

12. Staff satisfaction

CQC undertook a People (staff) survey between 16 January and 6 February 2024. A total of 2,278 responses were received, with a response rate of 78%. The headline findings were reported at the public board meeting in March 2024.

Almost all items showed a decline since the previous full survey in 2021, with 11 items declining by more than 10%. The table below shows percentages of positive responses for questions asked in 2021 compared with 2024.

	2021	2024	% Difference
Values and behaviours of executive leaders	55%	27%	-28%
Values and behaviours of senior leaders	64%	44%	-20%
My work helps to improve care	85%	66%	-19%
I am proud to work here	71%	56%	-15%

The largest declines were among operational staff.

Other concerns included:

- how people are supported by leaders

- not being listened to enough
- concerns not being acted on
- change not being implemented effectively.

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