

## **ONLY 29% OF NHS STAFF IN ENGLAND SAY THERE ARE ENOUGH STAFF TO ENABLE THEM TO DO THEIR JOBS PROPERLY IN LATEST OFFICIAL SURVEY**

**Serious challenges lie ahead despite settlement of pay dispute in England and the political parties need to commit to reversing the deterioration in working conditions**

GMB has called on the Westminster parties to re-focus their attention on working conditions in the English NHS now that the pay dispute for NHS staff in England has been resolved.

On 9th March the NHS Staff Council including GMB accepted the government's new pay offer for NHS staff in England. GMB members in the NHS in England voted by four-to-one to accept the new offer. The offer does not apply to Northern Ireland where the dispute continues.

GMB analysis of the latest official NHS staff survey highlights a deterioration in working conditions within the English NHS over the previous 12 months, with only 29% of NHS workers saying there are enough staff to enable them to do their jobs properly (down from 30% a year earlier).

15 out of 29 key indicators in the NHS England survey came back worse than the previous year. Only 11 showed an improvement, one has remained the same and two cannot be compared due to changes in the questions.

Barely more than half (56%) of NHS staff in England would recommend their organisation as a place to work, down from 58% the previous year. Only a third (33%) were satisfied with their level of pay compared to 38% the previous year. 71% report working extra hours, up from 70% the previous year.

Only 29% of staff said that senior managers act on feedback from staff, although this is a slight increase on the previous score of 28%. Only 31% of staff felt that managers involve staff in important decisions. Only 43% said their organisation takes positive action on staff health and well-being.

14% of NHS staff overall reported experiencing physical violence from patients, their relatives or other members of the public in the previous 12 months, down slightly from 15% the previous year. However the figure is significantly higher amongst staff in ambulance trusts (31%).

In the ambulance service, London Ambulance Service NHS Trust (LAS) came out bottom on indicators such as job satisfaction, percentage of staff suffering work-related stress in the last 12 months (59%) and percentage of staff experiencing discrimination at work in the last 12 months (32%). Only 7% of LAS staff said there is "good communication" with senior management, down from 13% the previous year. Only 18% of LAS staff would recommend the organisation as a place to work, down from 26% the previous year. The percentage of LAS staff feeling satisfied with the quality of work and patient care they are able to deliver has dropped below a half, from 58% to 49%.

Rehana Azam GMB National Officer said: **"After repeated industrial action a resolution has been found for the English NHS regarding the recent pay dispute. However there is still a long way to go to recover the ground lost in real-terms pay over the past few years.**

**"Lots of challenges lie ahead for the NHS in England and the latest official staff survey highlights**

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this. We need a serious commitment from the Westminster parties to improve working conditions in the service.”

“The survey results are troubling in many areas. The experience of staff in certain parts of the NHS is simply appalling. Existing management practices are unacceptable and need to change. NHS trusts need to be supporting staff to deliver high-quality care, instead of piling more and more pressure on them.

“The government wasted £3 billion on a chaotic reorganisation of the health service. Frontline NHS services desperately needed that money to invest in additional staffing in the face of sharply rising demand.”

Brendan Kemp, GMB Regional Organiser for staff at London Ambulance Service, said: “**These results should be a wake-up call for senior management at London Ambulance Service. We have seen unprecedented numbers of staff leaving the service. The ever-increasing workload pressure needs to be addressed as a matter of urgency because is not sustainable or acceptable. The trust should be listening to staff and supporting them. It needs to work with GMB and all parties involved to achieve a workplace environment where staff feel valued and appreciated.**”

Contact:

Notes:

1) NHS England’s 2014 NHS Staff Survey was published on 24 February 2015. You can download the national results or search for the results for your organisation at [www.nhsstaffsurveys.com/Page/1006/Latest-Results/](http://www.nhsstaffsurveys.com/Page/1006/Latest-Results/2014-Results/); The survey saw over 255,000 responses from staff at 287 NHS organisations across England.

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