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## **Re: Workforce Survey 2022**

Hello All,

We would like to thank you for taking time to respond to the 2022 Workforce Survey, your input is very much appreciated. This year the survey was completed electronically and had a 48% response rate, an increase from last year's 42% response rate, and interestingly the same figure the NHS have for their survey engagement overall. For the first time we also reached out to sessional GPs as they are an integral part of our service. Much of the feedback was excellent and shows that our people care about this organisation and are passionate about its services and success.

### **Some Key Successes Identified:**

Colleague Support  
Enthusiasm at work  
Health and Wellbeing  
Training Learning and development.

Our workforce survey has enabled us to have an open and transparent picture of how you feel about working at NEMS. The workforce survey results have provided us with detailed information regarding your opinions about our performance, culture, relationships and how we go about our work. Your feedback comes at a time when we continue to experience a challenging work environment together with a global recession and presents concrete views from you about how we can work together to realise our vision for the future.

The summary report attached highlights the main results of the workforce survey and those key areas to focus on. It is important to recognise that this is a journey – not a “quick fix” – and together we can all influence the changes that need to take place.

### **Key Areas to Work On:**

Fairness in dealing with incidents, errors, or near misses\*  
Pay  
Moral Injury\*

Staff feeling appreciated in their work\*  
More contact with managers  
Stress levels\*  
Staff levels  
Staff feeling overstretched at work with conflicting priorities

### **Who needs to work on these areas?**

We are interested in the input of everyone at NEMS towards exploring solutions to the above challenges we have.

### **How?**

**Workforce Forum** - Some of the key areas will feed into the Workforce Forum (denoted with an \*see above) with follow up 'focus' discussions led by the employee representatives within the different business areas of NEMS to then feed back into the Workforce Forum at the next meeting.

**Line Managers** - The line managers for each different area (Clinical, Operational, Management, Administration) will develop an 'Action Plan' addressing the issues affecting their teams, following discussion with their team, both as groups and also responding to individual feedback from for example appraisals and feedback meetings.

**Moving Forward** - We acknowledge that our response to recent staff surveys has not been as effective or timely as we would have hoped. However, we have a renewed commitment to maintain a momentum to working with the feedback we have from the current survey in our effort to make positive changes.

Please remember that we operate an 'open door' approach to feedback and suggestions and if anyone has any further comments or feedback, they can approach any member of the management team at NEMS either in person or via e - mail at any time.

You can find a summary of the staff survey results, and how they compare to the previous year, below:

Many thanks,  
Your People Team

Question		Responses			
Overall Satisfaction Levels		Positive		Negative	
I look forward to going to work.					
	2022	89.47%	↑	3.60%	↓
I am enthusiastic about my job.					
	2022	80.50%	↑	0.00%	↓
Time passes quickly when I am working.					
	2022	73.1%	↑	2%	↑
I feel appreciated					
	2022	53.70%	↑	17.10%	↓
I feel stressed or under pressure.					
	2022	25.60%	↓	74.40%	↓
I know what my job responsibilities are.					
	2022	86.60%	↑	3.60%	↓
I am able to make suggestions to improve the work of my team/department					
	2022	69.50%	↑	14.70%	↓
I am able to meet all the conflicting demands on my time at work.					
	2022	47.50%	↓	13.40%	↑
I have adequate materials, supplies, and equipment					
	2022	69.60%	↑	11%	↑
The team I work in has a set of shared objectives					
	2022	68.30%	↑	8.50%	↔
The team I work in often meets to discuss the team's effectiveness					
	2022	46.40%	↑	28.10%	↓
The support I get from my line manager					
	2022	74.40%	↑	11%	↔
The support I get from my work colleagues					
	2022	90.20%	↑	1%	↓
The extent to which my organisation values my work.					
	2022	68.30%	↑	21%	↓
My level of pay.					
	2022	53.60%	↑	26.8%	↑
The opportunities for flexible working patterns.					
	2022	64.60%	↓	11.0%	↓
<b>Clinician's Only</b>					
I am satisfied with the quality of care I give to patients/service users					
	2022	83.30%	↓	9.6%	↑
I feel that my role makes a difference to patients.					
	2022	85.70%	↑	9.5%	↑
I am able to deliver the care I aspire to.					
	2022	59.60%	↓	16.7%	↑
<b>About your Manager</b>					
They can be counted on to help me with a difficult task at work.					
	2022	68.30%	↓	8.6%	↓
They give me clear feedback on my work.					
	2022	64.60%	↑	9.8%	↓

They take a positive interest in my health and wellbeing.	2022	64.70%	↔	12.2%	↑
They value my work.	2022	63.40%	↓	7.3%	↓
<b>About The Leadership Team</b>					
I know who the leadership team are.	2022	54.90%	↓	25.7%	↑
<b>Health &amp; Wellbeing</b>					
My organisation takes positive action on health and wellbeing.	2022	91.4%	↑	8.50%	↓
In the last 12 months, have you experience MSK as a result of work activities?	2022	69.5%	↓	30.50%	↑
During the last 12 months have you felt unwell as a result of work-related stress?	2022	65.9%	↓	34.10%	↑
<b>Duty of Candour</b>					
NEMS treats staff who are involved in an error, near miss, or incident fairly.	2022	50.00%	↑	7.3%	↓
NEMS managers encourage us to report errors, near misses, or incidents	2022	69.50%	↓	3.6%	↓
When errors, near misses, or incidents are reported, NEMS takes action to ensure that they do not happen again and gives appropriate feedback to staff.	2022	61.00%	↑	9.7%	↓
I would feel comfortable about raising concerns about unsafe practice.	2022	84.20%	↑	2.4%	↓
<b>Harassment, Bullying or Abuse</b>					
Patients/service users, their relatives or other members of the public	2022	81.70%	↑	18.20%	↓
Managers	2022	90.20%	↓	8.50%	↑
Other colleagues	2022	76.80%	↓	14.60%	↑
<b>Training</b>					
Do you feel that NEMS acts fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?	2022	85.4%	↑	9.80%	↓
Have you had a personal review and development meeting (PRD) in the last 12 months?	2022	63.4%	↓	34.10%	↑
Have you completed all of your mandatory training in the last 12 months?	2022	95.1%	↑	4.90%	↓
...do your job more effectively?	2022	58.60%	↑	10.9%	↓
...stay up to date with professional requirements?	2022	62.20%	↑	9.8%	↓
...deliver a better patient experience?	2022	53.70%	↑	8.5%	↓
<b>Whole Organisation</b>					

Care of patients/service users is NEMS' top priority.					
	2022	82.90%	↑	3.6%	↓
NEMS acts on concerns raised by patients/service users					
	2022	76.90%	↑	1.20%	↓
I would recommend NEMS as a place to work.					
	2022	76.80%	↑	9.7%	↓
If a friend or relative needed treatment I would be happy with the standard of care provided by NEMS.					
	2021	89.00%	↑	2.4%	↓