

**NHS**

East of England  
Ambulance Service  
NHS Trust



# NHS 2023 Staff Survey Results

Summary for discussion – Bank Data

# Key Headlines

- Bank workers were included in the 2023 National Staff Survey, for the first time.
- EEAST was the Ambulance Trust with the highest response rate for Bank Staff – at **26.84%** (Table shown below for comparison)
- As we do not have any data from previous years, the slides in this deck provide a snapshot of those responses, under each part of the NHS People Promise.

Organisation Type	Lowest response rate:	Average response rate:	Highest response rate:
Acute and Acute & Community	6.29%	15.39%	47.51%
<b>Ambulance Trust</b>	<b>9.71%</b>	<b>20.32%</b>	<b>26.84%</b>
Acute Specialist Trust	19.10%	25.36%	32.11%
Community Trust	17.06%	23.21%	33.12%
Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts	7.73%	21.55%	33.64%
Integrated Care Boards (ICBs)	0%	0%	0%
Other	11.30%	17.31%	27.51%

# Key themes

A summary of the engagement data against the NHS People Promise. This is set out by question as there is no previous year comparison data available.

## Compassionate Culture



Compassionate Culture	Bank	Staff
I feel that my role makes a difference to patients / service users	76%	82%
I would feel secure raising concerns about unsafe clinical practice	61%	61%
I am confident that my organisation would address my concern	42%	34%
Compassionate Leadership	Bank	Staff
My immediate manager works together with me to come to an understanding of problems	46%	54%
My immediate manager is interested in listening to me when I describe challenges I face	48%	57%
My immediate manager cares about my concerns	54%	55%
My immediate manager takes effective action to help me with any problems I face	51%	55%

## Recognised and rewarded



Recognised and Rewarded	Bank	Staff
The recognition I get for good work	38%	33%
Satisfied with extent organisation values my work	25%	27%
Satisfied with level of pay	26%	25%
The people I work with show appreciation to one another	65%	57%

# Key themes (2)

## A voice that counts



<b>Raising Concerns</b>	<b>Bank</b>	<b>Staff</b>
Feel safe to speak up about anything that concerns me in this organisation	56%	49%
Feel organisation would address any concerns I raised	36%	34%
<b>Involvement</b>	<b>Bank</b>	<b>Staff</b>
Opportunities to show initiative frequently in my role	44%	58%
Able to make suggestions to improve the work of my team/dept	34%	42%
Able to make improvements happen in my area of work	12%	25%
<b>Advocacy</b>	<b>Bank</b>	<b>Staff</b>
Care of patients/service users is organisation's top priority	57%	59%
Would recommend organisation as place to work	40%	41%
If friend/relative needed treatment would be happy with standard of care provided by organisation	58%	55%

# Key themes (3)

## Safe and Healthy



Health and Safety Climate	Bank	Staff
Able to meet conflicting demands on my time at work	41%	34%
Enough staff at organisation to do my job properly	34%	25%
Have realistic time pressures	35%	21%
Organisation takes positive action on health and well-being	39%	43%

Burnout	Bank	Staff
Never/rarely find work emotionally exhausting	35%	16%
Never/rarely feel burnt out because of work	47%	23%
Never/rarely frustrated by work	21%	11%
Never/rarely exhausted by the thought of another day/shift at work	51%	26%
Never/rarely worn out at the end of work	29%	10%
Never/rarely feel every working hour is tiring	61%	41%

Stressors	Bank	Staff
Always know what work responsibilities are	89%	82%
Involved in deciding changes that affect work	11%	23%
Relationships at work are unstrained	50%	40%
Receive the respect I deserve from my colleagues at work	75%	60%

# Key themes (4)

## Always Learning



Development	Bank	Staff
Organisation offers me challenging work	45%	63%
There are opportunities for me to develop my career in this organisation	30%	47%
Have opportunities to improve my knowledge and skills	38%	60%
Feel supported to develop my potential	24%	40%
Able to access the right learning and development opportunities when I need to	48%	46%

## Working Flexibly



Support for work life balance	Bank	Staff
Organisation is committed to helping balance work and home life	31%	30%
Achieve a good balance between work and home life	65%	43%

  

Flexible Working	Bank	Staff
I am able to decide the hours/shift pattern I want to work as a bank worker	75%	-

# Key themes (5)

## Working as a team



<b>Autonomy and Control</b>	<b>Bank</b>	<b>Staff</b>
Always know what work responsibilities are	89%	82%
Feel trusted to do my job	84%	80%
Opportunities to show initiative frequently in my role	44%	58%
Able to make suggestions to improve the work of my team/dept	48%	42%
Involved in deciding changes that affect work	11%	23%
Able to make improvements happen in my area of work	12%	25%
<b>Team Working</b>	<b>Bank</b>	<b>Staff</b>
Receive the respect I deserve from my colleagues at work	75%	60%
Team members understand each other's roles	72%	66%
Enjoy working with colleagues in team	86%	77%
Team has enough freedom in how to do its work	46%	46%
Team deals with disagreements constructively	38%	38%
Teams within the organisation work well together to achieve objectives	38%	40%
<b>Line Management</b>	<b>Bank</b>	<b>Staff</b>
Immediate manager encourages me at work	51%	55%
Immediate manager gives clear feedback on my work	40%	44%
Immediate manager asks for my opinion before making decisions that affect my work	35%	37%
Immediate manager takes a positive interest in my health & well-being	46%	57%

# Key themes (6)

EEAST areas of focus:

## Employee Experience

EEAST

Negative Experiences	Bank	Staff
In last 12 months, have not experienced musculoskeletal (MSK) problems as a result of work activities	81%	57%
In last 12 months, have not felt unwell due to work related stress	79%	45%
In last 3 months, have not come to work when not feeling well enough to perform duties	70%	36%
Not experienced physical violence from patients/service users, their relatives or other members of the public	77%	74%
Not experienced physical violence from managers	98%	99%
Not experienced physical violence from other colleagues	99%	98%
Not experienced harassment, bullying or abuse from patients/service users, their relatives or members of the public	66%	55%
Not experienced harassment, bullying or abuse from managers	88%	81%
Not experienced harassment, bullying or abuse from other colleagues	85%	74%
Not experienced sexual harassment from patients/service users, their relatives or other members of the public	88%	78%
Not experienced sexual harassment from staff/colleagues	91%	91%



# Key themes (7)

EEAST areas of focus:

## Diversity and Inclusion

EEAST

Diversity and Equality	Bank	Staff
Not experienced discrimination from patients/service users, their relatives or other members of the public	88%	87%
Not experienced discrimination from manager/team leader or other colleagues	87%	86%
Feel organisation respects individual differences	54%	57%
Inclusion	Bank	Staff
Feel valued by my team	59%	57%
Feel a strong personal attachment to my team	47%	51%
Colleagues are understanding and kind to one another	64%	60%
Colleagues are polite and treat each other with respect	68%	62%

