TECHNICAL GUIDE TO THE 2023 STAFF SURVEY DATA FOR BANK ONLY WORKERS

NHS STAFF SURVEY COORDINATION CENTRE

Version 3

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1   Introduction

The NHS Staff Survey has provided essential information to employers and national stakeholders about staff experience across the NHS in England since 2003. Following changes to the survey in 2021, the questions were aligned with the NHS People Promise to track progress against its collaborative aim to improve the experience of working in the NHS for all staff.

To support inclusion and the People Promise commitment that "we each have a voice that counts", in 2022 NHS England extended eligibility to participate in the survey to NHS workers who do not have a substantive contract but work for the NHS via an in-house bank. Trusts and other participating organisations could opt to survey eligible bank workers using a tailored version of the questionnaire.

Following the successful extension of the survey to bank workers on a voluntary basis in 2022, in 2023 all organisations with at least 200 active in-house bank only workers were required to invite those bank workers to take part in the bank version of the survey. Organisations with fewer than 200 eligible bank only workers could also participate on a voluntary basis.

The national outputs for the 2023 NHS Staff Survey for bank only workers 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.

This guide contains detailed, technical information on how results are calculated and what data are presented in each report. For a brief overview of the NHS Staff Survey, including a summary of the data and reports produced for both staff on substantive contracts and bank only workers, please refer to the 'Basic Guide to the Staff Survey Data', which is also available to download from www.nhsstaffsurveys.com.

More detailed technical information on the results of the NHS Staff Survey for staff on substantive contracts is reported separately (see the NHS Staff Survey Technical Document). This technical guide relates only to the survey results for bank only workers.

Furthermore, this document relates only to results in the outputs produced by the Survey Coordination Centre. 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 may not be applicable to those results.

Note that any comparisons between the survey results staff on substantive contracts and bank only workers should be made with caution due to differences in the survey methodology/questions asked and differences between the profile of staff with substantive contracts and the bank only workforce.

Note that throughout this report, the term 'bank workers' is used to refer to individuals within the NHS whose primary employment in is held via a casual/zero hours contract and who have no additional form of substantive employment at the participating organisation, otherwise referred to as 'bank *only* workers'. These individuals were eligible to complete the version of the NHS Staff Survey tailored for bank workers. Details of the criteria used by NHS organisations to determine staff eligibility for inclusion in the NHS Staff Survey for bank workers are provided in Appendix A.

1.1 Note on the device error correction for 2023

Prior to release of the results of the 2023 NHS Staff Survey for bank only workers, a potential problem was discovered with the data for question 18. The issue was traced to question 18 being missed by some respondents completing the survey on an iPhone. To note, this affected only a small proportion of respondents (<9% of the total). Detailed analysis also revealed those who missed question 18 were likely to answer question 19 differently.

The issue affected the results for q18a-d, q19a-d, People Promise 4 (We are safe and healthy), two of its sub-scores (Negative experiences and Health and safety climate) and the BWRES indicators and WDES metrics which use the data from questions 18 and 19.

Additional corrective weighting has been applied to the 2023 results for these measures 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 (q46), priority coding applies to multiple responses:

- Within the Registered Nurses and Midwives section, Midwives, Health Visitors or District/Community options are prioritized over Adult/General, Mental Health, Learning Disabilities and Children.
  - 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 (q18d) and reporting harassment, bullying and abuse (q19d), 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 q21c, 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 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 q16d is "No" or missing then q16e is set to missing.
- If the respondent did not select any of codes 2, 3, 4 or 5 at q18a OR q18b OR q18c then their response to q18d is set to missing.
- If the respondent did not select any of codes 2, 3, 4 or 5 at q19a OR q19b OR q19c then their response to q19d is set to missing.
- If the response to both q21a and q21b is "No" or missing then q21c is set to missing.
- If the response to q40a is "No" or missing then q40b is set to missing.

Data cleaning rules are applied retrospectively, so any data included in reporting in 2023 will be cleaned according to the current rules, rendering the trend results comparable.

3   People Promise elements and theme scores

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 themes:

- Staff Engagement
- Morale

Each People Promise element score and theme score is based on between one 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.

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.

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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.

PP element 1: *We are compassionate and inclusive*

Compassionate culture

Q8a – "I feel that my role makes a difference to patients / service users."

Q30a – "Care of patients / service users is my organisation's top priority."

Q30b – "My organisation acts on concerns raised by patients / service users."

Q30c – "I would recommend my organisation as a place to work."

Q30d – "If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation."

Compassionate leadership

Q14f – "My immediate manager(s) works together with me to come to an understanding of problems."

Q14g – "My immediate manager(s) is interested in listening to me when I describe challenges I face."

Q14h – "My immediate manager(s) cares about my concerns."

Q14i – "My immediate manager(s) takes effective action to help me with any problems I face."

Diversity and equality

Q20 – "Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities?"

Q21a – "In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?"

Q21b – "In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?"

Q26 – "I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc)."

Inclusion

Q11f – "I feel valued by my team."

Q11g – "I feel a strong personal attachment to my team."

Q12b – "The people I work with are understanding and kind to one another."

Q12c – "The people I work with are polite and treat each other with respect."

PP element 2: *We are recognised and rewarded*

Q6a – "The recognition I get for good work."

Q6b – "The extent to which my organisation values my work."

Q6c – "My level of pay."

Q12d – "The people I work with show appreciation to one another."

Q14e – "My immediate manager(s) values my work."

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

Autonomy and control

Q5a – "I always know what my work responsibilities are."

Q5b – "I am trusted to do my job."

Q5c – "There are frequent opportunities for me to show initiative in my role."

Q5d – "I am able to make suggestions to improve the work we do."

Q5e – "I am involved in deciding on changes introduced that affect my work."

Q5f – "I am able to make improvements happen at work."

Q7b – "I have a choice in deciding how to do my work."

Raising concerns

Q25a – "I would feel secure raising concerns about unsafe clinical practice."

Q25b – "I am confident that my organisation would address my concern."

Q30e – "I feel safe to speak up about anything that concerns me in this organisation."

Q30f – "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

Q5g – "I am able to meet all the conflicting demands on my time at work."

Q5h – "I have adequate materials, supplies and equipment to do my work."

Q5i – "When I am at work, there are enough staff for me to do my job properly."

Q7a – "I have unrealistic time pressures."

Q16a – "My organisation takes positive action on health and well-being."

Q18d – "The last time you experienced physical violence at work, did you or a colleague report it?"

Q19d – "The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?"

Burnout

Q17a – "How often, if at all, do you find your work emotionally exhausting?"

Q17b – "How often, if at all, do you feel burnt out because of your work?"

Q17c – "How often, if at all, does your work frustrate you?"

Q17d – "How often, if at all, are you exhausted at the thought of another day/shift at work?"

Q17e – "How often, if at all, do you feel worn out at the end of your working day/shift?"

Q17f – "How often, if at all, do you feel that every working hour is tiring for you?"

Q17g – "How often, if at all, do you not have enough energy for family and friends during leisure time?"

Negative experiences

Q16b – "In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?"

Q16c – "During the last 12 months have you felt unwell as a result of work related stress?"

Q16d – "In the last three months have you ever come to work despite not feeling well enough to perform your duties?"

Q18a – "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?"

Q18b – "In the last 12 months how many times have you personally experienced physical violence at work from...Managers?"

Q18c – "In the last 12 months how many times have you personally experienced physical violence at work from...Other colleagues?"

Q19a – "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?"

Q19b – "In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...Managers?"

Q19c – "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

Q29a – "This organisation offers me challenging work."

Q29b – "There are opportunities for me to develop my career in this organisation."

Q29c – "I have opportunities to improve my knowledge and skills."

Q29d – "I feel supported to develop my potential."

Q29e – "I am able to access the right learning and development opportunities when I need to."

PP element 6: *We work flexibly*

Support for work-life balance

Q8b – "My organisation is committed to helping me balance my work and home life."

Q8c – "I achieve a good balance between my work life and my home life."

PP element 7: *We are a team*

Team working

Q11a – "I receive the respect I deserve form my colleagues at work."

Q11b – "Team members understand each other's roles."

Q11c – "I enjoy working with the colleagues in my team."

Q11d – "My team has enough freedom in how to do its work."

Q11e – "In my team disagreements are dealt with constructively."

Q12a – "Teams within this organisation work well together to achieve their objectives."

Line management

Q14a – "My immediate manager(s) encourages me at work."

Q14b – "My immediate manager(s) gives me clear feedback on my work."

Q14c – "My immediate manager(s) asks for my opinion before making decisions that affect my work."

Q14d – "My immediate manager(s) takes a positive interest in my health and well-being."

Staff Engagement (theme)

Motivation

Q4a – "I look forward to going to work."

Q4b – "I am enthusiastic about my job."

Q4c – "Time passes quickly when I am working."

Involvement

Q5c – "There are frequent opportunities for me to show initiative in my role."

Q5d – "I am able to make suggestions to improve the work we do."

Q5f – "I am able to make improvements happen at work."

Advocacy

Q30a – "Care of patients / service users is my organisation's top priority."

Q30c – "I would recommend my organisation as a place to work."

Q30d – "If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation."

Morale (theme)

Future intentions

Q31 – "In the next 12 months, which of the following are you planning to do or considering doing?"

Work pressure

Q5g – "I am able to meet all the conflicting demands on my time at work."

Q5h – "I have adequate materials, supplies and equipment to do my work."

Q5i – "When I am at work, there are enough staff for me to do my job properly."

Stressors

Q5a – "I always know what my work responsibilities are."

Q5e – "I am involved in deciding on changes introduced that affect my work."

Q7a – "I have unrealistic time pressures."

Q7b – "I have a choice in deciding how to do my work."

Q7c – "Relationships at work are strained."

Q11a – "I receive the respect I deserve from my colleagues at work."

Q14a – "My immediate manager(s) 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 have unrealistic time pressures.*"). Where a participant 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.	Q8a	0	2.5	5	7.5	10	ns
		q30a	0	2.5	5	7.5	10	
		q30b	0	2.5	5	7.5	10	
		q30c	0	2.5	5	7.5	10	
		q30d	0	2.5	5	7.5	10	
	Compassionate leadership Calculated as the mean where at least three of the four questions are answered.	Q14f	0	2.5	5	7.5	10	
		q14g	0	2.5	5	7.5	10	
		q14h	0	2.5	5	7.5	10	
		q14i	0	2.5	5	7.5	10	
	Diversity and equality Calculated as the mean where at least three of the four questions are answered.	Q20	10	0	5			
		q21a	0	10				
		q21b	0	10				
		q26	0	2.5	5	7.5	10	
	Inclusion Calculated as the mean where at least three of the four questions are answered	q11f	0	2.5	5	7.5	10	
		q11g	0	2.5	5	7.5	10	
		q12b	0	2.5	5	7.5	10	
		q12c	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	q6a	0	2.5	5	7.5	10	
		q6b	0	2.5	5	7.5	10	
		q6c	0	2.5	5	7.5	10	
		q12d	0	2.5	5	7.5	10	
		q14e	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	q5a	0	2.5	5	7.5	10	
		q5b	0	2.5	5	7.5	10	
		q5c	0	2.5	5	7.5	10	
		q5d	0	2.5	5	7.5	10	
		q5e	0	2.5	5	7.5	10	
		q5f	0	2.5	5	7.5	10	
		q7b	0	2.5	5	7.5	10	
	Raising concerns Calculated as the mean where at least three of the four questions are answered	q25a	0	2.5	5	7.5	10	
		q25b	0	2.5	5	7.5	10	
		q30e	0	2.5	5	7.5	10	
		q30f	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.	Q5g	0	2.5	5	7.5	10	
		q5h	0	2.5	5	7.5	10	
		q5i	0	2.5	5	7.5	10	
		q7a	10	7.5	5	2.5	0	
		q16a	0	2.5	5	7.5	10	
		q18d	10	10	0	ns		ns
		q19d	10	10	0	ns		ns
	Burnout Calculated as the mean where at least five of the seven questions are answered.	q17a	10	7.5	5	2.5	0	
		q17b	10	7.5	5	2.5	0	
		q17c	10	7.5	5	2.5	0	
		q17d	10	7.5	5	2.5	0	
		q17e	10	7.5	5	2.5	0	
		q17f	10	7.5	5	2.5	0	
		q17g	10	7.5	5	2.5	0	
	Negative experiences Calculated as the mean where at least six of the nine questions are answered.	q18a	10	0	0	0	0	
		q18b	10	0	0	0	0	
		q18c	10	0	0	0	0	
		q19a	10	0	0	0	0	
		q19b	10	0	0	0	0	
		q19c	10	0	0	0	0	
		q16b	0	10				
		q16c	0	10				
		q16d	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 equal to the Development sub-score.	***Development*** Calculated as the mean where at least three of the five questions are answered.	q29a	0	2.5	5	7.5	10	
		q29b	0	2.5	5	7.5	10	
		q29c	0	2.5	5	7.5	10	
		q29d	0	2.5	5	7.5	10	
		q29e	0	2.5	5	7.5	10	
Element 6 ***We work flexibly*** Calculated as equal to the Support for work-life balance sub-score.	***Support for work-life balance*** Calculated when both questions are answered.	q8b	0	2.5	5	7.5	10	
		q8c	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 six questions are answered.	q11a	0	2.5	5	7.5	10	
		q11b	0	2.5	5	7.5	10	
		q11c	0	2.5	5	7.5	10	
		q11d	0	2.5	5	7.5	10	
		q11e	0	2.5	5	7.5	10	
		q12a	0	2.5	5	7.5	10	
	Line management Calculated as the mean where at least three of the four questions are answered.	q14a	0	2.5	5	7.5	10	
		q14b	0	2.5	5	7.5	10	
		q14c	0	2.5	5	7.5	10	
		q14d	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.	q4a	0	2.5	5	7.5	10	
		q4b	0	2.5	5	7.5	10	
		q4c	0	2.5	5	7.5	10	
	Involvement Calculated as the mean where at least two of the three questions are answered.	q5c	0	2.5	5	7.5	10	
		q5d	0	2.5	5	7.5	10	
		q5f	0	2.5	5	7.5	10	
	Advocacy Calculated as the mean where at least two of the three questions are answered.	q30a	0	2.5	5	7.5	10	
		q30c	0	2.5	5	7.5	10	
		q30d	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.	***Future Intentions*** See below for calculation	q31	See below					
	Work pressure Calculated as the mean where at least two of the three questions are answered.	q5g	0	2.5	5	7.5	10	
		q5h	0	2.5	5	7.5	10	
		q5i	0	2.5	5	7.5	10	
	Stressors Calculated as the mean where at least five of the seven questions are answered.	q5a	0	2.5	5	7.5	10	
		q5e	0	2.5	5	7.5	10	
		q7a	10	7.5	5	2.5	0	
		q7b	0	2.5	5	7.5	10	
		q7c	10	7.5	5	2.5	0	
		q11a	0	2.5	5	7.5	10	
		q14a	0	2.5	5	7.5	10	

Morale theme - Future Intentions sub-score calculation

The Future Intentions sub-score is calculated from responses to the following question:

q31 In the next 12 months, which of the following are you planning to do or considering doing? Please tick all that apply.

1. *Continuing to work on the bank at this organisation*
2. *Continuing to do NHS bank work but not at this organisation*
3. *Moving to a permanent contract at this organisation*
4. *Moving to a permanent contract at another NHS organisation*
5. *Working in the NHS but paid by an external agency*
6. *Moving to a job in healthcare, but outside the NHS*
7. *Moving to a job outside healthcare*
8. *Taking a career break*
9. *Retiring*
10. *Going into full time training or studying*
11. *Don't know*
12. *Prefer not to say*

Responses are assigned to scoring categories A-E as follows:

A. Move to a permanent contract at this organisation (option 3)
B. Stay on bank at this organisation (option 1)
C. Stay in the NHS but not at this organisation (option 2 or 4)
D. Do something else (including agency) (options 5, 6, 7, 8, 9 or 10)
E. Don't know / prefer not to say (option 11 or 12)

Note that bank workers may be assigned to more than one scoring category if they have selected more than one response option at q31.

Scores are then assigned to each bank worker based on these scoring categories as follows:

	Scoring Category	Score
Only considering a permanent contract at this organisation	A only	10
Considering a permanent contract at this organisation amongst other options	A and (any of B, C or D)	7.5
Considering staying on bank at this organisation, but not considering a permanent contract	B and not A	5
Considering staying in the NHS (either bank or permanent) but not at this organisation	C and not A or B	2.5
Only considering options outside NHS (including agency)	D and not A, B or C	0
Not stated	E or missing	no score

The Future Intentions sub-score is calculated as the mean of the scores assigned.

4 Question level results

The reporting outputs contain question level results for each question included in the questionnaire. Question level results are presented as a single percentage (e.g. % of staff agreeing/strongly agreeing) as well as the proportion choosing each response option. 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: Q1-3, Q10, Q13, Q15, Q33-40a, Q41a-46.

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q1	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q2	% of staff that 'Always'/'Usually' work the same hours / shift pattern each week out of those who answered the question	1 & 2
q3	% of staff that have contact with patients / service users out of those who answered the question	1 & 2
q4a-c	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q5a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q6a-c	% of staff selecting 'Satisfied'/'Very Satisfied' out of those who answered the question	4 & 5
q7a	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
q7b	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q7c	% of staff selecting 'Never'/'Rarely' out of those who answered the question	1 & 2
q8a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question, but excluding those who selected 'Not applicable to me'	4 & 5
q8b-c	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q9	% of staff selecting 'Often'/'Always' out of those who answered the question, but excluding those who selected 'Not applicable – I always work the same hours/shift pattern'	4 & 5
q11a-g	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q12a-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q14a-i	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q15	% of staff working part-time out of those who answered the question	1

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
q16a	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q16b-e*	% of staff selecting 'Yes' out of those who answered the question	1
q17a-g*	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q18a-c*	% of staff saying they experienced at least one incident of violence out of those who answered the question	2 to 5
q18d	% 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]
q19a-c*	% of staff saying they experienced at least one incident of bullying, harassment or abuse out of those who answered the question	2 to 5
q19d	% 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[5]
q20	% of staff selecting 'Yes' out of those who answered the question	1
q21a-b*	% of staff selecting 'Yes' out of those who answered the question	1
q21c*	% of staff saying they have experienced discrimination on each basis out of those who answered the question	1 (for each code)
q22a-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
q23*	% of staff saying they have seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users	1
q24a-d	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question excluding those who selected 'Don't know'	4 & 5
q25a-b	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q26	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q27	% of staff selecting 'Often'/'Always' out of those who answered the question	4 & 5
q28	% of staff selecting 'Yes' out of those who answered the question	1
q29a-f	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q30a-f	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5
q31	% of staff selecting response each option out of those who answered the question excluding those who selected 'DK' or 'Prefer not to say'	1 (for each code)
q32a-c	% of staff selecting 'Agree'/'Strongly Agree' out of those who answered the question	4 & 5

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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)
q33	% of staff selecting response each option out of those who answered the question	each code
q34	% of staff selecting each response option out of those who answered the question	each code
q35	% of staff selecting each response option out of those who answered the question	each code
q36	% of staff selecting each response option out of those who answered the question	each code
q37	% of staff selecting a response falling into each of the following categories, out of those who answered the question Categories: White Mixed/Multiple ethnic background Asian/Asian British Black/African/Caribbean/Black British Other ethnic group	White: 1 to 4 Mixed/Multiple ethnic background: 5 to 8 Asian/Asian British: 9 to 13 Black/African/Caribbean/Black British: 14 to 16 Other ethnic group: 17 & 18
q38	% of staff selecting each response option out of those who answered the question	each code
q39	% of staff selecting each response option out of those who answered the question	each code
q40a	% of staff selecting 'Yes' out of those who answered the question	1
q40b	% of staff selecting 'Yes' out of those who answered the question excluding those who select 'No adjustment required'	1
q41a-b	% of staff selecting 'Yes' out of those who answered the question	1
q42	% of staff selecting each response option out of those who answered the question	each code
q43a	% of staff selecting each response option out of those who answered the question	each code
q43b	% of staff selecting each response option out of those who answered the question	each code
q44	% of staff selecting each response option out of those who answered the question	each code
q45	% of staff selecting 'Yes' out of those who answered the question	1
q46	% 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	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

Question number	Calculation of results reported	Values reported (Response code in questionnaire)
	Public health Commissioning Admin and clerical Central functions Maintenance General management Other Emergency care practitioner Paramedic Emergency care assistant (ECA) Ambulance technician Ambulance control staff Patient transport service (PTS)	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 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.

When making comparisons, it is important to note the profile of the bank workforce at each organisation may be different from the average for the benchmarking group, and any profile differences should be taken into account when interpreting the results. Unlike the NHS Staff Survey results for staff on substantive contracts, the results for bank workers are not weighted to standardise these profiles.

In the benchmark reports, organisations' 2023 survey results are presented in the context of their benchmarking group's best, average and worst results. Benchmarking group results for 2022 are not available as participation in the survey was voluntary and the aggregated results are not nationally representative.

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
- Commissioning Support Units (CSUs)
- Social Enterprises – Community

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:
  - o Offer services only to a certain population (e.g. women or children) or for a specific clinical condition (e.g. cancer, cardiothoracic).
  - o 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.

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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.

The remaining two 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 Community Trusts.

6 Method used for weighting scores

To account for trust size when calculating national results, the data for bank workers are weighted. A **trust size weight** is used in the outputs produced by the Survey Coordination Centre and is applied to the national reporting.

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

For example, if a trust had a total eligible population of 1,100 bank workers and received 500 responses from these workers then the trust size weight that would be applied to each bank worker responding at this trust would be:

1,100 / 500 = 2.2

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: Q1-3, Q10, Q13, Q15, Q33-40a, Q41a-46.

Unlike the NHS Staff Survey results for staff on substantive contracts, the results for bank workers are **not** weighted by occupation group. When making comparisons against the benchmarking group results, it should be noted that the occupation group profile of the bank workforce at the organisation may be different from the average for the benchmarking group, and any differences should be considered when interpreting the results.

6.1 Corrective weight for 2023

To address the issue identified with the data for question 18 and question 19, corrective 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

7.1 National aggregated report

Published in PDF format, these slides provide a summary of the key national results with commentary. The results are based on data from participating *trusts* only and exclude organisations that participate voluntarily (i.e. CSUs and Social Enterprises).

Results are weighted using the trust size weight.

7.2 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 Bank Workforce Race Equality Standard (BWRES) and Workforce Disability Equality Standard (WDES).

The national BWRES tables include the results for each indicator broken down by ethnicity and gender, meaning indicator values (and base sizes) are presented for four staff groups: female white staff, female staff from all other ethnic groups combined, male white staff and male staff from all other ethnic groups combined.

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 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.

7.3 Benchmark reports

A benchmark report in PDF format is produced for every organisation and contains the organisation results for People Promise elements, themes, sub-scores & questions. Two-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 benchmarked where appropriate (i.e. non-evaluative questions are not benchmarked).

Results relating to Bank WRES and WDES indicators are shown towards the end of the report (see Appendix B).

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:
    - o '**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).
    - o '**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.

8   Organisation historical comparability

As part of the 2023 reporting, historical comparisons to the results of the voluntary 2022 NHS Staff Survey for bank workers are provided for organisations. However, it is not appropriate or possible for some organisations to receive historical comparisons due to changes in their circumstances (e.g. mergers), because they have not participated in the survey before or because the results are not considered comparable. 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
NQ7	MEDWAY COMMUNITY HEALTHCARE	Organisation did not take part in 2022.
RAE	BRADFORD TEACHING HOSPITALS NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RAP	NORTH MIDDLESEX UNIVERSITY HOSPITAL NHS TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RBK	WALSALL HEALTHCARE NHS TRUST	Organisation did not take part in 2022.
RBN	MERSEY AND WEST LANCASHIRE TEACHING HOSPITALS NHS TRUST	Formed by the merger of the St Helens and Knowsley Teaching Hospitals NHS Trust (RBN) and Southport and Ormskirk Hospital NHS Trust (RVY).
RBT	MID CHESHIRE HOSPITALS NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RCU	SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RH5	SOMERSET NHS FOUNDATION TRUST	Formed by the merger of the Yeovil District Hospital NHS Foundation Trust (RA4) and Somerset NHS Foundation Trust (RH5).

RH8	ROYAL DEVON UNIVERSITY HEALTHCARE NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RHA	NOTTINGHAMSHIRE HEALTHCARE NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RHQ	SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RHW	ROYAL BERKSHIRE NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RJ6	CROYDON HEALTH SERVICES NHS TRUST	Organisation did not take part in 2022.
RJE	UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RJZ	KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RKL	WEST LONDON NHS TRUST	Organisation did not take part in 2022.
RLQ	WYE VALLEY NHS TRUST	Organisation did not take part in 2022.
RN7	DARTFORD AND GRAVESHAM NHS TRUST	Organisation did not take part in 2022.
RNA	THE DUDLEY GROUP NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RNQ	KETTERING GENERAL HOSPITAL NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RNS	NORTHAMPTON GENERAL HOSPITAL NHS TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RQ3	BIRMINGHAM WOMEN'S AND CHILDREN'S NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RR7	GATESHEAD HEALTH NHS FOUNDATION TRUST	Organisation did not take part in 2022.

RT1	CAMBRIDGESHIRE AND PETERBOROUGH NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RTD	THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RTP	SURREY AND SUSSEX HEALTHCARE NHS TRUST	Organisation did not take part in 2022.
RWA	HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	Organisation did not take part in 2022.
RWF	MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RWK	EAST LONDON NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RWW	WARRINGTON AND HALTON TEACHING HOSPITALS NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RX3	TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RX4	CUMBRIA, NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RX8	YORKSHIRE AMBULANCE SERVICE NHS TRUST	Organisation did not take part in 2022.
RXE	ROTHERHAM DONCASTER AND SOUTH HUMBER NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RXF	MID YORKSHIRE TEACHING NHS TRUST	Organisation did not take part in 2022.
RXK	SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST	Organisation did not take part in 2022.

RXN	LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RY6	LEEDS COMMUNITY HEALTHCARE NHS TRUST	Organisation did not take part in 2022.
RY7	WIRRAL COMMUNITY HEALTH AND CARE NHS FOUNDATION TRUST	Organisation did not take part in 2022.
RYC	EAST OF ENGLAND AMBULANCE SERVICE NHS TRUST	Organisation did not take part in 2022.
RYR	UNIVERSITY HOSPITALS SUSSEX NHS FOUNDATION TRUST	Due to a historical error with drawing the sample in 2022, the data for this organisation will not be comparable.
RYY	KENT COMMUNITY HEALTH NHS FOUNDATION TRUST	Organisation did not take part in 2022.
TAD	BRADFORD DISTRICT CARE NHS FOUNDATION TRUST	Organisation did not take part in 2022.

9 Changes to historical data

Element 5 - We are always learning

In 2022, results for 'We are always learning' were based on calculating sub-scores for Development and Appraisals. For 2023, results for the same People Promise element are based on calculating the sub-score for Development only.

For historical comparison purposes, 2022 results for 'We are always learning' have been re-calculated in 2023 using only the sub-score for Development.

10 Questionnaire comparability and survey changes

To view the **changes made to the 2023 bank 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 2023 questionnaire underwent minimal change compared to 2022. However, 5 evaluative questions and 3 questions collecting factual/background information have been introduced. The evaluative questions cover the following areas: bank workers' job/work at their organisation and their health, well-being and safety at work:

- Q9: "I am able to decide the hours/shift pattern I want to work as a bank worker."

- Q22a/b: "In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from patients / service users, their relatives or other members of the public?"
- Q27: "I can eat nutritious and affordable food while I am working."
- Q29f: "I can get the help and support I need if I have questions when I am at work."
- Q32c: "I feel supported by the bank team."

The 3 questions collecting factual/background information cover previous substantive experience, reasons for choosing to work as a bank worker and home working:
- Q45: "Have you previously worked on a substantive contract for the NHS?"
- Q33: "Which of the following best describes why you chose to work as a bank worker for the NHS?"
- Q42: "Thinking about your current role, how often, if at all, do you work at/from home?"

One additional change has been made:
- Question 46 ("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	2023 Question wording	Comparable?*
Q1	**Q1**	Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?	**Yes**
Q2	**Q2**	Do you work the same hours / shift pattern each week?	**Yes**
Q3	**Q3**	Do you have face-to-face, video or telephone contact with patients / service users as part of your job?	**Yes**
Q4a	**Q4a**	I look forward to going to work.	**Yes**
Q4b	**Q4b**	I am enthusiastic about my job.	**Yes**
Q4c	**Q4c**	Time passes quickly when I am working.	**Yes**
Q5a	**Q5a**	I always know what my work responsibilities are.	**Yes**
Q5b	**Q5b**	I am trusted to do my job.	**Yes**
Q5c	**Q5c**	There are frequent opportunities for me to show initiative in my role.	**Yes**
Q5d	**Q5d**	I am able to make suggestions to improve the work we do.	**Yes**

2022	2023	2023 Question wording	Comparable?*
Q5e	**Q5e**	I am involved in deciding on changes introduced that affect my work.	**Yes**
Q5f	**Q5f**	I am able to make improvements happen at work.	**Yes**
Q5g	**Q5g**	I am able to meet all the conflicting demands on my time at work.	**Yes**
Q5h	**Q5h**	I have adequate materials, supplies and equipment to do my work.	**Yes**
Q5i	**Q5i**	When I am at work, there are enough staff for me to do my job properly.	**Yes**
Q6a	**Q6a**	The recognition I get for good work.	**Yes**
Q6b	**Q6b**	The extent to which my organisation values my work.	**Yes**
Q6c	**Q6c**	My level of pay.	**Yes**
Q6d	**Q6d**	The opportunities for flexible working patterns.	**Yes**
Q7a	**Q7a**	I have unrealistic time pressures.	**Yes**
Q7b	**Q7b**	I have a choice in deciding how to do my work.	**Yes**
Q7c	**Q7c**	Relationships at work are strained.	**Yes**
Q8a	**Q8a**	I feel that my role makes a difference to patients / service users.	**Yes**
Q8b	**Q8b**	My organisation is committed to helping me balance my work and home life.	**Yes**
Q8c	**Q8c**	I achieve a good balance between my work life and my home life.	**Yes**
Q8d	**Q8d**	I can approach my immediate manager to talk openly about flexible working.	**Yes**
	Q9	I am able to decide the hours/shift pattern I want to work as a bank worker.	**No**
Q9	**Q10**	The next set of questions asks about your experience of teamwork at this organisation. How would you like to answer these questions?	**Yes**
Q10a	**Q11a**	I receive the respect I deserve from my colleagues at work.	**Yes**
Q10b	**Q11b**	Team members understand each other's roles.	**Yes**
Q10c	**Q11c**	I enjoy working with the colleagues in my team.	**Yes**
Q10d	**Q11d**	My team has enough freedom in how to do its work.	**Yes**
Q10e	**Q11e**	In my team disagreements are dealt with constructively.	**Yes**
Q10f	**Q11f**	I feel valued by my team.	**Yes**
Q10g	**Q11g**	I feel a strong personal attachment to my team.	**Yes**
Q11a	**Q12a**	Teams within this organisation work well together to achieve their objectives.	**Yes**

2022	2023	2023 Question wording	Comparable?*
Q11b	**Q12b**	The people I work with are understanding and kind to one another.	**Yes**
Q11c	**Q12c**	The people I work with are polite and treat each other with respect.	**Yes**
Q11d	**Q12d**	The people I work with show appreciation to one another.	**Yes**
Q12	**Q13**	The next set of questions asks about your immediate manager….. How would you like to answer these questions?	**Yes**
Q13a	**Q14a**	My immediate manager(s) encourages me at work.	**Yes**
Q13b	**Q14b**	My immediate manager(s) gives me clear feedback on my work.	**Yes**
Q13c	**Q14c**	My immediate manager(s) asks for my opinion before making decisions that affect my work.	**Yes**
Q13d	**Q14d**	My immediate manager(s) takes a positive interest in my health and well-being.	**Yes**
Q13e	**Q14e**	My immediate manager(s) values my work.	**Yes**
Q13f	**Q14f**	My immediate manager(s) works together with me to come to an understanding of problems.	**Yes**
Q13g	**Q14g**	My immediate manager(s) is interested in listening to me when I describe challenges I face.	**Yes**
Q13h	**Q14h**	My immediate manager(s) cares about my concerns	**Yes**
Q13i	**Q14i**	My immediate manager(s) takes effective action to help me with any problems I face	**Yes**
Q14	**Q15**	On average, how many hours per week do you usually undertake for bank in this organisation?	**Yes**
Q15a	**Q16a**	My organisation takes positive action on health and well-being.	**Yes**
Q15b	**Q16b**	In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?	**Yes**
Q15c	**Q16c**	During the last 12 months have you felt unwell as a result of work related stress?	**Yes**
Q15d	**Q16d**	In the last three months have you ever come to work despite not feeling well enough to perform your duties?	**Yes**
Q15e	**Q16e**	Have you felt pressure from the organisation to come to work?	**Yes**
Q16a	**Q17a**	How often, if at all, do you find your work emotionally exhausting?	**Yes**
Q16b	**Q17b**	How often, if at all, do you feel burnt out because of your work?	**Yes**
Q16c	**Q17c**	How often, if at all, does your work frustrate you?	**Yes**
Q16d	**Q17d**	How often, if at all, are you exhausted at the thought of another day/shift at work?	**Yes**
Q16e	**Q17e**	How often, if at all, do you feel worn out at the end of your working day/shift?	**Yes**
Q16f	**Q17f**	How often, if at all, do you feel that every working hour is tiring for you?	**Yes**

2022	2023	2023 Question wording	Comparable?*
Q16g	**Q17g**	How often, if at all, do you not have enough energy for family and friends during leisure time?	**Yes**
Q17a	**Q18a**	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**
Q17b	**Q18b**	In the last 12 months how many times have you personally experienced physical violence at work from managers?	**Yes**
Q17c	**Q18c**	In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?	**Yes**
Q17d	**Q18d**	The last time you experienced physical violence at work, did you or a colleague report it?	**Yes**
Q18a	**Q19a**	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**
Q18b	**Q19b**	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers?	**Yes**
Q18c	**Q19c**	In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from other colleagues?	**Yes**
Q18d	**Q19d**	The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?	**Yes**
Q19	**Q20**	Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities?	**Yes**
Q20a	**Q21a**	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**
Q20b	**Q21b**	In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?	**Yes**
Q20c	**Q21c**	On what grounds have you experienced discrimination?	**Yes**
	Q22a	In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from patients / service users, their relatives or other members of the public?	**No**
	Q22b	In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from staff / colleagues?	**No**
Q21	**Q23**	In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?	**Yes**
Q22a	**Q24a**	My organisation treats staff who are involved in an error, near miss or incident fairly.	**Yes**

2022	2023	2023 Question wording	Comparable?*
Q22b	**Q24b**	My organisation encourages us to report errors, near misses or incidents.	**Yes**
Q22c	**Q24c**	When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	**Yes**
Q22d	**Q24d**	We are given feedback about changes made in response to reported errors, near misses and incidents.	**Yes**
Q23a	**Q25a**	I would feel secure raising concerns about unsafe clinical practice.	**Yes**
Q23b	**Q25b**	I am confident that my organisation would address my concern.	**Yes**
Q24	**Q26**	I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).	**Yes**
	Q27	I can eat nutritious and affordable food while I am working.	**No**
Q25a	**Q28**	In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?	**Yes**
Q26a	**Q29a**	This organisation offers me challenging work.	**Yes**
Q26b	**Q29b**	There are opportunities for me to develop my career in this organisation.	**Yes**
Q26c	**Q29c**	I have opportunities to improve my knowledge and skills.	**Yes**
Q26d	**Q29d**	I feel supported to develop my potential.	**Yes**
Q26e	**Q29e**	I am able to access the right learning and development opportunities when I need to.	**Yes**
	Q29f	I can get the help and support I need if I have questions when I am at work.	**No**
Q27a	**Q30a**	Care of patients / service users is my organisation's top priority.	**Yes**
Q27b	**Q30b**	My organisation acts on concerns raised by patients / service users.	**Yes**
Q27c	**Q30c**	I would recommend my organisation as a place to work.	**Yes**
Q27d	**Q30d**	If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	**Yes**
Q27e	**Q30e**	I feel safe to speak up about anything that concerns me in this organisation.	**Yes**
Q27f	**Q30f**	If I spoke up about something that concerned me I am confident my organisation would address my concern	**Yes**
Q28	**Q31**	In the next 12 months, which of the following are you planning to do or considering doing?	**Yes**
Q29a	**q32a**	It is easy to get hold of the bank team if I have a query	**Yes**
Q29b	**q32b**	When I contact the bank team with a query, I can quickly get the answers I need	**Yes**
	q32c	I feel supported by the bank team.	**No**

2022	2023	2023 Question wording	Comparable?*
	q33	Which of the following best describes why you chose to work as a bank worker for the NHS?	No
Q31	Q34	What of the following best describes you?	Yes
Q32	Q35	Is your gender identity the same as the sex you were registered at birth?	Yes
Q33	Q36	Age	Yes
Q34	Q37	What is your ethnic group? (Choose one option that best describes your ethnic group or background)	Yes
Q35	Q38	Which of the following best describes how you think of yourself?	Yes
Q36	Q39	What is your religion? Are you...	Yes
Q37a	Q40a	Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?	Yes
Q37b	Q40b	Has your employer made reasonable adjustment(s) to enable you to carry out your work?	No
Q38a	Q41a	Do you have any children aged 0 to 17 living at home with you, or who you have regular caring responsibility for?	Yes
Q38b	Q41b	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
	Q42	Thinking about your current role, how often, if at all, do you work at/from home?	No
Q39a	Q43a	How long have you worked for this organisation in your current role?	Yes
Q39b	Q43b	Prior to working on the bank, were you recruited directly to the NHS from outside of the UK?	Yes
Q40	Q44	Is bank work in the NHS your main source of paid work?	Yes
	Q45	Have you previously worked on a substantive contract for the NHS?	No
Q41	Q46	What is your occupational group?	Yes, please see the caveats at the beginning of Section 10.

11 Respondent burden calculation

The following calculation is completed for the NHS Staff Survey for bank only workers to monitor the burden on respondents providing their information:

Number of respondents x Average time spent completing the survey

There were 26,301 responses to the 2023 NHS Staff Survey for bank workers. The median completion time based on online completions was 20.28 minutes per survey. Therefore, respondent burden calculation results for the 2023 NHS Staff Survey for bank workers are:

26,301 respondents x 20.28 minutes = 8,890 hours spent completing the survey

Appendix A: Eligibility criteria

The following criteria were applied by NHS organisations when drawing the list of staff eligible[4] for inclusion in the bank survey.

The staff list included:

- In-house bank workers who, in the 6 months between 1 March 2023 and 1 September 2023, have been paid for any work or training at the organisation, either by that organisation or by a collaborative bank of which the organisation is part.

- The above criteria can apply to bank workers who are part of a collaborative. The only difference with the collaborative bank model is that a single organisation holds the bank worker data (the host organisation).

The staff list excluded:

- Staff working on the bank who also have a substantive or fixed term contract at the organisation.

- Externally funded bank or agency workers such as those paid or directly supplied by external bank providers such as NHS Professionals, Bank Partners, etc.

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[4] In some cases, survey contractors may have surveyed groups of bank workers not eligible for the national survey, but their results are excluded from the national reporting.

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

Bank WRES data

The local reporting includes data for each organisation required for the NHS Staff Survey indicators used in the Bank Workforce Race Equality Standard (BWRES). It includes organisation and benchmarking group median results for Q6b, Q18a, Q19a, Q19b&c combined, Q21a-b, Q30e, Q43b&Q44 combined, and Q44, each split by ethnicity (by White staff / Staff from all other ethnic groups combined) where available. These results are reported as nine indicators.

The national BWRES table includes the national results for the nine indicators included in the benchmark reports, as well as six additional indicators reported only at a national level. The questions used for these six additional indicators are Q11a, Q18d, Q19d, Q26, Q29b and Q31. In the national BWRES tables the indicators are each split by ethnicity and gender (by Female White staff / Female staff from all other ethnic groups combined / Male White staff / Male staff from all other ethnic groups combined).

The fifteen BWRES indicators and their calculations are outlined below:

- **Indicator 4a**: Percentage of bank workers experiencing harassment, bullying or abuse from patients/service users, their relatives or the public in the last 12 months.
    - Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to Q19a (i.e. any of response options 2-5), out of those who responded to the question.

- **Indicator 4b&c**: Percentage of bank workers experiencing harassment, bullying or abuse from managers/other colleagues in last 12 months.
    - Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to Q19b or Q19c (i.e. any of response options 2-5), out of those who answered either or both questions.

- **Indicator 4d[5]:** Percentage of bank workers saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it.
    - Calculation: Those who answered "Yes, I reported it", "Yes, a colleague reported it", or both of those responses to Q19d out of all those who answered either "Yes" or "No" to Q19d.

- **Indicator 5a:** Percentage of bank workers who have personally experienced physical violence from patients/service users, their relatives, or other members of the public in the last 12 months.

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[5] Indicator is only reported in the national BWRES tables and is not included in organisation benchmark reports.

- Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to Q18a (i.e. any of response options 2-5), out of those who responded to the question.

- **Indicator 5b[6]**: Percentage of bank workers saying that the last time they experienced physical violence at work, they or a colleague reported it.
    - Calculation: Those who answered "Yes, I reported it", "Yes, a colleague reported it", or both of those responses to Q18d out of all those who answered either "Yes" or "No" to Q18d.
    -

- **Indicator 6a[6]**: Percentage of bank workers planning to or considering moving to a permanent contract in the NHS in the next 12 months.
    - Calculation: Those who answered "Moving to a permanent contract at this organisation" and/or "Moving to a permanent contract at another NHS organisation" to Q31 out of those who answered the question, excluding those who only answered "Don't know" and/or "Prefer not to say".

- **Indicator 6b[6]**: Percentage of bank workers who say there are opportunities for them to develop their career in this organisation.
    - Calculation: Those selecting "Agree" or "Strongly agree" at Q29b, out of those who answered the question.

- **Indicator 6c**: Percentage of workers whose main source of paid work is on the bank.
    - Calculation: Those who answered 'Yes' to Q44.

- **Indicator 7a**: Percentage of bank workers who have personally experienced discrimination at work from managers, team leaders or other colleagues in the last 12 months.
    - Calculation: Those who answered "Yes" to Q21b, out of those who answered the question.

- **Indicator 7b**: Percentage of bank workers who have personally experienced discrimination at work from patients/service users, their relatives, or other members of the public in the last 12 months.
    - Calculation: Those who answered "Yes" to Q21a, out of those who answered the question.

- **Indicator 8a**: Percentage of bank workers indicating they are satisfied with the extent to which their organisation values their work.
    - Calculation: Those selecting "Satisfied" or "Very satisfied" at Q6b, out of those who answered the question.

- **Indicator 8b**: Percentage of bank workers who feel safe to speak up about anything that concerns them in their organisation.

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[6] Indicator is only reported in the national BWRES tables and is not included in organisation benchmark reports.

- o Calculation: Those selecting "Agree" or "Strongly agree" at Q30e, out of those who answered the question.

- **Indicator 8c[7]**: Percentage of bank workers who think that their organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).
  - o Calculation: Those selecting "Agree" or "Strongly agree" at Q26, out of those who answered the question.

- **Indicator 8d[7]**: Percentage of bank workers who say they receive the respect they deserve from their colleagues at work.
  - o Calculation: Those selecting "Agree" or "Strongly agree" at Q11a, out of those who answered the question.

- **Indicator 9**: Percentage of bank workers who were recruited to the NHS from outside of the UK and now whose main paid source of work is on the bank.
  - o Calculation: Those who answered 'Yes' to Q43b and Q44, out of those who answered both questions.

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 organisation and benchmarking group median results for Q6b, Q16e, Q19a-d and Q20 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 bank workers 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, including results for Q40b for staff who have long-lasting health conditions or illness.

Please note the WDES breakdowns are based on the responses to Q40a *Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?*

The Workforce Disability Equality Standards are reported as eight 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 (q19a).
  - o Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q19a (i.e. any of response options 2-5) out of all those who answered the question.

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[7] Indicator is only reported in the national BWRES tables and is not included in organisation benchmark reports.

- **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 (q19b).
    - Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q19b (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 (q19c).
    - Calculation: Those who answered any of "1-2", "3-5", "6-10" or "More than 10" to q19c (i.e. any of response options 2-5) out of all those who answered the question.

- **Indicator 4d**: Percentage of bank workers 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.
    - Calculation: Those who answered "Yes, I reported it", "Yes, a colleague reported it", or both of those responses to Q19d out of all those who answered either "Yes" or "No" to Q19d.

- **Indicator 5**: Percentage of bank workers with a long-lasting health condition or illness compared to staff without a long-lasting health condition or illness believing that their organisation acts fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age.
    - Calculation: Those who answered "Yes" to Q20, out of all those who answered the question.

- **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 organisation to come to work, despite not feeling well enough to perform their duties.
    - Calculation: Those who answered "Yes" to q16e, out of all those who answered the question.

- **Indicator 7**: Percentage of bank workers 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.
    - Calculation: Those who answered "Satisfied" or "Very Satisfied" to Q6b, out of those who answered the question.

- **Indicator 8**: Percentage of bank workers 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.
    - Calculation: Those who answered "Yes" to Q40b, out of those who answered the question, excluding those who answered "No adjustment required".

- **Indicator 9a**: The 'Staff engagement' score for bank workers with a long-lasting health condition or illness, compared to bank workers without a long-lasting health condition or illness and the 'Staff engagement' score for all staff in the organisation.

- o Calculation: for the calculation of the 'Staff engagement' score, please refer to the details outlined for theme in table 2 in Section 3.2.

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