

NHS Staff Survey 2023 – summary of results

Trust Board



www.leicspart.nhs.uk

Overall response

NHS Staff Survey



Surveys completed

3,348 (up 3% from 2022)

Response rate

54% (National average 52%)

Improved movement in the
101 indicators

79
up

Significant
changes (2%
or more) =

30
up

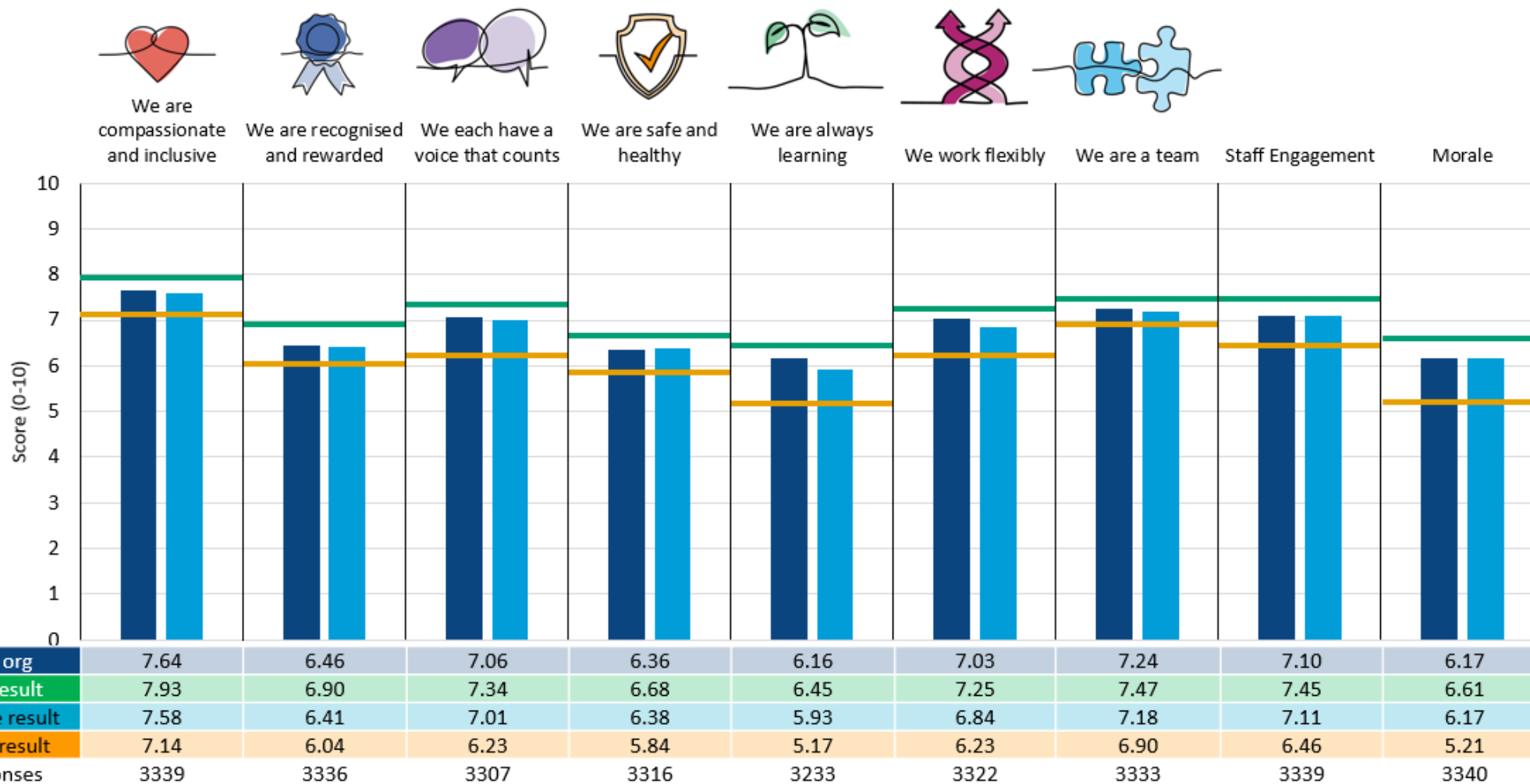
1
down

People Promise elements and themes: Overview

Survey
Coordination
Centre



People Promise elements, themes and sub-scores are scored on a 0-10 scale, where a higher score is more positive than a lower score.



People Promise themes – substantive

People Promise Theme	2022 rating	2023 rating	Difference	2023 National Benchmark
We are compassionate and inclusive	7.59	7.64	0.05	7.58
We are recognised and rewarded	6.32	6.45	0.13	6.41
We each have a voice that counts	7.0	7.05	0.05	7.01
We are safe and healthy	6.23	6.36	0.13	6.38
We are always learning	5.91	6.15	0.24	5.93
We work flexibly	6.93	7.03	0.10	6.84
We are a team	7.16	7.24	0.08	7.18
Staff Engagement	7.02	7.1	0.08	7.11
Morale	6.01	6.17	0.16	6.17

Each of our people promise themes went up from 2022 – with six themes being above the 2023 national benchmark.

Two indicators ‘we are safe and healthy’ and ‘staff engagement’ are marginally below the national average.

Our score for ‘morale’ is the same as the national average.

We recommend LPT as a place to work	60.20%	62.90%	2.70%
We recommend LPT as a place to deliver and receive care	62.10%	62.70%	0.60%

Headlines

- Our response rate was the highest in three years and above the national average.
- All of our People Promise indicators have gone up from 2022– with six out of the nine indicators scoring higher above national average.
- Out of the 101 questions, most of our scores have either gone up or stayed the same.
- As per last year, the top scorers under the People Promise are that staff feel we are compassionate and inclusive, we are a team, and staff engagement. We are always learning has seen the most improvement from last year and is above national average.
- Recommend LPT as a place to work has seen a significant rise of nearly 3% and recommending to receive care has also risen slightly. This is an improvement on last year's position, where these indicators went down.
- There has been a significant rise in staff not looking to leave LPT or their current role (3%+) .
- More staff feel care of patients/service users is LPT's top priority (from 75.4% to 76.9%) which is now in line with the national average compared to the last two years.
- More staff have not experienced bullying or harassment from managers. However, of those that have experienced it, there has been an increase of staff feeling discriminated against due to their ethnic background by a manager, team leader or colleague.
- More staff feel empowered to improve and access learning opportunities at LPT. Our appraisal rates are above the national average, and there has been an increase in those who felt appraisal has helped with clearer objectives.
- Staff are working less unpaid hours, and more staff than last year feel their health and wellbeing is valued and supported. They feel they have a better work life balance than last year. These are all areas above the national average too.
- Although there has been no significant change in the proportion of staff feeling safe to raise concerns (78%), it remains higher than the national average and there is a rise in those feeling LPT treats staff who are involved in an error, near miss or incident fairly and that concerns raised would be addressed

Significantly above national average

We are always learning

We work flexibly

Diversity and equality

Positive action on health and wellbeing

Raising concerns

Work life balance

Reasonable adjustments for people with long term conditions

Fair opportunities to develop career

Respect for individual differences

Teams work well together

Line manager feedback and support

Feeling valued

Other significant improvements compared to last year

My role makes a difference to difference to patients/service users

We are a team

Confidence in LPT addressing raised concerns

Care of patients/services users is my organisation's top priority

Treated fairly if involved in an incident or error

Feeling able to meet conflicting demands at work

Staff feel they are paid fairly for the job they do

My organisation respects individual differences

Involved in deciding changes within teams

Not looking to leave the organisation or current role

Staffing levels

Look forward to coming to work

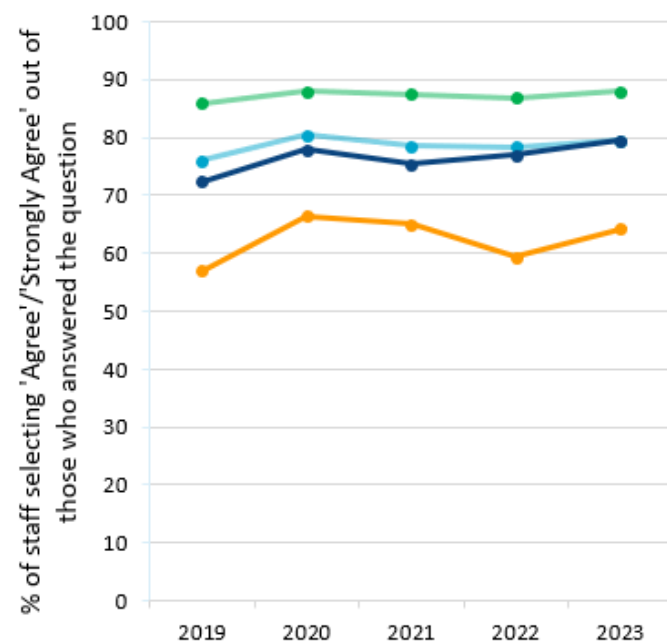


People Promise elements and theme results – Staff engagement: Advocacy

Survey
Coordination
Centre

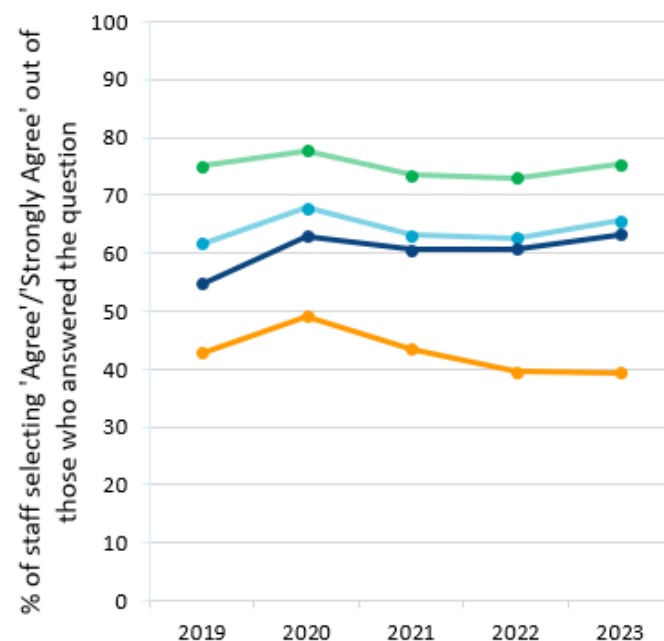


Q25a Care of patients / service users is my organisation's top priority.



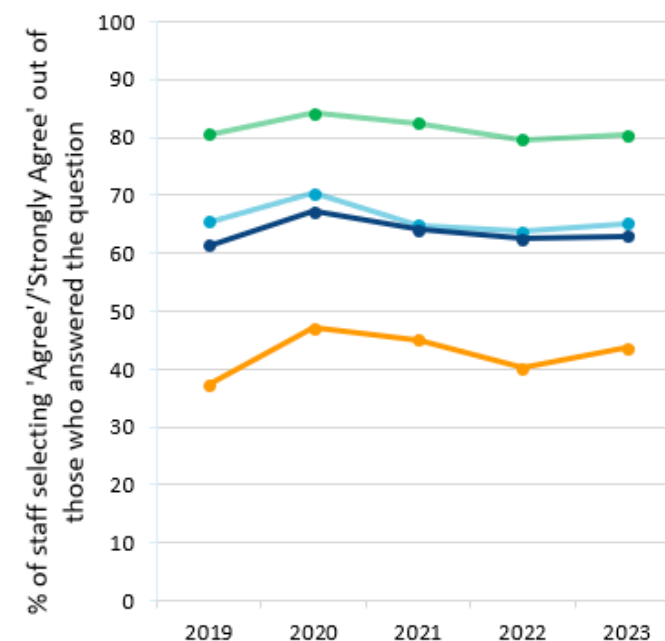
Your org	2019	2020	2021	2022	2023
Best result	85.89%	87.93%	87.50%	86.92%	88.01%
Average result	76.11%	80.42%	78.56%	78.37%	79.49%
Worst result	57.09%	66.39%	65.04%	59.39%	64.18%
Responses	2381	2762	2848	2919	3334

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



Your org	2019	2020	2021	2022	2023
Best result	75.13%	77.76%	73.58%	73.01%	75.43%
Average result	61.79%	67.83%	63.17%	62.74%	65.59%
Worst result	42.82%	49.09%	43.43%	39.56%	39.46%
Responses	2375	2760	2851	2915	3328

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



Your org	2019	2020	2021	2022	2023
Best result	80.67%	84.23%	82.42%	79.63%	80.42%
Average result	65.50%	70.45%	64.89%	63.78%	65.18%
Worst result	37.29%	47.19%	45.13%	40.19%	43.64%
Responses	2366	2761	2849	2918	3323

Areas for improvement

Team
connectivity

Discrimination
and
harassment

Work
pressure and
burnout

Feeling safe
raising
concerns

Staffing

WRES data

Diversity and equality indicators remain positively above the national average.

Highlights from WRES indicator questions, comparing 2023 to 2022, show improvements in most areas:

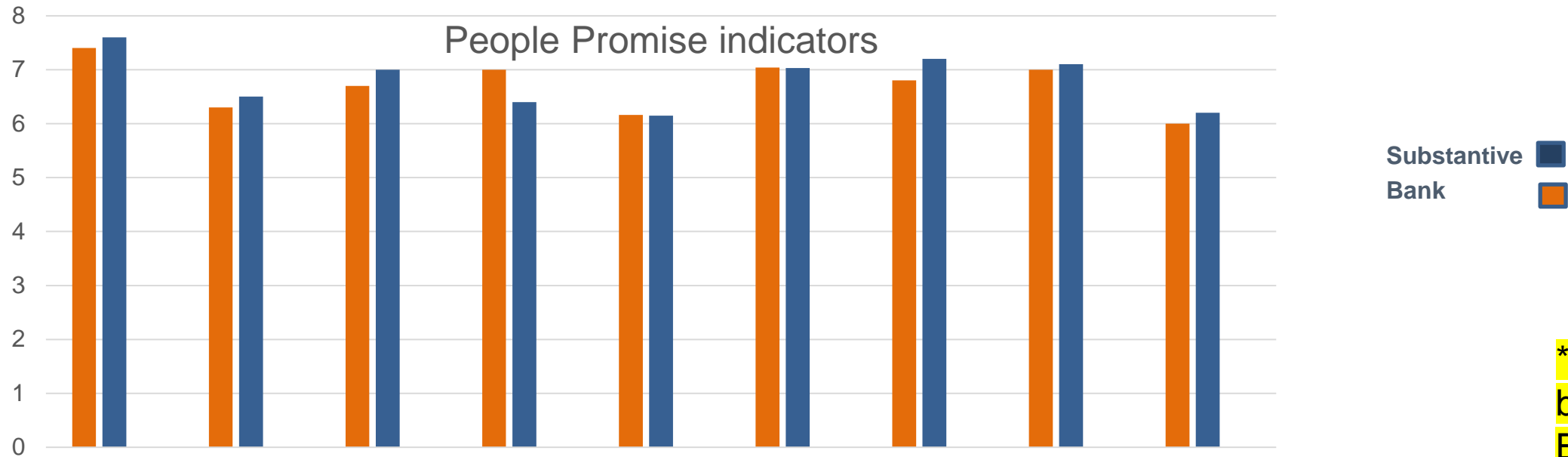
- The percentage of people (BAME and white) who say the Trust offers fair career progression has gone up again and is above the national average
- The percentage of BAME staff saying they have been bullied/harassed/abused by colleagues, and managers has gone down. This has also reduced for white staff too
- The percentage of people experiencing discrimination has gone down slightly for white staff and more significantly for BAME colleagues.
- The percentage of BAME staff saying they have been bullied/harassed/abused by patients and service users has increased slightly by 1.5% - we are strengthening our Zero Tolerance approach to address this.

WDES data

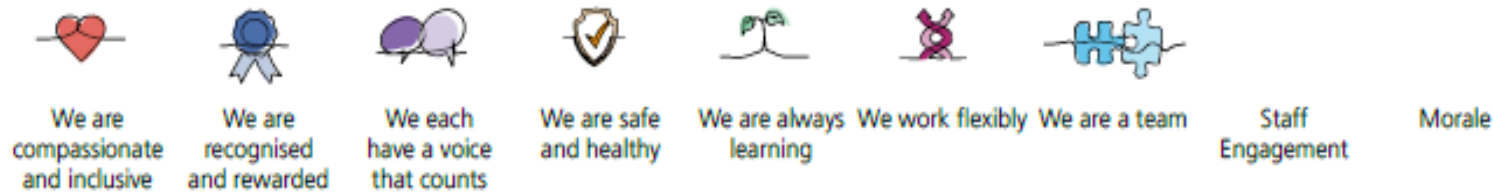
- The percentage of people saying the Trust offers fair career progression has gone up significantly for disabled staff, which is above the national averages.
- Less disabled staff feel pressured to come to work by their manager when they are unwell.
- Significantly fewer staff with disabilities than last year say they have experienced bullying/harassment/abuse from patients and colleagues. Our 2023 results are better than the national average.
- The percentage who reported their last incident of bullying/abuse has gone up. This has gone down for staff who are not disabled. This is a contrast to our 2022 response which was the opposite. Our levels for reporting abuse still fall beneath the national average.
- Disabled staff feel more valued than last year, but not as valued as those who are not disabled. While both are above national averages, there is still almost a 9% difference between the two figures.
- Members of disabled staff report an increase on reasonable adjustments in comparison to last year, which is better than the national average.

Bank staff

Response rate 30% - 10% higher than 2022 survey response



*National benchmarking for Bank staff due April 2024.



People Promise themes – bank staff

People Promise Theme	2022	2023	%	Substantive	bank/sub difference
We are compassionate and inclusive	7.13	7.39	0.27	7.64	0.25
We are recognised and rewarded	6.14	6.28	0.14	6.45	0.17
We each have a voice that counts	6.49	6.69	0.20	7.05	0.36
We are safe and healthy	7.20	7.02	-0.18	6.36	0.66+
We are always learning	6.05	6.16	0.11	6.15	0.01+
We work flexibly	6.68	7.04	0.36	7.03	0.01+
We are a team	6.61	6.84	0.23	7.24	0.40
Staff engagement	6.78	7.01	0.23	7.10	1.27
Morale	6.05	6.04	0.01	6.17	1.27

- All People Promise indicators for our bank staff have improved from last year, except staff feeling safe and healthy. However, our bank still has a higher 'safe and healthy' result than our substantive workforce.
- The staff engagement score with this group has also improved, whereas morale has remained fairly unchanged.
- The highest scores for bank are in compassion and inclusivity, flexible working, safe and healthy and team work. Largest increase has been in flexibility.

Bank Staff	2022	2023	Difference
We recommend LPT as a place to work	59.50%	59.80%	0.30%
We recommend LPT as a place to deliver and receive care	61.70%	65.70%	4.00%

Bank staff heatmap overview

Key positive highlights:

Bank staff are feeling much more valued than last year and feel more recognised for their work. There is a feeling of more support from managers and a stronger personal attachment to teams.

Areas of most improvement include: having reasonable adjustments at work; that concerns are acted upon and more staff are consulted before their manager makes decisions which may affect their work

Bank staff are feeling empowered in their role – within teams and personally. They feel more able to suggest improvements or changes than last year.

There has been an increase of bank staff feeling LPT considers staff work/home life balance and a significant proportion feel they achieve good work/life balance

A significant increase in bank staff feeling LPT acts on concerns raised by patients and service users – in line with substantive staff. There's also more confidence in staff being treated fairly as a result of an incident.

Key areas for improvement:

There is a theme around bank staff feeling exhausted and burnt out

Similarly to our substantive staff, although there is significantly less experience of discrimination, when it has been experienced, it has increased in relation to gender, race and ethnicity.

Bank staff feel less trusted to get on with the job and more report strained relationships at work compared to substantive staff.

While more staff acknowledge they are treated fairly when raising concerns there is a dip in those feeling safe to raise concerns or feeling confident that they'd be addressed.

Next steps

- Materials have been produced and shared with all staff and managers and a series of culture cafes have begun to share feedback into action throughout the year.
- Fuller analysis at service and team level being undertaken
- Results are being discussed at management meetings.
- Discussions at various forums such as senior leadership forum, Team Brief and staff network meetings.
- OFOW programme – change leaders are reviewing results to feed into their action plans. Priorities still align.
- All directorates to pick no more than three priorities to focus on – which we will continue to share progress on with staff.
- Regular tracking and updates will be shared with staff and at relevant governance meetings.

NHS Staff Survey 2023

Your Feedback into Action

Response rate



Staff engagement



101 questions asked



People Promise	National average 23	Trust score 22	Trust score 23
We are compassionate and inclusive	7.6	7.6	7.6
We are recognised and rewarded	6.4	6.3	6.5 ↑
We each have a voice that counts	7.0	7.0	7.0
We are safe and healthy	6.4	6.2	6.4 ↑
We are always learning	5.9	5.9 ↑	6.2 ↑
We work flexibly	6.8	6.9 ↑	7.0 ↑
We are a team	7.2	7.2	7.2
Staff engagement	7.1	7.0	7.1 ↑
Morale	6.2	6.0	6.2 ↑
Recommending LPT as a place to work	65.59%	60.76%	63.25% ↑
Recommending LPT as a place to receive care	65.18%	62.44%	63.03% ↑

*arrow up denotes increase from last year/no arrow denotes no change from last year

Our strengths

- ★ Flexible working
- ★ Compassionate leadership
- ★ Staff reward and recognition
- ★ Opportunities to develop
- ★ Teams work well together
- ★ Recommending LPT as a place to work
- ★ Morale

Areas for improvement

- ↗ Work pressures
- ↗ Psychological safety
- ↗ Bullying and harassment

What happens next?

- These results will feed into the work our change leaders are doing as part of the Our Future Our Way culture improvement programme
- The communications and culture team will be making site visits throughout Spring to discuss the staff survey data in more detail with all colleagues
- The reports will be reviewed in further detail at directorate level to identify additional support
- Specific targeted action plans for low performing areas and staff groups

Visit <https://staffnet.leicspart.nhs.uk/nhs-staff-survey-2023-the-results/>
to find out more about our NHS Staff Survey 2023 results