Ashford and St. Peter's Hospitals
NHS Foundation Trust

Staff Survey 2024 Results

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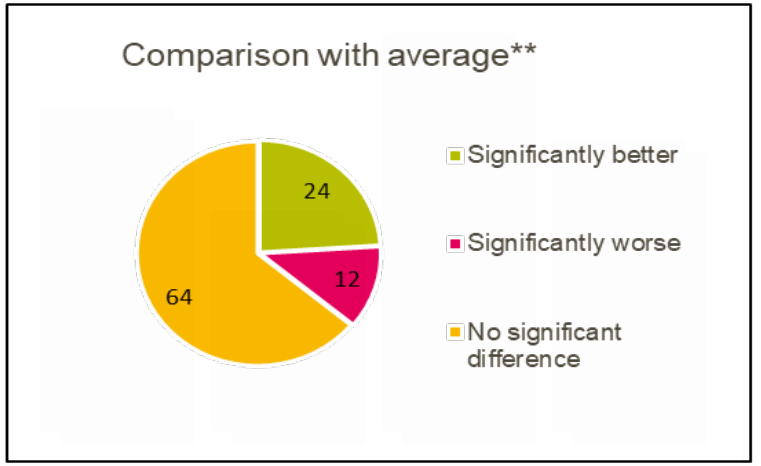
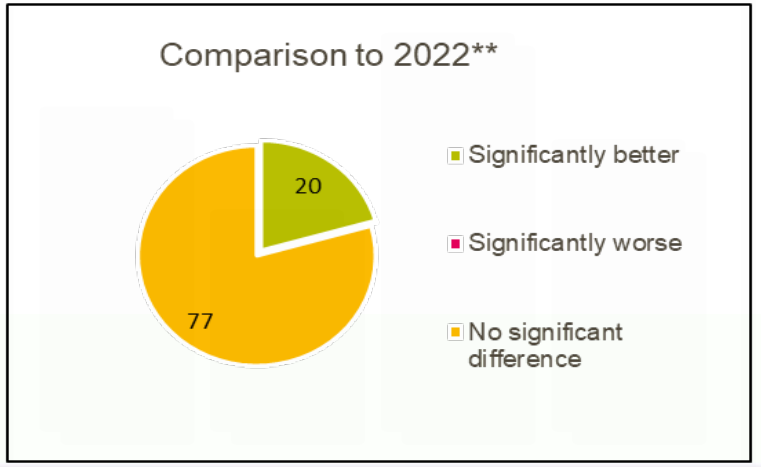
(Chief People Officer)

Key Headlines

2024 ASPH Response rate				2023 response rate
5,029 Staff Invited to complete the survey	**5,209** Staff Eligible at the end of survey	**51.46%** Completed the survey (2,588)	**48.13%** Average response rate for similar organisations	**43%** Previous response rate

74.3% (73% in 2023) believe the care of patients is the Trust's top priority, compared to 72.5% Picker average.
38.6% (37% in 2023) said there is enough staff to do their job properly, compared to 32.9% Picker average.
62% (61% in 2023) would recommend the Trust as a place to work, compared to 59.1% Picker average.
62.4% (61% in 2023) said if friend/relative needed treatment they would be happy with standard of care provided by organisation, compared with 61.13% Picker average.





Key Headlines

Top 5 scores vs Organisation Average	Org	Picker Avg
q23b. Appraisal helped me improve how I do my job	36%	26%
q22. I can eat nutritious and affordable food at work	65%	56%
q23c. Appraisal helped me agree clear objectives for my work	43%	35%
q23d. Appraisal left me feeling organisation values my work	39%	33%
q2a. Often/always look forward to going to work	60%	54%

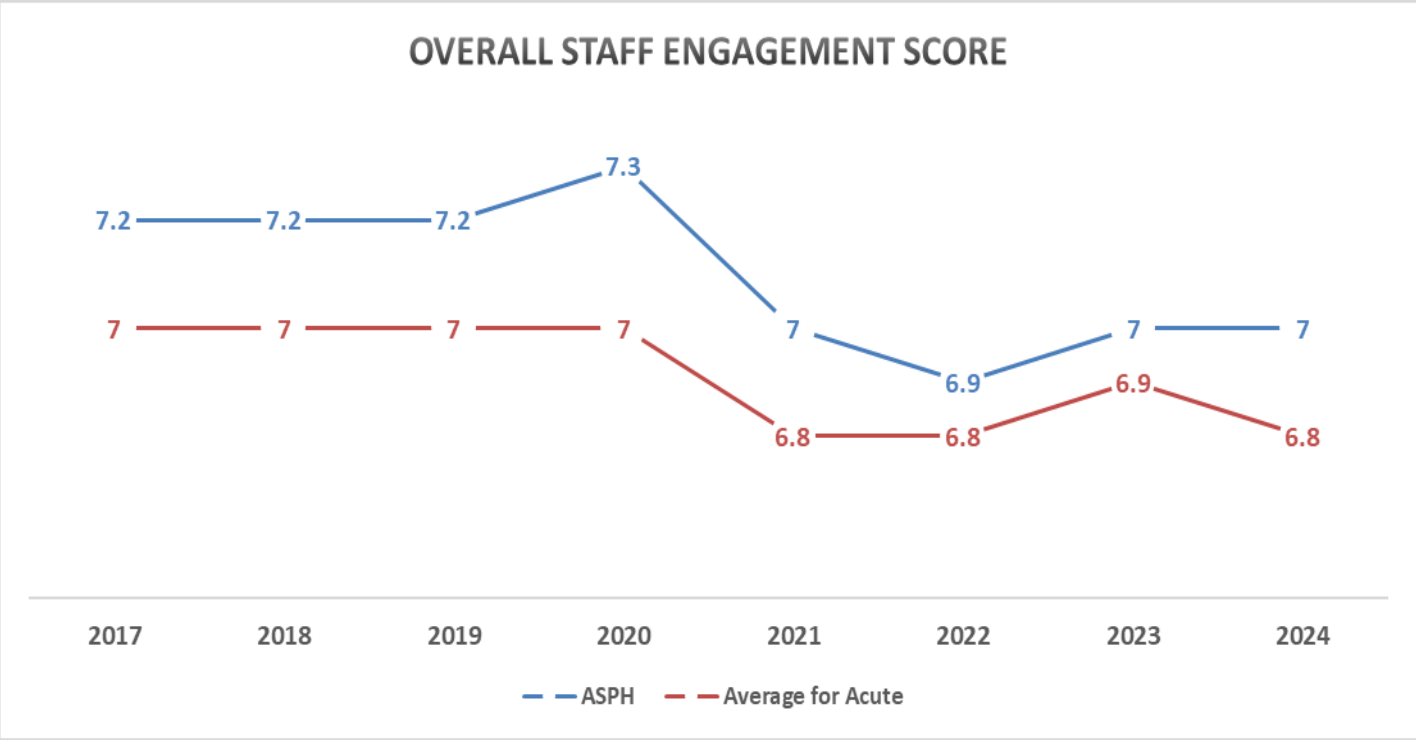
Most improved scores	Org 2024	Org 2023
q10c. Don't work any additional unpaid hours per week for this organisation, over and above contracted hours	50%	44%
q23a. Received appraisal in the past 12 months	73%	70%
q25b. Organisation acts on concerns raised by patients/service users	72%	69%
q24e. Able to access the right learning and development opportunities when I need to	63%	59%
q20a. Would feel secure raising concerns about unsafe clinical practice	70%	67%

Bottom 5 scores vs Organisation Average	Org	Picker Avg
q23a. Received appraisal in the past 12 months	73%	84%
q10b. Don't work any additional paid hours per week for this organisation, over and above contracted hours	57%	64%
q13d. Last experience of physical violence reported	67%	71%
q9d. Immediate manager takes a positive interest in my health & well-being	67%	70%
q4c. Satisfied with level of pay	29%	32%

Most declined scores	Org 2024	Org 2023
q11a. Organisation takes positive action on health and well-being	56%	60%
q13d. Last experience of physical violence reported	67%	71%
q10b. Don't work any additional paid hours per week for this organisation, over and above contracted hours	57%	59%
q8d. Colleagues show appreciation to one another	67%	69%
q7a. Team members have a set of shared objectives	74%	76%

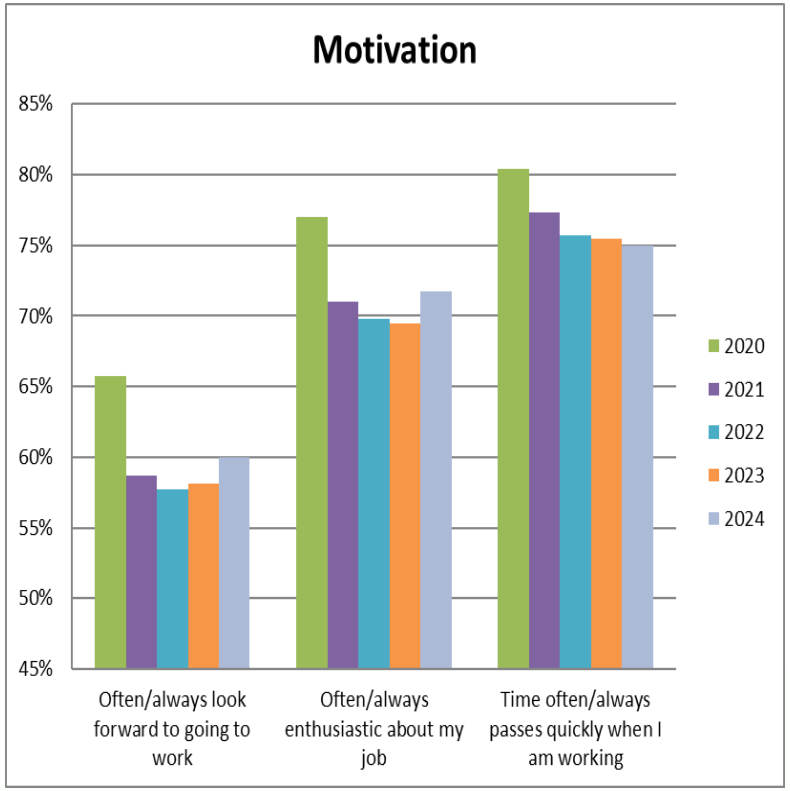
Staff Engagement Score 2024

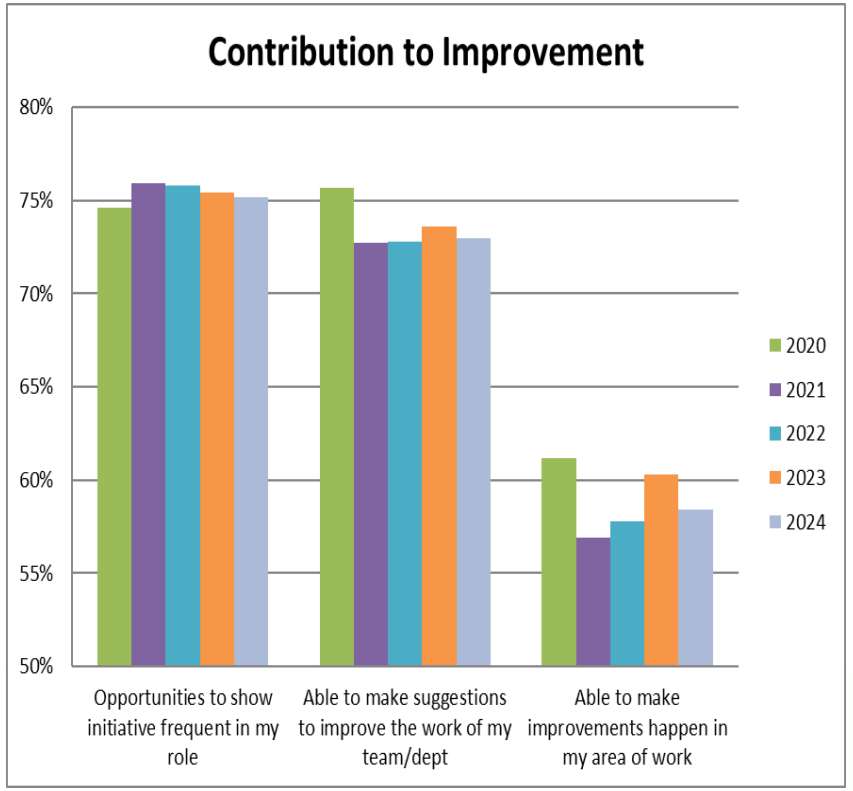
- Staff engagement is a key indicator in the National Staff Survey.
- The score is calculated using the responses to 9 individual questions which make up three Key Findings related to staff engagement.
- Whilst our results have been above the National average for acute trusts over the last 5 years, we saw a slight dip in 2021 and 2022 and are above national average in the last two years.
- Notable areas that have changed in the staff engagement scores can be found on the next slides.

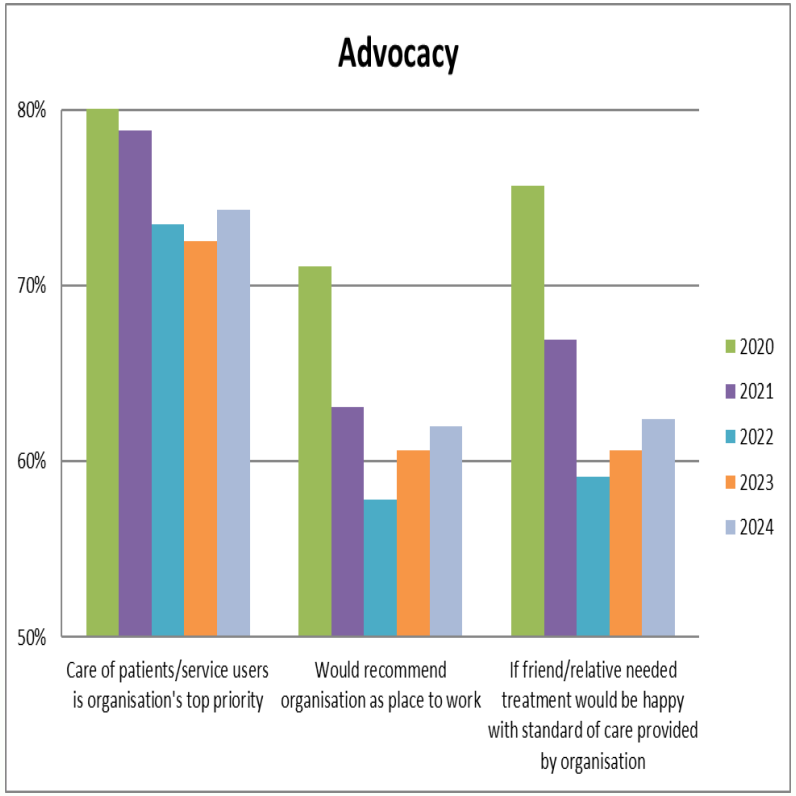


Staff Engagement Score: Internal Benchmark

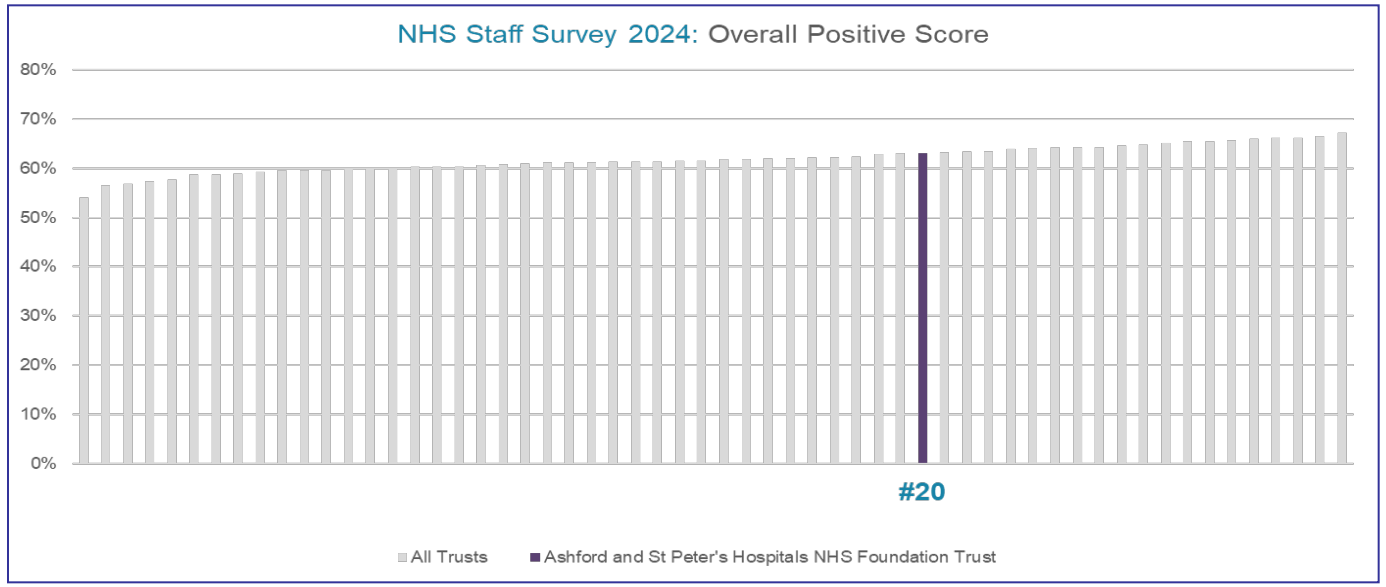
- The score is made up of 9 questions in relation to colleagues' ability to contribute to improvement, motivation at work and whether they would recommend the Trust as a place to work/ get treatment.
- These are an important barometer in terms of the Trust's undertaking to improve the culture and staff experience. We carefully track these scores, and the graphs show the trajectory since 2020.





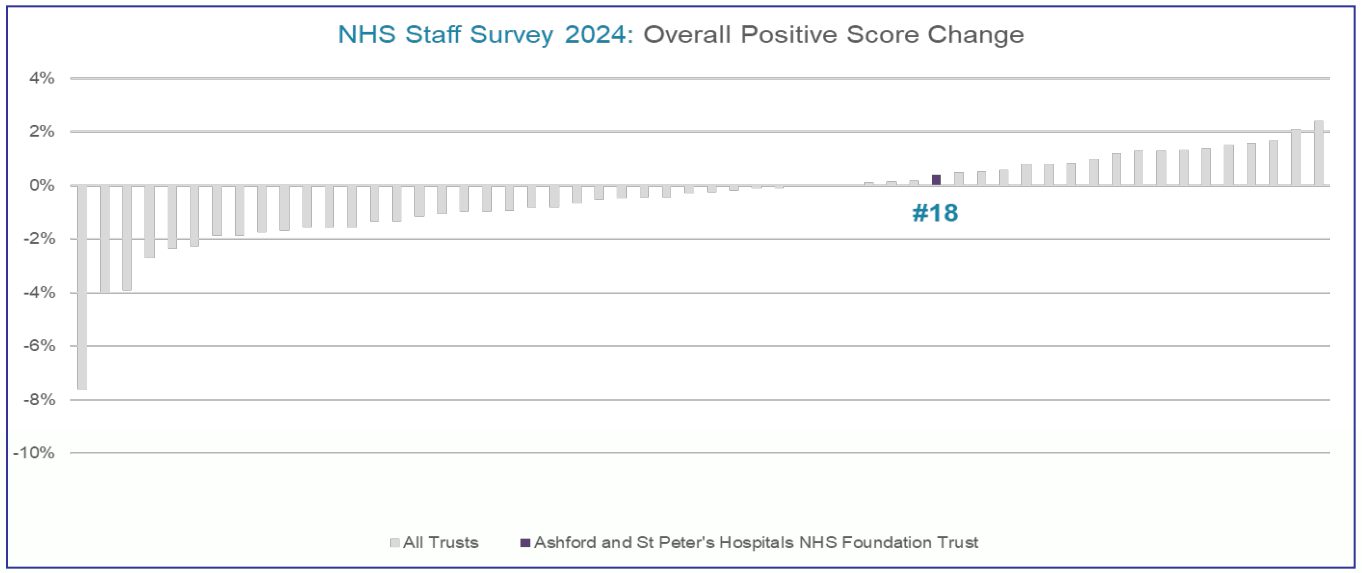


Overall Positive Score Ranking



- ASPH ranked **#20** in the country for overall positive score when compared against other Acute and Acute Community Trust.
- Our score increased by 8 places when compared with #28 in 2023.

The overall positive score is the average positive score for all positively scored questions in the survey.



The historical league table shows:

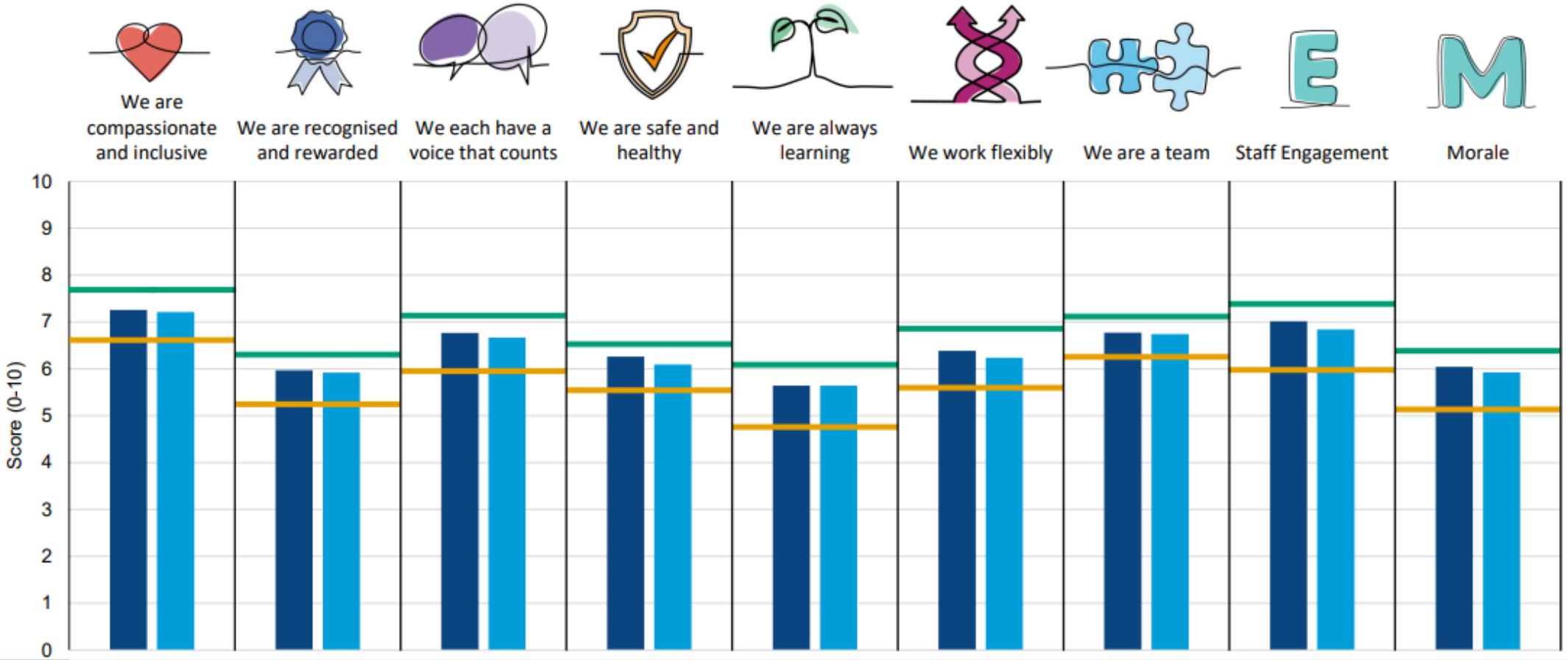
- How our overall positive score changed from the previous survey, and
- How this change compares to other Acute and Acute Community Trusts who ran the NHS Staff Survey 2024 with Picker.

People Promise elements and themes: Overview

Survey Coordination Centre

NHS

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



	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
Your org	7.26	5.97	6.77	6.26	5.64	6.39	6.77	7.02	6.05
Best result	7.69	6.30	7.14	6.53	6.09	6.86	7.12	7.39	6.38
Average result	7.21	5.92	6.67	6.09	5.64	6.24	6.74	6.84	5.93
Worst result	6.61	5.24	5.95	5.54	4.76	5.60	6.26	5.98	5.13
Responses	2577	2579	2557	2556	2400	2563	2578	2577	2580

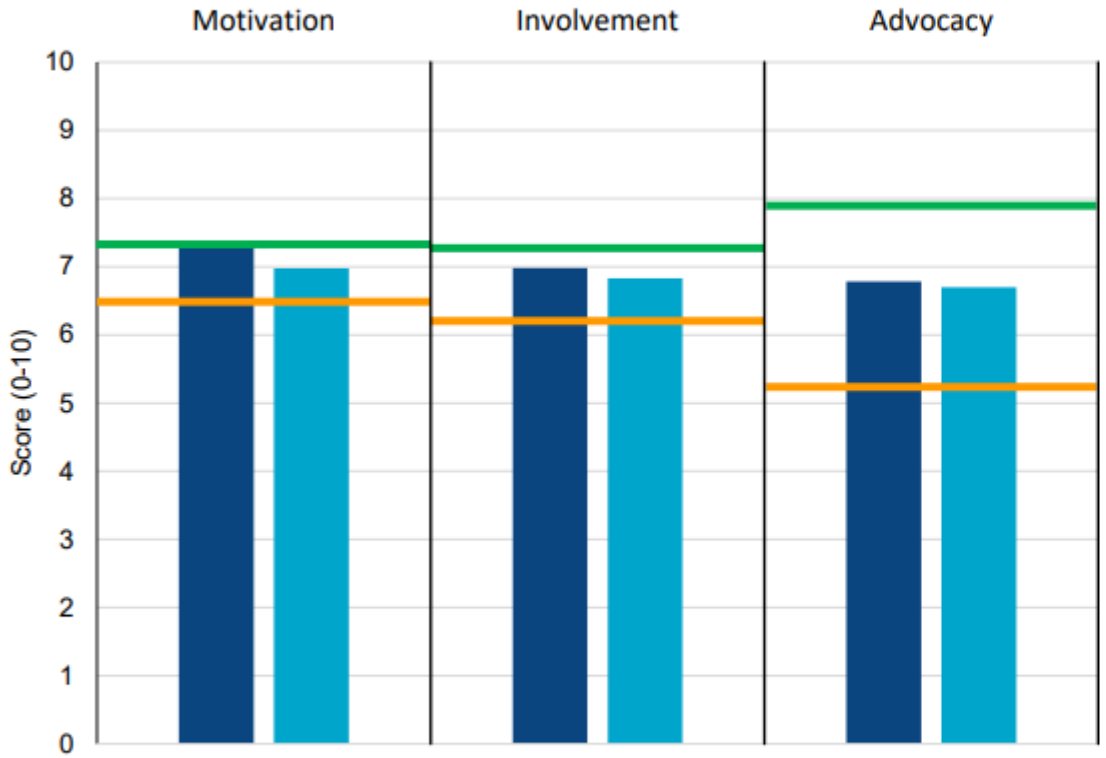
People Promise elements, themes and sub-scores: Sub-score overview

Survey Coordination Centre

NHS

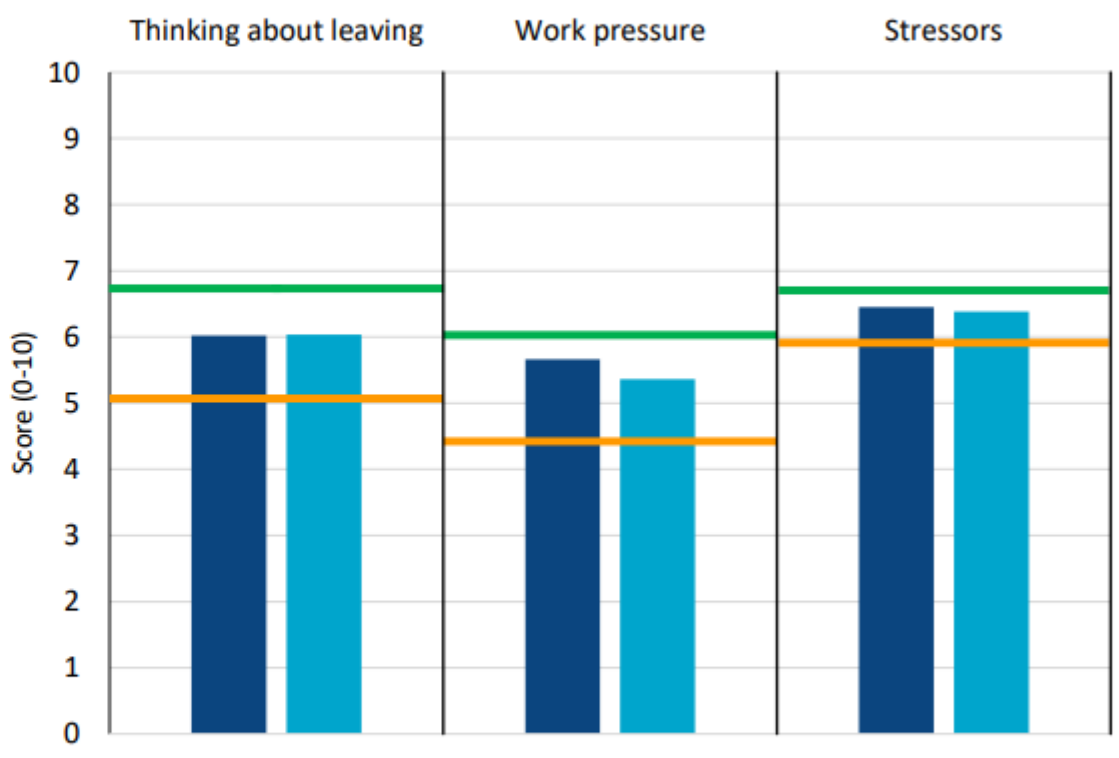
People Promise elements, themes and sub-scores are scored on a 0-10 scale, **where a higher score is more positive than a lower score**.

Theme: Staff engagement



	Motivation	Involvement	Advocacy
Your org	7.29	6.98	6.78
Best result	7.33	7.27	7.90
Average result	6.98	6.83	6.70
Worst result	6.49	6.20	5.24
Responses	2539	2578	2571

Theme: Morale



	Thinking about leaving	Work pressure	Stressors
Your org	6.02	5.66	6.45
Best result	6.73	6.03	6.70
Average result	6.04	5.36	6.38
Worst result	5.07	4.42	5.91
Responses	2573	2577	2579

People Promise elements and theme results – we are safe & healthy: Other questions

	2023	2024
Your org	63.56%	64.85%
Best result	63.56%	64.85%
Average result	53.65%	53.73%
Worst result	42.53%	43.25%
Responses	2048	2578

Next Steps

- Divisional action plans in place and reporting progress through Divisional performance reviews
- People priorities for 2025/26 have been refreshed, taking into consideration 2024 staff survey results
- People priority work reported on through Trust Executive Board and People Committee
- Focus for 2025/26 on People breakthrough objective – Improved staff engagement through better relationships and team working – a measure of civility and respect

Questions