

NHS Staff Survey 2023
National aggregate report
Bank only workers



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2023 National aggregate report: Bank only workers

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1. Introduction



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- The NHS Staff Survey is one of the largest workforce surveys in the world and has been conducted every year since 2003.
- It asks NHS staff in England about their experiences of working for their respective NHS organisations and provides essential information to employers and national stakeholders about staff experience across the NHS in England.
- Questions are aligned with the [NHS People Promise](#) to track progress against its collaborative aim to improve the experience of everyone working in the NHS in England.
- In 2023, all trusts participating in the NHS Staff Survey extended the survey to those working solely on the bank*. This followed the successful extension of the survey to bank only workers on a voluntary basis in 2022.
- NHS bank workers received a tailored version of the NHS Staff Survey, with questions researched and developed to be relevant to the experience and working practices of bank workers in the NHS. The core questionnaire can be downloaded via the link on the right.
- This report presents a concise summary of the national results for the 2023 survey of bank only workers.
- Organisation level benchmark reports for bank workers are available on the [local results page](#) of the NHS Staff Survey website.



NHS Staff Survey



Click above to
download the
NHS Staff
Survey 2023
for bank workers
questionnaire



[Results](#)

Click above to
view the 2023
local results
for bank workers

* This extension was mandatory for trusts with a minimum of 200 eligible in-house bank only workers, and voluntary for trusts with smaller eligible bank workforces.



Participation

26,301

staff responded

18%

response rate

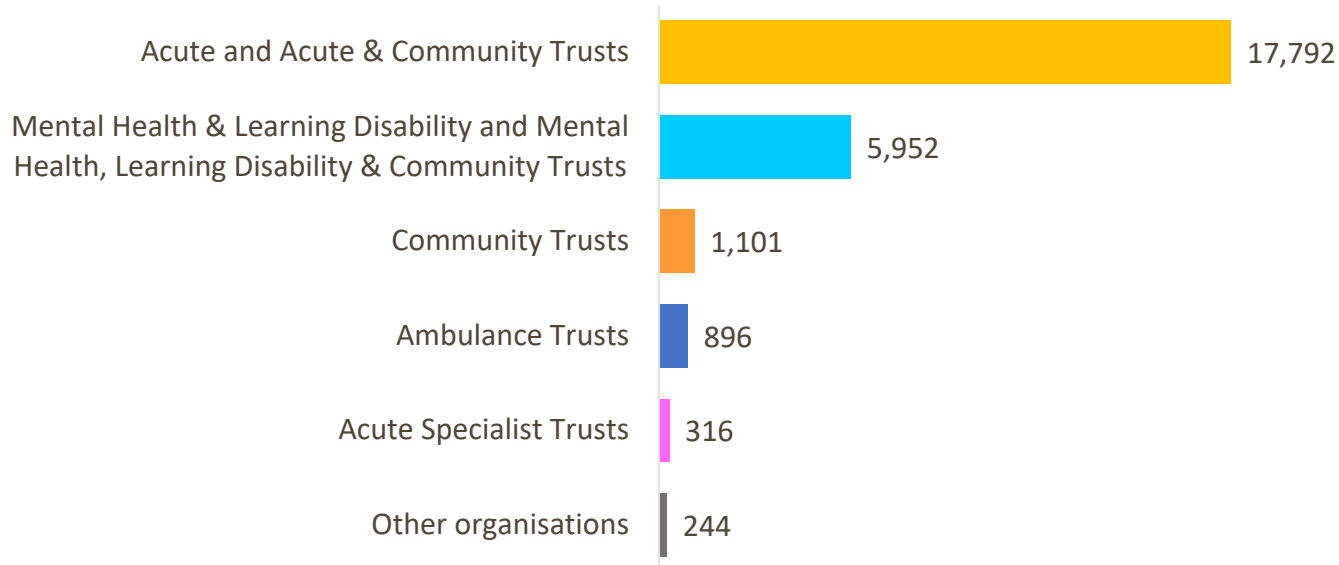
Note: These are overall figures which include trusts and non-trust organisations.

- Overall, more than 146,000 eligible bank only workers in England were invited to participate in the survey between September and November 2023.
- In total, 157 NHS Trusts and 5 other organisations extended the NHS Staff Survey to their bank only workers. At each organisation, all eligible staff were invited to take part in the survey.
- Bank workers were deemed eligible according to the following criteria:
 - Paid by the organisation for any work or training in the past 6 months (as at 1st September).
 - Work on bank only – without a substantive or fixed term contract at the organisation.
 - Excludes external bank workers, such as those paid or directly supplied by external providers of bank services.
- Bank workers were sent either an email containing a link to the online survey or a letter with a QR code to link to the online survey.
- The reporting is designed to track progress against the seven People Promise elements, and against two theme scores (see [Technical Details](#)).
- Each People Promise element score and theme score is based on one to four sub-scores* with each sub-score calculation dependent on the responses given to between one and nine questions.
- More information regarding the score calculations is included the Technical Guide for bank workers, which can be found [here](#).
- The survey was nationally administered by the **Survey Coordination Centre**, on behalf of **NHS England**.

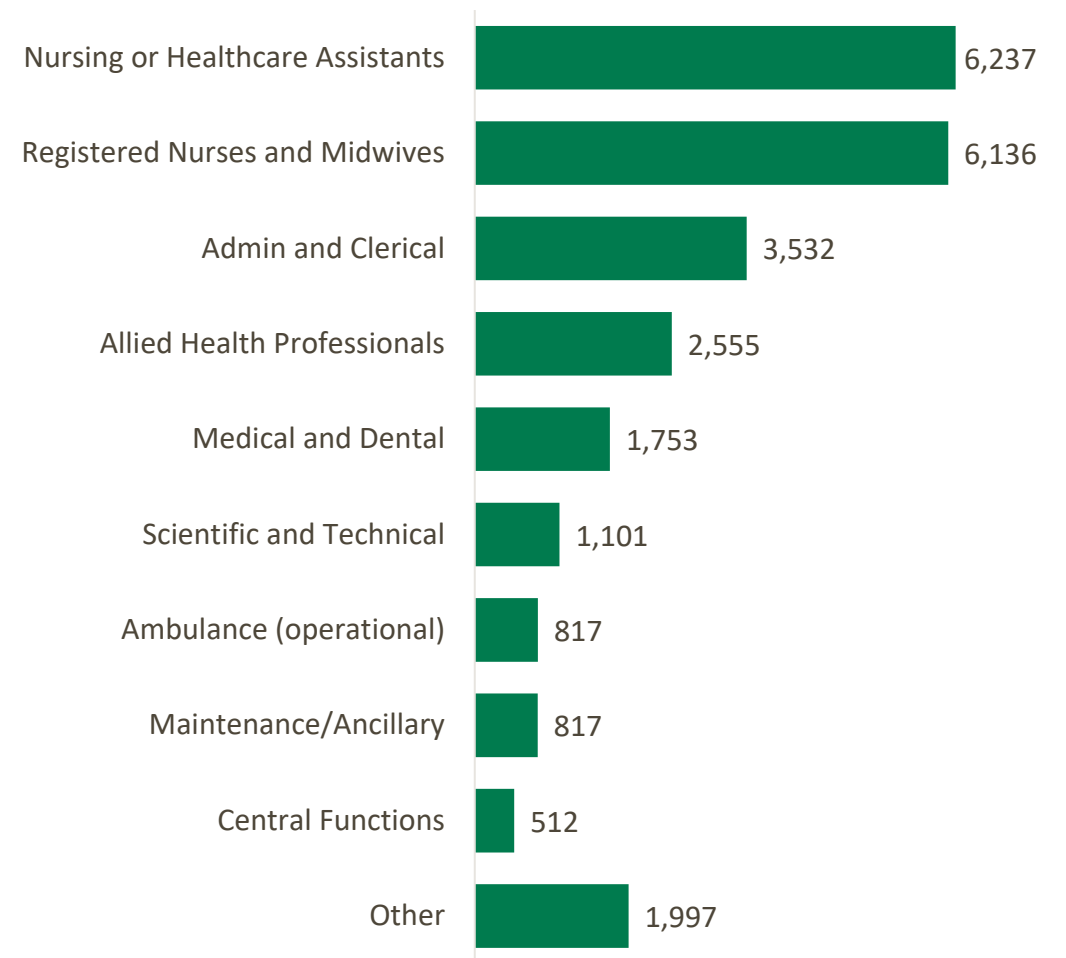
* Except for "We are recognised and rewarded" which has no sub-scores.

The charts below show the number of staff who responded to the survey in 2023.

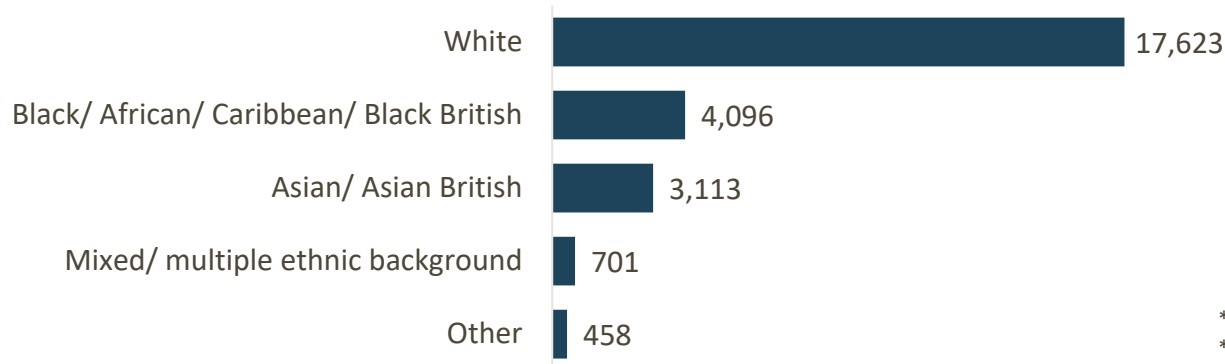
By organisation type



By occupation group*



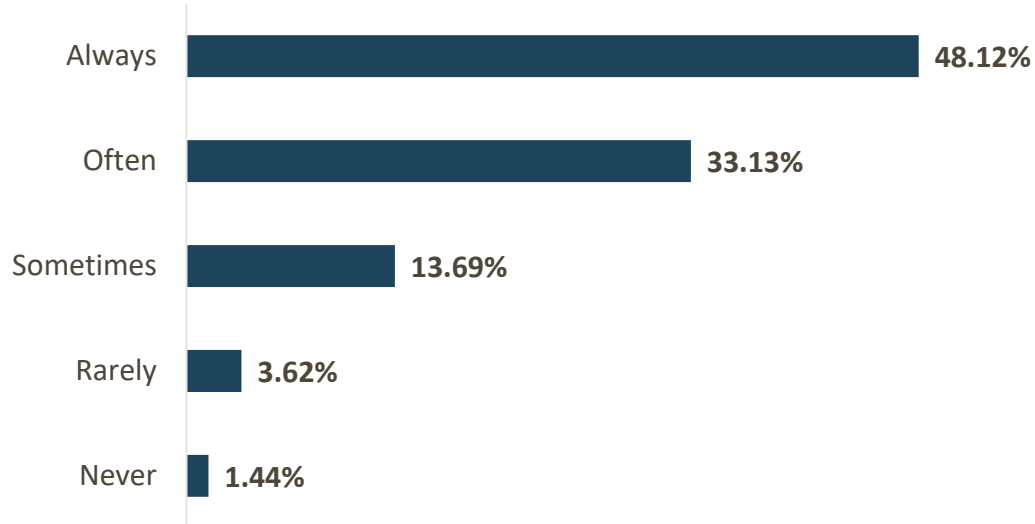
Ethnic background**



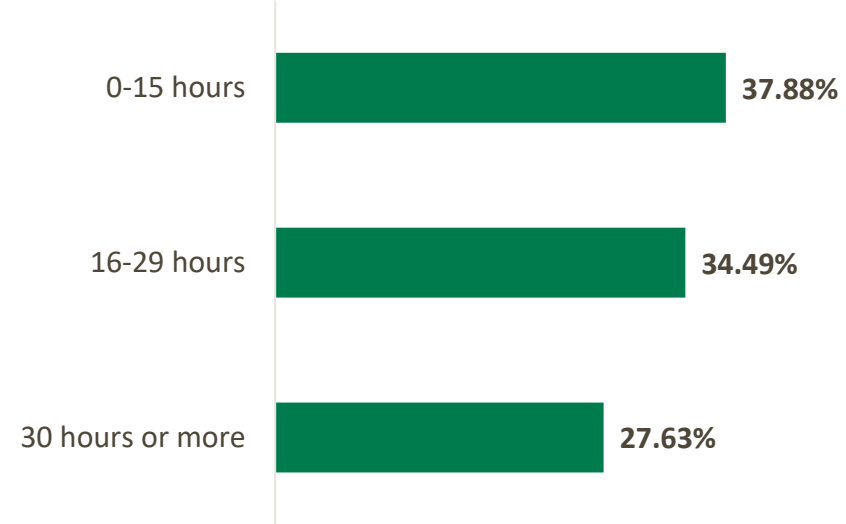
* Self-reported. 844 staff chose not to respond to this question (q46: What is your occupational group?)

** Self-reported. 310 staff chose not to respond to this question (q37: What is your ethnic group?)

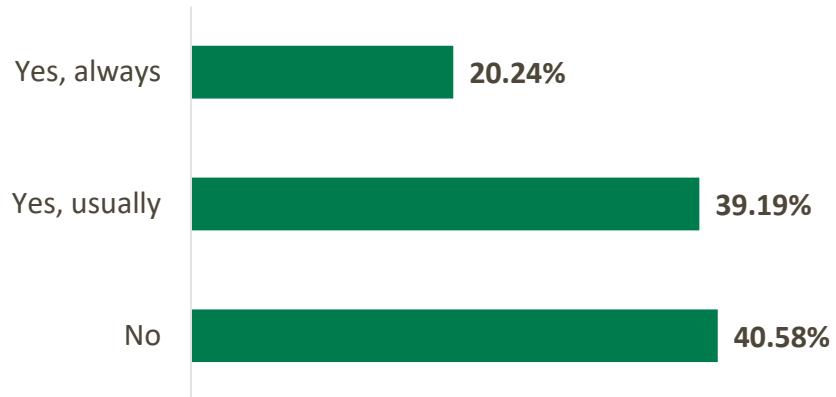
Thinking about the bank work you do within this organisation, how often do you work in the same department or work area? (q1)



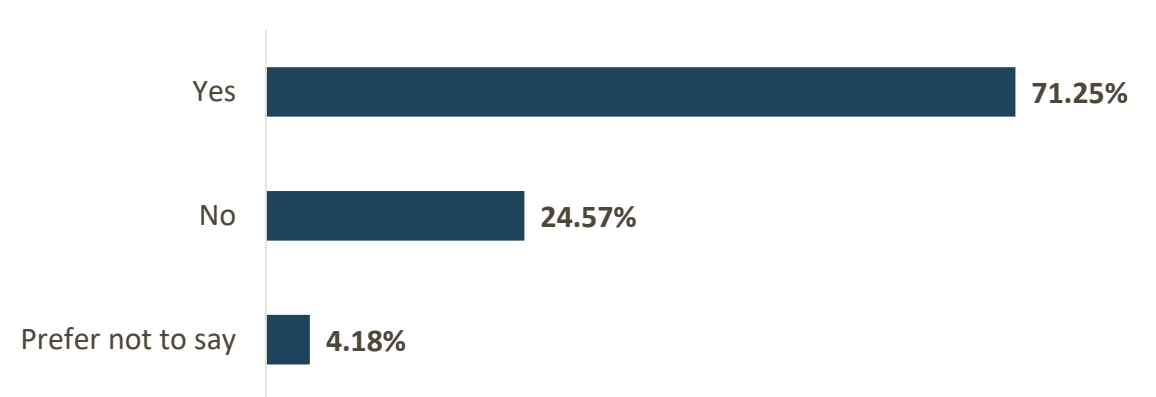
On average, how many hours per week do you usually undertake for bank in this organisation? (q15)



Do you work the same hours / shift pattern each week? (q2)



Is bank work in the NHS your main source of paid work? (q44)



* These charts show unweighted results based on all staff who responded to the survey. The results are the percentage of respondents selecting each answer option out of those who answered each question.

2. Technical details



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- The **results presented in the remainder of this report only cover the 152 NHS trusts* that took part in the survey.** Organisations that participated on a voluntary basis are excluded from the national results as we do not hold representative data for these groups.
- It is important to note the bank survey results are not directly comparable with the main survey results. Any read across 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.
- Data in this report have been weighted to adjust for differences in the eligible bank workforce size at participating trusts.
- Summary indicators have been created from the responses to certain individual survey questions. These are scored for all appropriate response options (e.g. 'don't know' is typically excluded) on a scale that ranges from 0 to 10, where a higher score always equates to a more positive outcome.
- Results for individual questions are often reported as the sum of two response options. For example, the percentage of staff reported as agreeing with a question will include those who responded either "agree strongly" or "agree".
- It is worth noting that for certain questions, a higher percentage is a worse result than a lower percentage: for example, when looking at the “% of staff experiencing physical violence”, the lower the percentage, the better the results.
- Vertical scales on charts vary and this effects how results are displayed. This allows incremental changes and small differences between results for subgroups to be more easily interpreted.
- Further information about the technical details of the survey and the result outputs is included in the Technical Guide for bank workers, which can be found [here](#).

National participation and response rate










25,865 responses from
bank only workers at NHS Trusts*

18% response rate

* 5 NHS trusts participated on a voluntary basis due to having fewer than 200 eligible bank workers. The data from these trusts are not included in the national results.

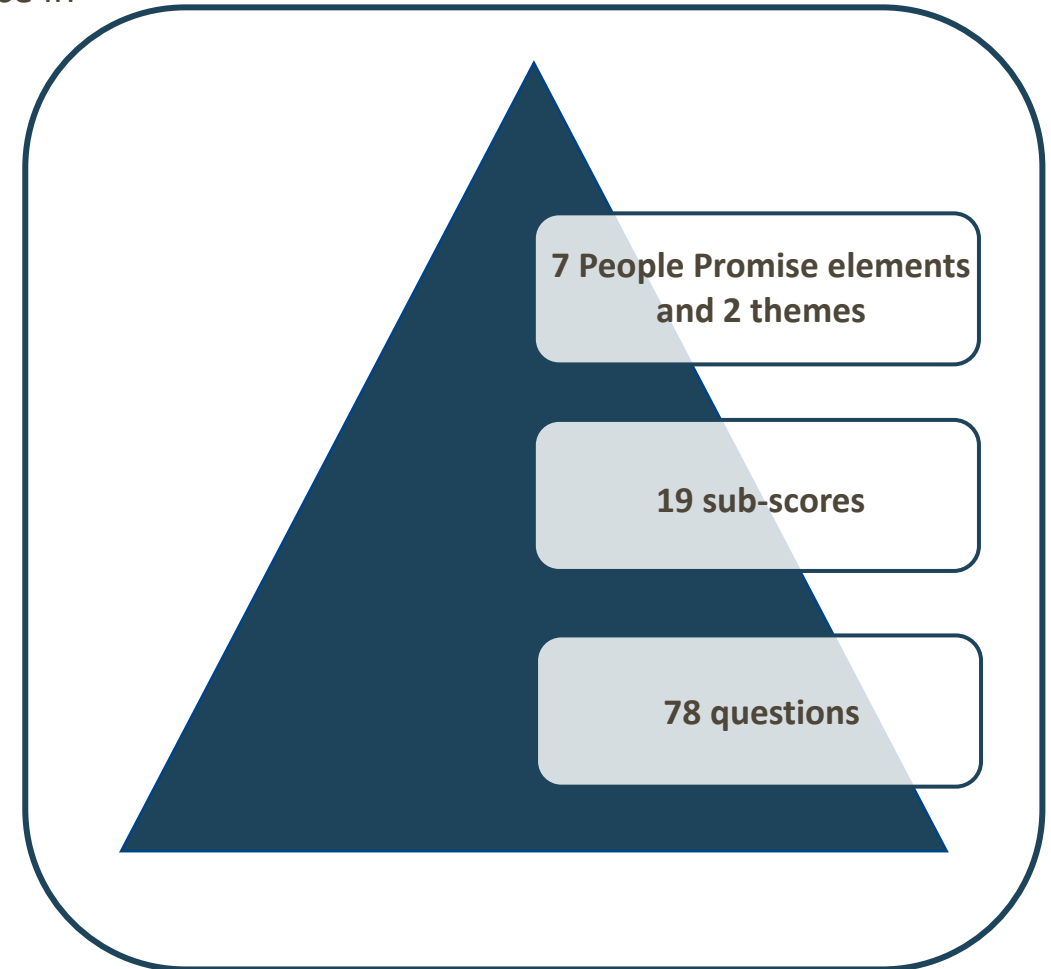
The **People Promise summary indicators** provide an overview of staff experience in relation to the seven elements of the People Promise:

-  *We are compassionate and inclusive*
-  *We are recognised and rewarded*
-  *We each have a voice that counts*
-  *We are safe and healthy*
-  *We are always learning*
-  *We work flexibly*
-  *We are a team*

Scores are also reported for the following themes:

- *Staff Engagement*
- *Morale*

The score for each People Promise element and theme is based on between one and four sub-scores*, with each sub-score calculated from the responses to between one and nine aligned questions. Sub-scores are also reported.



* With the exception of the People Promise element “*We are recognised and rewarded*” which uses no sub-scores in its calculation

Prior to the release of the results of the NHS Staff Survey for bank only workers 2023, we identified a higher-than-expected rate of missing data for the set of questions relating to experience of physical violence (Q18a-d).

Investigation revealed that for some respondents at some organisations working with one of the main providers of survey services, questions 18 a to d were not always presented as expected where those respondents were using an iPhone to complete the online survey. This was the first time an issue of this nature had arisen and affected only a minority of respondents.

Further investigation revealed that the questions which relate to harassment, bullying or abuse (Q19a-d), were also indirectly affected by this issue. The minority of respondents who did not see Q18a-d were found to have a different pattern of responses to Q19a-d. This is most likely due a difference in how they interpreted these questions in the absence of the preceding questions on physical violence.

The Survey Coordination Centre and NHS England developed, tested and agreed an approach to correcting the results for the affected measures. The correction takes the responses for q18a-d and q19a-d provided by bank workers who were *not* affected by the issue (c.91% of all respondents) and calculates the results for the affected measures based on this group alone.

Where these results are reported, the data have corrective weights applied. This reweighting is necessary because affected and unaffected bank workers are known to differ in terms of the occupation groups to which they belong. And because different occupation groups have different experiences, reporting only on unaffected workers without correcting the profile by occupation group would introduce a bias into the results.

Further details of the impact of the issue and the approach to correcting the results are provided within the note available on the [Staff Survey website](#).

The results for the affected measures listed below have been adjusted for reporting. In reporting the result for these measures, the data are based only on responses received from bank workers who were unaffected by the issue:

- **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.
- **Q18d** – The last time you experienced physical violence at work, did you or a colleague report it.
- **Q19a** – In the last 12 months how many times have you personally experienced bullying, harassment 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 bullying, harassment or abuse at work from managers
- **Q19c** – In the last 12 months how many times have you personally experienced bullying, harassment or abuse at work from other colleagues.
- **Q19d** – The last time you experienced bullying, harassment or abuse at work, did you or a colleague report it.
- The People Promise element sub-score “**Negative experiences**” which uses questions 18a-c and q19a-c in its calculation.
- The People Promise element sub-score “**Health and safety climate**” which uses questions 18d and 19d in its calculation.
- The People Promise score “**We are safe and healthy**”, which uses the “Negative experiences” and “Health and safety climate” sub-scores in its calculation.

Please note:

1. The impact of the correction at the national level is relatively small. For example, the difference between corrected and uncorrected estimates of experience of physical violence from patients/service users, their relatives or members of the public (q18a) is in the region of 0.1 percentage points. For questions around harassment, bullying or abuse, the impact is slightly greater (e.g. 1.0 percentage point for q19a).
2. Due to the relatively small base sizes for the bank worker results at organisation level, where a large proportion of bank workers at an individual organisation were affected by the issue and missed q18a-d, the impact of the correction on an affected organisation's results may be larger.
3. Results presented in this report and all other reporting outputs have the correction applied to affected measures and no further adjustment is required.



3. We are compassionate and inclusive

- Compassionate culture
- Compassionate leadership
- Diversity and equality
- Inclusion



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People Promise element score: 7.20

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

- Q14** - *My immediate manager(s)...*
 - f** ...works together with me to come to an understanding of problems
 - g** ...is interested in listening to me when I describe challenges I face
 - h** ...cares about my concerns
 - i** ...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/b** - *Experience of discrimination at work in the past 12 months*
- 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*



Compassionate culture sub-score: 7.25

Care of patients and service users

89.11% said they feel their **role makes a difference** to patients / service users (Q8a)

77.00% said that **care of patients / service users is their organisation's top priority** (Q30a)

69.99% agree that their organisation **acts on concerns raised by patients / services users** (Q30b)

Recommend as a place to work

66.81% would **recommend their organisation as a place to work** (Q30c)

Standard of care

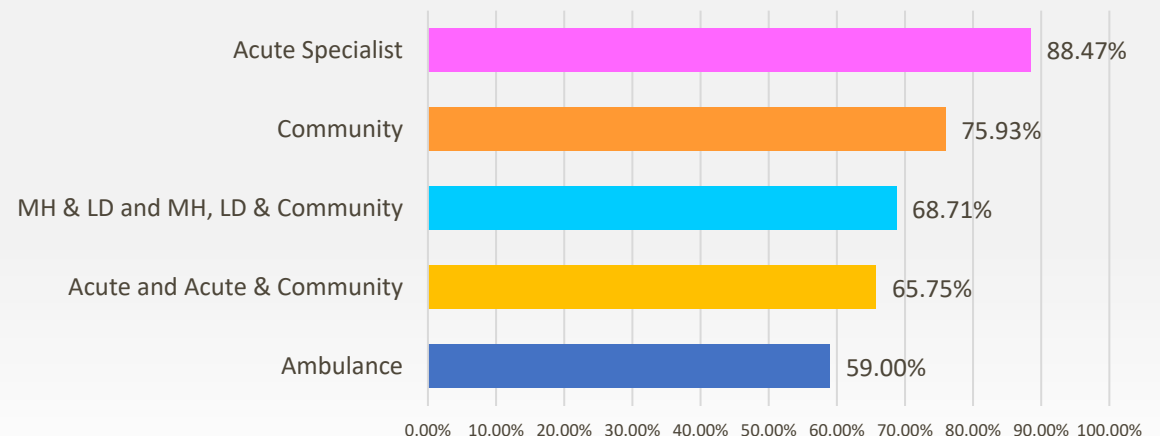
66.64% said that if a friend or relative needed treatment, they would be **happy with the standard of care** provided by their organisation (Q30d)

Standard of care by organisation type

About two thirds (66.64%) of NHS bank workers said they would be happy with the standard of care provided by their organisation if a friend or relative needed treatment.

Between organisation types, the range of staff saying they would be happy with the standard of care provided by their organisation is about 30%. At the top of the range, almost nine in ten (88.47%) bank workers at Acute Specialist Trusts say that they would be happy with the standard of care provided by their organisation whilst fewer than six in ten (59.00%) bank workers at Ambulance Trusts say the same.

% of staff saying if a friend or relative needed treatment they would be happy with the standard of care provided by this organisation (q30d)



Compassionate leadership sub-score: 6.54

Listening and understanding

57.39% said their immediate manager(s) **works together with them to come to an understanding of problems** (Q14f)

60.99% agreed that their immediate manager(s) is **interested in listening to them when they describe challenges** they face (Q14g)

Caring and acting

61.73% agreed that their immediate manager(s) **cares about their concerns** (Q14h)

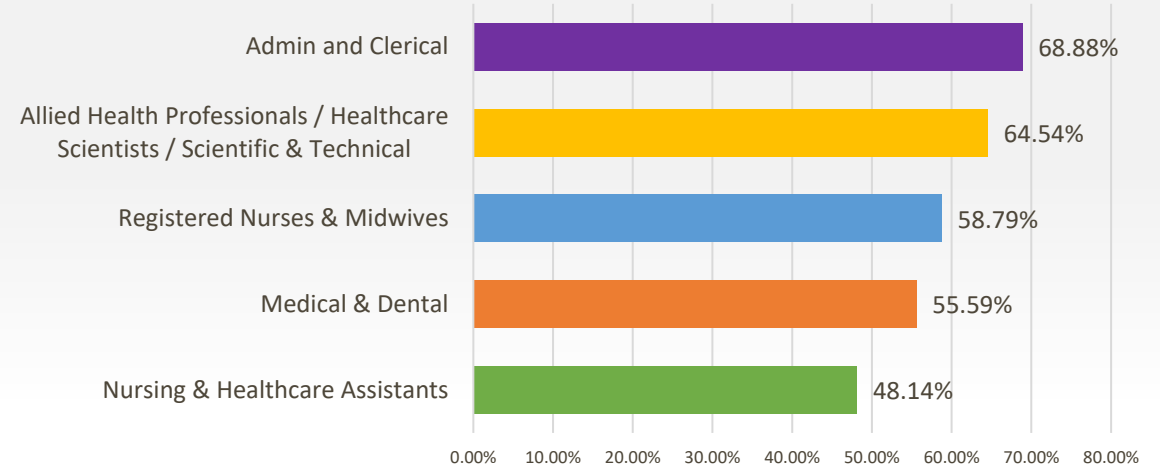
58.92% said their immediate manager(s) **takes effective action** to help them with any problems they face (Q14i)

Taking effective action by occupation group*

Nationally, just under six in ten (58.92%) NHS bank workers say that their immediate manager(s) takes effective action to help them with any problems they face.

This varies by occupation group, with almost seven in ten (68.88%) of the admin and clerical staff that responded saying that their manager takes effective action, compared to just over half (55.59%) for medical and dental staff, and to less than half (48.14%) for the nursing and healthcare assistants that answered this question.

% of staff saying their immediate manager(s) takes effective action to help them with any problems they face (q14i) - for selected occupation groups*



*Chart shows selected occupation groups only.

Diversity and equality sub-score: 8.04

Equal opportunities

60.25% of staff felt their organisation **acts fairly towards staff** regardless of ethnic background, gender, religion, sexual orientation, disability or age (Q20)

Discrimination

The following percentages of staff reported personally **experiencing discrimination at work** in the last 12 months:

13.09% ...from patients / service users, their relatives or other members of the public (Q21a)

10.51% ...from managers, team leaders or other colleagues (Q21b)

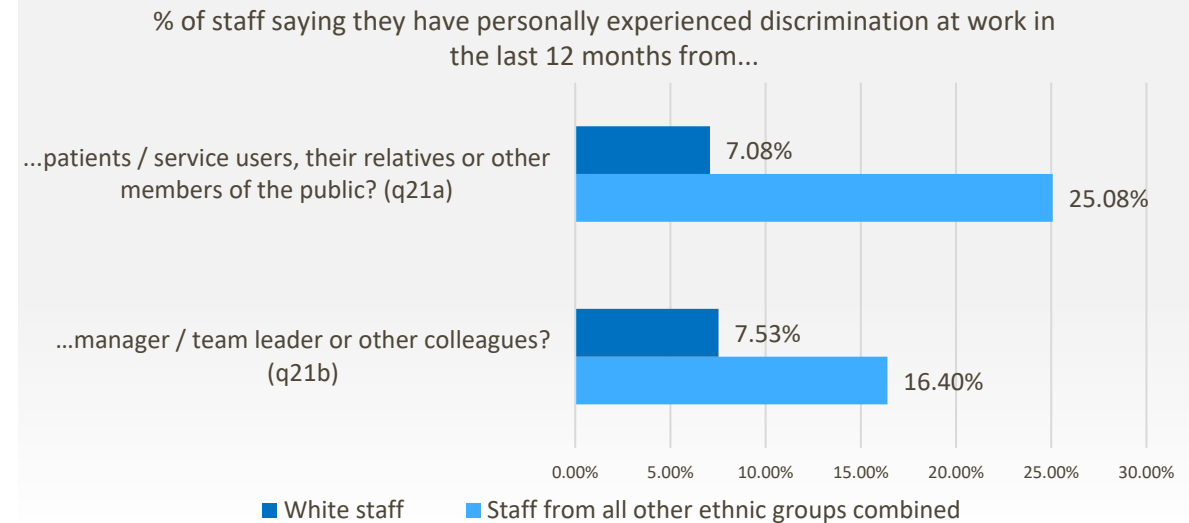
Respect for individual differences

69.83% of staff felt their organisation **respects individual differences**, such as different cultures, working styles, backgrounds and ideas (Q26)

Experience of discrimination by ethnicity

13.09% of NHS bank workers reported personally experiencing discrimination at work in the last twelve months from patients/service users, their relatives or other members of the public. 10.51% had personally experienced discrimination from managers, team leaders or other colleagues.

The proportion of staff experiencing discrimination at work varies by ethnicity, with White staff less likely to have experienced discrimination in the last twelve months from both patients/the public and from managers/colleagues than staff from other ethnic groups.



Inclusion sub-score: 6.99

Part of a team

72.13% of staff said they **felt valued by their team** (Q11f)

58.43% of staff said they **felt a strong personal attachment to their team** (Q11g)

Respect and civility

The following percentage of staff reported that the people they work with are:

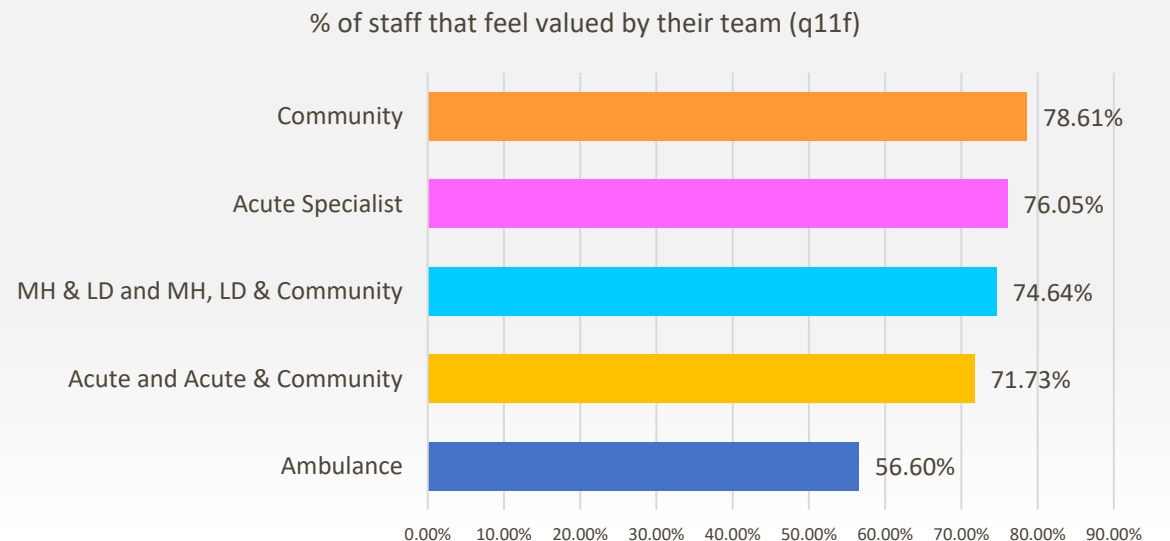
72.10% ... **understanding and kind to one another** (Q12b)

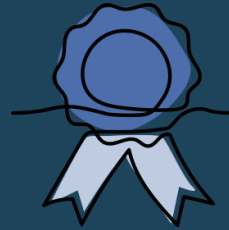
73.75% ... **polite and treat each other with respect** (Q12c)

Valued by my team by organisation type

Nationally, 72.13% of NHS bank workers say they feel valued by their team.

The proportions of staff that feel valued by their team are similar for Community, Acute Specialist, Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts, and Acute and Acute & Community Trusts. The proportions of staff that feel valued by their team in each of these Trust types is between 70% and 80%. For Ambulance Trusts, fewer than six in ten staff (56.60%) feel valued by their team.





4. We are recognised and rewarded



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People Promise element score: 6.04

There are no sub-scores for this People Promise element. Instead, the score is based on the following five questions:

Q6 - Satisfaction with...

- a *...the recognition I get for good work*
- b *...the extent to which my organisation values my work*
- c *...my level of pay*

Q12d - *The people I work with show appreciation to one another*

Q14e - *My immediate manager(s) values my work*



People Promise element score: 6.04

Recognition

55.48% of staff were **satisfied with the recognition they get for good work** (Q6a)

Feeling valued and appreciated

46.95% were **satisfied with the extent to which their organisation values their work** (Q6b)

69.93% of staff say that **the people they work with show appreciation to one another** (Q12d)

68.01% agree that **their immediate manager(s) values their work** (Q14e)

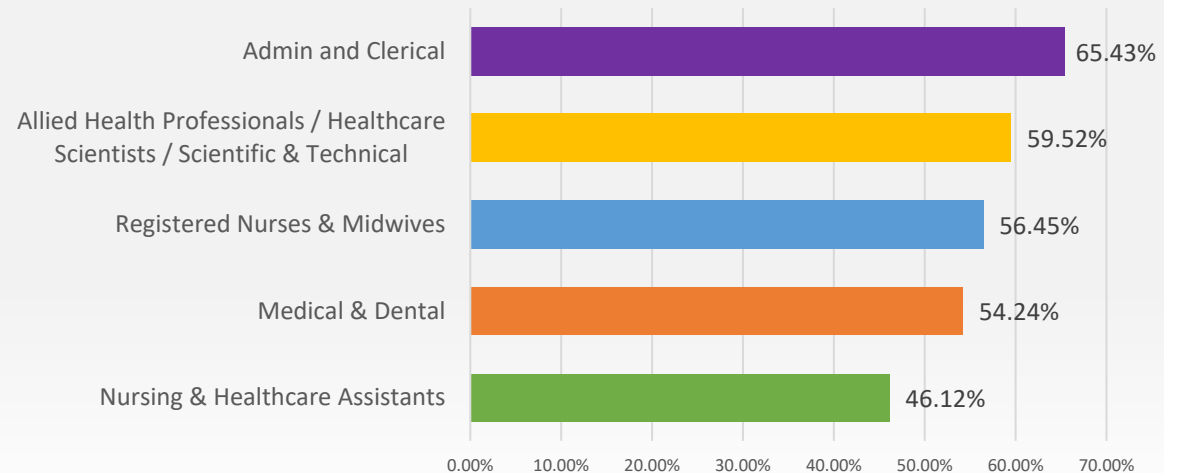
Satisfaction with pay

33.80% of staff were **satisfied with their level of pay** (Q6c)

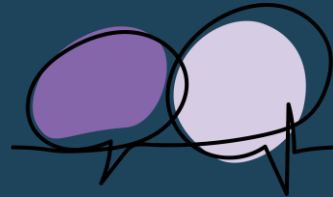
Recognition by occupation group*

Nationally, 55.48% of NHS bank workers say that they are satisfied with the recognition they get for good work. This varies by occupation group*, with 65.43% of the admin and clerical staff and 59.52% of allied health professionals, healthcare scientists and scientific and technical staff saying that they are satisfied with the recognition they get for good work, compared to less than half (46.12%) of the nursing and healthcare assistants who responded to this question.

% of staff who are satisfied with the recognition they get for good work (q6a) - for selected occupation groups*



*Chart shows selected occupation groups only.



5. We each have a voice that counts

- **Autonomy and control**
- **Raising concerns**



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People Promise element score: 6.51

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*

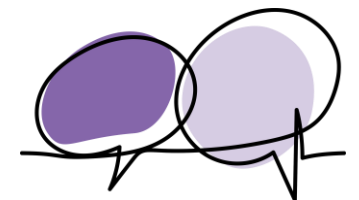
Raising concerns

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*



Autonomy and control sub-score: 6.58

87.96% of staff **always know what their responsibilities are** (Q5a)

92.62% **feel trusted to do their job** (Q5b)

68.56% said there are **frequent opportunities for them to show initiative in their role** (Q5c)

57.74% of staff **feel able to make suggestions** to improve the work they do (Q5d)

33.33% of staff say they are **involved in deciding on changes** introduced that affect their work (Q5e)

41.08% **feel able to make improvements happen** at work (Q5f)

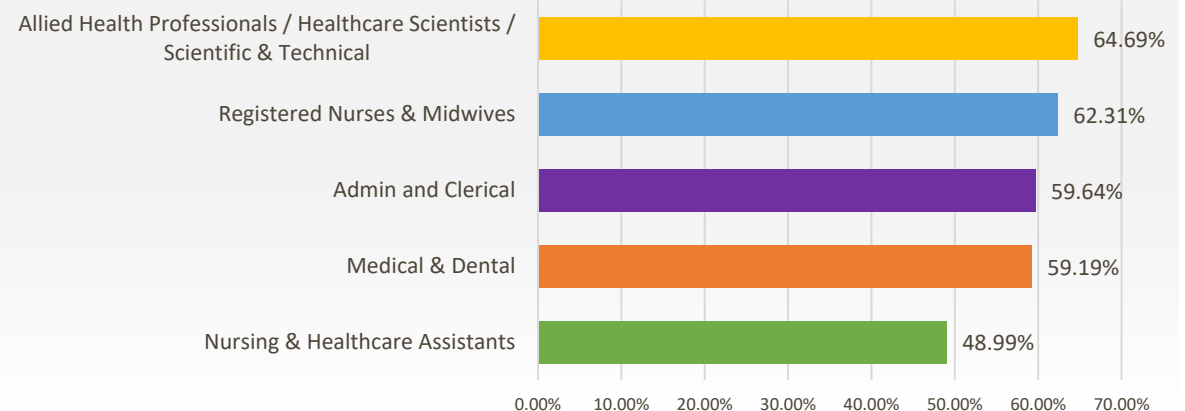
43.62% say they **have a choice in how to do their work** (Q7b)

Suggestions to improve work by occupation group*

Nationally, more than half (57.74%) of NHS bank workers say they feel able to make suggestions to improve the work they do.

More than half of bank workers in admin and clerical roles (59.64%) and medical and dental roles (59.19%) say they feel able to make suggestions to improve the work they do, while more than six in ten registered nurses and midwives (62.31%) and allied health professionals, healthcare scientists and scientific and technical staff (64.69%) say the same. For nursing and healthcare assistants, less than half (48.99%) say they feel able to make suggestions to improve the work they do.

% of staff saying they feel able to make suggestions to improve the work they do (q5d) – for selected occupation groups*



*Chart shows selected occupation groups only.

Raising concerns sub-score: 6.45

Concerns about clinical safety

The following percentage of staff said they...

68.22% ...would feel secure raising concerns about unsafe clinical practice (Q25a)

56.81% ...were confident that their organisation would address their concern (Q25b)

Speaking up about concerns

The following percentage of staff said they...

62.12% ...feel safe to speak up about anything that concerns them in their organisation (Q30e)

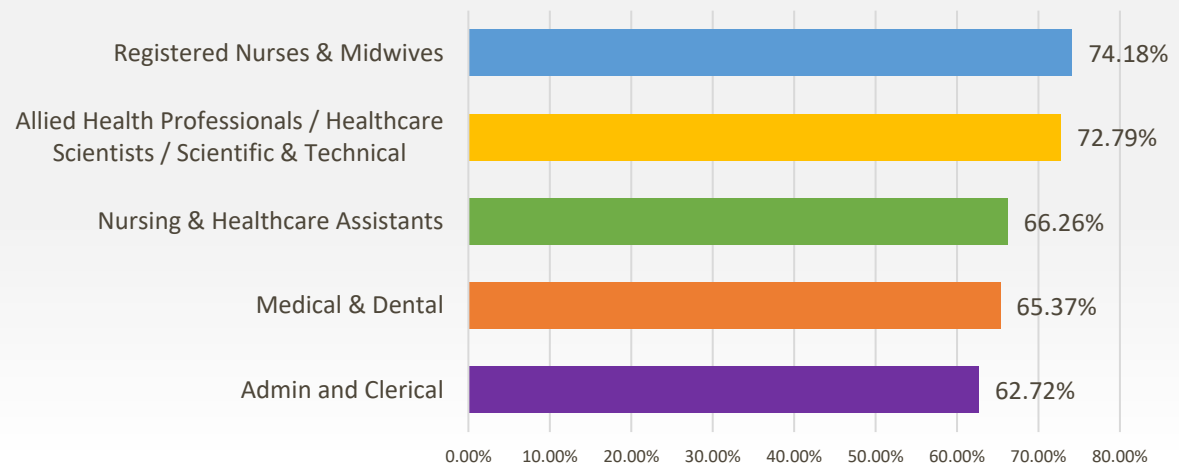
50.93% ...were confident that their organisation would address their concern (Q30f)

Raising concerns by occupation group*

68.22% of NHS bank workers say they would feel secure raising concerns about clinical practice.

More than seven in ten registered nurses and midwives (74.18%) and allied health professionals, healthcare scientists and scientific and technical staff (72.79%) say they would feel secure raising concerns about unsafe clinical practice. This is compared to less than two thirds of nursing and healthcare assistants (66.26%) and bank workers in medical and dental roles (65.37%) who say they would feel secure raising such concerns.

% of staff saying they would feel secure raising concerns about unsafe clinical practice (q25a) – for selected occupation groups*



*Chart shows selected occupation groups only.



6. We are safe and healthy

- Negative experiences
- Health and safety climate
- Burnout



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People Promise element score: 6.66*

Negative experiences*

Q16b - Experience of musculoskeletal problems as a result of work activities in the last 12 months

Q16c - Whether felt unwell as a result of work-related stress in the last 12 months

Q16d - Whether attended work despite not feeling well enough in the last three months

Q18a-c* - Experience of physical violence in the last 12 months

Q19a-c* - Experience of harassment, bullying or abuse in the last 12 months

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* - Whether experiences of physical violence were reported

Q19d* - Whether experiences of harassment, bullying or abuse were reported

Burnout

Q17 - How often, if at all....

a ...do you find your work emotionally exhausting?

b ...do you feel burnt out because of your work?

c ...does your work frustrate you?

d ...are you exhausted at the thought of another day/shift at work?

e ...do you feel worn out at the end of your working day/shift?

f ...do you feel that every working hour is tiring for you?

g ... do you not have enough energy for family and friends during leisure time?

New questions**

Q22a-b - Experience of unwanted behaviour of a sexual nature at work in the last 12 months

Q27 - I can eat nutritious and affordable food while I am working

*2023 results for the 'We are safe and healthy' score, the 'Negative experiences' and 'Health and safety climate' sub-scores, q18a-d and q19a-d are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

**These are new questions and do not contribute to the calculations of any People Promise element score, theme score or sub-score, to maintain comparability with previous years.



Negative experiences sub-score: 8.10*

Staff health

23.55% of staff have experienced **musculoskeletal problems** as a result of work activities in the last 12 months (Q16b)

26.29% of staff have **felt unwell as a result of work-related stress** in the last 12 months (Q16c)

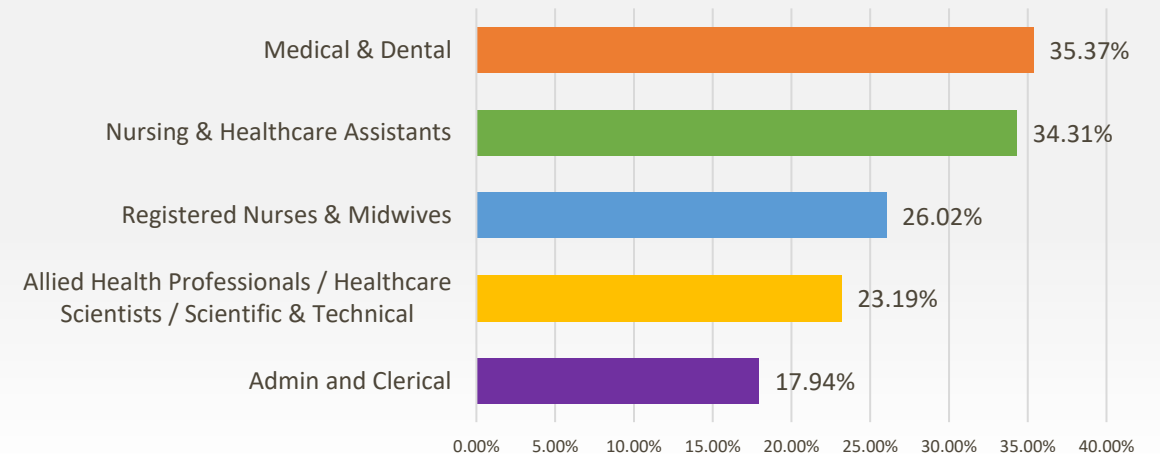
34.05% of staff have **gone into work in the last three months despite not feeling well enough to perform their duties** (Q16d)

Work-related stress by occupation group**

More than one in four (26.29%) NHS bank workers report feeling unwell as a result of work-related stress in the last 12 months.

The proportion of staff that felt unwell as a result of work-related stress in last twelve months varies by occupation group. Amongst admin and clerical staff this is fewer than one in five (17.94%), whilst among medical and dental staff and nursing and healthcare assistants, more than one in three have felt unwell as a result of work-related stress in the last 12 months (35.37% and 34.31% respectively).

% of staff who have felt unwell as a result of work related stress in the last 12 months (q16c) – for selected occupation groups**



*2023 results for the 'Negative experiences' sub-score are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

**Chart shows selected occupation groups only.

Negative experiences sub-score: 8.10*

Physical violence

The following percentage of staff experienced at least one incident of **physical violence** in the last 12 months:

23.69%* from **patients / service users, their relatives or other members of the public** (Q18a)

1.87%* from **managers** (Q18b)

3.48%* from **other colleagues** (Q18c)

Harassment, bullying and abuse

The following percentage of staff experienced at least one incident of **harassment, bullying or abuse** in the last 12 months:

30.21%* from **patients / service users, their relatives or other members of the public** (Q19a)

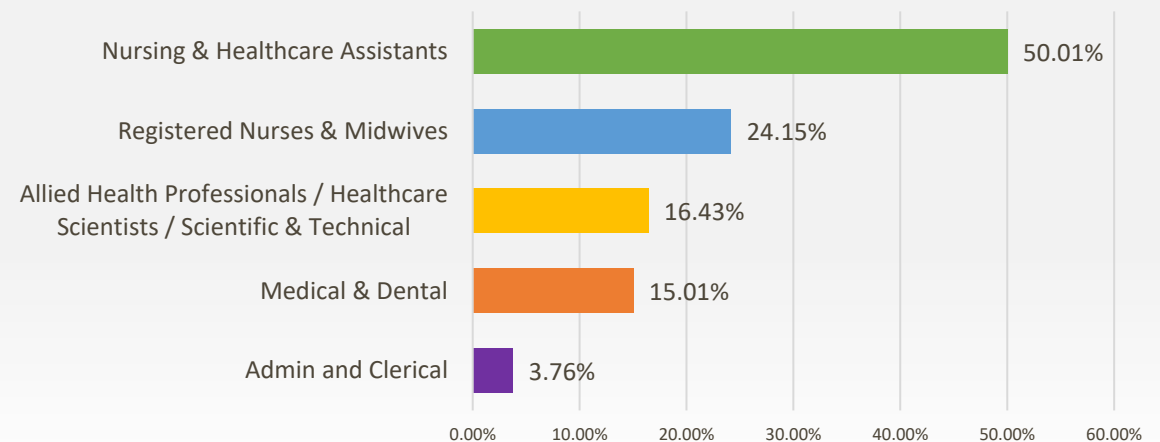
9.89%* from **managers** (Q19b)

17.51%* from **other colleagues** (Q19c)

Physical violence by occupation group*

More than one in five NHS bank workers (23.69%*) have experienced at least one incidence of physical violence in the last twelve months from patients/service users, their relatives or other members of the public. Experience of physical violence at work from patients/the public varies by occupation group. Around half (50.01%*) of nursing and healthcare assistants have experienced this in the last twelve months, as have around a quarter (24.15%*) of registered nurses and midwives.

% of staff who have personally experienced physical violence at work from patients / service users, their relatives or other members of the public (q18a) - for selected occupation groups**



*2023 results for the 'Negative experiences' sub-score, q18a-c and q19a-c are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

**Chart shows selected occupation groups only.

Health and safety climate sub-score: 6.01*

Workload and resources

57.17% of staff are **able to meet all the conflicting demands on their time** at work (Q5g)

63.37% of staff say they have **adequate materials, supplies and equipment to do their work** (Q5h)

40.68% of staff said when they are at work, there are **enough staff for them to do their job properly** (Q5i)

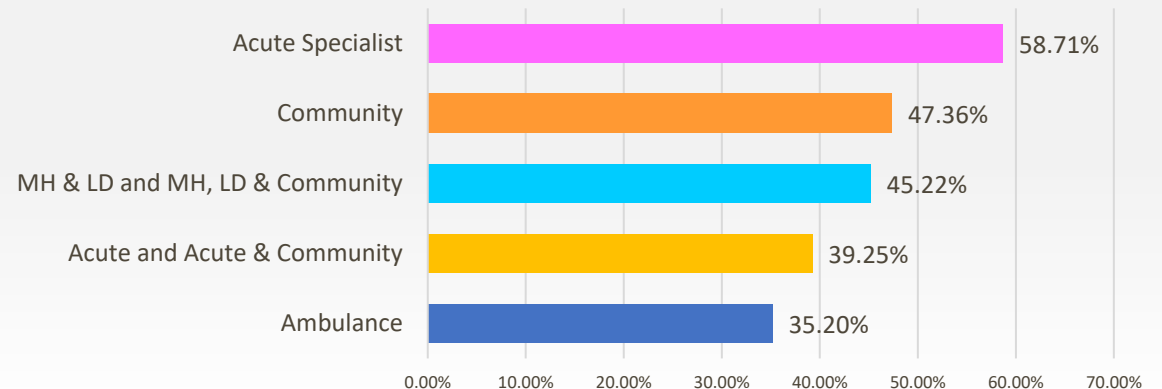
34.45% of staff say they **never or rarely have unrealistic time pressures** (Q7a)

Staffing levels by organisation type

At the national level, four in ten (40.68%) NHS bank workers say that when they are at work, there are enough staff at their organisation for them to do their job properly.

Bank workers' perception of the staffing levels at their organisation varies by organisation type. The proportion of staff that say there are enough staff at their organisation for them to do their job properly is highest for bank workers at Acute Specialist Trusts (58.71%). The proportions of bank workers saying the same at Acute and Acute & Community Trusts and Ambulance Trusts are less than four in ten (39.25% and 35.20% respectively).

% of staff who say that when they are at work there are enough staff for them to do their job properly. (q5i)



Health and safety climate sub-score: 6.01*

Organisational action

54.03% of staff said their **organisation takes positive action on health and well-being** (Q16a)

76.02%* of staff who had experienced **physical violence** said that they or a colleague reported it (Q18d)

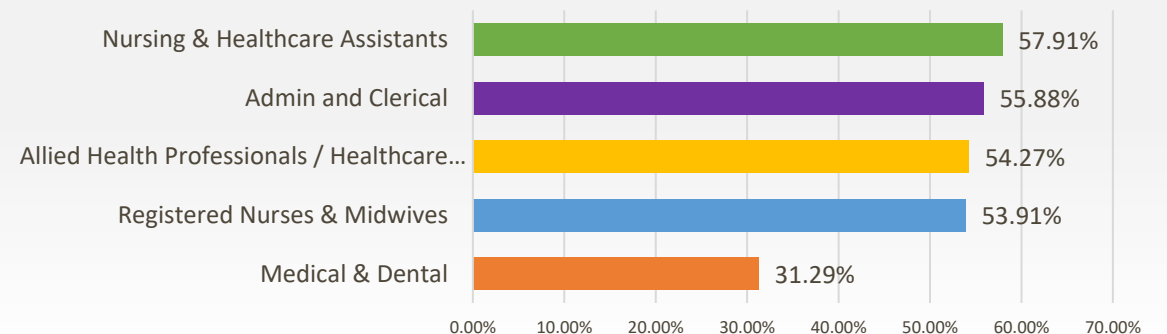
52.77%* of staff who had experienced **harassment, bullying or abuse** said that they or a colleague reported it (Q19d)

Reporting harassment, bullying or abuse*

Nationally, more than half of NHS bank workers (52.77%*) who had experienced harassment, bullying or abuse say that they or a colleague reported it.

More than half of nursing and healthcare assistants (57.91%*), admin and clerical staff (55.88%*), allied health professionals, healthcare scientists and scientific and technical staff (54.27%*) and registered nurses and midwives (53.91%*) who had experienced harassment, bullying or abuse say that they or a colleague reported it. For medical and dental staff who have experienced harassment, bullying or abuse, less than one in three (31.29%*) say they or a colleague reported it.

% of staff who say the last time they experienced harassment, bullying or abuse they or a colleague reported it (q19d) – for selected occupation groups**



*2023 results for the 'Health and safety climate' sub-score, q18d and q19d are reported using corrected data. Please see <https://www.nhsstaffsurveys.com/survey-documents/> for more details.

**Chart shows selected occupation groups only.

Burnout sub-score*: 5.85

The following percentage of staff said:

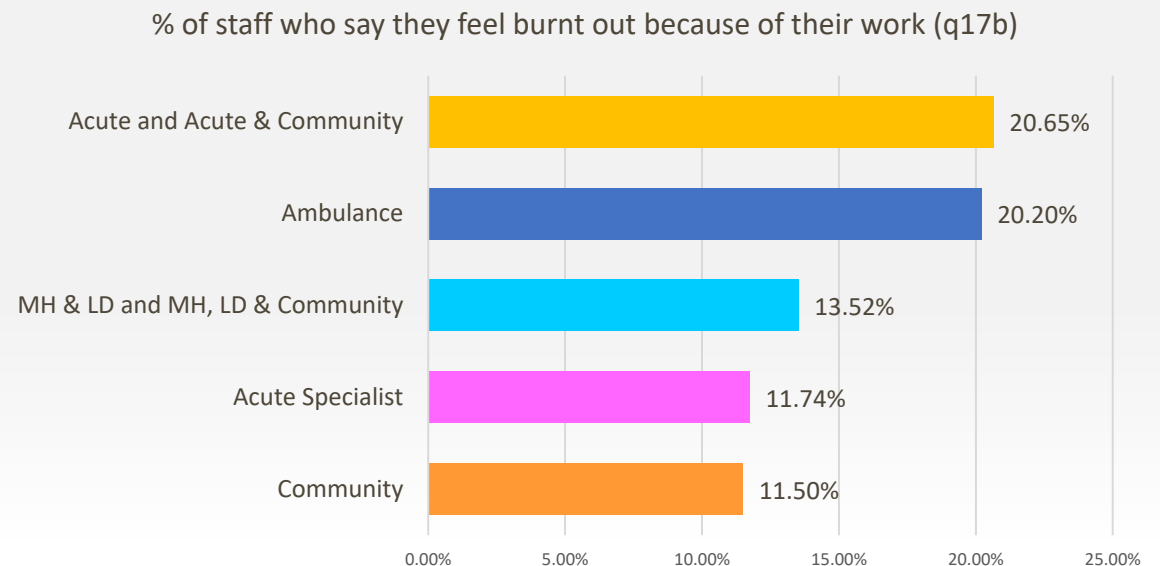
- 22.96%** they find their work emotionally exhausting (Q17a)
- 18.95%** they feel burnt out because of their work (Q17b)
- 22.77%** their work frustrates them (Q17c)
- 17.73%** they feel exhausted at the thought of another day/shift at work (Q17d)
- 32.15%** they feel worn out at the end of their working day/shift (Q17e)
- 12.73%** they feel that every working hour is tiring for them (Q17f)
- 21.79%** they do not have enough energy for family and friends during leisure time (Q17g)

* The questions contributing to the Burnout sub-score form part of the Copenhagen Burnout Inventory

Burnout because of work by organisation type

At the national level, 18.95% of NHS bank workers say they feel burnt out because of their work.

This varies for staff working at different trust types. Just over one in ten bank workers at Community Trusts (11.50%) and Acute Specialist Trusts (11.74%) say they feel burnt out because of their work. Almost twice as many bank workers at other trust types say the same, with one in five bank workers at Acute and Acute & Community Trusts (20.65%) and Ambulance Trusts (20.20%) saying their feel burnt out because of their work.





We are safe and healthy: New questions not contributing to the score*

* These questions relate to staff health and well-being but do not contribute to the calculations of any People Promise element score, theme score or sub-score.

Unwanted behaviour of a sexual nature in the workplace

Staff were asked:

“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.”

The response options were *Never; 1-2; 3-5; 6-10; More than 10*

The following percentage of staff have been the target of at least one incident of **unwanted behaviour of a sexual nature** in the workplace in the last 12 months:

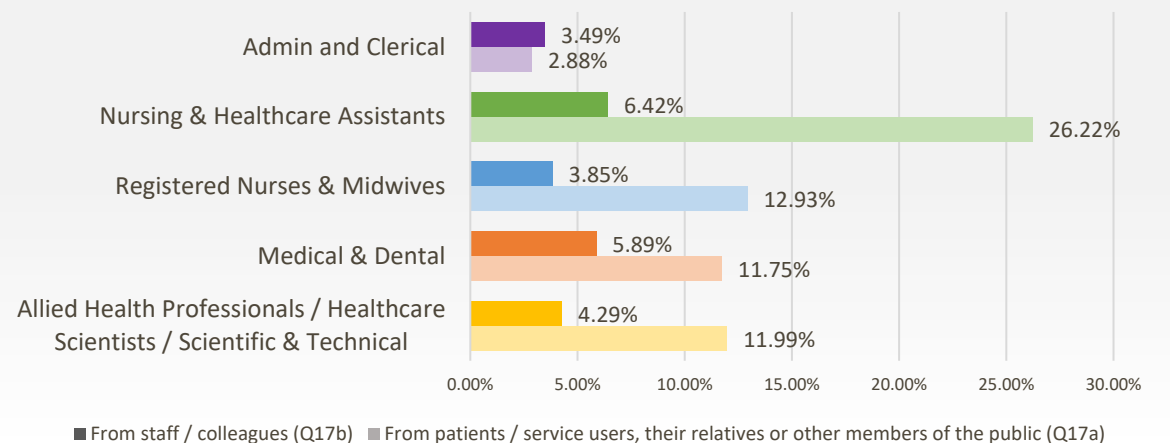
13.58% from **patients / service users, their relatives or other members of the public** (Q22a)

4.79% from **staff / colleagues** (Q22b)

Experience by occupation group**

Around one in seven NHS bank workers (13.58%) said they have been the target of at least one incident of unwanted behaviour of a sexual nature in the workplace in the last twelve months from patients/service users, their relatives or other members of the public. One in twenty (4.79%) have been the target of such behaviour from staff or colleagues. The proportion of staff experiencing unwanted sexual behaviour varies by occupation group**, with a greater proportion of nursing and healthcare assistants saying they experienced such incidents in the last twelve months from staff/colleagues and more than one in four (26.22%) saying they experienced such incidents from patients and the public.

% of staff that have been the target of at least one incident of unwanted behaviour of a sexual nature in the workplace in the last 12 months - for selected occupation groups**



**Chart shows selected occupation groups only.



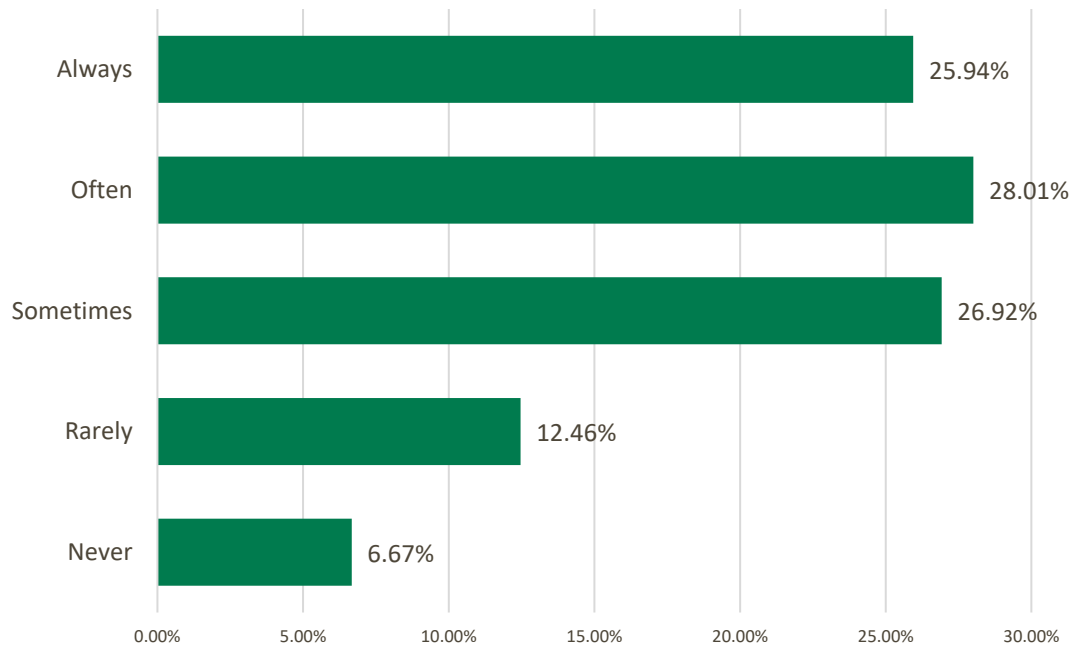
We are safe and healthy: New questions not contributing to the score*

* These questions relate to staff health and well-being but do not contribute to the calculations of any People Promise element score, theme score or sub-score.

Food and nutrition

53.95% said they **can eat nutritious and affordable food while they are working**** (Q27)

% of staff giving each response option for "I can eat nutritious and affordable food while I am working." (q27)

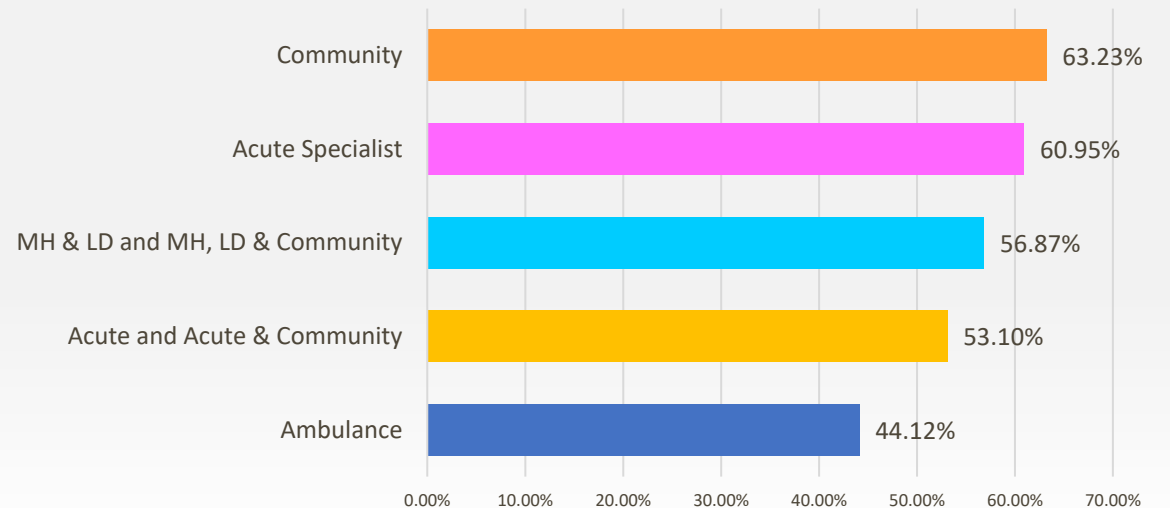


** Question notes that "this could be food you buy or prepare yourself"

Eating well at work by organisation type

More than half of NHS bank workers say they can often (28.01%) or always (25.94%) eat nutritious and affordable food while they are working, whilst around one in six say they can rarely (12.46%) or never (6.67%) do this. The proportion who can often or always eat well while they are working varies by trust type. More than six in ten staff in Community Trusts (63.23%) can always or often eat nutritious and affordable food at work, but the proportion is lower amongst staff working in Ambulance Trusts (44.12%).

% of staff that can often or always eat nutritious and affordable food while they are working (q27)





7. We are always learning

- Development



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questions

People Promise element score: 6.12

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*

Q29f - *I can get the help and support I need if I have questions when I am at work.**

Other questions: Appraisals**

Q28 - *In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?*

* Q29f: This new question does not currently contribute to the Development sub-score or any People Promise element score, theme score or sub-score

** Q28: This question does not contribute to the calculations of any People Promise element score, theme score or sub-score.



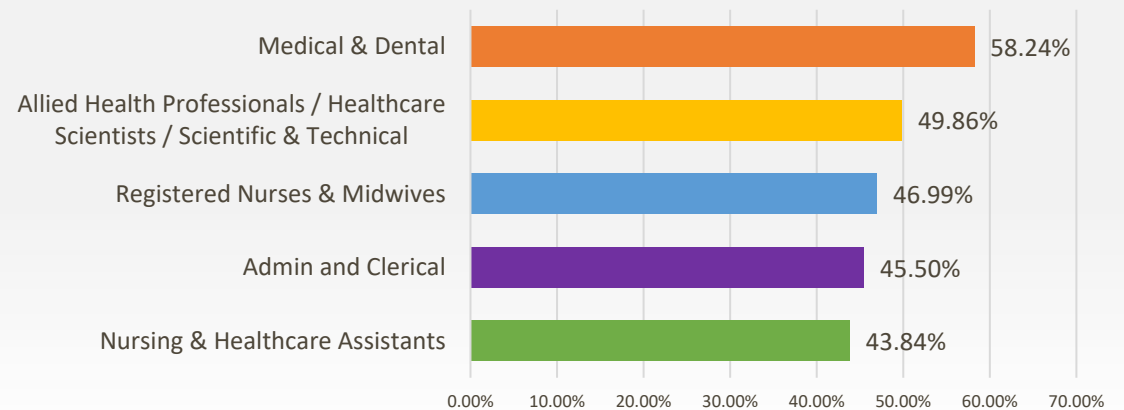
Development sub-score: 6.12

- 58.26%** feel their organisation **offers them challenging work** (Q29a)
- 48.09%** said there are **opportunities for them to develop their career** in their organisation (Q29b)
- 63.91%** said they have **opportunities to improve their knowledge and skills** (Q29c)
- 47.38%** feel **supported to develop their potential** (Q29d)
- 55.96%** are able to **access the right learning and development opportunities** when they need to (Q29e)
- 70.73%** can get the **help and support they need if they have questions** when they are at work (Q29f)*

Support to develop by occupation group**

Nationally, less than half (47.38%) of NHS bank workers say they feel supported to develop their potential. Out of the largest bank worker occupation groups, medical and dental staff are the only group where more than half (58.24%) of bank workers say they feel supported to develop their potential. Less than half of allied health professionals, healthcare scientists and scientific and technical staff (49.86%), registered nurses and midwives (46.99%), admin and clerical staff (45.50%) and nursing and healthcare assistants (43.84%) say they feel supported to develop their potential.

% of staff who say they feel supported to develop their potential (q29d) - for selected occupation groups**



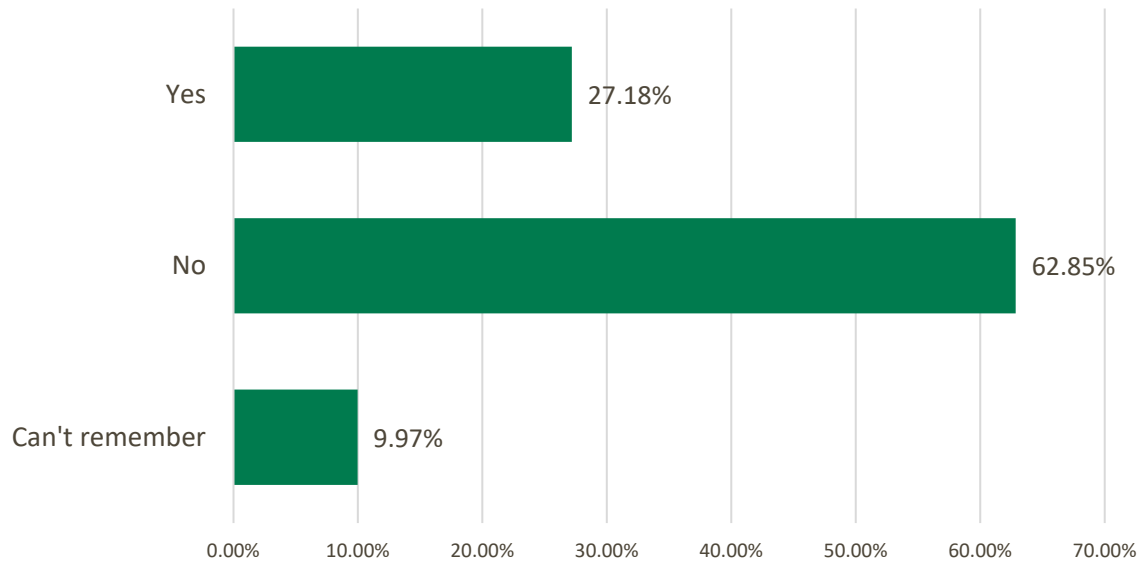
* Q29f: This new question does not currently contribute to the Development sub-score or any People Promise element score, theme score or sub-score.

** Chart shows selected occupation groups only.

Appraisals

27.18% said they have had an **appraisal, annual review, development review, or Knowledge and Skills Framework development review in the last 12 months (Q28)***

% of staff giving each response option for "In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?" (q28)

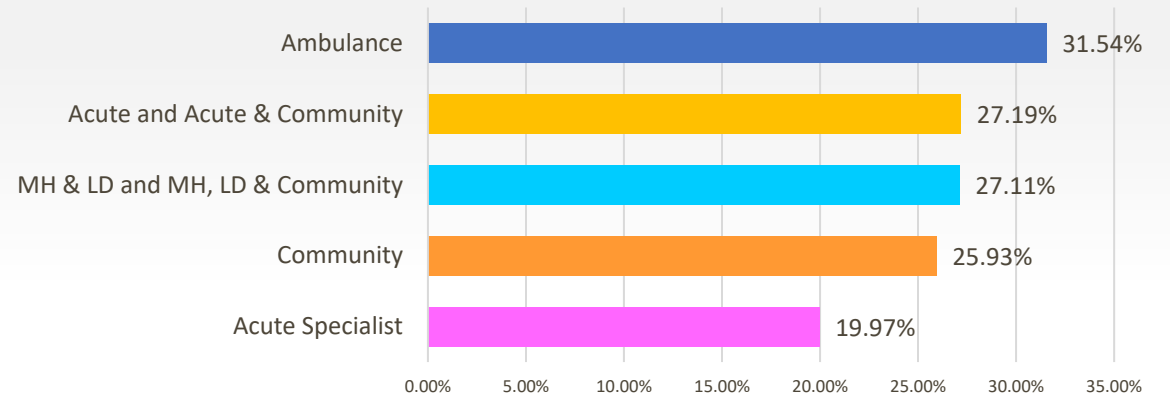


Appraisals by organisation type

Fewer than three in ten NHS bank workers say they have had an appraisal, annual review, development review or Knowledge and Skills Framework development review in the last 12 months.

The proportion who have had this type of review/appraisal varies by organisation type. Ambulance Trusts have the highest proportion (31.54%) of bank workers who report having an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review in the last 12 months whilst Acute Specialist Trusts have the lowest with only around two in ten (19.97%) bank workers having this type of review/appraisal in the last 12 months.

% of staff saying they have had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review in the last 12 months (q28)



* Q28: This question does not contribute to the calculations of any People Promise element score, theme score or sub-score



8. We work flexibly

- Support for work-life balance



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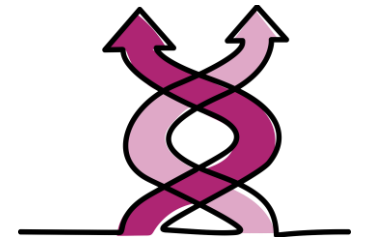
13. Bank only
questions

People Promise element score: 6.41

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*



Support for work-life balance sub-score: 6.41

48.61% said their organisation is **committed to helping them balance their work and home life** (Q8b)

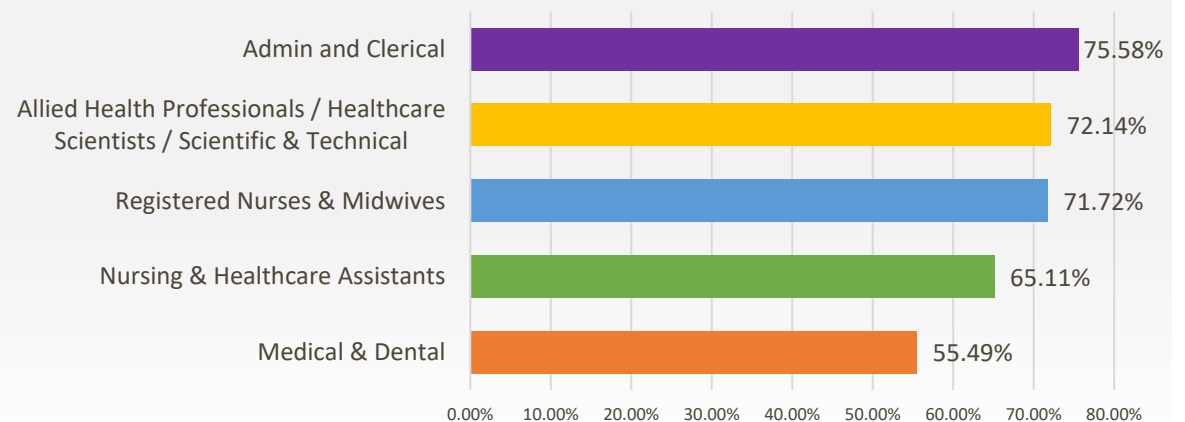
69.36% of staff said they **achieve a good balance between their work life and their home life** (Q8c)

Work-life balance by occupation group*

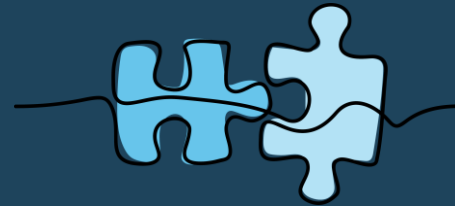
69.36% of NHS bank workers say they achieve a good balance between their work life and their home life.

The proportion of bank workers saying they achieve a good balance between their work life and their home life varies by occupation group*. Three quarters (75.58%) of bank workers in admin and clerical roles say they achieve a good balance which is 10% higher than the proportion of nursing and healthcare assistants (65.11%) who say the same and 20% higher than the proportion of medical and dental staff (55.49%) who say they achieve a good balance between their work life and their home life.

% of staff saying they achieve a good balance between their work life and their home life (q8c) - for selected occupation groups*



*Chart shows selected occupation groups only.



9. We are a team

- Team working
- Line management



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People Promise element score: 6.63

Team working*

Q11a - *I receive the respect I deserve from 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*

* Bank workers can choose to answer Team working questions in relation to either the team they always/usually work in, or if they don't regularly work in the same team then they can answer the questions regarding their general experience of teamwork at this organisation.

** Bank workers can choose to answer Line management questions about the manager they always/usually report to, or if they don't regularly report to the same person then they can answer the questions about their general experience of managers at this organisation.

Line management**

Q14 - *My immediate manager(s)***...*

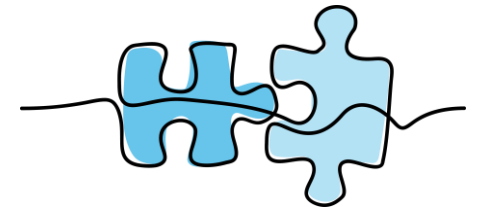
a *...encourages me at work*

b *...gives me clear feedback on my work*

c *...asks for my opinion before making decisions that affect my work*

d *...takes a positive interest in my health and well-being*

***Question wording notes your immediate manager 'could be line manager, placement manager, supervisor or someone else you report to directly'.



Team working sub-score: 6.97

78.60% feel they receive the **respect they deserve from their colleagues** at work (Q11a)

77.77% feel that **team members understand each other's roles** (Q11b)

82.74% **enjoy working with the colleagues** in their team (Q11c)

57.78% said their **team has enough freedom** in how to do its work (Q11d)

53.11% believe that in their team **disagreements are dealt with constructively** (Q11e)

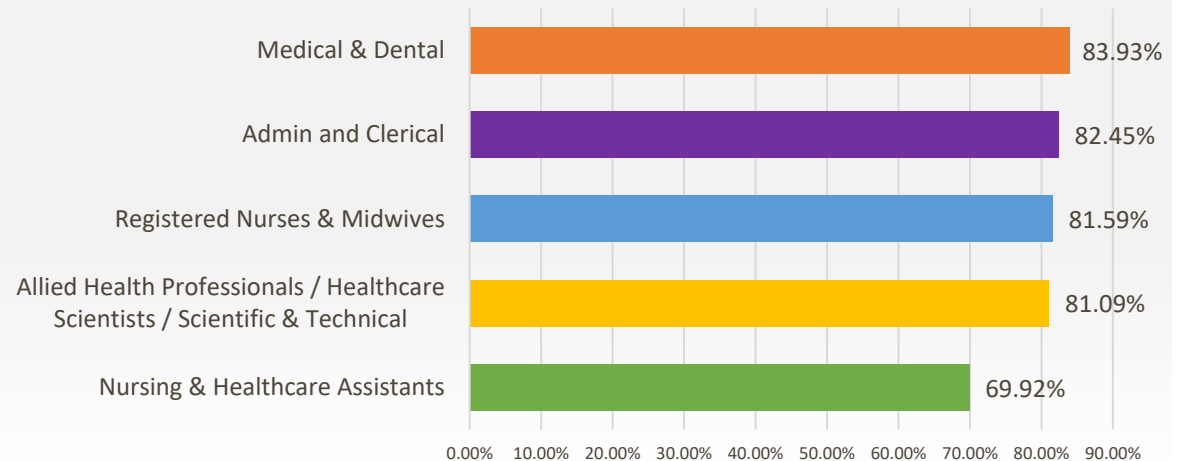
62.60% said **teams within their organisation work well together to achieve their objectives** (Q12a)

Respect from colleagues by occupation group*

Nationally, almost eight in ten NHS bank workers (78.60%) say they receive the respect they deserve from their colleagues at work.

More than eight in ten allied health professionals, healthcare scientists and scientific staff (81.09%), registered nurses and midwives (81.59%), admin and clerical staff (82.45%) and medical and dental staff (83.93%) say they receive the respect they deserve from their colleagues at work. For nursing and healthcare assistants, around seven in ten (69.92%) say they receive the respect they deserve from their colleagues at work.

% of staff saying they receive the respect they deserve from their colleagues at work (q11a)



*Chart shows selected occupation groups only.

Line management sub-score: 6.28

64.41% said their immediate manager **encourages them at work** (Q14a)

54.97% said their immediate manager **gives them clear feedback** on their work (Q14b)

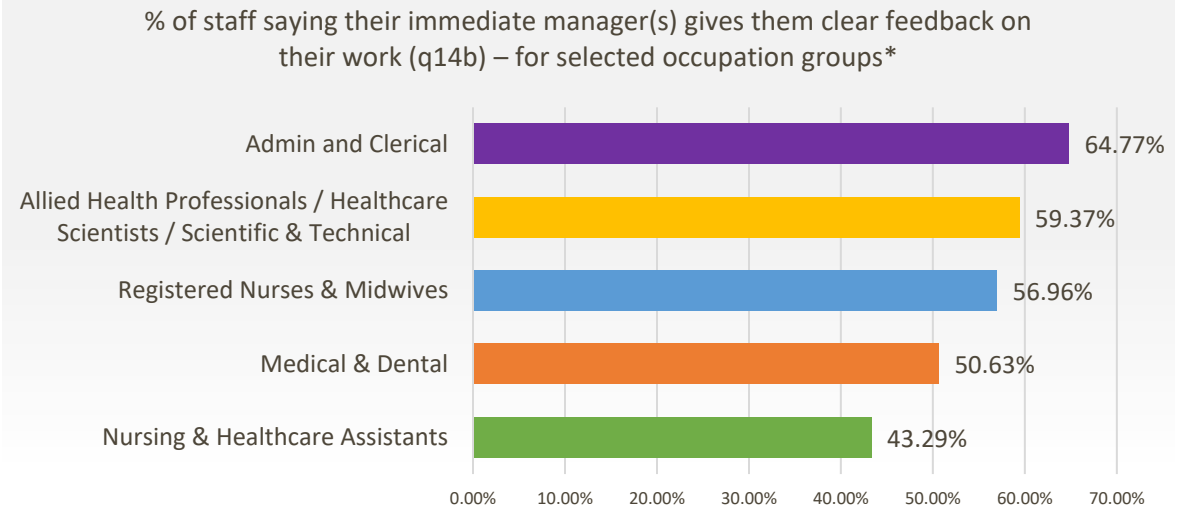
45.72% said their immediate manager **asks for their opinion before making decisions** that affect their work (Q14c)

57.37% said their immediate manager **takes a positive interest in their health and well-being** (Q14d)

Feedback from managers by occupation group*

54.97% of NHS bank workers say their immediate manager(s) gives them clear feedback on their work.

The proportion of bank workers saying their immediate manager(s) gives them clear feedback varies by occupation group*. More than six in ten bank workers in admin and clerical roles (64.77%) say they received clear feedback from their immediate manager(s) compared to half of bank workers in medical and dental roles saying the same (50.63%). Less than half of nursing and healthcare assistants say their immediate manager(s) gives them clear feedback on their work (43.29%).



*Chart shows selected occupation groups only.

10. Staff Engagement

▪ Motivation

▪ Involvement

▪ Advocacy



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Theme score: 6.91

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*

Motivation sub-score: 7.45

66.73% of staff look forward to going to work (Q4a)

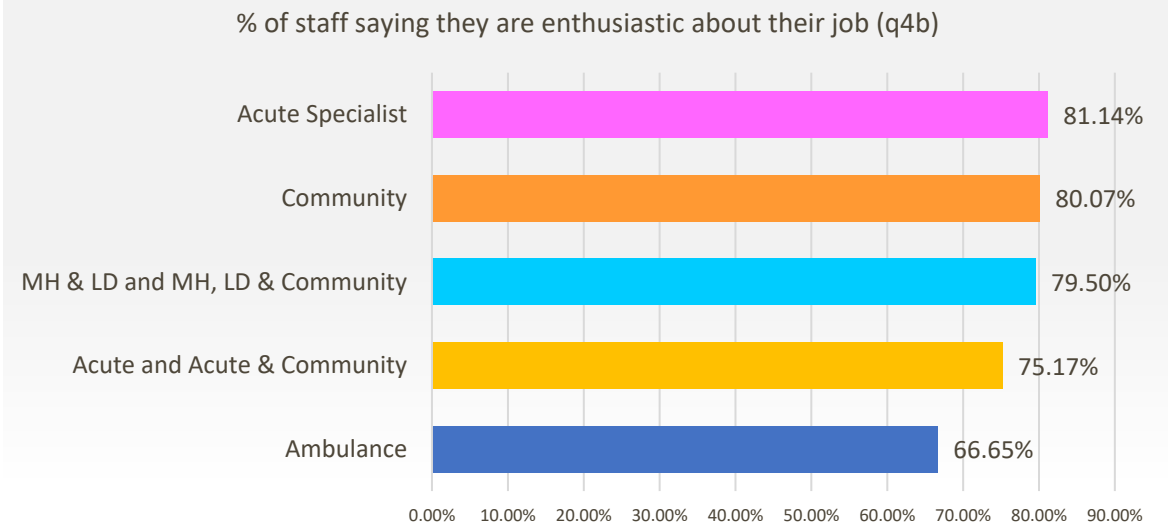
75.96% are enthusiastic about their job (Q4b)

70.04% said time passes quickly when they are working (Q4c)

Enthusiasm by organisation type

Nationally, more than three in four (75.96%) NHS bank workers say they are enthusiastic about their job.

For bank workers at Acute Specialist Trusts and Community Trusts more than eight in ten (81.14% and 80.07% respectively) say they are enthusiastic about their job. The proportion saying the same at Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts is 79.50% and for staff at Acute and Acute & Community Trusts its 75.17%. Two in three (66.65%) bank workers at Ambulance Trusts say they are enthusiastic about their job.



Involvement sub-score: 6.28

68.56% of staff feel there are **frequent opportunities for them to show initiative** in their role (Q5c)

57.74% said they are **able to make suggestions** to improve the work they do (Q5d)

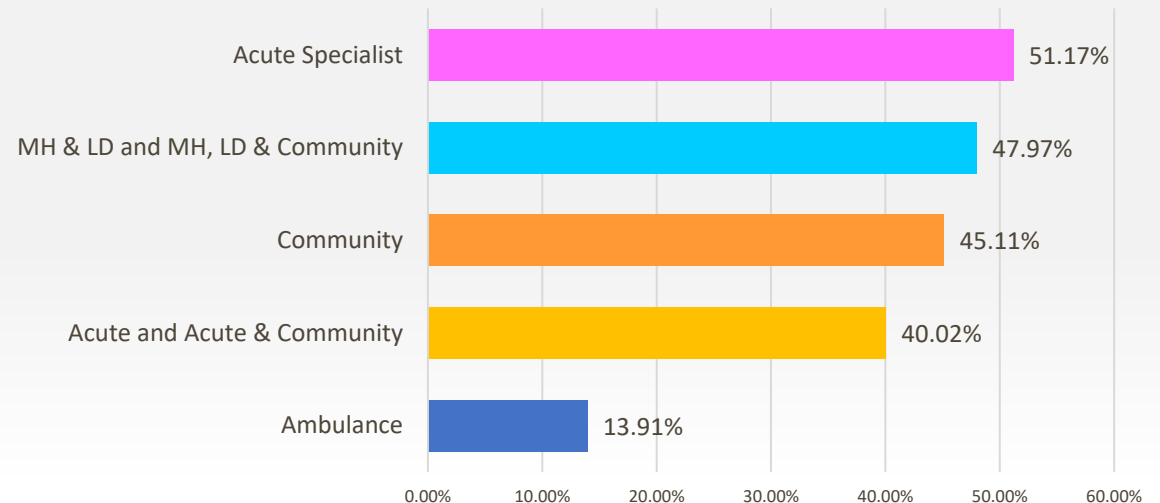
41.08% feel they are **able to make improvements happen** at work (Q5f)

Making improvements happen by organisation type

41.08% of bank workers say they feel they are able to make improvements happen at work.

For bank workers at Acute Specialist Trusts, more than half (51.17%) say they feel they can make improvements happen at work. Four in ten (40.02%) bank workers at Acute and Acute & Community Trusts say they feel they can make improvements happen at work. For bank workers at Ambulance Trusts, 13.91% say they feel they can make improvements happen at work.

% of staff saying they are able to make improvements happen at work (q5f)



Advocacy sub-score: 7.01

77.00% said that **care of patients / service users is their organisation's top priority** (Q30a)

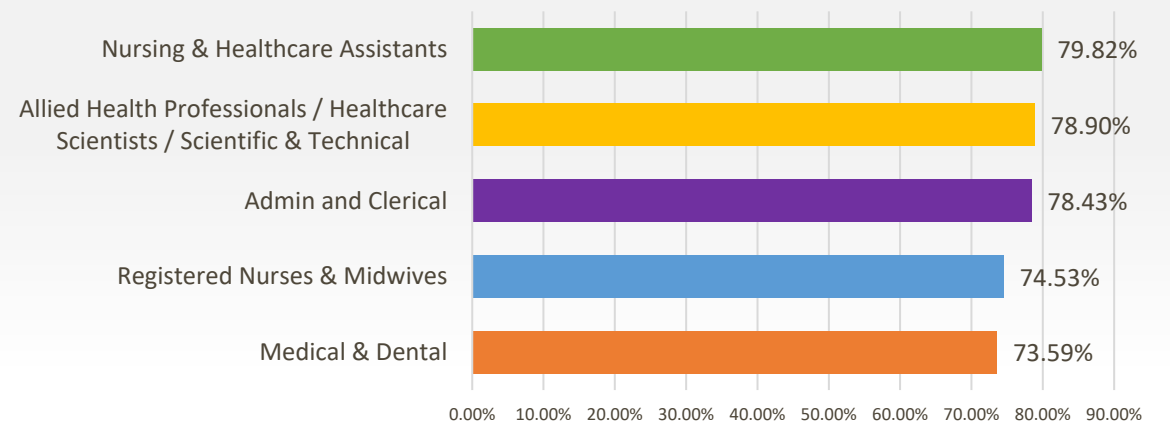
66.81% would **recommend their organisation as a place to work** (Q30c)

66.64% said that if a friend or relative needed treatment, they would be **happy with the standard of care provided** by the organisation (Q30d)

Patient care by occupation group*

Nationally, 77.00% of NHS bank workers say that care of patients/service users is their organisation's top priority. The proportion of bank workers that say care of patients/service users is their organisation's top priority varies by occupation group*. Almost eight in ten nursing and healthcare assistants (79.82%), allied health professionals, healthcare scientists and scientific and technical staff (78.90%) and bank workers in admin and clerical roles (78.43%) say that care of patients/service users is their organisations top priority. For medical and dental staff, 73.59% say the same.

% of staff saying care of patients / service users is their organisation's top priority (q30a) - for selected occupation groups*



*Chart shows selected occupation groups only.

11. Morale

▪ Future intentions

▪ Work pressure

▪ Stressors
(HSE index)



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Theme score: 5.94

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*

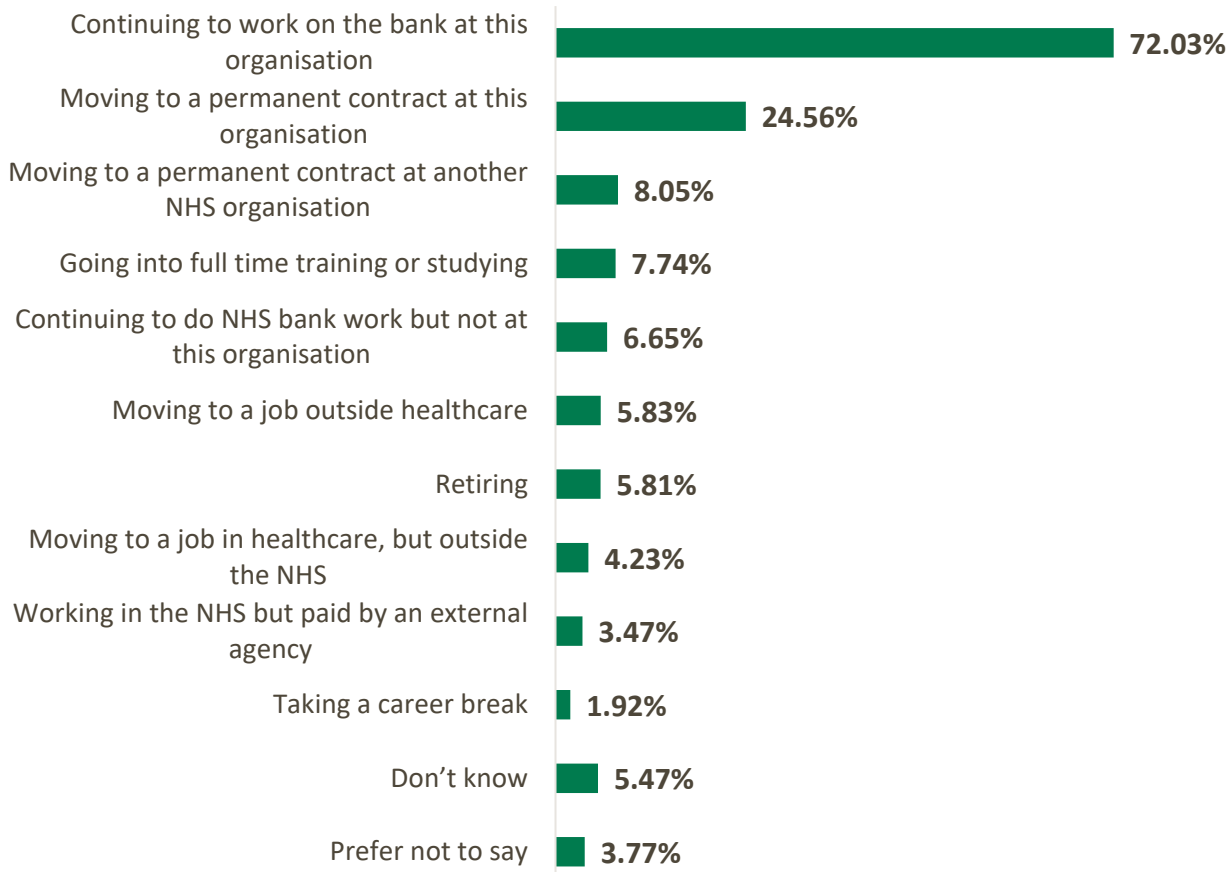
Q11a - *I receive the respect I deserve from my colleagues at work*

Q14a - *My immediate manager encourages me at work*

Future intentions sub-score*: 5.47

Planning or considering in the next 12 months**

In the next 12 months, which of the following are you planning to do or considering doing?*** (q31)



Summary of Future intentions

When asked to select which of the following options they are planning to do or considering doing in the next twelve months, more than seven in ten bank workers (72.03%) selected “continuing to work on the bank at this organisation”.

One in four bank workers (24.56%) say they are planning or considering moving to a permanent contract at their current organisation, while one in twelve (8.05%) say the same about moving to a permanent contract at another NHS organisation.

Less than one in twenty bank workers (4.23%) say they will or may move to a healthcare job outside of the NHS in the next twelve months, and 5.83% say their future intention is to move to a job outside healthcare in the same timeframe.

Around one in twenty bank workers (5.81%) say they will or may retire in the next year while less than one in twelve (7.74%) say the same about going into full time training or studying. 1.92% of bank workers say they are planning or considering taking a career break in the next twelve months.

*More information regarding the Future intentions sub-score calculation is included in the [Technical Guide](#).

** Staff could select more than one answer option

Work pressure sub-score: 5.95

57.17% said they are **able to meet all the conflicting demands on their time at work** (Q5g)

63.37% said they have **adequate materials, supplies and equipment** to do their work (Q5h)

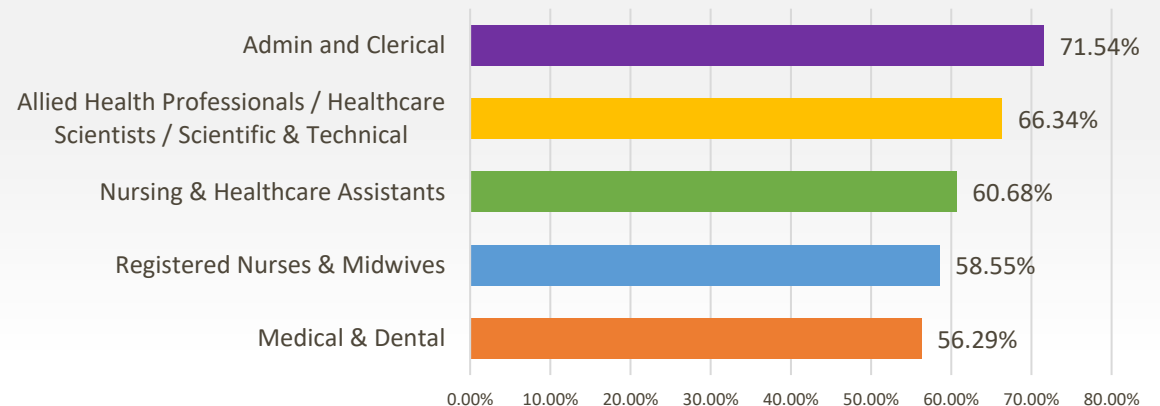
40.68% said when they are at work, there are **enough staff for them to do their job properly** (Q5i)

*Chart shows selected occupation groups only.

Access to adequate materials by occupation group*

Less than two thirds (63.37%) of NHS bank workers report having adequate materials, supplies and equipment to do their work. The proportions of staff saying they have adequate materials, supplies and equipment varies by occupation group*. For bank workers in admin and clerical roles, more than seven in ten (71.54%) say have such materials. This percentage is less for bank workers in clinical roles* such as allied health professionals, healthcare scientists and scientific and technical staff (66.34%), nursing and healthcare assistants (60.68%), registered nurses and midwives (58.55%) and medical and dental staff (56.29%).

% of staff saying they have adequate materials, supplies and equipment to do their work (q5h) - for selected occupation groups*



Stressors sub-score: 6.40

Relationships at work

55.33% said **relationships at work are never or rarely strained** (Q7c)

78.60% said they **receive the respect they deserve from their colleagues** at work (Q11a)

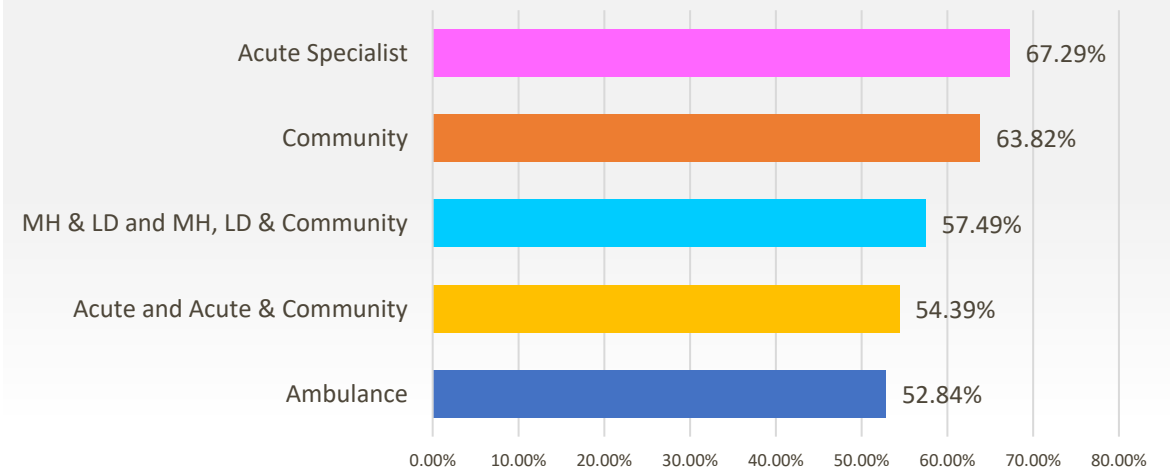
64.41% said their **immediate manager encourages them at work** (Q14a)

Strained relationships by organisation type

Nationally, 55.33% of NHS bank workers say relationships at work are never or rarely strained.

Of the bank workers at Acute Specialist Trusts, over two thirds (67.29%) say that relationships at work are never or rarely strained. More than six in ten (63.82%) bank workers at Community Trusts say their relationships at work are never or rarely strained whilst more than half of bank workers at Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts (57.49%), Acute and Acute & Community Trusts (54.39%) and Ambulance Trusts (52.84%) say the same.

% of staff saying relationships at work are never or rarely strained (q7c)



Stressors sub-score: 6.40

Ways of working

87.96% of staff **always know what their responsibilities are** (Q5a)

33.33% are **involved in deciding on changes introduced** that affect their work (Q5e)

34.45% said they **never or rarely have unrealistic time pressures** (Q7a)

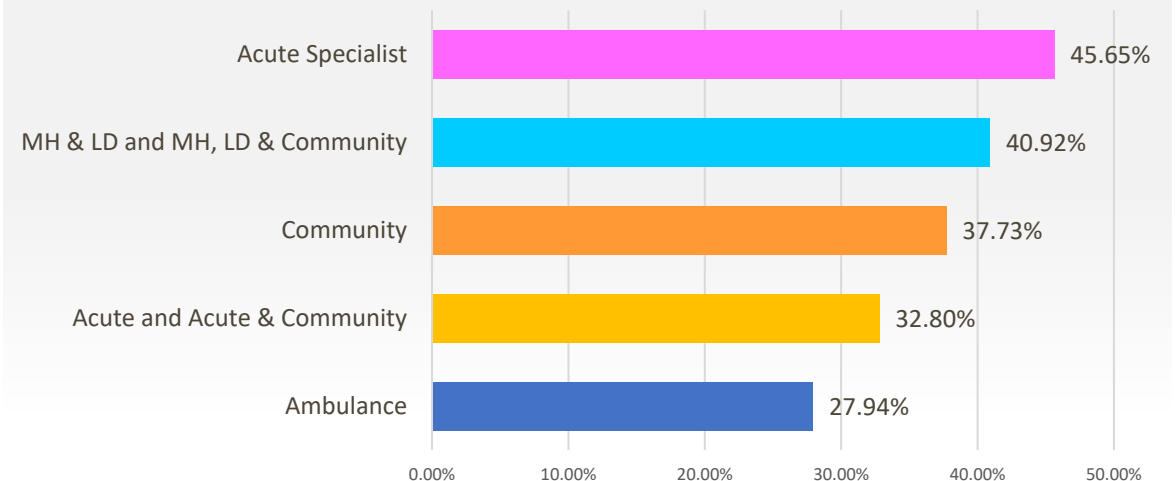
43.62% often or always have a **choice in deciding how to do their work** (Q7b)

Unrealistic time pressures by organisation type

34.45% of NHS bank workers say they never or rarely have unrealistic time pressures.

This varies by organisation type with a range of over 15%. Bank workers at Acute Specialist Trusts were the most likely to say they never or rarely have unrealistic time pressures, with 45.65% saying this. Four in ten (40.92%) bank workers at Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts say they never or rarely experience unrealistic time pressures, whilst fewer than three in ten (27.94%) bank workers at Ambulance trusts say the same.

% of staff saying they never or rarely have unrealistic time pressures (q7a)



12. Patient Safety



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2. Technical details

3. We are
compassionate and
inclusive

4. We are recognized
and rewarded

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voice that counts

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8. We work flexibly

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Errors, near misses and incidents

29.16% of staff have **seen errors, near misses, or incidents** that could have hurt staff and/or patients/service users (Q23)

53.59% of staff said their **organisation treats staff who are involved in an error, near miss or incident fairly** (Q24a)

82.30% of staff said their **organisation encourages staff to report errors, near misses or incidents** (Q24b)

66.01% of staff said that when errors, near misses or incidents are reported, **their organisation takes action to ensure that they do not happen again** (Q24c)

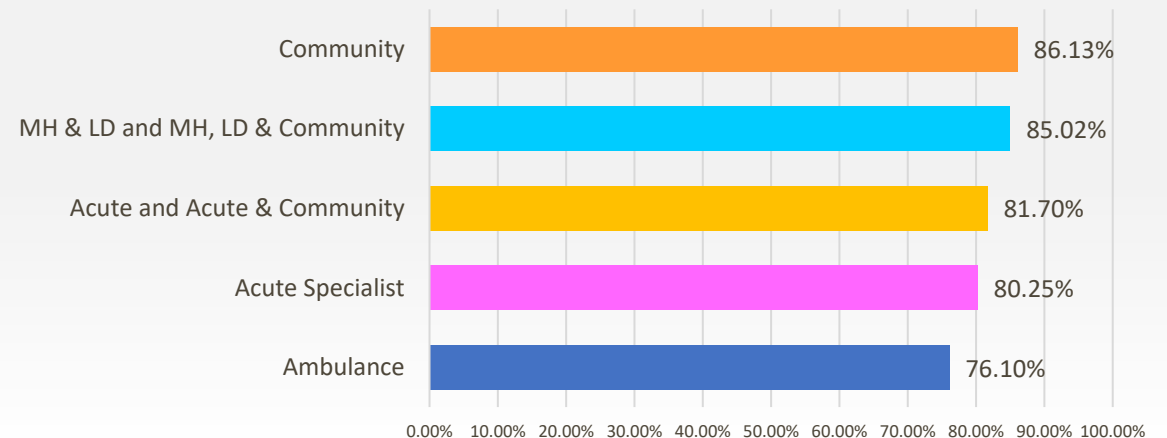
58.71% of staff said that they are **given feedback about changes made in response** to reported errors, near misses and incidents (Q24d)

Reporting errors by organisation type

Nationally, 29.16% of NHS bank workers have seen errors, near misses, or incidents that could have hurt staff and/or patients/service users. 82.30% of bank workers say their organisation encourages staff to report such errors, near misses or incidents.

More than eight in ten bank workers at Community Trusts (86.13%), Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts (85.02%), Acute and Acute & Community Trusts (81.70%) and Acute Specialist Trusts (80.25%) say their organisation encourages staff to report errors, near misses or incidents. More than three quarters (76.10%) of bank workers at Ambulance Trusts say their organisation encourages staff to report errors near misses or incidents.

% of staff saying their organisation encourages them to report errors, near misses or incidents (q24b)



13. Bank working questions



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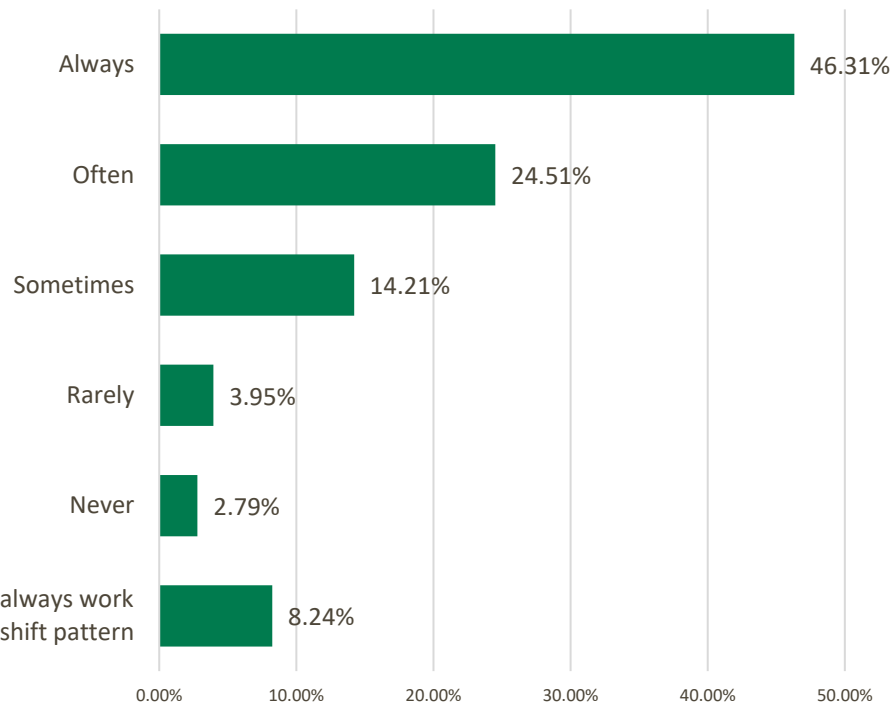
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Able to work the hours/shift pattern required

77.18% of staff said they were **able to decide the hours/shift pattern they want to work as a bank worker (Q9)***

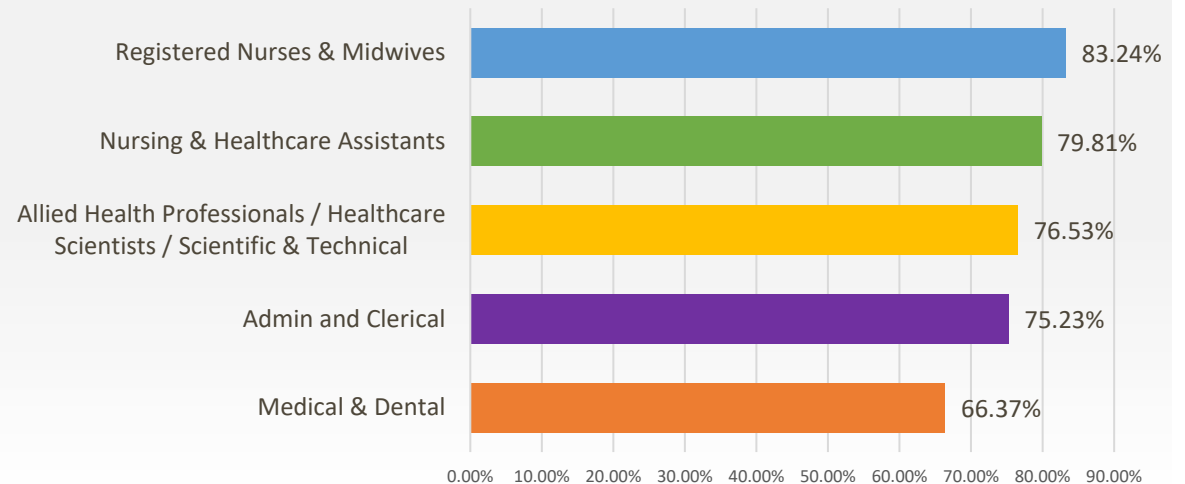
% of staff giving each response option for "I am able to decide the hours/shift pattern I want to work as a bank worker." (q9)



Ability to decide hours/shifts by occupation group**

At the national level, 77.18% of NHS bank workers say they are able to decide the hours/shift pattern they want to work as a bank worker. This varies by occupation group, with more than eight in ten (83.24%) registered nurses and midwives saying they are able to decide the hours/shift pattern they want to work whilst less than two thirds (66.37%) of bank workers in medical and dental roles say they are able to decide this. More than three in four nursing and healthcare assistants (79.81%), allied health professionals, healthcare scientists and scientific and technical staff (76.53%) and admin and clerical staff (75.23%) say they are able to decide the hours/shift pattern they work as a bank worker.

% of staff saying they are able to decide the hours/shift pattern they want to work as a bank worker (q9) – for selected occupation groups**



*Out of staff that answered the question, excluding those that answered 'Not applicable – I always work the same hours / shift pattern'

**Chart shows selected occupation groups only.

Feeling supported by the bank team

44.19% of staff feel they are **supported by the bank team** (Q32c)

Contacting the bank team

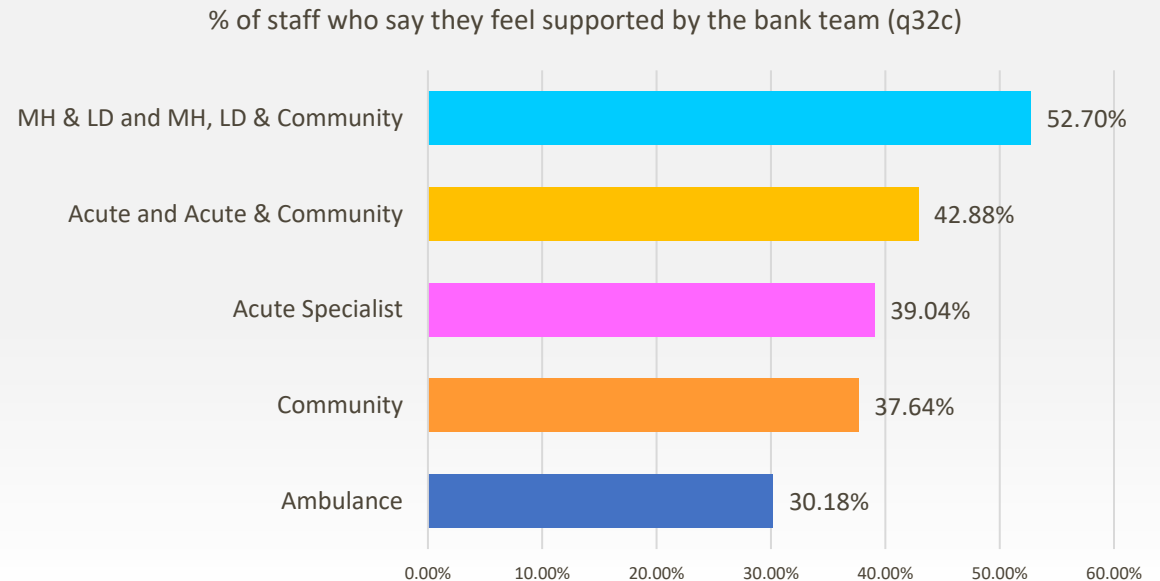
57.90% of staff agree it is **easy to get hold of the bank team if they have a query** (Q32a)

55.02% of staff said that **when they contact the team with a query, they can quickly get the answers they need** (Q32b)

Support from the bank team by organisation type

While more than half of NHS bank workers say it is easy to get hold of the bank team if they have a query (57.90%) and they get the answers they need quickly (55.02%), less than half (44.19%) of NHS bank workers feel they are supported by the bank team.

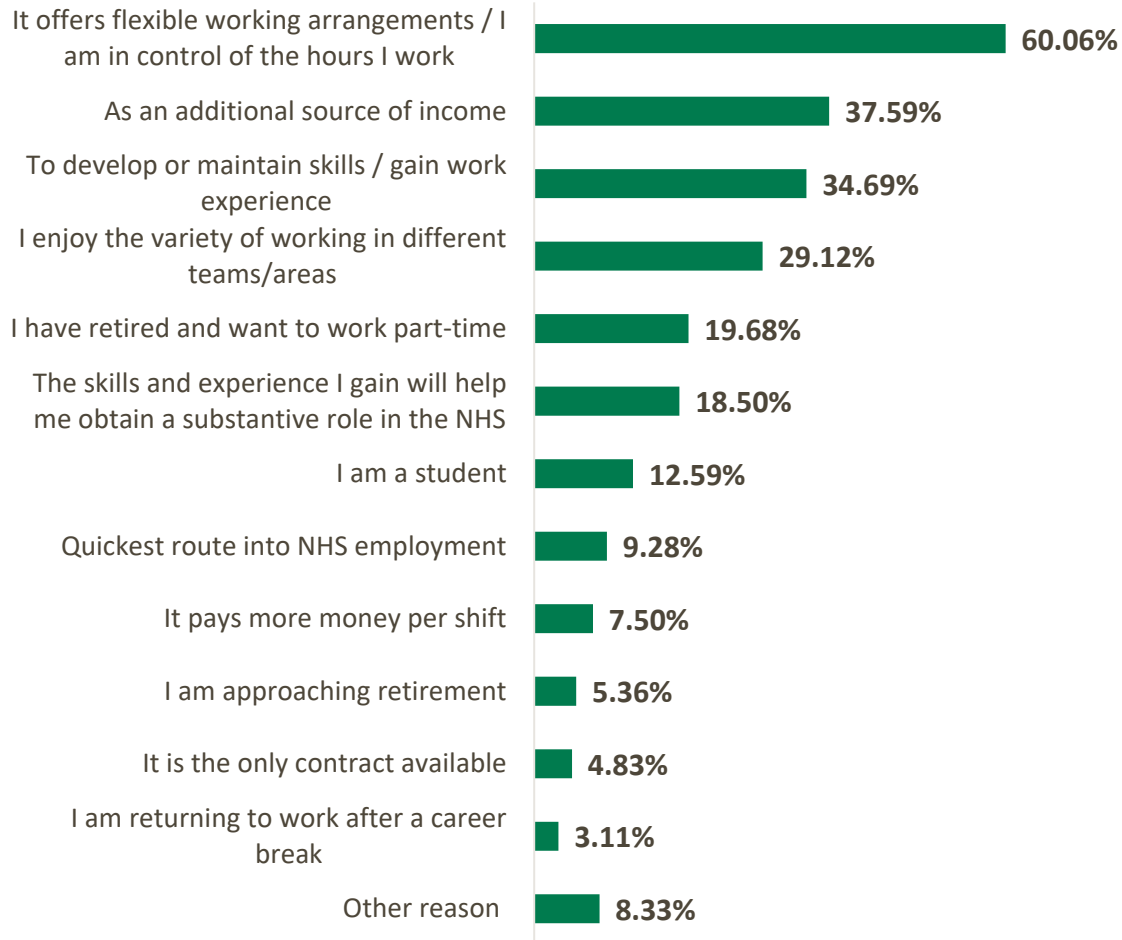
52.70% of bank workers at Mental Health & Learning Disability and Mental Health, Learning Disability & Community Trusts say they feel supported by the bank team. The proportion of staff saying the same at Acute and Acute & Community Trusts is 42.88%. Less than four in ten staff at Acute Specialist (39.04%), Community Trusts (37.64%) and Ambulance Trusts (30.18%) feel they are supported by the bank team.





Reasons for working on bank

Which of the following best describes why you chose to work as a bank worker for the NHS?* (q33)



* Staff could select more than one answer option

Top reasons for working on bank

When asked to select which reason(s) best describes why they chose to work as a bank worker for the NHS most staff say that it offers flexible working arrangements/they are in control of the hours they work, with 60.06% of bank workers stating this reason.

More than three in ten bank workers selected “as an additional source of income” (37.59%) or “to develop or maintain skills / gain work experience” (34.69%) as best describing why they chose to work as a bank worker for the NHS.

Around three in ten (29.12%) bank workers say this decision was due to “enjoying the variety of working in different teams/areas”, while around two in ten (19.68%) say they made this decision because they have retired and they want to work part-time. A similar proportion (18.50%) say that gaining skills and experience that will help them to obtain a substantive role in the NHS is why they chose to work as a bank worker for the NHS.

Others say this choice was due to bank work being the quickest route into NHS employment, with around one in ten (9.28%) selecting this reason. Fewer than one in twelve bank workers (7.50%) say bank work paying more per shift is the reason(s) that best describes why they chose to work as a bank worker.

➤ For further information...



For more information about the NHS Staff Survey please visit our website:

www.nhsstaffsurveys.com

This report and the national results for the Workforce Equality Standards metrics (BWRES and WDES) for bank workers:

<https://www.nhsstaffsurveys.com/results/bank-worker-results/>

Local benchmark reports for bank workers are available on the [local results](#) page.

If you have any questions about any aspect of the NHS Staff Survey please do not hesitate to get in touch with the **Survey Coordination Centre**:



nhsstaffsurvey@surveycoordination.com



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