NHS Staff Survey Results 2024 – high-level sector summary

People Promise indicators

The ambulance sector has improved against seven of nine response categories. Since the inception of the new People Promise metrics, the sector has shown continual improvement in each category (table 1 below). However, both staff engagement and morale are below the five-year 2020 highs.

The ambulance sector has improved against the national average (table 2) for the People Promise indicators and summary-scores in all but one category (staff engagement). Yet still remains the lowest NHS sector surveyed for each of the nine response categories.

Staff survey response numbers are at an all-time high, (n=32939), with the response rate at 54.19%, the highest since 2020 (table 3).

Individual metrics

For staff at ambulance trusts the proportion of staff that feel valued by their team is at a five-year high in 2024 at 60.93%.

Increases in the percentage of staff saying they have had an appraisal in the last 12 months are seen in four out of the five trust types, with the result for ambulance trusts (80.52%) improving by more than four percentage points compared to last year.

Nationally, satisfaction with opportunities for flexible working patterns is at a five-year high, with 57.65% of staff "satisfied or "very satisfied" with these opportunities. This measure has improved for ambulance staff for a second consecutive year.

A slight positive reduction is noted in the sector for staff experiencing burnout (39% with a 0.3% positive move from 2023), and still <7% better than 2022, a small positive movement is noted in the national average too. A similar positive trend is noted in the experience of staff finding work emotionally exhausting (39.97%, down from 40.21% in 2023).

A small drop is noted in the sector for my organisation takes positive action for my health and wellbeing (47.94% with a 0.2% drop from 2023), but still 3% better than 2022, a small drop is noted in the national average.

Recommending the organisation as a place of work is the highest it has been since 2020 (2020 = 57.2%, 2024 49.05%) showing continual progress since the drop to 43.3% (2021) during the COVID-19 pandemic. The amount of staff indicating they are thinking about leaving has similarly reduced with a five year low since 2020 (2020 = 33.33%, 2024 = 36.88%).

The percentage of staff that have observed incidents or near misses has seen a 0.58% increase in 2024, this is above the national average (33.6%) that also slightly rose in 2024 (0.13% increase). A slight drop is noted in the organisation treating people fairly after an incident or near miss, (49.64% from 49.72% in 2023). The ambulance sector remains about 10% below the national average.

The ambulance sector is x1.5 as likely as the national average (9.25%) to receive discrimination from patients (15.75%) with both metrics increasing by relative amounts in 2024 (national average 0.67% increase, ambulance 0.97% increase). A slight drop in the experience of discrimination from management / colleagues in the ambulance sector (0.15%) while a slight rise is observed in the national average (0.13%). The types of discrimination are noted in table 4.

Violence and aggression

Ambulance staff recorded an increase in physical violence from patients / service users with 30.58% saying they had experienced physical violence in 2024, up from 28.26% in 2023. The average for all NHS workers was 14.38%, revealing ambulance staff as twice as likely to be physically assaulted as other NHS professionals.

76.55% of all ambulance staff reported these assaults, an increase from 74.99% in 2023 and against a national average of 74.69% for other NHS staff groups.

There was also an increase in the number of ambulance staff experiencing at least one incident of harassment, bullying or abuse from patients / service users, from 42.67% in 2023, to 43.28% in 2024. The national average for all NHS workers was 25.08%, down from 25.34% in 2023.

Sexual safety

The percentage of ambulance staff reporting that they have been the target of at least one incident of unwanted sexual behaviour from patients in the workplace has increased since last year and remains above one in four. The sector remains x2.75 higher than the national average. When this is viewed through the gender sub-category, the figure is 30.89% for females from 17,450 female respondents.

The percentage of ambulance staff reporting unwanted sexual behaviour from staff/colleagues is 8.74%, over twice the national average (n=3.66%), again when viewed through a gender lens, females show a 10.82% response rate, the same as 2023. However, there are notable increases (albeit from smaller sample sizes) from non-binary (17.01 - 22.82%) and prefer to self-describe (13.73% 21.99%).

Appendices

Table 1 Ambulance Sector People Promise Scores and Categories

New People Promise	Ambulance						
	2018	2019	2020	2021	2022	2023	2024
We are compassionate and inclusive				6.6	6.62	6.8	6.81
We are recognised and rewarded				5.01	4.98	5.3	5.35
We each have a voice that counts	New People Promise questions launched in 2021 survey			5.81	5.81	5.93	5.92
We are safe and healthy				5.2	5.3	5.6	5.64
We are always learning				4.25	4.49	4.85	4.93
We work flexibly				4.97	5.04	5.33	5.39
We are a team				5.82	5.96	6.16	6.23
Staff engagement*	6.2	6.27	6.29	5.79	5.79	6.01	5.97
Morale*	5.4	5.54	5.75	5.13	5.21	5.52	5.62

Table 2 National Average People Promise Scores and Categories

	Nat Avg						
	2018	2019	2020	2021	2022	2023	2024
We are compassionate and inclusive				7.24	7.23	7.3	7.28
We are recognised and rewarded				5.89	5.8	6	5.99
We each have a voice that counts	New People Promise questions launched in 2021 survey			6.72	6.68	6.72	6.69
We are safe and healthy				5.9	5.9	6.13	6.14
We are always learning				5.28	5.39	5.64	5.67
We work flexibly				6.06	6.09	6.28	6.31
We are a team				6.64	6.69	6.8	6.8
Staff engagement*	7	7.04	7.05	6.84	6.79	6.89	6.85
Morale*	5.9	5.95	6.08	5.77	5.74	5.95	5.96

Table 3 Full Staff Survey Response Rates

Sector	Survey Response rates					
	2019	2020	2021	2022	2023	2024
Acute & Community	388,327	402,201	444,326	431,292	478,055	532,587
Acute Specialist	17,175	17,827	15,708	15,013	16,594	17,667
MH, LD & Community	104,461	109,280	116,567	115,361	127,293	135,986
Community	23,596	22,706	25,509	24,650	28,027	28,109
Ambulance	24,950	27,386	26,365	25,813	29,119	32,939
Nat Avg	558,509	579,400	628,475	612,129	678,676	747,288

Table 4 EDI Staff Survey Metrics

	Ambulance				National Average			
	2021	2022	2023	2024	2021	2022	2023	2024
Age	34.06%	33.78%	34.98%	35.40%	20.26%	20.14%	19.04%	18.03%
Disability	10.79%	12.33%	12.94%	13.66%	9%	9.39%	9.84%	10.09%
Ethnic Background	25.63%	24.89%	24.76%	27.75%	47.70%	49.40%	50.98%	54.09%
Gender	44.09%	45.88%	45.34%	45.80%	22.34%	22.21%	21.31%	20.71%
Other	21.46%	20.27%	20.16%	18.32%	25.25%	24.01%	23.91%	21.97%
Religion	5.24%	4.30%	4.72%	5.50%	5.25%	5.29%	5.49%	6.24%
Sexual Orientation	14%	13.40%	13.20%	14.00%	5.44%	5.13%	5.10%	4.77%