

NHS 2023 Staff Survey Results

Summary for discussion – Staff Data

Survey headlines



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

2 out of 5

Recommend EEAST as a great place to work (up 10% since 2022)

of 7
comparable
Ambulance
trusts in terms of
year on year
improvement for the
second year in a row

Overall satisfaction score placed EEAST 7th out of the 7 comparable Ambulance Trusts, up from 45% last year.

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

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

Pq 30 & 31

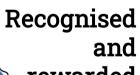


Compassionate Culture

- 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 guestion.





rewarded

Pq 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

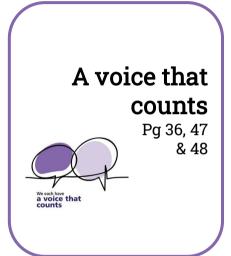


Key themes (2)



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

Direction of scores



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.



Key themes (3)



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

Direction of scores



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%

Working Flexibly Pg 42 & 43



We work flexibly

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

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)



EEAST areas of focus:

Employee Experience

Pg 39, 48 & 50

EEAST

Diversity and Inclusion

Pg 32 & 33

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.

Inclusion

- 2 of the 4 inclusion related questions showed an improvement on 2022 data. 2 of the 4 questions remained the same from las 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% |

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% |





| 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 | Chang e |
|-----|--|------|------|------|------------|
| 5c | Relationships at work are unstrained | 28% | 31% | 40% | +9% |
| 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% |
| 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% | - |
| 13b | Not experienced physical violence from managers | | 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% | - |
| 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% |

- 11/15
 behaviour
 questions
 have
 improved
- 3/15 has remained the same
- 1/15 demonstrates a 3% deterioration
- Continuing positive shift in relation to relationships, individual differences and being free from harassment or bullying.



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.







