



NHS Staff Survey Results 2022

46%

of questions scored positively compared to 2021.

33%

recommend EEAST as a great place to work.

57%

of all staff believed patient care was EEAST's top priority.

47%

would be happy with the standard of care for family and friends.

45%

of scores stayed the same as 2021.

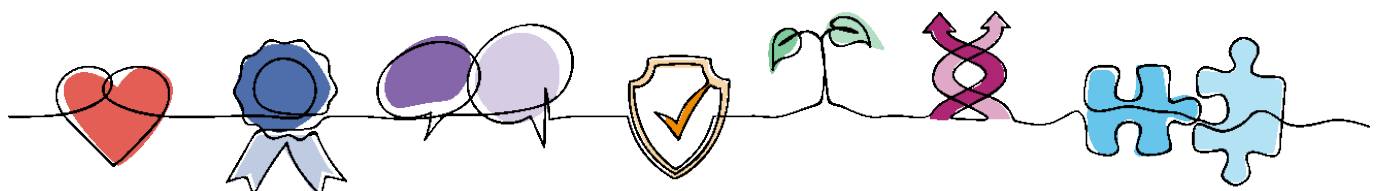
60%

survey completion rate.

#1 out of 7 comparable Ambulance Trusts in year-on-year improvement.

7th Placed for overall satisfaction scores against comparable Ambulance Trusts.

Key Themes - a summary of the engagement data against the NHS People Promise



	Direction of Scores		Direction of Scores
<p>Compassionate culture This is a key area where we need to improve and reflects people's concerns about the standard of patient care that the Trust has delivered in the face of challenges such as winter pressures and handover delays.</p>	↓	<p>Appraisals We have seen an increase in the number of you who have appraisals (60%) - but we need to focus on further improving the quality of these appraisals.</p>	↑
<p>Compassionate leadership More of you feel that your immediate manager cares about you and helps you with problems at work.</p>	↑	<p>Support for work life balance More of you believe that your manager and the Trust both support you in achieving a work-life balance.</p>	↑
<p>Recognised and rewarded • Many people feel that their good work is recognised by the Trust and by their manager. • However people's satisfaction with their pay has reduced to 16% in 2022 (down from 20% in 2021).</p>	↑	<p>Flexible working 37% of you are satisfied with flexible working options. This is up from 32% in 2021 and in line with other Ambulance Trusts.</p>	↑
<p>Raising concerns • More of you feel able to speak up about things that concern you and that the Trust would address them. • However, fewer of you would feel secure raising concerns about unsafe clinical practice.</p>	↑	<p>Autonomy and control More people are saying that they have a better understanding of roles, responsibilities and opportunities to suggest changes.</p>	↑
<p>Involvement More of you say that you have opportunities to show initiative and make improvements in your area of work.</p>	↑	<p>Team working More of you are seeing improvements in the way that teams across the Trust are working.</p>	↑
<p>Recommending EEAST While many of you believe that patient care is EEAST's top priority and would recommend EEAST as a place to work, fewer of you are happy with the standard of care that we are able to provide.</p>	↓	<p>Line management There have been increases in satisfaction with managers across the Trust.</p>	↑
<p>Health and safety climate • More of you believe that the Trust takes positive action on your health and well-being. • Fewer of you are experiencing physical violence.</p>	↑	EEAST areas of focus:	
<p>Burnout Levels of burnout have improved a little but this is an area where we need to continue providing support so that you are not left exhausted by your work.</p>	↑	<p>Negative experiences Our people are having a more positive experience at work with a reduction in bullying and harassment and a reduction in people suffering work-related stress.</p>	↑
<p>Causes of stress We have seen some improvements in this area – with more of you feeling clear about your work responsibilities and feeling more positive about working relationships.</p>	↑	<p>Thinking of leaving We are seeing improvements with fewer people thinking about leaving EEAST.</p>	↑
<p>Development More of you feel supported to develop and can access learning and development opportunities.</p>	↑	<p>Work pressure More of you are able to meet the demands on your time.</p>	↑
		<p>Diversity and equality • We have seen some improvement in this area with 85% reporting no discrimination from colleagues; up from 81% in 2021. • However we know from the BME survey that we have more to do and have a 3-year inclusivity plan in place.</p>	↑
		<p>Inclusion More of you feel that colleagues treat each other with politeness and respect.</p>	↑