

**NHS**

**East of England  
Ambulance Service**  
NHS Trust



# NHS 2023 Staff Survey Results

Summary for discussion – Staff Data

# Survey headlines

**93%** Of questions scored **more positively** compared to 2022 (up from 46%)

**#1** Of 7 comparable Ambulance trusts in terms of **year on year improvement for the second year in a row**

**50%** Overall satisfaction score placed EEAST **7<sup>th</sup> out of the 7 comparable** Ambulance Trusts, up from 45% last year.

**2 out of 5** Recommend EEAST as a great place to work (up 10% since 2022)

**59** Percent of **all staff** believed patient care was EEAST's top priority (up from 57% in 2022)

**55%** Would be happy with the standard of care for family and friends (up from 47% in 2022)

**52%** Completion rate

# Key themes

A summary of the engagement data against the NHS People Promise:

Direction  
of scores

## Compassionate Culture

Pg 30 & 31



### Compassionate Culture

- Improved scores in all 5 compassionate culture questions from 2022 to 2023
- 40% of staff would recommend EEAST as a place to work; up from 29% in 2021



### Compassionate Leadership

- Improved scores on all 4 factors (2023 vs 2022), demonstrating growing confidence in Manager capability. Average 4% growth in each question.



## Recognised and rewarded

Pg 34



### Recognised and Rewarded

- Improved scores on all 5 factors (2022 vs 2023)
- Satisfaction with extent organisation values work up from 18% in 2021, 21% in 2022 to 27% in 2023
- EEAST marginally behind on all factors in comparison to the other 7 comparable Ambulance Trusts – but gap is closing



# Key themes (2)

A summary of the engagement data against the NHS People Promise:

Direction  
of scores

## A voice that counts

Pg 36, 47  
& 48



We each have  
a voice that  
counts

### Raising Concerns

- Improvement on 2 of the 4 raising concerns questions, since 2022. 2 of the 4 remain the same as 2022.

### Involvement

- Improvement on 3 out of 3 indicative questions, continuing upward trend of staff involvement since 2021

### Advocacy

- All 3 advocacy questions showed improvement. 8% improvement in views on standard of care provided, since 2022.

### Health and Safety Climate

- Improved scores on all 7 of the H&S related questions, particularly on views of having enough staff (up 11%)

### Burnout

- All 7 burnout related questions showed an improvement on reported responses in 2022, with an average increase of 4% on each question.

### Stressors

- 6 of the 7 of the stressor related questions showed an improvement, indicating better perspectives on time pressures and working relationships. 1 question remained the same as 2022.

## Safe and Healthy

Pg 37, 38 & 51



We are  
safe and  
healthy



# Key themes (3)

A summary of the engagement data against the NHS People Promise:

Direction  
of scores

## Always Learning

Pg 40 & 41



### Development

- All 5 development related questions showed an improvement on reported responses in 2022
- Area with the biggest average improvement per question at 8% increase

### Appraisals

- All 3 of the appraisal related questions showed an improvement on reported responses in 2022
- Satisfaction rates still low – range between 14-23% of the workforce but up from last years range of 12-19%

### Support for work life balance

- All 3 of the work life balance related questions showed an improvement on reported responses in 2022
- Confidence in approaching Managers to discuss Flexible Working up 5% since last year

## Working Flexibly

Pg 42 & 43



### Flexible working

- 42% showing satisfaction with flex working options, up from 32% in 2021 and 37% in 2022
- EEAST above other Ambulance Trusts with this rating



# Key themes (4)

A summary of the engagement data against the NHS People Promise:

Direction  
of scores

## Working as a team

Pg 35, 44 & 45



### Autonomy and control

- 6 of the 7 of the autonomy and control questions showed an improvement on reported responses in 2022. 1 question remained the same as 2022.
- Staff generally reporting more trust to do their jobs and being involved in changes that affect their work

### Team working

- 7 of the 8 of the team working related questions showed an improvement on reported responses in 2022. 1 question remained the same as 2022.
- More staff reporting teams within the organisation are working well together – up 5% since 2022

### Line management

- Improved scores seen in all 4 of the line management related questions , when compared to 2022 data
- Managers interest in staff health and wellbeing up 5% since 2022.



# Key themes (5)



Direction  
of scores

EEAST areas of focus:

## Employee Experience

Pg 39, 48 & 50

EEAST

### Negative experiences

- 6 of the 9 experience based questions showed an improvement on reported responses in 2022
- Less staff reporting violence from patients or colleagues than in 2022 and 2021.

### Thinking of leaving

- All 3 leaving related questions showed an improvement on reported responses in 2022. 45% now unlikely to look for another job at a new organisation (up from 35% in 2021)

### Work pressure

- Improvements seen in all 3 of the work pressure related questions compared to 2022 data

### Diversity and Equality

- All 4 diversity related questions showed an improvement on previously reported 2022 data
- 57% reporting organisation respects individual differences; up from 52% in 2022 and 46% in 2021.

## Diversity and Inclusion

Pg 32 & 33

EEAST

### Inclusion

- 2 of the 4 inclusion related questions showed an improvement on 2022 data. 2 of the 4 questions remained the same from last year.
- Feeling valued by the team up 6% since 2022

# Two years in review



## Where did we improve most in 2023?

Most improved scores	Org 2023	Org 2022
q24e. Able to access the right learning and development opportunities when I need to	46%	34%
q24c. Have opportunities to improve my knowledge and skills	60%	48%
q3i. Enough staff at organisation to do my job properly	25%	14%
q25c. Would recommend organisation as place to work	41%	31%
q24d. Feel supported to develop my potential	40%	30%

## Where did we improve most in 2022?

Most improved scores	Org 2022	Org 2021
q21a. Received appraisal in the past 12 months	53%	47%
q20. Feel organisation respects individual differences	52%	46%
q11a. Organisation takes positive action on health and well-being	38%	32%
q6d. Can approach immediate manager to talk openly about flexible working	52%	47%
q14b. Not experienced harassment, bullying or abuse from managers	81%	76%

## Where did we see a reduction?

Most declined scores	Org 2023	Org 2022
q13d. Last experience of physical violence reported	71%	73%
q14c. Not experienced harassment, bullying or abuse from other colleagues	74%	77%
q14a. Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public	55%	57%
q7e. Enjoy working with colleagues in team	77%	77%
q20b. Would feel confident that organisation would address concerns about unsafe clinical practice	41%	41%

## Where did we see a reduction?

Most declined scores	Org 2022	Org 2021
q23d. If friend/relative needed treatment would be happy with standard of care provided by organisation	47%	56%
q4c. Satisfied with level of pay	16%	20%
q19a. Would feel secure raising concerns about unsafe clinical practice	61%	64%
q2c. Time often/always passes quickly when I am working	44%	47%
q23b. Organisation acts on concerns raised by patients/service users	52%	54%



# Exit criteria questions

No.	Question	Target	2021	2022	2023	Change
2a	Always look forward to going to work	46%	40%	42%	48%	+6%
3d	I am able to make suggestions to improve the work of my team	40%	35%	38%	42%	+4%
3f	I am able to make improvements happen in my area of work	27%	19%	22%	25%	+3%
9A	My immediate line manager encourages me at work	60%	46%	50%	55%	+5%
9C	Immediate manager asks for my opinion before making decisions that affect my work	??%	29%	33%	37%	+4%
9H	Immediate managers care about my concerns	??%	47%	52%	55%	+3%
9D	My immediate manager takes a positive interest in my health and wellbeing	60%	47%	52%	57%	+5%
25e	I feel safe to speak up about anything that concerns me in the organisations	46%	42.9%	46%	49%	+3%
21c	I would recommend my organisation as a place to work	45%	29%	31%	41%	+10%

- All of the 9 measures reported in our Exit Criteria have improved
- Three measures have now exceeded the target. Targets for some measures were increased in 2023.
- The remainder have seen a 3-10% improvement in score demonstrating promising results

# Behaviour-type questions

No.	Question	2021	2022	2023	Change	
5c	Relationships at work are unstrained	28%	31%	40%	+9%	• 11/15 behaviour questions have improved
7c	Receive the respect I deserve from colleagues at work	57%	59%	60%	+1%	
7g	Team deals with disagreements constructively	32%	35%	38%	+3%	
7h	Feel valued by my team	48%	51%	57%	+6%	• 3/15 has remained the same
8b	Colleagues are understanding and kind to one another	56%	60%	60%	-	
8c	Colleagues are polite and treat each other with respect	58%	62%	62%	-	• 1/15 demonstrates a 3% deterioration
13b	Not experienced physical violence from managers	98%	98%	99%	+1%	
13c	Not experienced physical violence from other colleagues	98%	97%	98%	+1%	
14b	Not experienced harassment, bullying or abuse from managers	76%	81%	81%	-	• Continuing positive shift in relation to relationships, individual differences and being free from harassment or bullying.
14c	Not experienced harassment, bullying or abuse from other colleagues	74%	77%	74%	-3%	
16b	Not experienced discrimination from manager/team leader or other colleagues	81%	85%	86%	+1%	
21	Organisation respects individual differences	46%	52%	57%	+5%	
25e	Feel safe to speak up	43%	46%	49%	+3%	
25f	Organisation would address concerns I raised	27%	29%	34%	+5%	
31b	Disability – organisation made reasonable adjustments to enable me to carry out my job	55%	60%	67%	+7%	

# Reflections on 2023

Overall, we have had a strong year for staff survey results, with over 93% of questions showing year on year improvements.

These improvements demonstrate that our continued focus on improving culture, staff and patient experience is making a difference.

We must be mindful however that we are still on that same improvement journey. Our results should be viewed as encouraging rather than the final step.

We are still lagging behind the comparable Ambulance average – however, we are also closing the gap. We are now 1% behind the next Ambulance service; last year, we were 3% behind.

In summary, we see this survey as a great step and reminder that we're heading in the right direction and in many instances, are well on the way to becoming a great place to work.

