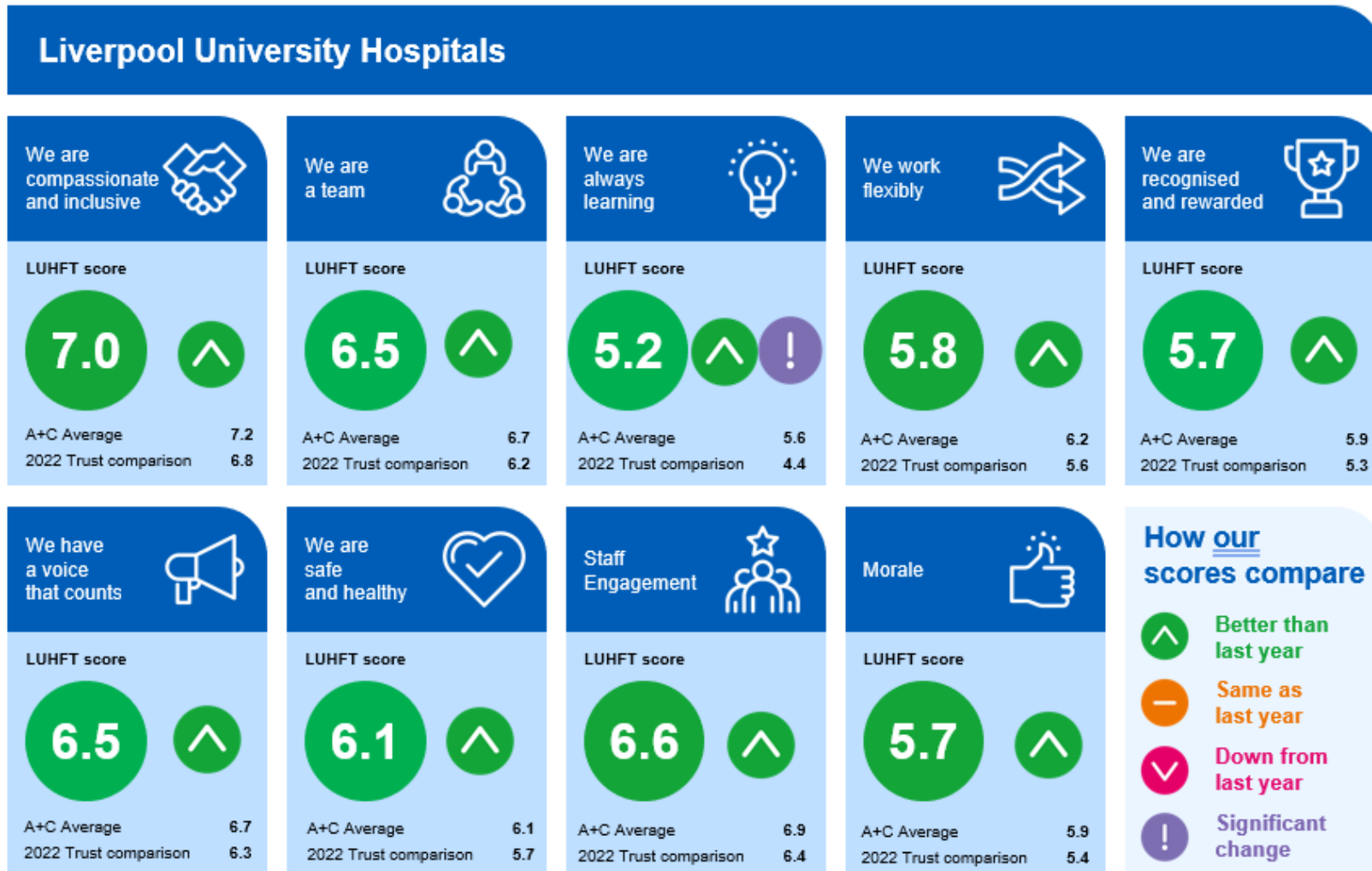


# LUHFT 2023 National Staff Survey Results



# NSS 2023 – Trust level Theme Scores

Dashboard of LUHFT (Trust Level) People Promise Theme Scores



Key: A+C = All acute and community trusts supported by IQVIA (Survey provider) of which there are 63



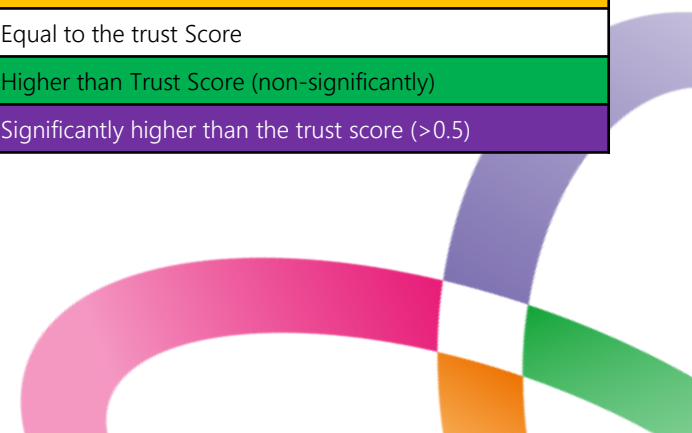
# NSS 2023 – Trust/Site Theme Level Comparison

Table provides a summary of the 9 People Promise Themes and the Trust and Site Level Comparisons

	LUHFT	Aintree University Hospital	Broadgreen Hospital	Corporate Services	Hosted Services	LCL	Royal Liverpool Hospital
We are compassionate and inclusive	7.0	7.0 —	7.6 ↑	7.0 —	7.6 ↑	6.5 ↓	7.0 —
We are recognised and rewarded	5.7	5.6 ↓	6.4 ↑	5.9 ↑	6.9 ↑	5.0 ↓	5.6 ↓
We each have a voice that counts	6.5	6.5 —	7.2 ↑	6.4 ↓	7.2 ↑	6.0 ↓	6.5 —
We are safe and healthy	6.1	5.9 ↓	6.4 ↑	6.4 ↑	7.0 ↑	5.5 ↓	5.9 ↓
We are always learning	5.2	5.2 —	5.9 ↑	5.1 ↓	6.1 ↑	4.5 ↓	5.1 ↓
We work flexibly	5.8	5.8 —	6.6 ↑	6.0 ↑	7.3 ↑	5.4 ↓	5.6 ↓
We are a team	6.5	6.4 ↓	7.2 ↑	6.4 ↓	7.3 ↑	5.8 ↓	6.4 ↓
Staff engagement	6.6	6.6 —	7.2 ↑	6.5 ↓	6.9 ↑	6.0 ↓	6.7 ↑
Morale	5.7	5.7 —	6.5 ↑	5.9 ↑	6.5 ↑	4.8 ↓	5.7 —

- AUH, RLH and Corporate Services – there are no significant differences in comparison to the trust score
- BGH - 8 out of 9 themes have scored significantly higher than the trust
- Hosted Services - 7 out of 9 themes have scored significantly higher than the trust score
- LCL - have scored significantly lower than the trust in 8 out 9 themes

Key	
Red	Significantly lower than the trust score (>0.5)
Amber	Lower than Trust Score (non-significantly)
White	Equal to the trust Score
Green	Higher than Trust Score (non-significantly)
Purple	Significantly higher than the trust score (>0.5)



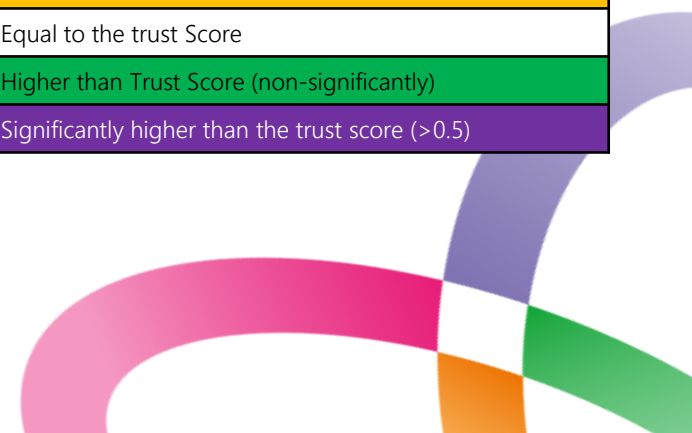
# NSS 2023 – Theme Level Year on Year Comparison

Table provides a summary of the Year on Year People Promise Theme Scores with the Trust and Site Level Comparisons

	LUHFT			Aintree University Hospital			Broadgreen Hospital			Corporate Services			Liverpool Clinical Laboratories			Royal Liverpool Hospital		
	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference
We are compassionate and inclusive	6.8	7.0	0.2 ↑	6.9	7.0	0.1 ↑	7.2	7.6	0.4 ↑	7.1	7.0	-0.1 ↓	6.4	6.5	0.1 ↑	6.8	7.0	0.2 ↑
We are recognised and rewarded	5.3	5.7	0.4 ↑	5.4	5.7	0.3 ↑	5.7	6.4	0.7 ↑	6.1	5.9	-0.2 ↓	4.9	5.0	0.1 ↑	5.3	5.6	0.3 ↑
We each have a voice that counts	6.3	6.5	0.1 ↑	6.3	6.5	0.2 ↑	6.9	7.2	0.3 ↑	6.6	6.4	-0.2 ↓	6.1	6.0	-0.1 ↓	6.3	6.5	0.2 ↑
We are safe and healthy	5.7	6.1	0.3 ↑	5.8	6.1	0.3 ↑	6.2	6.4	0.2 ↑	6.3	6.4	0.1 ↑	5.3	5.5	0.2 ↑	5.7	5.9	0.2 ↑
We are always learning	4.4	5.2	0.8 ↑	4.5	5.2	0.7 ↑	4.9	5.9	1.0 ↑	4.5	5.1	0.6 ↑	4.2	4.5	0.3 ↑	4.2	5.1	0.9 ↑
We work flexibly	5.6	5.8	0.3 ↑	5.7	5.8	0.1 ↑	6.1	6.6	0.5 ↑	6.0	6.0	0.0 —	5.1	5.4	0.3 ↑	5.5	5.6	0.1 ↑
We are a team	6.2	6.5	0.2 ↑	6.4	6.5	0.1 ↑	6.6	7.2	0.6 ↑	6.7	6.4	-0.3 ↓	5.7	5.8	0.1 ↑	6.2	6.4	0.2 ↑
Staff engagement	6.4	6.6	0.2 ↑	6.4	6.6	0.2 ↑	6.9	7.2	0.3 ↑	6.6	6.5	-0.1 ↓	6.0	6.0	0.0 —	6.4	6.7	0.3 ↑
Morale	5.4	5.7	0.4 ↑	5.5	5.7	0.2 ↑	6.1	6.5	0.4 ↑	5.8	5.9	0.1 ↑	4.7	4.8	0.1 ↑	5.3	5.7	0.4 ↑

- AUH, BGH, LCL and RLH - significant increase in we are always learning compared to 2022
- BGH - significant improvement in 4 of the 9 themes compared to 2022
- CS – non-significant decrease in 5/9 themes
- LCL - no significant change since 2022
- AUH and RLH report non-significant improvements in all 9 themes in 2023

Key	
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White	Equal to the trust Score
Green	Higher than Trust Score (non-significantly)
Purple	Significantly higher than the trust score (>0.5)



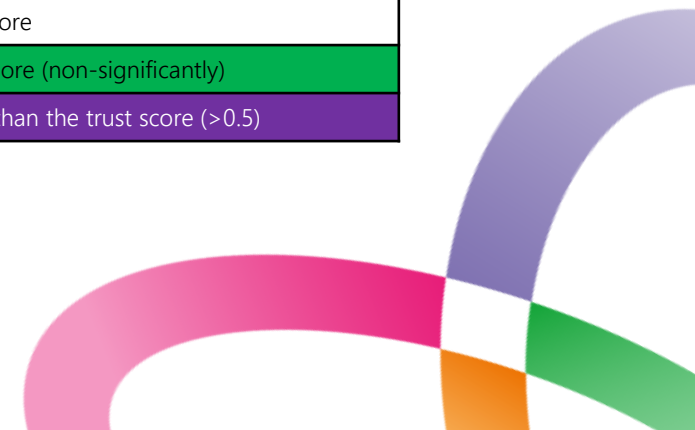
# NSS 2023 – Key Cultural Indicator Question Trust/Site Comparison

Table provides a summary of the scores for each of the key cultural indicator questions as set by the Culture Steering Group (July 2023)

Key Cultural Indicators	LUHFT			Aintree University Hospital			Broadgreen			LCL			Royal Liverpool Hospital		
	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference	2022	2023	Difference
I am able to meet all the conflicting demands on my time at work (Agree/Strongly agree).	42.3%	47.5%	5.2% ↑	43.3%	44.4%	1.1% ↑	60.1%	62.4%	2.3% ↑	30.2%	32.1%	1.9% ↑	40.8%	47.8%	6.9% ↑
My immediate manager takes a positive interest in my health and well-being (Agree/Strongly agree).	59.4%	64.6%	5.2% ↑	61.7%	64.2%	2.5% ↑	69.2%	76.4%	7.2% ↑	52.8%	61.3%	8.6% ↑	56.8%	62.9%	6.1% ↑
During the last 12 months have you felt unwell as a result of work related stress (No).	52.8%	56.8%	4.0% ↑	53.0%	55.8%	2.8% ↑	58.0%	62.9%	4.9% ↑	46.6%	48.5%	1.9% ↑	52.9%	53.3%	0.4% ↑
I would feel secure raising concerns about unsafe clinical practice (Agree/Strongly agree).	68.0%	67.4%	-0.6% ↓	66.4%	70.6%	4.2% ↑	72.9%	76.3%	3.5% ↑	70.9%	67.4%	-3.5% ↓	68.6%	70.3%	1.8% ↑
I feel safe to speak up about anything that concerns me in this organisation (Agree/Strongly agree).	55.7%	59.5%	3.8% ↑	55.0%	59.2%	4.3% ↑	68.3%	71.7%	3.4% ↑	51.1%	57.2%	6.1% ↑	55.7%	60.0%	4.3% ↑

Key Cultural Indicators	LUHFT	AUH	BGH	LCL	RLH
I am able to meet all the conflicting demands on my time at work (Agree/Strongly agree).	47.5%	44.4% ↓	62.4% ↑	32.1% ↓	47.8% ↑
My immediate manager takes a positive interest in my health and well-being (Agree/Strongly agree).	64.6%	64.2% ↓	76.4% ↑	61.3% ↓	62.9% ↓
During the last 12 months have you felt unwell as a result of work related stress (No).	56.8%	55.8% ↓	62.9% ↑	48.5% ↓	53.3% ↓
I would feel secure raising concerns about unsafe clinical practice (Agree/Strongly agree).	67.4%	70.6% ↑	76.3% ↑	67.4% —	70.3% ↑
I feel safe to speak up about anything that concerns me in this organisation (Agree/Strongly agree).	59.5%	59.2% ↓	71.7% ↑	57.2% ↓	60.0% ↑

Key	
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Amber	Lower than Trust Score (non-significantly)
White	Equal to the trust Score
Green	Higher than Trust Score (non-significantly)
Purple	Significantly higher than the trust score (>0.5)



# NSS 2023 – Top 10 Highest scoring questions (Trust Level)

Table provides a summary of the highest scoring questions (LUHFT) – based on % positive scoring

Question	n	%
In the last 12 months how many times have you personally experienced physical violence at work from managers (Never).	4702	99.1%
In the last 12 months how many times have you personally experienced physical violence at work from other colleagues (Never).	4669	98.1%
In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from staff / colleagues (Never).	4724	95.7%
In the last 12 months have you personally experienced discrimination at work from patients / service users, their relatives or other members of the public (No).	4725	93.3%
In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace from patients / service users, their relatives or other members of the public (Never).	4742	92.8%
In the last 12 months have you personally experienced discrimination at work from a manager / team leader or other colleagues (No).	4688	90.1%
In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from managers (Never).	4686	88.3%
I am trusted to do my job (Agree/Strongly agree).	4742	87.7%
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 (Never).	4727	85.8%
I feel that my role makes a difference to patients / service users (Agree/Strongly agree).	4539	85.7%

The questions above are indicating the % positive answers as per the answer option indicated.



# NSS 2023 – Top 10 Lowest scoring questions (Trust Level)

Table provides a summary of the highest scoring questions (LUHFT) – based on % positive scoring

Question	n	%
How often, if at all, do you feel worn out at the end of your working day/shift (Never/Rarely).	4728	20.2%
Appraisals - It helped me to improve how I do my job (Yes, definitely).	3904	21.8%
How often, if at all, does your work frustrate you (Never/Rarely).	4743	22.6%
How often, if at all, do you find your work emotionally exhausting (Never/Rarely).	4755	24.9%
I have unrealistic time pressures (Never/Rarely).	4742	26.9%
Appraisals - It left me feeling that my work is valued by my organisation (Yes, definitely).	3886	27.3%
Appraisals - It helped me agree clear objectives for my work (Yes, definitely).	3885	29.0%
My level of pay (Satisfied/Very satisfied).	4732	30.6%
How often, if at all, do you feel burnt out because of your work (Never/Rarely).	4748	31.6%
There are enough staff at this organisation for me to do my job properly (Agree/Strongly agree).	4743	31.8%

The questions above are indicating the % positive answers as per the answer option indicated.



# NSS 2023 – Most Improved/Declined Questions (Trust Level)

Tables below provides a summary of the questions (LUHFT) which have most improved/most declined – based on % positive scoring

**This table indicates the 5 questions which improved the most in 2023**

Question	2022	2023	Difference
In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review (Yes).	57.9%	82.9%	25.0%
My level of pay (Satisfied/Very satisfied).	22.4%	30.6%	8.2%
I would recommend my organisation as a place to work (Agree/Strongly agree).	46.1%	53.9%	7.8%
There are enough staff at this organisation for me to do my job properly (Agree/Strongly agree).	24.7%	31.8%	7.0%
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation (Agree/Strongly agree).	55.9%	62.8%	6.9%

**This table indicates the 5 questions which decreased the most in 2023**

Question	2022	2023	Difference
On what grounds have you experienced discrimination? Disability (No).	89.9%	89.1%	-0.8%
Does your organisation act fairly with regard to career progression / promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age (Yes).	49.4%	48.5%	-0.9%
On what grounds have you experienced discrimination? Sexual orientation (No).	95.8%	94.6%	-1.2%
On what grounds have you experienced discrimination? Ethnic background (No).	63.4%	61.0%	-2.4%
On what grounds have you experienced discrimination? Other (No).	75.1%	69.4%	-5.7%





# NSS 2023 – Early Benchmarking

Table provides a summary of the currently available People Promise Theme Benchmarking Data (based on 63 acute and community Trusts contracted with IQVIA)

PP / Theme	LUHFT			Comparator		
	2022	2023	Difference	2022	2023	Difference
We are compassionate and inclusive	6.8	7.0	0.2	7.2	7.2	0.0
We are recognised and rewarded	5.3	5.7	0.4	5.7	5.9	0.2
We each have a voice that counts	6.3	6.5	0.2	6.6	6.7	0.1
We are safe and healthy	5.7	6.1	0.4	5.9	6.1	0.2
We are always learning	4.4	5.2	0.8	5.4	5.6	0.2
We work flexibly	5.6	5.8	0.2	6.0	6.2	0.2
We are a team	6.2	6.5	0.3	6.6	6.7	0.1
Staff engagement	6.4	6.6	0.2	6.8	6.9	0.1
Morale	5.4	5.7	0.3	5.7	5.9	0.2

This table provides a summary of the currently available people promise theme benchmarking data (year on year). The benchmark group consists of 63 acute and community trusts contracted with IQVIA).

- LUHFT has seen an increase across each of the 9 people promise themes
- We are always learning has significantly increased ( $\geq 0.5$ ) in 2023 from 4.4 to 5.2
- IQVIA comparators have seen a lower average increase across the 9 themes compared to LUHFT, although LUHFT scores are still slightly lower than the benchmark group scores (the gap is narrowing).

PP / Theme	2023		
	Comparator	LUHFT	Difference
We are compassionate and inclusive	7.2	7.0	-0.2
We are recognised and rewarded	5.9	5.7	-0.2
We each have a voice that counts	6.7	6.5	-0.2
We are safe and healthy	6.1	6.1	0.0
We are always learning	5.6	5.2	-0.4
We work flexibly	6.2	5.8	-0.4
We are a team	6.7	6.5	-0.2
Staff engagement	6.9	6.6	-0.3
Morale	5.9	5.7	-0.2

This table includes the nine theme scores for each staff survey theme for LUHFT compared to our survey providers (comparator) acute and community group (63 trusts).

- LUHFT has no significant differences to the comparator on 2023
- We are safe and healthy is scoring the same as the comparator score of 6.1/10
- LUHFT scores are slightly lower than the benchmark group scores in 8 of the 9 people promise themes.

Key	
Red	Significantly lower than the trust score ( $>0.5$ )
Amber	Lower than Trust Score (non-significantly)
White	Equal to the trust Score
Green	Higher than Trust Score (non-significantly)
Purple	Significantly higher than the trust score ( $>0.5$ )