TECHNICAL GUIDE TO THE 2023 STAFF SURVEY DATA

NHS STAFF SURVEY COORDINATION CENTRE

Version 4

Contact details

NHS Staff Survey Coordination Centre
Picker
Suite 6, Fountain House
1200 Parkway Court
John Smith Drive
Oxford
OX4 2JY

Tel: 01865 208 141 (9.30am – 4.30pm, Monday to Friday)
E-mail: nhsstaffsurvey@surveycoordination.com
Website: www.nhsstaffsurveys.com

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1 Introduction

The NHS Staff Survey provides an opportunity for organisations to survey their staff in a consistent and systematic manner. This makes it possible to build up a picture of staff experience and, with care, to compare and monitor change over time and to identify variations between different staff groups. Obtaining feedback from staff, and taking account of their views and priorities, is vital for driving real service improvements in the NHS.

The national outputs for the 2023 Staff Survey are published by the Survey Coordination Centre in spring 2024. The results are primarily intended to be used by organisations to help review and improve staff experience. The Care Quality Commission use the results from the survey to monitor ongoing compliance with essential standards of quality and safety. The survey also supports accountability of the Secretary of State for Health and Social Care to Parliament for delivery of the NHS Constitution.

This guide contains detailed, technical information on how results are calculated and what data are presented in each output file. For a brief overview of the Staff Survey data and the reports produced, please refer to the 'Basic Guide to the Staff Survey Data', which is also available to download from www.nhsstaffsurveys.com.

In 2023, any organisations with at least 200 active in-house bank workers were mandated to take part in a version of the NHS Staff Survey tailored for bank workers. This follows the voluntary inclusion of bank workers in 2022. Information relating to the results for bank only workers is reported separately, and this technical document relates only to the survey results for staff with substantive contracts. Any comparisons between results for bank only and substantive staff should be made with caution due to differences in the survey methodology/questions asked and differences in the profile of bank workers and staff with a substantive contract. **Please see the NSSB Technical Document for further information about the version of the survey for bank only workers.**

Furthermore, this document relates only to results in the outputs produced by the Survey Coordination Centre. A full list and details of these outputs can be found in Section 7. Organisations referring to the results produced by their contractors should note that certain details in this document will not be applicable to those results (e.g. weighting).

Please note that there have been some minor changes to the questionnaire since 2022. A summary of these changes is available to download from the Survey Documents section of the NHS Staff Survey website.

The interactive dashboard has had a refresh. The new dashboard will provide the same data as the previous versions and will allow users to apply up to two breakdowns to the data at a national, regional and ICS level. Information about using the dashboards is available on the How to use the dashboards page of the interactive dashboards site.

Data from previous years published as part of the 2023 survey have been re-calculated where necessary to enable fair historical comparisons.

Details of the criteria used by NHS organisations to determine staff eligibility for inclusion in the survey are provided in Appendix A.

1.1 Note on the device error correction for 2023

A short while before the NHS Staff Survey 2023 was due to be published, a potential problem was discovered with the data for question 13. It was decided that this should not prevent the majority of the survey's results being published, but results for question 13, and the measures that use it, were suppressed pending further investigations.

The issue was traced to question 13 being missed by some respondents completing the survey on an iPhone. To note, this affected only a small proportion of respondents (<3% of the total).

Detailed analysis also revealed those who missed question 13 were likely to answer question 14 differently.

The issue affected the results for q13a-d, q14a-d, People Promise 4 (We are safe and healthy), two of its sub-scores (Negative experiences and Health and safety climate) and the WRES indicators and WDES metrics which use the data from questions 13 and 14.

The weighting for these measures in the 2023 results has been modified to compensate for this issue. Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

2 Data cleaning

2.1 Cleaning by contractors

Before submitting their data to the Survey Coordination Centre, contractors carry out data cleaning according to instructions in the contractor guidance. The cleaning process carried out by contractors is outlined below.

For most questions that require a single answer only, the data is treated as missing (i.e. left blank) if respondents have ticked more than one response option. There are a few exceptions to this general rule, as specified below.

For the occupational group question (q35), priority coding applies to multiple responses:

- Within the Registered Nurses and Midwives section, Midwives, Health Visitors or District/Community options are prioritised over Adult/General, Mental Health, Learning Disabilities and Children.
  - All other types of multiple responses in the Registered Nurses and Midwives section are recoded as Other Registered Nurses.
- If General Management and another occupational group are ticked, the latter option is kept with the other responses being set as blank.

For the questions on reporting physical violence (q13d) and reporting harassment, bullying and abuse (q14d), the following cleaning is applied to multiple responses:

- If the respondent has ticked **BOTH** "Yes, I reported it" **AND** "Yes, a colleague reported it", this is entered as a code 6, indicating "Reported both by self and a colleague", regardless of what else is selected.

- If the respondent has ticked **EITHER** "Yes, I reported it" **OR** "Yes, a colleague reported it" **AND ALSO** ticked "Don't know" **AND/OR** "Not applicable" then the former two responses ("Yes") are kept and the "Don't know" and/or "Not applicable" codes removed.

- If the respondent has ticked any other combination of responses, then this question is coded as missing (i.e. blank).

2.2 Cleaning of the national dataset

Data collected and cleaned by survey contractors (as outlined in Section 2.1) is submitted to the Survey Coordination Centre which carries out additional cleaning as described below.

Out of range responses (e.g. a value of '4' for a question that only has 3 response options) are cleaned out for all questions.

For q16c, if a respondent has entered a free text comment for response option 7 ('Other') but did not tick the response box, this is set to ticked in cleaning.

There are also a number of filtered questions in the core questionnaire, i.e. questions which should not have been answered if a certain response is ticked on a preceding routing question. The Survey Coordination Centre applies a common set of editing instructions to clean these filtered questions, as detailed below:

- If the response to q11d is "No" or missing then q11e is set to missing.

- If the respondent did not select any of codes 2, 3, 4 or 5 at q13a OR q13b OR q13c then their response to q13d is set to missing.
- If the respondent did not select any of codes 2, 3, 4 or 5 at q14a OR q14b OR q14c then their response to q14d is set to missing.
- If the response to both q16a and q16b is "No" or missing then q16c is set to missing.
- If the respondent did not select code 1 at q23a then their responses to q23b, q23c and q23d are set to missing.
- If the response to q31a is "No" or missing then q31b is set to missing.

Data cleaning rules are applied retrospectively, so all historical data reported in 2023 will be cleaned according to the current rules, rendering the trend results comparable.

3   People Promise elements and theme scores

In 2021 summary indicators were introduced to provide an overview of staff experience in relation to the seven elements of the People Promise:

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

1. *We are compassionate and inclusive*
2. *We are recognised and rewarded*
3. *We each have a voice that counts*
4. *We are safe and healthy*
5. *We are always learning*
6. *We work flexibly*
7. *We are a team*

Summary scores are also calculated for two of the ten themes reported prior to 2021:

- Staff Engagement
- Morale

Each People Promise element score and theme score is based on between two and four sub-scores[1], with each sub-score calculated from the responses to between one and nine questions (see Section 3.1).

All summary indicators - the People Promise element scores, theme scores and sub-scores - are scored on a 0-10pt scale and reported as mean scores. A higher score always indicates a more favourable result.

In order to achieve a 0-10pt scale for these measures, all responses for the contributing questions are rescored to fit this scale. Details of how the responses are scored for each of the questions feeding into the summary indicators can be found in Section 3.1.

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[1] With the exception of People Promise element 2 "We are recognised and rewarded" where the score is calculated directly from the question responses.

3.1 Contributing questions

The questions contributing to each People Promise element and theme are shown in Table **1** below, along with the sub-scores they feed into.

PP element 1: *We are compassionate and inclusive*

Compassionate culture

Q6a – "I feel that my role makes a difference to patients / service users."
Q25a – "Care of patients / service users is my organisation's top priority."
Q25b – "My organisation acts on concerns raised by patients / service users."
Q25c – "I would recommend my organisation as a place to work."
Q25d – "If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation."

Compassionate leadership

Q9f – "My immediate manager works together with me to come to an understanding of problems."
Q9g – "My immediate manager is interested in listening to me when I describe challenges I face."
Q9h – "My immediate manager cares about my concerns."
Q9i – "My immediate manager takes effective action to help me with any problems I face."

Diversity and equality

Q15 – "Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?"
Q16a – "In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?"
Q16b – "In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?"
Q21 – "I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)."

Inclusion

Q7h – "I feel valued by my team."
Q7i – "I feel a strong personal attachment to my team."
Q8b – "The people I work with are understanding and kind to one another."
Q8c – "The people I work with are polite and treat each other with respect."

PP element 2: *We are recognised and rewarded*

Q4a – "The recognition I get for good work."
Q4b – "The extent to which my organisation values my work."
Q4c – "My level of pay."
Q8d – "The people I work with show appreciation to one another."
Q9e – "My immediate manager values my work."

PP element 3: *We each have a voice that counts*

Autonomy and control

Q3a – "I always know what my work responsibilities are."
Q3b – "I am trusted to do my job."
Q3c – "There are frequent opportunities for me to show initiative in my role."
Q3d – "I am able to make suggestions to improve the work of my team / department."

Q3e – "I am involved in deciding on changes introduced that affect my work area / team / department."

Q3f – "I am able to make improvements happen in my area of work."

Q5b – "I have a choice in deciding how to do my work."

Raising concerns

Q20a – "I would feel secure raising concerns about unsafe clinical practice."

Q20b – "I am confident that my organisation would address my concern."

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

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

PP element 4: *We are safe and healthy*

Health and safety climate

Q3g – "I am able to meet all the conflicting demands on my time at work."

Q3h – "I have adequate materials, supplies and equipment to do my work."

Q3i – "There are enough staff at this organisation for me to do my job properly."

Q5a – "I have unrealistic time pressures."

Q11a – "My organisation takes positive action on health and well-being."

Q13d – "The last time you experienced physical violence at work, did you or a colleague report it?"

Q14d – "The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?"

Burnout

Q12a – "How often, if at all, do you find your work emotionally exhausting?"

Q12b – "How often, if at all, do you feel burnt out because of your work?"

Q12c – "How often, if at all, does your work frustrate you?"

Q12d – "How often, if at all, are you exhausted at the thought of another day/shift at work?"

Q12e – "How often, if at all, do you feel worn out at the end of your working day/shift?"

Q12f – "How often, if at all, do you feel that every working hour is tiring for you?"

Q12g – "How often, if at all, do you not have enough energy for family and friends during leisure time?"

Negative experiences

Q11b – "In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?"

Q11c – "During the last 12 months have you felt unwell as a result of work related stress?"

Q11d – "In the last three months have you ever come to work despite not feeling well enough to perform your duties?"

Q13a – "In the last 12 months how many times have you personally experienced physical violence at work from...Patients / service users, their relatives or other members of the public?"

Q13b – "In the last 12 months how many times have you personally experienced physical violence at work from...Managers?"

Q13c – "In the last 12 months how many times have you personally experienced physical violence at work from...Other colleagues?"

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?"

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

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

PP element 5: *We are always learning*

Development

Q24a – "This organisation offers me challenging work."

Q24b – "There are opportunities for me to develop my career in this organisation."

Q24c – "I have opportunities to improve my knowledge and skills."

Q24d – "I feel supported to develop my potential."

Q24e – "I am able to access the right learning and development opportunities when I need to."

Appraisals

Q23a – "In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skill Framework (KSF development review)?"

Q23b – "It helped me to improve how I do my job."

Q23c – "It helped me agree clear objectives for my work."

Q23d – "It left me feeling that my work is valued by my organisation."

PP element 6: *We work flexibly*

Support for work-life balance

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

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

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

Flexible working

Q4d – "The opportunities for flexible working patterns."

PP element 7: *We are a team*

Team working

Q7a – "The team I work in has a set of shared objectives."

Q7b – "The team I work in often meets to discuss the team's effectiveness."

Q7c – "I receive the respect I deserve form my colleagues at work."

Q7d – "Team members understand each other's roles."

Q7e – "I enjoy working with the colleagues in my team."

Q7f – "My team has enough freedom in how to do its work."

Q7g – "In my team disagreements are dealt with constructively."

Q8a – "Teams within this organisation work well together to achieve their objectives."

Line management

Q9a – "My immediate manager encourages me at work."

Q9b – "My immediate manager gives me clear feedback on my work."

Q9c – "My immediate manager asks for my opinion before making decisions that affect my work."

Q9d – "My immediate manager takes a positive interest in my health and well-being."

Staff Engagement (theme)

Motivation

Q2a – "I look forward to going to work."

Q2b – "I am enthusiastic about my job."

Q2c – "Time passes quickly when I am working."

Involvement

Q3c – "There are frequent opportunities for me to show initiative in my role."

Q3d – "I am able to make suggestions to improve the work of my team / department."

Q3f – "I am able to make improvements happen in my area of work."

Advocacy

Q25a – "Care of patients / service users is my organisation's top priority."

Q25c – "I would recommend my organisation as a place to work."

Q25d – "If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation."

Morale (theme)

Thinking about leaving

Q26a – "I often think about leaving this organisation."

Q26b – "I will probably look for a job at a new organisation in the next 12 months."

Q26c – "As soon as I can find another job, I will leave this organisation."

Work pressure

Q3g – "I am able to meet all the conflicting demands on my time at work."

Q3h – "I have adequate materials, supplies and equipment to do my work."

Q3i – "There are enough staff at this organisation for me to do my job properly."

Stressors

Q3a – "I always know what my work responsibilities are."

Q3e – "I am involved in deciding on changes introduced that affect my work area / team / department."

Q5a – "I have unrealistic time pressures."

Q5b – "I have a choice in deciding how to do my work."

Q5c – "Relationships at work are strained."

Q7c – "I receive the respect I deserve from my colleagues at work."

Q9a – "My immediate manager encourages me at work."

3.2 Calculation of summary indicators (PP elements, themes and sub-scores) from the contributing questions

As mentioned earlier, responses for all questions contributing to the summary indicators are rescored to achieve a scale of 0-10. Table 2 below details the scores allocated to each response option. The scores are assigned based on outcome, so the most favourable response will be scored 10, while the least favourable will be scored 0. This means that scoring is different depending on how the question is phrased. For example a response of "Strongly agree" can either be the most positive result (for example in response to "*I feel valued by my team*") or the least positive result (e.g. in response to "*I often think about leaving this organisation*"). Where a respondent selects a response option which does not have a score assigned (labelled 'ns'), when reporting results they will not be included in the base size for that particular question, i.e. they are treated as if they had not answered the question.

Table 2 also details how the sub-scores, People Promise elements and themes are calculated from the question scores. Sub-scores are calculated where an individual has answered sufficient contributing questions. People Promise element and theme scores are calculated where sufficient sub-scores have been calculated for that individual.

Table 2: Response scoring for People Promise elements, themes and sub-scores

People Promise Element / Theme	Sub-score	Q no.	Score for response option…					
			1	2	3	4	5	9
Element 1 **We are compassionate and inclusive** Calculated as the mean of the sub-scores where at least three of the four sub-scores have been assigned.	***Compassionate culture*** Calculated as the mean of the question scores where at least three of the five questions are answered.	q6a	0	2.5	5	7.5	10	ns
		q25a	0	2.5	5	7.5	10	
		q25b	0	2.5	5	7.5	10	
		q25c	0	2.5	5	7.5	10	
		q25d	0	2.5	5	7.5	10	
	Compassionate leadership Calculated as the mean where at least three of the four questions are answered.	q9f	0	2.5	5	7.5	10	
		q9g	0	2.5	5	7.5	10	
		q9h	0	2.5	5	7.5	10	
		q9i	0	2.5	5	7.5	10	
	Diversity and equality Calculated as the mean where at least three of the four questions are answered.	q21	0	2.5	5	7.5	10	
		q15	10	0				5
		q16a	0	10				
		q16b	0	10				
	Inclusion Calculated as the mean where at least three of the four questions are answered	q7h	0	2.5	5	7.5	10	
		q7i	0	2.5	5	7.5	10	
		q8b	0	2.5	5	7.5	10	
		q8c	0	2.5	5	7.5	10	
Element 2 **We are recognised and rewarded** Score calculated as a mean where at least three of the five questions are answered.	None	q4a	0	2.5	5	7.5	10	
		q4b	0	2.5	5	7.5	10	
		q4c	0	2.5	5	7.5	10	
		q8d	0	2.5	5	7.5	10	
		q9e	0	2.5	5	7.5	10	

People Promise Element / Theme	Sub-score	Q no.	Score for response option…					
			1	2	3	4	5	9
Element 3 **We each have a voice that counts** Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.	*Autonomy and control* Calculated as the mean where at least five of the seven questions are answered	q3a	0	2.5	5	7.5	10	
		q3b	0	2.5	5	7.5	10	
		q3c	0	2.5	5	7.5	10	
		q3d	0	2.5	5	7.5	10	
		q3e	0	2.5	5	7.5	10	
		q3f	0	2.5	5	7.5	10	
		q5b	0	2.5	5	7.5	10	
	Raising concerns Calculated as the mean where at least three of the four questions are answered	q20a	0	2.5	5	7.5	10	
		q20b	0	2.5	5	7.5	10	
		q25e	0	2.5	5	7.5	10	
		q25f	0	2.5	5	7.5	10	
Element 4 **We are safe and healthy** Calculated as the mean of the sub-scores where all of the sub-scores have been assigned.	*Health and safety climate* Calculated as the mean across seven questions, but only scored where at least three of the first five questions are answered.	q3g	0	2.5	5	7.5	10	
		q3h	0	2.5	5	7.5	10	
		q3i	0	2.5	5	7.5	10	
		q5a	10	7.5	5	2.5	0	
		q11a	0	2.5	5	7.5	10	
		q13d	10	10	0	ns		ns
		q14d	10	10	0	ns		ns
	Burnout Calculated as the mean where at least five of the seven questions are answered.	q12a	10	7.5	5	2.5	0	
		q12b	10	7.5	5	2.5	0	
		q12c	10	7.5	5	2.5	0	
		q12d	10	7.5	5	2.5	0	
		q12e	10	7.5	5	2.5	0	
		q12f	10	7.5	5	2.5	0	
		q12g	10	7.5	5	2.5	0	
	Negative experiences Calculated as the mean where at least six of the nine questions are answered.	q13a	10	0	0	0	0	
		q13b	10	0	0	0	0	
		q13c	10	0	0	0	0	
		q14a	10	0	0	0	0	
		q14b	10	0	0	0	0	
		q14c	10	0	0	0	0	
		q11b	0	10				
		q11c	0	10				
		q11d	0	10				

People Promise Element / Theme	Sub-score	Q no.	Score for response option…					
			1	2	3	4	5	9
Element 5 *We are always learning* Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.	*Development* Calculated as the mean where at least three of the five questions are answered.	q24a	0	2.5	5	7.5	10	
		q24b	0	2.5	5	7.5	10	
		q24c	0	2.5	5	7.5	10	
		q24d	0	2.5	5	7.5	10	
		q24e	0	2.5	5	7.5	10	
	Appraisals* Calculated as the mean where at least two of the three questions are answered	q23b	10	5	0			
		q23c	10	5	0			
		q23d	10	5	0			
	*Note: If a respondent has not received an appraisal ('no' at Q23a) an Appraisals sub-score of 0 (zero) is assigned.							
Element 6 *We work flexibly* Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.	*Support for work-life balance* Calculated as the mean where at least two of the three questions answered.	q6b	0	2.5	5	7.5	10	
		q6c	0	2.5	5	7.5	10	
		q6d	0	2.5	5	7.5	10	
	Flexible working Calculated as the mean where the single question is answered.	q4d	0	2.5	5	7.5	10	
Element 7 *We are a team* Calculated as the mean of the sub-scores where both of the sub-scores have been assigned.	*Teamworking* Calculated as the mean where at least five of the eight questions are answered.	q7a	0	2.5	5	7.5	10	
		q7b	0	2.5	5	7.5	10	
		q7c	0	2.5	5	7.5	10	
		q7d	0	2.5	5	7.5	10	
		q7e	0	2.5	5	7.5	10	
		q7f	0	2.5	5	7.5	10	
		q7g	0	2.5	5	7.5	10	
		q8a	0	2.5	5	7.5	10	
	Line management Calculated as the mean where at least three of the four questions are answered.	q9a	0	2.5	5	7.5	10	
		q9b	0	2.5	5	7.5	10	
		q9c	0	2.5	5	7.5	10	
		q9d	0	2.5	5	7.5	10	

People Promise Element / Theme	Sub-score	Q no.	Score for response option…					
			1	2	3	4	5	9
Theme **Staff engagement** Calculated as the mean of the sub-scores where at least two of the three sub-scores have been assigned.	*Motivation* Calculated as the mean where at least two of the three questions are answered.	q2a	0	2.5	5	7.5	10	
		q2b	0	2.5	5	7.5	10	
		q2c	0	2.5	5	7.5	10	
	Involvement Calculated as the mean where at least two of the three questions are answered.	q3c	0	2.5	5	7.5	10	
		q3d	0	2.5	5	7.5	10	
		q3f	0	2.5	5	7.5	10	
	Advocacy Calculated as the mean where at least two of the three questions are answered.	q25a	0	2.5	5	7.5	10	
		q25c	0	2.5	5	7.5	10	
		q25d	0	2.5	5	7.5	10	
Theme **Morale*** Calculated as the mean of the sub-scores where at least two of the three sub-scores have been assigned.	*Thinking about leaving* Calculated as the mean where at least two of the three questions are answered.	q26a	10	7.5	5	2.5	0	
		q26b	10	7.5	5	2.5	0	
		q26c	10	7.5	5	2.5	0	
	Work pressure Calculated as the mean where at least two of the three questions are answered.	q3g	0	2.5	5	7.5	10	
		q3h	0	2.5	5	7.5	10	
		q3i	0	2.5	5	7.5	10	
	Stressors Calculated as the mean where at least five of the seven questions are answered.	q3a	0	2.5	5	7.5	10	
		q3e	0	2.5	5	7.5	10	
		q5a	10	7.5	5	2.5	0	
		q5b	0	2.5	5	7.5	10	
		q5c	10	7.5	5	2.5	0	
		q7c	0	2.5	5	7.5	10	
		q9a	0	2.5	5	7.5	10	

*Note: The calculation for the Morale theme changed in 2021. Previously the score was calculated as the average of two sub-scores: Stress and Intention to leave. Since 2021 the theme has been calculated from the average of three sub-scores:
• Thinking about leaving (identical to the previous Intention to leave sub-score)
• Work pressure (new in 2021)
• Stressors (similar to the previous Stress sub-score but incorporating an additional question)

4 Question level results

The reporting outputs contain question level results for each question included in the questionnaire. The online dashboards show the full breakdown of all response options for each question. However, in much of the reporting question level results are reported as a single percentage. While the meaning of the percentage reported for a given question is specified in the reporting outputs, a more detailed explanation of how the reported percentage is calculated for each question is provided in the table below.

Note: Certain questions are never weighted or benchmarked in the reports, either because a higher or lower value does not relate to a better or worse result or because they are demographic or factual questions. The questions which are not weighted or benchmarked are: Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34a-b and Q35.

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q1	% of staff that have contact with patients / service users out of those who answered the question	1 & 2
q2a-c	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q3a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q4a-d	% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question	4 & 5
q5a	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
q5b	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q5c	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
q6a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question, but excluding those who selected 'Not applicable to me'	4 & 5
q6b-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q7a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q8a-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q9a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q10a	% of staff working part-time out of those who answered the question	1
q10b*	% of staff working additional paid hours out of those who answered the question	2 to 4
q10c*	% of staff working additional unpaid hours out of those who answered the question	2 to 4
q11a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q11b-e*	% of staff selecting 'Yes' out of those who answered the question	1

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q12a-g*	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q13a-c*	% of staff saying they experienced at least one incident of violence at work out of those who answered the question	2 to 5
q13d	% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'	1, 2 & 6[2]
q14a-c*	% of staff saying they experienced at least one incident of bullying, harassment or abuse at work out of those who answered the question	2 to 5
q14d	% of staff saying they, or a colleague, reported it, out of those who answered the question excluding those who selected 'DK' or 'NA'	1, 2 & 6[2]
15	% of staff selecting 'Yes' out of those who answered the question	1
q16a-b*	% of staff selecting 'Yes' out of those who answered the question	1
q16c*	% of staff saying they have experienced discrimination on each basis out of those who answered the question	1 (for each code)
q17a-b*	% of staff saying they have been the target of at least one incident of unwanted behaviour of a sexual nature in the workplace out of those who answered the question	2 to 5
q18*	% of staff saying they have seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users in the last month	1
q19a-d	% of staff selecting 'Agree/Strongly Agree' out of those who answered the question excluding those who selected 'Don't know'	4 & 5
q20a-b	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q21	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q22	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q23a	% of staff selecting 'Yes' out of those who answered the question	1
q23b-d	% of staff selecting 'Yes, definitely' out of those who answered the question	1
q24a-e	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q25a-f	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q26a-c*	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q26d	% of staff saying this would be their most likely destination out of those who answered the question	1/2/3/4/5/9
q27a-c	% of staff selecting each response option out of those who answered the question	each code
q28	% of staff selecting a response falling into each of the following categories, out of those who answered the question	White: 1 to 4 Mixed/Multiple ethnic

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[2] See Section 2.1 for how code 6 is assigned

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
	Categories: White Mixed/Multiple ethnic background Asian/Asian British Black/African/Caribbean/Black British Other ethnic group	background: 5 to 8 Asian/Asian British: 9 to 13 Black/African/Caribbean/Black British: 14 to 16 Other ethnic group: 17 & 18
q29	% of staff selecting each response option out of those who answered the question	each code
q30	% of staff selecting each response option out of those who answered the question	each code
q31a	% of staff selecting 'Yes' out of those who answered the question	1
q31b	% of staff selecting 'Yes' out of those who answered the question excluding those who select 'No adjustment required'	1
q32a-b	% of staff selecting 'Yes' out of those who answered the question	1
q33	% of staff selecting each response option out of those who answered the question	each code
q34a-b	% of staff selecting each response option out of those who answered the question	each code
q35	% of staff selecting a response falling into each of the following categories, out of those who answered the question Categories: Registered nurses & midwives Nursing or healthcare assistants Medical or dental Allied health professionals (AHP) Scientific and technical Social care Public health Commissioning Admin and clerical Central functions Maintenance General management Other Emergency care practitioner Paramedic Emergency care assistant (ECA) Ambulance technician	Registered Nurses & Midwives: 26 to 33 Nursing Ass. or HCA: 34 Medical or dental: 13 to 17 AHP: 1 to 3 & 5 to 10 Sci. & technical: 4 & 11 to 12 Social care: 35 to 37 Public health: 24 Commissioning: 25 Admin & clerical: 38 Central functions: 39 Maintenance: 40 General management: 41 Other: 42 Emergency care pract.: 18 Paramedic: 19 ECA: 20 Ambulance technician: 21

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
	Ambulance control staff Patient transport service (PTS)	Ambulance control: 22 PTS: 23

* Questions marked with one asterisk are reverse scored, i.e. a lower percentage indicates a better result.

5 Benchmarking groups

Each organisation that participates in the survey is assigned to a benchmarking group that includes organisations of a similar type, based on the services they offer, which ensures that any comparisons made between organisations are as fair and as reasonable as possible, recognising that some variation across organisations likely exists even within benchmarking groups. Such comparisons use weighted data. In the benchmark reports, organisations' results are presented in the context of their benchmarking group's best, average and worst results.

The benchmarking groups for 2023 are:

- Acute and Acute & Community Trusts
- Acute Specialist Trusts
- Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts[3]
- Community Trusts
- Ambulance Trusts
- Integrated Care Boards (ICBs)
- Commissioning Support Units (CSUs)
- Social Enterprises – Mental Health
- Social Enterprises – Community
- Community Surgical Services

Trusts are assigned to benchmarking groups according to the following criteria:
- Ambulance Trusts – includes the eleven regional Ambulance trusts.
- Acute Specialist Trusts are those which meet BOTH the following criteria:
  - Offer services only to a certain population (e.g. women or children) or for a specific clinical condition (e.g. cancer, cardiothoracic).
  - Do not have a type 1 A&E (although they may offer a limited emergency service related to the condition they specialise in).
- All other trusts which offer acute services are assigned to the Acute and Acute & Community benchmark group.
- All trusts which do not offer acute services but offer mental health and/or learning disability services are assigned to the Mental Health/Learning Disability and Mental Health/Learning Disability & Community benchmarking group.
- All trusts which offer community services but neither MH/LD nor acute services are assigned to the Community Trusts benchmarking group.

The remaining five benchmarking groups are used for organisations whose participation in the survey each year is voluntary.

In the benchmark reports, the results for social enterprises are benchmarked against the most relevant trust benchmarking groups (Community Trusts or Mental Health & Learning Disability and

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[3] For the purposes of reporting in the dashboards, benchmark data excel and detailed spreadsheets, this group is abbreviated to 'MH & LD, MH, LD & Community Trusts'. It is written in full in the benchmark reports.

Mental Health, Learning Disability & Community Trusts as appropriate). Data for the single Community Surgical Services organisation is benchmarked against the Community Trusts group.

6 Methods used for weighting scores

In order to allow for reasonable comparisons between organisations and to account for trust size when calculating national results, the Staff Survey data are weighted. Three types of weights are used in the outputs produced by the Survey Coordination Centre:

- The **occupational group weight** is used for the benchmarking groups, and allows for a fair comparison between organisations of a similar type.
- The **trust size weight** is used to account for trust size in the national breakdowns, to ensure trust results have an impact according to the number of staff working at each trust.
- Finally, the **combined weight** combines the two above weights, thus allowing for a fair comparison between organisations of a similar type, whilst also accounting for trust size in the national results.

Details of each of these three weights and how they are calculated are provided below.

Note: Certain questions are never weighted or benchmarked in the reports as they ask for demographic or factual information. The questions which are not weighted or benchmarked are: Q1, Q10a, Q26d, Q27a-c, Q28, Q29, Q30, Q31a, Q32a-b, Q33, Q34a-b and Q35.

6.1 Occupational group weight

NHS organisations of the same type are likely to have different numbers of employees in each occupational group. This can be due to a number of reasons, for example, some organisations issue contracts for services such as catering and cleaning, while other organisations supply them in-house. These differences can have a notable effect on organisation results, as it is known that different occupational groups tend to answer some questions in different ways. For instance, managers are known to respond more positively than other groups to some questions, and an organisation that has a particularly large number of managers may have more positive results overall due to this imbalance. This is why the data are weighted. The weighting procedure described below ensures that no organisation will appear better or worse than others of a comparable type because of any occupational group differences.

In order to make one organisation's scores comparable with other organisations of the same type, individuals' scores within each organisation (with the exception of ICBs, CSUs and Community Surgical Services) are weighted so that the occupational group profile of the organisation reflects that of a typical organisation of its type. Occupational groups are collapsed into thirteen broad categories,[4] where 'All Nurses' includes all types of registered and unregistered nurses and

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[4] The thirteen occupational categories used for weighting are: All Nurses, Medical/Dental, Allied Health Professionals, General Management, Other Scientific and Technical including pharmacy, Admin and Clerical, Paramedics, Ambulance Technician, Ambulance Control, Patient Transport Service, Central Functions, Social Care Staff, and Other.

midwives, and 'Medical / Dental' includes consultants and other medical and dental staff, including those in training.

The weights applied for each type of organisation are determined by the frequency of responses in an average organisation of that type. The calculations are conducted in three steps:

1. First, the proportion of each occupational group within each trust is calculated; this is the '**trust proportion**'.
2. Next, the average proportion of each occupational group within each benchmark group is calculated; this is the '**benchmark group proportion**'.
3. Finally, the benchmark group proportion (step 2) is divided by the trust proportion (step 1) for each occupational group at each trust, to create the occupational group weight.

For example, if 25% of eligible staff at an acute trust are nurses, but the average proportion of nurses across acute trusts as a whole is 40% then the weight for the nurses at this trust would be calculated as follows: 40 / 25 = 1.6. This means that all nurses' responses at this given acute trust would be weighted by 1.6.

Please note that occupational group weights are capped at 5.

The occupational group weight is only applied to social enterprises and the five trust benchmarking groups.

Data for organisations in the 'Social enterprises – mental health' group are weighted using the average occupational group proportions from the 'Mental health/learning disability trusts' group.

Data for organisations in the 'Social enterprises – community' group are weighted using the average occupational group proportions from the 'Community trusts' group.

For **ICBs, CSUs and community surgical services the data reported in the organisation benchmark reports are unweighted** (i.e. their occupational group weight is one). This is because of the relatively small size and nature of the occupational group profile within these organisations.

For historical trend data (2019 to 2022), the data are re-weighted according to the 2023 benchmark group proportions.

6.2 Trust size weight

In order to account for trusts' *size* in the national results, another weight called the 'trust size weight' is also calculated, and is applied to the national, regional and system level outputs.

The trust size weight is calculated for all trusts that participate in the survey. The calculation for this weight is: total number of eligible staff / number of respondents.

For example, if a trust had a total eligible population of 11,000 staff and received 6,500 responses then the trust size weight that would be applied to each respondent at this trust would be:

11,000 / 6,500 = 1.69

Trust size weights are uncapped.

6.3 Combined weight

National level outputs which also contain results for benchmarking groups need a combined weight applied to the data, utilising both the occupational group weight and the trust size weight. This means that both occupational group differences within benchmarking groups and differences in trust size are accounted for, allowing for a representative national overview of the results.

The combined weight is produced using the following calculation: trust size weight x occupational group weight.

For example, if a case had a trust size weight of 2.1 and an occupational group weight of 1.6 then the combined weight for this case would be: 2.1 x 1.6 = 3.36.

The combined weight is uncapped, but the occupational group weight that is used to create it is capped at 5.

6.4 Corrective weight for 2023

To address the issue identified with the data for question 13 and question 14, alternative organisational group, trust size and combined weights have been applied to the 2023 data for the affected measures.

Please see https://www.nhsstaffsurveys.com/survey-documents/ for more details.

7 Outputs

Outputs produced by the Survey Coordination Centre fall into three categories: national results, local results and regional/system-level results.

National outputs:

- National dashboards
- National briefing
- National Workforce Equality Standards Tables
- Detailed spreadsheets

Local outputs:

- Benchmark reports and optional breakdown reports
- Benchmark data
- Organisational dashboards
- Detailed spreadsheets

Region and system-level outputs:

- Region/system dashboards
- Detailed spreadsheets

The content of each of these outputs is outlined below.

7.1 National outputs

Please note national outputs are based on data from participating *trusts* only. They exclude organisations that participate voluntarily (i.e. ICBs, CSUs etc.).

National dashboards

Published online, these dashboards provide the national results for all participating trusts on all People Promise elements, themes, sub-scores and questions, including trend data for 2019-2023 where available.

Results are presented for all trusts combined (national average) as well as for each individual trust benchmarking group.

Data points reported are mean scores for all the case level (individual response) data that feeds into a given result. The exception to this is the response rate, which is the mean score of trusts' overall response rates.

Several of the dashboards allow for background information variables to be applied as breakdowns to the results. Up to two breakdowns can be applied at a time. The breakdowns that can be applied are:

1. Gender
2. Age
3. Ethnicity – summary (white staff / staff from all other ethnic groups combined)
4. Ethnicity – detailed (all responses)
5. Sexual orientation
6. Gender identity
7. Length of service
8. Religion
9. Long-lasting health conditions or illnesses
10. Occupational group – summary
11. Occupational group – detailed (all responses)
12. Full time / Part time
13. Patient facing role
14. Responsibility for caring for children
15. Look after others with LTC
16. International recruitment
17. Home working

The data are weighted, except for the response rates and those questions where weighting does not apply (see Section 6).

This group of outputs consists of five dashboards, as follows:

Name	Description	Weights applied
Summary – scores	Summary view of the 2023 People Promise element and theme scores.	Combined weight

Name	Description	Weights applied
Scores	People Promise element, theme and sub-score results which can be broken down by the background information variables listed above this table.	Combined weight when no breakdowns are applied. Trust size weight only[5] when breakdowns are applied.
Questions	Results for each question, showing the summary result, e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree". These results can be broken down by the background information variables listed above this table.	Combined weight when no breakdowns are applied. Trust size weight only[5] when breakdowns are applied.
Detailed - questions	Results for each question showing the proportion of staff selecting each individual response option.	Combined weight
Response rates	Average (mean) of the trusts' response rates.	None

Further information about using the dashboards is available on the [How to use the dashboards](#) page of the NHS Staff Survey dashboards site.

National briefing

Published in PDF format, these slides provide a summary of the key national results (trusts only) with commentary.

Results included in the National briefing are based on results published in the National dashboards. The base size for each of the questions and scores included is not specified in the briefing, but the number of responses each result is based on can be found in the National dashboards. Results are weighted as in the dashboards.

The only exceptions are the response rates reported in the briefing, which are based on the total number of eligible responses divided by the total number of eligible staff invited to participate, rather than averaging organisation response rates.

National Workforce Equality Standards Tables

Published in Excel format, these tables provide the national results (trusts only) for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES) for the last five years.

The national WRES tables include the results for each indicator for white staff and the results of each indicator for all other ethnic groups combined, as well as the base sizes for these two groups

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[5] The purpose of the occupation weight is for benchmarking purposes (i.e. to allow organisation's scores to be comparable with other organisations of the same type). There is no benchmarking in the national breakdowns so this weight is not necessary.

of staff. The tables include the difference in the value of each indicator compared to the previous year's value for both staff groups.

The national WRES tables also show the difference between the value of each indicator for white staff and the value of each indicator for staff from all other ethnic groups for each year.

The national WDES tables include the results for each indicator for staff with a long-lasting health condition and staff without a long-lasting health condition, as well as the base sizes for these two groups of staff. The tables include the difference in the value of each indicator compared to the previous year's value for both staff groups.

The national WDES tables also show the difference between the value of each indicator for staff with a long-lasting health condition and the value of each indicator for staff without a long-lasting health condition.

7.2 Local outputs

Local results are produced for all participating organisations.

Local reports

Reports are provided for each participating organisation as follows:

- Benchmark report
- Breakdown report (optional)

Benchmark reports

A PDF report is produced for every organisation and contains organisation results for People Promise elements, themes, sub-scores & questions. Five-year trends are shown for all People Promise elements, themes and sub-scores and any questions where comparative trend data are available. All results are weighted & benchmarked where appropriate (i.e. non-evaluative questions are not weighted or benchmarked).

Results relating to WRES/WDES indicators are shown towards the end of the report.

The People Promise element and theme results for 2022 vs 2023 are tested for statistical significance and included in the appendix of the report.

Values reported in the benchmark reports:

- Organisation results:
  - '**Your org**': the organisation mean result based on all the individual responses to a given question, or based on all the individual scores for a given summary indicator (People Promise element, theme or sub-score).
  - '**Responses**': the number of responses from which a result is calculated. When there are less than 10 responses for the organisation, results are suppressed to protect staff confidentiality and to ensure robustness of the results.

- Benchmarking group results:
  - o '**Average result**': the median result from all the organisation mean results within the given benchmarking group.
  - o '**Best result**': the best organisational mean result from all organisation mean results in the given benchmarking group.
  - o '**Worst result**': the worst organisational mean result from all organisation mean results in the given benchmarking group.

The occupational group weight is applied in the benchmark reporting for organisations where applicable, except for questions where weighting does not apply (see Section 6), including the response rate and WRES/WDES indicators.

Breakdown reports (formerly known as Directorate reports)

An additional breakdown report, with up to two breakdowns (e.g. by directorate, staff group etc) for People Promise elements and theme scores, is optional for every organisation. The optional breakdown reports include unweighted data. They provide the following results:

- '**Breakdowns**: the mean score for each People Promise element and theme by the organisation-specific breakdown.
- '**Responses**': the number of responses from which a result is calculated. When there are less than 10 responses in a group, results are suppressed to protect staff confidentiality and to ensure robustness of the results.
- '**Your org**': the unweighted organisation mean result, based on all the individual scores for a given People Promise element or theme.

Benchmark report Excel data

The 2019-2023 datasets used to create the benchmark reports are available in Excel format. This includes the list of organisations within each benchmarking group. Each tab shows the question and summary score results for each organisation within the different benchmarking groups.

Organisational dashboards

Published online, these dashboards provide the results for each participating organisation and benchmark data on all People Promise elements, themes, sub-scores and questions, including trend data for 2019-2023 where available.

Several of the dashboards allow for background information variables to be applied as breakdowns to the results. One breakdown can be applied at a time. The breakdowns that can be applied are:

1. Gender
2. Age
3. Ethnicity – summary (white staff / staff from all other ethnic groups combined)
4. Ethnicity – detailed (all responses)
5. Sexual orientation
6. Gender identity
7. Length of service
8. Religion
9. Long-lasting health conditions or illnesses

10. Occupational group – summary
11. Occupational group – detailed (all responses)
12. Full time / Part time
13. Patient facing role
14. Responsibility for caring for children
15. Look after others with LTC
16. International recruitment
17. Home working

The occupation group weight is applied, except for those questions where weighting does not apply (see Section 6), the response rates, and where no benchmark data are shown (in the breakdowns dashboards).

This output consists of seven dashboards, as follows:

Name	Description	Weights applied
Summary – scores	Summary view of the 2023 People Promise element and theme scores.	Occupation group weight
Scores	People Promise element, theme and sub-score results which can be broken down by the background information variables listed above the table.	Occupation group weight when no breakdowns are applied. No weight when breakdowns are applied.
Questions	Results for each question, showing the summary result, e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree". These results can be broken down by the background information variables listed above the table.	Occupation group weight when no breakdowns are applied. No weight when breakdowns are applied.
Detailed - questions	Results for each question showing the proportion of staff selecting each individual response option.	Occupation group weight
WRES	Data for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2019-2023 results for indicators 5, 6, 7 and 8 split by ethnicity (White staff / Staff from all other ethnic groups combined). These results are reported as four indicators which are detailed, along with their calculation, in Appendix B.	None
WDES	Data for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes 2019-2023 results for indicators 4a-d, 5, 6, 7, 8	None

Name	Description	Weights applied
	and 9a split by staff with a long-lasting health condition or illness and staff without a long-lasting health condition or illness. These results are reported as seven indicators which are detailed, along with their calculation in Appendix B.	
Response rates	Average (mean) of the trusts' response rates.	None

Further information about using the dashboards is available on the How to use the dashboards page of the NHS Staff Survey dashboards site.

Detailed spreadsheets

These are a series of spreadsheets that contain question results broken down by individual response options (split by questionnaire section), People Promise element, theme and sub-score results.

The sheets contain the results for each organisation, the results for each benchmarking group (the mean of all the constituent organisation results), and the results for all trusts (the mean of all trust responses). In addition, they also contain breakdowns by all of the demographic variables across organisations and within the benchmarking groups.

Results included in these spreadsheets are weighted to match those reported in the outputs detailed above. The weighting used for a given result is also shown within the output itself.

7.3 Region/system-level outputs

The Region and system-level outputs are displayed across dashboards:

Region dashboards

- The region dashboards incorporate disaggregated organisation level results with benchmarking for People Promise elements, themes and sub-scores and aggregated whole region results for People Promise elements, themes, sub-scores, questions, and response rates.

ICS dashboards

- The ICS dashboards incorporate disaggregated organisation level results with benchmarking for People Promise elements, themes and sub-scores and aggregated whole ICS results for People Promise elements, themes, sub-scores, questions, and response rates.
- Data for Ambulance trusts are not included in ICS results as these trusts can cover more than one ICS.

Note that data for organisations that complete the survey voluntarily (ICBs, CSUs, other non-trust organisations) are not included in either the region or system-level dashboards.

Results by organisation (disaggregated results)

Occupational group weighting is applied to the disaggregated organisation level data, which shows the results for each trust, the relevant benchmark group average and the best and worst trust results for the appropriate benchmark group, as reported in the benchmark reports. Trust weighting is applied to the aggregated data for a whole Region/ICS in either the region or system-level dashboards.

Aggregated results for regions/ICSs

Trend data for 2020-2023 are presented where appropriate.

Data points reported are mean scores for all the case level (individual) data which qualifies for a given group.

Several of the dashboards allow for background information variables to be applied as breakdowns to the results. Up to two breakdowns can be applied at a time. The breakdowns that can be applied are:

1. Gender
2. Age
3. Ethnicity – summary (white staff / staff from all other ethnic groups combined)
4. Ethnicity – detailed (all responses)
5. Sexual orientation
6. Gender identity
7. Length of service
8. Religion
9. Long-lasting health conditions or illnesses
10. Occupational group – summary
11. Occupational group – detailed (all responses)
12. Full time / Part time
13. Patient facing role
14. Responsibility for caring for children
15. Look after others with LTC
16. International recruitment
17. Home working

The data are weighted where appropriate using the Trust size weight only, except for the response rates and for those questions where weighting does not apply (see Section 6).

The regional and ICS outputs consist of six dashboards, as follows:

Name	Description	Weights applied
Summary - scores	A view of all of the People Promise Element and Theme scores for 2023	Trust size weight
Scores	People Promise element, theme and sub-score results which can be broken down by the background information variables listed above the table.	Trust size weight

Name	Description	Weights applied
Questions	Results for each question, showing the summary result, e.g. '% agreeing', which includes staff selecting both "Agree" and "Strongly agree". These results can be broken down by the background information variables listed above the table.	Trust size weight
Detailed questions	Results for each question showing the proportion of staff selecting each individual response option.	Trust size weight
Scores by organisation	A view of the scores for the Trusts within a region/ICS	Occupational group weight
Response rates	Average (mean) of the trusts' response rates.	None

Further information about using the dashboards is available on the How to use the dashboards page of the NHS Staff Survey dashboards site.

8 Organisation historical comparability

As part of Staff Survey reporting, historical comparisons are provided for most organisations (i.e. 2019–2023 figures are provided so that organisations can understand how their performance has changed over time). However, it is not appropriate or possible for some organisations to receive historical comparisons due to changes in their circumstances (e.g. mergers) or because they have not participated in the survey before. Organisations which will not be receiving historical comparisons for the 2023 survey are listed in Section 8.1 below.

8.1 Organisations with no historical comparisons

Organisation code	Organisation name	Reason for non-comparability
RWK	EAST LONDON NHS FOUNDATION TRUST	Due to historical errors with drawing the sample in previous years the data for this organisation will not be comparable prior to 2023.
RA9	TORBAY AND SOUTH DEVON NHS FOUNDATION TRUST	Due to historical errors with drawing the sample in previous years the data for this organisation will not be comparable prior to 2023.
RBN	MERSEY AND WEST LANCASHIRE TEACHING HOSPITALS NHS TRUST	Organisation did not exist in prior years. Formed by the merger of the St Helens and Knowsley Teaching Hospitals NHS Trust (RBN) and Southport and Ormskirk Hospital NHS Trust (RVY).

RH5	SOMERSET NHS FOUNDATION TRUST	Organisation did not exist in prior years. Formed by the merger of the Yeovil District Hospital NHS Foundation Trust (RA4) and Somerset NHS Foundation Trust (RH5).
0DE	NHS ARDEN AND GREATER EAST MIDLANDS CSU	Organisation did not take part in 2022.
NQ7	MEDWAY COMMUNITY HEALTHCARE	Organisation did not take part in 2022.
QHM	NHS NORTH EAST AND NORTH CUMBRIA ICB	Organisation did not take part in 2022.
QOC	NHS SHROPSHIRE, TELFORD AND WREKIN ICB	Organisation did not take part in 2022.
QOP	NHS GREATER MANCHESTER ICB	Organisation did not take part in 2022.
QUE	NHS CAMBRIDGESHIRE AND PETERBOROUGH ICB	Organisation did not take part in 2022.

9 Changes to historical data

No changes have been made to the historical data for 2023.

Historical benchmarking data for 2019 has been revised for the Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Community Trusts benchmarking groups. This is due to a revision in the occupation group weighting to correctly reflect historical benchmarking group changes. Historical data is reweighted each year according to the latest results and so historical figures change with each new year of data; however it is advised to keep the above in mind when viewing 2019 historical results released in 2023.

10 Questionnaire comparability and survey changes

To view the **changes made to the 2023 core questionnaire** please see the document in the guidance section of our website. A full list of comparable questions can be found in table 3.

The vast majority of the questionnaire remained unchanged between 2022 and 2023.

However, the following caveats should be kept in mind:

- The questions asking about working patterns in relation to the Covid-19 pandemic have been removed for 2023. These were:
    - Question 25a in the 2022 questionnaire ("In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?").
    - Question 25b in the 2022 questionnaire ("In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time?").
    - Question 25c in the 2022 questionnaire ("In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?").

- Question 17a ("In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault. From patients / service users, their relatives or other members of the public.") is a new question for 2023.
- Question 17b ("In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault. From staff / colleagues.") is a new question for 2023.
- Question 22 ("I can eat nutritious and affordable food while I am working.") is a new question for 2023.
- Question 33 ("Thinking about your current role, how often, if at all, do you work at/from home?") is a new question for 2023.
- Question 35 ("What is your occupational group") includes two new response options for 2023 These are:
  - "Speech and Language Therapy" as part of the "Allied Health Professionals / Healthcare Scientists / Scientific and Technical" section
  - "Medical / Dental SAS doctor" as part of the "Medical and Dental" section

The addition of these answer codes does not change the occupation summary groups that are used in the national reporting. Trend results will still be reported for this question, but caution is advised when interpreting the trends for the answer options "Other qualified Allied Health Professionals" and "Medical / Dental – Other".

Table 3: Questionnaire comparability (2022-2023)

2022	2023	2022 Question wording	Comparable?
q1	q1	Do you have face-to-face, video or telephone contact with patients / service users as part of your job?	Yes
q2a	q2a	I look forward to going to work.	Yes
q2b	q2b	I am enthusiastic about my job.	Yes
q2c	q2c	Time passes quickly when I am working.	Yes
q3a	q3a	I always know what my work responsibilities are.	Yes
q3b	q3b	I am trusted to do my job.	Yes
q3c	q3c	There are frequent opportunities for me to show initiative in my role.	Yes
q3d	q3d	I am able to make suggestions to improve the work of my team / department.	Yes
q3e	q3e	I am involved in deciding on changes introduced that affect my work area / team / department.	Yes
q3f	q3f	I am able to make improvements happen in my area of work.	Yes
q3g	q3g	I am able to meet all the conflicting demands on my time at work.	Yes
q3h	q3h	I have adequate materials, supplies and equipment to do my work.	Yes

2022	2023	2022 Question wording	Comparable?
q3i	q3i	There are enough staff at this organisation for me to do my job properly.	Yes
q4a	q4a	The recognition I get for good work.	Yes
q4b	q4b	The extent to which my organisation values my work.	Yes
q4c	q4c	My level of pay.	Yes
q4d	q4d	The opportunities for flexible working patterns.	Yes
q5a	q5a	I have unrealistic time pressures.	Yes
q5b	q5b	I have a choice in deciding how to do my work.	Yes
q5c	q5c	Relationships at work are strained.	Yes
q6a	q6a	I feel that my role makes a difference to patients / service users.	Yes
q6b	q6b	My organisation is committed to helping me balance my work and home life.	Yes
q6c	q6c	I achieve a good balance between my work life and my home life.	Yes
q6d	q6d	I can approach my immediate manager to talk openly about flexible working.	Yes
q7a	q7a	The team I work in has a set of shared objectives.	Yes
q7b	q7b	The team I work in often meets to discuss the team's effectiveness.	Yes
q7c	q7c	I receive the respect I deserve from my colleagues at work.	Yes
q7d	q7d	Team members understand each other's roles.	Yes
q7e	q7e	I enjoy working with the colleagues in my team.	Yes
q7f	q7f	My team has enough freedom in how to do its work.	Yes
q7g	q7g	In my team disagreements are dealt with constructively.	Yes
q7h	q7h	I feel valued by my team.	Yes
q7i	q7i	I feel a strong personal attachment to my team.	Yes
q8a	q8a	Teams within this organisation work well together to achieve their objectives.	Yes
q8b	q8b	The people I work with are understanding and kind to one another.	Yes
q8c	q8c	The people I work with are polite and treat each other with respect.	Yes
q8d	q8d	The people I work with show appreciation to one another.	Yes
q9a	q9a	My immediate manager encourages me at work.	Yes
q9b	q9b	My immediate manager gives me clear feedback on my work.	Yes

2022	2023	2022 Question wording	Comparable?

2022	2023	2022 Question wording	Comparable?
q9c	**q9c**	My immediate manager asks for my opinion before making decisions that affect my work.	**Yes**
q9d	**q9d**	My immediate manager takes a positive interest in my health and well-being.	**Yes**
q9e	**q9e**	My immediate manager values my work.	**Yes**
q9f	**q9f**	My immediate manager works together with me to come to an understanding of problems.	**Yes**
q9g	**q9g**	My immediate manager is interested in listening to me when I describe challenges I face.	**Yes**
q9h	**q9h**	My immediate manager cares about my concerns	**Yes**
q9i	**q9i**	My immediate manager takes effective action to help me with any problems I face	**Yes**
q10a	**q10a**	How many hours a week are you contracted to work?	**Yes**
q10b	**q10b**	On average, how many additional PAID hours do you work per week for this organisation, over and above your contracted hours?	**Yes**
q10c	**q10c**	On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?	**Yes**
q11a	**q11a**	My organisation takes positive action on health and well-being.	**Yes**
q11b	**q11b**	In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?	**Yes**
q11c	**q11c**	During the last 12 months have you felt unwell as a result of work related stress?	**Yes**
q11d	**q11d**	In the last three months have you ever come to work despite not feeling well enough to perform your duties?	**Yes**
q11e	**q11e**	Have you felt pressure from your manager to come to work?	**Yes**
q12a	**q12a**	How often, if at all, do you find your work emotionally exhausting?	**Yes**
q12b	**q12b**	How often, if at all, do you feel burnt out because of your work?	**Yes**
q12c	**q12c**	How often, if at all, does your work frustrate you?	**Yes**
q12d	**q12d**	How often, if at all, are you exhausted at the thought of another day/shift at work?	**Yes**
q12e	**q12e**	How often, if at all, do you feel worn out at the end of your working day/shift?	**Yes**
q12f	**q12f**	How often, if at all, do you feel that every working hour is tiring for you?	**Yes**
q12g	**q12g**	How often, if at all, do you not have enough energy for family and friends during leisure time?	**Yes**
q13a	**q13a**	In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?	**Yes**

2022	2023	2022 Question wording	Comparable?
q13b	**q13b**	In the last 12 months how many times have you personally experienced physical violence at work from managers?	**Yes**
q13c	**q13c**	In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?	**Yes**
q13d	**q13d**	The last time you experienced physical violence at work, did you or a colleague report it?	**Yes**
q14a	**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?	**Yes**
q14b	**q14b**	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?	**Yes**
q14c	**q14c**	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?	**Yes**
q14d	**q14d**	The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?	**Yes**
q15	**q15**	Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	**Yes**
q16a	**q16a**	In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?	**Yes**
q16b	**q16b**	In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?	**Yes**
q16c	**q16c**	On what grounds have you experienced discrimination?	**Yes**
-	**q17a**	In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault. From patients / service users, their relatives or other members of the public	**No**
-	**q17b**	In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault. From staff / colleagues	**No**
q17	**q18**	In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?	**Yes**
q18a	**q19a**	My organisation treats staff who are involved in an error, near miss or incident fairly.	**Yes**
q18b	**q19b**	My organisation encourages us to report errors, near misses or incidents.	**Yes**
q18c	**q19c**	When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	**Yes**

2022	2023	2022 Question wording	Comparable?
q18d	**q19d**	We are given feedback about changes made in response to reported errors, near misses and incidents.	**Yes**
q19a	**q20a**	I would feel secure raising concerns about unsafe clinical practice.	**Yes**
q19b	**q20b**	I am confident that my organisation would address my concern.	**Yes**
q20	**q21**	I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).	**Yes**
-	**q22**	I can eat nutritious and affordable food while I am working.	**No**
q21a	**q23a**	In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	**Yes**
q21b	**q23b**	It helped me to improve how I do my job.	**Yes**
q21c	**q23c**	It helped me agree clear objectives for my work.	**Yes**
q21d	**q23d**	It left me feeling that my work is valued by my organisation.	**Yes**
q22a	**q24a**	This organisation offers me challenging work.	**Yes**
q22b	**q24b**	There are opportunities for me to develop my career in this organisation.	**Yes**
q22c	**q24c**	I have opportunities to improve my knowledge and skills.	**Yes**
q22d	**q24d**	I feel supported to develop my potential.	**Yes**
q22e	**q24e**	I am able to access the right learning and development opportunities when I need to.	**Yes**
q23a	**q25a**	Care of patients / service users is my organisation's top priority.	**Yes**
q23b	**q25b**	My organisation acts on concerns raised by patients / service users.	**Yes**
q23c	**q25c**	I would recommend my organisation as a place to work.	**Yes**
q23d	**q25d**	If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	**Yes**
q21e	**q23e**	I feel safe to speak up about anything that concerns me in this organisation.	**Yes**
q23f	**q25f**	If I spoke up about something that concerned me I am confident my organisation would address my concern	**Yes**
q24a	**q26a**	I often think about leaving this organisation.	**Yes**
q24b	**q26b**	I will probably look for a job at a new organisation in the next 12 months.	**Yes**
q24c	**q26c**	As soon as I can find another job, I will leave this organisation.	**Yes**
q24d	**q26d**	If you are considering leaving your current job, what would be your most likely destination?	**Yes**
q26a	**q27a**	What of the following best describes you?	**Yes**
q26b	**q27b**	Is your gender identity the same as the sex you were registered at birth?	**Yes**

2022	2023	2022 Question wording	Comparable?
q26c	**q27c**	Age	**Yes**
q27	**q28**	What is your ethnic group? (Choose one option that best describes your ethnic group or background)	**Yes**
q28	**q29**	Which of the following best describes how you think of yourself?	**Yes**
q29	**q30**	What is your religion? Are you...	**Yes**
q30a	**q31a**	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	**Yes**
q30b	**q31b**	Has your employer made reasonable adjustment(s) to enable you to carry out your work?	**Yes**
q31a	**q32a**	Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?	**Yes**
q31b	**q32b**	Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age?	**Yes**
-	**q33**	Thinking about your current role, how often, if at all, do you work at/from home?	**No**
q32a	**q34a**	How many years have you worked for this organisation?	**Yes**
q32b	**q34b**	When you joined this organisation, were you recruited from outside of the UK?	**Yes**
q33	**q35**	What is your occupational group?	**Yes, please see the caveats at the beginning of Section 10.**

11   Respondent burden calculation

The NHS Staff Survey complies with the Code of Practice for Statistics. Within the code, Practice V5.5 requires producers of statistics to monitor the burden on respondents providing their information. In order to achieve this, the following calculation is completed for the NHS Staff Survey:

Number of respondents x Average time spent completing the survey

There were 707,460 responses to the 2023 NHS Staff Survey. The median completion time based on online completions was 16 minutes 42 seconds (16.70 minutes) per survey. Therefore, respondent burden calculation results for the 2023 NHS Staff Survey are:

707,460 respondents x 16.70 minutes = 196,910 hours spent completing the survey

Appendix A: Eligibility criteria

The following criteria were applied by NHS organisations when drawing the list of staff eligible[6] for inclusion in the survey.

The staff list included:

- All full time and part-time staff who are directly employed by the organisation on **1 September 2023** (even if the sample is drawn after this date);

- Staff on fixed term contracts;

- Student nurses, as long as they are employed by the organisation on 1 September 2023;

- Staff on secondment to a different organisation, but only if they are still being paid by the participating organisation **and** have been out on secondment for less than one year;

- Hosted staff (staff seconded to the participating organisation from elsewhere, e.g., social care staff seconded from the local authority) who have a substantive contract with the organisation, and are currently being paid by the participating organisation;

- Staff seconded to the participating organisation from another NHS organisation who **do not** have a substantive contract with the participating organisation and/or **are not** on the organisation's payroll **BUT have been seconded to the organisation for at least 12 months.** If the organisation does not hold ESR records for these staff then they should look to identify them by other means. Organisations should notify their contractor if they are unsure how to identify and include any staff who meet these criteria.

- Any staff meeting the above criteria who are on sickness leave of up to 12 months on 1 September 2023.

- Any staff member meeting the above criteria who is on parental leave (maternity or paternity leave)

- Any staff member meeting the above criteria who is suspended.

The staff list excluded:

- Staff who started working at the organisation **after** 1 September 2023;

- Staff on **unpaid** career breaks;

- All staff employed by sub-contracted organisations or outside contractors (this includes staff employed through wholly owned subsidiaries);

- Locum staff (unless they have substantive organisation contracts);

- Staff who have been on sickness leave of more than 12 months on 1 September 2023;

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[6] In some cases, survey contractors may have surveyed groups of staff not eligible for the national survey e.g. staff working for wholly owned subsidiaries, but their results are excluded from the national reporting.

- Seconded staff who are **not** being paid by the participating organisation UNLESS these staff have been seconded from another NHS organisation and have been working at the participating organisation for at least 12 months;

- Student nurses who are not employed by the organisation on 1 September 2023
  - Please note: **other 'student' and trainee/training staff**, such as student health visitors and midwives **should be included**, as long as they are on the payroll **and** not classified as student nurses;

- Non-executive directors (e.g. typically "Chair", "Chairman" are in this category);

- Staff who work under a 'retention of employment' (RoE) model – these are staff who hold a contract with an organisation but are paid and managed day to day by an independent contractor.

Appendix B: Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES)

WRES data

The local reporting includes data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2019-2023 trust/ICB and benchmarking group median results for q14a, q14b&c combined, q15, and q16b split by ethnicity (by White staff / Staff from all other ethnic groups combined). These results are reported as four indicators which are outlined below, along with their calculation:

- **Indicator 5**: Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months.
  - Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q14a (i.e. any of response options 2-5), out of all those who responded to the question.

- **Indicator 6**: Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months.
  - Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q14b or q14c (i.e. any of response options 2-5), out of all those who answered either or both questions.

- **Indicator 7**[7]: Percentage of staff believing that organisation provides equal opportunities for career progression or promotion.
  - Calculation: Those who answered "Yes" to q15, out of all those who answered the question.

- **Indicator 8**: In the last 12 months have you personally experienced discrimination at work from any of the following? – Manager / team leader or other colleagues.
  - Calculation: Those who answered "Yes" to q16b, out of all those who answered the question.

Organisation results presented are unweighted. National results are weighted to account for trust size.

WDES data

The local reporting also includes data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2019-2023 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness. It also shows results the staff engagement score for staff with a long-lasting

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[7] Due to the change in the reporting of q15, data published prior to 2021 for Indicator 5 will not be comparable to data reported in 2021, 2022 and 2023. Please note that historical data outputs for the NHS Staff Survey prior to 2021 will show the old calculation of q15.

health condition or illness, compared to staff without a long-lasting health condition or illness and the overall engagement score for the organisation, including results for q31b for staff who have long-lasting health conditions. Please note the WDES indicators will only show trend results for q31b (for staff with a long-lasting health condition or illness only) from 2022 due to a change in the question wording for 2022.

The Workforce Disability Equality Standards are reported as seven indicators which are outlined below, along with their calculation:

- **Indicator 4a**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness experiencing harassment, bullying or abuse from patients / service users, their relatives or other members of the public (q14a).
  - o Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q14a (i.e. any of response options 2-5) out of all those who answered the question.

- **Indicator 4b**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness experiencing harassment, bullying or abuse from managers (q14b).
  - o Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q14b (i.e. any of response options 2-5) out of all those who answered the question.

- **Indicator 4c**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness experiencing harassment, bullying or abuse from other colleagues (q14c).
  - o Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q14c (i.e. any of response options 2-5) out of all those who answered the question.

- **Indicator 4d**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.

  - o Calculation: Those who answered "Yes, I reported it", "Yes, a colleague reported it", or both of those responses to q14d out of all those who answered either "Yes" or "No" to q14d.

- **Indicator 5[8]**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness believing that their organisation provides equal opportunities for career progression or promotion.
  - o Calculation: Those who answered "Yes" to q15, out of all those who answered the question.

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[8] Due to the change in the reporting of q15, data published prior to 2021 for Indicator 5 will not be comparable to data reported in 2021, 2022 and 2023. Please note that historical data outputs for the NHS Staff Survey prior to 2021 will show the old calculation of q15.

- **Indicator 6**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness saying that they have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties.
  - o Calculation: Those who answered "Yes" to q11e, out of all those who answered the question.

- **Indicator 7**: Percentage of staff with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness saying that they are satisfied with the extent to which their organisation values their work.
  - o Calculation: Those who answered "Satisfied" or "Very Satisfied" to q4b, out of those who answered the question.

- **Indicator 8[9]**: Percentage of staff with a long-lasting health condition or illness saying that their employer has made reasonable adjustment(s) to enable them to carry out their work.
  - o Calculation: Those who answered "Yes" to q31b out of those who answered the question, excluding those who answered "No adjustment required".

- **Indicator 9a[10]**: The staff engagement score for staff with a long-lasting health condition or illness, compared to staff without a long-lasting health condition or illness and the overall engagement score for the organisation.
  - o Calculation: for the calculation of the staff engagement score, please refer to the details outlined for theme 10 – Staff engagement in .

Organisation results are presented unweighted. National results are weighted to account for trust size.

Please note the WDES breakdowns are based on the responses to q31a *Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?* In 2020, the question text was shortened and the word 'disabilities' was removed but the question and WDES results still remain historically comparable.

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[9] Due to the change in the question wording to Q31b for 2022, data published prior to 2022 for Indicator 8 will not be comparable.
[10] Please note that the calculation of this score means that the results based on all staff may differ from those presented in other outputs where weighting has been applied.