	25.13%	24.27%	23.22%
Responses	1130	1272	1372	1195	1157

Bullying and harassment cont



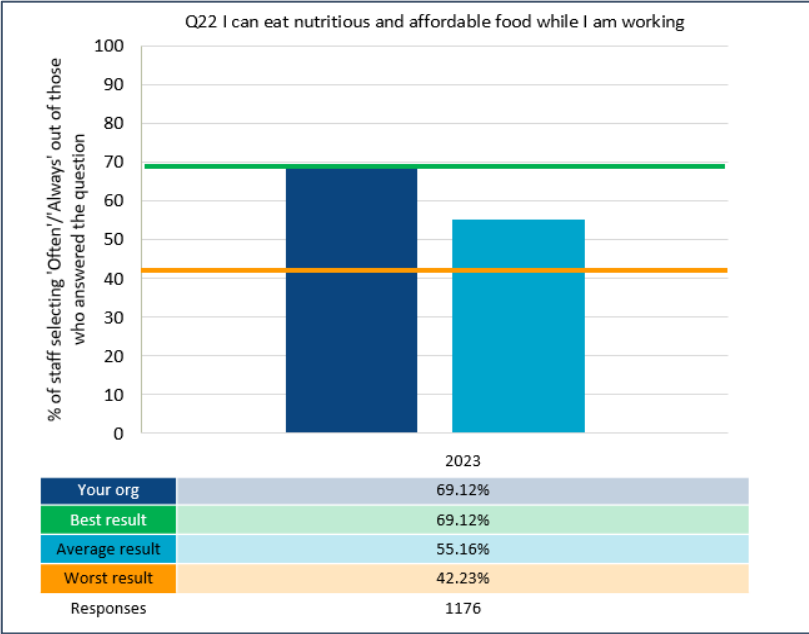
Appraisals & career development

- Good quality, regular appraisals are vital for building good staff engagement, health and wellbeing, and career development. This is an area where we know from feedback that we need to do better.

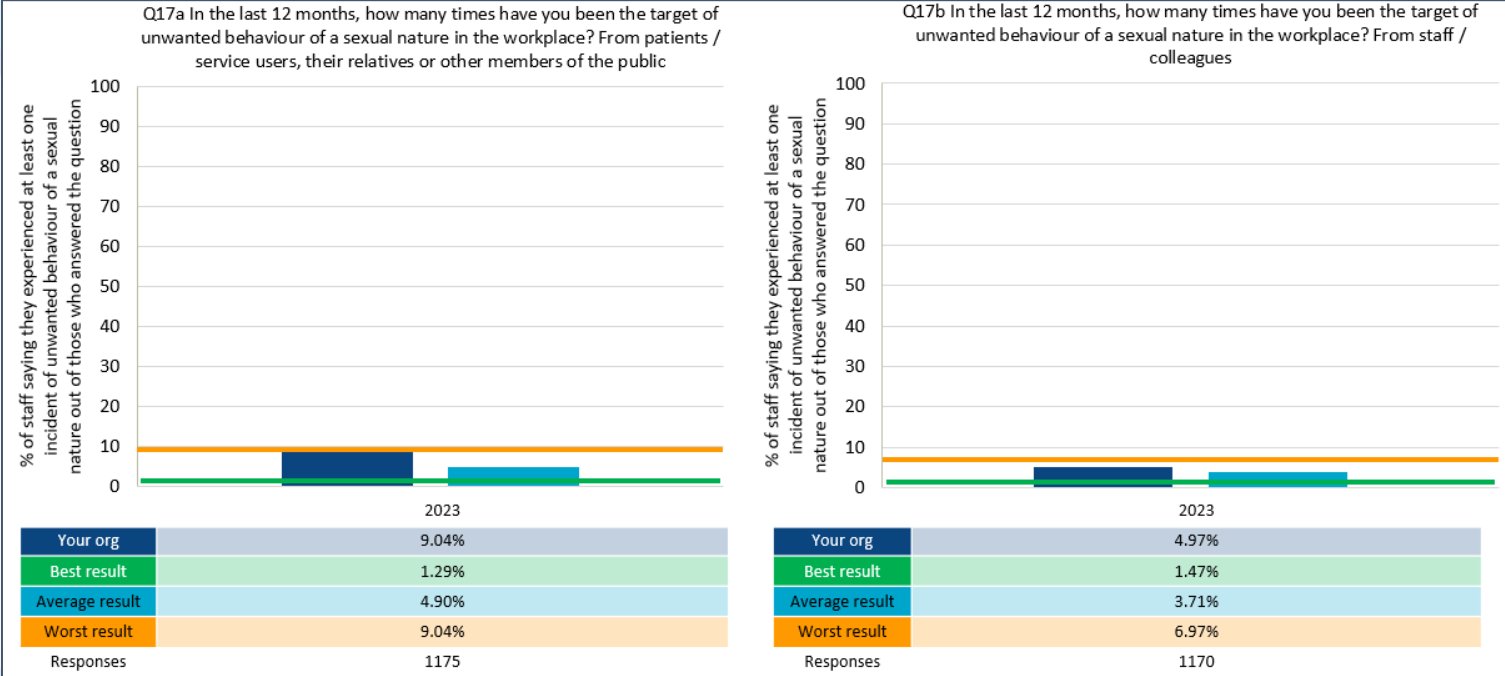
	Us	Peer	National
In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	84.8%	84.8%	83.5%
It helped me to improve how I do my job.	24.5%	25.6%	25.5%
It left me feeling that my work is valued by my organisation.	35.7%	36.1%	33.6%
There are opportunities for me to develop my career.	51.2%	55.5%	56%
I feel supported to develop my potential.	53.7%	59.4%	57.4%

New question: food provision

- We scored the best result in the country. National average = 53.75%

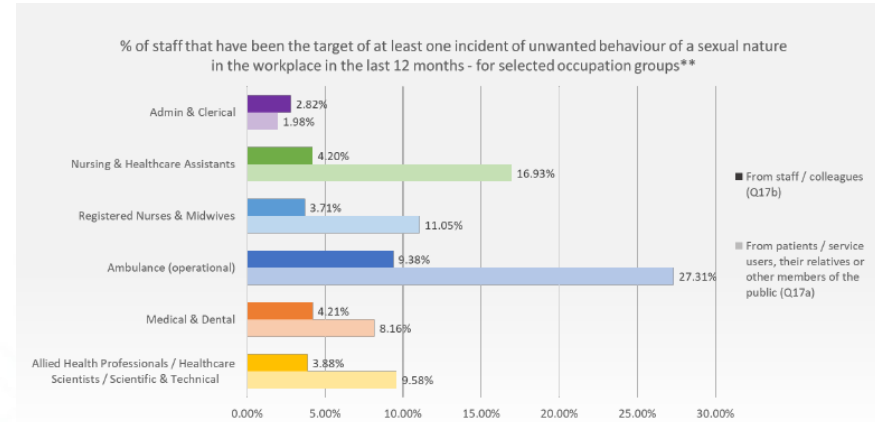


New question: unwanted behaviour of a sexual nature



New question: unwanted behaviour of a sexual nature

- Nationally, the following percentage of staff said they had been the target of at least one incident of **unwanted sexual behaviour** in the workplace:
- 8.67% from patients/relatives
- 3.84% from staff/colleagues
- This varies by staff group.



Set RAG % point difference:		Key:									
		100% response	3% better than the Trust average response	3% worse than the Trust average response	within 3% of the Trust average response.						
Royal Papworth Hospital NHS Foundation Trust NSS23 RAG report - RAG Table Report Breakdown: Staff group Suppression Threshold: 10		Staff group	Comparator (Organisation Overall)	Add Prof Scientific and Technic	Additional Clinical Services	Administrative and Clerical	Allied Health Professionals	Estates and Ancillary	Healthcare Scientists	Medical and Dental	Nursing and Midwifery Registered
Section	Description	n = 1180	n = 67	n = 117	n = 377	n = 60	n = 47	n = 46	n = 88	n = 378	
Flexible Working	Satisfied with opportunities for flexible working patterns	62.9%	74.2%	56.9%	75.1%	56.7%	56.5%	71.1%	34.1%	58.1%	
	Organisation is committed to helping balance work and home life	52.8%	53.7%	57.3%	63.0%	51.7%	53.2%	54.3%	27.3%	47.1%	
	Achieve a good balance between work and home life	56.8%	59.7%	59.5%	64.1%	62.1%	67.4%	63.0%	34.1%	50.5%	
	Can approach immediate manager to talk openly about flexible working	72.3%	74.6%	72.6%	77.1%	76.3%	67.4%	71.7%	43.2%	73.7%	
HWB, Bullying and Discrimination	Organisation takes positive action on health and well-being	64.6%	65.7%	73.5%	69.4%	71.7%	48.9%	63.0%	45.5%	62.3%	
	Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public	79.8%	86.6%	76.9%	90.1%	78.0%	82.2%	73.9%	78.4%	70.2%	
	Not experienced harassment, bullying or abuse from managers	85.4%	77.6%	97.3%	88.2%	79.7%	89.1%	87.0%	79.5%	82.0%	
	Not experienced harassment, bullying or abuse from other colleagues	76.7%	69.7%	86.1%	86.2%	74.1%	58.7%	76.1%	73.6%	68.9%	
	Last experience of harassment/bullying/abuse reported	51.6%	39.1%	62.1%	44.4%	56.0%	60.0%	27.8%	37.9%	58.8%	
	Organisation acts fairly: career progression	55.6%	61.2%	64.0%	60.2%	63.3%	34.0%	56.5%	51.2%	49.7%	
	Not experienced discrimination from patients/service users, their relatives or other members of the public	93.5%	94.0%	95.7%	99.5%	91.7%	80.9%	89.1%	94.3%	89.0%	
	Not experienced discrimination from manager/team leader or other colleagues	87.6%	86.6%	94.0%	93.0%	86.7%	82.2%	77.8%	83.7%	83.2%	
	Not experienced unwanted behaviour of a sexual nature from patients/service users, their relatives or members of the public	91.1%	94.0%	85.3%	98.9%	76.7%	91.5%	78.3%	96.6%	87.2%	
	Not experienced unwanted behaviour of a sexual nature from other colleagues	95.4%	97.0%	94.9%	97.6%	86.7%	88.1%	95.7%	97.7%	94.7%	
	Would feel secure raising concerns about unsafe clinical practice	72.2%	80.6%	75.2%	64.0%	78.3%	53.3%	66.7%	73.6%	79.5%	
	Would feel confident that organisation would address concerns about unsafe clinical practice	60.3%	58.2%	73.5%	59.4%	61.0%	48.9%	51.1%	56.3%	60.6%	
	Feel organisation respects individual differences	72.1%	83.6%	75.2%	78.7%	68.3%	65.2%	78.3%	61.6%	65.4%	
	I can eat nutritious and affordable food at work	68.1%	76.1%	63.2%	78.7%	73.3%	50.0%	65.2%	66.7%	59.7%	
	Appraisal/Career Dev	Received appraisal in the past 12 months	85.2%	87.7%	77.7%	84.7%	93.2%	41.9%	89.1%	84.7%	91.2%
		Appraisal helped me improve how I do my job	24.8%	14.0%	27.6%	22.7%	18.2%	38.9%	17.1%	25.0%	29.1%
Appraisal helped me agree clear objectives for my work		36.1%	31.6%	26.4%	36.1%	40.0%	44.4%	29.3%	30.6%	40.3%	
Appraisal left me feeling organisation values my work		35.3%	36.8%	33.3%	43.5%	32.7%	55.6%	26.8%	23.6%	30.6%	
There are opportunities for me to develop my career in this organisation		51.0%	53.0%	76.3%	44.3%	46.7%	30.4%	47.8%	66.7%	49.7%	
Feel supported to develop my potential		53.6%	59.7%	67.5%	53.3%	56.7%	30.4%	43.5%	54.0%	52.1%	
Recommender/Raising Concerns	Would recommend organisation as place to work	68.7%	71.6%	80.3%	73.2%	67.8%	63.0%	62.2%	56.3%	64.6%	
	If friend/relative needed treatment would be happy with standard of care provided by organisation	87.7%	86.6%	88.9%	91.7%	100.0%	71.7%	82.6%	82.8%	85.3%	
	Feel safe to speak up about anything that concerns me in this organisation	63.4%	67.2%	67.2%	66.0%	70.0%	50.0%	60.9%	58.6%	61.1%	
	Feel organisation would address any concerns I raised	54.2%	55.2%	62.4%	55.5%	55.0%	44.4%	43.5%	52.9%	52.9%	

Royal Papworth Hospital NHS Foundation Trust
 NSS23 RAG report - RAG Table Report
 Breakdown: Locality 1
 Suppression Threshold: 10

Key:	
100.0%	
>3 ppt above	
<3 ppt below	
In between	

Set RAG % point difference:

Locality 1		Comparator (Organisation Overall)	Cardiology Division	Clinical Administration	Corporate Services	Digital Directorate	Finance Directorate	Nursing-Clinical	Nursing-Corporate	R&D	Surgery Transplant & Anaesthetics	Thoracic Med & Ambulatory Care	Workforce
Section	Description	n = 1180	n = 131	n = 108	n = 17	n = 40	n = 92	n = 153	n = 31	n = 69	n = 335	n = 155	n = 49
Flexible Working	Satisfied with opportunities for flexible working patterns	62.9%	52.7%	60.2%	88.2%	74.4%	82.4%	61.4%	71.0%	87.0%	50.2%	63.6%	91.8%
	Organisation is committed to helping balance work and home life	52.8%	40.8%	54.6%	70.6%	55.0%	71.7%	54.9%	61.3%	71.0%	40.4%	56.8%	72.9%
	Achieve a good balance between work and home life	56.8%	48.5%	58.3%	76.5%	67.5%	76.9%	60.5%	58.1%	73.9%	44.4%	57.8%	66.7%
	Can approach immediate manager to talk openly about flexible working	72.3%	66.9%	71.3%	76.5%	87.5%	80.2%	75.2%	74.2%	85.5%	61.7%	77.4%	87.5%
HWB/Bullying/Discrimination	Organisation takes positive action on health and well-being	64.6%	62.6%	53.3%	88.2%	70.0%	73.9%	68.0%	74.2%	89.9%	50.6%	74.2%	77.6%
	Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public	79.8%	78.6%	76.4%	100.0%	95.0%	87.8%	75.7%	87.1%	100.0%	73.2%	74.8%	95.8%
	Not experienced harassment, bullying or abuse from managers	85.4%	86.9%	87.7%	94.1%	77.5%	91.1%	87.4%	77.4%	80.9%	79.0%	92.9%	93.9%
	Not experienced harassment, bullying or abuse from other colleagues	76.7%	71.5%	80.8%	93.8%	82.5%	82.4%	75.8%	83.3%	86.8%	66.9%	83.2%	89.6%
	Last experience of harassment/bullying/abuse reported	51.6%	45.8%	47.4%	*	*	60.9%	55.4%	40.0%	40.0%	52.1%	59.1%	*
	Organisation acts fairly: career progression	55.6%	55.4%	64.5%	56.3%	55.0%	53.3%	64.5%	64.5%	60.3%	44.9%	60.9%	57.1%
	Not experienced discrimination from patients/service users, their relatives or other members of the public	93.5%	91.6%	99.1%	100.0%	97.5%	91.3%	95.4%	100.0%	97.1%	90.0%	92.3%	98.0%
	Not experienced discrimination from manager/team leader or other colleagues	87.6%	87.5%	91.6%	94.1%	100.0%	89.9%	91.5%	87.1%	88.2%	80.2%	90.3%	91.8%
	Not experienced unwanted behaviour of a sexual nature from patients/service users, their relatives or members of the public	91.1%	84.7%	99.1%	100.0%	100.0%	93.4%	86.9%	80.6%	97.1%	91.6%	86.5%	100.0%
	Would feel secure raising concerns about unsafe clinical practice	72.2%	77.7%	62.3%	88.2%	60.0%	60.0%	79.7%	71.0%	73.1%	70.2%	81.3%	66.7%
	Would feel confident that organisation would address concerns about unsafe clinical practice	60.3%	56.9%	58.5%	70.6%	50.0%	58.9%	65.8%	64.5%	68.7%	54.5%	67.1%	66.7%
Appraisal/Career Development	I can eat nutritious and affordable food at work	68.1%	64.9%	78.5%	88.2%	75.0%	70.3%	77.0%	80.6%	79.7%	53.3%	71.6%	75.5%
	Received appraisal in the past 12 months	85.2%	88.9%	88.8%	94.1%	79.5%	66.7%	86.9%	86.7%	88.4%	85.2%	88.1%	83.3%
	Appraisal helped me improve how I do my job	24.8%	25.9%	22.3%	31.3%	32.3%	20.7%	20.3%	30.8%	11.7%	27.8%	29.3%	20.0%
	Appraisal helped me agree clear objectives for my work	36.1%	41.1%	37.2%	43.8%	38.7%	43.1%	33.8%	53.8%	38.3%	32.2%	34.6%	27.5%
	Appraisal left me feeling organisation values my work	35.3%	30.4%	46.8%	50.0%	41.9%	44.8%	34.6%	53.8%	43.3%	24.4%	36.8%	42.5%
	There are opportunities for me to develop my career in this organisation	51.0%	58.5%	43.0%	47.1%	42.5%	46.2%	51.6%	63.3%	57.4%	51.2%	56.2%	30.6%
	Feel supported to develop my potential	53.6%	55.4%	49.5%	64.7%	47.5%	56.0%	56.9%	73.3%	70.6%	46.2%	57.5%	46.9%
	Would recommend organisation as place to work	68.7%	69.8%	64.2%	82.4%	65.0%	78.0%	72.4%	67.7%	85.3%	56.0%	77.0%	83.7%
Recommender/Raising Concerns	If friend/relative needed treatment would be happy with standard of care provided by organisation	87.7%	88.5%	94.3%	82.4%	85.0%	87.9%	87.6%	96.7%	95.6%	80.8%	90.3%	97.9%
	Feel safe to speak up about anything that concerns me in this organisation	63.4%	60.3%	59.4%	70.6%	70.0%	61.5%	69.9%	71.0%	66.2%	55.6%	73.4%	68.8%
	Feel organisation would address any concerns I raised	54.2%	46.9%	53.8%	70.6%	50.0%	53.8%	56.9%	54.8%	64.7%	48.0%	64.9%	58.3%

Bank staff survey results

	Trust 23	Bank 22	Bank 23
(Overall response rate)	(56%)	(27%)	(31.6%)
Recommender as a place to work	68.98%	69.9%	72.1%
Feel secure to raise concerns about unsafe clinical practice	72.31%	74.7%	67.2%
Feel safe to speak up about anything that concerns me	63.74%	65.1%	54.1%
Feel confident that their organisation would address their concerns	60.39%	57.8%	49.2%
Organisation takes positive action on health and well-being	64.72%	62.5%	56.7%
Unwanted behaviour of a sexual nature from staff	4.97%		3.3%
Experienced unwanted behaviour of a sexual nature from patients	9.04%		3.3%
Access to nutritious and affordable food	69.12%		72.1%

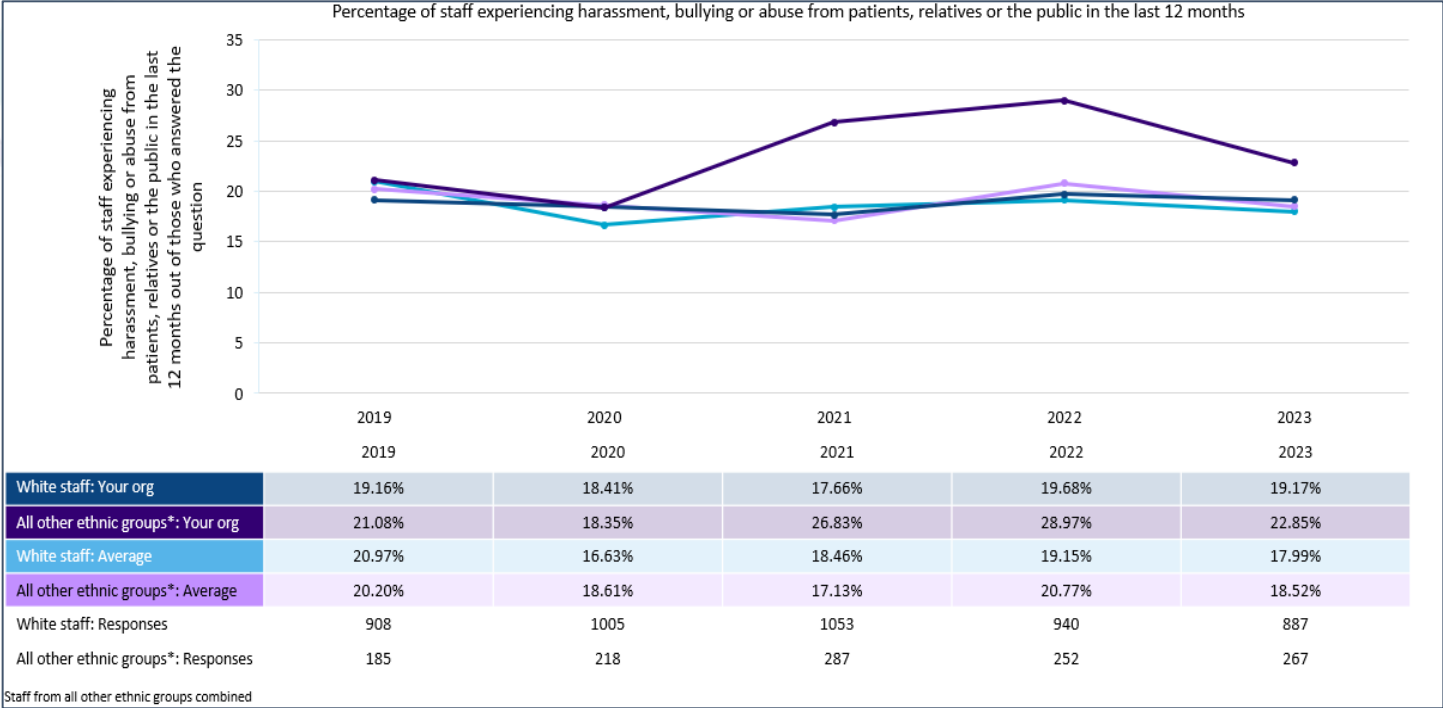
WRES and WDES results

Workforce Race Equality Standard (WRES)

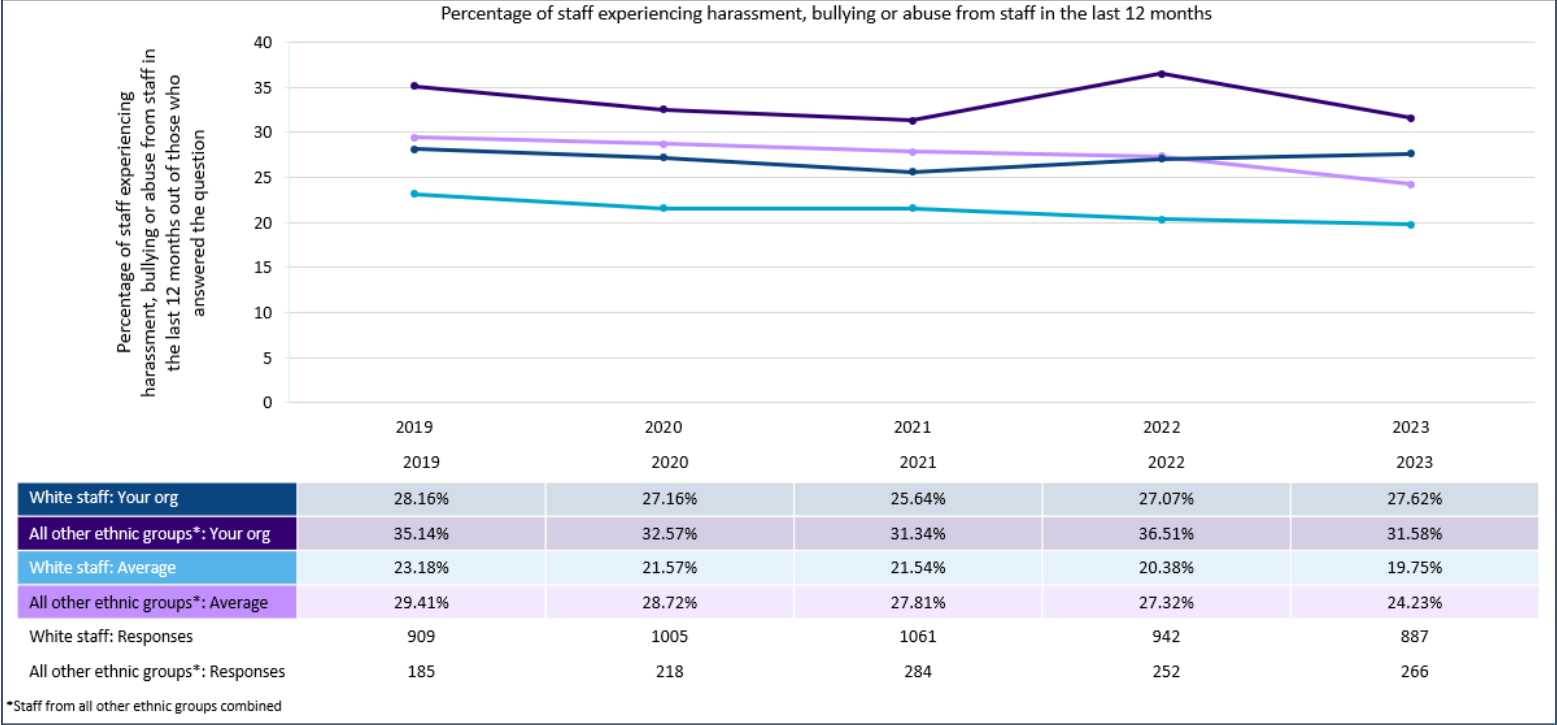
Workforce Disability Equality Standard (WDES)



WRES – abuse (patients, visitors)

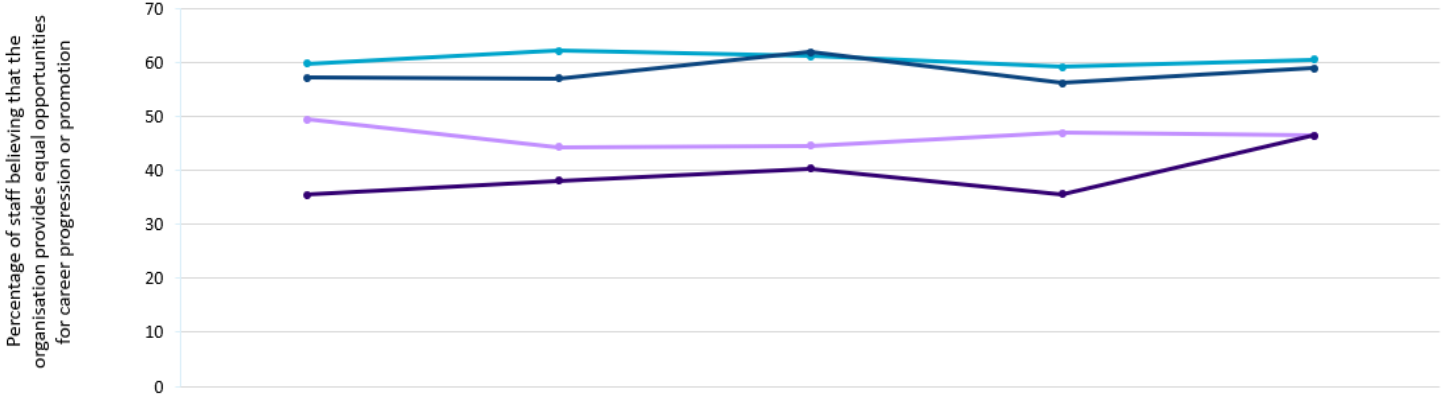


WRES – abuse (staff)



WRES – equal opportunities

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

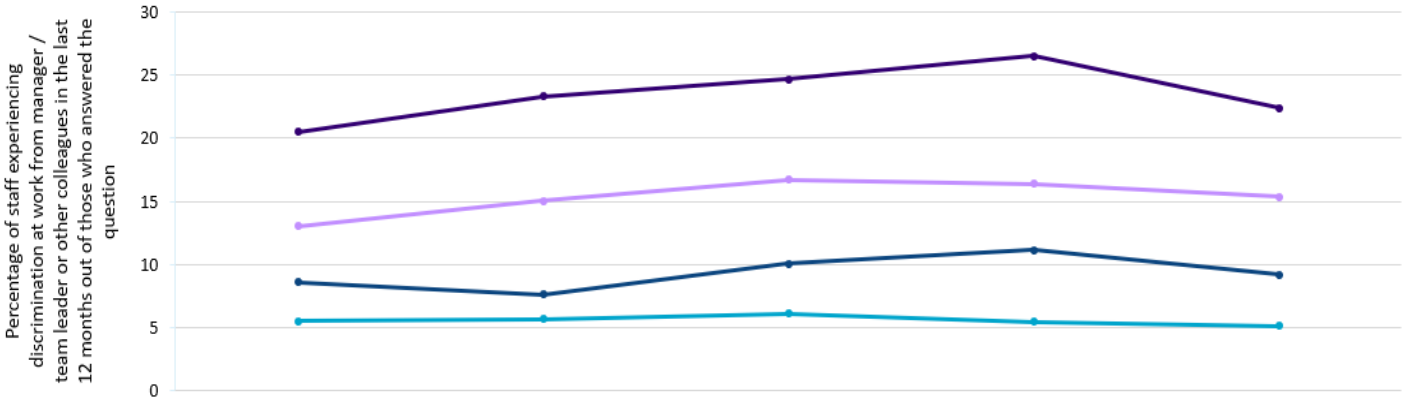


	2019	2020	2021	2022	2023
White staff: Your org	57.16%	57.03%	61.87%	56.12%	58.91%
All other ethnic groups*: Your org	35.45%	38.12%	40.27%	35.60%	46.44%
White staff: Average	59.69%	62.11%	61.07%	59.07%	60.55%
All other ethnic groups*: Average	49.39%	44.29%	44.52%	46.92%	46.44%
White staff: Responses	908	1024	1083	939	881
All other ethnic groups*: Responses	189	223	293	250	267

*Staff from all other ethnic groups combined

WRES – discrimination

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



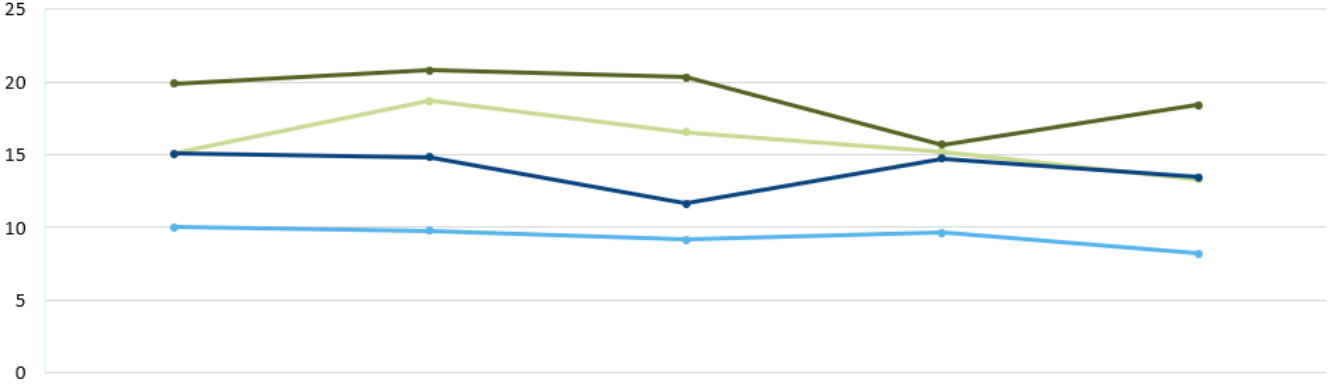
	2019	2020	2021	2022	2023
White staff: Your org	8.58%	7.61%	10.05%	11.16%	9.17%
All other ethnic groups*: Your org	20.53%	23.32%	24.66%	26.51%	22.39%
White staff: Average	5.53%	5.68%	6.13%	5.47%	5.13%
All other ethnic groups*: Average	13.05%	15.05%	16.71%	16.42%	15.38%
White staff: Responses	909	1025	1085	941	883
All other ethnic groups*: Responses	190	223	292	249	268

*Staff from all other ethnic groups combined

WDES – abuse (managers)

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

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

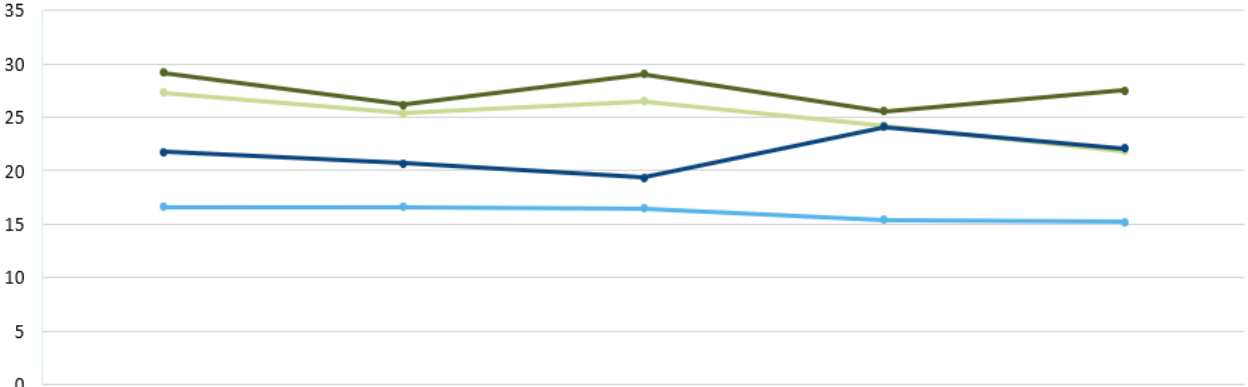


	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	19.88%	20.78%	20.34%	15.71%	18.41%
Staff without a LTC or illness: Your org	15.08%	14.85%	11.62%	14.73%	13.44%
Staff with a LTC or illness: Average	15.07%	18.71%	16.56%	15.22%	13.30%
Staff without a LTC or illness: Average	10.01%	9.78%	9.13%	9.64%	8.18%
Staff with a LTC or illness: Responses	161	231	290	261	277
Staff without a LTC or illness: Responses	955	1010	1067	930	863

WDES – abuse (colleagues)

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.



	2019	2020	2021	2022	2023
Staff with a LTC or illness: Your org	29.19%	26.18%	29.02%	25.57%	27.54%
Staff without a LTC or illness: Your org	21.78%	20.71%	19.36%	24.13%	22.11%
Staff with a LTC or illness: Average	27.30%	25.39%	26.53%	24.22%	21.83%
Staff without a LTC or illness: Average	16.64%	16.63%	16.48%	15.43%	15.19%
Staff with a LTC or illness: Responses	161	233	286	262	276
Staff without a LTC or illness: Responses	955	1009	1069	924	855

Themes in free text (apx 310 comments)

- Appreciation for subsidised travel
- Appreciation for subsidised food
- 28 positive comments relating to their manager, their team, the standard of care

- Poor behaviours/incivility/bullying
- Insufficient staffing levels putting pressure on staff
- Lack of career progression opportunities/development
- Poor leadership/management practice
- Inequality/discrimination – for white staff and for staff from a BAME background
- Car parking provision inadequate
- Poor pay (a national theme)

What we do with these results

- Share openly with all staff and managers.
- Use these to inform our priorities and objectives. Current examples:
 - Discounted food, travel and parking.
 - Pay protection on promotion.
 - Significant investment in health and wellbeing.
 - Starting salary for overseas staff.
 - Improving access to car parking.
- Work with staff networks to improve staff experience.
- Provide leadership teams with results, support them to develop local plans for improvements.