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NHS

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey

Benchmark Report

Contents

About this report

This benchmark report for The Newcastle upon Tyne Hospitals NHS Foundation Trust contains results for the 2021 NHS Staff Survey, and historical results back to 2017 where possible. These results are presented in the context of the best, average and worst results for similar organisations where appropriate. Data in this report are weighted to allow for fair comparisons between organisations.

Please note: Results for q1, q10a, q22d, q23a-c, q24-q28a, and q29a-q31 are not weighted or benchmarked because these questions ask for demographic or factual information.

Full details of how the data are calculated and weighted are included in the Technical Document, available to download from our results website.

How results are reported

For the 2021 survey onwards the questions in the NHS Staff Survey are aligned to the People Promise. This sets out, in the words of NHS staff, the things that would most improve their working experience, and is made up of seven elements:

In support of this, the results of the NHS Staff Survey are now measured against the seven People Promise elements and against two of the themes reported in previous years (Staff Engagement and Morale). The reporting also includes new sub-scores, which feed into the People Promise elements and themes. The next slide shows how the People Promise elements, themes and sub-scores are related and mapped to individual survey questions.

People Promise elements, themes and sub-scores

Please note that you can navigate to the results of a particular score or question result by clicking on it in the table below.

People Promise element	Sub-scores	Question
We are compassionate and inclusive	Compassionate culture	Q6a, Q21a, Q21b, Q21c, Q21d
	Compassionate leadership	Q9f, Q9g, Q9h, Q9i
	Diversity and equality	Q15*, Q16a, Q16b, Q18
	Inclusion	Q7h, Q7i, Q8b, Q8c
We are recognised and rewarded	[No sub-scores]	Q4a, Q4b, Q4c, Q8d, Q9e
We each have a voice that counts	Autonomy and control	Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b
	Raising concerns	Q17a, Q17b, Q21e, Q21f
We are safe and healthy	Health and safety climate	Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d
	Burnout	Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g
	Negative experiences	Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c
We are always learning	Development	Q20a, Q20b, Q20c, Q20d, Q20e
	Appraisals	Q19a, Q19b, Q19c, Q19d
We work flexibly	Support for work-life balance	Q6b, Q6c, Q6d
	Flexible working	Q4d
We are a team	Team working	Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a
	Line management	Q9a, Q9b, Q9c, Q9d
Theme	**Sub-scores**	**Question**
Staff Engagement	Motivation	Q2a, Q2b, Q2c
	Involvement	Q3c, Q3d, Q3f
	Advocacy	Q21a, Q21c, Q21d
Morale	Thinking about leaving	Q22a, Q22b, Q22c
	Work pressure	Q3g, Q3h, Q3i
	Stressors	Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

Questions not linked to the People Promise elements or themes
Q1, Q10a, Q10b, Q10c, Q11e, Q15 (historical calculation)*   , Q16c, Q22d, Q28b

*Please note: The approach to calculating the results for Q15 has changed for 2021, to include 'don't know' responses. These results feed into the Diversity and equality sub-score and the We are compassionate and inclusive promise element, as well as the WRES and WDES indicators. The Q15 results based on the historic calculation are reported in this section for transparency, but do not feed into any measure.

Introduction

This section provides a brief introduction to the report, including features of the graphs used throughout. The '**Organisation details**' page contains key information about the organisation's survey and its benchmarking group.

People Promise element and theme results

This section provides a high-level **overview** of the results for the seven elements of the People Promise and the two themes, followed by results for each of the **sub-scores** that feed into these measures. **Trend data** are shown for the themes of Staff Engagement and Morale. Results for the People Promise elements and themes are also presented split by staff experience during the **Covid-19 pandemic**.

In the **Detailed information section**, question level results have been divided into sections based on the sub-score and People Promise element or theme they contribute to. These are presented as line charts, or as bar charts where no trend data is available.

Questions not linked to a People Promise element or theme

Results for the small number of questions that do not contribute to the result for any People Promise element or theme are included in this section.

About your respondents

This section provides details of the staff responding to the survey, including the results of questions relating to their experience during the **Covid-19 pandemic** and **demographic and other classification questions**.

Workforce Equality Standards

This section shows the data required for the NHS Staff Survey indicators used in the **Workforce Race Equality Standard (WRES)** and the **Workforce Disability Equality Standard (WDES)**.

Appendices

Here you will find:

➤ Response rate trends

➤ Significance testing of the theme results for 2020 vs 2021

➤ Tips on action planning and interpreting results

➤ Details of the other reporting outputs available

Key features

Question number and text (or summary measure) specified at the top of each slide

Slide headers are **hyperlinked** throughout the document. '2021 NHS Staff Survey Results' takes you back to the contents page (which is also hyperlinked to each section), while the rest of the text can be used to navigate to sections and sub-sections

Question-level results are always reported as percentages; the **meaning of the value** is outlined along the axis. Summary measures and sub-scores are always on a 0-10pt scale where 10 is the best score attainable

Colour coding highlights best / worst results, making it easy to spot questions where a lower percentage is better – in such instances 'Best' is the bottom line in the table

👁 Keep an eye out!

Number of responses for the organisation for the given question
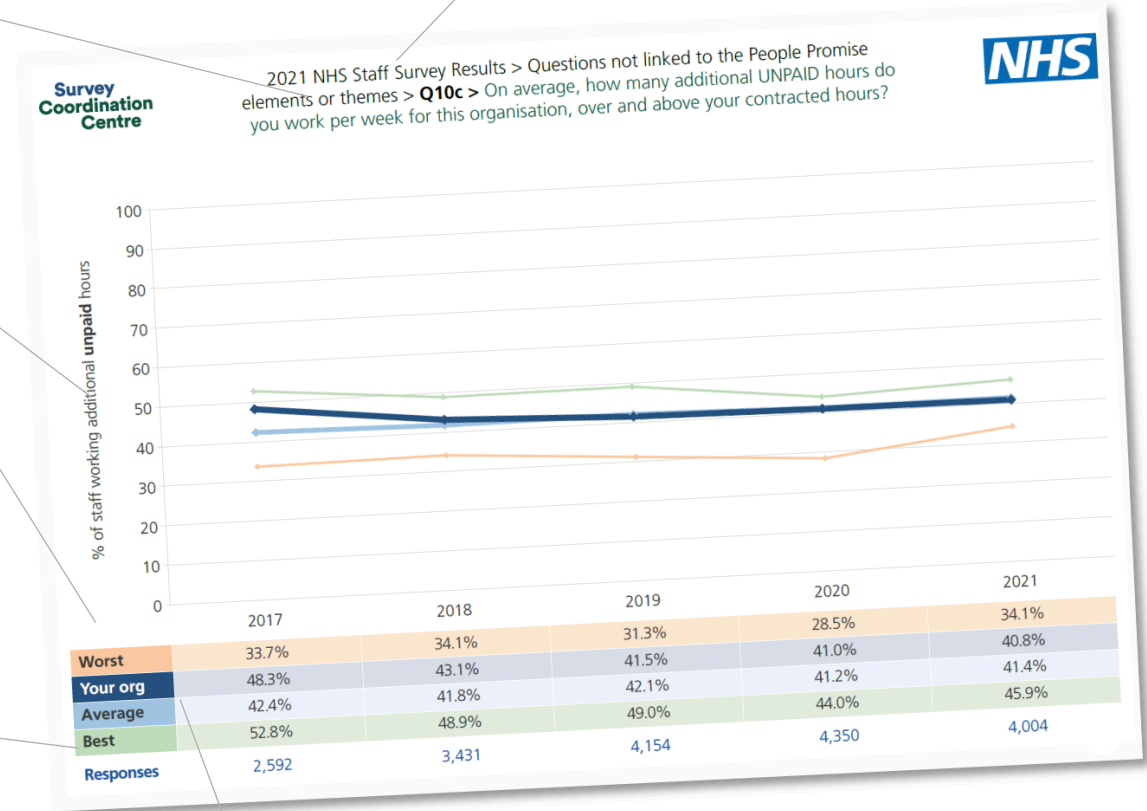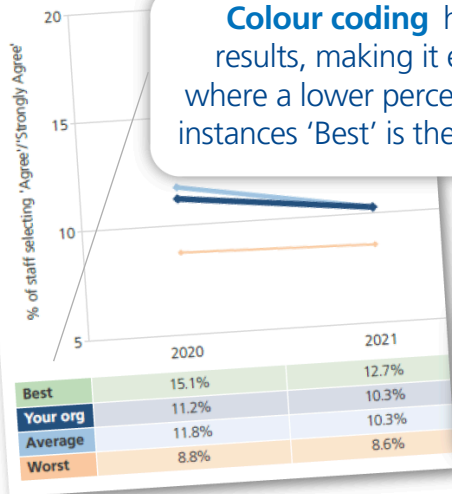
Tips on how to read, interpret and use the data are included in the Appendices

'Best', 'Average', and 'Worst' refer to the **benchmarking group's** best, average and worst **results**

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2021 NHS Staff Survey Results > Questions not linked to the People Promise elements or themes > **Q10c** > On average, how many additional UNPAID hours do you work per week for this organisation, over and above your contracted hours?

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% of staff working additional **unpaid** hours

	2017	2018	2019	2020	2021
Worst	33.7%	34.1%	31.3%	28.5%	34.1%
Your org	48.3%	43.1%	41.5%	41.0%	40.8%
Average	42.4%	41.8%	42.1%	41.2%	41.4%
Best	52.8%	48.9%	49.0%	44.0%	45.9%
Responses	2,592	3,431	4,154	4,350	4,004

% of staff selecting 'Agree'/'Strongly Agree'

	2020	2021
Best	15.1%	12.7%
Your org	11.2%	10.3%
Average	11.8%	10.3%
Worst	8.8%	8.6%

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The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey

Organisation details

| Completed questionnaires | **7,336** |
| 2021 response rate | **46%** |

▶ **See response rate trend for the last 5 years**

Survey details

| Survey mode | **Mixed** |
| Sample type | **Census** |

This organisation is benchmarked against:

Acute and Acute & Community Trusts

2021 benchmarking group details

Organisations in group: **126**

Median response rate: **46%**

No. of completed questionnaires:

444,326

People Promise element and theme results

For more details please see the technical document.

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2021 NHS Staff Survey Results

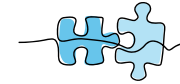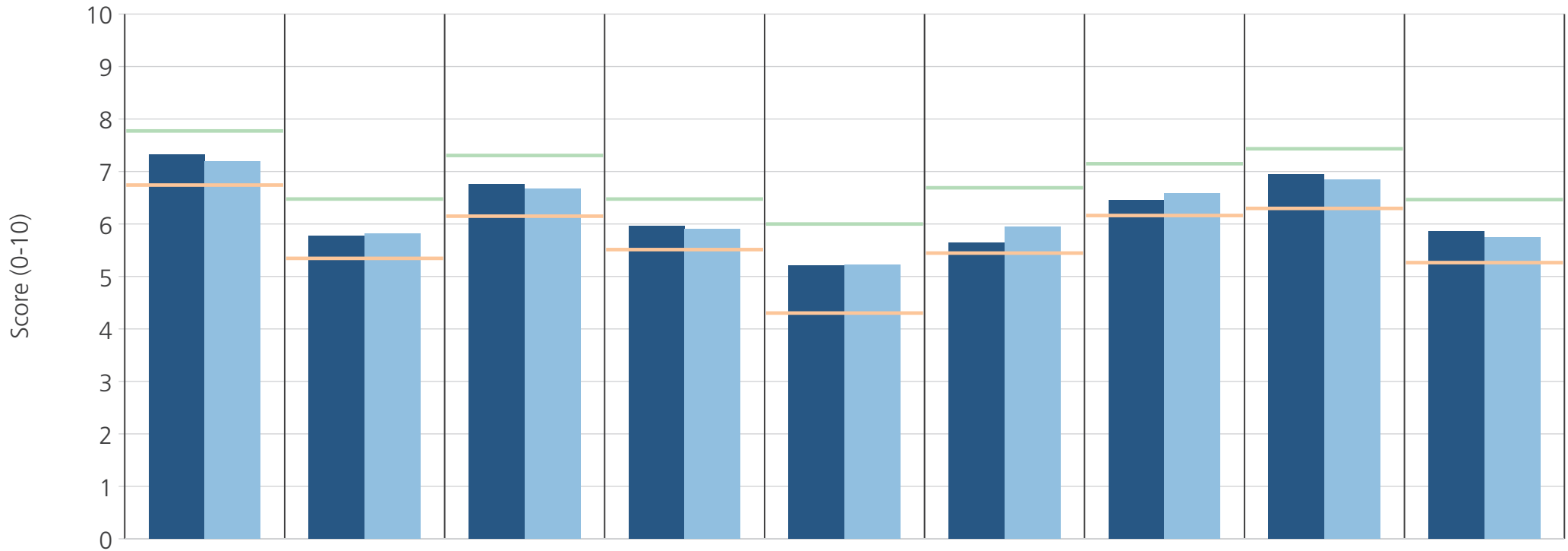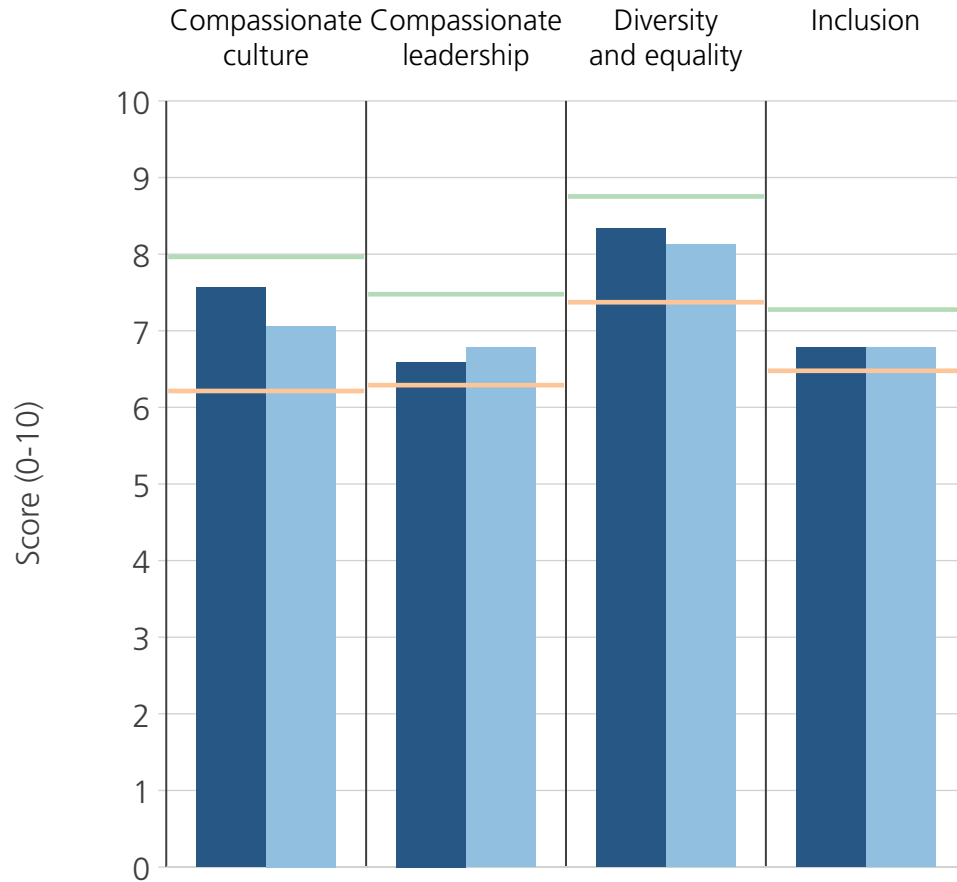|	We are compassionate and inclusive	We are recognised and rewarded	We each have a voice that counts	We are safe and healthy	We are always learning	We work flexibly	We are a team	Staff Engagement	Morale
Best	7.8	6.5	7.3	6.5	6.0	6.7	7.1	7.4	6.5
Your org	7.3	5.8	6.8	6.0	5.2	5.6	6.4	6.9	5.9
Average	7.2	5.8	6.7	5.9	5.2	5.9	6.6	6.8	5.7
Worst	6.7	5.3	6.1	5.5	4.3	5.4	6.2	6.3	5.3
Responses	7,321	7,319	7,273	7,309	7,066	7,292	7,313	7,327	7,329

Promise element 1: We are compassionate and inclusive

Compassionate culture | Compassionate leadership | Diversity and equality | Inclusion

Score (0-10)

	Compassionate culture	Compassionate leadership	Diversity and equality	Inclusion
Best	8.0	7.5	8.8	7.3
Your org	7.6	6.6	8.3	6.8
Average	7.1	6.8	8.1	6.8
Worst	6.2	6.3	7.4	6.5
Responses	7,302	7,315	7,312	7,293

Promise element 3: We each have a voice that counts

Autonomy and control | Raising concerns

Score (0-10)
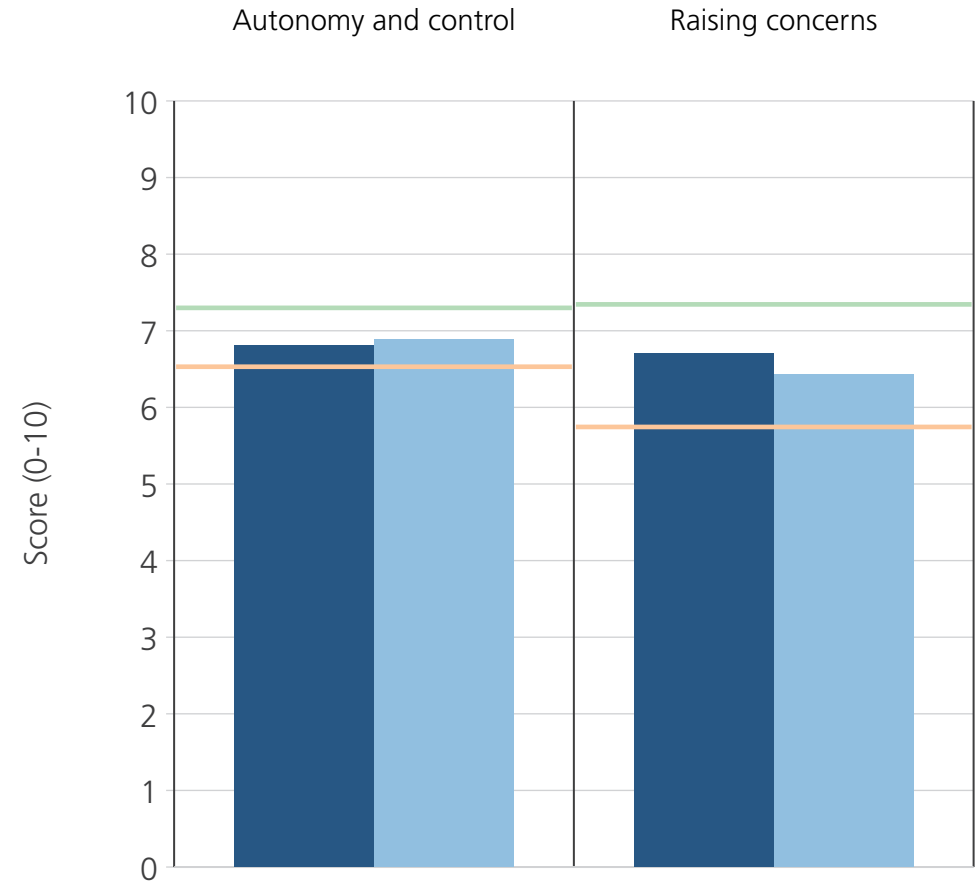
	Autonomy and control	Raising concerns
Best	7.3	7.3
Your org	6.8	6.7
Average	6.9	6.4
Worst	6.5	5.7
Responses	7,329	7,277

* Promise element 2 features no sub-scores and so is not included in this section of the benchmarking report
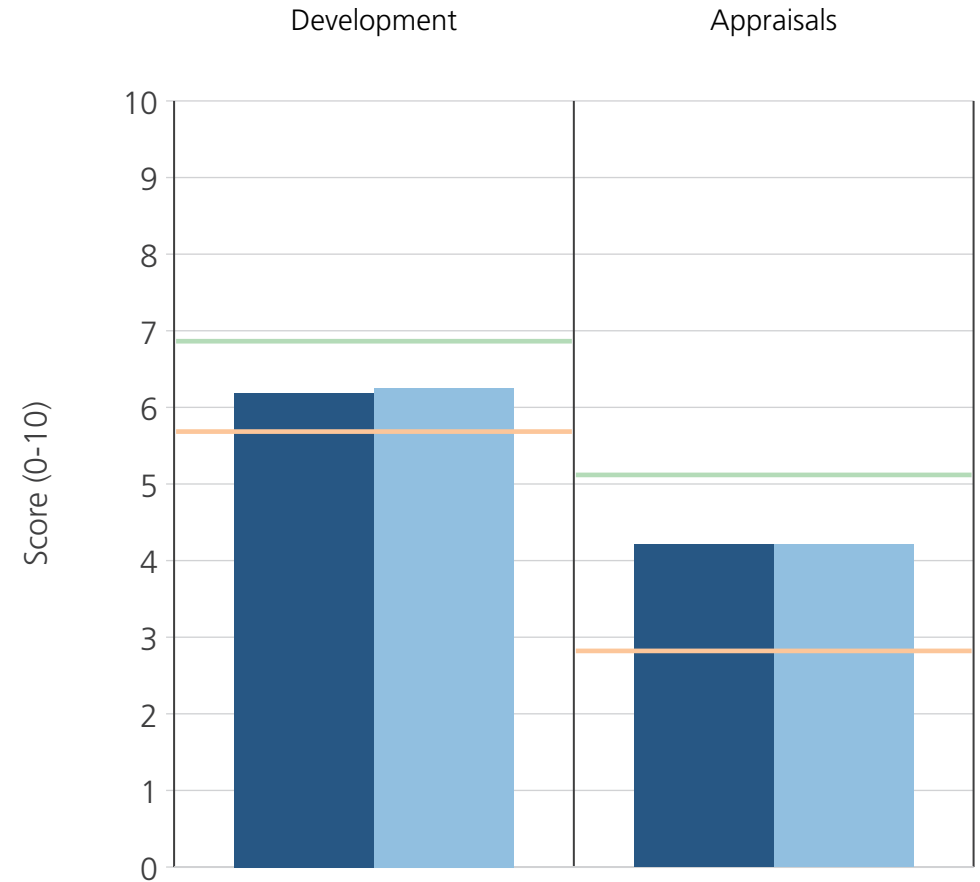
Promise element 4: We are safe and healthy
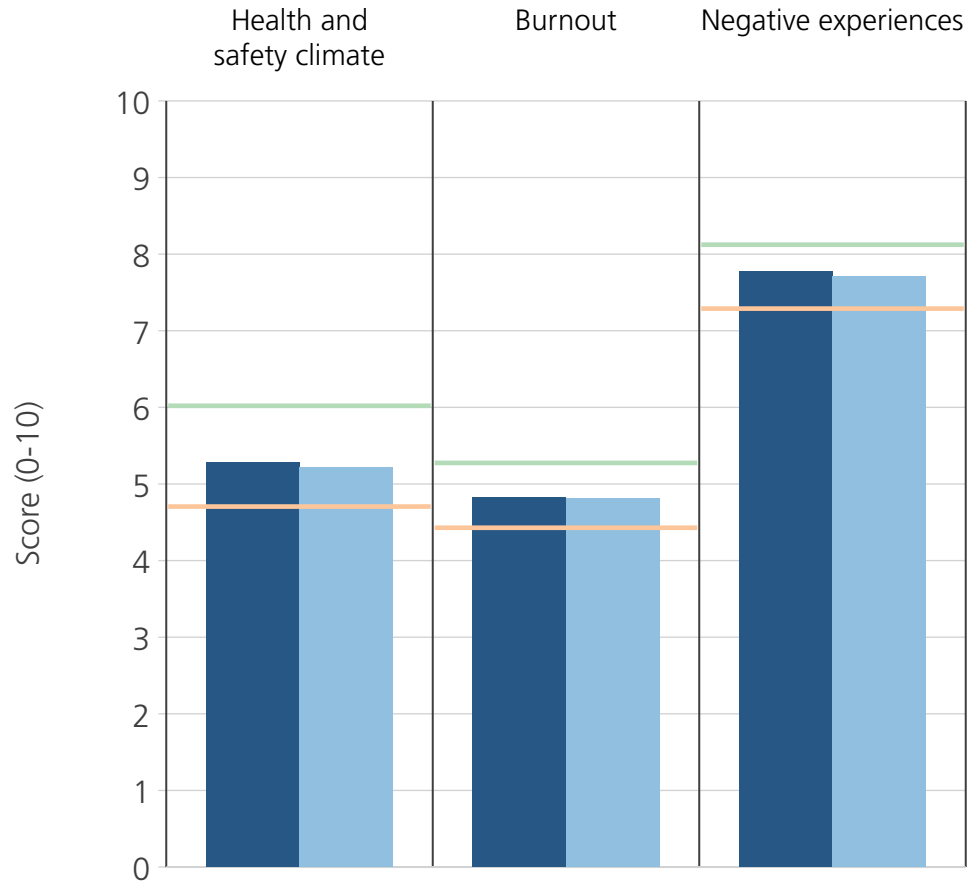
	Health and safety climate	Burnout	Negative experiences
Best	6.0	5.3	8.1
Your org	5.3	4.8	7.8
Average	5.2	4.8	7.7
Worst	4.7	4.4	7.3
Responses	7,328	7,328	7,317

Promise element 5: We are always learning

	Development	Appraisals
Best	6.9	5.1
Your org	6.2	4.2
Average	6.3	4.2
Worst	5.7	2.8
Responses	7,309	7,080

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Promise element 6: We work flexibly

Support for work-life balance   Flexible working

Score (0-10)
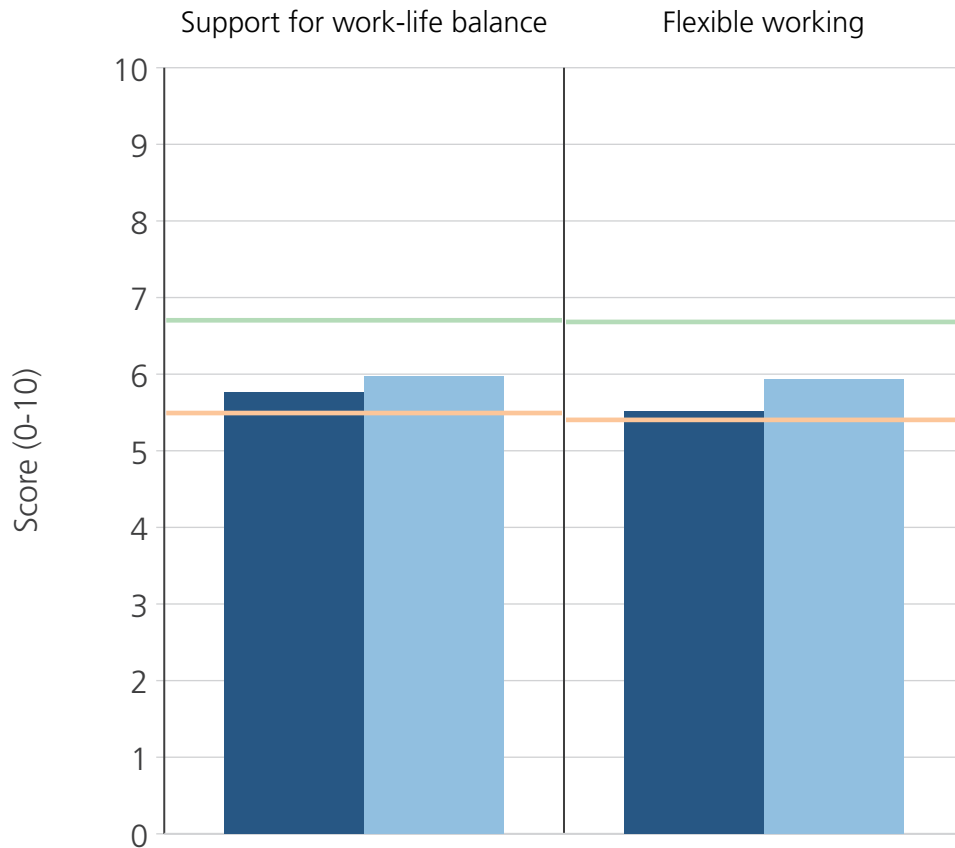
	Support for work-life balance	Flexible working
Best	6.7	6.7
Your org	5.8	5.5
Average	6.0	5.9
Worst	5.5	5.4
Responses	7,327	7,299

Promise element 7: We are a team

Team working   Line management

Score (0-10)
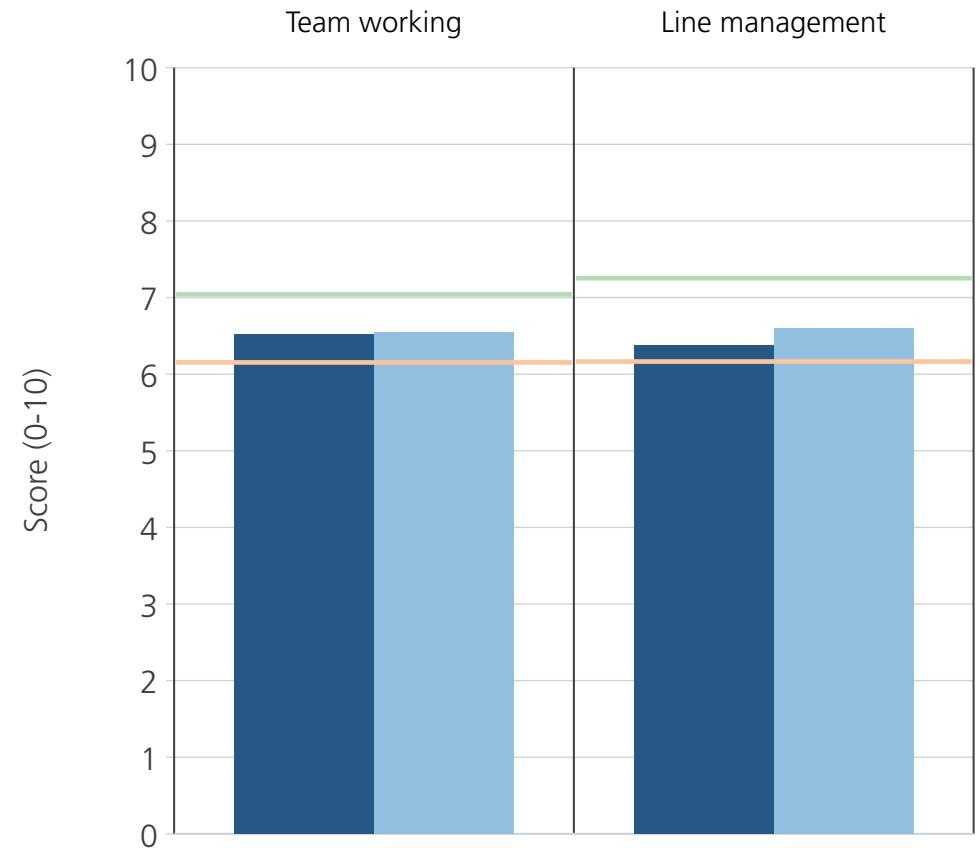
	Team working	Line management
Best	7.0	7.3
Your org	6.5	6.4
Average	6.5	6.6
Worst	6.2	6.2
Responses	7,317	7,322

Staff Engagement

Motivation   Involvement   Advocacy

Score (0-10)
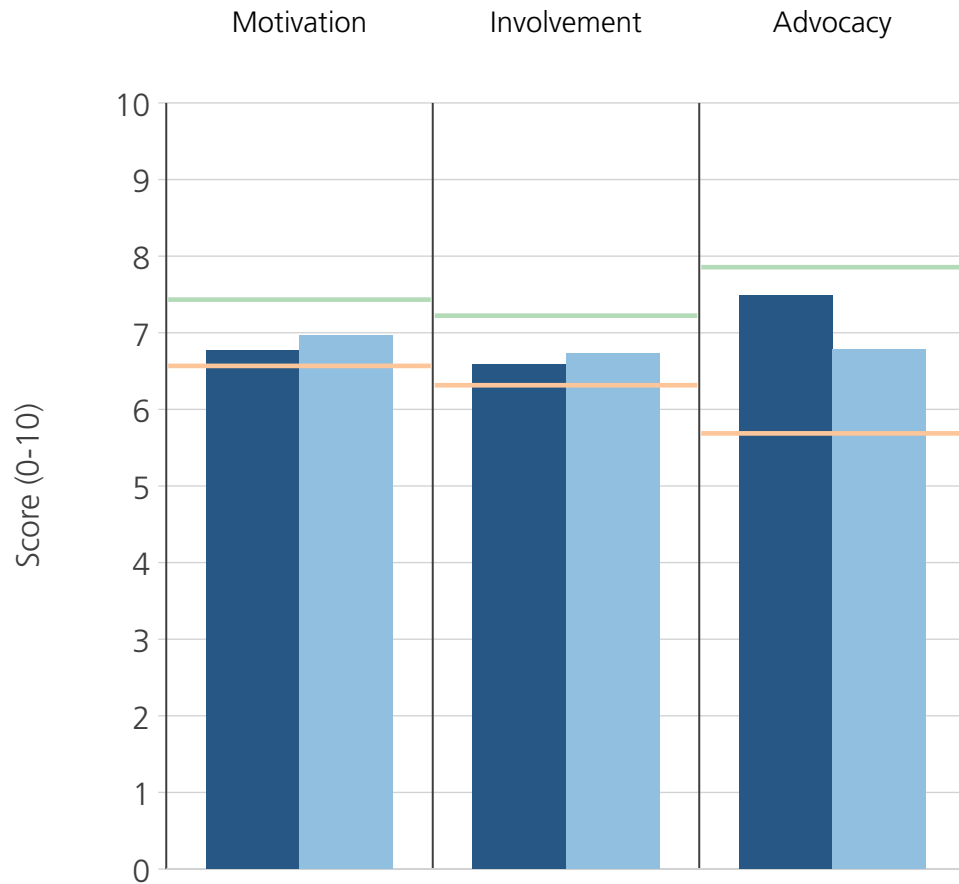
	Motivation	Involvement	Advocacy
Best	7.4	7.2	7.9
Your org	6.8	6.6	7.5
Average	7.0	6.7	6.8
Worst	6.6	6.3	5.7
Responses	7,266	7,328	7,303

Morale

Thinking about leaving   Work pressure   Stressors

Score (0-10)
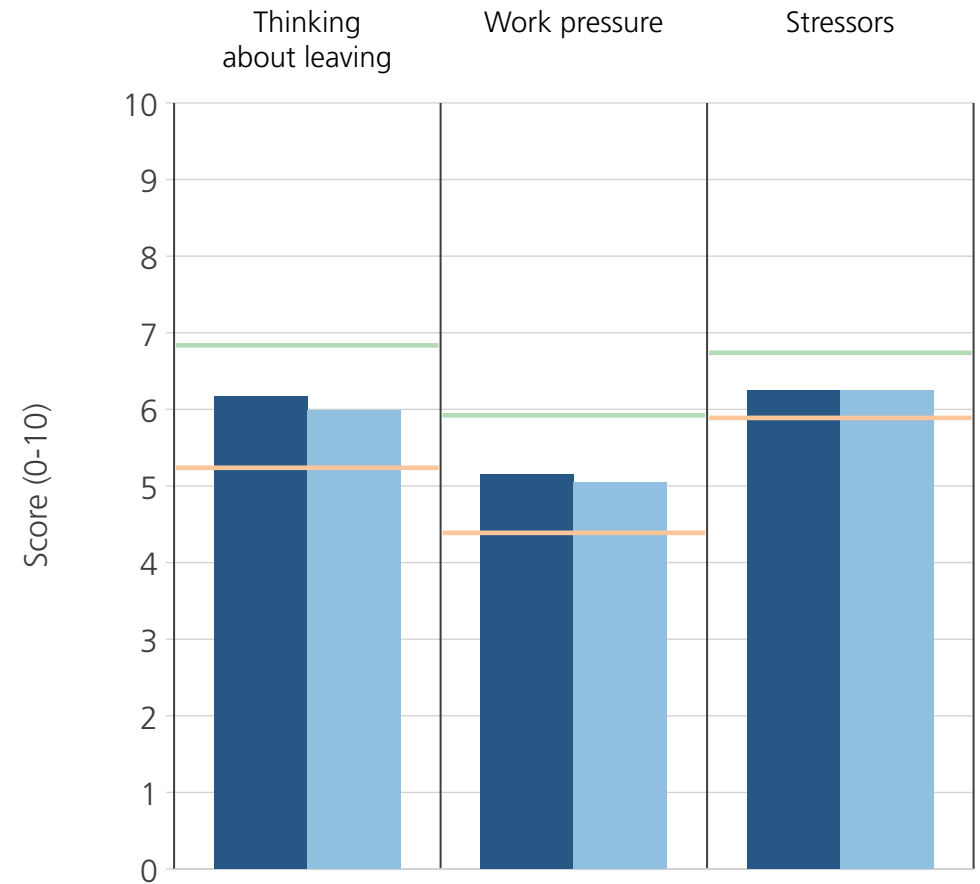
	Thinking about leaving	Work pressure	Stressors
Best	6.8	5.9	6.7
Your org	6.2	5.1	6.2
Average	6.0	5.0	6.2
Worst	5.2	4.4	5.9
Responses	7,313	7,325	7,310

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Score (0-10)
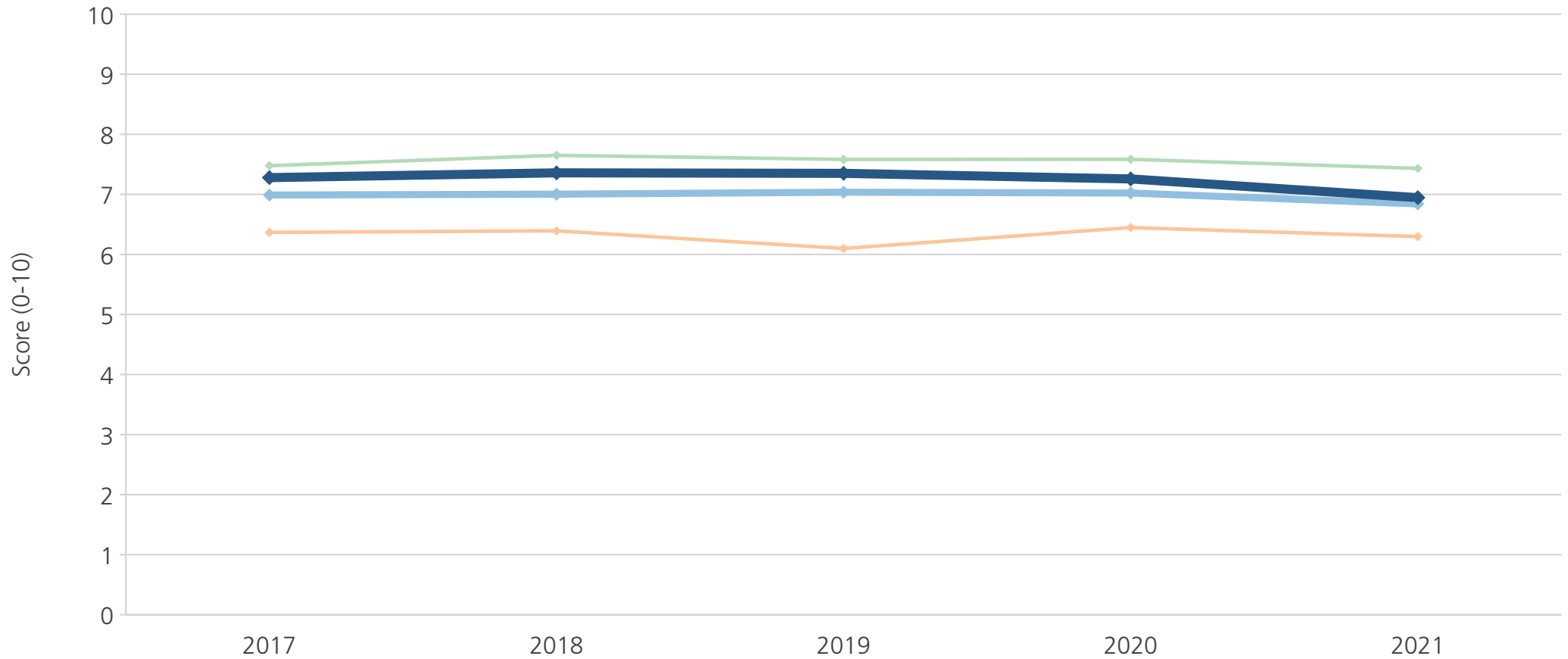
	2017	2018	2019	2020	2021
Best	7.5	7.7	7.6	7.6	7.4
Your org	7.3	7.4	7.3	7.3	6.9
Average	7.0	7.0	7.0	7.0	6.8
Worst	6.4	6.4	6.1	6.4	6.3
Responses	4,550	6,642	6,474	7,061	7,327
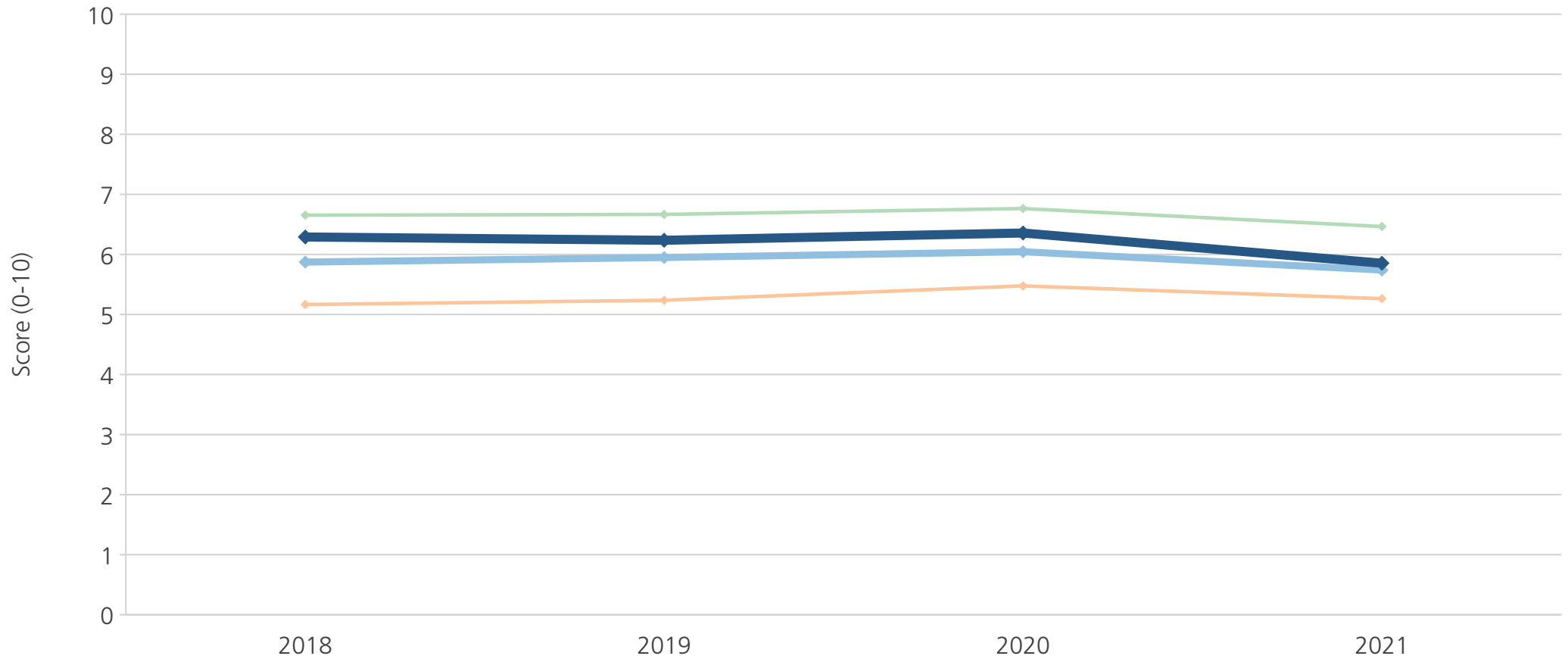
	2018	2019	2020	2021
Best	6.7	6.7	6.8	6.5
Your org	6.3	6.2	6.4	5.9
Average	5.9	5.9	6.0	5.7
Worst	5.2	5.2	5.5	5.3
Responses	6,632	6,460	7,060	7,329

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People Promise element and theme results – Covid-19 classification breakdowns

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Covid-19 questions

In the 2021 survey, staff were asked three classification questions relating to their experience during the Covid-19 pandemic:

a. Have you worked on a Covid-19 specific ward or area at any time? ☐ Yes ☐ No

b. Have you been redeployed due to the Covid-19 pandemic at any time? ☐ Yes ☐ No

c. Have you been required to work remotely/from home due to the Covid-19 pandemic? ☐ Yes ☐ No
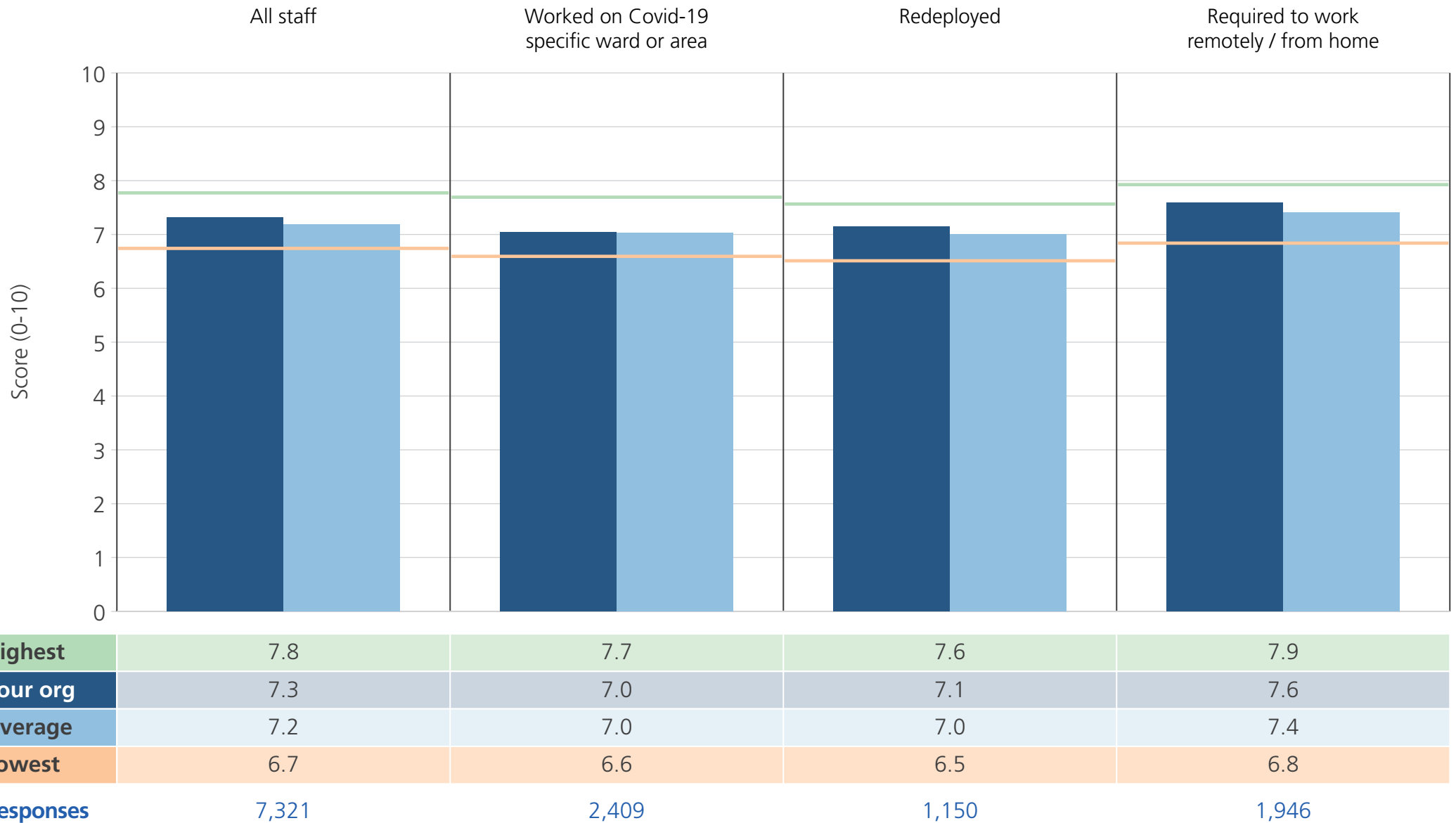
The charts on the following pages show the breakdown of People Promise element scores for staff answering 'yes' to each of these questions, compared with the results for all staff at your organisation. Results are presented in the context of the highest, average and lowest scores for similar organisations.
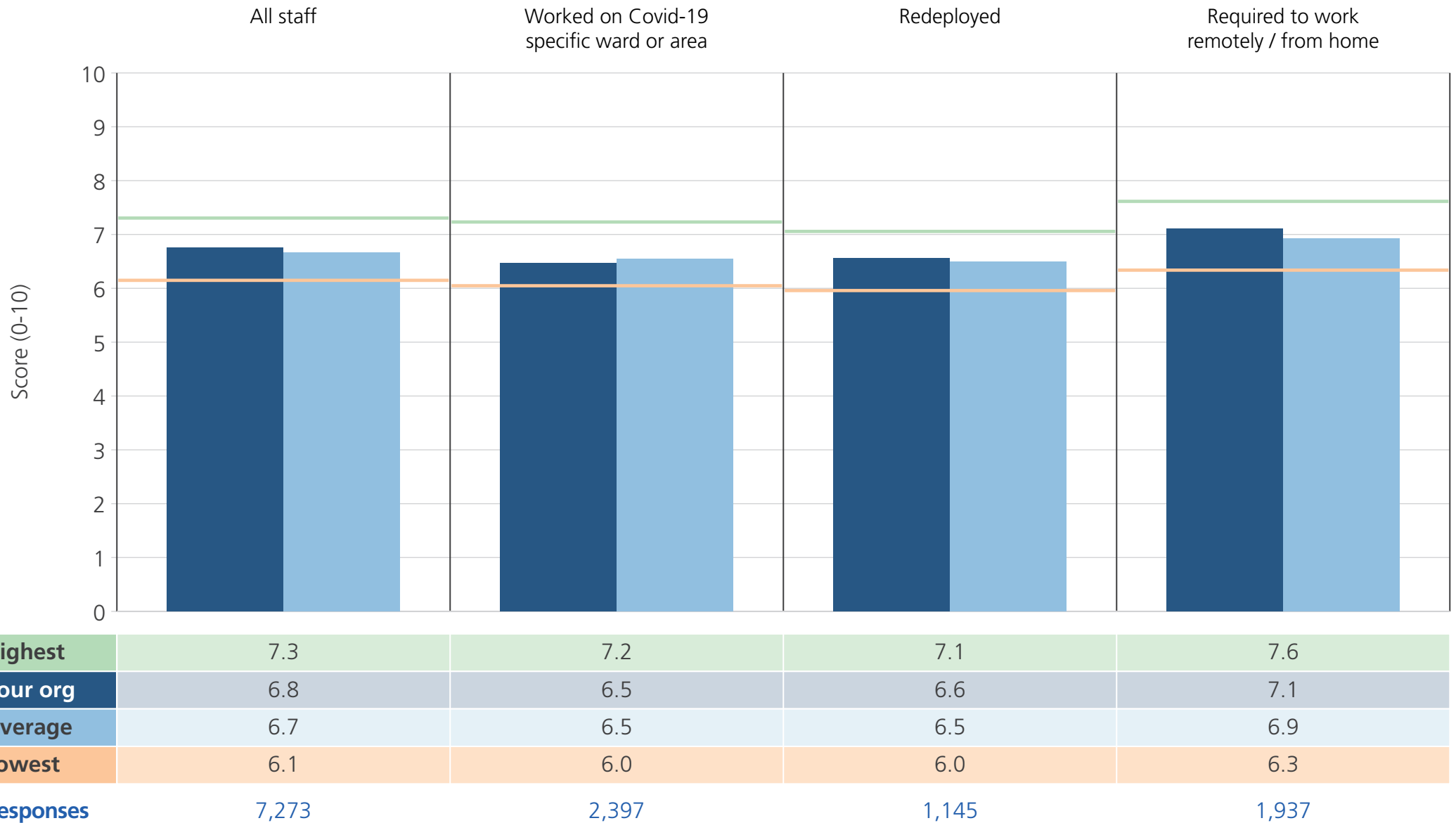
Comparing your data

To improve overall comparability, the data have been weighted to match the occupation group profile of staff at your organisation to that of the benchmarking group, as in previous charts. However, there may be differences in the occupation group profiles of the individual COVID-19 subgroups. For example, the mix of occupational groups across redeployed staff at your organisation may differ from similar organisations. This difference would not be accounted for by the weighting and therefore may affect the comparability of results. As such, a degree of caution is advised when interpreting your results.

Further information

Results for these groups of staff, including data for individual questions, are also available via the online dashboards. Please note that results presented in these dashboards have not been weighted where no benchmarking takes place and so may vary slightly from those shown in this report.
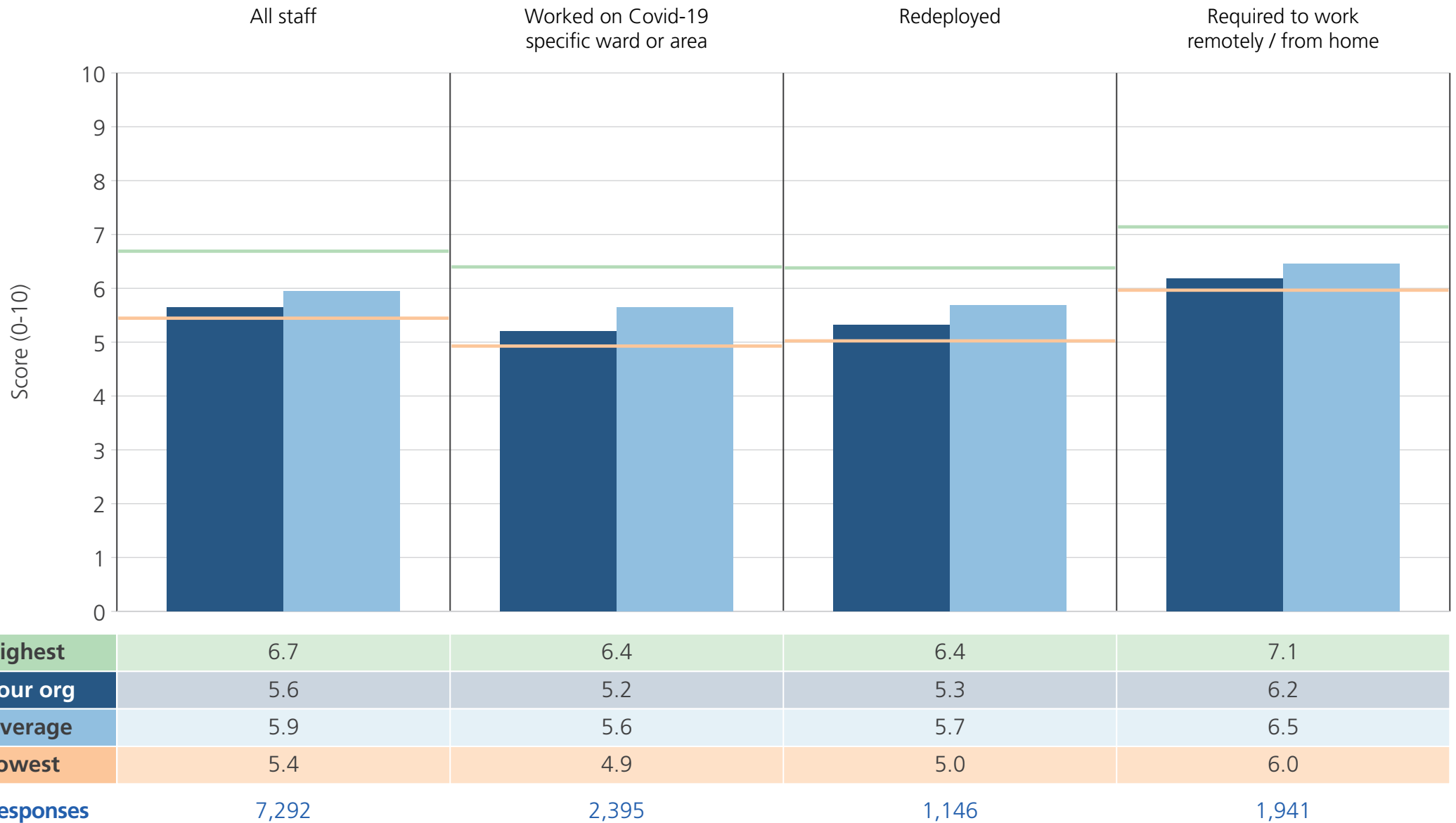
2021 NHS Staff Survey Results > People Promise element and theme results – Covid-19 classification breakdowns > **We are compassionate and inclusive**

	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	7.8	7.7	7.6	7.9
Your org	7.3	7.0	7.1	7.6
Average	7.2	7.0	7.0	7.4
Lowest	6.7	6.6	6.5	6.8
Responses	7,321	2,409	1,150	1,946

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	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	6.5	6.3	6.2	6.7
Your org	5.8	5.3	5.4	6.2
Average	5.8	5.5	5.6	6.2
Lowest	5.3	4.9	5.0	5.7
Responses	7,319	2,409	1,151	1,944

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	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	7.3	7.2	7.1	7.6
Your org	6.8	6.5	6.6	7.1
Average	6.7	6.5	6.5	6.9
Lowest	6.1	6.0	6.0	6.3
Responses	7,273	2,397	1,145	1,937

	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	6.5	6.1	6.2	6.8
Your org	6.0	5.5	5.5	6.1
Average	5.9	5.5	5.6	6.1
Lowest	5.5	5.1	5.1	5.7
Responses	7,309	2,403	1,147	1,941

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	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	6.0	6.0	6.0	6.3
Your org	5.2	5.0	5.2	5.6
Average	5.2	5.2	5.2	5.4
Lowest	4.3	4.3	4.2	4.3
Responses	7,066	2,326	1,109	1,896

	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	6.7	6.4	6.4	7.1
Your org	5.6	5.2	5.3	6.2
Average	5.9	5.6	5.7	6.5
Lowest	5.4	4.9	5.0	6.0
Responses	7,292	2,395	1,146	1,941

	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	7.1	7.1	7.0	7.3
Your org	6.4	6.1	6.3	6.9
Average	6.6	6.4	6.5	6.8
Lowest	6.2	6.0	6.0	6.4
Responses	7,313	2,409	1,150	1,943

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	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	7.4	7.4	7.3	7.7
Your org	6.9	6.7	6.8	7.3
Average	6.8	6.8	6.7	7.0
Lowest	6.3	6.1	6.0	6.4
Responses	7,327	2,411	1,150	1,946

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	All staff	Worked on Covid-19 specific ward or area	Redeployed	Required to work remotely / from home
Highest	6.5	6.4	6.3	6.7
Your org	5.9	5.5	5.6	6.0
Average	5.7	5.5	5.5	5.9
Lowest	5.3	4.9	4.9	5.3
Responses	7,329	2,411	1,150	1,947

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People Promise element and theme results – Detailed information

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

People Promise element detailed information – We are compassionate and inclusive

Questions:

Q6a, Q21a, Q21b, Q21c, Q21d
Q9f, Q9g, Q9h, Q9i
Q15, Q16a, Q16b, Q18
Q7h, Q7i, Q8b, Q8c

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Q6a
I feel that my role makes a difference to patients / service users

Due to changes in this year's survey it is not possible to display trend data for this question

Q21a
Care of patients / service users is my organisation's top priority

Q21b
My organisation acts on concerns raised by patients / service users
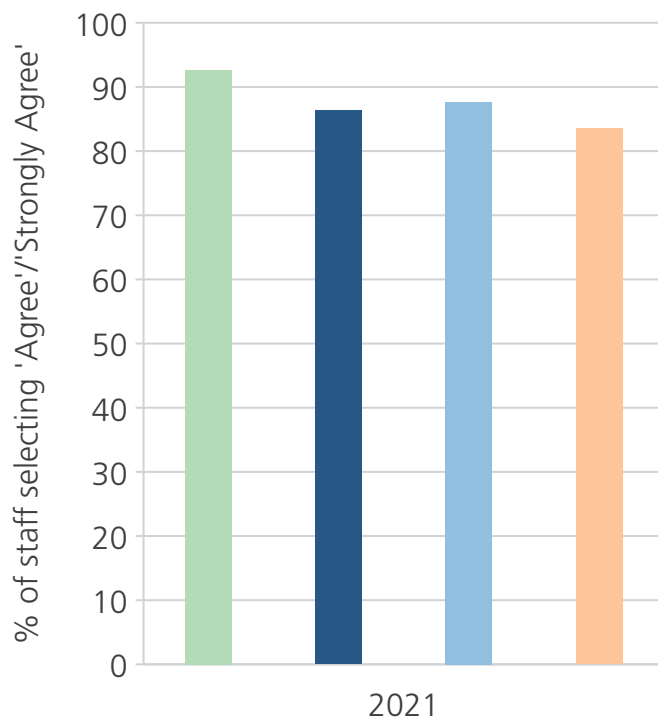
Best	92.6%
Your org	86.3%
Average	87.7%
Worst	83.5%
Responses	7,056

	2017	2018	2019	2020	2021
Best	89.3%	88.7%	90.0%	90.7%	89.1%
Your org	87.7%	88.7%	90.0%	89.4%	84.2%
Average	75.4%	76.8%	77.4%	79.5%	75.5%
Worst	59.5%	60.2%	46.9%	61.7%	59.4%
Responses	4,353	6,489	6,323	7,036	7,298
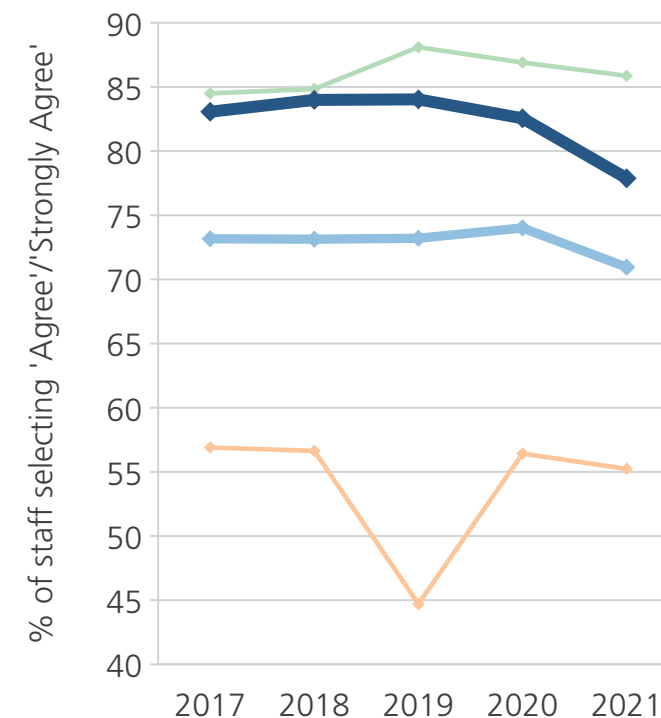
	2017	2018	2019	2020	2021
Best	84.5%	84.8%	88.1%	86.9%	85.9%
Your org	83.1%	84.0%	84.0%	82.6%	77.9%
Average	73.2%	73.1%	73.2%	74.0%	71.0%
Worst	56.9%	56.6%	44.7%	56.4%	55.2%
Responses	4,341	6,468	6,295	7,005	7,292

Q21c
I would recommend my organisation as a place to work
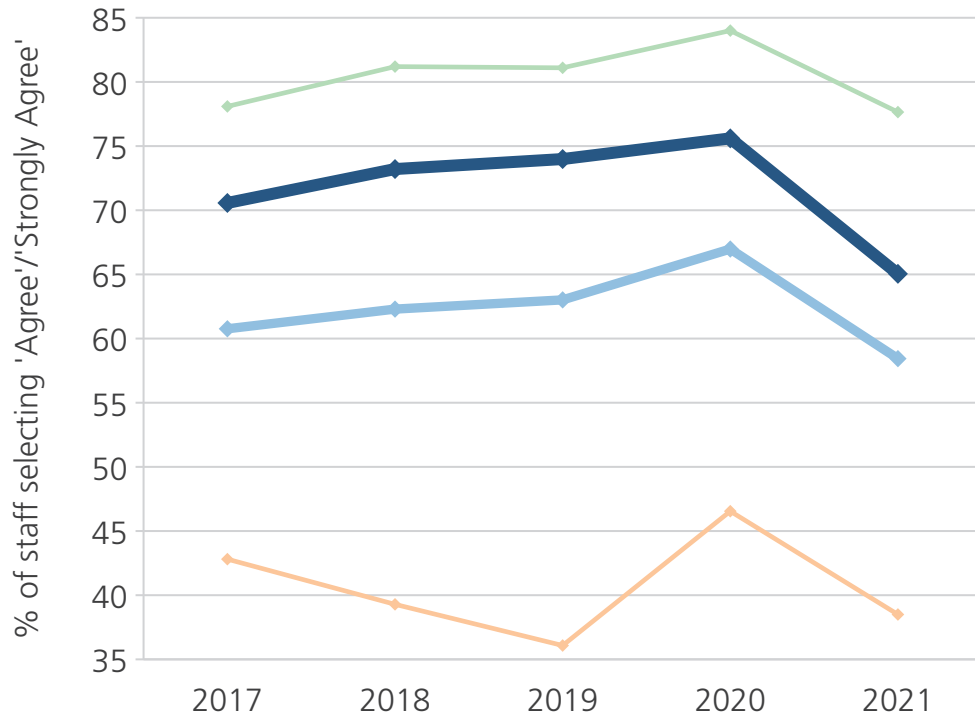
	2017	2018	2019	2020	2021
Best	78.1%	81.2%	81.1%	84.0%	77.6%
Your org	70.6%	73.2%	74.0%	75.6%	65.0%
Average	60.8%	62.3%	63.0%	67.0%	58.4%
Worst	42.8%	39.3%	36.1%	46.5%	38.5%
Responses	4,348	6,469	6,312	7,022	7,284

Q21d
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation
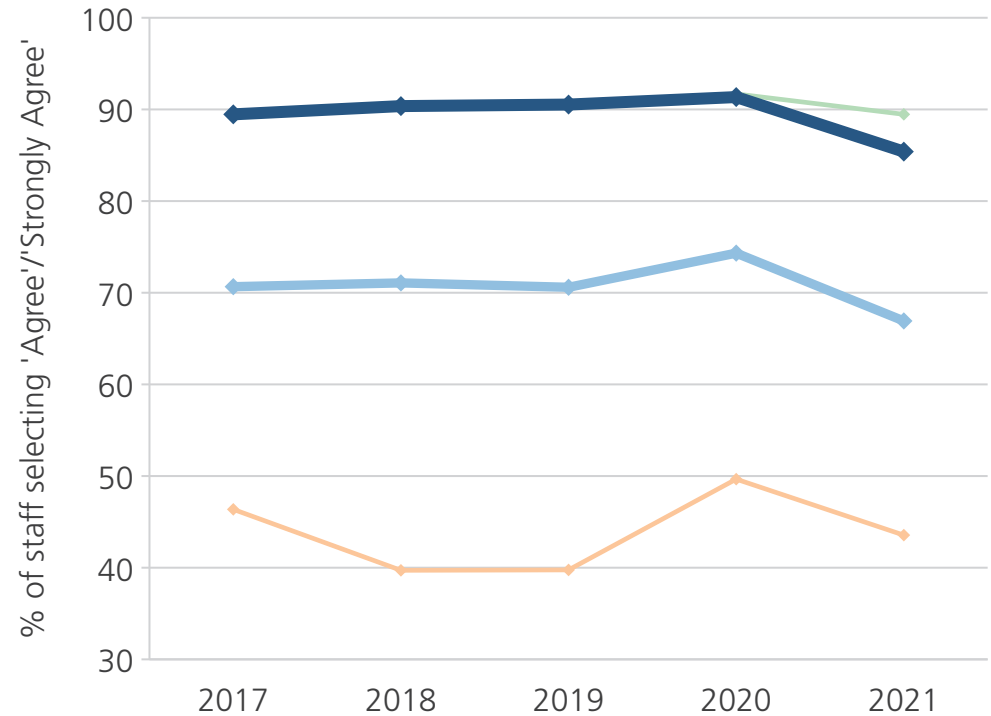
	2017	2018	2019	2020	2021
Best	89.5%	90.4%	90.5%	91.7%	89.5%
Your org	89.5%	90.4%	90.5%	91.3%	85.4%
Average	70.7%	71.1%	70.6%	74.3%	66.9%
Worst	46.4%	39.7%	39.8%	49.7%	43.6%
Responses	4,322	6,443	6,286	7,021	7,286

Q9f
My immediate manager works together with me to come to an understanding of problems

No trend data are shown as this is a new question
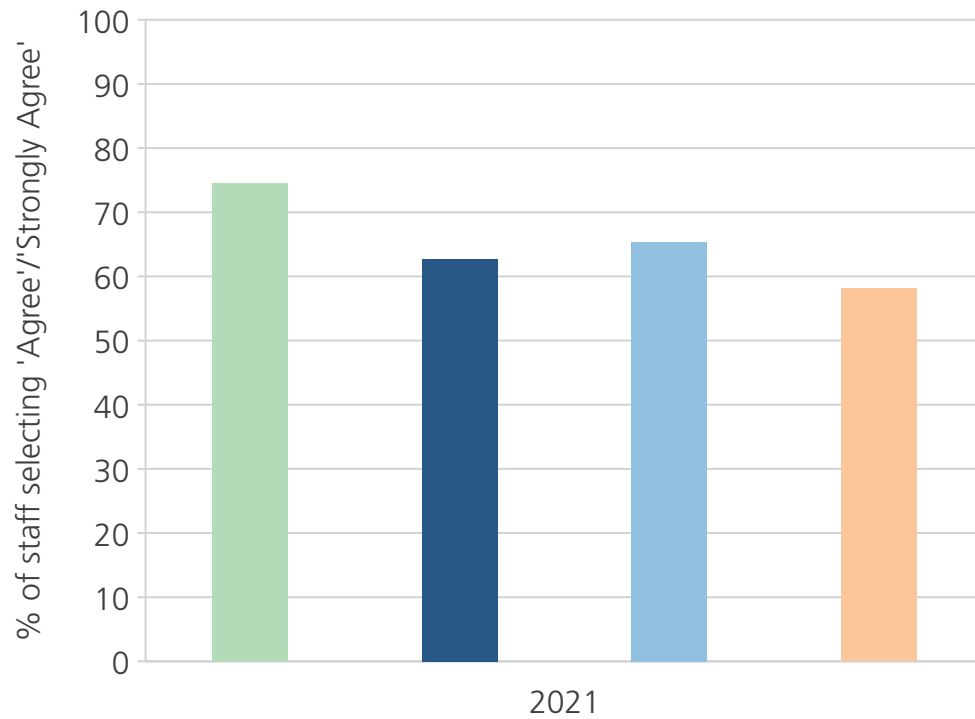
Best	74.6%
Your org	62.7%
Average	65.4%
Worst	58.1%
Responses	7,298

Q9g
My immediate manager is interested in listening to me when I describe challenges I face

No trend data are shown as this is a new question
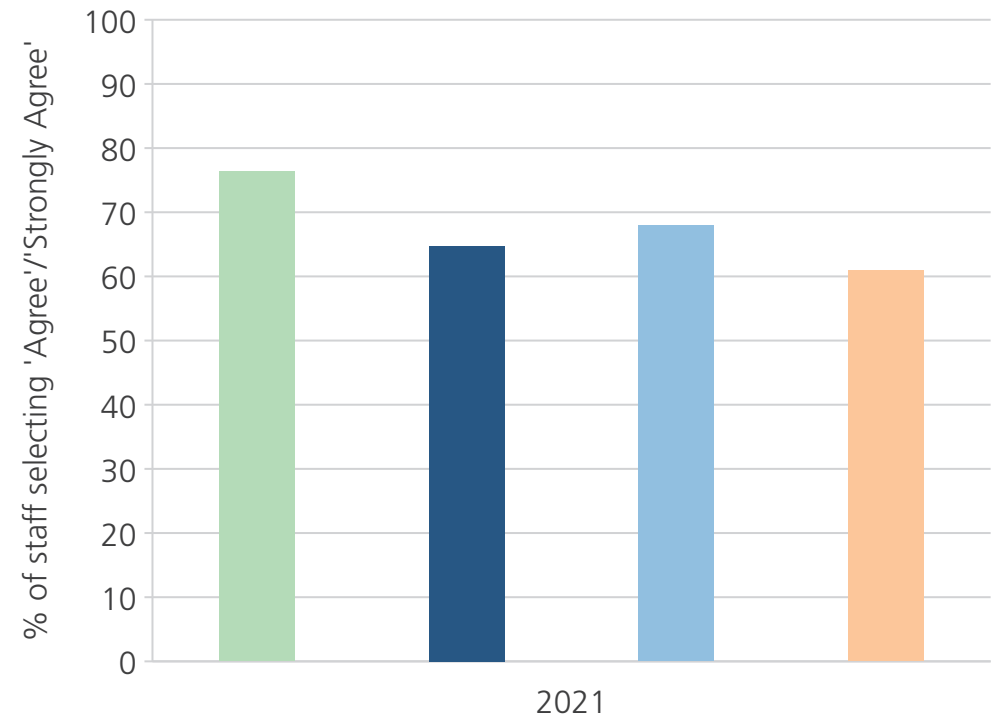
Best	76.3%
Your org	64.8%
Average	67.9%
Worst	60.9%
Responses	7,307

Survey Coordination Centre

NHS

Q9h
My immediate manager cares about my concerns

No trend data are shown as this is a new question

% of staff selecting 'Agree'/'Strongly Agree'

2021
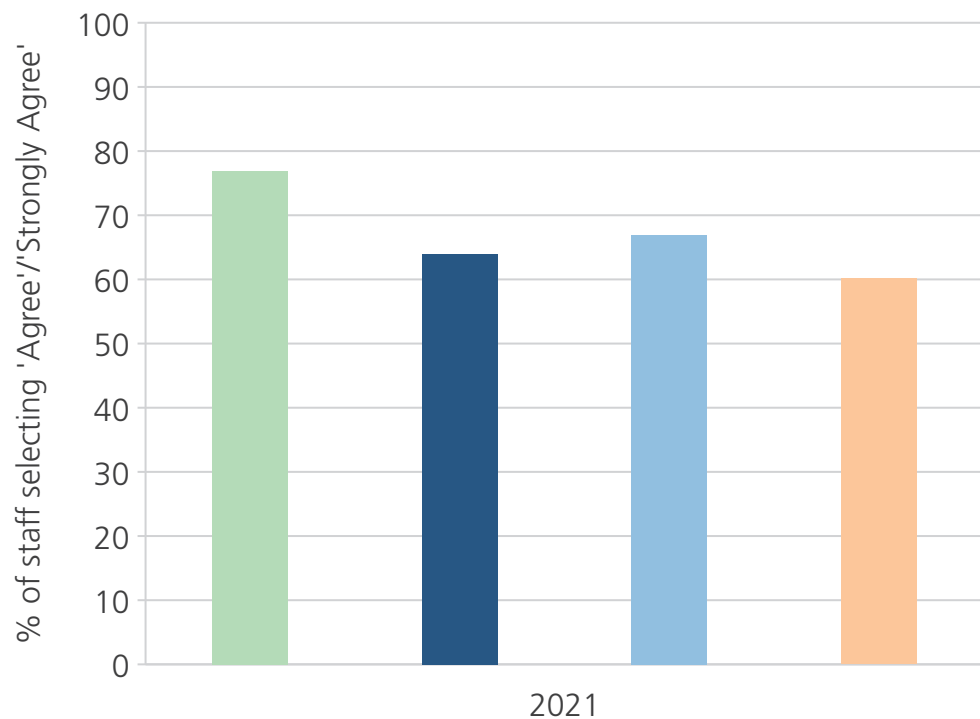
Best	76.9%
Your org	63.9%
Average	66.9%
Worst	60.1%
Responses	7,296

Q9i
My immediate line manager takes effective action to help me with any problems I face

No trend data are shown as this is a new question

% of staff selecting 'Agree'/'Strongly Agree'

2021
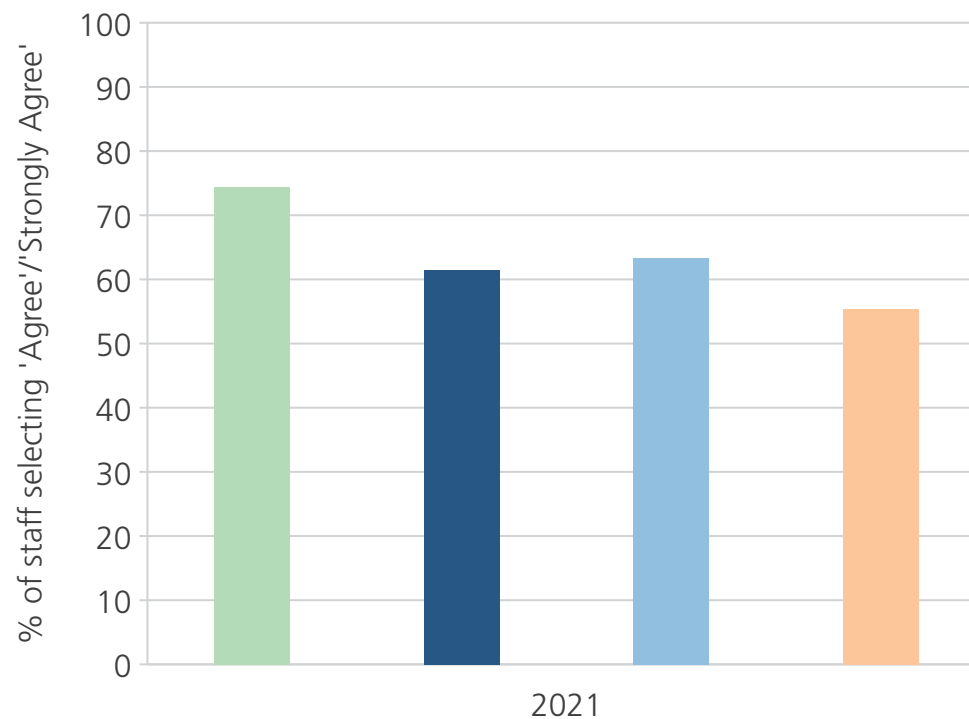
Best	74.4%
Your org	61.5%
Average	63.3%
Worst	55.3%
Responses	7,291

Q15
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?
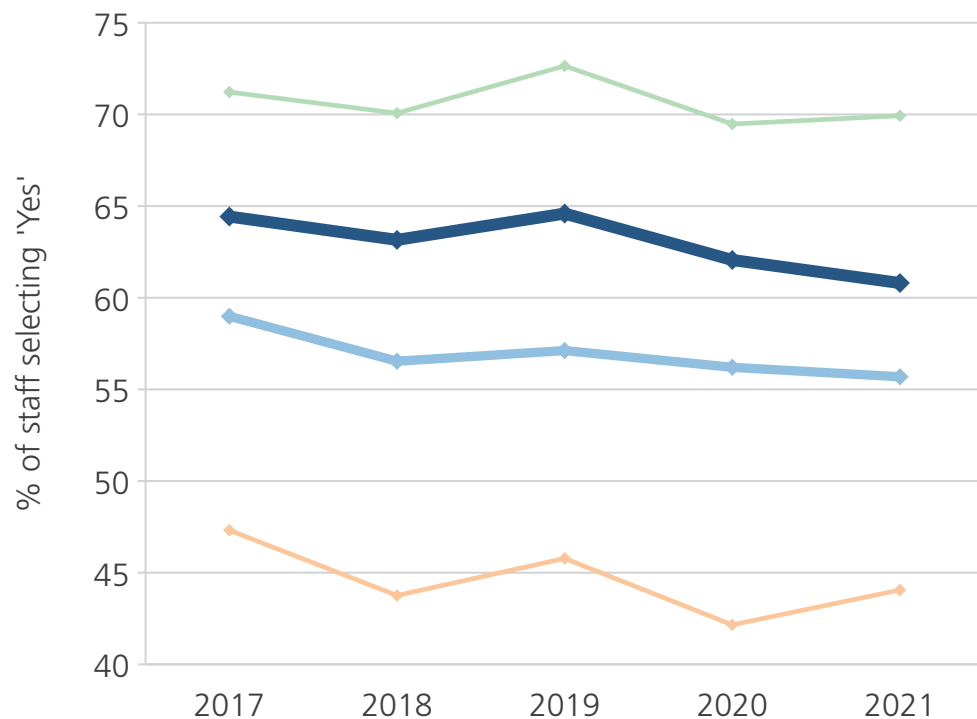
	2017	2018	2019	2020	2021
Best	71.2%	70.1%	72.6%	69.5%	69.9%
Your org	64.4%	63.2%	64.6%	62.1%	60.8%
Average	59.0%	56.5%	57.1%	56.2%	55.7%
Worst	47.3%	43.8%	45.8%	42.2%	44.1%
Responses	4,350	6,533	6,368	7,036	7,292

Q16a
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public?
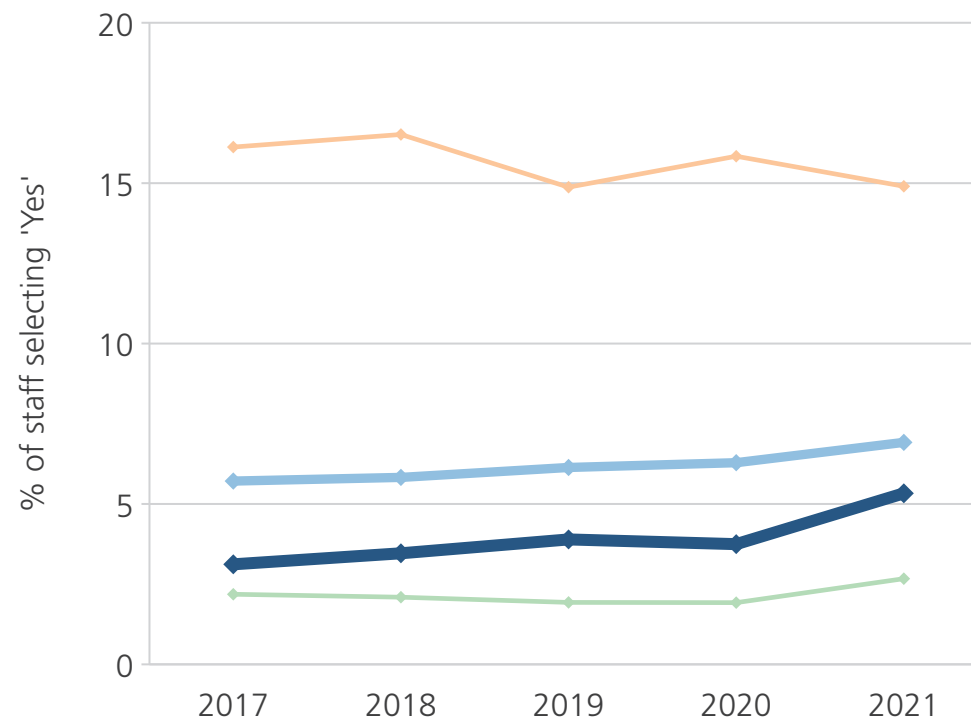
	2017	2018	2019	2020	2021
Worst	16.1%	16.5%	14.9%	15.8%	14.9%
Your org	3.1%	3.5%	3.9%	3.7%	5.3%
Average	5.7%	5.8%	6.1%	6.3%	6.9%
Best	2.2%	2.1%	1.9%	1.9%	2.7%
Responses	4,394	6,539	6,371	7,013	7,287

Please note: The approach to calculating the results for Q15 has changed for 2021, to include 'don't know' responses. These results feed into the Diversity and equality sub-score and the We are compassionate and inclusive promise element, as well as the WRES and WDES indicators. The Q15 results based on the historic calculation are reported in this section for transparency, but do not feed into any measure.

34

Q16b
In the last 12 months have you personally experienced discrimination at work from manager / team leader or other colleagues?
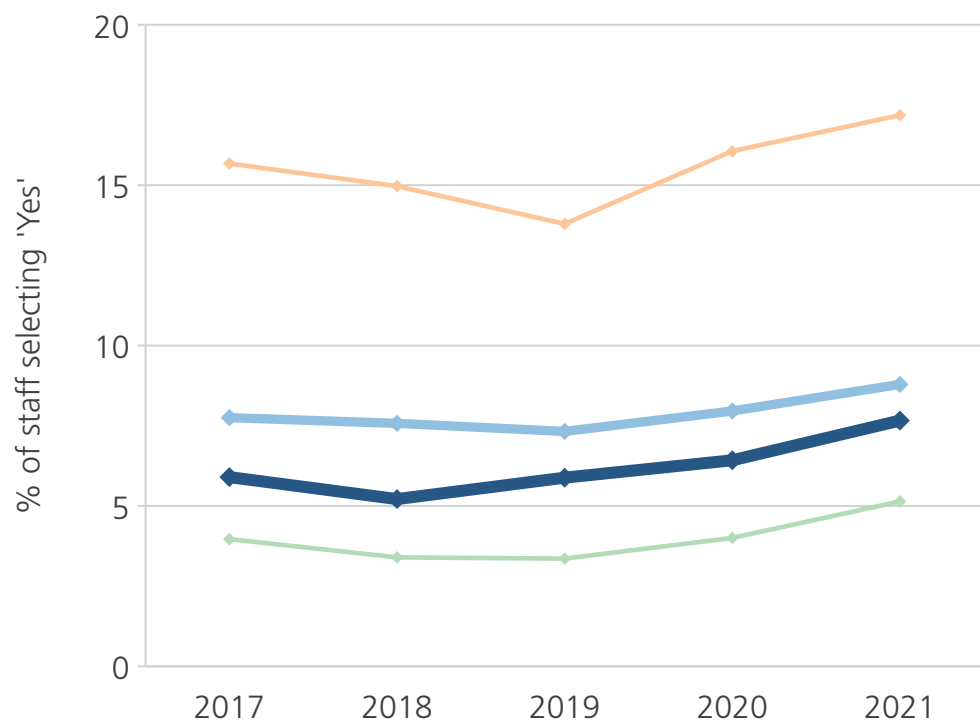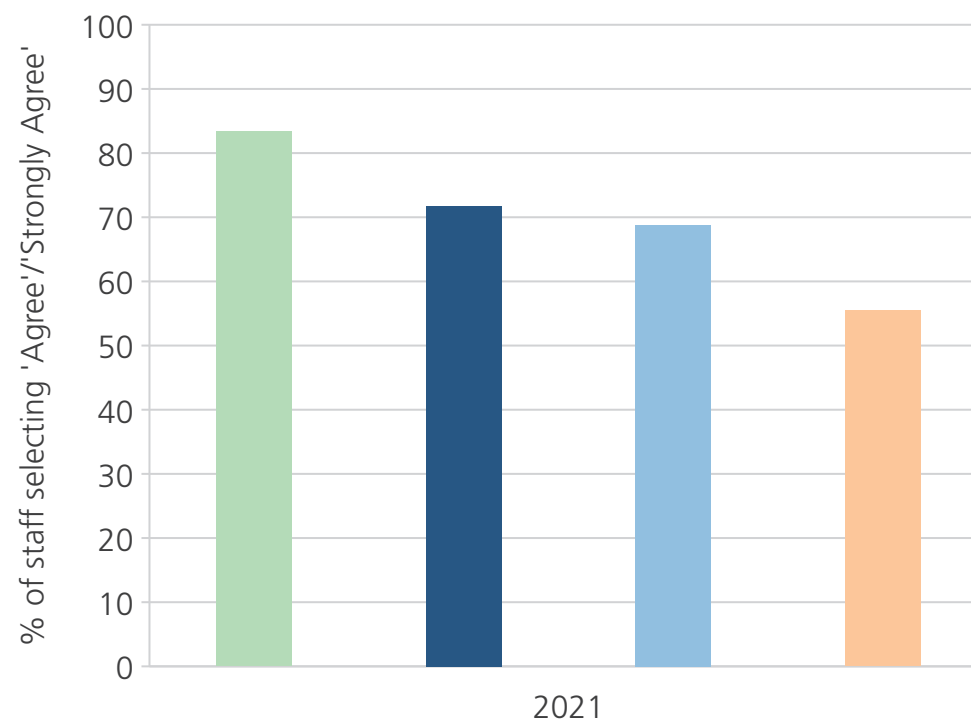

	2017	2018	2019	2020	2021
Worst	15.7%	15.0%	13.8%	16.1%	17.2%
Your org	5.9%	5.2%	5.9%	6.4%	7.7%
Average	7.8%	7.6%	7.3%	8.0%	8.8%
Best	4.0%	3.4%	3.4%	4.0%	5.1%
Responses	4,390	6,453	6,296	6,977	7,275

Q18
I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

No trend data are shown as this is a new question

	2021
Best	83.4%
Your org	71.7%
Average	68.8%
Worst	55.5%
Responses	7,314

Survey Coordination Centre

NHS

Q7h
I feel valued by my team

No trend data are shown as this is a new question

% of staff selecting 'Agree'/'Strongly Agree'

2021
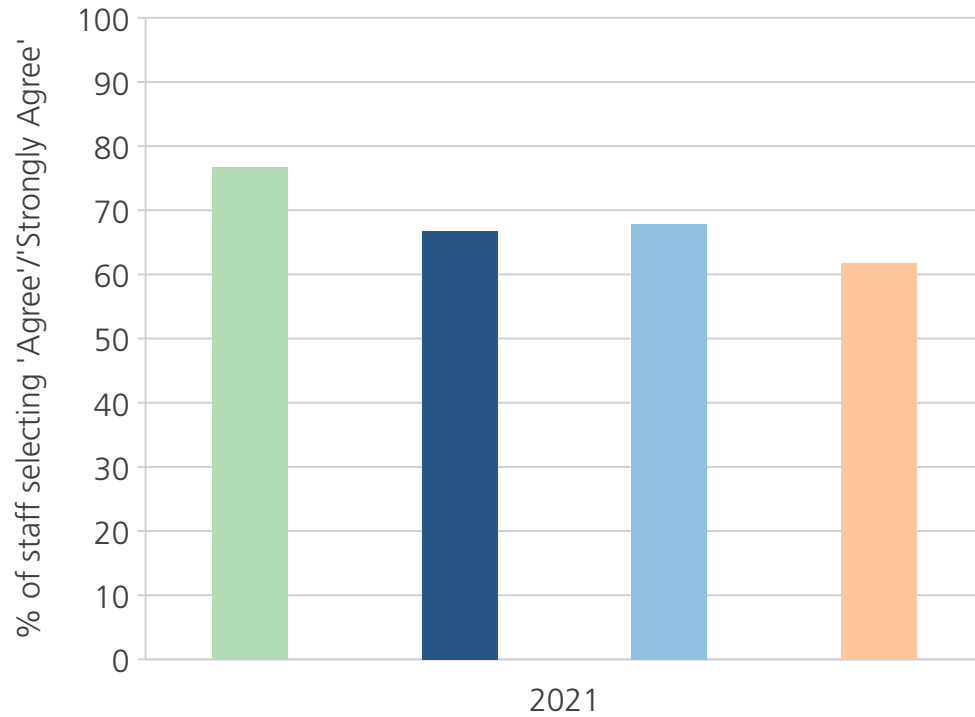
	2021
Best	76.8%
Your org	66.8%
Average	67.9%
Worst	61.8%
Responses	7,287

Q7i
I feel a strong personal attachment to my team

No trend data are shown as this is a new question

% of staff selecting 'Agree'/'Strongly Agree'

2021
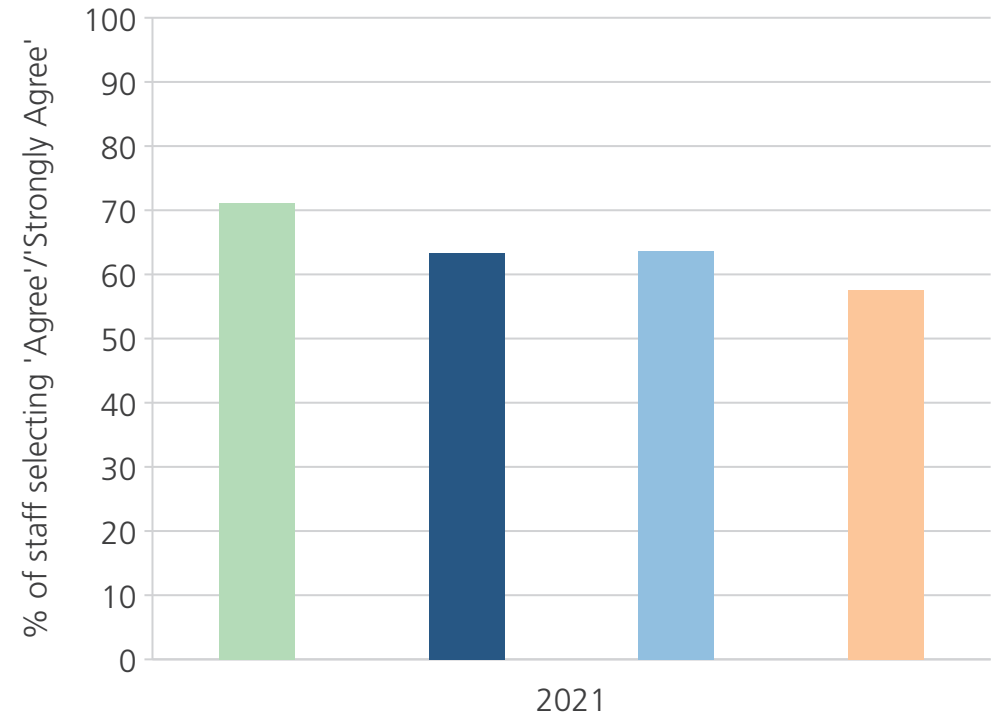
	2021
Best	71.1%
Your org	63.4%
Average	63.6%
Worst	57.6%
Responses	7,290

Q8b

The people I work with are understanding and kind to one another

No trend data are shown as this is a new question
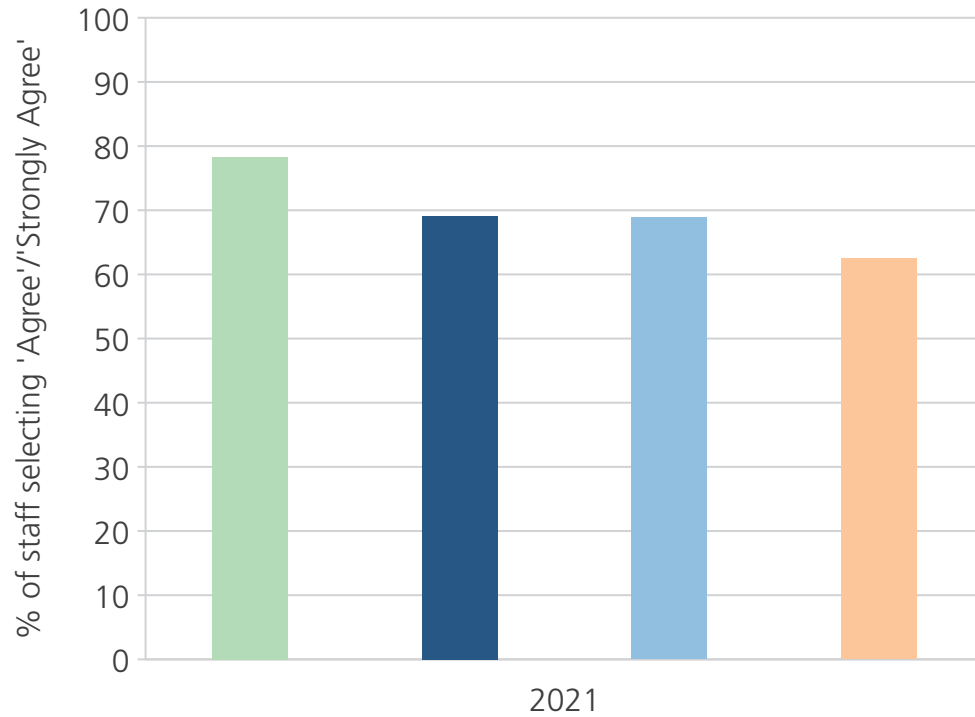
Best	78.3%
Your org	69.1%
Average	68.9%
Worst	62.5%
Responses	7,292

Q8c

The people I work with are polite and treat each other with respect

No trend data are shown as this is a new question
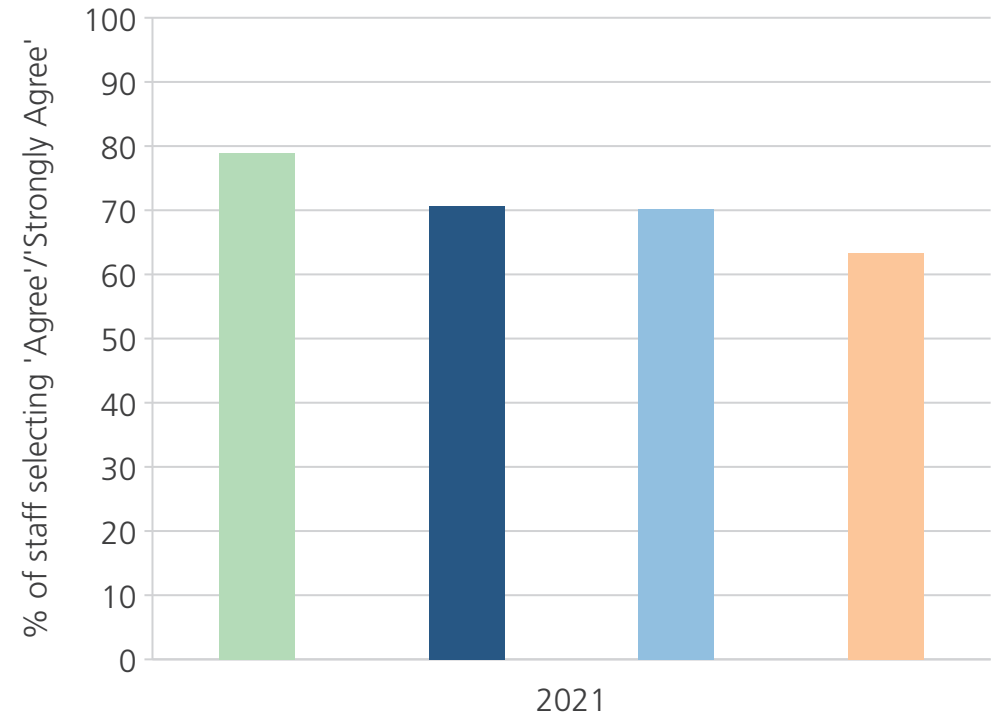
Best	79.0%
Your org	70.7%
Average	70.2%
Worst	63.3%
Responses	7,289
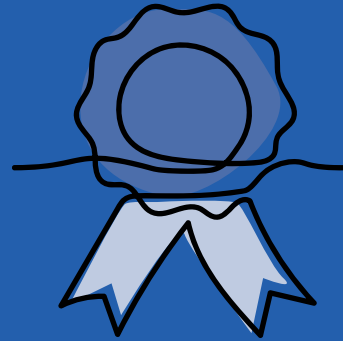
People Promise element detailed information – We are recognised and rewarded

Questions:

Q4a, Q4b, Q4c, Q8d, Q9e

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Q4a
The recognition I get for good work
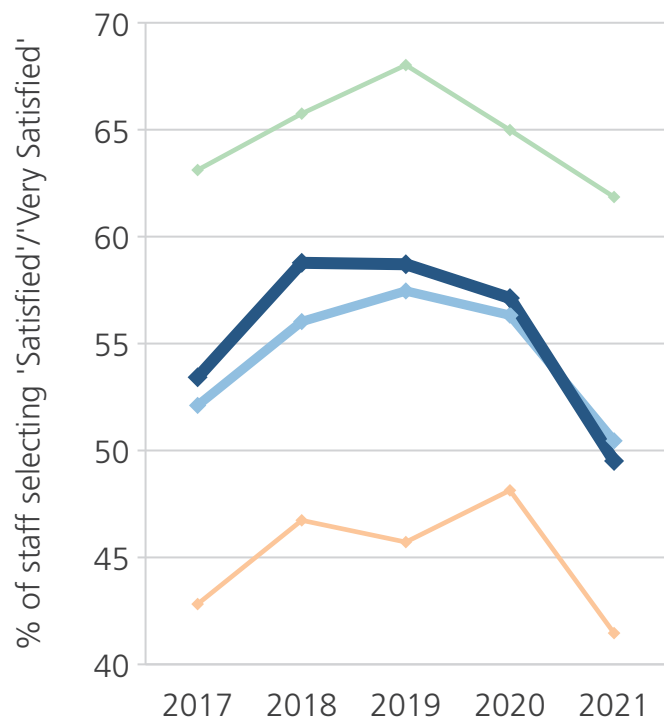
	2017	2018	2019	2020	2021
Best	63.1%	65.8%	68.0%	65.0%	61.9%
Your org	53.4%	58.8%	58.7%	57.1%	49.5%
Average	52.1%	56.0%	57.5%	56.3%	50.5%
Worst	42.8%	46.7%	45.7%	48.1%	41.5%
Responses	4,522	6,605	6,446	7,052	7,317

Q4b
The extent to which my organisation values my work
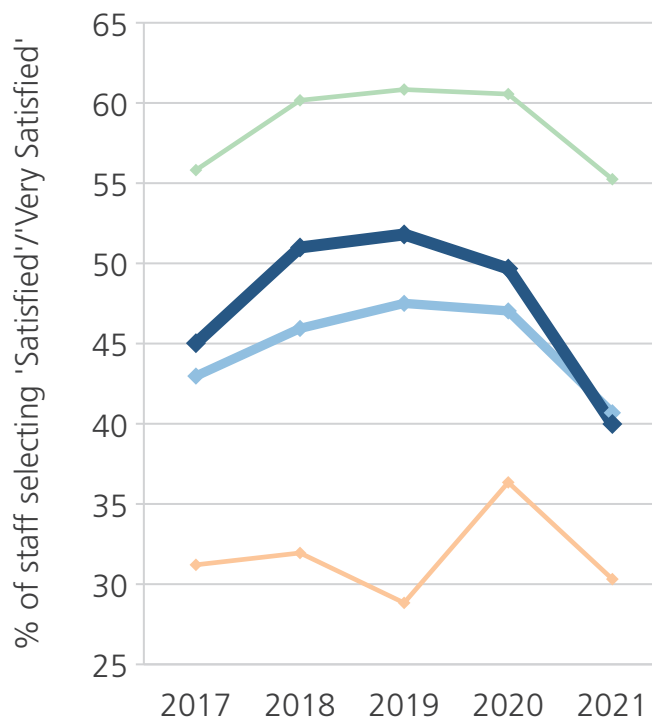
	2017	2018	2019	2020	2021
Best	55.8%	60.2%	60.8%	60.6%	55.2%
Your org	45.0%	51.0%	51.8%	49.7%	40.0%
Average	43.0%	45.9%	47.5%	47.0%	40.7%
Worst	31.2%	31.9%	28.8%	36.3%	30.3%
Responses	4,501	6,578	6,426	7,022	7,294

Q4c
My level of pay
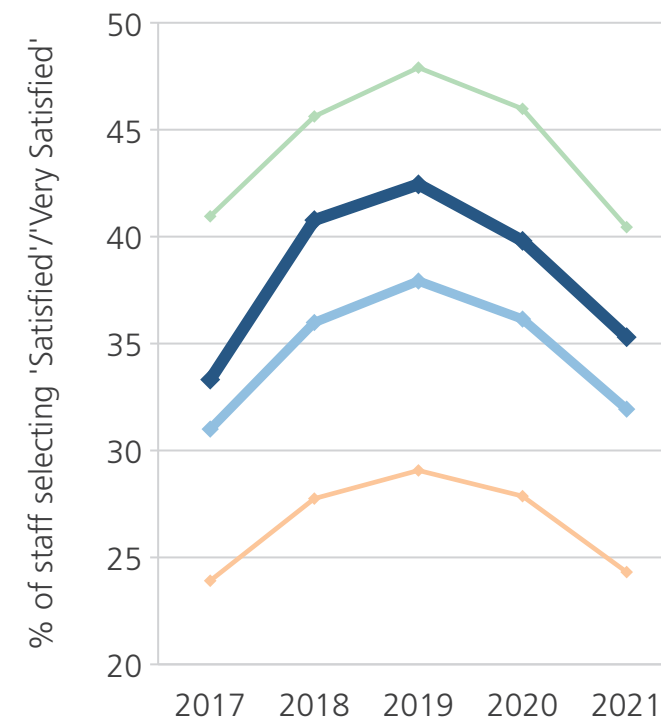
	2017	2018	2019	2020	2021
Best	40.9%	45.6%	47.9%	46.0%	40.4%
Your org	33.3%	40.8%	42.4%	39.8%	35.3%
Average	31.0%	36.0%	37.9%	36.1%	31.9%
Worst	23.9%	27.8%	29.1%	27.9%	24.3%
Responses	4,504	6,578	6,415	7,025	7,294

Survey Coordination Centre

NHS

Q8d
The people I work with show appreciation to one another
No trend data are shown as this is a new question
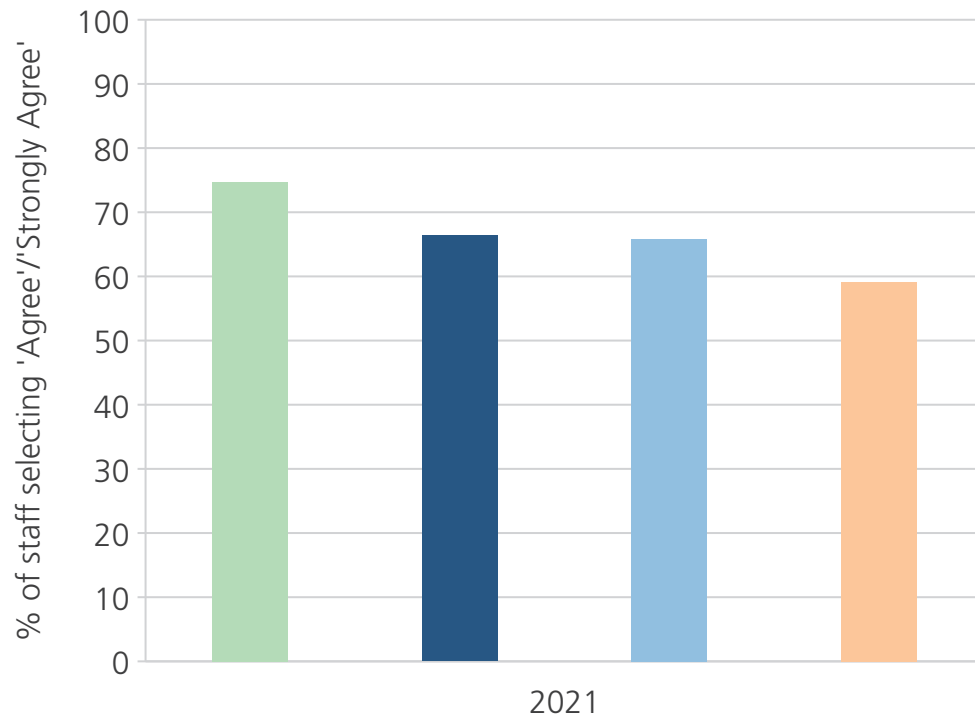
	2021
Best	74.7%
Your org	66.4%
Average	65.8%
Worst	59.1%
Responses	7,280

Q9e
My immediate manager values my work
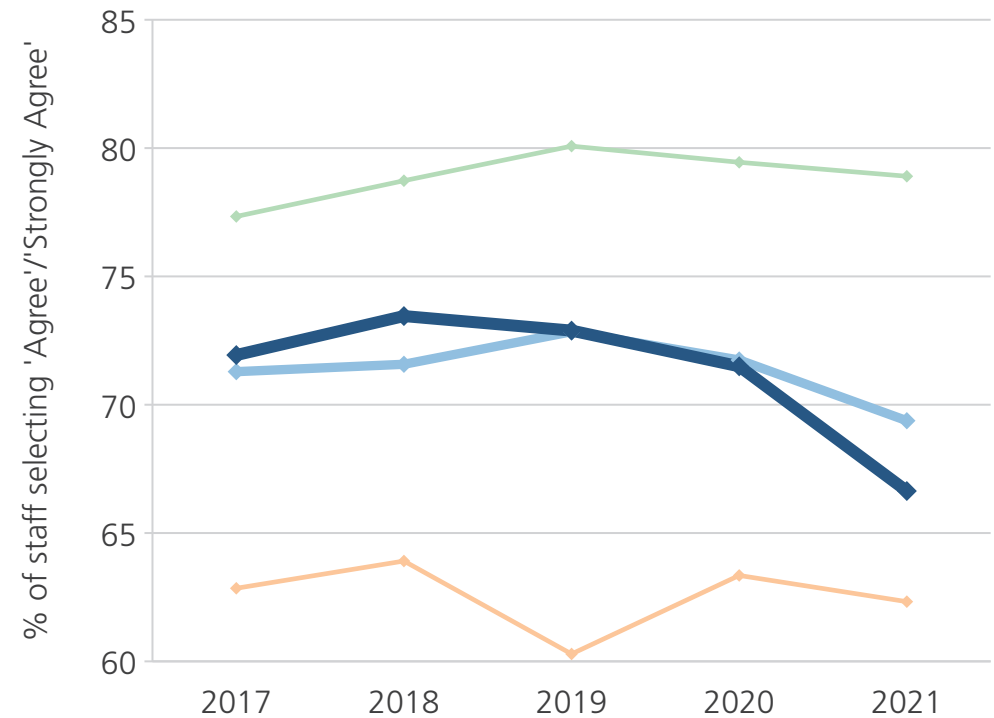
	2017	2018	2019	2020	2021
Best	77.3%	78.7%	80.1%	79.4%	78.9%
Your org	71.9%	73.5%	72.9%	71.5%	66.6%
Average	71.3%	71.6%	72.8%	71.7%	69.4%
Worst	62.8%	63.9%	60.3%	63.3%	62.3%
Responses	4,462	6,559	6,406	7,036	7,306
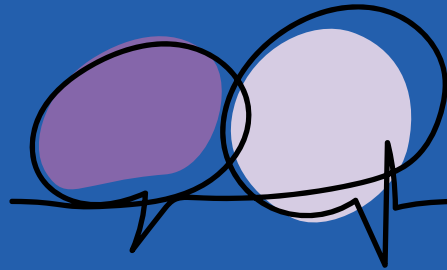
People Promise element detailed information – We each have a voice that counts

Questions:

Q3a, Q3b, Q3c, Q3d, Q3e, Q3f, Q5b
Q17a, Q17b, Q21e, Q21f

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results
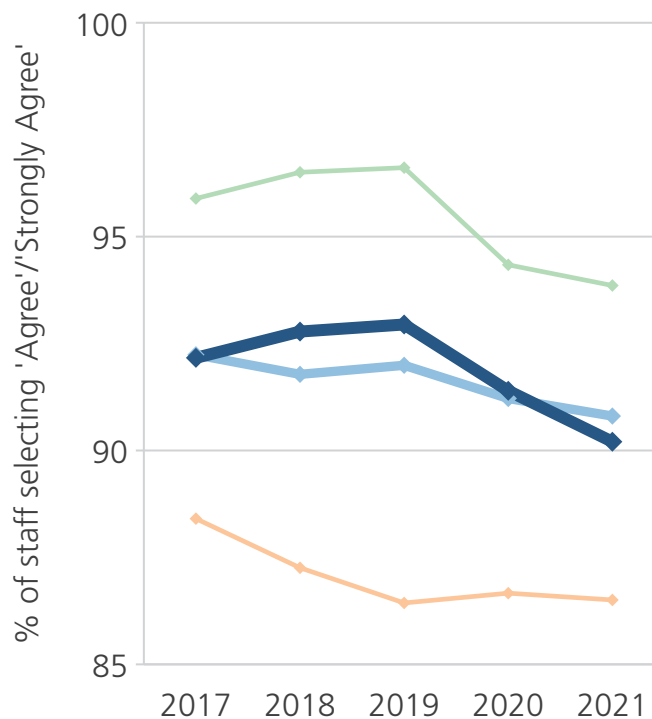
Q3a
I always know what my work responsibilities are
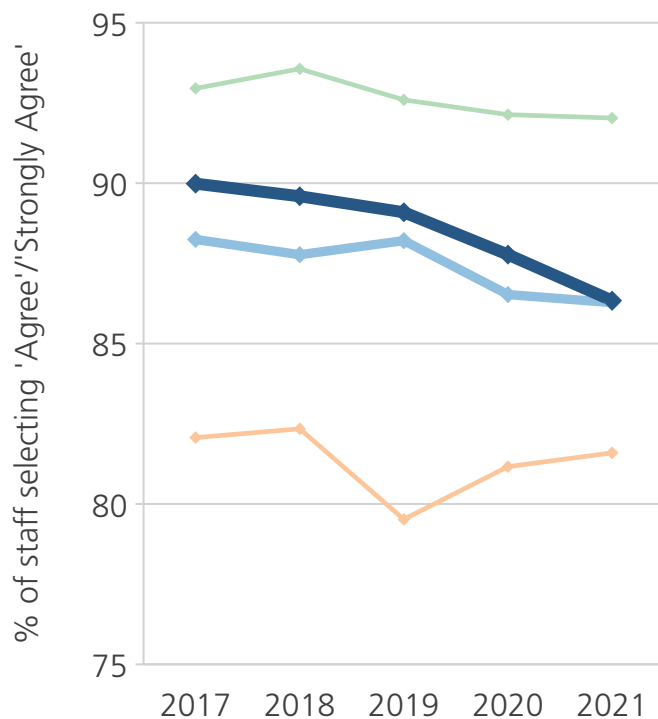
	2017	2018	2019	2020	2021
Best	93.0%	93.6%	92.6%	92.1%	92.0%
Your org	90.0%	89.6%	89.1%	87.8%	86.3%
Average	88.2%	87.8%	88.2%	86.5%	86.3%
Worst	82.1%	82.3%	79.5%	81.2%	81.6%
Responses	4,483	6,522	6,412	7,014	7,324

Q3b
I am trusted to do my job

	2017	2018	2019	2020	2021
Best	95.9%	96.5%	96.6%	94.3%	93.9%
Your org	92.2%	92.8%	92.9%	91.4%	90.2%
Average	92.2%	91.8%	92.0%	91.2%	90.8%
Worst	88.4%	87.3%	86.4%	86.7%	86.5%
Responses	4,471	6,493	6,391	6,992	7,314

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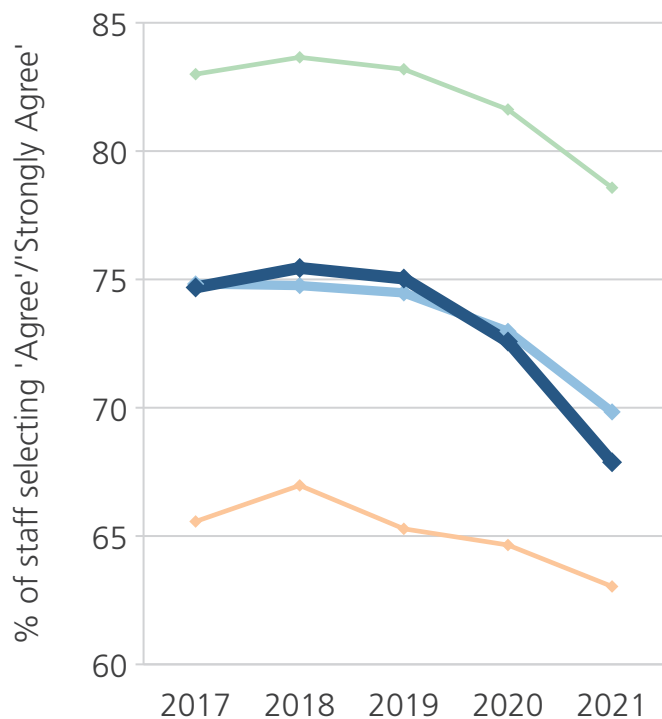There are frequent opportunities for me to show initiative in my role

	2017	2018	2019	2020	2021
Best	79.5%	80.1%	79.7%	78.2%	79.3%
Your org	74.6%	75.4%	73.8%	72.2%	70.2%
Average	73.3%	73.1%	73.1%	71.9%	72.4%
Worst	63.0%	62.9%	60.4%	64.5%	65.6%
Responses	4,545	6,632	6,466	7,050	7,301

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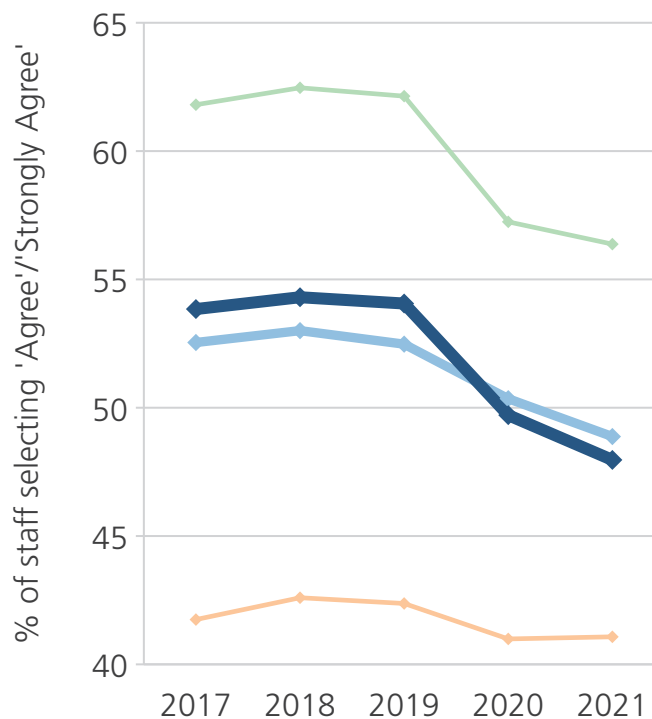to improve the work of
my team / department

	2017	2018	2019	2020	2021
Best	83.0%	83.7%	83.2%	81.6%	78.6%
Your org	74.7%	75.4%	75.0%	72.6%	67.9%
Average	74.8%	74.8%	74.5%	73.0%	69.8%
Worst	65.6%	67.0%	65.3%	64.7%	63.0%
Responses	4,537	6,613	6,453	7,027	7,298

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

	2017	2018	2019	2020	2021
Best	61.8%	62.5%	62.1%	57.2%	56.4%
Your org	53.8%	54.3%	54.1%	49.7%	48.0%
Average	52.5%	53.0%	52.5%	50.4%	48.9%
Worst	41.7%	42.6%	42.4%	41.0%	41.1%
Responses	4,523	6,607	6,435	7,029	7,301

Q3f
I am able to make improvements
happen in my area of work
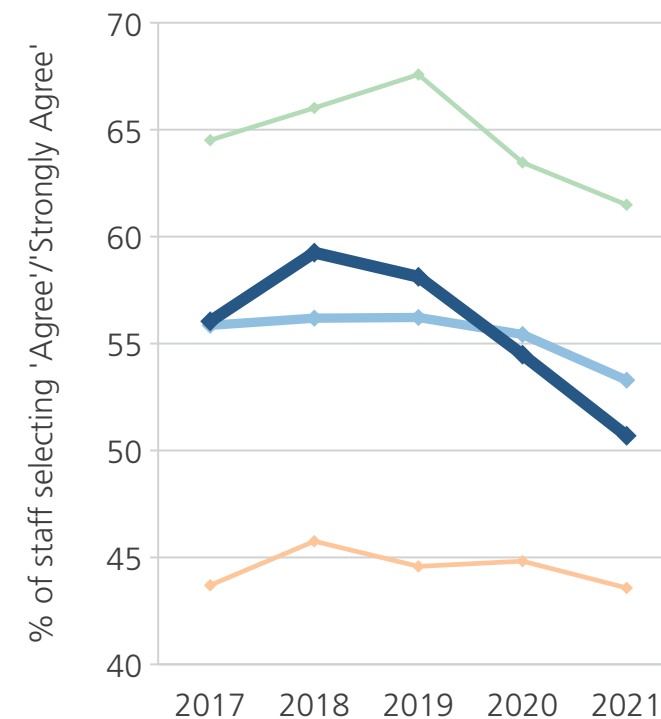
	2017	2018	2019	2020	2021
Best	64.5%	66.0%	67.6%	63.5%	61.5%
Your org	56.0%	59.3%	58.1%	54.5%	50.7%
Average	55.9%	56.2%	56.2%	55.4%	53.3%
Worst	43.7%	45.8%	44.6%	44.8%	43.6%
Responses	4,517	6,604	6,414	7,006	7,281

Q5b
I have a choice in deciding how to do my work
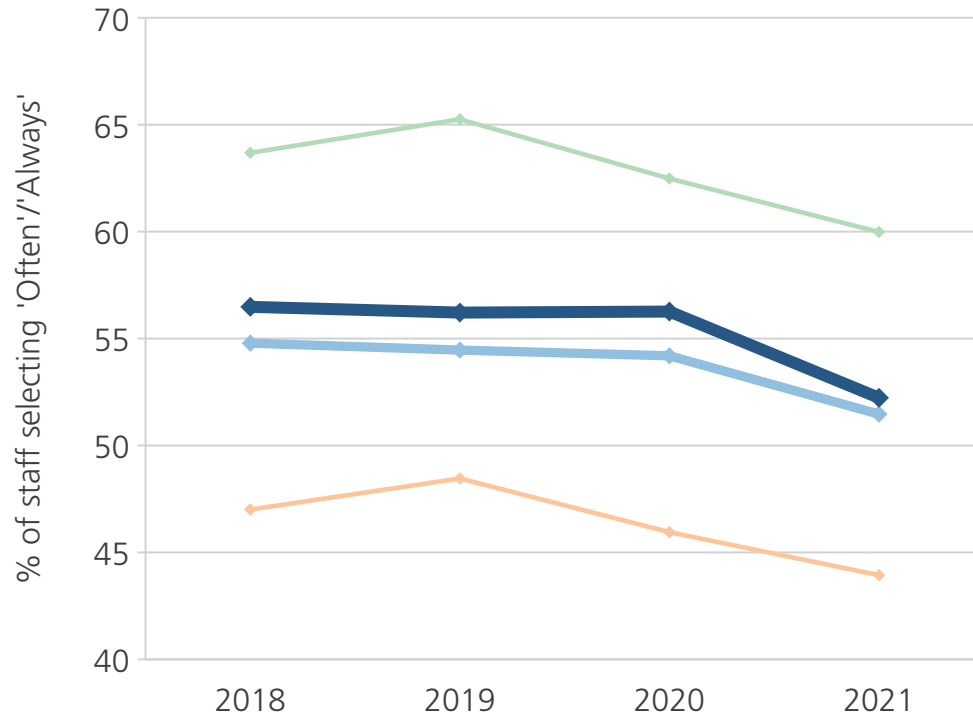
	2018	2019	2020	2021
Best	63.7%	65.3%	62.5%	60.0%
Your org	56.5%	56.2%	56.3%	52.2%
Average	54.8%	54.5%	54.2%	51.5%
Worst	47.0%	48.5%	45.9%	43.9%
Responses	6,514	6,376	6,991	7,279

Q17a
I would feel secure raising concerns about unsafe clinical practice

Q17b
I am confident that my organisation would address my concern
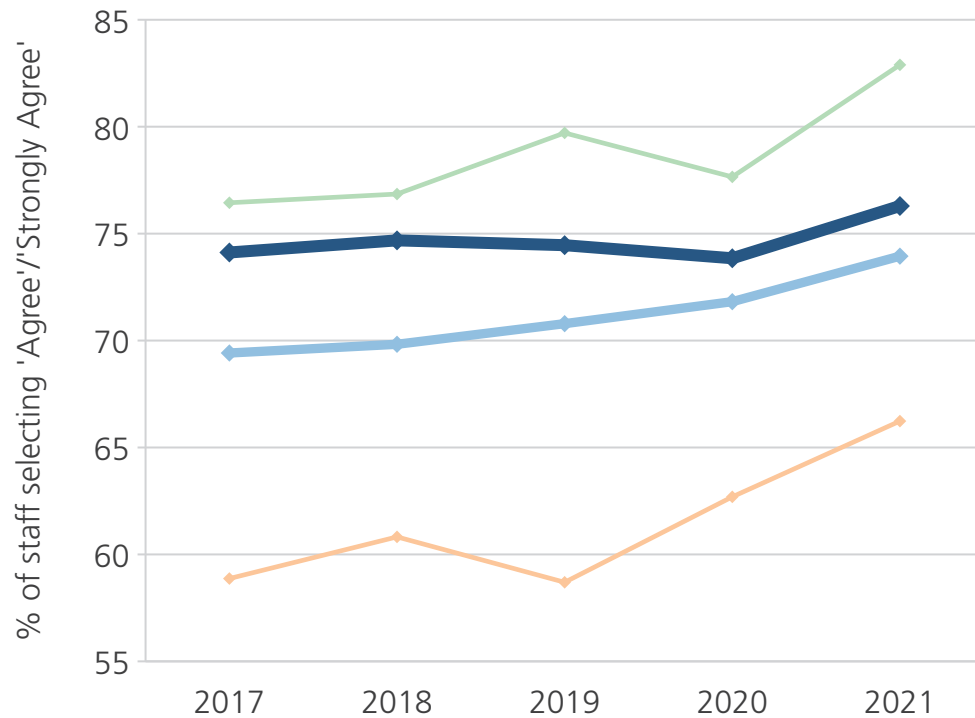
Q17a	2017	2018	2019	2020	2021
Best	76.4%	76.9%	79.7%	77.7%	82.9%
Your org	74.1%	74.7%	74.5%	73.8%	76.3%
Average	69.4%	69.8%	70.8%	71.8%	73.9%
Worst	58.9%	60.8%	58.7%	62.7%	66.2%
Responses	4,432	6,522	6,346	7,029	7,296
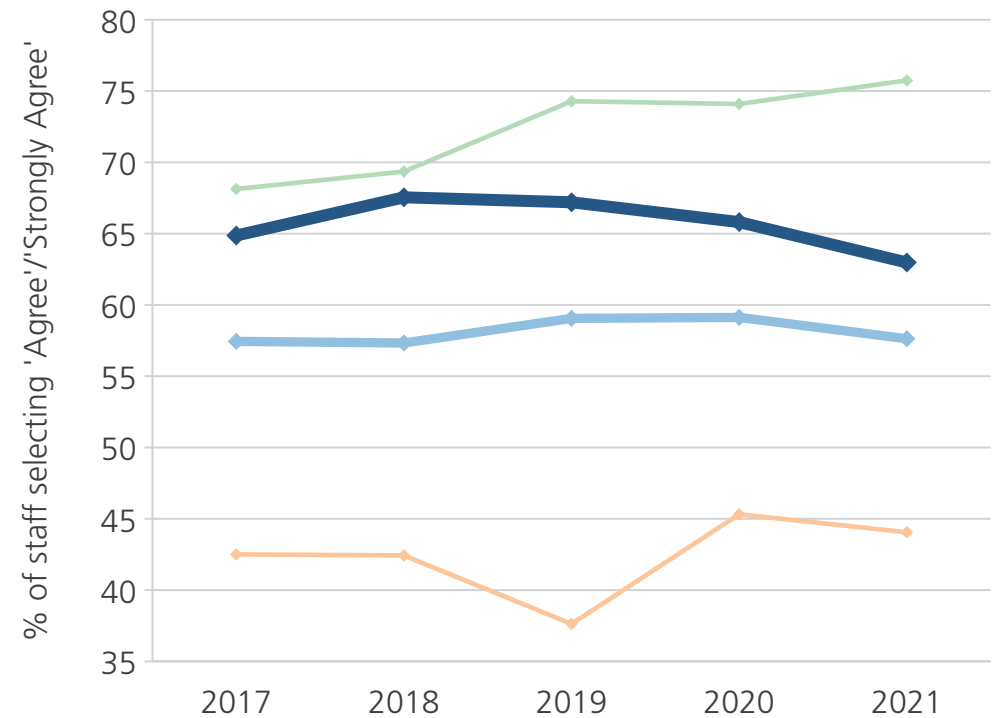
Q17b	2017	2018	2019	2020	2021
Best	68.1%	69.4%	74.3%	74.1%	75.7%
Your org	64.9%	67.5%	67.2%	65.8%	63.0%
Average	57.4%	57.3%	59.1%	59.1%	57.6%
Worst	42.5%	42.4%	37.6%	45.3%	44.1%
Responses	4,422	6,518	6,336	7,022	7,267

Q21e
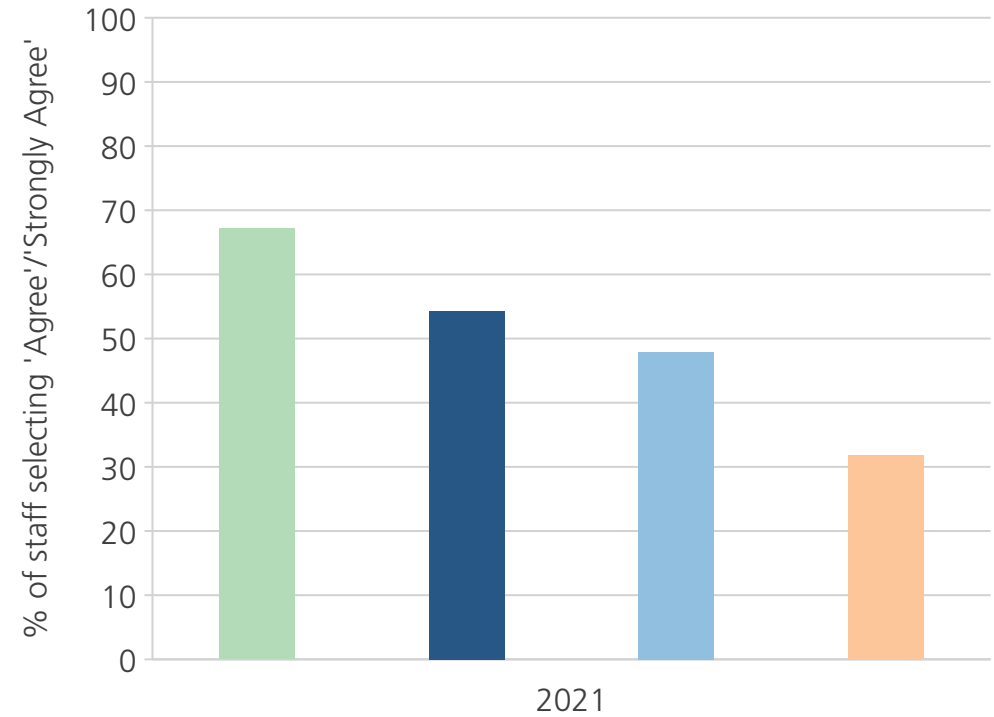I feel safe to speak up about anything that concerns me in this organisation

Q21f
If I spoke up about something that concerned me I am confident my organisation would address my concern

No trend data are shown as this is a new question
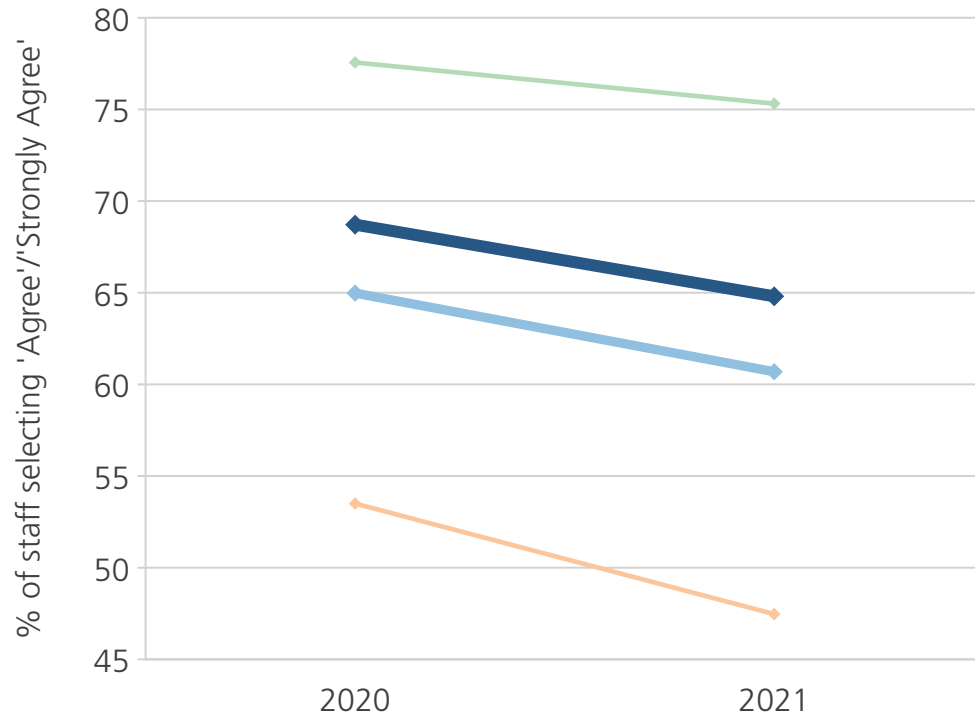
	2020	2021
Best	77.6%	75.3%
Your org	68.7%	64.8%
Average	65.0%	60.7%
Worst	53.5%	47.5%
Responses	7,013	7,285

	2021
Best	67.2%
Your org	54.3%
Average	47.9%
Worst	31.9%
Responses	7,287

People Promise element detailed information – We are safe and healthy

Questions:

Q3g, Q3h, Q3i, Q5a, Q11a, Q13d, Q14d

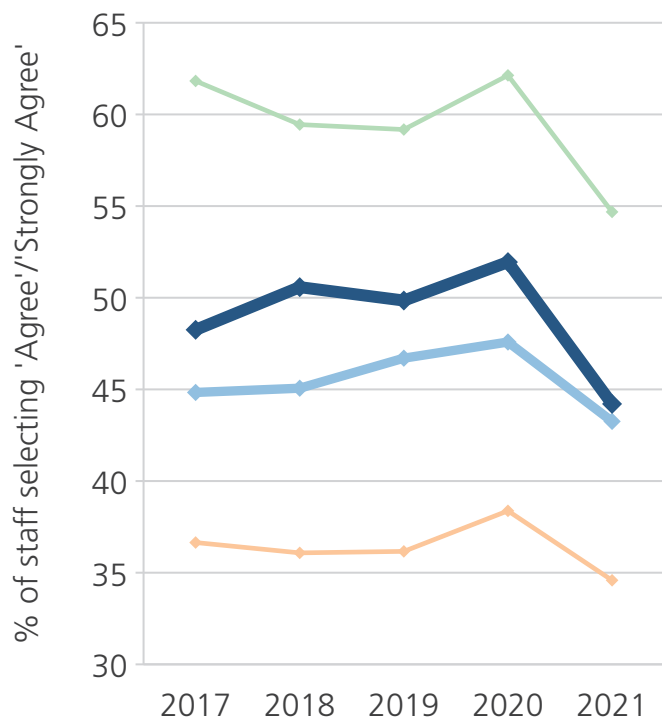Q12a, Q12b, Q12c, Q12d, Q12e, Q12f, Q12g

Q11b, Q11c, Q11d, Q13a, Q13b, Q13c, Q14a, Q14b, Q14c

The Newcastle upon Tyne Hospitals NHS Foundation Trust

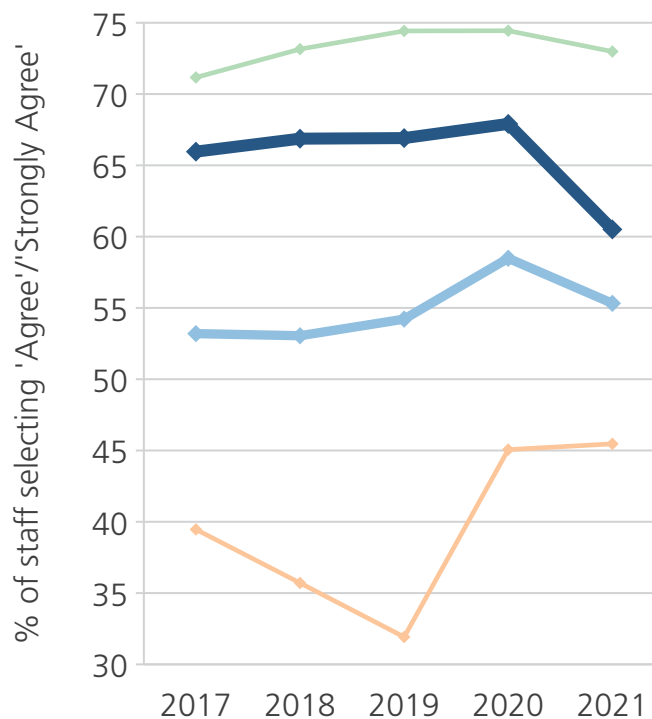2021 NHS Staff Survey Results

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

	2017	2018	2019	2020	2021
Best	61.8%	59.4%	59.2%	62.1%	54.7%
Your org	48.3%	50.6%	49.8%	51.9%	44.2%
Average	44.8%	45.1%	46.7%	47.6%	43.3%
Worst	36.6%	36.1%	36.2%	38.4%	34.6%
Responses	4,527	6,605	6,442	7,007	7,286

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

	2017	2018	2019	2020	2021
Best	71.2%	73.2%	74.4%	74.4%	73.0%
Your org	66.0%	66.9%	66.9%	67.9%	60.5%
Average	53.2%	53.0%	54.2%	58.5%	55.3%
Worst	39.5%	35.7%	31.9%	45.1%	45.5%
Responses	4,516	6,580	6,427	7,015	7,272

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

	2017	2018	2019	2020	2021
Best	44.4%	44.5%	48.1%	52.4%	37.8%
Your org	36.5%	39.2%	37.1%	45.6%	27.6%
Average	30.2%	30.6%	30.9%	36.9%	26.0%
Worst	20.3%	19.3%	20.9%	26.1%	18.2%
Responses	4,518	6,604	6,442	7,023	7,313

Q5a
I have unrealistic time pressures

	2018	2019	2020	2021
Best	28.3%	31.3%	33.7%	29.5%
Your org	25.4%	25.3%	30.4%	26.3%
Average	21.6%	22.0%	24.3%	22.5%
Worst	14.6%	16.9%	18.6%	18.2%
Responses	6,536	6,388	7,004	7,297

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

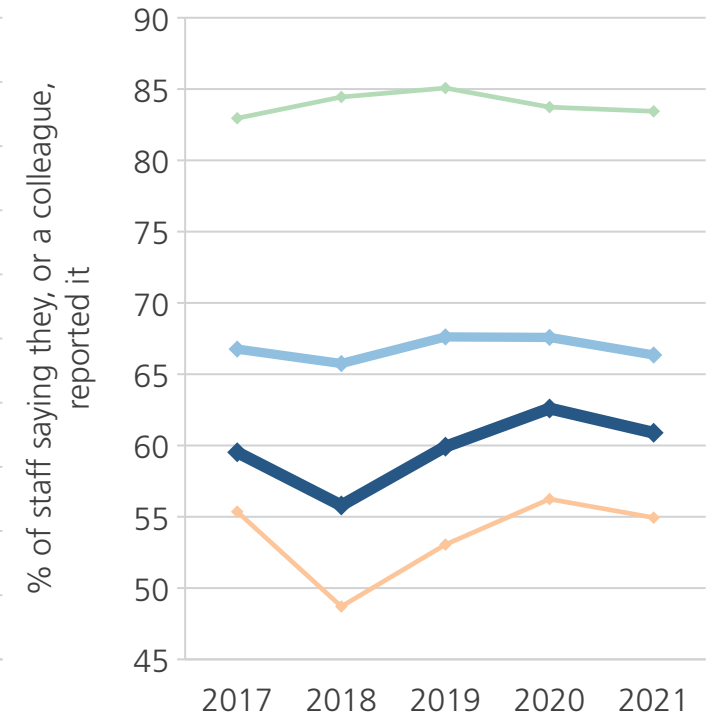No trend data are shown as this is a new question
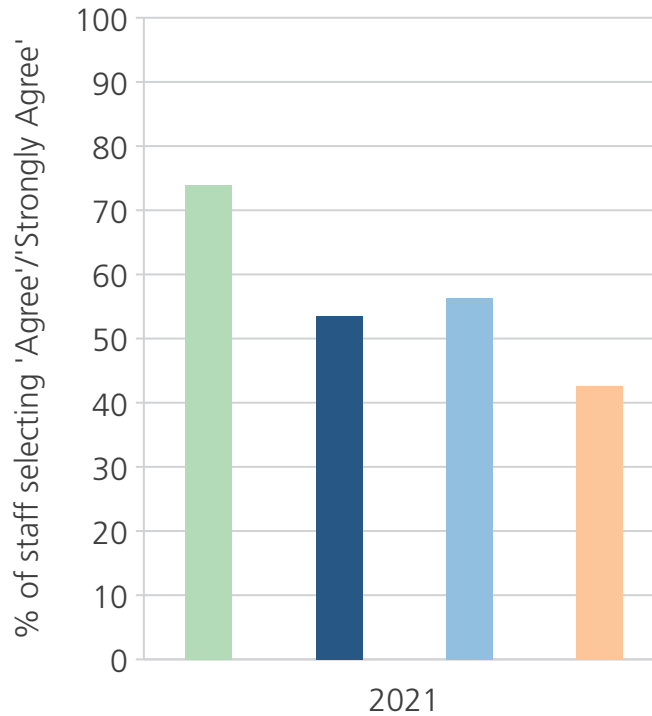
	2021
Best	74.0%
Your org	53.5%
Average	56.4%
Worst	42.5%
Responses	7,231

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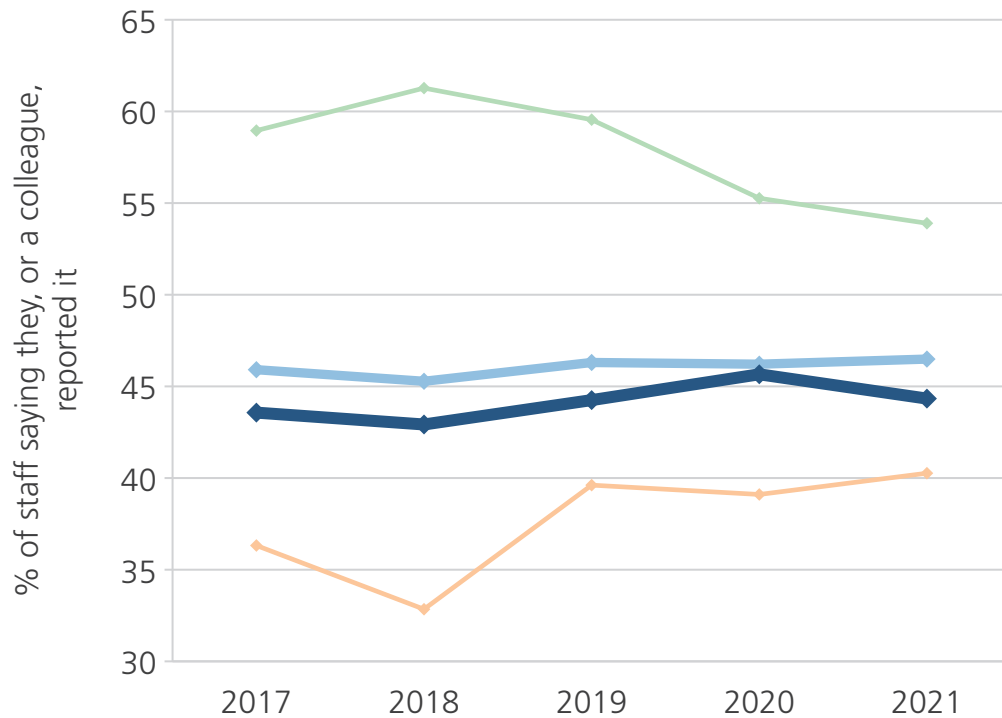physical violence at work, did
you or a colleague report it?

	2017	2018	2019	2020	2021
Best	83.0%	84.4%	85.1%	83.7%	83.4%
Your org	59.5%	55.8%	59.9%	62.6%	60.9%
Average	66.8%	65.7%	67.6%	67.6%	66.3%
Worst	55.4%	48.7%	53.0%	56.2%	54.9%
Responses	429	519	507	602	721

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

% of staff saying they, or a colleague, reported it

	2017	2018	2019	2020	2021
Best	59.0%	61.3%	59.5%	55.3%	53.9%
Your org	43.6%	42.9%	44.3%	45.7%	44.3%
Average	45.9%	45.3%	46.3%	46.2%	46.5%
Worst	36.3%	32.8%	39.6%	39.1%	40.3%
Responses	1,425	1,864	1,946	2,130	2,552

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

No trend data are shown as this is a new question
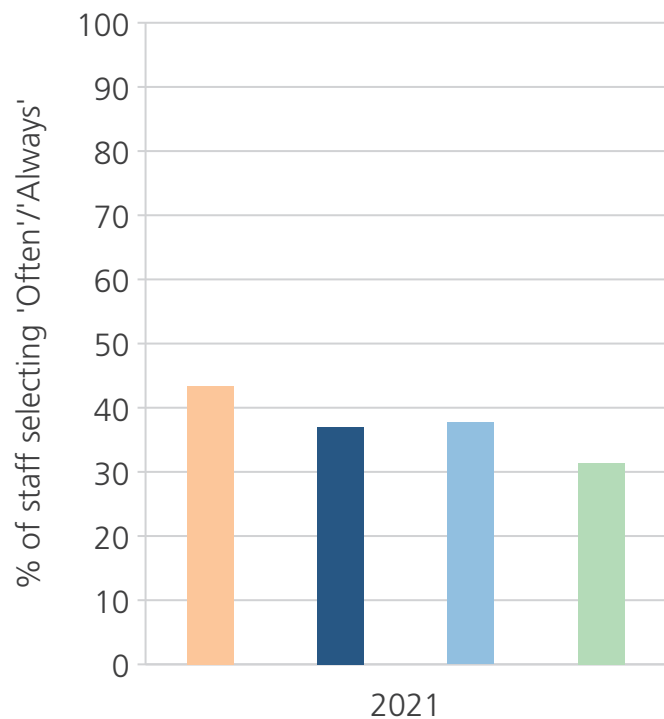
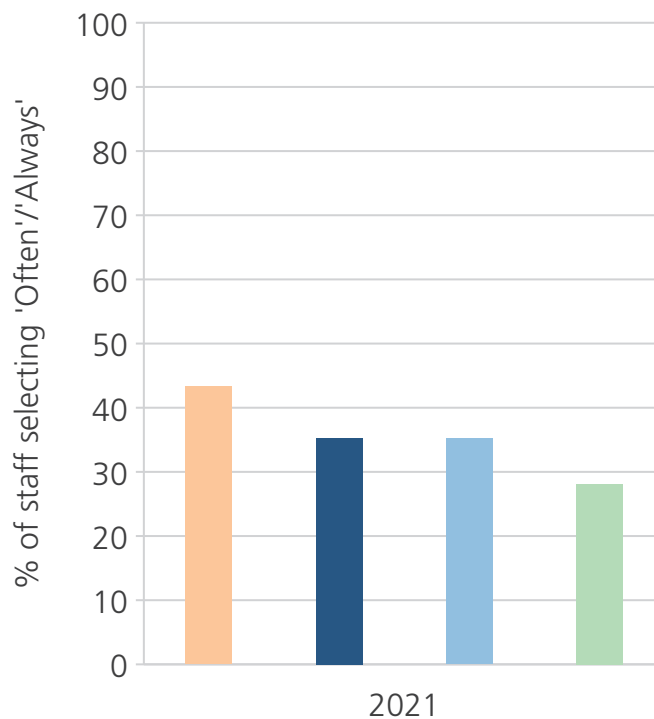| Worst	43.4%
Your org	37.0%
Average	37.7%
Best	31.4%
Responses	7,328

Q12b
How often, if at all, do you feel
burnt out because of your work?
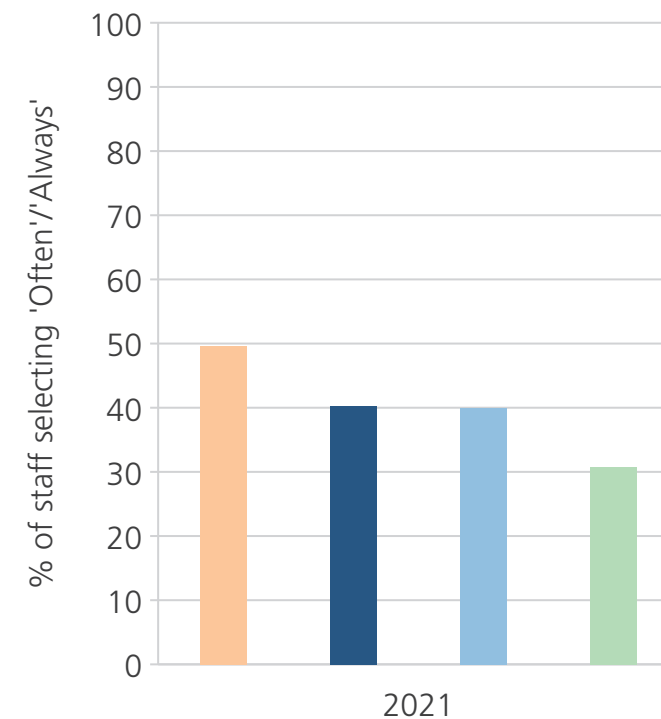
No trend data are shown as this is a new question

Worst	43.3%
Your org	35.2%
Average	35.2%
Best	28.1%
Responses	7,312

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

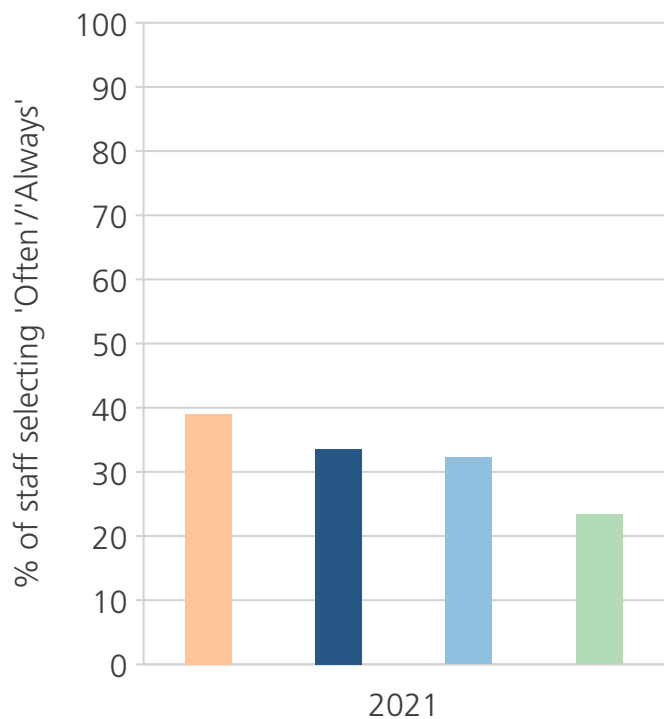No trend data are shown as this is a new question

Worst	49.7%
Your org	40.3%
Average	39.9%
Best	30.8%
Responses	7,310

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

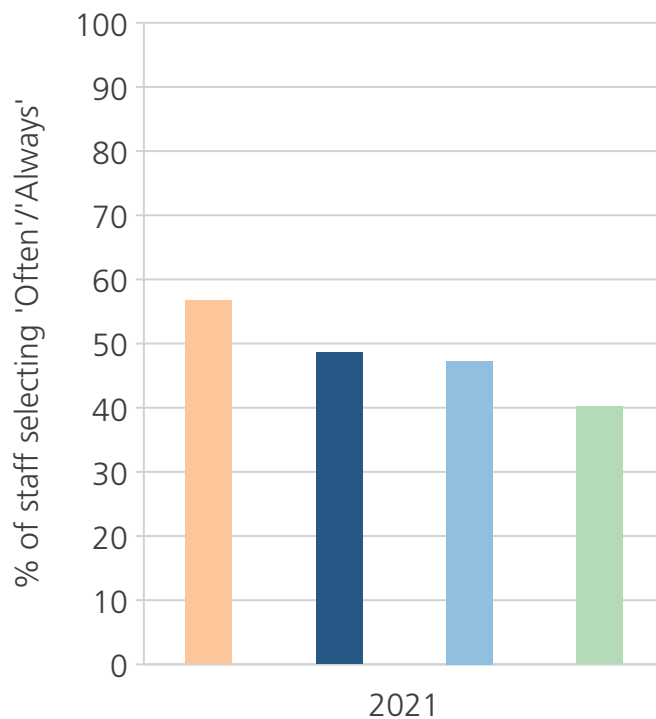No trend data are shown as this is a new question

Worst	39.0%
Your org	33.6%
Average	32.2%
Best	23.4%
Responses	7,304

Q12e
How often, if at all, do you feel worn out at the end of your working day/shift?
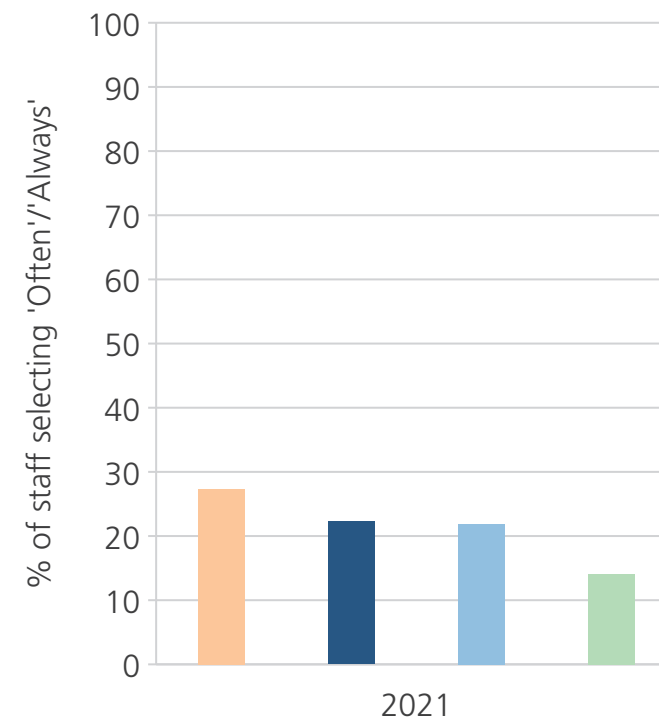
No trend data are shown as this is a new question

Worst	56.7%
Your org	48.6%
Average	47.2%
Best	40.2%
Responses	7,297

Q12f
How often, if at all, do you feel that every working hour is tiring for you?
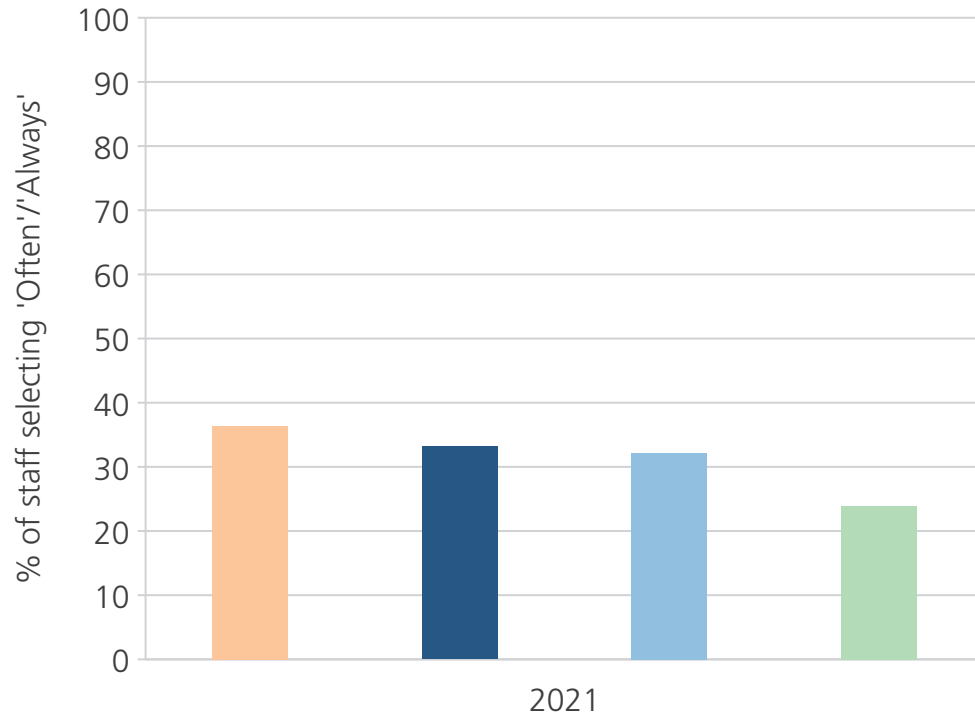
No trend data are shown as this is a new question

Worst	27.3%
Your org	22.2%
Average	21.9%
Best	14.1%
Responses	7,286

Survey Coordination Centre

NHS

Q12g
How often, if at all, do you not have enough
energy for family and friends during leisure time?
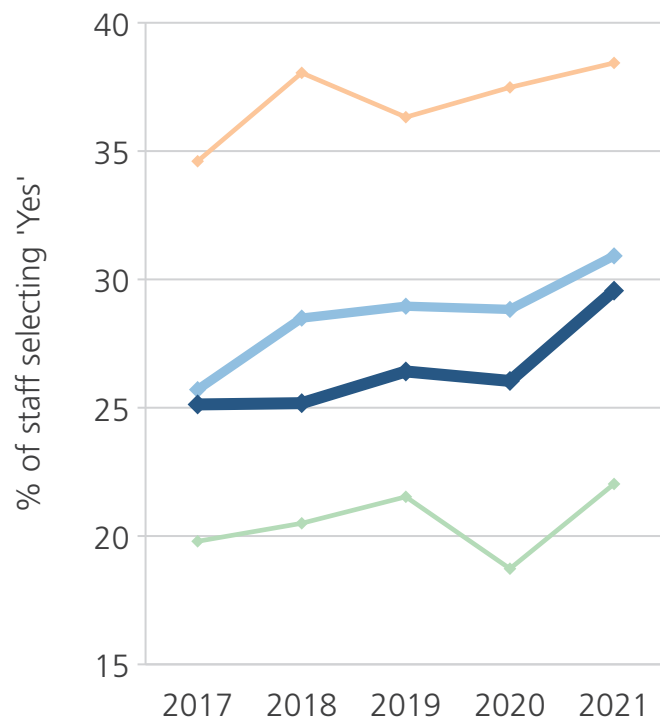
No trend data are shown as this is a new question

% of staff selecting 'Often'/'Always'

2021

Worst	36.3%
Your org	33.2%
Average	32.1%
Best	23.9%
Responses	7,312

Survey Coordination Centre

NHS

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

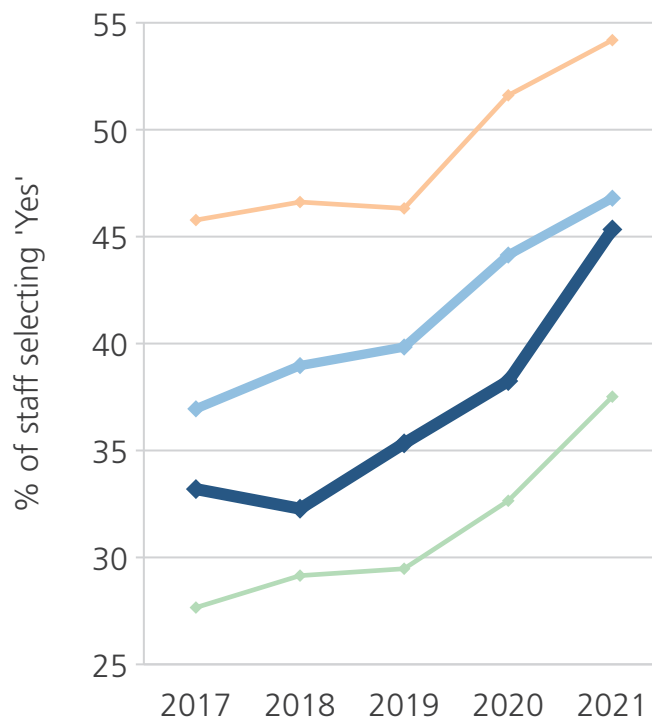|	2017	2018	2019	2020	2021
Worst	34.6%	38.0%	36.3%	37.5%	38.4%
Your org	25.1%	25.2%	26.4%	26.0%	29.6%
Average	25.7%	28.5%	29.0%	28.8%	30.9%
Best	19.8%	20.5%	21.5%	18.7%	22.0%
Responses	4,445	6,545	6,394	7,029	7,296

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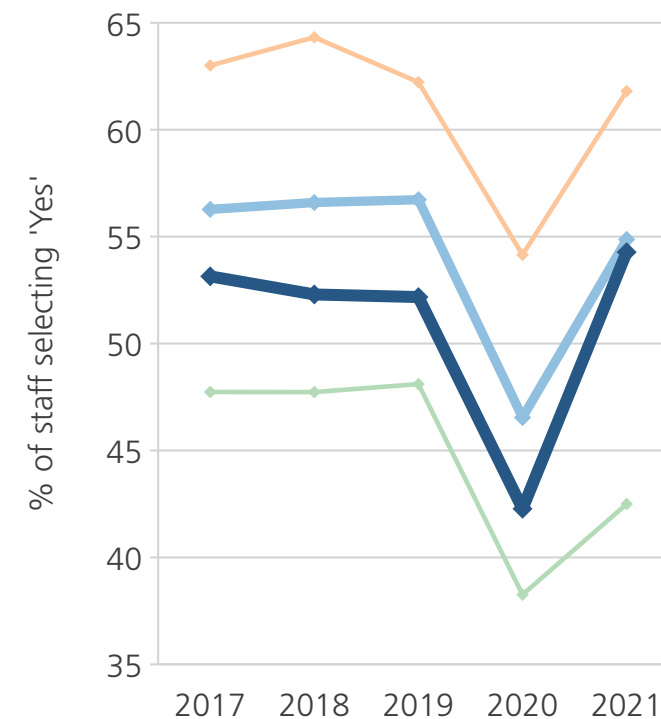During the last 12 months have you felt unwell as a result of work related stress?

	2017	2018	2019	2020	2021
Worst	45.8%	46.6%	46.3%	51.6%	54.2%
Your org	33.2%	32.3%	35.3%	38.2%	45.3%
Average	36.9%	39.0%	39.8%	44.1%	46.8%
Best	27.7%	29.1%	29.5%	32.6%	37.5%
Responses	4,437	6,542	6,386	7,020	7,293

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

	2017	2018	2019	2020	2021
Worst	63.0%	64.3%	62.2%	54.2%	61.8%
Your org	53.1%	52.3%	52.2%	42.3%	54.3%
Average	56.3%	56.6%	56.7%	46.5%	54.9%
Best	47.7%	47.7%	48.1%	38.3%	42.5%
Responses	4,436	6,541	6,388	7,021	7,296

Q13a
In the last 12 months how many times have you personally experienced physical violence at work from patients / service users, their relatives or other members of the public?
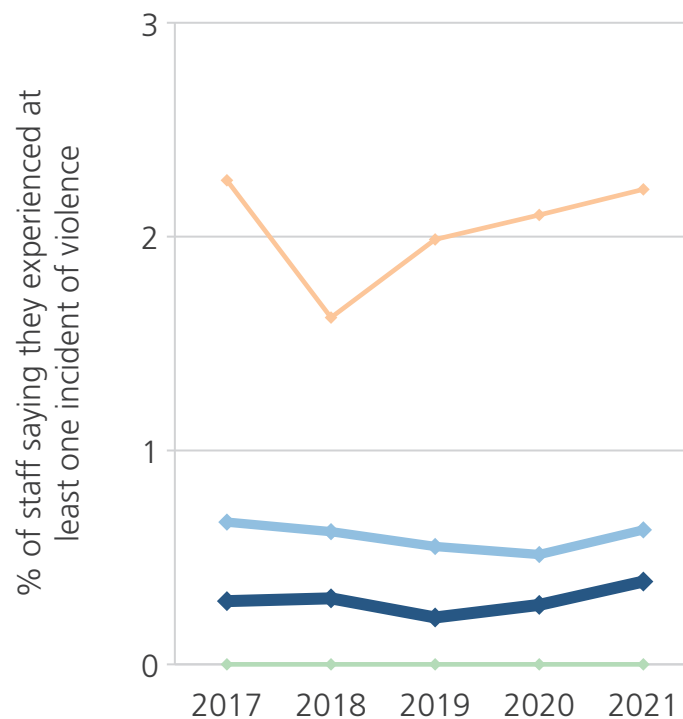
Q13b
In the last 12 months how many times have you personally experienced physical violence at work from managers?

Q13c
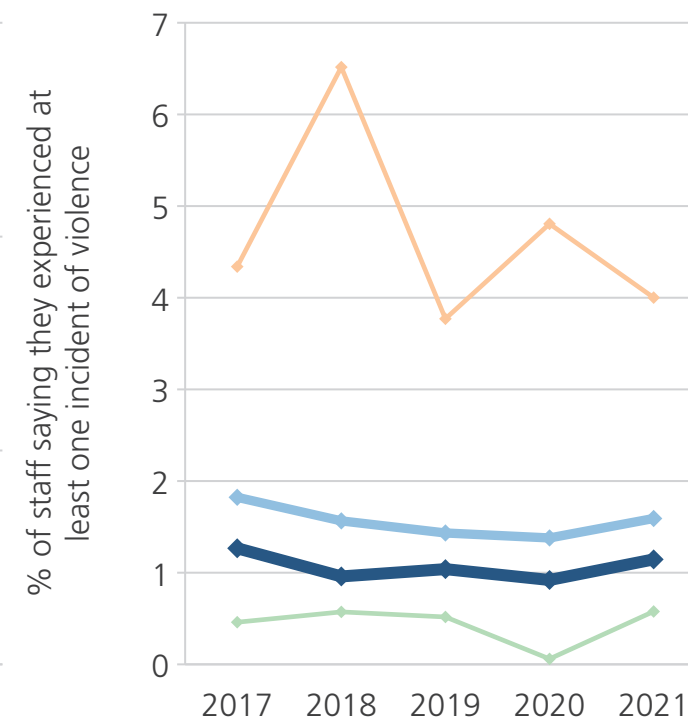In the last 12 months how many times have you personally experienced physical violence at work from other colleagues?
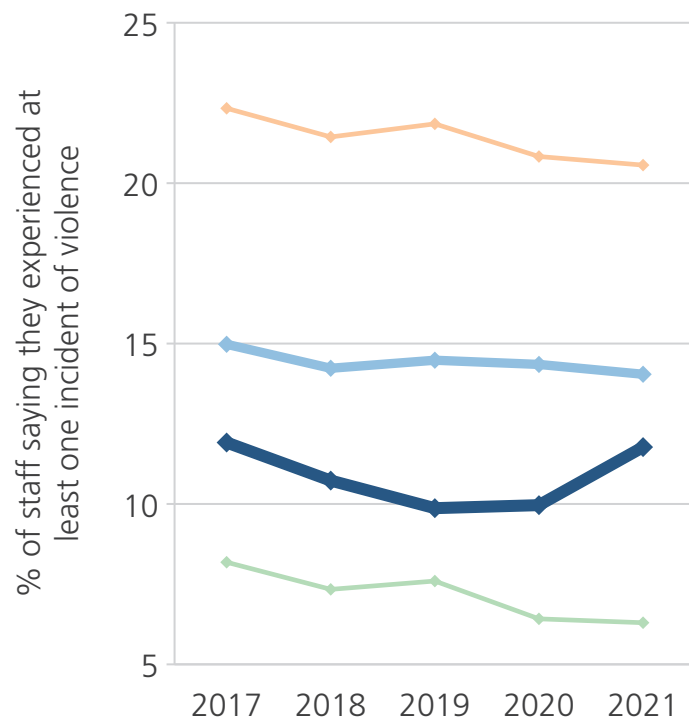
Q13a	2017	2018	2019	2020	2021
Worst	22.3%	21.4%	21.8%	20.8%	20.6%
Your org	11.9%	10.7%	9.9%	10.0%	11.8%
Average	15.0%	14.2%	14.5%	14.3%	14.0%
Best	8.2%	7.3%	7.6%	6.4%	6.3%
Responses	4,406	6,532	6,365	7,035	7,316

Q13b	2017	2018	2019	2020	2021
Worst	2.3%	1.6%	2.0%	2.1%	2.2%
Your org	0.3%	0.3%	0.2%	0.3%	0.4%
Average	0.7%	0.6%	0.6%	0.5%	0.6%
Best	0.0%	0.0%	0.0%	0.0%	0.0%
Responses	4,388	6,513	6,340	7,013	7,281

Q13c	2017	2018	2019	2020	2021
Worst	4.3%	6.5%	3.8%	4.8%	4.0%
Your org	1.3%	1.0%	1.0%	0.9%	1.1%
Average	1.8%	1.6%	1.4%	1.4%	1.6%
Best	0.5%	0.6%	0.5%	0.1%	0.6%
Responses	4,338	6,435	6,278	6,955	7,212

Q14a
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from patients / service users, their relatives or other members of the public?

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

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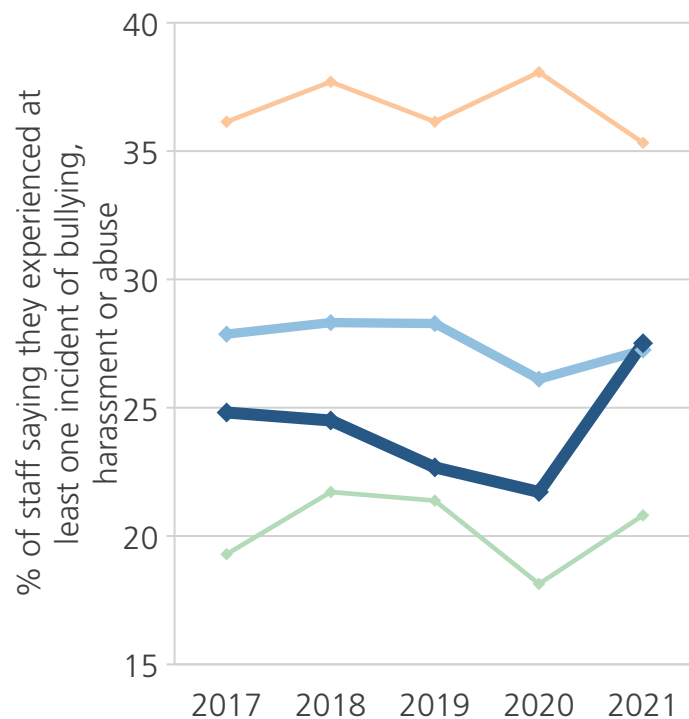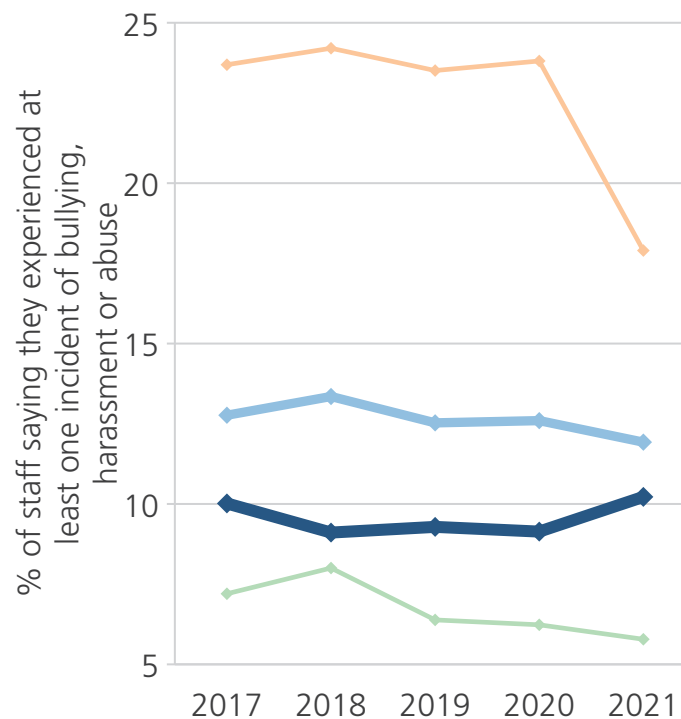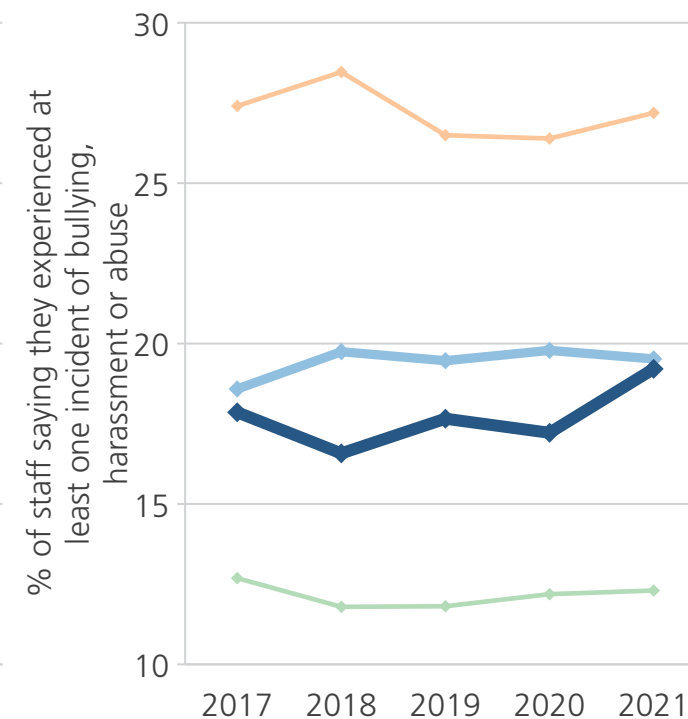

Q14a	2017	2018	2019	2020	2021
Worst	36.1%	37.7%	36.1%	38.1%	35.3%
Your org	24.8%	24.5%	22.7%	21.7%	27.5%
Average	27.9%	28.3%	28.3%	26.1%	27.3%
Best	19.3%	21.7%	21.4%	18.1%	20.8%
Responses	4,386	6,536	6,361	7,032	7,287

Q14b	2017	2018	2019	2020	2021
Worst	23.7%	24.2%	23.5%	23.8%	17.9%
Your org	10.0%	9.1%	9.3%	9.1%	10.2%
Average	12.8%	13.3%	12.5%	12.6%	11.9%
Best	7.2%	8.0%	6.4%	6.2%	5.8%
Responses	4,369	6,502	6,345	7,004	7,261

Q14c	2017	2018	2019	2020	2021
Worst	27.4%	28.5%	26.5%	26.4%	27.2%
Your org	17.9%	16.6%	17.7%	17.2%	19.2%
Average	18.6%	19.7%	19.5%	19.8%	19.5%
Best	12.7%	11.8%	11.8%	12.2%	12.3%
Responses	4,313	6,450	6,283	6,943	7,229

People Promise element detailed information – We are always learning
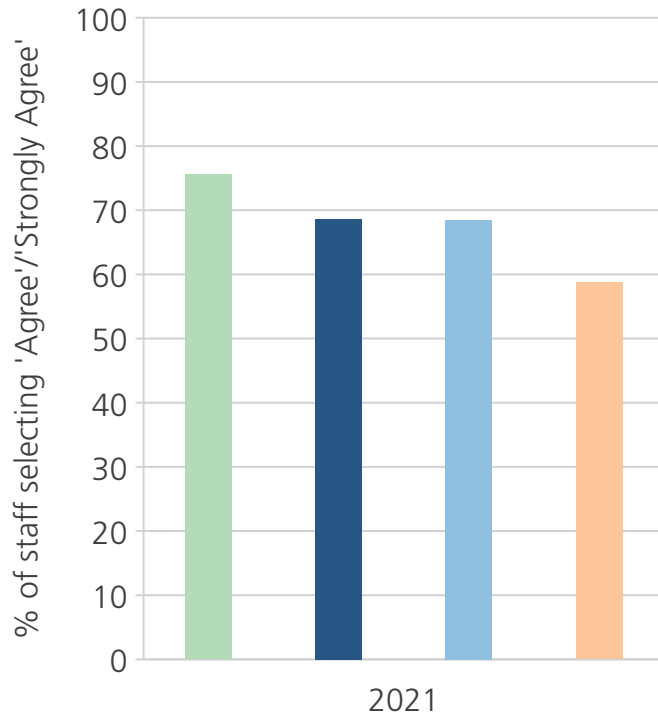
Questions:

Q20a, Q20b, Q20c, Q20d, Q20e

Q19a, Q19b, Q19c, Q19d

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Q20a
This organisation offers
me challenging work

No trend data are shown as this is a new question

Best	75.6%
Your org	68.6%
Average	68.4%
Worst	58.8%
Responses	7,307

Q20b
There are opportunities for me to
develop my career in this organisation

No trend data are shown as this is a new question
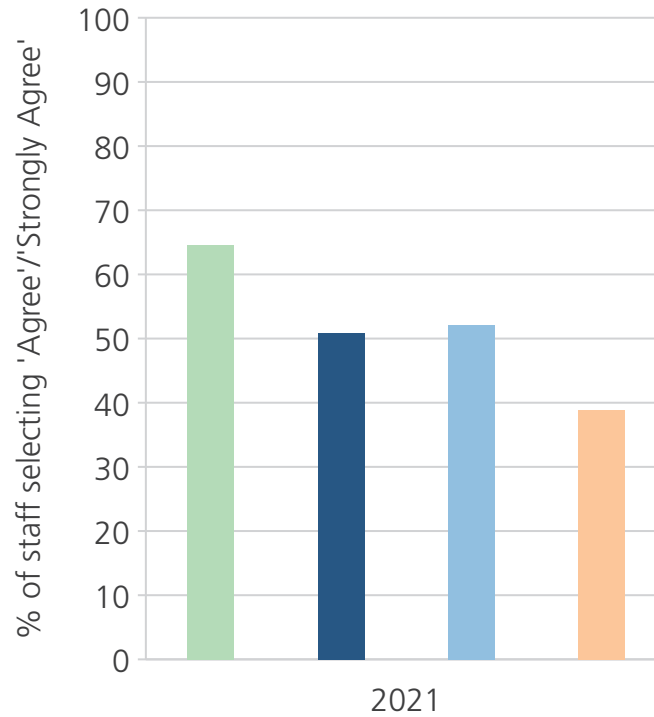
Best	64.6%
Your org	50.9%
Average	52.1%
Worst	38.8%
Responses	7,308

Q20c
I have opportunities to improve
my knowledge and skills

No trend data are shown as this is a new question

Best	76.0%
Your org	65.4%
Average	65.9%
Worst	53.8%
Responses	7,284

Q20d
I feel supported to develop my potential
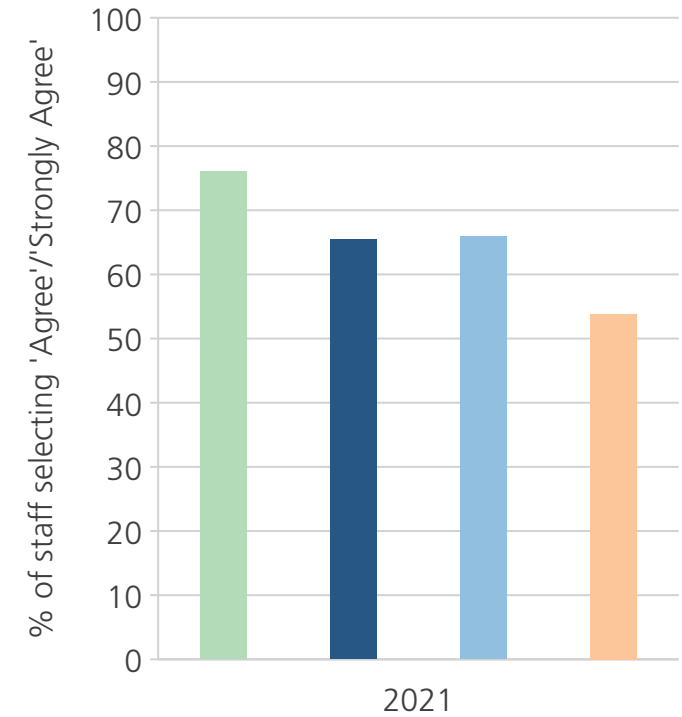
No trend data are shown as this is a new question
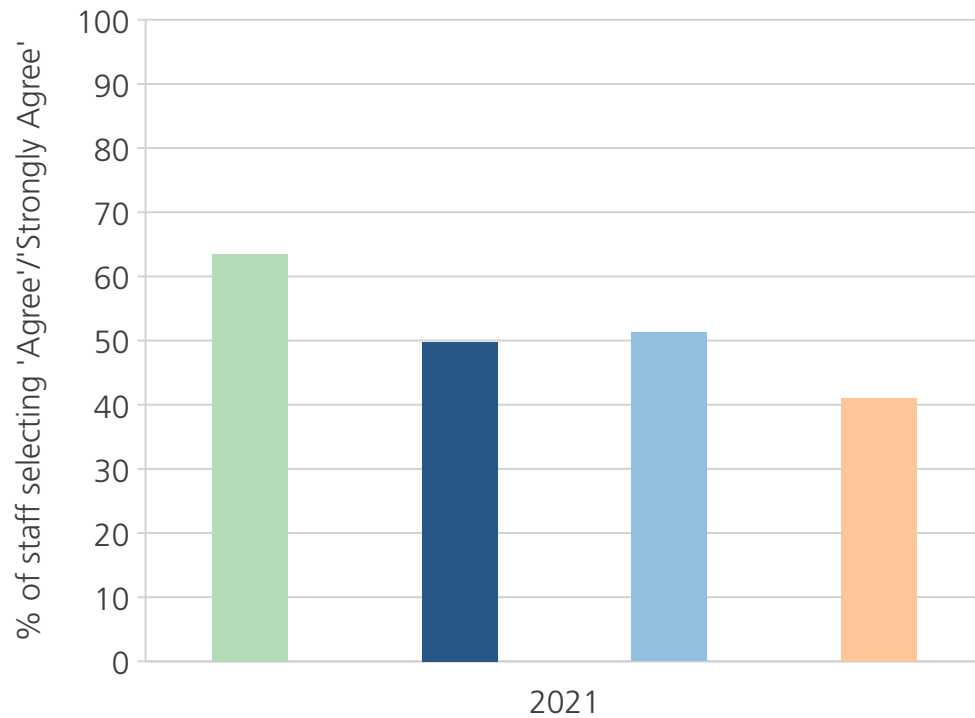
Best	63.5%
Your org	49.8%
Average	51.3%
Worst	41.0%
Responses	7,284

Q20e
I am able to access the right learning and development opportunities when I need to

No trend data are shown as this is a new question
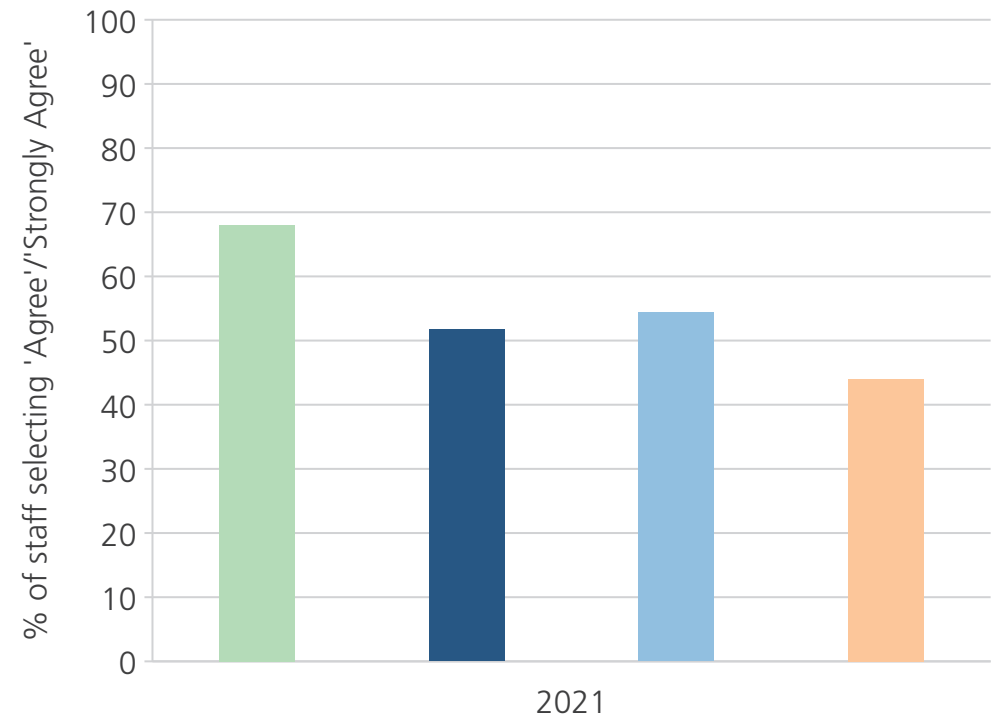
Best	68.0%
Your org	51.7%
Average	54.4%
Worst	44.1%
Responses	7,289

Q19a

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

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.
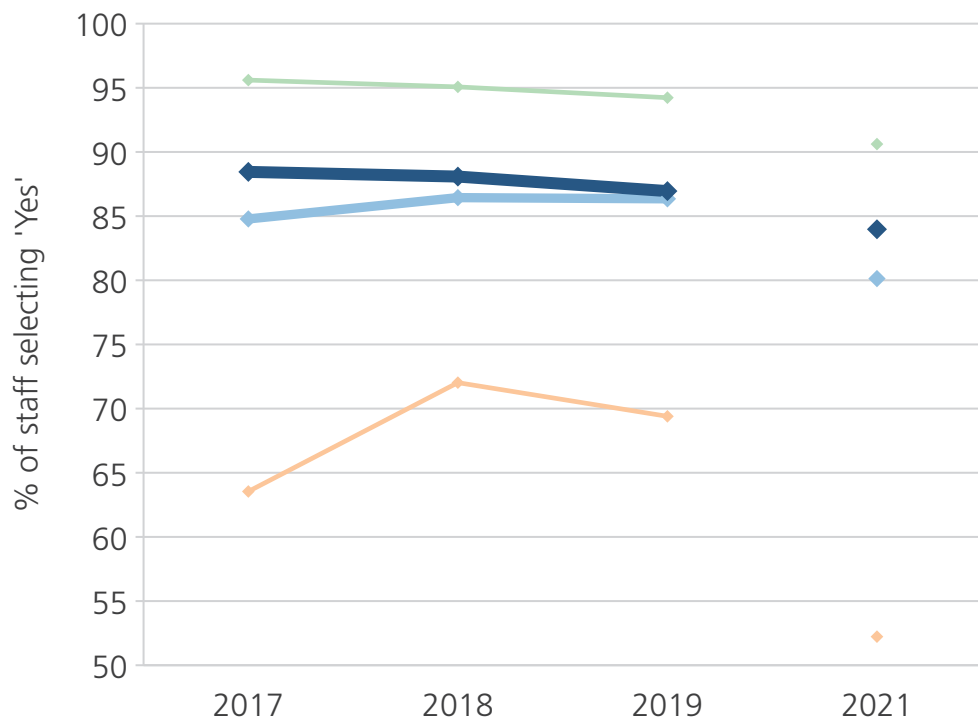
Q19b

It helped me to improve how I do my job

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.

	2017	2018	2019	2021
Highest	95.6%	95.1%	94.2%	90.6%
Your org	88.4%	88.1%	87.0%	84.0%
Average	84.8%	86.4%	86.3%	80.1%
Lowest	63.5%	72.0%	69.4%	52.2%
Responses	4,351	6,486	6,322	7,266
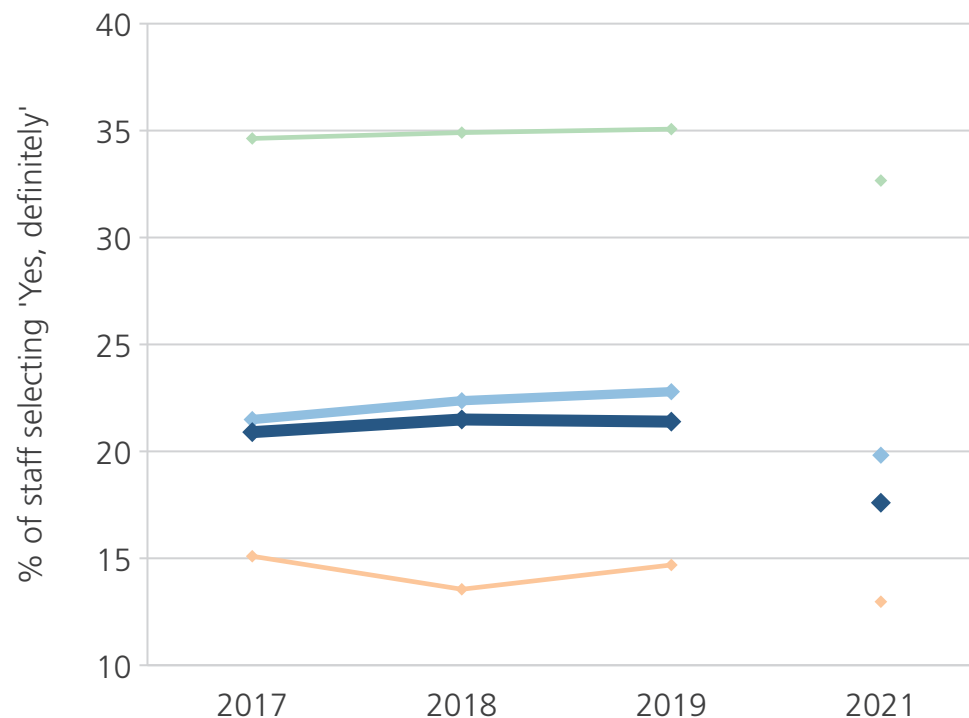
	2017	2018	2019	2021
Best	34.6%	34.9%	35.1%	32.7%
Your org	20.9%	21.5%	21.4%	17.6%
Average	21.5%	22.4%	22.8%	19.8%
Worst	15.1%	13.6%	14.7%	13.0%
Responses	3,829	5,687	5,479	6,068

Q19c
It helped me agree clear objectives for my work

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.
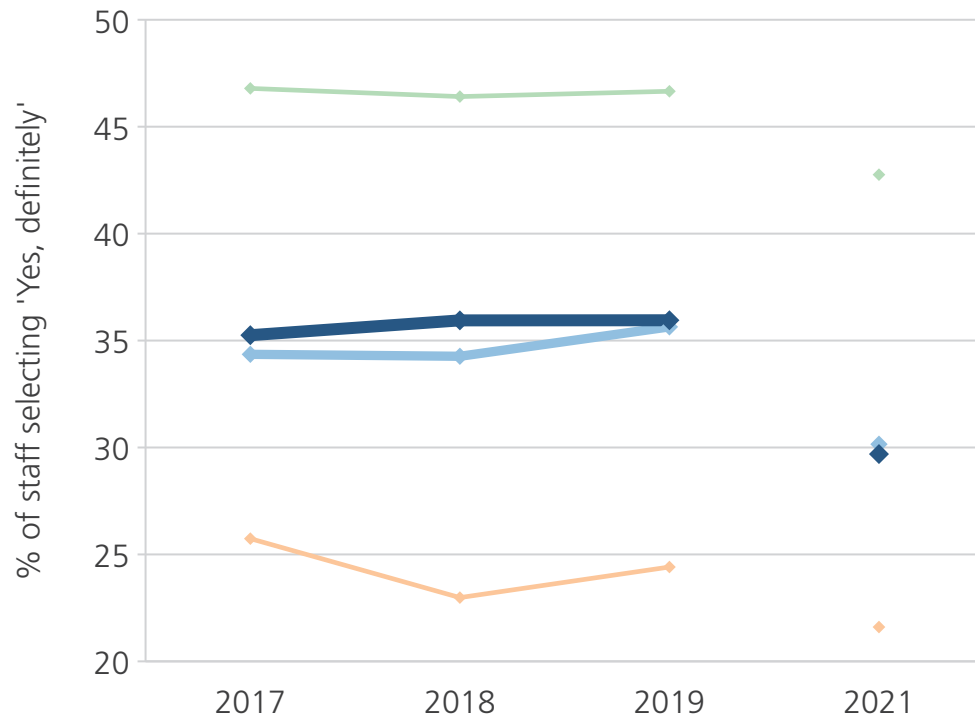
	2017	2018	2019	2021
Best	46.8%	46.4%	46.7%	42.8%
Your org	35.3%	35.9%	35.9%	29.7%
Average	34.4%	34.3%	35.6%	30.2%
Worst	25.7%	23.0%	24.4%	21.6%
Responses	3,817	5,681	5,459	6,056

Q19d
It left me feeling that my work is valued by my organisation

Note that Q19a-d were not asked in 2020. In interpreting these results, consideration should be given to the gap in the data series and evidence of changes to the response profiles over time.
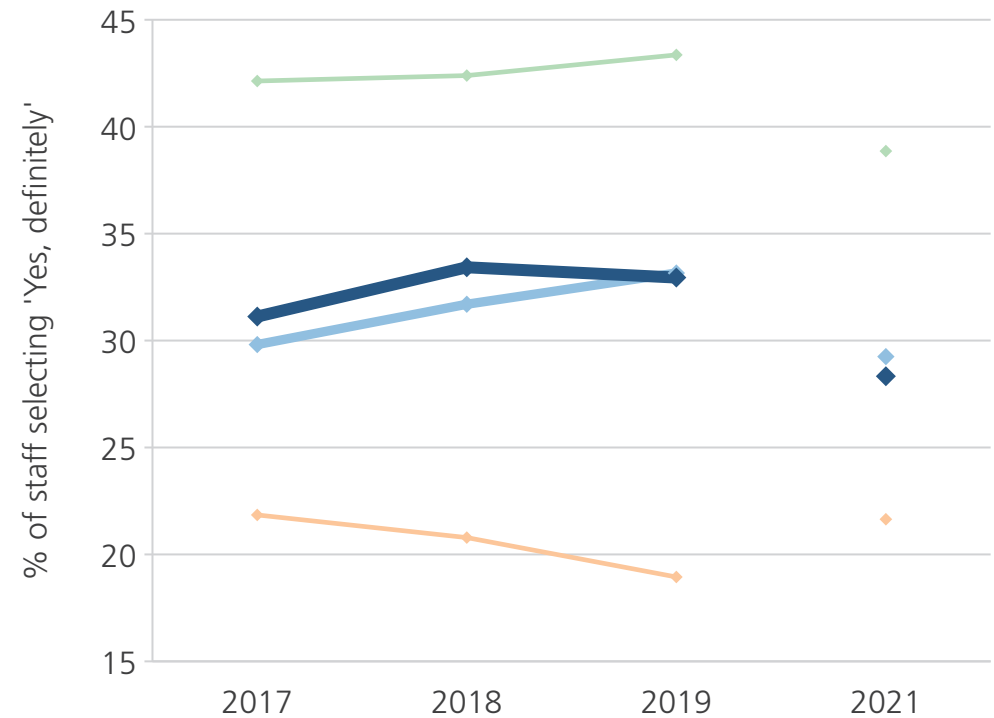

	2017	2018	2019	2021
Best	42.1%	42.4%	43.4%	38.9%
Your org	31.1%	33.4%	32.9%	28.3%
Average	29.8%	31.7%	33.2%	29.3%
Worst	21.8%	20.8%	18.9%	21.6%
Responses	3,808	5,654	5,451	6,057
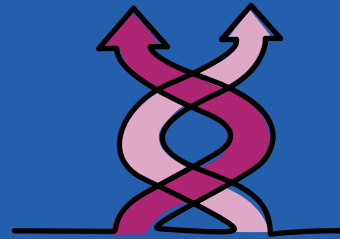
People Promise element detailed information – We work flexibly

Questions:

Q6b, Q6c, Q6d
Q4d

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

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

No trend data are shown as this is a new question
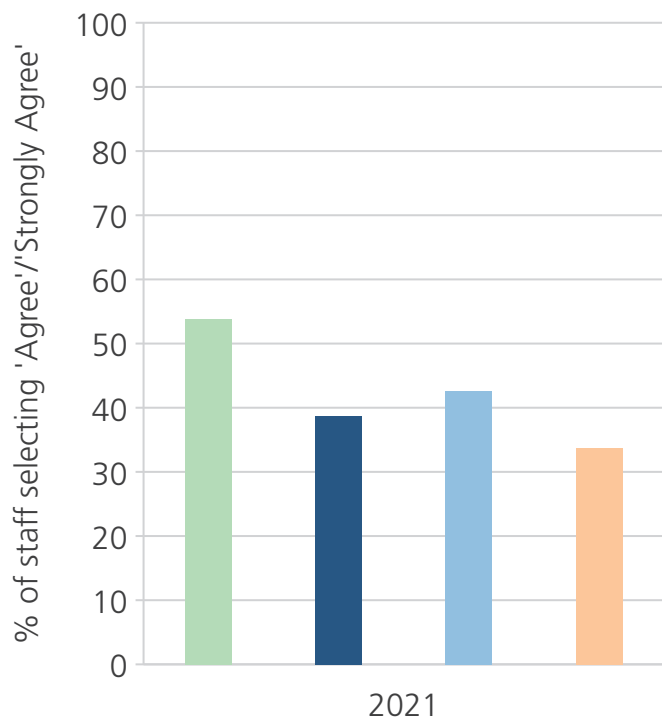
	2021
Best	53.8%
Your org	38.7%
Average	42.6%
Worst	33.8%
Responses	7,314

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

No trend data are shown as this is a new question
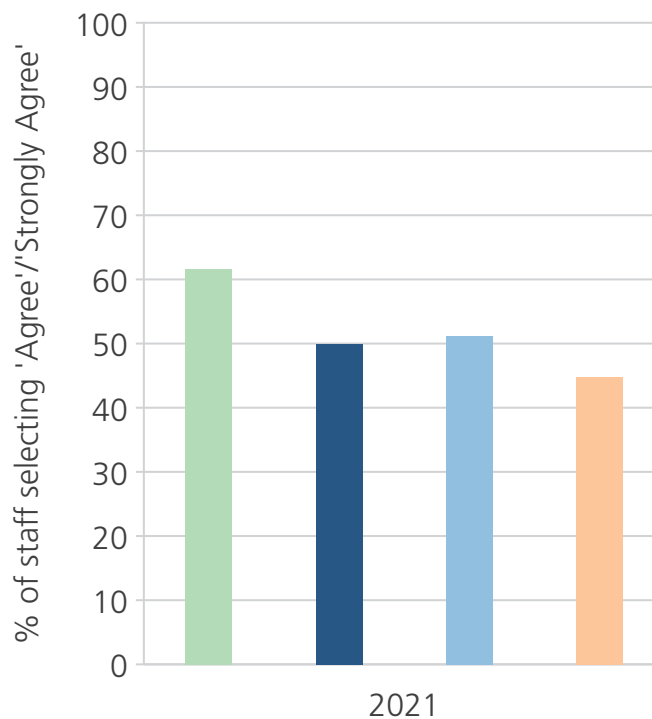
	2021
Best	61.6%
Your org	49.9%
Average	51.1%
Worst	44.7%
Responses	7,288

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

No trend data are shown as this is a new question
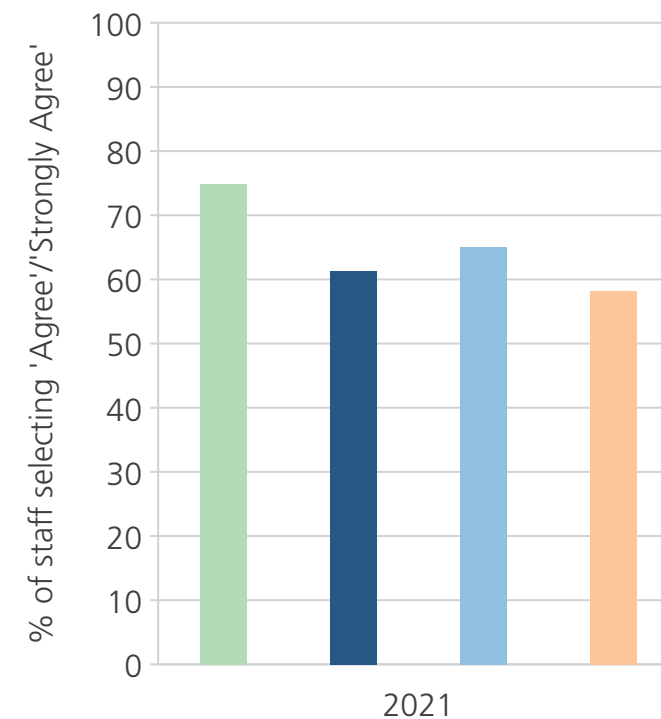
	2021
Best	74.8%
Your org	61.3%
Average	65.0%
Worst	58.2%
Responses	7,303

Q4d
The opportunities for flexible working patterns
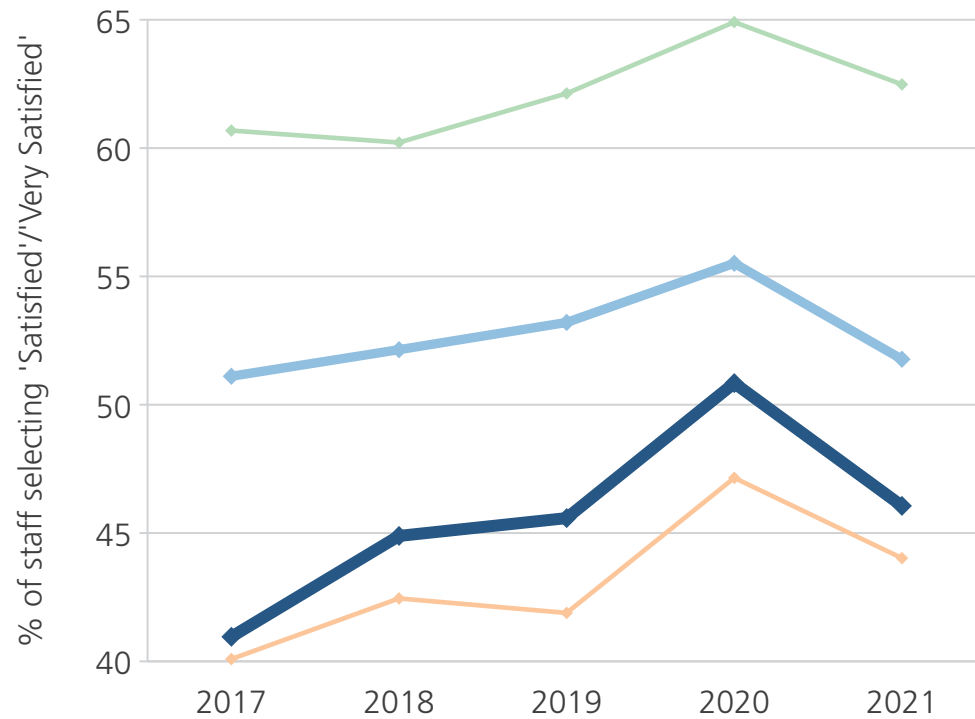
	2017	2018	2019	2020	2021
Best	60.7%	60.2%	62.1%	64.9%	62.5%
Your org	41.0%	44.9%	45.6%	50.8%	46.1%
Average	51.1%	52.1%	53.2%	55.5%	51.8%
Worst	40.1%	42.5%	41.9%	47.2%	44.0%
Responses	4,503	6,584	6,430	7,024	7,299
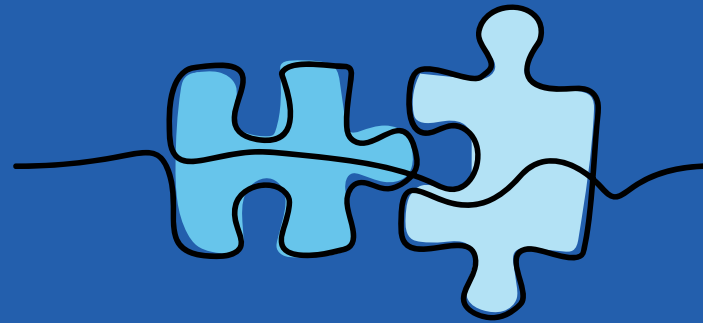
People Promise element detailed information – We are a team

Questions:

Q7a, Q7b, Q7c, Q7d, Q7e, Q7f, Q7g, Q8a
Q9a, Q9b, Q9c, Q9d

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Survey Coordination Centre

NHS

Q7a
The team I work in has a set of shared objectives
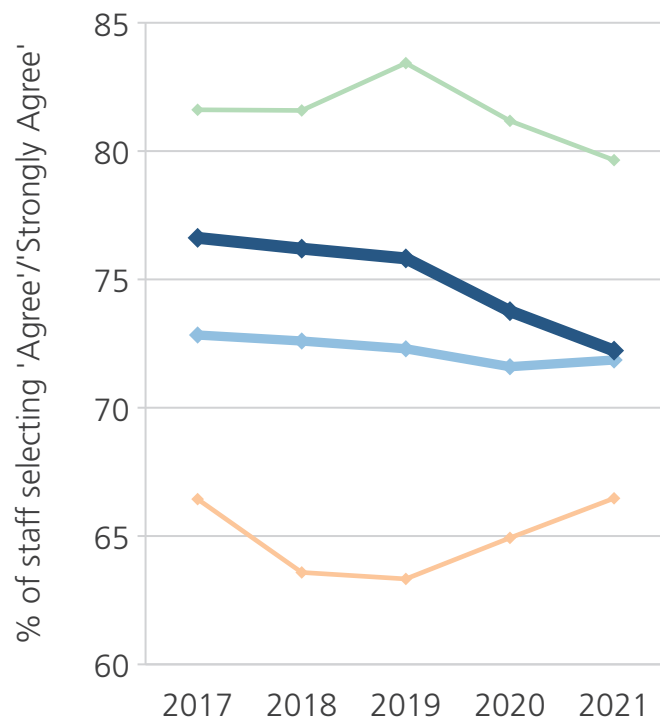
	2017	2018	2019	2020	2021
Best	81.6%	81.6%	83.4%	81.2%	79.6%
Your org	76.6%	76.2%	75.8%	73.8%	72.2%
Average	72.8%	72.6%	72.3%	71.6%	71.9%
Worst	66.4%	63.6%	63.3%	64.9%	66.5%
Responses	4,484	6,572	6,400	6,984	7,309

Q7b
The team I work in often meets to discuss the team's effectiveness
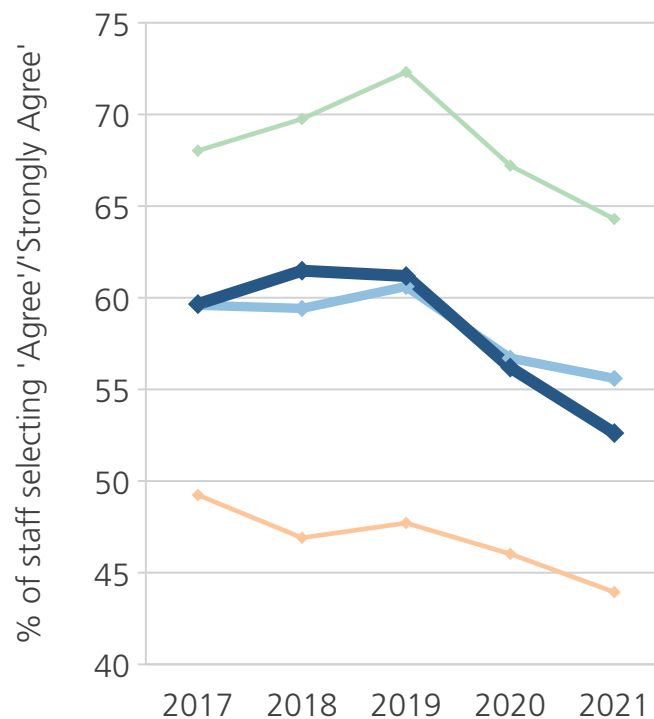
	2017	2018	2019	2020	2021
Best	68.0%	69.8%	72.3%	67.2%	64.3%
Your org	59.7%	61.5%	61.2%	56.2%	52.6%
Average	59.6%	59.4%	60.6%	56.7%	55.6%
Worst	49.2%	46.9%	47.7%	46.0%	43.9%
Responses	4,500	6,577	6,420	7,009	7,302

Q7c
I receive the respect I deserve from my colleagues at work
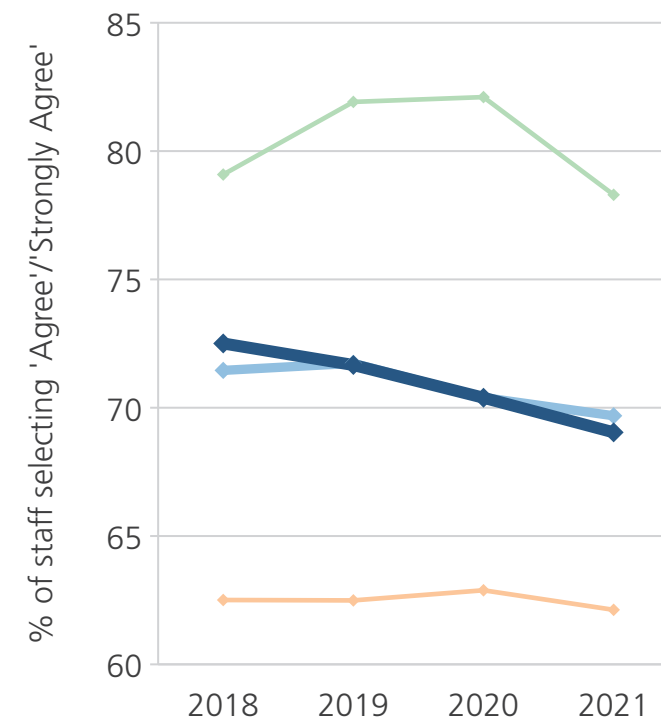
	2018	2019	2020	2021
Best	79.1%	81.9%	82.1%	78.3%
Your org	72.5%	71.7%	70.4%	69.0%
Average	71.5%	71.7%	70.4%	69.7%
Worst	62.5%	62.5%	62.9%	62.1%
Responses	6,617	6,445	7,030	7,298

Q7d
Team members understand each other's roles

No trend data are shown as this is a new question
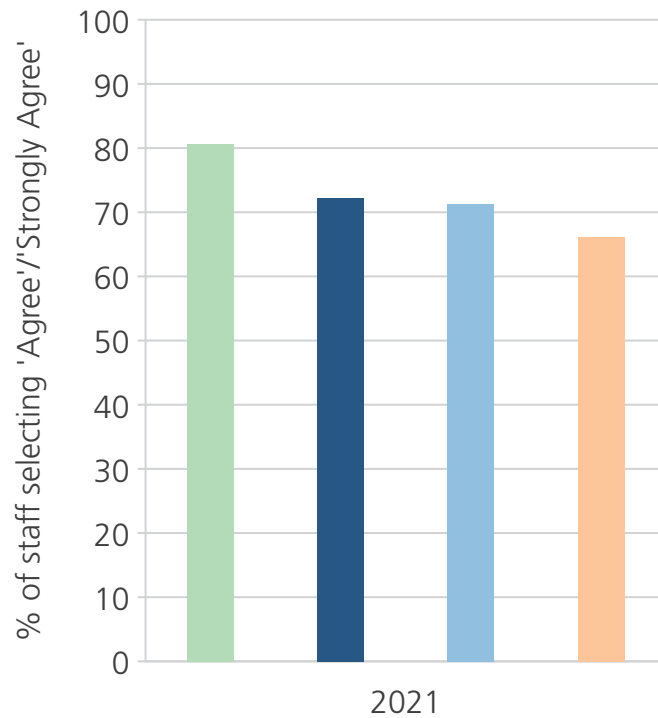
Best	80.6%
Your org	72.2%
Average	71.3%
Worst	66.1%
Responses	7,296

Q7e
I enjoy working with the colleagues in my team

No trend data are shown as this is a new question
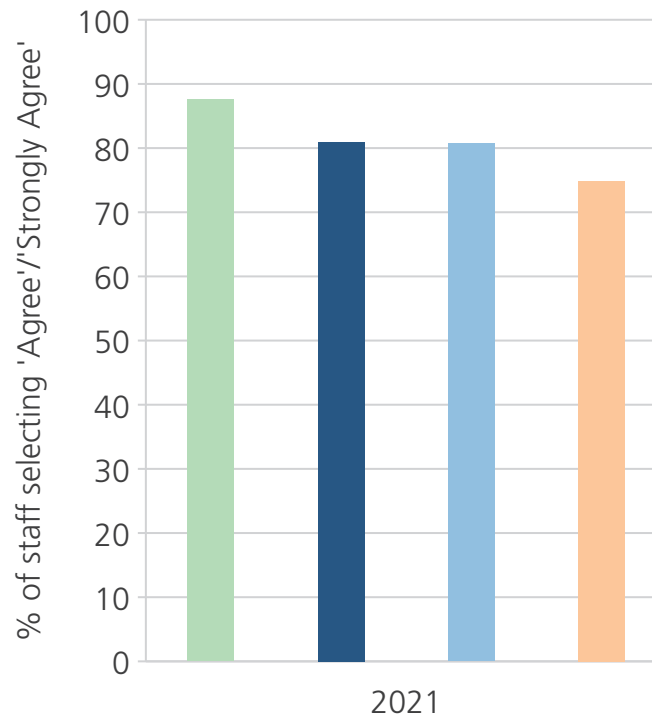
Best	87.6%
Your org	80.9%
Average	80.7%
Worst	74.9%
Responses	7,303

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

No trend data are shown as this is a new question
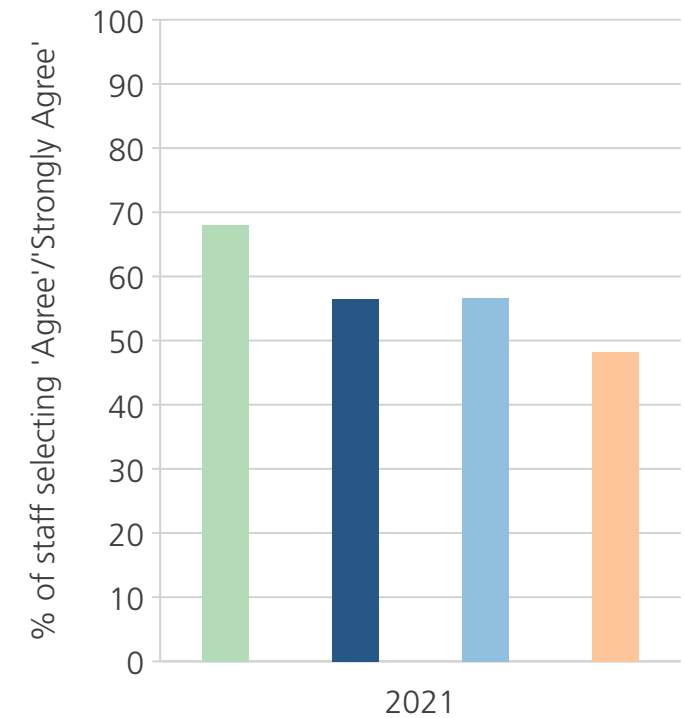
Best	68.0%
Your org	56.5%
Average	56.6%
Worst	48.2%
Responses	7,286

Survey Coordination Centre

NHS

Q7g
In my team disagreements are dealt with constructively

No trend data are shown as this is a new question

2021
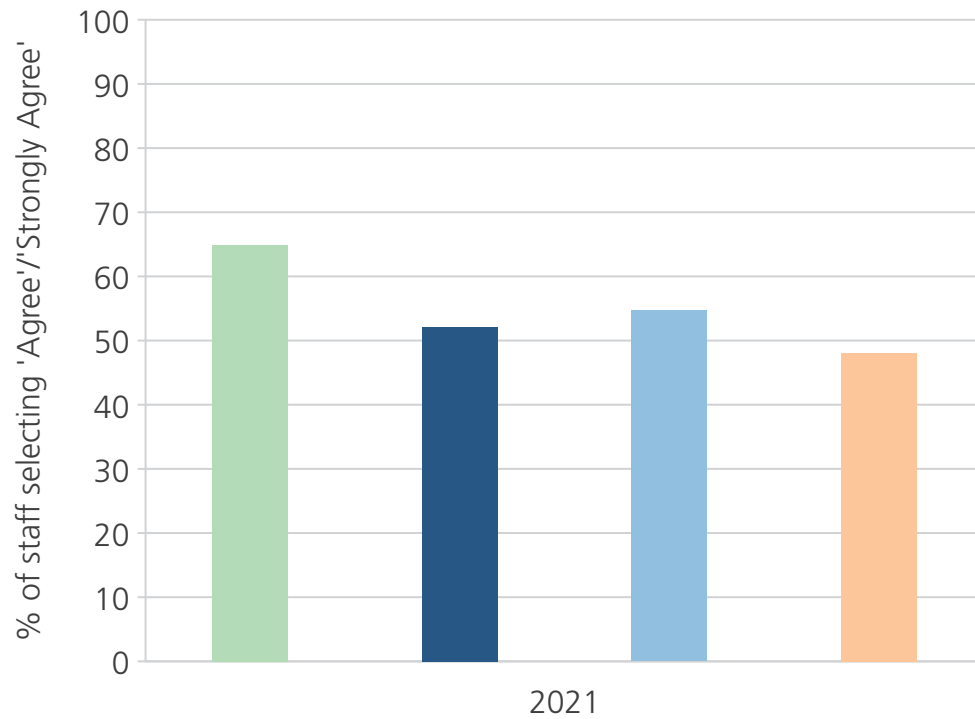
Best	64.9%
Your org	52.1%
Average	54.7%
Worst	48.0%
Responses	7,292

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

No trend data are shown as this is a new question

2021
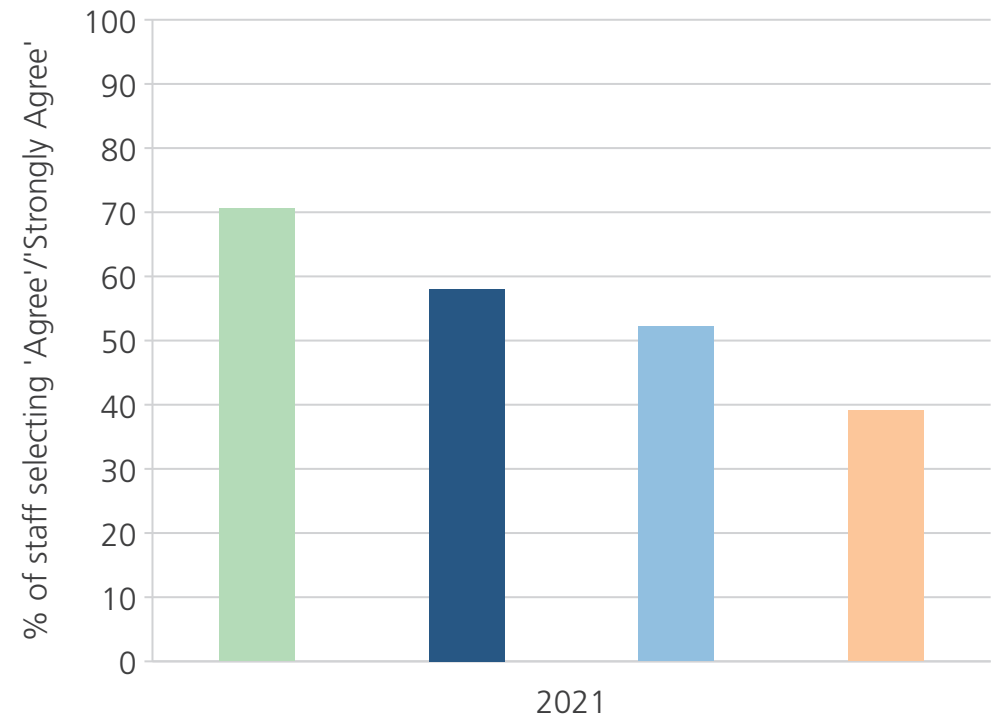
Best	70.6%
Your org	58.1%
Average	52.2%
Worst	39.1%
Responses	7,294
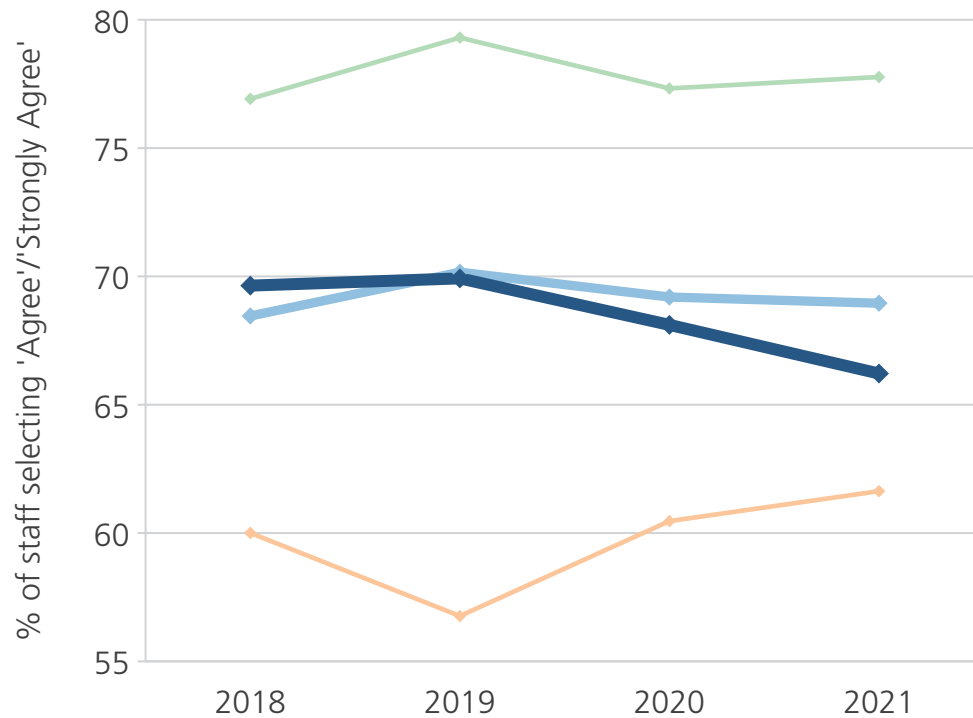
Survey Coordination Centre

NHS

Q9a
My immediate manager encourages me at work

	2018	2019	2020	2021
Best	76.9%	79.3%	77.3%	77.8%
Your org	69.6%	69.9%	68.1%	66.2%
Average	68.5%	70.2%	69.2%	69.0%
Worst	60.0%	56.8%	60.5%	61.6%
Responses	6,586	6,420	7,044	7,319

Q9b
My immediate manager gives me clear feedback on my work
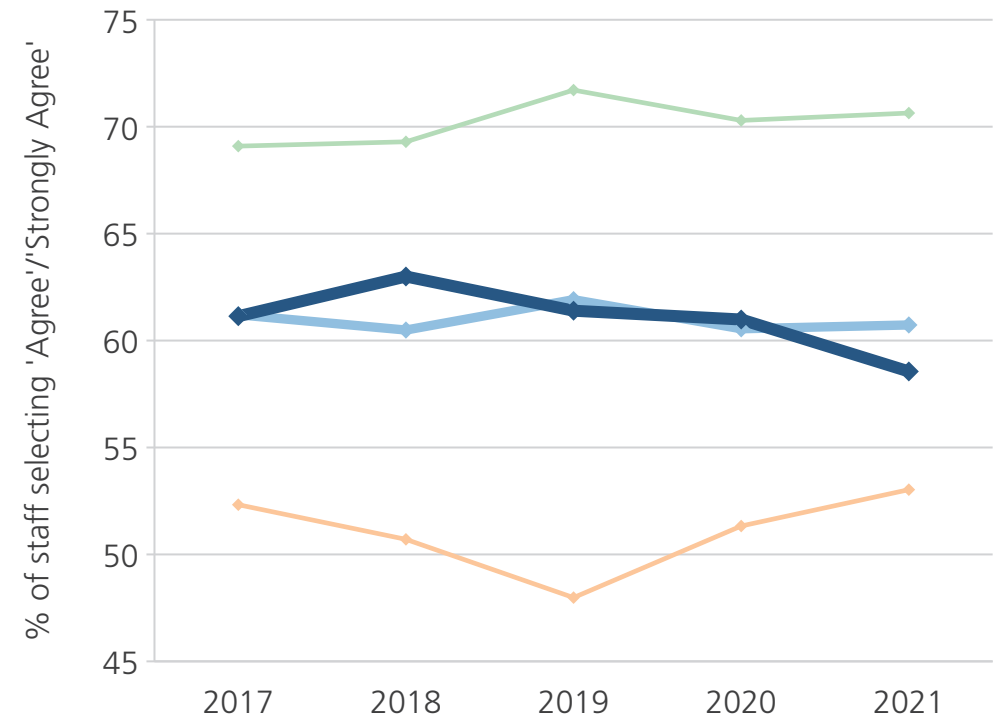
	2017	2018	2019	2020	2021
Best	69.1%	69.3%	71.7%	70.3%	70.6%
Your org	61.1%	63.0%	61.4%	61.0%	58.6%
Average	61.2%	60.5%	61.9%	60.6%	60.7%
Worst	52.3%	50.7%	48.0%	51.3%	53.0%
Responses	4,462	6,569	6,398	7,036	7,313

69

Q9c
My immediate manager asks for my opinion
before making decisions that affect my work
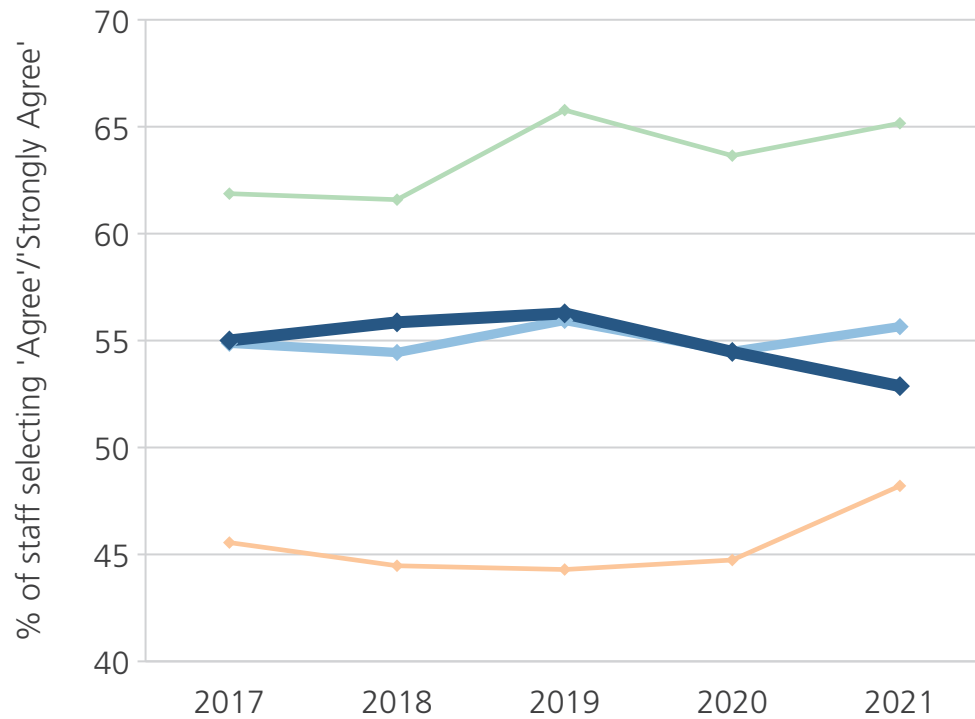
	2017	2018	2019	2020	2021
Best	61.9%	61.6%	65.8%	63.6%	65.2%
Your org	55.0%	55.9%	56.3%	54.5%	52.9%
Average	54.9%	54.4%	55.9%	54.5%	55.7%
Worst	45.6%	44.5%	44.3%	44.7%	48.2%
Responses	4,469	6,563	6,399	7,034	7,306

Q9d
My immediate manager takes a positive
interest in my health and well-being
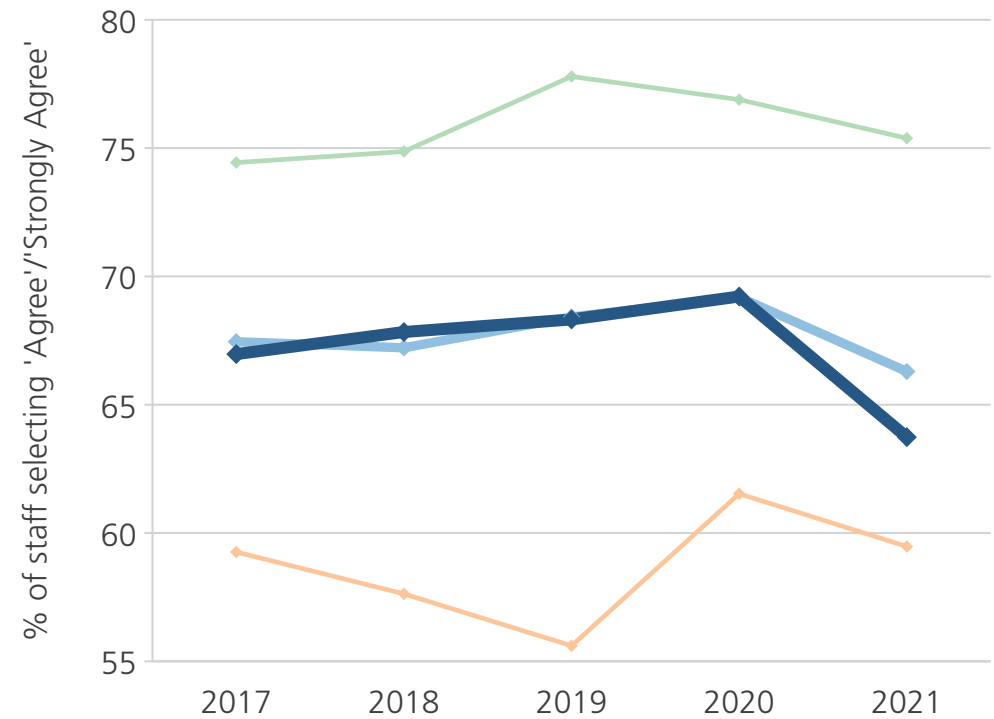
	2017	2018	2019	2020	2021
Best	74.4%	74.9%	77.8%	76.9%	75.4%
Your org	67.0%	67.8%	68.3%	69.2%	63.7%
Average	67.5%	67.2%	68.4%	69.2%	66.3%
Worst	59.3%	57.6%	55.6%	61.5%	59.5%
Responses	4,469	6,571	6,410	7,035	7,320

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Theme detailed information – Staff Engagement

Questions:

Q2a, Q2b, Q2c
Q3c, Q3d, Q3f
Q21a, Q21c, Q21d

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Q2a
I look forward to going to work

Q2b
I am enthusiastic about my job

Q2c
Time passes quickly when I am working
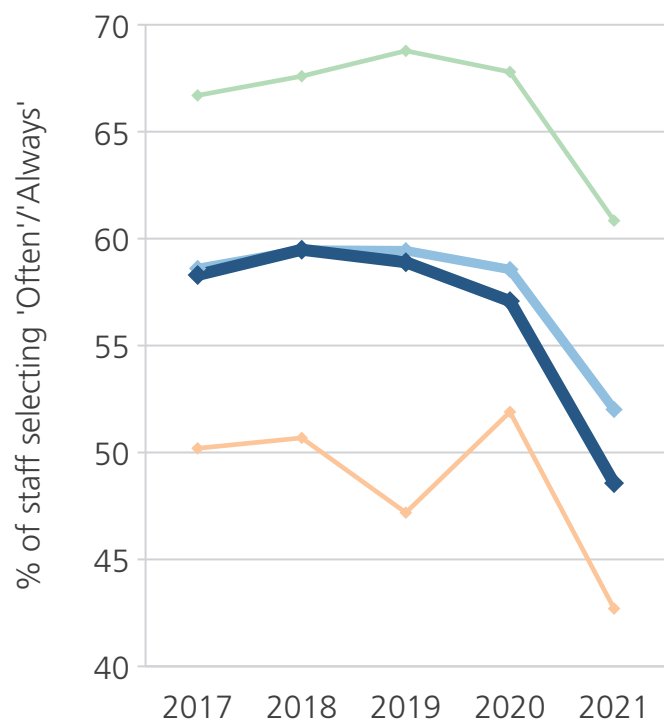
	2017	2018	2019	2020	2021
Best	66.7%	67.6%	68.8%	67.8%	60.8%
Your org	58.3%	59.5%	58.9%	57.1%	48.6%
Average	58.6%	59.5%	59.4%	58.6%	52.0%
Worst	50.2%	50.7%	47.2%	51.9%	42.7%
Responses	4,537	6,618	6,457	7,040	7,296
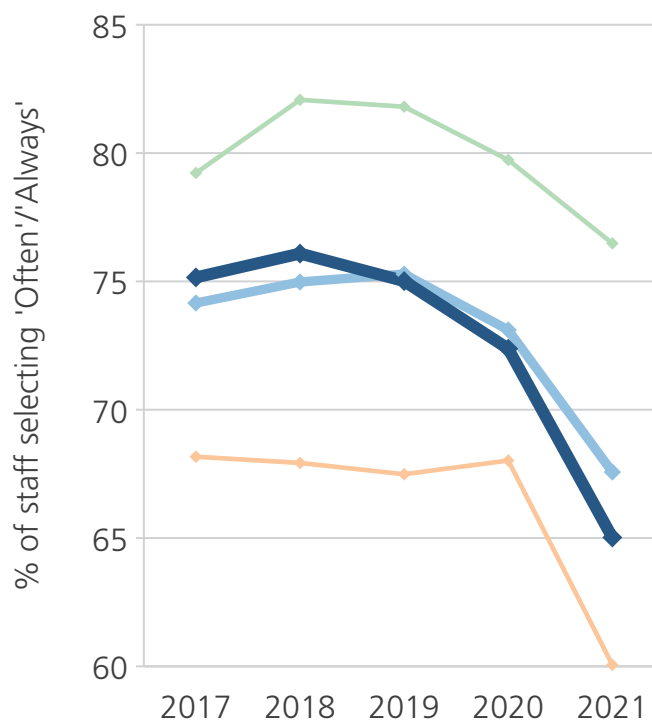
	2017	2018	2019	2020	2021
Best	79.2%	82.1%	81.8%	79.7%	76.5%
Your org	75.2%	76.1%	75.0%	72.4%	65.0%
Average	74.2%	75.0%	75.3%	73.1%	67.6%
Worst	68.2%	67.9%	67.5%	68.0%	60.1%
Responses	4,520	6,587	6,414	7,016	7,255

	2017	2018	2019	2020	2021
Best	84.1%	83.4%	82.9%	81.1%	79.4%
Your org	76.8%	77.9%	77.5%	73.5%	70.6%
Average	77.2%	77.2%	77.3%	76.0%	72.9%
Worst	72.3%	72.5%	71.4%	71.4%	68.5%
Responses	4,514	6,591	6,412	7,015	7,264

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Survey Coordination Centre

NHS

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

% of staff selecting 'Agree'/'Strongly Agree'

	2017	2018	2019	2020	2021
Best	79.5%	80.1%	79.7%	78.2%	79.3%
Your org	74.6%	75.4%	73.8%	72.2%	70.2%
Average	73.3%	73.1%	73.1%	71.9%	72.4%
Worst	63.0%	62.9%	60.4%	64.5%	65.6%
Responses	4,545	6,632	6,466	7,050	7,301

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

% of staff selecting 'Agree'/'Strongly Agree'
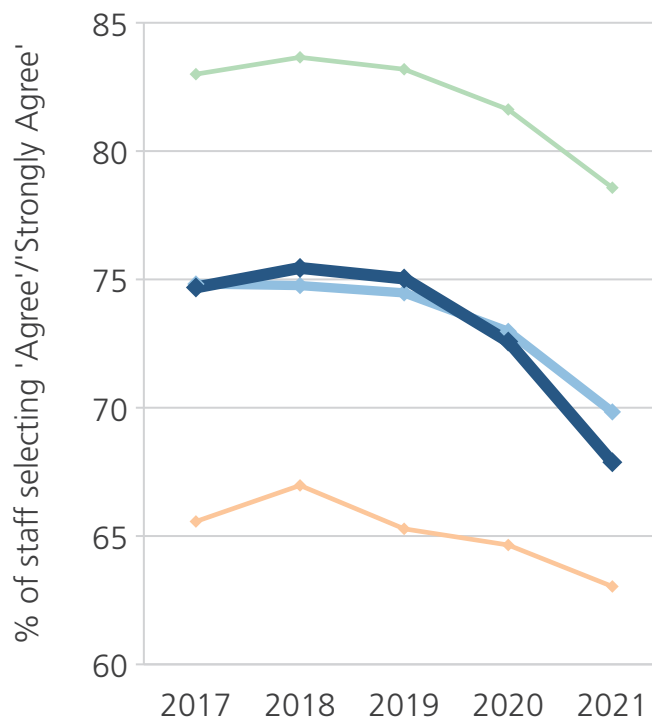
	2017	2018	2019	2020	2021
Best	83.0%	83.7%	83.2%	81.6%	78.6%
Your org	74.7%	75.4%	75.0%	72.6%	67.9%
Average	74.8%	74.8%	74.5%	73.0%	69.8%
Worst	65.6%	67.0%	65.3%	64.7%	63.0%
Responses	4,537	6,613	6,453	7,027	7,298

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

% of staff selecting 'Agree'/'Strongly Agree'

	2017	2018	2019	2020	2021
Best	64.5%	66.0%	67.6%	63.5%	61.5%
Your org	56.0%	59.3%	58.1%	54.5%	50.7%
Average	55.9%	56.2%	56.2%	55.4%	53.3%
Worst	43.7%	45.8%	44.6%	44.8%	43.6%
Responses	4,517	6,604	6,414	7,006	7,281

73

Q21a
Care of patients / service users
is my organisation's top priority

Q21c
I would recommend my
organisation as a place to work

Q21d
If a friend or relative needed treatment
I would be happy with the standard
of care provided by this organisation

	2017	2018	2019	2020	2021
Best	89.3%	88.7%	90.0%	90.7%	89.1%
Your org	87.7%	88.7%	90.0%	89.4%	84.2%
Average	75.4%	76.8%	77.4%	79.5%	75.5%
Worst	59.5%	60.2%	46.9%	61.7%	59.4%
Responses	4,353	6,489	6,323	7,036	7,298

	2017	2018	2019	2020	2021
Best	78.1%	81.2%	81.1%	84.0%	77.6%
Your org	70.6%	73.2%	74.0%	75.6%	65.0%
Average	60.8%	62.3%	63.0%	67.0%	58.4%
Worst	42.8%	39.3%	36.1%	46.5%	38.5%
Responses	4,348	6,469	6,312	7,022	7,284

	2017	2018	2019	2020	2021
Best	89.5%	90.4%	90.5%	91.7%	89.5%
Your org	89.5%	90.4%	90.5%	91.3%	85.4%
Average	70.7%	71.1%	70.6%	74.3%	66.9%
Worst	46.4%	39.7%	39.8%	49.7%	43.6%
Responses	4,322	6,443	6,286	7,021	7,286

Theme detailed information – Morale

Questions:

Q22a, Q22b, Q22c

Q3g, Q3h, Q3i

Q3a, Q3e, Q5a, Q5b, Q5c, Q7c, Q9a

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Q22a
I often think about
leaving this organisation
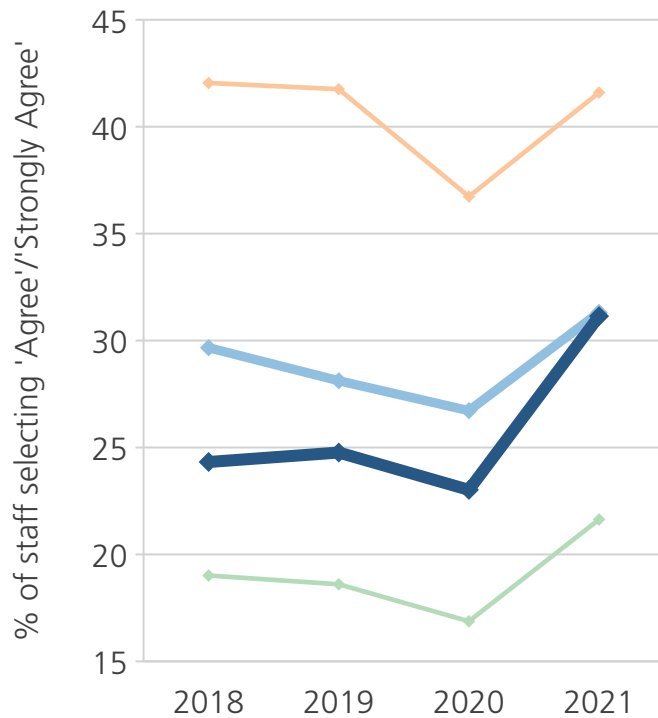
Q22b
I will probably look for a job at a new
organisation in the next 12 months
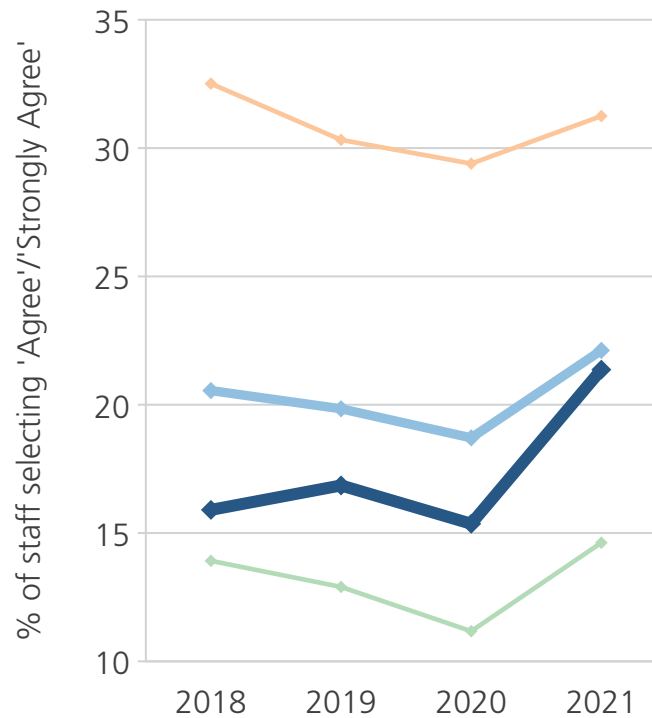
Q22c
As soon as I can find another
job, I will leave this organisation
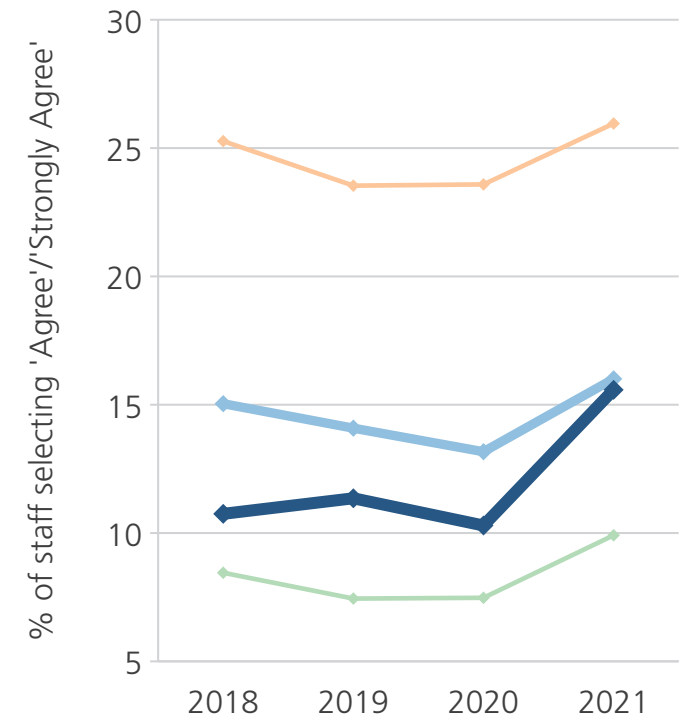
	2018	2019	2020	2021
Worst	42.0%	41.8%	36.7%	41.6%
Your org	24.3%	24.8%	23.0%	31.1%
Average	29.7%	28.1%	26.7%	31.3%
Best	19.0%	18.6%	16.9%	21.6%
Responses	6,499	6,338	7,043	7,321

	2018	2019	2020	2021
Worst	32.5%	30.3%	29.4%	31.2%
Your org	15.9%	16.9%	15.4%	21.4%
Average	20.6%	19.8%	18.7%	22.1%
Best	13.9%	12.9%	11.2%	14.6%
Responses	6,480	6,308	7,031	7,291

	2018	2019	2020	2021
Worst	25.3%	23.5%	23.6%	26.0%
Your org	10.7%	11.4%	10.3%	15.6%
Average	15.0%	14.1%	13.2%	16.0%
Best	8.5%	7.4%	7.5%	9.9%
Responses	6,449	6,282	7,009	7,266

Survey Coordination Centre

NHS

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

	2017	2018	2019	2020	2021
Best	61.8%	59.4%	59.2%	62.1%	54.7%
Your org	48.3%	50.6%	49.8%	51.9%	44.2%
Average	44.8%	45.1%	46.7%	47.6%	43.3%
Worst	36.6%	36.1%	36.2%	38.4%	34.6%
Responses	4,527	6,605	6,442	7,007	7,286

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

	2017	2018	2019	2020	2021
Best	71.2%	73.2%	74.4%	74.4%	73.0%
Your org	66.0%	66.9%	66.9%	67.9%	60.5%
Average	53.2%	53.0%	54.2%	58.5%	55.3%
Worst	39.5%	35.7%	31.9%	45.1%	45.5%
Responses	4,516	6,580	6,427	7,015	7,272

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

	2017	2018	2019	2020	2021
Best	44.4%	44.5%	48.1%	52.4%	37.8%
Your org	36.5%	39.2%	37.1%	45.6%	27.6%
Average	30.2%	30.6%	30.9%	36.9%	26.0%
Worst	20.3%	19.3%	20.9%	26.1%	18.2%
Responses	4,518	6,604	6,442	7,023	7,313

Q3a
I always know what my
work responsibilities are
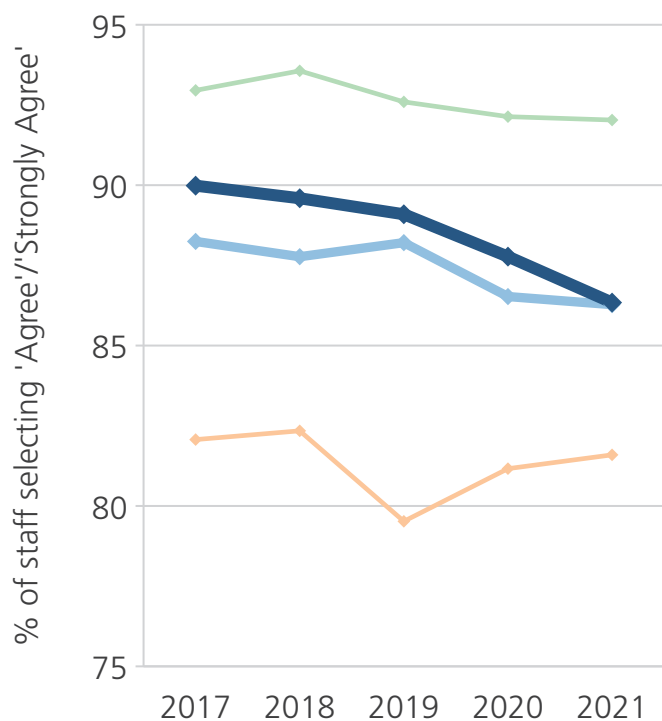
% of staff selecting 'Agree'/'Strongly Agree'

	2017	2018	2019	2020	2021
Best	93.0%	93.6%	92.6%	92.1%	92.0%
Your org	90.0%	89.6%	89.1%	87.8%	86.3%
Average	88.2%	87.8%	88.2%	86.5%	86.3%
Worst	82.1%	82.3%	79.5%	81.2%	81.6%
Responses	4,483	6,522	6,412	7,014	7,324

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

% of staff selecting 'Agree'/'Strongly Agree'
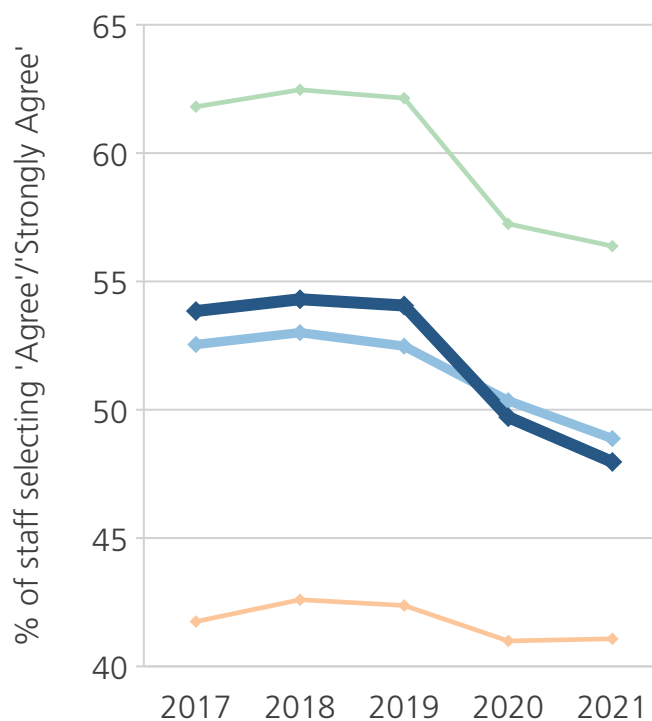
	2017	2018	2019	2020	2021
Best	61.8%	62.5%	62.1%	57.2%	56.4%
Your org	53.8%	54.3%	54.1%	49.7%	48.0%
Average	52.5%	53.0%	52.5%	50.4%	48.9%
Worst	41.7%	42.6%	42.4%	41.0%	41.1%
Responses	4,523	6,607	6,435	7,029	7,301

Q5a
I have unrealistic time pressures

% of staff selecting 'Never'/'Rarely'

	2018	2019	2020	2021
Best	28.3%	31.3%	33.7%	29.5%
Your org	25.4%	25.3%	30.4%	26.3%
Average	21.6%	22.0%	24.3%	22.5%
Worst	14.6%	16.9%	18.6%	18.2%
Responses	6,536	6,388	7,004	7,297

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Q5b
I have a choice in deciding
how to do my work
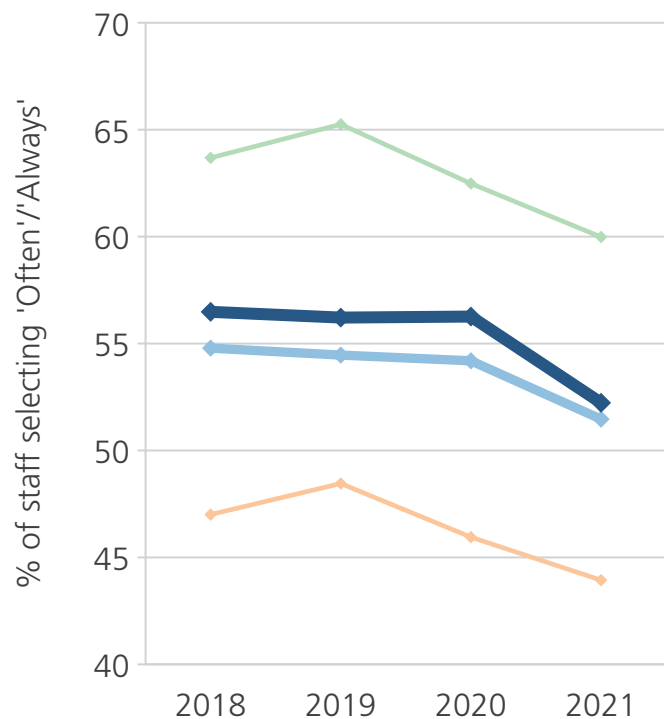
	2018	2019	2020	2021
Best	63.7%	65.3%	62.5%	60.0%
Your org	56.5%	56.2%	56.3%	52.2%
Average	54.8%	54.5%	54.2%	51.5%
Worst	47.0%	48.5%	45.9%	43.9%
Responses	6,514	6,376	6,991	7,279

Q5c
Relationships at work are strained
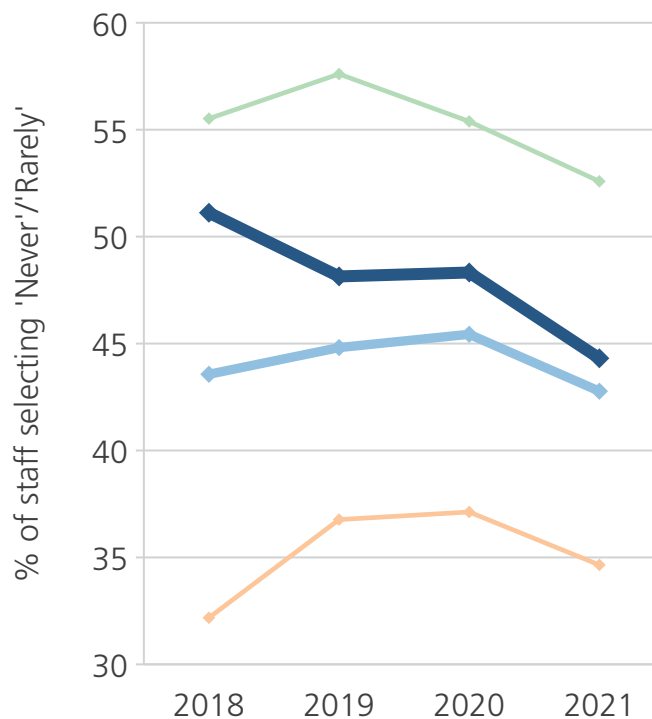
	2018	2019	2020	2021
Best	55.5%	57.6%	55.4%	52.6%
Your org	51.1%	48.1%	48.3%	44.3%
Average	43.6%	44.8%	45.4%	42.8%
Worst	32.2%	36.8%	37.1%	34.6%
Responses	6,520	6,373	6,995	7,296

Q7c
I receive the respect I deserve
from my colleagues at work
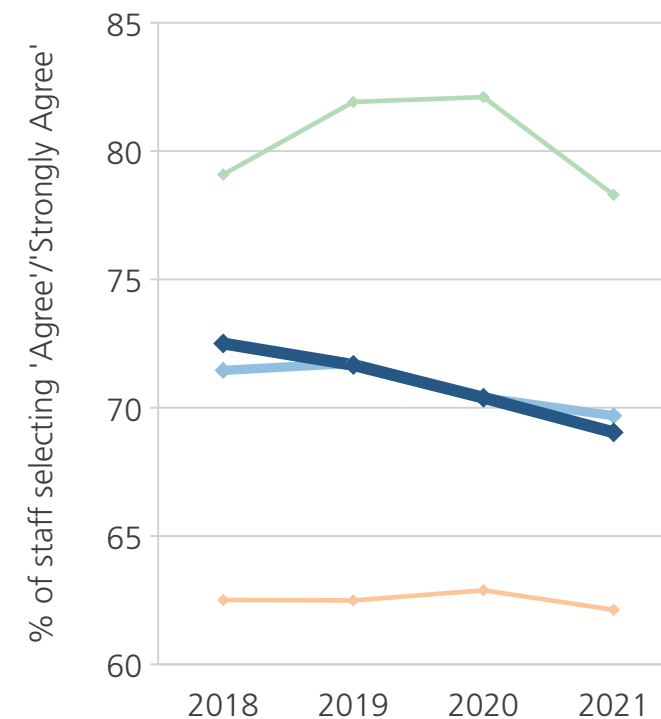
	2018	2019	2020	2021
Best	79.1%	81.9%	82.1%	78.3%
Your org	72.5%	71.7%	70.4%	69.0%
Average	71.5%	71.7%	70.4%	69.7%
Worst	62.5%	62.5%	62.9%	62.1%
Responses	6,617	6,445	7,030	7,298

Q9a
My immediate manager encourages me at work
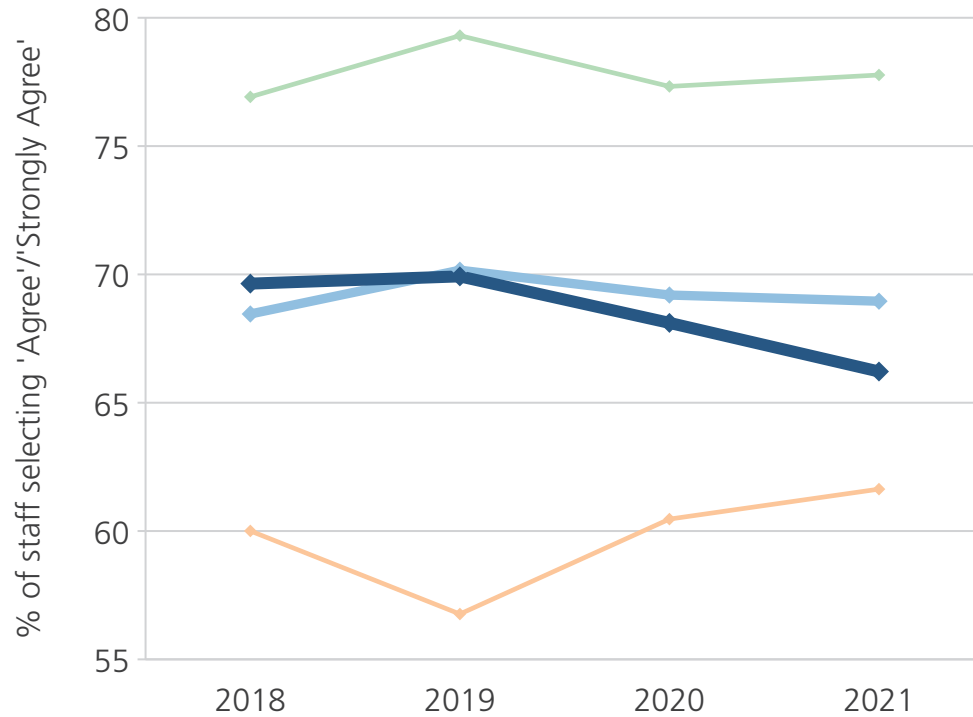
	2018	2019	2020	2021
Best	76.9%	79.3%	77.3%	77.8%
Your org	69.6%	69.9%	68.1%	66.2%
Average	68.5%	70.2%	69.2%	69.0%
Worst	60.0%	56.8%	60.5%	61.6%
Responses	6,586	6,420	7,044	7,319

Questions not linked to the People Promise elements or themes

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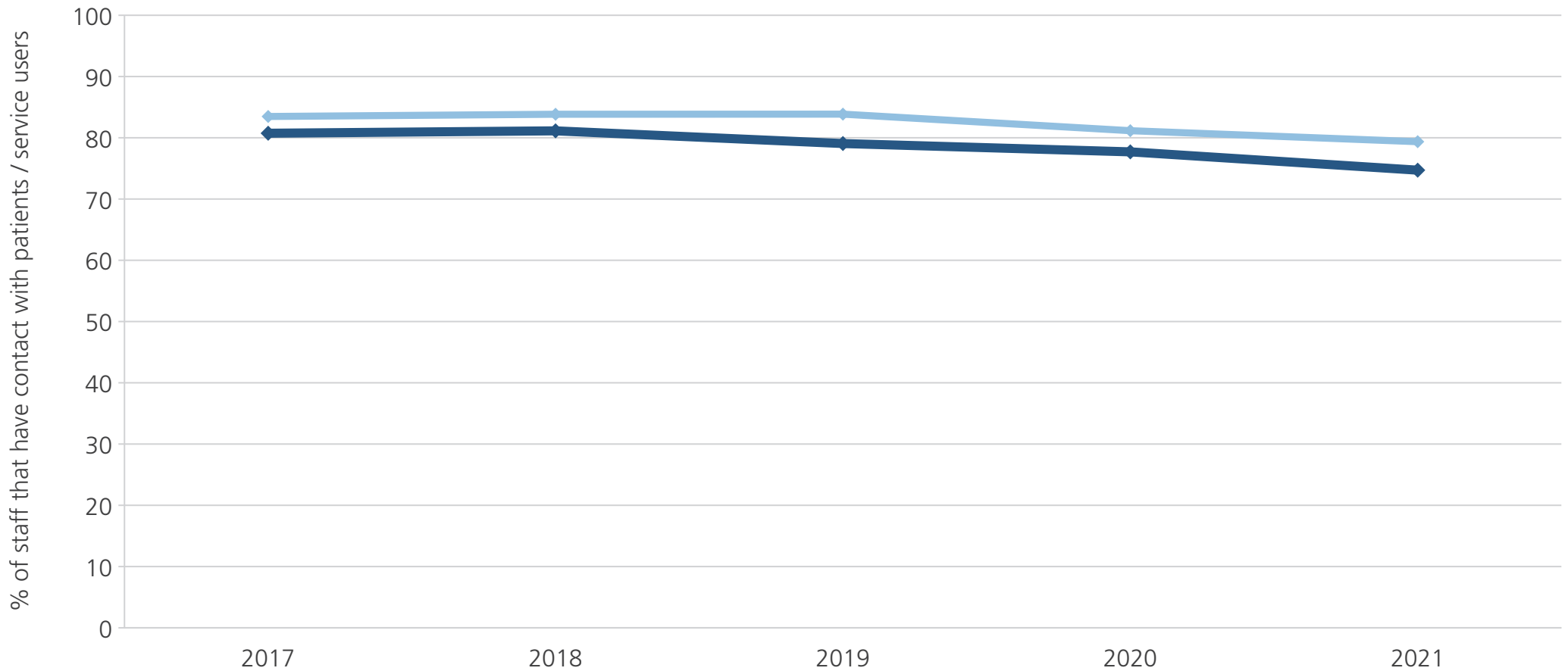
	2017	2018	2019	2020	2021
Your org	80.7%	81.1%	79.1%	77.7%	74.7%
Average	83.5%	83.8%	83.9%	81.2%	79.4%
Responses	4,507	6,588	6,433	7,023	7,284
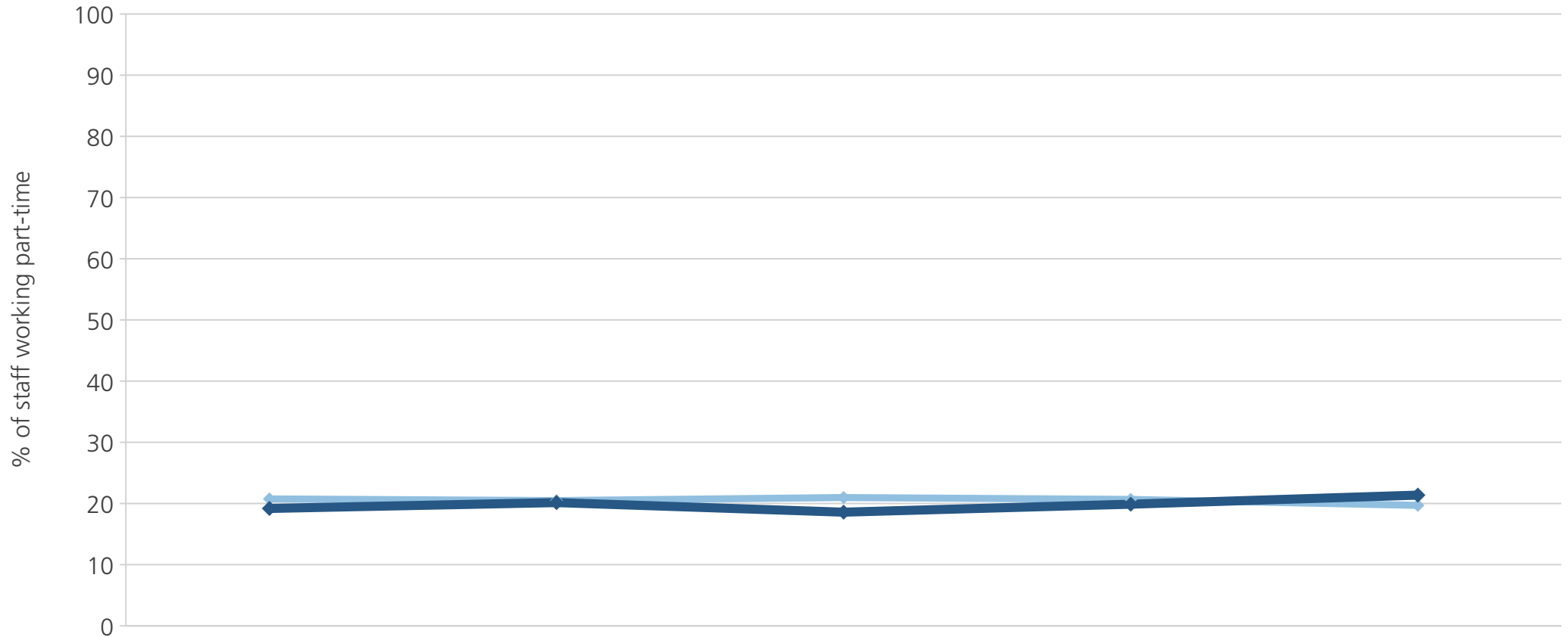
	2017	2018	2019	2020	2021
Your org	19.2%	20.1%	18.6%	19.9%	21.4%
Average	20.7%	20.5%	21.0%	20.7%	19.7%
Responses	4,294	6,120	5,958	6,528	6,777
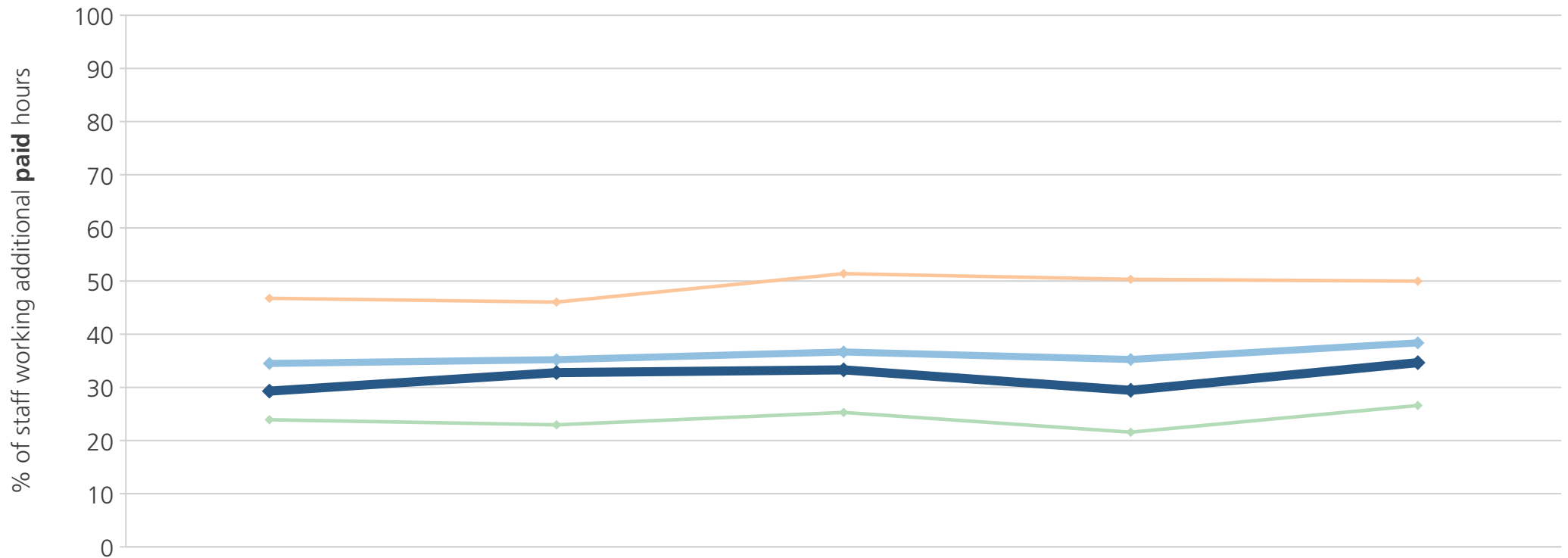
	2017	2018	2019	2020	2021
Highest	46.8%	46.0%	51.4%	50.3%	50.0%
Your org	29.3%	32.8%	33.3%	29.4%	34.6%
Average	34.5%	35.2%	36.7%	35.2%	38.4%
Lowest	23.9%	22.9%	25.3%	21.6%	26.6%
Responses	4,274	6,308	6,117	6,826	7,137
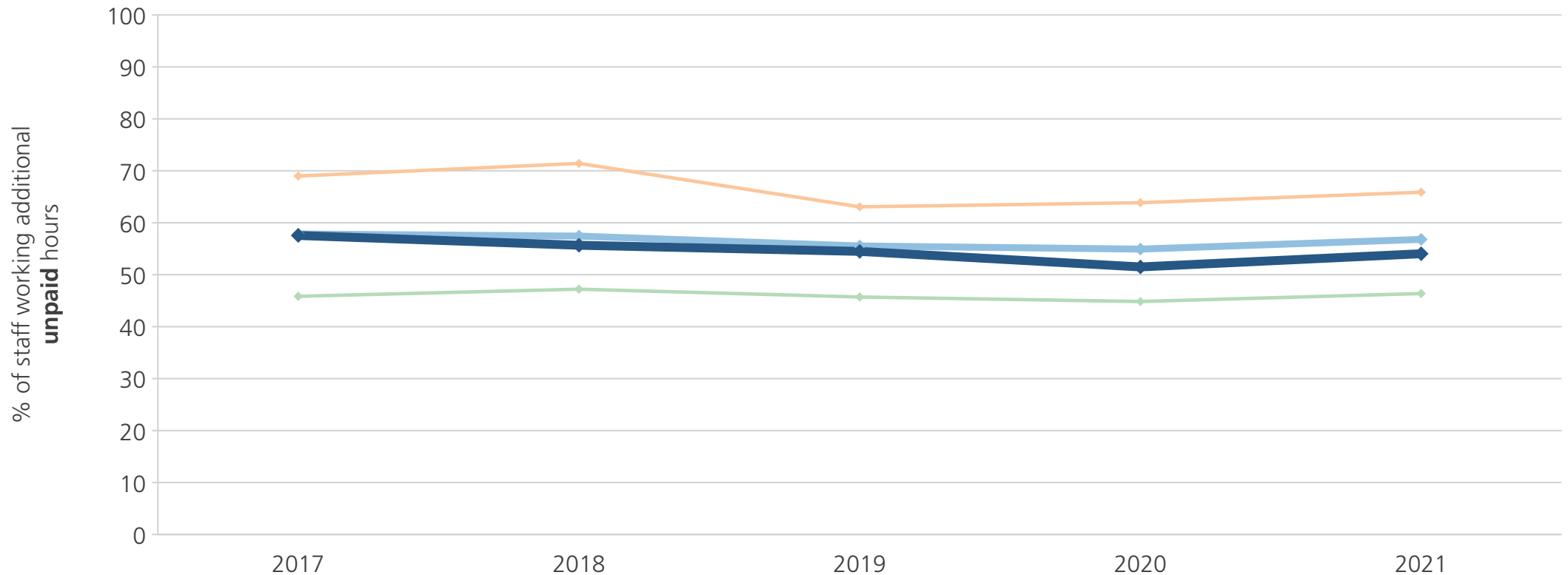
	2017	2018	2019	2020	2021
Highest	69.0%	71.4%	63.1%	63.9%	65.9%
Your org	57.5%	55.7%	54.5%	51.5%	54.0%
Average	57.8%	57.4%	55.5%	54.9%	56.8%
Lowest	45.8%	47.2%	45.7%	44.8%	46.4%
Responses	4,288	6,335	6,137	6,877	7,116

This question was only answered by people who responded 'Yes' to Q11d.
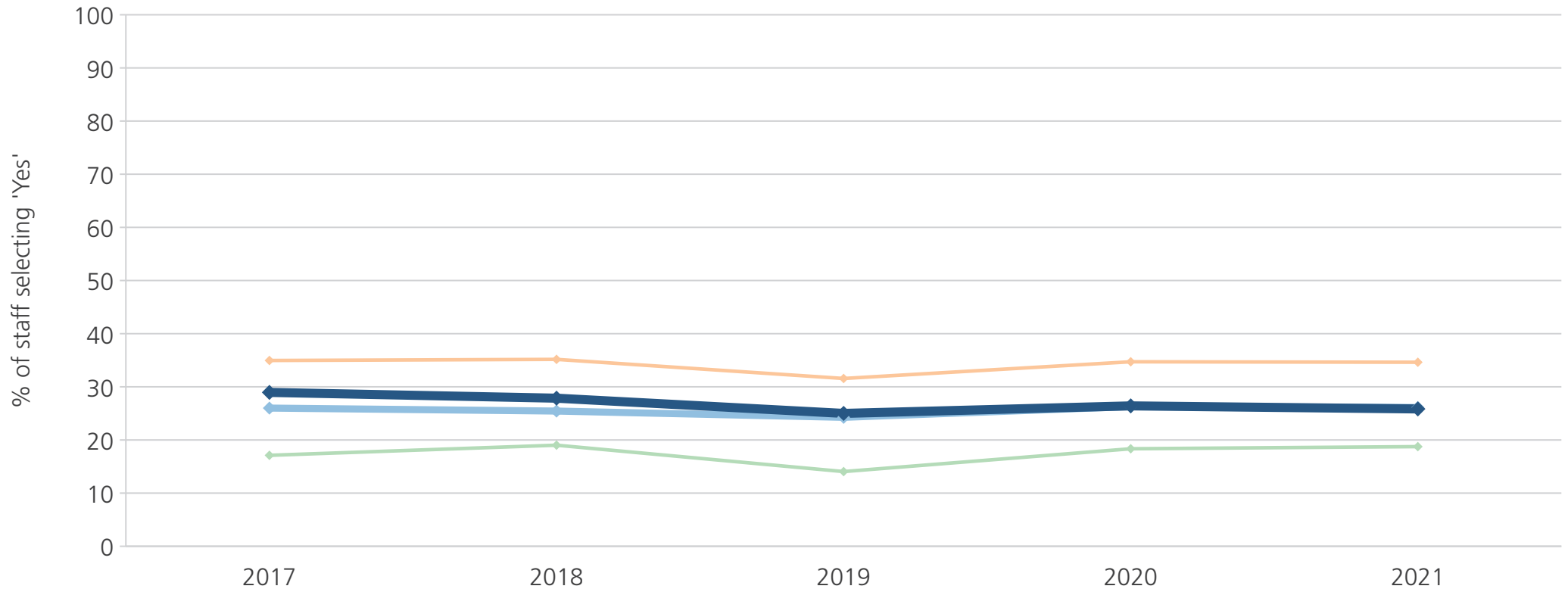
	2017	2018	2019	2020	2021
Worst	35.0%	35.2%	31.6%	34.7%	34.6%
Your org	29.0%	27.9%	25.0%	26.4%	25.8%
Average	26.0%	25.4%	24.3%	26.3%	26.1%
Best	17.1%	19.0%	14.1%	18.3%	18.7%
Responses	2,331	3,363	3,284	2,968	3,930
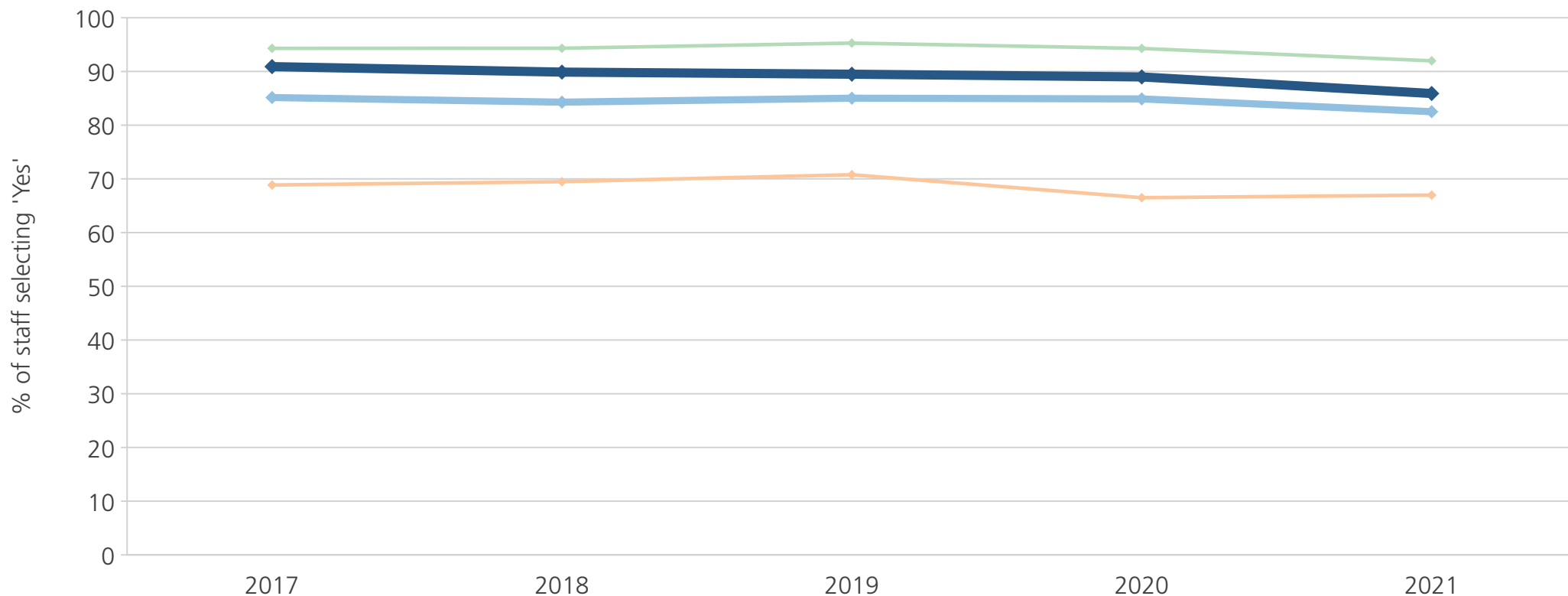
	2017	2018	2019	2020	2021
Best	94.3%	94.3%	95.3%	94.3%	92.0%
Your org	90.9%	89.9%	89.5%	89.0%	85.9%
Average	85.1%	84.3%	85.0%	84.9%	82.5%
Worst	68.9%	69.5%	70.8%	66.5%	67.0%
Responses	3,079	4,555	4,573	4,906	5,150

Please note: The approach to calculating the results for Q15 has changed for 2021, to include 'don't know' responses. These results feed into the Diversity and equality sub-score and the We are compassionate and inclusive promise element, as well as the WRES and WDES indicators. The Q15 results based on the historic calculation are reported in this section for transparency, but do not feed into any measure.
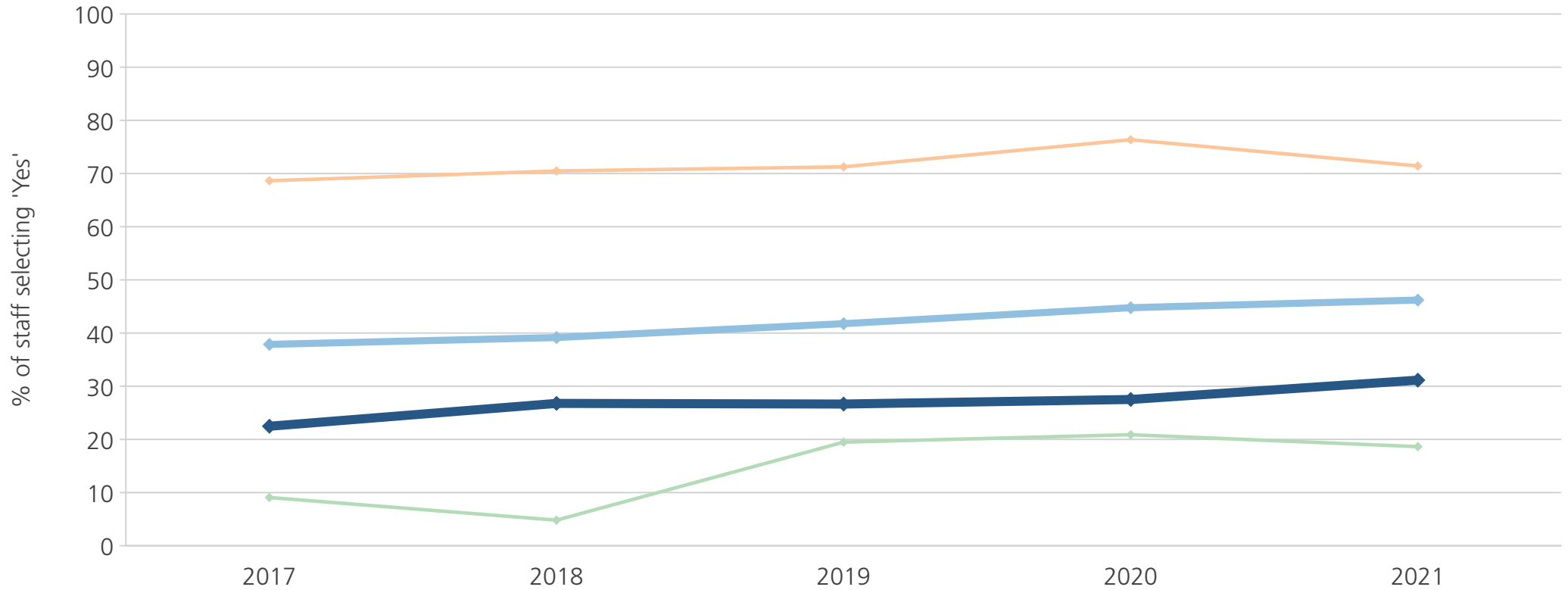
	2017	2018	2019	2020	2021
Worst	68.6%	70.5%	71.3%	76.4%	71.4%
Your org	22.5%	26.8%	26.6%	27.5%	31.1%
Average	37.9%	39.2%	41.8%	44.8%	46.2%
Best	9.1%	4.8%	19.5%	20.9%	18.6%
Responses	328	421	474	606	773
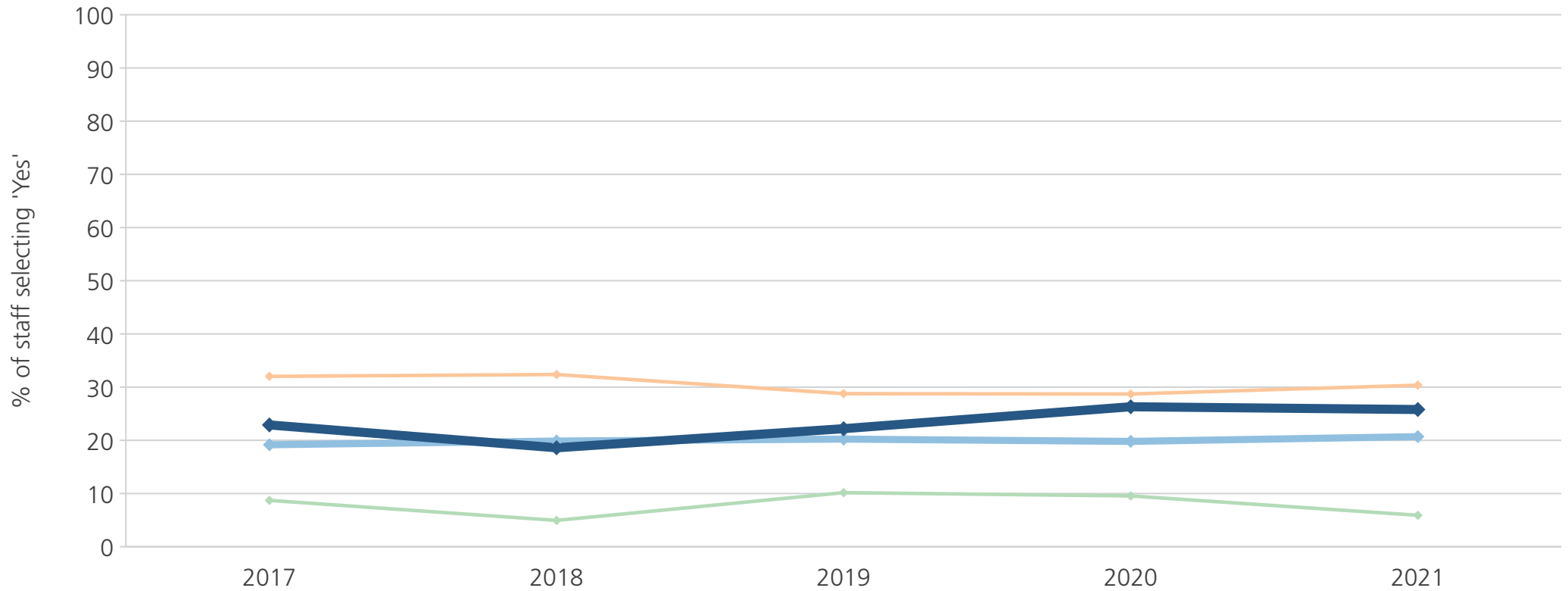
	2017	2018	2019	2020	2021
Worst	32.0%	32.4%	28.8%	28.7%	30.4%
Your org	22.9%	18.6%	22.2%	26.3%	25.8%
Average	19.2%	19.9%	20.2%	19.8%	20.7%
Best	8.7%	4.9%	10.2%	9.6%	5.9%
Responses	328	421	474	606	773
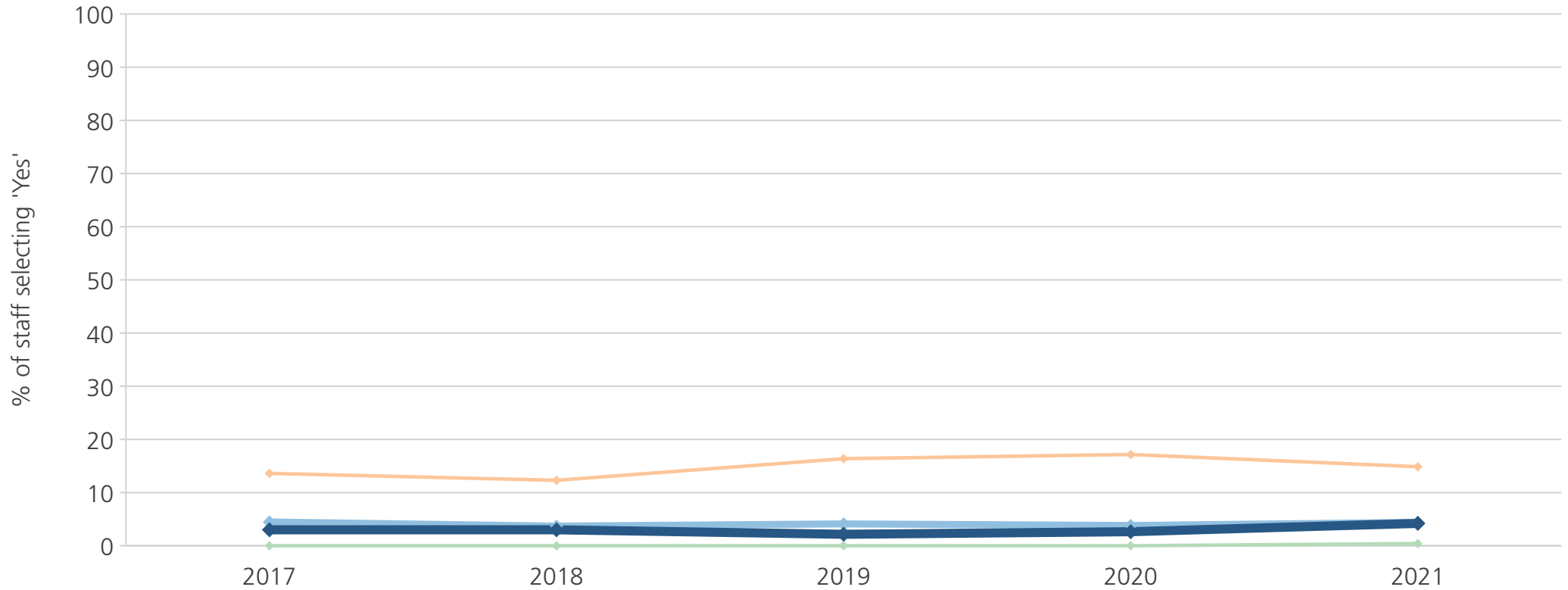
	2017	2018	2019	2020	2021
Worst	13.6%	12.3%	16.4%	17.2%	14.9%
Your org	3.0%	3.0%	2.2%	2.6%	4.2%
Average	4.5%	3.7%	4.1%	3.8%	4.4%
Best	0.0%	0.0%	0.0%	0.0%	0.4%
Responses	328	421	474	606	773
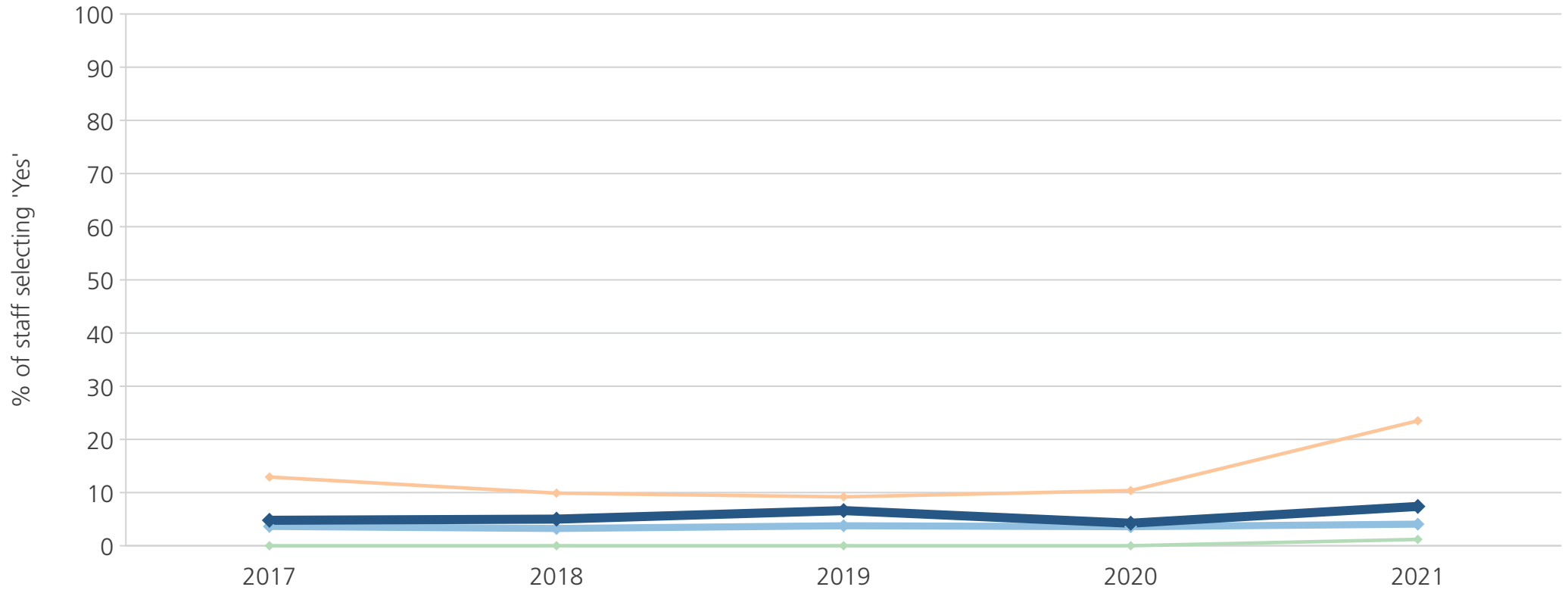
	2017	2018	2019	2020	2021
Worst	12.9%	9.9%	9.2%	10.4%	23.5%
Your org	4.8%	5.0%	6.6%	4.2%	7.4%
Average	3.6%	3.2%	3.8%	3.6%	4.1%
Best	0.0%	0.0%	0.0%	0.0%	1.2%
Responses	328	421	474	606	773
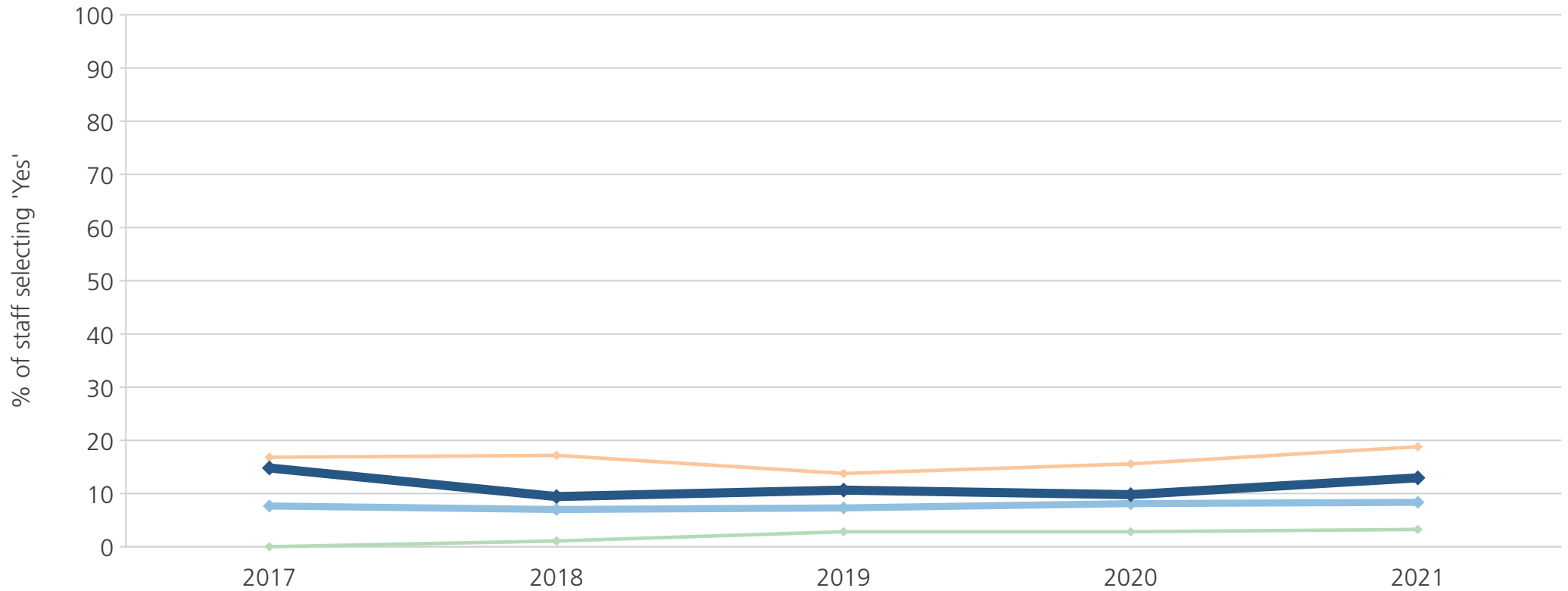
	2017	2018	2019	2020	2021
Worst	16.8%	17.2%	13.8%	15.6%	18.8%
Your org	14.8%	9.4%	10.6%	9.8%	12.9%
Average	7.7%	7.0%	7.3%	8.1%	8.3%
Best	0.0%	1.1%	2.8%	2.8%	3.2%
Responses	328	421	474	606	773
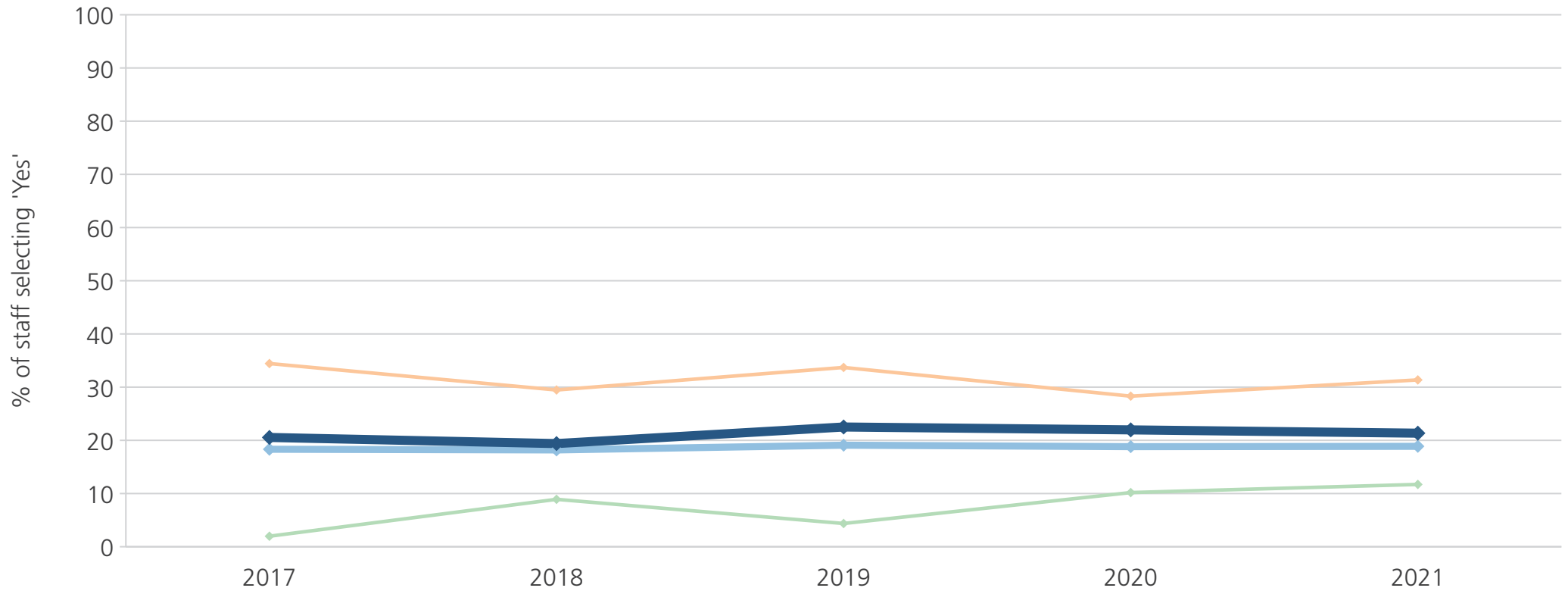
	2017	2018	2019	2020	2021
Worst	34.4%	29.5%	33.7%	28.3%	31.4%
Your org	20.5%	19.4%	22.5%	22.0%	21.3%
Average	18.3%	18.2%	19.1%	18.8%	18.9%
Best	2.0%	8.9%	4.4%	10.2%	11.7%
Responses	328	421	474	606	773
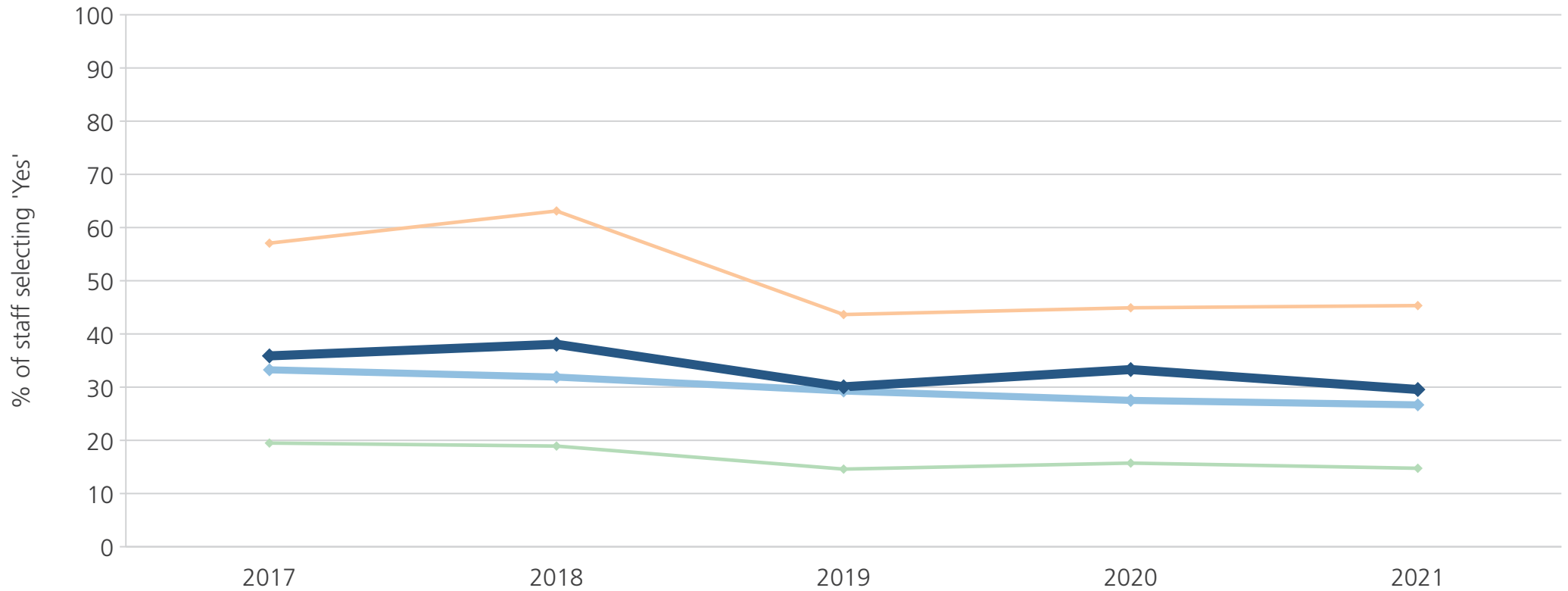
	2017	2018	2019	2020	2021
Worst	57.1%	63.1%	43.6%	44.9%	45.3%
Your org	35.9%	38.1%	30.1%	33.3%	29.6%
Average	33.3%	31.9%	29.3%	27.5%	26.7%
Best	19.5%	18.9%	14.6%	15.7%	14.7%
Responses	328	421	474	606	773

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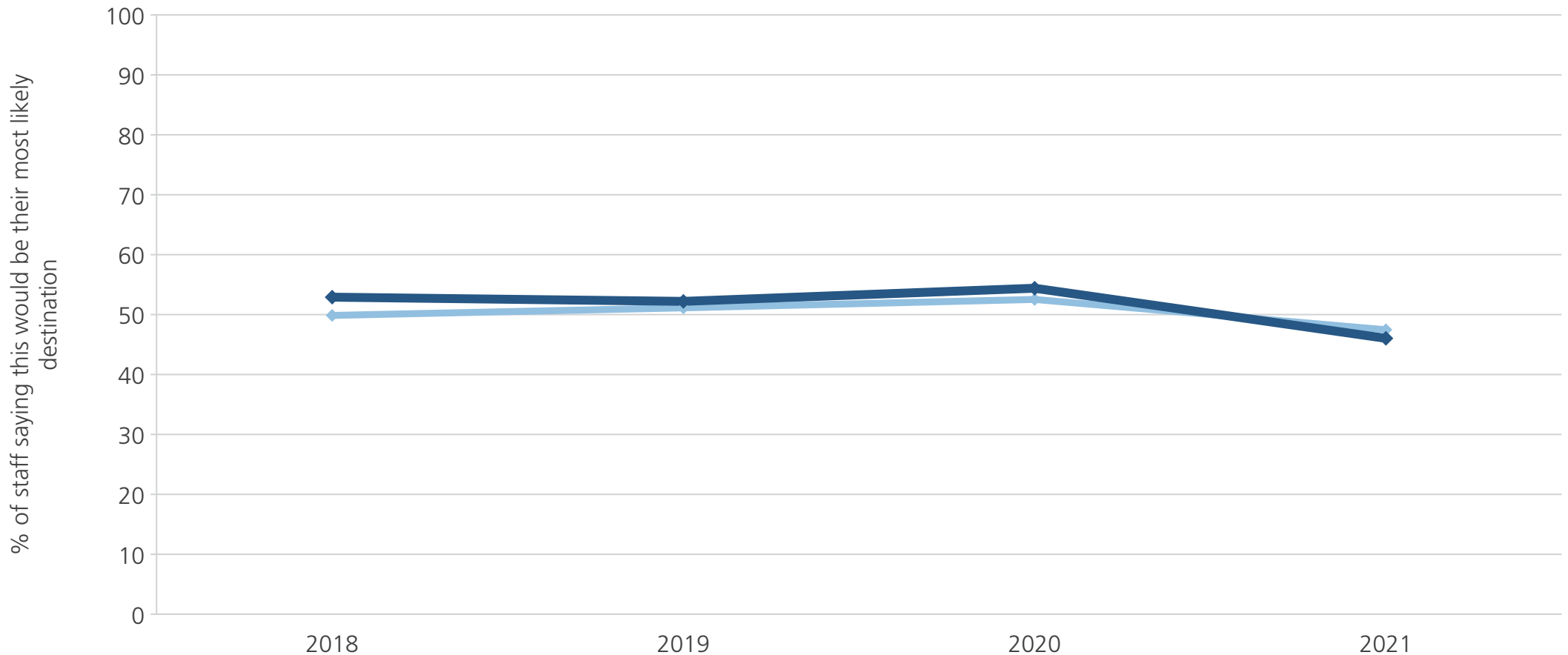
	2018	2019	2020	2021
Your org	52.9%	52.2%	54.4%	46.0%
Average	49.9%	51.1%	52.5%	47.5%
Responses	5,782	5,584	6,335	6,673

% of staff saying this would be their most likely destination
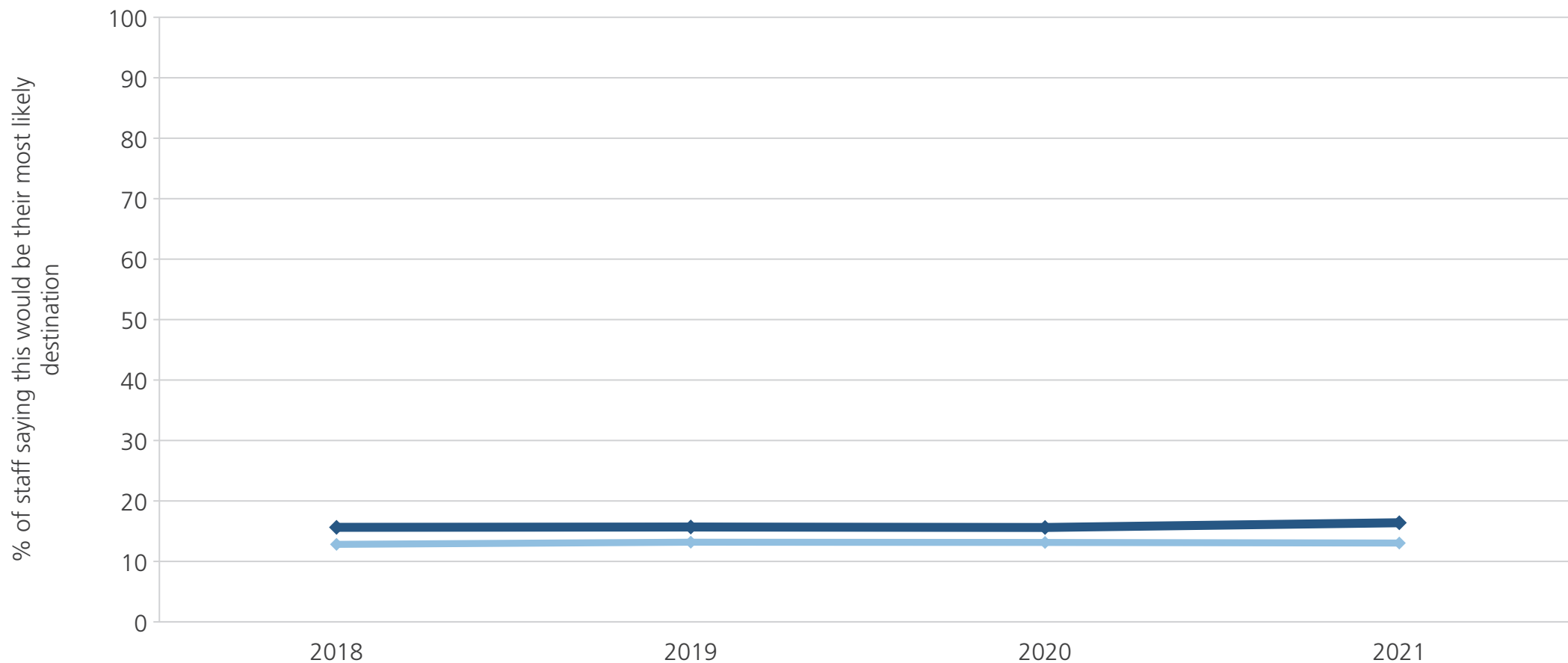
	2018	2019	2020	2021
Your org	15.6%	15.7%	15.6%	16.4%
Average	12.8%	13.2%	13.1%	13.0%
Responses	5,782	5,584	6,335	6,673

% of staff saying this would be their most likely destination
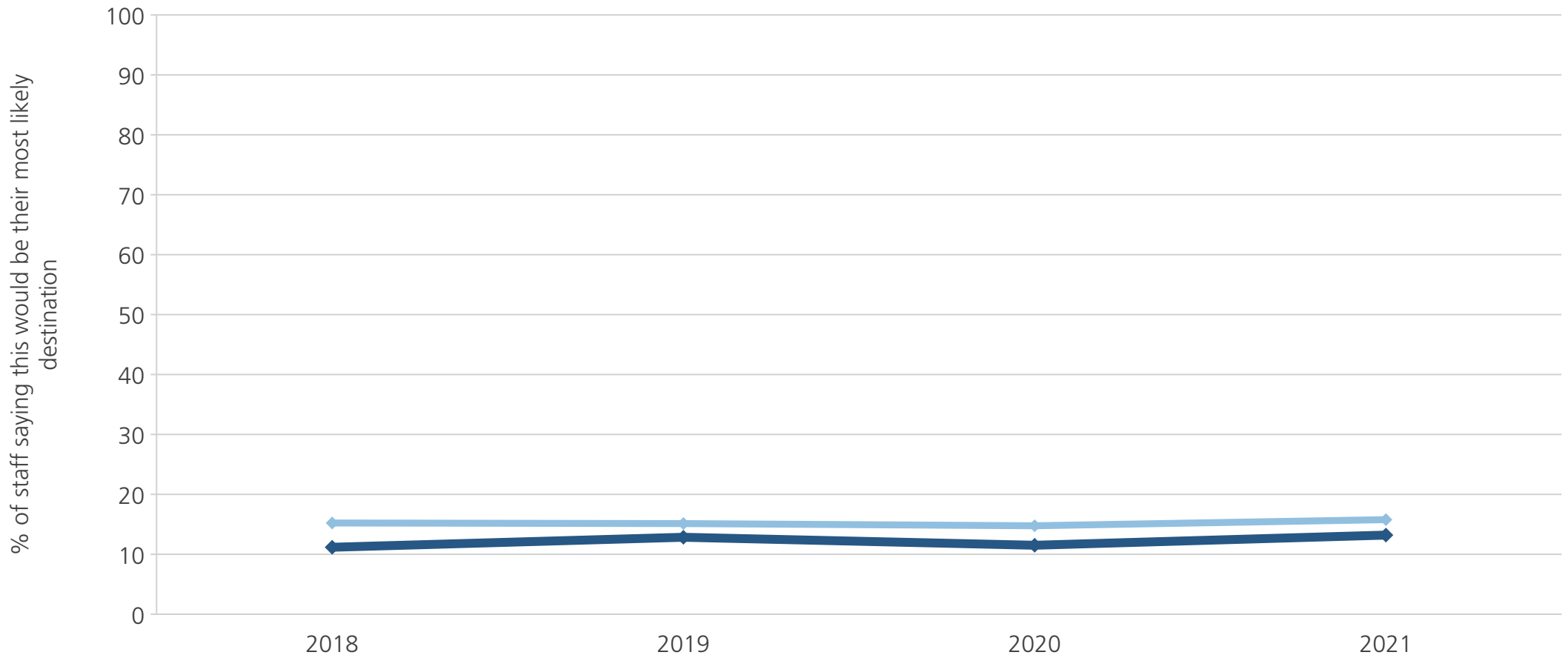
	2018	2019	2020	2021
Your org	11.2%	12.8%	11.5%	13.2%
Average	15.2%	15.1%	14.8%	15.8%
Responses	5,782	5,584	6,335	6,673
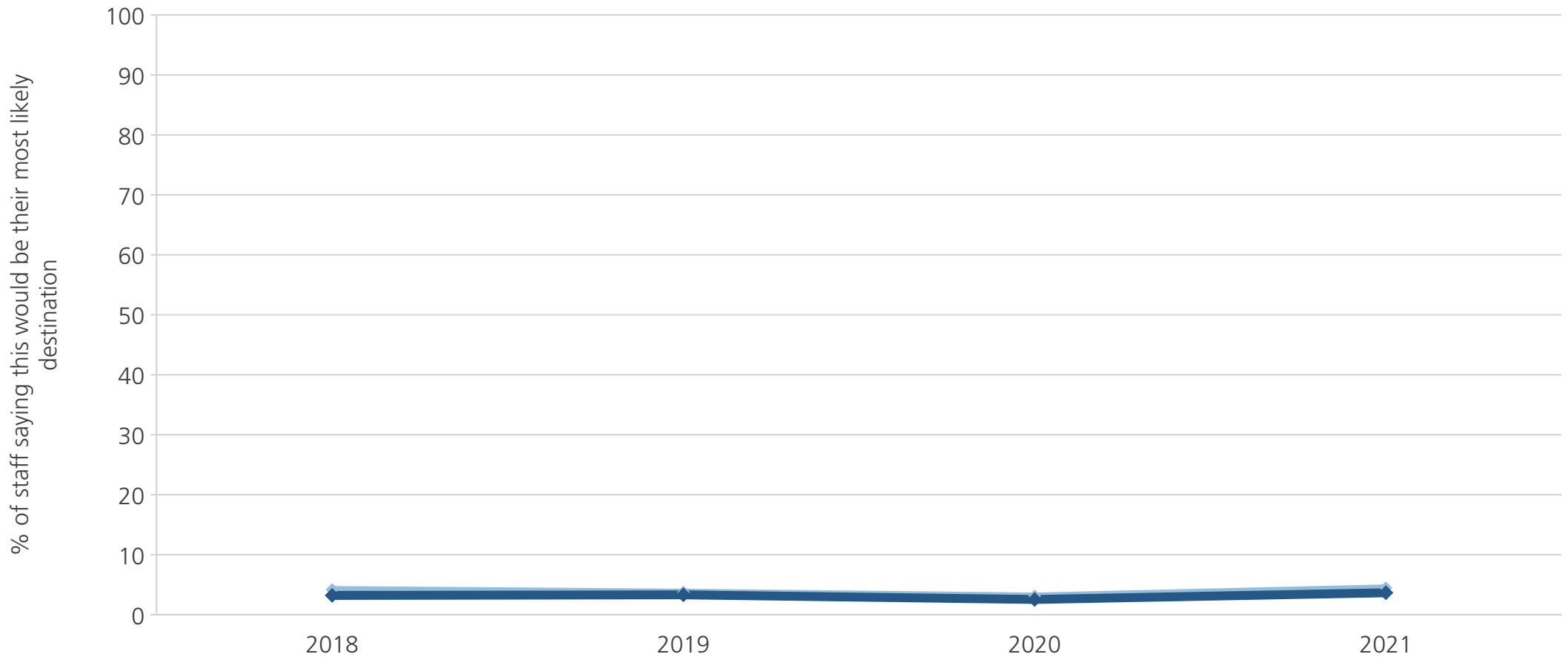
	2018	2019	2020	2021
Your org	3.2%	3.3%	2.5%	3.7%
Average	4.2%	3.8%	3.1%	4.5%
Responses	5,782	5,584	6,335	6,673

Survey Coordination Centre

NHS

% of staff saying this would be their most likely destination
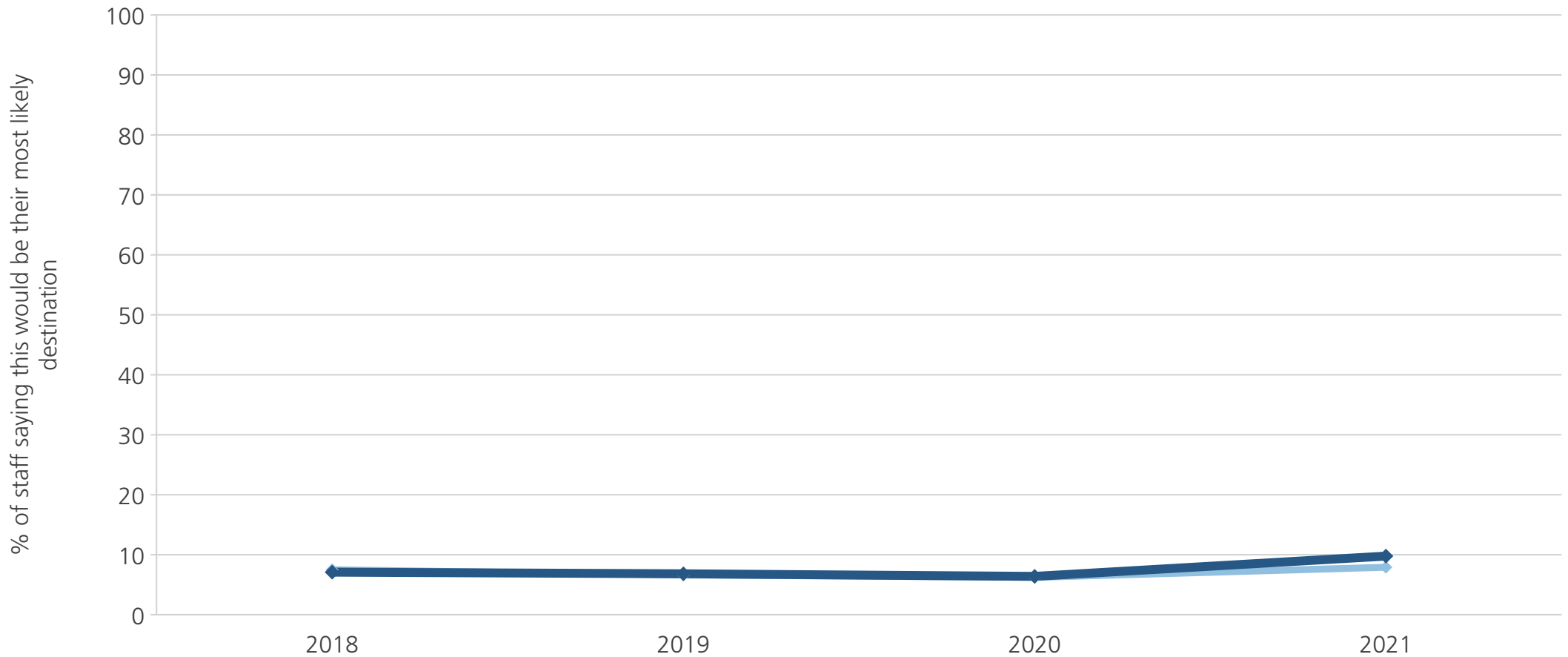
	2018	2019	2020	2021
Your org	7.1%	6.8%	6.4%	9.8%
Average	7.5%	6.6%	6.2%	7.9%
Responses	5,782	5,584	6,335	6,673

% of staff saying this would be their most likely destination
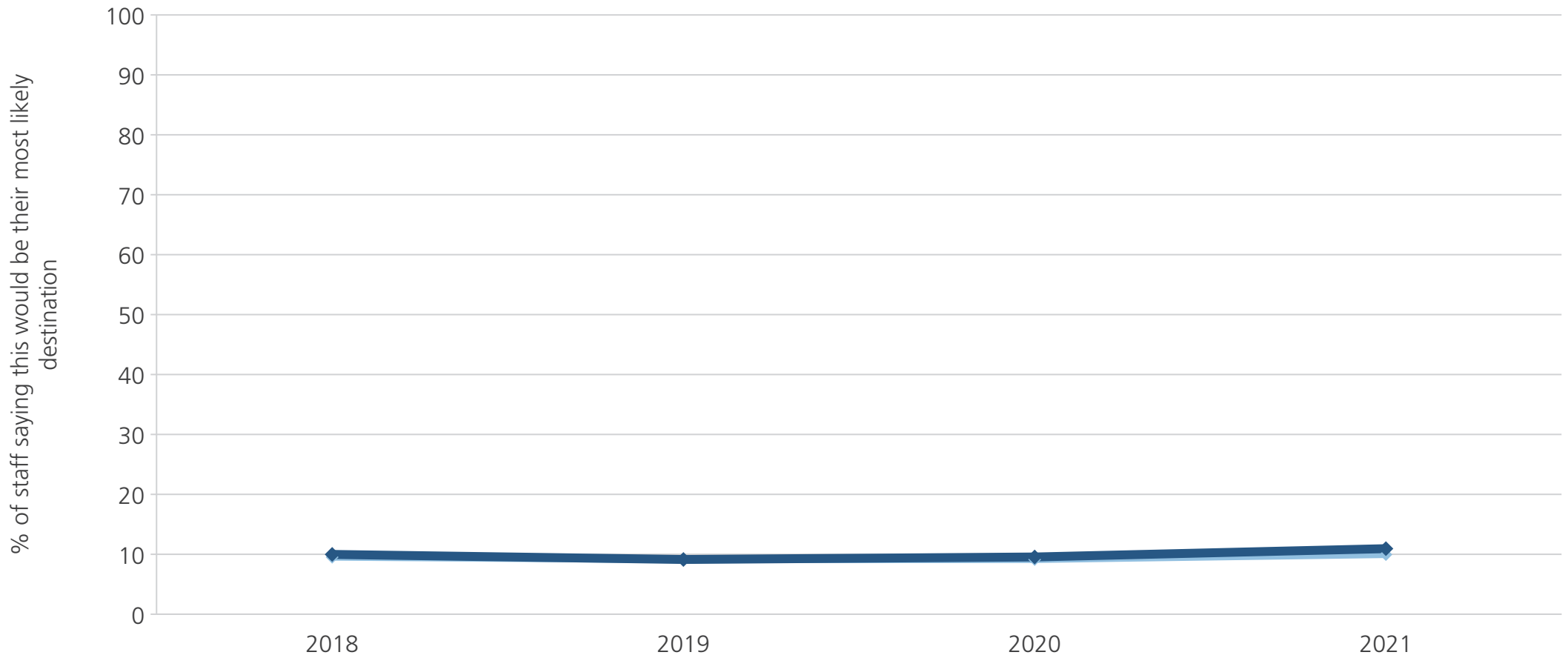
	2018	2019	2020	2021
Your org	10.0%	9.1%	9.6%	10.9%
Average	9.5%	9.1%	9.1%	10.0%
Responses	5,782	5,584	6,335	6,673

This questions was only answered by people who responded 'yes' to Q28a
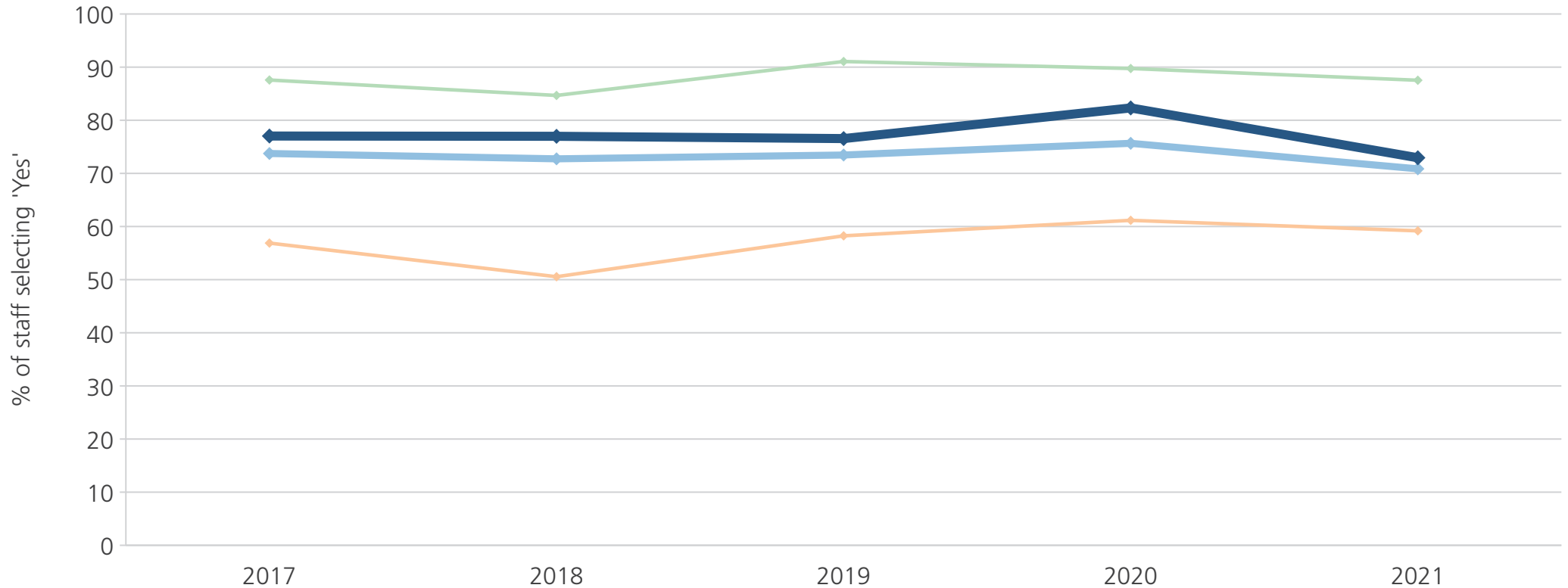
	2017	2018	2019	2020	2021
Best	87.6%	84.7%	91.1%	89.7%	87.5%
Your org	77.0%	77.0%	76.6%	82.3%	72.9%
Average	73.7%	72.7%	73.5%	75.7%	70.9%
Worst	56.9%	50.6%	58.2%	61.2%	59.2%
Responses	403	680	734	840	1,018

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About your respondents

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

	In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?	In the past 12 months, have you been redeployed due to the Covid-19 pandemic at any time?	In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?
Your org	33.1%	15.8%	26.8%
Average	43.6%	20.4%	30.6%
Responses	7,303	7,269	7,279
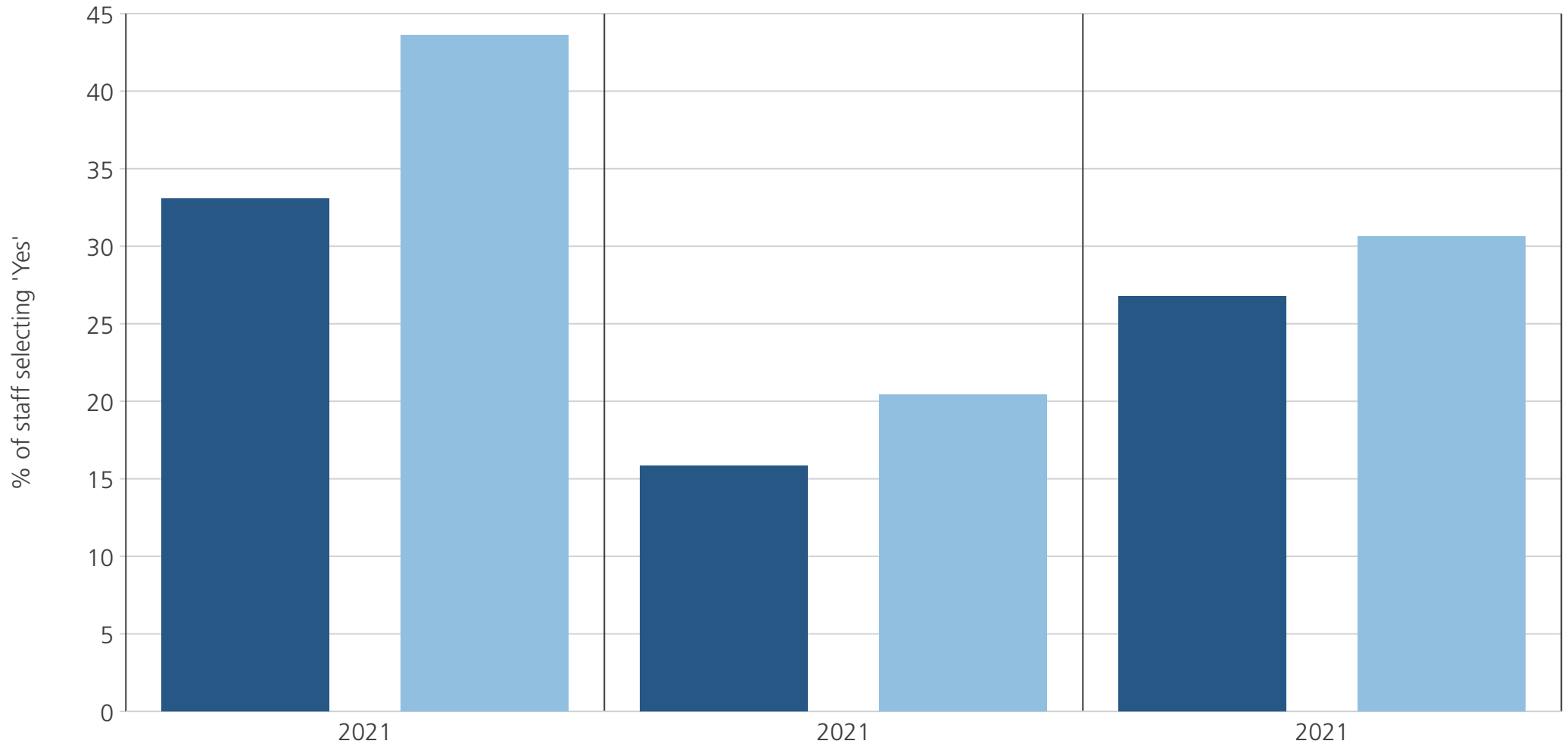
About your respondents – Background details

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results
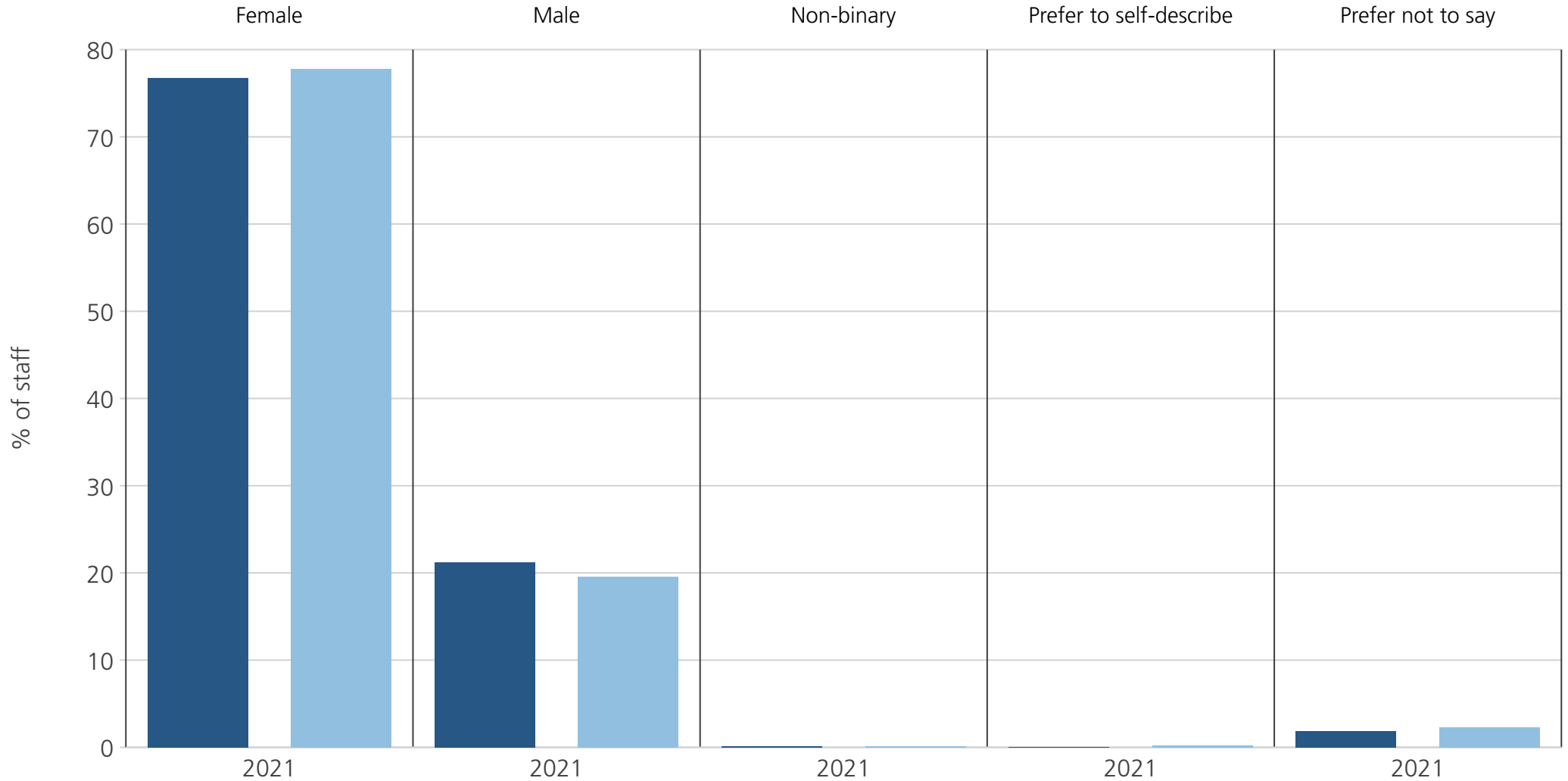
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say
	2021	2021	2021	2021	2021
Your org	76.8%	21.2%	0.1%	0.1%	1.8%
Average	77.8%	19.6%	0.1%	0.2%	2.3%
Responses	7,289	7,289	7,289	7,289	7,289

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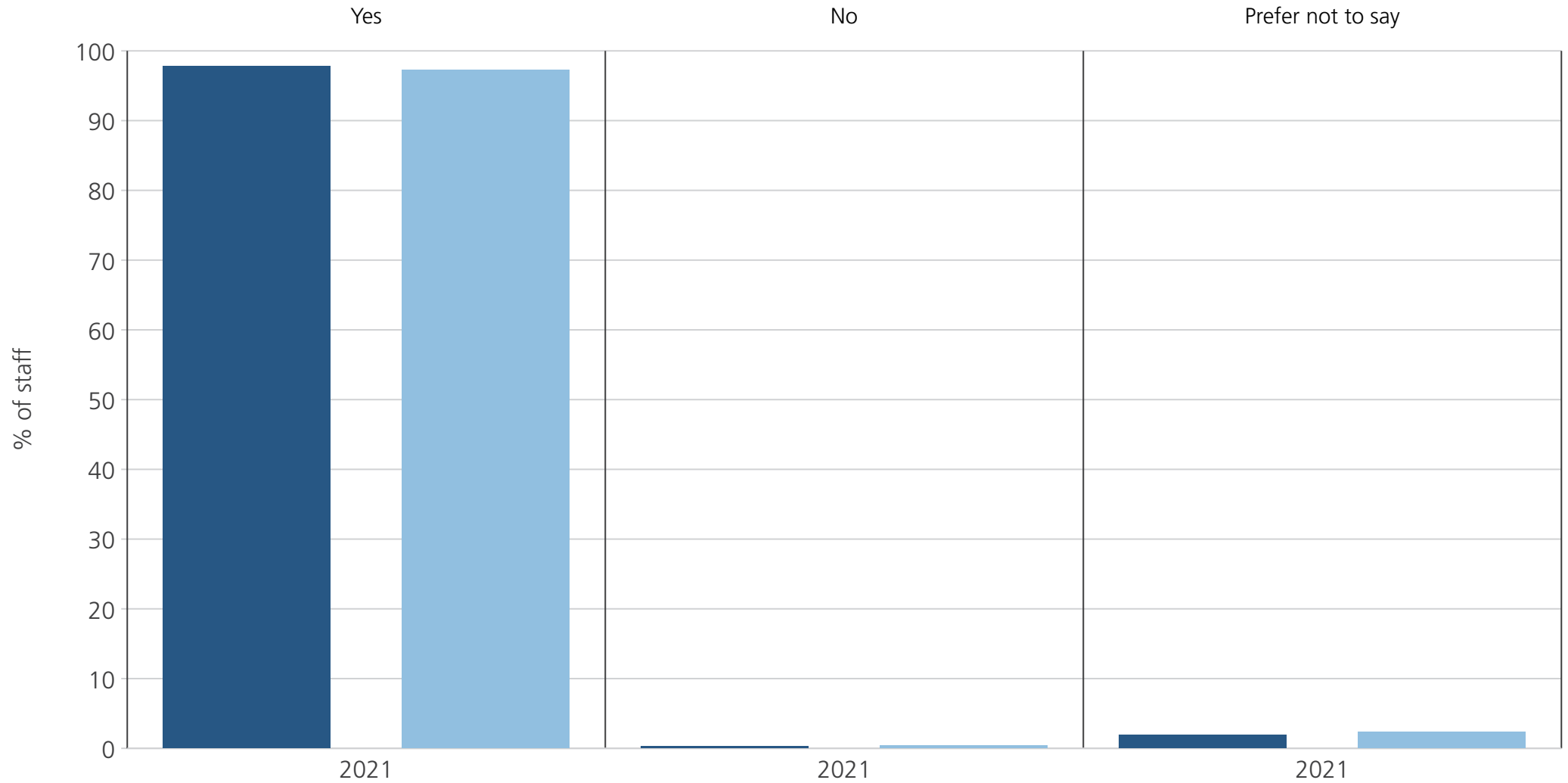
	Yes	No	Prefer not to say
	2021	2021	2021
Your org	97.8%	0.3%	1.9%
Average	97.2%	0.4%	2.3%
Responses	6,650	6,650	6,650
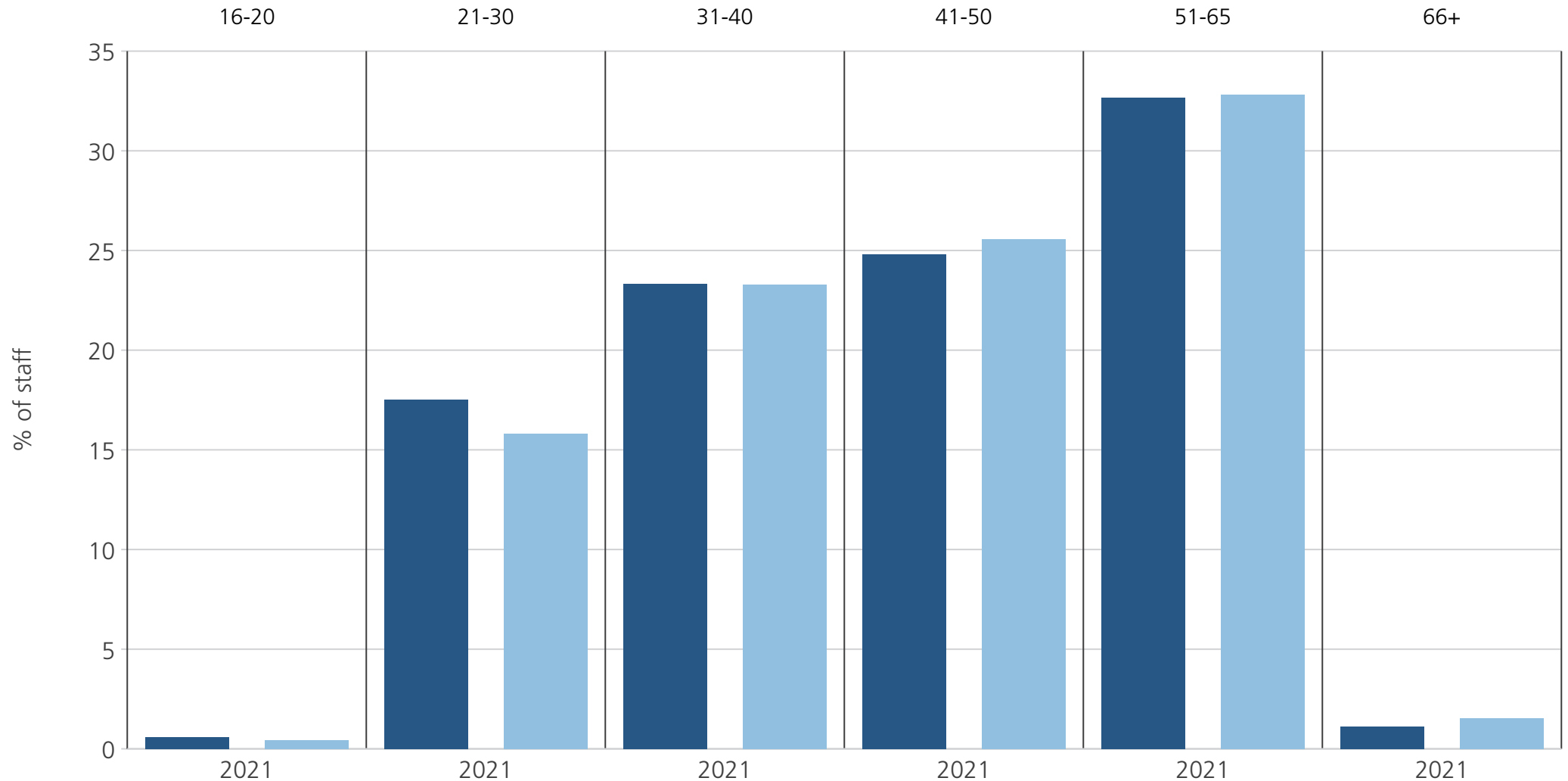
	16-20	21-30	31-40	41-50	51-65	66+
Your org	0.6%	17.5%	23.3%	24.8%	32.7%	1.1%
Average	0.4%	15.8%	23.3%	25.6%	32.8%	1.5%
Responses	7,250	7,250	7,250	7,250	7,250	7,250
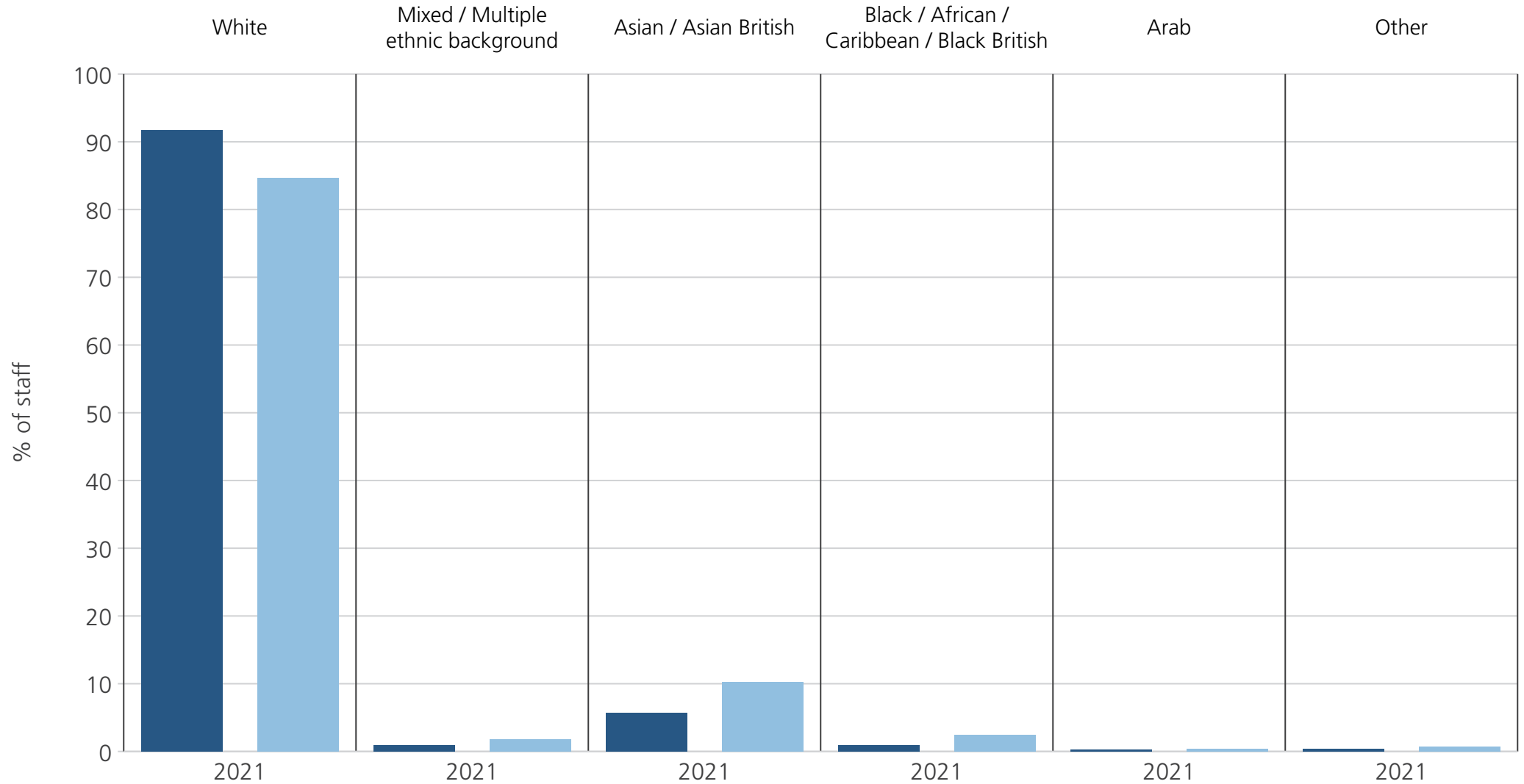
	White	Mixed / Multiple ethnic background	Asian / Asian British	Black / African / Caribbean / Black British	Arab	Other
Your org	91.8%	1.0%	5.7%	1.0%	0.2%	0.4%
Average	84.7%	1.8%	10.3%	2.4%	0.4%	0.7%
Responses	7,290	7,290	7,290	7,290	7,290	7,290

% of staff
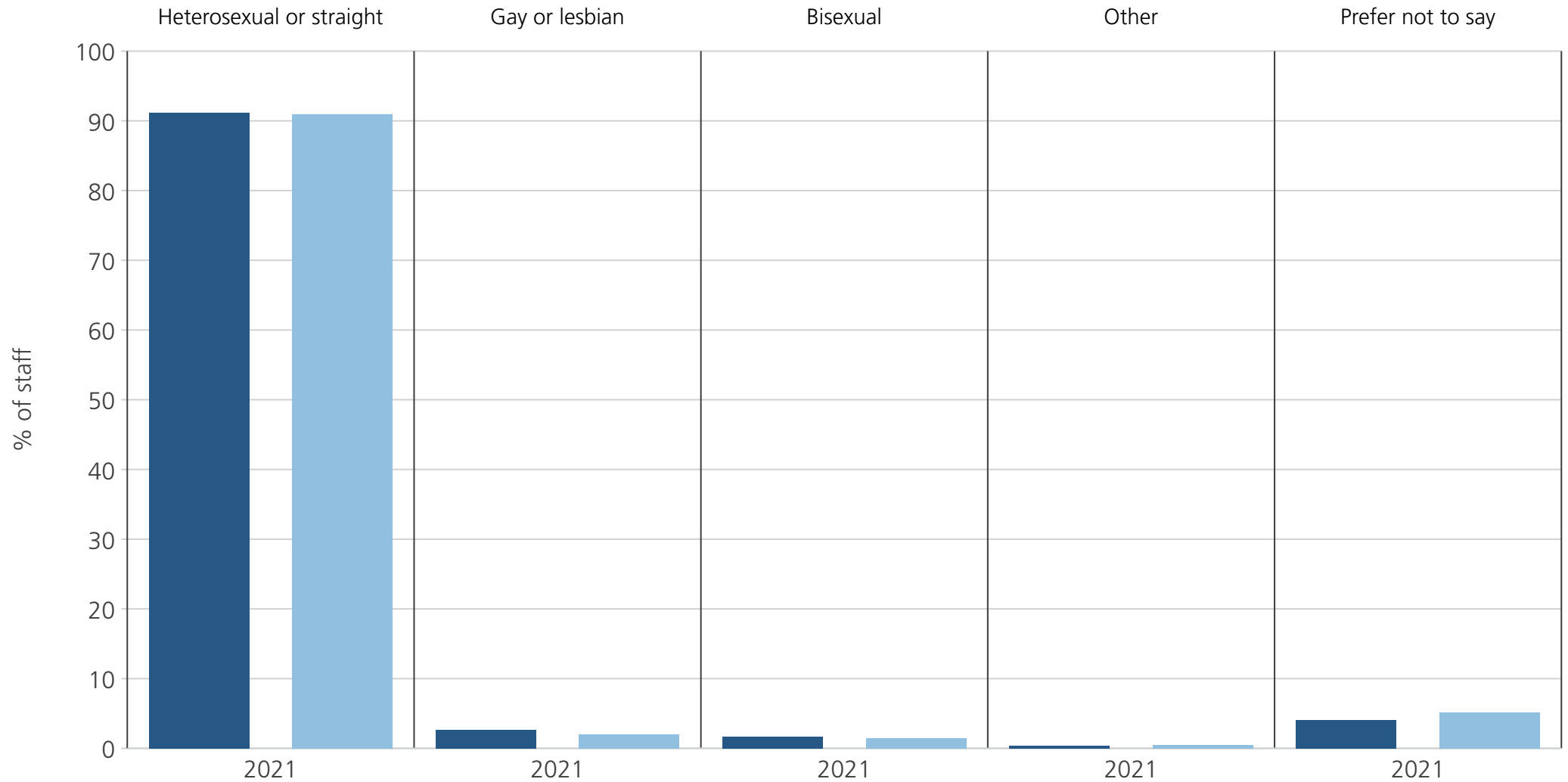
	Heterosexual or straight	Gay or lesbian	Bisexual	Other	Prefer not to say
	2021	2021	2021	2021	2021
Your org	91.2%	2.7%	1.7%	0.4%	4.0%
Average	90.9%	2.0%	1.4%	0.5%	5.1%
Responses	7,292	7,292	7,292	7,292	7,292
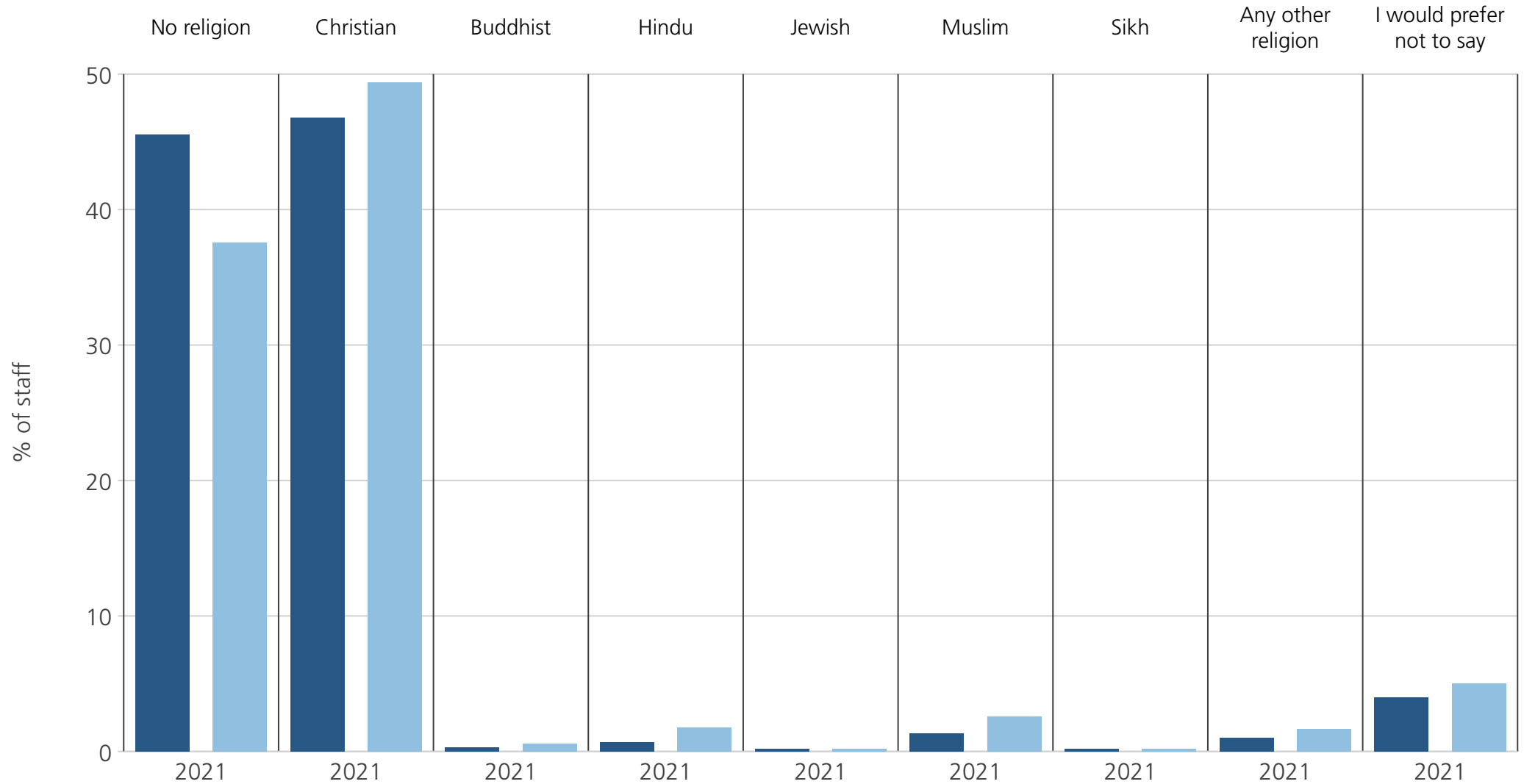
	No religion	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Any other religion	I would prefer not to say
	2021	2021	2021	2021	2021	2021	2021	2021	2021
Your org	45.6%	46.8%	0.3%	0.7%	0.2%	1.3%	0.2%	1.0%	4.0%
Average	37.6%	49.4%	0.6%	1.8%	0.2%	2.6%	0.2%	1.7%	5.0%
Responses	7,268	7,268	7,268	7,268	7,268	7,268	7,268	7,268	7,268

Survey Coordination Centre

NHS

Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?
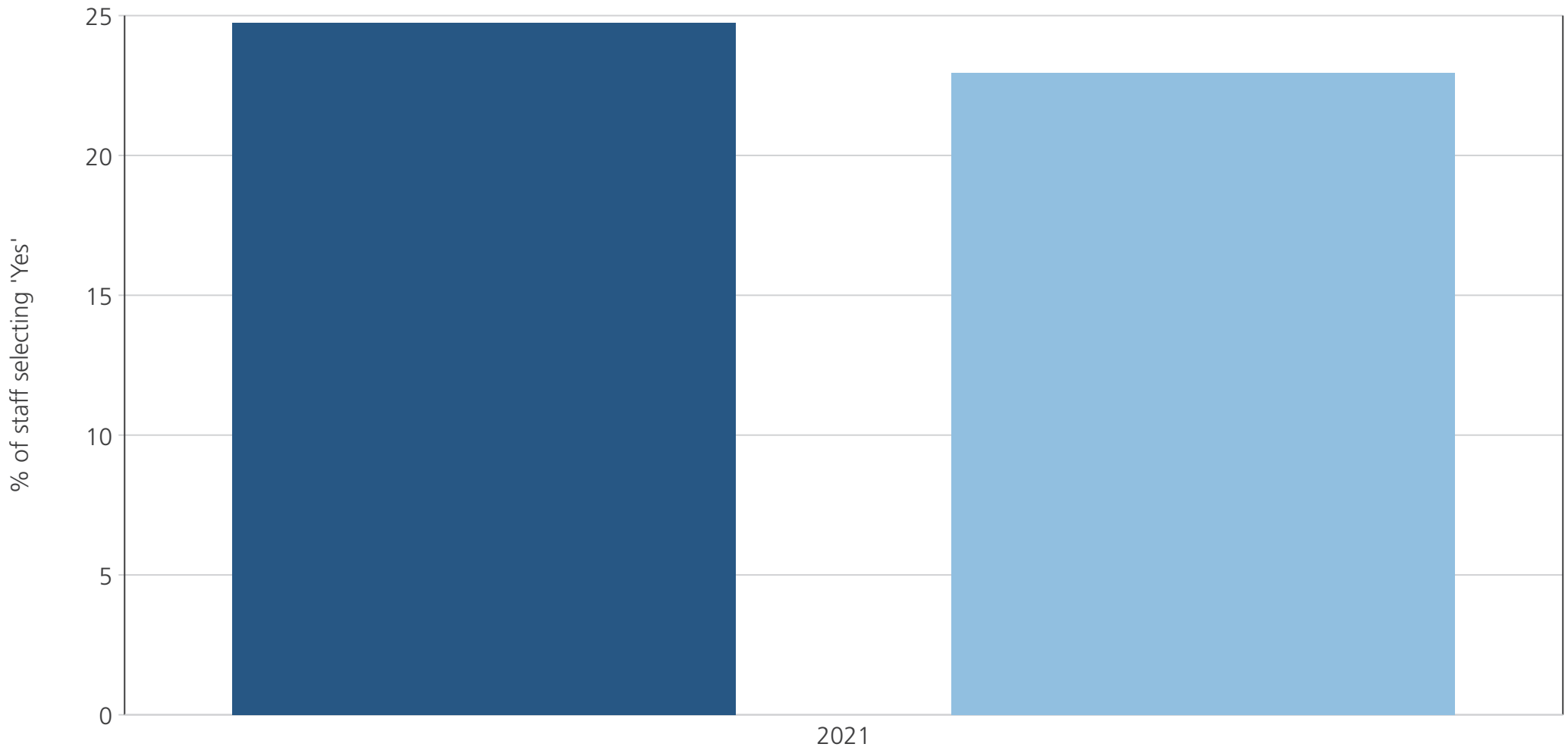
	2021
Your org	24.7%
Average	23.0%
Responses	7,255

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Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?

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?

	2021	2021
Your org	37.6%	29.2%
Average	39.7%	30.1%
Responses	7,258	7,222

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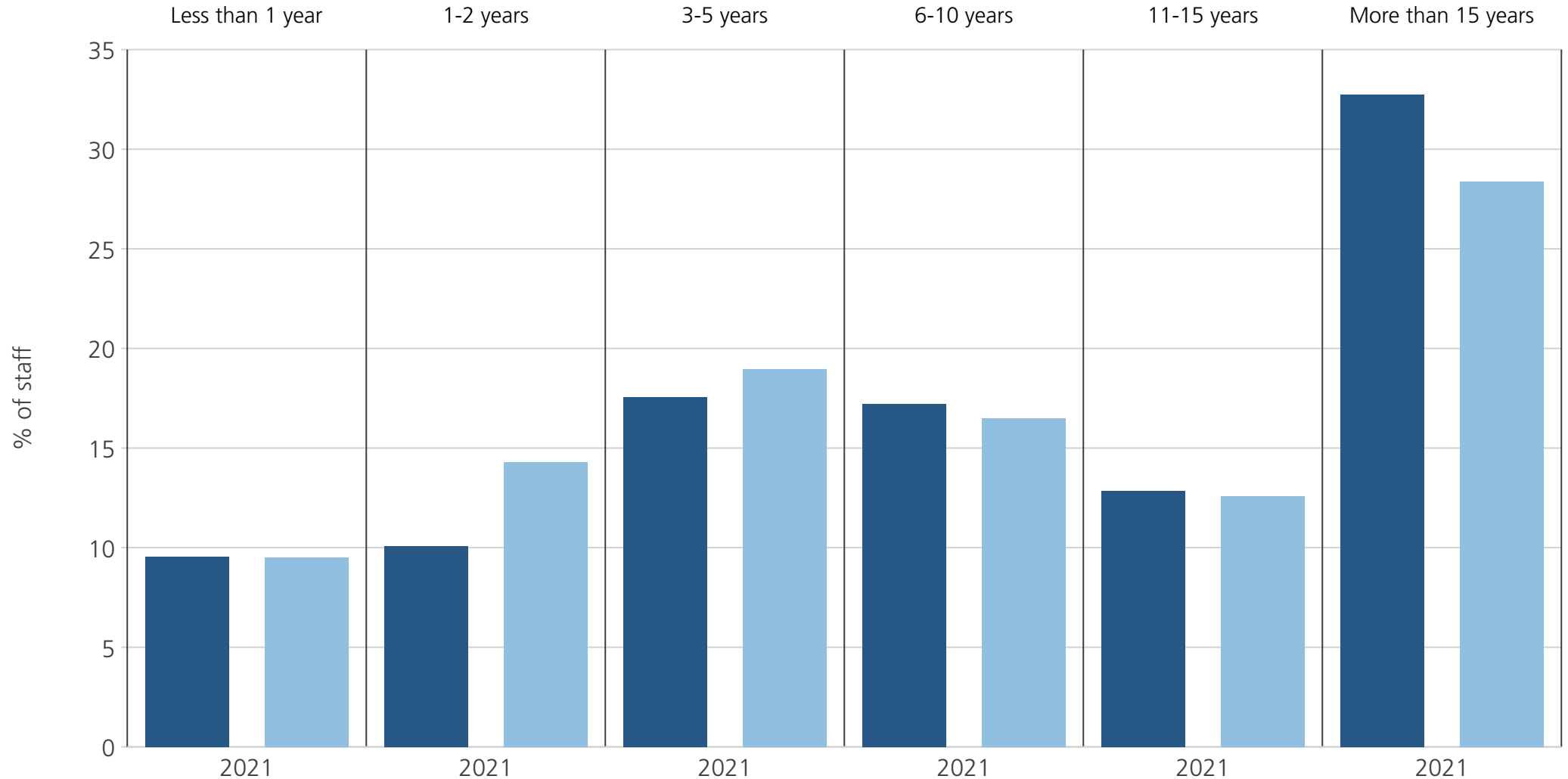
	Less than 1 year	1-2 years	3-5 years	6-10 years	11-15 years	More than 15 years
	2021	2021	2021	2021	2021	2021
Your org	9.5%	10.1%	17.6%	17.2%	12.8%	32.7%
Average	9.5%	14.3%	19.0%	16.5%	12.6%	28.4%
Responses	7,292	7,292	7,292	7,292	7,292	7,292
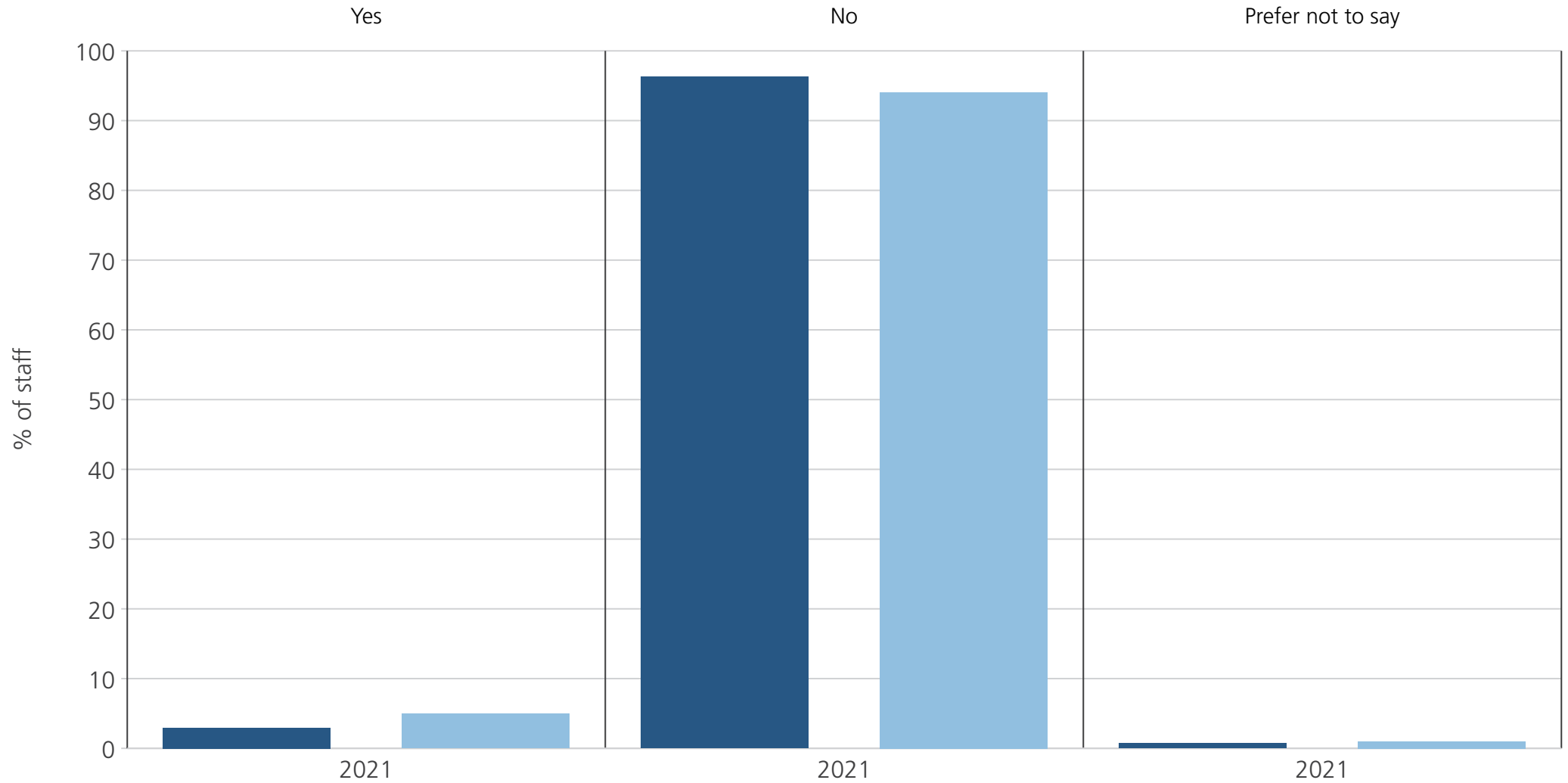
	Yes	No	Prefer not to say
Your org	2.9%	96.3%	0.7%
Average	5.0%	94.1%	1.0%
Responses	6,042	6,042	6,042

% of staff

	Registered Nurses and Midwives	Nursing or Healthcare assistants	Medical and Dental	Allied health professionals	Scientific and Technical	Social Care	Public Health	Commissioning	Admin and Clerical	Central Functions	Maintenance	General Management	Other	Emergency Care Practitioners	Emergency Care Assistants	Patient Transport Service
	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021	2021
Your org	29.8%	5.6%	8.6%	13.8%	11.7%	0.1%	0.4%	0.0%	14.9%	4.1%	4.6%	1.3%	5.1%	0.0%	0.0%	0.0%
Average	29.6%	8.1%	9.0%	13.0%	7.1%	0.1%	0.2%	0.1%	15.9%	5.5%	3.4%	2.4%	4.1%	0.0%	0.0%	0.0%
Responses	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195	7,195

Workforce Equality Standards

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Workforce Equality Standards

This section contains data required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES) and Workforce Disability Equality Standard (WDES). Data presented in this section are unweighted.

Workforce Race Equality Standard (WRES)

➤ This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Race Equality Standard (WRES). It includes the 2017-2021 organisation and benchmarking group median results for q14a, q14b&c combined, q15, and q16b split by ethnicity (by white / BME staff).

Workforce Disability Equality Standard (WDES)

➤ This contains data for each organisation required for the NHS Staff Survey indicators used in the Workforce Disability Equality Standard (WDES). It includes the 2018-2021 organisation and benchmarking group median results for q4b, q11e, q14a-d, and q15 split by staff with a long lasting health condition or illness compared to staff without a long lasting health condition or illness. It also shows results for q28b (for staff with a long lasting health condition or illness only), and the staff engagement score for staff with a long lasting health condition or illness, compared to staff without a long lasting health condition or illness and the overall engagement score for the organisation.

➤ The WDES breakdowns are based on the responses to q28a *Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?* In 2020, the question text 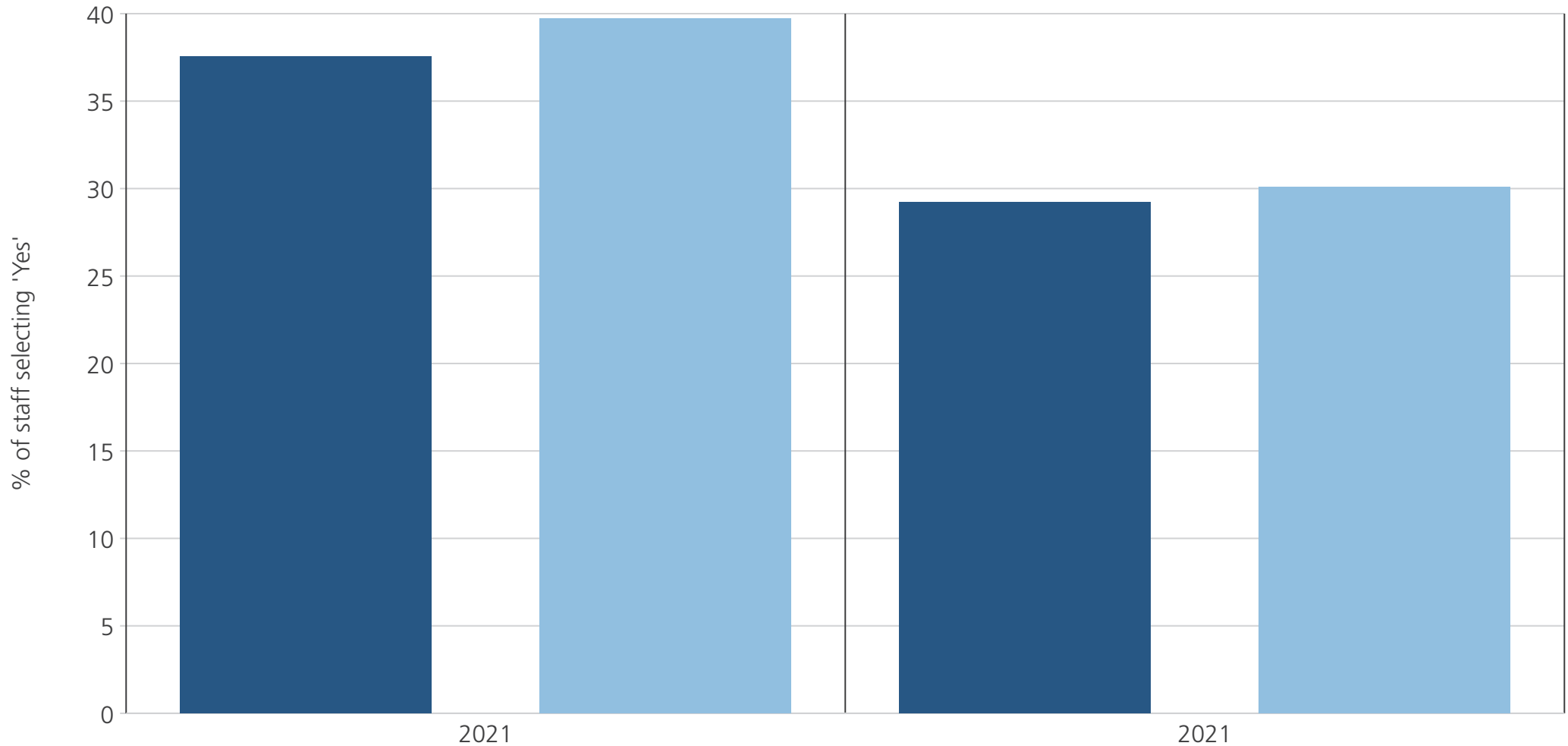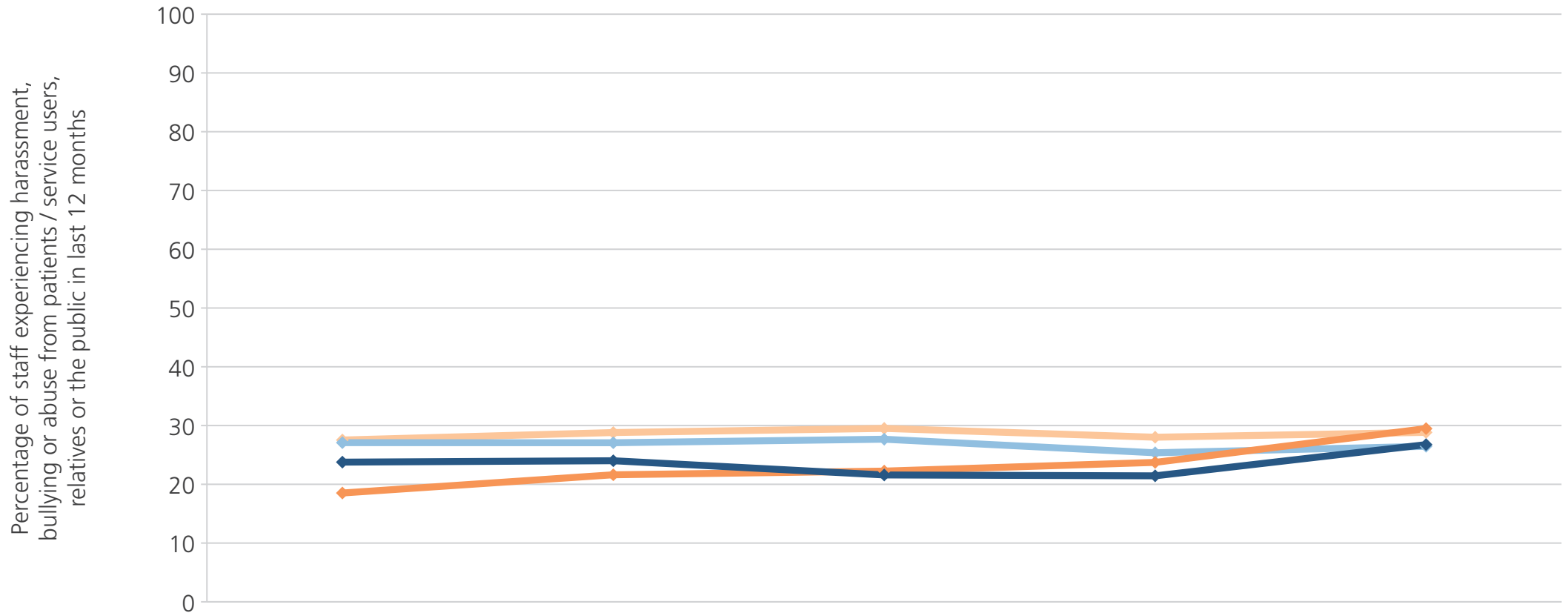was shortened and the word 'disabilities' was removed but the question and WDES results still remain historically comparable.

Changes to how the Workforce Equality Standards are calculated

➤ For 2021, the data way in which data for Q15 are reported has changed, with the inclusion of "don't know" responses in the base of the calculation.

➤ In 2020, the approach to calculating the benchmark median scores and the way in which data for Q14d are reported also changed.

➤ All these changes have been applied retrospectively so all historical results for Q14d and Q15 and data shown in the average calculations are comparable across years. However, the figures shown may not be directly comparable to the results reported in previous years.

➤ Full details of how the data are calculated are included in the Technical Document, available to download from our results website.

Workforce Race Equality Standard (WRES)

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Percentage of staff experiencing harassment, bullying or abuse from patients / service users, relatives or the public in last 12 months

	2017	2018	2019	2020	2021
White: Your org	23.8%	24.0%	21.6%	21.4%	26.8%
BME: Your org	18.5%	21.6%	22.2%	23.7%	29.5%
White: Average	27.1%	27.1%	27.7%	25.4%	26.5%
BME: Average	27.5%	28.8%	29.5%	28.0%	28.8%
White: Responses	4,030	5,960	5,776	6,432	6,646
BME: Responses	270	444	445	531	597

Average calculated as the median for the benchmark group
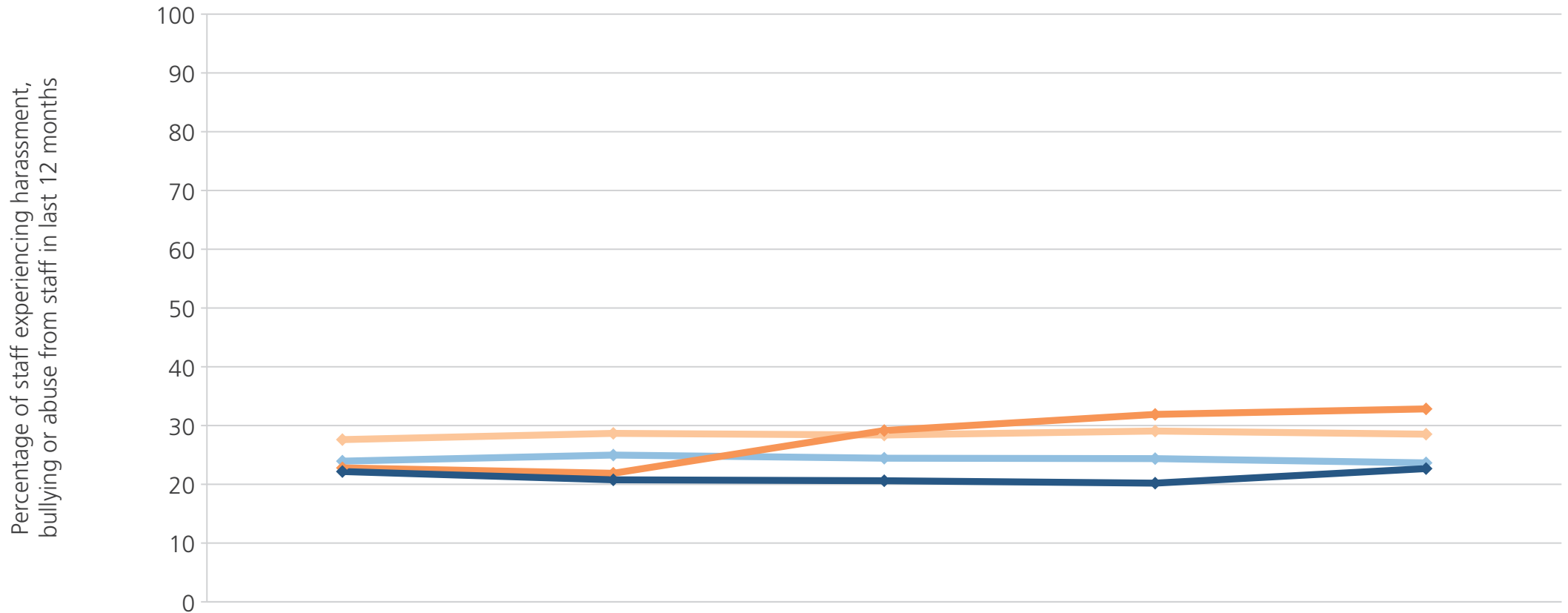
	2017	2018	2019	2020	2021
White: Your org	22.2%	20.8%	20.6%	20.2%	22.7%
BME: Your org	22.8%	21.9%	29.1%	31.9%	32.8%
White: Average	23.9%	25.0%	24.4%	24.4%	23.6%
BME: Average	27.6%	28.7%	28.4%	29.1%	28.5%
White: Responses	4,041	5,963	5,799	6,442	6,664
BME: Responses	272	448	446	533	597

Average calculated as the median for the benchmark group
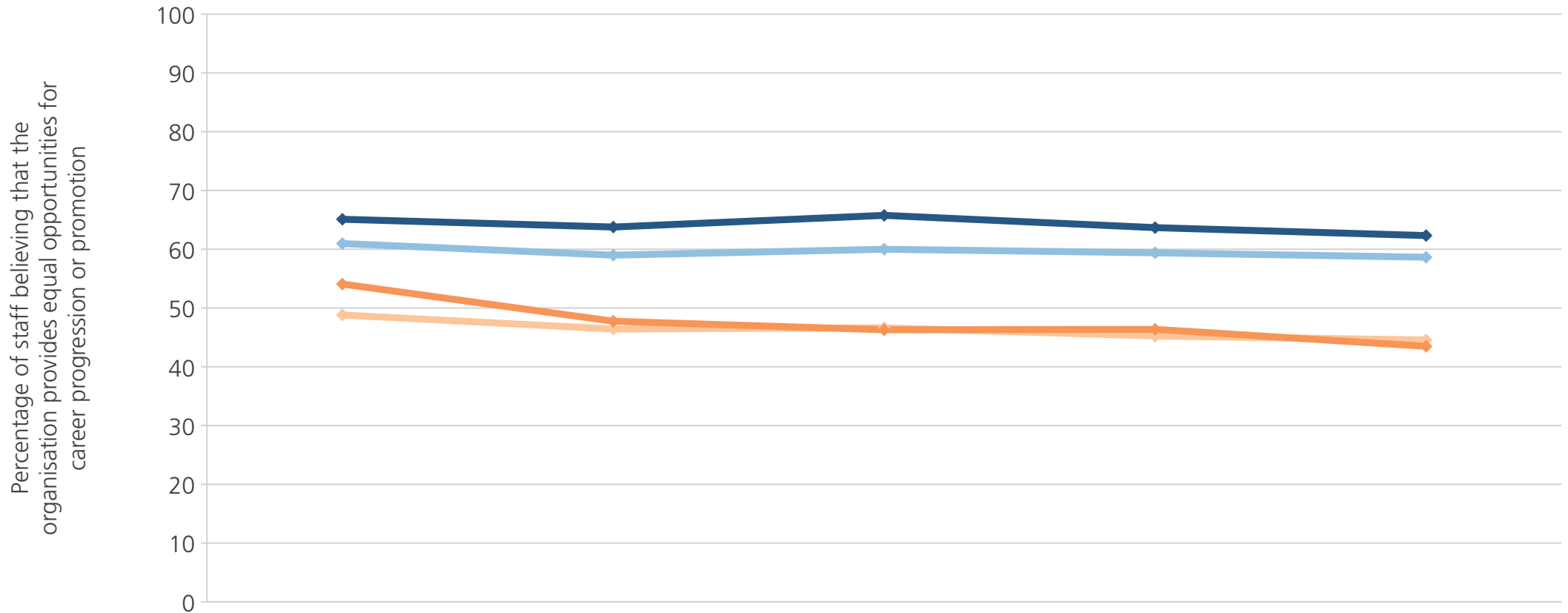
	2017	2018	2019	2020	2021
White: Your org	65.1%	63.8%	65.8%	63.7%	62.3%
BME: Your org	54.1%	47.7%	46.3%	46.4%	43.5%
White: Average	61.0%	59.0%	60.0%	59.4%	58.6%
BME: Average	48.8%	46.4%	46.6%	45.2%	44.6%
White: Responses	3,997	5,955	5,780	6,431	6,652
BME: Responses	270	444	445	537	598

Average calculated as the median for the benchmark group

Percentage of staff experiencing discrimination at work from manager / team leader or other colleagues in last 12 months
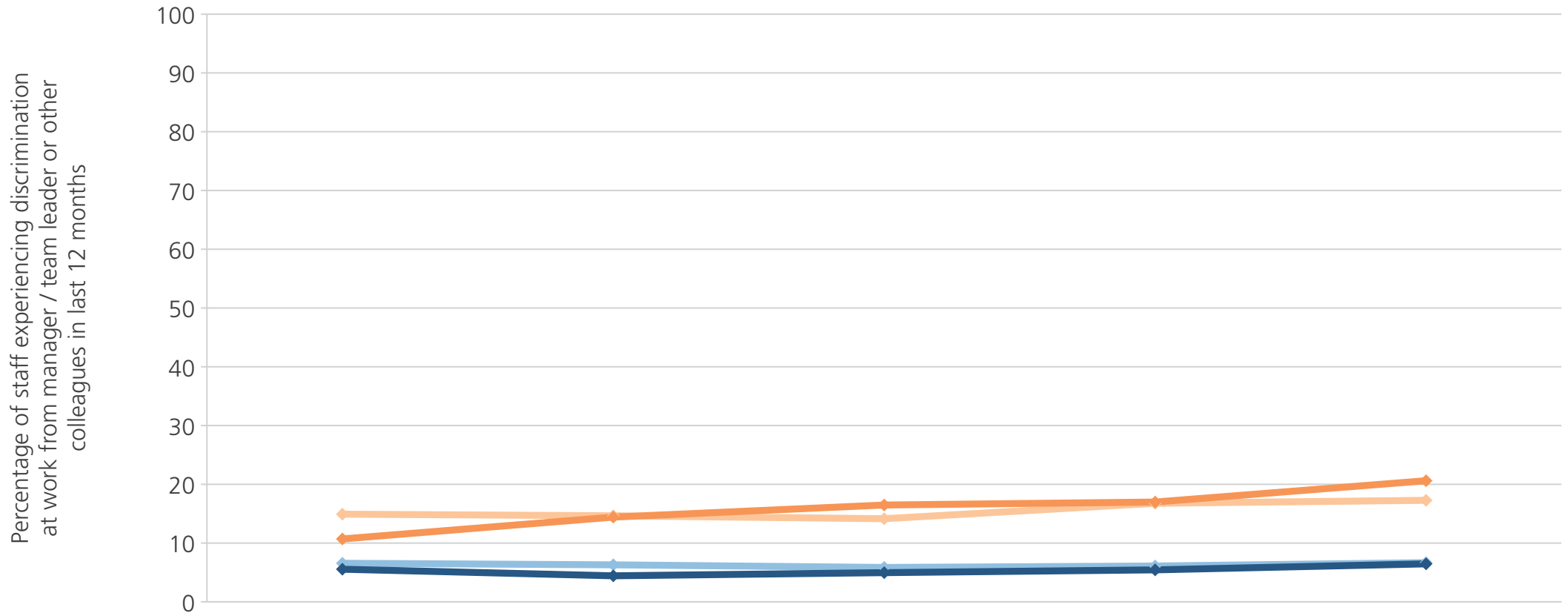
	2017	2018	2019	2020	2021
White: Your org	5.6%	4.4%	5.0%	5.4%	6.5%
BME: Your org	10.7%	14.4%	16.5%	17.0%	20.6%
White: Average	6.6%	6.3%	5.9%	6.1%	6.7%
BME: Average	14.9%	14.6%	14.1%	16.8%	17.3%
White: Responses	4,036	5,893	5,740	6,380	6,640
BME: Responses	271	437	437	530	592

Average calculated as the median for the benchmark group

Workforce Disability Equality Standard (WDES)

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Percentage of staff experiencing harassment, bullying or abuse from patients / service users, relatives or the public in last 12 months
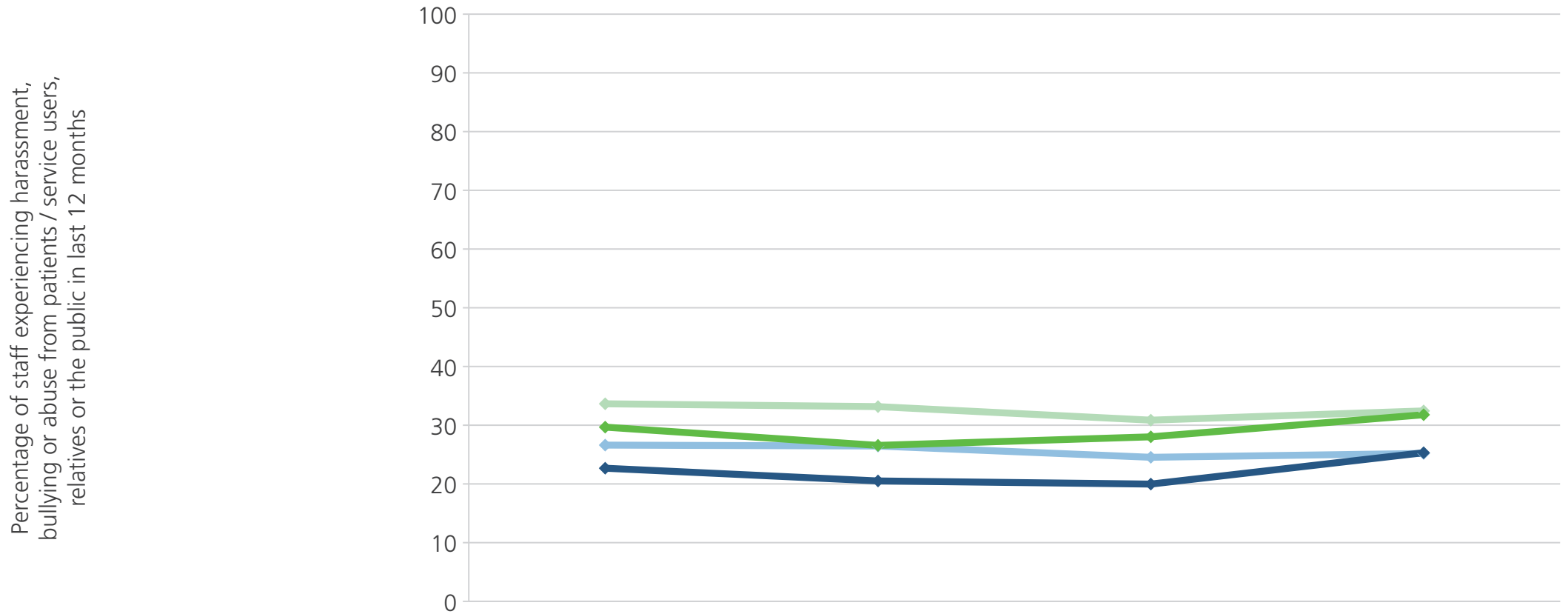
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	29.7%	26.6%	28.0%	31.8%
Staff without a LTC or illness: Your org	22.7%	20.5%	20.0%	25.3%
Staff with a LTC or illness: Average	33.6%	33.2%	30.9%	32.4%
Staff without a LTC or illness: Average	26.6%	26.5%	24.5%	25.2%
Staff with a LTC or illness: Responses	1,156	1,216	1,424	1,781
Staff without a LTC or illness: Responses	5,257	5,018	5,553	5,428

Average calculated as the median for the benchmark group
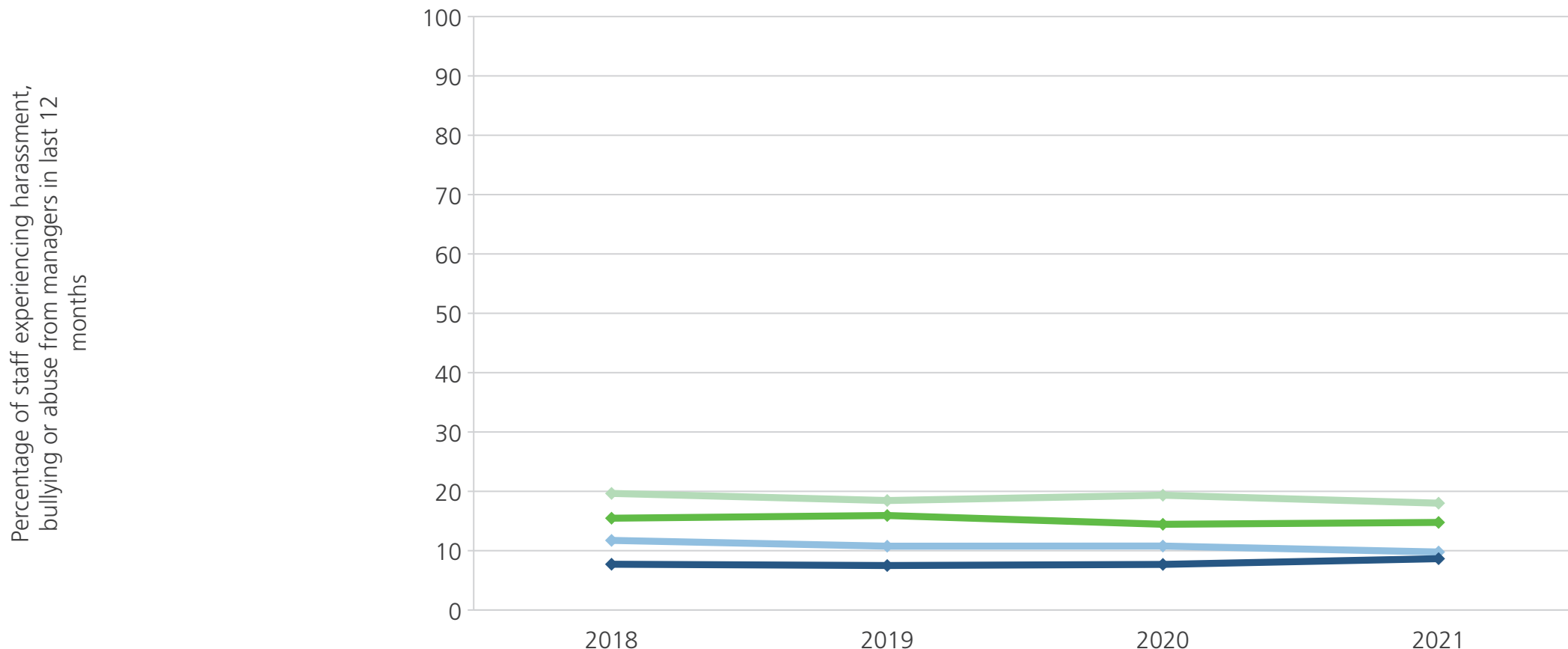
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	15.5%	15.9%	14.4%	14.8%
Staff without a LTC or illness: Your org	7.7%	7.5%	7.7%	8.7%
Staff with a LTC or illness: Average	19.6%	18.4%	19.3%	18.0%
Staff without a LTC or illness: Average	11.7%	10.8%	10.8%	9.8%
Staff with a LTC or illness: Responses	1,144	1,218	1,419	1,775
Staff without a LTC or illness: Responses	5,237	5,000	5,529	5,409

Average calculated as the median for the benchmark group

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Percentage of staff experiencing harassment, bullying or abuse from other colleagues in last 12 months
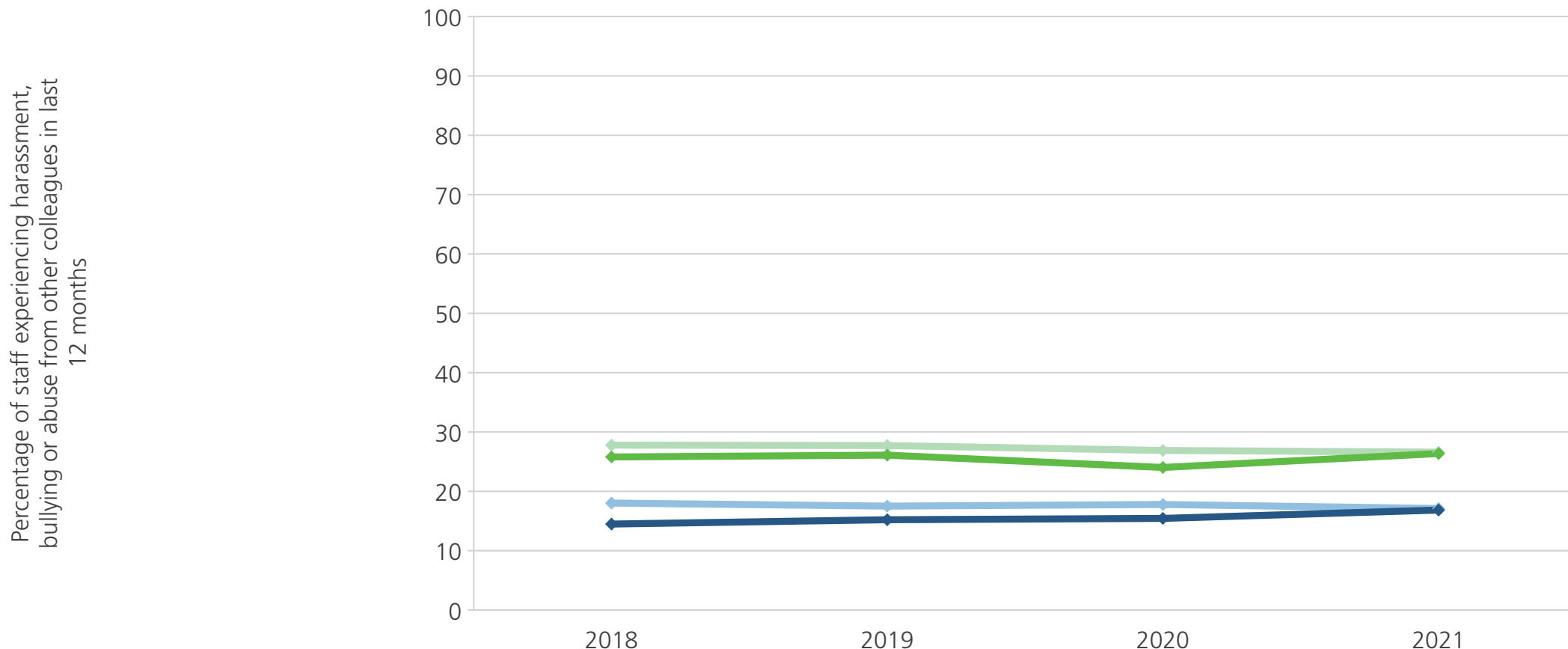
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	25.8%	26.1%	24.0%	26.4%
Staff without a LTC or illness: Your org	14.5%	15.2%	15.4%	16.8%
Staff with a LTC or illness: Average	27.8%	27.7%	26.9%	26.6%
Staff without a LTC or illness: Average	18.0%	17.5%	17.8%	17.1%
Staff with a LTC or illness: Responses	1,136	1,207	1,407	1,775
Staff without a LTC or illness: Responses	5,191	4,949	5,480	5,379

Average calculated as the median for the benchmark group

Percentage of staff saying that the last time they experienced harassment, bullying or abuse at work, they or a colleague reported it
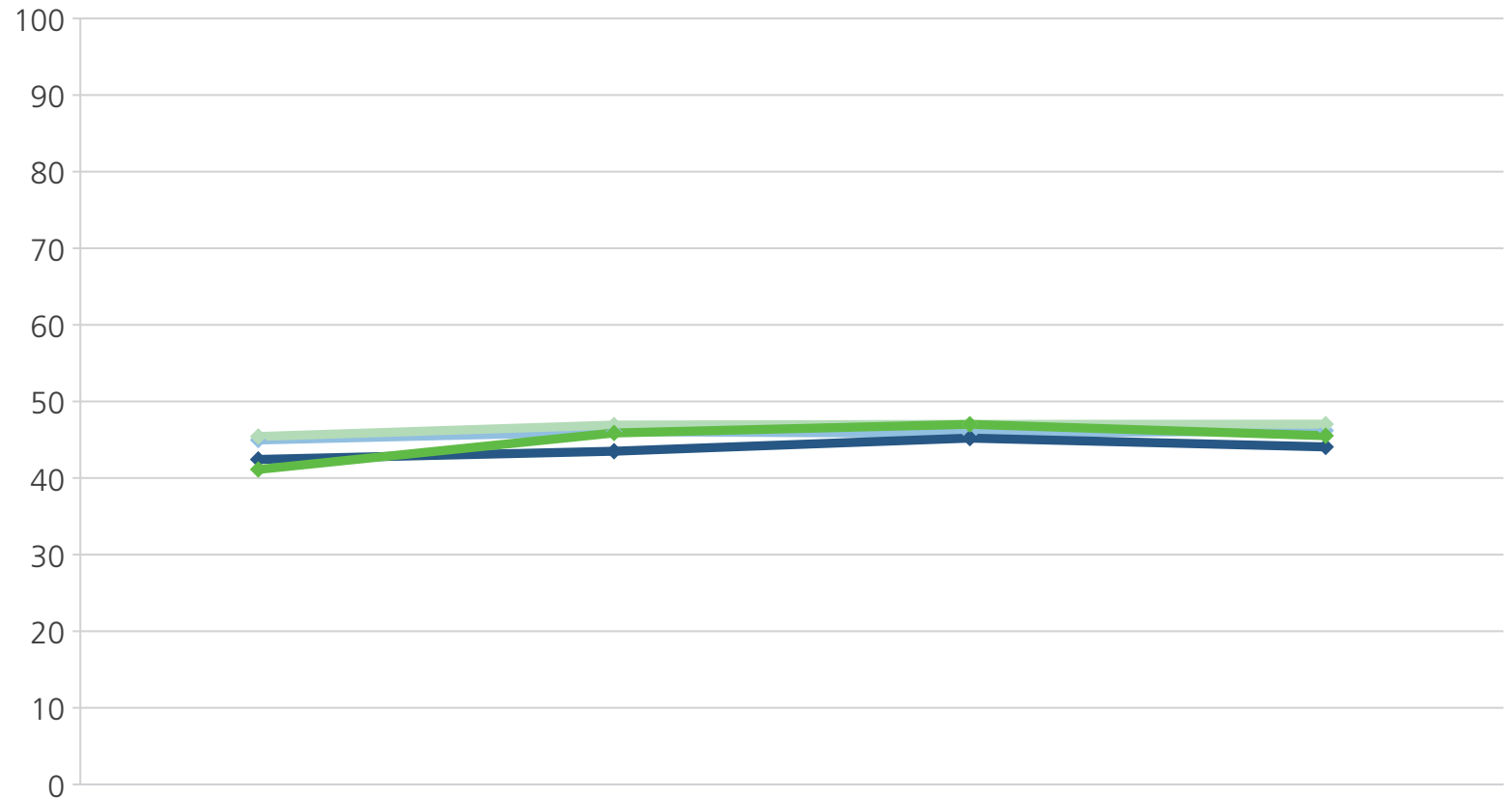
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	41.1%	45.9%	47.0%	45.5%
Staff without a LTC or illness: Your org	42.4%	43.5%	45.2%	44.1%
Staff with a LTC or illness: Average	45.4%	46.9%	47.0%	47.0%
Staff without a LTC or illness: Average	45.0%	46.1%	45.8%	46.2%
Staff with a LTC or illness: Responses	428	510	568	771
Staff without a LTC or illness: Responses	1,393	1,400	1,535	1,752

Average calculated as the median for the benchmark group

Percentage of staff who believe that their organisation provides equal opportunities for career progression or promotion
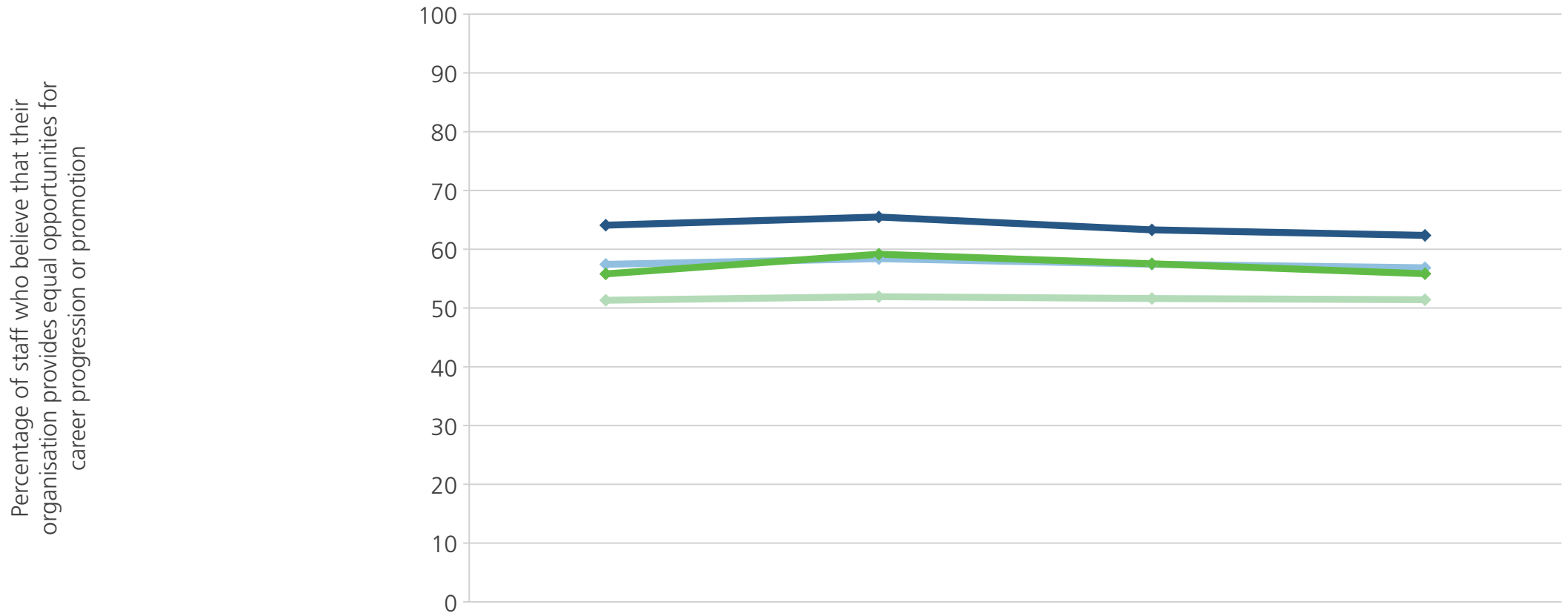
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	55.8%	59.2%	57.5%	55.8%
Staff without a LTC or illness: Your org	64.1%	65.5%	63.3%	62.4%
Staff with a LTC or illness: Average	51.3%	51.9%	51.6%	51.4%
Staff without a LTC or illness: Average	57.4%	58.4%	57.4%	56.8%
Staff with a LTC or illness: Responses	1,163	1,229	1,422	1,784
Staff without a LTC or illness: Responses	5,244	5,009	5,558	5,430

Average calculated as the median for the benchmark group

Percentage of staff who have felt pressure from their manager to come to work, despite not feeling well enough to perform their duties
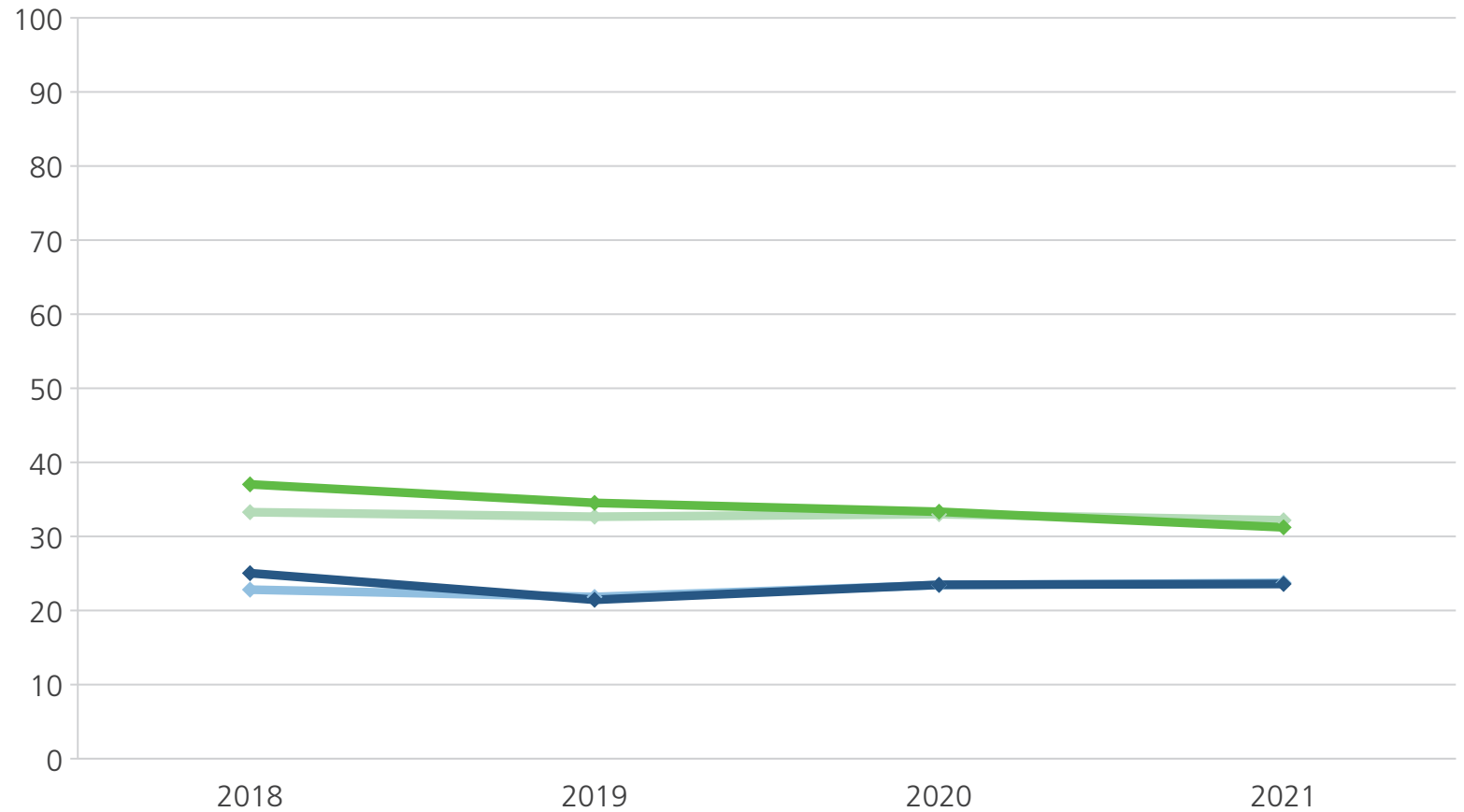
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	37.0%	34.5%	33.3%	31.2%
Staff without a LTC or illness: Your org	25.0%	21.4%	23.5%	23.6%
Staff with a LTC or illness: Average	33.3%	32.7%	33.0%	32.2%
Staff without a LTC or illness: Average	22.8%	21.8%	23.4%	23.7%
Staff with a LTC or illness: Responses	821	892	888	1,281
Staff without a LTC or illness: Responses	2,476	2,322	2,049	2,608

Average calculated as the median for the benchmark group

2021 NHS Staff Survey Results > WDES > Percentage of staff satisfied with the extent to which their organisation values their work

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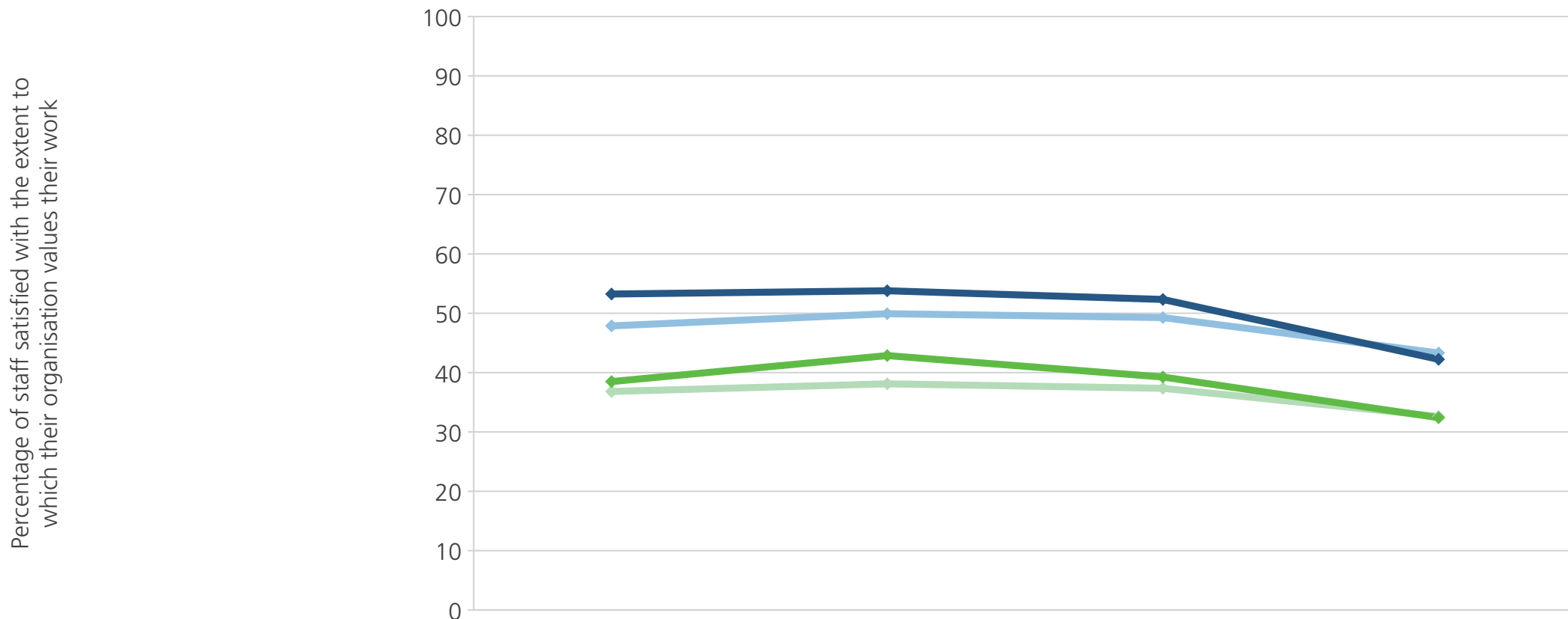
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	38.5%	42.9%	39.3%	32.4%
Staff without a LTC or illness: Your org	53.2%	53.8%	52.3%	42.2%
Staff with a LTC or illness: Average	36.8%	38.1%	37.4%	32.6%
Staff without a LTC or illness: Average	47.9%	49.9%	49.3%	43.3%
Staff with a LTC or illness: Responses	1,151	1,227	1,424	1,787
Staff without a LTC or illness: Responses	5,244	5,025	5,540	5,429

Average calculated as the median for the benchmark group

Percentage of staff with a long lasting health condition or illness saying their employer has made adequate adjustment(s) to enable them to carry out their work
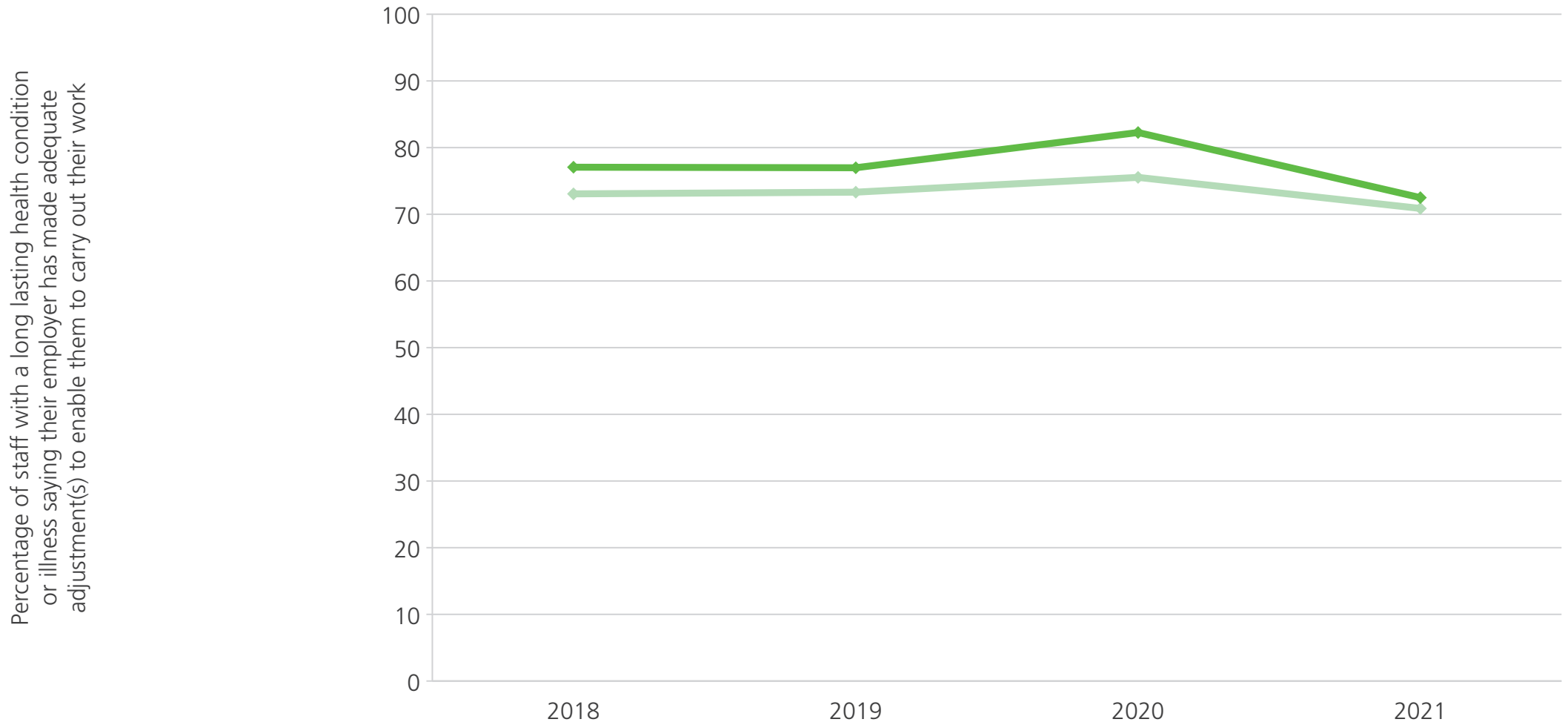
	2018	2019	2020	2021
Staff with a LTC or illness: Your org	77.1%	77.0%	82.3%	72.5%
Staff with a LTC or illness: Average	73.1%	73.3%	75.5%	70.9%
Staff with a LTC or illness: Responses	680	734	840	1,018

Average calculated as the median for the benchmark group

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Staff engagement score (0-10)
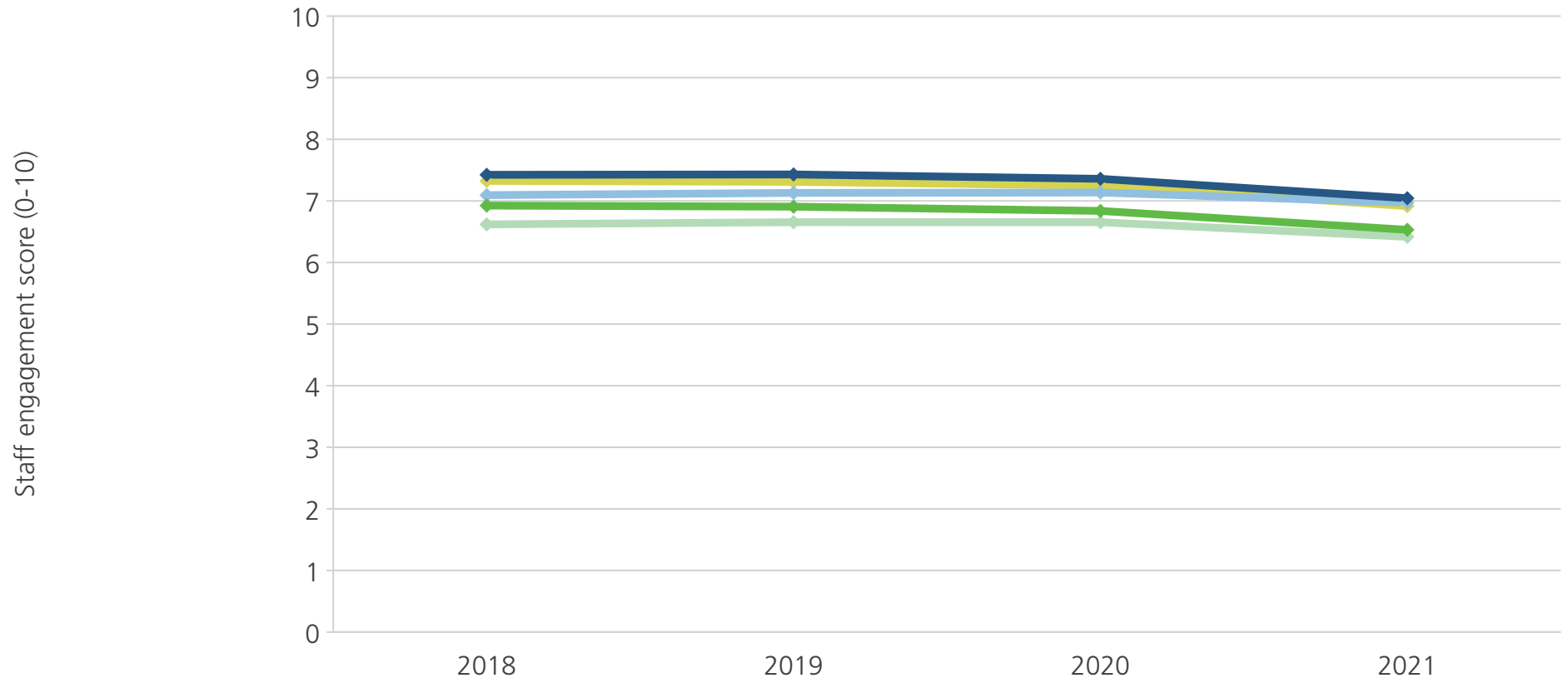
	2018	2019	2020	2021
Organisation average	7.3	7.3	7.2	6.9
Staff with a LTC or illness: Your org	6.9	6.9	6.8	6.5
Staff without a LTC or illness: Your org	7.4	7.4	7.4	7.0
Staff with a LTC or illness: Average	6.6	6.7	6.7	6.4
Staff without a LTC or illness: Average	7.1	7.1	7.1	7.0
Organisation Responses	6,642	6,474	7,061	7,327
Staff with a LTC or illness: Responses	1,165	1,236	1,430	1,793
Staff without a LTC or illness: Responses	5,289	5,052	5,573	5,454

Average calculated as the median for the benchmark group

Appendices

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Appendix A: Response rate

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2021 NHS Staff Survey Results

% of staff responding
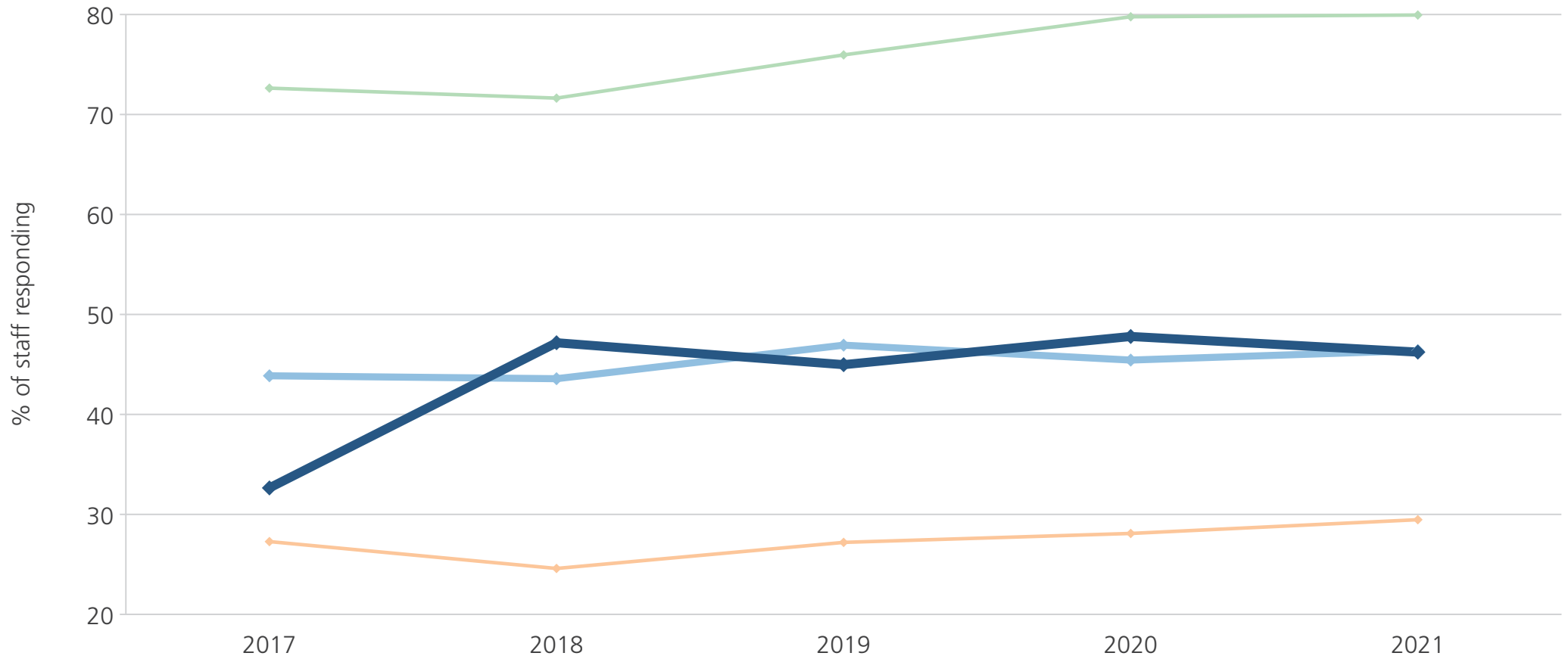
	2017	2018	2019	2020	2021
Highest	72.6%	71.6%	76.0%	79.8%	79.9%
Your org	32.6%	47.2%	45.0%	47.8%	46.2%
Median	43.9%	43.6%	46.9%	45.4%	46.4%
Lowest	27.3%	24.6%	27.2%	28.1%	29.5%

Appendix B: Significance testing – 2020 vs 2021

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The table below presents the results of significance testing conducted on the theme scores calculated in both 2020 and 2021*. Note that results for the People Promise elements are not available for 2020. The table details the organisation's theme scores for both years and the number of responses each of these are based on.

The final column contains the outcome of the significance testing: ↑ indicates that the 2021 score is significantly higher than last year's, whereas ↓ indicates that the 2021 score is significantly lower. If there is no statistically significant difference, you will see 'Not significant'. When there is no comparable data from the past survey year, you will see 'N/A'.

People Promise elements	2020 score	2020 respondents	2021 score	2021 respondents	Statistically significant change?
We are compassionate and inclusive			**7.3**	7321	N/A
We are recognised and rewarded			**5.8**	7319	N/A
We each have a voice that counts			**6.8**	7273	N/A
We are safe and healthy			**6.0**	7309	N/A
We are always learning			**5.2**	7066	N/A
We work flexibly			**5.6**	7292	N/A
We are a team			**6.4**	7313	N/A
Themes	**2020 score**	**2020 respondents**	**2021 score**	**2021 respondents**	**Statistically significant change?**
Staff Engagement	**7.3**	7061	**6.9**	7327	↓
Morale	**6.4**	7060	**5.9**	7329	↓

* Statistical significance is tested using a two-tailed t-test with a 95% level of confidence.

For more details please see the [technical document](#).

Appendix C: Tips on using your benchmark report

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2021 NHS Staff Survey Results

Data in the benchmark reports

The following pages include tips on how to read, interpret and use the data in this report. The **suggestions are aimed at users who would like some guidance on how to understand the data** in this report. These suggestions are by no means the only way to analyse or use the data, but have been included to aid users who are new to the Staff Survey.

Key points to note

- The seven People Promise elements, the two themes and the sub-scores that feed into them cover key areas of staff experience and present results in these areas in a clear and consistent way. All of the 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. These scores are created by scoring questions linked to these areas of experience and grouping these results together. Details of how the scores are calculated can be found in the technical document available on the Staff Survey website.

- A key feature of the reports is that they **provide organisations with up to five years of trend data**. For this year, trend data is provided for the two themes of Staff Engagement and Morale, the sub-scores that feed into these themes and for all questions except those added to the survey for the first time this year, and those impacted by survey change. Trend data provides a much more reliable indication of whether the most recent results represent a change from the norm for an organisation than comparing the most recent results only to those from the previous year. Taking a longer term view will help organisations to identify trends over several years that may have been missed when comparisons are drawn solely between the current and previous year.
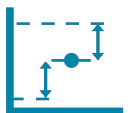
- People Promise elements, themes and sub-scores are benchmarked so that organisations can make comparisons to their peers on specific areas of staff experience. Question results provide organisations with more granular data that will help them to identify particular areas of concern. The trend data are benchmarked so that organisations can identify how results on each question have changed for themselves and their peers over time by looking at a single graph.

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When analysing People Promise element and theme results, it is easiest to start with the **overview** page to quickly identify areas which are doing better or worse in comparison to other organisations in the given benchmarking group.
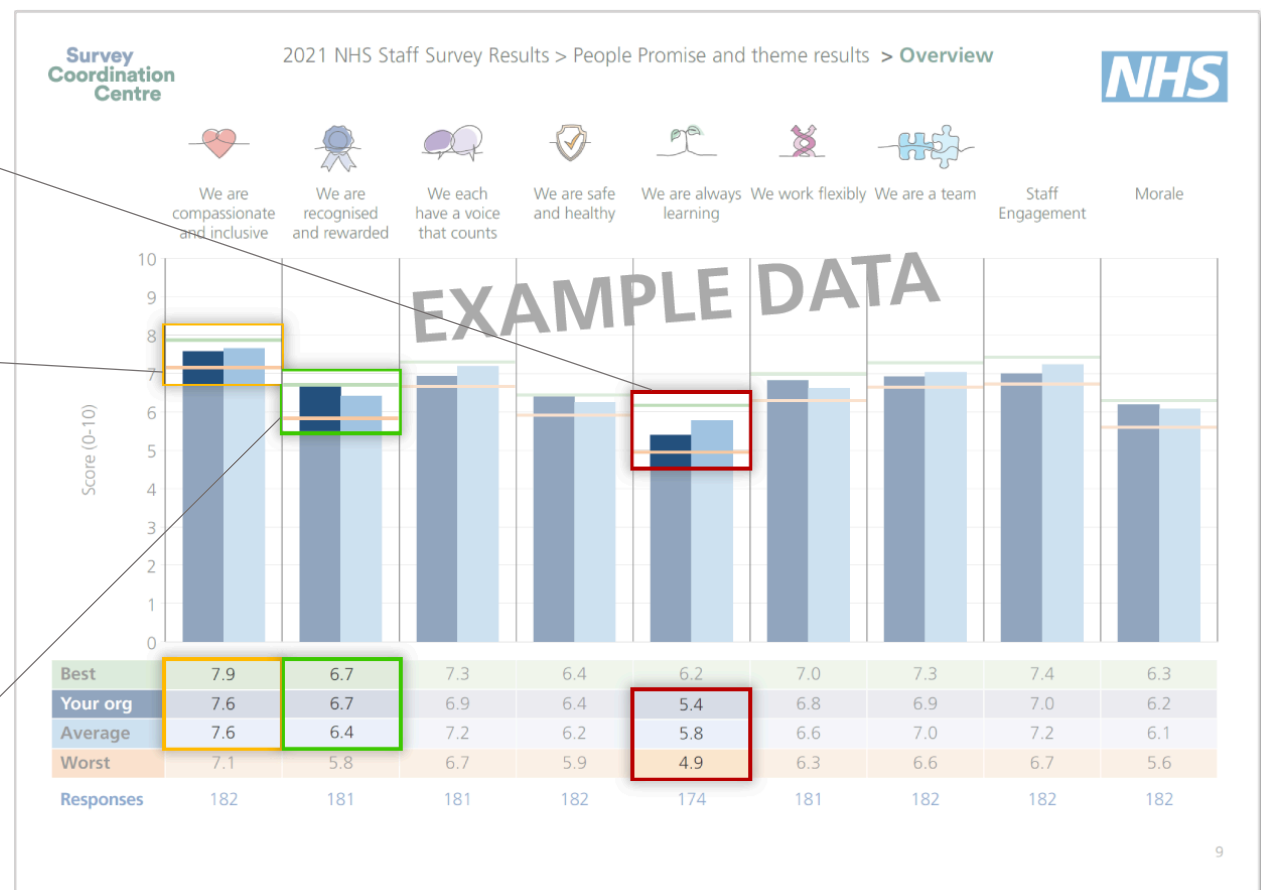
It is important to **consider each result within the range of its benchmarking group 'Best' and 'Worst' scores**, rather than comparing People Promise element and theme scores to one another. Comparing organisation scores to the benchmarking group average is another important point of reference.

Areas to improve

▶ By checking where the 'Your org' column/value is lower than the benchmarking group 'Average' you can quickly identify areas for improvement.

▶ It is worth looking at the difference between the 'Your org' result and the benchmarking group 'Worst' score. The closer your organisation's result is to the worst score, the more concerning the result.

▶ Results where your organisation's score is only marginally better than the 'Average', but still lags behind the best result by a notable margin, could also be considered as areas for further improvement.
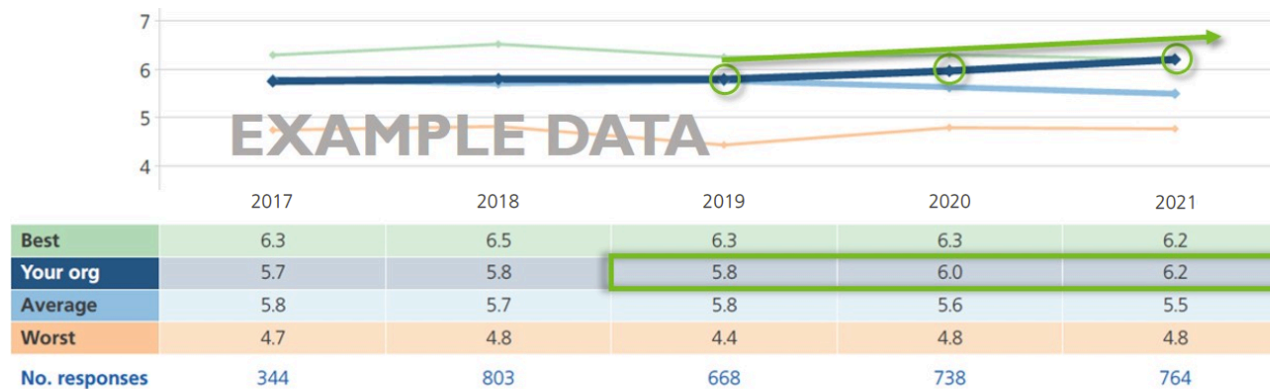
Positive outcomes

▶ Similarly, using the overview page it is easy to identify People Promise elements and themes which show a positive outcome for your organisation, where 'Your org' scores are distinctly higher than the benchmarking group 'Average' score.

▶ Positive stories to report could be ones where your organisation approaches or matches the benchmarking group's 'Best' score.

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2021 NHS Staff Survey Results > People Promise and theme results > Overview

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EXAMPLE DATA

Score (0-10)

	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	Staff Engagement	Morale
Best	7.9	6.7	7.3	6.4	6.2	7.0	7.3	7.4	6.3
Your org	7.6	6.7	6.9	6.4	5.4	6.8	6.9	7.0	6.2
Average	7.6	6.4	7.2	6.2	5.8	6.6	7.0	7.2	6.1
Worst	7.1	5.8	6.7	5.9	4.9	6.3	6.6	6.7	5.6
Responses	182	181	181	182	174	181	182	182	182

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Only one example is highlighted for each point

Review trend data

Trend data can be used to identify measures which have been consistently improving for your organisation (i.e. showing an upward trend) over the past years and ones which have been declining over time. These charts can **help establish if there is genuine change in the results** (if the results are consistently improving or declining over time), or whether a change between years is just a minor **year-on-year** fluctuation.

EXAMPLE DATA

|	2017	2018	2019	2020	2021
Best	6.3	6.5	6.3	6.3	6.2
Your org	5.7	5.8	5.8	6.0	6.2
Average	5.8	5.7	5.8	5.6	5.5
Worst	4.7	4.8	4.4	4.8	4.8
No. responses	344	803	668	738	764

Benchmarked trend data also allows you to review local changes and benchmark comparisons at the same time, allowing for various types of questions to be considered: e.g. how have the results for my organisation changed over time? Is my organisation improving faster than our peers?

Review the sub-scores and questions feeding into the People Promise elements and themes

In order to understand exactly which factors are driving your organisation's People Promise element and theme scores, you should review the sub-scores and questions feeding into these scores. The **sub-score results** and the **'Detailed information'** section contain the sub-scores and questions contributing to each People Promise element and theme, grouped together. By comparing 'Your org' scores to the benchmarking group 'Average', 'Best' and 'Worst' scores for each question, the **questions which are driving your organisation's People Promise element and theme results can be identified**.

For areas of experience where results need improvement, action plans can be formulated to **focus on the questions where the organisation's results fall between the benchmarking group average and worst results**. Remember to keep an eye out for questions where a lower percentage is a better outcome – such as questions on violence or harassment, bullying and abuse.

❌ = Negative driver, org result falls between average & worst benchmarking group result for question
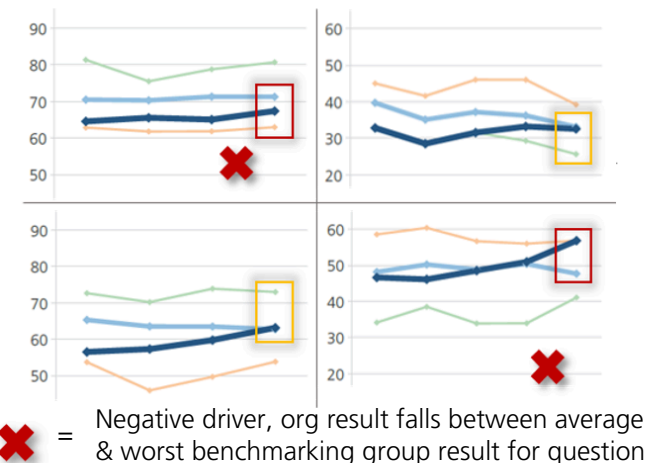
This benchmark report displays results for all questions in the questionnaire, including benchmarked trend data wherever available. While this a key feature of the report, at first glance the amount of information contained on more than 140 pages might appear daunting. The below suggestions aim to provide some guidance on how to get started with navigating through this set of data.

Identifying questions of interest

▶ Pre-defined questions of interest – key questions for your organisation

Most organisations will have questions which have traditionally been a focus for them. Questions which have been targeted with internal policies or programmes, or whose results are of heightened importance due to organisation values or because they are considered a proxy for key issues. Outcomes for these questions can be assessed on the backdrop of benchmark and historical trend data. You can search for specific question results using the 'Find text' feature or by clicking on the question number in the table on page 4.

▶ Identifying questions of interest based on the results in this report

The methods recommended to review your People Promise and theme results can also be applied to pick out question level results of interest. However, **unlike People Promise elements, themes and sub-scores where a higher score always indicates a better result, it is important to keep an eye out for questions where a lower percentage relates to a better outcome** (see details on the 'Using the report' page in the 'Introduction' section).
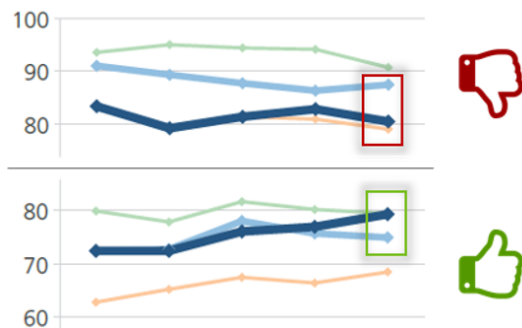
▶ To identify areas of concern: look for questions where the organisation value falls between the benchmarking group average and the worst score, particularly questions where your organisation result is very close to the worst score. Review changes in the trend data to establish if there has been a decline or stagnation in results across multiple years, but consider the context of how the trust has performed in comparison to its benchmarking group over this period. A positive trend for a question that is still below the average result can be seen as good progress to build on further in the future.

▶ When looking for positive outcomes: search for results where your organisation is closest to the benchmarking group best result (but remember to consider results for previous years), or ones where there is a clear trend of continued improvement over multiple years.

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Appendix D: Additional reporting outputs

The Newcastle upon Tyne Hospitals NHS Foundation Trust

2021 NHS Staff Survey Results

Additional reporting outputs

Below are links to other key reporting outputs that complement this report. A full list and more detailed explanation of the reporting outputs is included in the Technical Document.

Supporting documents

Basic Guide: Provides a brief overview of the NHS Staff Survey data and details on what is contained in each of the reporting outputs.

Technical Document: Contains technical details about the NHS Staff Survey data, including: data cleaning, weighting, benchmarking, People Promise, historical comparability of organisations and questions in the survey.

Other local results

Local Benchmarking: Dashboards containing results for each participating organisation, similar those provided in this report, with trend data for up to five years where possible. These dashboards additionally show the full breakdown of response options for each question.

Local Breakdowns: Dashboards containing results for each organisation broken down by demographic characteristics. Data is available for up to five years where possible.

Directorate Reports: Reports containing People Promise and theme results split by directorate (locality) for The Newcastle upon Tyne Hospitals NHS Foundation Trust.

National results

National Trend Data and **National Breakdowns**: Dashboards containing national results – data available for five years where possible.

Regional/System overview and **Regional/System breakdown**: Dashboards containing results for each region and each ICS/STP.