



20<sup>th</sup> February 2020 - ENGLAND Only

## NHS STAFF SURVEY 2019 V GMB 18 MONTH PAY REVIEW SURVEY

The results of the NHS Staff Survey 2019 have now been published. 569,400 NHS staff in England responded to the survey, that's 48% of the NHS in England workforce.

Full results can be accessed at <https://www.nhsstaffsurvey.com/Page/1085/Latest-Results/NHS-Staff-Survey-Results>

Below is a summary of the key points from the NHS Staff Survey, compared to the results from the recent GMB NHS 18 Month Pay Review Survey.

### Pay Satisfaction

- 38% of staff are satisfied with their pay (2% increase since 2018).

#### In the recent GMB survey:

- 41% of members strongly disagreed that their pay rate reflected the work they were expected to carry out as a part of their job.
- 52.6% felt they were the same financially, since the pay award 18 months ago.
- 19.6% believe that have suffered a financial loss as a result of the pay award.
- 80.2% believe that the pay award hasn't assisted with the recruitment and retention of NHS staff.

### Additional Unpaid Hours

- 55.9% of staff work additional unpaid hours, over and above their contracted hours, per week (2% decrease since 2018).

#### In the recent GMB survey:

- 36.5% of members say they work additional unpaid hours.
- 18% believe they are also paid incorrectly when they go on leave.

### Attending work when ill

- 56.6% of staff say they have gone to work whilst ill in the last 3 months.
- 40.3% have been ill due to work related stress (increased from 26.8% in 2016).

#### In the recent GMB survey:

- 52.6% of members' state that their job has made them ill, or an existing illness worse in the last 12 months.

## Violence, Bullying, Harassment & Abuse

- 28.5% of NHS staff (excluding ambulance service, mental health and learning disability teams) say that they have experienced at least one incident of bullying, harassment or abuse at work in the last 12 months (same as in 2018).
- 32.7% working in mental health units and learning disability teams (increased from 32.3% in 2018).
- 47.4% in ambulance services (decreased from 48.1% in 2018).
  
- 14.9% of staff (excluding ambulance service, mental health and learning disability teams) have experienced at least one incident of physical violence in the last 12 months (increase from 14.6% in 2018).
- 20.2% working in mental health units and learning disability teams (increased from 20% in 2018).
- 34% in ambulance services (decreased from 34.3% in 2018).

### In the recent GMB survey:

- 50.6% of members do not believe that violence against NHS staff has reduced since the introduction of the Protect the Protectors Legislation.

## Job Satisfaction

- 28.4% of staff often think of leaving the NHS (decreased from 29.9% in 2018).
- 21% will look for a new job within 12 months (decreased from 21.6% in 2018).
- 14.8% will leave as soon as they find a new job (decreased from 15.7% in 2018).
- 81.1% are satisfied with the quality of care they are able to give (increased from 80.7% since 2018).
- 68.5% feel they are able to deliver the care they aspire to (increased from 66.8% in 2017).
- 59.7% say that their organisation treats staff involved in errors or near misses fairly (increased from 58.3% in 2018).

To encourage this increase in staff satisfaction with how they are treated following errors, the GMB supports all NHS organisations to implement a Just Culture. More details can be accessed at: <https://improvement.nhs.uk/resources/just-culture-guide/>

### In the recent GMB survey:

- 13.9% of members stated that they were extremely dissatisfied at work.

## COMING SOON!

GMB will shortly be launching a pay consultation survey for the 2021 Pay Award. Make sure your contact details are up to date so that you can have your say on pay.

Not a GMB Member? Join today at [www.gmb.org.uk/join](http://www.gmb.org.uk/join)

Want more information on being a GMB Representative in your Workplace?  
Email [NHS@gmb.org.uk](mailto:NHS@gmb.org.uk)

