

NHS Staff Survey 2024

Results Overview

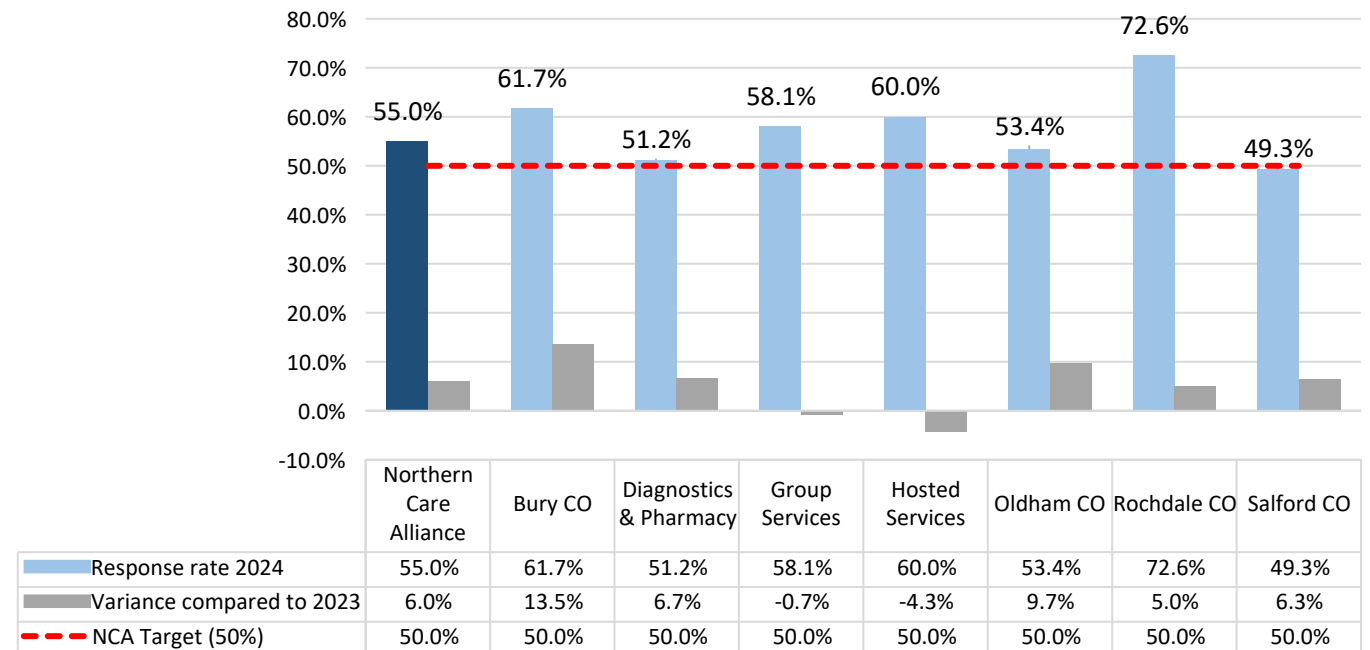


Introduction

- NHS Staff Survey is one of the largest colleague surveys in the world and has been running since 2003. It aims to gather feedback on working experiences across the NHS.
- All NHS trusts are required to participate and must contract an external provider to administer the survey to help ensure confidentiality of responses.
- The survey is considered an official statistic, and all data is held under a national embargo (2024 survey embargo lifted 13th March 2025).
- Trust data can be compared to historic data, external provider benchmarks and national benchmarks.
- The 2024 survey was open to colleagues Monday 30th September – Friday 29th November 2024.

Response Rates

- NCA achieved highest response rate to date in 2024 at 55.0%
- All Care Orgs except Group Services and Hosted Services saw improvement in uptake compared to 2023
- 2024 IQVIA benchmark response rate for Acute and Acute & Community trusts was 50%

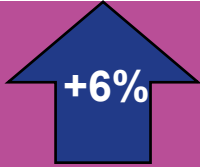


Key Headlines for 2024

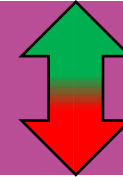
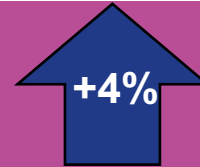


Northern Care Alliance
NHS Foundation Trust

**Response
Rate: 55%**
Target of 50%



**74.4% of eligible
teams to receive data**



26% questions above the benchmark average
74% questions below the benchmark average

Highest Scoring Themes in 2024

0% of questions showing
over a 3% increase
compared to 2023 Survey

**We are compassionate
and inclusive**

We are a team

Staff engagement

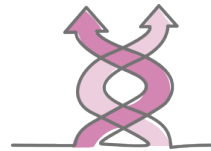
Lowest Scoring Themes in 2024

32.7% of questions showing
between 0 and 3% increase
compared to 2023 Survey

**We are always
learning**

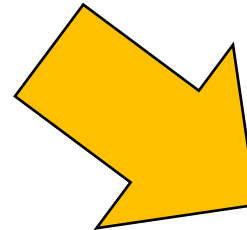
Morale

**We are recognised and
rewarded**



**We work
flexibly**

Increase of 0.8
to 6.44 and
above national
benchmark of
6.24



8/9 theme showing
marginal decline
compared to 2023. This
is in line with national
benchmark averages

**Most Improved
Care Organisation**

**Diagnostics and
Pharmacy CO**

**1.7% increase
average across all
questions to 59.5%**

**Highest Scoring
Care Organisation**

**Rochdale Care
Organisation**

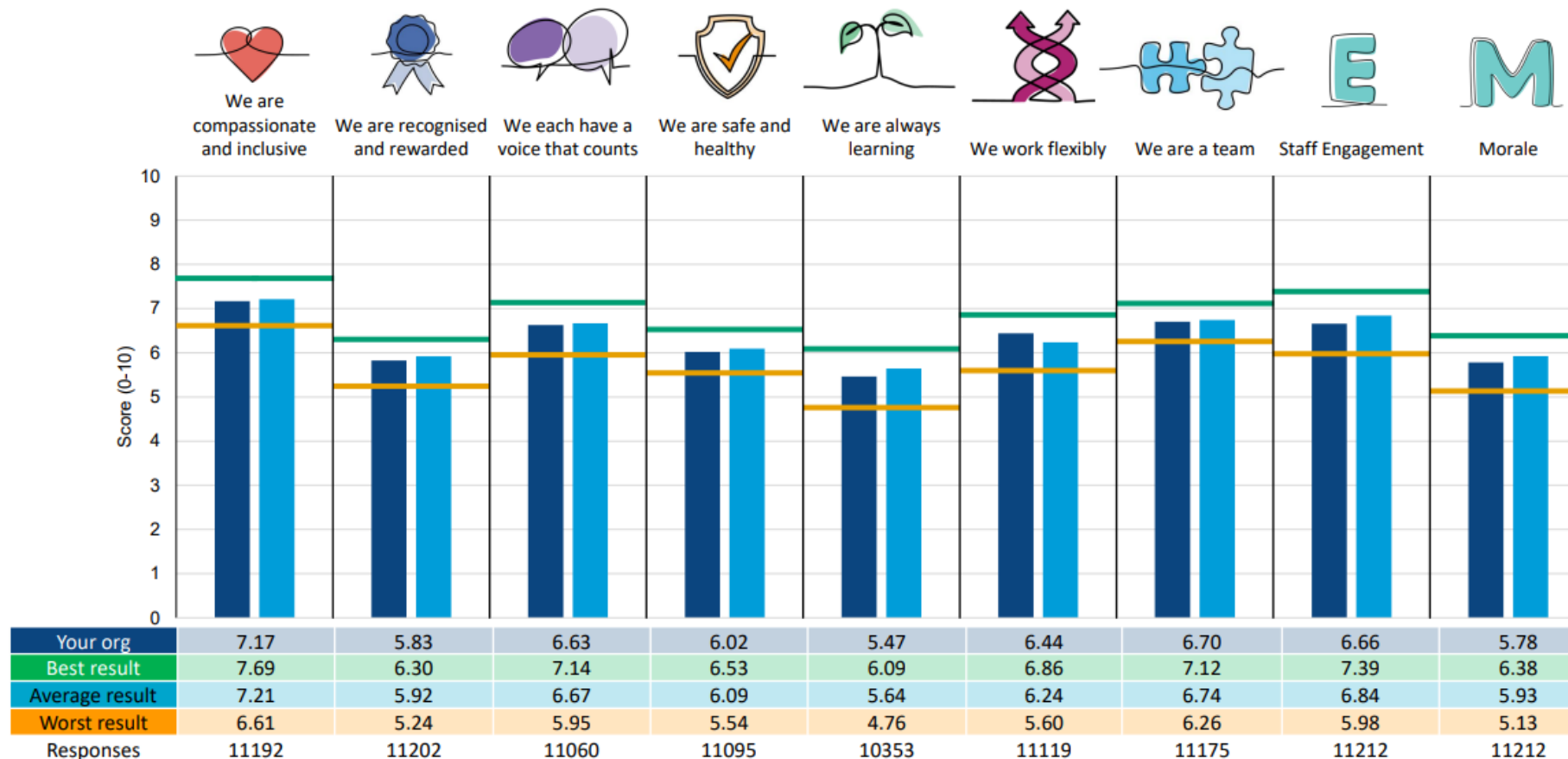
**66.2% average
score across all
questions declined
2.4% since 2023**

Benchmark comparison by Theme

People Promise elements and themes: Overview

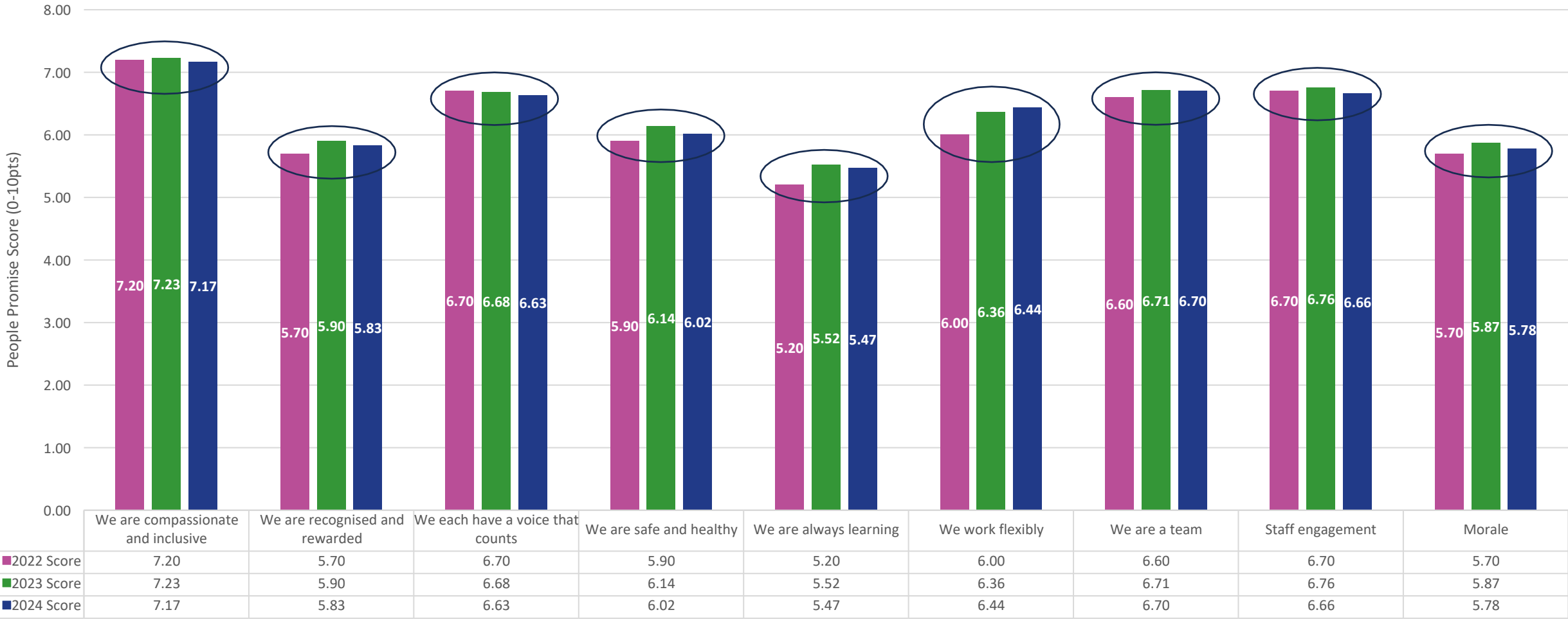
Survey
Coordination
Centre **NHS**

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.



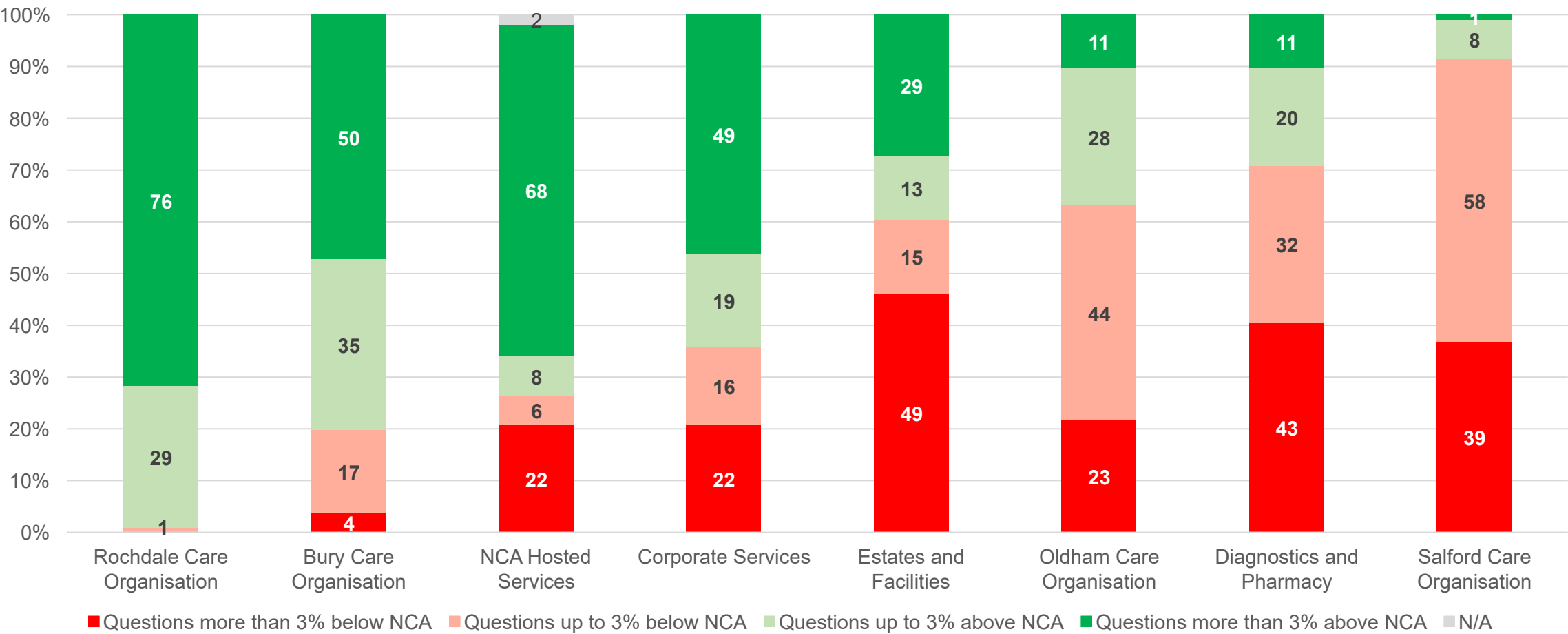
Year on Year Comparison by Theme

Weighted National Theme Score Comparisons



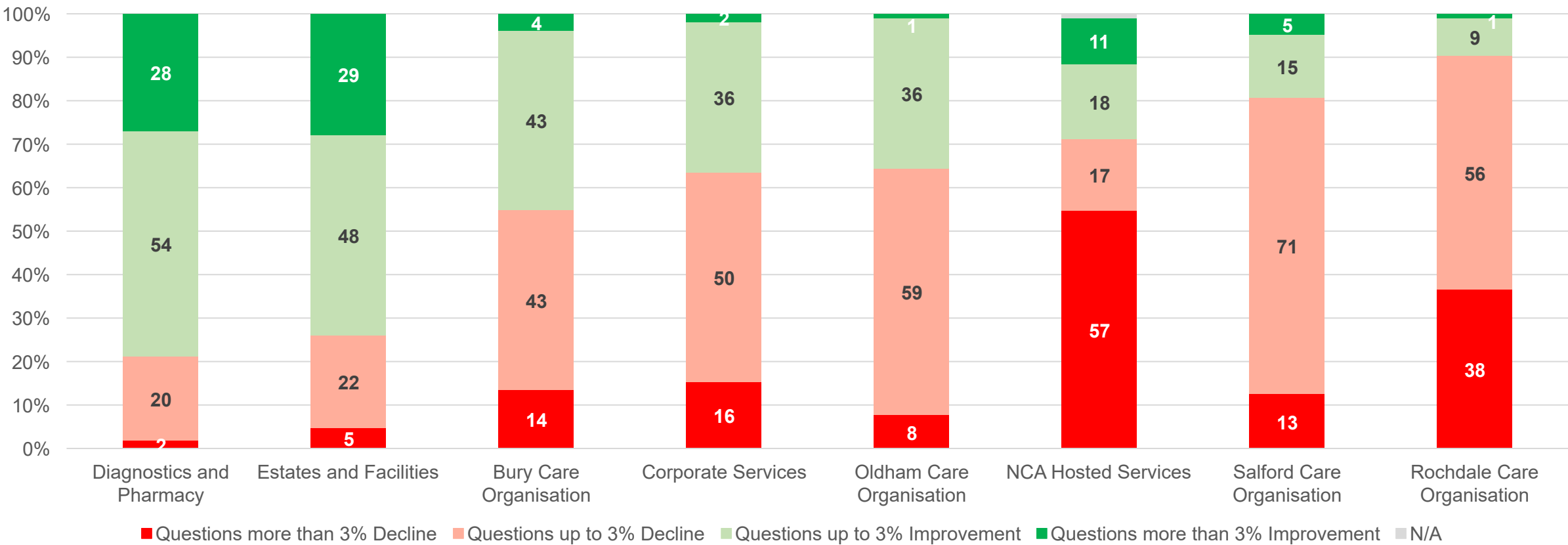
Care Organisation Breakdowns

- Below graph shows number of questions across each area scoring above or below the NCA overall in 2024



Care Organisation Breakdowns

- Below graph shows number of questions across each area showing improvement or decline compared to the previous year



Next Steps

In 2025, there is further focus required as follows:

- Ensuring our colleagues are involved in decisions that impact their work and can make suggestions that contribute to overall improvement.
- Ensure our colleagues feel safe to speak up and confident that the organisation will address concerns raised. Also, that colleagues are supported to report incidents and know how to do so.
- Ensure our colleagues do not experience physical violence or sexually inappropriate behaviour whilst at work from patients, team members or managers.
- Our colleagues treat each other with understanding and kindness.
- Ensure our colleagues with protected characteristics have an improved experience at the NCA